

# Scout Dashboard

## Administrator's Guide

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## 2. Representation

The following representations and conventions for instructions are used throughout the documentation:

Representation	Description
<b>Control element</b>	All graphical user interface controls are displayed in <b>bold</b>
<b>Menu &gt; menu command</b>	Whenever running a command involves clicking a series of menus, the single GUI controls such as menu commands or dialog tabs are linked by <b>&gt;</b> .
Value	All data that have to be entered by the user or data that represent a field value are displayed in <code>Courier New</code> . Also, file names and path names are displayed in <code>Courier New</code> .
STRG	Keys to be pressed are displayed in CAPITAL LETTERS.
<i>&lt;Placeholder&gt;</i>	Placeholders in instructions and user input are displayed in <i>italics</i> and in <i>&lt;angle brackets&gt;</i> .
1. Instruction	Procedures to be carried out step by step are realized as numbered steps.
<i>Result</i>	System responses and results are displayed in <i>italics</i> .

### Abbreviations and acronyms

Abbreviation	Description
AD	Active Directory , directory service of Microsoft Windows Server
EBKGUI	Interface of the eLux Builder Kit (component of Scout Enterprise)
EPM	eLux package module ( <code>.epm</code> , software package)
FPM	Feature package module ( <code>.fpm</code> , part of a software package)
FQDN	Fully qualified domain name
GB	Gigabyte
GHz	Gigahertz (processing speed)
HDD	Hard disk drive (flash memory)
IDF	Image Definition File ( <code>.idf</code> )
IIS	Internet Information Services: Microsoft Web server
MB	Megabyte
OU	Organizational unit Unit or group within the organizational structure
VPN	Virtual Private Network

### 3. Overview

Scout Dashboard is a web-based front end for Thin Client management based on Scout Enterprise Management Suite.

Basic features of Scout Dashboard include

- Overview of all managed devices by using consolidated representations of the relevant data
- Filtering and analysis of device data according to certain criteria, predefined reports
- Running remote commands on one or more devices
- Helpdesk features Mirroring and Diagnostic files

Scout Dashboard already provides numerous features but does not include the entire functionality of the Scout Console at this time. The range of features of Scout Dashboard is continuously extended.

#### Requirements for using Scout Dashboard

Web browser

- Mozilla Firefox, Google Chrome, Microsoft Internet Explorer (11 and later versions)



##### Note

Microsoft Internet Explorer: To use Scout Dashboard without restrictions, add the Dashboard web server URL to the local intranet zone (**IE Internet options > Security > Local intranet**).

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- Enable JavaScript

## 4. Installation



### Note

For Scout Enterprise Management Suite 15.0 and Scout Dashboard 2.0 and later versions, Dashboard is part of the Scout Enterprise Management Suite installer.

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Dashboard can be installed together with other Scout Enterprise Management Suite components but also exclusively. You are free to install Scout Dashboard either on the hardware of the Scout Server or on any other hardware.

The installer provides a web service on the web server (IIS) which allows access to the Dashboard features via a web browser.

For further information, see the following topics in the **Installation** guide:

- [System requirements](#)
- [Preparing SQL Server databases](#)
- [Permissions and certificates](#)
- [Installing Scout Enterprise Management Suite 15.x](#)


## 5. Interface

The Scout Dashboard provides five different views or pages which you can select on the provided menu.

The pages include the following features:

Dashboard	Overview by various charts
Devices	Display, filtering and grouping of devices Performing online commands Requesting diagnostic files Mirroring devices
Log	Display, filtering and grouping of log data
Reports	Running reports
Command History	Command progress and results for updates, deliveries and user-defined commands

Scout Dashboard messages are shown below the menu bar.



Dashboard
Devices
Log
Report
Command History

Command is successfully queued for execution.





## Devices

Drop columns here to group devices...

Devicename	Status	Imagefile	Ip address
<input type="text"/>	<span>Online</span> ...	<input type="text"/>	<input type="text"/>
TC-Doklu4-04	<span>Online</span>	recovery.idf	192.168.54.42
TC-Doklu4-05	<span>Online</span>	recovery.idf	192.168.54.43
TC-Doku4-03	<span>Online</span>	recovery.idf	192.168.54.41

## 5.1. System information and logout

In the upper section on the right, the following system information is shown:

	Dashboard Version: <b>2.0.0</b>		Username: [redacted] Last login: <b>12.07.2017 14:34</b>
	Database: [redacted] Version: <b>9.0.0</b>		Errors: <b>0</b> Warnings: <b>1</b>




If the last login time is not available, the current time is shown.

### Logout

- ▶ Click the **User** icon and then **Logout**.

### System information

- ▶ To show details, click the relevant icon:

	Runtimes of the server services	Scout Enterprise
	Link to the Dashboard web API	Scout Enterprise Statistics
	Database information	Scout Enterprise
		Scout Dashboard
		Scout Enterprise Statistics
	Messages (Info, Warning, Error) of Scout Dashboard and the Scout Server	Display of unread messages
		To hide a message, click the <b>Read</b> icon.
		All messages are provided on the <b>Log</b> page. For further information, see <a href="#">System messages</a> .

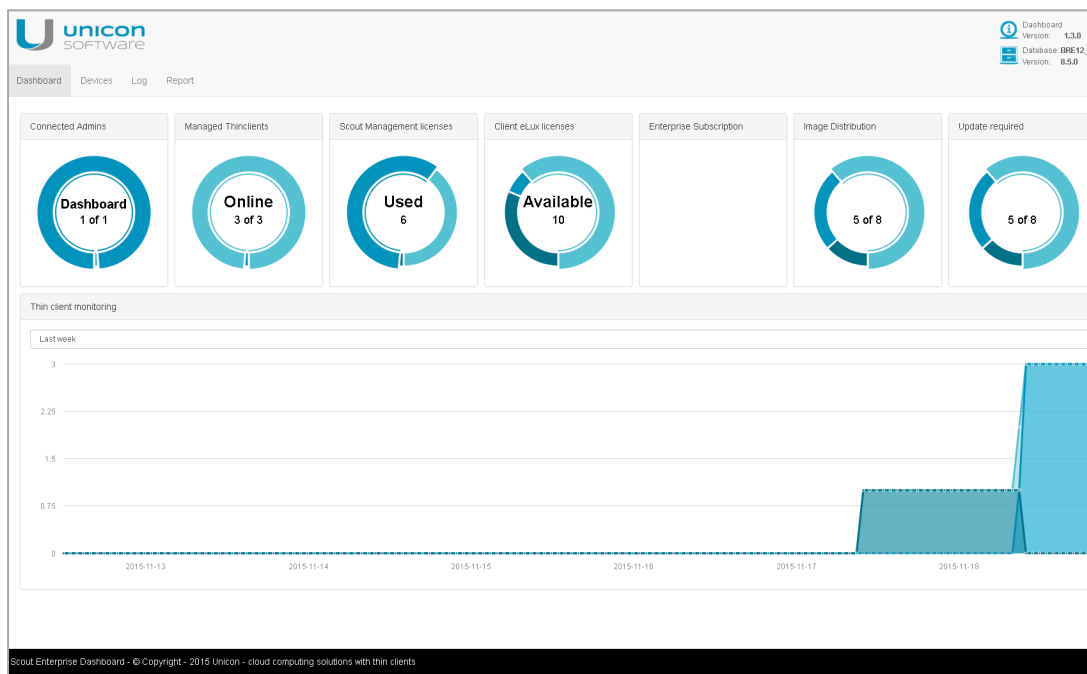
## 6. Graphical overview, display and analysis

### 6.1. Graphical overview

The **Dashboard** page enables quick, graphical access to all relevant data regarding the device management with Scout Enterprise Management Suite.

In the upper area, ring charts show quantities and status data of administrators, devices, licenses, images and required updates. The ring charts respond dynamically to **Mouse over**: With the mouse pointing to a particular part of the ring, the value of that part is displayed.

Below the ring charts, a line chart shows monitoring information on the online/offline status of the devices over a definable period.



### 6.2. Display, filter and group devices

The **Devices** page lists all devices managed with Scout Enterprise and allows you to display them as required. On the left, the devices are shown in a tree view.<sup>1</sup>

<sup>1</sup>for Scout Enterprise Management Suite 15.0 / Scout Enterprise Dashboard 2.0 and later versions

## Filtering devices via tree view

unicon SOFTWARE

Dashboard Devices Log Report Command

Drop columns here to group devices in tree

Show all devices

- Lost&Found
- AT
- DE
  - DE\_KA
  - DE\_MA
- FR
- IT
  - IT\_Bari
  - IT\_Rome

### Devices

Devicename
TC-Doku4-04
TC-Doku4-05
TC-Doku4-03

- ▶ In the tree view, select an OU.  
*Only the devices of the selected OU are shown in the list.*
- ▶ To show all devices, click **Show all devices**.

## Filtering devices on any combination of fields

- ▶ For the required property (column), below the column header, select the required property from the list-field or enter the string you want to filter by.  
Matches with variant endings are found.

*Only those devices are displayed whose properties match the filter criteria. You can specify a filter criterion for more than one column and combine them.*

Example: In the **Devicename** column, in the filter field, you enter the string 05

Result: All devices with the name containing 05 are shown.



Dashboard
Devices
Log
Report

## Devices

Drop columns here to group devices...

Devicename	Vendor
05	

To remove a filter, delete the relevant filter criterion from the filter bar.

The **Status** field allows to filter the devices by their status.

Status

Online

Online

Offline

Starting

Updating

New Device

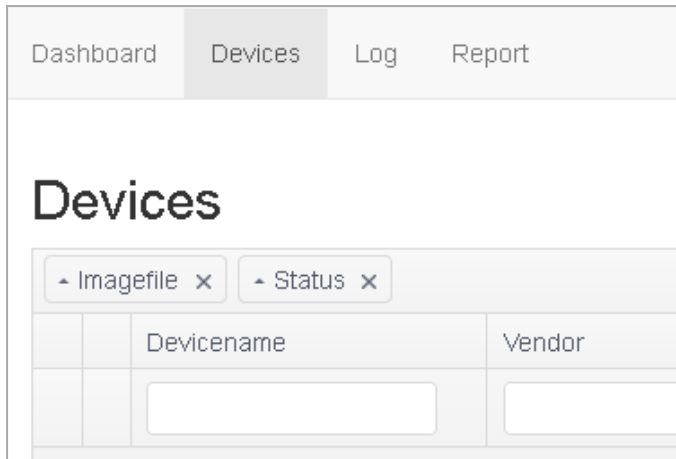
## Grouping devices

- ▶ Use a drag-and-drop operation to drag a column header to the grouping bar.

*The devices are grouped by the property defined in the grouping bar. Groupings are allowed for more than one property (nested grouping).*

Example: You drag the column headers **Imagefile** and **Status** to the grouping bar.

Result: All devices are grouped by the image file. Inside the image file groups, the devices are grouped by their status.



To ungroup, delete the relevant property from the grouping bar.

## Showing dynamic asset details



### Requires

- The Scout Statistics Service must be installed and running.
- For the relevant devices, the dynamic asset details must have been configured.

For further information, see [Statistics Service](#) in the Scout Enterprise guide.

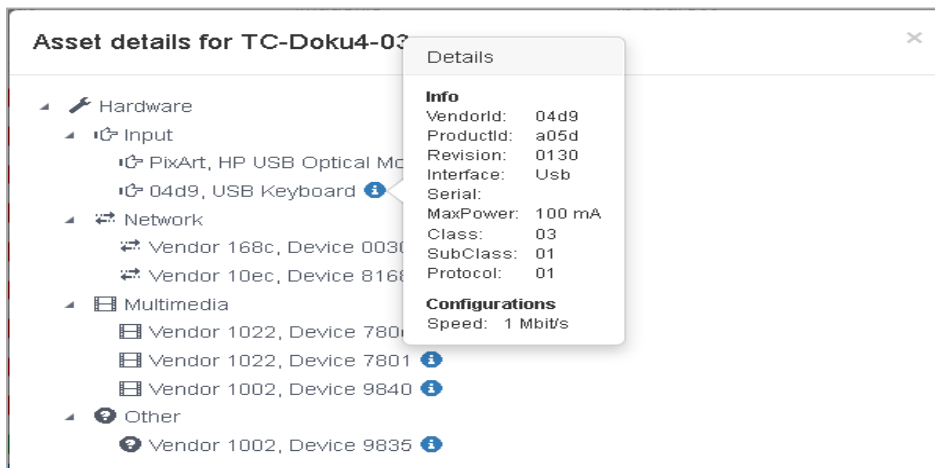
To check if the Scout Statistics Service is running, click the **Info** icon of the system information.

For further information, see [System information and logout](#).



For the relevant device, at the end of the row, click the blue info symbol.

*The dynamic asset details of the relevant device are shown in a pop-up window.*



## 6.3. Reports for analysis

The **Report** page provides reports that have been created in the Scout Report Generator and saved to the database.

If, in the Scout Console, the option **Use report assignment for Dashboard** is active, only those reports are shown that have been assigned to the administrator currently logged in. For further information, see [Managing reports for Dashboard](#) in the **Scout Enterprise** guide.

## Running a report

- ▶ Select a report and click **Show Report**.

*The selected report is run. The result is shown in a new browser tab.*

## 7. Online commands

From Scout Dashboard, you can run the following commands on one or several devices:

- Switch on
- Switch off
- Restart device
- Update
- Remote factory reset
- Send message

Commands can be executed immediately or can be scheduled to be run once or periodically.

For further information on the individual commands, see [Available commands](#) in the **Scout Enterprise** guide.

### 7.1. Performing commands

1. Open the **Devices** page and select one or more devices.



#### Note

To select more than one device in the list, press SHIFT or CTRL.

2. In the bottom section, click **Execute Command**.

Execute command

Command:

Send message

Inform user:

for

60

s

Message:

Title:

Scheduling:

Now

Execution:

Days in Week:

None selected

Days in Month:

None selected

Execute

Cancel

3. Select the required command and edit the scheduling options.
4. Confirm with **Execute**.

## 7.2. Command history



### Note

To access the **Command History** page, administrators must have the Scout Enterprise menu permission **Command history**.

The **Command History** page corresponds to the **Command history** dialog of the Scout Console. All updates, deliveries and user-defined commands are listed along with their results and further fields. Commands that are currently running can be terminated.

Dashboard
Devices
Log
Report
Command History

### Command History

Drop columns here to group commands...

Type	Name	Command	Start	End	Successful	Failed	Progress %		
Device		Update							
Device	TC-Doku4-03	Update	05.10.2016 14:12:04	05.10.2016 14:13:37	1	0	100		
Device	TC-Doku4-03	Update	05.10.2016 12:50:08	05.10.2016 12:51:40	1	0	100		
Device	TC-Doku4-04	Update	03.08.2016 14:17:31	03.08.2016 14:30:34	1	0	100		
Device	TC-Doku4-05	Update	03.08.2016 09:51:57	03.08.2016 09:52:29	0	1	100		

All columns can be sorted and filtered. The **Device** column for example can be filtered to show only individual devices, or only OUs, with or without subordinate OUs, or only Dynamic Client Groups.

For each entry, at the end of the row, click the blue info symbol to view details.

Click the last symbol of the row **Terminate...** to terminate a running command.

## 8. Help-desk features

With Scout Dashboard, administrators can support users by requesting diagnostic files from a faulty device or by mirroring a device.

### 8.1. Diagnostic files

From a particular device, you can request diagnostic files and download them as a .zip-file. This feature is related to the context-menu option **Device diagnostics > Request files...** of the Scout Console. Scout Dashboard provides all device diagnostics templates that have been defined in the console.

#### Requesting diagnostic files

1. On the **Devices** page, select the relevant device.
2. In the bottom section, click **Request diagnostics**.

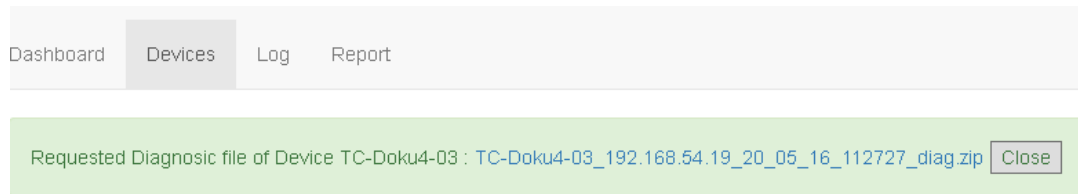
*The **Request diagnostics** dialog opens.*

Request Diagnostics									
<b>Diagnostic:</b>	Request files								
<b>Templates:</b>	<table border="1"> <thead> <tr> <th></th> <th>Template</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>#System</td> </tr> <tr> <td><input type="checkbox"/></td> <td>#System_WES7</td> </tr> <tr> <td><input type="checkbox"/></td> <td>screenshot</td> </tr> </tbody> </table>		Template	<input checked="" type="checkbox"/>	#System	<input type="checkbox"/>	#System_WES7	<input type="checkbox"/>	screenshot
	Template								
<input checked="" type="checkbox"/>	#System								
<input type="checkbox"/>	#System_WES7								
<input type="checkbox"/>	screenshot								
<b>Trace Script:</b>	<pre> /setup/terminal.ini /setup/user.ini /setup/sessions.ini /var/lib/rpm/eluxman.log /tmp/eluxd.log </pre>								
<b>Additional Script:</b>	<pre> #!/bin/bash dmesg echo DDCXINFO----- ddcxinfo -hsync -vsync -modelines echo PS----- </pre>								
<div>Request Cancel</div>									

*The #System template includes the basic diagnostic files and is always active. Possibly, there are more templates selected by default.*

3. If you are authorized (Scout Enterprise object permission **Edit diagnostic files**), select the required diagnostics templates. For further information, see [Configuring diagnostic files](#) in the **Scout Enterprise** guide.
4. Click **Request**.

*The specified diagnostic files are retrieved and transferred from the client in a .zip file. The file is then provided for download in the message area.*



5. To download the file, in the message, click the file name.



#### Note

The diagnostic files are stored on the web server in  
 ... \Scout\Dashboard\Content\Diagnostic and are not removed automatically.

## 8.2. Mirroring devices



### Requires

- The client uses elux RP 5.3 or later versions
- For the client, in **Device configuration**<sup>1</sup> > **Security** > **Mirror settings**, mirroring must be enabled. If Scout Dashboard is used with Internet Explorer, the option **Allow Scout Enterprise only** must be disabled.
- The client must have the following `terminal.ini` entry:  
MirrorDashboard=true (see below).
- Encrypted mirroring requires that a valid certificate with a private key is installed on the client. The browser must accept this certificate.

### Preparing clients for mirroring through Scout Dashboard (terminal.ini)

1. In the Scout Console, for the relevant device or OU, open **Advanced device configuration**<sup>2</sup> > **Advanced file entries**.
2. Define the following entry

File	/setup/terminal.ini
------	---------------------

Section	Security
---------	----------

Entry	MirrorDashboard
-------	-----------------

Value	true
-------	------

3. If you want to use encryption, define two more entries pointing to the location of the certificate and to the location of the private key:

File	/setup/terminal.ini
------	---------------------

Section	Security
---------	----------

Entry	MirrorDashboardCertificate
-------	----------------------------

Value	<Path to the SSL certificate> Example: /setup/cacerts/<NameMirrorCertificate>.pem
-------	--

File	/setup/terminal.ini
------	---------------------

Section	Security
---------	----------

<sup>1</sup>formerly Setup

<sup>2</sup>formerly **Advanced settings**



Entry	MirrorDashboardPrivateKey
Value	<Path to the private SSL key> Example: /setup/cacerts/<Keyname>.pem

For further information, see [Advanced file entries](#) in the **Scout Enterprise** guide.

## Mirroring a device

1. In Scout Dashboard, open the **Devices** page.
2. Select the relevant device.
3. In the lower section, click **Mirror**.
4. If configured in **Device configuration > Security > Mirror settings**, enter the required password. For further information, see [Configuring Mirroring](#) in the **Scout Enterprise** guide.

*If configured, the user must confirm the mirror session.*


*The mirror session is started in a new browser tab.*

*On the user's screen, a system message is displayed that cannot be closed unless the mirror session is closed.*



*For the current mirror session, the user can define that the administrator has only read-access on the mirrored device.*

*The user can close the mirror session any time by clicking the **Quit** button.*


5. To close the mirror session, click the  **Disconnect** icon shown in the top right section of the browser tab, and then close the browser tab.

## Using the Clipboard feature to exchange text




### Requires

Write access to the client



In the mirror session, to exchange text between Dashboard and the Thin Client, use the  **Clipboard** feature provided in the browser tab of the mirror session.

To copy text from the client to Dashboard:

1. Select the relevant text within the client window.
2. Click the  **Clipboard** icon.

*The text is available in Dashboard on the administrator's machine.*

To copy text from Dashboard to the client:

1. Click the  **Clipboard** icon and type text into the text box.
2. Click the  **Clipboard** icon to close the text box.
3. In the client window, set the cursor on the target position and press the wheel button of the mouse.

*The text is inserted on the client (for example in a shell window).*

## 9. System messages

The **Log** page shows all messages (Info, Warning, Error) coming from the following sources:

- Scout Dashboard

Example: `Session timed out for user PM\pemu`


- Scout Server

Example: `The Scout Server with the IP address <192.168.54.12> was terminated.`

- Announcement

Messages sent by a console instance (console communication)

You can filter and group all messages in the same way as the **Devices** list. For further information, see [Display, filter and group devices](#).

In addition, you can flag any entries as **read** to prevent them from being shown in the  **Message Information** area of the system information.