

# Scout Agent for Windows platforms

## Administrator's Guide

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## 0. 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 <angle brackets>.
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

# 1. Windows platforms

Scout Agent for Windows platforms allows you to manage devices running Windows operating systems such as Windows 10 IoT Enterprise by using Scout Enterprise Management Suite. Scout Agent for Windows is charged with the communication between the Windows clients and Scout Server.

In addition to asset management, device configuration and help-desk features you can perform system updates on the clients by using Scout Enterprise. For version 1.3 and later versions, Scout Agent for Windows can also provide applications defined in Scout Enterprise on Windows clients.

## 1.1. Licensing

In addition to the Microsoft Windows license for the operating system the client requires a Scout Enterprise Management license for device management by Scout Enterprise.

To simplify license distribution, if your devices are not delivered with integral licenses, you can use so-called **loose licenses**. These unallocated licenses can be distributed by the Scout Server to unlicensed devices.



### Note

Without Scout Enterprise management license a client cannot be run in **Managed Mode**.

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For further information, see [eLux & Scout Enterprise Management Suite license](#) in the **Licensing and Subscription White Paper**.

## 2. Installation and interface

### 2.1. Installing Scout Agent for Windows

1. Download the latest Scout Agent for Windows version from our technical portal [www.myelux.com](http://www.myelux.com) and unpack the ZIP file.
2. Run the `ScoutAgentBundle.exe` file and follow the instructions of the installation wizard.

After completed installation the Windows taskbar shows the systray icon  **Scout Agent**.

#### Unattended installation

For unattended installation, use the command-line parameters  
`/install /quiet`

Example:


```
ScoutAgentBundle /install /quiet
```

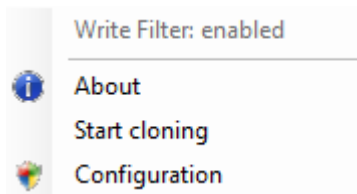
### 2.2. Configuring Scout Agent for Windows



#### Note

The Scout Agent for Windows supports the languages English and German.<sup>1</sup>

1. Show all systray icons of the Windows taskbar and right-click  **Scout Agent > Configuration**.



2. Click **Configuration**.

*The Scout Agent for Windows is loaded and requests the device password.*

3. Enter the device password of the client.

*For initial start-up the password is `e1ux`. During first connection to the Scout Server, the password is changed to the value defined there (see **Scout Console > Options > Base configuration > Security > Local security settings > Device password**).*

*The **Scout Agent for Windows Configuration** dialog opens. The Scout Server address is predefined as `ScoutSrv`. For further information, see [Self-registration of devices in the Scout Enterprise guide](#).*

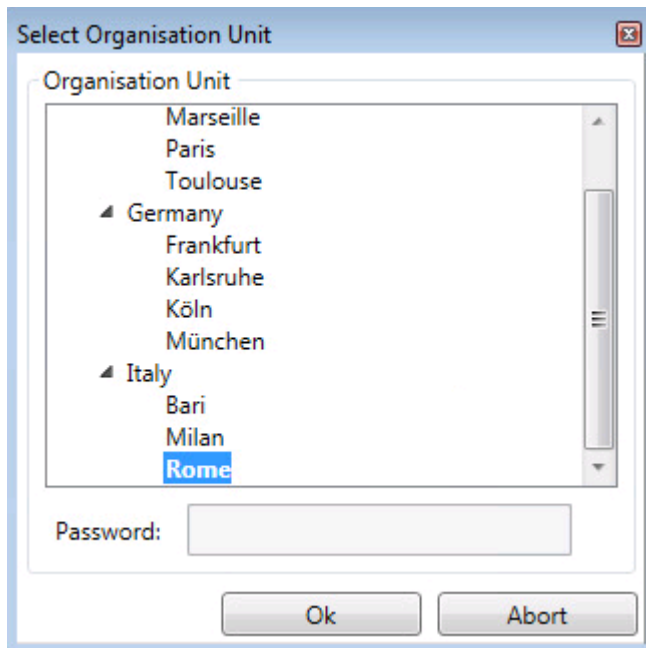
4. In the **Scout Server Address** field, enter the IP address or FQDN of the Scout Server.

*The Scout Agent for Windows sets up a connection to the Scout Server.*

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<sup>1</sup>The shown language is determined by the display language selected in the Windows control panel.


- Next to **Organisation unit**, click the ... button to display the **Select Organization Unit** dialog, and then assign the device to an OU.



- Confirm with **OK** and **Apply**.


*The device receives the configuration data of the selected OU from the Scout Server. The configuration becomes active after the next restart.*

**Note**

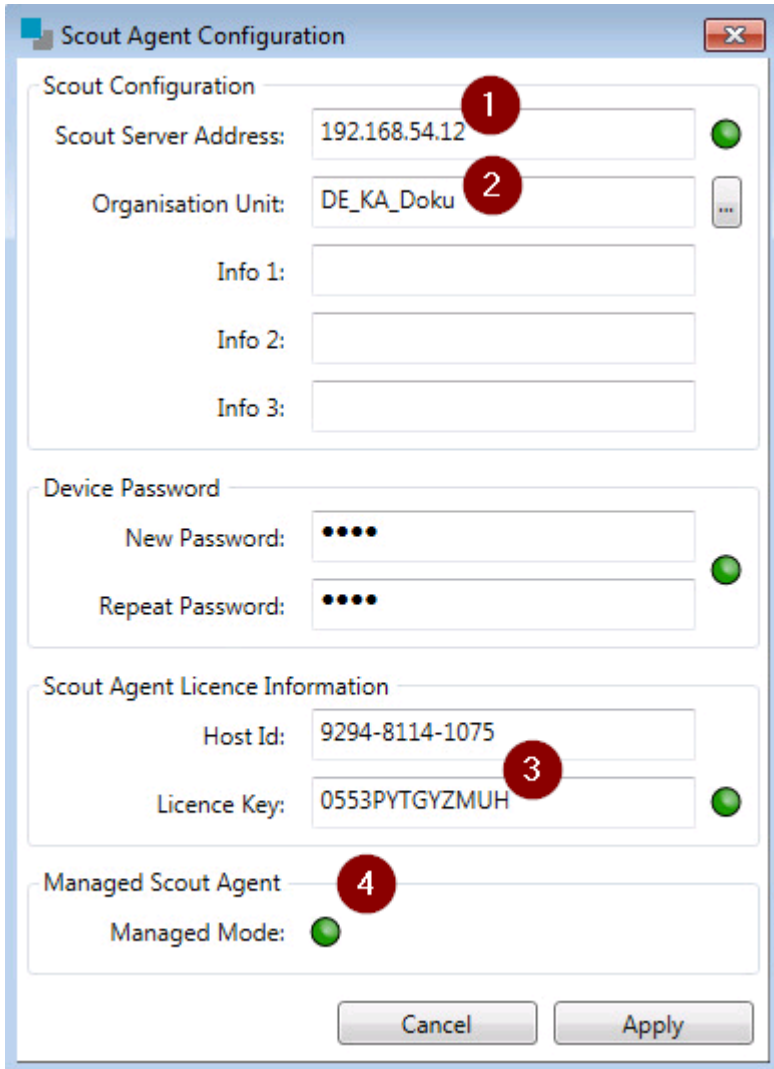
On each client restart, the Scout Agent for Windows is started automatically. As long as the Scout Agent for Windows is active, the systray icon  **Scout Agent** is displayed in green.

---

### 2.3. Configuration window

After you have installed the Scout Agent for Windows, the Windows taskbar shows the systray icon  Scout Agent.

To open the configuration window, click the systray icon.



#### Legend to numbers

- 1 IP address or FQDN of the connected Scout Server
- 2 OU the Windows client is assigned to
- 3 License key, only required for Embedded 7 clients with pre-installed image
- 4 If the Windows client is connected to the specified Scout Server, and if it has a Scout Enterprise Management license, the **Managed** mode is active.

### 3. Scout Enterprise management features

By using Scout Enterprise Management Suite you can manage different aspects of Windows clients.



#### Requires

- The clients are provided with the required licenses.
- The clients are connected to a Scout Server and are in **Managed** mode.

Scout Agent for Windows controls the communication between the Windows client and Scout Enterprise. A systray icon helps you access the Scout Agent for Windows configuration at any time. The important point here is that the **Managed** mode is active.

If you have used the client without Scout Enterprise so far, you only need to specify your Scout Server and, if required, enter a license key in the **Scout Agent Configuration** to enable **Managed mode**.

If, on the Windows system, relevant software components or required access rights are missing, running Scout Enterprise management features may be restricted.

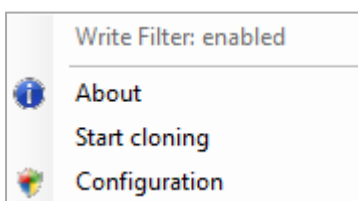
#### 3.1. Security

##### 3.1.1. File-based write filter

The file-based write filter (FBWF) is a device configuration option that you can enable and disable in the Scout Console (**Setup > Hardware**).

Changing the status of the write filter requires a restart of the client. So do any modifications on the configuration. For further information, see [Device configuration](#).

The current status is shown in the systray context menu of the Scout Agent for Windows.



#### Note

The write filter status is determined by the Scout Agent for Windows. If the client is not in **Managed** mode, the Scout Agent for Windows service is not started on the client. In this case, the context menu of the Scout Agent for Windows displays the status `Write Filter: Unknown`.

Alternatively, you can retrieve the write filter status from the command line running the following command as administrator:

```
fbwfmgr /displayconfig
```

## 3.1.2. Device password

You can change the locally saved device password in the Scout Console for all devices:

- ▶ Click **Options > Base device configuration > Security > Local security settings > Device password**



### Important

By using this feature you change the device password of **all** clients managed by this Scout Server.

The password is required to access the **Scout Agent for Windows configuration** dialog (systray icon **Scout Agent > Configuration**).

Moreover, the device password ensures that the client can only be managed by a Scout Server provided with the same password.

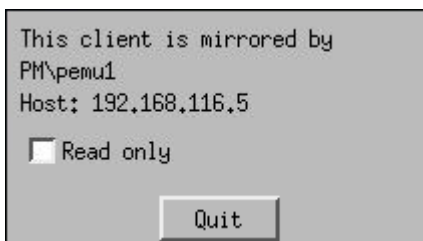
For further information, see [Local device password](#) in the **Scout Enterprise** guide.

## 3.1.3. Mirroring

When you establish a mirror session, all security options apply that have been set in the Scout Console for that OU (for Scout Agent for Windows 1.3 and later versions).

During the mirror session a system message is shown on the client device allowing the user

- to stop mirroring at any time
- to grant only read access to the administrator (for Scout Agent for Windows 1.3 and later versions).



For further information, see [Mirroring client screen](#).

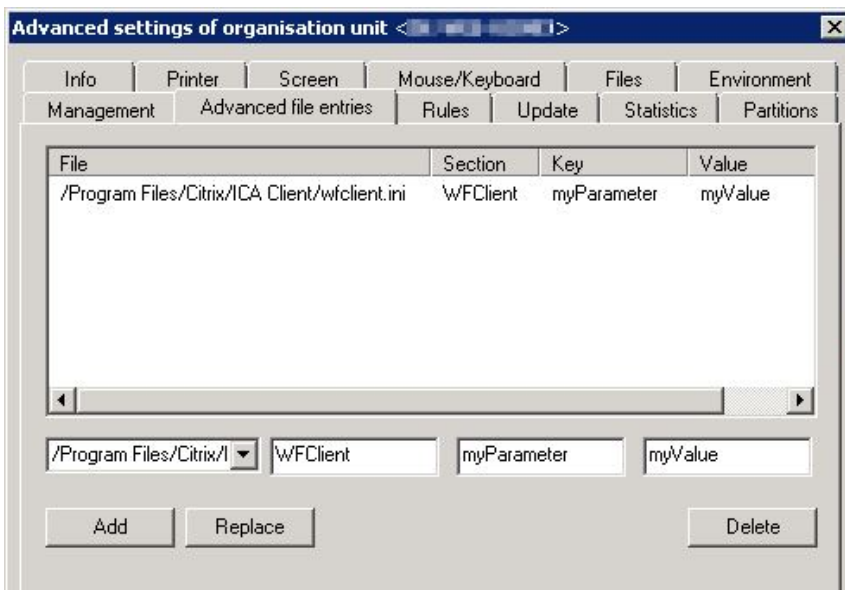


## 3.2. System updating

By using the Scout Console, you can provide your Windows clients with firmware updates. Also, you can modify configuration files and settings of the Windows client, and transfer any files you want to have on the client.

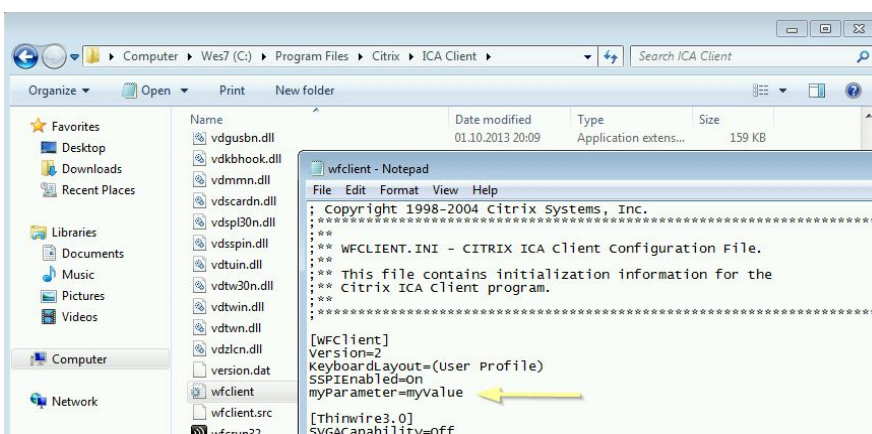
### 3.2.1. Advanced file entries

By using the **Advanced file entries** feature of the Scout Console, you can set and modify parameters and their values in `.ini` files. This feature can also be used to modify particular preferences and parameterize program calls on the Windows client.



#### Note

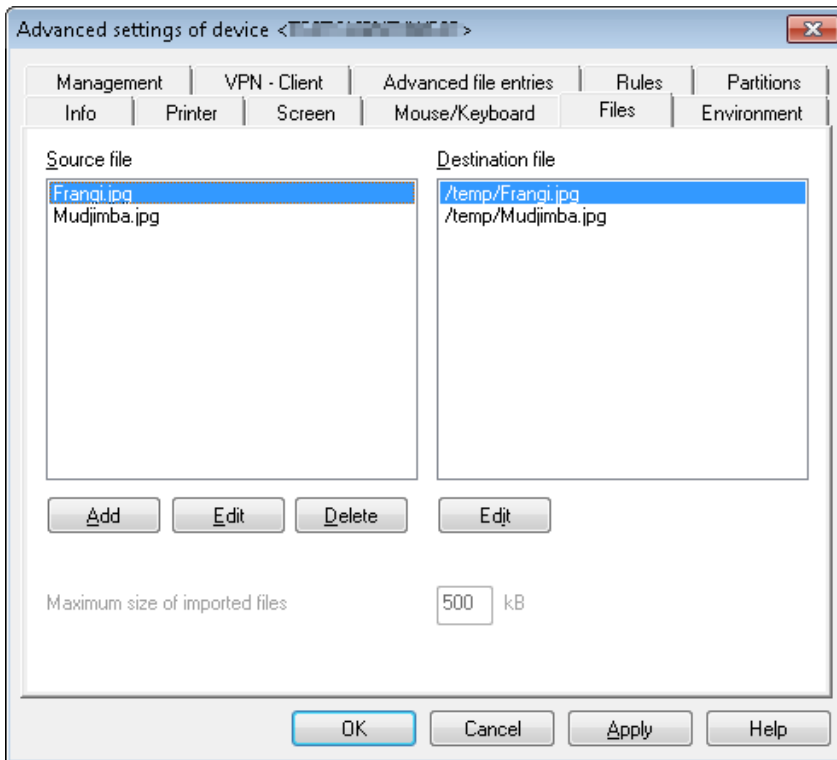
For the file path on the Windows client, do not enter a drive letter (it is always drive C:) and use slashes instead of back slashes.



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

### 3.2.2. Transferring files to the Windows client

By using the Scout Enterprise feature **Files configured for transfer** in the console, you can transfer any files from Scout Enterprise to the Windows clients.



**Note**

For the file path on the Windows client, do not enter a drive letter (it is always drive C:) and use forward slashes instead of back slashes.

For further information, see [Files configured for transfer](#) in the **Scout Enterprise** guide.



### 3.2.3. Firmware update

Installing further software on your Windows clients is done by performing a firmware update. For that purpose, a ZIP file is transferred containing an installation method and the software to be installed. The firmware update is configured in the Scout Console, in the device configuration of the relevant devices.



#### Note

Due to security reasons, we recommend that you first thoroughly test the installation method in combination with the software to be installed on a reference system.

### Configuring firmware update

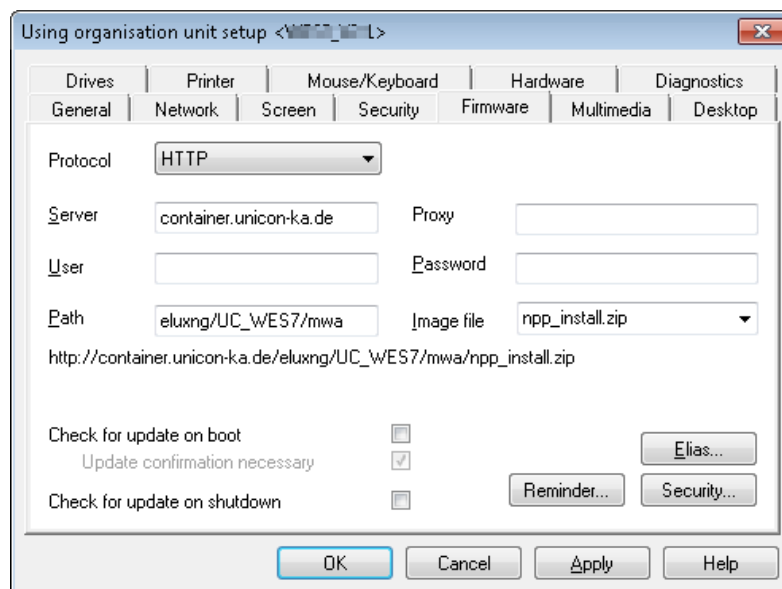
1. In the Scout Console, for the relevant clients, open **Device configuration > Firmware**.
2. In the **Image file** field, specify a ZIP file that contains an installation method in the form of the file `install.cmd` and the software to be installed.

If the complete path name is required, you must use the environment variable `%CD%` in the installation method `install.cmd`.

Example for installing a Microsoft hotfix with Windows Update Installer:

```
wusa.exe %CD%\windows6.1-KB28xxxxx-v2-x86.msu /quiet
```

3. If you want to allow the users to postpone updates, configure **Update deferment** by clicking **Reminder...**
4. Confirm with **Apply** and **OK**.



For further information, see [Firmware update](#) in the **Scout Enterprise** guide.

5. For the relevant clients, perform an **Update** command. For further information, see [Remote commands](#).

## Uninstalling software

1. For the relevant clients, in **Setup > Firmware > Image file**, specify a `ZIP` file that contains only an installation method but no software.
2. For the relevant clients, perform an **Update** command.

### 3.3. Device configuration

Any modifications to the device configuration are carried out in the Scout Console. They can relate to a particular device, to a particular OU or to all devices.

#### Modifying device configuration

1. Open the device configuration (Setup) dialog for the relevant devices.  
For further information, see [Accessing device configuration](#) in the **Scout Enterprise** guide.
2. Switch to the relevant tab and edit the relevant options.
3. Confirm with **Apply** and **OK**.

*On the restart of the relevant Windows clients, the Scout Agent for Windows identifies modifications of the configuration. Normally, the modifications become active after another restart.*

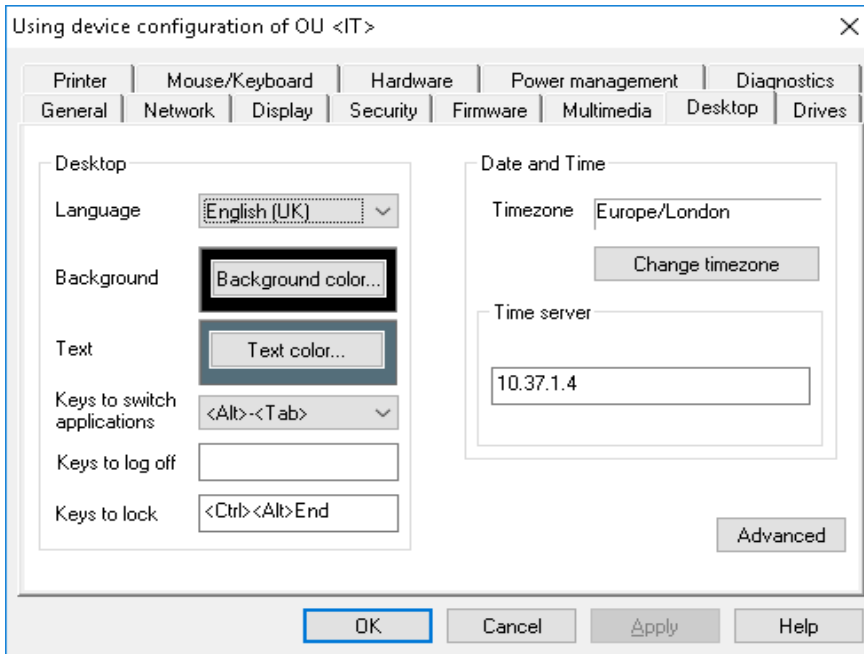
#### Initial state

Any modifications to the configuration can be undone by resetting the Windows client to initial state by means of the relevant [remote command](#). For Windows Embedded clients, the initial state corresponds to the status right after installing the Windows Embedded image.

## 3.3.1. Desktop

By using the device configuration in the Scout Console, you can modify the following desktop settings:

- Language
- Time zone



### Note

Language is related to the display of desktop elements but not to text services and input. The Scout Agent for Windows is shown in German if you have selected the German display language. For all other selected languages, it is shown in English.

### 3.3.2. Screen

By using the device configuration in the Scout Console, you can modify the following screen settings:

- Number of monitors
- Resolution
- Rotation
- Power saving



#### Note

If the write filter is enabled, modified resolution values are assigned to the Windows client only after the user has logged in.

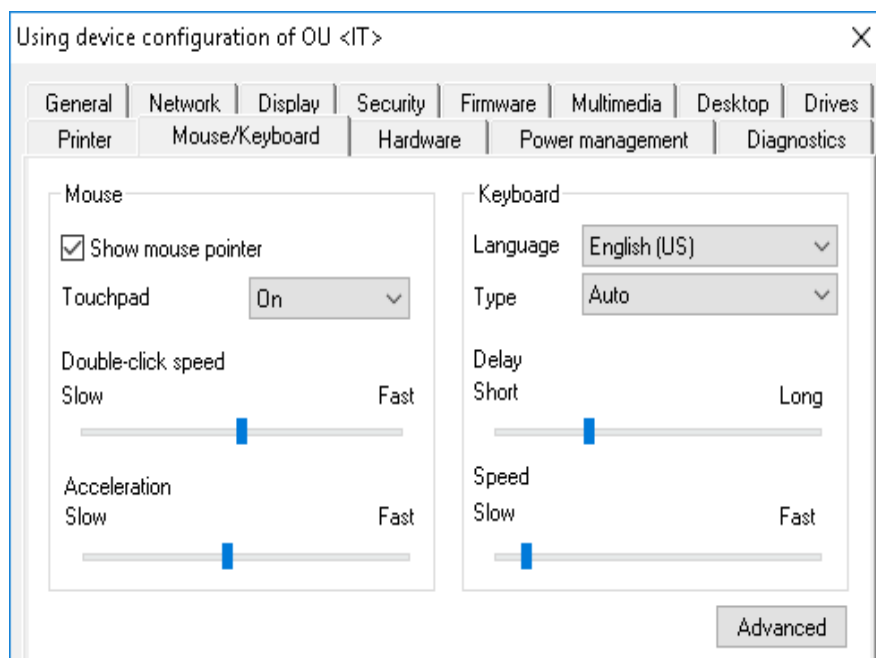
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For further information, also on multiple monitors, see [Screen settings and multiple monitors](#) in the **Scout Enterprise** guide.

### 3.3.3. Keyboard

By using the device configuration in the Scout Console, you can modify the following keyboard settings:

- Language
- Delay
- Speed



For further information, see [Configuring the keyboard](#) in the **Scout Enterprise** guide.

### 3.3.4. Diagnostics

In the Scout Console, in **Device configuration**<sup>1</sup> > **Diagnostics**, you can enable and disable enhanced debugging on the client.

If the **Debug level** is active, the feature **Device diagnostics** helps you run predefined commands on the client and retrieve a set of configuration and log files to a greater extent than without enhanced debugging.

If you require technical support from Unicon, enable enhanced debugging before you perform **Device diagnostics**.

Device diagnostics is performed by using an online command, for further information, see [Device diagnosis](#) in the **Scout Enterprise** guide.



#### Note

Make sure to switch off the **Debug level** after having performed device diagnostics. Otherwise you risk to exceed the memory capacity of the Thin Client.

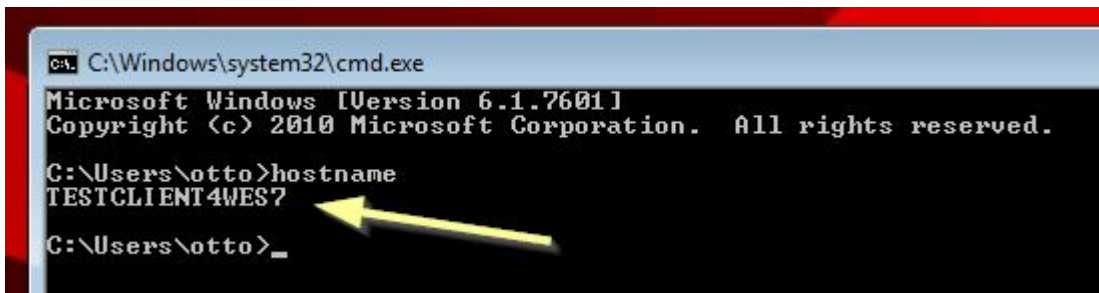
---

### 3.3.5. Changing the device name

1. In the Scout Console, in the tree view, select a device.
2. Press F2 and enter a new name for the device
3. Press RETURN.



*The host name on the Windows client is changed accordingly.*



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<sup>1</sup>formerly Setup



### 3.4. Applications



#### Note

- for Scout Agent for Windows 1.3 and later versions -

The Scout Agent for Windows can provide the following applications defined in the Scout Console for Windows clients:

- Citrix-Receiver
- Microsoft Remote Desktop Connection
- VMware View Client
- Storefront
- Browser
- File manager
- Text editor
- Movie player
- On-screen keyboard (English)
- Magnifier
- Custom applications

#### 3.4.1. Installing applications

1. In the Scout Console, for the relevant OU, define the required applications. For further information, see [Adding applications](#) in the **Scout Enterprise** guide.
2. In the Scout Console, configure the application properties. Along with application-specific options the following general options are provided:

Option	Description
Start automatically <sup>1</sup>	The application is added to the Windows autostart folder and is automatically started after each system start.
Desktop icon	The application's icon is added to the desktop.

The Windows system does not provide all of the application options. For further information, see [Specifics for applications on Windows clients](#).

---

<sup>1</sup>Selecting or clearing the **Start automatically** option requires a second restart of the client to become active.

3. In the Scout Console, for the relevant OU, on the context-menu, click **Notifications > Initiate refresh...**

*On the next restart of the devices, the application is available on the desktop under **Scout Applications**.*

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#### Note

The applications are provided for all users of the Windows system.

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### 3.4.2. Specifics for applications on Windows clients

Applications on the Windows client that have been defined in the Scout Console can be subject to restrictions or specifics.

#### General options that are not available for Windows clients

- **Application restart**
- Delay for **Start automatically**
- Free parameters
- User-defined desktop icons

#### Microsoft Remote Desktop Connection

- In the Scout Console, in the application properties **Advanced RPD settings > Advanced**, the **Enable compression** option must be selected.
- pass-through login is not available
- Passwords sent from Scout Enterprise are ignored.
- Restricted multi-monitor support

#### VMware View Client

Scout Enterprise supports the following options:

- Server and protocol
- Login with username, password and domain, pass-through login
- Window size

Further configuration can be done on the related View Connection server.

#### StoreFront

- Each specified URL receives its own start menu entry (and if defined, its own desktop icon)
- The first start of a StoreFront application might take some time
- The **Advanced options** are not available.

## Browser

Internet Explorer is used as browser.

The following options are supported:

- Start page
- Enabling kiosk mode

## On-screen keyboard

Requires defining a local `Custom` application with **Parameter**`OSK` (no case-sensitivity).

## Custom application

In the **Parameter** field, make sure to enter only values that exist on the Windows system.

## 3.5. Remote control

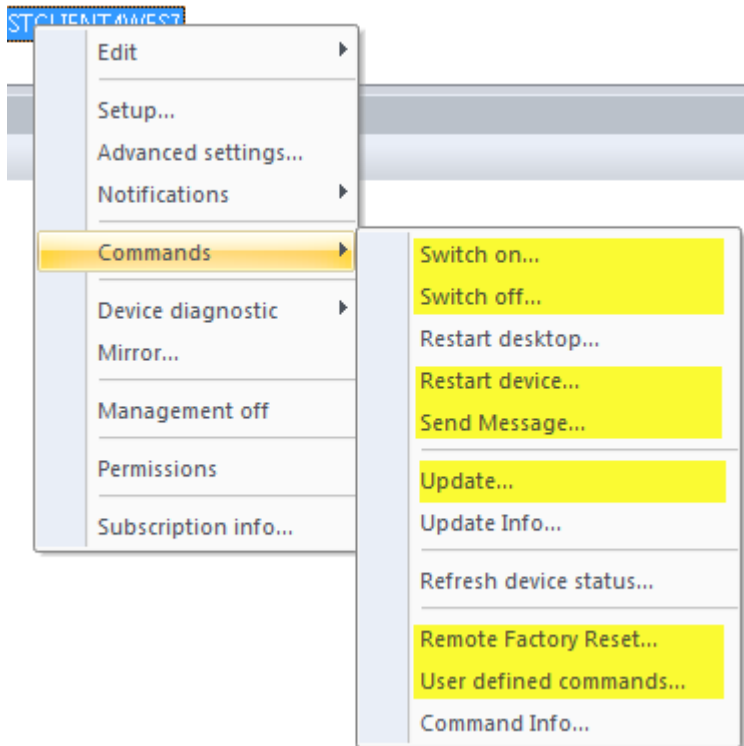
Controlling Windows clients remotely means that, in the Scout Console, you schedule and perform commands either on a particular device or on an OU or Dynamic Client Group.

### 3.5.1. Remote commands

In the Scout Console, by using the context menu of a device or OU, you can perform the following remote commands:

- Switch on
- Switch off
- Restart device
- Send message
- Update
- Factory reset
- User-defined commands

The commands can be performed immediately, or scheduled to be run once or periodically.



In addition, to an individual client device, you can apply the features **Device diagnostics** and **Mirroring**. For further information, see [Helpdesk features](#).

For further information on how to apply and schedule remote commands, see [Online commands](#) in the **Scout Enterprise** guide.

## 3.6. Asset management

### 3.6.1. Device data in Scout Enterprise

On each system start, the client devices connect to their Scout Server and send their asset data such as hardware properties. These data are shown in the Scout Console in the **Properties** window for the selected device.

Also, the asset data can be analyzed with the help of individual queries built with Scout Report Generator. There is information on the hardware such as device type, BIOS version, flash size as well as information on the OS version and locally saved licenses.

For further information, see the [Scout Report Generator](#) guide.

## 3.7. Helpdesk features

### 3.7.1. Mirroring client screen

To launch a mirror session, the administrator performs a **Mirror...** command on the client (for Scout Agent for Windows 1.3 and later versions).

When you establish a mirror session, all security options apply that have been set in the Scout Console for that OU:

- Password for mirror session
- Read access only
- User must confirm
- Encrypt mirror session
- Allow Scout only
- Logoff after disconnect

During the mirror session, a system message is shown on the client device which remains in the foreground but can be moved by the user. The system message provides an **Abort** button that allows the user to stop mirroring at any time and to grant only read access to the administrator.



For further information, see [Mirroring devices](#) in the **Scout Enterprise** guide.

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### **U** Note

If the **User must confirm** option is active, the first attempt to connect is refused. Reconnecting a second time does work.

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### 3.7.2. Device diagnostics

Device diagnostics is a useful feature of the Scout Console. It helps you run predefined commands on the client and retrieve protocol and configuration files from the client for diagnostic purposes. The requested client files support the administrator in error analysis and are required when opening a support ticket.

You can also use this feature to request any definable files from the client.

For further information, see [Requesting diagnostic files](#) in the **Scout Enterprise** guide.