



User Guide

BindView RMS® Web Console



BindView RMS[®]

Web Console v8.00

User Guide

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Information Resources

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About BindView Corporation

BindView Corporation is a leading provider of proactive business policy, IT security and directory management software worldwide. BindView solutions and services enable customers to centralize and automate policy compliance, vulnerability management, directory administration and migration across the entire organization. With BindView insight at work™, customers benefit from reduced risk and improved operational efficiencies with a verifiable return on investment. More than 20 million licenses have shipped to 5,000 companies worldwide, spanning all major business segments and the public sector.

Online Documents

Documentation is provided in the following electronic formats on the BindView product CD:

- Adobe® Acrobat® PDF files
- HTML Release Notes files
- Online help

Using PDF Files

With Adobe Acrobat PDF files, you can navigate through a document quickly and perform full-text searches. In addition, the PDF files can be viewed online, distributed to multiple users electronically, or printed.

You must have Adobe® Reader® installed to read the PDF files.

To view PDF files, double-click PDF files to open them, and then move through the document by clicking topic headings in the left pane or **green** hypertext links in the text. To print copies, click **Print** from the **File** menu.

Installing Adobe Reader

Adobe Reader installation programs for common operating systems are available for a free download from the Adobe Web site at www.adobe.com.

User Guides

The Docs directory on the BindView product CD contains copies of the user guides and other documentation in the PDF format.

The *BindView RMS Web Console User Guide* contains information about the BindView RMS Web Console v8.00. If you upgrade the BindView RMS Console and Information Server, the *BindView RMS Console and Information Server User Guide* and the *BindView RMS Web Console User Guide* included with the update will contain information about the new version of the Console.

Release Notes

If the autorun function is enabled, a Readme HTML file for your BindView product is accessible under the Documentation menu of the BindView setup menu when you insert your CD. You also can select to view this file after the installation is completed, or by browsing to the Release Notes directory in the root directory for your program:

C:\Program Files\BindView\RMS\Release Notes

Online Help

Comprehensive help is available from the Help menu on the BindView RMS Console and the BindView RMS Web Console. Additionally, you can access help by clicking the **Help** button in any dialog, by right-clicking an item and selecting **Help** from the action menu, or by pressing **F1** in any dialog.

Typestyle Conventions

The following conventions are observed throughout this guide:

- **Bold** text is used to designate file and folder names, dialog titles, names of buttons, icons, and menus, and terms that are objects of a user selection.
- *Italic* text is used for word emphasis, defined terms, and manual titles.
- Monospace text (*Courier*) is used to show literal text as you would enter it, or as it would appear onscreen.

Alert Statements

The alerting statements are Notes, Cautions, and Warnings. These statements are formatted in the following style:

Note: Information that is incidental to the main text flow, or to an important point or tip provided in addition to the previous statement or instruction.

Caution: Advises of machine or data error that could occur should the user fail to take or avoid a specified action.

Warning: Requires immediate action by the user to prevent actual loss of data or where an action is irreversible, or when physical damage to the machine or devices is possible.

Contacting BindView

BindView has sales and support offices around the world. For information on contacting BindView, please refer to the information below or to the BindView Web site: **www.bindview.com**

For Technical Support: **www.bindview.com/support**

Technical Support is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Time. Normal working hours for all other departments are 9:00 a.m. to 6:00 p.m.

Phone

Sales and Customer Service	U.S. and Canada	800-813-5869
	Outside N. America	713-561-4000
Technical Support	U.S. and Canada	800-813-5867
	Outside N. America	713-561-4000
Training/Professional Service	U.S. and Canada	800-749-8439
	Outside N. America	713-561-4000

Fax

All Areas	713-561-1000
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E-mail

Sales	sales@bindview.com
Training	edu@bindview.com
Documentation	docs@bindview.com

Other

FTP Site	ftp://ftp.bindview.com
Internet	www.bindview.com
Postal Mail	BindView 5151 San Felipe, Suite 2500 Houston, TX 77056

1

Overview

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BindView RMS Suite

The BindView RMS® suite helps you secure your enterprise and simplify the management and administration of network operating systems, directories, and related applications. The BindView RMS suite consists of the following products:

- BindView RMS Console and Information Server
- BindView RMS Web Console
- BindView RMS Decision Support Center
- bv-Control® products

The BindView RMS Console and Information Server are the principal components of the BindView RMS product family infrastructure. The BindView RMS Console (Console) is the primary user interface for bv-Control products. The BindView RMS Console provides query, ActiveAdmin®, baseline, task list, chart, report, and export features. The Information Server is the primary component for all BindView RMS product task processing and data storage.

The BindView RMS Web Console (Web Console) is a Web-based user interface that provides query, baseline, scope manager, task status monitoring, enterprise browser, and real-time monitoring services.

The BindView RMS Decision Support Center provides threshold-based notification and automated actions for pre-defined conditions that threaten the integrity of your business enterprise.

The bv-Control products allow you to query, manage, and administer specific areas of your enterprise.

BindView RMS Web Console

With proper installation and configuration, BindView RMS Web Console offers the following features that allow you to gather and view information about your network.

- Offers high security using SSL data encryption.
- Enables users to build queries and launch existing query binders and task lists.
- Enables users to browse query binders and view historical datasets.
- Enables users to view dataset reports exported from the Console.
- Enables users to view the status of queries, baselines, and task lists that are currently processing.
- Enables users to connect to an EDBS using the same Web server.
- Refreshes to list new alerts that have been created.
- Enables you to filter events by date, severity, acknowledgment status, and machine name for listing alerts.
- Enables users with admin privileges to view alert details, and to acknowledge and unacknowledge multiple alerts.
- Enables users with admin privileges to start or stop scripts.
- Enables users to browse through a list of products that publish information in the Enterprise Browser.
- Enables users to baseline any two historical datasets that are linked to a query binder.
- Enables users to create, modify and delete named scopes, as well as define default scopes.

BindView RMS Web Console Architecture

BindView RMS Web Console consists of three major components: BindView Information Server, Event Database Server (EDBS), and Microsoft Internet Information Server (IIS), as shown in [Fig. 1](#).

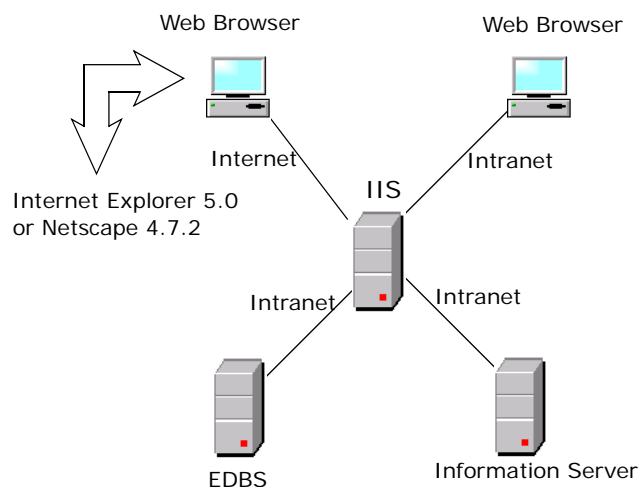


Fig. 1 BindView RMS Web Console Architecture

Selecting a BindView Information Server

The logon window is the initial window that appears once you have launched the Web Console. It allows you to select the desired Information Server to be used when opening the Web Console.

To connect to the BindView RMS Web Console, use the address `http://<machine name>/RMS` in Internet Explorer or Netscape Navigator, where <machine name> is the name or IP address of the BindView RMS Web Console machine. In order to use the BindView RMS Web Console, you must have cookies enabled in your web browser.

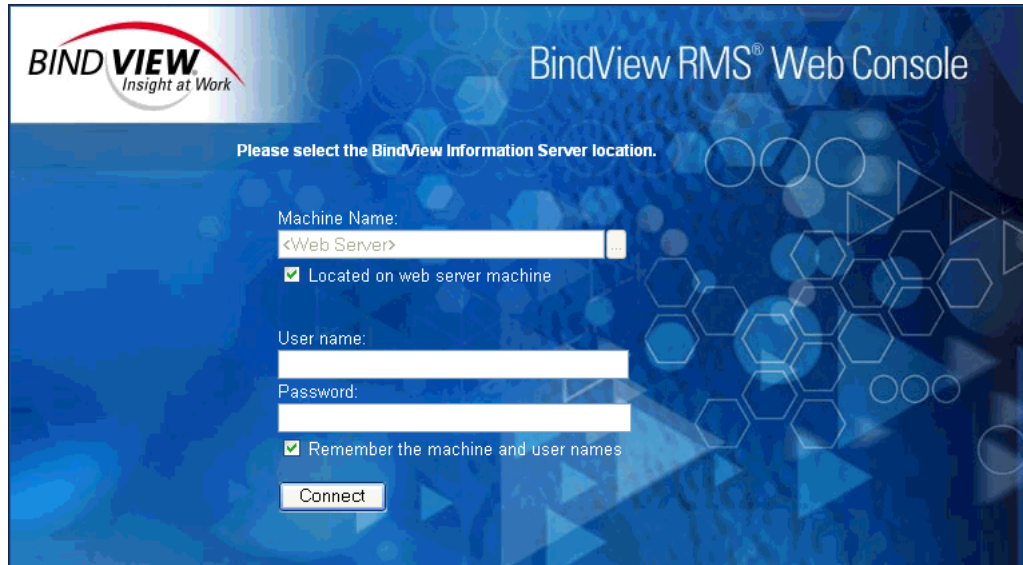


Fig. 2 Select BindView Information Server Window

The fields and buttons available on the window are:

- **Machine Name** – Displays the Information Server computer that you previously selected from the Machines list box.
 - **Browse (...)** – Displays the Domains and the Machines list boxes to allow you to make a selection. Once you make your selection and click **Select**, both list boxes and the **Select** and **Close** buttons will disappear.
 - **Located on web server machine** – This check box will only appear if you have both the IIS and the Web Gateway Service installed on the same machine. By clearing this check box, the **Browse** button will be enabled so that you can select a domain and a machine from the corresponding pick lists. When using a BindView Information Server located on the same machine as the Web server, this box must be checked.

- **User Name** – Requires you to enter a valid User Name with administrative rights to connect to the selected Information Server. The user name should be in the form of **domain\user name** or **machine\user name** if the machine selected is a workgroup.
- **Password** – Requires you to enter the password associated with the user name you entered.
- **Remember the machine and user names** – Allows you to save the Machine and the User Name entered when you select the check box.
- **Connect** – Allows you to connect to the selected Information Server.

When you click the browse (...) button, these items appear.

- **Domains** – Allows you to select the domain the Information Server belongs to.
- **Machines** – Allows you to select a specific Information Server computer from the list box.
- **Close** – Closes the **Domains** and the **Machines** selection boxes.
- **Select** – Acknowledges your selection from the list boxes. When you click this button, the information selected will be placed into the appropriate fields on the left side of the pane, and the list boxes with the **Select** and **Close** buttons will disappear.

Using the BindView RMS Web Console

Once the BindView RMS Web Console has been installed and properly configured, you are ready to build a query, launch a query binder, launch a task list, view dataset reports, view alerts generated, view alert details, baseline datasets, browse the enterprise, manage scripts, create, modify and delete named scopes, as well as define default scopes.

Navigation Bar

The navigation bar is the pane on the left side of the Web Console. It contains icons grouped into categories to allow you to navigate easily through the Web Console. Anything selected on the navigation bar will display its contents in the details pane on the right.

RMS Web Console

The **RMS Web Console** button on the navigation bar, when clicked, will display icons to access the Home page and Settings window, and to log off from the Web Console.



Home – Displays the Query Tasks window. However, if you have the **Enable Real-Time Monitor Tasks** option selected, the **Home** page appears instead, displaying the **Query Tasks** and **Real-Time Monitoring Tasks** icons.



Settings – Allows you to access the RMS WEB Console **Settings** window to change the default settings, the current EDBS and Information Server, and to enable the Real-Time Monitoring tasks.



Log off – Logs you off the BindView RMS Web Console. You will be able to log back on by clicking the **Logon** button.

Query Links

The **Query Links** button on the navigation bar, when clicked, will display icons to create a query, access the Enterprise Browser, access the Query Item Browser, and access the Task Status window.



Create a Query – Allows you to access the **Query Builder** dialog. From here you will be able to create a query by selecting a data source, adding fields, adding a scope, adding a filter, adding a sort, and finally, saving and launching the new query.



Enterprise Browser – Displays a browser tree. From this tree you will be able to browse through a list of bv-Control products that publish information in the Enterprise browser.



Exported File Browser – Allows you to view dataset reports exported from the Console.



Query Item Browser – Allows you to browse currently saved query binders and task lists, launch queries contained in binders, launch task lists, modify queries, or view the contents of historical datasets.



Task Status Window – Displays the status of running queries, baselines, and task lists. From here you will be able to view any unsaved dataset and save it to a query binder.

Scope Links

The **Scope Links** button on the navigation bar, when clicked, will display icons to access the Named Scope Browser, create a named scope, and define a default named scope.



Named Scope Browser – Allows you to browse named scopes and manage scopes across datasources and bv-Control products.



Create a Named Scope – Opens the **New Named Scope** dialog in order to create a new named scope.



Assign Default Named Scope – Allows you to access the **Default Named Scope** dialog to define a default scope for the user.

Real-Time Links

The **Real-Time Links** button on the navigation bar when clicked will display icons to access the Alerts Generated and the Managed Scripts.



Alerts Generated – Displays all alerts in the selected EDBS based on the criteria contained in a filter. You will be able to view alert details, acknowledge and unacknowledge any or all alerts if you have admin privileges. By default, the **Alerts Generated** icon does not appear on the navigation bar. In order to display the icon, you need to select the **Enable Real-Time Monitor Tasks** option from **Settings> Real-Time Monitor**.



Managed Scripts – Displays the scripts in the selected EDBS. You will be able to view the scripts assigned to different managed resources, as well as starting or stopping scripts if you have administrator privileges. By default, the **Managed Scripts** icon does not appear on the navigation bar. In order to display the icon, you need to select the **Enable Real-Time Monitor Tasks** option from **Settings> Real-Time Monitor**.

Query Tasks

Query Tasks is the first window you access when you start the Web Console, select an Information Server, and have the **Real-Time Monitor Tasks** option disabled. From this window, you can access your personal items, shared items, pre-defined items, your task status, configure your grid settings, create a new query, create a new named scope, assign a default named scope, browse named scopes, browse your enterprise, and change the Information Server.

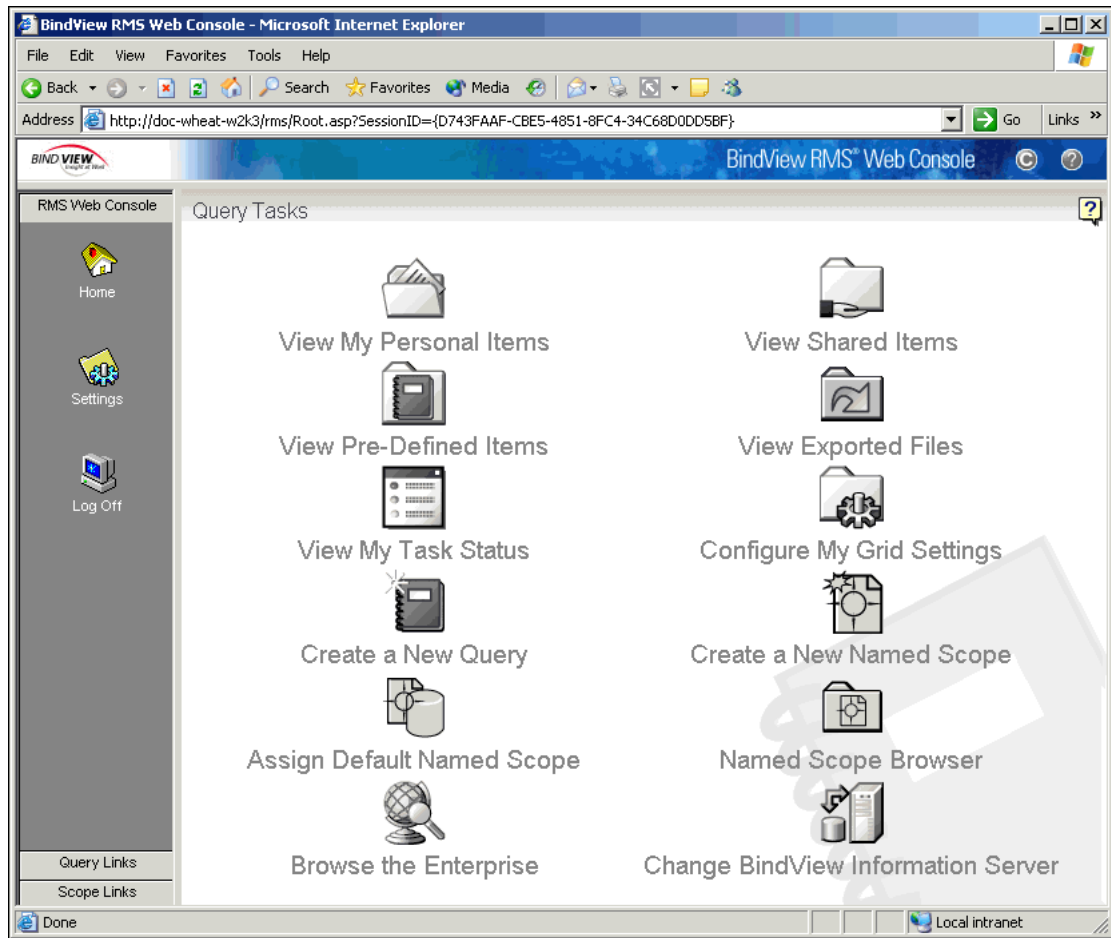


Fig. 3 Query Tasks



View My Personal Items – Displays the contents that are saved to the personal folder and linked to the logged-on user.



View Pre-Defined Items – Displays the folder that contains pre-configured query binders.



View My Task Status – Allows you to monitor and manage your tasks while they are processing.



Create a New Query – Allows you to access the **Query Builder** dialog to create a new query.



Assign Default Named Scope – Allows you to access the **Default Named Scope** dialog to define a default scope for the user.



Browse the Enterprise – Allows you to access the browser tree. From this tree you will be able to browse through a list of bv-Control products that publish information in the Enterprise Browser.



View Shared Items – Allows you to view all shared queries and task lists by users of the same Information Server.



View Exported Files – Allows you to view all exported dataset reports.



Configure My Grid Settings – Allows you to view and edit the settings for both the **Dataset** and **Task Status** windows, view the components of the Web Console and their version numbers, change the connection to a different Information Server and/or EDBS, and enable the **Real-Time Monitoring** tasks.



Create a New Named Scope – Allows you to access the **New Named Scope** dialog in order to create a named scope.



Named Scope Browser – Opens the **Named Scope Browser** in order to copy, modify, or delete a named scope.



Change BindView Information Server – Allows you to change the current Information Server.

Home

You can access the **Home** window once you have enabled the **Real-Time Monitor Tasks** option from the **Settings** window and then clicked **Home** on the navigation bar.

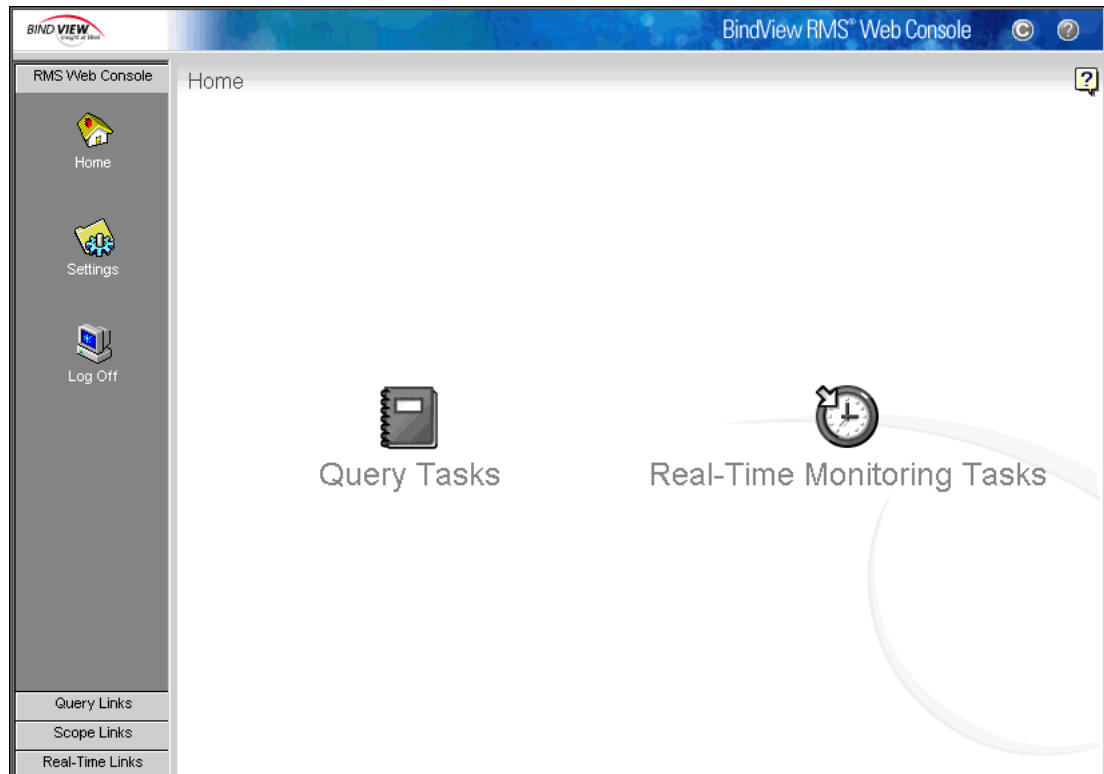


Fig. 4 Getting Started

Click the question mark (?) to view the help on this window.

The **Details Pane** displays the contents of what was selected on the navigation bar

The **Navigation Bar** allows you to manage your view of the BindView RMS Web Console.



Query Tasks – Allows you to open the **Query Tasks** window.



Real-Time Monitoring Tasks – Allows you to open the **Real-Time Monitoring Tasks** window.

Real-Time Monitoring Tasks

The **Real-Time Monitoring Tasks** window allows you to access a set of icons in order to view a summary of alerts, the alerts generated, the managed scripts and also to change the EDBS.

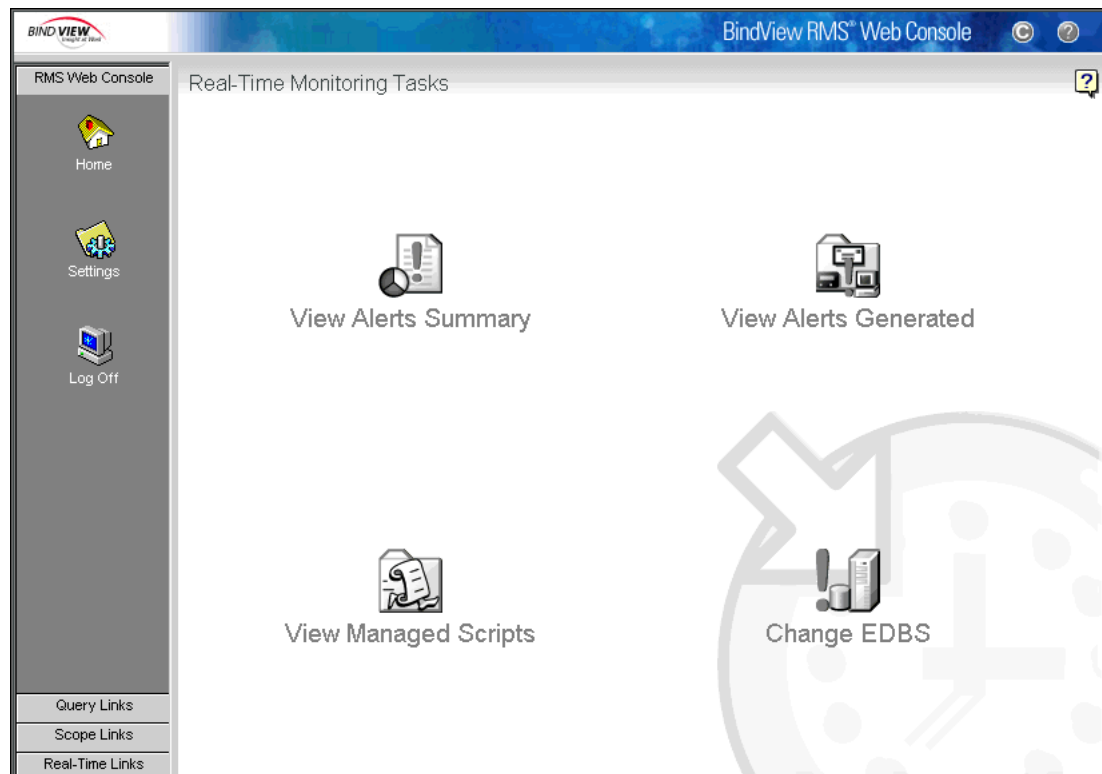






Fig. 5 Real-Time Monitoring Tasks

-  **View Alerts Summary** – Enables you to see a summary of alerts generated based on the criteria contained in a filter.
-  **View Managed Scripts** – Allows you to access the scripts in the selected EDBS. You will be able to view the scripts assigned to different managed resources, as well as to start or stop scripts if you have admin privileges.
-  **View Alerts Generated** – Allows you to select and filter events by date, severity, acknowledgment status, machine name and script.
-  **Change EDBS** – Allows you to connect to a different EDBS.

Selecting an Event Database Server

The **Select an Event Database Server** (EDBS) window allows you to connect to an EDBS. You can be connected to only one EDBS at a time, so if you connect to a different EDBS, this will automatically terminate your connection with the current EDBS.

You invoke this window by clicking the **Settings** icon on the navigation bar once you are in a session, or by clicking the **Alerts Generated** or the **Managed Scripts** icon if you are connecting to the EDBS for the first time after you log on.

Enter the credentials and click **Connect** to establish a connection with the EDBS selected.

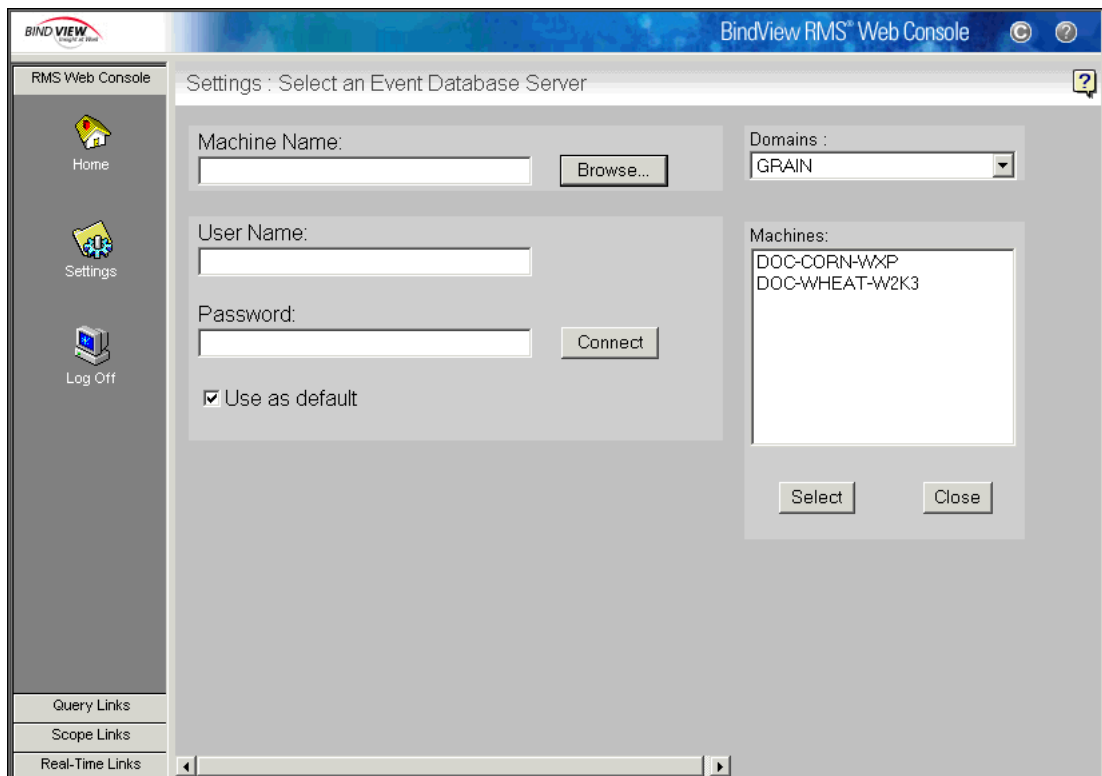


Fig. 6 Select an Event Server Database Window

The fields and buttons available on the window are:

- **Machine Name** – Displays the Event Database Server computer that you previously selected from the Machines list box.
- **Browse** – Displays the Domains and the Machines list boxes to allow you to make a selection. Once you make your selection and click **Select**, both list boxes and the **Select** and **Close** buttons will disappear.
- **User Name** – Requires you to enter a valid User Name with administrative rights to connect to an EDBS. The user name should be in the form of **domain\user name** or **machine\user name** if the machine selected is a workgroup.
- **Password** – Requires you to enter the assigned password.
- **Connect** – Allows you to connect to the selected EDBS.
- **Use as default** – Allows you to save the Domain, the Machine, and the User Name entered when you select the check box.
- **Domains** – Allows you to select the domain the selected EDBS belongs to.
- **Machines** – Allows you to select a specific EDBS computer from the list box.
- **Select** – Acknowledges your selection from the list boxes. When you click this button, the information selected will be placed into the appropriate fields on the left side of the pane, and the list boxes with the **Select** and **Close** buttons will disappear.
- **Close** – Closes the **Domains** and the **Machines** selection boxes.

2

Installing the BindView RMS Web Console

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System Requirements

The following requirements must be met for successful installation and implementation of the Web Console:

Client

- Microsoft® Internet Explorer v5.0 or later with Java™ Virtual Machine, or Netscape® Navigator v4.72 or later (except for version 6 and later) with Java Virtual Machine
- Microsoft® Windows® 2000 SP2, Microsoft Windows XP® or Microsoft Windows Server™ 2003.

You must install the Java Virtual Machine in order to view the pie chart in the **Alerts** window and be able to create a query. The Java Virtual Machine is automatically installed when you choose custom installation of Microsoft Internet Explorer. However, upgrading from Microsoft Internet Explorer v4 to Microsoft Internet Explorer v5 does not always upgrade the Java Virtual Machine. If it does not, you must upgrade the Java Virtual Machine manually.

IIS Server

- Microsoft Windows 2000 SP2, Microsoft Windows XP, or Microsoft Windows Server 2003
- Microsoft Internet Information Server (IIS) v5.0 or v6.0
- Microsoft Internet Explorer v5.5 or later

BindView Information Server

- Microsoft Windows 2000 SP2, Microsoft Windows XP, or Microsoft Windows Server 2003
- BindView RMS Console and Information Server v8.00. For installation information, see the *BindView RMS Console and Information Server User Guide*

Installing the Product

BindView RMS Web Console is installed from a CD-ROM. The CD-ROM must be available from either a local or a remotely mounted CD-ROM drive. If you do not have access to a CD-ROM drive, contact BindView Technical Support for assistance ([page 14](#)).

Before installing the Web Console on your Microsoft Internet Information Server machine, you must have IIS5.0 or IIS6.0 installed.

► **To install the BindView RMS Web Console**

- 1 Insert the BindView RMS infrastructure CD-ROM into your CD-ROM drive.
- 2 Click **Install**, and then click **BindView RMS Web Console**.

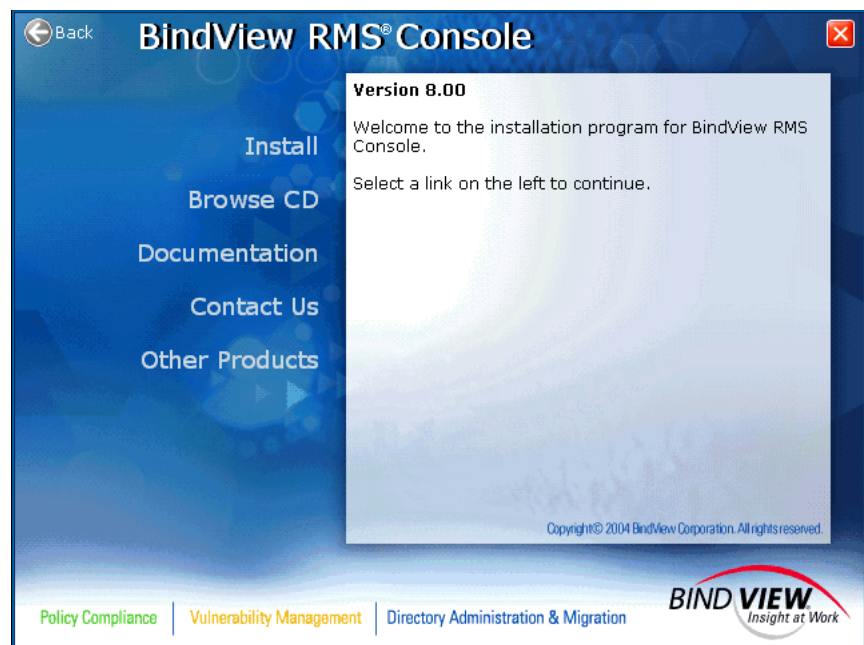


Fig. 7 Install Panel

The **Welcome** panel for BindView RMS Web Console Setup appears (Fig. 8).

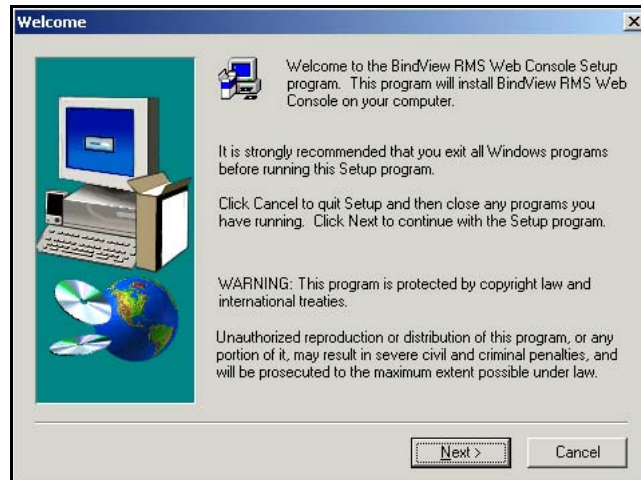


Fig. 8 Welcome Panel

3 Click **Next**.

The **Software License Agreement** panel appears.

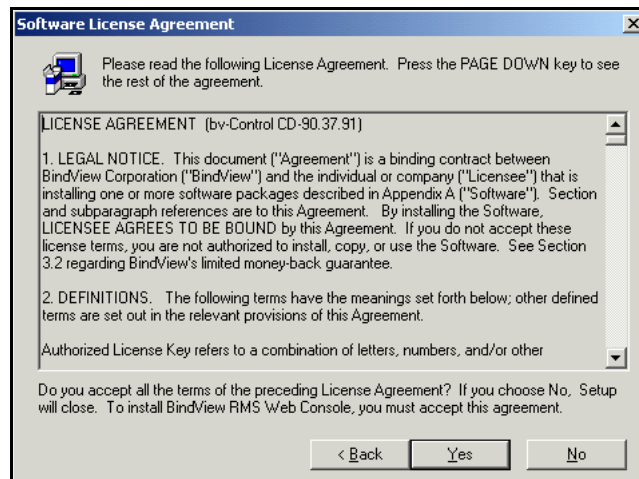


Fig. 9 Software License Agreement Panel

4 Read the license agreement and click **Yes** to accept the terms of the agreement.

The **Choose Destination Location** panel appears.



Fig. 10 Choose Destination Location Panel

- 5 Enter the path to the directory where you would like the Web Console to be installed, or select it using the **Browse** button.

The default directory is `inetpub\wwwroot\RMS`.

- 6 Click **Next** to continue.

The **Setup Complete** panel appears (Fig. 11).

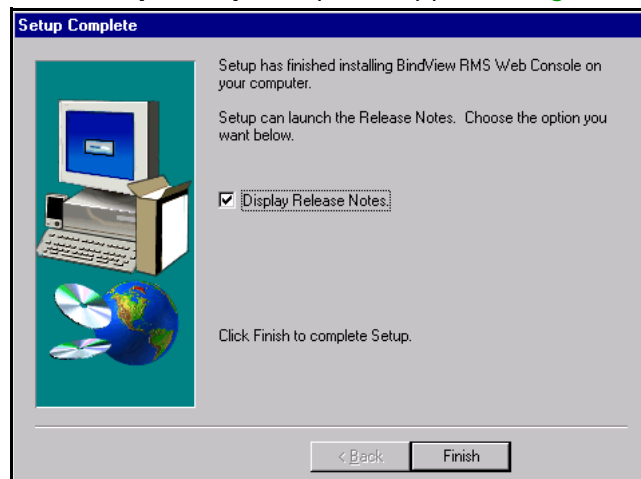


Fig. 11 Setup Complete Panel

- 7 Click **Finish** to complete the installation.

Enabling IIS 6 Web Server

By default, Internet Information Server 6 is not installed on Windows Server 2003 systems. In order to use the BindView RMS Web Console on Windows Server 2003 systems, you must first install IIS6, and then enable the BindView RMS Web Console to use it.

To make these changes, you must be a member of the Administrators group on the local machine or be delegated the appropriate authority.

► **To configure Windows Server 2003 and IIS6**

- 1 Select **Start>Administrative Tools>Internet Information Services (IIS) Manager**.

The **Internet Information Services** window opens.

- 2 Click the plus (+) sign next to the name of the local machine container to expand it, then click the **Web Service Extensions** container.

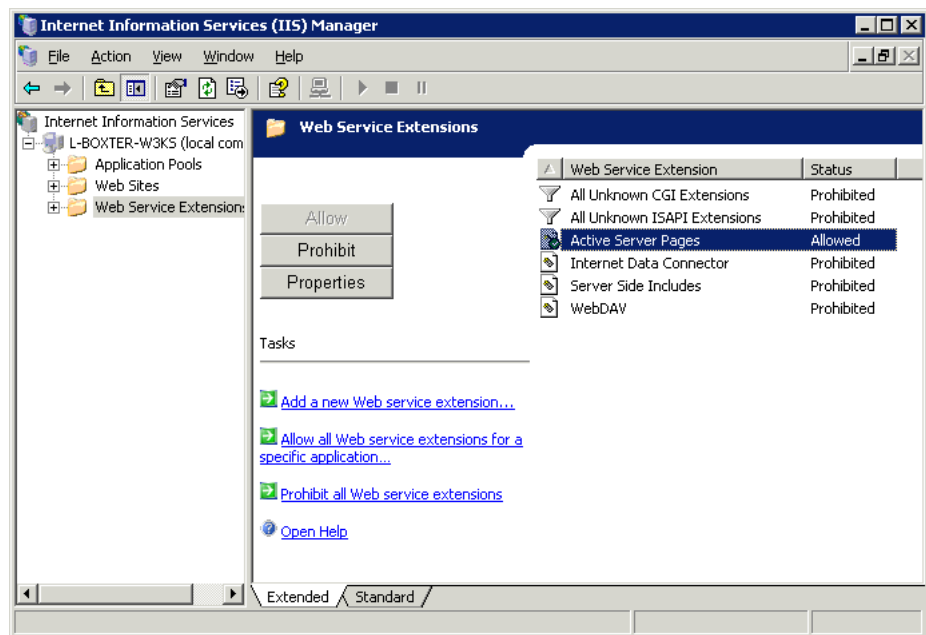


Fig. 12 Web Service Extensions Container

- 3 In the details pane, note the **Active Server Pages** item. If it is not allowed, select it and click **Allow**.
- 4 Click the plus (+) sign next to the **Web Sites** container to expand it, then expand the **Default Web Site** container.

- 5 Right-click the **RMS** container and choose **Properties** from the menu. The **RMS Properties** dialog appears.

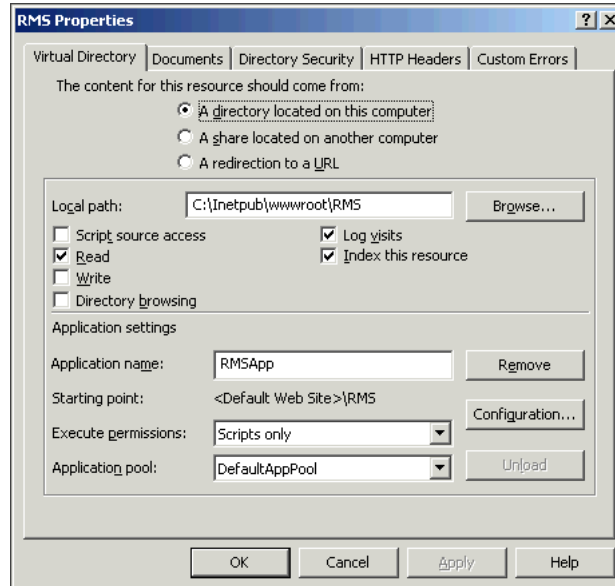


Fig. 13 RMS Properties Dialog

- 6 If it is not selected already, select the **Virtual Directory** tab, then click **Configuration**. The **Application Configuration** dialog appears.

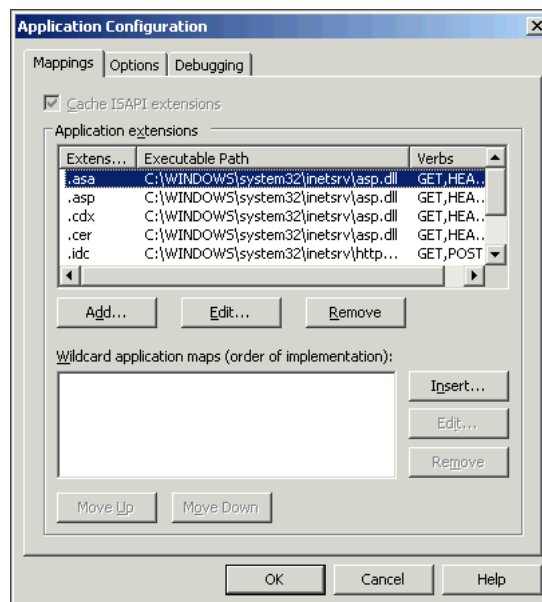


Fig. 14 Application Configuration Dialog

7 Select the **Options** tab.

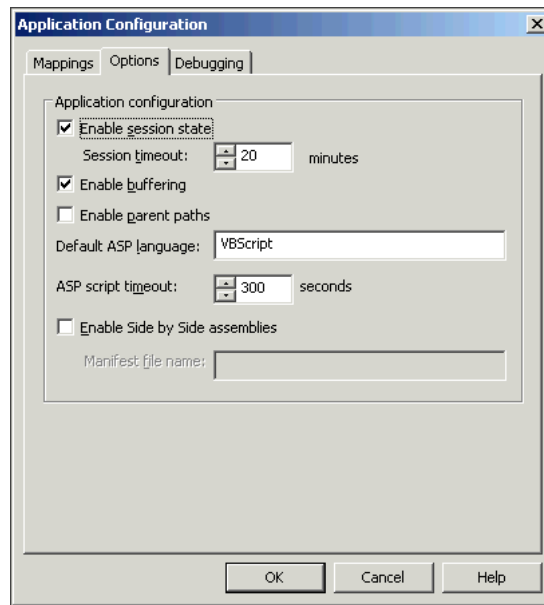


Fig. 15 Application Configuration Dialog - Options Tab

- 8 If it is not selected, select **Enable parent paths**.
- 9 Click **OK** to close the **Application Configuration** dialog.
- 10 Click **OK** to close the **RMS Properties** dialog.
- 11 Exit the **Internet Information Services (IIS) Manager**.

This configuration allows the BindView RMS Web Console to run on the Windows Server 2003 machine and serve BindView RMS Web Console pages to other machines. If you wish to view BindView RMS Web Console pages on the Windows Server 2003 machine, you must also install the Microsoft Windows Virtual Machine (VM) software.

Configuring the Secure Sockets Layer

In order to make your Web Console Web site secured so no one will be able to intercept communication between your Web server and the client, you must configure the Secure Sockets Layer (SSL) protocol. This requires that you obtain a Digital Certificate from a Certifying Authority and install it on your IIS server. For additional information on installing a digital certificate, see your IIS documentation.

After installing the digital certificate, use the following sections to configure the SSL for Microsoft Windows Server 2003 or Microsoft Windows 2000.

► **To configure the SSL for Windows Server 2003 and IIS 6 or Windows 2000 and IIS 5**

- 1 On Windows Server 2003 machines, select **Start>Administrative Tools>Internet Information Services (IIS) Manager**. On Windows 2000 machines, select **Start>Programs>Administrative Tools>Internet Services Manager**.

The **Internet Information Services** window appears.

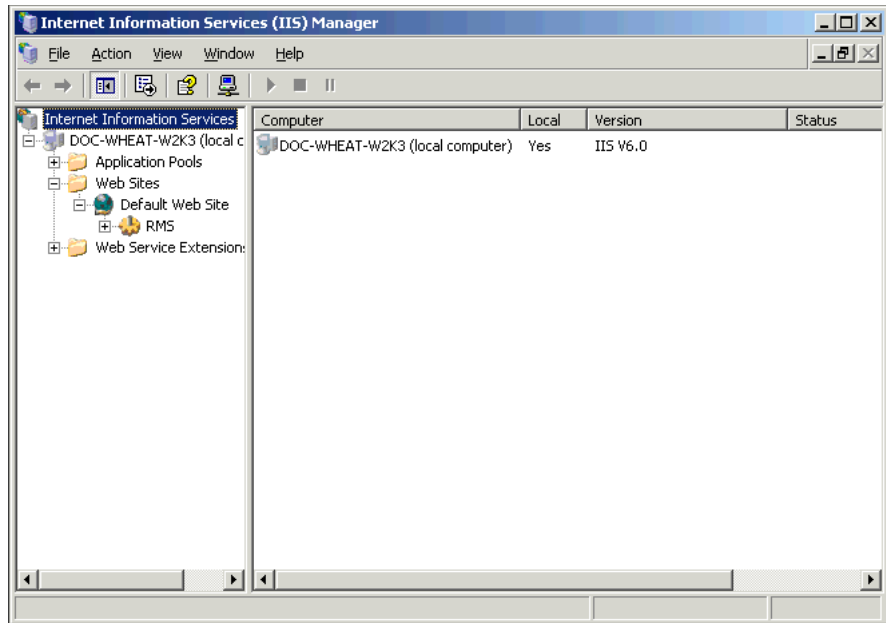


Fig. 16 Internet Information Services Window

- 2 Expand the **Default Web Site**.
- 3 Right-click on **RMS** and select **Properties** from the popup menu.

The **RMS Properties** dialog appears.

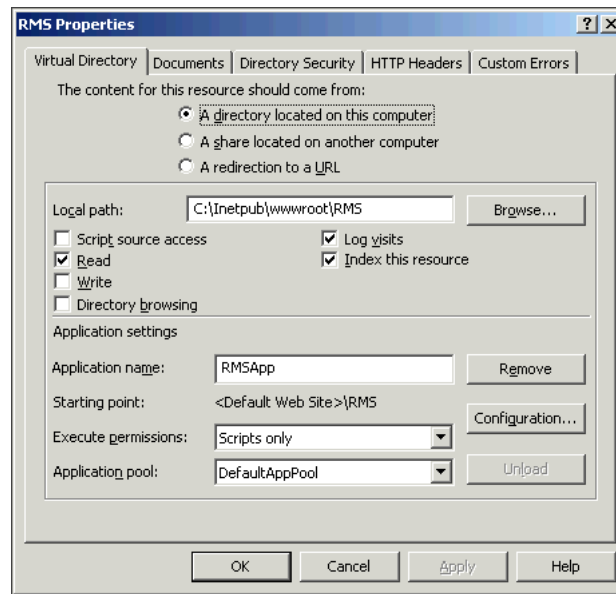


Fig. 17 RMS Properties Dialog

4 Click on the **Directory Security** tab.

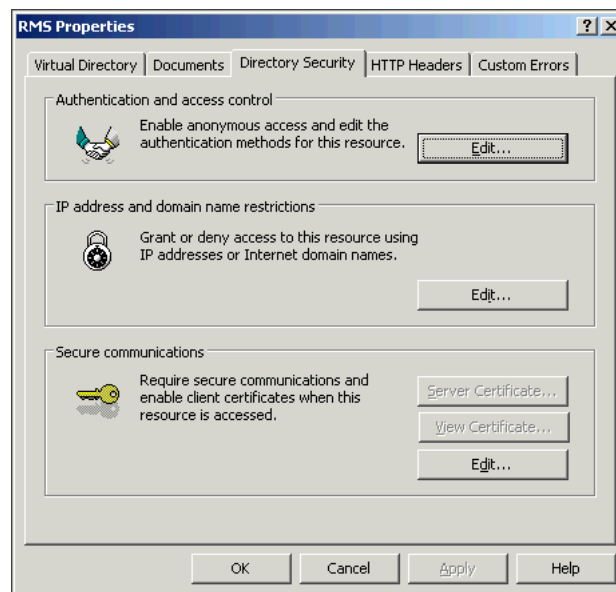


Fig. 18 RMS Properties Dialog - Directory Security Tab

5 Click **Edit** in the **Secure communications** section.

The **Secure Communications** dialog appears.

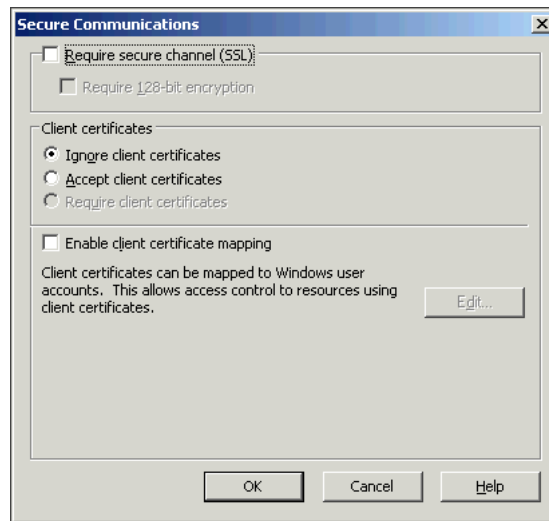


Fig. 19 Secure Communications Dialog

- 6** Select the **Require secure channel (SSL)** check box.
- 7** Select the **Require 128-bit encryption** check box if you wish to require 128-bit encryption to be used (optional).
- 8** Click **OK** in the **Secure Communications** dialog.
- 9** Click **OK** on the **RMS Properties** dialog.
- 10** Close the **Internet Information Services Manager**.

3

Settings

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Configuring the Web Console

The **Settings** window allows you to view and modify the settings for both the **Dataset** and **Task Status** windows, view the components of the Web Console and their version numbers, enable the Real-Time Monitoring tasks, and change the connection to a different Information Server and/or EDBS.

To connect to the BindView RMS Web Console, use the address `http://<machine name>/RMS` in Internet Explorer or Netscape Navigator, where <machine name> is the name or IP address of the BindView RMS Web Console machine.

You open the **Settings** window by clicking the **RMS Web Console** button on the navigation bar and then clicking the **Settings** icon.

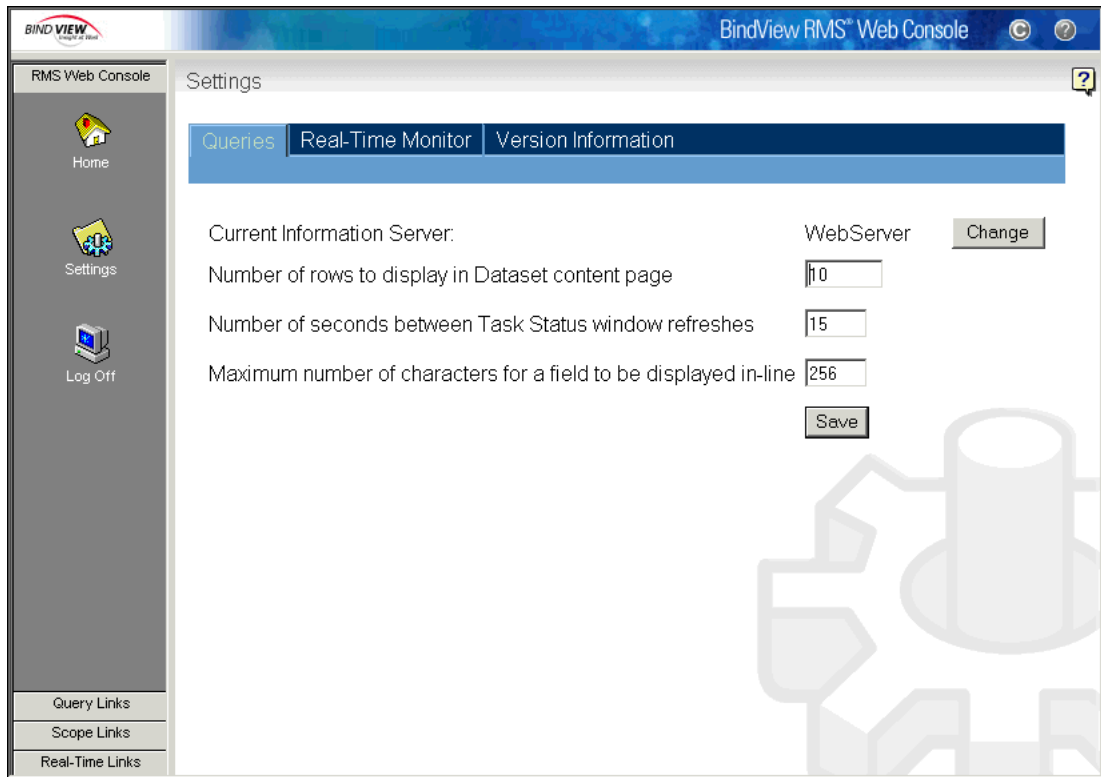


Fig. 20 Settings Window - Queries Tab

Queries

The **Queries** tab displays the current Information Server, the number of rows to be displayed in the **Dataset** window, the number of seconds used to refresh the **Task Status** window, and the number of characters to display per field in the grid.

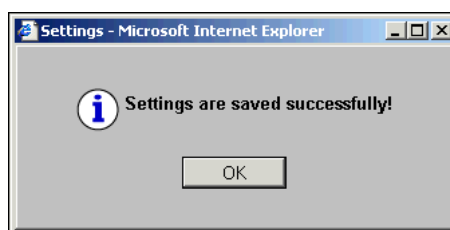
► *To change the number of rows*

The default number of rows is 10 and can be changed to any number from 1 to 32767.

A large number of rows slows display of the page. You should generally display 1000 or fewer rows if possible. If you choose to display more than 5000 rows, display of the resulting page can take several minutes or more.

- 1 Click the **Queries** tab (Fig. 20).
- 2 Enter the desired number of rows in the corresponding field.
- 3 Click **Save**.

A message appears, confirming that the Settings are successfully saved.



- 4 Click **OK**.

For information on the **Dataset** window, see [“Displaying Saved Datasets” on page 77](#) or [“Viewing Unsaved Datasets” on page 85](#).

► *To change the number of seconds*

The default number of seconds to refresh the **Task Status** window is 15 and can be changed to any number from 1 to 3600.

- 1 Click the **Queries** tab (Fig. 20).
- 2 Enter the desired number of seconds to use in the corresponding field.
- 3 Click **Save**.

A message appears, confirming that the Settings are successfully saved.

- 4 Click **OK**.

For information on the **Task Status** window, see [“Monitoring the Status of Processed Tasks” on page 82](#).

► **To change the number of characters to display per field**

The default number of characters to display per field in the **Dataset** window is 260 and can be changed to any number from 10 to 1024.

- 1 Click the **Queries** tab (Fig. 20).
- 2 Enter the desired number of characters to display per field in the corresponding field.
- 3 Click **Save**.

A message appears, confirming that the Settings are successfully saved.

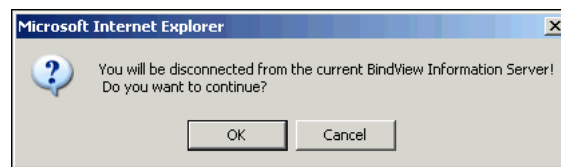
- 4 Click **OK**.

For information on the **Dataset** window, see “[Viewing Unsaved Datasets](#)” on page 85.

► **To change the current Information Server**

- 1 Click the **Queries** tab (Fig. 20).
- 2 Click **Change**.

A message appears, warning you that you will be disconnected from the current Information Server.



- 3 Click **OK** to continue.

The logon window appears.

The **Located on web server machine** check box only appears if you are running Windows 2000 or Windows Server 2003 and you have both the IIS and the Web Gateway Service installed on the same machine. When you clear this check box, the **Browse** button is enabled, and you can select a domain and a machine from the corresponding pick lists.

Fig. 21 Selecting a BindView Information Server Window

- 4 Click the browse (...) button.
The **Domains** and **Machines** list boxes appear in the window.
- 5 Select a domain and a machine name and click **Select** to acknowledge your selection from the list boxes.
- 6 Enter a valid **User Name** with administrative rights to connect to the selected Information Server. The user name should be in the form of **domain\user name** or **machine\user name** if the machine selected is a workgroup.
- 7 Enter the assigned **Password**.
- 8 Check the **Remember the machine and user names** option if you want to save the Machine, and the User Name you entered for the next time you log in using the current machine.
- 9 Click **Connect**.

For additional information on selecting an Information Server, see ["Selecting a BindView Information Server" on page 18.](#)

Real-Time Monitor

The **Real-Time Monitor** tab (Fig. 22) allows you to enable the Real-Time Monitor Tasks option and view or change the EDBS to which you are currently connected.

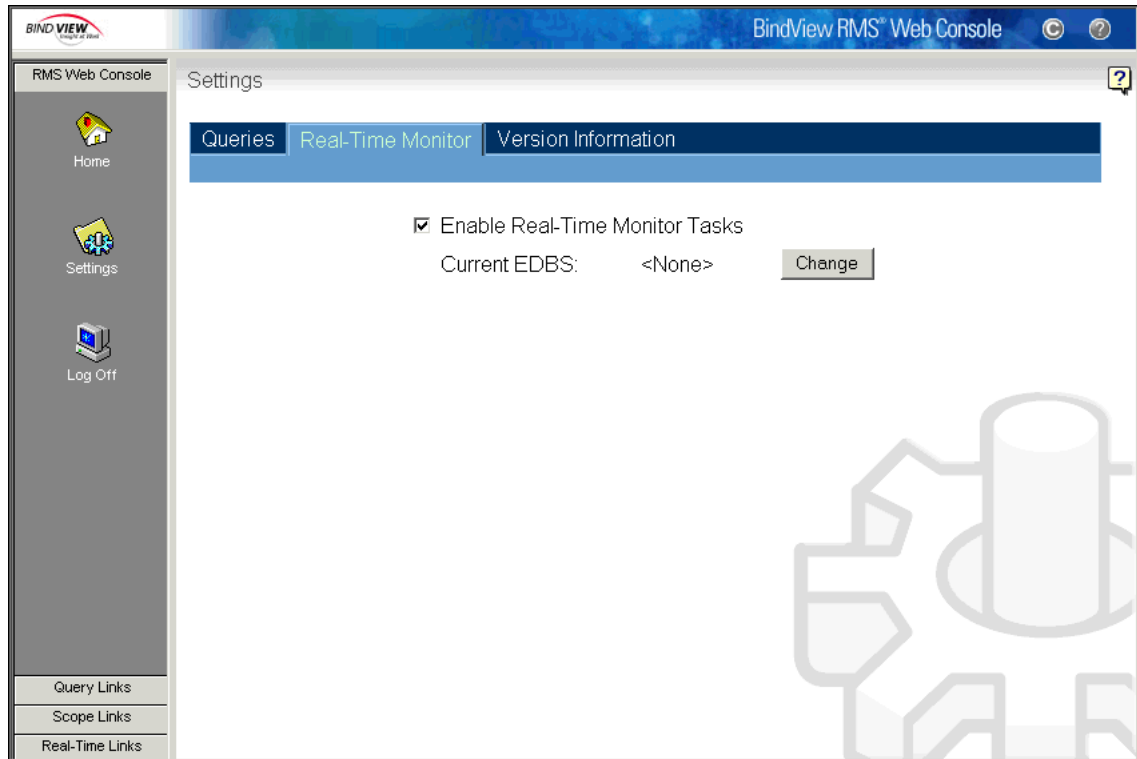


Fig. 22 Settings Window - Real-Time Monitor Tab

► **To enable the Real-Time Monitor Tasks**

- 1 Click the **Real-Time Monitor** tab.
- 2 Select the **Enable Real-Time Monitor Tasks** check box.

The current EDBS information appears in the details pane and both the **Alerts Generated** and the **Managed Scripts** icons appear on the navigation bar. For information on the functionality of these icons, see [Chapter 9, "Real-Time Monitoring Services,"](#) on page 111.

► **To change the current EDBS**

- 1 Click the **Real-Time Monitor** tab (Fig. 22).
- 2 Select the **Enable Real-Time Monitor Tasks** check box.
The current EDBS information appears in the details pane.
- 3 Click **Change**.

The **Select an Event Database Server** window appears.

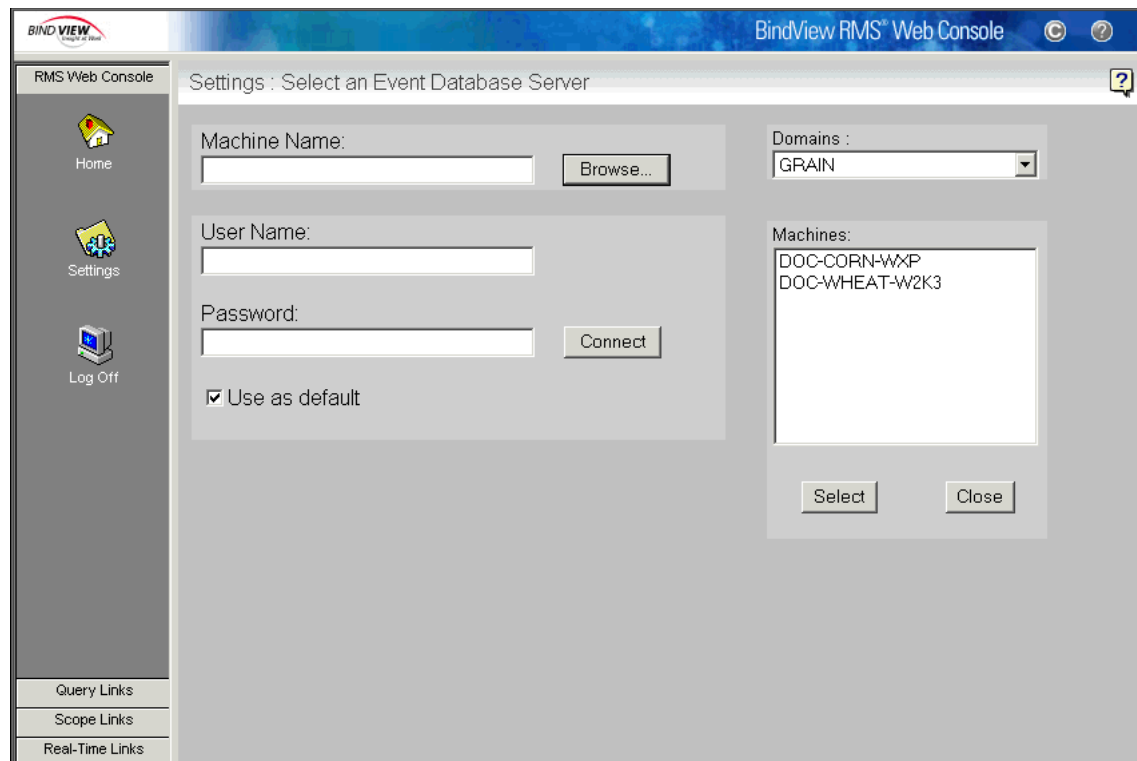


Fig. 23 Selecting an EDBS Window

4 Click **Browse**.

The **Domains** and **Machines** list boxes appear on the window.

5 Select a domain and a machine name, and click **Select** to acknowledge your selection from the list boxes.

6 Enter a valid **User Name** with administrative rights to connect to the selected EDBS. The user name should be in the form of **domain\user name** or **machine\user name**, if the machine selected is a workgroup.

7 Enter the assigned **Password**.

8 Check the **Use as default** option if you want to save the Domain, the Machine, and the User Name you entered for the next time you log in using the current machine.

9 Click **Connect**.

For additional information on selecting an Event Database Server, see ["Selecting an Event Database Server" on page 26](#).

Version Information

The **Version Information** tab (Fig. 24) is for information purposes only. It displays a list of the different components of the Web Console and their version numbers.

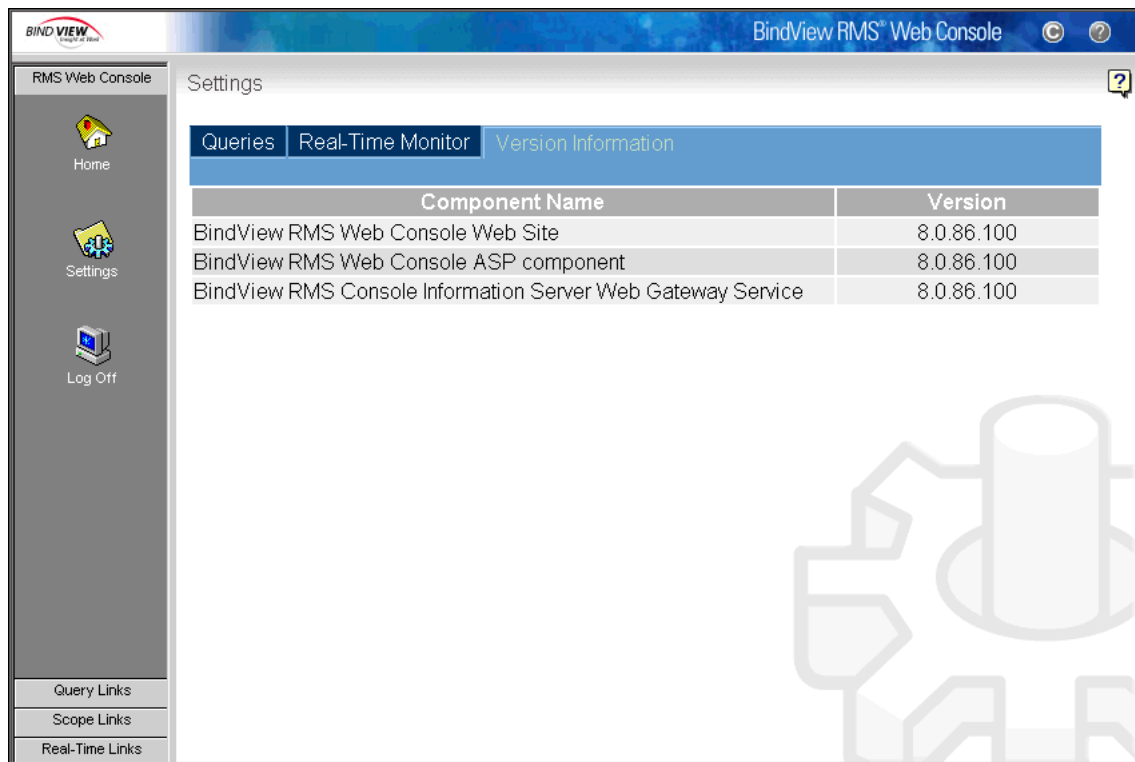


Fig. 24 Settings Window - Version Information Tab

4

Query Services

In This Chapter

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Understanding Queries

A *query* is a question you define and submit to the Information Server to receive specific information about resource objects. When you run a query, information about resource objects is returned as records in a dataset.

You can access the query icons by clicking the **Query Links** button on the navigation bar. The **Create a Query** icon will not appear on the navigation bar if you do not have the right to create queries.

Creating a New Query

The **Query Builder** dialog is used to create a new query or modify an existing one. The selections you make in this dialog are collectively known as the *query definition*.

The Java™ Virtual Machine must be installed in order to create queries.

When you create a new query, you must do the following:

- Select a data source
- Add at least one field
- Add a scope (only required by some query-based products)

You may also choose to do the following:


- Add a filter
- Add a sort criteria

Selecting a Data Source

You must select a data source for the query definition. A data source represents a resource object or a collection of resource objects.

To connect to the BindView RMS Web Console, use the address `http://<machine name>/RMS` in Internet Explorer or Netscape Navigator, where <machine name> is the name or IP address of the BindView RMS Web Console machine.

► **To select a data source**

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Create a Query**  icon.

The **Query Builder** dialog appears, defaulting to the **Data Sources** tab.

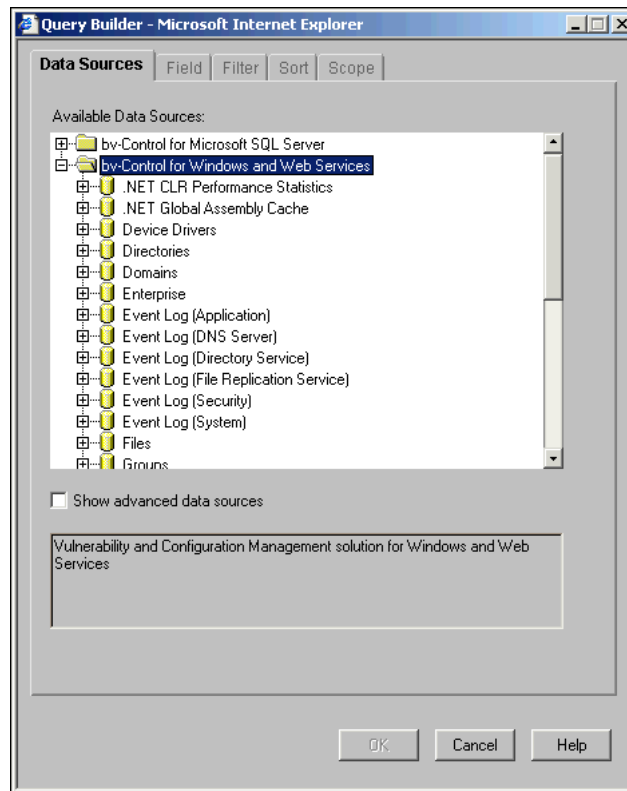


Fig. 25 Query Builder Dialog - Data Sources Tab

- 3** Select the desired data source in the **Available Data Sources** list.
- 4** If the data source you select has default fields associated with it, you can click **OK** now to process the query with the default fields. Otherwise, you have to add at least one field to the selected data source before you can proceed.

Adding Fields

Fields represent the attributes, or properties, of the resource objects represented by the data source.

The **Field** tab of the **Query Builder** dialog allows you to add fields to the query definition. A query definition must contain at least one field.

The fields you add define the types of information you want to receive about the selected resource objects.

► To add a field

- 1 Select the desired field in the available fields list, or enter a field name into the **Filter Field Names** box to quickly search for a specific field.

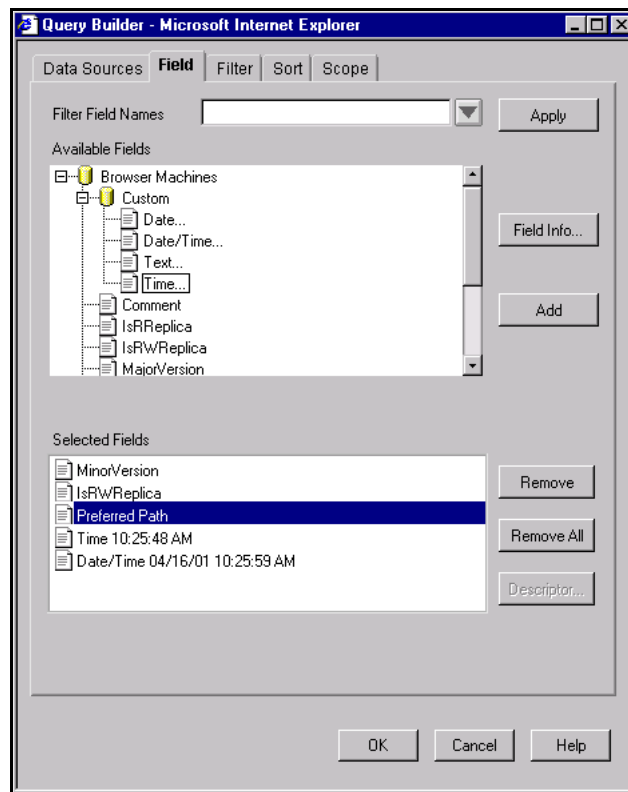


Fig. 26 Query Builder Dialog - Field Tab

- 2 Click **Add**.

The field appears in the **Selected Fields** list.

You can also add fields by double-clicking the desired field or by dragging-and-dropping the desired field into the **Selected Fields** box.

Fields appear in the dataset in the order they appear in the **Selected Fields** list. You can change the field order by dragging-and-dropping fields into your preferred order.

For more information on managing fields in the **Selected Fields** list, see [“Managing Fields Added to a Query Definition” on page 57](#).

Adding Descriptor Fields

A descriptor field requires a user-supplied descriptor value that further defines the specific attributes the field represents.

You must supply descriptor values before the Information Server can process a query that contains descriptor fields. You supply descriptor values either immediately after adding a descriptor field to a query definition, or each time the query is run.

Each descriptor field has a corresponding **Descriptor** dialog.

► To add a descriptor field

- 1 Select the desired descriptor field in the **Available Fields** list and click **Add**.

A **Descriptor** dialog for the descriptor field appears.

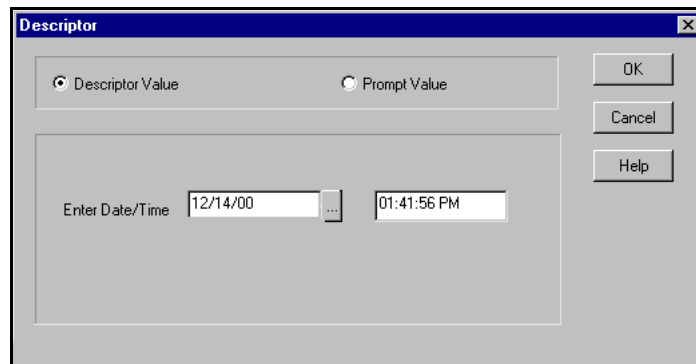


Fig. 27 Adding a Descriptor Field

- 2 Select **Descriptor Value** and define a value immediately, or select **Prompt Value** to delay the definition of the descriptor value. For information on defining a descriptor value, see ["To define a Descriptor Value for a descriptor field"](#).
- 3 Click **OK**.

The descriptor field appears in the **Selected Fields** list.

► **To define a Descriptor Value for a descriptor field**

- 1 Select **Descriptor Value** on the **Descriptor** dialog.
- 2 Define the **Date/Time**.

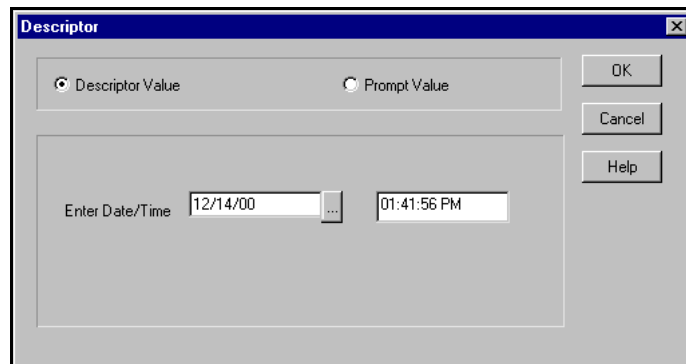


Fig. 28 Defining a Specific Value

- 3 Click **OK**.

► **To define a Prompt Value for a descriptor field**

- 1 Select **Prompt Value** on the **Descriptor** dialog (Fig. 29).
- 2 Enter the desired message in the **Enter Prompt Text** box.

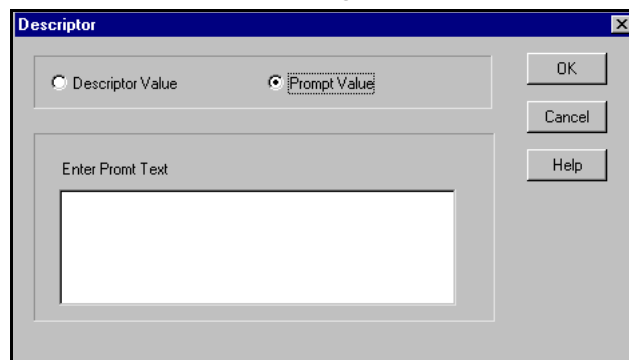


Fig. 29 Defining a Prompt Value

The prompt text appears on the **Query Completion Wizard** when you run the query.

- 3 Click **OK** to go back to the **Field** tab.

Adding Custom Fields

You add custom fields to a query definition when you want to annotate the query with specific information.

All custom fields are descriptor fields.

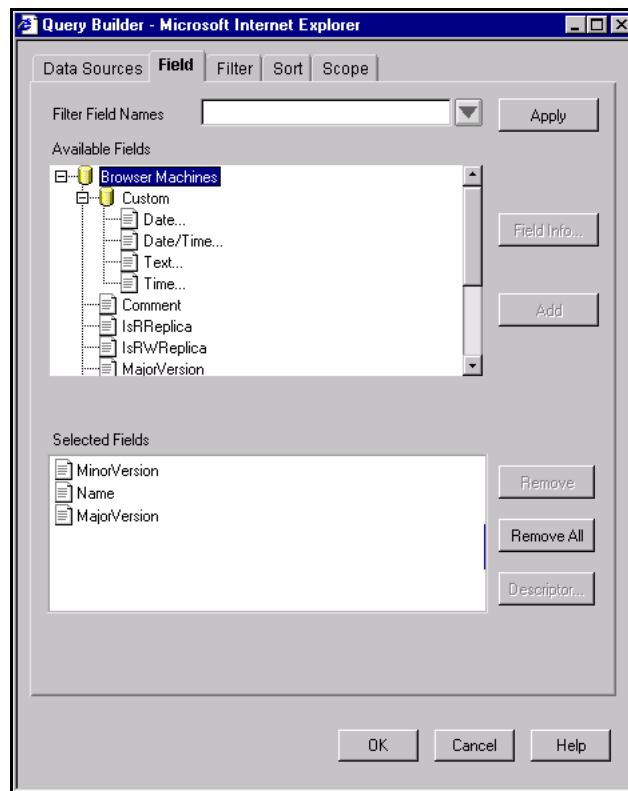


Fig. 30 Custom Field Types and Location

Filtering the Available Fields List

The **Filter Field Names** box with the **Apply** button allows you to quickly search for a specific field.

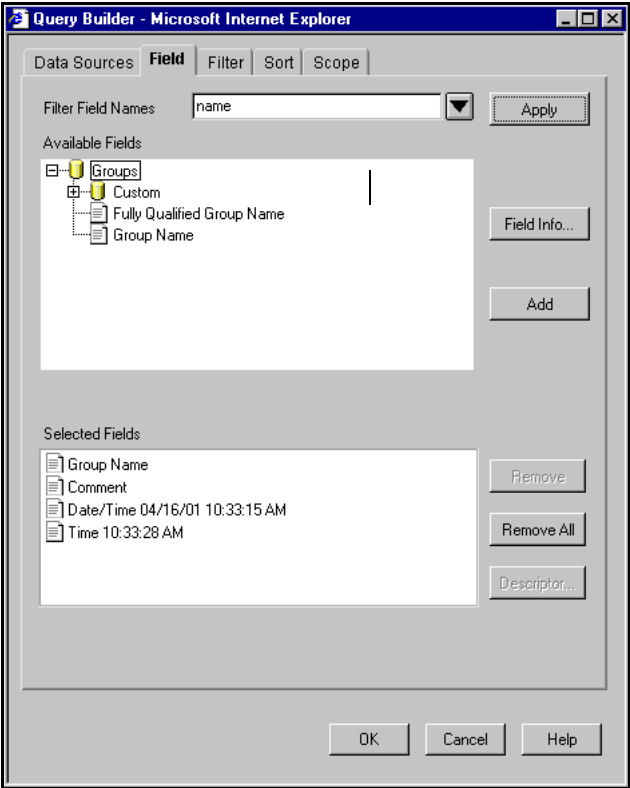


Fig. 31 Field Features

Reviewing Field Descriptions

The **Field Info** button opens a dialog that contains a description of the field selected in the available fields list.

Managing Fields Added to a Query Definition

The field management buttons on the **Field** tab allow you to manage fields from the query definition.

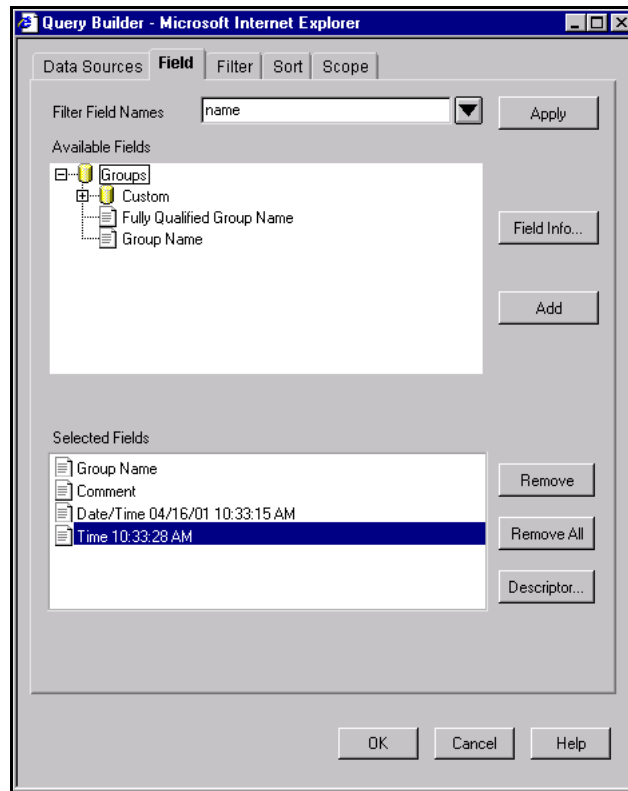


Fig. 32 Field Management Buttons

Removing Fields From the Query Definition

You can use the **Remove** or **Remove All** buttons to remove fields from the **Selected Fields** list. These buttons remove fields from the query definition.

Modifying Descriptor Selections

You can use the **Descriptor** button to modify the selections you have chosen for the descriptor field when you added it to the query definition.

The **Descriptor** button is only enabled when you select a field in the **Selected Fields** list.

Adding Filters

Adding a filter allows you to reduce the number of records returned in the dataset for the selected resource objects. Filters consist of one or multiple filter terms that you define. Filter term definitions include a value, or a group of values, that you selected for the filter term. A filter term value defines the record types to be returned in the dataset.

You must supply all filter term values before the Information Server can process a query that contains a filter. You supply filter term values immediately after adding a filter field to a query definition.

When the Information Server processes a query, it applies the filter to each record it gathers for the selected resource objects. Only the records that match the filter are included in the dataset.

Filters are not required in query definitions. If no filter is included, every record in the selected resource object will be included in the dataset.

► To add a filter term

- 1 Click the **Filter** tab on the **Query Builder** dialog.

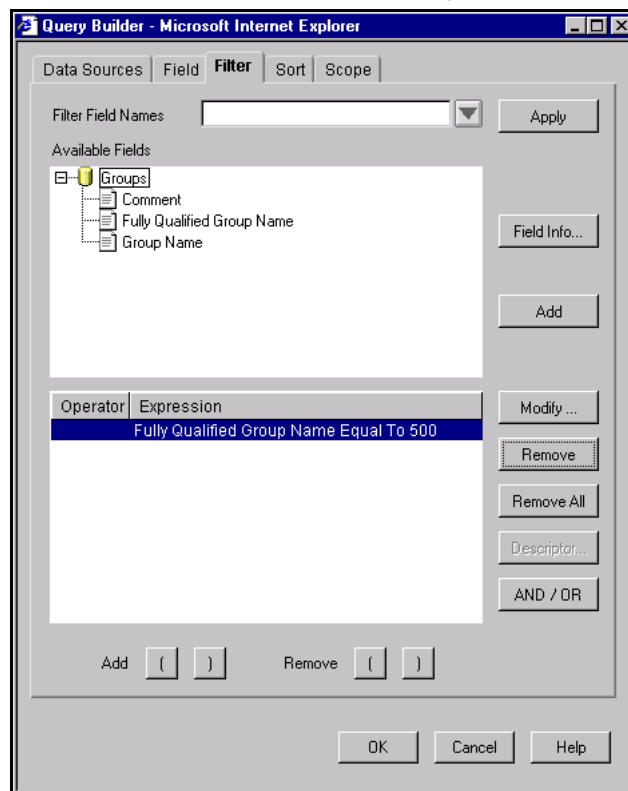


Fig. 33 Query Builder - Filter Tab

- 2 Select a field for which you want to define a filter term and click **Add**, or enter a filter field name into the **Filter Field Names** box to quickly search for a specific field.

The **Filter Term Definition** dialog appears (Fig. 34).

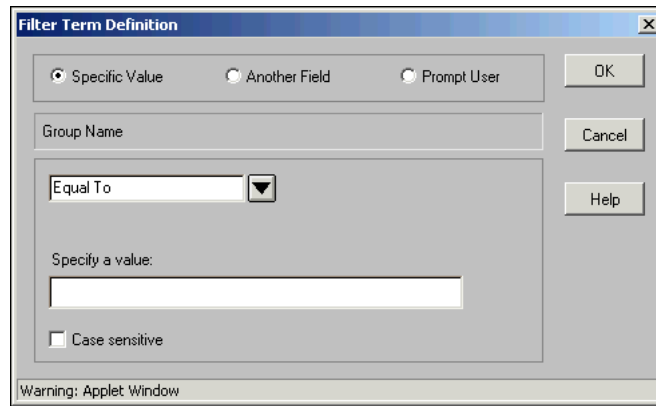


Fig. 34 Filter Term Definition Dialog

The configuration of the **Filter Term Definition** dialog depends on the query-based product you are using and the resource objects you selected.

- 3 Select **Specific Value**, **Another Field**, or **Prompt User** to define a filter term for the field.

For detailed information on defining a filter term or delaying the definition of a filter term, proceed to one of the following:

["To define a specific value" on page 59](#)

["To define another field value" on page 60](#)

["To define a Prompt Value for a descriptor field" on page 54](#)

- 4 Click **OK**.

The filter term appears in the **Operator/Expression** box on the **Filter** tab.

For information on managing filter terms, see ["Managing Filter Terms" on page 62](#).

► **To define a specific value**

- 1 Select **Specific Value** (Fig. 35).

- 2 Select the desired operator from the operator list.

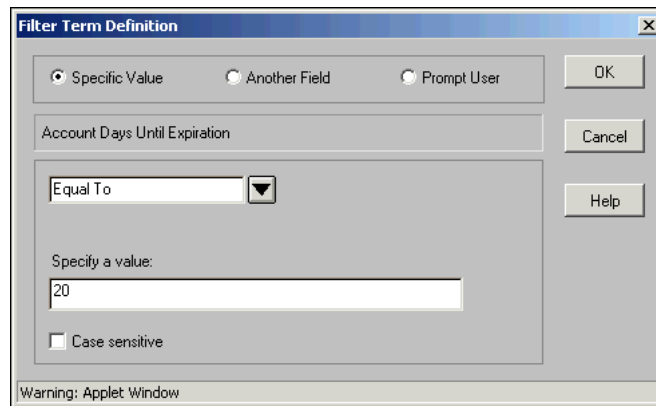


Fig. 35 Defining a Specific Value

- 3 Enter a specific value for the operator in the **Specify a Value** box.

If the field selected is **Date/Time**, the **Date/Time Value Helper** dialog appears when you click the browse (...) button.

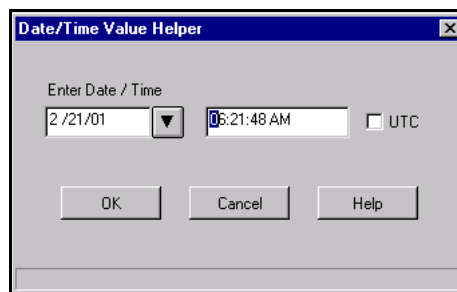


Fig. 36 Date/Time Value Helper

- 4 Specify the date and time, and select the **UTC** check box if the time is Universal Time Coordinate.
- 5 Click **OK**.

► **To define another field value**

- 1 Select **Another Field** (Fig. 37).

- 2 Select the desired operator from the operator list.

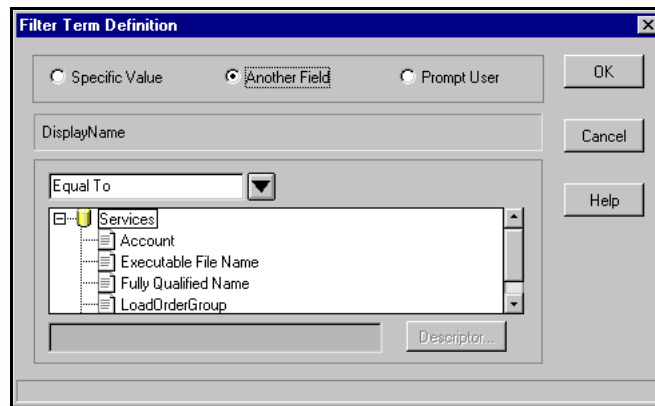


Fig. 37 Defining Another Field Value

- 3 Select the desired field from the field list.

Filter terms containing **Another Field** value filter records that match both the target field and the comparison field.

- 4 Click **OK**.

► **To define a prompt user value**

- 1 Select **Prompt User** (Fig. 38).
- 2 Select the desired operator from the operator list.
- 3 Enter the desired prompt user text.

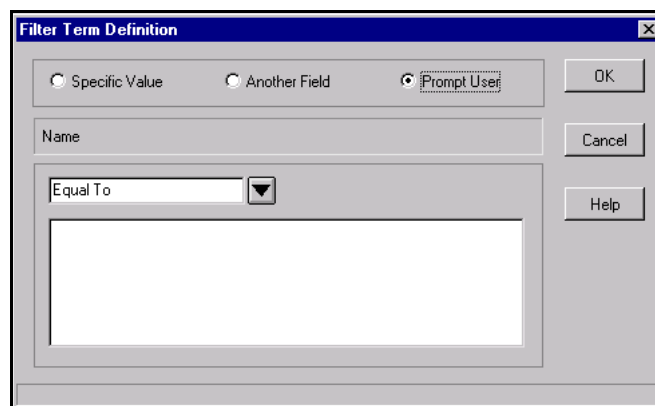


Fig. 38 Defining a Prompt User Value

The prompt text and selected operator appear on the **Query Completion Wizard** when you run the query.

- 4 Click **OK** to return to the **Filter** tab.

Managing Filter Terms

The filter term management buttons are used on the **Filter** tab to manage filter terms.

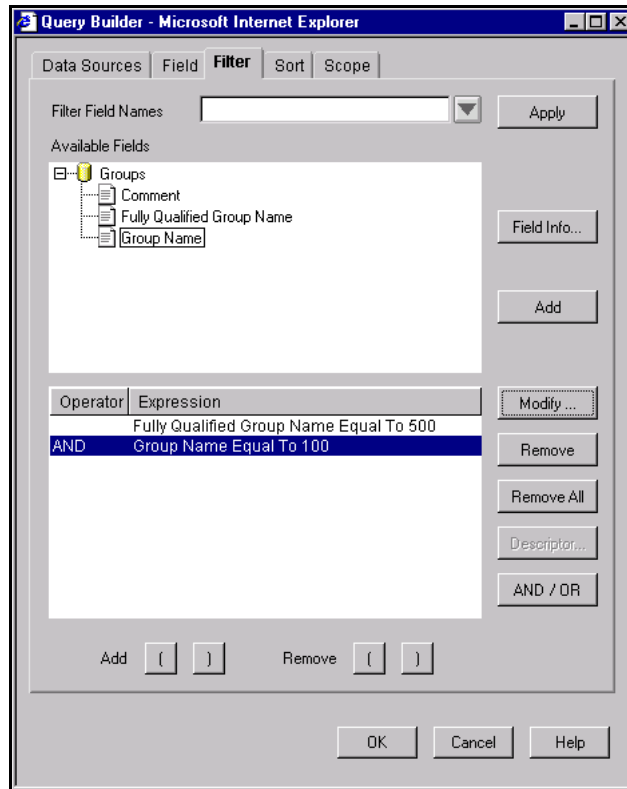


Fig. 39 Filter Term Management Buttons

You manage filter terms by:

- Modifying filter term definitions
- Removing filter terms
- Modifying AND/OR operators
- Grouping filter terms using parentheses

Modifying Filter Term Definitions

You can use the **Modify** button to modify the filter term you previously defined for the selected field ([Fig. 39](#)). The **Modify** button opens the **Filter Term Definition** dialog configured with the filter term selections.

For detailed information the using **Filter Definition** dialogs, see ["Adding Filters" on page 58](#).

Removing Filter Terms

You can use the **Remove** or **Remove All** buttons to remove filter terms from the **Operator/Expression** list ([Fig. 39 on page 62](#)).

Modifying AND/OR Operators

You can use the **AND/OR** button to change the operator of the selected filter term. By default, all filter terms use the **AND** operator.

**Grouping Filter Terms
Using Parentheses**

You can use the **Add** parentheses buttons to group two or more filter terms that you want to function as a single unit, or use the **Remove** parentheses buttons to ungroup these filter terms.

► To group filter terms

- 1 Select the filter term on which you want the group to begin.
- 2 Click the **Add** open parenthesis button.
- 3 Select the filter term on which you want the group to end.
- 4 Click the **Add** close parenthesis button.

► To ungroup filter terms

- 1 Select the first filter term of the group.
- 2 Click the **Remove** open parenthesis button.
- 3 Select the last filter term of the group.
- 4 Click the **Remove** close parenthesis button.

Adding Sorts

Sorts determine the order in which sort fields and records appear in the selected view type. You can only apply sorts to fields that you added to the query definition.

Sorts consist of a group of sort fields. Individual sort field records are displayed in ascending or descending order in the dataset.

Sorts are optional in query definitions.

► **To add a sort**

- 1 Click the **Sort** tab on the **Query Builder** dialog.

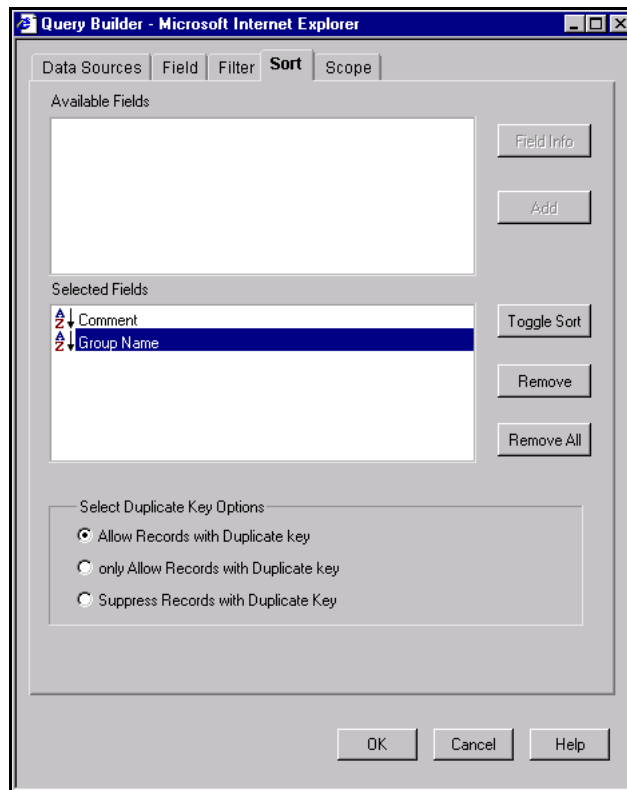


Fig. 40 Query Builder Dialog - Sort Tab

- 2 Select the desired field from the **Available Fields** list and click **Add**.

The sort field appears in the **Selected Fields** box.

By default, the sort field records appear in ascending order in the dataset. For information on managing sorts, see ["Managing Sort Fields" on page 65](#).

You can change the sort order of the field records by dragging and dropping the desired field into the **Selected Fields** list.

Managing Sort Fields

You can use the sort field management buttons on the **Sort** tab to manage sort fields.

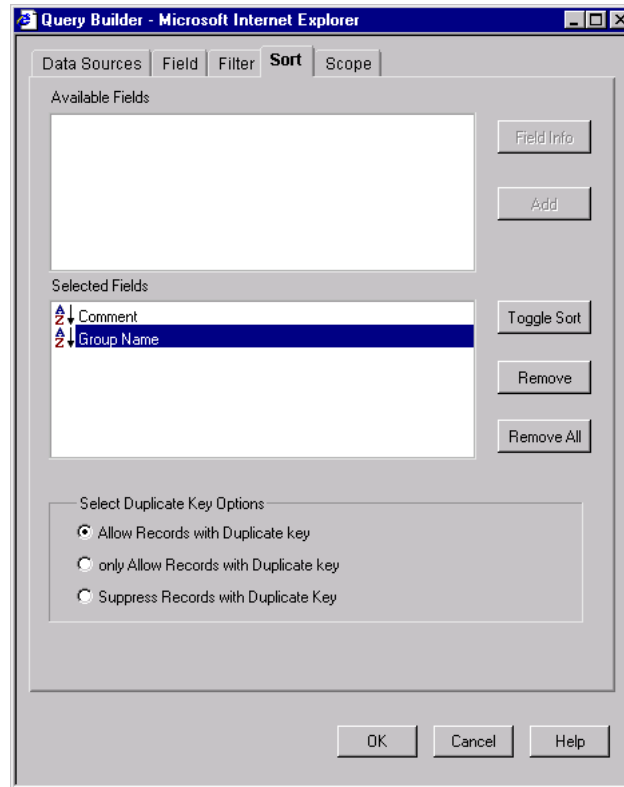


Fig. 41 Managing Sort Fields

You can manage sort fields by:

- Modifying sort directions
- Removing sort fields
- Modifying duplicate key options

Modifying Sort Directions

Use the **Toggle Sort** button to change the direction of the sort order for the records returned for the sort field (Fig. 41).

You can also change the sort direction by double-clicking on the desired sort field in the **Selected Fields** list.

Removing Sort Fields

You can use the **Remove** or **Remove All** buttons to remove sort fields from the **Selected Fields** list.

Modifying Duplicate Sort Key Options

A sort key is a subset of the attribute values collected for each resource object.

You can use the option buttons in the **Select Duplicate Key Options** box to define how records with duplicate sort keys are included in the dataset (Fig. 42).

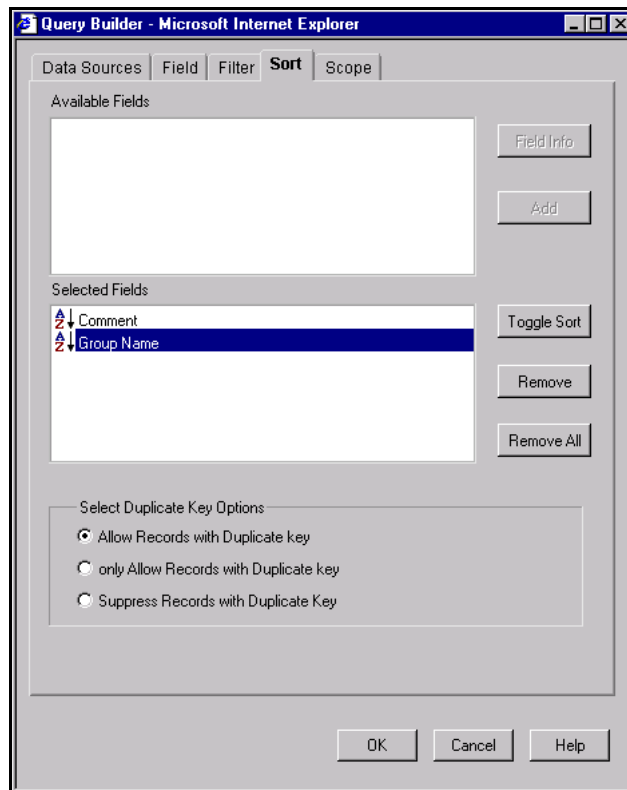


Fig. 42 Selecting Duplicate Key Options

Adding Scopes

A scope narrows the range of resource objects to be queried.

Since the Information Server only queries the resource objects indicated by the scope, you can use scopes to reduce the time it takes to retrieve a dataset.

Adding and Removing Resource Objects

The **Scope** tab functions in a similar manner for all bv-Control products.

- The **Add Scope** button adds the resource object selected in the available resource objects box to the scope (Fig. 43).

The **Tracking Log** and the **Tracking Log Summary** are two resource objects that cannot be added to the scope because they are not supported in the Web Console. You must create Named Scopes on the Information Server to add these resource objects.

- The **Remove Scope** button removes the resource object selected in the selected resource object box from the scope (Fig. 43).

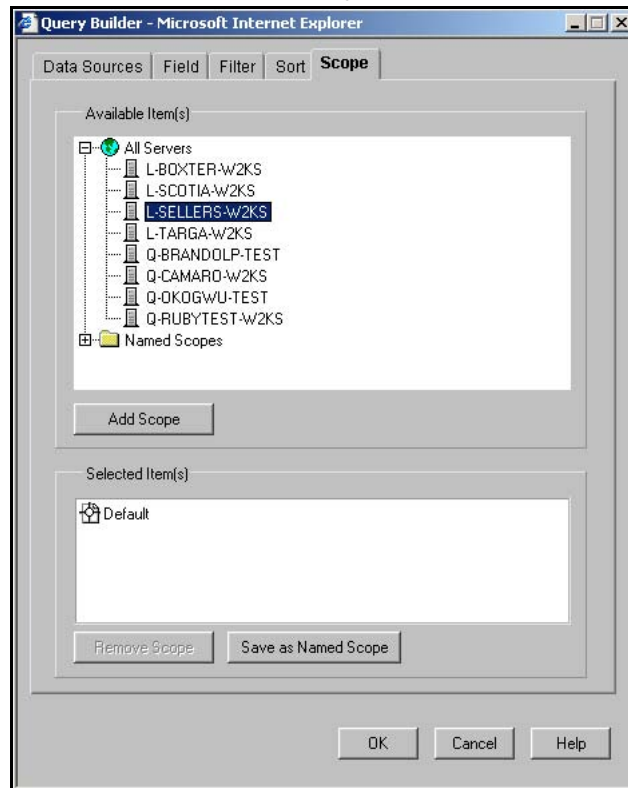


Fig. 43 Adding and Removing Resource Objects

Using Default Scopes

All bv-Control products that require scopes provide a default scope. The default scope appears as the selected scope when you first access the **Scope** tab. For more information on default scopes or named scopes, see [Chapter 8, "Scope Manager," on page 103](#).

Saving Named Scopes

The **Save as Named Scope** button opens a dialog you use to save the selected scope items as a named scope on the Information Server. For more information on saving a named scope, see ["Duplicate a Named Scope" on page 108](#).

Running Queries

When you run a query, the resource objects you selected in the query definition are polled for the information you requested. This information is returned in a dataset.

You run a query from two places:

- Query Options dialog
- Query Item Browser

Running Queries from the Query Options Dialog

You use the **Query Options** dialog to save and launch queries.

► **To run a query**

1 Click the **Query Links** button on the navigation bar.

2 Click the **Create a Query**  icon.

The **Query Builder** dialog appears, defaulting to the **Data Sources** tab.

3 Create and define a query and click **OK**.

For information on creating and defining queries, see [“Creating a New Query” on page 50](#).

The **Query Options** dialog appears.

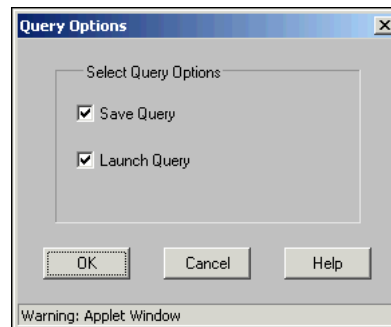


Fig. 44 Query Options Dialog

4 Select **Launch Query** and click **OK**.

The **Save Query** dialog appears if you have selected to save the query.

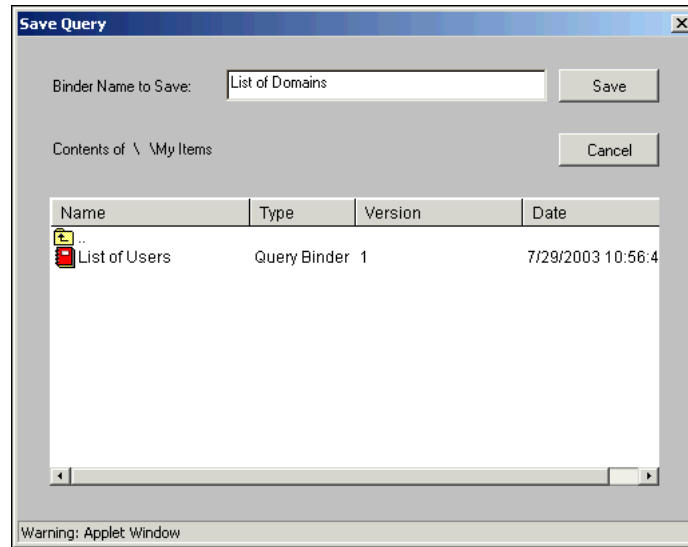


Fig. 45 Save Query Dialog

- 5 Enter a name for the binder where you want to save the query and click **Save**.

Using the Query Completion Wizard

The **Query Completion Wizard** appears each time when you run a query that is missing specific information, such as descriptor field, filter, or scope. You must use the **Query Completion Wizard** to enter the required information before the Information Server can process the query.

► To use the Query Completion Wizard

- 1 Click **Next** on the **Welcome** panel of the **Query Completion Wizard** (Fig. 46).



Fig. 46 Welcome Panel

The **Descriptor** panel appears.

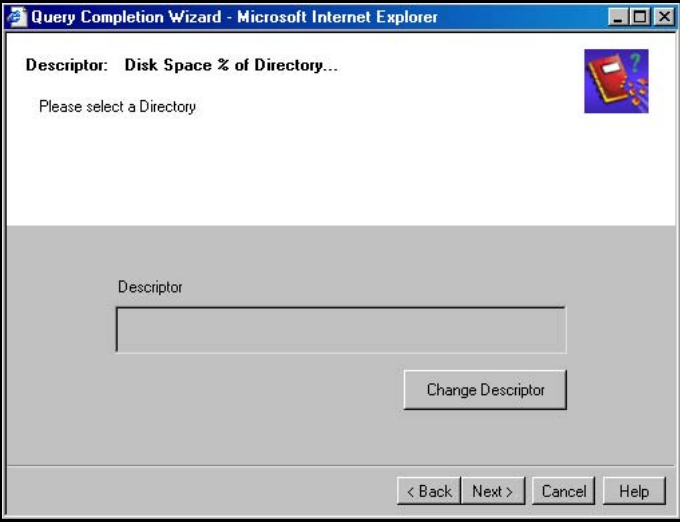


Fig. 47 Directory Descriptor Panel

- 2 Click **Change Descriptor** to specify a descriptor if any are missing, or click **Next** to continue.

The **Filter** panel for defining the descriptor filter appears.

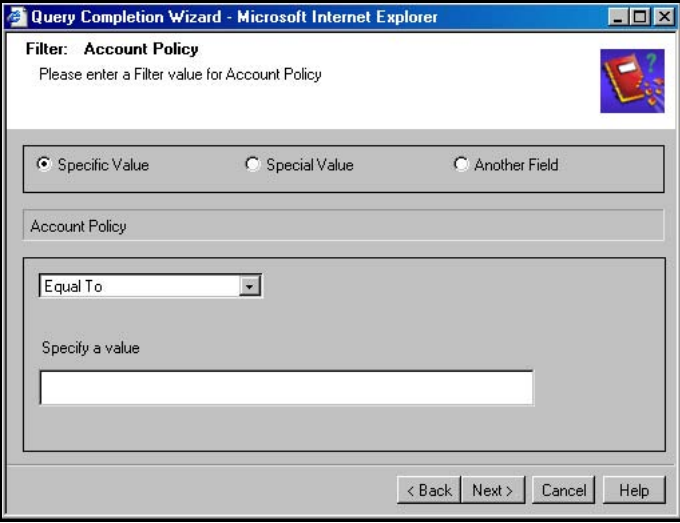


Fig. 48 Filter Descriptor Panel

- 3 Use the options on the panel to complete the information required in the query definition.
- 4 Click **Next**.

The **Scope** panel appears listing all default scopes (Fig. 49).

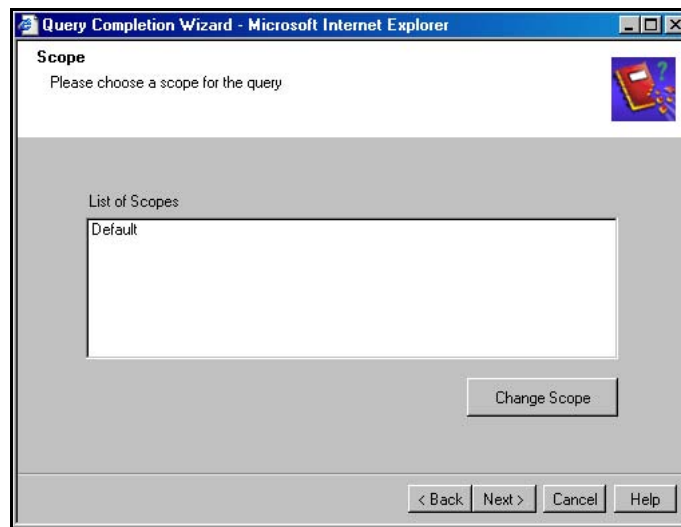


Fig. 49 Scope Panel

- 5 Choose a default scope or click the **Change Scope** button to select a scope from a dialog. Click **Next**.

After you complete all required information for the query definition, the **Completing the Query Completion Wizard** panel appears (Fig. 50).

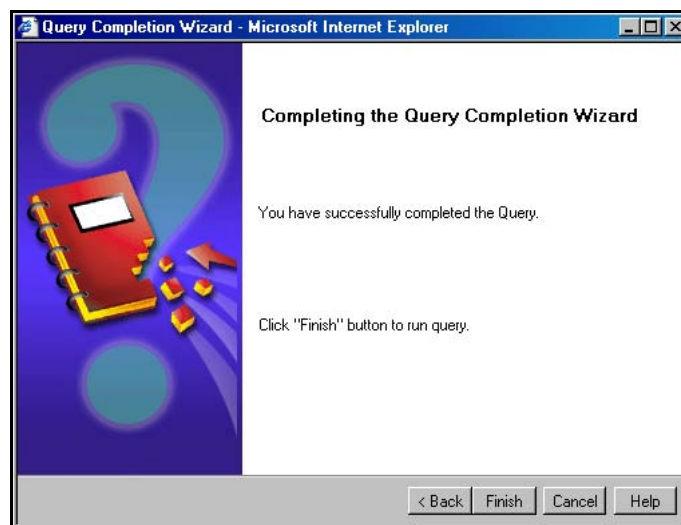


Fig. 50 Completing the Query Completion Wizard Panel

- 6 Click **Finish** to launch the query.

The Information Server gathers the requested information from the selected resource objects and returns a dataset.

Query Binders

The Web Console allows you to perform the following query-related tasks to view information about your network:

- Launching a Query
- Launching a Task List
- Modifying a Query
- Accessing a Query Binder
- Displaying Saved Datasets
- Viewing Information About a Query
- Viewing Exported Files
- Saving Datasets (See ["Saving Datasets to Query Binders" on page 83](#)).

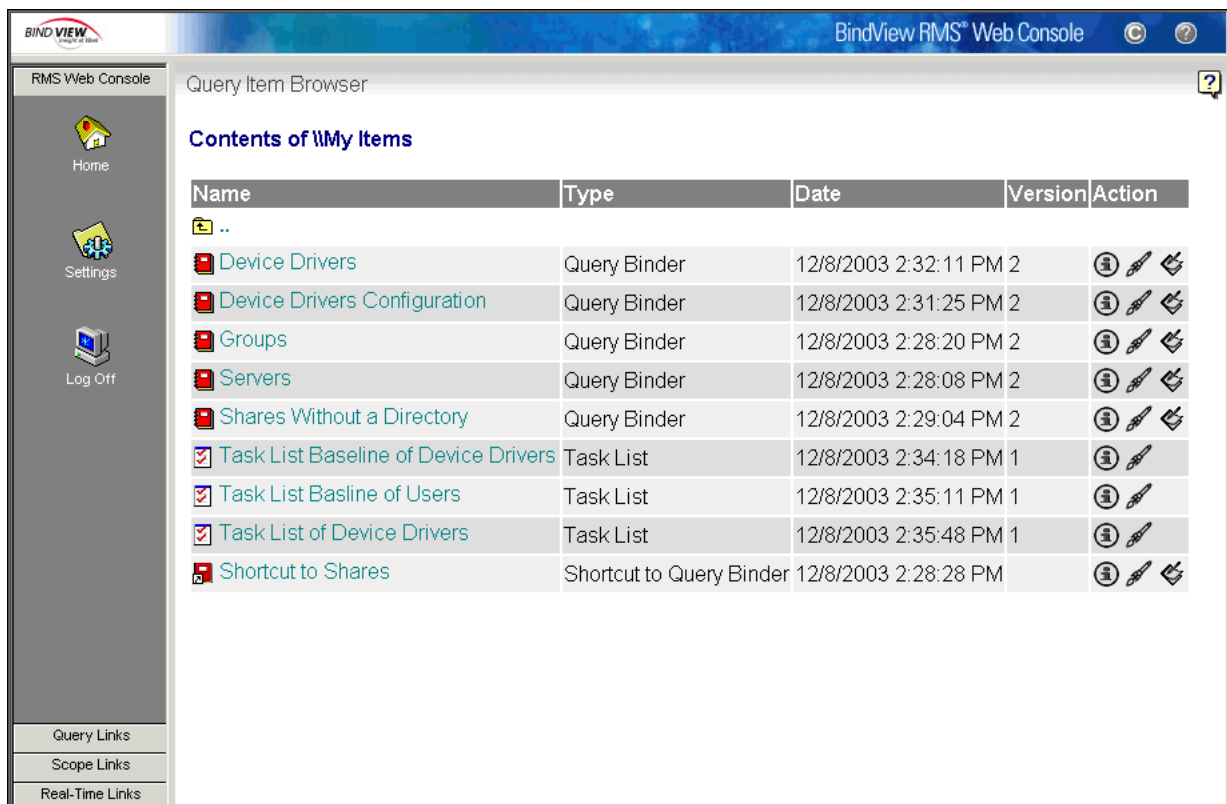


Fig. 51 Contents of My Items

At the top of the **Query Item Browser** window, a folder appears containing the **Shared** folder, the **My Items** folder, and the **Pre-Defined** folder. The **Pre-Defined** and **Shared** folders are public folders. Anyone connected to the Information Server can access the files stored in these folders. The **Personal** folder is a private folder.

Shared folder – allows users of the same Information Server to share queries and task lists. The queries and task lists appearing in the **Shared** folder can be accessed by all users who connect to the Information Server.

My Items folder – the default folder for all saved queries and task lists. Contents saved to this folder are linked to the logged-on user, and by default, cannot be viewed by other users even though connected to the same Information Server.

Pre-Defined folder – contains pre-configured query binder files and task lists for all query-based BindView products added to the BindView RMS Console and Information Server. Each bv-Control product will have its own subfolder under the **Pre-Defined** folder.

Launching a Query

The following is an example of a query being launched from the Query Item Browser. For information on how to run a query from a **Query Options** dialog, see [“Running Queries from the Query Options Dialog” on page 68](#).


► To launch a query

1 Click the **Query Links** button on the navigation bar.

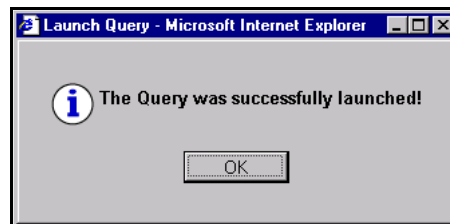
2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

All incomplete queries display an asterisk next to the Launch icon.

3 Click the **Launch**  icon to launch the query contained in the query binder.

If the query you want to launch is incomplete, an asterisk (*) will be displayed next to the query in the **Query Item Browser**. When you click this query, the **Query Completion Wizard** appears so that you can complete it before launching it. However, if the query is complete, a message appears, confirming that the query was successfully launched.




4 Click **OK**.


Launching a Task List

When you add a query or a baseline to the task list and save it in the BindView RMS Console, this task list will immediately appear in the **Query Item Browser** in the Web Console. For information on how to add a query or a baseline to a task list in the Console, see the *BindView RMS Console and Information Server User Guide*.

► To launch a task list

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

- 3 Click the **Launch**  icon to launch the task list saved from the BindView RMS Console.

The following message appears, confirming that the job was successfully launched.




- 4 Click **OK** to dismiss the message.


Modifying a Query

The **Modify** icon opens the **Query Builder** dialog so that the query can be modified.

► To modify a query

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

- 3 Click the **Modify**  icon for the query you want to modify.

The **Query Builder** dialog appears, defaulting to the **Data Sources** tab.

- 4 Edit the query and click **OK**.

The **Query Options** dialog appears.

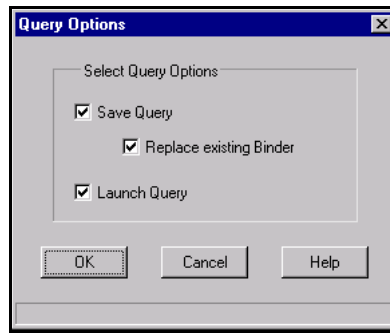


Fig. 52 Query Options Dialog


- 5 Select the option you need to perform, or leave the default selections and click **OK**.

For additional information on modifying a query, see [“Creating a New Query” on page 50](#).


Accessing a Query Binder

A query binder is a discrete object for storing and managing queries and query-related information. Each saved query binder is stored in the BindView Information Server’s database.

► *To view a query binder*

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

- 3 Click the binder  icon for the datasets you wish to view.

The **Dataset Browser** appears in the details pane, listing all datasets in the query binder and stating the time the query was started and the time it was completed (Fig. 53).

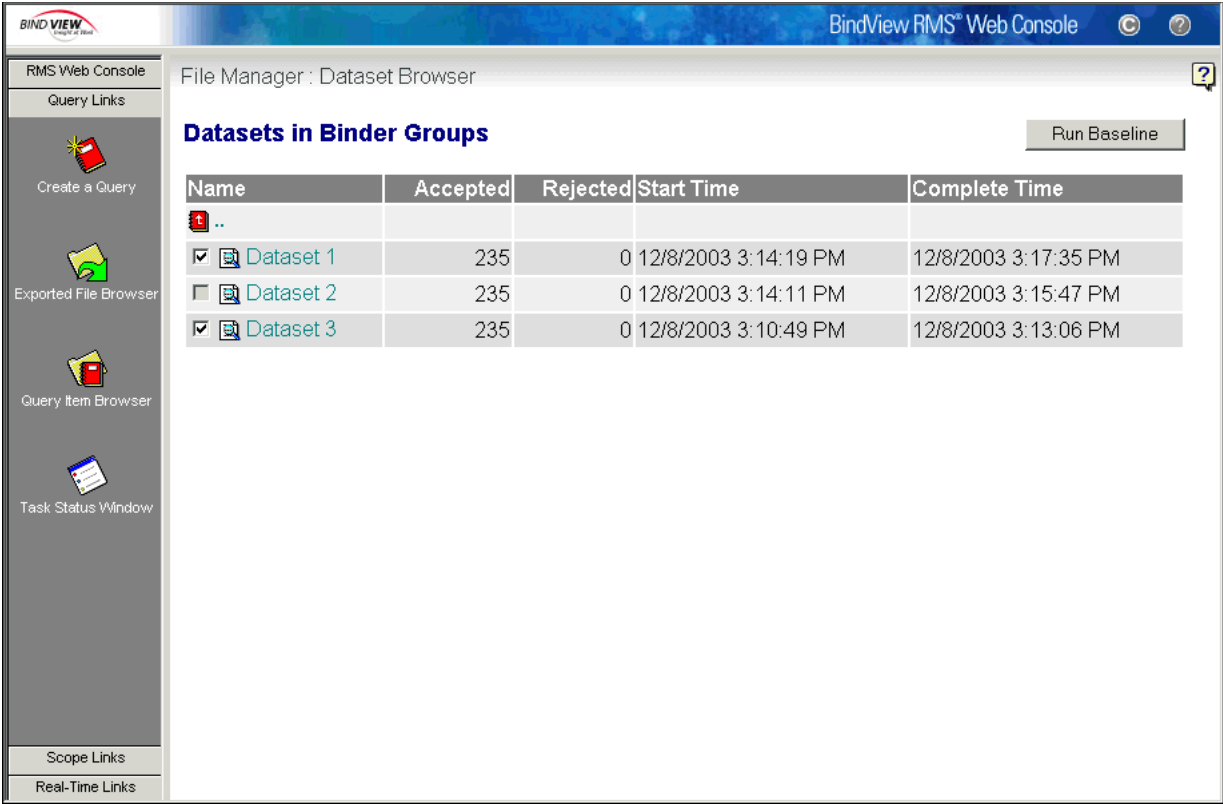


Fig. 53 Datasets Window

Displaying Saved Datasets


The information obtained from a dataset is displayed in a grid format. A grid organizes the data returned by the query in a spreadsheet. This spreadsheet contains a column for each field in the query. The columns contain all the data returned by a field. Each row on the grid is a record. The **Settings** window configures the number of rows displayed in the grid.

	Domain/Workgroup Name	Group Name	Total Members
1	GRAIN	Account Operators	[None Found]
2	GRAIN	Administrators	6
3	GRAIN	Backup Operators	[None Found]
4	GRAIN	BindView Administrators	[None Found]
5	GRAIN	BindView ECS Administrators	[None Found]
6	GRAIN	BindView QE Users	1
7	GRAIN	BV Console Admins	2
8	GRAIN	BV Console Users	2
9	GRAIN	Cert Publishers	[None Found]
10	GRAIN	Debugger Users	[None Found]

Records: 235 Messages: 0

Fig. 54 Historical Dataset Window


► To view a historical dataset

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

- 3 Click the binder  icon for the dataset you wish to view.

The **Dataset Browser** appears in the details pane listing all datasets in the selected query binder.

- 4 Click the **View Dataset**  icon for the dataset you want to view.

The dataset is retrieved and displayed in a grid format (Fig. 54).

The grid displays a default of 10 rows. This default setting is configurable and can be changed through the **Settings** window. For information on how to change this default, see [“To change the number of rows” on page 43](#).

Viewing Information About a Query


The **Query Information** icon opens an information page about the query. Information displayed includes the item’s name and location, a short description, and information about the product, fields, filters, and scopes used in the query.

► To view information about a query

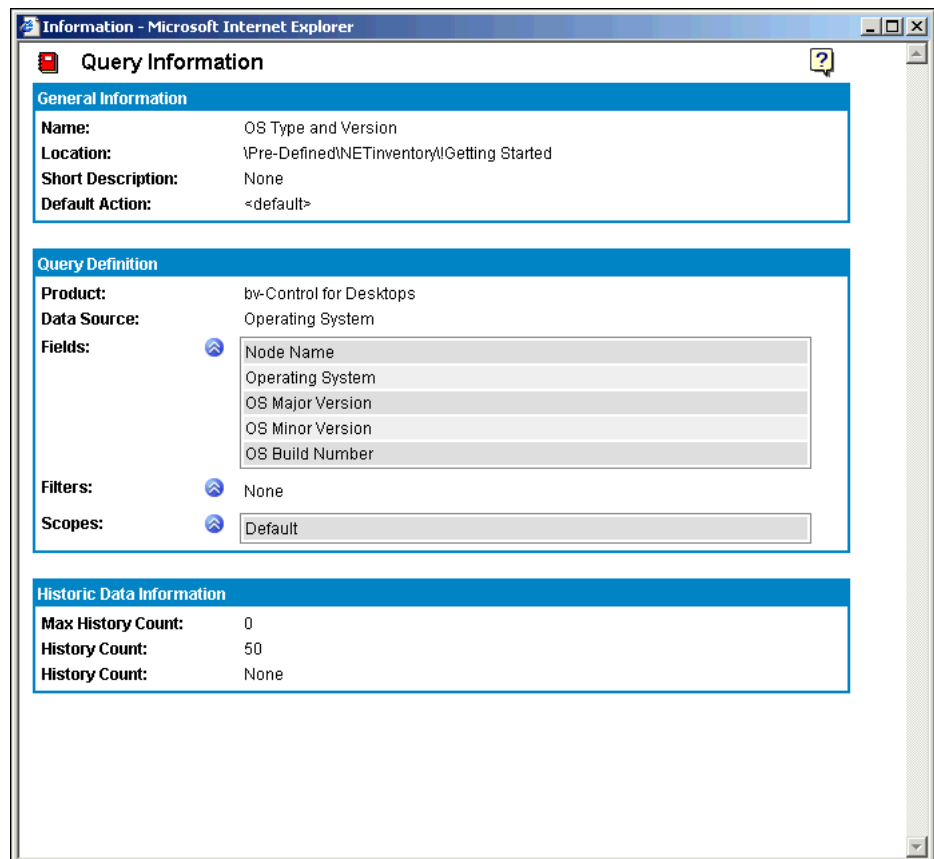
1 Click the **Query Links** button on the navigation bar.

2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your \My Items folder.

3 Click the **Information**  icon for the query you want to modify.

The **Query Information** page appears.



General Information	
Name:	OS Type and Version
Location:	\Pre-Defined\NETInventory\Getting Started
Short Description:	None
Default Action:	<default>

Query Definition	
Product:	by-Control for Desktops
Data Source:	Operating System
Fields:	<div> <input type="checkbox"/> Node Name <input type="checkbox"/> Operating System <input type="checkbox"/> OS Major Version <input type="checkbox"/> OS Minor Version <input type="checkbox"/> OS Build Number </div>
Filters:	<input type="checkbox"/> None
Scopes:	<input type="checkbox"/> Default

Historic Data Information	
Max History Count:	0
History Count:	50
History Count:	None

Fig. 55 Query Information Page

Viewing Exported Files

You can export a dataset report as an Adobe Acrobat (.pdf) document (Fig. 56), an HTML file, a Microsoft Word (.doc) document, a text (.txt) document, a Microsoft Excel (.xls) spreadsheet (Fig. 57), or a Microsoft Access database (.mdb) from the Console to the BindView RMS Web Console using the export feature in order to view those reports.

► To view an exported dataset report

1 Click the **Query Links** button on the navigation bar.

2 Click the **Exported File Browser**  icon.

The **Exported File Browser** appears in the details pane, listing any dataset reports exported from the Console.

3 Click the icon for the dataset report to view.

The dataset report window appears.

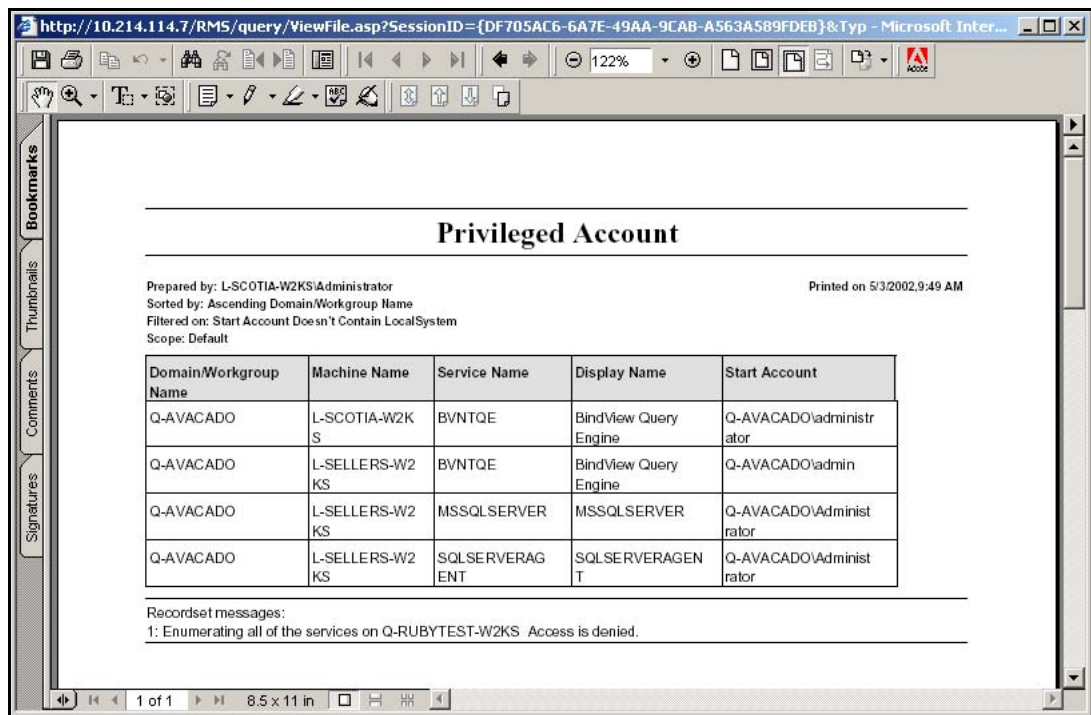


Fig. 56 Dataset Report in PDF Format

	A	B	C	D	E	F
	Domain/Workgroup	Machine Name	Service Name	Display Name	Start Account	
2	Q-AVACADO	L-SCOTIA-W2KS	BVNTQE	BindView Query Engine	Q-AVACADO\administrator	
3	Q-AVACADO	L-SELLERS-W2KS	BVNTQE	BindView Query Engine	Q-AVACADO\admin	
4	Q-AVACADO	L-SELLERS-W2KS	MSSQLSERVER	MSSQLSERVER	Q-AVACADO\Administrator	
5	Q-AVACADO	L-SELLERS-W2KS	SQLSERVERAGE	SQLSERVERAGENT	Q-AVACADO\Administrator	
6						
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Fig. 57 Dataset Report in XLS Format

5

Task Status Monitoring

In This Chapter

Monitoring the Status of Processed Tasks	82
Saving Datasets to Query Binders	83
Deleting Jobs	84
Halting Jobs	85
Viewing Unsaved Datasets	85
Viewing Task List Summary	87

Monitoring the Status of Processed Tasks

The **Task Status** window offers you a quick and easy way to monitor and manage queries, baselines, and task lists while they are running. The **Task Status** window will indicate if the task is still processing, or if it did not process due to an error ([Fig. 58](#)).

The **Task Status** window displays the status of running, completed, and attempted tasks. You open the **Task Status** window by clicking the **Query Links** button on the navigation bar and then clicking the **Task Status Window** icon.

Job ID	Name	Type	Start	End	Details	Action
159	Groups	Query	12/8/2003 3:26:13 PM	12/8/2003 3:28:27 PM	Records: 235/235	
156	Device Drivers Configuration	Query	12/8/2003 3:25:43 PM		Accepted : 0 Rejected: 0 12/8/2003 3:28:03 PM: Executing query...	
155	Device Drivers	Query	12/8/2003 3:25:39 PM		Accepted : 0 Rejected: 0 12/8/2003 3:28:01 PM: Executing query...	


Fig. 58 Task Status Window

The **Task Status** window refreshes every 15 seconds by default. This default setting is configurable and can be changed through the **Settings** window. For information on how to change this default, see ["To change the number of seconds" on page 43](#).


Saving Datasets to Query Binders

The **Save Dataset** window allows you to save datasets in query binders. Query binders are convenient items for storing and managing query-related information. A query binder must contain, at a minimum, one dataset.

► To save a dataset

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Task Status Window**  icon.

The **Task Status** window appears in the details pane, listing all queries whose results have not been saved back to their query binder, as well as any baselines and task lists available (Fig. 58).

- 3 Click the **Save**  icon for the dataset you want to save. Although you can save a query from the **Task Status** window, you will not be able to save a baseline or a task list.

The **Save Dataset** window appears (Fig. 59), listing a default binder name for where to save the dataset. The default binder name is the same binder from where the query was executed.

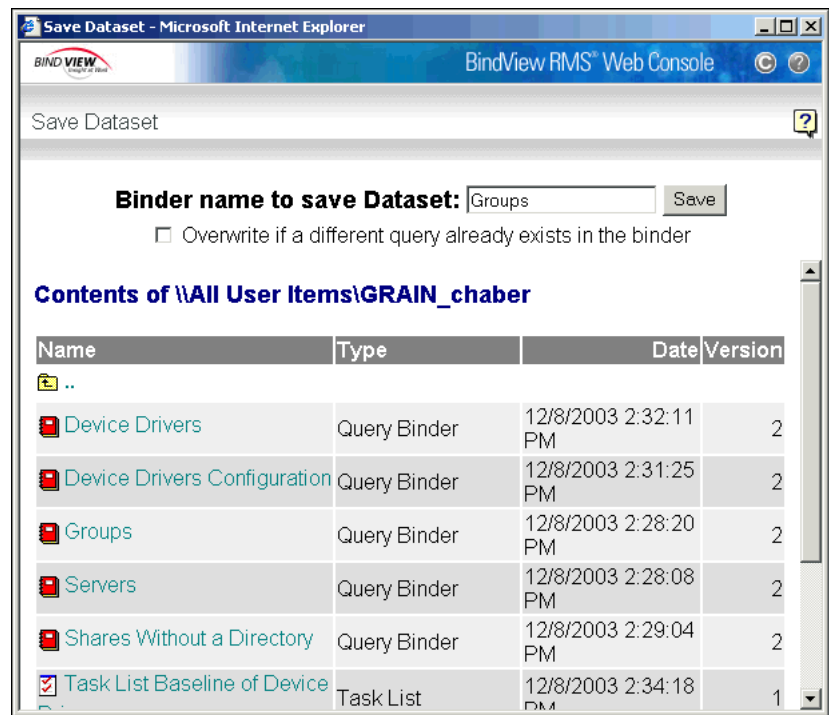


Fig. 59 Save Dataset Window

- 4 To save the dataset into a different existing binder, enter the binder name and select the check box. This will overwrite the existing dataset and query in the binder selected.

When saving a dataset into the query binder from where it was executed, only the query will be overwritten and not the dataset.

- 5 Accept the default or change the binder name and click **Save**.

The **Launch Query** message appears, confirming that the dataset was successfully saved.



- 6 Click **OK**.

Deleting Jobs


The **Delete** feature allows you to delete any running or completed job.

► *To delete a job*

- 1 Click the **Query Links** button on the navigation bar.

- 2 Click the **Task Status Window**  icon.

The **Task Status** window appears in the details pane, listing all queries whose results have not been saved back to their query binder, as well as any baselines and task lists available (Fig. 58).

- 3 Click the **Delete**  icon for the job you want to delete. This will delete any data collected.

The **Delete Job** message appears, confirming that the job was successfully deleted.




- 4 Click **OK**.


Halting Jobs

The **Halt** feature allows you to halt any running job that is currently being processed.

► **To halt a job**

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Task Status Window**  icon.

The **Task Status** window appears in the details pane, listing all queries whose results have not been saved back to their query binder, as well as any baselines and task lists available (Fig. 58).

- 3 Click the **Halt**  icon for the job you want to stop. Any data that was collected so far will be retained.

The **Halt Job** message appears, confirming that the job was successfully halted.




- 4 Click **OK**.

Viewing Unsaved Datasets

This feature allows you to view completed task lists and baselines, as well as any queries whose results have not been saved back to their query binder.

► **To view an unsaved dataset**

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Task Status Window**  icon.

The **Task Status** window appears in the details pane, listing all queries whose results have not been saved back to their query binder, as well as any baselines and task lists available (Fig. 58).

- 3 Click on the dataset you want to view.

The dataset will be retrieved and displayed in a grid format (Fig. 60).

	Domain/Workgroup Name	Group Name	Total Members
1	GRAIN	Account Operators	[None Found]
2	GRAIN	Administrators	6
3	GRAIN	Backup Operators	[None Found]
4	GRAIN	BindView Administrators	[None Found]
5	GRAIN	BindView ECS Administrators	[None Found]
6	GRAIN	BindView QE Users	1
7	GRAIN	BV Console Admins	2
8	GRAIN	BV Console Users	2
9	GRAIN	Cert Publishers	[None Found]
10	GRAIN	Debugger Users	[None Found]

Records: 235 Messages: 0

Fig. 60 Unsaved Datasets Window

The grid displays a default of 10 rows. This default setting is configurable and can be changed through the **Settings** window. For information on how to change this default, see ["To change the number of rows" on page 43](#).


The lower left of the grid displays the number of records in the dataset as well as the total number of any messages pertaining to this dataset. If there is at least one message for this dataset, a **Messages** button will appear at the lower right of the grid. By clicking the **Messages** button, a window appears displaying the messages.

Certain columns display a **Details** link. This shows that the BindView RMS Web Console is configured to display only a certain number of characters in a field inside a column. When this number surpasses the Web Console settings, the word **Details** appears, so that you can click it and view the entire characters available per field.

Viewing Task List Summary

You can view a summary for the task lists that you created in the Console and launched either from the BindView RMS Console or the **Query Item Browser** in the BindView RMS Web Console.

► To view a task list summary

- 1 Click the **Query Links** button on the navigation bar.
- 2 Click the **Task Status Window**  icon.

The **Task Status** window appears in the details pane, listing all queries whose results have not been saved back to their query binder, as well as any baselines and task lists available (Fig. 58).

- 3 Click on the task list for which you want to view a summary.

The **Task List Summary** window appears (Fig. 61).

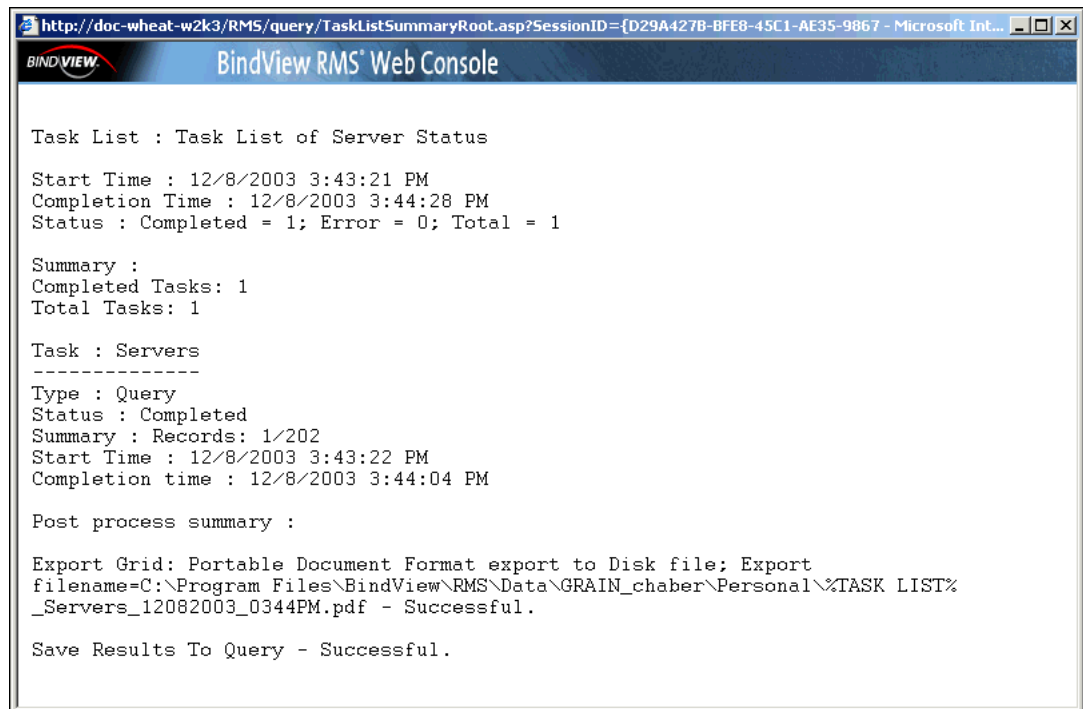


Fig. 61 Task List Summary Window

- 4 View the **Task List Summary**. When you have finished, close the window.

6

Baselining

In This Chapter

Understanding a Baseline.....	90
Monitoring the Status of Baselined Datasets	92
Viewing a Baseline Grid	93

Understanding a Baseline


A *baseline* is a comparison of two historical datasets linked to a query binder. You must have at least two datasets in a binder in order to use the baseline feature.

► To baseline two historical datasets

1 Click the **Query Links** button on the navigation bar.

2 Click the **Query Item Browser**  icon.

The **Query Item Browser** appears in the details pane, listing all query binders or task lists currently saved in your **\My Items** folder.

3 Click the binder  icon for the datasets you wish to baseline.

The **Dataset Browser** appears in the details pane, listing all datasets in the query binder.

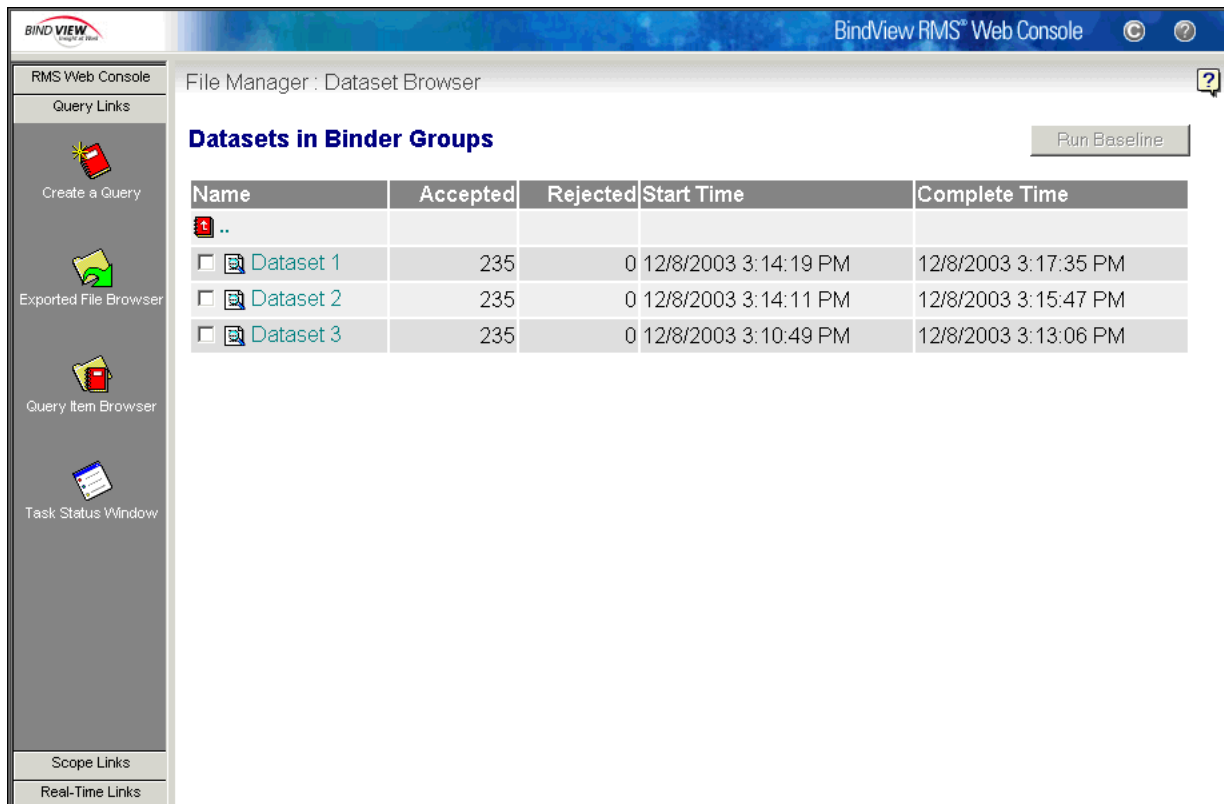


Fig. 62 Datasets in Query Binder Window

4 Select the two historical datasets that you wish to baseline by selecting the corresponding check box, then click **Run Baseline**.

The **Run Baseline** button appears disabled until you select two datasets to baseline. This is true for Microsoft Internet Explorer only. Once you select the datasets to baseline, the check boxes corresponding to other available datasets will be disabled and you will not be able to select any of them unless you clear a check box of a previously selected dataset.

The **Baseline Options** dialog appears, with the first three record status options selected by default.

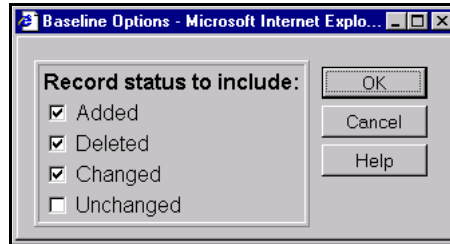


Fig. 63 Baseline Options Dialog

- 5 Select the desired record status options and click **OK**.

The **Launch Query** message appears.

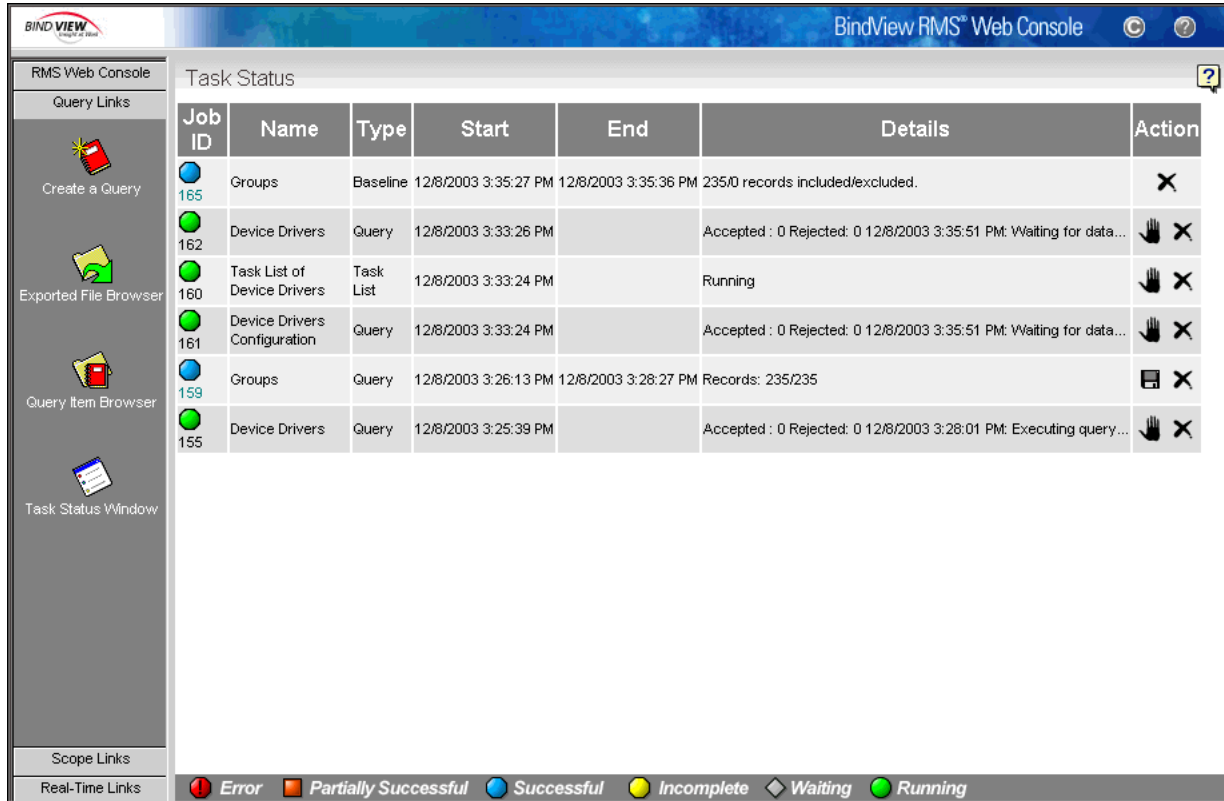


- 6 Click **OK**.

Monitoring the Status of Baselined Datasets

The **Task Status** window allows you to monitor baselined datasets by observing their associated status icons, and to delete dataset records by clicking the delete icon. For information on deleting a baselined dataset, see [“Deleting Jobs” on page 84](#).

Open the **Task Status** window by clicking the **Query Links** button on the navigation bar and then clicking the **Task Status Window** icon. For additional information on the **Task Status** window, see [“Task Status Monitoring” on page 81](#).



Job ID	Name	Type	Start	End	Details	Action
165	Groups	Baseline	12/8/2003 3:35:27 PM	12/8/2003 3:35:36 PM	235/0 records included/excluded.	✕
162	Device Drivers	Query	12/8/2003 3:33:26 PM		Accepted : 0 Rejected: 0 12/8/2003 3:35:51 PM: Waiting for data...	✕
160	Task List of Device Drivers	Task List	12/8/2003 3:33:24 PM		Running	✕
161	Device Drivers Configuration	Query	12/8/2003 3:33:24 PM		Accepted : 0 Rejected: 0 12/8/2003 3:35:51 PM: Waiting for data...	✕
159	Groups	Query	12/8/2003 3:26:13 PM	12/8/2003 3:28:27 PM	Records: 235/235	✕
155	Device Drivers	Query	12/8/2003 3:25:39 PM		Accepted : 0 Rejected: 0 12/8/2003 3:28:01 PM: Executing query...	✕

● Error
 ■ Partially Successful
 ● Successful
 ● Incomplete
 ◆ Waiting
 ● Running

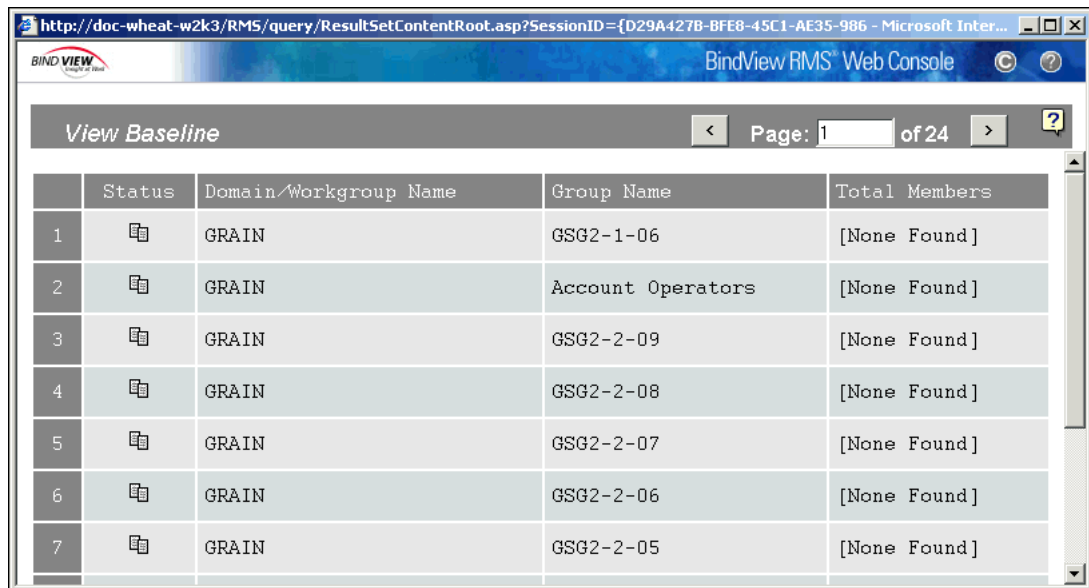
Fig. 64 Baselined Dataset Task Status Window

The **Type** column allows you to see whether your task is a query, a baseline, or a task list.

Viewing a Baseline Grid

The baseline grid displays all records from the two historical datasets that match the selected record status options. Each record status has an icon associated with it (Fig. 65).

You open the **View Baseline** window by clicking on the desired baseline name from the **Task Status** window.














	Status	Domain/Workgroup Name	Group Name	Total Members
1		GRAIN	GSG2-1-06	[None Found]
2		GRAIN	Account Operators	[None Found]
3		GRAIN	GSG2-2-09	[None Found]
4		GRAIN	GSG2-2-08	[None Found]
5		GRAIN	GSG2-2-07	[None Found]
6		GRAIN	GSG2-2-06	[None Found]
7		GRAIN	GSG2-2-05	[None Found]

Fig. 65 Baseline Grid

Each record status option is represented by an icon, as shown below:

-  **Added** – Displays all records that were added to the compared dataset.
-  **Deleted** – Displays all records that were deleted from the baselined dataset.
-  **Changed** – Displays all records that were changed.
-  **Unchanged** – Displays all records that were unchanged.

For additional information on the grid, see [“Viewing Unsaved Datasets” on page 85](#).

7

Enterprise Browser

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Browsing the Enterprise

The **Enterprise Browser** is a tree that enables you to browse through a list of bv-Control products that publish information in the **Enterprise** browser and filter records, as well as limit the number of records to display. See your specific bv-Control product user guide to learn more on how the product uses the **Enterprise Browser**.

You open the **Enterprise Browser** by clicking the **Query Links** button on the navigation bar and then clicking the **Enterprise Browser** icon.

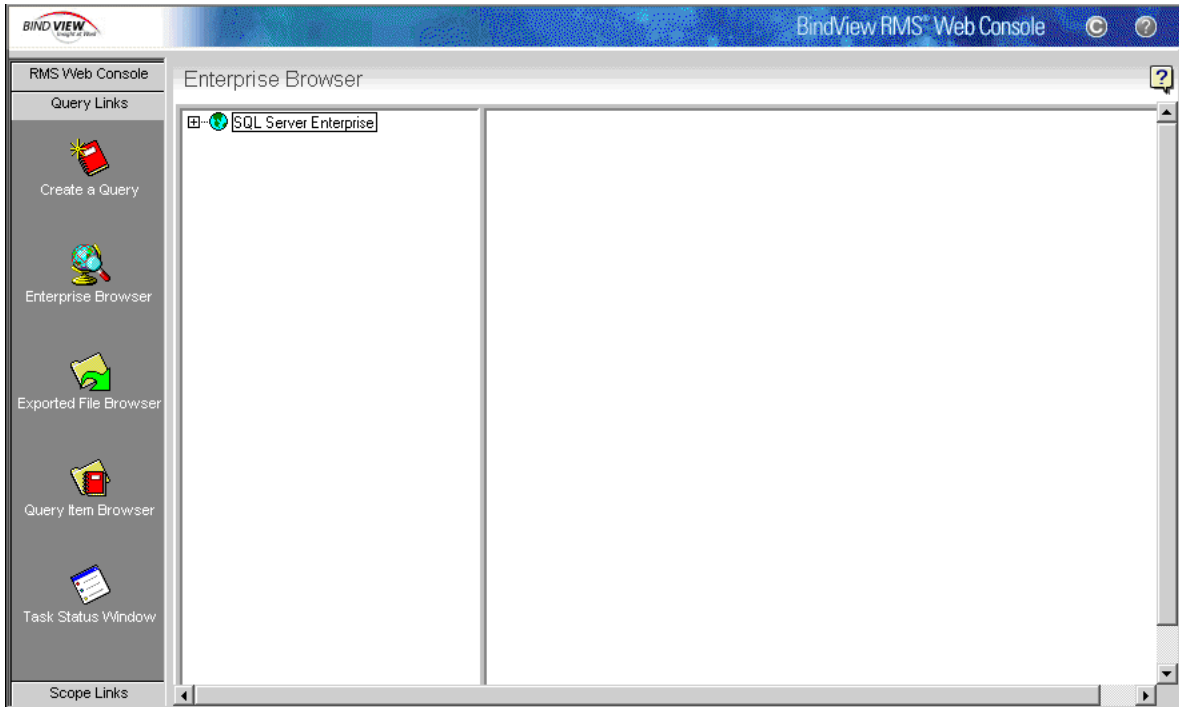



Fig. 66 Enterprise Browser

► *To filter a node*

- 1 Click the **Query Links** button on the navigation bar (Fig. 66).
- 2 Click the **Enterprise Browser**  icon.
The **Enterprise Browser** tree appears in the details pane.
- 3 Double-click on the root node or single-click on the plus (+) sign in the left pane to expand the tree.

The tree expands and displays all the nodes available in the enterprise.

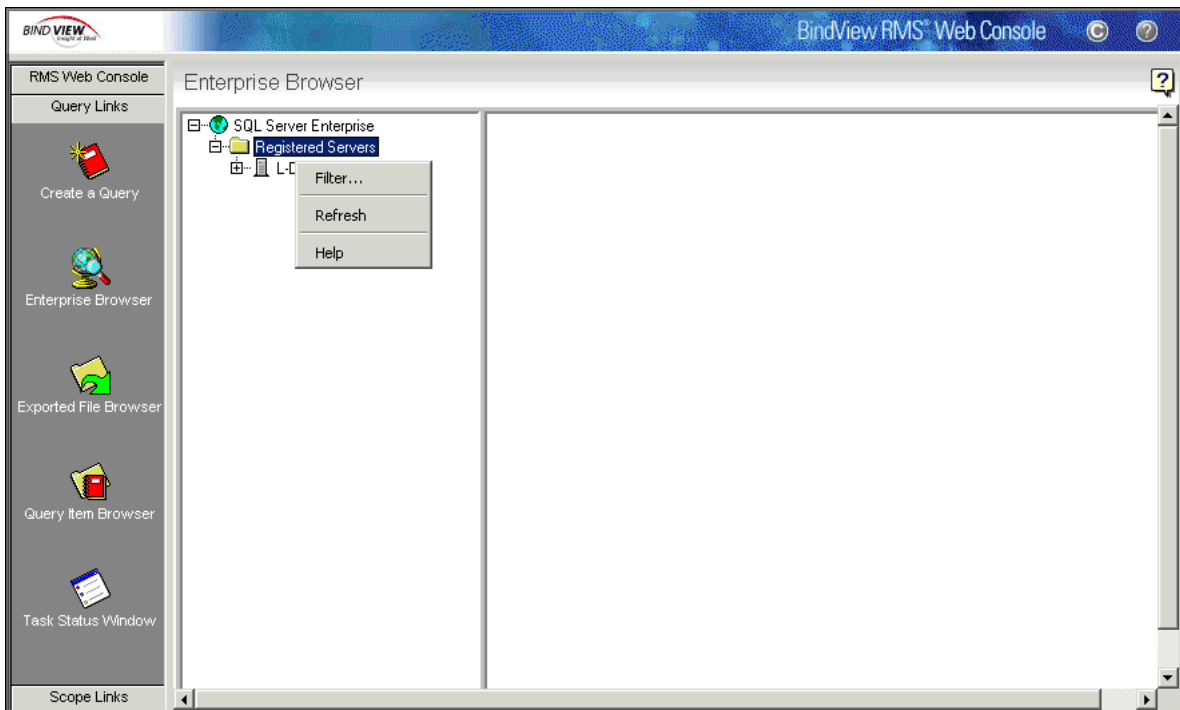


Fig. 67 Enterprise Browser Tree

- 4 Right-click on a container node to display the popup menu.
- 5 Select the **Filter** command.

The **Filter Specification** dialog appears.

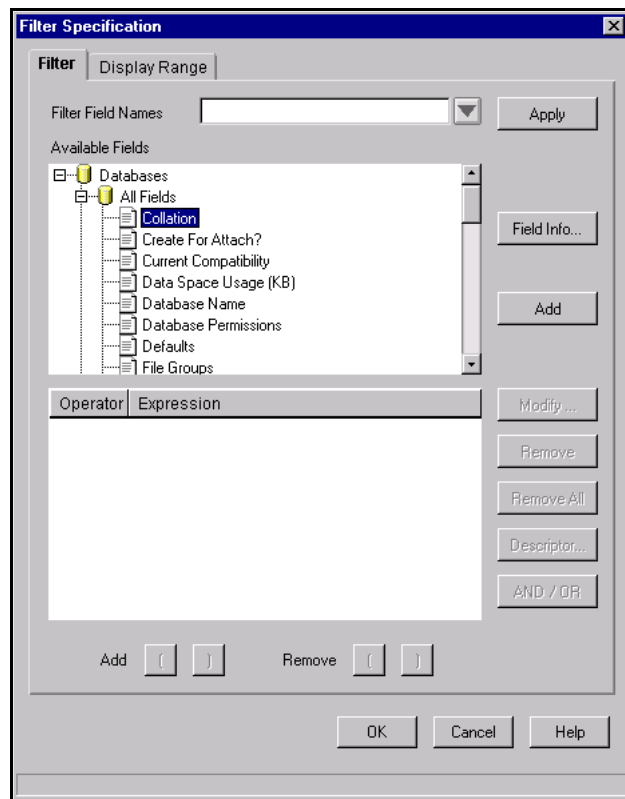


Fig. 68 Filter Specification Dialog - Filter Tab

6 Specify the filter criteria. For more information on filters, see ["Adding Filters" on page 58](#).

7 Click **OK**.

Clicking the **Cancel** button on the **Filter Specifications** tab closes the dialog and lists in the tree all the bv-Control products that publish information in the browser.

► **To specify a range**

1 Click the **Query Links** button on the navigation bar ([Fig. 66](#)).

2 Click the **Enterprise Browser**  icon.

The **Enterprise Browser** tree appears in the details pane.

3 Click on the root node on the left pane to expand the tree.

The tree expands and displays all the nodes available in the enterprise.

4 Right-click on a container node to display the pop-up menu.

5 Select the **Filter** command.

The **Filter Specification** dialog appears.

- 6 Click the **Display Range** tab to narrow the filtering further.

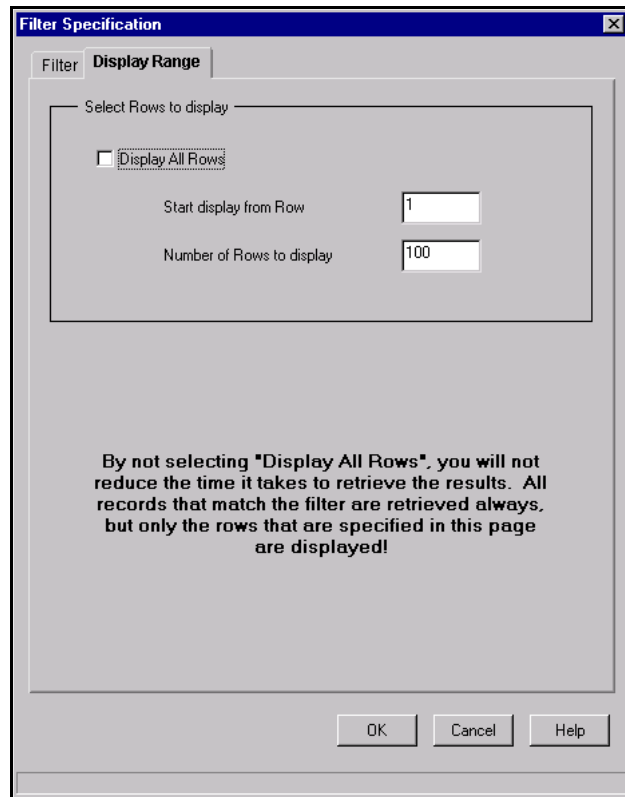


Fig. 69 Filter Specification Dialog - Display Range Tab


- 7 Choose to either display all the records by selecting the **Display All Rows** check box or specify the number of rows and the range by entering a value into the appropriate fields.

If you choose not to select the **Display All Rows** option, this will not reduce the time in retrieving all the records that match the filter. This is because all the records that match a filter will be retrieved anyway, but only the range specified will be displayed.

- 8 Click **OK**.

The **Filter Specification** dialog can also appear by clicking on any node that requires filtering.

► **To refresh a node**

- 1 Click the **Query Links** button on the navigation bar (Fig. 66).
- 2 Click the **Enterprise Browser**  icon.
The **Enterprise Browser** tree appears in the details pane.
- 3 Click on the root node on the left pane to expand the tree.

The tree expands and displays all the nodes available in the enterprise.

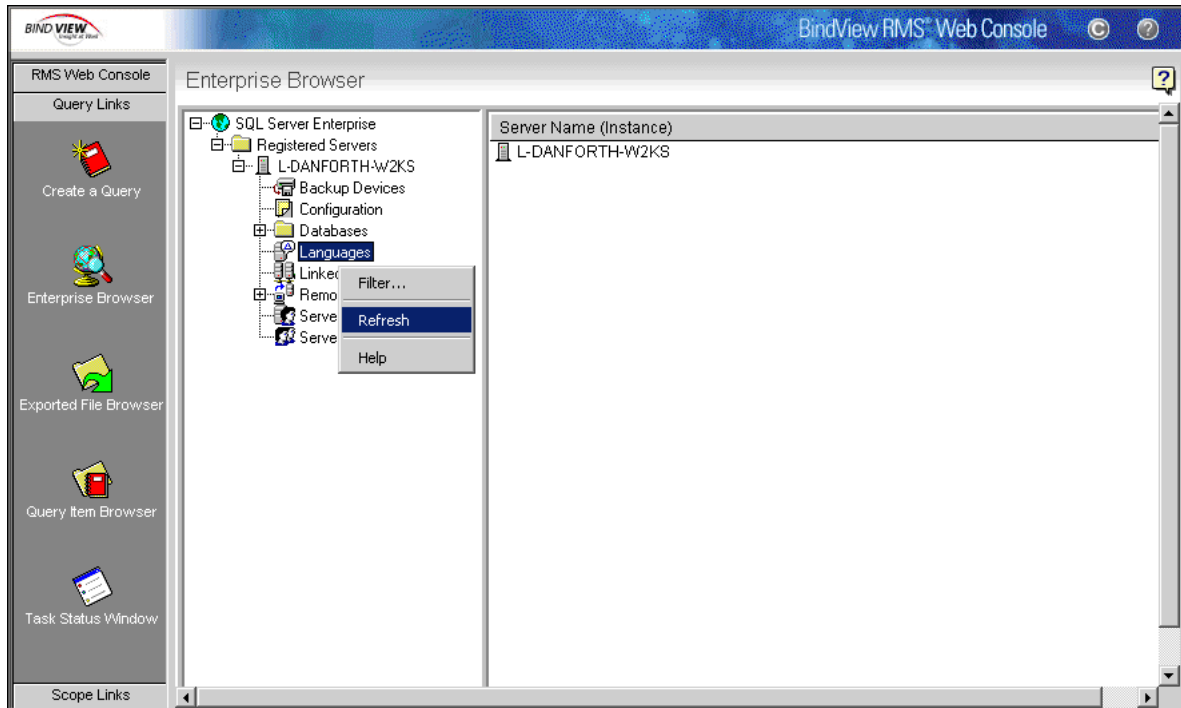


Fig. 70 Using the Shortcut Menu to Refresh a Node


- 4 Right-click on a container node to display the pop-up menu.
- 5 Select the **Refresh** command.

The system retrieves the nodes and adds them to the node that was refreshed.

Selecting Verbs

Other verbs such as **Delete**, **Start**, and **Stop** services are some of the commands that can be available on the pop-up menu. These commands are totally dependent on the specific bv-Control product.

► To select a verb

- 1 Click the **Query Links** button on the navigation bar (Fig. 66).
- 2 Click the **Enterprise Browser**  icon.
The **Enterprise Browser** tree appears in the details pane.
- 3 Click on the root node on the left pane to expand the tree.
The tree expands and displays all the nodes available in the enterprise.
- 4 Right-click on a container node to display the pop-up menu.

The commands that appear on the pop-up menu may vary and are defined by the selected bv-Control product.

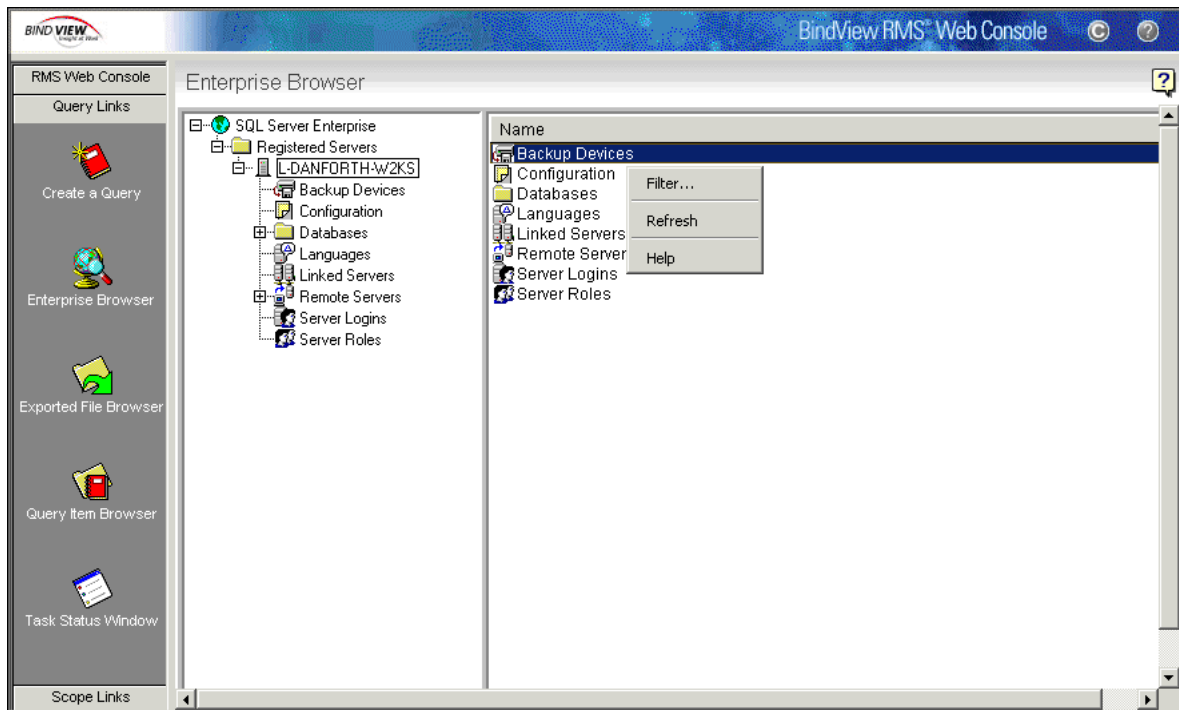


Fig. 71 Selecting a Verb

- 5 Select the **Delete** command if you need to delete users, or **Start** or **Stop** if you need to start or stop services.

8

Scope Manager

In This Chapter


Creating a Named Scope	104
Managing Named Scopes	105
Defining Default Scopes for Users	109

Creating a Named Scope

The **Scope Manager** feature allows you to create and manage named scopes across datasources and bv-Control products.

You can create a named scope with the **New Named Scope** dialog.

► To create a named scope

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Create a Named Scope**  icon.

The **New Named Scope** dialog appears, displaying existing named scopes in the **Named Scopes** tab.

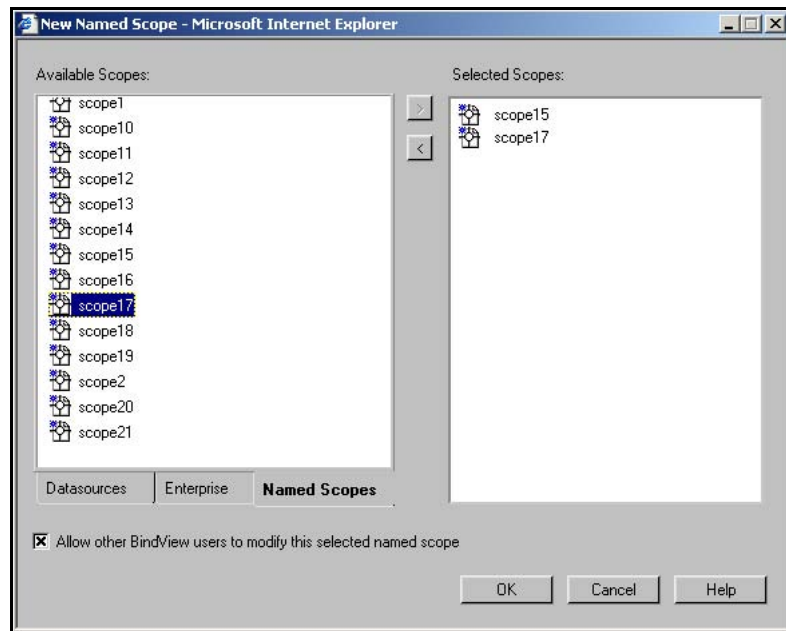


Fig. 72 New Named Scope Dialog

- 3 Begin adding objects from the **Available Scopes** list into the **Selected Scopes** list. You can add items from either the **Datasources** tab, the **Enterprise** tab, or the **Named Scopes** tab. These tabs organize datasources by products installed and loaded into the Console.

The scope objects will be saved from the **Selected Scopes** list into the user-specified named scope.

- 4 Clear the **Allow other BindView users to modify this selected named scope** check box if you don't want other users to make any changes to the named scope you are creating. Otherwise, keep the check box selected.
- 5 Click **OK** to create the new named scope.

The **Enter name of new scope** message box appears.

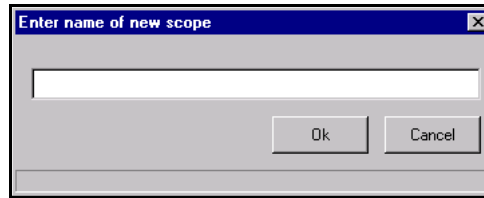


Fig. 73 Enter Name of New Scope Dialog

- 6 Enter a name for the new named scope and click **OK**.
The new name will appear in the **Named Scope Browser**.

Managing Named Scopes

You can perform the following scope-related tasks from the Named Scope Browser to manage named scopes.


- View a Named Scope
- Modify a Named Scope
- Duplicate a Named Scope
- Delete a Named Scope

By default, only BindView Administrators and the user who created a named scope are allowed to modify or delete it. However, if the user who created a named scope selects the **Allow other BindView users to modify this selected named scope** option when creating a named scope, all users will be able to modify or delete that named scope.

View a Named Scope

The **View** feature allows you to view a named scope when you do not have the permission to modify or delete it.

► **To view a named scope**

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Named Scope Browser**  icon.

The **Named Scope Browser** window appears in the details pane, listing all scopes available.

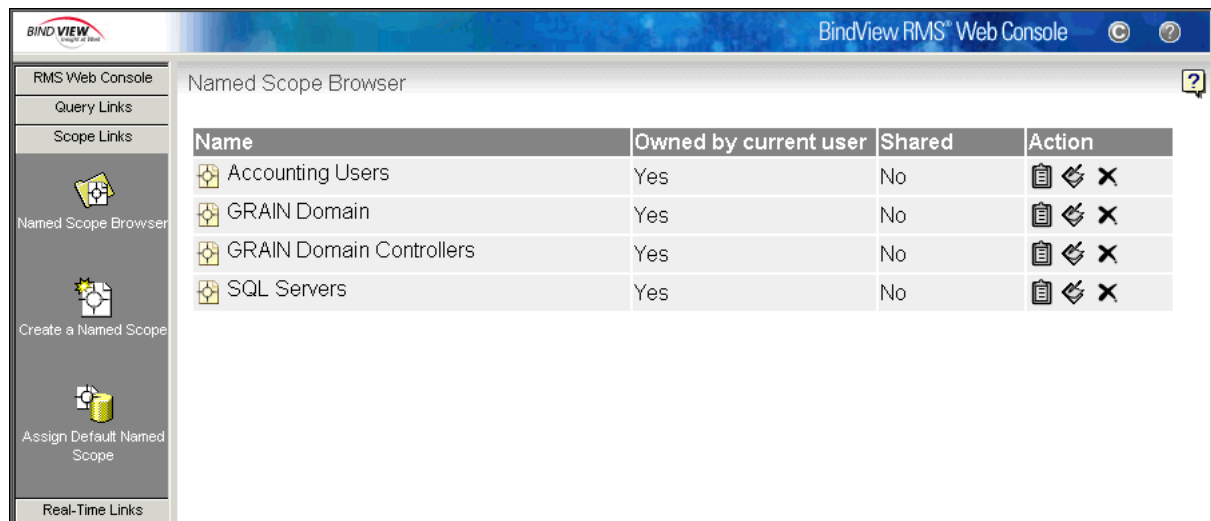



Fig. 74 Named Scope Browser

- 3 Click the **View**  icon for the named scope you would like to view.

The **Selected Scopes** dialog appears.




Fig. 75 Selected Scopes Dialog

- 4 Review the details of the scope and click **Close** to dismiss the dialog.


Modify a Named Scope

The **Modify** feature allows you to make changes to named scopes where you are assigned permission to do so by the user who created those named scopes.

► **To modify a named scope**

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Named Scope Browser**  icon.

The **Named Scope Browser** window appears in the details pane, listing all scopes available (Fig. 74).

- 3 Click the **Modify**  icon for the named scope you would like to modify.


The **Named Scope** dialog appears, displaying the scope that you selected to modify (Fig. 72).

- 4 Begin adding scope objects or removing existing ones.
- 5 Click **OK** to save your changes.


Duplicate a Named Scope

The **Copy** feature allows you to copy an existing named scope and save it with a different name.

► **To duplicate a named scope**

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Named Scope Browser**  icon.

The **Named Scope Browser** window appears in the details pane, listing all scopes available (Fig. 74).

- 3 Click the **Copy**  icon for the named scope you would like to duplicate.

The **Duplicate As** dialog appears.

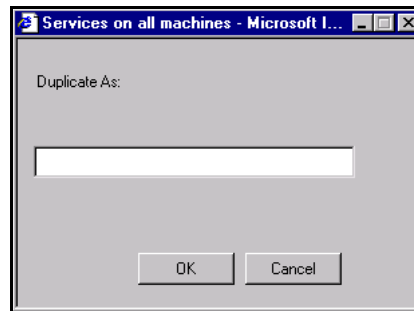


Fig. 76 Duplicate As Dialog


- 4 Enter a new name for the selected named scope and click **OK**.
The selected named scope is saved with the new name.

Delete a Named Scope


The **Delete** feature allows you to delete any named scopes where you have been assigned the delete permission by the user who created those named scopes.

Caution: When you select to delete a named scope, it will be permanently deleted from the Information Server and therefore you will not be able to recover it.

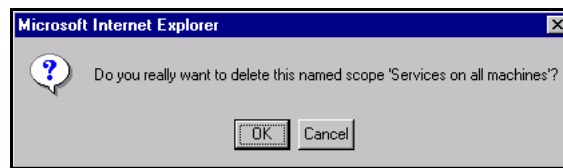
► **To delete a named scope**

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Named Scope Browser**  icon.

The **Named Scope Browser** window appears in the details pane, listing all scopes available (Fig. 74).

- 3 Click the **Delete**  icon for the named scope you want to delete.

A Warning message appears.




- 4 Click **OK** to confirm the deletion of the named scope.
The selected scope object is deleted.

Defining Default Scopes for Users

You can define default scopes for one or more users in the system using the **Scope Manager**.

► To define a default scope for a user

- 1 Click the **Scope Links** button on the navigation bar.
- 2 Click the **Assign Default Named Scope**  icon.

The **Default Named Scope** dialog appears, displaying all Console users with their default scopes for all datasources in all bv-Control products.

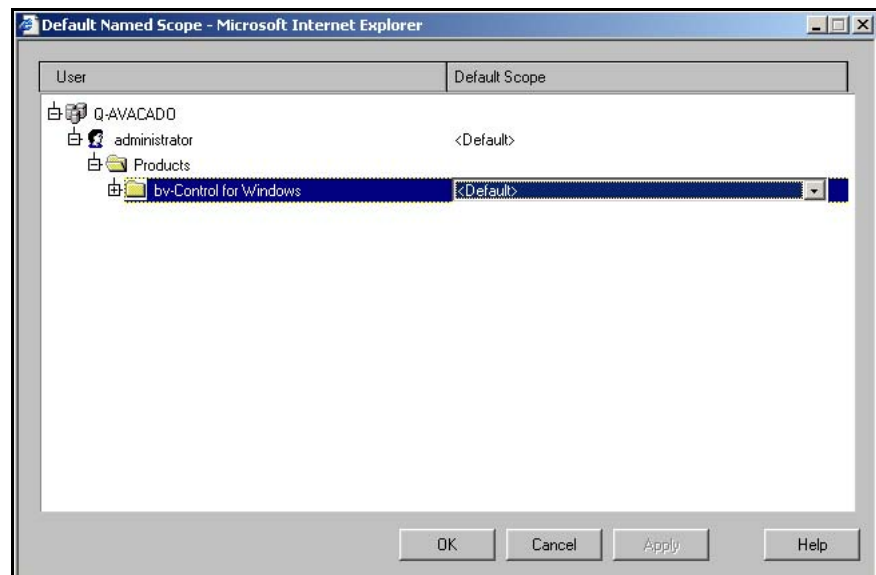


Fig. 77 Default Named Scope Dialog

- 3 Select a default scope for the named scope you have created and click **Apply**.
- 4 Click **OK** to close the **Default Named Scope** dialog.

If you have not created any named scopes, you will not be able to change default scopes. Also, if more than one named scope is assigned to a user, **Multiple Scopes** will display in the **Default Scope** column for the user.

9 Real-Time Monitoring Services

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Alerts

The Web Console uses *Alerts* to notify the user of certain occurrences on the monitored machines. There are seven methods of conveying alerts to choose from when specifying a filter to retrieve alerts:

- **Exchange Mail** – Sends an e-mail message through an Exchange Mail server.
- **SMTP Mail** – Sends an e-mail message to an SMTP mail address.
- **Pager** – Transmits a short message to a pager.
- **Application Launch** – Instructs the EDBS to run a specific file.
- **SNMP** – Sends a message to a host, routers, bridges, and hubs using Simple Network Management Protocol.
- **Net Send Message** – Sends a message using Windows Net Send commands.
- **Console Message** – Displays a message on a machine running the BindView RMS Console and Information Server.

To access the Alerts window, you must have the **Enable Real-Time Monitor Tasks** check box selected using the **Settings** icon and then clicking the **Real-Time Monitor** tab. This way, you will be able to view the **Real-Time Links** button on the navigation bar that will give you access to the **Alerts Generated** icon to open the **Alerts** window.

Viewing Alerts Summary

The **View Alerts Summary** enables you to see a summary of alerts generated based on the criteria contained in a filter. The default filter is used whenever no filter is selected.

► *To generate a summary of alerts*

1 Click the **Real-Time Links** button on the navigation bar.

2 Click the **Alerts Generated**  icon.

The **Alerts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Alerts** window for the first time when you log on.

3 Select an EDBS and click **Connect** to establish a connection to the selected EDBS.

The **Alerts** window appears in the details pane, defaulting to the **View Alerts Summary** selection.

4 Set the date range, select a machine and a severity level, and click **Submit**.

The Alert Type, Status, Ticket ID, and Scripts do not apply to the Alerts Summary.

The summary appears in the details pane ([Fig. 78](#)).

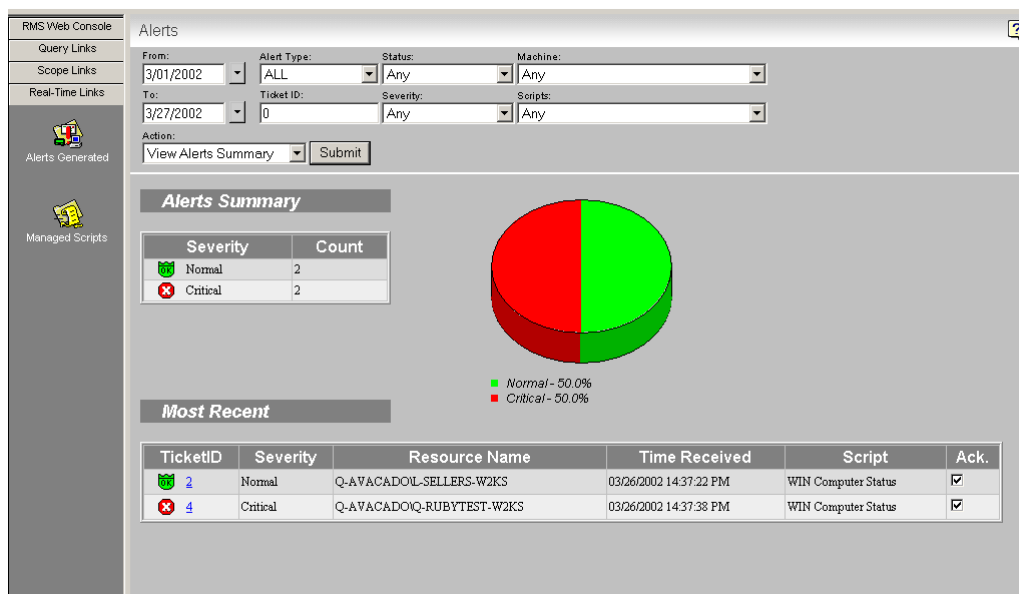


Fig. 78 Alerts Summary Details Pane

Ticket ID – Identifying number assigned to the alert when it was processed by the EDBS.

Severity – One of the seven severity levels assigned to this particular alert.

Resource Name – Name of the machine which has caused the alert to be generated.

Time Received – Time the alert was generated. This time reflects the local time on the machine where the agent is installed.

Script – Name of the script which generated the alert.

Ack. – Allows you to see the status of an alert, whether retrieved as acknowledged or unacknowledged. If an alert's box is checked, the alert was retrieved as acknowledged. However, if the check box is blank, the alert was retrieved as unacknowledged.

At the top of the details pane, levels of alerts represented by their icons are displayed as well as the count number for each severity level (Fig. 79). These icons will help you quickly identify which alerts need your immediate attention.

Severity		Count
	Normal	162
	Informational	344
	Marginal	50
	Warning	60
	Minor	50
	Major	60
	Critical	716

Fig. 79 Severity Levels on the Details Pane

At the top of the details pane, a pie chart (Fig. 80) shows the pie divided into slices representing total severity levels. The size of each slice is proportional to the percentage of the total severity levels received.

The Java™ Virtual Machine must be installed in order to view the pie chart.

The legend below the chart reflects the colors assigned to each severity level.

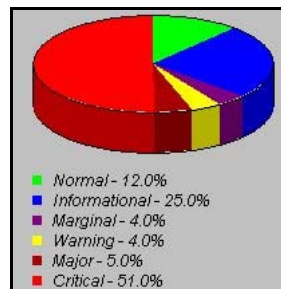


Fig. 80 Chart of Severity Levels on the Details Pane

Viewing Alerts

The **View Alerts** feature offers you an easy way to select and filter events by date, severity, acknowledgment status, machine name and script. The **Alerts** window automatically refreshes to list new alerts that have been created.

► To view alerts

1 Click the **Real-Time Links** button on the navigation bar.

2 Click the **Alerts Generated**  icon.

The **Alerts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Alerts** window for the first time when you log on.

3 Select an EDBS and click **Connect** to establish a connection to the selected EDBS.

The **Alerts** window appears in the details pane, defaulting to the **View Alerts Summary** selection.

4 Select **View Alerts** from the **Action** list box.

5 Define the filter parameters and click **Submit**.

All alerts will be retrieved and displayed in the details pane according to their ticket ID (Fig. 81).

TicketID	Severity	Resource Name	Time Received	Script	Ack.
4	Critical	Q-AVACADOQ-RUBYTEST-WZKS	03/26/2002 14:37:38 PM	WIN Computer Status	<input checked="" type="checkbox"/>
3	Critical	Q-AVACADOQ-OKOGWU-TEST	03/26/2002 14:37:38 PM	WIN Computer Status	<input type="checkbox"/>
2	Normal	Q-AVACADOQ-SELLERS-WZKS	03/26/2002 14:37:22 PM	WIN Computer Status	<input type="checkbox"/>
1	Normal	Q-AVACADOQ-SCOTIA-WZKS	03/26/2002 14:37:22 PM	WIN Computer Status	<input checked="" type="checkbox"/>

Fig. 81 View Alerts Details Pane

< > – Allows you to move between previous and next retrieved alerts pages.

Ticket ID – Identifying number assigned to the alert when it was processed by the EDBS.

Severity – One of the seven severity levels assigned to this particular alert.

Resource Name – Name of the machine which has caused the alert to be generated.

Time Received – Time the alert was generated. This time reflects the local time on the machine where the agent is installed.

Script – Name of the script which generated the alert.

Ack. – Allows you to change the status of an alert to Acknowledged by selecting the check box, or Unacknowledged by clearing the check box. A blue arrow appears next to the check box that you marked so you can differentiate between the alerts that you marked and the alerts that were retrieved as acknowledged or unacknowledged.

Submit Changes (button) – Saves the status changes you made to the alerts.

Viewing Alert Details

The **Alert Detail** dialog allows you to view all the details for any selected alert. This includes the content of the alert message and other pertinent information such as ticket ID, type, severity, recipient, script name.

► **To view alert details**

1 Click the **Real-Time Links** button on the navigation bar.

2 Click the **Alerts Generated**  icon.

The **Alerts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the Alerts window for the first time when you log on.

3 Select an EDBS and click **Connect** to establish a connection to the selected EDBS.

The **Alerts** window appears in the details pane, defaulting to the **View Alerts Summary** selection, and retrieves the last alert of each severity that occurred that day.

4 Select **View Alerts** from the **Action** list box, specify a filter and click **Submit**.

All alerts will be retrieved and displayed in the details pane according to their ticket ID.

5 Click on the alert ticket ID for which you need to view the details.

The **Alert Detail** dialog appears, displaying the alert details from the EDBS (Fig. 82).

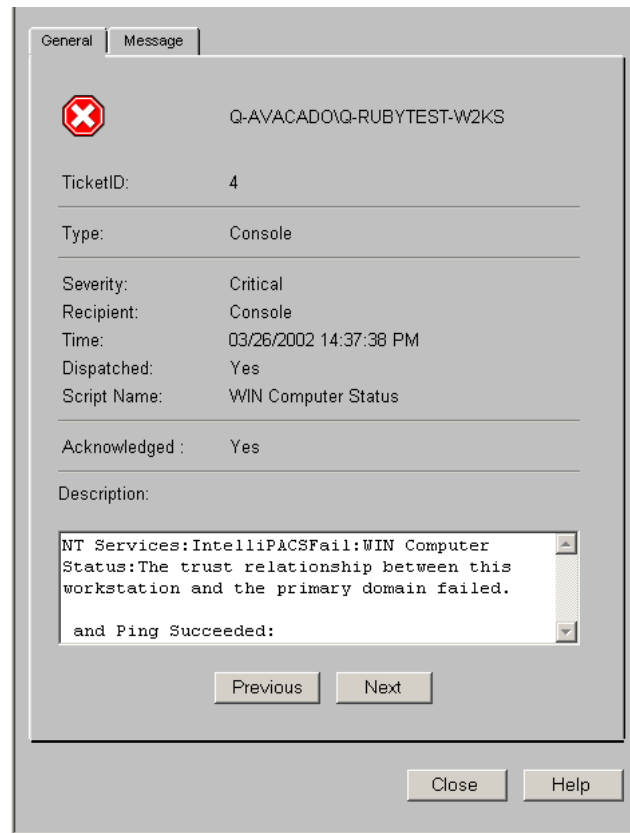


Fig. 82 Alert Detail Dialog

The **Alert Detail** dialog can be accessed using either the **View Alerts Summary** or the **View Alerts** selections.

- 6 Click **Next** to view the details for the following alert displayed in the list, or click **Previous** to view the details for the previous alert.
- 7 Click **Close** to dismiss the dialog.

Filtering Alerts

The drop-down list boxes at the top of the **Alerts** window allow you to define parameters that filter which alerts to display in the details pane, based on any combination of the drop-down lists.

The default filter displays all alerts in the current day, and is used whenever no filter is selected.

The **Alerts** window can be accessed by clicking the **Real-Time Links** button on the navigation bar and then clicking the **Alerts**

Generated  icon and connecting to an EDBS.

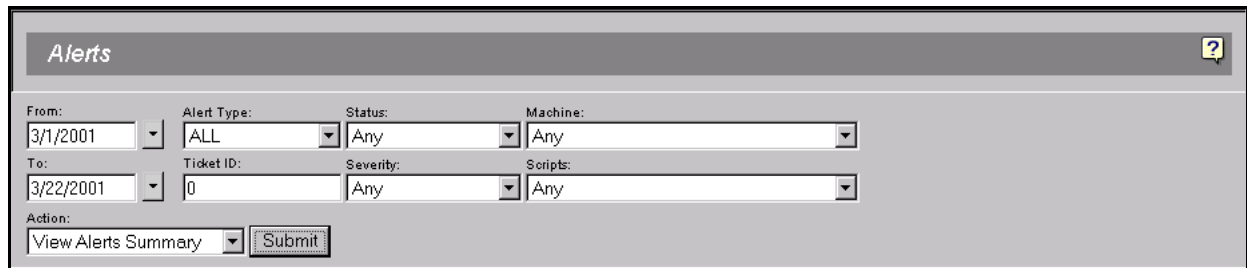


Fig. 83 Alerts Filter

► To filter alerts

- 1 **From/To** – Enter the starting and ending dates for a range of time in the fields. You may also select a date from a calendar by clicking the drop-down arrow button for that field.
- 2 **Alert Type** – Select any of the seven categories of alerts. For more information on these categories, see [“Alerts” on page 112](#).
- 3 **Status** – Select the status of alerts to retrieve, whether acknowledged or unacknowledged.
- 4 **Machine** – Select a monitored machine.
- 5 **Ticket ID** – Enter the identifying number assigned to each alert.
- 6 **Severity** – Select any of the seven alert severity levels.

When specifying a filter, you may need to choose the severity level of alerts to be retrieved. The severity levels are triggered when certain conditions are met. There are seven severity levels represented by the following icons:

	Informational
	Normal
	Marginal
	Warning
	Minor
	Major
	Critical

- 7 **Scripts** – Select a script available to the selected EDBS.
- 8 **Action** – Select the type of action to retrieve once you set the filter parameters.
- 9 **Submit** – Click this button to retrieve the appropriate data for your selection.

Acknowledging and Unacknowledging Alerts

You can acknowledge and unacknowledge alerts by specifying a filter and selecting the action from the list box. Once the operation has been completed successfully, you will receive a confirmation message.

You can only acknowledge and unacknowledge alerts on the EDBS where you are currently connected.

► **To acknowledge all alerts**

- 1 Click the **Real-Time Links** button on the navigation bar.

- 2 Click the **Alerts Generated**  icon.

The **Alerts: Select an Event Database Server** window appears in the details pane (Fig. 6 on page 26). This window appears only when you are connecting to the **Alerts** window for the first time after you log on.

- 3 Enter the credentials and click **Connect** to establish a connection to the selected EDBS.

The **Alerts** window appears in the details pane, defaulting to the **View Alerts Summary** selection.

- 4 Select **Acknowledge Alerts** from the **Action** list box, specify a filter, and click **Submit**.

You can acknowledge all alerts of all types and severities, or you can specify which group of alerts to acknowledge.

The **Acknowledge Alerts** message appears, confirming that all alerts have been successfully acknowledged.



- 5 Click **OK** to return to the Alerts window.

► **To unacknowledge all alerts**

- 1 Click the **Real-Time Links** button on the navigation bar.

- 2 Click the **Alerts Generated**  icon.

The **Scripts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Alerts** window for the first time after you log on.

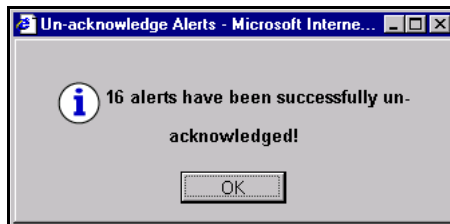
- 3 Enter the credentials and click **Connect** to establish a connection to the selected EDBS.

The **Alerts** window appears in the details pane, defaulting to the **View Alerts Summary** selection.

- 4 Select **Unacknowledge Alerts** from the **Action** list box, specify a filter, and click **Submit**.

You can unacknowledge all alerts of all types and severities, or you can specify which group of alerts to unacknowledge.

The **Un-acknowledge Alerts** message appears, confirming that all selected alerts have been successfully unacknowledged.



- 5 Click **OK** to return to the Alerts window.

Scripts

The **Scripts** window allows you to view what scripts are assigned to a particular managed resource.

To access the Scripts window, you must have the **Enable Real-Time Monitor Tasks** check box selected using the **Settings** icon and then clicking the **Real-Time Monitor** tab. This way, you will be able to view the **Real-Time Links** button on the navigation bar that will give you access to the **Managed Scripts** icon to open the **Scripts** window.

Viewing Assigned Scripts

This feature enables you to see all the scripts currently assigned to a selected machine.

► **To view assigned scripts**

1 Click the **Real-Time Links** button on the navigation bar.

2 Click the **Managed Scripts**  icon.

The **Scripts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Scripts** for the first time when you log on.

3 Enter the credentials and click **Connect** to establish a connection to the selected EDBS.

The **Scripts** window appears in the details pane (Fig. 84).

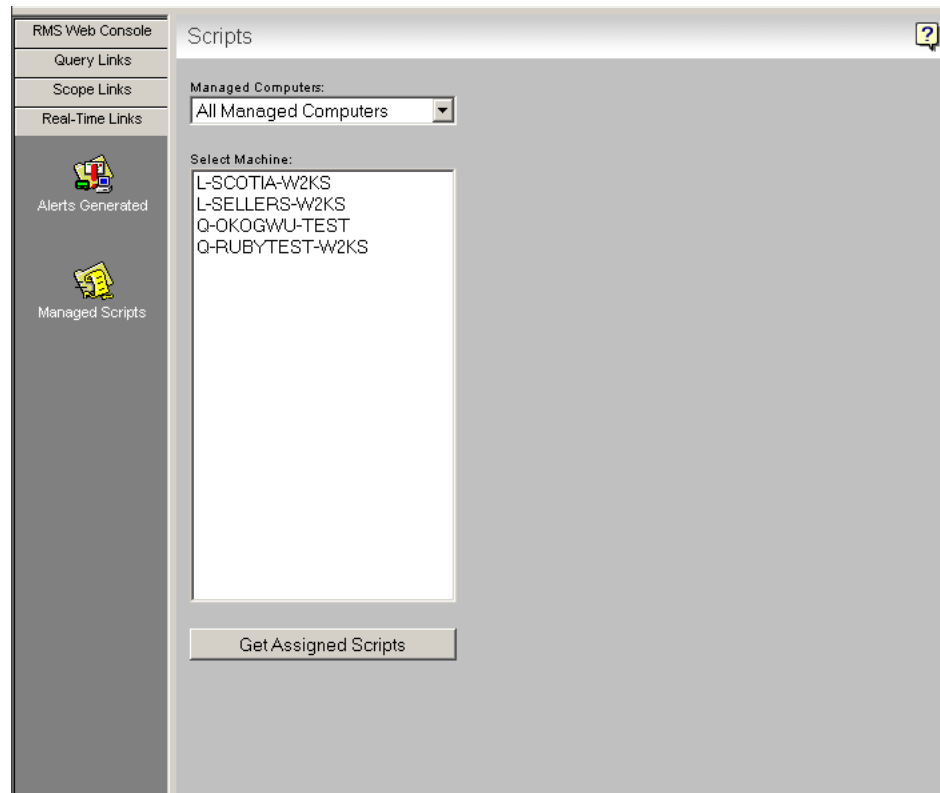




Fig. 84 Scripts Window

- 4 Select a managed computer group from the **Managed Computers** drop-down list.
- 5 From the **Select Machine** list, select the machine from where you want to retrieve assigned scripts.
- 6 Click **Get Assigned Scripts**.

The scripts assigned to the selected machine appear on the right side of the details pane with either a **Running**  or **Stopped**  status icon (Fig. 85).

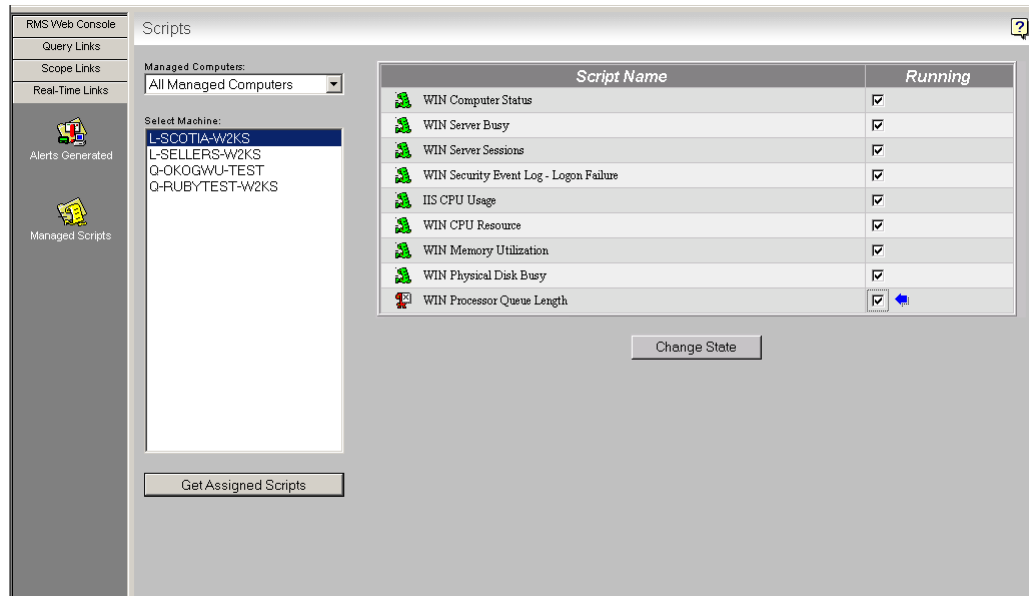


Fig. 85 Scripts Window Displaying Scripts Assigned to a Computer

Starting and Stopping Scripts

To start or stop a script, use the steps in the following sections.

► **To start a script**

1 Click the **Real-Time Links** button on the navigation bar.

2 Click the **Managed Scripts**  icon.

The **Scripts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Scripts** for the first time when you log on.



3 Enter the credentials and click **Connect** to establish a connection to the selected EDBS.

The **Scripts** window appears in the details pane (Fig. 84).

4 Select a managed computer from the **Managed Computers** drop-down list.

5 Select a machine from the **Select Machine** list to view the corresponding assigned scripts.



6 Click **Get Assigned Scripts**.

The scripts assigned to the machine selected appear on the right side of the details pane with either a **Running**  or **Stopped**  status icon.

- 7 Select the appropriate check box for the script to start.

A blue arrow appears next to the check box that you selected so that you can differentiate between the scripts that you selected and the scripts that were retrieved as running.

- 8 Click **Change State**.

The script's icon changes from a red  standing script to a green  running script.

► **To stop a script**

- 1 Click the **Real-Time Links** button on the navigation bar.

- 2 Click the **Managed Scripts**  icon.

The **Scripts: Select an Event Database Server** window appears in the details pane. This window appears only if you are connecting to the **Scripts** for the first time when you log on.



- 3 Enter the credentials and click **Connect** to establish a connection to the selected EDBS.

The **Scripts** window appears in the details pane.

- 4 Select a managed computer from the **Managed Computers** drop-down list.

- 5 Select a machine from the **Select Machine** list to view the corresponding assigned scripts.

- 6 Click **Get Assigned Scripts**.

The scripts assigned to the machine selected appear on the right side of the details pane with either a **Running**  or **Stopped**  status icon.

- 7 Select the appropriate check box for the script to stop.

A blue arrow appears next to the check box that you selected so that you can differentiate between the scripts that you selected and the scripts that were retrieved as standing.

- 8 Click **Change State**.

The script's icon changes from a green running script to a red standing script.

You can only start/stop scripts on the EDBS where you are currently connected.

10

Uninstalling the Product

In This Chapter

Uninstalling BindView RMS Web Console 126

Uninstalling BindView RMS Web Console

This chapter will guide you through the process of uninstalling the BindView RMS Web Console.

Uninstalling the BindView RMS Web Console removes all the Web Console components from the machine.

Uninstalling the BindView RMS Web Console only removes pre-configured .bvd files. Uninstalling does *not* remove user-created .bvd files; therefore, any user-created .bvd files must be manually deleted.

► To uninstall the BindView RMS Web Console

- 1 Select the **Control Panel** command from the **Settings** submenu on the Windows **Start** menu.

The **Control Panel** window appears.

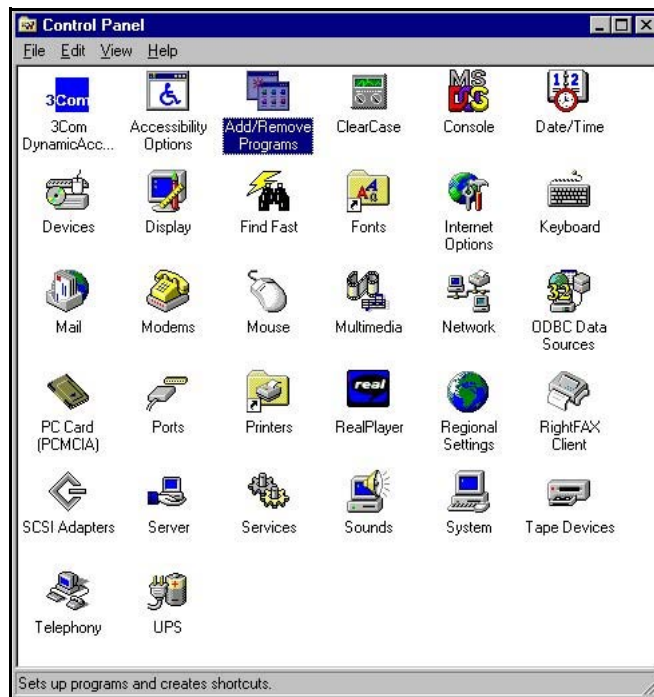


Fig. 86 Control Panel

- 2 Double-click **Add/Remove Programs**.

The **Add/Remove Programs Properties** dialog appears.



Fig. 87 Add/Remove Programs Properties Dialog

- 3 Select **BindView RMS Web Console**.
- 4 Click **Add/Remove**.

The **Confirm File Deletion** message appears.



- 5 Click **Yes** to completely remove the BindView RMS Web Console.

The **Remove Programs From Your Computer** dialog appears (Fig. 88). The unInstallShield will remove the BindView RMS Web Console from your computer.



Fig. 88 Remove Programs From Your Computer Dialog

- 6** Once the uninstall is successfully completed, click **OK**.

The BindView RMS Web Console is now uninstalled from your computer.

Glossary

ASP	Active Server Page, a Web scripting language.
HTML readme files	A Hypertext Markup Language file that contains information about the software such as installation, overview, and any known issues.
.bvd file	User-created or sample BindView file. Types of .bvd files are query binder, task list, export style, and report style.
.pdf files	Portable Document Format files for electronic distribution and printing.
browser	A software program for viewing HTML pages on the Internet.
dataset	Term often used to describe what appears in a grid. The set of values returned after running a Grid item.
data source	Group of fields related to resource objects with similar attributes or properties.
details pane	The right pane of the BindView RMS Web Console that displays the contents of the icon selected in the navigation bar.
dialog	Term used in the documentation to indicate the dialog boxes available to the user interface.
domain	A group of computers and devices on a network that are administered as a unit with common rules and procedures.
drop-down list	A list of available choices that expands when you click the down-arrow button at the list box.
EDBS	Event Database Server. The core of the TrendAlert system through which all generated alerts, alert data, and user instructions pass.
filter	Allows you to select specific records to be included in the query results. You can filter on any combination of alphabetical letters, including entire words and phrases to help narrow a scope's definition.
grid	Spreadsheet interface format that displays query results.
launch	To run or start an application.
navigation bar	A horizontal or vertical design element containing buttons or text links to various pages within a Web site.
query	Questions you ask to gain specific information about resource objects in your network.

query binder	A discrete object for storing and managing queries and query-related information. Query binders can contain a query definition, view type settings, and links to historical datasets.
query building	Process of selecting resource objects and defining the desired information to be returned.
record	Horizontal row in a grid that contains information about a node.
root directory	In a computer file system that is organized as a hierarchy or tree, the root directory is the directory that includes all other directories.
server	A computer program that provides services to other computer programs in the same or other computers.
SSL data encryption	Secured Sockets Layer encryption protocol designed to provide users with a secure communication channel.

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