



Our Automation. Your Liberation.™

Managed Service Edition - G1

Reports

User Guide

for VSA 5.2.0.0

June 7, 2010

About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

Contents

Reports	3
Reports Tab	4
Set Logo	5
Schedule Reports	5
Executive Summary.....	7
Network Health Score	9
System Activity	11
Aggregate Table	12
Advanced Filtering	13
Machine Summary.....	14
Machine Changes.....	16
Patch Management	17
Inventory	19
Software.....	21
Disk Utilization	23
Network Statistics	25
Uptime History	26
Logs	27
Ticketing	29
Backup.....	31
Monitor.....	32
Security.....	34
User State.....	36
Power Savings.....	37

Chapter 1

Reports

In This Chapter

Reports Tab	4
Set Logo	5
Schedule Reports	5
Executive Summary	7
Aggregate Table	12
Advanced Filtering	13
Machine Summary	14
Machine Changes	16
Patch Management	17
Inventory	19
Software	21
Disk Utilization	23
Network Statistics	25
Uptime History	26
Logs	27
Ticketing	29
Backup	31
Monitor	32
Security	34
User State	36
Power Savings	37

Reports Tab

The **Reports** tab allows administrators to generate detailed reports about managed machines. These reports are based on all the other tasks performed by the VSA.

- Maintain reports using the report wizards in **Run Reports**.
- Schedule the running of existing reports using **Schedule Reports**.
- Set the logo displayed in reports using **Set Logo**.

Note: You can view Reports demos at <http://www.kaseya.com/get-started/demo.aspx>.

Functions	Description
Set Logo <i>(page 5)</i>	Allows custom logos to be placed on generated reports.
Schedule Reports <i>(page 5)</i>	Automatically run reports at a scheduled time. Reports may be posted or delivered via email.
Executive Summary <i>(page 7)</i>	Create a concise summary report reflecting the system health of a selected group of machines.
Aggregate Table <i>(page 12)</i>	Create a single table with one row per machine and using any data as columns.
Machine Summary <i>(page 14)</i>	Generate reports on deployed Agents and the machines they reside on.
Machine Changes <i>(page 16)</i>	Run a difference report between each machine's latest audit and either the baseline or latest audit from a selected machine.
Patch Management <i>(page 17)</i>	Displays composite and individual patch status reports
Inventory <i>(page 19)</i>	Inventory summary for the selected audit category.
Software <i>(page 21)</i>	Get detailed information regarding the software installed and used by managed machines.
Disk Utilization <i>(page 23)</i>	Generate graphical report on capacity and usage of all fixed disks.
Network Statistics <i>(page 25)</i>	View detailed network usage information, from the entire network down to a managed machine.
Uptime History <i>(page 26)</i>	Chart the powered up, online, and abnormal shutdown history of each machine vs. time.
Logs <i>(page 27)</i>	Generate reports on all logged information collected by the VSA.
Ticketing <i>(page 29)</i>	Report status of all trouble tickets.
Backup <i>(page 31)</i>	Report on the backup log and status

Monitor (page 32)	Report summarizing data retrieved from monitoring managed machines.
Security (page 34)	Reports security protection data on managed machines.
User State (page 36)	Reports user state management data on managed machines.

Set Logo

Reports > Set Logo

The **Set Logo** page customizes the header of reports generated by an administrator. When you run a report, the report displays the unique HTML header you enter here at the top of every report. You have full control over the HTML entered. Make the header as simple or as complex as you want.

Note: If you do not want other administrators to change the custom header, block them from seeing the **Set Logo** page using [System > Function Access](#).

Modify the HTML used for the header here

Enter the HTML you want to use in the header of all your reports.

Note: The master administrator can customize the default report header seen by all administrators. Click [System > Customize](#) and enter the custom header in the field labeled **Header HTML shown on all reports**.

Apply

Click **Apply** to update changes to the HTML you want to use in the header of all reports.

Default

Click **Default** to restore the header HTML to the product default setting.

Schedule Reports

Reports > Schedule Reports

The **Schedule Reports** page automatically exports reports to a URL on the VSA web site that *does not require a logon* to access. Schedule recurring reports to generate reports your users can access. Since the system runs these reports without the administrator logging on, only *saved* reports can be scheduled.

Note: Standard administrators can not schedule reports that use `<All Groups>`. Only master administrators can schedule `<All Groups>` reports.

Set Filter Settings

Set unique **Machine ID / Group ID** filter settings for each scheduled instance of a report. This lets you define a single report and schedule it to run for each individual machine or group of machines. For instance, you could create a single **Software** report and then schedule it to output a unique report for each group ID. *The machine ID / group ID filter settings you specify in **Schedule Reports** overrides the*

Reports

filter settings saved with the report.

Email the Report

Depending on how email notification is formatted using **Format Email**, either the entire report or a short message with a URL link to the report can be sent to email recipients. Customize the message content by clicking the **Format Email** button.

Note: Only master administrators can change the format of the scheduled reports email.

Where Scheduled Reports are Stored

Reports are posted to the `dataReports` directory, on the VSA website, in a sub directory named after the administrator logon that scheduled the report and a sub directory for the **Machine ID / Group ID** filter. This convention groups all reports for a specific machine or group of machines into a common directory. For example:

`http://www.your_vsa.com/dataReports/joe_admin/mach.group/report_name.htm`

Show reports from all administrators

Checking this box displays all saved reports, shared and private, for all administrators. Check this box to view/delete/modify scheduled reports for any administrator.

Note: Only master administrators can show reports for all administrators.

Select report to schedule

This drop-down list shows all saved reports visible to the currently logged in administrator. Select the report to be scheduled from this list. The output report web page has the same filename as the report. Selecting a new report from this drop-down list resets the **machine ID / group ID** settings to those saved with the report. You can override the default machine ID / group ID settings using the **Specify accounts to run this report on** fields.

Report Type

Once a report is selected, the **Report Type** displays below the selected report.

Schedule

Click **Schedule** to run the report at the specified time and save the file in the `dataReports` directory.

Date/Time

Enter the year, month, day, hour, and minute to schedule this task.

Run at recurring interval every <N> <periods>

Check the box to make this task a recurring task. Enter the number of times to run this task each time period.

Enter email address to notify when report is ready

Comma separate each email address to send multiple notifications/reports. Leave this field blank to disable email notification.

Format Email

Depending on how email notification is formatted using **Format Email**, either the entire report or a short message with a URL link to the report can be sent to email recipients. Customize the message content by clicking the **Format Email** button. Special tags are available to insert unique report data.

- <at> Time stamp of when the report was created
- <er> Embed full report - **NOTE: Report completely replaces entire message body**
- <gr> group ID
- <id> machine ID
- <rt> Report title
- <ru> report URL

Filename

List of reports that have run or are scheduled to run. If the report has already run, the filename appears as a link to the report.

Report Type

Type of report that has been scheduled. For example, [Disk Utilization](#).

Last Run

Time when the report was last produced.

Account Filter

Specify the machine ID / group ID filter settings to use when running this scheduled report. *The machine ID / group ID filter settings you specify in [Schedule Reports](#) overrides the filter settings saved with the report.*

Next Run

Time the report is scheduled to run next. If this field is blank, the report is not scheduled to run again.

Email Address

Comma separated list of addresses notified about this report.

Recurring

Recurring interval at which the report runs.

Executive Summary

Reports > Executive Summary

The [Executive Summary](#) reports page creates a summary report of the status of all selected machines. This includes a [network health score](#) (*page 9*) representing the overall health of all selected machines as a group.

Executive Summary Sections

The [Executive Summary](#) report can include the following sections:

- [Show Client Information](#) - Displays the number of machines, both servers and workstations, and the names of the primary points of contact for this group.
 - [Contact Person](#) - Optionally enter a customer contact name, representing the point of contact inside the organization receiving the IT service.
 - [IT Manager](#) - Optionally enter an IT manager name, representing the person responsible for delivering IT services to the client organization.

Reports

- **Show System Activity** - Specify search criteria for counting the number of times certain log events occurred. Examples include the number of times machines were audited and scanned for missing patches. Click **Change Rows...** to fully customize this section.
- **Show Ticket Status** - Displays a summary of ticket status over the specified number of days.
- **Show Disk Space Used** - Displays a graph of the percentage free disk space on all selected machines. Restrict this chart to servers only by checking the **Show servers only** box.
- **Show Network Health Score** - Displays individual component scores and an overall health score for all the selected machines as a group. See **Network Health Score** (page 9) for details. Click **Change Score...** to fully customize this section.
- **Show Operating Systems** - Displays a pie chart showing the break down of operating systems in the selected group.
- **Show Patch Status** - Displays a pie chart summarizing the state of missing patches for all selected machines.
- **Show Security** - Lists statistics for untreated security protection threats.

Note: The **Show Security** section only displays if you have separately purchased the Kaseya Endpoint Security add-on module.

- **Show Alarm Notifications** - Summarizes alerts issued in the specified number of days. This section breaks the alarm count down by category of alarm.
- **Show License Summary** - Summarizes the OS and MS Office licenses found by audit.
- **Show "How to read" notes at end of report** - Displays standard explanatory notes at end of the report. Click **Edit Notes...** to customize these notes.



Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Summarize data collected in the last N days

Patch, ticket, alarm, and status information is time dependent. Only data collected in the specified number of days contributes to this report.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Network Health Score

Reports > Executive Summary > Change Score...

The **Network Health Score** section of the **Executive Summary** (page 7) report gives you a summary view of the health and usability of selected machines as a group. The score is broken into categories. Each category is assigned one of five possible percentage scores—typically 100%, 75%, 50%, 25% and 0%—based on a count of a specified criteria. In most cases, you can customize the counts used to assign percentage scores.

- You can adjust how heavily each category effects the final score by adjusting the **weight** value for each category. Set the weight to 0 to turn off that category.
- You can modify the percentage scores assigned the **OS Score**.
- You cannot modify the **Patch Score** criteria.

The final network health score computes the weighted average of the above percentage scores and normalizes them to provide the final percentage score. 100% represents perfect.

For example, say you set one category to 10 and seven other weight categories to 1. The total weight is 17. The percentage associated with the 10 category is multiplied by 10/17 in the final percentage score calculation. In contrast, the percentages associated with the other seven weight categories are multiplied only by 1/17 in the final percentage score calculation.

Note: Ticketing is ignored when calculating the overall network health score.

Patch Score - This score is calculated using the average number of missing patches on each machine. Each machine is scored based on the number of missing patches as follows:

Fully patched	100%
missing 1-2 patches	75%
missing 3-5 patches	50%
missing > 5 patches	25%

Reports

unscanned machines	0%
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OS Score - Modern operating systems score higher than older operating systems. The overall OS score is an average of each machine's score calculated as follows:

Vista/2008	100%
XP/2003	100%
2000	75%
Mac OS	100%
All others	0%

Note: The OS score weighting can be customized. You can individually weight the OS score given to Vista, 2003, XP and 2000. Enter the % weights (0 to 100) in the four columns normally used for % score. All legacy OSs are given a zero. If you have a large number of legacy OSs deployed, considered turning off the OS score.

Disk Score - Full disk drives can have a severe negative impact on your system. As such disk space used contributes to the overall system score. Disk score is computed as follows:

0% to 65% full	100%
65% to 75% full	75%
75% to 85% full	50%
85% to 95% full	25%
100% full	0%

Ticket Score - Past due tickets assigned to machines are scored as follows:

0 past due	100%
1 or 2 past due	75%
3 to 5 past due	50%
6 to 10 past due	25%
more than 10 past due	0%

Note: The system does not delete tickets when deleting machine IDs. The ticket summary chart includes tickets matching the machine ID / group ID filter. Because no machine data exists for deleted machine IDs, views are not applied to this table.

Event Log Score - Monitored event log alerts represent potential system problems. The number of event log alerts generated by each machine over the specified period of time is scored as follows:

0 alerts	100%
1 to 4 alerts	75%
5 to 10 alerts	50%
11 to 20 alerts	25%
more than 20 alerts	0%

Backup Score - Counts days since the backup last ran. The older the backup is, the lower the score.

0 to 3 days since last backup ran	100%
4 to 7 days since last backup ran	75%
8 to 14 days since last backup ran	50%
15 to 30 days since last backup ran	25%
more than 30 days since last backup ran	0%

Alarm Score - The fewer alarms generated, the higher the score.

0 to 3 alarms	100%
4 to 9 alarms	75%
10 to 19 alarms	50%
20 or more alarms	25%

Security Score - Untreated threats represent potential system problems. The number of untreated threats generated by each machine over the specified period of time is scored as follows:

0 untreated threats	100%
1 to 4 untreated threats	75%
5 to 10 untreated threats	50%
11 to 19 untreated threats	25%
more than 20 untreated threats	0%

Note: The **Security Score** only displays if you have separately purchased the Kaseya Endpoint Security add-on module.

Script Score - Scripts provide a recurring beneficial service to a machine. The more often the script runs, the better shape that machine is likely to be in. The longer it has been since the script ran, the lower the score. The weighted thresholds for the script score count the number of days since the script last ran on the machines. The default values provide the following score:

1	0 to 3 days since script ran	100%
2	4 to 9 days since script ran	75%
3	10 to 19 days since script ran	50%
4	20 or more days since script ran	25%

System Activity

Reports > Executive Summary > Change Rows...

The **System Activity** section of the **Executive Summary** (page 7) report gives you a summary view of system activity of selected machines as a group. Each row lists a *count* or *value* of a filtered log item in the *last N number of days*.

- Use the **Status** column in the **Pending Scripts** tab of the **Machine Summary** (page 14) page to identify search filter phrases to use for a script-based row type.
- Log Monitoring** does not display in **Pending Scripts**. Review **Log Monitoring** in **Agent Logs** in the **Machine Summary** page to identify search filter phrases to use.
- Log Monitoring Custom** refers to the *value* or *count* of a numeric log parsing parameter within the *last N number of days*.

Row Type	Search Item	Search Filter Examples	Count
Alarm Log	<All Alarms> or any specific alert/alarm.	*Success THEN* or *Failed ELSE* or *Success ELSE*	Not applicable.
Script Log	Select a system, private or public script.	*Success THEN* or *Failed ELSE* or *Success ELSE*	Not applicable.

Reports



Backup Log	<All Backup Events> or Volume Backups or Folder Backups	*Backup completed successfully*	Not applicable.
Log Monitoring	Select a Log File Parser.	*device error*	Not applicable.
Log Monitoring Custom	Select a Log File Parser with a numeric parameter.	EventCode or ErrorCode	Average, Count, Min, Max or Total

Aggregate Table

Reports > Aggregate Table

The **Aggregate Table** reports page creates a tabular report mixing any data collected by the VSA. Each report generates a single table with a row for each machine and a column for each piece of data specified.

Adding and Removing Items

To add items, select items in the **Not Displayed** list, then click **Add>>**. To remove items, click items in the **Displayed** list, then click **<<Remove**. To change the order items are listed, click an item in the **Displayed** list, then click the up arrow  or down arrow .



Advanced Filter

Click **Advanced Filter** (*page 13*) to restrict the amount of data displayed. You can specify a different advanced filter for each column of data displayed.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click [Delete...](#) to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the [Update](#) button displays just below the field used to enter the title of the report. Click [Update](#) to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using [Schedule Reports](#) (page 5).

Run...

Click [Run...](#) to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click [Export...](#) to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Advanced Filtering

Advanced filtering lets you design complex searches to isolate data to just those values you want. Enter filter strings into the same edit fields you enter filter text. Advanced filtering supports the following operations:

White Space

To search for white space in a string, enclose the string in double quotes.

For example: `"Microsoft Office*" OR "* Adobe *"`

Nested operators

All equations are processed from left to right. Use parenthesis to override these defaults.

For example: `(("* adobe " OR *a*) AND *c*) OR NOT *d* AND < m`

NOT

Search for a string not containing the match data.

For example: `NOT *Microsoft*` returns all non-Microsoft applications.

AND

Use the logical AND operator to search for data that must contain multiple values but can appear in different places in the string.

Reports

For example: `Microsoft* AND *Office*` returns all items that contain both Microsoft and Office in any order.

OR

Use the logical OR operator to search for data that may contain multiple values but must contain at least one.

For example: `*Microsoft* OR *MS*` returns all items that contain either Microsoft and MS in any order.

<, <= (Less than or less than or equal to)

Returns all data whose value is numerically less than, if a number. If this is alphabetic data then it returns all strings appearing earlier in the alphabet.

For example: `< G*` returns all applications starting with a letter less than "G".

For example: `< 3` returns all values numerically less than "3".

Note: Dates may also be tested for but must be in the following format: `YYYYMMDD HH:MM:SS` where `YYYY` is a four digit year, `MM` is a two digit month (01 to 12), `DD` is a two digit day (01 - 31), `HH` is a two digit hour (00 - 23), `MM` is a two digit minute (00 - 59), and `SS` is a two digit second (00 - 59). `HH:MM:SS` is optional. Date and time are separated with a space.

For example: `< 20040607 07:00:00` or `< "20040607 07:00:00"` returns all dates earlier than 7:00 on 7 June 2004. *Ensure a space exists after the < operator.*

>, >= (Greater than or greater than or equal to)

Returns all data whose value is numerically greater than, if a number. If this is alphabetic data then it returns all strings appearing after it in the alphabet.

For example: `> G*` returns all applications starting with a letter greater than "G".

For example: `> 3` returns all values numerically greater than "3".

Machine Summary

Reports > Machine Summary

- Similar information is provided using [Audit > Machine Summary](#).

The [Machine Summary](#) reports page produces a detailed report for each machine ID matching the machine ID / group ID filter. Use the [Machine Summary](#) report to generate comprehensive reports for individual machines. Separate "add and remove" selection windows are provided for system data and application data to include in the [Machine Summary](#) report. The [Audit > Machine Summary](#) page displays similar information.



Machine Summary Sections

The [Machine Summary](#) report can include the following sections:

- [Add/Remove Programs](#) - Lists programs in the Add/Remove list of a managed machine.
- [Agent Control/Check-In](#) - Displays information on baseline and latest audits, last check-in times, quick check-in periods, primary and secondary server and port information.
- [Applications](#) - Lists applications installed on the managed machine. The list of applications can be filtered by clicking the [App Filter](#) button.

- **Apps Added Since Baseline** - All new applications detected by Latest Audit that have appeared on the machine since the Baseline Audit was run.
- **Apps Removed Since Baseline** - All applications that were present when the Baseline Audit was ran but are missing when Latest Audit last ran.
- **Computer/Network** - Displays the managed machine Windows network name, operating system, CPU, RAM, IP address, gateway, DNS/DHCP server, and WINS server information.
- **Distribute File** - List files being distributed to the managed machine by the KServer.
- **File Access** - Lists protected files.
- **License Codes** - Lists license codes installed on the managed machine.
- **Logical Disk** - Lists the logical volumes on the managed machines, including removable, fixed, and CD-ROM drives.
- **Recurring Scripts** - Lists scripts that are executed on a scheduled basis on the managed machine.
- **Pending Scripts** - Lists scheduled scripts on the managed machine.
- **Miscellaneous** - Lists miscellaneous agent settings, such as WinVNC and user logs status.
- **Network Access** - Lists applications that have restricted network access.
- **PCI Devices** - Lists installed PCI devices on the managed machine.
- **Physical Disk** - Lists physical disk information for the managed machine, such as hard disks, DVD, and CD-ROM drives.
- **Printers** - Lists the printers found by the audit for this machine.
- **System Info** - All items collected by the System Info function under the Audit Tab. Click the **Sys Info** button to make additional system information selections.
- **User Profile** - Lists out user contact information associated with this machine ID.

Adding and Removing Items

To add items, select items in the **Not Displayed** list, then click **Add>>**. To remove items, click items in the **Displayed** list, then click **<<Remove**. To change the order items are listed, click an item in the **Displayed** list, then click the up arrow  or down arrow .



Advanced Filter

Click **Advanced Filter** (*page 13*) to restrict the amount of data displayed. You can specify a different advanced filter for each column of data displayed.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Reports

Rename...

Click [Rename...](#) to rename the report.

Delete...

Click [Delete...](#) to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the [Update](#) button displays just below the field used to enter the title of the report. Click [Update](#) to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using [Schedule Reports](#) (page 5).

Run...

Click [Run...](#) to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click [Export...](#) to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Machine Changes

Reports > Machine Changes

- Similar information is provided using [Audit > System Info, Installed Apps, and Disk Volumes](#).

The [Machine Changes](#) page creates a differences report between each machine's latest audit and its own baseline or compares it to the baseline audit or latest audit from a selected machine. Machine changes examined include CPU, RAM, disk space and applications installed.

Configure your report using the following options:



- [Compare with machine's own baseline audit](#) - Displays all machine changes found on each machine by comparing the information from the latest audit against the information from the baseline audit.
- [Compare to select machine ID](#) - Displays all machine changes found on each machine by comparing the information from the latest audit against the audit from a *selected machine ID*. Use this function to identify differences in a group of machines when compared against the standard for the group.
- [use baseline](#) - If checked, the selected machine ID's baseline audit is used for comparison instead of the selected machine ID's latest audit.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.

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Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (*page 5*).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Patch Management

Reports > Patch Management

- Similar information is provided using Patch Mgmt > Patch Status, Machine History, Machine Update and Patch Update.

Reports

The **Patch Managements** page creates a report that lists the patch state for all selected machines. Reports can be filtered by patch category or knowledge base article number. Reports can include patches denied by patch policy. Reports include links to KB articles.

Patch Management Sections

The **Patch Management** report can include the following sections:

- **Show machine patch summary pie chart** - Display a pie chart showing the number of machines that are:
 - Fully patched systems
 - Missing 1 or 2 patches
 - Missing 3, 4, or 5 patches
 - Missing more than 5 patches
 - Have never been scanned
- **Show machine patch summary table** - Display a machine patch summary table.
- **Show missing patch occurrence bar chart** - Display a bar chart illustrating which patches have the most machines that are missing that patch.
- **Show table of missing patches** - This is a composite report that shows all patches that are missing from any and all machines in the selected group. This table lists a section for each missing patch showing: patch ID, knowledge base article number, and patch title. If **Show list all machines missing each patch** is also checked, then the report lists each machine ID missing the patch.
- **Show table of installed patches** - This is a composite report that shows all patches that are installed on any and all machines in the selected group. This table is basically the opposite of the **Show table of missing patches** section. This table lists a section for each installed patch showing: patch ID, knowledge base article number, and patch title. If **Show list all machines containing each patch** is also checked, then the report lists each machine ID with the patch installed.
- **Show patch status for each machine** - For each machine ID a list of both installed and missing patches are shown. Patches are grouped by application. If **Show summaries for each patch** is checked the summary describing the patch is also displayed.
- **Show missing patches for each machine** - For each machine ID a list only of missing patches are shown. Patches are grouped by application. If **Show summaries for each patch** is checked that the summary describing the patch is also displayed.
- **Show patches installed in the last <N> days** - For each machine ID, a list of patches are displayed that were installed during the last number of days specified in the text box.

Report Filtering



The **Patch Management** report can be filtered as follows:

- **Filter patches by** - Select a filter criteria for the patch report.
- **Show patches denied by Patch Approval Policy** – By default, only missing patches that have been approved for installation are included in the report. Check the checkbox to ignore the Patch Approval Policy and include all patches whether approved or denied.
- **KB Article Numbers and/or Security Bulletin Numbers** - Enter a comma delimited list of KB Article numbers and/or Security Bulletin numbers to generate a report that only lists patches for these numbers.

Running the Report

1. *Select* the data you want to display in the report.
2. *Filter* the data you want to display in the report.
3. Enter the title of the report.
4. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Inventory

Reports > Inventory

- Similar information is provided using Audit > System Info and PCI & Disk HW.

The **Inventory** page creates a report listing all unique items collected during an audit and identifies the machines containing that item.

Reports

Filtering

Filter fields restrict the items listed in the inventory report to only those items matching the filter. For example, If you run an Inventory report on the **Motherboard Manufacturer** field and set the filter to *Intel* you will only see items manufactured by Intel, or Intel Corp, or any other variation in the report.

PCI & Disk HW Inventory Reports



This inventory report option displays additional fields for filtering the data in the report.

Note: To display any data for a managed machine in a **PCI & Disk HW** inventory report, an audit must be run with the **PCI and Disk Audit** option enabled for that managed machine using **Audit > Run Audit**.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

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Enter the title that displays at the top of the report.

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click [Export...](#) to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Software

Reports > Software

- Similar information is provided using [Audit > Installed Apps](#), [Add/Remove](#), [Name/OS Info](#), and [SW Licenses](#).

The [Software](#) page generates a report displaying a summary of applications present on all selected machines. Each report uses data collected from the latest audit to display the state of each group's software installed base.

Types of Software Reports

There are four primary report types:

- All Applications
- Add/Remove Programs
- Software Licenses
- Summary Licenses
- Operating Systems

All Applications

Generates a table showing each unique application found on all machines by audit. The total number of unique copies of the application are also listed. You can optionally show or hide each column of data. Hiding a column may reduce the number of rows reported if the uniqueness of the data drops. For instance, your report may show 50 copies of an application with v2.0.1 and 127 copies of the same application with v2.8. If you hide the version, by unchecking the box, then the report lists 177 copies of that application. The All Application report lists:

- **Applications** - The application name (theApp.exe)
- **Product Name** - Product name string as provided by the software vendor.
- **Description** - Software description string as provided by the software vendor.
- **Manufacturer** - The software vendor name
- **Version** - Software version number.

Checking [Show unregistered applications](#) lists all the unregistered applications in addition to registered applications. Registered applications place an `App Paths` key in the registry identifying the location of their main executable. Sorting on this value is a good way to separate main applications from all the helper and secondary applications.

If [List machine IDs that contain each application](#) is checked then the machine ID of each machine containing the application is listed.

Note: Click the [Advanced...](#) (page 13) link to learn about filtering options.

Add/Remove Programs

Generates a table listing the list of add/remove programs found in a group of machines discovered by audit. If [List machine IDs that contain each application](#) is checked then the machine ID of each machine

Reports

containing the add/remove program is listed.

Note: Click the [Advanced...](#) (page 13) link to learn about filtering options.

Software Licenses

Generates a table listing the number of software licenses found in a group of machines discovered by audit. This report lists the total number of licenses and the number of unique licenses found across all machines. In addition, **Software Licenses** lists:

- **Publisher** - The software vendor name
- **Title** - The software title for each license found.

If **List machine IDs** is checked then the machine ID of each machine containing the application is listed. If **List license codes, product keys, and machine IDs** is checked, then license codes and product keys installed are each machine are displayed.

Note: Click the [Advanced...](#) (page 13) link to learn about filtering options.

License Summary

Generates a table summarizing the licenses on all machines in a group or view. This report presents four tables of information summarizing the following:

- **Servers** - Lists all server types found and the number of machines running that server OS.
- **Workstations** - Lists all workstation types found and the number of machines running that workstation OS.
- **Microsoft Office Licenses** - Lists the number of machines with each version of Microsoft Office loaded.
- **Other Applications** - Summarizes the number of machines with each application license found that is not contained in the first 3 tables.

Note: Click the [Advanced...](#) (page 13) link to learn about filtering options.

Operating Systems

Charts a composite view of all operating systems found on all machine IDs.

Note: Each machine reports its operating system type and version with each check-in. Audit does not have to complete to obtain operating system information. Therefore, the number of operating systems reported by this report may be higher than the number of licenses reported for that operating system if all machines have not completed an audit.

Three **Operating System** report styles are available:



- Pie chart
- Bar chart
- Table

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that

created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Disk Utilization

Reports > Disk Utilization

- Similar information is provided using Audit > Disk Volumes.

The **Disk Utilization** page generates a graphical report representing the free space, used space and total space on each disk drive.

Three types of reports are available:

- **Bar chart showing percent of disk space used**
- **Bar chart showing disk space used, free space, and total disk size** - Hovering the mouse a bar presents a tool tip with additional information.



Reports

- [Table listing disk space used, free space, and total disk size](#)

Running the Report

1. Enter the title of the report.
2. Select the type of report you want to display.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

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Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

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Enter the title that displays at the top of the report.

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Network Statistics

Reports > Network Statistics

- Similar information is provided using [System > Statistics](#).

The [Network Statistics](#) page generates a report displaying the top consumers of TCP/IP-protocol-based network bandwidth on selected machines. Typically this report refers to bandwidth consumption caused by accessing both internal and external *internet* sites, but can include internal LAN traffic that also uses the TCP/IP protocol. There are two types of reports:



- **Applications** - Displays a graph outlining each application and corresponding network bandwidth consumption over the time period entered in the [Display <N> Days of Network Statistics](#) setting. The number of applications displayed can set to a maximum of 20.
- **Machines** - Displays a graph outlining the machines selected in the machine ID / group ID filter and corresponding network bandwidth consumption over the time period entered in the [Display <N> Days of Network Statistics](#) setting. The number of machines displayed can set to a maximum of 20.

Note: This report requires the Network Access driver be enabled. This driver inserts itself into the TCP/IP stack to measure TCP/IP-protocol-based network traffic by application. The driver is disabled by default.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run,*

Reports

regardless of the current machine ID/group ID filter settings. Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Uptime History

Reports > Uptime History

The **Uptime History** page generates a graphical report representing:



- When each managed machine was turned on.
- When each managed machine was connected to the network.
- Any abnormal shut downs.

Hovering the mouse over any segment on the chart presents a tool tip that reads out the exact start and end time of that segment.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

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Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click [Delete...](#) to delete the report.

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Run...

Click [Run...](#) to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click [Export...](#) to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

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Logs

Reports > Logs

The [Logs](#) page generates reports for the following types of log data maintained by the VSA.

- Alarm Log
- Admin Notes
- Agent Log
- Configuration Changes
- Network Statistics
- Remote Control Log
- Script Log
- Event Logs
- Event Log Frequency
- Log Monitoring
- EPS Log

Note: The EPS Log only displays if you have separately purchased the Kaseya Endpoint Security add-on module.

Selecting Log Report Options

The most commonly used options you can select for all log reports are:

- [Choose a log to display](#) - Select the type of log you want in the report.

Reports

- **Display log entries for last <N> days** - Specify the number of days worth of log data to display.
- **Show entries matching the following description (use * for wildcards)** - Enter a string to filter entries by their description. Include an asterisk (*) wildcard with the text you enter to match multiple records.
- **Preserve plain text formatting** - Check this box to display plain text logs with the formatting from plain text files preserved in the HTML pages.
- **Ignore machines without data** - Check this box to only display machine IDs that have data matching the other filter parameters.



Additional fields display, depending on the type of log selected. These include:

- **Alarm Log** - Filter the report by the type of alarm. You can also filter alarm log entries by alarm email address, alarm email subject line, and/or alarm email message text.
- **Script Log** - Filter the report by script name and/or the administrator who scheduled the script.
- **Event Log** - You can also filter the report by a selected event set. By default the built-in **<All Events>** event set is selected. Event set alarm categories—**Error, Warning, Information, Success audit, Failure audit, Critical, Verbose**—must be checked to include an event in a report.
- **Event Log Frequency** - Enter a number of days in the **Select the <N> most frequent Event IDs for each Machine ID** field. Then select an event log type. Event set alarm categories—**Error, Warning, Information, Success audit, Failure audit, Critical, Verbose**—must be checked to include an event in a report.
- **Log Monitoring** - Select a Log File Parser. Log file parsers are defined using Monitor > Log Parser.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

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Ticketing

Reports > Ticketing

- Similar information is provided using Ticketing > View Summary.

The **Ticketing** page creates a report listing all trouble tickets assigned to selected machine IDs. Similar information is provided using Ticketing > View Summary.

The following options apply whether or not **Display all tickets** is checked.

- **Display all open tickets plus tickets closed within the last <N> days**
- **Notes / Summary / Submitter Filter** - List only tickets or ticket counts containing this string in any note, summary line or submitter information line. Use * for wildcard.
- **Display pie chart for each selected list** - Select multiple categories to display pie charts for.
- **Display ticket status chart for each admin** - Displays a separate ticket status bar chart for each administrator plus for unassigned.

The following options apply only if **Display all tickets** is checked.

- **Display all tickets** - Check this box to list tickets individually. If blank, only summary tables are displayed.
- **Display notes with each ticket** - Check this box to include all the detail notes with each ticket.
- **Hide hidden notes** - Check this box to hide hidden notes.
- **Fields...** - Click this button to select the columns to include in individually listed tickets.
- **Select column to sort on** - Select the column to sort tickets on.
- **ascending / descending** - Select whether to sort tickets in ascending or descending order.
- Filter tickets by
 - **Assignee**
 - **Category**
 - **Status**
 - **Priority**
 - **SLA Type**
 - **Dispatch Tech**

Reports



➤ Approval

Note: The system does not delete tickets when deleting machine IDs. The ticket summary chart includes tickets matching the Machine ID and Group ID filters. Because no machine data exists for deleted Machine IDs, Views are not applied to this report.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Backup

Reports > Backup

- Similar information is provided using Backup > Backup Status.

The **Backup** page generates a report summarizing data retrieved from the backup logs.

Note: Displays only if you have purchased the Backup addon module.



Configure the report using the following options:

- **Show backup logs from the last <N> days** - Specify how many days of backup log entries to include in the report.
- **Show backup log summary data** - If checked, includes a summary table totaling types of backup events for the last N number of days for volumes and folders.
- **Show backup log status by machine and event** - List the backup log information collected in the last N days for each machine.
 - **Backup type filter** - Volume Backups or Folder Backups.
 - **Result filter** - <All Results>, Success, Failure, Warning, Informational
- **Ignore machines without data** - If checked, only displays machine IDs that have data matching the other filter parameters.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Reports

Enter title displayed on report header

Enter the title that displays at the top of the report.

Update

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

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Monitor

Reports > Monitor

- Similar information is provided using **Monitor > Dashboard List and Alarm Summary**.

The **Monitor Page** generates a report summarizing data retrieved from monitoring managed machines.

- **Choose a report type** - Select the type of monitoring report to generate. Each monitoring report displays additional options.
- **Monitor Set Report**
 - Select Monitor Set
 - Display Last <N> Periods
- **Monitor Log Report**
 - Show <N> log entries for each counter and machine
 - Show counter log data
 - Show service log data
 - Show process log data
 - Show SNMP log data
- **Monitor Action Log Report** - Displays the actions taken in response to each alarm.
 - Display monitor action log entries for the last <N> days
 - Sort by log event date time: ascending / descending
 - Monitor type: <All Types>, Counter, Process, Service, SNMP, Alert, System Check, EPS, Log Monitoring
 - Message Filter
- **Alarm Summary Report**
 - Display all monitoring alarms for the last <N> days

- Sort by log event date time: ascending / descending
- Monitor Type: <All Types>, Counter, Process, Service, SNMP, Alert, System Check, EPS, Log Monitoring
- Alarm Type: Alarm or Trending
- Message Filter
- Display message with each alarm
- **Monitor Trending Report**
 - Select Machine
- **Monitor Configuration Report**
 - Assigned Sets
 - Sets to be Displayed
 - List Only Assigned Sets
- **Monitor 95th Percentile Report**



This report specifies two dates and calculates the 95th percentile, meaning 95% of the time the value is below what is calculated in the report. The report supports SLA and planning calculations.

- Select Set
- Display 95th percentile between <start date> and <end date>
- Select the counters to add to the report

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

These two options only display for master administrators. Reports are always private for standard administrators. As a master administrator select **Shared** or **Private** to assign access to a report. By default, **Private** access is selected. **Private** reports can only be viewed and run by the administrator that created the report. **Shared** reports can be viewed and run by all administrators. Saved reports are identified as either private  or shared  in the left-hand navigation pane.

Save

Click **Save** to save the current settings.

Save As...

Click **Save as...** to save the current report under a new name.

Rename...

Click **Rename...** to rename the report.

Delete...

Click **Delete...** to delete the report.

Enter title displayed on report header

Enter the title that displays at the top of the report.

Reports

Update

Reports are saved with the Machine ID / Group ID filter settings that were current at the time the report was first saved or last updated. *These saved or updated filter settings are used when a report is run, regardless of the current machine ID/group ID filter settings.* Once a report has been saved, the **Update** button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

Click **Export...** to display the report as HTML, Word or Excel output. If you do not have Excel or Word loaded on your local machine, the page displays as plain HTML.

Remove header from the exported report

If checked, the title, report date and machine filter information do not display at the top of the exported output.

Security

Reports > Security

- Similar information is provided using Security > Security Status, View Logs, and View Threats.

The **Security** page generates reports for the following types of security data maintained by the VSA.

Note: Displays only if you have purchased the Security add-on module.

Select security report type



Select the type of security report to generate:

- **Configuration Report**
 - Install Time
 - Installer
 - Version
 - License Expiration
 - Assigned Profile
 - Profile Details
 - Alarm Settings
- **Current Threats Report**
 - Summary
 - Threat Category Summary
 - Current Threats
- **Historical Threats Report**
 - Summary
 - Threat Category Summary
 - Current Threats

Running the Report

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Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

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User State

Reports > User State

- Similar information is provided using [User State > Power Status](#).

The **User State** page generates reports for the following types of user state data maintained by the VSA.

Note: This report displays only if you have purchased the **User State** addon module.



Select the subtopics to include in the User State report:

- **Include User Type** - List all user groups that each user on the machine is a member of.
- **Include Mapped Drives** - List the drive mappings for each user.
- **Include Printers** - List printer mappings for each user.
- **Include Share points** - List all the directories shares for the machine.
- **Include machines with no data** - Show entries in the report for all machines, including those that have not had user state information collected.

Running the Report

1. Select the data you want to display in the report.
2. Enter the title of the report.
3. Either run the report or export the report to HTML, Word or Excel output.

Share Report / Private Report

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button displays just below the field used to enter the title of the report. Click **Update** to apply the latest machine ID / group ID filter settings to a saved report. The machine ID / group ID filter settings of a saved report can be overridden using **Schedule Reports** (page 5).

Run...

Click **Run...** to run the report using the report options previously selected.

Save the report as HTML, Word or Excel

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Power Savings

Reports > Power Savings

The **Power Savings** page generates a report that shows an estimate of how much money can be saved, or has been saved, using a particular power policy. An independent power audit is scheduled as part of the standard audit and collects power settings from all managed machines *including those without the User State Management client installed*.

Note: This report displays only if you have purchased the **User State** addon module.

Step 1

Select the power setting states you want to compare.

- **Compare machine baseline audit information with:**
 - Select a defined power policy to see how much you can save by switching over to the selected power policy.
 - **Include All Machines** - If checked, includes the independent power audit results for all Windows 2003 and Windows XP machines without KUSM installed along with the results from machines with KUSM installed. Checked by default. Does not include Windows 2000 or Vista machines.
- **Compare most recent power audit data with:**
 - **Baseline Power Policy** - Shows power savings by comparing the baseline power policy to the latest audit for each machine. The baseline power policy represents what was in place before User State was installed on the machine.
 - **Last Deployed Power Policy** - Shows power savings by comparing the last deployed power policy to the latest audit for each machine. This value should be the same as the most recent power audit data, unless some of the users have changed their settings since the last time a power policy was applied.

Note: A power audit is performed on a machine whenever a power policy is applied to the machine and is also performed by the latest audit, typically on a daily basis.

Step 2

Set the values that the power savings estimate is based on:

Reports

- **Average PC Watts** - Enter the number of watts an average PC in the system uses.
- **Average Monitor Watts** - Enter the number of watts an average monitor in the system uses.
- **Cost of kilowatt-hour (kWh)** - Enter the cost per kilowatt-hour (kWh).
- **Currency Symbol** - Enter the currency symbol associated with the cost entered in the **Cost of kilowatt-hour (kWh)** field. This currency symbol displays in the report.
- **Advanced Settings** - Make changes to the following advanced settings or leave them set to their default values:
 - **PC Watts When Stand By** - Enter the number of watts an average PC uses while it is in standby mode.
 - **Hard Drive Watts** - Enter the number of watts a hard drive uses.
 - **Workstation Hours Per Day** - Enter the number of hours per day a workstation is in use.
 - **Workstation Days Per Week** - Enter the number of days per week the workstation is in use.
 - **Server Hours Per Day** - Enter the number of hours per day a server is in use.

Note: Any OS that has the word `Server` in its name is treated as a server for the purposes of this report.

- **Server Days Per Week** - Enter the number of days per week a server is in use.
- **% of Machines Powered Down at end of Day** - Enter the number of machines that are physically turned off at the end of the day.
- **Include Monitors for Servers** - If checked, the calculation assumes each server has a monitor attached and the power settings for the monitors are included.
- **Workstation Days Idle Per Year (Holidays, Vacations, etc)** - Enter the number of days per year the average workstation is not in use, in addition to weekends.
- **Show Settings per User** - If checked, the report shows the savings for each user on each machine.
- **Select Machine Data Based on:**
 - ✓ **Most Savings** - If selected, the calculation uses the single user on a machine that provides the highest estimated power savings, as though no other user ever used that machine. This represents the best possible power savings for that machine.
 - ✓ **Average User** - If selected, the calculation uses an average of the estimated power savings of all users on a machine, as though each user was logged on to that machine an equal amount of time. This generates an equal or smaller power savings estimate than the **Most Savings** option.

Step 3

Report Period - Enter the reporting period for the report: `Year, Month, From Baseline Collection Time`.

Step 4



Enter the title of the report.

Step 5

Either **Run...** the report or **Export...** the report to HTML, Word or Excel output.

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Run...

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