



SystemsManagement  
Ondemand™  
by TriActive

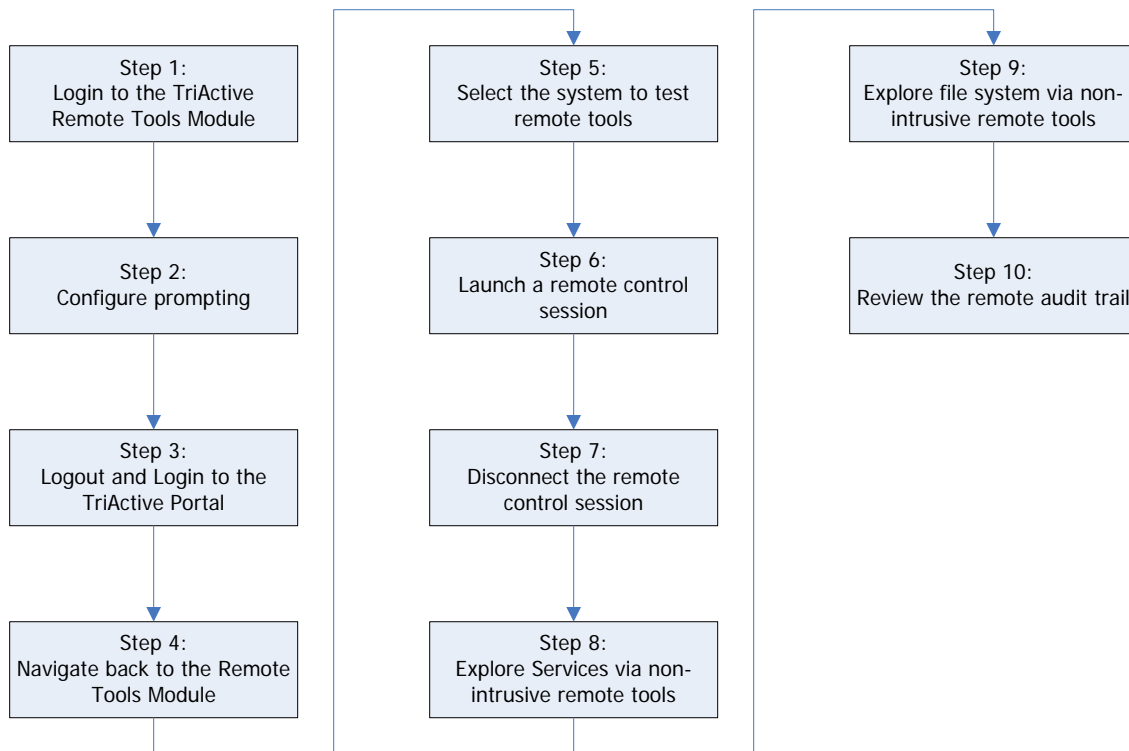
Self-paced Training Guide

# Remote Tools

## TriActive Remote Tools Scenario Workflow

**Objective:** This scenario document is designed to provide a logical workflow that demonstrates all of the features and functionality within the TriActive Remote Tools solution. This is not intended to replace the in-depth technical information contained or shown in the Admin and User guides or training videos, but is intended for someone with a technical background to easily navigate through the entire solution at their own pace. Below is the logical workflow diagram and on subsequent pages are more details about each step in the diagram. Depending on your efficiency with Systems Management solutions, this exercise can be completed in approximately 25 minutes.

---



## TriActive Remote Tools Scenario Details

- 1 Login to the TriActive Remote Tools Module
  - a Open a browser and login into the *TriActive Systems Management On Demand™* Portal.
  - b Click on the **Remote Tools** tab.
  
- 2 Configure prompting
  - a Click on the **Admin** tab, and then click the **MicroAgent** sub tab.
  - b Click on **Microagents**.
  - c Uncheck checkbox(es) for target system(s).
  - d Click **Save**.
  
- 3 Logout and Login to the TriActive Portal
  - a Click **Logout** in the top right of the browser.
  - b Open a new browser and log back into the *TriActive Systems Management On Demand™* Portal.
  
- 4 Click on the Remote Tools tab
  
- 5 Select the system to test remote tools
  - a Click on the **System** name of the target test system.
  
- 6 Launch a remote control session
  - a Click **Launch**.
  - b Click **Send Ctrl-Alt-Del**.
  - c Enter system credentials.
  
- 7 Disconnect the remote control session
  - d Click **Disconnect**.
  
- 8 Explore Services via non-intrusive remote tools
  - a Click **Services**.
  - b Click on the **Service Name** to explore the service configuration.
  
- 9 Explore file system via non-intrusive remote tools
  - a Click **File Systems**.
  - b Click on the drive **Label** to explore the drive.
  - c Click on the folder **Name** to explore the folder.
  - d When finished, click **Exit**.
  - e Click **Yes** to the browser prompt.
  
- 10 Review the remote audit trail
  - a Click on the **Admin** tab, and then click the **MicroAgent** sub tab.
  - b Click on **Remote Audit Trail**.
  - c Review the Time, System TSM Account, IP Address.
  - d Select **Burn CD(s)** from the **Category (level 2)** dropdown box.
  - e Click **Add**.
  - f Enter "Check IT Request" in the **Name** field.
  - g Enter your email address in the **Recipients** field (e.g. name@domain.com).