

Welcome to the Ivanti Level 3 training class. This is an introduction to the Ivanti Console, pushing tasks, making policies available in the Ivanti Portal, remote controlling a computer, inspecting a computer, the Diagnostics tool, and the Inventory tool.

Table of Contents

- Pg 1: Opening the Ivanti Console
- Pg 2 - 6: Pushing Software Using a Task
- Pg 7 - 11: Making a Policy Available in the Ivanti Portal
- Pg 12: Remote Controlling a Computer
- Pg 13 - 15: Inspecting a Computer
- Pg 16: Exploring Diagnostics
- Pg 17 - 18: Diagnostics - Finding and Running a Task
- Pg 19: Diagnostics - Accessing the Remote File System
- Pg 20: Diagnostics - Accessing the Remote Event Viewer
- Pg 21: Diagnostics - Running a Policy Sync
- Pg 22: Inventory - Opening the Inventory
- Pg 23: Inventory - Finding the OS Version
- Pg 24: Inventory - Viewing Installed Software
- Pg 25: Final Discussion and Questions

Opening the Ivanti Console

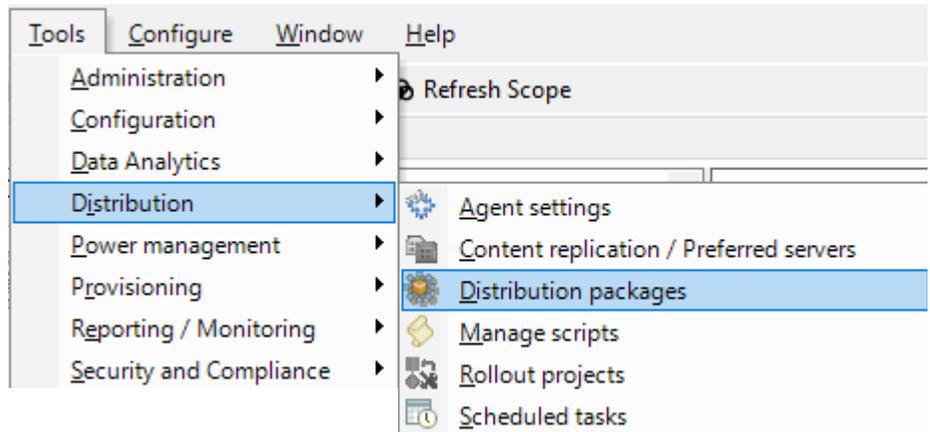
- 1) First, the Console must be installed on your computer. A member of DII can do this.
- 2) Click the Start Menu and type Ivanti.
- 3) Click Ivanti Management Console.  **Ivanti Management Console**
- 4) You can also right-click the Ivanti Management Console and choose to Pin it to your Start Bar.

Pushing Software Using a Task

1) Access the Ivanti Console and your correct server

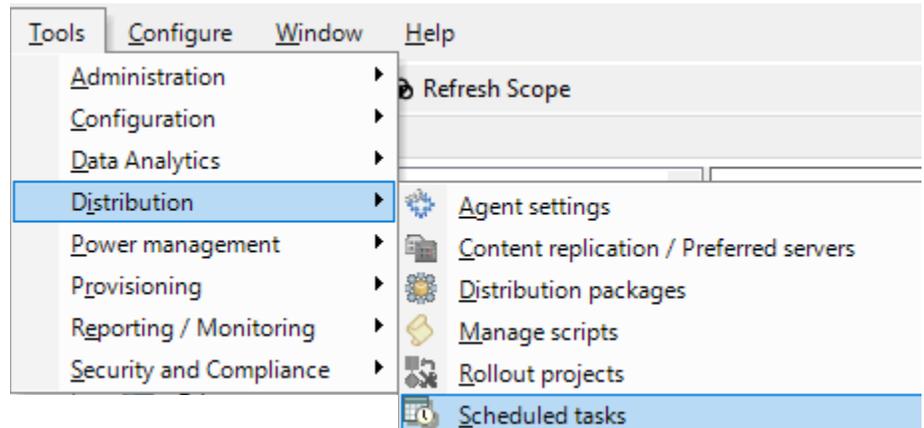
2) Open the Distribution Packages tab

1. You will only need to do this once, unless you exit out of the tab later.
2. From the menu bar, click Tools > Distribution > Distribution packages.
3. The Distribution packages tab will open at the bottom of the screen.



3) Open the Scheduled Tasks tab

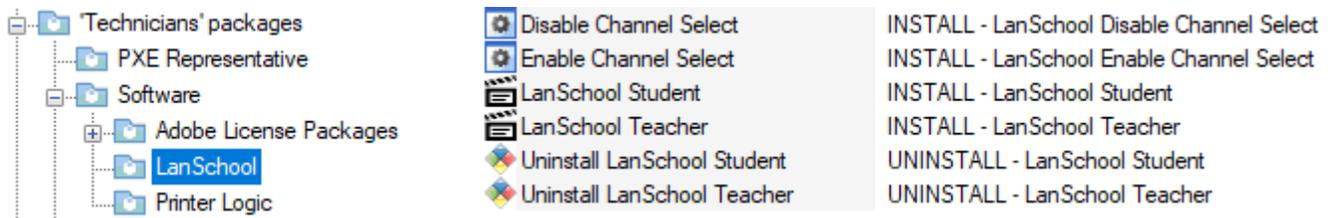
1. You will only need to do this once, unless you exit out of the tab later.
2. From the menu bar, click Tools > Distribution > Scheduled tasks.
3. The Scheduled tasks tab will open at the bottom of the screen.



4) Access the Distribution Packages tab at the bottom of the Console

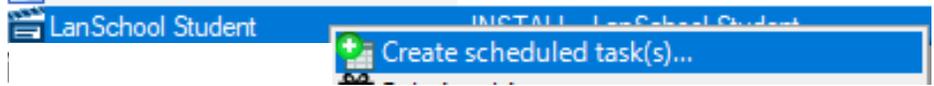
5) Expand Technician Packages to the software you need

1. A package structure will appear on the left. Expand it.
2. In this example, we will be pushing LanSchool, so access the LanSchool folder.



6) Create the scheduled task

1. Remember, only choose packages with a description that start with the words INSTALL or UNINSTALL. Packages where the description does not start with these words are just pieces of software bundles and not the entire package. They will not work correctly.
2. Browse to the LanSchool folder, right-click LanSchool Student and choose Create scheduled task(s).



7) Move to the Scheduled tasks tab at the bottom of the Console

8) Find the task and rename as necessary

1. The task will be named by package and date. We recommend the following naming format:
Package name - iSupport number - Current date
2. Right-click the task, choose rename, and rename according to the correct naming format.



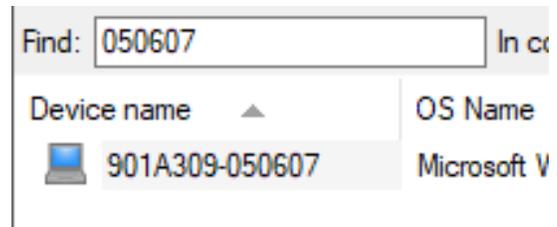
NOTE: It's important to keep your tasks tidy and not out-of-date. Once a task is complete, delete it! Make a note to yourself or a calendar reminder to delete old tasks at least every 10 days.

9) Search for the computer and add it to the task

There are two ways to add a computer to a task. We will cover both.

The first and probably easiest way is to search for the computer under Computers at the top of the screen.

1. Click Computers and wait for the screen to populate.
2. In the Find field, type in the host name or a partial host name. Just the bartag will work, although knowing the full host name may be necessary if there are duplicates.

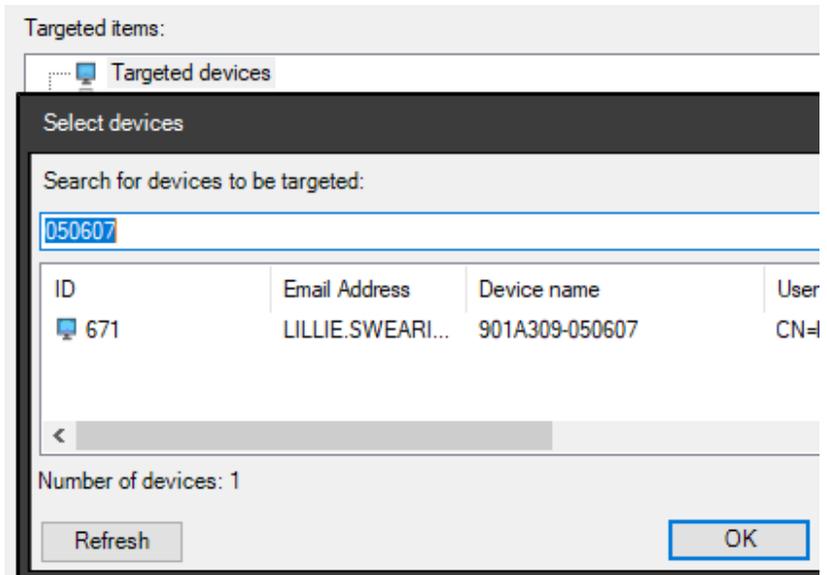


NOTE: Notice when searching in this manner, there is additional data about the computer listed, including the Operating System, primary user, and date of the last Inventory Scan.

3. Click on the computer in the main window to select it.
4. Drag and drop the computer onto the task.

The second way to search and add the computer is to enter the task itself and search.

1. Right-click the task and select Properties.
2. In the left pane, click Targets.
3. In the main screen, click Targeted Devices and the Add button.
4. Type in the full or partial host name. Just the bartag will work, although knowing the full host name may be necessary if there are duplicates. Do not press Enter.
5. Highlight the computer.
6. Click OK.
7. Back in the main screen, click Save.



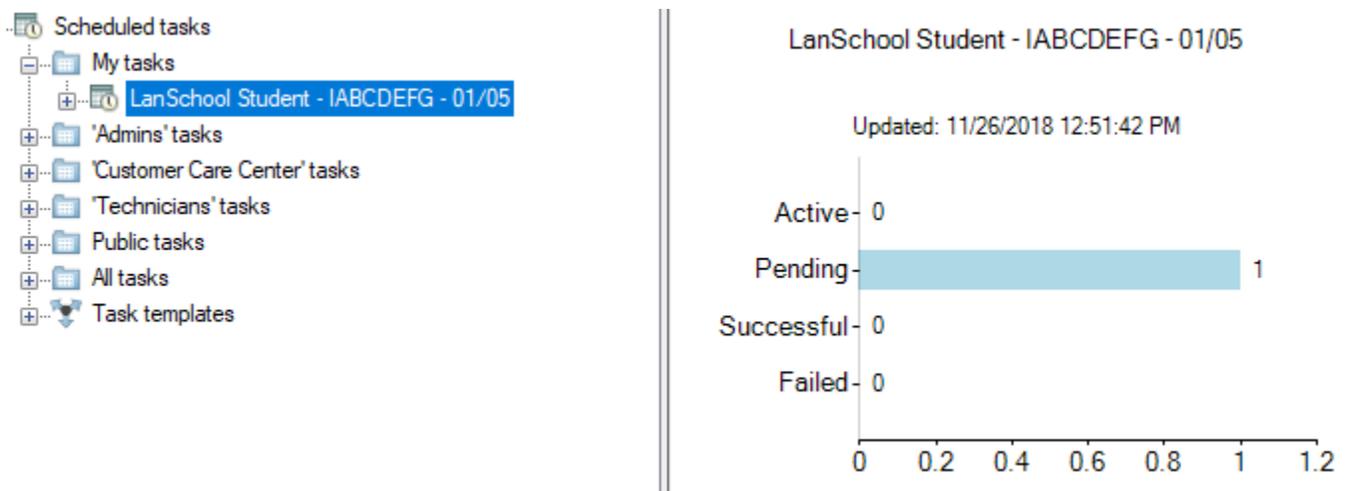
10) Adding multiple computers to a task

1. You can add multiple computers by searching for them individually from the Computers list or in the Target Devices option from the task.
2. You can add multiple computers *simultaneously* only by searching for them from the Computers list. For example: You need to add an entire computer lab to the task. The computer lab starts with the name 628S1482. You can search just for this and it will show all the computers available with that name. You can then highlight them all and drag them to the task.

NOTE: Remember, many campuses have the same room number for the same content areas, so you may pull up a list that includes other campuses. If this is the case, check the Building field and only pull those from your Building. If you are unsure or have any questions about which computers you really need, search for them individually. Do NOT push software packages if you have any question about where they are really going!

11) View the number of Pending computers

1. Click on the task. You will notice to the right, the number of computers Pending for that task is shown.

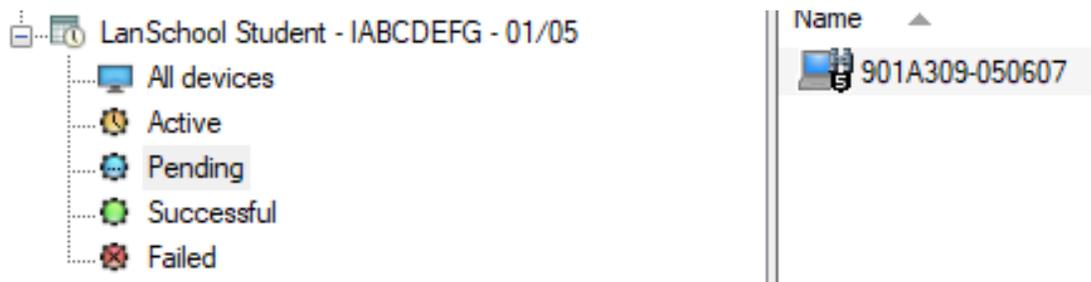


This is helpful information if you are pushing a package, such as LanSchool, out to an entire lab. You can verify the number of computers Pending matches the number of expected computers.

12) Expand the view of the Task to see the names of the Pending computers

Let's verify one more time we have the correct computer by expanding the Tasks view and checking the Pending computers.

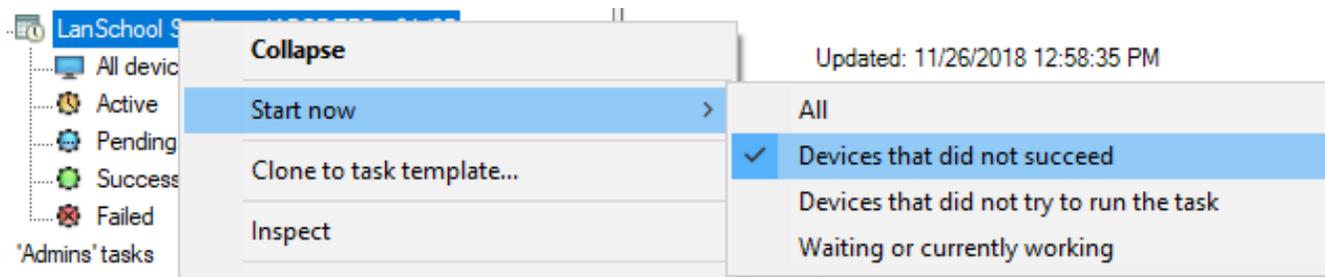
1. Click on the task.
2. Click the Plus sign next to the task.
3. Click on Pending.
4. You should see the names of all Pending computers in the view to the right.



13) Start the task

1. Right-click the task.
2. Choose Start now > Devices that did not succeed.

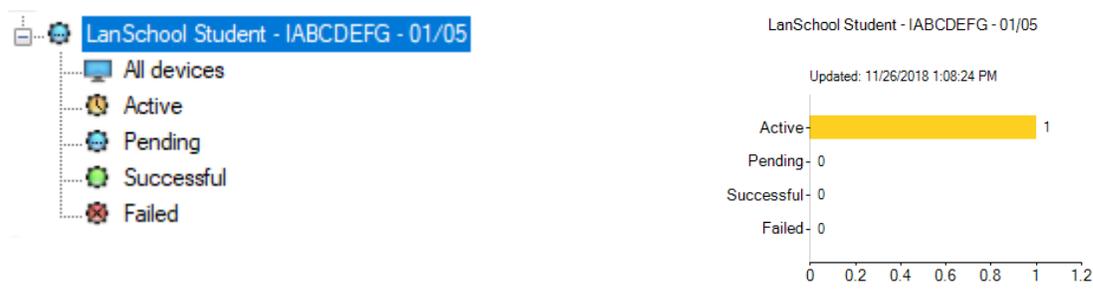
NOTE: It may seem unusual to choose Devices that did not succeed considering you have not run the task before. However, a Pending computer is considered a device that has not yet succeeded.



NOTE: Notice the icon next to the task. Right now, it is a calendar with a clock. That icon will change once the task starts.

14) Watch the task run

1. After you have started the task, the icon next to it will become a blue circle.
2. If the task is highlighted, you will see the status of the computer(s) in the window to the right.



3. To view details of what's going on, click the Active button (with the yellow icon). All of the computers actively running the task will be shown, with status messages including Downloading, Installing, and then a Success or Failure message.

Name	User	IP Address	Last update	Stage	Status	Result
901A309-050607	CFISD\lac10125	010.094.062.234	11/26/2018 1:08:51 PM	Downloading	Working	85%

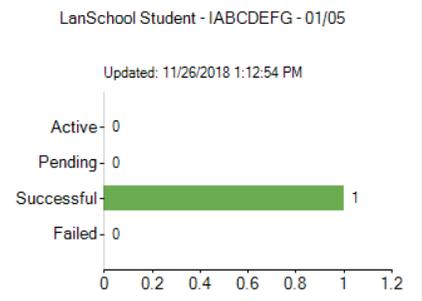
15) Use the Refresh button to monitor the task

1. If you want to get an updated status of the task, push the Refresh button.



16) View the task results

1. Once the computer disappears from Active, that means the task is complete.
2. To view the overall status of computers, click the task and look to the right. You will see how many computers Succeeded and if any Failed.
3. To view a more comprehensive list of computers, click All Devices under the task. Now all computers will show, along with their status message. If a computer failed, a reason for the failure will be given.



Name	User	IP Address	Last update	Stage	Status	Result
901A309-050607	CFISD\lac10125	010.094.062.234	11/26/2018 1:09:43 PM	Completed	Done	No Error

17) Delete the task

1. Now that the task is complete, there is no reason to keep it. In order for your task list to stay at a minimum, you should delete completed tasks.
2. Highlight the task and press the Delete button. Alternately, right-click the task and choose Delete.

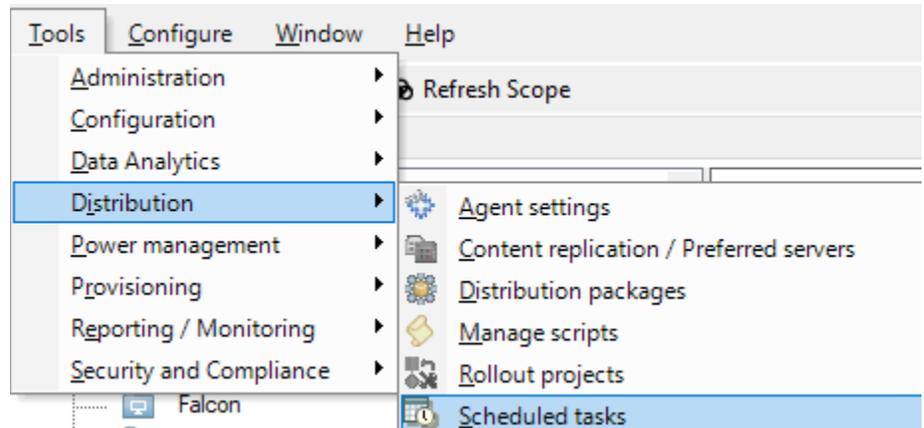
This has been your introduction to pushing software using a task. Discussion & Questions. Write notes below as necessary.

Making a Policy Available in the Ivanti Portal

1) Access the Ivanti Console and your correct server

2) Open the Scheduled Tasks tab

1. You will only need to do this once, unless you exit out of the tab later.
2. From the menu bar, click Tools > Distribution > Scheduled tasks.
3. The Scheduled tasks tab will open at the bottom of the screen.

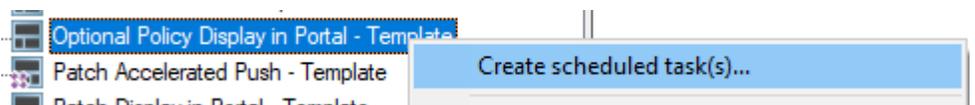


3) Under the Scheduled Tasks tab, expand Task Templates in the left pane



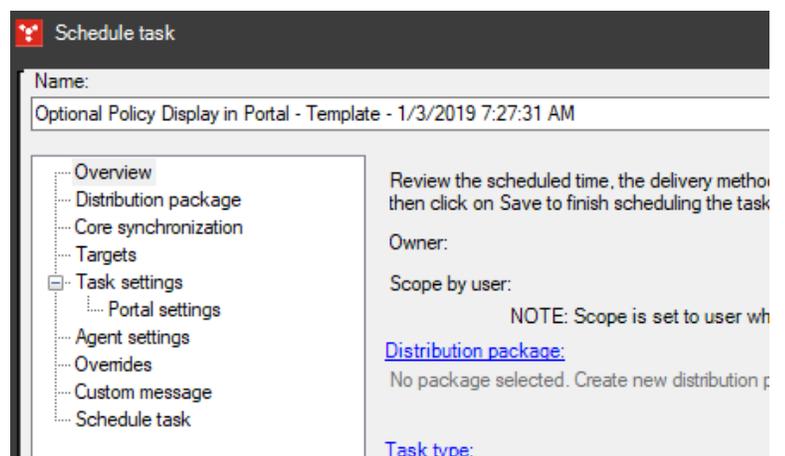
4) Right-click Optional Policy Display in Portal - Template

1. Right-click the Optional Policy Display in Portal template and choose Create scheduled task(s)...



5) A schedule task window will display. Rename the task.

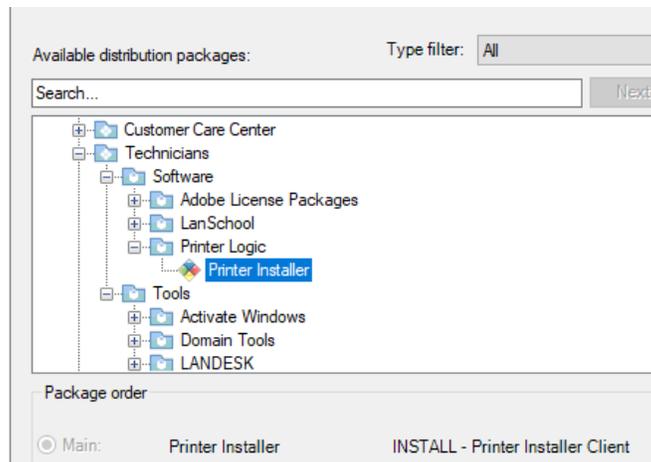
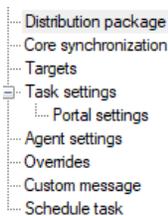
1. Rename the scheduled task according to the naming scheme discussed earlier:
Package name - iSupport number - Current date



6) Select the Distribution Package

1. In the left pane, click Distribution Package.
2. In the right pane, browse to the package you want to display in the Ivanti Portal and highlight it.

NOTE: Remember, you want to choose the package with the description that starts with INSTALL or UNINSTALL.. Otherwise, you are choosing a partial package that will not work correctly.

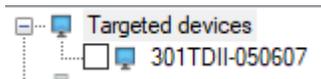
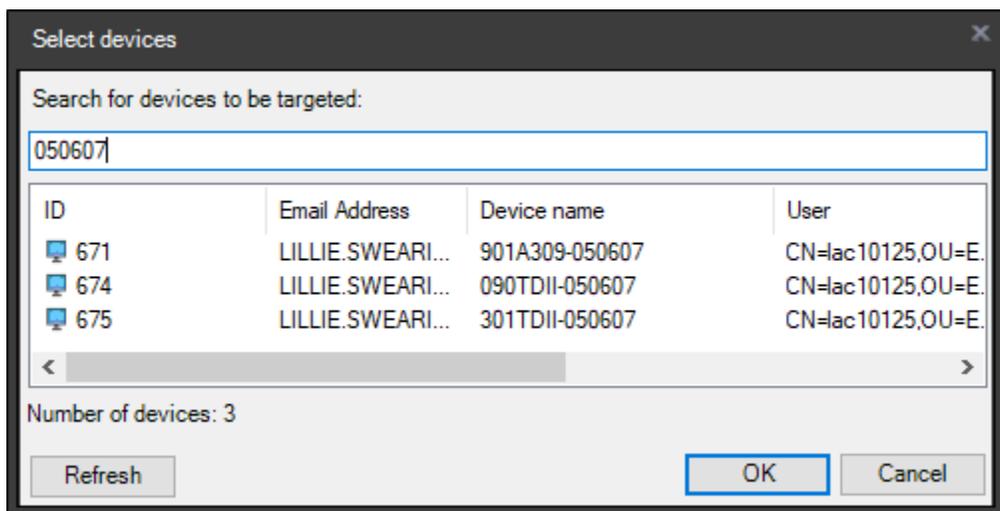


7) Add computers to the task within the template

1. The quickest way to add single computers to this task is to click Targets in the left pane to highlight it.
2. Select Targeted devices in the main window.
3. Click the Add button.
4. Search by partial or full computer host name.

NOTE: As you can see in the example, multiple computers show up when searching by the partial host name, bartag. This is because the computer has been reimaged multiple times with different names. In this case, you must know the full host name to continue.

5. Select the computer you wish for the task to display in the Ivanti Portal and click OK. The targeted device will appear in a list under Targeted devices.
6. To add more computers, repeat the same process, or skip to Instruction 8 (Add multiple computers to the task by searching in the Console..
7. Click Save on the task.

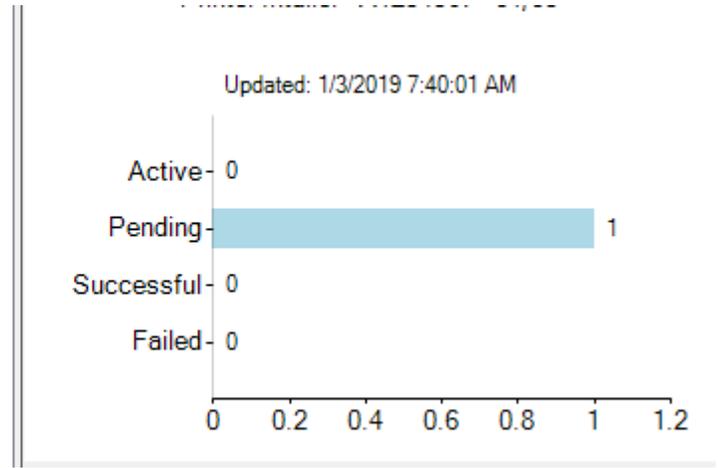
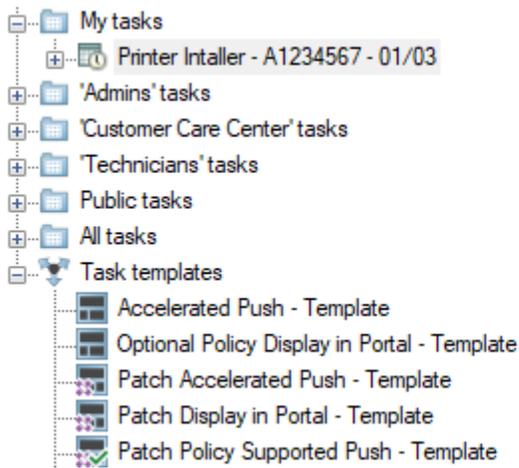


8) Add multiple computers to the task by searching in the Console

1. Once you have completed step 6, click Save on the task.
2. The task will appear under My tasks.
3. As previously covered, you can search for multiple computers by partial name, highlight the computers, then drag and drop into the task.

9) View the number of Pending computers

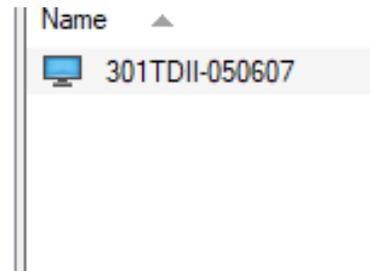
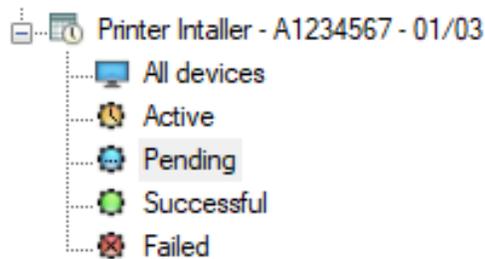
1. Click on the task. You will notice to the right, the number of computers Pending for that task is shown. This is helpful information if you are making a package available in the Ivanti Portal to an entire lab. You can verify the number of computers Pending matches the number of expected computers.



10) Expand the view of the Task to see the names of the Pending computers

Let's verify one more time we have the correct computer by expanding the Tasks view and checking the Pending computers.

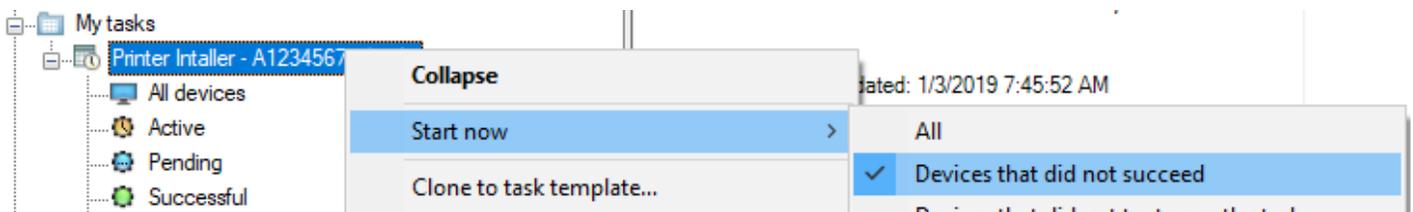
1. Click on the task.
2. Click the Plus sign next to the task.
3. Click on Pending.
4. You should see all Pending computers in the view to the right.



11) Start the task

1. Right-click the task.
2. Choose Start now > Devices that did not succeed.

NOTE: It may seem unusual to choose Devices that did not succeed considering you have not run the task before. However, a Pending computer is considered a device that has not yet succeeded.



12) Watch the task run

1. After you have started the task, the icon next to it will become a blue circle.
2. If the task is highlighted, you will see the status of the computer(s) in the window to the right.



13) Use the Refresh button to monitor the task

1. The task will refresh automatically every few seconds, but if you want to get an updated status faster, push the Refresh button in the toolbar above the task.



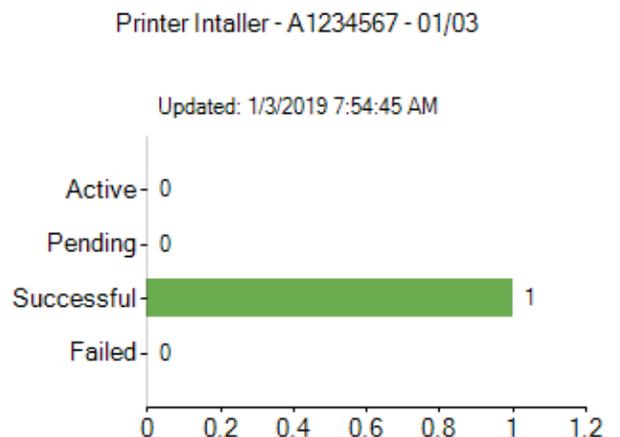
14) Note when the task is available in the Ivanti Portal

1. Once the computer status has moved from Active back to Pending, the policy is now available in the Ivanti Portal. NOTE: The customer may need to click Refresh in the Ivanti Portal to see the policy.
2. Notice also that the icon next to the pending task has changed to a check mark.



15) Wait until the policy has been run by the customer

1. Once the customer has run the policy from the Ivanti Portal, the task will show as either Successful or Failed. You can quickly see this status by clicking on the task name.
2. To see more information about why the computer was Successful or Failed, click Successful or Failed under the scheduled task to the right. You will be given additional information about the task completion.



Name	User	IP Address	Last update	Stage	Status	Result
301TDII-050607	CFISD\ac10125	010.094.062.234	1/3/2019 7:54:29 AM	Completed	Done	No Error

16) Delete the task

1. Now that the task is complete, there is no reason to keep it. In order for your task list to stay at a minimum, you should delete completed tasks.
2. Highlight the task and press the Delete button. Alternately, right-click the task and choose Delete.

This has been your introduction to making a policy available in the Ivanti Portal.

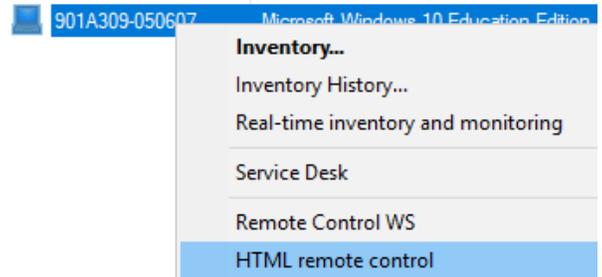
Discussion & Questions. Write notes below as necessary.

Remote Controlling a Computer

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose HTML Remote Control



3) Access the computer via Remote Control

1. A browser window will pop up.
2. A couple of things could happen here. You could be informed that your session is not secure, in which case click Advanced and Proceed to <ip address>. You may also be asked to enter your credentials, which you would do.
3. Remember, if someone is at the computer, they will receive a pop up asking for permission for you to Remote in. They will have to accept the permission request before your remote session starts. If the computer is logged off, the Remote session will simply start.

4) End the Remote Control session

1. Closing the browser window will exit your Remote Control session.

NOTE: REMEMBER! If you are logged into the computer, LOG OUT before ending the Remote Control session.

**This has been your introduction to remote controlling a computer
Discussion & Questions. Write notes below as necessary.**

Inspecting a Computer

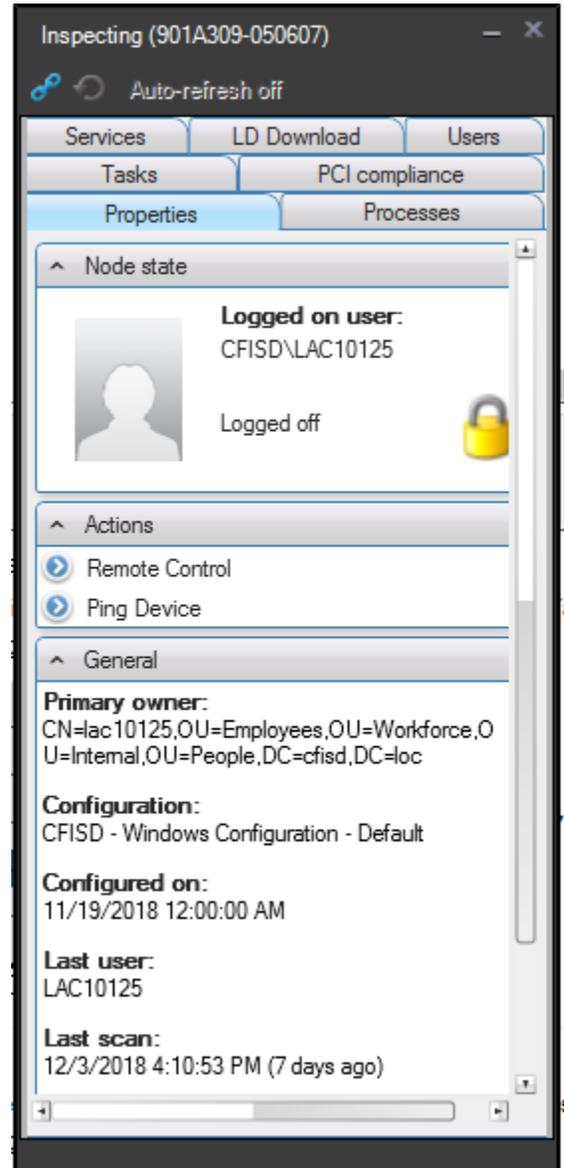
1) Find the computer

2) Right-click the computer and choose Inspect

3) Check Information on the Properties tab

1. An Inspecting window will pop open, automatically set to the Properties tab.
2. The Properties tab is very useful. Notice you can see the following information very easily:
 - Whether or not the computer is Logged Off
 - If the computer is not Logged Off, who is Logged On
 - The option to Ping Device to verify it is online
 - The Primary owner of the device (the person who logs into the device the most)
 - The Last User logged on

NOTE: Do not Remote Control via the Inspecting window. This does not use the correct remote control function.



4) Check Information on the Processes tab

1. Click the Processes tab.
2. Again, there is a lot of useful information on this tab. It's like looking at Processes in the Task Manager of the computer!
3. Let's look at LANDESK processes first. This will show all processes running that are used by Ivanti. Notice if you click Program, they will be sorted by name.
4. What is a good process to look for when inspecting a computer? SDCLIENT! If your customer says they are running a task and it's "not working", you can check and see if SDCLIENT is running. If it is, the task is still in progress.
5. Now let's look at Processes. This shows the remainder of the processes currently running on the computer. Notice if you click Program, they will be sorted by name.
6. What is a good process to look for when inspecting a computer? MSIEXEC or SETUP! If your customer says they are running a task and one of these processes is running, the task is still in process. You can also look for variants of SETUP, for instance any Process running that includes the word SETUP.
7. What if you want to end a Process? For instance, if a customer says a program has frozen and they cannot close it? Simply right-click on the Process in question and select Kill Process.

NOTE: Do not Kill Process on SDCLIENT or any installers unless absolutely necessary. Chances are if they are running, the task is still in progress and you should just be patient.

5) Expand the Inspecting Window

1. Notice there is information regarding the Process ID and CPU time listed on the Processes tab. If you expand the window, you will see other information such as you would see in Task Manager.
2. To expand the window, hover over the right side of the window until the mouse changes to a double arrow. Click the window and drag to the right.
3. Now you will see all sorts of information about the Processes running, including CPU time and Memory usage.

The screenshot shows the 'Inspecting' tool interface for a remote system (901A309-050607). The 'Processes' tab is active, displaying two tables of running processes.

LANDESK processes

Program	Process ID	CPU time	Memory usage	Virtual size	Handles	Threads
collector.exe	5192	0:00:00	5816320	1476	100	3
issuser.exe	3676	0:00:00	17555456	5784	320	19
LDISCN32.EXE	4532	0:01:08	47239168	30440	32493	7
LDpfcntrs.exe	6136	0:00:00	5513216	1128	87	1
LDprocess.exe	284	0:00:00	8331264	2200	167	9
ldprov.cgi	5636	0:00:00	3682304	976	76	5
ldstate.exe	808	0:00:00	5472256	1040	82	2
LocalSch.EXE	3580	0:00:00	14270464	4944	300	8
pds.exe	3228	0:00:00	6914048	1692	177	4
ProcTriggerSvc.exe	3588	0:00:00	12562432	1956	201	2
rcgui.exe	6500	0:00:00	10350592	2256	192	2
residentAgent.exe	3184	0:00:00	3354624	2792	265	10
serviceHost.exe	4304	0:00:00	7106560	1332	124	1
SoftMon.exe	3560	0:00:00	21913600	7944	560	10
tmcsvc.exe	3556	0:00:04	22237184	7988	304	35
tracksvc.exe	3572	0:00:00	13438976	1992	209	5

Processes

Program	Process ID	CPU time	Memory usage	Virtual size	Handles	Threads
activcontrols.exe	3464	0:00:00	32825344	1184	151	2
amsvc.exe	3548	0:00:00	8019968	1320	155	2
conhost.exe	5312	0:00:00	5779456	1284	124	3
conhost.exe	6892	0:00:00	6877184	1476	138	4
conhost.exe	8100	0:00:00	5992448	1296	124	3
conhost.exe	2656	0:00:00	6369280	1292	123	3
conhost.exe	7596	0:00:00	6434816	1368	123	6
csrss.exe	536	0:00:02	5459968	2472	808	23
csrss.exe	536	0:00:00	1452352	1548	102	11

6) Close the Inspecting window

1. To close the Inspecting window, simply click the X in the upper right corner.

**This has been your introduction to inspecting a computer.
Discussion & Questions. Write notes below as necessary.**

Exploring Diagnostics

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Diagnostics

3) Look at the icons at the top

1. Mouse over the various icons at the top of the window for a description.
2. You will find the following the most useful:
 - Remote Event Viewer
 - Remote File System
 - Synchronize Policies
 - Re-run task on selected device
 - Find
 - Refresh

NOTE: Do NOT use the Rename computer tool from Diagnostics. It does not work correctly.

This has been your introduction to Diagnostics. We will go over specific Diagnostic tools next.

Discussion & Questions. Write notes below as necessary.

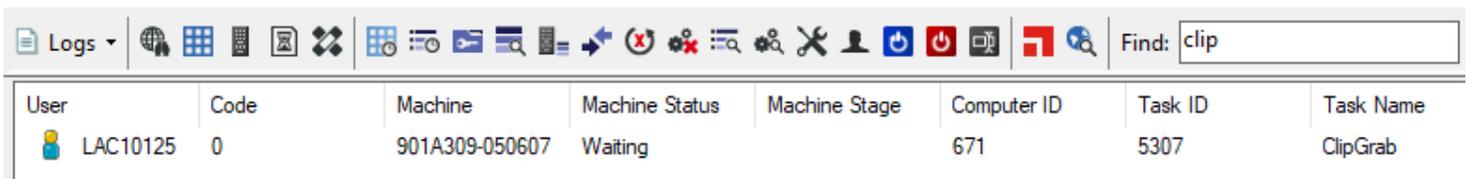
Diagnostics - Finding and Running a Task

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Diagnostics

3) In the Find field, enter a task name, such as ClipGrab. It can be a partial name.



The screenshot shows the top toolbar of the Ivanti Portal with a search bar containing 'clip'. Below the toolbar is a table with the following data:

User	Code	Machine	Machine Status	Machine Stage	Computer ID	Task ID	Task Name
LAC10125	0	901A309-050607	Waiting		671	5307	ClipGrab

1. The task shows in the window.
2. Notice in the case above, ClipGrab has not yet been run. If it had been run, the Machine Status would say Done. NOTE: You can also Re-Run a task with the status Fail to see if you can get it to succeed remotely. Remember, depending on the task, the customer may see a progress bar as the task is running, so you may want to check with them on a good time to run or re-run the task.

4) Run the task by clicking the Re-run task on selected device icon.

1. Even though the task has not yet been run, you can force a run by clicking the Re-run task on selected device icon (the circle with the red X inside).
2. Watch the progress of the task by clicking the Refresh button on the right side of the toolbar. It is a blue circle arrow.



5) Notice when the task is complete

1. As the task runs, it will go through several Machine Stages, including Downloading, Installing, and Done.
2. If the task Fails, it can be Re-Run again, or you can do additional troubleshooting to try and find out why the task failed.

NOTE: Once the task is run or re-run in this manner and succeeds, the Policy (icon) will disappear from the customer's Ivanti Portal.

Machine Status	Machine Stage
Working	Downloading

Machine Status	Machine Stage
Working	Installing

Machine Status	Machine Stage
Done	Completed

This has been your introduction to diagnostics - finding and running a task.

Discussion & Questions. Write notes below as necessary.

Diagnostics - Accessing the Remote File System

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Diagnostics

3) In the icon field at the top of the window, click the computer with the three lines next to it



4) The remote file system opens

1. The remote file system will open, showing the computer's file structure.

NOTE: If the file system is not available due to the computer being offline, you will receive an error message.

2. What is this useful for? Check in the RunNow folder for any policies currently running. Check sdmcache to see if files downloaded correctly for installation. Basically, you can remotely troubleshoot an installation from policy just as you would in front of the computer.
3. What else? Figure out if a program is installed! You can look in the Public Desktop or the Start Menu in the folder system to find if a program is installed. Check in Program files or Program Files (x86) to find the installation folder for the program. We often get support requests saying a program is not available in the Ivanti Portal, only to find it is actually already installed on the computer!
4. Transfer drivers! You can copy drivers from your system's Service Technician folder to the DRV folder on the remote computer's drive, then remote into the computer and install the drivers, all from your desk, without having to login to the computer!

DRV	1/3/2019 6:40 AM	File folder
Intel	12/14/2018 7:58 AM	File folder
Idprovisioning	12/14/2018 9:19 AM	File folder
PerfLogs	1/26/2018 11:14 AM	File folder
Program Files	12/14/2018 8:40 AM	File folder
Program Files (x86)	1/3/2019 8:09 AM	File folder
ProgramData	12/14/2018 8:49 AM	File folder
Users	12/17/2018 9:22 AM	File folder
Windows	12/21/2018 10:42 ...	File folder

5) Close the remote file system

1. Remember to close the remote file system when complete so you do not confuse it with your file system or another computer's file system.

This has been your introduction to diagnostics - accessing the remote file system.

Discussion & Questions. Write notes below as necessary.

Diagnostics - Accessing the Remote Event Viewer

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Diagnostics

3) In the icon field at the top of the window, click the icon with the three lines and search icon



4) The remote Event Viewer opens

1. The remote Event Viewer opens. From here, you can do anything you would normally do in Event Viewer, such as look at error messages that may pertain to any issues the computer is having.

NOTE: If the Event Viewer is not available due to the computer being offline, you will receive an error message that says Unable to Retrieve Files at the bottom of the Diagnostics window.

2. Remember that Application is generally the most useful Windows Log in Event Viewer.

5) Close the remote Event Viewer

1. Remember to close the remote Event Viewer when complete so you do not confuse it with your Event Viewer or another computer's Event Viewer.

This has been your introduction to diagnostics - accessing the remote Event Viewer.

Discussion & Questions. Write notes below as necessary.

Diagnostics - Running a Policy Sync

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Diagnostics

3) In the icon field at the top of the window, click the icon with the two arrows pointing at each other



4) A Policy Sync runs on the computer

1. A Policy Sync on the computer occurs, just as if the customer had clicked the Refresh button in the Ivanti Portal. You will see an Executing Remote Command and Finished Remote Command message at the bottom of the Diagnostics window.
2. When is this useful? When you start a push task that immediately goes back to Pending rather than an Active state. Sometimes running a Policy Sync will start the task, or you can restart the task and it may go through. This is not a fool-proof method, as there are multiple reasons the computer may go to Pending, including it being offline, but it's worth a shot!

This has been your introduction to diagnostics - running a Policy Sync Discussion & Questions. Write notes below as necessary.

Inventory - Opening the Inventory

1) Find the computer

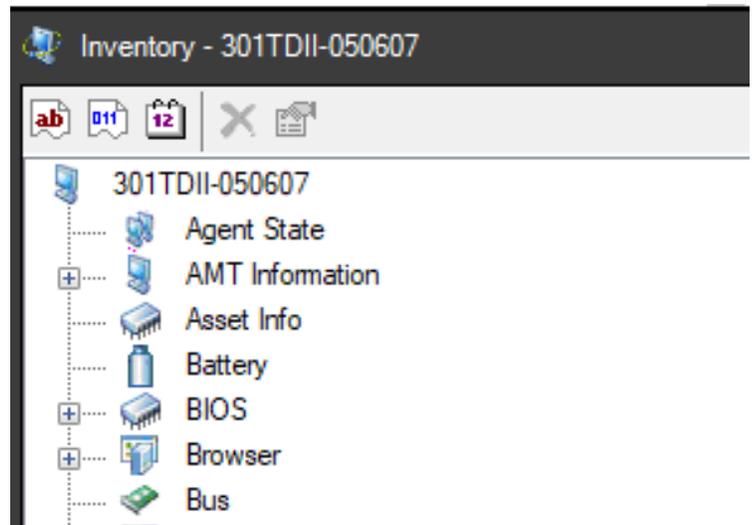
1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Inventory



3) The Inventory Window opens

1. The Inventory Window opens, showing the name of the computer and much useful information.
2. Do not use the buttons at the top of the window.



This has been your introduction to Inventory. We will go over specific Inventory sections next.

Discussion & Questions. Write notes below as necessary.

Inventory - Finding the OS Version

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

2) Right-click the computer and choose Inventory



3) The Inventory Window opens

4) Find the Operating System version

1. This is an alternative to running the winver command directly from the computer.
2. In the left pane, scroll down to OS and expand the view.
3. Click on NT Info.
4. Look at the Release ID in the right pane. This will show the current build of Windows 10. It should be either 1603 or 1709; otherwise it is not a supported build.



**This has been your introduction to inventory - finding the OS version.
Discussion & Questions. Write notes below as necessary.**

Inventory - Viewing Installed Software

1) Find the computer

1. Search for the computer under Computers at the top of the screen. Remember, you can search by partial name, such as the bartag. For this example, search for the bartag of the computer next to you.
2. Every now and then, you will get multiple results when searching by the bartag. This is when you need to verify the Host Name, or if the computer was reimaged recently, you can perhaps differentiate between the Operating System (Windows 10 Enterprise vs. Windows 10 Education Edition, for example).

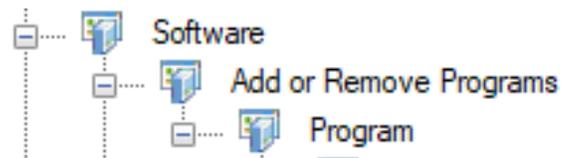
2) Right-click the computer and choose Inventory



3) The Inventory Window opens

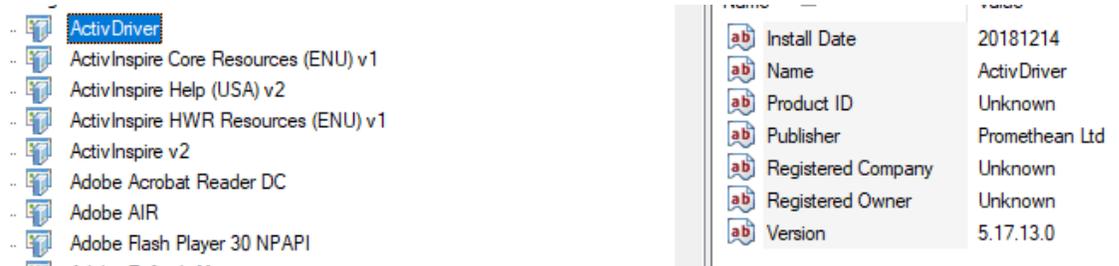
4) Expand the Software view

1. In the left pane, scroll down to Software and expand the view.
2. Now expand the Add Remove Programs view.
3. Expand the Program view.



5) View the installed software

1. Under Programs, you can see any software installed that you would normally see in Programs and Features or Add Remove Programs directly on the computer.
2. Scroll through and look at the installed programs.
3. What can you use this for? Many times, we get support requests stating that a certain software is not installed and is missing from the Ivanti Portal. With this tool, along with checking the file system, you can see for yourself if the software is already installed.
4. You can also see additional information about the software in the right pane if you highlight the software, such as installation date and version number. This way, you can tell if the customer has the most up-to-date version of the software (such as ClipGrab, or in this case, ActivDriver).



This has been your introduction to inventory - viewing installed software. Discussion & Questions. Write notes below as necessary.

Any More Questions?

Thank you for attending the Ivanti Level 3 training class. We appreciate having you here to learn certain aspects of the Console and hope you found the training informative and useful.

This has been your introduction to the Ivanti Console. Discussion & Questions. Write notes below as necessary.

We will now give a quick practical quiz where you will show us some of the processes you learned during training.