Checking device details and connectivity

Summary

Tachyon Explorer lets you view details for devices on your network including real-time visibility of which devices are currently connected (online) and can therefore be interacted with directly.

Device details are stored in the Tachyon Master database and not in the inventory repositories. They are updated each time a client connects to a Tachyon Switch.

Please refer to Using Inventory for details of inventory repositories.

1E Explorer TachyonAgent Product Pack contains Instructions that help with device connectivity and configuration.

On this page:

The Devices page

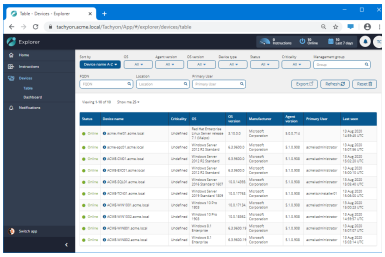
The **Devices** page lists all the devices that are known to Tachyon, that is the devices that are currently connected or have connected in the past.

This page can be viewed by users assigned to any role that has permissions on any instruction set. This includes custom roles and the following system roles:

- Global Actioners
- Global Administrators
- Global Approvers
- Global Questioners
- Global Viewers

There are currently two views available that display the devices known to Tachyon: the dashboard and the list view, as described below. You can switch between the two views on the **Devices** page.

The Devices table



The picture opposite shows the devices that have connected to our example Tachyon system. They are all shown as currently online.

Each time you view or change the page, the table is refreshed. You can also click the **Refresh** button while viewing the table.

The table

Property	Description
Status	Indicates the status of the device: • **online** - the device is connected to a Switch • **offline** - the device does not have a network connection to a Switch. This may be because the device is powered down, disconnected from the network, the Tachyon client is not running or is incorrectly configured.
Device name	The Fully Qualified Domain Name (FQDN) of the device, as presented by the device to the Switch. If the FQDN of a device changes then it will be updated in the Tachyon Master database, it does not create a duplicate entry. Each device is uniquely identified by a GUID which is not visible in any screens. You can view additional properties for a device by clicking on the information icon next to the device name - see Device properties below.
Criticality	The criticality of the device as determined by your organization. Please refer to Using Device Criticality.
OS	The Operating System name.
OS version	The Operating System version.

Manufacturer	The manufacturer of the device as it appears in the device BIOS. The name is not normalized.
Agent version	The version of the Tachyon agent.
Primary User	The Primary User that the Tachyon agent has determined is most clearly related to the device.
Last seen	The date and time when the device last reported a Keep Alive to the Switch, which is at least every 15 minutes by default, as defined in 1E Client 5.1 - Tachyon client settings: ConnectionKeepaliveTimeInSecondsMax.

Sorting the table

Click on the **Sort by** button and select one of the following properties, to sort the Devices table.

Property	Description
Device name	Sorts on the device name in A-Z or Z-A order.
OS	Sorts on the OS name in A-Z or Z-A order.
Agent version	Sorts by the version number of Tachyon client in ascending or descending order.
OS version	Sorts on the OS version number in ascending or descending order.
Criticality	Sorts on the device Criticality, ascending or descending according to the following order: **Criticality** Undefined Non-critical Low Medium High Critical

Filtering the table

You can filter rows of the table using the following properties. A button turns blue if it is being used. You can click on the **Reset** button to delete all the filters.

Property	Description
OS	A drop-down list let's you filter on one of the following: **OS** All Windows Linux Mac Android Solaris
Agent version	This drop-down lets you filter on the version number of the Tachyon client using a numeric condition, as described under the heading Numeric conditions.

<table>
<tr><td>OS version</td><td>This drop-down lets you filter on the OS version number using a numeric condition, as described under the heading Numeric conditions.</td></tr>
<tr><td>Device type</td><td>This drop-down lets you filter on one of the following device types:<table><tr><th>Device type</th></tr><tr><td>All</td></tr><tr><td>Desktop</td></tr><tr><td>Laptops</td></tr><tr><td>Servers</td></tr><tr><td>Mobiles</td></tr></table></td></tr>
<tr><td>Status</td><td>This drop-down lets you filter according to whether the device is currently Online or Offline.</td></tr>
<tr><td>Criticality</td><td>This drop-down lets you filter according to the Criticality set for the device. For more detail about this feature, please refer to Using Device Criticality.<table><tr><th>Criticality</th></tr><tr><td>Undefined</td></tr><tr><td>Non-critical</td></tr><tr><td>Low</td></tr><tr><td>Medium</td></tr><tr><td>High</td></tr><tr><td>Critical</td></tr></table></td></tr>
<tr><td>Management group</td><td>This entry field lets you filter according to a Management group that devices belong to. A list of Management groups is displayed when you click in the entry field, or you can type a name to filter the list as you type.</td></tr>
<tr><td>FQDN</td><td>This entry field lets you enter all or part of the Fully Qualified Domain Name for devices, and dynamically refreshes the table as you type.</td></tr>
<tr><td>Location</td><td>This entry field lets you filter on the location set for the devices, and dynamically refreshes the table as you type.</td></tr>
<tr><td>Primary User</td><td>This entry field lets you filter on the Primary User that the 1E Client has determined is most clearly related to the device, and dynamically refreshes the table as you type.</td></tr>
</table>

Numeric conditions

Condition	Description
Equals	Checks if the property is equal to the value you supply.
Greater	Checks if the property is greater than the value you supply.
Less	Checks if the property is less than the value you supply.
Range	Checks if the property lies between the upper and lower bounds you supply.

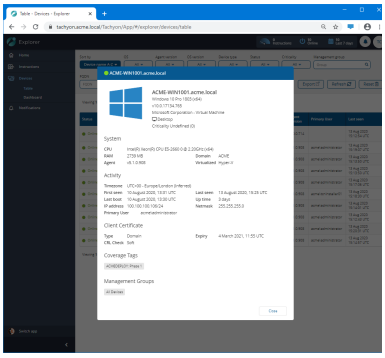
Exporting the table

You can export the devices data to a .csv file, as described in Exporting data from Tachyon Explorer.

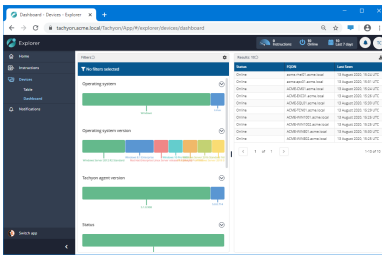
Device properties

You can view the properties for a particular device by clicking on the information icon next to the device name.

The picture opposite shows the properties for the example ACME exchange server, which has recently had the Tachyon client installed on it.



The Devices dashboard



The devices dashboard provides a view of the devices that have contacted Tachyon.

There are two panes in the dashboard:

1. The left-hand pane displays a list of filters that appear as charts.
2. The right-hand pane displays a list of devices that correspond to the currently selected filter.

For more information on using the Devices dashboard please see Using the Devices dashboard - Tutorial.

The available filters are:

Filter	Description
Operating system	Partitions the Tachyon client devices according to the OS running on the devices.
Operating system version	Partitions the Tachyon client devices according to the OS version running on the devices.
Tachyon agent version	Partitions the Tachyon client devices according to the version of the Tachyon client running on the devices.
Status	Partitions the Tachyon client devices according to the current connection status of the devices.
Device type	Partitions the Tachyon client devices according to the type of the devices.
Timezone	Partitions the Tachyon client devices according to the time zone the devices are configured with.
Location	Partitions the Tachyon client devices according to their location.

The available charts are:

Chart	Description
SmartBar	Displays a single horizontal bar where the distinct values in the data are represented by different colors. The individual colored blocks can be clicked on to select the corresponding devices that have that value.
Pie	Displays a pie chart where the distinct values in the data are represented by different colors. The wedges can be clicked on to select the corresponding devices that have that value.
Column	Displays a column for each distinct value in the data. Each column can be clicked on to select the corresponding devices that have that value.
Bar	Displays a horizontal bar for each distinct value in the data. Each bar can be clicked on to select the corresponding devices that have that value.