

# Ex 3 - Tachyon v5.1 - Using - Using Experience - Level 1/2 Operators

## Exercise Overview:

- Using Experience as Level 1/2 Operators
  - Identify failing software
  - Identify and rectify a reported issue by a user

Due to the set up of users in this lab additional roles have been given to our users. you will need to think about what you want your users to be able to do. The roles we are talking about are:

A user who only needs to view Experience, but would be responsible for Surveys so should be assigned (Possibly End User Computing Manager):-  
Experience Viewers  
Survey Administrators

A user who needs to be able to explore devices and issue questions and actions to resolve issues should be assigned (Possibly Level 3 Helpdesk Analyst):-  
Experience Viewer  
Global Actioners  
Global Viewers  
Survey Viewers

A user who needs to be able to explore devices and issue questions to find issues should be assigned (Possibly Level 1/Level 2 Helpdesk):  
Experience Viewers  
Global Viewers

## Using Experience as Level 1/2 Operators

In the upcoming tasks we will look at two of the actions a Level 1/2 operator may be called on to carry out

### Identify failing software

In this use case the Level 1/2 user will access Experience and carry out troubleshooting on the estate so that all is running and the End User Computing Manager sees all working at good or above

#### 1ETRNW101

1. Log on as **User** and open the **Tachyon Portal** (if not already open)
2. Once open **Click** on Experience, and on the Responsiveness page, hover over the *Windows Internals* tile and **select** the *View Poorest Devices* option (we looked at this earlier)  
The scores are made up of Windows Internal metrics which measure your typical items – registry, OS, processes, threads etc
3. **Click** on the worst performing machine, this displays the details relating to the selected machine  
Details lists all the metrics that are collected (around 48) and the values that are assigned  
Trends shows crashes and hangs as well as install events and a few other metrics (this may be blank in the environment)  
Event logs is a dump of the event log to be able to see information to troubleshoot the issue  
Software tab shows all the software installed on the device
4. Click on the **Software** tab and sort the software by Crashes desc
5. There has been a recently installed application on the machine, called badapp.exe which keeps crashing, log onto the machine and uninstall it, once uninstalled lets see if the machine performance improves
6. Once uninstalled return to the Responsiveness tab and review if the machine has resolved its performance issues  
In this task you acted as a L1/L2 user, and identified a poorly performing machine, drilled down, observed the cause as being a software issue and rectified it.

### Identify and rectify a reported issue by a user

In this use case we will look at a scenario where a user calls in and reports an issue with a specific machine

This is a standard Level 1/2 situation a User calls in and reports having an issue with their machine 1ETRNW73, As the helpdesk operator we get the symptoms and the machine name from the caller, we would raise an incident. In this case we will try an perform a first time fix on the machine 1ETRNW71

7. Log on as **TachyonAdmin1** and open the **Tachyon Portal** (if not already open)
8. Once open **Click** on Experience, and open the Devices page, and click on the link for **1ETRNW73**
9. This opens the Details for that device, look at the right hand side of the screen and Click on the Software Tab, note that Chrome has a large Virtual Memory Usage count
10. **Click** on the Explore button at the top of the screen, this opens the Explorer window, Type into the I want to know box Processes, and **choose** *kill process, select the action kill process(es) with image name matching*, and **enter** *Chrome.exe*

11. Note the approximate target, (it is the one device we are looking at) then **click** perform this action, and follow the authentication process
12. When results are returned, **note** the process using the most CPU, and **click** on the Actions Tab, **enter** kill process, **select** the action kill process(es) with image name matching, and **enter** the process just noted, then **click** perform this action, and follow the authentication process
13. Wait for results to be returned from the action and confirm that Chrome has been killed  
At this point the L1/L2 user can check that the issue has been resolved and close the call as a First Time Fix (depending on the speed of the approval process in a production environment)

## Lab Summary

In this lab we looked at the Experience Application. And how a L1/L2 user would interact with Experience to resolve users issues

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