

Welcome

Welcome to the Tachyon Experience 8.0 space.

Here we describe all aspects of configuring and using Tachyon Experience. Here's a quick overview of what is contained in the Tachyon Experience documentation pages.

- [Introducing Experience](#)
- [Implementing Experience](#) — Everything you need to know about getting Experience installed and running in your network. This section is structured in a way that leads you through the three phases of a typical implementation project.
 - [Requirements](#) — What you will need to prepare in advance of implementing a Tachyon Server in your network. Typically, these are tasks that may take some time to organize, depending on how your organization works.
 - [Installing Experience](#) — You should select to install Experience at the same time as installing Tachyon, even if your license file does not include Experience. As the only way to install it post-Tachyon installation is to uninstall and then re-install your Tachyon system.
 - [Verifying](#) — Basic verification tests that cover a single-server installation of Tachyon Server. These tests only cover Tachyon and do not verify the configuration of 1E client modules with other 1E products.
- [Using Experience](#) — Introducing Experience
 - [Monitoring and investigating enterprise-wide experience](#) — This scenario outlines a typical day for an end-user computing (EUC) manager. It shows how they use Tachyon Experience to monitor their overall Experience score, drill-down to view details and finally pinpoint the devices with the worst scores - so they can take action to improve their end-users' experience.
 - [Focusing on specific device experience](#) — In this scenario we show how a level 1 helpdesk analyst would use Experience and Explorer together as part of their daily routine. A level 1 helpdesk analyst usually focuses on a specific device at any particular time. Here the user of a device is on the phone with the analyst describing the symptoms. Experience will enable the analyst to troubleshoot primary causes and Explorer will let them interact directly with the device to further investigate and resolve the issue.
 - [Investigating enterprise-wide software experience](#) — The scenario described here covers a typical Experience journey for a level 3 support engineer. Typically the Level 3 support engineer focuses on resolving global or wide-spread issues. We show how they would look for the applications in the environment that are crashing most often and then how they would investigate the impacted devices to find a resolution.
 - [Getting feedback via Sentiment Surveys](#) — In this scenario the IT team have just completed some improvements to their network. The end-user computing (EUC) manager uses Experience to gather some continuous feedback to see if the improvements have made a difference to the end-user's experience of their service. This is done using a daily survey that gathers responses that contribute towards the Sentiment score, enabling progress and improvements to be monitored over time.
 - [Getting feedback via Info Surveys](#) — In this scenario the IT team want to make improvements to the way they provide their IT services, and they want to get some feedback from their users to see how they are currently resolving issues. The end-user computing (EUC) manager uses Experience to create and send a one-off survey to the users asking about how they currently resolve issues with IT. The users will have a week to choose to respond.
 - [Investigating software crashes](#) — In this scenario, the EUC manager uses Experience to track down the causes for a recent spate of software crashes. After finding some information, they then check whether the crashes have affected key devices currently involved in some urgent work for the company. Finally, they compare two devices, good and bad, to pinpoint the issue cause.
 - [Broadcasting information via Announcements](#) — In this scenario, the IT team want to notify users with certain older versions of Adobe Acrobat Reader that they are going to be upgraded to the latest version. The end-user computing (EUC) manager uses Experience to create and send an announcement that will be seen by the users on the devices in a specific Management Group.
 - [Investigating Network Performance](#) — In this scenario, the EUC manager uses the Advanced AnalyticsNetwork page of Experience to monitor and examine experience related to the network performance for devices.
 - [Investigating Boot and Login Performance](#) — In this scenario, the EUC manager uses the Advanced AnalyticsBoot & Login page of Experience to monitor and examine experience related to the boot and login performance for devices.
 - [Creating your own dashboard](#) — Experience allows you to customize and save your own dashboards for viewing later, the saved dashboards are called Presets. This tutorial shows you how to create and use them.
 - [Adding metrics to a dashboard](#) — It is possible to change the displayed metrics for a dashboard in order to view different data in Experience.
- [Troubleshooting](#) — A general methodology for investigating issues with Experience, as well as identifying key issues and their resolutions.
 - [Configuration issues](#) — Configuration issues that may prevent data getting into Tachyon Experience.
 - [Known issues](#) — Lists of the current known issues with implementing, configuring, and using.
- [Training](#) — An introduction to Tachyon training resources, including lab guides.
 - [Tachyon Experience v8.0 - Using Experience - Lab Guide](#)
- [Reference](#) — This section includes references for the tiles included in Experience as well as how the scores are calculated.
 - [Page reference](#) — A reference for the fields and tables on the pages in the Tachyon Experience application.
 - [Score reference](#) — This reference provides details on how the scores are collected and calculated.
 - [Experience Product Packs reference](#) — Reference information for Experience feature-related Product Packs that are included in the Tachyon Platform zip. These Product Packs are required to support various features of Experience.
 - [Glossary](#) — A glossary of Tachyon Experience terminology.
 - [Tachyon Experience release information](#) — Details of the Tachyon Experience release history, current release notes and details of third-party licenses.

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