

Performing an action - tutorial

Summary

A quick tutorial on asking a question and then performing an action, getting approval and confirming the action has been performed successfully.

The example

To illustrate the process of performing an action in Tachyon we use an example of setting registry entry for the **ACMEFinance** application. We do not want to create the registry entry, we only want to change an existing entry.

The **ACMEFinance** application has a registry entry that determines whether the automatic backup feature is enabled. We want to run a question which will find devices where the registry entry has the feature turned off and then perform a follow-up action that will turn it on for those devices.

The registry entry for ACMEFinance is under the following key: **HKLM\SOFTWARE\ACME\ACMEFinance\AutoBackupEnabled**

The value is a string and may be set to either **TRUE**, where the feature is turned on, or **FALSE**.

Asking a question

In this example, to perform a follow-up action we first ask a question. The responses to the question then gives Tachyon a list of devices to perform the action on.

In our example we want to check a specific value in the registry and change it if necessary. To find the registry related questions we enter the text **registry** into the Tachyon Explorer and then select **What is the value of registry entry <hive> <subkey> <name>?**

For our example the user is **TCNActioner01**, with the Tachyon global actioner role, who is going to set the registry entry for the **ACMEFinance** application. The animation opposite illustrates the following steps:

1. Type **registry** into the Explorer field and select the **What is the value of the registry entry <hive> <subkey> <name>?** question.
2. Fill out the question variables, leaving **<hive>** as the default **HKLM**, setting **<subkey>** to **SOFTWARE\ACME\ACMEFinance** and **<name>** to **AutoBackupEnabled**
3. Click **Ask the question** and a number of responses are returned from devices where the **ACMEFinance** application is installed.
4. We are only interested in the responses where the value is **FALSE**. Double-clicking on the **FALSE** value in the responses opens up the **Filter results** panel with the **Value** set to **FALSE**. Click the **Search** button to filter the responses.
5. Now the responses show only the responses where the value for the registry key is **FALSE**. This filtered list represents the devices where we want to follow-up with an action to change the registry entry.

Follow-up with an action

1. Click the **Follow-up action** button.
2. Type **registry** into the edit field and then select the **Set registry entry <hive> <subkey> <name> to <valuetype> <value>** action from the list of matching actions.
3. Fill out the action variables, leaving **<hive>** as the default **HKLM**, setting **<subkey>** to **SOFTWARE\ACME\ACMEFinance** and **<name>** to **AutoBackupEnabled**. The **<valuetype>** variable must be set to **REG_SZ** to indicate a string type and lastly the **<value>** gets set to **TRUE**.
4. Having set and reviewed the parameters, scroll to the bottom of the page and click the **Perform this action** button
5. The action is subject to confirmation, authentication and approval. First confirm your credentials by entering the password of **TCNActioner01**.
6. When challenged to provide an authentication code, emails for **TCNActioner01** are checked, and the code is copy and pasted it into the challenge dialog.

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 Before a follow-up action is run, all devices within the coverage will be re-asked the same question, and the Tachyon client will apply the filter to the latest result on each device. In this example, if someone changed the registry entry on their device from TRUE to FALSE after the first question was asked, then the filter will detect this and the follow-up action will also apply to this device.

This is why you see the Approximate target remain the same as when you asked the first question. The number of devices connected will change only if devices within the coverage come online or go offline.

 Using the Follow-up action button ensures the action is carried out on the filtered devices. If the Action tab is used instead then the Follow-up action applies to all the devices that were asked the question without using the filter, as if the filter has been reset.

7. Approvers for this action are sent an email. **TCNApprover01** is a global approver, receives the email, and uses the link at the bottom of the email to navigate to the Tachyon Explorer and approves the action.
8. The action runs and the responses appear to **TCNActioner01**. In our example **TCNActioner01** sees that 1 device has had a value set.
9. Clicking on a response shows the device that made the response. In our example it is the **ACME-WIN1001.acme.local** device that has responded. This was the device that responded to the original question with the value for the registry entry as set to **FALSE**.

Confirm the action was successful

To confirm that the action was successful you can re-run the original question to retrieve that registry entry value. The picture opposite shows that the new responses for the registry entry now all show the value as set to **TRUE**.