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Introduction

Service Desk Optimiser (SdO) is a networked application that improves and extends a Service Desk's capabilities and services to make even better use of an already invaluable resource. For further information about Service Desk Optimiser please follow this link: <http://servicedeskoptimiser.com/>

SdO Server Prerequisites Installation and SdO Server Installation

SdO Installation Recommendations

The following recommendations are intended to facilitate the smooth installation and use of the SdO system:

- Dedicate a system, either real or virtual, to become a SdO server (pre-requisites below)
- Set the network name of the dedicated system to "SdOserver" which is SdO's default server name i.e. so that agents know where to send their data
- For LAN installations (where the SdO server and agents reside on the same LAN) and SSL/HTTPS deployment is not required, the default SdOserver name can be configured during the setup process.
- For WAN installations a public domain name (and fixed IP address) for the SdO server will need to be registered and the respective SSL/HTTPS security certificate and key files obtained. The domain name, certificate file and key file are installed during the setup process.
- Reboot the SdO server after the installation process has completed.

SdO Hardware and Software Prerequisites

SdO Agent

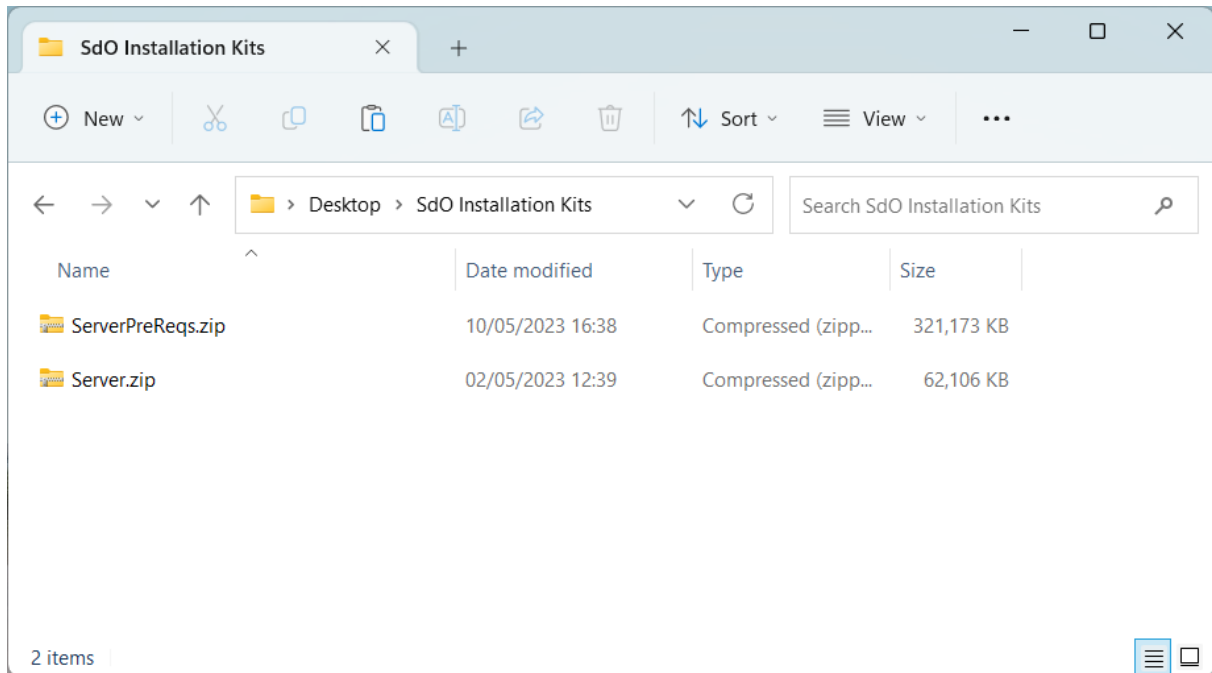
- Software
 - Windows 10 Pro
 - Windows Server 2019 (VDI, Remote Desktop, etc)
 - Windows 11 Pro
 - Windows Server 2022 (VDI, Remote Desktop, etc)
 - (actually, Windows 7 onwards, but not Home editions)
- Hardware
 - WAN or LAN networks of any viable hardware platforms, physical or virtual, that supports the software platforms above.

SdO Server

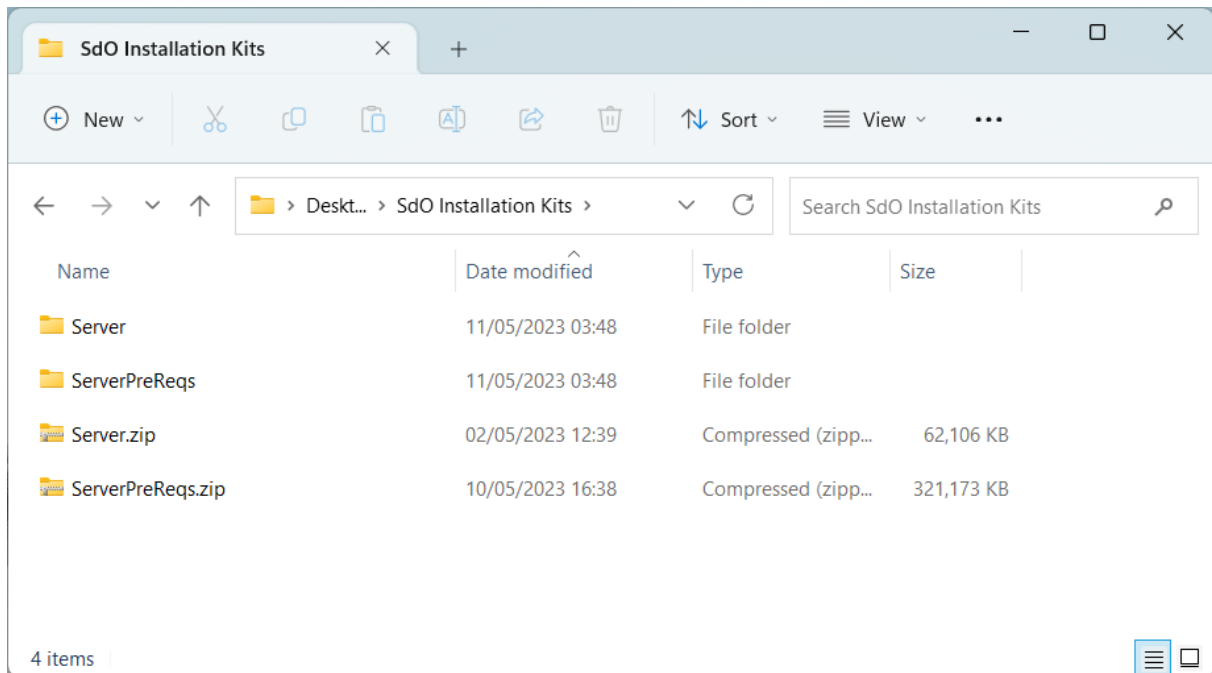
- Software
 - Windows 10 Pro (for SdO evaluation purposes)
 - Windows Server 2019
 - Windows 11 Pro (for SdO evaluation purposes)
 - Windows Server 2022
 - Microsoft C++ Runtime Libraries
 - PostgreSQL 14 Database
 - UnuGUI Runtime
- Hardware
 - For evaluation purposes
 - 2 CPUs
 - 6GB RAM
 - 10GB Disk
 - For deployment for up to approx. 1000 desktops
 - 8 CPUs (min 3GHz)
 - 32GB RAM
 - 2TB Disk RAID 1-0 (typical volumes 500KB/Desktop/Day)
 - SSD drives recommended for performance
 - RAID is recommended for resilience
 - 90 days to 365 days data retention suggested if data volume is to be limited

SdO Pre-requisites Installation

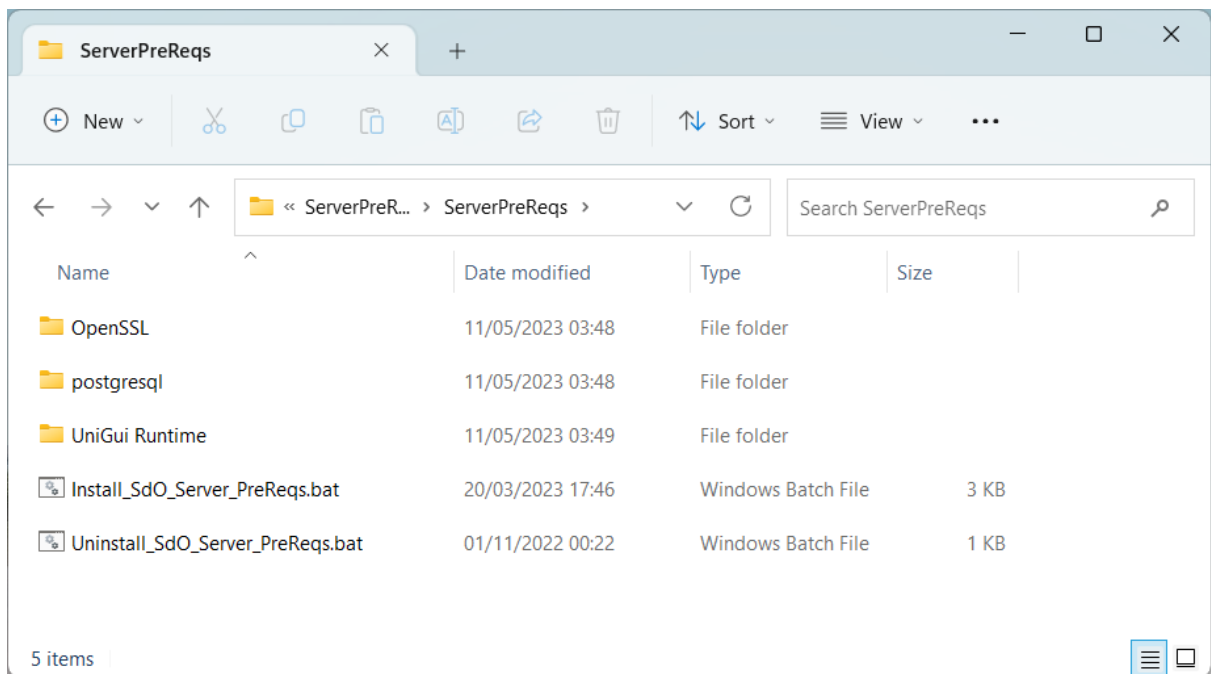
To start installation, copy the SdO Server and SdO Server Prerequisite zip files to a folder:



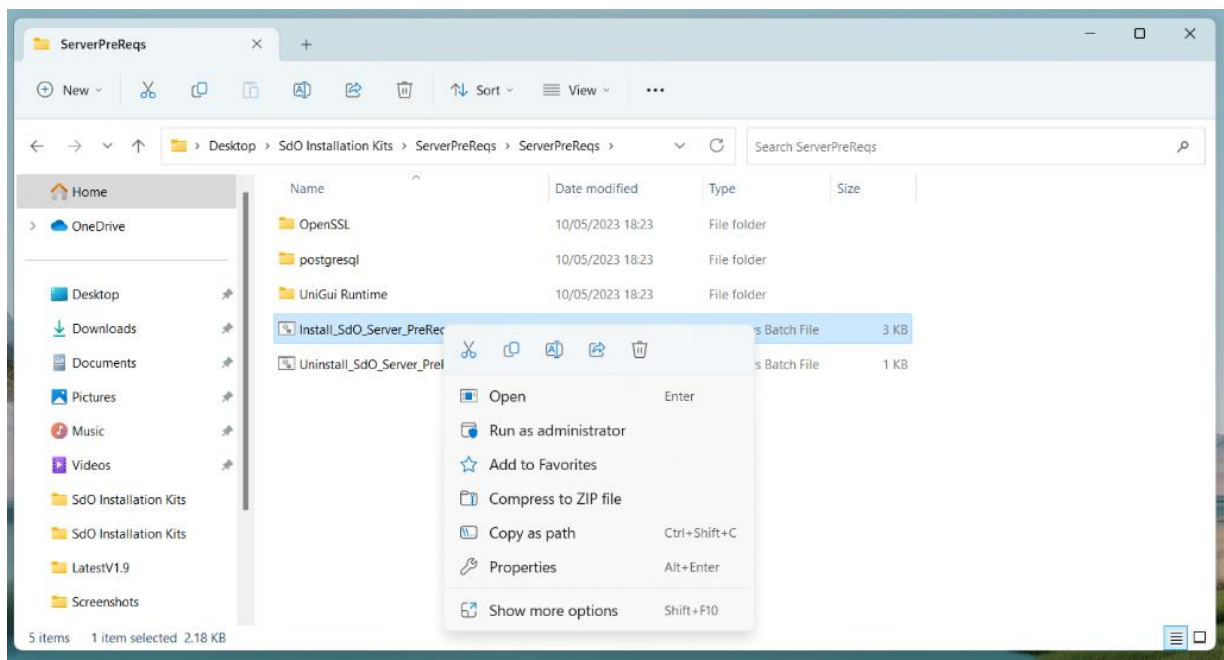
The zip archives can be unzipped/expanded by right-clicking on the zip file name and selecting “Extract all”. Do this for both ServerPreReqs.zip and Server.zip:



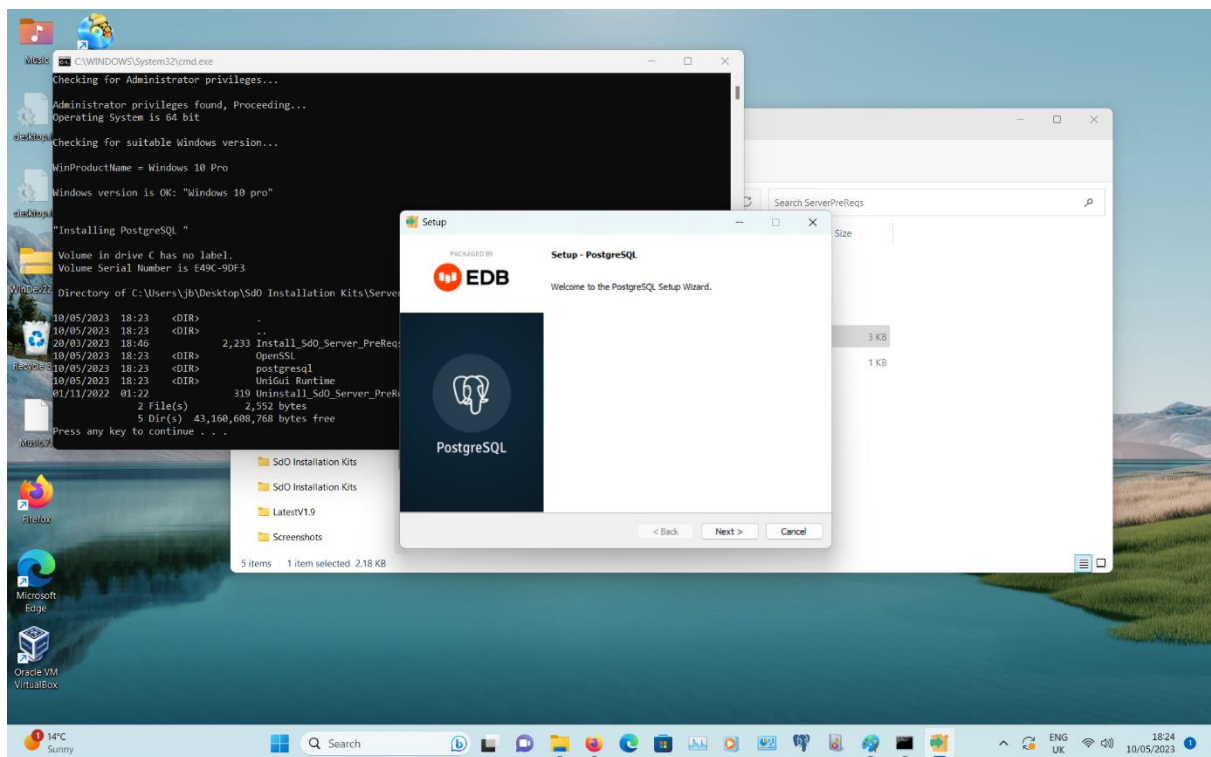
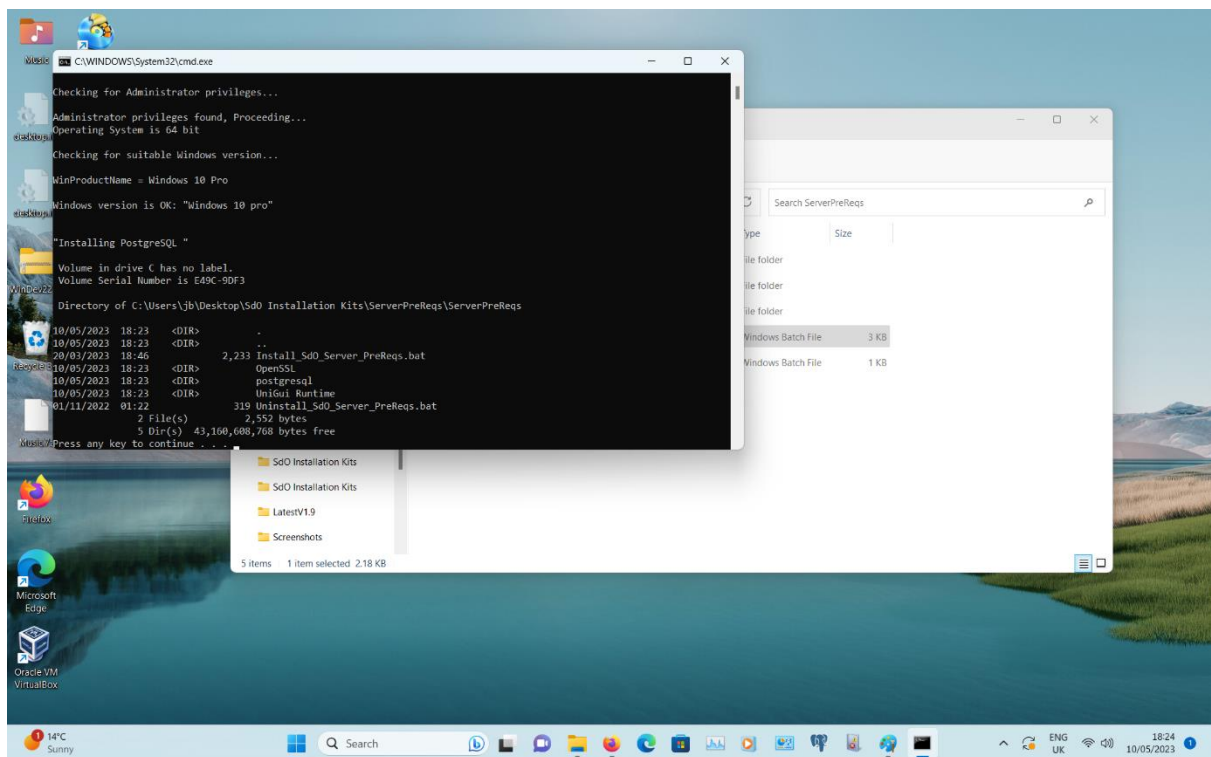
Click on the “ServerPreReqs” folder to display its contents:



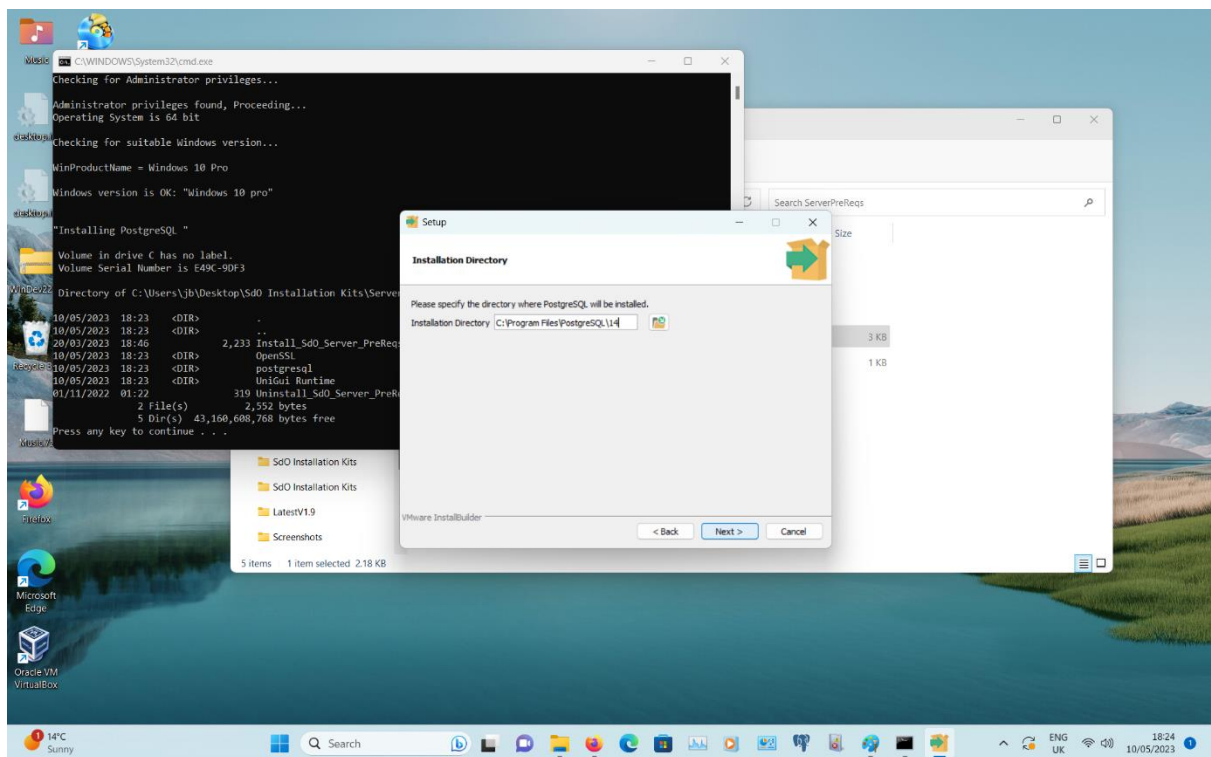
Select the command batch file `Install_SdO_Server_PreReqs.bat`, right-click and select “Run as administrator”



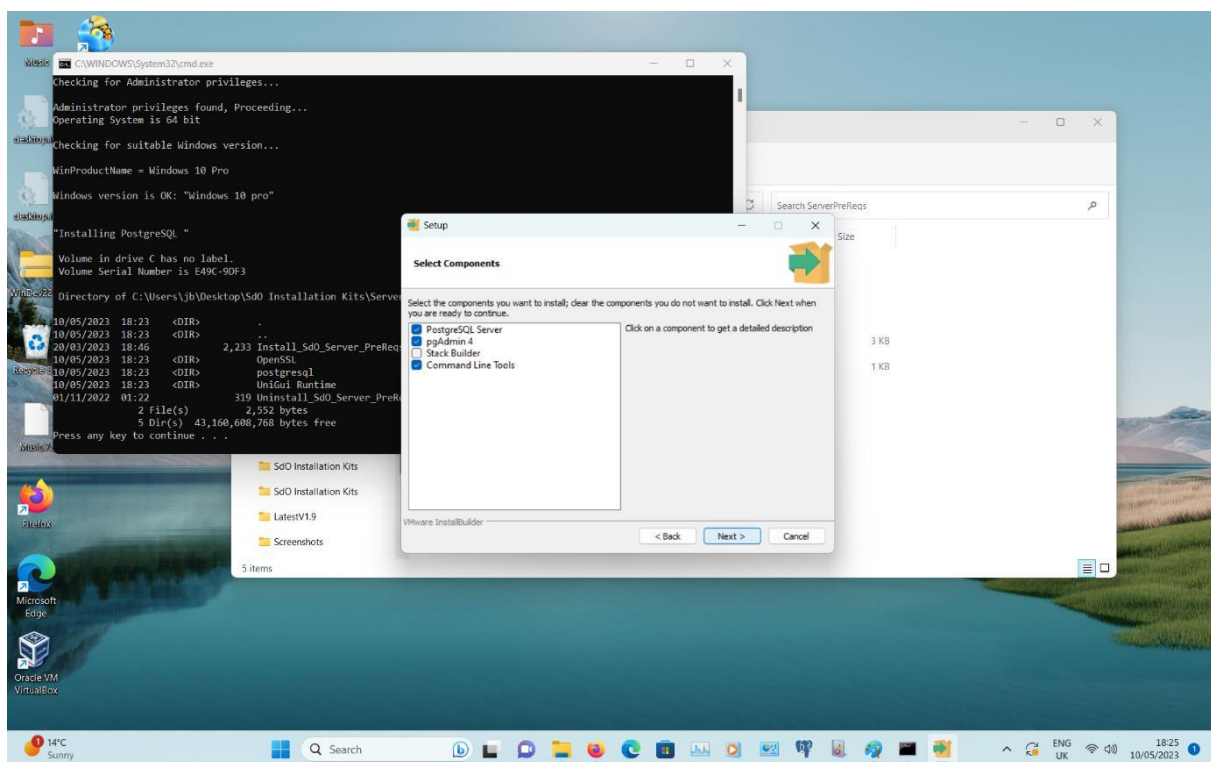
Follow the on-screen instructions, to install PostgreSQL and FMSoft uniGUI, selecting default values until prompted to provide a password for the PostgreSQL default user “postgres”:



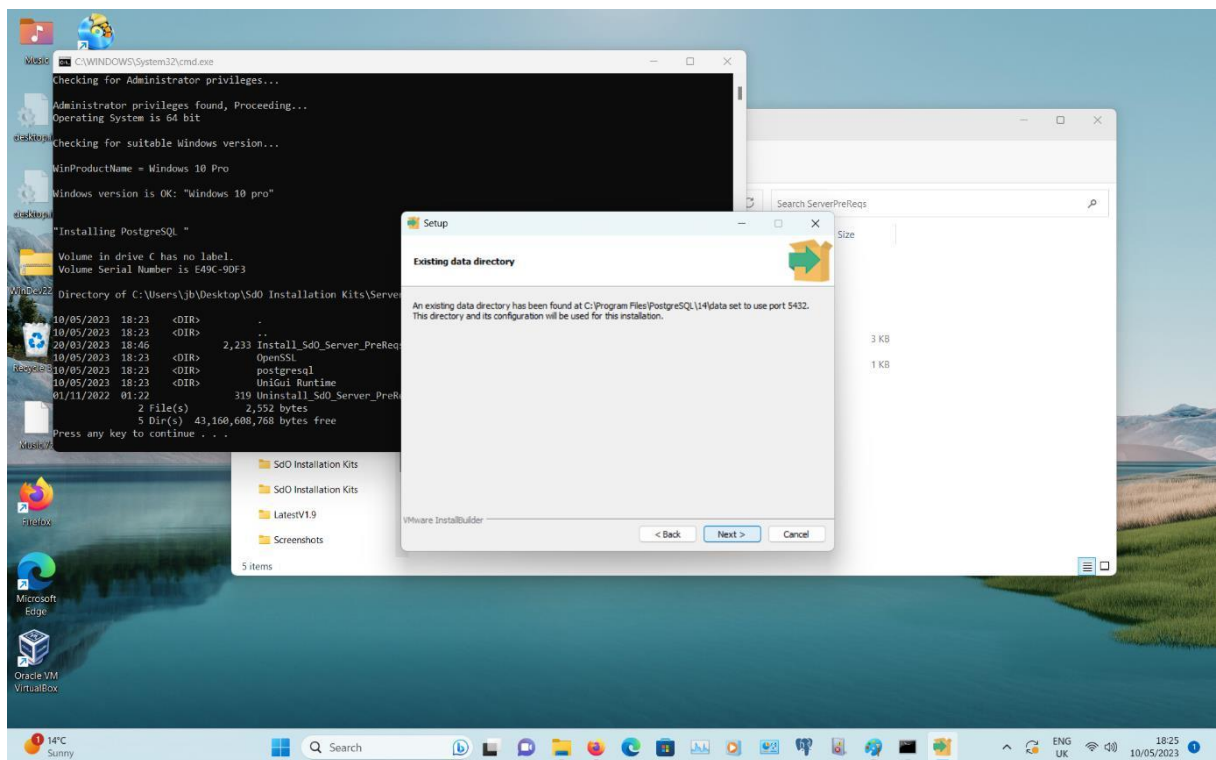
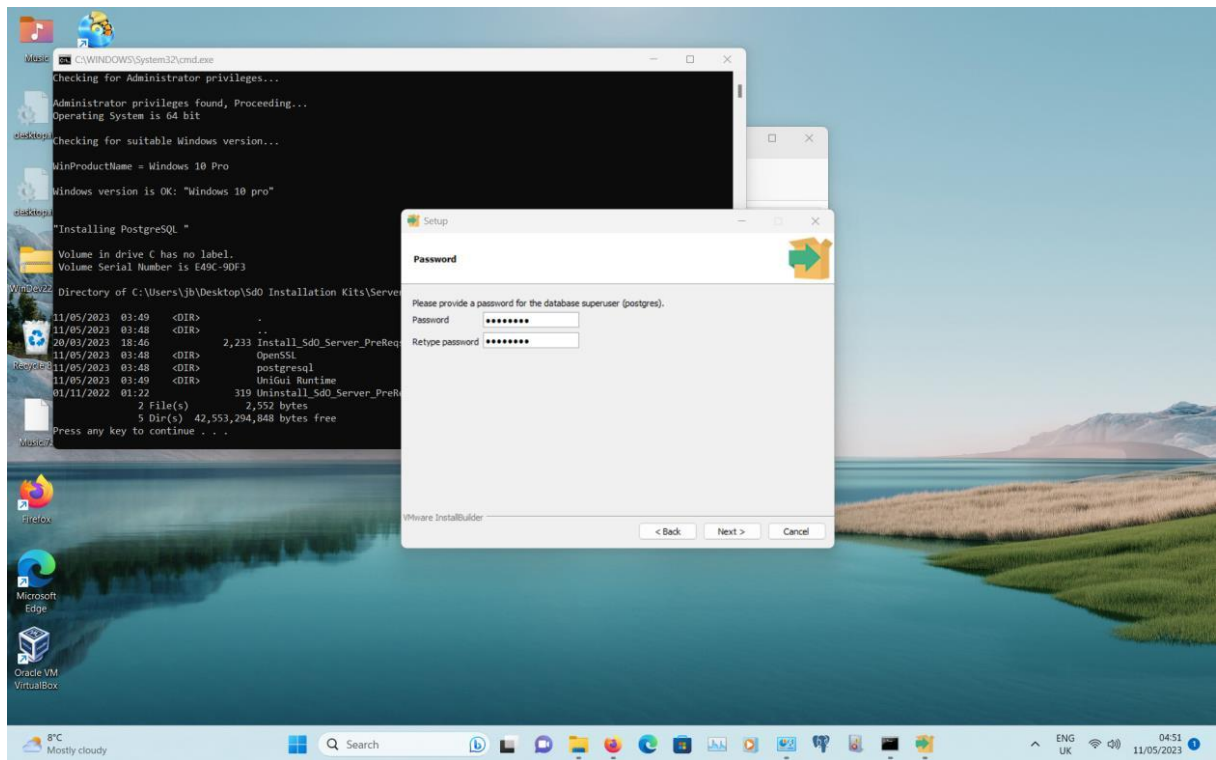
Click on “Next” to accept the default Installation Directory:

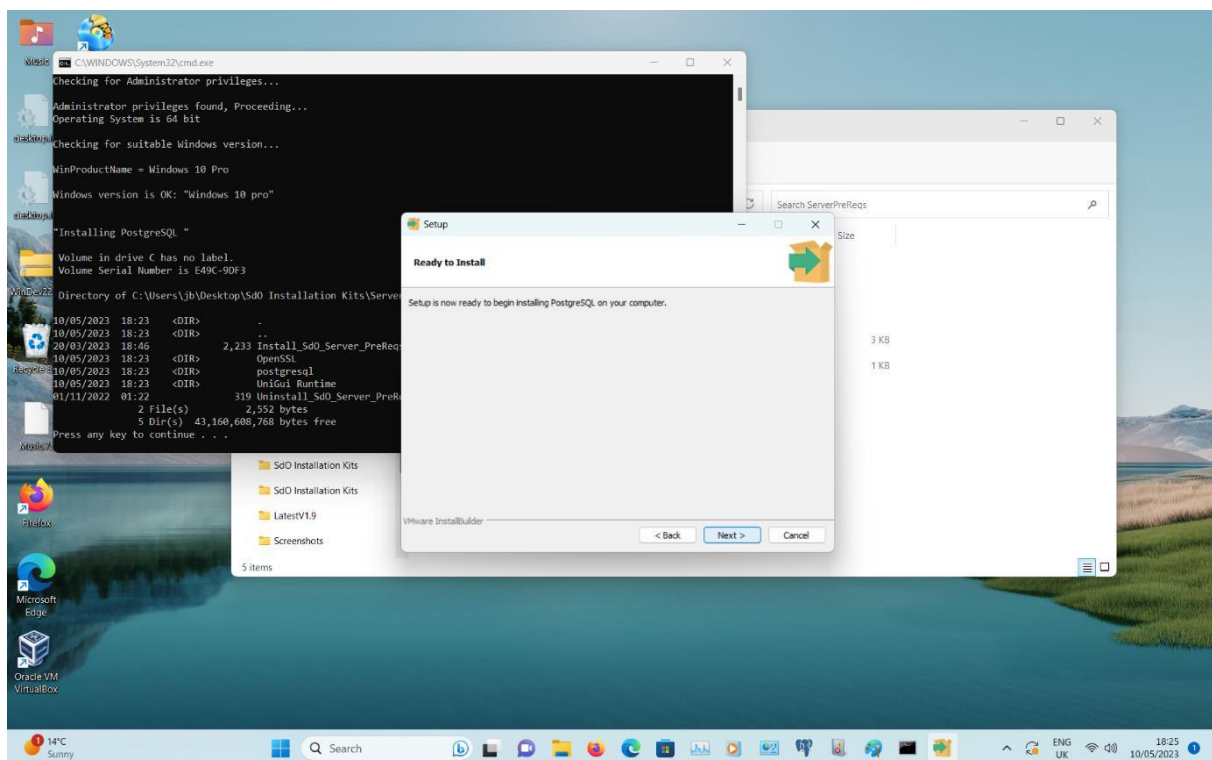
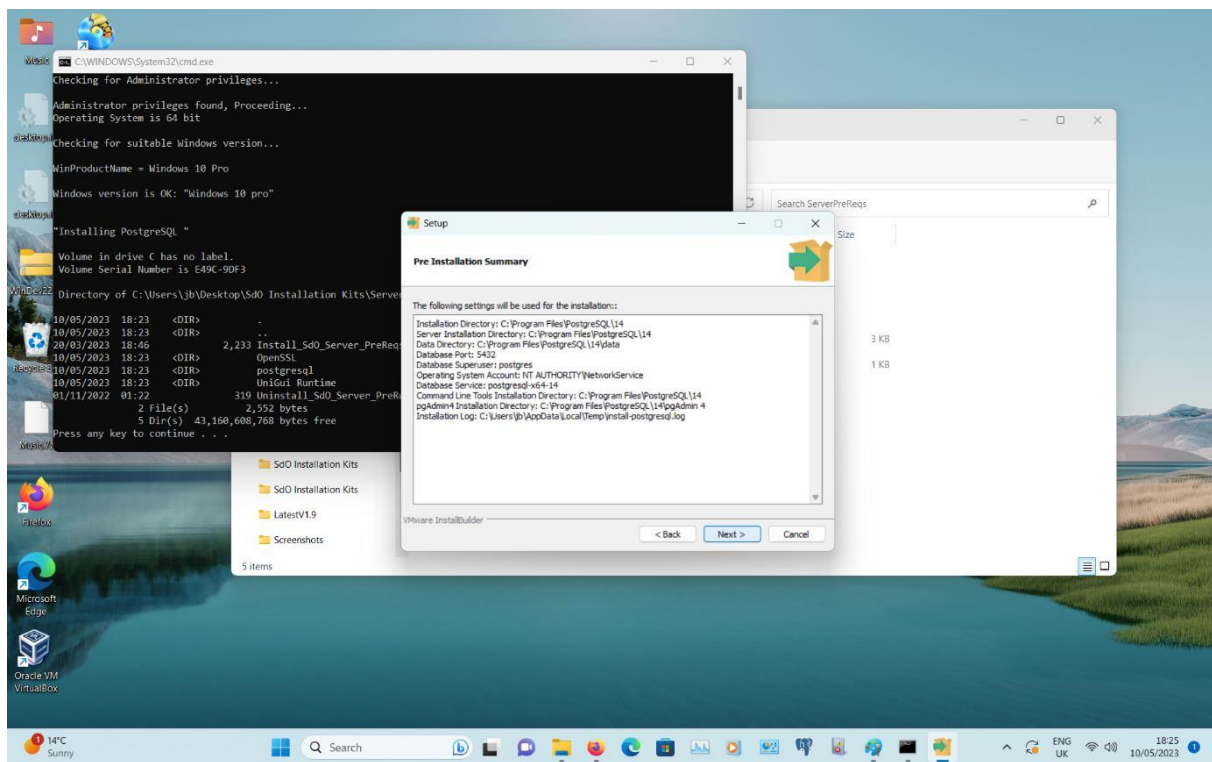


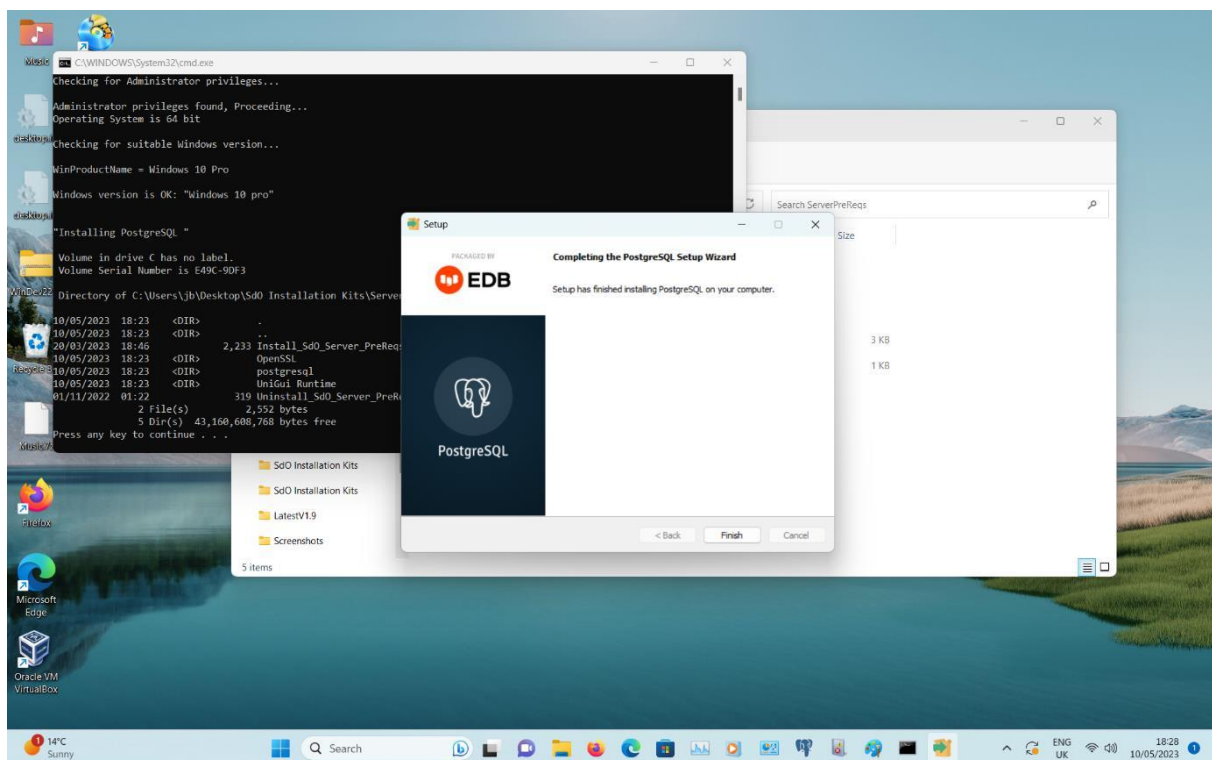
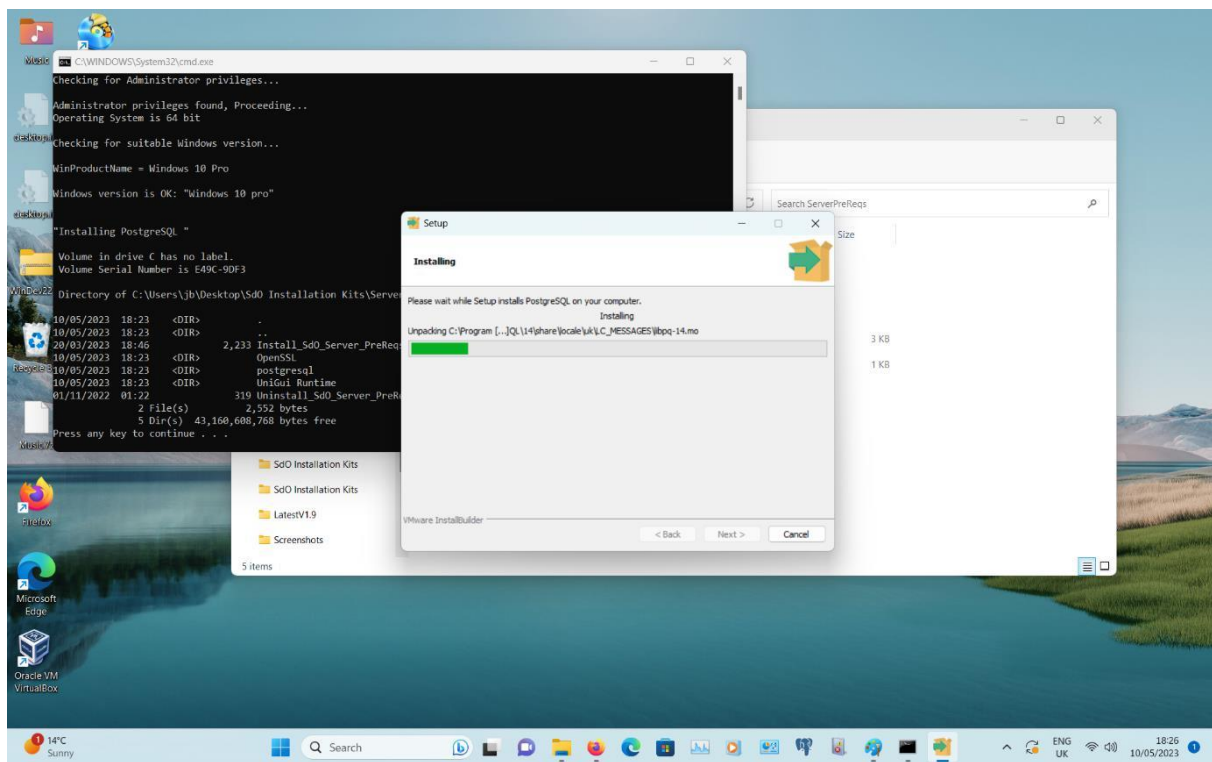
Note: The “Stack Builder” option in the following dialog is not required for SdO and can be unchecked.



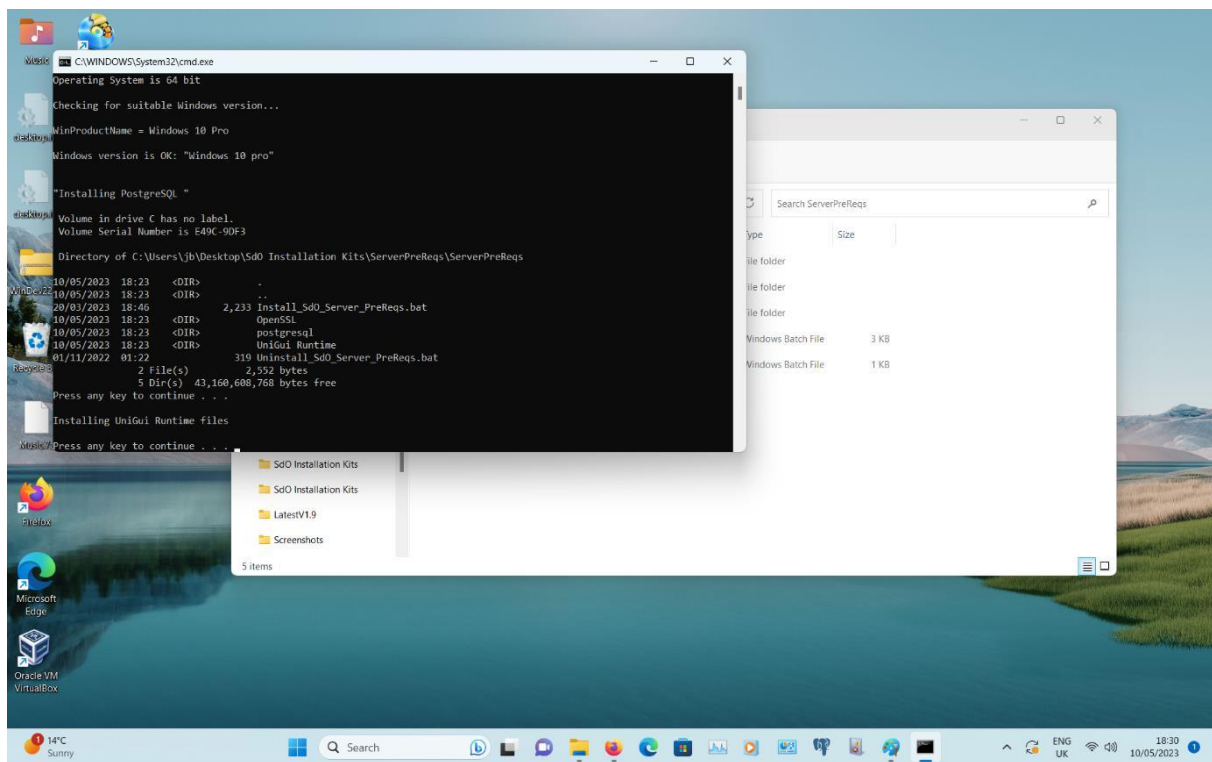
Enter the default password “rootuser” in the following dialog, this can be changed after SdO installation has been completed, first in PostgreSQL and then in SdO Admin App:







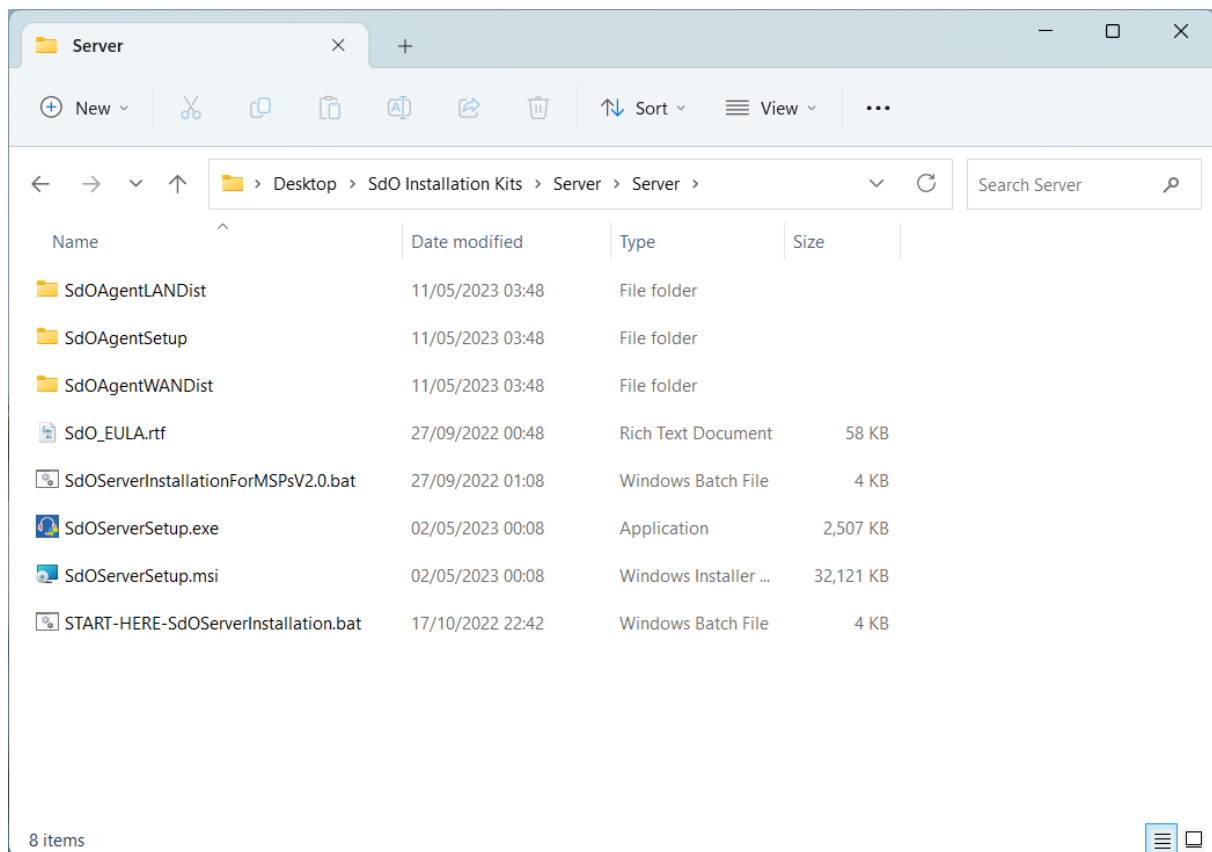
Once SdO Server Prerequisites installation has completed, “Press any key to continue” in the command line window.



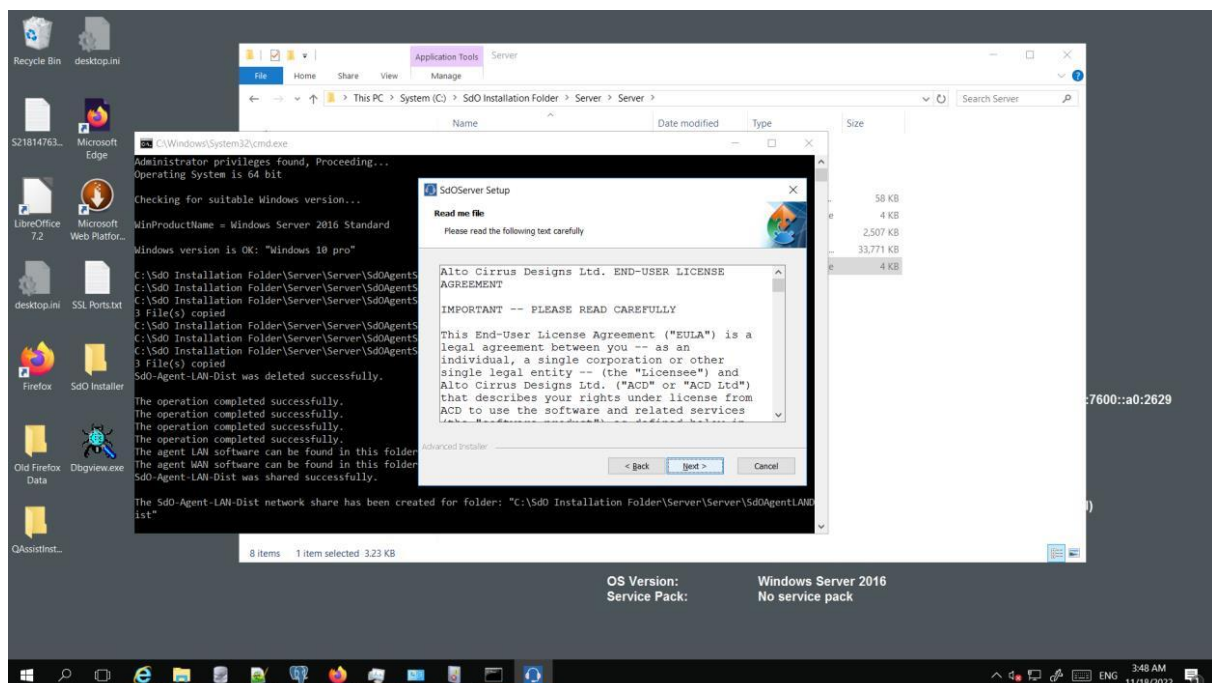
The SdO Server can now be installed.

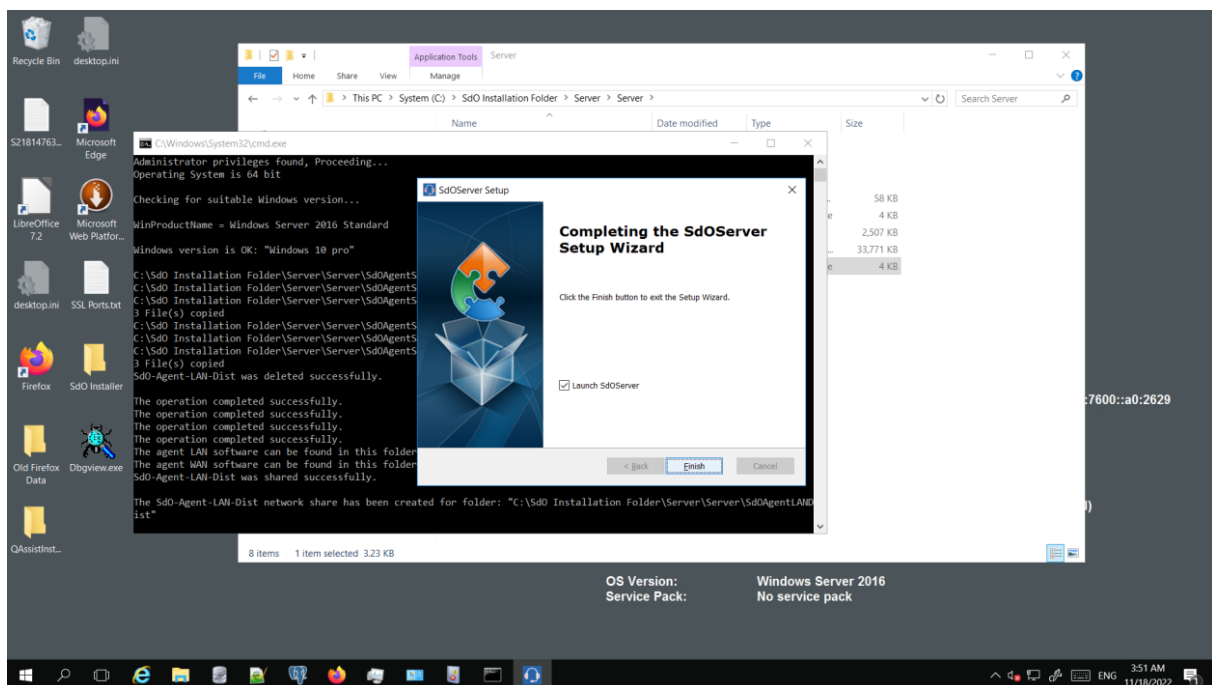
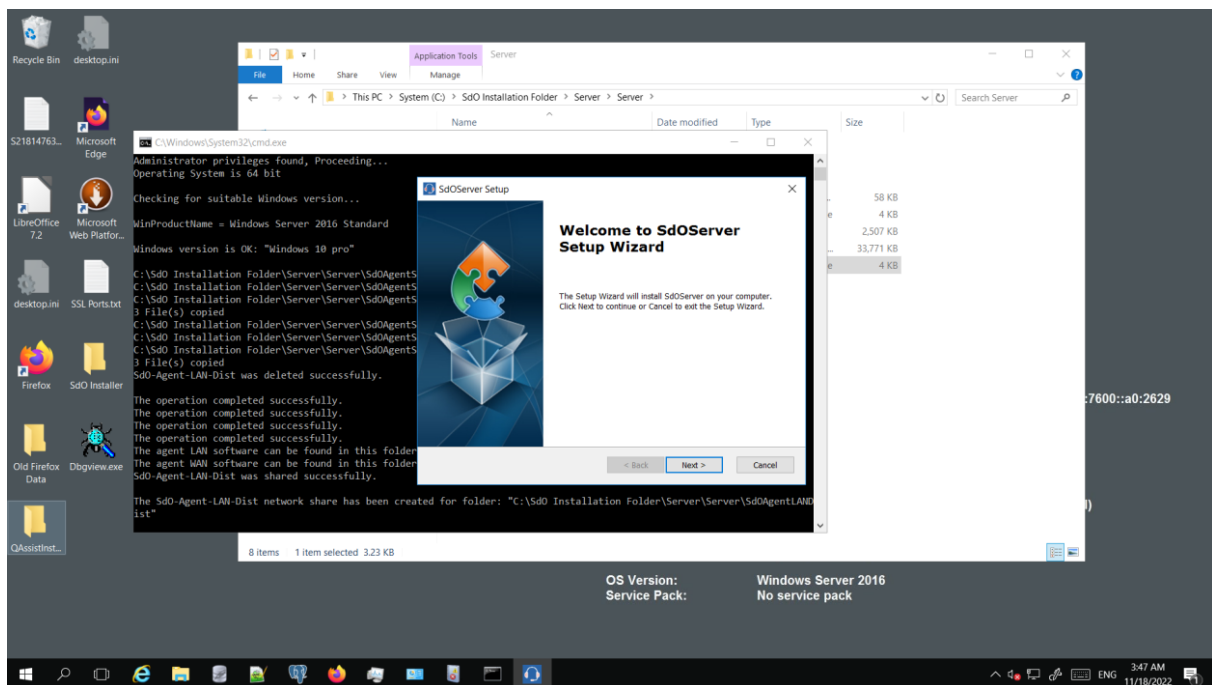
SdO Server Installation

To install SdO Server, navigate to the folder containing the SdO Server installation files:



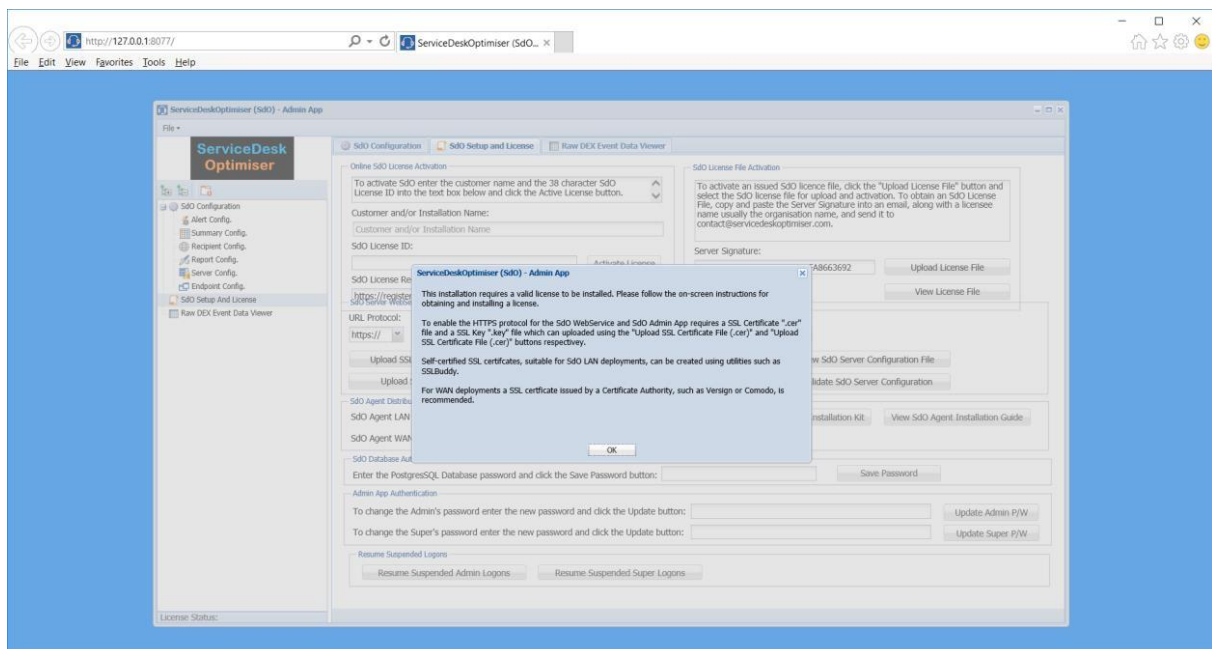
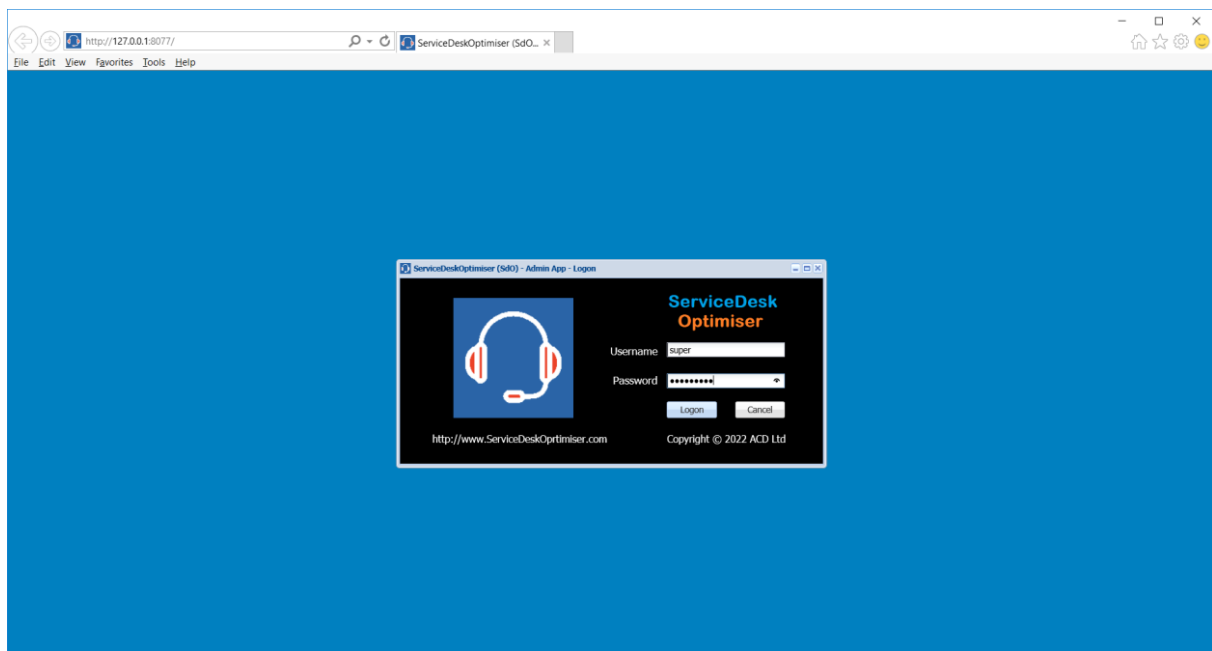
Right-click on the batch file “START-HERE-SdOServerInstallation.bat” and select “Run as administrator”. Follow the onscreen instructions to install SdO Server:



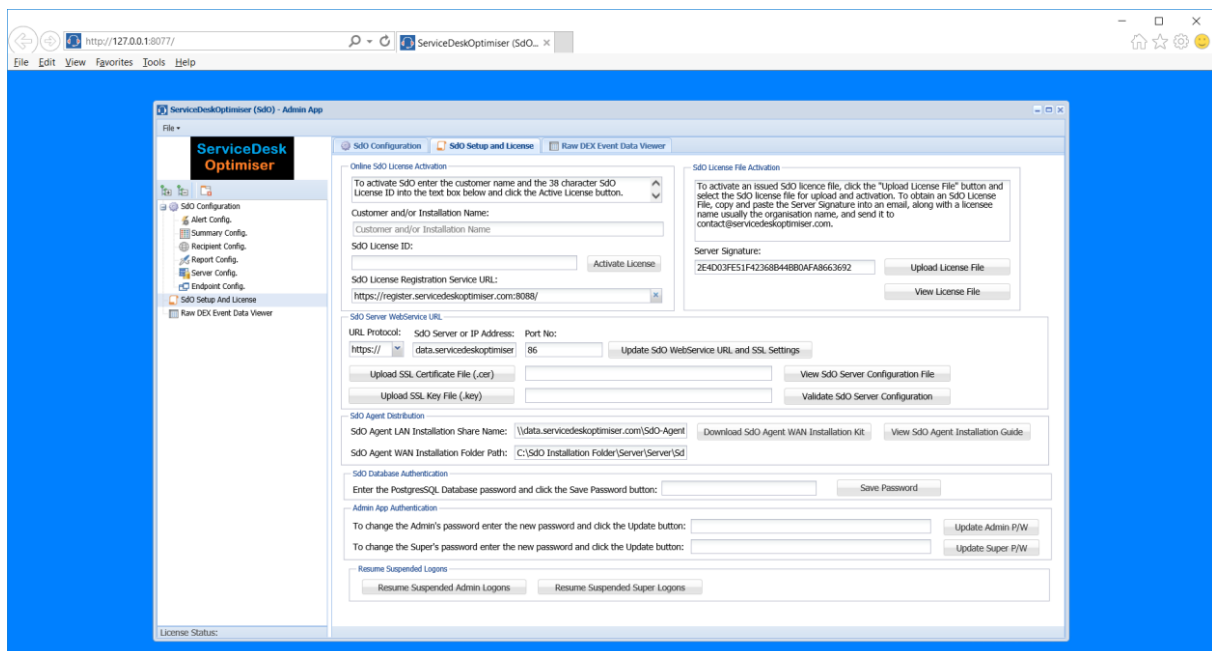


When the following dialog is displayed use the authentication credentials:

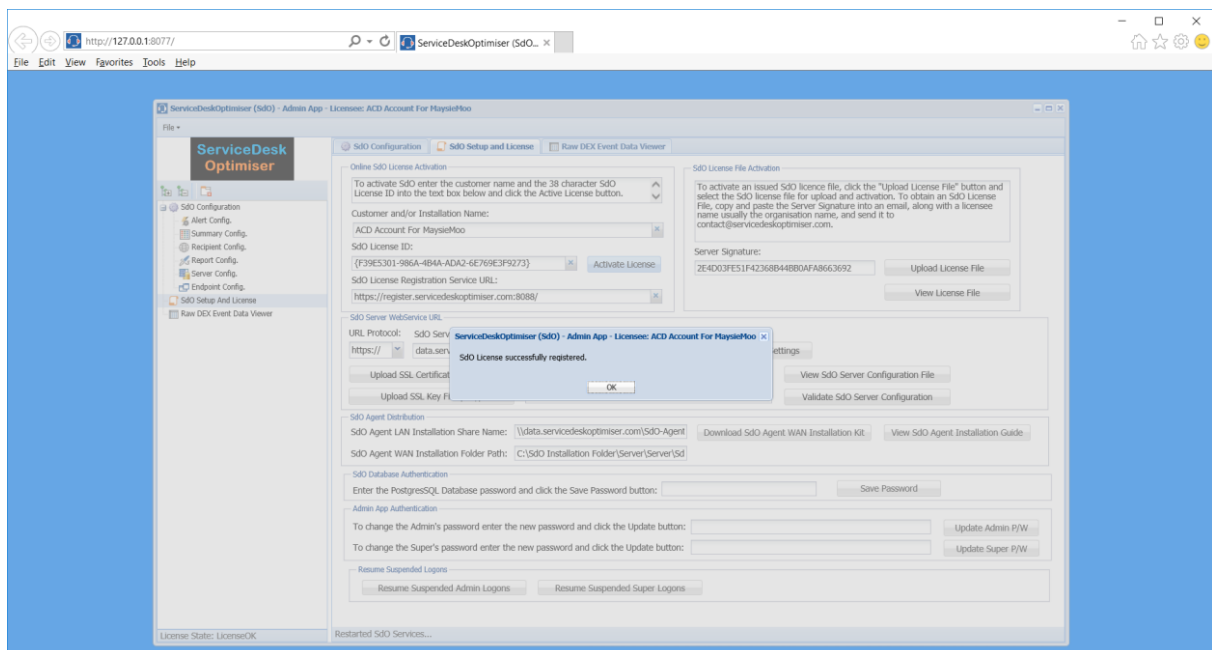
- Username: super
- Password: superlock



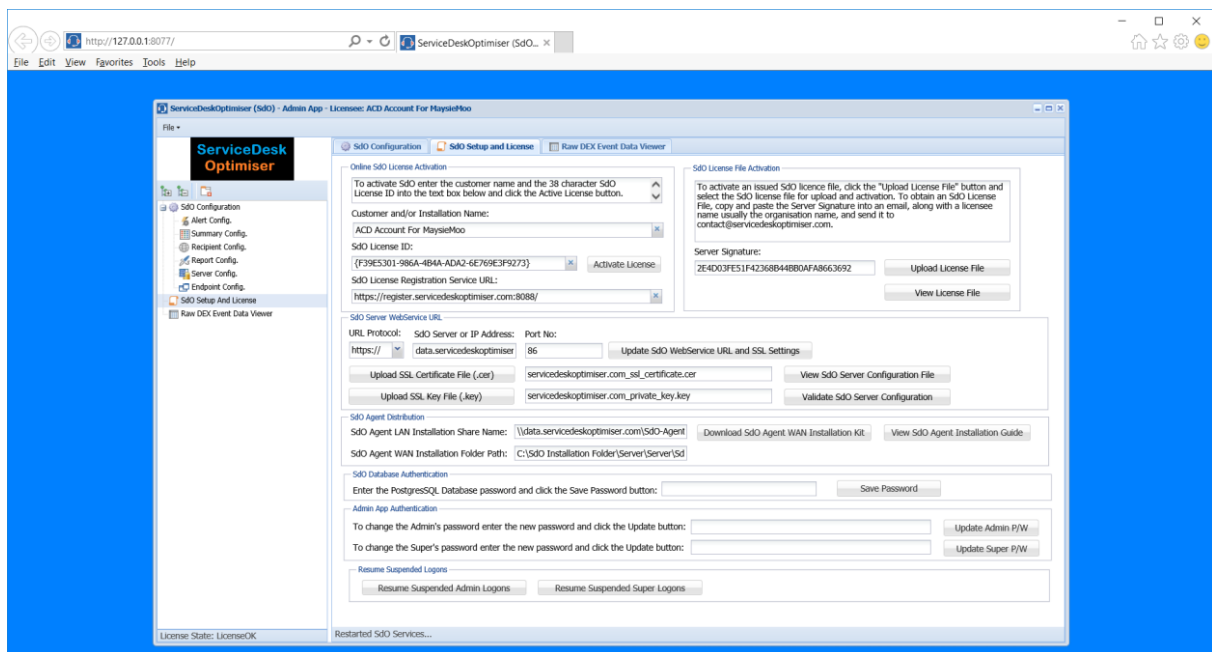
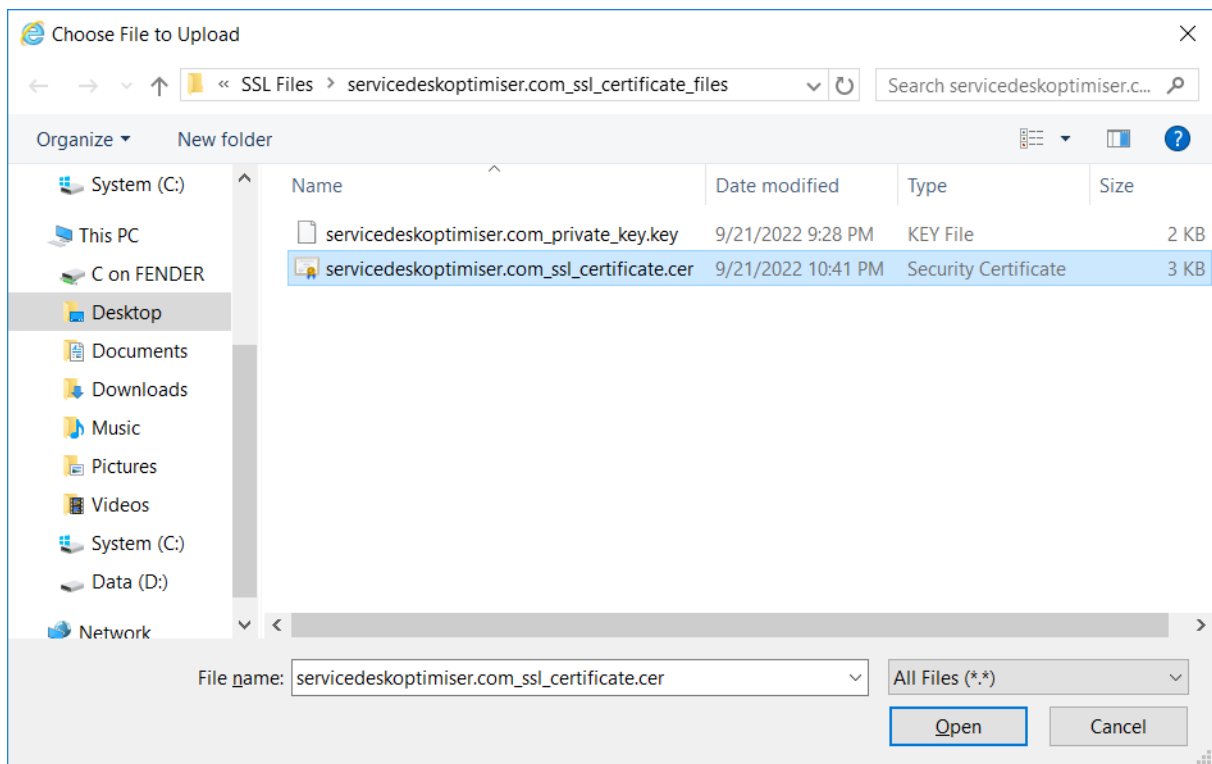
To register the SdO Server installation, enter a name/description in the “Customer and/or Installation Name” field e.g. “XYZ Inc – SdO Trial” and then enter a valid email address in the “Customer Email Address” field e.g. ops.manager@xyz.com. Then click on “Get/Update License”:



If all goes well, the following dialogue should be displayed:



If the installation of a SSL/HTTPS certificate and key is required e.g. as per “SdO Installation Recommendations” section then click on the “Upload SSL Certificate File (.cer)” button and follow the on screen dialogue. Repeat this process for the key file by clicking on the “Upload SSL Key File (.key)”. Ensure the “URL Protocol” field is set to “HTTPS://” and click on the “Update SdO WebService URL and SSL Setting” button. See the screenshots below:



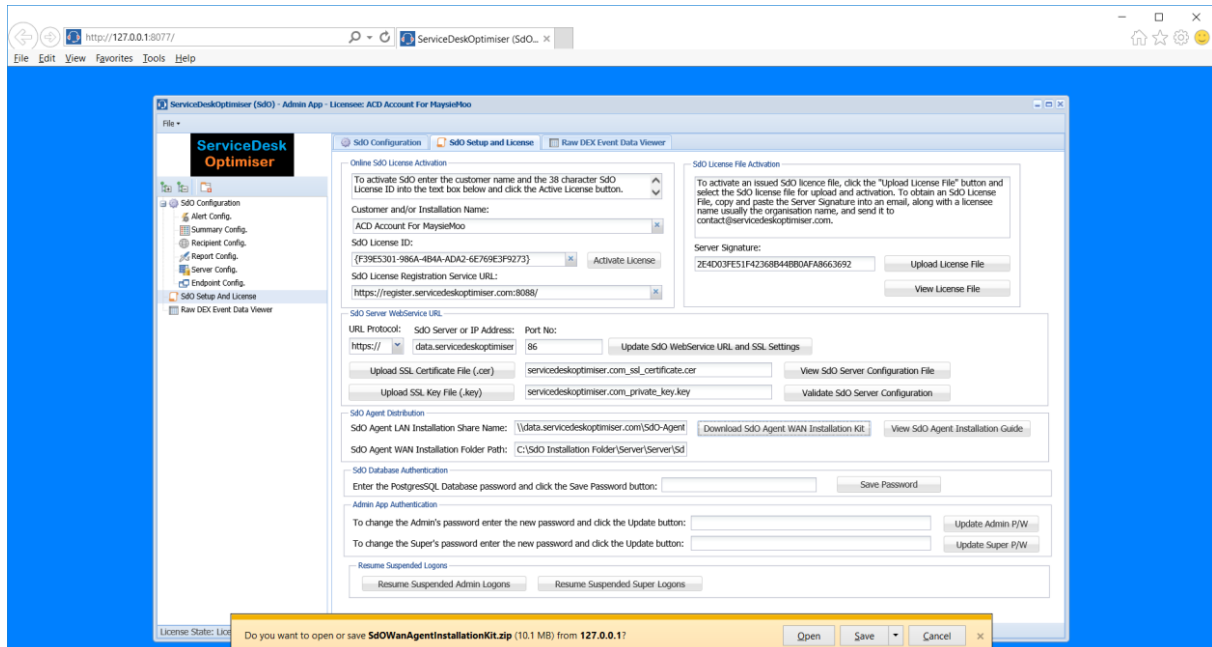
Important: PLEASE REBOOT THE SdO SERVER BEFORE CONTINUING...

SdO Agent Installation

For bulk SdO agent installation, using Group Policy, see the instructions below. For individual agent installations, e.g. as part of a trial, then follow these instructions: On the system where the SdO agent is to be installed, start a web browser and logon to the SdO Admin App using the URL <http://SdOserver:8077> or <https://SdOserver:8077> if HTTPS has been enabled.

Use username “super” and password “superlock”

Having logged on, click on the “SdO Setup and License” tab and then click on the “Download SdO Agent WAN Installation Kit”:

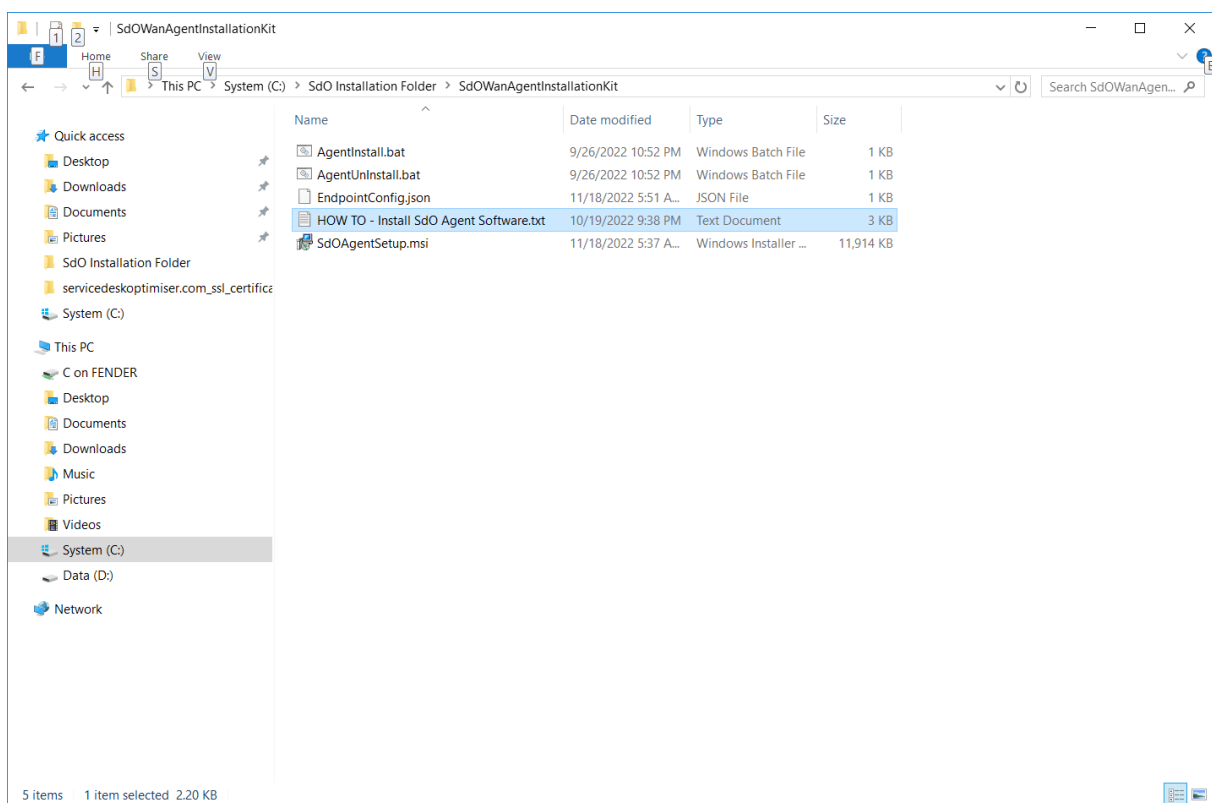
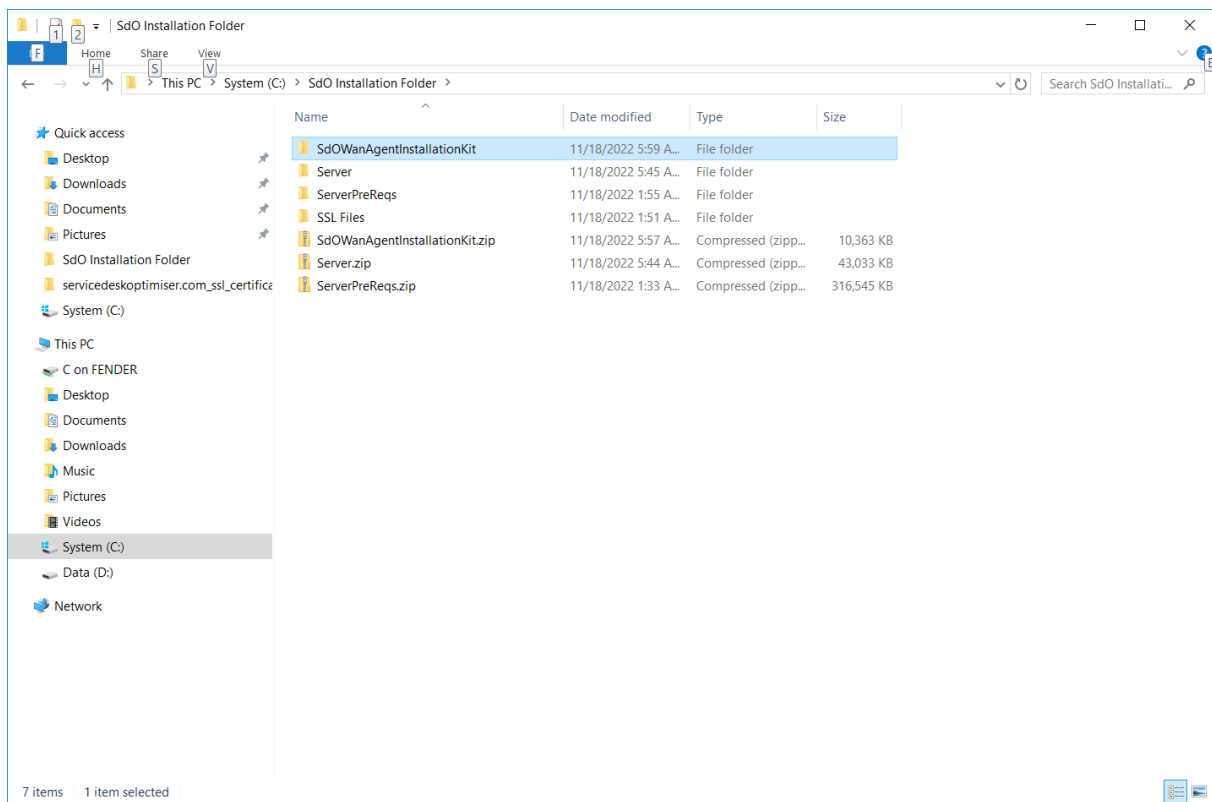


Copy the “SdOWanAgentInstallationKit.zip” file from the system “Downloads” folder to an installation folder e.g. “c:/SdO Installation Folder”.

Right click on the downloaded file and select “Properties”. Select “Unblock” and then “Apply” or “OK” to unblock the file. Right click on the downloaded file a second time and select “Extract All” to extract the file from the “SdOWanAgentInstallationKit.zip” zip archive.

Click on the “SdOWanAgentInstallationKit” folder and either:

- Click on “AgentInstall.bat” file to install the SdO agent on the current system or
- Click on “HOW TO – Install SdO Agent Software.txt” for further instructions on how to install the SdO on multiple systems, etc. Note: The contents of “HOW TO – Install SdO Agent Software.txt” are included below.



Here are the contents of "HOW TO – Install SdO Agent Software.txt":

HOW TO – Install SdO Agent Software

=====

Note: Replace the "SDOserver" placeholder with the network name or IP address of the target SdO Server computer.

Install SDO Agents using AD Group Policy

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The SDOAgentSetup.msi is created using the AdvancedInstaller application, for instructions on how to distribute a MSI package using Windows Active Directory Group Policy follow this link to AdvancedInstaller's website:

<https://www.advancedinstaller.com/user-guide/tutorial-gpo.html>

The files required to install the SdO Agent are:

- o SDOAgentSetup.msi
- o EndpointConfig.json

Which can be found in SdOAgentLANDist folder on the SdO Server computer. If the SdO-Agent-Dist network share has been created during SdO Server installation it points to this folder. This means the SDO-Agent-Dist network share can be used in the Group Policy Object as the location of the SdO Agent installation kit using the UNC path \\SdOserver\SdO-Agent-Dist.

Install SdO Agents Manually using Batch Command Files

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Using RemoteInstall.bat for LAN endpoints:

The SdO-Agent-Dist network share is created on the target computer during the installation of the SdO Server:

- On the endpoint computer where the SdO Agent is to be installed, browse to the UNC path \\SdOserver\SdO-Agent-Dist using Windows Explorer
- Execute the RemoteInstall.bat command file by right clicking on the filename and selecting the "Run As Administrator" popup menu option
- The SdO Agent will be installed on the endpoint computer

Using AgentInstall.bat for WAN endpoints:

Note: The SdO-Agent-Dist network share cannot be used for WAN endpoint installations:

- Download the SdO agent Installation Kit zip archive by clicking on the "Download SdO Agent WAN Installation Kit" button in SdO Admin App "SdO Setup and License" page
- Extract the files located in the installation kit zip file into a temporary folder on the endpoint computer
- Execute the AgentInstall.bat command file by right clicking on the filename and selecting the "Run As Administrator" popup menu option
- The SdO Agent will be installed on the endpoint computer

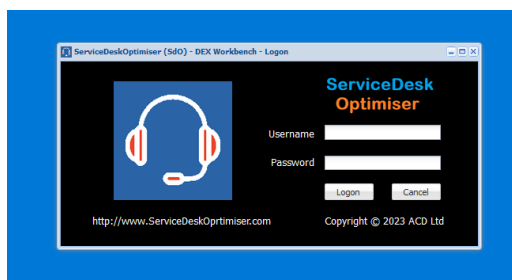
End of File

SdO Workbench User Guide

Underpinned by a Digital Experience Rating (DXR) metric, SdO workbench is a web-based application that is the primary operational interface for SdO. Capabilities include:

- Viewing alerts, for instance, alerts that are raised when users are experiencing a degraded user experience (aka digital user experience or DEX)
- Viewing management displays and reports:
 1. Desktop app/Web app Usage inventory – based on active usage times
 2. Computer DXR Histories – automated Before/After DXR analysis of computer hardware and software configuration changes
- Monitoring SdO system status
- Real-time DXR monitoring, including a dynamic display of all active user sessions and digital experience rating (DXR) for each active session.
- User Experience Replay – Custom visualization for deep- DXR investigations

SdO Workbench Logon Form



SdO Workbench is invoked in a browser using the following URL:

<https://data.servicedeskoptimiser.com:8096>

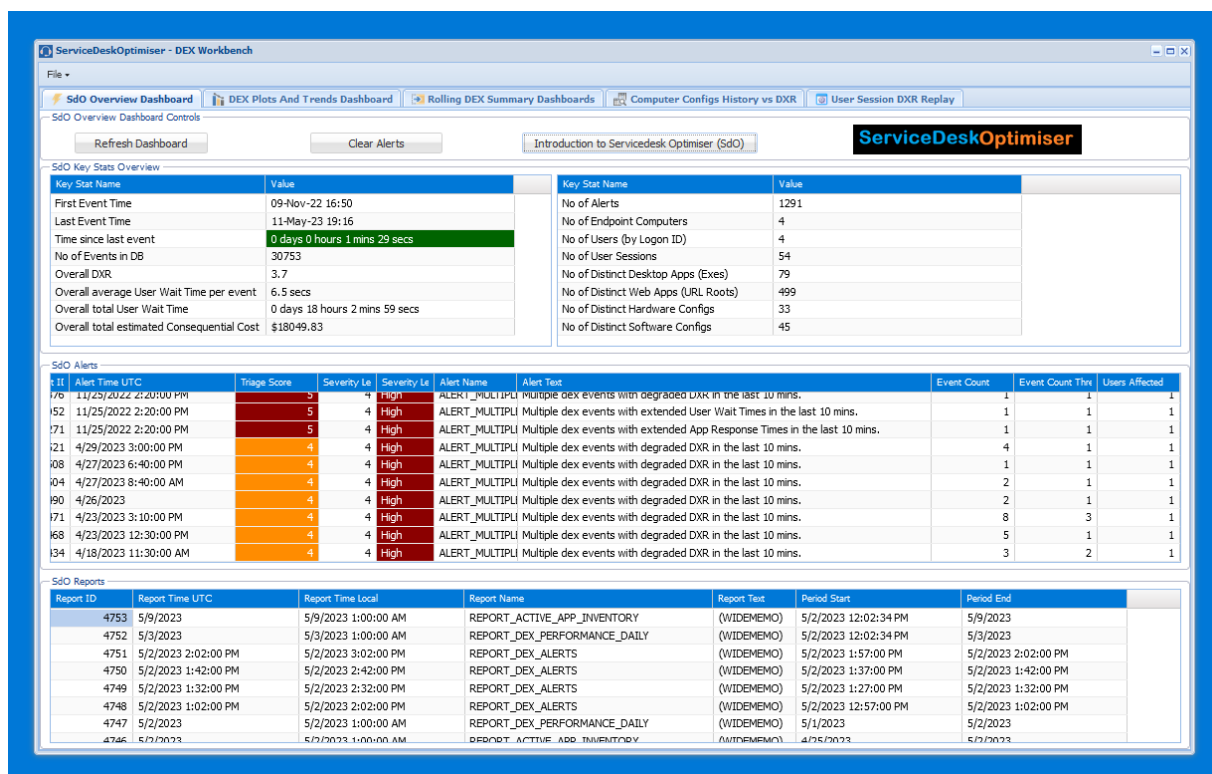
The default logon credentials are:

Username: super (or admin)

Password: superlock (or adminlock)

Click on the Logon button to log on.

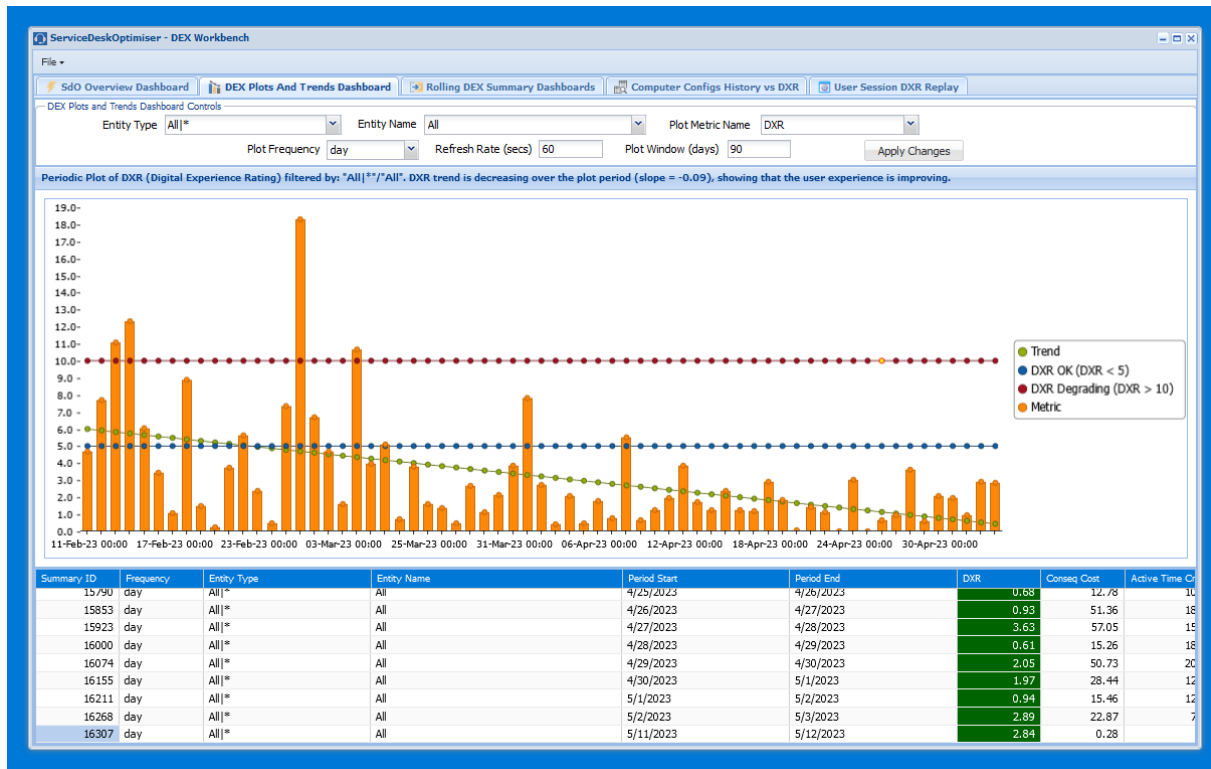
SdO Overview Dashboard



The SdO Overview Dashboard includes the following sections:

- **SdO Overview Dashboard Controls**
 1. Refresh Dashboard – refresh dashboard values
 2. Clear Alerts – clear the current alerts list (Alerts may also have been forwarded as emails to designated recipients including Service Desk systems)
 3. Introduction to Service Desk Optimiser (link to SdO Website)
- **SdO Key Stats Overview** - An overview of key SdO operational statistics
- **SdO Alerts** - A list of the latest alerts in triage score/severity level order
 1. Note: alerts can be cleared by clicking on the Clear Alerts button
 2. Alert conditions are defined in the Alert Configuration section of the SdO Admin App
 3. While this display can be used to monitor SdO alerts, alerts can also create “push” alerts, such as emails. Email recipients can be defined in the Recipients Configuration of the SdO Admin App
- **SdO Reports** - A list of the latest reports generated by SdO
 1. Reports are defined in the Report Configuration section of the SdO Admin App

DEX Plots and Trends Dashboard



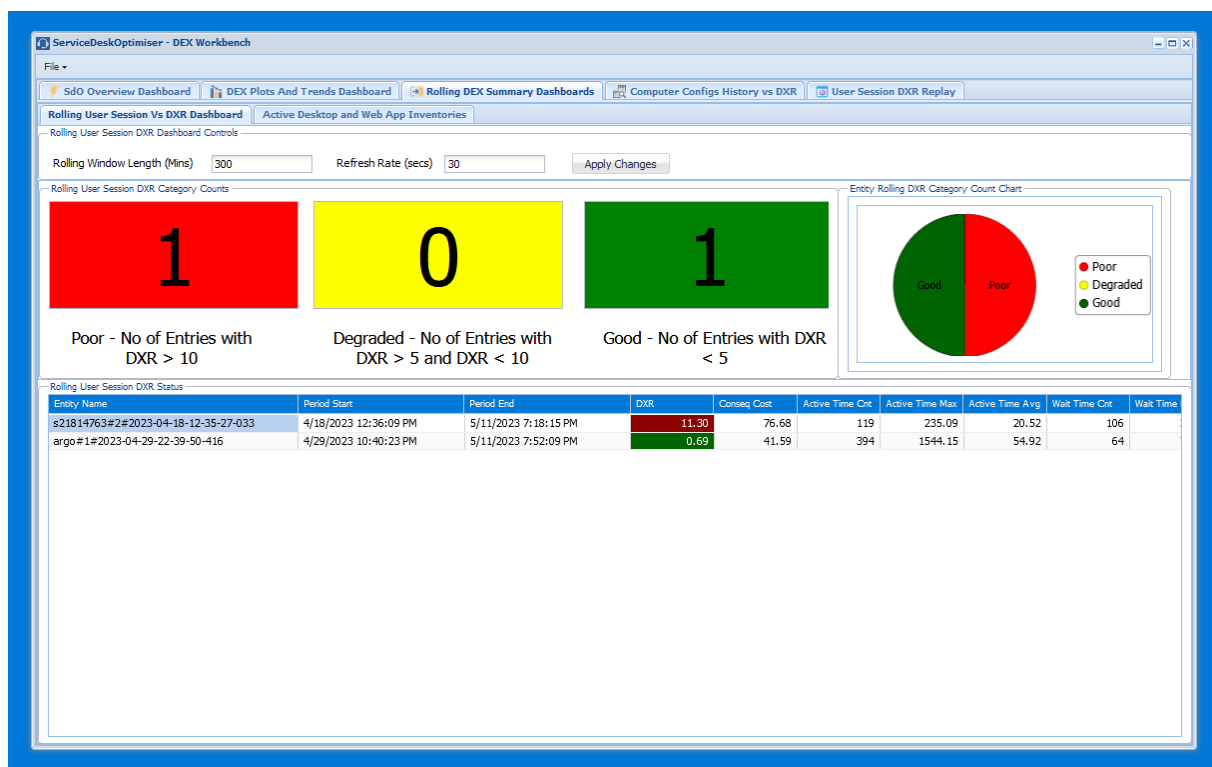
The DEX Plots and Trends Dashboard displays:

DEX Summary Dataset Plots and Trends Dashboard has the following sections:

- DEX Plots and Trends Dashboard Controls
 - Entity Type – Typically “All|*” where “All” means no specific event field and “|*” means all events. If Entity Type is, for example, “Exename|*” means the data subset is filtered by the “Exename” field
 - Entity Name – “All” means all events, but if Entity Type is, for example, “Exename|*” then Entity Name can be selected from a list of Exename
 - Plot Metric Name – typically “DXR” but can also be “UserWaitTime” or “ConsequentialCost”
 - Plot Frequency – typically “Day” i.e. the summary dataset is summarised into 24 hour buckets
 - Refresh Rate – the plot refresh rate, typically 60 seconds
 - Plot Window – the number of days, ending at the current day, to be included in the chart, typically 90 days
- DEX Metric Chart
 - When the selected metric is “DXR” a Trend Line for DXR values is also plotted, as well as lines indicating good/degrading/poor DXR thresholds
- DEX Metric Chart Table
 - A table of the values plotted in the DEX Metric Chart

Note: DEX Summary Datasets are defined in the Summary Dataset Configuration section of the SdO Admin App.

Rolling User Session vs DXR Dashboard



The Rolling User Session vs DXR Dashboard displays the current DXR value for active user sessions. This dashboard is primarily intended for use by Service Desk managers and staff to quickly identify user sessions that are experiencing a degrading user experience before the user has even opened a ticket.

The Rolling User Session vs DXR Dashboard includes the following sections:

- Rolling User Session DXR Category Counts – the breakdown of currently active user sessions by DXR band/category, where:
 - A DXR value of below 5 is considered “OK” i.e. less than 5% of the user’s time is spent waiting for the system to respond
 - DXR values of between “5 and 10 are consider “Degraded”
 - DXR values over 10 are consider “Poor” i.e. over 10% of the user’s time is spent waiting for the system to respond
- Rolling User Session DXR Stats table – Particularly the DXR value of each active user session
 - Drilldown – For drilldown options, right-click on the row of interest and the following context menu will be displayed:

Rolling User Session DXR Status		
Entity Name	Period Start	Period End
argo#1#2023-05-18-08-42-55-286	5/18/2023 8:43:40 AM	

Replay User Session

Plot User Session DXR Trend

- Click on “Replay User Session” to invoke the User Session Replay utility.
- Click on “Plot User Session DXR” to display a DXR trend plot for the user session.

Active Desktop and Web App Inventory Dashboard

Entity Name	Active Hours	DXR	Conseq Cost	Period Start	Period End	Active Time Tot	Active Time Cnt	Active Time Max	Active Time
mstsc.exe	210.79	0.54	1146.87	4/10/2023 4:25:57 PM	5/18/2023 2:46:26 PM	758859.24	3593	7191.55	2
firefox.exe	97.61	3.25	3171.49	4/10/2023 4:24:00 PM	5/18/2023 2:57:27 PM	351396.94	8642	11757.17	
outlook.exe	62.39	8.37	5222.08	3/22/2023 1:04:46 PM	5/18/2023 2:52:35 PM	224615.59	5384	948.89	
winword.exe	48.83	4.65	2271.29	2/11/2023 9:01:11 PM	5/18/2023 2:54:57 PM	175784.23	2328	10118.97	
explorer.exe	30.53	3.61	1103.04	4/10/2023 4:24:05 PM	5/18/2023 2:56:22 PM	109916.66	5146	5614.39	
chrome.exe	10.46	2.62	274.44	1/19/2023 12:14:24 PM	5/18/2023 2:56:40 PM	37672.87	889	933.36	
msedge.exe	9.88	2.02	199.94	3/22/2023 1:05:00 PM	5/17/2023 6:16:00 PM	35562.67	626	1389.37	
mmc.exe	5.12	3.99	204.61	4/10/2023 4:23:55 PM	5/17/2023 11:53:43 PM	18442.95	412	274.55	
pgadmin4.exe	4.21	7.71	324.12	3/29/2023 2:16:38 AM	5/17/2023 9:12:42 PM	15141.09	225	388.22	
taskmgr.exe	3.30	9.65	318.46	4/10/2023 4:24:23 PM	5/18/2023 2:47:17 PM	11885.14	388	152.37	
avgbrowser.exe	3.13	5.69	177.97	11/13/2022 4:35:24 AM	12/20/2022 2:04:24 AM	11262.01	165	1034.91	
mbamtray.exe	2.50	2.67	66.69	4/10/2023 4:27:54 PM	5/18/2023 2:55:35 PM	8995.23	383	1136.53	
applicationframehost.exe	2.50	6.66	166.35	3/25/2023 12:42:06 AM	5/17/2023 10:51:10 PM	8987.84	340	311.53	
foxitpdfreader.exe	2.25	34.29	770.33	3/23/2023 2:12:27 PM	4/13/2023 12:16:58 PM	8087.68	306	545.77	
notepad.exe	1.99	1.33	26.54	4/10/2023 4:26:02 PM	5/17/2023 9:27:26 PM	7168.05	391	487.49	
powerpnt.exe	1.75	7.80	136.47	3/28/2023 7:08:19 PM	5/17/2023 3:35:44 PM	6299.81	98	736.93	
iexplore.exe	1.69	4.72	79.73	3/29/2023 2:08:14 AM	5/18/2023 2:25:19 PM	6079.33	301	270.05	
designbuilder.exe	1.60	6.36	101.80	4/18/2023 4:48:47 PM	4/25/2023 9:08:42 PM	5763.35	266	307.19	
dbgvie.exe	1.10	0.82	8.95	11/10/2022 6:09:33 PM	5/17/2023 11:21:28 PM	3952.65	76	833.85	
shellexperiencehost.exe	1.09	45.71	499.56	3/26/2023 8:25:53 PM	5/18/2023 2:28:37 PM	3934.56	185	1124.01	
notepad++.exe	0.79	7.99	62.76	3/23/2023 9:50:00 PM	5/17/2023 10:51:02 PM	2826.43	108	231.42	
dwm.exe	0.77	61.11	472.32	3/24/2023 7:40:00 PM	5/18/2023 12:55:07 AM	2782.32	288	85.75	
cmd.exe	0.62	13.88	86.49	2/8/2023 1:48:15 AM	4/23/2023 7:22:00 PM	2242.80	129	60.71	
windowsterminal.exe	0.49	78.83	387.95	3/23/2023 12:01:00 AM	4/16/2023 11:00:57 PM	1771.72	41	218.63	
sdoserversetup.exe	0.46	41.15	189.96	11/15/2022 1:23:09 AM	5/18/2023 2:34:24 PM	1662.01	208	43.76	
excel.exe	0.39	5.51	21.77	1/30/2023 1:40:59 PM	5/16/2023 2:30:44 PM	1421.96	26	249.79	
credentialuibroker.exe	0.37	19.77	72.53	3/23/2023 9:41:44 PM	5/18/2023 8:45:00 AM	1320.89	147	66.73	
mysqlinstallerconsole.exe	0.30	96.54	293.24	1/11/2023 12:14:20 AM	1/6/2023 12:01:47 AM	1093.57	15	858.50	

The Active Desktop and Web App Inventory Dashboard displays a list of the most actively used Desktop Apps, identified by exe name (aka executable name), and Web Apps, identified by URL root (aka Universal Resource Locator) in descending order. As these are rolling summaries, the values are accumulated from the moment that SdO is installed for all user sessions.

The Active Desktop and Web App Inventory Dashboard has the following sections:

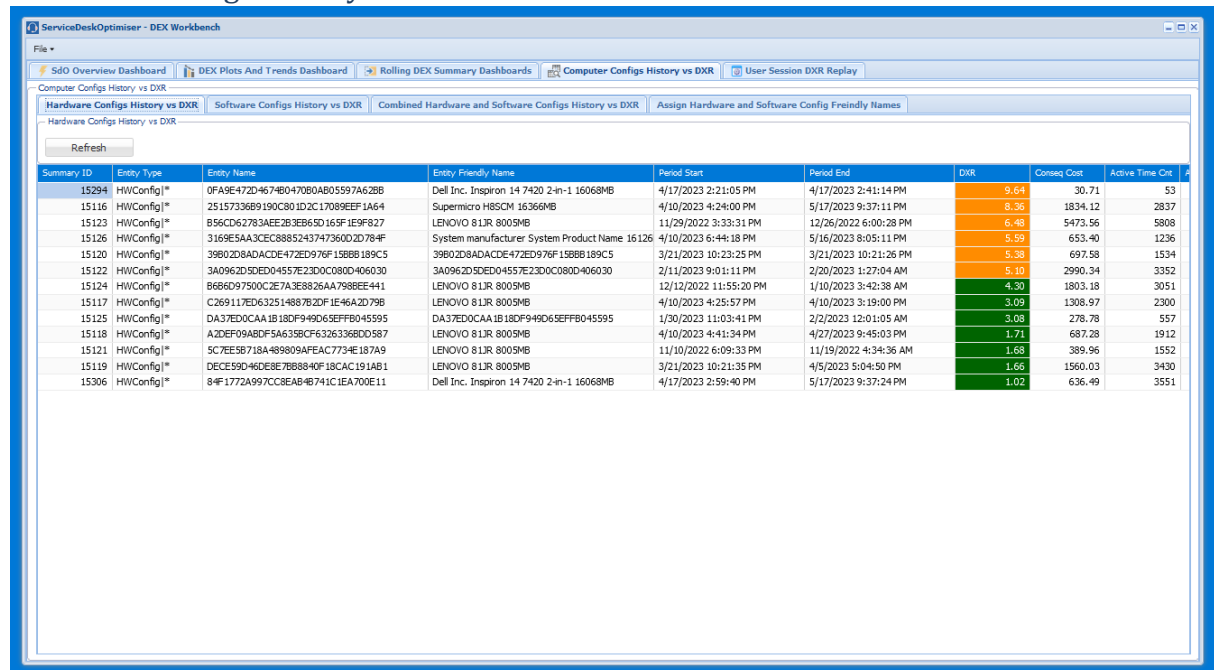
- Active Desktop and Web App Inventory Controls
 - Desktop/Web App Entity Type – ExeName or URLRoot
 - Refresh – Refresh display
- Active Desktop and Web App Inventory Table
 - The list of Desktop Apps or Web Apps in descending order of active use

Computer Configs History vs DXR

Computer hardware and software configuration changes are recorded by the SdO agent on each boot or restart and stored in the SdO database as Rolling Summaries. Each DEX event includes a hash values of the current hardware config and software config which are used to calculate the rolling DXR for each hardware and software config.

This forms Computer DXR Histories, like medical records, for each endpoint computer (PC, workstation, VDI server, etc.) providing an automated register of hardware and software configuration changes and how these changes affect the overall DXR score of the computer.

Hardware Configs History vs DXR



Summary ID	Entity Type	Entity Name	Entity Friendly Name	Period Start	Period End	DXR	Conseq Cost	Active Time Cnt
15294	HWConfig *	0FA9E472D4674B0470B0AB05597A628B	Dell Inc. Inspiron 14 7420 2-in-1 16068MB	4/17/2023 2:21:05 PM	4/17/2023 2:41:14 PM	9.64	30.71	53
15116	HWConfig *	2515733689190C801D2C17089EEF1A64	Supermicro H8SCM 16366MB	4/10/2023 4:24:00 PM	5/17/2023 9:37:11 PM	8.36	1834.12	2837
15123	HWConfig *	B56CD62783AEE2B3EB65D165F1E9F827	LENOVO 81JR 8009MB	11/29/2022 3:33:31 PM	12/26/2022 6:00:28 PM	6.48	5473.56	5808
15126	HWConfig *	3169E5AA3CEC888524374736002D784F	System manufacturer System Product Name: 16126	4/10/2023 6:44:18 PM	5/16/2023 8:05:11 PM	5.59	653.40	1236
15120	HWConfig *	39802D8ADACDE472ED976F158BB189C5	39802D8ADACDE472ED976F158BB189C5	3/21/2023 10:23:25 PM	3/21/2023 10:21:26 PM	5.38	697.58	1534
15122	HWConfig *	3A0962D5DED04557E23D0C080D406030	3A0962D5DED04557E23D0C080D406030	2/11/2023 9:01:11 PM	2/20/2023 1:27:04 AM	5.10	2990.34	3352
15124	HWConfig *	B686D97500C2E7A3E8826AA798EE441	LENOVO 81JR 8009MB	12/12/2022 11:55:20 PM	1/10/2023 3:42:38 AM	4.30	1803.18	3051
15117	HWConfig *	C269117ED632514887B2DF1E46A2D79B	LENOVO 81JR 8009MB	4/10/2023 4:25:57 PM	4/10/2023 3:19:00 PM	3.09	1308.97	2300
15125	HWConfig *	DA37ED0CAA1B18DF949D65EFFB045595	DA37ED0CAA1B18DF949D65EFFB045595	1/30/2023 11:03:41 PM	2/2/2023 12:01:05 AM	3.08	278.78	557
15118	HWConfig *	A2DEF09ABDF5A6358CF6326336BDD587	LENOVO 81JR 8009MB	4/10/2023 4:41:34 PM	4/27/2023 9:45:03 PM	1.71	687.28	1912
15121	HWConfig *	5C7EE5B718A489809AFAC7734E187A9	LENOVO 81JR 8009MB	11/10/2022 6:09:33 PM	11/19/2022 4:34:36 AM	1.68	389.96	1552
15119	HWConfig *	DECE59D46DE8E7B88840F18CAC191AB1	LENOVO 81JR 8009MB	3/21/2023 10:21:35 PM	4/5/2023 5:04:50 PM	1.66	1560.03	3430
15306	HWConfig *	84F1772A997CC8EAB4B741C1EA700E11	Dell Inc. Inspiron 14 7420 2-in-1 16068MB	4/17/2023 2:59:40 PM	5/17/2023 9:37:24 PM	1.02	636.49	3551

The Hardware Configs History vs DXR Dashboard has the following sections:

- Hardware Configs History vs DXR Controls
 - Refresh – Refresh display
- Hardware Configs History vs DXR Table

The list of Hardware Config Hash Values in descending DXR order

- Entity Type – Usually “HWConfig|*” to select the rolling DXR values for all hardware configs identified by its hash value
- Entity Name – The hash value of the hardware config
- Friendly Name – The friendly name of the hardware config, if one has been assigned
- Period Start – The first time a DXR value was included in the rolling summary
- Period End – The last time a DXR value was included in the rolling summary
- DXR – The overall DXR value for the hardware config
- Consequential Cost – A estimate of the consequential cost of the total User Wait Times (Typically calculated at \$1000/hour)

Software Configs History vs DXR

ServiceDeskOptimiser - DEX Workbench										
File										
Computer Configs History vs DXR										
Hardware Configs History vs DXR										
Software Configs History vs DXR										
Refresh										
Summary ID	Entity Type	Entity Name	Entity Friendly Name	Period Start	Period End	DXR	Conseq Cost	Active Time Cnt	Actv	
15161	SWConfig *	A9151E46C4520AC9AFOE8C38673D67D	Windows Server 2016 Standard Full x64	3/21/2023 10:06:11 PM	3/21/2023 10:21:26 PM	14.14	43.75		41	
15162	SWConfig *	80FC7EFF1EB62A9619B35D768B83DDC3	Windows Server 2016 Standard Full x64	3/31/2023 10:42:38 AM	4/15/2023 10:57:41 AM	14.02	1065.22		1482	
15155	SWConfig *	74CA50390261B81AB45EB5421248CF86	74CA50390261B81AB45EB5421248CF86	11/23/2022 10:27:00 PM	11/25/2022 2:11:32 PM	11.56	395.41		204	
15137	SWConfig *	BE380333284FE307F9466C8A1B010C87	BE380333284FE307F9466C8A1B010C87	12/26/2022 4:29:56 PM	12/26/2022 6:00:28 PM	10.31	804.31		692	
15147	SWConfig *	072850D244C99E10755EDE252339F557	Windows Server 2016 Standard Full x64	2/2/2023 1:16:42 PM	11/26/2022 11:32:13 PM	9.41	102.88		110	
15154	SWConfig *	3731C26E1B5D831982E6619D8674DD0	Windows 11 Home x64	11/19/2022 11:27:28 PM	11/23/2022 10:23:01 PM	9.14	882.47		577	
15157	SWConfig *	AC7D2C98C27851A8FFA7FD0E818DC8A6	Windows 11 Home x64	3/1/2023 11:26:22 AM	3/1/2023 11:25:21 AM	8.35	234.09		330	
15163	SWConfig *	72845D2788ED94E6A28F76C11D0F4FF	Windows 10 Professional x64	4/10/2023 6:44:18 PM	4/12/2023 8:51:51 PM	7.59	74.59		89	
15156	SWConfig *	629EF6F2D69631008B0818A50847B12D	629EF6F2D69631008B0818A50847B12D	12/14/2022 5:53:09 AM	12/20/2022 6:01:20 PM	7.48	1170.91		1338	
15139	SWConfig *	00ACFC58223EEF2B4BEB1254F6C2B94A	Windows Server 2016 Standard Full x64	3/29/2023 2:11:46 AM	3/29/2023 2:09:40 AM	7.26	10.35		29	
15148	SWConfig *	B7A68600B2D6D784D4FE3877431CBE2	B7A68600B2D6D784D4FE3877431CBE2	2/2/2023 8:00:14 PM	2/5/2023 5:07:00 PM	6.92	81.77		158	
15131	SWConfig *	CAE1E5F9A9ACD9B3431DB8DC850412	Windows Server 2016 Standard Full x64	3/21/2023 10:23:25 PM	3/21/2023 9:52:18 PM	6.85	65.28		96	
15134	SWConfig *	01A70B4875DC6A5741C20F4D909F9011	01A70B4875DC6A5741C20F4D909F9011	2/15/2023 9:01:11 PM	2/15/2023 12:37:41 AM	6.13	2447.88		2320	
15295	SWConfig *	0897C40D7F804271F28EA70496FC29A5	Windows 11 Home x64	4/17/2023 2:21:05 PM	4/17/2023 11:11:37 PM	6.00	75.35		277	
15143	SWConfig *	07042F1986D16813E94760F6A2EDC4F	07042F1986D16813E94760F6A2EDC4F	1/22/2023 5:30:19 PM	1/27/2023 12:44:14 PM	5.66	1194.86		1350	
15165	SWConfig *	08EF60EC2A4D9B3ECC4EE2B1BCAA68A4	Windows 10 Professional x64	4/13/2023 6:59:40 AM	5/2/2023 11:36:12 AM	5.45	482.26		978	
15127	SWConfig *	5EFC25SD22A6AA6335BAFC3E8389E14	Windows Server 2016 Standard Full x64	4/10/2023 4:24:00 PM	5/17/2023 9:37:11 PM	5.34	758.55		1326	
16328	SWConfig *	1CDF261DACA1CC7454FCFF14FE9D1A72	Windows 10 Professional x64	5/12/2023 4:37:30 AM	5/16/2023 8:05:11 PM	5.22	96.54		169	
15136	SWConfig *	78BCAADD10464B7CE3A1FD675E4715A8	78BCAADD10464B7CE3A1FD675E4715A8	12/12/2022 11:55:20 PM	12/14/2022 5:48:37 AM	5.11	621.15		1234	
15135	SWConfig *	BEAF3DFD8F8E43EA634C13CC7E845F	Windows 11 Home x64	11/29/2022 3:33:31 PM	12/1/2022 8:48:48 PM	4.94	839.86		1416	
15144	SWConfig *	8832BA09F9328423A0DA2CD516E4E4C	Windows Server 2016 Standard Full x64	2/8/2023 1:07:42 AM	2/26/2023 5:30:10 PM	4.72	347.13		888	
15133	SWConfig *	A5090343E3511638F81579F30B453D57	A5090343E3511638F81579F30B453D57	11/10/2022 6:09:33 PM	11/10/2022 11:40:47 PM	4.08	29.93		49	
15138	SWConfig *	84D4128C1992B763E5ED5B95EF16686A	84D4128C1992B763E5ED5B95EF16686A	1/6/2023 1:22:48 PM	1/6/2023 3:42:38 PM	4.01	1080.31		1522	
15142	SWConfig *	604605328EB2A13164D8271FB8D83CFB	604605328EB2A13164D8271FB8D83CFB	2/23/2023 9:16:39 PM	2/26/2023 5:22:31 PM	3.81	793.97		1175	
15150	SWConfig *	5D13C4B97758578F26C600BE541DCD0	Windows Server 2016 Standard Full x64	1/11/2022 4:33:12 PM	11/18/2022 12:50:07 AM	3.27	52.36		189	
15140	SWConfig *	FA3A071CFD0EC0B263142EAF1F9A1C3	FA3A071CFD0EC0B263142EAF1F9A1C3	1/30/2023 11:03:41 PM	2/2/2023 12:01:05 PM	3.08	278.78		557	
15141	SWConfig *	118D62FD7832D61B54001436635A172	118D62FD7832D61B54001436635A172	1/10/2022 3:49:55 AM	11/10/2022 3:01:37 PM	2.92	249.01		391	
15146	SWConfig *	476B8952C38D03577895E03AF4B89617	476B8952C38D03577895E03AF4B89617	2/15/2023 12:44:23 PM	2/20/2023 1:27:04 AM	2.89	542.46		1032	
16484	SWConfig *	CF0869A88A748E8603AA142AAB44AA	Windows 11 Professional x64	5/17/2023 1:56:43 PM	5/17/2023 9:37:24 PM	2.81	76.38		264	
15130	SWConfig *	1E211CA1CF0000D0A0B6E700C51B71B	Windows 11 Home x64	2/13/2023 10:31:32 PM	2/13/2023 10:31:34 PM	2.65	336.64		1183	

The Software Configs History vs DXR Dashboard has the following sections:

- Software Configs History vs DXR Controls
 - Refresh – Refresh display
- Software Configs History vs DXR Table

The list of Software Config Hash Values in descending DXR order

- Entity Type – Usually “SWConfig|*” to select the rolling DXR values for all software configs identified by its hash value
- Entity Name – The hash value of the software config
- Friendly Name – The friendly name of the software config, if one has been assigned
- Period Start – The first time a DXR value was included in the rolling summary
- Period End – The last time a DXR value was included in the rolling summary
- DXR – The overall DXR value for the software config
- Consequential Cost – A estimate of the consequential cost of the total User Wait Times (Typically calculated at \$1000/hour)

Combined Hardware and Software Configs History vs DXR

ServiceDeskOptimiser - DEX Workbench										
File +										
SdO Overview Dashboard DEX Plots And Trends Dashboard Rolling DEX Summary Dashboards Computer Configs History vs DXR User Session DXR Replay										
Computer Configs History vs DXR										
Hardware Configs History vs DXR Software Configs History vs DXR Combined Hardware and Software Configs History vs DXR Assign Hardware and Software Config Friendly Names										
Combined Hardware and Software Configs vs DXR										
Refresh										
Summary ID	Entity Type	Entity Name	Entity Friendly Name	Period Start	Period End	DXR	Conseq Cost	Active Time Cnt		
12945	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#A9151E	39802D8ADACDE472ED976F1588B189C5#Window	3/21/2023 10:06:11 PM	3/21/2023 10:21:26 PM	14.14	43.75	41		
12946	HWSWConfig[*]	25157336B9190C801D2C17089EEF1A64#8DFC7E	Supernova H8SCM 16366MB#Windows Server 201	3/21/2023 10:42:38 AM	4/15/2023 10:57:41 AM	14.02	1065.22	1482		
12406	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#74CA50	LENOVO 81JR 8009MB#74CA503902618B1AB45EB	11/23/2022 10:27:00 PM	11/25/2022 2:11:32 PM	11.56	395.41	204		
11769	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#BE38033	LENOVO 81JR 8009MB#BE380333284FE3079F4664	12/26/2022 4:29:56 PM	12/26/2022 6:00:28 PM	10.31	804.31	692		
15289	HWSWConfig[*]	0F45E472D4674B0470B0A805597A62B8#0897C4	Dell Inc. Inspiron 14 7420 2-in-1 16068MB#Window	4/17/2023 2:21:05 PM	4/17/2023 2:41:14 PM	9.64	30.71	53		
12002	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#072850	39802D8ADACDE472ED976F1588B189C5#Window	2/2/2023 1:16:42 PM	11/26/2022 11:32:13 PM	9.41	102.88	110		
12375	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#3731C24	LENOVO 81JR 8009MB#Windows 11 Home x64	11/19/2022 11:27:28 PM	11/23/2022 10:23:01 PM	9.14	882.47	577		
12876	HWSWConfig[*]	C269117ED632514887B2DF1E46A2D79B#AC70C2C	LENOVO 81JR 8009MB#Windows 11 Home x64	3/1/2023 11:26:22 AM	3/1/2023 11:25:21 AM	8.35	234.09	330		
13221	HWSWConfig[*]	3169E5AA3CEC885243747360D2D784F#728452	System manufacturer System Product Name 16126	4/10/2023 6:44:18 PM	4/12/2023 8:51:51 PM	7.59	74.59	89		
12625	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#629E6F6F	LENOVO 81JR 8009MB#629E6F6F2D69631008B081	12/14/2022 5:53:09 AM	12/20/2022 6:01:20 PM	7.48	1170.91	1338		
11784	HWSWConfig[*]	25157336B9190C801D2C17089EEF1A64#00ACFC	Supernova H8SCM 16366MB#Windows Server 201	3/29/2023 2:11:46 AM	3/29/2023 2:09:40 AM	7.26	10.35	29		
12012	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#B7A686	39802D8ADACDE472ED976F1588B189C5#B7A686	2/2/2023 8:00:14 PM	2/5/2023 5:07:00 PM	6.92	81.77	158		
11728	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#CAE1E1	39802D8ADACDE472ED976F1588B189C5#B7A686	3/21/2023 10:23:25 PM	3/21/2023 9:52:18 PM	6.85	65.28	96		
11747	HWSWConfig[*]	3A0962D5ED04557E23D0C080D406030#01A70B	3A0962D5ED04557E23D0C080D406030#01A70B	2/11/2023 9:01:11 PM	2/15/2023 12:37:41 AM	6.13	2447.88	2320		
11838	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#707422F	LENOVO 81JR 8009MB#707422F1986016813E947	1/22/2023 5:30:19 PM	1/27/2023 12:44:14 PM	5.66	1194.86	1350		
12308	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#A50903V	LENOVO 81JR 8009MB#A50903V343E351163BF8157	11/10/2022 9:24:00 PM	11/10/2022 11:40:47 PM	5.56	22.88	26		
13264	HWSWConfig[*]	3169E5AA3CEC885243747360D2D784F#40BEF60E	System manufacturer System Product Name 16126	4/13/2023 6:59:40 AM	5/2/2023 11:36:12 AM	5.45	482.26	976		
11724	HWSWConfig[*]	25157336B9190C801D2C17089EEF1A64#5EFC251	Supernova H8SCM 16366MB#Windows Server 201	4/10/2023 4:24:00 PM	5/17/2023 9:37:11 PM	5.27	737.48	1306		
11758	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#BEAF3D1	LENOVO 81JR 8009MB#Windows 11 Home x64	11/29/2022 3:33:31 PM	12/1/2022 8:48:48 PM	5.18	738.14	1121		
11759	HWSWConfig[*]	B6B0D97500C2E7A3E8826AA7988EE441#7B8CAA	LENOVO 81JR 8009MB#7B8CAA0D10464B7CE301F	12/12/2022 11:55:20 PM	12/14/2022 5:48:37 AM	5.11	621.15	1234		
15303	HWSWConfig[*]	84F1772A997CC8EAB4B741C1EA700E11#0897C4	Dell Inc. Inspiron 14 7420 2-in-1 16068MB#Window	4/17/2023 2:59:40 PM	4/17/2023 11:11:37 PM	4.85	44.64	223		
11839	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#8B32BA	39802D8ADACDE472ED976F1588B189C5#Window	2/8/2023 1:07:42 AM	2/26/2023 5:30:10 PM	4.72	347.13	888		
11779	HWSWConfig[*]	B6B0D97500C2E7A3E8826AA7988EE441#84D4121	LENOVO 81JR 8009MB#84D4128C1992B763E5ED5	1/6/2023 1:22:48 PM	1/10/2023 3:42:38 AM	4.01	1080.31	1522		
11837	HWSWConfig[*]	C269117ED632514887B2DF1E46A2D79B#6046051	LENOVO 81JR 8009MB#6046051328EB2A13164D82	2/23/2023 9:16:39 PM	2/26/2023 5:22:31 PM	3.81	793.97	1175		
12417	HWSWConfig[*]	B6B0D97500C2E7A3E8826AA7988EE441#BEAF3D1	LENOVO 81JR 8009MB#Windows 11 Home x64	11/25/2022 5:56:01 PM	11/27/2022 3:42:00 PM	3.69	101.72	295		
12305	HWSWConfig[*]	39802D8ADACDE472ED976F1588B189C5#5D13C4	39802D8ADACDE472ED976F1588B189C5#Window	11/10/2022 4:33:12 PM	11/18/2022 12:50:07 AM	3.27	52.36	189		
11811	HWSWConfig[*]	DA37ED0CAA1B18DF949D65E9FB045595#FA3A07	DA37ED0CAA1B18DF949D65E9FB045595#FA3A07	1/30/2023 11:03:41 PM	2/2/2023 12:01:05 AM	3.08	278.78	557		
11832	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#11BD62F	LENOVO 81JR 8009MB#11BD62FD7832DE61B5400	11/10/2022 3:49:55 AM	11/10/2022 3:01:37 PM	2.92	249.01	391		
11903	HWSWConfig[*]	3A0962D5ED04557E23D0C080D406030#4786B9	3A0962D5ED04557E23D0C080D406030#4786B9	2/15/2023 12:44:23 PM	2/20/2023 1:27:04 AM	2.89	542.46	1032		
11747	HWSWConfig[*]	B56CD62783AEE2B3E65D165F1E9F827#11BD62F	LENOVO 81JR 8009MB#11BD62FD7832DE61B5400	11/10/2022 3:49:55 AM	11/10/2022 3:01:37 PM	2.92	249.01	391		

The Hardware and Software Configs History vs DXR Dashboard has the following sections:

- Hardware and Software Configs History vs DXR Controls
 - Refresh – Refresh display
- Hardware Software Configs History vs DXR Table

The list of combined Hardware and Software Config Hash Values in descending DXR order

- Entity Type – Usually “HWSWConfig[*]” to select the rolling DXR values for all combined hardware and software configs identified by their hash values
- Entity Name – The hash value of the hardware and software config
- Friendly Name – The friendly name of the hardware and software config, if one has been assigned
- Period Start – The first time a DXR value was included in the rolling summary
- Period End – The last time a DXR value was included in the rolling summary
- DXR – The overall DXR value for the combined hardware and software config
- Consequential Cost – A estimate of the consequential cost of the total User Wait Times (Typically calculated at \$1000/hour)

Assign Hardware and Software Config Friendly Names

ID	Config Hash	Config Type	Friendly Name	Config Text	Config Diffs	Config Prev Hash
157	2515733689190C801D2C17089EE	HW	Supermicro H8SCM 16366MB	"Computer_CPU-CoreCount"="3" "Computer_CPU-Name"="Opteron 4228 HE" "Computer_CPU-PhysCount"="2" "Computer_CPU-Stepping"="2" "Computer_CPU-Vendor"="AMD" "Computer_Manufacturer"="Supermicro" "Computer_Memory"="16366MB" "Computer_Model"="H8SCM" "Computer_Name"="S21814763" "Computer_OS"="Windows Server 2016 Standard Full x64" "Computer_System"="ACPI x64-based PC"	"AddedProp-Computer_CPU-CoreCount"="3" "AddedProp-Computer_CPU-Name"="Opteron 4228 HE" "AddedProp-Computer_CPU-PhysCount"="2" "AddedProp-Computer_CPU-Stepping"="2" "AddedProp-Computer_CPU-Vendor"="AMD" "AddedProp-Computer_Manufacturer"="Supermicro" "AddedProp-Computer_Memory"="16366MB" "AddedProp-Computer_Model"="H8SCM" "AddedProp-Computer_Name"="S21814763" "AddedProp-Computer_OS"="Windows Server 2016 Standard Full x64" "AddedProp-Computer_System"="ACPI x64-based PC"	D41D8CD98F00B204E9800998ECF842
158	SEFC25D22A6AA633BA AFC3E	SW	Windows Server 2016 Standard Full x64	"Software_Name-FMSoft uniGUI Runtime v1.90.0.1564"="" "Software_Name-LibreOffice 7.2.1.2-7.2.1.2"="7.2.1.2" "Software_Name-Matrox Graphics Software (remove only)"="4.1.0.10"="4.1.0.10" "Software_Name-Microsoft Visual C++ 2013 Redistributable (x64)"="12.0.40664-12.0.40664.0"="12.0.40664.0" "Software_Name-Microsoft Visual C++ 2013 Redistributable (x86)"="12.0.40664-12.0.40664.0"="12.0.40664.0" "Software_Name-Microsoft Visual C++ 2015-2022 Redistributable (x64)"="14.31.31103-14.31.31103.0"="14.31.31103.0" "Software_Name-Microsoft Visual C++ 2015-2022 Redistributable (x86)"="14.31.31103-14.31.31103.0"="14.31.31103.0" "Software_Name-Microsoft Web Platform Installer 5.1.5.151515.0"="5.1.51515.0" "Software_Name-Mozilla Firefox (x64 en-US)"="111.0.1"="111.0.1" "Software_Name-Mozilla Maintenance Service-89.0"="89.0" "Software_Name-Notepad++ (64-bit x64)"="8.4.5"="8.4.5" "Software_Name-PostgreSQL 14-14"="14" "Software_Name-PostgresSQL 14-14"="14"	"AddedProp-Software_Name-FMSoft uniGUI Runtime v1.90.0.1564"="" "AddedProp-Software_Name-LibreOffice 7.2.1.2-7.2.1.2"="7.2.1.2" "AddedProp-Software_Name-Matrox Graphics Software (remove only)"="4.1.0.10"="4.1.0.10" "AddedProp-Software_Name-Microsoft Visual C++ 2013 Redistributable (x64)"="12.0.40664-12.0.40664.0"="12.0.40664.0" "AddedProp-Software_Name-Microsoft Visual C++ 2013 Redistributable (x86)"="12.0.40664-12.0.40664.0"="12.0.40664.0" "AddedProp-Software_Name-Microsoft Visual C++ 2015-2022 Redistributable (x64)"="14.31.31103-14.31.31103.0"="14.31.31103.0" "AddedProp-Software_Name-Microsoft Visual C++ 2015-2022 Redistributable (x86)"="14.31.31103-14.31.31103.0"="14.31.31103.0" "AddedProp-Software_Name-Microsoft Web Platform Installer 5.1.5.151515.0"="5.1.51515.0" "AddedProp-Software_Name-Mozilla Firefox (x64 en-US)"="111.0.1"="111.0.1" "AddedProp-Software_Name-Mozilla Maintenance Service-89.0"="89.0" "AddedProp-Software_Name-Notepad++ (64-bit x64)"="8.4.5"="8.4.5" "AddedProp-Software_Name-PostgresSQL 14-14"="14"	D41D8CD98F00B204E9800998ECF842

The Assign Hardware and Software Config Friendly form, as the name suggests, is used to assign short, friendly names to long, complex hardware and software configurations to ease the identification of those configurations and their associated DXR value. SdO will automatically assign Friendly Names to configurations as follows:

- Hardware configurations: Manufacturer Name + Model Name + Memory (RAM) Size
- Software configurations: OS Name and Version

The Assign Hardware and Software Config Friendly Name form has the following sections:

- Controls
 1. Apply Friendly Name Changes – Update the summary dataset with Friendly Change changes
 2. Refresh – Refresh display
- Assign Hardware and Software Config Friendly Names Table - Column names:
 1. Config Hash
 2. Config Type
 3. Friendly Name – This field can be modified by support staff as required
 4. Config Text
 5. Config Diffs
 6. Config Prev Hash

User Session DXR Replay Form

ServiceDesk Optimiser - DEX Workbench

File ▾

SDO Overview Dashboard | DEX Plots And Trends Dashboard | Rolling DEX Summary Dashboards | Computer Configs History vs DXR | **User Session DXR Replay**

Wireframe Display of Event's Foreground Window Size and Position on Desktop. Color coded on DXR value.

Event Time: 2023-04-17T15:37:51.000Z Title: PayPal Checkout and 2 more pages - Profile 1 - Microsoft? Edge

For: msedge.exe
Class: Chrome_WidgetWin_1
URL:
Icon:

SDO Event Values

SDO Metric Name	Value
Active Time	5.26
User Wait Time	2.06
App Resp Time	2.06
Cursor Wait Time	0.00
Window Not Resp. Time	0.00
Logon Delay Time	0.00
Event DXR	39.16

Bottleneck Name

Bottleneck Name	Value
CPU Bottleneck	False
RAM Bottleneck	False
Disk Bottleneck	False
Net Bottleneck	False

User Property

User Property	Value
User Domain	argo
Username	jerem

SDO Event Values

Prop Name	Value
Screen Height	800
Screen Width	1280
Window Top	-7
Window Left	-7
Window Bottom	760
Window Right	1288

RTT Metric

RTT Metric	Value
Citrix Latency Last	0.00
Citrix Latency Avg	0.00
Citrix Latency StdDev	0.00
RDP Current TCP	0.00
RDP Current UDP	0.00
RDP TCP Bandwidth	0.00
RDP UDP Bandwidth	0.00
PCOIP RTT Latency	0.00

Update Event Data | Start Autoreplay 40 / 56 | Replay Interval (secs) 1 | Enter UX User Session ID | Select User Session ID | argo#1#2023-04-17-14-12-14-815

Event Time	Local Event Time	Time Zone Bias	DXR	Language Code	Country Code	SDO User Session	Eie Name	Eie Patch	Eie Version	Logon Delay Time	Active Time	App Re
4/17/2023 2:37:51 PM	4/17/2023 3:37:51 PM	1	39.16	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	5.26	
4/17/2023 2:38:25 PM	4/17/2023 3:38:25 PM	1	0.06	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	34.56	
4/17/2023 2:38:49 PM	4/17/2023 3:38:49 PM	1	11.07	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	24.31	
4/17/2023 2:38:56 PM	4/17/2023 3:38:56 PM	1	0	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	6.76	
4/17/2023 2:39:06 PM	4/17/2023 3:39:06 PM	1	0	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	9.69	
4/17/2023 2:39:13 PM	4/17/2023 3:39:13 PM	1	0	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	7.17	
4/17/2023 2:39:58 PM	4/17/2023 3:39:58 PM	1	1.86	en	gbr	argo#1#2023-0	msedge.exe	c:\program files	112.0.1722.48	0	44.64	

Page 1 of 1

The User Session DXR Replay form provides support staff with a deep-dive view of a user's session to pinpoint and understand sequences of poor user experience (aka Digital Experience or DEX) identified by DXR values greater than 10 and displayed in **RED**. Degraded DXR values (between 5 and 10) and objects are displayed in **AMBER** and good DEX values (under 5) and objects in **GREEN**. Support staff can step through each DEX event which is essentially a "user active" block of time, held in the Active Time field. The DXR value for the event is calculated as the events User Wait Time divided by Active Time multiplied by 100 to represent the ratio of wait time to active time as a percentage. As each event becomes the "current" event, the following happens:

- significant (useful) fields of the 'current' event are displayed as name, value pairs in panels to the left and right of the form. The Window Top, Left, Bottom and Right values are coloured coded as:
 - If both Left and Right points are visible on the desktop = Green
 - If one of the Left or Right points are invisible = Amber
 - If both Left and Right points are invisible = Red
 - If both Top and Bottom points are visible on the desktop = Green
 - If one of the Top or Bottom points are invisible = Amber
 - If both Top and Bottom points are invisible = Red
 - Note: if all values are Red the Foreground Window is not at all visible to the user, if all values are Green the Foreground Window is completely visible to the user
- the background of the current event row in the table and is colour coded on the DXR value (see above for how DXR values are colour coded)
- a wireframe representation of the foreground window is displayed on the "desktop" depiction in the middle of the form and colour code on the events DXR value. Note: the reason for using a wireframe representation, rather than a screenshot, of the foreground window is twofold:
 - The main reason is privacy so that confidential inform contained in a screenshot is not accidentally leaked.
 - Screenshots as a lot more storage than wireframe coordinates.

The User Session DXR Replay form has the following sections:

- Left Panels – Name/Value pairs of the current DEX event

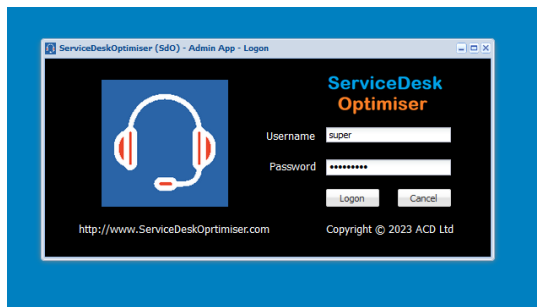
- Middle Panel – Depiction of the user’s desktop to simulate the position of the current foreground window
- Right Panels – Name/Value pairs of the current DEX event
- Bottom Panels:
 1. Controls:
 1. User session event navigation buttons:
 1. Start – move to start of user session events
 2. Left – move to previous event
 3. Right – move to next event
 4. End – move to end of user session events
 2. Update event data – collect any new events for the current user session
 3. Start Autoreplay – automatically navigates through the events of the current user session at 1 second per event (default)
 4. Current event number indicator - [Event No/No of Events]
 5. Replay Interval (secs) – Set to 1 second by default
 6. Enter UX Session ID – Displays a popup dialog to allow support staff to enter a new User Session ID. Note: The typical use of this control is to input the User Session ID provided from a user using the SdOSessionIDDisplay.exe utility.
 7. Select User Session ID – Allows support staff to select a different User Session ID from a drop-down list.
 2. User Session Event Table
 1. User Session Event Fields...
 2. Event Time – Time in UTC
 3. Local Event Time
 4. Time Zone Bias – Time zone offset in hours
 5. DXR
 6. Language Code – e.g. EN for English
 7. Country Code – e.g. GBR for UK
 8. SdO User Session ID
 9. Exe Name
 10. Exe Path
 11. Exe Version
 12. Logon Delay Time
 13. Active Time
 14. Etc...

SdO Admin App User Guide

SdO Admin App is a web-based application that is the primary administration interface for SdO. Capabilities include:

- SdO Configuration in the following 7 sections:
 - Alerts Config.
 - Summary Config
 - Recipient Config.
 - Report Config.
 - Server Config.
 - Endpoint Config.
 - Bulk Export Config.
- SdO Setup and License (“super” username only)
- Raw DEX Event Data Viewer

SdO Admin App Logon Form



SdO Admin App is invoked in a browser using the following URL:

<https://data.servicedeskoptimiser.com:8077>

The default logon credentials are:

Username: super (or admin)

Password: superlock (or adminlock)

Click on the Logon button to log on. The difference between the Super and Admin usernames is that Super username make the License form visible.

Alert Config Form

ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server

File

ServiceDesk Optimiser

SdO Configuration

Alert Config. Summary Config. Recipient Config. Report Config. Server Config. Endpoint Config. Bulk Export Config. Raw DEX Event Data Viewer

Alert Configuration

Duplicate Selected Row Alert Recalc. Start Date 20/02/2019 Recalculate and Replace Alerts

ID	Enabled	Alert Name	Description	Run Once	Check Frequency	Check Frequency Unit	Last Check Time
52	☐	ALERT_MULTIPLE_USERS	Multiple dex events with degraded DXR and resour	☐	10	minute	4/4/2023 7:50:4
60	☐	ALERT_MULTIPLE_USERS	Multiple dex events with extended App Response T	☐	10	minute	4/4/2023 7:50:4
56	☐	ALERT_MULTIPLE_USERS	Multiple dex events with extended User Wait Times	☐	10	minute	4/4/2023 7:50:4
68	☐	ALERT_MULTIPLE_EVENT	Multiple dex events with extended Prog Launch Tim	☐	10	minute	4/4/2023 7:50:4
70	☐	ALERT_MULTIPLE_EVENT	Multiple dex events with multiple Resource Bottlene	☐	10	minute	4/4/2023 7:50:4
0	☐	ALERT_MULTIPLE_USERS	Multiple dex events with extended App Response T	☐	10	minute	4/4/2023 7:50:4
54	☒	ALERT_MULTIPLE_USERS	Multiple dex events with extended User Wait Times	☐	10	minute	5/12/2023 5:40:
58	☒	ALERT_MULTIPLE_USERS	Multiple dex events with extended App Response T	☐	10	minute	5/12/2023 5:40:
62	☒	ALERT_MULTIPLE_USERS	Multiple dex events with extended Logon Delay Tim	☐	10	minute	5/12/2023 5:40:
71	☒	ALERT_NOTIFIABLE_URL	Multiple dex events with notifiable URL (Web App o	☐	10	minute	5/12/2023 5:40:
72	☒	ALERT_NOTIFIABLE_EXE	Multiple dex events with notifiable Exe (Desktop Ap	☐	10	minute	5/12/2023 5:40:
50	☒	ALERT_MULTIPLE_USERS	Multiple dex events with degraded DXR in the last :	☐	10	minute	5/12/2023 5:40:
66	☒	ALERT_MULTIPLE_USERS	Multiple dex events with extended Prog Launch Tim	☐	10	minute	5/12/2023 5:40:

License State: LicenseOK

The Alert Config. Form is used to define alerts in SdO based on DXR values and the numbers of user sessions that are being affected over a 10-minute (default) time period. An alert definition can be assigned a Severity Level between 1 and 5, where 5 is the most severe level, but SdO also calculates a Triage Score, between 1 and 5, partly based on the alerts Severity Level, but also the number of different users affected in the same way, at the same time, and the number of different desktop and web applications affected.

The Alert Config. Form has the following sections:

- Controls
 - Table Data Navigator
 - Duplicate Selected Row
 - Alert Recalc. Start Date
 - Recalculate and Replace Alerts
- Alert Configuration Table - The Alert Configuration Table has the following columns:
 - Enabled
 - Alert Name
 - Description
 - Run Once
 - Check Frequency
 - Check Frequency Unit
 - Last Check Time
 - Check SQL
 - Action SQL
 - Alert Event Count Threshold
 - Alert Severity Level

Summary Config Form

ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server

File • ServiceDesk Optimiser

SdO Configuration | SdO Setup and License | Raw DEX Event Data Viewer

Alert Config. | **Summary Config.** | Recipient Config. | Report Config. | Server Config. | Endpoint Config. | Bulk Export Config.

Summary Datasets Configuration

Duplicate Selected Row | Summary Recalc. Start Date: 09/11/2022 | Recalculate and Replace Summaries

ID	Enable	Summary Name	Summary Type	Entity Type	Entity Name Filter	Description	Frequency Unit
5000	☒	OverallDailyPeriodicSumm	Periodic	All	*	Overall Daily Periodic Summaries For DEX Metrics	day
5500	☒	DailySummariesForAdmin	Periodic	UserGroup	*administrators*	Daily Summaries For Admin Group	day
5400	☒	DailyPeriodicSummariesForURLRoot	Periodic	URLRoot	*	Daily Periodic Summaries For URL Roots	day
1500	☒	RollingDEXSummariesForComputerName	Rolling	ComputerName	*	Rolling DEX Summaries For Computer Names	n/a
1650	☒	RollingDEXSummariesForExeName	Rolling	ExeName	*	Rolling DEX Summaries For Exe Name	n/a
1600	☒	RollingDEXSummariesForExeNameAndVersions	Rolling	ExeName+ExeVersion	*	Rolling DEX Summaries For Exe Name And Versions	n/a
1100	☒	RollingDEXSummariesForUserNames	Rolling	UserDomain+UserName	*	Rolling DEX Summaries For User Names	n/a
1300	☒	RollingDEXSummariesForHWConfigs	Rolling	HWConfig	*	Rolling DEX Summaries For HW Configs	n/a
5700	☒	DailySummariesForComputerNames	Periodic	ComputerName	*	Daily Summaries For Computer Names	day
5100	☒	DailyPeriodicDEXSummariesForComputerName	Periodic	ComputerDomain+ComputerName	*	Daily Periodic DEX Summaries For Computer Name	day
5300	☒	DailyPeriodicSummariesForExeName	Periodic	ExeName	*	Daily Periodic Summaries For Exe Name	day
5050	☒	OverallHourlyPeriodicSummariesForDEXMetrics	Periodic	All	*	Overall Hourly Periodic Summaries For DEX Metrics	hour
5600	☒	DailySummariesForFinanceGroup	Periodic	UserGroup	*finance*	Daily Summaries For Finance Group	day
5200	☒	HourlyPeriodicSummariesForUserSessions	Periodic	UserSession	*	Hourly Periodic Summaries For User Sessions	hour
1205	☒	RollingDEXSummariesForCombinedComputerNameAndHWConfig	Rolling	ComputerName+HWSWConfig	*	Rolling DEX Summaries For Combined Computer Name And HW Config	n/a
1000	☒	RollingDEXSummariesForUserSessions	Rolling	UserSession	*	Rolling DEX Summaries For User Sessions	n/a
1700	☒	RollingDEXSummariesForURLRoots	Rolling	URLRoot	*	Rolling DEX Summaries For URL Roots	n/a
100	☒	OverallRollingSummary	Rolling	All	*	Overall Rolling Summary	n/a
1200	☒	RollingDEXSummariesForCombinedHWSWConfig	Rolling	HWSWConfig	*	Rolling DEX Summaries For Combined HWSW Config	n/a
1400	☒	RollingDEXSummariesForSWConfigs	Rolling	SWConfig	*	Rolling DEX Summaries For SW Configs	n/a
1800	☒	RollingDEXSummariesForUserGroupAdministrators	Rolling	UserGroup	*administrators*	Rolling DEX Summary User Group Administrators	n/a

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The Summary Config. Form is used to define Summary Datasets of the DEX Event Data DB table. There are two basic types of summaries:

- Periodic Summaries – DEX events values are grouped into consecutive time periods or “buckets” (For example: This type of summary is useful for plotting trend charts)
- Rolling Summaries – continuously calculated as new DEX event values arrive (For example: This type of summary is useful for keeping running totals for how long different desktops are actively in use for Active App Inventory reports)

The Summary Config. Form has the following sections:

- Controls
 1. Table Data Navigator
 2. Duplicate Selected Row
 3. Summary Recalc. Start Date
 4. Recalculate and Replace Summaries
- Summary Configuration Table - The Summary Configuration Table has the following columns:
 1. Enabled
 2. Summary Name
 3. Summary Type
 4. Entity Type
 5. Entity Name Filter
 6. Description
 7. Frequency Unit
 8. Period Start Time
 9. Period End Time
 10. Use Local Time
 11. Execution Count

Recipient Config Form

ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server

File +

ServiceDesk Optimiser

SdO Configuration | SdO Setup and License | Raw DEX Event Data Viewer

Alert Config. | Summary Config. | **Recipient Config.** | Report Config. | Server Config. | Endpoint Config. | Bulk Export Config.

Recipient Configuration

Duplicate Selected Row | Resend Start Date: 12/05/2023 | Resend Emails | Send Test Email to Selected Entry

ID	Enabled	Recipient Name	Email Addresses	CC Email Addresses	Alert/Report Names	Last Email Sent
0	☐	Our Administrator	ouradmin@gmail.com		*	3/4/2019
10	☐	Our Administrator	ouradmin@gmail.com		*	3/4/2019
30	☐	Support	support@ServiceDeskOptimiser.cc		*health*; *daily*	3/4/2019
40	☐	Our Administrator	ouradmin@gmail.com		*	7/30/2022 12:37:42 AM
50	☐	Support	support@ServiceDeskOptimiser.cc		*health*; *daily*	3/4/2019

License State: LicenseOK

The Recipient Config. Form is used to define the designated recipients of SdO Alerts and Reports.

The Recipient Config. Form has the following sections:

- Controls
 1. Table Data Navigator
 2. Duplicate Selected Row
 3. Resend Emails Start Date
 4. Resend Emails
- Recipient Configuration Table - The Recipient Configuration Table has the following columns:
 1. Enabled
 2. Recipient Name
 3. Email Addresses
 4. CC Email Addresses
 5. Alert/Report Names
 6. Last Email Sent

Report Config Form

ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server

File

ServiceDesk Optimiser

SdO Configuration | SdO Setup and License | Raw DEX Event Data Viewer

Alert Config. | Summary Config. | Recipient Config. | **Report Config.** | Server Config. | Endpoint Config. | Bulk Export Config.

Report Configuration

Duplicate Selected Row

Recreate Reports from Start Date: 18/05/2023

Recreate Reports

ID	Enabled	Report Name	Description	Report Template	Event Count SQL	Report If Empty
0	☐	REPORT_ACTIVE_APP_I	Create a weekly active desktop a	REPORT_ACTIVE_APP_INVENTORY.REPORT_TEMP	SELECT count(lxalog_id) FROM lc	☐
20	☒	REPORT_DEX_PERFORM	Daily DEX performance report	REPORT_DEX_PERFORMANCE_DAILY.REPORT_TEM	SELECT count(lfue_id) FROM log_	☐
10	☒	REPORT_DEX_ALERTS	Create a consolidated DEX alerts	REPORT_DEX_ALERTS.REPORT_TEMPLATE	SELECT count(lxalog_id) FROM lc	☐

License State: LicenseOK

The Report Config. Form is used to define SdO reports based on the result sets of SQL queries which are formatted as HTML documents. Note: The built-in SdO report configurator is a basic out-of-the-box, table-based report definition capability for formatting alerts and reports for basic reporting requirements, other third-party report-writers are recommended for more complex reporting requirements.

The Report Config. Form has the following sections:

- Controls
 1. Table Data Navigator
 2. Duplicate Selected Row
 3. Recreate Reports Start Date
 4. Recreate Reports
- Report Configuration Table - The Report Configuration Table has the following columns:
 1. Enabled
 2. Report Name
 3. Description
 4. Report Template
 5. Event Count SQL
 6. Report if Empty
 7. Run Once
 8. Check Frequency
 9. Check Frequency Unit

Server Config Form

ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server

File

ServiceDesk Optimiser

SdO Configuration | SdO Setup and License | Raw DEX Event Data Viewer

Alert Config. | Summary Config. | Recipient Config. | Report Config. | **Server Config.** | Endpoint Config. | Bulk Export Config.

Server Configuration

Enabled	Section	Property Name	Property Value	Comment
☒	Infrastructure	DBServiceDebugEnabled	false	Enable DB service debug viewer output
☒	Infrastructure	DBServiceDEXEventLogRetention	365	The number of days events are retained in the SdO DEX Event Log
☒	Infrastructure	DBServiceDEXSummariesRetention	730	The number of days SdO DEX summary data is retained
☒	Infrastructure	DBServiceMaxDBUpdateThreads	4	The maximum number of DB Service DB update threads
☒	Infrastructure	EndpointConfigLastPublishedTime	1553644316990	The timestamp of the last request to publish the endpoint config to
☒	Infrastructure	LicenseRegisteredOnline	True	Set to true if the license was registered using the online SdO License
☒	Infrastructure	SdOLicenseServiceURL	https://register.servicedeskoptimi	The URL for the cloud based SdO License Registration Service
☒	Infrastructure	SMTPFromAddress	SdOrelay@gmail.com	The SMTP from name used to send emails
☒	Infrastructure	SMTPFromName	SdO Operations	The SMTP from name used to send emails
☒	Infrastructure	SMTPHost	smtp.gmail.com	The SMTP host used to send emails
☒	Infrastructure	SMTPPassword	4xmop3r4tions#	The SMTP host password used to send emails
☒	Infrastructure	SMTPPortNo	587	The SMTP host port number used to send emails
☒	Infrastructure	SMTPUsername	SdOrelay@gmail.com	The SMTP host username used to send emails
☒	Infrastructure	SMTPUseTLS	true	When true secure email with TLS/SSL protocol
☒	Infrastructure	WebServiceDebugEnabled	false	Enable Web Service debug viewer output
☒	Infrastructure	WebServiceMaxDBUpdateThreads	4	The maximum number of Web Service DB update threads
☒	Infrastructure	WebServiceStagingFileFolder	c:\ProgramData\ServiceDeskOpti	Staging files buffer location (folder path)
☒	Infrastructure	WebServiceStagingFileFolderMaxF	1000	Maximum number of files allowed in the staging file buffer
☒	Infrastructure	WebServiceStagingFileInterval	5	Processing interval for files in the staging file buffer
☒	Reporting	AppResponseTimeAlertThreshold	10	App Response Time alert threshold (secs)
☒	Reporting	ConsequentialCostMonetarySymb	\$	User cost monetary symbol e.g. USD, GBP, etc
☒	Reporting	ConsequentialCostMonetaryUnit	USD	User cost monetary unit e.g. USD, GBP, etc
☒	Reporting	ConsequentialCostRatePerHour	1000	Consequential cost rate per hour. Consequential cost is calculated
☒	Reporting	DBServicePeriodicSummariesLoop	60	Loop delay for processing periodic summaries (in seconds)
☒	Reporting	DBServiceRecalcAlerts	False	When true then DEX alerts are recalculated and replaced from the
☒	Reporting	DBServiceRecalcAlertsStartDate	2022-11-08T00:00:00.000Z	Used in conjunction with DBServiceRecalcAlerts flag.
☒	Reporting	DBServiceRecalcPeriodicSummarie	False	When true the existing DEX periodic summary datest are recalculat
☒	Reporting	DBServiceRecalcPeriodicSummarie	2022-11-09T00:00:00.000Z	Used in conjunction with DBServiceRecalcSummaries flag.
☒	Reporting	DBServiceRecalcRollingSummaries	False	When true the existing DEX rolling summary datest are recalculated

License State: LicenseOK

The Server Config. Form is used to specify the SdO Server operational parameters/properties which are defined as name/value pairs.

The Server Config. Form has the following sections:

- Controls
 - Table Data Navigator
- Server Configuration Table - The Server Configuration Table has the following columns:
 - Enabled
 - Section
 - Property Name
 - Property Value
 - Comment

Endpoint Config Form

Enabled	Section	Property Name	Property Value	Comment
☒	DataCapture	ActiveTimeHighValueCutoff	-1	Active Time high value cut off (-1 means ignore)
☒	DataCapture	ActiveTimeLowValueCutoff	1.0	Active Time low value cut off (-1 means ignore)
☒	DataCapture	DXRHighValueCutoff	100	DXR High value cut off (-1 means ignore)
☐	DataCapture	ExesToExcludeList	ResourceHog.exe;UserProgram	Exe that provide unreliable metric values which can skew other res
☒	DataCapture	IncludeBrowserURL	true	When set to true captures the URL if the foreground window is liste
☒	DataCapture	IncludeBrowserWindowTitle	true	When set to true captures the window title of the foreground windo
☒	DataCapture	IncludeIPAddress	true	When set to true captures the IP address of the endpoint agent's n
☐	DataCapture	IncludeNonBrowserWindowTitle	false	When set to true captures the window title of the foreground windo
☒	DataCapture	IncludePerfMonData	true	When true, perfmon data is collected for DEX events with wait time
☒	DataCapture	IncludeRTTData	true	When true, RTT latency data is included in the PerfMon data i.e. wh
☒	DataCapture	PerfMonSnapshotHistoryMaxEntri	10	PerfMonSnapshotHistoryMaxEntries
☒	DataCapture	PerfMonSnapshotInterval	6	Seconds between timed PerfMon snapshots
☒	DataCapture	URLFieldScanMaxFields	500	The maximum number of fields to scan when looking for an URL
☒	DataCapture	URLFieldScanMaxTime	5000	The maximum browser URL scan time
☐	DataCapture	UrlsToExcludeList	http://www.resourcehog.com/jh	URL domains that provide unreliable metric values which can skew o
☐	DataCapture	WindowClassesToExcludeList		Window classes that provide unreliable metric values which can skew
☒	Diagnostics	SdOHDebugEnabled	false	Enable debug viewer output
☒	Diagnostics	SdOHDebugReportingLevel	1	Set debug viewer reporting level
☒	Diagnostics	SdOHStatusReport	false	When true this property enables the ep forwarding service status
☒	Infrastructure	ActivatedUserGroupsList		If users are in a suspended state they can be activated if they are
☒	Infrastructure	AgentDefaultState	active	The agent default can be "active" or "suspended" depending on the
☒	Infrastructure	EventMessageRepeatFilterEnable	true	When true, repeated event messages (bound for the windows ever
☒	Infrastructure	EventMessageRepeatFilterTimeou	900	When enabled, repeated events messages are filtered out for this r
☒	Infrastructure	SdOHDataPort	61086	The port used by SdOH to receive data from SdOUP (can be any
☒	Infrastructure	SdOHRetryCacheFileMaxAge	168	The number of hours a file is kept in the retry cache folder before it
☒	Infrastructure	SdOHRetryFolderMaxFiles	1000	The maximum number of DEX event files that can be stored in the re
☒	Infrastructure	SdOHUploadFailureRecoveryPe	10	The number of seconds to wait before retrying a data transfer to th
☒	Infrastructure	SdOHUploadFailureRecoveryPe	300	The number of seconds to wait, on portable devices, before retryin
☒	Infrastructure	SdOWebServiceURL	https://data.servicedesko	SdO Web Service URL

The Endpoint Config. Form is used to specify the SdO Endpoint operational parameters/properties which are defined as name/value pairs.

The Endpoint Config. Form has the following sections:

- Controls
 - Table Data Navigator
- Endpoint Configuration Table - The Endpoint Configuration Table has the following columns:
 - Enabled
 - Section
 - Property Name
 - Property Value
 - Comment

Bulk Export Config Form

ID	Name	Enabled	Folder	Folder Max. Files	Update Interval	confbeexp_file_name_tem	confbeexp_data_type
3	FirstExportCompConfig	☒	C:\ProgramData\Service	1000	5	SdOCompConfStagingFile	ComputerConfig
1	FirstExportDEXEvents	☒	C:\ProgramData\Service	1000	5	SdOEventsBulkExportFile	DexEvent
2	SecondExportDEXEvents	☒	C:\ProgramData\Service	1000	5	SdOEventsBulkExportFile	DexEvent

The Bulk Export Config. Form is used to specify the SdO Bulk Export configuration. Bulk Export takes the SdO raw data and

The Bulk Export Config. Form has the following sections:

- Controls
 1. Table Data Navigator
- Bulk Export Configuration Table - The Bulk Export Configuration Table has the following columns:
 1. Name
 2. Enabled
 3. Folder
 4. Folder Max. Files
 5. Update Interval
 6. File Name Template
 7. Data Type
 8. Data Format

SdO Setup and License

The screenshot displays the 'ServiceDesk Optimiser (SdO) - Admin App - Licensee: SdO Demo Server' window. The 'SdO Setup and License' tab is active, showing various configuration sections:

- Online SdO License Activation:** Includes fields for Customer/Installation Name (SdO Demo Server), Customer Email Address (em@email.com), SdO License ID (1F5B2109-4B83-4508-B6EE-81032BE9A887), and SdO License Registration Service URL (https://register.servicedeskoptimiser.com:8088). A 'Get/Update License' button is present.
- SdO License File Activation:** Includes a 'Server Signature' field (2E4D03FE51F42368B44BB0AFA8663692) and buttons for 'Upload License File' and 'View License File'.
- URL Protocol:** Includes fields for SdO Server or IP Address (data.servicedeskoptimiser), Port No (86), and a 'Update SdO WebService URL and SSL Settings' button.
- SSL Certificates:** Includes buttons for 'Upload SSL Certificate File (.cer)' and 'Upload SSL Key File (.key)', with corresponding file paths (servicedeskoptimiser.com_ssl_certificate.cer and servicedeskoptimiser.com_private_key.key) and buttons for 'View SdO Server Configuration File' and 'Validate SdO Server Configuration'.
- SdO Agent Distribution:** Includes fields for SdO Agent WAN Installation Folder Path (C:\Users\Administrator\Desktop\SdO Installer), SdO Agent LAN Installation Folder Path (C:\Users\Administrator\Desktop\SdO Installer), and SdO Agent LAN Installation Share Name (\\data.servicedeskoptimiser.com\SdO). Buttons for 'Download SdO Agent WAN Installation Kit' and 'View SdO Agent Installation Guide' are present.
- SdO Database Authentication:** Includes a field for 'Enter the PostgreSQL Database password' and a 'Save Password' button.
- Admin App Authentication:** Includes fields for 'To change the Admin's password' and 'To change the Super's password', with 'Update Admin P/W' and 'Update Super P/W' buttons.
- Resume Suspended Logons:** Includes buttons for 'Resume Suspended Admin Logons' and 'Resume Suspended Super Logons'.

The 'License State' at the bottom left is 'LicenseOK'.

The SdO Setup and License form is used for managing:

- SdO licensing
- HTTPS/SSL files
- SdO Agent Distribution
- SdO Database Authentication
- Admin App Authentication
- Resuming Suspended Logons

Raw DEX Event Data Viewer

Event Time	Local Event Time	Time Zone Bias	Logon ID	DCA Name	Language Code	Country Code	SdO User Session	Exe Name
5/12/2023 5:48:09 AM	5/12/2023 6:48:09 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	explorer.exe
5/12/2023 5:47:59 AM	5/12/2023 6:47:59 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	firefox.exe
5/12/2023 5:47:24 AM	5/12/2023 6:47:24 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	firefox.exe
5/12/2023 5:46:15 AM	5/12/2023 6:46:15 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	firefox.exe
5/12/2023 5:46:04 AM	5/12/2023 6:46:04 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	explorer.exe
5/12/2023 5:45:53 AM	5/12/2023 6:45:53 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	notepad.exe
5/12/2023 5:45:44 AM	5/12/2023 6:45:44 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	firefox.exe
5/12/2023 5:45:19 AM	5/12/2023 6:45:19 AM	1	argo\jjerem		en	gbr	argo#1#2023-0	explorer.exe
5/12/2023 5:30:09 AM	5/12/2023 6:30:09 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:29:10 AM	5/12/2023 6:29:10 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:21:11 AM	5/12/2023 6:21:11 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:20:09 AM	5/12/2023 6:20:09 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:20:01 AM	5/12/2023 6:20:01 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:19:16 AM	5/12/2023 6:19:16 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:17:06 AM	5/12/2023 6:17:06 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:13:53 AM	5/12/2023 6:13:53 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:13:08 AM	5/12/2023 6:13:08 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:12:03 AM	5/12/2023 6:12:03 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	mbamtray.exe
5/12/2023 5:11:55 AM	5/12/2023 6:11:55 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:11:33 AM	5/12/2023 6:11:33 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:11:23 AM	5/12/2023 6:11:23 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:11:11 AM	5/12/2023 6:11:11 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:10:35 AM	5/12/2023 6:10:35 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:10:18 AM	5/12/2023 6:10:18 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	mbamtray.exe
5/12/2023 5:08:22 AM	5/12/2023 6:08:22 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	mbamtray.exe
5/12/2023 5:08:14 AM	5/12/2023 6:08:14 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:06:03 AM	5/12/2023 6:06:03 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:05:29 AM	5/12/2023 6:05:29 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:04:55 AM	5/12/2023 6:04:55 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:04:40 AM	5/12/2023 6:04:40 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:04:34 AM	5/12/2023 6:04:34 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:04:29 AM	5/12/2023 6:04:29 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe
5/12/2023 5:04:12 AM	5/12/2023 6:04:12 AM	1	whitehorsehill\je		en	usa	whitehorsehill#1	chrome.exe

The Raw DEX Event Data Viewer is used to verify the collection of data by the SdO Endpoints e.g. after installation to validate the deployment of the SdO Endpoints.

The Raw DEX Event Data Viewer has the following sections:

- Controls
 - Table Data Navigator
 - Refresh Dashboard
- Raw DEX Event Data Table - The Raw DEX Event Data Table has the following columns:
 - Event Time
 - Local Event Time
 - Time Zone Bias
 - Logon ID
 - Language Code
 - Country Code
 - SdO User Session ID
 - Exe Name
 - Etc...

End of Document