

Chapter 6 Using the Administration Features

Chapter 5 explained SiteMeter's file integrity scanning and security features. This chapter explains how to use metering's administration functions to monitor application usage on your network.

Introduction

SiteMeter gives you the tools you need to administer your metered applications and monitor your network software usage.

SiteMeter is extremely flexible, giving you maximum control in administering your network. You can administer metering on different file servers and even launch another McAfee capability.

Most of the administration functions described in this chapter can be accessed from the application usage graph, giving you maximum flexibility and control over your network applications. You can do all of the following to monitor your metered applications:

- ☐ View the current metering settings
- ☐ View a list of all the metered applications for a specified file server in addition to the number of current, peak and queued users and the number of licenses
- ☐ View information about and send messages to both current and queued users, as well as release them from metering
- ☐ Perform a query to update the application usage information throughout the network
- ☐ Set the interval in which the application usage is updated
- ☐ Set the high value for the usage scale
- ☐ Conceal the status bar located at the bottom of the Application Usage dialog box
- ☐ Purge stored data

Access to Metering's Administration Functions

The metering administration functions are accessed in several ways:

- ☐ by choosing the Monitor button from the tool bar,
- ☐ by choosing Monitoring from the Administration menu,
- ☐ by choosing Security from the Administration menu, or
- ☐ by choosing the Hide/Show command from the File menu.

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
Viewing Metering Settings	Describes procedures for displaying a comprehensive list of settings about metering on your network file servers.
Viewing Application Usage	Describes procedures for accessing the Application Usage Graph.
Monitoring and Controlling Application Usage	Describes procedures for viewing user information, sending messages, releasing current users from metering, and launching another McAfee capability in a context-sensitive manner.
Modifying and Updating the Application Usage Graph	Describes procedures for changing the maximum number of concurrent users, changing the usage scale, changing the colors on the graph, performing a query, setting the query timer, and concealing the status bar.
Controlling Data Files	Describes procedures for specifying if historical data should be stored on a file server, purging usage data, and purging security data.

Viewing Metering Settings

SiteMeter lets you view all the metering settings for a file server.

With this feature, you can access the following important information:

- ☐ **Current Server** - indicates the file server to which you are presently attached.
- ☐ **SiteMeter NLM** - indicates whether the SiteMeter NLM is active (loaded) or inactive.
- ☐ **SiteMeter Proxy NLM** - indicates whether the SiteMeter Proxy NLM is active (loaded) or inactive.
- ☐ **Unauthorized Files** - indicates whether unauthorized files are allowed to run.
- ☐ **File Integrity Status** - indicates how often authorized files are checked for any changes.
- ☐ **Current Home Directory** - indicates the directory where the SITEDATA, VIRUSDTA, and SMRPROXY files are located.
- ☐ **Swatcher Users** - indicates whether users are checked to verify that the Swatcher TSR is loaded and also indicates the time interval in which they are checked.
- ☐ **Status of Swatcher** - indicates whether or not Swatcher is loaded on the workstation.

Use the following procedure to view the current metering settings.

1. **Choose Metering from the Administration menu. From the sub-menu that is displayed, choose the View Metering Status command.**

The View Metering Status dialog box is displayed, as in Figure 6-1.

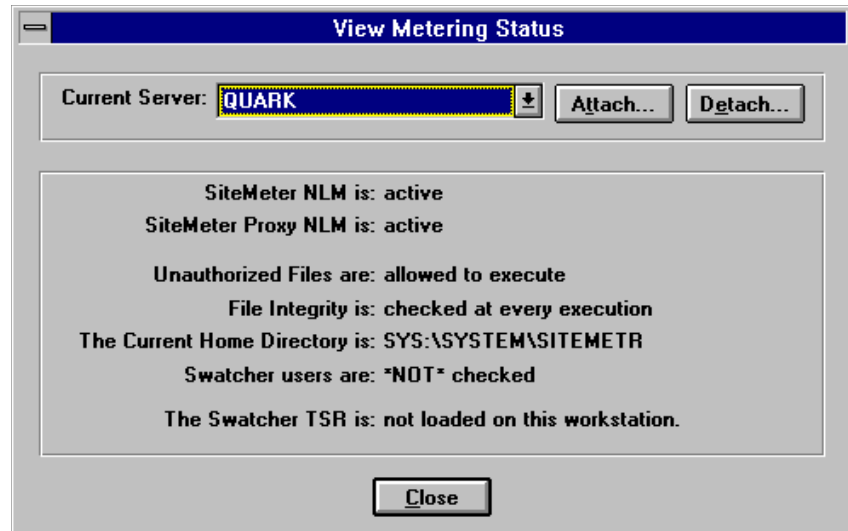


Figure 6-1: Viewing Metering Status

If you are not attached to the desired file server, use the Attach button (refer to “Attaching to and Detaching from File Servers” in Chapter 4).

The current server displays automatically. You can view the settings for other file servers by choosing the desired file server from the list box.

2. **Choose the Close button to exit this dialog box.**

Viewing Application Usage

SiteMeter gives you the ability to view application usage on a specified file server. Using this feature, you can determine which applications are being used on the network, which applications have queued users, what the peak usage for an application is, and more.

Use the following procedure to access the application usage graph.

1. **Choose the Monitor button from the tool bar.**

The View Application Usage dialog box is displayed, as in Figure 6-2.

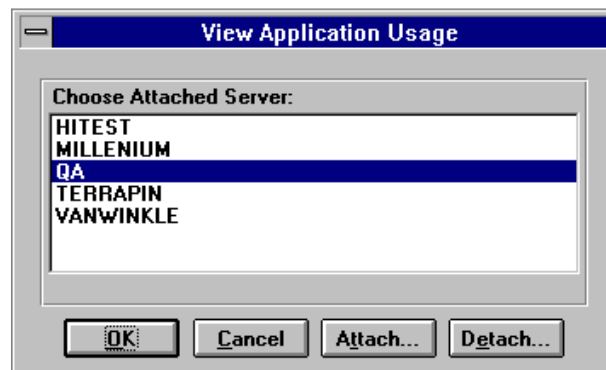


Figure 6-2: Viewing Application Usage

2. **Select the desired file server.**

If you are not currently attached to the desired file server, choose the Attach button and then supply your user name and password for that file server. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more detailed instructions.

3. Choose the OK button.

The Application Usage window for the file server you have selected is displayed, as shown in Figure 6-3.

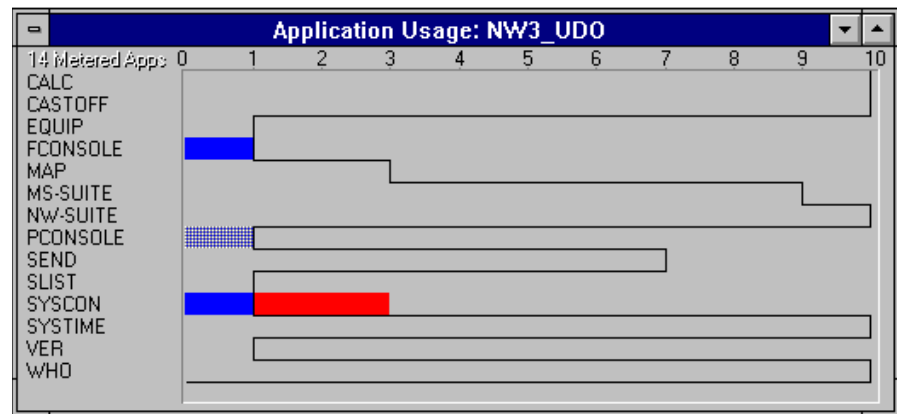


Figure 6-3: Application Usage Graph

From this window you can view in graph form the number of:

- ☐ **Current users** of all metered applications
- ☐ **Queued users** of all metered applications
- ☐ **Peak users** of all metered applications (the total number of current users plus the total number of queued users)
- ☐ **Maximum Number of Concurrent Users** of all metered applications (the total number of licenses purchased for this application)

Viewing Application Information

You can also view the following application information from this window:

- ☐ Number of Current Users
- ☐ Number of Queued Users
- ☐ Number of Peak Users
- ☐ Number of Licenses

This information can be viewed either on the graph itself or with pop-up boxes.

Use the following procedure to view this information with the pop-up boxes.

1. **Select the desired application from the list along the left hand side of the window.**

When the cursor is in this area, it changes to a magnifying glass.

2. Hold down the left mouse button to display an information box that contains the above information, as shown in Figure 6-4.

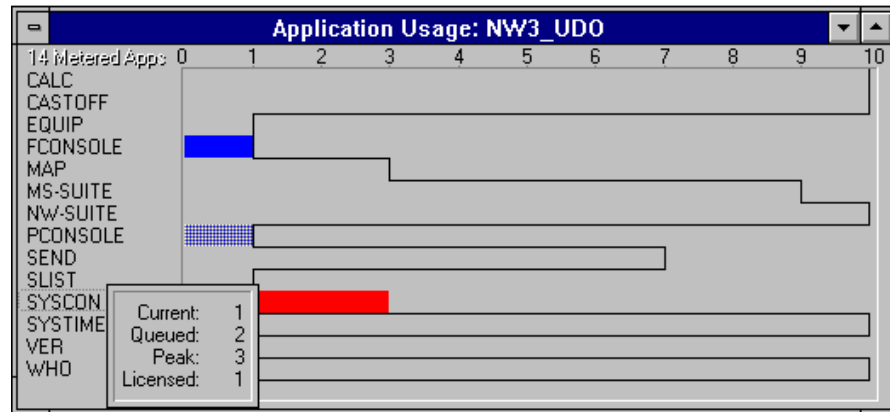


Figure 6-4: Pop-Up Box with Usage Information

Monitoring and Controlling Application Usage

SiteMeter gives you extensive monitoring capabilities over both current and queued users. You can view and even control a user's use of metered applications—all from the application usage graph (refer to page 94).

This section describes administering both current and queued users using the following tools:

- ☐ View who the current and queued users are for an application
- ☐ Send messages to current and queued users
- ☐ Release current users from metering
- ☐ Edit the queued user list
- ☐ Launch another SiteMeter capability in a context-sensitive fashion

NOTE:

The steps in the rest of this section assume you have accessed the application usage graph (see the section "Viewing Application Usage" on page 94).

Administering Current Users

From the application usage graph, you can view the names of the individual users using an application, as reflected by the graph bars. This is particularly helpful if other users are trying to access an application. Once you find out which users are using the application currently, you can determine when a copy will be available by asking those users on the list how much longer they will be working in the desired application.

Once you access this list, you have additional administrative options.

Use the following procedure to view the names of the users who are currently using an application.

- 1. In the application usage graph, position the cursor to the area to the right of the application name within the graphic display.**

A small menu box should be attached to the bottom right of the arrow. If there is no menu box, the cursor is not pointing to a place where information is available. Information is available where the number of users (queued, peak and current) are displayed with graph bars.

2. Click here to display a pop-up menu, as in Figure 6-5.

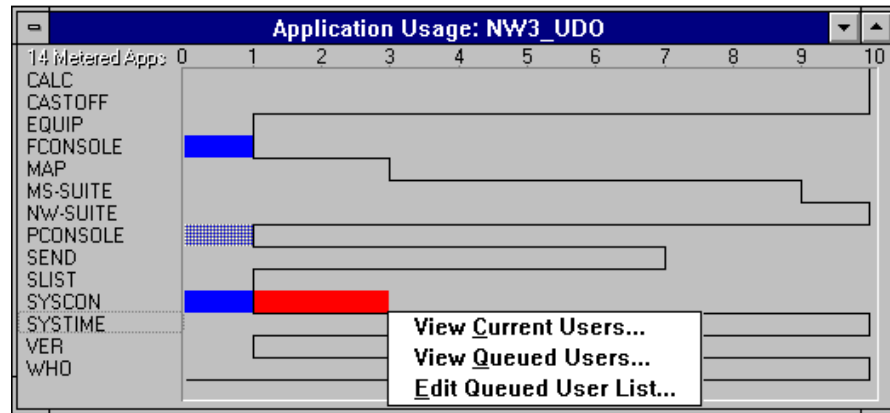


Figure 6-5: The Viewing Users Pop-Up Menu

When the pop-up menu is displayed, the application in question is outlined in the list along the left hand side of the window.

This menu contains the following items:

- ☐ **View Current Users** - the list of users currently using this application
- ☐ **View Queued Users** - the list of users who are currently waiting to use this application
- ☐ **Edit Queued User List** - list of queued users who you can add or delete with this option

NOTE:

If the Queue Back Time is set to zero (0), the View Queued Users and Edit Queued User List options are disabled.

3. Choose the View Current Users command.

The Current Users window is displayed, as in Figure 6-6.

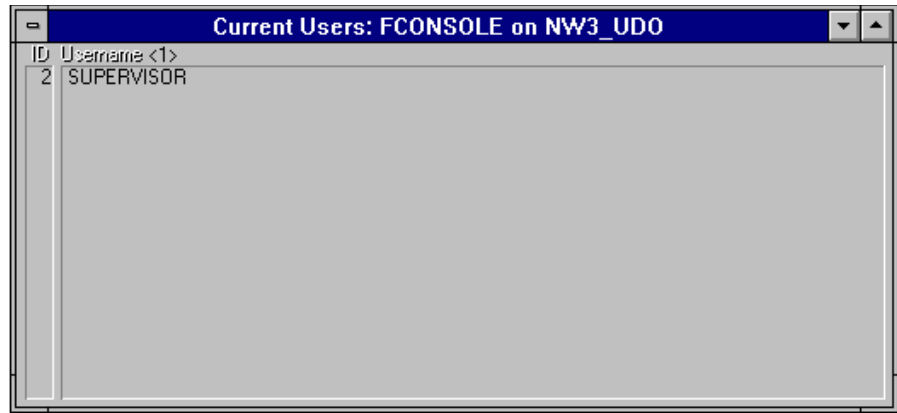


Figure 6-6: Current Users for FCONSOLE

This window lists all the users who are currently using this application.

From this window you can:

- ☐ **Send a Message** - send a Novell message to a user
- ☐ **View User Information** - view a user's login information
- ☐ **Release a user** - release a user's hold on a metered application
- ☐ **Launch another application** - access another McAfee capability in a context-sensitive manner

The following sections describe each of these features.

Sending a Message to a Current User

You can send messages to current users from the Current Users window. This is useful if you want to know when a user will be finished using an application.

Use the following procedure to send a NetWare Send message to a user who is currently using an application.

- 1. From the Current Users window, choose the user to whom you wish to send the message.**

A pop-up menu is displayed, as in Figure 6-7.

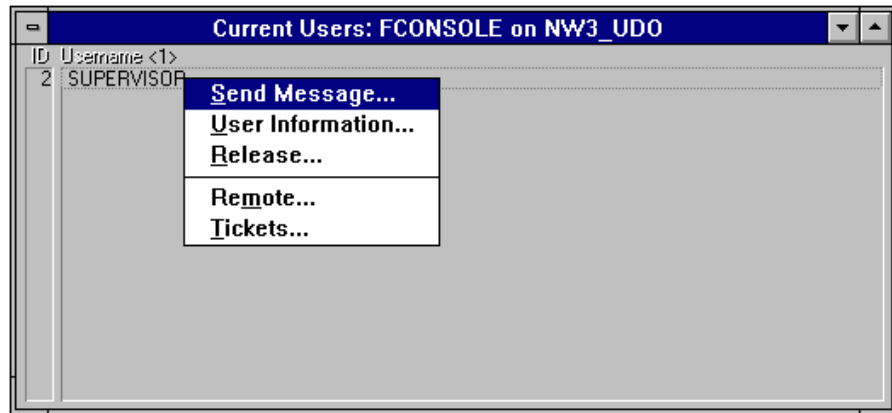


Figure 6-7: Current Users Pop-Up Menu for Sending Messages

2. Choose the Send Message command.

The Send Message To User dialog box is displayed, as in Figure 6-8.

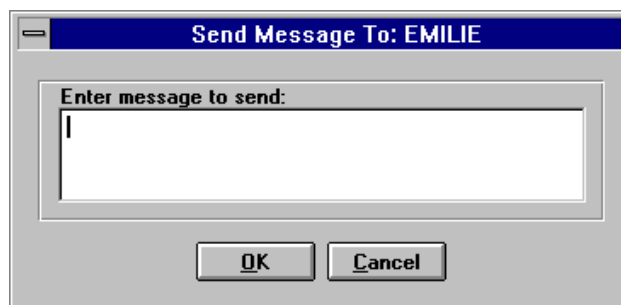


Figure 6-8: Sending a Message to a User

3. Enter the message in the text box provided.

4. Choose the OK button to send the message.

Viewing Current Users' Information

From the Current Users window, you can find out important information about users using applications on your network.

The following information can be displayed about a selected current user:

- ☐ **Login Name** - user's login name

- ☐ **Full Name** - user's full name
- ☐ **Server** - file server to which this user is attached
- ☐ **Logical Station** - the station number that is arbitrarily assigned to a workstation
- ☐ **Network** - network number of the workstation where this user is located
- ☐ **Station Address** - node address of the workstation where this user is located
- ☐ **Time into Network** - length of time this user has been logged in to the network
- ☐ **Application** - application which the user is currently using
- ☐ **Time into Application** - date and time the user launched the application

Use the following procedure to view this information.

1. **From the Current Users window, select the desired user.**

A pop-up menu is displayed.

2. **Choose the User Information command.**

The Current User Information dialog box is displayed, as in Figure 6-9.

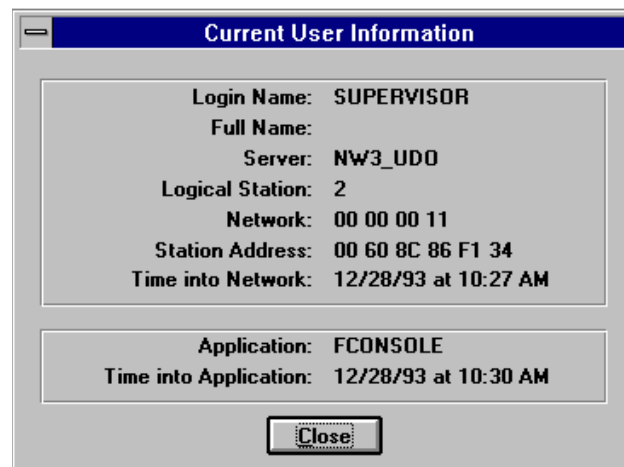


Figure 6-9: Current User Information

3. **Choose the Close button to exit this dialog box.**

Releasing a Current User from a Metered Application

The Release command lets you release a current user from being metered in an application. This is helpful in the following scenario:

John is using the last available copy of WordPerfect. He goes into a meeting with his workstation still running the application. Meanwhile, Karen needs to use a copy of WordPerfect. The network administrator can release John's copy of WordPerfect from metering, freeing up a licensed copy for Karen.

When John returns from his meeting, he can still use the copy of WordPerfect running on his workstation (using the release feature does not exit that user from the application). Once he exits WordPerfect, however, he cannot get back in until another copy of the software frees up on the network.

NOTE:

If you use the Release feature, you may be in violation of your software vendor's license agreement.

Use the following procedure to release a current user from metering.

1. **From the Current Users window, choose the user whom you wish to release.**

A pop-up menu is displayed.

2. **Choose the Release command.**
3. **If the metered application has a password associated with it, you are prompted to enter the password.**

Enter the appropriate password and choose the OK button.

4. **At the prompt "Are you sure you want to stop metering for this user's current use of this application? Note that the user will continue to be allowed to use the application." Choose the Yes button to verify your choice to release this user from metering.**

Choose the No button to exit the message box without releasing the user.

If you chose the Yes button, the selected user is released from metering. The copy of the application he or she is using is released for use by another user.

Launching another McAfee Capability

From the menu, you can also launch another McAfee capability (NetRemote, NetShield or LAN Support Center) in a context-sensitive fashion. When

launching the capability, it automatically configures it to the current user you selected. For example, if you selected Jane and then launched the remote capability, you would have control of Jane's PC.

NOTE:

Users must have the executables for these programs in their search path.

Use the following procedure to launch another McAfee capability.

- 1. From the Current Users window, select the desired user.**
- 2. Choose the desired capability from the drop-down menu.**

NOTE:

If you do not have either of these applications (NetRemote, NetShield or LAN Support Center) loaded, an error box is displayed notifying you that the executable could not be found. The executables for these applications should be placed in a search path mapping.

Administering Queued Users

From the application usage graph, you can view the names of the individual users waiting to use an application, as reflected by the graph bars.

Once you access this list, you have several administrative options.

Use the following procedure to view who the queued users are.

- 1. In the application usage graph, position the cursor in the area to the right of the application name within the graphic display.**

A small menu box should be attached to the bottom right of the arrow. If there is no menu box, the cursor is not pointing to a place where information is available. Information is available where the number of users (queued, peak and current) is displayed with graph bars.

2. **Click here to display a pop-up menu, as in Figure 6-10.**

When the pop-up menu is displayed, the application in question is outlined in the list along the left hand side of the window.

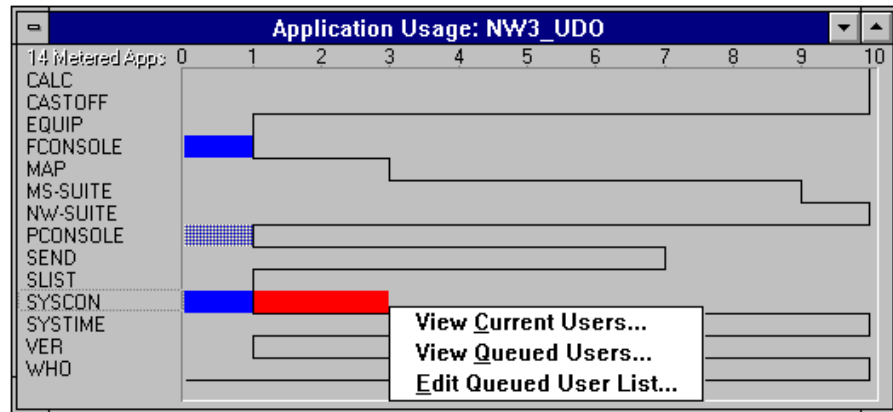


Figure 6-10: Users Pop-Up Menu

3. **Choose the View Queued Users command.**

The Queued Users window is displayed.

This window lists all the users who are waiting to use this application.

From this window you can:

- ☐ **Send Message** - send a Novell message to a queued user
- ☐ **Edit Queued User List** - add or delete users in the queue for a specific application
- ☐ **View User Information** - view a queued user's login information
- ☐ **Launch another application** - access another McAfee capability in a context-sensitive manner.

Each of these options is described in the following sections.

Sending a Message to a Queued User

If there are users waiting for an application you can send them a message. This is particularly useful if you want to notify them of what number they are in the list or which user may be finishing with the application soon, etc.

Use the following procedure to send a NetWare Send message.

1. From the Queued Users window, choose the user to whom you wish to send the message.

A pop-up menu is displayed, as in Figure 6-11.

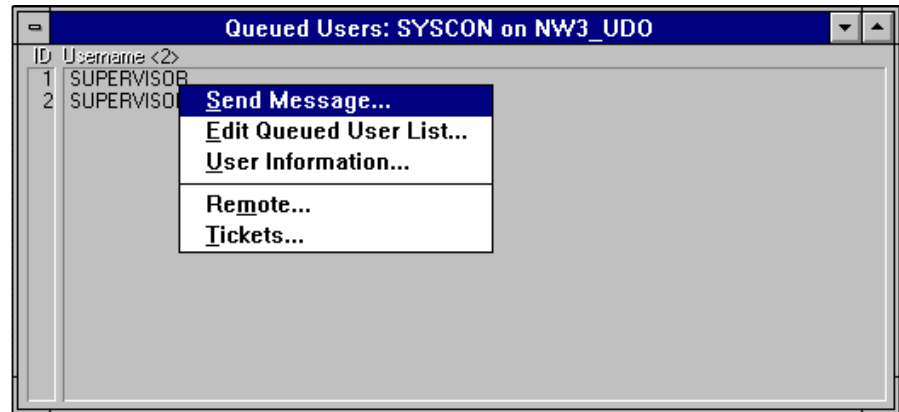


Figure 6-11: Queued Users Pop-Up Menu for Sending Messages

2. Choose the Send Message command.

The Send Message To User dialog box is displayed, as in Figure 6-12.

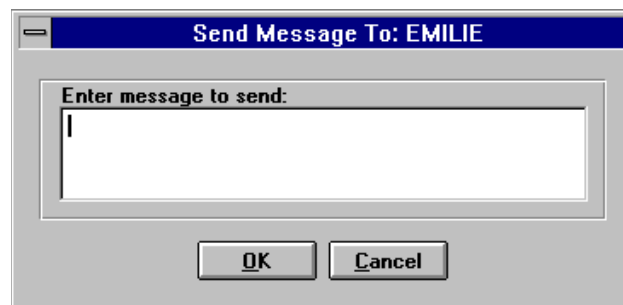


Figure 6-12: Sending a Message to a User

3. Enter the message in the text box provided.
4. Choose the OK button to send the message.

Editing the Queued User List

You can add and remove users to and from the queued user list. This is particularly useful if a user does not want to be queued for an application.

Use the following procedure to edit the queued user list.

1. From the Queued Users window, choose the list of Queued Users.

The Edit Queued Users List dialog box is displayed, as in Figure 6-13.

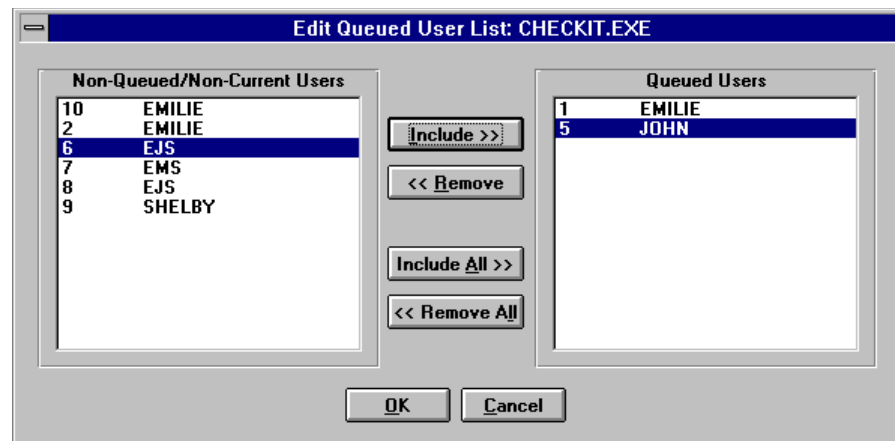


Figure 6-13: Editing Queued Users

This dialog box displays the following information:

- ☐ List of non-queued and non-current users
- ☐ List of queued users

2. If you want to add users to the queue, select the desired users from the Non-Queued/Non-Current Users list and choose the Include button.

The user is moved to the Queued Users list. Use the Include All button to include up to eight Non-Queued/Non-Current Users.

3. If you want to remove a user from the queue, select the desired users from the Queued User list and then choose the Remove button.

The user is moved to the Non-Queued/Non-Current Users list. Use the Remove All button to remove up to eight non-queued/non-current users at once.

4. Choose the OK button to save your changes and exit.

Viewing Queued Users' Information

The following information can be displayed about a selected queued user:

- ☐ **Login Name** - user's login name

- ☐ **Full Name** - user's full name
- ☐ **Server** - file server to which this user is attached
- ☐ **Logical Station** - the station number that is arbitrarily assigned to a workstation
- ☐ **Network** - network number of the workstation where this user is located
- ☐ **Station Address** - node address of the workstation where this user is located
- ☐ **Time into Network** - length of time this user has been logged in to the network
- ☐ **Application** - application which the user is currently waiting to use

Use the following procedure to view this information.

1. From the Queued Users window, select the desired user.

A pop-up menu is displayed.

2. Choose the User Information command.

The Queued User Information dialog box is displayed, as in Figure 6-14.

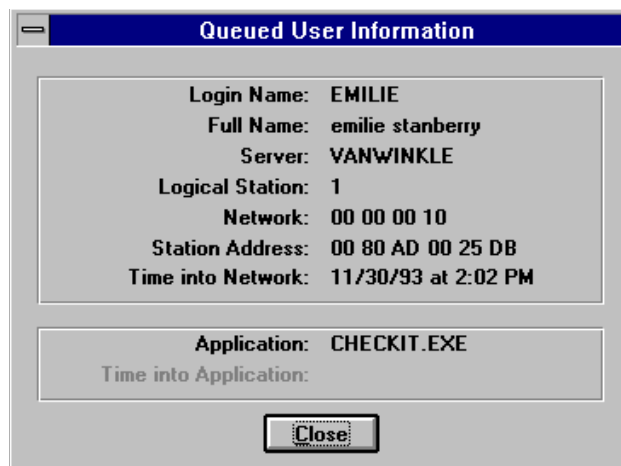


Figure 6-14: Queued User Information

3. Choose the Close button to exit this dialog box.

Launching another McAfee Capability

From the menu, you can also launch another McAfee capability (NetRemote, NetShield or LAN Support Center) in a context-sensitive fashion. When launching the capability, it automatically configures it to the current user you selected. For example, if you selected Jane and then launched the remote capability, you would have control of Jane's PC.

NOTE:

Users must have the executables for these programs in their search path.

Use the following procedure to launch another McAfee capability.

1. **From the Queued Users window, select the desired user.**
2. **Choose the desired capability from the drop-down menu.**

NOTE:

If you do not have either of these applications (NetRemote, NetShield or LAN Support Center) loaded, an error box is displayed notifying you that the executable could not be found. The executables for these applications should be placed in a search path mapping.

Modifying and Updating the Application Usage Graph

SiteMeter offers a number of features that enhance your usage of the application usage graph (refer to page 94). The following sections describe all of these options.

Modifying Application Information

While viewing the application usage graph, you can make changes to the number of maximum concurrent users and to other parts of metered applications (e.g., queue back time, trustee rights, etc.).

Changing the Number of Maximum Concurrent Users

By changing the number of maximum concurrent users, you can increase and decrease the number of licenses on your network as is necessary.

Use the following procedure to change this value.

- 1. In the application usage window, position the cursor at the end of the Number Licensed line (i.e., point to the end of the vertical line).**

When you position the cursor on this line, the cursor should change from an arrow to a horizontal black double-arrow.

- 2. Click and hold down the left mouse button.**
- 3. Drag the line to the desired value.**

The Count box in the status bar at the bottom of the window displays the number of licenses as you move the cursor to select a new value.

NOTE:

You can also modify the Maximum Number of Concurrent Users value by choosing the Define Metered Application option of the Administration Metering Menu. Select the metered application you wish to modify and then choose the Modify button. You can now edit the value.

If you wish to change the value from the Modify Metered Application dialog box, double click on the application name in the left hand side of the application usage graph. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more information about this dialog box.

4. Once you change the value, the Edit License Maximum dialog box is displayed to confirm your change, as in Figure 6-15.

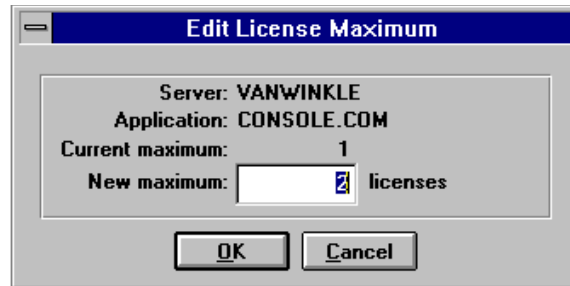


Figure 6-15: Editing License Maximum

This dialog box displays the following information:

- ☐ **Server** - the current file server
- ☐ **Application** - the name of the metered application
- ☐ **Current Maximum** - the current maximum number of licenses for this application
- ☐ **New Maximum** - the new value you dragged to for this application

5. If you wish to accept the new Maximum Number of Concurrent Users value, choose the OK button.

If this value is not the desired number of licenses, you can also edit the value by simply typing over it in the text box.

Changing Metered Application Information

You can alter any of the metered application information you entered when registering applications for metering.

Use the following procedure to change this information from the application usage graph.

1. Double click on the desired application in the list in the left hand side of the window.

The Modify Metered Application dialog box is displayed.

2. Follow the steps in the section entitled “Metered Applications” in Chapter 4 to change the metered application information.

Modifying the Usage Graph

You have great flexibility with the usage graph. You can change the appearance of the graph to suit your individual needs. While viewing the graph, you can change the usage scale and the colors used in the bars.

Changing the Usage Scale

The Usage Scale is the scale displayed across the top of the Application Usage window. By changing the high value for the graph, you can increase or decrease the number of users shown. For example, if you have 250 workstations on your network, you can set the high value to 250 to allow the bars to indicate usage by all your network users. If your network is large, but the number of licenses and concurrent users is small, you can set the value lower. With this flexibility, you can change the graph to be best suit your viewing needs.

Use the following procedure to change the usage scale.

1. **While displaying the usage graph, position the cursor in the scale bar directly beneath the title bar.**

The cursor itself should change to a scale.

2. **Double click to display the Edit View Usage Scale dialog box, as in Figure 6-16.**

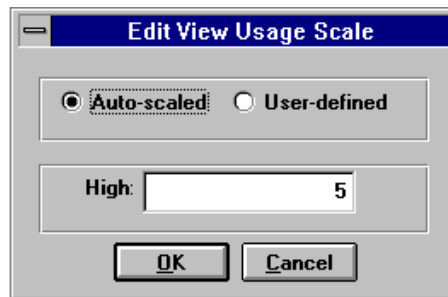


Figure 6-16: Editing Usage Scale

NOTE:

You can also display this dialog box by choosing Monitoring from the Administration menu and then the Edit View Usage Scale command from the sub-menu that is displayed.

3. **Choose either Auto-scaled or User-defined.**

- ☐ **Auto-scaled** - allows the metering Administration program to determine the maximum value of the scale.
 - ☐ **User-defined** - allows you to determine the maximum value of the scale.
4. **If you chose User-defined and wish to enter a high value, select the High text box and type the value you wish to use.**

NOTE:

This value cannot exceed the maximum number of users for the file server.

5. **Choose the OK button to save your changes and exit this dialog box.**

The usage scale beneath the title bar now reflects the new maximum you specified.

Changing the Colors Used in the Status Bar

You can change the colors used in the status bar of the application usage window that reflect the number of current, queued, peak and licensed users. Change these colors to best suit your viewing needs.

Use the following procedure to change these colors.

1. **In the application usage graph, position the cursor to one of the colors in the status bar.**

The cursor changes to a transparent arrow.

2. **Double click at this point.**

The standard Windows color palette for that key is displayed.

3. **Select a new color.**

4. **Choose the OK button.**

The new color is shown on the graph bars as chosen.

The colors can be changed for each item in the status bar.

Hiding or Showing the Status Bar

You can hide or show the status bar on the usage graph. Showing the status bar lets you know which colors indicate current users, queued users, etc., as well as the count when you are changing the number of maximum concurrent users.

Hiding it gives you more room to display the usage graph.

Use the following procedure to conceal the status bar.

From the File menu, choose the Hide Status Bar command.

This toggles the status bar on and off. When the status bar is hidden, this command in the File menu changes to Show Status Bar. By choosing the Show command, you can display the status bar again.

The usage graph reflects the application usage on your network. You can update the graph to reflect any changes by performing queries.

Updating the Usage Graph

Every time a query is issued, either manually or automatically, SiteMeter updates the usage information on the graph. The Query Indicator is the last item on the status bar. The indicator is displayed for either manual or automatic queries.

The **Query Now** option allows you to update the application usage information.

Use the following procedure to instruct SiteMeter to perform a query at that point.

Select Monitoring from the Administration menu. From the sub-menu that is displayed, choose the Query Now command.

SiteMeter performs a query and updates the Application Usage graph accordingly. The status bar at the right bottom of the window reflects the query's progress.

NOTE:

You can also access this feature by pressing <CTRL><Q>.

The **Set Timer** option allows you to determine how often SiteMeter checks with the file server for application usage information.

Use the following procedure to set the timer.

1. **Choose Monitoring from the Administration menu. From the sub-menu that is displayed, choose the Set Monitor Timer command.**

The Set Monitor Timer dialog box is displayed, as in Figure 6-17.

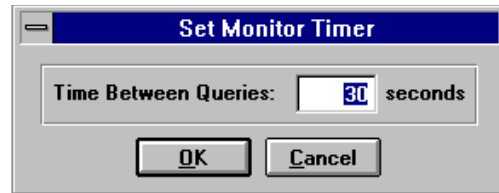


Figure 6-17: Setting the Timer

2. Enter the desired value.

You can enter a value in seconds from 0 to 9999.

3. Choose the OK button.

NOTE:

You can also access this option by pressing <CTRL><T>.

Controlling Data Files

SiteMeter offers several utilities which enhance your control over data files.

You can access following options:

- ☐ **Configuration Options** - attaches to/detaches from file servers and specifies the directory where the SiteMeter files reside.
- ☐ **Purge Usage Information** - removes the SITEDATA file from the home directory.
- ☐ **Purge Security Information** - removes the VIRUSDTA file from the home directory.

Configuration Options

Configuration Options let you attach to and detach from file servers, specify the home directory for data files, and specify whether or not to log historical usage and security data.

Use the following procedure to access this option.

1. **Choose Metering from the Administration menu** From the sub-menu that is displayed, choose the **Configuration Options** command.

The Configuration Options dialog box is displayed, as in Figure 6-18.

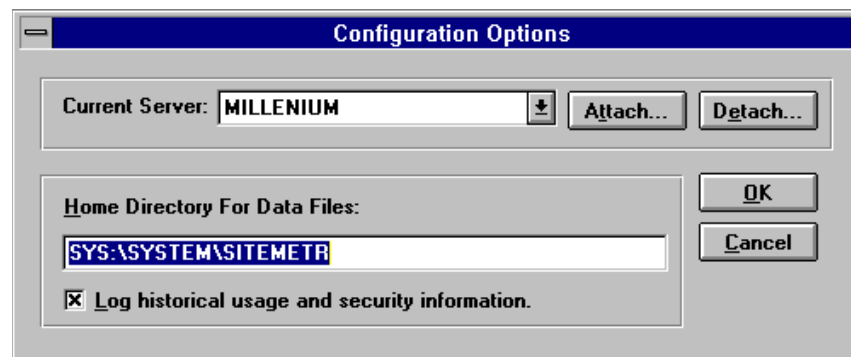


Figure 6-18: Configuration Options

You can attach to and detach from file servers using this option.

NOTE;

The Attach and Detach buttons in this window are described in “Attaching to and Detaching from File Servers” in Chapter 4.

The Home Directory is explained in the next section.

Home Directory

This option allows you to define where the SiteMeter files reside.

The default directory determined at installation time is SYS:\SYSTEM\SITEMETR. You can, however, define the directory of your choice using this option.

Users need Read, Open, Search, Write, and Create rights to this directory.

Use the following procedure to use this option.

1. **From the Configuration Options dialog box, select the Home Directory for Data Files text box.**
2. **Type the appropriate directory (using the full path).**
3. **If you wish to track software usage and security information, select the box next to “Log historical usage and security information.”**

When the box is checked, SiteMeter logs the usage and file protection information used in the reporting function.

The default is to have this box checked.

4. **Choose the OK button.**

Purging Stored Data

SiteMeter gives you added control over your files by allowing you to purge stored usage and security data. These functions are particularly helpful should these files become corrupted.

Purge Usage Information

This option removes the SITEDATA file from the home directory.

NOTE:

If SiteMeter needs to access the file after it is deleted, a new file is automatically created.

Use the following procedure to purge usage information.

1. **Choose Monitoring from the Administration menu. From the sub-menu that is displayed, choose the Purge Usage Information command.**

The Purge Usage Information dialog box is displayed, as in Figure 6-19.

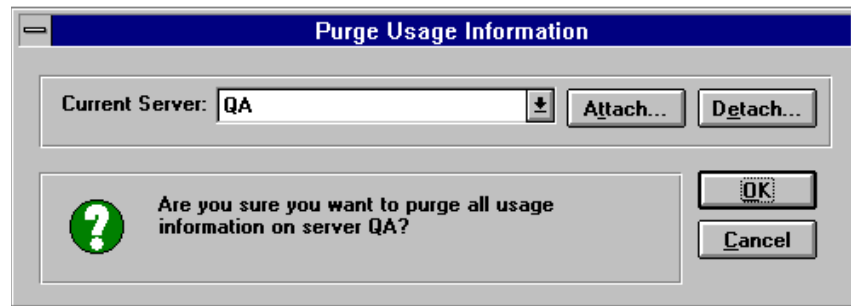


Figure 6-19: Purging Usage Information

The list box displays your current server.

2. **From the Current Server list box, select the file server from which you wish to purge the usage information.**

If you are not attached to the desired file server, you can use the Attach button. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more information.

3. **If you are sure you want to purge all usage information on the specified file server, choose the OK button.**

Purge Security Information

This option removes the VIRUSDTA from the home directory.

NOTE:

If SiteMeter needs to access the file after it is deleted, a new file is created automatically.

Use the following procedure to purge security information.

1. **Choose Security from the Administration menu. From the sub-menu that is displayed, choose the Purge Security Information command.**

The Purge Security Information dialog box is displayed, as in Figure 6-20.

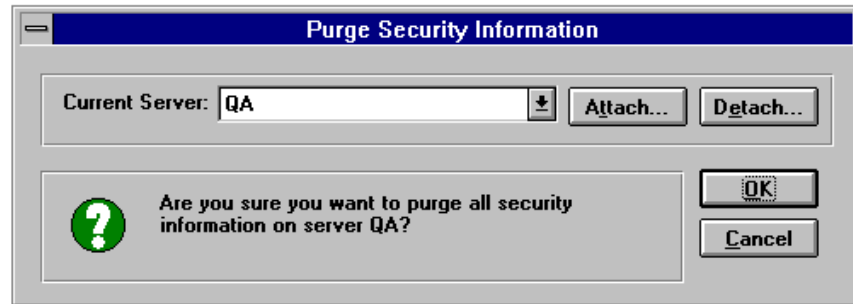


Figure 6-20: Purging Security Information

The list box displays your current server.

2. **From the Current Server list box, select the file server from which you wish to purge the security information.**

If you are not attached to the desired file server, you can use the Attach button. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more information.

3. **If you are sure you want to purge all security information on the specified file server, choose the OK button.**

That concludes this chapter. The next chapter provides information about report generation.