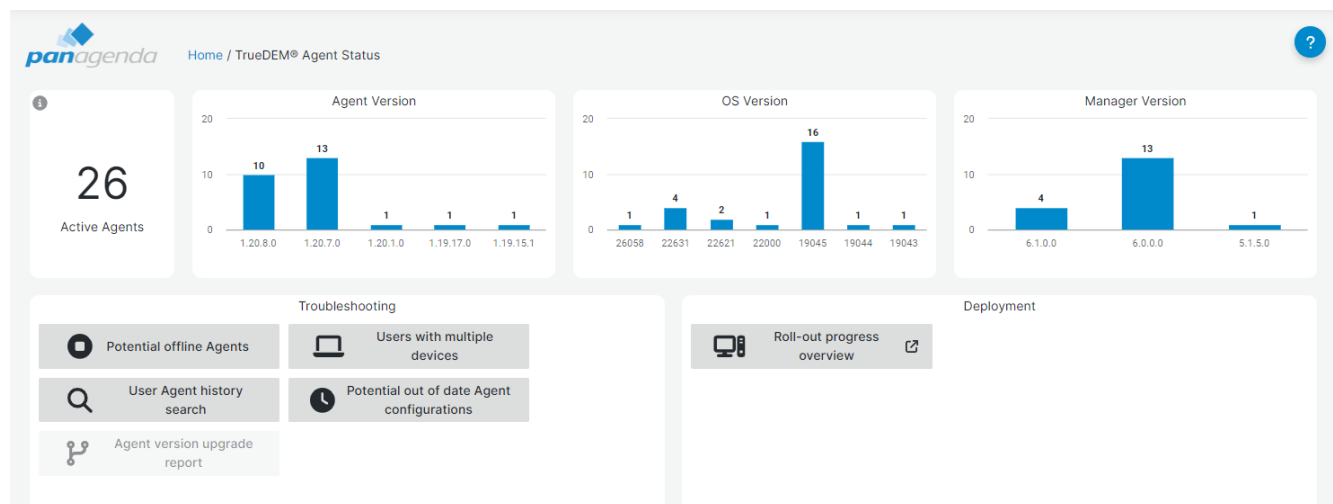


# TrueDEM® Agent Status

The TrueDEM® Agent Status page gives you insight into the distribution of TrueDEM® (EPM) agents within your organization.

It provides insight into the number of recently active Agents (these are agents from which we received data in the last 21 days). As well as provides insight into the agent versions that are currently installed at your user's devices. As updates can occur staggered and depend on the user restarting their pc, it is possible that not all agents are updated at the same time with a new release. Also be aware that for MacOS agents, a different versioning applies.

Lastly, it provides a quick overview of the OS Versions (Microsoft build versions) across devices running the TrueDEM® agent and a bar chart showing you the Agent Manager versions currently in use.



For all three bar charts it is possible to click on an individual bar to get a list of users represented by that bar.

## Troubleshooting reports:

The following reports can be used for identifying potential problems with the agent. Each can be exported and the columns on each report view can be used to filter & sort.

**Potential offline Agents:** This report shows all users whose device showed no recent activity (possibly due to problems with the TrueDEM® agent) AND for which there was no activity on another device. If their device was replaced, they would not show here.

This report can be used to identify users whose agent is not working (aka reporting data) but be aware that this could also mean the user is on sick leave or vacation. So always verify with the user or their manager before drawing conclusions.

**Users with multiple devices:** This page shows all users using more than one device with an OfficeExpert TrueDEM® agent in the last 10 days.

The reasons for having multiple devices can vary. From users truly operation more than one device to users who are transitioning devices.

**User Agent history search:** Allows you to search for a specific user and see all the devices and their version update history. The resulting page shows you the devices a user has been using recently that have or had an OfficeExpert TrueDEM agent installed. Per device it shows the recent version history as well as the master config id.

Per version it indicates when that version was first and last seen to give you an overview of which versions were installed when. This can be relevant for debugging problems with the agent reporting data back.

**Potential out of date Agent Configurations:** Allows you to see which users do not have the most recent Master configuration. Not having the right version of the configuration can result in incorrect data and should be tackled.

For more information on troubleshooting problems with agents, please visit: <https://panagenda.com/kbase/display/OE/How+to+do+Troubleshooting>

## Deployment Reports:

The **Roll-out progress overview** report allows you to see how many new clients are being rolled out each week and to track if you are on schedule with your agent deployments. To fully utilize the capabilities of this page, you can provide us (through your solution consultant or with a helpdesk ticket) with a CSV formatted list of planned rollouts based on the user's principal name or the device name and the target (estimate) date of when they should be deployed

"DeviceName" or "UserPrincipalName" and "RolloutDate"

We will then import it and this page will then track both the weekly number of deployed agents as well as the number of scheduled deployments behind schedule and the once still coming.

To update a previously provided roll out schedule, you can simply open the section at the bottom which shows your imported roll out schedule plus status columns and export this by clicking the header of the table and selecting [Inspect], [Data]. This will show the raw data that can then be exported using the button in the top. Update the resulting file by adding more names or adjusting previously planned deployment dates and provide it to your solution consultant or in a helpdesk ticket.