CHAPTER 2

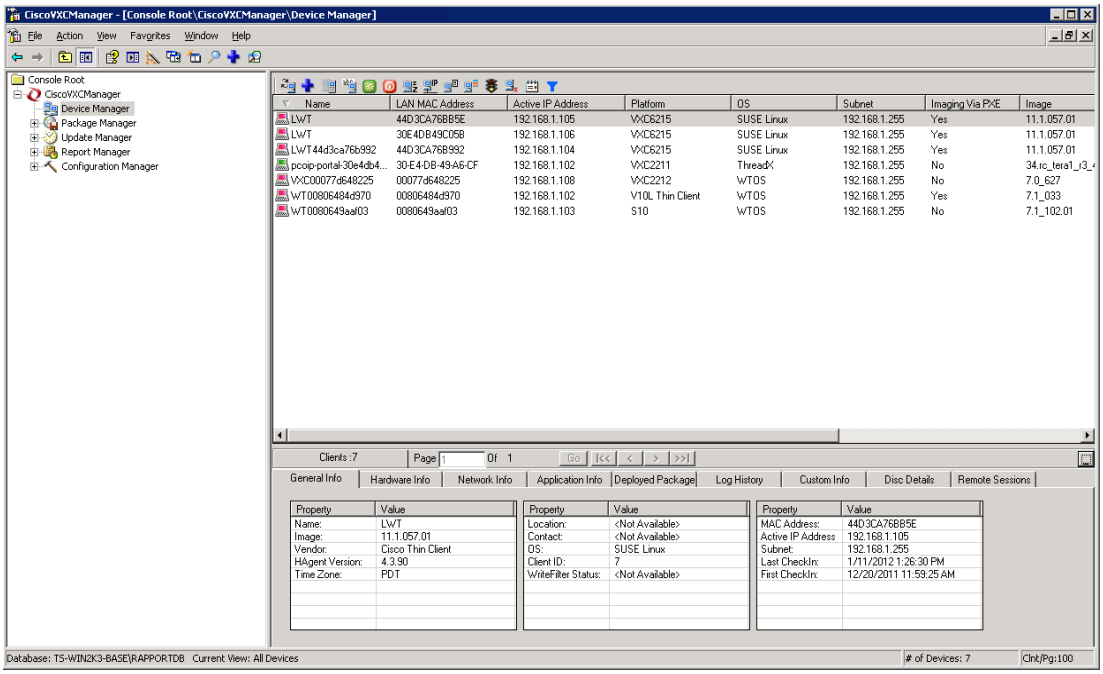
Device Manager

This chapter describes how to perform routine device management tasks using the Administrator Console. It provides information on managing the devices within your Cisco VXC Manager environment.

Managing Devices

Click **Device Manager** in the tree pane of the Cisco VXC Manager Administrator Console to open the Device Manager. The Device Manager allows you to quickly view and manage the devices within your Cisco VXC Manager environment (see Table 2-1). It also allows you to easily display the devices you want by using the available filtering and customizing features.

Figure 2-1 Device Manager



After you choose the devices you want (you can use Ctrl-click or Shift-click to choose multiple devices), you can then begin performing your tasks.

Tip For information on using available icons to perform Device Manager tasks, see Device Manager Icons, page 1-3. For information on setting your Device Manager preferences (device check-in, upgrade, and discovery), see Device Manager Preferences, page 7-73.

Table 2-1 provides a quick overview of what you can do using the Device Manager.

Table 2-1 Routine Device Manager Tasks

Tasks You Can Do	How	Details
Choose a View (defaults or one that you created) to use with Device Manager so you can quickly find the devices you want.	In the tree pane of the Administrator Console, right-click **Device Manager** and choose **Switch View** to open and use the Select Current Manager View dialog box.	After creating Views according to your device Group Types, Networks, and so on, choose a Current Manager View to view the devices you want (see Managing Views, page 7-63).
Create a Device Filter to use with Device Manager so you can quickly find the devices you want.	In the tree pane of the Administrator Console, right-click **Device Manager** and choose **Create Device Filter** to open and use the Filter Devices dialog box.	Creating a Device Filter, page 2-21
View device details of your selected devices.	Click the device details tab you want.	Viewing Device Details, page 2-10 **Tip** To set your preferences for device check-in, upgrade, and discovery, see Device Manager Preferences, page 7-73.
Search for the device that you want to use with Device Manager.	To determine the View (path) in which the particular devices you want to find are located, right-click **Device Manager**, and then choose **Find Device in View** to open and use the Find Device in View dialog box. To quickly find the particular devices you want, right-click any device name in the details pane, and then choose **Quick Find** to open and use the Quick Find dialog box.	Searching for a Device with Find Device in View and Quick Find, page 2-22 **Tip** Use the search tool best suited for your environment and needs.
Add a device to the system using Dynamic Discovery.	Cisco VXC Manager can discover the devices automatically using your preferences in the Preferences dialog box of the Configuration Manager.	Adding and Automatically Discovering Devices, page 2-13 and Adding Devices Using Manual Discovery, page 2-14
Add a device to the system manually.	Right-click **Device Manager**, and then choose **New > Device** to open and use the Add a Device dialog box.	Adding and Automatically Discovering Devices, page 2-13 and Adding Devices Manually, page 2-15
Change basic device information (device name, location, and so on).	Choose the devices you want, right-click the selection, and then choose **Change Device Information** to open and use the Change Client Information dialog box.	Changing Basic Device Information, page 2-16

Table 2-1 Routine Device Manager Tasks (continued)

Tasks You Can Do	How	Details
Change device network information (IP Address, DNS Server, and so on).	Choose the devices you want, right-click the selection, and then choose **Change Network Information** to open and use the Change Client Network Settings dialog box.	Changing Network Properties, page 2-17
Remotely shadow a device (to view and control a device remotely).	Right-click the device you want, and then choose **Remote Shadow** to open and use the VNC Authentication dialog box.	Remotely Shadowing Devices, page 2-20
Execute a DOS command on a device.	Right-click the device you want, and then choose **Execute Command** to open and use the Execute dialog box.	You can type executable commands for a given device (if the executable is not in the path of the device, you must provide a fully qualified path).
Configure the available device settings for a ThreadX device.	Right-click the ThreadX device you want, and then choose **ThreadX Device Settings** to open and use the ThreadX Device Information window.	Configuring ThreadX Device Information, page 2-18
Create a Diagnostic Report containing a summary of hardware and software information and a list of running processes.	Right-click the device you want and choose **Diagnostic Report** to view the Diagnostic Report.	Generating Diagnostic Reports, page 7-103
Create and view log files.	Right-click a device in the details pane of the Device Manager and choose **Get Logs** to open and use the Create Log File dialog box. To view a log file, right-click a device in the details pane of the Device Manager and choose **View Log** to open and use the View Logs dialog box.	Creating and Viewing Log Files, page 2-25
Shut down devices.	Choose the devices you want, right-click the selection, and then choose **Shut Down**.	
Reboot devices.	Choose the devices you want, right-click the selection, and then choose **Reboot**.	
Wake devices.	Choose the devices you want, right-click the selection, and then choose **Wake On LAN**.	

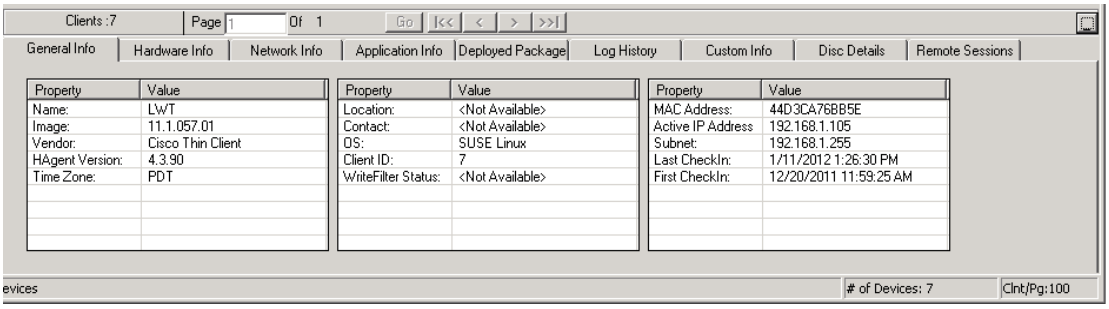
Table 2-1 Routine Device Manager Tasks (continued)

Tasks You Can Do	How	Details
Delete a Device from the system.	Choose the devices you want (you can use Ctrl-click or Shift-click to choose multiple devices), right-click the selected devices, choose **Delete Device**, and then confirm the deletion.	**Caution** If a device has been removed from a network before deleting a scheduled update for that device, the scheduled update may remain in a status of in-progress indefinitely. Before you delete a device, be sure there is no update scheduled for that device (in the tree pane of the Administrator Console, expand **Update Manager** and click **Scheduled Packages** to view any scheduled and in-progress device updates in the details pane).
Use the Package Distribution Wizard to schedule a package for distribution.	Select the devices you want (you can use Ctrl-click or Shift-click to select multiple devices), right-click the selected devices, choose **Package Distribution Wizard** to open and use the Package Distribution Wizard.	Using the Package Distribution Wizard to Schedule a Package for Distribution, page 2-26
Use the Remote Task Manager to view Applications, Processes, and Performance for any selected device.	Select the single device you want, right-click the selected device, choose **Remote Task Manager** to open and use the Remote Task Manager.	Using the Remote Task Manager to View Applications, Processes, and Performance for a Device, page 2-27

Viewing Device Details

The General Info tab is displayed in the bottom of the details pane by default (see Figure 2-1).

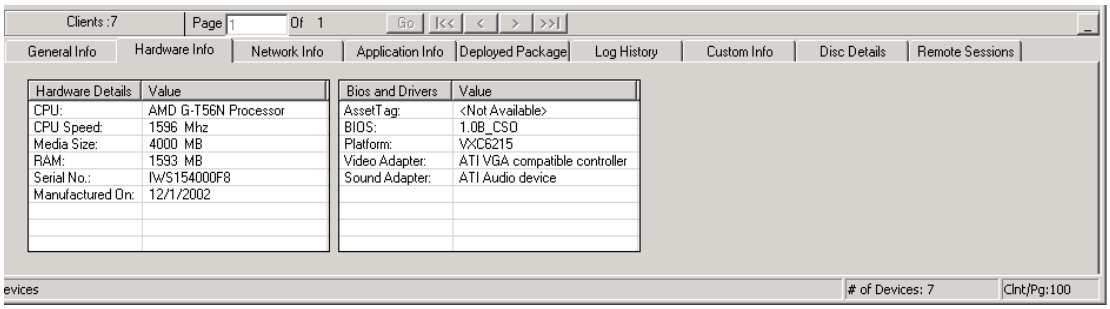
Figure 2-2 General Info Tab



Tip To view the General Info and related tabs, you may need to maximize the Cisco VXC Manager Administrator Console, and then click the plus icon (+) at the bottom of the details pane.

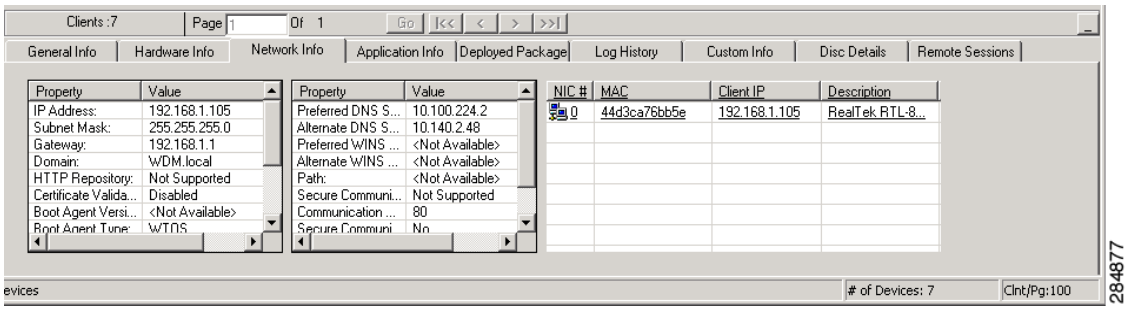
The Hardware Info tab (see Figure 2-3) displays the detailed hardware information, including the partition details of the disk from which the OS is booted and boot agent information for the device.

Figure 2-3 Hardware Info Tab



The Network Info tab (see Figure 2-4) displays the detailed network information for the selected device, including the communication details between different components of Cisco VXC Manager.

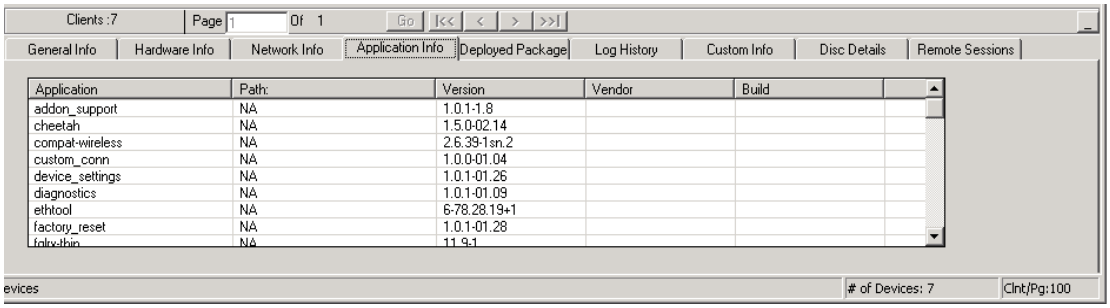
Figure 2-4 Network Info Tab



The Application Info tab (see Figure 2-5) displays the list of the applications installed on the device.

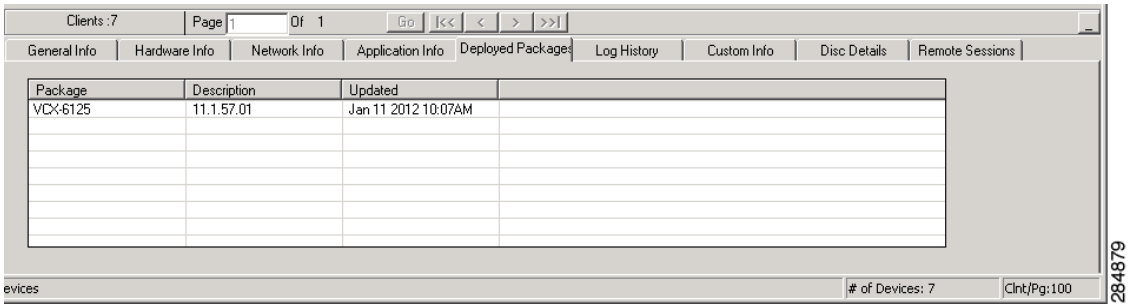
Note Cisco VXC 2112/2212 ICA devices do not display any application information as WTOS only contains a single firmware file and does not support separate application modules.

Figure 2-5 Application Info Tab



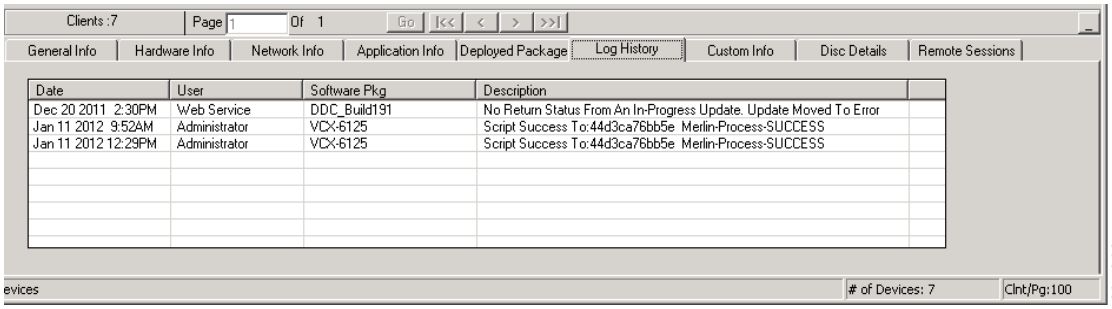
The Deployed Package tab (see Figure 2-6) displays the list of all Cisco VXC Manager packages distributed to the device.

Figure 2-6 Deployed Package Tab



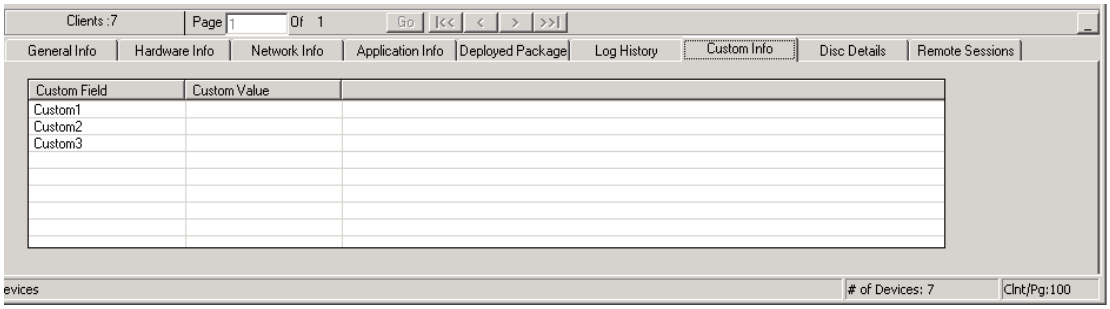
The Log History tab (see Figure 2-7) displays the list of all logs corresponding to Cisco VXC Manager package distribution for the selected device.

Figure 2-7 Log History Tab



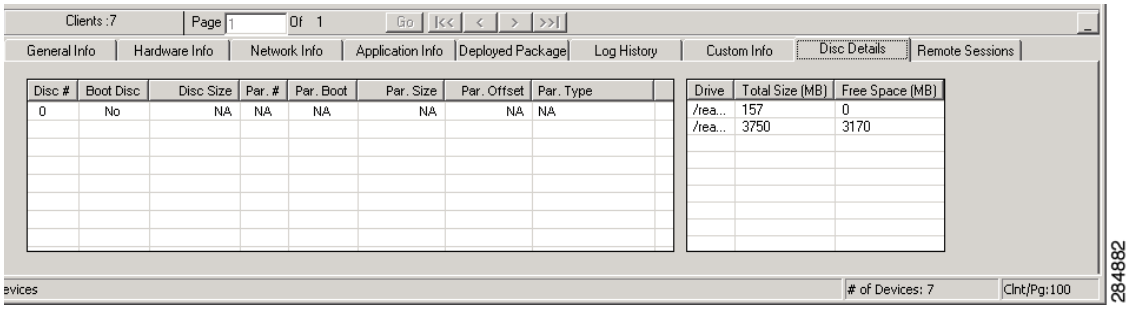
The Custom Info tab (see Figure 2-8) displays all custom information (such as, location, contact, and so on) for the selected device.

Figure 2-8 Custom Info Tab



The Disk Details tab (see Figure 2-9) displays the list of all disks including their partition details existing in the selected device.

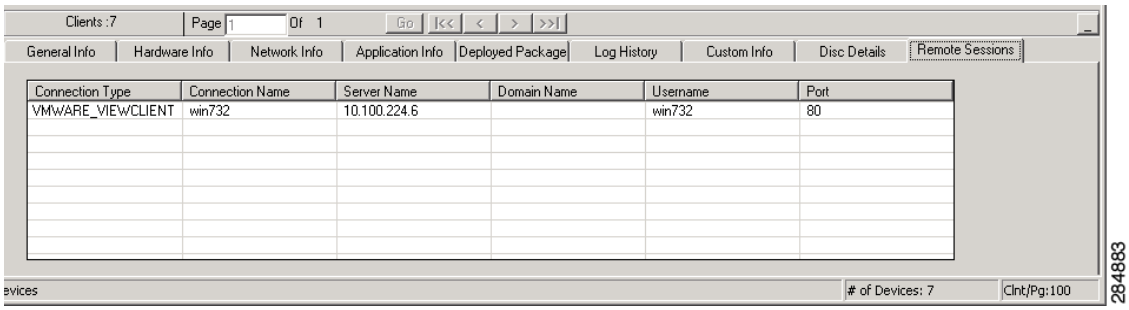
Figure 2-9 Disc Details Tab



The Remote Sessions tab (see Figure 2-10)displays all remote information (connection type, connection name, server name, and so on) for the selected device.

Note The Remote Session tab does not display session information for Mozilla Firefox connections on the Cisco VXC 6215.

Figure 2-10 Remote Sessions Tab



Adding and Automatically Discovering Devices

Cisco VXC Manager becomes aware of the devices in your network using either dynamic discovery or a manual process. After Cisco VXC Manager identifies the devices in the network, it stores information about them in the Cisco VXC Manager Database. You can then use Cisco VXC Manager to manage the devices.

Devices with the Cisco VXC Manager Agent (also referred to as the HAgent) installed must be linked to the Web Service so that the devices can check-in regularly. At check-in time, the Cisco VXC Manager Agent provides the Web Service with device information such as device name, hardware information (such as platform, flash size, memory, CPU, asset number, serial number), network information (such as WINS, DNS, IP address, Domain Name, subnet), image number, and so on. There are five ways in which devices can be linked to the server that contains the Web Service:

- Set Up a DHCP Server—(Recommended for WTOS clients and SUSE Linux clients) Linking is accomplished through DHCP Option Tags 186 and 192 which allow the DHCP server to supply the Cisco VXC Manager Agent with the proper Cisco VXC Manager Web Server IP address and port. See Configuring the DHCP Server, page D-1.
- DHCP Option Tags and DNS SRV Records—(Required for ThreadX clients) See Configuring the DHCP Server, page D-1, Configuring a DNS Service Location (SRV) Resource Record for ThreadX Devices, page D-7, and Configuring a Cisco VXC Manager Server Host Name in the DNS Server, page D-9 for details.

- Enable DHCP Options for HTTP Discovery—Cisco VXC Manager services includes a DHCP Proxy that will respond to DHCP Inform requests from Cisco VXC Manager Agents with the Web Server IP address and port.
- Manual Discovery—Initiate discovery from the server to find devices by either Subnet Broadcast or IP Range. Cisco VXC Manager Agents will respond to the server discovery by storing the discovering Web Server IP address and port and begin regular check-ins.
- Manual Device Setup—Manually enter the Web Server IP address and port on each device. You can do this through the Cisco VXC Manager Control Panel applet on the device (if supported by the device).

You can add devices to Cisco VXC Manager either by having Cisco VXC Manager discover the devices using Dynamic Discovery or by manually adding devices.

Using Dynamic Discovery, the Cisco VXC Manager Agent checks in periodically with the Cisco VXC Manager Web Service. This form of check-in is based on pull communications because the Cisco VXC Manager Agent initiates communications. For more information on using Cisco VXC Manager to discover devices, see Adding Devices Using Manual Discovery, page 2-14.

When you add devices manually, you instruct Cisco VXC Manager to discover devices on command. This method uses push communications because the Cisco VXC Manager Server initiates the operation. When you choose this method of adding devices, you can specify whether to add devices through a UDP broadcast or through a TCP connection to every device within a subnet or an IP Range setting. For more information on manually adding devices to Cisco VXC Manager, see Adding Devices Manually, page 2-15.

Adding Devices Using Manual Discovery

With new devices that come with the Cisco VXC Manager Agent pre-installed, you must link the Cisco VXC Manager Agent on the devices to the Cisco VXC Manager Web Service. Once the link is established, the devices check in periodically using Dynamic Discovery.

Use the following guidelines to manually discover devices with the Device Manager:

Procedure

Step 1 In the tree pane of the Administrator Console, right-click **Device Manager** and click **Find Devices** to open the Find Devices dialog box.

Step 2 Using the radio buttons, specify whether to discover devices by subnet or IP range.

Step 3 (Optional) To discover devices by IP range:

a. Click the **IP Ranges** option.

b. From the Network List pane, choose either individual IP ranges (use Shift or Ctrl to choose multiple subnets) or all IP ranges by clicking **Select All** (the maximum number of ranges that can be selected at any given time for discovery is 100).

Step 4 (Optional) To discover devices by subnet:

a. Click the **Subnets** option.

b. If you enabled the Show Subnet Hierarchy preference (see Subnet Preferences, page 7-85) and you want to choose a subnet hierarchy level to find devices, choose a subnet hierarchy level from the Network Hierarchy pane. The corresponding broadcast addresses for the subnets in the hierarchy will be displayed on the Network List pane.

If you did not enable the Show Subnet Hierarchy preference, continue with the next step.

c. From the Network List pane, choose either individual broadcast addresses (use Shift or Ctrl to choose multiple subnets) or all broadcast addresses by clicking **Select All**.

Note The maximum number of subnets that can be selected at any given time for discovery is 100. Initially, Cisco VXC Manager will discover up to approximately 50 subnets (always starting from the first subnet). To discover any remaining subnets, you must restart the discovery.

Step 5 Click **OK**. Cisco VXC Manager begins discovering the devices according to your selections. The details pane displays both the newly discovered devices along with devices that have been discovered previously.

Adding Devices Manually

Cisco VXC Manager also allows you to manually add devices to the Cisco VXC Manager Database (for example, in cases where technical issues prevent you from discovering a device that is otherwise operating normally, or in cases where the operating system of a device has become corrupt and the device does not operate normally).

Use the following guidelines when adding devices manually:

Procedure

Step 1 In the tree pane of the Administrator Console, right-click **Device Manager**, and then choose **New > Device** to open the Add a Device dialog box.

Step 2 Use the following guidelines:

- Name—Machine name of the device as you want it to be displayed in the Device Manager.
- MAC Address—Media Access Control (MAC) address of the device, which uniquely identifies the device on the network. Be sure to enter the MAC address accurately or Cisco VXC Manager will not be able to communicate with the device.
- IP Address—Internet Protocol address of the device. This identifies the device on a TCP/IP network. Network messages are routed to the device based on the IP address.
- Media Size—Enter the flash memory size of the device in megabytes (for example, 32, 48, 96, and so on).
- Operating System—Installed operating system of the device.
- Platform—Hardware platform for the device.
- Callisto-2—Choose this option if the device is a Callisto-2 device.
- Subnet—The subnet for the device.
- Imaging via PXE—Choose this option if the device is capable of being imaged by Cisco VXC Manager (the device supports the Preboot EXecute Environment).

Step 3 After completing your configurations click **OK**. The newly added device appears in the details pane. If you have created a View corresponding to any of the device group type characteristics, the device is automatically incorporated into the appropriate View.

Changing Device Properties

Device Properties consist of basic properties and network properties. You can change basic properties by using the procedures in Changing Basic Device Information, page 2-16. You can change the network properties by using the procedures in Changing Network Properties, page 2-17.

Changing Basic Device Information

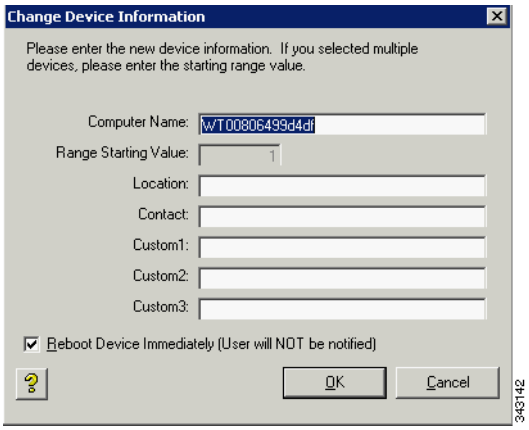
Caution This section does not apply to Cisco VXC 2111/2211 clients running ThreadX firmware.

Procedure

Step 1 Switch to the view containing the devices you want to change.

Step 2 Choose the devices you want to change, right-click the selection, and then choose **Change Device Information** to open the Change Device Information dialog box.

Figure 2-11 Change Device Information



Step 3 Use the following guidelines:

- Computer Name—Enter a descriptive name for the computer (or range of computers, if you selected multiple devices).
- Range Starting Value—If you selected multiple devices, an incremental number will be appended to the name of each device. Enter the starting number for the range of devices.
- Location—Enter a descriptive location where the device or devices reside. For example, San Jose headquarters, 2nd floor.
- Contact—Enter the name of the person who can serve as a contact for the device or devices in the range.
- Custom1, Custom2, Custom3—Enter any additional information that you want to maintain along with the device or group of devices (asset tracking data, a service date, a date of acquisition, or any other information that is useful to you).

Step 4 Depending on whether or not you want to reboot the device or devices automatically after changing the information (devices are updated only after a reboot) check or uncheck **Reboot Device Immediately** (be aware that if you choose to reboot immediately, users will not be notified that the device will be rebooted). Note that Write Filter devices ignore this option and will reboot immediately.

Step 5 Click **OK** to open the details pane displaying the newly updated device information after the devices have rebooted and checked-in.

Changing Network Properties

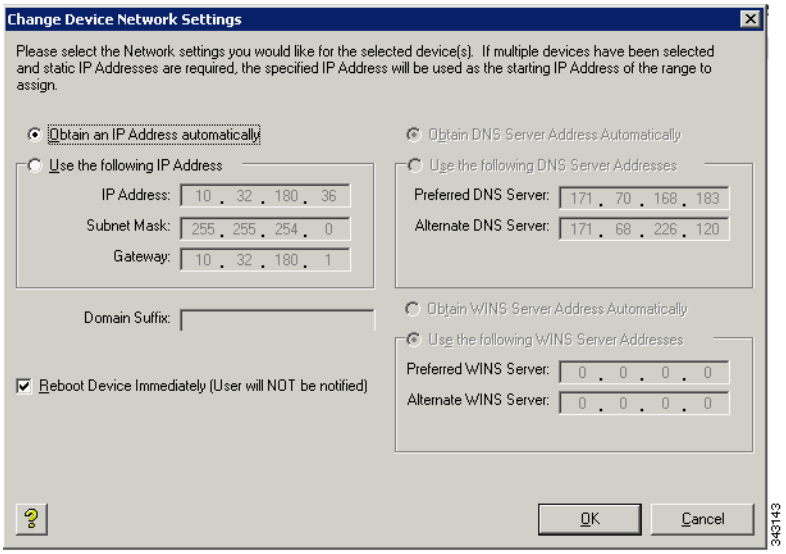
Caution This section does not apply to Cisco VXC 2112/2212 clients running WTOS firmware.

Procedure

Step 1 Switch to the view containing the devices you want to change.

Step 2 Choose the devices you want to change, right-click the selection, and then choose **Change Network Information** to open the Change Device Network Settings dialog box.

Figure 2-12 Change Device Network Settings



Step 3 Depending on whether or not you want to assign a static IP Address for the selected devices, complete one of the following:

- If no, click **Obtain an IP Address automatically** and continue with the next step.
- If yes, click **Use the following IP Address** and complete the fields in the IP Address section.

Tip For the IP Address section—If you selected multiple devices in step 2, the IP Address you enter is the starting address for the range of addresses that includes all of the devices you selected. All ranges must fall within a Class C subnet. If a group of devices are assigned a range of IP Addresses that would cross a Class C, Cisco VXC Manager issues an error message blocking the operation.

Step 4 Depending on whether or not you want to assign a static DNS Server Address for the selected devices, complete one of the following:

- If no, click **Obtain DNS Server Address Automatically** and continue with the next step.
- If yes, click **Use the following DNS Server Addresses** and complete the fields in the DNS Server Address section.

Step 5 If you want to add a Domain Name as a suffix to the device names for the selected devices, enter the Domain Name in the Domain Suffix field (for example, if you add as a suffix the Domain Name **DFW1.cisco.com** to a device named Device1, the result is: Device1.DFW1.cisco.com).

Step 6 Depending on whether or not you want to assign a static WINS Server Address for the selected devices, complete one of the following:

- If no, click **Obtain WINS Server Address Automatically** and continue with the next step.
- If yes, click **Use the following WINS Server Addresses** and complete the fields in the WINS Server Address section.

Step 7 Depending on whether or not you want to reboot the device or devices automatically after updating the information (devices are updated only after a reboot) check or uncheck the **Reboot Device Immediately** check box (be aware that if you choose to reboot immediately, users will not be notified that the device will be rebooted). Note that Write Filter devices ignore **Reboot Device Immediately** and will reboot.

Step 8 Click **OK**. The details pane will display the newly updated network information after the devices have rebooted and checked-in.

Configuring ThreadX Device Information

Caution This section is applicable only to Cisco VXC 2111/2211 clients running ThreadX firmware for PCoIP.

Use the following guidelines to configure ThreadX device information.

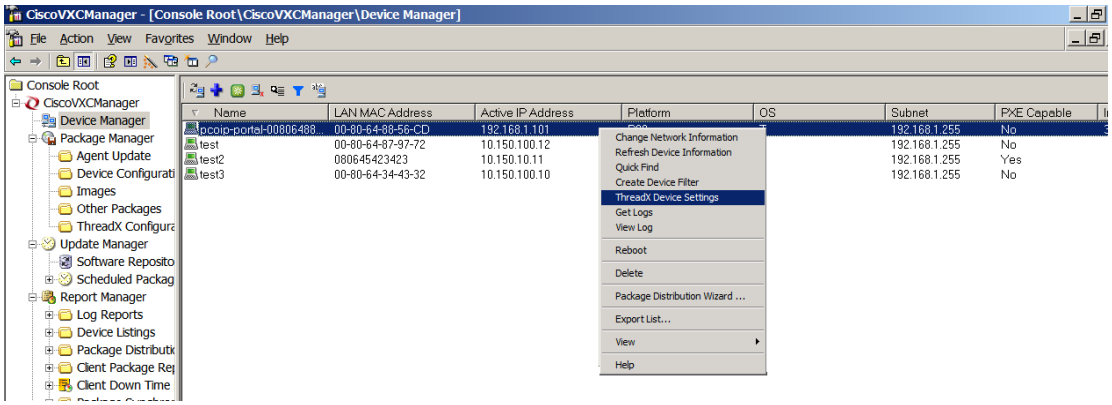
Configuration Settings—Cisco VXC Manager supports the following configurations on the device side:

- Label settings
- Time Zone settings
- Video settings
- Global settings for RDP

Note Cisco does not provide support for RDP network implementations with the Cisco VXC 2111/2211 clients.

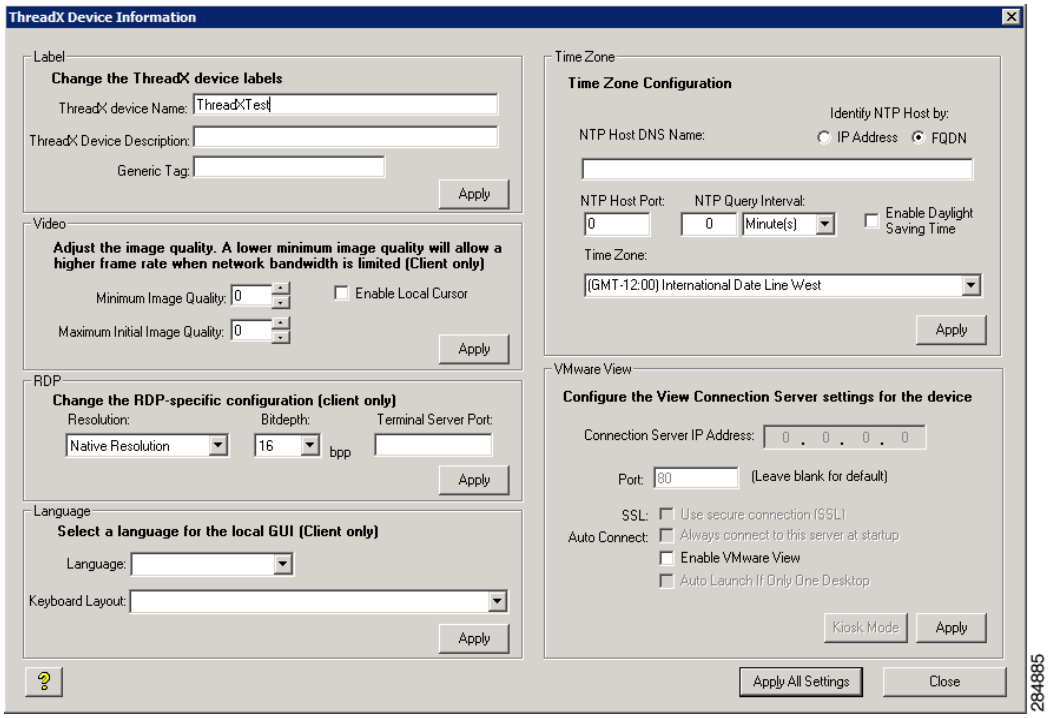
- VMware View settings

Figure 2-13 ThreadX Device Settings Menu Option



To configure the available device settings for a device, right-click a device and choose the **ThreadX Device Settings** menu option to open and use the ThreadX Device Information window.

Figure 2-14 ThreadX Device Information

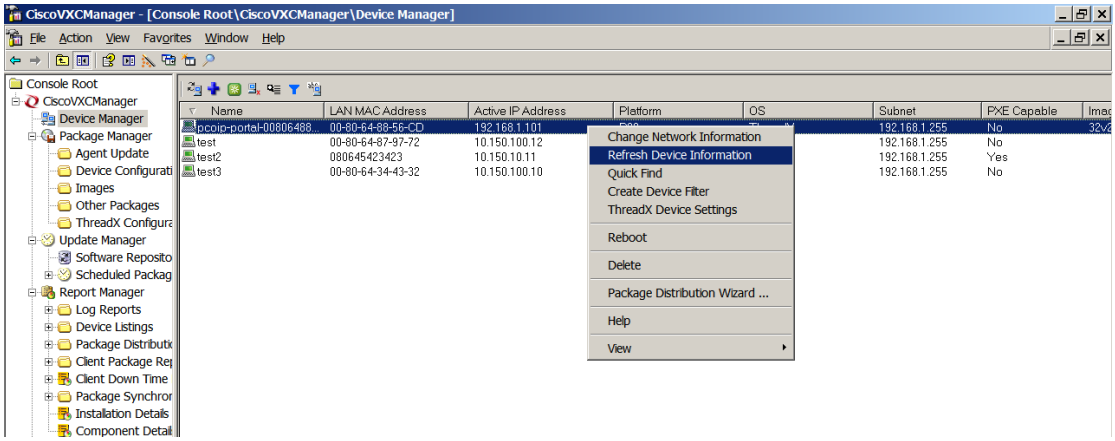


After you configure the device settings, click **Apply** to apply a single configuration set or click **Apply All Settings** to apply the entire configuration set at one time.

Tip To configure the available device settings for multiple devices, right-click the devices you want in the list of devices and choose the **ThreadX Device Settings** menu option to open and use the ThreadX Device Information window. In this case, only the Apply All Settings command button is available for use (the Apply command button for each configuration set is disabled).

Refresh Device Information—To manually refresh the device information, right-click a device and choose the **Refresh Device Information** menu option.

Figure 2-15 Refresh Device Information Menu Option



Reboot—To manually reboot the device, right-click a device and choose the **Reboot** menu option.

Remotely Shadowing Devices

Viewing and controlling a device remotely (shadowing a device) is useful to help a user with a particular application and to troubleshoot device problems.

Caution This section is not applicable to Cisco VXC 2111/2211 clients running ThreadX firmware for PCoIP.

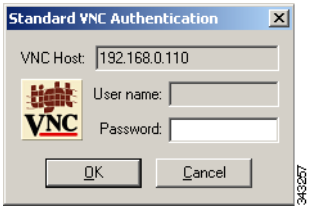
Procedure

Step 1 Switch to the view containing the device you want to shadow.

Step 2 In the Device Manager details pane, right-click the device you want to shadow and choose **Remote Shadow**.

Step 3 The Standard VNC Authentication dialog box prompts you for a VNC host, username and password.

Figure 2-16 VNC Authentication



Step 4 Enter the VNC host, username and password you set up earlier for VNC authentication and click **OK** (note that some manufacturers hard-code passwords into their devices, requiring you to contact the manufacturer to obtain the device password). A window displays the device screen and allows you to run applications and control the device from the Administrator Console.

Step 5 To end the shadowing, close the viewer.

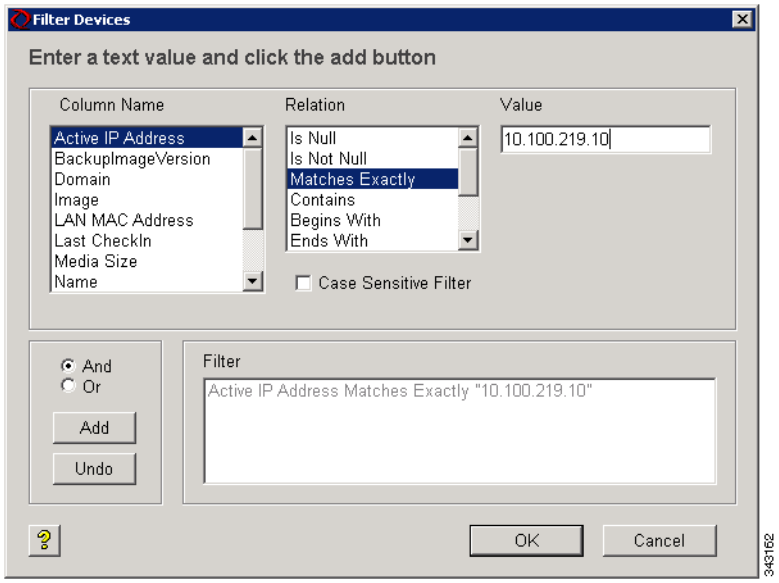
Creating a Device Filter

Create a Device Filter with Device Manager to quickly find the devices you want.

Procedure

Step 1 In the tree pane of the Administrator Console, right-click **Device Manager** and choose **Create Device Filter** to open the Filter Devices dialog box.

Figure 2-17 Device Filter



Step 2 Use the following guidelines when creating the filter:

- Choose the item you want in the Column Name list to display the Relation selections available for that Column Name.
- After you choose the item in the Relation list, you may need to enter a Value to be able to use the Case Sensitive Filter check box (depending on the item you choose).
- After you configure your item, you can add your item (click **Add**) to the Filter pane.
- When you add more than one item, you can click either the **And** radio button or the **Or** radio button before adding your item (click **Add**) to the Filter pane.
- To remove an item from the Filter pane, click **Undo**.

Step 3 After completing your criteria, click **OK** to create the filter for use.

Tip To use the Device Filter, right-click **Device Manager**, and then choose **Find Devices** to display the devices that match your filter criteria.

Editing a Device Filter

In the tree pane of the Administrator Console, right-click **Device Manager**, and then choose **Edit Device Filter** to open and use the Filter Devices dialog box.

Deleting a Device Filter

In the tree pane of the Administrator Console, right-click **Device Manager**, and then click **Remove Device Filter**.

Searching for a Device with Find Device in View and Quick Find

While you can use either of the Cisco VXC Manager search tools to find the devices you want, use the search tool best suited for your environment and needs as follows:

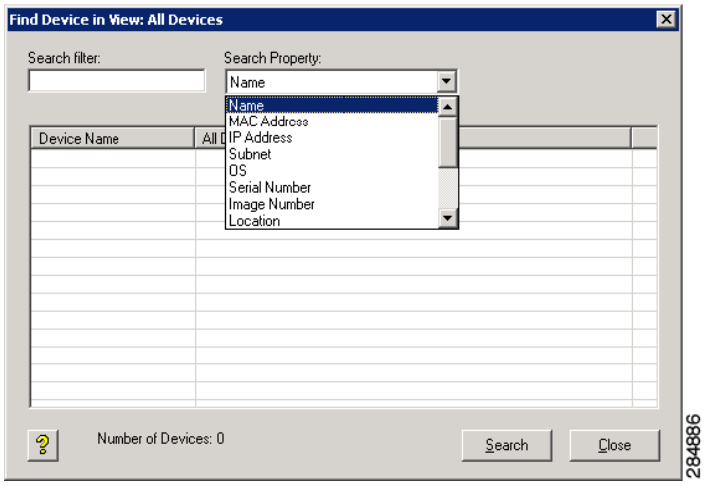
- Find Device in View—Useful in multiview environments to determine the View (path) in which the particular devices you want to find are located (see Using Find Device in View, page 2-22).
- Quick Find—Useful in single-view environments to quickly find the particular devices you want (see Using Quick Find, page 2-23).

Using Find Device in View

In the tree pane of the Administrator Console, right-click **Device Manager**, and then choose **Find Device in View** to open the Find Device in View dialog box displaying a list of all the devices in the view and the view path next to each device.

Tip You can also use the **Find Device in View** icon to open the dialog box.

Figure 2-18 Find Device in View Search

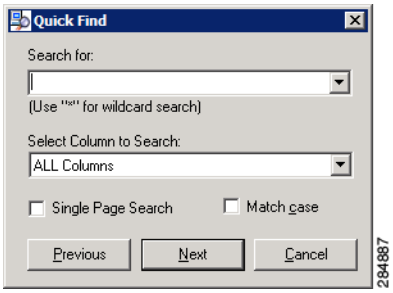


You can use the Search Filter field (enter your text) and Search Property field (choose a property) to filter and find the devices you want.

Using Quick Find

Right-click any device name in the Device Manager view and choose **Quick Find** to open and use the Quick Find dialog box.

Figure 2-19 Quick Find Search

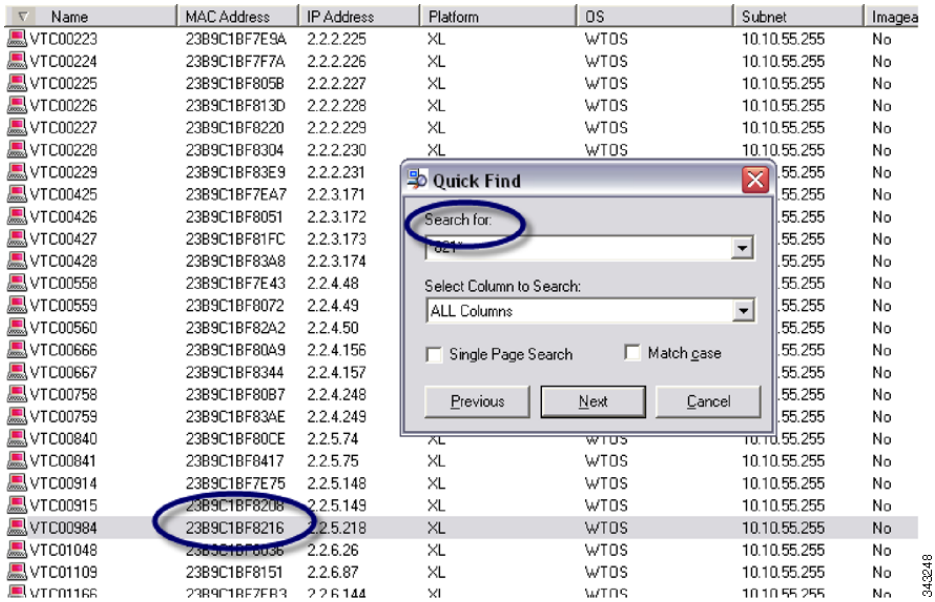


Tip Only devices in the currently displayed view can be searched.

Use the following guidelines when searching:

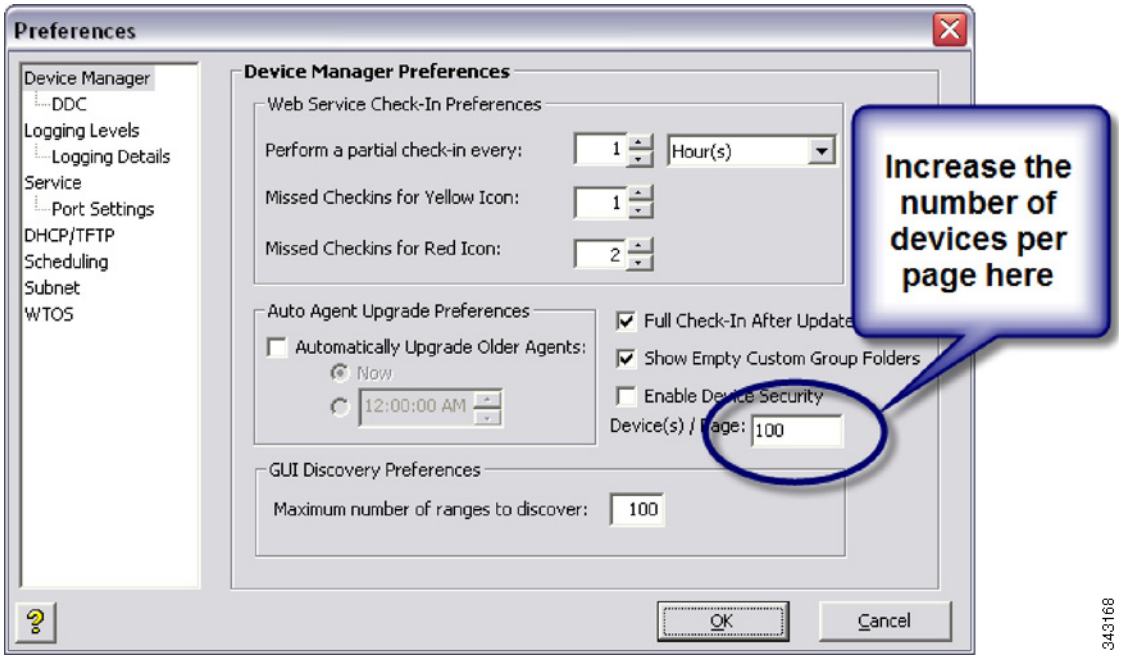
- Search for Options—There are two options for the Search For field:
  - Enter a search term, for example, **ABC**.
  - Choose a search term used previously from the drop-down menu. Your last 20 searches are displayed in this list.
- Wildcards—You can use wildcards in the Search for field. Enter an asterisk (*) at the beginning, the end, or both the beginning and end of an entry to represent additional characters.
- Select Column to Search Options—Allows you to search for your entry in all displayed columns or a specific column only.
- Single Page Search and Match Case Options—Use these check boxes to restrict your search to a single page or to consider the case of the letters in the Search for field.
- Direction of Your Search—Click **Previous** or **Next** to determine the direction of your search. Click **Next** to search forward from the top of each page to the bottom and from that page to the following page. Click **Previous** to search backward from the bottom of each page to the top and from that page to the previous page.
- Stop a Search—Click **Stop Searching** during a search.
- Results—When the search finds a device, the row that represents the device is highlighted in the Device Manager window (you can then click **Previous** or **Next** to find additional results). If your search produces no matches, the “Device not found” message appears.

Figure 2-20 Successful Search Results



Tip Searching across pages is much slower than searching the same number of devices when they are all displayed on a single page. To improve search performance, increase the number of devices displayed per page and enable the Single Page Search feature in the Quick Find dialog box. To increase the number of devices displayed on a page, use the Device Manager Preferences window, as shown in Figure 2-21.

Figure 2-21 Devices Displayed on a Single Page

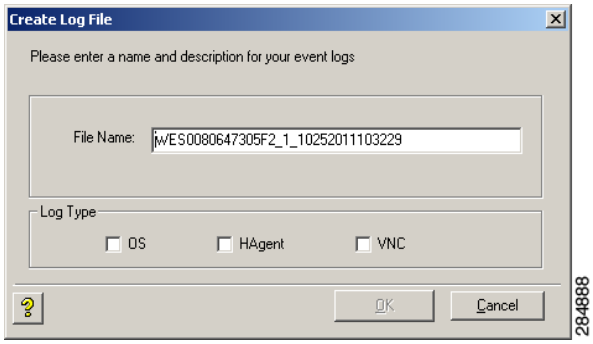


Creating and Viewing Log Files

To create log files that you can view, right-click a device in the details pane of the Device Manager and choose **Get Logs** (enter a name, choose the type of log file you want, and then click **OK**).

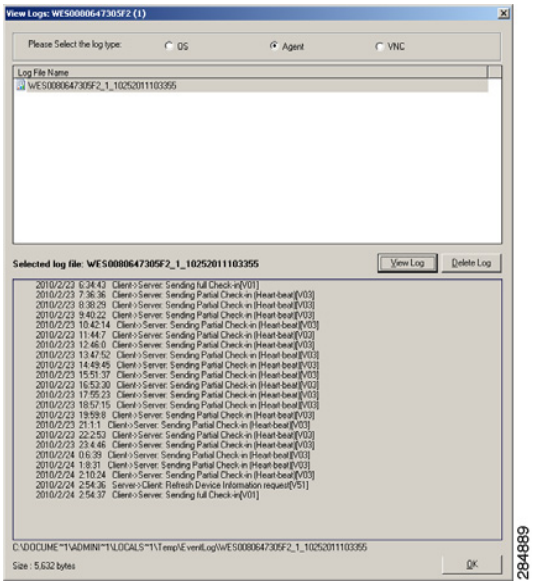
Note Support of this feature is platform dependent. It is supported only on Cisco VXC 6215 and Cisco VXC 2111/2211.

Figure 2-22 Creating Log Files



To choose the log file you want to view, right-click a device in the details pane of the Device Manager and choose **View Log** (choose the type of log file you want, choose the log file name you want, and then click **View Log**).

Figure 2-23 Viewing Log Files



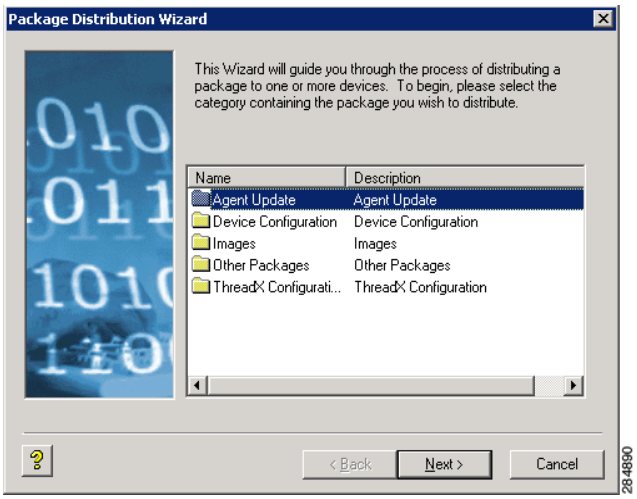
Tip To delete the log files you no longer need, choose a log file name and click **Delete Log**.

Using the Package Distribution Wizard to Schedule a Package for Distribution

Step 1 Switch to the view containing the devices you want.

Step 2 In the Device Manager details pane, choose the devices to which you want to schedule a package distribution (you can use Ctrl-click or Shift-click to choose multiple devices), right-click the selected devices, and then choose **Package Distribution Wizard** to open the Package Distribution Wizard.

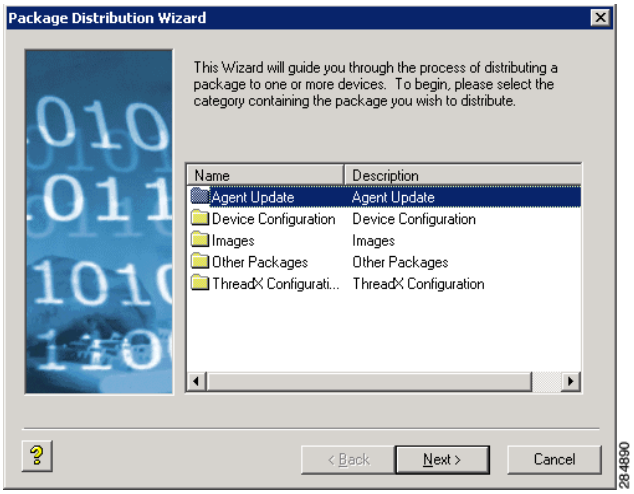
Figure 2-24 Package Category Selection



Step 3 Choose the package category folder that contains the registered package you want to distribute and click **Next**.

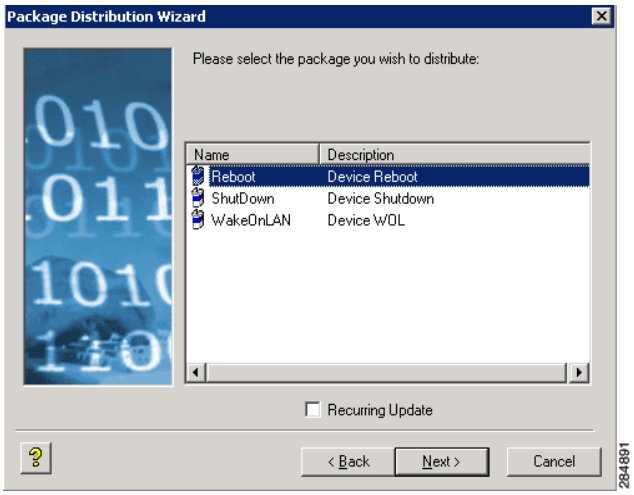
Note Only images that support the operating system and flash size of the previously selected device groups view are displayed.

Figure 2-25 Package Selection



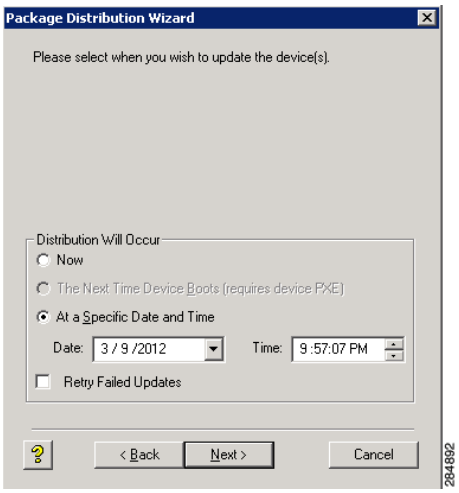
Step 4 Choose the package you want and click **Next**.

Figure 2-26 Package Schedule



Step 5 Choose the scheduling options for the distribution, and then click **Next**.

Figure 2-27 Create Schedule



Step 6 Choose the imaging option you want and click **Next**.

Step 7 After the package schedule is completed (update creation process is complete in the database), click **Finish**.

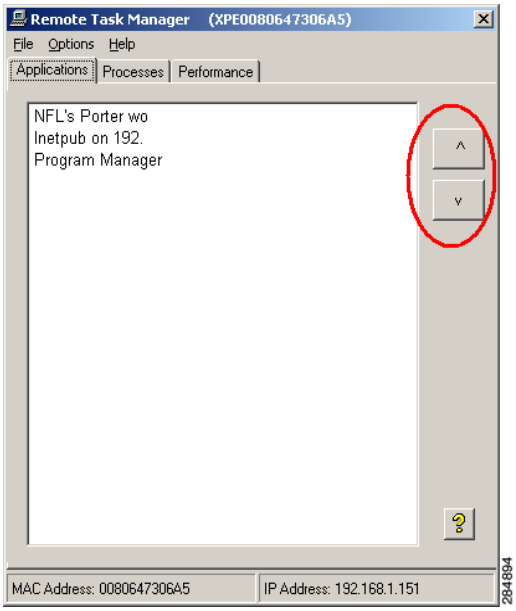
Using the Remote Task Manager to View Applications, Processes, and Performance for a Device

Step 1 Switch to the view containing the device you want.

Step 2 In the Device Manager details pane, choose the single device for which you want to view the applications, processes, and performance.

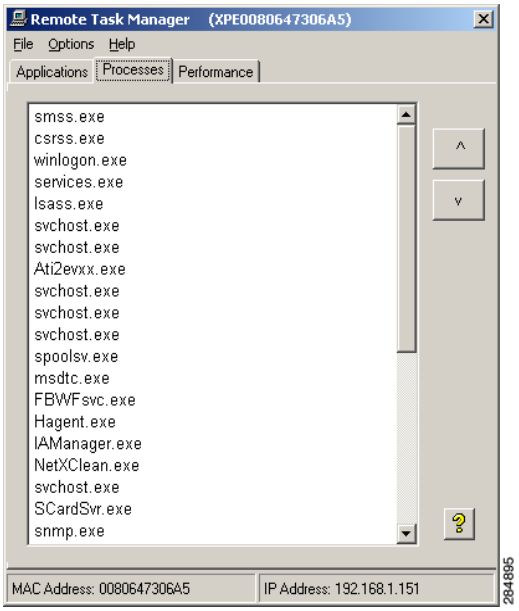
Step 3 Right-click the selected device, and then choose **Remote Task Manager** to open the Remote Task Manager.

Figure 2-28 Applications Tab



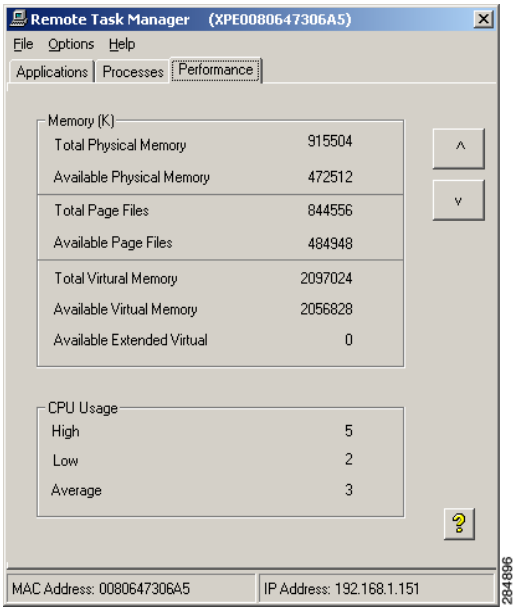
Step 4 On the Applications tab you can view the applications of the selected device (the window title bar displays the name of the device; the Mac address and IP address are displayed in the window status bar). You can also use the up arrow and down arrow to quickly display the information for the next or the previous device in the Device Manager details pane you previously selected. To refresh information, click **Options > Refresh**.

Figure 2-29 Processes Tab



Step 5 On the Processes tab you can view running processes of the selected device (the window title bar displays the name of the device; the Mac Address and IP Address are displayed in the window status bar). You can also use the up-arrow and down-arrow to quickly display the information for the next or the previous device in the Device Manager details pane you previously selected.

Figure 2-30 Performance Tab



Step 6 On the Performance tab you can view the Memory, Total Page Files, Total Virtual Memory, and CPU Usage fields for the selected device (the window title bar displays the name of the device; the MAC address and IP address are displayed in the window status bar). You can also use the up-arrow and down-arrow to quickly display the information for the next or the previous device in the Device Manager details pane you previously selected.