

Remote Working

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Minimum Version

This DEX Pack requires SysTrack version **10.1** or higher.

Notes

- Dashboards and data may not load effectively for environments with over **60,000** endpoints.
- After this DEX Pack is installed, it may take up to **24 hours** for data to appear.
- If you update or reinstall this DEX Pack, you must **reassign** any **Views** created below to the **SF_Remote Working Role**. You must also repeat the steps listed under **Office Subnets Setup**.



Import Kit

To use this DEX Pack, the corresponding **Kit** must be imported to SysTrack.

If you have already imported the DEX Pack directly from the **Kits** page, the **Import Kit** step is complete. You may move on to the next step.

If you are viewing this DEX Pack in the [Customer Gateway](#), follow these steps to import this DEX Pack Kit:

1. On the DEX Pack page, download the DEX Pack ZIP file
2. In SysTrack, open **Kits**
3. Under **Local**, click **Select Kit File**
4. Select the DEX Pack ZIP File

External Monitors View

The **External Monitors** Dashboard requires you to create a new **View**:

1. Navigate to **Configure > Views**
2. Click the **padlock icon** in the upper-right to enable editing
3. Click the **plus icon** to add a new **View**
4. Fill in the **Settings** as follows:
 - a. View Name: **SF_EXTERNALMONITORS**
 - b. Existing Category: **Application**
 - c. Expires in: **30 Days**
 - d. When Expired: **Overwrite Data**
 - e. **Do NOT check** “When overdue by 1 day(s)”
 - f. Set the Refresh drop-downs to **Daily, Inside, 24x7**, and “**Every Day**”
 - g. Download and open this [text file](#). Copy the SQL query from this file and paste it into the box under **SQL Selection > Generic**
 - h. Click **Test SQL**. A **Test Success** message should appear. If the test is not successful, the query may have been copied incorrectly
5. Click **Create View** at the top-right



Performance Data View

Some performance data in the DEX Pack requires you to create a new **View**:

1. Navigate to **Configure > Views**
 2. Click the **padlock icon** in the upper-right to enable editing
 3. Click the **plus icon** to add a new **View**
 4. Fill in the **Settings** as follows:
 - a. View Name: **SF_NETPERFDAILY**
 - b. Existing Category: **General**
 - c. Expires in: **30 Days**
 - d. When Expired: **Append Data**
 - e. **Do NOT check** “When overdue by 1 day(s)”
 - f. Set the Refresh drop-downs to **Daily, Inside, 24x7**, and “**Every Day**”
 - g. Download and open this [text file](#). Copy the SQL query from this file and paste it into the box under **SQL Selection > Generic**
 - h. Click **Test SQL**. A **Test Success** message should appear. If the test is not successful, the query may have been copied incorrectly
 5. Click **Create View** at the top-right
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External USB Devices View

The **External USB Devices** Dashboard requires you to create a new **View**:

1. Navigate to **Configure > Views**
2. Click the **padlock icon** in the upper-right to enable editing
3. Click the **plus icon** to add a new **View**
4. Fill in the **Settings** as follows:
 - a. View Name: **SF_USB**
 - b. Existing Category: **General**
 - c. Expires in: **30 Days**
 - d. When Expired: **Overwrite Data**
 - e. **Do NOT check** “When overdue by 1 day(s)”



- f. Set the Refresh drop-downs to **Daily, Inside, 24x7**, and **“Every Day”**
 - g. Download and open this [text file](#). Copy the SQL query from this file and paste it into the box under **SQL Selection > Generic**
 - h. Click **Test SQL**. A **Test Success** message should appear. If the test is not successful, the query may have been copied incorrectly
5. Click **Create View** at the top-right
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Assign Views

After the above Views have been created, they must be assigned to the **SF_Remote Working Role**:

1. Navigate to **Configure > Roles**
 2. Use the drop-down at the top to select the **SF_Remote Working Role**
 3. Click **Views**, then check the boxes next to **SF_EXTERNALMONITORS, SF_NETPERFDAILY,** and **SF_USB**.
 4. Click **Save Changes** at the top-right
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Remote Working Role

This DEX Pack requires you to assign the **SF_Remote Working Role** to the relevant **Configurations**:

1. Navigate to **Configure > Configurations**
 2. Click the **padlock icon** in the upper-right to enable editing
 3. Use the drop-down at the top to select a relevant **Configuration**, or create a new **Configuration**
 4. Assign **SF_Remote Working Role** to the **Configuration** by dragging it from **Available Roles** to **Assigned Roles**
 5. Click **Save Changes** at the top-right
 6. Repeat this process for any other relevant **Configurations**
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Office Subnets Setup

Most Dashboards in this DEX Pack can be configured to ignore systems connected to your office subnets. If configured correctly, data in those Dashboards will be restricted to remote systems.

The default office subnets (10.0.0.0/8) may already cover most of the office subnets in your enterprise. If not, then you can manually enter new office subnets:

1. Open the **Remote Working** Dashboard in **Dashboard Viewer**
2. Navigate to **Remote Connectivity > Home Connectivity**
3. To quickly open a Dashboard in **Dashboard Builder**, replace the word “**viewer**” in the URL with the word “**builder**”
4. Click the **blue Page Context** box connected to an **Office Subnets** box. This box is usually located in the lower-right section
5. Paste a list of your office subnets in the **Default Value** text box, separated by commas. There is a 1,000-character limit for this text box
6. Click **Apply**
7. To quickly return to **Dashboard Viewer**, click the **Viewer** button or the **Back** button in your browser
8. Repeat this process for every Dashboard in this DEX Pack containing an **Office Subnets** pane under **Advanced Options**. This includes every Dashboard **except** the **Overview**, **Summary**, and **Remote Session Intelligence** panes.

You must repeat this process any time you reinstall this DEX Pack.