

# Remote Working

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## Overview

Understand the needs, work habits, and user experience of your remote workforce. Discover how remote workers connect to the corporate network, and assess how this connection impacts productivity, user experience, and security risk. Determine hardware and software needs for remote workers.

Note: Dashboards and other data may not load effectively for environments with over 60,000 endpoints.

### Remote Connectivity

Understand how remote workers connect to your corporate network. Quantify what resources are being consumed. Qualify how concerns such as latency, bandwidth, and other factors impact user experience.

### End User Equipment

Discover the hardware in use outside of the office. Identify external USB devices in use and users that may benefit from additional external monitors.

### Productivity and Collaboration

Assess the performance and usage of communication software and Microsoft 365 apps. View data organized by app, version, and system.

### Security and Compliance

Identify apps and operating systems in need of updates, as well as systems lacking antivirus protection.

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## Remote Connectivity

### Summary

#### *Remote Connectivity*

Assess the network security and performance of remote connections.



## *Profile Types*

Assess the distribution of your enterprise's remote and in-office employees. Learn which types of remote connections are most frequently used.

## *VPN Use*

Investigate how frequently users connect to a VPN.

## *Remote Session Intelligence*

Review performance metrics across a variety of remote session protocols. Pinpoint dates and systems with performance issues.

## Home Connectivity

### *Office Subnets*

Enter a list of your office subnets here, separated by commas. Systems within these subnets will be excluded from the data below.

To permanently save this list as the default, open this Dashboard in **Dashboard Builder**. Click the **blue Page Context** box, modify the list under **Default Value**, then click **Apply**. Note that there is a 1,000-character limit for this text box.

### *Network Type Summary*

This chart shows the network type for those working remotely: Wired, Secured WLAN, or Unsecured WLAN.

Hover over a section of the pie chart to view the number of systems on each type of network.

### *Network Type Breakdown*

This table displays the percentage of time systems were connected to different types of networks. Systems connected to an Unsecured WLAN could be a security risk.

Click a system in this pane to populate the data in **Network Details (Selected System)**.



## *Network Details (Selected System)*

This table shows the health of network connections made by the system selected in **Network Type Breakdown**. This includes data for every network connection made in the **past 30 days**.

If a cell under **WLAN Secured** is blank, then that connection is not WLAN.

## Profile Types

### *Office Subnets*

Enter a list of your office subnets here, separated by commas. Systems within these subnets are considered in-office for the data below. Any systems outside of these subnets are considered remote.

To permanently save this list as the default, open this Dashboard in **Dashboard Builder**. Click the **blue Page Context** box, modify the list under **Default Value**, then click **Apply**. Note that there is a 1,000-character limit for this text box.

### *Profile Type Summary*

This Dashboard organizes employees into different profiles based on how they worked in the **past 30 days**: in-office, remote, or hybrid. Remote workers are further split up by connection type.

Some VPNs (especially uncommon VPNs) are not detected by this Dashboard. Thus, some workers listed as **Remote No VPN** may actually be **Remote VPN** workers.

### *Users Summary*

This table shows the amount of time users work remotely or in-office. This data is summed from the **past 30 days**.

Click a user in this pane to populate the table in **Session Details (Selected User)**.

### *Session Details (Selected User)*

This table shows network sessions for the user selected in **Users Summary**. This includes all usage data from the **past 30 days**.



## *Profile Types Over Time*

This graph shows the number of users of each profile type each day for the **past 30 days**. For example, if your employees normally work remotely, but they come into the office every other Monday, then you'll see a spike in the **Office** graph on those days. The **Mixed** graph indicates users who worked via multiple methods **within the same day**.

Click any point on the graph to populate the table in **User Details (Selected Date)**.

## *User Details (Selected Date)*

This table shows session data for all users on the date selected in **Profile Types Over Time**. This includes the amount of time each user spent on each type of connection.

## VPN Use

### *VPN Use Summary*

This graph shows remote systems with or without a VPN connection. Use the drop-down to either show the number of systems or the number of hours connected. Hover over a section of the pie chart to view the exact number of systems or hours.

The **Non VPN** category includes any remote systems without a VPN or VDI connection. The **VPN** category includes remote systems with a VPN connection.

Some VPNs (especially uncommon VPNs) are not detected by this Dashboard. Thus, some systems in the **Non VPN** category may actually be **VPN** systems.

### *VPN Use Trend*

This graph shows VPN use over time. Use the drop-down to either show the number of systems or the number of hours connected each day. Hover over a point on the graph to view the exact number of systems or hours that day.

### *VPN Use System Details*

This table shows the amount of time individual systems spent on or off the VPN. Use the drop-down to view only **VPN** or **Non-VPN** users.



If a user spends only a few minutes on a VPN, their **Time on VPN** will be displayed as **0**. However, they will still be considered a **VPN** user. Thus, when using the **Show VPN Users** drop-down, it is possible to see users with “0” **Time on VPN**.

## Remote Session Intelligence

### *Global Filters*

Use the **Technology** drop-down to specify remote connection software for the data below.

### *Performance Summary*

This table shows a variety of performance metrics for remote protocols. This data is averaged over the **past 30 days**.

Click a metric in this pane to populate the data in the **Performance Trend** and **Session Details** panes.

### *Performance Trend (Selected Metric)*

This graph shows the metric selected in **Performance Summary** over the **past 30 days**. Click a point on this graph to populate the table in the **Session Details** pane.

### *Session Details (Selected Metric and Date)*

This table shows the worst performing sessions for the selected metric and date. By default, the worst 25% of sessions are shown. Use the slider to adjust this value. Double-click a system to view the performance trend for this specific metric, date, and system in **Resolve**.

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## End User Equipment

### Summary

#### *Device Assignments*

Gain insight into devices used outside the office.





## *External USB Devices*

View a full inventory of USB devices used by remote workers.

## *External Monitors*

Identify users who may benefit from additional monitors.

## Device Assignment

### *Office Subnets*

Enter a list of your office subnets here, separated by commas. Systems within these subnets will be excluded from the data below.

To permanently save this list as the default, open this Dashboard in **Dashboard Builder**. Click the **blue Page Context** box, modify the list under **Default Value**, then click **Apply**. Note that there is a 1,000-character limit for this text box.

### *Manufacturer Summary*

This chart shows remote systems grouped by **manufacturer**.

### *OS Summary*

This chart shows remote systems grouped by **OS and OS version**.

### *CPU Clock Speed Summary*

This chart shows remote systems grouped by **CPU clock speed (GHz)**.

### *Memory Summary*

This chart shows remote systems grouped by **memory capacity (GB)**.

### *System Details*

This table shows details for each remote system with the characteristics set by the drop-downs.



## External USB Devices

### *All USB Devices*

This table shows all USB devices connected to remote systems within the **past day**. Note that some internal devices may also appear here.

**System Count** indicates the number of systems with a connection to that type of device. **Device Count** indicates the total number of connections to that type of device. If **Device Count** is greater than **System Count**, this indicates that some systems are connected to the same type of device multiple times.

Click a device in this pane to populate the table in **System Details (Selected Device)**.

### *System Details (Selected Device)*

This table shows all the systems connected to the device selected in **All USB Devices**.

Double-click any system to further investigate that system's USB devices in Resolve > All Inventory.

## External Monitors

### *Monitor Recommendation*

Users that frequently switch between app windows may benefit from an external monitor. By default, this Dashboard recommends an external monitor under the following conditions:

1. The user has no external monitors
2. The user switches between windows at least **1.2** times more than the average user

To change this multiplier from 1.2, use the text box.

### *External Monitor Summary*

This graph shows how many external monitors systems have. Systems with 0 external monitors are usually laptops or other devices with an internal monitor. Systems in the red section may need an additional external monitor (defined in **Advanced Options > Monitor Recommendation**).



Select a bar below to filter the data in the **System Details** table.

### *System Details*

This table shows external monitor data for specific systems and users. Use the **External Monitor Recommended** column to determine which users need an external monitor. Providing external monitors to those who need them can increase productivity.

Use the drop-down to either show all data or to filter data based on the graph clicked in **External Monitor Summary**.

Click a system below to populate the table in **External Monitor Details (Selected System)**.

### *External Monitor Details (Selected System)*

This table shows external monitor details for the system selected in **System Details**. Use the drop-down to specify the units for the **Diagonal Screen Size** column.

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## Productivity and Collaboration

### Summary

#### *Communication Tools Intelligence*

Assess performance metrics for communication software. Identify systems running outdated versions. Compare the performance of different versions.

#### *Microsoft 365 Application Summary*

Assess performance metrics for Microsoft 365 apps. Identify systems running outdated versions. Compare the performance of different versions.

### Communication Tools Intelligence

#### *Office Subnets*

Enter a list of your office subnets here, separated by commas. Systems within these subnets will be excluded from the data below.



To permanently save this list as the default, open this Dashboard in **Dashboard Builder**. Click the **blue Page Context** box, modify the list under **Default Value**, then click **Apply**. Note that there is a 1,000-character limit for this text box.

### *App Filter and Latest Version*

Use the **Application** drop-down to limit this Dashboard's data to a specific app.

By default, the **Latest App Version** drop-down is set to **Auto**. This setting automatically detects the latest version of the app across all systems, including remote and in-office systems. If an app is selected in the **Application** drop-down, then you can use this drop-down to manually define the latest version of that app.

If the **Latest App Version** drop-down is set to **Auto**, then you can further define the latest app version with the **Minimum System Utilization** slider. If less than x% of systems are using a specific version, then it will not automatically be set as the latest version. By default, this slider excludes app versions used by less than 5% of systems.

### *Communication App Summary*

This table shows version installations and resource usage for communication apps. Click an app in this table to populate the rest of this Dashboard with data for that app.

### *System Details (Selected App)*

This table shows data for all systems using the app selected in **Communication App Summary**. Outdated app versions (as defined in **App Filter and Latest Version**) are highlighted in red.

### *Version Details (Selected App)*

This table shows performance metrics for all versions of the app selected in **Communication App Summary**.

## Microsoft 365 Application Stability

This Dashboard functions like **Communication Tools Intelligence**, except that this Dashboard uses data from Microsoft 365 apps.



## *App Filter*

This drop-down can limit data in this Dashboard to a specific app.

## *Latest App Version Definition*

Use the **Application** drop-down to limit this Dashboard's data to a specific app.

By default, the **Latest App Version** drop-down is set to **Auto**. This setting automatically detects the latest version of the app across all systems, including remote and in-office systems. If an app is selected in the **Application** drop-down, then you can use this drop-down to manually define the latest version of that app.

If the **Latest App Version** drop-down is set to **Auto**, then you can further define the latest app version with the **Minimum System Utilization** slider. If less than x% of systems are using a specific version, then it will not automatically be set as the latest version. By default, this slider excludes app versions used by less than 5% of systems.

## *Microsoft 365 App Summary*

This table shows version installations and resource usage for Microsoft 365 apps. Click an app in this table to populate the rest of this Dashboard with data for that app.

## *System Details (Selected App)*

This table shows data for all systems using the app selected in **Microsoft 365 App Summary**. Outdated app versions (as defined in **App Filter and Latest Version**) are highlighted in red.

## *Version Details (Selected App)*

This table shows performance metrics for all versions of the app selected in **Microsoft 365 App Summary**.

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# Security and Compliance

## Summary

### *Windows Updates*

View patches on different versions of Windows operating systems. Identify systems with outdated patches.

### *Antivirus Status*

Assess if antivirus software is installed, running, and updated on each system.

### *Outdated Software*

Identify software with outdated patches. Determine which systems need software patches.

## Windows Updates

### *Global Filters*

Use the drop-down or calendar to filter out older patches from this Dashboard. This may decrease load times for this Dashboard.

### *Office Subnets*

Enter a list of your office subnets here, separated by commas. Systems within these subnets will be excluded from the data below.

To permanently save this list as the default, open this Dashboard in **Dashboard Builder**. Click the **blue Page Context** box, modify the list under **Default Value**, then click **Apply**. Note that there is a 1,000-character limit for this text box.

### *OS Patch Summary*

This table shows the number of systems using each OS version, as well as the number of patches available for each version. Click an OS in this pane to populate the table in **Available Patches (Selected OS)**.



### *Available Patches (Selected OS)*

This table shows every available patch for the OS version selected in **OS Patch Summary**.

Click a patch in this pane to populate the table in **Unpatched Systems (Selected OS and Patch)**.

### *Unpatched Systems (Selected OS and Patch)*

This table shows which systems do not have the patch selected in **Available Patches (Selected OS)**.

### *Search Patch History*

Use the **Patch Search** box to show all the systems and OS versions that applied a specific patch.

Use the **System Search** box to view all patch installations on a specific system. This data is not affected by the OS or patch selections above.

## Antivirus Status

### *Antivirus Summary*

This chart shows antivirus data grouped by status. Each status describes the antivirus installation:

- Running, Updated
- Running, Outdated
- Installed, Not Running
- Not Installed

Hover over a section to see the number of systems with that status.

If this Dashboard is filtered to show **All Products**, then these statuses can be satisfied by **any AV**. For example, if a system has Windows Defender running and updated, but McAfee VirusScan is not installed, then the overall status will be “Running, Updated.”

### *Antivirus System Details*

This table shows the antivirus status of each individual system.



## Outdated Software

### *Software Filter*

This drop-down can limit data in this Dashboard to specific software. To search for a specific software, type part of the name into the drop-down.

### *Software Filter and Latest Version*

Use the **Software Package** drop-down to limit this Dashboard's data to specific software.

By default, the **Latest Software Version** drop-down is set to **Auto**. This setting automatically detects the latest version of the software across all systems, including remote and in-office systems. If a software package is selected in the **Software Package** drop-down, then you can use this drop-down to manually define the latest version of that software.

If the **Latest Software Version** drop-down is set to **Auto**, then you can further define the latest software version with the **Minimum System Utilization** slider. If less than x% of systems are using a specific version, then it will not automatically be set as the latest version. By default, this slider excludes software versions used by less than 5% of systems.

### *Outdated Software Summary*

This table summarizes updated versus outdated software. Click a software package to populate **Version Summary (Selected Software)** and **System Details (Selected Software)**.

### *Version Details (Selected Software)*

This graph shows the number of version installations for the software package selected in **Outdated Software Summary**. Hover over a section to see the number of systems using that version.

### *System Details (Selected Software)*

This table shows version installations for every system using the software package selected in **Outdated Drivers Summary**. Outdated software versions (as defined in **Software Filter and Latest Version**) are highlighted in red.