

Viewing Summary Details about a Device

<https://campus.barracuda.com/doc/90442880/>

On the **Device Overview** page, you can get a detailed view about a device, including hardware and software information. Using the right sidebar, you can quickly access other information about the device.

The **Device Overview** page groups information into the following categories:

Category	Description				
Identification	<table border="1"> <thead> <tr> <th>Includes the:</th> <th>Lists unique identifiers including:</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • device name • description • operating system • form factor • manufacturer • model • date the device was discovered </td> <td> <ul style="list-style-type: none"> • SNMP name • system name • NetBIOS name • DNS name • IP address </td> </tr> </tbody> </table>	Includes the:	Lists unique identifiers including:	<ul style="list-style-type: none"> • device name • description • operating system • form factor • manufacturer • model • date the device was discovered 	<ul style="list-style-type: none"> • SNMP name • system name • NetBIOS name • DNS name • IP address
	Includes the:	Lists unique identifiers including:			
<ul style="list-style-type: none"> • device name • description • operating system • form factor • manufacturer • model • date the device was discovered 	<ul style="list-style-type: none"> • SNMP name • system name • NetBIOS name • DNS name • IP address 				
Applied Service Plan	Indicates whether a service plan has been applied to the device, and how it was applied. For example, a service plan can be applied to a site or a group to which the device belongs, or manually to the device.				
Applied Services	Lists the services have been applied to the device. You can: <ul style="list-style-type: none"> • enable and disable services • manually apply a service to the device 				
Applied Schedule	Indicates which execution schedule is applied to the device, and how it is applied. For example, an execution schedule can be applied to a site or group to which the device belongs, or directly to the device.				
Applied Policies	Lists the policies that have been applied to the device. You can: <ul style="list-style-type: none"> • enable or disable policies on the device • delete policies that were manually applied directly to the device 				
Group Membership	Lists the site groups and service groups to which the device belongs.				
Disk Usage	Provides a visual cue of the disk usage for each local drive.				
Operating System	Provides details about the operating system, including: <ul style="list-style-type: none"> • name • version • service pack • architecture • language 				

System Details	Provides an overview of the: <ul style="list-style-type: none"> • system manufacturer • domain role • chassis type • asset and inventory tag • device location • dates for custom warranty • end-of-life • production
System Status	Indicates: <ul style="list-style-type: none"> • whether WMI, SNMP, and SSH are enabled • whether WMI connectivity is provided over WS-MAN or DCOM • provides dates and times for the most recent: <ul style="list-style-type: none"> ◦ asset audit ◦ WMI connection ◦ SNMP monitor
Processor and Memory	Lists the processor make and total RAM installed, in GBs.

Displays notes about the device, written by you or another Barracuda Managed Workplace user.

To view an overview about a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
Depending on the type of device, the information available to view varies.

To view alerts for a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Do one of the following:
 - Click **Device Alerts** on the right sidebar.
 - Click the number under **Active Alerts**.

To view the last logged in user for a device

In Service Center, click **Status > Devices**.

The last logged in user appears in the **Operating System** section. Only local logins are collected for

last logged in user. Terminal services sessions are not displayed.

To view manufacturer details for a device

All network interfaces have a Media Access Control (MAC) address. Embedded in this address is the interface manufacturer. Barracuda Managed Workplace retrieves the MAC address and looks up the device manufacturer, then displays both in the **Device Overview** page. This information can help you identify devices that are neither WMI nor SNMP enabled.

1. In Service Center, click **Status > Devices**.
2. Click the name of a device.
3. Under **Identification**, click the arrow beside IP Address.
If a MAC address is available, there is an arrow beside the actual IP address that displays below the IP Address link.
4. Click this arrow to display the MAC address and manufacturer details.

To view the asset tag information for a device

You can visit the vendor's website and view the detailed warranty information for a device.

The asset tag is collected automatically from the device. Barracuda Managed Workplace hides the **Asset Tag** box if it cannot automatically retrieve the information.

1. In Service Center, click **Status > Devices**.
2. Locate the device for which you want to view asset tag information.
3. Click the device name.
4. Click the link for the **Asset Tag**, if available.

To view details about system log events for a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **System Log Viewer** on the right sidebar.

To view the patch management information for a device

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1. In Service Center, click **Status > Devices**.
 2. Click a device name.
 3. Click **Patch Management** on the right sidebar.

To view the power management information for a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Power Management** on the right sidebar.
See [Enabling or Disabling Power Management for a Device](#) and [Overriding Power Plan Settings for a Device](#).

To view the Automation Calendar to schedule a task on the device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Automation Calendar** on the right sidebar.

To view what hardware is installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Hardware** on the right sidebar.

To view what operating system is installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Operating System** on the right sidebar.

To view what application software is installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.

3. Click **Software** on the right sidebar.

To view what virtual machines are hosted on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Virtual Machines** in the right sidebar.

To view what Windows Services are installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Software** on the right sidebar.
4. From the drop-down list in the top-right, select **Windows Services**.

To view what hotfixes and updates are installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Software** on the right sidebar.
4. From the list in the top right area, select **Hotfixes and Updates**.

To view what Microsoft product keys are installed on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Software** on the right sidebar.
4. From the list in the top right area, select **Microsoft Product Keys**.

Barracuda Managed Workplace collects license keys for many types of Microsoft Windows, Office and SQL Server products. This information is collected from the Windows registry of managed devices. In some cases, particular licenses may store this information in unexpected keys. If you find devices which do not have licenses listed in Service Center, please provide Technical Support with a zipped backup of the registry for the affected device. Doing so allows Technical Support to add new locations from which the license information can be gathered.

To view what network services have been discovered on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Network Services** on the right sidebar.
4. Do one of the following:
 - To start monitoring a network service, click the **Start Default Monitoring** icon (green triangle).
 - To stop monitoring a network service, click the **Stop Monitoring** icon (red pause sign).

To view Intel® AMT information for a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Intel® AMT** on the right sidebar.

To view bandwidth usage for a device

A bandwidth monitor must be set up first and have completed one polling of the device.

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Bandwidth Usage** on the right sidebar.
4. Filter the information as desired.

To view performance counter data on a device

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Performance Counters** on the right sidebar.
Thumbnails show the results for the last 12 hours for each performance counter monitor.
4. To view details about the performance counter within a time range, click a graph and select a time range from the **Time Range** list and then click **Filter**.
5. To purge performance counter data, click the **Purge Monitoring Data** link at the bottom of the screen.

Purging performance counter monitoring data makes that data instantly inaccessible. This means you cannot get it back or view it in reports. It is recommended using this only when you no longer want to monitor the counter on a device.

To view what Windows events occurred on a device in a given time frame

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **Windows Events** on the right sidebar.
4. To filter the events you see in the list, use the filter options.
5. To see more detailed information about an event, click **Details**.
6. If you clicked **Details** in the previous step, click **Research** to get more information about an event.

To view SNMP details for text OID data

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **SNMP** on the right sidebar.
4. To purge SNMP data, click the **Purge Monitoring Data** link.

Purging performance counter monitoring data makes that data instantly inaccessible. This means you cannot get it back or view it in reports. It is recommended using this only when you no longer want to monitor the counter on a device.

To view SNMP details for numeric OID data

1. In Service Center, click **Status > Devices**.
2. Click a device name.
3. Click **SNMP** on the right sidebar.
4. To view details about the object name, select a time range from the **Time Range** list and click **Filter**.
5. To purge SNMP data, click the **Purge Monitoring Data** link.

Purging performance counter monitoring data makes that data instantly inaccessible. This means you cannot get it back or view it in reports. It is recommended using this only when you no longer want to monitor the counter on a device.

To view syslog messages for a device

The Syslog item does not appear on the right sidebar unless the device:

- Is WMI- or SNMP-enabled.
 - Has a Syslog monitor.
 - Has Syslog messages.
1. In Service Center, click **Status > Devices**.
 2. Click a device name.
The device must be WMI- or SNMP-enabled.
 3. Click **Syslog** on the right sidebar.

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