

FUJITSU Software

Systemwalker Desktop Patrol

A decorative horizontal band with a red-to-dark-red gradient, featuring abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and technology.

Operation Guide: for Clients

Windows

B1WD-3289-05ENZ0(00)
November 2015

Preface

Purpose of this guide

This guide explains the necessary installation settings and operating procedures to use the Systemwalker Desktop Patrol CT, Systemwalker Desktop Patrol Client, and Systemwalker Desktop Patrol ADT in the following products.

- Systemwalker Desktop Patrol V15.1.1

Systemwalker is a generic name for the distributed system management product provided by Fujitsu Limited.

Intended readers

This guide is for those responsible for using the Systemwalker Desktop Patrol CT (referred to as the client in this document), Systemwalker Desktop Patrol Client (referred to as smart device CT in this document), which is monitored by Systemwalker Desktop Patrol, and Systemwalker Desktop Patrol ADT (referred to as ADT in this document).

To understand the contents of this guide, the following knowledge is essential.

- General knowledge regarding personal computers
- General knowledge regarding Windows
- General knowledge regarding the Internet
- General knowledge regarding smart devices

Structure of this guide

The structure of this guide is as follows:

[Chapter 1 Install/Uninstall](#)

This chapter describes the setup and Uninstallation method of Systemwalker Desktop Patrol CT operating on client PC (Personal Computer) and smart device CT operating on a smart device.

[Chapter 2 How to Use](#)

This chapter describes how to operate Systemwalker Desktop Patrol CT.

[Chapter 3 Modifying Environment Setup](#)

This chapter describes the modification of environment setup of Systemwalker Desktop Patrol CT.

[Chapter 4 Desktop Patrol main menu](#)

This chapter describes the main menu of Desktop Patrol.

[Chapter 5 Application of ADT](#)

This chapter describes the usage method of ADT.

[Chapter 6 Managing Smart Devices](#)

This chapter describes how to manage smart devices.

[Chapter 7 Installing Applications Distributed to Smart Devices](#)

This chapter describes how to install applications distributed to smart devices.

[Chapter 8 Message List](#)

This chapter describes the message output from client PC Systemwalker Desktop Patrol and its occurring reason and mistakes treatment method.

Location of this guide

In Systemwalker Desktop Patrol manual, location of this guide is shown as follows.

Manual Name	Contents
Systemwalker Desktop Patrol Release Information	Functions modified and added to Systemwalker Desktop Patrol, and items that become incompatible after a version upgrade.
Systemwalker Desktop Patrol User's Guide	Basic knowledge of Systemwalker Desktop Patrol, such as overview, features, functions, etc.
Systemwalker Desktop Patrol Installation Guide	How to perform installation settings, change operation environment, maintain and manage Systemwalker Desktop Patrol.
Systemwalker Desktop Patrol Operation Guide: for Administrators	How to collect PC information, install security patches, distribute software, license management, management ledger, and environment setup of Systemwalker Desktop Patrol.
Systemwalker Desktop Patrol Operation Guide: for Clients (This Guide)	How to install, operate and change the settings of the client side. In addition, it explains how to handle error messages output from client side.
Systemwalker Desktop Patrol Reference Manual	Commands, files and port numbers used in Systemwalker Desktop Patrol. In addition, it explains how to handle error message output from Systemwalker Desktop Patrol.
Systemwalker Desktop Patrol Centralized Management Guide	How to centrally manage Systemwalker Desktop Patrol deployed at sites within and outside Japan.

Also, the following manuals are enclosed as Systemwalker Live Help manuals. Refer to them when you use the remote operation function (Systemwalker Live Help Function).

Manual Name	Contents
Systemwalker Live Help User's Guide	It explains how to install Systemwalker Live Help, how to use the hardware and software and set the support center. In addition, it also explains how to manage by Live Help Connection Manager.
Systemwalker Live Help Client Guide	It explains how to install, use and set Systemwalker Live Help Client.

Symbols used in this guide

This guide uses the following names, symbols and abbreviations for explications.

Symbols used in commands

This subsection describes the symbols used in the examples of commands.

Meaning of symbols

Symbol	Meaning
[]	Indicates that the items enclosed in these brackets can be omitted.
	Indicates that one of the items separated by this symbol should be specified.
{ }	Indicates that one of the items enclosed in these symbols should be specified.

Symbols used in this guide

The following symbols are used in this guide.

Meaning of symbols

Symbol	Meaning
<i>n</i>	Indicates variable value.

Note

Indicates an item requires special attention.

Point

Indicates useful information.

DTP installation directory

The directory in which Systemwalker Desktop Patrol CS, Systemwalker Desktop Patrol DS, Systemwalker Desktop Patrol AC, Systemwalker Desktop Patrol ADT, Systemwalker Desktop Patrol CT or Systemwalker Desktop Patrol SS is installed is indicated as the DTP installation directory.

Abbreviations

In this guide, the product names are abbreviated as follows.

Product Name	Abbreviation
Systemwalker Desktop Patrol CS	CS
Systemwalker Desktop Patrol DS	DS
Systemwalker Desktop Patrol AC	AC
Systemwalker Desktop Patrol ADT	ADT
Systemwalker Desktop Patrol CT	CT
Systemwalker Desktop Patrol SS	SS
Systemwalker Desktop Patrol Client	Smart device CT

In this guide, the operating system names are abbreviated as follows.

Abbreviation	Full Name
Windows Server(R) 2012 R2	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter
Windows Server(R) 2012	Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter
Windows Server(R) 2008 R2	Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise
Windows Server(R) 2008	Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM)

Abbreviation	Full Name
	Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise
Windows(R) 10	Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education
Windows(R) 8.1	Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise
Windows(R) 8	Windows(R) 8 Windows(R) 8 Pro Windows(R) 8 Enterprise Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise
Windows(R) 7	Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium
Windows Vista(R)	Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
Windows	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise Windows(R) 8

Abbreviation	Full Name
	Windows(R) 8 Pro Windows(R) 8 Enterprise Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
IIS	Internet Information Services 6.0 Internet Information Services 7.0 Internet Information Services 7.5 Internet Information Services 8.0 Internet Information Services 8.5
IE	Windows(R) Internet Explorer(R) 7 Windows(R) Internet Explorer(R) 8 Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11
Android	Android(TM) 3.0 - Android(TM) 5.1
iOS	iOS 5.0 - iOS 8.4

Shortcuts in the Start window of Windows(R) 8 and Windows Server(R) 2012

To check which product a shortcut in the **Start** window is for, right-click the shortcut and click **Open File Location** from the menu at the bottom of the screen. This will open the file location in **Windows Explorer**, where the product name can be checked.

Halfwidth characters

In this guide, the "halfwidth characters to be handled" refer to the following ASCII characters, except in places where limitations for the halfwidth characters that can be used are described.

- Halfwidth spaces
- Halfwidth symbols
!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~
- Halfwidth numbers
0 1 ... 9
- Halfwidth alphabetic characters
A B ... Z
a b ... z

Characters other than the above are treated as fullwidth characters.

Version notation

The following versions of this product do not have an English version - ignore references to them.

- Systemwalker Desktop Patrol V12.0L10

- Systemwalker Desktop Patrol V13.3.0
- Systemwalker Desktop Patrol V14.0.0
- Systemwalker Desktop Patrol V14.0.1
- Systemwalker Desktop Patrol V14.1.0
- Systemwalker Desktop Patrol V14.3.0
- Systemwalker Desktop Patrol V14.3.1
- Systemwalker Desktop Patrol V15.0.0
- Systemwalker Desktop Patrol V15.0.1

For example, read "V15.0.1 or later" as "V14.2.0 or later", because V15.0.1 does not have an English version.

Likewise, read "V14.0.0 or earlier" as "V13.2.0 or earlier", because V14.3.1 does not have an English version.

The table below shows the available versions:

Japanese version	English version
V11.0L10	V11.0L10
V12.0L10	V11.0L10
V13.0.0	V13.0.0
V13.2.0/V13.2.1	V13.2.0
V13.3.0	V13.2.0
V14.0.0/V14.0.1	V13.2.0
V14.1.0	V13.2.0
V14.2.0	V14.2.0
V14.3.0	V14.2.0
V14.3.1	V14.2.0
V15.0.0	V14.2.0
V15.0.1	V14.2.0
V15.1.0	V15.1.0
V15.1.1	V15.1.1

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Chapter 1 Install/Uninstall

This chapter explains how to install and uninstall software used on a client personal computer (PC).

Note

- Systemwalker Desktop Patrol of English version described in this manual can be installed in the OS of following languages.

Japanese OS

English OS

Chinese OS

It can not be installed in the OS or Language Packs except the languages mentioned above.

- Note: If the CT system date is modified after installing, then inventory collection is performed, the Inventory Information will not be reflected onto the server.
- Under the conditions listed below, **User ID** and **PC Name** will be initialized. Reset them in the **Environment Setup** screen.
 - When the PC motherboard is replaced after installation (recognized as a different chassis due to replacement of the motherboard)
 - When an image is copied from a different CT

1.1 Installing Systemwalker Desktop Patrol CT

Install CT on a PC to collect hardware and software information of the PC.

The method of installing Systemwalker Desktop Patrol CT is shown below.

1. Start to download menu from the Web browser.

The download menu is a list of operation menus to operate assets management of Systemwalker Desktop Patrol from the Web browser. For the URL, contact the Administrator.

For the Web browser, Microsoft® Internet Explorer6.0 or later is required.

Systemwalker FUJITSU

CT Download ADT Download Manual

CT Download

Server List

Select server name to download CT.

All 1 Case(s) | << < 1/1Page > >> | Page Move | 20 items displayed

Type of CS/DS	Server Name (with Remote Operation)	Server Name
CS	FUJITSU	FUJITSU

Command Mode CT List

Command Mode CT can be downloaded.

All 1 Case(s) | << < 1/1Page > >> | Page Move | 20 items displayed

Group Name	When E-mail is not used	When E-mail is used	Number of Valid Days
FUJITSU	CTOffline.exe	CTMail.exe	

CT for Smart devices

Please click the link below and download CT for smart devices.

[CT for Smart devices](#)

2. Follow the instructions of the administrator regarding whether to click **Server Name** of the PC that becomes the upstream server or **Server Name (with Remote Operation)**.

The below screen appears and a message that verifies saving is displayed.

Do you want to run or save **CT_Setup.exe** (11.0 MB) from **cesd00.unoke.pfu.co.jp**?

This type of file could harm your computer.

Run Save Cancel

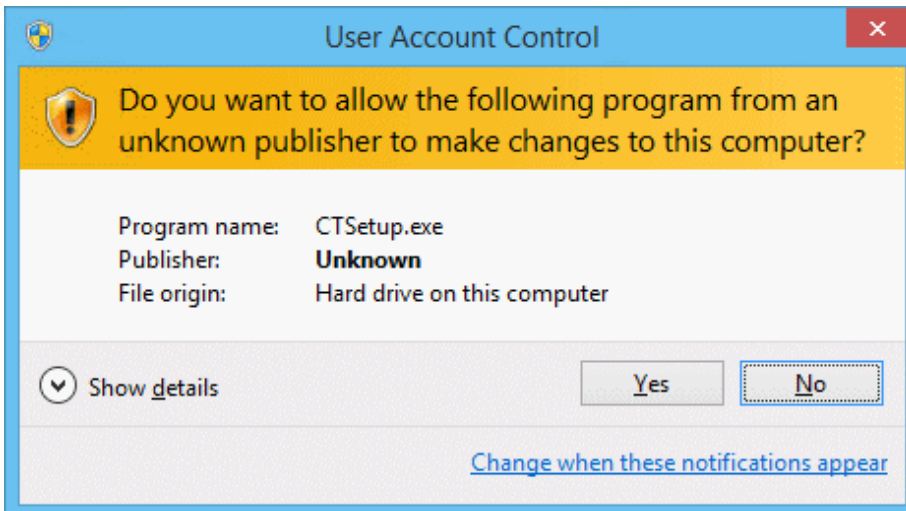
3. Click the **Run** button.

The installation of the Systemwalker Desktop Patrol CT starts and the **Welcome** dialog box appears.



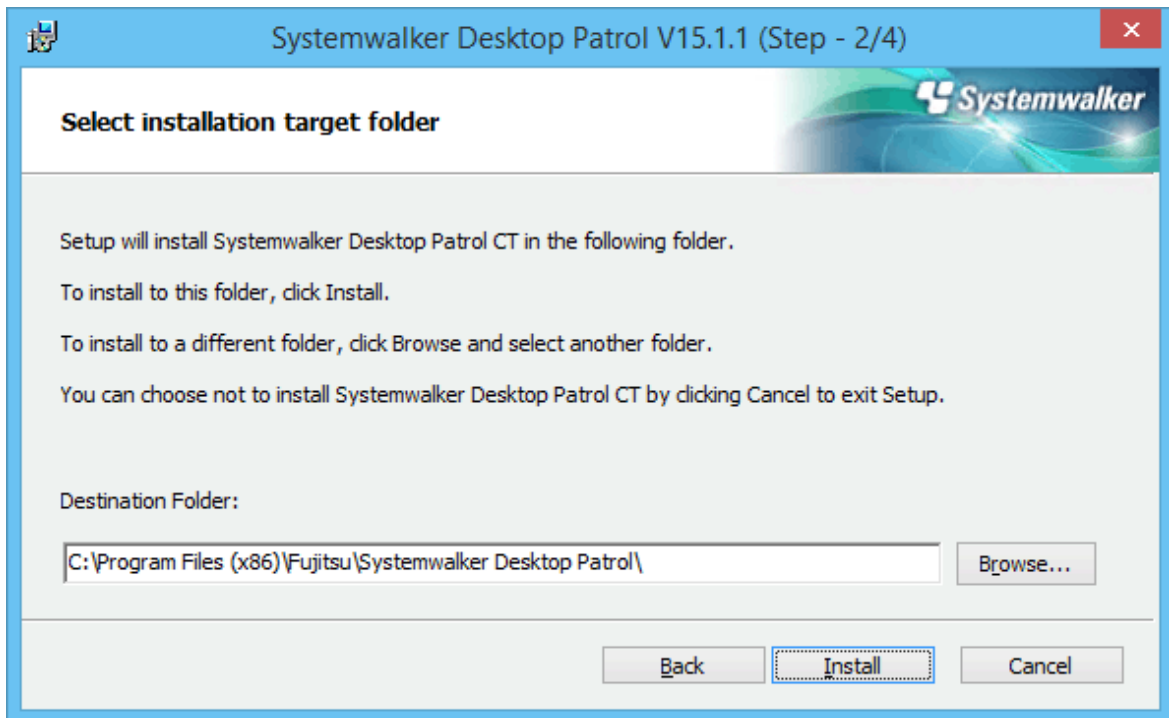
Note

Although the below security warning screen is displayed, select **Run**.



4. Click the **Next** button.

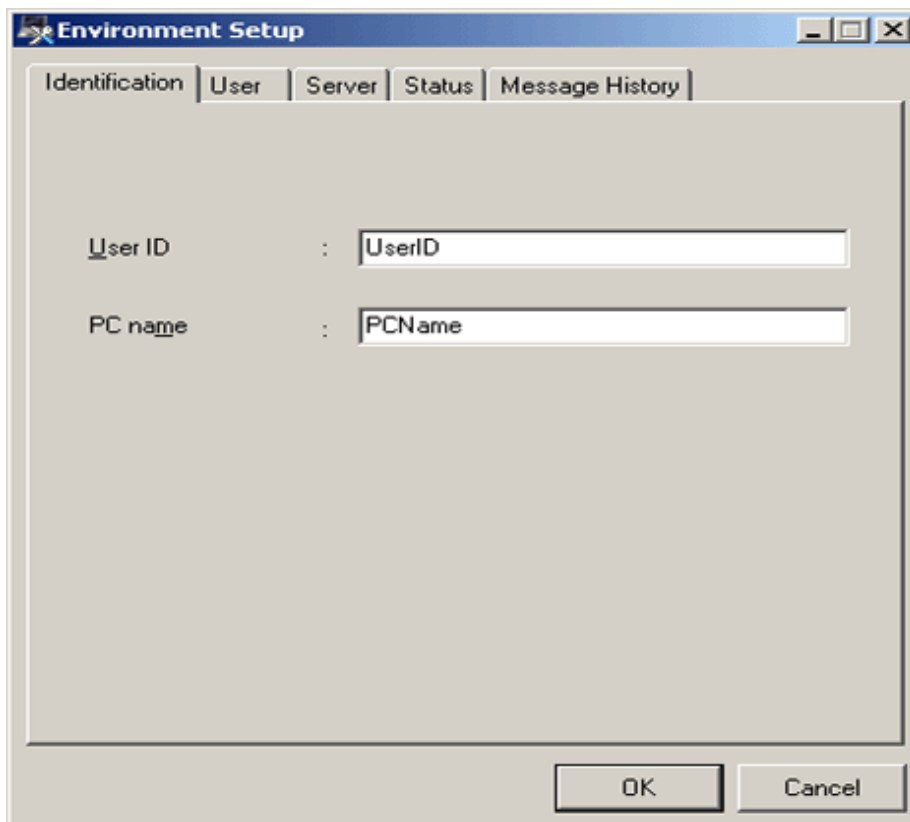
The below screen is displayed.



5. Specify the destination folder of installation and click the **Install** button.

Start installation.

The below screen is displayed.



Note

In the course of install, the screen of **Environment Setup** is displayed after ground screen.

Use taskbar or Alt+TAB keys to switch the window, and display the window.

6. Enter the following information in the **Identification** and **User** click the **OK** button. In addition, because the information of **Server switch** tab has been set, it is unnecessary to modify.
 - The **Identification** tab

Item	Description
User ID	Enter the User ID.
PC name	Enter the computer name of the installation PC.

For **User ID** and **PC name**, enter the value as instructed by the "Administrator", if any.

Besides, when making Active Directory linkage, as the **User identification information** tab is not displayed, it is unnecessary to enter **User ID** and **PC name**.

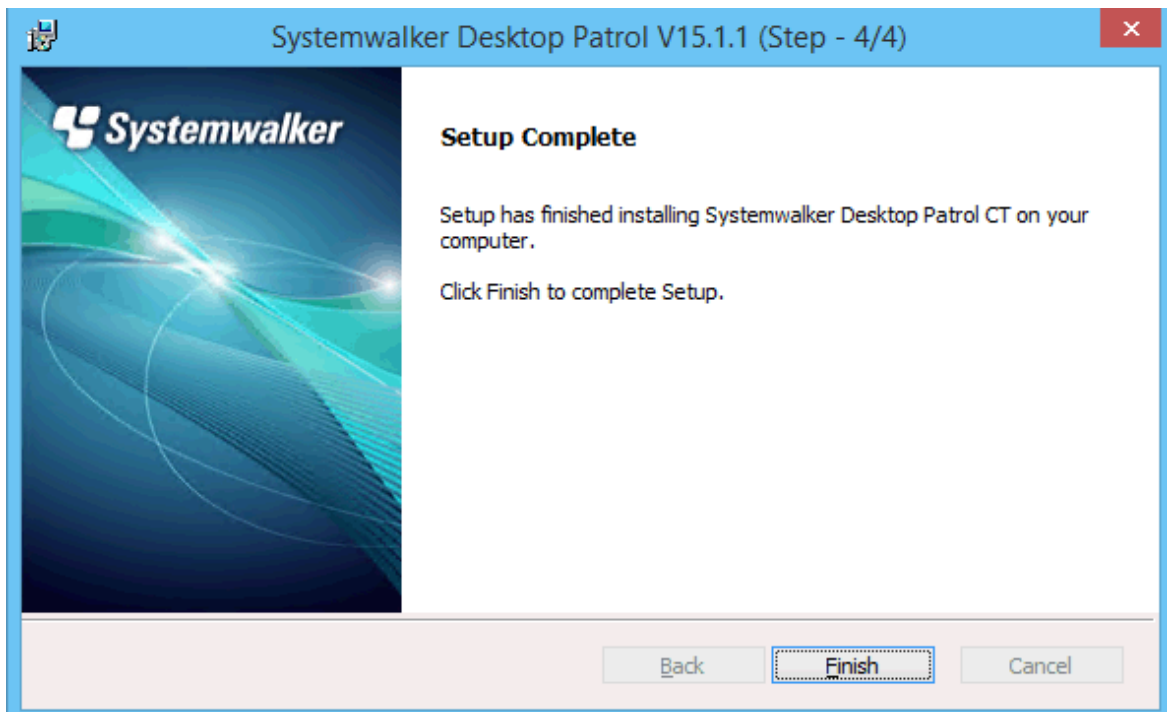
- The **User** tab

Enter the value as instructed by the "Administrator", if any.

Note

If the **User ID** and **PC name** are not entered, cannot collect the Inventory Information. Be sure to enter the User ID and PC name.

The following window is displayed.



7. Click the **Finish** button. If **Server Name (with Remote Operation)** was selected, restart the operating system.

If **Server Name** was selected to install Systemwalker Desktop Patrol CT for the first time, Inventory collection will be performed and the PC information will be sent to the server after the **Finish** button is clicked.

If **Server Name (with Remote Operation)** was selected to install Systemwalker Desktop Patrol CT for the first time, inventory collection will be performed and the PC information will be sent to the server after the operating system is restarted.



Note

When the User ID and PC name are modified after installing Systemwalker Desktop Patrol CT, Inventory notification is immediately performed after the modification. Therefore, Inventory information still cannot be referred to via main menu.

If the Inventory notice is performed as soon as the User ID or PC name is modified, select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection** to collect Inventory.

When the user ID and PC name are not entered

Follow the steps below when the User ID and PC name are not entered in step "7".

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup** to set the User ID and PC name.
2. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection** to perform inventory collection.

1.2 Installing Smart Device CT (Android)

This section explains how to install smart device CT.

Either of the following methods can be used to install smart device CT:

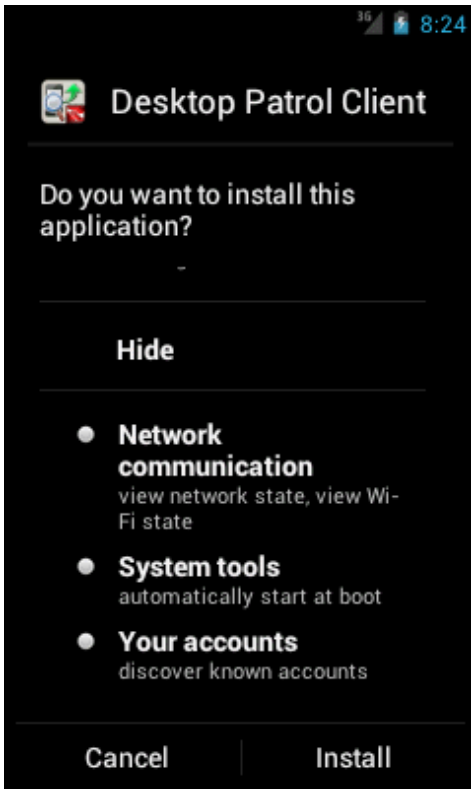
- Using smart device CT distributed by the administrator
Refer to "[1.2.1 Using Smart Device CT Distributed by the Administrator](#)" for details.
- Downloading smart device CT from the Internet
Refer to "[1.2.2 Downloading Smart Device CT from the Internet](#)" for details.

1.2.1 Using Smart Device CT Distributed by the Administrator

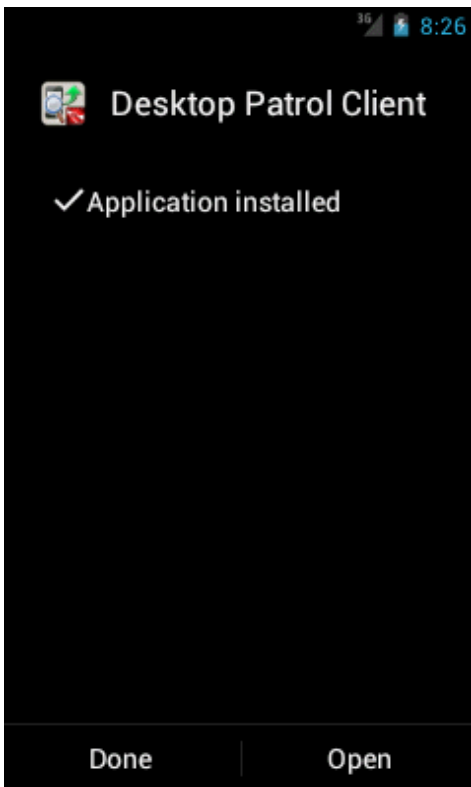
Follow the steps below to install, to the smart device, the apk file of smart device CT distributed by the administrator. The example screens are from Android 4.1.

Installing

1. Open the distributed apk file and tap **Install**.



2. To start smart device CT after installation, tap **Open**. If you do not want to start smart device CT just yet, tap **Finish**.

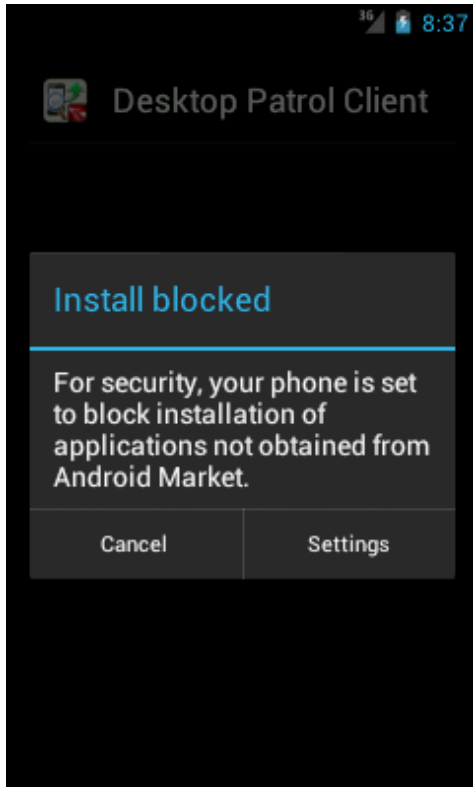


Note

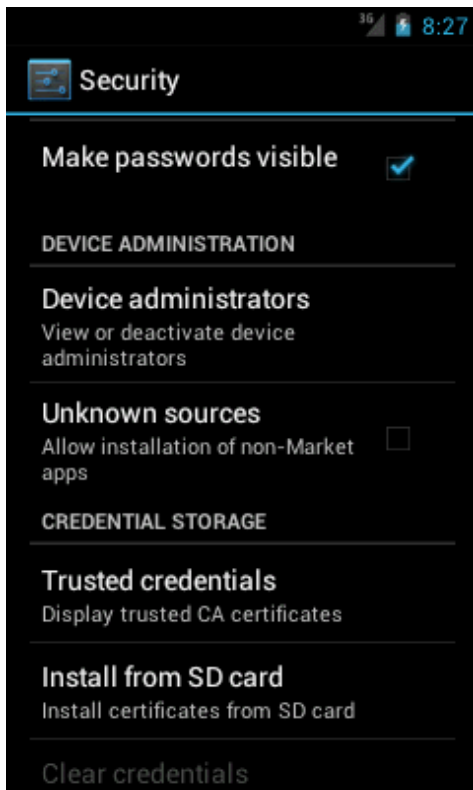
If a warning screen is displayed

If a warning screen is displayed during installation, you must change the settings and perform the installation again.

1. Tap **Settings**.



2. Select **Unknown sources**.

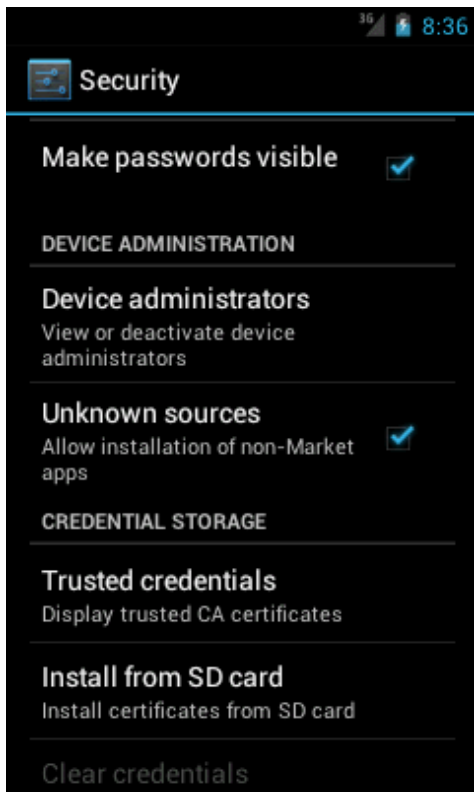


3. A confirmation dialog box will be displayed. Tap **OK**.
4. Perform installation again.
5. After installation is complete, open the settings screen and clear **Unknown sources**.

The **Unknown sources** setting depends on the version.

- Android 3.0 to 3.2: **Settings** > **Applications**

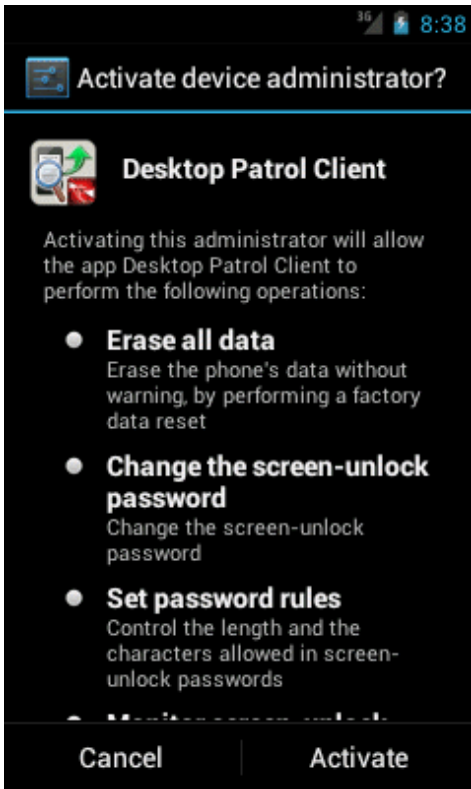
- Android 4.0 or later: **Settings** > **Security**



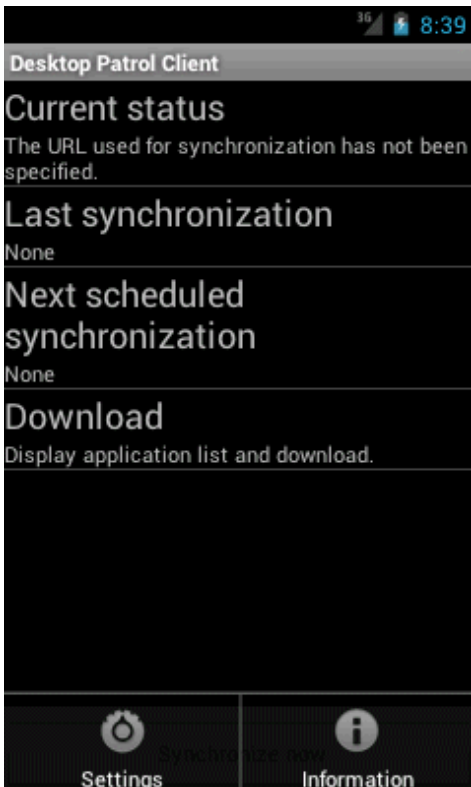
Setting

1. Start the installed smart device CT.

2. If the screen below is displayed when the installed smart device CT is started, tap (or click) **Activate**. After you have activated, this screen will not be displayed following startup.

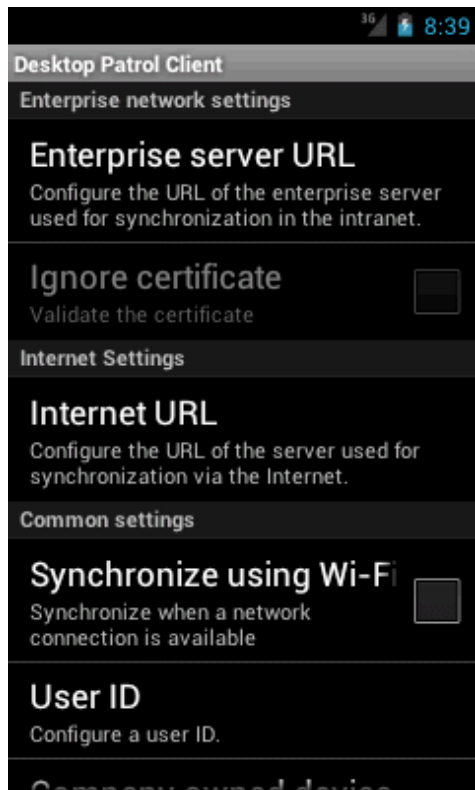


3. After starting the installed smart device CT, tap (or click) the menu button to display the options menu. Then tap **Settings**.



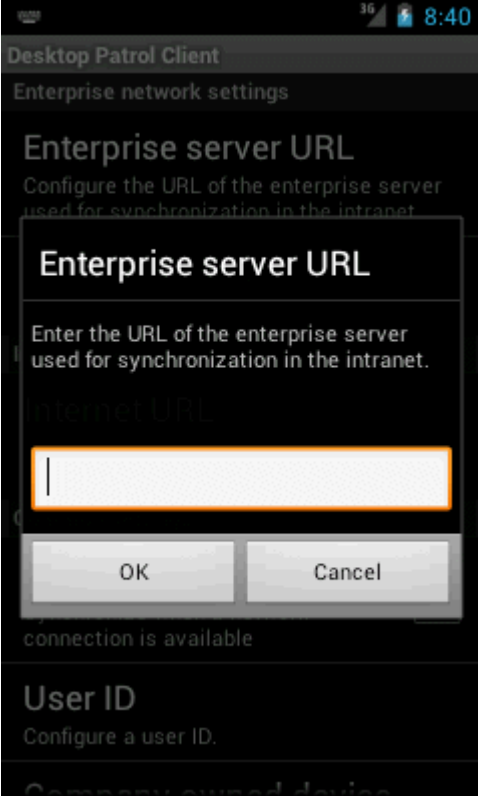
4. The setup screen will be displayed. Configure the following setting in accordance with the instructions from the administrator:

You must set **Enterprise server URL** or **Internet URL**.



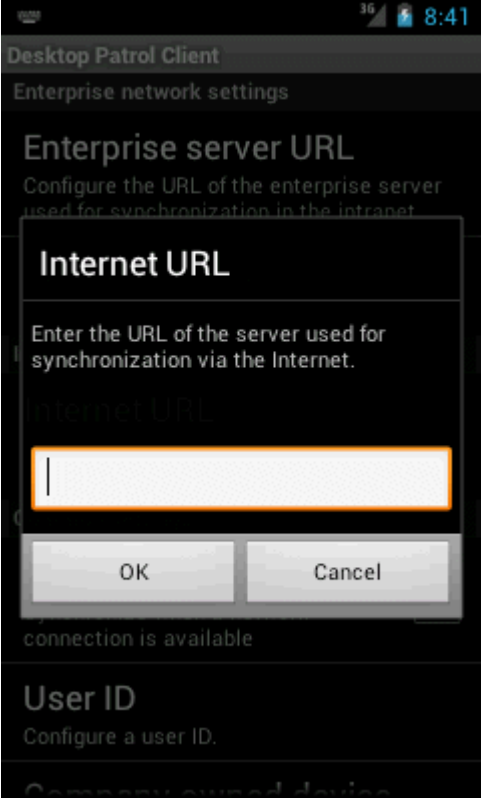
- Enterprise network settings

Item	Description
Enterprise server URL	Specify the URL of the enterprise server to be used for synchronization within the intranet.

Item	Description
	 <p>The screenshot shows the 'Enterprise server URL' configuration screen. At the top, it says 'Desktop Patrol Client' and 'Enterprise network settings'. The main heading is 'Enterprise server URL' with a sub-instruction: 'Configure the URL of the enterprise server used for synchronization in the intranet.' Below this is a text input field with a cursor, and 'OK' and 'Cancel' buttons at the bottom. A 'User ID' section is partially visible below the dialog.</p> <p>Ask the administrator for the URL. Enter the URL and tap OK. If no URL is set, inventory information will not be synchronized in the enterprise network environment.</p>
Ignore certificate	<p>Select this item when certificates will not be authenticated in the enterprise network.</p> <p>This option becomes available when you enter a URL beginning with "https://" for Enterprise server URL.</p> <p>By default, this item is not selected, so certificates will be authenticated.</p>

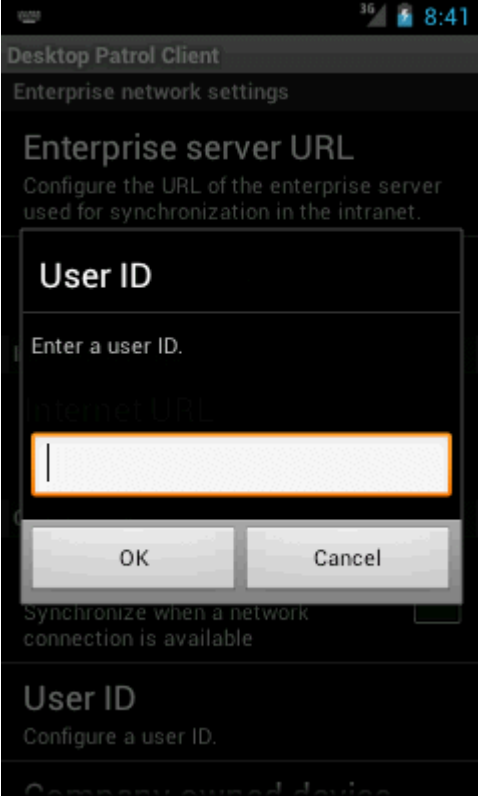

- Internet settings

Item	Description
Internet URL	Set the URL of the server to be used for synchronization via the Internet.

Item	Description
	 <p>Ask the administrator for the URL. Enter the URL and tap OK.</p> <p>If no URL is set, inventory information will not be synchronized in the Internet environment.</p>

- Common settings (optional settings)

Item	Description
<p>Synchronize using Wi-Fi connection</p>	<p>Select this item to synchronize inventory information only when the device is connected to a network by Wi-Fi.</p> <p>By default, this item is not selected, so inventory information will be synchronized when the device is connected to the network by Wi-Fi, 3G network, or other means.</p>
<p>User ID</p>	<p>Register the user ID registered in user management of Systemwalker Desktop Patrol.</p>

Item	Description
	 <p>Registering the user ID enables you to identify, from the main menu, the smart device user and the department to which the user belongs.</p> <p>You can specify up to 20 halfwidth alphanumeric characters and the following symbols: - @ . _</p> <p>Alphabetic characters are case-sensitive.</p> <p>If you omit the user ID, "MobileUser" is displayed as the user ID in smart device information referenced from the main menu.</p>
<p>Company owned device</p>	<p>Select this item when using a company owned device.</p> <p>By default, this item is selected, so clear it if you are using a personal device. The confirmation screen shown below is displayed only when this item is cleared. Tap I agree if you are using a device you bought and own yourself.</p> 

5. Tap (or click) **Back**.
6. The first time you configure this setting, the **Synchronize now?** message will be displayed. To start synchronization immediately, tap **Yes**. To start synchronization the next time automatic synchronization is implemented, tap **No**.



Timing of inventory information synchronization

Inventory information is automatically synchronized once a day, but you can also synchronize it at any time during operations.

Refer to "[6.1.1 How to Synchronize Inventory Information](#)" for details.

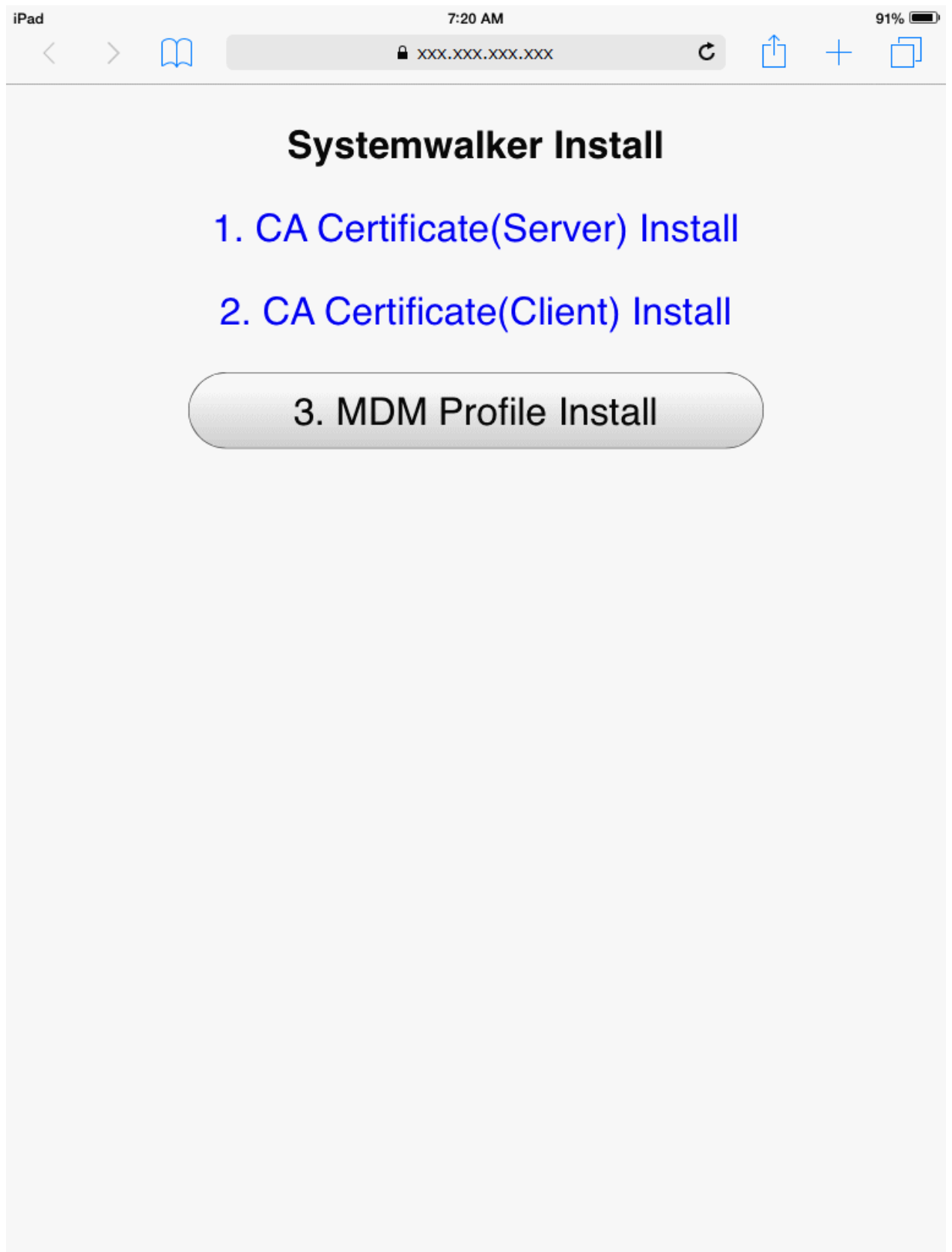
1.2.2 Downloading Smart Device CT from the Internet

The smart device user downloads Systemwalker Desktop Patrol Client from Google Play and installs it.

1.3 Installing Smart Device CT (iOS)

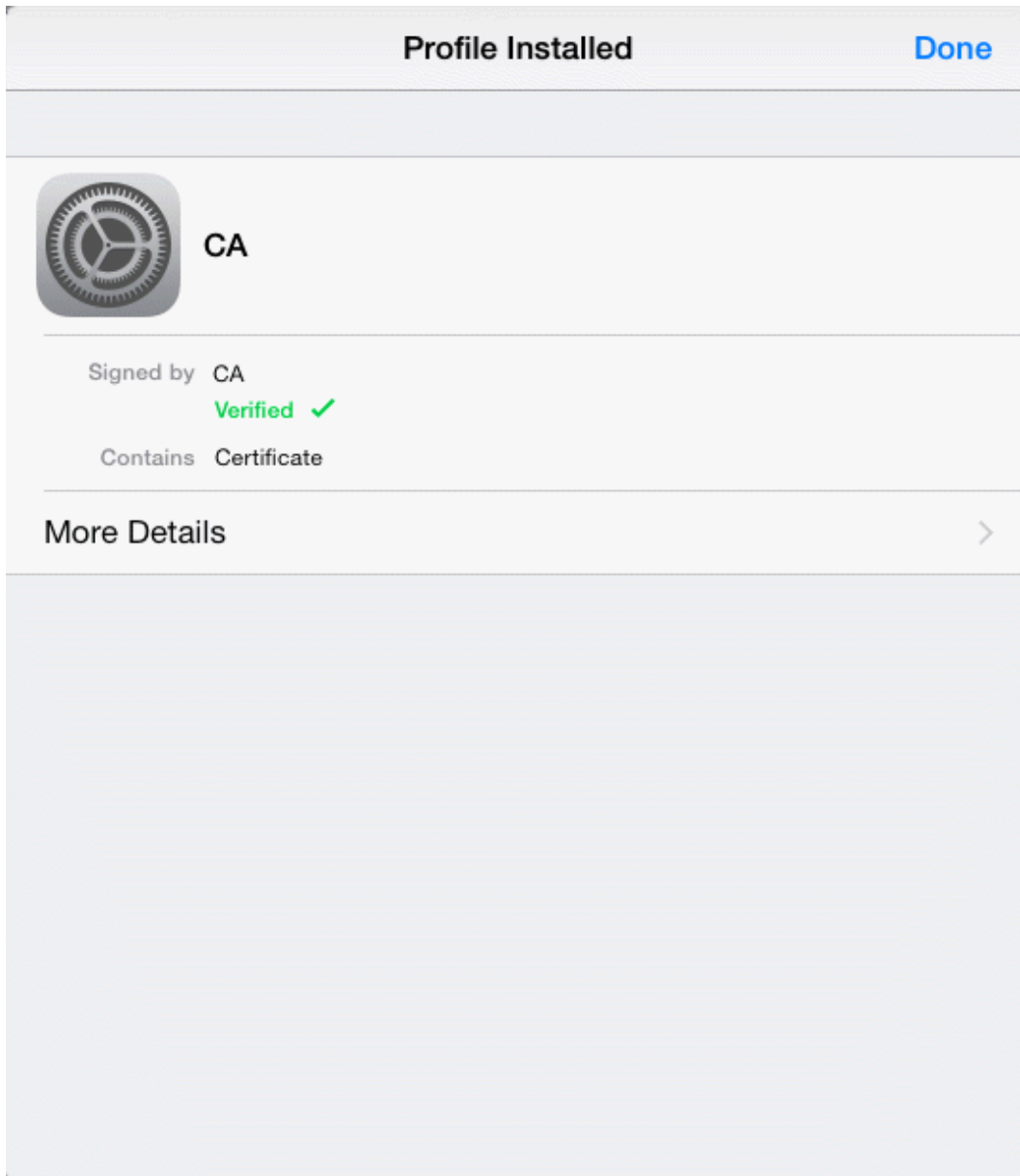
The iOS device user accesses the URL provided by the administrator and uses the following procedure to install smart device CT.

1. Access the URL provided by the administrator.



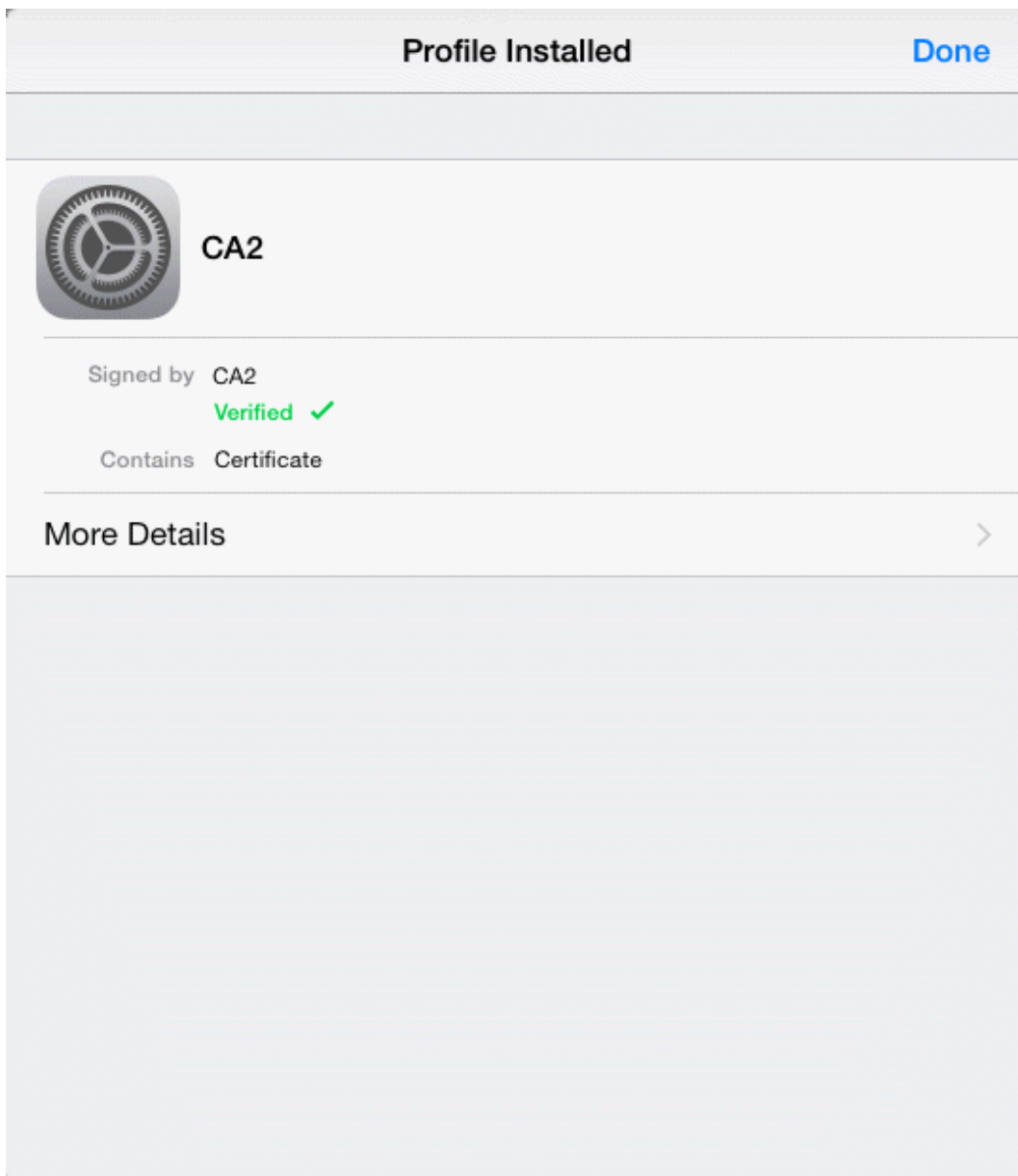
2. Tap **1. CA Certificate (Server) Install**
3. The screen for installing the CA certificate will start on the iOS device. Tap **Install**.

- The installation message **The authenticity of "Identify Certificate" cannot be verified. Installing this profile will change settings on your iPad (iPhone)** is displayed. Tap **Install Now** to proceed. If you have set a pass code lock on the iOS device, you must enter the pass code during installation.
- After the CA certificate is installed, the screen shown below is displayed. Tap **Done**.



- Tap **2. CA Certificate (Client) Install**
- The screen for installing the CA certificate will start on the iOS device. Tap **Install**.
- The installation message **The authenticity of "Identify Certificate" cannot be verified. Installing this profile will change settings on your iPad (iPhone)** is displayed. Tap **Install Now** to proceed. If you have set a pass code lock on the iOS device, you must enter the pass code during installation.

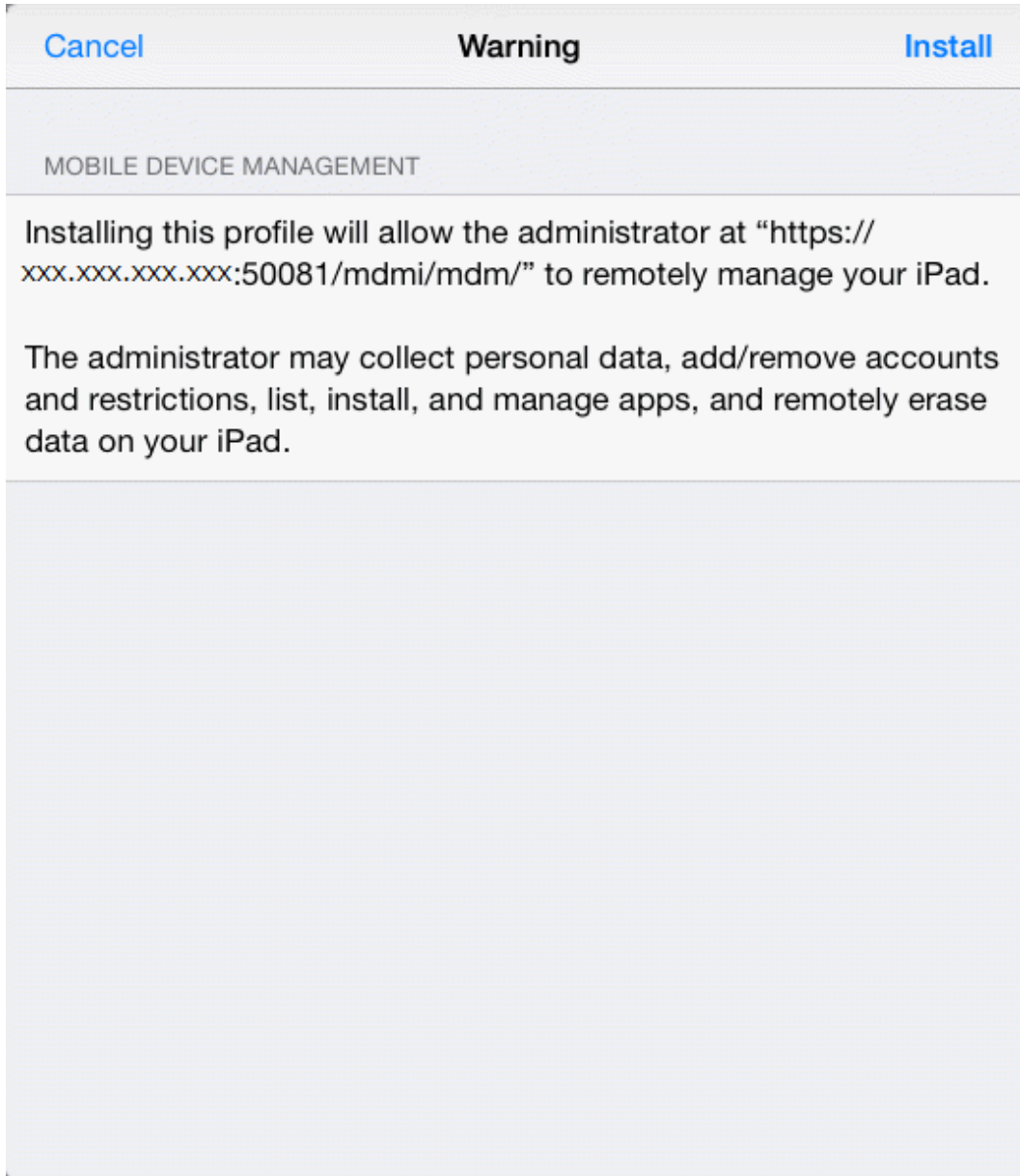
9. After the CA certificate is installed, the screen shown below is displayed. Tap **Done**.



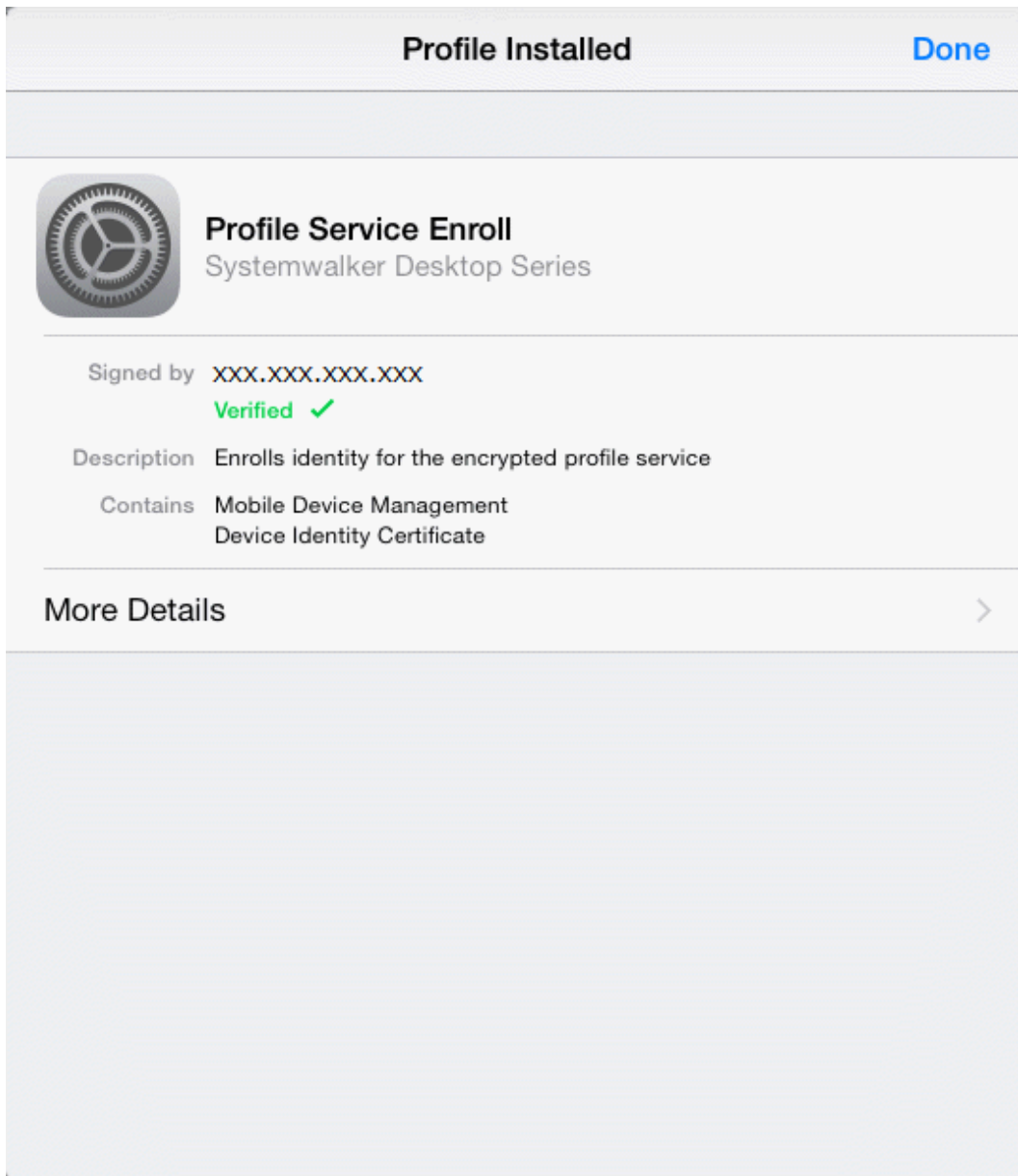
10. Tap **3. MDM Profile Install**

11. The configuration profile installation screen starts on the iOS device. Tap **Install**.

12. During installation, **Installing this profile will change settings on your iPad (iPhone)** is displayed. Tap **Install Now** to proceed. If you have set a pass code lock on the iOS device, you must enter the pass code during installation. During installation, the **Mobile Device Management** warning screen is displayed. Tap **Install** to proceed.



13. After installation of the MDM profile is complete, the screen shown below is displayed. Tap **Done**.



1.4 Uninstalling Systemwalker Desktop Patrol CT

This section explains how to uninstall Systemwalker Desktop Patrol CT

1. Remove the following programs in **Add or Remove Programs**.

In the case of Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012, delete the following program through **Programs and Features > Uninstall a program**.

Systemwalker Desktop Patrol CT

When password entry window is displayed in the above-mentioned operation, contact the administrator to verify the password.

Note

When performing under Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012, the user account control window with below message will appear, select **Allow**.

"The program cannot be identified requests to visit the computer."

2. Remove the related folders after completion of removal of the relevant programs.

Remove the following folder.

The install directory of Systemwalker Desktop Patrol

Example: C:\Program Files\Fujitsu\Systemwalker Desktop Patrol

3. The PC from which software was uninstalled must be removed from the Systemwalker Desktop Patrol CS. request the "Administrator" to remove it.

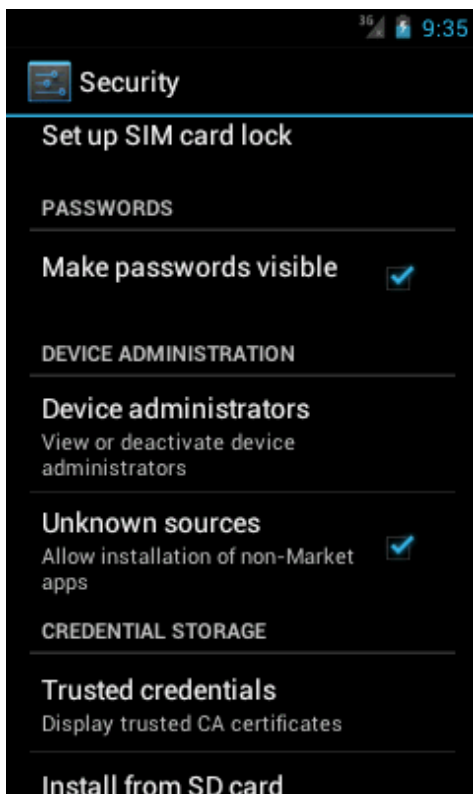
1.5 Uninstalling Smart Device CT (Android)

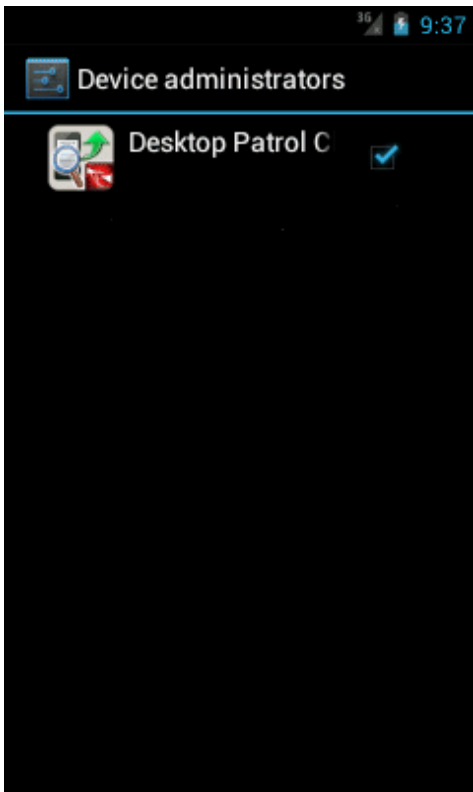
If smart device CT is no longer required on an Android device, use the procedure explained below to uninstall it. The example screens are from Android 4.1.

1. Open the setup screen and tap **Desktop Patrol Client** from the list of administrators.

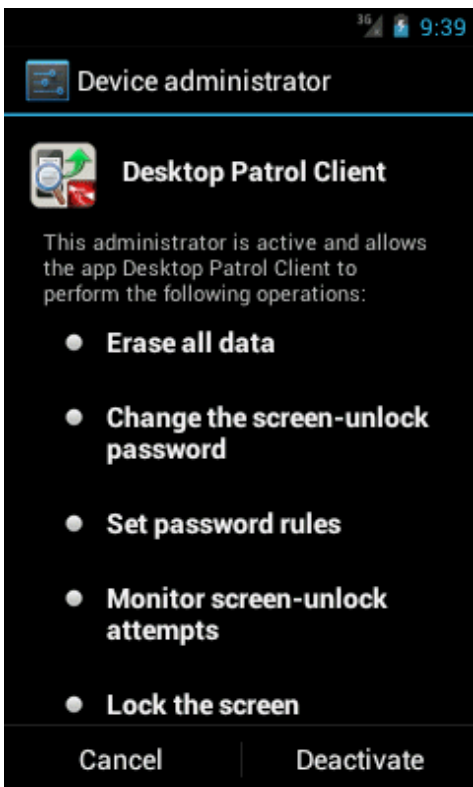
The list of administrators depends on the version.

- Android 3.0 to 3.2: **Settings > Location and security > Device administration**
- Android 4.0 or later: **Settings > Security > Device administrators**





2. A confirmation window will be displayed. Tap **Deactivate**.

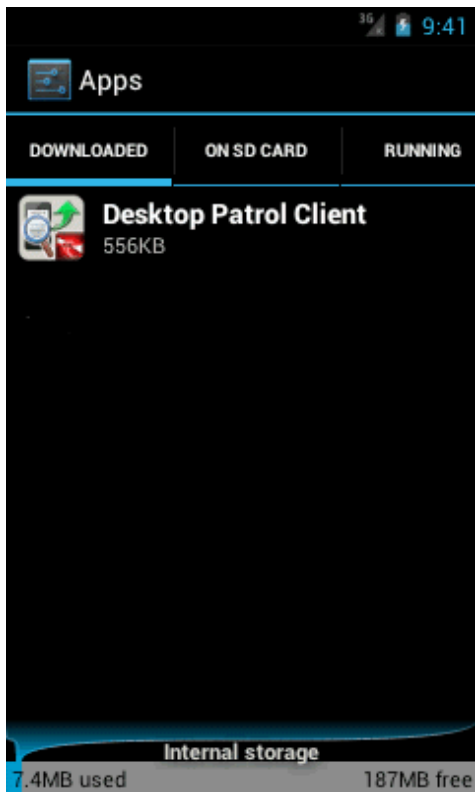


3. Open the setup screen and tap **Desktop Patrol Client** from the list of applications.

The list of applications depends on the version.

- Android 3.0 to 3.2: **Settings > Applications > Manage applications**

- Android 4.0 or later: **Settings > Apps**

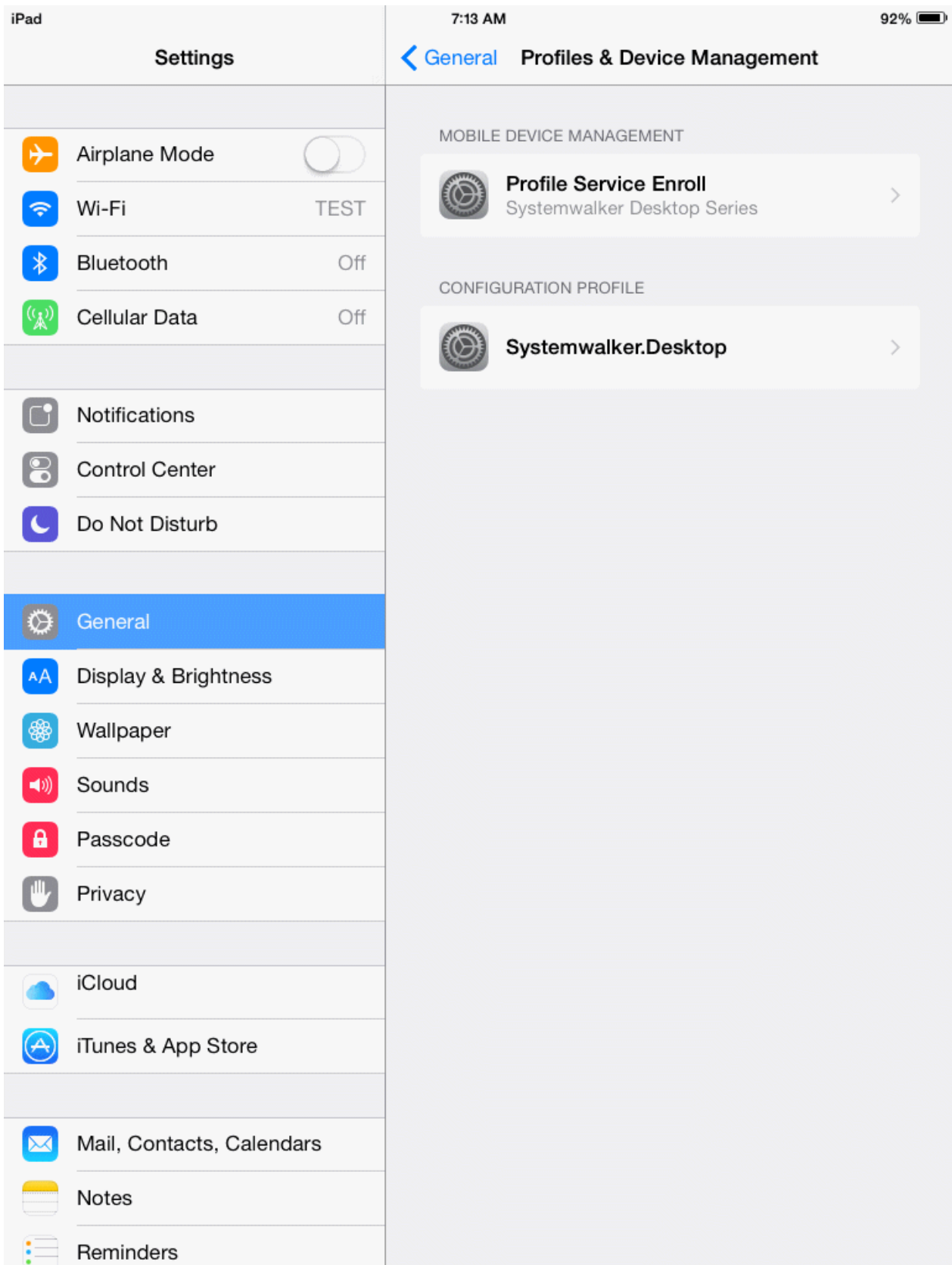


4. Tap **Uninstall** to uninstall smart device CT.



1.6 Uninstalling Smart Device CT (iOS)

If smart device CT is no longer required on an iOS device, use the procedure explained below to uninstall it. The example screens are from iOS 6.0.1.



In the iOS device, select **Settings** > **General** > **Profile**, and delete the following profiles.

- Profile Service Enroll
- CA Certificate (Server)
- CA Certificate (Client)

Chapter 2 How to Use

This chapter describes how to use CT.

Note

- If the time on the PC where a CT is installed is incorrect, the CT cannot work properly after being installed. Verify that the system time setting is correct.

2.1 Inventory Collection

This section describes how to use the inventory collection function.

2.1.1 Sending Inventory Information to the Upstream Server

The inventory collection function of Systemwalker Desktop Patrol contains the inventory collection plan of the PC where the CT is installed and the methods of automatically and manually sending inventory information to the upstream server.

The procedure for manually sending inventory information from CT to the upstream server is as follows:

1. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection**.

The CT sends inventory information to the upstream server.

Verify that the information is sent based on the value of **Inventory collection status** on the **Status** tab page on the **Environment Setup** page. For details about the **Status** tab on the **Environment Setup** page, refer to "[2.6 Verifying the Operation Status](#)".

Note

If the name of the upstream server for receiving the collected inventory information is incorrect, collecting Inventory information will fail.

To verify that the CS or DS server name for receiving the collected inventory information is correct, choose **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**, and view the information in **Connection Server** on the **Server Switch** tab page.

Point

The method of manually sending inventory information is recommended in the following scenarios:

- The CT user is modified, or the PC management information is modified.
- The current asset information needs to be affirmed based on inventory check.

2.1.2 Entering User Information

To efficiently manage assets, you need to enter the project information required by the administrator.

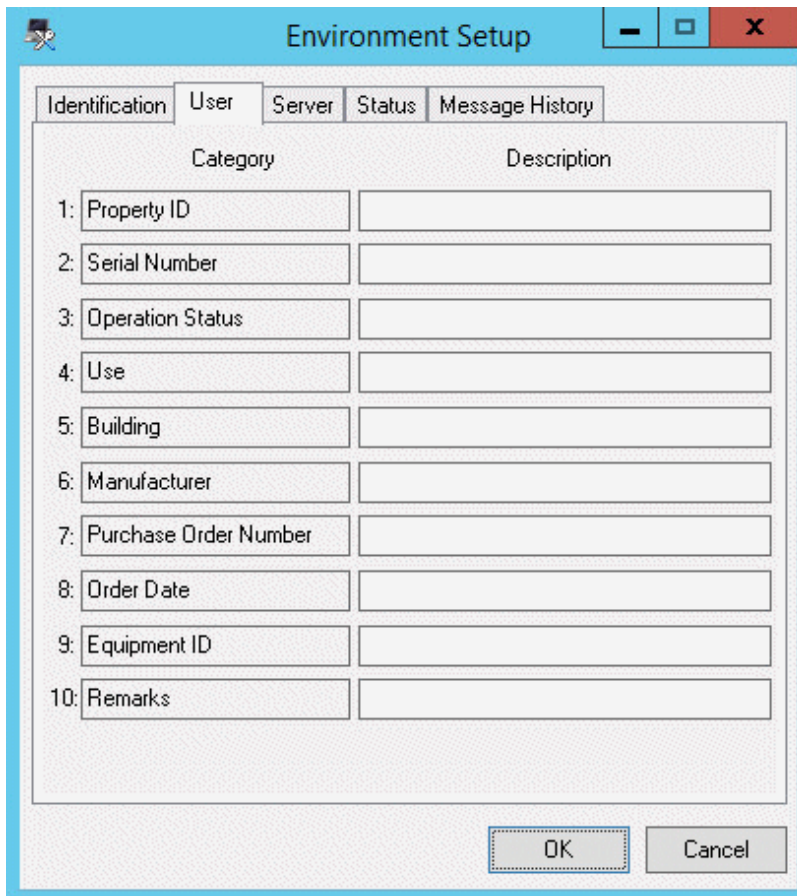
After you enter information using the inventory collection function, the CT automatically sends the information to the upstream server.

To enter information, proceed as follows:

1. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box is displayed.

2. Click the **User** tab.



The screenshot shows the 'Environment Setup' dialog box with the 'User' tab selected. The dialog has a title bar with a close button (X) and a maximize button. Below the title bar are five tabs: 'Identification', 'User', 'Server', 'Status', and 'Message History'. The 'User' tab is active. The main area contains a table with two columns: 'Category' and 'Description'. There are ten rows, each with a number (1-10) and a text box for the category, and a larger text box for the description. The categories are: 1: Property ID, 2: Serial Number, 3: Operation Status, 4: Use, 5: Building, 6: Manufacturer, 7: Purchase Order Number, 8: Order Date, 9: Equipment ID, and 10: Remarks. At the bottom right, there are 'OK' and 'Cancel' buttons.

	Category	Description
1:	Property ID	
2:	Serial Number	
3:	Operation Status	
4:	Use	
5:	Building	
6:	Manufacturer	
7:	Purchase Order Number	
8:	Order Date	
9:	Equipment ID	
10:	Remarks	

3. Enter the information in the **Description** text box.

For details about each item and format, consult the administrator.

2.2 Downloading Software

This section describes how to use the software download function.

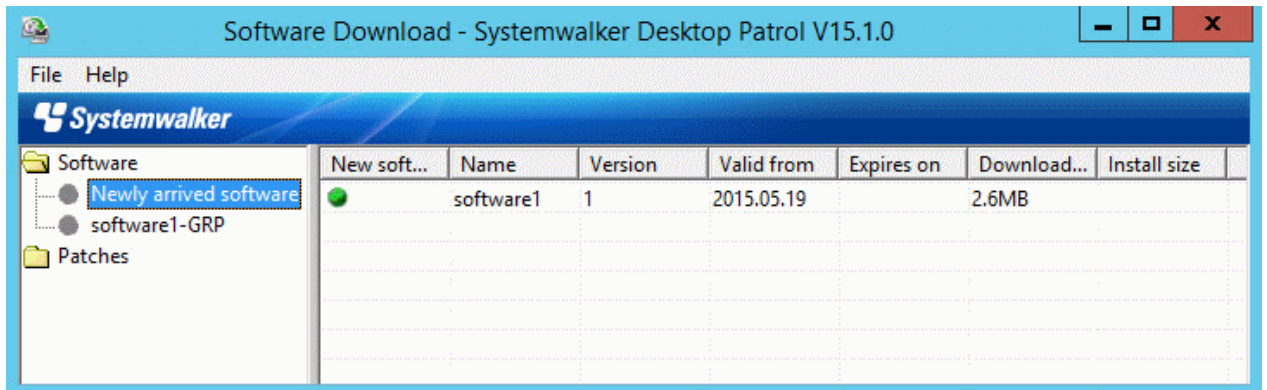
2.2.1 Downloading Software

You can download the software registered with the upstream server. Software can be downloaded automatically or manually using the CT.

If the software to be delivered is an application, the page asking you to prepare for installation media is displayed.

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Software Download**, or **Apps > Systemwalker Desktop Patrol CT > Software Download**.

The **Software Download** page is displayed.



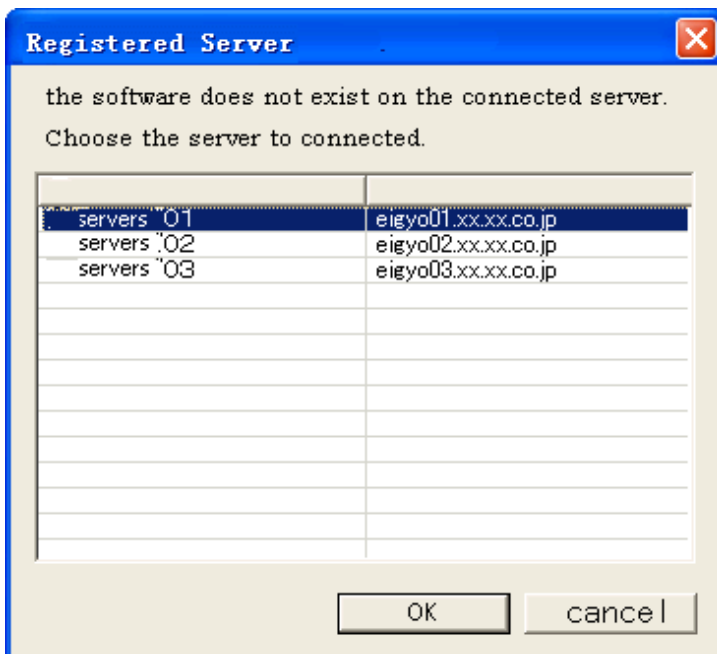
2. Select a workgroup from workgroup on the left.
3. Select a file that you want to download from software list on the right, and click **Download** under **File**.

The system downloads the file.

If automatic execution has been configured for the software installation file, the system automatically executes the file after downloading it.

When the Registered Server page is displayed

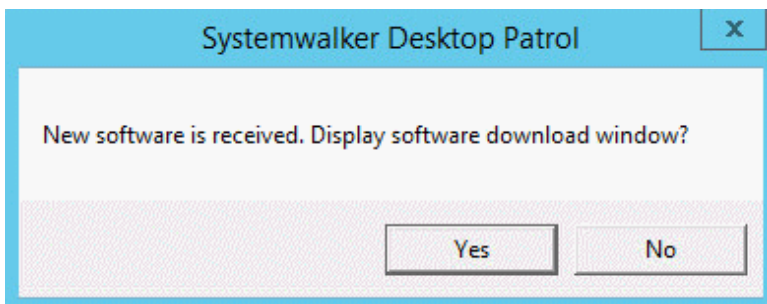
If the software does not exist on the connected server when you attempt to download software, the following page will be displayed:



Select the server that is registered with the software, and click **OK** to download the software.

2.2.2 Downloading New Software

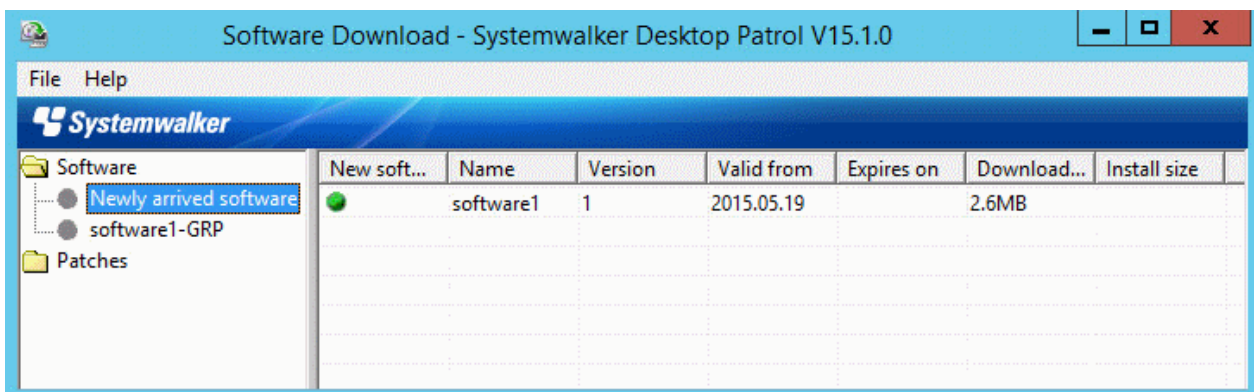
When a new message is applied, the following window is displayed during login after the new software has been registered with the upstream server.



Perform either of the following steps:

- When the software is trusted and needs to be downloaded, click **Yes**. For software download methods, refer to "[2.2.1 Downloading Software](#)".
- When the software is not trusted or does not need to be downloaded, click **No**. When the software is confirmed and downloaded later, refer to "[2.2.1 Downloading Software](#)" to download the software.

If the new software is a program, the system adds the program to **Newly arrived software**, and displays the program icon in **New software**. If the new software is a security patch, the system adds the patch to **New patches**, and displays the patch icon in **New software**.



Note

When security patches are not automatically installed after the new software notification dialog box or software download dialog box is displayed, you must respond in the new software notification dialog box. If the software download page is not required, close this page.

2.3 Receiving Security Patch

When the automatic installation of security patches is enabled in Systemwalker Desktop Patrol, the security patches released by Microsoft will be automatically installed to CTs.

Here describes mandatory operations required to automatically install security patches.

Note

When configuring the automatic installation of security patches, the administrator must not select the check box of keeping computers always in the latest state in the Windows automatic update configuration window.

Note

When you select **Use Password to Protect** for the screen saver program and run the program, the system does not restart the computer after security patches are installed.

In addition, the security patches that are not installed before restart will not be installed after restart.

Configure the security patch installation as follows:

- When the administrator configures that security patches are installed at night, ensure that Windows is deregistered.
- When automatic login is enabled, disable it.

2.3.1 Automatically Installing Patches

When the administrator configures the automatic installation of security patches, CTs automatically install the security patches that are not installed before.

Note

When security patches are not automatically installed after the new software notification message or software download dialog box is displayed, you must respond to the notification. If the software download page is not required, close this page.

The confirm messages displayed before, during, and after the security patch installation are as follows:

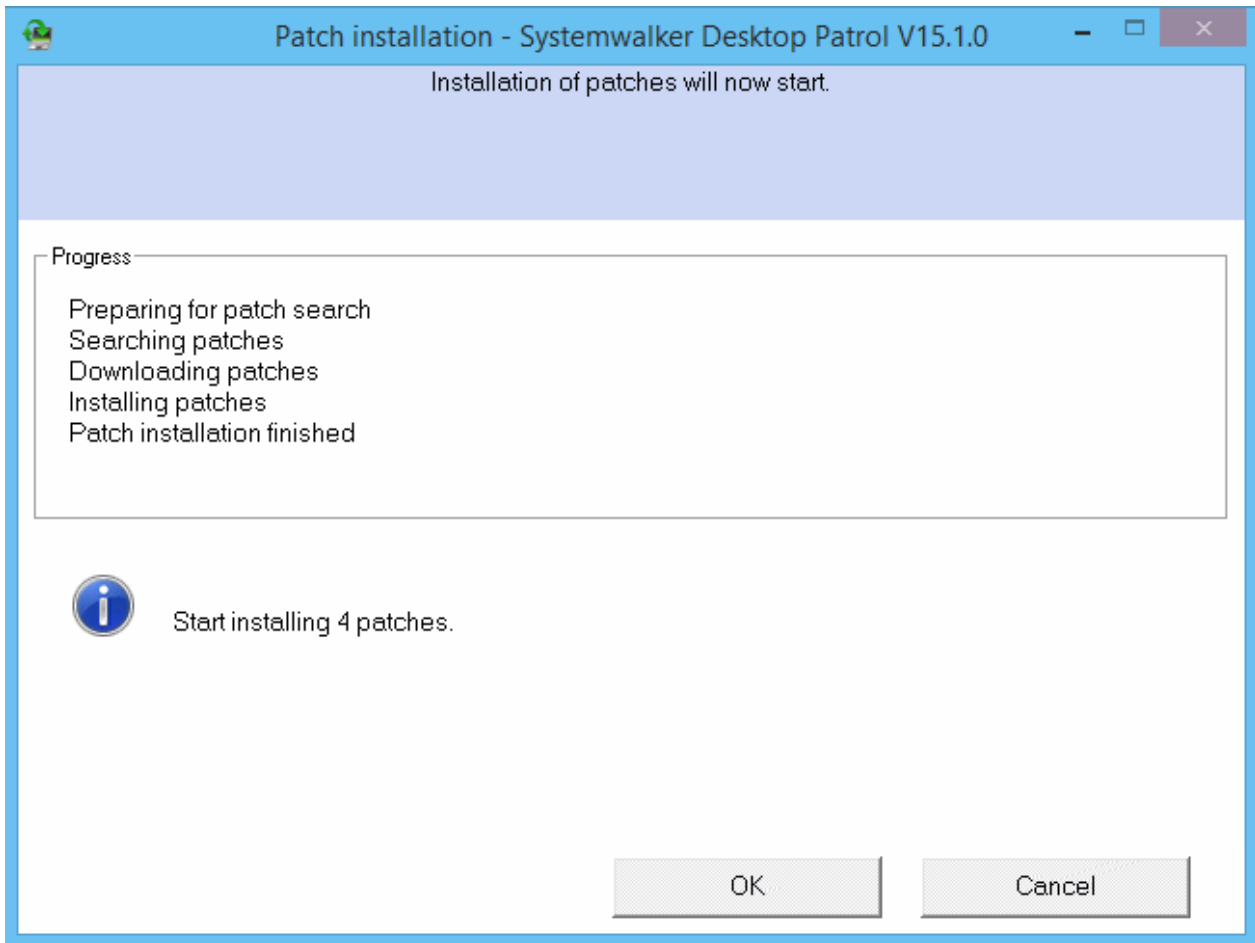
Note

When the remote desktop connection function is enabled on the Windows Server, no confirm message is displayed for the users not in the Administrators group when they remotely connect to the server.

Before installing security patches

A confirm message is displayed, asking you whether to install security patches.

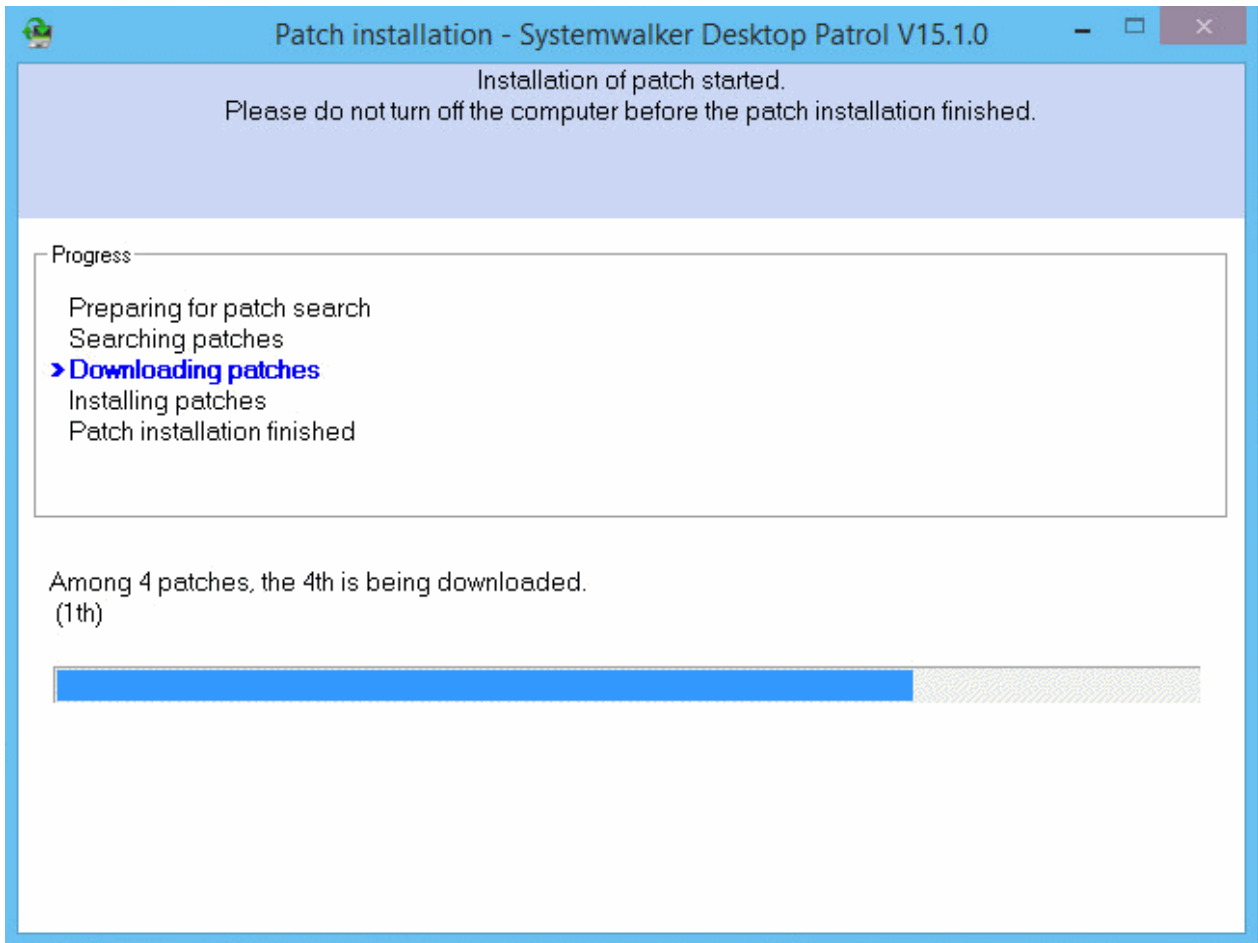
- Click **OK** to install security patches.
- Click **Cancel** if any to cancel installation. The same confirm message will be displayed if you click **Cancel** once.



*The administrator can customize the display of the "Cancel" button and the confirm message.

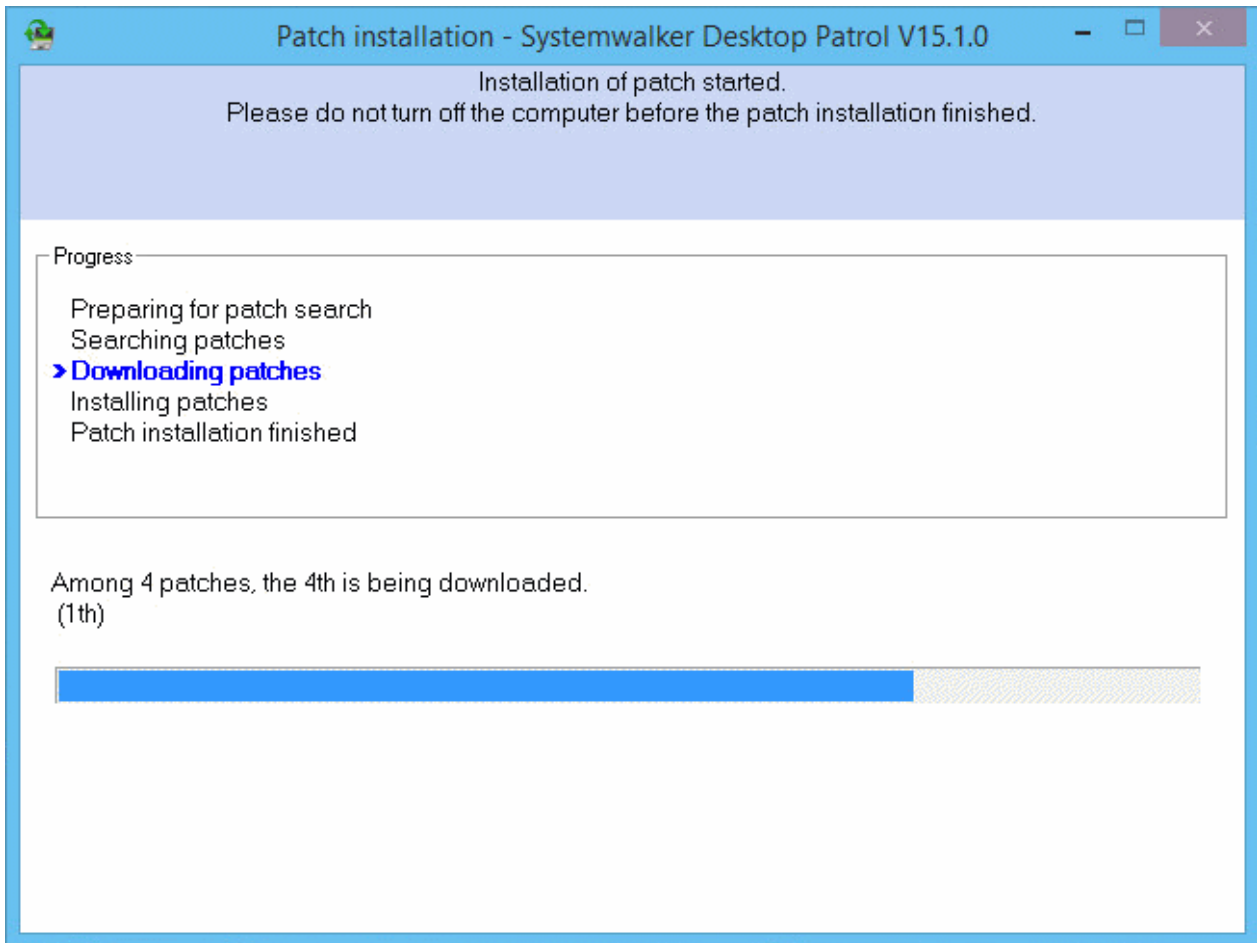
When downloading security patches

A message is displayed, showing the download progress of security patches. Download cannot be canceled or interrupted.



When installing security patches

A message is displayed, showing the installation progress of security patches. installation cannot be canceled or interrupted.



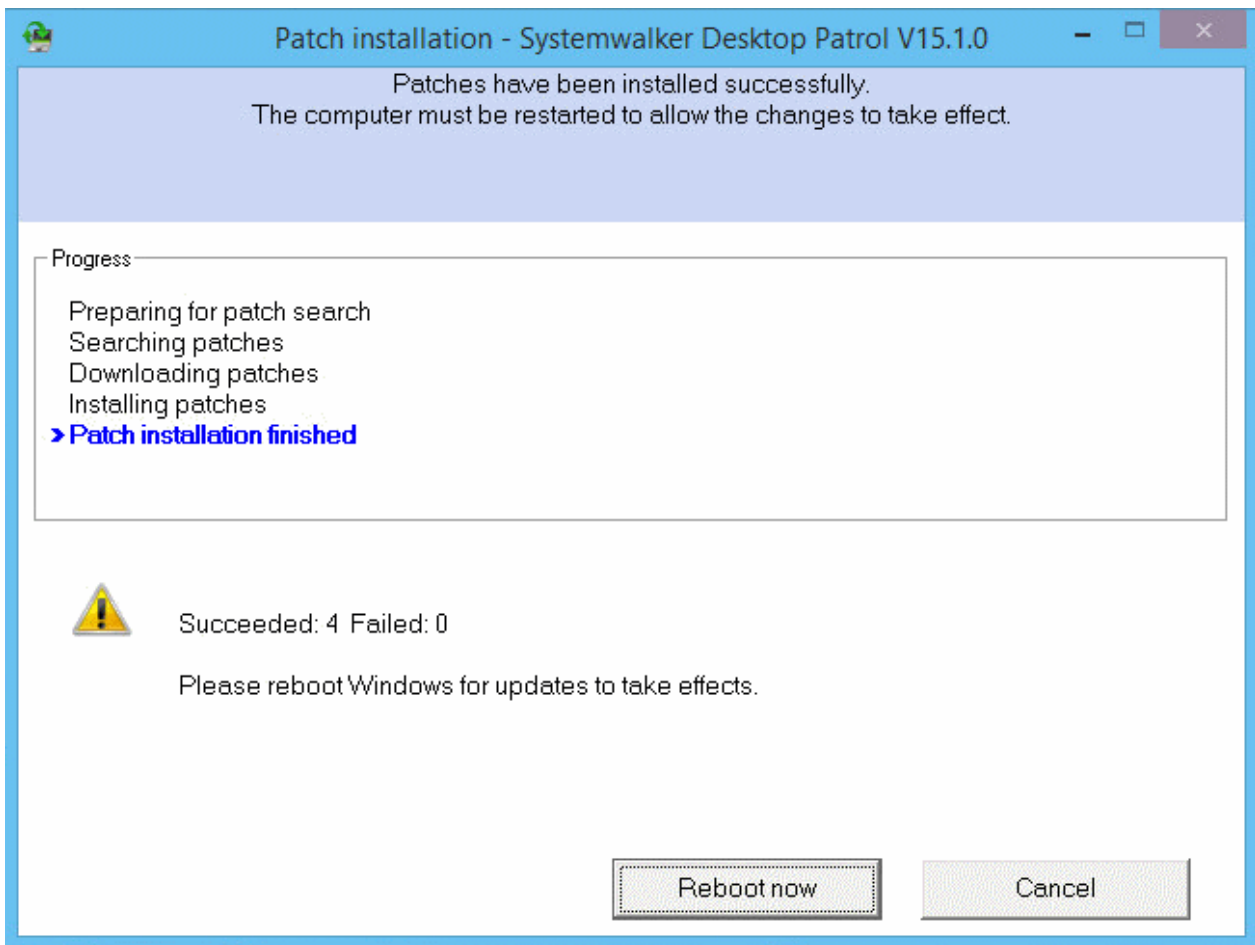
*The administrator can customize the display of the "Cancel" button and the progress message.

After installing security patches

After security patches are installed, the system must be restarted. You can perform either of the following operations:

- Click **Reboot now** to make security patches take effect.
- Click **Cancel** if any to cancel restart. The security patches will take effect at next restart.

To make certain security patches take effect, you may need to restart the system twice.



*The administrator can customize the display of the **Cancel** button and the confirm message.

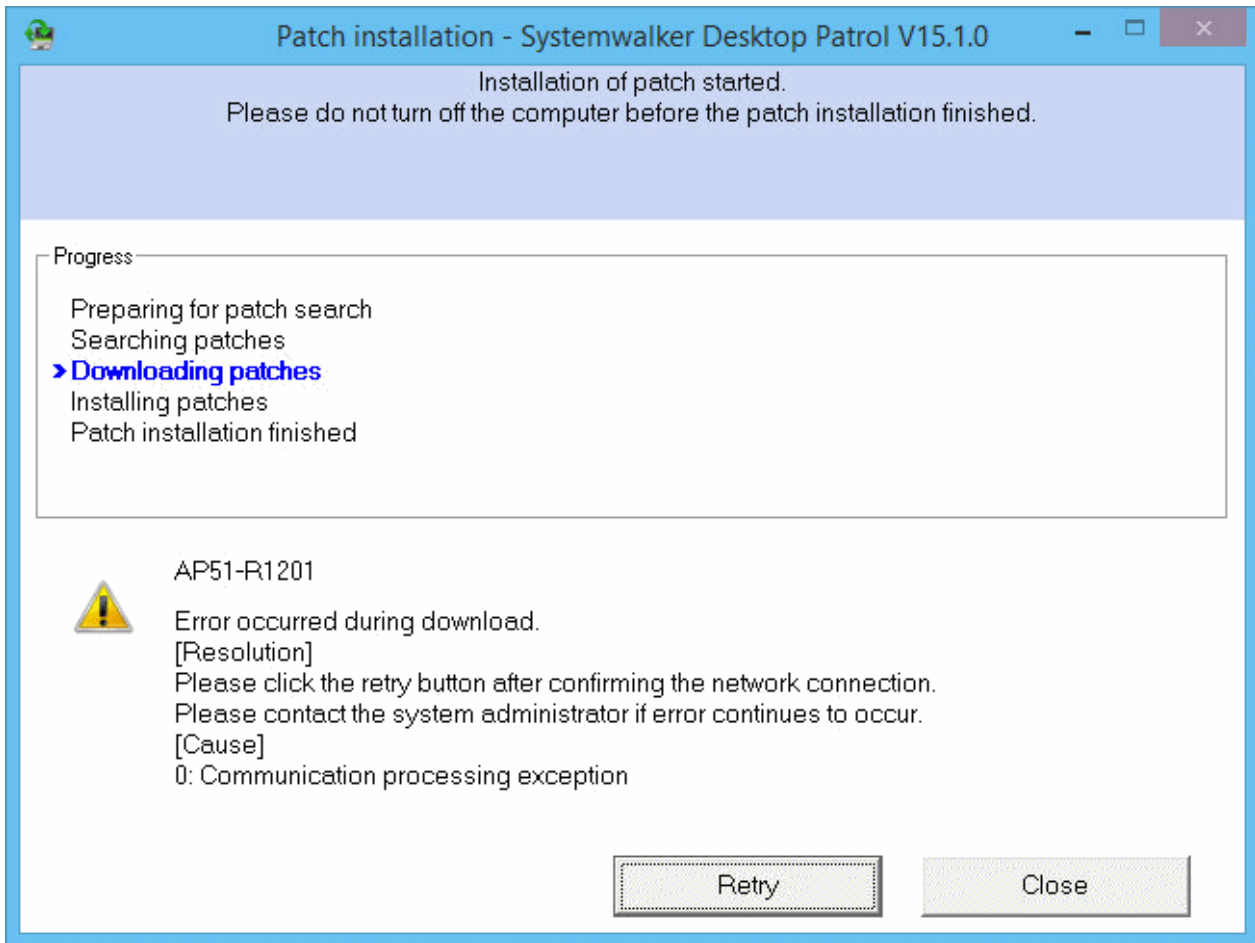
Note

After the system is restarted, CTs send inventory information to the system and notify the system of the security patch installation success. Therefore, before restart, the installation confirm of security patches may be delayed on the upstream server.

When downloading security patches fails

When downloading security patches fails, you can perform either of the following operations:

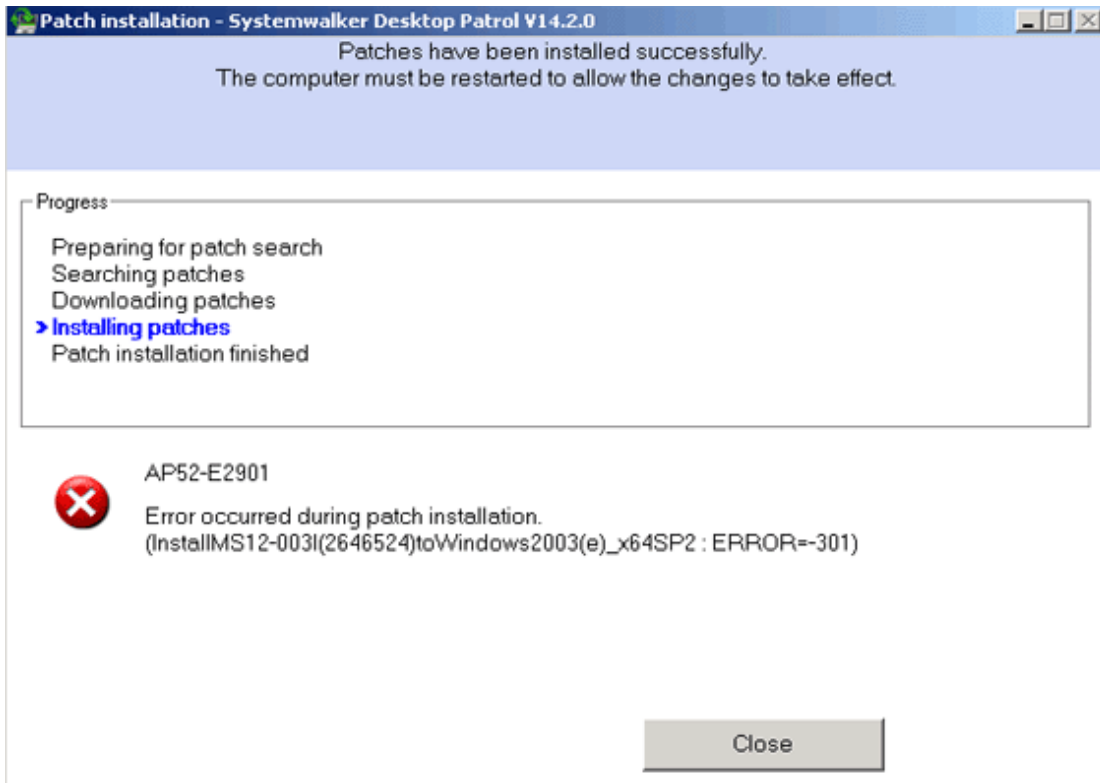
- Click **Retry** to download the security patches again.
- Click **Close** to end security patches installation.



When installing security patches fails

A confirmation dialog box is displayed.

Click **Close** and consult the administrator.



*The administrator can customize the confirm message.

2.3.2 Manually Installing Patches

If security patches are not installed in CTs, download the patches registered on the upstream server and install them.

You can use either of the following methods to install patches:

1. Install patches on the software download page.
2. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Patch Installation**, or **Apps > Systemwalker Desktop Patrol CT > Install patches** to install patches.

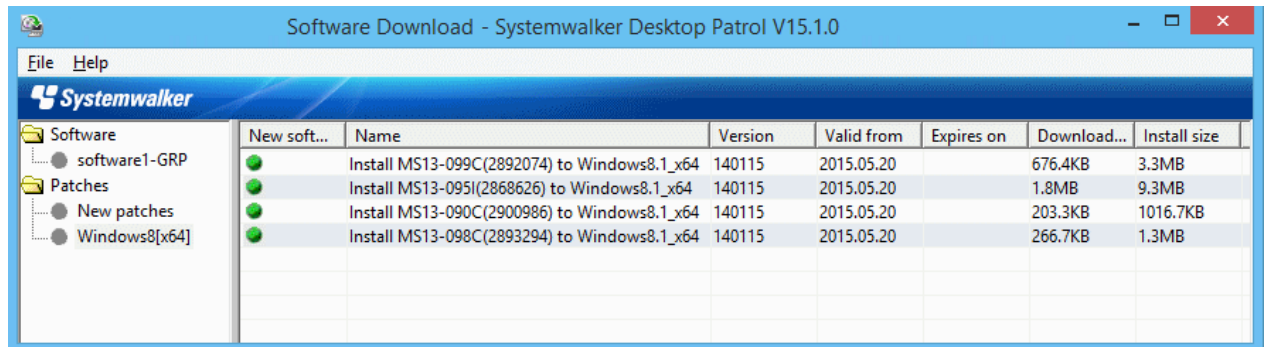
The following describes the methods in details.

Installing patches on the software download page.

If a new patch notification is displayed, the system registers the patches on the upstream server after you log in. For details, refer to "[2.2.2 Downloading New Software](#)".

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Software Download**, or **Apps > Systemwalker Desktop Patrol CT > Software Download**.

The **Software Download** page is displayed.



2. Select a security patch on the left patch tree, and download and install it. For download details, refer to "[2.2.1 Downloading Software](#)".

After you select the **New patches** group in the patch tree, security patches are ranked based on the installation time.

To manually install patches, select the **New patches** group, and rank the patches based on installing time.

Do not rank them based on name or version.

If you want to rank them based on name or version, select another group before selecting the **New patches** group, and then install patches.

Note

Pay attention to the following items when manually installing security patches:

- After you download and install a patch on the **Software Download** page on a CT, the patch will not be displayed in the list of objects to download. If you find that the patch is not deleted from the list, delete it when appropriate during manual download.
- When you want to manually install security patches, ensure that the automatic installation function is not enabled.

If you manually download a patch when the automatic installation function is enabled, the patch will fail to be installed.

- When the automatic installation function is enabled, an installation notification will be displayed during login even if the in-advance notification function is disabled on the CT and the patch has been installed on the "Software Download" page.
- When the patch is manually installed on the "Software Download" page on the CT, the patch will fail to be installed when the system automatically install the patch.

Selecting Start (Apps screen) > Install Patches to Install Patches

After choosing **Start (Apps screen) > Install patches**, install patches that are available for CTs.

1. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Install patches**, or **Apps > Systemwalker Desktop Patrol CT > Patch Installation**.

The **Patch Installation** dialog box is displayed.

For details, refer to "[2.3.1 Automatically Installing Patches](#)".

2. You can search for security patches and install them in the dialog box that is displayed.

Caution

Pay attention to the following items when manually installing security patches:

- After you select **Patch Installation**, the system takes a while to search for security patches available for the PC where a CT is installed.
- When the remote desktop connection function is enabled on the Windows Server, patches fail to be installed by the users not in the Administrators group when they remotely connect to the server.

2.4 Specifying Files in "Control of Execution File"

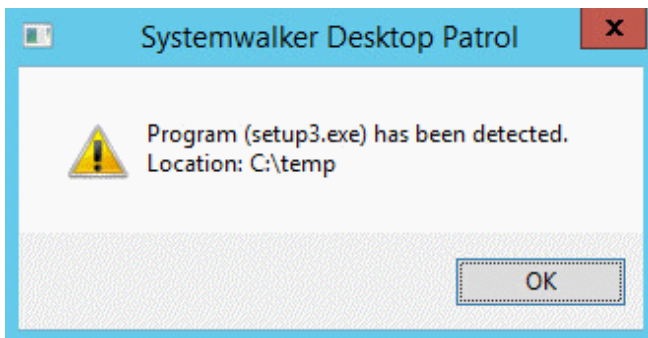
The Systemwalker Desktop Patrol system detects and forbids certain applications to prevent the installation of unnecessary software.

If the administrator enables the function of Control of Execution File, the system displays detect messages after detecting certain applications. When the application starts, the system forcibly stops it or displays a warning message.

In addition, the following message box will be displayed when the administrator enables the function of Control of Execution File.

[Example 1: When detect messages are enabled]

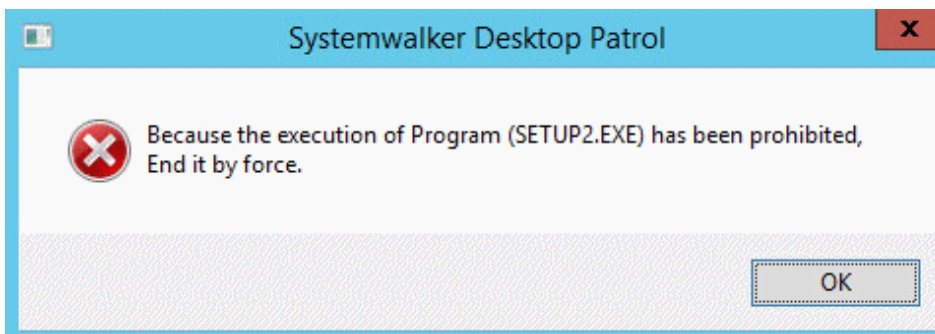
When detect messages are enabled:



- To display detect messages, proceed as follows:
Set the application to **Detect Required**.
Uninstall the application because this application is illegal or unnecessary.
For more information, consult the administrator.

[Example 2: When execution forbidden messages are enabled]

When execution forbidden messages are enabled:

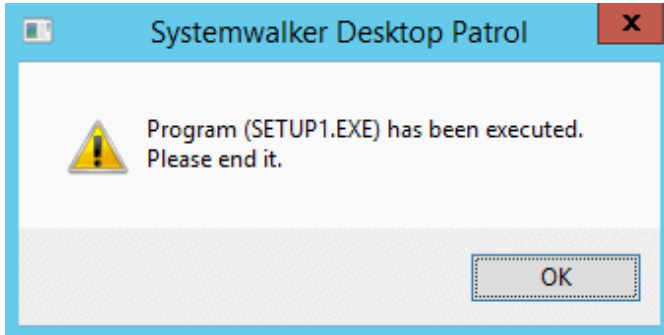


- To display execution forbidden messages, proceed as follows to stop an application:
Set the application to **Execution forbidden**.
The application cannot be executed because this application is illegal or unnecessary.

For more information, consult the administrator.

[Example 3: When alarm messages are enabled]

When alarm messages are enabled:



- To display alarm messages, proceed as follows:
 - Set the application to **Warning**.
 - Do not execute the application because this application is illegal or unnecessary.
 - For more information, consult the administrator.

2.5 Diagnosis result window of operation settings

Check the PC power saving or security settings on diagnosis result page.

2.5.1 Diagnosis result window of operation settings

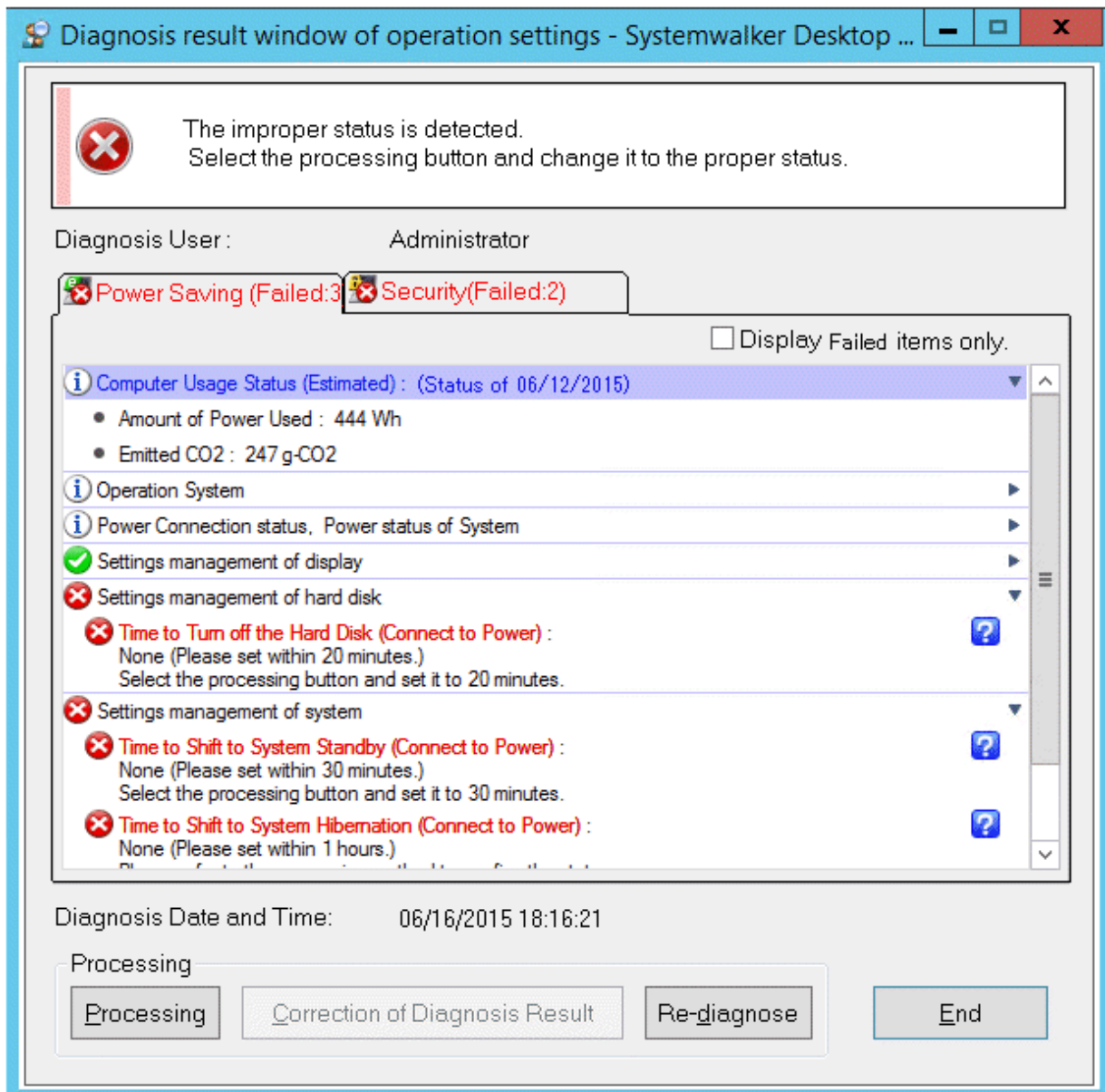
The following diagnosis results can be displayed on the diagnosis result page:

- Power saving settings
- Security settings

Note: The administrator can configure that diagnosis result pages are not displayed. When the remote desktop connection function is enabled on the Windows Server, only fixed settings (such as screen saving program) can be diagnosed for the users not in the Administrators group when they remotely connect to the server. The system settings such as BOIS passwords are not checked.

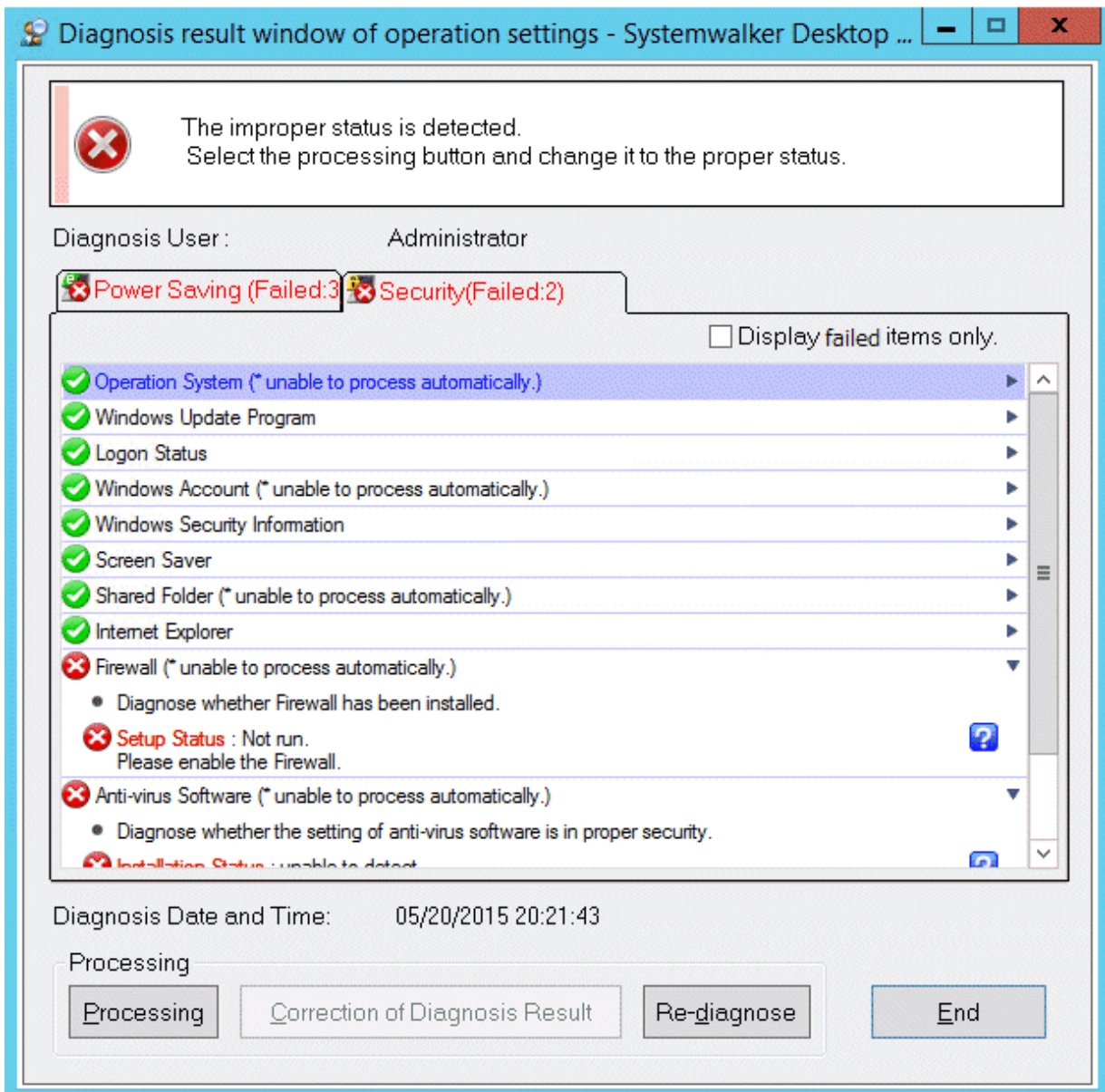
Power saving diagnosis result

After you click the **Power Saving** tab, the power saving diagnosis result is displayed on the tab page.



Security settings diagnosis result

After you click the **Security** tab, the security diagnosis result is displayed on the tab page.



Icons

Icon meanings are as follows:

Icon	Meaning
	Indicates a monitoring success.
	Indicates a monitoring failure.
	Indicates a data collection failure.
	Indicates a message.
	Indicates help.

Diagnosis result

After items are expanded, the detailed diagnosis result is displayed. The following options are displayed.

Display failed items only check box

After this check box is selected, the failed items can be sorted. The setting is still effective after the page is closed.

The following item must be displayed and is irrelevant with the check box status when the power saving diagnosis result is displayed:

- Information

Processing button

The Systemwalker Desktop Patrol processes monitoring failed items in a unified manner.

Fail to Auto-processing is displayed for the items that cannot be displayed using the **Processing** button.

Correction of Diagnosis Result button

Manually set the diagnosis result of security settings to **Monitoring OK**.

For details, refer to "[Modifying diagnosis results](#)".

Re-diagnose button

Click this button to diagnose the settings again and update it to the latest.

End button

Click this button to close the diagnosis result page.

The **End** button may be unavailable if the administrator configures it in this way. After the status of failed items modifies as **Monitoring OK**, click the **End** button.



Note

When the settings diagnosis result page is displayed after the CT installation is complete, click the **Re-diagnose** button to obtain the latest information.

2.5.2 Operating on the Power Saving Diagnosis Result

The following describes the operations on the power saving diagnosis result page.

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Diagnosis result window of operation settings**, or **Apps > Systemwalker Desktop Patrol CT > Use Settings Diagnosis Result** on a CT.

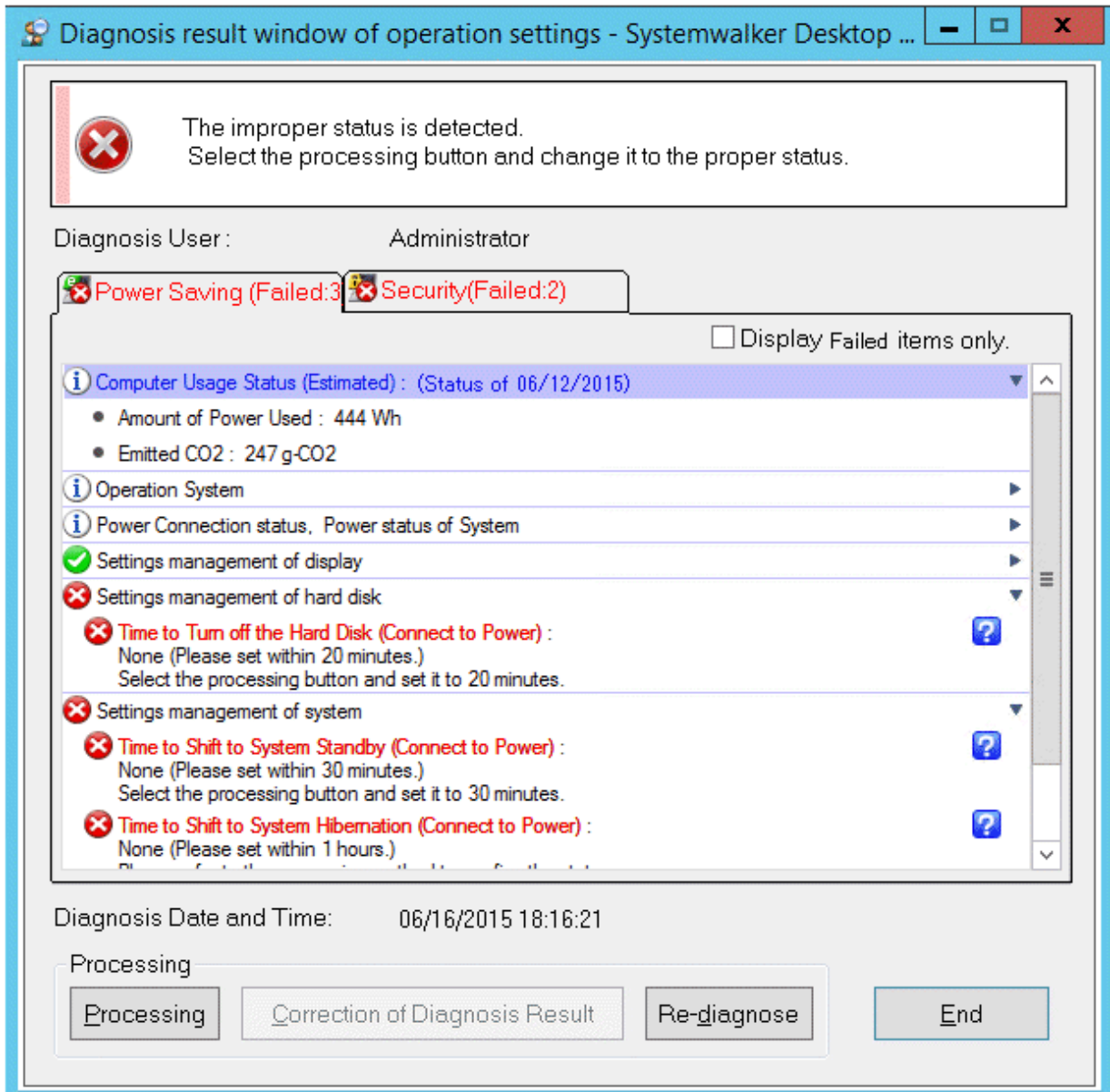
The **Use Settings Diagnosis Result** page is displayed.

The administrator can configure that this page is displayed only when CTs are installed on PCs running Windows or at specified time.

2. Click the **Power Saving** tab.

- Expand the line where the monitoring failed icon appears.

The monitoring failed items are displayed in a tree.



- Process power saving settings.
Click the **Processing** button to automatically process.
- Click the **Re-diagnose** button.
The power saving diagnosis result is updated to the latest.
- Verify that the status icon modifies as **Monitoring OK**.

2.5.3 Operating on the Security Diagnosis Result Page

The following describes the operations on the security diagnosis result page.

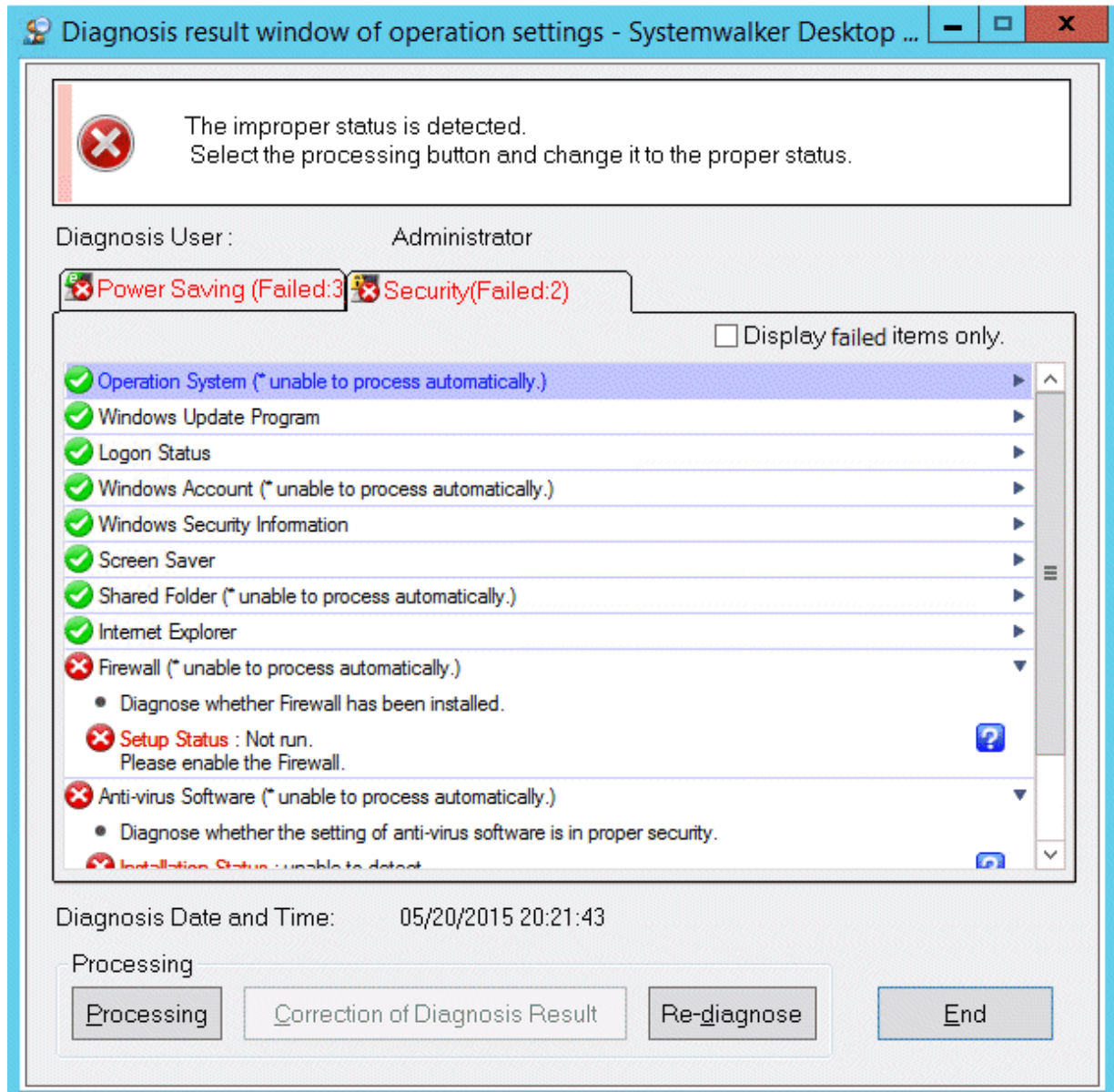
- Select **Start > All Programs > Systemwalker Desktop Patrol CT > Diagnosis result window of operation settings**, or **Apps > Systemwalker Desktop Patrol CT > Use Settings Diagnosis Result** on a CT.

The **Use Settings Diagnosis Result** page is displayed.

The administrator can configure that this page is displayed only when CTs are installed on PCs running Windows.

2. Click the **Security** tab.
3. Expand the line where the monitoring failed icon appears.

The monitoring failed items are displayed in a tree.



4. Process security policies.

Click the **Processing** button to automatically process. If Windows update programs have failed items, security patches can be installed. The administrator can configure that the patch installation page is displayed at this time.

The **Fail to Auto-processing** message is displayed for the items that cannot be displayed using the **Processing** button.

5. Click the **Re-diagnose** button.

The security diagnosis result is updated to the latest.

6. Verify that the status icon modifies as **Monitoring OK**.

Modifying diagnosis results

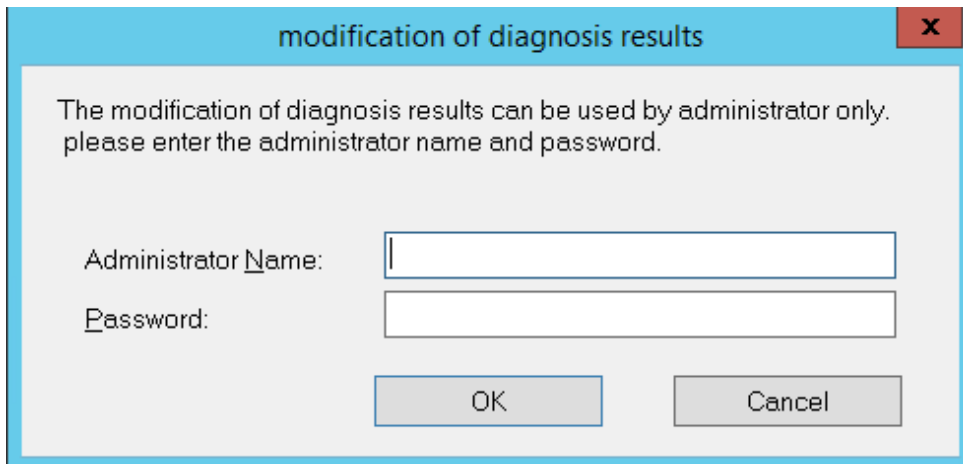
Manually modify the diagnosis result of security settings to **Monitoring OK**.

The procedure is as follows:

1. Click the **Correction of Diagnosis Result** button

The page for entering the administrator user name and password is displayed.

After certain setting, the administrator is not required to enter the password.



modification of diagnosis results

The modification of diagnosis results can be used by administrator only.
please enter the administrator name and password.

Administrator Name:

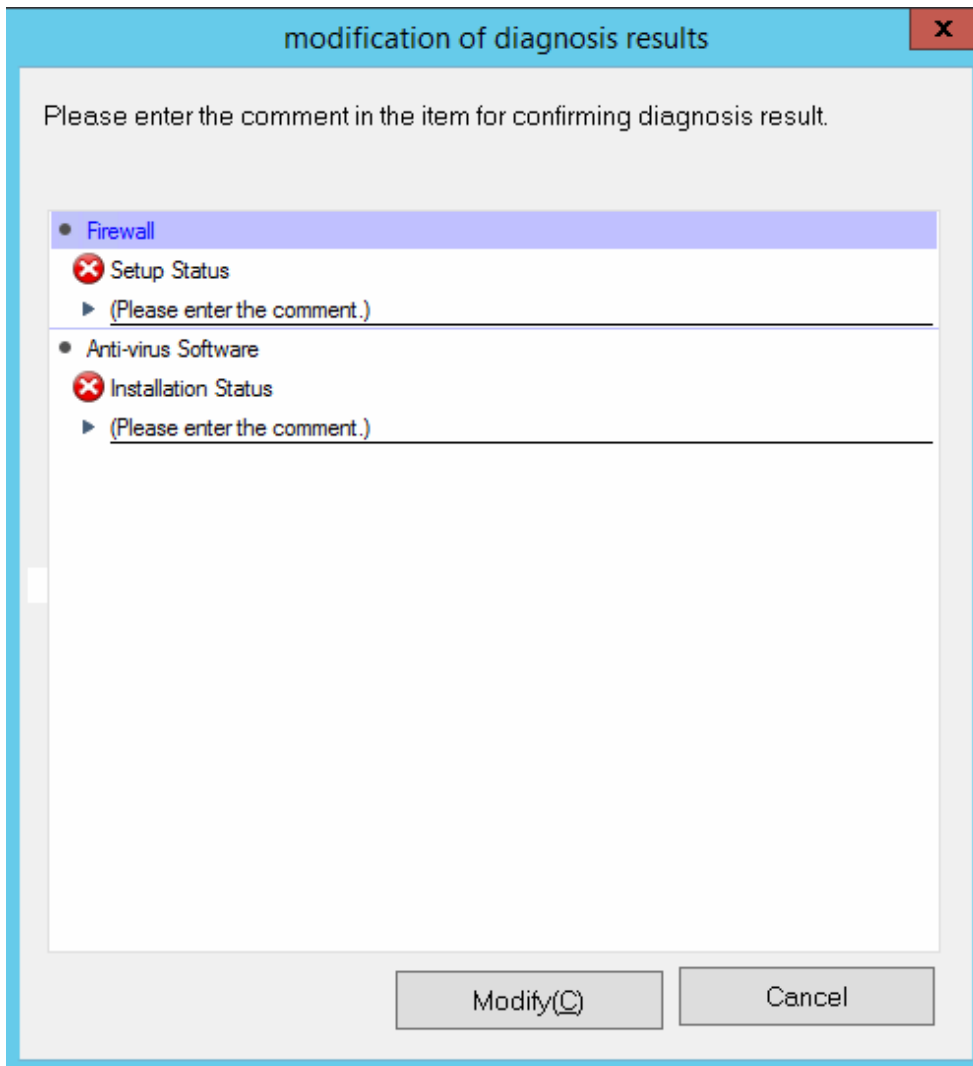
Password:

OK Cancel

Item	Description
Administrator Name	Enter the administrator user name to modify diagnosis results. Enter a string consisting of a maximum of 64 characters: fullwidth characters, halfwidth letters, numbers, and spaces, and special characters - @ , () [] { } < > : ; /
Password	Enter the correct password.

2. Enter the administrator user name and password.

If the password is correct, the following page is displayed:



Enter comments on those items whose diagnosis results are modified as **Monitoring OK**.

The monitoring status of the category without comments cannot be modified as **Monitoring OK**.

Item	Description
Comment input line	Enters a comment. Enter a string consisting of a maximum of 128 characters: fullwidth characters, halfwidth letters, numbers, and spaces, and special characters - @ , () [] { } < > : ; /
Modify button	Modifies a diagnosis result.
Cancel button	Cancels the modification of a diagnosis result.

3. Click the **Modify** button.

The page for modifying diagnosis results is displayed.

4. Verify that the diagnosis result status is modified as **Monitoring OK**.

Point

If you want to immediately send the security diagnosis result to the upstream server, collect the inventory information. For details, refer to "[2.1.1 Sending Inventory Information to the Upstream Server](#)".

2.6 Verifying the Operation Status

You can verify the following statuses of a CT:

- Policy receiving
- Inventory collection
- Patch installation

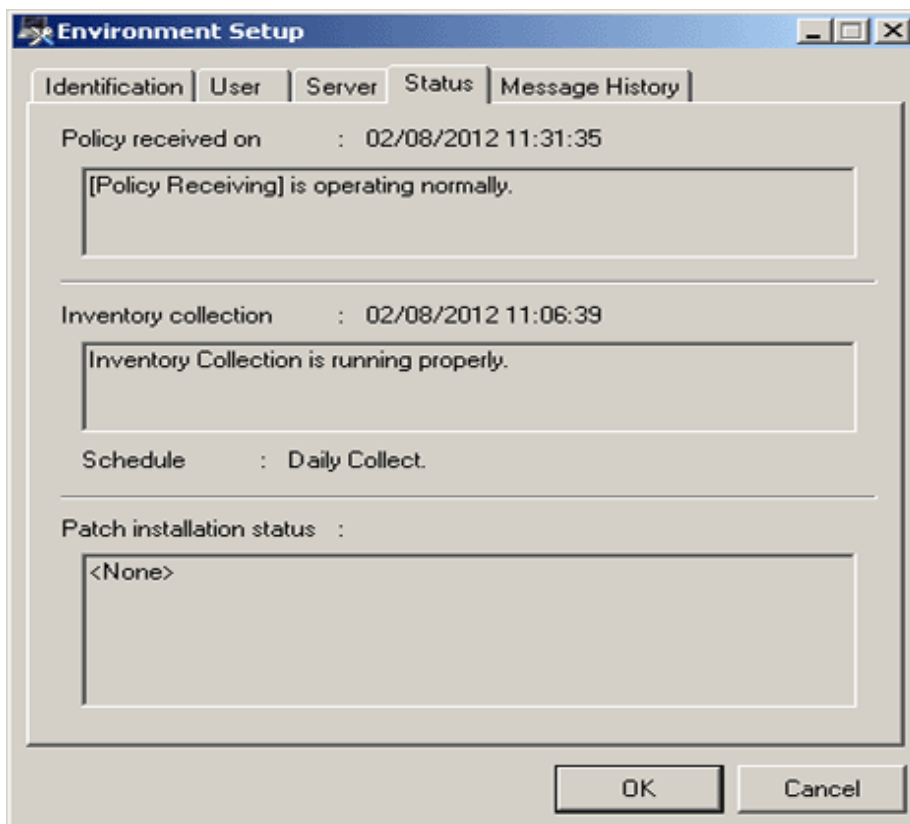
If a status is abnormal, consult the administrator. In addition, the automatic installation status of security patches is also displayed. When you install security patches on the **Software Download** page, the manual installation status cannot be displayed.

1. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box is displayed.

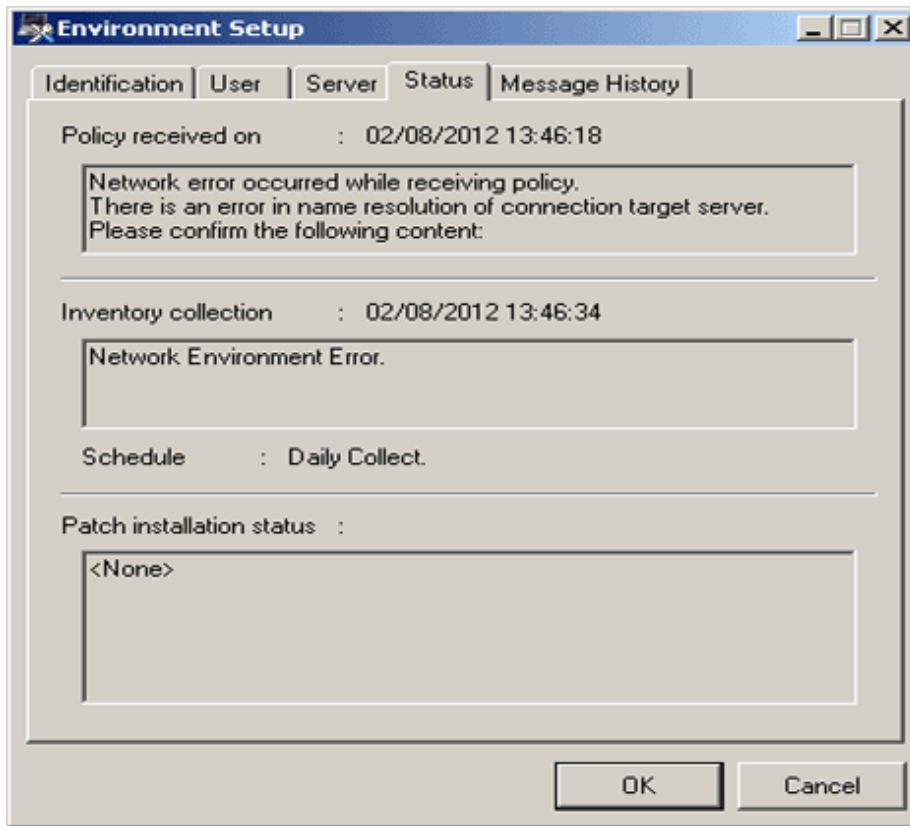
2. Click the **Status** tab.

The following running statuses are displayed.



For details about messages, refer to "[8.2.1 Message Output in Environment Setup](#)".

When the abnormal communication with the upstream server, the following messages will be displayed:



Point

.....

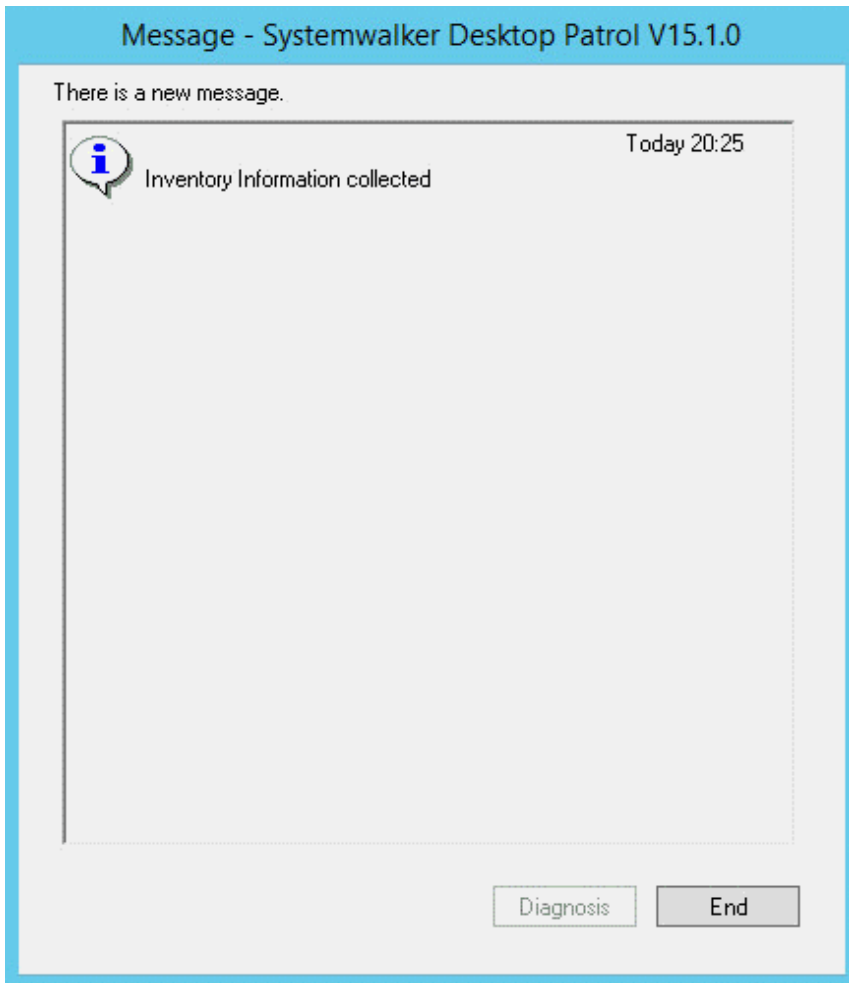
You can check the operational status of a CT by clicking the CT operation status check command link in the **Status** tab of the **Environment Setup** screen.

Ask the administrator regarding the details that can be checked.

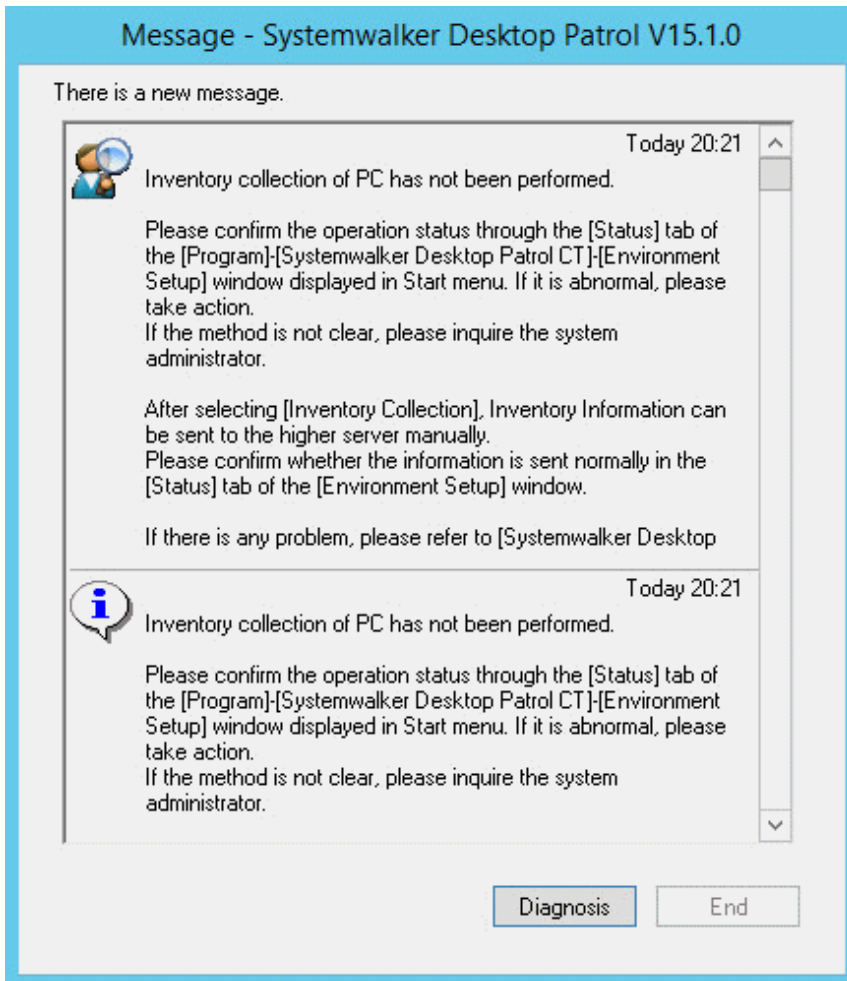
.....

2.7 Message Sending and Message History

After the administrator clicks **Message Sending**, the **Message** window is displayed on a CT.



When a CT receives multiple messages, the following message window is displayed:



- Click **Diagnosis**. The diagnosis result window is displayed.
- At this time, the **End** button is unavailable in the diagnosis result window. The **End** button is available only when all items need to be processed.

In addition, you can select part of messages and copy them. Then you can paste them to other applications.

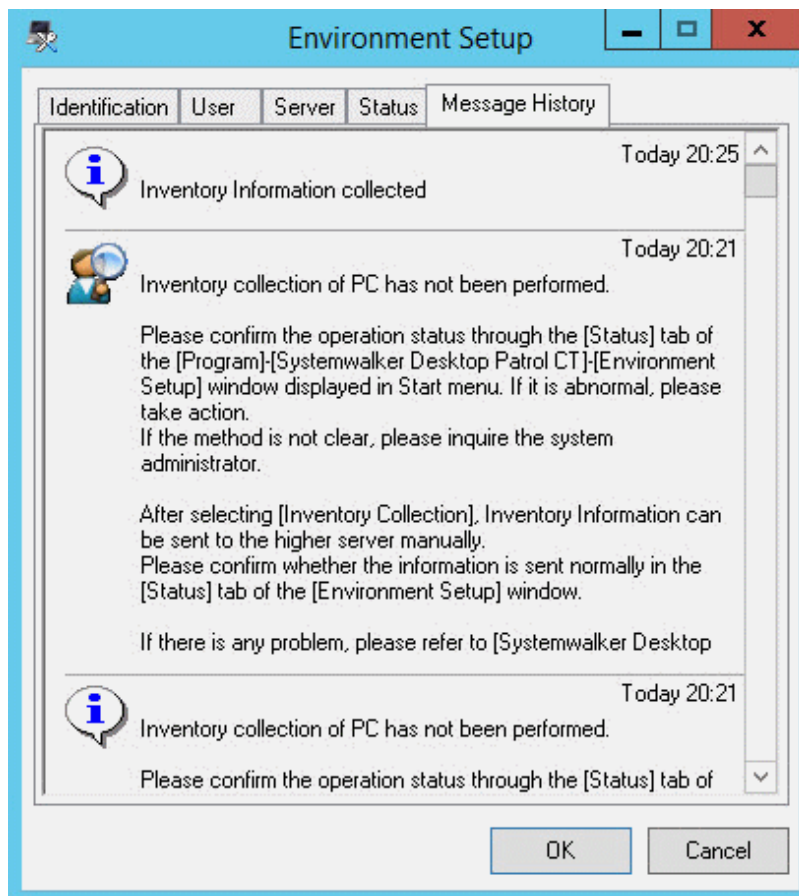
On the **Message History** tab page in the **Environment Setup** window, verify all messages sent to the administrator on the CT.

1. Choose **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box is displayed.

2. Click the **Message History** tab.

The historical messages are displayed.



The date is the one when the system administrator sends a command on the server.

Chapter 3 Modifying Environment Setup

When the System configuration of the Systemwalker Desktop Patrol, the division to which the PC belongs, or the user is modified, the environment setup must be modified on the Systemwalker Desktop Patrol CT.

This chapter explains modifications of the environment setup made on the Systemwalker Desktop Patrol CT.

When changing the environment setup, contact the Administrator to confirm the modifications.

3.1 Modifying User Information/PC Name

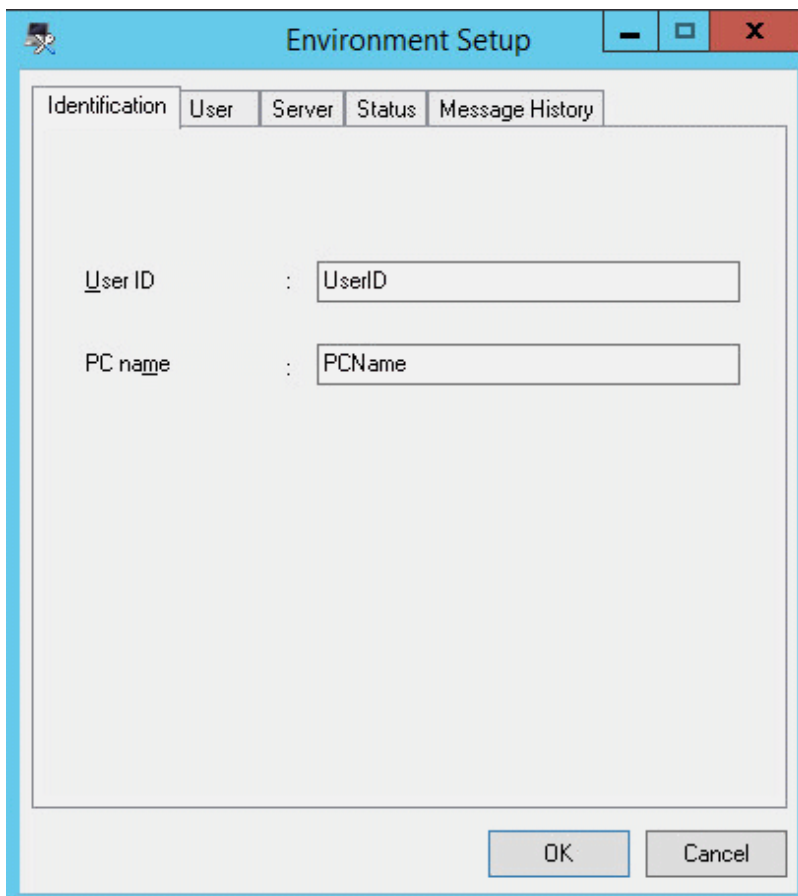
If user information (user of the PC) or the PC name is modified, the **User identifying information** of the Systemwalker Desktop Patrol CT also needs to be modified.

If the **User identifying information** is modified, notify the administrator of the modified information and delete the information before changing from the management information.

The procedure of changing the **User identifying information** is shown below,

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box appears



2. Enter the following information in the **Identification** and **User** tabs and click the **OK** button.

- The **Identification** tab

Item	Description
User ID	Enter the user's ID.

PC name	Enter the computer name of the installation PC.
----------------	---

Enter the value as instructed by the administrator, if any.

- The **User** tab

Enter the value as instructed by the administrator, if any.

Note

The **User ID** and **PC name** cannot be modified in the following case:

- When "Remote Desktop Connection" is installed in Windows Server, and the user uses the group not belonging to Administrators to make remote connection.

3.2 Modifying the Upstream Server

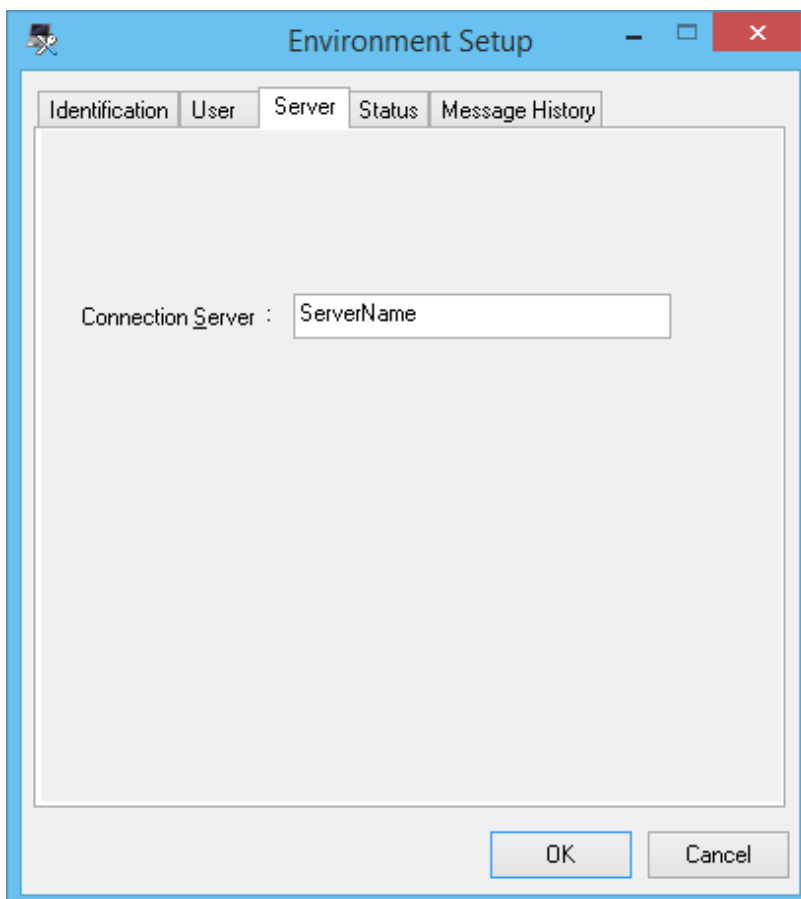
As Systemwalker Desktop Patrol CS or Systemwalker Management DS is newly installed and the installation location of a PC is moved, the upstream server managing Systemwalker Desktop Patrol CT may be modified. At this time, the setting of the upstream server must be modified from Systemwalker Desktop Patrol CT.

The procedure of changing the settings of the upstream server ("Server Switch") is shown below,

1. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box appears.

2. Click the **Server** tab.



3. Enter the new upstream server identifying information (FQDN, host name or Ipv4 address) in the **Connection Server** text box.

Note

The character string of **Connection Server** text box cannot be modified in following cases.

- When administrator forbids changing upstream server, contact the administrator when changing upstream server.
- When "Remote Desktop Connection" is installed in Windows Server and the user uses the group not belonging to Administrators to make remote connection.

3.3 Setting CT Registration Passwords

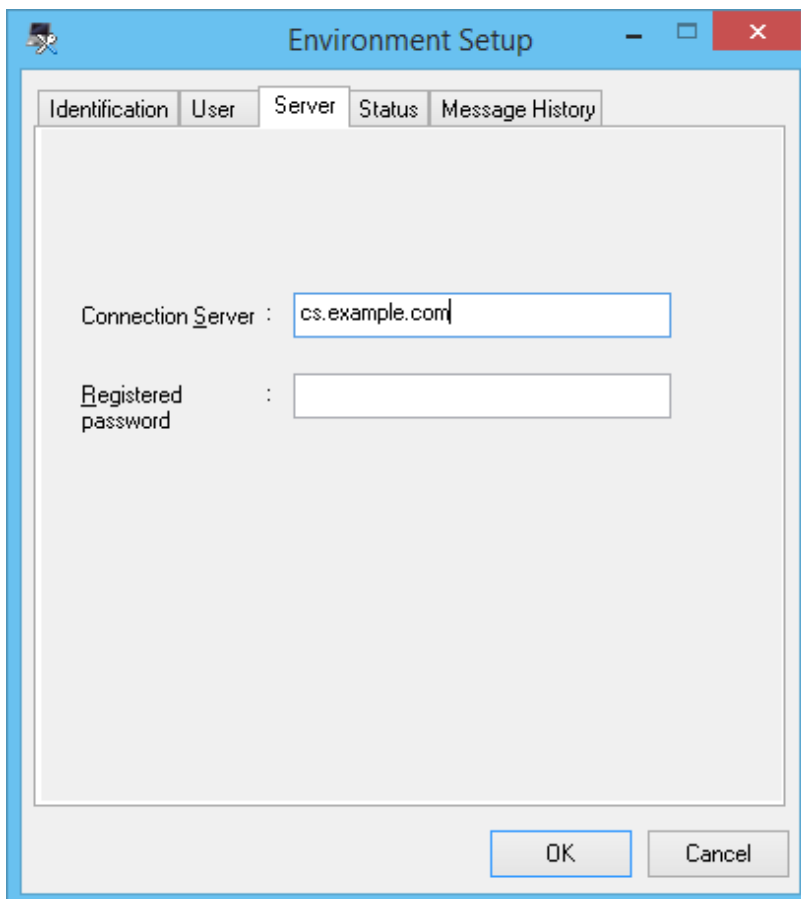
If a CT registration password has been activated, then it must be set.

Follow the steps below to set a CT registration password.

1. Click **Start > All Programs > Systemwalker Desktop Patrol CT > Environment Setup**, or **Apps > Systemwalker Desktop Patrol CT > Environment Setup**.

The **Environment Setup** dialog box will be displayed.

2. Click the **Server** tab.

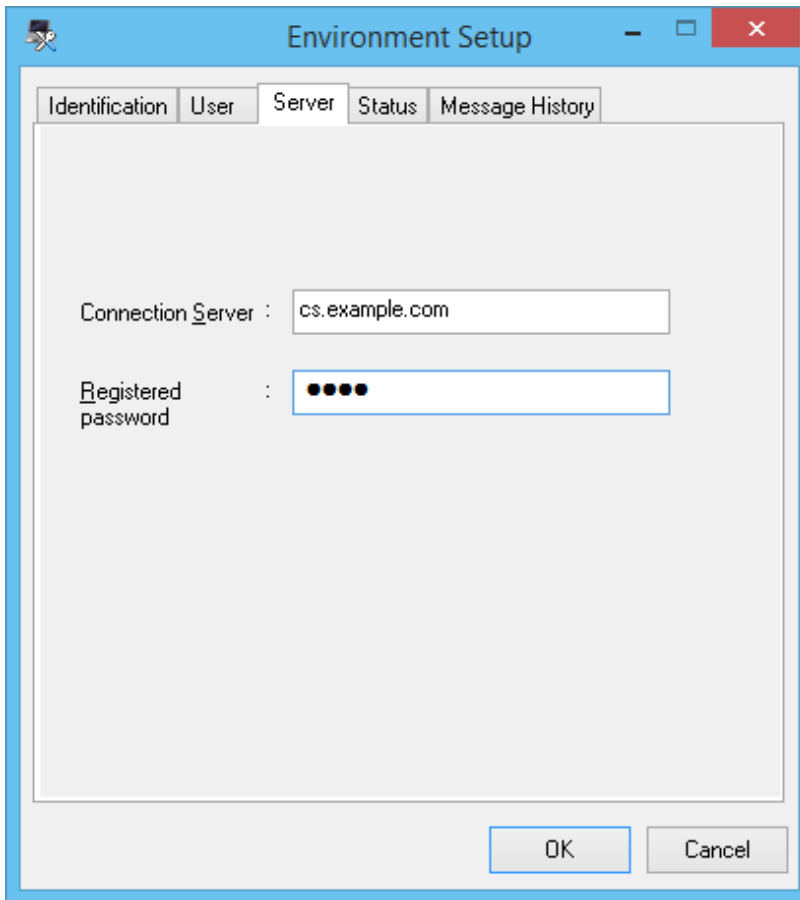


3. Enter the password in **Registered password** and click **OK**.

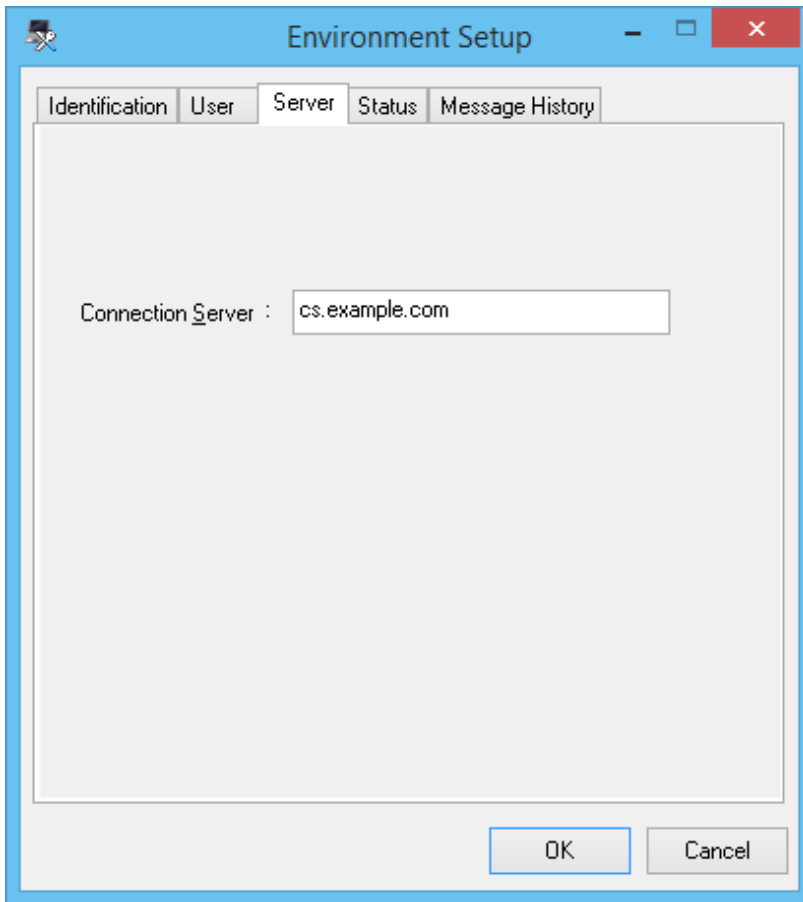
When the inventory is notification is sent, verify if the registration password is valid.

Registered password

When the registration password entered in **Registered password** is confirmed as valid, **Registered password** is deactivated.



In addition, **Registered password** will be displayed only if it must be set.



Chapter 4 Desktop Patrol main menu

The user of Systemwalker Desktop Patrol shall confirm Inventory information and security information via operation of main menu.

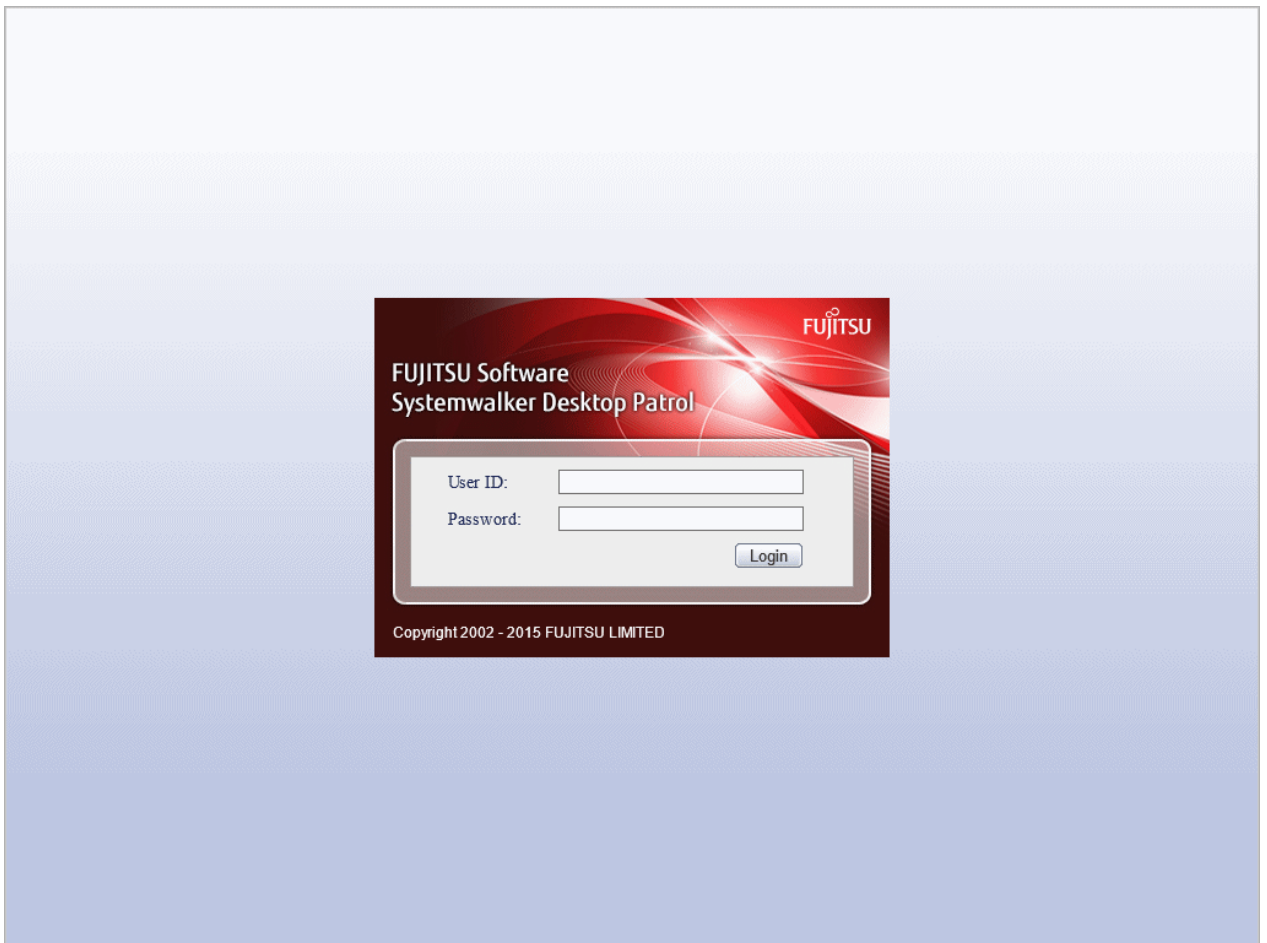
This chapter describes the main menu.

4.1 Logging in main menu

The procedure to log in main menu is shown below:

1. Enter URL in the **Address** bar of Web browser. Consult the administrator for URL.

The **Login** window will be displayed.

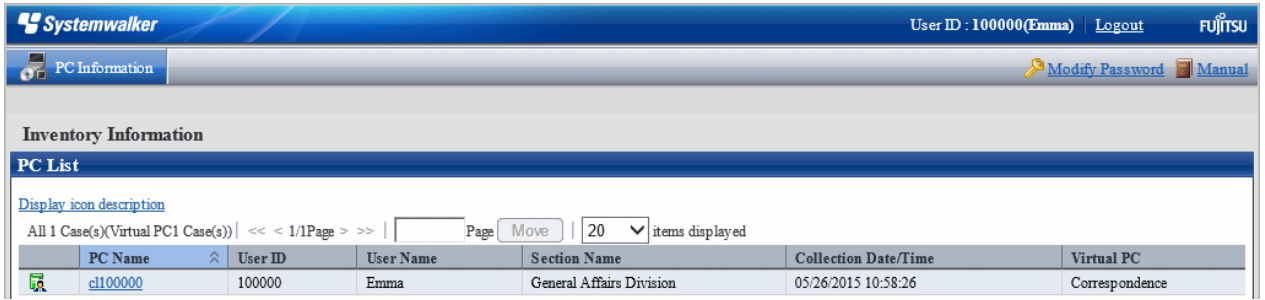


2. Input the following information and click the **Login** button.

- **User ID** text box
- **Password** text box

Consult the administrator for the input information.

The following window will be displayed.



General user can browse PC information in login user management.

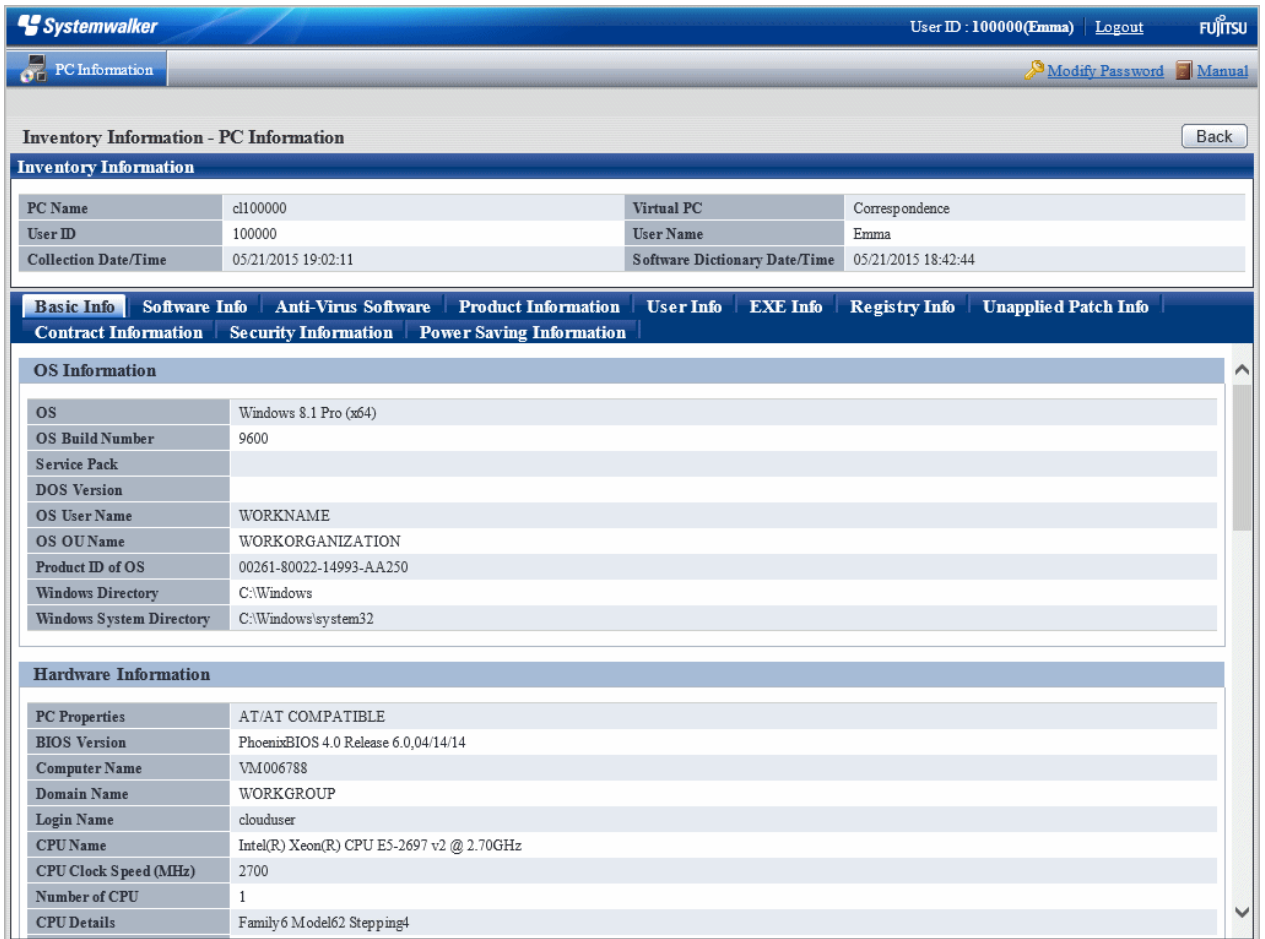
3. After browsing the information, click the **Logout** button to exit the main menu.

4.2 Browsing PC Information

The procedure for browsing PC information is shown below:

1. When desired to browse the information of a PC, click the name of the PC at first.

The following window will be displayed.



2. Click the following tabs to browse information.

- **Basic Info**

- **Software Info**
- **Anti-Virus Software**
- **Product Information**
- **User Info**
- **EXE Info**
- **Registry Info**
- **Unapplied Patch Information**
- **Contract Information**
- **Security Information**
- **Power Saving Information**

When selecting Basic Info

The basic information will be displayed, and OS information and hardware information of the PC can be browsed.

The screenshot shows the Systemwalker PC Information interface. At the top, it displays 'Systemwalker' and 'User ID : 100000(Emma)'. The main content area is titled 'Inventory Information - PC Information' and contains a table with the following data:

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Below this table is a navigation menu with tabs for: Basic Info, Software Info, Anti-Virus Software, Product Information, User Info, EXE Info, Registry Info, Unapplied Patch Info, Contract Information, Security Information, and Power Saving Information. The 'Basic Info' tab is selected, showing 'OS Information' and 'Hardware Information' sections.

OS Information

OS	Windows 8.1 Pro (x64)
OS Build Number	9600
Service Pack	
DOS Version	
OS User Name	WORKNAME
OS OU Name	WORKORGANIZATION
Product ID of OS	00261-80022-14993-AA250
Windows Directory	C:\Windows
Windows System Directory	C:\Windows\system32

Hardware Information

PC Properties	AT/AT COMPATIBLE
BIOS Version	PhoenixBIOS 4.0 Release 6.0,04/14/14
Computer Name	VM006788
Domain Name	WORKGROUP
Login Name	clouduser
CPU Name	Intel(R) Xeon(R) CPU E5-2697 v2 @ 2.70GHz
CPU Clock Speed (MHz)	2700
Number of CPU	1
CPU Details	Family6 Model62 Stepping4



IP address notation

The following explains the notation of IP addresses under **TCP/IP Information**.

- To display both IPv4 and IPv6 addresses in dual stack environments, separate them with a forward slash (/).

- IPv6 addresses are separated with a semicolon (;).
- Temporary addresses are prefixed with a number sign (#). However, this applies only to inventory information collected by CT.

When selecting Software Info

Software information will be displayed, and the names of software installed in the PC can be browsed.

The screenshot shows the Systemwalker web interface. At the top, it displays 'Systemwalker' and 'User ID: 100000(Emma)'. The main content area is titled 'Inventory Information - PC Information'. Below this, there is a table with the following data:

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Below the table, there are several tabs: 'Basic Info', 'Software Info' (selected), 'Anti-Virus Software', 'Product Information', 'User Info', 'EXE Info', 'Registry Info', 'Unapplied Patch Info', 'Contract Information', 'Security Information', and 'Power Saving Information'. A pagination control shows 'All 5 Case(s)' and '20 items displayed'. The software list includes:

- Microsoft Internet Explorer
- Symantec Endpoint Protection 12.X
- Systemwalker Desktop Patrol CT
- Windows 8 Professional(x64)
- [Confirm]Symantec Endpoint Protection

When selecting Anti-Virus Software

Anti-Virus Software information will be displayed, and the name of Anti-Virus Software installed in the PC can be browsed.

Systemwalker User ID : 100000(Emma) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Basic Info Software Info **Anti-Virus Software** Product Information User Info EXE Info Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

All 19 Case(s) | << < 1/1Page > >> | Page Move | 20 items displayed

Name
AntiVirus definitions 05/04/2015 rev. 3 or greater
AntiVirus definitions 05/05/2015 rev. 1 or greater
AntiVirus definitions 05/06/2015 rev. 2(L) or greater
AntiVirus definitions 05/07/2015 rev. 1 or greater
AntiVirus definitions 05/08/2015 rev.16 or greater
AntiVirus definitions 05/09/2015 rev. 2 or greater
AntiVirus definitions 05/10/2015 rev. 1 or greater
AntiVirus definitions 05/11/2015 rev.34 or greater
AntiVirus definitions 05/12/2015 rev. 8 or greater
AntiVirus definitions 05/13/2015 rev. 3(L) or greater
AntiVirus definitions 05/14/2015 or greater
AntiVirus definitions 05/15/2015 or greater
AntiVirus definitions 05/16/2015 or greater
AntiVirus definitions 05/17/2015 or greater
AntiVirus definitions 05/18/2015 or greater
AntiVirus definitions 05/19/2015 or greater
AntiVirus definitions 05/20/2015
AntiVirus definitions 05/20/2015 or greater
AntiVirus is installed

When selecting Product Information

Some of the software listed by clicking **Control Panel > Programs and Features** (or **Control Panel > Add or Remove Programs** in older versions of Windows) and then clicking **Uninstall a program** or **View installed updates** in the PC can be displayed.

Systemwalker User ID : 100000(Emma) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information			
PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Basic Info Software Info Anti-Virus Software Product Information User Info EXE Info Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

All 201 Case(s) << < 1/11Page >> >> | Page Move | 20 items displayed

Software Name
FJQSS (Information Collection Tool)
Hotfix for Microsoft Windows (KB2996799)
Hotfix for Microsoft Windows (KB3038701)
Hotfix for Microsoft Windows (KB3046737)
Microsoft Visual C++ 2005 Redistributable
Microsoft Visual C++ 2005 Redistributable (x64)
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148
Security Update for Microsoft Windows (KB2868626)
Security Update for Microsoft Windows (KB2893294)
Security Update for Microsoft Windows (KB2894856)
Security Update for Microsoft Windows (KB2900986)
Security Update for Microsoft Windows (KB2912390)
Security Update for Microsoft Windows (KB2920189)
Security Update for Microsoft Windows (KB2961072)
Security Update for Microsoft Windows (KB2961908)
Security Update for Microsoft Windows (KB2964718)
Security Update for Microsoft Windows (KB2971850)
Security Update for Microsoft Windows (KB2972280)
Security Update for Microsoft Windows (KB2973201)

When selecting User Info

User information will be displayed, and user information of the PC can be browsed.

Systemwalker User ID : 100000(Emma) | Logout FUJITSU

PC Information Modify Password | Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

[Basic Info](#) | [Software Info](#) | [Anti-Virus Software](#) | [Product Information](#) | [User Info](#) | [EXE Info](#) | [Registry Info](#) | [Unapplied Patch Info](#)
[Contract Information](#) | [Security Information](#) | [Power Saving Information](#)

All 10 Case(s) | << < 1/1Page > >> | Page Move | 20 items displayed

No. ^	Item	Contents
1	Property ID	
2	Serial Number	
3	Operation Status	
4	Use	
5	Building	
6	Manufacturer	
7	Purchase Order Number	
8	Order Date	
9	Equipment ID	
10	Remarks	

When selecting EXE Info

EXE information will be displayed, and the absolute path of execution file (extension name is .exe) in the PC can be browsed.

Systemwalker User ID: 100000(Emma) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Basic Info Software Info Anti-Virus Software Product Information User Info **EXE Info** Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

All 4578 Case(s) | << < 1/229Page > >> | Page Move | 20 items displayed

File Path	Update Date/Time	File Size	Version	Description	Copyright
C:\FujitsuF4CR\bin\cirremove.exe	12/18/2014 19:09:05	256352	1.0.1.9	CIR Installer	Copyright 2014 FUJITSU LIMITED
C:\FujitsuF4CR\cir\bin\cancel_installation.exe	12/18/2014 19:09:29	121192	1.0.1.4	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\FujitsuF4CR\cir\bin\cimanager.exe	12/18/2014 19:09:29	219496	1.0.1.8	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\FujitsuF4CR\cir\bin\ciop.e.exe	12/18/2014 19:09:29	129384	1.0.1.4	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\FujitsuF4CR\cir\bin\cirinfo.exe	12/18/2014 19:09:30	129384	1.0.1.2	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\FujitsuF4CR\cir\bin\run.exe	12/18/2014 19:09:29	223592	1.0.1.9	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\bin\cirinstb.exe	12/18/2014 19:09:05	330080	1.0.1.11	CIR Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\bin\cirinstw.exe	12/18/2014 19:09:05	186720	1.0.1.6	CIR Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\bin\cirremove.exe	12/18/2014 19:09:05	256352	1.0.1.9	CIR Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cir\bin\cancel_installation.exe	12/18/2014 19:09:29	121192	1.0.1.4	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cir\bin\cimanager.exe	12/18/2014 19:09:29	219496	1.0.1.8	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cir\bin\ciop.e.exe	12/18/2014 19:09:29	129384	1.0.1.4	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cir\bin\cirinfo.exe	12/18/2014 19:09:30	129384	1.0.1.2	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cir\bin\run.exe	12/18/2014 19:09:29	223592	1.0.1.9	Common Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\CIR\cirinst.exe	12/18/2014 19:09:28	215392	1.0.1.4	CIR Installer	Copyright 2014 FUJITSU LIMITED
C:\Media\DTPx64\SwSetup.exe	04/04/2015 03:57:28	286592	1.0.0.0	Setup Launcher	Copyright 2002 - 2014 FUJITSU LIMITED
C:\Media\DTPx64\citool\CS\ntp_instparam.exe	04/27/2015 15:51:15	289280	1.0.0.1	ntp_instparam	Copyright 2002-2015 FUJITSU LIMITED
C:\Media\DTPx64\citool\DS\ntpds_instparam.exe	01/23/2015 10:43:32	171520	15.1.0.0	ntpds_instparam	Copyright 2002-2015 FUJITSU LIMITED
C:\Media\DTPx64\citool\DS\silentsetup.exe	01/23/2015 10:43:32	76288	15.1.0.0	silentsetup	Copyright 2002-2015 FUJITSU LIMITED
C:\Media\DTPx64\citool\SS\ntpss_instparam.exe	04/27/2015 15:51:39	256512	1.0.0.1	ntpss_instparam	Copyright 2002-2015 FUJITSU LIMITED

Point

If a collected file path exceeds 127 fullwidth characters or 380 halfwidth characters, the middle portion will be omitted when the path is collected and displayed, as in the example below.

Example:

```
C:\... (:::) ...:1234ABCD1234ABCD1234ABCD
```

C:\... Lead portion of the path

(:::) Symbol indicating omission

... End portion of the path

:1234ABCD1234ABCD1234ABCD Unique string (25 characters) for each file

When selecting Registry Info

Registry information will be displayed, and the registry information searched via selecting the PC.

Systemwalker User ID : 100000(Emma) Logout FUJITSU

PC Information Modify Password Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

Basic Info Software Info Anti-Virus Software Product Information User Info EXE Info Registry Info Unapplied Patch Info

Contract Information Security Information Power Saving Information

All 1 Case(s) << < 1/1Page > >> | Page Move | 20 items displayed

Collected Item Name	Key Name	Name of Value	Value
CT	\\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Fujitsu\ITBudget\MGR\CurrentVersion\Install	CT	1

Descriptions about items in the above mentioned window are shown below:

Item	Description
Collected Item Name	To display Collected Item Name defined via the main menu
Key Name	To display Key Name defined via the main menu.
Name of Value	To display Name of Value defined via the main menu.
Value	To display registry information searched via CT.

When selecting Unapplied Patch Information

The information of the patches unapplied to CT in "Automatic Application Object" can be browsed.

Systemwalker User ID : 100000(Emma) | Logout FUJITSU

PC Information Modify Password | Manual

Inventory Information - PC Information Back

Inventory Information			
PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/22/2015 10:10:41	Software Dictionary Date/Time	05/22/2015 09:56:34

[Basic Info](#) | [Software Info](#) | [Anti-Virus Software](#) | [Product Information](#) | [User Info](#) | [EXE Info](#) | [Registry Info](#) | **[Unapplied Patch Info](#)** | [Contract Information](#) | [Security Information](#) | [Power Saving Information](#)

All 1 Case(s) | << < 1/1Page > >> | Page | 20 items displayed

Name
Install MS15-011C(3000483) to Windows8.1_x64

When selecting Contract Information
 Contract information will be displayed.

Systemwalker User ID : 100000(Emma) Logout FUJITSU

PC Information [Modify Password](#) [Manual](#)

Inventory Information - PC Information [Back](#)

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/22/2015 08:23:50	Software Dictionary Date/Time	05/21/2015 20:14:09

[Basic Info](#) | [Software Info](#) | [Anti-Virus Software](#) | [Product Information](#) | [User Info](#) | [EXE Info](#) | [Registry Info](#) | [Unapplied Patch Info](#) | [Contract Information](#) | [Security Information](#) | [Power Saving Information](#)

Lease/Rental Information

Contract Class	Lease	Contract No.	contract01
Installation Code	384	Original Contract No.	20120124
Cost Burden Origin	Management Target/BusinessDepartment/General Section/General Affairs Division		
Contract Name	Lease01		
Contract Company	fujitsu	Contract Date	05/21/2015
Contract Start Date	05/21/2016	Contract End Date	05/21/2016

Maintenance Information

Contract Class	Maintenance	Mainte Code	20150521
Installation Code	213	Original Mainte Code	421
Cost Burden Origin	Management Target/BusinessDepartment/General Section/General Affairs Division		
Contract Name	Maintenance01		
Contract Company	fujitsu	Contract Date	05/21/2015
Contract Start Date	05/21/2016	Contract End Date	05/21/2016

When selecting Security Information
Security information will be displayed.

Systemwalker User ID : 100000(Emma) | Logout FUJITSU

PC Information Modify Password | Manual

Inventory Information - PC Information Back

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

[Basic Info](#) | [Software Info](#) | [Anti-Virus Software](#) | [Product Information](#) | [User Info](#) | [EXE Info](#) | [Registry Info](#) | [Unapplied Patch Info](#)
[Contract Information](#) | [Security Information](#) | [Power Saving Information](#)

System Security Info

Hardware

BIOS Startup Password	Cannot be collected
BIOS Setup Password	Cannot be collected
BIOS Hard Disk Password	Cannot be collected

OS

Automatic Logon	Disabled
Welcome Screen	Use
Last User Name	Display
Security of Guest Account	Not collected
Settings of Automatic Update	Enabled (Automatic)
User Account Control (UAC)	Enabled
Insecure Shared Folder	None
Require a Password on Wakeup	Set
Set Complicated Password Required	Not set (local group policy)

Application

Firewall	Set (2 or More)
Real-time Scan Status of Anti-virus Software	Set (Scan all file types)
Scheduled Scan Status of Anti-virus software	Settings are insufficient
Scan Scope of Anti-virus Software	Not set

When selecting Power Saving Information

Information about power saving will be displayed.

Inventory Information - PC Information

[Back](#)

Inventory Information

PC Name	cl100000	Virtual PC	Correspondence
User ID	100000	User Name	Emma
Collection Date/Time	05/21/2015 19:02:11	Software Dictionary Date/Time	05/21/2015 18:42:44

[Basic Info](#) |
 [Software Info](#) |
 [Anti-Virus Software](#) |
 [Product Information](#) |
 [User Info](#) |
 [EXE Info](#) |
 [Registry Info](#) |
 [Unapplied Patch Info](#) |
 [Contract Information](#) |
 [Security Information](#) |
 [Power Saving Information](#)

Power Saving Information

Item	When connected to power	When using batteries
Time to Turn off the Display	Cannot be collected	Cannot be collected
Time to Turn off the Hard Disk	Cannot be collected	Cannot be collected
Time to Shift to System Standby	Cannot be collected	Cannot be collected
Time to Shift to System Hibernation	Cannot be collected	Cannot be collected
Allow Hybrid Sleep	Cannot be collected	Cannot be collected
Processor Power Management(Minimum processor state)	Cannot be collected	Cannot be collected
Processor Power Management(Maximum processor state)	Cannot be collected	Cannot be collected
USB Selective Suspend Setting	Cannot be collected	Cannot be collected
Display Brightness Setting	Cannot be collected	Cannot be collected

Chapter 5 Application of ADT

The computer can automatically detect the devices connecting to the network in the same network segment through installation of Systemwalker Desktop Patrol ADT. Additionally, the detected device messages will be sent to the administration server (CS).

This chapter describes how to install and apply Systemwalker Desktop Patrol ADT.



- Systemwalker Desktop Patrol ADT shall be installed by network segment, but it is not necessary to install it in every PC. Consult the administrator for installation and application method.

5.1 Installation of ADT

This section describes the method to install Systemwalker Desktop Patrol ADT for the purpose of automatically detecting the device information of Systemwalker Desktop Patrol.

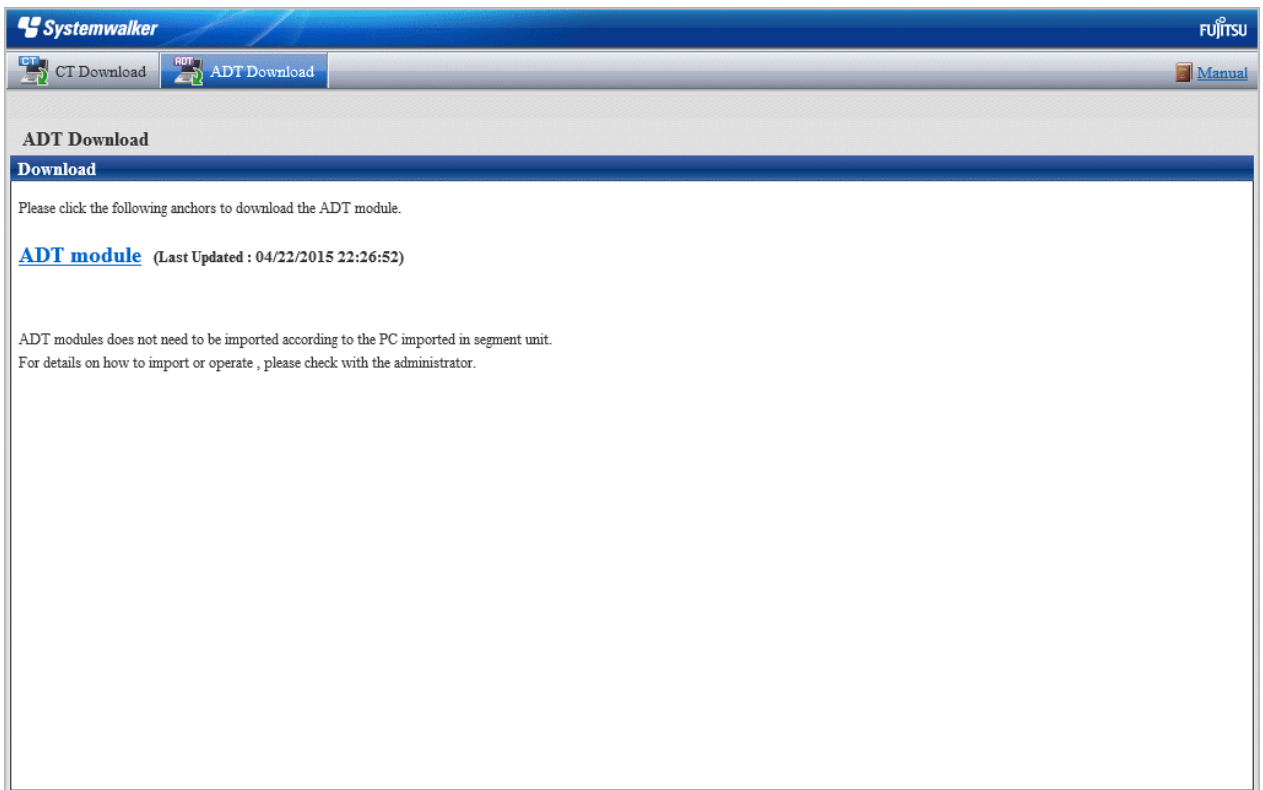
Events to be confirmed prior to installation

- Close the following program prior to installation.
 - Resident programs including the virus scan program.
- 1. Log on Windows via the account of the Administrators group.
- 2. Enter the following URL in the **Address** bar of Web browser.

```
http:// Server information (FQDN name, host name, or IP address of "Systemwalker Desktop Patrol CS")/DTP/dwl.html.
```

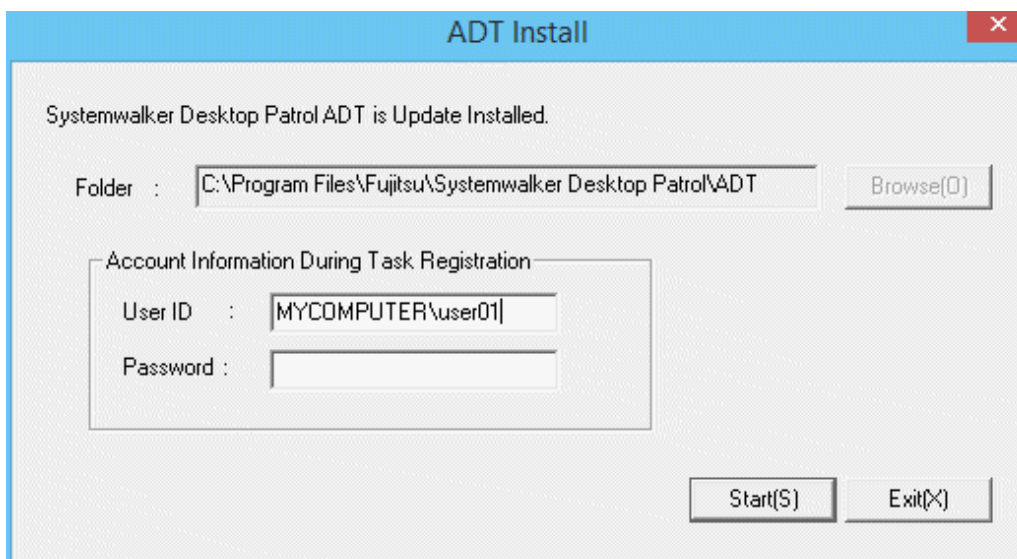
In addition, if "ADT" is installed in the PC which is not connected with Systemwalker Desktop Patrol CS, it is required to download the ADT module from any other PC which connects with Systemwalker Desktop Patrol CS and install it in the PC installed with "ADT".

3. Click **ADT Download** from the download menu, the following window appears.



4. Click **ADT module** to download ADT.
5. Execute the downloaded module (ADTSetup.exe).
6. Enable the following installation program to set the installation directory and **Account Information During Task Registration**. **Installation** will begin after clicking the **Start** button.

If the operating system is Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012




Item	Description
Folder	Set the installation directory of ADT module

Item		Description
Account Information During Task Registration (Note)	User ID	The specified user account used for task execution Specified alphanumeric characters (no more than 260 characters) in the form of <domain name>/<user name>
	Password	The password to the specified user ID in the specified user accounts Specified alphanumeric characters composed of no more than 260 characters

Note: It is only displayed when the operating system is Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012.

7. The **Scheduling of Automatic Detection** window will appear before installation finishes.

Enter the following information and click **Apply**.

Item		Description
On Demand Device Information Notification		It should be selected when "Task Schedule" is not used to notify the device information detected by ADT.
Scheduled Device Information Notification		It should be selected when "Task Schedule" is used to notify the device information detected by ADT.
Notification Target Settings	Connection Server	To set the server name of notification target.  Note Communication in an IPv6 environment IPv6 IP addresses cannot be specified. If performing communication in an IPv6-only environment, register one of the following beforehand and enter the host name: <ul style="list-style-type: none"> - Register the host name and IP address of the CS in the DNS server. - Register the host name and IP address of the CS in the hosts file on the communication source PC
	Port Number	To set the port number of notification target. It is required to set the port number when the initial value of port number is not 80.
	Set	To set proxy.
Collect Devices Not Registered in Ledger (Detailed Collection)		Select this option to perform automatic detection and information collection of devices for maintaining the management ledger. This option cannot be selected if Collect Devices Connected to without Permission (Simple Collection) is selected.
Scheduler Setting	Daily	Select it if desired to notify device information every day.
	Weekly	Select it if desired to notify device information by week (setup range: Monday to Sunday).
	Monthly	Select it if desired to notify device information by month. Select execution date from Execution Date . Additionally, if a date which does not exist in the set month is specified from Execution Date , automatic detection cannot be performed in this month. Therefore, if execution is expected at the end of the month, it is required to set the execution time as (modify the end of month to) 0:00 of the first day of every month.
	Start Time	To set the start time for notifying device information. If ADT module is installed in the non-24-hour server PC, if the start time is set as late night, the power supply used for automatic detection on the PC may be shut off, so, pay attention to time setup.
Collect Devices Connected to without Permission (Simple Collection)		Select this option to perform automatic detection and information collection of devices connected to without permission. This option cannot be selected if Collect Devices Not Registered in Ledger (Detailed Collection) is selected.

Item		Description
	Collection Interval	Specify the interval for collecting device information when detecting devices connected to without permission. Device information will be repeatedly collected at this interval. Select one of the following intervals: 30 minutes 1 hour 2 hours 6 hours
Confirm Execution Result		To display execution result.
	Log Viewing	To display the log of execution result.

After installation is completed, the following tasks will be registered in the task function of Windows.

- Name:
SWDTPAS_ADT.job
- Job Authority
 - If the operating system is Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012: Specified account

Additionally, ADT module may not start at the set notification time (due to it is not powered on) sometimes. The device information will be notified from the scheduled start time.

The following message window will appear after scheduler setup finishes, click the **OK** button.

Installation of ADT was Ended. A Setup becomes Effective by Rebooting System.

8. Click the **OK** button to restart the system.

Alteration in automatic detection schedule after installation

After installation finishes, it is required to restart the system when enabling the automatic detection schedule setup and altering the schedule. The setups will take effect when the system starts the next time.

5.2 Notification of Detected Device Information

This section describes how to notify the detected device information to the administration server (CS).

When connecting with CS network

If the PC installed with ADT connects with CS network, the automatically detected device information can be automatically notified to Systemwalker Desktop Patrol CS according to the task schedule set up during installation. Therefore, no other special setups are necessary except the "Scheduling of Automatic Detection" which is set during installation.

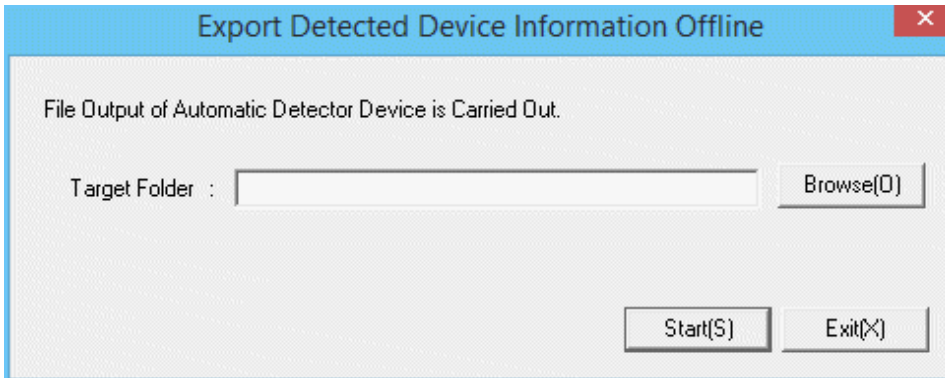
When disconnecting with CS network

If it is required to notify the device information detected offline when the PC installed with ADT does not connect with CS network, the offline export function in the PC installed with ADT can be used to export the device information in the format of CSV.

Notification procedure is shown below:

1. Select **Start > All Programs > Systemwalker Desktop Patrol ADT > Export Detected Device Information Offline**, or **Apps > Systemwalker Desktop Patrol ADT > Export Detected Device Information Offline** from ADT.

The following window appears.



2. Set the following information and click the **Start** button.

Item	Description
Target Folder	The specified folder to which the device information will be exported.

Device information will be exported in the following format to the target export folder.

Export Format: "ADT_yyyymmddhhMMssn.adt"

yyyymmddhhMMss: Execution date and time

n: Retry times for exporting multiple ADT information when filenames are identical.



Note

Do not modify export file name

Modification of export file name will result in failure in importing detected device information via CS, so, do not modify the export file name.

3. Hand over the exported file mentioned in "2." to the system administrator via the mobile medium.

5.3 Uninstallation of ADT

This section describes how to uninstall ADT.

The procedure for uninstalling ADT is shown below:

Delete programs

1. Log on Windows by the account of Administrators group. When other applications are being used, close this application.
2. Select **Add or Delete Programs**, **Add or Delete Applications**, or **Program and Features > Uninstall a program** in **Control Panel**.
3. Select **Systemwalker Desktop Patrol ADT** and click the **Delete** button.
4. Start to uninstall the program. After uninstallation is completed, the **Uninstallation Completed** window appears.



Note

.....

When executing operation in Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012

When executing operation in Windows Vista(R), Windows(R) 7, Windows(R) 8, Windows(R) 10, Windows Server(R) 2008 or Windows Server(R) 2012, the user account control window containing the following message will appear and you are required to select **Permit**.

Please access the computer in case of any unrecognized program
--

.....

Delete installation file folder

After the program is deleted, the case that relevant file folder has not been deleted will occur. At this time, restart OS and delete the target installation file folder of the product via the resource manager.

E.g. Delete C: Program Files\Fujitsu\Systemwalker Desktop Patrol\ADT File Folder

Chapter 6 Managing Smart Devices

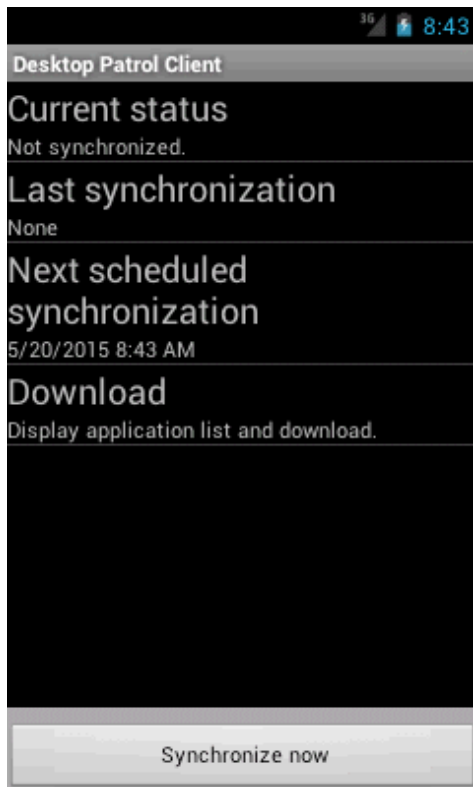
This chapter explains how to manage smart devices (Android devices). iOS devices are managed automatically.

6.1 Synchronizing Inventory Information

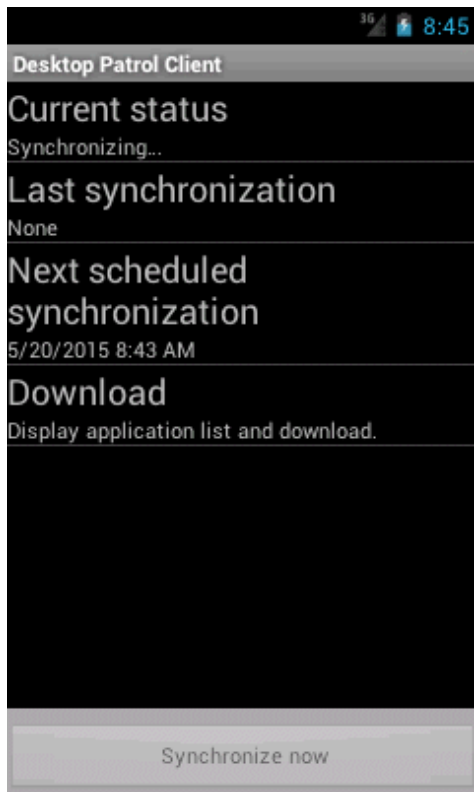
6.1.1 How to Synchronize Inventory Information

Inventory information is synchronized automatically, but can also be configured to be synchronized at a specific time.

- To synchronize the inventory information at a time of your choosing, tap **Synchronize now** button in the screen displayed when the smart device starts up.



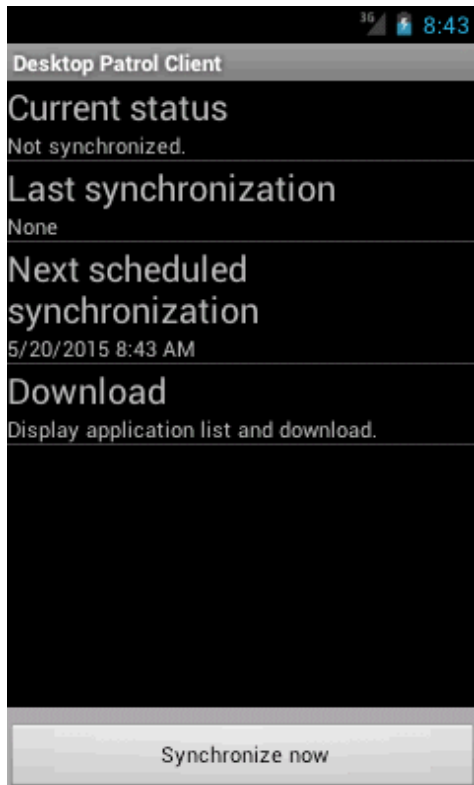
- During synchronization, the information displayed under **Current status** is updated, and **Synchronize now** becomes disabled.



6.1.2 Checking the Operational Status of the Smart Device CT

The screen below can be used to check the operational status of a smart device CT.

- The operational status of smart device CT can be checked in the screen displayed when it starts up.



The following table explains the display items.

Item	Description
Current status	Operational status of the smart device CT. During synchronization, the information displayed under this item is updated. Refer to " 8.6 Messages for Smart Device CT " for details.
Last synchronization	Date and time of the last synchronization with the Smart Device Relay Server (SS). If synchronization has not been performed, None will be displayed.
Next scheduled synchronization	Date and time of the next scheduled synchronization with the SS.
Download	Displays a list of applications.
Synchronize now	Starts synchronization with the SS.

Chapter 7 Installing Applications Distributed to Smart Devices

This chapter explains how to install applications distributed to smart devices.

7.1 Installing Distributed Applications (on Android)

This chapter explains how to install applications distributed to smart devices.

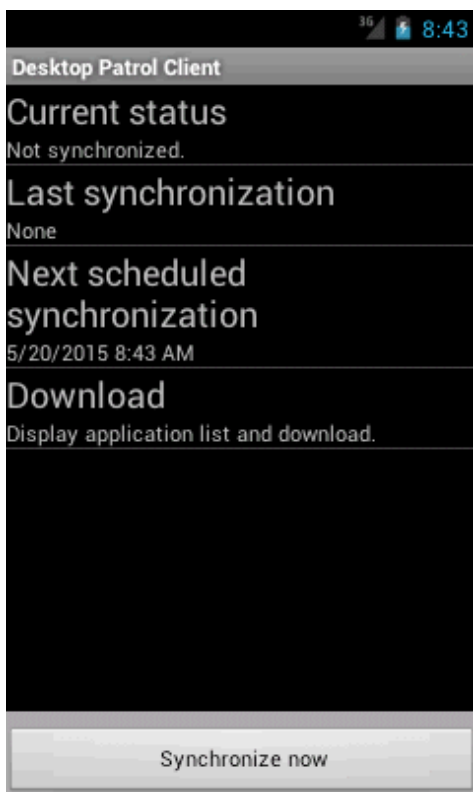
This function is available only on Android.

7.1.1 Confirming Applications

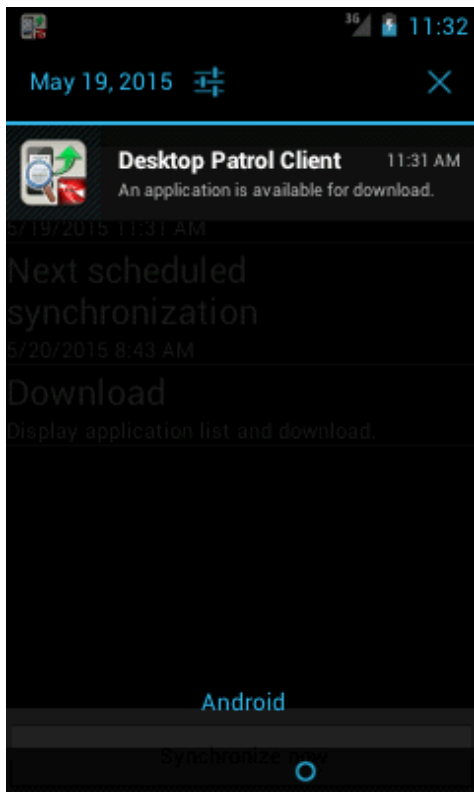
1. Display the list of applications and confirm the application to be installed.

Use either of the following operations to display the list of applications.

- Tap **Download** in the smart device CT screen.



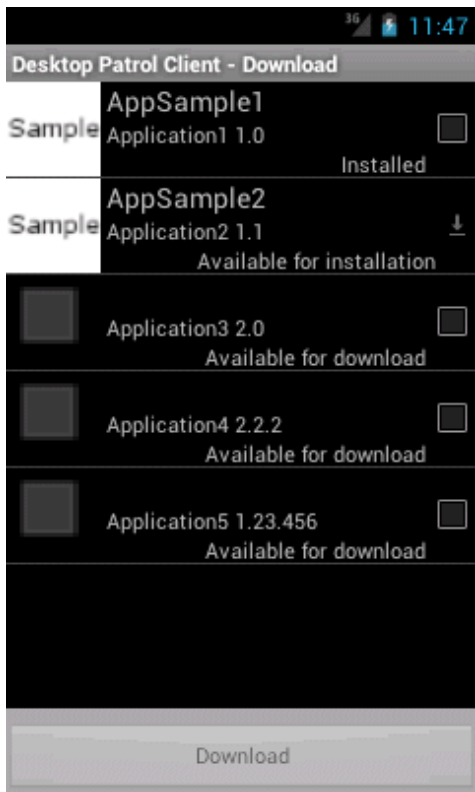
- Tap the **An application is available for download** notification.





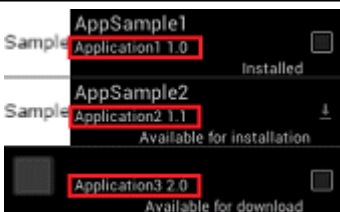
Note

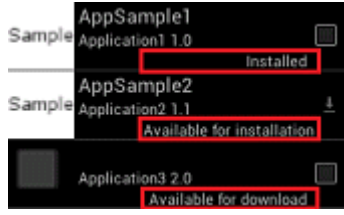

When a new application is registered in the server, inventory information is synchronized and the **An application is available for download** notification is displayed.

2. An application list screen is displayed.



The following table explains the display items.

Item	Description
	<p>Displays an application icon when the status of an application is Available for installation or Installed. An empty icon is displayed when the status of an application is Available for download.</p>
	<p>The application name is displayed when the status of an application is Available for installation or Installed. Nothing is displayed when the status of an application is Available for download.</p>
	<p>Displays the name and version of the application registered by the administrator.</p>

Item	Description
	<p>Displays the status of the application.</p> <p>Installed: The application has already been installed.</p> <p>Available for installation: Download is complete and the application can be installed.</p> <p>Available for download: The application can be downloaded.</p>
	<p>Displays a check box that shows whether an application is selected when the status of an application is Installed or Available for download. This item cannot be selected when the status of an application is Available for installation.</p>

7.1.2 Installing Applications

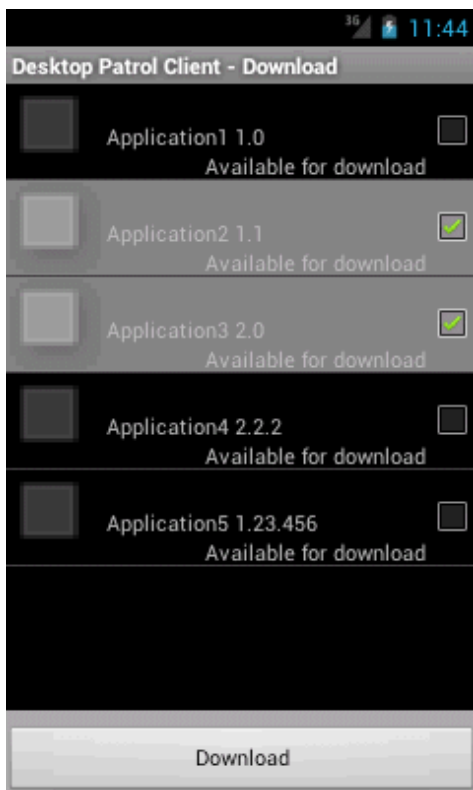
Follow the steps below in the application list screen to install an application.

1. Display the application list.
Refer to "7.1.1 Confirming Applications" for details.
2. "Select an application"
3. "Install the application"

Select an application

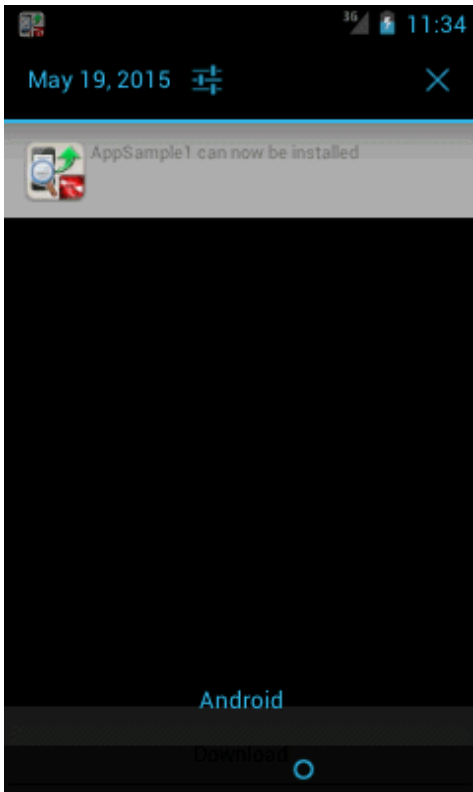
Selecting multiple applications

1. In the application list, tap the name of the application to be downloaded.



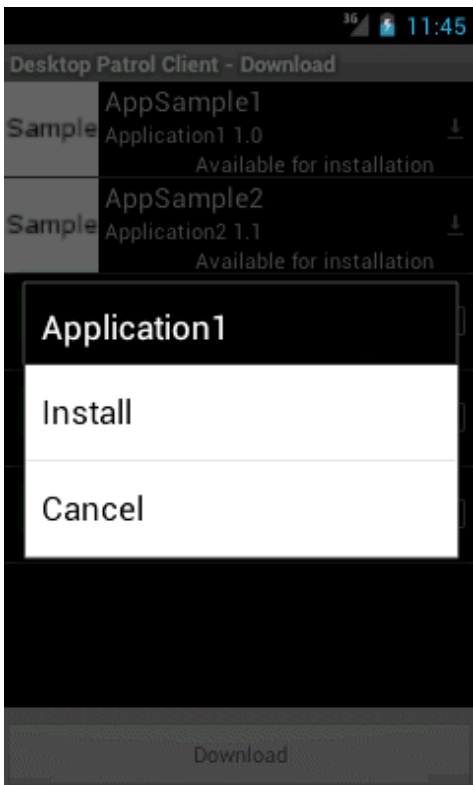
2. Tap **Download**.

3. When download is complete, a notification will be sent for each application. Open the notification area and tap the application to be installed.



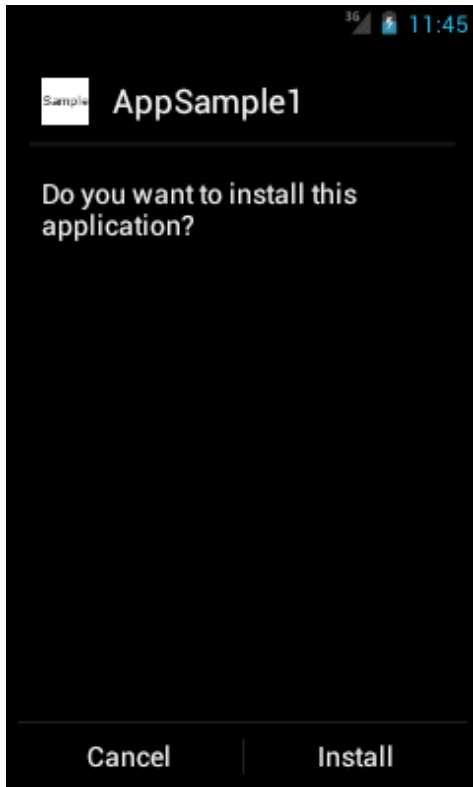
Selecting only one application

1. Tap and hold the application to be downloaded.
2. Tap **Install** in the menu.

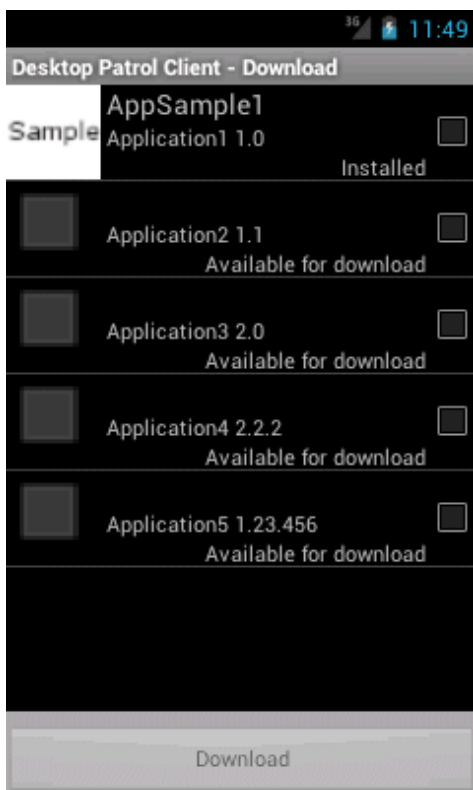


Install the application

1. Agree to install the application.



2. Upon completion of installation, check the status of the application in the application list.



7.2 Installing Distributed Applications (on iOS)

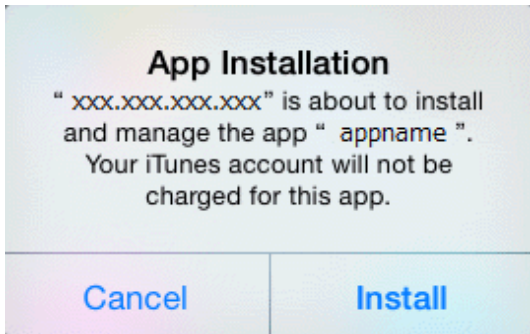
This chapter explains how to install applications distributed to smart devices.

This function is available only on iOS.

7.2.1 Confirming Applications

A screen for confirming installation of the application will be displayed on the relevant terminal (operating system standard GUI).

If multiple applications were distributed, the confirmation screen for the next application will be displayed when operations on the confirmation screen for the current application are complete.



7.2.2 Installing Applications

An application is distributed by the administrator.

When installing an application, the terminal user must agree to the installation by tapping the screen.

Chapter 8 Message List

This chapter describes error messages output from Systemwalker Desktop Patrol, causes of those errors, and actions to take for error correction.

8.1 Messages during Installation/Setup

8.1.1 Messages Output during Installation

The following messages will appear on a PC with Systemwalker Desktop Patrol installed.

Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.

Cause

The "ITBudgetMGR (INV)" service is started.

Action

Stop the "ITBudgetMGR (INV)" service in the Service Setting window and close the Service Setting window. Then perform overwriting installation again.

When outputting again, perform overwriting installation again after a while.

Cannot stop the IIS service.

Cause

An exception occurred in IIS service.

Action

Reinstall after restarting OS.

Cannot start the IIS service.

Cause

An exception occurred in IIS service.

Action

Reinstall after restarting OS.

IT BudgetMGR has been installed. Cannot coexist with IT BudgetMGR. You must uninstall it first to perform installation.

Cause

IT BudgetMGR is installed.

When uninstalling it, the registry created when DTP was installed was not deleted.

Action

Perform the action that is instructed in the message.

IIS Home directory does not exist. Please re-input.

Cause

The directory specified in IIS installation target does not exist.

Action

Perform the action that is instructed in the message.

An invalid operating system to install the product.

Cause

Installation of product was attempted on an operating system that is not supported.

Action

Install the product on a supported operating system.

You must have Administrator privileges on this system to perform installation.

Cause

The user logging on the target operating system does not have the Administrator authority.

Action

Install after logging on as an Administrator.

Please close the service settings window.

Cause

The Service Setting window is opened during the installation procedure.

Action

Close the service setting window.

There is no administrator authority. Processing is interrupted.

Cause

The user that logged on does not have the Administrator authority.

Action

Install after logging on as an Administrator again.

You cannot specify a location immediately under a drive in the installation destination. Set the location in a form of adding a drive name and a pathname. (Example: C:\Systemwalker Desktop Patrol <Systemwalker Desktop Patrol is a pathname>)

Cause

A root directory under a drive is specified in the installation target.

Action

Set the installation target path in a form of adding a drive name and a pathname

Failed to register the DLL for uninstalling the program.

Cause

A memory shortage may have occurred.

Action

Exit other applications and install again.

The drive specification is invalid.

Cause

You have specified a drive other than the local and remote drive.

Action

Specify the local or remote drive.

Available space is not sufficient for installation. Please ensure the available space of the disk, or change the selection.

Variable information

%s1: insufficient disk capacity

Cause

Disk capacity is insufficient.

Action

Install after securing required disk capacity.

Failed to execute the JAVA module.

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

An exception occurred while obtaining system environment. Restart the system and run installer again.

Cause

An exception occurred when getting the system environment variables. Some errors may have occurred in the system.

Action

Restart the system and reinstall.

Uninstaller failed to initialize. You may not be able to uninstall this product.

Cause

Failed to create information required for uninstalling the program.

Action

Install after restarting PC.

An error occurred during data transmission: %s1

Variable information

%s1: error code

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

Failed to load the %s1 DLL.

Variable information

%s1: DLL name

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

Systemwalker Desktop Patrol (Server) cannot be installed after Systemwalker Desktop Patrol (DS) has been installed.

Please execute the installation after the uninstallation.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Systemwalker Desktop Patrol (Server) cannot be installed after Systemwalker Desktop Patrol (CT) has been installed.

Please execute the installation after the uninstallation.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CS) is already installed. To install the DS, uninstall CS beforehand.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

You cannot install Systemwalker Desktop Patrol (DS) if Systemwalker Desktop Patrol (CT) is already installed. To install the DS, uninstall CT beforehand.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol CS installed. Please uninstall, when you install.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

Systemwalker Desktop Patrol CT is not installable if Systemwalker Desktop Patrol DS installed. Please uninstall, when you install.

Cause

The functional components of this product cannot be installed.

Action

Install after confirming both the installation media and the installed media are the same, or uninstalling the installed media.

The newest version is already installed. :Registration version=%s1

Variable information

%s1: version

Cause

You cannot overwrite the media already installed with a version older than it.

Action

Install after uninstalling the media already installed.

Failed to open a file listing product names.

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

An installation place path is too long. Please shorten the path name to specify.

Cause

The path of the installation target is too long.

Action

Specify the installation target path within 64 halfwidth characters.

Installation may be unable to operate normally. Please install again after rebooting a machine.

Cause

As some files were in use while the program was being uninstalled, failed to delete those files.

Action

Reinstall after restarting PC.

Failed to register the registry.

Cause

Failed to register the registry.

Action

Reinstall after restarting PC.

Software downloading (once called Contents downloading)is started. Please execute the installer again after ending this function. Please wait for 5 minutes before executing the installer again if these functions have not been started.

Cause

The software is being downloaded.

Action

Reinstall after the software download is completed.

Performing software download or patch installed. Please execute the uninstallation again after ending these functions. Please wait for 5 minutes before uninstallation if these functions have not been started.

Cause

Software download or patch installation is operating.

Action

Reinstall after the software download or patch installation is completed.

Failed to register the service. The Services window may be open. Close the window and perform installation again.

Cause

"Services Window" is open.

Action

Install after closing the "Services Window".

Failed to start the service.

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

Failed to execute the resident module.

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

Failed to start %s1.

Variable information

%s1: program name

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

%s1 ended abnormally.

Variable information

%s1: program name

Cause

A memory shortage may have occurred.

Action

Install after restarting PC.

Cannot stop the service. Check the service status, and then install it again. Service name: ITBudgetMGR (INV)

Cause

Cannot stop the service.

Action

Install after restarting PC.

The environment settings file cannot be found.

Cause

The environment setup file is not located in the specified directory.

Action

Specify a directory where the environment setup file is stored.

The environment setup procedure has been cancelled. After completing installation, please start "Systemwalker Desktop Patrol CT - Environment Setup" through the menu and be sure to specify the user ID and the PC name.

Cause

The environment setup procedure cannot be completed.

Action

Start the environment setup window and specify the user ID and PC name.

Stop the "ITBudgetMGR (INV)" service and close the Service Setting window, and then perform the installation again.

Cause

The service is being started.

Action

Reinstall after stopping the service and closing the services setting window.

The uninstalling function may not operate normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)

Cause

Software is being downloaded, or the environment setup window is operating.

Action

Exit Windows programs currently in use, and then reinstall.

The uninstallation may not run normally. Exit all Windows programs currently in use, and then perform the installation procedure again. (Detail:Ctd)

Cause

The Inventory collection or policy download function is operating.

Action

Reinstall after a while.

An internal error occurred during the setup procedure. Save the trace file (installation directory \FJSVsbtrs\data\log\Setup.log) and contact the support services to which you subscribed.

Cause

An internal error occurred.

Action

Save the trace file and contact the service desk of contract.

Failed to get the user ID from the environment setup file listing user IDs and PC names. Please enter the user ID.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID to be retrieved from the file.

Action

Enter the user ID.

Failed to get the user ID and PC from the environment setup file listing user IDs and PC names. Please enter the user ID and PC name.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the user ID and PC name to be retrieved from the file.

Action

Enter the user ID and PC name in the environment setup window.

The specified condition is not supported. Please enter the user ID.

Cause

An unsupported condition was specified as the method for getting the user ID.

Action

Enter the user ID in the environment setup window.

Failed to get the PC from the environment setup file listing user IDs and PC names. Please enter the PC name.

Cause

The Windows directory does not contain the environment setup file listing user IDs and PC names, or the file contains an error, which disables the default value of the PC name to be retrieved from the file.

Action

Enter the PC name in the environment setup window.

Unable to set the PC name automatically, because the environment does not allow obtaining the serial number of the computer. Input the PC name.

Cause

Probable status includes the following:

- Serial numbers information is not set correctly in the PC.
- Windows Management Instrumentation (WMI) function is not enabled.
- The operating system is not compatible with a PC with that serial number.

Action

Enter the PC name in the environment setup window.

**Specified condition is not supported.
Input PC name.**

Cause

An unsupported condition was specified as the method for getting the default value of PC name.

Action

Enter the PC name in the environment setup window.

**Unable to set the PC name automatically, because the environment does not allow obtaining the PC name.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Action

Enter the PC name in the environment setup window.

**Unable to set the PC name automatically, because the environment does not allow obtaining the IP address.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Action

Enter the PC name in the environment setup window.

**Failed to get the user ID.
Please enter the user ID.**

Cause

Failed to get the default value of user ID.

Action

Enter the user ID in the environment setup window.

**Failed to obtain PC name.
Please input the PC name.**

Cause

Failed to get the default value of the PC name.

Action

Enter the PC name in the environment setup window.

Provide information in the required field.

Cause

Mandatory input items are not input.

Action

Input the mandatory input items.

The specified port number is invalid.

Cause

The port number entered is not valid.

Action

Set a number for the port within a range from 0 to 65,535.

**Cannot find the setup file in the following directory: %s1
Store the setup file in the above directory.**

Variable information

%s1: specified path of setup file

Cause

The environment setup file does not exist in the specified path.

Action

Reinstall after downloading the installer again.

**Failed to open the following setup file: %s1
Download the setup file, and run Setup again.**

Variable information

%s1: specified path of setup file

Cause

Failed to open the environment setup file.

Action

Reinstall after downloading the installer again.

**Failed to initialize the configuration file.
Uninstall the product first, and install it again.**

Cause

Failed to initialize the environment setup file.

Action

Reinstall.

**Failed to initialize the registry.
Uninstall it, and then perform installation again.**

Cause

Failed to initialize the registry.

Action

Reinstall.

Provide information in the field.

Cause

Nothing is set but space.

Action

Reset items and input

Specify the user name.

Cause

Although a proxy password is entered, no proxy user name is entered.

Action

Enter the proxy user name.

Specify an existing file.

Cause

The specified file does not exist.

Action

Specify a file that exists.

The specified maximum size is invalid.

Cause

The entry for the maximum size of the software storage directory is incorrect.

Action

Enter a number greater than 1 for the maximum size.

Please set the directory for saving distributed software with absolute path.

Cause

An absolute path is not used for setting the software storage directory.

Action

Set the software storage directory by using an absolute path.

Failed to create the directory.

Cause

Failed to create a directory.

Action

Confirm the access authority for the parent directory of specified path. Or specify other directory.

Specify the absolute path to the directory for expanding files.

Cause

An absolute path is not used for setting the decompression target directory.

Action

Set the decompression target directory by using an absolute path.

Could not setup the environment, because the Distribution Server configuration file 'Dsinstall.inf' contains an invalid information.

%s1

Save the file indicated above, and contact your service support representative.

Variable information

%s1: DS environment setup information file path

Cause

The DS environment setup information file (Dsinstall.inf) contains an error.

Action

Save the DS environment setup information file (Dsinstall.inf) and contact the service desk of contract.

Cannot find the Distribution Server configuration file in the following location.

%s1

Store the Distribution Server configuration file in the location indicated above.

Variable information

%s1: DS environment setup information file path

Cause

The DS environment setup information file cannot be found.

Action

Reinstall after downloading the installer again.

No SMEE product is installed, and the SSL communication environment setup window cannot be started. Please operate again after installing the SMEE product.

Cause

The SSL communication environment setup has been started before installing the SMEE product.

Action

Start and perform SSL communication environment setup after installing the SMEE product.

Specify the hard disk on the local drive for the installation folder.

Cause

A hard disk that does not exist in local drive in the installation target was specified.

Action

Specify the hard disk of local drive in installation target folder.

Installation failed. Please check the cause of failure and execute installation again.

Cause

An exception occurred in the installation procedure. Or a Cancel option was selected in the installation procedure.

Action

- In case of canceling installation

Reinstall or return to the initial status by uninstalling. But note that the original environment will be deleted when the cancellation is selected during overwriting installation or upgrade installation.

- In case of exception occurring in the installation procedure

Reinstall after confirming the exception content and excluding the causes, or return to the initial status by uninstalling. But note that the original environment will be deleted when the exception occurred during overwriting installation or upgrade installation.

Failed to check the version of Symfoware.

Cause

Failed to check the version of Symfoware.

Action

The PC environment must be checked.

An older version of Symfoware Server is installed. Therefore, this product cannot be installed on this computer.

Cause

The Symfoware server of old version has already been installed.

Action

Check the PC environment.

Symfoware Programmer's Kit is installed. Therefore, this product cannot be installed on this computer.

Cause

Symfoware Programmer's Kit has already been installed.

Action

Check the PC environment.

Symfoware Client is installed. Therefore, this product cannot be installed on this computer.

Cause

Symfoware client has already been installed.

Action

Check the PC environment.

The incompatible Symfoware Server or Symfoware Programmer's Kit is installed. Therefore, this product cannot be installed on this computer.

Cause

The Symfoware server or Symfoware Programmer's Kit that cannot be combined has already been installed.

Action

Check the PC environment.

An older version of Symfoware client is installed. Therefore, this product cannot be installed on this computer.

Cause

The Symfoware client of old version has already been installed.

Action

Check the PC environment.

An unpredictable error occurs in version check of Symfoware.

Cause

An unexpected error occurred when checking the Symfoware version.

Action

Check the PC environment.

Target location for installing Symfoware is not specified.

Cause

The installation target of Symfoware is not specified.

Action

Specify the installation target of Symfoware.

Target location for installing Symfoware contains character string that cannot be specified "Spaces, '\', '/', :; ; , * ; ? , \", < , > , | " .

Cause

Illegal string is contained in the installation target of Symfoware.

Action

Modify the installation target of Symfoware.

Failed to create installation directory of Symfoware.

Cause

Failed to create the installation target of Symfoware

Action

Modify the installation target of Symfoware.

The specified file system is not NTFS.

Cause

The file system is not NTFS

Action

Check the PC environment.

Failed to obtain the state of World Wide Web Publishing Service. This service needs to be stopped when reinstalling and upgrading this product. Please confirm on the service screen that the service has been stopped before reinstallation.

Cause

Probably, the "World Wide Web Publishing Service" service has been started.

Action

Reinstall after stopping "World Wide Web Publishing Service" through the services window and closing the services window.

The service "World Wide Web Publishing Service" is currently running. You must stop the service first to install, reinstall or upgrade the product. Stop the service using Services, and try again.

Cause

"World Wide Web Publishing Service" service has been started

Action

Reinstall after stopping "World Wide Web Publishing Service" through the services window and closing the services window.

Failed to rename files.

Cause

Failed to rename the file.

Action

Reinstall after restarting PC.

Failed to write the initialization information.

Cause

Failed to write information into the registry.

Action

Reinstall after restarting PC.

Failed to install the installation software instruction (readme.txt).

Cause

Failed to register the software readme file (readme.txt).

Action

Reinstall after restarting PC.

This program requires VGA or higher resolution.

Cause

The resolution may be for unsupported objects.

Action

Reinstall after checking the PC environment.

The specified installation target folder name is too long. It should be 64 halfwidth characters or less to install this product.

Cause

The installation target folder name is too long.

Action

Specify the installation target for this product again.

Cannot find SETUP.EXE to install Desktop Patrol (CS).

Cause

The Setup.exe of Desktop Patrol (CS) is not found.

Action

Reinstall after restarting PC.

Cannot execute SETUP.EXE to install Desktop Patrol (CS).

Cause

The Setup.exe of Desktop Patrol (CS) cannot be started.

Action

Reinstall after restarting PC.

SETUP.EXE for Desktop Patrol (CS) has exited abnormally.

Cause

The Setup.exe of Desktop Patrol (CS) ended abnormally.

Action

Reinstall after restarting PC.

Failed to execute the Internet Information Service command for environment settings.

Cause

Failed to start the Internet Information Server environment setup command.

Action

Reinstall after restarting PC.

Setup has detected that a newer version of Systemwalker Desktop Patrol already installed on this computer.

Cause

The Systemwalker Desktop Patrol whose version is higher than this product version has been installed.

Action

During installation, uninstall the installed product, and then reinstall.

Unable to terminate ATOOLINIT.EXE.

Cause

The atoolinit.exe cannot be stopped.

Action

Reinstall after restarting PC.

ATOOLINIT.EXE has exited abnormally.

Cause

The atoolinit.exe ended abnormally.

Action

Reinstall after restarting PC.

Environment setup is started. Please execute the installer after ending this function.

Cause

The environment setup is operating.

Action

Reinstall after the environment setup is completed.

Failed to set access permission(s) to the installed files and folder. Check the target installation folder(s) and run installer again.

Cause

Failed to set access authority for the specified folders in installation target.

Action

Confirm the access authority of the folder specified in the installation target, and reinstall after restarting the system.

Failed to start setup command of access permission for the target installation folder. Restart the system and run installer again.

Cause

Failed to start the command of access authority for folders specified in installation target.

Action

Reinstall after restarting the system.

Systemwalker Desktop Patrol CT is started. Please execute the installation after ending it.

Cause

Failed to install as Systemwalker Desktop Patrol program has been operating.

Action

Reinstall after completing Systemwalker Desktop Patrol program.

Failed to register the service. As the services setting window is open, please close the window and click [Retry]. [Retry] [Cancel]

Cause

Failed to register the service because the services setting window is open.

Action

Select the [Retry] button after closing the services setting window. Continue installation.

In 64-bit environment, installation target cannot be specified under Program Files. Please specify another installation target.

Cause

The files that belong to Program Files are specified in installation target.

Action

Under 64-digit OS environment, specify files that do not belong to Program Files in installation target path.

Live Help Client bundled with this installer will not be installed because it has already been installed.

Cause

A Live Help Client bundled with another product is already installed on the PC on which you are trying to install CT.

Action

If using a Live Help Client that is bundled with another product, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

Live Help Client bundled with this installer will not be installed because a newer version has already been installed.

Cause

A newer version of Live Help Client is already installed on the PC on which you are trying to install CT.

Action

To keep using the installed Live Help Client, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

Live Help Client bundled with this installer will not be installed because Live Help Client (64-bit) has already been installed.

Cause

A 64-bit version of Live Help Client is already installed on the PC on which you are trying to install CT.

Action

To keep using the 64-bit version of Live Help Client, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help Client, restart the PC and then start the CT installer again.

Live Help Client bundled with this installer will not be installed because the Live Help products (64-bit) have already been installed.

Cause

The 64-bit version of Live Help products (example: Live Help Expert 64-bit version) have already been installed on the PC on which you are trying to install CT, so the 32-bit version of Live Help Client cannot be installed.

Action

To keep using the 64-bit version of Live Help products, click **OK**, and then continue operation as is. In this case, only the CT feature will be installed, and the bundled Live Help Client will not be installed.

If using a Live Help Client bundled with the CT installer, click **OK**, and then select **Cancel** at the bottom of the window to exit the CT installer. After uninstalling the installed Live Help product, restart the PC and then start the CT installer again. Install the 32-bit version of the Live Help product as necessary.

An internal error occurred. (%s1)

Variable information

%s1: Detailed code

Cause

An inconsistency was detected in the processing of the product. It is likely that the downloaded installer is incomplete.

Action

Download the installer again and reinstall.

Failed to install Live Help Client. (%s1)

Variable information

%s1: Error number

Cause

Failed to install Live Help Client. It is likely that the downloaded installer is incomplete.

Action

Download the installer again and reinstall.

8.2 CT Messages

The following messages will appear in CT.

8.2.1 Message Output in Environment Setup

The following messages will appear as Message Box in CT.

The environment setup information is being got from server, and the environment setup cannot be started.

Please execute again after responding to the messages.

Cause

The new environment setup information is being got from server, and the environment setup cannot be started.

Action

Restart the environment setup after responding to the messages.

Cannot change the settings, because the system has downloaded new configuration information. Close the Environment Setup dialog box, and try again.

Cause

The new environment setup information is got when starting the environment setup.

Action

Click the **Cancel** button in the environment setup window and restart the environment setup.

Because software download or Inventory collection is being started, information cannot be modified. Please run again after closing the window that is being started.

Cause

Preparing to modify the connected server when starting the software download or collecting Inventory.

Action

Close the software download window when starting the software download, and click the **OK** button again after a period of time.

The environment setup information is being downloaded from server, and the information cannot be modified.

Please execute again after responding to the messages.

Cause

The new environment setup information is being downloaded.

Action

Click the [OK] button again after responding to the messages.

The environment setup has been started.

Cause

The environment setup is started repeatedly.

Action

Display the started environment setup window.

The connected server is not entered. Please enter the connection server.

Cause

The connected server is not entered.

Action

Enter the IP address or host name of connected server.

A target server name must not contain any of the following characters:

- White spaces

- Special symbols and symbols '+ \ / : ; , * " < > | ?'

Cause

The characters not allowed in connected server are entered.

Action

Enter again after confirming the connected server.

Environment setup has already been started.

Cause

The environment setup is started repeatedly.

Action

Use the started environment setup.

Another user is using environment setup, please start it again later.

Cause

Other user is using the environment setup window.

Action

Completing the use of other user after responding to the messages and then restart the environment setup.

8.2.1.1 Messages on Status Window

Messages Output in "Policy Reception Status" Window

The policy reception is operating normally.

Cause

-

Action

The command execution is ended normally and no processing is required.

Failed to receive policies. Error code=%d**Variable information**

%d: error code

Cause

An exception occurred when receiving policies, thus the policies cannot be received.

Action

If the same message re-appears after the PC environment was checked and the system was restarted, contact the system administrator.

**A network error occurred when receiving policies.
Error code=%d****Variable information**

%d: error code (error code of winsock)

Cause

A network error occurred when receiving policies, thus the policies cannot be received.

Action

If the same message re-appears after the network environment of PC and server was checked and the system was restarted, contact the system administrator.

Error code (information)

11004: the environment of server name specified in the connected server cannot be parsed in the DNS server. Check the following items:

- Whether the server is already registered in the DNS.
- Whether the DNS server is set in the PC network environment.

**A network error occurred when receiving policies.
Error code=-150****Cause**

An error occurred in synchronous connection number when receiving policies, thus the policies cannot be received.

Action

The policies will be received when confirming the new policies that are coming next time.

When the same information appears, confirm the synchronous connection number through the main menu window and modify it as a greater value.

Messages Output in "Inventory Collection Status" Window

The inventory collection is operating normally.**Cause**

-

Action

The command execution is ended normally and no processing is required.

Abnormally ended due to %s.**Variable information**

%s: the following string can be set:

"Inventory collection"
"Hardware information collection"
"Software - file search information collection"
"Software - registry information collection"
"Software - registry search information collection"
"Registry value information collection"
"File information collection"
"User information collection"
"Software dictionary version information collection"
"Software operation policy information collection"
"Software operation information collection"
"Security auditing information collection"
"Systemwalker Desktop series information collection"

Cause

An error may have occurred during inventory collection.

- As the security connection target server or version will collect information immediately after upgrade, the operating environment for connecting to target server may not be prepared.
- An error may have occurred as the available disk space is insufficient.

Action

- Once the distribution cycle of the connection destination server has completed, select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection**, to perform inventory collection again. If errors still occur under this condition, contact the server administrator.
- Restart. Select **Start > All Programs > Systemwalker Desktop Patrol CT > Inventory Collection**, or **Apps > Systemwalker Desktop Patrol CT > Inventory Collection**, to perform inventory collection again. If error still occurs under this condition, contact the server administrator.
- Confirm that there is no problem existing in the PC environment. If errors still occur under this condition, contact the server administrator.

Inventory Collection has been interrupted because:
- The system or the service has been terminated, or
- Inventory Collections has been started while it is still running.

Cause

The processing is interrupted during Inventory collection.

Action

Restart. Perform the Inventory collection again.

If errors still occur under this condition, contact the server administrator.

Network Environment Error.

Cause

Problems may exist in the settings of network environment or connection target server.

The network environment or connection destination server settings may have the following issues:

- The host name specified for the connection destination server is invalid
- The password specified for the registration password is invalid

Action

- Ensure that the connection destination server settings are correct.
 - Does the environment allow name resolution for the host name of the connection destination server?
 - Is communication possible?
 - Network environment
- If the registration password input field is displayed in the **Server** tab, correctly specify the registration password obtained from the server administrator.

If the error persists, contact the server administrator.

Messages Output in "Patch Installation Status" Window

%1 %2 %3

Variable information

- %1: set the time for performing the patch installation
- %2: set the results of patch installation
 - Succeed (detailed code) or
 - Failed (error code)
- %3: set the name of a patch

Cause

Detailed code

- 0: succeed (no need to restart)
- 3010: succeed (must restart)

- Error code: -1
 1. Failed to download patches automatically. A problem may exist in the settings of network environment or connection target server.
 2. Failed to decompress a patch (zip file). You probably have no access authority to the decompression target folder.
 3. Failed to install a patch (failed to execute the installer). The downloaded patch may have been damaged.
 4. Failed to update/save the information of patch download.
- Error code: -3
 1. The available disk space is not enough for patch installation.
- Error code: 1603
 1. In the case of patch installation when logging on, the installer is executed with authority of general user.
 2. The available disk space is not enough for patch installation.

Action

- Error code: -1
 1. Confirm whether the settings of connection target server are correct. In addition, confirm whether the environment can be parsed for the host name of connection target server, whether the communication is allowed, and check the network environment. If errors still occur under this condition, contact the server administrator.
 2. Confirm the authority for accessing to the patch decompression folder of CT.
<Decompression Target Folder> TEMP of Windows system environment variables Example) C:\Documents and Settings\Administrator\Local Settings\Temp If the access authority has no problem, install the patch again.

3. Delete the registered patch through the main menu window, and download the patch again from public server of Microsoft and apply it again.
4. An exception may occur in the environment. Install the patch again. If errors still occur under this condition, contact the server administrator.

- Error code: -3

1. Confirm the available disk space and ensure more space than the necessary.
 <If failure occurred due to the Service Pack> Plus the patch size, confirm that the available space is over 5 times of the patch size.
 <If failure occurred due to the security patch> Plus the patch size, confirm that the available space is over 20 MB.

- Error code: 1603

1. Confirm the available disk space and ensure more space than the necessary.
 <If failure occurred due to the Service Pack> Plus the patch size, confirm that the available space is over 5 times of the patch size.
 <If failure occurred due to the security patch> Plus the patch size, confirm that the available space is over 20 MB.

8.2.2 Messages Output in Patch Installation

AP01-W0001

Windows is not restarted. To make the update valid, please restart Windows.

Cause

Windows is not restarted after the last patch installation.

Action

Restart Windows.

AP01-W0002

Windows is not restarted. To make the update valid, please restart Windows.

Cause

Windows is not restarted after the last patch installation.

Action

Restart Windows.

AP10-W0011

When downloading the latest information of patch, an error occurred in the communication with server.

Cause

The numbers for displayed messages are incorrect.

Action

View the error number for causes in "[Network Error Details](#)" table, and confirm the connection of network.

Network Error Details

Error Number	Error Cause
	Process
10051	The connected server (CS or DS) cannot be connected.
	Probable causes are the following, and confirm: <ul style="list-style-type: none"> - Whether server (CS/DS) is started. - Whether it is able to communicate with server (CS/DS).

Error Number	Error Cause
	Process
10057	The network (LAN line, etc.) is not connected.
	When the communication with server (CS/DS) is interrupted, display the contents according to timing. The operation is not affected.
10060	The communication is over time when connecting to the connected server (CS/DS).
	Probable causes are the following, and confirm: - Whether the connected server is started.
10061	The connected server (CS/DS) is not started.
	Probable causes are the following, and confirm: - Whether the services of server (CS/DS) have been started. - For the used port, whether it can be connected to the network
11001	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and confirm: - The host name of server (CS/DS) cannot be parsed by DNS. - Whether the host name of server (CS/DS) has been registered in DNS server.
11004	The connected server (CS/DS) cannot be parsed by DNS.
	Probable causes are the following, and confirm: - The host name of server (CS/DS) cannot be parsed by DNS. - Whether the host name of server (CS/DS) has been registered in DSN server.
Other Error Number	An exception occurred in the communication.
	There are problems existing in the network environment and confirm the communication environment for PC.

AP10-W0012

When downloading the latest information of patch, an error occurred in the communication with server.

Cause

The numbers for displayed messages are incorrect.

Action

View the error number for causes in "[Network Error Details](#)" table, and confirm the connection of network.

AP22-R1101

Disk capacity is insufficient. The latest information of patch cannot be downloaded. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for downloading the latest information of patch is insufficient.

Action

Delete the unnecessary files and execute again after increasing the available disk space.

AP31-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Action

Delete the unnecessary files and execute again after increasing the available disk space.

AP32-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Action

Delete the unnecessary files and execute again after increasing the available disk space.

AP41-R1101

Disk capacity is insufficient. The patch cannot be searched. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for searching patches is insufficient.

Action

Delete the unnecessary files and execute again after increasing the available disk space.

AP50-E1001

It is unable to start [Patch Installation]. Please execute again later.

Cause

When selecting **Patch Installation** menu, it is unable to start to patch installation because the patch overlaps with operation of planning program.

Action

Execute again later.

AP51-E1201

Patches have not been distributed to the server.

Cause

The patch is not registered (not distributed) in connected server (CS/DS).

Action

Confirm whether Corporate Server (CS) has got patches, whether the connected server (CD or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

AP51-E1202

Cannot download the patches.

Cause

An exception occurred when downloading patches from connected server (CS or DS).

Action

Confirm whether the connected server (CS or DS) has been specified as the distribution target of patch, or whether the patch has been distributed to DS from CS.

AP51-R1101

Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for downloading patches is insufficient.

Action

Delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP51-R1102

Disk capacity is insufficient. The patch cannot be downloaded. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for downloading patches is insufficient.

Action

Delete the unnecessary files and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP51-R1200

**Download has been interrupted.
(Completed downloading: %d, the rest: %d)**

Cause

The **Interrupt** button has been clicked when downloading the patches.

Action

Restart or end the program.

In addition, the downloaded patches will be used next time.

AP51-R1201

Error occurred during download.

Cause

The numbers for displayed messages are incorrect.

Action

View the error number for causes in "[Network Error Details](#)" table, and confirm the connection of network.

AP52-E2901

An error occurred when installing the patch.

Cause

An environment error occurred when installing the patch.

Action

View the error number in "[Patch Installation Error Details](#)" table, and confirm the problems of operating environment.

Patch Installation Error Details

Error Number	Error Cause
	Process
1603	A potential problem occurred in the applied security patches.
	Download and install the invalid security patches from software download window. If the problem cannot be solved, contact the system administrator.
-7	Exceed the number of retries of patch installation error.
	Download and install the invalid security patches from software download window. If the problem cannot be solved, contact the system administrator.
-14	Timeout occurred when patch installation.
	As the phenomenon is possible to occur according to the load status of PC, confirm the load status of PC. When this error occurs again, contact the system administrator.
-1	The decompression of patch data (zip file) downloaded from connected server (CS or DS) failed.
	As the phenomenon is possible to occur according to the load status of PC, confirm the load status of PC. When this error occurs again, contact the system administrator.
	Processing of system administration.
	As the patch registration may fail, register the patch of failed decompression again through the main menu.
-3	As available disk capacity is insufficient when patch installation, the patch is not applied.
	Confirm the available space of OS installation drive.
Other Number (Positive Number)	A potential problem occurred in PC environment.
	Contact the system administrator.
Other Number (Negative Number)	An error occurred when patch installation.
	Contact the system administrator.

AP52-R1101

Disk capacity is insufficient. The patch cannot be applied. Please confirm the available disk capacity and retry.

Cause

The disk capacity required for patch installations is insufficient.

Action

Delete the unnecessary files, and execute again after increasing the available disk space.

In addition, the processing can be performed again when patch installation next time.

AP59-W0021

A communication error occurred during download, and the processing is cancelled. (Remainder: %d)

Cause

A communication error occurred when downloading the patch.

Action

Confirm the network connection.

The processing can be performed again when patch installation next time.

AP59-W0022

The disk capacity is insufficient.Patch download has been cancelled.Please check the available disk capacity.(The rest: %d)

Cause

The disk capacity required for downloading patches is insufficient.

Action

Delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

AP59-W0023

The disk capacity is insufficient.Patch installation has been cancelled.Please check the available disk capacity.(The rest: %d)

Cause

The disk capacity required for patch installations is insufficient.

Action

Delete the unnecessary files to increase the available disk space.

The processing can be performed again when patch installation next time.

i0001

**The applied patch does not exist.
All the patches have been applied.**

Cause

When all required patches are in use, the **Patch Installation** menu is selected.

Action

The special processing is not required.

i0002

**The applied patch does not exist.
All the patches have been applied.**

Cause

When all required patches are in use, the **Patch Installation** menu is selected.

Action

The special processing is not required.

Users that are not administrator cannot use this function.

Cause

In the environment where terminal service is used, the user without Administrator authority has started the patch installation by using the remote desktop connection.

Action

Take any of the following action.

- Use the console connected to PC to log on and start the patch installation.
- Log on as Administrator and start the patch installation.

Patch installation has not been permitted.**Cause**

The security patches are not set to apply to CS and DS.

Action

When installing security patches to CS and DS, modify the settings according to "Steps to Install Security Patches to Server" of *Systemwalker Desktop Patrol Operation Guide: for Administrators*. After receiving the policies whose settings are modified, restart the patch installation.

Patch installation has been started.**Cause**

The patch installation is started repeatedly.

Action

Use the started patch installation.

Another user is using patch installation, please execute again later.**Cause**

Other user is using the patch installation window.

Action

After the responding message is displayed and the application of other user is finished, restart the patch installation.

8.2.3 Messages Output During Software Download

The following messages will appear as Message Box in the Software Download Window.

An error occurred while saving. (Inventory client properties)**Cause**

Failed to save the new connected server name when switching servers.

Action

Retry to switch the connected server. If the error still occurs, contact the system administrator.

There is not enough disk space to download the software. Drive: %s, necessary disk space: %d Kbytes**Cause**

Disk capacity is insufficient.

Action

Delete the unnecessary files ,and execute again after increasing the available disk space.

Failed to download the software.**Cause**

Failed to get software information.

Action

Confirm that the registered software information is in order, and then download again.

Cannot start Software Download, because the system is currently obtaining new software information. If Software Download is launched from a new software notification or after checking new software, or if

you have configured automatic installation for patches, wait until the current process is completed and try again.

Cause

Probable causes are the following:

- A policy is being got upon logon.
- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

Action

Confirm whether any of the following functions is operating. If any of them is operating, execute again after that function is completed.

- A policy is being got upon logon.
- Automatic patch installation is under way.
- Automatic software download is under way.
- The incoming dialog box is displayed.

Cannot start Software Download, because the system is currently collecting inventory information.

Cause

The software download cannot be started since inventory is being collected.

Action

Execute again after confirming the following contents.

- Whether the inventory is being collected.

Communication is not possible since the version of the connected target server is too old. Please contact the server administrator to confirm the version of the connected target server.

Cause

Connection is not possible since the product version of the connected server specified in the environment setup window is too old.

Action

Confirm the product version of the connected server, or confirm whether the connected server is correct in the environment setup window.

Please confirm the connected server name.

Cause

The server specified in the connected server in the environment setup window cannot be connected.

Action

Confirm whether the connected server in environment setup window is correct.

Communication with the server has been cancelled. Please confirm the status of the connected server, and then execute again.

Cause

Communication with the server has been disconnected.

Action

Confirm the status of the connected server, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.

The server returned an unexpected response. (A server that is not the software distribution server returned an error.)

- Check the name of the upstream server,
- Check the port number of the upstream server, and
- Check the proxy server settings.

Cause

The connected server is not specified correctly.

Action

Confirm whether the connected server is correct in environment setup window.

Failed to receive data from the server. Please confirm the status of the network and the connected server.

Cause

An error occurred while receiving data from the connected server.

Action

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

The size of the software is too large to receive.

Cause

The size of the specified software has exceeded 2 GB, which is too large to be downloaded.

Action

The specified software cannot be downloaded.

Socket connection failed. Please execute again after confirming the network environment.

Cause

In socket connection, communication to the connected server failed.

Action

Execute again after confirming the network environment of client.

Failed to initialize communication. Please execute again after confirming the network environment.

Cause

Failed to initialize communication processing to the connected server.

Action

Execute again after confirming the network environment of client.

Please confirm the connected server name in environment setup window.

Cause

A value other than a host name or an IP address is set for specifying the connected server name in the environment setup window.

Action

Confirm whether the connected server is correct in environment setup window.

A communication error was detected while downloading software.

Unable to obtain the address of the server. Check if:

- **The correct server name is specified in the SoftwareDownload window or in the Server tab of the Environment Setup dialog box, and**
- **The network is configured properly on the operating system.**

Cause

Failed to get the IP address of the connected server specified in server switching in the software download image or environment setup window.

Action

Confirm the following contents and execute again.

- Whether the connected server specified in the software download or environment setup window is correct.
 - Check the Hosts file and settings of DNS.
-

A communications error was detected in getting the software information.

Failed to connect to the connected server. Please confirm the network status.

Cause

Failed to connect to the connected server.

Action

Confirm the status of the connected server, client or the communication device, and then execute again.

- Whether the connection server is started.
 - Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
 - Whether it is possible to communicate with the connected server.
-

Failed to shut down the communication. Please confirm the network status.

Cause

Failed to shut down communication with the connected server.

Action

Execute again after confirming the network status.

Failed to close the communication. Please confirm the network status.

Cause

Failed to close the communication with the connected server.

Action

Execute again after confirming the network status.

No response from the server. Please execute again after confirming the network status.

Cause

There is no response from the server during the communication with the connected server.

Action

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

A communication Header is incorrect. Please confirm the network status.

Cause

The abnormal data was received during the communication with the connected server.

Action

Execute again after confirming the following contents.

- Whether the network can operate normally.
- Whether the connected server in environment setup window is correct.

The connection to server is disconnected. Please confirm the network status.

Cause

An error occurred during the communication with the connected server.

Action

Communication with the connected server has been disconnected. Confirm the following contents and execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server (LAN Cable, Router and Hub).
Whether there is a problem existing in communication device (the LAN cable, router, and hub) between the connected server and the client.

Failed to send data to the server. Please confirm the network status.

Cause

An error occurred while sending data from the connected server.

Action

Confirm the status of the connected server or the communication device.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

The data received from the server are corrupted.

- Check the operating status of the server.

- Check the network route to the server.

Cause

The abnormal data was received during the communication with the connected server.

Action

Confirm the status of the connected server or the communication device, and then execute again.

- Whether the connection server is started.
- Whether "ITBudgetMGR (INV)" of Desktop Patrol service on the connected server is started.
- Whether it is possible to communicate with the connected server.

No software is installed in the connected server.**Cause**

The software specified when downloading the software does not exist in the connected server.

Action

Check the following items:

- Whether the connected target server is correct.
- Whether the software is registered in the server.

If the message still appears after confirmation, contact the service desk.

Available disk space is insufficient.**Please delete unnecessary files to increase available disk space, and then execute again.****Cause**

The available disk capacity is insufficient and failed to download the software.

Action

Delete the unnecessary files, and execute again after increasing the available disk space.

Please confirm the settings of the access authority for accessing to the file and folder.**Cause**

Failed to download the software because access authority is not granted for the folder.

Action

Confirm the access authority for the specified folder, or specify a different folder for which you have access authority, and then execute again.

Failed to save the software. Specify the short path to the folder, and try again.**Cause**

Failed to save the software because the path name of the folder for saving the software is too long.

Action

Specify a short path name in the folder for saving software, and then execute again. Specify the path name within 256 characters.

Available memory space is insufficient.**Please execute again after exiting the started applications.****Cause**

An error occurred as the available space of memory is insufficient.

Action

Execute again after exiting the executed applications.

Failed to get the software or patch information from the connected server.**Failed to get information due to the limitation of the number of servers that can be connected.****Cause**

Probable causes are the following:

- When it is connected through the client after exceeding the maximum of simultaneous connection to connected server.
- When an error that cannot be continued processing occurs as data is damaged or program failure occurred.

Action

Take the following actions.

- Apply the software and patch again.
- Confirm the synchronous connection number through the main menu window, and modify it as a greater value.

If the above action does not eliminate the phenomenon, contact our technical staff.

**Installation has not been ended normally.
Please reinstall after uninstalling it completely.**

Cause

Installation may have failed or may be terminated.

Action

Files necessary for the program does not exist.

Reinstall after uninstalling it.

**An exception occurred in the environment setup file.
Please contact the server administrator.**

Cause

An exception occurred in environment files used in Desktop Patrol.

Action

Contact the server administrator.

**An internal inconsistency was detected while downloading software.
Contact the server administrator.**

Cause

The disk capacity of the saving target is insufficient when downloading software from the connected server.

Action

Confirm the available disk capacity for the following drives:

- Target drive for product installation
 - Drive specified in the environment variables TEMP and TMP
-

Software Download is already in use.

Cause

The software download is started repeatedly.

Action

Use the started software download.

Another user is using software download, please try again later.

Cause

Other user is using the software download window.

Action

Exit other user's applications after responding to the message, and restart the software download.

8.2.4 Messages in Diagnosis Result Window of Operation Settings

**Incorrect administrator name or password.
Please enter again.**

Cause

The password is incorrect when modifying the diagnosis.

Action

Enter the correct password.

The diagnosis result of application settings has been started.

Cause

The diagnosis of use setup is started repeatedly.

Action

Use the started diagnosis of use setup.

Another user is using the diagnosis result of application settings, please try again later.

Cause

Other user is using the diagnosis of use setup.

Action

Complete the other user's use after responding to the message, and then restart the diagnosis of use setup.

8.3 Messages Output in main menu

8.3.1 Common

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

Exception occurred in the system. Please contact the system administrator.

Cause

An error occurred in the system on Desktop Patrol CS.

Action

Confirm the status of the network and Systemwalker standard database. If the problem is still existing, contact the system administrator of Desktop Patrol CS.

Internal system error occurred. (Code: %s)

Variable information

%s: error code

Cause

An internal system error occurred.

Action

Take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Confirm the Systemwalker standard database.

57: Failed to read the registry. Contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Contact the system administrator of Desktop Patrol CS.

This function is being used by another user. If settings continues, data integrity cannot be ensured. Do you want to continue?

Cause

Possible causes are as follows:

- The same feature is being operated from another device
- The operating system was restarted or shut down while this feature was in use

Action

Ensure that the same feature is not being operated by another device by logging out from other devices so that operations are only performed from a single device.

If the same feature was not being operated by another device, it is possible that the operating system was restarted or shut down while this feature was in use, so click **OK** to continue processing. If the operating system was restarted or shut down, this message will be output up to one hour at maximum after restart or shutdown.

8.3.2 Logon

Messages appear as Message Box in logon window.

Please enter the user ID.

Cause

The user ID has not been entered.

Action

Enter the user ID.

Please enter the password.

Cause

The password has not been entered.

Action

Enter the password.

Messages appear in Browser

Specified User ID or Password is incorrect.

Cause

Specified User ID or Password is incorrect.

Action

Specify correct user ID or password.

8.3.3 Status

Messages appear as Message Box in status window.

[%1] %2 The server cannot be connected. %3

Variable information

%1 Feature name

%2 message code

%3 detailed message

Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- Whether the Web server installed with Systemwalker Desktop Keeper has been started.
- The version of Systemwalker Desktop Keeper is later than V14.2.0.
- Set URL of Systemwalker Desktop Keeper in environment setup window.

Action

Take the following actions.

- Confirm whether the Web server installed with Systemwalker Desktop Keeper has been started, and if it has not been started, start and execute again.
- Confirm that the version of Systemwalker Desktop Keeper is later than V14.2.0. If it is not later than V14.2.0, it cannot be linked.
- Set URL of Systemwalker Desktop Keeper in environment setup window, and execute the operation again.

[%1] %2 Error occurred in user ID or password specifying. %3

Variable information

%1 Feature name

%2 message code

%3 detailed message

Cause

Systemwalker Desktop Keeper cannot be displayed due to the following causes.

- The user specified when logging on Systemwalker Desktop Keeper does not exist.
- The user and password used to log on Systemwalker Desktop Keeper are different from those specified during logon.

Action

Take the following actions.

- Confirm that user has existed in Systemwalker Desktop Keeper, and if the user does not exist, add the user and execute the operation again.
- Execute the operation again after confirming that the user and password registered in Systemwalker Desktop Keeper are the same as those registered in Systemwalker Desktop Patrol.

[%1] %2 Error occurred when logon. %3

Variable information

%1 Feature name

%2 message code

%3 detailed message

Cause

An error occurred while logging on Systemwalker Desktop Keeper.

Action

Confirm whether the database of Systemwalker Desktop Keeper is operating and execute the operation again.

[%1] %2 The authority is insufficient. %3

Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

Cause

The logon user is not the user who can use Systemwalker Desktop Keeper.

Action

Confirm the authority of user registered in Systemwalker Desktop Keeper, and if the user does not have authority, execute the operation again after granting it authority.

[%1] %2 Error occurred in the server. %3

Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

Cause

An exception occurred in the server of Systemwalker Desktop Patrol or Systemwalker Desktop Keeper.

Action

Confirm whether the following services are operating, and execute the operation again.

- SymfoWARE RDB SWDTP service of Systemwalker Desktop Patrol
- SWLevelControl service of Systemwalker Desktop Keeper
- SymfoWARE RDB SWDTK service of Systemwalker Desktop Keeper

[%1] %2 Connection error occurred. HTTP error %3

Variable information

- %1 Feature name
- %2 message code
- %3 detailed message

Cause

A HTTP error occurred.

Action

Confirm whether the following services are operating, and execute the operation again.

- Web server installed with Systemwalker Desktop Patrol
- Web server installed with Systemwalker Desktop Keeper

In addition, confirm the network is connected and execute the operation again.

8.3.4 PC Information

Messages Output in Inventory Information

The following messages will appear in Browser.

The selected PC was deleted.

Cause

The corresponding PC was deleted through another user' operation.

Action

This is not an error, and no processing is required.

Corresponding data does not exist.

Cause

There is no PC in or under the selected section.

Action

This is not an error, and no processing is required.

[%1] %2 Data does not exist. %3

Changeable Information

%1 Product name

%2 Message code

%3 Details

Cause

The possible causes for that Systemwalker Desktop Keeper cannot be displayed are as follows:

The PC information does not exist in Systemwalker Desktop Keeper.

An error occurs on the server for Systemwalker Desktop Keeper.

Action

To solve the problem, proceed as follows:

Perform the operation after adding the PC information to Systemwalker Desktop Keeper.

Perform the operation after ensuring that the database for Systemwalker Desktop Keeper is running properly.

Unsupported Objects

Cause

The PC is incapable to process.

Action

Upgrade CT on the PC to a proper version or install CT of a proper version on the PC.

Process it manually on the target PC if the upgrade or installation cannot be performed.

Command Mode CT

Cause

The CT in command mode cannot process.

Action

Process it manually on the target PC.

No Response

Cause

No response is given from the PC and the problem cannot be processed.

Action

Ensure that the PC exists, and that the power and network connection is normal.

Non-object CS/DS

Cause

The possible cause is as follows:

CS or DS on the selected PC are not the objects that security patches are supposed to apply to.

Action

To solve the problem, proceed as follows:

Select the CS or DS on the **Environment Setup > Option > Install security patches to CS/DS** menu.

Failure in Downloading Security Patches

Cause

The possible cause is as follows:

The selected PC failed to download security patches from the connection server.

Action

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the connection server properly.

Check whether security patches are distributed to the connection server.

Failure in Installing Security Patches

Cause

The possible cause is as follows:

An environment error occurs when security patches are being installed.

Action

To solve the problem, proceed as follows:

Select correct PC environment, and check the fault number in [Patch Installation Error Details](#) and find the cause.

Failure in Sending Inventory

Cause

The possible cause is as follows:

The selected PC failed to send the Inventory information to the connection target server.

Action

To solve the problem, proceed as follows:

Ensure that the selected PC connects to the connection server properly.

Failure

Cause

The possible cause is as follows:

An error occurs on CT that is processing problems.

Action

To solve the problem, proceed as follows:

Collect CT logs and contact the technical support based on the actual situation.

8.4 Messages Output in download menu

Common

The following messages will be output in Desktop Patrol Main Menu or Desktop Patrol Download Menu.

Exception occurred in the system. Please contact the system administrator.

Cause

An error occurred in the system on Desktop Patrol CS.

Action

Confirm the status of the network and Systemwalker standard database. When there is no problem existing, contact the system administrator of Desktop Patrol CS.

Internal system error occurred. (Code: %s)

Variable information

%s: error code

Cause

An internal system error occurred.

Action

Take action according to the network status or the error code.

53: An error occurred in the Systemwalker standard database. Confirm the Systemwalker standard database.

57: Failed to read the registry. Contact the system administrator of Desktop Patrol CS.

99: An internal conflict occurred. Contact the system administrator of Desktop Patrol CS.

8.5 Messages for ADT

This section describes messages output through the ADT when performing automatic detection of device information.

The following messages will be output to the event log.

Source: DTPA

ID:4 The notification of device information has been completed.

Cause

Completed notification of the device information to the CS server.

ID:5 Failed to notify the device information. Details (%1)

Variable information

%1: Cause of the error

Cause

Failed to issue device information notifications to the CS server due to the error in %1.

Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically detected on the next restart of the PC.

ID:6 Failed to collect the device information. Details (%1)

Variable information

%1: Cause of the error

Cause

Failed to collect device information for the CS server due to the error in %1.

Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically detected on the next restart of the PC.

ID:8 The update confirmation processing failed. Details (%1)

Variable information

%1: Cause of the error

Type

Error

Cause

Failed to check update information for the CS server due to the error in %1.

Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically handled during the next processing.

ID:11 The program of Systemwalker Desktop Patrol ADT has been started.

Cause

Systemwalker Desktop Patrol ADT started.

ID:12 The program of Systemwalker Desktop Patrol ADT has been stopped.

Cause

Systemwalker Desktop Patrol ADT stopped.

ID:13 Failed to start the program of Systemwalker Desktop Patrol ADT. Details (%1)

Variable information

%1: Cause of the error

Cause

Failed to start Systemwalker Desktop Patrol ADT due to the error in %1.

Action

Remove the cause of the error according to the error message, and then restart the PC.

ID:15 The program of Systemwalker Desktop Patrol ADT has been updated.

Type

Info

Cause

Systemwalker Desktop Patrol ADT programs were automatically updated.

ID:16 Failed to update the program of Systemwalker Desktop Patrol ADT. Details (%1)

Variable information

%1: Cause of the error

Type

Error

Cause

Failed to automatically update Systemwalker Desktop Patrol ADT programs due to error in %1.

Action

Remove the cause of the error according to the error message, and then restart the PC. If the cause of the error is temporary, it will be automatically handled during the next processing.

8.6 Messages for Smart Device CT

The following messages are displayed when using CT for smart devices.

Collecting information...

Cause

The information required for synchronization processing is being collected.

Action

Wait until processing is complete.

The information has been collected.

Cause

None.

Action

Operation is running normally, so no action is required.

Synchronizing...

Cause

Synchronization processing is being performed.

Action

Wait until synchronization is complete.

Running normally.

Cause

None.

Action

Operation is running normally, so no action is required.

The URL used for synchronization has not been specified.

Cause

Neither the enterprise server URL nor the Internet URL has been specified.

Action

Specify an enterprise server URL and/or Internet URL.

Cannot connect to the server.

Cause

An error has occurred when trying to communicate with the server.

Action

Check the following, and perform synchronization again.

- Is the enterprise server URL or Internet URL valid?
 - Has the network been disconnected?
 - Is flight mode on?
-

Failed to synchronize.

Cause

Possible causes are as follows:

- An error has occurred when trying to communicate with the server.
- The network was disconnected during synchronization.
- An error occurred on Systemwalker Desktop Patrol SS.

Action

Check the following, and perform synchronization again.

- Is the enterprise server URL and Internet URL valid?
- Has the network been disconnected?
- Is flight mode on?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform synchronization again.

Not synchronized.

Cause

Synchronization has not been performed after specifying an enterprise server URL and/or Internet URL.

Action

Check the network connection, and perform synchronization.

Collecting investigation data...

Cause

Investigation data is being collected.

Action

Wait until collection of investigation data is complete.

Failed to collect the investigation data.

Cause

Possible causes are as follows:

- Failed to access external storage.
- There is insufficient available external storage space.

Action

Check the following, and then collect investigation data again.

- Is external storage installed?
- Is external storage mounted?
- Does the external storage have available disk space?

An application is available for download.

Cause

None.

Action

An application is available for download. You can reference the application list by tapping the notification.

%s1 can now be installed.

Variable information

%s1: Application

Cause

None.

Action

The application download was completed. It can now be installed by tapping the notification.

%s1 Begin downloading

Variable information

%s1: Application

Cause

None.

Action

Operation is running normally, so no action is required.

%s1 Downloading...

Variable information

%s1: Application name

Cause

None.

Action

Operation is running normally, so no action is required.

%s1 Failed to download

Variable information

%s1: Application name

Cause

Possible causes are as follows:

- Failed to access external storage.
- There is insufficient available external storage space.
- The network was disconnected while downloading was in progress.
- An error occurred on Systemwalker Desktop Patrol SS.

Action

Check the following, and then perform the download again.

- Is external storage installed?
- Is external storage mounted?
- Does the external storage have available disk space?
- Is the enterprise server URL and Internet URL valid?
- Has the network been disconnected?
- Is flight mode on?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform the download again.

%s1 cannot be installed

Variable information

%s1: Application

Cause

Possible causes are as follows:

- There is insufficient available external storage space.
- The file is corrupted.
- The application cannot be installed.

Action

Check the following, and then perform the download again.

- Does the external storage have available disk space?

If the issue is not resolved even after taking the above action, contact the administrator, and after solving the issue, perform the download again.

%s1 cannot be downloaded because the external storage cannot be used

Variable information

%s1: Application

Cause

Possible causes are as follows:

- There is insufficient available external storage space.

- Failed to access external storage.

Action

Check the following, and then perform the download again.

- Does the external storage have available disk space?
- Is external storage installed?
- Is external storage mounted?

%s1 cannot be downloaded due to the administrator settings

Variable information

%s1: Application name

Cause

Possible causes are as follows:

- Distribution was stopped by the administrator.
- Distribution tasks were deleted by the administrator.
- The enterprise server URL and Internet URL are invalid.
- The enterprise server URL and Internet URL do not support application distribution.

Action

Check the following, and then perform the download again.

- Is the enterprise server URL and Internet URL valid?
- Do the enterprise server URL and Internet URL support application distribution?

If the issue is not resolved even after taking the above action, contact the administrator to request distribution.

Glossary

Android device

A smart device in which Android(TM) is installed.

Batch Processing

It refers to automatically changing the setups of the violation items in "Power Saving"/ "Security Setup" via the interface operation based on PC user.

CS

CS is the abbreviation of Systemwalker Desktop Patrol CS (Corporate Server).

CT

CT is the abbreviation of Systemwalker Desktop Patrol CT (Client Terminal).

Desktop Keeper Information

It is allowed to search installation and setup status of safety countermeasure software "Systemwalker Desktop Keeper" on the PC installed with Systemwalker Desktop Keeper as security information.

Diagnosis result window of operation settings

It refers to the diagnosis result window of power saving setup and security setup of PC.

The PC user can confirm the diagnosis result and make some necessary modifications via this window.

Download menu

It is an entry interface to download the installation programs for CT installation. The download menu is displayed via the browser.

DS

DS is the abbreviation of Systemwalker Desktop Patrol DS (Domain Server).

EXE Information

EXE information refers to the attribute information of execution file (extension name is .exe) in the PC, which can be searched via Inventory. The attribute of execution files on CTs is browsable.

File Distribution Function

It is a function to distribute files to multiple CTs through simple operation according to the distribution setups in CS.

Hardware Information

It is one sort of Inventory information and mainly refers to the information of computer hardware, e.g. CPU type, size of loaded physical memory, disk capacity, etc.

Inventory Collection Function

It refers to the function to send the Inventory information collected in the CT to CS or DS.

Inventory Information

Inventory information refers to the information necessary for managing the actual status of the PC, including the hardware information (e.g. CPU, disk capacity), software product information (e.g. the name of installed software product) and security information (e.g. version management of virus definition file of the antivirus software, installation of security Patches).

iOS device

A smart device in which iOS is installed .

IP address

Generic term for IPv4 and IPv6 addresses.

Main menu

It is an entry interface to browse the Inventory information collected by PCs, which is displayed via the browser.

product information

Information collected on the software listed in **Uninstall a program** and **Add or Remove Programs** (or **Programs and Features**) > **View installed updates**.

Registry Information

It refers to the information existing in the registry of OS, and it can be confirmed when desired to set the registry information via the main menu.

smart device

Generic term for Android devices and iOS devices.

smart device CT

CT is the abbreviation of Systemwalker Desktop Patrol Client.

Software Distribution

It is a function to distribute the registered softwares in CS and DS to CTs.

Software Information

It is one sort of Inventory information and refers to the information about the name and version of the software products installed in the computer and searched via the software retrieval dictionary. It is allowed to confirm the software product information according to file name, file size, and the save target of registry information of Windows.

SS

SS is the abbreviation of Systemwalker Desktop Patrol SS (Smart Device Relay Server).

Systemwalker Desktop Patrol Client

Client used in smart devices. It is installed on smart devices that manage the assets through inventory collection.

Sometimes, it is abbreviated as "smart device CT".

Systemwalker Desktop Patrol CS (Corporate Server)

It defines the installation policy of software distribution and Inventory information search policy and is responsible to distribute them to the servers of PCs.

Additionally, it saves ICT asset information (ICT database) and personal or section information database, as well as distributes security patches and provides security auditing and license management service via the Web browser. Normally, one will be installed at one company.

Sometimes, it is abbreviated as "CS".

Systemwalker Desktop Patrol CT (Client Terminal)

It is installed in the PC which searches the management assets via Inventory and can distribute software and receive security patches via CTs. Sometimes, it is abbreviated as "CT".

Systemwalker Desktop Patrol DS (Domain Server)

It refers to the server to provide transfer or save service for collection or distribution of installation policy, Inventory information and software.

The purpose of installing the server mainly lies in dispersing load, which always takes effect when the CT locates on the remote and low-speed line, or the volume of distributed software is larger.

Sometimes, it is abbreviated as "DS".

Systemwalker Desktop Patrol SS (Smart Device Relay Server)

Server used to manage smart devices. It is installed between the Corporate Server (CS) and the Client Terminal (CT) for smart devices. It relays inventory information from smart devices to CS. It can either reside or not reside with a CS to operate.

Sometimes, it is abbreviated as "SS".

System Security

It is allowed to collect the setup status of BIOS and system login status from PCs as system safety information.

User Security

It is allowed to collect setup status of screen saver program and security class setup status of Internet Explorer from PCs as security information of user setup.