Remote Symantec Agent Diagnostics Utility

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Prerequisite	Description
Operating System	Any of the following:
	Windows 7 SP1
	Windows 8
PowerShell	PowerShell version 3.0. Install Windows
	Management Framework 3.0 to run Windows
	PowerShell 3.0.
.NET Framework 4.0 or 4.5	Windows PowerShell 3.0 requires the full
	installation of Microsoft .NET Framework 4.
	Windows 8 includes Microsoft .NET Framework
	4.5 by default, which fulfills this requirement.
	To install Microsoft .NET Framework 4.5
	(dotNetFx45_Full_setup.exe), see <u>Microsoft .NET</u>
	Framework 4.5 on the Microsoft Download
	Center.
	To install the full installation of Microsoft .NET
	Framework 4 (dotNetFx40_Full_setup.exe),
	see Microsoft .NET Framework 4 (Web
	Installer) on the Microsoft Download Center.
Symantec Management Agent	Symantec Management Agent version 7.1

Features	Description
Retrieve Agent Details	Retrieve Symantec agent details from a remote
	computer. This populates the main screen.
View Logs	Retrieve remote Symantec agent log data.
	Choose one or more logs on remote computer.
Update Configuration	Force selected computer to update configuration
	request.
Send Basic Inventory	Force selected computer to send basic inventory.
View Client Policies	View the client policy XML file on the remote
	computer. Useful to see what policies are
	applied to computer.
Execute SWD	View software that could be executed remotely.
	It is your responsibility to make sure that
	software should be run.
Enable Verbose Logging	Enable verbose logging on the remote computer.
	Useful when troubleshooting.
Disable Verbose Logging	Disable verbose logging on the remote computer.
Set NSE Capture Folder	Configure a location on the remote computer to
	store outgoing NSE files.
Disable NSE Capture	Removes the location to store outgoing NSE files.
View Patch Install Log	View the patch management installation log file.
	Useful when you want to know if a bulletin is
	installed or not.
Open File System	Open C on remote computer
Remove Computer From List	Removes selected computer from list.

Directions:

Launch the program from Start > All Programs > Remote Symantec Agent Diagnostics Utility



Enter computer name or IP Address and click on the Add button.

Rescent Computer	s
smpwin7single	
🌉 192.168.1.50	

Right click on the computer to bring up the actionable items list.

Retrieve Agent Details
View Logs
Update Configuration
Send Basic Inventory
View Client Policies
Execute SWD
Enable Verbose Logging
Disable Verbose Logging
Set NSE Capture Folder
Disable NSE Capture
View Patch Install Log
Open File System
Remove Computer From List

How Things Work

- When you first launch the Remote Symantec Agent Diagnostics utility, RSAD, the program will create a text file called computers.txt. This text file is used to store recently used computers.
- The following features require that the remote computer be configured for PowerShell remoting. http://technet.microsoft.com/en-us/library/hh849694.aspx
 - Retrieve Agent Details
 - Update Configuration
 - Send Basic Inventory
 - Execute SWD
 - Enable Verbose Logging
 - Disable Verbose Logging
 - Set NSE Capture Folder
 - Disable NSE Capture Folder

When you click on any of the above listed features, the program will check that remoting is enabled on the selected computer. If not, it will make two attempts to enable PSRemoting. The following is what will be attempted:

Enable-PSRemoting First Attempt:

Create a scheduled task on the remote computer called EnablePSRemote. This scheduled tasks runs powershell.exe, passing the command "enable-psremoting –force".

- Execute scheduled task
- Delete scheduled task.
- Pause for 20 seconds.
- Verify first attempt was successful.

Enable-PSRemoting Second Attempt:

If verification for the first attempt fails, the following five steps will be done:

- 1. Configure remote computer's WinRM service to listen for WinRM requests by creating one registry key on the remote computer.
 - Create registry key: "SOFTWARE\Policies\Microsoft\Windows\WinRM\Service"
 - Create two DWORD values and two String values as follows:
 - DWORD Name = "AllowAutoConfig"
 - DWORD Value = "0x1"
 - String Name = "IPv4Filter"
 - String Value = "*"
 - String Name = "IPv6Filter"
 - String Value = "*"
- 2. Change the startup type of the WinRM service to automatic.
- 3. Restarts the WinRM service.
- 4. Configure remote computer's firewall by setting one registry key.
 - Create registry key: "SOFTWARE\Policies\Microsoft\WindowsFirewall\FirewallRules"
 - String Name = "WINRM-HTTP-In-TCP"

String Value =

"v2.20 | Action=Allow | Active=TRUE | Dir=In | Protocol=6 | Profile=Domain | Profile= Private | LPort=5985 | App=System | Name=@FirewallAPI.dll,-30253 | Desc=@FirewallAPI.dll,-30256 | EmbedCtxt=@FirewallAPI.dll,-30267 | "

- String Name = "WINRM-HTTP-In-TCP-PUBLIC"
- String Value =

"v2.20|Action=Allow|Active=TRUE|Dir=In|Protocol=6|Profile=Public|LPort=598 5|RA4=LocalSubnet|RA6=LocalSubnet|App=System|Name=@FirewallAPI.dll,-30253|Desc=@FirewallAPI.dll,-30256|EmbedCtxt=@FirewallAPI.dll,-30267|"

5. Restarts Windows Firewall