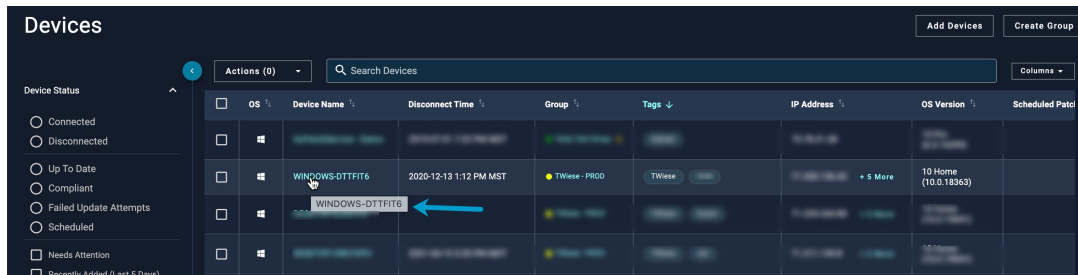


Device Details

From the **Device Details** view, you can see detailed device information, restart, rescan and run policies on a device.

Viewing Details for a Device

To view details for an individual device in your organization, follow these steps:



1. Click **Devices** to view the list of devices for your organization.
2. Hover over the Display Name of the device that you want to view details for. If a Custom Name has been created for this device, you will see that listed here.
3. Click the name to open the details view for that device.

Restarting a Device

You can restart a device from the Automox console. Follow these steps:

1. Click **Devices** to select the device that you want to restart.
2. Hover over the Display Name and click to open the Device Details.
3. Click **Restart Device**.
4. A warning message appears that allows you to cancel or select Restart Device.

Scanning a Device

You can scan a device from the Automox console. Follow these steps:

1. Click **Devices** to select the device that you want to rescan.
2. Hover over the Display Name and click to open the Device Details.
3. Click **Scan Device**.
4. A warning message appears that allows you to cancel or select Scan Device.

Device Details Fields

The following describes the fields in the Device Details view.

Device Details - Jason Windows VM Restart Device Scan Device

INFO

Host Name: DESKTOP-CK3SJNL Group: Crabtree

Custom Name: JC Windows VM Tags: Recently Added

Exclude From Reports:

Last User Logged In: DESKTOP-CK3SJNL\Jason 2021-06-28 12:25 PM UTC-06

System Details:

- ID: 1055488
- FQDN: DESKTOP-CK3SJNL.WORKGROUP
- Serial Number: 0
- OS: 10 Pro (10.0.19043)
- CPU: Intel(R) Core(TM) i5-1038NG7 CPU @ 2.00GHz
- RAM: 8 B
- Hard Disk: Local Disk 49 GB (28 GB Available)

Network:

Public IP: [Redacted]

Device: Ethernet

MAC: 98 00 27 9F 5E 55

Type: enet

Private IP: 10.0.2.6

Device: [Redacted]

MAC: [Redacted]

Type: enet

Private IP: [Redacted]

Device: [Redacted]

MAC: [Redacted]

Type: enet

Private IP: [Redacted]

Show More

Automox Agent Version: 1.0-31

[Update Device](#)

STATUS

Device: Ready

Connection: Connected

Policy: Scheduled

Last System Scan: 2021-06-28 10:25 AM MDT 6 hours ago

Next Patch Window: 2021-07-04 10:00 PM MDT 6 days from now

Last Disconnected: -

Restart After Patch: Yes 6 days from now

Device Requires Reboot: No

Info

Info Fields	Description
Host Name	Permanent device name.
Custom Name	Name assigned to the device. You can edit this by typing directly into the field. Click Update Device to save any changes.
Exclude From Reports	This shows if this device has been marked as an exception and is therefore excluded from statistics, but is still monitored. To do this, switch the Exclude From Reports toggle on or off.
Group	This lists the group this device is assigned to. This can be modified from here.
Tags	This field lists Tags that are applied to this device. Tags can be added or edited here.
System Details	<ul style="list-style-type: none"> • ID (Server ID number) • FQDN (Fully qualified domain name.) • Serial Number (Serial number for this device.) • OS (OS version.) • CPU (CPU model of this device and clock speed.) • RAM (Size of system memory.) • Hard Disk (What kind of storage device is in use, its size, and the free space available.)
Automox Agent Version	The version of the Automox Agent installed on the device.

Last User Logged In Info Fields	The login name of the user who logged into the Device. Description
Network	<ul style="list-style-type: none"> • Public IP (Public IP address of the device.) • Device (Name of the network device.) • MAC (Mac address for this device.) • Type (The type of interface.) • Private IP (IP address of the device.)
Update Device	If you make changes in the Info section, such as Display Name, Group, or Tags, click the Update Device button to confirm.
Device Status	This shows the overall state of the device. This can be: initializing, needs reboot, refreshing, or installing.
Connection Status	This shows if this device has checked in with the Automox API within the last two minutes.
Policy Status	The policy status of the device can be unmanaged, compliant, or non-compliant (which refers to a policy being scheduled or has failed).
Last System Scan	The time the device was last refreshed. Then the number of hours that have passed since that date and time. If the number is in red, it's a sign that this device has not been scanned recently and it might be out-of-date.
Next Patch Window	The scheduled time for the next patch on this device.
Last Disconnected	The date and time that a device last disconnected from the platform.
Restart After Patch	This indicates if the device will be rebooted after patching or when required.
Device Requires Reboot	If the device needs to be restarted to complete patching, this shows Yes.

Device Status

From the **Device Details** view, the device, connection, and policy status icons provide a quick status of the device. The following lists the status of a device and the description for that status.

Status	Description
Initializing	This indicates that the device has successfully connected to Automox, but has not yet completed the first system scan.
Installing	This indicates that a patch is being installed.

Uninstalling Status	Description The device is currently uninstalling software, per a policy.
Needs Reboot	The device has installed patches or software that require a reboot before installation can be fully completed.
Rebooting	This is shown when we restart a system due to patching or when the admin initiates a restart through the console.
Refreshing	The device is updating previously scanned software and hardware configurations or a worklet is being tested.
Ready	There is no command impacting the device.
Not Ready	This status is shown when the device is disconnected.
Working	This status can indicate that a command is being run on the device or that a worklet is in the process of executing on the device.

Connection Status

The following lists the connection status of a device and the description for that status.

Connection Status	Description
Connected	A Connected connection status indicates that the agent has checked in with the Automox API within the last two minutes.
Disconnected	If the Automox agent installed on a device hasn't checked into the Automox API within the last two minutes, the device's connection status is set to Disconnected.

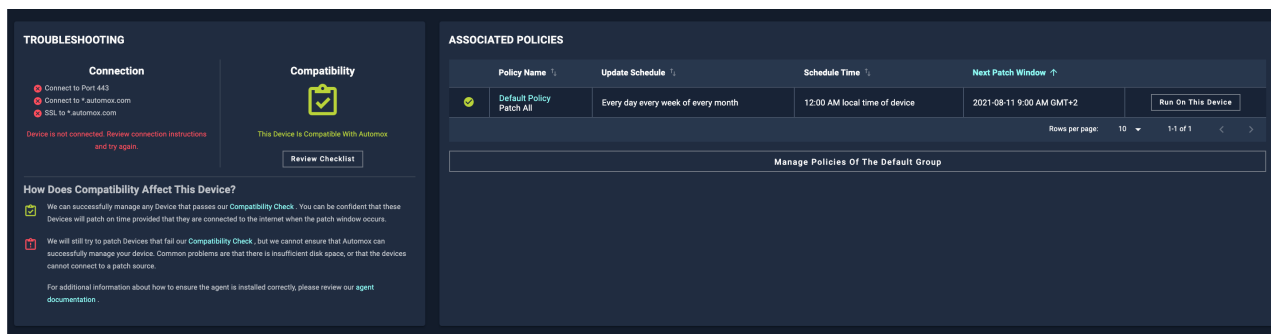
Policy Status

The following lists the policy status and the description for that status.

Policy Status	Description
Unmanaged	This device has been added to Automox, but the group it is in does not have any policies assigned to it.
Compliant	Policies with a status of Compliant have no scheduled updates or failed remediations.
Non-Compliant	Policies with a status of Non-Compliant are either scheduled or have failed remediation. While the definition of "remediation" can differ depending on the policy type, this generally means that the policy has failed to successfully install new patches and manual intervention may be required.

Policy Status	Description
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Troubleshooting / Associated Policies



Device Details Fields	Description
Troubleshooting	<ul style="list-style-type: none"> • Connection: This is a check that runs when the page is loaded. If the device can connect to port 443, automox.com, and an SSL connection to automox.com, the device is considered connected to the system. • Compatibility: After a device is connected, Automox runs a compatibility check to ensure that we can successfully manage the device. Each operating system has its own compatibility checklist. For more details about what is passing or failing on the compatibility check, click the Review Checklist link to view the Compatibility Checklist.
Associated Policies	<ul style="list-style-type: none"> • Policy Name: User-defined policy name. • Update Schedule: This is the text description of when the policy will update. • Schedule Time: The time at which the policy is scheduled to execute. • Next Patch Window: The date and time for the next patch window for that policy. • Click Run On This Device to immediately run the policy. IMPORTANT this will run the policy for all of the devices assigned to that policy, not just the device that is currently visible. Note: You must confirm the action in the Run Policy window for it to proceed. • Click the Manage Policies bar under the list of policies to manage which policies associated with the current group.

Software Associated with a Device

The software associated with an individual device is listed at the bottom of the Device Details page. From here you can search for specific software and carry out bulk actions on installed software.

SOFTWARE

Search by Name, Status and Severity

Bulk Actions

<input type="checkbox"/>	Software Name	Status	Current Version	Latest Version	Severity	Requires Reboot
<input type="checkbox"/>	xz.x86_64	Update Available	4.999.9-0.5.Beta.20091007.git.EI6	4.999.9-0.5.Beta.20091007.git.EI6	Unknown	
<input type="checkbox"/>	yast2-packager.x86_64	Update Available	-	3.1.122-30.14.2	Unknown	
<input type="checkbox"/>	yast2-pkg-bindings.x86_64	Update Available	-	3.2.4.2.3.1	Unknown	
<input type="checkbox"/>	yast2-slp.x86_64	Update Available	-	3.1.10-6.1.2	Unknown	
<input type="checkbox"/>	zip.x86_64	Update Available	-	3.0-16.3.1	Unknown	
<input type="checkbox"/>	kernel-tools.x86_64	Installed	3.10.0-693.EI7	-	Critical	
<input type="checkbox"/>	Security Update (KB4056891)	Installed	1	-	Critical	
<input type="checkbox"/>	Security Update for Adobe Flash Player for Windows 8.1 for x64-based Systems (KB3214628)	Installed	1	-	Critical	
<input type="checkbox"/>	Security Update for Adobe Flash Player for Windows 8.1 for x64-based Systems (KB4014329)	Installed	1	-	Critical	
<input type="checkbox"/>	gnupg	Installed	1.4.18-7	-	High	

Use the search box to find specific software that you want to take action on. This search is comparable to [Enhanced Device Search](#).

Column Name	Description
Software Name	Name of the software associated with this device.
Status	Status of the software on this device. Possible values: update available, installed
Current Version	Version of the software installed.
Latest Version	Version of the software that is available for installation.
Severity	This shows the CVE score severity level for the particular software package. When the severity is highlighted in blue, click to view the associated CVE.
Requires Reboot	This shows if a reboot is required for this software update.

Bulk Actions

You can select one or more software packages and select actions from the Bulk Actions drop-down menu.

See also [Configuring Software on a Device](#).

- Roll Back
- Patch
- Ignore

- Defer
- Use Global Settings

SOFTWARE

Q windows server X

Bulk Actions ▾

- Roll Back (1)
- Patch (2)
- Ignore (2)
- Defer (2)
- Use Global Settings (0)

		Status ↓ 1	Current Version ↑ 1	Latest Version ↑ 1	Severity ↓ 2	Requires Reboot ↑ 1
<input type="checkbox"/>	Latest Update for Windows Server 2016 for x64-based Systems (KB4038782)	Update Available	-	1	Critical	
<input type="checkbox"/>	Deferred Update for Windows Server 2008 R2 x64 Edition (KB2621440)	Update Available	-	101	Critical	Yes
<input type="checkbox"/>	Deferred Update for Windows Server 2012 R2 (KB3155784)	Update Available	-	1	High	
<input type="checkbox"/>	Security Update for Microsoft .NET Framework 4.5.1 on Windows 8.1 and Windows Server 2012 R2 for x64-based Systems (KB2931366)	Update Available	-	202	Medium	
<input checked="" type="checkbox"/>	Security Update for Windows Server 2008 R2 x64 Edition (KB3139914)	Update Available	-	201	Medium	Yes

Related Topics:

- [Worklet - Hostname Standardization](#)