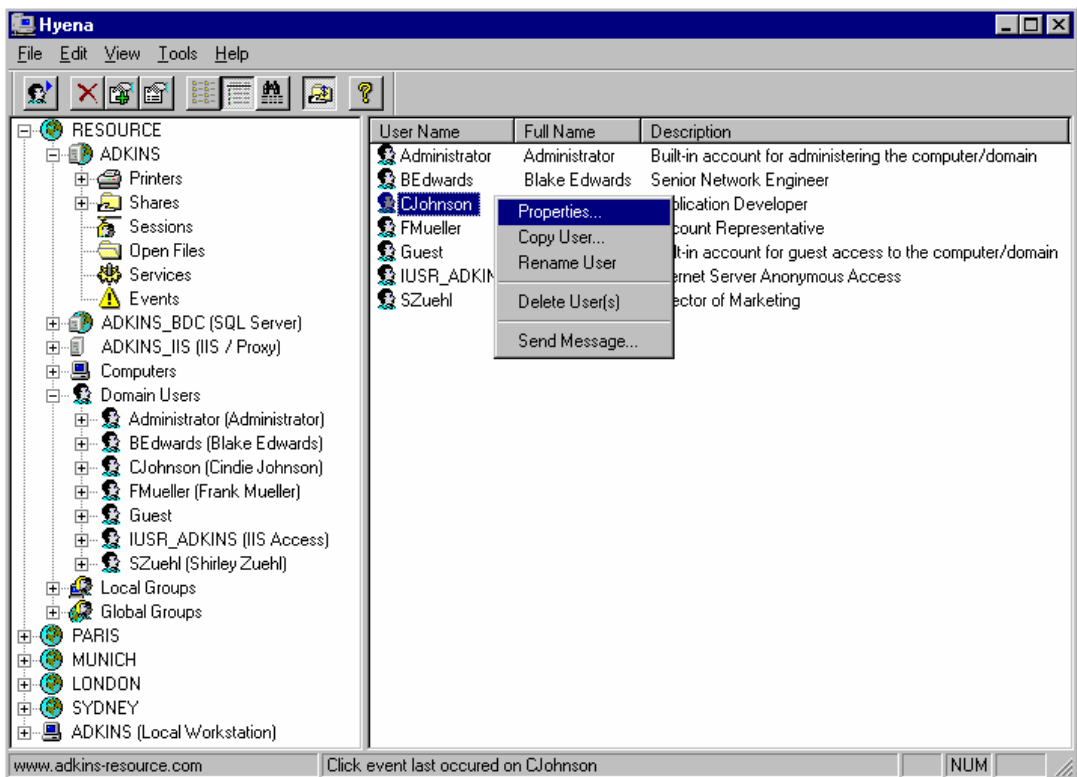


# Hyena

Enterprise Windows NT® System Management Software

## Installation and User's Guide



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## Introduction

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**Hyena** gives Windows NT/2000/XP ® system administrators and support personnel a single, enterprise-ready interface for managing nearly every aspect of their networks. Hyena combines many of the functions of the Windows NT and Windows 2000 built-in administrator tools, while adding its own unique and powerful features, including:

- Industry-standard Windows Explorer ® style interface
- Object-oriented approach to management of network objects and functions
- Context-sensitive popup menus
- Easy to understand hierarchical domain browser and viewer
- Summary or detailed views of most system objects
- Tight integration with Windows Explorer for file management, with built-in access to the Explorer context menus for file and directory objects
- Access to Microsoft Exchange user mailbox and Terminal Server user configuration information.
- Suitable for both LAN and WAN environments, including support for single-object viewing over slow WAN links
- Supports Windows NT 4.0, Windows 2000, and Windows XP/Net clients and servers

This ***Installation and User Guide*** is intended to help you get familiar with the basics of using Hyena, including how use of the keyboard and mouse interacts with the primary windows and object displays.

All of Hyena's functions are also summarized in this document. Additional information is available in Hyena's online help file on specific functional areas. Hyena's help system is also available online at <http://www.systemtools.com/HyenaHelp>.

SystemTools maintains an email notification list of new features and release information. To join this list, simply complete our signup form at <http://www.systemtools.com/hyena/signin.htm>.

To access our online discussion board, go to <http://www.systemtools.com/HyenaBoard>.

# Installation

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## Hardware and Software Requirements

Hyena must be installed on a computer running either Windows NT, Windows 2000, or Windows XP/Net. Any configuration (workstation, server, domain controller, etc.) is supported. If installed on a server, the server can be operating as a Primary Domain Controller (PDC), Backup Domain Controller (BDC), or as a Server. Windows NT versions 4.0, 2000, and XP/Net are supported. For the purposes of this documentation, the term "workstation" will be used to indicate the target computer that Hyena is being installed on, regardless of its use in the network.

**Note: Hyena will not operate under Windows 95/98 ®.**

It is highly recommend that the workstation be a member of one or more domains. While Hyena will operate on a standalone workstation, its use and functionality will be limited.

It is also highly recommended that anyone using Hyena have Domain Administrator privileges, as many of the functions that Hyena uses also have this requirement. If domain administrator access has not been granted, some of Hyena's functions may fail due to security violations.

The following table lists the recommended minimum hardware requirements for installation:

**Processor** - 120Mhz Pentium ® or better

**Memory** - 32mb RAM

**Disk space** - 5mb is needed for installation; only 3mb needed for completed installation.

## Installing for the First Time

Hyena is distributed on one of the following media types:

- An installation file that uses either a Windows Installer (.MSI) or a non-Windows Installer (Setup.exe) installation. This is the distribution method used for software libraries and internet downloads.
- CD-ROM

To install:

- **Turn off virus protection programs.** Some virus protection programs are known to interfere with the installation program.
- If installing from a downloaded file, first unzip the archive, and execute either the single .MSI file or the setup.exe program. Follow the onscreen instructions for installation, which uses a standard wizard-style installation.

- If installing from CD-ROM, insert the CD-ROM into the CD drive. Your computer may be configured to automatically run the setup program, which will either be a single .MSI file or the setup.exe program. These files are in the root directory of the CD.

**Note: Hyena's installation will always default to the English install. If installing the German or French versions from the CD, these versions, if available, will be in separate directories on the CD.**

## Installation Problems

**Note: The following installation problems only apply to Windows NT 4.0 installations. If you are experiencing installation problems on operating systems other than Windows NT 4.0, contact technical support at [support@systemtools.com](mailto:support@systemtools.com)**

Hyena requires updated and specific versions of certain, yet common, DLL files. If you receive an error trying to run Hyena that references a problem with a DLL file, do the following:

- If you have not rebooted after installation, go ahead and reboot now. Then try running Hyena again.
- See if you have any DLLs named mfc42u.dll or msvcr7.dll in the Hyena installation directory, usually in C:\program files\Hyena. If you find either of these files there, delete them.
- Check the versions of mfc42u.dll and msvcr7.dll that are in your SYSTEM32 directory. These versions should be the following versions **or later**:

mfc42u.dll ->6.00.8665  
msvcr7.dll ->6.00.8337

- If the files in your system32 directory do NOT have these versions, make sure that the current files are NOT marked read-only. If they are marked as read-only, clear the read-only attribute. Then, reinstall Hyena again and reboot after installing.
- If after rebooting, you still don't have these versions, then try doing a complete shutdown, including turning the power off, then reboot the computer like normal.
- If these files DO have the correct version, then scan your local drives for any duplicates of these files, and if you find them, either rename or delete them.

For any new information concerning installation problems, see <http://www.systemtools.com/hyena/faq.htm>. You can also contact Hyena support at [support@systemtools.com](mailto:support@systemtools.com) if you are unable to get Hyena to install correctly. A Readme.txt file is also installed as part of the installation, which contains up-to-date information on resolving installation problems.

## Installing Upgrades

Most upgrades to Hyena usually consist of a several revised files, including Hyena.EXE and Hyena.CHM.. Simply run the installation program to install an update or upgrade. Your existing settings will remain intact.

Upgrades to Hyena are available for download from  
<http://www.systemtools.com/hyena>

## Registration

If you have purchased Hyena, your unique product registration serial information will be either provided on a printed license certificate, or if you elected electronic delivery, provided in an email message. This information must be entered exactly as provided, including the license ID (key), as well as the licensee (company) name. If the company name is incorrect, contact [sales@systemtools.com](mailto:sales@systemtools.com) for replacement license information.

Hyena's license key contains several pieces of information, including the company name, number of licenses, options purchased, and maintenance expiration date. This information can be viewed on Hyena's Tools->Settings->Licensing dialog.

Each time an unregistered copy of Hyena is executed, the Hyena Registration dialog will appear. To register Hyena, and continue to use past the 30-day evaluation, enter your unique registration information into the Registration dialog and click the OK button. ***To continue to use Hyena during the registration period, simply press Enter (leave the registration key blank).***

**Note:** After registration, the registration information is written to a file named "REGISTER\_KEY.DAT". This file can be typed or read with any text editor, or copied to a central network location for shared access. If used in such a shared installation, enough licenses must be purchased to meet the number of users with access to the software.

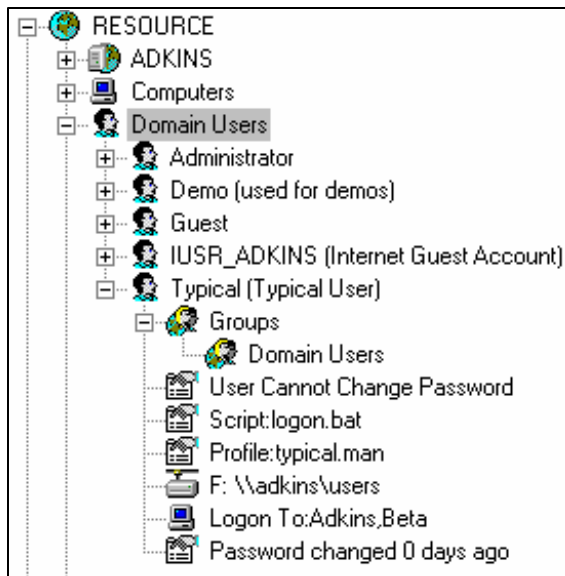
If you upgrade your Standard Edition license to an Enterprise Edition, or add additional licenses to your existing license, you will receive a different license. Enter this new license information into Hyena's Licensing dialog, which is accessed through the Tools->Settings menu. From the Settings dialog, select the Licensing tab, and enter the license information in the appropriate location.

## Overview

Hyena displays all of its information in one of two primary windows, similar to Windows Explorer®. The leftmost window is referred to in this guide as the **tree window**, since domain objects are arranged in a hierarchical tree-style format, while the rightmost window is referred to as the **list window**, which always displays items in a report/list format.

### Using the Tree Window

Objects in the tree window that contain additional subordinate objects will be displayed with a small "plus" indicator next to them. Clicking on the plus indicator will cause the object to expand, and all of the subordinate objects will be displayed. Clicking on the "minus" indicator will hide the subordinate objects, effectively hiding the contents of the parent object.








In the example at left, the **Domain Users** object has been expanded to show all users in the domain named "Resource". The user named "Typical" has also been expanded to show all of the user properties for this user.

The Groups object for the user named "Typical" has also been expanded to show all of the groups that the user is a member of.

The individual icons used to depict each of the objects in a domain are explained in detail in the **Features and Functions** section of this guide.

## Using the List Window

Double clicking on an object in the tree window that contains additional subordinate objects will result in the information to be displayed in the List window. In the example below, double clicking on the Domain Users object results in all domain users being displayed in the list window.

User Name	Full Name	Description
 Administrator	Administrator	Built-in account for administering the com...
 Guest		Built-in account for guest access to the c...
 IUSR_ADKINS	Internet Guest Account	Internet Server Anonymous Access
 support		
 Typical	Typical User	Typical User








Objects displayed in the list window can be sorted by clicking on the column heading. In the preceding

example, clicking on the **Description** column heading will result in all users to be sorted and displayed by their description. Clicking a second time on the Description column heading will result in the sort to be reversed (descending).

The widths of each of the column headings can be adjusted by moving the mouse between any two of the columns and then dragging the borders. The column heading widths will be saved and restored the next time the same type of object is displayed.

## Accessing Object Properties and Functions

Objects displayed in any of the windows can be selected by clicking on them once with the mouse. In the list window, multiple objects can be selected at the same time by simultaneously clicking on them while holding down either the shift or control keys. If the shift key is held down while clicking on an object in the list window, a range of objects will be selected. Holding down the control key while selecting objects will select additional objects.

User Name	Full Name	Description
 Typical	Typical User	
 anush		
 Copy User...	Guest Account	Internet Server A...
 Rename User		Built-in account fo...
 demos		
 Delete User(s)		Built-in account fo...
 Send Message...		

Once one or more objects have been selected in either the tree or list window, clicking with the **right** mouse button will display the appropriate function context menu for the object. In the example below, the user "Typical" has been selected in the list window, and the context menu for a User object has been displayed.

**Note:** Some functions will be grayed out (disabled) on the context menu, depending upon the exact type of object selected and whether single or multiple objects are selected. As a shortcut, the Properties function for most objects can be invoked by double clicking on the object, or the Properties button on the toolbar can be used.

## Using the Toolbar

The toolbar contains icons that give quicker access to key functions, as follows:



**Object Manager** – Displays the Object Manager dialog (same as selecting File, Manage Object View on the menu). Use Object Manager to control the layout of domains, computers, and groupings of objects in Hyena's left tree navigation window.



**Export** - Selecting this icon is the same as selecting File->Export on the menu. Export functions are independent, which allows exporting to be run in a separate task, or even as a scheduled background task. The exporting functions are documented both in Hyena's online help file and also in a more comprehensive separate Exporter.HLP file; this file is also shipped with Hyena.



**Printing** - Displays the print dialog, which supports printing all or a selected range of objects displayed in the rightmost list window. Only items displayed in the list window can be printed.



**Delete** - Deletes the selected object(s). Identical to pressing the Delete button on the keyboard, or selecting the applicable delete option on a popup context menu.



**Insert** - Displays the appropriate dialog to insert (add) a new object. Also the same as pressing the Insert button on the keyboard, or selecting the applicable "create new" option on a popup context menu.



**Properties** - Displays the appropriate dialog for viewing or modifying the properties of the object. Also the same as the "Properties..." option on a popup context menu.



**Icon View** - Changes the view in the list window to icon view. This view mode allows more objects to be displayed at the same time.



**Report View** - Changes the view in the list window to report view. This view allows for column headings and information that is more detailed to display.



**Stop Query** - Aborts / stops the active running query when performing lengthy operations. It may take 10-15 seconds for the query to completely stop.



**Refresh** - Refreshes the current list window display.



**Filter** – Displays in-place filtering cells in Hyena's current list window display.



**Find / Filter** - Displays the Find and Filter dialog, allowing searching for items in the list window and optionally filtering out records that do not match.



**Refresh Find / Filter** - Refreshes the current list window display with the filter enabled.



**Copy** - Displays the Copy To dialog, which supports copying selected objects in the rightmost list window either to a file or to the clipboard.



**Macro** - Display Hyena's dialog for easy generation of macro or batch files from information displayed in Hyena's list window.



**Erase** - Erases (clears) the contents of the list window.



**Hidden Shares** - Toggles between displaying hidden shares on servers or suppressing the display of hidden shares.



**Admin Shares** – Toggles between showing administrative (C\$,D\$, etc.) shares only and showing all shares.



**Select User Sort** - Toggles between sorting users by full name or username in the right list window.



**Tools** - Displays the Tools and Settings dialog. See the **Settings and Options** section in this guide for more configuration information.



**Help** - Displays the online help system.

## The Status Bar

The status bar is a small area under the list window used to display messages. The status bar displays messages reflecting the number of objects recently displayed, or the name of the most recently clicked on object in the list window.

## The Splitter Bar

The splitter bar is the vertical bar that divides the tree and list windows. Dragging it with the mouse can change its position. Hyena will remember the last position of the splitter bar each time it is started.

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## Setup and Configuration

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### Configuring Multiple Domains

When Hyena is first started, the domain that the workstation is currently logged into will always be shown. If additional Windows NT/2000 domains have been setup in your network, they can be added into Hyena.

**Note: Adding domains in Hyena does not affect or in any way actually create a new domain, it simply makes the domain available and known to Hyena's functions.**

To add a domain:

- Click on the File menu
- Select **Add Domain...**
- Enter the name of the domain to add and click OK
- Alternately, the **Find All Domains** button can be clicked to query the network for all domains. Select the domain(s) to add from the list displayed. Note that Windows NT does not distinguish domains from Windows workgroups.

The newly added domain will be permanently added and will be always available until it is removed. Optionally, Hyena's Object Manager (File->Manage Object View) can be used to add domains as well as position them in the view window, or place them into groupings.

To remove a domain, use Hyena's Object Manager (File->Manage Object View). Select the domain to remove, and click Delete.

**Note: Removing domains in Hyena does not affect or in any way actually remove a domain, it simply makes the domain unavailable to Hyena and removes it from the tree view window.**

### Settings and Options

A number of user-configurable options and settings are available. To access the options dialog, select **Tools** from the menu, then select **Settings...** See the online help file for more information concerning these options, or click the Help button on the Settings dialog. The Settings dialog is divided into several tabbed pages as follows:

**General** - general preference options, including options to automatically sort configured domains on startup, and confirmation options.

**User** - settings that control behavior for user management functions, including home directory options, post user modification batch processing, and many other options.

**Home Dir** – Hyena supports creation of the user's home directory and optionally the home directory share through custom templates. Directory and share level security can also be configured in the template. See Hyena's online help file for complete information on how to configure user home directory templates.

**View** - settings that affect performance and options to show or hide hidden shares.

**Focus** - controls which objects (if any) that Hyena can show the contents of when the object receives the input *focus*, through a single mouse click or keyboard action.

**GUI** - options to allow more advanced features in the various control views (similar to the feel of using Internet Explorer 4.0). To see these features, install Internet Explorer 4.0 or later on the system that is using Hyena.

**Tools** - configuration of user-defined tools and command lines. This feature is explained in more detail in the next section.

**Display** - configuration options for some of the list window displays. Allows selecting which columns to display, custom column titles, and column display order.

**Reporting** – options for setting printed output options, as well as the path for Microsoft Access (msaccess.exe) and the reporting database, HyenaRpt.MDB. When the reporting options have been enabled, any information displayed in Hyena's right list window can be printed by clicking the Print toolbar button (File->Print), or by selecting Tools->Generate Report... from the menu. Hyena's reporting features utilize Microsoft Access, thereby giving more flexibility and control to printed output.

**Licensing** – Used to view the current Hyena license key, or to enter the licensing information for the Hyena Enterprise Edition.

**Exchange 5.5 / Exchange 2000** – options for configuration of Hyena's Microsoft Exchange interface that can be used to add, modify and delete user mailboxes. Hyena's Exchange interfaces requires that the Exchange Administrator program first be installed on the workstation in order to install prerequisite DLLs. Complete information on the configuration of these options are contained in the online help file. To use Microsoft's native User Manager for Domains Exchange interface (Exchange 5.5 only), you do **not** have to enter any configuration information on this dialog. Hyena's Exchange 2000 interface requires that Hyena be installed on a Windows 2000 or Windows XP client. **Note: After enabling Exchange integration, Hyena must be restarted.**

**Remote Control** – allows integration with the free SystemTools Remote Control Management (STRCM) utility. More information and downloading of the STRCM can be found at [http://www.systemtools.com/strcm\\_frame.htm](http://www.systemtools.com/strcm_frame.htm)

## Setting up User-Defined Tools

In addition to user preferences and settings, Hyena can be configured to launch any built-in or third party tool or utility. As a more advanced feature, certain "variables" can be put into the command string to be executed that is then replaced dynamically with the actual names of the objects being manipulated. User-defined tools can be invoked either by selection from the Tools menu, or by pressing Ctrl-F1 through Ctrl-F9. Ctrl-F1 corresponds to the first user-defined tool, Ctrl-F2 for the second, etc. The tools are also always available as the last option on all popup context menus. A maximum of 50 custom tool commands can be defined.

To access the User-Defined Tools dialog, select **Tools** from the menu, then **Settings...** Click on the page labeled **Tools** to access the custom tools settings.

When configuring a user-defined tool option, the command line to execute can include the following special symbols that will be replaced before execution:

**%S% - Server Name**. When used in a command line, will be replaced with the name of the current server active for the selected object. **Note: Leading "\\" characters will NOT be included in the server name command replacement. If the tool being invoked requires the leading backslashes, enter these explicitly into the command string. See the example in the following section.**

**%E% - Entry**. When used in a command line, will be replaced with the text of the active entry for the selected object. For a selected item in the rightmost list window, the first column is used for the replacement text.

**%Cx% - Column reference**. Use "%C1%" to reference the contents of the first column (column #1), "%C2%" to reference the second column (column #2), etc.

**%Px% - User-entered Parameter**. Use this variable to display a dialog box for entry of a parameter of your choice. Use "%P1%" for the first parameter, "%P2%" for the second, etc.

**%WINDIR%** or **%SYSTEMROOT%** - Replace with contents of current environment variable definition.

**Note: The symbols MUST be entered in uppercase only.**

As an example, to invoke the Event Viewer application when any computer or server is currently selected (the active entry), enter the command line:

**Eventvwr.exe \\%E%**

To invoke Performance Monitor, enter the command line:

### **Perfmon.exe -c \\%E%**

Additional command line parameters for Performance Monitor allow pre-configured charts and settings to be automatically invoked. See the online help for Performance Monitor for complete documentation for command line options

More examples and tips for integrating Hyena with other applications are on the SystemTools Software web site at <http://www.systemtools.com/HyenaBoard> under the Custom Tools topic.

## **Macros**

Hyena's macro facility is accessible through the Tools menu (Tools->Macro). The macro dialog supports the same special symbols (%E%, %Cx%, etc.) that are used in the custom tools feature. The purpose of the macro function is to generate an output file (typically a batch file) from information that is displayed in Hyena's list window. For example, to inactivate a sequence of user accounts that are being displayed and selected, the macro command entered would be "NET USER %C1% /active:NO". Hyena will then substitute each selected user and replace the %C1% with the user name and write the output to the designated output file. The output file can then be modified and executed independent of using Hyena.

Hyena's macro option also supports multiple-lines, so that multiple options (commands) can be carried out for each selected item in the list window.

Hyena also supports saving and recalling macro settings from a text file.

See Hyena's online help file for more information about using the Macro facility.

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## Feature Summary

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### Domain Synchronization

In addition to adding/removing domains to the tree window, an entire domain synchronization can also be initiated in Hyena. To perform a complete domain synchronization, right-click on a Domain object in the tree window, and select **Synchronize Entire Domain** from the context menu. To perform synchronization on only a single domain controller, right click on any domain controller and select **Synchronize Domain Controller**. Hyena will automatically detect whether the domain is running Windows NT or Windows 2000/.Net and, if applicable, offer additional synchronization options.

### Managing Users - Accessing User Properties

Individual user properties can be accessed by either double clicking on the user, or by right clicking on a user and selecting **Properties...** from the context menu. Multiple user properties can be modified at the same time by simply selecting multiple users in the right list window, and then selecting the Properties function.

### Accessing User Exchange Information

If the Hyena Enterprise Edition is licensed and configured, the user's Exchange mailbox information can be accessed by right clicking on the user, and selecting the **Exchange Properties...** menu option. The Exchange Properties option is also available on the General user properties dialog.

### Adding New Users

To add new users, right click on any user container, such as Domain Users, Users, or any Organizational Unit, and select **New User...** from the context menu. Adding users follows many of the same conventions as used by builtin Microsoft utilities.

Hyena has the option to automatically "set" a password when adding many users at the same time. To use this feature, first add a new user, and after entering the passwords, click the **Set** button. Once set, additional new users will automatically inherit the established password, without having to enter it each time.

Hyena also uses several customizable techniques to set the security on newly created user home directories. Templates can be configured to automatically create the home directory, home directory share, and to set security when a home directory is specified. Additionally, when home directories are created, an optional batch file can be configured to run. This batch file is passed several parameters based on the newly added user and home directory. It can be modified to support many different security conventions. See the **Managing Users** topic in the online help file for more information on home directory security and using batch procedures during user maintenance.

## Renaming Users

To rename a user, simply select the user to rename in the tree or list window, right click, and select **Rename User** from the context menu. After typing the new username, Hyena will display a dialog for user renaming options.

## Other User Functions

Other user functions include copying and deleting, both of which are available as options on the user context menu. Users can also be copied from one computer to another, using the **Copy User To...** function. However, a new unique SID will be created for the newly created user.

The home directory of a user can be explored by expanding the user's property's in left tree window, then right clicking on the user's home directory object.

Terminal Server settings for a user can be viewed and modified directly in the user properties dialog. This option is only available in the Hyena Enterprise Edition, and must be configured prior to use. See the instructions in the online help file on how to configure the interface to the Terminal Server settings.

## Group Management

Hyena supports both Global and Local group management under Windows NT and all supported group types under Windows 2000, in addition to viewing group members directly in its native tree and list windows. To access the properties of a group, right click on a group, and select the **Properties...** function from the context menu. Groups can be renamed simply by changing the group name in the properties dialog.

Hyena also supports copying groups and group members, through the **Copy Group...** and **Copy Group Members...** options, which can be used to quickly create copies of new groups. Note that these new groups will have a different SID than the groups that they were copied from. Groups can also be easily renamed by simply changing the name of the group on the Group Properties dialog. Hyena also supports copying of groups to other computers through the **Copy Group To...** option.

## Object Manager (formerly known as 'Quick Access')

One of Hyena's most popular features has always been its 'Quick Access' feature, which lets groups of commonly used computers and printers to be added directly into Hyena's navigation window. Hyena improves upon the Quick Access feature by replacing it with a new interface, that we call the "Object Manager". Domains, computers, printers, file folders, even urls, can now be grouped in any way that best represents your network organization. The Object Manager can be accessed through the File->Manage Object View option.

## Managing Computers

Hyena has extensive support for managing remote computers, including servers, workstations, and Windows 95/98 workstations. By default, only computers that are visible on the network are displayed. To view all computers, even offline or hidden workstations, select **Tools>Settings** from the main menu, then select the **View** dialog, and enable the **View All Computers** option. To add new servers or workstations to a domain, right click on the Computers object under the appropriate domain and select **Add Computer...** from the context menu.

Right clicking on any server or workstation will display the computer context menu with additional options for remote management. Hyena also includes a number of unique features that are available when computers are selected from the right list window, thereby supporting these functions on multiple computers at the same time:

- **Scheduling** – Hyena supports adding, viewing, and deleting remote jobs using both AT and the Task Scheduler. See the Scheduling section below for more information on this facility.
- **Service Control** – Hyena supports starting and stopping the same service on multiple computers, as well as mass service configuration changes. See the Controlling Services and Devices section below for more information on this facility.
- **Events** – Hyena can view and filter events on multiple computers at the same time.
- **Changing Password and Adding Member to Local Groups** – Hyena supports changing the password on a designated account, as well as adding a member to a local group for multiple computers at the same time.
- **Viewing Drive Space** – Hyena can view the drive space information for multiple computers at the same time, thereby giving a quick summary of critical drive space areas.
- **Sessions** – Hyena can view and disconnect sessions from multiple computers at the same time.
- **Interactive Users** – Hyena can be used to display a list of all interactive local logons at a workstation, including service accounts.

If a different security context is needed to access the computer, it can be right clicked on in the tree display list and the **Logon As...** option can be used. Enter the name of a domain or server and a valid username/password. Hyena will then establish a connection to the computer using an alternate security context.

## Viewing Shares, Dfs Shares, and Files

Hyena contains complete support for adding, removing, and changing share properties, including share security and Dfs shares (Dfs management is only available in the Enterprise Edition). Individual files and directories can be accessed and managed through any share visible from the server, including the administrative shares.

Hyena can also display all share security information for an entire server at the same time. To view this information, right click on the main Shares object, and then select **View All Access Rights** from the context menu.

All file and directory operations in Hyena are integrated into the Windows Explorer interface. Right clicking on any file or directory in will display the same popup context menu as Explorer. Hyena also has a number of other functions available under the **More Functions** menu, including an "Open By" option for viewing the active users of a selected file in the list window.

## Controlling Services and Devices

Double clicking on either the Services or Devices object available for any computer will display all service or device driver information. Viewing only active or inactive services or devices is also supported. Hyena also supports modification of all service and device information, as well as conventional starting and stopping of services. Right clicking on any service or driver and selecting one of the options from the context menu can access the server control functions.

Modification of the state or startup information of a service on several computers at the same time is also supported. To do this, select one or more computers in the right list window, right click, and select either **Service Control...** or **Service Startup...** from the context menu. Using either of these two functions requires knowing the exact spelling of the service/driver name. Review the Service Control section in the online help file for more information on using these functions.

## Viewing Disk Space

To view the disk space (both available and used) for any computer, double click the **Disk Space** object available under any server or workstation in the tree window. Disk space information is periodically updated (refreshed) automatically. To view the disk space for multiple computers, simply select the desired computers from the list window, right click, and select the View Disk Space option.

## Sending Messages

Hyena supports sending messages to either users or computers from a variety of object views. To send a message, simply right-click on any user or computer-related object, and select the **Send Message...** function from the context menu. To send a message to all of the users in a domain, right-click on a Domain object, and select the **Send Message...** function.

## Scheduling Jobs

The job scheduling function uses either the built-in AT or Task Scheduler scheduling system. The AT scheduler utilizes the Scheduler service that is installed by default on NT server and workstations. Windows 2000 systems automatically use the newer Task Scheduler. By default, the Scheduler service is not automatically started. Before scheduling a remote job, the Scheduler service must be started, otherwise an error will occur when an attempt is made to schedule a job. The Scheduler service can be started by using the Control Panel Services applet, or by using the Hyena service functions. If a large number of workstations require a scheduled job, use the Service Control functions to configure and start the Scheduler service for multiple computers at the same time.

One powerful use of the scheduling function is to schedule jobs to run privileged tasks under a different username. Normally, NT/2000 does not allow a user to perform system-sensitive operations, such as making configuration changes, or loading service packs. Instead, an administrator must perform these tasks. Hyena can be used to configure the Scheduler service for multiple computers at the same time, and perform many of these administrative tasks.

Hyena will automatically display a "Scheduled Jobs" object for all servers and workstations. Use the menu for this object to view or add new jobs.

To use the Scheduler functions on multiple computers at the same time, first select one or more computers in the right list window, then right-click to display the context menu. Select either **Add Remote Job (AT)...** or **Copy Remote Job (Task)...** from the context menu to create a new job on multiple computers. See the online help file for complete descriptions of the fields on the job dialogs.

## Viewing Events

To view events for any computer, simply double click the **Events** object available under any server or workstation in the tree window. Alternately, you can also access the events for one or more computers at the same time by selecting the computer(s) in the right list window, right clicking with the mouse, and selecting **View Events** from the context menu. For a complete list of event options available, see the Events section in Hyena's online help file. Hyena supports both viewing events using its own builtin event viewer, or using the native Event Viewer application.

When using Hyena's builtin event viewer, events can be filtered in a variety of ways, including by event ID, description contents, source, etc.

## Printers and Print Jobs

Printer properties can be viewed in the list window by double clicking on the Printers object available under any computer object. Individual printers can be paused, restarted, or purged (all jobs removed). To access the printer functions, first select the printer, right click, then select an option from the context menu.

Print jobs can be viewed for any printer by first expanding the Printers object and then selecting any visible printer. The print jobs can also be viewed by selecting **View Print Jobs** option from the context menu for any printer. When viewing print jobs, the display will be automatically updated to reflect new or printed jobs. Print jobs can be controlled (cancelled, paused, etc.) by first selecting one or more jobs in the list window, and then selecting the appropriate context menu option.

## Registry

Hyena can manage the registry of remote computers by expanding and then double clicking on any registry hive under any computer object. Supported functions including creating and deleting registry keys and values. Hyena can also search any key, including entire hives, with a variety of options through the registry Search feature, which is available on any registry key or primary hive.

## Printing and Reporting

Any information displayed in the **right** list window can be printed or reported. Printing of only selected objects is also supported. To access the print function, click the Print button on the toolbar, or select **File->Print**. Hyena's reporting options rely on the use of Microsoft Access, which must be installed and working prior to using the reporting features. To access the reporting options, select **Tools->Generate Report...**

## Exporting / Extracting Information

Hyena includes an interface to the **Exporter** facility, which includes options for exporting lists of users, groups, group members, printers, computers, disk space, shares, and services to delimited text files. The Exporter program is documented in a separate Help file, and is included with Hyena. To access the Exporter program from within Hyena, click the first toolbar button, or select **File->Export** from the main menu.

Hyena also supports copying any information displayed in the right list window to either the clipboard or directly to a text file. To use the Copy functions, first select one or more entries in the list window, or press Control-A to select all entries. Then, select **Edit->Copy** from the main menu, or press Control-C.



## Domains

- Adding new Windows NT or Windows 2000 domains to view window
- Removing domains from view window
- Send message to all domain users
- Synchronizing all domain controllers
- Viewing trust relationships



## Servers and Computers

- Viewing online and offline (optional) computers
- View single computer
- Modify comment/description
- Add new computer to domain
- Remove computer from domain
- View and modify account, audit policies, and user rights
- View shares and files
- View and modify registry information
- View and disconnect sessions and open files
- View and modify services on one or more computers
- View events on one or more computers
- View processes and other performance objects
- View, add, and manage scheduled jobs and tasks
- Viewing all used and available disk space on all disk drives
- Shutdown and (optionally) reboot multiple computers
- Send messages
- View interactive (local) user logons
- Modify single account password on multiple computers
- Added user/global group to specified local group on multiple computers
- Modify service startup on multiple computers
- Start/stop service on multiple computers



## Shares

- View all shares on any server or workstation (including hidden)
- View single share
- View connections
- Stop sharing
- Modify properties and permissions
- View all shares access permissions for entire server
- Create new share
- View files and directories
- Integration with Windows NT 4.0/Windows 2000 Explorer ®
- Connect network drive (local workstation)



## Users

- Viewing all users
- Viewing single user
- Modifying single and multiple user properties
- Add/modify/delete Exchange mailbox properties (Enterprise Edition only)
- Add/modify user terminal server information (Enterprise Edition only)
- All user properties supported, included dialup (RAS)
- Reset password
- Find buttons for login script and profiles
- Edit login script using Notepad or any user-defined editor
- Explore option for user home directory (NT 4.0 and later only)
- Access user home directory share properties, and create user home share
- Add new user, including copy from existing user (clone)
- View user logon, including last logon, statistics
- Rename user
- Send message to user
- Delete single or multiple users



## Groups

- Viewing all groups (global and local)
- Viewing single group
- Adding new group
- Viewing group members, including group member user detail information
- Modifying properties and membership
- Rename group
- Copy group or group members to new group or existing group
- Delete groups



## Files and Directories

- Viewing of all files and directory contents on any share
- Properties, including security, auditing, and ownership (NT 4.0 and later only)
- View all file security information for selected files/directories
- Copy, moving, deleting files (NT 4.0 and later only)
- Rename files
- Print and open
- Create new files
- "Open With..." dialog support (NT 4.0 and later only)



## Printers

- Control printer queue (pause, purge all jobs, resume printing, etc.)
- Cancel and view print jobs
- View all printers on any server or workstation
- View printer setup dialog, properties, document defaults, and spooler settings
- Connect to printers (local workstation)
- Remove printer connections (local workstation)



## Services and Drivers

- View all services and drivers on any server or workstation
- Change service state - stop, start, pause
- View service dependencies
- Change service state on multiple computers at the same time
- Delete service (not supported by all services)
- Change service startup information
- Change service startup information on multiple computers at the same time



## Open Files

- View all open files on any server or workstation
- Disconnect (close) open files
- View files open by specific user, or view users having a specific file open



## Sessions

- View all user sessions on any workstation or server, including multiple computers
- Disconnect sessions
- Send messages to users



## Events

- View events from one or more workstations/servers using built-in viewer, including filtering and searching for specific event(s)

View events (through Event Viewer) on any workstation or server



## Disk Space

- View disk space information for all drives on one or more remote computers
- Automatic disk space refresh interval
- Direct access to Explorer functions for all disk drives



### **Performance Monitoring**

View processes and other performance items on any remote computer running Windows NT/2000/XP



### **Scheduled Jobs / Tasks**

- AT compatibility
- Task Scheduler compatibility
- Add, modify, or delete any job/task
- Add new AT tasks to multiple computers
- Copy (clone) task from one computer to multiple computers
- Start or terminate remote task (Task Scheduler only)
- View scheduled jobs/task on multiple computers



### **Registry**

- View registry hive and key contents
- Create new registry key and values
- Modify registry values
- Delete registry key and values
- Search registry keys and hives



### **Exporting / Copying Information**

Export users, groups, group members, computers, services, disk space, and printer definitions to tab-delimited text files for all server or workstations in any domain.

Copy information displayed in list window to clipboard or text file

### **Miscellaneous**

- Print or report the contents of any portion of the list window
- Configure user-defined tools and command line options
- Generate text output file using macro facility from anything displayed in list window.