

Remote Diagnostics Tool (RDT) v 2.003 by APPSLIFE Limited.

Overview:

Desktop Administrators and Helpdesk staff will benefit from using this tool. No Installation is required. Free fully functional 30-day trial.

This remote diagnostics tool (RDT) was designed and written to aid in the diagnostics and overall investigation of a remote PC whilst it is on a corporate network, without interrupting the user in their daily work. The tool was originally designed as a replacement to a few different well-known script tools like the “SCCM Client tools” and “Dameware” as we were not allowed to use them on the corporate network anymore. “They were too intrusive”.

The aim of interrogating information from the PC like: SCCM execution reports and Installed software lists was the main key but the tool seems to have grown much larger than first anticipated and it now does many other helpful functions as they were requested by people over the years.


Please make sure you are allowed to use this tool on your domain and have read this help file and the disclaimer at the bottom of this file thoroughly before continuing!

This tool was written in VB.Net which requires .NET 2.0 to be on the running Administrators PC (or server) where the tool is being run from. Windows 7 or Server 2003 R2 has this by default. This tool supports Microsoft Windows OS only running the Microsoft WMI service.

Any feedback good or bad welcome: Please email RemoteDiagnosticsTool@outlook.com. Improvements and refinements are always being made. Please check the web for a copy of the latest version which may just have the fix or added information you requested already.

Purchasing a serial number:

This application can be unlocked by a serial number! Per Administrator = UK £10 per annum.

Please select the license amount required via the dropdown options then purchase via the PayPal website link provided  .





















Please email RemoteDiagnosticsTool@outlook.com if you have purchasing issues or any other questions. Thank you for your support. I hope this tool aids your daily remote working and Administration tasks.

Main tool functions:

The tool has been split into many tabs and buttons to ease use of functions as can be seen when launched. When you launch the tool you will be defaulted to the HOME once you have entered the required login details. The available tabs and their functions are on the following pages:

- HOME

this is the main connection screen for connecting to the remote PC and to be able to interrogate it further.

-  Input the PC number or IP Address required for connection.
-  CONNECT to the remote PC.
-  Change your connecting username and password and domain information.
-  Force a restart of the remote PC.
-  Open the \\ Remote PC \ C\$ drive in one click.
-  Check the Antivirus version and status of the remote PC.
-  Defrag the remote PC C Drive.
-  Open the Eventlog of the remote PC.
-  Gather information about Microsoft's APP-V client if installed on the remote PC, Version 4.x and 5.x
-  Connect to Microsoft's built in "Manage Computer" settings of the remote PC.
-  Open the Microsoft "registry editor" so you can connect to the remote PC registry.
-  NLTest what logon server the Remote PC used at logon.
-  NSLookup machine IP addresses list (Sometimes laptops and tablets have multiple) you can use the IP to connect too.
-  Connect to a Microsoft "PowerShell session" on the remote PC.
-  RDT registry Editor, Shows HKLM and HKCU (of the logged on user selected on the HOME.)
-  Run a Microsoft "RDP connection" to the remote PC.
-  Launch a command window as the local system account (REMCOM) on the remote PC.
-  Launch a command window as yourself (PAEXEC) on the remote PC.
-  Start-up List viewer: gives an overview of all starting actions on the remote PC (Run / Shell / network / print).
-  Task Schedule allows you to connect to a remote PC and see what scheduled tasks are setup.
- You Can also run any command specified directly on the remote PC if required. Just enter the command e.g. CMD.EXE /C Del /F /Q C:\temp*.*

About

gives general detailed information that used to be displayed on the HOME.

Interrogates these features:

- *Get basic pc details: (Includes site, Internet Explorer version, JAVA version that is currently plugged into IE, domain, Hardware driver versions for video and network cards, memory and OS values, Etc.*

DISK

when connected to a PC via the HOME “connect” button, you can use the DISK tab to interrogate further the partitions and what actual disks are installed on the PC. Check what free space is available. In addition, you can choose to move the swap file to the D or E partition if the space is low on c partition. (NOTE: there is no disk space checking done for the swap file move, if you try to move the swap file to the D partition that doesn't exist you could make the machine NON-bootable, use with caution!)

FType

when connected to a PC via the HOME “connect” button, you can use the file types tab to list the machines file types.

Groups

when connected to a PC via the HOME “connect” button, you can use the GROUPS tab to list the local groups and add domain groups to local groups.

Install

Use this tab to connect to a server share and install (or remove) a package. There are 3 methods that can be used on this tab. 1) Run via network (uses remcom) to run via a null session share on the network.

2) Copy down and run (uses PAexec) a custom install string of choice (e.g. Setup.exe /s) or package script (install.bat).

3) Copy down and run a custom string or choice (e.g. Setup.exe /s) or package script. This action does not use any third party executables but may hang the RDT tool while the actions take place. Please be patient.

NOTE: The install or Remove buttons uses the A: drive mapping by default (can be changed) while it performs the actions. Please wait for the install / remove to happen, a visible indicator runs whilst these actions are performed.

Note: User messages and pop-ups will halt the install or removal routines. Make sure there no pauses or pop-up messages in the routines. Make sure the routines are "NOT" user interactive before running them.

Please make sure there is enough disk space for these actions before performing them. Be Warned!

MSI

Once connected to a PC via the HOME “connect” button, you can use the MSI List tab to remove a selected MSI.

Patches

Once connected to a PC via the HOME “connect” button, you can use the PATCHES tab to list any “other hotfixes” or “Microsoft KB Patches” installed on the PC and when they got there.

Processor

shows a snapshot in time (via perf counters) of CPU usage of the remote PC. (Note: Click the button to manually refresh the list.)

Programs & Features

when connected to a PC via the HOME “connect” button, you can use the INSTALLED SOFTWARE tab to list the installed software on the PC (same as ADD/REMOVE programs). You can remove selected software from here by the way of a push of a button. Also shows hidden software not listed usually (MSI removal only). Use Install / Remove tab to run package Installs / removals or scripts etc.

PXE

this is for 1E Nomad and PXE agent diagnostics information.

SCCM

when connected to a PC via the HOME “connect” button, you can use the SCCM tab to find out what SCCM jobs have been run on the remote PC, trigger a “client action task” and many other SCCM tasks including the re-running of an Advert (Machine based or User based).

Execution History provides a list of tried Executions whilst the Advertisements tab provides what packages have been downloaded to the PC. View running SCCM tasks and Client information.

Services

when connected to a PC via the HOME “connect” button, you can use the SERVICES tab to start / stop / set to manual / set to automatic and Delete services on the remote PC. (Use caution when using the Delete Services button as this will delete a service permanently).

TaskMan

when connected to a PC via the HOME “connect” button, you can use the TASK MANAGER tab to list the processes running on the remote PC (via WMI). You can also kill a remote process if required. (Handy for looking to see if the user is running word2010 or excel2003)

User

shows the logged on “users” printers, what network drives they have connected and ODBC Connections the user has setup. Also shown is what keyboard layout they are currently using.

VNC

allows the user to launch a VNC server tool which allows the administrator to connect in and remote control the PC under the users’ session. The password to connect = **RD123**. You’ll give the user 60 seconds to “**accept the connection**” then you will need to try to connect again. Note: if you get the error along the line of “*No DSM plugin*” (encryption) then please try running the **RD1** as Administrator on the PC you are running it from. **NOTE: This is a UAC limitation on some locked down PC’s.**



Print Screen Button

this button will take a snapshot of the RDT application screen when clicked.



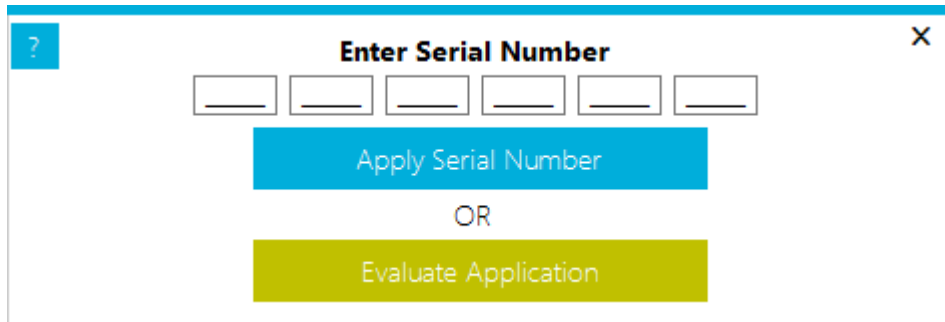
Information Button

displays this help document.

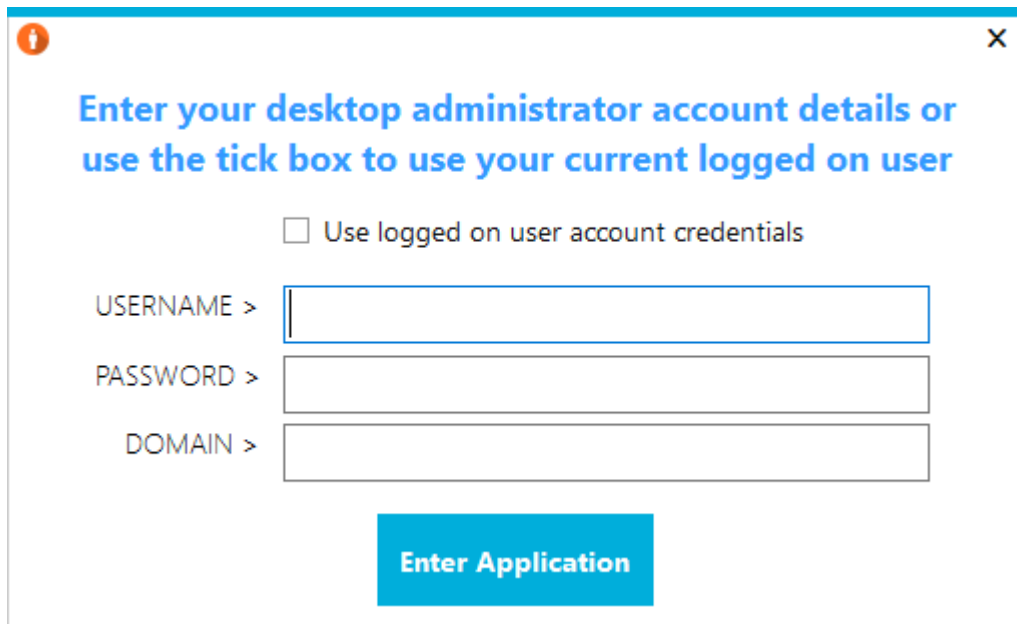
Export to CSV

is seen on many pages and can be used to generate an excel export of the tabled information on the page selected. This file is usually saved in a file called %appdata%\export.xls

Example screen shots from the fully unlocked version >



A dialog box titled "Enter Serial Number" with a question mark icon in the top-left corner and a close button (X) in the top-right corner. The dialog contains six input fields for a serial number, arranged in a single row. Below the input fields is a blue button labeled "Apply Serial Number". Underneath this button is the text "OR". At the bottom of the dialog is a yellow button labeled "Evaluate Application".



A dialog box with an information icon (i) in the top-left corner and a close button (X) in the top-right corner. The main text inside the dialog reads: "Enter your desktop administrator account details or use the tick box to use your current logged on user". Below this text is a checkbox labeled "Use logged on user account credentials". Underneath the checkbox are three input fields, each preceded by a label: "USERNAME >", "PASSWORD >", and "DOMAIN >". At the bottom of the dialog is a blue button labeled "Enter Application".

Note: to use the "logged on Users" details tick the box provided at launch.



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NAME or IP ☐ 192.168.200.200 ☐ Reboot Needed

Connected to > SCCM2012DC

Administrator@SCCM.COM

User (s) >

int : 12345 67890

ext : 98765 43210

03/02/2016 10:38:14

12345 67890

Helpdesk No. >

PC No. >

Details >

\\ RemotePC \ C\$	Check Anti-virus Software	Defrag C: Drive	Eventlog
Gather APPV Details	Manage Computer	Microsoft Registry Editor	What Logon Server
NS lookup (Resolve IP)	Powershell (PS)	RDT Registry Editor	RDP (Remote Control)
Remote CMD (As System)	Remote CMD (As you)	Start-up Items	Task Scheduler

Run a command on remote PC >



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SCCM2012DC
192.168.200.200

Display Main Info

Display BIOS Info

Display Video Info

Display Network Card Info

Export to CSV

Name	SCCM2012DC
Part of a Domain	Yes
Domain	SCCM.LOCAL
Workgroup	
GPO Site Name	Default-First-Site-Name
Netlogon Site Name	
Product Name	Windows Server 2012 R2 Standard
Version	
System Type	x64-based PC
Model	VMware Virtual Platform
Processor Architecture	AMD64
OS Architecture	64-bit
OS Language	1033
TotalPhysicalMemory	1073143808
Manufacturer	VMware, Inc.
Install Date	04/03/2015 19:57:14
Internet Explorer version	11.0.9600.17031

Information : Java version 10. x = 1.7 & Java version 11.x = 1.8



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SCCM2012DC
192.168.200.200

Display Disk Details

Export to CSV

Physical Drive information

Name	Model	Serial Number	Size (GB)	Partitions
\\.\PHYSICALDRIVE0	VMWARE, VMWARE VIRTUAL S SCSI DISK DEVICE		60	1

Partition information

Partition	Type	Size (GB)	FreeSpace (GB)	Used (GB)	(%) Free	(%) Used
A:	Floppy	0	0	0	0	0
C:	3	60	50	10	83	17

Page File Details : Managed by System.

Change Page File Location to D:\Pagefile.sys (Mem x 1.5) (Mem x 1.5)

Reboot Required

Change Page File Location to E:\Pagefile.sys (Mem x 1.5) (Mem x 1.5)

Reboot Required

Total Physical Memory : 1023 (MB)

WARNING! The "Change Page File" buttons above do not check disk space availability for you. They are brutal and force remote registry key changes on the remote pc. Please check there is enough disk space before moving the page file with the buttons above. Worst case is you could end up 'Blue Screening the PC' and i don't believe you would want that to have to deal with!



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SCCM2012DC
192.168.200.200

\\SCCM2012DC\Packages

List Folders on Share

General ExitCodes :

0 = Success

1 = Error

1603 = MSI error

1605 = MSI already installed

3010 = MSI reboot required

9009 = file not found

Package1
Package2
Package3
Package4
Package5

Selected folder = Package3

Drive letter to use for "Command to Execute" actions below. (Default = A)



Execute over network. Connect as "Local System". Null Session shares or open shares only! Uses third party executable REMCOM!

Command to
Execute >

"eg." INSTALL.BAT "or" CSCRIPT.EXE xxxxx.vbs "or" SETUP.EXE /S

< Execute Command

Copy local and Execute. Connect as "YOU" and use any network share you have access too! Uses third party executables PAEXEC & REMCOM!

Command to
Execute >

"eg." INSTALL.BAT "or" CSCRIPT.EXE xxxxx.vbs "or" SETUP.EXE /S

< Copy Local & Execute

Copy local and Execute. Connect as "YOU" and use any network share you have access too! Uses WMI and has manual checks!

Command to
Execute >

"eg." INSTALL.BAT "or" CSCRIPT.EXE xxxxx.vbs "or" SETUP.EXE /S

< Copy Local & Execute

Note: User messages and pop-ups will halt the install or removal routines. Make sure there no pauses or pop-up messages in the routines. Make sure the routines are "NOT" user interactive before running them. Please make sure there is enough local disk space for these actions before performing the above.



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SCCM2012DC
192.168.200.200

[Get File Associations](#)

[Get Associated Program](#)

[Export to CSV](#)

```
Application.Manifest="C:\Windows\System32\rundll32.exe" "C:\Windows\System32\dfshim.dll",ShOpenVerbApplication %1
Application.Reference="C:\Windows\System32\rundll32.exe" "C:\Windows\System32\dfshim.dll",ShOpenVerbShortcut %1|%2
batfile="%1" %*
CABFolder=%SystemRoot%\Explorer.exe /idlist,%l,%L
CATFile=%SystemRoot%\system32\rundll32.exe cryptext.dll,CryptExtOpenCAT %1
CERFile=%SystemRoot%\system32\rundll32.exe cryptext.dll,CryptExtOpenCER %1
CertificateStoreFile=%SystemRoot%\system32\rundll32.exe cryptext.dll,CryptExtOpenSTR %1
certificate_wab_auto_file="%ProgramFiles%\Windows Mail\wab.exe" /certificate "%1"
chm.file="%SystemRoot%\hh.exe" %1
cmdfile="%1" %*
comfile="%1" %*
CompressedFolder=%SystemRoot%\Explorer.exe /idlist,%l,%L
contact_wab_auto_file="%ProgramFiles%\Windows Mail\wab.exe" /contact "%1"
CRLFile=%SystemRoot%\system32\rundll32.exe cryptext.dll,CryptExtOpenCRL %1
desktopthemepackfile=%SystemRoot%\system32\rundll32.exe %SystemRoot%\system32\themecpl.dll,OpenThemeAction %1
Diagnostic.Cabinet=%SystemRoot%\system32\msdt.exe /cab "%1"
Diagnostic.Config=%SystemRoot%\system32\msdt.exe /path "%1"
Diagnostic.Document=%SystemRoot%\system32\msdt.exe /path "%1"
Diagnostic.Perfmon.Config=%SystemRoot%\system32\perfmon /sys /load "%1"
Diagnostic.Perfmon.Document=%SystemRoot%\system32\perfmon /sys /open "%1"
Diagnostic.Resmon.Config=%SystemRoot%\system32\perfmon /res /load "%1"
docxfile="%ProgramFiles%\Windows NT\Accessories\WORDPAD.EXE" "%1"
emffile="%systemroot%\system32\mspaint.exe" "%1"
evtfileroot=%SystemRoot%\system32\eventvwr.exe /L:"%1"
evbfile=%SystemRoot%\system32\eventvwr.exe /L:"%1"
exefile="%1" %*
Explorer.AssocActionId.BurnSelection=%SystemRoot%\explorer.exe
Explorer.AssocActionId.EraseDisc=%SystemRoot%\explorer.exe
Explorer.AssocActionId.ZipSelection=%SystemRoot%\explorer.exe
Explorer.AssocProtocol.search-ms=%SystemRoot%\Explorer.exe /separate,/idlist,%l,%L
Folder=%SystemRoot%\Explorer.exe
ftp="C:\Program Files\Internet Explorer\iexplore.exe" %1
giffile="C:\Program Files\Internet Explorer\iexplore.exe" %1
GPMGMT.MigTable="%SystemRoot%\System32\mtedit.exe" "%1"
group_wab_auto_file="%ProgramFiles%\Windows Mail\wab.exe" /Group "%1"
```



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SCCM2012DC
192.168.200.200

Local Groups

Members of Local Group

Local User list

Administrators
Users
Guests
Print Operators
Backup Operators
Replicator
Remote Desktop Users
Network Configuration Operators
Performance Monitor Users
Performance Log Users
Distributed COM Users
IIS_IUSRS
Cryptographic Operators
Event Log Readers
Certificate Service DCOM Access
RDS Remote Access Servers
RDS Endpoint Servers
RDS Management Servers
Hyper-V Administrators
Access Control Assistance Operators
Remote Management Users
Server Operators
Account Operators

INTERACTIVE
Authenticated Users
Domain Users

Type here "Username" or "Groupname" or "Domain Group name" , e.g. >

Domain Users

< {TOP}

Select from "Local Groups" List above or Type "Username" or "Groupname" here , e.g. >

Users

< {BOTTOM}

Add Local Group {TOP}

Add Local User {TOP}

Add Local User {TOP} into Local Group {BOTTOM}

Add Domain User or Group {TOP} into Local Group {BOTTOM}

Remove Local Group {BOTTOM}

Remove Local User {TOP}

Rem Local User {TOP} from Local Group {BOTTOM}

Rem Domain User or Group {TOP} from Local Group {BOTTOM}



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SCCM2012DC
192.168.200.200

Windows Updates

Other Updates

Displaying Windows Updates

Export to CSV

HotFixID	Installed On Date	Description	Caption
KB2919355	March / 18 / 2014	Update	http://support.microsoft.com/?kbid=2919355
KB2919442	March / 18 / 2014	Update	http://support.microsoft.com/?kbid=2919442
KB2937220	March / 18 / 2014	Update	http://support.microsoft.com/?kbid=2937220
KB2939471	March / 18 / 2014	Update	http://support.microsoft.com/?kbid=2939471
KB2938772	March / 18 / 2014	Update	http://support.microsoft.com/?kbid=2938772
KB2949621	March / 18 / 2014	Hotfix	http://support.microsoft.com/?kbid=2949621
KB2934520	March / 4 / 2015	Update	http://support.microsoft.com/?kbid=2934520



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SCCM2012DC
192.168.200.200

[List Programs & Features](#)

[Export to CSV](#)

SoftwareName	SoftwareVersion	Install Date	KeyName
Classic Shell	4.1.0	04/03/2015	{840C85B7-D3D6-4143-9AF9-DAE80FD54CFC}
Google Update Helper	1.3.26.9	04/12/2015	{60EC980A-BDA2-4CB6-A427-B07A5498B4CA}
Microsoft Visual C++ 2008 Redistributable -x64 9.0.30729.6161	9.0.30729.6161	04/03/2015	{5FCE6D76-F5DC-37AB-B2B8-22AB8CEDB1D4}
Microsoft Visual C++ 2008 Redistributable -x86 9.0.30729.4148	9.0.30729.4148	04/03/2015	{1F1C2DFC-2D24-3E06-BCB8-725134ADF989}
VMware Tools	9.9.2.2496486	16/04/2015	{EC7A4BA8-3A3E-4BC2-910E-2B2B4CD6B4E7}

MSIEXEC.EXE /x {840C85B7-D3D6-4143-9AF9-DAE80FD54CFC} REBOOT=REALLYSUPPRESS /qn /! *v c:\windows

[Uninstall software highlighted above using this button. \(MSI only!\)](#)

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SCCM2012DC
192.168.200.200

Display Process list

Process Name	Process ID	Processor Percentage Used
smss	220	
spoolsv	1184	
svchost	816	
svchost#1	312	
svchost#2	768	
svchost#3	612	
svchost#4	872	
svchost#5	944	
svchost#6	524	
svchost#7	652	
svchost#8	1108	
System	4	
taskhostex	1828	
TiWorker	4388	
TrustedInstaller	4992	
vds	1988	
vmtoolsd	1516	
vmtoolsd#1	2532	
wininit	384	
winlogon	412	
WINS	1592	
WmiApSrv	1852	
WmiPrvSE	300	
WmiPrvSE#1	3456	5
WmiPrvSE#2	4412	

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IPAddress

192.168.200.200

Subnet Mask

255.255.255.0

Nomad ProductVersion

Nomad Service

Nomad Folder Size

0

[Open Nomad Folder](#)[Open Nomad log](#)

PXE ProductVersion

PXE Service

[Open PXE Folder](#)[Open PXE log](#)[Open TftpRoot\Images](#)



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SCCM2012DC
192.168.200.200

[Display MSI List](#)

[Export to CSV](#)

MSI Application Name	Version	MSI filename	(dd/mm/yyyy) MSI First Install Date
Classic Shell	4.1.0	C:\Windows\Installer\56a6b.msi	04/03/2015 20:05:13
Google Update Helper	1.3.26.9	C:\Windows\Installer\162a87.msi	04/12/2015 16:14:39
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161	9.0.30729.6161	c:\Windows\Installer\115ad.msi	01/01/0001 00:00:00
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148	9.0.30729.4148	c:\Windows\Installer\115a9.msi	01/01/0001 00:00:00
VMware Tools	9.9.2.2496486	C:\Windows\Installer\4362d.msi	16/04/2015 14:21:53

Msiexec /x c:\Windows\Installer\115ad.msi /L*V C:\Windows\Installer\MSI_Removal.log /qn REBOOT=REALLYSUPPRESS

Select any MSI from table above, then Uninstall using the command here ^\ . Log file generated = C:\Windows\Installer\MSI_Removal.log



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SCCM2012Client
192.168.200.202

Get Cache Settings

C:\Windows\ccmcache = 5120 MB

Open SCCM Logs Folder

Open Cache Folder

Set Cache Size to >

500

MB

SCCM Provisioning Mode >

False.

Display Client Information

Set Cache Directory to >

D:\SCCM\CCM\Cache



Execution History



Advertisements (Machine)



Advertisements (User)



Running Jobs



Task Sequences



SCCM Remote Commands

List Execution History

Export to CSV

PkgID	Program	Date / Time Run	State	Exitcode	Failure Reason
PR10004C	MM-Remove_APPV5_Package_From_Cache-1-SOE-R1-IM	07/05/2015 12:23:39	Success	0	



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SCCM2012Client
192.168.200.202

Get Cache Settings

C:\Windows\ccmcache = 5120 MB

Open SCCM Logs Folder

Open Cache Folder

Set Cache Size to >

500

MB

SCCM Provisioning Mode >

False.

Display Client Information

Set Cache Directory to >

D:\SCCM\CCM\Cache



Execution History



Advertisements (Machine)



Advertisements (User)



Running Jobs



Task Sequences



SCCM Remote Commands

Machine Advertisements

AdvID

PkgID

AdvertName

ReRun machine advert

AdvID	PkgID	Name	Size (KB)	SftVer	Program	Command
PR120000	PR100003	Configuration Manager Client Upgrade Package	1697	3	Configuration Manager Client Upgrad...	ccmsetup.exe /AutoUpgrade /Upgra...



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SCCM2012DC
192.168.200.200

[Get Cache Settings](#)

[Open SCCM Logs Folder](#)

[Open Cache Folder](#)

[Set Cache Size to >](#)

500

MB

[SCCM Provisioning Mode >](#)

[Display Client Information](#)

[Set Cache Directory to >](#)

D:\SCCM\CCM\Cache



Execution History



Advertisements (Machine)



Advertisements (User)



Running Jobs



Task Sequences



SCCM Remote Commands

[User Advertisements](#)

AdvID

PkgID

AdvertName

[ReRun user advert](#)

AdvID	PkgID	Name	Size (KB)	SftVer	Program	User



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SCCM2012Client
192.168.200.202

Get Cache Settings

C:\Windows\ccmcache = 5120 MB

Open SCCM Logs Folder

Open Cache Folder

Set Cache Size to >

500

MB

SCCM Provisioning Mode >

False.

Display Client Information

Set Cache Directory to >

D:\SCCM\CCM\Cache



Execution History



Advertisements (Machine)



Advertisements (User)



Running Jobs



Task Sequences



SCCM Remote Commands

See if any SCCM Jobs are running

AdvID	PkgID	Name	State	Running State
PR120000	PR100003	Configuration Manager Client Upgrade Program	WaitingDisabled	NotifyExecution



AdvTS	PkgID	Name	Live/Published



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SCCM2012Client
192.168.200.202

Get Cache Settings

C:\Windows\ccmcache = 5120 MB

Open SCCM Logs Folder

Open Cache Folder

Set Cache Size to >

500

MB

SCCM Provisioning Mode >

False.

Display Client Information

Set Cache Directory to >

D:\SCCM\CCM\Cache



Execution History



Advertisements (Machine)



Advertisements (User)



Running Jobs



Task Sequences



SCCM Remote Commands

Hardware Inventory Cycle (01)

< Trigger Action

Get Last Run Time

Software Inventory Cycle (02)

< Trigger Action

Successful trigger of 'Software Inventory Cycle'

Get Last Run Time

Discovery Data Collection Cycle (Send DDR) (03)

< Trigger Action

Get Last Run Time

Machine Policy Retrieval & Evaluation Cycle (21)

< Trigger Action

Software Updates Deployment Evaluation Cycle (108)

< Trigger Action

Software Updates Scan Cycle (113)

< Trigger Action

File Collection Cycle (10)

< Trigger Action

Windows Installer Source List Update Cycle (32)

< Trigger Action

Software Metering Usage Report Cycle (31)

< Trigger Action

Branch Distribution Point Maintenance Task (61)

< Trigger Action

Repair SCCM Client

< Trigger Action

Certificate Maintenance Task (51)

< Trigger Action

REPAIR WMI

< Trigger Action

User Policy Agent Request Assignment (26)

< Trigger Action

Application manager policy action (121)

< Trigger Action

Hard Reset Policy

< Trigger Action

Clear Actions



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SCCM2012DC
192.168.200.200

List Services

Export to CSV

Service Name	ServiceDescription	State	StartMode
ADWS	Active Directory Web Services	Running	Auto
AeLookupSvc	Application Experience	Stopped	Manual
ALG	Application Layer Gateway Service	Stopped	Manual
AppIDSvc	Application Identity	Stopped	Manual
Appinfo	Application Information	Stopped	Manual
AppMgmt	Application Management	Stopped	Manual
AppReadiness	App Readiness	Stopped	Manual
AppXSvc	AppX Deployment Service (AppXSVC)	Stopped	Manual
AudioEndpointBuilder	Windows Audio Endpoint Builder	Stopped	Manual
Audiosrv	Windows Audio	Stopped	Manual
BFE	Base Filtering Engine	Running	Auto
BITS	Background Intelligent Transfer Service	Stopped	Manual
BrokerInfrastructure	Background Tasks Infrastructure Service	Running	Auto
Browser	Computer Browser	Stopped	Disabled
CertPropSvc	Certificate Propagation	Stopped	Manual

Select a "Service Name" from the above list before using the buttons below!

ADWS

Start Service

Stop Service

Set to "Automatic"

Set to "Manual"

Use With Caution >

Set to "Disabled"

Use With Caution >

Delete Service



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192.168.200.200

Display Full Process List

End selected process

Export to CSV

Process Name	Process ID	WhoRun	Exepath
ClassicStartMenu.exe	1400	SCCM\Administrator	C:\Program Files\Classic Shell\ClassicStartMenu.exe
csrss.exe	308	NT AUTHORITY\SYSTEM	
csrss.exe	376	NT AUTHORITY\SYSTEM	
dfsrs.exe	1252	NT AUTHORITY\SYSTEM	C:\Windows\system32\DFSRS.exe
dfssvc.exe	1636	NT AUTHORITY\SYSTEM	C:\Windows\system32\dfssvc.exe
dllhost.exe	1848	NT AUTHORITY\SYSTEM	C:\Windows\system32\dllhost.exe
dns.exe	1288	NT AUTHORITY\SYSTEM	C:\Windows\system32\dns.exe
dwm.exe	748	Window Manager\DWM-1	C:\Windows\system32\dwm.exe
explorer.exe	2312	SCCM\Administrator	C:\Windows\Explorer.EXE
ismserv.exe	1312	NT AUTHORITY\SYSTEM	C:\Windows\System32\ismserv.exe
lsass.exe	484	NT AUTHORITY\SYSTEM	C:\Windows\system32\lsass.exe
MDM.EXE	1332	NT AUTHORITY\SYSTEM	C:\Program Files (x86)\Common Files\Microsoft Shared\VS7DEBUG\MDM.EXE
Microsoft.ActiveDirectory.Web...	1216	NT AUTHORITY\SYSTEM	C:\Windows\ADWS\Microsoft.ActiveDirectory.WebServices.exe
msdtc.exe	2244	NT AUTHORITY\NETWORK SERVICE	C:\Windows\System32\msdtc.exe
mspaint.exe	3728	SCCM\Administrator	C:\Windows\system32\mspaint.exe
services.exe	476	NT AUTHORITY\SYSTEM	
smss.exe	220	NT AUTHORITY\SYSTEM	
spoolsv.exe	1184	NT AUTHORITY\SYSTEM	C:\Windows\System32\spoolsv.exe
svchost.exe	612	NT AUTHORITY\SYSTEM	C:\Windows\system32\svchost.exe
svchost.exe	652	NT AUTHORITY\NETWORK SERVICE	C:\Windows\system32\svchost.exe
svchost.exe	768	NT AUTHORITY\LOCAL SERVICE	C:\Windows\System32\svchost.exe
svchost.exe	816	NT AUTHORITY\SYSTEM	C:\Windows\system32\svchost.exe
svchost.exe	872	NT AUTHORITY\LOCAL SERVICE	C:\Windows\system32\svchost.exe
svchost.exe	944	NT AUTHORITY\NETWORK SERVICE	C:\Windows\system32\svchost.exe
svchost.exe	912	NT AUTHORITY\LOCAL SERVICE	C:\Windows\system32\svchost.exe



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192.168.200.200

List selected users settings

Keyboard Layout Code > 00000409

Export to CSV

Default Printer =

TNS_ADMIN =

PC Name	Username	Printer Connection Found

Username	DriveLetter	UNC Network Path
sccm\administrator	S	\\sccmxc\c\$

Username	Connection Name	Connection Driver Type
sccm\administrator	dBASE Files	C:\Windows\system32\odbcjt32.dll
sccm\administrator	Excel Files	C:\Windows\system32\odbcjt32.dll
sccm\administrator	MS Access Database	C:\Windows\system32\odbcjt32.dll
sccm\administrator	ODBC Data Sources	

[Home](#)[About](#)[Disk](#)[Execute](#)[FType](#)[Groups](#)[Patches](#)[Programs & Features](#)[Processor](#)[PXE](#)[MSI](#)[SCCM](#)[Services](#)[TaskMan](#)[User](#)[VNC](#)**SCCM2012DC****192.168.200.200****1**[Install VNC Client to C:\RemoteAssistance](#)**2**

Get the user to run > C:\RemoteAssistance\RemoteAssistance.exe A VNC Server "eye" symbol will appear in the users task tray [down by the clock]

NOTE: This is an encrypted connection.

3[Connect securely to client machine using the password : RDT123](#)

Get the user to accept your connection.. "they will get a 60 second pop up windows appear".

(You will need to try again if the user doesn't "Accept Connection" within 60 seconds!

If the connection fails with "SecureVNCPlugin authentication failed (no plugin interface available)" then please try running RDT.EXE as Administrator.

4[Close VNC down and Delete it from users PC](#)

Either the user can close the client (right click the eye and select "Close VNC Connections") or you can remotely.

If left the client will close when the user logs off. (It runs encrypted in the user context)

Example tab generated by pressing the Get APPV button on the HOME tab:

App-V Version : 4.6.3.24870 on : SCCMXP

Remote CMD (As you)

Cache Details Packages Shortcuts Appv 4.6 Commands

Total Size of APPV Cache =12454

File Size of APPV Cache =9

Percentage free of APPV Cache =100% Free.

Amount of APPV Cache used =

APPV Cache Location >C:\Documents and Settings\All Users\Documents\SoftGrid Client\sftfs.fsd

APPV Min Free Disk Space >0 0

App-V Version : 4.6.3.24870 on : SCCMXP



Remote CMD (As you)

Cache Details Packages Shortcuts Appv 4.6 Commands

Name ▲	Version	Package GUID	InUse	Locked	Size	SftPath
{CF6ACE9E-7BE1-4B14-BAB0-03B...	1	CF6ACE9E-7BE1-4B14-BAB...	False	False	8814592	file:///C:/Documents and Settings/Administrator/SCCM/Desktop/Package...

App-V Version : 4.6.3.24870 on : SCCMXP



Remote CMD (As you)

Cache Details Packages Shortcuts Appv 4.6 Commands

Shortcut ▲	Version	LastLaunchOnSystem	PackageGUID	Loading	OriginalOsdPath
Start Listening VNC Viewer	5.1.0.15125	01/01/1601 00:00:00	CF6ACE9E-7BE...	False	C:\Documents and Settings\All Users\Documents\MSIUtility\{CF6ACE...
VNC Address Book	5.1.0.15125	01/01/1601 00:00:00	CF6ACE9E-7BE...	False	C:\Documents and Settings\All Users\Documents\MSIUtility\{CF6ACE...
VNC Viewer	5.1.0.15125	01/01/1601 00:00:00	CF6ACE9E-7BE...	False	C:\Documents and Settings\All Users\Documents\MSIUtility\{CF6ACE...

App-V Version : 4.6.3.24870 on : SCCMXP



Remote CMD (As you)

Cache Details Packages Shortcuts Appv 4.6 Commands

SFTMIME command examples:

Add Publishing Server = SFTMIME ADD SERVER:"Production Environemt App-V" /HOST ***HOSTNAMEHERE*** /TYPE RTSP /PORT 554 /REFRESH ON
Delete Publishing Server = SFTMIME DELETE SERVER:"Production Environemt App-V"
Start Refresh of Server = SFTMIME REFRESH SERVER:"Production Environemt App-V"

Load Package = SFTMIME LOAD PACKAGE:{4DE133E9-B54D-468F-9E7D-0B51A26CB538}
Delete Package = SFTMIME DELETE PACKAGE:{4DE133E9-B54D-468F-9E7D-0B51A26CB538}

Remove Complete App = SFTMIME REMOVE APP:"Open Options User Application 7.2.0.0" /COMPLETE

Add FileType = SFTMIME ADD TYPE:DOCX /APP "Microsoft Word 14.3.2.0" /ICON icon-pathname /CONTENT-TYPE content-type /GLOBAL /PERCEIVED-TYPE perceived-type
/PROGID progid /CONFIRMOPEN NO /SHOWEXT YES /NEWMENU YES
Delete FileType = SFTMIME DELETE TYPE:DOCX /GLOBAL

Standard command examples:

Remove Directory = RD /S /Q "C:\Program Files\RDT\Folder"
Remove File = Del /F /Q "C:\Program Files\RDT\RDT\RDT.EXE"

Example tab generated by pressing the Get APPV button on the HOME tab:

App-V Version : 5.1.86.0 on : SCCM2012DC

Select the command you wish to copy and paste into the Powershell Console Window from the dropdown list below

Get-AppvClientPackage -All

Connect to a Powershell Console Window on the remote machine

APPV 5 Commands

Example generated when Start-Up Items button is pressed:

Startup Items on : SCCM2012DC

Login Items Run Shell Plug-ins Internet Plug-ins Network Plug-ins Local Print Server

SOFTWARE\Microsoft\Windows\CurrentVersion\Run	▲ Command Run at Login
Classic Start Menu	"C:\Program Files\Classic Shell\ClassicStartMenu.exe" -autorun
VMware User Process	"C:\Program Files\VMware\VMware Tools\vmtoolsd.exe" -n vmusr
SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Run	▲ Command Run at Login
USER > SOFTWARE\Microsoft\Windows\CurrentVersion\Run	▲ Command Run at Login

Startup Items on : SCCM2012DC

Login Items Run Shell Plug-ins Internet Plug-ins Network Plug-ins Local Print Server

DRIVE	Shell Plug-in
DIRECTORY	Shell Plug-in
FOLDER	Shell Plug-in
PintoStartScreen	C:\Windows\system32\shell32.dll
PintoStartScreen	C:\Windows\system32\shell32.dll
StartMenuExt	C:\Windows\system32\StartMenuHelper64.dll
StartMenuExt	C:\Windows\SysWow64\StartMenuHelper32.dll
COPYHOOK	Shell Plug-in



Startup Items on : SCCM2012DC

Login Items Run Shell Plug-ins Internet Plug-ins Network Plug-ins Local Print Server

System\CurrentControlSet\Services\WinSock2\Parameters\Protocol_Catalog9\Catalog_Entries	▲	Plug-in
vSockets DGRAM		%windir%\system32\wsocklib.dll
vSockets STREAM		%windir%\system32\wsocklib.dll
System\CurrentControlSet\Services\WinSock2\Parameters\Protocol_Catalog9\Catalog_Entries64	▲	Plug-in
vSockets DGRAM		%windir%\system32\wsocklib.dll
vSockets STREAM		%windir%\system32\wsocklib.dll
System\CurrentControlSet\Services\WinSock2\Parameters\NameSpace_Catalog5\Catalog_Entries	▲	Plug-in
System\CurrentControlSet\Services\WinSock2\Parameters\NameSpace_Catalog5\Catalog_Entries64	▲	Plug-in

Startup Items on : SCCM2012DC

Login Items Run Shell Plug-ins Internet Plug-ins Network Plug-ins Local Print Server

SYSTEM\CurrentControlSet\Control\Print\Monitors	Driver
ThinPrint Print Port Monitor for VMWare	TPVMMon.dll

Example tab generated by pressing the “RDT Registry Editor” button on the HOME:

SCCM2012DC

Select >

CurrentUser

 = administrator

Refresh (F5)

Clear All

AppEvents

Console

Control Panel

Environment

EUDC

Keyboard Layout

Network

Printers

Software

System

Volatile Environment

1

Name	Type	Data
(Default)	REG_SZ	
APPDATA	REG_SZ	C:\Users\Administrator\AppData\Roaming
HOMEDRIVE	REG_SZ	C:
HOMEPATH	REG_SZ	\Users\Administrator
LOCALAPPDATA	REG_SZ	C:\Users\Administrator\AppData\Local
LOGONSERVER	REG_SZ	\\SCCM2012DC
USERDNSDOMAIN	REG_SZ	SCCM.LOCAL
USERDOMAIN	REG_SZ	SCCM
USERDOMAIN_ROAMINGPROFILE	REG_SZ	SCCM
USERNAME	REG_SZ	administrator
USERPROFILE	REG_SZ	C:\Users\Administrator

Volatile Environment

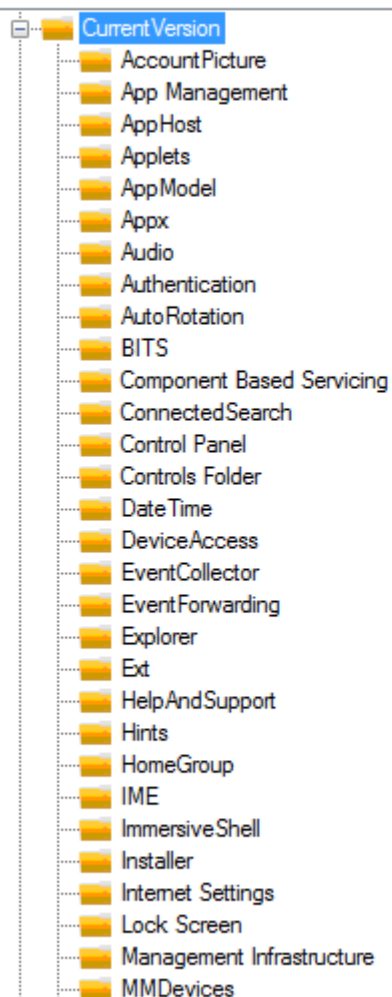
SCCM2012DC

Select >

LocalMachine ▾

Refresh (F5)

Clear All

- 
- CurrentVersion
 - Account Picture
 - App Management
 - AppHost
 - Applets
 - AppModel
 - Appx
 - Audio
 - Authentication
 - AutoRotation
 - BITS
 - Component Based Servicing
 - ConnectedSearch
 - Control Panel
 - Controls Folder
 - Date Time
 - DeviceAccess
 - EventCollector
 - EventForwarding
 - Explorer
 - Ext
 - HelpAndSupport
 - Hints
 - HomeGroup
 - IME
 - ImmersiveShell
 - Installer
 - Internet Settings
 - Lock Screen
 - Management Infrastructure
 - MMDevices

Name	Type	Data
(Default)	REG_SZ	
CommonFilesDir	REG_SZ	C:\Program Files (x86)\Common Files
CommonFilesDir (x86)	REG_SZ	C:\Program Files (x86)\Common Files
CommonW6432Dir	REG_SZ	C:\Program Files\Common Files
DevicePath	REG_EXPAND_SZ	%systemroot%\inf
MediaPathUnexpanded	REG_EXPAND_SZ	%systemroot%\media
ProgramFilesDir	REG_SZ	C:\Program Files (x86)
ProgramFilesDir (x86)	REG_SZ	C:\Program Files (x86)
ProgramFilesPath	REG_EXPAND_SZ	%programfiles%
ProgramW6432Dir	REG_SZ	C:\Program Files
SM_ConfigureProgramsName	REG_SZ	Set Program Access and Defaults
SM_GamesName	REG_SZ	Games

SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion

Revision Changes:

Version 2.003 = 1) Fully functional 30-day trial offered.

Version 2.002 = 1) GUI changed to Metro Interface.

Version 2.001 = 1) Added AD user buttons on Home page for Email Address / Phone numbers / mobile Number.

Version 2.000 = 1) Public Release Version supporting any PC with Dot-Net 2 installed.

Version 1.090 = 1) Encrypted serial number from prying eyes.

Version 1.089 = 1) Information updated on the Install / Remove packages tab.

Version 1.088 = 1) Removed REMCOM plain text password security issue. REMCOM Connections use NTLM security authentication now.

Version 1.087 = 1) Ordered buttons alphabetically on HOME.

Version 1.086 = 1) Added Hard Reset Policy SCCM client tools button.

Version 1.085 = 1) Added SCCM client tools buttons code (26) and (121).

Version 1.084 = 1) Changed SCCM user adverts list routine to use AD based SID detection rather than local PC (Explorer.exe).

Version 1.083 = 1) Cosmetic changes to fix full screen fitting.

Version 1.082 = 1) Added logged on user credential tick box and corrected checking for blank entries.

Version 1.081 = 1) Added RDT Registry Editor full key and value creation right click options.

Version 1.080 = 1) Added PayPal button on HOME. 2) Replaced PSEXEC with PAEXEC (commercially free redistributable).

Version 1.079 = 1) Install / Remove packages tab updated.

Version 1.078 = 1) Updated RDT Registry viewer to Editor.

Version 1.077 = 1) Added Start-up Item button and coded.

Version 1.076 = 1) Added RDT Registry Viewer.

Version 1.0.75 = 1) Added PayPal button on HOME. 2) Replaced PSEXEC with PAEXEC (commercially free redistributable).

Version 1.0.74 = 1) Added Helpdesk reference section on HOME.

Version 1.0.73 = 1) Minor cosmetic GUI re-arrangements and renaming / tidying up done.

Version 1.0.72 = 1) Fixed spurious connections issues on certain buttons if not connected to a PC. Cut initial connection test to max 5 seconds length.

Version 1.0.71 = 1) Non-Commercial Icons replace all previous part commercial and fully commercial Icons in the program.

Version 1.0.70 = 1) New GUI and layout applied for production and buttons added / moved etc.

Version 1.0.69 = 1) Changed connection check to TCP on port 3389 (RDP) and removed ping check.

Version 1.0.68 = 1) Added detection for Reader DC.

Version 1.0.67 = 1) Added PowerShell button (with included remote WINRM start) to the APPV5 form for proper Administration via PowerShell.

Version 1.0.66 = 1) Added Appv-5 detection and new APPV4 or APPV5 forms as seen screens above.

Version 1.0.65 = 1) Removed previous “.” addition to the IP address to make the tool work on Windows 8.1 and Server 2012.

Version 1.0.64 = 1) Reboot button added (with check). 2) 1E Nomad and PXE tab added.

Version 1.0.63 = 1) Fixed Java detection on PC-info tab for new java versions > 1.7.0.55 and 1.8 or above. 2) Added TNS_ADMIN detection to user tab.

Version 1.0.62 = 1) Fixed user detection on first connect button.

Version 1.061 = 1) Added User rerun Advert button.

Version 1.060 = 1) Added Machine rerun Advert button.

Version 1.059 = 1) Fixed Detica Agent detection on PC-Info tab.

Version 1.058 = 1) Added Lumensions server line detection to the PC-Info tab.

Version 1.057 = 1) Fixed x86 and x64 APPV Cache details tab. APPV Cache can now be measured properly.

Version 1.056 = 1) Added WMIFIX SCCM command.

Version 1.055 = 1) Fixed SCCM buttons remote commands.

Version 1.054 = 1) Fixed Install and Remove software buttons for Helpdesk.

Version 1.051-53 = 1) Fix the WMI cannot connect to PC that sometimes is seen. 2) Changed to Installer folder for logs.

Version 1.050 = 1) Added Office 2013 detection.

Version 1.047-49 = 1) Adobe Reader Detection on PC-INFO tab fixed. 2) Added APPV cache details tab (works for x86 only).

Version 1.046 = 1) Changed Start-up page to detect previously connected PC's at launch. 2) Added permanent comments field for selected PC.

Version 1.045 = 1) Added Adobe reader detection for version 11.

Version 1.044 = 1) Added VNC tab with remote VNC setup for remote control of user's PC.

Version 1.043 = 1) Few minor cosmetic appearance changes.

Version 1.042 = 1) Fixed Avecto version detection on PC info tab. 2) Added Running Jobs detection on SCCM tab.

Version 1.041 = 1) Added SCCM Provisioning check on connect. (Checks to see if SCCM jobs are halted or not) FALSE (Green) is good, TRUE (Red) is BAD.

Version 1.040 = 1) Added Processor Usage tab.

Version 1.039 = 1) Fixed initial connection problems. 2) Moved PC info to its own tab. 3) Added User tab (Printers and Network drives). 4) Added x64 detection for certain software.

Version 1.036 = 1) Fixed / enhanced "Windows Update Detection" and "Other Updates detection" on x64 PC's on the Installed patches tab.

Version 1.035 = 1) Added detection of Adobe Reader 11.0.00

Version 1.034 = 1) Corrected Adobe Reader blank string detection.

Version 1.033 = 1) Updated Groups tab. 2) Updated HOME to include Avecto version. 3) Added check to Uninstall (on installed software tab).

Version 1.032 = 1) Corrected "Installed Software" Uninstall button REBOOT=REALLYSUPPRESS tag added.

Version 1.031 = 1) Improved APPV tab layout and functionality. 2) Added help button.

Version 1.030 = 1) Improved the File Association detection tab.

Version 1.029 = 1) Added detection for Adobe Reader 9.5.1

Version 1.028 = 1) Added Install and Uninstall command line text entry boxes so any file can be run.

Version 1.025 – 1.027 = Minor application fixes and tweaks that were asked for by people.

Version 1.024 = 1) Re-worked so application will fit to minimum laptop 1200x600 size screen.

Version 1.023 = 1) Fixed Date ordering on Installed software and SCCM Execution history tabs.

Version 1.022 = 1) Added Lumensions detection.

Version 1.021 = 1) Fixed MSI list problem. 2) Fixed “select cell” issue.

Version 1.020 = 1) Updated SCCM tab (New features). 2) Corrected MIR agent versions detection issue.

Version 1.019 = 1) Changed Install Packages on Install Page to be Universal. (I.E. enter the package directory to install from...)

Version 1.018 = 1) Fixed Group-Member detection on x64. 2) Fixed Remote Command on x64. 3) Added “Who Run” to Task Manager (as seen above).

Version 1.017 = 1) Added Appsense agent detection. 2) Made tool universal.

Version 1.016 = 1) Added to MSI tab, the Installed date/time now shown for MSI's in the MSI Database.

Version 1.015 = 1) Fixed 32bit installed software detection as well as x64 software detection on x64 machine.

Version 1.014 = 1) Added Windows 7 x64 support. 2) Re-ordered Tabs. 3) Added colour to help button usage. 4) Updated Help File.

Version 1.013 = 1) Added Detica agent detection

Version 1.012 = 1) Fixed group membership issue.

Version 1.011 = 1) Added Disk tab.

Version 1.001 – 1.010 = 1) Primary design of tool.

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