



A Self-healing, End-user Experience Management product for Digital Workspace

Release 1.3

Microsoft Use Cases Supported

Table of Contents

Introduction	3
DWS Features	4
DWS ignio App for End User	5
ignio App for End User Application Management	6
ignio App for End User System Management	7
ignio App for End User Network Management.....	8
ignio App for End User Software Metering	9
ignio App for End User Disk Management	9
ignio App for End User Security Management.....	9
ignio App for End User Device Management	10
ignio App for End User Group Policy Management	10
ignio App for End User Memory Management.....	10
DWS Enterprise Dashboard	11
DWS Enterprise Dashboard Device Health	12
DWS Enterprise Dashboard Inventory & Distribution.....	12
DWS Enterprise Dashboard Security & Compliance	13
DWS Enterprise Dashboard Software Metering	13
DWS Enterprise Dashboard Proactive Recommendations	13

Introduction

Create a Happy, Frustration-free and Highly Productive Employee Workspace Experience

ignio AI.Digital Workspace autonomously detects endpoint issues, triages and remediates them. It offers an intuitive self-service app for end-users, an intelligent dashboard for service desk teams and endpoint blueprint at the core. It has proven highly effective in cutting down unnecessary IT costs, warranting uninterrupted endpoint availability and accurately predicting the impact of technological changes on the IT landscape.

Product Benefits

Find and fix endpoint issues before they disrupt the workday. Reduce anxiety of IT service desk teams, create a happier, highly productive digital workspace for employees that leads to superior customer experience and improved agility with better business outcomes.

DWS | Features

Self-Heal Incidents

- ❖ Pre-packaged Knowledge for Autonomous Remediation
- ❖ Event Detection Service
- ❖ Commonly Occurring System and Application Faults
- ❖ 100% Offline Availability

Enterprise Dashboard

- ❖ Displays End-point distribution, usage patterns
- ❖ Insightful Widgets for:
 - Device Health
 - Security & Compliance
 - Inventory & Distribution
 - Software Metering
- ❖ End-point 360° view
- ❖ Intelligent Recommendations
- ❖ Availability of Data Export for 3rd Party Apps

Multi-Lingual Support

- ❖ English
- ❖ French
- ❖ Spanish
- ❖ Portuguese
- ❖ German
- ❖ Japanese

Endpoint Health and Compliance

- ❖ Device Health Checks
- ❖ Compliance Checks
- ❖ Performance Tuning Activities
- ❖ Visibility into Healthy vs. Unhealthy Endpoints
- ❖ Software Access Summary

Server-side Automation

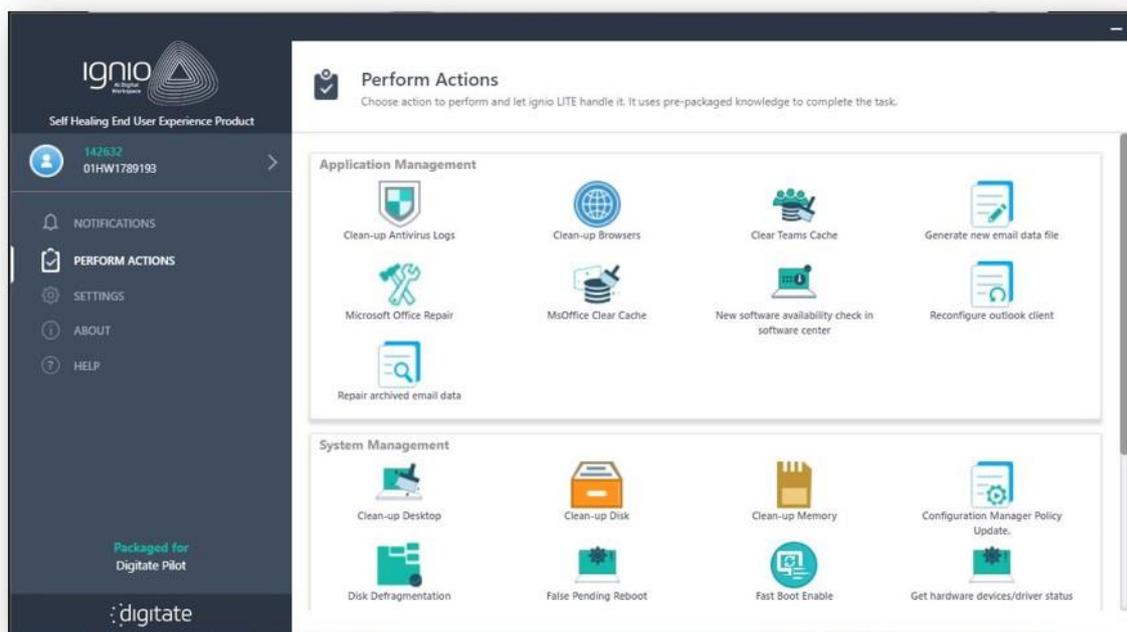
- ❖ Automation of Server-side technology
 - O365
 - Exchange
 - Active Directory
 - Mobile Device Management

Miscellaneous

- ❖ Auto registration of Enterprise Device
- ❖ Supports access via Secure Open Internet, Proxy and

DWS | ignio App for End User

- Requires installation on end-user's machine
- Includes pre-packaged use cases with self-heal capabilities
- Detects issues, triages and remediates without the need for raising a trouble ticket
- Captures data point for analysis



- ❖ [Application Management](#)
- ❖ [Software Metering](#)
- ❖ [Device Management](#)

- ❖ [System Management](#)
- ❖ [Disk Management](#)
- ❖ [Group Policy Management](#)

- ❖ [Network Management](#)
- ❖ [Security Management](#)
- ❖ [Memory Management](#)

* Click a Category from above to understand the OOB Use Cases covered in that Category.

ignio App for End User | Application Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	MS Office Cache Clean up	All Office Products	Clears the Office File and Document cache	Auto	Auto	Auto	App & Dashboard
2	MS Teams Cache Clean up	Microsoft Teams	Clears the MS Team's cache	Auto	Auto	Auto	App & Dashboard
3	MS Office Repair	Office 2013,2016, O365	Repairs MS Office if found corrupted. Manual action	Manual	Manual	Manual	App & Dashboard
4	OneDrive Status	Windows 7, 8.1, 10	Collects OneDrive Installed Status and Sync status	Auto	Auto	N.A.	Dashboard only
5	Browser Clean up	Internet Explorer, MS-Edge	Deletes browser cache, history, temp files capacity and performance improvement	Auto	Auto	Auto	App & Dashboard
6	App-V Cache Clean up	App-V 5+	Clears App-V cache	Manual	Auto	Auto	App & Dashboard
7	Reconfigure Outlook Client	Outlook 2013, 2016, O365	Rebuilds Outlook client if found corrupted	Manual	Manual	Manual	App & Dashboard
8	Repair Archived Emails	Outlook 2013, 2016, O365	Detects and repairs corrupted Outlook PST Files	Auto	Auto	Auto	App & Dashboard
9	Reset Outlook Inbox	Outlook 2013, 2016, O365	Recreates Outlook client if found corrupted. Manual action	Manual	Manual	Manual	App & Dashboard

ignio App for End User | System Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Certificate Expiry	Windows 7, 8.1, 10	Check if any of the authentication user/machine certificates are getting expired	Auto	Auto	N.A.	App & Dashboard
2	Desktop Optimization	Windows 7, 8.1, 10	Optimizes device desktop for performance improvement	Auto	Auto	Auto	App & Dashboard
3	False Pending Reboot	Windows 7, 8.1, 10	Fix false Pending Reboot issues, which helps to resolve software deployments issues	Auto	Auto	Auto	App & Dashboard
4	Fast Boot Enable	Windows 7, 8.1, 10	Check if Fast boot is enabled for operating system or not , and enable if it is disabled	Auto	Auto	Auto	App & Dashboard
5	Fix System Clock Sync Issues	Windows 7, 8.1, 10	Detect and Fix System Clock Sync issues	Auto	Auto	N.A.	Dashboard only
6	Get and Set Service Status	Windows 7, 8.1, 10	Detect an Fix status for defined list of Services	Auto	Auto	Auto	Dashboard only
7	Get Bitlocker Status Information	Windows 7, 8.1, 10	Collects Bitlocker & TPM information	Auto	Auto	N.A.	Dashboard only
8	OS Patch Compliance	Windows 7, 8.1, 10	Gets and reports OS patches installed on device	Auto	Auto	N.A.	Dashboard only
9	Pending Reboot of System	Windows 7, 8.1, 10	Gets and reports is device requires reboot / restart. Detects and takes action automatically	Auto	Auto	Auto	Dashboard only
10	Get multiple Profiles	Windows 7, 8.1, 10	Gets and reports if devices has multiple profiles for manual troubleshooting	Auto	Auto	N.A.	App only
11	Detect Device Reboot Required	Windows 7, 8.1, 10	Gets and reports is device requires reboot / restart. Detects and takes action automatically	Auto	Auto	Auto	App & Dashboard
12	SCCM Client - VDI Remediation	Windows 7, 8.1, 10	Perform SCCM Client HealthCheck and Fix SCCM Config file	Auto	Auto	Auto	App & Dashboard
13	SCCM Client Actions	Windows 7, 8.1, 10	Periodically executes SCCM Client actions and report activity	Auto	Auto	Auto	App & Dashboard
14	SCCM Client Health Check	Windows 7, 8.1, 10	Perform SCCM Client HealthCheck and Troubleshooting	Auto	Auto	Auto	App & Dashboard
15	Software Center Applications	Windows 7, 8.1, 10	Detect new application made available to device with Software Center	Manual	Auto	Auto	App & Dashboard
16	System Boot Time	Windows 7, 8.1, 10	Detects and reports time requires to boot the device. Detects and takes action automatically	Auto	Auto	Auto	App & Dashboard
17	System Restore Point	Windows 7, 8.1, 10	Periodically review the available System restore point and ensure latest System restore Point is available	Auto	Auto	Auto	App & Dashboard

18	System Unexpected Shutdown	Windows 7, 8.1, 10	Gets and reports various reasons of system crash of device	Auto	Auto	N.A.	Dashboard only
19	User Access Control	Windows 7, 8.1, 10	Check and report the current status of UAC settings	Auto	Auto	N.A.	Dashboard only
20	Windows Credential Clean Up	Windows 7, 8.1, 10	Gets and Clears cached Windows Domain Credentials	Manual	Manual	Manual	App only
21	Windows Update Troubleshooting	Windows 7, 8.1, 10	Fix most common Windows update issues	Auto	Auto	Auto	App & Dashboard

ignio App for End User | Network Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Internet Connectivity	N.A.	Detects network change and sets appropriate proxy settings	Auto	Auto	Auto	App & Dashboard
2	Auto Configure Proxy	Windows 7, 8.1, 10	Detects network change and sets automatic configuration settings	Auto	Auto	Auto	App & Dashboard
3	Detect rogue Wi-Fi connection	Windows 7, 8.1, 10	Detects rogue Wi-Fi connectivity and prompts users to disconnect	Auto	Auto	N.A.	App & Dashboard
4	Identify Zscaler Connectivity	Windows 7, 8.1, 10	Identify Zscaler Connectivity	Auto	Auto	N.A.	App & Dashboard
5	Intranet Services Connectivity	Windows 7, 8.1, 10	Checks and reports availability of intranet critical (Defined) services	Auto	Auto	Auto	App & Dashboard
6	Report and Set Preferred Band	Windows 7, 8.1, 10	Set Preferred Band for Wireless Adapter (2.4 GHz or 5 GHz)	Auto	Auto	N.A.	App & Dashboard
7	System Network Status	Windows 7, 8.1, 10	Checks and reports device network status and intranet connectivity	Auto	Auto	Auto	App & Dashboard
8	Wi-Fi Signal Strength	Windows 7, 8.1, 10	Collect Wi-Fi signal and calculates RSSI and reports along with other information like SSID and device details	Auto	Auto	N.A.	Dashboard only

ignio App for End User | Software Metering

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Report Extra Software	All software	Detects and reports business applications on device	Auto	Auto	N.A.	Dashboard only
2	Report Missing Essential Software	All software	Detects and reports if business application is missing on device	Auto	Auto	N.A.	Dashboard only
3	Report Unauthorized Software	All software	Gets and reports if unauthorized / blacklisted software installed on device	Auto	Auto	N.A.	Dashboard only
4	Report Unused Licensed Software	All software	Gets and reports if licensed software is installed on device and is unused	Auto	Auto	N.A.	Dashboard only
5	Report Unused Software	All software	Gets and reports if software is installed on device and is unused	Auto	Auto	N.A.	Dashboard only
6	Software - Version Distribution	All software	Collect Software inventory and display the all the version installed on the devices. Helpful for Software version	Auto	Auto	Auto	App & Dashboard

ignio App for End User | Disk Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Disk Health Check	N.A.	Predicts and reports hard disk failure	Auto	Auto	Auto	App & Dashboard
2	Disk Information	N.A.	Gets and reports disk information for manual troubleshooting	Auto	N.A.	N.A.	App only
3	Disk Clean up	Windows 7, 8.1, 10	Detects and deletes heavy files on disk for capacity improvement	Auto	Auto	Auto	App & Dashboard
4	Disk Optimization	Windows 7, 8.1, 10	Detects and enables disk optimization option if set disabled	Auto	Auto	Auto	App & Dashboard

ignio App for End User | Security Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Elevated Privileges	N.A.	Gets and reports if user has elevated privileges on device	Auto	N.A.	N.A.	Dashboard only
2	Get Local Administrators	N.A.	Get and reports list of Administrators on device	Manual	N.A.	N.A.	App only
3	Domain Password Expiry	N.A.	Display and Alert End User for Account Password Expiry information	Auto	N.A.	N.A.	App only

ignio App for End User | Device Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Audio Devices	N.A.	Gets and reports audio device information for manual troubleshooting	Auto	N.A.	N.A.	App only
2	Battery Heath Check	N.A.	Checks and reports battery life (capacity)	Auto	Auto	N.A.	App & Dashboard
3	Device Driver Status	Windows 7, 8.1, 10	Check current device driver status and report if any errors found	Auto	Auto	N.A.	App & Dashboard

ignio App for End User | Group Policy Management

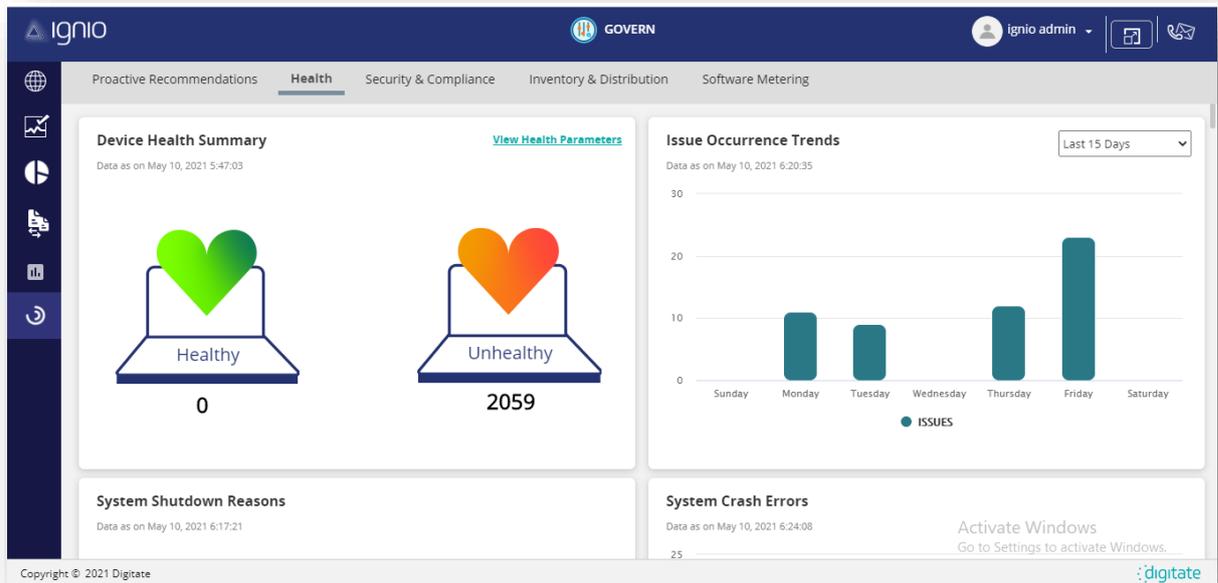
Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Group Policy Update	Windows 7, 8.1, 10	Detects and refreshes GP policy for latest updates/policies	Auto	Auto	Auto	App & Dashboard

ignio App for End User | Memory Management

Sr. No	Title	Technology	Description	Detect	Diagnose	Action	Report
1	Memory Optimization	Windows 7, 8.1, 10	Detects and closes memory consuming apps	Auto	Auto	Auto	App & Dashboard

DWS | Enterprise Dashboard

- Set of analyzed data widgets to show endpoint distribution, pattern, usage and so on
- Insights and proactive recommendation



❖ [Device Health](#)
❖ [Software Metering](#)

❖ [Inventory & Distribution](#)
❖ [Proactive Recommendations](#)

❖ [Security & Compliance](#)

* Click a Category from above to understand the Dashboard Widgets covered in that Category.

DWS Enterprise Dashboard | Device Health

Sr. No	Title	Description
1	Device Health Summary	Enterprise device health summary showcased here based on pre-configured health parameters
2	Disk Health Status Summary	Devices by Disk Health Status shown here
3	Disk Utilization Summary	Devices by Disk Utilization shown here
4	Issue Occurrence Trends	ignio DWS app detects and fixes issues silently on each devices. This widget shows temporal pattern of issues detected and fixed
5	Issue Resolution Status	ignio DWS app detects and fixes issues silently on each devices. This widget shows how many issues got detected and fixed by ignio DWS app
6	Issue Trends Across OS	Operating system wise issues' distribution shown here
7	Resolved Issues Summary	ignio DWS app detects and fixes issues silently on each devices. This widget shows how many issues got fixed by ignio DWS app and how many manually fixed by user (using app)
8	SCCM Client Health Status	SCCM Client Health Status shown here
9	System Crash Errors	System crash reasons within enterprise are shown here
10	System Shutdown Reasons	System shut down reasons within enterprise are shown here
11	Top Areas of Impact	ignio DWS app detects and fixes issues silently on each devices. This widget shows top areas impacted (application, OS, network etc.)
12	Top Fixes Applied	ignio DWS app detects and fixes issues silently on each devices. This widget shows top N issues fixed across devices in enterprise
13	Top Issues Discovered	ignio DWS app detects and fixes issues silently on each devices. This widget shows top N issues found across devices in enterprise

DWS Enterprise Dashboard | Inventory & Distribution

Sr. No	Title	Description
1	Device Boot Time Trends	To show how much boot time device takes within enterprise. This is user experience metric. The data is used for device health calculation as well
2	Device Make and Battery Summary	Devices Make vs Manufacturers shown here
3	Device Make Distribution	Device make and type distribution within enterprise shown here
4	Device OS Distribution	Device OS (Windows 7/ 8.1/ 10) distribution within enterprise shown here
5	Device Type Distribution	Device type (desktops/ laptops) distribution within enterprise shown here
6	Total Devices Installed	ignio DWS app installation trend with respect to timelines shown here
7	Use case Activity Trend	Auto and manually triggered top actions and top devices shown here

DWS Enterprise Dashboard | Security & Compliance

Sr. No	Title	Description
1	Blacklisted Software	Blacklisted software list against devices having these installed shown here
2	Device Group Policy Status	This data is useful to understand whether group policy is uniformly applied across all end-point devices within enterprise
3	Device ignio Sync Status	ignio DWS app which is installed on every device sends this data to backend ignio. This widget shows how many devices are synced and not synced with backend ignio
4	Device Privileges Summary	Devices within enterprise with elevated privileges shown here
5	Device User Profiles Report	Number of profiles being used on enterprise devices shown here
6	OS Updates Status Report	Operating system and latest patch applied on devices shown here. This shows the OS and patches distribution for identifying non-compliances if any within enterprise

DWS Enterprise Dashboard | Software Metering

Sr. No	Title	Description
1	Clear AppV Cache	AppV Cache clearance related activity trend shown here
2	Device Java Version Report	To show distribution of java version on devices. Many cases desktop applications faces issues due to non-compatibility of java/jdk version. This widget helps to see version distribution
3	Software Access Summary	Every enterprise defines list of software to be installed across end-point devices. Some enterprises set SOE, OS image etc. This is to maintain consistency in software in all devices. Users with higher privileges install extra software or uninstall some mandatory software. To capture such inconsistencies ignio checks software installed against expected software master list within enterprise.
4	Software Versions Summary	
5	Unused Software Report	
6	Unwarranted Software Report	

DWS Enterprise Dashboard | Proactive Recommendations

Sr. No	Title	Description
1	Devices Last Restart Trends	Distribution of enterprise devices by restart date shown here. (Many issues on devices are attributed to irregular or no restart of machine. Once user restarts the device, issue gets fixed. ignio DWS app forces user to restart device regularly so that overall performance, speed gets improve.)
2	Hardware Upgrade Recommendations	Users experience issues using their device because of RAM or disk space issues and they need to clean up the system/ devices frequently. This widget suggests how many and which devices needs upgrade w.r.t. disk and RAM