

SanerNow Device Management User Guide

SanerNow gives IT Administrators much-needed visibility and control over the devices in their IT environment by providing the required tools. These tools are located on the Managed Device page. The Managed Device page in SanerNow acts as a central hub where IT admins can perform tasks to manage the devices in their organization. For instance, IT administrators can create a group, assign tags to a device, disable it, and much more.

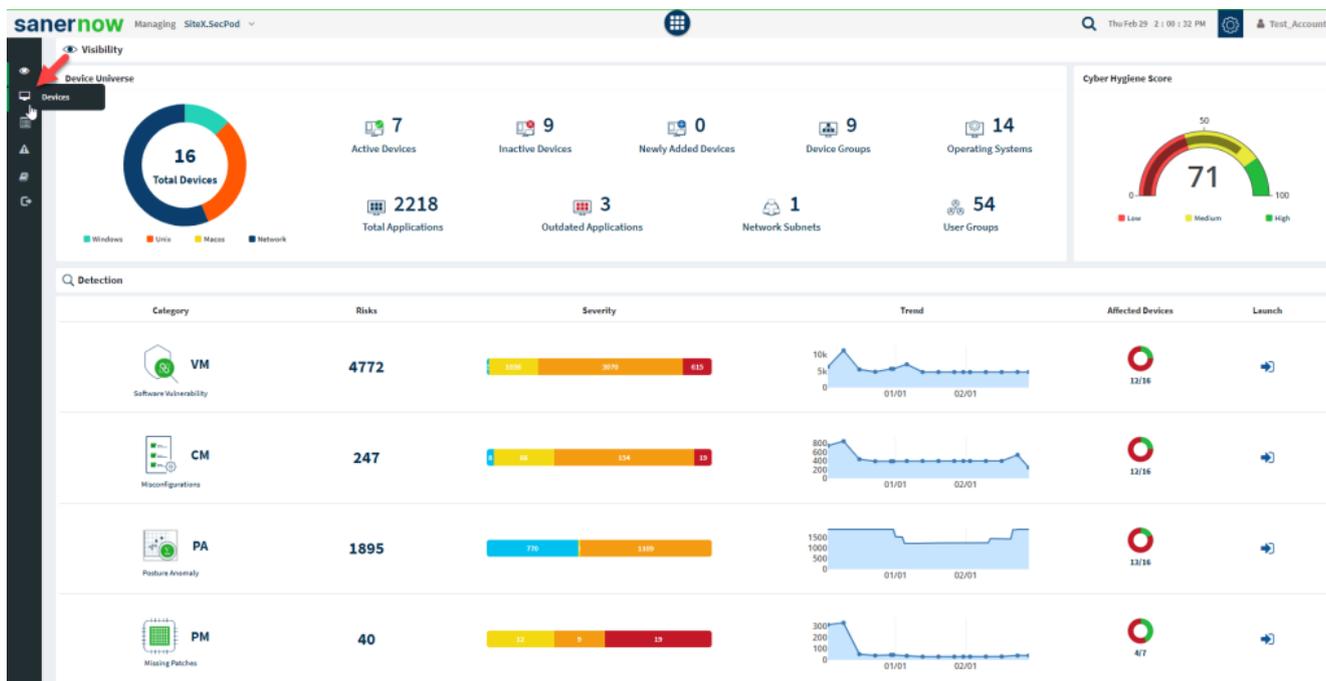
This guide will provide all the required information on using the functionalities on the Managed Device page to manage devices effectively in your organization.

Accessing the Managed Device Page

Follow the steps below to access the Managed Device page in SanerNow.

Step 1: Log in to the SanerNow web console and select the **Account** you want to work with.

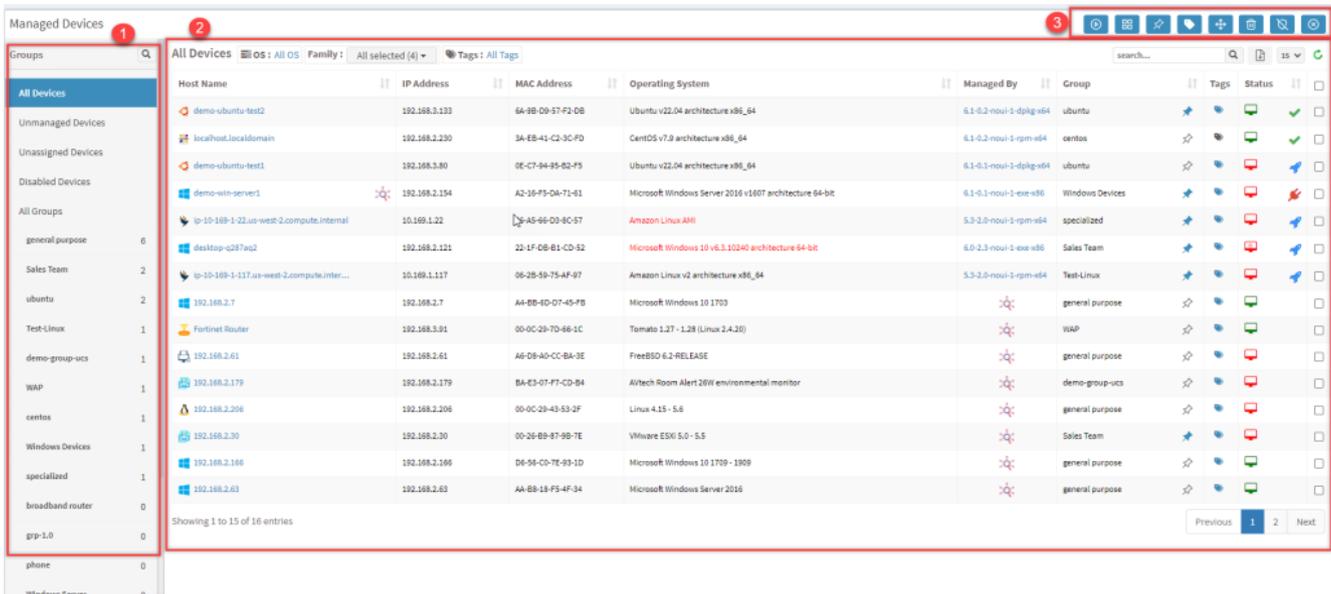
Step 2: Click the  icon on the SanerNow Unified Dashboard page to access the Managed Device page.



Exploring the Managed Device Page

Using the Managed Device page in SanerNow, you can perform multiple actions on the devices in

an **Account**. Let's explore further to learn more about the Managed Device page.



The Managed Device page is divided into three sections:

1. **Groups**
2. **All Devices**
3. **Action Buttons**

Groups

Two types of groups exist in SanerNow: **Default Groups** and **Custom Groups**. You can find both the Default and Custom Groups on the left side of the Managed Device page. Groups help the user classify the devices as required for better ease of administration. Groups help system administrators deploy software, patch management, and many other systems-related administrative tasks.

SanerNow creates **Default Groups**, while users create **Custom Groups**. For instance, any group named after an operating system is a default group. Groups such as **windows 7**, **windows 8**, **ubuntu**, and **centos** are default groups. These default groups contain devices with the same operating system named after the respective group.

Note

You can't modify or delete **Default Groups**. Only **Custom Groups** can be modified or deleted.

Users can create **Custom Groups** as per their needs. Users can specify criteria to move devices to

the custom groups during group creation.

Five categories are displayed under **Groups** section on the **Managed Device** page in SanerNow. They are as follows:

- All Devices
- Unmanaged Devices
- Unassigned Devices
- Disabled Devices
- All Groups

All Devices : The **All Devices** category lists the devices managed by the SanerNow Agent or SanerNow Network Scanner.

Unmanaged Devices : The **Unmanaged Devices** category lists the devices the SanerNow Agent does not manage.

Unassigned Devices : The **Unassigned Devices** category lists the devices where the SanerNow Agent couldn't conclusively determine the operating system running on the device.

Disabled Devices : The **Disabled Devices** category lists the devices disabled by the system administrator.

All Groups : The All Groups category lists the Default and Custom groups in SanerNow. The number of devices in an individual group is displayed next to the group. Refer to the **Action Buttons** section to learn more about modifying **Custom Groups**.

All Devices

The **All Devices** pane displays devices managed by the SanerNow Agent and SanerNow Network Scanner in a tabular format.

Host Name - This column displays the hostname of the device.

IP Address - This column displays the IP address of the device.

MAC Address - This column displays the MAC address of the device.

Operating System - This column displays the operating system running on the device. If the

operating system on the device is outdated, it is shown in red.

Managed By - This column displays whether the SanerNow Agent or SanerNow Network Scanner manages the device. Next to the group, if the SanerNow Agent manages the device, the version of the agent is displayed. If the SanerNow Network Scanner manages the device, an  icon is displayed next to the device.

Group - This column displays the group the device belongs to. The icon below is displayed next to the group to indicate whether or not the device is pinned to the group.

Icons	Status
	Device is pinned to the group and can't be moved.
	Device is not pinned to the group and can be moved.

Tags - This column displays whether the device has default or custom tags.

Icons	Status
	Device has default device tags applied.
	Device has custom device tags applied.

Agent Status Icons

A unique icon represents the status of the activity carried out by the SanerNow Agent on the device. Below are the icons used on the Managed Device page to indicate the action performed by the SanerNow Agent.

Icon	Description
	SanerNow Agent installed on the device is undergoing an upgrade.
	SanerNow Agent upgrade request has been aborted.

	SanerNow Agent installed on the device is being upgraded.
	SanerNow Agent installed on the device is in the process of getting upgraded.
	SanerNow Agent installed on the device has failed.
	SanerNow Agent installed on the device is activated and working perfectly fine.
	SanerNow Agent installed on the device is deactivated.
	An uninstall request for SanerNow Agent has been issued.
	SanerNow Agent has received a scan request and will initiate a scan on the device.
	SanerNow Agent is scanning the device. The scan includes a Vulnerability Scan, a Compliance Scan, and a Detailed System Info scan.
	SanerNow Agent has performed the Vulnerability Scan on the device and is now performing the Missing Patches Scan.
	All the scans (Vulnerability Scan, Compliance Scan, Missing Patches Scan, Install Patches Scan, and Detailed System Info Scan) were successfully performed on the device.
	SanerNow Agent scan failed on the device. It means that either of the three scans failed on the device: Vulnerability Scan, Compliance Scan, or Detailed System Info Scan.
	SanerNow Agent Scan on the device has stopped. One of the scans was stopped: the Vulnerability Scan, Compliance Scan, or Detailed System Info scan.

	SanerNow Agent is downloading content from the SanerNow Cloud Server. In an On-premises setup, the SanerNow Agent will download content from the SanerNow On-premises Server.
	SanerNow Agent has downloaded the content from the SanerNow Cloud Server.
	SanerNow Agent has started the remediation task on the device.
	SanerNow Agent has completed the remediation task on the device.
	SanerNow Agent failed to complete the remediation task on the device.
	Remediation task initiated on the device has stopped.
	Remediation task does not apply to the device.
	SanerNow Agent has performed the remediation task on the device, and a reboot is required.
	Host peer verification is enabled and a valid certificate is present on the device.
	Server certificate validation is disabled on the device.
	Server certificate validation failed on the device.
	SanerNow Agent Service has started on the device.

	SanerNow Agent Service has stopped on the device.
	Device on which SanerNow Agent is installed is active (online).
	Device with SanerNow Agent installed is inactive (offline).
	Device is active (online) but a reboot is required
	Device is inactive (offline) but a reboot is needed.
	Device is active (online) and has not been scanned for over seven days.
	Device is inactive (offline) and hasn't been scanned for over seven days.
	This icon indicates that the device with SanerNow Agent installed is offline.
	Important folders are missing for the SanerNow Agent.
	Valid proxy settings are applied for the SanerNow Agent.
	Invalid proxy settings have been applied for the SanerNow Agent.

	SanerNow Agent is performing a rollback action on the device.
	Rollback action initiated by the SanerNow Agent on the device failed.

Devices Icons

SanerNow supports a variety of endpoints and network devices. A unique icon represents the device on the Managed Device page.

Icon	Description
	Represents devices running Windows operating system
	Represents devices running macOS operating system.
	Represents devices running Ubuntu operating system.
	Represents devices running Red Hat operating system.
	Represents devices running Linux operating system.
	Represents devices running Fedora operating system.
	Represents devices running CentOS operating system.
	Represents devices running Debian operating system.

	Represents devices running Mint operating system.
	Represents devices running Alma OS operating system.
	Represents devices running Alpine operating system.
	Represents devices running Rocky operating system.
	Represents devices running Open Suse operating system.
	Represents devices running Amazon Linux operating system.
AIX	Represents devices running AIX operating system.
	Represents wireless access point devices on the Managed Device page.
	Represents wireless access point devices on the Managed Device page.
	Represents bridge devices on the Managed Device page.
	Represents broadband routers on the Managed Device page.
	Represents routers on the Managed Device page.
	Represents firewall devices on the Managed Device page

	Represents switch devices on the Managed Device page.
	Represents telecom devices on the Managed Device page.
	Represents terminal server devices on the Managed Device page.
	Represents terminal devices on the Managed Device page.
	Represents VoIP adapter devices on the Managed Device page.
	Represents VoIP phone devices on the Managed Device page.
	Represents gaming console devices on the Managed Device page.
	Represents general-purpose devices on the Managed Device page.
	Represents load balancer devices on the Managed Device page.
	Represents media devices on the Managed Device page.
	Represents network scanner devices on the Managed Device page.
	Represents PBX devices on the Managed Device page.

	Represents PDA devices on the Managed Device page.
	Represents phone devices on the Managed Device page.
	Represents power devices on the Managed Device page.
	Represents print server devices on the Managed Device page.
	Represents printer devices on the Managed Device page.
	Represents the proxy server on the Managed Device page.
	Represents remote management devices on the Managed Device page.
	Represents miscellaneous security devices on the Managed Device page.
	Represents specialized devices on the Managed Device page.
	Represents storage devices on the Managed Device page.

Performing Actions on Devices using Action Buttons

Button	Usage
	Used to initiate a scan on the selected device.

	Used to create a group in SanerNow.
	Used to pin/unpin a device from a group in SanerNow.
	Used to create tags for selected devices.
	Used to move selected device from one group/account to another group/account
	Used to delete a selected device.
	Used to uninstall SanerNow Agent from a selected device.
	Used to disable a selected device.
	Used to enable a disabled device.

Scanning a Device from the Managed Device page

Follow the below steps to scan a device from the Managed Device page.

Step 1: Click the checkbox next to the **Status** column to select the device. You can choose one or more devices to scan.

Step 2: Click the  button to launch the scan on the devices.

Step 3: A confirmation message appears on the screen. Click **OK** to launch the scan.

SanerNow Agent starts the scan on the selected devices(s). You can refer to the [Agent Status Icons](#) table to understand the various actions the SanerNow Agent performs on the device.

Note

Scan can be launched only for SanerNow Agent managed devices. Any scan request for Remotely Managed devices will be ignored.

Creating Groups from the Managed Device page

Follow the below steps to create a group from the Managed Device page.

Step 1: Click the  button on the top right to create a group.

Step 2: A pop-up window appears on the screen.

Step 3: Provide a name for the group in the **Group Name** text box.

Step 4: Briefly describe the newly created group in the **Group Description** text box. Both **Step 3** and **Step 4** are mandatory.

Step 5: You need to specify whether you want to specify a **OR** or **AND** condition to the various criteria applied to the group. You can define multiple criteria while creating the group. Click the **+** **button** in the group criteria section to add additional criteria and the **-** button to delete the criteria.

Step 6: Apply the chosen group criteria to **All Devices** or **Unassigned Devices**.

All Devices - These are the devices on which SanerNow Agent is installed and active.

Unassigned Devices - These devices don't have SanerNow Agent installed on them.

Step 7: Click the **Show Devices** button. All the devices matching the specified criteria are listed.

Step 8: Click the **Create Group** button to create the group.

Create Group

Group Name* 3

Group Description* 4

5 Add group criteria OR AND

Operating system +

Host name -

Apply criteria to 6 Show Devices 7

Results:

```
Total devices = 5
192.168.2.194
192.168.2.63
192.168.2.166
192.168.2.7
```

8 Create Close

The group is created and appears on the left side of the page. The number of devices in the group is displayed right next to the group.

saner now Managing SiteX.SecPod

Mon Feb 26 3:59:11 PM Test_Account

Managed Devices

Groups: All Devices | All OS | Family: All selected (4) | Tags: All Tags

Host Name	IP Address	MAC Address	Operating System	Managed By	Group	Tags	Status
demo-ubuntu-test2	192.168.1.133	6A-9B-09-57-F2-0B	Ubuntu v22.04 architecture x86_64	6.1-0.1-nou-1-dpkg-x86	Test_Group		
demo-ubuntu-test1	192.168.1.80	0E-CT-94-95-82-F5	Ubuntu v22.04 architecture x86_64	6.1-0.1-nou-1-dpkg-x86	Test_Group		
localhost.localdomain	192.168.2.230	3A-EB-41-C2-3C-FD	CentOS v7.9 architecture x86_64	6.1-0.1-nou-1-rpm-x86	centos		
demo-win-server1	192.168.2.154	A2-38-F5-0A-T1-01	Microsoft Windows Server 2016 v1007 architecture 64-bit	6.1-0.1-nou-1-ese-x86	Windows Devices		
ip-10-169-1-22.us-west-2.compute.internal	10.169.1.22	06-A5-66-03-8C-57	Amazon Linux AMI	5.3-2.0-nou-1-rpm-x86	specialized		
desktop-q287ae2	192.168.2.121	22-1F-06-81-CD-52	Microsoft Windows 10 v6.3.30240 architecture 64-bit	6.0-2.3-nou-1-ese-x86	Sales Team		
ip-10-169-1-117.us-west-2.compute.inter...	10.169.1.117	06-2B-99-75-AF-97	Amazon Linux v2 architecture x86_64	5.3-2.0-nou-1-rpm-x86	Test-Linux		
192.168.2.7	192.168.2.7	A4-8B-0D-07-45-F8	Microsoft Windows 10 1703		general purpose		
Fortinet Router	192.168.1.91	00-0C-29-7D-66-1C	Tomato 1.27 - 1.28 (Linux 2.4.20)		WAP		
192.168.2.61	192.168.2.61	A8-D8-A0-CC-8A-3E	FreeBSD 6.2-RELEASE		general purpose		
192.168.2.179	192.168.2.179	8A-E3-07-F7-CD-84	AiTech Room Alert 20W environmental monitor		demo-group-ucs		
192.168.2.206	192.168.2.206	00-0C-09-43-53-2F	Linux 4.15 - 5.8		general purpose		
192.168.2.30	192.168.2.30	00-26-B9-87-9B-7E	VMware ESXi 5.0 - 5.5		Sales Team		
192.168.2.166	192.168.2.166	D6-56-CD-7E-63-1D	Microsoft Windows 10 1709 - 1909		general purpose		
192.168.2.63	192.168.2.63	AA-BB-1B-F5-4F-34	Microsoft Windows Server 2016		general purpose		

Showing 1 to 15 of 16 entries

Previous 1 2 Next

Understanding Group Criteria in SanerNow

Custom Groups can be modified using Group Criteria - a set of conditions that allows you to filter devices based on the following criteria:

- Host Name
- IP Address
- Operating System
- Family
- Device Type
- Tags

You can filter the results by specifying the conditions below to the Group Criteria.

Condition	Usage
equals	When used will display devices where the filter applied matches the specified value.
contains	When used will display devices where the filter
does not contain	When used will display devices where the applied filter does not have the specified value.
starts with	When used will display devices where the applied filter starts with the specified value.
ends with	When used will display devices where the applied filter ends with the specified value.

Note

- Filters can't be applied to the following group criteria -
- IP address (You can only provide the IP address for the device using a CIDR notation.)
 - Tags

Modifying Groups in SanerNow

Both the Default and Custom groups are listed together in SanerNow under **All Groups** on the Managed Device page.

Group Name	Group Scope	Device Count	Settings
windows 8.1	Operating system-contains-windows 8.1	0	setting - Default, profile - Default Benchmark
opensuse	Operating system-contains-opensuse	0	setting - Default, profile - Default Benchmark
opensuse	Operating system-contains-opensuse	0	setting - Default, profile - Default Benchmark
suse linux	Operating system-contains-suse linux	0	setting - Default, profile - Default Benchmark
broadband router		0	setting - Default, profile - Default Benchmark
grp-1.0	IP address-contains-192.168.1.0/24	0	setting - Default, profile - Default Benchmark
phone		0	setting - Default, profile - Default Benchmark
Windows Server	IP address-contains-192.168.1.541	0	setting - Default, profile - Default Benchmark
Test-Linux	Host name-contains-webapp-1; Family-contains-linux; Host name-equals-ip-10-169-1-11...	1	setting - Default, profile - Default Benchmark
demo-group-ucs		1	setting - Default, profile - Default Benchmark
Sales Team	Host name-contains-192.168.2.30; Host name-contains-192.168.2.32; Family-contains-Wi...	2	setting - Sales Team Settings, profile - CIS_MAC_BENCHMARK
sample test		0	setting - Default, profile - Default Benchmark
hyper-v server	Operating system-contains-hyper-v server	0	setting - Default, profile - Default Benchmark
WAP		1	setting - Default, profile - Default Benchmark
Production group	Host name-contains-sp-centos-7-w64; Host name-contains-sp-win10-ms2-22h2-w64; Hos...	0	setting - Default, profile - IDBI CIS PROD

The **All Groups** table displays the following information.

Column Name	Information Displayed
Group Name	The name assigned to the group.
Group Scope	The scope defined during the creation of the group.
Device Count	The number of devices part of the group.
Settings	The SanerNow Agent profile and Compliance benchmark settings assigned to the group.

Select the group you want to modify from the list, then click the  button. You can add new criteria or delete existing criteria from the selected group.

Update Group ×

Group Name*

Group Description*

Add group criteria OR AND

Host name equals +

Host name contains ×

Host name contains ×

Family contains ×

Host name equals ×

Apply criteria to Show Devices

Delete
Update
Close

Click the **Update** button to save the changes. You will see two notification messages on the right side of the screen confirming the changes in the group.

If you want to delete a Custom Group, click the **Delete** button. All the devices belonging to the group will not be deleted.

Pinning a Device in SanerNow

You can choose to pin a device to a group permanently. Pinning a device to a group will ensure the device doesn't move to other groups with matching criteria.

Follow the below steps to pin a device to a group.

Step 1: Select the device from the **All Devices** pane you want to pin to the group.

Step 2: Click the  icon to pin the device. A confirmation message appears on the screen. Click the **Add** button to pin the device to the group.

Once the device is pinned, an  icon appears next to the device. If the device is not pinned to

any group, an  icon appears next to the device. To unpin a device, click the  icon. The device gets unpinned from the group.

Creating Device Tags for Devices in SanerNow

The Managed Device page allows you to create Device tags for one or more devices. By default, all devices in SanerNow have 14 default tags applied to them. Two types of icons are displayed next to the devices under the **Tags** column on the Managed Device page.

The fourteen default tags are as follows:

- name
- ip_address
- mac_address
- os
- manufacturer
- serial_number
- subcategory
- group
- os_version
- os_service_pack
- ram
- disk_space
- cpu_name
- cpu_core_count

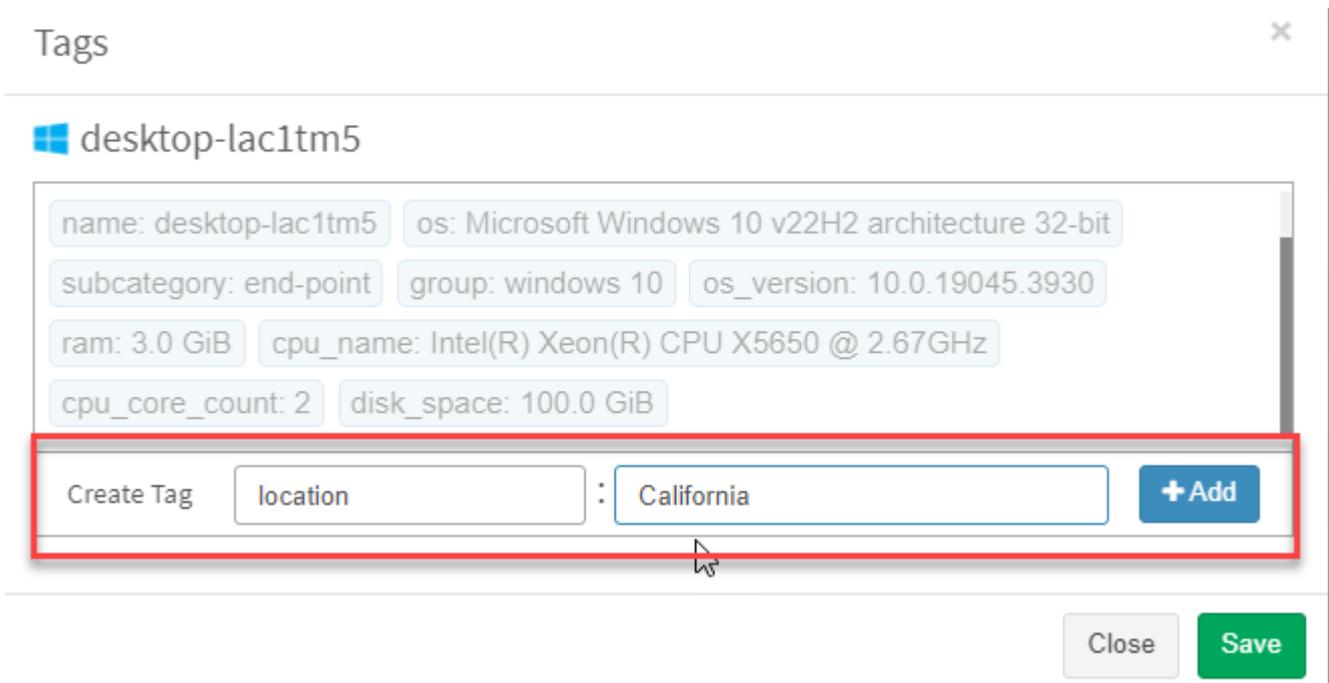
Icon	Status
	Device has default tags applied to it.
	Device has custom tags applied to it.

You can create device tags for one or more devices on the Managed Device page. Follow the below steps to create device tags for a device.

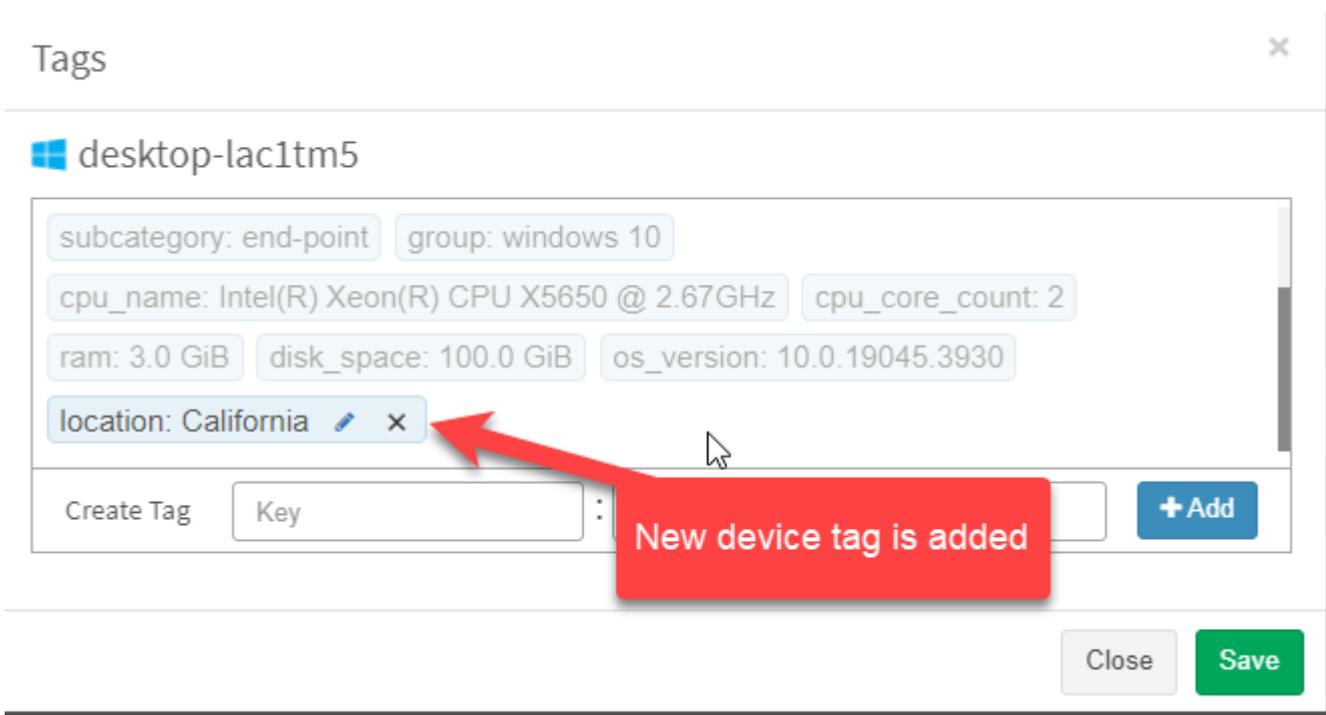
Step 1: Select the device you want to add device tags by clicking the checkbox displayed next to

them. You can select one or more devices by selecting multiple checkboxes.

Step 2: Click the  icon to create tags. A pop up window appears on the screen. If you have selected one device, you will see the below pop-up on the screen.



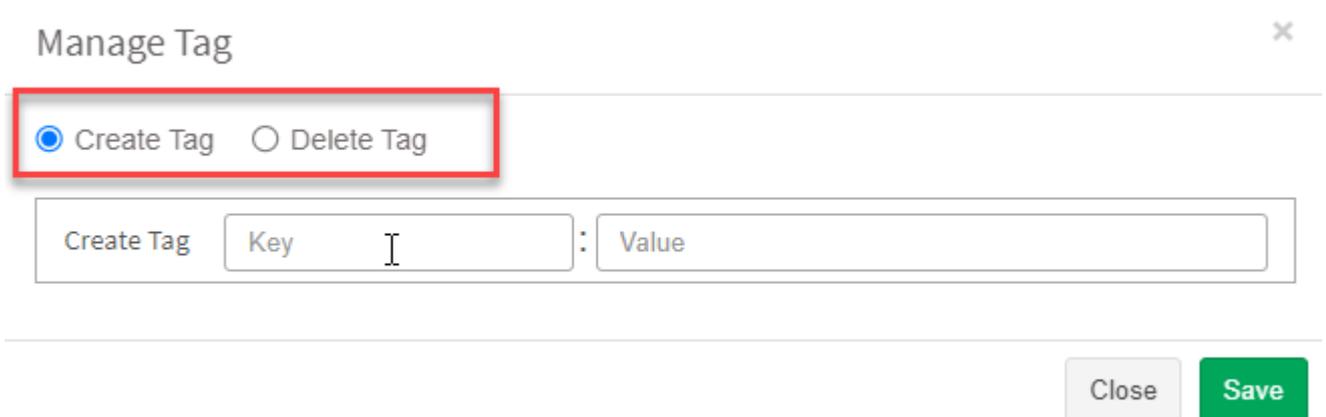
Step 3: Click the **Add** button to add tags to the device and click the **Save** button. The device tag gets added to the device.



Follow the below steps to create tags for multiple devices using the Managed Device page.

Step 1: Select the devices you want to add tags to by clicking the checkboxes displayed next to them.

Step 2: A pop up window appears on the screen.



Step 3: Specify the tags you want to create and click the **Save** button. The newly created tag will be added to all the selected devices.

Note

Default tags are greyed out and can't be edited or deleted. Only custom tags that are displayed in blue are editable or can be deleted.

Moving Devices in SanerNow

The Managed Device page allows you to move devices. The devices can be moved from

- From existing **Organization** to another **Organization**.
- From existing **Account** to another **Account**.
- From existing **Group** to another **group**

Follow the below steps to move a device.

Step 1: Click the checkbox displayed next to the device that you want to move.

Step 2: Click the  button to move the device. A pop up window appears on the screen.

Step 3: Specify the **Organization, Account, and Group** where the device should be moved to. You can also specify if you want to pin the device after it is moved.

Step 4: Click the **Move Device** button. A confirmation message gets displayed on the right side of the screen confirming the device move to the specified location.

Note

Pinned devices can't be moved unless they are unpinned.

Deleting Devices in SanerNow

You can delete a device from SanerNow using the Managed Device page.

Follow the below steps to delete a device from SanerNow.

Step 1: Click the checkbox next to the device that you want to delete.

Step 2: Click the  button to delete the device. Select **Delete** from the pop up that appears on the screen.

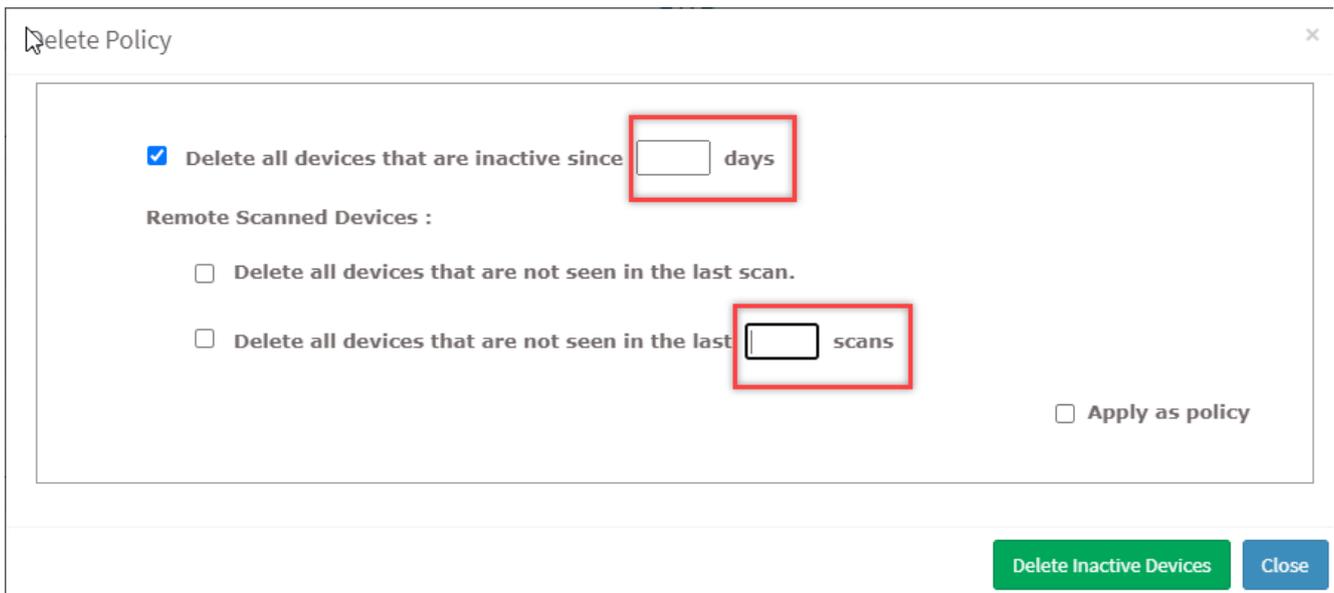
Step 3: A confirmation message appears on the screen. Click **OK** button to confirm device deletion.

Follow the below steps to delete **Inactive Devices** from SanerNow using the Managed Device

page.

Step 1: Click the  button. A pop appears on the screen. Select **Delete Inactive Device**.

Step 2: Specify the days for which the device has been inactive in SanerNow. This is applicable for only SanerNow Managed Devices. For remote devices, you can choose to delete all the devices that didn't appear in the last scan or specify the scans for which the devices were not seen.



Delete Policy

Delete all devices that are inactive since days

Remote Scanned Devices :

Delete all devices that are not seen in the last scan.

Delete all devices that are not seen in the last scans

Apply as policy

Delete Inactive Devices Close

Step 3: Click the **Delete Inactive Devices** button to delete the devices that meet the specified criteria.

The devices will be deleted and a notification message confirming the device deletion will appear on the right side of the screen.