

Table of Contents

Part I QueryShark License	3
Part II Security Note -- IMPORTANT	6
Part III What's New For Version 5	7
Part IV Windows 7 Notes	7
Part V Vista Notes	8
Part VI Introduction	10
1 What is a Query?	12
Part VII License Tool	13
Part VIII Qick Start - Query Wizard	13
Part IX Menu Items	14
Part X Database	18
Part XI WMI	19
Part XII Messages and Activity	21
Part XIII Accessing Remote Systems	21
1 Credentials Dialog	23
2 Access Errors	25
Part XIV Health Checks	27
Part XV Filtering Results	29
1 Saving Filtered Results	32
2 Creating/Editing	32
Part XVI Query Window	34
1 Management Items View	39
2 Running a Query	40
3 Window or Tab	43
4 Results	44
5 Saving a Query	47

6 Organize	50
7 Errors	53
8 System Groups	55
Part XVII Drill Down Window	57
Part XVIII Print and Export	58
Part XIX Preferences	61
Part XX Systems	62
Part XXI Management Items	65
Part XXII Support	69
Index	0

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2 Security Note -- IMPORTANT

QueryShark® enables you to collect thousands of pieces of management information across hundreds of systems.

No system is 100% secure; new threats appear over time. QueryShark uses strong encryption and encrypts everything in memory, stored in the database, and on disk. However if you have any information that must remain confidential and can not be exposed in any way, then do not use QueryShark to collect that information.

3 What's New For Version 5

We have been busy updating and making QueryShark better. The new features for version 5 are:

- **New Query Filters.** Exceptional ability to manage and manipulate query results.
- **SQL 2008 Express database default install.**
- **New Text File export feature.**
- **New Management Item List View.**
- **New simplified Query Wizard.**
- **Renaming of saved queries.** You can rename the saved results as you desire.
- **Support for Windows 7.**
- **Native 64 Bit support for Vista and Windows 7**

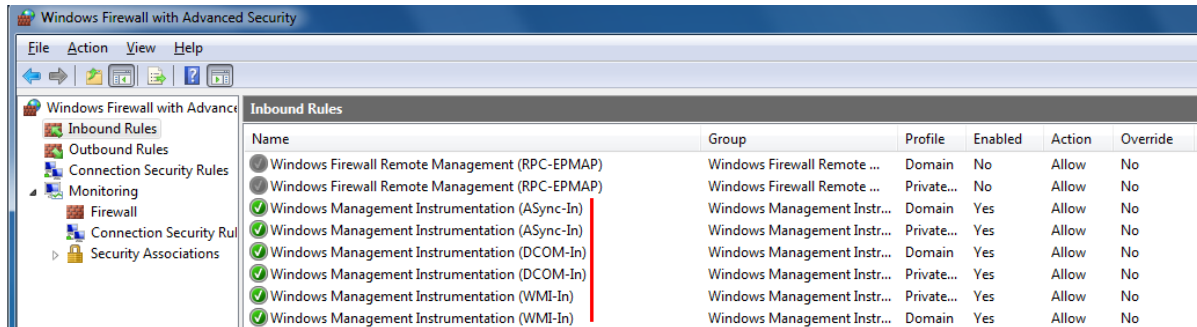
4 Windows 7 Notes

- **Uninstall.** After uninstalling you will notice a temporary file under C:\Program Data name ~1 (or ~2, or ~3....). These are temporary directories created and used by the uninstaller program. When you reboot your system, these directories will be removed automatically.

- **Windows Firewall.**

If you are having trouble connecting to a remote Windows 7 system, make sure the

Windows Firewall is set to enable remote WMI connections. The screen shot below shows the WMI inbound traffic that needs to be allowed through the firewall.



To allow WMI remote access through the Windows 7 firewall, set these inbound rules to "Allow"

5 Vista Notes

There are a couple of minor quirks when running QueryShark on Vista to keep in mind.

Run as Administrator

Vista's new User Access Control system (UAC) will disable the collection of some management information from the Vista system you are currently running on. The result is when you run a query for this information (on the local system), nothing is returned. This is known to occur with the performance information (Network Performance, System Performance, and .NET Runtime Performance items) and Threads (Operating System/Threads). This happens even if you are logged in as an administrator. To work around, start QueryShark using the "Run As Administrator" option in Vista. You can also disable Vista UAC, but this is not recommended.

This only occurs on Vista and the system you are logged into. Collecting this information from remote systems, including Vista, is not affected.

Long start times

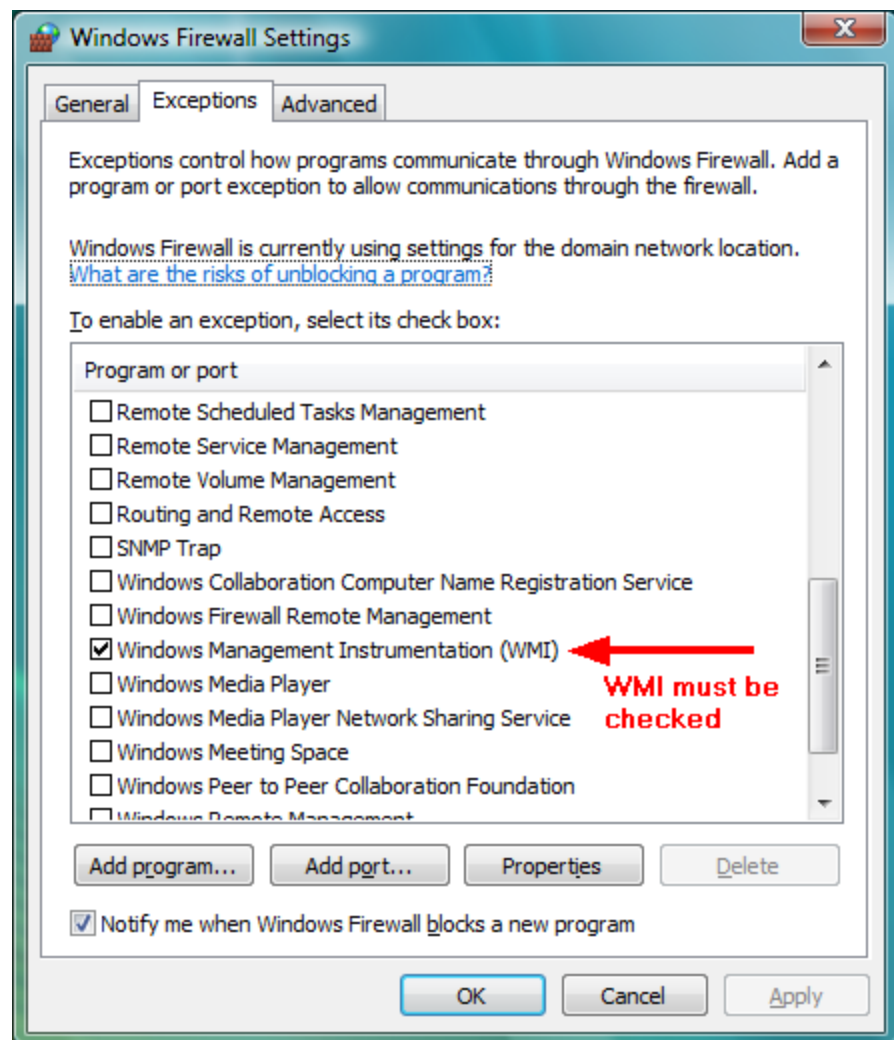
The first time you start QueryShark, it may take a long time (2 minutes) to start. This occurs because on the initial startup of QueryShark, Vista will try to verify the digital signature of the QueryShark application (QuerySharkApp.exe). If your Vista system is not connected to the Internet, then when Vista tries to connect to verify the digital signature it will pause starting QueryShark. Eventually Vista will time-out and start QueryShark, however this will take

about 2 minutes.

This only occurs on Vista if the system is not connected to the Internet and it is the first time you start QueryShark. After Vista has verified QueryShark's digital signature this is not a problem.

Vista Firewall

If you are using the Windows Firewall for Vista make sure the Windows Firewall has WMI enabled; the following screen shot shows WMI enabled.



6 Introduction



Thank you for your purchase of QueryShark®.

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QueryShark is an easy to use, agent-less tool to collect vital system information from your network of computers. By using a simple drag and drop interface, you can quickly and easily collect error log, performance, and system configuration information. One of the key features of QueryShark is the ability to query remote systems for the ***RIGHT INFORMATION*** you are interested in ***RIGHT NOW***. Within 30 seconds you can build a query to collect just the information you are interested in, you do not have to create any scripts or report templates. Just drag and drop the items you are interested in along with the computer systems and ***RUN!!*** Unlike larger, more complicated management systems, QueryShark is easy to install, use, and learn.

The ***RIGHT INFORMATION*** means you can select only the information you are interested in. If you want just disk space information, then just drag and drop the disk management item into a query. Or if you are interested in error log information, again just drag and drop the error management information item in to a query. What information you select is up to you. No report templates, scripts, or multi-layer of menu to navigate through; just one screen and a few mouse clicks.

RIGHT NOW means when you run a query, QueryShark immediately fetches this information in real time. You get instant results ***RIGHT NOW***.

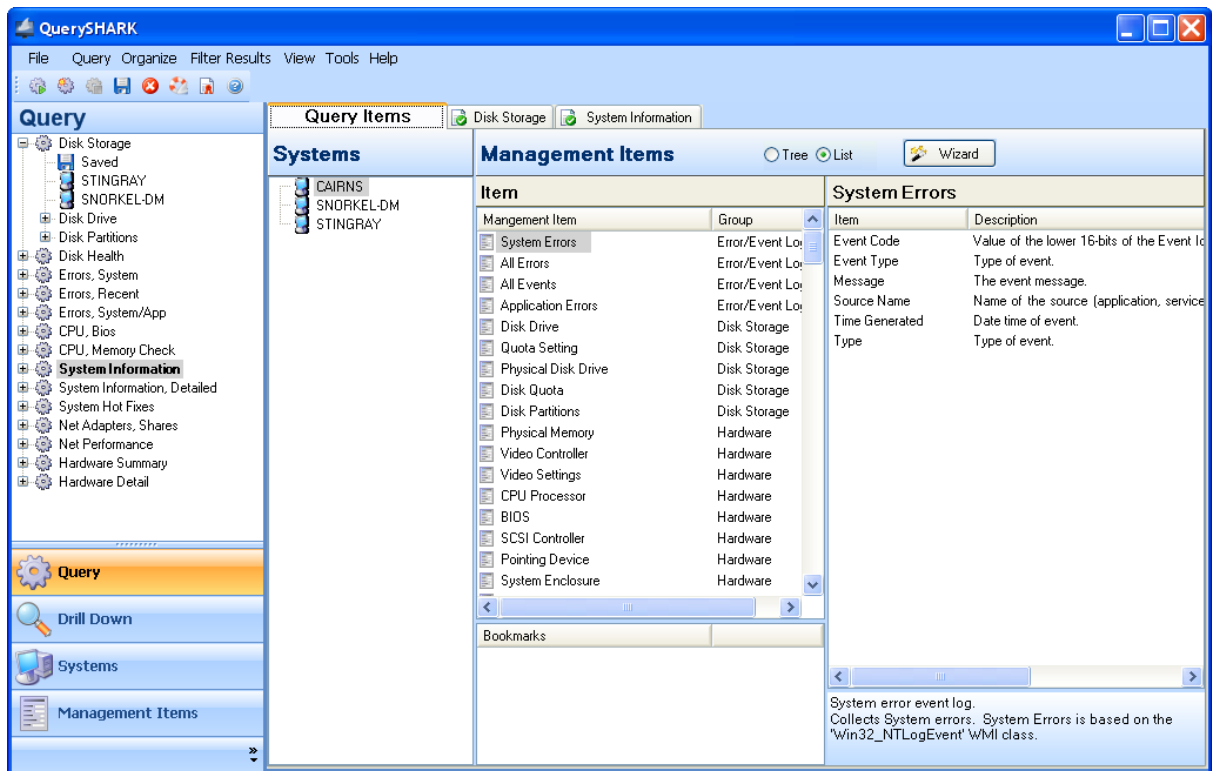
Depending on what you are interested in you can modify your query, save it, or delete it. QueryShark provides access to over 1000 pieces of system information and we are constantly adding more.

Don't want build a query? Instead you can use the Drill Down feature of QueryShark. Just select a system and the information you are interested in and run.

Sounds great, but how can I use QueryShark?

1. Quickly and remotely investigate user problems.
2. Quickly determine installed software products.
3. Collect error log information.
4. *and much more...*

All of the information collected from your network systems can be saved for further investigation and reference.



6.1 What is a Query?

A Query is comprised of a set of management items and systems. Management items refer to specific pieces of information about a system that you can collect. Examples of management items are disk space, operating system version, and network connections. These management items can be physical (such as disk space) or logical (such as network connections). Microsoft Windows platforms provides literally thousands of pieces of management information covering every aspect of a running system.

A Query in QueryShark is a collection of management items and systems you are interested in running the query against. You can think of a Query as a question, for example "What is the amount of disk free space for John and Mary's systems?". In QueryShark this Query would be comprised of the 'Disk Free Space' management item and John and Mary's systems. The following table illustrates this idea:

<i>System</i>	<i>Disk Free Space</i>
John	125 MB
Mary	90 MB

The result of running this Query is the actual disk free space for John and Mary's system, in this example 125 MB and 90 MB. The phrase "*running a query against a set of systems*" simply means collecting the set of management items from the set of systems. For each system, every management item is collected.

This is a simple example, in a real network environment there are a lot of items that need to be monitored on a regular basis. These items (what QueryShark refers to as 'management items') are the critical pieces of information that an administrator needs to keep track of to insure all of the systems are working correctly. Examples include error logs, CPU usage, network usage, software version, and much more.

QueryShark provides you with an easy and flexible way to quickly collect this information in real time from all of your network systems. Extending the simple example above, imagine the ability to collect network usage, error log information, and hot patch version information ***in real time*** from all of your systems with a few mouse clicks!!! Further imagine the ability to easily customize the exact information you wish to collect and save this information with a few mouse clicks. This is the power of QueryShark; you can quickly and easily collect nearly any type of management information from hundreds of systems.

7 License Tool

The license tool is a separate application used to install or update your license key. Use this tool when you need to install a new license key or update your existing license key.

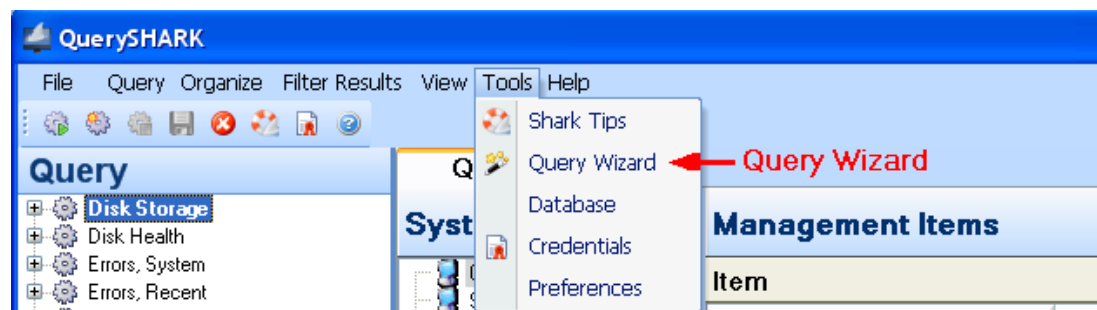
After a new license key is installed you will have to restart QueryShark for the new license to take effect.

QueryShark is licensed on a per system basis.

You can add and delete systems from QueryShark, but you are limited to the maximum number of systems you are licensed for.

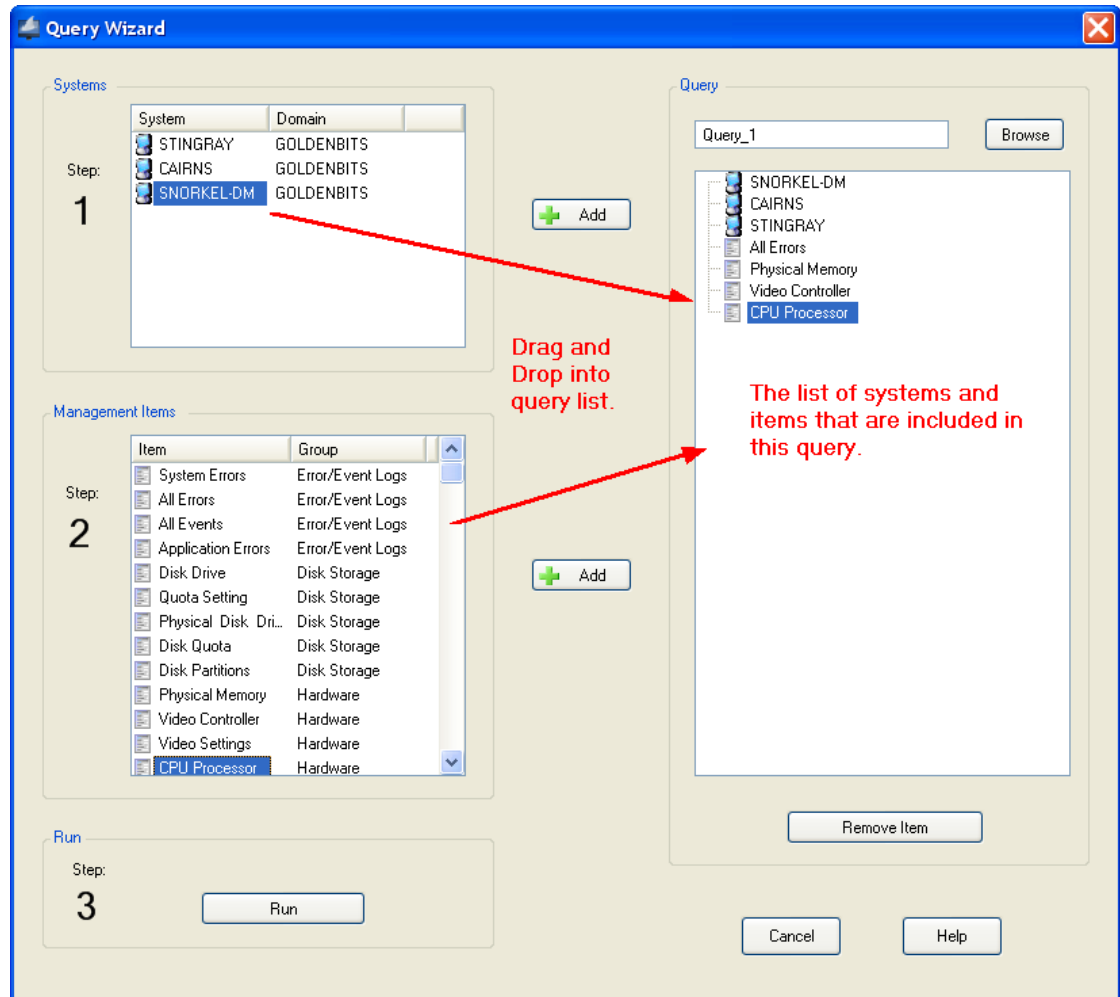
8 Qick Start - Query Wizard

The Query Wizard enables you to quickly build a query in three easy steps. You can start the Query Wizard from the Tools menu:



From the Query Wizard you can select systems and management items you are interested in collecting. Simply select the systems and management items you are interested in. You can use the Add button or drag and drop into the query list box. When you are done, select Run and the query will be saved and run. With QueryShark, you can always go back and

modify a query.

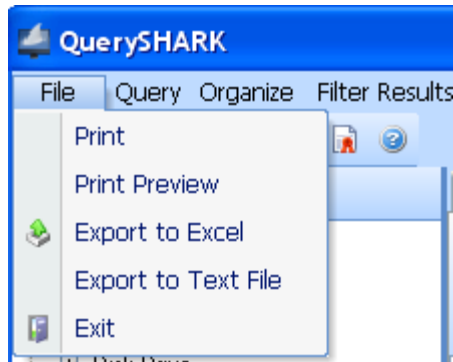


9 Menu Items

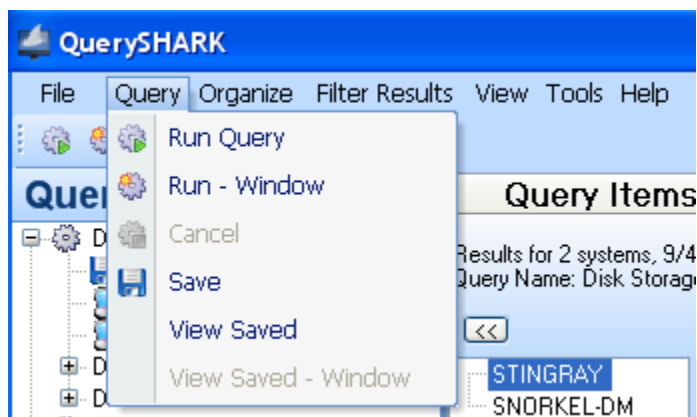
The QueryShark menu is shown below:



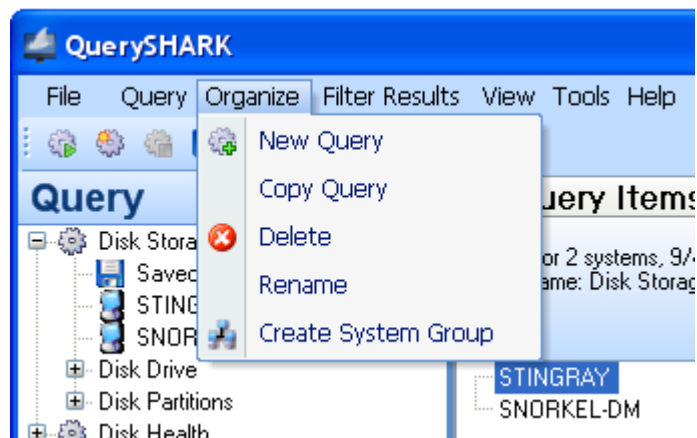
The QueryShark File menu (below) enables you to Print a query, Export to an MS Excel spreadsheet or text file, and exit QueryShark.



The Query menu (below) enables you to run a query, cancel a running query, save a query, and view previously saved queries.



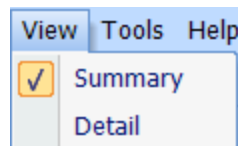
The Organize menu item enables you to create or copy a query, add a selected system or management item, and delete or rename a query.



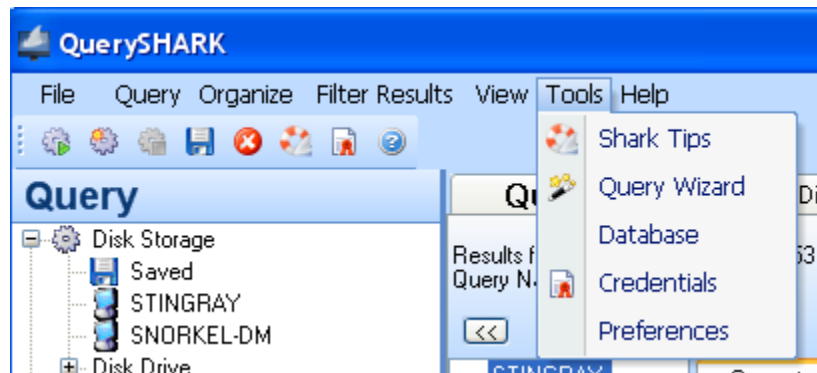
The Filter Results menu item enables you to filter query results, including previously saved queries.



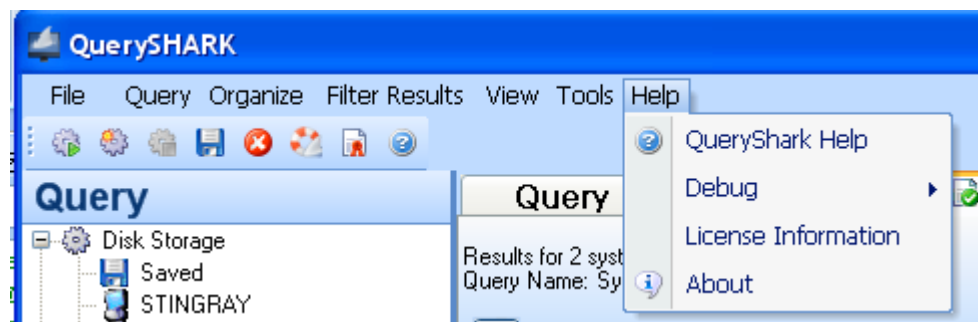
The View menu (below) enables you to view a summary of the query results or a detailed view.



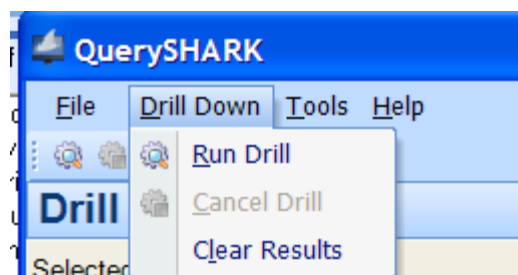
The Tools menu (below) enables you to view Shark tips (quick help), the Query Builder, the Database connection dialog, the Credentials dialog, and the Preferences dialog.



The Help menu (below) enables you to view QueryShark Help, debug information, License information, and the About Box.



From the Drill Down Window, the Drill Down menu (below) enables you to run a drill, cancel, and clear results.



10 Database

QueryShark uses Microsoft SQL 2008 Express to store query information. SQL Express is a free version of Microsoft's enterprise SQL database system, with some limitations. The limitations of the free version are:

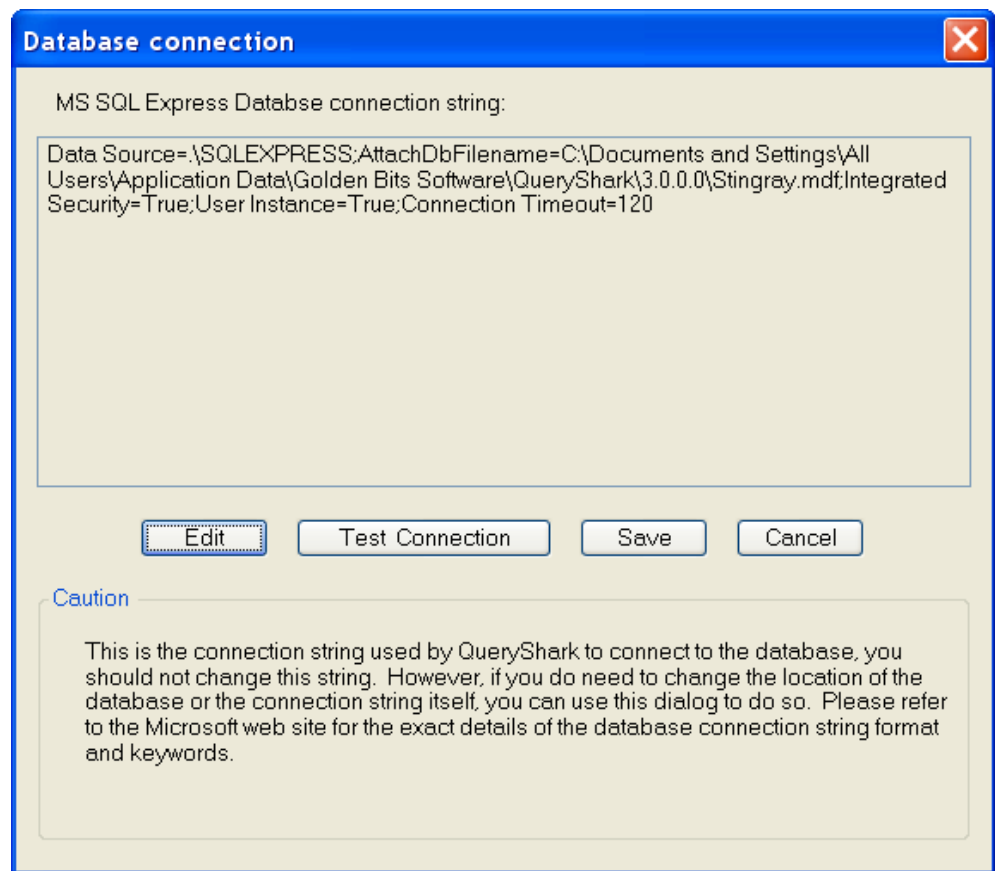
- Only uses 1 CPU.
- Uses a max of 1 GB of memory.
- 4GB maximum of database file size. (10GB maximum for SQL 2008 R2)

For QueryShark these limitations are not an issue.

SQL 2008 Express is automatically installed during the QueryShark installation only if SQL 2005 Express or SQL 2008 Express is not install. If ether of these SQL Express editions are install, then QueryShark will use the existing installation.

QueryShark works with either SQL 2005 Express or SQL 2008 Express.

If necessary you can change the connection string to the database using the Database dialog (shown below).



However only change this connection string if you have a reason!!!

11 WMI

WMI is short for Windows Management Instrumentation. WMI is the core technology that Microsoft uses to provide management services for Windows based systems. Every single bit of management information is available through WMI. QueryShark leverages this deep and robust infrastructure to collect system information and present this information in a usable format. All of the management items available from QueryShark are derived from WMI.

WMI itself is the Microsoft implementation of Web-Based Enterprise Management (WBEM), which is an industry initiative to develop a standard technology for accessing management information in an enterprise environment. WMI uses the Common Information Model (CIM) industry standard to represent systems, applications, networks, devices, and other managed components.

One of the key concepts in WMI is the idea of a class. A class represents a collection of information that relate to a specific physical or logical entity. For example, the Win32_DiskDrive class contains over 30 fields which describe the details of a physical disk drive installed in a system. Another example is the Win32_NetworkConnection which contains over 15 fields which describe a network connection for a particular system. The management items that QueryShark uses are based on these WMI classes.

The amount of information available using WMI is overwhelming. This is where QueryShark shines!!! QueryShark organizes this information and provides you a way to easily navigate the 1000's of WMI classes with ease. You do not have to know anything about WMI, QueryShark exposes WMI in an easy to use and understand format.

For more detailed information about WMI, refer to the Microsoft web site.

The WMI class for each management item is displayed in the Query window. When you click on a management item, the WMI class used is displayed. The screen shot below shows this.

Management Items

Item	Disk Partition	
	Item	Description
<ul style="list-style-type: none"> [-] Disk Storage/Config <ul style="list-style-type: none"> [+] Disk Partition [+] Logical Disk [+] Quota Setting [+] Event/Error Logs [+] Hardware [+] MS Applications [+] Network [+] Network Performance [+] Operating System [+] Software [+] System Configuration [+] System Information [+] System Performance 	Bootable	Bootable
	Boot Partition	Boot Partition
	Description	Description
	Name	Name
	Number Of Blocks	Number Of Blocks
	Primary Partition	Primary Partition
	Size	Size

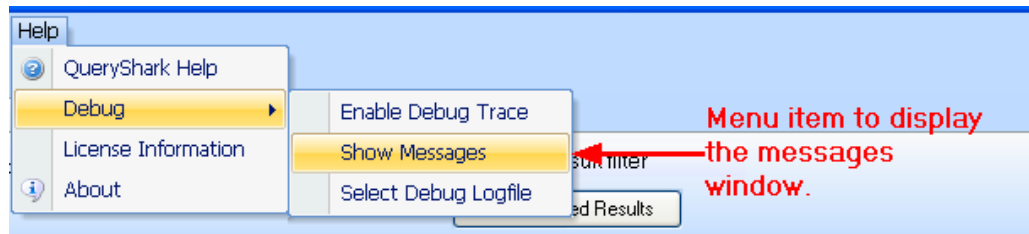
Disk Partition is base on the 'Win32_DiskPartition' WMI class.

The WMI class name is displayed here for each management item.

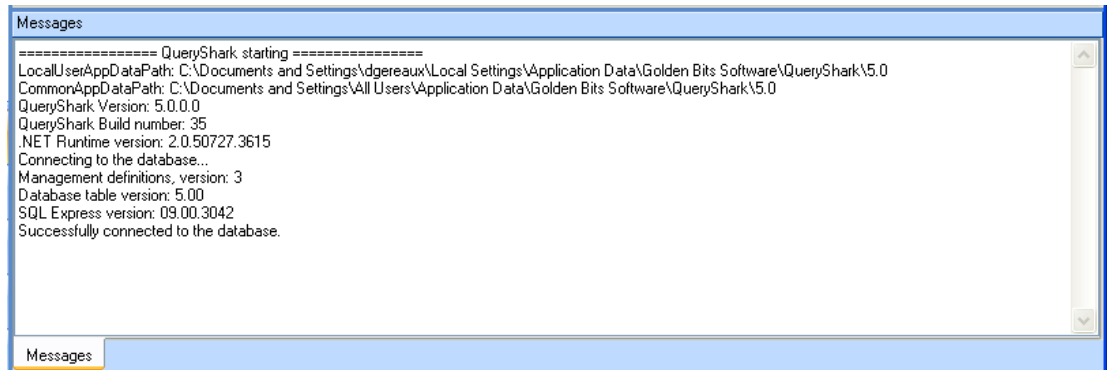
12 Messages and Activity

Various messages and QueryShark activity is logged in the Messages window (shown below). The purpose of this window is to display activity and any errors QueryShark encounters.

Use the "Show Messages" menu item shown below to display and hide this window.



The Messages window.



13 Accessing Remote Systems

Overview

WMI is the core technology that QueryShark uses to access system information. To access remote systems, WMI requires that the system making the query has the correct permissions. These permissions are generally referred to as credentials, where credentials simply mean the correct domain\username and password combination. These credentials are used as part of Microsoft's domain security model, only those Windows based systems which can participate in a domain can access WMI information remotely. Since the home edition versions of XP and Vista can not participate in a domain, they can not access remote system information. While you can use QueryShark on a Windows home edition of XP or Vista to collect local information, the real power and capability of QueryShark will not be

available.

QueryShark provides three ways to use credentials when accessing remote systems: 1) as a domain administrator, 2) as a specific user, or 3) as the currently running user (the user who started the QueryShark application).

Domain Administrator

You can use the credentials of a domain administrator, domain admins almost always have permission to access WMI information for all of the systems in the domain. Unless specifically disabled for some reason, the domain administrator should have access to WMI information for every system that belongs to the domain. QueryShark enables you to enter domain credentials for several domains.

Specific User

You can use the credentials for a specific domain or local user only if that user is given permission to access the WMI information on a system. Usually this means the user is part of the local administrator's group.

For example, say *JohnG* is a local user for the system *Laptop1*. You can use *JohnG* login information, only if *JohnG* has permission to access WMI on *Laptop1*. Another example, if the domain user *Mary* who is part of the *WesternRegion* domain (*WesternRegionMary*) is part of the local administrator group for the system *MailServer*, then you should be able to use *Mary*'s credentials to access WMI information from *MailServer*.

Current User

QueryShark inherits the credentials of the user that started the QueryShark application. If this user is domain user then QueryShark will be able to access the WMI information for all of the systems in the domain.

How Credentials are used

QueryShark enables you to specify credentials for a domain user and for a specific system. The Credentials dialog enables you to enter domain credentials; for system specific credentials you use the Current Systems tab in the Systems Window Pane.

QueryShark uses credentials in the following precedence order:

1. Any system specific credentials.
2. Domain credentials.
3. Currently running user credentials.

If any system specific credentials are set, they are used. If there are no system specific credentials, then if there is a domain credential for this system, it is used. If there is no system or domain credentials, the credentials of the current user are assumed and used.

If you have entered system specific credentials for a system, then these credentials are used. Even if there are also domain credentials for the system. For example, if the system

Project1 is in the *Marketing* domain and the credentials for user *Tom* have been set for this system (*Project1*) **and** the domain credentials of *JohnAdmin* for the *Marketing* domain (*JohnAdmin* belongs to the domain administrators group) are also set, QueryShark will use the credentials for user *Tom*.

Best Practices

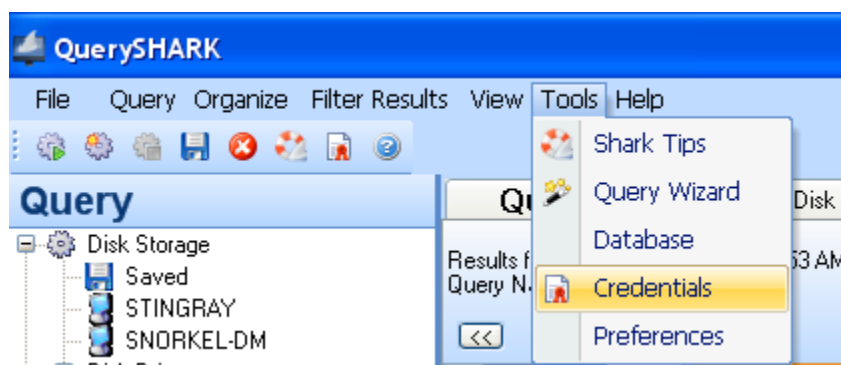
While QueryShark is flexible in how credentials are used, it is always best to limit your exposure to attacks (typically referred to as the attack surface). For QueryShark this means using the credentials of the current user. Ideally the current user belongs to the domain administrator group, thus by default QueryShark will automatically use these credentials.

If it isn't possible for the current user to belong to the domain administrators group, then the next most secure approach is to enter domain credentials using the Credentials Dialog.

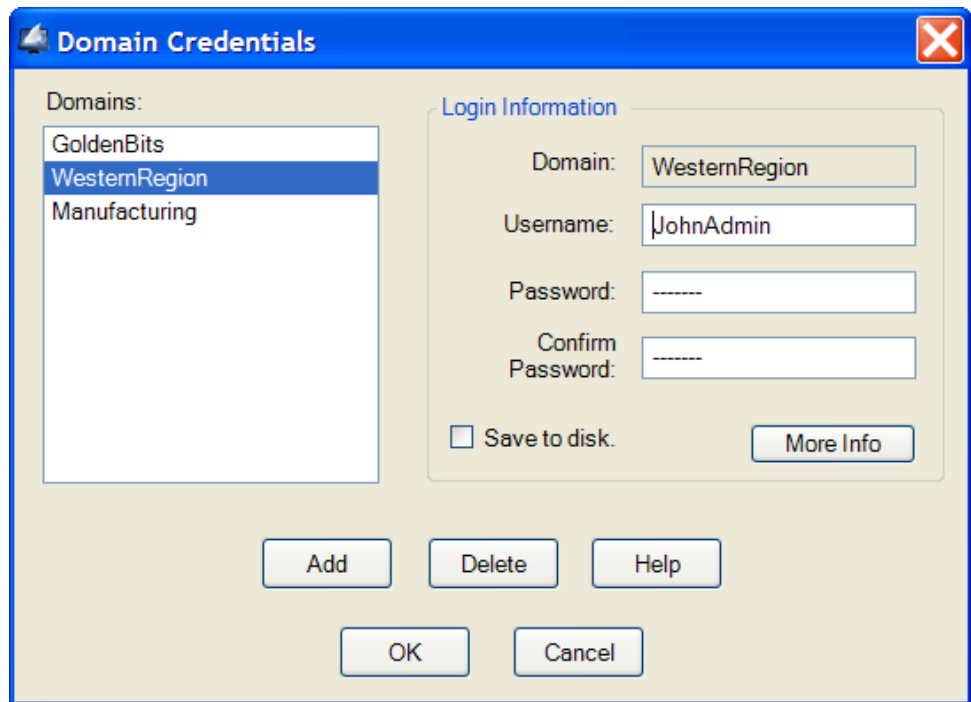
No system is 100% secure; new threats appear over time. QueryShark uses strong encryption and encrypts everything in memory, stored in the database, and on disk. However if you have any information that must remain confidential and can not be exposed in any way, then do not use QueryShark to collect that information.

13.1 Credentials Dialog

The Credentials dialog is used to save domain specific credentials. To access the credentials dialog, use the Credentials menu selection (show below).



The Credentials dialog enables you to specify credentials (domain\username and password) for a domain user. This solves the problem of providing credentials for systems that belong to different domains. Usually only users who belong to the domain administrators group are added here. The Credentials dialog is shown below.



Click on the Add button to add a domain user. Only one user per domain is permitted.

Click on the Delete button to delete a domain user.

If you wish to save credential information (Login information), for a domain click the 'Save to disk' checkbox. This will save the information for the domain to disk. The next time QueryShark is started, it will use this saved domain information. If you do not save to disk, then QueryShark will keep this information encrypted in memory. When QueryShark ends, this information will be deleted.

To edit domain information, select the domain and change the username and password as necessary.

If you click on the Cancel button, then any changes are lost.

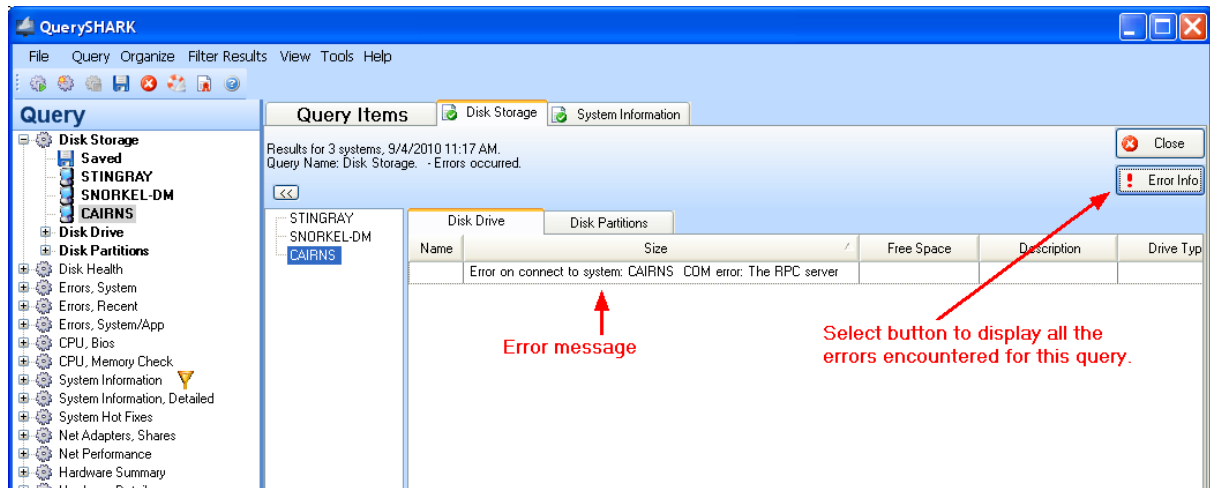
13.2 Access Errors

Sometimes when trying to access a remote system an error will be returned. There could be several reasons, one of them being the correct access credentials (domain/username and password) are not being used. Another reason is the target system's firewall is preventing remote WMI access. When this occurs, the error information is displayed in the query results for that system and in the error dialog.

Access errors due to incorrect credentials are reported as:

*Error code: [SRE_WMI_CONNECT_FAILED] WMI scope connect failed.
 Error on connect to system: CAIRNS SystemException: Access is denied. (Exception from HRESULT: 0x80070005 (E_ACCESSDENIED))*

When a query error occurs, the error is displayed in the results for the system and from the Query Error dialog.



Permission errors are different than not being able to connect to a remote system. If you try to run a query and one of the systems in the query is turned off, a connection error will occur. The following is the connection error message:

*Error code: [SRE_WMI_CONNECT_FAILED] WMI scope connect failed.
 Error on connect to system: CAIRNS COM error: The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)*

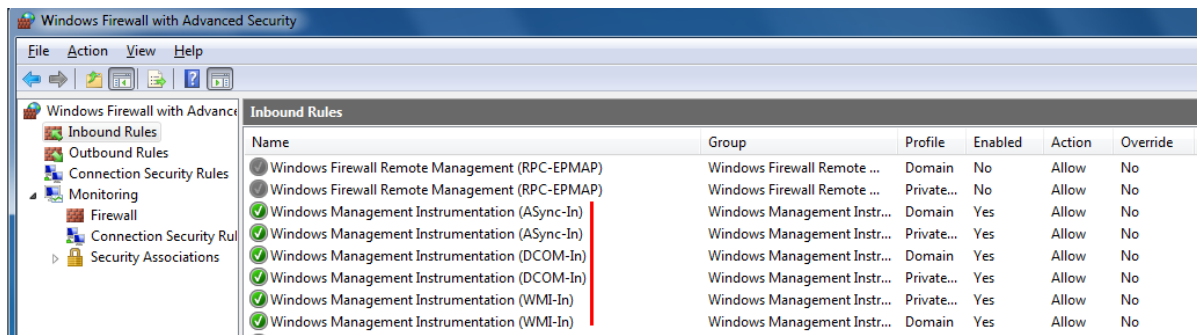
See the [Systems](#) section of the help for more information on how to verify access to a specific system.

Firewalls, Windows 7 and Vista

Connections errors also occur because the target system's firewall settings are blocking WMI RPC communications. For Symantec, McAfee, or other vendor, you will need to check the vendor's documentation.

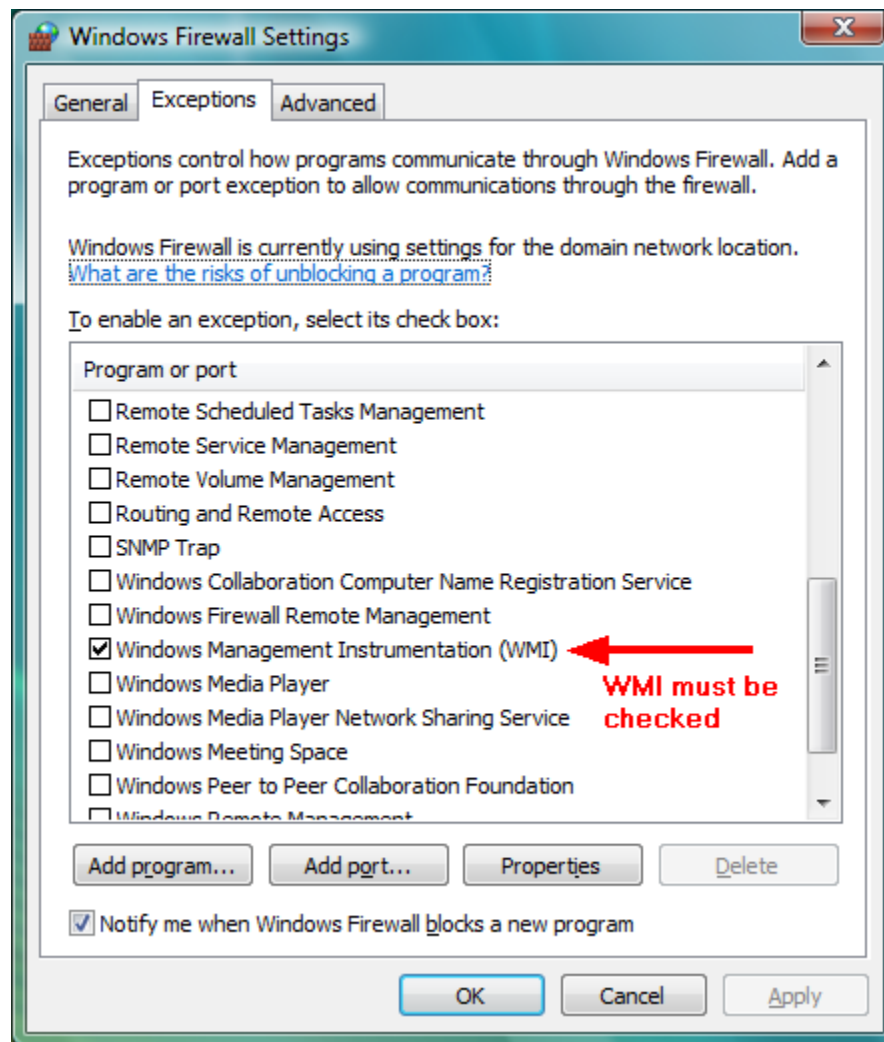
If you are using the Windows Firewall for Windows 7 or Vista make sure the Windows Firewall has WMI enabled; the following screen shot shows WMI enabled.

Windows 7 Firewall Setting:



To allow WMI remote access through the Windows 7 firewall, set these inbound rules to "Allow"

Vista Firewall Settings:



14 Health Checks

Health Check items are used to check key system health parameters such as disk space and CPU performance across multiple systems. Health Checks enable you to collect information such as : *"Show me which systems have less than 10% free disk space?"* QueryShark will check each system in the query for less than 10% disk space, if a system has less than 10% disk space it is display in the query results. If a system has more than 10% free disk space then it is not displayed in the results.

This is one example of a Health Check, QueryShark provides many Health Check items for your use. You use a Health Check item in a similar manner as a management item, simply drag and drop the Health Check into a query and run. You can also combine Health Checks with other management items in the same query, it just depends on your needs.

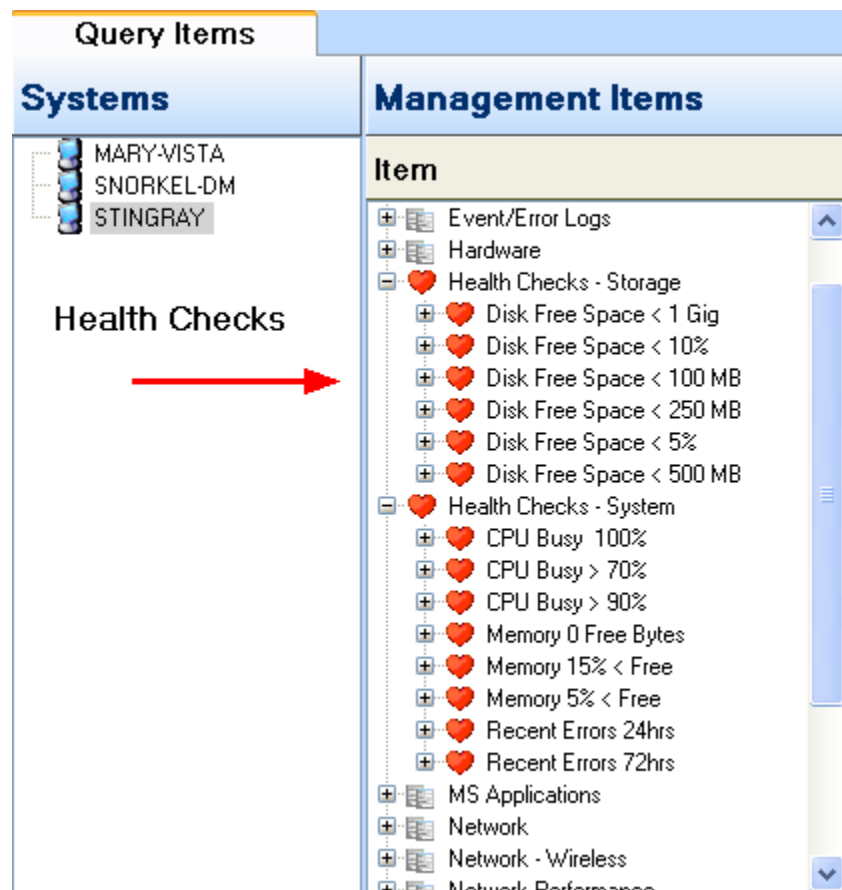
Filtering Results

When running a Health Check, QueryShark will only display those systems that meet the criteria (such as less than 10% disk space) and filter out the other systems. For example, let's say on your network you have 10 systems, of which 3 systems are busy 100% of the time. When you run the "CPU Busy > 90%" Health Check on these systems (10 systems are in the query along with the Health Check), the only those 3 systems are displayed in the results. If no system was busy > 90% of the time, then no results would be returned.

You can combine Health Checks with other management items. When you do the results are not filtered because you have included another management item. It is necessary to display this management item, thus QueryShark will not filter the results. For example, if you use the Health Check "CPU Busy > 90%" and also collect the BIOS version information, then the results will not be filtered because for each system the BIOS version information will be displayed.

Health Checks

The Health Checks are located in the same tree view as the other management items. The following shows the Health Checks:



Here is a brief description of each Health Check item.

Disk Free Space

Examines how much disk free space is available as a percentage or an absolute number.

CPU Busy

Examines what percentage a CPU is busy. If system is overloaded the CPU will be very busy, sometimes busy 100% of the time. This Health Check polls the CPU three times over 1.5 seconds to determine if the CPU is busy greater than a certain percentage.

Memory Free

Examines how much physical memory is free based on a percentage.

Recent Errors

Returns the most recent system errors that have occurred within 24 or 72 hours.

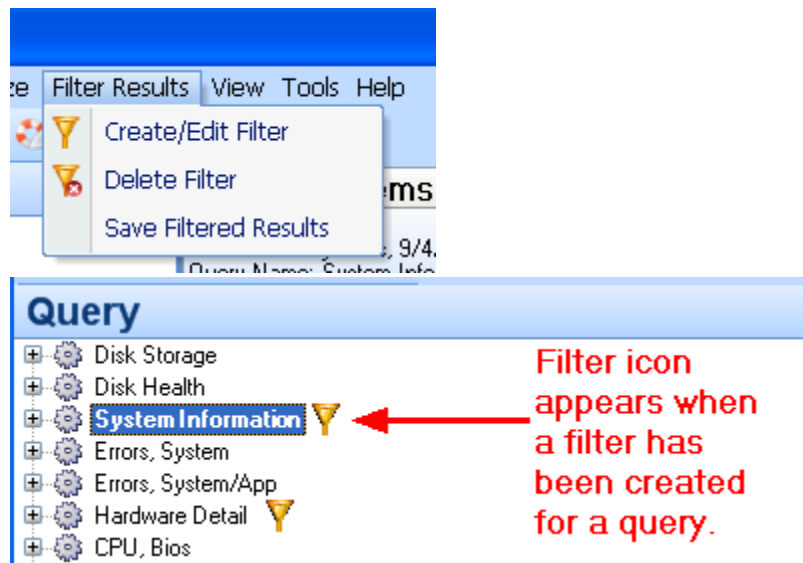
15 Filtering Results

Result Filters enable you to further refine your query results. You can filter out individual systems and management items. For example, if you have a query result that contains 30 systems, but you are only interested in 2 of the 30 you can filter out the unwanted 28 systems.

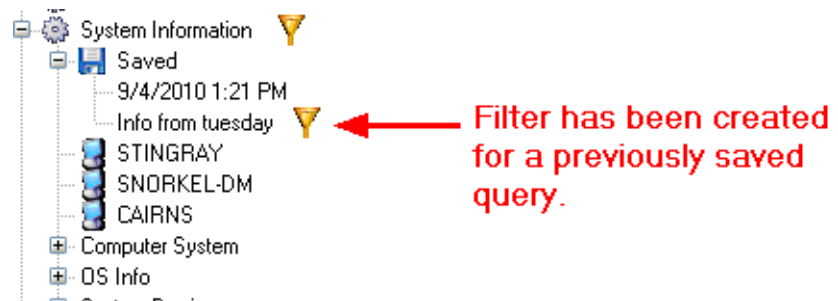
You can create a result filter for the current query results **AND** any previously saved queries. Going back and creating a filter for a previously saved query is very handy.

Another nice feature is the ability to save your filtered results.

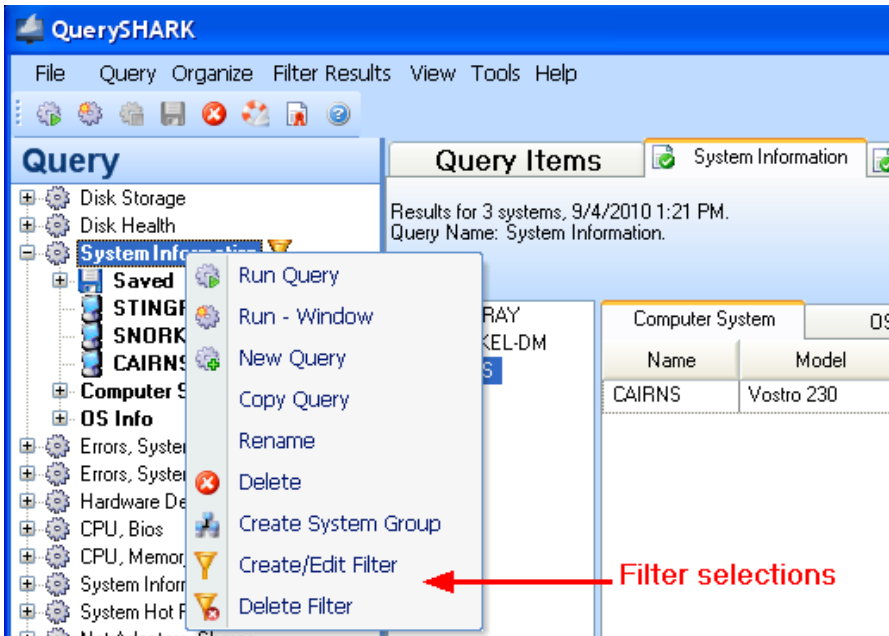
The Filter Result menu (below) is used to Create/Edit, Delete, and Saved Filter results. When a filter has been created for a query, a filter icon will appear next to the query indicating as such. When creating a filter for a previously saved query, just select the saved query and then use the "Create/Edit Filter" menu selection.



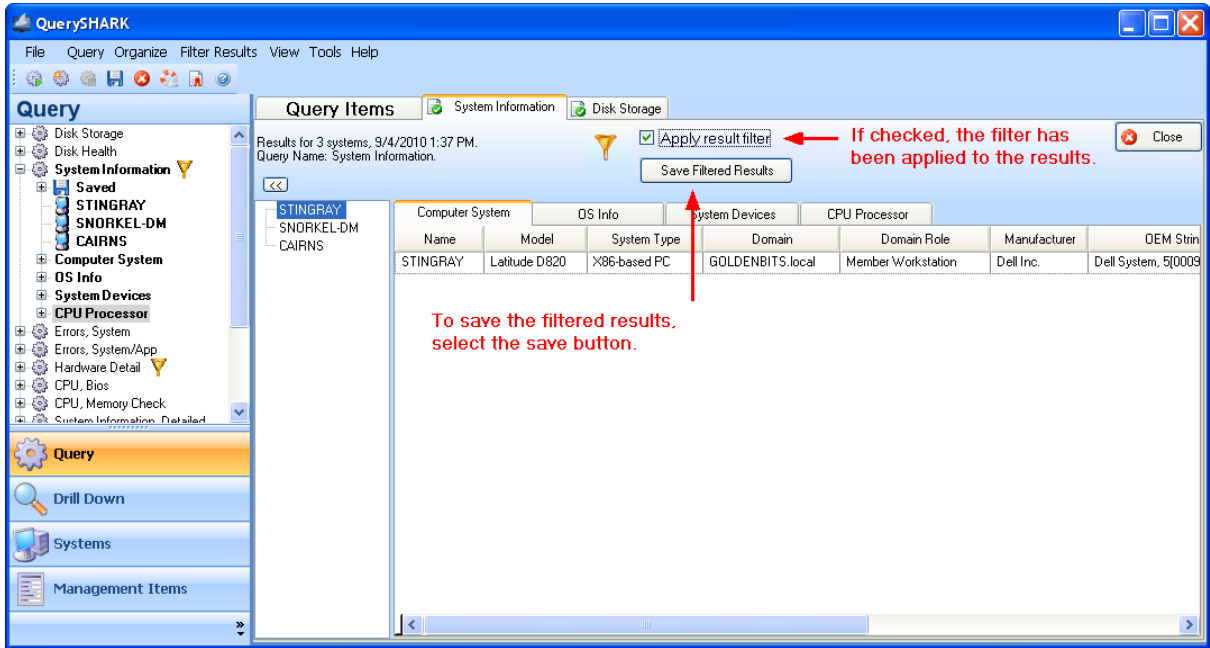
When a filter has been created for a previously saved query a filter icon will appear next to the saved query.



You can also create a result filter by right clicking on a query or a saved query. The context menu contains selections for creating/editing and deleting a filter.

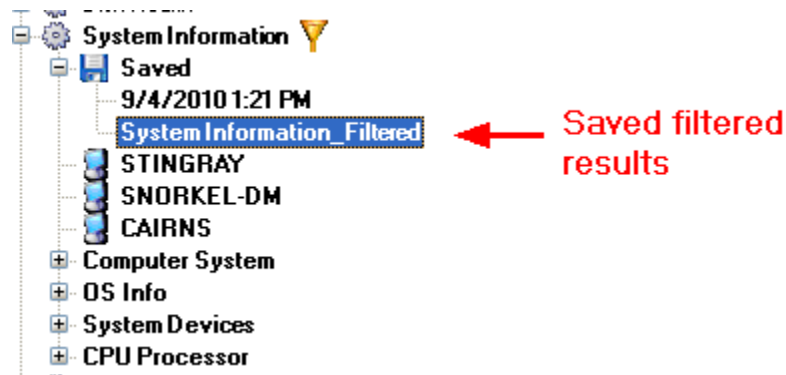


When a filter has been created for a query an filter icon will be displayed with the results along with a checkbox to apply the filter to the query results. You can check or uncheck the checkbox and see the results being filter.



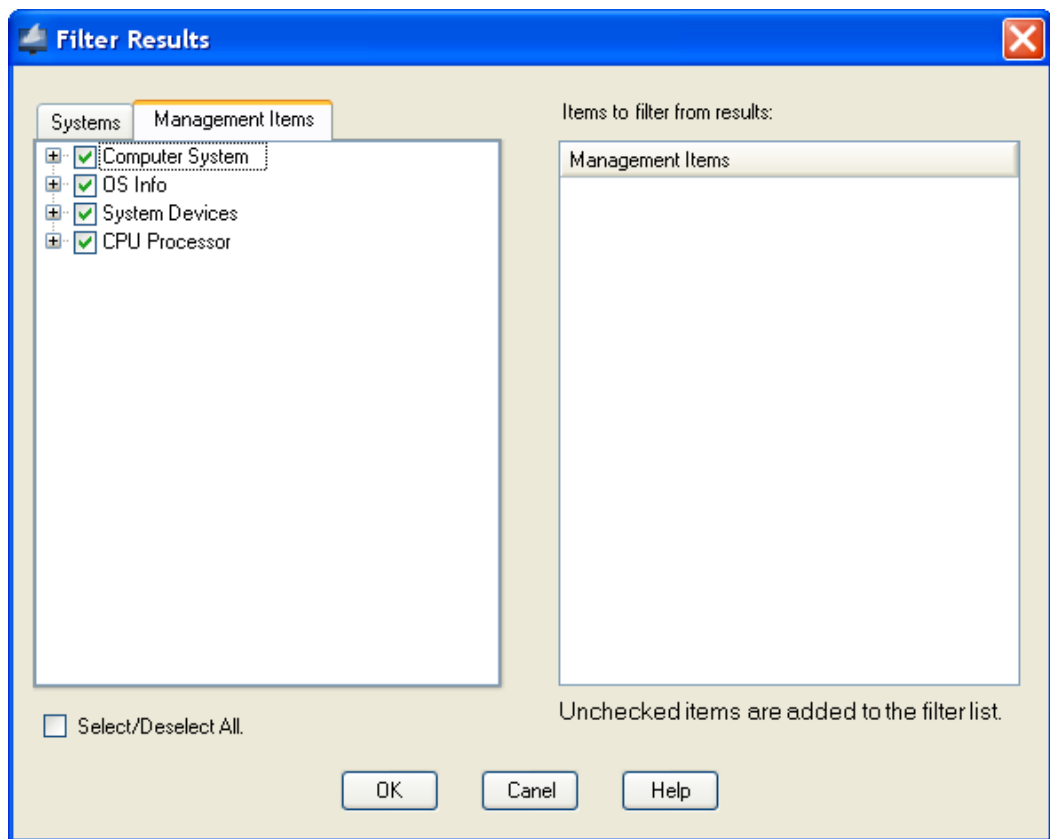
15.1 Saving Filtered Results

One of the great features of filtering is the ability to save your filtered results. Often times you will run a query on your systems and then filter the results. The filtered results are really what you want to keep, no problem just select the "Save Filtered Results" button and your filter results will be automatically saved with "_Filtered" appended to the query name. The following screen shot shows how the saved filters are name:

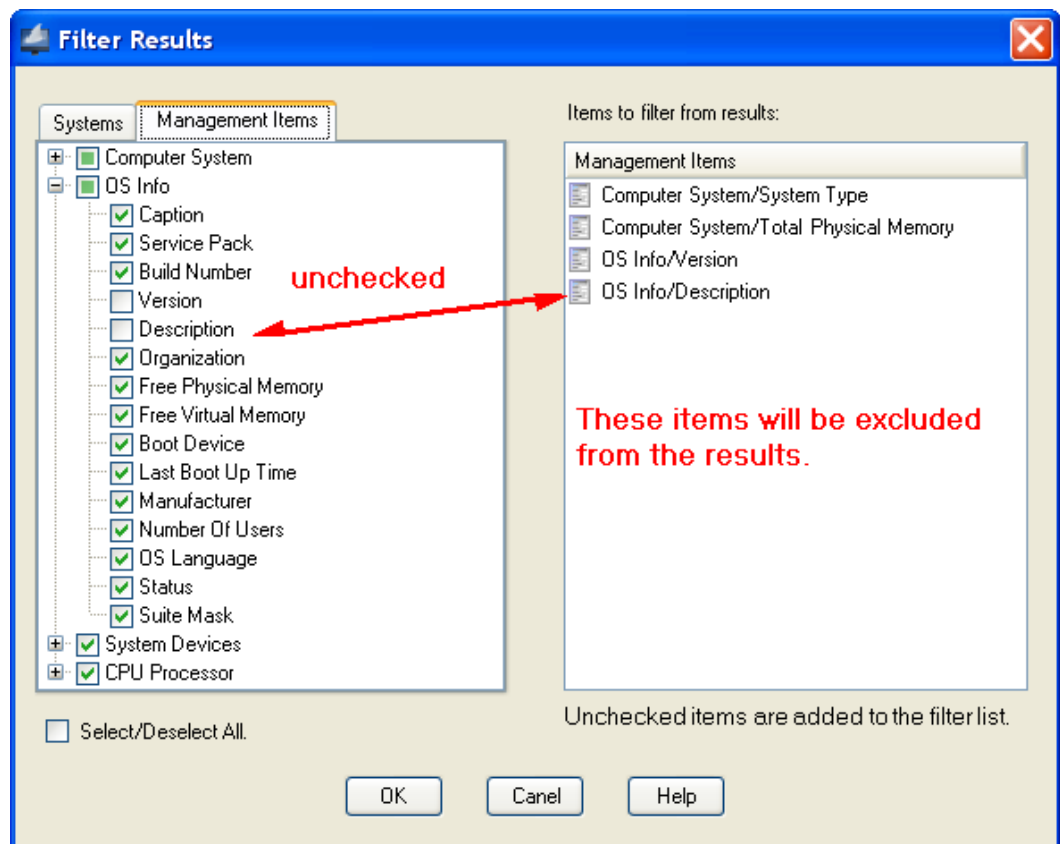


15.2 Creating/Editing

To create or edit a filter, select the "Create/Edit Filter" menu item. This will bring up the Filter Results dialog show below. When saving, the filters are saved in the database. This enables you to change the filters as often as you like without having to re-enter any information.



When you create a filter you select the systems and management items you want **excluded** from the results. To exclude an item, simply click on the checkbox next to the item you want to exclude and it will appear on the right side of the dialog. This is true for both management items and systems. The screen shot below shows several management items that will be excluded from the results.



16 Query Window

Query Window Layout

The Query Window enables you to build and manage queries. The far left window is the tree view of all of the queries in QueryShark, the right side of the window contains systems and management items. To create a query simply drag and drop a system or management item to the query tree. A query is comprised of management items and systems to collect this information from. You can think of a query as a question such as *"What are the network adapters for all of my systems?"* To answer this question, simply create a query and add the systems and Network Adapter management items. The query acts as a bucket of sorts for the selected systems and management items.

The term management item refers to a physical or logical entity which can contain sub fields that provide the actual detailed information about that entity. For example, a disk drive management item will contain fields for manufacture name, size, and type. When building a

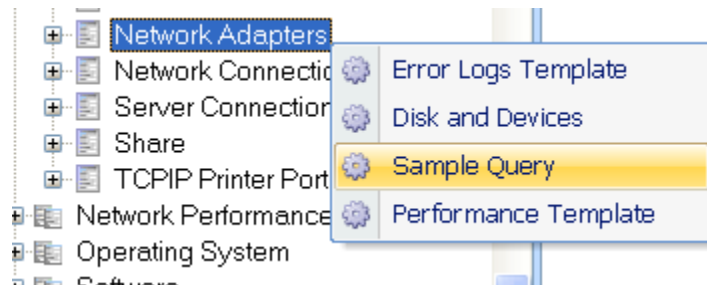
query, you can fetch all of the fields or just select the specific fields you are interested in. This management information is organized into groups in the Query Window.

The power of QueryShark is in the ability to quickly and easily query all of your networked systems. Do you want to know how much memory every system has? Just build a query in 10 seconds and you will know the answer. When you build your queries, you can constantly add and remove management items, fields, and systems to fit your needs.

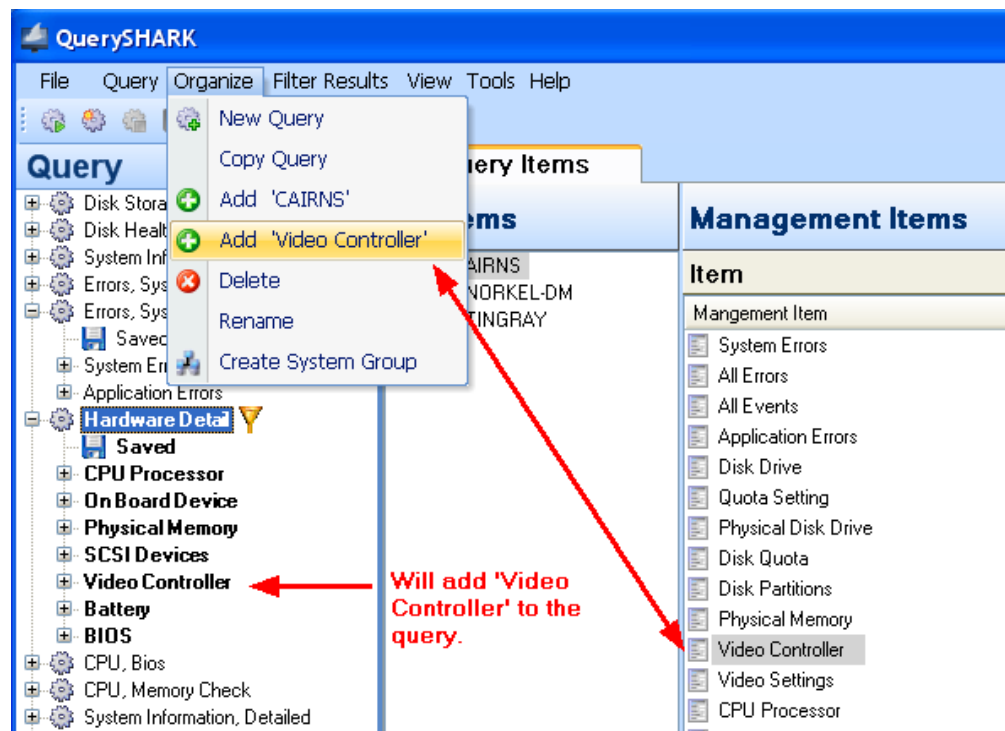
Adding items to query

There are three possible ways to add a management item or system to a query.

1. Drag and drop the management item or system to the query. As you move the cursor over the different queries, the query will highlight to show you which query you will drop the item into. If you drag an item to a location where there is no query, then you will be prompted to create a new query.
2. You can right right click on a system or management item. When you do, a popup menu will appear containing the most recent four queries you have accessed. When you select one of the query names, the system or management item will be added to that query. The popup menu looks as show below.

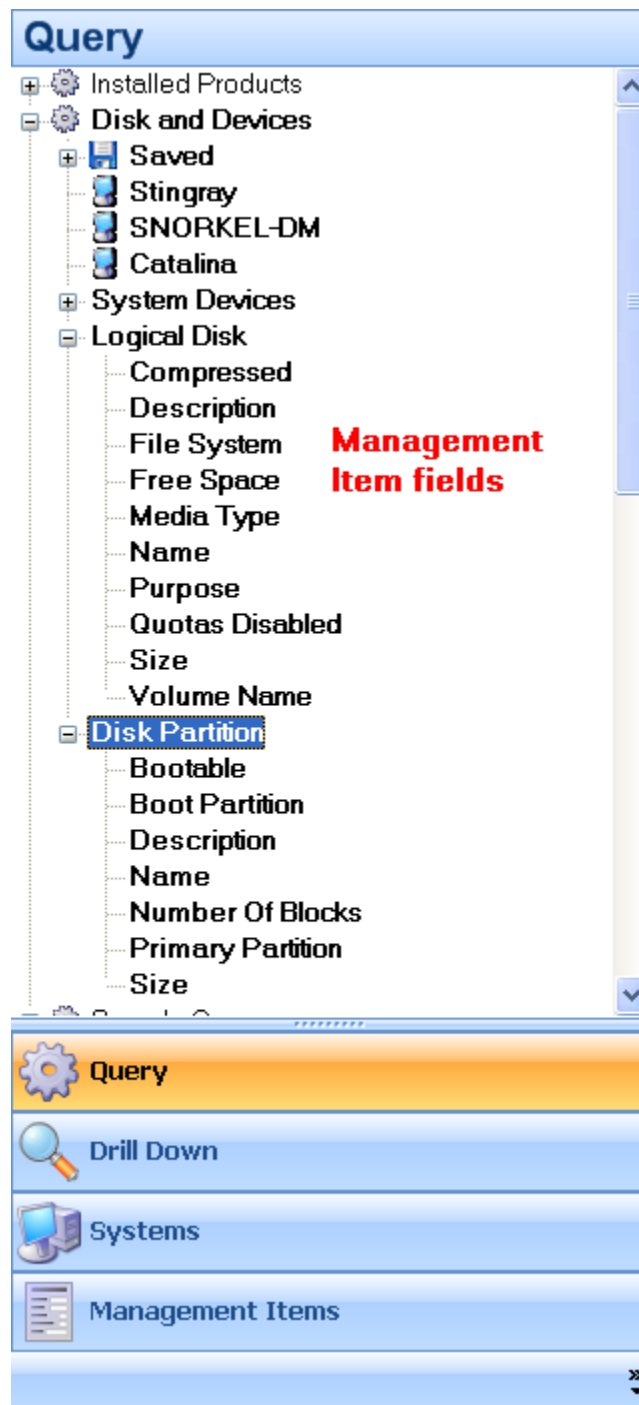


3. You can also use the 'Add <blank>' where <blank> is either a management item or system name. This item will be added to the currently selected query. In the sample below the the 'Video Controler' will be added to the 'Hardware Detail' query.



Query Display

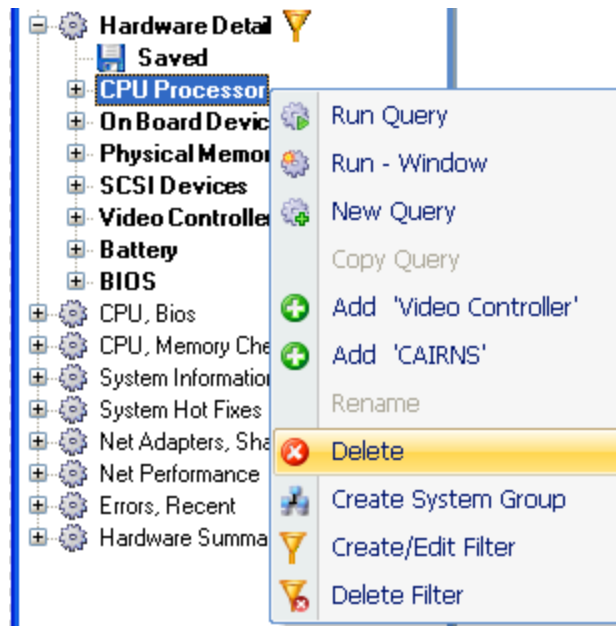
Each query is displayed in the query tree on the far left side. The management items and systems are shown below any previously saved queries. You can expand each management item to display the individual fields.



Modifying a Query

One of the powerful features of QueryShark is the ability to modify the contents of a query. You can easily add and delete management items and individual fields as needed. To delete an item, management item or system, select it, then use the 'Delete' menu selection

from the Organize menu. You can also right click on the item and select delete. In the example below, the 'CPU Processor' management item will be deleted from the query.

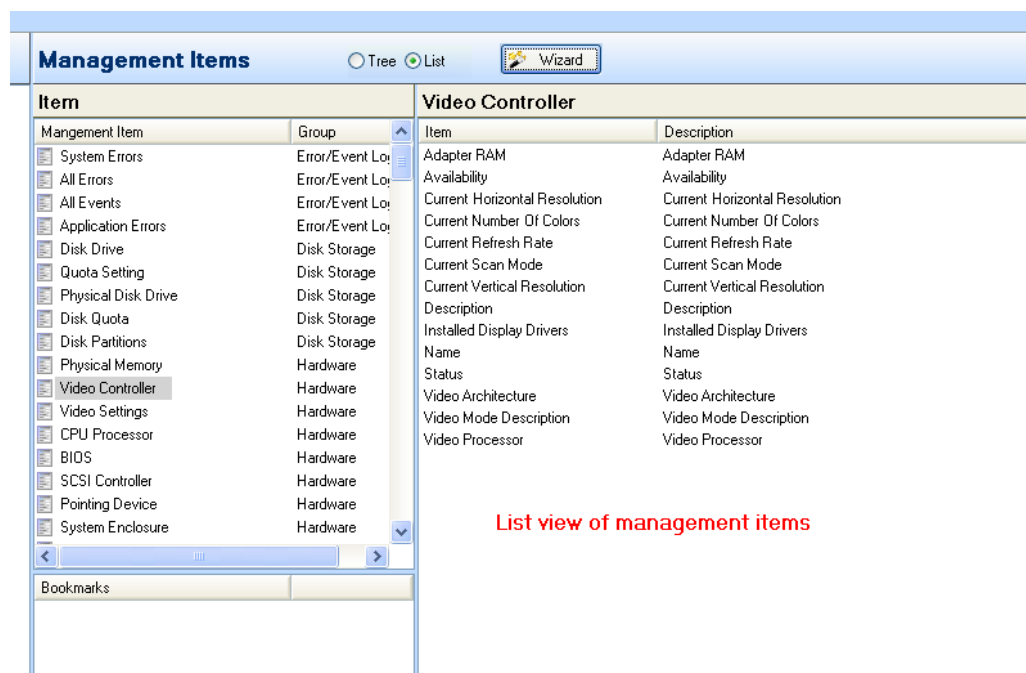


In addition to deleting an item, you can also modify the display order of management items, fields, and systems. This enables you to control the order in which systems and management information is displayed.

16.1 Management Items View

There are two ways you can view the management items available, either as a list or a tree. The list view shows each management item as a single line item, the tree view groups the management items into common categories. From both of these views, you can drag and drop a management item into your query. You can toggle between these two views by selecting either Tree or List.

The list view is shown here:



List view of management items

The tree view is shown here:

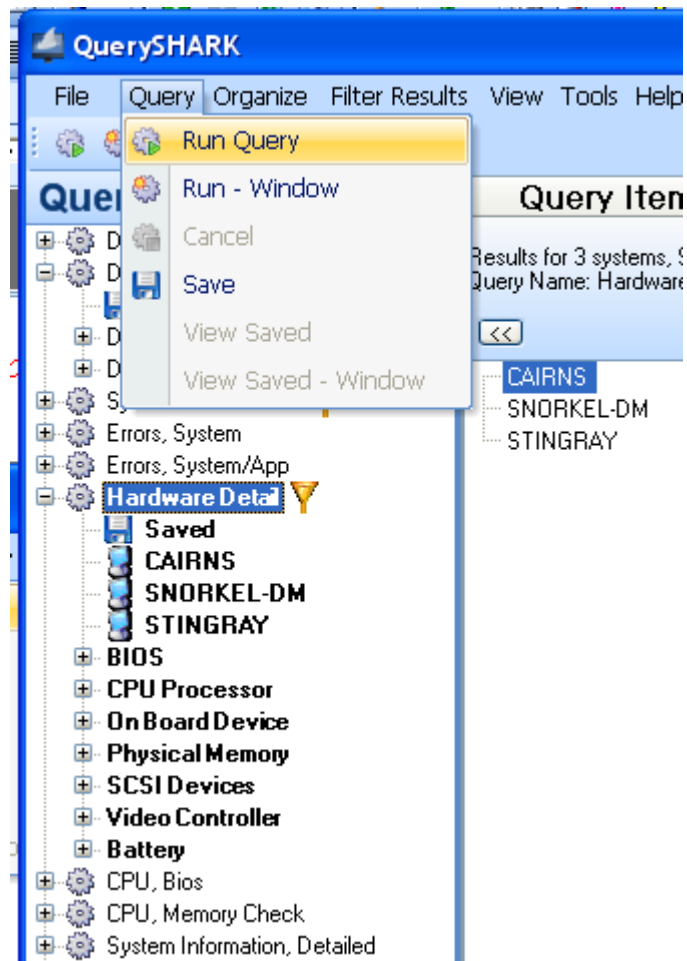
Management Items Tree List Wizard

Item	Disk Storage Query Items	
<ul style="list-style-type: none"> ⊕ [icon] Disk Storage ⊕ [icon] Error/Event Logs ⊕ [icon] Hardware ⊕ [icon] Health Checks - Storage ⊕ [icon] Health Checks - System ⊕ [icon] MS Applications ⊕ [icon] Network ⊕ [icon] Network - Wireless ⊕ [icon] Network Performance ⊕ [icon] Operating System ⊕ [icon] Peripherals ⊕ [icon] Software ⊕ [icon] System Configuration ⊕ [icon] System Information ⊕ [icon] System Performance 	Item	Description
	Disk Drive	Disk Drive
	Disk Partitions	Disk Partitions
	Disk Quota	Tracks disk space quota usage for NTFS file system volum
	Physical Disk Drive	Represents a physical disk drive.
	Quota Setting	Quota Setting

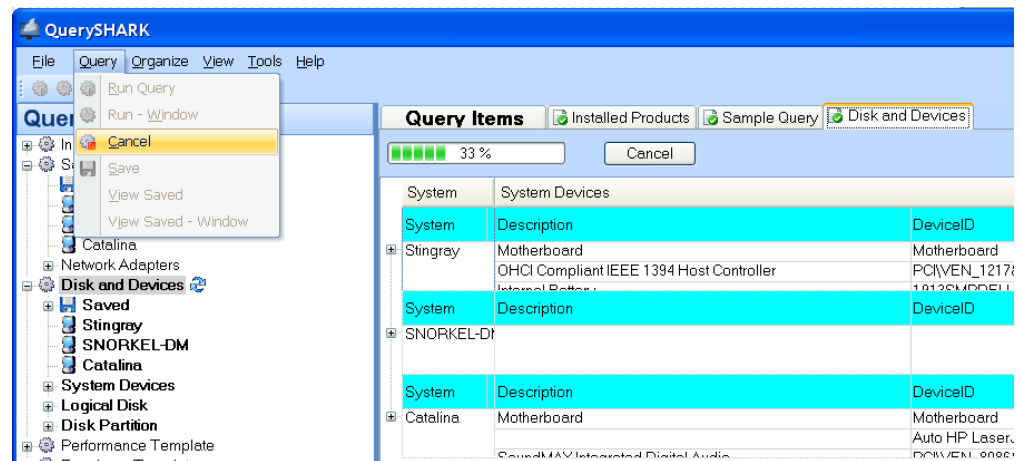
Tree view

16.2 Running a Query

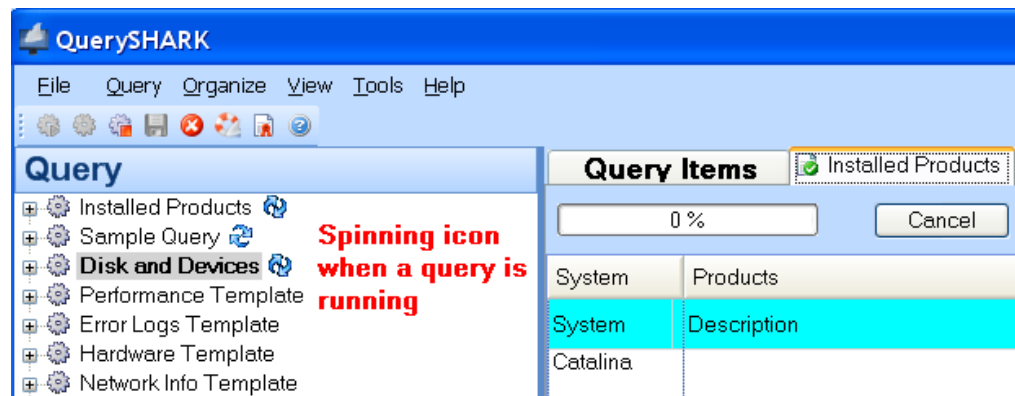
Running a query is simple, just select the query you wish run and use the 'Run Query' menu selection. You have two options for viewing the query results, you can view the results as a tab or you can view the results in a separate window. The phase 'Running a query' means for each system in the query all of the management items in query will be fetched. Or to say this another way, each management item specified will be fetched from each system in the query. In the sample below, our Sample Query will be run.



While the query is running a progress bar is displayed, you will also see an icon spin next to the query in the tree. Queries are run in the background, so while the query is running you can work with other parts of the QueryShark application. If you wish, you can also cancel a query by selecting the 'Cancel' menu selection. In the example below, the 'Disk and Devices' query is running. Notice the spinning icon and progress bar in the result display. While the query is running you can cancel the query by using the Cancel button or Cancel menu selection.



You can run multiple Queries concurrently, while one Query is running just start another. When a query is running, the spinning icon will be displayed next to the query. The screen shot below shows this.



Also while a Query is running you can continue to work with other parts of the QueryShark application, you do not have to wait for a Query to complete. However, before exiting the QueryShark application you should cancel all running Queries.

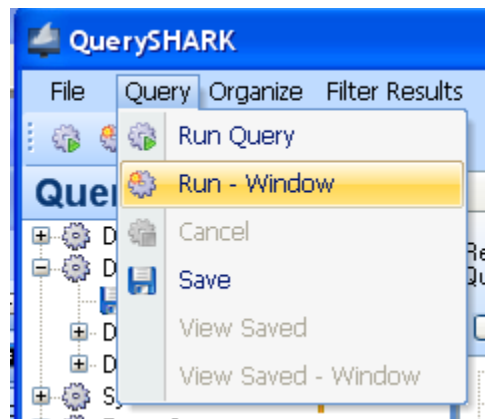
Re-Running a Query

One of the powerful features of QueryShark is the ability to easily modify a query and re-run the query with your modifications. For example, let's say you created a query to fetch all of the processes for your systems and ran the query. After viewing the results you decided that the 'Process Id' field of the 'Processes' management item isn't necessary and you would

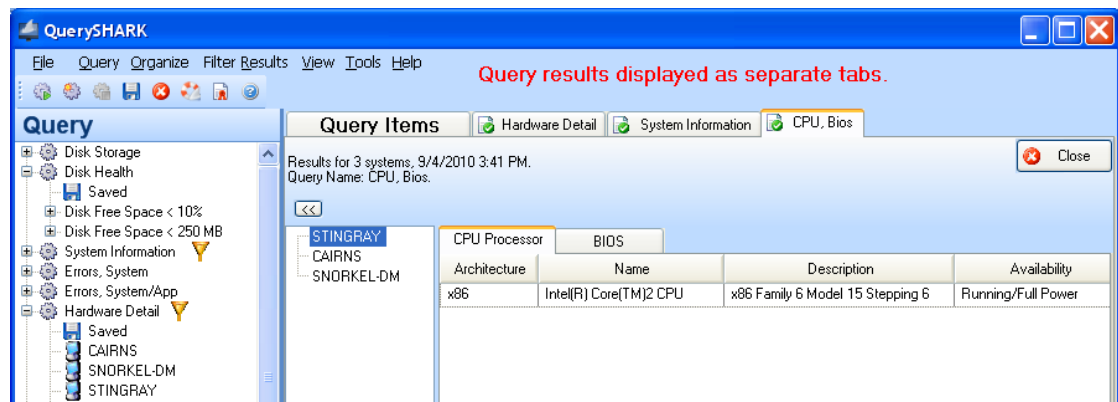
like to know the amount of memory installed on each system. Using QueryShark you can delete the 'Process Id' field and add the 'Memory Resources' management item to your query. Once your edits are complete, just re-run the query. You can continue this cycle of running and editing a query until you are satisfied with the results.

16.3 Window or Tab

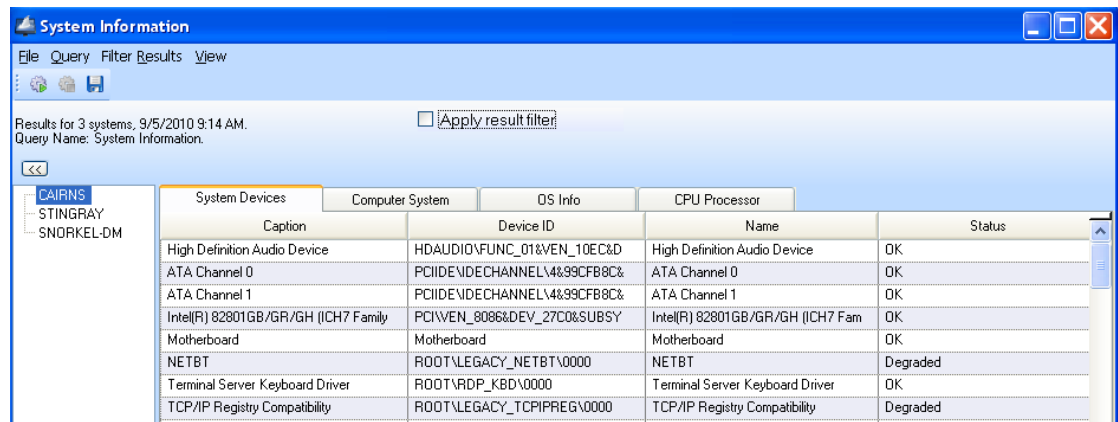
When you run a Query you have the option of displaying the query as a tab within the Query Window or as a separate window. A separate window is handy when you have a query with a lot of results. The menu selection enables you to select either a tab or new window.



If you run a query, the query will be displayed in one of the tabs in the Query Window.



If you run a query in a separate window.



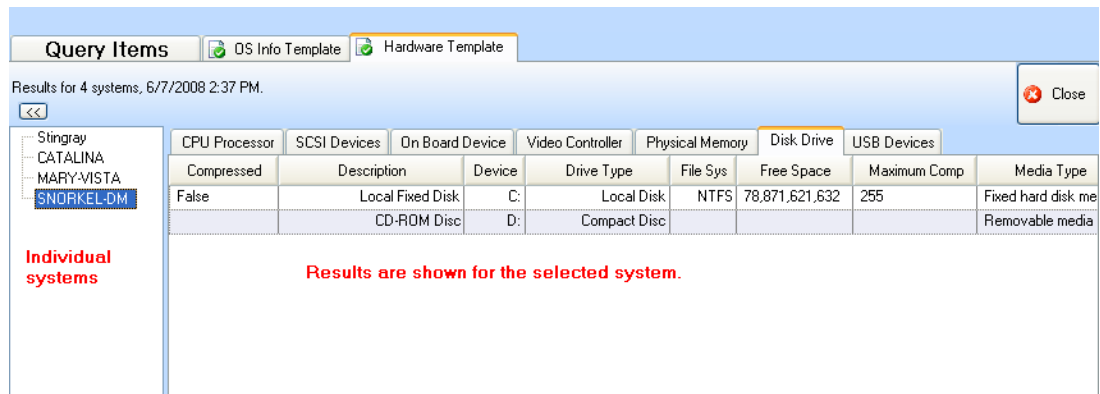
One result is displayed at a time. An important note is that only one result display (tab or window) will be used at a time. Query results are displayed in either a tab or full window, but not both. The reason is to avoid any confusion, when you are viewing query results -- you know you are viewing the current results.

16.4 Results

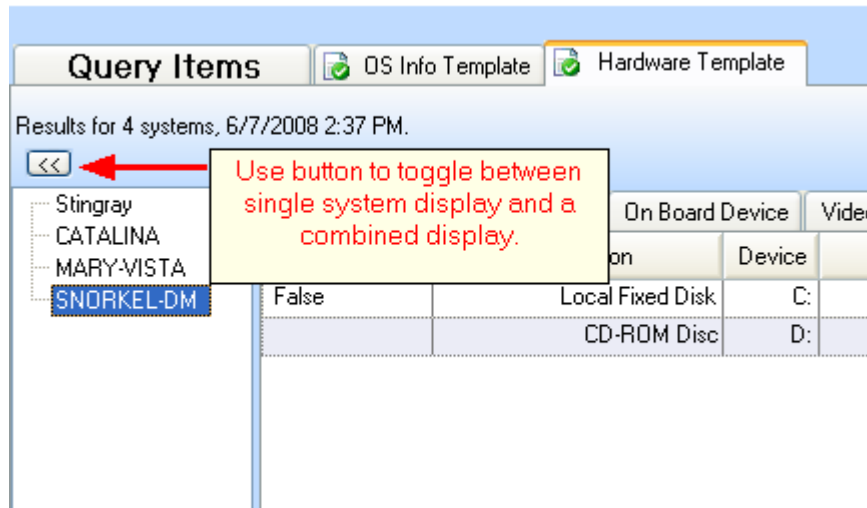
Query results can be displayed either as a summary or detailed view. The summary view is much more compact as compared to the detailed view. You can quickly switch between the detailed and summary view by using View menu selection.

Detailed View

The detailed view shows more result information at a glance, see the sample below. The detailed results window is divided into two areas, a tree which lists all of the systems and a tab area which displays the results organized by tabs. When you select a system in the tree, the results specific to that system are displayed in the tab area. Select the individual tab to view the detailed results for a specific management item. You can also hide the system tree and display the results for all of the systems combined into one view. The button marked "<<" enables you to toggle between viewing results for all of the systems combined or just one for individual system.



Use the toggle button to switch between a single system view or a combined view. The combined view will show all the results for all of the systems in the Query.



The image below shows the display when you hide the system tree and combine the results for each system in the Query.

Query Items OS Info Template Hardware Template

Results for 4 systems, 6/7/2008 2:37 PM. Close

>>

System	Compressed	Description	Device	Drive Type	File Sys	Free Space	Maximum Comp	Media Type
Stingray	False	Local Fixed Disk	C:	Local Disk	NTFS	36,029,706,240	255	Fixed hard disk medi
Stingray	False	Network Connection	Z:	Network Drive	NTFS	78,871,547,904	255	Format is unknown
CATALINA		3 1/2 Inch Floppy Drive	A:	Removable Disk				3 1/2-Inch Floppy Di
CATALINA	False	Local Fixed Disk	C:	Local Disk	NTFS	24,107,970,560	255	Fixed hard disk medi
CATALINA		CD-ROM Disc	D:	Compact Disc				Removable media ot
MARY-VISTA		3 1/2 Inch Floppy Drive	A:	Removable Disk				3 1/2-Inch Floppy Di
MARY-VISTA	False	Local Fixed Disk	C:	Local Disk	NTFS	53,668,036,608	255	Fixed hard disk medi
MARY-VISTA	False	Local Fixed Disk	D:	Local Disk	NTFS	7,053,094,912	255	Fixed hard disk medi
MARY-VISTA		CD-ROM Disc	E:	Compact Disc				Removable media ot
SNORKEL-DM	False	Local Fixed Disk	C:	Local Disk	NTFS	78,871,621,632	255	Fixed hard disk medi
SNORKEL-DM		CD-ROM Disc	D:	Compact Disc				Removable media ot

↑
System Name

Results from each system are combined

Summary View

The summary view combines the results for each management item under one column header. You can resize the individual columns and scroll through the results by holding down and dragging the mouse when hovering over the results. The compact view is shown below.

QuerySHARK

File Query Organize Filter Results View Tools Help

Query Items System Information

Results for 2 systems, 9/4/2010 3:46 PM. Apply result filter

Query Name: System Information

System	System Devices	System	Caption	Device ID	Name	Status
STINGRAY	Motherboard	Motherboard	Motherboard			
	Internal Battery	781 SanyoDELL WN971	DELL WN9718		OK	
	Portable Battery	Portable Battery 0	DELL WN97187			
	Kernel Services for DSF	ROOT\YDSFKSVCS\00	Kernel Services for	Degrad		
	DsfRoot for DSF	ROOT\YDSFKSVCS\00	DsfRoot for DSF	OK		
	ACPI Multiprocessor PC	ROOT\ACPI_HAL\0000	ACPI Multiprocess	OK		
	Microsoft ACPI-Compa	ACPI_HAL\BUP00000	Microsoft ACPI-Co	OK		
CAIRNS	High Definition Audio De	HDAUDIO\FUNC_01&V	High Definition Aud	OK		
	Motherboard	Motherboard	Motherboard	OK		
	ATA Channel 0	PCIIDE\IDECHANNEL\	ATA Channel 0	OK		
	ATA Channel 1	PCIIDE\IDECHANNEL\	ATA Channel 1	OK		
	Intel(R) 82801GB/GR/G	PCI\VEN_8086&DEV_2	Intel(R) 82801GB/	OK		

Results for each system are displayed separately

You can expand the individual result rows and resize the columns as desired (See below).

QuerySHARK

File Query Organize Filter Results View Tools Help

Query Items System Information

Results for 2 systems, 9/4/2010 3:52 PM.
Query Name: System Information.

Apply result filter

System	System Devices	Device ID	Name	Status
STINGRAY	Internal Battery	781 Sanyo	DELL WN9718	OK
	Motherboard	Motherboard	Motherboard	
	Portable Battery	Portable Battery 0	DELL WN97187	

management item

individual fields

Name	Model	System Type	Domain	Manufacturer	Bootup State
STINGRAY	Latitude D820	x86-based PC	GOLDENBITS.local	Dell Inc.	Normal boot

Management items are grouped within a column.

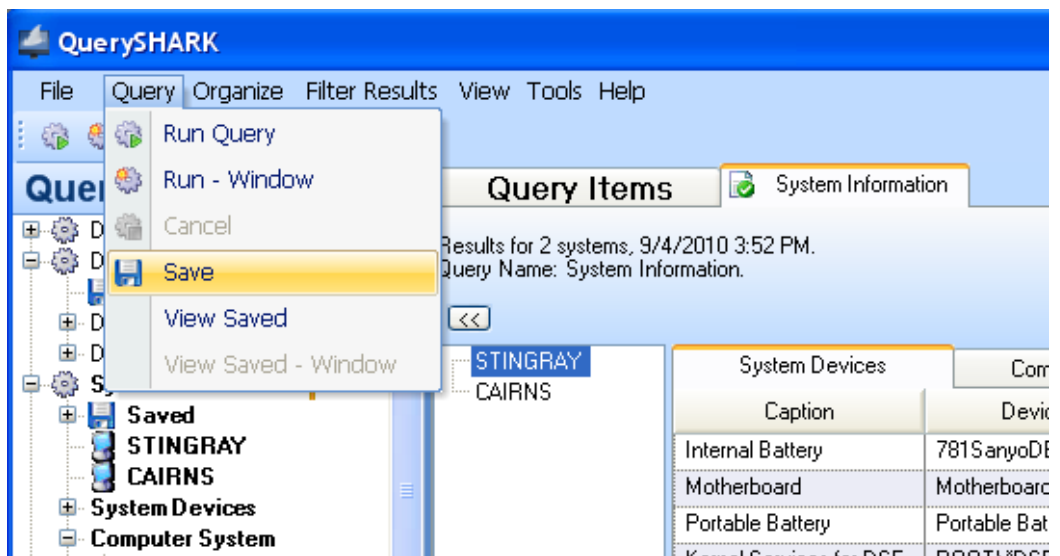
Caption	Service Pack	Build Number	Version	Description	Organization	Free Physical Memory
Microsoft Windows XP Professional	Service Pack 3	2600	5.1.2600	Dean's laptop scuba	Golden Bits Software, Inc.	1184624

16.5 Saving a Query

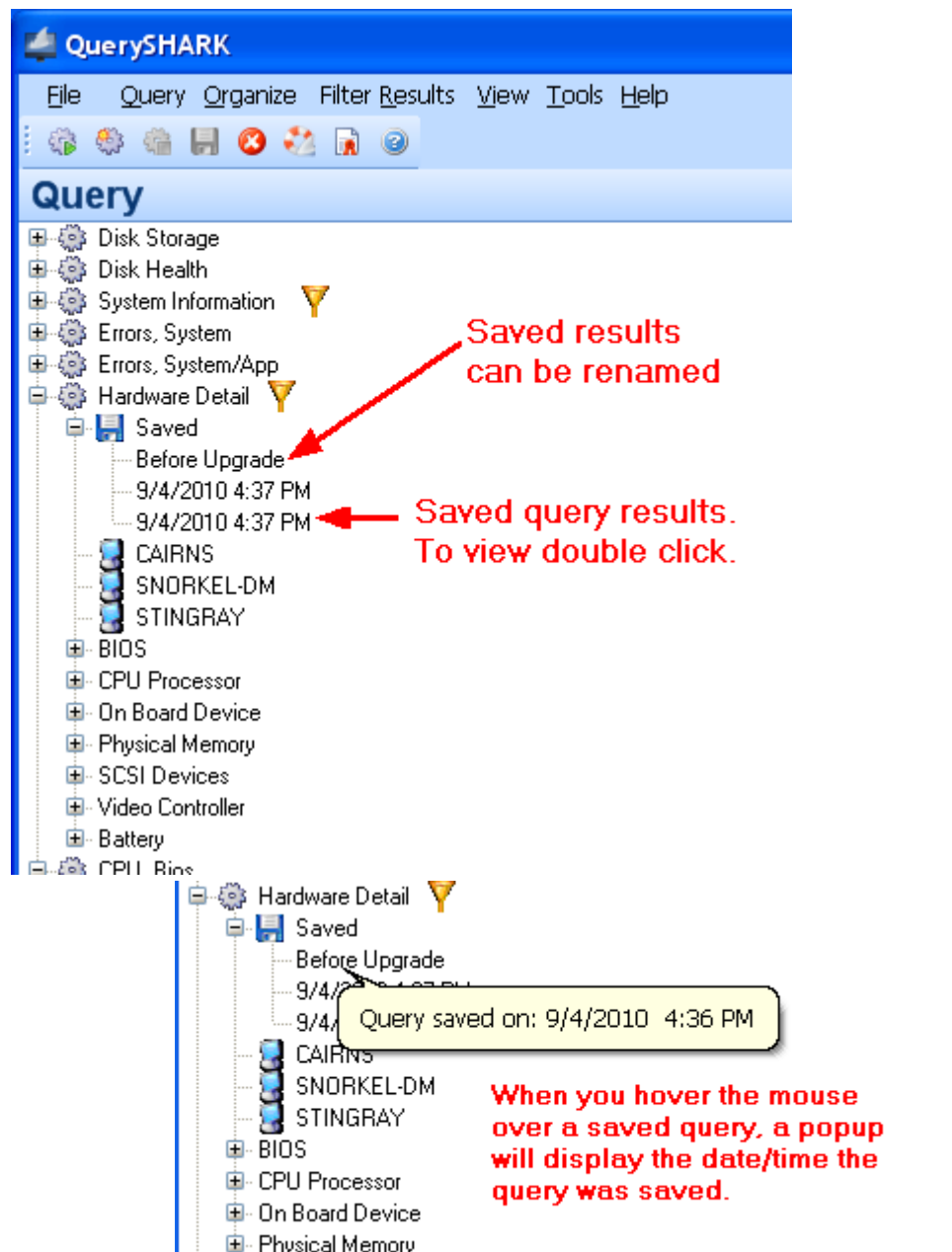
One of the cool features of QueryShark is the ability to save query results for later analysis or to compare with future queries. For example, if you ran a query that fetched the disk partitions and free disk space of your key servers, you can then save the query results. You can then compare the saved results with a new query. In our example, you can quickly determine if the disk partitions have changed and how much disk space has been used.

When you save a query, all of the management items/fields, systems, and any error information is also saved. If you later modify the Query by removing a system or management item, the saved query is not affected. Any query errors are also saved, this enables you to understand what errors occurred. For example, if a particular system was shutdown when you ran the query, you will know that this system was unavailable. You will not know the exact reason the system was unavailable, but you will know there was some error and that is why there are no results for the system.

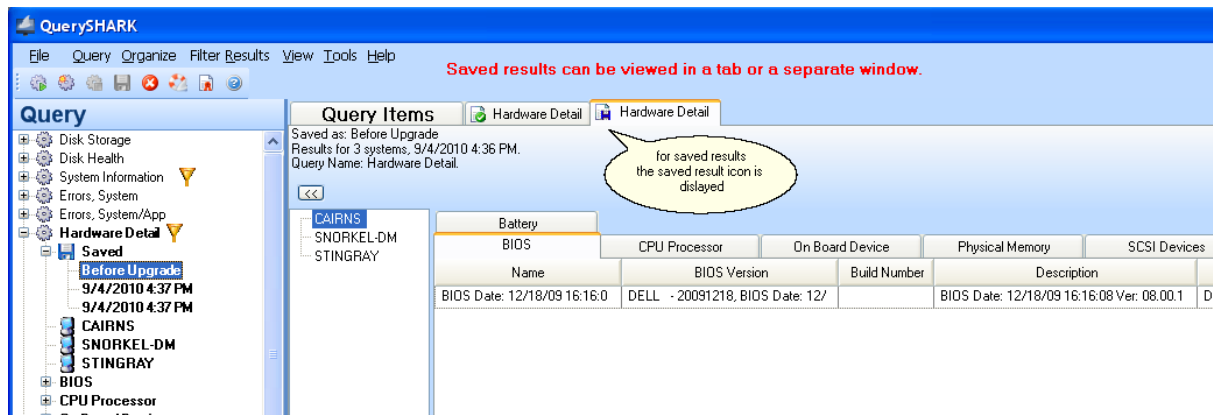
Saved queries are time stamped with the date and time the query was run. To save a query, select the 'Save' menu item. Note that you have to select the query name itself before the 'Save' menu item is enabled. The picture below shows the Save menu item.



Saved queries are time stamped with the date and time the query was run. The saved queries are listed under the Saved tree node as show below.



To view a saved query, select the query and use the 'View Saved' or 'View Saved - Window' menu selections under the 'Query' menu. The saved query can be displayed in a tab or separate window. The picture below shows a previously saved query displayed in a tab.



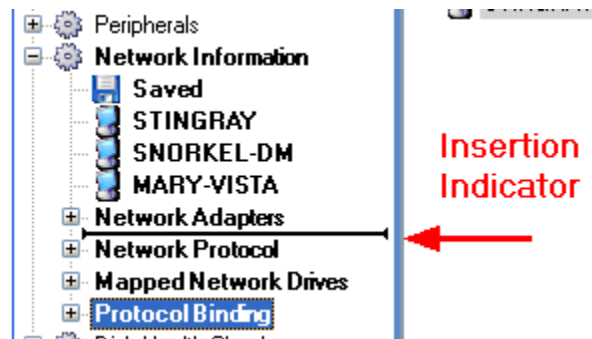
To delete a previously saved query, select the query and use the 'Delete' menu selection under the 'Organize' menu. To delete all of the saved queries, selected the Saved tree node and then the 'Delete' menu selection.

16.6 Organize

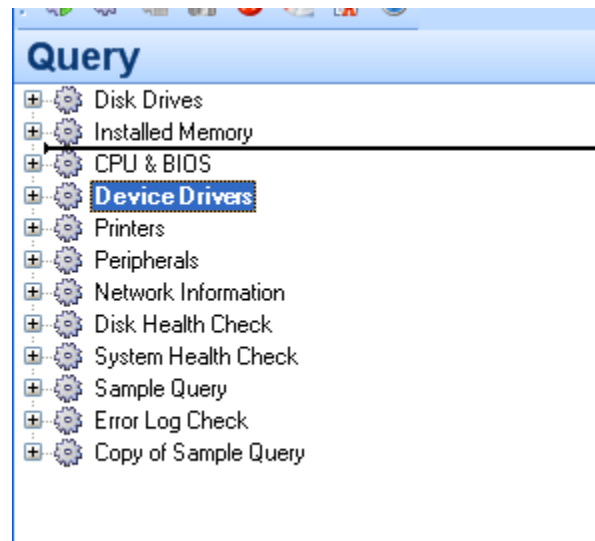
The Organize menu selection enables you to organize the order of query items, the query themselves, create and delete queries, rename a query, and delete a query.

Modifying Display Order

You can modify the display order of a query item (system or management item) the order of the query itself by simply dragging and dropping the Query, System, or Management Item. When dragging an insertion indicator (straight line) will appear where the item will be moved to. The picture below shows the insertion indicator.

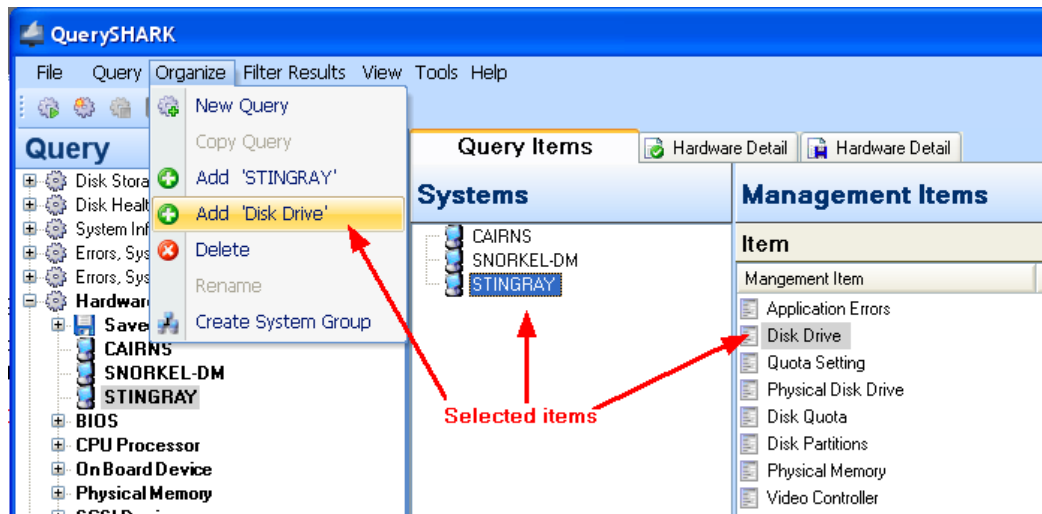


The same is true when moving the Queries around themselves, see below.



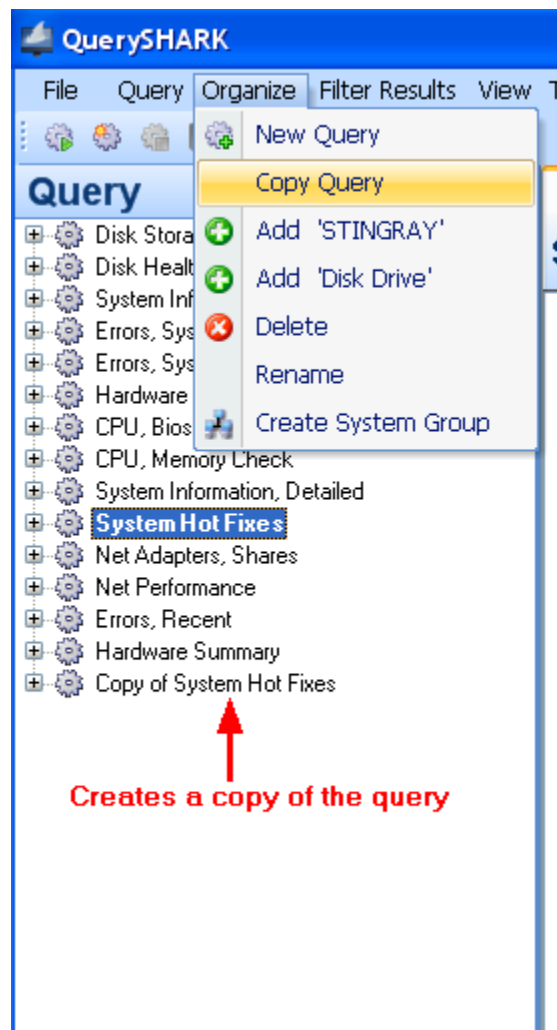
Adding a system or management item

From the Organize menu you can add the selected system and/or management item to the currently selected query. The menu item will read 'Add <blank>' where <blank> is the currently selected system and/or management item.



New Query and Copy Query

From the Organize menu you can create a new Query or copy an existing query. To create a new Query, select the 'New Query' menu selection and enter a new query name. Making a copy of a query is handy when you want to use an existing query as starting point for building a new query. To copy a query, select the query and then use the 'Copy Query' menu select. The picture below shows the copy menu selection.



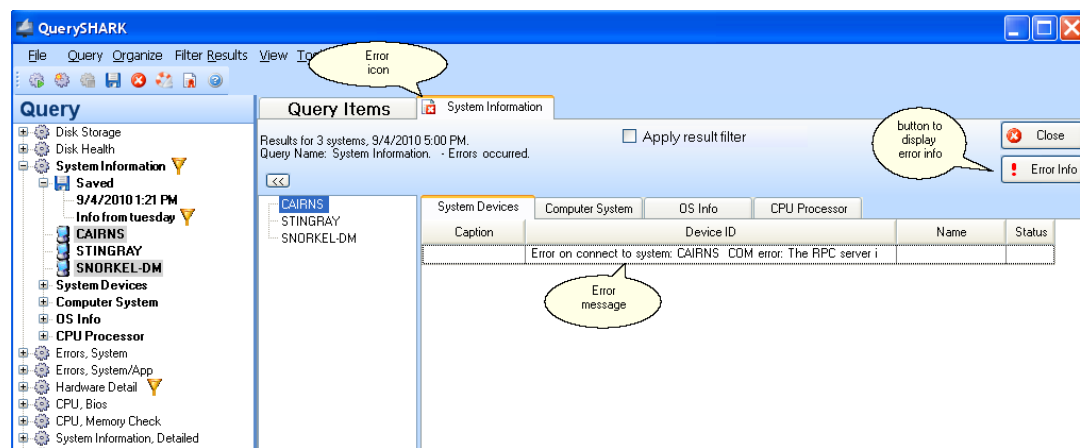
16.7 Errors

Nothing is perfect and errors do occur!!

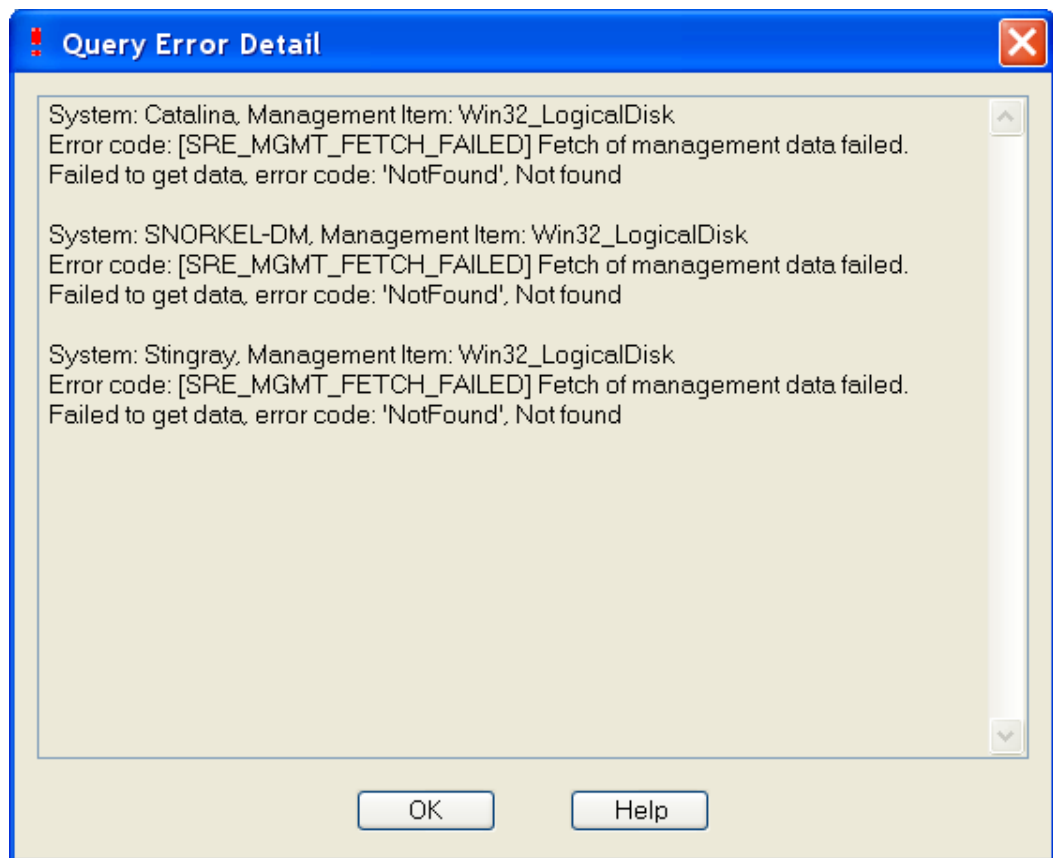
When querying hundreds of systems, some systems may be offline or may not contain the information you are searching for. For example, if you try to query MS Exchange information from a user's laptop (where Exchange isn't installed), QueryShark will return an error that it was unable to collect Exchange information.

Query errors are displayed directly in the query results and summarized in the query error dialog. Errors are also saved with the query, this enables you to understand why a particular management item was not fetched when you view the query at later time. For example, if you run a query and save the results on Monday and then on Friday view the saved results from Monday, you will be able to see what errors occurred and understand why some information is not present.

The picture below shows an error for a system.

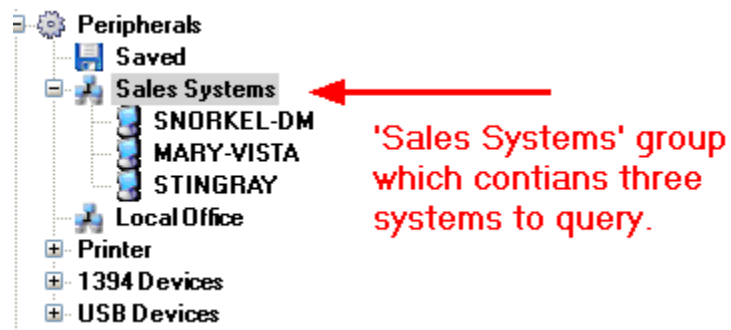


The query error dialog summarizes all of the errors for a query; to display all of the errors click on the 'Error Info' button. The Query Error dialog is shown below.

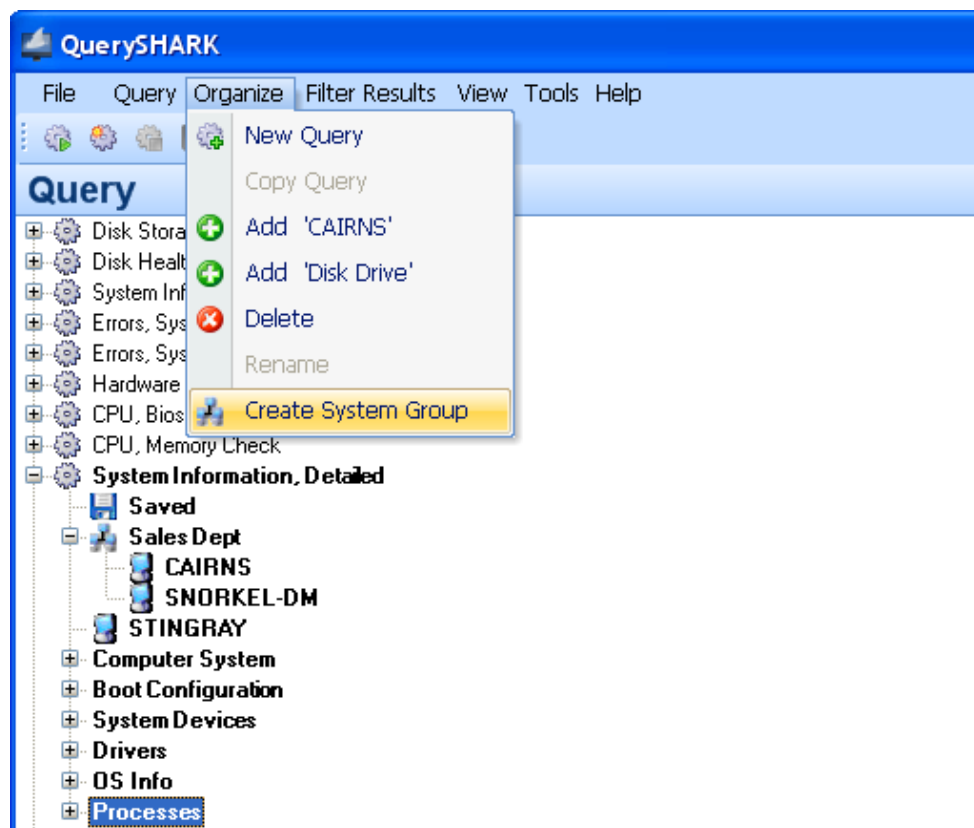


16.8 System Groups

System Groups provide a very convenient way to organize systems within a query. This is especially handy if you have more than 10 systems you wish to query. A System Group is just as the name implies, a group that you can put systems into. The group is shown as a tree node, if you expand the tree node you will see all of the systems that belong to that group. The picture below shows system groups in a query.



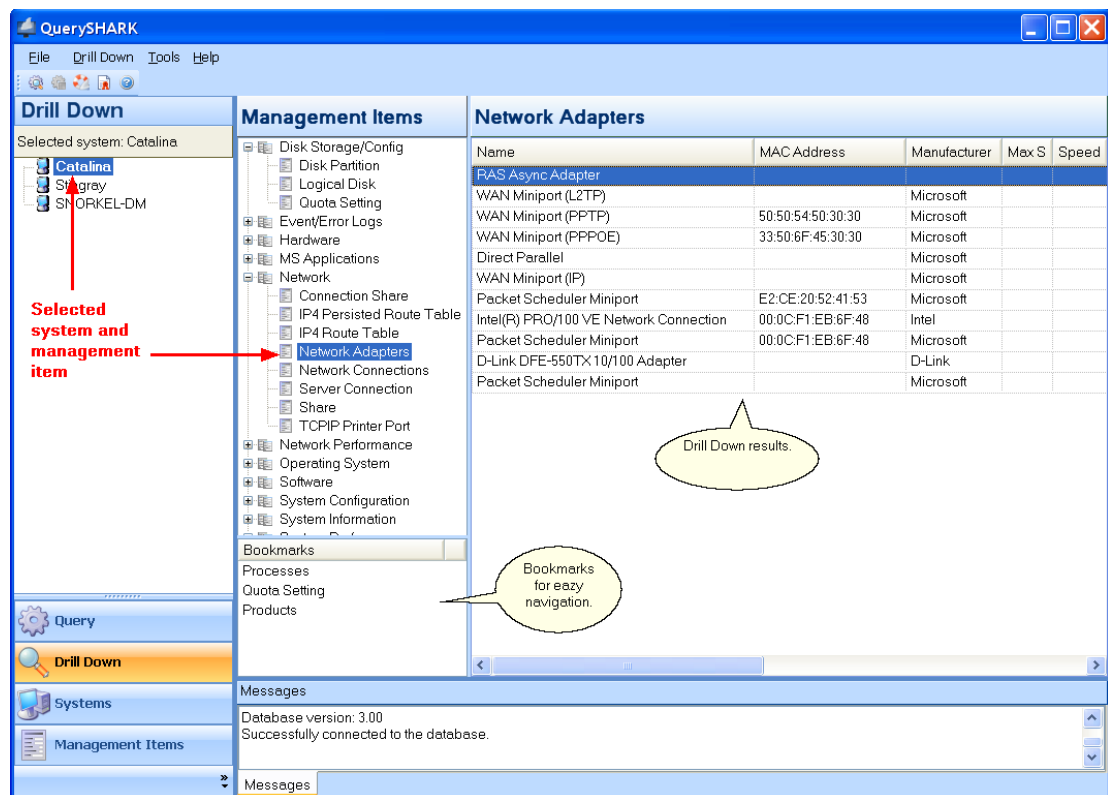
You create a system group using the Organize menu or right click on the Query. The Create System Group menu is shown below.



Note that when you delete a group from a Query, you will also delete all of the systems in that group from the query.

17 Drill Down Window

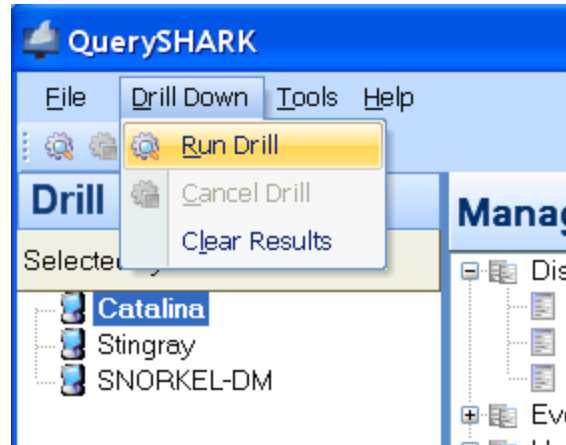
The Drill Down Window enables you to get information directly from a system without creating a query. You select a system and literally "drill down" into the system details. The Drill Down Window is divided into three main areas: Selected Systems, Management Items, and Results. The following shows the Drill Down Window. When you run a drill down for the selected system, the selected management information is fetched.



To get information for a system, select that system and then the management item. Once these are selected, double click on the management item or use the menu selection "Run Drill" from the Drill Down menu. QueryShark will fetch this information and display the results in the far right window pane. QueryShark will cache these results, so navigate and fetch different management items QueryShark will remember your previous results. However if you wish to fetch information and not read from the cache, you can 1) double click on the management item or 2) clear the cache, using the "Clear Results" menu selection from the Drill Down menu, and fetch the management information using the "Run Drill" menu selection.

The bookmarks are available to quickly access a particular management item. Just click on a bookmark, the management item which is bookmarked will be displayed.

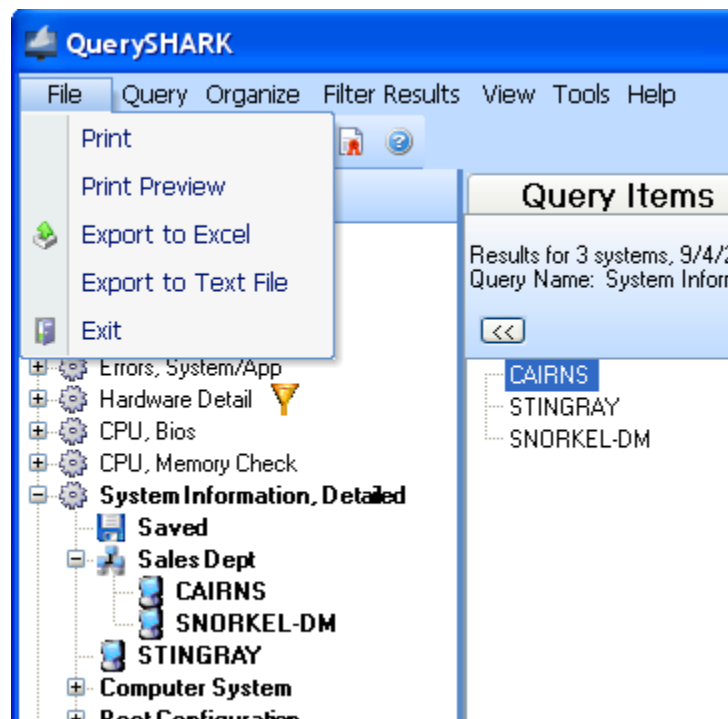
The Drill Down menu selections are displayed below.



18 Print and Export

You can print, export to Excel, or export to a text file the current query results, new or previously saved results, from the Query Window or the Drill Down Window. To print or export, use the File menu show below.

When exporting to a text file the fields are separated by a comma. If a comma exists in the exported data itself, it is replaced by an underline '_' character.



This will print the currently selected query results. The print output will depend on the results view. If you are viewing the detailed results then a detailed report will be printed, else a summary report. When printing a report, you can adjust the width of each column by resizing the column on the screen and reprinting. The new column size will be show in the printed report.

For detailed reports, it is sometimes handy to truncate the columns. Use the Preference Dialog to set the truncation flag. Note that this only works for the detailed report, summary printed reports are always wrapped. Meaning if the column doesn't completely fit on one page, it is continued (wrapped) to the next page.

Before you print a report, you an use the Print Preview option.

PDF files. Sometimes it is handy to create a PDF file of the report. The simplest way to do this is to print to a "PDF Printer". There are several very good free ware PDF printer driver available, check download.com or novapdf.com.

Here is sample of a detailed print report.

Peripherals

Query Name: Peripherals

Date/Time query was run: 4:53 PM 1/31/2009

System: SNORKEL-DM, Printer

Row	Attributes	Capability	Detected	Driver Name	Hidden	Horizontal	L
-----	------------	------------	----------	-------------	--------	------------	---

System: SNORKEL-DM, 1394 Devices

Row	Access	1394 Controller Description	Device ID	Name	Status
-----	--------	-----------------------------	-----------	------	--------

System: SNORKEL-DM, USB Devices

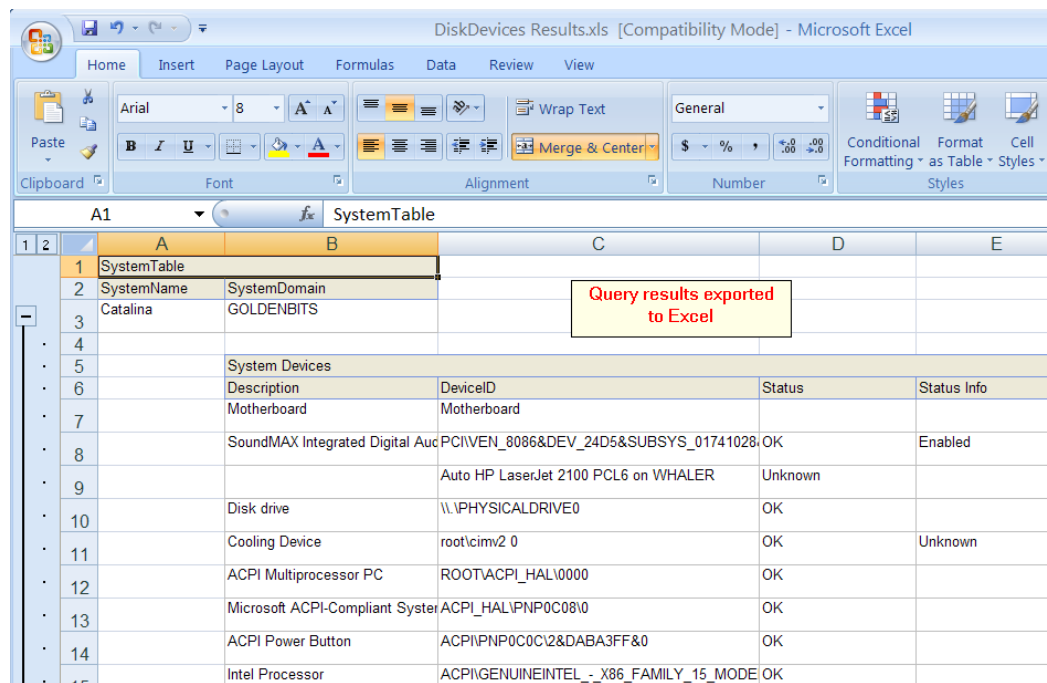
Row	USB Controller Description	DeviceID	Device Name
1	Standard Universal PCI to USB Host Controller	USB\ROOT_HUB\4&2B6819FE&0	USB Root Hub
2	Standard Universal PCI to USB Host Controller	USB\ROOT_HUB\4&C583F7A&0	USB Root Hub
3	Standard Enhanced PCI to USB Host Controller	USB\ROOT_HUB\20\4&B2007EB&0	USB Root Hub
4	Standard Universal PCI to USB Host Controller	USB\ROOT_HUB\4&37156B71&0	USB Root Hub
5	Standard Universal PCI to USB Host Controller	USB\ROOT_HUB\4&21A622FE&0	USB Root Hub
6	Standard Universal PCI to USB Host Controller	USB\ROOT_HUB\4&18151B00&0	USB Root Hub
7	Standard Universal PCI to USB Host Controller	USB\VID_050D&PID_0119\5&33D6647	USB Composite Device
8	Standard Universal PCI to USB Host Controller	USB\VID_050D&PID_0119&MI_00\6&1	USB Human Interface
9	Standard Universal PCI to USB Host Controller	HID\VID_050D&PID_0119&MI_00\7&8	HID Keyboard Device
10	Standard Universal PCI to USB Host Controller	USB\VID_050D&PID_0119&MI_01\6&1	USB Human Interface
11	Standard Universal PCI to USB Host Controller	HID\VID_050D&PID_0119&MI_01\7&2	HID-compliant mouse
12	Standard Enhanced PCI to USB Host Controller	USB\ROOT_HUB\20\4&22414BC4&0	USB Root Hub

System: STINGRAY, Printer

Row	Attributes	Capability	Detected	Driver Name	Hidden	Horizontal	L
1	Default printer, Printer is shared, Di	Copies, Color	0	Send To Microsoft OneN	False	300	Tr
2	Printer is shared, Directly connecte	Copies, Color,	0	Microsoft XPS Document	False	600	Tr
3	Directly connected to a computer.	Color	0	doPDF 6 Printer Driver	False	300	Tr
4	Directly connected to a computer.,	Copies, Color,	0	HP LaserJet 2100 PCL6	False	600	Tr

You can also export the results to an Excel file, by selecting the 'Export to Excel' menu item.

The picture below shows Query results exported to Excel.



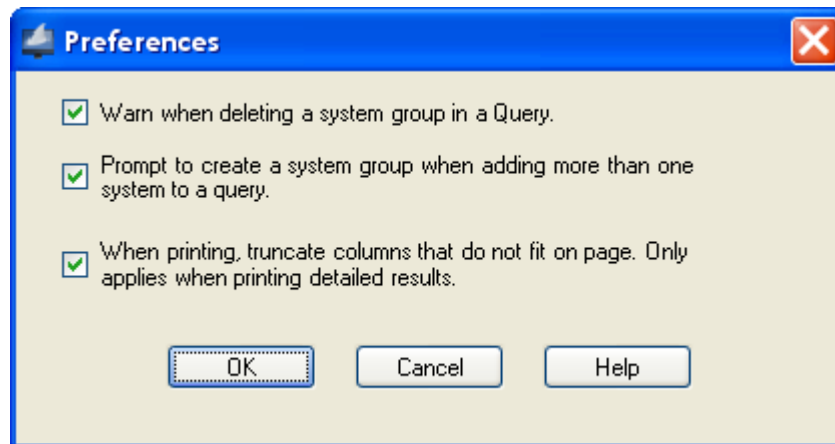
The screenshot shows a Microsoft Excel spreadsheet titled "DiskDevices Results.xls [Compatibility Mode] - Microsoft Excel". The spreadsheet contains a table with the following data:

SystemTable	SystemName	SystemDomain	DeviceID	Status	Status Info
SystemTable	Catalina	GOLDENBITS			
System Devices					
Description			DeviceID	Status	Status Info
Motherboard			Motherboard		
SoundMAX Integrated Digital Aud			PCI\VEN_8086&DEV_24D5&SUBSYS_01741028	OK	Enabled
			Auto HP LaserJet 2100 PCL6 on WHALER	Unknown	
Disk drive			\\.\PHYSICALDRIVE0	OK	
Cooling Device			root\cimv2 0	OK	Unknown
ACPI Multiprocessor PC			ROOT\ACPI_HAL\0000	OK	
Microsoft ACPI-Compliant System			ACPI_HAL\PNP0C08\0	OK	
ACPI Power Button			ACPI\PNP0C0C\2&DABA3FF&0	OK	
Intel Processor			ACPI\GENUINEINTEL_-_X86_FAMILY_15_MODE	OK	

A yellow box with red text "Query results exported to Excel" is overlaid on the table.

19 Preferences

The Preferences dialog enables you to control the behavior of the different warning dialogs and truncating printing. The Preference dialog is access from the Tools menu and is show below:



"Warn when deleting a system group in a Query"

If checked, when deleting a system group in a Query that has more than two systems, a warning dialog will be displayed.

"Prompt to create a system group when adding more than one system to a query."

If checked, when dragging and dropping more than one system to a query, you will be prompted to create a System Group.

"When printing, truncate columns that do not fit on a page"

If checked, when printing a detailed report columns that do not fit across the page will be truncated. This is handy if you would like a compact print output.

20 Systems

The Systems Window is used to manage the systems that QueryShark will run queries against. QueryShark is licensed on a per system basis; this window enables you to select which systems QueryShark will use. The Systems Window contains two tabs, Current Systems and Discover.

Current Systems Tab

This tab is used to edit, delete, or add a system to QueryShark. Clicking on the system in

the left pane will display the system details in the tab window.

To add a system, use the Add button. If you wish to add all of the systems discovered, use the 'Add All Systems' button.

To delete a system, select the system and use the Delete button. The system will be deleted from the current queries, however any previously saved queries which used this system will not be affected. For example, if you saved a query which uses 'ServerA' and then later deleted 'ServerA' from QueryShark, the saved query will not be affected.

To edit a system, select the system in the left window pane. You can then edit the system Domain, Description, and Login information directly. When you edit a field, the Save button will be enabled. After editing any system information, use the Save button to save your changes.

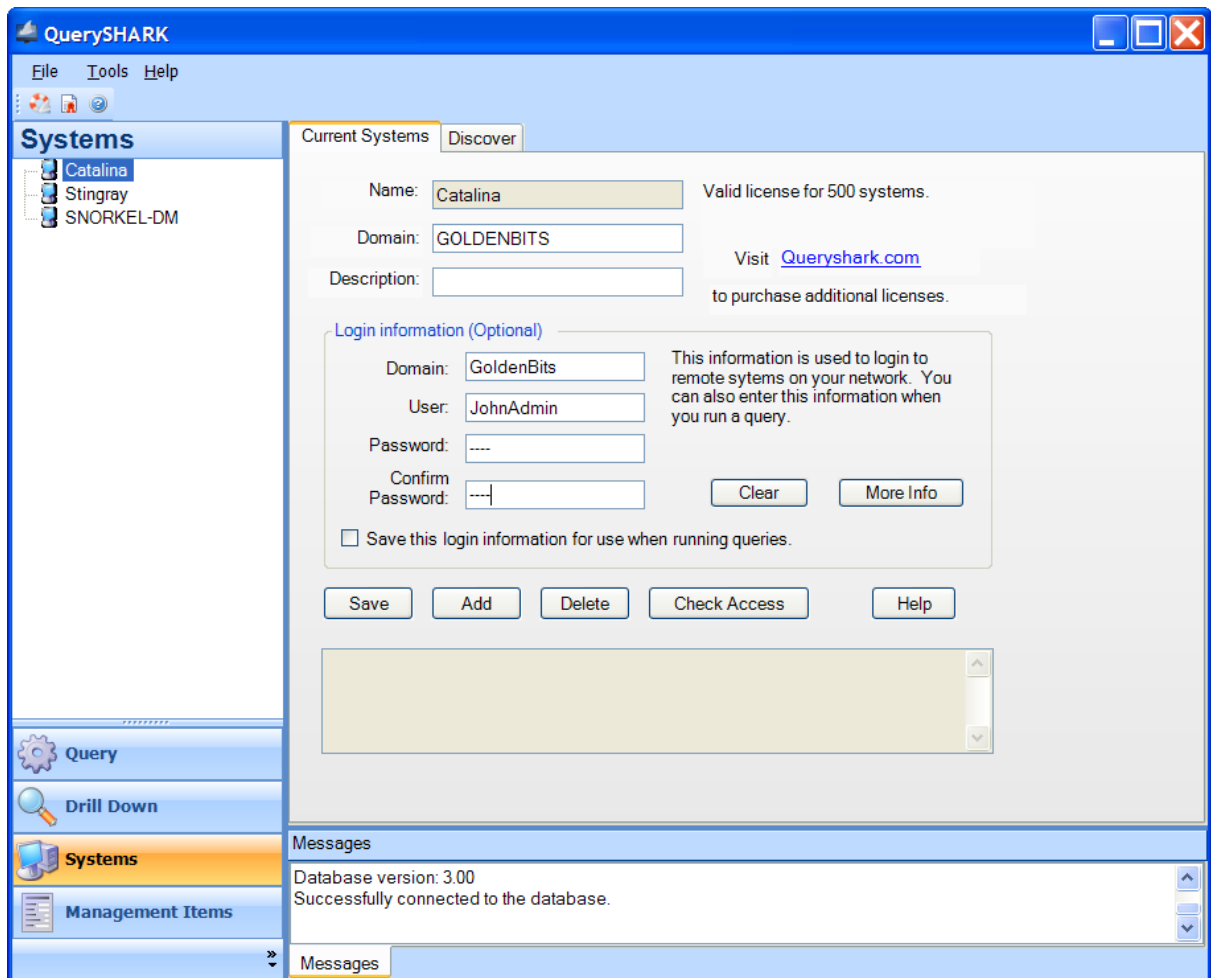
Login Information

QueryShark uses Microsoft's WMI (Windows Management Instrumentation) to collect management information from your Windows based systems. To access remote systems, WMI requires that the system making the query has the correct permissions. These permission are generally referred to as credentials, where credentials simply mean the correct domain\username and password combination. There are several ways this can be accomplished, from using the current domain\user that QueryShark is currently running as to explicitly specifying a domain\username. For more detail on how QueryShark handles remote access permissions, see the Accessing Remote Systems section of this help file.

If you need to set a domain\username and password for a specific system you can enter this information using this screen. If you wish to save this information for later use, click the checkbox 'Save this login information for use when running queries'. This will save the credential information (domain\username and password) to disk in an encrypted file. When you restart QueryShark you will not have to reenter these credentials, they will be read from disk. However if you do not want to save the credentials to disk, then do not check the checkbox. QueryShark will save the credential information in memory in an encrypted format while QueryShark is running, when QueryShark is terminated this information is discarded.

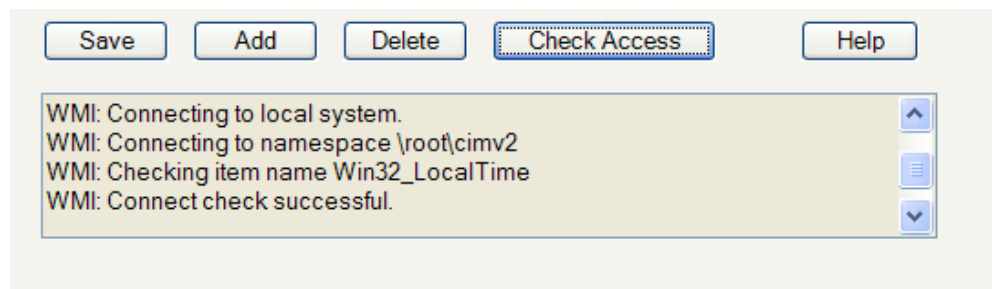
Clear Button

If you have saved credentials (domain\username password) for a system and would like to delete this information after it has been saved, click on the Clear button and then Save. Any previously saved credential information for this system will be deleted from disk and memory.



Check Access

It is handy to check your permissions for a system without having to run a query. To do this, click the Check Access button. QueryShark will try to access the local time (Win32_LocalTime class) from the system. QueryShark will post progress information as the check is running. The picture below shows the status information being displayed.



Licensing. QueryShark is licensed by the number of systems you can use with QueryShark. If you have reached the maximum number of licensed systems, it is possible to delete a system in order to add another.

Discover Tab

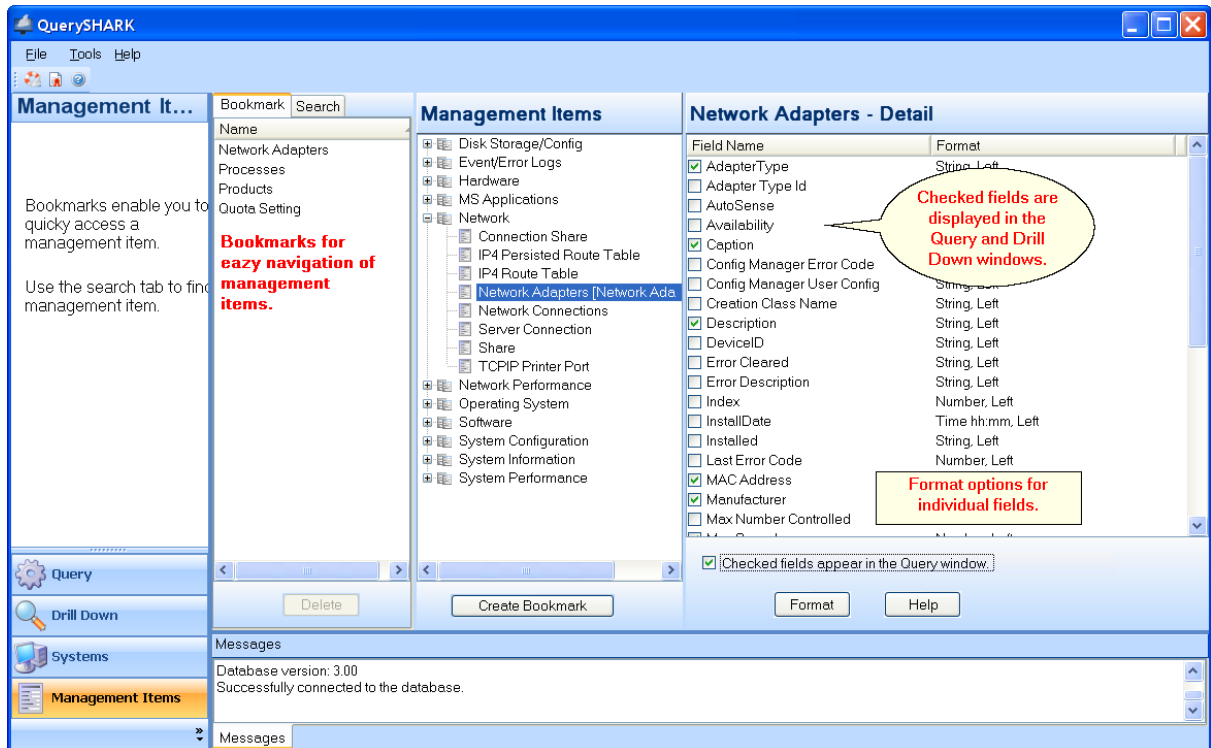
The Discover Tab enables you to easily scan the Windows Domain for systems that you might be interested in using with QueryShark. Click on the Scan Network button to scan for domains and systems. As domains and systems are discovered, they will be added to the Available Systems list box. From this list box you can either click on the Add button or drag and drop the system to the Available Systems window on the left.

Scanning the network can be a lengthy process. Once you start a scan, you can leave the Discover tab and continue to work with other parts of QueryShark while the scan continues in the background. While the scan is running you can continue to build, edit, delete, and save queries, use the the Drill Down window, and update management items using the Management Items window.

21 Management Items

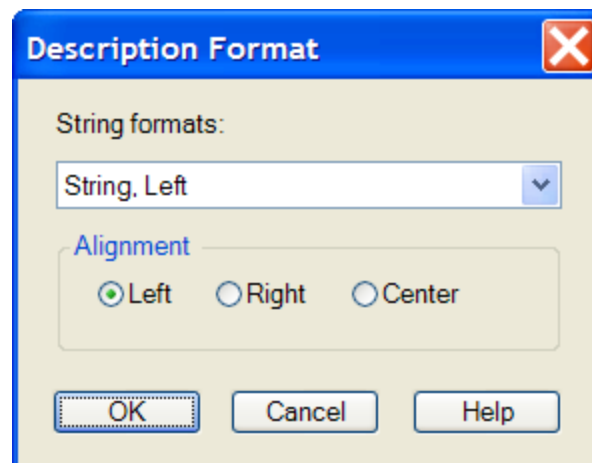
The Management Items Window enables you to configure and manage the different items which you can query a system. QueryShark provides access to over 3000 pieces of information, which can be difficult to navigate through. The Management Items Window makes navigating and organizing the manage items much easier. From this window, you can select which items are displayed in the Query Window, the item's display format, set bookmarks, and search for an item.

The Management Items Window is shown here.



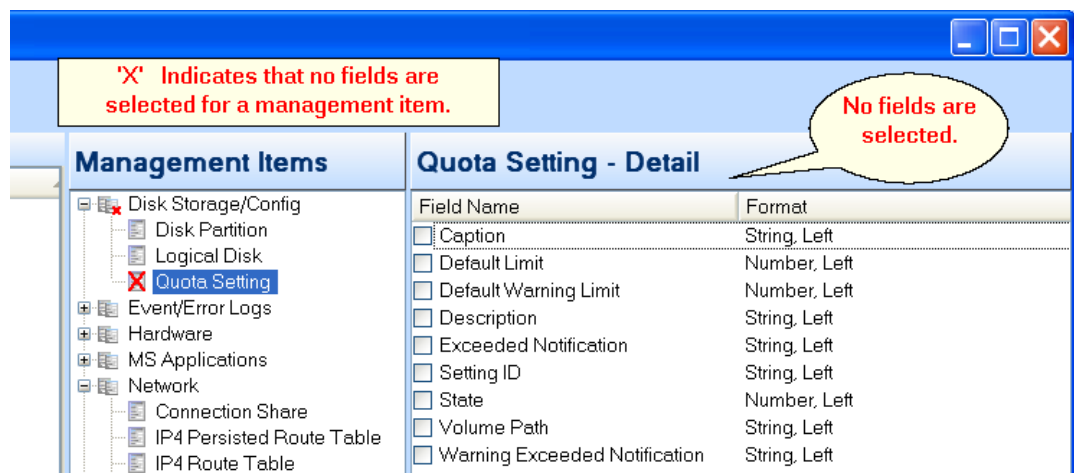
Displaying and Format

When a management item is selected the individual fields which make up the item are displayed in the far right list box. If a field is checked, it is displayed in the Query Window, otherwise it is hidden. Selecting the Format button or double clicking will bring up the format dialog box for the selected field. This enables you to set how this field will be displayed. The format dialog box is shown below.



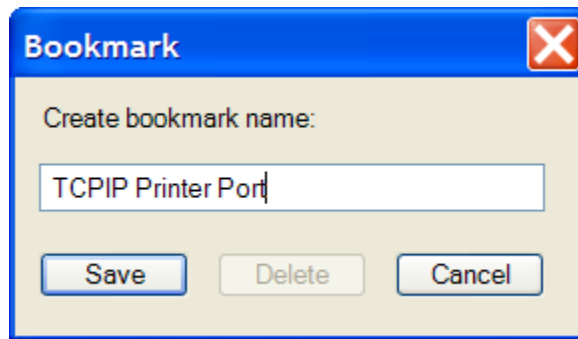
Hiding Fields

To help organize and manage the large amount of management items, QueryShark provides the ability to hide items that are not used frequently. A field is displayed in the Query and Drill Down Windows only if it is checked. If no fields are selected for a management item, then a red 'X' is displayed next to the management item, the management item will not be displayed.

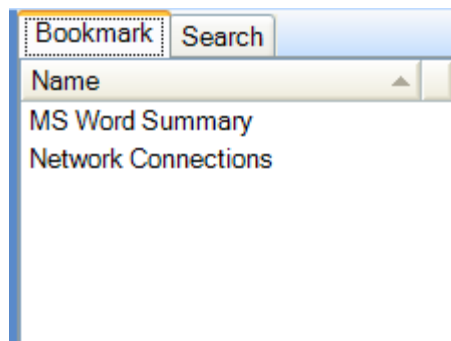


Bookmarks

Bookmarks are a very handy way to mark management items that you use frequently. When a bookmark is selected on the Query and Drill Down Windows, the management item for that bookmark is displayed. Setting a bookmark is very easy, just select the management item you would like to bookmark, and select the Create Bookmark button. The Bookmark dialog will appear (see below), from this dialog you can enter a bookmark name or use the default name.



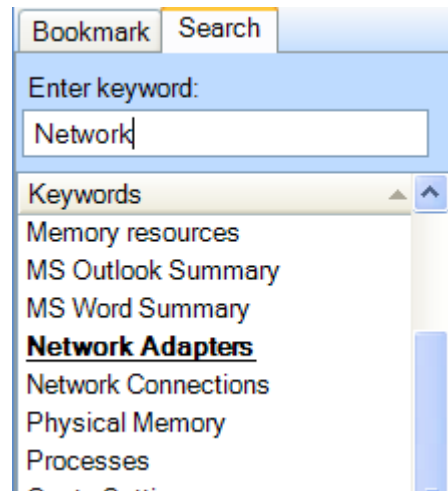
If a bookmark is already set for an item, you can change the name by selecting the Edit Bookmark button. Depending if a bookmark has been created, this button will toggle between "Edit Bookmark" (bookmark already set) to "Create Bookmark" (a bookmark is not set). All of the bookmarks appear in the bookmark list show below:



When you select a bookmark, the bookmarked item will be displayed in the Management Items list. Use the Delete button to delete a bookmark.

Search

The Search tab enables you to search for a management item by entering the first few letters of the item's name. As you type, matching items are highlighted and scrolled into view. If you select an item, the item detail will be displayed in the Management Items list. The Search tab is shown below.



In this example, the keyword "Network" is entered. The matching "Network Adapters" item is scrolled into the display and highlighted. If you select "Network Adapters" from this list, the Network Adapter detail will be shown in the Management Item list.

22 Support

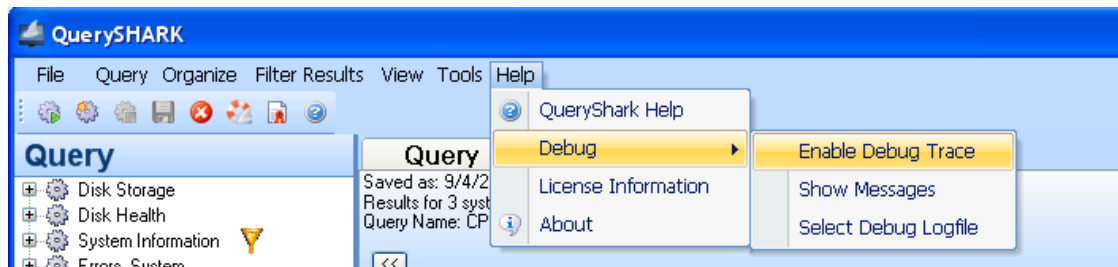
QueryShark support is available free of charge by E-mail, E-mail any questions to: support@goldenbits.com

If you are interested in other support options, please email support@goldenbits.com or call us at 858-259-3870.

Support for MS SQL Express is provided by Microsoft.

To help debug problems, QueryShark will log verbose debug information to a log file. The log file is a text file which can then be E-mailed, along with support questions, to support@goldenbits.com. To enable debug trace, select the 'Enable Debug Trace' menu selection. You can also select the log file location by using the 'Select Debug Logfile' menu selection. The log file is limited to a maximum of 5 Mbytes, once this limited is reached a **.bak** file is created, any previous **.bak** file is deleted.

You can also show the messages window, QueryShark activity and errors will be displayed in this window.



Common problems/issues

1. Unable to connect to a remote system. Error msg:

*System: Catalina, Management Item: Win32_NetworkAdapter
Error code: [SRE_WMI_CONNECT_FAILED] WMI scope connect failed.
Error on connect to system: Catalina COM error: The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)*

Things to check:

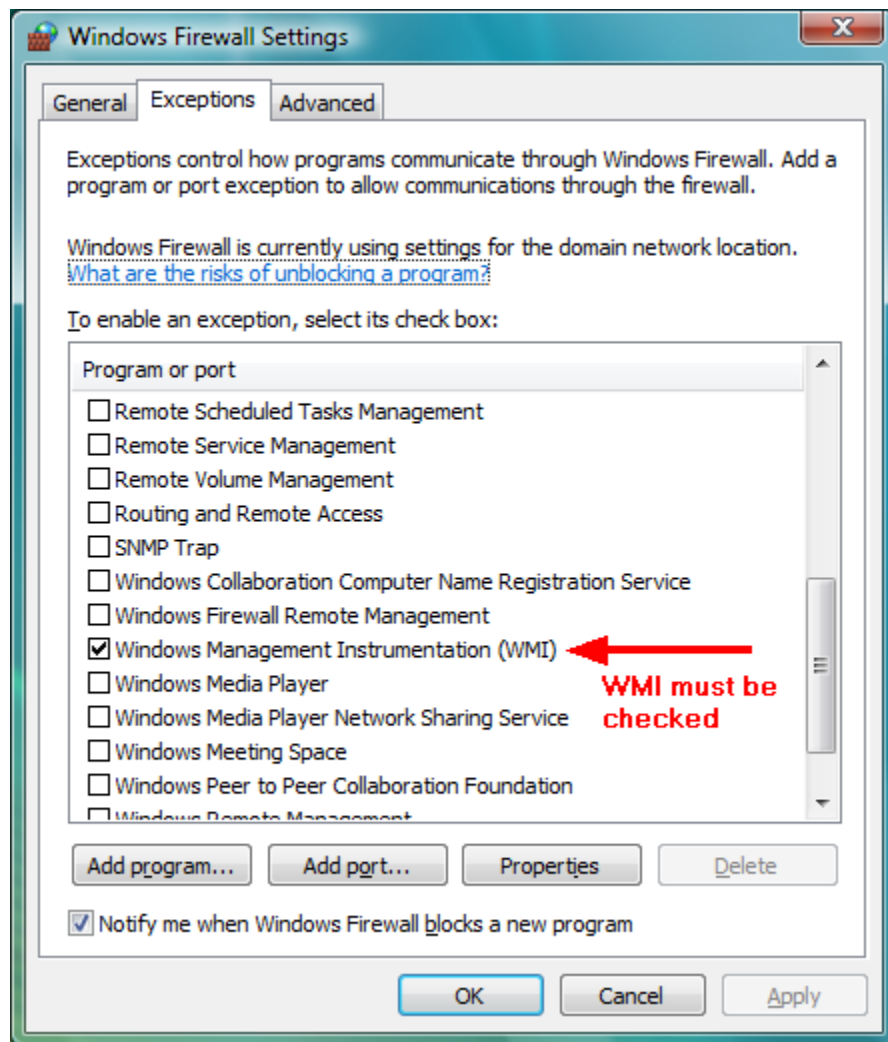
- Can you send a 'ping' message to the remote system?
- Do you see the remote system in Windows Explorer?
- Is RPC enabled?
- Are the RPC ports disabled by a firewall?

2. Norton Firewall

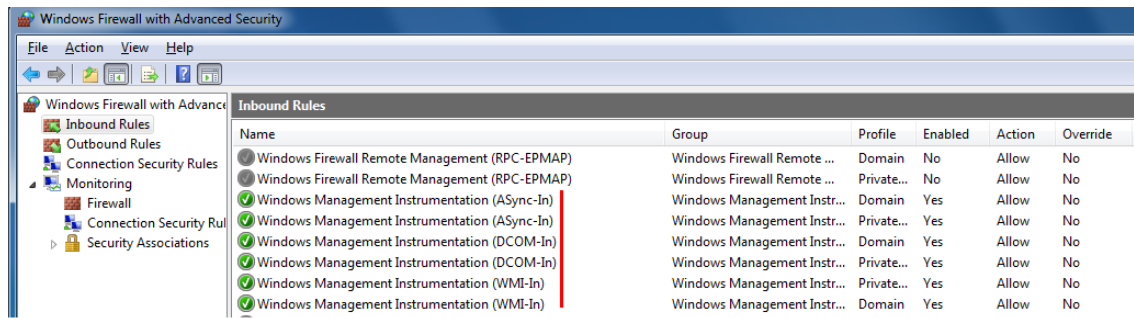
Norton Anti-Virus/Firewall interferes with WMI RPC communication. The result is QueryShark is unable to collect remote system information.

3. Firewalls - Vista and Windows 7

The Vista Firewall will block WMI RPC communication by default, make sure the enable WMI communication. The screen shot below shows the Vista Firewall setting.



For Windows 7, the firewall needs to enable WMI inbound messages as shown below.



↑
To allow WMI remote access through the Windows 7 firewall, set these inbound rules to "Allow"