

# WinAgent Best Practices

## Assigning Tasks and Running the WinAgent Utility

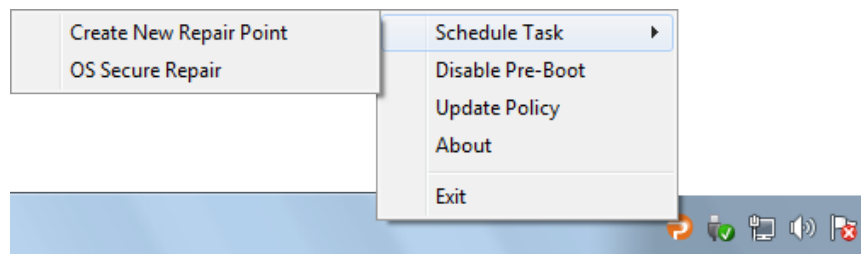
The Persysent WinAgent utility is an executable file that allows users/administrators of Persysent Enterprise client machines to schedule specific Persysent tasks on those machines without entering the Persysent management console. Only tasks that have been assigned to the WinAgent via Persysent post boot policies will be available to the WinAgent when run on client machines.

Below is an example Post Boot policy in the Persysent Management console with assigned WinAgent tasks.

### WinAgent Task



In the policy above two tasks are assigned to the WinAgent. On a Persysent client machine, the administrator or user would run the executable: C:\Program Files\Persysent\Service\WinAgent.exe. The Persysent logo will appear in the system tray. Right click on the WinAgent icon and you will see the following:



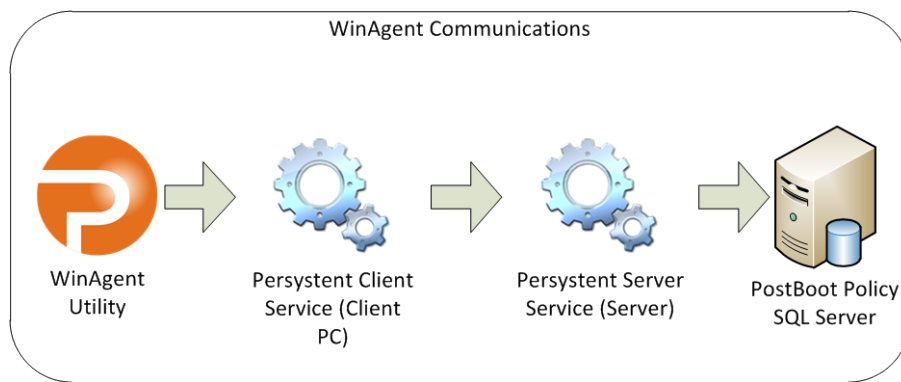
There are two options that are typically used in the WinAgent. The first is to select an assigned task and run it on the client machine. The second option is to disable repair. This is usually done only on a temporary basis for testing purposes or to install hardware/software that might require a reboot cycle

to fully complete the installation. When using the disable function, make sure that the repair processes are enabled when done with the configuration or testing.

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## How the WinAgent Works

In order to understand how these functions appear it is necessary to understand the components involved in the process. When the WinAgent is launched it looks to the local Persistent Client service and requests the available tasks. The Persistent Client Service requests the list of available tasks from the Persistent Server service located on the Persistent Enterprise server. The Server service will query the SQL database and return the list of available actions based on the Post Boot Policy assigned to that machine.

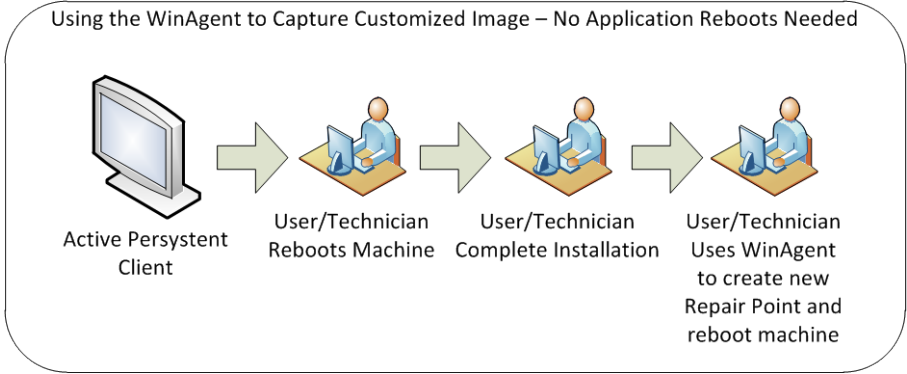


When troubleshooting WinAgent tasks it can be useful to restart the local client service if no tasks are visible in the Select Activity area of the WinAgent.

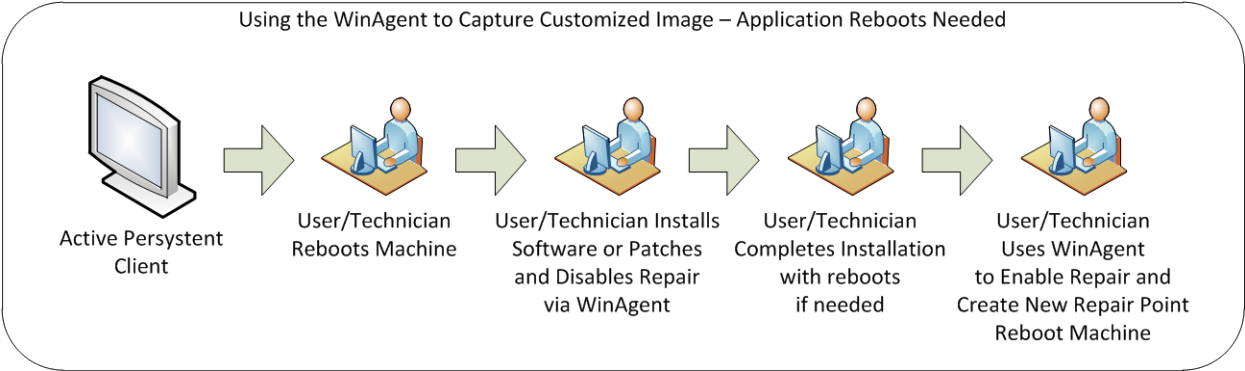
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## Best Practices for Using the WinAgent to Update Client Machines

Persyistent Clients should ALWAYS be rebooted before installing any updates or software that will need to be added to the Repair Point for the machine. Below is the recommended process for installing any software or updates to a Persyistent client and using the WinAgent to capture the new Repair Point.



If the software installation requires multiple reboots to complete, the procedure can be modified with the WinAgent to allow multiple reboots without repairing the machine. Below is the recommended process for these types of installations.



Persysnt does not recommend scheduling Repair Points in the web management console or using the WinAgent without rebooting the machine as soon as possible after the desired changes have been applied. This is done to minimize the possibility of the machine acquiring undesired software or changes before the new repair point is captured.

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