

# Getting started with Applixure

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## Table of Contents

1	About Applixure.....	3
1.1	....What is Applixure?.....	3
1.2	....How can I utilize Applixure data? .....	3
2	Overview and key concepts.....	4
2.1	....Applixure Dashboard.....	5
2.2	....Applixure Scores.....	6
2.2.1	Asset scores for individual PCs and software.....	7
2.2.2	Benchmark scores.....	7
2.2.3	Score ratings.....	7
2.3	....Area-specific dashboards.....	8
2.4	....Alerts and warnings.....	9
3	Dashboards and filtering data .....	10
3.1	....Devices and filtering device data.....	10
3.1.1	Device list.....	11
3.1.2	Device view.....	11
3.2	....Software and filtering software data .....	13
3.2.1	Software product list.....	14
3.2.2	Software product view .....	14
3.3	....Performance & Issues.....	16
3.4	....Use.....	17
4	Example Use Cases .....	18
4.1	....Listing all devices not being actively used.....	18
4.2	....Listing all devices with a specific software product.....	18
4.3	....Listing devices with long startup times .....	18
4.4	....Listing devices that do not have Bitlocker active.....	19
5	Questions and Answers.....	20

## 1 About Applixure

### 1.1 What is Applixure?

Applixure collects hardware and software data from Windows and Apple MacOS computers and presents it in a cloud dashboard. Applixure analyzes and processes the gathered data to build visual reports, trend analysis and alerts.

The data is collected by Applixure Agent software installed to individual computers. No additional installations are required. Agent software is kept up-to-date automatically, but we recommend using the latest installer software (from the Agent download page) to ensure that new computers receive the latest version of the Agent without having to self-update first.

For more information on Applixure, visit [www.applixure.com](http://www.applixure.com).

### 1.2 How can I utilize Applixure data?

Data collected by Applixure can be utilized for a variety of different purposes, ranging from tactical IT operations (such as generating reports) to IT service process development work.

- Enabling transparent dialogue between different stakeholders, such as IT service providers and their customers.
- Improving end-user productivity by proactively preventing software and hardware problems.
- Checking the security readiness of the end-user IT environment.
- Monitoring long-term IT quality changes based on scoring and trend charts.
- Focusing development actions based on prioritized needs.
- Reducing IT costs by identifying unused hardware or software licenses.

## 2 Overview and key concepts

At this point, you should have a personal username and password to log in to Applixure. You can log in to Applixure's cloud dashboard at <https://app.applixure.com>.

Data presented in the Applixure dashboard is collected by agent software installed on individual computers. Applixure agents should be installed on all computers in order to get a more in-depth analysis of the environment.

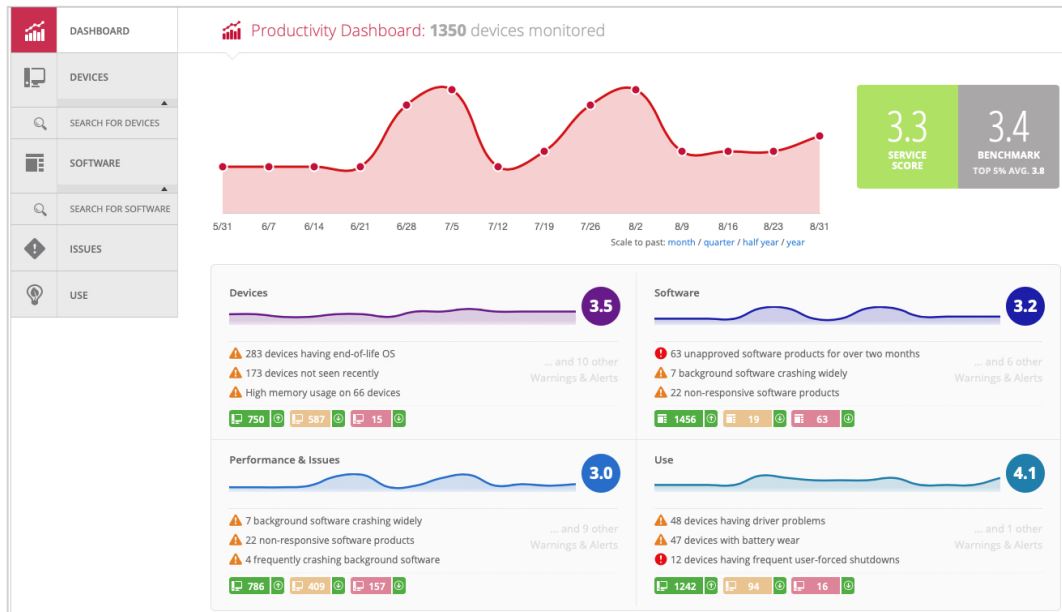
If you think some data is missing or incomplete, there are two possibilities:

- Applixure agent software has not yet been installed on all computers.
- Applixure is still collecting data after agent installation. It takes up to 2-4 hours for initial data to become available in the Applixure Dashboard.

While Applixure is collecting data, information such as the Applixure Scores or software application usage frequency is only preliminary. For more information, see Helpcenter article [When is my PC data available in the Applixure Dashboard?](#)

## 2.1 Applixure Dashboard

Applixure dashboard gives you a high-level summary of your entire software and hardware environment. The dashboard shows you calculated scores for various areas and alerts that you should be aware of.



*Applixure Main Dashboard*



**TIP:** Hover the mouse above any alert to view additional information!

Applixure categorises the collected data to four separate areas, each with a dedicated dashboard:

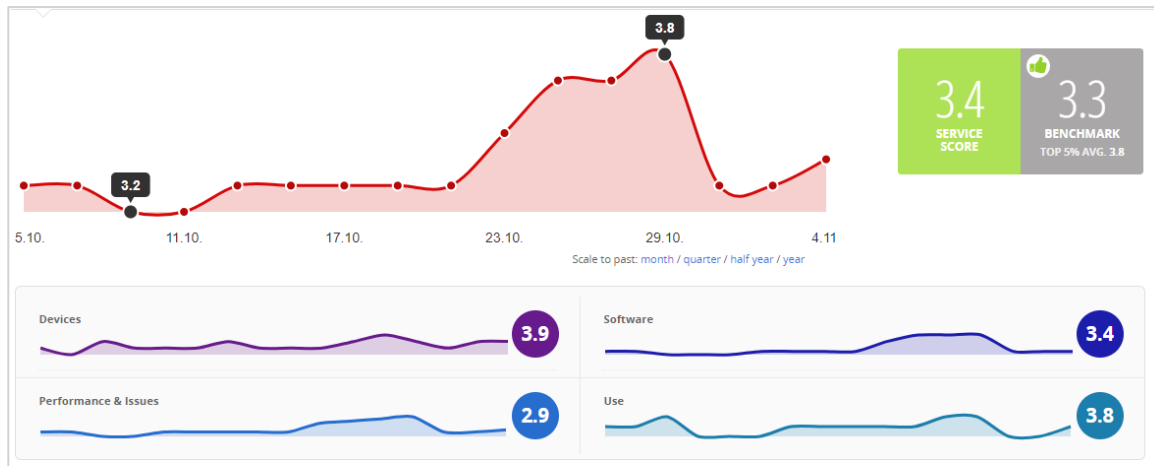
- Devices
- Software
- Performance & Issues
- Use

For each area, Applixure provides a score-based quality assessment and shows area-specific alerts and warnings.

You can view area-specific dashboards, such as Devices or Software, by selecting the dashboard from the navigation on the left.

## 2.2 Applixure Scores

Applixure Scores give you a quick overview of the current health of your entire PC environment, specific areas or individual computer or software assets. Scores are very useful, simplified metrics that monitor long-term changes and trends in your PC environment.



### *Applixure Scores*

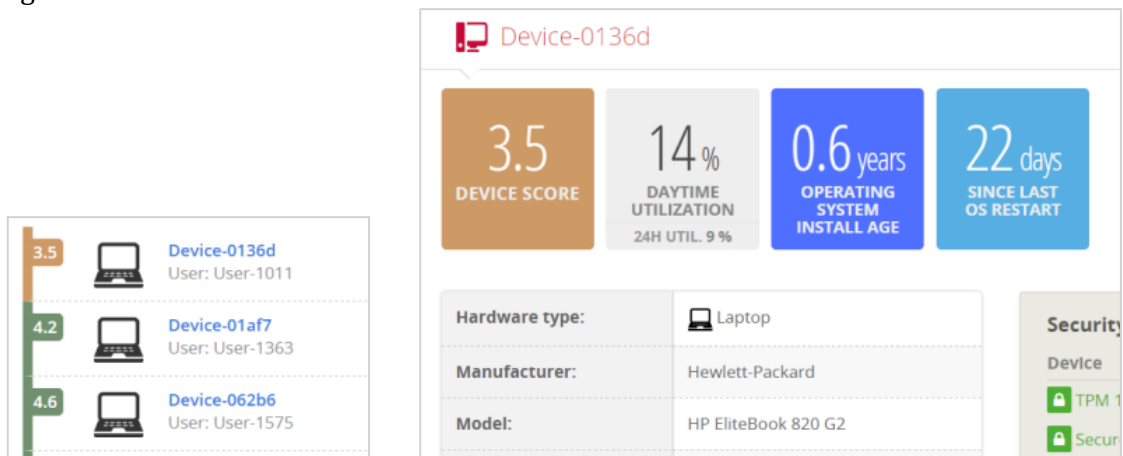
The Service Score in the main Applixure dashboard tells you the overall health of your computer environment. The individual area scores for Devices, Software, Performance & Issues and Use tell you the health of these respective areas.

For more information, see Helpcenter articles [How can I utilize Applixure Scores?](#) and [How are Applixure Scores calculated?](#)

### 2.2.1 Asset scores for individual PCs and software

Asset scores for individual PCs and software products tell you how well a particular asset is currently working and if there are any outstanding alerts for that asset. The score takes into account things that might not yet affect the asset, such as a system disk drive that is about to run out of space.

The asset scores are shown in the device and software lists and on the individual asset pages.



Asset scores in the device list

Asset score on an individual asset page

### 2.2.2 Benchmark scores

The Benchmark Score shown next to the Service Score is calculated from all current Applixure installations from all Applixure customer organizations.

The main benchmark value is the median average of all overall scores. If your score is higher than this, your environment health is better than 50% of Applixure's customers. The secondary benchmark is the mean average of the overall service score for the top 5% of all organizations running Applixure.

The benchmarks are calculated from all organizations in all countries, and with over 100 computers in their Applixure environments. Geographic areas, organization sizes or industries do not affect the benchmark scores.

### 2.2.3 Score ratings

Main dashboard scores are rated as follows:

- **Higher than 4.5:** Very good, environment is good condition and organization likely has a competitive advantage over most others.
- **4.0 to 4.5:** Good. Most employees get their work done without any major issues and the environment is well-managed.

- **3.0 to 3.9:** Normal: Some systematic productivity and technical issues, or unoptimized environment.
- **2.0 to 2.9:** Passable: Number of issues, with sub-optimal or unoptimized environment.
- **1.0 to 1.9:** Bad: Lots of productivity and other issues, with very sub-optimal environment.

These ratings are only meant as indicative based on how much issues Applixure is able to detect. There may be other factors affecting usability of devices or applications that are not currently monitored by Applixure.

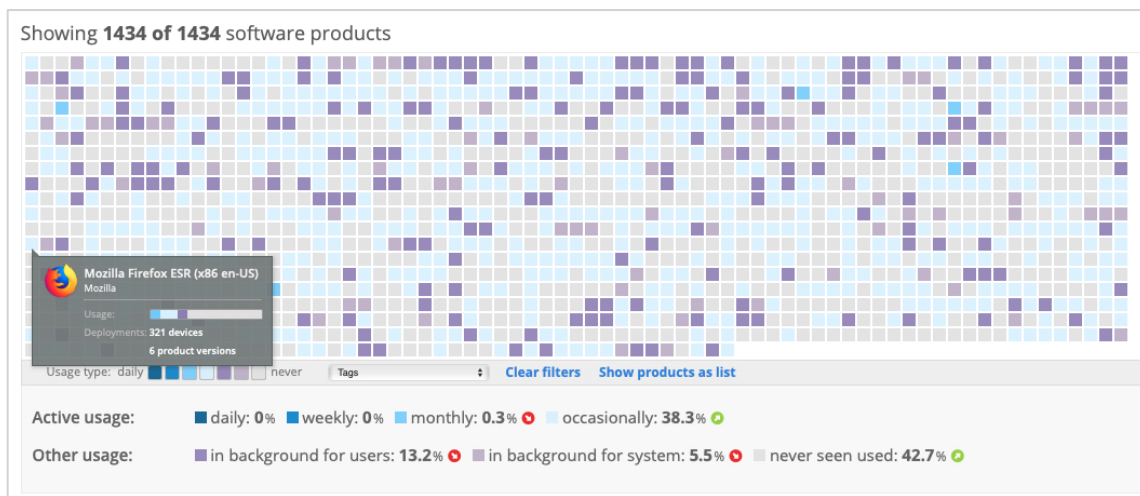
Note that this score classification does not directly apply to asset-specific scores.

## 2.3 Area-specific dashboards

You can view area-specific dashboards by selecting them from the left-hand navigation.

Depending on the area, you will see graph-based information about hardware or software assets and their use. The dashboard also shows alerts and warnings related to that area.

For example, on the Software dashboard you can see all monitored software products in a grid layout. You can drill down to individual products by clicking on the rectangle representing the product from the grid.



### Software products grid

In case of software products, the grid is color coded by the usage level of the each product in the monitored environment (calculated over past month of usage data).



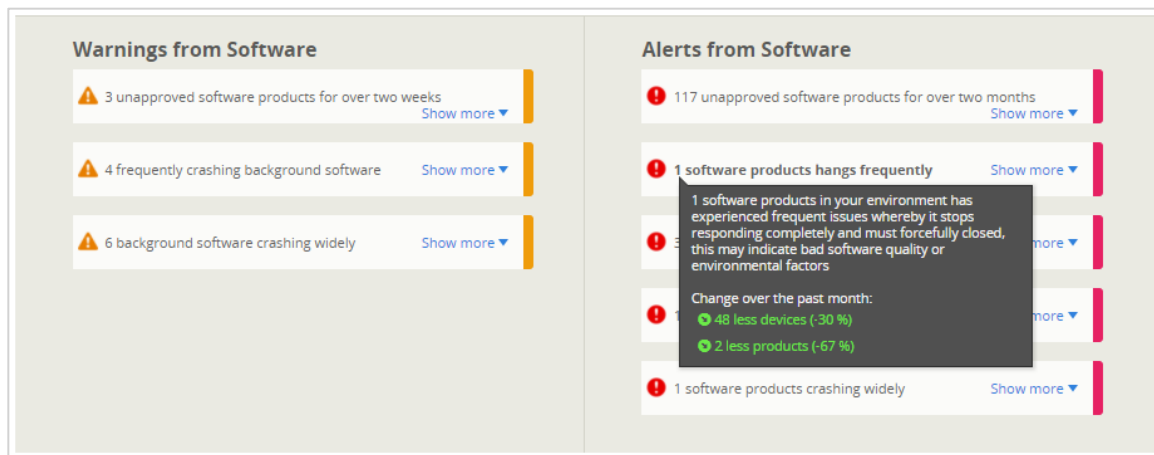
## 2.4 Alerts and warnings

Alerts and warnings indicate potential problems in the IT environment. Alerts and warnings are generated by both devices and software products in the environment monitored by Applixure.

Alerts are more serious than warnings. In case of alerts, the end user has most likely already experienced some computer or software problem affecting his work.

Alerts and warnings are shown in various locations:

- In the main dashboard
- On area-specific dashboards
- On the device and software product pages



### *Alerts and warnings*

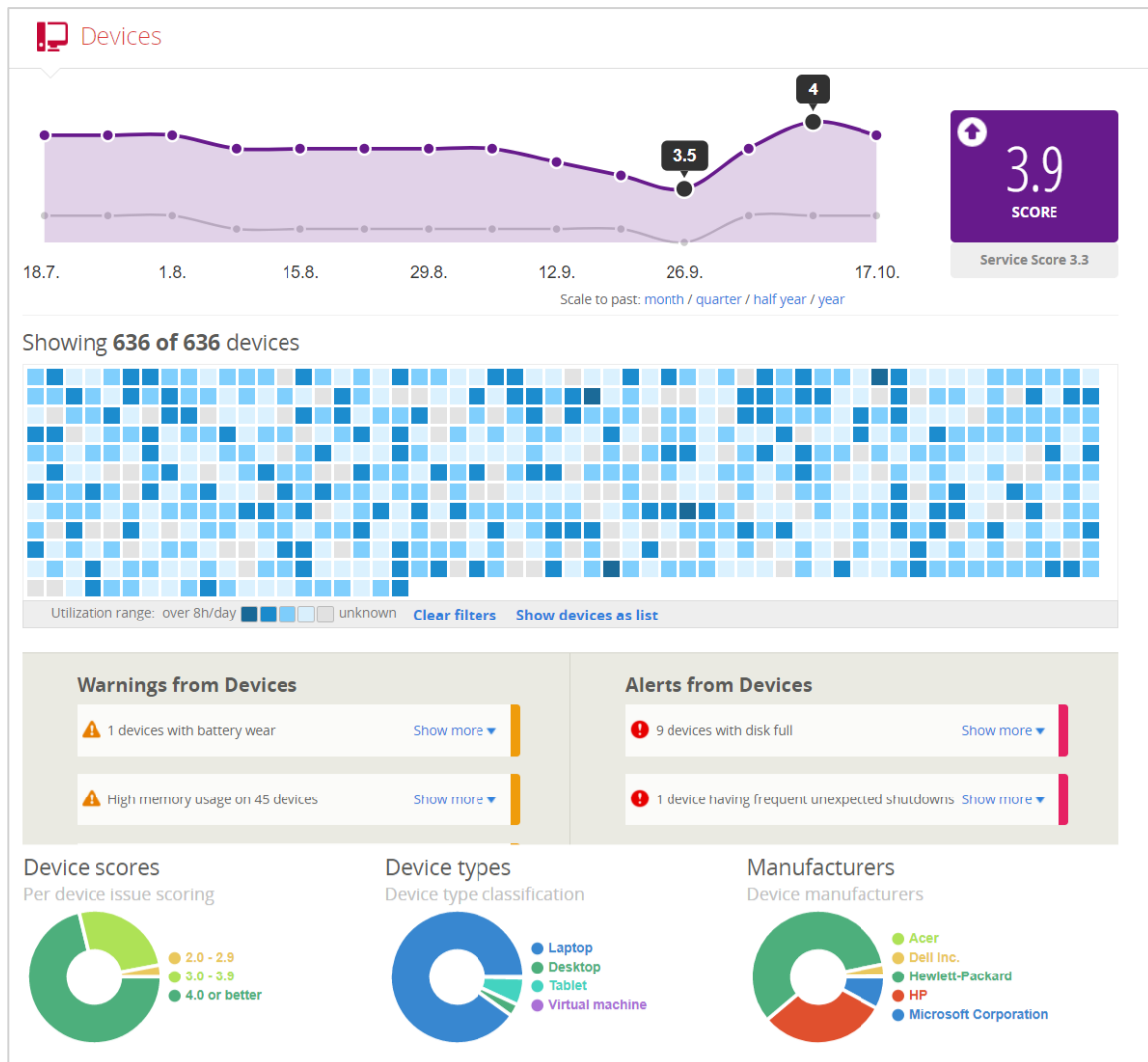
To view more information about an alert or warning, hover the mouse above the alert or alarm. There you can also see a development trend over the previous month.

On the area-specific dashboards, click on any alert or warning to set it as a filter or to list the affected assets immediately. Click any listed device or software product to view it in detail.

## 3 Dashboards and filtering data

### 3.1 Devices and filtering device data

The Devices dashboard shows you a score development trend, a grid of all devices, device-related alerts and various graphs.



*Devices dashboard*

Each square in the grid represents one device that matches the current filtering criteria. Hover over any square to get more information about that device. Click the square to view that individual device.

You can filter the device grid in various ways:

- Click any subset of any graph to select those devices.
- Click any alert or warning to select all affected devices.

Once you have selected any filtering criteria, the number of devices shown in the grid changes. Select any individual device to view it in more detail or click **Show devices as list** to view all devices as a list.

### 3.1.1 Device list

The device list shows you all devices matching the filtering criteria you have previously selected.

**Device list**

MemoryInMb >= 4096 and MemoryInMb < 8192

Sort by: Hostname ↑ / Score / Memory

Showing 1 to 50 out of 520 matches

Score	Device	User	OS	Architecture	RAM
4.6	Device-00938	User-783	Windows 10	64-bit	8.0 GB
5.0	Device-00e4d	User-5165	Windows 10	64-bit	8.0 GB
5.0	Device-013c5	User-5440	Windows 10	64-bit	8.0 GB

Export devices list XLSX

#### *Devices list*

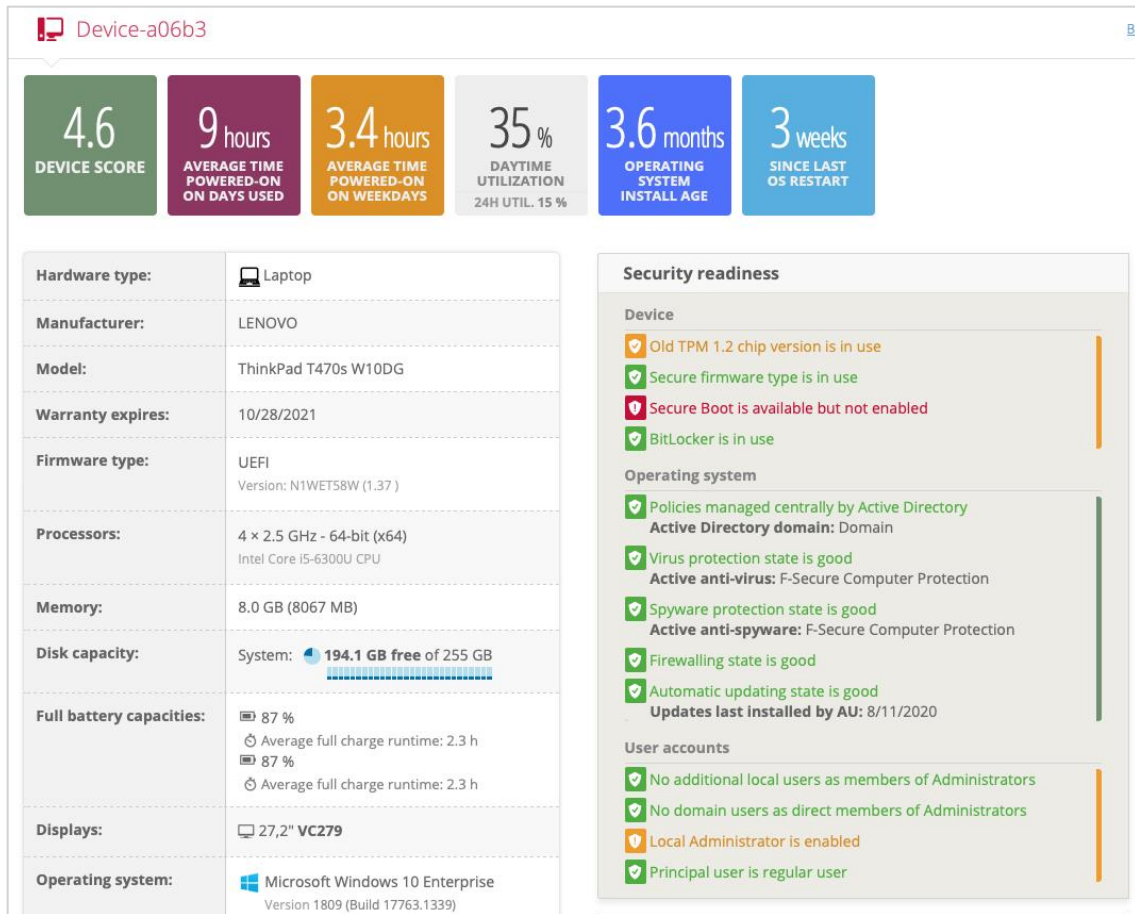
In this view, you can

- Customize selected filtering
- View key attributes for all devices matching your filtering criteria.
- Select any device to view it in more detail.
- Export the entire list to a CSV file.

### 3.1.2 Device view

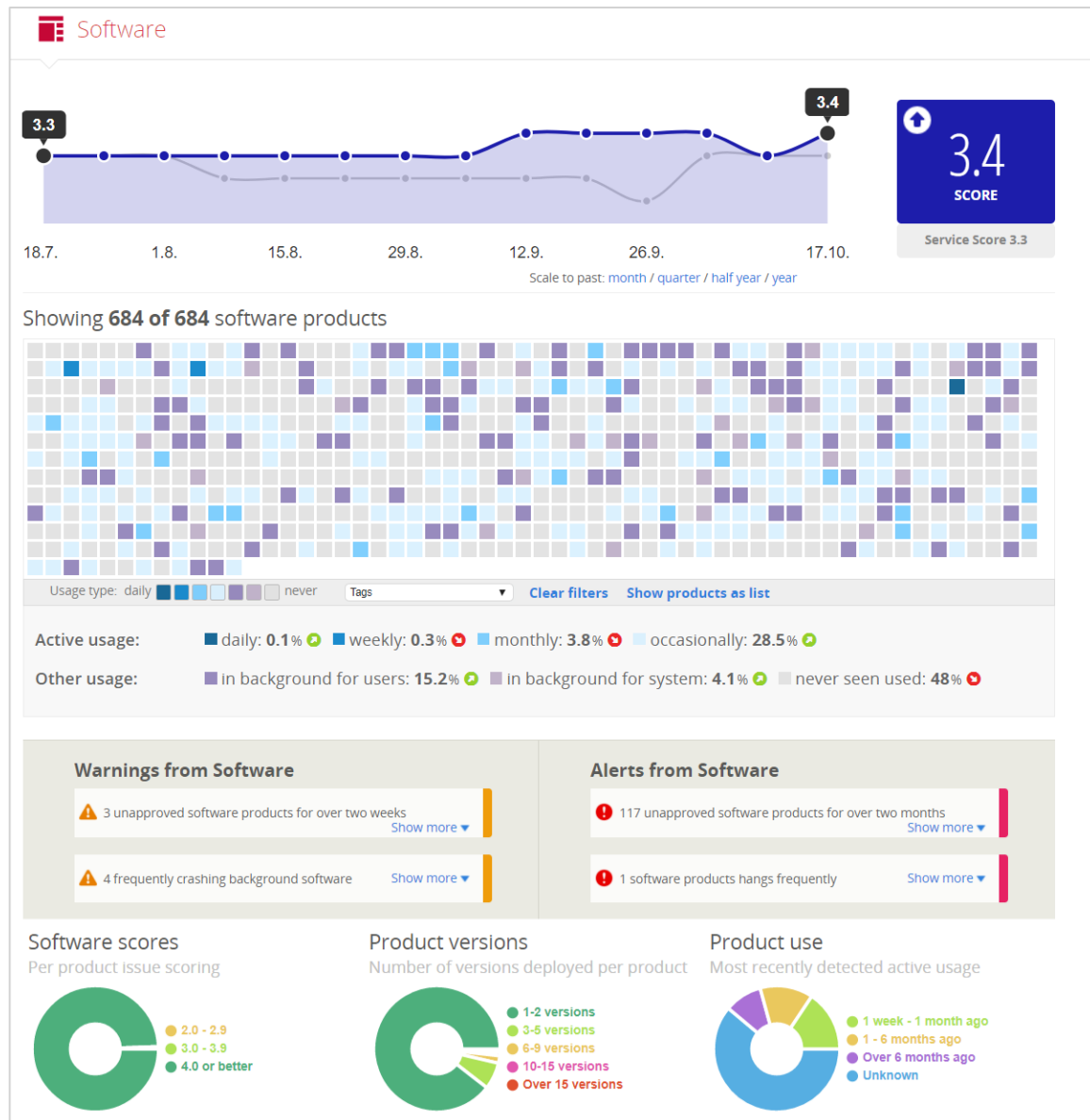
The device view shows you various details on an individual computer, including:

- Average utilization rates
- Hardware details
- Security readiness
- Device-specific alerts
- A list of all software installed on the device

*Individual device view*

## 3.2 Software and filtering software data

The Software dashboard shows you a score development trend, a grid of all different software products, software-related alerts and various graphs.



### Software dashboard

Each square in the grid represents one software product that matches the current filtering criteria. Hover over any square to get more information about that software product. Click the square to view that individual product.

You can filter the software product grid in various ways:

- Click any subset of any graph to select those products.
- Click any alert or warning to select all related software products.

Once you have selected any filtering criteria, the number of software products shown in the grid changes. Select any individual product to view it in more detail or click **Show products as list** to view all software products as a list.

### 3.2.1 Software product list

The software product list shows you all products matching the filtering criteria you have previously selected.

**Software product list**

Search: COUNT(LinkedProducts) >= 10 AND COUNT(LinkedProducts) <= 15

Sort by: Name ↑ / Score / Versions / Installations

Showing 19 matches

Version	Product Name	Vendor	Installations	Product Versions	Usage	Status
5.0	Adobe Acrobat Reader DC	Adobe Systems	566 installations total	13 product versions	Occasional usage	Approved YES
3.7	Bang & Olufsen Audio	Conexant	619 installations total	14 product versions	Occasional usage	Approved YES
5.0	Bluejeans	Bluejeans Network	24 installations total	10 product versions	Occasional usage	Approved YES

*Software product list (listing all products with 10-15 different product versions)*

In this view, you can

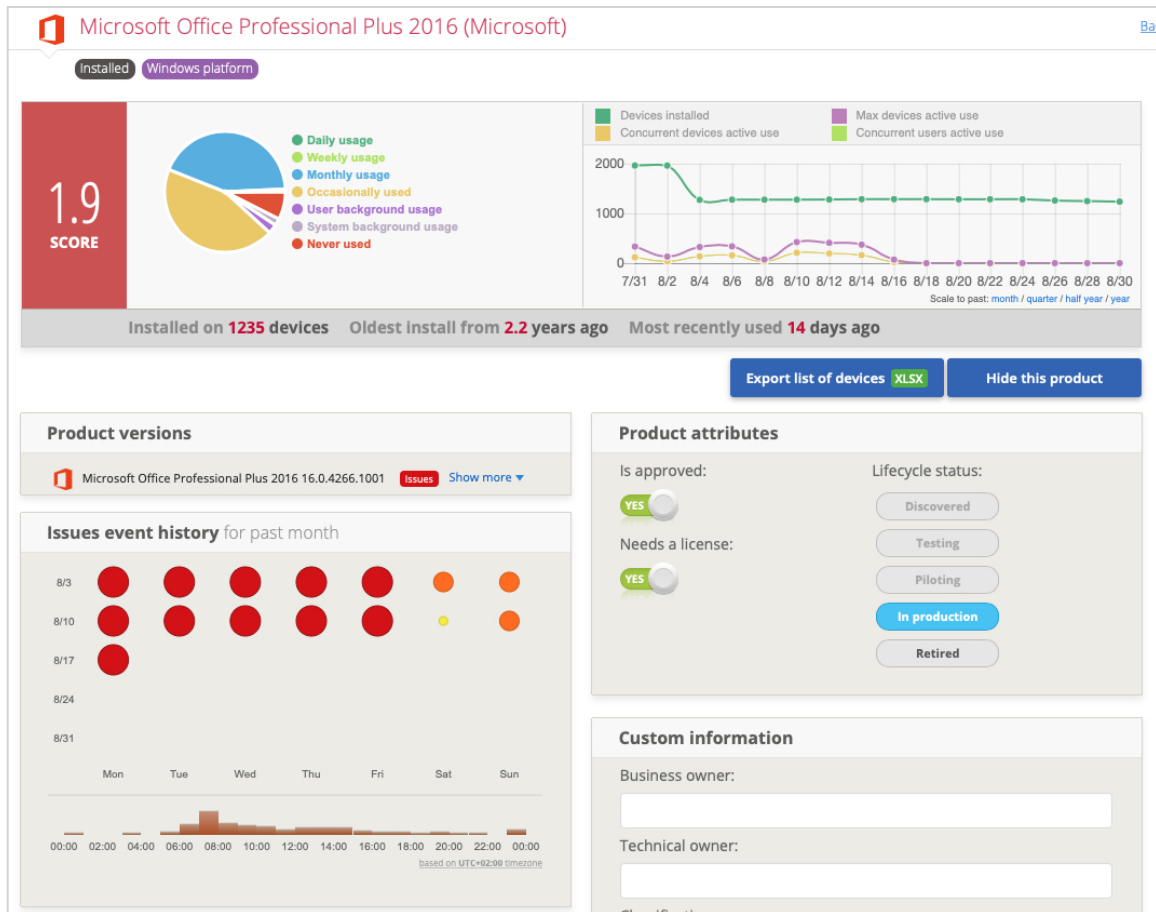
- View key attributes for all devices matching your filtering criteria.
- Select any device to view it in more detail.
- Export the entire list to a CSV file.
- Set software as approved or unapproved.

### 3.2.2 Software product view

The software product view shows you various details on an individual product, including:

- Utilization rates
- Related alerts and alert history
- Product versions
- Usage statistics

In addition, you can approve and unapprove the software in question or set other user-selectable attributes such as the software lifecycle. You can later on view and filter software based on these attributes in the Software dashboard.

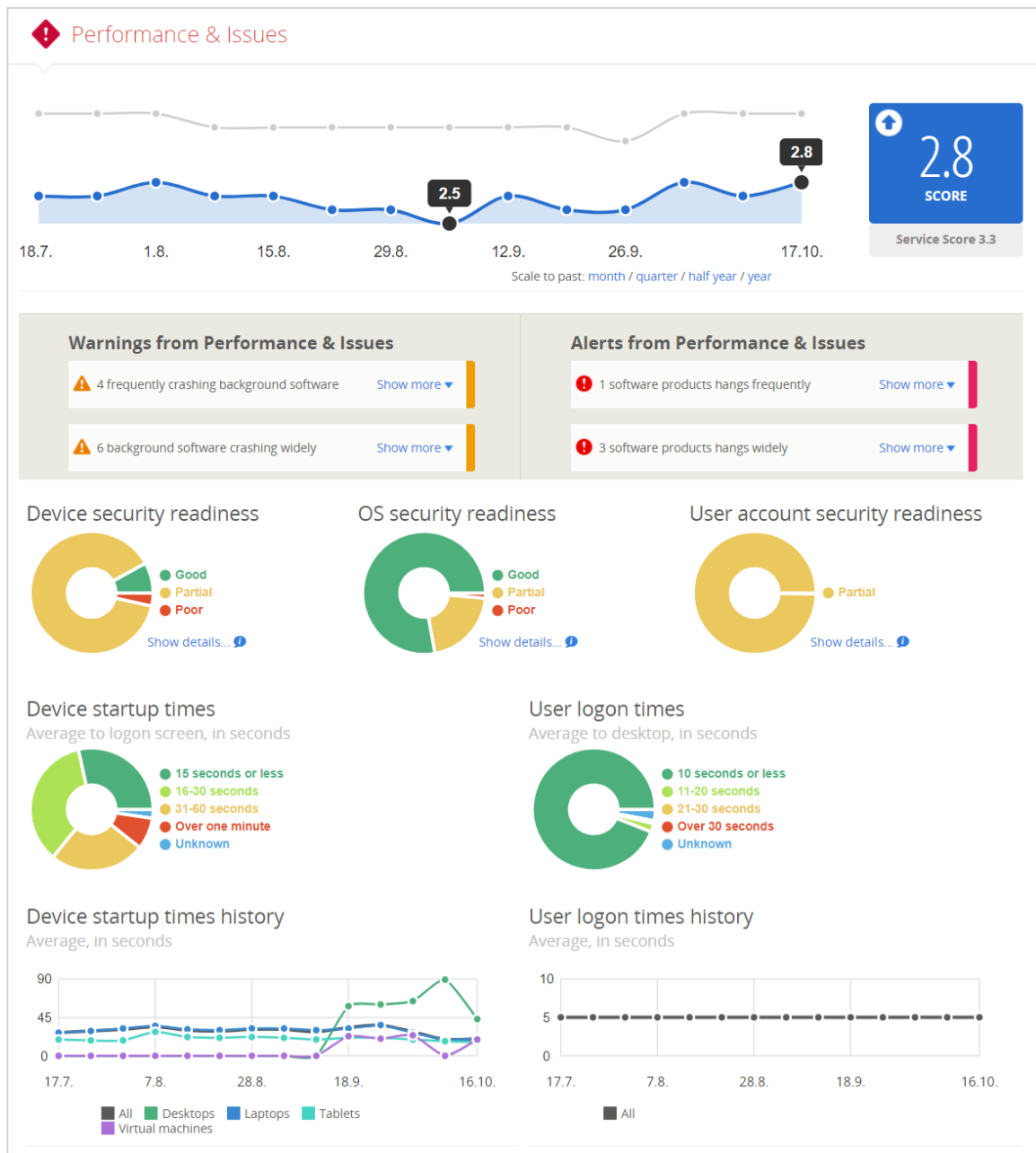


*Individual software product view*

### 3.3 Performance & Issues

The Performance & Issues dashboard shows you various issues that affect the user experience of the end user.

The dashboard includes a score development trend, related alerts and various graphs related to the security readiness and performance of monitored devices.



*Performance and Issues dashboard*





**TIP:** Click any warning/alert or a subset of any graph list all related devices!

### 3.4 Use

The Use dashboard tells you how much the monitored devices are being used. In addition, here you can find information on the lifecycle of the operating system and individual software products.

Here you can also find estimation on the total energy spend and emissions of all monitored devices.



Use dashboard

## 4 Example Use Cases

The following sections present example use cases for finding and utilizing Applixure data.

### 4.1 Listing all devices not being actively used

To list devices according to their daily use:

1. Go to **Devices**.
2. Select the desired daily utilization rate below the grid. By default, the grid shows all utilization rates.
3. Devices in the grid are filtered according to your selection. You can click to view individual devices or show all devices as a list.

To list devices according to their long-term use:

1. Go to **Use**.
2. Select the desired use rate from any of the usage-related graphs.
3. Matching devices are shown as a list. Click any device to view it in detail.

### 4.2 Listing all devices with a specific software product

To list devices that have, for example, Internet Explorer installed:

1. Go to the Software dashboard.
2. Click **Show products as list**.
3. Select Internet Explorer from the list. You can use the search bar to filter products on the list.
4. Scroll down to **Product usage**. Here you can see all devices that have the product installed and how frequently the product is being used.

### 4.3 Listing devices with long startup times

To list devices according to their startup times:

1. Go to the Issues dashboard.
2. Pick **Over one minute** from the **Device startup times** graph.

3. In the results list, you can customize the startup time (in seconds) by using the search field. If you want to list devices that take more than 80 seconds to boot up, enter *StartupTime > 80* in the search field.

#### 4.4 Listing devices that do not have Bitlocker active

To list devices that do not have Bitlocker active:

1. Go to the Issues dashboard.
2. Next to the **Device security readiness** graph, click **Show details...**
3. In the Bitlocker state graph, click **Not in use**. This opens a list of all devices that do not have Bitlocker active.

## 5 Questions and Answers

### **How can I add more users to Applixure?**

To give more users access to the Applixure Dashboard, contact [support@applixure.com](mailto:support@applixure.com).

### **How can I improve Applixure Scores?**

Broadly speaking, the most straightforward way to improve Applixure scores is to try and reduce the number of alerts and warnings as well as affected assets listed in those alerts. Scoring relates to the number of issues found – and to a lesser extent what proportion of devices and software out of all are experiencing those issues – so less things listed translates to the higher score.

Especially if you have a score less than 3.0, we recommend investigating further that particular area or individual asset. Identify and fix potential issues and react to warnings and alerts.

Note that for some of the issues that Applixure monitors – such as crashes in operating system or applications – cannot be known to be resolved to Applixure until sufficient time has elapsed without further incidents, while some category of issues – such as disk space running out, batteries in poor condition etc. – are immediately seen as "fixed". Improvements in the first category of issues tend to be reflected in score with some delay, whereas the latter kind of issues will be reflected in the scoring as soon as they are resolved, and data is received and processed from Applixure Agents.

### **How is the device location defined?**

Device location is based on the IP address of the agent software that submits the data. Note that location may sometimes be inaccurate due to the use of proxies, for example.