

## Veritas Quick Assist (VQA)

In this job aid, we're going to highlight how to use Remote Data Collection, exporting & importing configurations and viewing results with the VQA viewer. We'll also call-out minor UI differences & functionality.

### Introduction

Remote data collection allows VQA to be run on any computer in the customer's environment and collect data from multiple remote computers at the same time. It can also collect data from the local machine.

A few notes:

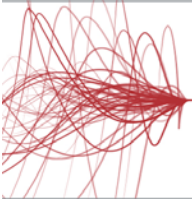
- Collected data is returned to the computer running VQA and is combined into one .vdbz file
- There have been UI updates to both VQA and VQA Viewer to allow viewing .vdbz files which contain data for multiple computers
- If data collection gathers data from a SQL server, the data will be collected by each remote server. Please ensure that the customer's SQL infrastructure can handle multiple queries before running remote data collection.

### Prerequisites

Before getting started, there are few requirements you should be aware of:

- The computer running VQA must be in the same domain or a domain trusted by the remote computer
- The user account used to connect to remote computers must be a member of the Local Administrators group on the remote computer
- Remote Schedule Task Management must be allowed in the remote computer's firewall
- Since VQA collects a large amount of data and may be collecting data from multiple computers, please ensure that you have plenty of drive space available

Now that we've covered that initial information, let's get started!



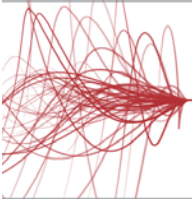
### How to use Remote Data Collection

From the VQA Home Screen, click "Start Remote Scan":

The screenshot shows the Veritas Quick Assist application window. The title bar reads "Veritas Quick Assist" with standard window controls. Below the title bar is a menu bar with "File", "Language", and "Help". A "Server:" dropdown menu is set to "WINDOWS8X64-001", and the "Home" tab is selected. The main content area is divided into several sections:

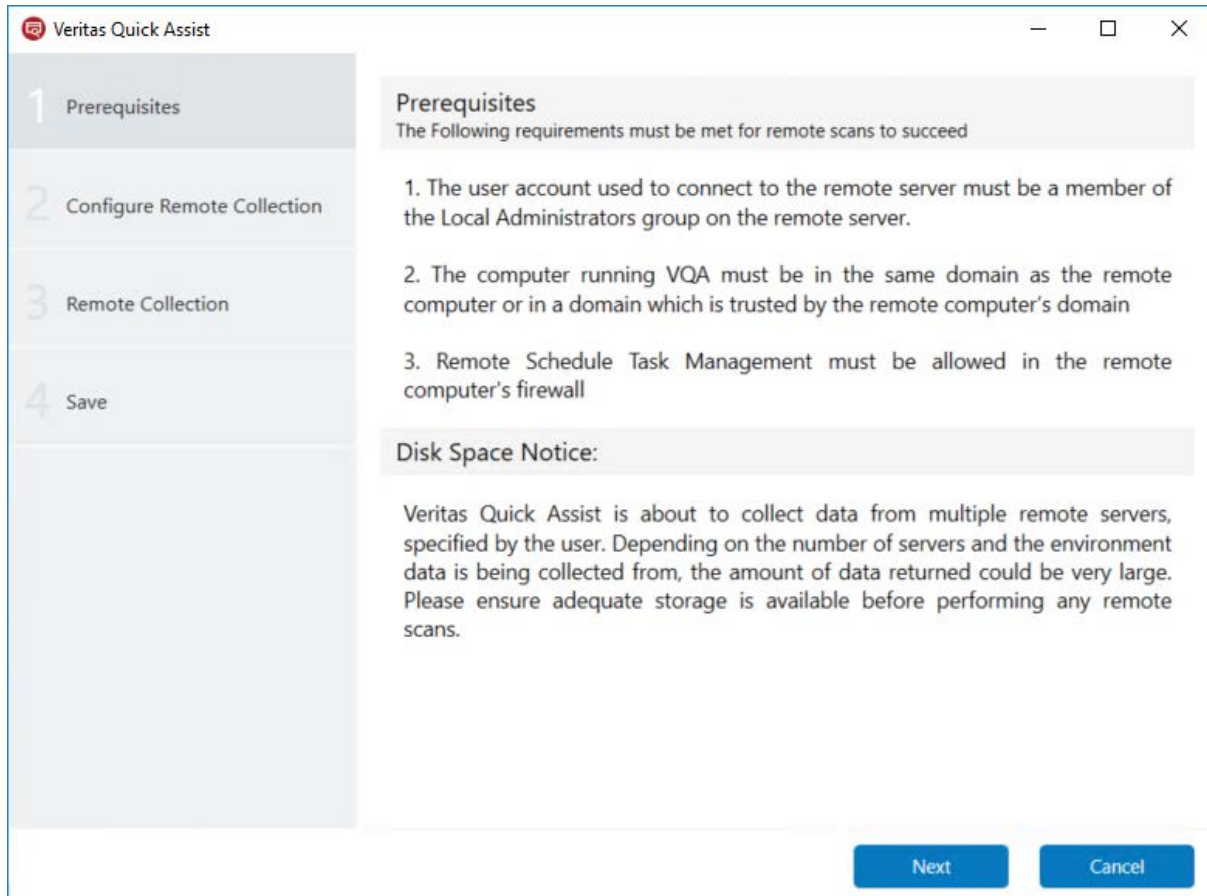
- Scans:** A list of three scan options, each with a "Start Scan" button. The third option, "Collect Data From remote machines", has its "Start Remote Scan" button highlighted with a red rectangle.
- Resources:** A list of links: "Search the Knowledge Base", "Visit Product Support Site on the Web", "Update a Support Case", and "Collect Custom Files".
- Installed Products:** A table with columns "Name" and "Version".
- System:** A dashboard showing system metrics: CPU (0%), Memory (57% used, 1.71 GB free), and C:\ (45% used, 32.83 GB free).

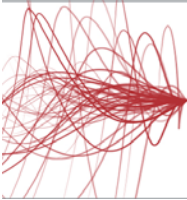
At the bottom left of the window, the Veritas logo is displayed.



### How to use Remote Data Collection (continued)

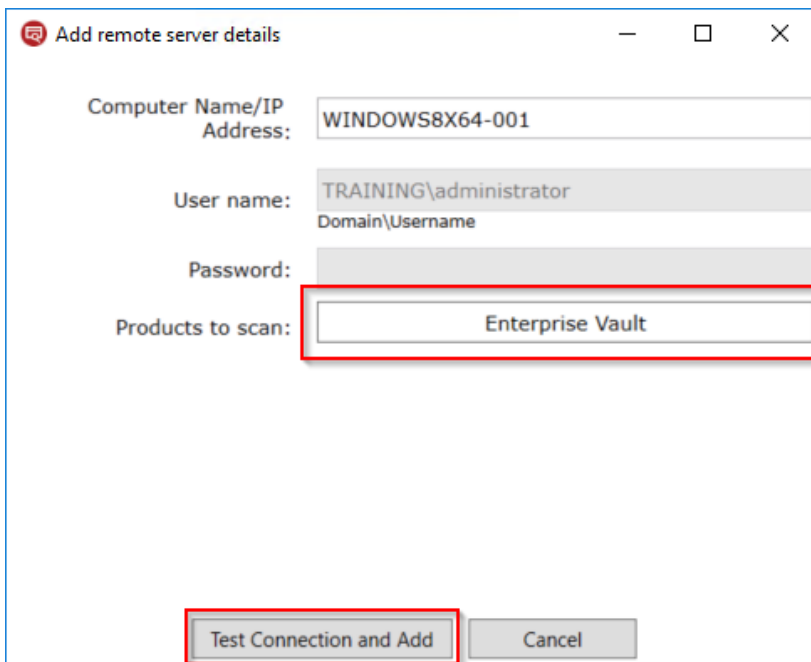
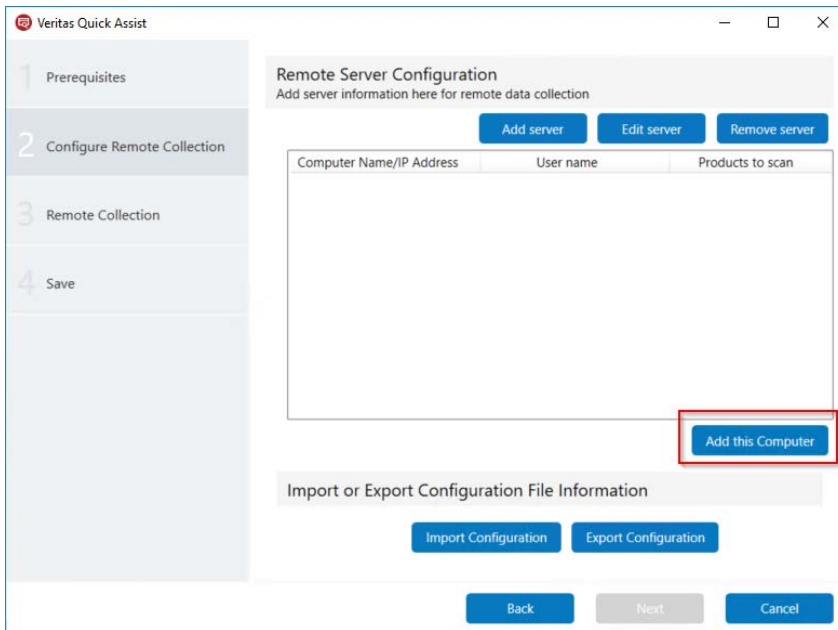
Ensure that all prerequisites have been met (as mentioned above), then click "Next":

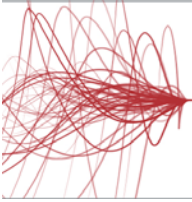




### How to use Remote Data Collection (continued)

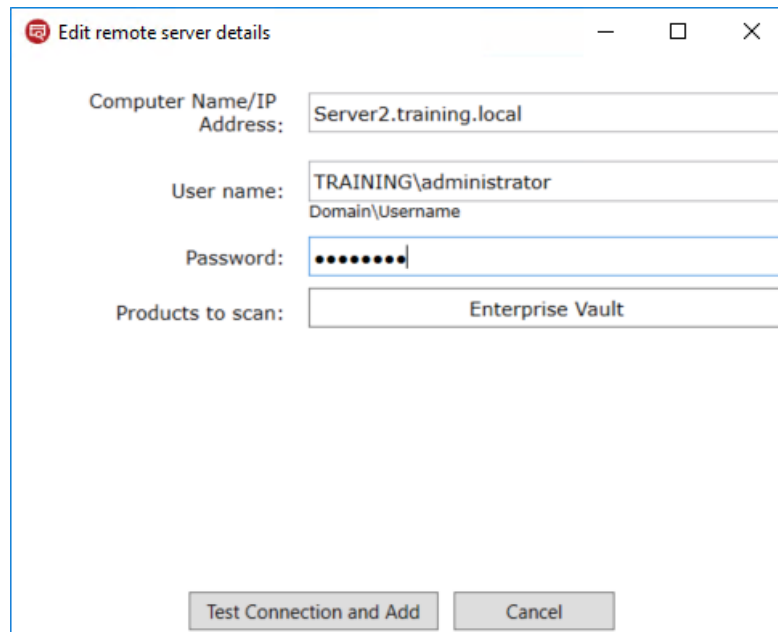
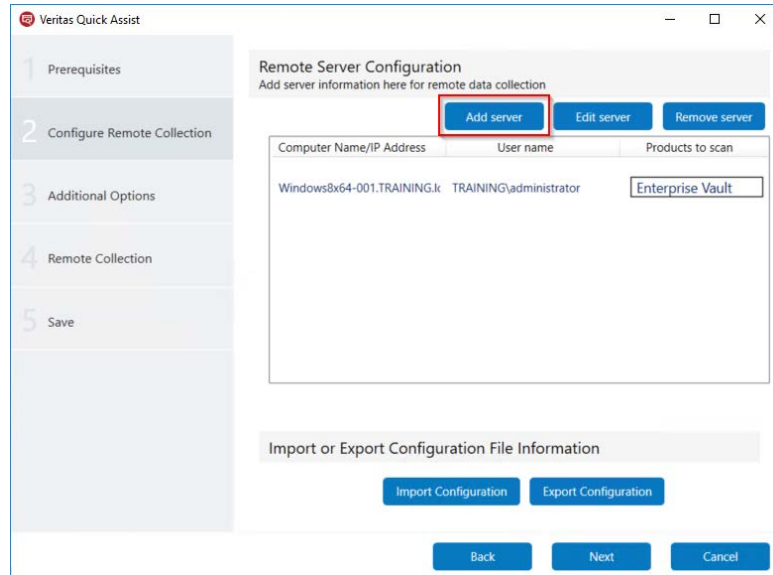
If you wish to collect data from the local computer, click "Add this Computer", select a product to scan and click "Test Connection and Add":

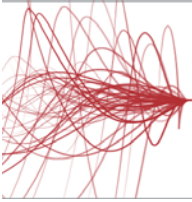




### How to use Remote Data Collection (continued)

To collect data from a remote computer, click “Add server”, enter the computer name, user name, password, select a product to scan and click “Test Connection and Add”. Repeat these steps for additional remote computers.



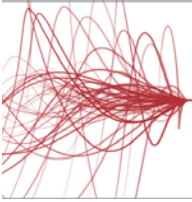


### How to use Remote Data Collection (continued)

When you are finished adding computers, click "Next":

The screenshot shows the 'Remote Server Configuration' window in Veritas Quick Assist. On the left is a navigation pane with five steps: 1 Prerequisites, 2 Configure Remote Collection (highlighted), 3 Additional Options, 4 Remote Collection, and 5 Save. The main area is titled 'Remote Server Configuration' and contains a table with three columns: 'Computer Name/IP Address', 'User name', and 'Products to scan'. There are three buttons at the top: 'Add server', 'Edit server', and 'Remove server'. Below the table are two buttons: 'Import Configuration' and 'Export Configuration'. At the bottom are three buttons: 'Back', 'Next' (highlighted with a red box), and 'Cancel'.

Computer Name/IP Address	User name	Products to scan
Windows8x64-001.TRAINING.lk	TRAINING\administrator	Enterprise Vault
Server2.training.local	TRAINING\administrator	Enterprise Vault
server1.training.local	TRAINING\administrator	Enterprise Vault



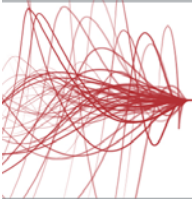
### How to use Remote Data Collection (continued)

Enter any additional information requested on the Additional Options screen. This screen will be different for each product. Then click "Next":

The screenshot shows the 'Veritas Quick Assist' application window. On the left is a vertical navigation pane with five steps: 1 Prerequisites, 2 Configure Remote Collection, 3 Additional Options (highlighted), 4 Remote Collection, and 5 Save. The main content area is titled 'Additional scan options' and contains the following sections:

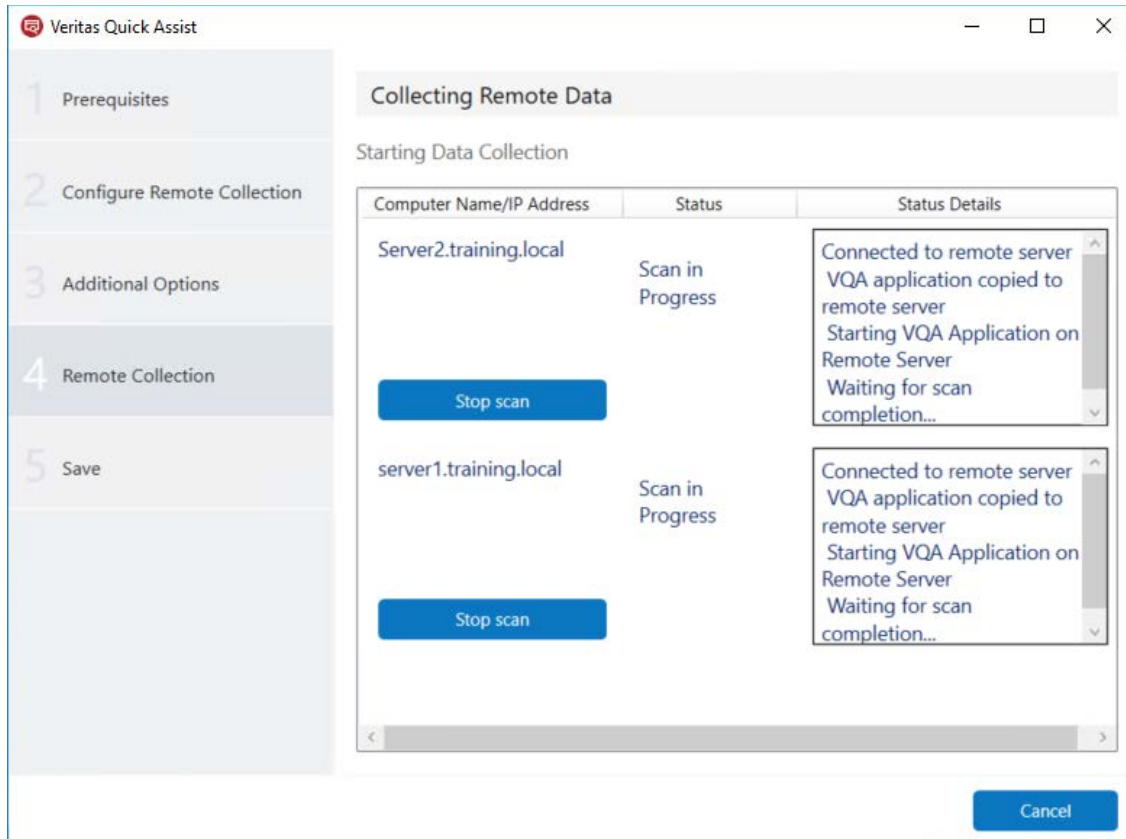
- Additional scan options**: Some of the products or scan settings you have selected require additional configuration.
- Data collection options for Enterprise Vault**:
  - PST File Archiving
  - Indexing
  - IMAP
  - Report on data and collect log files within the last  days
- Server addresses**: Enter the domain names or IP addresses of the following servers. Use commas ( , ) to separate multiple addresses.
  - Microsoft SQL Server(s):
  - Microsoft Exchange Server(s):
  - Microsoft SharePoint Server(s):
  - File Server(s):
  - File Share(s):
  - EMC Centera Access Node(s):

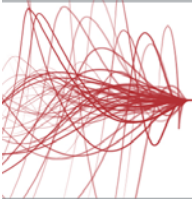
At the bottom of the window are three buttons: 'Back', 'Next' (highlighted with a red box), and 'Cancel'.



### How to use Remote Data Collection (continued)

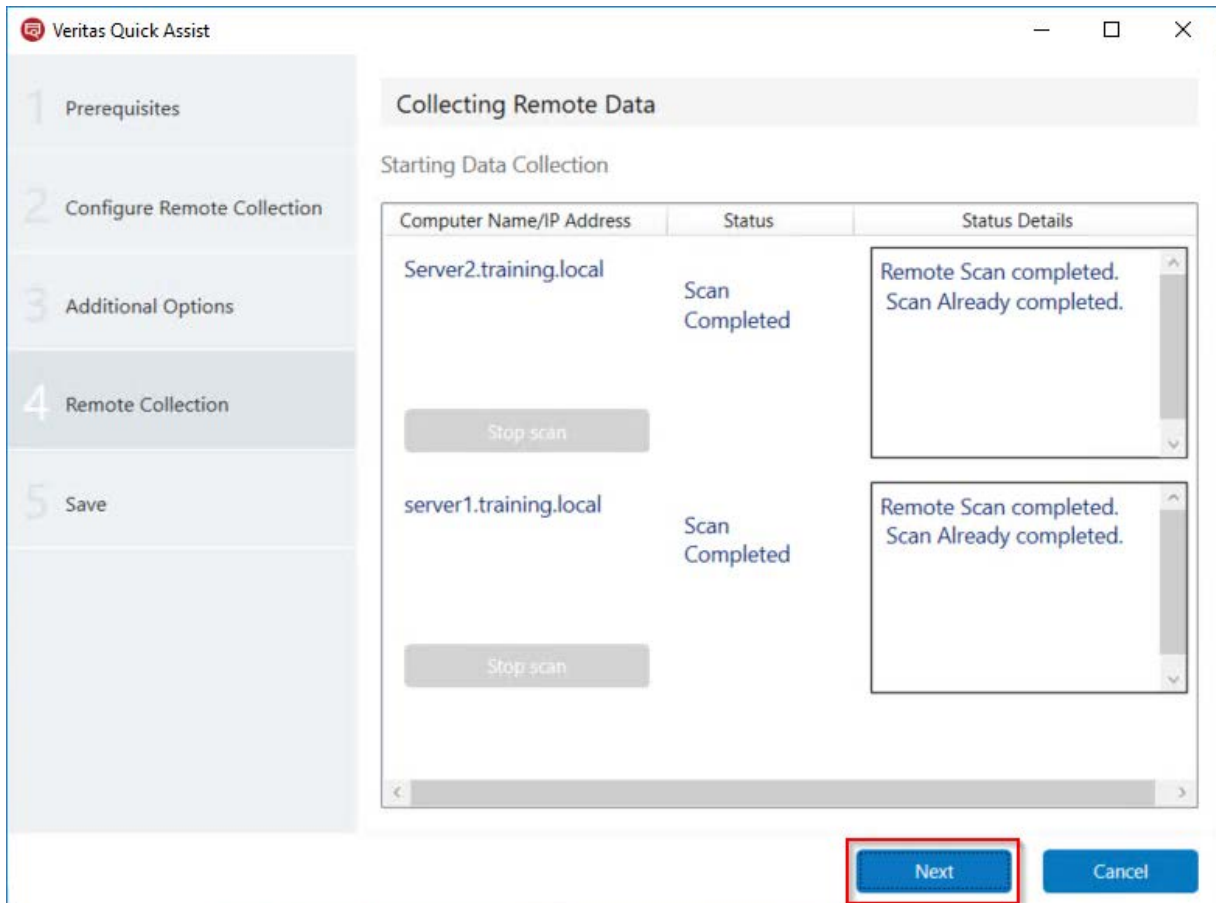
Wait for the scans to complete. If needed, you can cancel an individual scan by clicking “Stop Scan” or cancel all scans by clicking “Cancel” at the bottom of the screen:

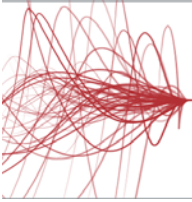




### How to use Remote Data Collection (continued)

Once the scans complete, click "Next":

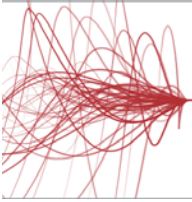




### How to use Remote Data Collection (continued)

At this point, the customer can choose to save the data package to the local computer by clicking "Save" or upload it to a new or existing support case by clicking "Update a Support Case":

The screenshot shows the Veritas Quick Assist application window. On the left is a navigation pane with five steps: 1 Prerequisites, 2 Configure Remote Collection, 3 Additional Options, 4 Remote Collection, and 5 Save. Step 5 is currently selected. The main area is divided into two sections: 'Customer Information (Optional)' and 'File Information'. The 'Customer Information' section contains input fields for Name, Company, Case, Contact, and Issue. The 'File Information' section shows 'Save file:' as [WINDOWS8X64-001]\_2018-06-27\_09-39-33.vdbz and 'To location:' as C:\Users\Administrator.TRAINING\Desktop. There are 'Browse...' and 'Open File Location' buttons next to the location field. At the bottom of the window, three buttons are visible: 'Save', 'Update a Support Case', and 'Cancel'. The 'Save' and 'Update a Support Case' buttons are highlighted with red boxes.



### Exporting Configurations

If you plan to run the same remote scan more than once, you may want to export the configuration (so you don't have to manually add the servers each time).

- Start by adding all computers you want to collect data from
- Click "Export Configuration"
- Browse to the location you wish to save the configuration to, enter a file name and click "Save"

Veritas Quick Assist

1 Prerequisites

2 Configure Remote Collection

3 Additional Options

4 Remote Collection

5 Save

### Remote Server Configuration

Add server information here for remote data collection

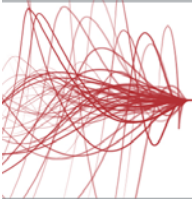
Add server Edit server Remove server

Computer Name/IP Address	User name	Products to scan
Windows8x64-001.TRAINING.lc	TRAINING\administrator	Enterprise Vault
Server2.training.local	TRAINING\administrator	Enterprise Vault
server1.training.local	TRAINING\administrator	Enterprise Vault

### Import or Export Configuration File Information

Import Configuration Export Configuration

Back Next Cancel



### Importing Configurations

- To import a previously saved configuration, click "Import Configuration"
- Browse to the location containing the configuration file. Select the file and click "Open"
- For each computer that is highlighted in the list, select the computer and click "Edit server"
- Enter the password and click "Test Connection and Add"

**Please Note:** For security reasons, exported configurations do NOT save passwords.

Veritas Quick Assist

1 Prerequisites

2 Configure Remote Collection

3 Additional Options

4 Remote Collection

5 Save

### Remote Server Configuration

Add server information here for remote data collection

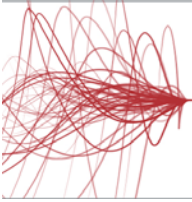
Add server Edit server Remove server

Computer Name/IP Address	User name	Products to scan
Windows8x64-001.TRAINING.lc	TRAINING\administrator	Enterprise Vault
Server2.training.local	TRAINING\administrator	Enterprise Vault
server1.training.local	TRAINING\administrator	Enterprise Vault

### Import or Export Configuration File Information

Import Configuration Export Configuration

Back Next Cancel



## Viewing Results

Once the scan is complete and the user has returned to VQA's home screen, they can view the scan results.

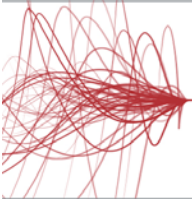
- To switch between the different computer's data, use the new drop-down list in the upper left of the screen.
- Once a computer has been selected, the data in the Home, Report and Information tabs will be updated for that specific computer.

The screenshot shows the Veritas Quick Assist application window. The title bar reads "Veritas Quick Assist" and includes standard window controls. Below the title bar is a menu bar with "File", "Language", and "Help". A navigation bar contains a "Server:" dropdown menu currently set to "SERVER2", and three tabs: "Home" (selected), "Report", and "Information".

The main content area is divided into several sections:

- Scan Results:** A section titled "Common Issues / Install Requirements" showing "1 Error".
- Customer Information:** A section stating "No information provided".
- Scan Summary:** A table with columns: Product Name, Version, Install req., Common Issues, Logs, Limited data, All data, and Other scans. It lists "Desktop and Laptop Option" (version 9.1.0.0) and "Enterprise Vault" (Not installed).
- Installed Products - Licensing Overview:** A table with columns "Name" and "Version", showing "(None)".

A "Show all products" checkbox is located in the top right of the Scan Summary section. The Veritas logo is visible in the bottom left corner of the application window.



### VQA Viewer

The only major difference in VQA Viewer is the ability to switch between the data collected for different computers.

- To switch computers, use the Server drop down list in the upper left
- The Home, Report, Information and Viewer tabs remain the same

The screenshot shows the Veritas Quick Assist Viewer application window. The title bar reads "[WINDOWS8X64-001]\_2018-06-27\_09-39-33.vdbz -- Veritas Quick Assist Viewer". The menu bar includes File, Language, Edit, Export, and Help. The main interface has a "Server:" dropdown menu set to "SERVER2", which is highlighted with a red box. Below the menu are tabs for Home, Report, Information, and Viewer. The Home tab is active, displaying "Scan Results" with a "Common Issues / Install Requirements" section showing "1 Error". To the right is a "Scan Summary" table with columns for Product Name, Version, Install req., Common Issues, Logs, Limited data, and All data. The table lists "Desktop and Laptop Option" (version 9.1.0.0) and "Enterprise Vault" (Not installed). Below the table is an "Installed Products - Licensing Overview" section with a table showing "Name" and "Version", currently displaying "(None)". The footer of the application shows the Veritas logo and the source path: "Source: C:\Users\Administrator.TRAINING\Desktop\[WINDOWS8X64-001]\_2018-06-27\_09-39-33.vdbz".