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Have you ever been a little confused at all the places you can set a Remote Management policy (if you were aware at all)? Which one takes precedence? How many do I need to setup?

### **The Four places to set a Remote Management policy:**

#### 1. Workstation Policy Package

- This should be your starting point and all that is necessary to get Remote Management working.

#### 2. User Policy Package

- Use this only if you need to Remote Manage a user object instead of the workstation object.
- This option does not have these two options that the workstation policy package has.
  - Enable Remote Management Agent Icon
  - Preferred Protocol
- If a workstation policy package is not enabled along with this policy, the default protocol is IP and will not rollover to check for IPX if IP is not installed on the target workstation. However, if it is used in conjunction with a workstation policy package, the protocol will attempt to use the default protocol setting and if not present, will roll on to the next the protocol.
- Keep in mind that trying to Remote Manage a user object means the workstation must be imported. So, unless all your workstations are imported and properly configured, using this policy may not always work.

#### 3. User object

- If this is used, any Remote Management policy in a User Policy Package is ignored.

#### 4. Workstation object

- If this is used, any Remote Management policy in a Workstation Policy Package is ignored.

### **Policy Precedence:**

A Remote Management policy in a User Policy Package will always override a Workstation Policy Package.

Here is where it gets a little more confusing. If there is a Remote Management policy in a user object AND a workstation object, the precedence rules are thrown out the window. Novell calls it “ANDing”. There is no documentation or explanation on how this works. So, to make it easy, here is a chart that shows you which policy will get applied when both policies are in effect with the exact opposite settings:

| Remote Management Policy | Enabled on User Object | Enabled on Workstation Object | What object's policy is applied? | Results                    |
|--------------------------|------------------------|-------------------------------|----------------------------------|----------------------------|
| <b>Chat</b>              |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | Chat is disabled           |
|                          | Yes                    | No                            | Workstation                      | Chat is disabled           |
| <b>Diagnostics</b>       |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | Diagnostics is disabled    |
|                          | Yes                    | No                            | Workstation                      | Diagnostics is enabled     |
| <b>Remote Control</b>    |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | Remote Control is disabled |
|                          | Yes                    | No                            | Workstation                      | Remote Control is disabled |
| Prompt                   | No                     | Yes                           | Workstation                      | Prompt is enabled          |
|                          | Yes                    | No                            | User                             | Prompt is enabled          |
| Audible                  | No                     | Yes                           | Workstation                      | Audible is enabled         |
|                          | Yes                    | No                            | User                             | Audible is enabled         |
| Visible                  | No                     | Yes                           | Workstation                      | Visible enabled            |
|                          | Yes                    | No                            | User                             | Visible enabled            |
| <b>Remote View</b>       |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | Remote View is disabled    |
|                          | Yes                    | No                            | Workstation                      | Remote View is disabled    |
| Prompt                   | No                     | Yes                           | Workstation                      | Prompt is enabled          |
|                          | Yes                    | No                            | User                             | Prompt is enabled          |
| Audible                  | No                     | Yes                           | Workstation                      | Audible is enabled         |
|                          | Yes                    | No                            | User                             | Audible is enabled         |
| Visible                  | No                     | Yes                           | Workstation                      | Visible enabled            |
|                          | Yes                    | No                            | User                             | Visible enabled            |
| <b>File Transfer</b>     |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | File Transfer is disabled  |
|                          | Yes                    | No                            | Workstation                      | File Transfer is disabled  |
| Prompt                   | No                     | Yes                           | Workstation                      | Prompt is enabled          |
|                          | Yes                    | No                            | User                             | Prompt is enabled          |
| <b>Remote Execute</b>    |                        |                               |                                  |                            |
|                          | No                     | Yes                           | User                             | Remote Execute is disabled |
|                          | Yes                    | No                            | Workstation                      | Remote Execute is disabled |
| Prompt                   | No                     | Yes                           | Workstation                      | Prompt is enabled          |
|                          | Yes                    | No                            | User                             | Prompt is enabled          |

To make sure you understand how to read it, let's look at the Chat rows.

The first Chat row:

If Chat is disabled in a user object, but it is enabled on the workstation object, the user object policy will win and therefore, Chat will be disabled.

The second Chat row:

If Chat is enabled in the user object, but it is disabled on the workstation object, the workstation policy will win and therefore, Chat will be disabled.

Yes, I know it is confusing. Hopefully, you won't have to experience this problem. The main reason for writing about it is that it makes a good troubleshooting tool.

Ex. If you get stumped as to why a setting seems to be enabled when you know it is set to be disabled, well, it could be you have the policy set in another location.

Bottom line: standardize on what policy to use of the four. If you run across problems, look to see if the setting is set as desired in ALL 4 locations. You can use the Effective Policies tab of a user or workstation object to assist with this as well.