

App Genie Plugin

Installed Application Maintenance For Automate



What is App Genie?

App Genie automates the entire process for pre-installed application management. It will seek out enabled agents and reviews their installed software. If it finds a matching software it will setup the association and start updating the software as newer packages are available. MSP can, in minutes, have thousands of agents managing the updates of hundreds of software titles. That's it nothing to deploy! Nothing to configure! No files to mess with, install it and it just works.



App Genie: uses the Chocolatey framework from Chocolatey.org to associate and manage the software updates of the applications installed. You can find more information on Chocolatey by visiting their website.

App Genie Operations

App Genie is a very hands-off type of plugin so you will only need to do a minimal setup to get rolling. If you have some special needs, then App Genie does provide areas to assist in more detailed setups.

Install the plugin:

Follow the standard guidelines for installing plugins [\[located here\]](#)

Valid Install:

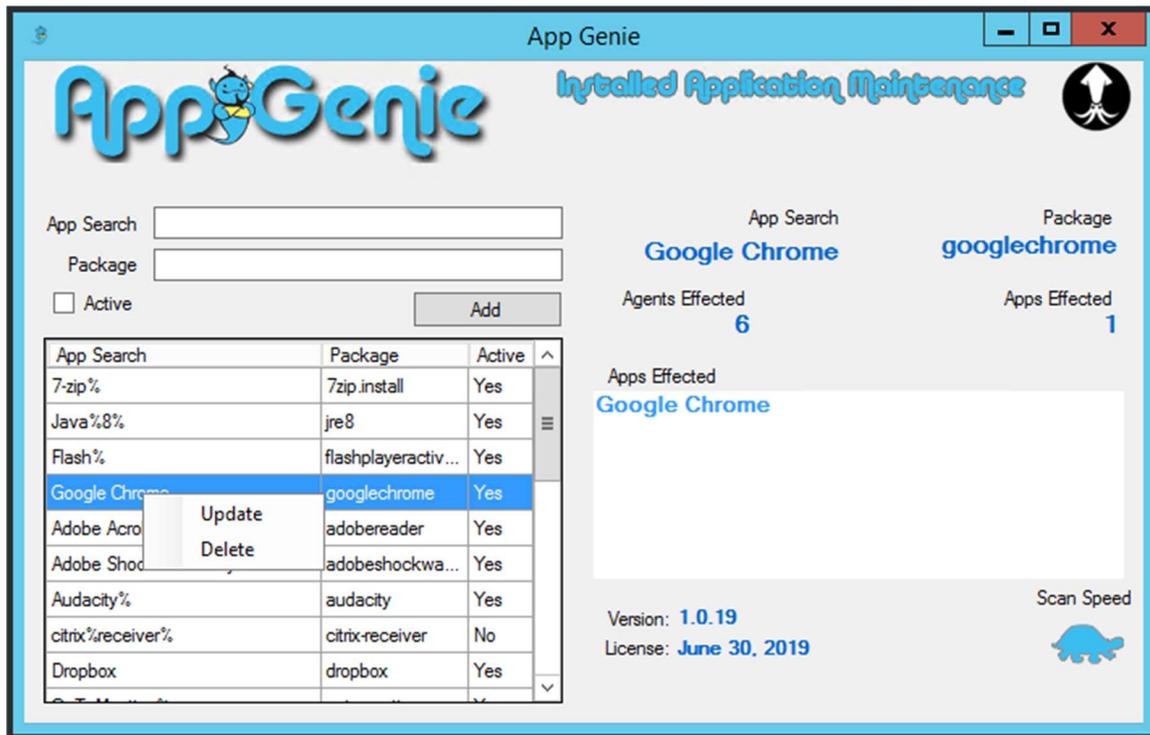
A valid install will place several database tables into LabTech. Each of these tables start with the prefix of **plugin_p4a_app_genie_**. There will also be a new script created called Scripts/Maintenance/**P4A - App Genie Maintenance** found in the main scripts folder.

How it works

App Genie runs an automation service in the background of LabTech/Automate that regularly checks for clients to be enable or disabled, new applications to be reported from the agents of the client enabled and any retired agents that no longer need to have data kept on them removed. The automation also looks for and makes sure all managed agents have the Chocolatey framework installed. It then reviews the installed software list maintained by LabTech/Automate for each enabled agent and if it has an associated update package set for it **App Genie** will add that software to management. **App Genie** regularly goes and checks the repo versions to see what the latest available versions are. It then looks at the installed versions shown by agent and if the are not the same version then **App Genie** starts the upgrade process on that software. The results can be seen in the Client Consoles of each client in Labtech/Automate.

Global Console

The Global console is available via the View or Tools menus from either LabTech or Automate.



Manage App Searches

The Global console allows the MSP to setup application associations with Chocolatey Packages available on the public repositories hosted by Chocolatey.org. App Genie provides a preset set of application associations that you can modify or remove if they do not fit your needs. You can add new application associations for any application package available of the Chocolatey repositories. Use wildcard (%) in App Searches to help narrow or capture an installed software title. Selecting the search from the display will show what applications are affected by the search. Right click any search to modify it or to delete the search from the database.

Chocolatey for MSPs edition

MSPs can opt to use the MSP version of Chocolatey for an extra fee paid to Chocolatey.org. Plugins4Automate does not provide this license so the MSP will need to acquire it via standard means. This is not required to use the App Genie plug but will add some repository features to the Chocolatey framework that App Genie will utilize.

Highlight App Association

If you select a search from the list, it will display to the right a count of all agents that will be affected by the search and how many different applications the search could affect. Use this information to better the application search parameters and to tighten the search results.

Scan Speed Control

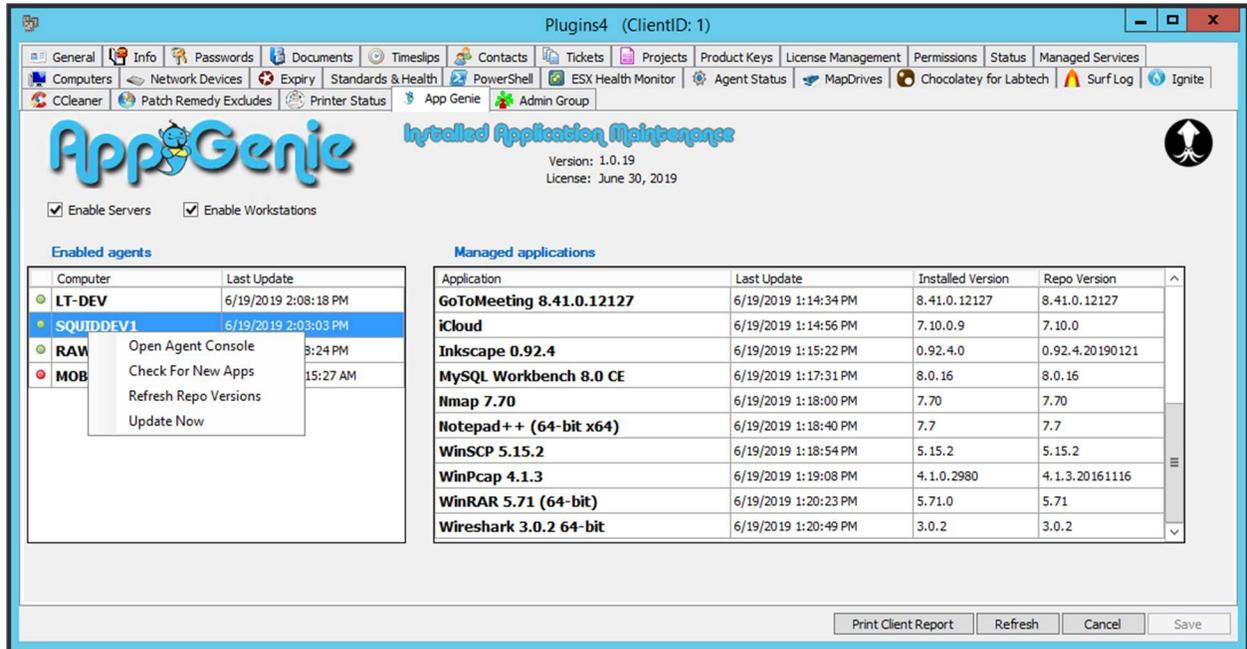
The scan speed control is represented by a rabbit and a turtle (fast and slow). When you click the icon, it will toggle between these to settings. The fast mode causes the automation to run one of 3 functions every hour (we skip a few hours during the late night). The slow mode causes the automation to only run each function once and all function will have completed for the day before 7 am. The functions check for changes in applications, check repo versions and run updates if needed. We break it up so that each function is as minimal of an impact as possible to the end users. We always shoot for zero!

If your looking for quick results, then run in bunny mode when your ready to slow it down a bit kick it into turtle mode.

Bunny Mode: Allow 4 to 8 hours needed for accurate results.

Turtle Mode: Allow 1 to 2 days needed for accurate results.

Client Console



Enable Workstations and Servers

In the global manager you setup the framework with how we are to treat applications. Now it's time to start allowing App Genie to get to work. You must enable each client before App Genie will work on the agents under that client. Just check the workstation and or server boxes to enable the services.

Once enabled, depending on rabbit or turtle mode you will start to see data in the plugin as agents start to get setup and updated. This could be 8 hours to 2 days so be patient.

Enabled Agents

Each enabled agent once it has been scanned and verified will show up in the Enabled Agents list. The green and red dots show if agent is online or offline. If you select an agent and right click it, you will get a menu that offers up the same functions spoken about in the above document. The fourth option is to open a computer console directly to agent.

When you select an agent from list, all the applications App Genie has captured in its app searches along with the repo's version of software and the version Automate sees installed.

This display shows the engineer the data they need to determine if the agents are updated as needed.

Automation

Automate Server Logs

The automation service logs a lot of data on what it is doing and when. You will find the server logs on the Automate server at **C:\Program Files\LabTech\Logs** . Look for the log file name of **Plugin_App_Genie.txt**.

Any troubleshooting support requests should include a copy of this file is accessible to you.