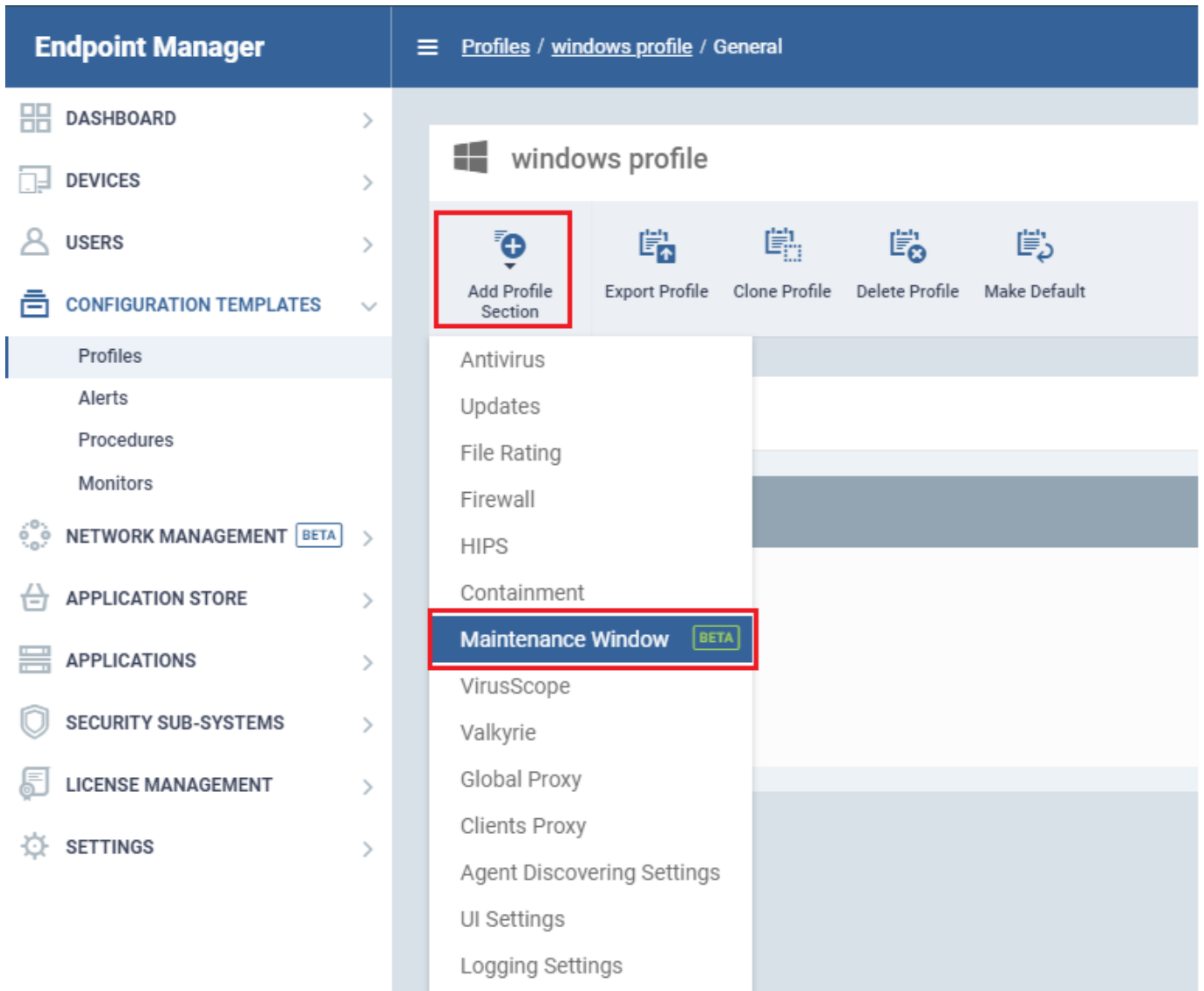


- A maintenance window is a scheduled time-slot when your Endpoint Manager procedures will run. You can create them by adding a 'Maintenance Window' section to a Windows profile.
- Once created, you can assign a procedure to a maintenance window in the procedure's settings screen. You can assign multiple procedures to the same window. Your procedures will start at the time set in the window.
- You can also add multiple maintenance windows to a profile. This lets you assign different procedures in your profile to different time-slots.
- You have the option to pause all running monitors while the maintenance window runs, and to randomize task start times to avoid system congestion.
- Other options include the ability to block certain Endpoint Manager tasks if someone tries to run them outside a maintenance window, and to set times when maintenance windows should not run (holidays, etc.)

Step 1 - Create a Maintenance Window

- Open Endpoint Manager
- Click 'Configuration Templates' > 'Profiles'
- Click on the name of any Windows profile
- Click 'Add Profile Section' > 'Maintenance Window'



The maintenance window settings screen has two tabs:

- **Maintenance Window** - Manage existing windows and create new windows.
- **General Settings** - Choose whether to randomize tasks and/or pause monitors during a maintenance window.



Open the 'Maintenance Window' tab if it is not already open

- Click 'Add Window':

Add Maintenance Window ✕

General Settings

Name
weekly maintenance

Scheduled
Weekly

Start time
5 : 12 AM PM

End time
12 : 30 AM PM

Days of Week Select All | Reset
Monday Tuesday Wednesday Thursday **Friday** **Saturday** Sunday

Enable after submitting

Ok

'General' tab - Configure the following items as required:

- **Name** – Create a label for the window. For example, 'Maintenance Window – 11 PM to 1 AM'
- **Scheduled** – Choose how often you want to run the maintenance.
 - Daily – Select the start and end time of the window. The window runs every day at the time you set.
 - Weekly - Select the start and end times, and the days of the week that the window should run.
 - Monthly - Select the start and end times, and the days of the month that the window should run.
 - Week of Month – Select the start and end times, the week number, and the days that the window should run. Use this, for example, if you want to run the window once every two weeks.

- **Enable after submitting** – Make the window available for use after clicking 'OK'. You must enable a maintenance window before you can assign it to a procedure. You can enable it here, or later by clicking the 'Enable' button above the list of saved windows.

'Setting' tab

Add Maintenance Window



General

Settings

- Stop monitors during maintenance window
- Skip procedures for offline device during maintenance windows

Run procedures as soon as device became online



On-demand maintenance tasks out of Maintenance Window

Remote Control

- Warn admin for the maintenance window
- Do not allow

Remote Tools

- Warn admin for the maintenance window
- Do not allow

On demand patch installation

- Warn admin for the maintenance window
- Do not allow

Other MSI Package Installation

- Warn admin for the maintenance window
- Do not allow

On-demand running script procedures

- Warn admin for the maintenance window
- Do not allow

On-demand running patch procedures

- Warn admin for the maintenance window
- Do not allow

Reboot system

- Warn admin for the maintenance window
- Do not allow

Ok

Configure the following items as required:

- **Stop monitors during maintenance window:** Pause all the monitors from being run at the scheduled

time of maintenance window.

- **Skip procedures for offline device during maintenance windows** – Set procedure options for non-responsive devices. You have the following choices:
 - **Run the procedures as soon as the device become online:** Run the procedure as soon as device comes online.
 - **Run the procedures during closest maintenance window:** Run in the next maintenance window after the device comes online
- **On-demand maintenance tasks out of maintenance window** – You can block certain tasks from running outside a maintenance window, or warn the admin instead. You can set block or warn options for the following tasks:
 - Remote Control session
 - Remote Tool session
 - On-demand patch installation
 - MSI package installation:
 - On-demand script procedures
 - On-demand patch procedures
 - Reboot system

Admins will see the following notification when they try to run one of these tasks. The notification states whether the task was blocked or not:

Reboot
✕

Reboot options

Force the reboot in

5 minutes
▼

Warn about the reboot and let users postpone it

Reboot message

Your device will reboot in 5 minutes because it's required by your administrator

Please check the status for the devices are not in the maintenance window

Total number of devices outside of maintenance window **1**

Number of devices blocked by maintenance window settings **0**

Number of devices warned by maintenance window settings **1**

Skip devices warned by maintenance windows settings

In order to check maintenance window status, go to related profile maintenance window section

Send message and reboot

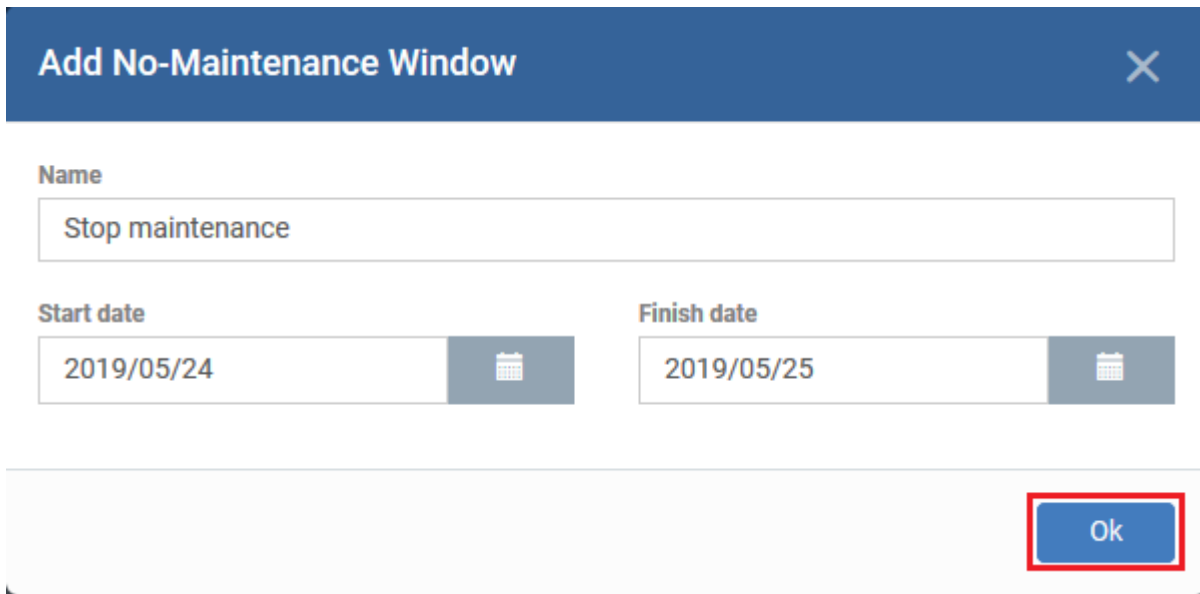
Click 'OK' to save the window. Your new window is listed in the 'Maintenance Windows' tab.

Step 2: Configure general settings

Note - the settings you choose here apply to **all** maintenance windows on the profile:

- **Randomize task starting times for each device** – Stagger task start-times to prevent several procedures running at the same time on each device. This can ease congestion and lead to a smoother roll-out of your procedures.
- **Define no-maintenance window for stopping all maintenance tasks** – Set times when all maintenance windows are cancelled. For example, during Christmas or other holiday periods. Procedures assigned to maintenance windows will not run during these times.
 - Click 'Add no-maintenance window'
 - Create a name for the window. For example, 'Easter stop maintenance'.
 - Set the pause start and end dates

- Click 'Ok' and save.



Step 3 - Assign the maintenance window to a procedure

- Procedures are standalone instruction scripts for Windows devices. You can create procedures to accomplish various tasks, like identify and fix issues, monitor resources, and run patches.
- Procedures are added to a profile which is in turn deployed to target devices.
- [Click here](#) if you need to read some background on this process.

Follow these steps to assign a maintenance window to a profile:

- Click 'Configuration Templates' > 'Profiles'
 - Click the name of the Windows profile to which you added the maintenance window earlier to **Create Maintenance Window'**
 - Open the 'Procedures' tab of the profile
- OR
- Click 'Add Profile Section' > 'Procedures' if you haven't yet added a procedure section

- Click 'Add' in the procedures tab to open the following configuration screen:

Add Existing Procedure ✕

Procedure name

To create a new procedure please go to [Procedures](#)

Schedule Settings

Custom Schedule ▼

Start date*

 📅

Schedule

Never ▼

Scheduled time

05 : 07 PM

Run this procedure immediately when the profile is assigned to a new device

Skip procedure if the device is offline

[Add](#)

Procedure Name - Select an existing patch or script procedure by typing the first few characters of its name. Make sure you have already approved the procedure.

See [View and Manage Procedures](#) if you need help to configure procedures in EM.

Schedule Settings – Choose 'Schedule on a maintenance window'. Doing so will open the following options:

- **Maintenance Window Type** - Choice of 'Daily', 'Weekly', 'Monthly' and 'Week of the month'. This is the frequency you selected when you created the maintenance window earlier
- **Maintenance Window Name** – Shows a list of maintenance windows which have the frequency you chose in the 'Window Type' box above. Select the window you want to add to the procedure.
- **End Time Settings:**

- No end settings – All procedures will run to completion.
- Run until – Chose a cut-off time from the calendar.
- Run no more than – Specify how long the procedure should run.

Note – For the last two settings, any procedure that does not finish by the cut-off time is aborted and all changes are undone.

Run this procedure immediately when the profile is assigned to a new device - The procedure will run on target devices as soon as the profile is applied to the device, in addition to any schedule.

Skip procedure if the device is offline - The procedure will be aborted if the device is not connected to EM at the time of execution. By default, procedures are queued for later deployment if the device is not connected to EM. The task will be executed as soon as it comes online. Select this option If you do not want the task to be added to the queue.

- Click 'Add' to commit the procedure to the profile. The procedure will run during the maintenance window time-frame.
- Click 'Save' to save the profile.
- If the profile is already assigned to devices, then your maintenance window is put into effect immediately.
- View maintenance windows logs - Click 'Device List' > select a target Windows device > Click 'Maintenance Windows':

Harry-PC
Owner: stephenrobert778@gmail.com

Manage Profiles Remote Control File Transfer Remote Tools (BETA) Run Procedure Install or Update Packages Refresh Device Information Reboot Export Security Configuration Delete Device Owner

Device Name Summary Networks Maintenance Windows ON Associated Profiles Software Inventory File List Exported Configurations MSI Installation State Patch Management Antivirus Scan History Groups Log

NAME	PERIOD	PROFILE	MAINTENANCE TIME	CURRENT STATUS	CREATED BY	CREATED ON
maintain	Daily	maintenance	06:30 AM - 08:30 PM	ON	stephenrobert778@gmail.com	2019/04/04 07:48:58 AM
Weekly maintenance	Weekly	containment	01:15 AM - 01:30 AM, Wednesday, Thursday	OFF	stephenrobert778@gmail.com	2019/04/04 07:40:30 AM

Harry-PC
Owner: stephenrobert778@gmail.com

Manage Profiles Remote Control File Transfer Remote Tools (BETA) Run Procedure Install or Update Packages Refresh Device Information Reboot Export Security Configuration Delete Device Owner

Device Name Summary Networks Maintenance Windows OFF Associated Profiles Software Inventory File List Exported Configurations MSI Installation State Patch Management Antivirus Scan History Groups Log

NAME	PERIOD	PROFILE	MAINTENANCE TIME	CURRENT STATUS	CREATED BY	CREATED ON
maintain	Daily	maintenance	06:30 AM - 08:30 PM	ON	stephenrobert778@gmail.com	2019/04/04 07:48:58 AM
Weekly maintenance	Weekly	containment	01:15 AM - 01:30 AM, Wednesday, Thursday	OFF	stephenrobert778@gmail.com	2019/04/04 07:40:30 AM