



# McAfee System Information Reporter 1.0

## User Guide

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# Introducing System Information Reporter

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McAfee System Information Reporter version 1.0 integrates with McAfee ePolicy Orchestrator 4.0 and 4.5 to provide a flexible, policy-driven method for querying system properties, environment variables, registry key values, and other installed software on your managed nodes. For example, your managed nodes may have common names or conflicting IP addresses. This complicates the task of managing them from a single server. System Information Reporter tags such nodes and allows you to identify and group them based on the query results such as installed software, services, and registry keys.

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## System Information Reporter features

- **Centralized management** — Allows you to enforce System Information Reporter policies on managed nodes using ePolicy Orchestrator management software version 4.0 or 4.5.
- **Query system properties** — Allows you to query the managed nodes to collect:
  - System properties such as versions, patches, and hotfixes
  - Custom environment variable value
  - Registry key values
- **File search support** — Allows you to query the managed nodes to search files.
- **Registry key modification support** — Allows you to query the managed nodes to create, edit, or delete registry keys.
- **Back up and restore registry keys** — Creates a backup of registry keys before modifying and restores registry backup file using Set Registry policy.
- **Collect registry data for all types** — Collects registry data up to 2800 characters, which includes all data types.
- **Modify registry data for all types** — Supports maximum of 3000 characters, which includes all data types.

## System requirements

System Information Reporter prerequisites:

Item	Requirements
Operating system	<ul style="list-style-type: none"><li>• Microsoft Windows XP Professional Service Pack 2 and 3</li><li>• Microsoft Windows Server 2003 Service Pack 2</li><li>• Microsoft Windows 2008 Service Pack 1 and 2 (32 or 64 bit)</li><li>• Windows 2008 R2</li><li>• Microsoft Windows Vista Service Pack 1 and 2 (32 or 64 bit)</li><li>• Microsoft Windows 7</li></ul>
McAfee Agent	4.0 (minimum patch 2) or later
Supported browser	For ePO 4.0 patch 5 or later <ul style="list-style-type: none"><li>• Internet Explorer 6 or later</li><li>• Mozilla FireFox 3.0 or later</li></ul> For ePO 4.5 <ul style="list-style-type: none"><li>• Internet Explorer 7.0 or 8.0</li><li>• Mozilla FireFox 3.0 or later</li></ul>
Databases supported	SQL Server 2005 or later

## About this guide

This guide provides detailed instructions for installing and managing System Information Reporter 1.0 using ePolicy Orchestrator software version 4.0 or 4.5.

Default instructions in this guide refer to ePolicy Orchestrator 4.0. However, appropriate notes have been provided if you are using ePolicy Orchestrator 4.5.

To use this guide effectively, you must be familiar with ePolicy Orchestrator. For more information, see ePolicy Orchestrator product documentation.

## Target Audience

This guide is intended for ePolicy Orchestrator administrators.

# Installing System Information Reporter

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System Information Reporter can be installed on standalone systems using the standard installation and can also be deployed on a managed network using ePolicy Orchestrator.

## Contents

- ▶ [Standard installation](#)
- ▶ [Installing System Information Reporter using ePolicy Orchestrator](#)

## Standard installation

Standard installation includes installing System Information Reporter by running the user interface installer. During standard installation, a wizard appears leading the installation process through a series of instructions you must follow.

### Before you begin

You must have administrator rights to install System Information Reporter.

### Task

- 1 Create a temporary folder on your local drive.
- 2 Download the **SIRInstall.zip** archive and save it to the temporary directory.
- 3 Extract the **SIRInstall.zip** archive and double-click **SIR.msi**. The Welcome to the System Information Reporter Installation Wizard appears.
- 4 Click **Next** and follow the on-screen instructions to complete the installation.

## Installing System Information Reporter using ePolicy Orchestrator

ePolicy Orchestrator provides a scalable platform for centralized policy management and enforcement of your security products on the managed nodes. It also provides comprehensive reporting and product deployment capabilities, all through a single point of control.

### Tasks

- ▶ [Checking in the System Information Reporter package](#)
- ▶ [Installing the System Information Reporter extension](#)
- ▶ [Deploying System Information Reporter on managed nodes](#)
- ▶ [Uninstalling System Information Reporter from managed nodes](#)

- ▶ [Removing System Information Reporter from ePolicy Orchestrator](#)
- ▶ [Removing the product extension](#)

## Checking in the System Information Reporter package

Use this task to check in the System Information Reporter deployment package to the master repository.

### Task

For option definitions, click ? in the interface.

- 1 Create a temporary folder on your local drive.
- 2 Download the **SIRDeploy.ZIP** archive and save it to the temporary directory.
- 3 Log on to the ePolicy Orchestrator server as an administrator.
- 4 Click **Software | Master Repository | Check In Package**. The Check In Package wizard appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Software | Master Repository**, then click **Actions | Check In Package**.

- 5 In the Package page, select the **Package type** as **Product or Update (.ZIP)** and browse in **File path** to locate **SIRDeploy.ZIP** saved in a temporary folder.
- 6 In the Package Options page, select **Branch** as **Current**, then click **Save**.

## Installing the System Information Reporter extension

You can install the System Information Reporter extension on the ePolicy Orchestrator server using the **Configuration** tab. The extension file is in .ZIP format.

### Task

For option definitions, click ? in the interface.

- 1 Create a temporary folder on your local drive.
- 2 Download the **SIR\_\_\_\_\_1000.ZIP** archive and save it to the temporary directory.
- 3 Log on to the ePolicy Orchestrator server as an administrator.
- 4 Click **Configuration | Extensions | Install Extension**. The Install Extension dialog box appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Software | Extensions | Install Extension**.

- 5 Click **Browse** to locate the extension file **SIR\_\_\_\_\_1000.ZIP**, then click **OK**. The Install Extension page appears with the extension name and version details.
- 6 Click **OK**.

## Deploying System Information Reporter on managed nodes

Use this task to deploy System Information Reporter on the managed nodes. ePolicy Orchestrator allows you to create tasks to deploy product on a single node, or on groups of the system tree.

## Task

For option definitions, click ? in the interface.

- 1 Log on to the ePolicy Orchestrator server as an administrator.
- 2 Click **Systems | System Tree | Client Tasks**, select the desired group in the System Tree, then click **New Task**. The Client Task Builder wizard appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Systems | System Tree | Client Tasks**, select the required group in the System Tree, then click **Actions | New Task**.

- 3 In the Description page, type a **Name** for the task, **Notes** (if required), select the **Type** as **Product Deployment (McAfee Agent)**, then click **Next**.
- 4 In the Configuration page, select **Target Platforms** as **Windows, Products and components** as **System Information Reporter 1.0.0**, **Action** as **Install**. Select an appropriate **Language**, then click **Next**.
- 5 Schedule the task to run immediately or as required, then click **Next** to view a summary of the task.
- 6 Review the summary of the task, then click **Save**. The task is added to the list of client tasks for the selected group and any group that inherits the task.
- 7 Send an agent wake-up call.

## Uninstalling System Information Reporter from managed nodes

Use this task to uninstall System Information Reporter from managed nodes.

## Task

For option definitions, click ? in the interface.

- 1 Log on to the ePolicy Orchestrator server as an administrator.
- 2 Click **Systems | System Tree | Client Tasks**, select the desired group in the System Tree, then click **New Task**. The Client Task Builder wizard appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Systems | System Tree | Client Tasks**, select the required group in the System Tree, then click **Actions | New Task**.

- 3 In the Description page, type a **Name** for the task, **Notes** (if required), select the **Type** as **Product Deployment (McAfee Agent)**, then click **Next**.
- 4 In the Configuration page, select **Target Platforms** as **Windows, Products and components** as **System Information Reporter 1.0.0**, **Action** as **Remove**. Select an appropriate **Language**, then click **Next**.
- 5 Schedule the task to run immediately or as required, then click **Next** to view a summary of the task.
- 6 Review the summary of the task, then click **Save**.
- 7 Send an agent wakeup call.



## Removing System Information Reporter from ePolicy Orchestrator

Use this task to remove the System Information Reporter deployment package from the ePolicy Orchestrator.

### Task

For option definitions, click ? in the interface.

- 1 Log on to the ePolicy Orchestrator server as an administrator.
- 2 Click **Software | Master Repository**.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Software | Master Repository**.

- 3 Click the **Delete** link of the **System Information Reporter** package.
- 4 Click **OK** on the Delete Package page.

## Removing the product extension

Use this task to remove the product extension from the ePolicy Orchestrator server.

### Task

For option definitions, click ? in the interface.

- 1 Log on to the ePolicy Orchestrator server as an administrator.
- 2 Click **Configuration | Extensions**.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Software | Extensions**.

- 3 Select the System Information Reporter extension file, then click **Remove**.
- 4 Select **Force removal, bypassing any checks or errors**, then click **OK**.

# Configuring System Information Reporter

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This chapter provides information on:

- ▶ [Setting policies using ePolicy Orchestrator](#)
- ▶ [Reporting](#)
- ▶ [Securing registry keys](#)

## Setting policies using ePolicy Orchestrator

A policy is a collection of settings that you create, configure, then enforce. Policies ensure that the managed security software products are configured and perform accordingly.

The ePolicy Orchestrator allows you to configure System Information Reporter policies from a central location.

System Information Reporter supports two types of policies:

- **Collect Data** - This policy can be configured to:
  - Collect system properties such as versions, patches, and hotfixes of the software installed
  - Collect custom environment variable and registry key values
  - Search for files on managed nodes
- **Set Registry** - This policy can be configured to:
  - Create, modify, or delete registry keys
  - Create backup of registry keys before modifying or deleting
  - Restoring registry keys

### Tasks

- ▶ [Creating Collect Data policy](#)
- ▶ [Creating Set Registry policy](#)
- ▶ [Assigning a policy to managed nodes](#)
- ▶ [Enforcing policies](#)

## Creating Collect Data policy

You can create, edit, delete or assign a policy to a specific system(s) or group in the system tree.

### Task

For option definitions, click **?** in the interface.

- 1** Log on to the ePolicy Orchestrator server as an administrator.

- 2 Click **Systems | Policy Catalog**. The Policy Catalog page appears.  
**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Policy | Policy Catalog**.
- 3 Select **Product** as **System Information Reporter 1.0.0: Collect Data** and **Category** as **General**.
- 4 Click **New Policy**. The Create a new policy dialog box appears.
- 5 Select the policy you want to duplicate from the **Create a policy based on this existing policy** drop-down list, type a name then click **OK**. The new policy wizard for System Information Reporter appears.
- 6 Edit the policy settings on each tab as required and click **Save**.  
For information on configuring the policy pages, see *Configuring Collect Data policy*.

## Configuring Collect Data policy

Use these tasks to configure Collect Data policy.

### Tasks

- ▶ [Configuring General tab \(Collect Data policy\)](#)
- ▶ [Configuring Custom tab \(Collect Data policy\)](#)
- ▶ [Configuring Find File tab \(Collect Data policy\)](#)

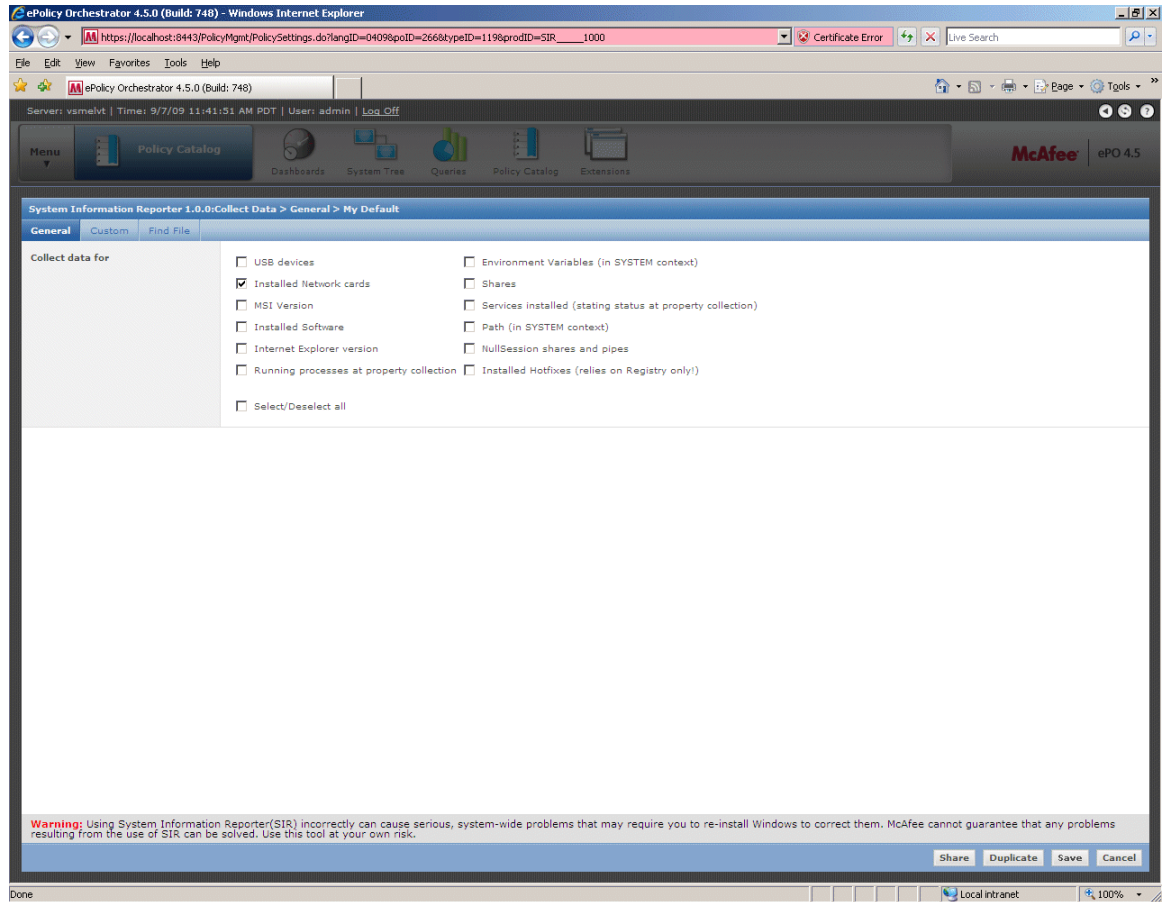
## Configuring General tab (Collect Data policy)

Use this task to configure the General tab on the Collect Data policy wizard.

### Task

For option definitions, click **?** in the interface.

- 1 On the General tab,
  - a Select the system properties you want to collect from the managed nodes.
  - b Select **Select/Deselect all** to select or deselect all the system properties in the list.



2 Click **Save**.

## Configuring Custom tab (Collect Data policy)

Use this task to configure the Custom tab on the Collect Data policy wizard.

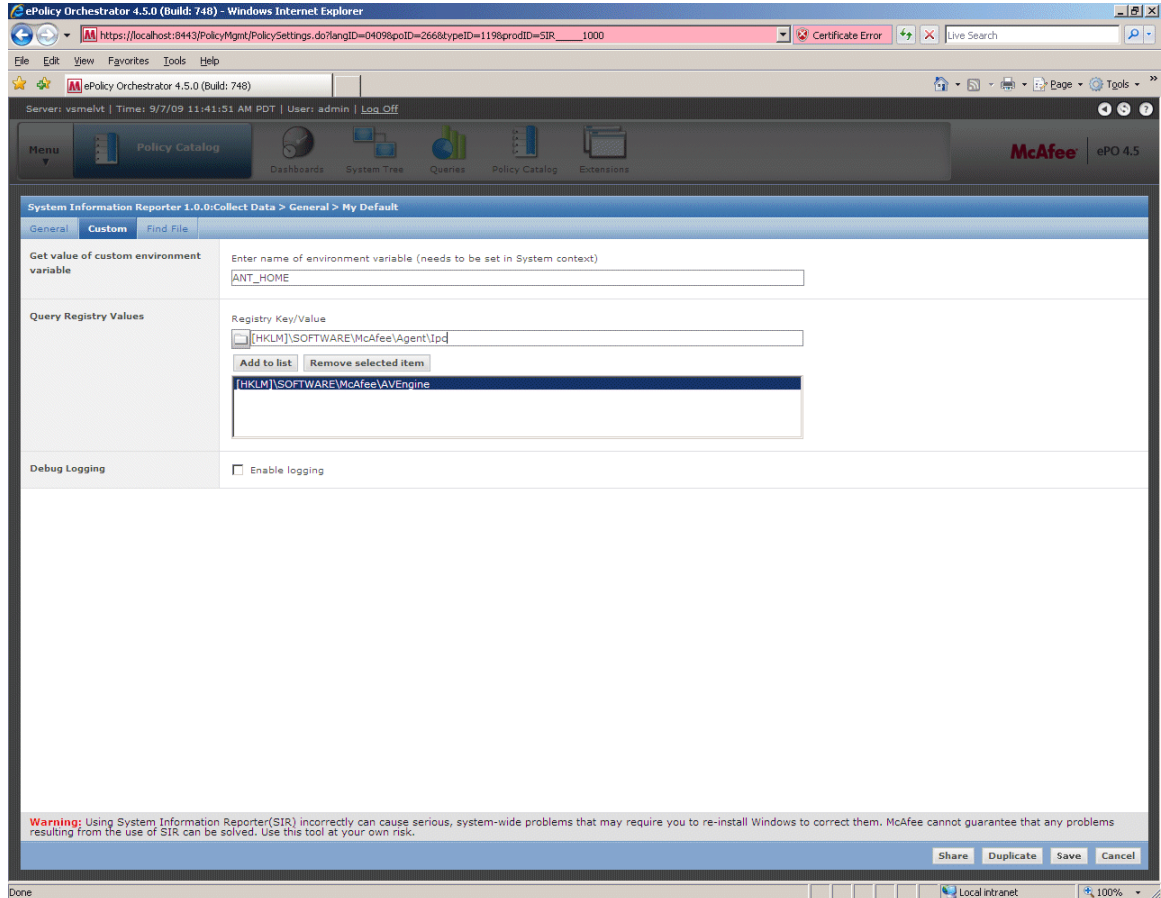
### Task

For option definitions, click **?** in the interface.

- 1 On the Custom tab,
  - a Type the custom environment variable or the registry key for which you want to collect value.  
For example, to collect the value of the custom environment variable PATH, type the variable name PATH in the **Get value of custom environment variable** field.  
**NOTE: Query Registry Values** collects registry data up to 2800 characters, which includes all data types.
  - b Select **Enable logging** to create **SIRPlugin.log** file on the nodes on which policy is enforced, in **%ALLUSERSPROFILE%\Application Data\McAfee\Common Framework\DB**.  
This log file contains the policy enforcement status and the details of action taken by the policy on the managed nodes.  
**%ALLUSERSPROFILE%** specifies:

- **C:\Document and Settings\All Users** in Windows XP and Windows 2003
- **C:\ProgramData** in Windows Vista, Windows 2008, and Windows 7

**NOTE:** When the **SIRPlugin.log** file size exceeds 5 MB, it is backed up in the **SIRPlugin1.log** file. The current policy enforcement status and the details of action taken by the policy are logged in **SIRPlugin.log**. The same process is repeated for subsequent logging.



**NOTE:** HKEY\_CURRENT\_USER registry hives query the key or value for current logged on user. If multiple users have logged on, it queries key or value for first logged on user.

- 2 Click **Save**.

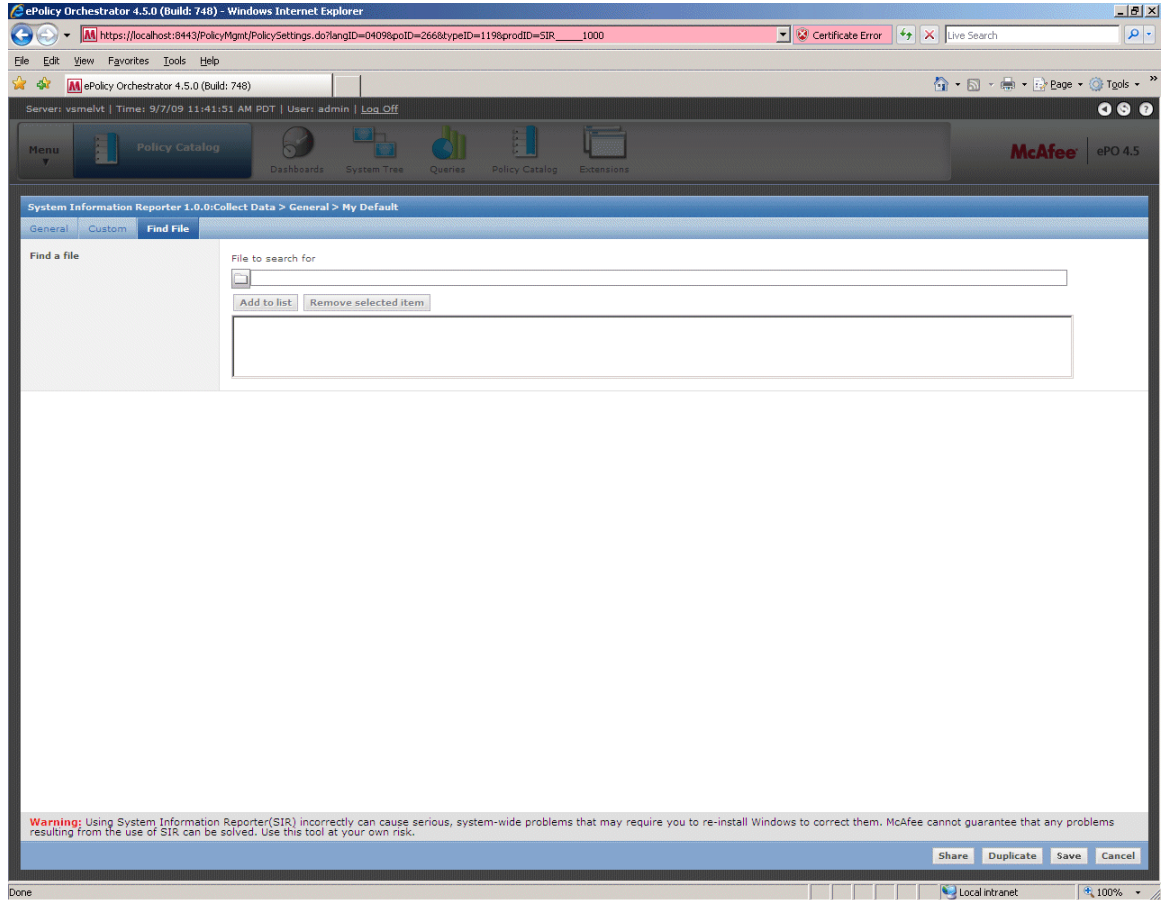
## Configuring Find File tab (Collect Data policy)

Use this task to configure the Find File tab on the Collect Data policy wizard.

### Task

For option definitions, click **?** in the interface.

- 1 On the Find File tab, select the folder from the drop-down list and type the name of the file you want to search on the managed nodes.



**NOTE:** Use wildcard characters for searching files with common names or extensions.

For example, [Program Files Directory]\McAfee\ePolicy Orchestrator\\*.exe

This search results in a list of all **.exe** files in the ePolicy Orchestrator directory.

- 2 Click **Save**.

## Creating Set Registry policy

Use this task to create a Set Registry policy.

### Task

For option definitions, click **?** in the interface.

- 1 Log on to the ePolicy Orchestrator server as an administrator.
- 2 Click **Systems | Policy Catalog**. The Policy Catalog page appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Policy | Policy Catalog**.

- 3 Select **Product** as **System Information Reporter 1.0.0: Set Registry** and **Category** as **General**.
- 4 Click **New Policy**. The Create a new policy dialog box appears.
- 5 Select the policy you want to duplicate from the **Create a policy based on this existing policy** drop-down list, type a name then click **OK**.

- 6 Edit the policy settings on each tab as required and click **Save**.  
For information on configuring the policy pages, see *Configuring Set Registry policy*.

## Configuring Set Registry policy

Use these tasks to configure Set Registry policy.

### Tasks

- ▶ [Configuring Set Registry tab \(Set Registry policy\)](#)
- ▶ [Configuring Registry Restore tab \(Set Registry policy\)](#)

## Configuring Set Registry tab (Set Registry policy)

Use this task to configure Set Registry tab on Set Registry policy wizard.

System Information Reporter creates a back up of registry keys at **%ALLUSERSPROFILE%\Application Data\McAfee\Common Framework\DB\RegistryBackup\** before enforcing the policy. You can recover the damage caused due to modification of the registry keys by restoring the registry backup file using Set Registry policy.

**%ALLUSERSPROFILE%** specifies:

- **C:\Document and Settings\All Users** in Windows XP and Windows 2003
- **C:\ProgramData** in Windows Vista, Windows 2008, and Windows 7

System Information Reporter supports 20 backups. After 20 back ups the oldest back up is purged.

### Task

For option definitions, click ? in the interface.

- 1 On the Set Registry tab, type a name for the registry backup.

**NOTE:** You cannot modify, delete, or create registry keys without specifying registry backup name.

- 2 Type a meaningful name for the policy, so that you can easily identify what it does.  
For example, to create a policy that deletes the agent pipe key, type the name as **Delete agent pipe key**.

**NOTE:** This field is optional.

- 3 Select a registry key and type the value.
- 4 Select a registry value type from the drop-down list and type its data.  
For example,

- To delete lpc value, select the type and its data as [HKLM]\SOFTWARE\McAfee\Agent\lpc

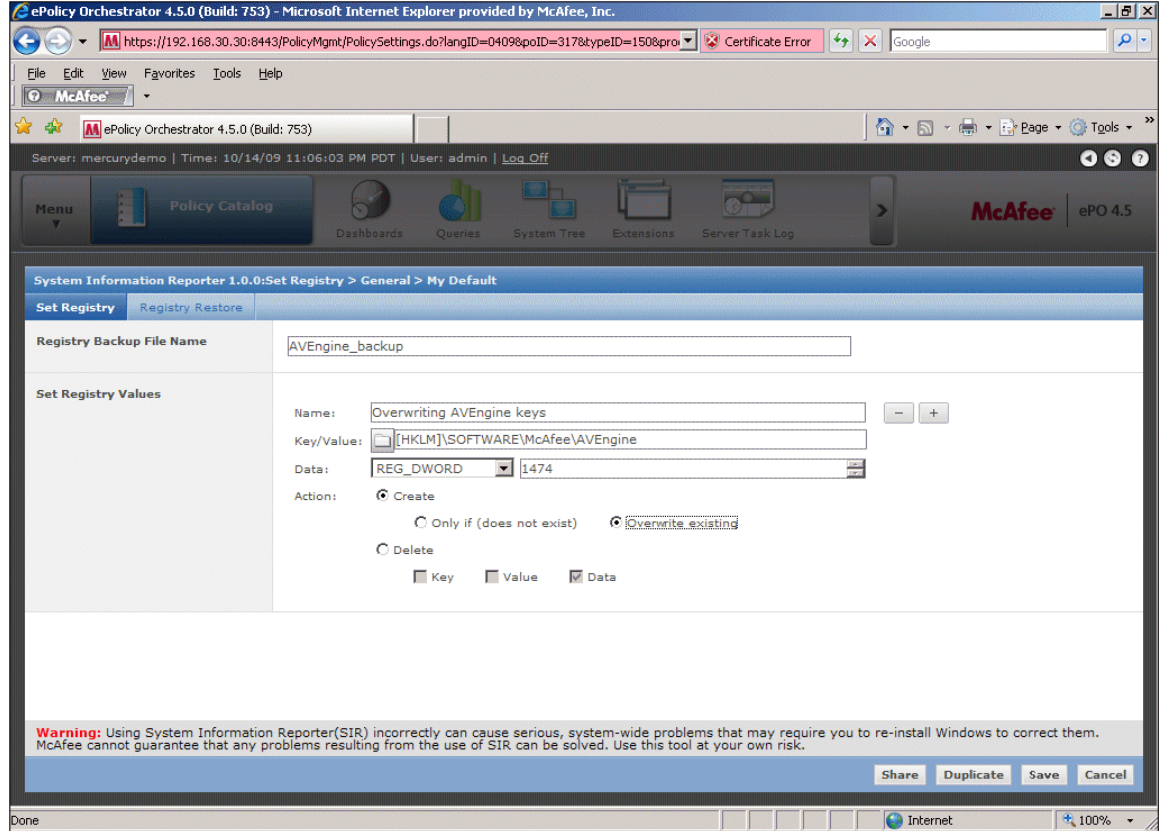
**NOTE:** The registry value name is optional and must not be appended by a backslash (\).

- To delete Agent key, select the type and data as [HKLM]\SOFTWARE\McAfee\Agent\

**NOTE:** The registry key name should be appended by a backslash (\)

**NOTE:** The **Data** field supports maximum of 3000 characters, which includes all data types.

5 Set the required action.



**NOTE:** HKEY\_CURRENT\_USER registry hives modify the key or value for current logged on user. If multiple users have logged on, it modifies key or value for first logged on user.

6 Click **Save**.

## Configuring Registry Restore tab (Set Registry policy)

Use this task to configure Registry Restore tab on the Set Registry policy wizard.

### Before you begin

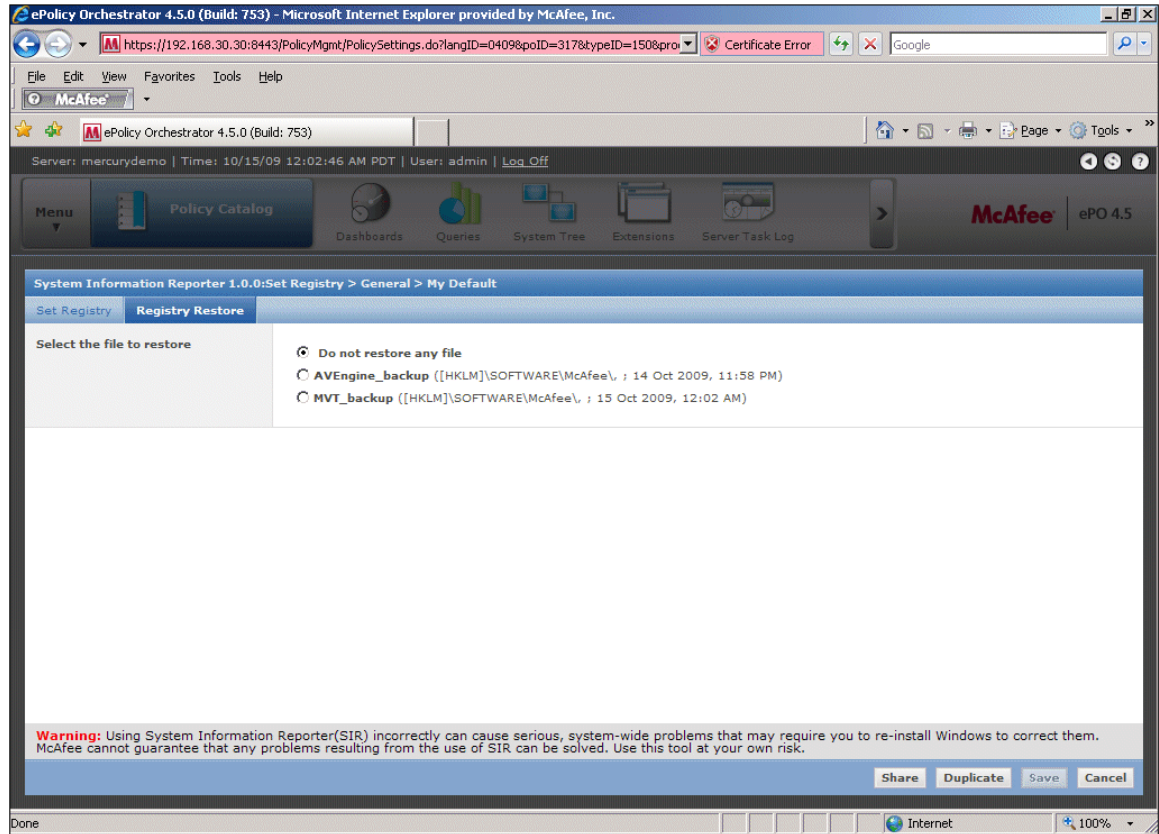
Create and configure a Set Registry policy, then enforce it on required managed node(s).

### Task

For option definitions, click **?** in the interface.

- 1 Locate the required Set Registry policy on the Policy Catalog page, then click **Edit** next to it.
- 2 On the Registry Restore tab, select the name of the backup file you created in the Set Registry policy.





3 Click **Save**.

## Assigning a policy to managed nodes

Use this task to assign a policy to managed nodes within a group. You can assign policies before or after a product is deployed.

### Task

For option definitions, click **?** in the interface.

1 Click **Systems | System Tree | Systems**, then select the desired systems within a group.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Policy | Policy Catalog**.

2 Click **Assign Policy**. The Assign Policy for <n> system(s) page appears.

3 Select the **Product** as **System Information Reporter 1.0**, **Category** as **General**, and the desired **Policy** from the drop-down list, then click **Save**.

## Enforcing policies

Use this task to enable or disable policy enforcement on a system tree group. Policy enforcement is enabled by default, and is inherited in the system tree.

### Task

For option definitions, click **?** in the interface.

- 1 Click **Systems | System Tree | Policies**, then select the required group in the system tree.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | Systems | System Tree | Assigned Policies**.

- 2 Select the **Product** as **System Information Reporter 1.0**, then click **Enforcing** next to **Enforcement Status**. The Enforcement page appears.
- 3 To change the enforcement status, select **Break inheritance and assign the policy and settings below**.
- 4 Select **Enforcing** or **Not enforcing** as required.

**NOTE:** The default **Enforcement Status** is **Enforcing**. Select **Not enforcing** to disable the policy enforcement at agent-server communication or at the policy enforcement interval.

- 5 Select to lock or unlock the policy inheritance. Locking policy inheritance prevents any nodes that inherit this policy from having another one assigned in its place.
- 6 Click **Save**.

## Reporting

ePolicy Orchestrator ships with its own querying and reporting capabilities. These are highly customizable, flexible and easy to use. Included is the Query Builder wizard, which creates and runs queries that result in user-configured data in user-configured charts and tables.

Reports are pre-defined queries which query the ePolicy Orchestrator database and generate a graphical output. You can create, edit and manage queries through ePolicy Orchestrator.

System Information Reporter supports the following reports:

- **List of Applications** — Report contains a list of applications installed on managed nodes, including hidden applications.
- **List of Processes** — Report contains a list of processes running on managed nodes with their IDs.
- **List of Services** — Report contains a list of services on managed nodes along with their status.
- **Product Protection View** — Report contains the properties of managed products such as, patches, and hotfixes installed on the managed nodes.
- **System Information Properties** — Report contains system properties such as USB devices, network cards, internet explorer version, and other software installed on the managed nodes.

**NOTE:** For instructions on creating, editing or deleting queries, see ePolicy Orchestrator 4.0 Product guide.

## Securing registry keys

Registry keys must be modified correctly to prevent any damage to managed nodes. You might have to reinstall the associated software, if you damage the registry key.

System Information Reporter creates a back up of registry entries before modifying. You can recover the damage caused by modification of the registry keys by restoring the registry backup file using Set Registry policy.

ePolicy Orchestrator allows you to secure the managed nodes by restricting permission to unauthorized users.

**NOTE:** Only the ePolicy Orchestrator administrator with appropriate permission sets can use System Information Reporter. McAfee will not address any issues that arise from the misuse of System Information Reporter.

- ▶ [Permission Sets in ePolicy Orchestrator](#)
- ▶ [Creating permission sets for user accounts](#)

## Permission Sets in ePolicy Orchestrator

A permission set is a group of permissions that can be granted to users or Active Directory (AD) groups by assigning it to those users' accounts. One or more permission sets can be assigned to users who are not global administrators (global administrators have all permissions to all products and features).

User accounts and their associated permission sets in ePolicy Orchestrator define the tasks that the users can perform. This allows you to restrict specific users or groups from misusing the System Information Reporter features.

## Creating permission sets for user accounts

Use this task to create a permission set. Only global administrators can create permission sets.

### Task

For option definitions, click **?** in the interface.

- 1** Click **Configuration | Permission Sets | New Permission Set**. The New Permission Set page appears.

**NOTE:** If you are using ePolicy Orchestrator 4.5, click **Menu | User Management | Permission Sets | New Permission Set**.

- 2** Type a name for the permission set and select the users to which the set is assigned.
- 3** Select the new permission set from the Permission Sets list. Its details appear to the right pane.
- 4** Click **Edit** next to **System Information Reporter**. The Edit Permission Set page appears.
- 5** Select the appropriate permission, then click **Save**.