

# NetTrace Services At-A-Glance

	Services Offered
Positioning	<p><b>Inventory: Secure Asset Tracking &amp; Inventory Management:</b></p> <ul style="list-style-type: none"> <li>• Software license management and compliance</li> <li>• Inventory assets</li> <li>• Lease management</li> <li>• Upgrade &amp; machine retirement planning</li> <li>• Install, Move, Add and Change (IMAC) Management</li> <li>• Security and PC loss control</li> <li>• Helpdesk support</li> </ul> <p><b>Loss Control: PC Tracking &amp; Loss Control:</b></p> <ul style="list-style-type: none"> <li>• PC tracking</li> <li>• Theft deterrence</li> <li>• Loss investigation</li> <li>• Data Deletion from stolen PCs</li> <li>• Recovery of stolen computers</li> </ul>
Functionality	<ul style="list-style-type: none"> <li>• Comprehensive asset tracking web reports</li> <li>• Microsoft Audit Summary</li> <li>• User alerts</li> <li>• User rights</li> <li>• Asset location and theft recovery</li> <li>• Delete data from stolen machines</li> </ul>
Asset tracking reports	<p><b>Asset Inventory</b></p> <ul style="list-style-type: none"> <li>• Asset list</li> <li>• Monitoring calls</li> <li>• Installed Software overview</li> <li>• Hardware Configuration Change</li> <li>• Software Configuration Change</li> <li>• Hard Disk Space Available</li> <li>• Software by PC</li> <li>• NEW! Download reports:             <ol style="list-style-type: none"> <li>a) Printer Drivers</li> <li>b) Monitors</li> </ol> </li> </ul> <p><b>Lease Management</b></p> <ul style="list-style-type: none"> <li>• Lease Completion</li> </ul> <p><b>License Compliance</b></p> <ul style="list-style-type: none"> <li>• Software License Compliance, which also includes:             <ol style="list-style-type: none"> <li>a) Microsoft Audit Summary</li> <li>b) Computer Listing by License</li> </ol> </li> </ul> <p><b>Loss Control</b></p> <ul style="list-style-type: none"> <li>• Missing PCs</li> <li>• Machine History</li> <li>• Machine Drift by PC Name</li> <li>• Machine Drift by User Name</li> <li>• Machine Drift by E-Mail Address</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Unauthorized Software</li> <li>• Outdated Virus Definition</li> <li>• Modem Addition</li> </ul> <p><b>Readiness</b></p> <ul style="list-style-type: none"> <li>• PC readiness, e.g. for OS or software updates</li> <li>• Internet Browsing Configuration</li> </ul> <p><b>Saved Reports</b></p>



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Asset Data Collected	
<p><b>Auto- discovered data points</b></p>	<p><b>Location</b></p> <ul style="list-style-type: none"> <li>• Phone number</li> <li>• Local IP address</li> <li>• Proxy IP address</li> <li>• MAC address</li> <li>• Date</li> <li>• Time</li> </ul> <p><b>User</b></p> <ul style="list-style-type: none"> <li>• ESN</li> <li>• User name</li> <li>• PC name</li> <li>• E-mail address</li> <li>• Default e-mail client/e-mail address</li> <li>• Other e-mail addresses discovered</li> </ul> <p><b>Software</b></p> <ul style="list-style-type: none"> <li>• Operating system</li> <li>• Service packs for operating systems</li> <li>• Software title</li> <li>• Software version</li> <li>• Software description</li> <li>• Software publisher</li> <li>• Virus protection title</li> <li>• Virus protection version</li> <li>• Virus protection definition title</li> <li>• Virus protection definition date</li> </ul> <p><b>Hardware – Basic System Information</b></p> <ul style="list-style-type: none"> <li>• Computer make*</li> <li>• Computer model*</li> <li>• Computer serial number*</li> <li>• Processor type</li> <li>• Processor speed</li> <li>• Number of processors</li> <li>• Hard disk size</li> <li>• Hard disk space available</li> <li>• RAM size</li> <li>• BIOS version†</li> <li>• BIOS date†</li> <li>• Networking device description</li> </ul> <p><b>Hardware – Video Information</b></p> <ul style="list-style-type: none"> <li>• Monitor type</li> <li>• Monitor manufacturer</li> <li>• Monitor refresh rate</li> <li>• Video device description</li> <li>• Video device resolution</li> <li>• Video display color depth</li> </ul> <p><b>Hardware – Modem Information</b></p> <ul style="list-style-type: none"> <li>• Modem model</li> <li>• Modem port (if available)</li> <li>• Modem speed rating: Max baud rate (if available)</li> </ul> <p><b>Hardware – printer information</b></p> <ul style="list-style-type: none"> <li>• Printer attribute</li> <li>• Printer name</li> <li>• Printer driver name</li> <li>• Printer port</li> <li>• Printer share name</li> <li>• Printer server name</li> </ul> <p><b>Hardware Storage</b></p> <ul style="list-style-type: none"> <li>• Logical drive summary</li> <li>• Storage device – ATA/ATAPI/SCSI (e.g. hard drive, CD/DVD)</li> <li>• Floppy/removable drive**</li> <li>• Tape Drive**</li> <li>• RAM disk**</li> <li>• Network drive**</li> <li>• Other device**</li> <li>• Hard disk model, serial number, firmware revision (for SMART- enabled hard disks). Also hard disk attributes for NT/2000/XP: raw read error rate, spin up time, start/stop count, reallocated sector count, seek error rate, power on hours count, spin retry count, calibration retry count, power cycle count**.</li> </ul>
<p><b>Manual entry fields</b></p>	<ul style="list-style-type: none"> <li>• Asset number</li> <li>• Computer make*</li> <li>• Computer model*</li> <li>• Computer serial number*</li> <li>• User department</li> <li>• Number of software licenses purchased</li> <li>• Number of software licenses installed on non-NetTrace PCs</li> <li>• Lease responsibility††</li> <li>• Lease start date††</li> <li>• Lease end date††</li> <li>• Lease number††</li> <li>• Lease vendor††</li> <li>• Service contract vendor††</li> <li>• Service contract start date††</li> <li>• Service contract end date††</li> <li>• 6 user-defined fields††</li> </ul>
<p><b>Alerts</b></p>	<ul style="list-style-type: none"> <li>• E-mail and pager alerts triggered by user defined conditions</li> </ul>

\* Can be collected automatically during a LAN installation on DMI-compliant PCs.

\*\* Collected and stored in repository

† Can be collected automatically when using a 2000/NT/XP operating system and DMI compliant 9x operating system.

†† Manually entered through the Date Manager section in the Customer Centre

