

CHANGE DETECTION

Support Automation service

Monitor, track and alert all changes and safeguard your desktops & laptops



DATASHEET

- ✓ Software Installation
- ✓ Software Removal
- ✓ Network Configuration changes
- ✓ Removal of Software Applications
- ✓ Printer Installation
- ✓ Printer Removal
- ✓ Registry Key Change Detection
- ✓ Dialog Box Creation During Changes
- ✓ File Deletion
- ✓ Folder Deletion

Change Detection & Tracking made Easy

HandsFree Networks Change Detection is a powerful feature in monitoring changes on a device. It has the ability to track all hardware and software changes in real-time. A solution that is 'ahead of its time' is designed to support and automate a tedious monitoring process. Change is what drives organizations forward and managing that change process requires that configuration management techniques are equally applicable to the development, maintenance and support of hardware, documentation, information systems and commercial software products.

Advantages

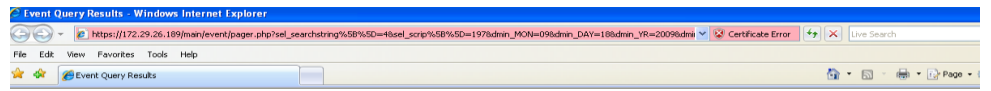
- Real-Time information preventing delay in resolution.
- Advanced granular reporting and notification capabilities.
- Automated, centralized multi-vendor visibility and control.
- Guard desktops against network configuration, registry and software/hardware changes.
- Track changes on user basis and monitor similar activities.

PROTECT DESKTOPS AND LAPTOPS FROM MALICIOUS CHANGES

HandsFree Networks adaptive change detection optimizes the effectiveness of automated support process by tracking and record keeping of any change activity on a device. Security from unwanted changes is real-time. Any change can be undone and does not require a tedious search process of where and when the change took place.

Advantages

- Detects and reports any change to hardware/software.
- Automates the tracking and monitoring of changes.



dashboard: [events](#) | [search](#) | [filters](#) | [notifications](#) | [assets](#) | [search](#) | [saved_queries](#) | [console](#) | [sites](#) | [wizard](#) | [status](#) | [configuration](#) | [microsoft_updates](#) | [wizard](#) | [status](#) | [analysis](#) | [ad_provisioning](#) | [products](#) | [sites](#) | [metering](#) | [information_portal](#) | [event](#) | [asset](#) | [change](#) | [reports](#) | [reports](#) | [sections](#) | [schedules](#) | [legacy_tools](#) | [admin](#) | [audit](#) | [census](#) | [groups](#) | [remote_control](#)

Event Query Results

Running saved search: ((text1 LIKE "%applicat%") AND ((text1 LIKE "%upd%") OR (text1 LIKE "%remov%") OR (text1 LIKE "%add %") OR (text1 LIKE "%delete%") OR (text1 LIKE "%creat%") OR (text1 LIKE "%inst%") LIKE "%chang%")) AND ascrip=54 AND ascrip=59 AND (scrip=85) AND (scrip=83))

Click on 'detail' button for complete information.
Click on column header to sort by column.
Or try a [New Query](#) or run another Search.

Events 1 through 29 (of 29)

	customer	clienttime	servertime	machine	description	executable	text
Detail	devsite	2009-09-18 15:11:17	2009-09-18 15:11:19	tsg-3	Dialog Box Creation	revouninstaller.exe	Built-in uninstall completed, now scanning the Registry and your hard drive for leftover file and registry items related with the uninstalled application. Please wait.
Detail	devsite	2009-09-18 15:10:49	2009-09-18 15:10:50	tsg-3	Dialog Box Creation	revouninstaller.exe	Analyzing the application's data before uninstalling it. Starting the application's built-in folders and registry items. Creating System Restore Point...
Detail	devsite	2009-09-18 14:41:58	2009-09-18 14:41:59	pdg-2	System Start-up Environment Control		The "Startup Type" for service "ulvnc_service" was set to "Manual". Command line: "C:\Prc Files\UltraVNC\wvnc.exe" -service. The change was accepted automatically because it is by this application or permitted by the permission list. Associated process: C:\WINDOWS\system32\services.exe
Detail	devsite	2009-09-18 13:06:25	2009-09-18 13:06:26	pdg-2	System Start-up Environment Control		The "Startup Type" for service "ulvnc_service" was set to "Manual". Command line: "C:\Prc Files\UltraVNC\wvnc.exe" -service. The change was accepted automatically because it is by this application or permitted by the permission list. Associated process: C:\WINDOWS\system32\services.exe
							Changes to TCP/IP detected. Value changed, Name:Bind, Key:

HandsFree Networks change detection for protection against unauthorized configuration changes with centralized monitoring & tracking.

- Centralized management and control ensures that PCs stay up and running.
- Captures content of every dialog box created during a change process and notifies the same.
- Provides a proactive, automated and integrated approach to change control that minimizes business risks and promotes strategic planning.

ENHANCE SECURITY PROACTIVENESS

HandsFree Networks Change Detection drives adherence to corporate security policies of an organization. Systems and users are monitored and tracked for every change and any suspicious activity can be proactively investigated.

Advantages

- Remote centralized management of software and hardware changes.
- Centralized management and monitoring of registry changes.
- Unwanted changes can be tracked on user basis.

REAL-TIME INFORMATION

HandsFree Networks Change Detection provides real-time information on user activities. It fetches information as and when some change happens. It enables the capturing and reporting of every dialog box created during a change process. The content of the dialog box is reported.

Advantages

- Automate, manage and optimize change tracking.
- Schedule or on-demand change reports of one or all machines.

ACCOUNT FOR ALL CHANGES

Organizations face the challenge of accounting for all changes made to data stored in a device or the software & hardware changes. Accounting and keeping a record of all changes on a system or group of systems has become of prime importance. HandsFree Networks provides you with a no hassle support automation tool which can in real-time keep a record of changes.

Advantages

- A powerful and proactive tool to make your change detection a lot easier and meaningful.
- Keeping track of frequently changed applications, programs or registry keys.
- Manage your security status by an easy granular reporting mechanism ensuring effective monitoring.

FEW IMPORTANT DIALOG BOXES MONITORED

- MS Internet Account Dialog Box Creation
- MS Internet Explorer History Folder Dialog Box Creation
- Netscape Preferences Dialog Box Creation
- Eudora Preferences Dialog Box Creation
- Pegasus Mail Preferences Dialog Box Creation

NO LOCATION BARRIER

HandsFree Networks Change Detection feature reduces the burden of security management by enabling IT to monitor, track and manage PCs from anywhere without the need for VPN connections or changes to the security infrastructure.

Advantages

- Provides a centralized multi-criteria search capability for IT administrators to quickly identify assets both software and hardware.
- Streamlines and centralizes management reporting of activities related to any software or hardware of a device.

Technical Requirements

- No server infrastructure or VPN connections required
- Internet connection (56K or faster).
- Any version of Microsoft or non-Microsoft browsers.
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista.

Robustness with HandsFree Networks Unique Framework

HandsFree Networks Change Detection is just one of HandsFree Networks support automation features which is powered by our unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server is real-time via secure SSL transactions and requires no dedicated lines, or special infrastructure. Any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request. This makes ReSOFT significantly more secure than traditional push based management solutions.

For more information on the HandsFree Networks Change Detection, visit us at www.handsfreenetworks.com



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