

PROBLEM DETECTION & DIAGNOSIS

Support Automation service

Optimize problem detection & diagnosis and deliver efficient resolution



- ✓ Fault Detection
- ✓ Process Creation/Completion
- ✓ Start-up Scandisk log
- ✓ Windows Event Log Change Detection
- ✓ Dialog Box
- ✓ Executables Detection

Automate Problem Detection for Your Desktops and Laptops

Computer systems require monitoring to detect performance anomalies such as runaway processes, but problem detection and diagnosis is a complex task requiring skilled attention. The HandsFree Networks Problem Detection & Diagnosis automation delivers real time problem detection. It gives you the actual activities that took place at the time of fault. When this power software service detects an event corresponding to a problem or fault it reports the found fault. It captures the cause of a problem thereby ensuring efficient resolution.

Advantages

- Real-time information of activities or processes.
- Reporting, alerting and notification facilities.
- Automated, centralized visibility and control.
- Proactive measures for protecting devices made easier.

DIAGNOSIS PROCESS AUTOMATED & OPTIMIZED

Existing computer-aided management systems require the administrator to fix problems manually. Our Automated Support Solution provides an automation of the diagnosis process. It provides a record of 50 actions that preceded the fault, making cause analysis easier. It captures wide variety of actions ranging from dialog-box creation to shifting of focus of windows.

Advantages

- Automatically captures content of dialog-boxes during a process and reports it.
- Automates fault management through automated detection and easier diagnosis.
- Reduced problem resolution time.
- Captures start-up scandisk log for efficient fault detection.

HandsFree Networks Problem Detection & Diagnosis for automated support and fault management ensuring rapid problem resolution.

customer	clienttime	servertime	machine	description	executable	text
devsite	2009-09-18 15:42:25	2009-09-18 15:42:47	smg-2	TCP/IP Connectivity Problem Management		Diagnosing failure (TCP timeout) on port 1974 at 172.29.26.152 Status: was available but service did not respond
devsite	2009-09-18 15:42:33	2009-09-18 15:42:33	smg-2	Process Completion Detected	notepad.exe	
devsite	2009-09-18 15:42:30	2009-09-18 15:42:30	smg-2	Process Creation Detected	notepad.exe	
devsite	2009-09-18 15:42:28	2009-09-18 15:42:28	smg-2	Dialog Box Creation	Explorer.EXE	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. &Open:
devsite	2009-09-18 15:42:03	2009-09-18 15:42:25	smg-2	TCP/IP Connectivity Problem Management		Diagnosing failure (TCP timeout) on port 1976 at 172.29.26.152 Status: was available but service did not respond
devsite	2009-09-18 15:41:42	2009-09-18 15:42:03	smg-2	TCP/IP Connectivity Problem Management		Diagnosing failure (TCP timeout) on port 1978 at 172.29.26.152 Status: was available but service did not respond
devsite	2009-09-18 15:41:19	2009-09-18 15:41:42	smg-2	TCP/IP Connectivity Problem Management		Diagnosing failure (TCP timeout) on port 1980 at 172.29.26.152 Status: was available but service did not respond
...	TCP/IP Connectiv		Diagnosing failure (TCP timeout) on port 1982 at 172.29.26.152 Status:

- It can automatically prevent and resolve recurring problems.
- Performs system maintenance tasks on-demand or automatically on one, some, or all systems within and across sites.

ROBUST MONITORING

HandsFree Networks Problem Detection & Diagnosis leaves no room for un-noticed issues. It has the ability to report every action that takes place. The effectiveness of our automated system maintenance tasks lies on the fact that our product provides centralized monitoring of a device. With thresholds defined by user as per requirements our notification, reporting and alerting mechanism is robust.

Advantages

- Remote centralized management and monitoring of problems and faults.
- Creating new customizable reports for critical problems detected and diagnosed.
- Reports Error, Warning, Information and question Dialog boxes.

FIRST TIME PROBLEM RESOLUTION

HandsFree Networks Problem Detection & Diagnosis facilitates first time fixes. Recurring problems and faults are automatically resolved which reduces fault resolution time. Problem Detection and Diagnosis therefore can be concentrated for new problems.

Advantages

- Detects and reports process completion or creation.
- Automates problem resolution of known and recurring problems.
- Effective fault discovery by monitoring real time events.
- Changes to Windows logs-System, Security and Application.
- Any dialog box content describing the fault is reported.
- Every executable on a system.

STAY A STEP AHEAD

It is universally true that problems will occur in even the best managed computer systems but you have an edge over the others in the market with HandsFree Networks Problem Detection & Diagnosis feature. Being real-time it facilitates root cause discovery of a problem. Proactive measures on system management are easier knowing that first time problem fixes are a reality.

Advantages

- The fastest, most powerful, fully automated method for problem detection and diagnosis.
- Boost your process by increasing reliability with reduced system downtime.
- Performance monitoring and tuning using our Automated Support Solution.

TIME EFFICIENT & REDUCED EFFORT

HandsFree Networks support automation solution for managed services providing Problem Detection & Diagnosis feature reduces your support efforts by automating detection, diagnosis and resolution. It does not require human intervention for any recurring problem. It is a self-healing support framework offering cost-effective, time efficient support.

Advantages

- One time fixes and reduced recurring faults.
- Reduced human effort.
- Increased problem handling capacities.
- No waste of resources on recurring problems.
- Real time fault detection providing an actual system state during fault.

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.

Powered by HandsFree Networks Unique Framework

HandsFree Network Problem Detection & Diagnosis is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for 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 Problem Detection & Diagnosis, visit us at www.handsfreenetworks.com



HandsFree Networks Inc
1021 Main Campus Drive, Suite 300
Raleigh, NC 27606 (US)

HandsFree Networks Pvt. Ltd.,
4th Floor, Concorde Block, UB City,
Vittal Mallya Road, Bangalore-560001 (INDIA)

www.handsfreenetworks.com

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