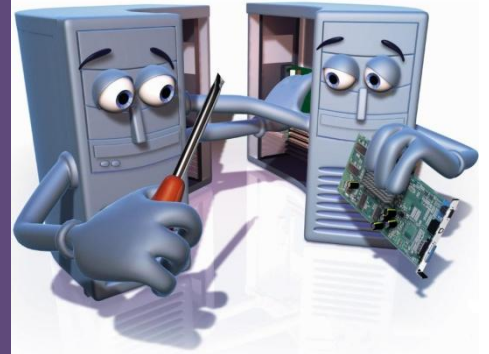


SELF-HEALING

Intelligent system, automated resolution.

Support Automation service



DATASHEET

- ✓ Password Lockout Resolution
- ✓ Print Queue Problem Resolution
- ✓ Auto Fix Changes In System Date And Time
- ✓ Auto Fix Difference Between System And Time Server Clock
- ✓ Network Connectivity Status,
- ✓ TCP/IP Connectivity Problem Management

Automating Support for Your IT Infrastructure

Computer systems are becoming more complex and the labor costs to keep them online continue to rise. This increasing complexity in computer systems results in creating major problems for users with failures and downtime. The HandsFree Networks Self-Healing service delivers autonomic solution to some common issues without the user intervention. HandsFree Networks Self-healing (problem Remediation) has solutions for Password lockout, Printer's, System Clock and Network Problems.

Advantages

- Not predictive but Proactive flexible detection triggers.
- Detection of an event and automation in real time.
- Automated remediation without user intervention.
- Reducing system downtime.
- Identify problems where automation delivers the greatest value.

PROTECT DESKTOPS AND LAPTOPS FROM RECURRING ISSUES

HandsFree Networks proactive self-healing service resolves problems automatically by configuration of parameters that fix recurring issues without any intervention of a technician. Self-Healing denotes the system ability to examine, find, diagnose and react to system malfunctions.

Advantages

- Detects and automatically resolves password lockout situations on systems running Microsoft Windows NT4, 2000, or XP operating system.
- Automatically detects print jobs that are stuck in the process of being printed, stops the print queue, and removes them and re-starts the print queue enabling other print jobs, if any, to be printed.
- Automatically synchronizes system date and time with internet time server.
- Automatically detects diagnoses and manages the resolution of TCP/IP connectivity problems.

HandsFree Networks Self-Healing service provides automated resolution for recurring system and network issues providing better user accessibility

Action	Source	Date and Time	User	Description
Interactive	Interactive	2008-09-30 11:50:53	conferen	Control
SCS	Interactive	2008-09-30 11:17:13	co-wks-eng1	Windows Event Log Change Detected
SCS	Interactive	2008-09-30 11:51:38	ut_server_002	Client heartbeat
SCS	Interactive	2008-09-30 11:51:34	ut-wks-rbarnes	Client heartbeat
SCS	Interactive	2008-09-30 11:17:12	co-wks-eng1	Windows Event Log Change Detected
SCS	Interactive	2008-09-30 11:17:12	co-wks-eng1	Windows Event Log Change Detected
SCS	Interactive	2008-09-30 11:51:33	dn-wks_tiffany	Print Queue Resolution
SCS	Interactive	2008-09-30 11:17:11	co-wks-eng1	Windows Event Log Change Detected
SCS	Interactive	2008-09-30 11:17:11	co-wks-eng1	Windows Event Log Change Detected
SCS	Interactive	2008-09-30 11:49:33	tp-dpage1	TCP/IP Connectivity Problem Management
SCS	Interactive	2008-09-30 11:51:36	co-wks-s3hepard	Client heartbeat
SCS	Interactive	2008-09-30 11:51:33	tp-dpage1	Client heartbeat

- Automatically preventing or resolving recurring problems, and performing management and maintenance tasks on-demand or automatically on one, some, or all systems within and across sites.

UNPERTURBED USAGE

HandsFree Networks Self-healing service provides automated resolution of all commonly known issues ensuring a smooth business process. No human intervention and delay in service offering due to system unavailability.

Advantages

- Increased productivity.
- Decreased recurring problem.
- Decreased resolution time.
- Increased reliability.
- Lower costs.

MAXIMIZE END-USER PRODUCTIVITY & SATISFACTION

HandsFree Networks Self-Healing feature is an intelligent automation. The end-user does not need the help of a third party to solve problems. The system will in itself detect, diagnose and resolve issues. HandsFree Networks tool does not hamper on-going work and does its remediation without the user's knowledge.

Advantages

- Automated problem resolution.
- A centralized automation tool for daily system maintenance.
- Reduced visits on or to device site for problem resolution.

GET NOTIFIED ON SYSTEM STATUS

The HandsFree Networks Self-Healing or automated problem resolution feature has a granular reporting and notification capability. It gives you a notification on what problem it has encountered and also informs of a solution or service available.

Advantages

- The fastest, most powerful, fully automated method for automating regular maintenance and monitoring.
- Proactive problem management tool.
- Hassle free control and transparency.

WHY HandsFree Networks?

- Small size of agent.
- Scalable and reliable.
- Experienced in support automation industry.
- Granular reporting & notification.
- Non-invasive.

INCREASE NETWORK AVAILABILITY

HandsFree Networks Self-Healing feature provides automated solution for one of the most time-consuming, expensive problems - network connectivity. The delay in waiting for a system

administrator or service support is eradicated as this feature enables the system to self-heal. The resolution process is built-in into our tool which makes a device intelligent.

Advantages

- Automated first time resolution of TCP/IP connectivity problem.
- Reduced system downtime.
- Ensured business process streamlining.
- Increased productivity - decreased end-user frustration.

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 Self-Healing 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 Network Self-Healing 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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