

# SYSTEM MANAGEMENT

Support Automation service

Effective management of your systems



- ✓ ReSOFT Client Shut-down/Re-start
- ✓ System Restart
- ✓ Scheduled Program Execution
- ✓ Contact Information
- ✓ User Log on/Log off Tracking
- ✓ HandsFree Networks Client Network Deployment (Auto deploy)

## EASY IDENTIFICATION OF SYSTEMS

The HandsFree Networks System Management automation lets you build a database of contact information of users. This makes identification of a system and its location easier. Anytime during installation or start up a user can be asked to provide his user information. You have complete control over the execution cycle of this operation.

### Advantages

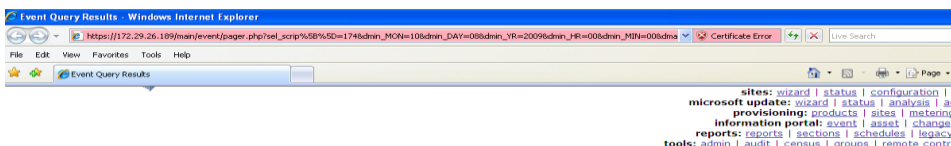
- Faster & easier system identification.
- Easier user contact.
- Effective problem resolution.
- Prompt service delivery.

## HANDSFREE NETWORKS' CLIENT NETWORK AUTO-DEPLOYMENT

HandsFree Networks support automatically installs the client on all systems on a sub-net. It performs a network survey before the deployment and fetches essential information. In case any error occurs during the process then the HandsFree client takes a corrective action. In cases of errors like network password incorrect, login failure, bad network name; our client reports them.

### Advantages

- Automatically install HandsFree Client.
- Survey of network devices for information gathering.
- Reports on the actions taken by the client during installation.
- Reduced human effort.
- Better problem and error analysis.



### Event Query Results

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 11 (of 11)

	customer	clienttime	servvertime	machine	description	executable	text
Detail	devsite	2009-10-08 12:03:53	2009-10-08 13:03:56	tsg-1	User Logon-logoff tracking		User logon detected: Vidhyasagar
Detail	devsite	2009-10-08 13:01:30	2009-10-08 13:01:30	tsg-1	User Logon-logoff tracking		User logoff detected: Vidhyasagar Vidhyasagar was logged in for: 10 Mi 7 Seconds
Detail	devsite	2009-10-08 12:51:23	2009-10-08 12:51:27	tsg-1	User Logon-logoff tracking		User logon detected: Vidhyasagar
Detail	devsite	2009-10-08 12:51:20	2009-10-08 12:51:24	tsg-1	User Logon-logoff tracking		User logoff detected: Vidhyasagar Vidhyasagar was logged in for: 2 Ho 1 Minutes, 29 Seconds
Detail	devsite	2009-10-08 10:37:53	2009-10-08 10:38:07	pdg-2	User Logon-logoff tracking		User logon detected: datta
Detail	devsite	2009-10-08 10:25:56	2009-10-08 10:26:01	smg-1	User Logon-logoff tracking		User logon detected: Santanu
Detail	devsite	2009-10-08 10:21:27	2009-10-08 10:21:30	smg-2	User Logon-logoff tracking		User logoff detected: Kavita Kavita was logged in for: 3 Hours, 53 Minu 24 Seconds
Detail	devsite	2009-10-08 10:10:34	2009-10-08 10:10:37	tsg-1	User Logon-logoff tracking		User logon detected: Vidhyasagar
Detail	devsite	2009-10-08 10:04:45	2009-10-08 10:04:53	pdg-3	User Logon-logoff tracking		User logon detected: sreekeshava.s
Detail	devsite	2009-10-08 09:55:09	2009-10-08 09:55:26	tsg-4	User Logon-logoff tracking		User logon detected: Tharun

### REAL-TIME USER LOGON/LOGOFF TRACKING

HandsFree Networks System Management provides real-time information on users. It gives a complete report on the time and information contained in the user's profile.

#### Advantages

- Monitor user activities.
- Tracking of users logged on for a particular time period.

### SCHEDULED PROGRAM EXECUTION

HandsFree Networks System Management allows the execution of programs as per user's convenience or organizational needs. The time of execution and parameters can be defined and the HandsFree Networks' client will execute the program.

#### Advantages

- Automate and manage the execution of programs.
- Define time of execution to ensure maximum system availability at peak business hours.
- Execute different programs

### RESTART/SHUTDOWN CLIENTS AUTOMATICALLY

The shutdown/restart of all agents in a system is automated. This reduces the time spent of individual startup or shutdown of clients on each device. The human effort is eliminated and proper procedure for the process is ensured. The shutdown and startup of devices is also automated.

#### Advantages

- Fully automated and faster startup and shutdown of clients on one, some or all machines at a time.
- This feature ensures proper process for shutdown and restart of clients as well as devices ensuring system availability.
- Scheduling of the events is possible without hampering day-to-day business.
- Security and enhanced system performance.

### INFORMATION COLLECTED DURING NETWORK SURVEY

A successful installation of HandsFree requires a network survey to be done. Our client does this survey during the installation process and fetches useful information such as:

- MAC Address
- Times of survey
- Testing for network share
- The client version
- Network changes after deployment

The network survey also gathers information on errors or critical network problems which usually go unnoticed.

### ROBUSTNESS

HandsFree Networks System Management derives its robustness from the communication process that our client has. The communication between clients is peer-to-peer which removes the dependency on one central server for its operations. This increases efficiency and adds robustness.

#### Advantages

- Ensure faster deployment.
- Reduce system failure risks by eliminating dependency on a single machine or server.
- Discover all devices in the network.
- Prevent loss of data due to improper system shutdown.

### 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 Networks System Management 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 System Management, visit us at [www.handSFreenetworks.com](http://www.handSFreenetworks.com)



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

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

[www.handSFreenetworks.com](http://www.handSFreenetworks.com)

HandsFree Networks and related HandsFree Networks Corporation logos are registered trademarks of HandsFree Networks Corporation. Copyright ©2009 HandsFree Networks. All rights reserved. All other company, product and brand names are trademarks of their respective owners