Device Information Admin Guide

Device Information if a complementary utility provided by impeltec. This Admin Guide provides installation, configuration and usage details.

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Contents

Version

This document is applicable to **version 1.5** of Device Information.

1 Introduction

Device Information is a utility which runs on Windows®-based devices to display informational and diagnostic data about that device. It is designed to work as a support tool, allowing end-users and support agents to easily obtain information commonly required for device identification and troubleshooting.

A common scenario is for the Device Information utility to be installed on all Windows-based devices in an environment, often being included in a Standard Operating Environment (SOE) image. The utility is integrated as a selectable option in the impeltec SOE Portal and can be selected for automatic inclusion in an SOE image configuration.

This Admin Guide provides an overview of the utility as well as details on how to configure, install, and launch it.

2 Device Information

The title bar of the main window displays the computer name, for quick reference. The computer name of the device used to obtain the screen grabs in this document is *VM-NUMBER5*. Also on the title bar are the following buttons:

⊤	When toggled on, the Device Information windows stays on top of other windows.
?	Displays the About window.
✖	Closes the Device Information window. The utility will continue to run in the notification area.

When minimised or closed, Device Information will continue to run, as indicated by an icon in the notification area. This icon is highlighted in the yellow box below. Clicking this icon will display the Device Information window.

Navigating through Device Information is performed by using the navigation buttons on the left-hand panel. Clicking a button will show related information in the right-hand panel. Most of these panels will have two buttons:

↻	Refreshes the information displayed in the information pane. This is useful for refreshing the display of frequently changing information such as free disk space and IP address.
📋	Copies the contents of the details displayed in the information pane to the clipboard. This text will be automatically formatted, with a tab between the Item and Setting.

2.1   General
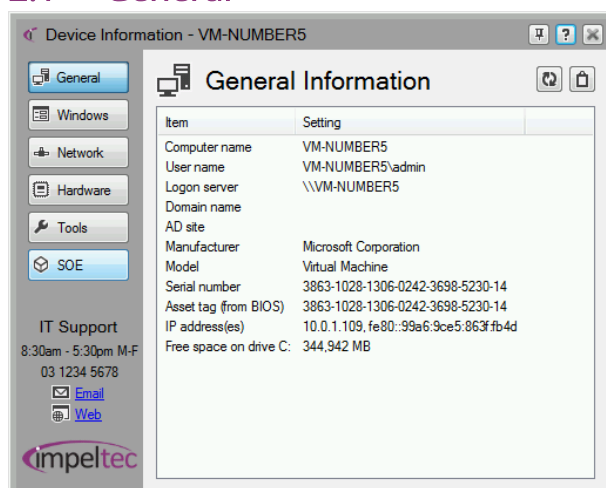
The General Information panel shows an overview of the device. This is the default panel shown and displays information frequently used by support personnel. Free space for all drives will be displayed.

2.2   Windows
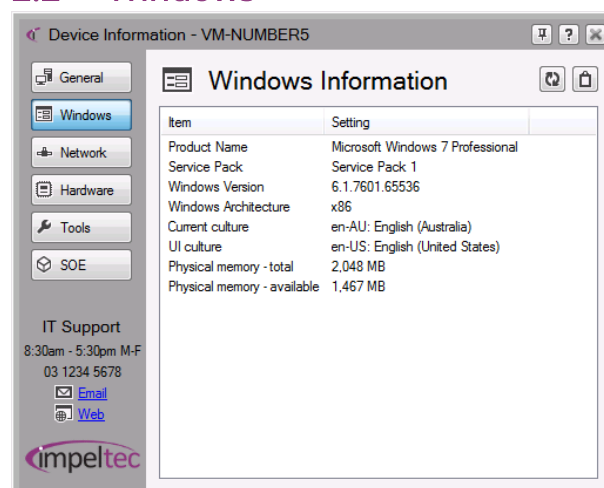
The Windows Information panel shows information about the current Windows® operating system.

2.3   Network
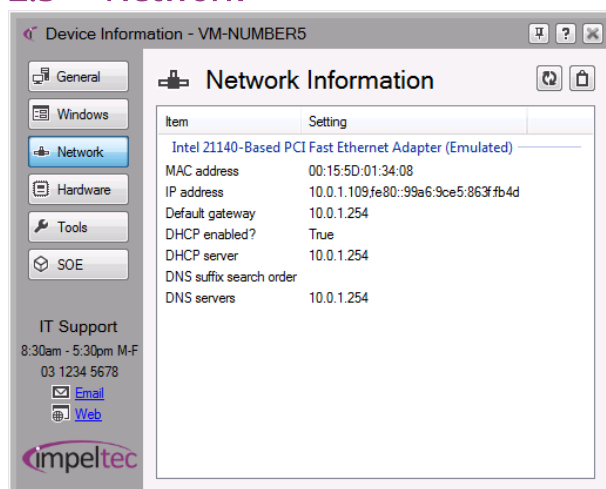
The Network Information panel displays each network adapter installed on the device and selected configuration information about that adapter. Virtual adapters are displayed (e.g. hypervisor NICs), but tunnel adapters usually aren't.

2.4   Hardware
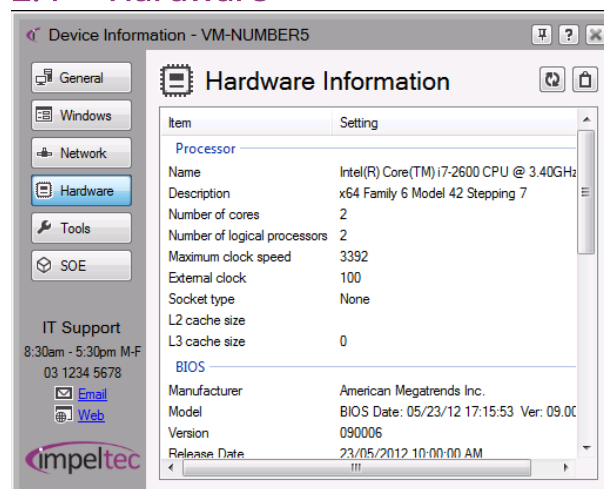
The Hardware Information panel displays information pertaining to the physical device. Information about disk drives (not visible here) will be repeated for each drive. Use the Refresh button to refresh the information such as free disk space, inserted USB drives or optical disks.

2.5 Tools

The Diagnostic Tools panel provides quick access to common and useful informational and configuration tools built into Windows. Buttons with a shield 🛡 next to them will run elevated, displaying a relevant user elevation prompt as required.

2.6 SOE

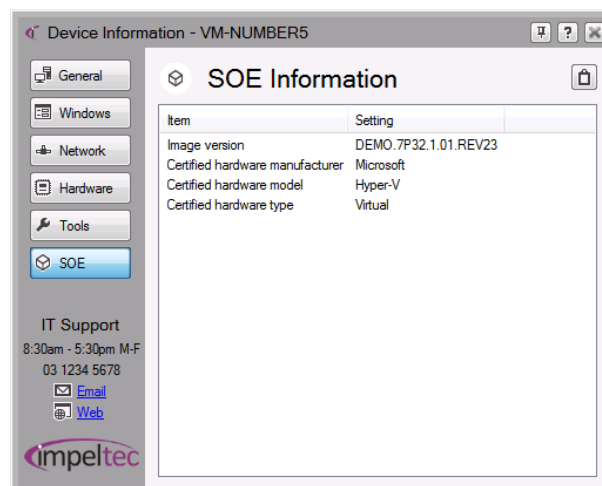The SOE button is only displayed if Device Information is being run on a device which has been staged with an SOE image generated from the SOE Portal. The SOE Information panel displays information pertaining to the SOE version and deployment.

2.7 IT Support
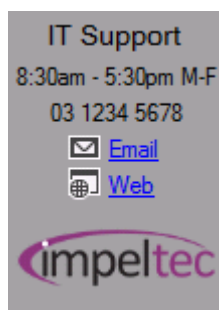
The IT Support panel displays information end-users can use for contacting support. Each item is configurable (including the logo). This section is optional – selected information only may be displayed or no information at all. The Email and Web sections are clickable hyperlinks. Refer to section *3.1 XML File* for configuration details.

3 Configuration

3.1   XML File

The IT Support information that is displayed can be configured through the use of an XML configuration file. It is called **DeviceInfoConfig.xml** and needs to be located in the same folder as impel.DeviceInformer.exe. If this XML file does not exist then IT Support information will not be displayed, however Device Information will function correctly.

The XML configuration file can be edited using a text editor. After it has been modified and saved, it is best to open the file in Internet Explorer because if it contains any invalid XML an error will be displayed.

Sample XML configuration file:

```xml
<DeviceInfoConfig>
    <SupportLogo>CompanyLogo.png</SupportLogo>
    <SupportEmail>ITSupport@mycompany.com</SupportEmail>
    <SupportURL>http://intranet.mycompany.com/ITSupport/SubmitTicket.aspx</SupportURL>
    <SupportHours>8:30am - 5:30pm M-F</SupportHours>
    <SupportPhone>08 1234 5678</SupportPhone>
</DeviceInfoConfig>
```

Data does not need to be provided for each XML element - only entered data will be displayed. For example, if the <SupportHours> element is excluded, support hours will not be displayed on the Device Information window. All elements are optional, with the exception of the root element <DeviceInfoConfig>.

Note: Element names are case-sensitive.

The table below defines each of the XML elements.

Element	Description	Example(s)
DeviceInfoConfig	This is the root element. All other elements must be contained within this element.	
SupportLogo	Specifies the filename of a logo to display. This may be a fully qualified path or a filename only. If only a filename, the image file must exist in the same folder as impel.DeviceInformer.exe. The size of the logo within Device Information is 100x50 pixels. If the supplied logo is larger, it will be proportionally scaled to fit. When Device Information is being used as part of an SOE Portal image, the company logo will be automatically used.	C:\Images\MyCompany.jpg CompanyLogo.png
SupportEmail	When the end-user clicks on the *Email* hyperlink, it will automatically start a new email to the specified email address. This relies on the device have a default email client configured.	ITSupport@mycompany.com

SupportURL	When the end-user clicks on the *Web* hyperlink, it will automatically navigate to the specified URL in the default web browser.	http://intranet.mycompany.com/ http://mycompany.servicenow.com /SubmitTicket.aspx
SupportHours	Specifies the hours of support to be displayed. As the available room is limited, this data may need to be abbreviated. For example, use *M-F* instead of *Monday to Friday*.	8:30am – 5:30pm M-F
SupportPhone	Specifies a support phone number to be displayed.	+61 3 1234 5678

3.2   Installation

Device Information will work natively on Windows 8 and higher. Earlier Windows versions require .NET Framework 4 or higher installed (client profile or full).

The installer for Device Information is a Windows Installer (MSI). It can be installed using standard MSI command lines. To facilitate installation of the configuration and company logo files, the MSI caters for these files to be provided in the same folder as the MSI. The installation will perform the following actions:

1. Installs the Device Information executables to %PROGRAMFILES%\impeltec\DeviceInfo
2. Configures the Start Menu shortcut
3. Configures Device Information to run minimised when a user logs onto Windows
4. If exists, copies **DeviceInfoConfig.xml** from the MSI folder to %PROGRAMFILES%\impeltec\DeviceInfo
5. If exists, copies **CompanyLogo.png** from the MSI folder to %PROGRAMFILES%\impeltec\DeviceInfo

If the company logo image is being deployed as part of the installation, then if must be in PNG format and called **CompanyLogo.png**. Then the <SupportLogo> element in DeviceInfoConfig.xml must be set to **CompanyLogo.png**.

3.3   Command Line Parameters

The table below defines the command line parameters which can be used to launch Device Information.

Command Line	Description
impel.DeviceInformer.exe	Launches Device Information and displays the main window. If Device Information is already running minimised, it will show the main window.
impel.DeviceInformer.exe /min	Launches Device Information but does not display the main window. The icon will be displayed in the notification window.

4 Software License

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5 About impeltec

impeltec® provides specialist services for Windows®-based SOE imaging and deployment. Our solution embraces innovation to significantly reduce costs, improve reliability and empower you and your organisation. No longer do you need to invest in infrastructure nor have costly skilled resources on the books.

The impeltec SOE Portal is a self-service cloud-based subscription that allows you to easily design, build and maintain your Standard Operating Environment (SOE) in the cloud. It removes the need to invest in infrastructure and technical resources. The easy-to-use wizard let you define SOE requirements, and our build automation will create your image in no time. Device Information is a no-cost optional inclusion in all SOE Portal generated images, without the need for manual configuration as described in this document.

Download Device Information: http://www.impeltec.com/Resources/Software.aspx

Device Information assistance: info@impeltec.com

About impeltec: http://www.impeltec.com

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