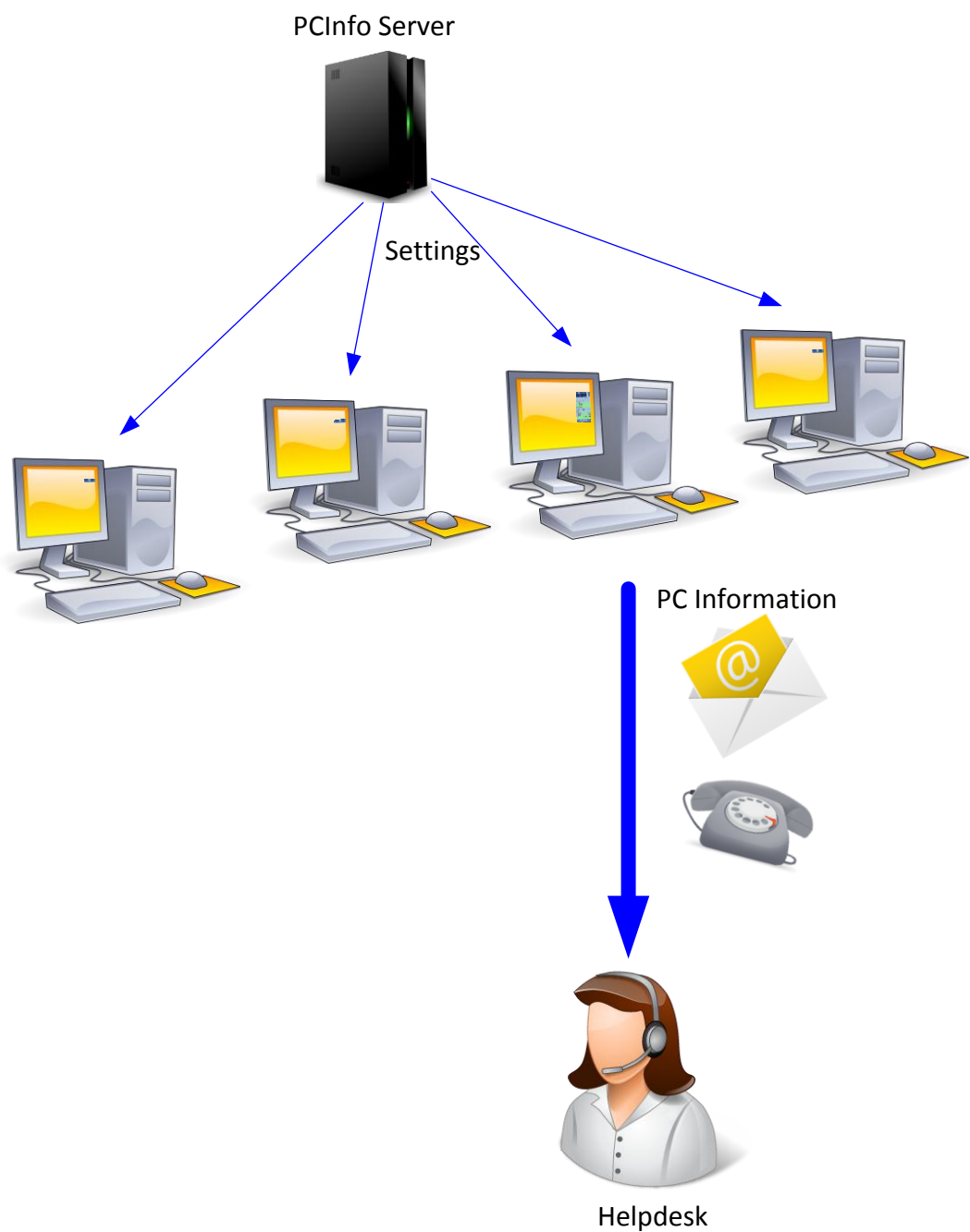


## Contents

PCInfo System Overview.....	2
Introduction:.....	3
Highlights:.....	3
Centrally managed:.....	3
Installation of PCInfo .....	4
Preresiquites.....	4
Manual installation.....	4
Silent installation:.....	6
Configure PCInfo Settings: Basic User Interface:.....	6
Mail helpdesk: .....	6
Support:.....	8
Generate Report:.....	8
PCInfo v 1.6.....	8
Server Interface Settings: .....	9
Server Connectivity.....	9
Use Update Server:.....	9
Central Server:.....	10
Client Update:.....	10
Network Connectivity.....	10
GUI.....	11
Short number: .....	11
Support Number:.....	12
Close user GUI: .....	12
Screen Start Position: .....	12
Enable Mail button: .....	12
Lock Settings:.....	12
Enable Task Bar Icon:.....	12
Mail Settings .....	12
E-Mail address: .....	13
Subject, Text: .....	13

# PCInfo System Overview



## **Introduction:**

PCINFO is meant to be used primary by IT Professionals, specifically IT-Supporters that requires quick and accurate up-to-date information concerning the users machine, to be able to perform the best possible service. Users do not have to go through complicated time consuming operations to inform a supporter of a PC's IP-address or any other vital machine information. All information is easily obtained through the PCINFO user GUI, or attached to the helpdesk mail PCINFO can provide at one-click.

In the end PCINFO saves a lot of valuable time and frustration. Users does not have to lookup different technical information, supporters can get on with their next call faster.

## **Highlights:**

- ➔ Clients can be completely centrally managed, or installed as standalone.
- ➔ Small intuitive pleasant looking user interface
- ➔ Gives supporters a quick overview of the network connectivity
- ➔ Provides vital and allays up-to-date information like:
  - IP, PC-Name, Domain
  - Operating system, Installation date, User logged on, Last boot time
  - Machine model, Manufacturer
  - Memory, List of local drive type, Logical drive letters and available space
  - List of network drives and availability
  - List of local printers
  - List of network printers
- ➔ One-Click user helpdesk mail with all vital information attached for the supporter to see.
- ➔ One-Click on-screen report functionality
- ➔ Detects whether a user has outlook installed or not. If not mail functionality is not provided.
- ➔ Cannot be shut down by the users.
- ➔ Information about helpdesk numbers
- ➔ Silent and preconfigured install, to ease deployment
- ➔ Compatible with Windows 7, 2000, XP, Vista, Server 2000/2003/2008

## **Centrally managed:**

- ➔ Change of long and short helpdesk phone number
- ➔ List of equipment pinged to show connectivity
- ➔ Start position of the small user GUI
- ➔ Helpdesk mail content (Mail address, Subject, Text)
- ➔ Time that the application should ping and poll for machine information
- ➔ Lock settings from the user
- ➔ Client update server
- ➔ Client update frequency
- ➔ Enable or disable mail functionality on all machines

This program continues to save valuable time for users as well as the supporters.

## Installation of PCInfo

PCInfo consists of a server and client application.

PCInfoServer.msi

PCInfoClient.msi

## Prerequisites

PCInfoServer.msi has to be installed on a windows version 2000 or later server.

It can be installed on a windows client, but it will not function correctly in a production environment.

PCInfoClient.msi can be installed on machines running  
Windows Vista, Windows XP, Windows 2000, Windows 7.  
The installation has to be run in context as administrator.

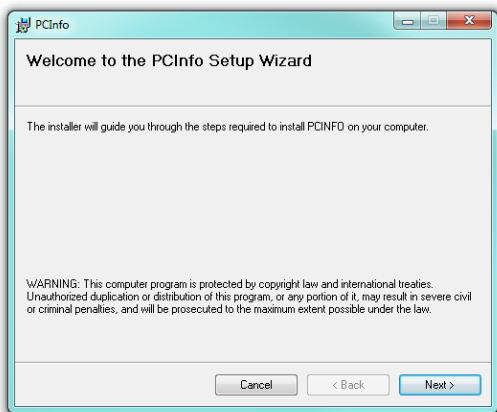
The PCInfoServer.msi is the first program you should install. After that you should key in all settings. Look under 'Configure PCInfo Settings' in this manual for instructions.  
After that you will be ready to install the client. It can be installed totally silent, which will be explained later.

## Manual installation

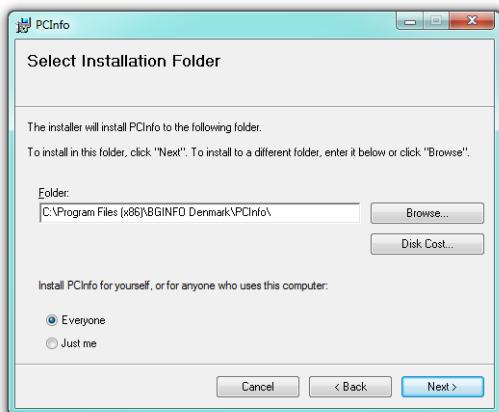
The manual installation of the 2 programs are similar, as described below:

Execute the program file:

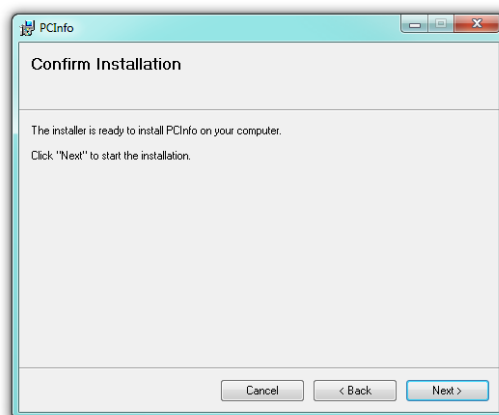
Click next



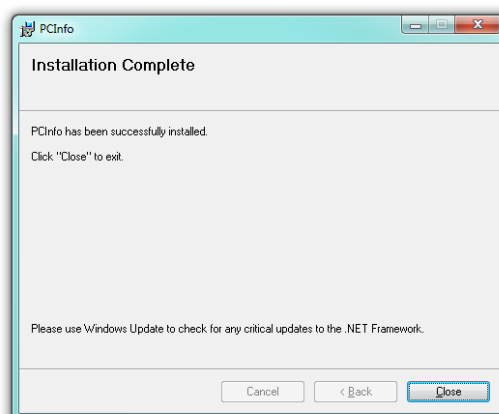
Click next



Click next



Click close



You will find the program under 'all programs' -> 'pcinfo.'

If it is a client installation, you will also find it under the 'Startup' folder.

The PCInfo client runs each time a PC is started, and it cannot be shut down by the user.

## Silent installation:

Both PCInfoServer.msi and PCInfoClient.msi has a long row of options. You can view these options by running 'PCInfoServer.msi /?' or 'PCInfoClient.msi /?'.

PCInfoClient.msi has one very important parameter which is called 'srv='.

To install PCInfoClient.msi silent, and pair it with a server, execute the following command.

```
PCInfoClient.msi srv=<Name on Your PCInfo Server> /quiet
```

If you want to be sure that the machine does not reboot if the installation requires it, you should place the parameter /norestart in the command line, like this

```
PCInfoClient.msi srv=<Name on Your PCInfo Server> /quiet /norestart
```

The client installs without any notifications on the screen. It will be preconfigured to fetch the settings from the server you have provided after 'srv='.

If you want to install PCInfoClient.msi without a master server, you can just leave out the 'srv=' parameter.

## Configure PCInfo Settings:

### Basic User Interface:

The user interface consists of two buttons.



### Mail helpdesk:

Clicking the "Mail Helpdesk" will activate a helpdesk mail in outlook.

The text in subject and text area is predefined by you.

PCInfo also attaches a report with useful information for the supporter to use.

This includes:

- User name
- PC name
- Domain
- OS
- PC model
- Manufacturer
- OS Installation date
- Last Boot time
- OS Architecture
- Memory
- Local Drives

- Network Drives
- Local printers
- Network printers
- All network card IPs. Including IP for VPN connections activated.
- A status of 4 network systems of your choice that are pinged.

This enables the supporter to know the basics before even talking to the user, or remote controlling his machine. The supporter does not have to occupy the user for the time it takes to retrieve this information, and thereby provide a better and faster support. In short: more efficient support, and better user experience.

Example of report generated by pcinfo.

```

HelpdeskInformation.txt - Notepad
File Edit Format View Help
Information retrieved: 03-07-2012 21:37:13

Basic Information
User          : tez
PC Name       : adax
Domain        : int.com
OS            : Microsoft windows 7 Enterprise

Model         : 15z
Name          : Dell
Manufacturer  : XPS
Installation Date : 2011-11-23
Last Boot Time : 2012-07-03
OS Architecture : 64-bit

Memory:
Memory        : 6 GB

Local Drives:
Drive         : C:\ Type: Fixed Free Space: 459 GB
Drive         : E:\ Type: Fixed Free Space: 37 GB

Network Drives:
Network Drive : Status: OK V: \\192.168.2.2\PUBLIC
Network Drive : Status: OK W: \\192.168.2.3\WEB
Network Drive : Status: OK X: \\192.168.2.4\PUBLIC
Network Drive : Status: UNAVAILABLE Y: \\192.168.2.5\PRIVATE

Printers:
Printer       : Snagit 9
Printer       : Send To OneNote 2010
Printer       : Microsoft XPS Document Writer
Printer       : LogoSmartz
Printer       : Fax
Printer       : Canon Inkjet MX7600 series FAX
Printer       : Canon Inkjet MX7600 series

Network Card IP:
IP            : 192.168.2.11

Ping Information:
Status OK     : www.tv2.dk
Status OK     : www.tv1000.com
Status OK     : www.bbc.com
Status OK     : 192.168.2.167

PCInfo vers. 1.6.0.2
  
```

## Support:

Mail Helpdesk  
Support

Short Phone: 444  
Phone Number: +48 5555 6444

Connection Status:

www.tv2.dk  
www.tv1000.com  
www.bbc.com  
192.168.2.1

Machine Information:

User: int.com\tez  
PC Name: adax  
Domain: int.comcom  
OS: Win 7 Enterprise  
IP: 192.168.2.167

Generate Report  
PCInfo v 1.6

When clicking on the support button the user, or supporter can get a quick overview of the machines basics, network status etc.

One of the advantages is that information here is totally up-to-date. Every 3-5 seconds it gets updated, both pings under connection status and the machine information.

Contrary to other similar products that places an image on the background the ip address is always the correct one. This ensures that a supporter gets the correct ip everytime he wants to remote control the machine.

When the user clicks on support again, PC Info will be minimized, and the ping + updating machine cycle stops. To prevent users having PCInfo maximized all the time, creating ping traffic, you can on the central server decide how many minutes should pass before it automatically minimizes again.

## Generate Report:

The Generate Report button reveals a more detailed overview of the machine/network data. This report is similar to the one which is attached to the helpdesk mail. If it is not possible for the supporter to remote control the users machine, he can ask the user to give him the information he needs, without guiding him through several technical steps. Again saving user and supporter for valuable time.

## PCInfo v 1.6

This button has 2 functions. It tells the supporter which version of PCInfo that is installed. When pushing it, a new window reveals all settings for PCInfo. An administrator will normally choose to block this function from the administrator server console.



## Server Interface

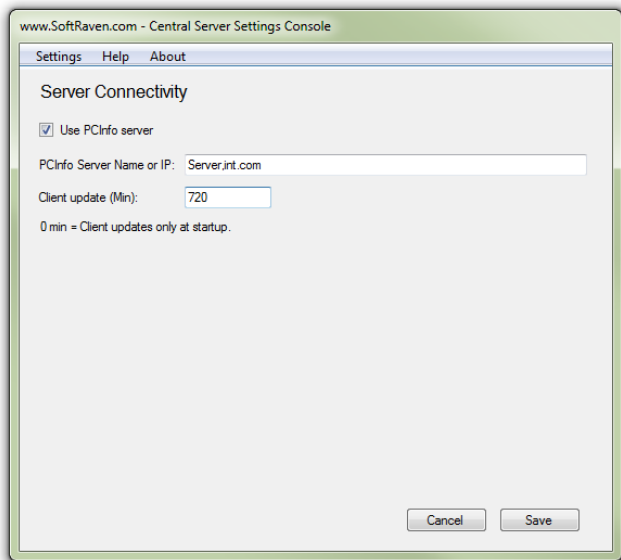
### Settings:



PCInfo can be managed from a central server GUI. It enables the administrator to quickly adapt several settings.

- Helpdesk short phone
- Helpdesk phone number
- Which server to use for updating the PCInfo settings
- How often updates should be executed
- PCInfo's start location on the screen
- How much time the user may have PCInfo maximized
- If the settings should be centrally and not locally managed
- Whether or not the mail functionality should be available
- Which network equipment to ping
- If ping fails, write a text in report indicating the possible reasons
- And more....

## Server Connectivity



### Use Update Server:

Choose whether the client should be managed from a central PCInfo server.

### Central Server:

The central server name where the PCInfo application gets its settings from.  
It is more flexible to use the DNS name instead of an IP.

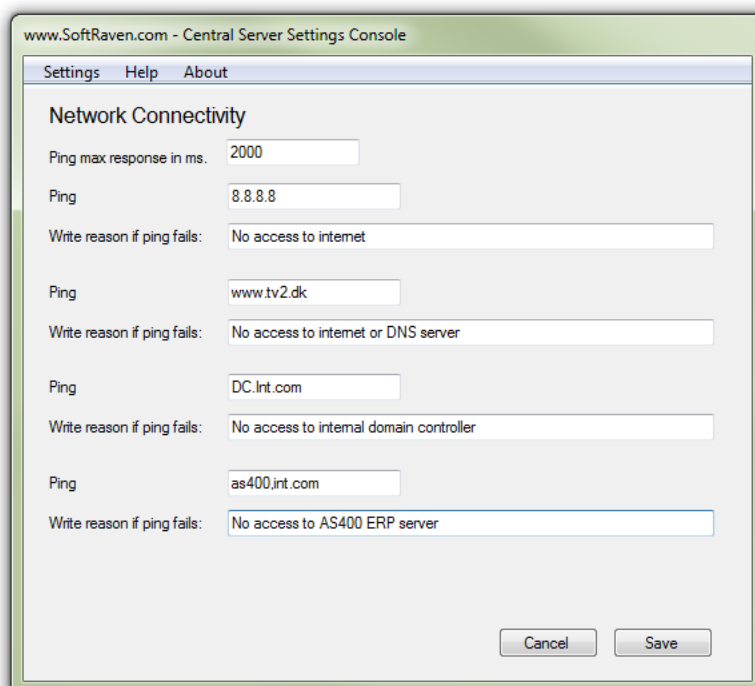
### Client Update:

Number of minutes before a PC contacts the server to update its settings.

If you set client update to 0, the PC will get the configuration when it starts.

Other settings than 0 will result in the client updating when it is started, and after that, with the frequency you have decided. We recommend setting the update frequency to 720 minutes. PC's that are not shut down will then get an update once every 12 hours.

### Network Connectivity



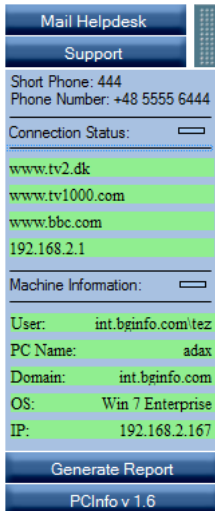
The screenshot shows a web-based interface titled "www.SoftRaven.com - Central Server Settings Console". It has a menu bar with "Settings", "Help", and "About". The main section is titled "Network Connectivity". It contains four sets of input fields for network devices. Each set includes a "Ping max response in ms." field (set to 2000), a "Ping" field, and a "Write reason if ping fails:" text area. The first set has "8.8.8.8" in the Ping field and "No access to internet" in the reason field. The second set has "www.tv2.dk" in the Ping field and "No access to internet or DNS server" in the reason field. The third set has "DC.Int.com" in the Ping field and "No access to internal domain controller" in the reason field. The fourth set has "as400.int.com" in the Ping field and "No access to AS400 ERP server" in the reason field. At the bottom right, there are "Cancel" and "Save" buttons.

Field	Value
Ping max response in ms.	2000
Ping	8.8.8.8
Write reason if ping fails:	No access to internet
Ping	www.tv2.dk
Write reason if ping fails:	No access to internet or DNS server
Ping	DC.Int.com
Write reason if ping fails:	No access to internal domain controller
Ping	as400.int.com
Write reason if ping fails:	No access to AS400 ERP server

PCInfo checks the network connectivity every few second. You can choose to ping up to 4 network devices. You can set the ping max response time. If set to 2000ms, it means that PCInfo waits up to 2 sek. for a reply from the network device. If it has not arrived within that time frame PCInfo marks it as unreachable.

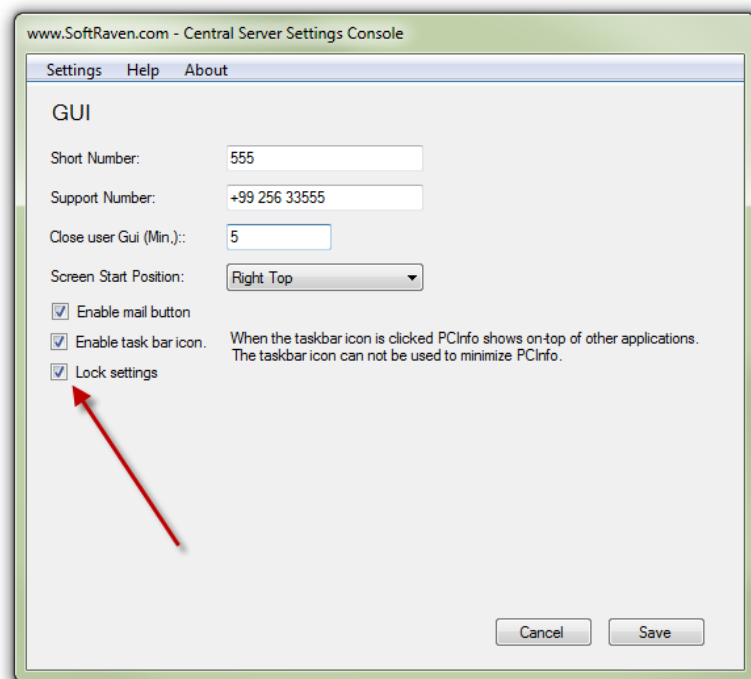
It is possible to write a reason why a ping fails. This comment will be included in the report PCInfo creates, either as an attachment on a helpdesk mail, or in the report the user can activate.

On the GUI below you can see that connection is okay to [www.tv2.dk](http://www.tv2.dk), [www.tv1000.com](http://www.tv1000.com), [www.bbc.com](http://www.bbc.com), and 192.168.2.1. If a network device is unavailable it will be marked with an orange color. The check for connectivity is done every few seconds. Insert your key servers here.



The screenshot shows a web-based interface for a Mail Helpdesk. It includes a 'Support' button, contact information (Short Phone: 444, Phone Number: +48 5555 6444), and a 'Connection Status' section. Under 'Connection Status', there are four green bars representing successful connections to [www.tv2.dk](http://www.tv2.dk), [www.tv1000.com](http://www.tv1000.com), [www.bbc.com](http://www.bbc.com), and 192.168.2.1. Below this is a 'Machine Information' section with fields for User (int.bginfo.com/tez), PC Name (adax), Domain (int.bginfo.com), OS (Win 7 Enterprise), and IP (192.168.2.167). At the bottom, there is a 'Generate Report' button and a version number 'PCInfo v 1.6'.

## GUI



The screenshot shows a window titled 'www.SoftRaven.com - Central Server Settings Console'. It has a menu bar with 'Settings', 'Help', and 'About'. The main area is titled 'GUI' and contains several settings: 'Short Number' (555), 'Support Number' (+99 256 33555), 'Close user Gui (Min.):' (5), and 'Screen Start Position' (Right Top). There are three checked checkboxes: 'Enable mail button', 'Enable task bar icon.', and 'Lock settings'. A red arrow points to the 'Lock settings' checkbox. A note next to the 'Enable task bar icon.' checkbox states: 'When the taskbar icon is clicked PCInfo shows on-top of other applications. The taskbar icon can not be used to minimize PCInfo.' At the bottom right, there are 'Cancel' and 'Save' buttons.

### Short number:

Normally users only key in a few digits to contact helpdesk within a company. If you do not key in any number the field will not be visible to the user.

### Support Number:

The normal public phone number to the helpdesk. If you do not key in any number the field will not be visible.

### Close user GUI:

To prevent the users to keep PCInfo opened creating network traffic and using unnecessary PC resources this setting indicate the time before the PCInfo is minimized.

### Screen Start Position:

The place the PCInfo is located when starting.

### Enable Mail button:

Enable or disable the possible for the user to e-mail to the helpdesk using PCInfo. If it is disabled, the button will be removed from the user GUI. It will always be removed automatically when outlook is not installed.

### Lock Settings:

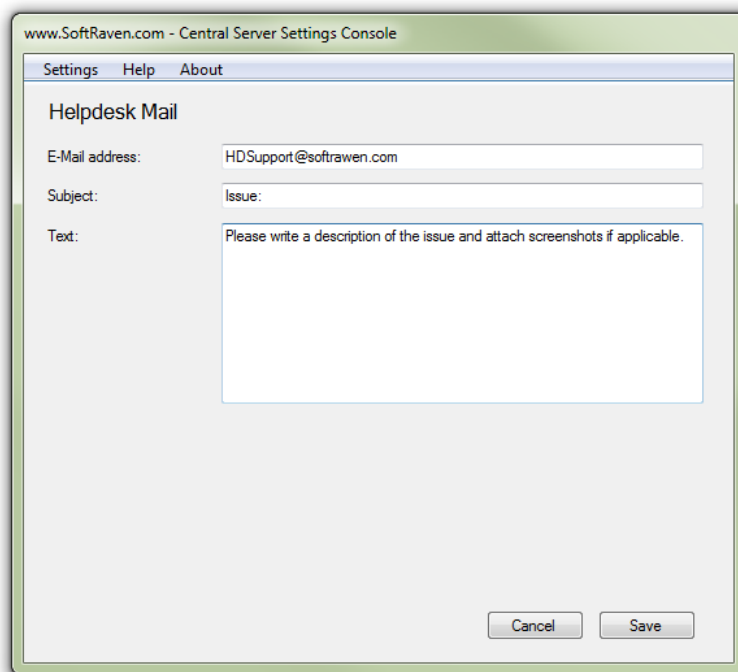
Whether or not to prevent the user changing PCInfo's settings. Normally administrator will choose to lock the settings. This setting can only be configured from the central server GUI, and not locally on the client.

### Enable Task Bar Icon:

PCInfo will be represented by a permanent task bar icon. When clicking it PCInfo will be set on-top of the other programs.



## Mail Settings

A screenshot of a web-based settings console window titled "www.SoftRaven.com - Central Server Settings Console". The window has a menu bar with "Settings", "Help", and "About". The main content area is titled "Helpdesk Mail" and contains three input fields: "E-Mail address:" with the value "HDSupport@softrawen.com", "Subject:" with the value "Issue:", and "Text:" with a large text area containing the placeholder text "Please write a description of the issue and attach screenshots if applicable.". At the bottom right of the window are two buttons: "Cancel" and "Save".

**E-Mail address:**

The E-mail address of the helpdesk.

**Subject, Text:**

Type in the text you want to be presented on the helpdesk mail.