



What's New in PC-Duo Enterprise Remote Control v8.60

Software Snapshot

Software Snapshot is an advanced software recognition module that complements Vector's System Snapshot. The extensive Application Library enables it to positively identify many common applications installed on Client PCs and, in addition, Vector's proprietary discovery utilities enable it to make provisional identifications of other software using the version information supplied by manufacturers in application files.

Client	Resource	Application	Version	Type	Location
DB1	C	MS Outlook Express	6	EMAIL	\Program Files\Outlook Express\
DB1	D	MS PowerPoint	XP	ART	\Program Files\Microsoft Office\...
DB1	D	MS Project	XP	PROJECT	\Program Files\Microsoft Office\...
DB1	D	MS SourceSafe	6.0	PROGRAMMING	\Program Files\Microsoft Visual ...
DB1	C	MS Terminal Server Client		NETWORK	\Program Files\Remote Desktop\
DB1	C	MS Web Publishing Wizard		WWW	\Program Files\Web Publish\
DB1	C	MS Windows Installer		SYSTEM	\WINNT\system32\
DB1	C	MS Windows Installer		SYSTEM	\WINNT\ServicePackFiles\i386\
DB1	D	MS Word	XP	WORDPROC...	\Program Files\Microsoft Office\...
DB1	D	Net Watch		UTILITY	\utils\ResKit\
DB1	D	Netscape Communicator	6.1	WWW	\Program Files\Netscape\Netsc...
DB1	G	NetSupport98		REMOTECON...	\XP\PCDUO\PCD600\NSM60...
DB1	C	Network Associates On Dem...	4.5	ANTIVIRUS	\Program Files\Common Files\N...
DB1	C	Network Associates VirusScan	4.5	ANTIVIRUS	\Program Files\Network Associat...
DB1	D	Northern Utilities	1.5	UTILITY	\Program Files\Northern\Norther...
DB1	D	Norton AntiVirus For Window...	5.0	ANTIVIRUS	\Program Files\Norton AntiVirus\
DB1	D	Orca MSI/MSM Editor and C...		UTILITY	\Program Files\Orca\
DB1	D	Painter	8.0	ART	\Program Files\Core\Painter 8\
DB1	D	PATHWORKS 32	7.2	NETWORK	\Program Files\PATHWORKS 32\

Software Identification Manager

Applications found on a Client are displayed in the Software Identification Manager grouped by category:

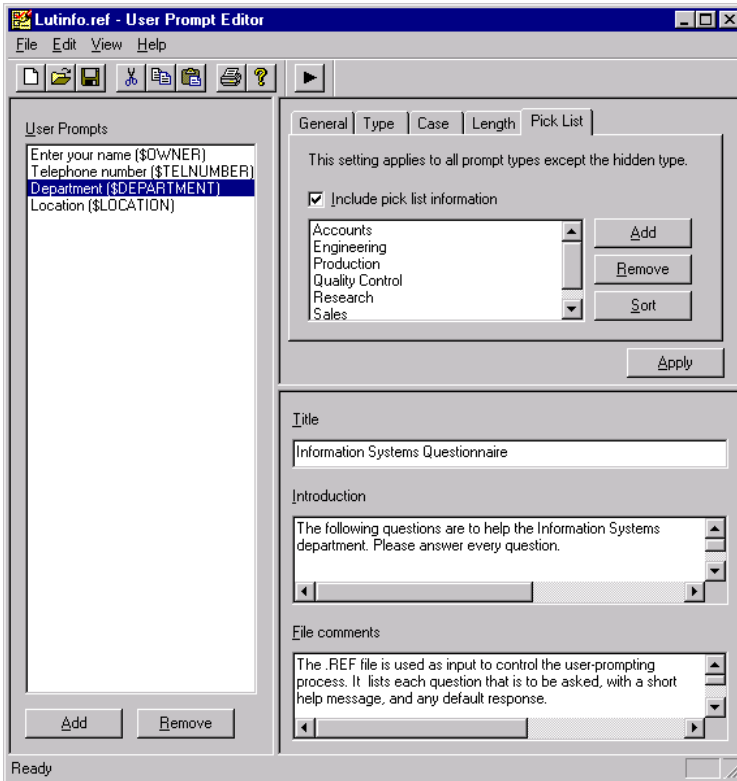
- **Confirmed Identifications** lists applications identified by the Applications Library.
- **Provisional Identifications** lists applications identified using version information from the file properties of executables. This information can be used to confirm the identification and promote the application to the Confirmed Identifications list.
- **Unidentified Software** lists the directories that contain executable files which Software Snapshot is unable to identify.

The Applications Library

The Software Identification Manager also provides access to the Applications Library. It contains regularly updated rules that enable Software Snapshot to uniquely identify many common applications by version and even by service release. The Rules Editor enables Console users to fine tune existing rules and add new versions of existing applications. The Software Identification Wizard guides less technical users through the process of extending the library to include less common software and custom applications.

User Prompting

User Prompting extends System Snapshot to collect and maintain user- and PC-specific information. With it, Control users can now collect information to help in day-to-day support calls, such as user location, department, cost code, and telephone numbers, and system variables and other configuration information directly from Client PCs without user intervention.



Creating Prompts

To collect information, Control users first create a prompt file. This can be limited to specific formats, lengths and cases or to a selection from a list of pre-defined answers to ensure consistency and minimize data entry problem. Control users then distribute the prompt file to selected Client PCs using a script file. The prompts are automatically presented to the user by the PC-Duo Client application.

Replies are saved on the Client PC and can be viewed in the User Responses tab of System Snapshot.

