



FARONICS

SYSTEMPROFILER™

□ User Guide

SEE The Whole Picture

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Preface

This user guide explains how to run and use Faronics System Profiler Standard.

Topics

Important Information

Technical Support

Important Information

This section contains important information about your Faronics Product.

About Faronics

Faronics delivers market-leading solutions that help manage, simplify, and secure complex IT environments. Our products ensure 100% machine availability, and have dramatically impacted the day-to-day lives of thousands of information technology professionals. Fueled by a market-centric focus, Faronics' technology innovations benefit educational institutions, health care facilities, libraries, government organizations, and corporations.

Product Documentation

The following documents form the Faronics System Profiler Standard documentation set:

- *Faronics System Profiler Standard User Guide* — This document guides you how to use the product.
- *Faronics System Profiler Standard Release Notes* — This document lists the new features, known issues, and closed issues.
- *Faronics System Profiler Standard readme.txt*

Technical Support

Every effort has been made to design this software for ease of use and to be problem free. If problems are encountered, contact Technical Support

Email: support@faronics.com

Phone: 800-943-6422 or 604-637-3333

Hours: 7:00am to 5:00pm (Pacific Time)

Contact Information

- Web: www.faronics.com
- Email: sales@faronics.com
- Phone: 800-943-6422 or 1-604-637-3333
- Fax: 800-943-6488 or 1-604-637-8188
- Hours: 7:00am to 5:00pm (Pacific Time)
- Address: Faronics Technologies USA Inc.
2411 Old Crow Canyon Road, Suite 170
San Ramon, CA 94583
USA

Faronics Corporation
609 Granville Street, Suite 620
Vancouver, BC V7Y 1G5
Canada

Introduction

Faronics System Profiler Standard is a utility that generates a detailed inventory of a workstation's configuration and properties.

Topics

Faronics System Profiler Standard Overview
System Requirements

Faronics System Profiler Standard Overview

About Faronics System Profiler Standard

Faronics System Profiler Standard provides both a summary and detailed report of the following components of a system:

- Summary — a complete snapshot of the system in brief.
- Faronics Software
 - Name of Faronics Software
 - Version
 - Install directory
 - Driver name
 - Driver status
 - Product-specific information
- Machine
- Operating System
- Hardware
 - Desktop Monitor
 - Physical Drives
 - Logical Drives
 - Physical Memory
 - Cache
 - CPU
 - BIOS
 - Motherboard
 - Network Connection
- Running Programs
- Installed Applications

System Requirements

The system requirements for Faronics System Profiler Standard are:

- Windows 2000, Windows XP, Windows Vista, Windows 2000 Server, Windows 2003 Server, and Windows 2008 Server.
- Internet Explorer 6.0 or higher.

Running Faronics System Profiler Standard

This chapter describes how to run Faronics System Profiler Standard.

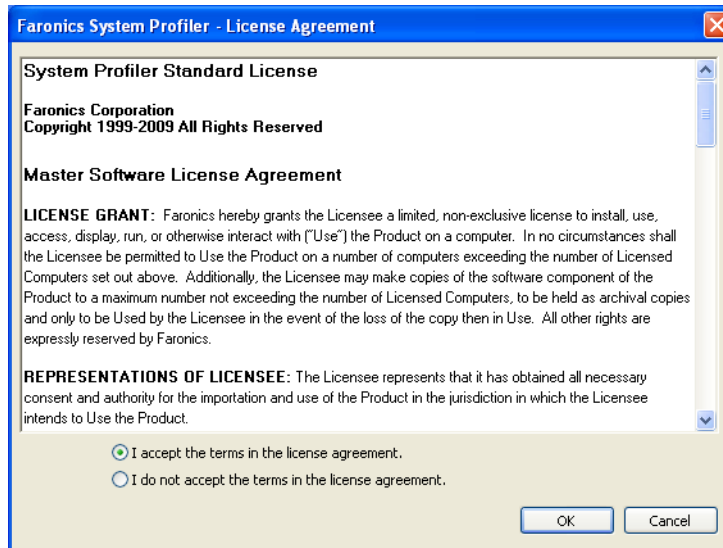
Topics

Running Faronics System Profiler Standard

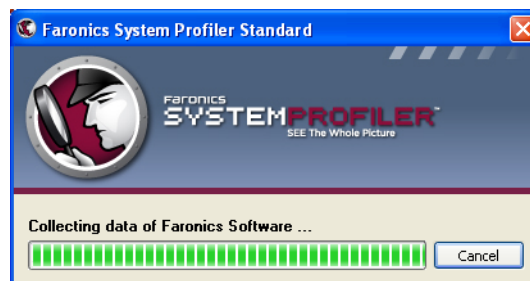
Running Faronics System Profiler Standard

To run Faronics System Profiler Standard, complete the following steps:

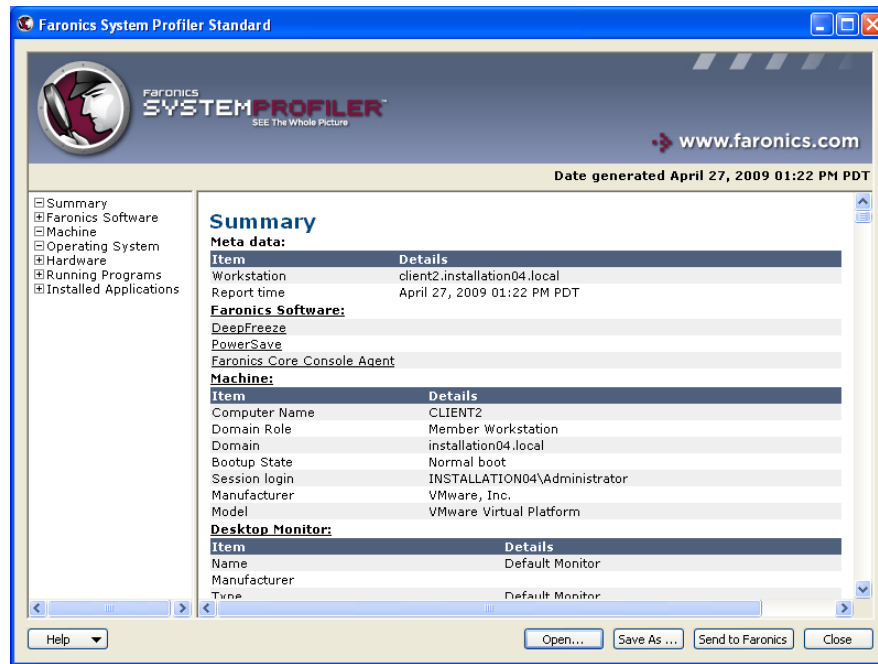
1. Double-click the .exe file run Faronics System Profiler Standard.
2. Read and accept the License Agreement. The License Agreement is displayed only when Faronics System Profiler Standard is run for the first time. Click *OK* to continue.



3. The report is generated.



4. Faronics System Profiler Standard is launched with the report.



Faronics System Profiler Standard does not install anything on your computer. However, Faronics System Profiler Standard marks the registry that you have accepted the License Agreement.

Accessing Faronics System Profiler Standard

Faronics System Profiler Standard can be accessed by double-clicking the *Faronics System Profiler.exe* file.

Using Faronics System Profiler Standard

This chapter explains how to use Faronics System Profiler Standard.

Topics

Faronics System Profiler Standard Nodes

Summary Node

Faronics Software Node

Machine Node

Operating System Node

Hardware Node

Running Programs Node

Installed Applications Node

Help Menu

Opening an Existing Faronics System Profiler Standard Report

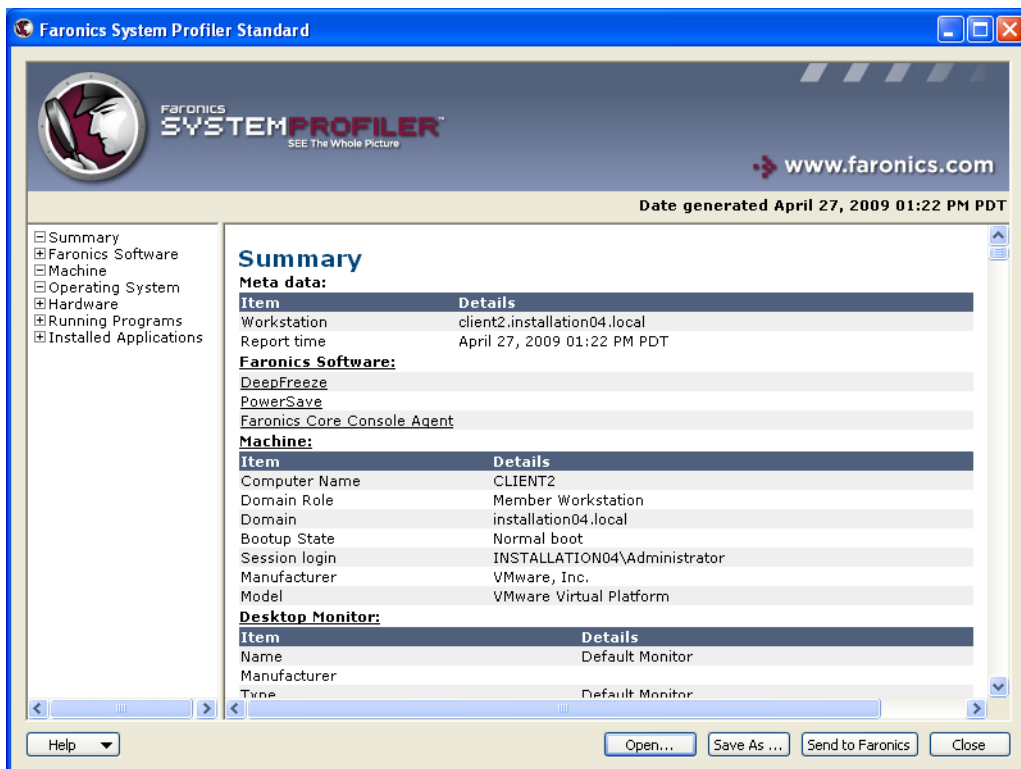
Saving a Faronics System Profiler Standard Report

Sending a Faronics System Profiler Standard Report to Faronics

Closing Faronics System Profiler Standard

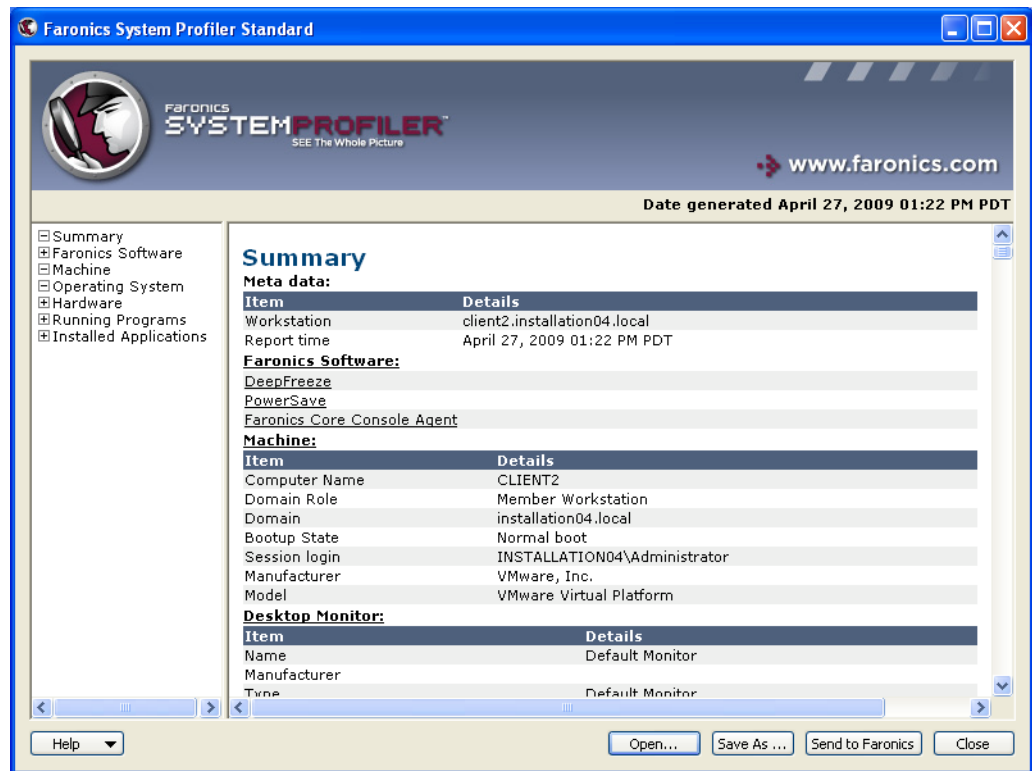
Faronics System Profiler Standard Nodes

Faronics System Profiler Standard provides various nodes to display the system components. Click the node to view the sub-node in the category.



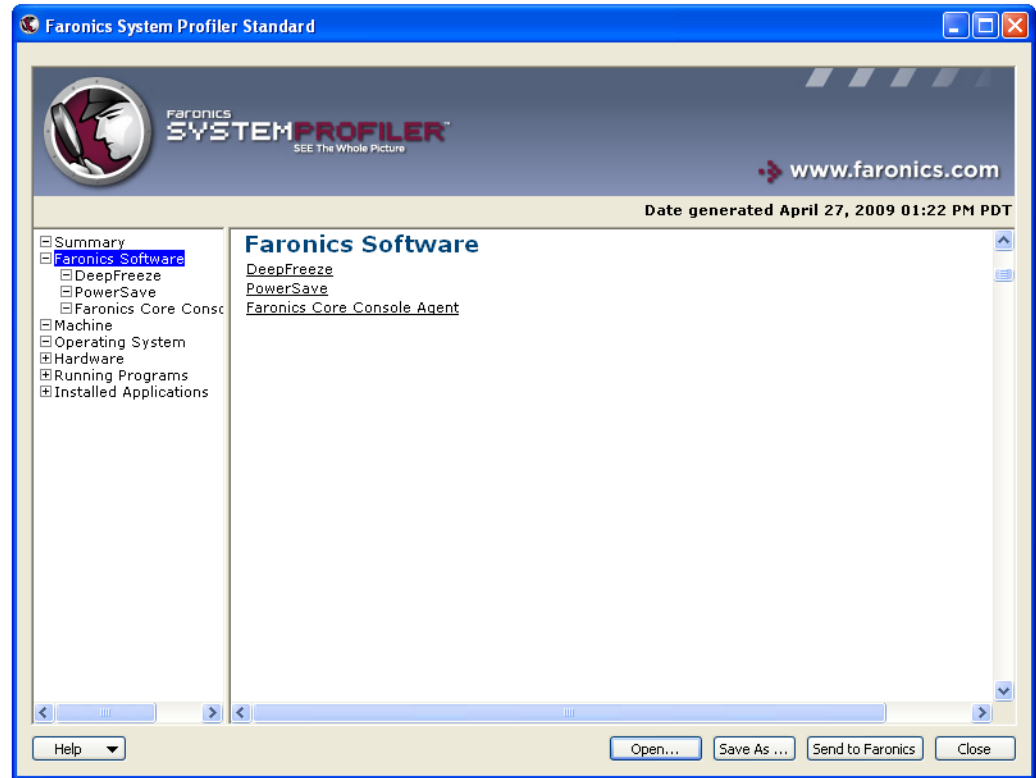
Summary Node

The Summary node displays the entire system summary:



Faronics Software Node

The Faronics Software node displays the entire list of Faronics Software as sub-nodes:

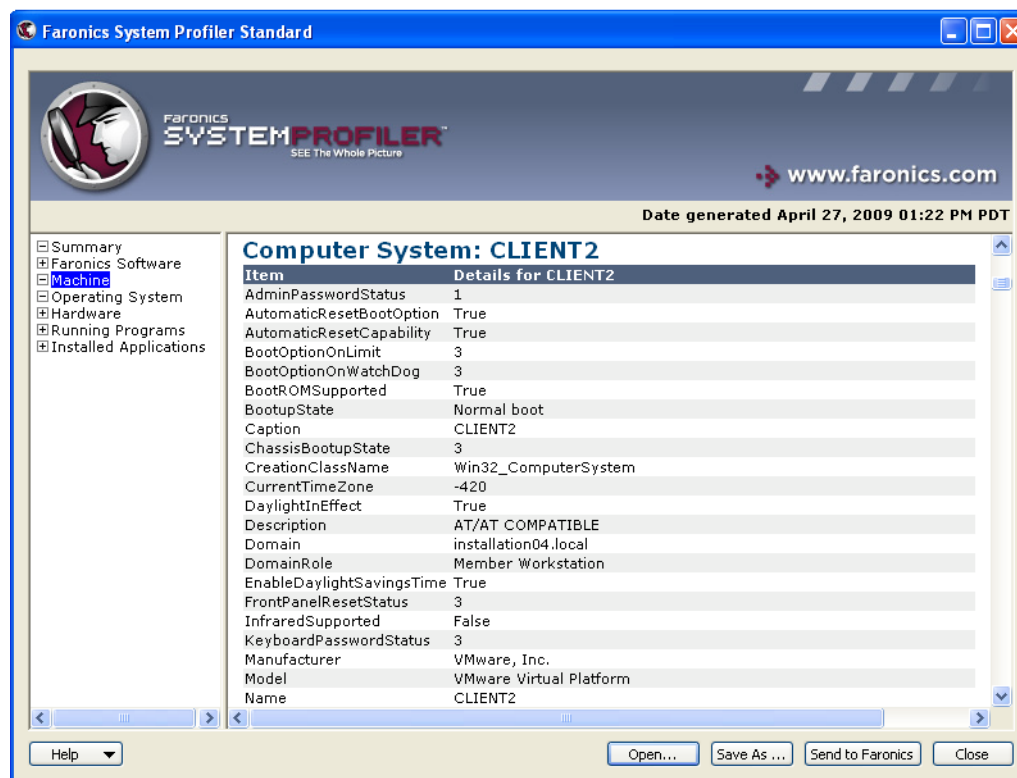


The Faronics Software node displays the following information:

- Name of Faronics Software
- Version
- Install directory
- Driver name
- Driver status
- Product-specific information

Machine Node

The Machine node displays the system configuration and settings:



Operating System Node

The Operating System node displays the configuration and settings of the Operating System installed on the system:



Hardware Node

The Hardware node displays the complete list of hardware installed on the system:

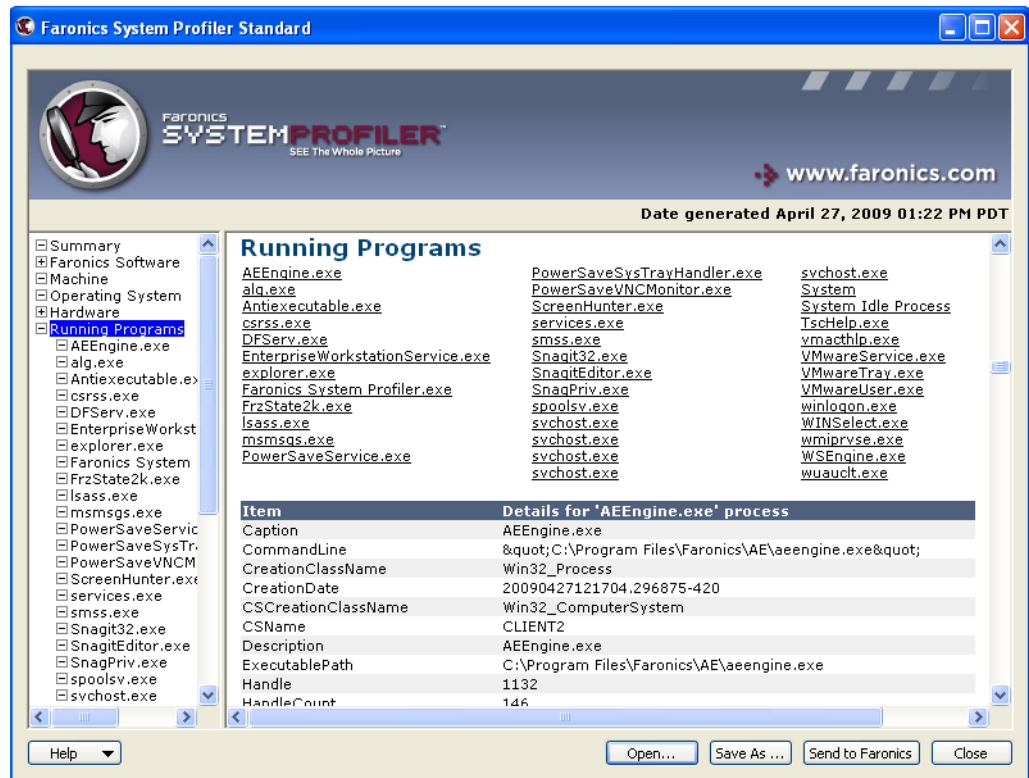


The Hardware node has the following sub-nodes that provide detailed information:

- Desktop Monitor
- Physical Drives
- Logical Drives
- Physical Memory
- Cache
- CPU
- BIOS
- Motherboard
- Network Connections

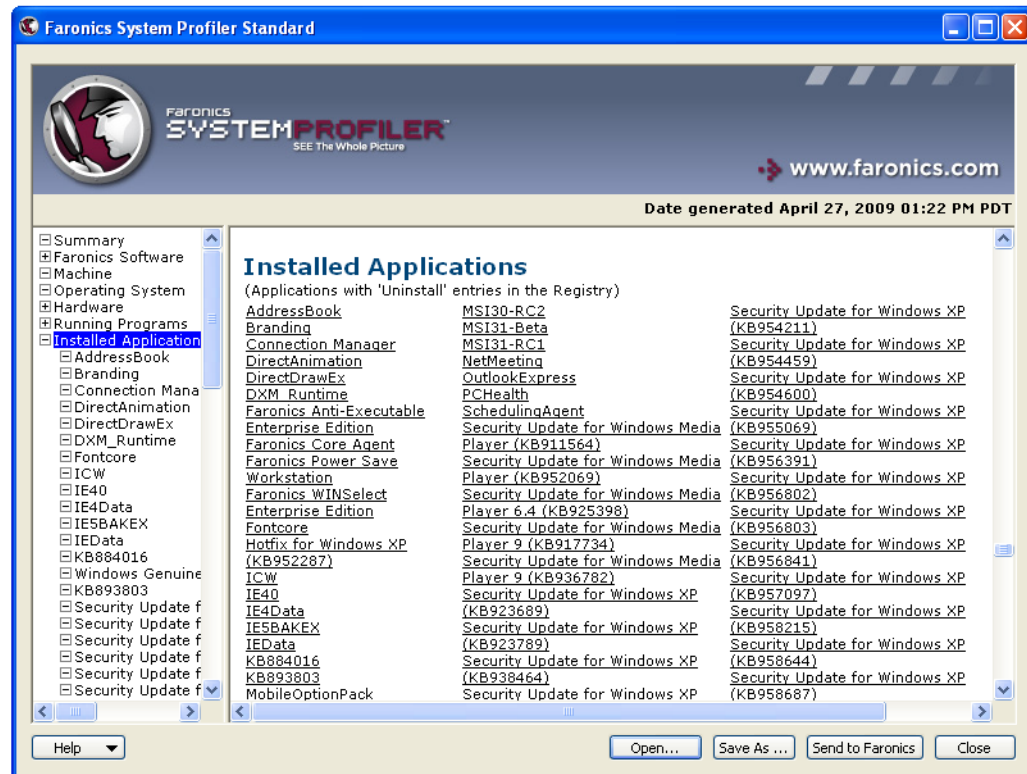
Running Programs Node

The Running Programs node displays the complete list of programs currently running on the system:



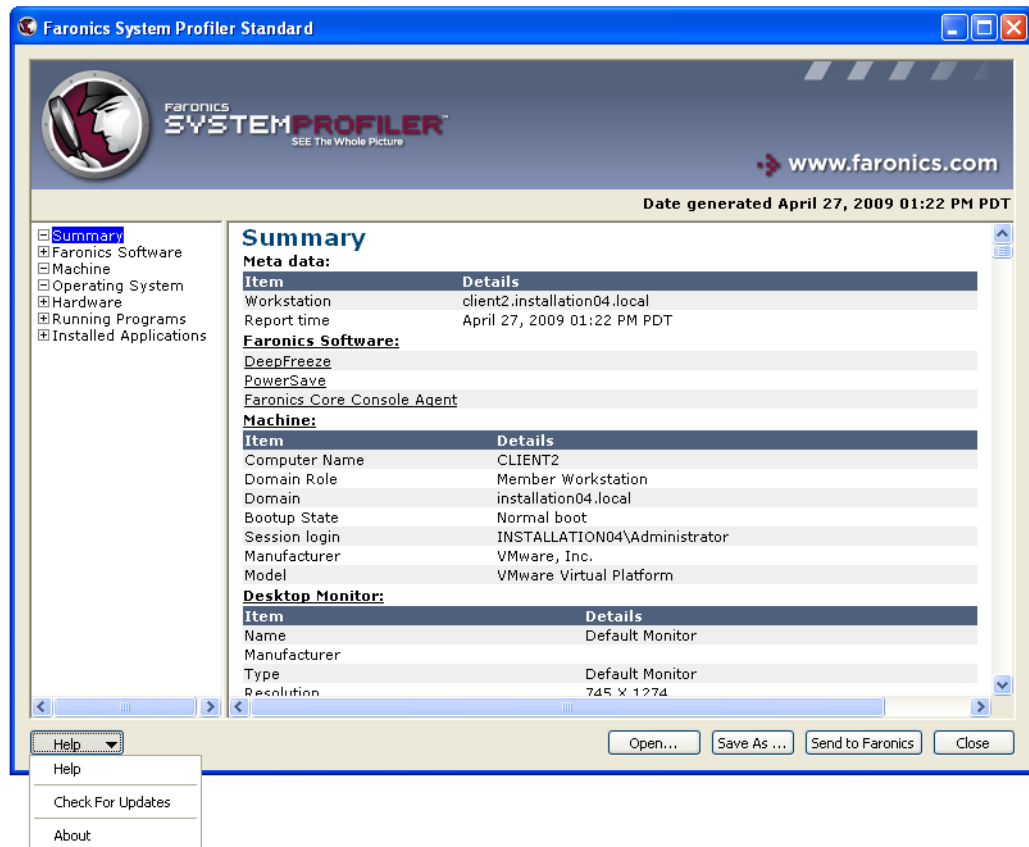
Installed Applications Node

The Installed Applications node displays the complete list of programs currently installed on the system:



Help Menu

The Help Menu provides various options as described below:



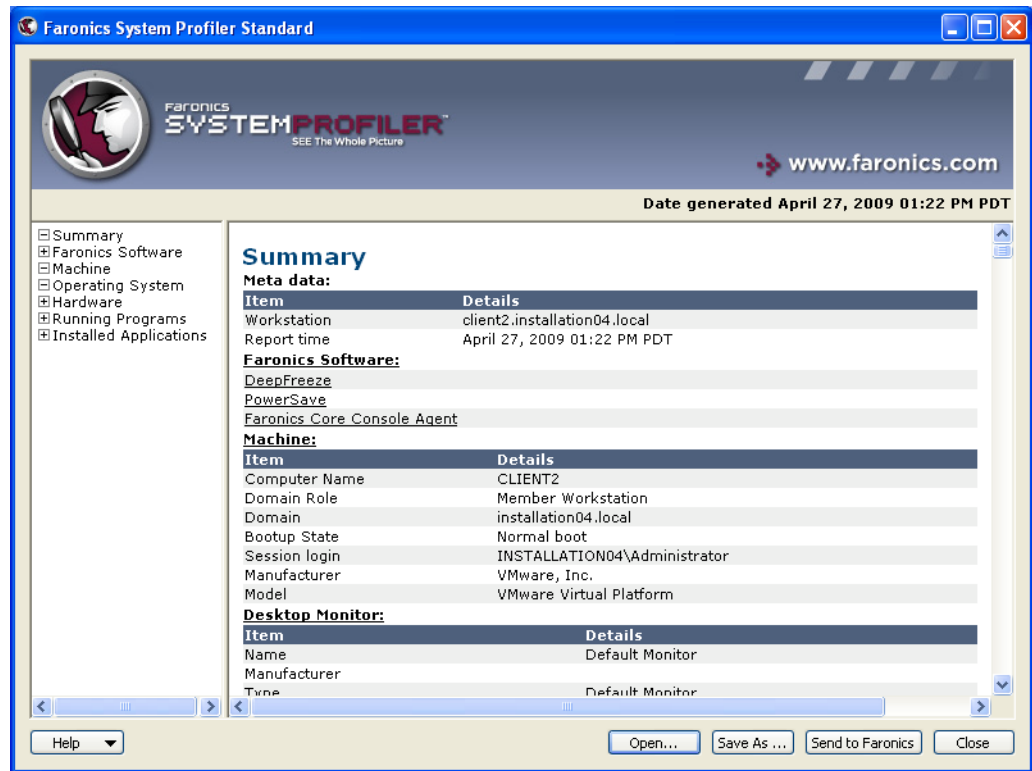
The following options are available in the Help Menu:

- *Help* - the Online Help is launched.
- *Check for Updates* - checks if a newer version of Faronics System Profiler Standard is available.
- *About* - displays the Version, License information and the memory available to Windows.

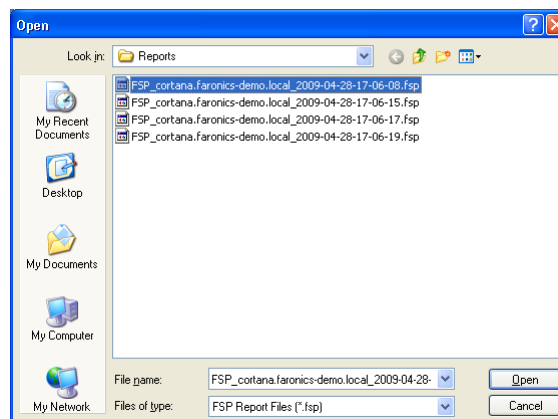
Opening an Existing Faronics System Profiler Standard Report

To open an existing Faronics System Profiler Standard Report, complete the following steps:

1. Click *Open* in Faronics System Profiler Standard.



2. The *Open* dialog is displayed.

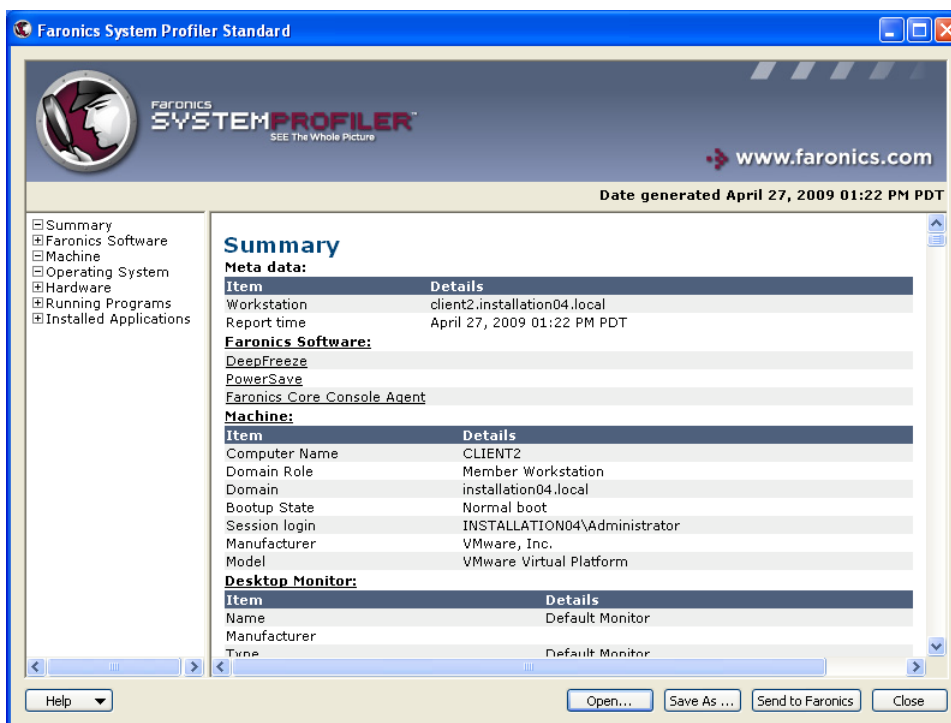


3. Select the report and click *Open*.

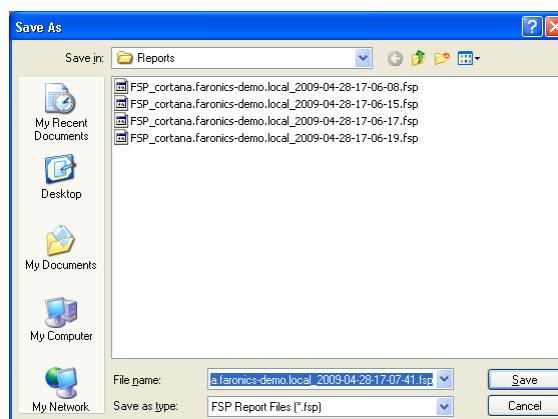
Saving a Faronics System Profiler Standard Report

To save a Faronics System Profiler Standard Report, complete the following steps:

1. Click *Save As* in Faronics System Profiler Standard.



2. The *Save As* dialog is displayed. The default file name appears in the format <Workstation Name><Date><Time>. This file name can be changed as required.



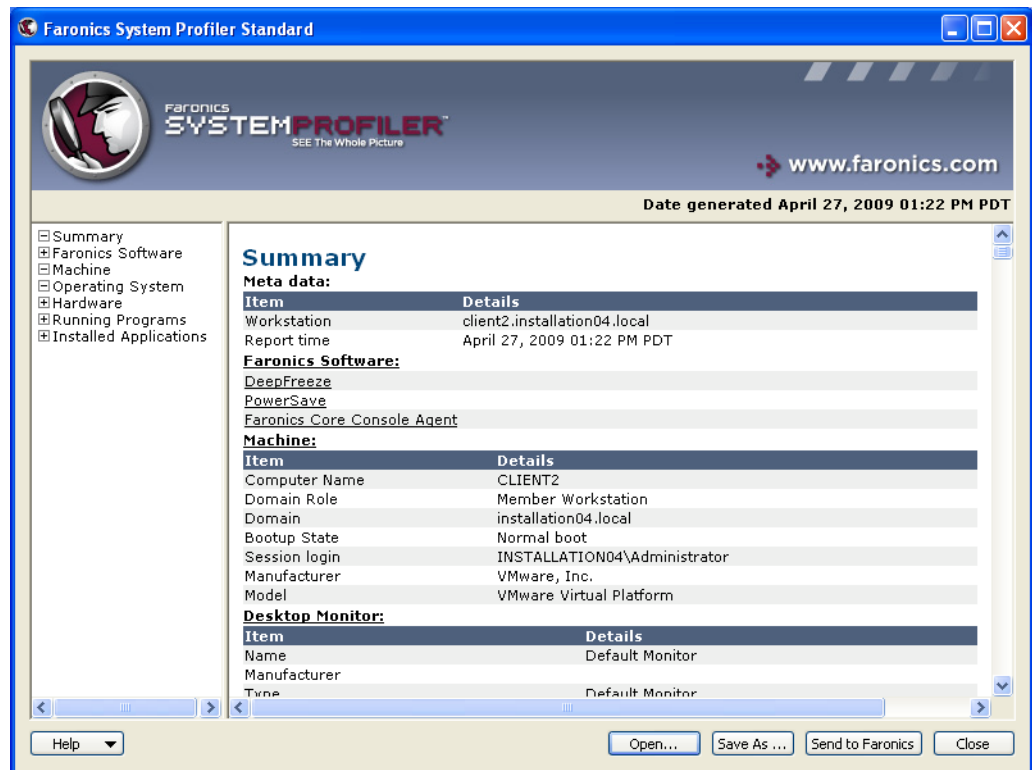
3. Select the location and click *Save*. The report is saved in *.fsp* format which can only be opened using Faronics System Profiler Standard.

Sending a Faronics System Profiler Standard Report to Faronics

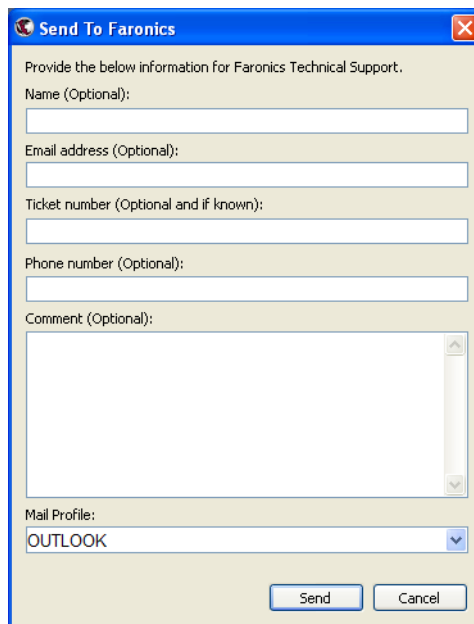
Faronics System Profiler Standard can be used to send a report to Faronics Technical Support. This helps the Technical Support department analyze the current system configuration and the list of Faronics Software installed.

To send a Faronics System Profiler Standard Report, complete the following steps:

1. Click *Send to Faronics* in Faronics System Profiler Standard.



2. The *Send to Faronics* dialog is displayed.

A screenshot of a Windows-style dialog box titled "Send To Faronics". The dialog box has a blue title bar with a close button (X) in the top right corner. The main area is light beige and contains the following fields: "Name (Optional):" with a text input field; "Email address (Optional):" with a text input field; "Ticket number (Optional and if known):" with a text input field; "Phone number (Optional):" with a text input field; "Comment (Optional):" with a large text area; and "Mail Profile:" with a dropdown menu showing "OUTLOOK". At the bottom right, there are "Send" and "Cancel" buttons.

Send To Faronics

Provide the below information for Faronics Technical Support.

Name (Optional):

Email address (Optional):

Ticket number (Optional and if known):

Phone number (Optional):

Comment (Optional):

Mail Profile:

OUTLOOK

Send Cancel

3. Enter the information in the following fields:
 - Name
 - Email address
 - Ticket number (if known)
 - Phone number
 - Comment
 - Mail Profile - select a MAPI compliant email profile to send the information to Faronics.
4. Click *Send*.



If you do not have a MAPI compliant email client installed, you can also attach the Faronics System Profiler Standard report to any Email or Webmail and send it to Faronics Technical Support.



Any communications with Faronics Corporation regarding reports generated by Faronics System Profiler Standard are kept strictly confidential.

Closing Faronics System Profiler Standard

Click the *Close* button on Faronics System Profiler Standard window or the *Close* icon on the title bar to close Faronics System Profiler Standard.