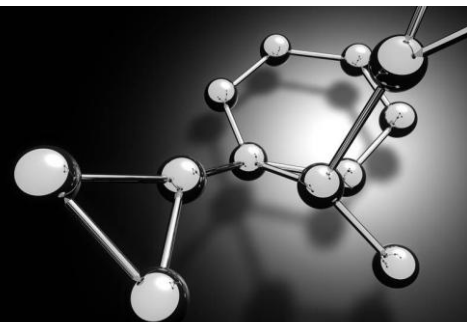


DART Summary

DARTs – Diagnosis, Analysis & Resolution Tools

Support Automation service



DATASHEET

Ensure mobile devices incorporate automated support right into its operation locally.

- ✓ Availability monitoring
- ✓ Remote control
- ✓ Support automation
- ✓ Intrusion protection
- ✓ Anti-virus management
- ✓ Patch management
- ✓ Asset management
- ✓ Software updates
- ✓ Specific problem alerts
- ✓ Resource monitoring
- ✓ Performance monitoring
- ✓ Registry management
- ✓ Service management
- ✓ Backup management
- ✓ Network discovery
- ✓ Windows event log tracking
- ✓ User access control
- ✓ User information management
- ✓ System maintenance
- ✓ Policy enforcement
- ✓ Software provisioning
- ✓ Software metering
- ✓ General system management
- ✓ General problem diagnosis
- ✓ General problem resolution
- ✓ Internal product maintenance

DARTs incorporated right into system operation that diagnoses the issue, prepares a solution, and applies the solution to the issue,

Automate your IT management and control using DARTs

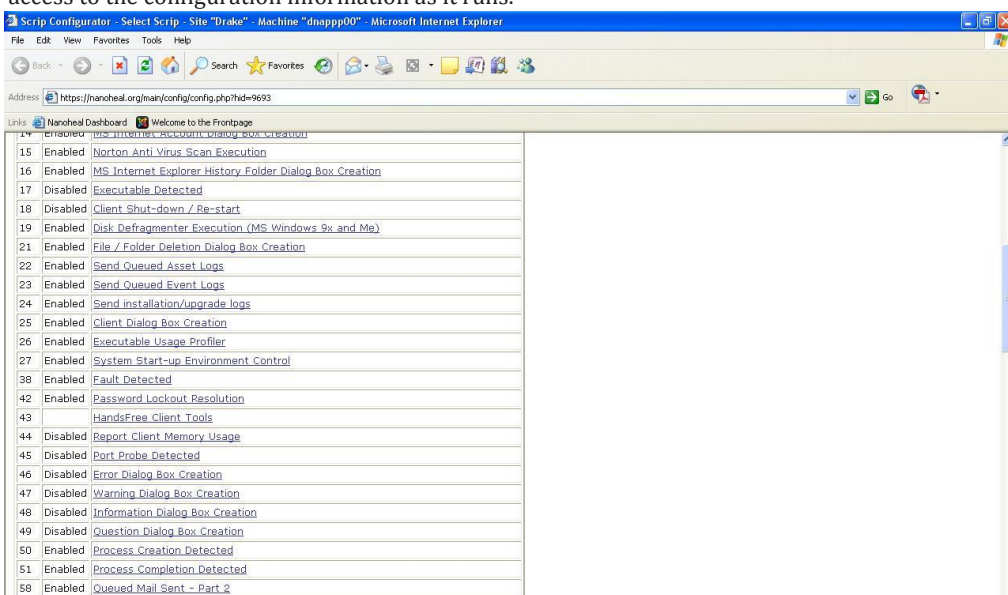
DARTs are a collection of issue-specific solutions that represent the known detection, diagnosis, and resolution information of the universe of support issues. DARTs do not directly interface to the system. Instead, they use a well-defined utility interface provided by the engine.

Every DART is completely independent of every other DART. Even though the engine is highly multi-threaded and multiple DARTs can be running at the same time, there is never any need to worry about synchronization between two DARTs because they are not interdependent. DARTs can be loaded, unloaded, scheduled, and triggered using relatively simple mechanisms. Each DART can be debugged and tested in isolation with a high degree of confidence that it will operate correctly in a production environment.

DARTs are divided into three parts:

- **Initialization:** Here, the DART tells the engine how it can be configured, what conditions should trigger it, and what kind of local storage it needs.
- **Symptom:** The engine runs this section of the DART when it is triggered; giving it detailed information about the trigger. The job of the symptom is to provide any more complex decision logic needed to decide whether or not the conditions for running the DART apply, and return that decision to the engine.
- **Solution:** If the symptom determines that the DART should run, the engine runs this section of the DART. The solution implements the action that the DART takes.

DARTs can have configuration parameters that control their operation and DARTs always has access to the configuration information as it runs.



Description	DARTs Used for ReSOFT	DARTs Enabled	Schedule	Resolution DART Require Configuration
	<i>Internal Administration</i>	<i>By Default</i>	<i>By Default</i>	<i>Review after ReSOFT Installation</i>
Problem Detection				
DART 38 - Fault Detected		Yes		
DART 51 - Process Completion Detected		Yes		
DART 51 - Process Completion Detected		Yes		
DART 72 - Scandisk Log Produced at Start-up Found		Yes		
DART 77 - Windows Event Log Change Detected		Yes		Yes
DART 46 - Error Dialog Box Creation				
DART 47 - Warning Dialogue Box Creation				
DART 48 - Information Dialog Box Creation				
DART 49 - Question Dialog Box Creation				
DART 94 - Dialog Box Creation		Yes		
Automated Problem Resolution – General				
DART 42 - Password Lockout Resolution		Yes		
DART 68 - User Has Changed System Date and Time		Yes		
DART 87 - Difference between System and Time Server Clock		Yes	Yes	
DART 176 - Service Restart (MS Windows NT4, 2000, XP, and Server 2003)		Yes	Yes	Yes
DART 216 - Print Queue Problem Resolution				
Automated Problem Resolution – Connectivity				
DART 84 - Network Connectivity Status		Yes		
DART 191 - TCP/IP Connectivity Problem Management		Yes		Yes
DART 178 – Shared Resources Access Failure		Yes		
Intrusion Protection				
DART 27 - System Start-up Executables Management		Yes		Yes
DART 45 - Port Probe Detected				Yes
DART 161 - Registry Protection Management			Yes	Yes
DART 188 - E-mail Attachment Filtering				Yes
DART 189 - File Download Filtering				Yes
DART 225 - Directory and File Protection Management			Yes	Yes
DART 228 - Network Packet Filtering			Yes	Yes
DART 232 - Intrusion Protection Control		Yes		Yes
DART 233 - System Start-up Environment Management		Yes	Yes	Yes
DART 240 - Intrusion Protection Management		Yes	Yes	Yes
Software Update Management				
DART 196 - Software patch application			Yes	

DART 263 - Spybot Tool Management			Yes	
DART 264 - 3 rd Party Tools Installation - I			Yes	
DART 265 - Fake AV Tool Management			Yes	Yes
DART 266 - Malwarebyte Tool Management			Yes	
DART 267 - Trojan Remover Tool Management			Yes	
DART 268 - Registry Healer Tool Management			Yes	
DART 269 - Flash Player Plugin Management			Yes	
DART 270 - JRE Plugin Management			Yes	
DART 271 - Hitman Pro Tool Management			Yes	
DART 272 - SafeMSI & Rkill Tool Management			Yes	
DART 273 - CCleaner Tool Management			Yes	
DART 274 - RemoveIT Tool Management			Yes	
DART 275 - 3 rd Party Tools Installation - II			Yes	Yes
DART 276 - Superantispyware Tool Management			Yes	
DART 277 - 3 rd Party Patch Uninstallation - I			Yes	
DART 278 - 3 rd Party Patch Uninstallation - II			Yes	Yes
DART 279 - 3 rd Party Patch Uninstallation - III			Yes	Yes
DART 237 - Microsoft Update Management		Yes	Yes	Yes
Information Gathering				
DART 61 - System Survey		Yes	Yes	Yes
DART 93 - Report Running Processes			Yes	Yes
DART 63 - ReSOFT Client Start-up	Yes	Yes		
DART 64 - ReSOFT Client Shut-down	Yes	Yes		
DART 17 - Executable Detected				Yes
DART 26 - Executable Usage Profiler		Yes		
DART 174 - User Logon-logoff Tracking		Yes		
DART 222 - Report File Attributes			Yes	
DART 241 - Contact Information			Yes	Yes
DART 246 - Network Device Discovery			Yes	Yes
Change Detection				
DART 70 - Software Installation Detected		Yes		
DART 71 - Software Removal Detected		Yes		
DART 74 - Printer Added / Removed		Yes		
DART 197 - Network Configuration Change Detected		Yes		
DART 199 - Registry Change Detected				Yes
DART 21 - File / Folder Deletion Dialog Box Creation		Yes		
DART 14 - MS Internet Account Dialog Box Creation		Yes		
DART 16 - MS Internet Explorer History Folder Dialog Box Creation		Yes		
DART 76 - Netscape Preferences Dialog Box Creation		Yes		
DART 79 - Eudora Preferences Dialog Box Creation		Yes		

DART 80 - Pegasus Mail Preferences Dialog Box Creation		Yes		
System Management				
DART 73 - System Restart			Yes	Yes
DART 89 - Scheduled Program Execution 1				
DART 151 - Scheduled Program Execution 6				
DART 152 - Scheduled Program Execution 7				
DART 153 - Scheduled Program Execution 8				
DART 154 - Scheduled Program Execution 9				
DART 155 - Scheduled Program Execution 10				
DART 156 - Sequential Scheduled Program Execution			Yes	
DART 157 - System Restore Point			Yes	
DART 212 - Scheduled Program Execution 2				
DART 213 - Scheduled Program Execution 3				
DART 214 - Scheduled Program Execution 4				
DART 215 - Scheduled Program Execution 5				
DART 100 - File Distribution and Retrieval			Yes	Yes
DART 101 - Printer Installation and Removal				Yes
DART 160 - Registry Management			Yes	
DART 111 - HandsFree Client Network Deployment				
DART 192 - Program execution control				Yes
DART 207 - Content Distribution			Yes	
DART 227 - Process and Service Shutdown-Restart			Yes	Yes
DART 236 - On-demand Remote Control		n/a		Yes
DART 260 - Sequential DART - I			Yes	
DART 261 - Sequential DART - II			Yes	
DART 262 - Sequential DART - III			Yes	
DART 252 - Log File Retrieval and Logging				
Windows Security Management				
DART 282 - Windows Security Management			Yes	
DART 283 - Windows Troubleshooter Management (Windows 7 & Vista)			Yes	Yes
DART 284 - Windows Fix-It Management (Windows XP)			Yes	Yes
System Maintenance				
Disk Maintenance				
DART 19 - Disk Defragmenter Execution (MS Windows 9x and Me)		Yes	Yes	Yes
DART 92 - Disk Defragmenter Execution		Yes	Yes	Yes
DART 211 - Disk Defragmenter Execution (MS Windows XP and Server 2003)		Yes	Yes	Yes
DART 9 - Scandisk Execution		Yes	Yes	
DART 253 - Defrager for 64-Bit OS		Yes	Yes	
Folder Maintenance				

DART 60 - Clean Folders 1		Yes	Yes	Yes
DART 217 - Clean Folders 2			Yes	
DART 218 - Clean Folders 3			Yes	
DART 219 - Clean Folders 4			Yes	
DART 220 - Clean Folders 5			Yes	
DART 221 - Clean Folders 6			Yes	
DART 62 - Scandisk Files Clean-up on MS Windows 9x / Windows ME Systems		Yes	Yes	Yes
DART 69 - Chkdsk Files Clean-up on		Yes	Yes	Yes
DART 251 - IE Browser Optimization			Yes	
<i>Virus Scan and Virus Definition Management</i>				
DART 12 - Symantec Virus Definition Management		Yes	Yes	
DART 15 - Norton Anti Virus Scan Execution		Yes	Yes	
DART 90 - McAfee Virus Definition Management		Yes	Yes	Yes
DART 175 - McAfee VirusScan Execution		Yes	Yes	
DART 238 - Symantec Anti Virus Definition Dates Log		Yes	Yes	Yes
DART 239 - McAfee Anti Virus Definition Dates Log		Yes	Yes	Yes
DART 242 - eTrust Virus Definition Management		Yes	Yes	Yes
DART 243 - eTrust EZ Antivirus Scan Execution		Yes	Yes	Yes
DART 244 - eTrust EZ Antivirus Definition Dates Log		Yes	Yes	Yes
DART 247 - Trend Micro Virus Definition Management		Yes	Yes	Yes
DART 249 - Trend Micro Anti Virus Scan Execution		Yes	Yes	Yes
DART 250 - Trend Micro Anti Virus Definition Dates Log		Yes	Yes	Yes
<i>Miscellaneous</i>				
DART 86 - Synchronization of System Clock with Time Server		Yes	Yes	
<i>Hardware Diagnosis</i>				
DART 280 - Hardware Diagnostic Management (Scripts)			Yes	Yes
DART 281 - Hardware Diagnostic Management (Devices)			Yes	Yes
Resource Availability and Shortage Monitoring				
DART 6 - Memory Statistics		Yes	Yes	Yes
DART 95 - Logical Disk Statistics		Yes	Yes	Yes
DART 96 - Processor Statistics		Yes	Yes	Yes
DART 97 - Physical Disk Statistics			Yes	
DART 98 - Network Statistics		Yes	Yes	Yes
DART 88 - Network Devices and Services Availability			Yes	Yes
DART 231 - Client Heartbeat		Yes	Yes	Yes
HandsFree Networks - Internal Client Management				
DART 3 - Post-init Triggering Set-up	Yes			

DART 4 - Queued Mail Sent - Part 1	Yes			
DART 5 - Administration Log Scheduler	Yes	Yes		
DART 7 - Log File Deleted	Yes	Yes		
DART 8 - Orphaned Log File Found and Sent as an Attachment	Yes	Yes		
DART 11 - Log Files Deleted	Yes	Yes		
DART 22 - Send Queued Asset Logs	Yes	Yes		
DART 23 - Send Queued Event Logs	Yes	Yes		
DART 24 - Send installation/upgrade logs	Yes	Yes		
DART 25 - Client Dialog Box Creation	Yes	Yes		
DART 43 - HandsFree Client Tools	Yes	n/a		
DART 44 - Report Client Memory Usage	Yes			
DART 63 - ReSOFT Client Start-up	Yes	Yes		
DART 64 - ReSOFT Client Shut-down	Yes	Yes		
DART 65 - Traceback Information on Client Internal Error	Yes	Yes		
DART 66 - Dialog Box Log Scheduler	Yes	Yes		
DART 67 - Executable Log Scheduler	Yes	Yes		
DART 186 - DART Run Limit	Yes	n/a		
DART 190 - Client as service	Yes	n/a		
DART 223 - ReSOFT Client Installation and Deployment	Yes	n/a		
DART 226 - CAPP Management	Yes	Yes		
DART 256 - Client Uninstall	Yes			
DART 254 - Rocket Dock Management	Yes	No		

To learn more about HandsFree Networks and our solution, visit www.handsfreenetworks.com, send us an e-mail or call



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