eSMART BY DELL
FREQUENTLY ASKED QUESTIONS

What is eSMART by Dell?

eSMART by Dell is a powerful, easy-to-deploy asset management solution that captures critical information about your enterprise assets and delivers management reports that assist in your software license compliance and decisions regarding your hardware and software inventory. The optional Usage Monitoring Module provides information on the usage of applications throughout your organization. eSMART was recognized as a 2008 Microsoft® Partner of the Year Award Finalist and is a Microsoft Gold Certified Partner. eSMART has also been recognized as a 2009 SIIA Codie Finalist for Best Asset Management Service and is a 2007 GTC East Best Solution Award Winner.

How does eSMART work?

A small agent is installed on each asset you want to track. The agent communicates via an outbound initiated beacon to our Network Operations Center (NOC) via any available Internet connection. During installation, the agent registers and assigns a unique asset identifier to each monitored asset. The agent captures a snapshot of the hardware and software configuration and transmits the compressed and encrypted data to the NOC.

How is eSMART accessed?

eSMART is accessed using a standard web browser at https://e-smart.dell.com/us using your unique customer number, logon and password.

How does eSMART track laptops that are not connected to my internal network?

A key differentiator for eSMART is that it contains patented tracking technology that does not require your assets to have access to your network. As long as the asset connects to the Internet, the information is transmitted and tracked at our NOC. This can help our customers locate lost and stolen devices.

What information does the eSMART agent collect?

eSMART captures over 200 fields of hardware asset data, including serial number, machine name, MAC address, processor type and speed, memory capacity/installed, memory slots used/not used, total and available hard disk space, etc. In addition, eSMART scans for all software executable files installed on the device. The agent does not collect any confidential data files, only the executable files.

How does eSMART compare to Desktop Management Solutions?

eSMART and Desktop Management Solutions focus on different aspects of asset management. Desktop Management Solutions traditionally are tools providing multi-function support for remote control, software distribution, configuration management, and some inventory management. However, eSMART is designed to compliment such a solution by providing a more detailed and comprehensive software and hardware inventory, software usage, and software license compliance solution.

eSMART IMPLEMENTATION

What are the hardware/software requirements for eSMART?

Since eSMART is a hosted model, it does not require any capital investments in hardware or software.

How does the eSMART agent get installed on my devices?

The eSMART agent is a 2MB executable file that can be easily installed through a variety of methods, including:

- Software Distribution tools such as Microsoft SMS/SCCM and Altiris.
- Microsoft Active Directory Group Policy using an MSI Package
- Logon scripts

Can I install the eSMART agent without end-user knowledge?

The agent can be installed silently without any user interaction. Once installed, the agent operates transparently as a service of the operating system.

How much bandwidth does eSMART require for collecting and reporting data?

Since the packets of information created by the agent are encrypted and compressed, the bandwidth usage is very low. Assuming you have a T1 connection and 1000 devices beaconing at exactly the same time, approximately 195.3KB of data would be sent to the NOC. This would utilize less than 13 percent of your bandwidth for only one second.

What service fees are assessed for support and training?

The remote deployment services, standard phone support (M-F 7 to 7 CST) and training services provided by Dell Software for your eSMART implementation are separate charges for the initial 12 months of service. While phone support remains available in subsequent years, the fee is bundled in the annual subscription.

I have secure PCs that do not have an internet or network connection. How can I capture them with eSMART?

There is a stand-alone agent for non-networked devices. This agent writes the captured data to a file which can then be uploaded to the eSMART NOC on a device that has Internet access.

What level of support do I get during my implementation as well as on-going?

During your eSMART deployment, you will be assigned an eSMART Project Manager that will help you plan and manage your implementation. Your Project Manager will also act as your single point of contact for all support issues and questions. During the final stages of your deployment, your support will be handled by the eSMART Technical Support Team. The Support Team will also back up your Project Manager during deployment.

eSMART
TECHNICAL

What platforms does the eSMART agent support?

Currently, the eSMART Agent supports the following platforms:

- Windows (95 and higher)
- Windows Server (NT and higher)
- Apple Macintosh 8.9, 9.x, and OSX (PowerPC)

How do I track assets such as my monitors, printers and LCD projectors that the agent does not support?

The User Defined Assets (UDA) module of eSMART works as an Asset Management data repository to allow any type of asset to be tracked. Entry of these assets can be manual, or can be loaded into eSMART with a batch import utility. Attributes such as Warranty, Purchase and Leasing information associated with these assets can also be tracked.

How does the eSMART agent gather hardware information?

The agent captures data attributes from the SMBIOS as well as the Windows Management Instrumentation (WMI).

Can I capture and track end user information for my devices?

The agent has an option to capture the end user information for a device. If this option is enabled, the agent will produce a data entry form to allow the end user to type in their name, email address, and other optional information. There is also an add-on module that integrates with Microsoft Active Directory LDAP to upload end user information from your LDAP accounts based on who logged into the device.

How does the eSMART Agent connect to the internet? Devices in my environment must go through my proxy server.

By default, the eSMART Agent will attempt to access the internet directly, using Port 80. However, the eSMART Agent can be configured with your proxy server specifications, including IP Address, Port Number, and Authentication logon/password to send outbound packets to the internet.

How often does the eSMART Agent run an inventory?

The agent performs based on customer requirements. A request can be performed on-demand through the eSMART Web Site. The customer can also use the Scheduler Utility of eSMART and create an automated schedule for performing inventories on a regular basis.

Does the agent perform any tasks other than hardware and software inventories?

Approximately every 24 hours, the eSMART Agent will send a Beacon Transaction to the eSMART Network Operation Center. The beacon transaction indicates that the device is still running in the customer's environment and contains information such as the Machine Name, MAC Address, and IP Address. All beacons are logged and aging reports can be monitored by the eSMART administrator to investigate devices that are no longer beaconing. In addition, the eSMART NOC can send back an acknowledgement transaction to the agent and give the agent comments such as "perform a new inventory".

What information does eSMART capture about my software?

The eSMART Agent captures all of the executables that are found on the local hard drives of the device and obtains attributes from the executable such as the Publisher, Software Name, Version, as well as the File Name, File Size, and File Date.

If eSMART captures all of my executables, isn't that a lot of data to view?

When the eSMART web site displays the software installed in your environment, the executables found by the eSMART agent are filtered through the Dell eSMART Titling Database, which is a knowledge base of information about software applications. The Dell eSMART Titling Database contains information on over 87 million unique executable files. For example, eSMART only cares about the primary executable to report that a device has the Oracle 11 Client installed on the device and all of the dozens of related executables which are the supporting applications and utilities for Oracle are ignored.

Does eSMART distinguish between a stand-alone installation of an application and an application that is installed as part of a suite?

Yes, the knowledge base in the Dell eSMART Titling Database is able to make the distinction.

I have a proprietary application that was developed internally that I would like to track. Can I do this with eSMART?

Yes, if you provide information regarding your application, we can add this to the eSMART Titling Database to allow you to track your software using eSMART.

How can eSMART help with my software license reconciliation?

The License Reconciliation Report counts the number of original licenses that were acquired for each software product and compares this to the number of installations discovered by the eSMART agents and highlights the discrepancies. If licenses were acquired from a vendor other than Dell | ASAP Software, the licenses can be imported into eSMART with our Data Merge services.

Is there a way to tell what applications are actually being used?

The eSMART Usage Monitoring module provides you with detailed information on what applications are being utilized by application, publisher, or device. More importantly, Usage Monitoring also indicates the applications that are installed but not being used, which allows you to redeploy licenses to other end users, helping you to save costs on new licenses and maintenance renewals.

What reporting tool does eSMART use?

All of the reports in eSMART have a wizard-driven interface so that you don't need to learn a complicated reporting tool or know the eSMART database structure. eSMART comes with standard and custom reports. Standard reports have a fixed number of fields available for viewing and selecting with. Custom reports are more like an ad-hoc query where there is flexibility in selecting the fields to include in the report, and what fields to group on for sub-totals.

Can I download report data for additional analysis?

You can download the report data to your local workstation in a variety of formats, such as CSV, Microsoft Excel, and PDF.

Can I create my own customized reports?

Yes, once you have created a report using the wizard, you can save it as a report template with any name you choose. At a future time, you can simply rerun your report template to generate the report again. A report template can also be created at the company level so that it can be run by all of your employees.

If I want a report on a regular basis, can this be done with eSMART?

Once you have created a report template, you can schedule it to automatically run on regular basis (monthly, quarterly, etc.) and have the report sent to you as an Email attachment.

How many reports come with eSMART?

Since eSMART has the ability to create your own customized reports, and the custom reports have the flexibility to produce many different ad-hoc queries, the number of reports that are available is almost unlimited.

What types of reports are available?

A wide variety of reports are packaged with eSMART to allow you to perform analysis and make decisions based on your Software Inventory, Hardware Inventory, and Software Usage statistics. Additional administrative reports allow your eSMART Administrator to monitor activity and insure that information is up to date.

Some of the reports are:

- Software and Hardware Inventory Reports indicate how each system is configured and what operating system and software applications are installed on them. These reports allow you to filter by specific components, manufacturers or publishers, software applications, and software and hardware categories.

- Deployment Readiness Report categorizes systems according to publisher specifications for upgrade or deployment requirements. It checks device specifications against the standards you define for upgrading.

- Applications Not Used analyzes information from the Software Usage Service and tells you what applications are installed in your environment, but are not being used. This allows you to make decisions on reallocating existing licenses and when negotiating maintenance renewals.

- Devices Not Communicating highlights devices that are no longer beaconing. This should be investigated by your eSMART Administrator.

Below is a partial list of information that is collected by the eSMART agent (if available):

Device Information		
Machine Name Serial Number	Manufacturer Model Number	MAC Address IP Address (Internal and External)

Hardware Components		

CPU
    Type
    Speed
    Manufacturer
    Serial Number
    Cache
Motherboard
    Manufacturer
    Serial Number
    Version
    Speed
Memory
    Capacity
    Size Installed
    Total Slots
    Slots Available
Memory Chip
    Type
    Size
Flash Memory
	BIOS
	    Manufacturer
	    Date
	    Version
	Operating System
	    Name, Service Pack, Build
	Physical Disk Drive
	    Manufacturer
	    Serial Number
	    Firmware
	    Revision
	Logical Disk Drive
	    Drive Letter
	    Total Size
	    Amount Available
	CD/DVD Drive
	    Manufacturer / Model Number
	SCSI Adaptor
		Monitor
		    Manufacturer
		    Model Number
		Video
		    Resolution
		    Video Adaptor
		    Video BIOS Date
		Printer
		Mouse
		Keyboard
		Networking
		    NIC Card
		    Client
		Audio/Multimedia Adaptor
		USB Ports
		Physical Ports
		PCMCIA Socket
		Modem
		Scanner
		FireWire Device

Software Applications		
A listing of all software executable (.exe) files and predetermined .JAR files found on local hard drives		

Optional User Information (Manual Data Entry)		
First Name Location Name Email address	Last Name Department Phone Number	Employee Number Address (City State, Zip, Country) Fax number

FOR MORE INFORMATION, VISIT Dell.com/eSMART

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