



## Synexsys Technical Datasheet

Computer Inventory, IT Asset Management,  
Network Devices Audit, Helpdesk and more...

Synexsys® : Simple – Powerful – Efficient !



## Synexsys Technical Datasheet

Synexsys® is made of four integrated modules that can be used together or separately.

**Synexsys Inventory** comes first logically. This module is used to audit your computers automatically without the need of a local installation. Synexsys Inventory realizes an exhaustive hardware & software audit of your desktops within minutes.

**Synexsys Asset Management** allows you to complete the automatically gathered information with custom data such as "Purchase date", "End of Guarantee", "Vendor", "Price", "Budget", "Department", etc. But you can also create your own custom assets within Synexsys Asset Management. Basically, any kind of objects can be managed in this module (mobile phones, faxes, copiers, tools, contracts, training courses, vehicles, buildings, etc.).

**Synexsys Network Audit** scans the entire network and discovers the IP devices connected. Synexsys Network Audit gathers automatically all the NetBIOS / SNMP information available on devices such as routers, switches, printers, Servers, etc. Synexsys Network Audit allows you to query the discovered resources conditionally, according their type or to any other data resulting from the scan.

**Synexsys Helpdesk** is the keystone of the Synexsys range of products. This module allows you to manage and follow-up any kind of events such as support and service requests, external and internal calls, specific and day-to-day tasks, etc. Synexsys Helpdesk is fully customizable and is able to cover the needs of any company whatever its size.



## PC Hardware Inventory

Manufacturer  
Model  
Serial number

CPU(s) model(s) and type(s)  
CPU speed  
Estimated performance  
Internal cache size and type

Installed memory total  
Memory card distribution  
Detailed information for each memory card  
Available memory slots  
Maximum memory allowed  
Memory types allowed  
Memory speed allowed  
Maximum size by memory card  
System memory configuration

Total disk space  
Used and Free disk space  
Partition types  
Files and folders number and total size  
Other disks and drives technical information

Video card manufacturer and model  
Total video memory  
Current resolution  
Current refresh rate  
Video driver detailed information  
Current display settings  
Supported video modes  
Monitor manufacturer and model  
Monitor Serial number  
Monitor size

Main board manufacturer  
Installed busses (AGP, PCI, USB, etc)  
Detailed information on each bus  
Front side bus speed  
Memory bus performance  
BIOS detailed information  
Used/available slots

Network card manufacturer  
MAC address



Used bus type and number  
IRQ channel, I/O and memory ranges

Sound card manufacturer and model  
Sound card detailed information

and tons of other information on :

Declared printers  
Current processes in memory  
Declared services  
Pointing devices  
COM, LPT, USB, etc. ports  
Drivers by resource  
IRQ, DMA, I/O, memory ranges  
Complete information on CMOS  
OLE, DirectX, SCSI, OpenGL, ...

## Operating system & PC software audit

OS name and version  
Service pack  
Enhancement pack (patches)  
Windows ID  
Registered user  
Registered organisation  
Language / Country  
Time zone

OS installation folder  
System folder  
Temporary folder  
Path

EXE description  
File name  
File version  
Product name  
Product version  
Internal name  
Language  
File size  
File date  
Path  
Character set



DLL description

File name

File version

Product name

Product version

Internal name

Language

File size

File date

Path

Character set

File name (\*.\*)

File size

File date

Path

Folders treeview

Folders names

Path

Folders total size with subfolders

Registered file extensions

Associated programs

Associated actions

## System Information

PC name

Current connected user

NT domain name or

Novell context

Current IP address

MAC address(es)

Environment variable

Main INI files content

Boot type

Windows running since...

Creation date in SXSi DB

Last contact with SXSi

Last hardware scan

Last software scan

Last files scan



## Network Devices Audit

Synexsys Network Devices scanner is a simple yet powerful module that discovers and monitors all IP devices connected to the network.

The information gathered by Synexsys Network Devices Audit (SXSnet) depends on the encountered device type, (switch, router, printer, server, non-windows station, palm, etc.) and of the ability of this device to "answer" to the standard solicitations that SXSnet uses to do its analysis.

In other words, if the network device manufacturer respects SNMP and NetBIOS standards, SXSnet will be able to collect all available information regarding this device.

Information generally available :

- IP address(es)
- Nic MAC addresse(s)
- Nic Manufacturer
- Hostname
- NetBIOS Name
- Group
- User
- UpTime (SNMP)
- Manufacturer (SNMP)
- Serial number (SNMP)
- Number of ports (SNMP)
- Software versions (SNMP)
- Status (SNMP)
- etc.

See <http://www.synexsys-network-audit.com> for more information



## Synexsys Management Console main features

The main window of the Synexsys Console allows you to see the network neighbourhood as a windows explorer would. In this view, PCs are represented by different icons according to their status:

- » PC never contacted
- » Agent deployed as a service (expecting audit data)
- » Agent deployed as a service (audit received)
- » PC audited by a remote agent (network login script)
- » Mixed audits (Service and Login)
- » PC audited manually
- » Agent (Service) removed
- » Error

In the static part of SXSi main view, are shown the audited PCs and for each of them, the characteristics that allow their identification.

### Automatic classification structures

Automatic treeviews are an exclusive functionality of Synexsys. You can use them to classify automatically the information that you are managing and to filter your queries and your views intelligently.

Automatic treeviews of SXSi are generated on demand, on the basis of collected data or manually added information. Treeviews allow you to organize IT and non-IT assets practically, according to their technical or administrative characteristics.

For example, a treeview can be built on a network segment basis, on an organisational or geographical basis, on hardware manufacturers, on acquisition periods, etc.

Once an automatic treeview is built, the collected PCs will be automatically associated to the nodes they are corresponding to.

### Intelligent treeviews

It is possible to associate an item to any node in any classification tree. I.e.: to a service in the organizational tree, to a site in the location tree, to a brand in the manufacturer tree, to a month in the warranty tree, etc.

The positioning on a specific node of a treeview not only emphasizes all the configurations that are directly linked to this node, but also those items which are contained in its sub-folders. Within Synexsys, you'll never lose a PC in multi-level treeviews.



### Software identification

SXSi allows a precise customization of the identification criteria that will be used to recognize software applications, ensuring you to get consistent results in any case.

**PRINCIPLE :** The information of every software present on the PC is collected. The administrator can decide to take a census of some of them. He can also decide to manage software licenses within the collected software.

SXSi detects the applications according to the following criteria:

- › The presence of one or several files (any extension)
- › A minimum number of present files
- › The files size, date, path, etc.

### Change management

SXSi keeps a log of all detected changes for each managed item. I.e. software installation, file modification, RAM diminution, PC move, etc.

### Manual input

SXSi allows manual generation of any kind of equipment, (fax, copiers, phones, beamers, etc.), avoiding the need to manage those items in other databases.

### Unlimited custom fields

Thanks to custom fields, Synexsys Inventory allows you to add any kind of information to the collected data. I.e. : purchase date, supplier, price, end of warranty date, belonging to a service, a location, a user, etc. Each field is totally customizable, (pick list, input mask, data type, mandatory field, etc.), which gives you excellent control of the input.

### Windows registry analysis

Synexsys Inventory is able to collect an unlimited number of values from the Windows registry.

### INI files analysis

Synexsys Inventory is able to collect an unlimited number of values coming from INI files sections.



### **Event follow-up**

Unlimited number of notes can be associated to each equipment, by example, ensuring the follow-up of interventions and moves.

### **Customizable interface**

Synexsys Inventory offers great flexibility by allowing customization and specific protection. By doing so, SXSi gives a practical answer to users having different management needs, (system administrator, network technician, user support technician, purchase officer, accountant, etc.)

### **Original query system**

SXSi has a built-in query system which allows you to filter the information that will appear in SXSi reports. You just need to point anywhere in a treeview or directly on a PC or on a group of selected PCs and activate the desired filter or create a new filter online.

### **Dynamic views**

SXSi offers a number of views where assets' information are shown graphically. The views emphasize the distribution of IT equipment according to their features.

For example, to focus on a service in the organizational treeview and see for this service, what are the needs in terms of memory extension.

### **Standard and WEB reporting**

Synexsys Inventory offers a large number of ready-made charts and reports. Each of these outputs may be visualized within the application itself, exported to several formats, (PDF, RTF, XLS, HTML, CSV, ASCII, DBF, MDB, etc.), or published on the WEB. For those who need to re-process raw data and possibly import them into other systems, data can be exported to flat files as TXT or CSV.

### **Access right management**

Synexsys has an access rights management system which gives you total control over the application as well as the collected data.

### **Unlimited volume of data**

Synexsys is a reliable application and supports without a problem several GB of data. SXSi records collected information in databases like Firebird (no license, no client), Oracle or SQL Server.



## Synexsys Agent

The collection of inventory data is done through an executable called "Synexsys Agent". This agent can be executed :

- › Through the login script (**without any local installation**) (Win all)
- › Locally as a Service (WinNT, Win2000, WinXP, Win2003)
- › Manually from any storage media (Windows all)

You can define independently several types of audits (software, hardware, network) and their schedule.

Automation of an audit process could not be done without a good scheduling engine. SXSi offers several possibilities in this domain. I. e. :

- › Frequency (daily, weekly, monthly, etc.)
- › Hour of the day, day of the week, week of the month, etc.
- › At login time
- › At login time + delay
- › Process priority (Idle, Below, Normal, Above, High, Realtime)

## Reporting

Besides the views dedicated to the daily IT asset management tasks, Synexsys Inventory offers several means of processing managed data.

### Reporting with Synexsys Inventory

Synexsys Inventory provides you with easy access to the asset inventory, by offering an extensive choice of ready-made charts and reports.

Each of the outputs may be visualized within the application itself, exported to several formats, (PDF, XLS, HTML, CSV) or published on the WEB. For those who need to re-process raw data and possibly import them into other systems, data can be exported to flat files as CSV.

Content of SXSi reports is context related and depends upon the current selection. For example, if the node "Accounts department" is selected in the organizational treeview and the report "List of out-of-warranty assets" is chosen, the resulting report will give the list of out-of warranty equipment for the Accounts department. If a single PC or several PCs are selected, (even under different nodes), the report "List out-of-warranty assets" will always be built on the same model but will contain only data related to the selected item(s).



## Working Environment

**Compliance** Synexsys Inventory works in the following environment:

**OS** : Win95, Win98, WinMe, WinNT, Win2000, WinXP, Win2003

**Network** : Microsoft (NT, 2000, XP, 2003), Novell Netware xx and other TCP/IP networks

**Installation** The SXSi administration console (Synexsys Inventory Discovery Console) can be installed on any MS-Windows workstation.

**Data transfer** Data transfers (upload/download) are done automatically through FTP

**Databases** SXSi client and console are using native connexions with their databases. That means **no** ODBC drivers, BDE, etc.

Three different databases can be chosen to store the information collected by Synexsys Inventory:

- » Firebird (Borland InterBase) - Firebird is a reliable database with exceptional performances. Firebird is free and does not need a client. This means that if you are using this database, you will be able to execute the Synexsys Management Console from any PC **without having to install anything locally**. Firebird can manage several GB of data without any problem.
- » Oracle
- » SQL Server

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