Lansweeper

NETWORK • MANAGEMENT • SOFTWARE

Network Inventory, Asset Management, Deployment,
Help Desk and so much more ...

PC & Network Inventory

Software Inventory & Audit

IT Asset Management Software

Automated Software Deployment
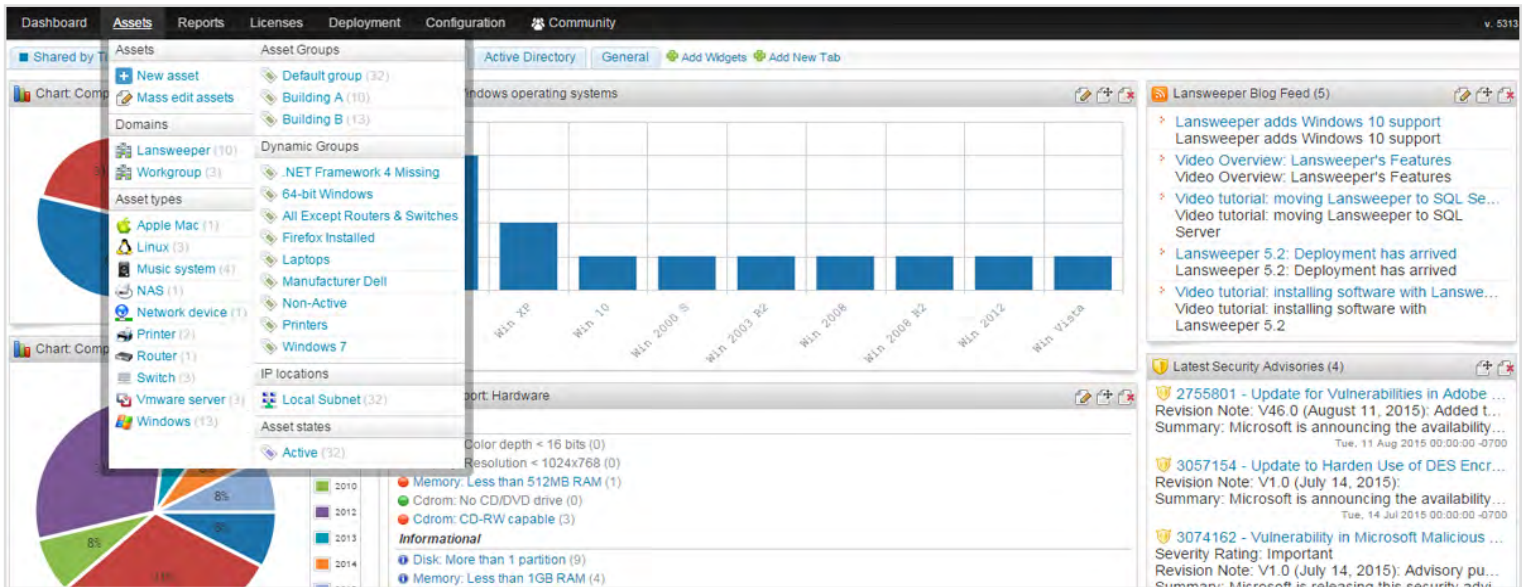
Help Desk & IT Service Desk

Knowledge Base Software

Active Directory Management

SNMP Network Management

Keeping track of computers, servers and other devices is an ever-growing concern for small and large businesses alike. Tim is an IT admin who uses Lansweeper to scan, view and remotely manage the assets in his network.

Scan with or without an agent

Lansweeper redefines IP scanning, offering cross-platform support as well as scalability. Scan networks of a few hundreds or tens of thousands of assets, with or without an agent, and pull data from:

► Windows computers
► Linux / Unix computers
► Mac computers
► VMware / Hyper-V servers
► printers
► switches
► NAS devices
► UPS devices
... and more!
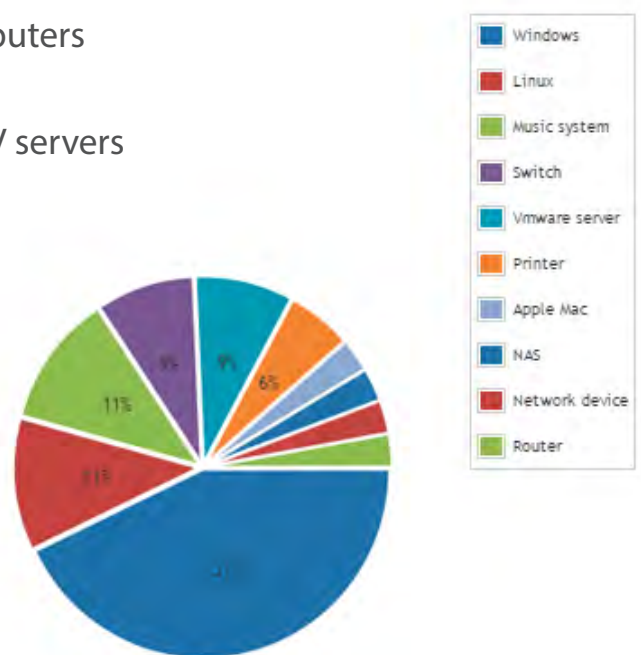
Harness the power of data

The Lansweeper web console lets you see, at a glance, what is going on in your network. Data is displayed on a per asset basis, but also aggregated in a series of customizable dashboards, reports and widgets. Run one of the hundreds of built-in reports or create your own. The data you're after is just a few clicks away.

When Tim logs into his dashboard, he's presented with a customized view that displays the information he wants to see. Recently added assets, disk space and event log errors are just some of the items Tim is interested in monitoring.

Each asset has its own webpage with data relevant for that specific asset type. Tim's printers display toner levels for instance, switches provide port mapping information and Windows computers return disk, hotfix, memory, processor and a variety of other data.

Be proactive

Lansweeper identifies potential issues before they become a problem. These are just some of the things you can easily spot with built-in or custom reports:

► Machines with little memory

► Machines generating Event Viewer errors

► Machines missing anti-virus software

► Expiring warranty and maintenance agreements

► Machines not running the latest Windows service pack

► Unlicensed software

► Unauthorized software

► Out-of-date software

► Disks running out of space

► Disks that are about to fail (S.M.A.R.T. status reports) Windows service pack ... and more!

Tim's primary concerns are the efficiency and security of his company network. He keeps a close eye on anti-virus and unauthorized software installations, exporting data and taking action where necessary. Thanks to powerful deployment features, he can push and even schedule changes to his computers.

The Lansweeper forums engage an active community of users who create and share deployment packages and reports, so Tim is never short on administration tools.

Save time and money

Repetitive tasks can now be completed in just a few minutes, thanks to Lansweeper's robust deployment module. Install and uninstall software, make command-line changes, kill processes, run scripts... Deployment packages can do pretty much anything, from removing unauthorized software to automatically shutting down computers at the end of the day.

Group, link, locate
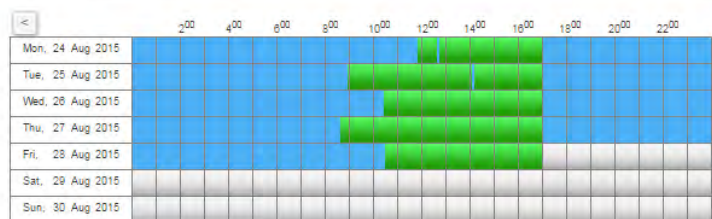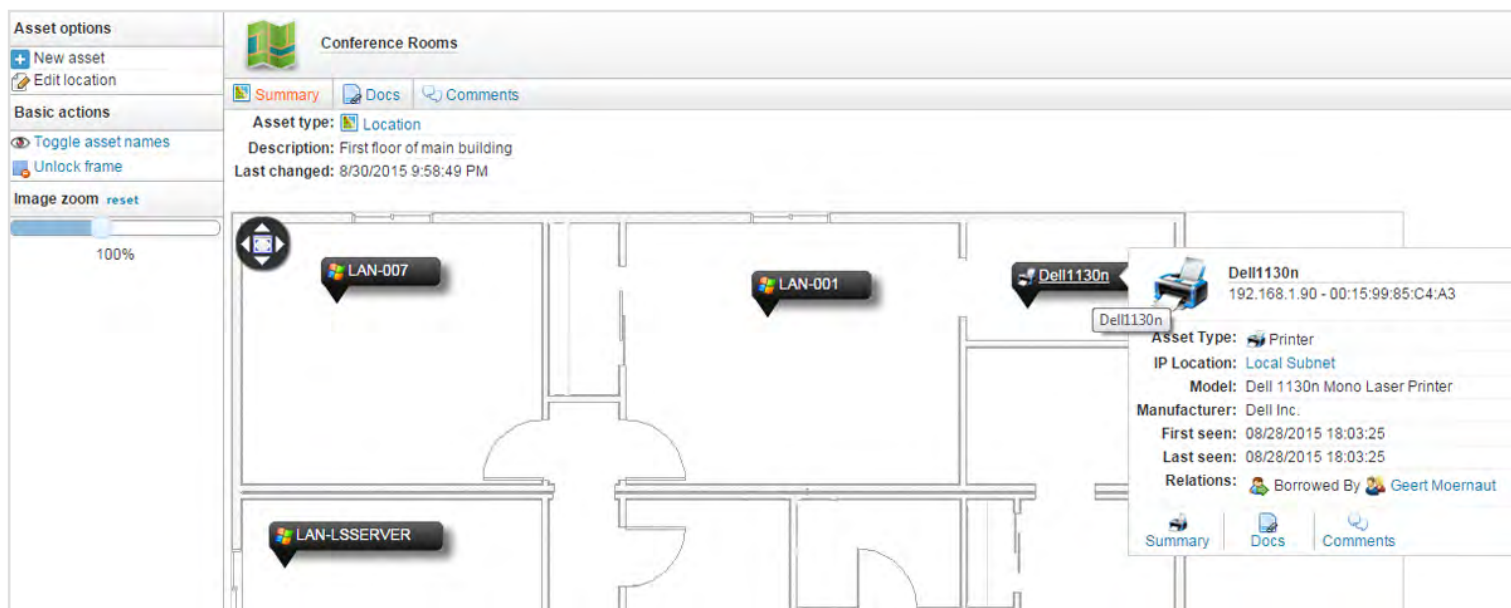
Tim regularly imports new assets into his database. These include recently purchased computers that haven't been deployed yet and non-network equipment like tables and desk chairs.

He places the assets on a map and links them to users, so there's no confusion as to which office and which user the equipment belongs to. He can even print and stick labels on his computers that will link to the machines' Lansweeper webpages.

IT admins need to monitor not just individual assets, but their network as a whole as well. To help you see the bigger picture, Lansweeper allows you to:

▶ Import assets from CSV files
▶ View assets connected to switch ports
▶ Group assets manually or based on criteria
▶ Link assets to other assets or users
▶ Place assets on blueprints of your offices
▶ Generate QR codes

Alert and share

Tim's colleague Aaron uses Lansweeper as well, but is not an IT administrator.

Aaron reviews scanned data and manages license compliance and invoice documents, but is unable to scan assets or deploy software. He's kept up-to-date on important developments through dashboard tabs shared by Tim. Tim also shares information with top level management through automated email alerts.

Lansweeper is a collaborative tool. Multiple users can access the console at the same time and configure their own dashboard tailored to their specific job requirements. Dashboard tabs can be shared as well and easy-to-configure email alerts keep even those without access to your Lansweeper installation in the know.

A system of roles and permissions lets you grant or restrict access to certain areas of the web console, ensuring that sensitive data remains secure.

Alert Report: Dashboard

High priority
- Error: WMI access denied (39)
- OS: End of Lifetime (no longer supported) (1)
- Disk: Servers less than 1 GB free HD (0)
- Device: Printer out of toner (0)
- Disk: Workstations less than 1 GB free HD (2)
- Server: All servers without Anti-virus software (0)
- Workstation: All workstations without Anti-virus software (20)

Important
- Asset: Harddrive S.M.A.R.T. Status not OK (0)
- Error: RPC Server unavailable (6)
- Device: Printer almost out of toner (0)

Microsoft Office installations (4)

AssetName	Domain	Username	Userdomain	IPAddress	Software	Version
LAN-007	LANSWEEPER	Lan	LAN-007	192.168.1.15	Microsoft Office Professional Plus 2010	14.0.7
LAN-001	WORKGROUP	LAN	LAN-001	192.168.1.58	Microsoft Office Professional Plus 2010	14.0.7
LAN-008	WORKGROUP	lan	lan-008	192.168.1.11	Microsoft Office Professional Plus 2010	14.0.7
LAN-008	WORKGROUP	lan	lan-008	192.168.1.11	Microsoft Office SharePoint Designer 2007	12.0.6

Microsoft Office invoices (8)

Software	hyp	Date
Microsoft Office	Invoice VWX.pdf	03/11/2015
Microsoft Office	Invoice STU.pdf	03/10/2015
Microsoft Office	Invoice PQR.pdf	03/09/2015
Microsoft Office	Invoice MNO.pdf	03/06/2015
Microsoft Office	Invoice JKL.pdf	03/05/2015
Microsoft Office	Invoice GHI.pdf	03/04/2015

Web Note

Aaron, could you purchase 2 more Microsoft Office licenses? Thanks in advance!

P.S.: a scheduled computer shutdown will take place at 3PM.

Chart: New employees by month

Chart: Internet Explorer installations
- IE 10
- IE 11
- IE 6
- IE 7
- IE 9
- IE 8

Chart: Top 10 software publishers by i...
- Realtek Semiconductor Corp.
- Igor Pavlov
- Oracle Corporation
- Google
- Lansweeper.com
- Intel
- Adobe Systems Incorporated
- Vmware, Inc.
- Mozilla
- Microsoft Corporation

New Ticket | Actions ▾ | All tickets (1-9/9) ⊖ | ◁ Previous - 1 / 1 - Next ▷ | Sort Z to A | 100 ▾

Sort: Priority ▾

Ticket filters

Apply filter ✕ 💾

Custom fields shown (0)

Search ?
Date filter
Status ✓ ▾

☑ Open
☑ In Progress

Open #22 Welcome To Lansweeper
Hi,My name is Sweepy. I'm the official Lansweeper mascot.First of all I would like to thank you for installing our application and trying out our helpdesk. If any questions come up while using the...
IT Support
IT Support
Pick up
02/05/2016 @16:2

Open #13 [DEMO] No internet connection
Hello everyone,since today I can't open websites such as google or webmail. Could you help me to get this running again?...
IT Support
IT Support
02/05/2016 @16:2
John Dillinger (DE

Open #20 [DEMO] New database backup server
We need a new database backup server in our central office. The old one will be taken out of service at the beginning of next month.blade server standard2x10TB HDD2x100Gbps EthernetWindows...
IT Purchase
Purchase
02/05/2016 @16:2
Al Stokes (DEMO)

In Progress #1 [DEMO] New employee John Clouver
Please create AD account within following 3 days...
New employee
Purchase
02/05/2016 @16:2
John Dillinger (DE

Employees who are experiencing IT problems ask Tim for support by sending in a ticket. Linking his support cases to assets provide Tim a means of professionally logging all related cases while the IT inventory assists the Help Desk by instantly retrieving relevant information scanned throughout Tim's network. Tim uses a ticket's priority level to decide how urgently the ticket needs to be responded to.

Centralize all communication

The Lansweeper Help Desk is fully integrated within the asset management solution. As a centralized intake location for technical issues, it allows for a responsive and timely solution to minimize downtime and facilitate efficient troubleshooting.

You can model the help desk's internal workings to match your daily operations. It's also possible to create completely customizable fields that store ticket-specific information to streamline the ticket lifecycle. These custom fields drive advanced search options and facilitate comprehensive reports.

Subject: PC having bluescreens & crashing

Type: 🟢 IT Support ▾

Priority: High ▾

External reference ID: ⬚ ?

Root cause known: ◯ No ◯ Yes ?

Approval for: None selected... ▾

Assign to agent: Select agent | Set self

Add subscribers: Subscriber

Assets concerning: Asset

User concerning: Built-in admin
Change user | Set self

Source: 🌐 Website ▾

Agent initiated: ☐ ?

Set personal: ☐ ?

Incorporate Knowledge Management

The integrated Lansweeper Knowledge Base offers a centralized repository for important information. Build rich knowledgebase articles on your environment and present searchable self-service options to streamline internal and external processes. Document company policies, procedures, workarounds and technical issues, reducing support requests and improving employee productivity.

Tim gathers all frequently-asked-questions and workarounds, organized under several main topics, in the Lansweeper Knowledge Base. Thanks to flexible user roles, he grants and restricts access to specific categories and teams.

Lansweeper (14) »

- How to contact Lansweeper support
- Lansweeper inventory troubleshooting guide
- Windows domain computer scanning requirements
- Windows workgroup computer scanning requirements

Technical support (44) »

- How to deploy logon scripts through Group Policy
- Backing up your installation
- How to scan with LsPush
- Lansweeper troubleshooting guide

Ready to start?

Request A Free Trial

Need some further infortmation?
Contact sales@lansweeper.com or visit Lansweeper.com.