

System inventory in RMM

Technicians requires computer hardware and software specifications during the troubleshoot operation. It helps to analyse system capability and prioritise system resources, applications, processes accordingly.

Comodo RMM have 'System Inventory' deploy to provide computer specification in all aspects. Technicians would be able to get system overview, operating system, hardware and network related specifications through software inventory. We can also search specific parameter in the inventory. Let us discuss how to get system inventory report through RMM.

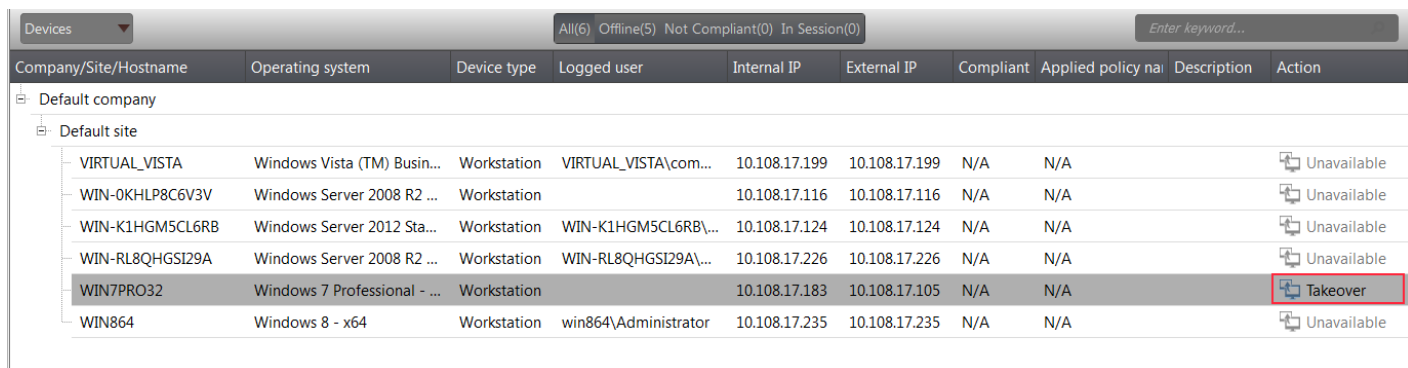
Precondition - Customer devices should have been added to RMM .

1. Login into RMM

Login using username and password.

2. Establish session with endpoint

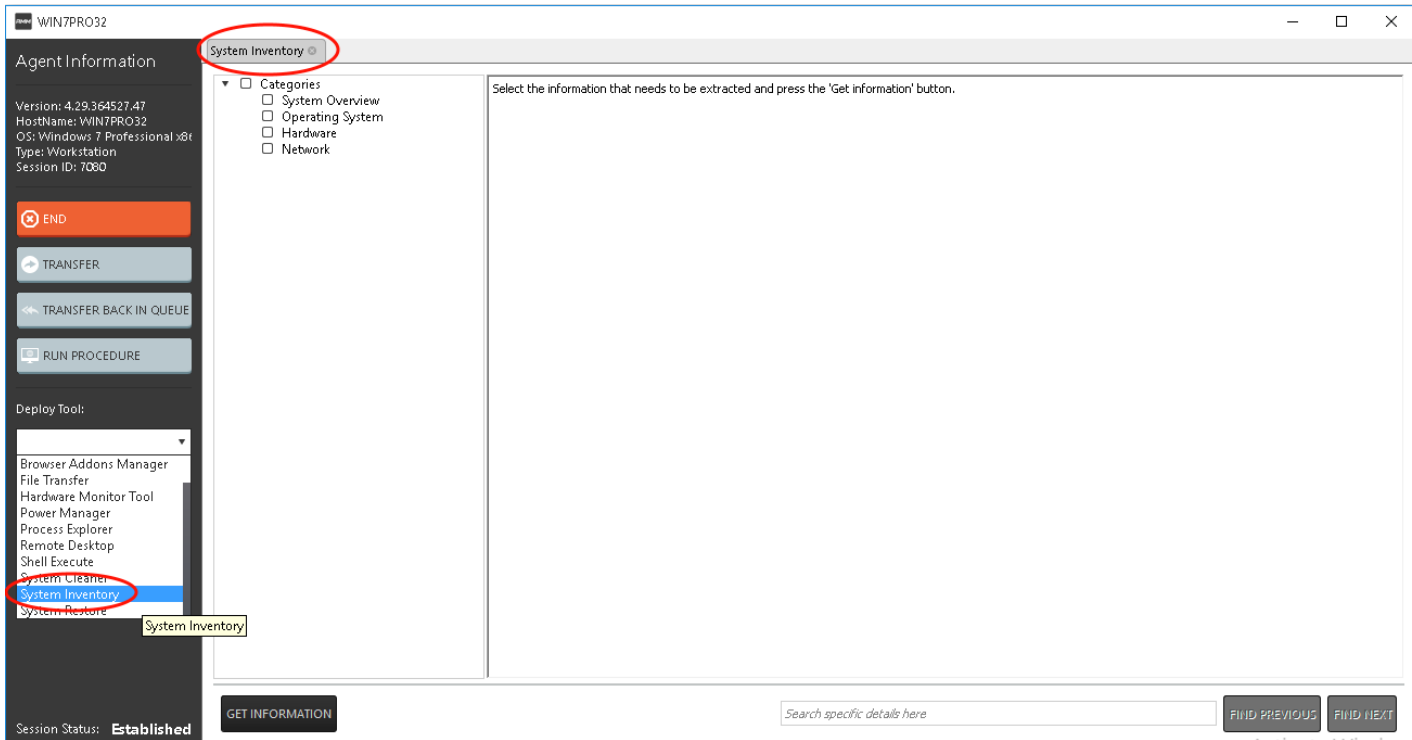
Click 'Takeover' button in the endpoint shown under 'Devices' tab to connect remote session with customer.



Company/Site/Hostname	Operating system	Device type	Logged user	Internal IP	External IP	Compliant	Applied policy na	Description	Action
Default company									
Default site									
VIRTUAL_VISTA	Windows Vista (TM) Busin...	Workstation	VIRTUAL_VISTA\com...	10.108.17.199	10.108.17.199	N/A	N/A		Unavailable
WIN-0KHLP8C6V3V	Windows Server 2008 R2 ...	Workstation		10.108.17.116	10.108.17.116	N/A	N/A		Unavailable
WIN-K1HGM5CL6RB	Windows Server 2012 Sta...	Workstation	WIN-K1HGM5CL6RB\...	10.108.17.124	10.108.17.124	N/A	N/A		Unavailable
WIN-RL8QHGS129A	Windows Server 2008 R2 ...	Workstation	WIN-RL8QHGS129A\...	10.108.17.226	10.108.17.226	N/A	N/A		Unavailable
WIN7PRO32	Windows 7 Professional - ...	Workstation		10.108.17.183	10.108.17.105	N/A	N/A		Takeover
WIN864	Windows 8 - x64	Workstation	win864\Administrator	10.108.17.235	10.108.17.235	N/A	N/A		Unavailable

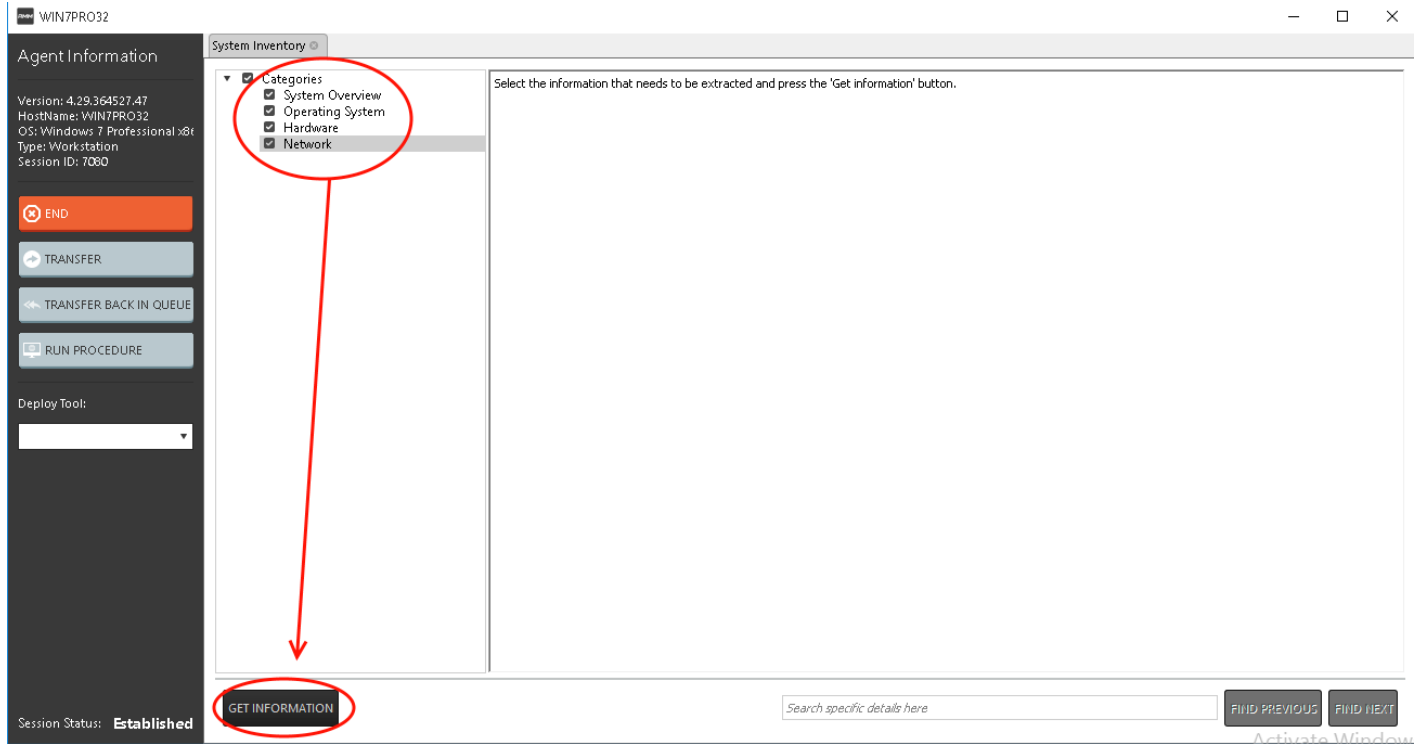
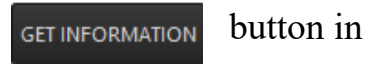
3. Deploy system inventory tool

In general, system inventory tool will be auto deployed in support session window. Click on the 'system Inventory' option from the drop down option available under deploy tool in the left pane of support session window.

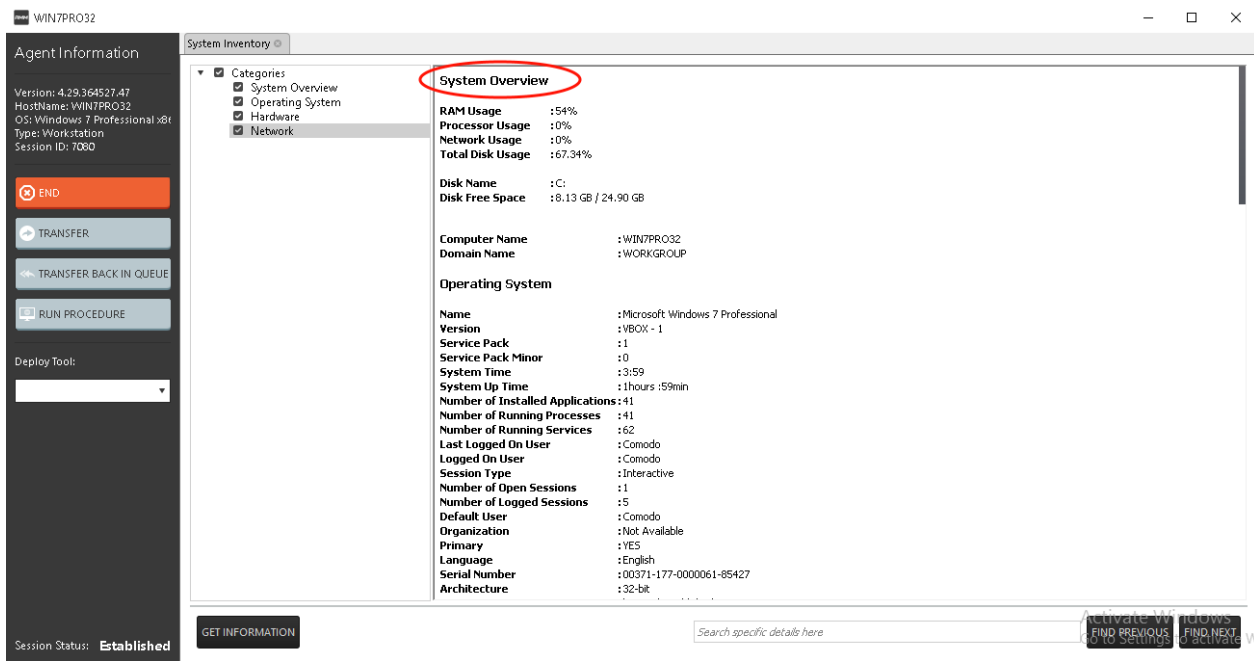


4. Get 'System inventory' report

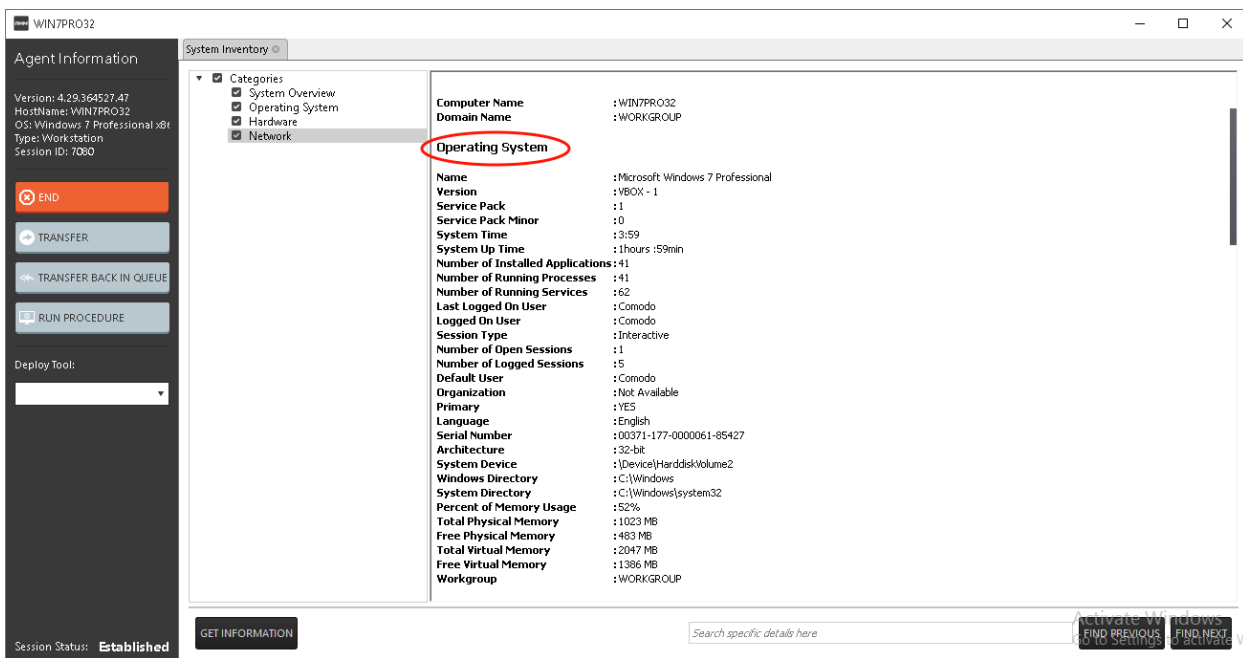
Select the category items need to be shown and then click the bottom to get inventory information.



a) system overview details



b) operating system details



c) Hardware information

WIN7PRO32

Agent Information

Version: 4.29.364527.47
 HostName: WIN7PRO32
 OS: Windows 7 Professional x86
 Type: Workstation
 Session ID: 7080

END
 TRANSFER
 TRANSFER BACK IN QUEUE
 RUN PROCEDURE

Deploy Tool:

Session Status: **Established**

System Inventory

- Categories
 - System Overview
 - Operating System
 - Hardware
 - Network

Hardware

Architecture : 32-bit
 System Device : (\Device)HarddiskVolume2
 Windows Directory : C:\Windows
 System Directory : C:\Windows\system32
 Percent of Memory Usage : 52%
 Total Physical Memory : 1023 MB
 Free Physical Memory : 483 MB
 Total Virtual Memory : 2047 MB
 Free Virtual Memory : 1386 MB
 Workgroup : WORKGROUP

Processor

Model : Intel(R) Core(TM) i5-3470 CPU @ 3.20GHz
 Manufacturer : GenuineIntel
 Description : x86 Family 6 Model 58 Stepping 9
 Architecture : x86
 Cores : 1
 Speed : 3232 MHz
 Current Speed : 3232MHz
 Socket : Not Available
 Upgrade Method : Unknown
 External Clock Frequency : Not Available
 Cache Size : Not Available
 Current Voltage : Not Available

Disk Drives

GET INFORMATION

Search specific details here

Activate Windows
 Go to Settings to activate Windows.

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 RUN PROCEDURE

Deploy Tool:

Session Status: **Established**

System Inventory

- Categories
 - System Overview
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Disk Drives

Model : VBOX HARDDISK: ATA Device
 Manufacturer : (Standard disk drives)
 Total Storage : 24GB
 Consumed Storage : Not Available
 Free Space : Not Available
 Bytes Per Sector : 512
 Media Type : Fixed hard disk media
 Sectors Per Track : 63
 Total Cylinders : 3263
 Total Sectors : 52420095
 Total Tracks : 832065
 Tracks Per Cylinder : 255

Network interface controllers

Network Adapter : Intel(R) PRO/1000 MT Desktop Adapter
 Adapter Type : Ethernet 802.3
 Manufacturer : Intel
 Service Name : E1G60
 Hardware Address : 08:00:27:0D:15:E5
 Duplex Mode : 0
 MTU : 1500 bytes

Video Adapters

Name : Standard VGA Graphics Adapter
 Description : Standard VGA Graphics Adapter
 Adapter RAM : Not Available
 Video Memory Type : Unknown
 Video Mode Description : Not Available
 Video Processor : Not Available
 Adapter DAC Type : Not Available

GET INFORMATION

Search specific details here

Activate Windows
 Go to Settings to activate Windows.

The screenshot shows the 'System Inventory' window for agent WIN7PRO32. The left sidebar contains 'Agent Information' (Version: 4.29.364527.47, HostName: WIN7PRO32, OS: Windows 7 Professional x86, Type: Workstation, Session ID: 7080) and control buttons (END, TRANSFER, TRANSFER BACK IN QUEUE, RUN PROCEDURE). The main area displays system details under 'Categories' (System Overview, Operating System, Hardware, Network). Two sections are circled in red: 'Video Adapters' and 'Audio Adapters'. The 'Video Adapters' section lists properties like Name, Description, Adapter RAM, Video Memory Type, Video Mode Description, Video Processor, Adapter DAC Type, Current Refresh Rate, Max Refresh Rate, Min Refresh Rate, Number Of Colors, Video Architecture, Protocol Supported, Horizontal Resolution, Vertical Resolution, Bits Per Pixel, and Installed Display Drivers. The 'Audio Adapters' section lists Name, Description, Product Name, and Manufacturer. Below these are 'Network' details including Internal IP Address, Subnet Mask, Gateway, DNS Server 1, and DHCP Server. A search bar and navigation buttons are at the bottom.

d) Network details

This screenshot is similar to the previous one but highlights the 'Network' section, which is circled in red. The 'Network' section lists the following properties: Internal IP Address, Subnet Mask, Gateway, DNS Server 1, DHCP Server, DHCP Server State, Lease Expires, WINS Server, Proxy Server, Number of TCP Connections, Number of UDP Connections, and Proxy Bypass. The left sidebar and top navigation elements remain the same as in the previous screenshot.