

For Software Assurance Customers

Microsoft® System Center Desktop Error Monitoring

Microsoft®
Desktop Optimization Pack
for Software Assurance

- .. Microsoft SoftGrid® Application Virtualization
- .. Microsoft Asset Inventory Service
- .. Microsoft Advanced Group Policy Management
- .. Microsoft Diagnostics and Recovery Toolset
- .. **Microsoft System Center Desktop Error Monitoring**

Microsoft® System Center Desktop Error Monitoring provides IT with awareness and insight into the application and operating system failures that cause your live PCs to hang or crash. This tool makes it easy for IT administrators to collect, aggregate, report, and manage such failures through an enterprise-ready, scalable, and low-cost deployment solution for granular error filtering and alerting.

Microsoft System Center Desktop Error Monitoring is an integral component in Microsoft Desktop Optimization Pack for Software Assurance, a dynamic desktop solution available only to Software Assurance customers, which helps reduce application deployment costs, enable delivery of applications as services, and improve management and control of enterprise desktop environments.

Challenges with Resolving Corporate Desktop Crashes

One of the most severe and difficult-to-resolve problems for users of desktop PCs is when an operating system or application stops responding. End users typically deal with this by rebooting their systems: in 90 percent of the cases, they don't tell anyone in IT about the problem. Because of this, IT personnel have limited visibility into these issues and, as a result, no way to proactively resolve them.

Microsoft System Center Desktop Error Monitoring puts an end to the error-reporting "black hole" and helps IT workers proactively manage these problems. Through agentless crash monitoring technology, this tool identifies the impact, probable cause, and resolution of failures—helping to make desktop PCs more stable and reliable.

Microsoft®
System Center
Desktop Error Monitoring

- Proactively manage application and operating system failures

Microsoft System Center Desktop Error Monitoring: Advantages

Enhances IT helpdesk effectiveness, reducing cost of Windows® ownership

- Identifies the highest-occurring crashes
- Reduces resolution time by providing crash details and responses
- Assists in triaging patch deployments and updates
- Provides metrics for monitoring post-deployment effects

Improves desktop stability, increasing end-user productivity and satisfaction

- Reduces downtime throughout an organization
- Reactive: provides real-time awareness of critical errors
- Proactive: helps address errors in applications before they go into production
- Enables IT-controlled, custom error responses to end users

Customer Impact:



By enhancing IT effectiveness and improving desktop stability, this technology reduces the cost of owning Windows-based desktop PCs.

Microsoft System Center Desktop Error Monitoring

Microsoft System Center Desktop Error Monitoring: Features and Functionality

Windows Error Reporting

The core technology needed for Microsoft System Center Desktop Error Monitoring—Windows Error Reporting—is already on each Windows-based desktop PC. Windows Error Reporting causes the pop-up message that appears on client computers when applications hang, asking users if they want to send an error report about the problem to Microsoft. Desktop Error Monitoring leverages this technology to redirect these reports to a central server in your department. Using Group Policy, an IT administrator can capture these errors without ever having to deploy an agent to the client computer. If desired, you can also configure the system so that your server passes crash data on to Microsoft's Error Reporting servers, to help Microsoft learn from and prevent these types of problems from reoccurring.

Rich SQL™ database

All client-computer crash and hang data that is redirected to your IT department's server is stored in a relational Microsoft SQL Server™ database. Robust SQL reporting enables you to analyze data in actionable, IT-ready form for internal and custom client applications.

Troubleshooting/resolution knowledgebase

Use Microsoft and third-party solutions to resolve issues that cause client computers and applications to fail. The Desktop Error Monitoring server can automatically download a link to the latest troubleshooting and resolution knowledge Microsoft has about its own and third-party software. This feature can help you manage, and even avoid, problems in the future. By configuring custom diagnostic data collection rules, IT administrators can glean diagnostic information from the desktops to help with quicker resolution of problems.

Companies using Microsoft System Center Desktop Error Monitoring have the option of upgrading to System Center Operations Manager 2007. Doing so adds collective and business-critical monitoring capabilities to the agentless crash monitoring solution, enabling complete application, desktop, and server monitoring.

Microsoft System Center Desktop Error Monitoring combines with four other tools to make the Microsoft Desktop Optimization Pack for Software Assurance, which delivers dynamic desktop solutions: **Microsoft SoftGrid® Application Virtualization**, which dynamically streams software as a centrally managed service; **Microsoft Asset Inventory Service**, which translates software inventory into business intelligence; **Microsoft Diagnostics and Recovery Toolset**, powerful tools to accelerate desktop repair, recovery, and troubleshooting of unbootable Windows®-based computers; and **Microsoft Advanced Group Policy Management**, which enhances group policy through change-management tools.

To learn how Microsoft System Center Desktop Error Monitoring and the Microsoft Desktop Optimization Pack for Software Assurance can help you, go to <http://www.windowsvista.com/optimizeddesktop>.