Prism Insight™ FAQs

Technical

How do I add computers to Prism Insight?

After registration, the Prism Insight agent installer (PrismInsightAgenInstall.exe) is downloaded by clicking the Add button on the Computers page. The downloaded file is run on computers to join them to Prism Insight. You must have administrator privileges to install the agent. If you are using a third-party software deployment solution to install the agent, you can achieve a silent installation by using the /s option when configuring the deployment.

To uninstall the agent, use the /x option with PrismInsightAgentInstall.exe. This doesn't remove the computer from the Prism Insight application, so uninstalling is typically used in conjunction with deleting or archiving the computer in the application.

How do I add users to Prism Insight?

Prism Insight automatically adds a new user for any unique username that is scanned as a "logged in" user on any computer, so the list of users grows quickly as computers are added. You can also manually add new users on the Users page.

To add a Prism Insight user - a user who can log into Prism Insight - simply set their "Prism Insight" attribute to true. They'll automatically receive an email with instructions for setting their Prism Insight password.

How often are my PCs scanned?

An initial scan occurs soon after the agent is installed. The agent then scans daily to update the computer's inventory information. Certain hardware or software changes trigger another scan to run within an hour.

Is there a way to force a scan?

Not directly. Computers are scanned daily and any time there are software changes, or when a monitor is connected to or disconnected from a computer.

What PC data is automatically added to its History Log?

Any changes in the following areas are historized:
- Editable attributes
- Lifecycle state
- Warranty, lease and purchase dates
- Computer ownership
- Active Directory membership of the PC
- Memory (amount of memory or slot configuration)

How does the Laptop Battery Health widget determine battery health?

Battery health is a measure of the battery's current charge capacity compared to its original (as-designed) maximum charge capacity. Over time and with use, maximum charge capacity degrades to the point where the battery may need to be replaced. By displaying battery health information on the dashboard, Prism Insight helps you plan for timely battery replacements.

Prism Insight follows generally recommended guidelines for laptop battery replacement:
> **Good:** Battery's current maximum capacity is >= 80% of its original maximum capacity
> **Fair:** Battery's current maximum capacity is 50% to 80% of its original maximum capacity
> **Poor:** Battery's current maximum capacity is <50% of its original maximum capacity

> Note that a battery's health is not the same thing as its current charge level (whether the battery needs to be charged or not).

What is the difference between retired, deleted and archived computers?

> **Retired** is a lifecycle state that can be set on a computer. A retired computer remains visible in Prism Insight. It can be brought out of retirement if needed by changing its lifecycle state to something else. The agent will still communicate with Prism Insight whenever the computer is powered on. Use this option for computers that you don't intend to use in production, but that aren't yet ready to be recycled, destroyed or returned on a lease.

> **Delete** and **Archive** are actions you take to permanently remove a computer from Prism Insight. Deleted and archived computers no longer communicate with the Prism Insight service and no longer consume a license.

> A deleted computer's attributes, history and inventory data (other than external monitors) are erased from Prism Insight as soon as you delete the computer.

> An archived computer's inventory data, attributes and history are still visible on the Archived Computers page. Use this option if you want to hold onto a computer's information for a while. After that, you can delete the computer to completely erase it from Prism Insight.

> Monitor information from deleted or archived computers is retained. The name of the last computer it was connected to is still shown.

Can I export data from Prism Insight to share with my colleagues or manager?

Yes, all grid data can be exported to Excel or PDF. Simply show, hide and arrange the columns as desired, then select Export from the grid's menu.

Subscription

How is Prism Insight priced?

Any company can subscribe up to 10 computers for free. Beyond that, subscription tiers are available for various size organizations: up to 50|150|500|1,500 PCs or large organization tier for over 1500 PCs.

How does the free version of Prism Insight work?

The free version is fully functional on up to 10 PCs. There's no scheduled time-out or end date. Account registrations that aren't confirmed with a password within 90 days will be deactivated.

Can I upgrade from a free account to a paid subscription?

Absolutely. Just contact us to get it set up. All data in your free account is automatically converted to your paid subscription.

Do I need to provide a credit card number when I register for Prism Insight?

No. You just need to provide a valid email address and company name so we can set up your account.

What length of subscriptions are available?

12, 24 and 36 month subscriptions are available, billed annually.