



## Management FAQs

▼ **Can you actively reboot the server through netPrefect?**

Yes, SNMP and WMI both allow the facility to reboot the device, if the device itself has been configured to allow it. Additionally, the HP iLO transport will allow the device to be powered off and on if netPrefect is connected to its onboard iLO card.

▼ **Does netPrefect replicate exactly what you would see if you were on site at the client?**

Yes, netPrefect can be configured to show a managed device and its subsystems (disk, memory network interfaces etc) and their status.

▼ **Can netPrefect manage Dell hardware?**

Yes, using SNMP. netPrefect doesn't currently support the Dell DRAC lights out card, although this is on our roadmap for the future.

▼ **Does netPrefect support remote desktop?**

No, netPrefect does not support RDP. There are many issues with using RDP, the main issue being that it is not possible to effectively audit an RDP session or even detect events in an RDP data stream.

▼ **What firewall configuration needs to be in place?**

netPrefect requires no firewall configuration over and above that which will normally be in place to allow general web access through ports 80 and 443.

▼ **Does it have built in email support?**

Yes, netPrefect can be setup to forward alert information automatically to one or more email accounts through an SMTP server that you designate.

▼ **Do you have plugins for specific backup software packages?**

Not at this time, however, if the package you use is able to provide its notifications to netPrefect via one of its standard transports, then netPrefect can be configured to interpret the notifications and alert you just like any other monitored device/object.