

# Frequently Asked Questions



Question	Answer
<i>What is dcTrack?</i>	dcTrack software is an effective tool to manage data center capacity, assets and change. dcTrack helps improve staff efficiency, database accuracy and data center utilization. dcTrack's asset tags, intelligent capacity search and placement, and powerful connectivity management tools help accurately track assets down to the 1U for better overall space, power and cooling utilization.
<i>Is dcTrack a "DCIM" solution?</i>	Yes, dcTrack is <i>part</i> of Raritan's total DCIM (Data Center Infrastructure Management) solution, encompassing asset, capacity, change, power, environment and energy management.
<i>Who can benefit from dcTrack?</i>	Data center managers and engineers, network managers and technicians, server managers and administrators, and facility managers and technicians who lack effective tools and processes to manage capacity, assets and change.
<i>What is a simplified benefit provided by dcTrack?</i>	<ol style="list-style-type: none"><li>1. dcTrack replaces outdated and cumbersome Excel® spreadsheets and Visio® diagrams and allows for a more automated process to track and manage data center assets.</li><li>2. dcTrack provides a "complete" solution for asset, capacity and change management that is easy to install and use.</li></ol>
<i>What type of ROI does dcTrack provide?</i>	dcTrack extends the life of your existing facilities by easily revealing valuable stranded power, space and network capacity, reducing capital and operational expenses, energy costs, unplanned interruptions and increasing service levels.
<i>How many data centers can dcTrack manage?</i>	dcTrack can manage an unlimited number of data centers.
<i>Is dcTrack Web based?</i>	Yes.
<i>Does dcTrack provide Web Service API for ticket systems?</i>	Yes. dcTrack 2.5 and later releases offer Web Service API.
<i>Does dcTrack manage network infrastructure?</i>	Yes. dcTrack can track the physical network layer of Ethernet and fiber channel switches, chassis-based and stackable switches and Mac® and IP addresses.
<i>Is dcTrack ODBC compatible?</i>	Yes.



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<i>Can dcTrack manage VLANs?</i>	Yes. dcTrack allows for the logical mapping of IP subnets to network switches or switch blades. It also allows for the assignment of VLANs to network interfaces.
<i>Does dcTrack manage power infrastructure?</i>	Yes. dcTrack supports single phase and 3-phase power distribution, traditional breaker panel-to-outlet distribution, busway distribution and a variety of electrical socket types and standards. It supports all elements in the power chain, from a device power supply to UPS.
<i>Does dcTrack manage the cable plant?</i>	Yes. dcTrack can manage virtually any common architecture, including centralized network distribution, distributed end-of-row, network racks or top-of-rack switching. It can also manage multiple hops of patching and connectivity.
<i>Can dcTrack auto-discover servers and host systems?</i>	Yes. dcTrack can auto-discover systems that are SNMP v1, v2 or v3-enabled using the standard RFC 1213 MIB.
<i>Does dcTrack do real-time monitoring?</i>	Yes. dcTrack can monitor in real time the power and environmental readings from SNMP-enabled power and environmental devices, such as UPS, PDU, rack PDU, power supplies, CRAC units and temperature and humidity probes. dcTrack can update these readings down to one second intervals.
<i>Can a user retrieve dcTrack System health information using SNMP?</i>	Yes, SNMP MIB-II can be used to retrieve dcTrack system health information, such as application up time, system contacts, number of processes running, CPU, memory and storage utilization, and more.
<i>How do dcTrack and Asset Strips work together?</i>	dcTrack 2.6 offers intelligent asset tracking with the addition of Asset Strips. When unauthorized assets are added or removed, dcTrack will alert users of the change.
<i>What are the requirements for deploying dcTrack?</i>	dcTrack is available as a VMware® virtual appliance which contains the dcTrack application software, database and operating system that simplifies installation. A Windows®-based client that runs on Windows XP, Vista® and Windows 7, which is easily accessed via popular Web browsers such as Internet Explorer® and Firefox®. See the documentation for more information.
<i>Is there a maintenance plan for dcTrack?</i>	Yes. The plan includes telephone and email support documentation, online training, bug fixes, maintenance releases and library updates. The first year maintenance plan is included in the Virtual Appliance Bundle pricing. Annual maintenance plans are optional after the first year at 18% of the list product price.
<i>Is dcTrack software available as a free trial download?</i>	No. But if you qualify for an on-site evaluation, you will be able to download dcTrack software from <a href="http://Raritan.com/support">Raritan.com/support</a>
<i>Will dcTrack now integrate with Power IQ®?</i>	Yes.
<i>Where can I get the dcTrack Users Guide, Quick Setup Guide, etc.?</i>	All dcTrack materials can be found at the <a href="http://Raritan.com/support">Raritan.com/support</a> Website. You will need authentication to download these materials.



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<i>Are additional services available for dcTrack?</i>	Yes. Additional training, implementation and integration services are available from Raritan and our certified partners.
<i>How is dcTrack licensed?</i>	dcTrack is sold as a perpetual license and offers pay-as-you-grow pricing based on the number of cabinets in your data center. A cabinet is an open bay rack or enclosure that may contain computing devices such as servers, minicomputers, appliances or data storage devices, network equipment, KVM switches, communications panels and/or rack PDUs or other devices that can be managed by dcTrack.