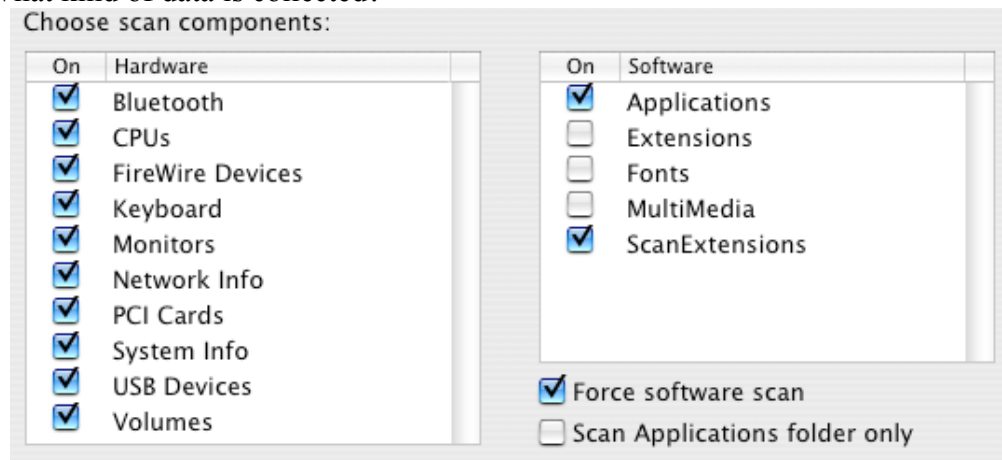


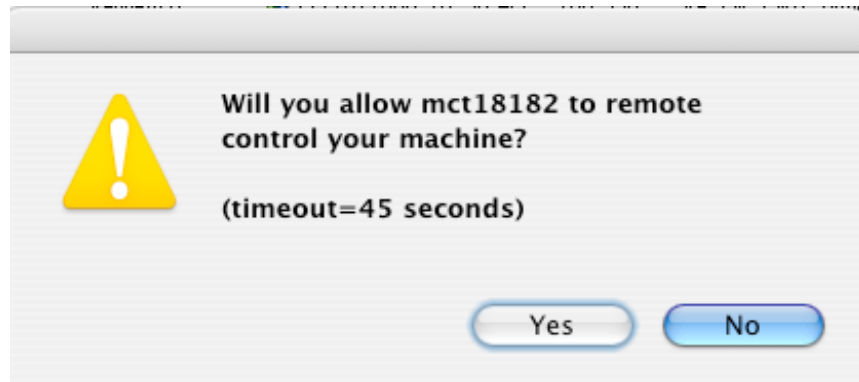
LANDesk Macintosh Q&A

- Is Big Brother watching?
 - NO. Currently Tim Web, Rick Palutzke and Maryann Trozzo are the only people who have access to the Macintosh data collected.
 - Initially, only Discovery and Inventory will be used on the Mac.
- What will the data collected be used for?
 - To determine Software Compliance (licensing, security issues)
 - Hardware Replacement
 - Possible Site License Purchase (if enough copies of a particular piece of software are detected)
- How often is my system scanned?
 - Upon System Startup
 - Upon Logon
 - Initiated by the User from the LANDesk System Preference Pane
 - Initiated by the Administrator (from the console)
- What kind of data is collected?



- What data **IS NOT** collected?
 - Personal Data or Files
 - Font Information
 - Multimedia Files
- Which LANDesk Modules are currently used on the Mac?
 - Inventory Scanner
 - Remote Control
 - Software License Monitoring

- Can a LANDesk Administrator access my computer via Remote Control without my knowledge?
 - No. Permission must be granted by the user when a Remote Control session is initiated. This session can be discontinued at any time.



- Where can I download the LANDesk Client?
 - The LANDesk client and installation instructions can be downloaded from the following webpage links:
 - Mac OS X - <http://agoesm01/ldlogon/ClientMac/NetDMacOSXCfg1.zip>
 - Mac OS 9 - <http://agoesm01/ldlogon/ClientMac/NetDMacOS9Cfg1.sit>
- Will I have to install future updates to the client?
 - No. Once the client is installed it can be updated remotely.