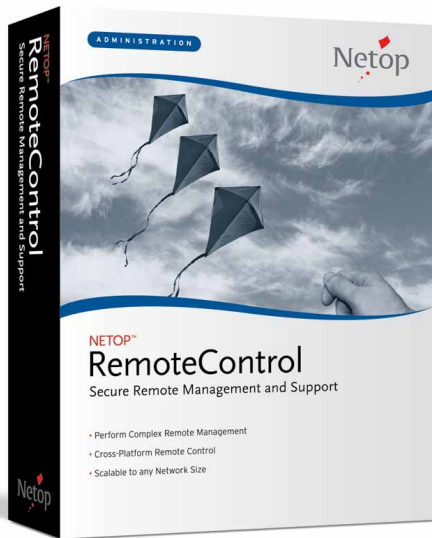Netop

NETOP
Administration Catalog

Secure Remote Control and Support

Secure remote management

NETOP™

RemoteControl
Secure Remote Management and Support

When your expertise is needed, you shouldn't have to worry about distance, disparate operating systems, or different networks and security.

Netop Remote Control provides one intuitive interface for complex remote maintenance and user support across more platforms and devices than any other remote control product. Netop Remote Control features industry-leading encryption and the most comprehensive security system on the market. For over 25 years, customers have relied on Netop Remote Control to improve productivity and reduce costs.

KEY FEATURES

- Full remote control and complex remote management
- Cross platform support
- Industry-leading encryption
- Most comprehensive security system
- Highly scalable
- Extensive session logging
- Intel vPro support

RSA SECURED®

RSA CERTIFIED

and support

IMPROVE PRODUCTIVITY

- Cross-platform support means more incidents can be solved from your desk

- Fewer desk-side visits allow you to field more support calls

- User down time will decrease because you can easily resolve issues from your computer

- Intel vPro support extends your remote control reach and further reduces the need for desk-side visits

- Shared phone book and directory services integration allows you to easily manage networks of any size

- Easy and fast access to any host with the phone book feature

IMPROVE CUSTOMER SATISFACTION

- Positive IT support/vendor experience from swift incident resolution

- Less server and client down time means more satisfied users

IMPROVE FLEXIBILITY

- One tool for all operating systems and devices

- No need to configure firewalls across heterogeneous networks with supplementary Netop WebConnect

- Completely scalable from one to thousands of hosts

- One guest can access many hosts simultaneously

- Centralized rights administration with Netop Security Server allows you to set all user rights from one location

- Multiple guests can access a single host to collaborate on solving an issue

REDUCE COSTS

- Your administrative costs will go down because support reps can take more calls

- Solving issues remotely will trim travel costs

- Centralized installation and deployment will reduce the cost of system rollouts, upgrades and updates

- Automated routines will free up resources

REDUCE RISK

- Role-based access and rights management puts you in control - you decide who can do what, where and when

- Document all activity with more than 100 events logged and video recording of entire sessions

- All data traffic is encrypted with 256-bit AES

- Further security via dynamic key exchange using the Diffie-Hellman method with key lengths up to 2048 bits

PCPlus Verdict

★★★★⯪

PCPLUS VERDICT
2009 Award

"Netop's option is the most complete of the bunch...It's the sheer amount of options here that really impresses, installing enables you to access and edit registry files, perform inventories of hardware and software on remote systems and even access PCs before they've loaded their operating systems." - PC PLUS MAGAZINE

PCPlus *Editor's Choice*

Netop Remote Control
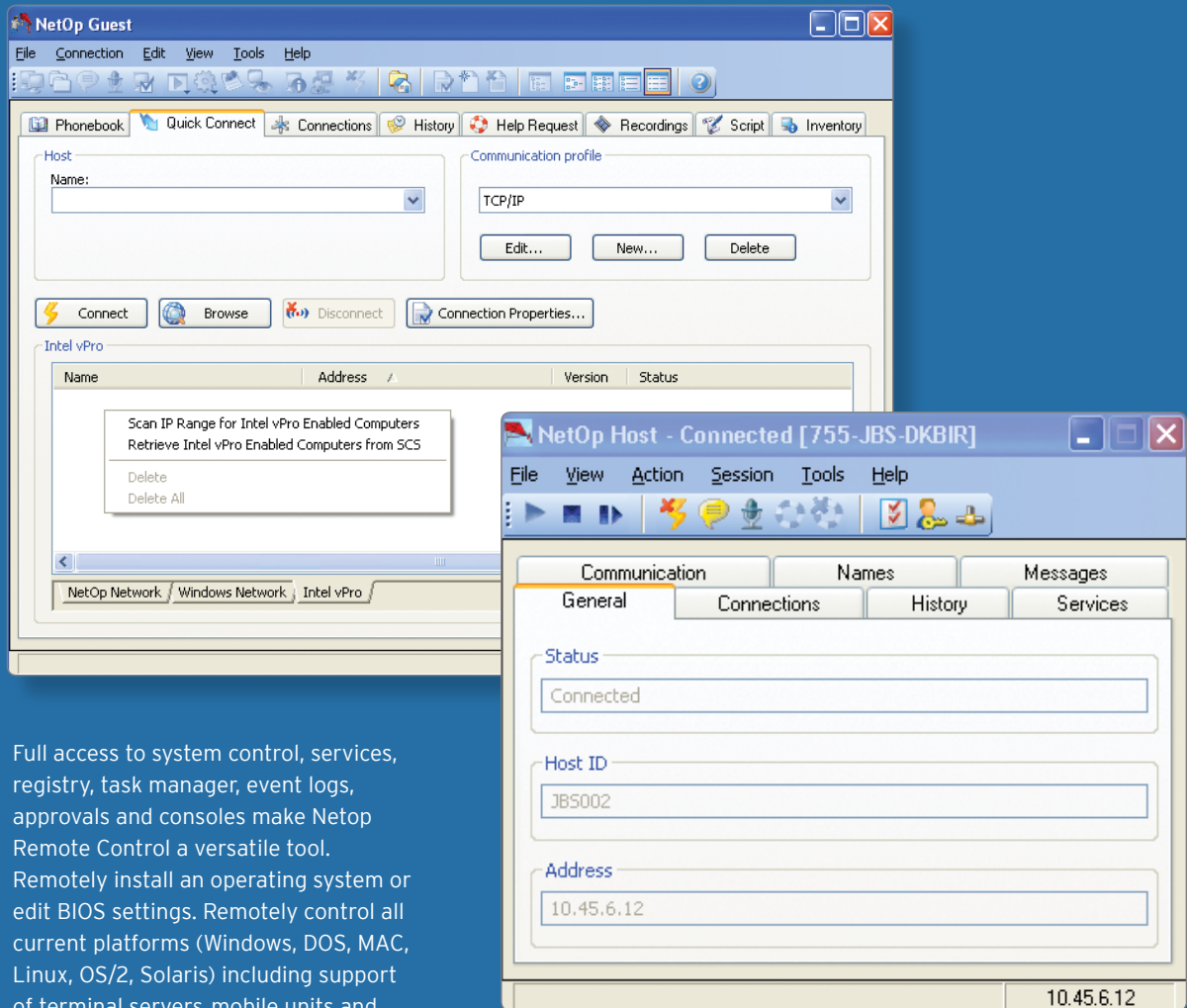
Full access to system control, services, registry, task manager, event logs, approvals and consoles make Netop Remote Control a versatile tool. Remotely install an operating system or edit BIOS settings. Remotely control all current platforms (Windows, DOS, MAC, Linux, OS/2, Solaris) including support of terminal servers, mobile units and embedded devices

NETOP REMOTE CONTROL SYSTEM REQUIREMENTS

Host
• Windows (95/98/Me/XP/ NT/2000/2003/Embedded/Terminal Server)
• Linux
• Solaris
• Mac OS X, OS/2,
• DOS
• Windows CE1

Guest
• Windows (95/98/Me/XP/ NT/2000/2003/Embedded /Terminal Server)

• Linux
• Solaris
• OS/2
• DOS
• Active X

Security
• Windows (95/98/Me/XP/NT/2000/ Server 2003/Terminal Server)

Gateway
• Windows (95/98/Me/XP/ NT/2000/2003/Terminal Server)

Name Server
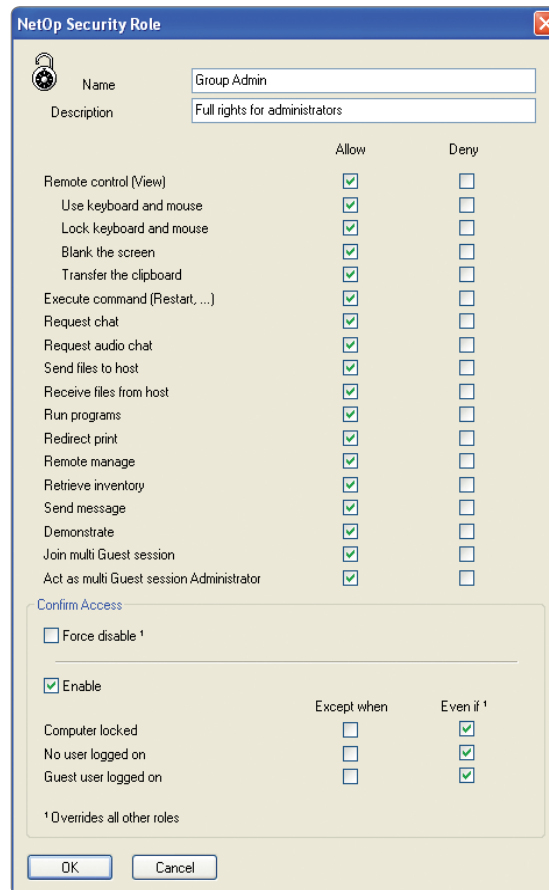• Windows (95/98/Me/XP/ NT/2000/2003/Terminal Server)

NETOP™

SecurityServer

Superior Centralized Security

We take security seriously at Netop. Our award-winning solutions look beyond encryption to ensure that your critical data is protected and proprietary information remains private. Netop security begins with industry-leading 256 bit AES encryption or 2048 bit dynamic key exchange using the Diffie-Hellman method. Netop Security Server then employs an additional three layers of security defining who has access, what they are allowed to do once they have access, and finally documenting what happened during a remote control session.

KEY FEATURES

- Centralized management of security
- Advanced rights management
- Highly scalable
- All remote activity can be logged locally or centrally
- All remote sessions can be screen recorded
- Integrates with existing infrastructure such as Directory Services, RSA SecurID, Smart Cards etc.

NetOp Security Role

Name: Group Admin
Description: Full rights for administrators

	Allow	Deny
Remote control (View)	☑	☐
Use keyboard and mouse	☑	☐
Lock keyboard and mouse	☑	☐
Blank the screen	☑	☐
Transfer the clipboard	☑	☐
Execute command (Restart, ...)	☑	☐
Request chat	☑	☐
Request audio chat	☑	☐
Send files to host	☑	☐
Receive files from host	☑	☐
Run programs	☑	☐
Redirect print	☑	☐
Remote manage	☑	☐
Retrieve inventory	☑	☐
Send message	☑	☐
Demonstrate	☑	☐
Join multi Guest session	☑	☐
Act as multi Guest session Administrator	☑	☐

Confirm Access
☐ Force disable [1]

☑ Enable

	Except when	Even if [1]
Computer locked	☐	☑
No user logged on	☐	☑
Guest user logged on	☐	☑

[1] Overrides all other roles

OK Cancel

NETOP™

WebConnect™

Internet-Based Secure Remote Access

WebConnect is the firewall-friendly connection server. Enable WebConnect and the Host will continuously send a 'here I am' message to WebConnect. The Guest will automatically connect to WebConnect and a connection is easily established. And because all connections are outbound, you don't have to worry about configuring firewalls, proxies or routers. Unlike Web-based remote access services WebConnect can be installed on your network giving you 100% control of the security. No third-party storage of login credentials or traffic data.

KEY FEATURES

- Installed on your network
- No third-party storage of information
- Overcomes connectivity issues through firewalls, proxies or routers
- High security
- Ad-hoc connection using one-time service ticket
- Communication using HTTP, port 80

Instant
Web-based remote support
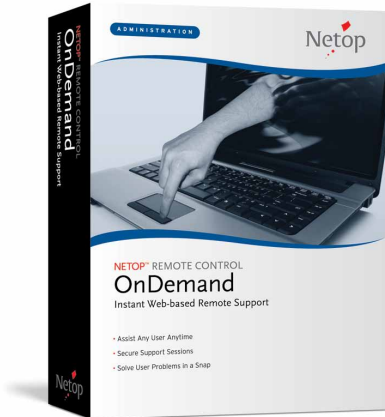

NETOP™ REMOTE CONTROL
OnDemand
Instant Web-based Remote Support

Provide expert support when the user needs it, regardless of the location. Netop OnDemand enables Web-based temporary help desk support without reconfiguring firewalls or routers. Netop OnDemand puts you at the end user's computer, for faster problem diagnosis and resolution, better service and greater customer satisfaction.

KEY FEATURES

- Web-based help desk support
- Help desk or service ticket mode
- Industry leading encryption
- Secure direct connection
- Firewall friendly
- No footprint left on end user's computer
- Outstanding performance, even on low bandwidth
- Full integration with Netop Remote Control
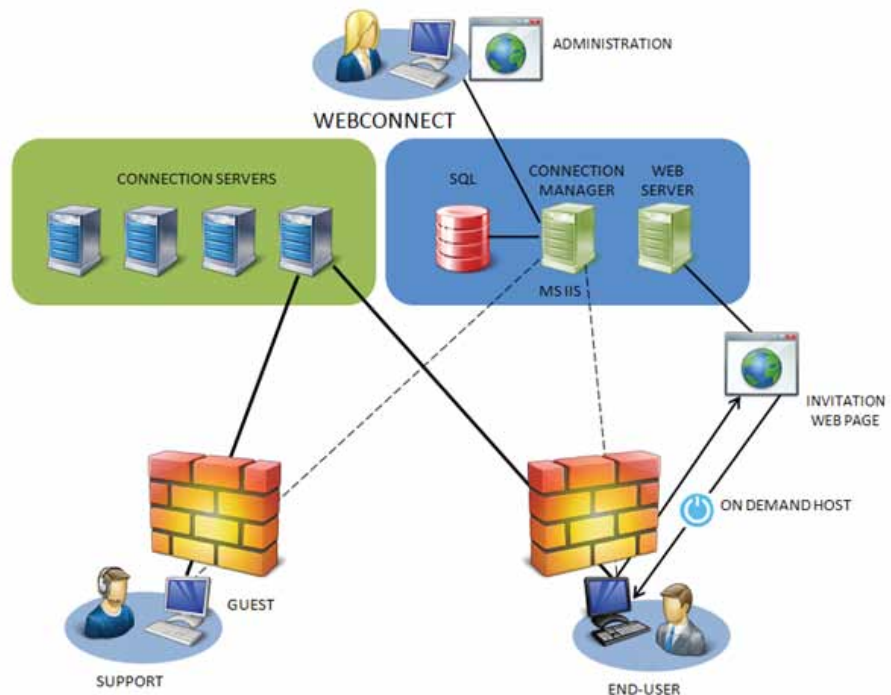
INCREASED CUSTOMER SATISFACTION AND LOYALTY

With OnDemand, customers get their support problems solved quickly and without the frustration of trying to explain the problem or issue.

FASTER INCIDENT RESOLUTION

No third-party servers are used to route the traffic. As a result, the traffic pattern is more straightforward allowing faster connections and faster call resolution.
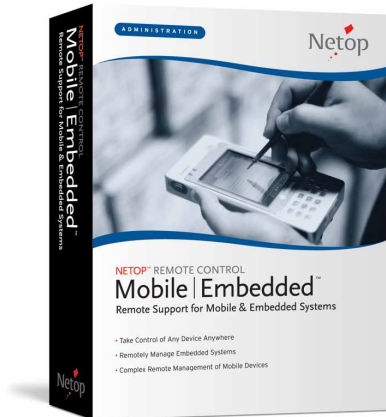
RAPID ROI

Organizations using OnDemand experience reduced support costs through increased productivity. Ease of implementation results in a rapid return on investment.

SUPERIOR SCALABILITY

Netop WebConnect, which is part of the solution, can handle up to 100 concurrent sessions per Connection Server. Multiple Connection Servers can provide load balancing and support hundreds of sessions.

Take any device.

Take it anywhere. Take full control.

NETOP™ REMOTE CONTROL
Mobile|Embedded™

Remote Support for Mobile & Embedded Systems

Netop Mobile & Embedded was designed to help you keep your workforce on the move and your embedded systems up and running. Netop Mobile & Embedded features full remote support for handheld devices and embedded systems including bidirectional file transfer, hardware and software inventorying, event logging and industry-leading security. Plus, you can perform complex remote control from your handheld devices. Netop Mobile & Embedded gives you a swift and secure solution to minimize downtime and maximize support efficiency.

KEY FEATURES

- Remote control from your mobile device
- Remotely control mobile devices and embedded systems
- Request help from configurable hot key
- Bidirectional file transfer
- Automatic connection and recovery
- Log sessions locally or centrally
- Easy installation and configuration

FASTER INCIDENT RESOLUTION
Because no third-party servers are used to route the traffic, the traffic pattern is more straightforward and connectivity problems are more easily resolved.

LESS DOWNTIME, MORE PRODUCTIVE EMPLOYEES
When issues are instantly resolved employees can get right back to work.

RAPID ROI
Reduced support costs through increased productivity and the ease of implementation. The result: a rapid return on investment.

INCREASED USER SATISFACTION
Users get their support problems solved quickly and with minimum frustration.

FLEXIBILITY ON THE ROAD
Support users even when you are on the move through your handheld PC or Smartphone.

The Trusted Leader in Remote Solutions

NETOP CERTIFICATION & PRODUCT AWARDS

RSA SECURED®

PCPlus Verdict

★★★★⯪

RSA Certified

PC Plus Verdict
2009 Award

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