

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. Netop Remote Control provides remote maintenance across more platforms than any other remote control product. With industry-leading encryption and security you can be rest assured that your sessions and information are safe from unauthorized access.

Take control of any computer

Take over any screen, mouse or keyboard in real time with impressive performance. Connect to any computers at once or let several supporters connect to one user.

Remote management

Perform remote administration tasks without disturbing the end user such as controlling services, using task manager, editing the registry, checking the event viewer and using command console commands.

Communicate with the user

Send messages and chat using text, audio or video to communicate with end users to solve incidents faster.

Stretch the limits of remote control

Using Intel vPro support, establish a remote control session before the operating system has been loaded, monitor system events, manage BIOS settings and boot machines from hard disk, floppy drive and CD drive.

Industry leading security

Be sure that your remote sessions are protected with leading-edge security including 256-bit AES encryption, centralized logging and session recordings, Directory Services, RSA SecurID and Smartcard integration.

BENEFITS

- **Reliable, scalable and secure**
- **Rapid return on investment**
- **Complete remote control of computers**
- **Unrivalled protocol and platform support**
- **Easy to deploy across large networks**
- **Session recordings for audit**
- **Comprehensive hardware and software inventory**
- **Central authentication, authorization and logging**

“With many features for communication and collaboration Netop Remote Control is the ideal tool for Support and Helpdesk environments”

- PC MAGAZINE (GERMANY)

FEATURES & BENEFITS

“Outstanding performance”... many security features ... wide platform support ... the most complete remote control/management solution”.

- NETWORK COMPUTING

Unlimited Remote Control

Full Remote Control - Take full control of the Host machine, view the screen and control the remote keyboard and mouse. Flexible scaling options allow you to easily view multiple monitors and useful helpdesk functions including executing commands, run programs and annotation tools help improve resolution times and improve customer satisfaction.

Complex Remote Management - Useful diagnostic tools help troubleshoot problems without having to remote control the target machine. View and control system services, registry, task manager, event logs and command consoles.

Broad Platform Support - Netop Remote Control includes support and management of all major platforms including Windows, Mac, Linux, Solaris, OS/2, DOS, Citrix/Terminal Services plus optional support of mobile devices and embedded systems.

Bi-Directional File Transfer - The system includes a high-performance file manager with drag and drop support for copying, moving, synchronizing and cloning of files. Netop Remote Control delivers more than any competing product available.

Intel vPro Support - Our system allows you to remotely control computers before the operating system is loaded or even if no operating system is available. Power a computer on/off, change BIOS settings or even install operating systems.

Simply Automate - Netop Remote Control makes automation easy with simple scripting of scheduled tasks. We make tasks like data transfers or inventory scanning easy, automated and dependable.

Leading Technology

Leading Security Functions - Netop encrypts all data traffic with 256-bit AES, 2048-bit dynamic key exchange and supports leading authentication and authorization systems such as Smartcards, RSA Secure ID and Directory Services.

High Scalability - Netop Remote Control can be scaled to fit with any company with it's low overhead and easy deployment. Using centralized helpdesk functions and cross-platform support, Netop is the ideal solution for your ever growing network.

Diverse Communication - Netop supports all current communication standards including TCP, UDP, HTTP including IPv6 as well as legacy protocols such as IPX, NetBIOS, Infrared, ISDN and Dial-up. Complete support for Citrix and Terminal Services is also available using the Gateway module.

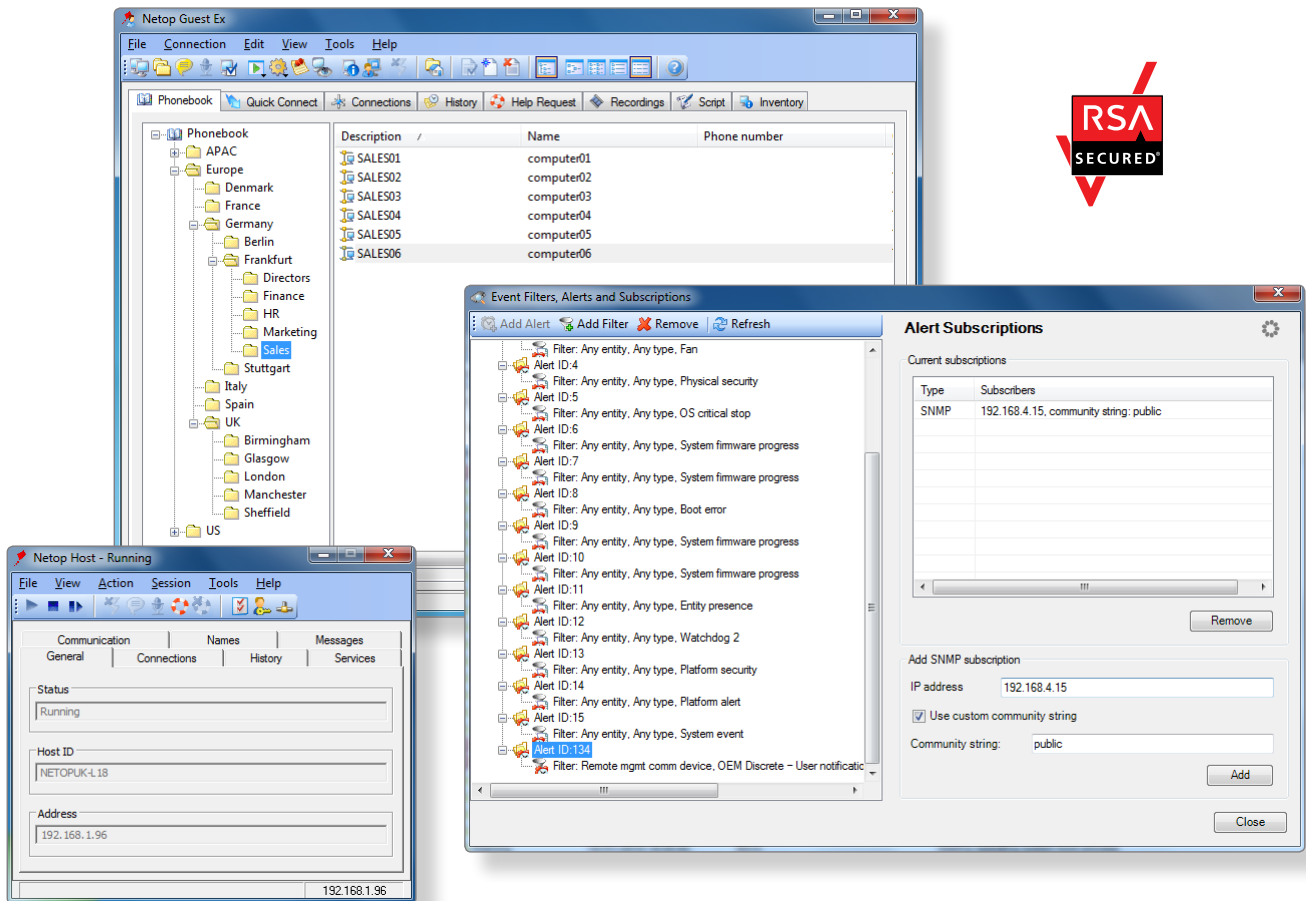
Flexible Connectivity - With Netop Remote Control, you can easily connect through the internet with no need to configure corporate firewalls, routers or proxies using a hosted or self-hosted WebConnect solution.

Inventory - Netop Remote Control enables remote collection of all hardware and software information in an XML file for remote diagnosis and fast troubleshooting.

“Netop shows comprehensive security functionality and a convincing cross platform support. The program is in both LAN and WAN very efficient and powerful. In spite of an outstanding set of features the interface is very intuitive.”

- PC PROFESSIONAL MAGAZINE





HOW REMOTE CONTROL WORKS

Control Take full control of the Host machine, view the screen and control the remote keyboard and mouse using the Guest module. Interact with the end user via chat functions including video and audio, help diagnose and troubleshoot issues using a variety of tools including remote management, software and hardware inventory, execute system commands, run remote applications, bi-directional file transfers, annotation tools and much more.

Security At Netop, we take your security very seriously. All transmitted data can be protected using up to 256-bit AES encryption and flexible access rights can be assigned to your Guest users who can also be validated against your existing authentication methods including Directory Services, Smart Cards and RSA SecurID. Extensive logging and actual session recordings ensure a complete audit trail within your organization.

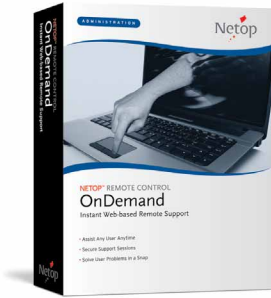
Scalability Netop Remote Control can be scaled to work with any network of any size. Centralized phonebooks offer easy and shared access to your remote users, remote deployment tools and Active Directory support allow for easy rollout across your enterprise. Integration is simple too with various command line based functions and ActiveX controls for the Guest application.

Performance Netop Remote Control is one of the fastest solutions available. The system works rapidly even on low bandwidth due to the use of self-developed compression processes and algorithms. Our leadership in the field combined with 20 years of customer feedback has guided our development and refinement of the most comprehensive, secure and flexible solutions on the market today.

Communication When it comes to providing excellent service and support, excellent communication is essential. We provide flexible communication via audio, video and text chats and transmission of messages to Host computers in Rich Text Format.

Results Netop Remote Control customers have saved tremendous amounts of time, money, and resources by consolidating on one remote control solution. Improve productivity, bolster customer satisfaction, gain increased flexibility, reduce your costs, and mitigate risk using reliable, future-proof technology from a worldwide industry leader with over 25 years experience in the development of remote solutions.

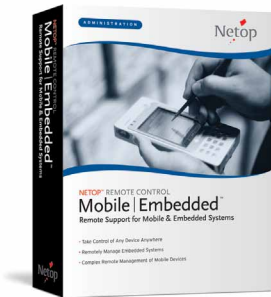
Plug-Ins



Netop OnDemand - Netop OnDemand provides support when users need it, regardless of location, networks, or firewalls. Web-based help desk sessions eliminate technical or geographic restrictions. The system integrates seamlessly with Remote Control and provides unparalleled flexibility.

The results

- Increased customer satisfaction and loyalty. You will solve customer problems more quickly and with less frustration.
- Faster incident resolution. Remote control, file transfer and chat to help resolve incidents quickly and efficiently. Quick and easy to setup, the software simply removes itself after the support session, leaving no footprint behind.
- Superior connectivity. Using a hosted or self-hosted WebConnect solution, Netop OnDemand provides a complete HTTP solution and easier connectivity across the Internet so no changes are required to corporate firewalls, routers or proxies.



Netop Mobile & Embedded - Smartphones, handheld terminals and embedded systems are on the front line of business today. To make the most of mobile technology you need a swift and secure solution to minimize downtime and maximize support efficiency.

The results

- Easy connectivity. Using our hosted WebConnect service or your own hosted solution, you can connect to your devices with ease across the internet without additional changes to corporate firewalls, routers or proxies.
- Less downtime and more productive employees. When issues are instantly resolved, employees can get right back to work.
- Increased user satisfaction. Users get their support problems solved quickly and with minimum frustration.

NETOP REMOTE CONTROL SYSTEM REQUIREMENTS

Platform:

- Windows (7/Vista/XP/2000/98/Me/95, Server 2000/2003/2008)
- Mac OSX
- Linux
- Solaris
- OS/2
- DOS

Computer:

- Intel Pentium or 100% compatible (32-bit and 64-bit)

Memory:

- OS requirement plus an additional 32MB

Disk space:

- Each module requires less than 30 MB

Video:

- Any 100% VGA compatible graphics adapter

Communication:

- TCP/IP (IPv4 & IPv6): Winsock 1.1/2.0 or compatible

- IPX: Microsoft NWLink or Novell IPX
- NetBIOS: IBM, Microsoft, Novell or compatible
- Windows modem: TAPI version 1.4/2.0
- Analog modem: Any modem supporting the AT command set
- Digital modem: Any modem supporting the AT command set
- ISDN: Any ISDN adapter with a CAPI 2.0 driver
- Infrared: Any Windows operating system with IrDA enabled



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