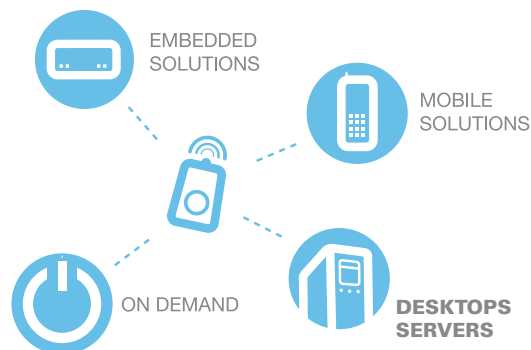


# NetOp<sup>®</sup> Remote Control

*Moving expertise - not people*



NetOp Remote Control is the leading remote control solution for professional use. As a complete solution, it offers you everything you need for the service and support of your computers



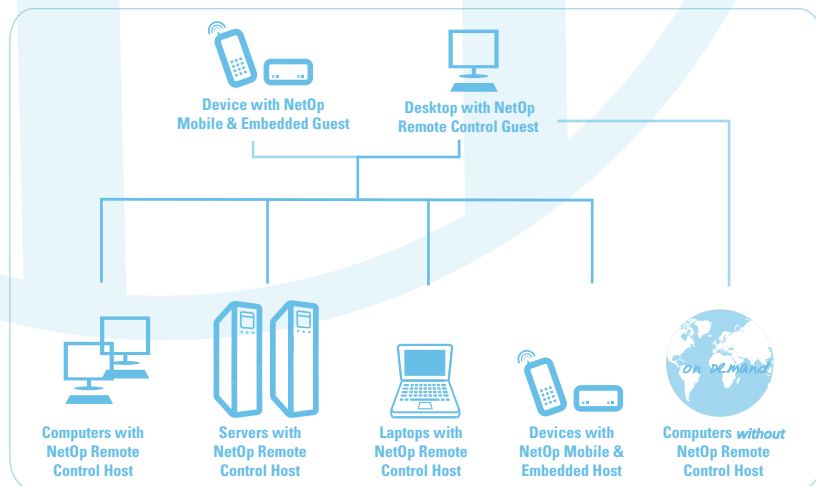
## The Challenge for Businesses

Stable business development and cost-effective IT management are key success factors for your business. The larger and more complex your network, the more important efficient IT administration, user support and rapid fault correction become. The challenge is further intensified by the use of different operating systems, multiple site locations, slow connectivity, and the support of home and mobile users. Security aspects also play an important role.

This is where a time-saving remote control solution comes in, bringing together professional functions for remote control, remote management and user support with high security standards

## The NetOp Solution

NetOp Remote Control meets these very challenges. As a complete solution, it offers everything you need for the service and support of your computers: from the completion of complex remote maintenance and file transfer, through remote user support to network-wide software and hardware inventory administration. All of this comes under a single, intuitive interface, perfectly protected by encrypted connections, sophisticated authentication and comprehensive rights management



## At a Glance

- Complete remote control of computers via network, Internet and PPPs
- Remote Management with full access to system control, services, registry, task manager, eventlogs, approvals and consoles
- Secure, easy to automate file transfer for copying, moving, synchronizing and cloning of data
- Hardware and software inventories of remote systems
- Central installation
- Unrivalled protocol, platform support, authentication and encryption
- Optional Security Server for central authentication, authorization and logging
- Excellent performance even on low bandwidth connections
- Simple, take control of all devices from one window
- Session recordings for audit
- Rapid return on investment (ROI)
- Reliable, scalable and secure



NetOp is "the most complete Remote-Control/Management product with all features to support medium and large networks."

network Computing, Germany, 11-12/2007

Optional Modules: NetOp Security Server NetOp Gateway Server NetOp Name Server



# NetOp® Remote Control

## Functions & Benefits in Detail

**Remote Control** – Host desktop display as full screen or window, Host control via keyboard and mouse. Remote execution of commands and programs, as well as log-off, switch-off, reboot and Wake-on-LAN. Multiple sessions for simultaneous access of multiple Guest users to the same host.

**Remote Management** – Full access to system control, services, registry, task manager, event logs, approvals and consoles.

**File Transfer** – High-performance file manager with drag and drop support for copying, moving, synchronizing and cloning of files.

**Inventory** – Remote collection of hardware and software information.

**Demonstration** – Guest user can show his screen to the Host while mask off selectable applications.

**Simple Automation** – Scripting for automation of scheduled tasks, e.g. data transfers or inventory scanning.

**Help Request Mode** – Simple request for technical support by the user at the helpdesk provided. Firewall-friendly through optional use of HTTP protocol via port 80.

**Flexible Communication** – Audio, video and text chats and transmission of messages to Host computers in Rich Text Format.

**Session Record for Audit** – Comprehensive recording of all activity on host and guest computer. Optional recording of complete sessions as video files.

**Central Installation** – Central, network-wide roll-out of the NetOp hosts with help of the NetOp Pack 'n Deploy.

**Broad Platform Support** – Software for management of all current platforms including support of terminal servers and mobile units (optional).

**Diverse Communication Protocols** – Support of all current communication protocols, e.g. TCP/IP, UDP, IPX, NetBios, dial-in connections, infrared and Terminal Server.

**Excellent Performance** – One of the fastest solutions worldwide. Works rapidly even on low bandwidth due to the use of self-developed compression processes and algorithms.

**Leading Security Functions** – Encryption of entire data traffic with 256-bit AES and support of leading authentication and authorization systems such as Smartcards, RSA Secure ID and Directory Services. Remote logon using Smartcard.

**High Scalability** – Can be scaled to any network size by means of special functions such as flexible group management, telephone book function and deployment of the Security Server. Integration in Directory Service, inclusion in existing management systems is possible.

**Reliable, future-proof technology** – Leading solution from a company with 20 years' experience in the development of remote solutions.

## Optional Modules

**Gateway:** A central access point, enables guest access (from outside) to host computers in network, and access to computers outside the network.

**Name Server:** Enables resolution of NetOp names even with dynamically allocated IP addresses.

**NetOp Security Server:** Software module for centralized authentication, rights management and logging.

## Supported Platforms

Host	Windows (95/98/Me/XP/Vista/NT/2000/2003/Embedded/Terminal Server/Server 2008), Linux, Solaris, Mac OS X, OS/2, DOS, Windows Mobile/CE <sup>1</sup>
Guest	Windows (95/98/Me/XP/Vista/NT/2000/2003/Embedded/Terminal Server/Server 2008), Linux, Solaris, OS/2, DOS, Actice X, Windows Mobile/CE <sup>1</sup>
Security Server	Windows (95/98/Me/XP/NT/Vista/2000/2003/Terminal Server/Server 2008)
Gateway	Windows (95/98/Me/XP/NT/Vista/2000/2003/Terminal Server/Server 2008)
Name Server	Windows (95/98/Me/XP/NT/Vista/2000/2003/Terminal Server/Server 2008)

<sup>1</sup>With optional NetOp Mobile & Embedded.

## Licensing

License Model	Perpetual licensing per user. Free technical support and upgrades for 1 year.
Additional Modules	NetOp Mobile & Embedded (Remote maintenance of Windows CE/ Mobile-based systems via NetOp Guest)  NetOp On Demand (Expanded Guest for Ad-hoc Support of users without installed NetOp Host license in network or via internet)

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