



PROXY Pro 9 PRIVATE CLOUD EDITION

Enterprise-class remote support and remote access software allowing customers to own, operate and manage their own remote access platform for support and collaboration in-house. Provides users secure, reliable, web-based access to remote desktops anywhere, anytime. Configurable service management tools and real-time reporting enable IT administrators and 3rd party service providers the ability to monitor and manage service performance, access privileges quality and usage.



PROXY Pro 9 GATEWAY EDITION

Centralized solution for remote access and remote control of desktops and servers inside and outside a corporate network. Our centralized server ensures reliable, secure connections with all remote desktops.



PROXY Pro 9 WORKSTATION EDITION

Peer-to-peer solution for remote access and remote control of desktops and servers inside a corporate network. Ideal for SMBs looking for a fast, reliable, easy-to-use remote support solution.

SOLUTION ARCHITECTURE

Workstation Edition

Gateway Edition

Private Cloud Edition

PROXY PRO APPLICATIONS

		Workstation Edition	Gateway Edition	Private Cloud Edition
PROXY MASTER	The Proxy Master is our viewer, and would be installed on the PC you provide support from. Included in all products.	✓	✓	✓
PROXY HOST	The Proxy Host is the client-side software that gets installed on each machine you need to corporately manage. It runs as a service, and is therefore always on, guaranteeing you access to the machine at any time.	✓	✓	✓
DEPLOYMENT TOOL	The Deployment Tool is used to pre-configure Proxy Host settings, and then remotely install the software with desired settings. Can also "Update Host Settings" post-installation too.	✓	✓	✓
GATEWAY	The Gateway is the "hub" in the Gateway Edition & Private Cloud Edition's hub-and-spoke connectivity model. Server-side component that goes on a Windows Server 2008/2012 in your environment, and not only "centralizes" the Workstation Edition but adds numerous features.		✓	✓
WEB CONSOLE	The Private Cloud Edition introduces the Proxy Web Console, which installs on top of the Proxy Gateway software. Allows for browser-based administration of Host machines, remote control connectivity, screen recording & playback—from any PC with a browser and a network connection.			✓
HOST ON DEMAND	Installation-free client that can be activated by end users on the fly. End user visits your Proxy Web Console landing page, clicks "Share my Desktop" to activate a temporary Proxy Host, making their machine available for connectivity.			✓
MASTER & HOST FOR MAC	Installation-free client and viewer available for Mac. Allows Mac users to provide support, and to be supported.			✓

STANDARD FEATURES - ALL PRODUCTS

Workstation
Edition

Gateway
Edition

Private Cloud
Edition

REMOTE DESKTOP

REMOTE PRINTING <small>NEW</small>	Print to your local printer from a remote machine. We now support 32 and 64-bit architectures for this feature.	✓	✓	✓
STEALTH MODE	Disabling connection beeps and connection notices allows for connectivity with no indication to the end users.	✓	✓	✓
CONNECT W/ PERMISSION	Connect without permission, connect with permission only, or connect after 30 seconds of inactivity—your choice.	✓	✓	✓
BANDWIDTH THROTTLING & IMAGE QUALITY	For environments with less-than-stellar network connections, turn down image quality for better performance.	✓	✓	✓
MONITOR SELECT	Toggle which monitor gets focused in the connection window; choose between primary, secondary, all.	✓	✓	✓
SUPPRESS INPUT	Prevent end users from using their local mouse and typing while you are connected to their machine.	✓	✓	✓
WINDOWS SECURITY MODEL (W/SSO)	Proxy uses the Windows Security Model, allowing administrators to set access policies tied to users/groups.	✓	✓	✓
SIMPLE SEARCH	Search for your machines by IP address, user name, or computer name (or a combinations of these).	✓	✓	✓
FILE TRANSFER	Drag and drop individual files or directories (w/resume).	✓	✓	✓
REMOTE MANAGEMENT	Start/Stop/Restart services, kill processes, edit registry, view event viewer logs and more—behind the scenes.	✓	✓	✓

KEY DIFFERENTIATORS BETWEEN PRODUCTS

Workstation
Edition

Gateway
Edition

Private Cloud
Edition

THE HOT LIST

ON & OFF LAN	Access machines either inside or outside of your corporate LAN.		✓	✓
MANY-TO-ONE	2+ users may connect to the same machine at the same time.		✓	✓
WAKE-ON-LAN	Send the magic packet to revive sleeping / hibernating machine.		✓	✓
SCREEN RECORDING & PLAYBACK	Record machines with or without being connected, and export to .WMV. Also set automatic recording rules based on events.		✓	✓
CENTRAL SECURITY	Centrally define which users (by Windows account) are allowed to connect to what, and what functional rights they have.		✓	✓
CENTRAL DATABASE	Create custom groups and place Hosts into groups—and set access policies tied to them all in one place.		✓	✓
CENTRAL AUDITING	Centralized audit log safely stores records all remote access activities. Report on who accessed what and when, and more.			✓
CONNECT VIA BROWSER	Use your preferred web browser to manage machines, and take remote control of machines through your Proxy Web Console.			✓
HOST ON DEMAND	A temporary Proxy Host client for on-the-fly support sessions.			✓
IOS VIEWER	Use your iPhone or iPad to manage and connect to machines.			✓
MAC MASTER & HOST	Use your Mac for support sessions (client and viewer).			✓

LICENSING MODELS

PER SEAT MODEL	Costs are based on the amount of viewers & endpoints.	✓	✓	
CONCURRENT MODEL	Costs are based on the number of simultaneous viewers.			✓

SECURITY FEATURES - ALL PRODUCTS

Workstation Edition

Gateway Edition

Private Cloud Edition

SECURITY

WINDOWS SECURITY	Proxy uses the Windows Security Model for authentication; define access via AD users/groups.	✓	✓	✓
PERMISSION TO CONNECT	Client can be set such that end users must actively click an Accept Connection dialog for attended scenarios.	✓	✓	✓
IP ADDRESS RESTRICTIONS	If desired, create rules that allow or disallow connection attempts from network ranges you specify.	✓	✓	✓
ENCRYPTION	All connections are encrypted using AES-256 bit (with SHA1 hash) and this is enabled in the software by default.	✓	✓	✓
CONNECTION LOGGING	All connections to Proxy Host (client) machines are recorded in the Windows Event Viewer.	✓	✓	✓
SESSION RECORDING	Set automatic recording policies based on endpoints, or based on users launching connections.		✓	✓
SSL SUPPORT	For our internet-facing products, utilize SSL to allow clients to validate the identity of your Gateway server.		✓	✓
CENTRALIZED SECURITY	Our server-centric products allow your administrator to centrally define who gets access to what.		✓	✓
CONNECTION REPORTING	Find out who connected to what and when, all connections made to a particular machine and more.			✓
REAL-TIME ANALYTICS	Dashboard indicating who is logged in, who is connected to what, current screen recording activity and more.			✓

