

# Afaria Remote Control

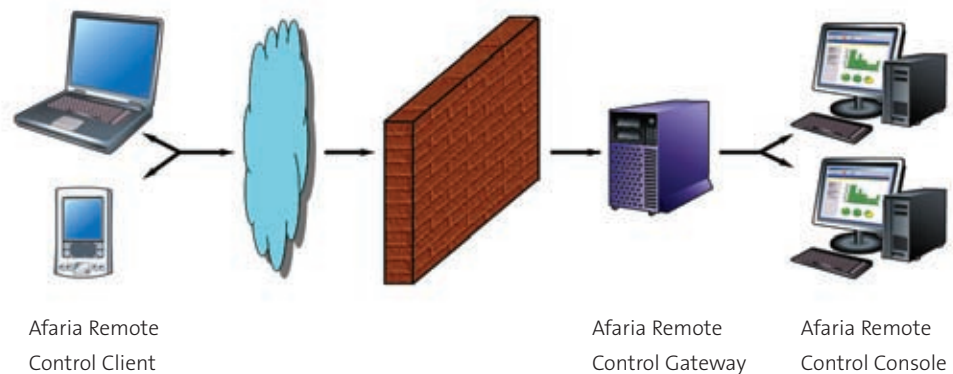
## Full, Secure, Remote Control Capabilities

### PRODUCT DATASHEET

“The benefits of installing remote control at our company are considerable. On a day-to-day basis, the solution is used to log onto the servers at our company’s two sites. It enables the IT staff to work remotely to carry out routine maintenance, such as resetting accounts or solving technical glitches. Individual workstations can be quickly and easily connected to, and small problems fixed remotely. This removes the need for someone to be physically at the machine with the fault.”

Expanding the existing management capabilities of Afaria, Sybase iAnywhere offers real-time remote control capability for Windows® based PCs and handheld devices. Complimenting Afaria’s robust, proactive device management model, Remote Control offers the option to interactively train end users on new applications or troubleshoot specific devices. Users can connect to their devices via wired or wireless networks. All communications between the administrator console and frontline client machines are secured using powerful AES encryption. Administrators can also select from a variety of configuration options that will optimize sessions for best efficiency and security in their network environment. With Afaria Remote Control, frontline users always have ready access to both training and resolution of critical issues to help them remain productive.

#### AFARIA REMOTE CONTROL SOLUTION COMPONENTS



The Afaria Remote Control solution consists of two main modules, the Console and the Client. **The Afaria Remote Control Console** is installed on the Windows-based computers in your organization’s technical support or training department that need to access frontline computers. The **Afaria Remote Control Client** is installed on all of the frontline Windows-based computers and Windows Mobile handhelds you wish to control.

An optional third component, the **Afaria Remote Control Gateway Server** can be used as a point of LAN entry/exit traffic. Typically, the Gateway is used as a router to access Afaria Remote Control Clients on a LAN through one port or to convert between protocols. The advantage of the Gateway is that it increases security and flexibility as it minimizes open ports in the firewall. The Gateway typically sits in the DMZ and routes Remote Control traffic to computers running the Remote Control Console behind the firewall.



## KEY FEATURES

**Remote control** – superior quality supporting a large range of platforms.

**Remote Management** – computer management controlling services, registry, tasks, event log, shares and system state.

**File transfer** – split screen, copy, move, sync, clone, crash recovery and delta transfer.

**Chat, Audio Chat, Video Chat** – allow users to communicate in text mode or verbally – supported by webcam video.

**Multi Guest session** – allows a number of Guest users to view and control the same Host desktop.

**Run Program** – launch programs at the remote computer.

**Send Message** – distribute popup messages in Rich Text Format which allows links to e.g. web sites.

**Request Help** – contact the help desk and run an external application to auto-generate trouble tickets.

**Communications** – TCP/IP, HTTP, wired or wireless.

**Security** – local and centralized, Native NetOp, Directory Services and Windows-integrated.

**Encryption** – implemented according to the toughest industry standards.

**Event logging** – local, centralized, Windows-integrated and management-integrated.

**Session recording** – save the Host screen activities in a file for later replay.

**Snapshot** – save the current Host desktop image as a file.