NetOp® Remote Control

moving expertise - not people

Versatile remote access

Product white paper

Abstract

Accessing all your own computers and all of your customers' computers often is a cumbersome task because of the variety of platforms and different user needs requiring different tools—but with just one, integrated and secure application this can be achieved with NetOp Remote Control.

NetOp Remote Control lets you undertake the task of servicing the entire world from one central office. The same system lets you communicate with colleagues and customers across borders and OS platforms, as long as they have Internet access.

At the same time NetOp Remote Control software is built on the premise that people seeking remote access are intruders until proven otherwise. Any remote access request must fulfill numerous criteria, including authentication and authorization against a local or, better still, centralized authentication system such as Windows Domain, a Directory Service, Smartcard or a RSA SecurID server. The authorization roles also dictate what actions a Guest is permitted to perform remotely.

Remote Control Software for IT Professionals

Remote control in the IT industry is the process of being able to see the screen of a remote computer and being able to control its keyboard and mouse. NetOp Remote Control is designed specifically to meet the needs of corporate business and contains numerous features to help IT professionals get the most out of remote control technology. It is typically used for network management, system administration, and in helpdesk environments.

Based on an incredibly stable, fast, and user-friendly remote control system, this program supports all commonly used operating systems and communication protocols. The program's intuitive interface and variable settings mean you can literally mould the system to support the way you do business.

Three features differentiate NetOp Remote Control from its competitors:

1. A versatile and open architecture ensuring that your remote control solution can grow in the same pace as your business.
2. A comprehensive security regime that can be adjusted to exactly meet your and your customers' needs. The security features can be scaled up to offer security protection to even the most demanding of organizations.
3. A wide-ranging support of operating systems lets you continue with your current machine setup. NetOp Remote Control lets you control Windows, Linux, Mac and other operating systems.

This white paper describes the key features and benefits of NetOp Remote Control. In particular it presents the scalability and some of the uses of the product.

Scalability

NetOp Remote Control offers a broad list of specially designated features that will allow your organization to grow and change. Below you will see one possible scenario.

The following will describe the possibilities of NetOp Remote Control.

Office in Paris: Inside the company, the Host is installed on the employee's PC. Connect via LAN.

Office in Berlin: Outside the company, the Host is installed on the employee's PC. Connect via Internet.

Mobile units: The Host is installed on a mobile unit running Windows Mobile. Connect via cellular network through the Internet.

On Demand: The Host exists as long as the remote session lasts. Connect via the Internet.
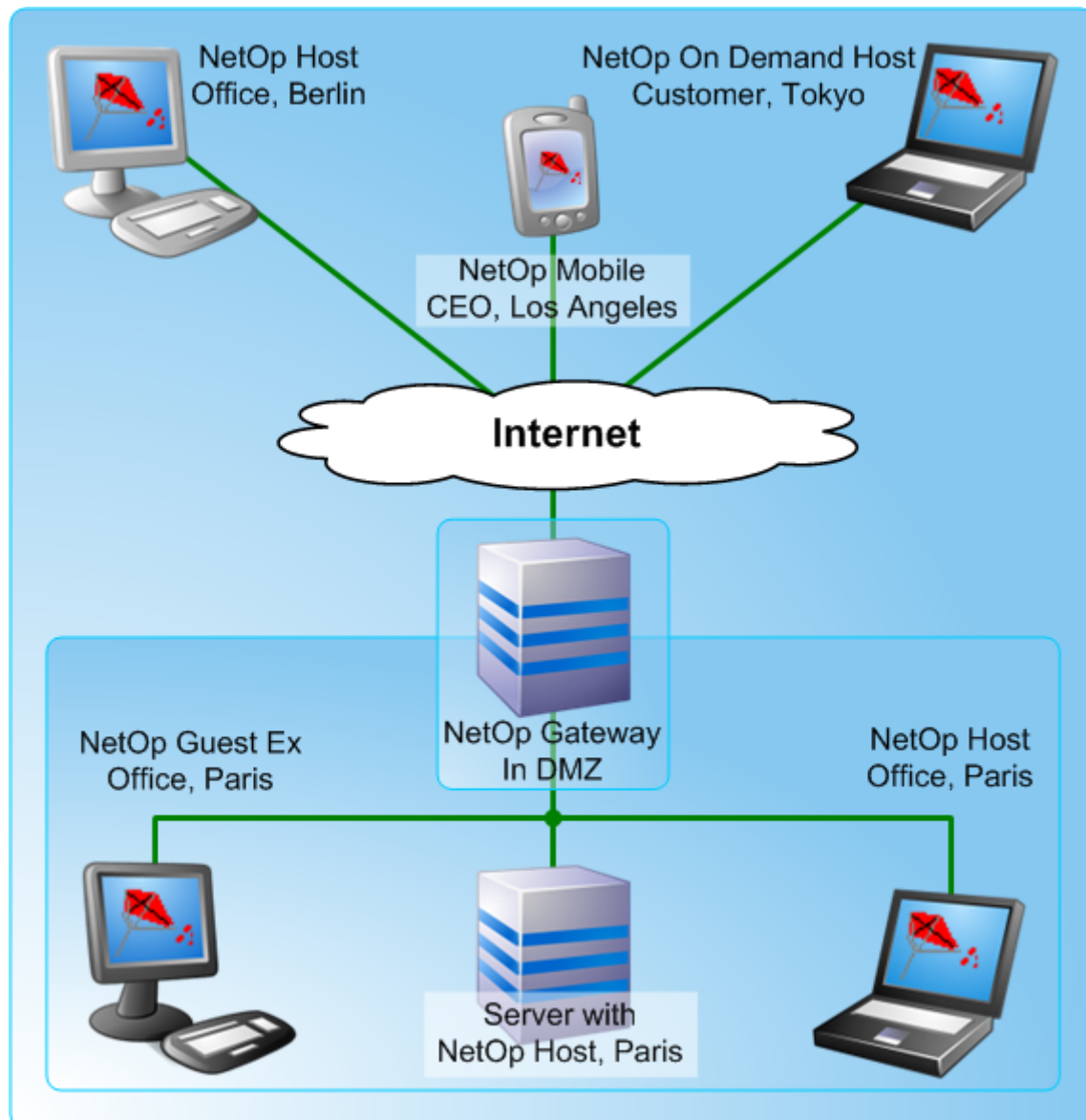
As the image shows, all traffic to and from the extended NetOp Guest has to pass the NetOp Gateway. The gateway is designed to act as a dedicated routing mechanism for

NetOp Remote Control traffic. In this scenario it is used as a single point of access to allow NetOp Guests accessing networked Hosts via this central routing system.

A number of different Guest/Host access confirmation methods exist. Two of which are mentioned here.

1. Host user confirmation. If the Host user requests help he or she has to allow the Guest user to take over the computer.

2. No Host user confirmation. If the Host is an unattended server, the Guest user can remote control it if his or hers credentials match the Guest Access Privileges of the unattended Host server.

Remember that security requires the NetOp Host to accept the NetOp Guest before being remote controlled.

Inside the company

In the illustration—which is very simplified—Guest and Host are connected via the NetOp Gateway (in the Paris office). The Host user can send a help request to the extended Guest user asking for help. The Guest user then remote controls the Host computer and fixes the problem. Another example could be that the Guest user simply takes over a Host computer or a group of Host computers in order to install new software.

Outside the company

The Guest Ex can connect to the Host computer at the Berlin office via the Internet. A specific communication profile has to be set up on the Guest computer and the Host computer to enable connection. The communication runs through the standard Internet communication port (port 80) which allows passage through firewalls.

On demand

If your company has a help desk you are able to remote control a customer's PC. NetOp has taken its world-famous remote control technology and created NetOp On Demand to enable temporary helpdesk sessions across the Internet. By downloading a small, self-executing program, end users can receive true hands-on help from your helpdesk staff. Again, the Host user determines to what extent the Guest user is allowed to access: From 'view mode' to 'Full access'.

And when the NetOp Host On Demand closes, it is automatically deleted from the customer's PC.

Mobile

The NetOp Mobile solution allows the Host user to ask for help while on the road. Connection can be established as long as the mobile device is connected to the telecom infrastructure and the Internet, and the device runs Windows Mobile.

As a Guest user you can retrieve all available information on disk drives including flash disks. You can start and stop applications, processes and services. The Registry can be manipulated and a full inventory scan can be performed.

Secure Remote Control

It is essential that your remote control program contain security features that counteract hacking attempts. NetOp Remote Control solves these security threats with a security strategy that in essence *does not* trust the Guest computer. NetOp security controls the access of NetOp Hosts by NetOp Guests, and it can be managed locally by each Host or centrally administrated by NetOp Security Management.

NetOp Remote Control contains security features that:

- Secure the Host computer against unauthorized access across the wire or wireless.

- Protect the traffic between NetOp modules against eavesdropping and unauthorized alteration of data.

- Run the Host components in proper security contexts on the operating system.

- Prevent unauthorized change of the Host configuration.

- Provide a broad range of security policies and alerting options.

- Offer extensive event logging.

Business Benefits of Secure Remote Control

NetOp Remote Control is the most comprehensive, effective and security-conscious way to maintain all your IT operations. Designed to fit into all environments, NetOp Remote Control lets you access users running virtually any operating system, including Windows, Linux, Mac OS X and Solaris. Location isn't terribly important either. The NetOp Remote Control software offers unrivalled connectivity, supporting all standard communication protocols. Finally, NetOp Remote Control is the ideal way to manage and administrate your servers. NetOp Remote Control contains a sweeping range of remote management tools, all available on one easy-to-use console.

Complete, scalable, and secure remote control for IT professionals provides a number of business benefits. NetOp Remote Control:

- Improves business efficiency by minimizing down time for employees through the instantaneous helpdesk solution.

- Helps system administrators work easily from one location and connect directly to end users' computers, speeding up the ease and efficiency of technical solutions to software issues.

- Provides a protected connection—completely protected from unauthorized access, which is essential to the stability of an organization's network and a business's integrity.

- Reduces costs of IT departments and increases productivity; NetOp Remote Control has a proven track record of providing a fast ROI.

- Security configuration can be defined both decentrally and centrally.

- Provides a scalable solution that is suitable for many different companies; from small organizations with modest remote control and security needs up to very large organizations with 100,000 plus users and very high demands for security.

Who is Danware?

Danware's core business is to develop and market software products based on the NetOp® core technology – a technology that enables swift, secure, and seamless transfer of screens, sound, and data between two or more computers.

The company has two product lines, Desktop Management and Education. The core Desktop Management product, NetOp® Remote Control, enables remote control of one or more computers. NetOp® School, the core Education product, is a software solution for computer-based classroom teaching. All are Plug and Play products with extensive functionality, flexibility and user-friendliness.

Danware's products are sold in more than 80 countries, and in 2006 the turnover was approximately EUR 12.9 million. Danware's shares are listed on the Copenhagen Stock Exchange (name DANW) and are part of the SmallCap+ index. Danware has subsidiaries in the U.S.A., the UK, and Germany.

For further information, please see www.danware.com.