

# FrontRange DSM Remote™

## The Secure Alternative to On-Site Support

IT staff know that it is impossible to completely rule out errors in complex systems. But as every fault causes downtime for applications and impairs employee productivity, it is essential that any error is resolved as quickly as possible. The key here is reliable error recognition and fast remote access to servers, desktops, laptops and virtual hardware throughout the entire network – including Citrix XenApp™ and Microsoft Terminal Server (RDS) sessions.

To reduce help- and service desk workload, a modern remote support solution has to identify problems quickly and must also provide users with the option to request help directly. Efficient remote support must also include support for all systems, such as servers, clients, laptops, virtual hardware and user-free systems. In addition, an effective bandwidth optimization is needed to properly support access to mobile personnel and home offices. A role-based authorization model controls access to sensitive systems and prevents their abuse. At the same time, compliance with legal and company-specific data protection requirements demands a flexible security concept.

### Fast Problem Recognition

To facilitate quick identification of faults and their sources, users can issue the help call, which is then displayed in the central web console. A single mouse click is all it takes to connect to the user's device. You can then directly access current hardware, software and configuration information. You can also keep constant track of important user-free systems such as kiosk systems or CNC machines. Real-life monitoring even allows you to monitor several systems simultaneously.

### Constant Access to all Systems

FrontRange DSM Remote™ gives you fast and reliable access to servers, desktops, laptops and virtual hardware, even at remote locations. The robust protocol and connection via TCP or HTTP (free choice of port) speeds up access to WAN-based devices and mobile users. No previous installation is needed for any PC to start FrontRange DSM Remote in the company network.

As soon as a remote session is opened, you assume control of the mouse and keyboard. A chat function can be used to guide the user. Thanks to support for high resolutions, freely adjustable zoom and high-performance data transfer, you can navigate even complex applications such as CAD tools. In addition, FrontRange DSM Remote supports Java-based applications and its bandwidth optimization makes for efficient access to small and home offices.

In complex situations, you can let the user see or even control your display. Drag and drop is fully supported for transferring files and complete folders. In addition, FrontRange DSM Remote lets you use any keyboard shortcuts, restart the PC, assign software or initiate complete new installations. Using the same mechanics, FrontRange DSM Remote lets you even control user-free systems and Citrix XenApp™ sessions.

### Improved Protection of Sensitive Data

FrontRange DSM Remote uses a secure 256-Bit Blowfish encryption for peer-to-peer connections between host and master, reliably protecting the data even during transfer across the network. Furthermore, remote access is completely



IT ASSET MANAGEMENT

### KEY BENEFITS

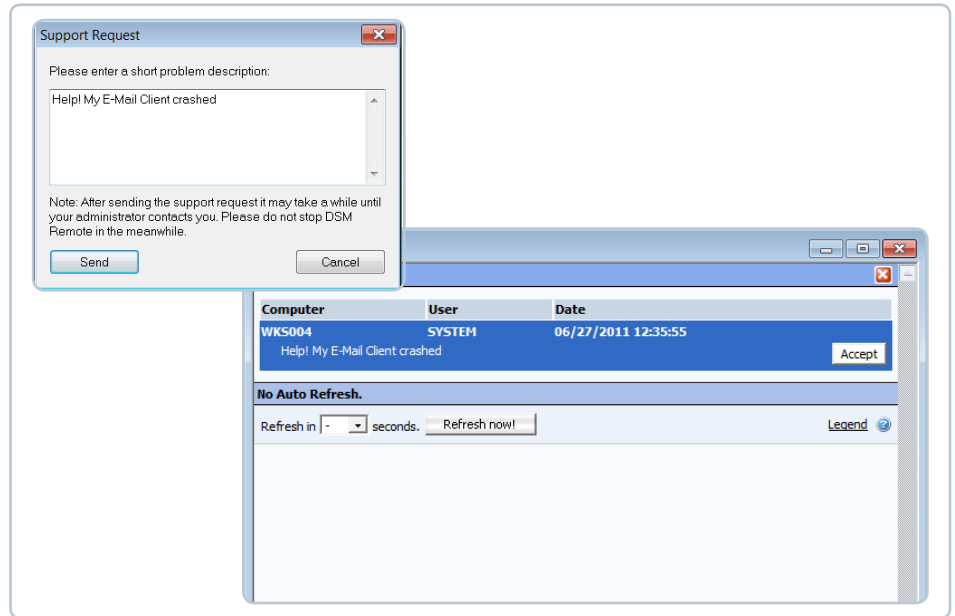
- Proactive support due to early error recognition
- Considerable reduction of downtime for desktops and servers
- Shorter processing times and higher first-call resolution rates
- Integration with FrontRange DSM and -ITSM tools streamlines support processes
- Enhanced security by consolidating remote access rights
- Encrypted data transfer protects sensitive data
- High acceptance levels from users and works committee members

### KEY FEATURES

- Electronic user support call
- Applications can be selected when establishing a connection
- Supports Java-based applications
- Remote control for terminal servers and Citrix servers
- File transfer (files and folders) using drag and drop
- Flexible connection parameters and encryption
- Remote control for Microsoft Windows Client and Server products (Windows 7 XP, 2000, 2003)
- Remote session audit logs
- Simple and efficient rollout of the remote control client
- Dynamic data compression
- Extensive authentication options
- Time-dependent deactivation of the FrontRange DSM Remote client
- Preview window for application release
- Panic button for withdrawal from remote control

integrated in the comprehensive FrontRange Desktop & Server Management role and authorization model. You use the Active Directory and the role-based model to define who can access which devices.

Security guidelines are managed centrally or enable decentralized configuration. The desired state mechanism ensures that FrontRange DSM Remote is always correctly configured, making any manipulation next to impossible. The Instant Client, which self-installs on establishing a connection and afterwards automatically uninstalls, provides maximum security for home office users.



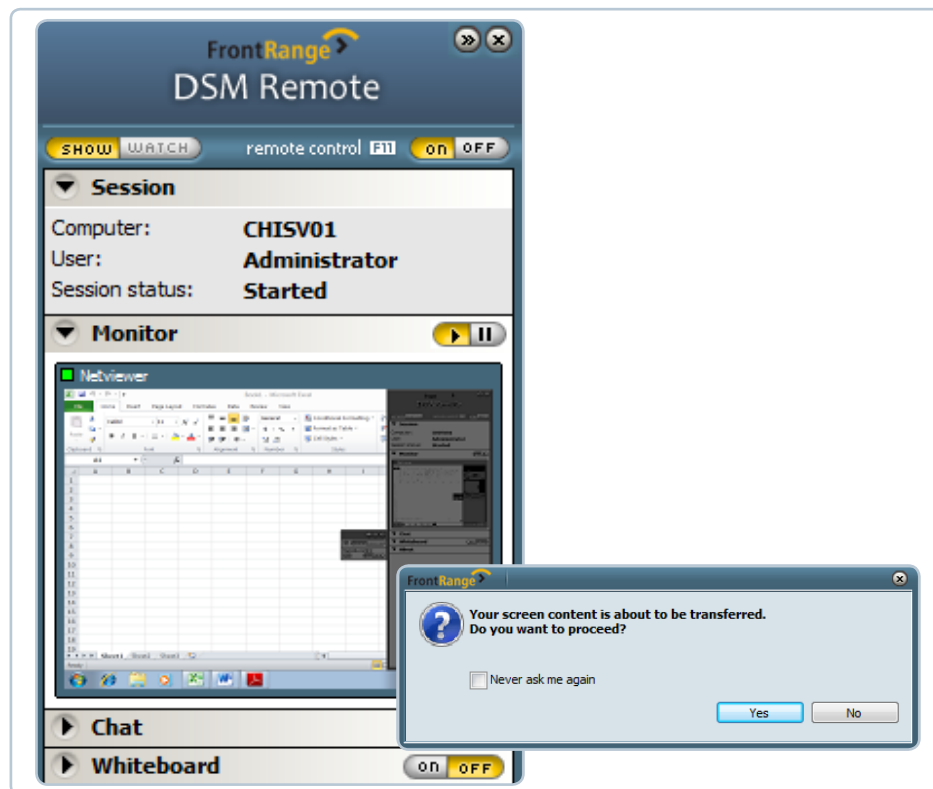
Integrated 'support request' for rapid error resolution

### High Acceptance Throughout

Users retain complete control even during remote access. The user decides whether to allow access and which applications are shown. With this approach, FrontRange Desktop & Server

Management provides far-reaching protection of sensitive data while also observing employee data protection rights. This makes FrontRange DSM Remote very popular with users. As an

additional feature, the entire remote session can be recorded and archived for the purpose of tracking changes.



The end user always stays in control

### SYSTEM REQUIREMENTS

For a complete list of system requirements please refer to [www.frontrange.com/itam/system-requirements](http://www.frontrange.com/itam/system-requirements)

### MORE INFORMATION

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