Remote Control for the Dial-UP Modem user.

As the demand for remote access to corporate network resources has dramatically increased, corporations have come to realize that there are severe limitations in a corporate environment with the use of ìpoint-to-pointî or Asynchronous remote control products.

While relatively easy to use and implement, they offer suited functionality for individuals and small groups, but increasingly asynchronous ìPoint-to Pointî remote control products do not meet corporate requirements for efficiency, security, and manageability.

“Point-to-Point” Remote Control

Remote control products, such as PcAnywhere, Laplink, and Carbon Copy have historically been among the most popular communications products on the market.

These products are suited for allowing dial in access for a single user to be able to take over and control a nominated PC or workstation on the remote network. These ìPoint-to-Pointî remote control products are fairly easy to install, and enable users to dial directly into their workstation, download selected files, check their e-mail, and run office applications they do not have pre-installed locally. Performance is dictated by the speed of data connection, Colour Palettes required to be viewed and Video Caching.

Normally Remote users dial-in directly to the workstation they want to control using dedicated modems and phone lines.

While ideal for individual users, these types of remote control products do not scale well to larger networks for a number of reasons, the most common being:

Inefficient - “Point-to-Point” Remote Control requires that each PC that the users wishes to be remotely controlled must have its own dedicated modem and phone line. In most situations the modems and phone lines are under-utilitsed since they cannot be shared across the domain of remote control users. Dedicated modems and phone lines are also not available to the network for dial-out purposes.

Unmanageable -the responsibility for managing and supporting the remote users focuses onto the network administrators. With a wide scale control installation, they are then faced with the task of maintaining individual installations with different modems and perhaps versions of the software dispursed throughout the enterprise.

Remote Control over “Remote Node” or Bridge Access

The alternative to asynchronous or “point-to-point” remote control is to run a network remote control program running via a Bridge Gateway or remote node connection.

In this scenario you are able to take over and operate any workstation on the network, including machines without modems or phone lines. Remote control over remote node provides all of the benefits of asynchronous remote control, and adds the benefit of scaling well to larger networks.

Concept - A single software gateway or bridge provides access to all network workstations and resources including workstations without modems, via a Dial-up or ISDN access. For connectivity via Leased Line, Wan or Internet, Dynamic connectivity is available without the need for the Bridge or Gateway software.

Once connected, NetSupport Manager or any other protocol-based network remote control program can browse the network over your chosen transport connection to locate, take over and control any PC ,where the remote control client software has been loaded. This also provides for simultaneous connectivity to Client PCís running different network protocols.

Scalable Security Profiling allows for centralized management of the software deployment and User access levels.

Whilst NetSupport Manager offers the user the option of Traditional Point-to-Point connectivity, the flexibility of single point access to the Corporate Enterprise is clearly preferable. As a starting point each PC requiring ongoing support installs the Client Software. This can be performed directly onto the PC in question or centrally from the server with a default profile. Unlike many Remote Control products, NetSupport Manager can operate on a number of different network protocols simultaneously. This offers greater flexibility for a support department who may have responsibility for a number of remote sites with differing Toplogy and standards.

The product Security is profiled to allow different access levels based on the individual providing support. Once installed all activity can be logged to a secure file or in certain situations the Administrator can choose to log screen activity to a Replay file.

This methodology provides for easier Centralized Management, greater product flexibility, a defined and practical solution for ongoing updates and maintenance, and the basis for a Robust Desktop management tool.