



# PC-Duo™ Remote Control

## Remote Control and Remote Access

In IT Support and Remote Systems Management, Remote control is usually the most heavily used item of infrastructure software. It demands very high reliability and ease of use. Remote control has to be easy to deploy, very robust, and economical on network bandwidth. Remote Control is also a particularly sensitive activity, demanding high levels of security from both corporate and personal privacy perspectives. With today's increased focus on accountability, it is important that Remote control sessions can be audited.

### PC-Duo Express and PC-Duo Enterprise: Overview

PC-Duo Remote Control comes in two flavors – Express and Enterprise. Express mode uses peer-to-peer connections between Masters and Hosts – where Hosts are the Remote supported PCs. In Enterprise mode, connections can also be made via one or more distributed Gateways, and Gateways are responsible for connection management, security, session activity logging, and much else. The Gateway is also key to enabling PC-Duo Masters to support Remote Hosts outside the local network, as follows.

### Firewall and Internet Friendly

The Host periodically reports its status to one or more Gateways. Any Master with appropriate authorization can establish a connection to that Host via the Gateway. A Host can be configured to stay in contact with a Gateway, even if it is moved outside the Gateway's domain. This Remote connection can traverse firewalls and NAT-devices without any special port or network configuration. This enables support staff to reach PCs at home, in hotel rooms or in WiFi hotspots without any extra effort.

### Security through Authentication and Encryption

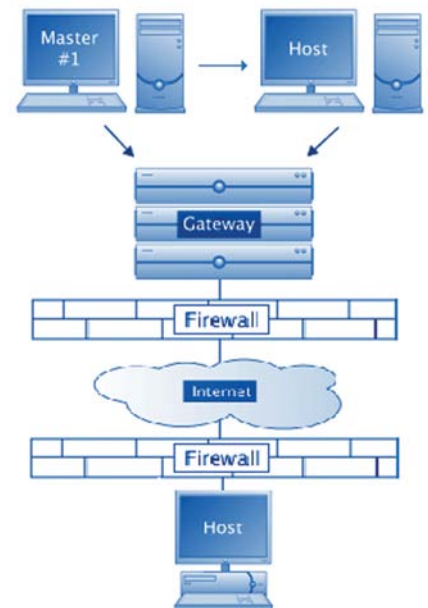
- PC-Duo uses Windows authentication as default, but can be configured to use alternative username and password to grant access to a Host. Where a Host is unable to access the domain controller to verify the identity of the Master, it can authenticate via a Gateway using a 16byte password that is automatically established by the Host and Gateway.
- A high level of granularity of access control can be applied at the Host by its own local settings, and these are combined in an Enterprise installation with configuration settings defined at the Gateways for Groups of Hosts. This arrangement is very powerful and flexible, but still easy to manage. An individual Host's settings can be reviewed and edited via a Gateway with which it is registered.

- Hosts and Masters can be configured to use SSL to authenticate the identity of the Gateway they are connecting to, maximizing security and minimizing/eliminating fire wall setup requirements.
- PC-Duo uses 256 bit AES with SHA-1 hashing as default. For connections via the Gateway there are other options available, including 192 and 128bit AES with SHA-1, and 3DES with SHA-1.

### Core Remote Control Functions

*The base capabilities that support staff rely on:*

- Scaling options – full screen, scale to fit, 1-to-1 pixel-to-pixel.
- Multiple modes of mouse and keyboard sharing.
- Pass keyboard and mouse control to another Master.
- Host screen blanking.
- Flexible keyboard mapping – standard and custom key combinations.
- Cycling Monitor automatically connects to each Host in a group of Hosts, according to a pre defined sequence.



## Solution Summary PC-Duo Remote Control

### PC-Duo Enterprise Gateway

Centralized connection management, security management, activity monitoring and session recording.

A large installation will typically contain more than one Gateway, and each Master has its own list of Gateways to which it can connect.

Once a Master is connected to a Gateway, as illustrated, the Gateway's database of registered Hosts is accessed through the Gateway Hosts tab in the Master station.

The Host Properties dialog supports review and edit of address, connection and security information.

PC-Duo Administrator accounts are required for many of the configuration functions available on Gateways.

### Concurrent Screen Recording

A boost for audit and security.

PC-Duo's screen recording has been developed to a high level of efficiency, driven by specialist application in call center monitoring.

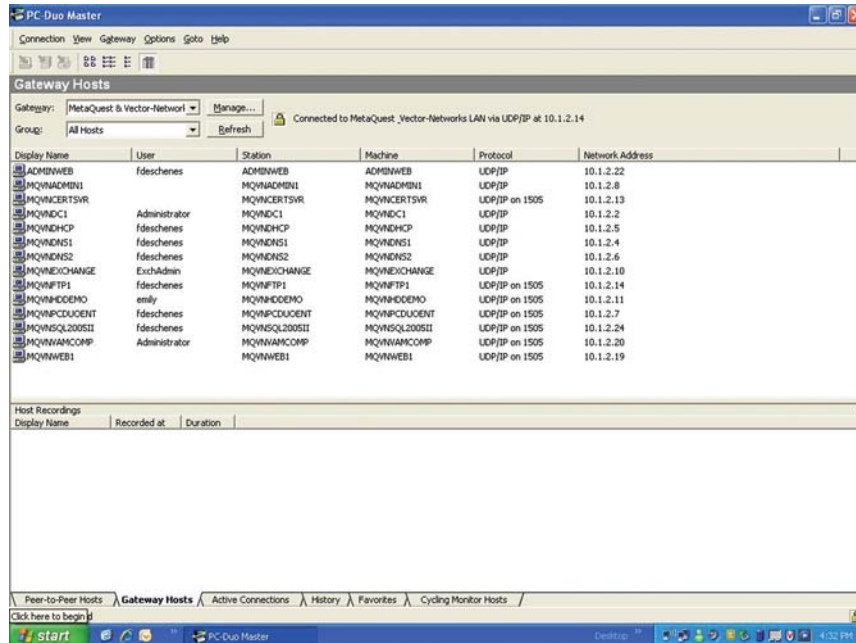
Management of recording activity is centrally controlled at the Gateways responsible for the Hosts concerned.

It is not necessary to establish a remote control session to a Host before recording can begin. Simply use the Gateway dialogs to select Hosts and define recording periods.

### Ancillary Features

Functionality to speed issue resolution and configuration repair.

DRAG AND DROP FILE MANIPULATION	A great aid to restoring users' PCs and correcting configuration issues. Supports delete, rename, copy and create directory.
PRINT CAPTURE AND DIVERT	Print from a remote machine onto a locally attached printer, and vice-versa.
REMOTE SCREEN CAPTURE	Capture a selected area of the Host screen as a high res graphic.
CLIPBOARD SUPPORT	Use the standard Windows clipboard mechanism to transfer screen data (text, images, etc) from any Host to your Master – or from your Master to a Host.



- Capture all activity on remote computer screen with High Fidelity screen recording.
- Record simultaneous remote control sessions with no impact on bandwidth consumption.
- Ultra compact recording file sizes means you can turn on continuous recording (24x7) for less than 1GB a day storage space.
- The playback control includes three speed Fast Forward, Pause and Play, and an Edit function.
- Playback can be invoked from inside the Master's list of available recordings, or can be played independently from a file that is saved from inside the Master console to a convenient location – or emailed to a colleague for review.

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