



### PC-Duo® Series 12

PC-Duo Express v12.0

PC-Duo Enterprise v12.0

PC-Duo On-Demand v12.0

Speed, flexibility and security -  
enterprise grade Remote Control

#### Express

Cost-effectiveness in peer-to-peer PC and server remote control.

Choice of user and kernel mode screen detection to optimize performance and bandwidth use.

#### Enterprise

Gateway architecture for firewall navigation and centralized configuration and security management.

Concurrent multi-session management and session recording.

#### On-Demand

A Web services architecture provides manage-from-anywhere functionality.

Pricing based on session concurrency simplifies licensing for user support in larger enterprises.

Strong encryption and authentication protect privacy and data security.

Session recording for audit and traceability.

Integrates with any Web-based Help Desk.

Special capabilities for Citrix and MS Terminal Services.

Firewall navigation in complex networks.

Color depth and bandwidth management.

### Core Remote Control Features

- Choice of technology - high performance kernel mode or user mode screen analysis.
- 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 between Masters.
- Multi-monitor support
- Flexible keyboard mapping - standard and custom key combinations.
- Cycling monitor automatically connects to each Host in a group, in a pre-defined sequence.

### PC-Duo® Applications Reliability and Performance

- PC user support
- Server management
- Call center supervision
- Pipeline monitoring
- Industrial process supervision
- Remote equipment maintenance

### Security to Rely On

#### PC-Duo® Authentication, Encryption and Security Management

- PC-Duo uses Windows authentication as default, but can be configured to use an 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 firewall setup requirements.
- PC-Duo uses 256 bit AES with SHA-1 hashing as default. For connections via the Gateway the options include 192 and 128bit AES with SHA-1, and 3DES with SHA-1.

### Connection and Topology Options

For today's complex and distributed enterprise

#### Peer-to-peer Master-Host connection - PC-Duo® Express

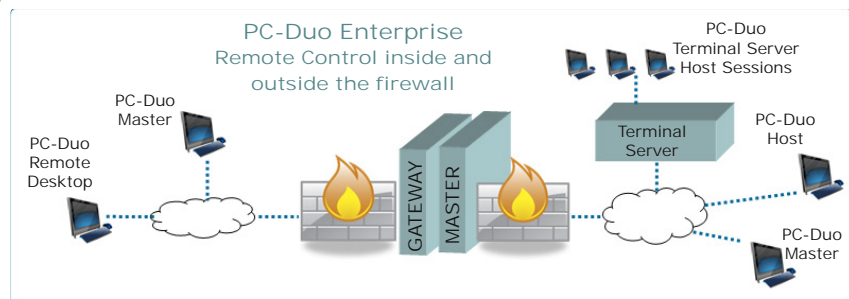
Peer-to-peer access to remote desktops inside the corporate network. Ideal for SMBs and workgroups looking for fast, reliable, easy-to-use remote control.

#### Gateway managed connection - PC-Duo® Enterprise and On-Demand

Web-based access to remote desktops and terminal services sessions, inside or outside the corporate network. Simplifies remote control administration and security management through a Web console interface(\*\*), ideal for large, distributed environments. (\*\* For PC-Duo Enterprise - due Q3 2012 in v12.1.)

#### Internet, Firewalls and NAT

In a PC-Duo Enterprise or On-Demand installation, 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.

#### Master and Gateway as Web Services with PC-Duo® On-Demand

New in Series12, PC-Duo On-Demand offers the Master and Gateway components as IIS-hosted Web services, providing location independent access to PC-Duo remote control for mobile technicians and administrators.

1+1 Master/Host pairings provide low cost, individually licensed access to the office PC for mobile workers. One-click 'Remote Desktop' function provides instant connection from the Web Console to a selected Host.

### Ancillary System Management and Productivity Functions Functionality to speed issue resolution and configuration repair

#### Drag and Drop File Manipulation

A great aid to restoring users' PCs and correcting configuration issues on PCs and servers alike.

#### Print Capture and Divert

Print from a remote machine onto a locally attached printer, and from local to remote.

#### Remote Screen Capture

Capture a selected area of the remote Host screen as a high res graphic.

#### Remote Management via WMI

Access to WMI configuration data and system management functions on the remote system.

#### Clipboard Manipulation

Use the Windows clipboard to transfer screen data (text, images, etc) from Host to Master, or Master to Host.

#### Chat

Chat with remote desktop user and any other users connected to remote desktop

For a more comprehensive listing of features, download the PC-Duo® Series12 Datasheet today from the PC-Duo Product Page at [www.vector-networks.com](http://www.vector-networks.com).

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