PC-Duo v12 provides a new level of cost-effectiveness in secure PC and server remote control. A Web services architecture provides flexibility, remote working and manage-from-anywhere functionality.

A comprehensive feature set supports help desk analyst efficiency in end user support. Strong encryption and comprehensive authentication protect privacy and data security.

Pricing based on session concurrency simplifies licensing for user support in larger enterprises. New 1-to-1 Master/Host pairings provide low cost access to the office PC for mobile workers.

User support and server administration.
Integrates with any Web-based Help Desk.

Session recording for audit and traceability.
Firewall navigation in complex networks.

Special capabilities for Citrix and MS Terminal Services.

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 16-byte 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, maximising security and minimising/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.
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
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.

Internet, Firewalls and NAT
In a PC-Duo Enterprise 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
New in v12, PC-Duo now 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.

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.

Host Directory and Groupings
A Host directory featuring grouping is essential to efficient Host management in larger installations.