

## REMOTE CONTROL

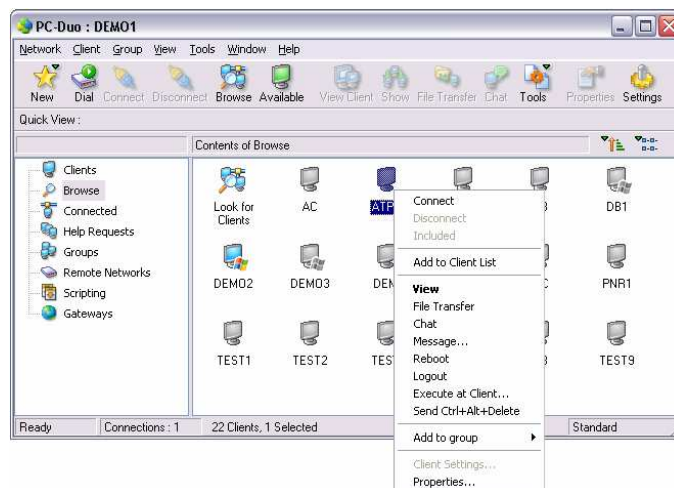
*PC-Duo Enterprise Remote Control can be purchased as a standalone product.*

## PC-Duo Enterprise Remote Control enables support staff to take instant control of any PC system at any location.

- Maximize the efficiency of support staff by increasing first call problem resolution without visiting networked PCs
- Dramatically improve end user productivity by keeping PCs and servers up and running
- Increase the quality of support services by significantly improving response times
- Maximize end-user productivity and minimize downtime by improving problem resolution
- Manage and control Windows, Pocket-PC, Macintosh, and Linux platforms through a single interface
- Supports IP, NetBIOS, IPX, Dial-up, ISDN and CAPI.

### Industry leading feature set

PC-Duo Remote Control provides three ways of working with remote screens - Watch, Share and Control. In each mode, Control users can work the way that suits you by choosing full screen, windowed with auto-scroll and scale-to-fit modes. Controls can view multiple Clients simultaneously, and each Client can be viewed by multiple Controls - facilitating collaborative support from dispersed support specialists.



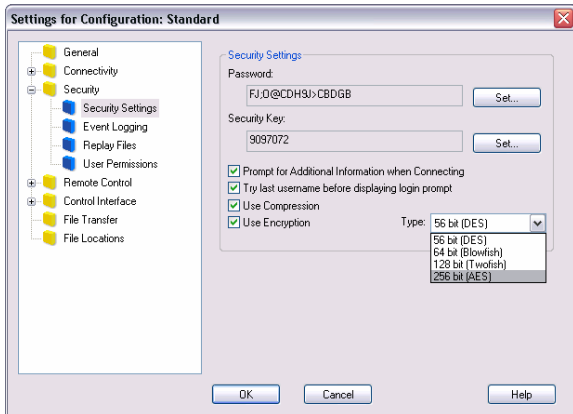
Industry leading set of features designed for help desk support.

PC-Duo Remote Control provides several modes of communication. The Message function enables support staff to broadcast information simply and quickly, while Chat sessions are invaluable for discussing issues and providing help or training. Audio Chat allows verbal communication when no telephone is available.

One-to-one and one-to-many File Transfer and Directory Synchronization are available through a simple to use Explorer-like drag-and-drop interface. PC-Duo Remote Control also allows you to view file content and edit remote files. Clipboard support speeds up remote diagnosis by enabling the capture of text and graphics from remote applications.

## Multi-level security

PC-Duo Remote Control provides a wide range of security features that ensure your systems are protected. Access to Remote Control can be profiled by membership of NT or Active Directory groups. Separately configurable Gateways and Port settings prevent external access and all network traffic can be automatically encoded using 56bit DES, 64bit (Blowfish), 128bit (Twofish), or 256bit (AES) encryption algorithms.



Multi-level security functions ensure your systems are protected.

The internal security of information is ensured by session characteristics that limit Control users' access to Client PCs. Independent Control and Client configurations determine whether a Control user is allowed to Watch, Share, or Control a Client PC, and the directories available for File Transfer. Multi-level passwords, user acknowledgements and the automatic recording of all Control session activity can also be used to control and monitor Client access. Client configurations always take precedence over Control configurations so PC-Duo Remote Control can be used to support users who handle sensitive information without compromising confidentiality.

## Stunning performance, high reliability

Remote Control is GDI Intercept based. With tuneable caching and bitmap data compression for graphic elements, Remote Control truly puts users in front of the remote screen providing fast and smooth control of the remote computers and servers.

Remote Control's exceptionally low bandwidth usage provides smooth and fast performance even on slow WAN, Internet and dial-up connections.

## Head Offices

### Vector Networks Inc.

3425 Corporate Way,  
Suites D-G, Duluth, GA 30096 USA.  
Toll Free: 800 330 5035  
Telephone: 770 622 2850 Fax: 770 495 6214  
e-mail: solutions@vector-networks.com

### Vector Networks Limited

4 Mercury Park, Amber Close,  
Tamworth, B77 4RP United Kingdom.  
Telephone: +44 (0) 1827 67333 Fax: +44 (0) 1827 67068  
e-mail: sales@vector-networks.co.uk

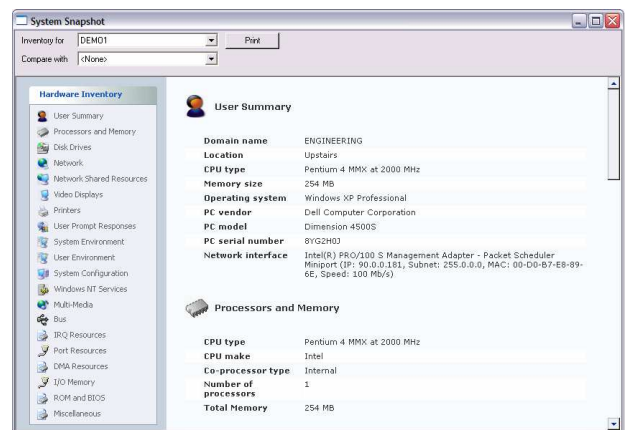
Download a free 30-day evaluation of PC-Duo Enterprise at  
[www.vector-networks.com](http://www.vector-networks.com)

## Training users by showing how

PC-Duo Remote Control is a powerful training and presentation tool. Control users can broadcast and annotate their screen live using the Show and Annotate features. Progress can be monitored using the Scan facility, which automatically cycles through each screen. The Record and Replay feature enables Control users to create a library of training demonstrations that can be accessed whenever they are required.

## Additional features

System Snapshot provides a detailed inventory of a Client's hardware configuration. It includes information on CPUs, memory, operating systems, printers, display drivers, disk size and free space, network details and much more! In addition, the Compare function enables users to identify differences between Client systems - an invaluable resource for trouble-shooting problems caused by different system configurations.



System Snapshot collects over 600 items of hardware data.

User Prompting extends System Snapshot to collect and maintain user- and PC-specific information, such as location, department, telephone numbers, and system variables.

Software Snapshot is an advanced software recognition module that complements System Snapshot. Proprietary discovery utilities and an extensive Application Library enable users to immediately identify most common applications with no preparatory work.

Scripting is a powerful interpreted language that enables you to automate routinely-performed tasks. The Scripting Agent provides users with the ability to schedule tasks that need to be performed regularly or overnight.

Your authorized Vector reseller:

**Askador Informationstechnologie GmbH**  
Webereistraße 4  
2630 Ternitz, Österreich

Telefon: +43 2630 20716-12  
Telefax: +43 2630 20716-29  
E-Mail: [pc-duo@askador.at](mailto:pc-duo@askador.at)

[www.askador.at](http://www.askador.at)