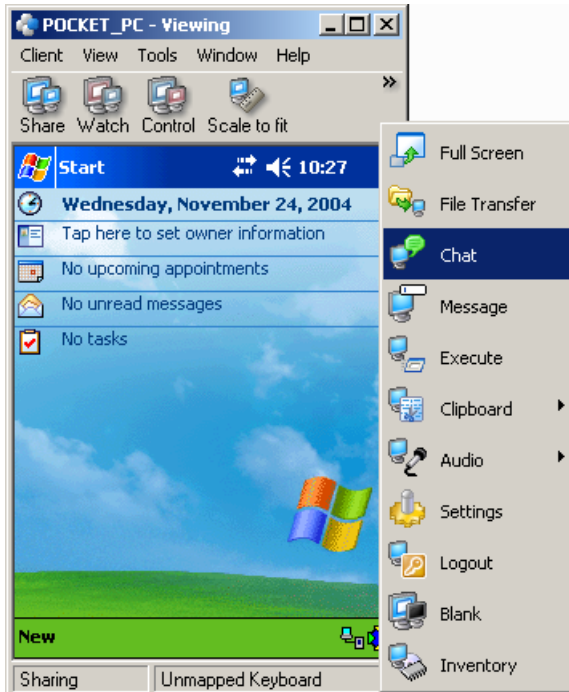


What's New in PC-Duo Enterprise Remote Control v9.00

Support for LINUX and PDAs

PC-Duo Remote Control version 9 includes support for Linux and Windows Pocket PC platforms extending the ability of support staff to provide help across the entire organization.



Remote Control currently supports Windows Pocket PC 2003, and the following Linux Distributions:

- Red Hat
- SuSE
- Fedora
- Mandrake

Supported functions

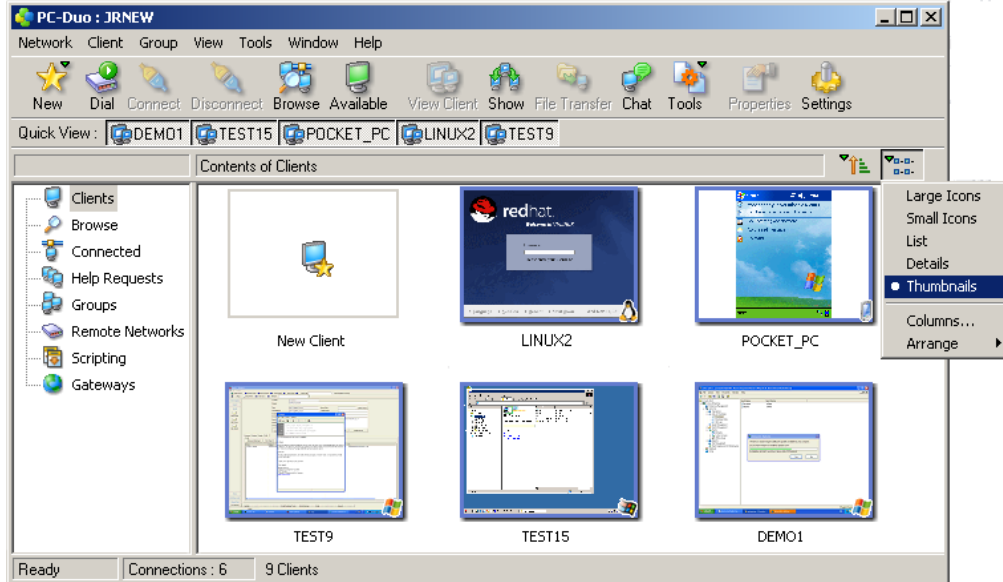
The Linux Client application currently supports the following functions:

- Connect and Disconnect
- View
- Scan
- Power off
- Re-boot
- Chat

Control users are informed when they attempt to use unsupported functions.

Updated Control Interface

The Remote Control version 9.0 interface includes a new view option, called Thumbnails, which enables Control users to see a reduced-scale version of the screens of all connected Clients. The size of the thumbnails and the frequency at which they are updated are specified by the Control configuration.



In addition, the Thumbnails view and the Large Icons view automatically display indicators that identify the platform of connected Clients:

-  Windows 95, 98 and Me
-  Windows NT
-  Windows 2000, XP and 2003
-  Windows CE
-  Linux

System Snapshot

For PC-Duo Remote Control version 9, System Snapshot has been completely redesigned to increase clarity and display the large amounts of data associated with some sections. It still contains the same unequalled detail on PC hardware, but the section menu now provides a simplified, structured access to the data.

In addition, the new compare function enables Control users to identify differences between Client systems. Each section containing a difference is marked, and individual items can be compared by clicking the comparison button - an invaluable resource for checking PCs have received the hardware upgrades and for troubleshooting problems caused by different system configurations.

The screenshot shows the 'System Snapshot' application window. At the top, there are dropdown menus for 'Inventory for' (set to TEST16) and 'Compare with' (set to TEST14), along with a 'Print' button. A left-hand sidebar titled 'Hardware Inventory' lists various system components like User Summary, Processors and Memory, Disk Drives, Network, etc. The main content area is divided into sections: 'User Summary' (with a comparison icon), 'Processors and Memory', and 'Disk Drives' (with a comparison icon). The 'Disk Drives' section includes a table for 'Active Drives'.

User Summary

- Domain name: ENGINEERING
- Location: Downstairs
- CPU type: Celeron MMX at 1200 MHz
- Memory size: 254 MB
- Operating system: Windows 2000 Professional version 5.0
- PC vendor: Dell Computer Corporation
- PC model: OptiPlex GX150
- PC serial number: 66X9G0J
- Network interface: 3Com EtherLink PCI (IP: 90.0.0.29, Subnet: 255.0.0.0, MAC: AA-00-04-00-1D-04, Speed: 100 Mb/s)

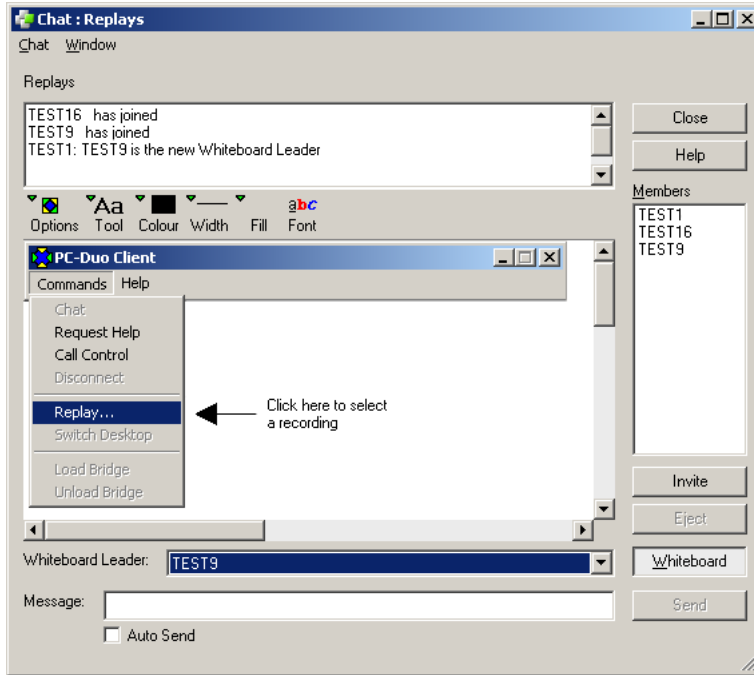
Disk Drives

- Boot drive: C
- Floppy disk A: 3.5" (1.44MB, 512 bytes/sector)
- Floppy disk B: *
- Last drive string: Y, 6 logical disk drives available; D, 3 logical disk drives available
- CD Drive: D: Lite-On LTN486S 48x Max;

Drive	Label	Media	Size MB	Free MB	Format	Serial
A	*	3.5" (1.44MB, 512 bytes/sector)	0	0	*	*
C	*	Fixed	19028	13988	FAT32	07d2-000a

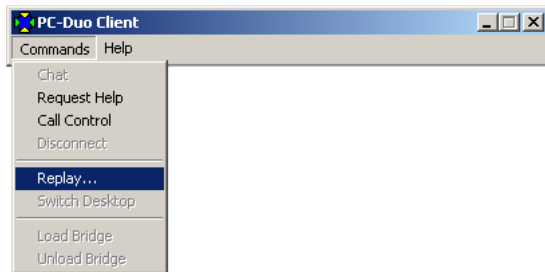
Whiteboard

The Whiteboard extends the Chat function by enabling users to communicate with graphics as well as text. Both Client and Control users can use it to display diagrams and text to the other members of the Chat group.



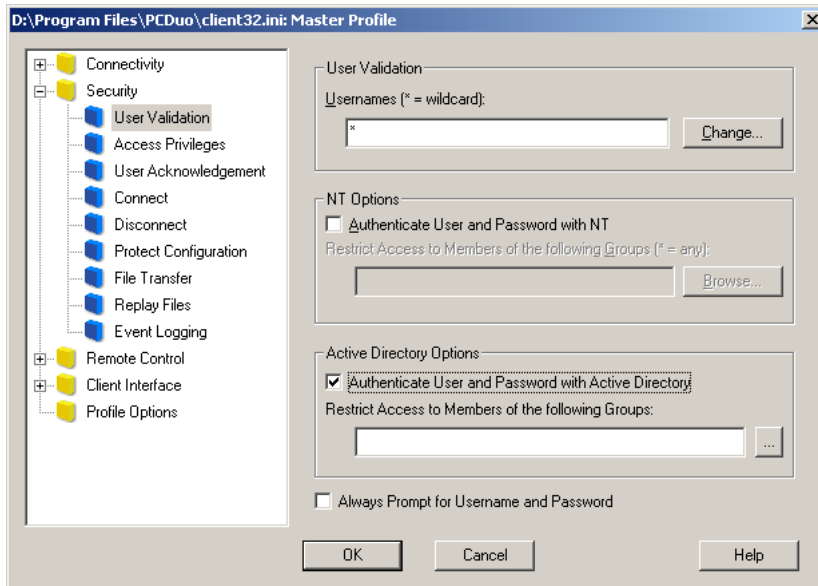
Replay

As well as monitoring the screens of Client PCs, PC-Duo Remote Control v9 can also use its ability to intercept GDI (Graphical Device Interface) signals to record actions performed on Control PCs. These recordings can then be played back on any Control or Client PC, enabling support staff to create a library of recordings that can be used to demonstrate new software and to answer frequently asked questions.



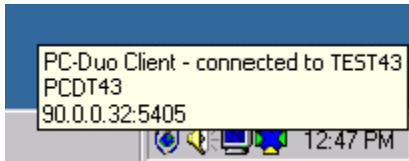
Active Directory Authentication

PC-Duo Remote Control version 9 extends support for collection and use of Active Directory. Windows Clients can now be configured to validate the user credentials of Controls attempting to make a connection against the Active Directory settings of Clients. In addition, connections to a Client can be restricted to Controls belonging to specified Organizational Units.



Extended Client Functions

The Remote Control Client displays the client machine name, the Client IP address and the details of any connected Client when the user holds the mouse pointer over the Client icon in the system tray.



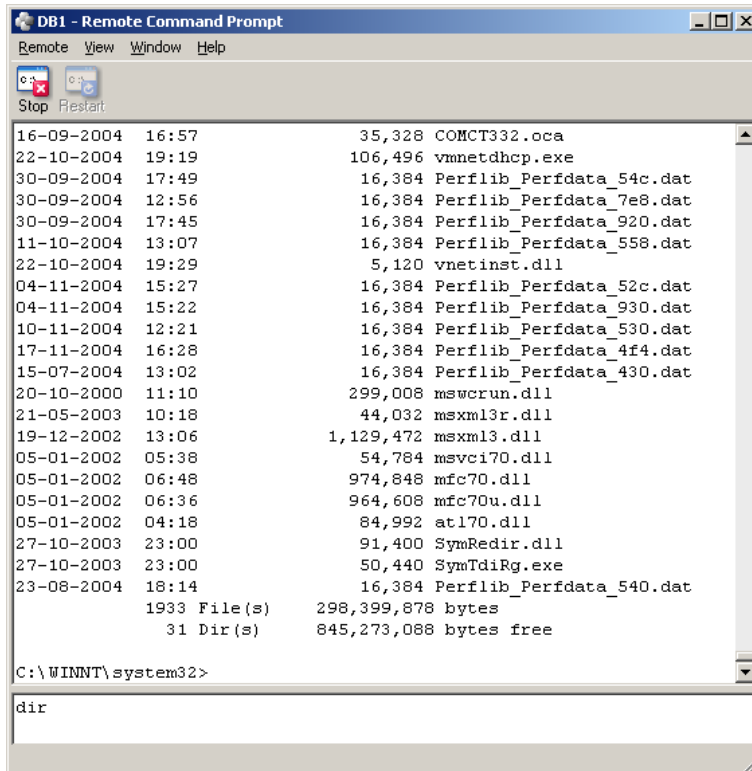
In addition, PC-Duo Remote Control version 9 adds the following configuration settings:

Configure Windows XP SP-2 Firewall automatically adds the Remote Control Client application to the list of exclusions allowed by the Internet Connection Firewall included in Windows Service Pack 2.

Disconnect Display Text displays a user-configurable message at the Client when a Control disconnects from it. Tokens can be used to display the details of the Control that made the connection.

Remote Command Prompt

Remote Command Prompt gives Control users the ability to run DOS commands and batch files on Windows Clients without the need to open a Command Prompt window on the Client PC. Users enter commands in the separate entry pane at the bottom of the window, and the results are displayed in the same style as a standard Windows Command Prompt.



The screenshot shows a window titled "DB1 - Remote Command Prompt" with a menu bar (Remote, View, Window, Help) and a toolbar (Stop, Restart). The main area displays the output of a 'dir' command, listing files and directories with their dates, times, sizes, and names. The command prompt shows the current directory as "C:\WINNT\system32>" and the command "dir" has been entered.

```

16-09-2004 16:57          35,328 COMCT332.oca
22-10-2004 19:19       106,496 vmnetdhcp.exe
30-09-2004 17:49         16,384 Perflib_Perfdata_54c.dat
30-09-2004 12:56         16,384 Perflib_Perfdata_7e8.dat
30-09-2004 17:45         16,384 Perflib_Perfdata_920.dat
11-10-2004 13:07         16,384 Perflib_Perfdata_558.dat
22-10-2004 19:29           5,120 vnetinst.dll
04-11-2004 15:27         16,384 Perflib_Perfdata_52c.dat
04-11-2004 15:22         16,384 Perflib_Perfdata_930.dat
10-11-2004 12:21         16,384 Perflib_Perfdata_530.dat
17-11-2004 16:28         16,384 Perflib_Perfdata_4f4.dat
15-07-2004 13:02         16,384 Perflib_Perfdata_430.dat
20-10-2000 11:10       299,008 mswcrun.dll
21-05-2003 10:18         44,032 msxml3r.dll
19-12-2002 13:06     1,129,472 msxml3.dll
05-01-2002 05:38         54,784 msvc70.dll
05-01-2002 06:48       974,848 mfc70.dll
05-01-2002 06:36       964,608 mfc70u.dll
05-01-2002 04:18         84,992 atl70.dll
27-10-2003 23:00         91,400 SymRedir.dll
27-10-2003 23:00         50,440 SymTdiRg.exe
23-08-2004 18:14         16,384 Perflib_Perfdata_540.dat
          1933 File(s)    298,399,878 bytes
           31 Dir(s)    845,273,088 bytes free

C:\WINNT\system32>
dir

```