

Managed Workplace 2011 R2 offers a suite of remote remediation tools that provide back-end, real-time access to end user systems so you can solve problems quickly without interrupting their sessions. Virtually identical to native Windows tools, including right-click functionality, the new remote tools will be familiar to technicians and allow your team to be up-and-running quickly.

Feature Summary - Remote Tools

The remote remediation tools available in this release include:

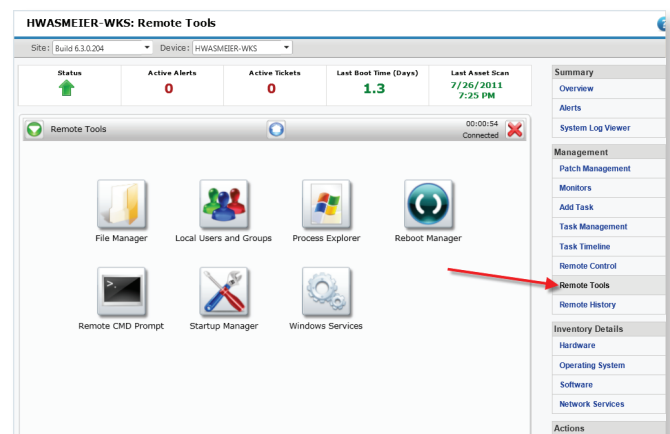
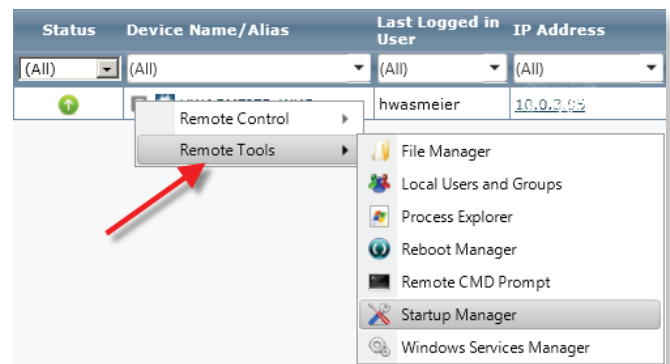
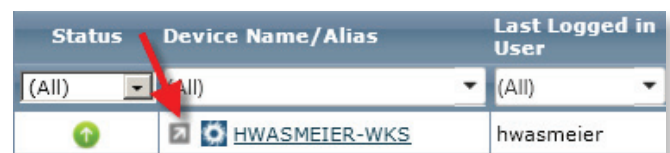
- File Manager
- Process Explorer
- Reboot Manager
- Remote CMD Prompt
- Startup Manager
- Local Users and Groups
- Windows Services

You can create a remote tools session with any device that has a Device Manager installed or with the Onsite Manager machine itself. (In this release, you cannot use the remote tools with devices monitored by the Onsite Manager.)

The new remote tools can be launched individually from a context menu in most device lists, or from the device page by selecting Remote Tools in the Management menu.

All remote tools and remote control sessions are now logged on the Remote History page for each device, which shows the start time, end times and duration for each session, the initiating user, and which tools were used.

When you're finished a session, you can disconnect manually to track billable time as accurately as possible, but sessions will also close automatically when idle for more than 5 minutes.



Feature Summary - Remote Assistance

Remote Assistance is another new remote control option in Managed Workplace 2011 R2, which allows technicians to shadow Windows workstation desktops, conduct instant message conversations with the logged in user, and take control if required.

While the native Windows remote assistance utility is used, the end user does not need to initiate the request and there is no need for other messenger applications to be installed and running. Managed Workplace provides one-click launch for Remote Assistance initiated by the technician; the end user only has to accept the connection request.

For more information about the new remote access features and how to use them, refer to the **Managed Workplace 2011 User Guide**, available in the Partner Portal.

FAQ

What types of devices can I use the remote tools to access?

You can create a remote tools session for any Windows device monitored by a Device Manager, or for the Onsite Manager machine itself.

In a future release of Managed Workplace, you will be able to create remote tools sessions with any Windows device monitored by Managed Workplace.

Why don't I see the Remote Tools option for all devices?

In Managed Workplace 2011 R2, the new remote tools can be used to conduct remote sessions on any device monitored by a Device Manager or for the Onsite Manager

machine itself. In an upcoming release, you will be able to conduct remote sessions on any device monitored by an Onsite Manager or Device Manager.

What security features are in place with the new Remote Tools?

All communications between the target device and the technician's device can be secured through the use of HTTPS for SC Messaging.

On what devices can I use Remote Assistance?

Remote Assistance works on any Windows device that is WMI-enabled (and where the admin file share can be accessed by Onsite Manager).