



# ***REMOTE SUPPORT CENTER***

## **What's New in Remote Support Center 2.0?**

**Remote Support Center** increases the productivity of local and remote workers with web-based remote support functionality, extending the reach of the IT help desk to provide anytime management of machines on the LAN or across the internet.

**Version 2.0** introduces a number of new features designed to improve user support including two types of remote client; a high-performance, scalable management console; improved security, streamlined installation and support for the latest technologies.

**SCRIPTLOGIC**

## Two Management Technologies

Remote Support Center 2.0 now offers two ways to manage remote users, depending on the situation.

- **ExpertAssist:** This is the full, robust remote management client that has made Desktop Authority's remote management famous. Over 40 functions above and beyond standard remote control for monitoring processes, modifying the registry, copying files, executing commands or checking hard drive space without ever interrupting the user. ExpertAssist is installed to any machine you always want available for remote support.
- **InstantAssist:** Sometimes you need to remote control a machine that you don't manage directly. Since you can't install the ExpertAssist agent on those machines, you can use the new InstantAssist agent. Send the remote user an email, or a link. They follow the link and download and execute a small file. This file is a complete remote control solution, letting you change a configuration, walk them through a process or troubleshoot a problem. When the session is complete, the management program disappears, without leaving anything installed on the remote machine. Within InstantAssist the user has the option of whether to allow the technician to control their keyboard or mouse:

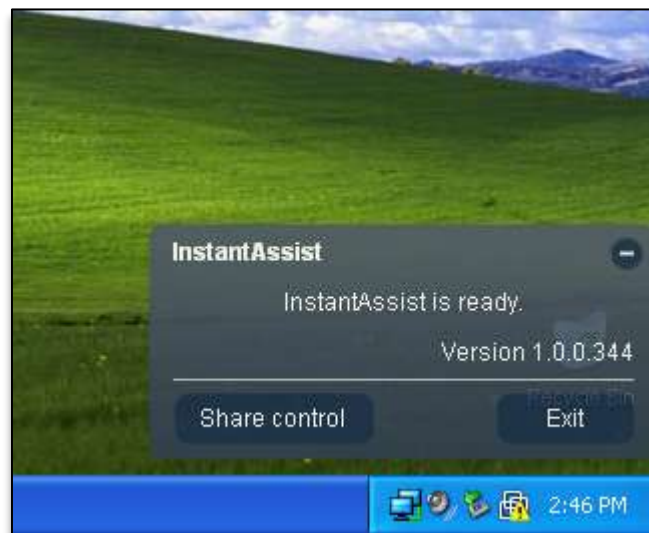


Figure 1 - The InstantAssist client is ready to share control with the technician

## A High-Performance, Scalable Console

Remote Support Center 2.0 features an updated management console engineered for performance and scalability. This web-based console uses the latest web technology to be flexible and responsive. The new console features paging, filtering and actions to let you narrow your search down to the machines you need, quickly and easily. The console also lets you quickly see what machines have the ExpertAssist client installed, and what machines need to have the client pushed out.

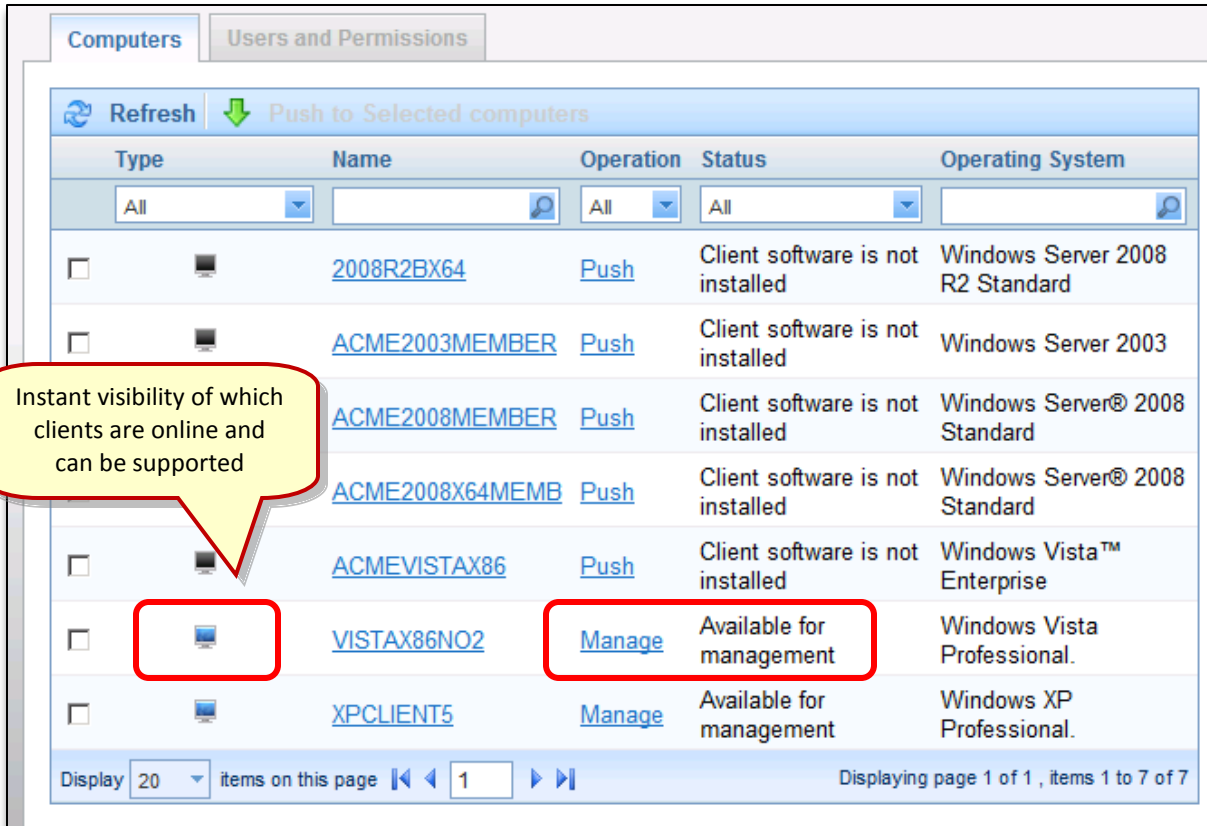


Figure 2 - Quickly identify the machines that are ready to manage, and deploy ExpertAssist to domains, containers or individual computers.

## Active Directory Integration

The Remote Support Center console integrates with Active Directory to show domains, OUs and other containers that contain computers available for remote support. The ExpertAssist clients can be pushed to a whole domain, container, or individual computer:

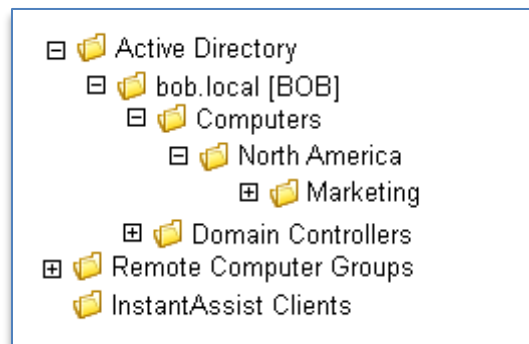


Figure 3 - View all Active Directory containers

## Flexible Licensing Options

With version 2.0, Remote Support Center no longer uses subscription licensing. Now all licenses are perpetual – in other words the product continues to function indefinitely, although we strongly encourage all customers to maintain their support agreements in order to receive product updates.

Remote Support Center 2.0 offers two licensing models:

- **ExpertAssist** is licensed per computer. Every computer that uses the ExpertAssist agent uses a license. Any number of technicians can use the console to manage an ExpertAssist client.
- **InstantAssist** is licensed per technician. Each technician that needs to send InstantAssist invitations and manage clients requires a license.

ExpertAssist and InstantAssist licenses can be combined in any quantity to suit your organization's needs and support model.

## Block Unwanted InstantAssist Clients

Any user can download the InstantAssist client and make their computer available for support. If a user restarts the InstantAssist executable, after the need for a management session has passed, administrators can block that client from continually appearing in the InstantAssist client list.

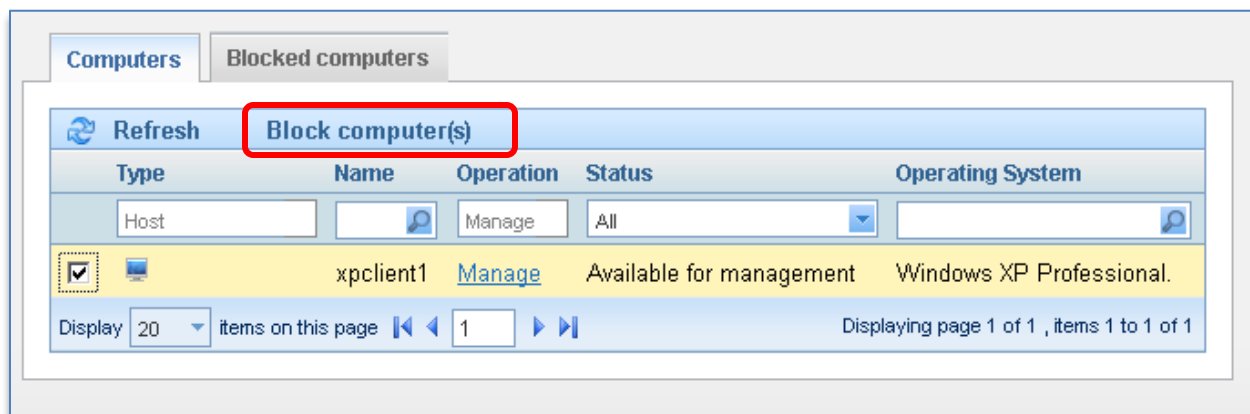


Figure 4 - Block unwanted InstantAssist sessions from appearing in the console

## Streamlined Installation and Deployment

With Remote Support Center 2.0, the installation has been significantly streamlined and now always begins in the LAN. Most installations do not require any additional components to be installed. A full installation simply requires a single gateway in the DMZ, in addition to the management console.

## Multiple Client Deployment Options

The **InstantAssist** client is quickly deployed to a machine through a web link or an email invitation. The administrator can create their own web site for deploying the client, or use the automatic link created within Remote Support Center.

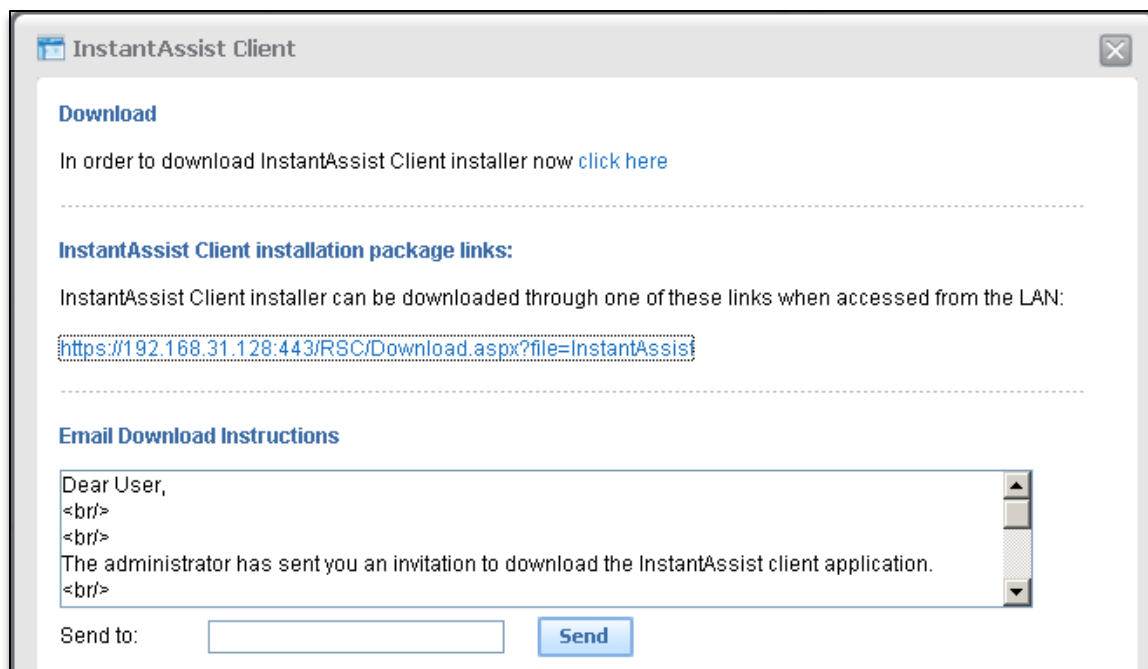


Figure 5 – InstantAssist Deployment Options

The **ExpertAssist** client can be deployed four different ways:

1. Push the client to a specific machine
2. Push the client to an Active Directory container
3. Send an email invitation to a user to install the client from the server
4. Create an MSI that can be deployed via Group Policy, Desktop Authority or Microsoft SMS/SCCM. This MSI package contains all of the server information, requiring no other configuration on the client.

## Summary

Remote Support Center is a major step forward for the product line formerly known as Desktop Authority Remote Management Gateway. Installation is significantly simpler, the options for providing remote support have been expanded, and the whole experience has been optimized for scalability and ease of use. For more information, please visit [www.scriptlogic.com](http://www.scriptlogic.com).