



Support

RSupport - Remote Server Management

[RemoteView](#) allows you to remotely manage your servers quickly and securely directly over the Internet. You can monitor your servers in real-time to keep mission critical applications up and running. Quickly fix problems in a matter of minutes without the need to travel on-site.

For remote access through your iPhone or iPad, please see [RemoteView Mobile](#) .

Main Benefits

- Monitor your remote servers in real-time.
- Remotely restart services and applications running on your servers.
- Remotely print documents from the remote server to your local printer.
- Use software on the remote system to prevent duplicate software purchases.

Key Features

RemoteView includes these powerful features:

- Powerful Admin Center console
- Access your remote PCs through a standard web-browser.
- Simple software management of remote systems
- Drag & drop file transfers between computers.
- Supports Intel vPro technology allowing you to wake a PC that is powered off.
- Reboot and reconnect with the system in Safe Mode.
- Accurate asset management.
- Works behind firewalls and proxy servers.
- Highly secure to meet banking and military standards.

Internal IT helpdesk

Overview

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Need access to your internal PCs and staff? Traditionally you would have to physically visit their location to perform more complex tasks. [RemoteView](#) enables support agents to remotely gain access and take full control of a remote system through the Internet. Remotely manage your systems and connect with staff who need assistance in just a few seconds.

Main Benefits

- Handle complex issues remotely such as synchronizing e-mails, calendars and applications.
- Remotely manage a large number of internal PCs.
- Provide on-demand assistance to your internal staff and remote workers.
- Take full mouse/keyboard control to solve more difficult problems.
- Keep mission critical systems up and running by performing routine maintenance remotely.

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Key Features

RemoteView includes these powerful features:

- Instant web-based text, video and voice chatting for enhanced collaboration.
- Drag & drop files transfers between computers.
- Detailed sessions logs are automatically stored for every session.
- Optional video recording is available for all sessions.
- Quick access to remote system diagnostic and process information.
- Supports Intel vPro technology allowing you to wake a PC that is powered off.
- Reboot and reconnect with the system in Safe Mode.
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