NetOp® Mobile & Embedded

Use your mobile device to access & control NetOp Hosts

Danware Data A/S
Bregnerodvej 127
3460 Birkerod
Denmark
Tel.:   +45 45 90 25 25
Fax.:   +45 45 90 25 26
www.danware.com

NetOp® Mobile & Embedded

Abstract

When NetOp® Hosts – clients – report software trouble and the system administrator is somewhere outside the LAN, NetOp® Mobile offers a unique solution, which allows – not only – true remote control over the Internet, but also local remote control.

This whitepaper addresses the situation where the NetOp® Mobile Guest actively takes control of a NetOp® Host, which physically is located on a network. The Host may be any device running on one of the supported operating systems. Whether there is a user or not does not matter. Also, the devices may be behind a gateway and a firewall – it makes no difference.
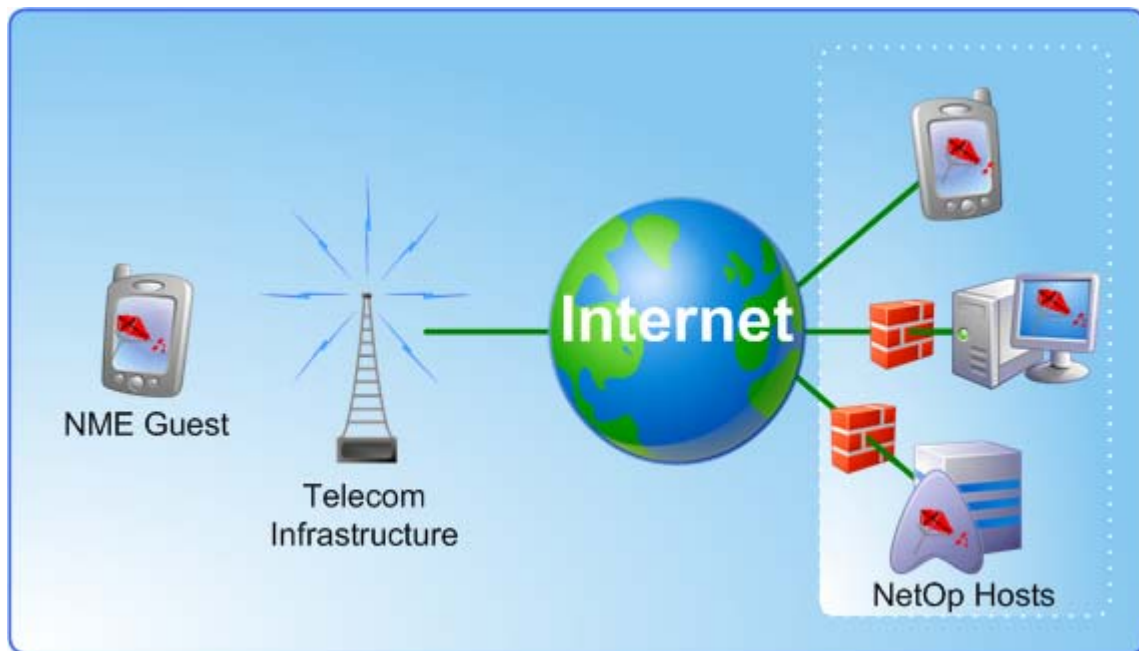
NetOp® Remote Control Mobile & Embedded Guest controls, transfers files, chats etc. with PDAs, work stations, unmanned servers, which are all running NetOp® Remote Control Host.

For the system to work, a NetOp® Mobile & Embedded Guest [NME Guest] has to be installed on a mobile device – just as a NetOp® Remote Control Host [Host] has to be installed on the client Windows device: PC, PDA, scanner, server etc.

Solution

NME Guest offers a number of session types (or actions) - especially selected from the ordinary NetOp® Remote Control - which cover most day-to-day events or incidents.

Generally, NME Guest covers two areas: Remote actions and management. It is designed to meet the needs of corporate business and comprises features to help IT professionals get the most out of remote control technology.

The remote actions let the NetOp® Mobile Guest user interact with the Host – manned or unmanned alike. The remote actions cover communication and remote sessions.

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NME Guest session types.

The NME Guest user can send a message or chat with the Host user before determining which course of action to take. The actions cover file transfer, retrieving inventory, running programs, sending system commands etc.

The NME Guest user can obtain full WYSIWYG control of the Host PC's mouse and keyboard: The NME Guest can open programs and documents, change program settings etc. while being connected to the Host.

The NME Guest can manage, organize and save the Host information – IP addresses, connection protocols (which may vary from Host to Host), standard connection methods etc – in Addresses and Favorites. At the same time, logs of prior connections, inventories on a per Host basis etc can be saved to the NME Guest, giving the NME Guest user an effective tool whenever a Host needs to be helped. The NME Guest user simply looks up the Host's inventory and determines which programs that are present and use the information to select the proper cause to remedy the problem.

The NME Guest user can in fact carry the information of the entire company's PCs, servers etc. in his or hers pocket and, at the same time, connect to and solve most software and hardware problems that occur in the company.
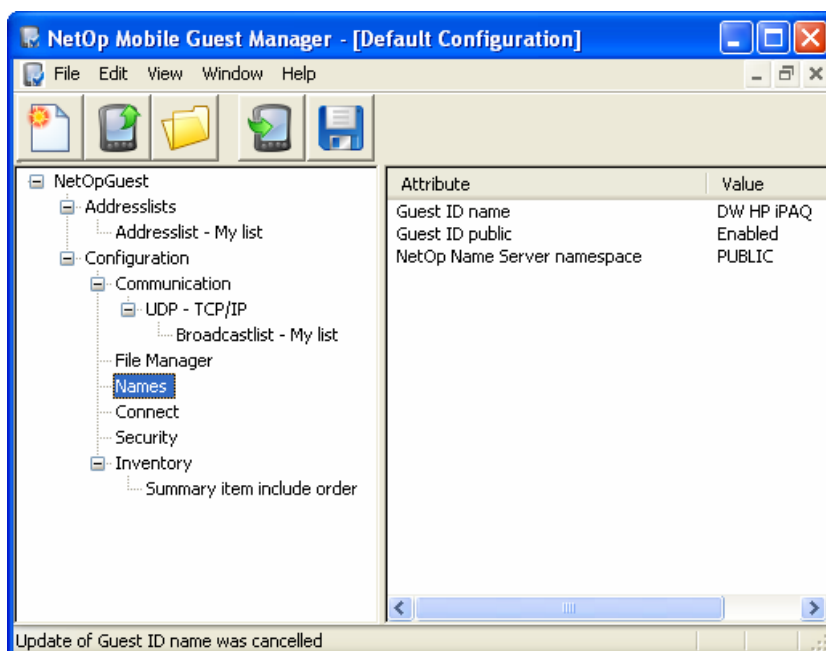
NetOp® Mobile Guest Manager.

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Use the management tool to setup how the Host behaves during operation. This view includes e.g. Tasks, Services and Registry – giving the NME Guest access to change and modify the Host computer's behavior.

The actual configuration and installation of the NME Guest software takes place when the device is connected via Active Sync to a PC where the NetOp® Mobile Guest Manager is installed.

The configuration and installation process cannot be separated. Once the management software has been installed on a PC, a default configuration may be installed on the mobile device or the NME Guest can create an individualized configuration and install this on the mobile device.

The configuration determines which ports are used for sending and receiving, how the inventory view looks like, how file transfer is supposed to work, which session type the NME Guest has as its default etc.

The configuration can always be changed to meet new challenges: Just open the saved configuration in NetOp® Mobile Guest Manager, change what is necessary and save it to the mobile device via Active Sync.

Typical Use

- User support from a corporate or mobile helpdesk
- Administration and maintenance of servers or mobile devices
- Access to office or home computers
- Operation of industrial equipment

Target Industries

- Service and maintenance in the industrial sector – machinery
- Help desks
- System administrators in large multi-user corporations

Questions & Answers

What is NetOp Mobile?

NetOp Mobile & Embedded Guest is an application that allows remote management of Hosts on PCs and servers – manned or unmanned.

The setup consists of a handheld device with Internet access running NME Guest and a user device called a Host.

Where can I find the documentation?

At http://help.netop.com/support/documentation/manuals.htm you can find manuals and quick guides.

Operating system requirements?

NME Guest runs on the following platforms and processors:

- Windows Mobile 6 Classic, Standard and Professional
- Windows Mobile 5 Pocket PC, Pocket PC Phone Edition or Smartphone
- Windows Pocket PC 2003, 2003SE

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- Windows CE 5.0

ARM compatible processors

Your Host devices must run:

- Windows Server 2003, XP, 2000, NT 4.0, ME or 9.x

Is the transmission safe?

Yes! The transmission between the Host and the Guest is encrypted (pier-to-pier encryption).

What connection types does NetOp Mobile support?

NetOp Mobile & Embedded supports UDP, TCP and HTTP protocols – and port numbers can be easily customized to match your requirements.

Where can I get help and support?

Please go to http://support.netop.com.

Who is Danware?

Danware's core business is to develop and market software products based on the NetOp core technology – a technology enabling swift, secure and seamless transfer of screens, sound and data between two or more computers.

The company's three product areas are Desktop Management, Education and Security. The core Desktop Management product, NetOp Remote Control, enables remote control of one or more computers from another computer and can be used across different system platforms. NetOp School, the Education core product, is a software application for computer-based classroom teaching in both physical and virtual classrooms via the Internet or other networks. The Security business products are NetOp Device Control, NetOp Process Control and NetOp Netfilter. All are plug 'n play products offering extensive functionality, flexibility and user-friendliness.

Download free trial: http://www.netop.com/netop-152.htm