

Offer remote technical support to quickly solve problems and shorten the system downtime

Module Description

Remote Maintenance module aims to help system administrator or technical support staff shorten their support time. With information such as real-time report computer status, and functions such as remote control and remote file transfer, support tasks are facilitated whether agent computers are located in the headquarter office, branch office or remote site. System administrator can easily control all computers from IP-guard console.

Features

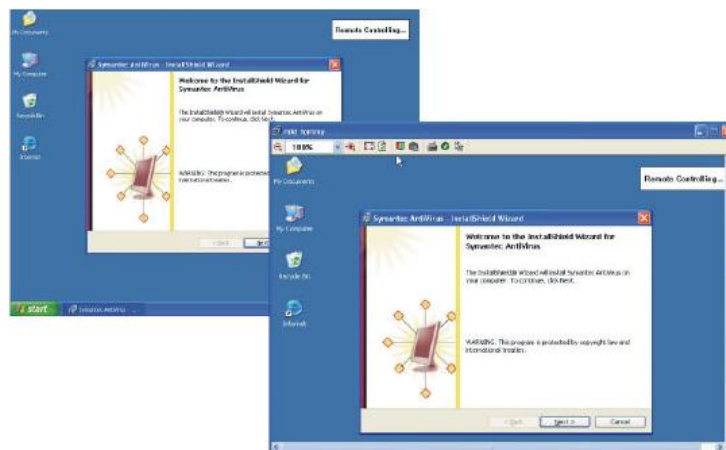
- Report computer status covering all running applications, processes, performance, device manager, services, disks, shared status, schedule, user and group status
- Support remote control
- Support remote file transfer
- Enable system administrator to perform remote troubleshooting

Remote Maintenance Challenge

According to researches of the Gatter Group and Forrester Research, nearly 50% of time within the MIS department has been spent on computer installation and software upgrading which occupies a large proportion of the computer cost. System administrators spend 70-80% of time working on daily maintenance tasks which increases the cost of computers. Moreover, productivity drops when computer problems cannot be solved immediately. Therefore, it is necessary to reduce the workload of system administrators on minor tasks so that they can concentrate on higher-level computer management tasks and information system enhancement.

IP-guard Solution

Remote Maintenance module includes real-time information checking, remote control and remote file transfer. Administrator can check the information and running status of remote agent computer such as current running applications, processes and services through IP-guard console to analyse problems and then fix system faults immediately. In addition, remote control and remote file transfer functions enable administrators to connect to any agent computers and transfer files respectively via Internet. These functions substantially shorten the investigation time and provide an effective means for system administrator to directly diagnose the problem of agent computers.



With IP-guard, administrator can remotely install antivirus software to any remote agent computers.

Remote Control

- Administrator can remotely control agent computers just like using their own computers
- Administrators can easily demonstrate system operations to users

Remote File Transfer

- Deliver files between local computer and remote computers
- Collect fault samples from the designed folder of remote computers

Remote Maintenance

- Real time information checking
- Remotely diagnose problems of agent computers

File Name	PID	Time	CPU	CPU Time	Memory	Virtual ...	Priority
O123456.exe	3468	2009-01-21 12:22:18	99.2	01:46:40	44968 K	44680 K	Normal
rundll32.exe	168	2009-01-21 12:22:18	0.0	02:23	9988 K	14064 K	Normal
System	4	2009-01-21 12:22:18	0.0	01:17	56 K	0 K	Normal
smss.exe	544	2009-01-21 12:22:18	0.0	00:00	56 K	168 K	Normal
csrss.exe	592	2009-01-21 12:22:18	0.0	00:57	1948 K	1884 K	Normal
winlogon.exe	620	2009-01-21 12:22:18	0.0	00:39	2224 K	8352 K	High
services.exe	668	2009-01-21 12:22:18	0.0	02:06	1684 K	2004 K	Normal
lsass.exe	688	2009-01-21 12:22:18	0.0	00:26	1964 K	3832 K	Normal
svchost.exe	840	2009-01-21 10:16:18	0.0	00:00:03	1452 K	3172 K	Normal

IP-guard enables you to centrally view the processes of agent computer and end any abnormal process.

More Suggestions

To reduce time and cost constraints on maintaining the highly diverse and widely distributed IT infrastructure has become an absolute necessity for corporations, whether big or small. IP-guard Systems Management Solution provides IT managers with tools to gather software and hardware information automatically and maintain enterprise IT assets with convenience.

The comprehensive capabilities of IP-guard System Management Solution include Asset Management and Remote Maintenance.

Available Modules for Your Selection

- Application Management
- Bandwidth Management
- Basic Management
- Device Management
- Document Management
- Email Management
- IM Management
- IT Asset Management
- Network Management
- Print Management
- **Remote Maintenance**
- Removable Storage Management
- Screen Monitoring
- Website Management