



# Unicenter<sup>®</sup> Remote Control<sup>™</sup> r11

Unicenter<sup>®</sup> Remote Control<sup>™</sup> is a highly reliable and secure application for controlling and supporting remote Windows and Linux systems. It delivers all of the features that are necessary for administrators to access, view, control, manage and modify resources on a remote computer from a Windows system or browser. Unicenter Remote Control significantly improves business productivity by streamlining administration and optimizing quality of service.

## Top Three Key Features

- Remote Control Desktops and Servers
- Chat With and Transfer Files to Remote Systems
- Remotely Reboot Desktops and Servers

## What's New

- Open Source Database Support
- Common Application Framework
- Control Linux Servers and Desktops from Windows Systems
- Policy-Based Session Recording

## Supporting Environments

- Windows
- Redhat Linux
- SuSE Linux

## Remotely Manage and Support Your Desktops and Servers

As the enterprise IT environment becomes more geographically dispersed and the number of remote users increases, the need to manage and support these vital business resources from afar becomes crucial. If remote resources are not managed quickly, efficiently and reliably, business performance may not reach its potential.

To efficiently manage remote systems an IT manager must have access to remote services, such as network applications, administering servers and viewing or taking control of distributed systems, from a centralized location so they can help end-users resolve day-to-day issues. While conventional remote control software may be alright for viewing, transferring and running files on a remote PC, they do not offer the full range of

capabilities that enterprises need like Unicenter Remote Control does.

## Enterprise-Class Remote Control

Unicenter Remote Control reduces the time and skill level needed to help ensure immediate business benefits. Designed specifically for enterprise and centralized systems management, policy management, access control management, session auditing and administration, CA's solution meets the entire range of enterprise remote control needs. By allowing users to simultaneously exchange files, conduct interactive chat sessions, execute remote applications, and monitor and record activities, CA's remote management technology delivers tangible benefits to users, including network and systems administrators, help desk and call center professionals, trainers and mobile workers.

Providing administration of both computer configuration and user access, Unicenter

Remote Control can significantly help reduce maintenance costs by eliminating unneeded visits to the desktop.

## Distinctive Features and Functionalities

**Centralized Management.** Attain a new level of remote control administration by configuring and maintaining systems from a centralized management console. Use policy-based enforcement to prevent unauthorized changes to groups of computers or management servers.

- **Policy-Based Management.** Template-based remote control configurations can be applied to groups of computers that prevent unauthorized changes from being made.
- **Access Control Management.** Define access rights for individuals or groups of users to allow control over remote systems. Access rights also include the management capabilities that a user or group has over the remote system. Computer groups and address books are predefined to provide appropriate configuration policies and access rights.
- **Self-Registering Agents.** Simplify the remote control deployment by having agents that automatically register with the specified management server upon installation.
- **Personalized Global Address Book.** IT administrators can set permissions in the global address book that automatically define which systems a user can view and control in the business environment.
- **Session Management.** Session information is automatically stored in the management console allowing administrators to track who has connected, when they connected, the length of the connection and any invalid login attempts for each managed system.

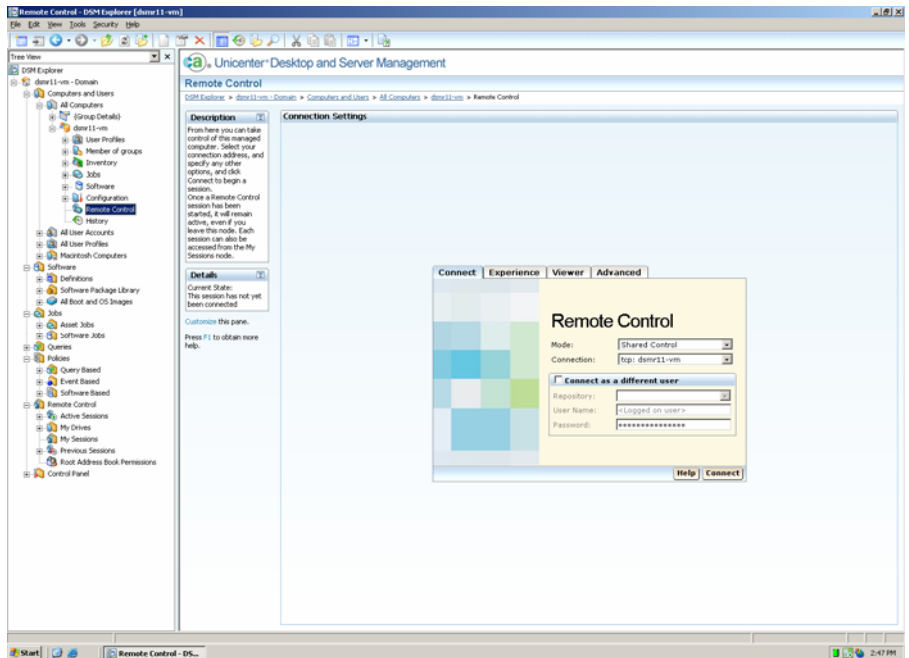


Figure 1. Connect to remote PCs securely using enterprise-class encryption methods.

- **Reporting.** Unicenter Remote Control provides many predefined reports, which can be easily customized to fit any need. Create new management reports from data that is easily accessible through UnicenterExplorer, Report Explorer and UnicenterReport Builder.
- **Monitoring Remote Control Activities.** Administrators can easily view the "live" environment, to see remote control activities that are taking place at the time, and how current systems are configured.
- **Obsolete Computers.** Configure a timeout period for systems that have not connected to a management server, which will automatically place them in a repository for easy identification.
- **My Favorites.** Easily access remote systems that are accessed often by dragging and dropping them into the 'My Favorites' folder.

**Remote Control Sessions.** Controlling a remote system can be done in several different ways. Each depends on the

purpose of the remote control session and whether somebody is physically at the machine.

- **Exclusive Control.** Disables the host system's mouse and keyboard while it gives the viewer complete control over the user's desktop.
- **Shared Control.** Allows both the viewer and the host user to control the desktop.
- **Stealth View.** Lets an IT administrator to monitor a host system without being detected.
- **Secure Mode.** Disables the host system's mouse and keyboard and blanks out the monitor while it gives the viewer complete control over the user's desktop.
- **Classroom.** Allows multiple connections to simultaneously view the desktop a host system. In addition, the host can grant keyboard and mouse control of the systems to a selected user.
- **Web Viewer.** Perform remote control sessions using Microsoft Internet Explorer.

- **Remote Copy to Clipboard.** Cut, copy and paste text or graphics from the host system to the viewer, and vice versa.
- **Intelligent Host Component.** Smooth and efficient desktop refresh rates are maintained through dynamic bandwidth metering between a host and viewer. The host connection to the desktop is resistant to failure by using an intelligent combination of data caching, color reduction and compression techniques that minimizes bandwidth requirements, while automatically adjusting the size of the data stream according to current network conditions.

**Remote Control Efficiencies.** Unicenter Remote Control has capabilities that extend simply connecting to a computer and controlling the cursor. Once a remote control session is established the administrator can use these features to increase their efficiency by transferring files, chatting with the host user, recording the session for later playback, or rebooting the host system.

- **File Transfer.** Files can be easily transferred from the viewing computer to the host. The administrator can also define synchronization settings to make sure that only the files and folders that have changed on the viewing computer are transferred to the host. In addition, administrators have full control of the host file system to create new files and folders, or delete and rename existing files and folders.
- **Chat.** Create an instant message-style chat session to increase communication and accuracy when resolving issues on the host computer.
- **Session Recording and Playback.** Remote control sessions can be easily recorded then played back at a later time for training purposes, quality assurance and auditing.

- **Remote Reboot.** Restart a computer from any location by using Unicenter Remote Control to reboot a host system.

**Security and Authentication.** Unicenter Remote Control fits existing corporate security strategies, no matter what they are by delivering the flexibility of choosing different security methods, encryptions and access permissions for users and connections.

- **Native Windows Security.** Uses existing corporate security policies of the Windows directory and domain services in Windows NT local and domain users and groups and Active Directory.
- **NetWare Directory Security.** Uses existing corporate security policies built into NetWare Directory Users and Groups.
- **Encryption.** Protects data stream, file transfers, chat sessions, keyboard and mouse input with DES3 encryption using 128-bit keys.

**Enterprise-Ready.** Unicenter Remote Control's flexible and scalable architecture allows it to scale to effectively support large distributed environments with all its requirements and complexities.

- **n-Tier Management.** Configure parent/child server infrastructure to meet the needs of even the largest environments. Reduce maintenance overhead by centralizing management policies using templates which are then are pushed to clients to take immediate effect. That means no more changing settings on an individual basis or physically visiting a system to reconfigure the parameters.
- **Robust Connectivity.** Users can connect to remote Windows and Linux systems using a local area network (LAN), broadband Internet, or dial-up connection. Unicenter Remote Control reduces the usual security risks

associated with remote access by requiring a minimum number of ports for remote access. This allows it to work efficiently through firewalls, bridges, routers and switches, while supporting multiple network protocols, including: TCP, SPX, HTTP, and CAPI to support the entire business environment.

- **Fail-Safe Mode.** Unicenter Remote Control is flexible when handling servers that may be offline, because the remote control server manages authentication and access to the agents. In the unlikely event that the server is down, there are two methods that can be automatically invoked based on agent policy: caching and fail-safe mode. The caching method allows users who previously connected to the host agent to be granted access. In fail-safe mode, the host uses Windows NT security, which, by default, allows anyone in the administrators group to be granted access.
- **Bandwidth Limiter.** Controls the maximum amount of network bandwidth that the product is allowed to use.
- **Multiple Protocols Simultaneously.** The admin is not limited to a single connection protocol when making connections to multiple computers at different locations.
- **Multiple Viewers to a Host.** Enables the host to broadcast its desktop to more than one connected viewer, such as in a classroom or training situation where multiple student machines need to emulate the trainer's desktop.
- **Data Compression.** Automatically compresses data that is in transit.

**Ease-of-Use.** In today's business environment organizations demand quick and easy deployment and easy-to-use applications in order to see immediate return on their investments.

- **Task Wizards.** Provide detailed, step-by-step instruction for completing key remote control operations.
- **Tutorial.** An online tutorial provides an overview of Unicenter Remote Control and step-by-step instructions for first-time users.
- **Express Install.** Install the product automatically with the most common settings already preconfigured, using keyboard-less manager install feature.
- **Remote Install.** Pushes the remote control agent Windows NT/XP/2000/2003 computers on the network.
- **Silent Install.** Unicenter Remote Control can be installed in the background without user interaction.
- **Software Delivery Packages.** Unicenter Software Delivery packages expedite agent and management deployment.
- **Support for Nested Groups in Active Directory.** Organizations using Microsoft Active Directory in native mode are now fully supported for nested groups.
- **Meeting Mode.** Meeting mode allows multiple users to connect to a host without explicitly-defined user permissions.
- **Simple Connection.** A viewer user requests a connection to a host. The host user confirms the request and the session is allowed to start.
- **Connection Rights.** The viewer user has initially only view capability but can be given control by the host user. If there are more viewers in a “meeting connection” only one may be given control at any given time.

**Integration.** In most cases, a remote control management tool is used in conjunction with other management solutions like help desk software, network and system management solutions and others. Unicenter Remote Control provides ‘out-of-the-box’.

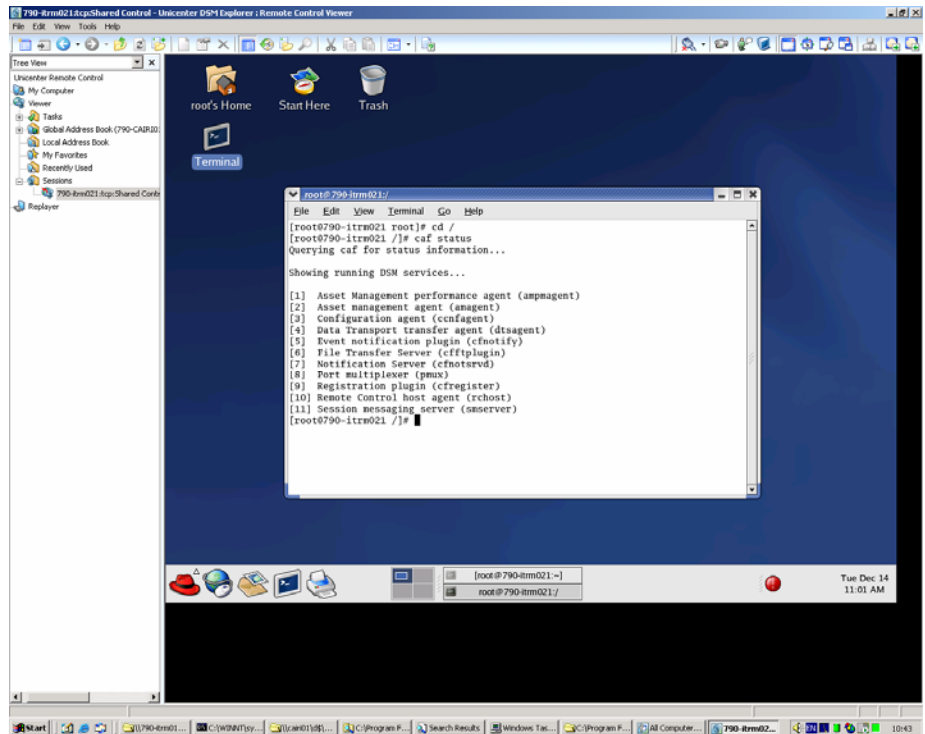


Figure 2. Provide remote assistance to users no matter where they are, even if they are running

- **Unicenter Network and Systems Management Integration.** Provides 2D and 3D maps, or a Unicenter Explorer view of network resources that can be configured and controlled, allowing users to immediately take control of desktops or servers with a click on the network map.
- **Unicenter Software Delivery and Unicenter Asset Management.** Provides drag-and-drop remote connection features within the same administrative console with other CA desktop management products.
- **Unicenter ServicePlus Service Desk.** Launch Unicenter Remote Control from within your help desk console to quickly support end-users and resolve issues.
- **Unicenter Management Portal.** Unicenter Management Portal provides role-based, dynamic and personalized views of management information securely over the Web. Integration with Unicenter Management Portal allows

Unicenter solutions to consolidate data from numerous and disparate data sources, querying, reporting and presenting it in a unified view that fits each viewer's unique needs.

**Command Line Interface.** A straightforward way to interface-invoke the viewer and session playback.

## Supported Environments

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## What's New in r11

Computer Associates (CA) continues to innovate by providing new features that make the product more robust and easier to use. Release 11 continues to deliver software aligned with the customer's business objectives, which is important when providing a comprehensive Desktop Management strategy.

### **Simplified Management Infrastructure.**

A simplified infrastructure means less maintenance allowing quicker and easier deployments of a comprehensive desktop management strategy. It does this by replacing disparate management servers with a set of common servers, the health of which can be shown in the common WorldView component. In addition, multiple databases and clients are replaced with a common open-source database foundation and a single client (agent) across all Unicenter Desktop Management products.

- **Improved Agent Delivery.** The agent can be delivered automatically to systems throughout the enterprise by defining policies that evaluate each system and deploy the agent when necessary.
- **Embedded Asset Viewer.** The asset viewer provides a common interface for viewing more information about a purchased and discovered asset. The information that can be viewed includes asset types, model definitions, asset families, classes, status, and GL codes.
- **Improved Linux Support.** Linux servers and desktops can be remotely controlled from a Windows PC.

- **Reporting.** Information is now easier to access for both skilled and casual users by using familiar names and terminology to create reports. Pre-built report templates, which are organized in a file-system-like folder structure, can be used as-is to run common queries or they may be customized to generate more specific reports.
- **Policy-Based Recording.** Automatically start a recording session based on user defined policies, such as when a remote session is started on a particular system.
- **Enhanced Security Model.** Incorporates peer to peer mutual authentication with digital certificates. Site specific certificates may be used to guard against the potential threats of Spoofing, Byte-Stream Messaging (Reverse Engineering) and Hacking attempts. All authentication data, user credentials and traffic between client and server and communication streams are encrypted using RSA, DES or 3DES algorithms. Easily assign user-based permission through a 3-tier access control model covering default permissions, group level permissions and individual object level permissions. Assign different sets of permissions for different roles of user which may be identified from Windows or Linux user or group accounts or from and LDAP directory hierarchy.

For more information,  
call 1-888-864-2368  
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