

## NetOp On Demand at a glance

### Features

#### Help service mode

When help-desk assistance is needed, the end user can activate a web link that downloads a small NetOp On Demand program file. A help service name, the end user's name and a problem description is filled out by the end user. The request is automatically queued at the help-desk center where it waits for the next available help-desk representative.

#### Service-ticket mode

Here, end users usually contact the help desk by phone. The help-desk representative directs the end user to a specific website or e-mails a link from where a small NetOp On Demand program is downloaded. A unique, one-time service ticket is created by the help-desk representative. This ensures that NetOp On Demand connects to the same help-desk representative with whom the end user speaks to on the phone.

#### Security

To ensure optimal security during the on-line help session, all data exchanged between the end user and the help desk is encrypted with up to 256 bit AES. Access is controlled and verified in both directions.

#### View the end user's desktop

When solving a problem, a real-time copy of the end user's Windows desktop is displayed on the help-desk representative's screen.

#### Use keyboard and mouse

The help-desk representative can remotely control the user's keyboard and mouse if the end user grants permission. Alternatively, the help-desk representative can point to areas on the end user's screen using a secondary mouse pointer.

#### Transfer files

A powerful, interactive, split-screen file manager allows the help-desk representative to exchange files with the end user to provide updates, patches and drivers, and retrieve files for further diagnostics.

#### Chat

If a voice telephone line is not available during the help session because the customer is using a dial-up connection, the help-desk representative and end user can use NetOp's built-in instant messaging to exchange information during the help session.

### Security

#### User-confirmed access

For security reasons, prior to any session, the end user must manually grant permission to the help-desk representative to access the remote computer. The end user can evaluate the proposed actions of the help-desk representative and deny access if these actions are inappropriate.

#### Authentication

To prevent unauthorized access to the help-desk center through the NetOp Gateway, authentication requires either a shared password, a user name and a password, or Windows credentials. Authentication details can be supplied automatically or manually entered by the end user.

#### Emergency disconnect

The end user can exit the help session at any time simply by pressing a specially assigned hotkey.

#### Security roles

The help desk can provide NetOp On Demand programs with different permissions to meet special requirements. Some end users may not want help-desk staff to perform file transfer whereas others may refuse to share control of their keyboard and mouse.

#### Extensive event logging

The help-desk representative can log session activity and keep track of more than 100 different NetOp events. These events can be logged to a local file, to the NetOp Security Server, to the Windows Event Log, or to a SNMP enabled management system.

#### Powerful encryption

Sessions between the end user and help-desk representative can be encrypted end-to-end using up to 256-bit AES encryption, 256-bit SHA HMAC's integrity check, and 2048-bits Diffie-Hellman key exchange.

#### Session recording

All screen activity from the end user's computer can be saved to a file at the help-desk center for later replay. It can thus be used for training, quality audits, or service documentation.

Technical requirements	NetOp On Demand Host
Computer	Intel Pentium processor 233 MHz or higher or 100% compatible.
Memory	Operating system requirements plus an additional 16 MB.
Platform	Windows Server 2003 Standard, Enterprise, and Web Edition; Windows XP Professional, Tablet PC Edition, Home Edition; Windows 2000 Server, Advanced Server; Windows 2000 Professional; Windows ME, 98 (SE)
Communications	Network adapter with TCP/IP allowing HTTP at port 80; proxy server support for Microsoft ISA Server 2004, Squid, KEN!, WinProxy 6.0 and CCProxy.

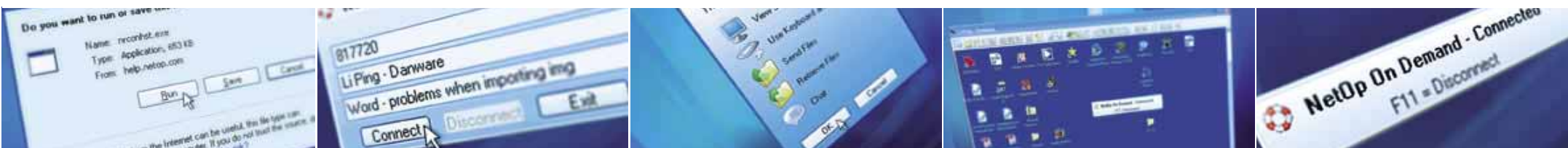


## NetOp On Demand – simple, effective, and secure internet-based remote support for help desks



The world's leading technology for enterprise remote control is also available for your internet-based help desk.

# With NetOp internet-based remote support, your help desk won't have to explain – they can point-and-click!



**ONE.** An end user contacts your help desk and downloads a temporary NetOp On Demand file.

**TWO.** The program unpacks automatically, a service ticket is entered, and it establishes an Internet connection between the end user and your help-desk representative.

**THREE.** The end user grants permission to your help-desk representative to access the remote computer.

**FIX.** Your help-desk representative can now see the end user's screen, and use his own mouse and keyboard to control the remote computer.

**FINISH!** When the problem has been fixed, the end user simply closes NetOp, which immediately erases itself from the hard disk. It's that simple!

## Done in seconds with our simple 5-step support solution

Let's face it, sometimes it's easier just to do things yourself. No long explanations. No misunderstandings. And when it comes to help-desk support, that means faster problem resolution, better service, and greater customer satisfaction.

NetOp has taken its world-famous remote control technology and created NetOp On Demand to enable temporary help-desk sessions across the Internet without any firewall configuration. By downloading a small, self-executing program, end users can receive true hands-on help from your help-desk staff. Using NetOp, your help-desk representative can see the end user's screen, move the cursor, click, type – and even transfer files. And when the program is closed again, it automatically deletes itself from the end user's hard disk.

If you deal with Windows-related products and applications, NetOp On Demand could easily be the fastest, most cost-effective way to improve your quality of service. What's more, our solution scales from a single user to thousands of simultaneous sessions – no other remote-support package offers this kind of performance and flexibility. And thanks to our sophisticated two-way security, data is always protected and hackers cannot use NetOp to access your own system.

Give it a test drive today. And improve your help-desk services tomorrow! Click in to [nod.netop.com](http://nod.netop.com)

... when words are not enough

