

BUYER'S GUIDE

Remote Control Software



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Take control of users' systems

If you're an IT manager and your department's travel costs to support remote users concern you, consider using remote control software to eliminate this expense. Remote control software lets you take control of users' systems, fix system problems, and show users how to perform a task from one console.

This month's buyer's guide contains software products that offer remote control capabilities. Remote control software lets you access another PC via DUN, direct dial, or network connections (including the Internet). After you connect, you can perform administrator functions, such as transfer files, troubleshoot systems, run remote applications, train users, or carry out a combination of these functions.

Making Your Selection

When you choose a remote control tool, be aware of the available options. For example, each product handles security differently—some products use a simple username and password, and others use Windows NT authentication and Secure Sockets Layer (SSL). Also, some remote control software products support only NT; other products let you control heterogeneous systems.

Another factor you need to consider is your proximity to the system you want to control. If you must repair a system

that is located halfway around the world, you can't remotely control and fix this system until it has the client software. Days could pass before the remote system receives the software.

Remote control products come with a variety of user interfaces (UIs). Your choices range from the DOS prompt to an exotic GUI. Regardless of your requirements, the products in this buyer's guide can transport you to another system on your network and you won't have to leave your seat.

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Contact Information	Product Name	Price	Description
American Systems 888-892-4310 http://www.americansys.com	PC Remote	\$49.95	Permits secure access to a remote computer across a LAN, over a modem, using serial ports, or across the Internet
Compaq Computer 800-344-4835 http://www.carboncopy.com	Compaq Carbon Copy 32	\$139 (volume licensing available)	Provides a secure connection to remote PCs or Windows NT servers so you can diagnose and repair system or software problems
Computer Associates 516-342-5224 http://www.cai.com	ControllIT Advanced Edition	\$199 (for a two-user license)	Controls remote Windows systems via network access, DUN, or the Internet
CrossTec • 800-675-0729 http://www.crosstec.net	NetOp Remote Control	\$149	Enhanced for Help desk support; features advanced security and cross-platform, cross-protocol remote control of PCs, keyboards, mouse devices, and screens; uses minimal system resources
Funk Software • 800-828-4146 http://www.funk.com	Proxy	Starts at \$195	Lets you view and operate any Windows PC on a LAN, WAN, dial-up network, or the Internet
Netopia • 510-814-5000 http://www.timbuktopro.com	Timbuktu Pro 32	Starts at \$35	Provides scalable multiplatform remote control for Windows NT, Windows 9x, Windows 3.x, and Mac OS
NetSupport • 888-665-0808 http://www.netsupport-inc.com	NetSupport Manager 5.0	\$149 for two seats	Improves support to end users, enables telecommuting, and lowers total cost of ownership (TCO) for maintaining networks and training staff
Raxco Software • 301-519-7835 http://www.raxco.com	InstaNT	\$19.95	Remote control and disk defragmenter software that defrags disks on any Windows NT system on a network, from any location; defrags any type of file on a disk (e.g., Master File Table—MFT, paging, data) and rearranges files for fast access
Stac Software • 800-522-7822 http://www.stac.com	ReachOut Enterprise 8.0	\$219	Compatible with all Windows 32-bit platforms; features zero administration host service, User Manager, and Windows NT Event Viewer
Symantec • 408-253-9600 http://www.symantec.com	pcANYWHERE 9.0	\$169	Provides remote control and file transfer capabilities for mobile users and IT professionals
Traveling Software 800-343-8080 http://www.lapl原因.com	LapLink Tech 2.0	\$199	Supports users locally or remotely
Tridia • 800-582-9337 or 770-428-5000 http://www.tridia.com	DoubleVision for NT and Windows Systems	Starts at \$99	Provides multisession and multitasking capabilities for Windows NT or Windows 9x platforms