

Remote Control Software



Remote control software lets you connect to and take control of a remote computer. When you use remote control software, your computer can

display the remote computer's desktop in a window and can transfer your mouse movements and keystrokes to the remote computer. If your servers are located in a closet or at a remote facility, you might need some form of remote control capability.

As a Help desk application, remote control software lets you provide end-user support from your desk. Most remote control programs have voice and chat features so that you and the user can converse over the remote control session. To avoid giving end users the impression that you have puppet-master-like control over them, you can use the view capability that many remote control programs offer to see the remote user's screen, rather than take control of it.

Remote control software can also give users remote access to your network. By connecting through a dial-up connection or the Internet, users can gain full access to their own or a designated desktop and you can avoid administering special remote versions of applications.

Some programs in this Buyer's Guide are available bundled with other programs. For example, Vector Networks' NetSupport PC-Duo is available separately or as part of LANutil32 Elite, a network management system. When a remote control product is integrated with a

general management system, the combination can be more convenient to license and administer than two standalone products are. If you already own the management product, it often makes sense to buy the integrated remote control product from the same vendor.

Much of the software listed in this Buyer's Guide lets you transfer files directly between the local and remote systems. If you use software to administer servers on your network or if you are connected to the server through the Internet, you might already have file-sharing access and this feature might not be important to you. But file transfer capability is convenient because it gives you access to all the drives on the remote system, not only to the shares or the FTP root.

Of course, such capabilities can cause security concerns. Remote control programs on badly administered networks are a welcome mat for intruders. High-quality remote control programs that run on Windows 2000 or Windows NT as a service have a password system.

Even if intruders manage to bypass the remote control program's password procedure, they get only as far as the Windows logon screen and must still satisfy NT security. Good remote control programs also encrypt the data they put on the wire.

Some programs listed in this Buyer's Guide include an ActiveX or plug-in client to let you administer remote systems from a Web browser. That feature can be attractive, but you should examine browser-based clients' capabilities carefully. Although browser-based clients offer some convenience, they often lack some of the features of full-blown clients.

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The remote control market is surprisingly vibrant and contains many players. This Buyer's Guide offers many good alternatives from a variety of established software companies. For a comparative review of 10 remote control administration products, see "Remote Control Administration for Windows NT Server 4.0," May 2000.

—Larry J. Seltzer

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Contact Information	Product Name	Price	Description
American Systems 817-485-6547 888-892-4310 http://www.americansys.com	PC Remote	\$50	Lets you access another computer across a network, through the Internet, through a serial port, or over a modem connection; lets you view the remote user's screen and have keyboard and mouse control; lets you access and download files from the network
Binary Research International 414-961-7077 888-446-7898 http://www.remotelyanywhere.com	RemotelyAnywhere	\$99	Provides secure Web-based remote access, administration, and control for Win2K, NT, and Windows 9x systems; doesn't require special client software
Compaq 281-370-0670 800-344-4825 http://www.carboncopy.com	Carbon Copy Access Edition 5.5	\$149	Lets you remotely access a PC on network, modem, Internet, and cable connections; provides access to VPNs and firewalls; features file transfer with automatic scheduling capability, remote printing, and simultaneous voice and data communication; includes Win2K and NT security integration and encryption
Computer Associates 631-342-5224 800-225-5224 http://www.cai.com	Control/7 5.1	\$199	Lets you control remote systems through network access, dial-up connection, or the Internet; features multiple-system viewing, host broadcasting, session record and playback, remote reboot, bidirectional file transfer, and roving callback capabilities
CrossTec 561-391-6560 800-675-0729 http://www.crossteccorp.com	NetOp Remote Control 6.5	\$165	Lets you control a remote PC over a network, modem, or the Internet; supports all Windows, DOS, and OS/2 platforms
Famatech sales@famatech.com http://www.radmin.com	Remote Administrator 2.01	\$35	Lets you remotely work on one or more computers; features file transfer and multilanguage capability, Win2K support, and NT security
Funk Software 617-497-6339 800-828-4146 http://www.funk.com	Proxy	Starts at \$175	Lets you remotely view and operate any PC or file server on the network; includes a Help desk and network management tool that helps diagnose and resolve problems; lets you reconfigure and reboot devices on the network; monitors devices (e.g., file servers, Web servers, print servers)
LapLink.com 425-483-8088 800-343-8080 http://www.laplink.com	LapLink Gold	\$170	Lets you establish as many as 15 simultaneous remote control sessions, retrieve files, access network resources, and execute desktop applications; Text Chat lets you exchange written messages with remote users and Voice Chat lets you talk to remote users; includes network printer accessibility
Netopia 510-814-5000 800-485-5741 http://www.netopia.com	Timbuktu Pro Enterprise	Call vendor for pricing	Provides remote control, file exchange, text chat, and voice intercom capability between Windows and Macintosh platforms; integrates with Remedy Action Request System, Microsoft Systems Management Server (SMS), and Tivoli TME

Contact Information	Product Name	Price	Description
NetSupport 770-205-4456 888-665-0808 http://www.netsupport-inc.com	NetSupport Manager 6.0	\$795 for a 10-user license	Lets users remotely control one or more PCs on the same network, across a WAN, or over the Internet; provides realtime visual instruction; includes file retrieval and remote operation and management capabilities
PJ Technologies 212-375-8098 sales@pjtec.com http://www.pjtec.com	GoverLAN	\$389	Provides reporting capabilities; lets you query key information (e.g., account logon history, current logged-on workstations, current logged-on users, network and printer connection information, running processes, TCP/IP configuration) about a network user; lets you add, modify, or remove users' network and printer connections and processes
SpartaCom 520-670-7100 800-846-9726 http://www.cosession.com	CoSession 2000	\$579 for a 10-user license	Combines PC remote control, file transfer, and system recovery tools with voice and keyboard communications; lets you diagnose and correct PC problems, recover and restore lost files and system configurations, and transfer files to multiple remote users
Symantec 541-345-3322 800-441-7234 http://www.symantec.com	pcAnywhere 10.0	\$180	Lets you create a secure session over the Internet to remotely retrieve files or run desktop applications; lets Help desk personnel remotely resolve user problems; features centralized management and control, security, and Lightweight Directory Access Protocol (LDAP) directory services
Tridia 770-428-5000 800-582-9337 http://www.tridiavnc.com	TridiaVNC	Free	Cross-platform, open-source, remote control software lets you remotely view and control the computer screen, keyboard, and mouse; provides remote application accessibility, systems administration capability, and multiplatform support
TWD Industries 800-372-8529 info@twd-industries.com http://www.remote-anything.com	Remote-Anything	\$49	Lets you remotely survey and administer computers, share applications, and train, chat with, and help users
Vector Networks 770-622-2850 800-330-5035 http://www.vector-networks.com	NetSupport PC-Duo 6.0	Starts at \$65	Lets you remotely control PCs and servers over LAN, WAN, Internet, and Microsoft CryptoAPI ISDN connections in a multilevel-security environment; features NT-oriented security, remote clipboard functionality, and watch, share, and control modes; includes request help, chat, and group file transfer capability
WiredRed Software 858-530-1447 sales@wiredred.com http://www.wiredred.com	e/pop 2.0	\$99 for a 5-user license	Features chat capability, remote screen control, application sharing, out-of-office status indicators, and instant-reply buttons