

Remote Control

Control client PCs remotely from a central location

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Remote operation provides a remote control function for calling up the screen of a PC in a remote location to your local PC, via a telephone line or LAN, in order to remotely operate it. The remote control function enables you to operate the called PC screen using the keyboard and mouse, exactly as you would operate your own PC.

Features

Resolve problems that occur on a remote PC

Promptly and precisely resolve problems on a remote PC from your local PC, without having to travel to the remote location. This enables you to reduce man-hours and speed up response.

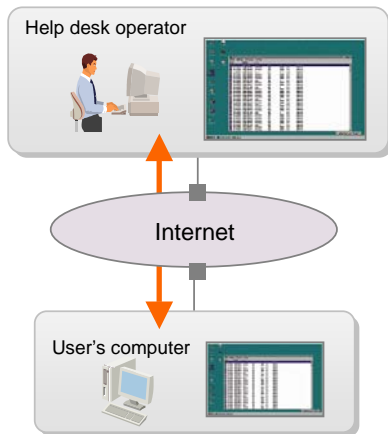
Operate a remote PC as you would your local PC

Not only can you use the keyboard and mouse, but you can also perform advanced operations such as use of the clipboard, system reboots, and various settings changes.

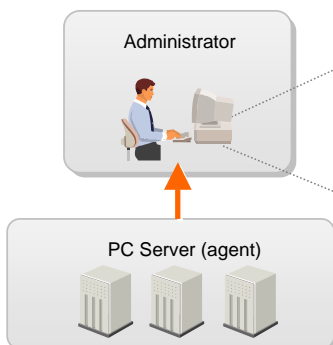
Full range of functions that can be used as a help desk

This JP1 product provides a full range of functions that can be used as a help desk, such as high-speed sending/receiving, security functions, chat functions, operation recording and playback, and functionality for connecting from an agent.

Help desk support example



Example of monitoring and remotely operating unattended servers



Key Functions

Sharing and operating screens

You can remotely operate the keyboard and mouse of clients and servers from the manager. Naturally, the manager displays the screen of the remote-controlled unit. You can perform special operations such as [Ctrl] + [C], and operate special keys such as [Esc]. This product enables you to monitor multiple clients and servers without switching the display.

Special remote operations

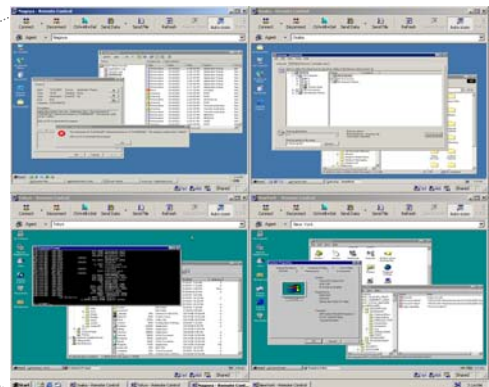
Remote logon	Pressing Ctrl + Alt + Del on the PC before login will enable remote login.
Remote shutdown /reboot	You can shut down and reboot a PC from the manager.
File transfer	Use drag & drop operations to transfer setup files and log files required for troubleshooting.

Automatic client recognition for operable PCs

Client PCs that are allowed access to the network are detected and registered automatically, so there is no need to register PCs prior to providing help desk support. Also, a client list can be generated when scanning the network, indicating whether access is pending or denied, whether a PC's power is off, or if there is no response from the PC.

Recording and playing back screens

You can record the controller's operations for a connected agent. You can also distribute and play back the recorded operation definition data. For example, by recording a PC's setup sequence and distributing the recorded operation, a user can perform operations while looking at the screens.



Controller screen

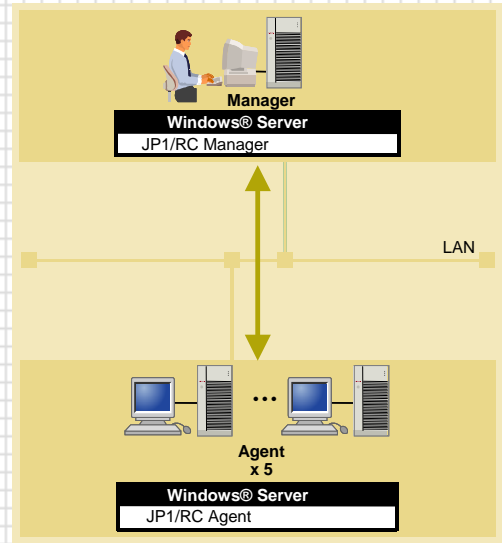
System Configuration Example

Supporting the remote operation of 5 distributed servers

- Remotely operate Windows® servers distributed across a network.
- In response to a failure, you can change the OS configuration and replace the drivers, and if a Windows® server needs to be restarted, you can even automatically connect the server following the restart.
- Even if there is no telephone near the Windows® server, communications can take place while performing operations on the screen, through use of the chat function.
- Connect to multiple Windows® servers simultaneously, to monitor distributed servers and promptly operate them when necessary.

Configuration

- Manager Windows® Server x 1
- Agent Windows® Server x 5

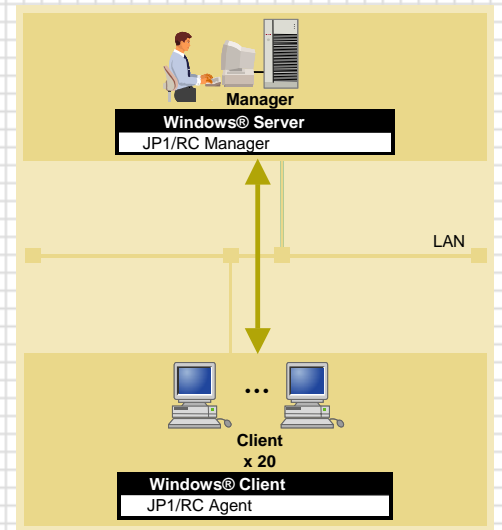


Remotely operating 20 client PCs

- Remotely operate client PCs on a network.
- Respond to problems and user inquiries from a remote location without having to be on-site, allowing you to swiftly resolve problems.
- In response to a failure, you can change the OS configuration and replace the drivers, and if a PC needs to be restarted, you can even automatically connect the PC following the restart.
- Even if there is no telephone near the PC, communications can take place while performing operations on the screen, through use of the chat function.

Configuration

- Manager Windows® Server x 1
- Client Windows® Client x 20



Product Nickname	Official Name
JP1/RC Manager	JP1/Remote Control Manager
JP1/RC Agent	JP1/Remote Control Agent

Inquiries about these products

Feel free to contact us regarding these products:

Information service

Further information about JP1 can be found online at:

<http://www.hitachi.co.jp/jp1-e>

JP1 is an acronym for Job Management Partner 1.

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