Goverlan v7

Product Overview

PJ Technologies, Inc.®
Software Solutions for IT Professionals

Providing remote administration solutions for IT professionals

Our software products, for Active Directory and Windows platforms, are designed to fulfill the demanding needs of constantly evolving IT infrastructures. We offer an extensive set of solutions for technical support teams, system administrators and infrastructure engineers.

A Pricing Schema fit for small & large businesses

Our products are licensed on a per-administrator basis with no additional client-node fee. This pricing schema allows for flexible growth of your infrastructure without requiring the purchase of new licenses as long as the number of administrators stays unchanged.

No costly installation or maintenance

No software agents need to be pre-installed or maintained on your machines. No database back-end dependencies. No Active Directory Schema changes necessary.

Our products can be used from **day 1!**.

Table of Contents

Goverlan
Remote Administration Suite **v7**

a comprehensive solution for IT professionals

Introducing Goverlan, the most comprehensive remote administration product on the market. First released in 1998, it has since become the primary and most preferred remote administration solution for many businesses around the world. Chosen for its cost effectiveness, ease of use and unsurpassed flexibility, Goverlan is a favorite amongst user support teams, system administrators and enterprise administrators alike.

Remote Access Solution
Support your users no matter where they are, on-site or off-site. Goverlan Remote Control v7 will provide you with access to your client machines.

Live Support of Users
Perform live support and diagnostics on your users and their machines without interrupting their work.

Enterprise User & Desktop Management
Globally control your environment.

Generate reports on the configuration, status and health of your machines.

Control & manage your enterprise by pushing administrative tasks on groups of machines or users.

Use the powerful detection features to search for objects with a particular state or configuration.

Advanced Desktop Support
Benefit from the extensive features of WMI technology. Automatically generate WMI Scripts or create Group Policy WMI filters with WMIX.

Create your own administrative scripts and batches using the Goverlan Command Line utility.

Software Inventory & Distribution
Easily manage software distribution & inventory on your desktops.

Domain Administration & Account Management

Goverlan automatically detects Active Directory and allows you to perform administration of domain accounts in flexible ways.

Goverlan supports multiple Active Directory Forests

- Navigate through Active Directory easily and effectively using powerful Active Directory search features and container filters.

- Manage Active Directory by creating, renaming, moving or removing accounts and Organizational Units.

- Control your user's password for individual accounts or globally.

- Perform group memberships management and view detailed information on effective memberships.

This feature provides a unique and powerful set of system administration tools which allow you to trouble shoot and configure clients without remote controlling them, thereby allowing users to continue their work uninterrupted.

Accessing User's Information Quickly and Effortlessly

A typical technical support request starts with a troubled and often frustrated user who had to stop his/her work to seek your assistance. The last thing they want is to have a support engineer asking obscure and elusive questions such as: 'What is your machine's name?', 'Which domain do you belong to?', 'What is your P drive mapped to?'.
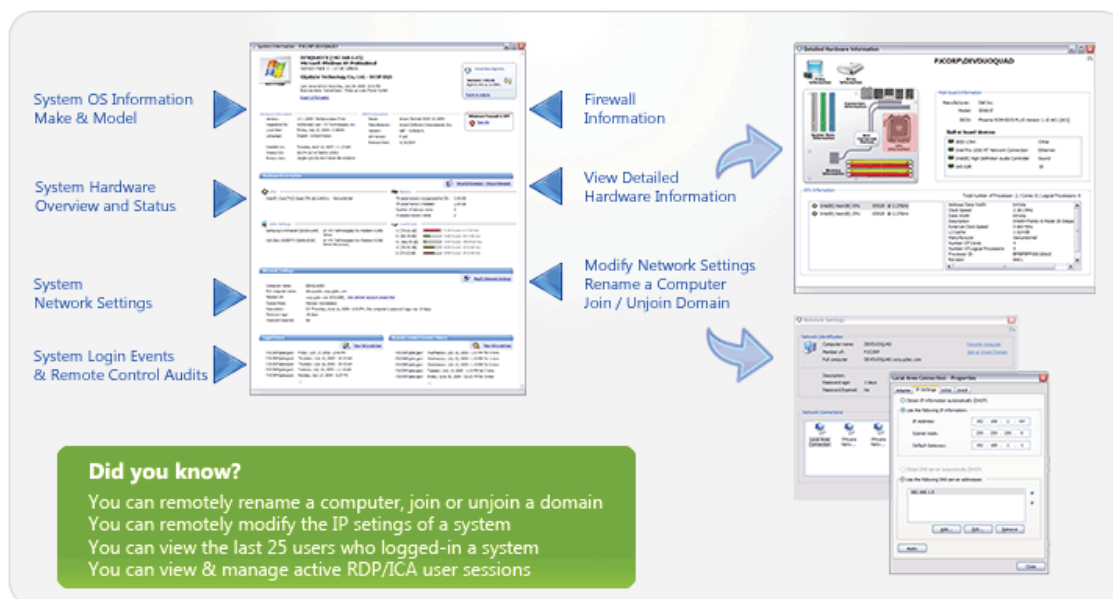
Goverlan Real-time Administration & Diagnostics provides automated tools to perform user and machine support solely based on the user's name.

▶ Use a Goverlan **Active Directory Search** to quickly locate and set the focus on the user's account in Active Directory.

▶ Use Goverlan **User Logged-in Workstation** feature to detect, in real-time, the computers that the user is logged into.

▶ Use the extensive list of **Machine Diagnostic Tools** on the user's computer to remotely assist the user.

Administering Users and Machines

Goverlan offers extensive remote administration tools which provide full control of a desktop or server remotely.

Retrieve System Hardware & Operating System Information

System OS Information
Make & Model

System Hardware
Overview and Status

System
Network Settings

System Login Events
& Remote Control Audits

Firewall
Information

View Detailed
Hardware Information

Modify Network Settings
Rename a Computer
Join / Unjoin Domain

Did you know?
You can remotely rename a computer, join or unjoin a domain
You can remotely modify the IP settings of a system
You can view the last 25 users who logged-in a system
You can view & manage active RDP/ICA user sessions

Manage System Settings Remotely

- ▶ Rename a computer
- ▶ Join / Unjoin a domain or workgroup
- ▶ Modify TCP/IP Settings including IP address (IPv4 only), DNS settings and DHCP settings
- ▶ Manage the devices and drivers via the Goverlan Device Manager
- ▶ View or query the available Windows Automatic Updates, then download and install them
- ▶ View installed software packages; install, un-install or repair software packages
- ▶ Manage local user accounts and groups
- ▶ Turn On/Off the Windows Firewall
- ▶ Control system and user environment variables
- ▶ View and manage the system's shared resources
- ▶ Manage local printers, TCP printers and Per-Machine printer connections

Manage User Settings Remotely

- ▶ Manage the user's network drive mappings
- ▶ Manage the user's printer mappings
- ▶ Manage the user's environment variables

Control the Remote System

- ▶ Send a popup message
- ▶ Open a Chat session with one or more machines
- ▶ Shutdown the machine or schedule a shutdown
- ▶ Logoff the user or schedule a logoff
- ▶ Lock the machine
- ▶ Send a Wake On LAN packet to wake a remote system from a sleep or shutdown state*
- ▶ Open a Remote Command Prompt window focused on the remote machine
- ▶ Remote Control the client's machine, even if it is connected over the internet
- ▶ Dispatch the execution of a local script or batch and view console outputs

TIP

with Goverlan
What ever can be done on a single user or computer **can also be done on large group of users and computers**

TIP

Goverlan supports console users as well as Citrix® ICA & Microsoft RDP user sessions

Monitor System Performance

The Goverlan Task Manager has been designed to pin-point performance issues and bottle-necks quickly and easily. It can be used to monitor currently running processes, view global system resources usage, detect the top five processes which consume the most resources and manage the start-up programs on the focused system.
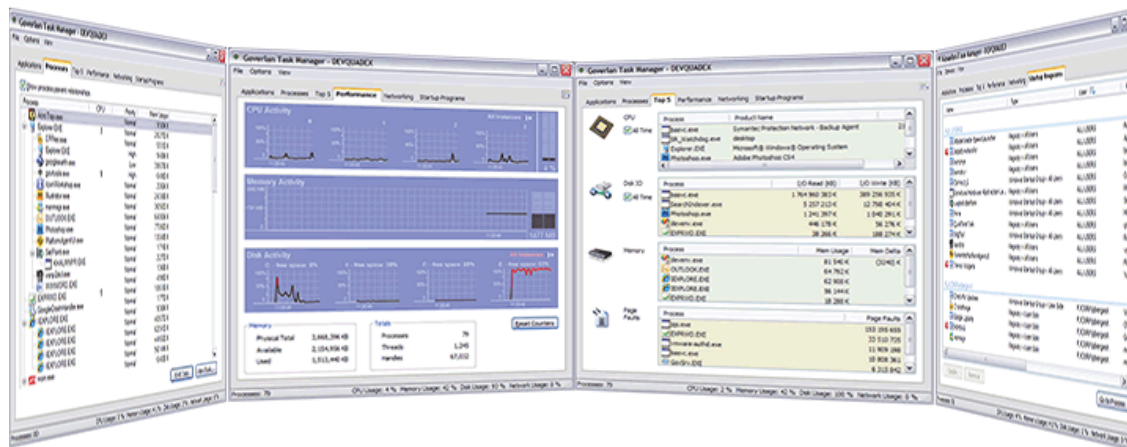
Global
awareness & control

Owning the maintenance and support of a corporate network is a complex and daunting task. It would not be possible if automation software were not available to give us the reach.

The Goverlan Remote Administration Suite provides a unique and flexible solution to answer your global management needs called Scope Actions. This solution uses a Push Technology which allows for real-time information gathering and control of your machines.

If you need global oversight and control of your infrastructure with immediate and tangible results, then Goverlan's Scope Action is the perfect solution.

What can I do with Goverlan Scope Action Technology

▶ Have Global Knowledge	▶ Gain Global Control	▶ React Globally & Quickly
Generate very granular reports on the configuration, status and health of your desktops, servers and users.	Push configuration settings onto your machines and users globally.	With Goverlan Scope Actions you can detect problems quickly and resolve them in real-time.
Search & Detect machines or users in a particular state or configuration.	Dispatch administrative tasks on machines or on Active Directory objects.	Global actions can be scheduled to re-execute on previously failed nodes until the entire scope is processed.

global infrastructure within reach

How Easy is the Deployment of this Solution?

The Goverlan Scope Actions technology has no database back-end dependency and requires no Active Directory schema change. If fact, you can start using this technology from a standard workstation on Day 1! Simply install the Goverlan Remote Administration Suite on your machine and you are ready to have global control.

Client dependencies

Goverlan Scope Actions offers an extensive set of actions to report information, modify settings and to execute management tasks on Active Directory objects, desktops and servers.

Depending on the type of object and action you need to work on, a Goverlan software agent may be required on the client machines (you don't have to pre-install this agent since Goverlan can automatically do it on a per-needed basis). You can also use the Scope Action technology via WMI making it an agent-less solution.

Remote Access
for IT Professionals

Data Center / Student Class Monitoring

Remote Assistance - Anytime, Anywhere

Access Console and ICA/RDP User Sessions

Introducing the most powerful remote control software product for IT professionals. Goverlan Remote Control v7 has been designed to be fast, reliable and to answer to the growing complexity of today's business infrastructure.

Easy & Secure Implementation

No software agent pre-installation required. Goverlan automatically install and maintain the Goverlan Agents on the client machines.

Every configuration setting can be **globally distributed** via a Group Policy Object or centrally administered and controlled via the Goverlan Central Server.

Every client / server transaction is authenticated via the Microsoft Security Support Provider Interface (SSPI) and every communication is **encrypted** (using RSA RC4).

Each remote control session is **audited** and can be traced on a per machine basis or globally.

Supports **Smart Card Redirection** - Goverlan v7 is PKI Compliant.

Easy firewall configuration. Goverlan only uses a single TCP port which is automatically

Designed to Support Heterogeneous Infrastructures

Goverlan Remote Control v7 supports four communication protocols: Goverlan RMC, Citrix® ICA, Microsoft® RDP and VNC. This not only allows you to initiate remote control sessions and ICA/RDP user sessions to Windows based platforms, but also to any platform which supports the VNC protocol such as Mac OSX or Ubuntu.

Platforms supporting the VNC Server

Citrix XenServer

Microsoft TS

Windows Clients
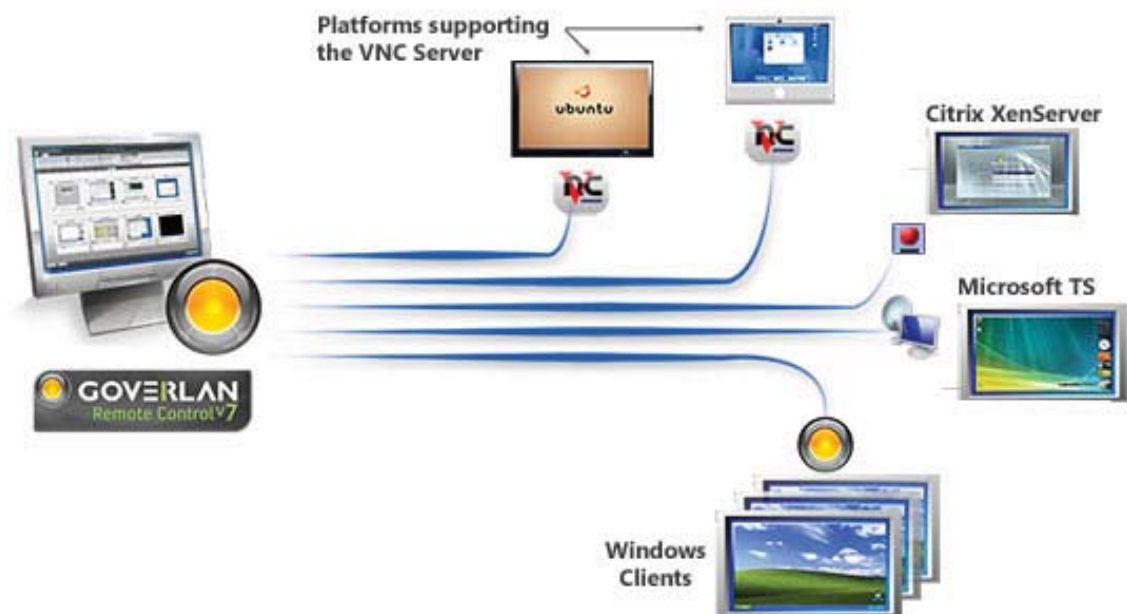
Full Support for Citrix® XenServer and Microsoft® Terminal Services Thin Clients

Goverlan supports both the physical console session and Citrix ICA / Microsoft RDP user sessions. With Goverlan Remote Control v7, you can remote control the physical user session (the session bound to the physical screen, keyboard & mouse) as well as shadow ICA and RDP user sessions.

The process is totally transparent to the Goverlan user:

Initiating a remote control session to a machine which only holds a single user session directly goes to this session.

Initiate a remote control session to a machine which hold two or more active user sessions automatically triggers the user session selection screen in Goverlan:
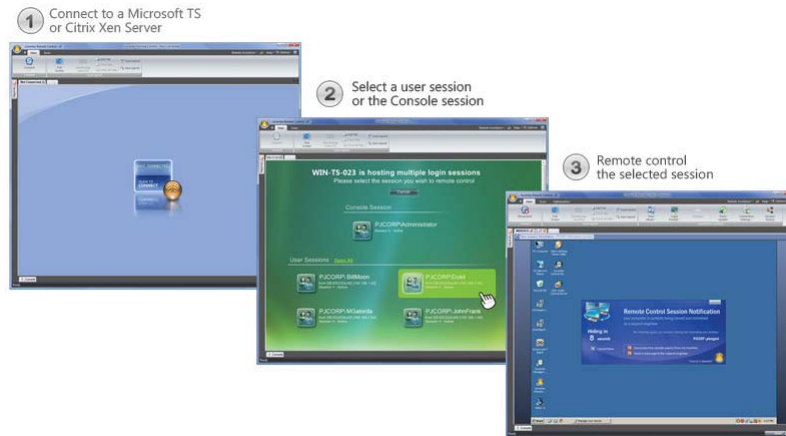
Data Center or Student Class Monitoring

Create a customizable and dynamic view of a group of machines and monitor what is happening on all desktops simultaneously. This powerful Monitoring View allows you to keep an eye on large number of remote desktops live with minimal impact on your network. The monitoring view includes many options and performance counters, providing you with an extensive health overview and control over a group of machines.

Once you have defined a monitoring view, you can save the layout and reload it at any time. Goverlan will re-establish the connection to all machines for you.
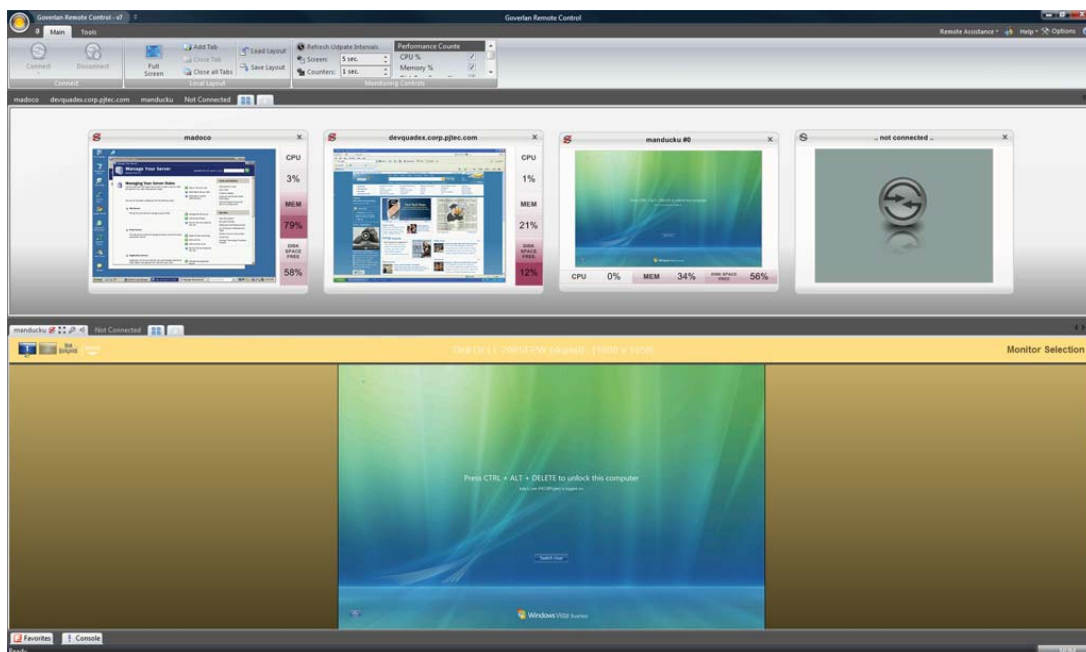
Provide Remote Assistance Anytime, Anywhere

Support your clients no matter where they are! With Goverlan v7, you can support both on-site and off-site users.

The Goverlan Remote Assistance feature allows you to generate Remote Assistance Access Tokens which can be emailed to a client or made available via a web site. Once the client accepts the access token, you have full access to their machine. No matter where they are!

Powerful Remote Control Features

Administrative Mode	Support Multiple Users Simultaneously	File & Directory Transfer	Perform Group Management Tasks

▶ Remote Control multiple clients at the same time.

▶ Monitor all screens simultaneously.

▶ Save your layout and reload them at a later time.

▶ Transfer files and directories to and from the client machines.

▶ Use the Goverlan Administrative Mode to perform duties on a remote machine while the physical screen is masked to hide your actions.

▶ Organize your machines in the Favorites section via your own hierarchy of folders, IP subnets or Active Directory containers.

▶ Perform management tasks on entire groups of machines.

▶ Goverlan Remote Control supports multiple-monitors on both the administrator's machine and the client machine.

▶ Communicate with your clients via IM while remote controlling their machines.

▶ Monitor and control the processes on the remote machine using the Goverlan Task Manager.

▶ Use the Wake On LAN feature to wake your machines before remote controlling them.

▶ Capture the remote control session by saving the remote screen to a file or recording a video of the session.

Advanced Desktop Management via WMI

WMIX is the first GUI based implementation of WMI technology that provides so much flexibility, with no scripting or programming necessary. WMIX is the easiest and most powerful way to access WMI's management features and to explore WMI's information repository.

WMIX provides access to virtually every piece of information which is available on a machine, from the most basic objects such as its processes and operating system, to the most advanced objects such as the settings of the temperature probes on the motherboard!

Windows® Management Instrumentation (WMI) is Microsoft's solution to the Web-Based Enterprise Management (WBEM) industry initiative to develop a standard technology for accessing management information in an enterprise environment. WMI uses the Common Information Model (CIM) industry standard to provide access to a machine's manageable components. Using WMI technology, virtually every piece of software and hardware can be queried and managed remotely. **What is WMI?**

Accessing WMI Technology

Since every Windows platform has the WMI technology built-in, you can use WMIX without installing any software agents on your client machines.

▶ Connect and administer multiple machines simultaneously.

▶ Remotely query and manage the information and configuration settings of virtually every component a computer system has.

▶ Remotely execute management tasks on a computer system.

▶ Generate pre-configured or ad-hoc reports on a remote machine or a set of remote machines.

Automatically Generate WMI Script

WMIX has a built-in script generator which allows you to automatically generate a Visual Basic script for any reporting, modifying or executing action you initiate using the graphical user interface.

The scripts generated by WMIX are automatically configured so that they can be run against the local machine, a remote machine or a group of machines. Additionally, all WMI parameters and values are converted to a user friendly format, including any available units.

The WMIX Script Generator is a great tool for any system administrator who uses or wishes to use WMI for their daily tasks.

Use the WQL Wizard to Create Sophisticated WMI Queries

WMI has its own query language called WQL. It allows you to specify query filters in order to return only the information you want from machines which comply with the query criteria. However, generating a WMI Query is a tedious task since you need to refer to WMI class definition and query syntax.

WMIX includes a WMI Query Wizard which removes all complexity from creating WMI queries. WMIX will guide you through the process of selecting a WMI class, defining the properties to report and designing the query filters.

TIP

The WMIX Query Wizard is the perfect tool to create **Group Policy WMI Filters!**