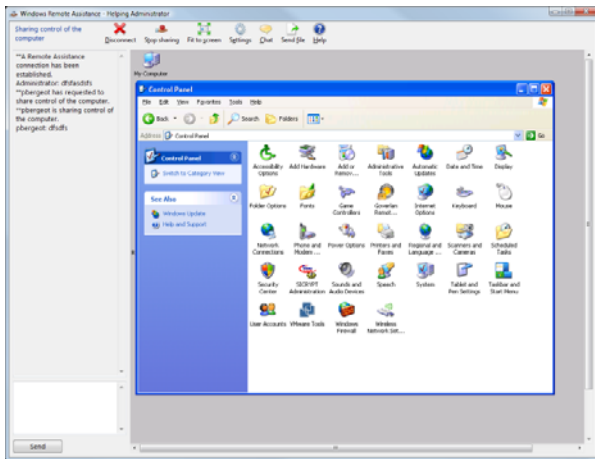# Product Comparison

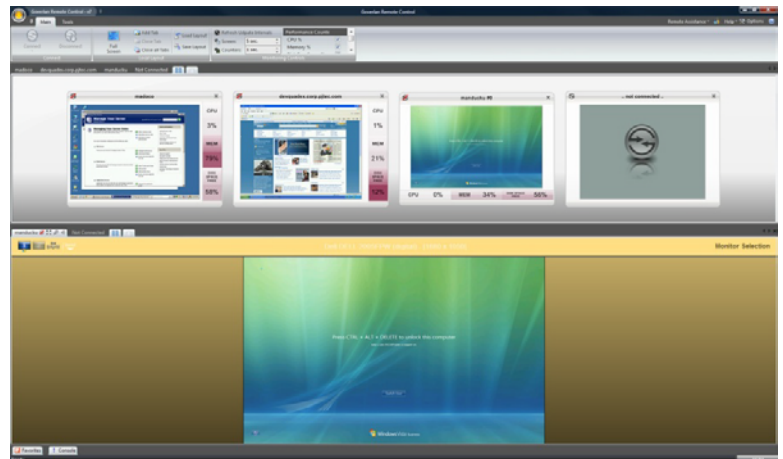## Goverlan Remote Control v7 vs. Microsoft Remote Assistance

SYNOPSIS

Microsoft® Remote Assistance and Goverlan® Remote Control v7 both offer remote access services for Windows platforms. This paper provides a feature comparison between these two products.

Microsoft® Remote Assistance

Goverlan® Remote Control v7

Publication Information

This document was written by Pascal Bergeot, Chief Technology Officer of PJ Technologies, Inc.

PJ Technologies, Inc.®
Software Solutions for IT Professionals

Overview

The Microsoft Remote Assistance feature is part of the Windows platform. As such, it is a service provided at no additional cost over the initial purchase price of the operating system. Spending additional money on a third-party remote control solution would then seem to be a counter-intuitive business decision. However, a free solution which doesn't answer the full set of your IT requirements will eventually produce a cost via lost productivity and increased end-user downtime. A Remote Control / Access / Assistance solution is indispensable for today's IT industry and implementing the right solution based on your infrastructure's particular needs requires further analysis.

The Goverlan product line from PJ Technologies has been specializing in providing remote administration tools for IT professionals since 1999. Goverlan Remote Control v7 is our Remote Control / Access / Assistance solution. It is the end-result of 10 years of servicing and receiving feedback from the IT industry world-wide.

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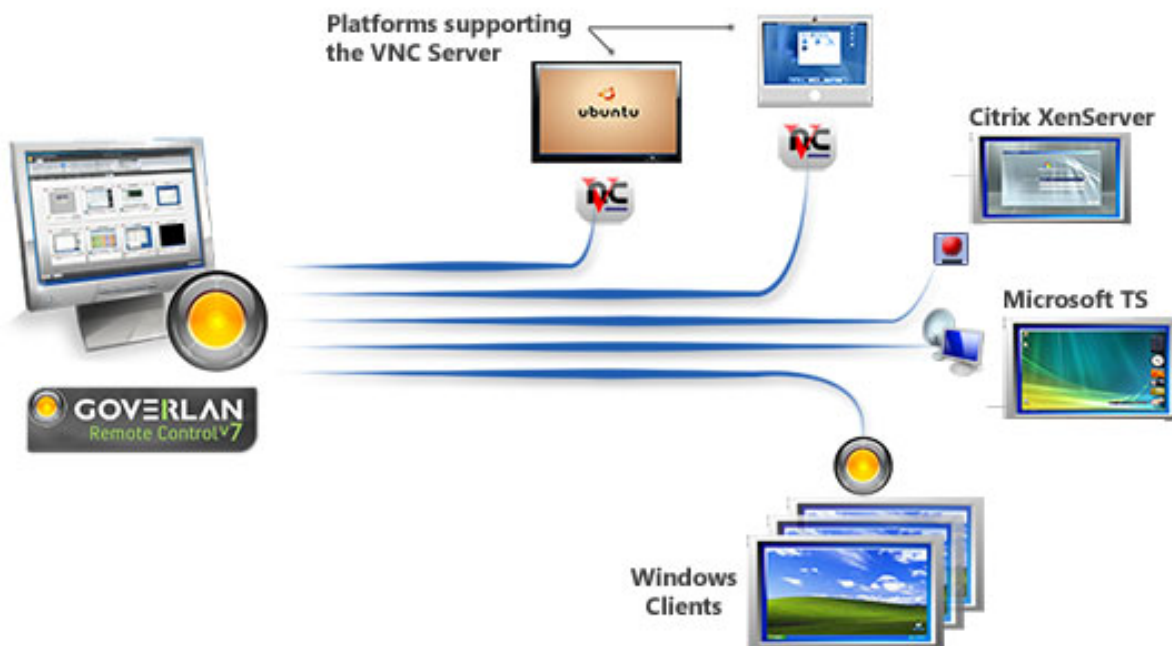
Full Support for Citrix® XenServer and Microsoft® Terminal Services Thin Clients

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.

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!

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.

Microsoft Remote Assistance versus Goverlan v7

Comparison Table

Implementation	**Microsoft** Remote Assistance	**Goverlan** Remote Control v7
Automatic Client Agent installation / maintenance Goverlan can automatically install/update these agents on an as-needed basis and the process is transparent to the end-user, with no reboot required.	N/A	✓
Operating Systems Supported	Windows 2000 and later.	Windows 2000 and later. Mac OS X (via VNC) Linux (via VNC)
Supports point to point remote connections	✓	✓
Supports connections via a Gateway	✓	

Client Configuration	**Microsoft** Remote Assistance	**Goverlan** Remote Control v7
Lock client machine before a remote control session		✓
Prompt the local user for approval before a remote control session	✓	✓
Logout the client user before a remote control session		✓
Disable Remote Control	✓	✓
Lock client machine after a remote control session		✓
Logout the client user after a remote control session		✓
Display a notification banner on the client machine	✓	✓
Stealth Mode Allows the remote access of a client machine with no visual notification, allowing for undetected monitoring of a client's activity.		✓
Distribute global settings via Group Policy	✓	✓
Distribute global settings via Central Server		✓

Security	**Microsoft** Remote Assistance	**Goverlan** Remote Control v7
Encrypts all communications	✓	✓
Strong Authentication via native Windows NT security Authentication defines how the administrator identifies itself to the client machine. Goverlan uses native Windows credentials and SSPI to authenticate the connection.	✓	✓
Authorization via a Windows NT group Authorization defines who is allowed to initiate a remote access session. By default, only local administrators of a machine are allowed to initiate a Goverlan remote control session. However, this can be configured via a Windows local or domain group.	✓	✓

Auditing Defines how and where remote access sessions are audited. Audit log contains information pertaining to the remote access session such as start and end time-stamps and identity information. It doesn't contain any information about the actual activity performed during the remote access.	**Microsoft** Remote Assistance	**Goverlan** Remote Control v7
Record audit information in the local Event Logs		✓
Record audit information in a proprietary log	✓	✓
Record audit information in a central log		✓
Record audit information via a Central Server		✓
Send an email notification with session information		✓
Display a post-session notification on end-user's screen		✓

Feature Offerings

This section only focuses on features which are available while remote controlling a user's machine (meaning that the client's machine screen and controls are shared with the administrator). It does not apply to RDP User Sessions.

Primary Offerings	**Microsoft** Remote Assistance	**Goverlan** Remote Control v7
Remote Control the console session of an attended remote machine Allows you to remote control the physical console session of a machine while the user is available to approve the connection.	✓	✓
Remote Control the console session of an un-attended remote machine Allows you to remote control the physical console session of a machine while no user is available to approve the connection or if the machine is at the log-on prompt.		✓
Shadow a RDP User Session Allows you to remote control a RDP user session on a TS server instead of the console session.	✓	✓
Shadow an ICA (Citrix®) User Session Allows you to remote control an ICA user session on a Citrix server instead of the console session.		✓
Initiate a RDP user session on a TS Server	✓	✓
Initiate an ICA user session on a Citrix® Server		✓
Remote Control a machine via the VNC protocol Goverlan supports the VNC protocol and consequently allows you to remote control any platform on which a VNC server is available (i.e.: Mac OS X or Linux).		✓
Supports Remote Assistance Requests from end users over public Networks Allows you to support end users connected to a public network across firewalls.	✓ via the TS Gateway	✓
Many to One Connections Allows multiple administrators to remote control the same client and share the screen and controls.		✓
Monitor the screen and performance counters of many computers simultaneously Allows you to view the screen and monitor the health of a set of machines simultaneously in real-time.		✓

Secondary Offerings	Microsoft Remote Assistance	Goverlan Remote Control v7
Supports multiple monitors on the client machine	✔	✔ extended controls
Support for file transfer	✔	✔
Support for clipboard transfer		✔
Support for Smart Card redirection		✔
Remote Control multiple clients simultaneously within a single instance of the application		✔
Send instant messages to computers		✔
Open a Chat session with user	✔	✔
Open a Chat session with a group of users		✔
Voice Chat with user	✔	
Wake On LAN		✔
Full Task Manager This feature allows you to monitor the running processes of the client machine. Terminate or spawn processes. View the status of CPU/Disk/Memory/Network usage counters. Manager the Startup programs of the client.		✔
Remote screen capture – Print / Image / Video recording		✔
Layout management Save an existing layout (including machine connections) to a file and reload it at a later time.		✔
Available view formats	No Scaling Fit to Screen	No Scaling No Scaling – AutoScroll Scale To Fit Scale Aspect Ratio Scale Aspect Ratio 2 Full Screen
Access Restriction: Observe Only The administrator keyboard and mouse are blocked.	✔	✔
Access Restriction: Full Sharing The keyboard and mouse are active for both the client and the administrator.	✔	✔
Access Restriction: No Client Controls The keyboard and mouse is blocked on the client side.		✔
Access Restriction: Admin Mode The client's screen is masked and the keyboard and mouse are blocked while the administrator performs his/her tasks.		✔
Favorites Area Section in which a hierarchy of static and dynamic folders can be configured to quickly access machines and perform group management.		✔

INTRODUCTION

Goverlan Remote Administration Suite v7

A Remote Control solution is a must-have tool for today's IT professionals. However, it doesn't cover the full range of features required to support an IT infrastructure. In many cases, remote maintenance tasks must be performed on one or more machines without requiring end-user interaction or interruption.

The Goverlan Remote Administration Suite v7 provides every tool necessary to perform these tasks in addition to our Remote Control solution. An overview is provided here.

Domain Administration & Account Management

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

- 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.

Live Support, Diagnostics and Administration of Users and their Machines

Easily support your users and machines by using Goverlan Real-Time Administration and Diagnostic feature. 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.

Goverlan supports Citrix® ICA & Microsoft RDP Thin Clients

Enterprise User & Desktop Management

Globally control and monitor your infrastructure with Goverlan Scope Actions.

- Generate granular reports on the configuration and status of your users, machines and groups.
- Control your infrastructure by pushing administrative tasks globally, including software and hotfix deployment.
- Maintain your infrastructure by scheduling administrative tasks globally.
- Perform real-time searches your infrastructure and find objects with specific configuration or state.

WMI is fully integrated allowing for agent-less administration

Advanced Desktop Management via Batch & Scripts

When a complex remote administration task cannot be performed via the Goverlan user interface, Goverlan provides you with the tools to design and dispatch the execution of a script across your infrastructure.

Use WMIX v2 to easily design and generate WMI scripts with no prior knowledge in scripting or the WMI technology.

Use the Goverlan Command Line utility to gain access to the full set of Goverlan features in your own scripts.

Use the Goverlan Batch & Scripts feature to dispatch the execution of your local batch and scripts onto your machines and receive a consolidated report of console outputs.

CONCLUSION

The Microsoft Remote Assistance product is a well designed and well integrated feature for Windows platforms. However, as a feature provided at no additional cost, it only covers the minimum requirements of a remote access solution. We have found the user interface to be basic and the connection process to be somewhat cumbersome. The auditing of remote control session activity is lacking behind today's compliance requirements and the feature-set is missing practical elements such as multi-machine screen monitoring, performance monitoring, video recording and Wake on LAN. In addition, the Microsoft Remote Assistance feature doesn't cover essential remote support scenarios. For instance, you cannot remote control an unattended server and login to it or unlock it.

The Goverlan Remote Control v7 solution has been designed to fulfill the needs of IT professionals by supporting a wide range of scenarios, from server/workstation control and monitoring to remote assistance of off-site users. By offering our products for a fee, we are able to dedicate research, development and support resources to our clients and provide them with an exceptional range of functionality and robust quality.

More information can be found at: www.goverlan.com