

REMOTE SERVICES*

RAdmin (Windows) \$35 – site licenses

<http://www.radmin.com/>

Feature set: Encryption: 128 bit
IP Filter: Yes
File transfer: Yes
Type of Connection: TCP/IP, Telnet
Multiple Connections: Yes
Software

PcAnywhere (Windows) \$199.95

<http://www.symantec.com/pcanywhere/>

Feature set: Encryption: PKI and Symmetric encryption
IP Filter: Yes
File transfer: Yes
Type of Connection: TCP/IP, modem
Multiple Connections: No
Software

RealVNC (Windows) Product is Free

\$695 for annual support for up to 125 copies of the software

<http://www.realvnc.com/download.html>

Feature set: Encryption: 128 bit - password is encrypted, VNC protocol is not
IP Filter: ?
File transfer: Yes
Type of Connection: TCP/IP, WAN, LAN, broadband, modem
Multiple Connections: ?
Software

Microsoft Remote Desktop (Windows) Included with Windows XP

<http://www.microsoft.com/windowsxp/pro/downloads/rdclientdl.asp>

Feature set: Encryption: 128 bit
IP Filter: only used within same network
File transfer: No
Type of Connection: TCP/IP network
Multiple Connections: No
Software

F5's Network FirePass 1000 (Windows & Unix) Contact Vendor

<http://www.f5.com/f5products/FirePass/>

Feature set: Encryption: SSL (from web to server)
IP Filter: ?
File transfer: Yes
Type of Connection: HTTP protocol
Multiple Connections: Yes
Hardware

Remote Services

CALI -- The DO's and DON'Ts how to provide 24/7 support without being there 24/7