Reach Out & Touch Your Clients

Phil Goodman goodmanconsulting.com @philgoodman
Ben Levy rockinbeat.com @rockinbeat
Steve Leebove macrescue.com @steveleebove

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What’s the Deal?

Things we'll cover

- **Software Tools** - some of the tools available
- **Supporting Desktop Macs** - Tools used for location based support
- **Support Mobile Macs** - Supporting remote users

Symbols

Mac OS X solution

Web based solution

iOS solution

Target

Driver’s Seat

One to Many

Tools of the Trade

VPN Tracker

- Supports concurrent connections (pro version)
- Helpful configuration guides for device setup
- Simple deployment, by creation of custom package installers

SSH via Command Line

- One:One
- Inherently Encrypted
- Quickest way to configure services, check logs, etc.
- Useful in managing remote users from iOS
- Requires CLI knowledge
- Less system resources (good for iOS) and fast

iChat AV

- One:One
- Requires OS X 10.5 or greater
- Not natively compatible with all routers
- Requires user interaction on both ends

Screen Sharing.app

- One:One
- Requires OS X 10.5 or greater

  `/System/Library/CoreServices/`

- Supports Encryption, but it needs to be turned on
- VNC Client
- Can be accessed with Connect to Server (command-k)

  `vnc://xxx.xxx.xxx.xxx or fqdn`

Virtual Network Computing (VNC)

- One:One
- Cross platform
- Part of OS since 10.4
- Leveraged by several Apple technologies
  - Apple Remote Desktop, Screen Sharing

Timbuktu Pro

- One: One
- Cross Platform
- Can transfer files between machines
- Cost per machine
- Supports SSH connection
- Allows user to “invite” a connection
- Has locator ability
- Fast redraw performance
- Highly evolved (older then some of you)

Apple Remote Desktop (ARD)

- One:One or One:Many
- Screen Sharing, Observation, Reporting
- Push out PackageMaker based installers (updates, etc...)
- Many levels of encryption
- Uses multiple ports and protocols
- Can send many Terminal commands

LogMeIn

- Centralized support console
- Various security options for (Users assigned to computers)
- Client software requires authentication
- LogMeIn Remote provides Web Based remote support (via PC)
- iOS Client (additional $29.99, universal)

TeamViewer

- Centralized support console
- Single account security level for Partner List
- Client software does NOT require authentication
- No web based support
- iOS Client (additional $99.99 for iPhone & $139.99 for iPad app)

Slink

- Remote access to shared services on home machine
- iTunes
- iPhoto
- Screensharing
- etc

Works by creating an SSH tunnel and locates home machine via server

Mac OS X Server Admin Tools

- One:One
- Can be loaded onto a client machine
- Feature rich server management tools
- Can connect over a WAN

DropBox & MobileMe

- One:One & One:Many
- Useful deliver method
- Simple to use
- DropBox: Easily share out specific folders to others

Other Tools...

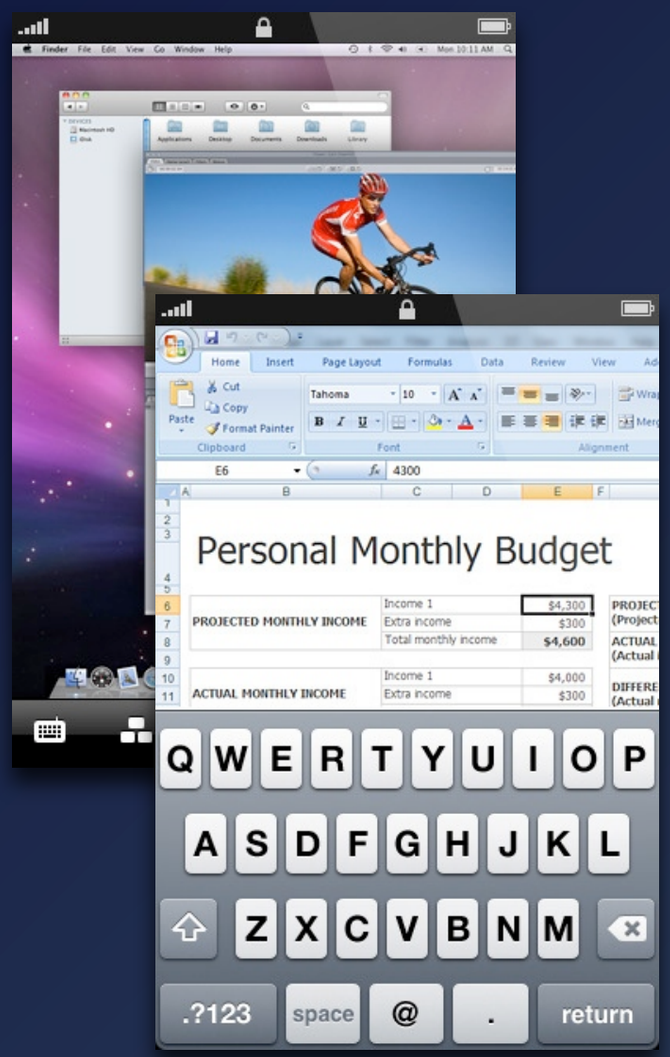
- Back To My Mac
- GoToAssist
- WebEx
- MacHelpMate
- Microsoft Remote Desktop Client

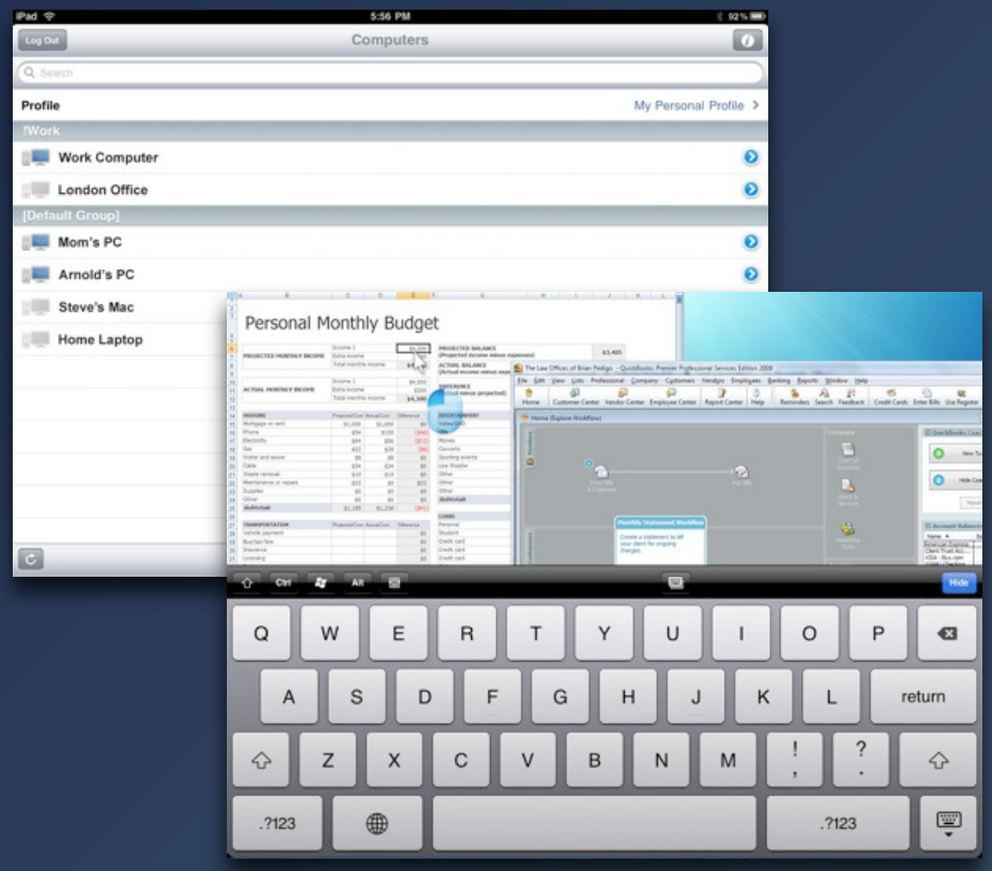
iOS Apps

LogMeIn Ignition

- App is $29.99. Designed for both iPhone and iPad

http://itunes.apple.com/us/app/logmein-ignition/id299616801?mt=8





WebEx Meeting Center

http://itunes.apple.com/us/app/cisco-webex-meeting-center/id298844386?mt=8

http://itunes.apple.com/us/app/webex-for-ipad/id364031971?mt=8

TeamViewer

- Separate App for iPhone and iPad
- $99.99 and $139.99

http://itunes.apple.com/us/app/teamviewer-pro/id357051966?mt=8

http://itunes.apple.com/us/app/teamviewer-pro-hd/id379440657?mt=8

VNC and RDC clients

http://itunes.apple.com/us/app/mocha-vnc-lite/id284984448?mt=8

Server Admin Remote

(3rd party app)

- Open port 311 in firewall

http://itunes.apple.com/us/app/server-admin-remote/id300347476?mt=8

More tools...

- Vtrace : http://itunes.apple.com/us/app/vtrace/id335485119?mt=8
- iStat : http://itunes.apple.com/us/app/istat-sys-monitoring-battery/id303034517?mt=8
- Ping IP : http://itunes.apple.com/us/app/ping-ip/id373803736?mt=8
- SpeedTest X HD : http://itunes.apple.com/us/app/speedtest-x-hd/id366593092?mt=8
- iSSH : http://itunes.apple.com/us/app/issh-ssh-vnc-console/id287765826?mt=8
- Snap : http://itunes.apple.com/us/app/snap/id294063292?mt=8

Troubleshooting

AppleJack

- Used in Single User Mode (only)
- Repair Disks (equivalent to using `/sbin/fsck -yf`)
- Repair Permissions
- Cleanup Cache Files
- Validate Preferences Files
- Remote Swap Files
- Auto Pilot
- Ram Test
- DO NOT USE WITH MAC STARTED UP NORMALLY

```
-----------------------------------------------------------------------
Enter the associated number or letter to choose your maintenance task.
It is strongly recommended you do them in the order listed!

[a] auto pilot. Script will do all tasks sequentially.

[1] repair disks
[2] repair permissions
[3] cleanup cache files
[4] validate preference files
[5] remove swap files

[q] : Just quit, thank you very much.

Your choice:
```

NetBoot Troubleshooting Volume

- You may not be onsite
- You don't want to talk the user through advanced repair
- Set up NetBoot and a troubleshooting image
- Setup ARD on the image

macserver

Server Admin Server Edit View Window Help Wed 2:10 PM

Server Admin:macserver.agron.com:NetBoot

SERVERS
- Available Servers
- macserver.agron.com
  - NetBoot
  - Software Update

Overview | Log | Connections | Clients | Settings

NetBoot Service is: Running
Start Time: Not Available

Last Client Update: Not Available

Images and Related Services

Running Stopped

Image Type	Enabled	AFP	NFS	HTTP	DHCP
NetBoot Mac OS X	0				
NetBoot Mac OS X (diskless)	1	●	●		●
NetInstall Mac OS X	1		●		●
NetBoot Mac OS 9	0				

Mac OS X diskless NetBoot and Mac OS 9 images require AFP. Mac OS X images require either HTTP or NFS. DHCP is required only if this server assigns IP Addresses.

Stop NetBoot

Server

macserver

Server Admin Server Edit View Window Help Wed 2:10 PM

Server Admin:macserver.agron.com:NetBoot

SERVERS
- Available Servers
- macserver.agron.com
  - NetBoot
  - Software Update

Overview | Log | Connections | Clients | Settings

General | Images | Filters | Logging

Enable images and select a default image for each platform:

Image Name	Default	Enable	Diskless	Index	Architecture	Protocol
NetInstall of 1...	☐	☑	☐	3877	Universal	NFS
Troubleshooting	☐	☑	☑	2235	Intel	NFS

Storage Volume: /
Kind: Mac OS X NetBoot (Intel)
Language: Default
Description: NetBoot of Mac OS X 10.5.6 (9G55) Volume.
Type: NFS

Stop NetBoot | Revert | Save

Server

Finder File Edit View Go Window Help
Wed 2:07 PM
Remote Desktop
Observe Control Curtain Copy Install UNIX Reports Spotlight
Filter
Macintosh HD
All Computers
Agron
Scanner
Limewire Search
Memory Report
Task Server
Active Tasks
History
Send UNIX Command
Memory Report
Copy Items
Upgrade Client Software
Install Packages
Send Message
Bonjour
Name
IP Address
Startup Disk
Mac OS Version
ARD Version
Machine Model
Tom Bruer MP 10.0.0.62 Macintosh HD 10.4.11 (8S2167) 3.2.2 MacPro1,1
Patti Moser MP 10.0.0.133 Macintosh HD 10.5.5 (9F33) 3.2.2 MacPro3,1
NetBoot003 10.0.0.108 NetBoot 10.5.6 (9G55) 3.2.2 iMac7,1
Mel Bernar
Marketing
macserver
Jude Pauli
Jennifer To
Jeff Goldm
IS G4
Intern MP
Intern
Heather Bu
DesDev_Ba
DES_DEV
Christian D
16 computer
NetBoot003
NetBoot
Epson RIP
NetBootClients0
Disk Utility
DiskWarrior
Data Rescue II

Scenarios

Scenarios

- Executive on the Go

Scenarios

- Executive on the Go
- You’re at a Ballgame (on a horse)

Scenarios

- Executive on the Go
- You're at a Ballgame (on a horse)
- Prohibitory Sign

Scenarios

- Executive on the Go
- You're at a Ballgame (on a horse)
- Prohibitory Sign
- No VPN access

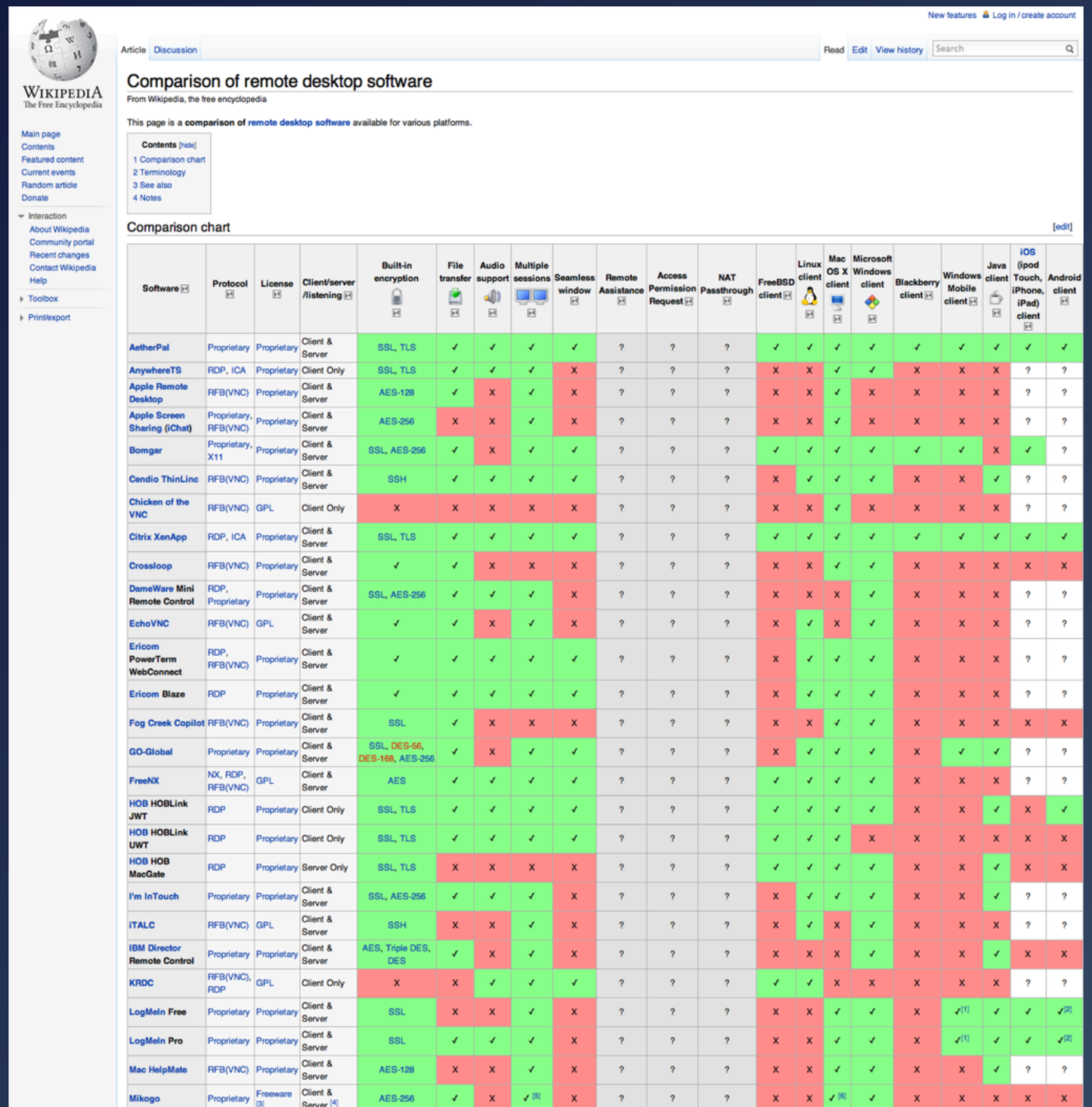
Scenarios

- Executive on the Go
- You're at a Ballgame (on a horse)
- Prohibitory Sign
- No VPN access
- Various tools for the job

References

Comparison of Remote Desktop Software

http://en.wikipedia.org/wiki/Comparison_of_remote_desktop_software



New features Log in / create account

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Comparison of remote desktop software

From Wikipedia, the free encyclopedia

This page is a **comparison of** remote desktop software available for various platforms.

Contents [hide]
1 Comparison chart
2 Terminology
3 See also
4 Notes

Comparison chart

[edit]

Software	Protocol	License	Client/server /listening	Built-in encryption	File transfer	Audio support	Multiple sessions	Seamless window	Remote Assistance	Access Permission Request	NAT Passthrough	FreeBSD client	Linux client	Mac OS X client	Microsoft Windows client	Blackberry client	Windows Mobile client	Java client	iOS (ipod Touch, iPhone, iPad) client	Android client
AetherPal	Proprietary	Proprietary	Client & Server	SSL, TLS	✓	✓	✓	✓	?	?	?	✓	✓	✓	✓	✓	✓	✓	✓	✓
AnywhereTS	RDP, ICA	Proprietary	Client Only	SSL, TLS	✓	✓	✓	X	?	?	?	X	X	✓	✓	X	X	X	?	?
Apple Remote Desktop	RFB(VNC)	Proprietary	Client & Server	AES-128	✓	X	✓	X	?	?	?	X	X	✓	X	X	X	X	?	?
Apple Screen Sharing (iChat)	Proprietary, RFB(VNC)	Proprietary	Client & Server	AES-256	X	X	✓	X	?	?	?	X	X	✓	X	X	X	X	?	?
Bomgar	Proprietary, X11	Proprietary	Client & Server	SSL, AES-256	✓	X	✓	✓	?	?	?	✓	✓	✓	✓	✓	✓	X	✓	?
Cendio ThinLinc	RFB(VNC)	Proprietary	Client & Server	SSH	✓	✓	✓	✓	?	?	?	X	✓	✓	✓	X	X	✓	?	?
Chicken of the VNC	RFB(VNC)	GPL	Client Only	X	X	X	X	X	?	?	?	X	X	✓	X	X	X	X	?	?
Citrix XenApp	RDP, ICA	Proprietary	Client & Server	SSL, TLS	✓	✓	✓	✓	?	?	?	✓	✓	✓	✓	✓	✓	✓	✓	✓
Crossloop	RFB(VNC)	Proprietary	Client & Server	✓	✓	X	X	X	?	?	?	X	X	✓	✓	X	X	X	X	X
DameWare Mini Remote Control	RDP, Proprietary	Proprietary	Client & Server	SSL, AES-256	✓	✓	✓	X	?	?	?	X	X	X	✓	X	X	X	?	?
EchoVNC	RFB(VNC)	GPL	Client & Server	✓	✓	X	✓	X	?	?	?	X	✓	X	✓	X	X	X	?	?
Ericom PowerTerm WebConnect	RDP, RFB(VNC)	Proprietary	Client & Server	✓	✓	✓	✓	✓	?	?	?	X	✓	✓	✓	X	X	X	?	?
Ericom Blaze	RDP	Proprietary	Client & Server	✓	✓	✓	✓	✓	?	?	?	X	✓	✓	✓	X	X	X	?	?
Fog Creek Copilot	RFB(VNC)	Proprietary	Client & Server	SSL	✓	X	X	X	?	?	?	X	X	✓	✓	X	X	X	X	X
GO-Global	Proprietary	Proprietary	Client & Server	SSL, DES-56, DES-168, AES-256	✓	X	✓	✓	?	?	?	X	✓	✓	✓	X	✓	✓	?	?
FreeNX	NX, RDP, RFB(VNC)	GPL	Client & Server	AES	✓	✓	✓	✓	?	?	?	✓	✓	✓	✓	X	X	X	?	?
HOB HOBLink JWT	RDP	Proprietary	Client Only	SSL, TLS	✓	✓	✓	✓	?	?	?	✓	✓	✓	✓	X	X	✓	X	✓
HOB HOBLink UWT	RDP	Proprietary	Client Only	SSL, TLS	✓	✓	✓	✓	?	?	?	✓	✓	✓	X	X	X	X	X	X
HOB HOB MacGate	RDP	Proprietary	Server Only	SSL, TLS	X	X	X	X	?	?	?	✓	✓	✓	✓	X	X	✓	X	X
I'm InTouch	Proprietary	Proprietary	Client & Server	SSL, AES-256	✓	✓	✓	X	?	?	?	X	✓	✓	✓	X	X	✓	?	?
iTALC	RFB(VNC)	GPL	Client & Server	SSH	X	X	✓	X	?	?	?	X	✓	X	✓	X	X	X	?	?
IBM Director Remote Control	Proprietary	Proprietary	Client & Server	AES, Triple DES, DES	✓	X	✓	X	?	?	?	X	X	X	✓	X	X	✓	X	X
KRDC	RFB(VNC), RDP	GPL	Client Only	X	X	✓	✓	✓	?	?	?	✓	✓	X	X	X	X	X	?	?
LogMeIn Free	Proprietary	Proprietary	Client & Server	SSL	X	X	✓	X	?	?	?	X	X	✓	✓	X	✓[1]	✓	✓	✓[2]
LogMeIn Pro	Proprietary	Proprietary	Client & Server	SSL	✓	✓	✓	X	?	?	?	X	X	✓	✓	X	✓[1]	✓	✓	✓[2]
Mac HelpMate	RFB(VNC)	Proprietary	Client & Server	AES-128	X	X	✓	X	?	?	?	X	X	✓	✓	X	X	✓	?	?
Mikogo	Proprietary	Freeware [3]	Client & Server [4]	AES-256	✓	X	✓ [5]	X	?	?	?	X	X	✓ [6]	✓	X	X	X	X	X

Quick Review

Thank You!

Phil Goodman goodmanconsulting.com @philgoodman
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