

Reach Out & Touch Your Clients

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MacTech 2010

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

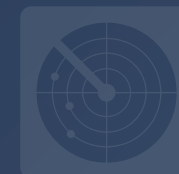


Tools of the Trade

VPN Tracker



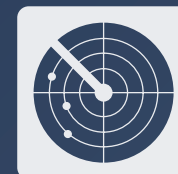
- Supports concurrent connections (pro version)
- Helpful configuration guides for device setup
- Simple deployment, by creation of custom package installers



SSH via Command Line



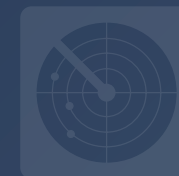
- One:One
- Inherently Encrypted
- Quickest way to configure services, check logs, etc.
- Useful in managing remote users from iOS
- Requires CLI knowledge
- Less system resources (good for iOS) and fast



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

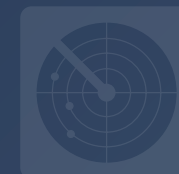


- One:One
- Requires OS X 10.5 or greater

`/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`

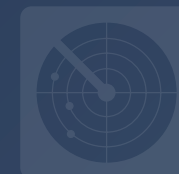


Virtual Network Computing (VNC)



- One:One
- Cross platform
- Part of OS since 10.4
- Leveraged by several Apple technologies

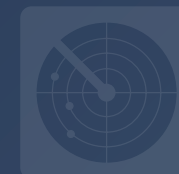
* Apple Remote Desktop, Screen Sharing



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)

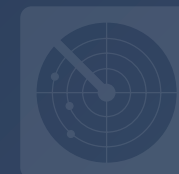


- One:One or One:Many
- Screen Sharing, Observation, Reporting
- Push out PackageMaker based installers (updates, etc...)
- Many levels of encryption
- Uses multiple ports and protocols
- Can send many Terminal commands





- 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)





- 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



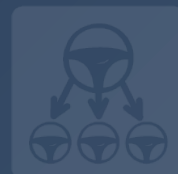
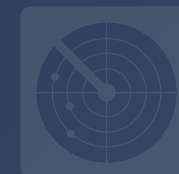
- One:One
- Can be loaded onto a client machine
- Feature rich server management tools
- Can connect over a WAN



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



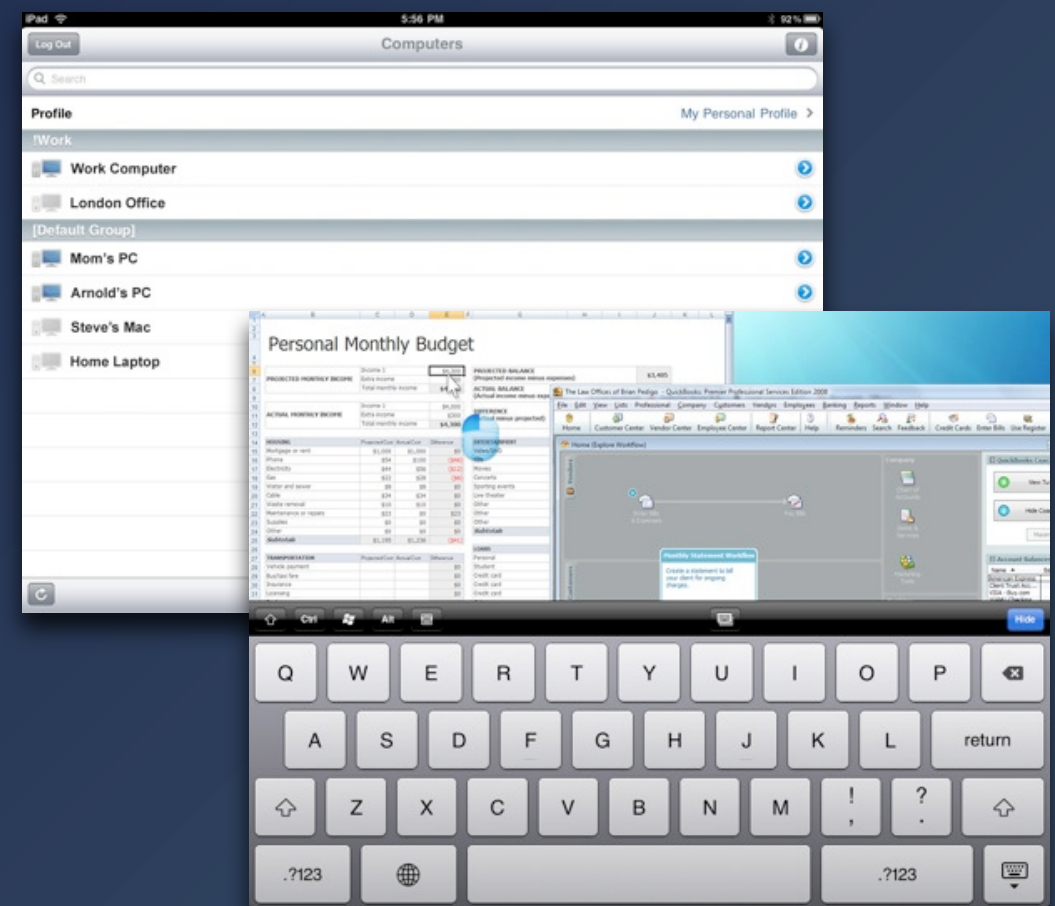
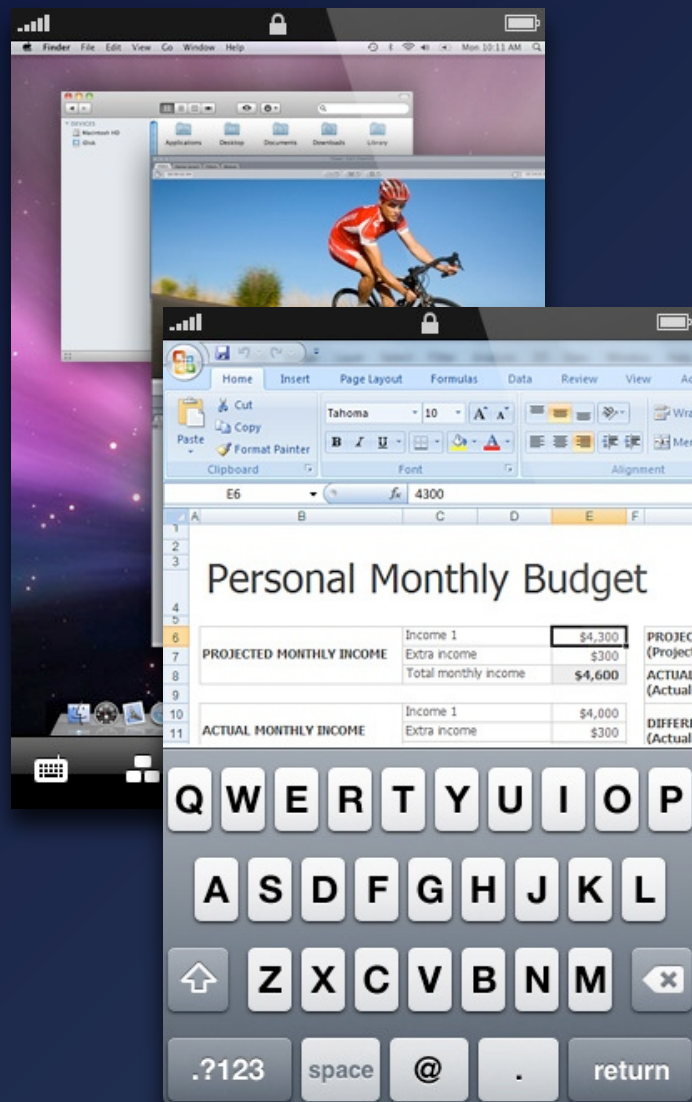
iOS Apps

LogMeIn Ignition



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

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

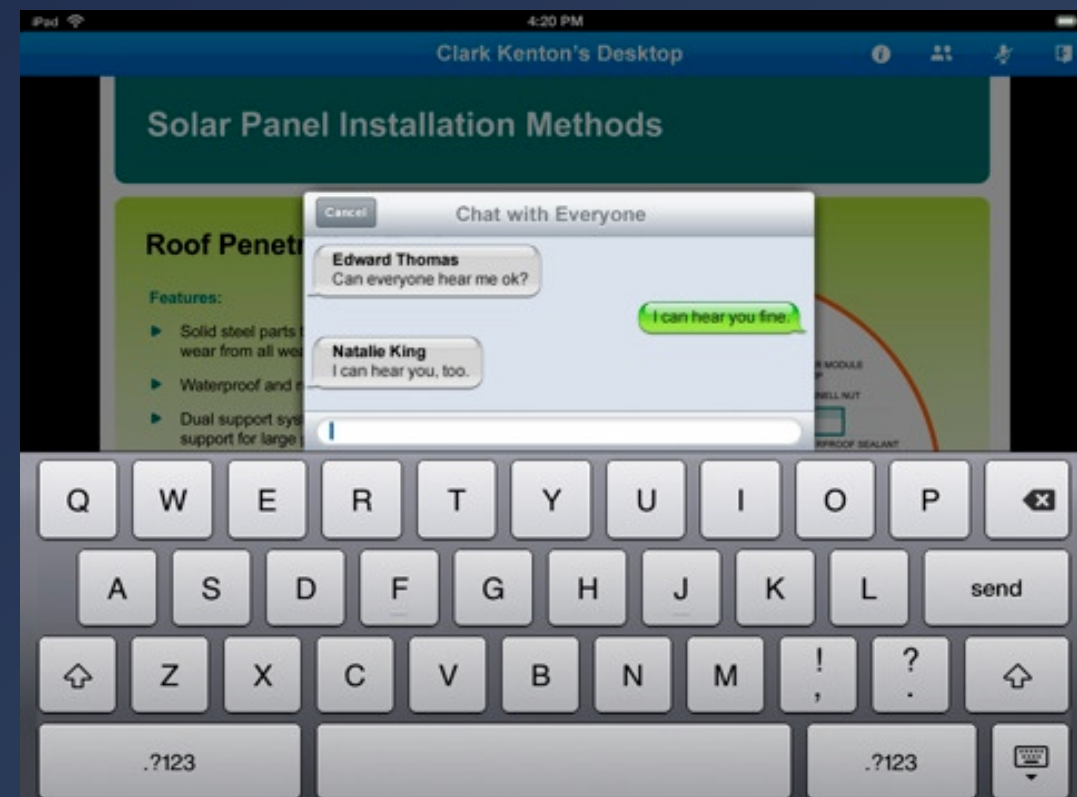


WebEx Meeting Center



<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>



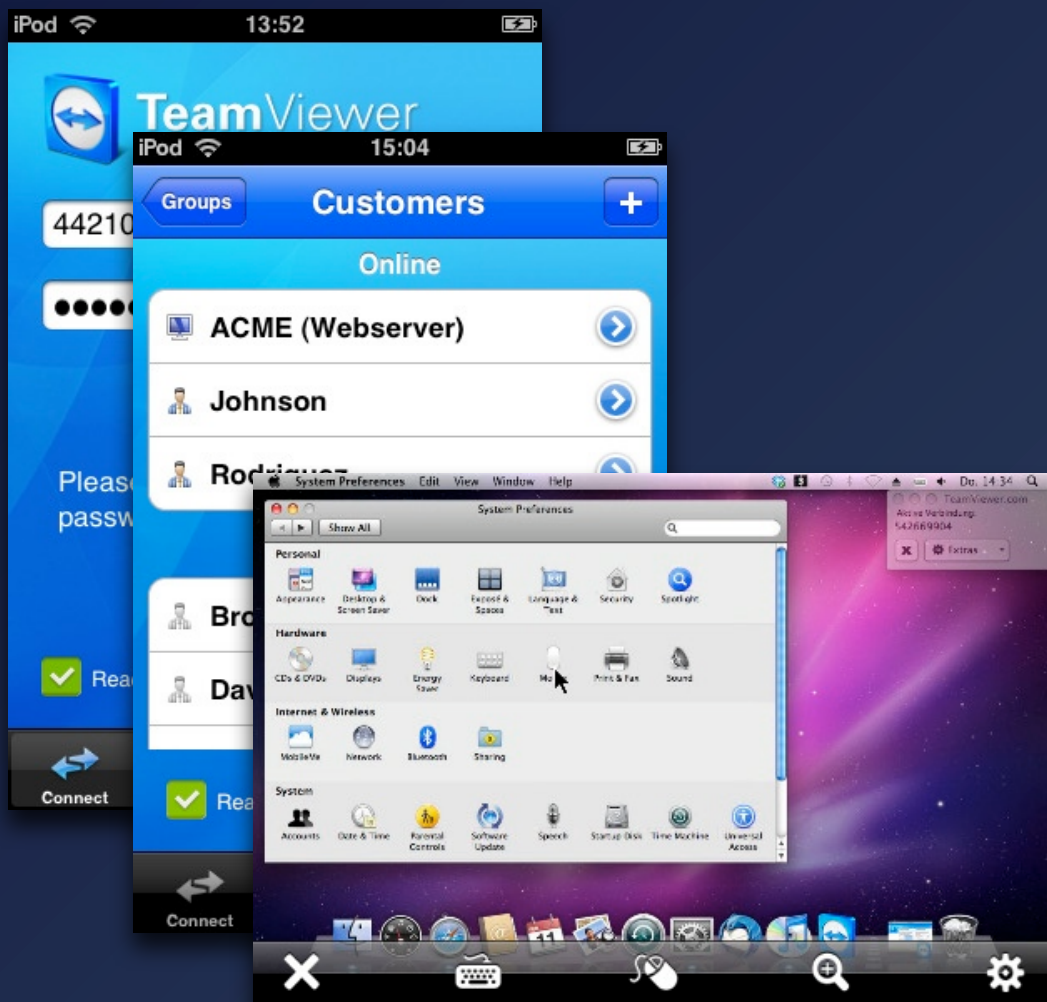
TeamViewer



- 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/iss-h-s-s-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.

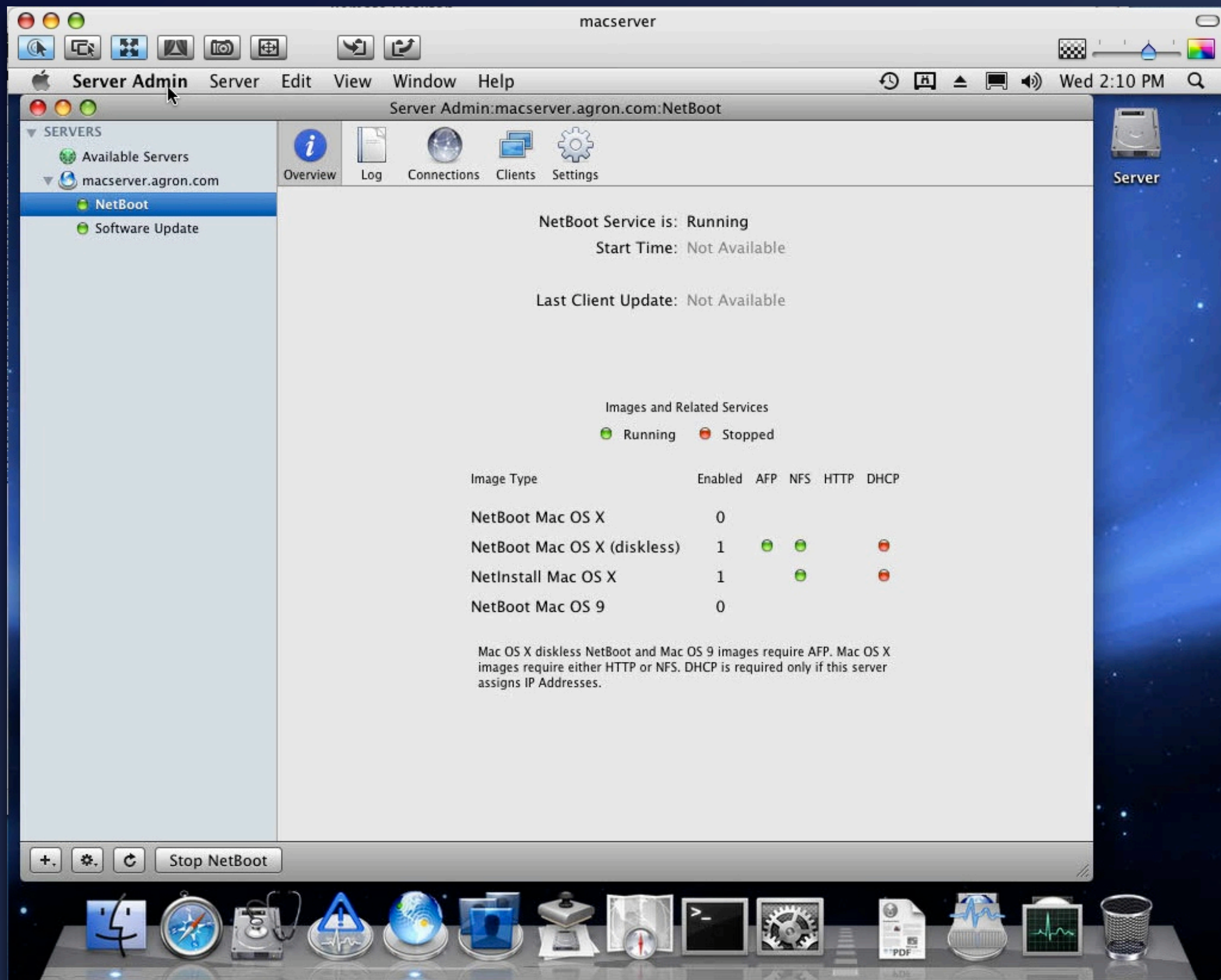
[1] repair disks
[2] repair permissions
[3] cleanup cache files
[4] validate preference files
[5] remove swap files

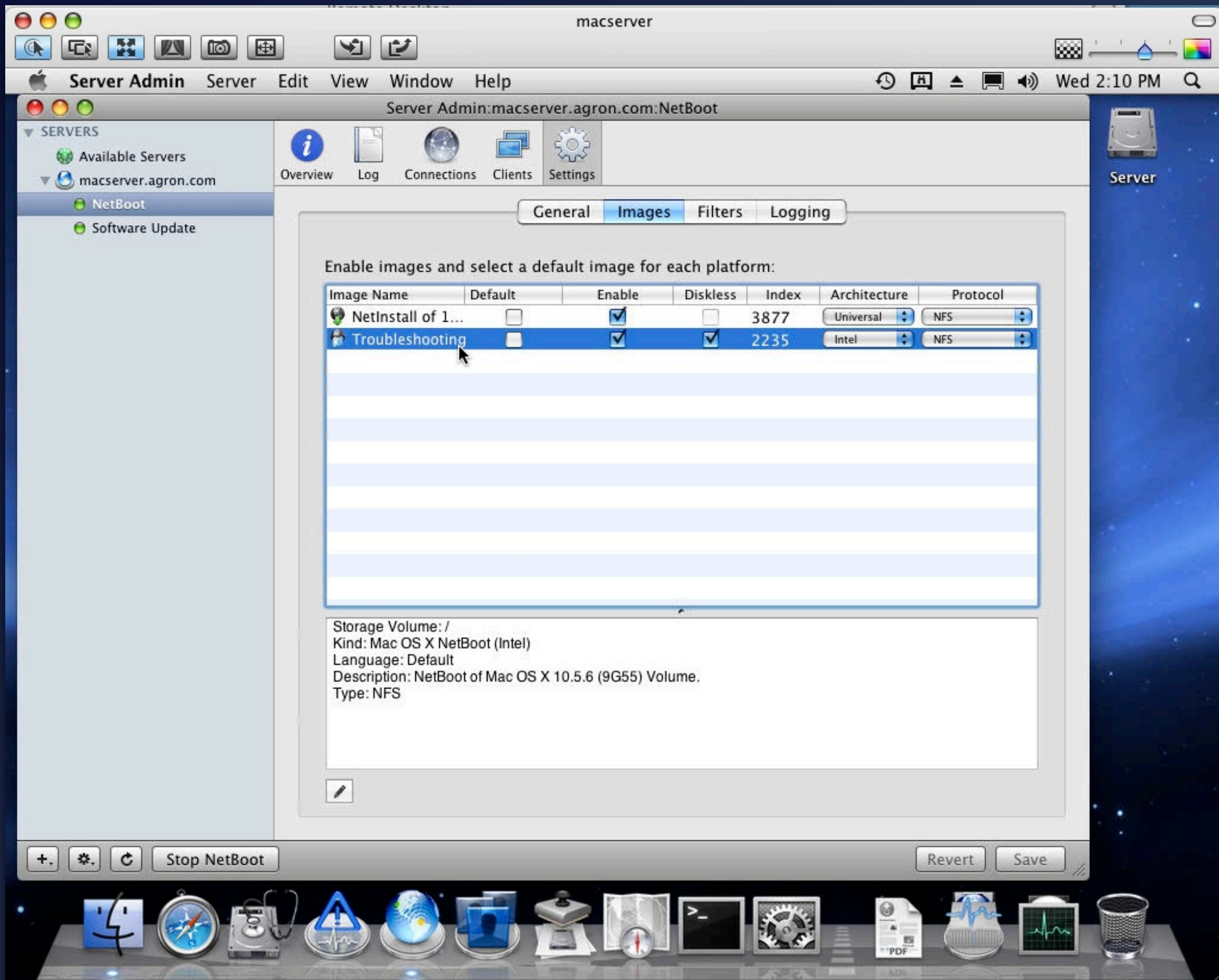
[q] : Just quit, thank you very much.

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







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

Quick Review

Thank You!

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