



# **How to Make Remote Consulting Work for You**

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# Why Work Remotely?

Better Support Your Clients

Better Use of Your Time

There is no one “right” way

There are some “smarter” ways



# Cons

Client needs to understand that you may be billing for work they can't see

Set availability boundaries

Set clients' expectations of effectiveness



# Pros

You can do it from just about anywhere.

Support a client while they are just about anywhere

Immediate support to client

Increase your value to your client

Increases your revenue stream





# Things You Probably Shouldn't Do Remotely

OS Upgrades

Large Application Installations

Server Setups

Diagnose hard drive problems



# The Old Way



# Things You Can Do Remotely

Answer quick questions

Training

Create new users and shares

Add a new printer

Quick fixes and change settings



# **Setting Yourself Up First**

**Have a good time & place to work remotely**

# Setting Yourself Up First

Have a good time & place to work remotely

Have adequate time



# Setting Yourself Up First

Have a good time & place to work remotely

Have adequate time

Have fast access



# 4G Wireless Broadband

No WiFi? No Problem.

Great at a geek conference

Important to have persistent access

Great for limited phone access



# Setting Yourself Up First

Get an inventory of client's equipment, software, IPs, serial numbers, etc.

Store your reference material in Evernote, FileMaker Pro, Bento, OmniFocus, etc.

Use something that can be accessed from iOS

Document your work





# Setting Up the Environment

Static IP?

Dynamic IP with DynDNS



# Remote Access Tools

iChat

Timbuktu

TeamViewer

LogMeIn

GoToAssist

GoToMeeting



# Setting Up the Environment

VPN

PPTP

LT2P over IPSec

Cisco



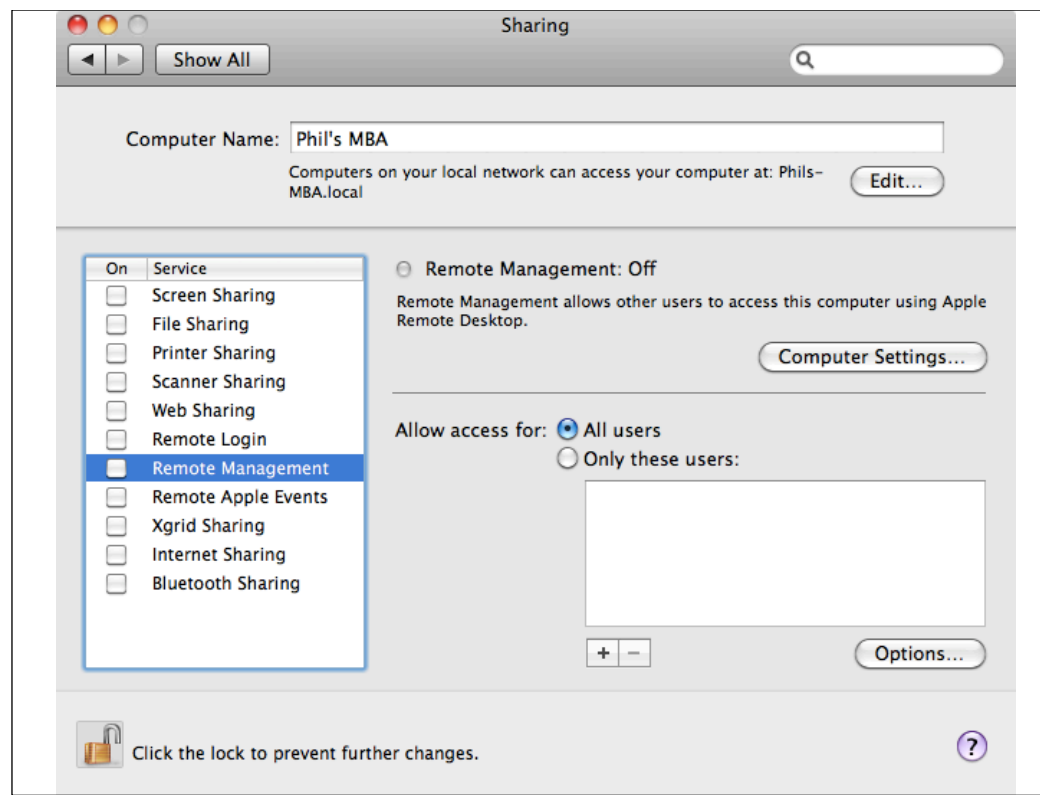
# Setting Up the Environment

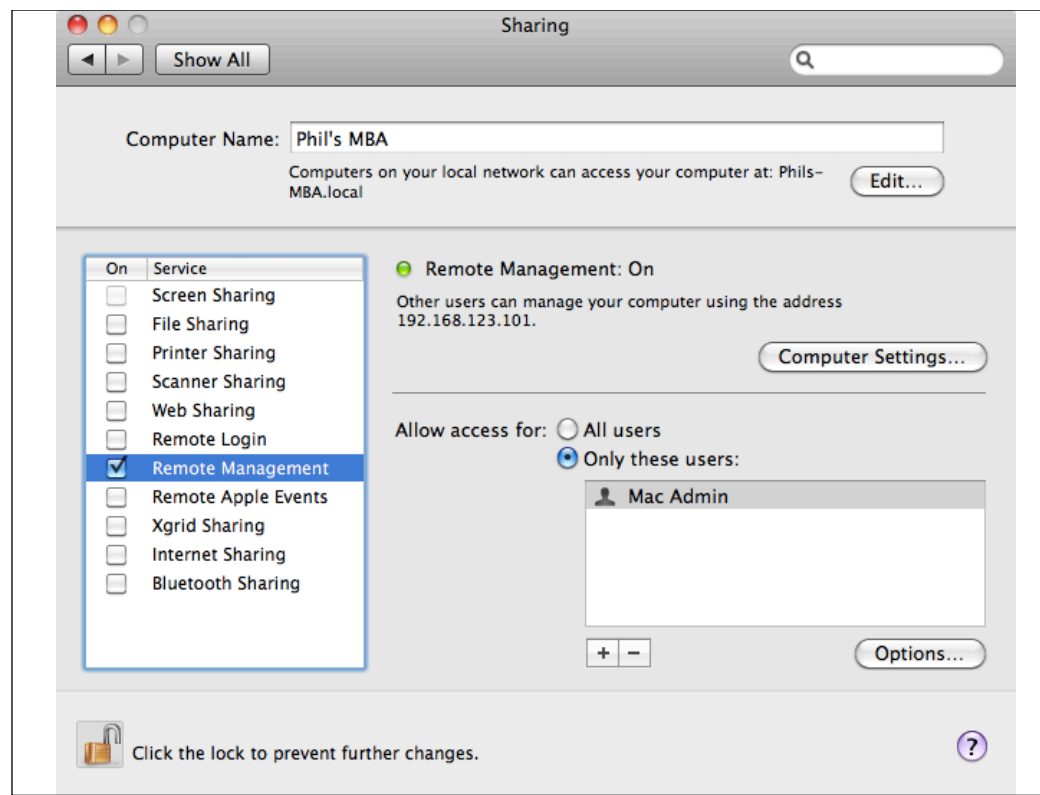
**Setup Remote Login and Remote Screen Sharing**

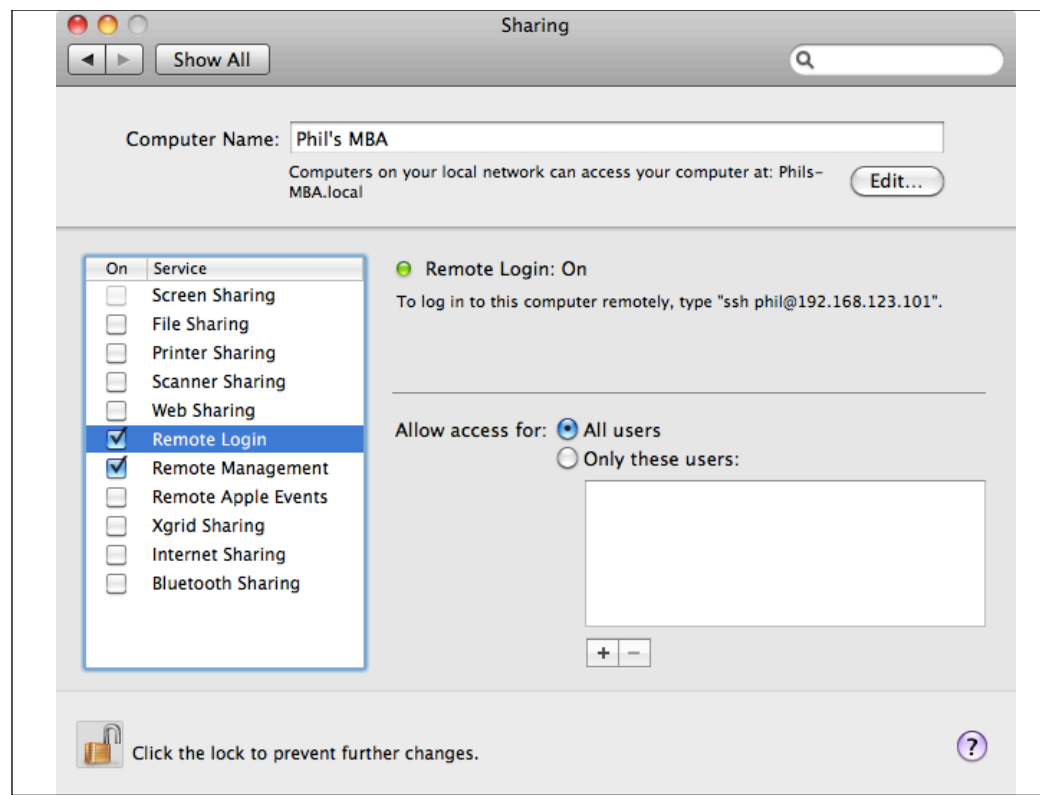
**Necessary for Apple Remote Desktop**

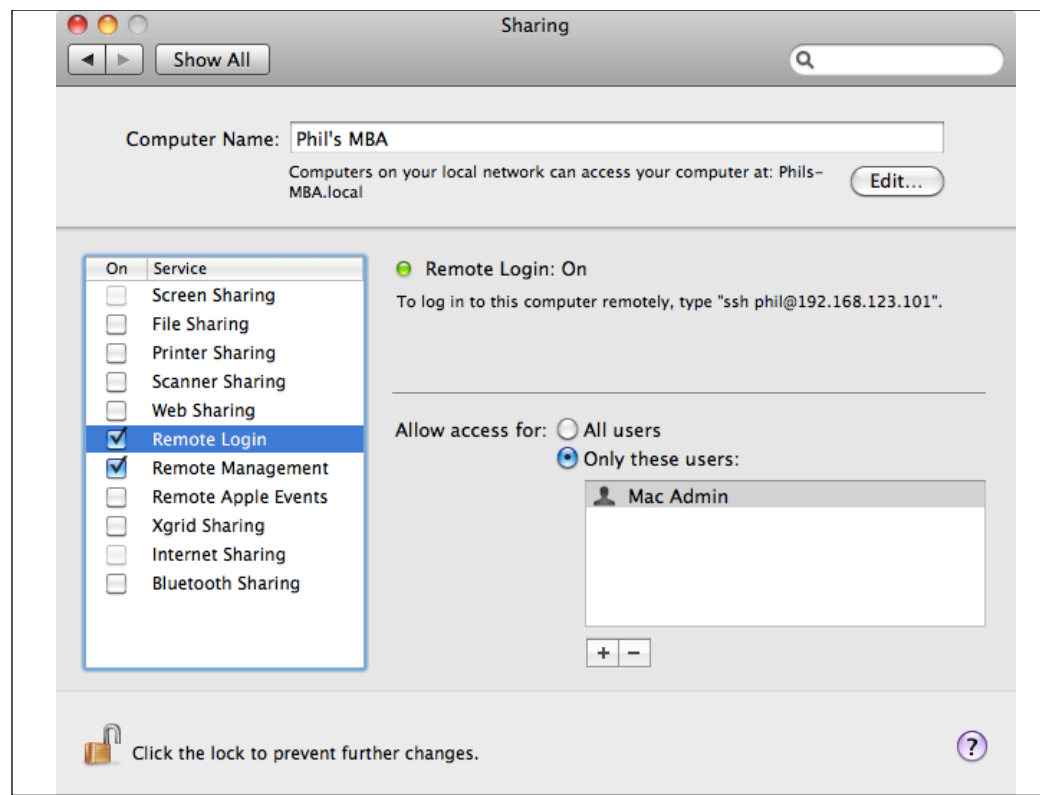
**ARD uses ports 3283 & 5900**









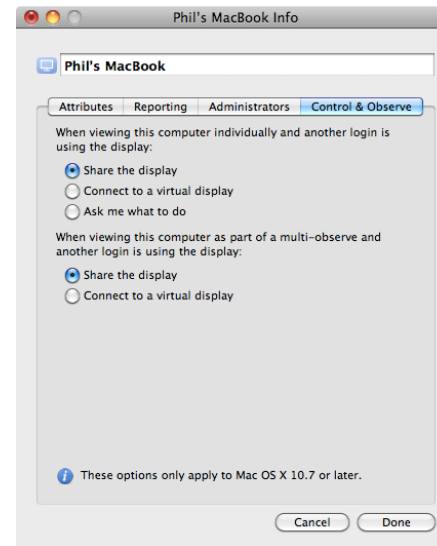




# Lion's Remote Screen Sharing

**Same credentials as  
logged in user will share  
the screen**

**Different credentials as  
logged in user will  
create a virtual session**



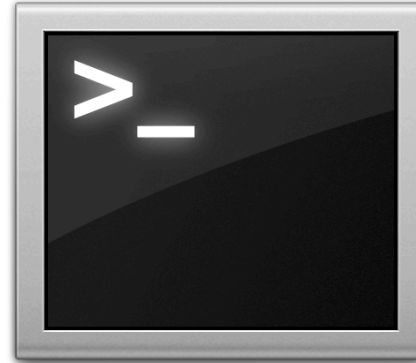
# SSH

Use Terminal to issue direct commands

Learn some basic Unix

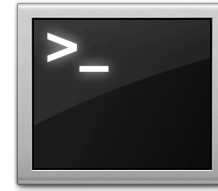
Very fast

Very powerful



# Unix and ARD

Send Unix commands and shell scripts to more than one computer at a time



Software Update  
Setup Printers  
Set Startup/Sleep/Wake Time  
Check Time Machine  
Repair Permissions  
Set IP Settings  
Set Bonjour name  
etc....

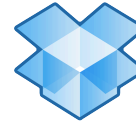


# Cloud Sharing Tools

Distribute files, installers,  
PPDs, etc. using cloud  
services



iDisk



DropBox

SugarSync



Box.net



ios

# Remote Tools for iOS

Supporting OS X, not iOS

Can't do everything

Can do a lot

Good to have 3G

Better to have 4G or WiFi



# Screen Sharing

LogMeIn Ignition

SplashTop Remote

TeamViewer

Client software is installed on  
OS X







# **iOS Tools for Remote Support**

**VNC**

**Citrix**

**Remote Desktop (RDP)**

**WebEx & GoToMeeting**

# OS X Server Admin from iOS

Server Admin Remote

Monitor OS X Server services

Start/Stop services

Observe logs

Restart server

Start SSH Session





# Terminal Apps

Prompt by Panic

Universal App

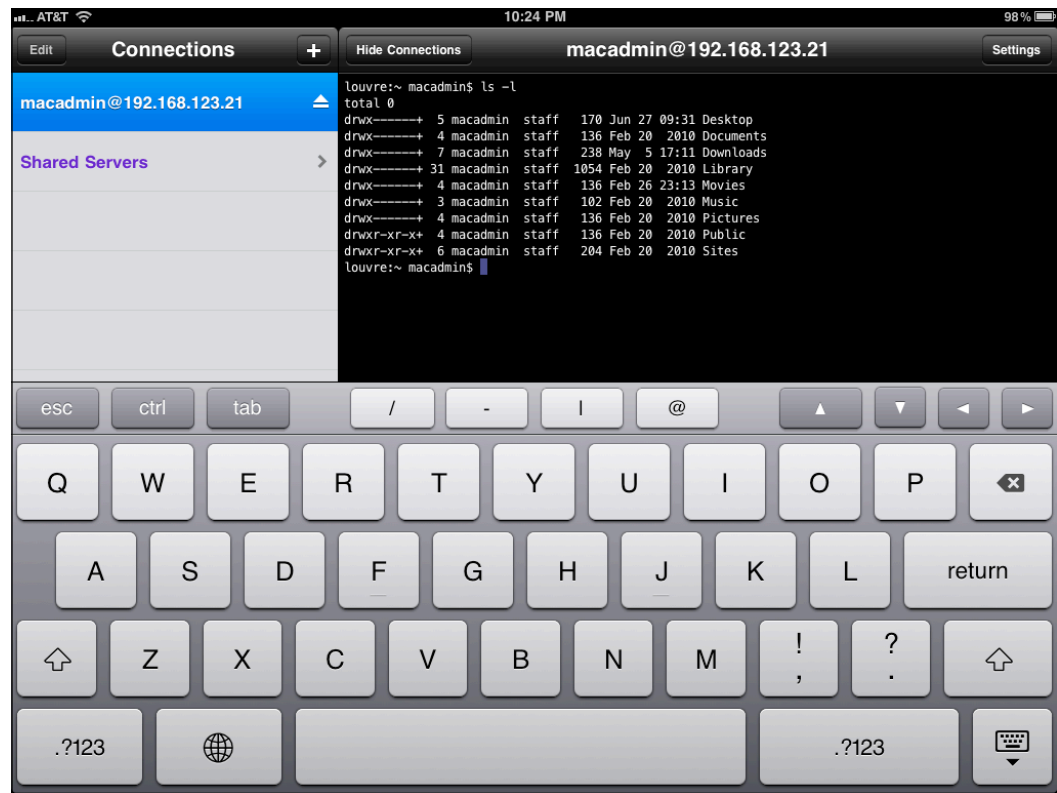
Runs full SSH session

Stores servers credentials

Full function keys and arrows

Prompt & iSSH





# Reference Tools

Evernote



FileMaker Go



Bento



Daylite



All of these can connect with  
Mac OS X counterparts

AT&T

10:48 PM

94%

Home


Mac OS X Lion

Search notes...


11 notes in "Mac OS X Lion"

JULY 2011


View options




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New note



Mac OS X Server v10.6: Hosting Software Updates for OS X Lion or Lion Server

Details

StoreMaciPodiPhoneiPadiTunesSupport

Related Articles

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- About the Mac OS X v10.6.8 Update
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- Mac OS X Server v10.5, v10.6: How to cascade Software Update Serve...

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- How do I setup Find My iPad?
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- Is iChat able to work with contac...

Support

Mac OS X Server v10.6: Hosting Software Updates for OS X Lion or Lion Server

Last Modified: July 20, 2011  
Article: 1154771

Summary

Use the instructions in this article to host updates on Mac OS X Server v10.6 for computers running OS X Lion or Lion Server.

Products Affected

Lion Server

1. Update your server to Mac OS X Server v10.6.8.
2. Stop the Software Update service if it is running.
3. Quit Server Admin if it is active.
4. Update /etc/swupd/swupd.plist to begin hosting OS X Lion software updates. (See details below.)
5. Update /etc/swupd/swupd.conf to allow OS X Lion computers to receive updates. (See details below.)
6. Open Server Admin and start the Software Update service.
7. Use the instructions in [Mac OS X Server v10.6: Using the Software Update service with multiple Mac OS X client versions](#) to point your OS X Lion clients to this server.

In step 4, you will need root access to update the file `/etc/swupd/swupd.plist`. To be safe, make a backup copy of the

# **Troubleshooting Remotely**

**Talk them through it**

**AppleJack**

**Cocktail**

**Using a hard drive or USB stick**

**Set it up with a static IP**

**Create a Netboot image & take over remotely**



# Be Proactive with Monitoring

Have apps send you mail

Apple Remote Desktop

SMART monitoring

Retrospect

Watchman

FileMaker Server

Server Admin in OS X Server

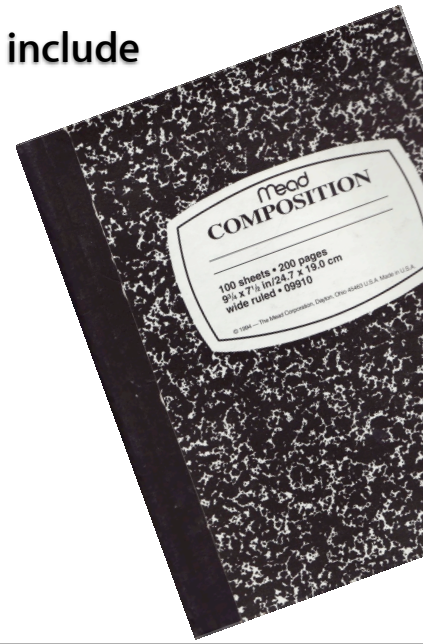


# Tracking your time

**Keep a log or remote work and include it on your invoice**

**Clients appreciate you noting this**

**Include a clause about remote support in your consulting agreement.**



# Develop Your Own Network

You can't always be there

Know who your traveling clients  
can rely on

Trade business cards today

Apple Consultants Network  
[consultants.apple.com](http://consultants.apple.com)



Consultants  
Network

# Don't Rely Only on Remote

Clients feel value out of seeing your face.

Remote support should not replace your existing model but should enhance it

Your clients are people, not machines



**Thanks!**