

# Remote Utilities

Remote control software for professionals

V 5.1

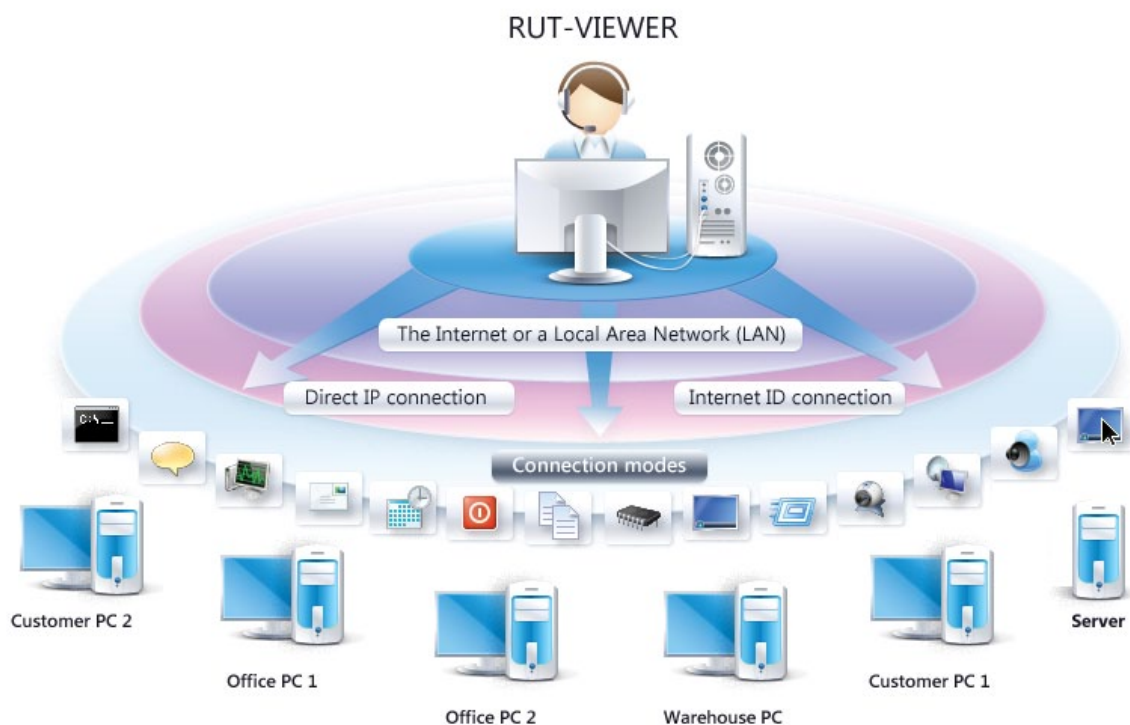
Product Overview

**USORIS**

## What is Remote Utilities

Remote Utilities (RUT) is professional remote access software that provides easy and secure access to a remote PC. With Remote Utilities, you can view the remote screen and operate its mouse and keyboard as if you were sitting right in front of it.

Remote Utilities can connect over either a LAN or the Internet in a variety of connection modes. This makes it an indispensable tool for small and medium-sized businesses looking for a multi-purpose and yet affordable remote control and helpdesk solution. However, it can also scale to larger environments with thousands of PCs and Windows servers.



Remote Utilities utilizes a client-server model with two stand-alone components installed separately:

- RUT-Viewer, installed on the local PC (administrator's PC)
- RUT-Server, installed on the remote PCs

The connection can be established directly using an IP address, or indirectly using the Internet ID — a firewall bypass feature that is today's standard for any advanced and powerful remote PC access software. The Internet ID technology allows firewalls and NAT services to be bypassed when connecting to a remote PC.

*"For power users, there's plenty to like about Remote Utilities. Several connection modes are offered beyond the full remote desktop experience. There's also a file transfer mode, remote device manager, registry viewer, remote webcam access, and a terminal mode — which is an excellent way to perform simple command line tasks from a distance."*

**PCWorld**

## Key Benefits

### Manage workstations and servers

**Remote Utilities™ (RUT)** was designed for remote administration. It is a single “command center” where you can keep a list of all your PCs, access them remotely for maintenance purposes and also monitor their status and inventory:

- **MSI-Configurator.** Configure the MSI installer — set the necessary parameters and then deploy the RUT-Server across your network in one click according to your Active Directory group policies.
- **Remote installation tool.** Manage and upgrade the installed RUT-Servers using the built-in Remote Installation Tool.
- **Easy license key transfer.** No hardware binding — replace old PCs with new ones and then register the new PCs with the same license key. No activation is necessary.
- **Attended and unattended PCs.** RUT Enterprise is suitable for managing unattended remote workstations and servers as well as providing technical support to users working at remote PCs.
- **Lifetime license.** The Enterprise license is perpetual and minor version upgrades are free. Volume discounts are also available.

### Support remote customers

Use Remote Utilities to provide remote customer support. No more need for IP addresses, port forwarding, and arcane magical knowledge. Connecting to a client’s PC for on-demand customer support is as simple as clicking a button.

- **Firewall bypass.** Remote Utilities allows you to connect to a PC located behind a router or firewall without special configuration.
- **Unlimited server installations.** With the Helpdesk license you can support an unlimited number of customers. The only limitation is how many helpdesk technicians you have working simultaneously.
- **On-premise mediation server.** You can choose whether to use our global servers for the mediated connection, or to be completely independent with your own gateway mediation server (GMS) that you can install on your premises.
- **QuickConnect.** Your customers simply run the executable file – neither installation nor administrative rights are required. You will receive their connection ID and password by e-mail and connect to their PC.
- **Custom Branding.** You can customize the QuickConnect module so your customers will see your text and logo.
- **Lifetime license.** The Helpdesk license is also perpetual and minor version upgrades are free. Volume discounts are available.

## Key Features

### Remote Access and Communication

- **Full control.** This mode allows you to view a remote PC screen in the Viewer window, send keystrokes, control the mouse pointer, and even drag files and folders onto the remote screen. You can also use this mode to capture sound, such as music played on the remote computer, from the remote PC.
- **File transfer.** Copy or move files and folders between a remote PC and a local PC, bookmark frequently used directories, and execute remote files in a two-pane file manager window. Drag'n'drop and file download resumption are also supported.
- **Firewall bypass.** Use a free intermediary web-server to connect two PCs. All you need to do to access a remote PC is to know its Internet ID code (generated by the host PC) and password.
- **Text chat/Send message.** Initiate a text chat with the person sitting at the remote PC or send them a simple text message.
- **Voice and video chat.** Start a voice and video chat session with the user sitting at the remote PC. Optimized for slow networks.
- **Tabbed window interface.** Full control mode has tabs, so you can have only window open in your taskbar and switch between different remote desktops by clicking on their respective tabs. The tabbed interface option can be disabled in the program settings.

### Administration and Helpdesk

- **QuickConnect.** The QuickConnect module is a stand-alone executable of the program which can be run without installation and administrative privileges.
- **Remote registry.** Access the remote machine's registry directly through an interface like the well-known *regedit.exe* Windows tool.
- **Task manager.** The Remote Task Manager mode makes remote administration easier by giving you direct access to remote processes, windows, and services.
- **Power control.** Shut down, restart, put to sleep, hibernate or lock a remote PC and terminate a remote session. You can also switch the remote display on and off.
- **Inventory manager.** You can use the inventory manager to view and collect detailed information about hardware and software on remote computers.
- **Multiple monitors support.** If the remote computer has several monitors, Remote Utilities allows you to view or control them simultaneously in one window or switch to the necessary monitor.
- **Execute.** Open a document or run an application on the remote computer. Hidden mode and 'run as..' command are also available.
- **Lock input and blank remote screen.** Ability to enable lock keyboard input option and blank the remote monitor screen either before connecting to the remote PC or after the connection has been established.

## Remote Surveillance

- **View only.** Get a view of the remote computer's screen to find out what's going on without interfering in the work of the remote user.
- **Screen recording.** This mode allows the administrator to schedule taking screenshots on a remote PC at regular intervals and saves them to a protected file. The file can be viewed later using a special player.
- **Get remote camera and microphone.** Connect to video and audio capturing devices (such as a web-camera or a microphone) and transmit the data from the remote PC to the local PC.
- **Hide tray icon.** It is possible to hide the program tray icon on the remote side. This option is turned off by default.

## Installation and Deployment

- **MSI-Configurator.** The built-in MSI Configurator allows you to prepare three types of deployment packages: standard MSI, one-click EXE and Quick Connect. You can embed your own settings and deployment parameters into the output file.
- **Incorporating your logo.** You can customize the Quick Connect module with your logo and welcome text for your customers to see when you connect to their PCs.

## Performance

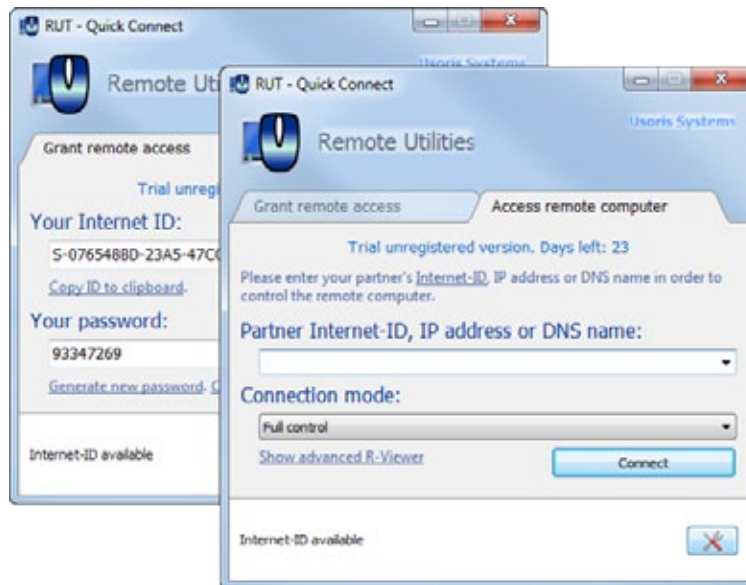
- **No mirror driver.** Remote Utilities shows unsurpassed performance rates without using the driver kernel. This prevents conflicts with the equipment and drivers and also allows for full Windows Aero support.
- **Adjustable color depth.** Adjust the color depth for any remote connection. Remote Utilities shows good performance even at 24-bit (TrueColor) depth.
- **Economode.** When the Economode is on the traffic consumption drops significantly. This is especially suitable for slow networks (Dial-up, GPRS).

## Security

- **Industry-standard security algorithms.** All data Remote Utilities sends over the network is encrypted with the secure encryption algorithms (a 2048-bit public key and AES with a 256-bit session key).
- **Two authorization subsystems.** Single password security and Windows security system (Active Directory).
- **Network interface binding and IP-filtering.** You can assign a RUT-Server to a specific network interface as well as explicitly allow or block an IP address or IP address range.
- **Password and DDos.** Protection against brute force password cracking attempts and DDos attacks.

## Quick Connect

Quick Connect is Remote Utilities in the form of a stand-alone executable file. No installation is required and you can run Quick Connect without administrative privileges.



The remote user runs the Quick Connect file and then accepts the incoming connection from the helpdesk technician. Quick Connect is very handy when installation on a remote PC is not possible because of user rights restrictions or other such constraints.

### How it works

The process is easy for the remote user. The remote user simply downloads and runs the Quick Connect executable file and then accepts the remote connection request from the helpdesk technician. The technician takes care of everything else.

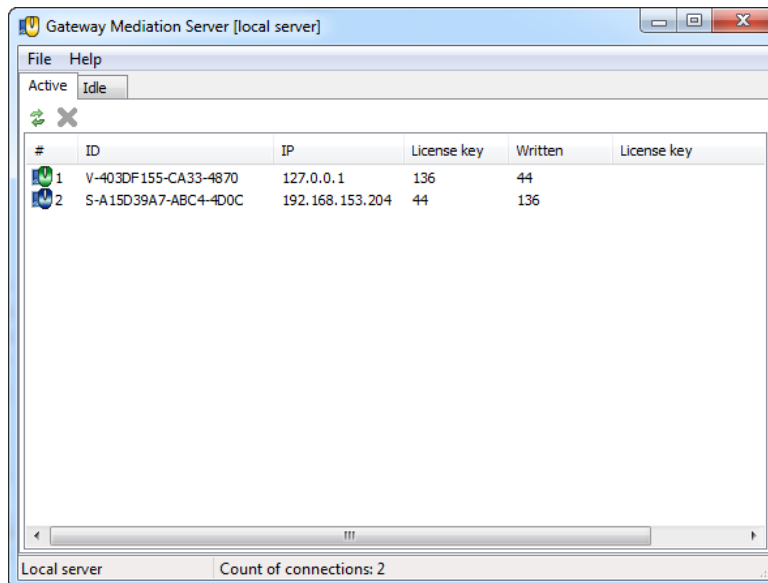
### Configuration options

Quick Connect can be set-up in two different ways:

- **A pre-configured QuickConnect.exe file.** The technician embeds his e-mail address in the customized quickconnect.exe file that is then placed on the web-server to be downloaded. When the remote user downloads and runs the file an encrypted message is automatically sent to the technician. That message will have the access credentials (Internet ID and password) the technician needs to connect to the remote machine.
- **The standard Quick Connect file.** This file is downloadable from the Remote Utilities website. The remote user downloads and runs the file, and then manually sends the access credentials (Internet ID and password) to the helpdesk technician.

## Gateway Mediation Server

Gateway Mediation Server (GMS) is a free program that replicates the functionality of the Internet ID server. That is – it allows firewalls and NAT services to be bypassed when establishing a remote connection.



However, unlike the global Internet ID server, the Gateway Mediation Server can be downloaded and installed locally on your premises. Thus you will have full control over your mediated connection and will no longer depend on our global Internet ID servers.

The program consists of two parts:

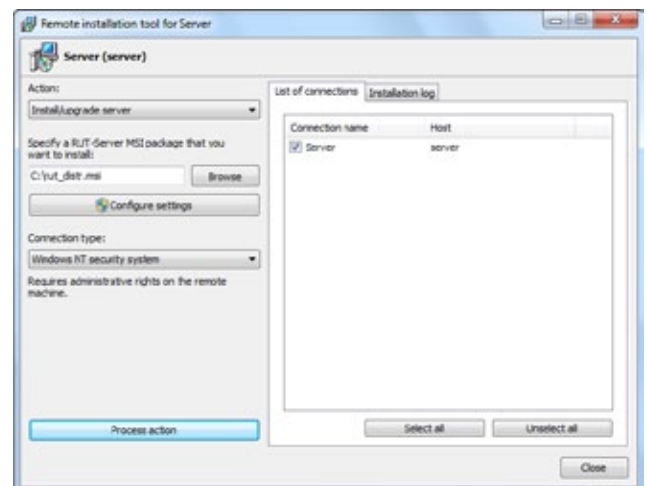
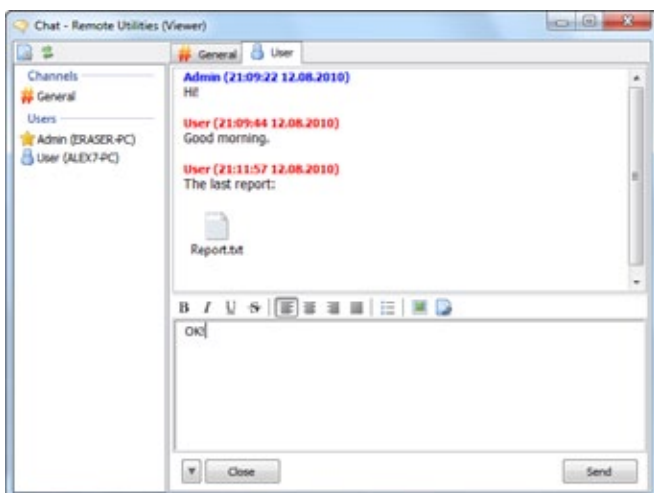
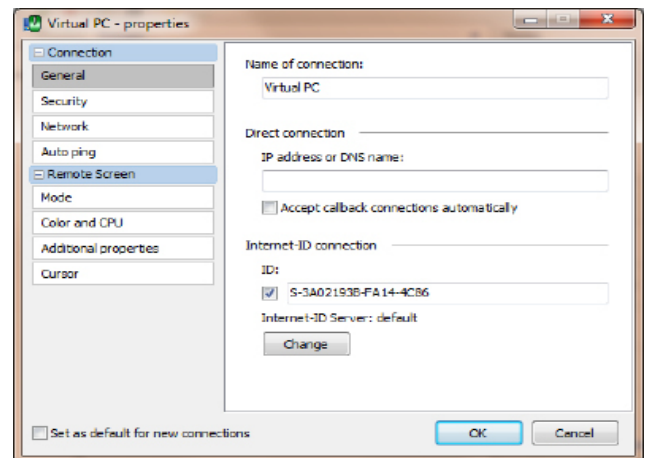
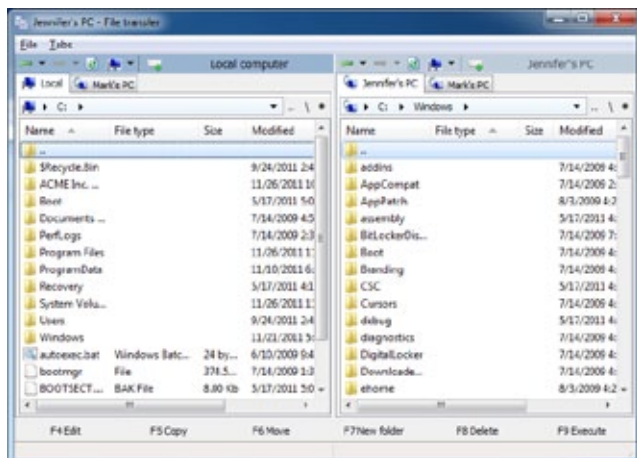
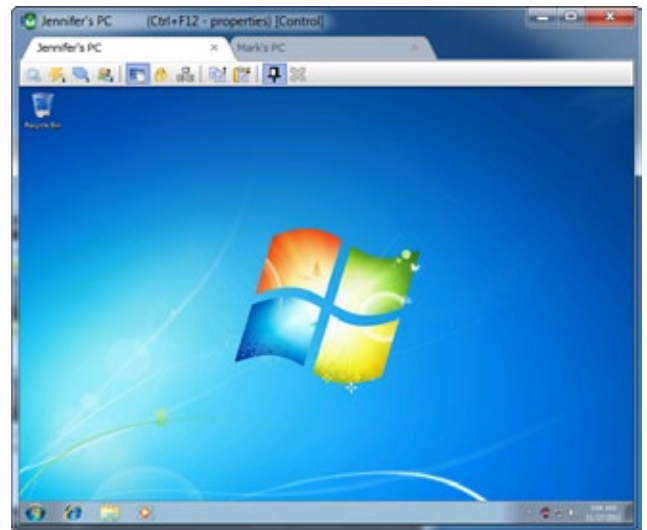
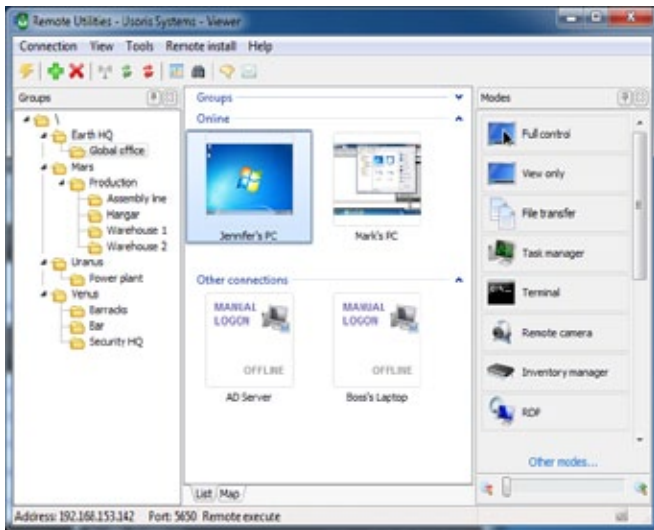
- **The GMS Service** is installed and run on the gateway PC that acts as an intermediary between the local and remote PCs.
- **The Administrator's Console** allows you to configure and monitor the GMS service. This console can be installed on the same PC on which the Service is running. The Service can also be accessed remotely from a console installed on another PC.

### GMS Benefits

In addition to the benefits of Internet ID technology as a whole, such as firewall bypass, GMS has its own benefits:

- **Improvement in connection speed.** Traffic that goes from the remote PC to our global Internet ID server and back to your Viewer PC may travel long distances. However with GMS, you can significantly shorten that distance.
- **Added security and privacy.** Even though we don't store any user-identifiable information on our servers and always encrypt the traffic, some of you may feel much safer if every link in the chain is under your immediate control.

## Screenshots



## Licensing

Remote Utilities includes three licensing options: Home, Enterprise and Helpdesk.

	HOME	ENTERPRISE	HELPDESK
<b>Number of PCs on which RUT-Viewer can be installed</b>	Unlimited	Unlimited	Unlimited
<b>Number of PCs on which RUT-Server can be installed</b>	Equal to the number of licenses purchased	Equal to the number of licenses purchased	Unlimited
<b>Direct IP or DNS connection</b>	Yes	Yes	No
<b>“Internet ID” feature (firewall bypass)</b>	Yes	Yes	Yes
<b>Number of “Internet ID” channels</b>	1 channel	2 channels per every 100 licenses	Equal to the number of licenses purchased
<b>Internet traffic when using “Internet ID” feature</b>	Maximum	Maximum	Maximum
<b>Price</b>	<b>\$19.95</b> per 1 RUT-Server <a href="#">Family pack available.</a>	<b>\$49.5</b> per 1 RUT-Server <a href="#">Volume discounts available.</a>	<b>\$699</b> per 1 channel <a href="#">Volume discounts available.</a>

**Home license** is for private use only, in which no direct or indirect payment or compensation is involved. Typical Home license use includes helping friends or family with their PC tasks or administering the PCs on your home network. The program is licensed based on the number of remote PCs you need to control.

**Enterprise license** is suitable for the situation when the number of remote PCs is finite and all the remote PCs belong to your company or subsidiaries. The number of Enterprise licenses you need to purchase is equal to the number of remote PCs you are going to control with the program.

**Helpdesk license** is specifically designed for companies providing remote customer support. Unlike the Enterprise and Home licenses, the Helpdesk license is paid for on a ‘per channel’ basis rather than ‘per PC’. The number of channels that you buy under the terms of the Helpdesk license is equal to the number of operators who will use the product simultaneously.

## About

Usoris Systems, founded in 2009, specializes in developing remote access software for system administrators and helpdesk companies. Remote Utilities (RUT), its flagship product, is a lightning-fast remote control program for secure access to remote workstations and servers.

The name 'Usoris' stands for **user oriented software**.

## Contact Us

### Sales

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### Technical support

[support@remote-utilities.com](mailto:support@remote-utilities.com)

### Partnership

[partner@remote-utilities.com](mailto:partner@remote-utilities.com)

## Useful links

### Product website

[www.remoteutilities.com](http://www.remoteutilities.com)

### User Manual

[www.remoteutilities.com/support/user-manual.php](http://www.remoteutilities.com/support/user-manual.php)

### Knowledge base

[www.remoteutilities.com/support/kb/](http://www.remoteutilities.com/support/kb/)

### Tutorials

[www.remoteutilities.com/support/tutorials](http://www.remoteutilities.com/support/tutorials)

### Community forums

[www.remoteutilities.com/support/forums](http://www.remoteutilities.com/support/forums)

## Legal address

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