

# MANAGED WORKPLACE<sup>®</sup> 2011

plus  
agent

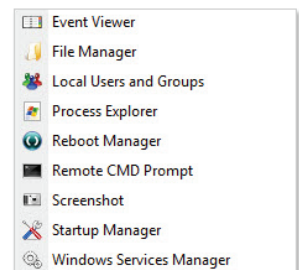
## Fast Facts Remote Tools

Managed Workplace 2011 R3 introduces the ability to use the suite of Remote Tools introduced in R2 on all monitored Windows devices to deliver real-time remediation—all without interrupting the end-user's session or deploying an agent to do it.

As well, two new Remote Tools are available: Event Viewer and Screenshot.

### Feature Summary

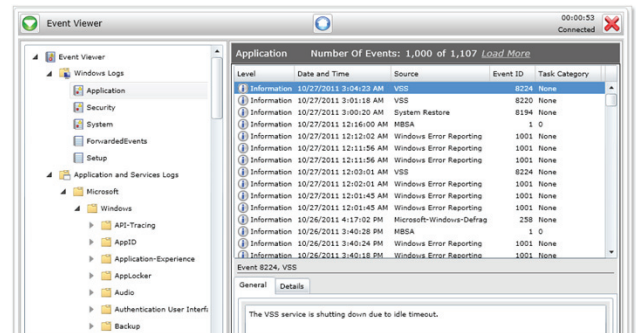
Managed Workplace 2011 R3 now lets you use the new remote tools to create real-time remote sessions on any WMI-enabled Windows device monitored by the Onsite Manager or with a Device Manager installed.



### Event Viewer

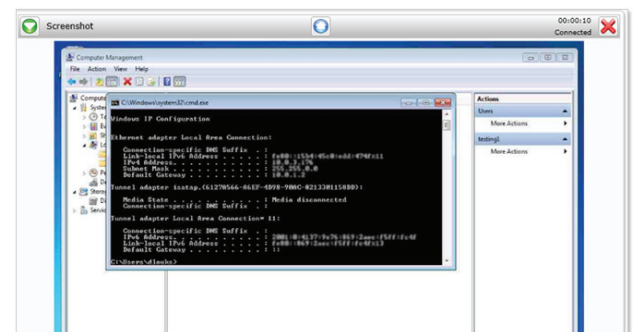
Use Event Viewer for viewing event logs on a user's computer that can be viewed via the local Event Viewer. This can be useful for troubleshooting. Event Viewer displays detailed information about significant events (for example, programs that don't start as expected or updates that are downloaded automatically) on a computer. You can view the following event logs:

- Application
- Security
- System
- Custom Logs



### Screenshot

Use Screenshot to capture a screenshot of a user's desktop, which you can use to do things like get a quick view of a user's error message. Remote Tools keeps a record of who was last logged in and when.



---

For more information about the new features in **Managed Workplace 2011 R3**, refer to the User Guide or online help.

---

## FAQ

### What are the requirements for using remote tools?

The target computer must have the following:

- Microsoft .NET Framework 3.5 or higher
- Ability to run automated scripts on the target device, which means it must be WMI-enabled and be able to access the \$ADMIN share

The technician's computer must have the following:

- a user account and role set up in Service Center to have permissions to Remote Management Tools:



- Silverlight-capable browser

### What happens if there is no active desktop on a device where you're trying to use the Screenshot remote tool?

If there is no active desktop on a device where you're trying to use the Screenshot remote tool, you'll see the following error:

Could not obtain screenshot.

Try again at a later time or contact the end user.

### What browsers work with the remote control and remote tools features?

This table identifies what feature works in which browser:

Browser	Remote Control	Remote Tools
Internet Explorer	Yes	Yes (plugin)
Google Chrome	Yes (plugin)	Yes (plugin)
Mozilla Firefox	Yes (plugin)	Yes (plugin)
Apple Safari	No	Yes (plugin)

### What operating system works with the remote control and remote tools features?

This table identifies what feature works in which operating system:

Operating System	Remote Control	Remote Tools
Windows	Yes	Yes
Non-Windows	Yes (requires server software for the selected protocol)	No

**Note:** The remote tools are not supported on Windows 2000 computers because .NET 3.5 is required on the target device. Windows 2000 does not support .NET 3.5.