

PROXY Pro 7

REACH. RESOLVE. REPAIR



ALL-IN-ONE REMOTE SUPPORT SOFTWARE SOLUTION



PROXY Pro 7 Workstation Edition

Uses a peer-to-peer connection model to access remote computers in the corporate network. Ideal for SMBs and workgroups looking for fast, reliable, easy-to-use remote support tools.



PROXY Pro 7 Gateway Edition

Uses a hub-and-spoke network model to establish and maintain remote access connections inside and outside the network. Designed to simplify and automate administration, network access, and security in large, distributed corporate environments.

General Features		Workstation Edition	Gateway Edition
COMPONENTS			
PROXY Pro Host	Small software agent that runs on remote computers; fast and easy to install	✓	✓
PROXY Pro Terminal Server Host	Specialized version of PROXY Pro Host that runs on Windows or Citrix Terminal Server		✓
PROXY Pro Master	Console application that runs on helpdesk technician computers	✓	✓
PROXY Pro Gateway	Enterprise-class server for centralized administration, security, and network access		✓
PROXY Pro Deployment Tool	Software distribution utility that automates the deployment and installation of PROXY Pro applications to remote machines	✓	✓
Remote Access Features			
CONNECTION MANAGEMENT			
Polling	Discover all remote machines available for connections in your network	✓	✓
Firewall-Friendly Connections	Ability to connect to remote machines outside domain without manual configuration of ports or other network changes		✓
Centralized Directory	Organize large number of remote machines into logical groups, making them easier to find and manage		✓
RDP Compatibility	Support for capturing the active RDP session under Windows 7, Vista, and XP	✓	✓
Wake-on-LAN	Turn on remote machines for a connection		✓
Always-on Service	Reach remote machines anytime, even if they are unattended	✓	✓
IPv6 Support	Find remote machines using IPv6 addresses or IPv6 tunneling over IPv4	✓	✓
Connection Notifications	Use audio (beep) and/or visual (popup toast, tray icon) notifications to alert Host user of connection	✓	✓
AUTHENTICATION			
Windows Authentication	Use strong authentication for Proxy users trying to reach remote machines inside the same domain	✓	✓
Shared-secret Authentication	Use proprietary Proxy authentication for Proxy users trying to reach remote machines outside the domain, on the road, or home		✓
Centralized SSL Authentication	Use SSL certificates for strongest possible authentication for Proxy users trying to reach remote computers on/off domain		✓
End-to-End Authentication	NEW Allow the end-user (Master) to authenticate directly to Host for certain services like file transfer, remote Host administration and remote management		✓

SYSTEM SUPPORT:

Microsoft: Windows 7, Vista, XP, Server 2008, Server 2003 (including 32-and-64 bit)

Mac: All OS X (running VNC server)

Linux: All Linux OS (running VNC server)

Server Virtualization: Citrix XenServer; VMware ESX; Microsoft Hyper-V

Client Virtualization: Citrix XenApp/Desktop; Microsoft Terminal Services; Wyse terminals; Pano boxes



LEGACY COMPATIBILITY

PROXY Pro 7 is fully compatible with previous versions of PROXY Pro, which support Windows 2000, Windows 98, and Windows NT.

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Remote Access Features — continued		Workstation Edition	Gateway Edition
AUTHORIZATION			
Customizable Authorization	Create role-based access control policies based on fine-grained permissions (e.g. enable/disable input control, enable/disable file transfer, etc.) and apply to specific remote machines	✓	✓
Centralized Authorization	Create role-based access control policies and apply to a logical group or groups of remote machines	✓	✓
Access Restrictions	Restrict access to remote machines by IP address, IP address range and/or time zone	✓	✓
Stealth Mode	Enable stealth mode access to remote machines by turning off audio (beep) and visual (popup, tray icon) notifications at connection time	✓	✓
ENCRYPTION			
Key Strength	Select encryption key strength ranging from 92- to 256-bits (default)	✓	✓
Algorithms	Select encryption algorithm, including RC4, Triple-DES, and state-of-the-art AES (default)	✓	✓
AUDITING			
Windows Event Log	Store details of connection-related activities in Windows Event Log of each remote computer	✓	✓
Centralized Audit Log	Store details of remote access, remote control and remote management activities for all remote computers in centralized audit log		✓
Remote Control Features			
REMOTE DESKTOP			
Remote Control	View and inject keyboard and mouse commands into remote desktop	✓	✓
Color Depth Reduction	Reduce color depth to lower bandwidth usage and improve performance	✓	✓
Bandwidth Throttling	Limit bandwidth usage to guarantee performance and responsiveness over narrowband links	✓	✓
Display Options	Customize remote desktop with multiple display options (fit-to-window, fit 1-to-1, full screen mode, Aero glass)	✓	✓
Extension Tags	NEW Add custom information to identify or describe a remote desktop connection	✓	✓
Multi-Monitor Support	Capture remote desktop spread over multiple monitors	✓	✓
Remote Clipboard	Share content between Master and remote desktop	✓	✓
Headless Server Support	Generate remote desktop for headless servers	✓	✓
View Only Mode	Suppress keyboard/mouse input on remote desktop	✓	✓
Remote Printing	Redirect content from remote desktop to printer attached to Master	✓	✓
Pause/Resume	Pause/resume screen capture of remote desktop	✓	✓
COLLABORATION			
Active Users List	NEW View all active viewers and/or recordings connected into a Host from Host tray icon menu	✓	✓
Screen Sharing	Share input control with other active users	✓	✓
Chat	Chat with Host end-user and/or other technicians sharing remote desktop	✓	✓
FILE TRANSFER			
Bulk File Transfer	Use drag-and-drop interface to transfer files or entire directories	✓	✓
Secure File Transfer	Guarantee privacy by transferring files or entire directories over SSL		✓
Resume	Resume large file transfers if connection is broken	✓	✓
SCREEN RECORDING			
Centralized Recording	Record one or more remote desktops concurrently, even if there is no active connection		✓
Playback	Playback Proxy screen recordings from local file or from a web server over HTTP		✓
Conversion	Convert Proxy screen recordings to .wmv format		✓

Remote Management Features		Workstation Edition	Gateway Edition
INVENTORY			
Hardware Manager	Generate inventory of hardware components on remote machines	✓	✓
Software Manager	Generate inventory of software applications on remote machines	✓	✓
CONFIGURATION MANAGEMENT			
System Manager	Access/modify system settings	✓	✓
Shared Resource Manager	View and modify configuration for shared folders and remote desktop sessions	✓	✓
Account Manager	List all users, groups and system accounts; force logoff of active user	✓	✓
Process Manager	List all processes; end selected processes	✓	✓
Service Manager	List all services; start/stop/restart services	✓	✓
Registry Manager	Add/modify/delete registry settings	✓	✓
Power Manager	Logoff, reboot, shutdown, and turn on remote machines; view/edit power scheme settings	✓	✓
Reboot in Safe Mode with Networking	NEW Configure Host to restart in safe mode with networking enabled for external access	✓	✓
Event Manager	Access event logs at any time for list of recent activity	✓	✓
DEPLOYMENT			
Mass Deployment	Mass deploy Proxy to software to one or more remote computers	✓	✓
Active Directory Integration	Discover, deploy Proxy software to, or change settings on one or more remote computers using Active Directory	✓	✓
Custom Install Package	Create and deploy Proxy install packages with custom settings	✓	✓
Scripting	Apply configuration changes via scripts and Proxy command line utility	✓	✓