10 IMPERATIVE FEATURES OF REMOTE DESKTOP SOFTWARE

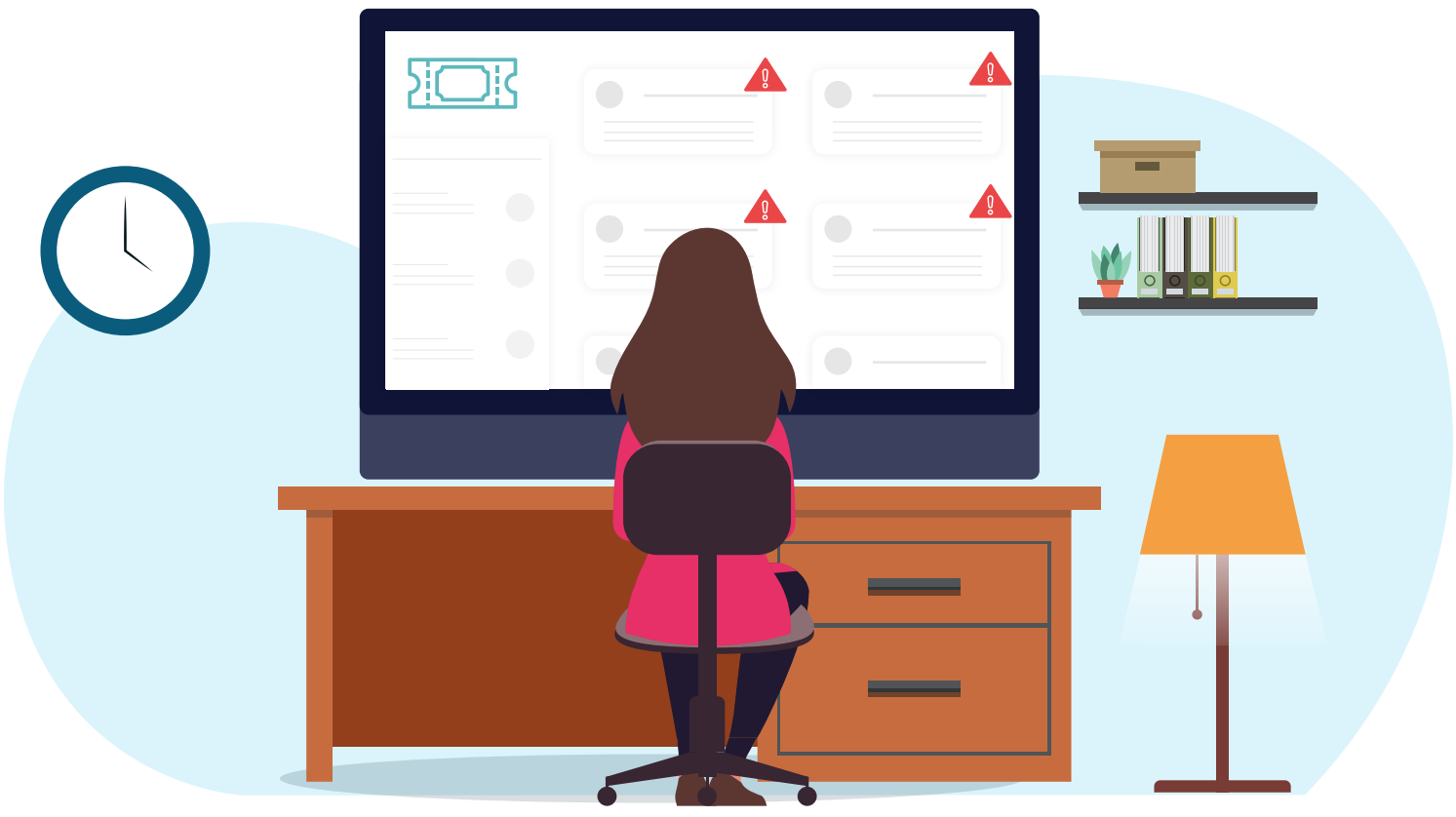
ManageEngine
Endpoint Central

INTRODUCTION

Meet, Linda! She heads the IT help desk department of a reputed organization. Her help desk queue is inundated throughout the year and she grapples with requests that appear to grow at an exponential rate. More often than not, Linda's users encounter technical issues everyday ranging from a simple login to a complicated hardware-related issue. All the requests require troubleshooting but not all the requests require remote access support. Linda needs to handle these requests, no matter how simple or how complicated they are, because one man's food is another man's poison. What might appear a simple issue to one person, might be a show-stopper for another. All she has to do is access the end user's system and resolve the issues right from her monitor. She needs to get to the root of the problem before they start spreading like wildfire across the network and she cannot afford to bring everything to a halt. This ebook will explain the what, the why of a remote desktop software and will walk you through 10 essential features of every remote desktop software.

WHAT IS A
REMOTE DESKTOP SOFTWARE?

Remote desktop software enables IT admins to connect to devices and access the resources on them. Whether you're resolving IT issues on-site or at various branch offices, remote desktop software can help you troubleshoot seamlessly from the IT technician's monitor.



Remote troubleshooting is not an independent process, but depends on several factors. The technician might require several supporting factors such as input from the end user, expert guidance from fellow technicians, and the inside environment of every system to be able to effectively troubleshoot an issue. Therefore, it is mandatory for remote desktop software to be multi-functional and provide numerous features that aid in ensuring a hassle-free, remote troubleshooting process.

WHY IS
REMOTE DESKTOP SOFTWARE?

01

A company loses **545 hours** of employee productivity every year

Each employee spent **30 minutes** each week to fix issues

02

03

200 minutes on an average is spent to resolve downtime issues

Research provided by ERS IT solutions divulges a shocking statistic: on average, a company loses 545 hours of employee productivity each year because of IT downtime, with 30 minutes each week invested by employees attempting to fix issues. Additionally, the time spent solving an issue pertaining to downtime averages 200 minutes.

Since longer incidents can cost the organization an arm and a leg, it is imperative for IT professionals to dig down to the root of an issue and sort it out as quickly as possible. This means organizations need to develop a strategy to mitigate downtime.

Remote desktop software can help Linda assume control of the computers to debug and analyze them remotely, without having to expend the time and energy required for an in-person support visit.

Remote support software enables technicians to work remotely, meaning it can eliminate the cost of travel for IT troubleshooting by allowing technicians to troubleshoot devices from their own computers, without even leaving their desks. In short, technicians can provide prompt responses to support requests.

The IT team can quickly provide technical support to end users on demand. It does not require installation or convoluted set up operations for end users to perform. Footprints are not left behind when the session is over.

WHAT SHOULD YOU SEEK IN REMOTE DESKTOP SOFTWARE?

There are a plethora of must-have features for every remote desktop software. Let's tackle them one by one:

FILE TRANSFER.

While troubleshooting, you often need to add and remove files, install new applications, and replace outdated and corrupted applications on a remote computer.

A built-in file transfer option significantly reduces the time required for ticket resolutions as the technician will not have to rely on third-party tools. Using the drag-and-drop window, files can be easily copied to and from the remote computer within a remote session.

MULTI-MONITOR SUPPORT.

Troubleshooting multiple monitors simultaneously is a cumbersome task, especially when end users have connected monitors. Remote desktop software must be able to display all the connected monitors as soon as a remote connection is established.

From the list of monitors displayed, the technician must be able to choose the monitor they want to view during the remote session as needed. Having multi-monitor support is key to providing high quality remote support.

RECORD REMOTE SESSIONS.

Recording remote sessions lets administrators supervise troubleshooting sessions, thereby ensuring data security.

These recorded sessions can be produced for IT audits instantly as the downloaded videos are audit-ready, plus they can serve as training materials for budding help desk technicians. The remote session recording feature comes in handy for IT administrators who wish to log every small activity performed on the remote computer to ensure compliance.

INTEGRATED VOICE, VIDEO, AND TEXT CHAT.

In today's technology-infused world, IT administrators require robust tools for communicating with end users

Communication plays a vital role in troubleshooting; it is important to understand the end users' issues, and receiving input from them along with real-time data dynamically helps admins analyze the root cause of the problem. Integrated chat, voice, and video calls also help IT administrators understand the issue better. This communication can be recorded for auditing purposes.

RESUME REMOTE SESSIONS ON SYSTEM REBOOT.

Help desk technicians might conduct several activities, such as patch installation and software updates for ticket resolution. A few of them might require the system to be rebooted, which can be a chore during an active remote session, because the technician will have to reconnect to the device after.

Being able to reboot a remote computer and reconnect automatically is a crucial feature of remote desktop software. The session should resume automatically after the system reboot. This is especially important if a computer is infected to the point where it can operate only in safe mode. Remote desktop software should also enable IT administrators to reboot remote systems in safe mode.

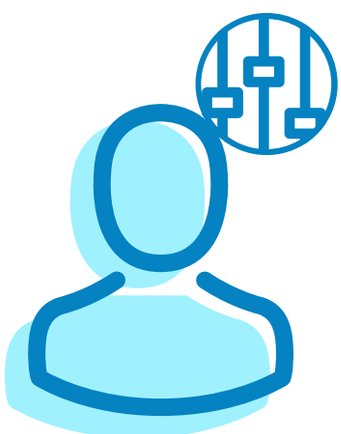
COLLABORATIVE TROUBLESHOOTING.

While troubleshooting remote computers, an IT technician might seek additional guidance from other experts.

The technician can invite any number of colleagues to work together to resolve an issue, or hand it over to another technician entirely. Collaborating on troubleshooting complicated issues often helps teams resolve issues more quickly.

When invited to a remote session, the technician can choose the view-only mode to simply oversee the entire session, which can play a vital role in helping train new technicians.

USER ACCESS CONTROL.



Remote desktop software should provide a built-in option to black out the end user's monitor and disable user input to resolve issues more quickly. This provides technicians with more control and eliminates the concern that end users might advertently enter incorrect info that disrupts the resolution process.

If user privacy is a concern, you can require that end users must approve remote session requests before a connection can be established.

When more than a single user is associated with a computer, the IT administrator should have the option to choose one specific user to perform troubleshooting for. An appropriate user can be chosen prior to the remote session. This way, IT administrators have the flexibility to either completely control the device, or silently shadow certain users in the network.

REMOTE MANAGER.

While troubleshooting is often the go-to solution for IT help desk issues, it is not always the answer for every problem that arises. Gaining access to the system tools of a remote computer is an integral part of remote desktop software's functionality.

Prior to a remote session, it can be very helpful to monitor the current processes and services in a remote computer. For example, issue analysis can involve evaluating a system's start-up programs to determine if any can be enabled or disabled. Upon detecting the problematic process/service, remote desktop software can enable the administrator to start/stop/kill specific processes and services.

The registry is the backbone of every Windows computer. Being able to access and handle registry values provides the system control that administrators need when troubleshooting. This includes being able to add, modify, or delete key values. The remote command prompt opens up the command prompt of the remote machine on the administrator's monitor, so they can easily execute commands on the remote machine.

The event viewer for a Windows computer is a blessing in disguise. This comes in handy for analyzing the reason behind a system crash, which is often described as "the blue screen of death." The event viewer provides insights on the detailed description of every event logged on the system.

Devices in a network and drivers in a system are make-or-break components. Drivers are the origin for most of the system-related issues, meaning complete visibility of the drivers present on every system is of paramount importance. From the list of files and folders to the list of printers and shares, you have all the information you need provided to you in one place.

POWER OPTIONS.

You can implement energy-saving policies for computer usage, which can also drastically reduce the heat generated from machines and the power consumed by them. Enabling power management features even during short periods of inactivity is beneficial.

You can implement energy-saving policies for computer usage, which can also drastically reduce the heat generated from machines and the power consuAlso helpful is saving energy by turning off the computer when not in use, deploying power management features such as remote lock, and putting a machine on standby or hibernation mode. Being able to remotely shut down machines during non-working hours is icing on the cake for any remote desktop solution. Additionally, you can schedule to power on remote machines, so they are ready to go for your employees at the start of each work day.med by them. Enabling power management features even during short periods of inactivity is beneficial.

DEVICE AGNOSTIC.

Whether it's a desktop, laptop, or mobile device, accessing these devices remotely is a breeze using remote desktop software that's device agnostic.

Remote desktop software should support devices running on multiple operating systems, including Windows, Mac, and Linux. For a hassle-free remote troubleshooting process, it is vital that remote desktop software be device agnostic to ensure a quick and secure connection to different devices running on different operating systems.

CONCLUSION

IT administrators are indispensable to every organization. That said, IT administrative tasks are becoming more complicated with every passing day. Unfortunately, there is no magic wand to instantly solve all the challenges admins face. But good remote desktop software is a must-have that can help.

Now that you know why a remote desktop software is essential and understand more about the imperative features, you might need help in zeroing-in on the right solution.

ABOUT **Endpoint CENTRAL**

Endpoint Central is a unified endpoint management (Endpoint) solution that enables you to secure and manage all types of endpoints within your enterprise—including servers, desktops, laptops, tablets, smartphones, and point of sale (POS) devices—both inside and outside your organization's network from a central console.

Endpoint Central enables configuring and managing endpoints from a single console. With pre-defined configuration options, administrators can perform endpoint management activities with ease. **Endpoint** Central's capabilities cover the entire endpoint security and management spectrum.

If you would like a one-on-one session with our product experts to see if **Endpoint** Central is the right fit for your organization, you can schedule a demo at a time that's convenient for you, or download the solution now.

Request a demo

Download now

To learn more about **Endpoint** Central's remote support capabilities, read our remote desktop software documents.