Remote Control increases productivity by minimizing downtime

HP Touchpoint Manager

Remote Control
Connect to and troubleshoot managed Microsoft Windows[1] devices through the browser from virtually anywhere with network access.

Because employees today work from home, travel to client locations, attend conferences, and more, it is not realistic to expect that you will always have hands-on access to their managed devices. However, HP Touchpoint Manager's Remote Control feature enables you to be both responsive to users and proactively monitor and troubleshoot IT related issues, wherever you have network access.

With HP Touchpoint Manager, you can increase productivity by minimizing the downtime associated with IT-related issues and gaining insights and tools to detect and troubleshoot problems before they occur. Because it's a cloud-based solution, Remote Control enables IT to perform its job from any location with network access, providing the ability to manage devices, data, and users from the office or away.[2]

HP Touchpoint Manager employs best practices and industry-standard cryptography to ensure that each Remote Control session is safe and secure. Using the Remote Control feature, you can analyze Windows® devices, manage required upgrades, deploy new software, and resolve problems from any device located almost anywhere with an internet connection. With a limited IT staff, even one that may be geographically widespread, Remote Control is one of the most effective ways for an organization to do more in less time with fewer onsite visits to troubleshoot problems or handle routine maintenance.

For example, if one of your managed users attends a conference across the country and encounters a problem with his or her Windows device, you can initiate a Remote Control session to investigate the problem, provide support, and deliver a solution. Additionally, if a device you manage requires routine maintenance or a software update, you can launch the Remote Control feature, request access from the user, and process the update.

Initiating a Remote Control session
To initiate Remote Control from any device running HP Touchpoint Manager, select Devices from the menu bar, and then select the device you want to control from the list of managed devices displayed. From the "I Want To..." drop-down menu, select Activate Remote Control. A query goes out to the user asking if you can take control. With a positive response, a separate window opens and displays the Remote Control Session Viewer, which shows the managed device's desktop. You can now manage all aspects of the remotely controlled desktop from this window.

Configuring Remote Control session settings

The IT administrator can also configure how Remote Control sessions are handled. To access the configuration menu, select Services, and then select Configure under Remote Control. The following options are available:

- **Lock out remote keyboard and mouse:** Disables the remote device's keyboard and mouse, giving the remote viewer control. Note that special key combinations in Windows such as the Ctrl+Alt+Del keys or Windows Key+L key are not locked out.

- **Suppress wallpaper on remote device:** Substitutes a solid color for the remote device's wallpaper. When you activate this feature, Remote Control does not have to send wallpaper updates when parts of the remote desktop are uncovered. Wallpaper often includes bandwidth-intensive images such as photographs, which do not compress well and take more time to transfer over slower connections.

- **Image quality:** Controls the amount of color information transmitted. The default is medium. You can change the level to High if you have good network bandwidth or Low if your bandwidth is limited.

- **Keyboard language:** Allows you to select the keyboard language from a drop-down list.

- **Inactivity timeout:** Specifies the amount of time the session will remain active after no mouse or keyboard activity is detected. This is particularly useful if you want to monitor the remote device but do not want to move the mouse or type on the keyboard constantly to maintain the session.

Using the HTML Remote Control session viewer

Once the Remote Control session has started, your browser shows the HTML Remote Control session viewer. The viewer features a toolbar on the left that gives you access to the following controls:

- **Keyboard:** Toggles the on-screen keyboard, which you can use to press keys that your browser cannot normally transfer to the remote device. The Ctrl, Alt, and Shift (up arrow) keys are "sticky," and will stay active until you click the key again.

- **Remote Execute:** Finds and launches an executable on the remote device, eliminating a long series of extra steps.

- **Screenshot:** Takes a screenshot and allows you to save the image.

- **Upload:** Remotely transfers files from your computer to the remote device.

- **Download:** Remotely transfers files from the remote device to your computer.

- **Monitors:** If the remote device has multiple monitors, this option allows you to choose which monitor you want to see. The monitor thumbnails show what was on each monitor when the session started.

- **Zoom out/in:** Toggles the zoom mode. When zoomed out, the viewer scales the remote session to fit in your browser's window. If the window size is too small, the scaled session text and other session elements may be difficult to see. When zoomed in, scroll bars appear that you can use to session elements that do not fit in the window.

- **Chat:** Allows you and the remote user to communicate during the session to discuss the problem, expediting the solution process. Using Chat ensures that you are addressing the correct problems and that you have all the information you need to deliver a solution.

- **Restart:** Enables you to restart the user's device, should circumstances warrant, without the additional navigation steps usually required. Note that a Restart effectively ends the Remote Control session. You should let the user know to remain available after the restart to approve another Remote Control session. Normally an IT administrator will activate another Remote Control session to ensure that the fixes implemented did indeed take effect and solve the user's problem.

- **Settings:** Allows you to adjust User Settings and Performance options as well as activate Hotkeys during the remote session from a single dialog box, saving you many navigation steps in the process.

HP Touchpoint Manager's Remote Control ensures that users know when their devices are being controlled remotely and who is in control. Role-based rights make sure that IT administrators can only remotely control the devices of users they manage. HP Touchpoint Manager's Remote Control is both flexible and secure, supporting Windows users with an internet connection—from almost anywhere.

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