NetOp® Mobile

This White Paper deals with the GPRS usage of NetOp Remote Control and NetOp Mobile.

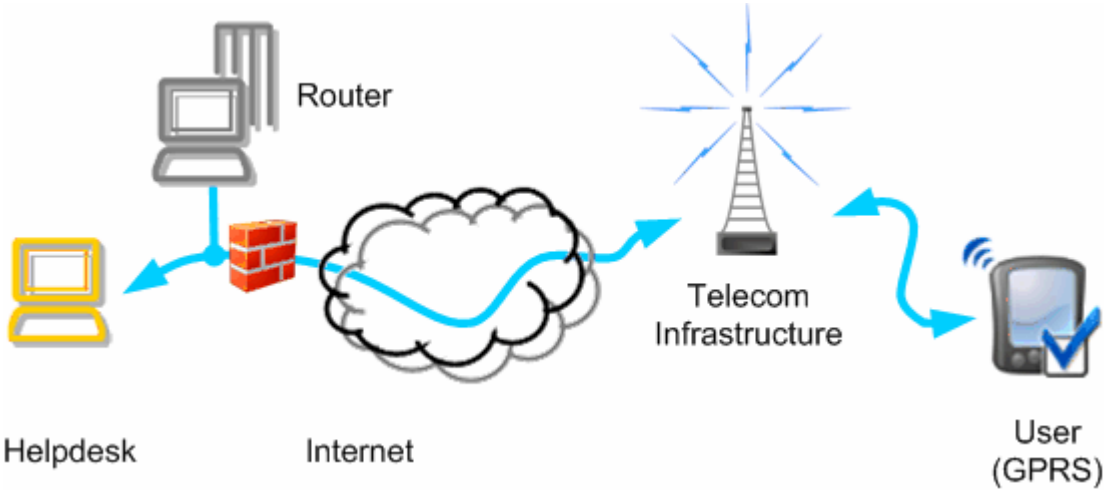
What is NetOp Mobile?

NetOp Mobile is an application that allows people on the move to be helped whenever they need it and wherever they are: it overcomes the traditional impediments of trouble-shooting and updating mobile devices which are constantly in the field.

The NetOp Mobile setup consists of two applications: a Guest that is installed at the Helpdesk and a Host that is installed on the mobile device.

Remote management covers two basic scenarios:

1. A setup where the user needs help and the device (a PDA or a SmartPhone) needs help via GPRS, EDGE or UMTS.
2. A setup where the user needs help and the device is connected to a PC via ActiveSync.



Simple setup of mobile User being remote controlled by the Helpdesk over GPRS.

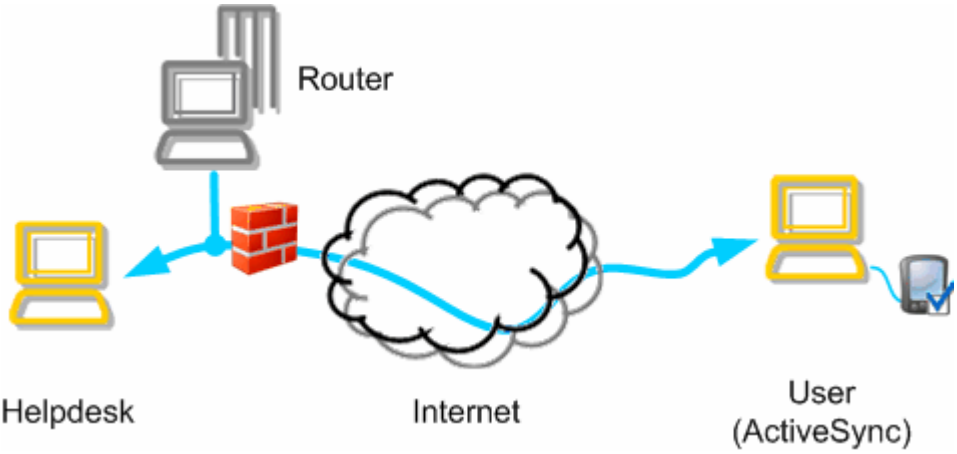
In the first case, the device is given a temporary, random IP address by the telecom provider. This IP address cannot be seen from the Helpdesk. The way NetOp Mobile overcomes this barrier is simple, yet efficient.

The User's device has been set up to connect to the Helpdesk – either by pressing a key-combination or by tapping an icon. All IP addresses, passwords etc are included in the Help Request.

The communication is established in three steps:

1. The User sends a Help Request. The Firewall forwards the request to a Router, which is set up to handle Help Requests. The Router then puts the request in the Helpdesk's inbox.
2. By now the Help Request is pending – but the connection from the Helpdesk to the device is alive.

3. The Helpdesk employee accepts the Help Request and the device is remote controlled.



Simple setup of User being remote controlled by the Helpdesk from one network to another.

In the second case, the device is connected to the User's PC via ActiveSync. Again the device is given an IP address, which cannot be seen by the Helpdesk.

The three steps, explained in the first example, are repeated.

The above clearly shows that no matter where the User is – at the office or in the field – his device can be remote controlled.

Based on the well-known NetOp Remote Control product, the NetOp Mobile solution allows companies to update and trouble-shoot mobile devices that rarely or never will see the inside of the support department or the Helpdesk: it is designed to offer fast, intuitive on-line management of mobile devices.

The device has to run Windows CE. The communication uses TCP/IP.

Key Features

Remote control	Remote control the mobile device from a Windows machine over the Internet, through firewalls, via GPRS and WLAN.
File Transfer	Split screen, copy, move, synchronize, clone, crash recovery and delta transfer.
Scripting	Schedule management actions like 'file transfers', 'inventory scanning' etc.
Chat	Helpdesk and user can communicate in text.
Run Program	Launch programs on the mobile device.
Inventory	Collect hardware and software information from remote computers.

Scheduled Connection	The mobile device can connect automatically to the NetOp Guest at predefined intervals. This can be done independently of communication protocol.
Event Logging	Events are logged on the Host and on the Guest for later data analysis.
Ask for help	If the mobile device experiences trouble, the user can ask for help – regardless of network. If the hand held device uses 'EDGE', 'GPRS' etc. it cannot not be contacted by the help desk. The user simply opens the NetOp Mobile Host and – by issuing a Help Request – establishes a connection to the Helpdesk.

Typical Use

- Remote user support from a corporate Helpdesk
- Remote administration
- Remote operation of machinery

Target Industries

- Health care. Hospitals, Health visitors – electronic journals.
- Security Business – Check point scanning of barcodes
- Warehouse – Scanning of barcodes, inventory and ordering lists.
- Luggage handling – Airport, cruise lines
- Cash registers in supermarkets – Scanning of barcodes and updating cash registers.
- Ticket machines.

Questions & Answers

What is NetOp Mobile?

NetOp Mobile is an application that allows remote management of handheld and mobile devices, like PDA's, scanners, and cash registers that run Windows CE.

The setup consists of a Helpdesk PC running NetOp Remote Control (called a Guest) and a User device running NetOp Mobile (called a Host).

Where can I find the documentation?

You can find manuals and quick guides http://netop.com.

Operating system requirements?

The NetOp Mobile setup requires both a mobile application and a Helpdesk application.

Your mobile or embedded device has to run:

Windows Mobile 5: Pocket PC or SmartPhone,

Windows CE 4.2x or CE 5.0.

Your Helpdesk must run:

Windows Server 2003, XP, 2000, N.T. 4.0, ME or 9.x

Hardware requirements?

Check the latest requirements at http://requirements.netop.com.

Is the transmission safe?

Yes! The transmission between the Host and the Guest is encrypted.

What connection types does NetOp Mobile support?

NetOp Mobile & Embedded supports UDP, TCP and HTTP protocols – and port numbers can be easily customized to match your requirements.

How do I update the NetOp Mobile software?

You download and install the latest version from our web site.

Do my users have to 'see' the Host on their device?

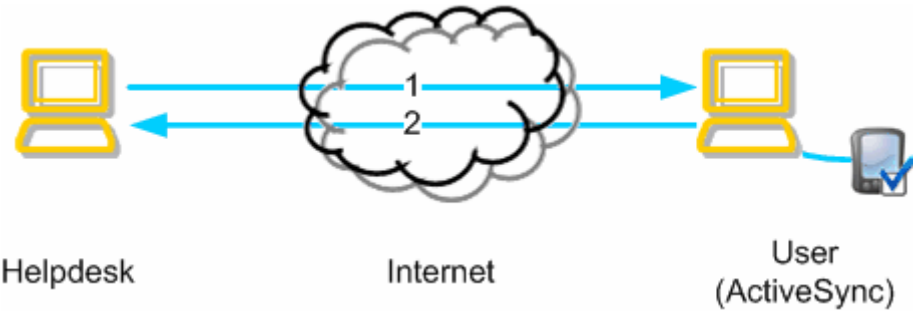
No! NetOp Mobile can run in stealth mode.

How well does NetOp Mobile protect my data during a remote management session?

Your data is protected by pier-to-pier encryption.

How can I keep my own software up-to-date?

You can let the NetOp Mobile connect to the Helpdesk every night – at a given hour and for a given duration.



The PC and the mobile device should be turned on. The mobile device must be placed in its cradle, which has to be connected to the PC via ActiveSync.

1. The device wakes up at the designated time and connects to the Helpdesk.
2. When connection is established, the Helpdesk sends the files to the device.

Where can I get help and support?

Please go to http://support.netop.com.

How can I get in contact with devices that are on e.g. GPRS?

The User presses a button and sends a Help Request to the Helpdesk.