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**The CM Remote Operations** component of CM involves more functionalities:

[CM Remote Desktop Access](#) - remote access to a computer desktop

[CM Remote Installations](#) - Remote installations of “3rd party” programs, remote launching of programs and scripts

[CM Remote Services](#) - remote instructions to computer maintenance as WakeOnLAN, Shutdown, Restart, Control of services, Processes termination...

## **CM Remote Desktop Access**

### **Remote access via TeamViewer**

integrated solution from a third party – program TeamViewer with your license,  
supported for platforms MS Windows and (Mac) OS X  
ensures connection without adjusting firewall settings, without installation, without proxy settings  
program TeamViewer quick-support is launched on instruction from the CM Server  
the connection is realized even if no one is logged in, support of file transfer  
security – program TeamViewer runs only during the actual connection (at the end of the connection nothing  
regarding the program teamviewer remains on the computer - no changes in the OS, in registers )

### **Remote access via RemoteDesktop**

support of easier launch of standard remote desktop connection  
requires open ports as well as in manual connection

### **Remote access via VNC**

support of easier launch of standard VNC connection  
requires open ports as well as in manual connection

More information at [How CM works in section Remote access to Desktop](#) [1]

## **CM Remote Installations**

### **Remote software installations**

installation of applications, which support the so called unattended installation  
support in the MS Windows environment (e.g. .msi files, installations through .exe files, installations performed through a batch file)  
an option to send an installation package up to 100MB directly to PC  
an option to send to the target computer only the command line or a batch .bt file for installation files located on network storage

### **Remote script launching**

support of launching scripts as batch files .bat files, VBS scripts  
support in the MS Windows environment  
examples of VBS scripts may be found at the CM portal in paid service

More information at [How CM works in the section Remote installations and scripts](#) [2]

## CM Remote Services

The supported functions are:

**Waking a shutdown computer (WakeOnLAN)** - CM server sends the waking command to the selected C-Monitor, which is in LAN with the to-be-woken computer and a "Magic packet" is sent right through the LAN

**Remote restart** - including the option of "force" restart

**Remote computer shutdown** - including the option of "force" shutdown

**Administration (management) of services** - standard functions as stop, start, restart of a service

**Management of processes** - listing of currently running processes and option of their termination

**Eventlog** - basic operations over Eventlog

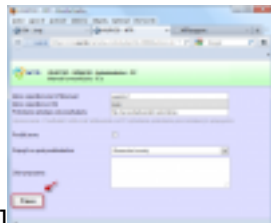
More information at [How CM works in the section Functions for remote maintenance](#) [3]

Date:

12/05/2012



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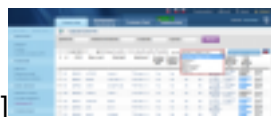
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## Links

[1] <https://www.customermonitor.eu/how-cm-works-0/remote-desktop-access>

[2] <https://www.customermonitor.eu/how-cm-works-0/remote-installations-and-scripts>

[3] <https://www.customermonitor.eu/how-cm-works-0/functions-remote-maintenance>

[4] <https://www.customermonitor.eu/sites/default/files/remote%20acces.png>

[5] [https://www.customermonitor.eu/sites/default/files/ntr%20support%20pripojenie\\_0.png](https://www.customermonitor.eu/sites/default/files/ntr%20support%20pripojenie_0.png)

[6] [https://www.customermonitor.eu/sites/default/files/teamviewer%202\\_0.png](https://www.customermonitor.eu/sites/default/files/teamviewer%202_0.png)

[7] [https://www.customermonitor.eu/sites/default/files/team%20viewer%203\\_0.png](https://www.customermonitor.eu/sites/default/files/team%20viewer%203_0.png)

[8] <https://www.customermonitor.eu/sites/default/files/vnc2.png>

[9] <https://www.customermonitor.eu/sites/default/files/remote%20acces%20rdp.png>

[10] <https://www.customermonitor.eu/sites/default/files/udrzivanie%20PC.png>

[11] <https://www.customermonitor.eu/sites/default/files/event%20log3.png>

[12] [https://www.customermonitor.eu/sites/default/files/procesy%202\\_0.png](https://www.customermonitor.eu/sites/default/files/procesy%202_0.png)

[13] [https://www.customermonitor.eu/sites/default/files/sluzby2\\_0.png](https://www.customermonitor.eu/sites/default/files/sluzby2_0.png)

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[14] <https://www.customermonitor.eu/sites/default/files/instalacia%20skriptov.png>