

Technical Licenses and Helpdesk Functions Overview	Basic	Standard	Premium
<b>Supported Platforms</b>			
Microsoft Windows, Linux/FreeBSD, Mac OS X	✓	✓	✓
<b>Recommended Types of Technical Licenses to Deploy</b>			
Server with critical functions			✓
Server not fulfilling critical functions – records, orientation monitoring, file backup	✓	optional	optional
Workstation (PC, NB, Tablet with WIN OS outside W8RT) with requirements for full administration		✓	✓
Workstation, only for keeping records, basic monitoring, file backup, Easyclick	✓	optional	optional
<b>CM Computer Diagnostic [1]</b>			
Online information from computers with a history of 48 hours (CPU, Mem, Net, quality of network connection, top processes)	CPU, RAM only, 15min interval	✓ interval of 3 min	✓ interval of 3 min
Computer status overview updated once a day (antivirus, free disk space, system update, installed software, network connection, etc)	✓	✓	✓
Tool to diagnose computer faults (e.g. downloading of eventlog records, remote testing of rotating disks)	✓	✓	✓
Information panel from the tray menu of the C-Monitor client	✓	✓	✓
<b>CM Connection Guard [2]</b>			
Online connection tested from CM server	✓ 15 min. interval	✓	✓
<b>CM Monitoring [3]</b>			
Online Monitoring WATCHES - of network services and devices, computers, applications – more than 30 types of tests for WIN systems (fewer for Linux/FreeBSD, Mac OS X)	✓ limit for 2 conditions/interval of 15 min.	✓ limit for 5 conditions/interval of 3 min.	✓ with restrictions min. interval sec. (more than thousands/conditions)
Monitoring of reports, logs from other applications (external programs)		✓	✓
Monitoring of the Internet traffic volume with graphical representation, division into processes and IP addresses (only for 32-bit systems so far)		✓	✓
HW Monitoring of HP, DELL and FUJITSU servers via SNMP			✓
Environment monitoring (temperature, humidity, contacts, etc)			✓
Indirect monitoring of application functionality (monitored files)			✓
Notification of selected Event log errors			✓
Tests via VBS scripts (e.g. tests of MSSQL databases)			✓

### **CM Backup [4]**

Backup of individual files - C-BackupPlus	✓	✓	✓
Backup of entire partitions and disks - C-Image		✓	✓
Windows Server Backup integration (Win Server 2008 and higher, Win 7 and higher)		✓	✓
C-vmwBackup backup program for vmware vSphere 5.x and higher	€ 8 per month / ESX srv (any number of servers)		

### **CM Inventory HW [5]**

Automatic data collection from computers registered in CM	✓	✓	✓
Simplified network topology with automatic network detection	✓	✓	✓
Overview of devices in the network (IP scan, computers) with the summary of sample history	✓	✓	✓
Autodescript - archiving settings from any PC (on PCs without C-Monitor installed)	✓	✓	✓

Note: in 2021, we implement the integration to the CMDB within CDESK3 with new functions

### **CM Audit SW - suitable for individual entities up to 200 PC (number of entities is not limited) [6]**

Automated collection of installed software from computers with recognition of licensed and freely distributable software		✓	✓
Records of purchased SW (copies of acquisition documents in CM)	✓	✓	✓
License expiration monitoring and notification via CM Faults	✓	✓	✓
Comparison of purchased licenses and software found on computers with evaluation of free number of licenses		✓	✓
Additional manual SW records for manually entered devices		✓	✓

### **CM Remote Operations [7]**

#### **CM Remote Desktop Access**

Remote access via CM-EasyDesktop (based on VNC, the remote screen is accessible via the CM web interface). It works for WIN and MAC. (any operator OS, including LINUX)	✓	✓	✓
Remote access via CM-EasyRDP (based on Microsoft RDP, the remote screen is accessible via the CM web interface). It works for WIN. (any operator OS including MAC, LINUX)	✓	✓	✓
Remote access via CM-DirectRDP (based on Microsoft RDP, virtual VPN and connection via RDP client at the operator created). It works for WIN. (any operator OS including MAC, LINUX)	✓	✓	✓
Remote access via Teamviewer (own operator license required). It works for WIN.	✓	✓	✓

#### **CM Remote Installations**

Remote software installations and script execution		✓	✓
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#### **CM Remote Services**

Wake up a turned off computer (WakeOnLAN)		✓	✓
Remote restart, shut down the computer		✓	✓
Service control (start, stop, restart)		✓	✓
Remote process management		✓	✓
Loading of Eventlog into CM Server and analysis without necessary		✓	✓

access on PC

### CM Maintenance Tasks [8]

Use of C-Scheduler functions within the C-Monitor client (e.g. running programs under admin privileges)

### CM NTFS Permissions [8]

C-PermissionExplorer – archiving permission settings in NTFS systems

### C-Monitor client - Remote Installation [9]

Install the C-Monitor client remotely in a domain environment

Update and uninstall the C-Monitor client remotely

### CM Reports [10]

Reports on HW, SW equipment from the technical part of CM

Reports on HW, SW equipment from the SW audit section and HW records

Display of faults in the CM server (CM faults) and e-mail notification

Configuration logs for backups with graphical overview set in time

Overview of computer settings in the form of a log

Online monitoring reports for SLAs

Overview of NTFS access rights settings in the graphical form (xls)

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### Links

[1] https://www.customermonitor.eu/components/cm-computer-diagnostic

[2] https://www.customermonitor.eu/components/cm-connection-guard

[3] https://www.customermonitor.eu/components/cm-monitoring

[4] https://www.customermonitor.eu/components/cm-backup

[5] https://www.customermonitor.eu/components/cm-inventory-hw

[6] https://www.customermonitor.eu/components/cm-audit-sw

[7] https://www.customermonitor.eu/components/cm-remote-operations

[8] https://www.customermonitor.eu/components/cm-ntfs-permissions

[9] https://www.customermonitor.eu/components/c-monitor-remote-installation

[10] https://www.customermonitor.eu/components/cm-reports