
With Customer Monitor, you can solve problems remotely via:

Remote access to a computer desktop

- Connection to a computer desktop from anywhere

- Safe connection to computers on platforms MS Windows and (Mac) OS X

- You can turn on your computer before the service act and get connected in cooperation with CM

- File transfer

- The access is realized by the Teamviewer program with your license from other service

- Support to easier usage via RDP, VNC is also available

Remote control of computer

- Computer restart

- Control of services such as restart, launch, termination

- Termination of an unwanted process or online reading of its behavior

- The above mentioned often works, even though it's not possible to remotely connect to the computer*

- Waking up a computer by one click, just one other turned on computer in the LAN network is sufficient

- Loading of Eventlog directly into CM portal

Remote installations and scripts

- Every good program has a support of unattended installation and can be installed through CM

- The installation is under your control, each act in the CM portal has its own success rate evaluation

- Large program packages are installed by scripts (link to a local network storage)

- Scripts in the .bat .cmd .vbs formats will be your powerful assistants

Exact solutions are realized via the Component

[CM Remote Operations](#) [1]

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Links

[1] <https://www.customermonitor.eu/components/cm-remote-operations>