

Symantec pcAnywhere™ 12.1

Industry-leading remote control solution for faster helpdesk support and issue resolution

Overview

As remote offices and telecommuting become more prevalent, the ability to manage devices from virtually any location is quickly changing from a luxury to a necessity.

Symantec pcAnywhere, a leading remote control solution, helps organizations access and securely manage remote computers to resolve issues quickly.* Symantec pcAnywhere supports multiple platforms for both host and remote systems, including Windows, (now supporting Vista™), Linux®, and Mac®. Systems can also be securely accessed from Windows Mobile®/Pocket PC devices and Web browsers. Symantec pcAnywhere 12.1 gives you the ability to easily connect to mission critical servers and endpoint devices ensuring complete control even if your building becomes inaccessible.

Features and benefits

- Provides a feature-rich, secure, reliable remote control solution to accelerate resolution of helpdesk calls.
- Offers heterogeneous host and remote platform support across Windows (now including Vista), Linux, and Mac OS X; all hosts can also be accessed from Microsoft® Pocket PC devices or Web browsers.
- Supports 64-bit environments.
- Gateway option enables real-time discovery of and connection to multiple devices behind firewalls and NAT devices. that mitigates private and dynamic IP challenges, and minimizes port opening and forwarding.

- Host invitation feature simplifies the process of hosts establishing a reverse connection from behind firewalls and NAT devices.
- User interface provides simple, graphical, task-based options. They also offer the option to combine the pcAnywhere Manager with all active sessions into a single window.
- Mobile remote management tools reduce the steps, bandwidth, and time required for remote troubleshooting and issue resolution from Pocket PC and Pocket PC Phone devices.
- The Symantec pcAnywhere Access Server option facilitates the discovery of and connection to multiple pcAnywhere hosts from anywhere—regardless of location or network configuration. (Sold separately; works in conjunction with pcAnywhere 12.x.)
- AES encryption algorithm gives users a choice of all available cipher strengths (128-bit, 192-bit, and 256-bit) in addition to the currently offered RC4 symmetric algorithm and other options (pcAnywhere encoding, public key, or none). pcAnywhere encryption is FIPS 140-2 validated.
- Supports multiple authentication methods, enabling customers to use existing network authentication user names and passwords with pcAnywhere.

* IDC, Worldwide Remote Control Software 2006-2010 Forecast Update and 2005 Vendor Shares, Doc #202199, June 2006



Fact Sheet: Client Management

Symantec pcAnywhere 12.1

- Windows PE® support allows the use of a pcAnywhere Thin Host within the Microsoft Windows PE operating system.
- Symantec pcAnywhere Mobile™ permits a connection to and remote control of a standard pcAnywhere host from a current market-standard Microsoft Pocket PC device over any TCP/IP connection, including wireless (cellular, Bluetooth, and WiFi). Users can be away from their desktops while still having access to their computers via pcAnywhere.
- Bandwidth auto-detect allows users to optionally detect the actual connection speed (bandwidth) of each connection, and adjust settings that affect performance during lower-bandwidth connections.
- Symantec Packager simplifies pcAnywhere installation and setup, and allows administrators to tailor the solution to best fit the needs of their organization

System requirements

Symantec pcAnywhere Windows Host, Remote and Gateway

- Windows Vista (Home Basic, Home Premium, Business, Enterprise, Ultimate)
- Windows XP (Home, Pro, TabletPC, and Media Center)
- Windows XP Embedded and Windows Embedded for POS
- Windows 2000 (Professional, Server, Advanced Server)
- Windows Server 2003 (Standard and Enterprise)

- pcAnywhere Host and Gateway are supported on Windows x64 (AMD64 or EM64T processors only) where applicable

Required for all Windows installations

- 233MHz or faster processor
- 128 MB of RAM
- 35 MB of available hard disk space
- CD or DVD drive
- Microsoft Internet Explorer® 6.0 SP1 or later

Symantec pcAnywhere CrossPlatform

Symantec pcAnywhere™ CrossPlatform Remote

- Java™ Runtime Environment 1.4.2 or later
- Red Hat® Enterprise Linux ES or WS 3.0 or 4.0, SuSE Enterprise Desktop 9 or 10, or OpenSuSE 10.0 or 10.1
- Mac OS X 10.4 or later (PowerPC G4 or G5 or Intel® processor)
- Windows 2000 or later

Symantec pcAnywhere Linux Host

- Red Hat Enterprise Linux ES or WS 3.0 or 4.0, SuSE Enterprise Desktop 9 or 10, OpenSuSE 10.0 or 10.1, SuSE Enterprise Server 9 or 10
- KDE or GNOME

Symantec pcAnywhere Mac OS X Host

- Mac OS X 10.4 or later (PowerPC G4 or G5 or Intel processor)

Symantec pcAnywhere Web Remote™

- Java Runtime Environment 1.4.2 or later
- Microsoft Internet Explorer, Mozilla Firefox, or Safari™



Fact Sheet: Client Management Symantec pcAnywhere 12.1

pcAnywhere Mobile

- Windows Mobile 2003 SP1 for Pocket PC/Pocket PC Phone Edition or later
- 1 MB of available RAM for installation

Symantec Packager

- Windows Vista (Business, Enterprise, Ultimate)
- Windows XP (Professional)
- Windows 2000 (Professional, Server, Advanced Server)
- Windows Server 2003 (Standard and Enterprise)

More information

Visit our Web site

<http://enterprise.symantec.com>

To speak with a Product Specialist

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our Web site.

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

Symantec World Headquarters

20330 Stevens Creek Boulevard
Cupertino, CA 95014 USA
+1 (408) 517 8000
1 (800) 721 3934
www.symantec.com

