XVUE by net

Overview

XVUE® by NetX supports remote users by using one time, on-demand support sessions, monitors and updates remote computers, receives alerts when they need maintenance, and supports unattended remote machines. XVUE® by NetX has complete integration with Dell KACE and is a quick and easy replacement for Symantec pcAnywhere.

Support Remote Users

Powerful tools increase team productivity

- Multiple simultaneous remote sessions allow you to connect to multiple users at the same time.
- Virtual queues of users let you specify which users a technician should be able to view and support.
- Transfer a session to a colleague to both support the same user.
- Create technician groups to simplify management of many technicians.
- Block user's display and input to prevent them from interfering while you work.
- Session logs, history and advanced logging allow you get historical support related information.
- Multi-language, multi-locale support.

Take full control of user's desktop

- User clicks link for support.
- Notification pops-up to alert a technician.
- Technician starts chat and takes control.
- Can elevate session to administrator privileges.
- Full control including Windows UAC and Ctrl+Alt+Del.
- Automatically reconnect after reboot.

Access Remote Computers

Connect to unattended computers

- Only requires a XVUE® by NetX remote access service to be installed.
- No firewall, NAT, router or proxy issues - it just works.
- Full control including Windows UAC and Ctrl+Alt+Del.
- Automatically reconnect after reboot, even in safe mode.
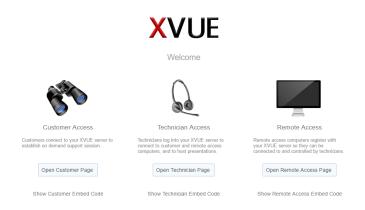- Full access to system registry and services.

Monitor and Update Remote Computers

Continuously gather metrics

- Monitor memory, disk space, and CPU usage.
- Continuously updating screenshots help keep track of remote machines without starting a session.
- Bandwidth self-tuning protocols for faster screen refresh.
- Fetch and modify remote files and folders without starting a session.
- View the hostname, LAN IPs and WAN IP, and MAC addresses.
- Disk space across multiple drives helps identify when a disk is running low on space.
- Receive alerts when a machine is offline or when its Anti-Virus is no longer running.

Improve IT service levels

- Fix IT problems before users even notice.
- Diagnose the root cause quickly.
- Detect warning indicators and prevent downtime.
- Track stolen computers.
- Monitor a user's activity.

Simple to Install and Own

- Just one server download for Windows.
- Install server, inside or outside your network.
- Quick firewall-friendly setup.
- No compromises on security ensures safety and control.

Use Your Company Branding

- Embed support links and buttons into your current support website.
- Modify any text shown to your users.

Server Requirements

- Windows Server 2008 or later.

Remote Computer Requirements

- Windows 2000 or later.
- Mac OS X 10.5 or later on Intel.
- 32bit or 64bit Linux.

Request a live demo and free trial of XVUE® by NetX.

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