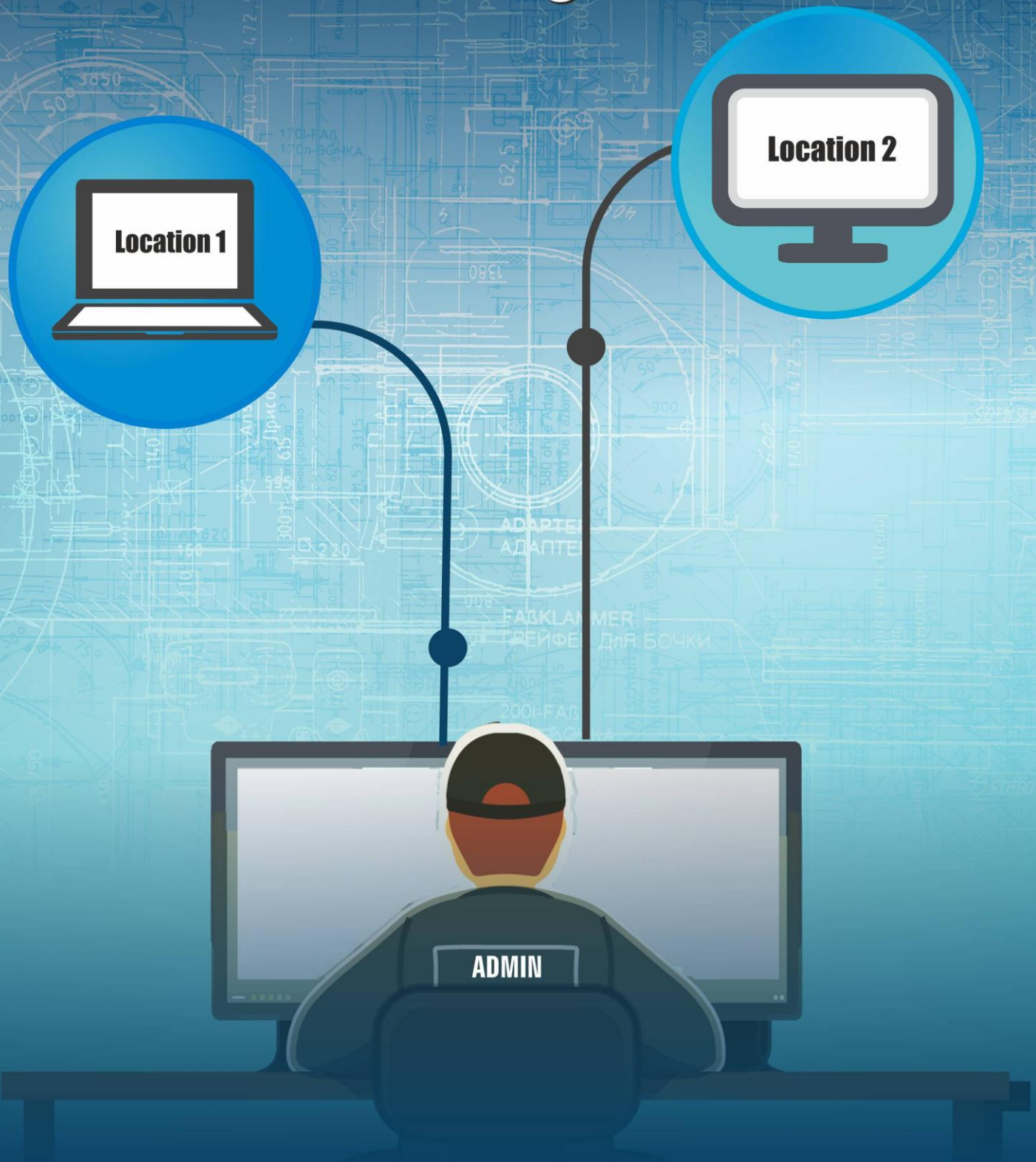


Remote Monitoring and Management



Remote Monitoring and Management Tool

Few years ago, accessing a computer remotely required all sorts of costly, complicated softwares and technical know-hows. Today, the scenario is quite different. With a lot of remote monitoring softwares available in the market, it is difficult to choose a solution that fits your needs.

Remote Monitoring and Management (RMM), is a Remote Desktop and Screen Sharing feature that helps Managed IT Service Providers (MSPs) remotely monitor and control all client endpoints from a centralized console. The RMM feature can be used to carry out tasks such as installing updates, patching and service configurations on the client's systems. All of the above mentioned tasks and many more can be performed remotely (rather than on-site) and save valuable time of Enterprises and Small and Medium Businesses (SMBs).

eScan Remote Monitoring and Management Attributes

We understand how difficult it is to run enterprise business with employees scattered around different locations and time zones. And in this fast paced world, nobody wants to face loss in business by compromised endpoints. But, in case you face one, make sure you are prepared to tackle it well.

Understanding the crucial benefits of RMM feature, MicroWorld has integrated the RMM feature into its eScan product range and helped a lot of major businesses and enterprises across the world achieve stable remote connection, monitor and control client endpoints via a single administrative console successfully. With the RMM feature at hand, not only an administrator can monitor and control employee endpoints, but also perform various tasks with utmost ease. We have mentioned few major tasks below:

- Remotely install new software or update an existing software (software may include updates, patches and configuration changes).
- Watch the behavior of the managed endpoints and software for performance and diagnostic tasks.
- Gather information about client software and hardware.
- Track network and device health.

How eScan RMM is superior over other RMM services

A normal RMM tool or software needs you to deploy an “agent” (a software footprint) on the client endpoints. This can be a tedious process and may consume a lot of time and resources. Furthermore, for the administrator to access client endpoints, it is necessary that the RMM software should also be installed on all client endpoints. The eScan RMM feature stands out here as it can connect an administrator (via a browser) to client endpoint with just one-click without installing any separate software on client endpoints.

Also, if the internet connection is slow, the RMM tools available in the market fail to connect to client machines due to low bandwidth. But, eScan RMM feature has options to adjust the resolution of the client machines, so, in case of low bandwidth or slow internet connection, the administrator can still connect to the client machine remotely and get their

job done. The **Screen Quality Settings** and has options called **Screen Quality** and **Screen Ratio** which helps set the screen quality and resolution of the client endpoint.

If an administrator is connected to a client endpoint via RMM feature, other administrator won't be able to connect to the same client endpoint.

At Microworld, we always value the privacy of our users and to show that we are committed to it, we made the RMM connection service user authentication based. In order to protect both the server and client endpoints from unknown risks, the users will have to manually start the RMM connection from eScan Protection Center. The On-Demand connection will be the default connection method. However, if you use high bandwidth connection, by deploying a policy, a continuous and persistent RMM connection can also be made to RMM licensed endpoints.

eScan RMM features

Reconnect

This option lets you reconnect to the client endpoint in case the remote connection gets interrupted.

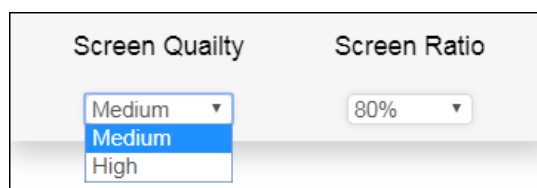
De-Activate View Only

By default, after taking a remote connection, you can only view the endpoint screen and are unable to perform any activity. To perform activity on an endpoint, click **De-Activate View Only**.

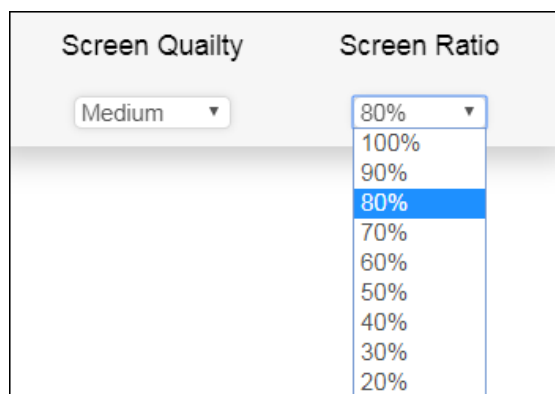
Screen Quality Settings

With this option, you can configure the screen according to your requirements. It consists following suboptions:

- Screen Quality can be set to Medium or High.

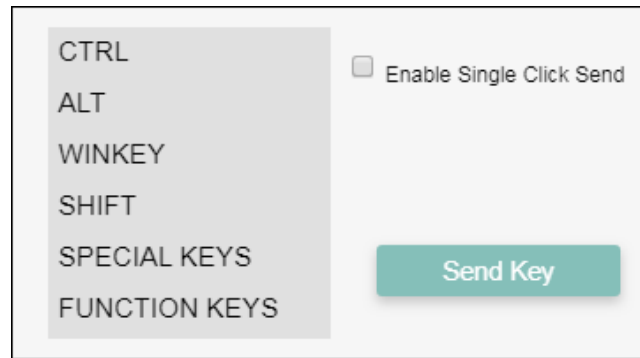


- Screen Ratio can be set to anywhere from 20% to 100%.

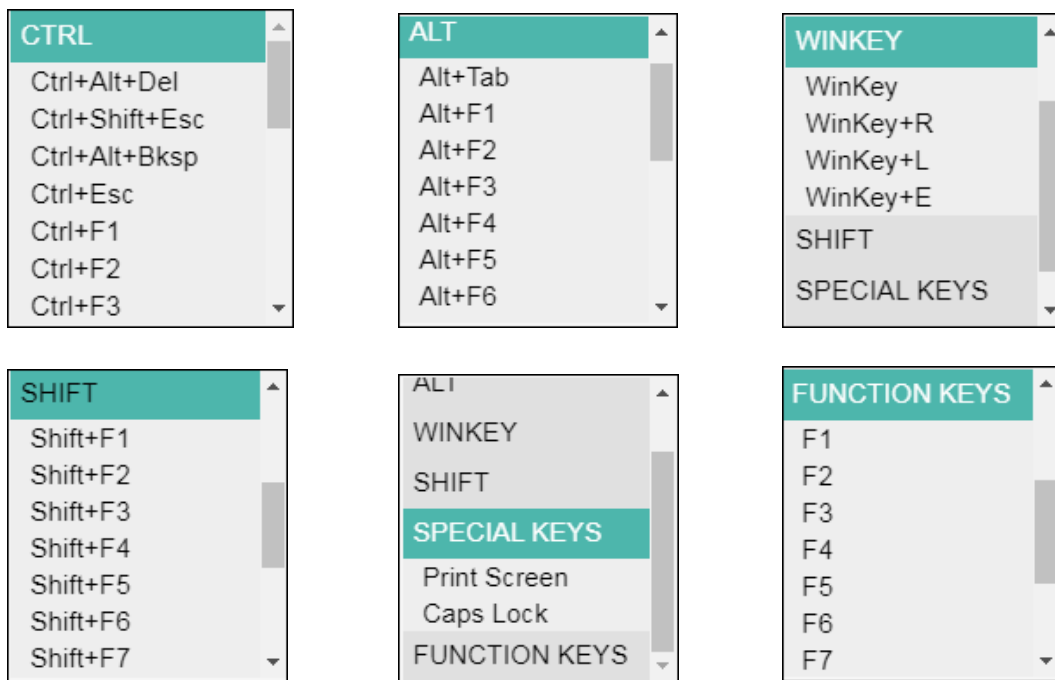


Send Key Combo

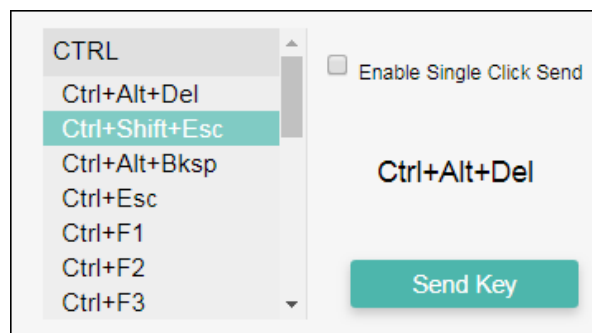
This option lets you send a key combo to the target endpoint.



Clicking a key displays a list of available key combinations.



To send a key combo, select a key combo and then click **Send Key**.



To send a key combo with a single-click, select the checkbox **Enable Single Click Send**. After this checkbox is selected, clicking a key combo will directly send a key combo to the target endpoint.

RMM Port List

To build a safe RMM connection between Client to Server, Client to Update Agent, and Update Agent to Server, ensure that following ports are open:

- 2219
- 2220
- 8098

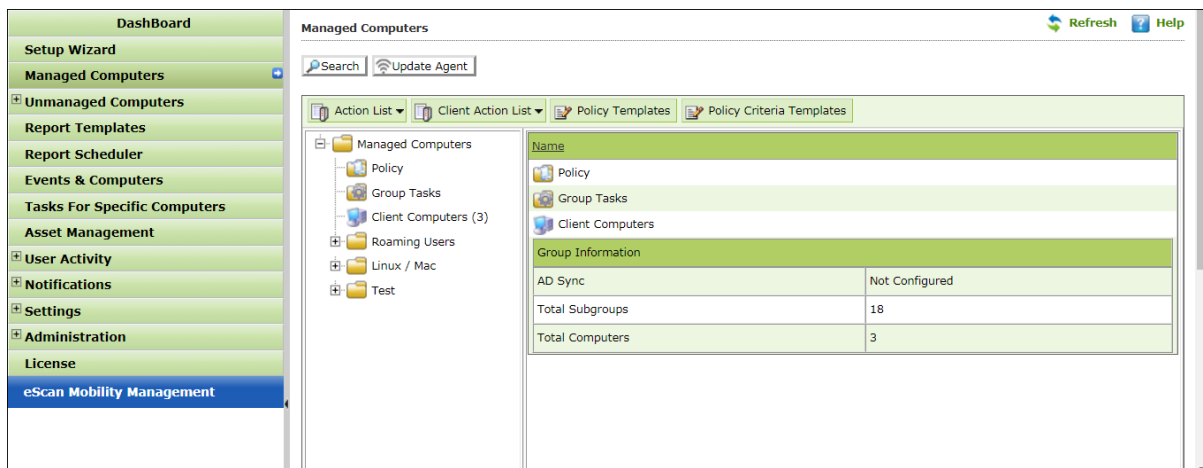
eScan RMM feature use with illustration

To take a remote connection by using eScan RMM feature, follow the steps given below:

1. In the taskbar, right-click the eScan Protection Center icon . An option list appears.




2. Click **Start eScanRMM**.
3. Log in to the eScan Management Console and then click **Managed Computers**.



- Under Managed Computers folder tree, select the group containing target endpoint.

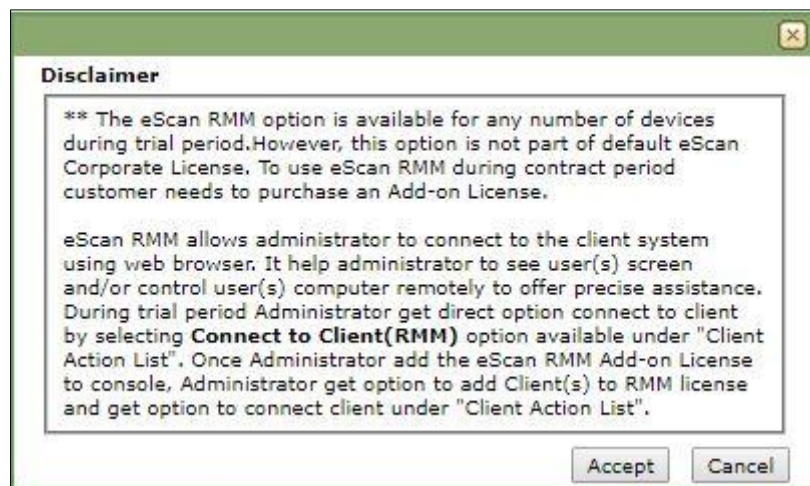
From now, the procedure will differ depending upon whether you are using eScan product in [Trial version](#) or [Full version](#)

For eScan product in Trial version

- Instruct the Client endpoint user to right-click the eScan Protection Center icon  and click **Start eScanRMM**.

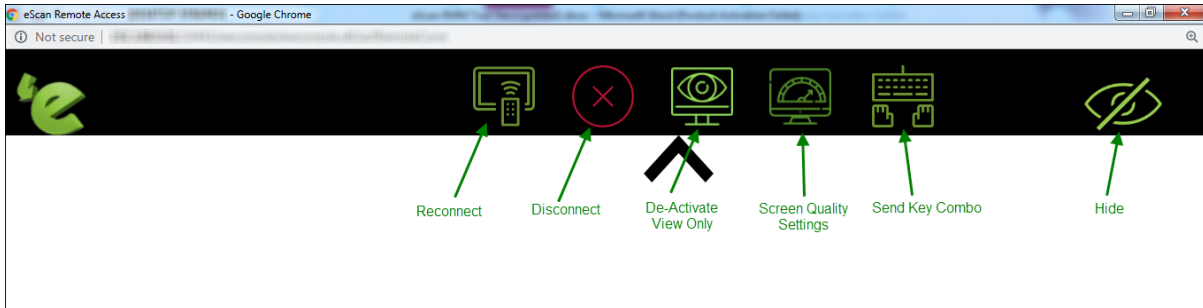


- After the Client endpoint user has clicked **Start eScanRMM**, select the target endpoint and then click **Client Action List > Connect to Client RMM**. A disclaimer appears.



Note	<p>If you are using eScan product in Trial version, this disclaimer will appear each time you are connecting to an endpoint via RMM feature.</p> <p>A local server won't be part of RMM and can't be connected via RMM.</p>
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- Please read the disclaimer thoroughly and then click **Accept**.
Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)



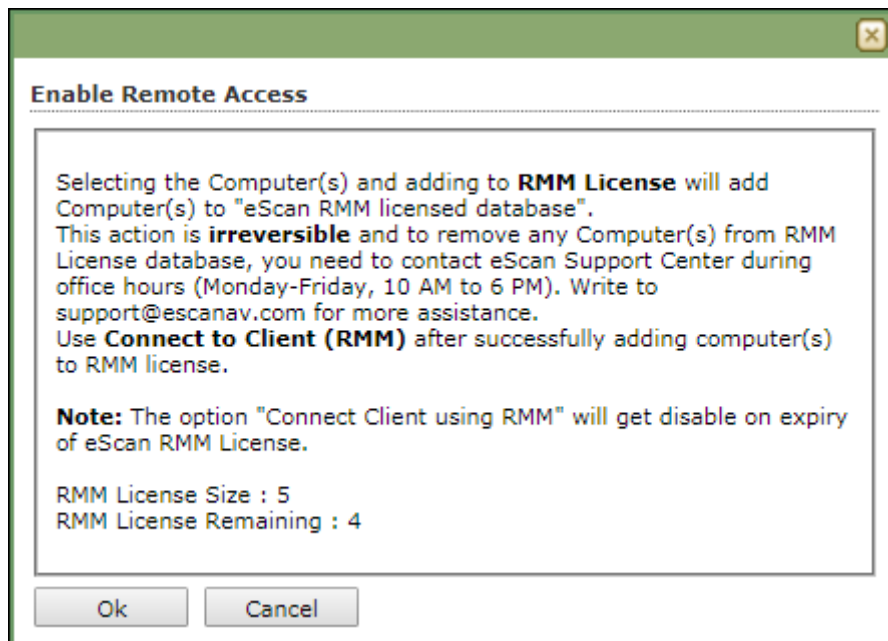
Following notification appears on Client's endpoint displaying IP address of RMM connecting endpoint and connection ID.




- After you are done performing an activity, click the **Disconnect** icon to end remote connection.


For eScan product in Full version

- Select the target endpoint and then click **Client Action List > Add to RMM License**. A disclaimer appears.



2. Please read the disclaimer thoroughly as this action is irreversible.
3. Click **OK**.
The endpoint will be added to RMM license.  icon appears next to the RMM enabled endpoints.

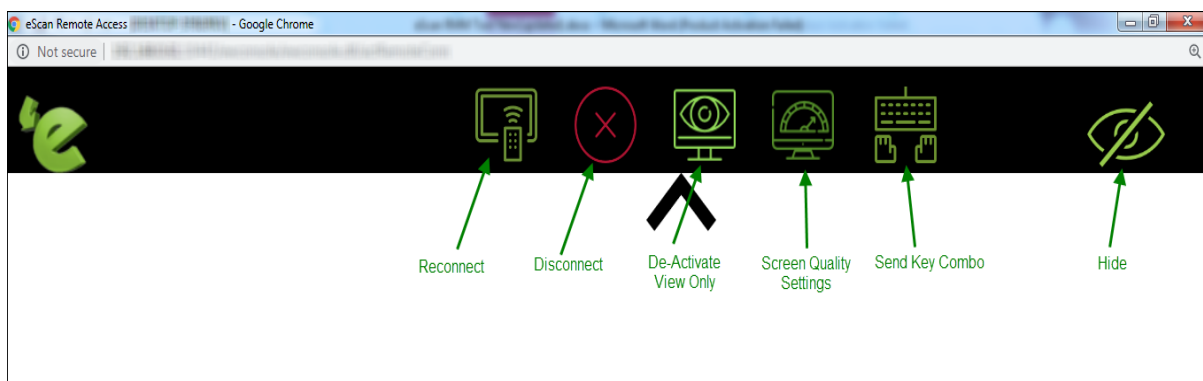
Note	After adding a Client to RMM license, it is mandatory that the Client should be updated with latest eScan updates.
	A local server won't be part of RMM and can't be connected via RMM.

4. Instruct the Client endpoint user to right-click the eScan Protection Center icon  and click **Start eScanRMM**.



5. After the Client endpoint user has clicked **Start eScanRMM**, select the Client endpoint and then click **Client Action List > Connect to Client RMM**.

Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)



Following notification appears on Client's endpoint displaying IP address of RMM connecting endpoint and connection ID.



6. After you are done performing an activity, click the **Disconnect** icon to end remote connection.

With RMM integrated eScan products, not only you get best protection from cyber threats, but also an excellent remote management feature. Furthermore, with no need for separate installation of remote management software, your IT team will be free to focus on serious issues. With so many advantages, we are sure that the eScan RMM feature will definitely prove beneficial for your organization. Avail the RMM feature quickly by writing to our Sales department at sales@escanav.com. Also, if you have any query regarding the RMM feature or eScan products, feel free to write to our Support department at support@escanav.com.