



## 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 endpoints. 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 you can monitor and control employee endpoints, but also perform various tasks with utmost ease. We have mentioned few major tasks below:

- Install new software or update existing software remotely (updates, patches and configuration changes).
- Monitor behavior of the managed endpoints and software for performance and diagnostic tasks.
- Collect information about client endpoint's 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. Depending upon the number of endpoints in your organization, this may become a tedious process and consume a lot of time and resources. Furthermore, to access client endpoints, it is necessary that the same RMM software should also be installed on all client endpoints. The eScan RMM feature stands out here as it can connect you to a client endpoint (via a browser) 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 endpoints due to low bandwidth. But, eScan RMM feature has options to adjust the resolution of the client endpoints, so, in case of low bandwidth or slow internet connection, you can still connect to the client endpoint remotely and get the job done. The **Screen Quality Settings** 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, you can establish a continuous and persistent RMM connection to RMM licensed endpoints by deploying a policy.

## RMM Port List

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

- 2219
- 2220
- 8098

## eScan RMM features

### Reconnect

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

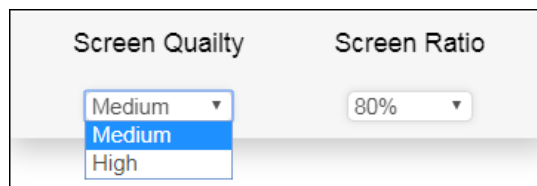
### De-Activate View Only

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**.

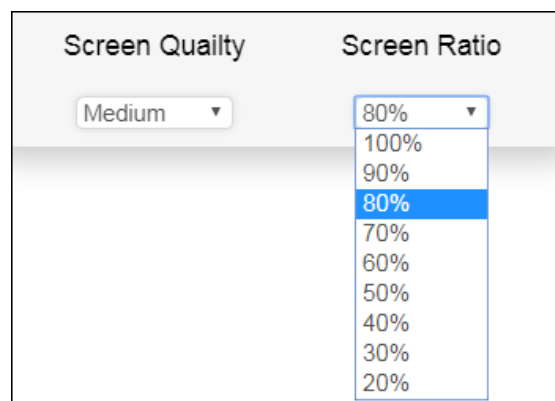
### Screen Quality Settings

This option lets you configure the screen as per your requirements. It consists following suboptions:

- **Screen Quality** can be set to **Medium** or **High**.

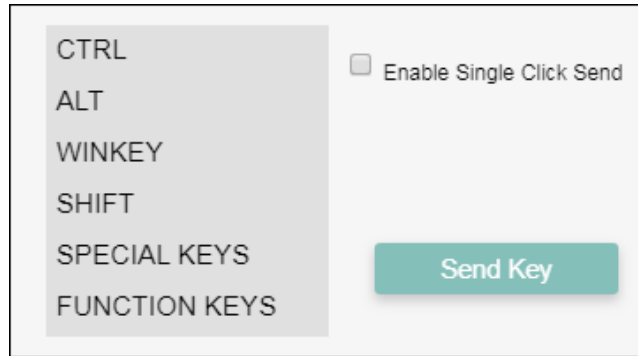


- **Screen Ratio** can be set to anywhere from **20%** to **100%**.

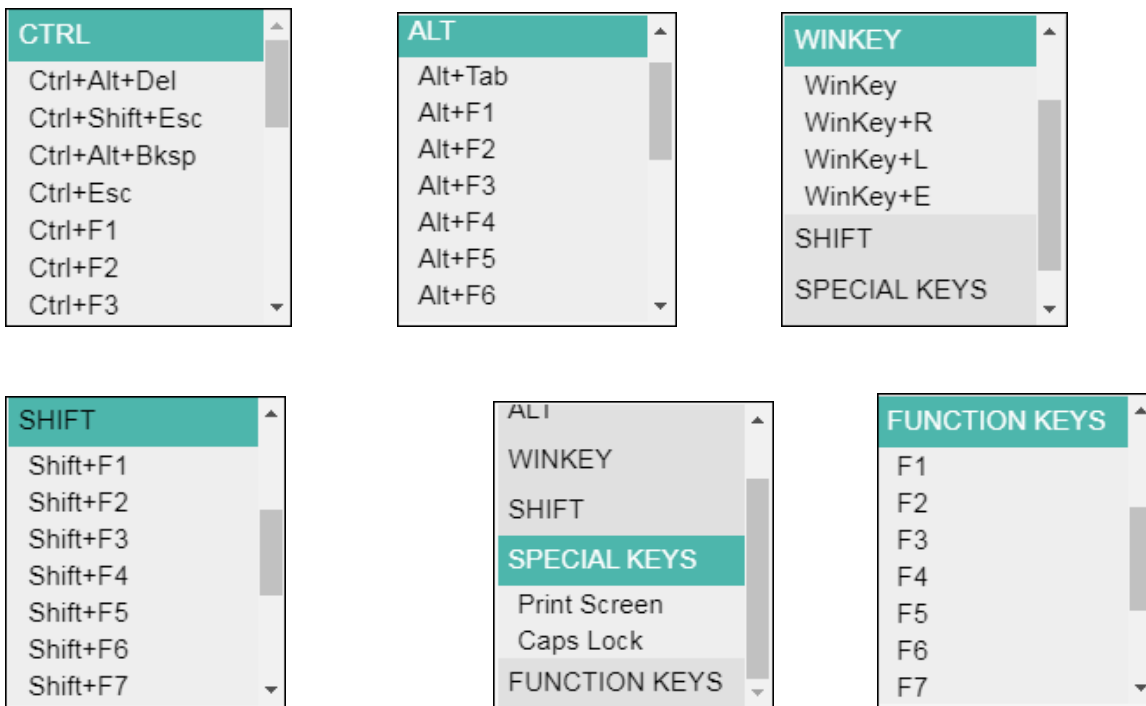


### Send Key Combo

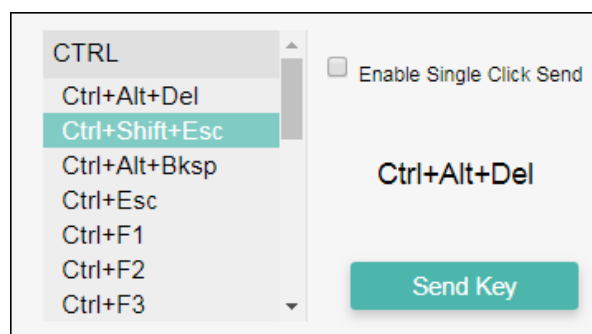
This option lets you send a key combo to the target endpoint.



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 check box **Enable Single Click Send**. After this check box is selected, clicking a key combo will directly send it to the target endpoint.

## eScan Default RMM Setting

These settings are default settings for RMM connections. To configure RMM settings,

1. Log into eScan Management Console.
2. Go to **Settings > Web Console Settings**.

**RMM Setting**

Activate View Only  
 De-Activate View Only

Screen Quality Medium ▼

Screen Ratio 80% ▼

Save Cancel

3. Make the necessary changes and click **Save**.  
RMM Settings get saved.

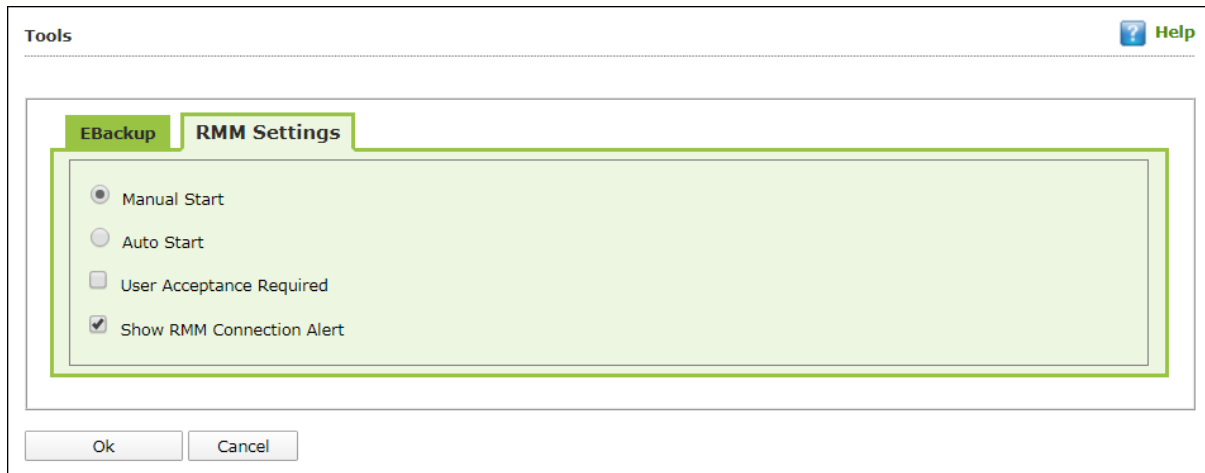
## eScan RMM Configuration for a Policy Template

To configure RMM settings for a Policy Template,

1. Log in to eScan Management Console and go to **Managed Computers**.
2. On the right pane, click **Policy Templates > New Template**.

<b>NOTE</b>	You can even configure the <b>RMM Settings</b> for existing Policy Templates by selecting a Policy Template and clicking <b>Properties</b> . Then, follow the steps given below:
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3. Select the check box **Tools** and then click **Edit**.  
Tools window appears.



4. Select the **RMM Settings** tab and after making the necessary changes click **OK**.
5. Click **Save**.

The Policy Template gets saved.

6. If you have created a new policy template for RMM, select the RMM configured Policy Template and assign it to a group or specific computer(s) by clicking **Assign to Group(s)** or **Assign to Computer(s)** to connect via RMM feature.

### Manual Start

If this option is selected, client endpoint users have to manually start the RMM service to establish a RMM connection.

### Auto Start

If this option is selected, RMM service will be started automatically and all client endpoints will be connected to your main eScan server.

### User Acceptance Required


If this check box is selected, a pop-up appears on client endpoint for RMM connection acceptance. If left unselected, pop-up doesn't appear and you get direct access to the client endpoint.

### Show RMM Connection Alert

If this check box is selected, a notification appears on client endpoint informing about active RMM connection. If left unselected, notification doesn't appear on client endpoint.

## eScan RMM feature - Manual Start

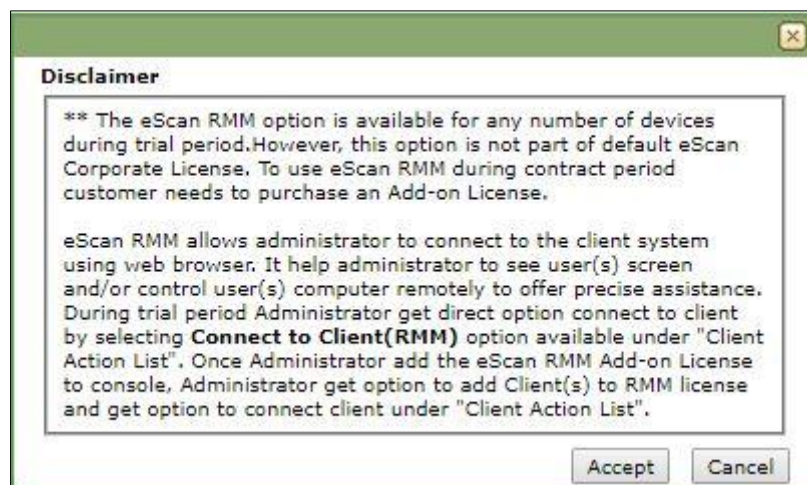
To take a remote connection by using **Manual Start** option

1. Tell the client endpoint user to right-click the eScan Protection Center icon  and click **Start eScanRMM**.



2. After the client endpoint user has clicked **Start eScanRMM**, select the target endpoint and then click **Client Action List > Connect to Client (RMM)**.

Following disclaimer appears.



### NOTE

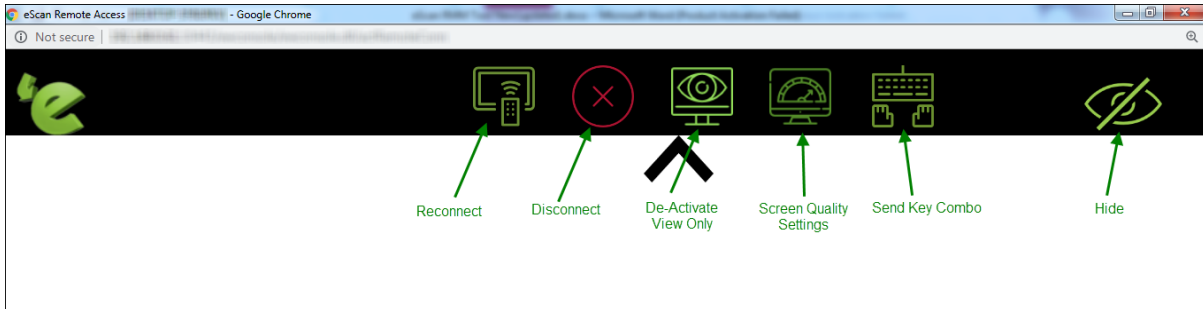
If you are using eScan product in Trial version, this disclaimer will appear each time you are connecting to an endpoint via RMM feature.

A local server won't be part of RMM and can't be connected via RMM.

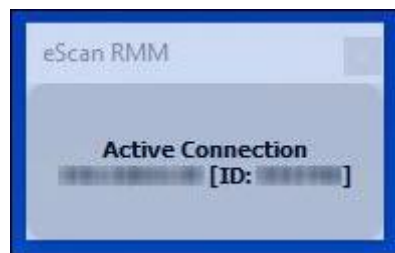


3. Read the disclaimer thoroughly and then click **Accept**.

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



Following notification appears on client endpoint displaying IP address of RMM connecting endpoint and connection ID (If **Show RMM Connection Alert** option is selected).



## eScan RMM feature - Auto Start

If **Auto Start** option is selected, then client endpoints get automatically connected to your eScan server.

1. Go to **Managed Computers**, select the target endpoint and then click **Client Action List > Connect to Client (RMM)**.

RMM disclaimer appears.

2. Read the disclaimer thoroughly and then click **Accept**.

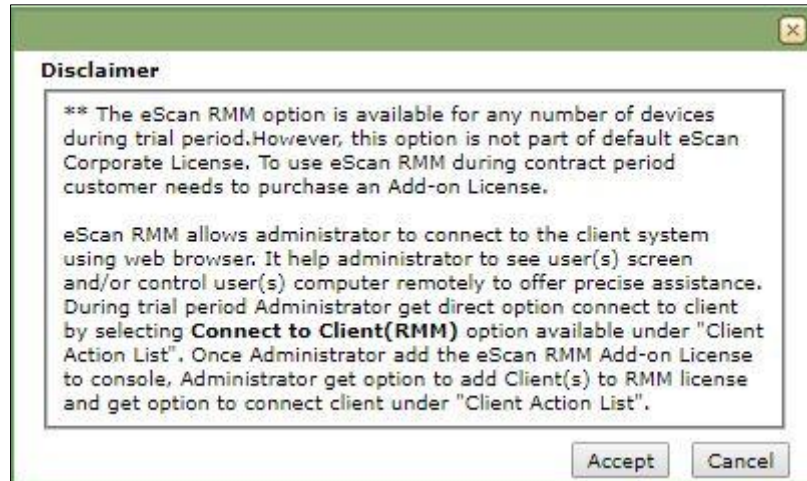
Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)

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

The procedure differs depending upon whether you are using eScan product in [Trial version](#) or [Full version](#)

## For eScan product in Trial version

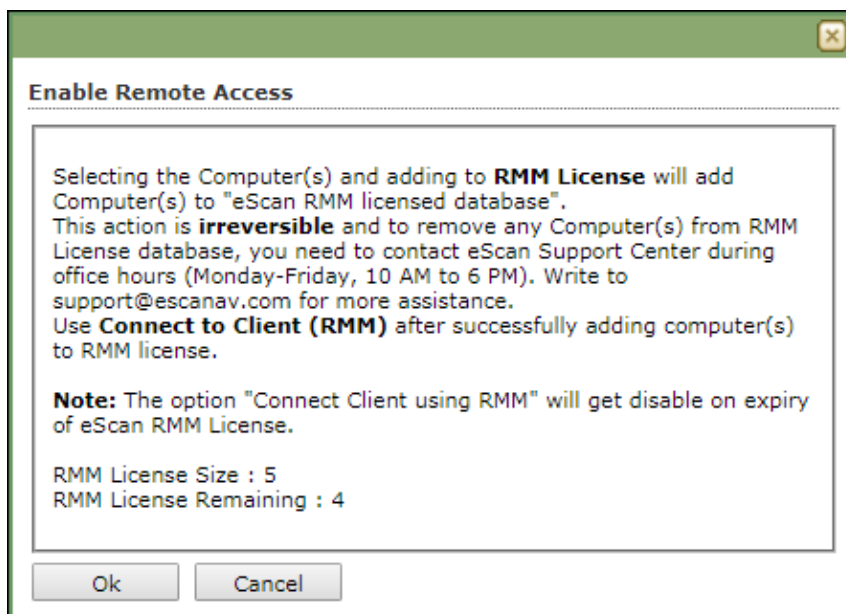
In trial version, the RMM disclaimer appears each time you take a remote connection via RMM feature.




## For eScan product in Full version

In full version, you have to manually add an endpoint to RMM license. To add one or more endpoints to RMM license,

1. Select the target endpoint(s) and then click **Client Action List > Add to RMM License**. Following disclaimer appears.





2. Read the disclaimer thoroughly as this action is irreversible and click **OK**.  
The endpoint gets added to RMM license. After adding the endpoint(s) to RMM license,  icon appears next to the RMM enabled endpoints.

<b>NOTE</b>	After adding a client endpoint to RMM license, it is mandatory that the client endpoint should be updated with latest eScan updates.
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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](mailto: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](mailto:support@escanav.com).