

NetOp/ATOS[®]

Remote Support Tools

Managing Complexity



Xnet System-Integrator:

- **Retail Connectivity (EDEKA, ALDI, ...)**
- **Sales Organisations (Kellogg's, PHILIPS, ...)**
- **Remote Control Systems (DATEV, HUK-Coburg, Uni-Klinikum Aachen, Boehringer-Ingelheim...)**
- **Security-Systems and Administration**
- **Infrastructure-Management**

Software company specialized on:

*** Remote Control Software -**

NetOp

*** Teaching & Learning Software -**

NetOp School

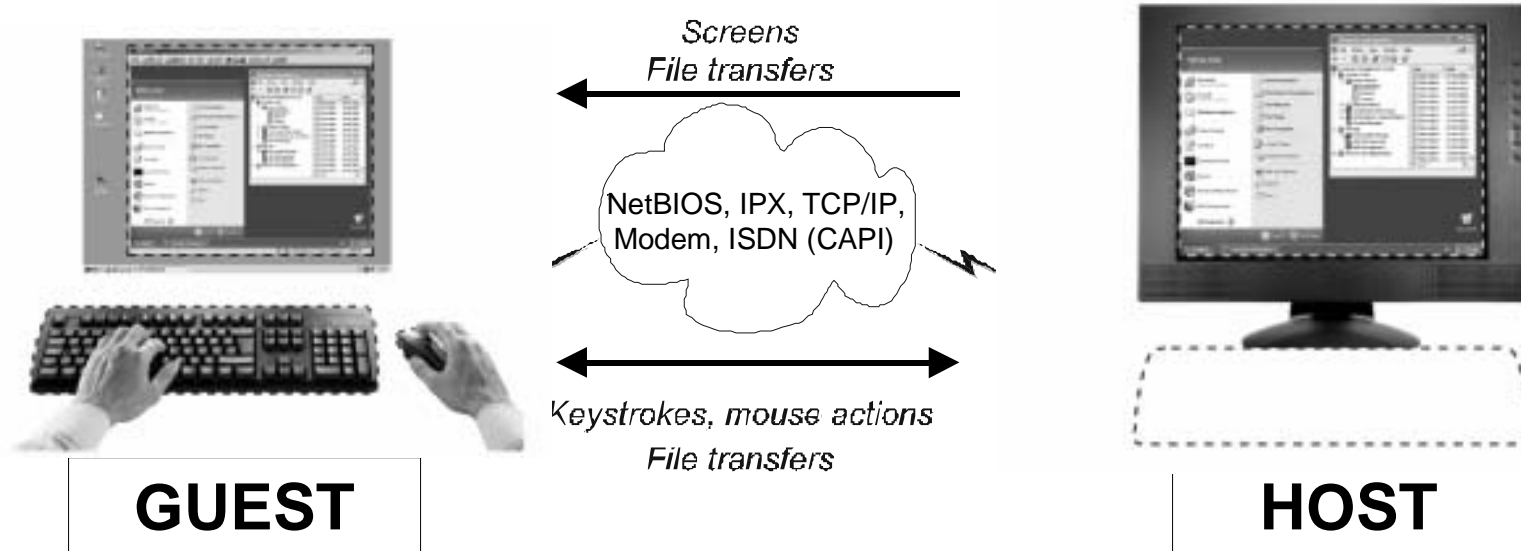
NetOp - Multi-Platform



NetOp - the way it works



Principles of Remote Control



GUEST = Support-employee (does remote control)
HOST = Desktop or Server (is remote controlled)

NetOp base modules



- * Remote Control
- * File Transfer
- * Chat
- * Inventory
- * Messenger

NetOp - Multi-Platform Support



NetOp REMOTE CONTROL

* The most customers are using different Operating Systems.

* The Benefit of NetOp is, that the customer is using Just ONE SOFTWARE for all Desktops and Servers



NetOp - Desktops



NetOp REMOTE CONTROL

- * IBM OS/2 1.3 - WARP 4
- * MS Windows NT 3.51 4.0
- * MS Windows 2000 / XP
- * MS Windows 9x / ME
- * MS Windows CE
- * Symbian OS
- * LINUX
- * Mac OS X



NetOp - Servers



NetOp REMOTE CONTROL

- * IBM OS/2 WARP Server
- * MS Windows NT Server
- * MS Windows Server 2003
- * CITRIX TS
- * MS Terminal Services
- * LINUX
- * SOLARIS
- * Mac OS X Server



NetOp - What's New?



CURRENT VERSION - NEW FEATURES



Cross-platform Support



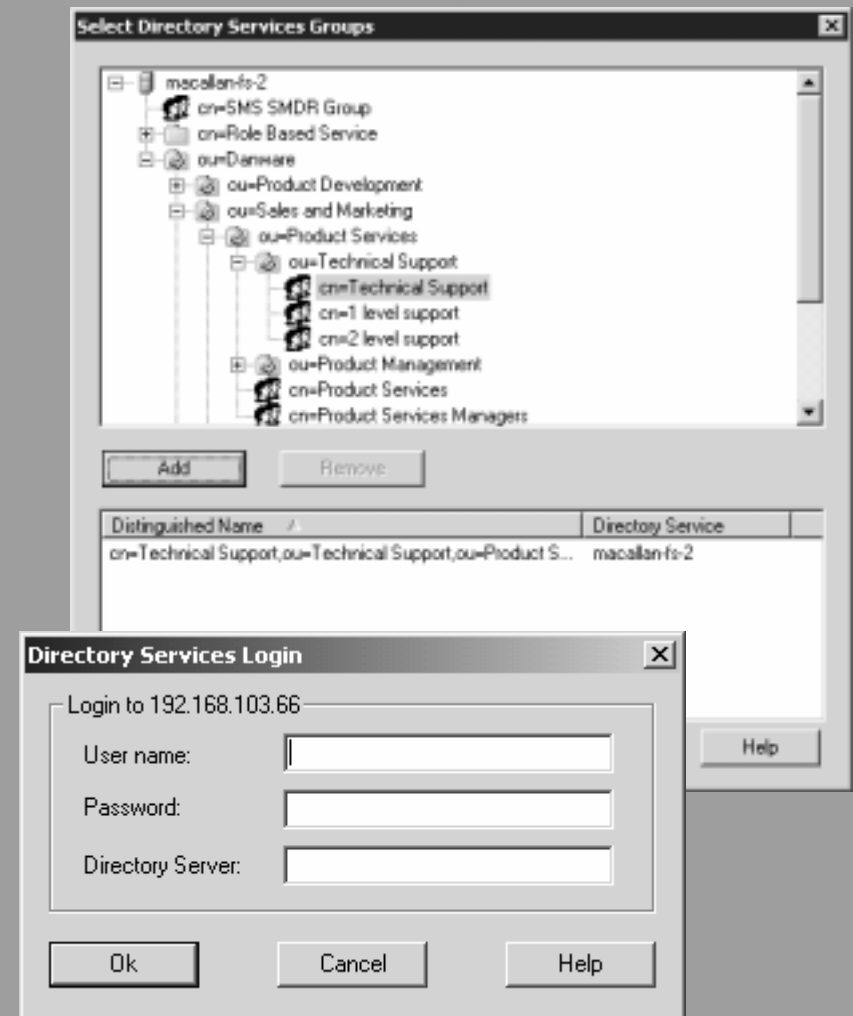
- * **Windows Server 2003 (32 bit)**
enabled Guest, Host, Name Server,
Security Server and Gateway
- * **Macintosh OS X** enabled Host
- * **Windows CE (X86)** enabled Guest
and Host
- * **SuSE Linux 8.1, 8.1, 8.2** enabled
Guest and Host
- * **Red Hat Linux 7.x, 8.0, 9.0** enabled
Guest and Host
- * **Solaris 8.0, 9.0** enabled Guest and
Host



Security LDAP support



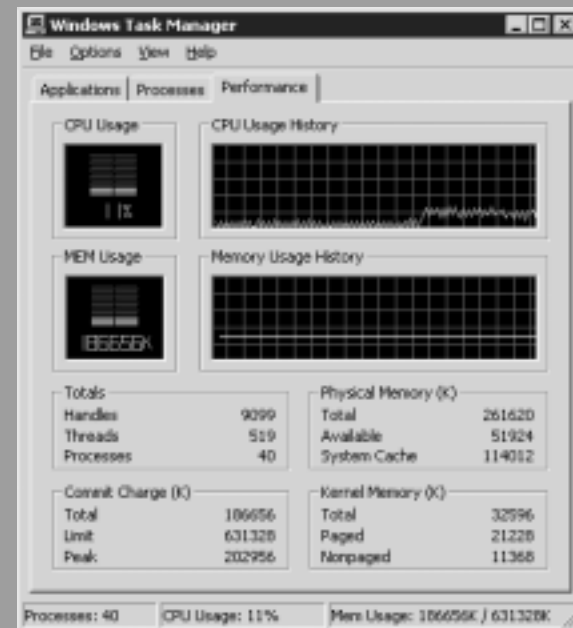
- * **Directory Services Authentication** –
Verify the Guest identity via LDAP
- * **Directory Services Authorization** –
Control allowed Guest actions via LDAP



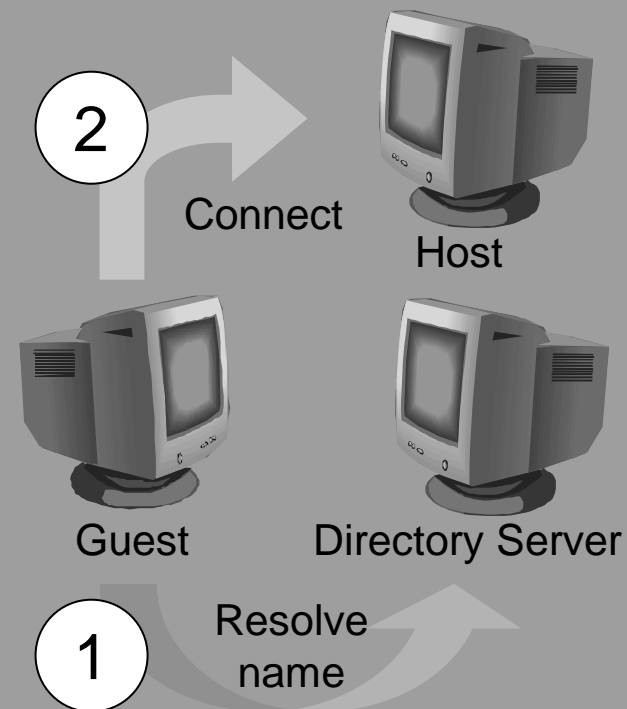
Performance



- * **TCP/IP** – Speed increased with up to 40% on LANs
- * **Cross-platform speed improved** – faster remote control of Windows Hosts from other platforms and lower CPU utilization on the Host during session



- * **Directory Service Name Resolving**
 - resolve names into IP addresses against a Directory Service



Usability ...



* **Auto- authentication**

Cache NetOp and
Directory Service
credentials

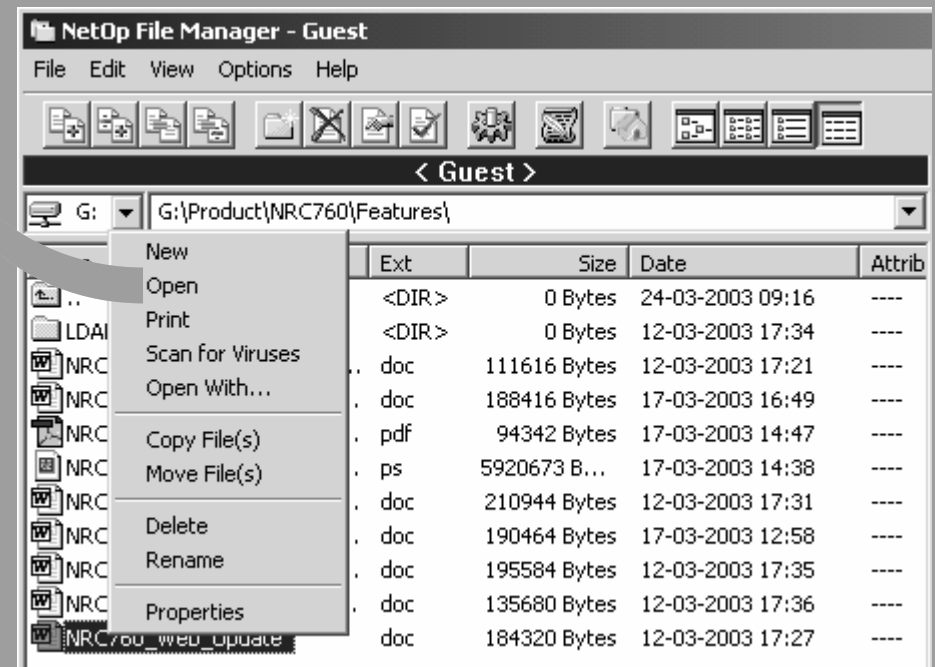
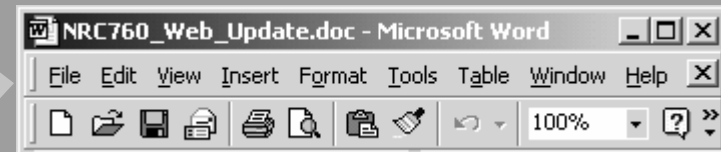
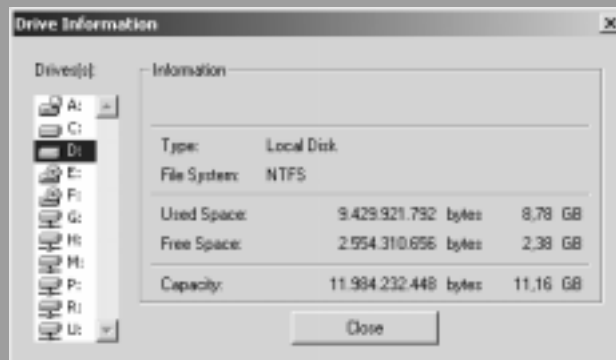
A small dialog box titled 'Authentication'. It contains a single checkbox labeled 'Cache login passwords' which is checked.A dialog box titled 'Login'. It contains a section titled 'Login information' with two input fields: 'User name:' and 'Password:'. Below the input fields are three buttons: 'Ok', 'Cancel', and 'Help'.

Usability ...



* File Transfer

Interface enhanced,
new functions including
opening Host files from
the Guest

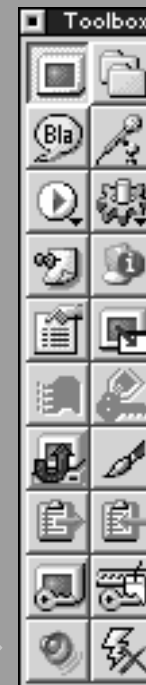
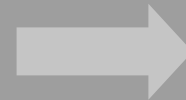


Usability ...



* Transfer Host sound

Hear the sound from the Host computer

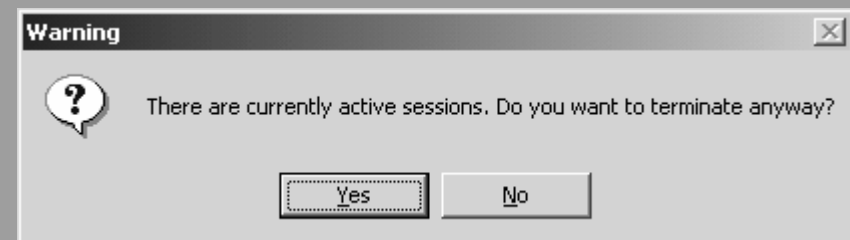
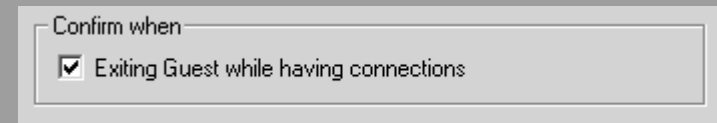


Usability ...



* Confirm Guest exit

Exiting the Guest module with active sessions will optionally display a warning

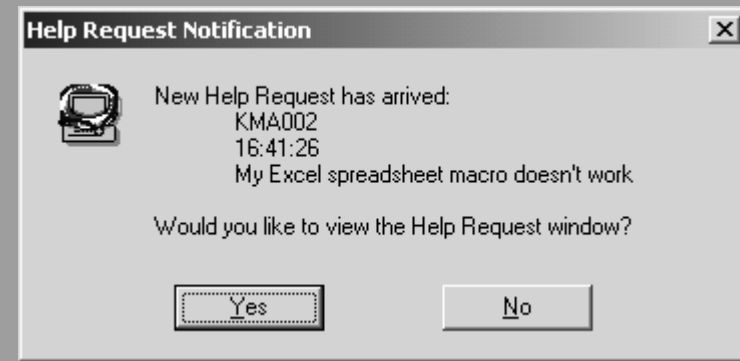


Help Desk Features



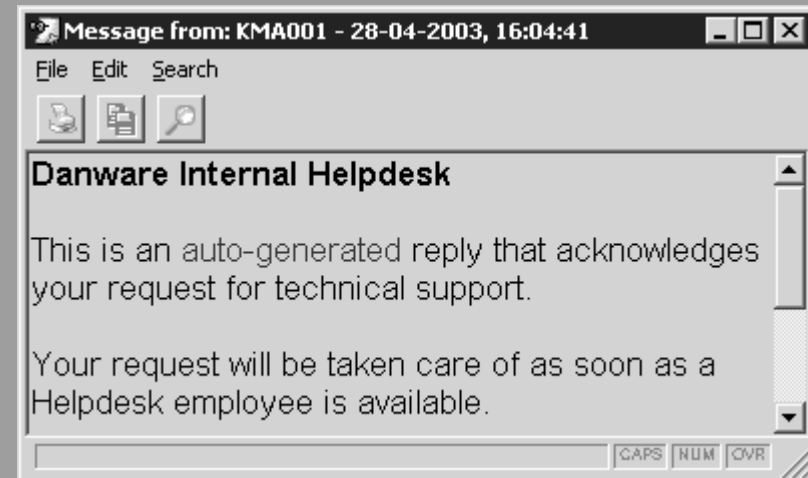
* Request Help Notification

Optional pop-up message when requests are received



* Request Help Action

Send message or/and run local application when requests are received



Scripting



- * **Script** – Support for Inventory, more advanced schedules and other enhancements

Connect to Host

Connect using :

Communication profile :

TCP/IP Address :

Wait Dialog

Type :

Details

Time :

Inventory

Inventory step :

Inventory file path :

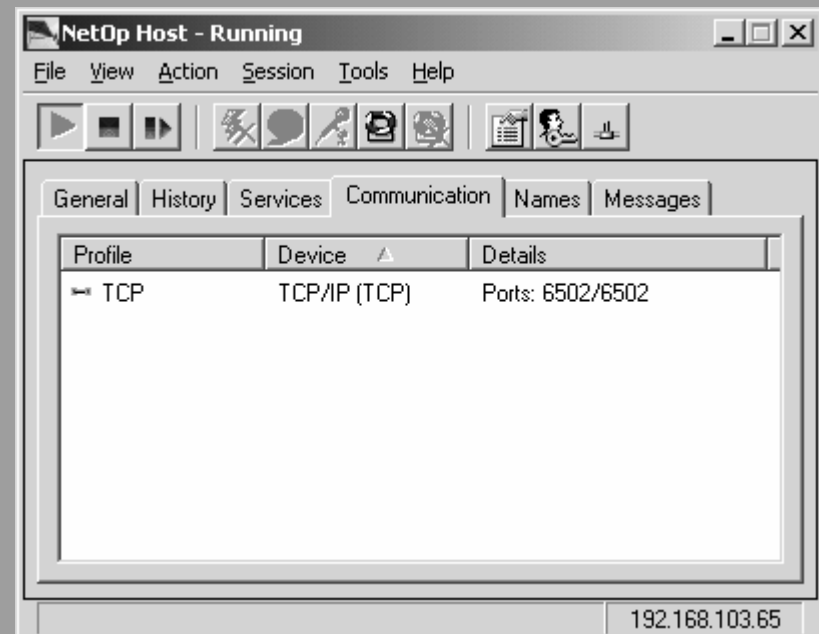
Wait - Select days

Select days :

Other features ...



- * **Communication enhancements**
Security Server
Group ID on
Name Server, IP
Broadcast range,
show IP address
for TCP

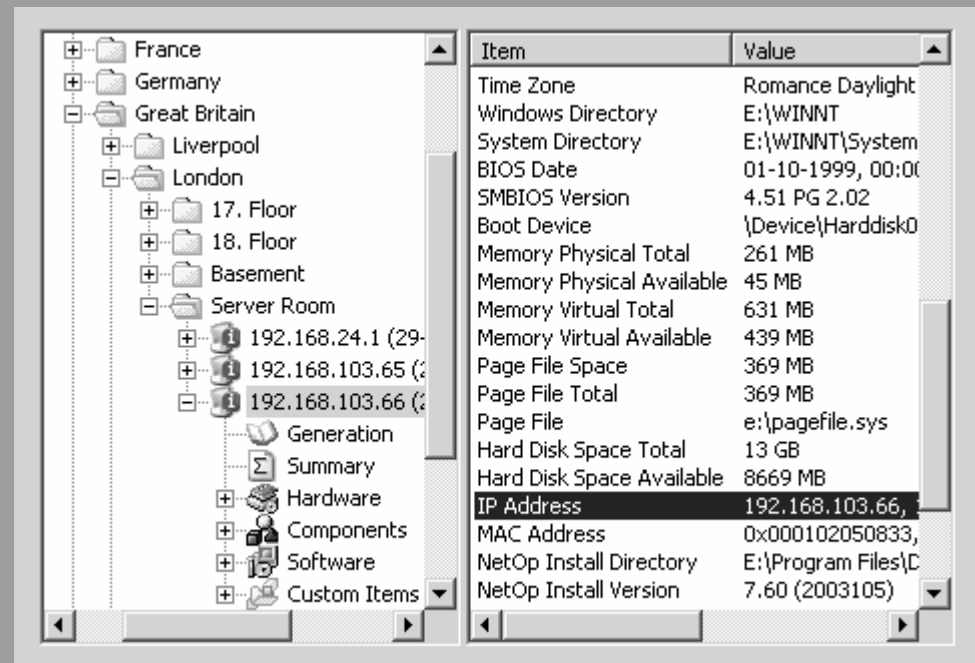
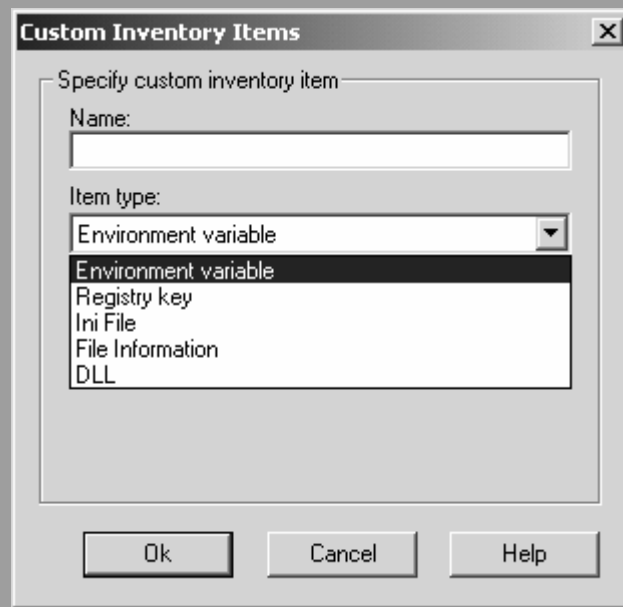


Other Features ...



* Inventory

User defined items,
IP address, interface
enhancement, subfolder
support

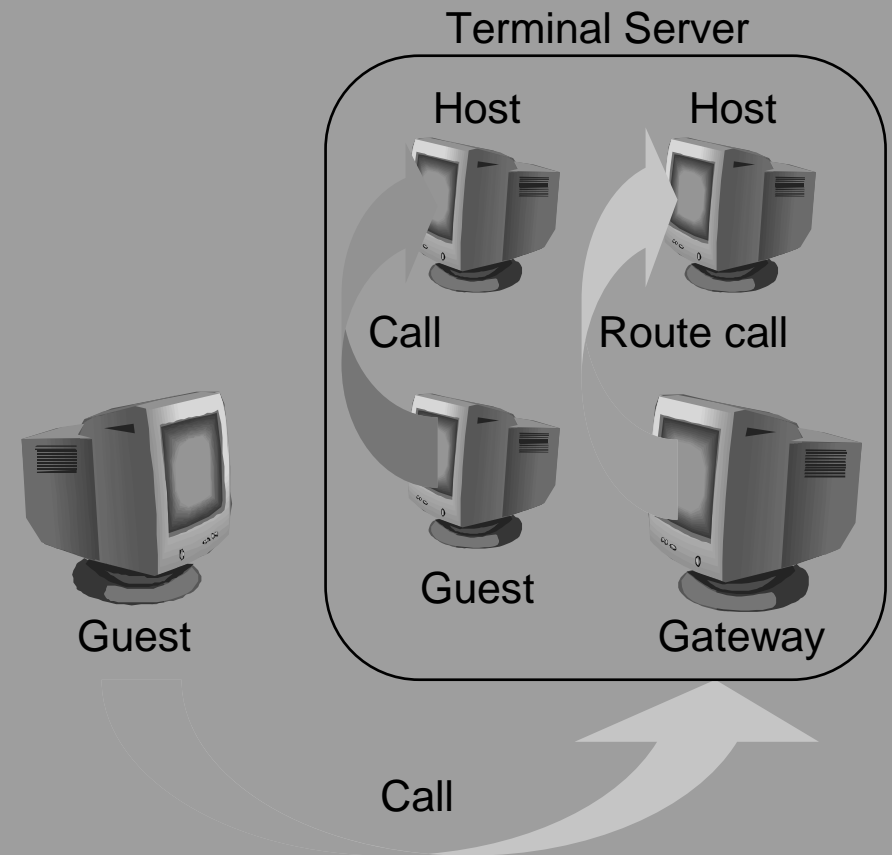


Terminal Server support

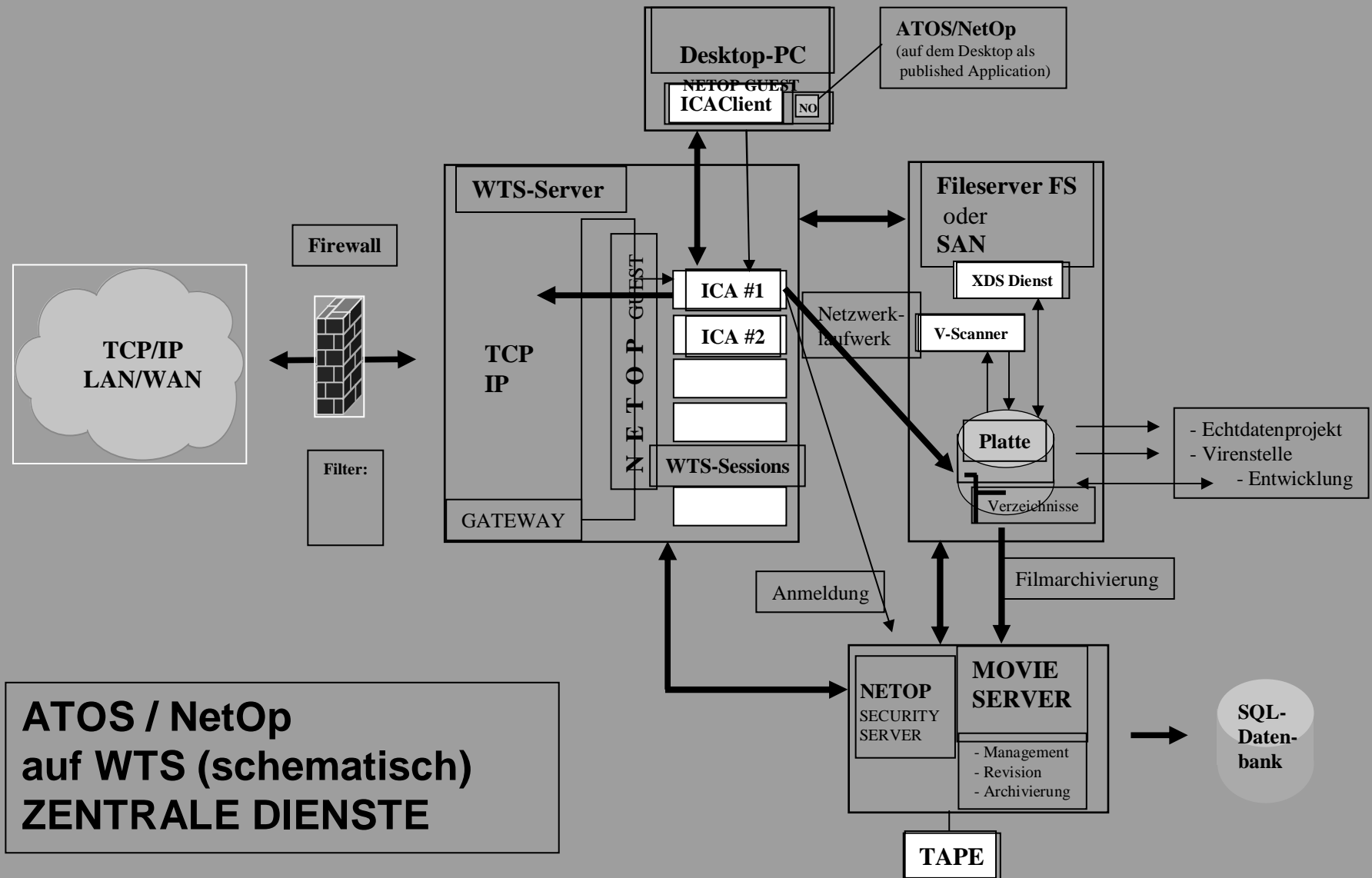


* Terminal Server

- Call any Host within a session
- Call the Terminal Server Console
- Call any Host from a Guest within a session
- Call any Host within a session from outside the Terminal Server via the NetOp Gateway



ATOS/NetOp Terminal Server



ATOS/NetOp Integration Project



Customer needs:

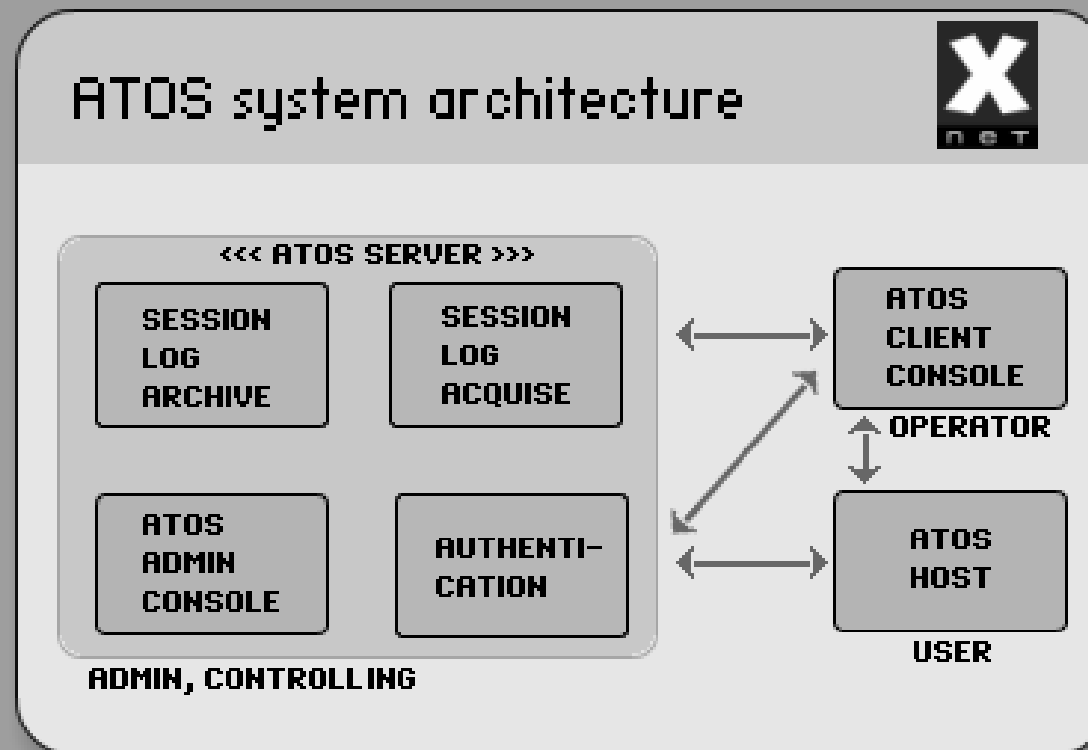
- * Remote Control, Command Line, File Transfer for 8.000 systems (Integration)
- * heterogeneous environment: OS/2, Win, UNIX
- * standardized and centralized Security
- * Multiuser support, Logging and Scripting
- * Session Archive and Revision Control

ATOS/NetOp Integration



- # 1. CLI - REMOTE COMMAND EXEC
- # 2. SCRIPTING
- # 3. SESSION CAPTURE
- # 4. Remote Control (RC) = NetOp
- # 5. File Transfer (SFTP)

ATOS system architecture



ATOS Remote Administration



Remote Support Tools for

- * System Administrators
- * Network Administrators
- * User-Help-Desk Staff
- * Second Level Support
- * Development Department
- * Service Providers (SLA)

ATOS Systeme



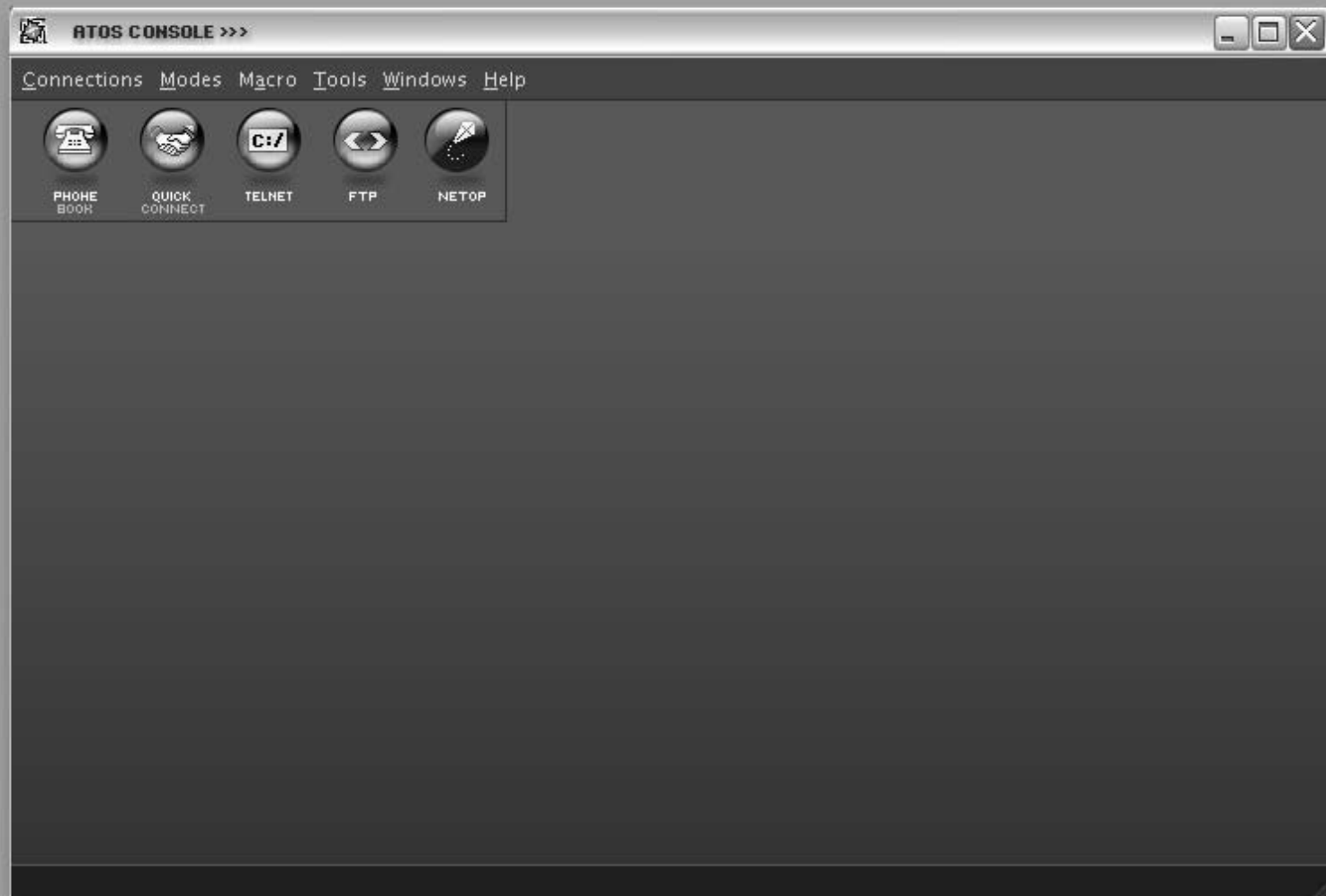
Host - Systeme

- * Windows XP/2000
- * LINUX - United Linux
- * Sun Solaris / AIX
- * OS/2



ATOS - Console

ATOS Console - Main Window



ATOS Console - Address Book



ATOS Connect



Quick Connect



- * DNS Name or alias
 - * **i.e. RT58A559**
- * IP Address
 - * **i.e. 192.38.101.23**
- * Full qualified domain name
 - * **i.e. atos.station.xdsnet.gmbh.de**
- * Optional: Data Base Requester, LDAP

ATOS Address book XML



```
<doc>
  <HOST address="192.168.200.11" user="victor" name="tilia" />
  <HOST address="xcom" user="xnet" name="xcom" />
  <HOST address="toshix" user="victor" name="toshix" />
  <HOST address="os2" user="xnet" name="OS2_Labor" />
  <HOST address="os2_sever1" user="admin" name="OS2_server"
    />
  <HOST address="LINUX72" user="hugo" name="SRV100LI72" />
  <HOST address="Com_Srv_001" user="victor"
    name="ComServer" />
  <HOST address="RT56A336" user="admin" name="RT56A336" />
</doc>
```

ATOS Console - CISCO

A screenshot of a web-based console window titled "ATOS Console - [cisco_2600]". The window has a menu bar with "Connections", "Tools", "Windows", and "Help". Below the menu is a toolbar with four icons: a telephone (labeled "PHONE BOOK"), a hand (labeled "QUICK CONNECT"), a terminal (labeled "TELNET"), and a double-headed arrow (labeled "FTP"). The main area displays the boot sequence of a Cisco 2600 router. The text is as follows:

```
Cisco Internetwork Operating System Software
IOS (tm) C2600 Software (C2600-DS-M), Version 12.0(5.5)T,  MAINTENANCE INTERIM SOFTWARE
Copyright (c) 1986-1999 by cisco Systems, Inc.
Compiled Sun 25-Jul-99 03:35 by ccai
Image text-base: 0x80008088, data-base: 0x80C87EF4

ROM: System Bootstrap, Version 11.3(2)XA4, RELEASE SOFTWARE (fc1)

logpol-www uptime is 19 weeks, 1 day, 9 hours, 18 minutes
System returned to ROM by power-on at 07:26:18 CEST Mon Sep 30 2002
System restarted at 00:58:14 CEST Mon Nov 25 2002
System image file is "flash:c2600-ds-mz_120-5_5.T"

cisco 2610 (MPC860) processor (revision 0x202) with 32768K/8192K bytes of memory.
Processor board ID JAD03395161 (1869058367)
M860 processor: part number 0, mask 49
--More--
```

ATOS Console - IBM OS/2

A screenshot of the ATOS Console window. The window has a title bar 'ATOS Console' and a menu bar with 'Connections', 'Tools', 'Windows', and 'Help'. Below the menu bar are four icons labeled 'PHONE', 'GSM', 'TELNET', and 'FTP'. The main area shows a command prompt with the following text:

```
[C:\]ver  
Version 4.50 des Operating System/2 wird verwendet  
[C:\]netstat -r  
destination          router            netmask          metric flags intrf  
default              10.11.99.254     0.0.0.0          0    UGP   lan0  
10.11.99              10.11.99.75     255.255.255.0    0    UC    lan0  
127.0.0.1             127.0.0.1       255.255.255.255  0    UH    lo  
255.255.255.255       10.11.99.254     255.255.255.255  0    UGHW3 lan0  
[C:\]
```

ATOS Console - LINUX

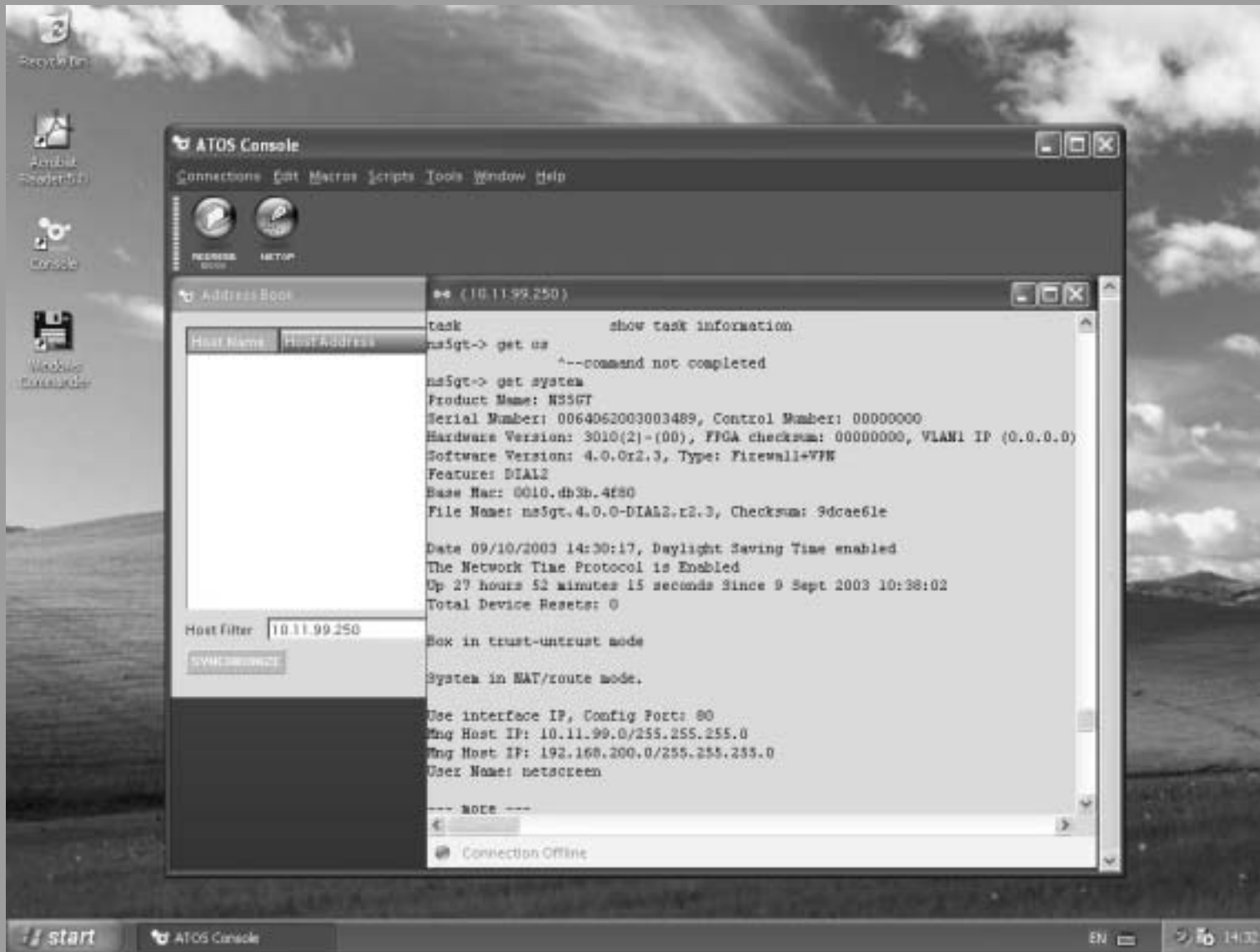
A screenshot of a window titled "ATOS Console - [SuSe 7.1]". The window has a menu bar with "Connections", "Tools", "Windows", and "Help". Below the menu bar is a toolbar with four icons: a telephone (labeled "PHONE BOOK"), a hand (labeled "QUICK CONNECT"), a floppy disk (labeled "TELNET"), and a double-headed arrow (labeled "FTP"). The main area of the window displays a text file with the following content:

```
# Sample .profile for SuSE Linux
# rewritten by Christian Steinruecken <cstein@suse.de>
#
# This file is read each time a login shell is started.
# All other interactive shells will only read .bashrc; this is particularly
# important for language settings, see below.

test -z "$PROFILEREAD" && . /etc/profile

# Most applications support several languages for their output.
# To make use of this feature, simply uncomment one of the lines below or
# add your own one (see /usr/share/locale/locale.alias for more codes)
#
#export LANG=de_DE.ISO-8859-1      # uncomment this line for German output
#export LANG=fr_FR.ISO-8859-1      # uncomment this line for French output
.profile lines 1-15/33 59%
```

ATOS Console - FW NetScreen



ATOS Remote Configuration



Remote and SECURE Configuration:

- * Router
- * VPN-Gateway
- * FireWall
- * UNIX Server
- * Windows Server
- * Windows Desktop

ATOS Console - Scripting

A screenshot of the ATOS Console application window. The window has a title bar that says "ATOS CONSOLE >>>". Below the title bar is a menu bar with "Connections", "Modes", "Macro", "Tools", "Windows", and "Help". Under the "Connections" menu, there are five icons: PHONE (9600), GADGET (230400), TELNET, FTP, and NETOP. The main area of the window contains a script written in a programming language, likely Lua, for controlling a Telnet session. The script includes a main loop that receives data from a Telnet connection and processes it based on the word "bibo". It also includes a function named "ListBiboTable" that sends a table of data back to the Telnet connection.

```
while res and word~=":" do
  if word=="RETURN" then
    --print("Sending RETURN\n")
    TelnetSend(tn,"\n")
    TelnetReceiveUntil(tn,"\n")
  end
  --verbose=1
  res,word,buffer = TelnetReceiveUntil(tn,("bibo%w*", "RETURN",":>"))
  if strfind(word,"bibo") then
    printf("-> %s\n",word)
    tinsert(tbls,word)
    alldata=alldata..buffer
    --printf("ALL=%s\n",buffer)
  end
end
return tbls
end

function ListBiboTable(tn,table)
  TelnetSend(tn,table.."\n")
  -- verbose=1
  local retSequence="Press <RETURN> to continue or <q> to quit."
  local promptSeq=" "
  local res,word,buffer
  printf("===== \n")
  res=1
  while res and (word~promptSeq) do
    res,word,buffer=TelnetReceiveUntil(tn,("[^\n]*\n",promptSeq,retSequence))
    if word == retSequence then
      TelnetSend(tn,"\n")
    else
```

ATOS Capture



- * Session Capture - Movies
- * Command Line (S-RCE, Secure Shell)
 - Keyboard-Input
 - Screen-Output
- * Remote Control (GUI)
 - Movies
 - Entire Sessions
- * User defined log events

OS/2 Development



NEW! products released in 2003:

- * Network CAPI for OS/2
- * ATOS- Host for OS/2

Xnet Communications WEB



More informations about NetOp/ATOS
www.xdsnet.de/atos

Wir entwickeln schlüsselfertige Kommunikationssysteme

Xnet Communications GmbH

AKTUELLES

Neue NetOp Version 7.5
Damware Data AG und Xnet Communications GmbH sind stolz darauf, die NetOp Fernwartung in der neuen und bemerkenswerten Version 7.5 präsentieren zu dürfen.
[mehr >>](#)

Neue NetOp Version 7.0
Damware Data AG und Xnet Communications GmbH sind stolz darauf, die NetOp Fernwartung in der neuen und bemerkenswerten Version 7.0 präsentieren zu dürfen.
[mehr >>](#)

FUTURELIFE
Das FutureLife-Haus in Hünenberg, Schweiz ist der Prototyp des zukünftigen Familienhauses. Auch Xnet ist mit dem neuesten Produkt HomeStore dabei.
[mehr >>](#)

XNET WIRELESS TEAM stellt sich vor..
Offene Standards, maximale Mobilität und breitbandige Übertragungswege. xdsLIMITS

ATOS
MANAGING COMPLEXITY
Remote Administration mit Capture und Scripting
März 2003
Sie sind Systemadministrator oder Helpdesk-Mitarbeiter? Sie verwalten und betreuen eine Vielzahl von Anwendern und Systemen? Dann wird Sie unsere ATOS-Console bei der Bewältigung Ihrer täglichen Aufgaben entlasten können.

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NetOp
Cross-Platform Remote Control
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ARCHIV
XDS hilft der DAK
VPN los puertas d'Inanidad

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