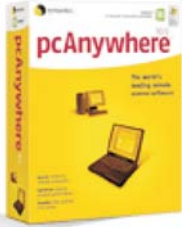


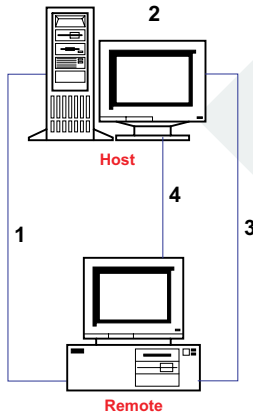
### What is Remote Access?



PC-Anywhere

Remote access is the ability to access computing resources from another location. Remote access enables users to work away from their primary location while travelling, working from home, working from another office location, etc. Major considerations when considering remote access solutions are security of the connection and performance. Remote access can be accomplished through a variety of technologies.

Virtual Private Networks facilitate very secure interconnection of computers or networks over any distance utilizing the Internet as the carrier eliminating long-distance connection phone charges. Please refer to the ON-LINE "Virtual Private Network" brochure for more information on this technology. Remote control software like Symantec's PC-Anywhere and terminal emulation through Windows Terminal Services are two other methods of accomplishing remote access.



1. Remote Contacts Host
2. Host Authenticates Remote
3. Connection Established
4. Remote Controls Host

### PC-Anywhere - Remote Control

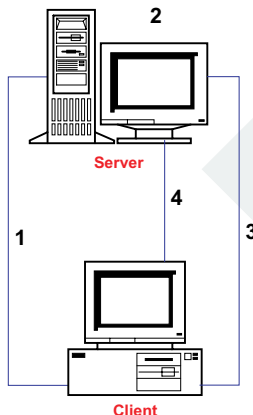
Symantec's PC-Anywhere is likely the best known remote control software. It utilizes a combination of authentication and encryption to interconnect two computers. The computer being accessed is called the "Host", the computer accessing is called the "Remote". Communication can be made through a wide range of methods including dial-up modems over telephone lines, high speed Cable or DSL and from computer to computer over internal network connections. To establish a remote control session the Remote computer initiates contact with the Host. The Host acknowledges the request, authenticates the Remote and connects. Once connected the Remote monitor displays the Host Desktop. The mouse and keyboard on the Remote system control the Host computer so that actions on the Remote are executed on the Host. Printing can be directed to either a printer at the Host site or from the Host to a printer at the Remote site. Files can also be transferred back and forth. PC-Anywhere can also be set up on a network to enable support staff to remotely take control of any computer to troubleshoot or provide direct support to users.



Terminal Services

### Windows Terminal Services

Windows Terminal Services is based on the client-server model of computing. Under this model all applications that a user wants to access are loaded and run on a server called the "Terminal Server". When a user logs-on they start a session on the Terminal Server. All application execution, data processing and data storage takes place on the server which transmits the end results to the user's computer via terminal emulation software. Keystrokes, mouse movements and command executions are transmitted from the client computer to the server, executed on the server then the results are transmitted back and displayed on the client system. The client system is effectively opening a window to the Terminal Server which enables the client computer to be virtually any Windows-based PC. Because all processing takes place on the Terminal Server the client computer does not need to be capable of running the operating system or applications being accessed. This enables older computers running Windows 98, for example, to access current programs on a Windows XP Professional Terminal Server that would not operate under Windows 98, for example Microsoft Office XP. Each session on the Server is independent of any others. Administrators can manage the entire system from a central location and join any session to troubleshoot or offer assistance. The Terminal Server handles the authentication of the client and encrypts all data flowing back and forth so security is maintained.



1. Client Contacts Server
2. Server Authenticates Client
3. Connection Established
4. Client-Server Session

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