
The CM Remote Operations component of CM involves more functionalities:

[CM Remote Desktop Access](#) - remote access to a computer desktop

[CM Remote Installations](#) - Remote installations of “3rd party” programs, remote launching of programs and scripts

[CM Remote Services](#) - remote instructions to computer maintenance as WakeOnLAN, Shutdown, Restart, Control of services, Processes termination...

CM Remote Desktop Access

Remote access via TeamViewer

integrated solution from a third party – program TeamViewer with your license,
supported for platforms MS Windows and (Mac) OS X
ensures connection without adjusting firewall settings, without installation, without proxy settings
program TeamViewer quick-support is launched on instruction from the CM Server
the connection is realized even if no one is logged in, support of file transfer
security – program TeamViewer runs only during the actual connection (at the end of the connection nothing
regarding the program teamviewer remains on the computer - no changes in the OS, in registers)

Remote access via RemoteDesktop

support of easier launch of standard remote desktop connection
requires open ports as well as in manual connection

Remote access via VNC

support of easier launch of standard VNC connection
requires open ports as well as in manual connection

More information at [How CM works in section Remote access to Desktop](#) [1]

CM Remote Installations

Remote software installations

installation of applications, which support the so called unattended installation
support in the MS Windows environment (e.g. .msi files, installations through .exe files, installations performed through a batch file)
an option to send an installation package up to 100MB directly to PC
an option to send to the target computer only the command line or a batch .bt file for installation files located on network storage

Remote script launching

support of launching scripts as batch files .bat files, VBS scripts
support in the MS Windows environment
examples of VBS scripts may be found at the CM portal in paid service

More information at [How CM works in the section Remote installations and scripts](#) [2]

CM Remote Services

The supported functions are:

Waking a shutdown computer (WakeOnLAN) - CM server sends the waking command to the selected C-Monitor, which is in LAN with the to-be-woken computer and a "Magic packet" is sent right through the LAN

Remote restart - including the option of "force" restart

Remote computer shutdown - including the option of "force" shutdown

Administration (management) of services - standard functions as stop, start, restart of a service

Management of processes - listing of currently running processes and option of their termination

Eventlog - basic operations over Eventlog

More information at [How CM works in the section Functions for remote maintenance](#) [3]

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Links

[1] <https://www.customermonitor.co/how-cm-works-0/remote-desktop-access>

[2] <https://www.customermonitor.co/how-cm-works-0/remote-installations-and-scripts>

[3] <https://www.customermonitor.co/how-cm-works-0/functions-remote-maintenance>

[4] <https://www.customermonitor.co/sites/default/files/remote%20acces.png>

[5] https://www.customermonitor.co/sites/default/files/ntr%20support%20pripojenie_0.png

[6] https://www.customermonitor.co/sites/default/files/teamviewer%202_0.png

[7] https://www.customermonitor.co/sites/default/files/team%20viewer%203_0.png

[8] <https://www.customermonitor.co/sites/default/files/vnc2.png>

[9] <https://www.customermonitor.co/sites/default/files/remote%20acces%20rdp.png>

[10] <https://www.customermonitor.co/sites/default/files/udrzivanie%20PC.png>

[11] <https://www.customermonitor.co/sites/default/files/event%20log3.png>

[12] https://www.customermonitor.co/sites/default/files/procesy%202_0.png

[13] https://www.customermonitor.co/sites/default/files/sluzby2_0.png

[14] <https://www.customermonitor.co/sites/default/files/instalacia%20skriptov.png>