

Symantec pcAnywhere™

Fast and secure problem resolution for remote workstations and servers

Symantec pcAnywhere™ is the world's leading remote control solution*, with powerful file transfer, robust security, strong remote management tools, and a new suite of features for increased accessibility, performance, and security that make it easy for helpdesk and IT personnel to resolve server and workstation problems.

> New features in Symantec pcAnywhere 11.5

The latest version of Symantec pcAnywhere includes:

Cross-platform Support

SYMANTEC PCANYWHERE LINUX® HOST allows a stand-alone *pcAnywhere Host* to be deployed remotely, installed, and operated on Intel®-based Linux devices – allowing Microsoft Windows® users to remotely manage Linux systems in their supported organizations.

SYMANTEC PCANYWHERE WEB REMOTE™ allows Linux users to manage remote Windows and Linux systems through a Java-based Web interface without dual-boot or multiple devices

SYMANTEC PCANYWHERE MOBILE™ allows a connection to and Remote Control of a standard *pcAnywhere Host* from a current market-standard Microsoft® Pocket PC over any TCP/IP connection, including wireless (cellular, Bluetooth, and WiFi). Users can now be away from their desktops, while still having access to their machines via Symantec pcAnywhere.

WINDOWS PE SUPPORT allows for a *pcAnywhere Thin Host* when used within the Microsoft Windows PE® operating system.

Enhanced Security

AES ENCRYPTION ALGORITHM gives the user the choice of all available cipher strengths (128-bit, 192-bit, and 256-bit) in addition to the currently offered RC4 symmetric algorithm and other options (pcAnywhere encoding, public key, or none). FIPS 140-2 validation pending.

DEFAULT ENCRYPTION allows encryption of login information (handshake) by default. An RC4 algorithm is used for this encryption to ensure backwards compatibility with legacy *pcAnywhere Hosts*.

HOST ADDRESS BLOCKING gives the user the option to block a certain incoming IP address for a certain length of time after a pre-determined number of failed connection attempts.

Increased performance

BANDWIDTH AUTO-DETECT allows users to optionally detect the actual connection speed (bandwidth) of each connection and adjust settings that affect performance when in lower-bandwidth connections. Users are able to manually and dynamically override this function and adjust settings.

IMPROVED VIDEO PERFORMANCE makes this the fastest Symantec pcAnywhere ever.

KEY POINTS

- > Industry-remote control combined with remote management, advanced file transfer capabilities, and robust security helps to quickly resolve helpdesk and server support issues
- > **NEW** Symantec pcAnywhere Linux Host allows you to remotely manage Linux® as well as Windows® systems, freeing you from command-line Linux tools
- > **NEW** Symantec pcAnywhere Web Remote allows you to manage both platforms from a Java™-enabled Web browser running on a system of your choice.
- > **NEW** Symantec pcAnywhere Mobile allows you to access a *pcAnywhere Host* from your Microsoft® Windows Pocket PC over any TCP/IP connection, wired or wireless, with new powerful, efficient file-transfer capabilities that let you transfer files across different platforms.
- > **NEW** Dramatically improved performance will impress the most demanding users.
- > **NEW** Bandwidth Auto-Detect automatically optimizes the performance of pcAnywhere over all types of connections.
- > **NEW** Support for the Microsoft Windows® Preinstallation Environment helps you get crashed systems back up and running quickly.
- > **NEW** Built-in AES 256-bit encryption and the security technology mandated in many government and financial applications.
- > **NEW** Connection Wizard, improved Host Conferencing and Customizable Toolbars make Symantec pcAnywhere easier to use than ever.

* Top-selling remote access software product from August 1999 through June 2004 based on The NPD Group's retail Top Selling Business Software list.

Enhanced usability and interface

USER CUSTOMIZABLE TOOLBAR allows users to add or remove buttons from the toolbars in both pcAnywhere Manager and Session Manager.

FULL SCREEN EXIT allows users to have direct access to revert to standard mode using only the mouse.

FILE TRANSFER STATUS allows users to view additional details regarding file transfers and Command Queues.

CONNECTION WIZARD helps new pcAnywhere users launch a connection as quickly as possible

HOST CONFERENCING improvements allow multiple Remotes to simultaneously connect to a single Host.

FILE AUTO-SKIP allows the user to direct the process to suppress any error messages, skip that file, and continue through the queue by default when File Transfer or Command Queue encounters a file that is in-use or missing

AUTO-HOST RESET allows automatic restart in the case of a crash without requiring user intervention or reboot of the operating system.

> **The industry-leading solution gets even better**

Symantec pcAnywhere has a unique combination of remote control, comprehensive remote management, advanced file transfer capabilities, and robust security that enhances helpdesk efficiency and reduces call times. Now you can use Symantec pcAnywhere to remotely manage Linux as well as Windows systems, freeing you from command-line Linux tools. You can even manage both platforms from a Java enabled Web browser running on a system of your choice. Enhanced video performance includes the new Bandwidth Auto-Detect feature, which automatically optimizes the performance of Symantec pcAnywhere over all types of connections. And support for the Microsoft Windows Preinstallation Environment helps you get crashed systems back up and running quickly. Built-in AES 256-bit encryption and a full range of other security features help protect communications between Symantec pcAnywhere clients and hosts. Need to troubleshoot problems when you're on the go? New *pcAnywhere Mobile* enables you to access a *pcAnywhere host* from your Microsoft Pocket PC over any TCP/IP connection, wired or wireless. The solution also features powerful, efficient file-transfer capabilities that let you transfer files across different platforms. A connection wizard helps new users launch Symantec pcAnywhere quickly, and Host Conferencing permits multiple concurrent remote connections to a single Symantec *pcAnywhere host*—a great tool for training or collaboration. Resolve helpdesk issues quickly, manage remote computers securely, and work across multiple platforms easily with versatile Symantec pcAnywhere.

> **The choice of IT professionals**

Symantec pcAnywhere is the world's best-selling* remote control solution for providing helpdesk support and managing and supporting networks, servers, workstations, and mobile PCs. By enabling administrators to take control of remote machines to quickly resolve problems, Symantec pcAnywhere increases IT and helpdesk productivity. Administrators can create customized installations and safely deploy the solution in any environment. Its optimized design ensures high performance at any connection speed, across a wide range of connection methods—including standard modems, cable, DSL, ISDN, and other low and high-bandwidth connections.

> **Superior security**

Symantec pcAnywhere provides more security options and functionally than any other remote control product, providing multiple levels of security to ensure that only authorized users can access a host machine. In addition to three other levels of encryption, the solution now supports the AES encryption algorithm with all available cipher strengths (128-bit, 192-bit, 256-bit). Thirteen different authentication types are also supported in Symantec pcAnywhere 11.5 including RSA SecurID®, NT Domain, Active Directory Services (ADS), Novell® Directory Services (NDS), Novell LDAP, Microsoft LDAP, Netscape® LDAP, FTP, HTTP, HTTPS, Novell Bindery, Symantec pcAnywhere Authentication, Windows Authentication. Other security options include serialization of host & remote, integrity checking, restricting access to specific IP addresses & subnets and the ability to change the ports used by Symantec pcAnywhere.

> **Customizable installations**

The Symantec Packager utility lets administrators reduce the program's footprint on users' hard disks by installing only the needed components. In addition, the Symantec Packager helps IT personnel enforce security and remote access policies by controlling which capabilities are provided to users. Administrators can also include host and remote objects in the install file, allowing users to start working as soon as pcAnywhere is installed—with no additional configuration required. Once the installation package has been created, it can be deployed to multiple machines on the network simultaneously using the Packager Deployment tool.

For more information about Symantec pcAnywhere visit <http://sea.symantec.com/pca>

SYMANTEC PCANYWHERE IS A KEY COMPONENT OF SYMANTEC ENTERPRISE ADMINISTRATION. SYMANTEC ENTERPRISE ADMINISTRATION TOOLS PROVIDE MARKET-LEADING SOLUTIONS THAT MAKE IT EASY TO DELIVER IT SERVICES.

Awards:

Windows & .NET Magazine Reader's Choice Award (September 2003)
 SC Magazine SC Recommended (February 2003)
 Designed for Windows XP - certification from Microsoft
 Windows 2000 Magazine Editor's Choice Award (2001)
 Network World Blue Ribbon Winner (August 2001)
 Home Office Computing Honorable Mention (December 2000)
 Network Computing Editor's Pick (May 2000)
 Mobile Computing & Communications First Class Award (March 2000)
 Network Computing Editor's Choice (February 2000)
 Home Office Computing Hoc 100 Gold (December 1999)
 SC Magazine Best Buy (November 1999)
 PC Week Analyst's Choice Award (August 1999)
 PC Magazine Editor's Choice Award (September 1998)
 Mobile Computing 1st Class Award (October 1997)
 Network Computing Well-Connected Award (April 1996)



SYSTEM REQUIREMENTS

SYMANTEC PCANYWHERE™ 11.5

WINDOWS™ XP HOME EDITION/PROFESSIONAL

- Intel® Pentium® (or compatible) 233 MHz or higher processor
- 64 MB of RAM (128 MB recommended)

WINDOWS™ SERVER 2003 STANDARD AND ENTERPRISE EDITIONS

- Intel® Pentium® (or compatible) 150 MHz (550 MHz recommended) or higher
- 128 MB of RAM (256 MB recommended)

WINDOWS™ 2000 PROFESSIONAL/SERVER) WINDOWS™ NT WORKSTATION AND SERVER 4.0/WINDOWS™ 98/ME

- Intel Pentium (or compatible) 150MHz or higher processor
- 64 MB of RAM (128 MB recommended)

REQUIRED FOR ALL WINDOWS INSTALLATIONS

- 35 MB of available hard disk space
- CD-ROM or DVD-ROM drive
- Microsoft Internet Explorer 6.0 SP1

SYMANTEC PCANYWHERE LINUX™ HOST

- Red Hat® Linux, Red Hat Enterprise Linux WS/ES, SuSE® Professional, or SuSE Enterprise Server
- KDE or GNOME

SYMANTEC PCANYWHERE WEB REMOTE™

- Java™ Runtime Environment 1.4.2 or later

REQUIRED FOR ALL WINDOWS INSTALLATIONS

- Windows Mobile™ 2003 for Pocket PC/Pocket PC Phone Edition
- 1 MB of RAM

WORLD HEADQUARTERS

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Symantec has worldwide
 operations in 38 countries.
 For specific country offices
 and contact numbers
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