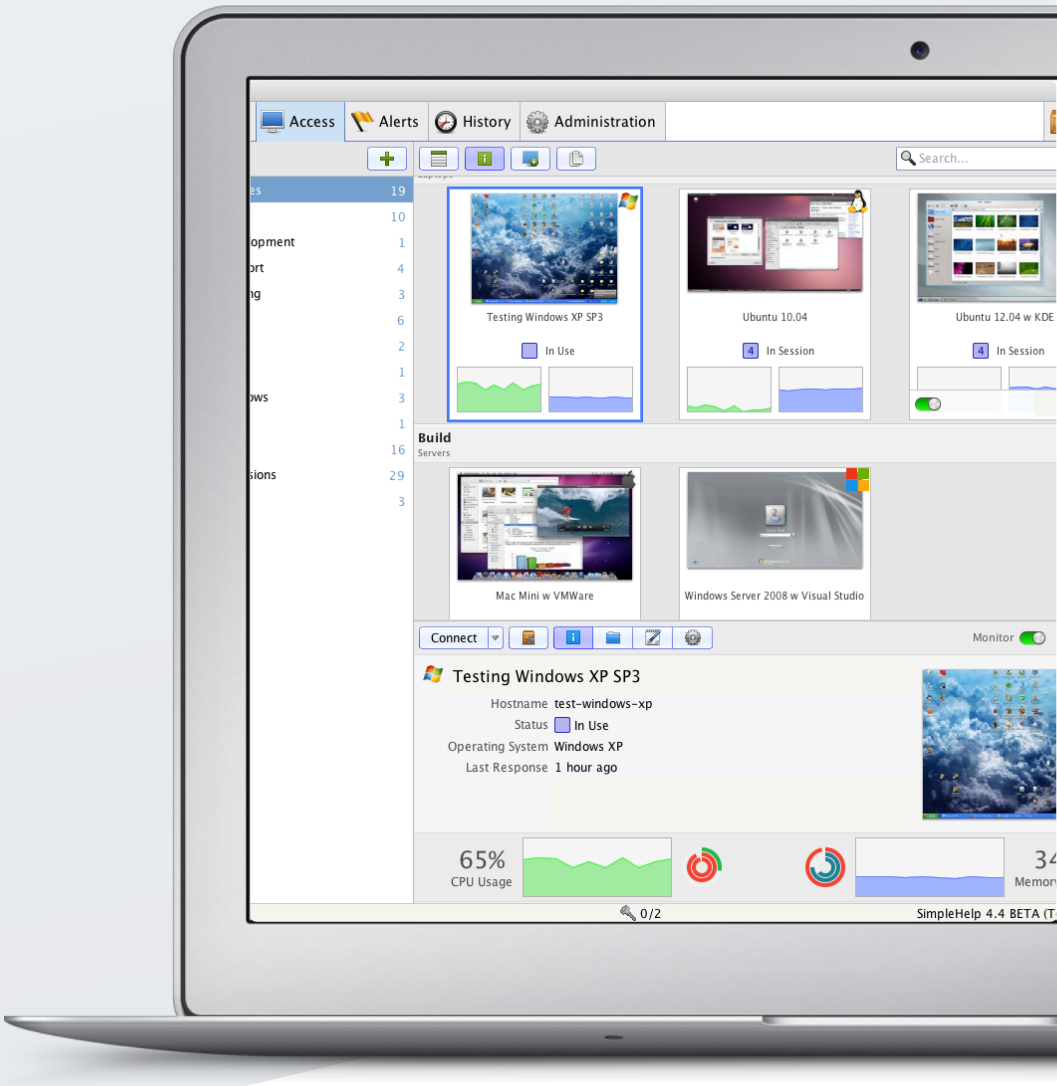
simplehelp

ENTERPRISE FEATURES OVERVIEW



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OVERVIEW

SELF HOSTED REMOTE SUPPORT, ACCESS AND MANAGEMENT SOLUTION

SimpleHelp gives Technicians the ability to provide live on-demand support sessions to remote users in need by allowing them to view and control the user's remote computer. Technicians can also install a Remote Access Service on desired systems to access these systems unattended without any remote user interaction, and can manage large groups of remotely accessible systems to monitor them live, set alerts to be notified of issues, and perform mass maintenance on groups of machines.

SIMPLEHELP SERVER

The core of your SimpleHelp installation is the SimpleHelp web server. This is the central point of contact handling:

- Distribution of Technician, Customer and Access applications (linked to your server)
- Proxying of connections between support customers, access machines and Technicians to avoid onerous firewall changes
- Gathering and storage of all data from monitored and alerted remote access services.

SimpleHelp server is a dedicated web server which handles only the small subset of web queries required to serve applications and allow them to communicate. It does not rely on Apache or IIS and does not support dynamic scripting of any kind, keeping the potential attack surface to a bare minimum and greatly simplifying ongoing maintenance.

APPLICATIONS

For users, the core of the SimpleHelp experience lies with the applications downloaded from the SimpleHelp server:

- Remote Support for users requesting live assistance
- Technician for support representatives helping users live and managing maintenance of systems
- Remote Access for installation of the Remote Access Service for unattended Technician access and management

ENTERPRISE AUTHENTICATION

SimpleHelp server is capable of integrating with a wide variety of existing authentication mediums including support for redundant authentication servers in enterprise environments.

SimpleHelp Technician authentication supports:

- LDAP / ActiveDirectory authentication, both of specific tech accounts and of users without a corresponding SimpleHelp technician account, defined only within LDAP / AD
- RADIUS authentication with multiple redundant RADIUS server entries
- Two Tier email based authentication
- TOTP support
- Restriction of user permissions and rights based on membership in LDAP / ActiveDirectory

HIGH AVAILABILITY FAILOVER

SimpleHelp High Availability Failover (HAF) allows you to run multiple redundant backup servers which can be quickly switched to in case of planned or unplanned maintenance on your primary server.

HAF operates using an external web server of your choice. This web server is set up to host a configuration file which all app clients regularly query for the active server configuration.

The configuration file can specify any number of SimpleHelp server sites, with one site being marked as the active site. For example, the configuration file below specifies two sites (primary and secondary) and mandates that clients should use the primary server:

```
use=primary
max-wait-mins=5
auto-switch-after-mins=2
primary_external=http://server1.simplehelp.com
primary_internal=http://192.168.1.200
secondary_external=http://server2.simplehelp.com
secondary_internal=http://192.168.1.201
```

At any point a simple modification to *'use=secondary'* will cause all clients connected to the primary server to switch to the secondary server, subject to the configured timeouts.

Technicians will initially be notified of the impending switch with a popup. If no action is taken by them for 2 minutes (*auto-switch-after-mins*), the technician client and any open sessions, including their corresponding remote support or access clients will be restarted and reconnected via the secondary server. If the Technician is engaged in important work or wishes to warn the customer they may delay for up to 5 minutes (*max-wait-mins*) before being forced to switch.

This system allows for flexible server operation, maintenance and upgrades with minimal downtime and minimal impact on Technician work or customer experience.

CLUSTERING

SimpleHelp server is able to scale to access, monitor and alert over very large numbers of computers.

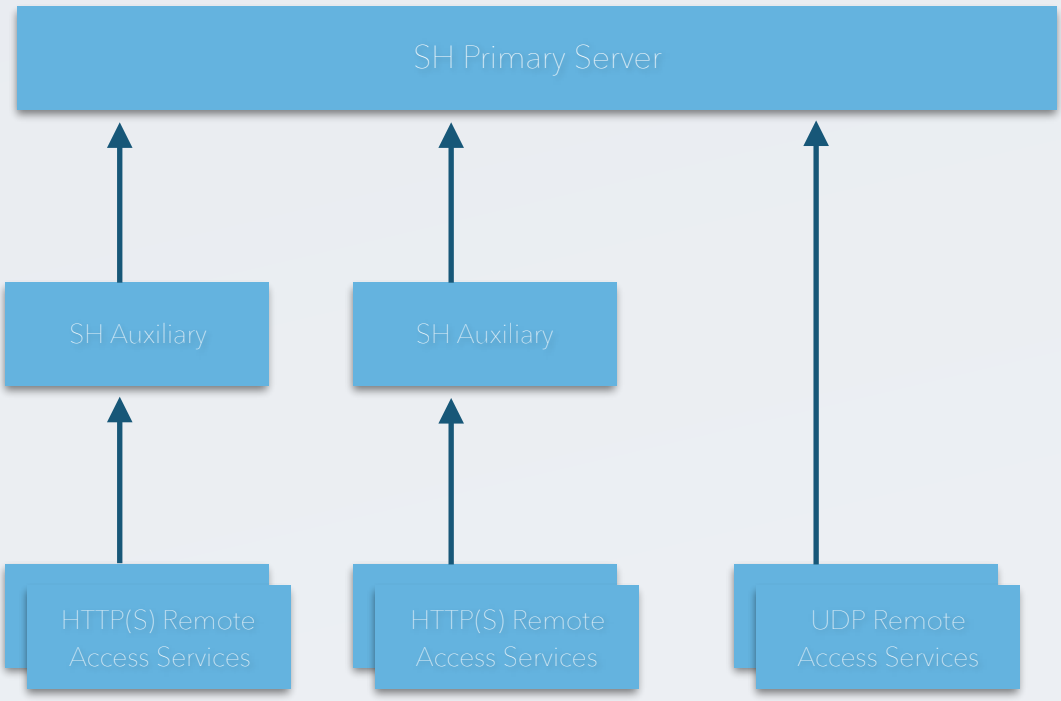
Machines shared with UDP place minimal strain on the SimpleHelp server and can be shared with it directly, giving a simple, easy to maintain architecture.

For deployments where HTTP or HTTPS are required by policy or firewall or proxy rules, SimpleHelp can handle large numbers of remote access services by the deployment of one or more Auxiliary services which act to handle much of the network load, forwarding the relevant requests to the Central server.

Auxiliary servers are standard SimpleHelp servers which have been configured to connect to a Central SimpleHelp server. Remote Access services can be shared with these Auxiliary servers and then accessed via the usual technician app on the Central server.

This allows for the Auxiliary servers to handle the bulk of the communication load with the Remote Access services, while still keeping everything accessible from the technician's standpoint on the one Central server.

Contact us with your requirements to discuss detailed server specifications.



LICENSE SERVERS

SimpleHelp enterprise servers support multiple redundant license servers for easy license purchasing, allocation and management.

Any SimpleHelp enterprise server can act as a license server, or, if you prefer for management reasons, dedicated SimpleHelp servers can be used purely as license servers.

Under a license server setup, one or more redundant license servers have your master enterprise license installed with a large number of sessions.

Your other central SimpleHelp servers (e.g. geographically located or dedicated to teams within your organisation) are then set up with a Peer connection to your license servers.

These central servers are then allocated a number of sessions from your enterprise license using the admin technician client associated with the license server.

The license allocation can be changed at any time within a few minutes. If the peer server connection fails then your central SimpleHelp servers will retain their license limit for 24 hours before reverting to a locally installed license.

This allows both centralised management, tracking and purchasing of your SimpleHelp server license allocation, and easy flexible allocation and reallocation of sessions as required to teams within your organisation.

FULL ARCHITECTURE