

Symantec pcAnywhere™ 12.0

Industry-leading remote control solution for faster helpdesk support and issue resolution

Overview

Symantec pcAnywhere™, the world's leading remote control solution¹, helps organizations manage remote computers securely across multiple platforms—even through routers and firewalls—to resolve issues quickly.

Features and benefits

- Provides a feature-rich, secure, reliable remote control solution to accelerate resolution of helpdesk calls
- NEW! Gateway option enables real-time discovery of and connection to multiple devices behind firewalls/NAT devices, mitigates private/dynamic IP challenges, and minimizes port opening/forwarding
- NEW! Host invitation feature simplifies the process of hosts establishing a reverse connection from behind firewalls/NAT devices
- NEW! Offers heterogeneous host and remote platform support across Windows®, Linux®, and Mac OS X®; all hosts can also be accessed from Microsoft® Pocket PC devices or Web browsers
- NEW! User interface enhancements provide simple, graphical task-based options and offer the option to combine the pcAnywhere Manager with all active sessions into a single window
- NEW! pcAnywhere mobile remote management tools reduce steps, bandwidth, and time required for remote troubleshooting and issue resolution from Pocket PC or Pocket PC Phone device
- NEW! Support for 64-bit environments

1. *Worldwide Remote Control Software 2005–2009 Forecast and 2004 Vendor Shares, IDC, August 2005*

- NEW! Symantec pcAnywhere Access Server option facilitates the discovery of and connection to multiple pcAnywhere hosts from anywhere—regardless of location or network configuration. (Sold separately and works in conjunction with pcAnywhere 12.0.)
- Windows PE Support allows for a pcAnywhere Thin Host when used within the Microsoft Windows PE® operating system.
- 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.
- 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 validated.
- 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.
- Symantec Packager simplifies installation and setup and allows administrators to tailor the solution to best fit the needs of the organization
- Support for 13 authentication methods allow customers to use existing network authentication user names and passwords with pcAnywhere



Fact Sheet:

Symantec pcAnywhere™ 12.0

System requirements

pcAnywhere™ Windows® Host, Remote & Gateway

Windows XP Home/XP Pro/2000 Pro/2000 Server (Host, Remote & Gateway); Windows NT 4/Me/98 (Host & Remote only); Windows XP Pro x64 AMD64 or EM64T (Host & Gateway only); Windows XP Embedded & Windows Embedded for Point of Service (Host only)

- 233MHz or faster processor
- 64 MB of RAM (128 MB recommended)

Windows Server 2003 (Host, Remote & Gateway);

Windows Server 2003 x64 (Host & Gateway only)

- 233MHz or faster processor
- 128 MB of RAM

Required for all Windows installations

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

pcAnywhere™ CrossPlatform

pcAnywhere™ CrossPlatform Remote

- Java™ Runtime Environment 1.4.2 or later
- Red Hat 9, Red Hat Enterprise Linux ES & WS 3.0/4.0, Novell Linux Desktop 9, SuSE Linux 9.3/10.0,
- Mac OS X 10.3 or later
- Windows 98 or later

pcAnywhere Linux® Host

- Red Hat 9, Red Hat Enterprise Linux ES & WS 3.0/4.0, Novell Linux Desktop 9, SuSE Linux 9.3/10.0, SuSE Enterprise Server 8/9
- KDE or GNOME

pcAnywhere Mac OS® X Host

- Mac OS X 10.3 or later (PowerPC processor)

pcAnywhere Web Remote™

- Java™ Runtime Environment 1.4.2 or later
- MS IE, Mozilla Firefox, or Safari

More information

Visit our Web site

<http://enterprisesecurity.symantec.com>

To speak with a Product Specialist in the US

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the US

Symantec has operations in 40 countries. For specific country offices and contact numbers, visit our Web site.

About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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