



SonicWALL Virtual Assist/Virtual Access

SECURE REMOTE ACCESS

Easy-to-use tool for remote support and remote PC control

- **Anywhere, anytime remote PC control**
- **Thin client connectivity**
- **Virtual Assist chat functionality**
- **File transfer capability**
- **Tight integration with existing authentication infrastructure**
- **Diagnostic capability**
- **Logging and reporting functionality**
- **Personalized customer Web portal**
- **Easy-to-use Virtual Assist technician standalone client**
- **Integration with SSL VPN administrative interface**
- **256-bit AES SSL encryption**
- **Seamless integration of the SSL VPN appliance behind virtually any firewall**

Today, customers receive technical support by phone, email, chat and pre-installed remote support clients—often resulting in a cumbersome, time consuming and frustrating experience. With customer satisfaction being a key business driver for IT and Technical Support departments, employing user friendly tools is critical for enhancing service levels, improving resolution times and minimizing costs. In addition, technicians, trusted service providers and employees frequently require full control of unattended mission-specific PCs from remote locations in order to provide routine or emergency support, administration or maintenance.

SonicWALL® Virtual Assist is a remote support tool that enables a technician to assume control of a customer's PC or laptop for the purpose of providing remote technical assistance. With the customer's permission, the technician can gain instant access to a computer using a Web browser, making it easy to diagnose and fix a problem remotely without the need for a pre-installed "fat" client.

SonicWALL Virtual Access is a remote PC control tool that enables authorized end users to gain secure remote access to their unattended Windows-based computers from anywhere. Users simply need to install the Virtual Access agent onto a Windows PC with Internet access and, as long as that PC has a connection to the SonicWALL SSL VPN, the user can connect to that PC from anywhere they have an Internet connection. This is especially useful for remote employees who have the need to connect back to a home office computer or small branch office PC that is not normally connected to the LAN.

Features and Benefits

Anywhere, anytime remote support (Virtual Assist) improves customer satisfaction and support staff productivity.

Anywhere, anytime remote PC control (Virtual Access) supports flexible teleworking and managed services initiatives, and lowers overhead costs by streamlining distributed application system deployments, operations, upgrades, administration and maintenance.

Thin client connectivity eliminates the need to download and pre-install a "fat" client, minimizing customer frustration and set-up overhead.

Virtual Assist chat functionality provides an efficient communication alternative to costly phone support.

File transfer capability provides fast, convenient and secure access to local and remote files.

Tight integration with existing authentication infrastructure ensures that the customers' identities are confirmed. Alternatively, the local database of the SSL VPN appliance and tokenless two-factor authentication can be utilized.

Diagnostic capability enables a technician to quickly obtain system information from a customer's computer or unattended PC.

Logging and reporting functionality enables managers to supervise remote support activity for internal audit or external billing purposes.

Personalized Virtual Assist customer Web portal enhances the user experience by providing a familiar look and feel for both Windows® and Mac® customers.

Easy-to-use Virtual Assist technician standalone client facilitates the management and scheduling of the support queue.

Integration with SSL VPN administrative interface enables the IT administrator to easily license and configure the module.*

256-bit AES SSL encryption of the data by the SSL VPN appliance provides a secure environment for the data and assists in the effort to be compliant with data protection regulations.

Seamless integration of the SSL VPN appliance behind virtually any firewall enables organizations to leverage their existing network infrastructure.

* Additional license required. Only available as a software add-on module for the SSL-VPN 4000 and SRA 4200.



Specifications

SonicWALL Virtual Assist/Virtual Access Deployment Scenarios

Virtual Access Deployment Scenario



- 1 Install the Virtual Access agent onto a Windows PC with Internet Access (available from the SonicWALL SSL VPN Web Portal).
- 2 Log into the SonicWALL SSL VPN portal from a remote Windows laptop/PC.
- 3 Select the Virtual Access link from the SSL VPN Web portal.
- 4 Access your PC remotely.

Virtual Assist Deployment Scenario



1. Technician logs into a portal or via a standalone thin client to monitor queue or invite a specific customer via email.
2. Customer logs into a portal and requests help or accepts the email invitation.
3. A thin client is pushed seamlessly through the browser to the Customer.
4. Technician sees Customer in queue and requests access to computer.
5. Customer gives permission and remote support session begins. The Technician now actively controls the remote computer. The Customer is able to see what the Technician does on the screen.
6. The Technician or Customer may end this session at any point in time.

Specifications

Customer's Computer

OS: Windows XP, Vista (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), MacOS 10.4+ (PowerPC and Intel)
 Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome
 Virtual Access Remote PC: Windows XP, Vista (32-bit, 64-bit), Windows 7 (32-bit, 64-bit)

Technician's Computer

OS: Windows 2000, XP, Vista (32-bit, 64-bit), Windows 7
 Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome
Maximum Number of Allowable Technicians
 SRA 4200: 26, SSL-VPN 4000: 25

For more information on SonicWALL SSL VPN solutions, please visit our Web site at <http://www.sonicwall.com>.



SonicWALL Virtual Assist/ Virtual Access

SonicWALL Virtual Assist/
Virtual Access
up to 1 Tech
01-SSC-5967

SonicWALL Virtual Assist/
Virtual Access
up to 5 Techs
01-SSC-5974

SonicWALL Virtual Assist/
Virtual Access
up to 10 Techs
01-SSC-5971

SonicWALL Virtual Assist/
Virtual Access
up to 25 Techs
01-SSC-5972

*Support for SonicWALL Virtual Assist is covered by the support contract purchased for the SSL VPN appliance.

SonicWALL's line-up of comprehensive protection



NETWORK SECURITY



SECURE REMOTE ACCESS



WEB AND E-MAIL SECURITY



BACKUP AND RECOVERY



POLICY AND MANAGEMENT



SonicWALL, Inc.
 2001 Logic Drive, San Jose, CA 95124
 T +1 408.745.9600 F +1 408.745.9300
www.sonicwall.com