



Altiris® 6

# Carbon Copy® Solution

REMOTE CONTROL WITH AUTOMATED DEPLOYMENT,  
CONFIGURATION, AND REPORTING

## BENEFITS

- > Easy to install, use, and deploy
- > Supports network and mobile-based systems
- > Eliminates travel to remote locations
- > Improves return on investment (ROI) by reducing downtime
- > Increases first call resolution (FCR) by 35 percent over industry-standard averages
- > Enhances user productivity by keeping desktops and servers running efficiently
- > Solves user problems remotely, reducing repeat calls

Altiris Carbon Copy® Solution isn't your average remote control application—it provides access from a Web browser. Plus, its powerful management features give you the tools you need to remotely administer your corporate environment. Integrated agent deployment and configuration simplifies distribution, while reports and notification policies track agent installations and remote sessions.

## FLEXIBLE COMMUNICATIONS AND SOLID PERFORMANCE

To effectively manage your environment, you need access to computers on the network or in remote locations. Use Carbon Copy Solution to connect with desktops, servers, and notebooks over the LAN, WAN, or the Internet. Built on a proprietary high performance remote access application protocol, Carbon Copy Solution is optimized for any bandwidth so it even performs over the slowest dial-up WAN and Internet connections.

## ACCESS AND CONTROL FROM YOUR WEB BROWSER

With traditional applications you still need locally installed software to control a remote computer. Using Carbon Copy Solution, you can connect and control a installed Windows\* agent from any location and any computer with Microsoft\* Internet Explorer. Simply click on the Carbon Copy URL; the remote access console is immediately downloaded and ready to use. It's that easy. And the console is only cached—so files aren't permanently left behind.

## INTEGRATED CLIENT DEPLOYMENT AND CONFIGURATION

There's no need for separate utilities or cumbersome roll-out procedures, because agents are easily managed from a Web-based management console. With Carbon Copy Solution, you can roll out agents immediately or schedule them during off-peak hours. Once installed, the agents are ready to accept connections, and security profiles are in place to protect company information. You can centrally customize security options and update the agent configuration whenever you want.

## COMPREHENSIVE SECURITY

Security is always a primary concern when implementing a remote control solution. Carbon Copy provides security parameters that control access within the management console and all aspects of the remote session. In the management console, you can define which administrators can modify agent configuration settings and which users can initiate sessions. Carbon Copy Solution also provides a robust set of agent security options that can be combined to provide multi-level security, from authorizing the connection to restricting what utilities can be run on the computer.

## CENTRALIZED MONITORING AND REPORTING

Carbon Copy Solution allows you to track and manage remote access throughout your enterprise. All remote access activity is automatically logged on the agent and reported to a central server. Altiris' pre-defined Web Reports™ allow you to view remote access activity or information on agent security configurations. You can even create your own custom reports by cloning the predefined Web Reports and adding data and filter parameters—and no programming is required. Carbon Copy Solution also allows you to set specific policies that automatically notify you when certain conditions exist, such as deviations from defined security settings.

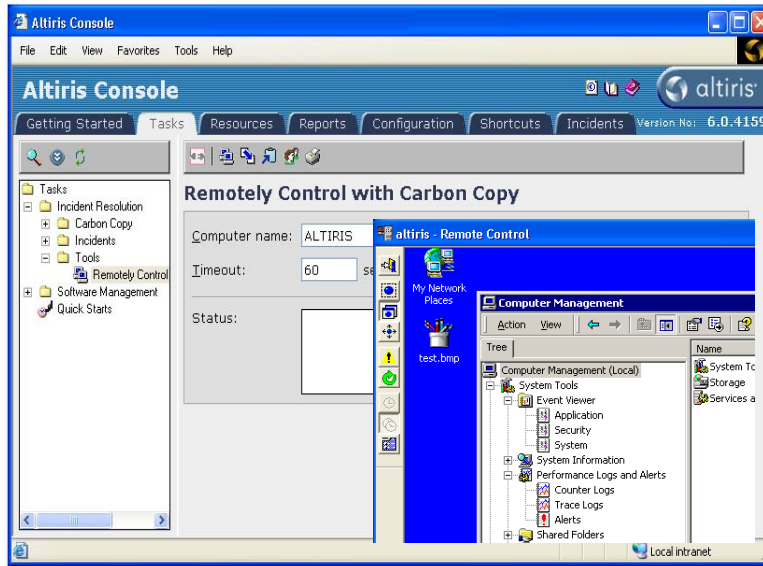


altiris®  
intuitive > manageability

“We can take care of the majority of support calls without leaving the office. And with Carbon Copy we can train users to solve their own issues, ultimately reducing support calls.”

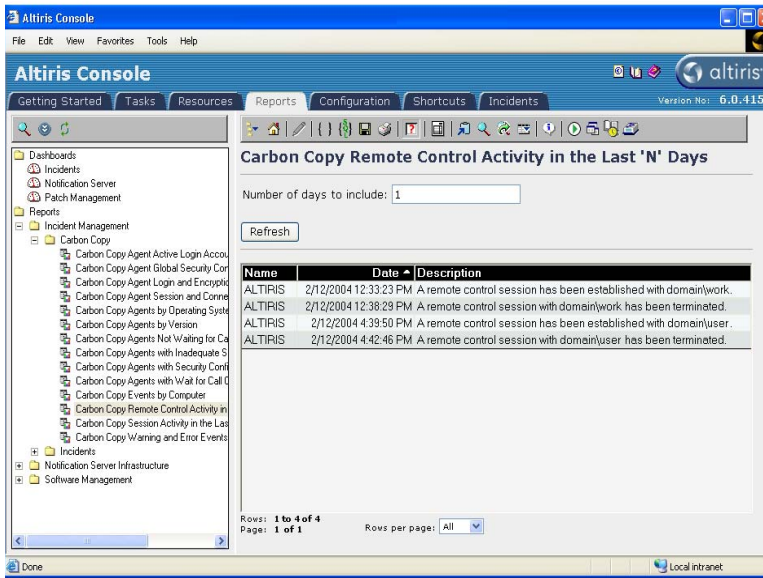
—PAUL JOHNSON

Chief Network Engineer  
Barton Malow



Launch remote control or any remote utility from a Web browser.

HONORABLE MENTION



Easily create, customize, and view reports such as daily remote control activity in the last specified days.

**TRY CARBON COPY SOLUTION FOR FREE!**

The best way to see what Carbon Copy Solution can do for your organization is to try it. Get your 30-day, fully-functional evaluation copy of Carbon Copy Solution at [www.altiris.com/eval](http://www.altiris.com/eval).

**SYSTEM REQUIREMENTS**

If you plan on running other Altiris solutions, Carbon Copy Solution requires that you install and configure the Altiris Notification Server™.

*Notification Server Minimum Requirements*

- > Processor—Pentium® III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows Server 2003 or Windows 2000 Server
- > Database—Microsoft® SQL Server 2000 SP3
- > Browser—Microsoft Internet Explorer 6 or later

*Carbon Copy Solution Agent Minimum Requirements*

- > Operating system—Windows 95 or later
- > Available disk space—5 MB disk space for Carbon Copy Solution Agent, plus space to install required software
- > Memory—64 MB RAM
- > Browser—Microsoft Internet Explorer 4 or later

