

**The CM Remote Operations** component of CM involves more functionalities:

[CM Remote Desktop Access](#) - remote access to a computer desktop

[CM Remote Installations](#) - Remote installations of "3rd party" programs, remote launching of programs and scripts

[CM Remote Services](#) - remote instructions to computer maintenance as WakeOnLAN, Shutdown, Restart, Control of services, Processes termination...

## **CM Remote Desktop Access**

### **Remote access via TeamViewer**

- integrated solution from a third party – program TeamViewer with your license,
- supported for platforms MS Windows and (Mac) OS X
- ensures connection without adjusting firewall settings, without installation, without proxy settings
- program TeamViewer quick-support is launched on instruction from the CM Server
- the connection is realized even if no one is logged in, support of file transfer
- security – program TeamViewer runs only during the actual connection (at the end of the connection nothing
- regarding the program teamviewer remains on the computer - no changes in the OS, in registers )

### **Remote access via RemoteDesktop**

- support of easier launch of standard remote desktop connection
- requires open ports as well as in manual connection

### **Remote access via VNC**

- support of easier launch of standard VNC connection
- requires open ports as well as in manual connection

More information at [How CM works in section Remote access to Desktop](#) [1]

## **CM Remote Installations**

### **Remote software installations**

- installation of applications, which support the so called unattended installation
- support in the MS Windows environment (e.g. .msi files, installations through .exe files, installations performed through a batch file)
- an option to send an installation package up to 100MB directly to PC
- an option to send to the target computer only the command line or a batch .bt file for installation
- files located on network storage

### **Remote script launching**

- support of launching scripts as batch files .bat files, VBS scripts
- support in the MS Windows environment
- examples of VBS scripts may be found at the CM portal in paid service

More information at [How CM works in the section Remote installations and scripts](#) [2]

## CM Remote Services

The supported functions are:

**Waking a shutdown computer (WakeOnLAN)** - CM server sends the waking command to the selected C-Monitor, which is in LAN with the to-be-woken computer and a "Magic packet" is sent right through the LAN

**Remote restart** - including the option of "force" restart

**Remote computer shutdown** - including the option of "force" shutdown

**Administration (management) of services** - standard functions as stop, start, restart of a service

**Management of processes** - listing of currently running processes and option of their termination

**Eventlog** - basic operations over Eventlog

More information at [How CM works in the section Functions for remote maintenance](#) [3]

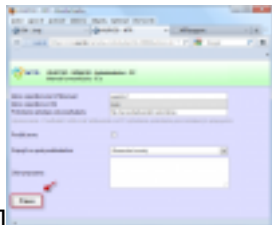
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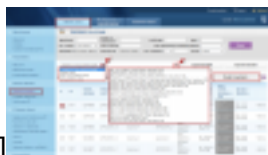
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## Links

[1] <https://customermonitor.eu/how-cm-works-0/remote-desktop-access>

[2] <https://customermonitor.eu/how-cm-works-0/remote-installations-and-scripts>

[3] <https://customermonitor.eu/how-cm-works-0/functions-remote-maintenance>

[4] <https://customermonitor.eu/sites/default/files/remote%20acces.png>

[5] [https://customermonitor.eu/sites/default/files/ntr%20support%20pripojenie\\_0.png](https://customermonitor.eu/sites/default/files/ntr%20support%20pripojenie_0.png)

[6] [https://customermonitor.eu/sites/default/files/teamviewer%202\\_0.png](https://customermonitor.eu/sites/default/files/teamviewer%202_0.png)

[7] [https://customermonitor.eu/sites/default/files/team%20viewer%203\\_0.png](https://customermonitor.eu/sites/default/files/team%20viewer%203_0.png)

[8] <https://customermonitor.eu/sites/default/files/vnc2.png>

[9] <https://customermonitor.eu/sites/default/files/remote%20acces%20rdp.png>

[10] <https://customermonitor.eu/sites/default/files/udrzivanie%20PC.png>

[11] <https://customermonitor.eu/sites/default/files/event%20log3.png>

[12] [https://customermonitor.eu/sites/default/files/procesy%202\\_0.png](https://customermonitor.eu/sites/default/files/procesy%202_0.png)

[13] [https://customermonitor.eu/sites/default/files/sluzby2\\_0.png](https://customermonitor.eu/sites/default/files/sluzby2_0.png)

[14] <https://customermonitor.eu/sites/default/files/instalacia%20skriptov.png>