



EOJOHNSON
BUSINESS TECHNOLOGIES

Locknet® Managed IT Services

Netxus™ Platform

Summer 2014 Upgrade Notification

Details about coming changes to the Netxus™ Platform

July 29, 2014

Introduction

Upgrade - July 31, 2014

To best serve EO Johnson Locknet® Managed IT Services partners, we will be performing an upgrade on the Netxus™ Platform on the evening of Thursday, July 31, 2014. The maintenance will begin at 10:00 PM and will run until 1:00 AM. The Netxus™ Platform will be unavailable during this window.

New Features

There are a number of significant changes as part of this upgrade. These changes include bug fixes as well as new features. To ease this transition, this document will cover some of the most significant changes and improvements with the coming upgrade.

Improvements

KRC - New Remote Control

The most significant improvement with the coming upgrade will be a new form of remote control. This remote control technology provides a next-generation remote control and connects extremely fast.

This remote control technology, called Kaseya Remote Control or “KRC”, will replace all other remote control technologies in the system except for K-VNC. While RDP will not be available going forward, the new remote control technology will connect *faster* than RDP.

Below is some additional information on the ideology and under-the-hood workings of the new remote control technology:

Faster Connection Times

One of our goals is to have the fastest remote control technology available to support our partners. Today, connections can take up to 120 seconds to connect depending on various environmental factors. KRC typically connects in 2 to 4 seconds. This is extremely fast and is designed to work exceptionally well in low bandwidth environments.

Better Performance While Connected

Remote Control is greatly affected by high-latency and low Internet connection speeds. To alleviate these issues, KRC will support both peer-to-peer remote control sessions as well as a new codec based protocol for minimizing the amount of bandwidth required to view a remote endpoint's screen resulting in a better connection experience.

KRC is Built-In

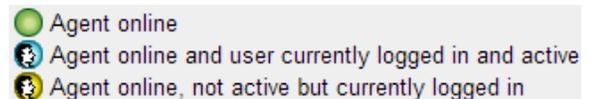
Today, remote control components need to be downloaded to both the viewing and viewed endpoint for remote control to work. KRC will be fully contained in the agent itself. KRC will be available when the agent is installed without any further software on the remote machine.

Faster Resolution

Whether you use the Netxus™ Platform to receive help from the EO Johnson Locknet® Managed IT Services Support Center or help your end users directly or both, the new remote control will help to make supporting your users even faster.

Agent Status Icon Functionality

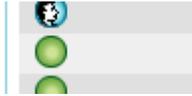
KRC can be quickly launched from any of the agent status icons throughout the platform. By left-clicking the status icon, you will now be able to launch remote control through KRC directly.



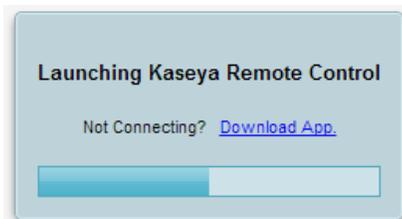
KRC Client

The KRC Client requires a one-time install on the viewer's machine. The process below will briefly review how to install the client on a Windows 7 workstation.

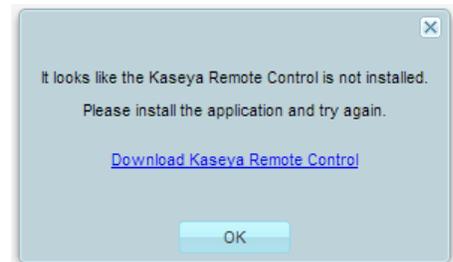
1. After logging into the Netxus™ Platform, left-click the agent status icon for an online machine to begin the remote control process.



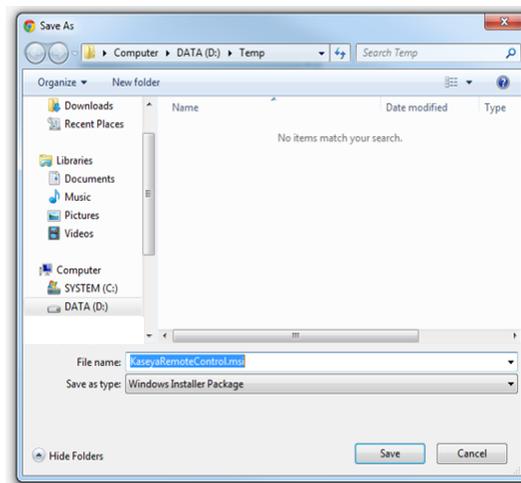
2. The KRC launching window will appear. If you do not already have the KRC client installed, there will be a link available to download the KRC client.



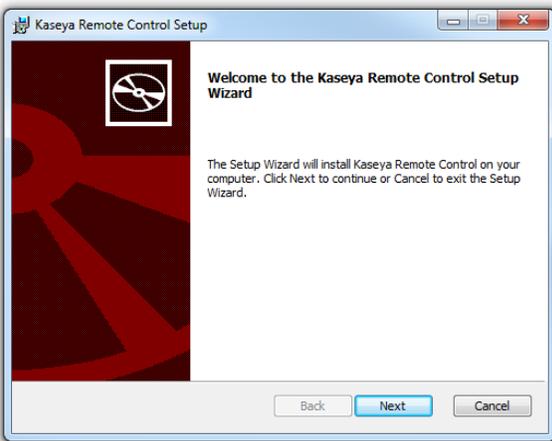
You may also be prompted directly to download the KRC client.



3. Left-click the link to download the KRC application and save it to a temporary location.

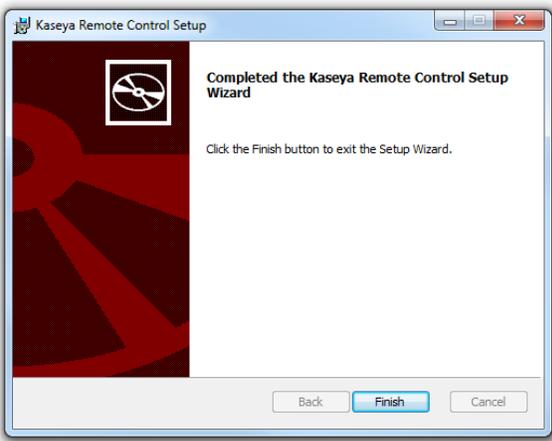
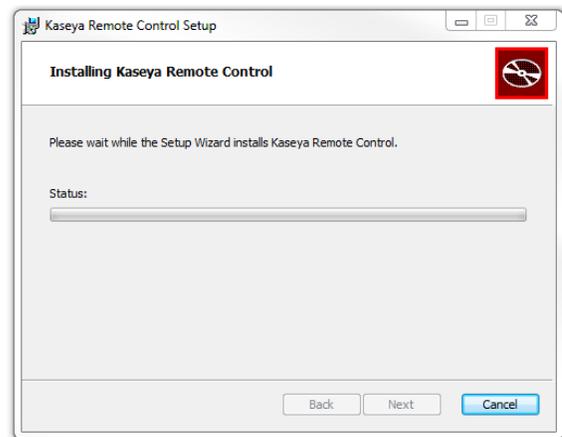


4. Next, run the file from the temporary location to begin the installation process. Proceed through the installation process to install the KRC client.



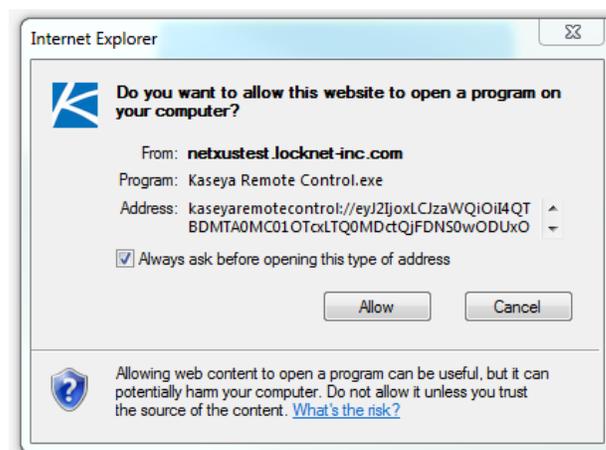
◀ Click “Next” when prompted.

The installation will start. ➤

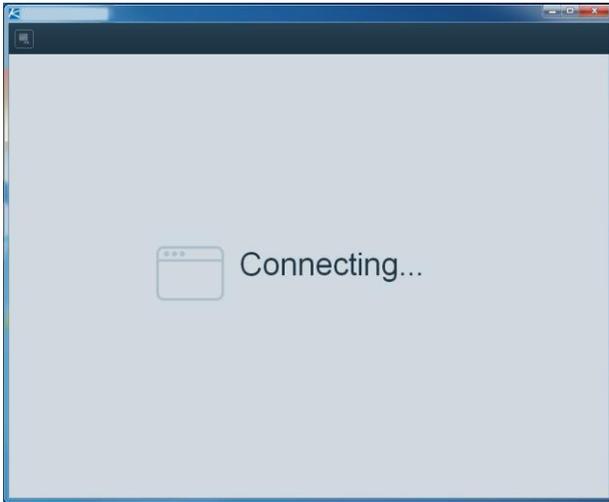


◀ Click “Finish” to complete the install.

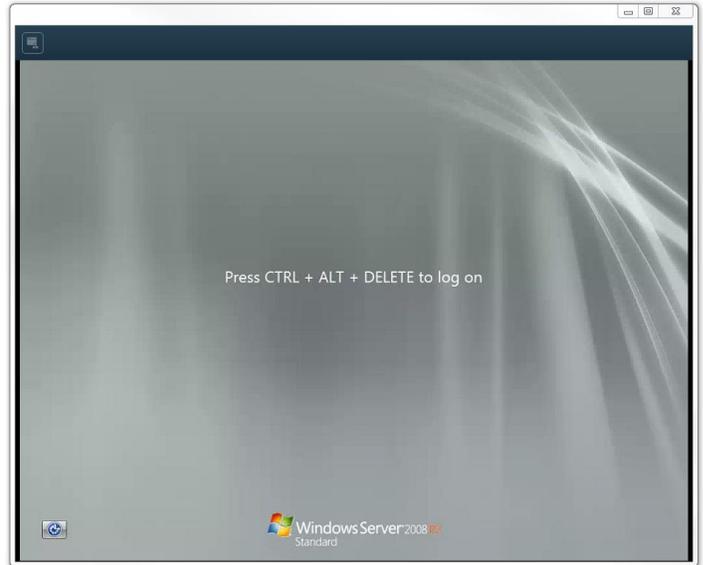
5. Once the client is installed, left-click the agent status icon again. This time you will be prompted to allow the Netxus™ Platform to call the external KRC viewer application. Once you have un-checked the “Always ask before opening this type of address” check box, left click the “Allow” button.



6. KRC will now connect to the machine.

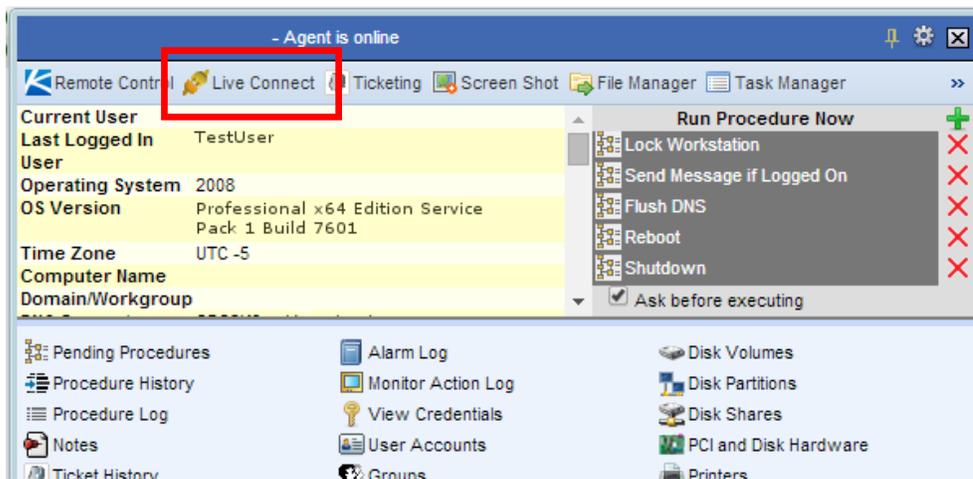


You are now connected!



Live Connection Functionality Has Moved

This replaces the previous functionality of launching the Live Connect browser plugin by left-clicking the status icon. Live Connect will still be available after the upgrade, however it will be in a different location. If you hover over the agent status icon to open the Quickview window, Live Connect is available as a toolbar item in at the top of the Quickview window.



More Built-In Report Templates

The upgrade will also bring new reporting templates for custom made reports. While EO Johnson will continue to develop template reports that you can simply run to get the data you need, there will be many additional built-in reporting templates added to the system for you to customize as needed. These new reporting templates will allow you to customize a report that comes with components already added.

These new built-in report templates will use the new reporting format that allows for adding advanced graphs and charts.

Signed Agent Procedures

Agent procedures or “scripts” will begin to be “signed” after the upgrade. This process will associate a secure identifier with each agent procedure in the system.

As part of the signing process, all agent procedures will need to be approved to run against an agent. During the upgrade, all existing agent procedures will be grandfathered into an approved state. After the upgrade, any newly created or edited agent procedure will require an EO Johnson Locknet® administrator to review and approve these procedures for them to work.

This feature is being introduced to enhanced security for all partners.

Intel vPro Module

While Intel vPro features were available in the Netxus™ Platform in previous releases, the vPro functionality has been moved to its own module within the platform. If your organization uses vPro and the Intel AMT software, the new vPro module will allow you to access these functions more quickly.

“What do I need to do?”

Before the Upgrade

No actions are required prior to the upgrade on July 31, 2014. EO Johnson Locknet® administrators will perform all necessary operations for the upgrade including updating the agent software on each endpoint. EO Johnson Locknet® administrators are able to update the agents for you without accessing the agents themselves.

After the Upgrade

After the upgrade, please check out the new features.

The new remote control feature will require the installation of the KRC client. If you do not have time to install the KRC client, please remember that K-VNC will still be available as a fall back.

The new built-in report templates will also be available for your review.

With the new vPro module, vPro may be something you are interested in exploring. Please contact your sales professional to see if vPro would work well in your environment.

Additional Training

If you feel additional training is needed for your team prior to the upgrade, please contact us in the EO Johnson Locknet® Support Center for assistance. We can discuss your training needs and schedule some group training for the improvements being introduced.

If you would like additional training, please contact Bret Orsburn in the EO Johnson Locknet® Managed IT Services Support Center by dialing 877.408.1656 or e-mailing borsburn@locknet-inc.com.

Conclusion

In closing, several things will be changing with the coming upgrade. Among the changes, remote control will be revamped and the performance of the remote control sessions will increase dramatically. Also, to enhanced security, agent procedures will be signed going forward and will require EO Johnson to approve changes to agent procedures. In addition, reporting and the Info Center module will receive additional content. vPro is now more quickly accessible with the upgrade as well. While the changes from the coming upgrade update some core features of the system, these new features will add some significant value to the Netxus™ Platform.