

# ADMINISTRATION & DIAGNOSTICS



Behind-the-scenes support, diagnostics, and reporting for servers, users, & workstations

Administration & Diagnostics is a remote management toolset for managing users, workstations, and servers. Gain access to extensive Active Directory and systems information. Remotely support and control user environments without disruptive remote control sessions.

## KEY BENEFITS

### Active Directory Integration & Management

Quickly find users and machines (including VDI, Citrix®, & RDP sessions) with advanced wildcard AD searches. Fix IT support issues quickly by detecting logged-in user-sessions in real-time. Set passwords policies, unlock accounts, manage user groups, report on user login history, and much more.

### “Behind-the-scenes” remote support and control

Do it all, and never interrupt end-users. Deploy/repair/uninstall software, configure printer / drive mappings, access the Goverlan Task Manager, configure desktop settings, deploy Microsoft or 3rd party application patches & more without a traditional remote control session or desk-side visit.

### Query system information

Query systems information on demand and in real-time, including: hardware & peripherals, BIOS & OS information/configurations, running processes, and more. For offline or unavailable machines, Goverlan Sure-Data augments reports with the most recent information, giving you the most accurate view of your environment: real-time for all online machines and last available for all offline machines.

### Dynamic Remote Systems Management

Perform advanced tasks in the background: rename computers, join/unjoin to a domain, change IP configuration, and manage the registry/file system. Control processes, services and startup programs, view and manage running tasks and applications in real-time and monitor performance with easy-to-view graphs.

## PROBLEM

IT professionals need access to the tools they use the most and be able to quickly leverage those tools quickly on the users, machines, and servers that require support.

Remote Control is disruptive and requires coordination with busy end-users who cannot dedicate time for support technicians and system administrators to troubleshoot their equipment.

## SOLUTION

Administration & Diagnostics tightly integrates with your existing Active Directory infrastructure, allowing you to easily find users with advanced Active Directory searches and detect user sessions in real-time. Resolve directly to the machine a user is currently logged into without needing to ask for a machine name or asset tag.

Administration & Diagnostics provides a robust remote management toolset without end-user interruptions or remote control sessions, allowing system administrators and helpdesk technicians to resolve issues completely behind-the-scenes.

## ABOUT GOVERLAN

Chosen by IT professional worldwide, Goverlan is renowned for its ease-of-use and expandable feature set. Goverlan enables IT support to globally and dynamically control, manage, and support desktop and server infrastructure in-real time, without user interruption. Administrators can get to the root of the problems quickly and resolve client issues more efficiently.

## Unlimited End-Users

Administration & Diagnostics is provided for an unlimited number of nodes with per-operator licensing as opposed to per-node licensing, allowing you to budget based on the size of your support organization, and not your entire organization.



## KEY FEATURES

### Communicate & Collaborate

Send instant messages to your users even if they are not logged-in. Open a chat session with one or more users or colleagues to collaborate on an issue.

### Fluid Fast Search & Detection

With *fastConnect*, detect user sessions with advanced AD search capabilities using wildcards, enter a partial user or computer name and Goverlan does the rest.

### Remote CMD Prompt

Run command line or PowerShell<sup>®</sup> commands in the background, execute scripts on remote systems and receive the output.

### Power Management

Full support for: Intel<sup>®</sup> vPRO<sup>™</sup> AMT, Wake-on-LAN, lock machines, logoff users, power off, restart or reboot to safe mode, restart to BIOS instantly, or on a schedule.

### Citrix & VDI

Support Citrix and VDI users from the same console as traditional desktop users. Search for a user attribute and display the hosting server. Manage, monitor, and report on the hosting server, the user session, and the users physical end-point, giving you complete control of virtual sessions.

### System Health Issues & Performance Bottlenecks

Monitor and manage your running tasks and applications in real-time. Detect the top 5 consumers of system's resources. View live graphs of CPU, storage, memory and network consumption and act on issues by controlling processes, services and startup programs.

## NEW IN VERSION 8

### OBJECTS MANAGER

The four Goverlan object types: Software packages, script packages, external controls and custom actions are now consolidated into a single management pane. You can also organize Goverlan objects into categories.

### POWERSHELL SUPPORT

Open a remote command prompt with PowerShell support. Execute PowerShell scripts remotely and on multiple machines at once.

### LIVE VIEWS

Quickly see real-time user and machine states with color coded icons; enhanced UI for tablets and mobility.

### SYSTEM REQUIREMENTS

#### Goverlan v8 Console App:

Windows XP SP3 or greater

#### Goverlan v8 agent:

Windows XP SP3 or greater

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