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# SUPPORT NOTE

SN-110

## RDS Intranet Remote Support

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### Introduction

The Windows version of the Reedholm Distribution Software (RDS Intranet) dramatically extends the capability of a Reedholm test system. However, the extra capability can require additional and timelier customer support than needed in the past.

When operating problems do arise, it can take a couple of days to finally get all of the information (e.g., thorough description of the problem, setup files, test files, data files, etc.) needed to provide effective feedback and advice. If the problem must be resolved quickly, a visit to the customer site is needed.

Fortunately, the browser-based Intranet product permits support via the Internet. Using a third party software package, Reedholm support engineers can control an RDS Intranet system almost as if they were at the customer site. In addition, the software package puts the customer in charge of all security issues.

After reviewing several of the remote control software packages, Citrix Online GoToMeeting was chosen based on reliability, speed, ease-of-use, and cost.

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### Benefits

#### Faster Issue Resolution

Duplicating a problem is often difficult and lengthy when done using e-mails and phone calls—even with Reedholm data driven software. Remotely accessing the tester eliminates communication errors and turn around time, and thus minimizes downtime while a problem is being resolved.

#### Quicker Transition to RDS Intranet

Switching from the DOS-based Reedholm software to the Intranet version does not happen overnight. Test plans and test data have to be imported into the database, intradie patterns need to be fine tuned, and results correlated. Allowing Reedholm support engineers direct access in order to assist during the conversion gets the tools converted over sooner.

### Reduction of On-site Service Costs

With remote access to the test system, on-site service is only required when a problem cannot be solved in a timely manner, or when a great deal of interaction with device engineering is required. At this time, no charge is made for service when performed at Reedholm, and this type of remote access would address most of the application calls.

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### GoToMeeting Overview

GoToMeeting is a hosted service that enables access to any Internet connected computer, using a downloadable client over a secure connection. Features include: screen sharing, chat, VoIP (Voice over IP), and draw mode. GoToMeeting client and host software are designed for efficient, reliable and secure communication over any network.

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### How It Works

#### Communication Process

GoToMeeting is a hosted service that utilizes the secure Citrix Online GoToMeeting service Infrastructure to establish an encrypted stream between the GoToMeeting host and the attendees. The presentation host (Reedholm) sets up the session using the GoToMeeting client, and this thin client communicates with the GoToMeeting service broker and communication servers to establish the session, facilitate communication with the attendees and enable desktop sharing.

#### Organizing a Session

Organizing a session with GoToMeeting begins when Reedholm sends an invitation e-mail to the attendees, containing a unique link to the session. Attendees download a small executable to participate and once within the session, the presenter status is given to the attendee so that remote control can be granted to the host.

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## GoToMeeting Features

### Switching Presenters

GoToMeeting gives hosts and attendees the ability to switch presenter status, allowing the attendee to share the screen, keyboard and mouse with the host.

### Keyboard and Mouse Control

The host (Reedholm) has full control of the keyboard and mouse of the presenting computer. This places Reedholm support virtually in front of the test system.

### Use of Chat and VoIP

Users can communicate through a chat window; this is useful for verifying guest identification and conveying guest actions. Additionally, the built-in VoIP feature allows users to use a microphone and speakers to voice chat without the added expense of dialing in long distance or internationally.

### Draw Mode

The draw mode enables the users to draw and highlight items on the presenting screen. This can be used in combination with chat to help clarify messages.

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## Security

Maintaining security is important when transmitting information over the Internet. A detailed white paper outlining communication infrastructure and security standards can be found at the GoToMeeting website.

- GoToMeeting implements 128-bit Advanced Encryption Standard (AES) in Cipher Feedback Mode (CFB), meeting industry and U.S. Government standards for cryptographic algorithms and security protocols.
- Downloadable executable is a digitally signed Java Applet.
- Users are automatically logged out of a session after 15 minutes of inactivity, as determined by the user SSL session.

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## Intranet Support Implementation

When remote support is deemed necessary, Reedholm support arranges an access time with the system user. Depending on the nature of the issue, access is needed for the Intranet client PC and/or server PC.

At the prearranged access time, Reedholm sends a guest invitation for the customer to confirm. Upon connection, the customer grants full control of the host computer. During the remote session, the customer can monitor every action made by Reedholm. VoIP is used to communicate actions. Support tasks that may be performed include:

- Execute Intranet application (i.e. run diagnostics and test plans).
- Update Intranet application software.
- Update Intranet database.
- Drill into database and look for data errors.

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## Alternative Software

In the event that internal security standards prevent users from accepting GoToMeeting invitations, Reedholm can use similar services provided and supported by the customer IT department. These include:

- Centra Meeting.
- Cisco WebEx.
- IBM Lotus Sametime.