



SonicWALL Virtual Assist/Virtual Access

SECURE REMOTE ACCESS

Easy-To-Use Tool for Remote Support and Remote PC Control

- **Anywhere, anytime remote support**
- **Virtual Assist chat functionality**
- **Diagnostic capability**
- **Advanced troubleshooting capabilities**
- **Personalized Virtual Assist customer Web portal**
- **Easy-to-use Virtual Assist technician standalone client**
- **File transfer capability**
- **Anywhere, anytime remote PC control**
- **Access lists**
- **Disable power saving while active**
- **Thin client connectivity**
- **Tight integration with existing authentication infrastructure**
- **Logging and reporting functionality**
- **256-bit AES SSL encryption**

Today, customers receive technical support by phone, email, chat and pre-installed remote support clients—often resulting in a cumbersome, time consuming and frustrating experience. With customer satisfaction being a key business driver for IT and Technical Support departments, employing user-friendly virtual assistance tools is critical for enhancing service levels, improving resolution times and minimizing costs.

In addition, technicians, trusted service providers and employees frequently require virtual access and full control of unattended mission-specific PCs (such as file servers, application servers and database servers) from remote locations in order to provide routine or emergency support, administration or maintenance.

SonicWALL® Virtual Assist is a remote support tool that enables an organization's technician to assume control of a customer's PC or laptop for the purpose of providing remote technical assistance. With the customer's permission, the technician can gain instant access to a computer using a Web browser, making it easy to diagnose and fix a problem remotely without the need for a pre-installed "fat" client.

SonicWALL Virtual Access is a remote PC control tool that enables authorized end users to gain secure remote access to their unattended Windows-based computers from anywhere. Users simply need to install the Virtual Access "thin" client onto a personal computer with Internet access. And, as long as that PC has a connection to the SonicWALL SSL VPN, the user can connect to that PC from anywhere they have an Internet connection. This is especially useful for remote employees who need to connect back to a home office computer or small branch office PC that is not normally connected to the LAN.

Virtual Assist Features and Benefits

Anywhere, anytime remote support improves customer satisfaction and support staff productivity by easing remote system troubleshooting and speeding time-to-resolution on outstanding help desk trouble tickets.

Virtual Assist chat functionality provides an efficient and cost-effective way to communicate as opposed to phone support

Diagnostic capability enables a technician to quickly obtain system information from a customer's computer or unattended PC.

Advanced troubleshooting capabilities include support for remotely rebooting and reconnecting to a remote PC, even in Safe Mode. Unattended mode support provides technicians the ability to service PCs in the customer's absence.

Personalized Virtual Assist customer Web portal enhances the user experience by providing a familiar look and feel for both Windows® and Mac® customers.

Easy-to-use Virtual Assist technician standalone client facilitates the management of the support queue

File transfer capability provides fast, convenient and secure access to local and remote files.

Virtual Access Features and Benefits

Anywhere, anytime remote PC control supports flexible teleworking and managed services initiatives, and

lowers overhead costs by streamlining distributed application system deployments, operations, upgrades, administration and maintenance.

Access lists enable multiple Virtual Access users to access a remote system.

Disable power saving while active allows remote systems to remain accessible during an active Virtual Access session.

Shared Features and Benefits

Thin client connectivity eliminates the need to download and pre-install a "fat" client, minimizing customer frustration and setup overhead.

Tight integration with existing authentication infrastructure ensures that the end users identities are confirmed. Alternatively, the local database of the SSL VPN appliance and tokenless two-factor authentication can be utilized.

Logging and reporting functionality enables managers to supervise remote support activity for internal audit or external billing purposes.

256-bit AES SSL encryption of the data by the SSL VPN appliance provides a secure environment for the data and assists in the effort to be compliant with data protection regulations.

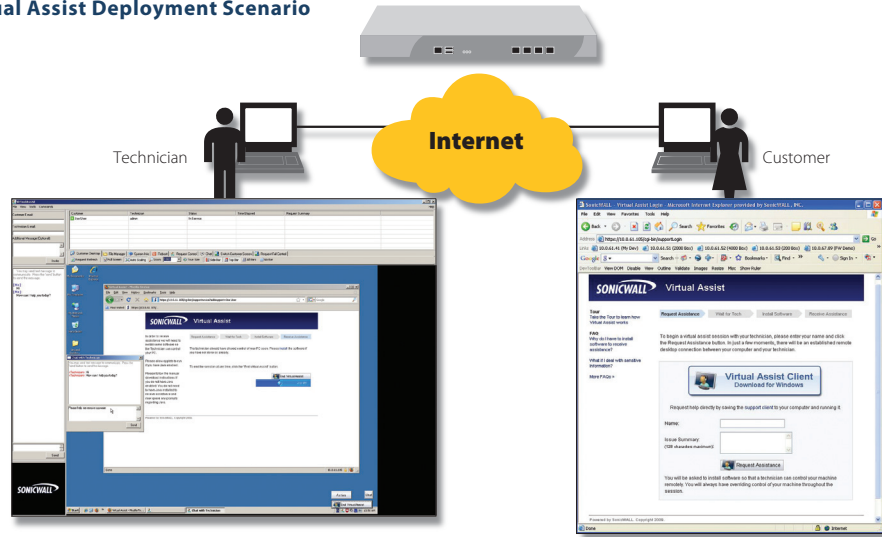


DYNAMIC SECURITY FOR THE GLOBAL NETWORK™

Specifications

SonicWALL Virtual Assist Deployment Scenario and Virtual Access Deployment Scenario

Virtual Assist Deployment Scenario



1. Technician logs into a portal or via a standalone thin client to monitor queue or invite a specific customer via email.
2. Customer logs into a portal and requests help or accepts the email invitation.
3. A thin client is pushed seamlessly through the browser to the Customer.
4. Technician sees Customer in queue and requests access to computer.
5. The Technician now actively controls the remote computer. The Customer is able to see what the Technician does on the screen. Both parties can chat and transfer files to each other during the session.
6. The Technician or Customer may end this session at any point in time.

Virtual Access Deployment Scenario



1. Install the Virtual Access thin client onto a personal computer with Internet Access (available from the SonicWALL SSL VPN Web Portal).
2. Log into the SonicWALL SSL VPN portal from a remote personal computer.
3. Select the Virtual Access link from the SSL VPN Web portal.
4. Access your personal computer remotely.

Specifications

Customer's Computer*

OS: Windows XP, Vista (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), MacOS 10.4+ (PowerPC and Intel)
 Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome
 Virtual Access Remote PC: Windows XP, Vista (32-bit, 64-bit), Windows 7 (32-bit, 64-bit)

Technician's Computer*

OS: Windows 2000, XP, Vista (32-bit, 64-bit), Windows 7
 Browser: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome

Maximum Number of Allowable Technicians

SRA 1200: 10, SRA 4200: 25, SRA EX-750: 10, SRA EX6000: 50, SRA EX7000: 250

*Please refer to the SRA product release notes for the most recent OS version support.

For more information on SonicWALL SSL VPN solutions, please visit our Web site at <http://www.sonicwall.com>.



SonicWALL Virtual Assist/ Virtual Access

SonicWALL Virtual Assist/
Virtual Access
Up to 1 Technician
01-SSC-5967

SonicWALL Virtual Assist/
Virtual Access
Up to 5 Technicians
01-SSC-5974

SonicWALL Virtual Assist/
Virtual Access
Up to 10 Technicians
01-SSC-5971

SonicWALL Virtual Assist/
Virtual Access
Up to 25 Technicians
01-SSC-5972

SonicWALL Aventail E-Class
SRA Virtual Assist
Up to 2 Concurrent Technicians
01-SSC-8463

SonicWALL Aventail E-Class
SRA Virtual Assist
Up to 10 Concurrent Technicians
01-SSC-8464

SonicWALL Aventail E-Class
SRA Virtual Assist
Up to 25 Concurrent Technicians
01-SSC-8465

SonicWALL Aventail E-Class
SRA Virtual Assist
Up to 50 Concurrent Technicians
01-SSC-8466

SonicWALL Aventail E-Class
SRA Virtual Assist
Up to 100 Concurrent Technicians
01-SSC-8467

*Support for SonicWALL Virtual Assist is covered by the support contract purchased for the SSL VPN appliance.

SonicWALL, Inc.

2001 Logic Drive, San Jose, CA 95124
 T +1 408.745.9600 F +1 408.745.9300
www.sonicwall.com

SonicWALL's line-up of dynamic security solutions

NETWORK SECURITY

SECURE REMOTE ACCESS

WEB AND E-MAIL SECURITY

BACKUP AND RECOVERY

POLICY AND MANAGEMENT

