



# 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**

Technical support by phone, email, chat and pre-installed remote support clients can be cumbersome, time consuming and frustrating. User-friendly virtual assistance tools are critical for enhancing service levels, improving resolution times and minimizing costs. Moreover, technicians, trusted service providers and employees need access and control over 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 for distributed businesses and service providers that enables a technician to assume control of a customer's Windows®, Macintosh® or Linux® computer. Easily installed via a web browser, customers can give technicians instant permission to chat, transfer files, access and reboot their computer remotely to diagnose and fix problems. The easy-to-use customer web portal provides a familiar look and feel for Windows, Mac and Linux customers. Furthermore, the technician and standalone client facilitates the management and scheduling of the support queue. SonicWALL Virtual Assist allows tight integration by leveraging existing network and authentication infrastructures.

SonicWALL Virtual Access enables authorized users in distributed and service provider businesses to gain secure web-based access to their unattended Windows computers from anywhere. Available as an add-on license on SonicWALL Secure Remote Access (SRA) Series appliances, Virtual Access increases productivity by providing easy full access to remote unattended Windows desktops or laptops. By simply installing the Virtual Access agent onto a Windows computer with Internet access and a connection to the SRA appliance, an authorized user can connect to that computer from anywhere over the Internet. Users simply log into the SonicWALL SSL VPN web portal, and select the Virtual Access option to connect back to the unattended computer.

## 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. It also saves time and money by not sending support staff on-site to debug customer desktops and laptops running Windows, Mac or Linux operating systems.

**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 Windows, Macintosh or Linux desktop or laptop.

**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 Windows, Macintosh or Linux desktops or laptops in the customer's absence.

**Personalized Virtual Assist customer web portal** enhances the user experience by providing a familiar look and feel for Windows, Macintosh or Linux 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 Windows 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 technicians' 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.

**SONICWALL**®

DYNAMIC SECURITY FOR THE GLOBAL NETWORK™

# Specifications



## 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

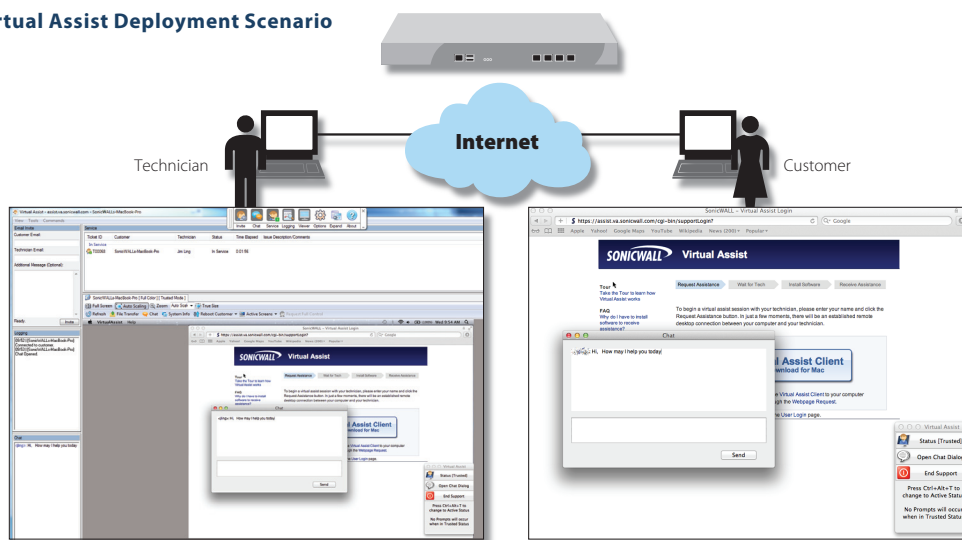
SonicWALL Aventail E-Class  
SRA Virtual Assist  
Up to 50 Concurrent Technicians  
01-SSC-8466

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 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 SP3 (32-bit), Windows Vista SP2 (32-bit, 64-bit), Windows 7 SP1 (32-bit, 64-bit), MacOS 10.5+ (PowerPC and Intel), Linux (various flavors including Fedora 13+ and Ubuntu 10.04+)  
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 Virtual Appliance: 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>.

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### SonicWALL's line-up of dynamic security solutions



NETWORK SECURITY



SECURE REMOTE ACCESS



WEB AND E-MAIL SECURITY



BACKUP AND RECOVERY



POLICY AND MANAGEMENT



DYNAMIC SECURITY FOR THE GLOBAL NETWORK™