

DiagAnywhere

Remote Maintenance Software

Features

- Remote Monitor Function
- Remote Control Function
- Remote Screen Snapshot
- Remote Screen Recording
- File Transfer Function
- Windows-based Authentication
- Favorite Devices Grouping Function

Introduction

The "DiagAnywhere", an abbreviation of "Diagnose Anywhere", is remote maintenance software for remotely monitoring and controlling Advantech TPC, UNO and ADAM devices with Windows-based operating systems. Currently, the DiagAnywhere includes the utility on client side and the server on the target devices. The supported platforms include Windows XP, Windows XP Embedded, Windows CE.NET 4.2, and Windows CE 5.0. This useful software can help users to achieve major remote maintenance tasks including remote monitoring and control, remote screen snapshot and recording, file upload and download. Windows-based authentication is also supported for security concern.

Remote Monitoring and Control

DiagAnywhere can monitor up to 16 target devices simultaneously. The total refresh rate of the screens can be optimized manually. The other supported functions including remote control function can be operated under only one target device is selected.

Remote Screen Snapshot and Recording

The remote screen snapshot function and remote screen recording function can be utilized for recording the important screen snapshots so the major symptoms of the target device can be analyzed efficiently. These functions are very helpful to the communication between field operators and technical support engineers when they need to investigate the problem remotely.

File Upload and Download

Remote maintenance always needs the functions of uploading files to and downloading files from target devices. DiagAnywhere adopts popular user interfaces of FTP client so users can operate the upload and download function easily.

Windows Based Authentication

DiagAnywhere adopts Windows-based authentication which comes with Windows operating system. Only the account of administrator can logon to the target devices. For security consideration, the server can accept only one connection from the client utility at a time and other connection will be rejected if there is a connection alive.

Favorite Devices Grouping Function

The selected target devices can be grouped under favorite groups. This function can help users to organize the device groups and save the maintenance time.

Monitoring 16 Target Devices



Controlling target device



Remote Screen Snapshot



Remote Screen Recording



File Transfer



Devices Grouping



Windows-based Authentication



System Requirements

- **CPU** Intel Pentium processor 200 MHz or higher
- **RAM** 64 MB memory (Minimum)
- **Disk Space** 5 MB (Minimum)
- **Display** VGA resolution or higher
- **OS** Microsoft Windows 98, SE, Windows 4.0 (SP6 above), Windows 2000/XP
- **Win32 platform** Microsoft .NET Framework installed
- **WinCE platform** Microsoft .NET Compact Framework installed

Ordering Information

- **PCLS-DIAGAW32** DiagAnywhere Remote Maintenance Software