

# Remote Task Manager White Paper



## Contents:

- Why Remote Task Manager?
- What's so special about Remote Task Manager?
- Who needs Remote Task Manager?
- How does Remote Task Manager work?
- Where can you get Remote Task Manager software?
- Remote Task Manager technical support
- Remote Task Manager pricing
- Ordering and registration methods
- Contact information

## Why Remote Task Manager?

Systems Administrators are greatly assisted by powerful tools that remotely handle a wide range of tasks on their client computers.

Remote Task Manager from SmartLine, Inc is a systems control interface that can be run from any remote Windows NT/2000/XP computer. It is the leading enterprise remote control solution for corporate networks.

Remote Task Manager significantly reduces the total cost of network management in enterprise environments by enabling IT personnel to control tasks, processes, services, devices, shared resources, events and computer performance over LAN, WAN and the Internet.

## What's so special about Remote Task Manager?

A clean and simple-to-use user interface offers easy setup wizards and multiple graphical views of the information. Remote Task Manager is designed to run under Windows NT/2000/XP. It provides automated support for Install and Uninstall.

Remote Task Manager even supports remote installs, enabling a Systems Administrator to set up a service on remote machines without ever having to physically go to them.

Remote Task Manager supports systems with up to 64 active CPUs. On an SMP (multiprocessor) system, you can control which CPUs a process will be allowed to execute on.

The Process Function and the Task Manager allows remote termination and adjusting of priority. An Event Viewer lets the Administrator view all events as though they were being run on the host computer. The Performance Monitor displays a dynamic overview of the computer's performance (CPU and memory usage). Remote Task Manager adds the ability to create processes on remote computers.

Below comparison table shows why the smartest Network Administrators use Remote Task Manager.

**Note:** Remote Task Manager is compared to the standard tools shipped with each Operating System.

<b>Services and Devices</b>	<b>RTM<sup>1</sup></b>	<b>NT<sup>2</sup></b>	<b>W2K<sup>3</sup></b>	<b>XP<sup>4</sup></b>	<b>TS<sup>5</sup></b>	<b>Comments</b>
View and set permissions	YES	NO	NO	NO	NO	Administrator can allow or deny access (start, stop, change configuration, etc.) for the user or users group to the service or device.
View and take ownership	YES	NO	NO	NO	NO	Administrator can become an owner of the service or device.
View and set auditing information	YES	NO	NO	NO	NO	Administrator can audit (using Event Log) user's access (start, stop, change configuration, etc.) to the service or device.
Perform action on the group of objects	YES	NO	NO	NO	NO	Administrator can perform actions (start, stop, etc.) on the group of services or devices simultaneously.
Change name	YES	NO	NO	NO	NO	Administrator can change the name of the service or device.
Change path to executable	YES	NO	NO	NO	NO	Administrator can change the path to the executable file of a service or device.
View and change description	YES	NO	YES	YES	YES <sup>6</sup>	Administrator can view and change textual description of the service or device.
Change error control	YES	NO	NO	NO	NO	Administrator can change the error control parameter that determines the action taken by the startup program if failure occurs in the service or device.
Change type	YES	NO	NO	NO	NO	Administrator can change the type of the service or device.
Change dependencies	YES	NO	NO	NO	NO	Administrator can change (add, remove) the dependencies for the service or device.
Create	YES	NO	NO	NO	NO	Administrator can create new service or device.
Delete	YES	NO	NO	NO	NO	Administrator can delete any service or device.
Mapping to the process	YES	NO	NO	NO	NO	Administrator can see the process that owns the running service.
<b>Processes</b>						
View list on the remote computer	YES	NO	YES	YES	YES	Administrator can view the list of active processes on the remote computer.
"Rude" terminate on the remote computer	YES	NO	NO	NO	YES	Administrator can terminate a process on the remote computer without releasing loaded DLLs and allocated memory.
"Delicate" terminate	YES	NO	NO	NO	NO	Administrator can terminate a process on the remote computer and release the loaded DLLs and allocated memory.
System process terminate	YES	NO	NO	YES	YES <sup>7</sup>	Administrator can terminate a process running under the SYSTEM account.
Terminate process tree on the local computer	YES	NO	YES	YES	YES <sup>8</sup>	Administrator can terminate a process and every process directly or indirectly started by that process on the local computer.

<sup>1</sup> Remote Task Manager version 3.7.1 and later

<sup>2</sup> Standard tools of Windows NT 4.0

<sup>3</sup> Standard tools of Windows 2000

<sup>4</sup> Standard tools of Windows XP and Windows .Net Server

<sup>5</sup> Remote session (terminal server must be installed)

<sup>6</sup> Not for Windows NT 4.0 Terminal Server

<sup>7</sup> For Windows XP Terminal Server only

<sup>8</sup> Not for Windows NT 4.0 Terminal Server

Terminate process tree on the remote computer	YES	NO	NO	NO	YES <sup>9</sup>	Administrator can terminate a process and every process directly or indirectly started by that process on the remote computer.
Suspend	YES	NO	NO	NO	NO	Administrator can suspend a process temporary and then resume it at any time without restarting.
Change priority on the remote computer	YES	NO	NO	NO	YES	Administrator can change the priority of a process on the remote computer.
Change processor affinity on the remote computer	YES	NO	NO	NO	YES	On a remote multiprocessor system, the Administrator can control those CPUs a process will be allowed to execute on.
View processes tree	YES	NO	NO	NO	NO	Administrator can view the tree that represents the parent-child relationships of processes.
View the create date/time	YES	NO	NO	YES <sup>10</sup>	YES	Administrator can view the date and time when a process was created.
View owner	YES	NO	NO	NO	YES	Administrator can view what user owns the process.
View command line	YES	NO	NO	NO	NO	Administrator can view the command line of a process.
View current directory	YES	NO	NO	NO	NO	Administrator can view the current directory of a process.
View environment variables	YES	NO	NO	NO	NO	Administrator can view the environment variables of a process.
View the loaded modules list	YES	NO	NO	NO	NO	Administrator can view the list of loaded DLLs for a process.
View the memory-mapped files list	YES	NO	NO	NO	NO	Administrator can view the list of memory-mapped files for a process.
View the threads list	YES	NO	NO	NO	NO	Administrator can view the list of running threads for a process.
<b>Applications</b>						
View list on the remote computer	YES	NO	NO	NO	YES	Administrator can view the list of running applications on the remote computer.
View the desktops list	YES	NO	NO	NO	NO	Administrator can view the list of active desktops.
Run task on any desktop	YES	NO	NO	NO	NO	Administrator can start an application on any desktop.
End task on any desktop	YES	NO	NO	NO	NO	Administrator can end an application on any desktop.
<b>Shares</b>						
View and set extended permissions	YES	NO	NO	NO	NO	Administrator can set not only standard permissions (read, change) but also extended permissions (list directory, read, write, delete, execute, change security, take ownership) for a shared resource.
Create additional resource	YES	NO	NO	NO	NO	Administrator can create an additional shared resource (printer, IPC, etc.).
Delete special resource	YES	NO	NO	NO	NO	Administrator can delete the special (created with the Special attribute) shared resource.
<b>Networking</b>						
View MAC address on the remote computer	YES	NO	NO	NO	YES	Administrator can view the MAC address of the network interface on the remote computer.

<sup>9</sup> Not for Windows NT 4.0 Terminal Server

<sup>10</sup> For the local computer only

View IP address on the remote computer	YES	NO	NO	NO	YES	Administrator can view the IP address of the network interface on the remote computer.
<b>Additional Functions</b>						
Create process on the remote computer	YES	NO	NO	NO	YES	Administrator can create a process on the remote computer.
Lock remote computer	YES	NO	NO	NO	YES	Administrator can lock the remote computer.
Shutdown and reboot remote computer	YES	NO	NO	NO	YES	Administrator can shutdown or reboot the remote computer.

### Who needs Remote Task Manager?

Anyone who would like to control most aspects of a remote environment.

The following are a few examples of Remote Task Manager uses:

- Starting applications on remote computers – You can run any applications on remote machines without ever having to physically go to them.
- Terminating selected processes. Remote Task Manager has a special function to close a process correctly (closes all handles opened by that process, unloads all DLLs loaded by the process, etc.).
- Monitoring all running tasks, processes, services, devices and events on remote computers.
- You can stop, start, restart, pause and continue any selected service or device on the remote computer. In addition, it is possible to adjust service's and device's security (permissions, auditing and owner) and change service's repair parameters.
- Monitoring a dynamic overview of the computer's performance (CPU and memory usage).
- Remote Task Manager can also be used to manage shared resources on remote computers – You can create new sharings and delete existing resources.
- You can shutdown and reboot remote computers. Remote Task Manager also allows you to lock a remote computer.

### How does Remote Task Manager work?

Remote Task Manager consists of three parts: RTM Service, RTM Manager and RTM Console.

RTM Service is the core of Remote Task Manager. It is installed on each client system that you want to manage remotely. RTM Service runs automatically and provides network access to the client machine while remaining invisible to that computer's local users.

RTM Manager is the control interface Systems Administrators use to remotely manage each network computer that has RTM Service.

RTM Console is similar to RTM Manager except it uses a command line interface rather than a GUI. RTM Console's simpler interface works even on Windows 95/98/Me so you can remotely manage Windows NT/2000/XP systems from a Windows 9x computer.

Reliable access control functionality is the primary focus of Remote Task Manager.

Remote Task Manager uses *Remote Procedure Call* (RPC) technology for communication between the service and the manager. It uses the Windows NT/2000/XP user-level security subsystem for authentication.

The RTM Service on each client machine checks all input data for size and type making it impossible for buffer overflow attacks.

### **Where can you get Remote Task Manager software?**

A free, fully functional demo is available for download from:

<http://www.ntutility.com/rtm/download.html>

### **Remote Task Manager technical support**

Technical support is available for Remote Task Manager customers by sending e-mail to [support@protect-me.com](mailto:support@protect-me.com) or [rtm@protect-me.com](mailto:rtm@protect-me.com). There are two mirrored web sites that also offer a wealth of support information including known issues and Frequently Asked Questions:

<http://www.ntutility.com/support.html>  
<http://www.smartlineinc.com/support.html>

### **Remote Task Manager pricing**

Remote Task Manager costs \$40(US) for a single-user license. Discounts are available for multi-user licenses and for Educational Institutions. For multi-user pricing see:

<http://www.ntutility.com/rtm/register.html>

### **Ordering and registration methods**

There are several ordering / registration methods available for Remote Task Manager:

- On the World Wide Web using secured web site (by credit card)
- By Phone (by credit card)
- By Fax (by credit card)
- By Mail (by check)
- By Purchase Orders

For more information on how to order see: <http://www.ntutility.com/rtm/register.html>

### **Contact information**

SmartLine, Inc.  
2010 Crow Canyon Place, Suite 100  
San Ramon, CA 94583  
FAX (US): 1 (646) 349-2996  
FAX (Germany): 49 (221) 271-1002

[Sales@protect-me.com](mailto:Sales@protect-me.com)  
[Support@protect-me.com](mailto:Support@protect-me.com)

<http://www.ntutility.com/rtm/>  
<http://www.smartlineinc.com>