Technical Licenses and Helpdesk Functions Overview	Basic	Standard	Prem
Supported Platforms			
Microsoft Windows, Linux/FreeBSD, Mac OS X	✓	✓	✓
Recommended Types of Technical Licenses to Deploy			
Server with critical functions			✓
Server not fulfilling critical functions – records, orientation monitoring, file backup	✓	optional	opti
Workstation (PC, NB, Tablet with WIN OS outside W8RT) with requirements for full administration		✓	✓
Workstation, only for keeping records, basic monitoring, file backup, Easyclick	✓	optional	opti
CM Computer Diagnostic [1]			
Online information from computers with a history of 48 hours (CPU, Mem, Net, quality of network connection, top processes)	CPU, RAM only, 15min interval	✓ interval of 3 min	✓ interv min/3
Computer status overview updated once a day (antivirus, free disk space, system update, installed software, network connection, etc)	✓	✓	✓
Tool to diagnose computer faults (e.g. dowloading of eventlog records, remote testing of rotating disks)	✓	✓	✓
Information panel from the tray menu of the C-Monitor client	✓	✓	✓
CM Connection Guard [2]			
Online connection tested from CM server	✓ 15 min. interval	✓	✓
CM Monitoring [3]			
Online Monitoring WATCHES - of network services and devices, computers, applications – more than 30 types of tests for WIN systems (fewer for Linux/FreeBSD, Mac OS X)	✓ limit for 2 cond itions/interval of 15 min.	✓ limit for 5 cond itions/interval of 3 min.	✓ with restr condi min interva sec. (m thousar les/con
Monitoring of reports, logs from other applications (external programs)		✓	✓
Monitoring of the Internet traffic volume with graphical representation, division into processes and IP addresses (only for 32-bit systems so far)		✓	✓
HW Monitoring of HP, DELL and FUJITSU servers via SNMP			✓
Environment monitoring (temperature, humidity, contacts, etc)			✓
Indirect monitoring of application functionality (monitored files)			✓
Notification of selected Event log errors			✓
Tests via VBS scripts (e.g. tests of MSSQL databases)			✓

CM Backup [4]			
Backup of individual files – C-BackupPlus	✓	✓	
Backup of entire partitions and disks – C-Image		✓	
Windows Server Backup integration (Win Server 2008 and higher, Win 7 and higher)		✓	
C-vmwBackup backup program for vmware vSphere 5.x and higher	€ 8 per month / ESX srv (any number of		
CM Inventory HW [5]			
Automatic data collection from computers registered in CM	✓	✓	
Simplified network topology with automatic network detection	✓	✓	
Overview of devices in the network (IP scan, computers) with the summary of sample history	✓	✓	
Autodescript – archiving settings from any PC (on PCs without C-Monitor installed)	✓	✓	
Note: in 2021, we implement the integration to the CMDB within CDESK3 with new functions			
CM Audit SW - suitable for individual entities up to 200 PC (number of entities is not limited) [6]			
Automated collection of installed software from computers with recognition of licensed and freely distributable software		✓	
Records of purchased SW (copies of acquisition documents in CM)	✓	✓	
License expiration monitoring and notification via CM Faults	✓	✓	
Comparison of purchased licenses and software found on computers with evaluation of free number of licenses		✓	
Additional manual SW records for manually entered devices		✓	
CM Remote Operations [7]			
CM Remote Desktop Access			
Remote access via CM-EasyDesktop (based on VNC, the remote screen is accessible via the CM web interface). It works for WIN and MAC. (any operator OS, including LINUX)	✓	✓	
Remote access via CM-EasyRDP (based on Microsoft RDP, the remote screen is accessible via the CM web interface). It works for WIN. (any operator OS including MAC, LINUX)	✓	✓	
Remote access via CM-DirectRDP (based on Microsoft RDP, virtual VPN and connection via RDP client at the operator created). It works for WIN. (any operator OS including MAC, LINUX)	✓	✓	
Remote access via Teamviewer (own operator license required). It works for WIN.	✓	✓	
CM Remote Installations			
Remote software installations and script execution		✓	
CM Remote Services			
Wake up a turned off computer (WakeOnLAN)		✓	
Remote restart, shut down the computer		✓	
Service control (start, stop, restart)		✓	
Remote process management		✓	
Loading of Eventlog into CM Server and analysis without necessary		✓	

access on PC			
CM Maintenance Tasks [8]			
Use of C-Scheduler functions within the C-Monitor client (e.g. running programs under admin privileges)		✓	✓
CM NTFS Permissions [8]			
C-PermissionExplorer – archiving permission settings in NTFS systems		✓	✓
C-Monitor client – Remote Installation [9]			
Install the C-Monitor client remotely in a domain environment	✓	✓	✓
Update and uninstall the C-Monitor client remotely	✓	✓	✓
CM Reports [10]			
Reports on HW, SW equipment from the technical part of CM	✓	✓	✓
Reports on HW, SW equipment from the SW audit section and HW records	with restrictions	✓	✓
Display of faults in the CM server (CM faults) and e-mail notification	✓	✓	✓
Configuration logs for backups with graphical overview set in time	✓	✓	✓
Overview of computer settings in the form of a log	✓	✓	✓
Online monitoring reports for SLAs	✓	✓	✓
Overview of NTFS access rights settings in the graphical form (xls)		✓	✓

Date:
07/26/2012

Links
[1] https://customermonitor.co/components/cm-computer-diagnostic
[2] https://customermonitor.co/components/cm-connection-guard
[3] https://customermonitor.co/components/cm-monitoring
[4] https://customermonitor.co/components/cm-backup
[5] https://customermonitor.co/components/cm-inventory-hw
[6] https://customermonitor.co/components/cm-audit-sw
[7] https://customermonitor.co/components/cm-remote-operations
[8] https://customermonitor.co/components/cm-ntfs-permissions
[9] https://customermonitor.co/components/c-monitor-remote-installation
[10] https://customermonitor.co/components/cm-reports