RemotelyAnywhere™ and pcAnywhere™: a Comparison

Abstract

This paper offers a comparison of how RemotelyAnywhere and pcAnywhere™ provide systems administrators with remote access to their networks. RemotelyAnywhere is an enterprise remote access product developed by 3am Labs. Its primary role is to allow systems administrators to manage workstations and servers on their networks from a remote location, whether on-LAN or over the Internet, in a simple and secure manner.

Introduction

If you've settled on Symantec's pcAnywhere for remote access to your corporate network, now is the time to reconsider. RemotelyAnywhere is a more secure, cost-effective, and powerful remote administration solution that provides tools above and beyond just remote control for complete administration of workstations and servers on and off the LAN.

RemotelyAnywhere deploys across your LAN in just minutes, and provides secure remote access to and administration of any machine on which it is installed. Unlike pcAnywhere, RemotelyAnywhere requires no special client software to be installed on your local machine.

RemotelyAnywhere is packed with robust features such as a dashboard view of system diagnostics, built-in FTP and SSH server functionality (in the Server Edition), and superior security and auditing mechanisms for HIPAA, Sarbanes-Oxley and other regulatory compliance.

Requiring far less configuration than pcAnywhere, RemotelyAnywhere allows easy and secure access from a Web browser to the remote systems you manage.

RemotelyAnywhere vs. pcAnywhere

	RemotelyAnywhere	pcAnywhere
Software requirements	Requires no special client software to be installed on your local machine, allowing you to access host computers from any PC using a simple Web browser.	Requires you to install software on each host machine, in addition to having to install the full program on each local machine you use to remotely administer the host. Alternatively, pcAnywhere requires you to insert a CD on the local machine for remote control-only access to the host.
Configuration	Only minimal configuration required on the host; none required on the client.	Configuration required on both the client and the host, including the selection of the connection device the host uses to facilitate remote control sessions.
Security	All data transferred is automatically secured by 128- to 256-bit encryption. RemotelyAnywhere integrates with Windows and RSA SecurID to provide additional	pcAnywhere's encryption is based on a proprietary standard which many administrators may find unfamiliar and cumbersome to implement. Encryption is

	security and does not impact the security of your corporate LAN. RemotelyAnywhere also provides protection against unauthorized logins or Denial of Service Attacks with configurable IP filtering and IP lookout tools.	not enabled by default—you are required to configure and enable its use on both the host and client computers. pcAnywhere only prevents authentication attacks on a per-session basis, allowing the intruder to immediately resume attacks.
Connection Method Redundancy	RemotelyAnywhere allows three methods of remote control: using ActiveX, Java, or html controls.	pcAnywhere only permits the Java-based method of remote control.
Remote connection user rights	RemotelyAnywhere allows you to manage remote access user rights by domain. You can restrict access for different groups to read-only, remote-control only, or file transfer-only access, etc.	The pcAnywhere connection Wizard forces you to assign remote access rights to a unique user with unique authentication credentials.
Computer Management	RemotelyAnywhere provides a powerful set of administrative features, including diagnostic tools to view and manage drivers, shared resources, email alerts, drive & partition info, ODBC messages, virtual memory, and more.	pcAnywhere's computer management features do not include Remotely-Anywhere's virtual memory settings, email alerts, ODBC messages, or SSH and FTP server functionality.
FTP Server	This functionality, built into RemotelyAnywhere, provides a secure means for the downloading and uploading of files.	pcAnywhere does not include this functionality; you must purchase a separate FTP server as part of your software stack.
SSH Server	This built-in functionality provides full use of the Secure Shell protocol, encrypting connections to remote hosts or servers. It also provides authentication to the SSH server using public key authentication.	pcAnywhere does not include this functionality; you must purchase a separate SSH server as part of your software stack.
Background Access	RemotelyAnywhere enables you to attach your remote control connection to an existing Terminal Server session, permitting you to use	pcAnywhere does not include this functionality. The end user session is always interrupted, or administration must wait for off-hours when

	program features (other than remote control) on the host without disturbing its operation.	the end user is away from his or her workstation.
Technical phone support	Provided free of charge to both trial and paid RemotelyAnywhere users.	Telephone support is provided only to pcAnywhere users who purchase maintenance, according to a three-tier scheme that restricts which support calls are taken.
Cost-effective	As part of a special trade-up program, RemotelyAnywhere costs the same as the renewal cost of pcAnywhere maintenance, and delivers more features and functionality. Price includes 12 months of free maintenance.	pcAnywhere's complicated price structure and expensive maintenance discourages upgrades.
Resource consumption	Very low - requires about the same resources as Microsoft Outlook™.	Extremely high when active, significantly slowing down processes.

Two Technologies: a Detailed Look

Software Requirements

RemotelyAnywhere makes it possible to access and control a computer in the corporate network within seconds, using only a web browser on the remote end. No additional software needs to be installed; once RemotelyAnywhere is installed on the host machine, that computer can be accessed from any computer using a Web browser. pcAnywhere, on the other hand, requires the installation of its software on both the host and each machine used to remotely administer it, or the use of a CD on the client computer for remote control-only access to the host.

Configuration

Every installation of the pcAnywhere client software requires special configuration. With RemotelyAnywhere, no client-side installation or configuration is needed. Users need only remember how to authenticate to the host, and any extra security options they implement with their installation.

Authentication & Security

With RemotelyAnywhere, varying authentication requirements can be applied to any user or group of users. At the very least, the user must authenticate his RemotelyAnywhere session

with his Windows authentication credentials. RemotelyAnywhere then integrates with Windows' native authentication by prompting users for their Windows username and password. RemotelyAnywhere can also be configured to utilize an existing RSA SecurID authentication server on the corporate network.

In terms of encryption, with RemotelyAnywhere all data transferred is automatically secured by 128- to 256-bit encryption. RemotelyAnywhere integrates with Windows and RSA SecurID to provide additional security and does not impact the security of your corporate LAN. RemotelyAnywhere also provides protection against unauthorized logins or Denial of Service Attacks with configurable IP filtering and IP lookout tools.

pcAnywhere's encryption, on the other hand, is based on a proprietary standard which many administrators may find unfamiliar and cumbersome to implement. Unlike RemotelyAnywhere's automatic encryption of all data transfers, pcAnywhere's encryption is turned off by default—you are required to configure and enable its use first on the host, and then on the client at the beginning of each remote control session.

RemotelyAnywhere Features

RemotelyAnywhere's rich diagnostic toolkit includes a dashboard view of system information for quick problem identification and resolution, the ability to update remote systems without the need of a reboot, and the cost-saving combination of SSH functionality and remote control. RemotelyAnywhere also lets you view correlations between files, services and processes for rapid problem resolution. User manager, drivers, registry editor, event viewer and reboot provide additional management tools. RemotelyAnywhere is also firewall friendly.

The Network Console

For streamlined host management, RemotelyAnywhere also offers a companion tool called the Network Console, which allows for: easy, mass deployment of RemotelyAnywhere across a network; automatic scans of the network for any existing installations of 3am Labs' RemoteAnywhere or LogMeIn software; host monitoring; multi-screen host monitoring; and centralized, one-click access. pcAnywhere 11.5 does not include this functionality.

Conclusion

RemotelyAnywhere provides you with fast and secure remote access to your corporate network. Built from the ground up to seamlessly integrate with and complement existing Windows security structures, it provides easy access to the corporate LAN without enlarging its security perimeter. With its easy maintenance and anytime-anywhere technology, RemotelyAnywhere provides a very low total cost of ownership.

Try RemotelyAnywhere for 30 days—FREE.

Join the thousands of enterprise IT organizations that trust RemotelyAnywhere for secure and simple remote administration. Get a FREE 30-day trial, plus the Network Console! Visit http://www.remotelyanywhere.com/tradeup.