

# TECHNOLOGY OVERVIEW of NETWORK HERO

## Network Hero revolutionizes the way your systems are managed

Network Hero builds automation into the systems deployment and management process by mirroring best practices associated with the provisioning of services, such as automating repetitive work by machine-driven tasks and processes. The benefits of this unique approach to real-time, Web-based IT task and process management are:

- Provides a self-managing distributed virtual VPN without the complications of managing VPN software, enabling immediate access to all “hooked” IT assets from a single Web site that supports human tasks and machine processes.
- Provides a cost-effective solution for managing, controlling, analyzing, planning and administering transaction-oriented IT business functions such as anti-spyware deployment and maintenance.
- Exploits the best of the latest technology—including patented connection algorithms, patented Virtual System Administration “VSA” methods, MS IIS, SQL Server, TCP/UDP and other technologies.
- Allows companies to utilize Network Hero technology to maximize staff productivity.
- Provides a “one-touch” approach to process management, reducing processing errors, ensuring compliance with procedures and increasing the flexibility of managing transaction intensive tasks in the IT department.

Since Network Hero technology provides an integrated approach to managing IT infrastructure, its integrated Web-based platform provides the following benefits:

- Network Hero allows organizations to implement IT procedures, policies and practices in a single Web-based point to multi-point system automated solution. Unlike point solutions—which typically only control single functions in a closed domain-based network or data center—
- Network Hero’s technology enables a single framework for the implementation of IT policies, procedures and methods across highly distributed WANs. With fewer tools to learn, integrate, deploy and support, Network Hero provides a powerful and simplified solution to managing IT infrastructure. What’s more, full integration of all functions provide for seamless access to all data managed by Network Hero.



- Network Hero adds greater value than domain-bound technology. Domain-based and other agent-less technologies are useful in a single network where all resources are directly visible on the corporate LAN or WAN. However, these solutions typically require additional systems resources to work effectively across low-bandwidth VPNs or dedicated connections.
- Network Hero agents are lightweight and form their own persistent, secure TCP connection with the server. Without the need for address management, implementation of port mapping schemes at each site or the need for a VPN connection to all the sites, Network Hero is much more secure and efficient.

## Enterprise Class Security

Network Hero allows companies to securely take charge of their infrastructure, transparently and remotely managing servers, desktops, mobile devices (notebooks and handhelds), home-based desktops and embedded systems—all from a central management console. The solution is ideal for growing and distributed businesses around the globe that want to streamline systems management and automate IT operations.

### Network Hero Agent

The Network Hero architecture is central to providing maximum security. Each managed system has a light-weight agent installed that initiates all communications back to the server. Since the agent will not accept any inbound connections, it is impossible for a third-party application to attack the agent from the network.

### Firewalls

Network Hero does not need any input ports opened on client machines. This lets the agent do its job in any network configuration without introducing susceptibility to inbound port probes or new network attacks.

### Encryption

Network Hero protects against man-in-the-middle attacks by encrypting all communications between the agent and server with 256-bit RC4 using a key that rolls every time the server tasks the agent (typically at least once per day). Since there are no plain-text data packets passing over the network, there is nothing available for an attacker to exploit.



## Secure Access

Administrators access the Network Hero server through a Web interface after a secure logon process.

The system never sends passwords over the network and never stores them in the database. Only each administrator knows his or her password. The client side combines the password with a random challenge, issued by the Network Hero server for each session, and hashes it with SHA-1. The server side tests this result to grant access or not. This unique random challenge protects against a man-in-the-middle attack sniffing the network, capturing the random bits and using them later to access the Network Hero server.

## Web Access

The Web site itself is protected by Network Hero's patch management features. The Network Hero patch scan is run on the Network Hero server every day. As soon as new patches are released, Network Hero automatically detects new patches and applies them automatically. Finally, for maximum Web security, the Network Hero server Web page fully supports operating as an SSL Web site.

## Flexible Administration

To get optimum application usage and gain the maximum return on investment, IT administrator and service providers need flexible setup and customization options without having to reprogram the solution.

Network Hero provides for easy and flexible system administration and customization. Whether it is just setting up additional administrators and groups or customization of the interface and organizational branding, Network Hero gives the flexibility you need to tailor the application to your business needs.

## Complete, Powerful, Easy, Secure

### Configure and Deploy Agents

- Agent status, logs and settings
- Naming and grouping policies
- User access and profiles
- Agent menus and check in frequency
- Create and deploy custom configurations



## Server Administration and Configuration

- Backup and restore options
- Port and address specification
- Automatically retrieve and apply maintenance updates
- Detailed log and statistics

## Easy Customization

- Configure administrator and user options
- Customize the user logon page to match your requirements
- Customize administrator logon page and functions
- Customize the interface appearance characteristics
- Leverage outstanding technical support to assist you when you need it

## Administrator Accounts and Groups

- Create administrator accounts and groups
- Define access policies
- Temporarily disable accounts without deleting
- Define account group membership

Network Hero can be deployed rapidly without consultants or long training cycles. Network Hero allows MSPs and IT administrators to focus on the business rather than focusing on the hassles of technology. Network Hero can be deployed in minutes and hours, not days and weeks. With Network Hero you can be up and running in 30 to 90 minutes, not 30 to 90 days.

## No Consulting or Long Training Cycles

- Simple and intuitive
- Web-based interface
- Use any browser
- Full online help
- Outstanding technical support

## Easy Server Installation

- Windows 2000, XP Pro or 2003
- IIS 5 or 6
- Database schema automatically installed

## Deploy Agents in Minutes

- LAN Watch to discover all systems and their components on the network



Four methods of deployment: Push to all known computers, e-mail link, login script, install package

Silent installation, no user interaction needed

Supports all Windows OS - 95 thru Vista

No reboot required

### **Automatic Updates**

Maintenance updates delivered to server automatically

Administrator determines if and when applied

## **Features and Benefits**

### **PC Inventory / Computer Audit**

Complete computer inventory and software inventory

Scheduled LAN audits

Fully automated and always up-to-date

### **PC Remote Control / Remote Support**

Access computers remotely from anywhere

Secure and configurable

Access PCs behind firewalls and NAT without port mapping or infrastructure changes

### **Patch Management**

Fully automated security patch scan, patch deployment and history with the click of a mouse

Scalable, secure, configurable and location independent

### **Network Monitoring / Alerts**

Instant notification for hardware changes, software changes, policy violations, low disk space, unapproved network access, new devices on the LAN, etc

### **Windows Event Monitoring / Alerts**

Remotely monitor Windows system event log, application event log and security event log with user defined alerts

### **Software Installation / Update**

Complete software installations and software updates across the organization with a mouse click



Easier and more flexible than SMS and other solutions

### **Help Desk / Trouble Ticketing**

Complete integrated trouble ticketing  
User and administrator create/update  
Policy based notification  
Built-in online chat for support personnel and end users

### **Network Policy Enforcement**

Monitor network usage by machine and by application  
Define policies and limit network access to only corporate-approved applications

### **Backup and Disaster Recovery**

Real-time automated disk backup, disk imaging, file level backup and rapid restores for Windows servers and workstations  
Replication ensures backups are automatically stored safely in offsite location

### **Powerful Anti-Virus / Anti-Spyware Detection**

Network Hero Endpoint Security (NHES) incorporates reactive antivirus and spyware detection with the latest proactive technologies, NHES ensures not only anti-virus protection but also protection from unknown threats

### **Integrated Reports**

Comprehensive integrated management and operational reports  
Customizable  
Always available  
View online or export to HTML, Word or Excel

### **Maximum Security**

Encrypted communication using 256-bit RC4 with rolling keys  
No open ports No plain-text data packets on the network  
Nothing for attackers to exploit

### **Flexible Administration**

One integrated Web-based interface  
Accessible from anywhere  
Flexible setup of administrators and users, computer groups



Integrated permissions and policies

### **Fast and Easy Deployment**

Deploy in minutes without downtime

Automatic discovery and deployment to all local or remote computers

No long training cycle or learning curve

### **Agent Requirements**

- 333 MHz Pentium-class CPU or greater
- 128 MB of RAM
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Microsoft Windows 98, Me, NT 4.0, 2000, XP, Vista Server 2003
- TCP/IP Outbound Port 57211
- No Inbound Ports

### **Minimum Network Hero Server Requirements**

- Single processor (1.0 GHz, 160 MHz front side bus, 1 MB cache)
- 1 GB RAM
- 40 GB hard drive
- Microsoft Windows Server 2003 or 2000 (XP Pro support for evaluation purposes only)
- Microsoft Internet Information Server (IIS) version 5 and up
- Microsoft SQL Server 2000 (or 2005) or MSDE 2000 (MSDE included in standard download)
- *Cannot be installed on a server running Microsoft Exchange*
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem internet connection
- TCP/IP open ports: 80 inbound and outbound, 5721 inbound

