

# REMOTE MONITORING AND MANAGEMENT

## DATASHEET

### FEATURES

- Team Viewer-like remote desktop control
- Real-time remote shell
- Remote file browser (download and upload files)
- Remote command and script execution (batch, Power Shell and python scripts)
- Event Log viewer
- Services Management
- Windows patch management
- Automated checks with email/SMS alerting (CPU, disk, memory, services, scripts, event logs)
- Automated task runner (run scripts on a schedule)
- Remote software installation via chocolatey
- Software and hardware inventory

#### Windows agent versions supported

- ✓ Windows 7, 8.1, 10, 11, Server 2008 R2, 2012 R2, 2016, 2019, 2022

#### Mac agent versions supported

- ✓ 64 bit Intel and Apple Silicon (M1, M2)

#### Linux agent versions supported

- ✓ Any distro with systemd which includes but is not limited to: Debian (10, 11), Ubuntu x86\_64 (18.04, 20.04, 22.04), Synology 7, CentOS, FreePBX, Raspberry Pi with raspbian and more!



## Alerting Overview

- ✓ Alerting and notifications can be managed centrally using Alert Templates. All an alert template does is configure the Email, Text, and Dashboard alert check boxes on Agents, Checks, and Automated Tasks.

Using Alert Templates also enables additional features like:

- ✓ Periodic notifications if an alert is left unresolved.
- ✓ Being able to notify on certain alert severities.
- ✓ Sending notifications when an alert is resolved.
- ✓ Executing scripts when an alert is triggered or resolved.



## Supported Notifications

- ✓ Email Alerts - Sends email to configured set of email addresses.
- ✓ SMS Alerts - Sends text messages to configured set of numbers.
- ✓ Dashboard Alerts - A notification popup will show up and be visible in the dashboard.



## Alert Severities

Alert severities are configured directly on the Check or Automated Task. When the Check / Automated Task fails, it will create an alert of the specified severity.

The severity types are:

- ✓ Informational
- ✓ Warning
- ✓ Error



## Scripting

RMM supports uploading existing scripts or creating new scripts from within the web interface.

Windows agent languages supported: - PowerShell - Windows Batch - Python

There is RunAsUser functionality for Windows

Linux/Mac languages supported: - Any language that is installed on the remote machine

# CONTACT US



## +91 91009 61982



<https://computerport.in>



#126, Block C, Jaya Mansion,  
SD Road, Secunderabad - 500 003

+91- 40-48553314



[info@computerport.in](mailto:info@computerport.in)