



# What's New in LabTech 2011.2

## What Can LabTech Do for Your Business?

At LabTech Software, we are committed to improving our remote monitoring and management (RMM) solution based on our partners' feedback. We have moved fast to deliver the functionality you asked for to further improve operational efficiencies and increase business profitability.

The latest version features centralized "single pane of glass" dashboards, multi-vendor antivirus management, greatly increased speed of the troubleshooting utilities in the control center and improved visibility in key areas such as reporting, inventory and agent operations.

## New Features and Enhancements

### **New** Direct Tunneling

LabTech 2011.2 raises the bar on traditional remote management and troubleshooting by introducing direct tunneling capabilities. An IP tunnel, from the technician control center console to any system under management, allows access as if your technician were sitting in front of the remote system. This new capability delivers streamlined connectivity for improved first call resolution rates, increased performance of troubleshooting utilities and enhanced overall service quality.

Furthermore, direct tunneling empowers IT service professionals to manage platforms where an agent installation is not possible (i.e. routers, appliances) and provides increased speed through all redirectors (VNC, RDP, HTTP). It is now possible to execute commands on the remote hosts immediately, without the need for check-in process.

### **New** Multi-Vendor Antivirus (AV) Management Dashboard

Through a centralized interface, service providers can control multiple AV vendor products across all managed customers' sites. The new dashboard enables proactive endpoint protection by automatically detecting the status and updating the virus definitions of supported AV products in your clients' environments.

Now you can view the status of all supported antivirus installations on systems in your environment at a glance and easily carry out critical antivirus enforcement and management for SLA compliance.

### **New** Agent Deployment Dashboard

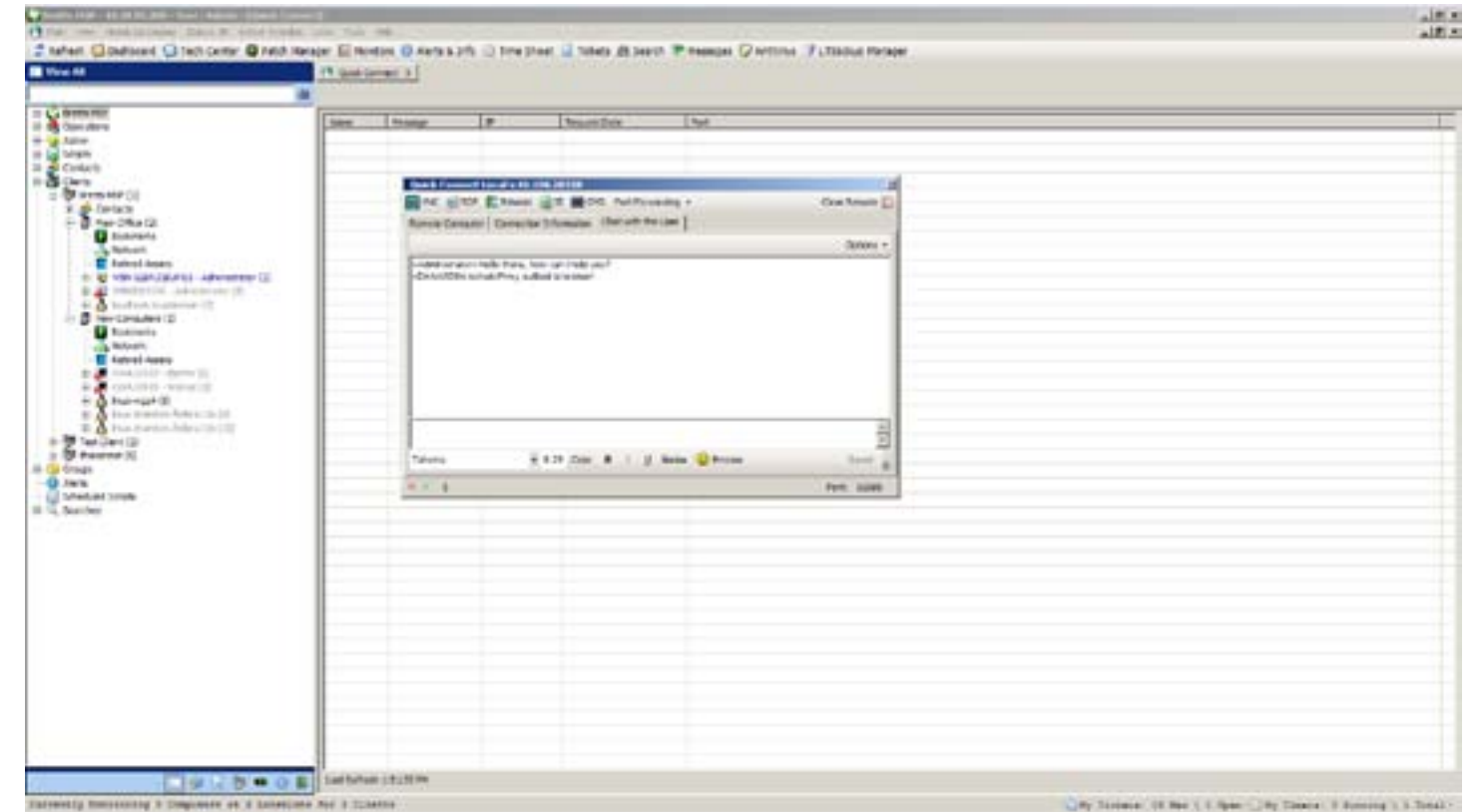
The new agent deployment dashboard enhances the out-of-box configuration experience by providing immediate visibility of agent deployment status, push failure messaging and detection of systems without agents for coverage

"We believe these updates and new features continue to make LabTech the strongest, most advanced, most customizable RMM solution on the market."

CEO, LabTech Software  
Matt Nachtrab

Computer Name	AV Engine	Client	Location Name	AV Last Connected	Prod/Threat Ver.	Last Threat	Virus
BRD-LAPTOP	AVG 11 548E	CraigCo Inc	New Computers	Not Available	Not Available	Not Available	Not Available
BRD-VISOR-N072	ESET NOD32 v4	CraigCo Inc	New Computers	Unknown	Not Available	None	None
LTTEST01 (12)	ESET NOD32 v4	LabTech Development	Main	3/22/2011 9:36:13 AM	04.00002.08064/6512	None	None
W2V-SHOEM...	ESET NOD32 v4	CraigCo Inc	Main Office	3/22/2011 9:37:43 AM	04.00002.08064/6512	None	None
SERVER1 (10)	ESET NOD32 v4	CraigCo Inc	Main Office	3/22/2011 9:34:11 AM	04.00002.08064/6512	None	None
KONYSDOCHEN2	NOD32 v3	IT Hub - Bellevue	Lincoln Plaza	3/22/2011 9:36:31 AM	04.00002.08064/6512	None	None
NEWCOMPUTER	Viper Enterprise	LabTech Development	Main	3/22/2011 9:36:31 AM	04.00002.08064/6499	None	None
NEWCOMPUTER	None Installed	CraigCo Inc	New Computers	Not Available	Not Available	Not Available	Not Available
NEWCOMPUTER	None Installed	CraigCo Inc	Main Office	Not Available	Not Available	Not Available	Not Available
W2V-P1141E3	ESET NOD32 v4	CraigCo Inc	Main Office	3/22/2011 9:37:43 AM	04.00002.08064/6512	3/22/2011 9:36:07 AM	W932/Active
NEWCOMPUTER	ESET NOD32 v4	CraigCo Inc	New Computers	Unknown	Not Available	None	None

Proactive Multi-Vendor AV Management Dashboard



Vast Array of Instant End-User Support Capabilities

## New Features and Enhancements (continued)

details. You can now easily select network probes from a central interface and view data per location.

By improving agent deployment visibility, status tracking and troubleshooting capabilities, managed service providers can spend more time on higher value customer projects and less time on LabTech setup.

### New Backup Management Dashboard

A new centralized dashboard gives you real-time backup statistics at a glance, making it easier to view all job statuses and easily manage backup jobs across all systems and customer sites. Accurately monitor backup job statuses in real-time enabling immediate response to failure alerts to minimize the risk of data loss. Perform on-demand actions such as disable, enable, create, edit, delete, start or cancel backup jobs; deploy the backup agent remotely to systems without having to visit each machine individually.

### Improved Reports

Based on customer feedback, LabTech Software has drastically improved out-of-box reporting by adding new customer requested reports, consolidating multiple reports into one and enhancing the overall look and feel for better visibility of KPI's. Some of the most requested reports include executive summaries, status reporting, configuration and inventory statistics.

Enjoy a 360 degree view into all remote monitoring and management operations and improve customer budget allocation and decision making with clear, concise and relevant data.

### Optimized Quick Connect Function

Provide rapid assistance—even if an agent is not present—with the LabTech client web portal's "Quick Connect" feature. End-users in need of support need only perform a one-click operation instantly establishing a connection to the LabTech control center console. The

request is automatically queued into the RMM solution for resolution by the technical staff.

Maximize efficiencies of common remote troubleshooting toolsets like inventory, VNC, RDP, command prompts and chat functionality with the "Quick Connect" function.

### Hardware Inventory Improvements

LabTech expands hardware inventory using the System Management BIOS (SMBIOS) to obtain detailed hardware types, capabilities, operational status, installation date, asset tag ID and other information about system components on a PC. This information is used in various ways to help manage, support or purchase replacement components for client sites.

Quickly gather hardware inventory information such as mainboard sensors, processor, hard disk and battery (voltage, CPU temperature, fan speeds).

### About LabTech

LabTech is the only RMM application developed by systems administrators for systems administrators. With cutting-edge, agent technology, LabTech's robust functionality can increase technicians' efficiency through the automation of routine maintenance tasks as well as the development of preventative measures using powerful monitors and scripts. Because LabTech was developed by IT professionals who know the challenges of managing a growing MSP business, they have established a simple licensing and pricing model that allows partners to purchase additional agents as their business grows.

# LabTech Software

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