

Overview

Mutare Software applications are installed, configured, debugged and maintained on the Application Server. Mutare Software must be able to copy files to the Application Server and run desktop programs remotely from its offices. Many organizations have strict security guidelines concerning remote access of their servers, especially if they are connected to the company’s internal LAN.

Remote Access

Mutare Software will support most any VPN Client your IT department may require. Mutare Software will then access the server via Terminal Services/Remote Desktop.

Since your client software will only be installed on Mutare office PCs, support when the office is closed is limited to telephone support as we will not be able to dial in and check logs, perform traces or any other maintenance requiring desktop control.

Every Mutare Software installation requires that files be downloaded from the Mutare Software technical website. In addition, it is typical that log files, notes, configuration files, etc. will periodically need to be uploaded to a Mutare Software FTP site. If these requirements are not met, this can delay installation or support timelines.

Alternative Remote Access Options

Some company IT departments do not allow remote access to company servers via VPN connection. If this is the case, Mutare Software can do limited installation and support tasks via web meeting software. Be aware that this type of remote access will delay support, installation, and/or maintenance of your application.

Notes

1. If you provide Mutare Software a SecureID® token for secure connections, our staff will only be able to connect to your system from the office where the token is stored. If you require 24 x 7 support, be aware this limits what we can do to resolve problems after hours. Mutare Software programming and support are done from two locations. If you provide two keys, either location can support you. Not just the one that did the installation.

Remote Access Checklist		
VPN Client Type (Cisco, Nortel, etc.)		
VPN Login Information (including user Ids, passwords, VPN server IP addresses, etc.)		
Will you be providing a secure token for Mutare Software?	Yes	No
Has remote access be turned on for Mutare Software? If not, installation cannot begin.	Yes	No
Does the Application Server have access to external websites? If not, installation cannot begin.	Yes	No
Does the Application Server have the ability to transfer files to an external FTP site?	Yes	No