

# Symantec pcAnywhere™

Remote access solution for faster help desk support and issue resolution

## Data Sheet: Endpoint Management

### Overview

Symantec pcAnywhere™ helps organizations remotely access and securely manage devices. It lets you manage computers efficiently, resolve helpdesk issues quickly, and connect to remote devices simply and securely. pcAnywhere supports multiple platforms for both host and remote systems including Windows®, Linux®, and Mac®. pcAnywhere allows you to easily connect to mission-critical servers and endpoint devices ensuring complete control—even if your building becomes inaccessible.

### Benefits

- An easy to use remote access system with streamlined connectivity and greater remote platform support.
- Reduce security breaches by using certified secure remote control and multiple layers of security.
- Extensive Remote Management capabilities can resolve many common problems without the need for a full remote control session.

### Features

- Simplified GUI and improved connection options.
- Provides a feature-rich, secure, reliable remote control, file transfer, command queue, remote management, quick deploy, and connect solution to accelerate resolution of helpdesk calls.
- Provides efficient, flexible, and secure remote access to facilitate troubleshooting and quick remediation, overcome user errors, and decrease problem resolution time.
- Provides the ability to manage local and remote devices allowing you to have greater control and reach throughout your IT infrastructure.

### System Requirements

#### *Symantec pcAnywhere Windows Host and Remote*

- Windows 7
- Windows XP Home and Pro, Windows XP Tablet and Media Center
- Windows XP Embedded and Windows Embedded for POS
- Windows 2000 Professional, Server, and Advanced Server
- Windows Server 2003 Standard and Enterprise
- Windows Server 2008 Standard and Enterprise
- pcAnywhere Host and Gateway are supported on Windows x64 (AMD64 or EM64T processors only) where applicable

#### *Required for all Windows installations*

- 233 MHz or faster processor
- 128 MB of RAM
- 35 MB of available hard disk space
- CD or DVD drive
- Microsoft® Internet Explorer® 6.0 SP1 or later

#### *Host for Mac and Linux*

- Red Hat® Enterprise Linux® ES and WS 4.0, SUSE® Enterprise Desktop 10
- Max OS® X 10.5, 10.6, and 10.7 (PowerPC G4/G5 or Intel® processor)

### More Information

#### *Visit our website*

<http://www.symantec.com/pcanywhere>

#### *To speak with a Product Specialist in the U.S.*

Call toll-free 1 (800) 745 6054

#### *To speak with a Product Specialist outside the U.S.*

For specific country offices and contact numbers, please visit our website.

#### *About Symantec*

Symantec protects the world's information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and

information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at [www.symantec.com](http://www.symantec.com) or by connecting with Symantec at <http://www.symantec.com/connect/products/pcanywhere>.

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