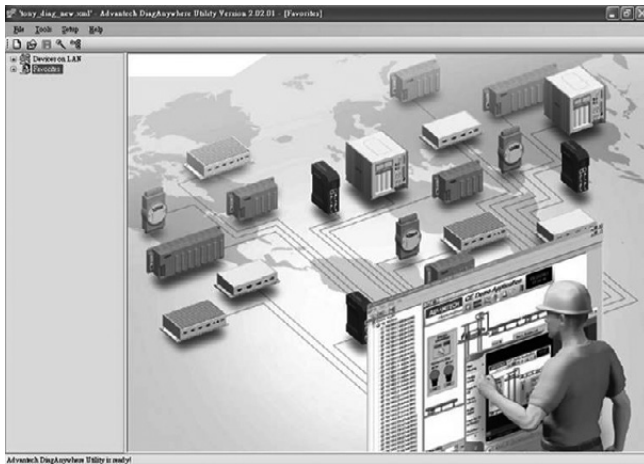


# DiagAnywhere

Universal Perception and  
Instant Decision - Remote  
Maintenance Software



## Features

- Remotely monitor up to 24 target devices
- Remote control shutdown and wake up
- Remote screen snapshot
- Health check of CPU/memory/temperature/voltage
- Remote screen recording
- File transfer function to save critical data and settings
- Windows-based authentication
- Favorite device grouping time synchronization
- Patent remote management for IPC



## Introduction

"DiagAnywhere", an abbreviation of "Diagnose Anywhere", is remote maintenance software for remotely monitoring and controlling Advantech TPC, APAX, UNO and ADAM devices with Windows-based operating systems. Currently, DiagAnywhere includes the utility on the client side and the server on the target devices. The supported platforms include Windows XP, XP Embedded, Windows 7, Windows 2009, CE 5.0 and CE 6.0. This useful software can help users to achieve major remote maintenance tasks including remote monitoring and control, remote screen snapshot and recording, file upload and download. Windows-based authentication is also supported for security concerns.

## Feature Details

### Remote Monitoring and Control

DiagAnywhere can monitor up to 24 target devices simultaneously. The total refresh rate of the screens can be optimized manually. The other supported functions including remote control function can be operated under only one target device is selected.

### Remote Screen Snapshot and Recording

The remote screen snapshot function and remote screen recording function can be utilized for recording the important screen snapshots so the major symptoms of the target device can be analyzed efficiently. These functions are very helpful to the communication between field operators and technical support engineers when they need to investigate the problem remotely.

### File Upload and Download

Remote maintenance always needs the functions of uploading files to and downloading files from target devices. DiagAnywhere adopts popular user interfaces of FTP client so users can operate the upload and download function easily.

### Windows Based Authentication

DiagAnywhere adopts Windows-based authentication which comes with Windows operating system. Only the account of administrator can logon to the target devices. For security consideration, the server can accept only one connection from the client utility at a time and other connection will be rejected if there is a connection alive.

### Favorite Devices Grouping Function

The selected target devices can be grouped under favorite groups. This function can help users to organize the device groups and save the maintenance time.



Remote Screen Snapshot

Remote Screen  
Recording

File Transfer



Device Grouping

Windows-based  
Authentication



Monitoring 24 Target Devices

Controlling Target Devices

## System Requirements

- **CPU** Intel Pentium processor 200 MHz or higher
- **RAM** 128 MB memory (Minimum)
- **Disk Space** 5 MB (Minimum)
- **Display** VGA resolution or higher
- **OS** Windows XP, XP Embedded, Windows 7, Windows 2009, CE 5.0 and CE 6.0
- **Win32 platform** Microsoft .NET Framework installed 1.1 or Higher
- **WinCE platform** Microsoft .NET Compact Framework installed
- **Product Supported** ADAM with Windows OS, UNO, TPC, APAX, AMAX

## Ordering Information

- **PCLS-DIAGAW10** Remote Maintenance Software