Practical Apple Remote Desktop Applications

P212

Macworld Boston 2005

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What We'll Cover

- What is Apple Remote Desktop (ARD)?

- Why, when, how to use ARD

- Configuring ARD

- Practical ARD applications

  - Software installations, file copying, sending UNIX commands, creating reports

  - Automating functions

What is ARD?

- Easy-to-use, powerful desktop management software for all of your networked Macs.

- Based on open standards (PostgreSQL, WBEM/CIM)

- IT pros can remotely control and configure systems, install software, observe and/or control end users and create reports for one or many clients on a Mac network

Why use ARD?

- Manage, help and interact with clients remotely

- Maintain, upgrade and distribute software

- Collect system information for any Mac on your network, store the results in a SQL (PostgreSQL = free!) database AND create reports

When to use ARD?

- Software updates (.pkg or .mpkg)

- Service reconfiguration

- Changing file or folder permissions

- Taking inventory and generating reports

- Housekeeping (power settings, locking screens, clearing disk space, changing startup disks)

- Helping users remotely

Who should use ARD?

- Help desk and support professionals

- Teachers in a classroom lab

- Systems administrators

- Internet service providers

- Anyone with family, friends and clients at remote locations!

Hardware Requirements

- Requirements: Apple Remote Desktop 2.2 10-client edition ($299) or unlimited license ($499)

- Hardware: eMac, iBook G3/G4, PB G3/G4, PM G3/G4/G4, Xserve G4/G5; Mac OS X 10.2.8, 10.3, 10.4, HFS+ hard drive, system running VNC-compatible software server

- Ethernet (recommended); Airport, FireWire or other network connection

How to install ARD

- Install ARD on admin computer (all v. 1.2 + versions should transfer existing computer lists to new window)

- Refresh computer list(s) and/or create new

- Enable Remote Desktop sharing on clients, and grant ARD administrator privileges

- Install client software on Mac OS X 10.3 manually, or upgrade through Manage --> Upgrade Client Software feature

Remote Desktop Interface

ARD Network Best Practices

- Limit Airport client connections

- Do not use Bonjour as network 'extender

- Use switches, not routers

- Ensure large MTU setting (1200 or greater) if passing through firewalls

- If going across WAN or MAN, turn off defrag bit on router

- NAT issues: Need TCP and UDP port forwarding on ports 3283 & 5900 to admin computer; router must forward TCP & UDP ports to client

Installing Software

Upgrading Software

- Determine if piece needs updating

  - Run Software Version report

- Remove outdated software version

  - If original installed via package/metapackage, automatic removal

- Use appropriate install method for new version installation
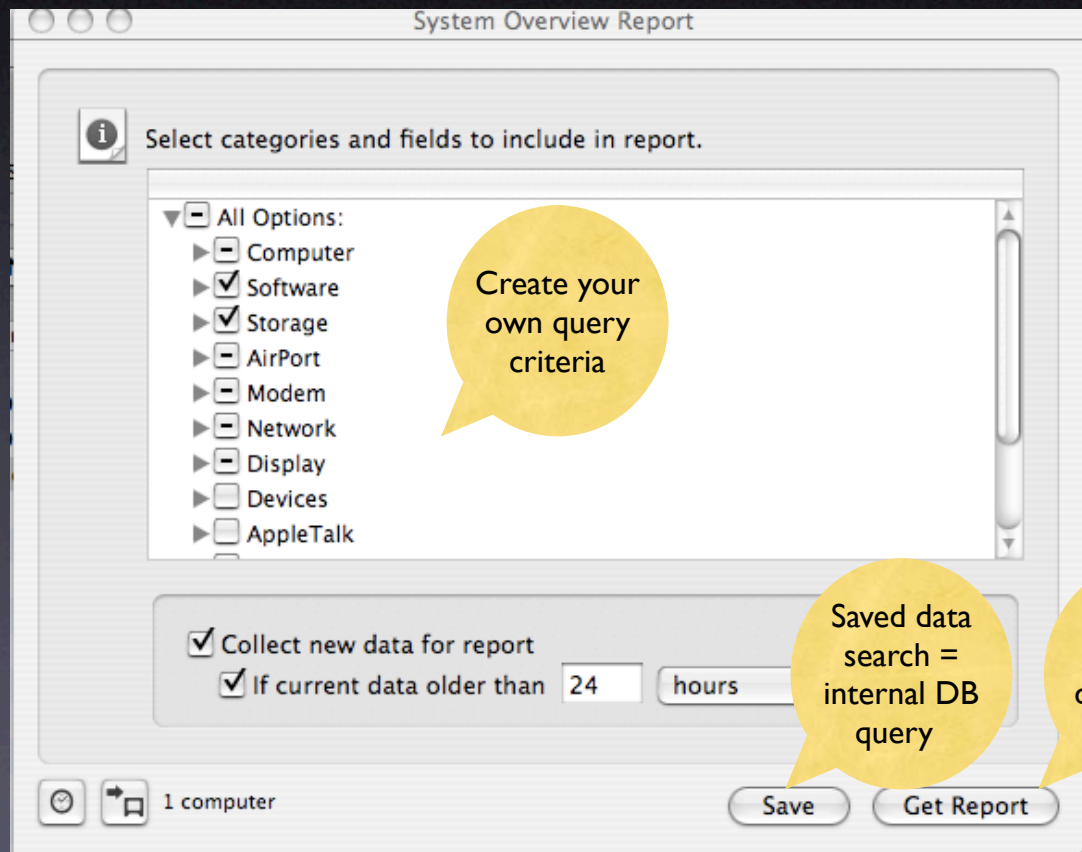
Copying Files: Part I
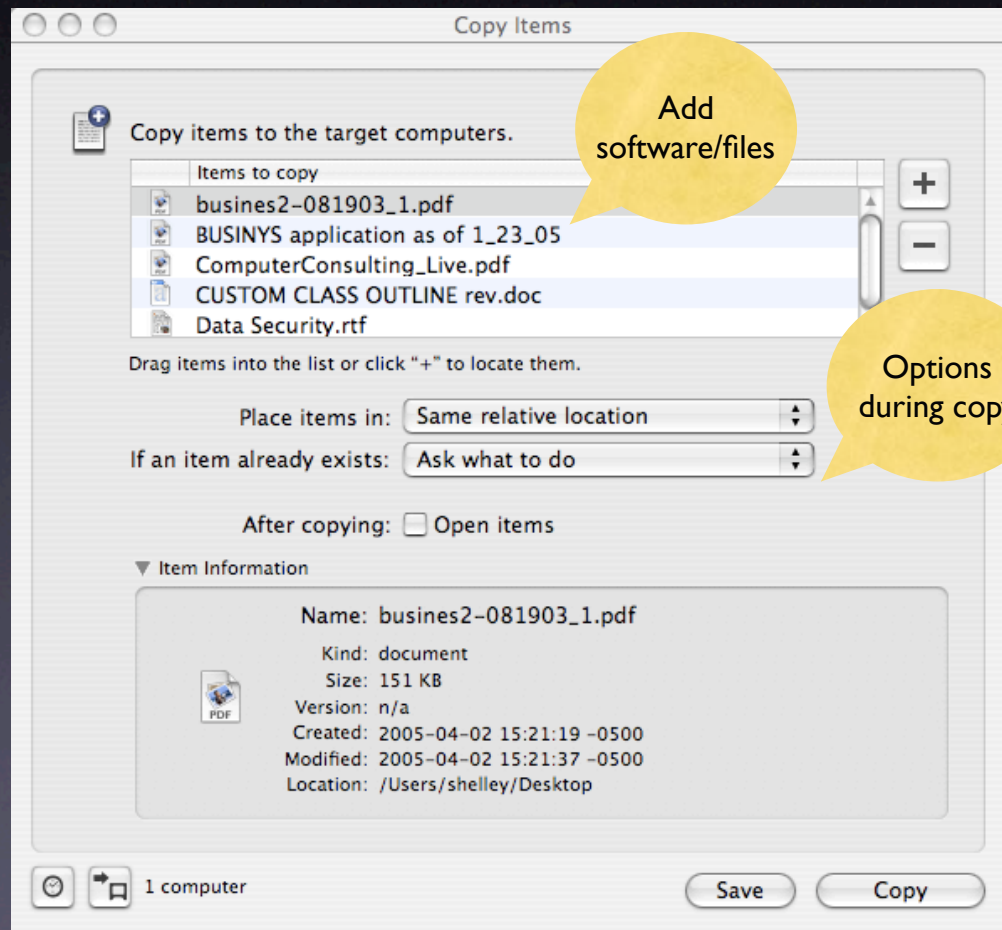
Copying Files: Part II

- You can drag and drop! Watch!!

Creating Reports

- You can query clients for many kinds of information:

  - Installed software

  - Network speed/reliability

- You can use reports as shortcuts when copying files and/or organizing computer lists

Creating Reports

Maintaining Systems

- Delete files

- Empty trash

- Set startup options

  - Startup Disk

- Rename computer(s)

Managing Computers

- Control multiple clients simultaneously, while issuing commands from Remote Desktop menu, and more...

    - Open files, folders, applications

    - Put computer(s) to sleep, wake it up

    - Lock/unlock screen

    - Log out current user
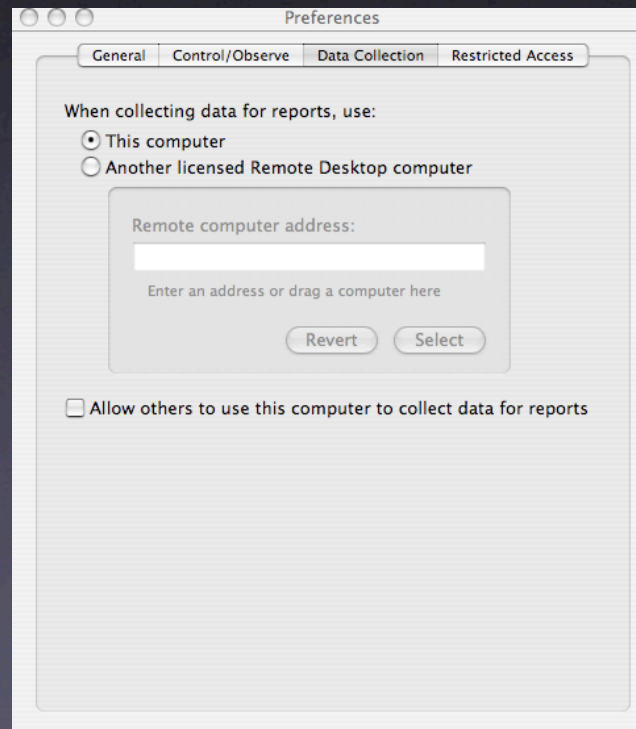
    - Restart computer(s)

Automate Functions

- Any command or function can be automated
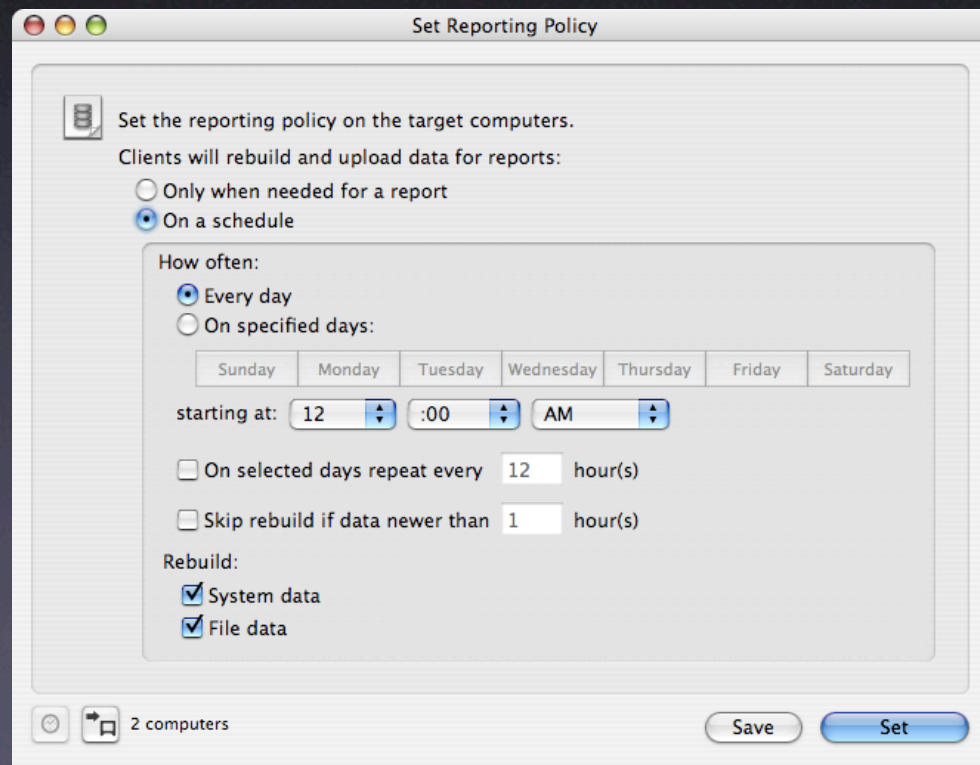
Automate Functions

- You control the function criteria and where data is stored in Remote Desktop preferences
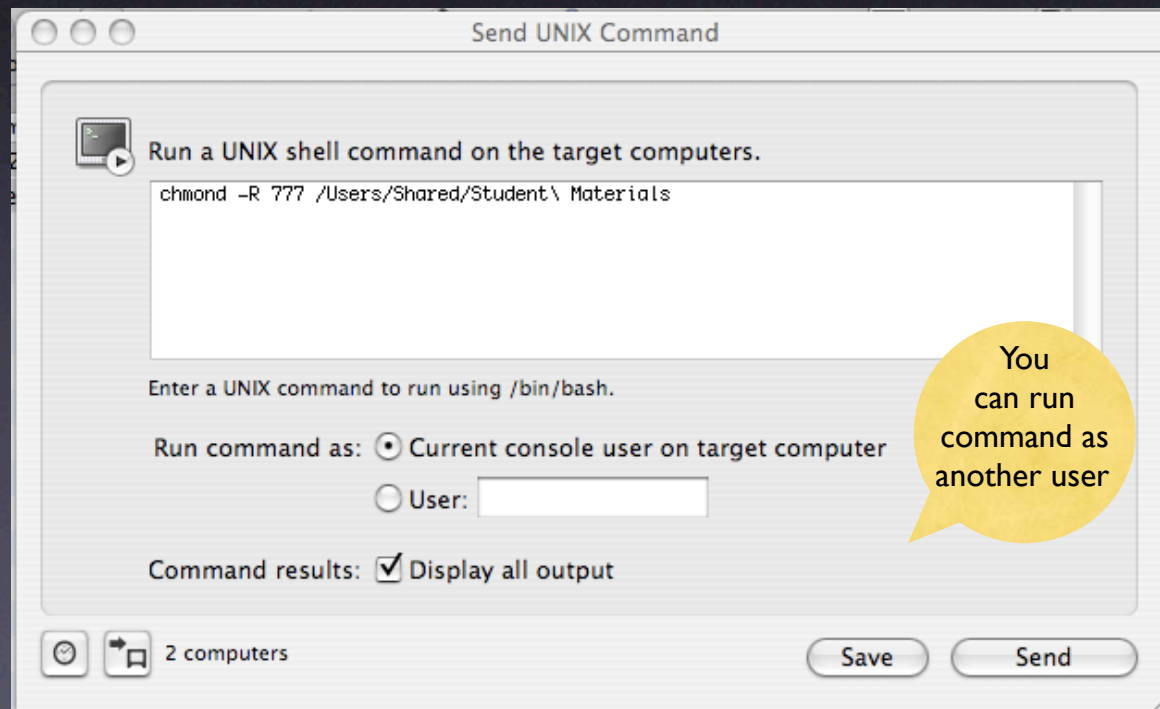
Send UNIX Commands

- Clients must have BSD subsystem installed (optional 10.3 and below; standard on 10.4)

- You can write script with conditionals, loops, and other functions, not just send one command

- ARD comes with two commands:

  - networksetup: Create/modify network locations, change IP addresses, etc.

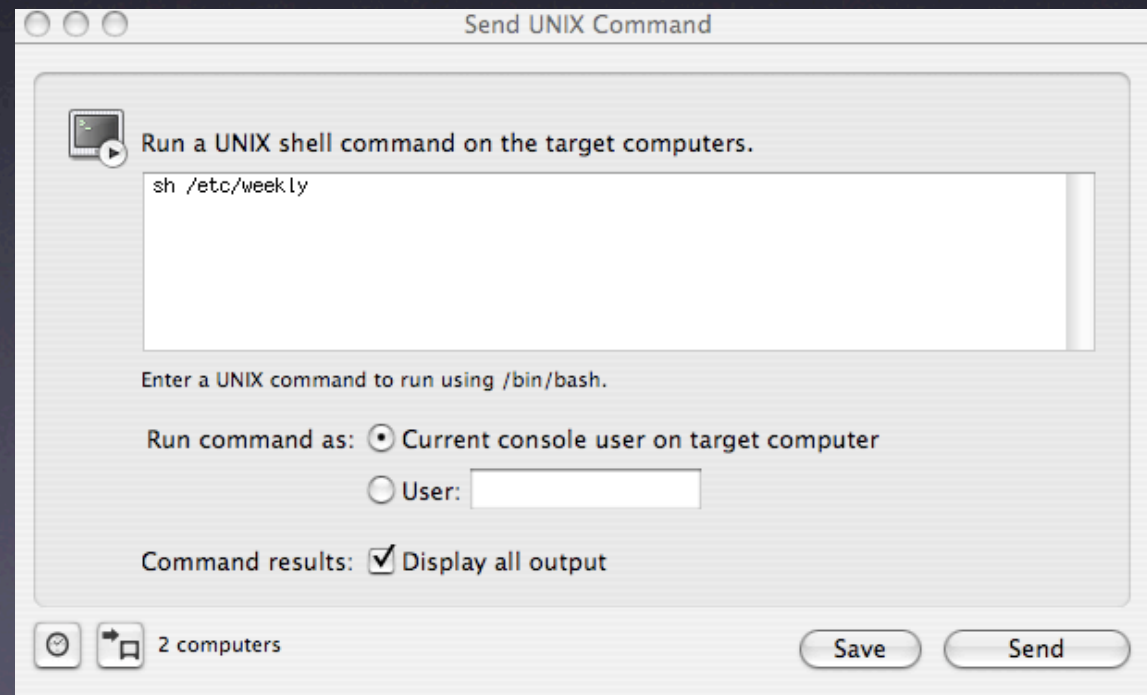 - systemsetup: Alter time zones, energy/sleep settings, etc.

Send UNIX Commands
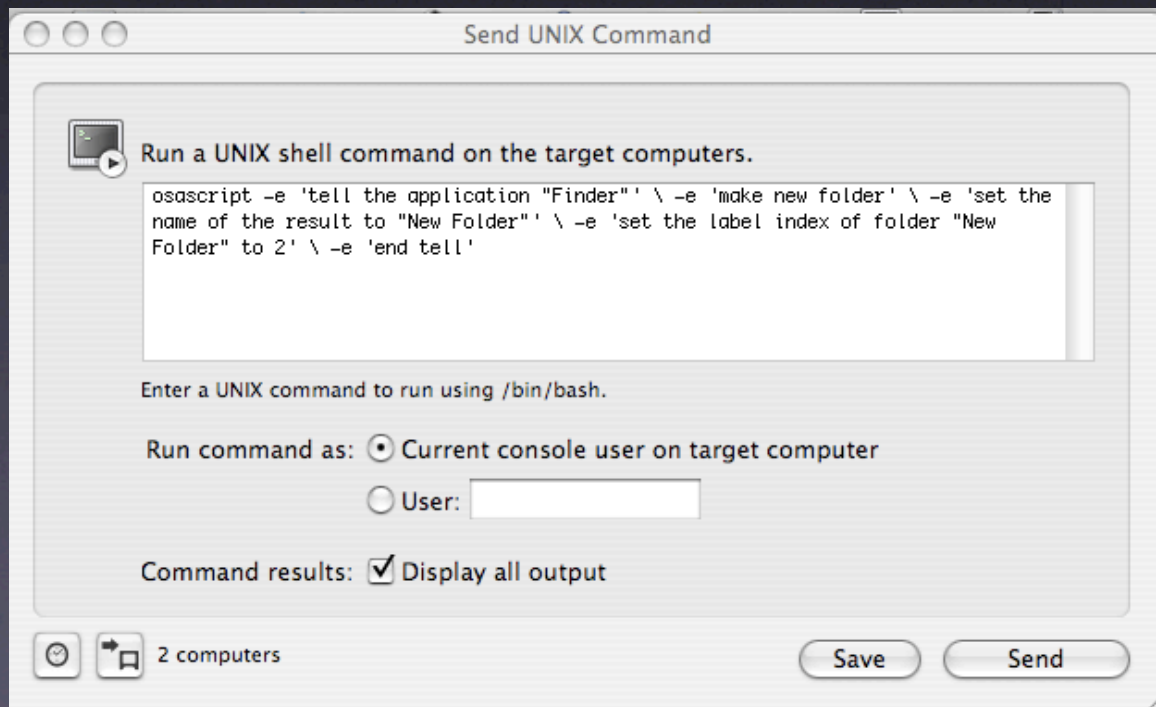
- Executing single command

Send UNIX Commands

- Executing shell script

  - Need to copy your script to clients first

Send UNIX Commands

- Executing Applescript script
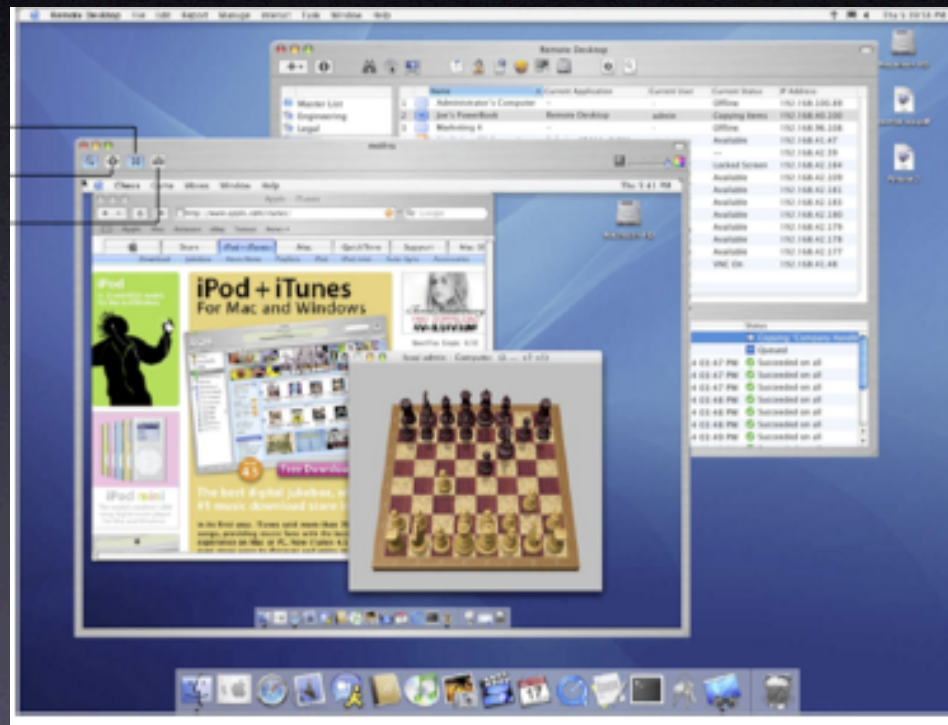   - Need to copy your script to clients first
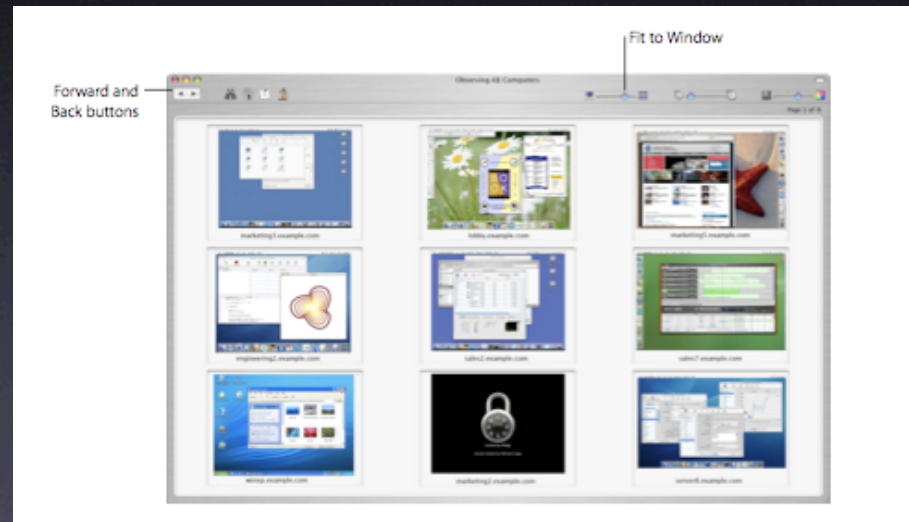
Interacting with Users

- Control or observe screen(s)

- Text messaging with remote users

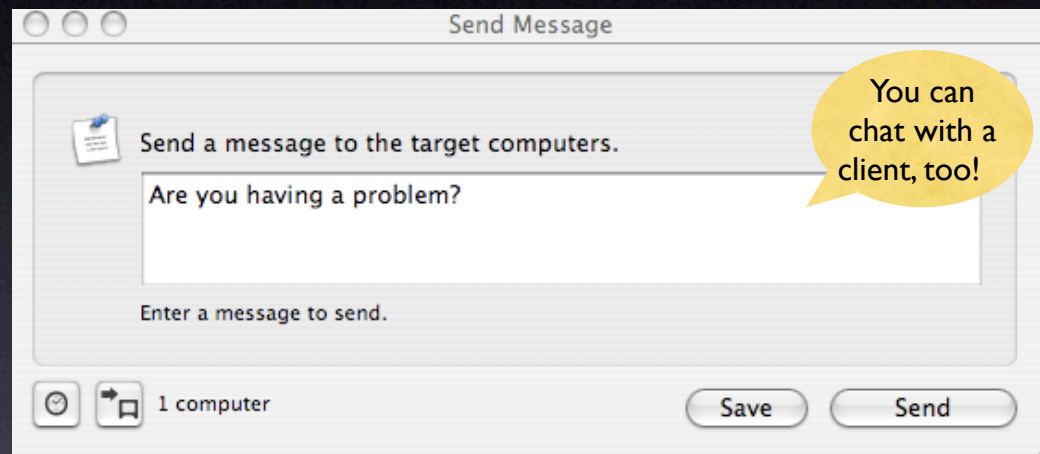- Share your screen with others

Controlling Screens

Fit to window

Share control

Screen shot

Observing Screens

Sending Messages

More Performance Tips

- Reduce animations on remote computers (i.e., no 'genie' effect, hiding/showing or magnification on Dock)

- View client screens with fewest colors

- Close admin software when finished

- Share screens only on local networks

Security tips

- Store your admin password in a keychain item AND lock it when you leave your desk

- Limit client access to Remote Desktop through Accounts pane of System Prefences

- Limit admin access to clients through System Preferences on client computers

- Use non-dictionary words as passwords

- Use password-protected screen saver with hot corners

ARD Resources

- Apple Remote Desktop website:

  - http://www.apple.com/remotedesktop

- ARD Support website:

  - http://www.apple.com/support/remotedesktop

- Online discussions forum:

  - http://discussions.info.apple.com/appleremotedesktop

Thank You!

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