

Remote Desktop Connection (RDC)/Remote Access/Terminal Services

From the 1st January 2010 Relate Software introduced a policy where users are required to provide RDC access (or equivalent, i.e. LogMein, Go2MyPC) to the Relate support team to resolve any database related issues reported to our help desk. With the introduction of RDC access (or the equivalent) this enabled us to resolve any data related issues significantly quicker. RDC allows us to provide you with a greater level of Support without the need to take over your pc through Gotoassist.

If an RDC connection cannot be provided, a copy of your database must be taken and all work needed to be done will be completed on our side. Once the data is offsite, it will not be possible to post until the database is returned. Local GotoAssist sessions will still be provided for local environment related issues but database work cannot be done with a GotoAssist.

Why we need an RDC connection:

1. RDC allows for a greater level of support to be provided by Relate to our customers. RDC allows us to logon to your server outside of business hours and not have to wait for a time when the right staff member is available. We often call users to get a logon to the server only to find that the person who has access is not there. We also have found that the staff member who had the logon details no longer works in the firm and then there is a delay in getting the information from the IT Company. These delays are avoided with RDC.
2. It cuts down the amount of time spent on phone calls for both Relate and your firm trying to get connections established.
3. Local Logins cause a reduction in productivity as we need to use somebody's pc in the firm for a period of time, this has caused problems where a staff member has to get some work done and then asks Relate support staff to logoff before our checking is complete.
4. We could take Backups of the data but data can be very big and takes a long time to upload and download. Also if we are working on your data, all postings must stop, this holds up the daily working of the system until our support team is finished i.e. you will have downtime.

RDC Security Concerns

Relate have implemented a usage policy where whenever we logon using your RDC we will hold details of the following;

- Time of connection
- Who connected
- Purpose of connection
- What work was done

If you request details of logins we will email them to you in a report. Please provide RDC details as soon as possible to support@relate-software.com by return email. If you do not know how to get RDC details please contact your hardware supplier.

Relate Static IPs : IP: 59.165.46.187 and 217.115.116.26