Apple Remote Desktop 3 Update

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Product Manager
Server and Storage Software Group
Worldwide Product Marketing

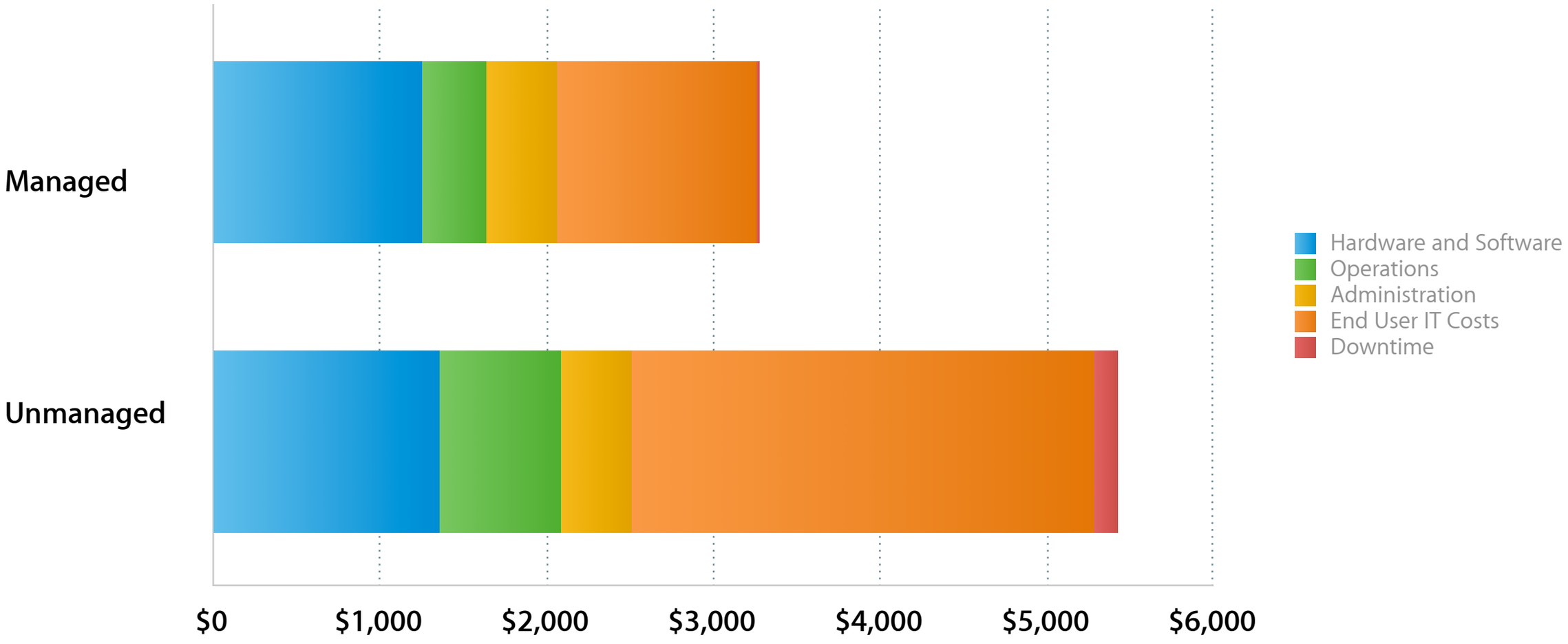
Agenda

- Apple Remote Desktop Overview
- Apple Remote Desktop 3.1 Update
- Additional Resources
- Q & A

Apple Remote Desktop Overview

Personal Computers

Managed computers have 40% lower TCO



Source: Summary TCO Analysis for Windows XP. Table 1 and Table 3, "Use Best Practices to Reduce Desktop PC TCO, 2005-2006 Update", 8 December 2005, Michael A, Silver, Federica Troni, Gartner, Inc.

Desktop Management

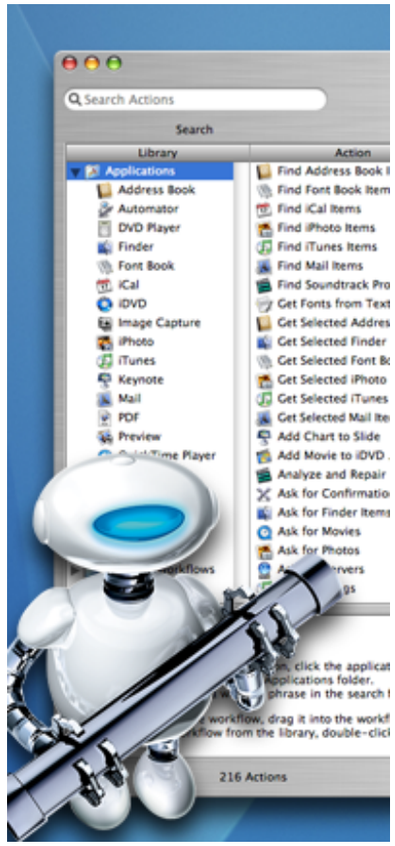
Software Distribution

Asset Management

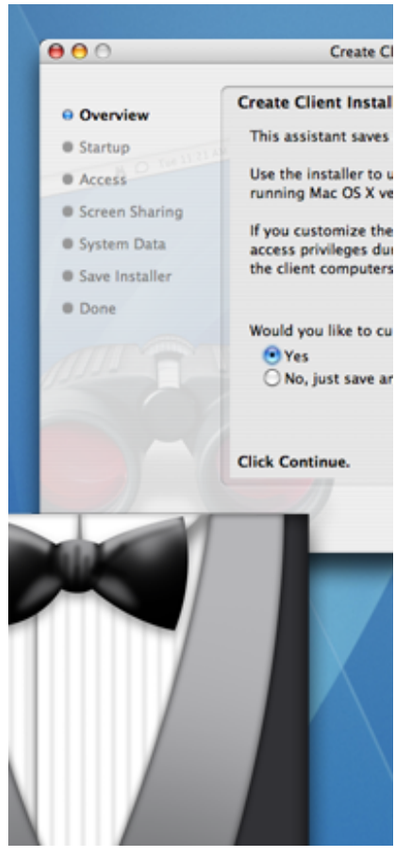
Remote Administration

Remote Assistance

Automation



Setup



Apple Remote Desktop 3

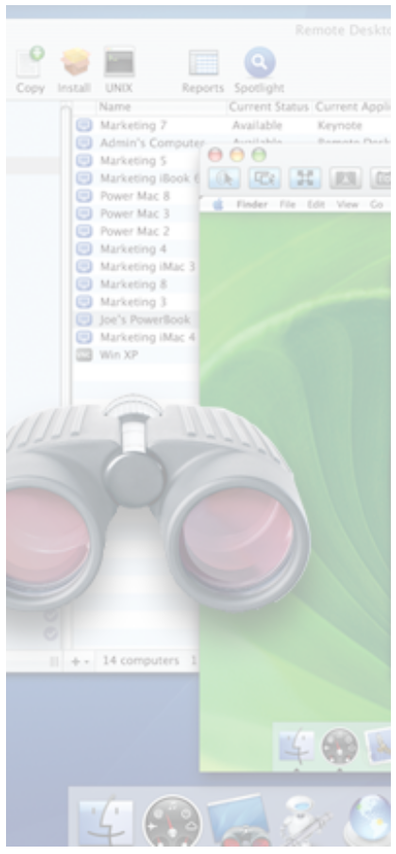
Desktop management made easy

Desktop Management

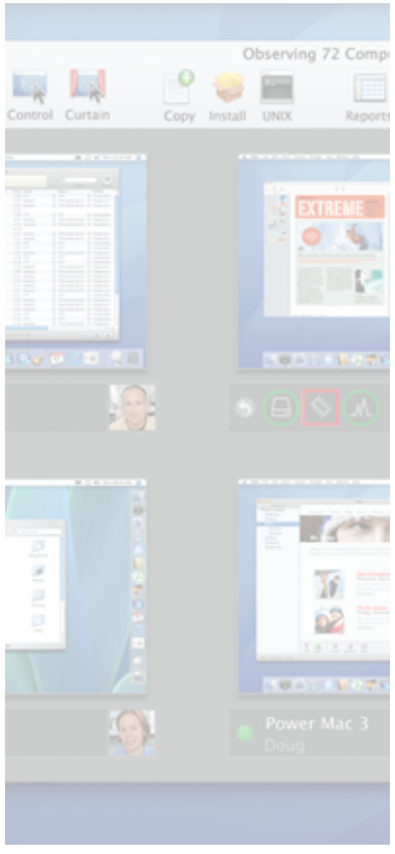
Software Distribution

Asset Management

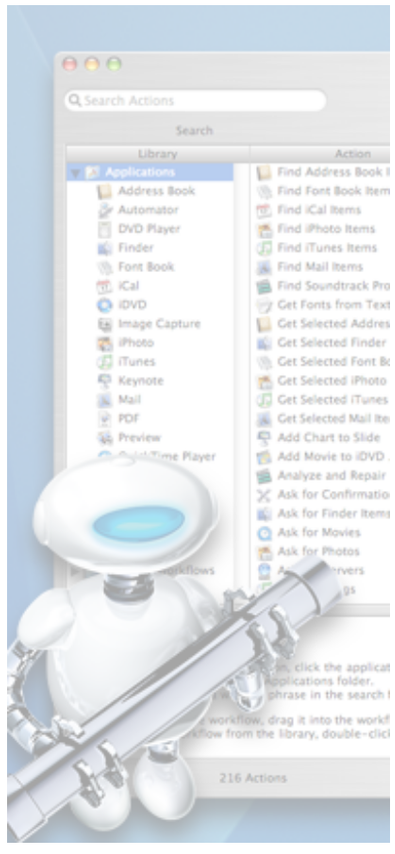
Remote Administration



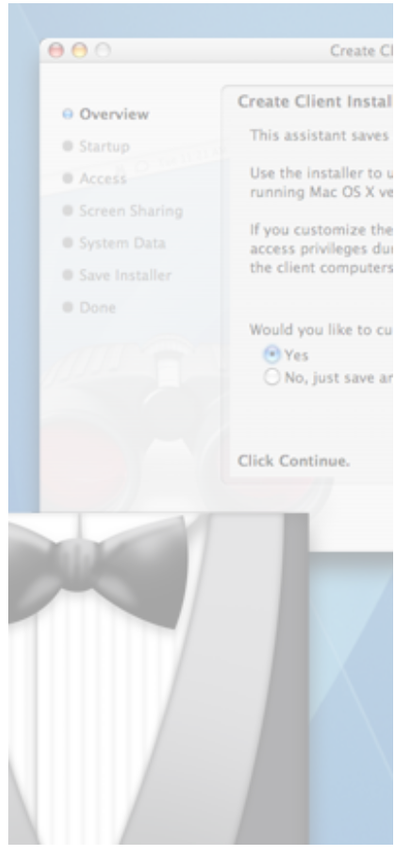
Remote Assistance



Automation



Setup

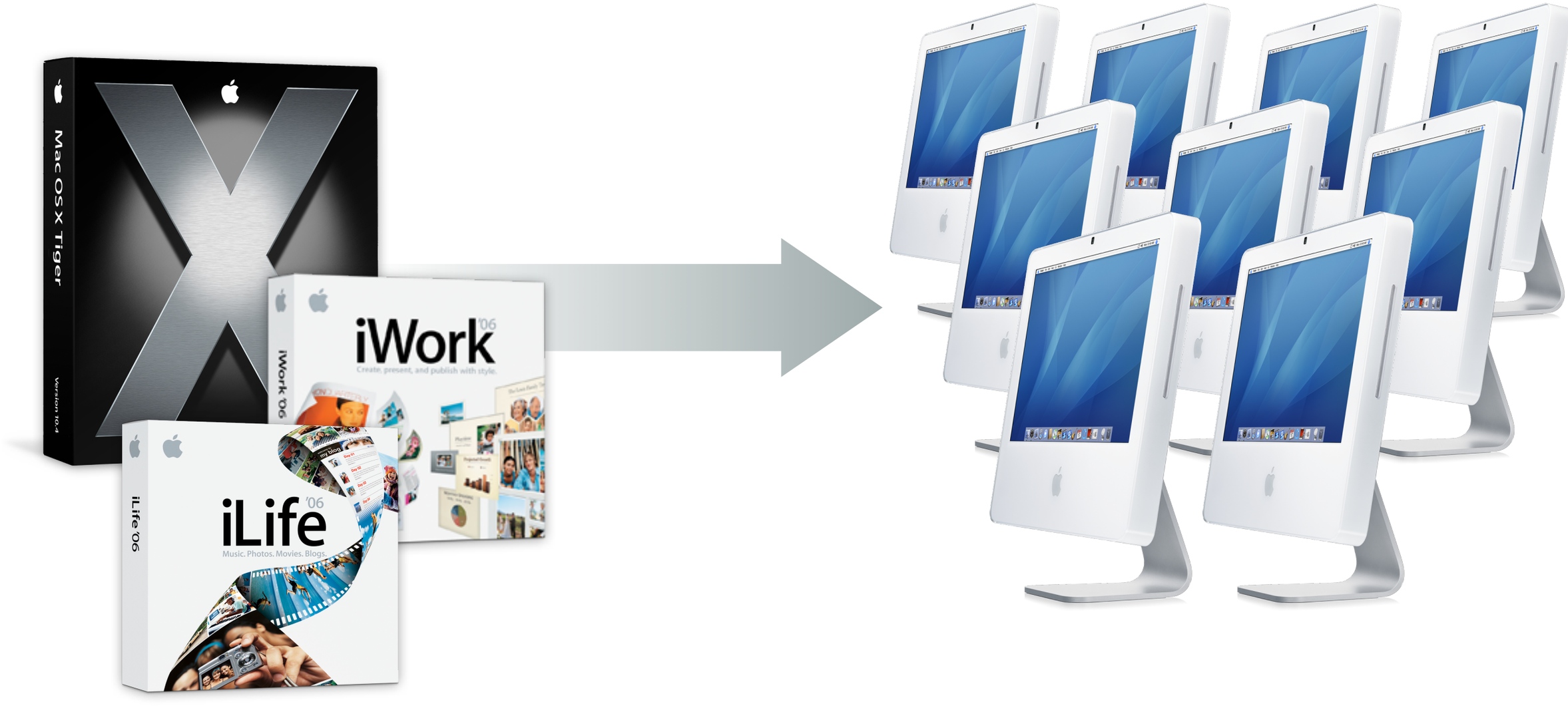


Software Distribution

Simplified software deployment

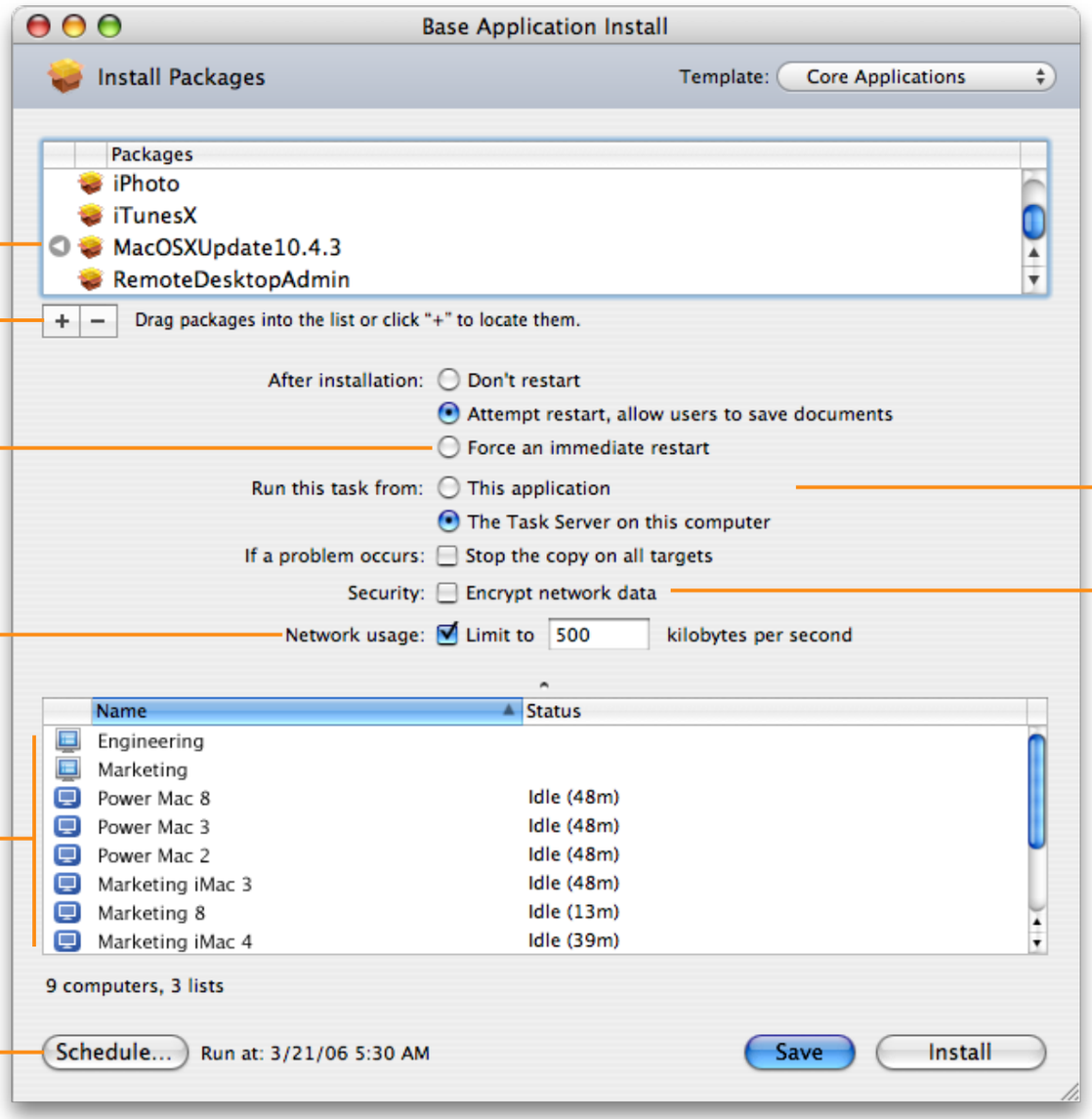
Software Distribution

Simplified software deployment



Software Distribution

Install packages



Package requires restart

Add one or more packages

Automatically restart computer after package is installed

Set network bandwidth usage

Target computers

Schedule installation for later

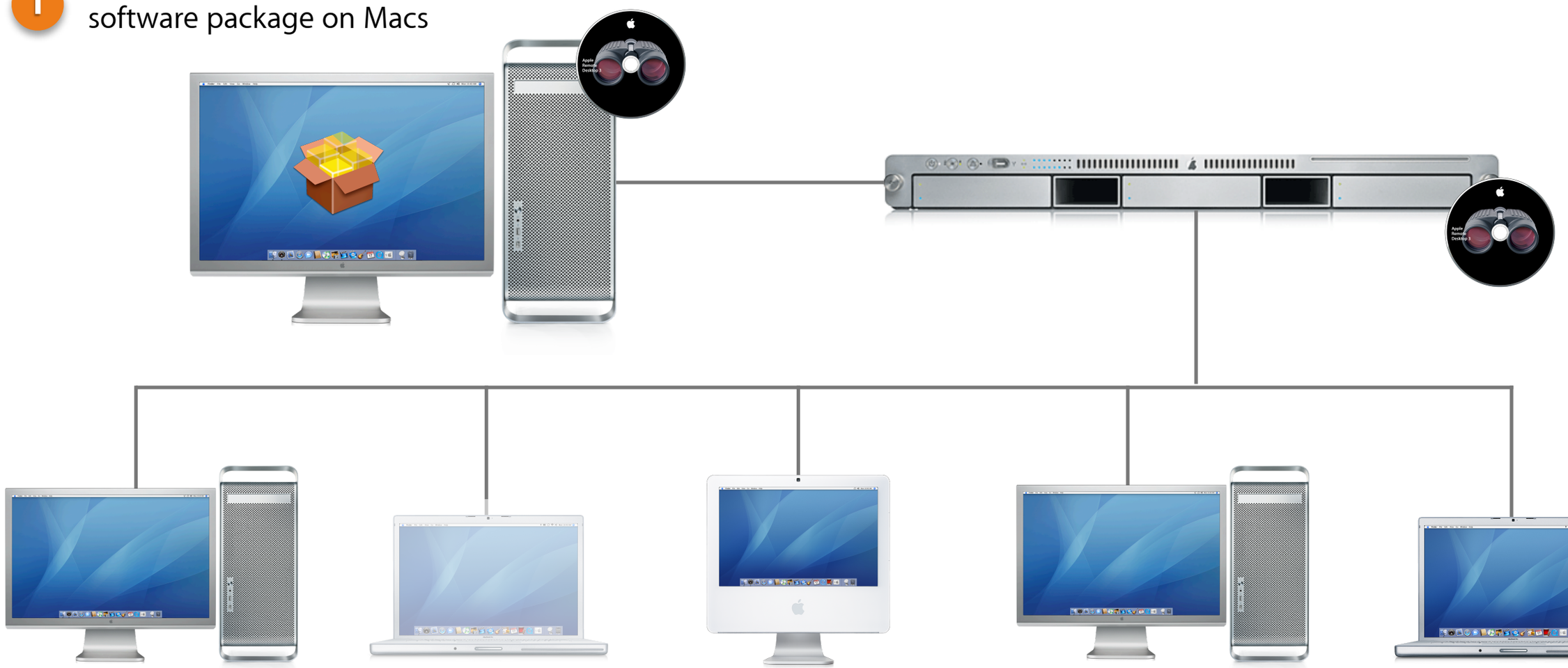
Use Task Server for AutoInstall

Optionally encrypt data

AutoInstall

Ideal for software installation on mobile computers

1 Administrator needs to install software package on Macs

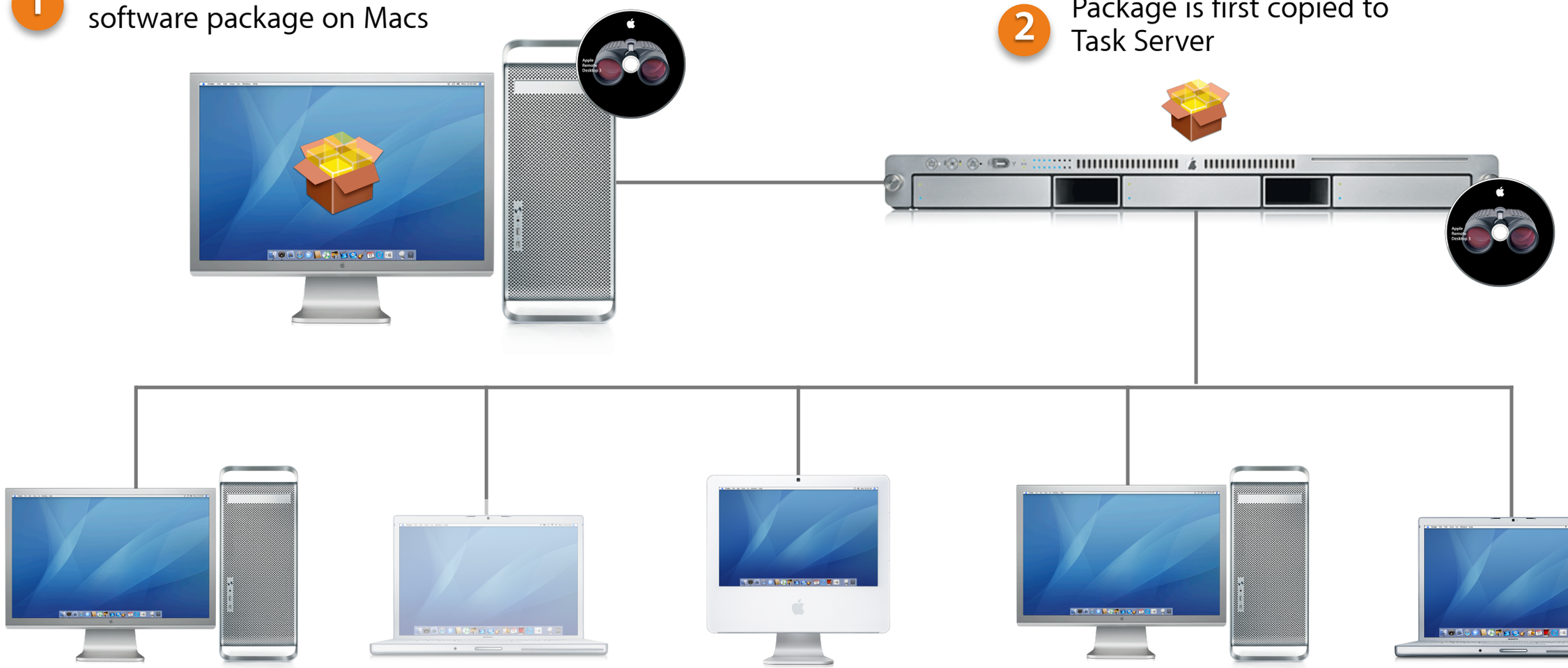


AutoInstall

Ideal for software installation on mobile computers

1 Administrator needs to install software package on Macs

2 Package is first copied to Task Server



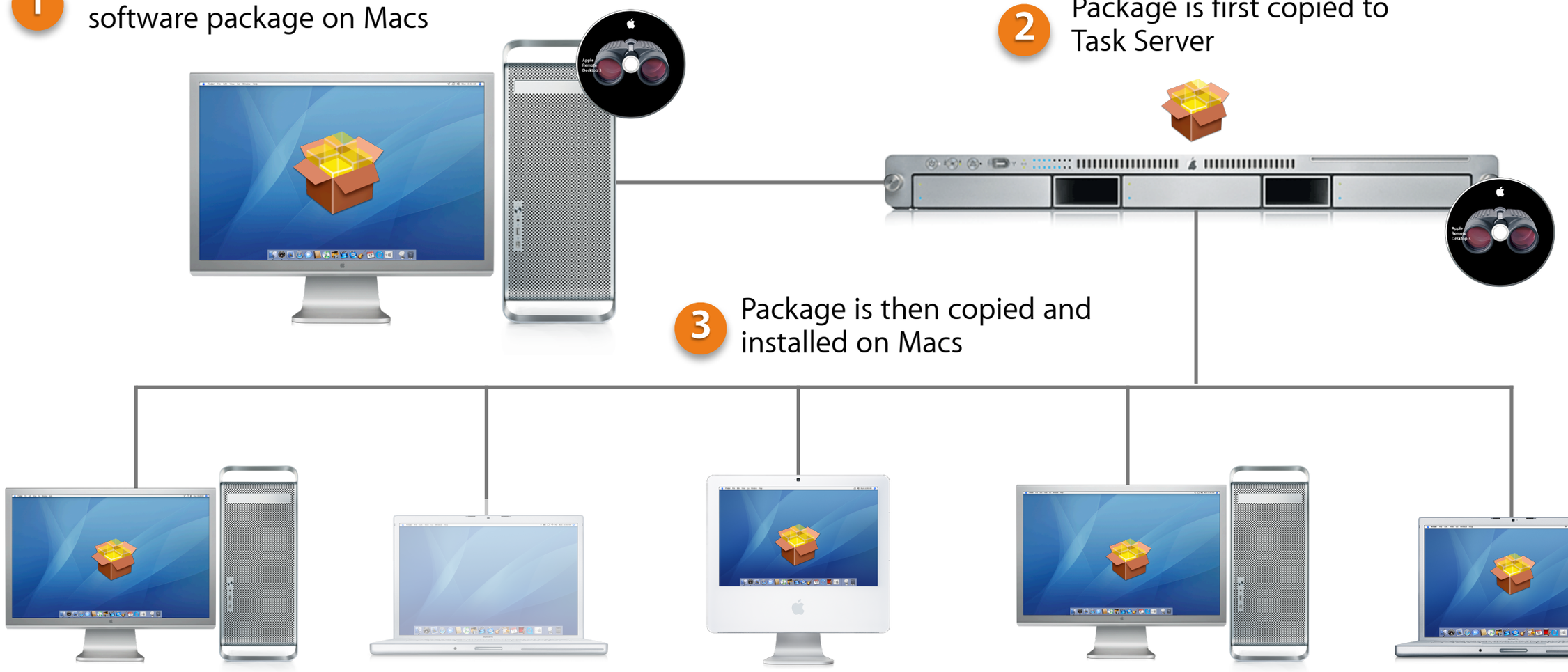
AutoInstall

Ideal for software installation on mobile computers

1 Administrator needs to install software package on Macs

2 Package is first copied to Task Server

3 Package is then copied and installed on Macs



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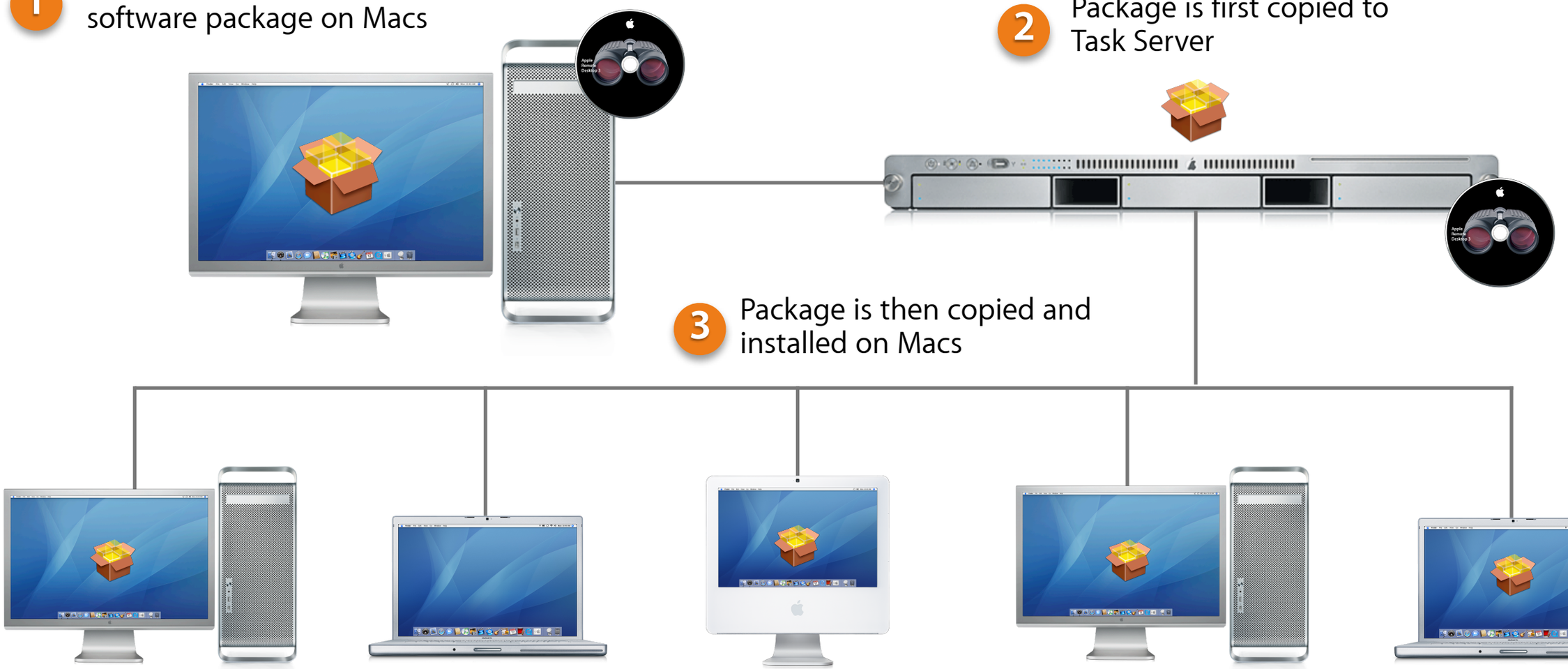


3 Package is then copied and installed on Macs

4 If computer is offline, package is queued until it is available

AutoInstall

Ideal for software installation on mobile computers

1 Administrator needs to install software package on Macs

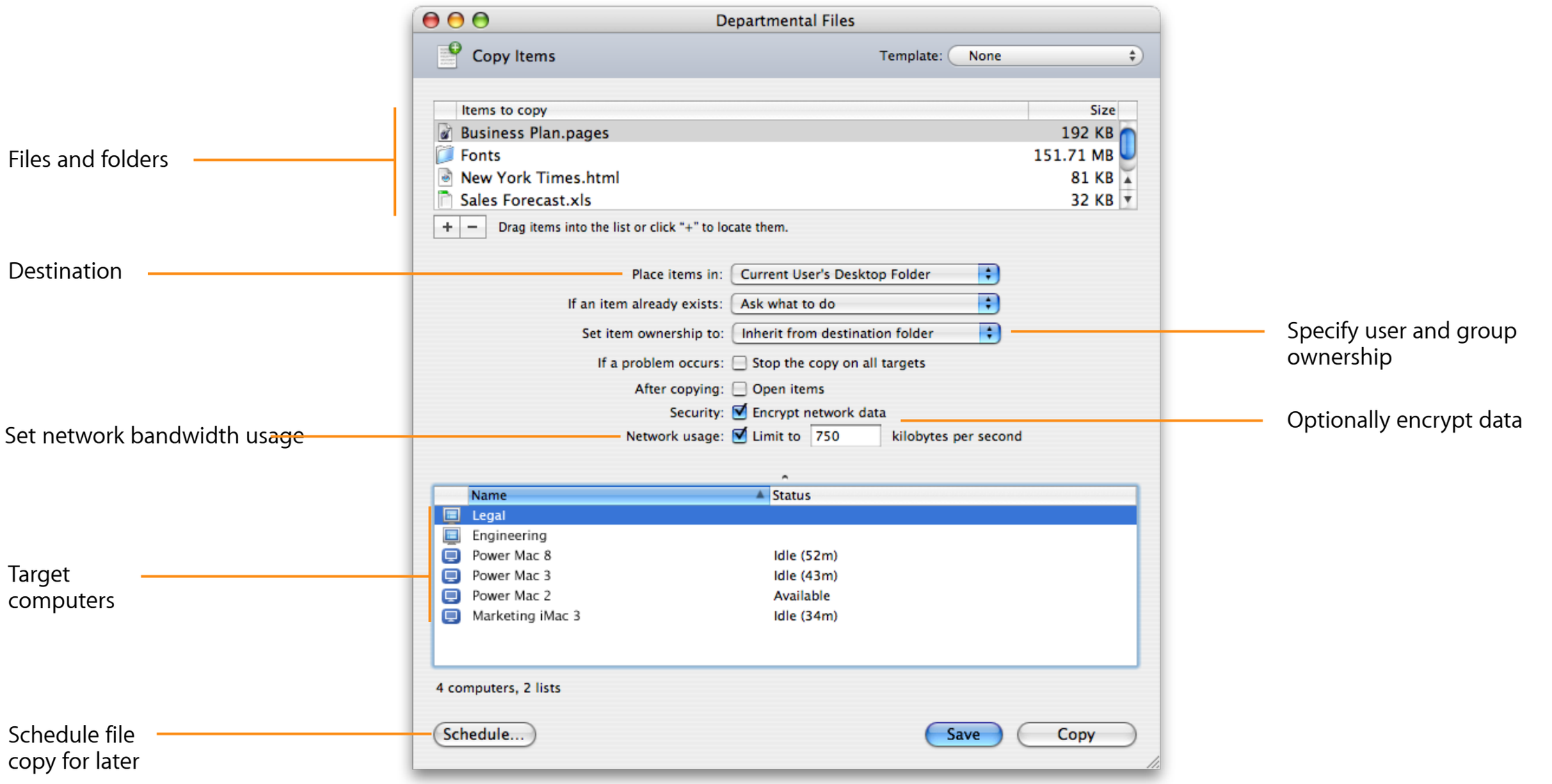
2 Package is first copied to Task Server

3 Package is then copied and installed on Macs

4 If computer is offline, package is queued until it is available

Software Distribution

Copy files and folders



Up to 11x Faster Than Version 2.2

Network copy performance: 1000BASE-T

Remote Desktop
version 2.2

Remote Desktop
version 3

Δ

Copy Microsoft Office folder (528MB) Time to copy to 50 clients (seconds)	282	26	10.8x
Copy incompressible test file (1024MB) Time to copy to 50 clients (seconds)	477	43	11.1x

Testing conducted by Apple in December 2005 using prerelease Remote Desktop software.
Target machines were 50 Power Mac computers with dual 2.5GHz G5 processors, 2GB of RAM, and Mac OS X v10.4.3.

Up to 5x Faster Than Version 2.2

Network copy performance: 100BASE-T

	Remote Desktop version 2.2	**Remote Desktop** version 3	Δ
Copy Microsoft Office folder (528MB) Time to copy to 50 clients (seconds)	273	52	5.2x
Copy incompressible test file (1024MB) Time to copy to 50 clients (seconds)	472	103	4.6x

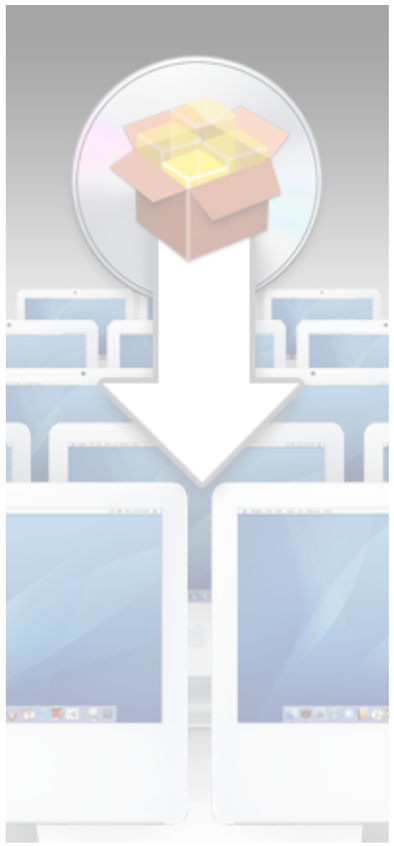
Testing conducted by Apple in December 2005 using prerelease Remote Desktop software.
Target machines were 50 Power Mac computers with dual 2.5GHz G5 processors, 2GB of RAM, and Mac OS X v10.4.3.

Software Deployment

Package Install	Install single or multiple Apple .mpkg and .pkg files.
File Copy	Copy files and folders to and from. Files can be copied to predetermined location or specified location.
Delete Files	Delete files and folders from multiple Mac OS X computers.
Scheduling	Schedule tasks for future date and time. Specify whether to repeat on a given frequency.
AutoInstall	Install package software using Task Server. Software is staged for computers that are offline.
Performance	Up to 11x faster file copy performance compared to version 2.2.

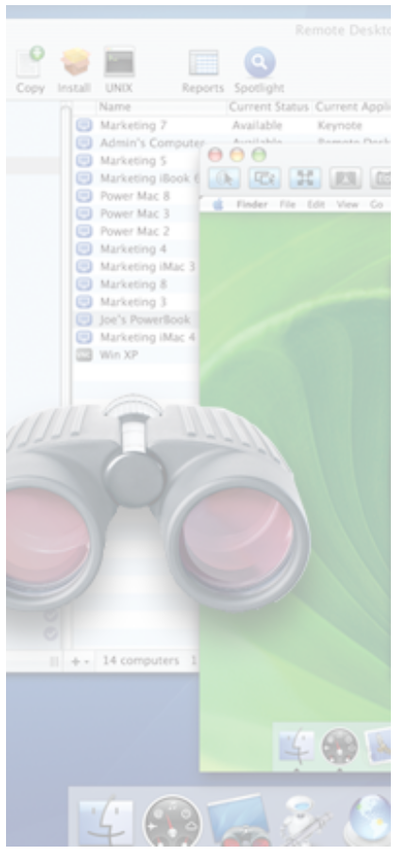
Desktop Management

Software Distribution



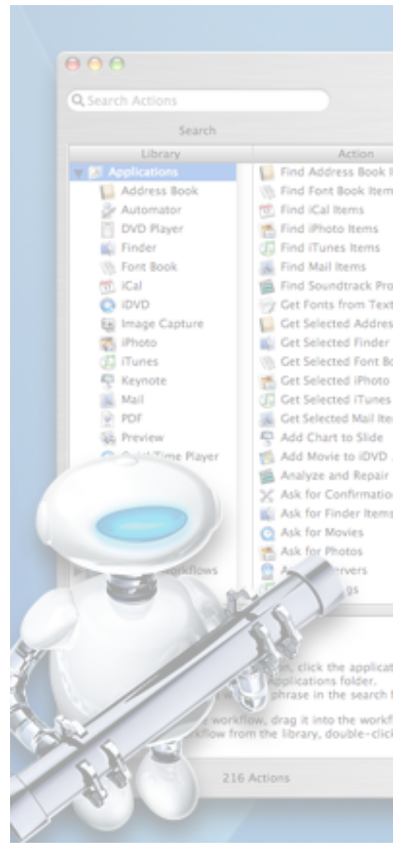
Asset Management

Remote Administration

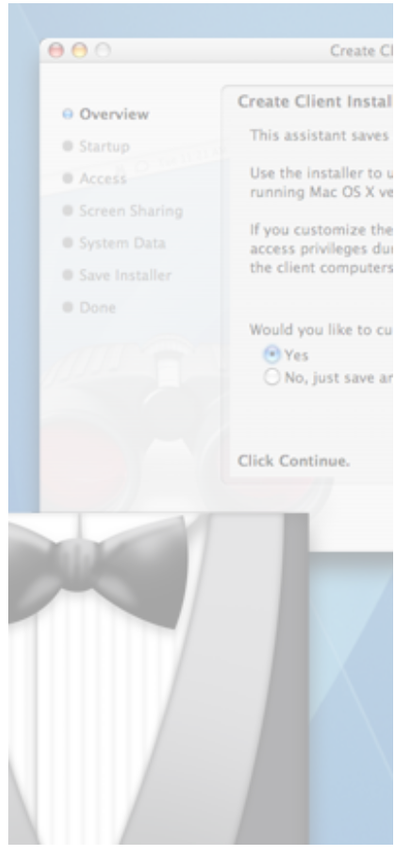


Remote Assistance

Automation



Setup

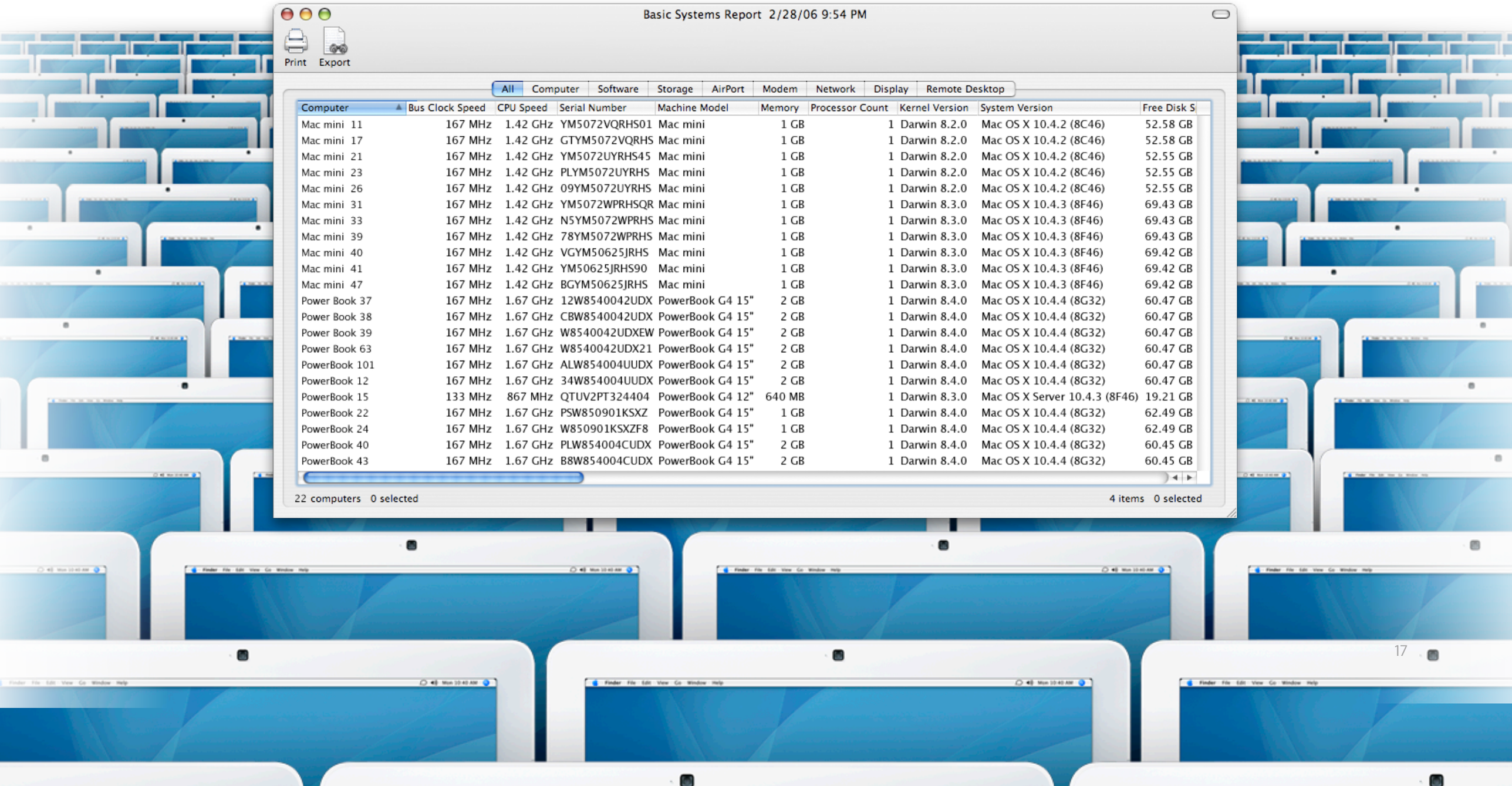


Asset Management

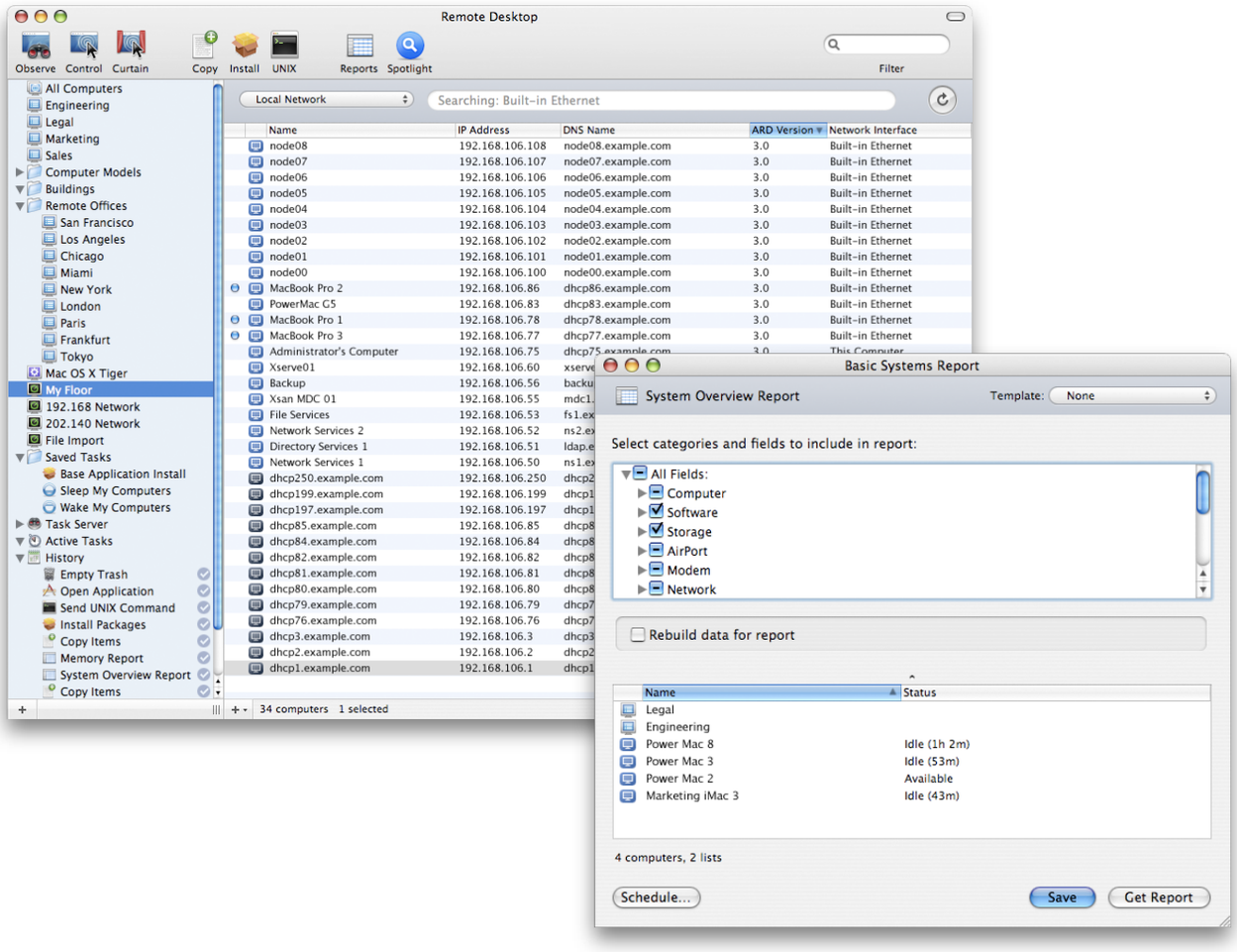
Detailed reports on all your Mac OS X systems

Asset Management

Detailed reports on all your Mac OS X systems



Comprehensive Reports



Storage

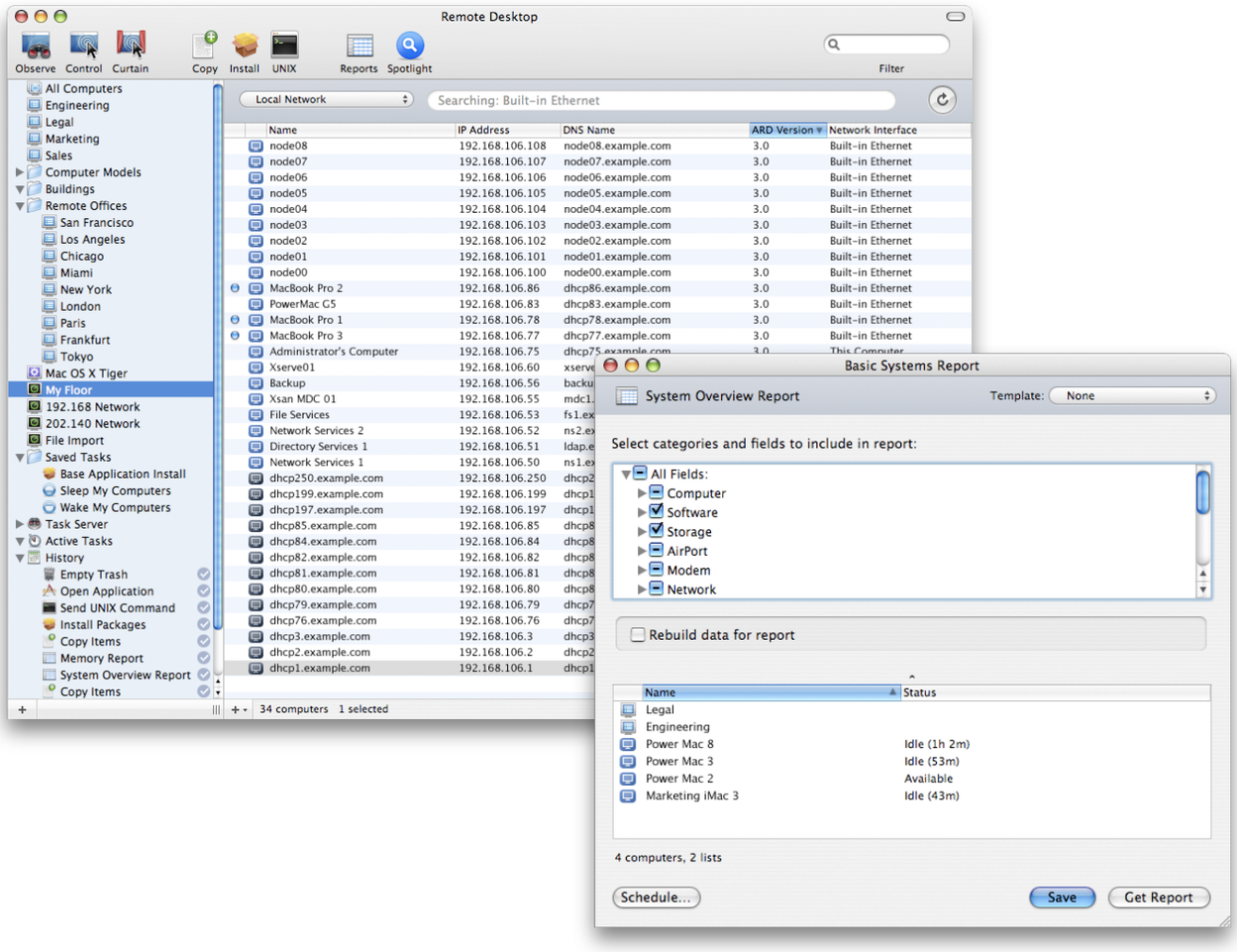
Network Interface

FireWire Device

USB Device

Memory

Comprehensive Reports



System Overview

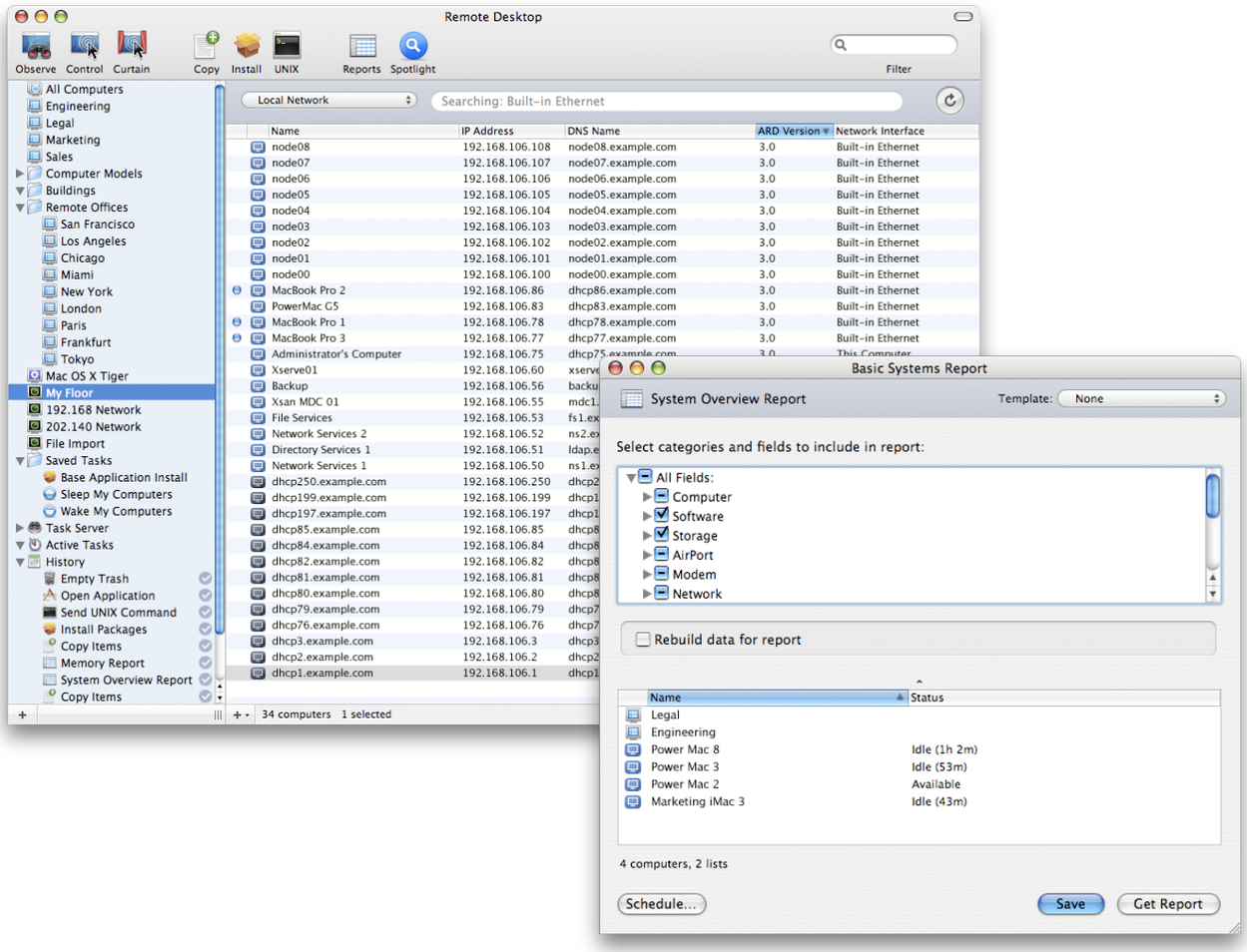
Administrator Access

File Search

Software Difference

PCI Card

Comprehensive Reports



Remote Spotlight Search

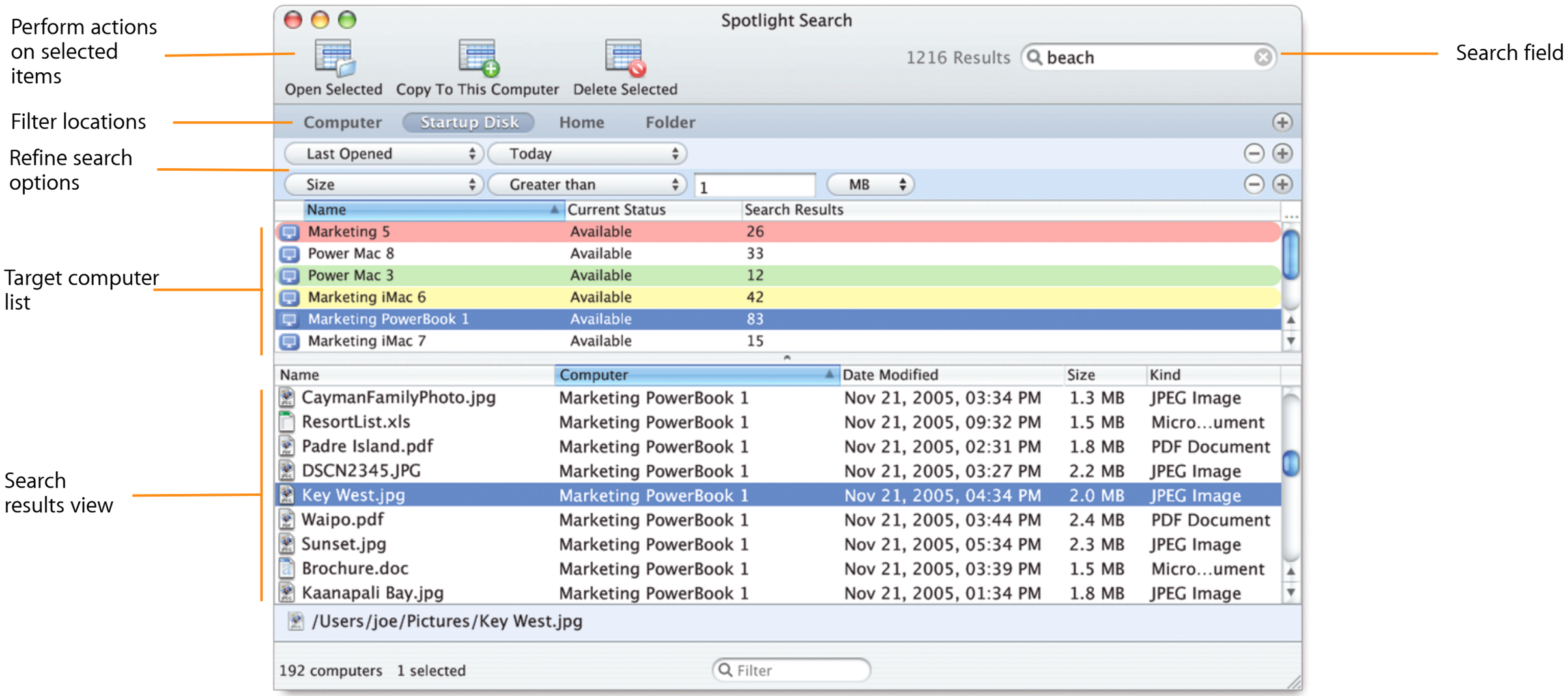
User History Report

Application Usage Report

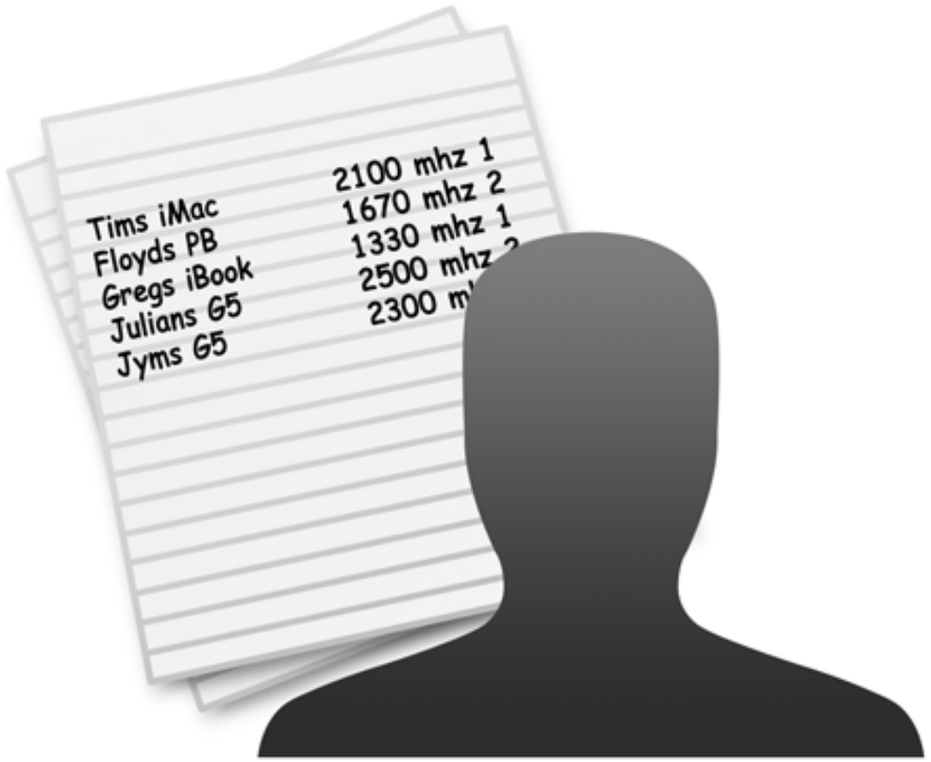
Network Performance

Software Version

Remote Spotlight Search

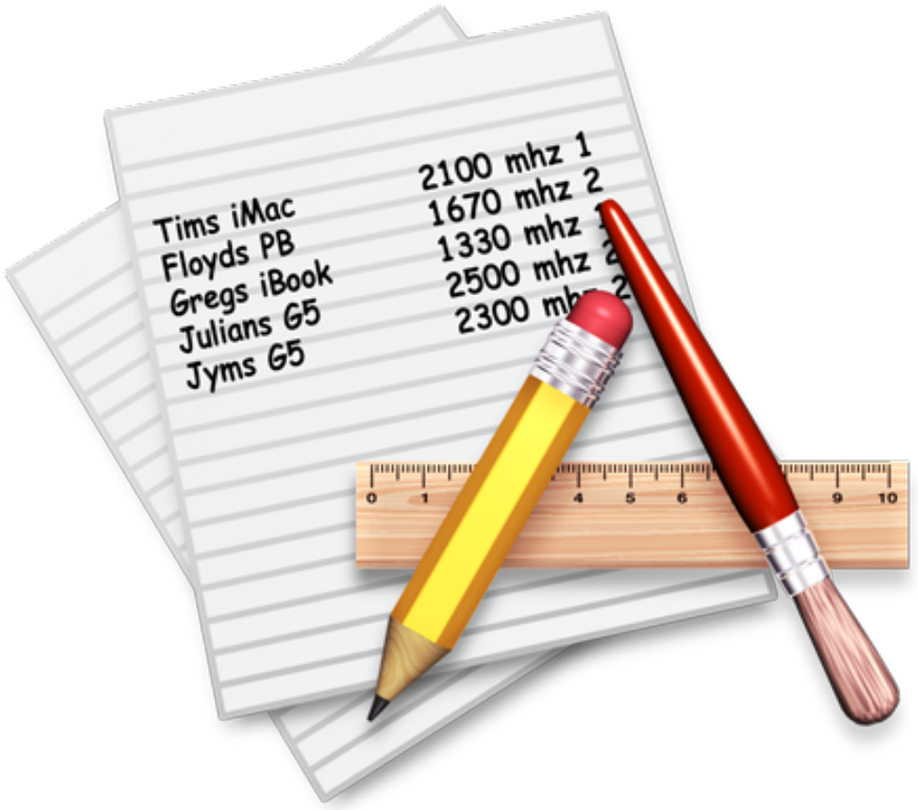


User History Report



- Per-computer-user activity reports
- View user login session information
  - User name
  - Login time
  - Logout time
  - Login method

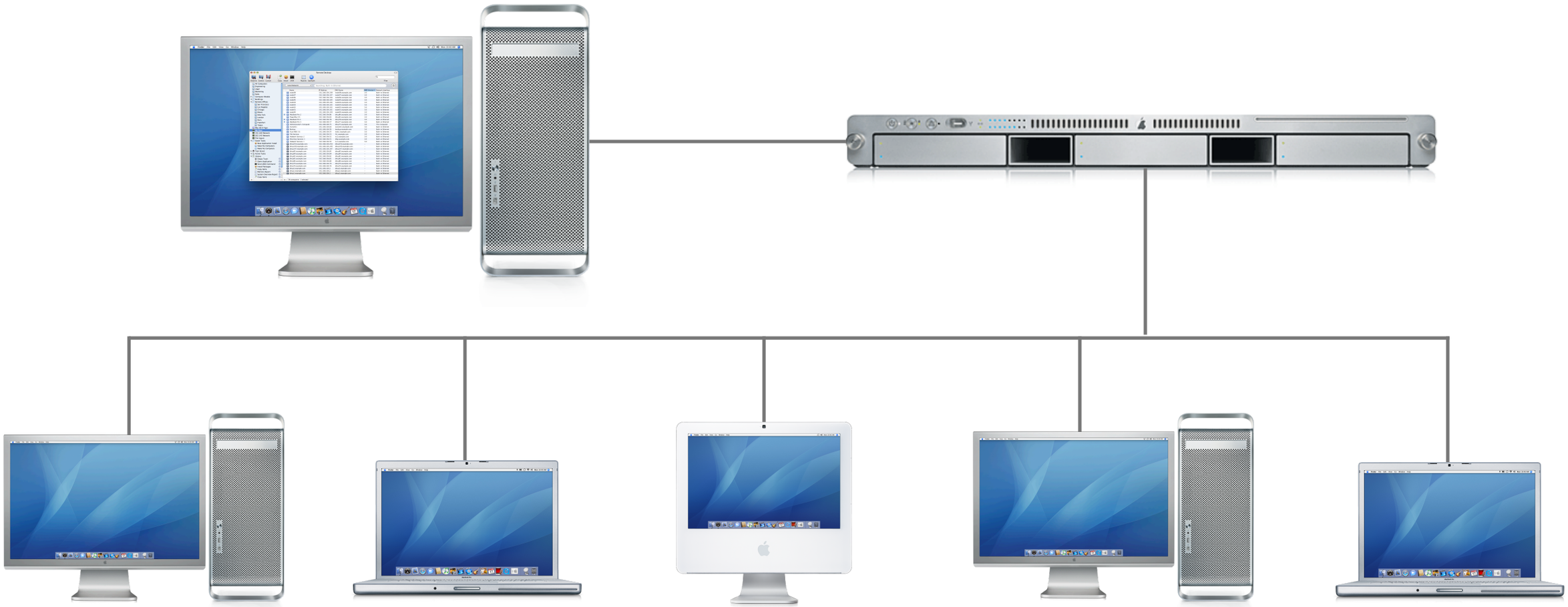
Application Usage Report



- Per-computer-application statistics
  - Name of application
  - Launch date
  - Total running time
  - Time as frontmost application
  - User who launched application
- Allows administrators to ensure compliance with software licenses
- Helps administrators identify unauthorized use of applications

Advanced Reporting

Ideal for managing mobile computers



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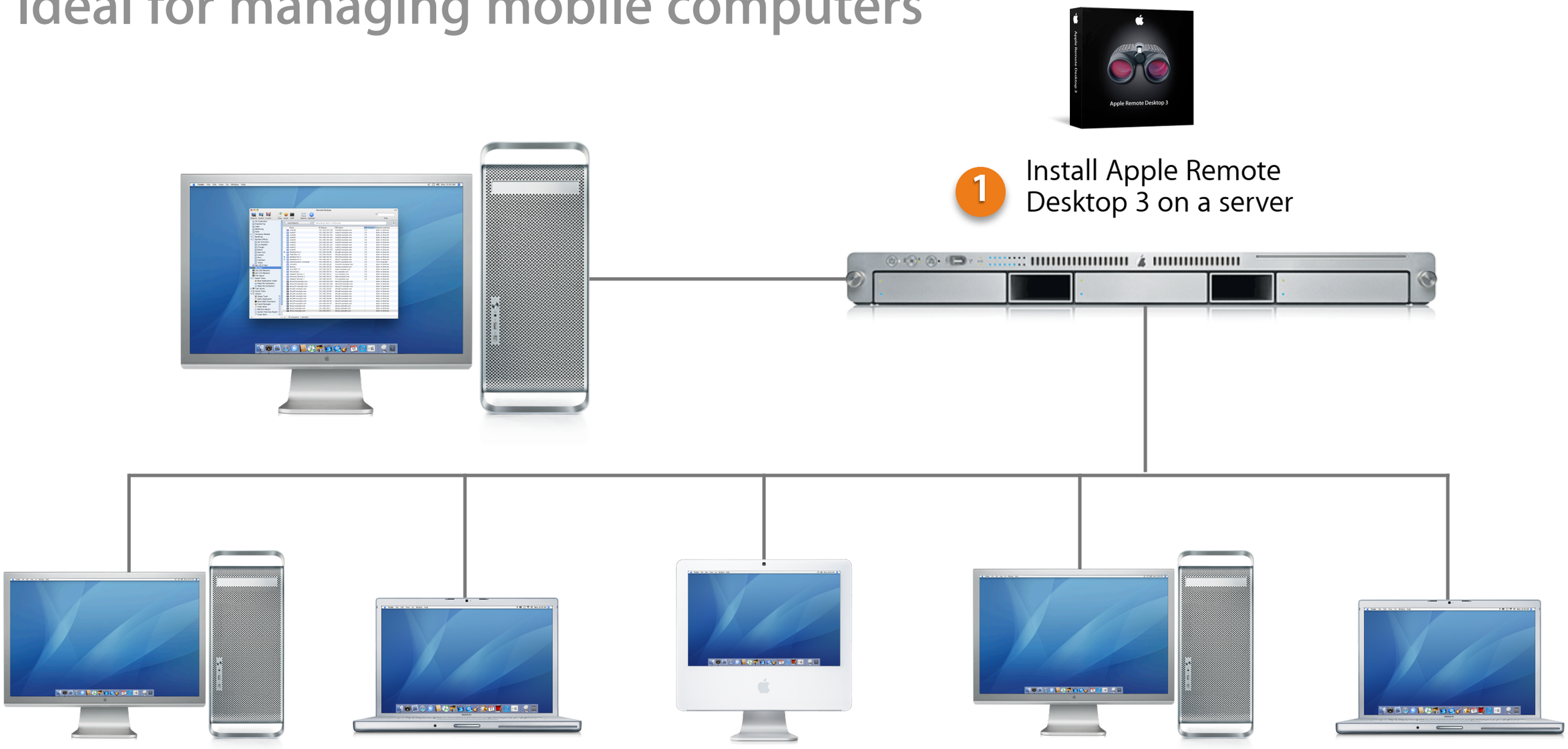

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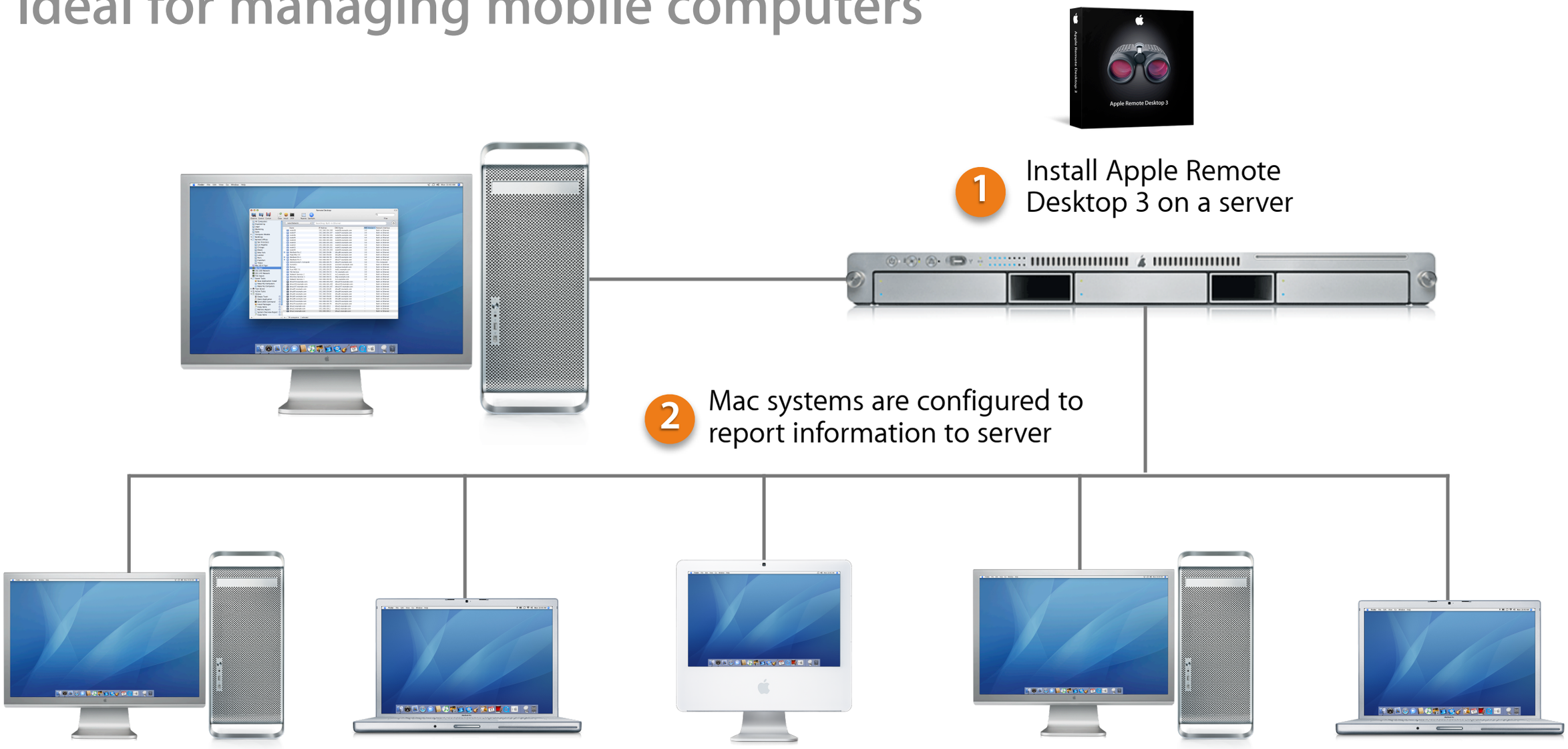

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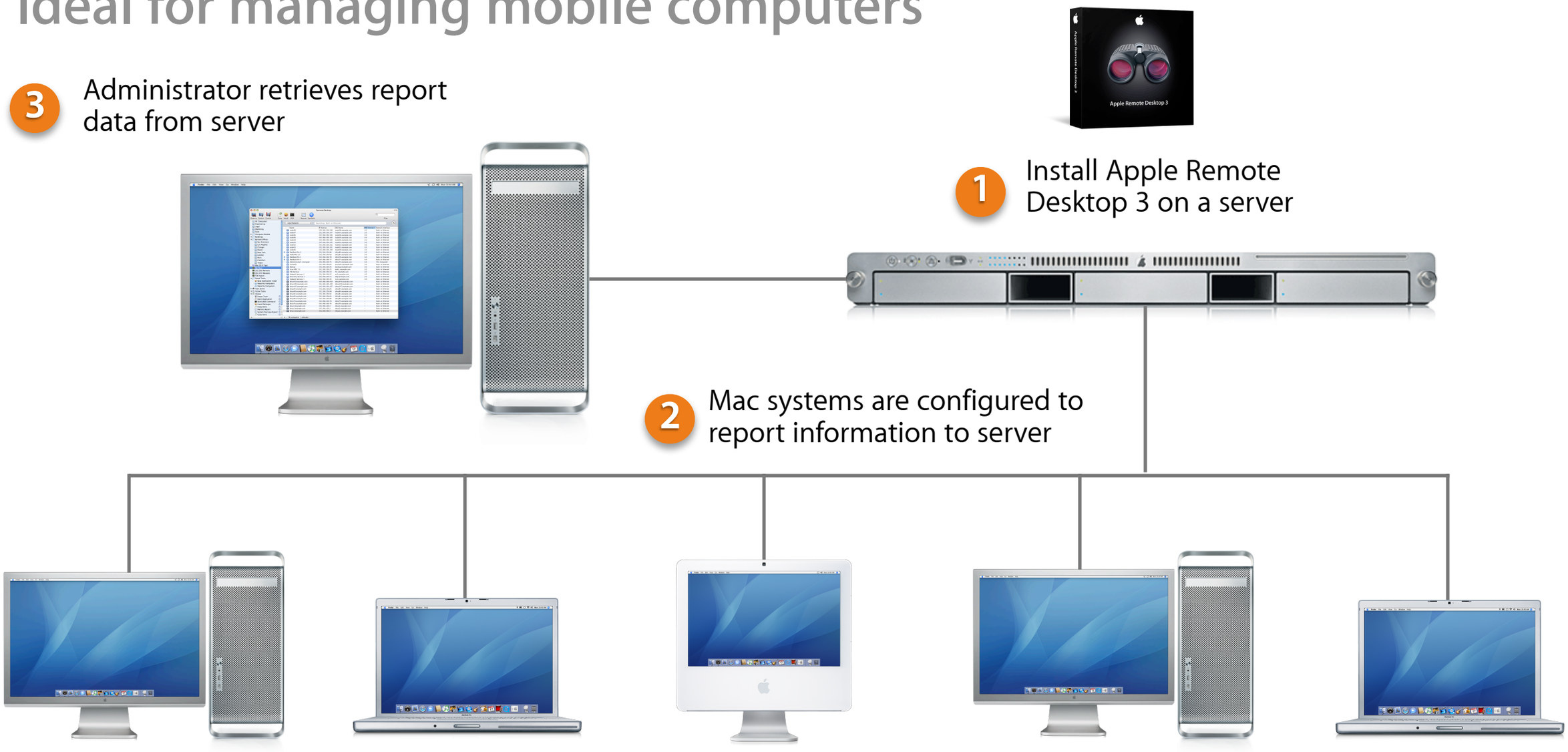

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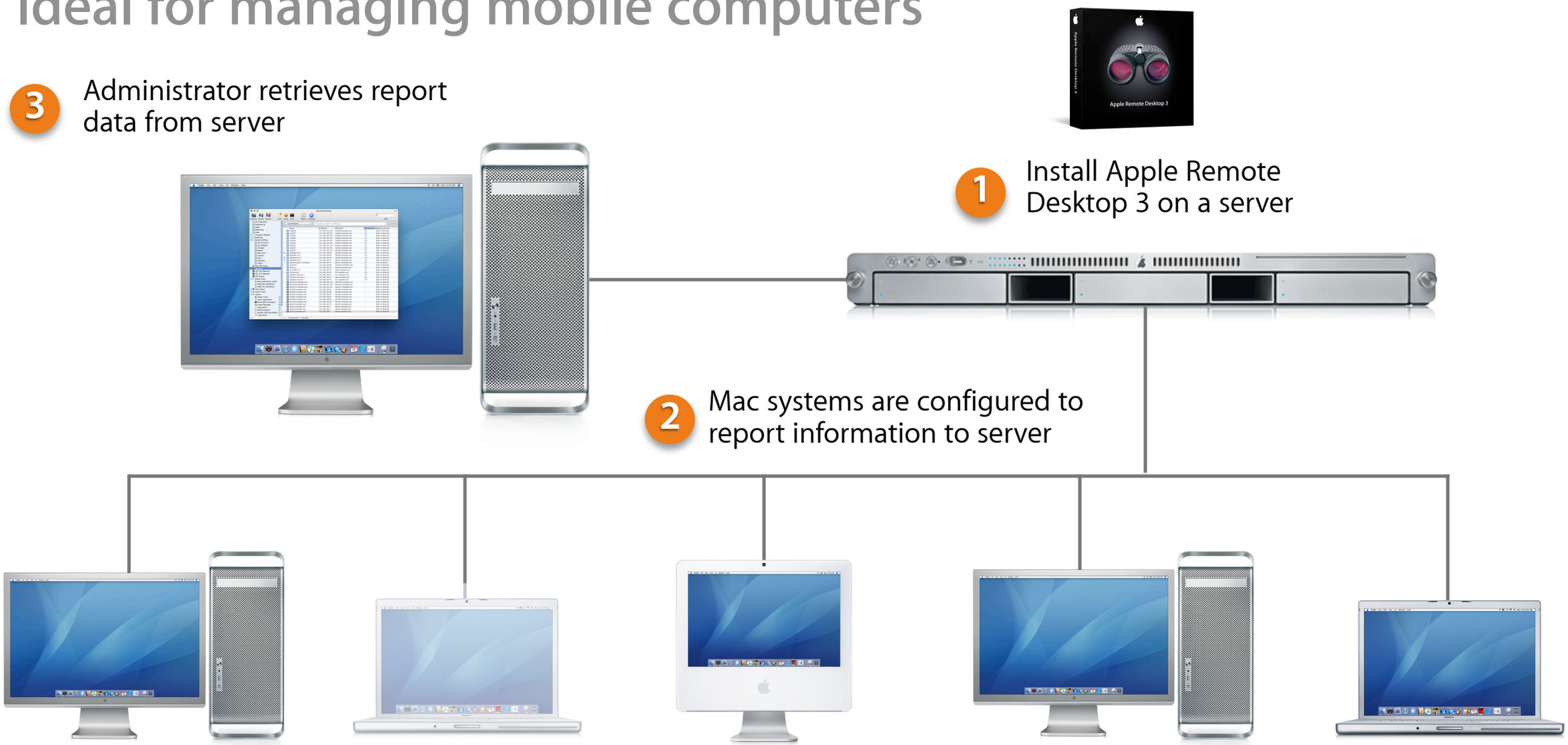
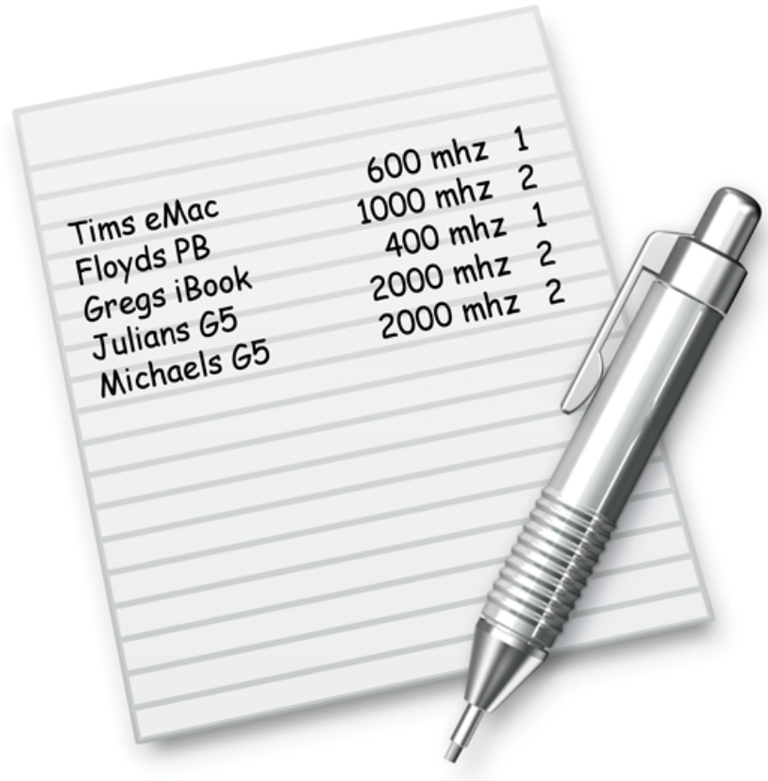


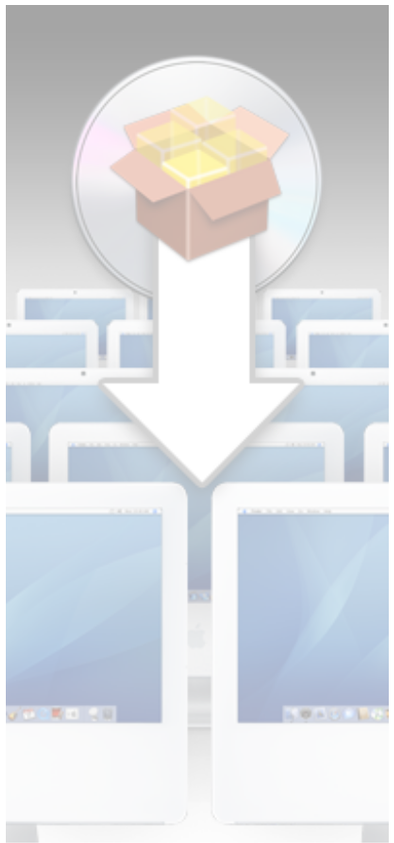
Asset Management

Software Reports	Software Version, Software Difference, File Search
Hardware Reports	System Overview, Storage, Memory, PCI Cards, Network Interfaces, USB and FireWire Devices
Offline Reporting	Search and browse information on Mac OS X systems regardless of their presence on the network.
Scheduling	Schedule tasks for future date and time. Specify whether to repeat on a given frequency.
SQL Database	Data stored in SQL database for fast and easy retrieval.
Data Export	Export results of reports using comma- or tab-separated text file.
Remote Spotlight Search	Use Spotlight search on remote Mac OS X Tiger computers and view results on your computer.
User History Report	View detailed information on users of your remote computers.
Application Usage Report	View detailed information on applications used on your remote computers.



Desktop Management

Software Distribution

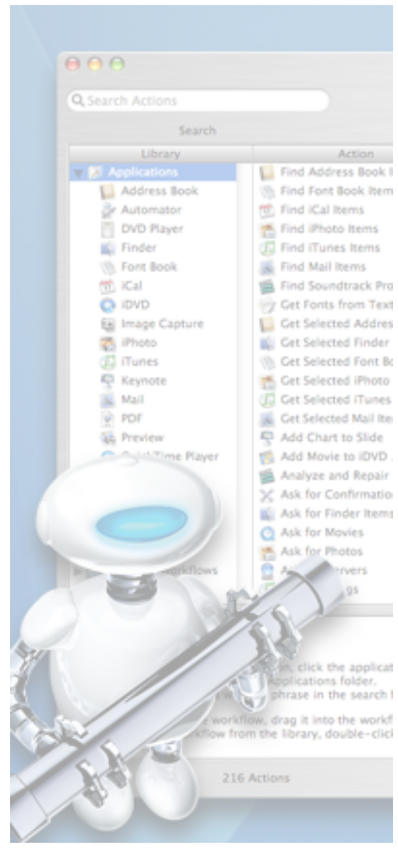


Asset Management

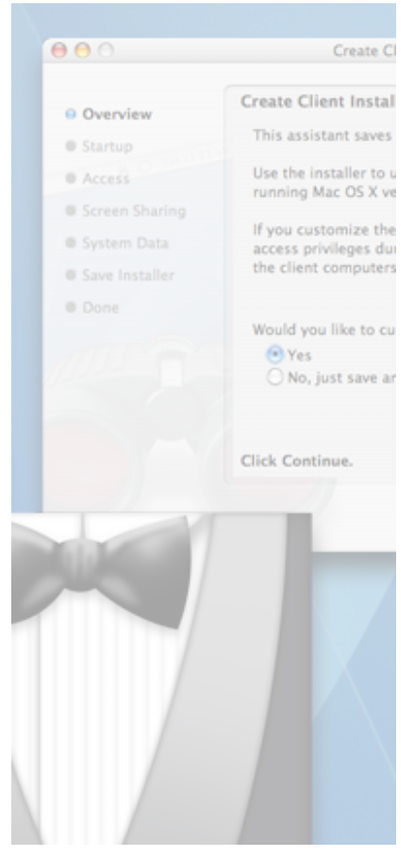
Remote Administration

Remote Assistance

Automation



Setup



Remote Administration

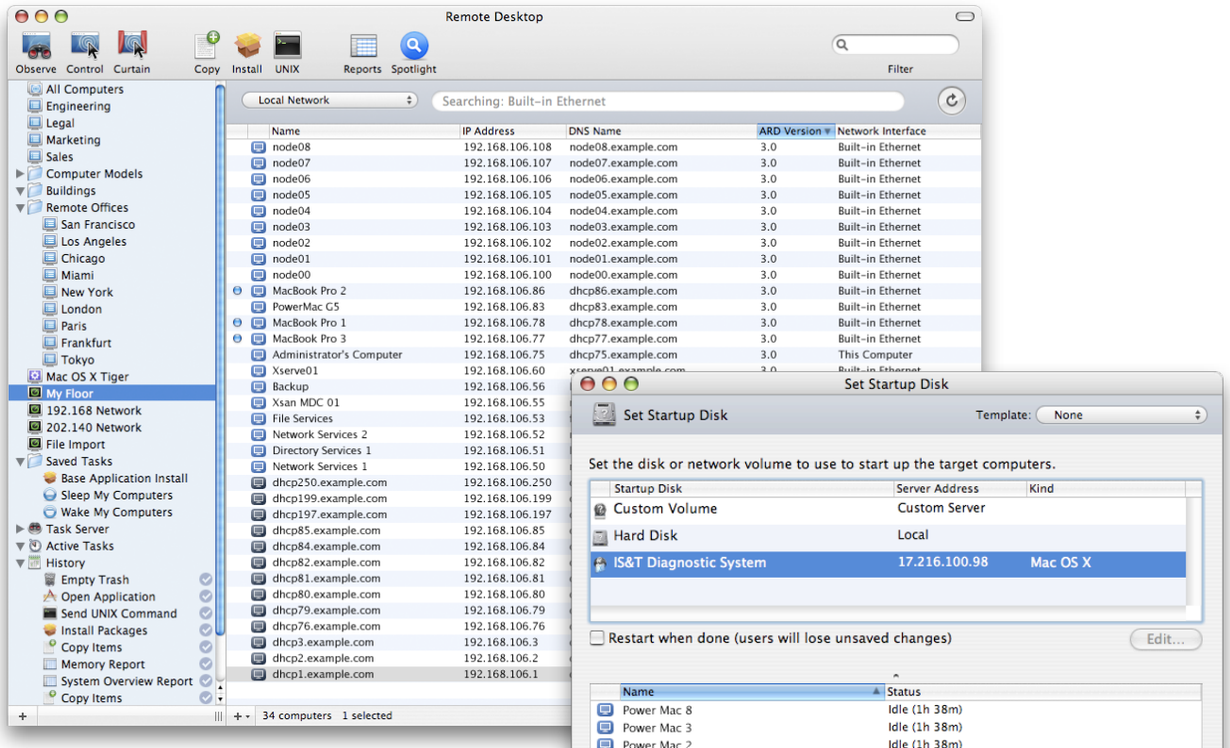
Control all of your Mac systems from your Mac

Remote Administration

Control all of your Mac systems from your Mac

Remote Administration

Control Mac OS X computers to perform administrative tasks



Open Items

Logout Users

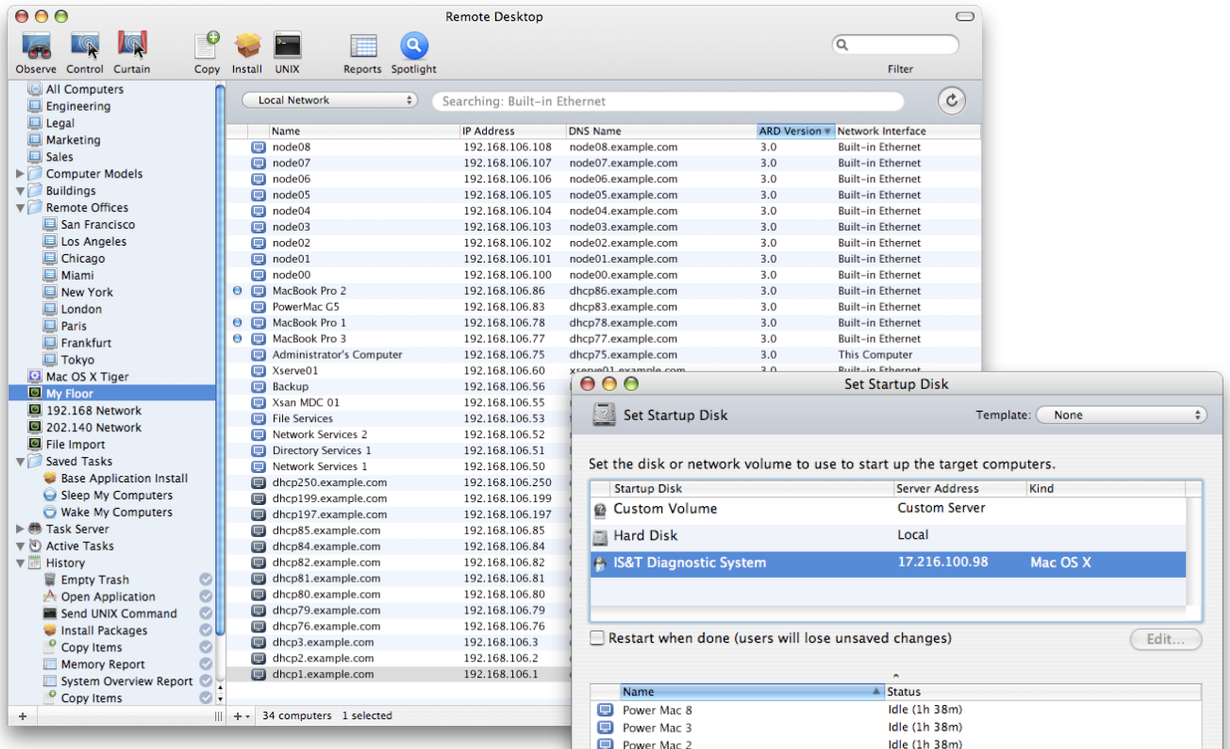
Sleep

Empty Trash

Send UNIX

Remote Administration

Control Mac OS X computers to perform administrative tasks



Open Applications

Restart

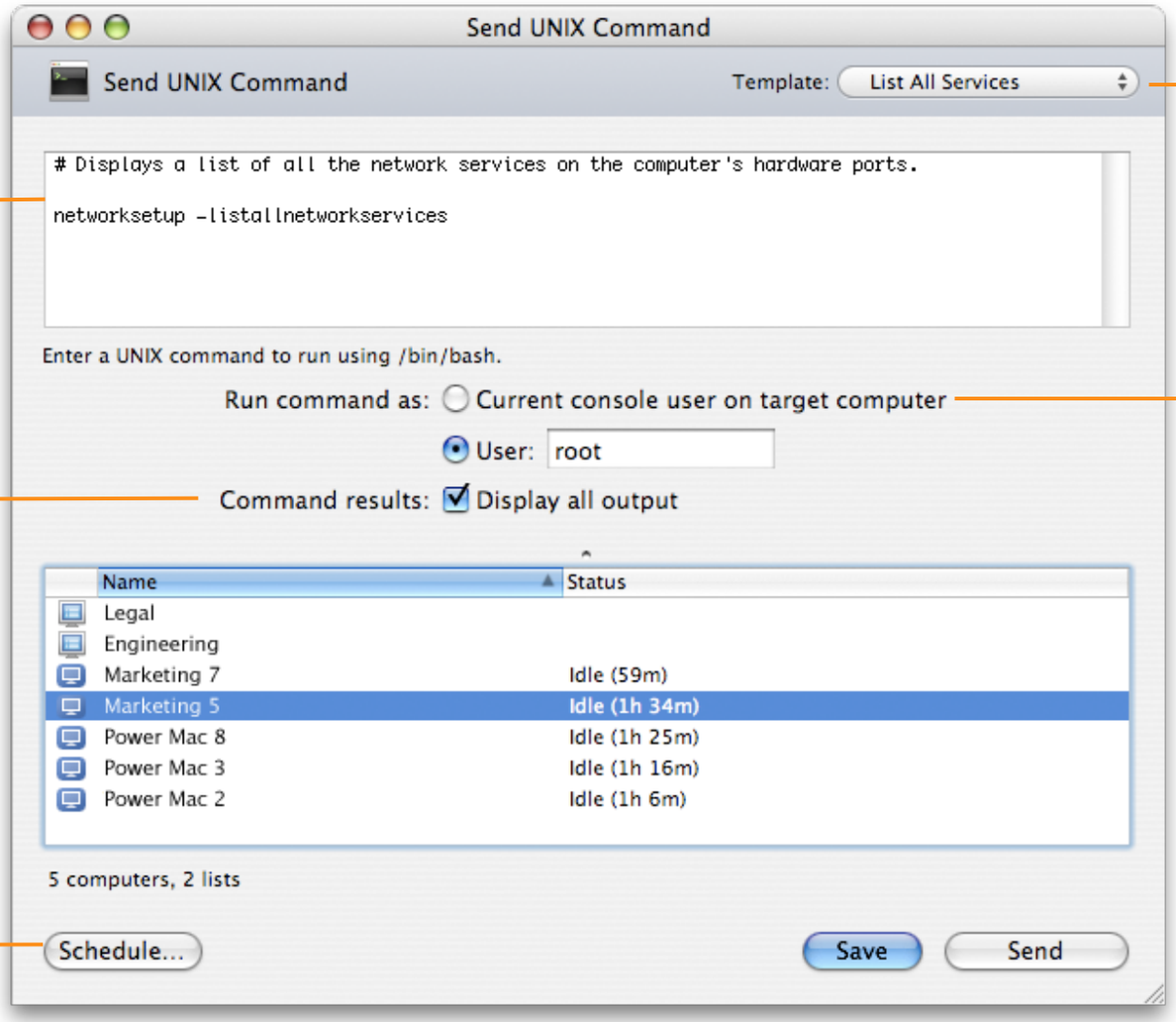
Wake

Lock Screen

Remote Administration

Remote shell scripts

Type in UNIX shell scripts or UNIX commands



The Send UNIX Task Template is populated with 30 sample UNIX commands and scripts

Use included command-line tools networksetup and systemsetup

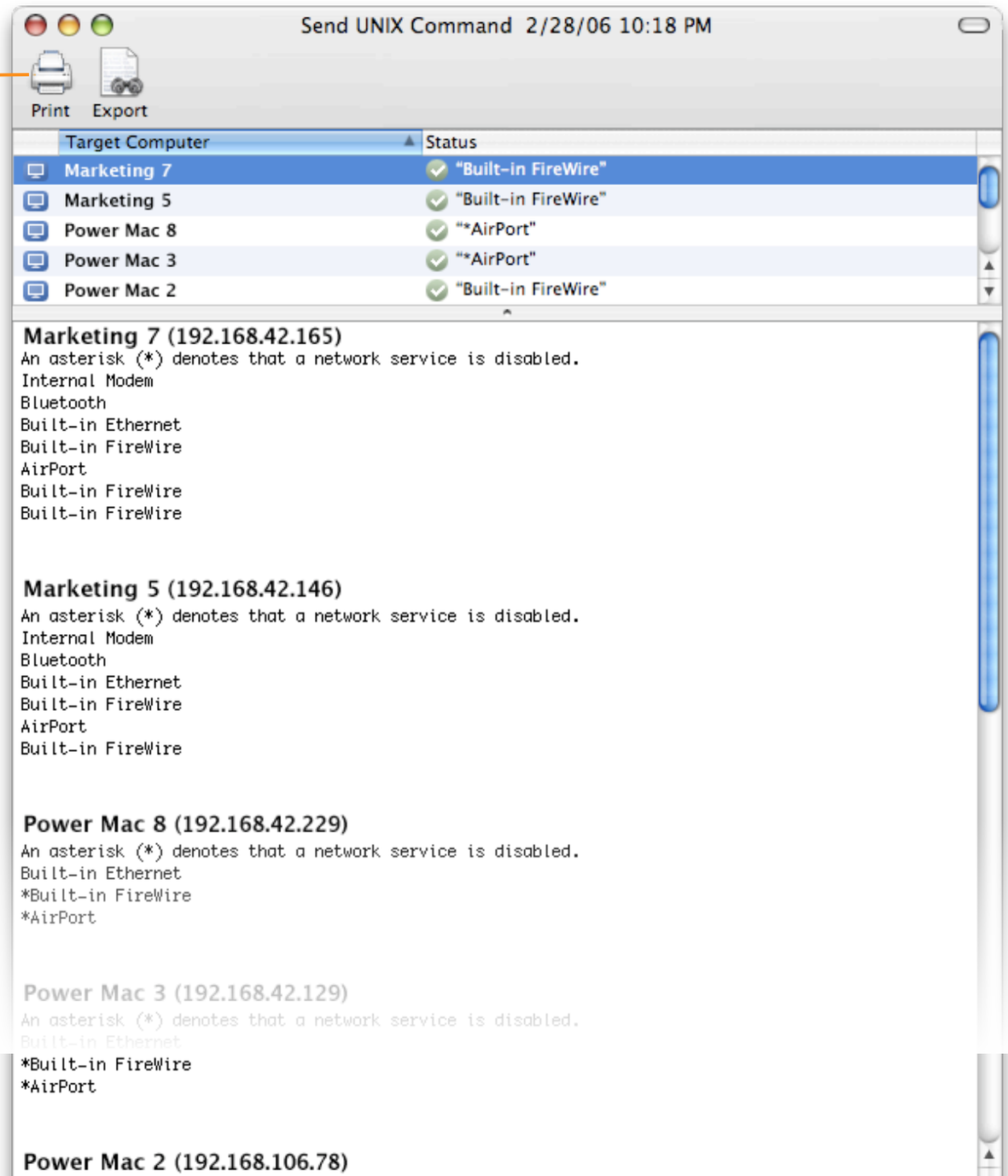
Show all output of the command

Schedule execution of UNIX shell script for later

Remote Shell Scripts

Results with Display All Output option

Print results or export to file



Complete listing of output for each computer

Click computer to jump to its output

Remote Administration

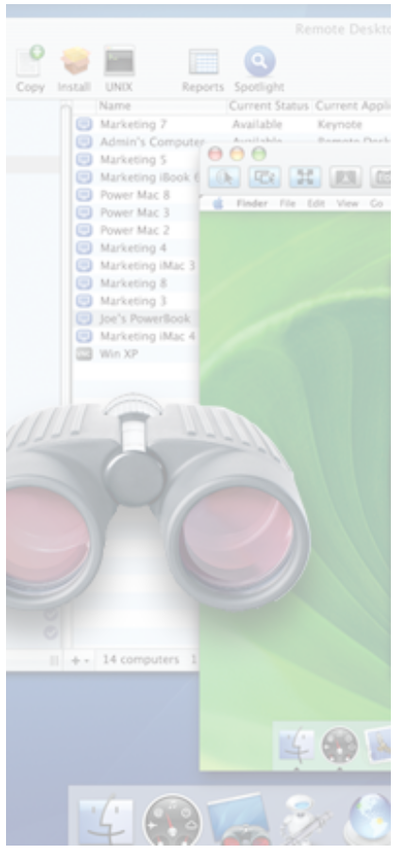
Send UNIX	Execute UNIX shell scripts or UNIX commands simultaneously on remote Mac OS X systems.
Set Startup Disk	Specify startup disk of remote Mac OS X computers to be local or network volumes.
System Control	Sleep, wake, restart, or shut down. Rename computer. Empty Trash. Lock and unlock screens.
User Control	Log out users. Open files or applications.
Scheduling	Schedule tasks for future date and time. Specify whether to repeat on a given frequency.
Task Templates	Save task settings and configurations for later use. Get quick access to favorite settings.

Desktop Management

Software Distribution

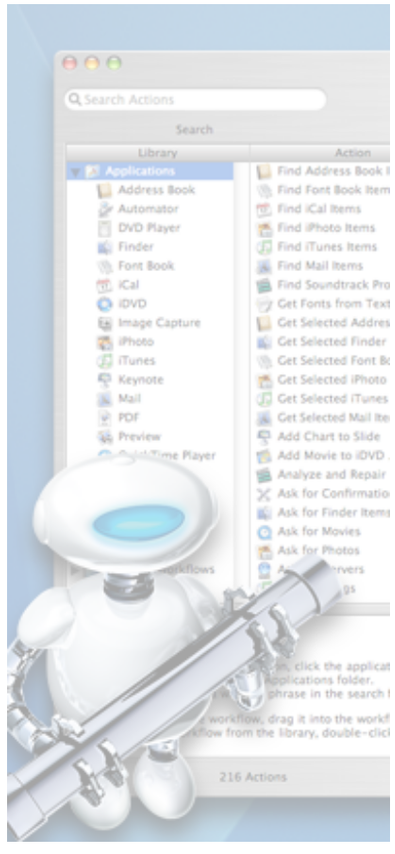
Asset Management

Remote Administration

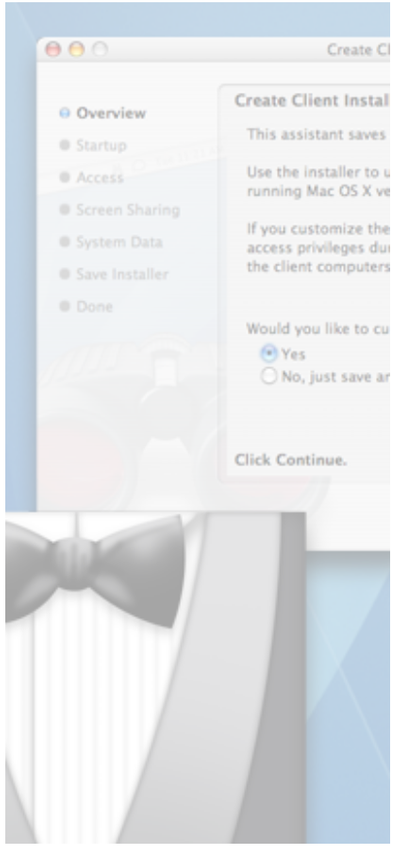


Remote Assistance

Automation



Setup



Remote Assistance

Assist any user on your network

Remote Assistance

Control

Toggle to Fit in Window mode

Toggle between control and observe modes

Toggle sharing mouse and keyboard with remote user

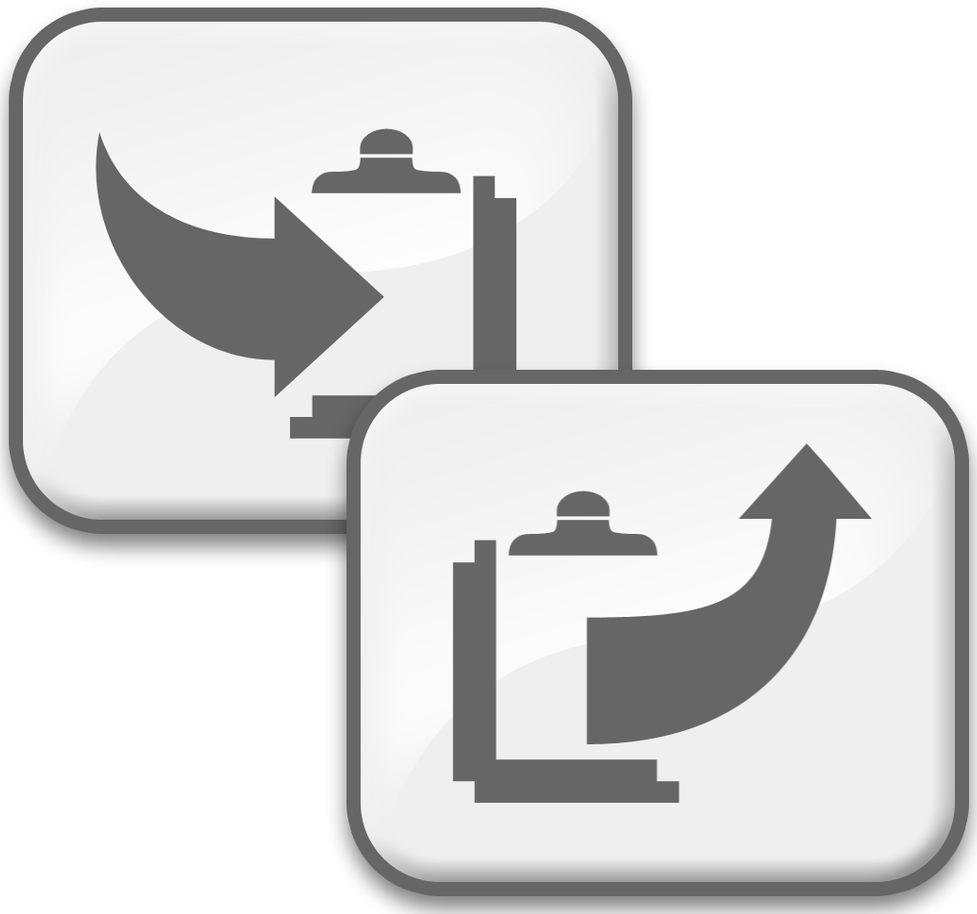
Capture screen shot of remote computer

Adjust color depth

Control any VNC-compatibl screen

Remote Drag and Drop

Remote Copy and Paste



- Copy and paste information between local and remote- controlled system

Curtain Mode

Block local user’s access when controlling a remote system

Curtain Mode

Block local user's access when controlling a remote system

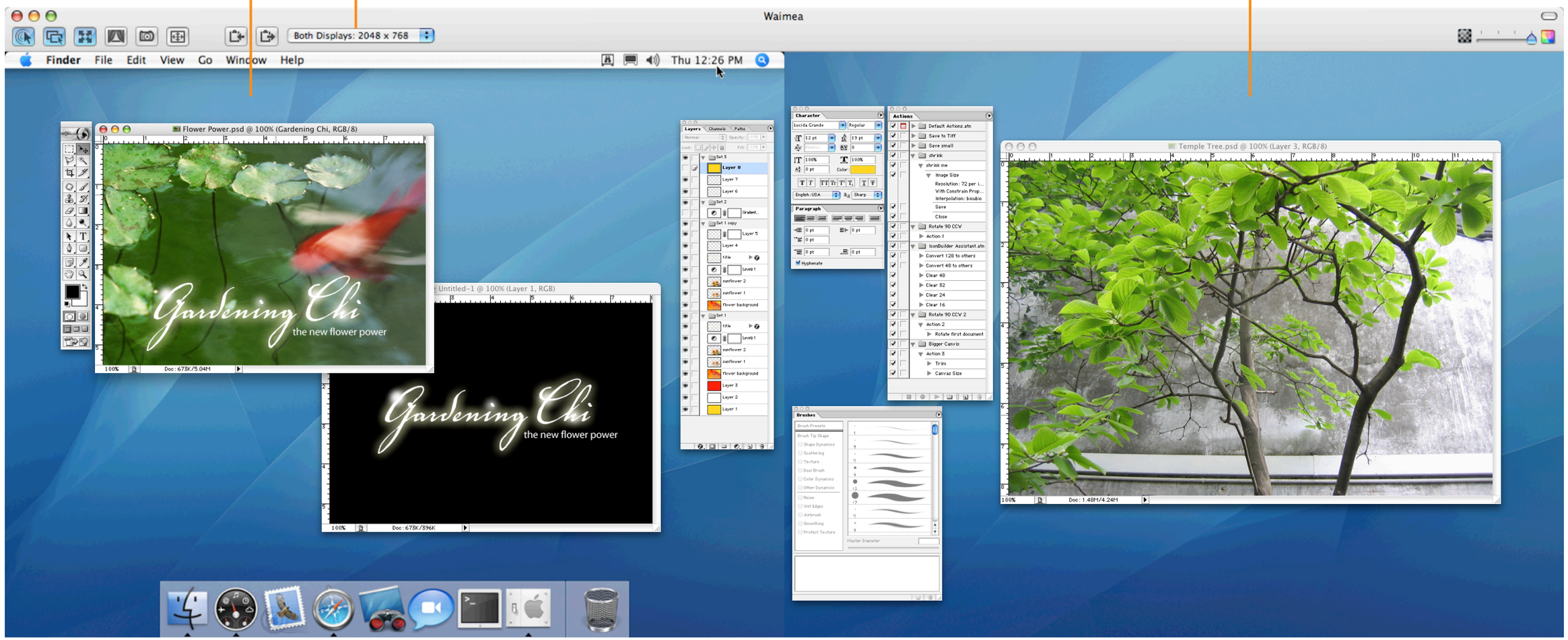
Remote Assistance

Multiple-monitor support

Primary display

Display picker

Secondary display



Control and observe remote computer with multiple monitors

Displays are all shown in one virtual window

Remote Assistance

Observe multiple computers

Perform commands on selected screens

Page forward and backward

View any VNC-compatible systems, both Linux and Windows

Remote Assistance

Observe multiple computers

Perform commands on selected screens

Page forward and backward

View any VNC-compatible systems, both Linux and Windows

Observation time, Number of computers, Color depth

System Status Indicators

- At-a-glance view of system status
- CPU, disk, and memory usage indicators
- Color status changes when usage levels reach defined thresholds

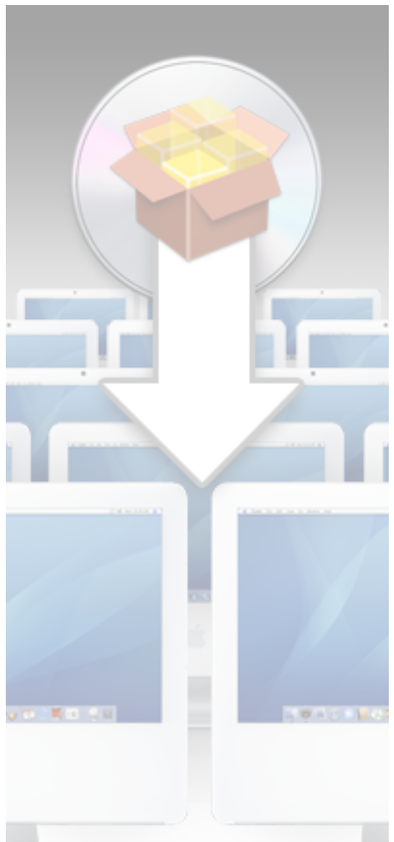
Remote Desktop Widget

Remote Assistance

Observe/Control	Control any Mac OS X or VNC-enabled system, including Windows and Linux.
Multiple Observe	Observe multiple remote screens simultaneously.
Share Screen	Share a Mac OS X screen with other Mac OS X systems.
Guest Access	Allow users to manage screen access.
Interactive Text Messaging	Broadcast text messages. Initiate private, two-way, real-time computer-to-computer text chat.
Remote Desktop Widget	Observe remote Mac OS X or VNC-enabled systems using new Dashboard widget.
Remote Drag and Drop	Transfer files between your computer and remote computer.
Remote Copy and Paste	Copy and paste information between your computer and remote computer.
Curtain Mode	Block a remote user's view of remote desktop with a virtual "curtain."
Full-Screen Toggle	Toggle between fit in window and full screen of control windows.

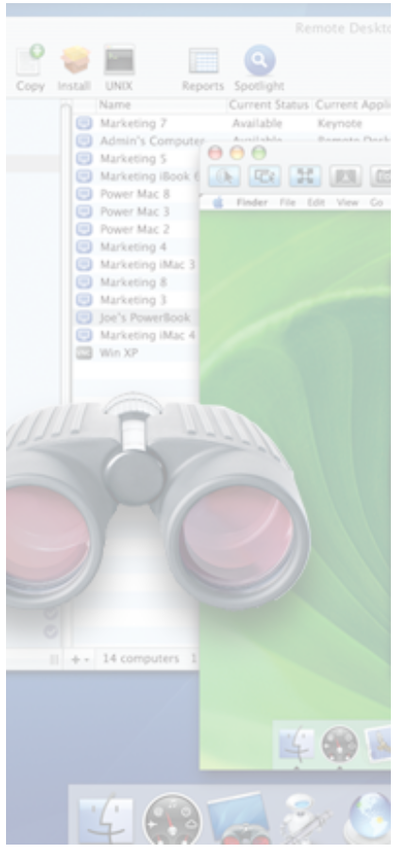
Desktop Management

Software Distribution

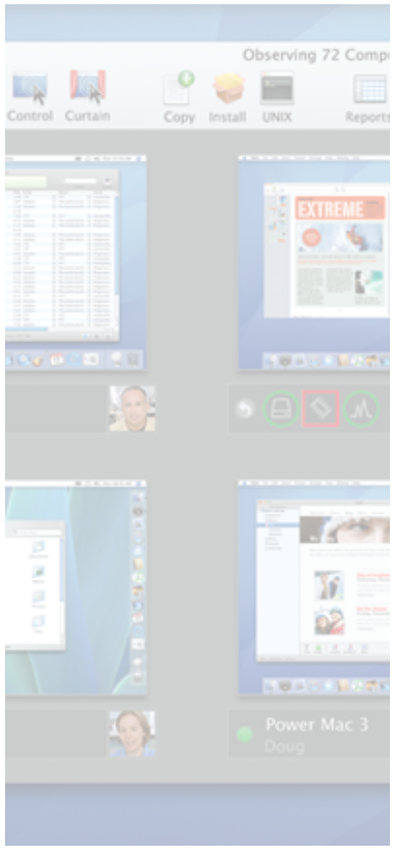


Asset Management

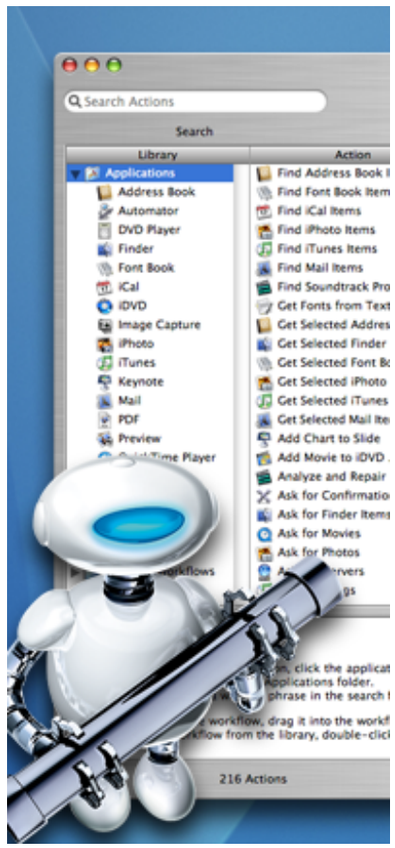
Remote Administration



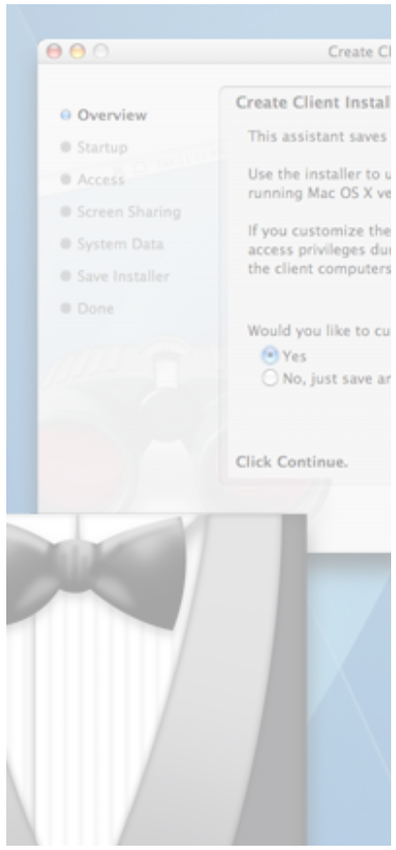
Remote Assistance

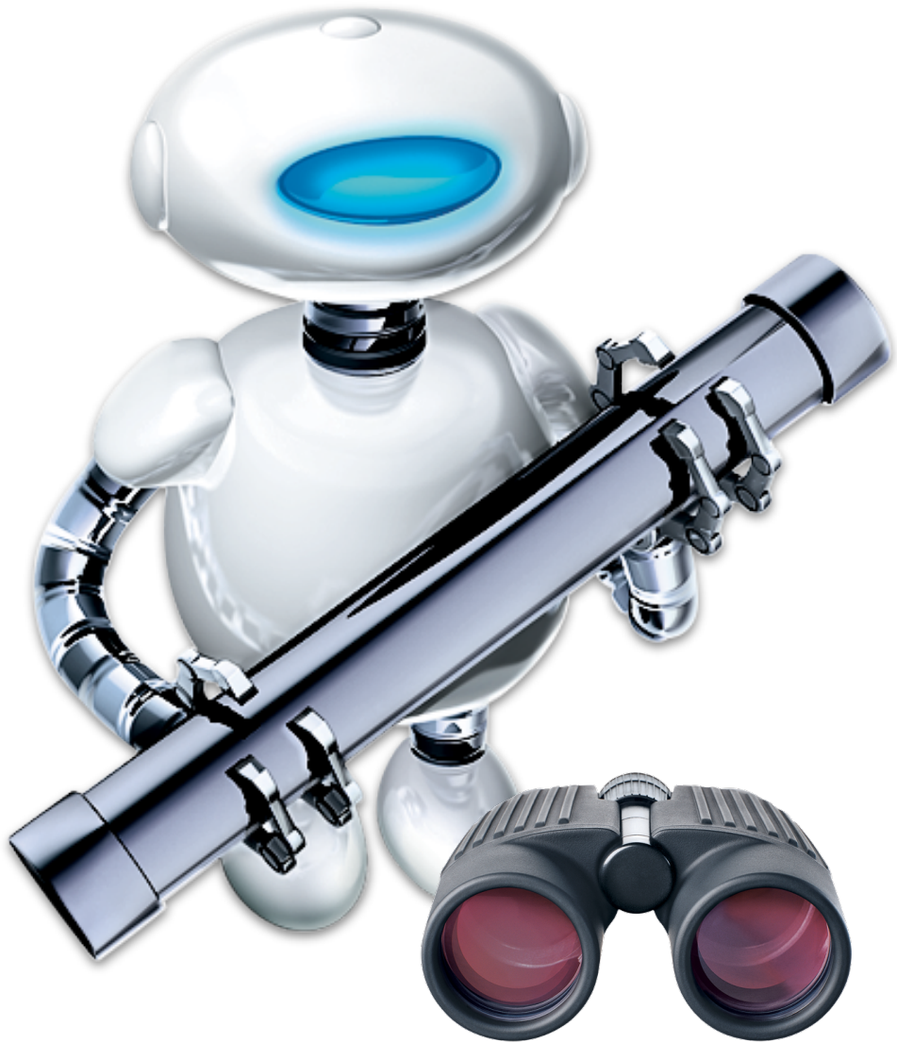


Automation



Setup

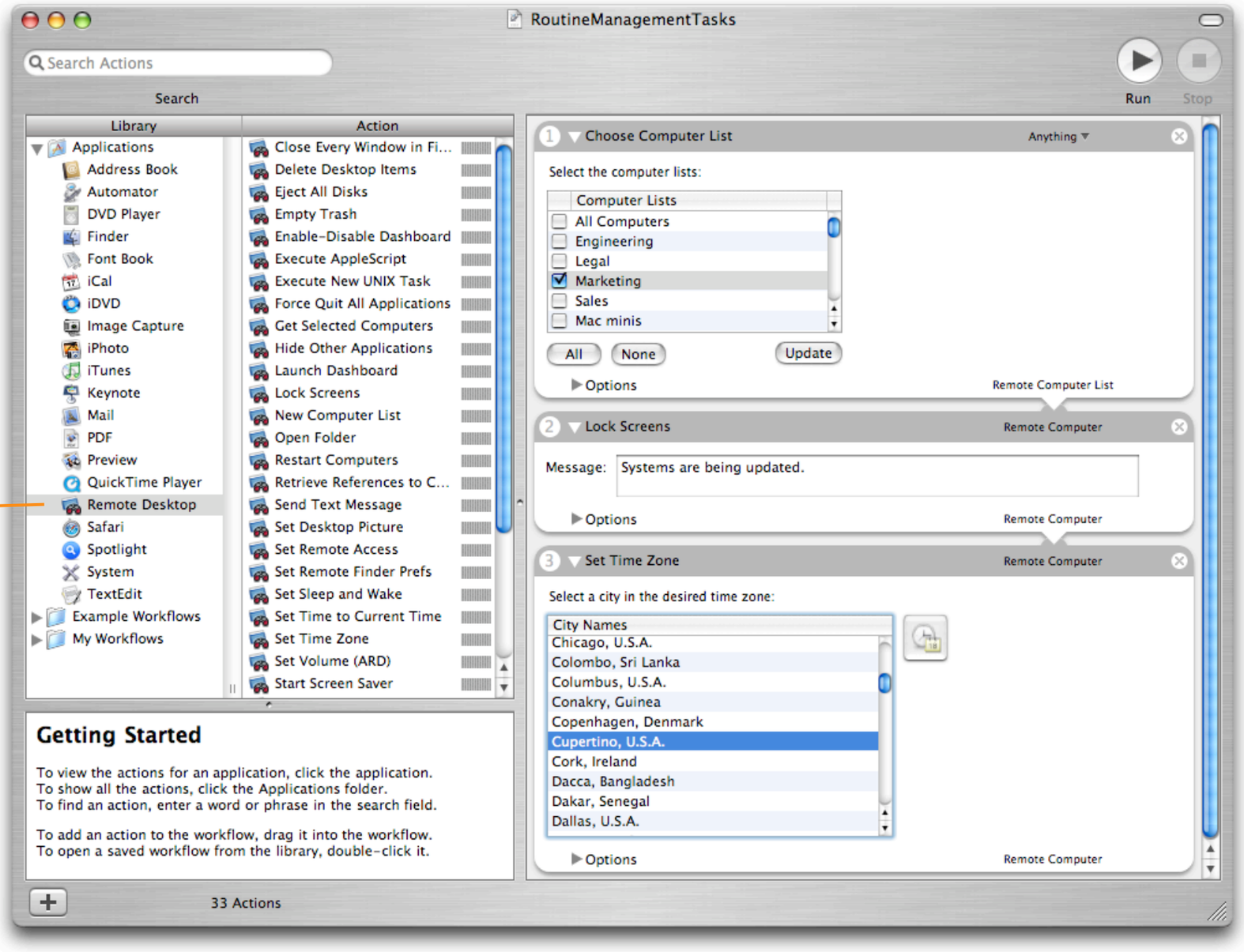




Automator Actions

- Over 30 actions
- Chain actions to automate routine management tasks
- Save workflows as plug-in or application

Apple Remote Desktop Workflows

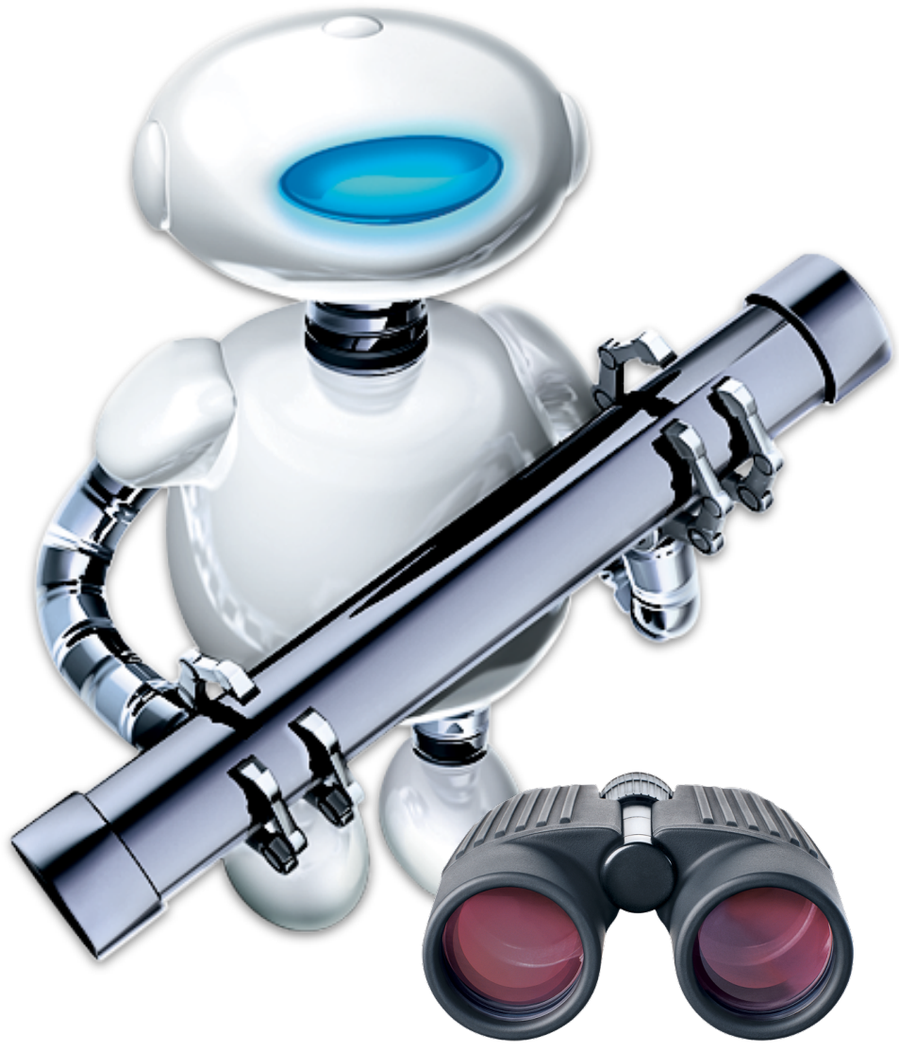


Over 30 actions included

Build your custom Automator workflow

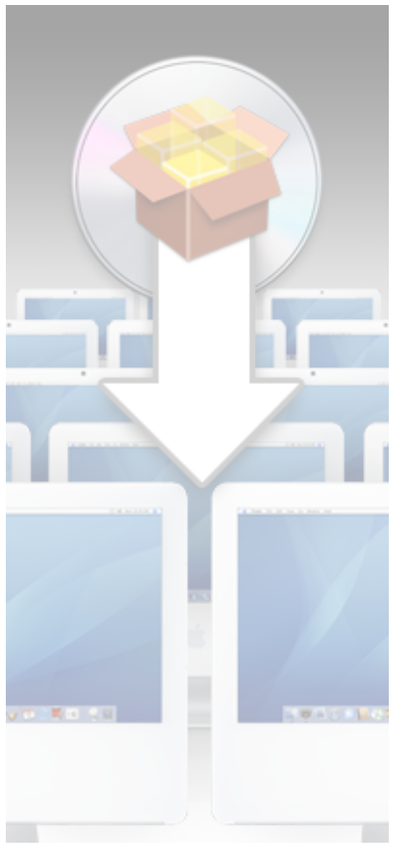
Automation

AppleScript Dictionary	Use AppleScript to automate Apple Remote Desktop tasks.
Automator Actions	Use over 30 actions to automate routine management tasks.
Task Templates	Save task settings and configurations for later use. Get quick access to favorite settings.



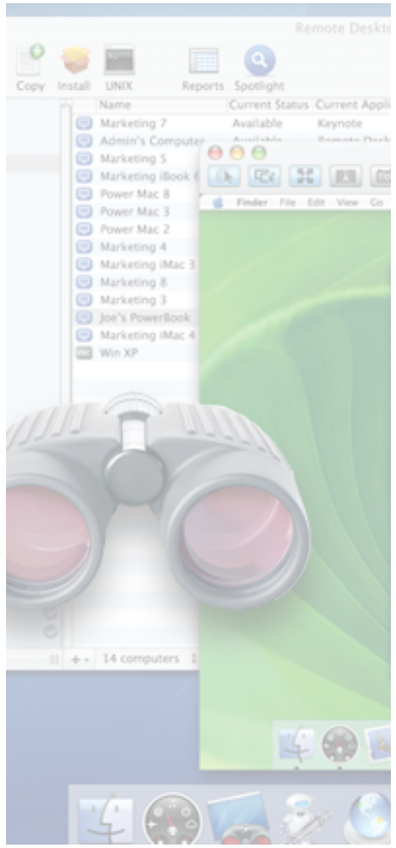
Desktop Management

Software Distribution

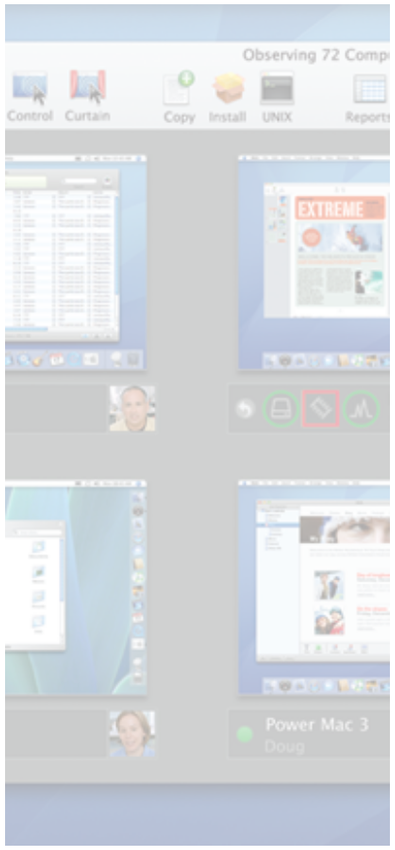


Asset Management

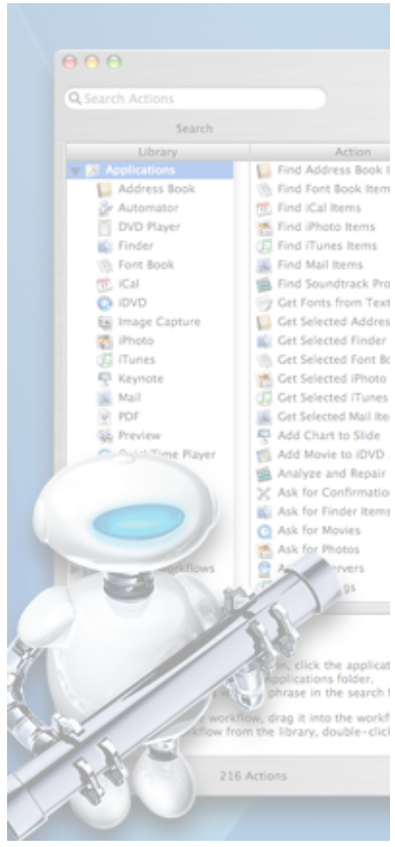
Remote Administration



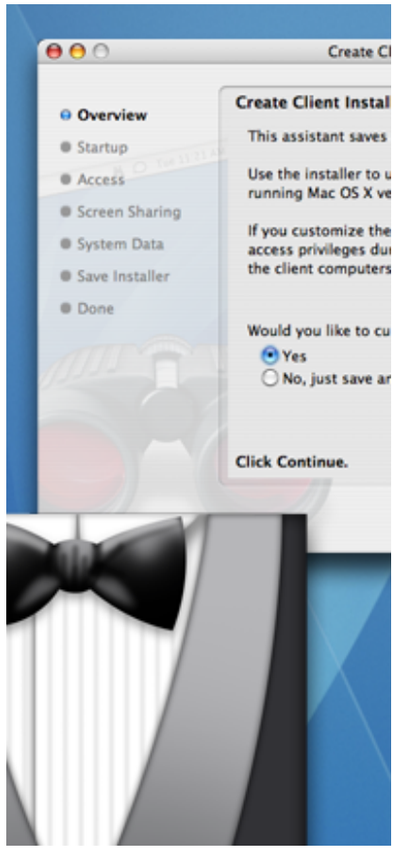
Remote Assistance



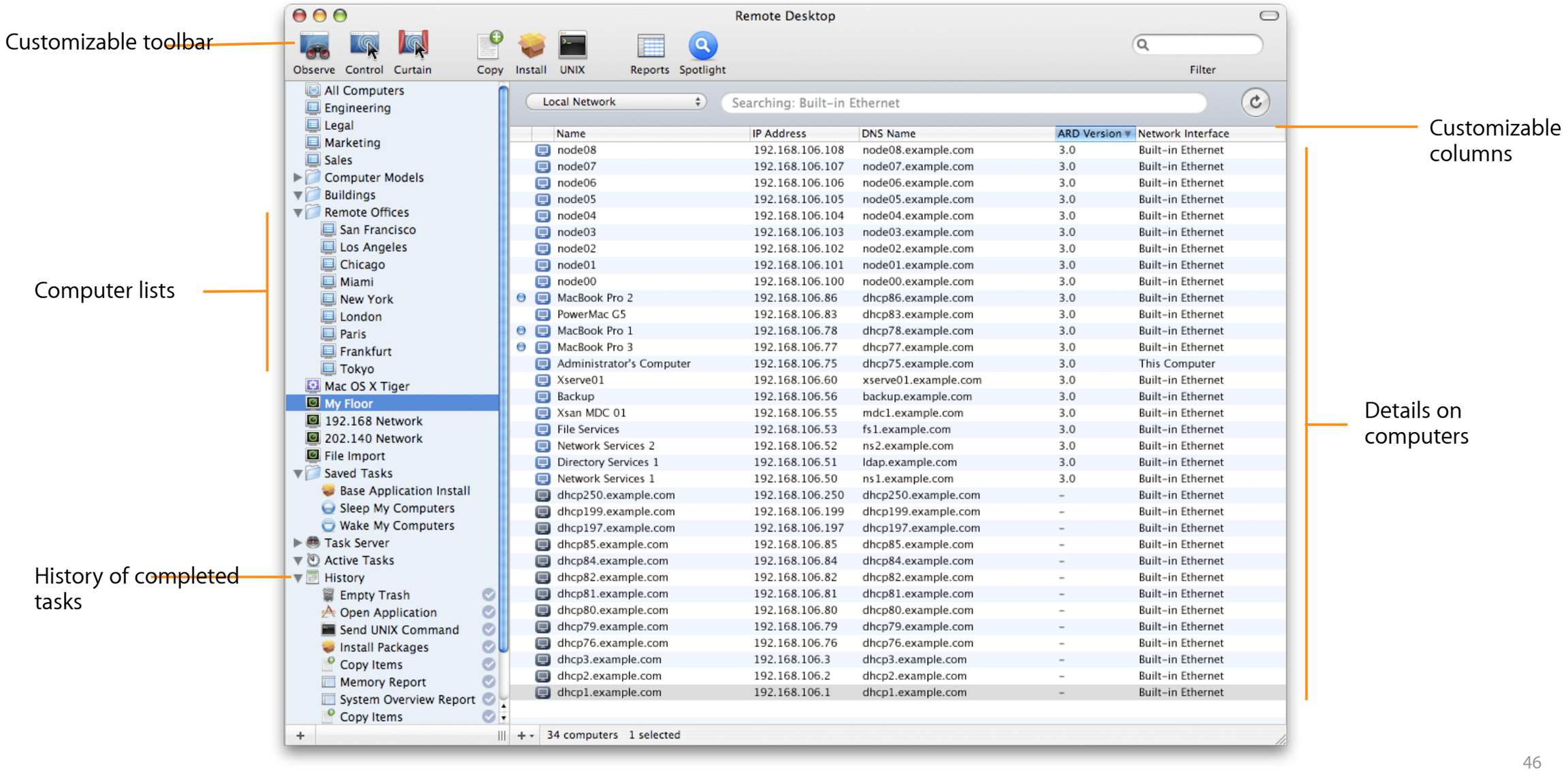
Automation



Setup



Easy Setup


Customizable toolbar
Computer lists
History of completed tasks
Customizable columns
Details on computers
Remote Desktop
Observe
Control
Curtain
Copy
Install
UNIX
Reports
Spotlight
Filter
All Computers
Engineering
Legal
Marketing
Sales
Computer Models
Buildings
Remote Offices
San Francisco
Los Angeles
Chicago
Miami
New York
London
Paris
Frankfurt
Tokyo
Mac OS X Tiger
My Floor
192.168 Network
202.140 Network
File Import
Saved Tasks
Base Application Install
Sleep My Computers
Wake My Computers
Task Server
Active Tasks
History
Empty Trash
Open Application
Send UNIX Command
Install Packages
Copy Items
Memory Report
System Overview Report
Copy Items
Local Network
Searching: Built-in Ethernet
Name
IP Address
DNS Name
ARD Version
Network Interface
node08 192.168.106.108 node08.example.com 3.0 Built-in Ethernet
node07 192.168.106.107 node07.example.com 3.0 Built-in Ethernet
node06 192.168.106.106 node06.example.com 3.0 Built-in Ethernet
node05 192.168.106.105 node05.example.com 3.0 Built-in Ethernet
node04 192.168.106.104 node04.example.com 3.0 Built-in Ethernet
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node01 192.168.106.101 node01.example.com 3.0 Built-in Ethernet
node00 192.168.106.100 node00.example.com 3.0 Built-in Ethernet
MacBook Pro 2 192.168.106.86 dhcp86.example.com 3.0 Built-in Ethernet
PowerMac G5 192.168.106.83 dhcp83.example.com 3.0 Built-in Ethernet
MacBook Pro 1 192.168.106.78 dhcp78.example.com 3.0 Built-in Ethernet
MacBook Pro 3 192.168.106.77 dhcp77.example.com 3.0 Built-in Ethernet
Administrator's Computer 192.168.106.75 dhcp75.example.com 3.0 This Computer
Xserve01 192.168.106.60 xserve01.example.com 3.0 Built-in Ethernet
Backup 192.168.106.56 backup.example.com 3.0 Built-in Ethernet
Xsan MDC 01 192.168.106.55 mdc1.example.com 3.0 Built-in Ethernet
File Services 192.168.106.53 fs1.example.com 3.0 Built-in Ethernet
Network Services 2 192.168.106.52 ns2.example.com 3.0 Built-in Ethernet
Directory Services 1 192.168.106.51 ldap.example.com 3.0 Built-in Ethernet
Network Services 1 192.168.106.50 ns1.example.com 3.0 Built-in Ethernet
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dhcp2.example.com 192.168.106.2 dhcp2.example.com – Built-in Ethernet
dhcp1.example.com 192.168.106.1 dhcp1.example.com – Built-in Ethernet
34 computers 1 selected

Smart Computer Lists

- Creates dynamic list of computers based on specified rules
- Administrators can combine criteria to form very specific computer lists

Task Templates

- Save task settings and configurations for later reuse
- Quickly configure tasks based on past and/or favorite settings

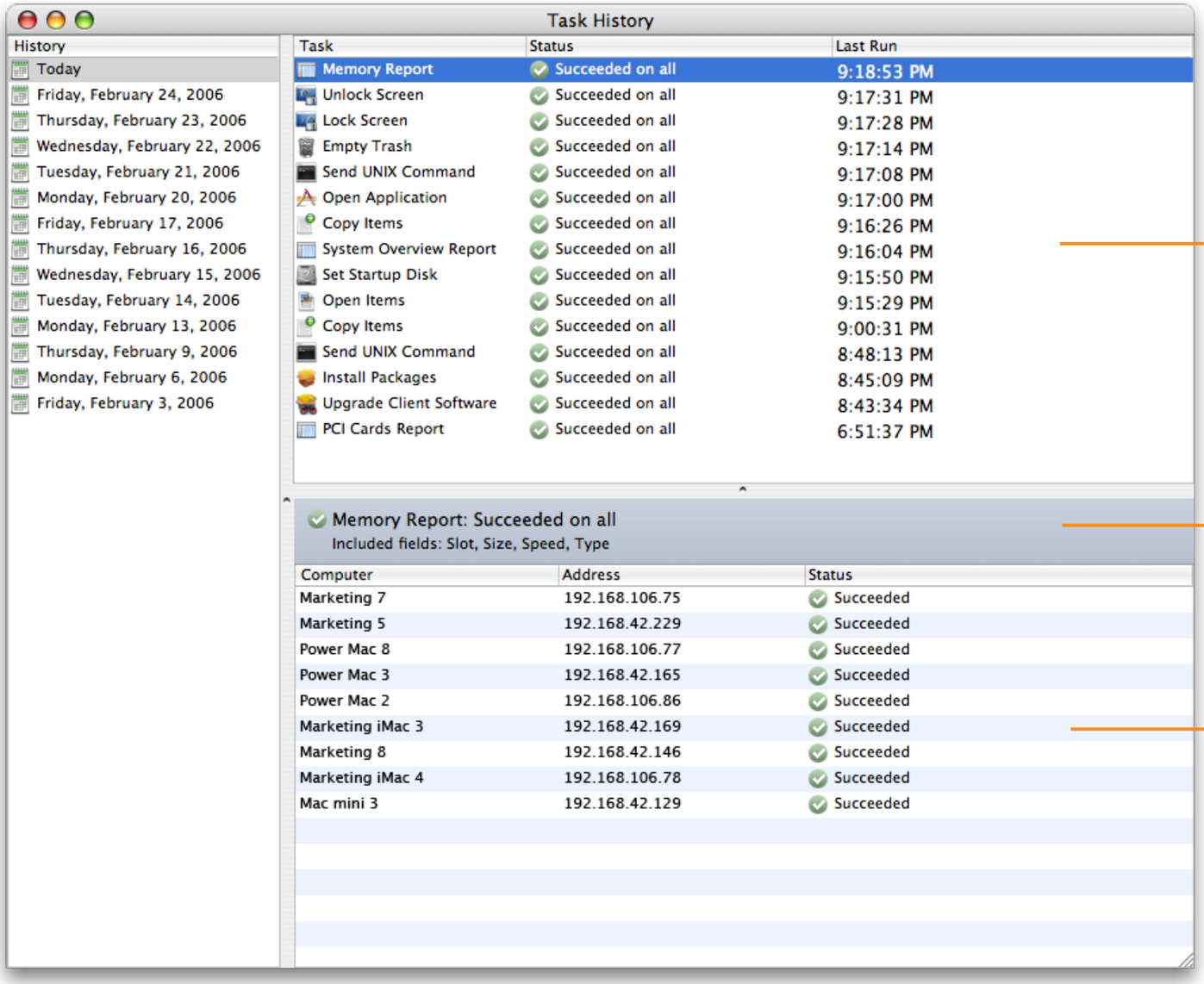
Task History Window

History

Daily Summary

Task Summary

Task Details



Easy Setup

User Mode	Make common Apple Remote Desktop (ARD) tasks available to standard users
Task Lists	View list of running, queued, and completed tasks. Edit saved tasks and rerun with different parameters
Directory-Based Authentication	Use directory services groups to define access privileges to ARD Agent
Setup Assistant	Configure ARD Agent access privileges and settings remotely
Scanners	Discover ARD and VNC-enabled computers on local network, network address ranges, network address, or file import
Encrypted Tasks	AES 128-bit encryption of communication between administrator's computer and managed computers.

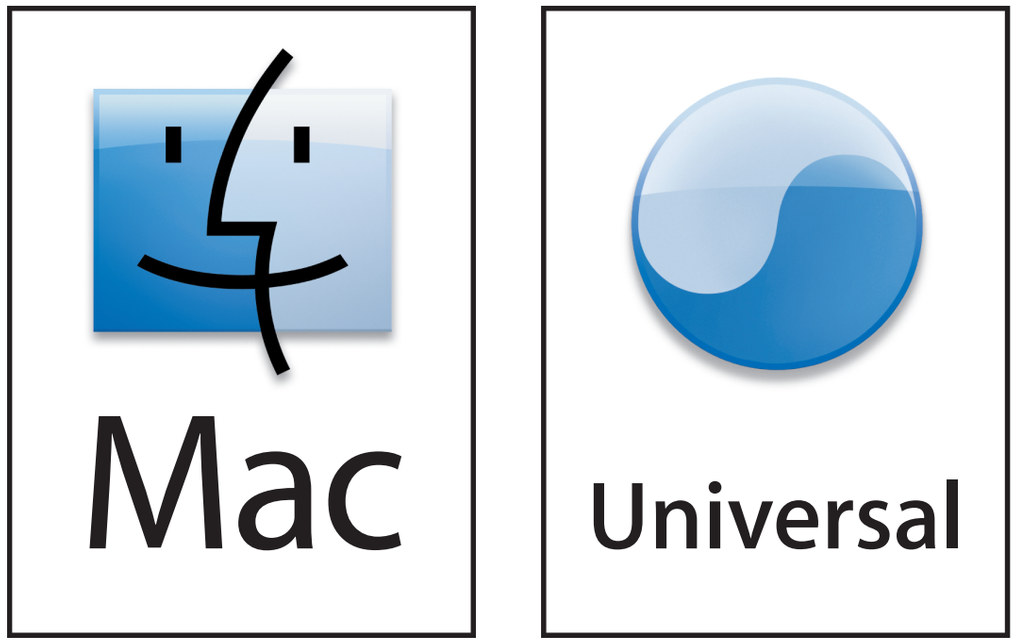
Easy Setup

Task Templates	Save task settings and configurations for later use. Provides quick access to favorite settings.
Labels	Label computers using one of seven colors for easy organization.
User-Defined List Views	Customize which attributes are visible for each computer in your computer lists.
Smart Computer Lists	Dynamically create computer lists based on rules you've specified.
Groups	Use groups to organize your computer lists and tasks.
Task History Window	View a list of previously executed tasks as far back as you choose.

System Requirements and Pricing

Systems Requirements

- Administration and client systems
  - Mac OS X v10.3.9 or later
  - Ethernet (recommended), IP over FireWire or Airport network connection



Value Pricing

For Apple Remote Desktop 3

10 Managed Systems License

$149

U.S. MSRP

Unlimited Managed Systems License

$299

U.S. MSRP

Apple Server and Storage Products

Lowering the cost and increasing the value of IT solutions

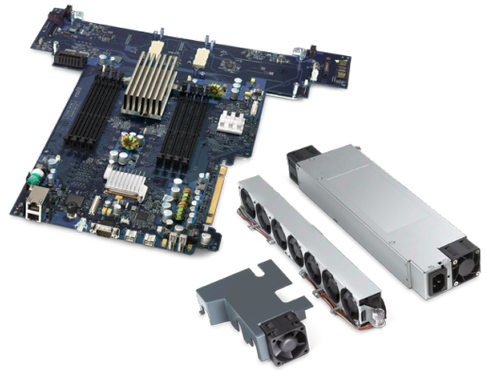
Xserve

Xserve RAID

Mac OS X Server

Xsan

Apple Remote Desktop

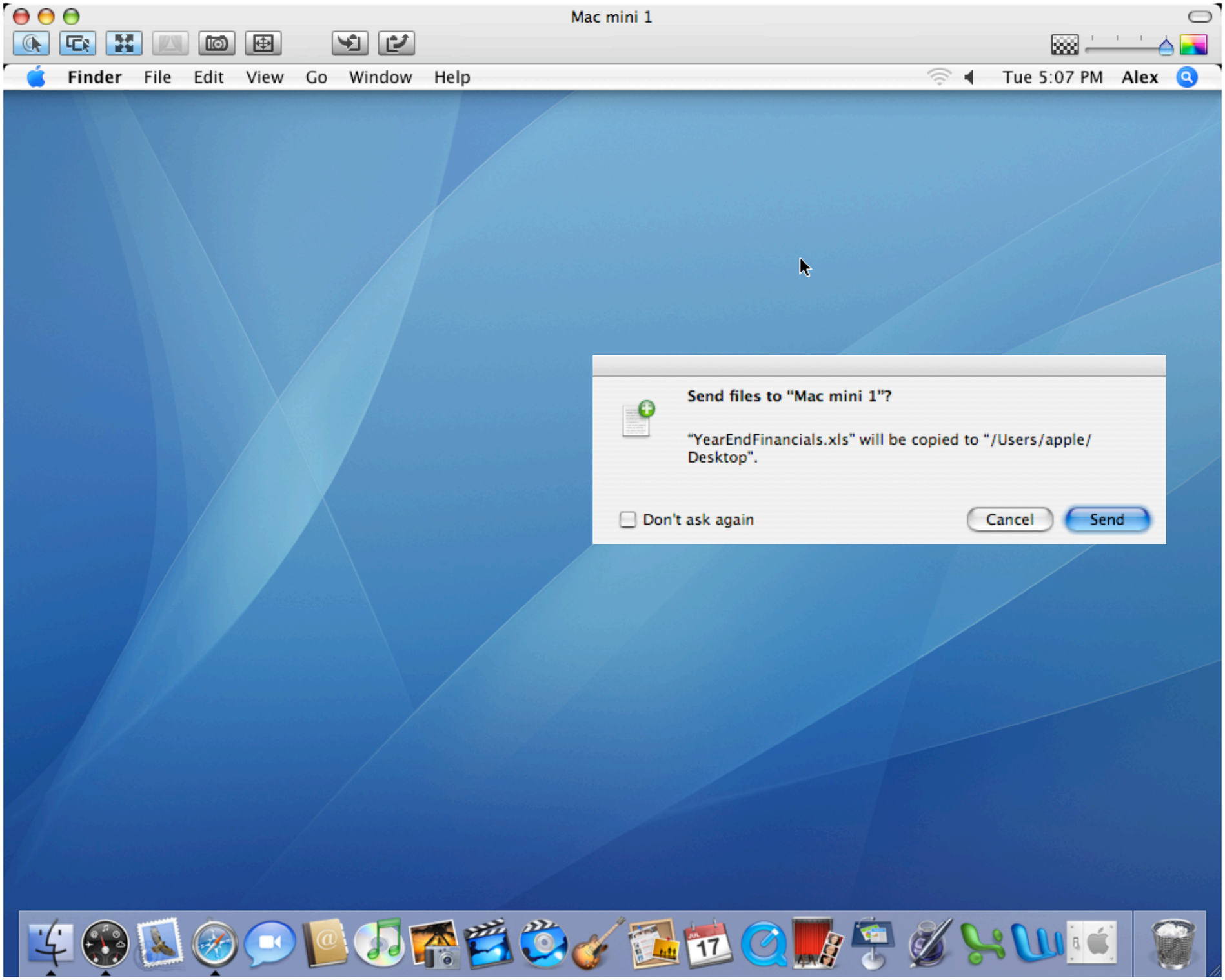


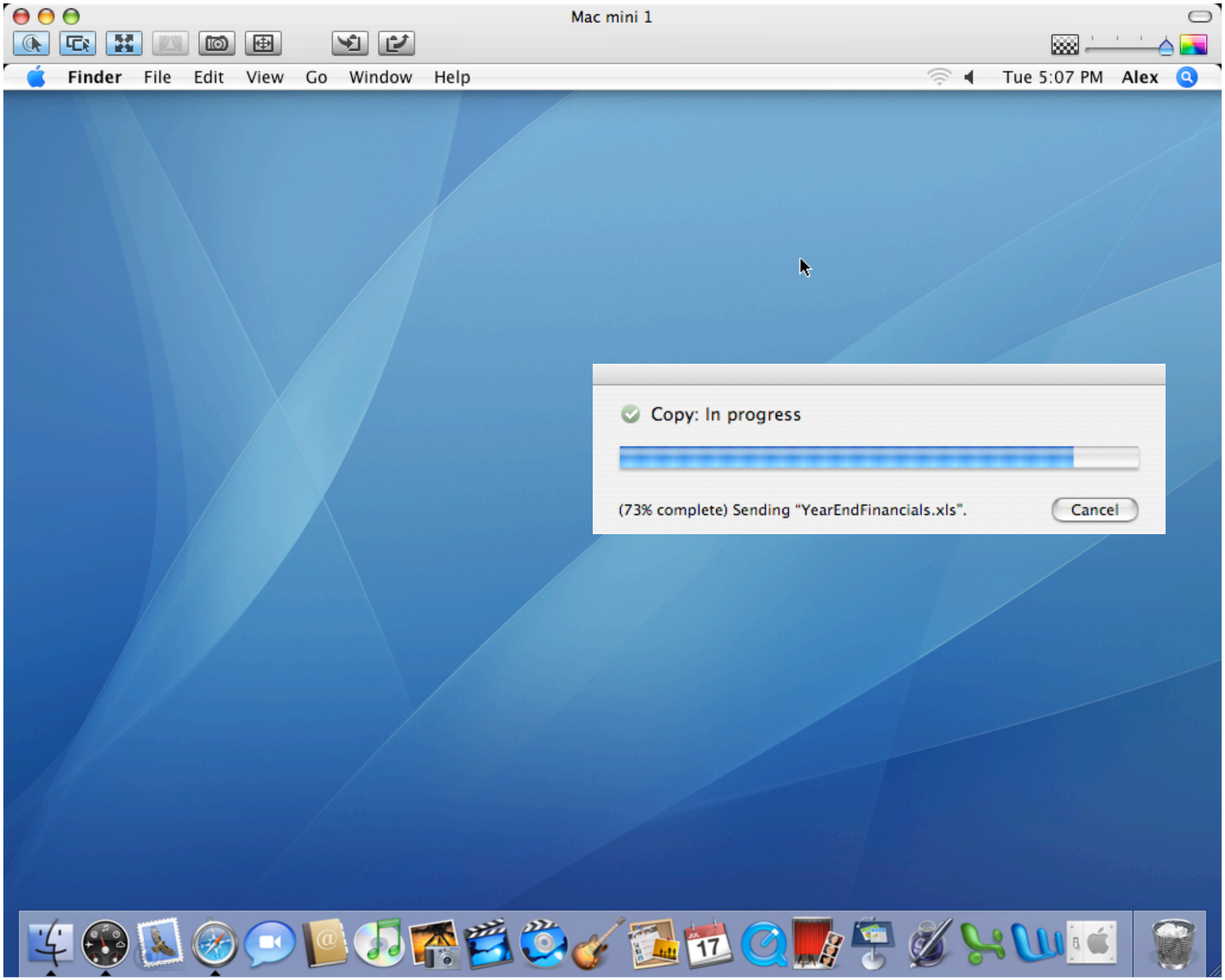
AppleCare Support Programs

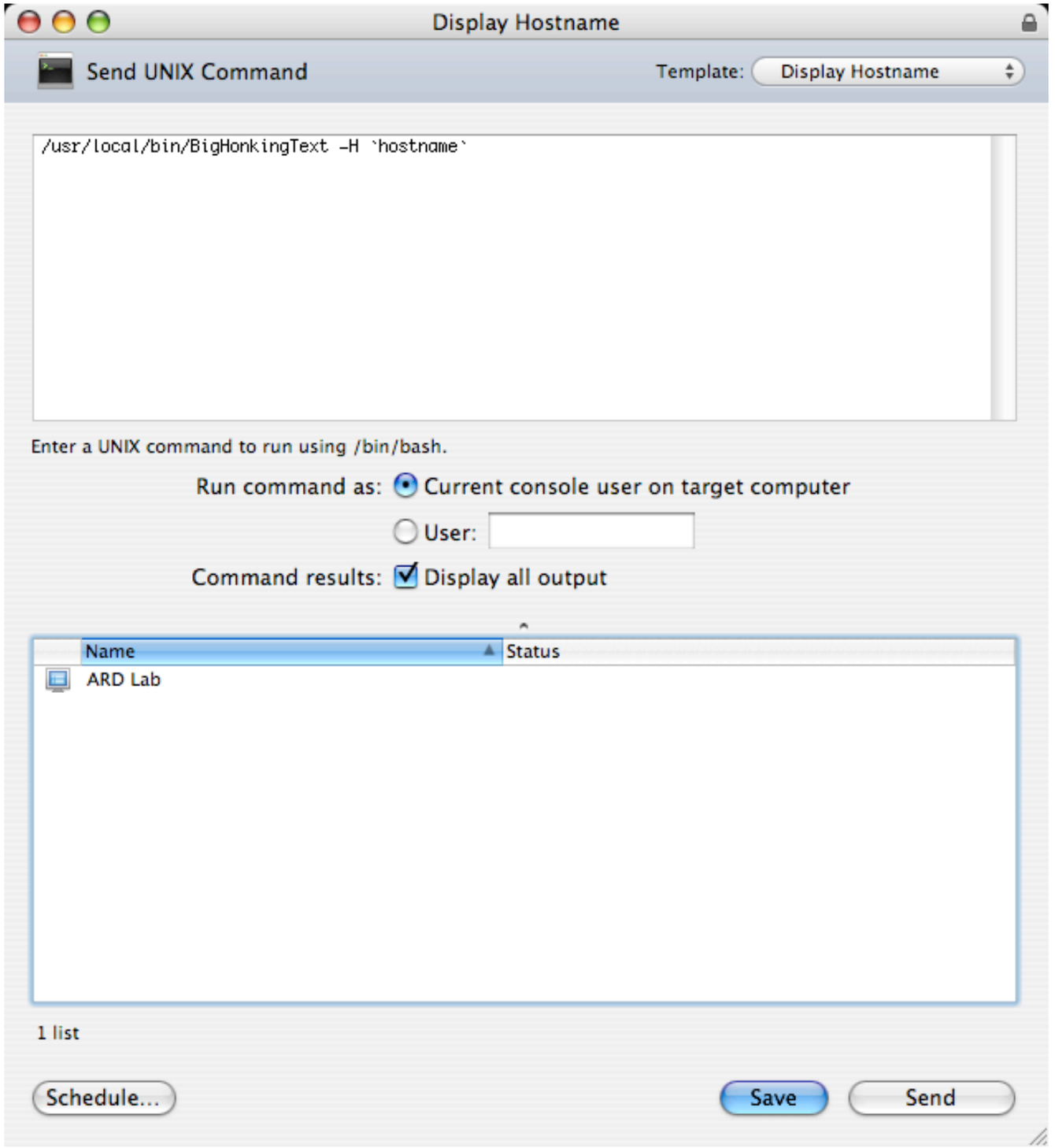
Apple Remote Desktop 3.1 Update

Overview

- Support for Xserve Lights Out Management
- Bonjour scanner
- Installation of software meta-packages
- Compatibility with third party VNC viewers and servers


Mac mini 1
Finder File Edit View Go Window Help
Tue 5:07 PM Alex
Send files to "Mac mini 1"?
"YearEndFinancials.xls" will be copied to "/Users/apple/Desktop".
Don't ask again
Cancel
Send


Mac mini 1
Finder File Edit View Go Window Help
Tue 5:07 PM Alex
Copy: In progress
(73% complete) Sending "YearEndFinancials.xls".
Cancel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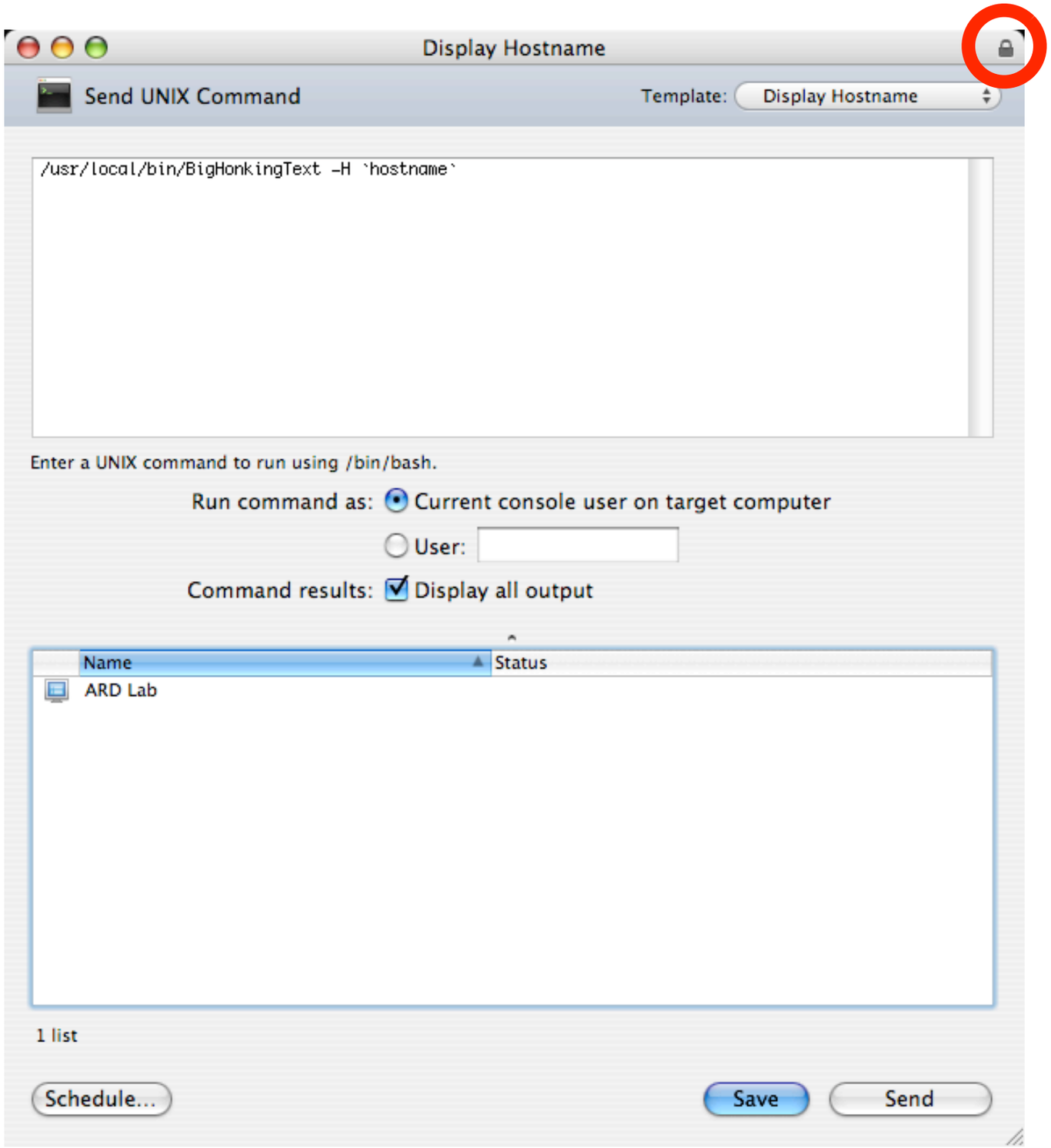
Send UNIX Command
Template:
Display Hostname
/usr/local/bin/BigHonkingText -H `hostname`
Enter a UNIX command to run using /bin/bash.
Run command as:
Current console user on target computer
User:
Command results:
Display all output
Name
Status
ARD Lab
1 list
Schedule...
Save
Send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Run command as:
Current console user on target computer
User:
Command results:
Display all output
Name
Status
ARD Lab
1 list
Schedule...
Save
Send

File Search 12/19/06 5:31 PM

Print Export Open Selected Copy To This Computer Delete Selected

Computer	Item Name	Parent Path	Date Modified	Size	Kind	Version	Date Collected
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Mac mini 1	Adobe Reader 7.0.7	/Applications/	4/24/06 12:25 PM	83.7 MB	Folder		12/19/06 5:29 PM
Mac mini 1	AppleScript	/Applications/	2/15/06 5:35 PM	10.5 MB	Folder		12/19/06 5:29 PM
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Mac mini 1	Audio Recorder 3.0	/Applications/	3/6/06 5:43 PM	297 KB	Folder		12/19/06 5:29 PM
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Mac mini 1	Chess.app	/Applications/	12/25/05 11:36 AM	3.9 MB	Application (Universal)	2.2	12/19/06 5:29 PM
Mac mini 1	Dashboard.app	/Applications/	12/25/05 10:30 AM	81 KB	Application (Universal)	1.0	12/19/06 5:29 PM
Mac mini 1	Dictionary.app	/Applications/	4/21/05 3:26 PM	1.2 MB	Application (Universal)	1.0.1	12/19/06 5:29 PM
Mac mini 1	DVD Player.app	/Applications/	1/3/06 7:43 PM	20.6 MB	Application (Universal)	4.6.5	12/19/06 5:29 PM
Mac mini 1	FileMaker Pro 8	/Applications/	2/15/06 5:35 PM	217.0 MB	Folder		12/19/06 5:29 PM
Mac mini 1	Final Cut Express HD.app	/Applications/	10/24/05 2:10 PM	156.4 MB	Application (PowerPC)	3.0.1	12/19/06 5:29 PM
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Mac mini 1	GraphicConverter X Universal Binary	/Applications/	4/5/06 4:36 PM	51.6 MB	Folder		12/19/06 5:29 PM
Mac mini 1	iCal.app	/Applications/	11/10/06 8:38 AM	23.4 MB	Application (Universal)	2.0.4	12/19/06 5:29 PM
Mac mini 1	iChat.app	/Applications/	11/10/06 8:38 AM	18.6 MB	Application (Universal)	3.1.5	12/19/06 5:29 PM
Mac mini 1	iDVD.app	/Applications/	11/10/06 8:38 AM	61.0 MB	Application (Universal)	6.0.3	12/19/06 5:29 PM
Mac mini 1	Image Capture.app	/Applications/	12/25/05 10:47 AM	10.2 MB	Application (Universal)	3.0.3	12/19/06 5:29 PM
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Mac mini 1	Internet Connect.app	/Applications/	11/10/06 8:38 AM	3.8 MB	Application (Universal)	1.4.3	12/19/06 5:29 PM
Mac mini 1	iPhoto Library Manager	/Applications/	10/13/05 9:29 AM	1.8 MB	Folder		12/19/06 5:29 PM

1 computer 0 selected

50 items 0 selected

File Search 12/19/06 5:31 PM

Print | Export | Open Selected | Copy To This Computer | Delete Selected

Computer	Item Name	Parent Path	Date Modified	Size	Kind	Version	Date Collected
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Mac mini 1	Adobe Reader 7.0.7	/Applications/	4/24/06 12:25 PM	83.7 MB	Folder		12/19/06 5:29 PM
Mac mini 1	AppleScript	/Applications/	2/15/06 5:35 PM	10.5 MB	Folder		12/19/06 5:29 PM
Mac mini 1	AppleWorks 6	/Applications/	1/25/06 2:52 PM	50.6 MB	Folder		12/19/06 5:29 PM
Mac mini 1	Audio Recorder 3.0	/Applications/	3/6/06 5:43 PM	297 KB	Folder		12/19/06 5:29 PM
Mac mini 1	Automator.app	/Applications/	11/10/06 8:38 AM	10.7 MB	Application (Universal)	1.0.4	12/19/06 5:29 PM
Mac mini 1	Calculator.app	/Applications/	11/10/06 8:38 AM	5.6 MB	Application (Universal)	4.0.5	12/19/06 5:29 PM
Mac mini 1	Chess.app	/Applications/	12/25/05 11:36 AM	3.9 MB	Application (Universal)	2.2	12/19/06 5:29 PM
Mac mini 1	Dashboard.app	/Applications/	12/25/05 10:30 AM	81 KB	Application (Universal)	1.0	12/19/06 5:29 PM
Mac mini 1	Dictionary.app	/Applications/	4/21/05 3:26 PM	1.2 MB	Application (Universal)	1.0.1	12/19/06 5:29 PM
Mac mini 1	DVD Player.app	/Applications/	1/3/06 7:43 PM	20.6 MB	Application (Universal)	4.6.5	12/19/06 5:29 PM
Mac mini 1	FileMaker Pro 8	/Applications/	2/15/06 5:35 PM	217.0 MB	Folder		12/19/06 5:29 PM
Mac mini 1	Final Cut Express HD.app	/Applications/	10/24/05 2:10 PM	156.4 MB	Application (PowerPC)	3.0.1	12/19/06 5:29 PM
Mac mini 1	Font Book.app	/Applications/	5/27/05 9:32 AM	4.7 MB	Application (Universal)	2.0.2	12/19/06 5:29 PM
Mac mini 1	GarageBand.app	/Applications/	11/10/06 8:38 AM	84.7 MB	Application (Universal)	3.0.4	12/19/06 5:29 PM
Mac mini 1	GraphicConverter X Universal Binary	/Applications/	4/5/06 4:36 PM	51.6 MB	Folder		12/19/06 5:29 PM
Mac mini 1	iCal.app	/Applications/	11/10/06 8:38 AM	23.4 MB	Application (Universal)	2.0.4	12/19/06 5:29 PM
Mac mini 1	iChat.app	/Applications/	11/10/06 8:38 AM	18.6 MB	Application (Universal)	3.1.5	12/19/06 5:29 PM
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Mac mini 1	Image Capture.app	/Applications/	12/25/05 10:47 AM	10.2 MB	Application (Universal)	3.0.3	12/19/06 5:29 PM
Mac mini 1	iMovie HD.app	/Applications/	11/10/06 8:38 AM	70.3 MB	Application (Universal)	6.0.3	12/19/06 5:29 PM
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Mac mini 1	iPhoto Library Manager	/Applications/	10/13/05 9:29 AM	1.8 MB	Folder		12/19/06 5:29 PM

1 computer 0 selected

50 items 0 selected

Lights Out Management (LOM) Support

- Power On and Restart/Shutdown LOM enabled computers
- Report on LOM configuration and settings
  - System Information Report
  - Administration Settings Report
- AppleScript Dictionary updated to include new LOM task
- Set LOM username/password using Get Info panel
- Display LOM status in computer lists

Detailed Information

- Review the following Knowledge Base article:
  - http://docs.info.apple.com/article.html?artnum=304569

Additional Resources

Online Seminars & Webcasts

- Online Seminars
  - http://seminars.apple.com/seminarsonline/ard3/apple/
  - http://seminars.apple.com/seminarsonline/automator/apple/
- MacEnterprise.org
  - http://macenterprise.org/content/view/231/42/
  - http://macenterprise.org/content/view/232/42/

Documentation

- Technology Overview
  - http://images.apple.com/remotedesktop/pdf/ARD31_TO.pdf
- Administrator's Guide
  - http://images.apple.com/remotedesktop/pdf/AdministratorsGuide20061116.pdf
- Accessing Apple Remote Desktop SQL Database
  - http://developer.apple.com/appleapplications/ardsql.html
- Creating Automator Actions
  - http://developer.apple.com/documentation/MacOSXServer/Conceptual/XServer_ProgrammingGuide/Articles/ard.html
- Apple Remote Desktop 3 Preferences
  - http://macenterprise.org/content/view/237/84/

Other Cool Stuff

- Apple Remote Desktop 3 Action Pack & Source Code
  - http://automator.us/ard/ardactionpack.zip
  - http://automator.us/ard/projectfiles.zip
- John Welch's AppleScripts
  - http://homepage.mac.com/jcwelch/ardscriptcollections.zip
  - http://www.bynkii.com/archives/2006/07/fun_with_apple_remote_desktop.html
  - http://www.bynkii.com/archives/2006/07/more_apple_remote_desktop_3_sc.html

Q&A

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