

Athena Remote Assistance™ for  
System Center Mobile Device Manager 2008

# Introducing Athena Remote Assistance™

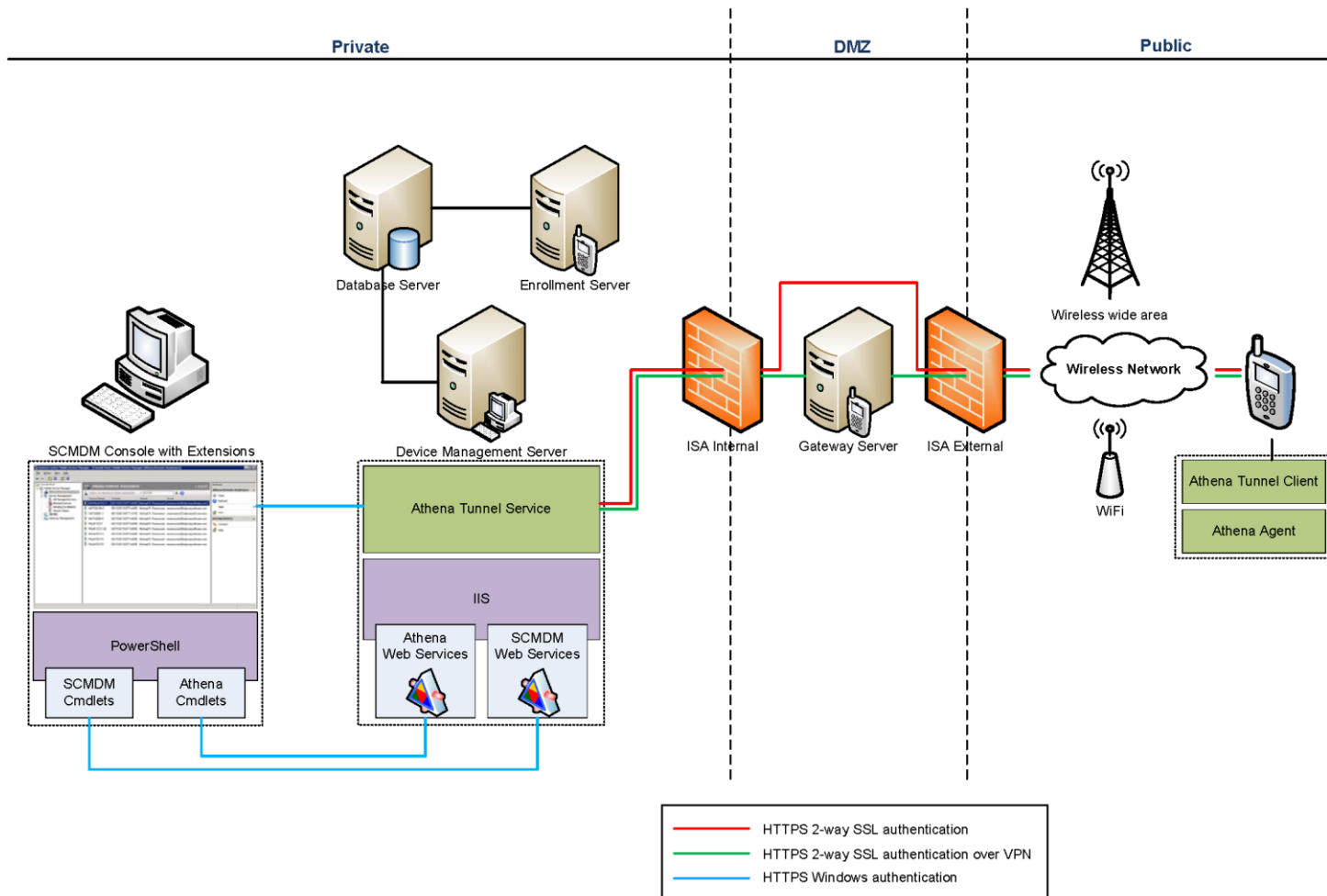
- Extends native MDM device mgmt capabilities
- Seamlessly integrated into MDM infrastructure
  - User interface extensions via MDM MMC console
  - Leverages MDM PowerShell interface for integration
  - Server extensions co-resident with MDM server roles
  - Remote assistance function with or without mobile VPN active/enabled
- Leverages MDM scalability, security, reliability
- Available Q1 '09 from Odyssey Software

# Athena Remote Assistance Features

- Athena Remote Assistance: Core Edition
  - Remote Control
- Athena Remote Assistance: Enhanced Edition
  - System Information
  - File Explorer
  - Registry Explorer
  - Networking Status
  - Phone & Message Statistics

# Athena Remote Assistance™ Architecture

Athena Remote Assistance for System Center Mobile Device Manager 2008



# Athena Remote Assistance Screen Shots (1)

The screenshot displays the System Center Mobile Device Manager interface. The main window title is "System Center Mobile Device Manager - [Console Root\Mobile Device Manager\Athena Remote Assistance]". The interface is divided into three main sections:

- Left Navigation Pane:** Shows a tree view under "Console Root" with "Mobile Device Manager" expanded to "Athena Remote Assistance". Other visible items include "Device Management", "All Managed Devices", "Blocked Devices", "Pending Enrollments", "Recent Wipes", "Servers", and "Gateway Management".
- Center Content Area:** Titled "Athena Remote Assistance" with "9 objects". It features a search bar "Search for devices by owner information" with the value "michael". Below is a table of devices:

Device Name	Domain	Owner	Email
EM-PALMTEST1	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
MOTOQ-9H-2	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
MOTOQ9H-4	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
MOTOQ9H-5	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
PALM-TEST	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
PALM-TEST-02	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
PALMTEST3	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
PALMTEST4	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com
PALMTEST5	ODYSSEYSOFTWARE	Michael R. Rasmussen	mrasmussen@odysseysoftware.com

- Right Actions Pane:** Contains a "View" dropdown and a "Help" icon. Below, the "Athena Remote Assistance" section is expanded to show "EM-PALMTEST1", with actions "Connect" and "Help" available for it.

# Athena Remote Assistance Screen Shots (2)

**Overview**

The Athena Remote Assistance snap-in provides remote access to a Windows Mobile device that is located elsewhere allowing you to assist mobile users with device operation or to troubleshoot problems.

**Snap-in Status and Resources**

Snap-in initialized successfully.

[Refresh](#) [Learn more](#)

**Access Log**

Username	Module	Action	Date Time
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	10/7/2008 5:53:58 PM
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	10/7/2008 5:48:44 PM
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	10/7/2008 5:30:38 PM
ODYSSEYSOFTWARE\dyeaple	RemoteControl	LiveSession	9/29/2008 2:51:38 PM
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	9/29/2008 3:35:21 AM
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	9/29/2008 3:29:21 AM
ODYSSEYSOFTWARE\Administrator	RemoteControl	LiveSession	9/29/2008 2:33:17 AM

# Athena Remote Assistance Screen Shots (3)

