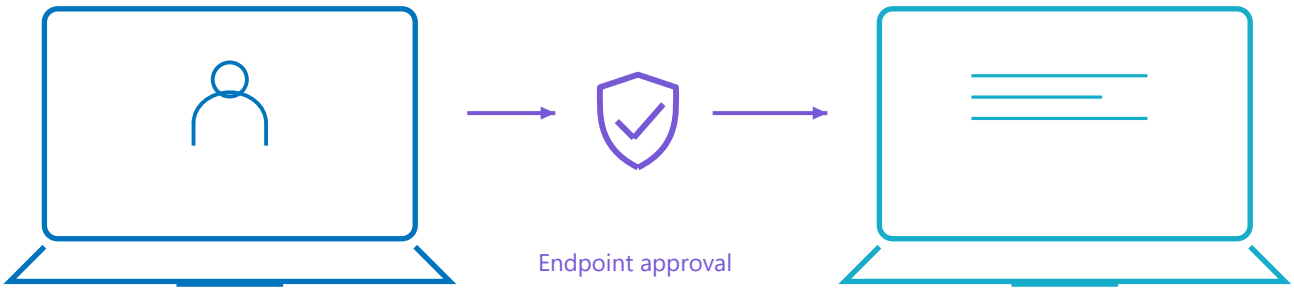
REPLIL REMOTE SUPPORT

PRODUCT DATASHEET

Troubleshoot with endpoint control.

Connect authorized support users to endpoints through a private, approval-based support network. Keep interaction within permitted controls.



View only

Clipboard

File operations

01 Explicit endpoint approval

Start the session only through the approved access workflow.

02 View-only or interaction

Observe or intervene according to the endpoint permissions.

03 Clipboard and file controls

Govern copying, pasting and permitted file operations.

04 Flexible support modes

Persistent agent, on-demand agent, or supported IPM assistance.

The capabilities behind the workflow.

REPLIL Remote Support - detailed product features

Private support network

Operate remote support within your private network and control which support users can access each endpoint.

Approval-based endpoint access

Require approval before a remote support connection is established and keep endpoint troubleshooting under authorized control.

View-only and session controls

Provide view-only access when intervention is unnecessary and control permitted remote interaction during support.

Clipboard and file controls

Control clipboard use and file operations according to the permissions approved for the support session.

Persistent or on-demand agents

Use a persistent support agent where ongoing availability is required, or an on-demand agent that runs without installation.

On-demand support through IPM

Launch on-demand endpoint support through REPLIL IPM without requiring an endpoint agent.

Make the workflow fit the facility.

Endpoint troubleshooting

Approve a private remote-support session for an operator or support engineer.

On-demand assistance

Run the on-demand agent without installation for the supported troubleshooting task.

Controlled interaction

Permit observation or interaction with endpoint-governed clipboard and file controls.

MINIMUM DEPLOYMENT RESOURCES

CPU	RAM	STORAGE
4 vCPU	**16 GB minimum**	**100 GB SSD**

Size relay bandwidth for concurrent sessions. The current installed unattended mode requires a logged-on interactive Windows desktop; logged-off and secure-desktop capture are not supported.

Windows x64 / DPAPI-protected server

BUILT FOR CRITICAL INFRASTRUCTURE

Explore your deployment with REPLIL.

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