



# Powerful Tools for IT Field Engineers, NOC Operators and MSPs.

"I found (Get Console) to be better in almost every way."  
P.J. Connolly, eWeek 29 March 2011

## The Get Console Solution

Get Console is a portable field engineer application that runs on Apple iPad and iPhone, enabling Serial, Telnet and SSH connectivity to devices in the field, full session logging, configuration script management, remote session control via web and integration into existing troubleticket or job tracking systems.

- Fast and Light Field Terminal:**

With the Get Console app, IT engineers operating in the field can access and configure field equipment via physical serial port, Telnet or SSH using the instant on and portable iPad tablet. The app interface is designed to speed up common field engineering tasks with an optimized keyboard layout, fast keys, shortcuts for commands and (secured) device passwords.

- Instant Remote Access:**

The Private Server allows the field engineer to share their iPad's terminal screen with the NOC, via the Private Server's Web portal. This means central NOC engineers or MSP's can take remote control of field equipment, use the Apple iPad/iPhone's 3G or WIFI as an Out-of-Band management tool, or offer remote assistance to their field engineering team instantly and intuitively.

- Download Config Templates, Keep Audit Trail:**

Used with Private Server, field engineers can instantly download device config templates to their Get Console iPad app while in the field, edit the template in the integrated iPad editor and then paste into the field equipment - meaning devices are provisioned and configured consistently, problems are resolved quickly and as session data is logged back to the private server, a full audit trail of what changes were made onsite are captured for reuse or client records.

- Integrate With Existing Ticket Systems:**

Coming in Private Server Version 1.3, the Private Server now integrates via email to an existing NOC / MSP service desk systems, and can make visible ticket information (Service requests) to engineers in the field via the mobile Safari browser. Field engineers can update tickets from directly within the iPad browser as they work and the updates are pushed via mail from the Private Server to the ticketing system. This means changes in the field are captured accurately as they happen, and full engineering time is captured for on-billing to clients.

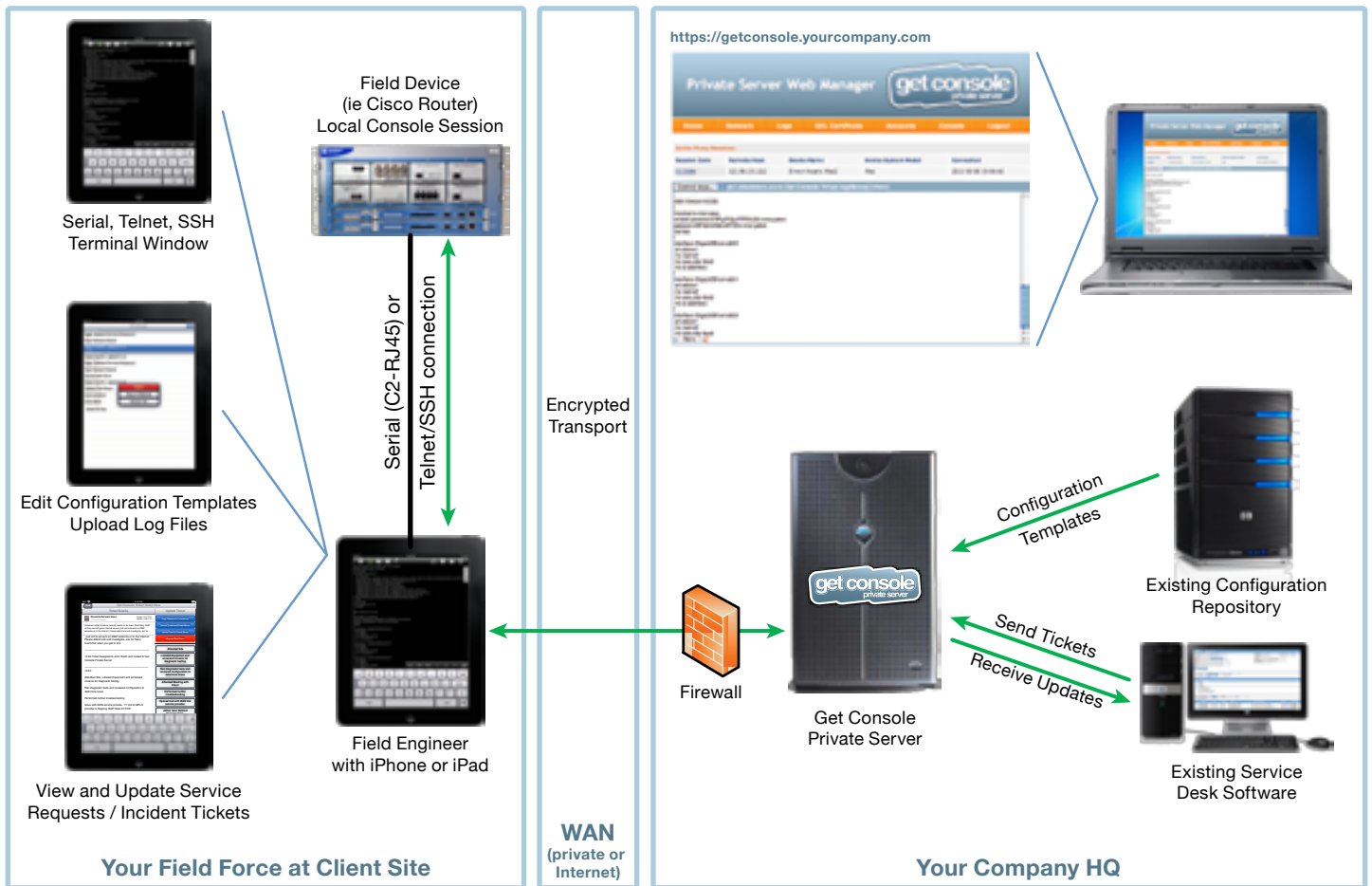


"Since deploying the Get Console Private Server our field engineering utilization has improved, our customers are experiencing faster problem resolution and our field engineers get the timely remote support that they need. We are currently assessing expanding its use from the current 80 pilot users to 1000+ engineers" Jaehyun Jeong, Andong NSC, Korea Telecom

"This app works better than advertised and performance is outstanding... Seriously, if you work with Cisco (and now HP, Foundry, and Brocade) buy this app. You won't be sorry" Steve Blizzard, iTunes Reviewer



## How does the Get Console Private Server Work?



Get Console Private Server is a virtual appliance - run it on VMWare in the corporate datacenter or private cloud. Adding Get Console Private Server transforms the Get Console app and iPad into an enterprise field team support and management tool. Get Console app users in the field can instantly access corporate standard configuration templates, check on service requests and get remote assistance by sharing their iPad terminal screen with remote NOC engineers.

### System Requirements

#### Hardware

The Private Server is distributed as a VMWare virtual appliance, it requires the following resources from the VMWare host machine:

- 1 VCPU, 1Gb Ram, 5Gb Storage
- 1 Virtual Network Card
- SSL Certificate trusted by iPhone/iPad required if encryption enabled

#### Get Console Application

The Get Console App version 1.62 or later must be installed on the Apple iPad or iPhone (Field Terminals). In addition, for serial connectivity the Redpark C2-RJ45 cable is needed to connect the Apple iPad / iPhone to the field device serial / console port. No Cable is required for Telnet / SSH Connectivity

#### Ticket System Integration

Integration to existing ticketing systems uses SMTP. The Private Server requires its own

email account on the Corporate mail server and permission to send mail via SMTP, and POP for ticket retrieval in any Corporate Firewall

#### Licensing

The Private Server is free to download, however each unique iOS device wishing to connect uses a Client Access License (CAL) that must be purchased in advance from the Get-Console.com shop. Trial Licenses are available on request.

Field Terminals with Get Console App (iPads or iPhones)	Private Server License (USD) as at 1 October 2011
10	\$269.00 (\$26.90/CAL)
20	\$499.00 (424.95/CAL)
50	\$799.00 (\$15.99/CAL)
100	\$1518.00 (\$15.18/CAL)
>200	\$POA (<\$12.00/CAL)

### Support Options

Reasonably priced support options make getting help when you need it easy and accessible, along with software assurance for access to new Major releases of the Private Server for the duration of your support contract.

	Community Support	Premium Support
Forum Access	Yes	Yes
Email Support	Yes (2 Days)	Yes (4 hour)
Telephone Support	No	Yes
Install Assistance	No	Yes
Minor Updates (v1.x -> v1.x)	Yes	Yes
Major Updates (v1.x -> v2.x)	No	Yes
Price	FREE!	From \$100/year

**Need More Information? Email Us: [sales@get-console.com](mailto:sales@get-console.com)**