zDiag

KEY FEATURES

> Secure Remote Debugging for zTC Devices

> Streamlined IT Support for Fast Resolutions

> Efficient Management Without Firewall Changes

PRODUCT
OVERVIEW

The zDiag Server 2.0.0 is an advanced debugging and management tool designed for zTC Thin Clients and zMan Director. Developed by Amzetta Technologies, this tool aims to streamline the process of resolving issues in the field by enabling support teams to debug devices without requiring customers to open ports or modify firewall rules. This ensures quick and secure problem resolution directly from the support center.

Key Features:

Comprehensive Debugging:
zDiag Server provides robust debugging capabilities for both zTC Thin Clients and zMan Director. It supports Web SSH and Web-based VNC View for zTC, and Web SSH for zMan Director. This enables seamless remote troubleshooting and management of devices.

Simplified Session Management:
zDiag Server displays all active sessions for zTC Thin Clients and zMan Director, along with their corresponding status. This centralizes session management, making it easier for support teams to monitor and control ongoing debugging activities.

Case Management Integration:
zDiag Server integrates case management by mapping support tickets with zDiag Cases. Each case creation generates an authentication code, ensuring secure and traceable debugging sessions linked to specific support issues.

Enhanced Security:
Security is a top priority with zDiag Server. Debug sessions are only allowed with a valid zDiag access code, and customers have full control over the start and stop of sessions. All connections to clients are established using a secure Wireguard VPN Tunnel.

Benefits

The zDiag Server offers several benefits:

- **No Need for Firewall Adjustments:** Customers don't need to open ports or modify firewall settings.

- **Secure Remote Access:** Ensures secure debugging sessions via VPN.

- **Efficient Issue Resolution:** Accelerates the troubleshooting process, reducing downtime.

- **User Control:** Customers maintain control over the debugging sessions, enhancing trust and security.

Administrative Tools

zDiag Server includes a variety of administrative tools:

SMTP Configuration: Allows configuration to send emails, including codes to customers.

Server Terminal Access: Provides access to the server terminal for copying or pushing files from zDiag.

Logs: Displays server-side logs for monitoring and troubleshooting.

Hardware Requirements

To ensure optimal performance, zDiag Server requires the following hardware specifications:

System Processor: Minimum 4 CPU cores
System Memory: Minimum 4 GB RAM
Free Disk Space: 10 GB

Use Cases

zDiag Server is ideal for environments where rapid and secure debugging of zTC Thin Clients and zMan Director is crucial.

Enterprise IT Support - zDiag Server streamlines the troubleshooting process in corporate settings, ensuring that technical issues are resolved quickly and efficiently. This minimizes downtime and maintains productivity across the organization.

Healthcare - zDiag Server plays a critical role in ensuring quick resolution of technical issues in medical facilities. Fast and reliable debugging capabilities are essential to support healthcare operations, where any delay can impact patient care.

Education - zDiag Server supports IT management by providing robust tools for debugging and managing devices. This ensures that educational technology remains functional, supporting teaching and learning activities without interruption.

Remote Work - zDiag Server facilitates efficient remote support for distributed workforces. By enabling secure and rapid debugging of devices, it ensures that employees working from various locations can maintain smooth and productive operations without the need for on-site IT intervention.

How to Get Started?

AmZetta offers free 30-day evaluation with no obligation to purchase. Simply visit https://AmZetta.com/Eval and complete the Evaluation Form. An AmZetta Solutions Engineer will help you get started with your evaluation.

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