

Re: RTC Remote Tools 2.0

Source:

<http://coding.derkeiler.com/Archive/Delphi/borland.public.delphi.thirdpartytools.general/2007-02/msg00230.html>

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 - *Date:* Thu, 8 Feb 2007 07:10:06 -0800
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Danijel,

I use your package for one purpose: to support my customers using my programs. I do not resale the package or any derived source code. It seems like you may be assuming the worst about your customers, and that will never work well for your business.

Here is my proposal: (I may have client/server terminology backward here, assume client=customer's computer)

1. Release all clients with source code: file transfer, chat, desktop. This would allow easily adding remote control capabilities to any new applications. It would also allow compiling on new version of Delphi.
2. Release the server only as an executable file. This file could "phone home" to your server to confirm licensing. I'll leave the details of that to you and RTC SDK.
3. Maintain a system that will be fast and reliable for the licensing check, or have it simply default to assume you are legally using the server.

Some nice things that could be included in the componentized package:

1. A remote logging component to send a log message to the server programmatically. I do this right now by UDP messaging.
2. I would also use this system to log madExcept exception reports, so it would need to be able to handle large text files. I do this now by using madExcept email setup.
2. Ability to send a screenshot programmatically. I do this now with an email component.
3. Built in IM system, so the server can chat easily with multiple clients. I do this right now using a simple textbox on the remote client computer, as I could never get the old chat client to work correctly. Of course my solution ends up with the client and server typing at the same time occasionally.
4. The server should have a great usage log so you know who you help with what. This could be accomplished by setting some properties on the client components to identify customers, such as a customer ID, current user, station name, IP address, email (nice to quickie email something to them).
5. Reporting would be nice here as well. I think it would be great to be able to print or email a report to a customer with the results of a "service

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call or call(s)".

Please let me know your thoughts on this. I think adding value to the server will add money to your bottom line. For me it is all about creating a help desk for my products and this would certainly do that thoroughly.

I am going to also post this to the third-party newsgroup for feedback, as I do not feel it is flaming in any way or at least was not intended to be.

–Johnnie Norsworthy