Zoho Corporation

Terminology

- Technician - The person who access remote computer and takes control of it.

- Customer - The person whose remote computer is accessed and controlled by the Technician.

- Technician Console - The run-time application that gets installed when the Technician starts a remote support session.

- Customer Console - The run-time application that opens up when the Customer shares his/her remote computer's desktop with the Technician.

- UAC - User Account Control (UAC) is a security feature of Windows that helps you to prevent unauthorized changes to the operating system.

- Run As Service - Provides you with administrator level privileges so that you can reboot, send ctrl+alt+del instruction and install applications on your remote computer.

- User Confirmation - A confirmation prompt that appears at the remote end before starting an unattended session.

- Active X (Technician Console and Customer Console) - Technology behind the run-time application, written in native language for better reliability and speed.

- HTML 5 (Technician Console) - Technology behind the run-time application, written in HTML5 to run on Mac, Windows, and Chromebooks.

- Deployment - The process by which you can configure unattended access to a group of computers.

- Bulk Deployment - Bulk deployment is the process through which you can configure unattended access for a large number of computers.

- Unattended Access Agent - An unattended access agent is a light-weight background run-time application which configures your computer for unattended access.

- Distributor - A distributor is an unattended access agent that helps discover and manage the computers in the domain or a workplace it is deployed in.

- Domain - A domain is a group of computers on a network that are given a common name and database and abide by standard protocols in a network.