

## NEW &amp; IMPROVED

■ Scripting  
■ BlackBerry

■ Systems Management  
■ Outlook

## Kace and Bomgar Announce Partnership

Systems management appliance vendor Kace Systems and remote support specialist Bomgar announced that they've inked a partnership deal. Under the terms of the agreement, Kace customers using a Kbox appliance will be able to access Bomgar's remote support products from within the Kbox management console. "Our partnership with Bomgar is derived from a common vision—bringing innovative and robust appliance-based technology to market, which can be easily deployed and used by organizations of all sizes yielding unparalleled investment return rates," said Marty Kacin, president, CTO and co-



founder of Kace in a statement announcing the partnership news. "Through this partnership, we continue to expand the suite of automation and security solutions available to our customers—providing them unmatched systems management

and remote desktop control capability, all delivered within the industry's most innovative stack of appliance offerings." For more information, visit [www.kace.com](http://www.kace.com) or [www.bomgar.com](http://www.bomgar.com).

## PRODUCT SPOTLIGHT

### Remote Administration Software Puts a GUI Face on WMI's Functionality

With PJ Technologies' **WMIX 2.0**, you don't have to know how to write scripts to take advantage of Windows Management Instrumentation's (WMI's) functionality. WMIX is a GUI-based implementation of WMI. Because it has a GUI, anyone can query and manage remote Windows machines—no scripting is necessary. Because it's based on WMI, you don't have to install any software agents on the client machines.

With WMIX, you can perform such tasks as querying and configuring settings and executing management tasks on local and remote machines. You can also generate built-in or custom reports. The enhancements in version 2.0 include a built-in script generator and a WQL query wizard. The built-in script generator lets you automatically generate a script for any task you initiate

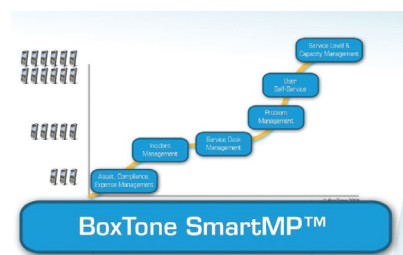
using the GUI. The generated scripts are automatically configured so that they can be run against the local machine, a remote machine, or a group of machines. In addition, all WMI parameters and values are converted to a user-friendly format.

Using WMI Query Language (WQL) queries to filter information that WMI returns is very helpful. However, creating WQL queries can be difficult because you need to know about WMI class definitions and WQL's syntax. WMIX includes a query wizard that guides you through the process of creating WQL queries.

WMIX 2.0 runs on Windows 2000 and later, and supports clients running Windows NT SP3 and later. It's priced at \$89 per user license. For more information, visit [wmix.pjtec.com](http://wmix.pjtec.com) or contact PJ Technologies at [sales@pjtec.com](mailto:sales@pjtec.com) or 786-268-3517.

### BlackBerry User Self-Service Eases Help Desk Burden

BoxTone's new module—called **User Self-Service**—allows users to quickly, easily troubleshoot their own problems without training and without the Help Desk, reducing Help Desk calls by 30-50 percent, according to the vendor. Since most of an organization's BlackBerry users are VIPs that can't tolerate or afford downtime, user self-service is a good model for improving employee satisfaction and efficiency. One limitation to this product is that users need to be able to access the web in order to troubleshoot their device. BoxTone's solution is sold in modules, meaning you can point and pick the services that you want, pay for what you order, and then upgrade or alter it later if you need to (User Self-Service is one such model). A deployment with 1-2 modules, on average, runs at about \$35/user. To learn more, call 410-910-3344 or visit [www.boxtone.com](http://www.boxtone.com).



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