

RSUPPORT white paper

Network Packet Usage Analysis

RSUPPORT's new products made more easy.

Remote support leader; Rsupport is meeting remote support's new need with a variety of new product line, released in 2009.

RemoteHelp - is designed for high call volume helpdesks dealing with a large flow of inbound support requests. RemoteHelp employs an automated queuing system with efficiently distributes incoming support requests to available support representatives.

RemoteCall 5.0 - It is a remote communication tool that enables support representative to view customers desktop simply via web browser.

RemoteSales - is a 1-to-1 remote presentation tool enabling you to easily conduct online business with targeted customers. RemoteSales is used for online sales presentations and demos.

<http://www.rsupport.com>

For detailed information, visit www.rsupport.com.

Remote Control Network Packet Usage Analysis

Objective

To measure network traffic while remote controlling and use the obtained data to develop a more effective control engine.

Remote Control Engine Used

The Ttest proceeded using remote control engine: VRVD (Virtual Remote Video Driver) version 2007.08 found in both RemoteCall and RemoteView.

Analysis Method

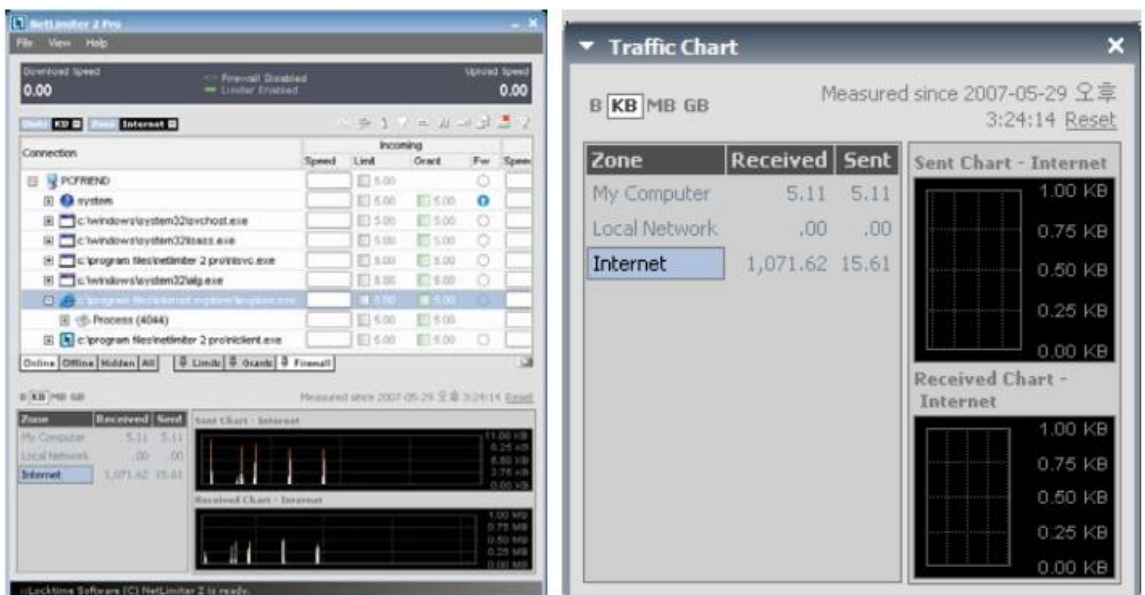
1. Test Environment

We used 2 PCs on the same network environment using public gateway. Below are the PC's specifications.

PC model	CPU	Mem	Resolution	Color
Laptop (Remote PC)	P4 1.6G	1G	1024*768	256, 16Bit Color
IBM Deskop(Local PC)	P4 3.0G	1G	1024*768	256, 16Bit Color

2. Tool used

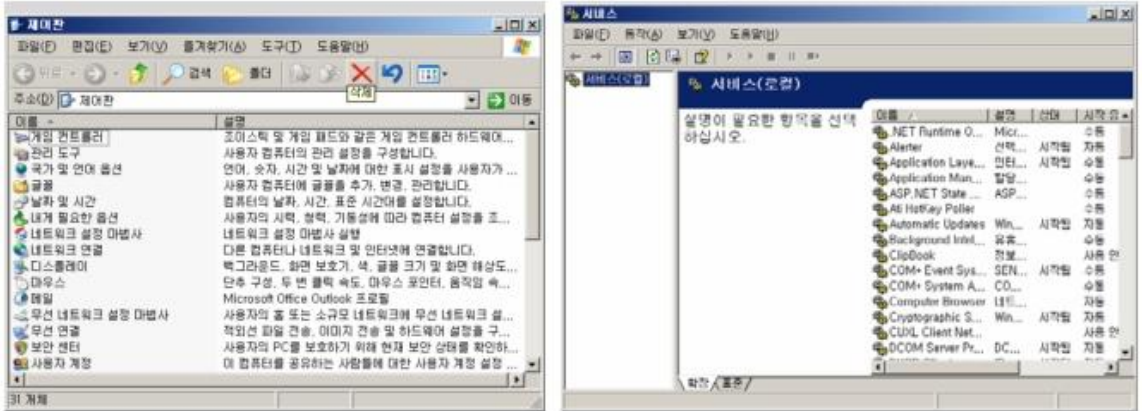
The software used to measure the number of network packet is installed in both PC. This software numerically measures the transmission network usage. <http://www.netlimiter.com>



3. Test Method

In order to acquire accurate data, we went through the following steps.

- 1) With Service Programs: Remote Connect → Control Panel → Administrative tools → Service → Properties → Move Windows(3 times) → Close properties → Move Service Window(3 times) → End



- 2) With web Browser: Remote Connect → Open web browser(Naver) → Click News → Click news → Scroll → Back → Click another news → Scroll → Back (Repeat 3 times) → End



- 3) With Special Programs : Remote connection → Open CAD file → Play a 3D video → End



4) The amount of downloaded packets after loading screen of simple websites such as: www.naver.com, www.yahoo.co.kr, www.shinhan.com . Measure the downloaded packets after full download

Analysis Result

Test 3 times and get the average for the final result

Test Method		1 st	2 nd	3 rd	Avarage		Result
					Time	Packet	Kb/sec
With Service program	256 Color	644.99Kb 45Sec	640.8Kb 43Sec	683.05Kb 44Sec	44Sec	656.28Kb	14.9
	16Bit Color	791.7Kb 44Sec	808.7Kb 44Sec	777.8Kb 42Sec	43.3Sec	792.7Kb	18.3
With Web browser	256 Color	920.68Kb 36Sec	936.82Kb 36Sec	960.12Kb 37Sec	36Sec	939.20Kb	26.0
	16Bit Color	1076.21Kb 30Sec	1151.54Kb 38Sec	1533.06Kb 41Sec	36.3Sec	1253.60Kb	34.53
Special Programs(CAD & Video)	256Bit Color	1003.62Kb 48Sec	1018.34Kb 49Sec	1052.23Kb 51Sec	49Sec	1024.73Kb	20.91
	16Bit Color	1024.42Kb 46Sec	1070.37KB 48Sec	1710.52KB 53Sec	49Sec	1268.43Kb	25.88

Average data packet while surfing web browsers

Test the internet traffic with the following site as the home page, repeat this three times for each address jotting down the time after every test.

Test Method	1 st	2 nd	3 rd	Average	Result
www.naver.com Main page	600.82KB (2 Sec)	599.72KB (2 Sec)	802.0KB (2 Sec)	667.51KB (2 Sec)	333.75KB
kr.yahoo.com Main page	763.64KB (1.5 Sec)	742.72KB (2 Sec)	651.86KB (2 Sec)	719.40KB (2Sec)	359.7KB
www.shinhan.com Main Page	1071.62KB (1.5 Sec)	1071.61KB (1.5 Sec)	1071.62KB (1.5 Sec)	1071.62KB (1.5 Sec)	714.41KB

Conclusion

It is clear that the packet used while remote controlling are so tinny. Especially when running service program application, packets will decrease 20 times more than when surfing a website. It is effective because RemoteCall engine compresses only modified parts of the PC screen and transfers it. Therefore, there will be almost no load to the network caused by remote control.

<Summary of Rsupport's remote control technology>

1. Brings only modified screen.
2. Modified screens are compressed and transferred to PC.
3. While moving Windows, It does not transfer modified section because it only transfers command (WindowMove).
4. Window scrolling windows, It does not transfer scroll image but it transfers new sections that are displayed by scrolling windows.

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