



Art Sentry Server Remote Connection Best Practices

Establishing and maintaining a remote connection to your Art Sentry servers is the most efficient way for our support team to keep your system up to date and in a state of optimal performance. A remote connection enables us to more quickly and efficiently perform tasks that are vital to the health and performance of your system. These tasks include the following.

- Swift diagnostics and resolution of issues involving cameras, servers, clients, software and configurations.
- Prompt application of software updates, including new features and bug fixes, as they become available.
- Allows for the analysis of statistics and metrics to ensure optimal system performance.

Remote connection methods

A secure VPN connection is the safest, most secure and most efficient method of remotely connecting to your servers. An existing VPN connection can be leveraged, should one be in place. Art Sentry can work with the appropriate personnel within your organization to assist in the setup of a new VPN connection if there is not one in place.

Port forwarding is a common method used when a VPN connection is not possible. This option redirects external traffic through your public facing network gateway to the server residing on your internal network. Although this method is not as secure as using a VPN, measures can be taken to make it as secure as possible.

A remote desktop connection such as TeamViewer, Microsoft Teams, or similar products can be used if neither of the aforementioned options are possible. These options are less efficient and require the user to be available for the remote session. Despite limitations, remote desktop connections are still a viable option for remote connection and support.

Please inquire with our support team or your sales representative for additional information regarding your remote connection options.

Art Sentry Customer Support Team

888-426-6646

support@artsentry.com

www.artsentry.com

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