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WideScope is a unique product which provides essential capabilities to Help Desk personnel (“Supporters”) at remote workstations.

With WideScope, user’s screens can be viewed in real-time, including all information typed and not yet “Entered”. The session’s QTEMP library and interactive jobs can be viewed as well.

Viewing sessions and actually running commands in the user’s session can be performed based upon pre-approval by the Product Administrator. WideScope allows for controlling a user’s session for 5 minute periods.

## **New Features in this Release:**

1. All interactions between Supporters and Users are recorded in the product’s Activity Log. The log data differentiates between the Supporter activity transactions and the User transactions.
  - a. Example of log entry for Supporter activity:  
*Supporter WS from QPADEV0002/WS/17 run on QPADEV0009/WS/674842 command: DSPJOBLOG OUTPUT(\*OUTFILE) OUTFILE(QTEMP/X).*
  - b. Example of log entry for User activity:  
*User RLTOOLS did not approve support from WS.*
2. WideScope is compatible with SOX and other prevalent regulations such as PCI, HIPAA and others.

Supporters can be authorized by the Product Administrator to either execute commands on actual User sessions or to access User sessions in Display mode only. Authorization definitions can be set globally for all Supporters or individually based upon the user profile name.

## Sample Product Screens

```

Select a job from list
Position to . . . _____
Type option, press Enter.      Sort by . . . . *JOB
1=Select
Sel Job      User      Function/Text-Description
█ QPADEV000C GS      FIREWALL
- QPADEV000H RLTOOLS Security Officer
- QPADEV000K AU      Changing text for e-mail test
- QPADEV000M AU      Changing text for e-mail test
- QPADEV000N AU      Changing text for e-mail test
- QPADEV000P AU      Changing text for e-mail test
- QPADEV000R GS      FIREWALL
- QPADEV000S GS      FIREWALL
- QPADEV000T GS      FIREWALL
- QPADEV000X JAVA2   Security Officer 2
- QPADEV000Z QSECOFR Security Officer
- QPADEV0002 WS      WIDESCOPE
- QPADEV0003 JAVA2   Security Officer 2
- QPADEV0004 JAVA2   Security Officer 2
More...
F3=Exit  F5=Refresh  F10=Sort by Job/User  F11=User/Function  F12=Cancel
  
```

The above screen displays to the Supporter the list of jobs for which Supporter is authorized. Enter **1** to select a job and press **Enter** to display & control the User's screen.

```

Work with Submitted Jobs      S520
Submitted from . . . . . : *USER      28/11/10 12:58:19
Type options, press Enter.
2=Change 3=Hold 4=End 5=Work with 6=Release 7=Display message
8=Work with spooled files
F3=Exit HOME=Lcl -cmd-entry WideScope ROLL=Move-wnd F12=Add/Rmv-wnd
Cmd: █
Output: *LCL      Target job: QPADEV000C user: GS      nbr: 675051
F5=Refresh F10=Cmd F13=Service F21=Rat-Lda F22=Rat-QTEMP F24=More keys
- GSCCASZR GS      BATCH      OUTQ
- GSCCASZR GS      BATCH      OUTQ
- GRA GS          BATCH      OUTQ
- GSENVLR GS      BATCH      ACTIVE      CMD-CRTBNDRPG
Bottom
Parameters or command
===>
F3=Exit F4=Prompt F5=Refresh F9=Retrieve F11=Display schedule data
F12=Cancel F17=Top F18=Bottom
Already at bottom of area.
  
```

The moveable control window displays the User's device name, user ID and job number. The CMD line appears only when Supported is authorized to execute commands.