

NETOP™ REMOTE CONTROL

OnDemand

Instant Web-based Remote Support

Quick Guide

Version 2.1



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Please send any comments to:

Netop Business Solutions A/S

Bregnerodvej 127

DK-3460 Birkerød

Denmark

Fax: Int +45 45 90 25 26

E-mail: info@netop.com

Internet: www.netop.com

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1 Netop OnDemand - remote control for help desks

In many environments end-user computers have no administrative or organizational relationship with the help desk center from which they are requiring help. The help desk centers are facing three major challenges to offer service to these end-user computers: Connectivity problems through end-user firewalls, software maintenance and licensing issues.

Netop OnDemand is a powerful remote control solution that offers help desk centers remote control of Windows-based computers across the Internet without pre-installing software or configuring firewalls. Furthermore, licensing depends solely on the number of help desk employees or supporters - not the number of end-users.

The solution basically consists of an extended Netop Remote Control Guest, a downloadable Netop OnDemand Host, and Netop WebConnect. Together these offer: remote control, file transfer, chat, masking off of windows and enhanced connectivity across the Internet.

Netop OnDemand is therefore well-suited to the vast and fast-growing market of Internet Service Providers, telephone companies, outsourced help desks and call-centers.

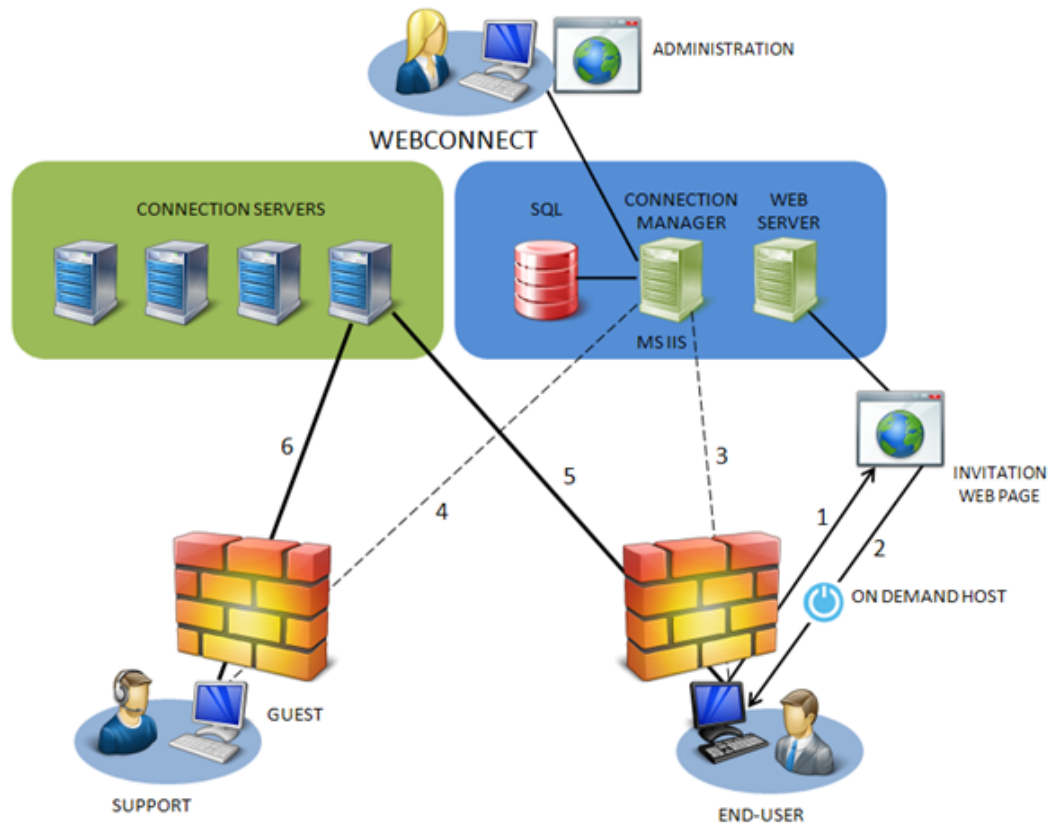
1.1 How does it work?

Netop OnDemand is a way of offering services to remote end-users via the Internet and other IP based networks.

The system consists of the following components: An extended edition of the Netop Remote Control Guest, a downloadable Netop OnDemand Host, and Netop WebConnect service, which comprises one or more Connection Servers and a Connection Manager.

- The extended Guest is the visiting part, which can take control of the OnDemand Host.
- The Host is the visited part, which can optionally be configured to allow the Guest to take control.
- The WebConnect connection service enables ad-hoc secure connection between Guest and Host.

The following illustrates a complete help desk setup:



The connection flow can be described as follows:

1. An end-user needs help, goes to a help desk web page and clicks a link to request support.
2. An OnDemand Host is downloaded to the end-user's computer.
3. In the **WebConnect** dialog box displayed on the OnDemand Host, the end-user requesting support enters a ticket. A **Connect to** field may be displayed. If so, the end-user can copy the URL address of the Connection Manager from the help desk web site and paste it into the field. Then he or she clicks **OK**. The OnDemand Host starts polling the Connection Manager and receives information about a Connection Server to connect to.
4. The extended Guest on the help desk side polls the same Connection Manager at regular intervals. The requests for support from the OnDemand Host will be displayed on the **Help Request** tab of the Guest. The supporter using the Guest offers the end-user on the Host side support by clicking the request for support displayed on his or her Guest **Help Request** tab.
5. -6. When the supporter clicks the request for support, the Connection Manager sends information to the Guest about which Connection Server to connect to. The connection between Guest and Host is now established on the Connection Server, and the supporter can help the end-user.

2 Setting up the help desk

To set up your help desk you need to:

- Set up the connection service, Netop WebConnect
- Create, pack, sign, and deploy the OnDemand Host
- Set up the extended Guest for Netop WebConnect.

2.1 Setting up the connection service

First you need to set up the Netop Webconnect connection service that you will be using to facilitate connections between the Guests in your help desk and the Hosts that will be downloaded on the end-user side.

Netop WebConnect consists of a Connection Manager that serves as a meeting hub for Netop Guests and Hosts and at least one Connection Server that handles the connection routing.

The Connection Manager facilitates connection information and parameters to Netop Guests and Hosts that have a need to meet in relation to remote control sessions. The Connection Manager uses Microsoft Internet Information Services and Microsoft SQL Server for data management. The purpose of the Connection Manager is to manage connections and direct the Guests and Hosts to a Connection Server.

The Connection Server routes the traffic between a Netop Host and a Netop Guest. You can have multiple servers to share the workload.

See the "Netop WebConnect Installation Guide" for specific information on how to set up the WebConnect components.

2.2 Creating, packing, signing and, deploying the On Demand Host

Netop provides ready-made, signed OnDemand Host packages in a number of languages. These all require the end-user to type your WebConnect Connection Manager URL.

Alternatively you can create, pack, sign and deploy a Netop OnDemand Host using Netop OnDemand Pack'n Deploy. Netop OnDemand Pack'n Deploy contains a wizard that makes it easy to carry out all of these procedures.

The most central use of Netop OnDemand Pack'n Deploy is to configure which URL address the end-user should connect to. This is the URL address of the WebConnect Connection Manager which will facilitate the connection between the OnDemand Host on the end-user side and the Guest on the help desk side. You can specify that a particular address should be used, or you can allow the end-user to type the URL address.

You can use Netop OnDemand Pack'n Deploy to either specify a ticket or prompt the end user to enter a ticket when running the Netop OnDemand Host. The ticket entered will match the ticket used by the Guest Ex and ensures the support session reaches the correct support team member. The ticket can be any string including a name or email address but must match the string used by the Guest Ex application.

Netop OnDemand Pack'n Deploy also allows you to design the user interface of the OnDemand Host - including backgrounds, colors, images, buttons, text fields to meet your requirements.

The OnDemand Host should be signed with a valid code signing certificate before being deployed.

When you create the OnDemand Host, a sample download or invitation web page is also created. You can customize this web page to your liking in Netop OnDemand Pack'n Deploy from the ribbon bar **Design** tab.

To enable users to download and run the OnDemand Host, deploy the OnDemand Host package that you create to your web server for download from the web page.

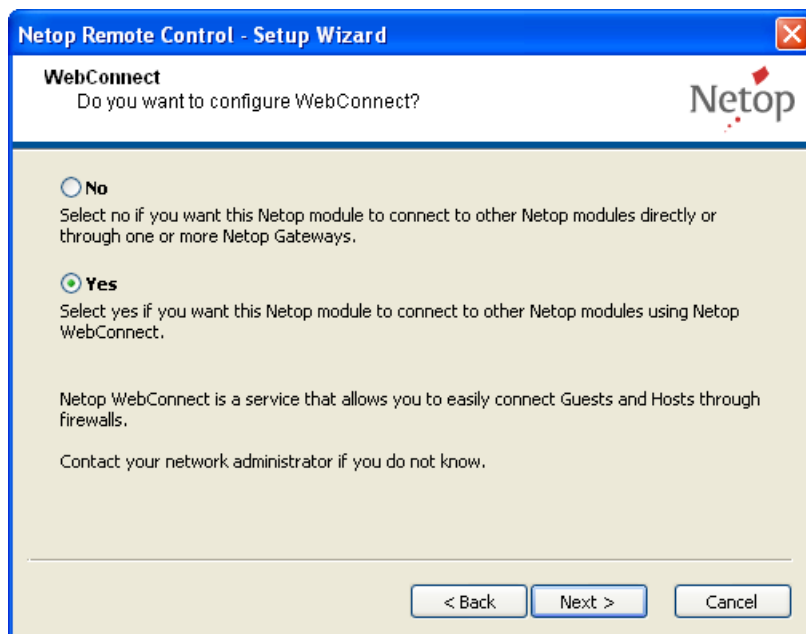
See the "Netop OnDemand Pack'n Deploy Guide" for further information on how to create, sign, and deploy the Netop OnDemand Host.

2.3 Setting up the Guest

You need an extended Guest license for Netop OnDemand.

To set up the Guest for WebConnect, run the **Setup Wizard** from the **Tools** menu.

On the first WebConnect page, select **Yes** to use WebConnect to connect to other Netop modules.



Setting up the help desk

On the next WebConnect page, specify the URL address of the WebConnect Connection Manager.

Netop Remote Control - Setup Wizard

WebConnect
Specify Netop Connection Manager URL.

Connection Manager URL:

The WebConnect Service provides internet connection for Netop modules in order to connect to other Netop modules using the same service.

On the last WebConnect page, specify login credentials for your WebConnect Connection Manager account.

Netop Remote Control - Setup Wizard

WebConnect
Specify Netop logon credentials for your Connection Manager account.

Account:

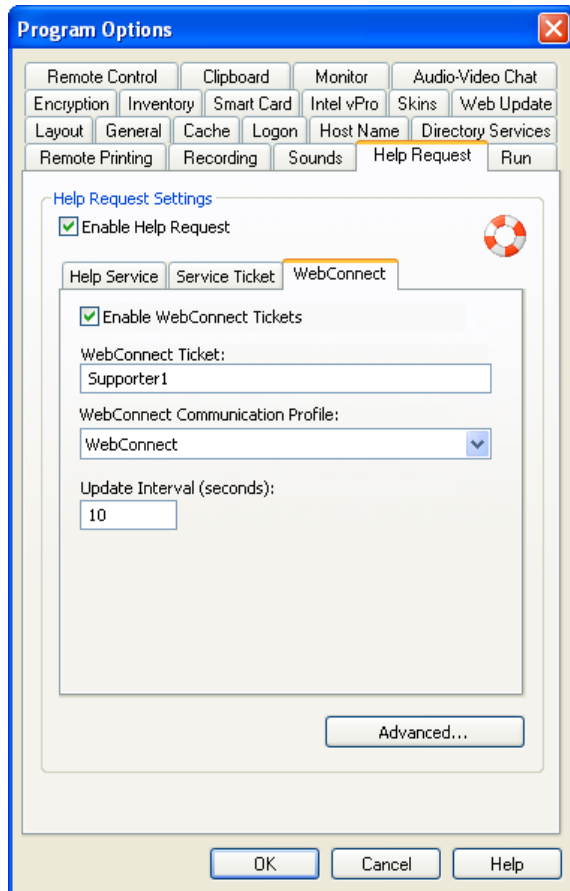
Password:

Confirm password:

Domain:

Setting up Help Request in Program Options

After running the **Setup Wizard** set up **Help Request** for use of WebConnect tickets.



1. On the **Help Request** tab, select the **Enable Help Request** check box.
2. Click the **WebConnect** tab.
3. Select the **Enable WebConnect Tickets** check box.
4. Enter a ticket in the **WebConnect Ticket** field. The ticket can be any string that you enter, for example an email address, a name, or a keyword. This is the same ticket string that is either fixed in the Netop OnDemand Host or entered by the end user manually.
5. In the **WebConnect Communication Profile** list, select the WebConnect communication profile that you want to use. The WebConnect communication profile contains credentials and the URL of the Connection Manager that should be used for WebConnect connections. You entered this information when running the **Setup Wizard**. The information can also be entered in **Tools > Communication profiles**.
6. Change the **Update Interval**, if necessary.
7. Click **OK**.

2.4 Security

The traffic between the end-user and the help desk is potentially at risk of being intercepted while connected via the Internet.

Netop OnDemand Remote Control can be configured to address the security challenges in the following ways:

- Communication between the end-user computer and the help desk computer can be encrypted. Netop Remote Control uses up to 256-bit AES encryption.
- Key exchange can be performed by using Diffie-Hellman key exchange with up to 2048-bit keys. A new key is exchanged for each session.
- The end user can manually permit the supporter's access by confirming access.
- Malicious attempts to access the WebConnect connection service can be traced by the event logging of WebConnect.

3 Using Netop OnDemand

As you can see in the illustration in the [How does it work?](#) section, a help desk system basically consists of WebConnect, an extended Guest and an OnDemand Host.

In the real world, whenever an end-user is in trouble, the supporter will have to come and solve the problem. However, physical presence is almost impossible for the supporters in large corporations and in companies that have outsourced the help desk function.

Netop OnDemand addresses this problem by offering a solution that enables the help desk to be virtually present at the side of the end-user. It only requires WebConnect, a permanent Guest for the help desk and a single-use-and-dispose Host for the end-user.

The following sections will briefly describe how the system works.

3.1 The Guest

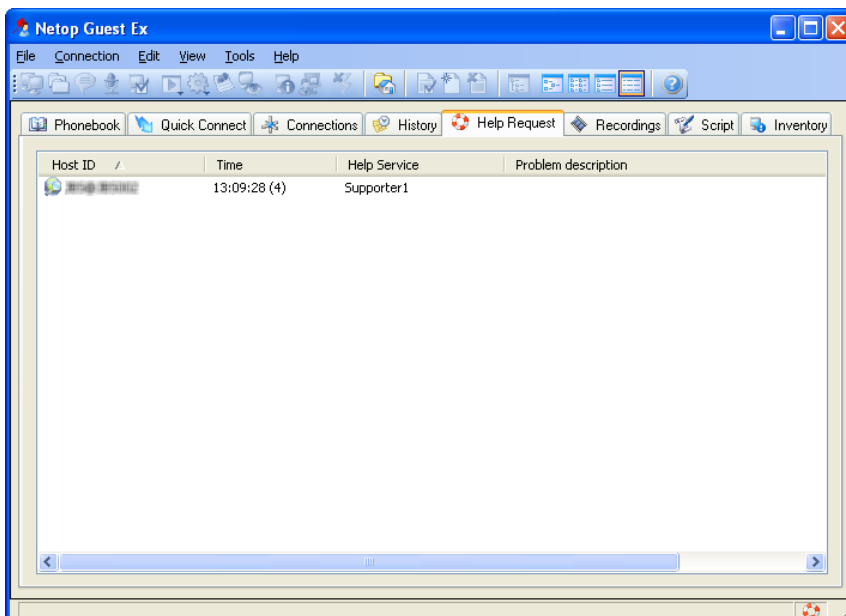
The Guest provides the supporter with tools to remote control an end-user computer via the Internet. To enable the OnDemand Hosts to request support via the Internet, you need a WebConnect service.

The extended Netop Remote Control Guest is a standard Guest with add-on functionality to work with the OnDemand Hosts. It allows the supporter to remote control any Windows computer that requests support.

Basically, the Guest waits for requests for support to arrive on the Guest **Help Request** tab.

This is what happens on the Guest side:

1. Requests for support arrive on the Guest **Help Request** tab.



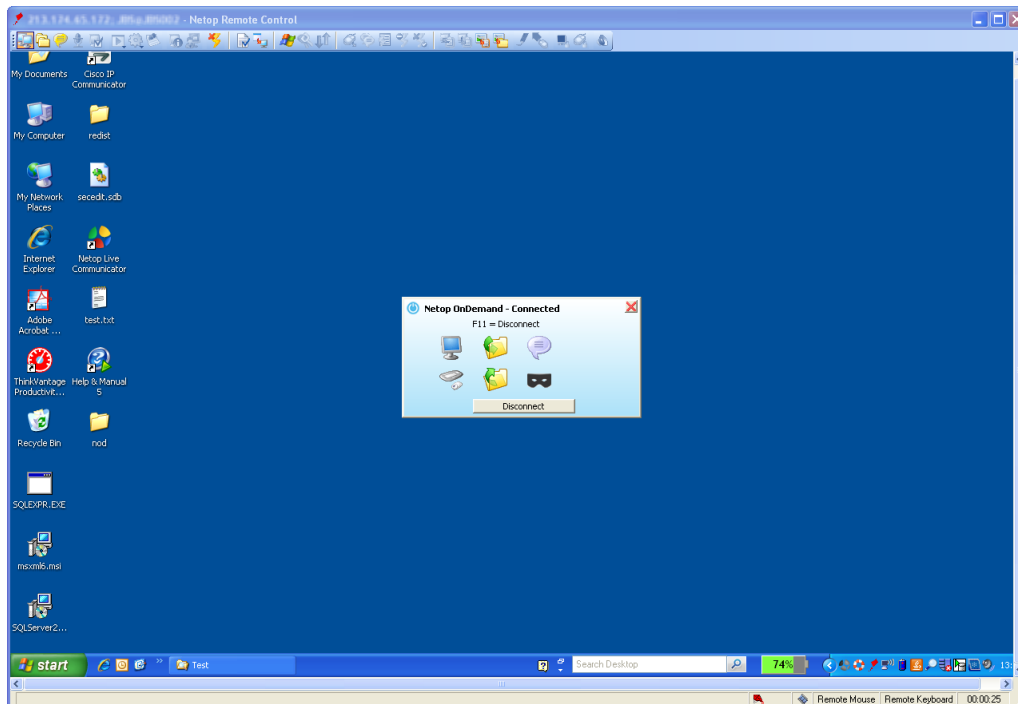
2. The help desk employee or supporter double-clicks a request for support on the **Netop OnDemand Host List**. Double-clicking the request for support prompts the end-user to confirm that the supporter should be allowed to access the Host computer and start a remote control session.

Using Netop OnDemand

Instead of double-clicking the request for support, the supporter can right-click the request and select a specific session type like chat or file transfer from the menu.

When the supporter responds to the request for support, the request is removed from the **Help Request** tab.

3. When accepted the remote control session is started and the end-user's desktop is transferred to the supporter's computer display.



The help session is now active. It will continue until the end-user disconnects or until the supporter ends the session.

In the top left-hand corner, the name of the controlled end-user computer is displayed.

In addition to remote control, the toolbar of the **Remote Control** window provides access to other session types that the supporter can use to perform tasks on the end-user computer.

3.1.1 What the supporter can do

This section will explain how the supporter or help desk employee can perform tasks on the end-user computer using the toolbar buttons of the **Remote Control** window.

If you are familiar with the full Netop Remote Control, you will notice that the number of end-user actions are limited to the most important. In addition to viewing the Host screen and controlling the Host keyboard and mouse, the supporter can carry out the following from the Guest machine:

Sending Ctrl+Esc



Clicking this button will open the **Start** menu in Windows on the end-user computer.

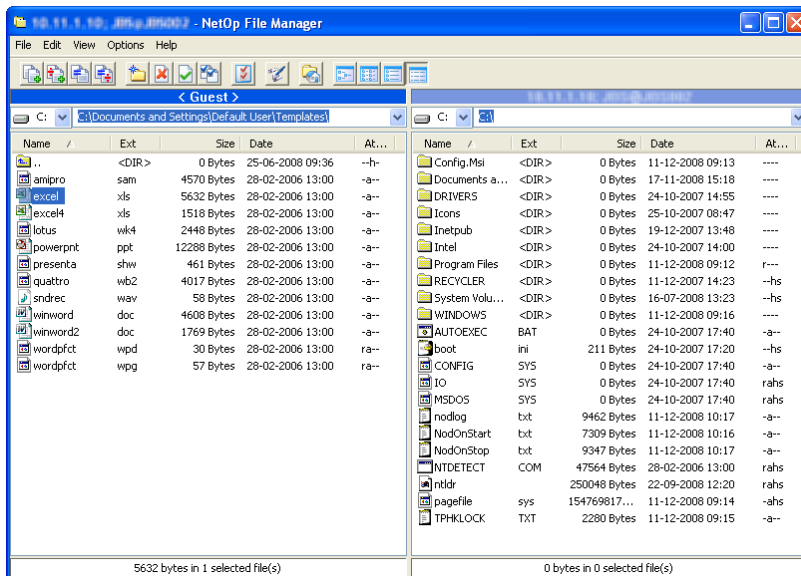
File Transfer



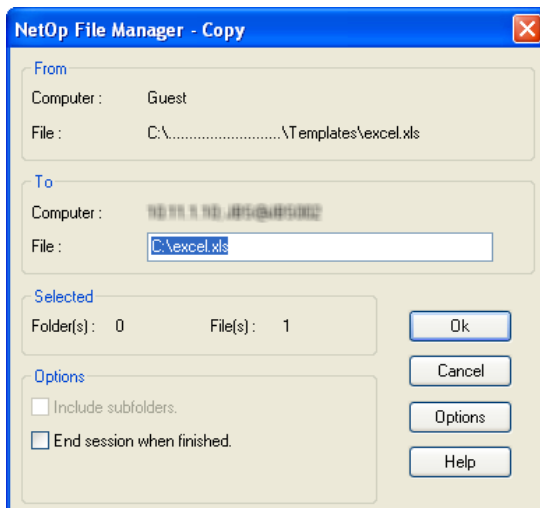
The Guest enables file transfer between Guest and OnDemand Host. The operation enables you to copy, move, clone and synchronize files and folders between Guest and OnDemand Host - in both directions.

For example, if you want to copy files from the Guest to the OnDemand Host:

1. In the Guest **Remote Control** window, click the **File Transfer** button on the toolbar. The **File Manager** opens.
2. In the **File Manager** panes, select the files you want to copy, then click the **Copy File (s)** button on the toolbar.



3. The **Copy** dialog box is displayed.



Check that **From** and **To** information is as expected, and click **OK** to begin copying. If necessary, select **Include subfolders** (default) and **End session when finished**.

4. A status window is displayed. When the session is complete, click **Close**.

Alternatively, locate the files or folders you want to copy, and drag them from one pane and drop them in the destination folder in the other pane.

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Warning

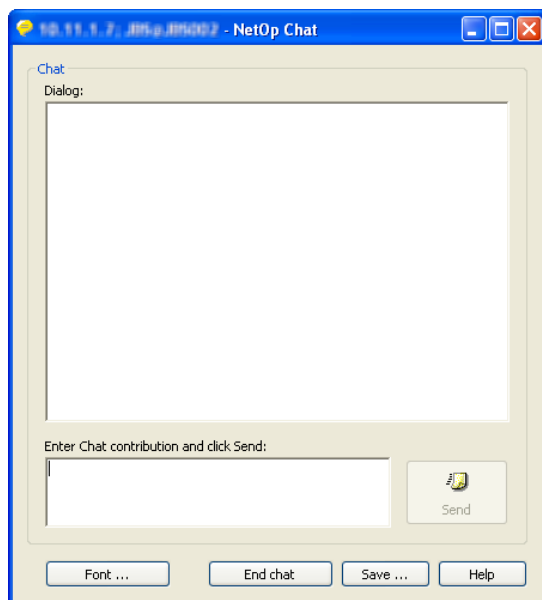
Be careful not to synchronize, clone and copy and move SYSTEM folders. This may cause malfunction on the receiving computer.

Chat



Use chat to communicate directly with the end-user:

1. In the Guest **Remote Control** window, click the **Chat** button on the toolbar.
2. Enter the chat message that you want to send to the OnDemand Host in the lower pane of the **Chat** window.
3. Click **Send**. The chat will be displayed in the upper pane.



Both the end-user and the supporter can terminate the chat session.

The supporter can save the chat for his or her records.

See the "Netop Remote Control User's Guide" for further information about session types.

3.2 The Host

The Host is a single-use-and-dispose software application. The end-user downloads and runs it in order to let the Guest have access.

During the session the end-user can monitor the supporter's actions.

The end-user can terminate the session any time (emergency stop).

The end-user will follow these steps to download and run the Host:

1. The end-user goes to the help desk web site.

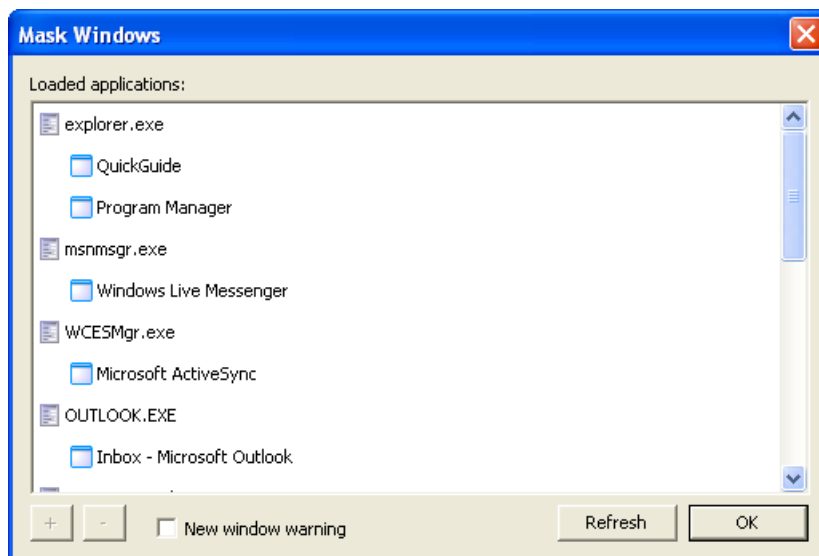
- The end-user clicks the link on the web site to request support. An OnDemand Host is downloaded to the end-user computer, and the **Netop OnDemand - Not connected** dialog box is displayed.



The icons indicate the actions the Guest can do. The end-user can click the icons to disallow these actions, except chat.

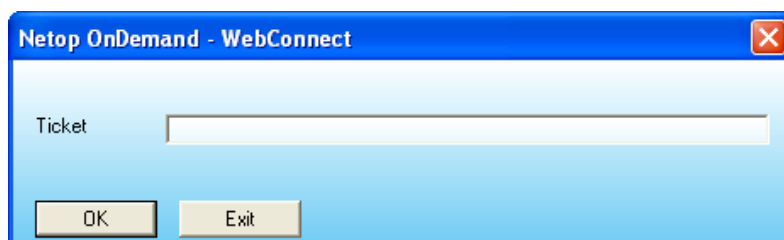
Clicking the mask icon will open the **Mask Windows** dialog box and allow the end-user to mask off programs and windows that he or she does not want the supporter to see by selecting the applications and windows and clicking the + button (plus) at the bottom of the window.

The end-user can select the **New window warning** check box to see a warning if he or she opens a new window during the support session. The warning will give the end-user the opportunity to also mask off that window, if necessary.



After masking off applications and windows the end-user clicks **Connect** in the **Netop OnDemand - Not connected** dialog box to establish a connection.

- The **Netop OnDemand - WebConnect** dialog box is displayed.



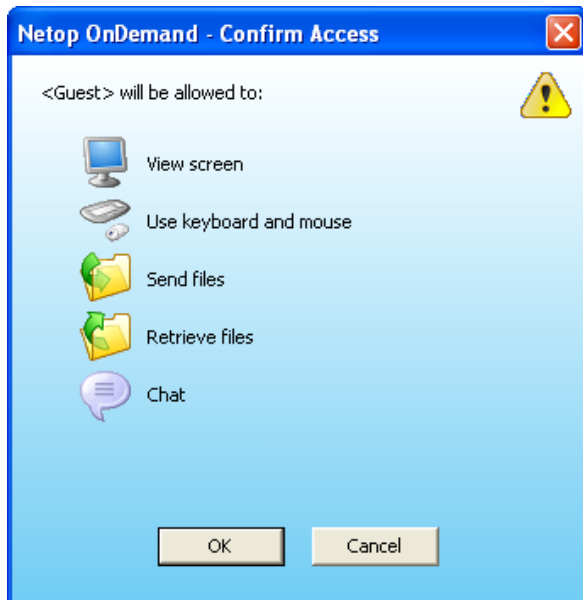
The end-user enters the ticket that he or she has received from the supporter. This is the same ticket that the supporter specified on the **Help Request** tab in **Tools > Program Options**, for example a name, an email address, or a keyword.

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A **Connect to** field may be displayed. If so, the end-user can copy the URL address of the Connection Manager from the help desk web site and paste it into the field.

The end-user clicks **OK** and waits for the help desk to respond.

4. When a supporter at the help desk responds, the **Netop OnDemand - Confirm Access** dialog box is displayed. The dialog box informs the end-user of what the supporter will be allowed to do when accessing the end-user computer.



The end-user clicks **OK** to allow the supporter to access his or her computer.

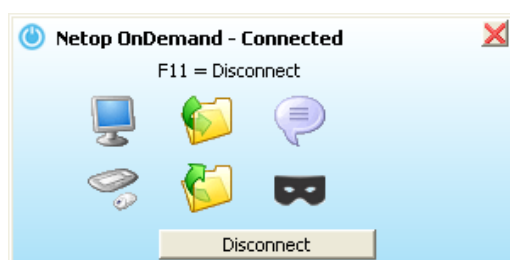
5. A remote control session is started from the help desk computer to solve the problem on the OnDemand Host computer. The OnDemand Host user will now be able to see the supporter accessing his or her computer and monitor the supporter's actions.

Chat

During the session the Guest and OnDemand Host can communicate using chat. During a chat session the end-user will see a window similar to the **Chat** window that the supporter sees.

Disconnecting

If the end-user - during the session - wants to terminate, he or she only has to press the auto-selected system-wide hotkey on the keyboard. The OnDemand Host scans the computer, starting at F12, to find the first available hotkey. In the following example this means that pressing F11 will disconnect the session.



When the supporter has finished helping the end-user, he or she will terminate the session

and the sole control of the computer is given back to the end-user.

The end-user clicks **Exit** on the OnDemand Host and confirms the exit by clicking **OK**. The OnDemand Host program is automatically deleted from the end-user computer.

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