

NETOP™ REMOTE CONTROL

# OnDemand

Instant Web-based Remote Support

Pack'n Deploy Guide

Version 2.5



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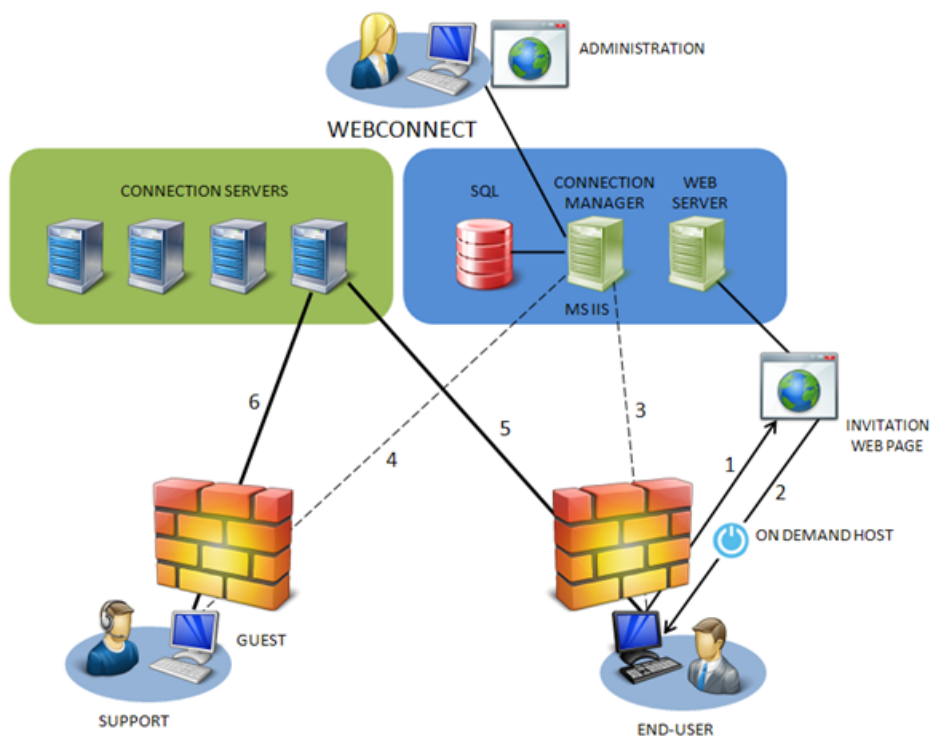
# 1 Introduction

Netop OnDemand Pack'n Deploy is a free utility that allows you to create, customize and deploy a Netop OnDemand Host.

When configuring the Netop OnDemand Host with this utility, you will be able to specify which Netop WebConnect URL and associated credentials to use in order to communicate with Guest Ex users in the support team. You can also decide whether to prompt the end user with a ticket that matches the ticket being used by the support team member or pre-configure this as part of the Netop OnDemand Host configuration.

Using Netop OnDemand Pack'n Deploy you can configure many options which are optional and designed to meet different requirements from streamlining the connection with little intervention by the end user to allowing the end user to decide what session privileges will be allowed. All dialog boxes including text strings, colors and background images can be customized to give your support service its own individual look and feel.

The Netop OnDemand Hosts (end user) connect to the Netop Guest Ex (support team) via the Netop WebConnect service using HTTP on port 80, so no additional firewalls need to be configured on either side. The WebConnect service consists of the Netop Connection Manager and at least one Netop Connection Server. See also the Netop OnDemand Quick Guide.



## 2 Configuration wizard

When you start Netop OnDemand Pack'n Deploy, the configuration wizard will present you with three choices for creating a Netop OnDemand Host package:

[Deploy a ready-made, signed package](#)

[Create a new package](#)

[Open and modify an existing package](#)

These represent three levels of ease of configuration.

### 2.1 Deploy a ready-made, signed package

Selecting **Deploy a ready-made, signed package** on the first page of the wizard offers you an easy way of preparing and deploying a simple Netop OnDemand Host package. You only have to make a few choices to create the package that you want.

1. On the **Package Selection** page select a package of the preferred language.
2. On the **Deployment Destination** page enter the directory path that you want to deploy to, i.e. the location on your web server where you want to place the Netop OnDemand Host package for download.
3. On the **Verify Web Page** click the **Go to web page** button to see the web page that will provide access to downloading the Netop OnDemand Host.

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#### Note

As Netop cannot know which WebConnect Connection Manager you will be using for connections, the user requesting support must enter the URL address of the Connection Manager, if you choose to use one of the ready-made, signed Netop OnDemand Host packages. You can make the process a great deal smoother for your end-user by allowing him or her to copy and paste the URL address from the invitation web page.

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### 2.2 Create a new package

Selecting **Create a new package** on the first page of the wizard offers you an easy way of preparing and deploying a package from scratch.

1. On the **Language** page, select language for the package and enter a name for the package.
2. On the **WebConnect URL** page, specify the URL address for the Netop WebConnect Connection Manager that is to handle the connection. You can specify that a particular address that you enter here should be used, or you can allow the end-user to type in the URL address.
3. On the **Credentials** page, specify the WebConnect account, password and domain to be used for the connection.
4. On the **WebConnect Ticket** page, 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.
5. On the **New Package Created** page you can choose either to save what you have

## Configuration wizard

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created and pack, sign and deploy the Netop OnDemand Host package, or you can choose to modify the package further in the configurator before you finish it.

If you choose to pack, sign and deploy the Netop OnDemand Host package, you will first be taken to the **Create Package** page where you can pack the Netop OnDemand Host.

On the **Sign Package** page, select a code signing certificate and click **Sign** to sign the package. If you have your own trusted code signing certificate, you should use that. To see details about the certificate, click the **Info** button.

If you do not have a certificate

If you do not have your own certificate and you just want to try out the process, you can use the dummy certificate provided by Netop. Just go to the **Start** menu and select **All Programs > Netop OnDemand > Create Dummy Code Signing Certificate**. Then go back to the wizard, select the dummy code signing certificate on the list, and click **Sign** to sign the package.

On the **Deployment destination** page enter the location to deploy to, i.e. the location on your web server where you want to place the Netop OnDemand Host package for download. You can also enter a local or network directory if you prefer to upload the Host package to your web server at a later stage.

On the last wizard page, **Verify Web Page**, click the **Go to web page** button to see the web page that will provide access to downloading the Netop OnDemand Host. Note that this is just a sample web page. The web page can be edited to your liking.

If on the **New Package Created** page you choose to modify the package further, you will be taken directly to the **Netop OnDemand Pack'n Deploy** window where you can either use the shortcuts on the ribbon bar at the top of the window or you can navigate to the attributes that you want to use in the panes below the ribbon bar.

When you have finished modifying the package, go to the **Netop OnDemand** menu at the top left corner of the **Netop OnDemand Pack'n Deploy** window to pack, sign, and deploy the package.

### See also

The Netop WebConnect Installation Guide and the Netop Remote Control User's Guide for more information on Netop WebConnect.

[Netop On Demand Pack'n Deploy window](#)

[About signing](#)

## 2.3 Open and modify an existing package

Selecting **Open and modify an existing package** on the first page of the wizard offers you a way of preparing and deploying a package by modifying an existing package.

1. On the **Package Selection** page, select the package you want to modify and click **OK**.
2. This takes you to the **Netop OnDemand Pack'n Deploy** window where you can either use the shortcuts on the ribbon bar or edit the attributes in the panes below the ribbon bar.
3. When you have finished modifying the package, go to the **Netop OnDemand** menu at the top left corner of the **Netop OnDemand Pack'n Deploy** window to pack, sign, and

deploy the package.

**See also**

[Netop OnDemand Pack'n Deploy window](#)

[About signing](#)

### 3 Netop OnDemand Pack'n Deploy window

Instead of or in addition to using the wizard you can use the attributes and commands in the Netop OnDemand Pack'n Deploy window to create, pack, sign and deploy a Netop OnDemand Host package.

The Netop OnDemand Pack'n Deploy window contains the following elements:

[Netop OnDemand menu](#)

[Ribbon bar](#)

[Configuration panes](#)

#### 3.1 Netop OnDemand menu

At the top left corner of the Netop OnDemand Pack'n Deploy window you find the **Netop OnDemand** menu, which provides access to the following menu commands:

Command	Description
Wizard	Open the Netop OnDemand configuration wizard. The wizard starts automatically when you start Netop OnDemand Pack'n Deploy, but if you close the wizard you can start it again using this command.
Open	Open an existing package, for example if you want to modify it.
Save	Save a modified package.
Save as	Save the package with another name.
Close	Close the open package.
Pack	Create an executable based on the options defined in Netop OnDemand Pack'n Deploy. This option also provides a wizard that includes the <b>Sign</b> and <b>Deploy</b> functions.
Sign	Sign a customized package with your own code signing certificate.  If you sign your package with a code signing certificate issued by a trusted authority, your package will be able to execute without severe warnings in almost all cases. See <a href="#">About signing</a> .
Deploy	Deploy the package to the destination that you specify, i.e. the location on your web server where you want to place the Netop OnDemand Host package for download.

#### 3.2 Ribbon bar

At the top of the Netop OnDemand Pack'n Deploy window you find a tabbed ribbon bar, which provides easy access to configuring the Netop OnDemand Host. The ribbon bar contains a number of tabs, and each tab provides access to various settings arranged in groups.

### [-] **WebConnect tab**

On the **WebConnect** tab you have three settings groups:

<b>Group</b>	<b>Description</b>
Connection	Allows you to set the URL address of the WebConnect Connection Manager, which facilitates the connection between Guest and Netop OnDemand Host.
Credentials	Allows you to specify the WebConnect account, password and domain that will be used for the connection.
Identification	Allows you to specify the Host name and a ticket that will identify the Netop OnDemand Host and to specify whether the Host is integrated with LiveGuide.

### [-] **Texts tab**

On the **Texts** tab you have two settings groups:

<b>Group</b>	<b>Description</b>
WebConnect	Allows you to specify the texts that will be displayed in the initial Netop OnDemand Host window.
Main	Allows you to specify the title that will be displayed in the main Netop OnDemand Host window.

### [-] **Background tab**

On the **Background** tab you have three settings groups:

<b>Group</b>	<b>Description</b>
Fill	Allows you to select a fill for the background of the Netop OnDemand Host user interface. Select monochrome, shaded, or bitmap.
Colors	Allows you to select colors for the Netop OnDemand Host user interface.
Bitmap	Allows you to select a bitmap to use as background on the Netop OnDemand Host user interface.

### [-] **Design tab**

On the **Design** tab you have three settings groups:

<b>Group</b>	<b>Description</b>
Show GUI	Allows you to view the visual results of the definitions you make in the configurator. Each window that you define will be displayed.

## Netop OnDemand Pack'n Deploy window

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Invitation web page	Allows you to view and edit the invitation web page for requesting support using Netop OnDemand.
Icon	Allows you to add an icon for the Netop OnDemand Host user interface.

The shortcuts that you find on the ribbon bar correspond to the most frequently used attributes among the attributes that you find below in the configuration panes.

### 3.3 Configuration panes

Below the ribbon bar you find two attributes panes. The left pane contains a tree that you can use to navigate to various groups of attributes that you can edit. The right pane contains the individual attributes.

#### To edit an attribute

1. In the right pane, navigate to the attribute that you want to edit.
2. In the left pane, double-click the attribute.
3. Edit the attribute in the window that opens. For some attributes you can simply enter the text that you want, for example a dialog title, while for others you can select from a list. Then click **OK**.
4. When you have finished editing attributes, go to the **Netop OnDemand** menu at the top left corner of the Netop OnDemand Pack'n Deploy window to pack, sign, and deploy the package. See [Netop OnDemand menu](#).

## 4 About signing

If you sign your package with a code signing certificate issued by a trusted authority, your package will be able to execute without severe warnings in almost all cases.

If you do not have a code signing certificate, you can choose to use one of the ready-made, pre-signed packages installed with Netop OnDemand Pack'n Deploy. Since these packages were signed at a time when your WebConnect Connection Manager URL address was not known, it was not possible to include that URL in the package. Therefore, the end-user who downloads this type of package must manually enter the URL address. You can make the process a great deal smoother for your end-user by allowing him or her to copy and paste the URL address from the invitation web page.

Having access to a trusted code signing certificate gives you the possibility to sign a customized package. One important customization will be to include your URL in the package, so that the end-user does not have to copy and paste it.

If you plan on getting such a certificate, but have none yet, you can still try out the process by going to the Windows **Start** menu and selecting **All Programs > Netop OnDemand > Create Dummy Code Signing Certificate**. An untrusted dummy certificate will then be installed and made available to the **Sign** command.

Using unsigned packages is fully legal and feasible, for example when testing. Unsigned packages will only be totally rejected in the most secure zones, but they will always produce serious warnings. The very first signing option in the certificate list on the **Sign Package** wizard page allows you to deploy a package without signing it.

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