

NetOp[®] On Demand **Remote Control**

Administrator's Manual

Configurator



Internet-based remote support

... when words are not enough



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Please send comments to:

Danware Data A/S

Bregnerodvej 127

DK-3460 Birkerød

Denmark

Fax: Int +45 45 90 25 26

E-mail: support@netop.com

Internet: <http://www.netop.com>

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Welcome

Welcome to NetOp On Demand Configurator, a Danware Data remote control software product.

This quick guide will show you the features of the NetOp On Demand Configurator.

NetOp Remote Control functions are explained in details in the User's Manual that is included on the NetOp Remote Control Guest CD.

The NetOp Team

Introduction

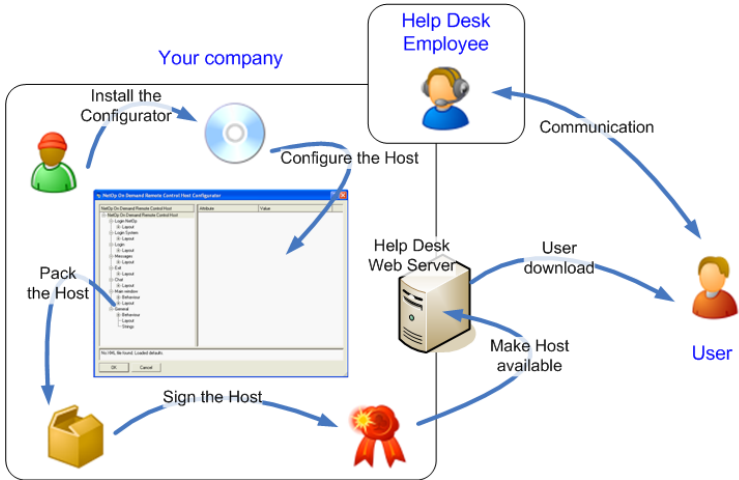
The NetOp On Demand Configurator is a program that is built to allow you to design the Service Ticket system to meet your requirements - both with respect to the user experienced look-and-feel and to the underlying system requirements.

The Configurator allows you to design the interface - including backgrounds, images, buttons, text fields etc.

The Configurator naturally gives you the opportunity to configure which port should be used, which IP address the User connects to, passwords etc.

How does it work?

Your company will have to use NetOp On Demand Configurator to customize the look-and-feel of the downloadable Host.



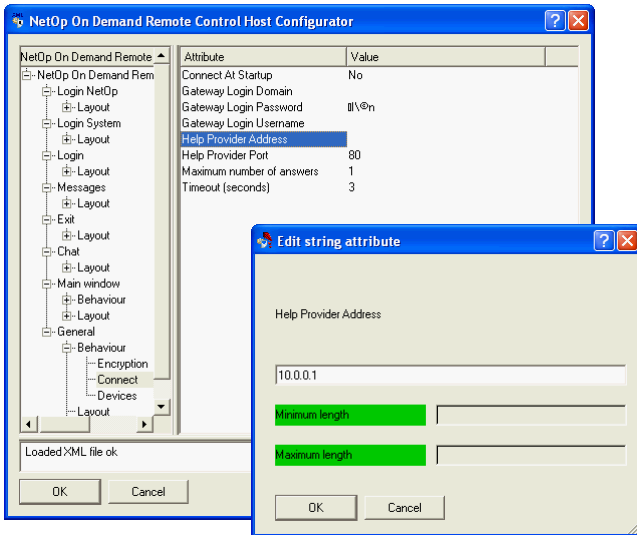
You follow these steps to customize the Host:

1. Install the Configurator from the CD-ROM.
2. Configure the Host in NetOp On Demand Configurator.
3. Pack the Host.
4. Sign the Host.
5. Make the Host available to your customers.

Example

As a short, simple example on how the Configurator work, follow these steps to enter the IP Address of your Help Desk:

1. Open the Configurator and open 'NetOp On demand Remote Control' > 'General' > 'Connect' > double-click 'Help Provider Address'



2. Enter the IP Address.
3. Click 'Ok' to save the IP Address. See the NetOp On Demand Remote Control for more information.
4. Continue to the next field.

Command Line Operation

You can configure the Host without opening the Configurator.

Use command line operations:

Configurator options:

```
netoph3e.exe [-b][-f file][-u usr][-p pwd][-d dom][-g gwadr] [-o gwport]
```

Introduction

- b Run the Configurator in batch-mode, i.e. without user interface
- f file The xml configuration-file that has to be configured
- u usr Login user name to the Gateway
- p pwd User password to the Gateway
- d dom Domain name
- g gwadr Gateway DNS name or IP Address
- o gwport Use this port to connect (default = 80)

Example:

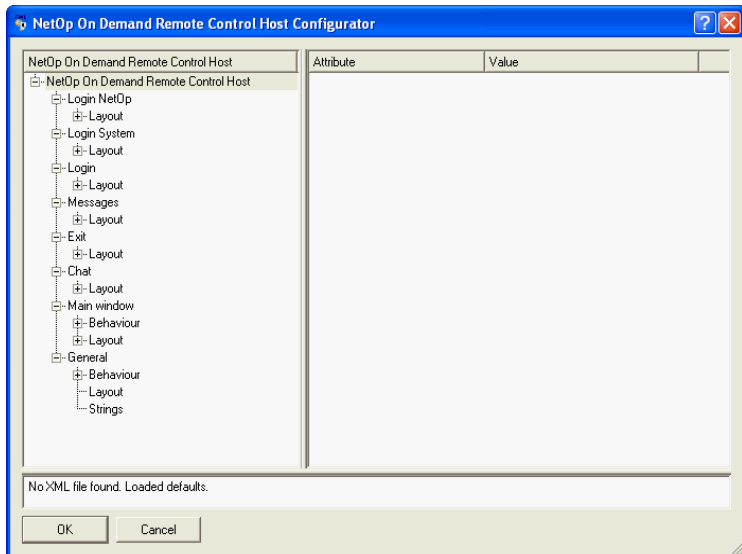
```
netoph3e.exe -b -f netoph3.xml -g gateway.mydomain.com -o 80
```

will instruct NetOp On Demand Host to connect to gateway.mydomain.com using port 80.

The Configurator

Configure NetOp On Demand

The Host module behavior can optionally be customized by Danware or by you via the XML configuration file:



NetOp On demand Remote Control Host

Login NetOp

Layout

Label Message

- Height - Integer for number of pixels
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog

- Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Label NetOp Username - String for NetOp Guest ID

- Height - Integer for number of pixels
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Edit NetOp Guest ID

- Height - Integer for number of pixels
- Tab Order - Tab Order - interger for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Label NetOp Password - String for NetOp password

- Height - Integer for number of pixels
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Edit NetOp Password

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Ok

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Cancel

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Login System

Layout

Label Message

- Height - Integer for number of pixels
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Label System Username

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Edit System Username

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Label System Password

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Edit System Password

- Height - Integer for number of pixels
- Tab Order - interger for number in order
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Label System Domain

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Edit System Domain

- Height - Integer for number of pixels
- Tab Order - interger for number in order
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Ok

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Cancel

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Login Dialog

Layout

Label Message

- Height - Integer for number of pixels
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog

- Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Label Password

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Edit Password

- Height - Integer for number of pixels
- Tab Order - interger for number in order
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Ok

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Cancel

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Messages

Layout

Label Message

- Height - Integer for number of pixels
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog

- Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Button Ok

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Exit

Layout

Label Message

- Height - Integer for number of pixels
- Text - String
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog

- Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Button Ok

- Height - Integer for number of pixels
- Tab Order - interger for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Button Cancel

- Height - Integer for number of pixels
- Tab Order - interger for number in order
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Gateway dialog interface
- Y Position - Integer for relative vertical position counted from the top border of the Gateway dialog interface

Chat

Layout

Button Send

- Height - Integer for number of pixels
- Tab Order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Dialog - layout of the Chat dialog

- Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from left border of the Host module interface
- Y Position - Integer for relative vertical position counted from top border of the Host module interface

Button End Chat

- Height - Integer for number of pixels
- Tab Order - integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Edit Chat History - window showing the text dialog

- Height - Integer for number of pixels
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from left border of the interface
- Y Position - Integer for relative vertical position counted from top border of the interface

Edit Send Message - edit box for creating the message

- Capitals only - Boolean to convert text into upper case
- Focus action - what will happen with the text when focused
 - Select text
 - Empty edit field
 - No action
- Height - Integer for number of pixels
- Initial value is prompt - Boolean which set to 'Yes' will display content of the Text field in gray, clear the Text at focus and re-insert the Text if left blank when focus is removed
- Tab order - Integer for number in order
- Text - String
- Value required - Boolean that requires 'Yes' to enable "Send" button
- Visible - Boolean which controls appearance in the interface
- Width - Integer number for number of pixels
- X Position - Integer for relative horizontal position counted from left border of the interface
- Y Position - Integer for relative vertical position counted from top border of the interface

Main Window

Behavior

Tickets

Ticket Format - a mask for approving Ticket layout (mandatory placeholders):

- # Digital placeholder.
- A Required alphanumeric character placeholder.
- a Optional alphanumeric character placeholder.
- 9 Optional digit character placeholder.
- C Optional character or space placeholder.
- ? Letter placeholder.
- & Character placeholder. ANSI characters from 32-126 and from 128-255.

Help Services

Help Service Source - this is the Help Provider name used for the connection. Specify the source for this name. Select one of the following:

- Use text from Edit 1
- Use text from Edit 2
- Use first declared service
- Use selection from Combo 1

Help Service Type

Specify the source for this name. Select one of the following:

- Use NetOp Service Ticket
- Use NetOp Help Service

Help Service - HELP SERVICE 1

Help Service Name - predefined name which either can be use as first declared service or as item in Combo 1. Services are added by right-clicking the Help Service and select New / Help Service.

Identification

- Fixed User ID - String which can resolve system or environment variables e.g. %USER-NAME%@%COMPUTERNAME%
- User ID Source
 - Use text from Edit 2 or fixed ID if empty
 - Use text from Edit 1 or fixed ID if empty
 - Use fixed identification - the string from Fixed User ID

Message

- Fixed message text - String which can resolve system or environment variables e.g. Greetings from %USERNAME%
- Message Source
 - Use text from Main dialog Edit Message
 - Use fixed message string - the string from Fixed message text

Layout

Edit 1

- Capitals only - Boolean to convert text into upper case
- Focus action - what will happen with the text when focused:
 - Select text
 - Empty edit field
 - No action
- Height - Integer for number of pixels
- Initial value is prompt - Boolean which set to 'Yes' will display content of the Text field in gray, clear the Text at focus and re-insert the Text if left blank when focus is removed
- Tab Order - interger for number in order
- Text - String
- Value required - Boolean that requires 'Yes' to enable "Connect" button
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from upper left corner of the interface
- Y Position - Integer for relative vertical position counted from upper left corner of the interface

Dialog

- Height - Integer for number of pixels
- Maximum Height - Integer for number of pixels
- Minimum Height - Integer for number of pixels
- Text - String for the title bar
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left of the Window Desktop
- Y Position - Integer for relative vertical position counted from top of the Window Desktop

Edit 2

- Capitals only - Boolean to convert text into upper case
- Focus action - what will happen with the text when focused:
 - Select text
 - Empty edit field
 - No action
- Height - Integer for number of pixels
- Initial value is prompt - Boolean which set to 'Yes' will display content of the Text field in gray, clear the Text at focus and re-insert the Text if left blank when focus is removed
- Tab Order - interger for number in order
- Text - String
- Value required - Boolean that requires 'Yes' to enable "Connect" button
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from upper left corner of the interface
- Y Position - Integer for relative vertical position counted from upper left corner of the interface

Edit message

- Capitals only - Boolean to convert text into upper case
- Focus action - what will happen with the text when focused
- Select text
- Empty edit field
- No action
- Height - Integer for number of pixels
- Initial value is prompt - Boolean which set to 'Yes' will display content of the Text field in gray, clear the Text at

focus and re-insert the Text if left blank when focus is removed

- Tab Order - interger for number in order
- Text - String
- Value required - Boolean that requires 'Yes' to enable "Connect" button
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from upper left corner of the interface
- Y Position - Integer for relative vertical position counted from upper left corner of the interface

Label 1

- Height - Integer for number of pixels
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Label 2

- Height - Integer for number of pixels
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from left border of the Host module interface
- Y Position - Integer for relative vertical position counted from top border of the Host module interface

Label Hotkey (displays hotkey when waiting for connection and connected)

- Height - Integer for number of pixels
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Label Status (dynamically displays the status by appending to the Main text)

- Height - Integer for number of pixels
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Log View (displays events)

- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Button Connect (this will connect to Gateway/Guest)

- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Button Disconnect (this will disconnect the connection)

- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Button Exit (this will disconnect if connected and unload the Host module)

- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Checkbox View Screen

- Checked - Boolean which set to 'Yes' allows the Guest to view the client desktop
- Enabled - Boolean which controls if the user can change the value
- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Checkbox Use Kb and Mouse

- Checked - Boolean which set to 'Yes' allows the Guest to use client keyboard and mouse
- Enabled - Boolean which controls if the user can change the value
- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Checkbox Send Files

- Checked - Boolean which set to 'Yes' allows the Guest to send files to the client
- Enabled - Boolean which controls if the user can change the value
- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Checkbox Retrieve Files

- Checked - Boolean which set to 'Yes' allows the Guest to retrieve files from the client
- Enabled - Boolean which controls if the user can change the value
- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Check Chat

- Checked - Boolean which set to 'Yes' allows the Guest to chat with the client
- Enabled - Boolean which controls if the user can change the value
- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

Combobox 1

- Height - Integer for number of pixels
- Tab order - Integer for number in order
- Text - String
- Value required - Boolean that requires 'Yes' to enable "Connect" button
- Visible - Boolean which controls appearance in the interface
- Width - Integer for number of pixels
- X Position - Integer for relative horizontal position counted from the left border of the Host module interface
- Y Position - Integer for relative vertical position counted from the top border of the Host module interface

General

Behavior

Encryption

- Allow 'Data Integrity' - Boolean which enables or disables sessions with this level
- Allow 'Data Integrity and keyboard' - Boolean which enables or disables sessions with this level
- Allow 'High' - Boolean which enables or disables sessions with this level
- Allow 'Keyboard' - Boolean which enables or disables sessions with this level
- Allow "Netop6.x" - Boolean which enables or disables sessions with this level
- Allow 'None' - Boolean which enables or disables sessions with this level
- Allow 'Very High' - Boolean which enables or disables sessions with this level

Connect

- Connect at startup - Boolean which set to 'Yes' initiates connection when the module is loaded
- Gateway Login Domain - String which passes a pre-defined domain name to the Gateway
- Gateway Login Password - String which passes a pre-defined password to the Gateway
- Gateway Login Username - String which passes a pre-defined user name to the Gateway
- Help Provider address - DNS or IP address of Gateway or optionally a single Guest
- Help Provider Port - The TCP port number used for the HTTP traffic
- Maximum number of answers - Limit the numbers of Guests that offer to help the client
- Time-out (seconds) - the client waits this number of sec. for replies from Guests

Devices

- Mouse action. Double click to select one of the following:
 - Emulate Mouse Events
 - Show marker at Mouse Button Down
 - No Action Taken

Layout

- Label mode. Double click to select one of the following:
 - Show text - displays the text values of the different controls
 - Show names - displays the names of the different controls
 - Show Tab Order - displays integers for order number
- Skin Color 1 - Hex value for the Client background start color as RGB where FFFFFFFF is white and 000000 is black. Double click to open string editor.

The Configurator

- Skin Color 2 - Hex value for the Client background end color as RGB where FFFFFFFF is white and 000000 is black. Double click to open string editor.
- Use skin. Double click select one of the following:
 - No skin - main window will have a normal title bar and an [X] exit button
 - Rectangular vertically shaded background - this uses Skin Color 1 and 2
 - Rectangular background read from backgr.bmp
- Strings (general events and messages)
 - %s = Disconnect - text for dynamic hotkey
 - Access confirmed - user clicked OK
 - Access denied - user clicked Cancel
 - Access timed out - user did not respond within time limit
 - Connected - the Host is connected to a Guest
 - Connecting... - message when module starts communication
 - Disconnecting... - message when module stops communication
 - Gateway login failed - authentication result for gateway
 - Gateway login ok - authentication result for gateway
 - Help provider %s found - search for service ticket or help service successful
 - Help provider %s not found - search for service ticket or help service not successful
 - Help provider connected - Guest has started a session
 - Help provider disconnected - Guest has ended a session
 - Help request failed - help request was not successful
 - Help request ok - help request was successful, waiting for Guest action

The Configurator

- HTTP Proxy Authentication - ?
- Not connected - the Host is not connected
- Ticket format error. (%s) - mismatch between template and entered value
- User disconnected - user clicked "Exit" or "Disconnect" button
- Waiting for connection - the Host has issued a successful Help Request

Due to security reasons the Confirm Access dialog cannot be configured. It will use the title from the Main dialog and append "Confirm Access".

