

NetOp Remote Control

Version 9.0

User's Manual

Moving expertise - not people

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Printed in Denmark

Document Revision: 2006153

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1 Introduction

1.1 Welcome

Welcome to NetOp Remote Control, the remote control software from Danware.

We hope that this product will meet your requirements and fulfill your expectations.

If you encounter problems using this product, first consult with its manuals and help systems.

Additional troubleshooting guidance is available from the NetOp [KnowledgeBase](#) that can be searched for detailed technical information.

The local supplier of your NetOp product is available for advising you on how to obtain maximum benefit from it.

As a last resort, submit a support request to NetOp [Customer & Product Support](#). We will endeavour to get back to you as soon as possible with a solution to your problem.

NetOp Customer & Product Support

This chapter includes these sections:

- [Features](#)
- [Documentation](#)
- [Updates](#)
- [Compatibility](#)
- [Common Controls](#)

1.2 Features

NetOp Remote Control includes these modules:

- [NetOp Guest](#): Enables the computer user to remote control and interact in other ways with another computer running NetOp Host or an extended NetOp Host.
- [NetOp Host](#): Enables the computer to be remote controlled and interacted with in other ways from a computer running NetOp Guest.
- NetOp Security Server: Extended NetOp Host that can manage Guest access security for multiple Hosts.
- NetOp Gateway: Extended NetOp Host that can route NetOp traffic between different communication devices.
- NetOp Name Server: Extended NetOp Host that can connect NetOp modules across segmented networks.

NetOp Remote Control features include:

- [Remote Control](#)
- [Other Interaction](#)
- [Security](#)
- [Operating Systems](#)
- [Communication Devices](#)

1.2.1 Remote Control

NetOp Guest can run a [Remote Control](#) session with one or multiple NetOp Hosts to display the Host computer screen image to enable the Guest user to work with keyboard and mouse on Host computers and control them in different ways.

NetOp Host can be remote controlled by one NetOp Guest. NetOp Host can allow multiple simultaneous Guest connections to enable a multi Guest session in which one connected Guest has keyboard and mouse control while other connected Guests have limited access to the Host computer.

1.2.2 Other Interaction

NetOp Guest can run a [File Transfer](#) session with one or multiple NetOp Hosts to transfer and manage files and directories. If NetOp Host allows multiple Guest connections, multiple Guests can run separate [File Transfer](#) sessions with it at the same time.

NetOp Guest can run a [Chat](#) session with one or multiple NetOp Hosts to communicate by typed text. If NetOp Host allows multiple Guest connections, multiple Guests can join in a multi [Chat](#) session with one Host. NetOp Host can start a [Chat](#) session with one or multiple connected Guests.

One NetOp Guest and one NetOp Host can run an [Audio-Video Chat](#) session to communicate by sound and live image. NetOp Host can start an [Audio-Video Chat](#) session only with a connected Guest that has keyboard and mouse control.

NetOp Guest can run a [Remote Management](#) session with one or multiple NetOp Hosts to manage Host computers. If NetOp Host allows multiple Guest connections, multiple Guests can run separate [Remote Management](#) sessions with it at the same time.

NetOp Guest can run a specified program on a NetOp Host computer, see [Run Program](#).

NetOp Guest can execute a system control command on a NetOp Host computer, see [Execute Command](#).

NetOp Guest can send a [NetOp Message](#) to NetOp Host.

NetOp Guest can [Monitor](#) multiple NetOp Hosts to sequentially display their computer screen image.

NetOp Guest can get the hardware and software inventory of a NetOp Host computer, see [Get Inventory](#).

NetOp Host and extended Hosts can [Request Help](#) from a NetOp Guest that offers help services.

1.2.3 Security

You can protect NetOp Guest and NetOp Host and extended Host setup by a [Maintenance Password](#).

NetOp Host and extended Host [Guest Access Security](#) can protect against unauthorized NetOp Guest access and actions:

- The [Guest Access Privileges Tab](#) specifies the Guest authentication method and local security roles. [Use NetOp Security Server](#) uses centralized security information.
- The [Guest Policy Tab](#) specifies Guest access security policies.
- The [MAC/IP Address List Setup Tab](#) can limit Guest access to specified Guest addresses.

The communication between modules is protected by encryption, see [Encryption Tab](#).

All NetOp Remote Control modules can log NetOp events locally and centrally in a [NetOp Log](#).

1.2 Features

1.2.4 Operating Systems

NetOp Remote Control supports a wide range of operating systems. These features are available with each operating system:

Operating Systems▶	Windows	ActiveX	Windows CE **	Linux	Solaris	Mac OS X	Symbian OS	OS/2	DOS
▼Features									
Modules:									
Guest	●	●	●	●	●		●**	●**	●**
Host	●		●	●	●	●		●	●
Security Server	●							●**	
Gateway	●							●**	
Name Server	●								
Sessions:									
Remote Control	●	●	●	●	●	●	●	●	●
File Transfer	●		●*	●	●	●		●	●**
Chat	●		●*	●*	●*	●		●	●
Audio-Video Chat	●								
Remote Management	●								
Actions:									
Run Program	●								
Execute Command	●								
NetOp Message	●								
Monitor	●								
Get Inventory	●								
Request Help (Host)	●							●	
Help Services (Guest)	●							●**	

* Host only. ** With a NetOp product other than NetOp Remote Control version 9.0.

NetOp products running on different operating systems can interact with only few exceptions and limitations.

1.2.5 Communication Devices

NetOp Remote Control modules communicate by [Communication Devices](#). These communication devices are available on NetOp modules running on computers using different operating systems:

Comm. Devices▶	NetBIOS	IPX	ISDN (CAPI)	Windows modem	Serial modem	TCP/IP	TCP/IP (TCP)	Gate- way	Infra- red	Terminal Server
▼Operating systems										
Windows Server 2003	●	●	●	●	●	●	●	●	●	●*
Windows XP	●	●	●	●	●	●	●	●	●	
Windows 2000	●	●	●	●	●	●	●	●	●	●*
Windows NT 4.0	●	●	●	●	●	●	●	●		●*
Windows ME/98SE	●	●	●	●	●	●	●	●	●	
ActiveX						●	●			
Windows CE						●	●			
Linux						●	●			
Solaris						●	●			
Mac OS X						●	●			
Symbian OS							●			
OS/2	●	●	●		●	●	●			
DOS	●	●	●**		●**					

*On terminal server modules only. **DOS to DOS only.

1.3 Documentation

NetOp Remote Control comes with a **Quick Guide**, two manuals and three help systems.

The **Quick Guide** in English is included as a booklet in the CD box when buying or upgrading NetOp Remote Control. The **Quick Guide** in the languages in which NetOp Remote Control is available is included as Portable Document (PDF) files on the NetOp Remote Control CD. It contains startup information enabling installing and starting to use NetOp Remote Control.

This **User's Manual** that is available in the languages in which NetOp Remote Control is available is included as PDF files on the NetOp Remote Control CD. It contains these chapters:

- **1 Introduction:** Explains NetOp Remote Control features, documentation, updates, compatibility and common controls.
- **2 Installation:** Explains how to install NetOp Remote Control.
- **3 NetOp Guest:** Explains the functionality of NetOp Guest.
- **4 NetOp Host:** Explains the functionality of NetOp Host.
- **5 Common Tools:** Explains tools that are common to all NetOp Remote Control modules.

The **Administrator's Manual** that is available only in English is included as a PDF file on the NetOp Remote Control CD. It contains these chapters:

- **1 NetOp Security Management:** Explains the functionality of NetOp Security Manager and NetOp Security Server.
- **2 NetOp Gateway:** Explains the functionality of NetOp Gateway.
- **3 NetOp Name Management:** Explains the functionality of NetOp Name Server.
- **4 Advanced Tools:** Explains advanced NetOp Remote Control tools.
- **5 Other Operating Systems:** Explains the installation and particulars of NetOp Remote Control for Linux, Solaris, Mac OS X, OS/2 and DOS.

Note: Manuals are also available from the NetOp [KnowledgeBase](#).

NetOp Guest Help that is available from NetOp Guest (Windows, Linux and Solaris) in the language in which it is installed includes these sections:

- *Introduction:* Explains NetOp Remote Control features, documentation, updates, compatibility and common controls.
- *Installation:* Explains how to install NetOp Remote Control.
- *NetOp Guest:* Explains the functionality of NetOp Guest.
- *Common Tools:* Explains tools that are common to all NetOp Remote Control modules.

NetOp Host Help that is available from NetOp Host, NetOp Security Manager, NetOp Security Server, NetOp Gateway and NetOp Name Server (Windows) in the language in which it is installed includes these sections:

- *Introduction:* Explains NetOp Remote Control features, documentation, updates, compatibility and common controls.
- *Installation:* Explains how to install NetOp Remote Control.
- *NetOp Host:* Explains the functionality of NetOp Host.
- *Common Tools:* Explains tools that are common to all NetOp Remote Control modules.

NDU Help that is available from NetOp Deployment Utility in English explains the functionality of NetOp Deployment Utility.

Help system sections contain the same information as the matching manual chapters.

Note: You cannot expect the documentation to be updated with the most recent product updates. Look for update information in the *ReadMe.txt* file that will be updated with major updates.

1.4 Updates

1.3.1 How to Use NetOp Documentation

We recommend first-time NetOp users to read the **Quick Guide** and then make a test installation and try it out using the *Help* system for guidance.

We recommend experienced NetOp users to review the **User's Manual** or *Help* system *Introduction* chapter/section *Features* section to get up to date with available features.

Read detailed explanations only when needed to clarify the product functionality.

1.3.2 Typographical Conventions

These typographical conventions are used in the documentation:

- *Italics* text represents screen text.
- SMALL CAPS text represents keyboard keys (+ indicates that keys must be pressed at the same time).
- **Lucida Console font** text represents keyboard entries.
- In the *Adobe Reader* display of PDF files and in *Help* systems, [colored underlined text](#) is a jump hotspot. Click the hotspot to jump to the section or topic that explains the underlined text subject.
- [Square brackets] are used around optional entries.
- <Angle brackets> are used around content descriptions.

1.3.3 Standard Buttons

These standard window buttons will be explained in the documentation only if their functionality deviates from their standard functionality:

- *OK*: Click this button to close a window to apply window selections.
- *Cancel*: Click this button to close a window without applying window selections.
- *Help*: Click this button to open the *Help* system on the topic that explains the window content.

1.4 Updates

NetOp products will be improved from time to time through the release of updated builds.

To identify the build of an installed NetOp product, select the *Help* menu *About...* command to display the *About...* window. The build number in the format YYYYDDD (Y=year number digit, D=day number digit) will be displayed in parentheses next to the version number.

To ensure that your NetOp product is up to the current standard, the most recently released build should always be installed.

To update automatically in Windows, enable the *Web Update* functionality, see [Web Update Tab](#).

To update manually, in the NetOp [KnowledgeBase](#) select *Download Products* to display available downloads. If your installed product version is available with a higher build number, you should download and install it. Installation requires valid license numbers. Products with the same version number down to the first decimal use the same license numbers.

The *ReadMe.txt* file installed with an update will contain update information.

1.5 Compatibility

This table provides an overview of older NetOp remote control products and their compatibility with NetOp Remote Control version 9.0.

Product	Version	Language	Latest build	Version 9.0 compatibility
NetOp Remote Control (Language column languages apply to the Windows version. Other operating system versions are available in English only)	8.0	English French German Italian Japanese Portuguese Spanish	2005271	Full. Added functionalities in newer versions are typically not available in older versions.
	7.65	English French German Italian Japanese Portuguese Spanish	2004342	
	7.6	English French German Italian Japanese Portuguese Spanish	2003246	
	7.5	English French German Italian Japanese Portuguese Spanish	2003048	
	7.0	English French German Italian Japanese Portuguese Spanish	2002291	
	6.5	English French German Spanish	2002063	
	6.0	English French German Spanish	1999309	
NetOp for Windows	5.4	English	1998315	Full. Added functionalities in newer versions are typically not available in older versions.
	5.3	English	22497	
NetOp for OS/2	6.5	English	2002063	Full. Added functionalities in newer versions are typically not available in older versions.
	5.4	English	1999322	
	5.3	English	30197	
NetOp for DOS (Network)	4.3	English	-	NetBIOS and IPX only
NetOp for DOS (Modem)	1.01	English	-	No
NetOp for DOS (ISDN)	1.03	English	-	No

1.6 Common Controls

1.6 Common Controls

This section explains the controls of common elements in the NetOp Remote Control user interface. It section includes these sections:

- [Window Control](#)
- [Menu and Toolbar Control](#)
- [Table Control](#)

1.6.1 Window Control

Windows with an icon at the title bar left end share these window controls:

Click the title bar left icon, right-click anywhere in the title bar or press ALT+SPACE to display this standard window control menu:



Restore: Select this command or click the matching title bar right end button to restore a maximized or minimized window to its normal size.

Move: Select this command to display an arrow-pointed +. Press the keyboard arrow buttons to move the window. Press ENTER to end the operation.

Note: Typically, move a window by dragging its title bar.

Size: Select this command to display an arrow-pointed +. Press the keyboard arrow buttons to display a double arrow at a window edge and move the window edge to resize the window. Press ENTER to end the operation.

Note: Typically, resize a window by dragging its edges or corners.

Minimize: Select this command or click the matching title bar right end button to minimize the window. The window can minimize into a taskbar button or a notification area button or if inside a window work panel into a minimized window typically in the lower left corner of the work panel. Click a taskbar minimized window button or double-click a notification area minimized window button to restore the window.

Maximize: Select this command or click the matching title bar right end button to maximize the window.

Close: Select this command, click the matching title bar right end button, press ALT+F4 or double-click the title bar icon to close the window without applying window selections. If the window represents a loaded program, the program will be unloaded.

1.6.2 Menu and Toolbar Control

Enabled menu commands appear as black text. Menu commands that are disabled with the current selection appear as gray text. If the window is active, place the mouse pointer on a command to display a hint in the status bar. Commands switching a status *On/Off* can display a checkmark or an icon. If checkmarked or if the icon appears pressed in, the status is *On* and selecting the command will switch the status *Off*. Executing a command closes the menu.

Drag the left end of a toolbar to move it from its default position below the menu bar to place it along another edge of the window below the menu bar and above the status bar or anywhere outside the window.

Enabled toolbar buttons appear in color. Toolbar buttons that are disabled with the current selection appear gray. If the window is active, place the mouse pointer on a toolbar button to display a tooltip with

the button name and a hint in the status bar. A toolbar button switching a status *On/Off* can appear pressed in. If appearing pressed in, the status is *On* and clicking the button will switch the status *Off*.

1.6.3 Table Control

Typically, these controls are available with tables in window panes:

Resize the pane by resizing the window by dragging its borders. Change the width of a column by dragging the right border of its heading. Sort records (ascending/descending) by any column by clicking the column heading. If table content extend beyond the pane, it will have scrollbars.

Click a record to select and highlight it. Click a record and while pressing SHIFT click another record to select and highlight both records and records in between. Click a record and while pressing CTRL click other records to select and highlight clicked records.

2 Installation

2.1 Summary

2.1 Summary

This chapter explains how to install NetOp Remote Control on a computer running on a Windows operating system.

Note: Installing NetOp Remote Control on other operating systems is explained in the **Administrator's Manual Other Operating Systems** chapter.

It contains these main sections:

- [Box Content](#)
- [Requirements](#)
- [Install](#)
- [Install Alternatives](#)

2.2 Box Content

When buying a licensed version of NetOp Remote Control, the box will contain a NetOp Remote Control CD, a **Quick Guide** booklet, a license certificate and a registration card.

The NetOp Remote Control CD contains available language versions of NetOp Remote Control programs, documentation and additional resources.

The *Quick Guide* booklet contains an installation and startup guide.

The license certificate specifies which NetOp Remote Control modules are licensed and which license numbers must be specified when installing. The license certificate should be kept in a safe place as proof of license. License numbers are unique to the licensed product and specify which number of licensed modules can run at the same time.

Register your NetOp software using the registration card or online via the [NetOp Product Registration](#) website. This may prove useful if you lose your license certificate or if you want to upgrade to a newer version.

2.3 Requirements

To install and use NetOp Remote Control on a computer running on a Microsoft Windows operating system, these system requirements apply:

Computer	Intel Pentium processor or higher, or 100% compatible.
Memory	Guest: OS requirement plus additional 16 MB (32 MB or more recommended). Other modules: OS requirement plus additional 12 MB (16 MB recommended).
Platform	Windows Server 2003 Standard, Enterprise, Web Edition. Windows XP Professional, Tablet PC Edition, Home Edition. Windows 2000 Server, Advanced Server. Windows 2000 Terminal Services. Windows 2000 Professional. Windows NT 4.0 Terminal Server (SP4). Windows NT Server 4.0 (SP4). Windows NT Workstation 4.0 (SP4). Windows ME, 98, 95.

Note: To install NetOp Remote Control on a Windows 2003, XP, 2000 or NT computer, the user must have administrator rights.

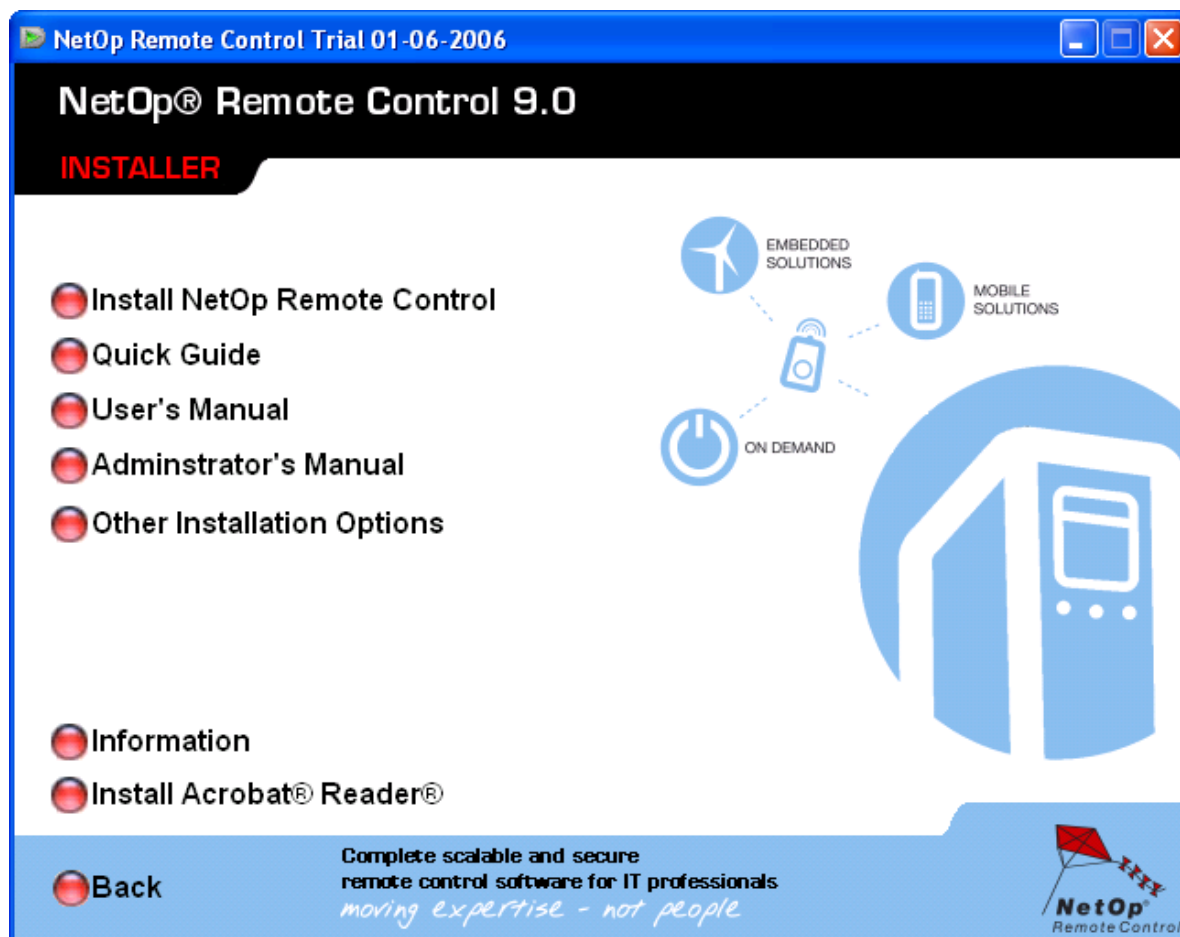
Before installing, read the *ReadMe.txt* file that resides in the root directory of the NetOp Remote Control CD. This file contains important general information and may contain update information that was not available when the documentation was last edited.

2.4 Install

Insert the *NetOp Remote Control* CD into the computer CD drive to display a window with language buttons.

Note: If the window with language buttons does not display automatically, double-click *SETUP.EXE* in the CD root directory to display it.

Click *English* to display this window:



Click *Install* <Module name> to install the module using [Windows Installer](#). This will enable you to exclude installing subfeatures that you do not need.

Click *Other Installation Options* and click *InstallShield* to install NetOp Remote Control using [Traditional InstallShield](#).

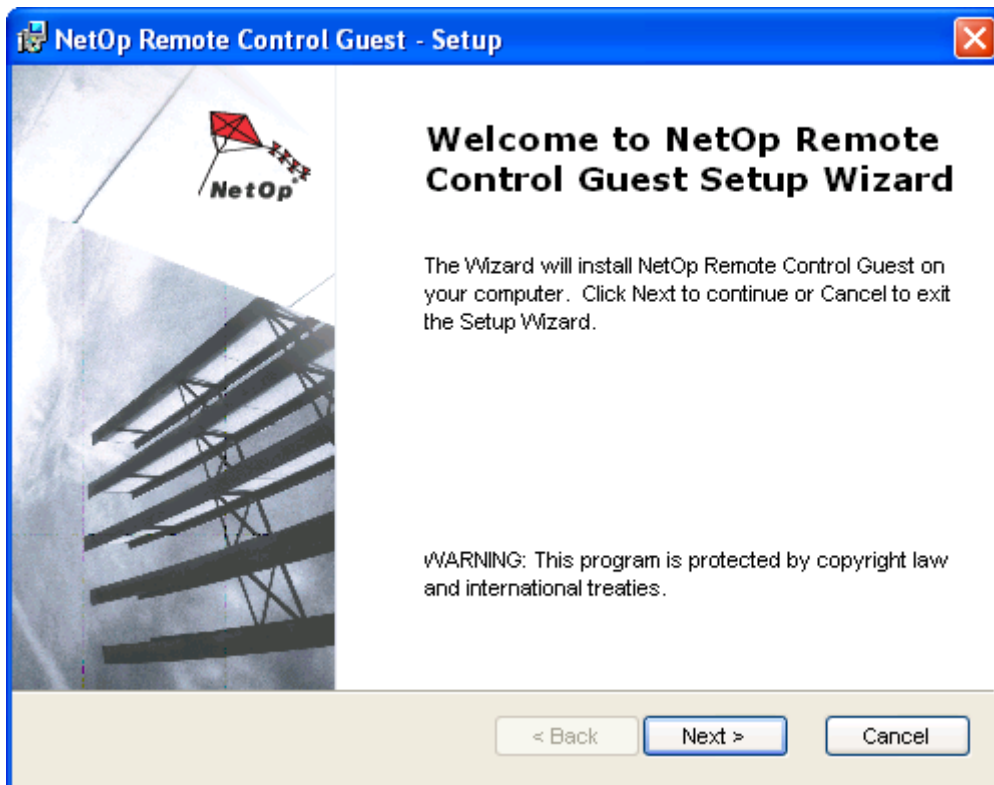
Note: You can install only modules for which you have a license.

2.4 Install

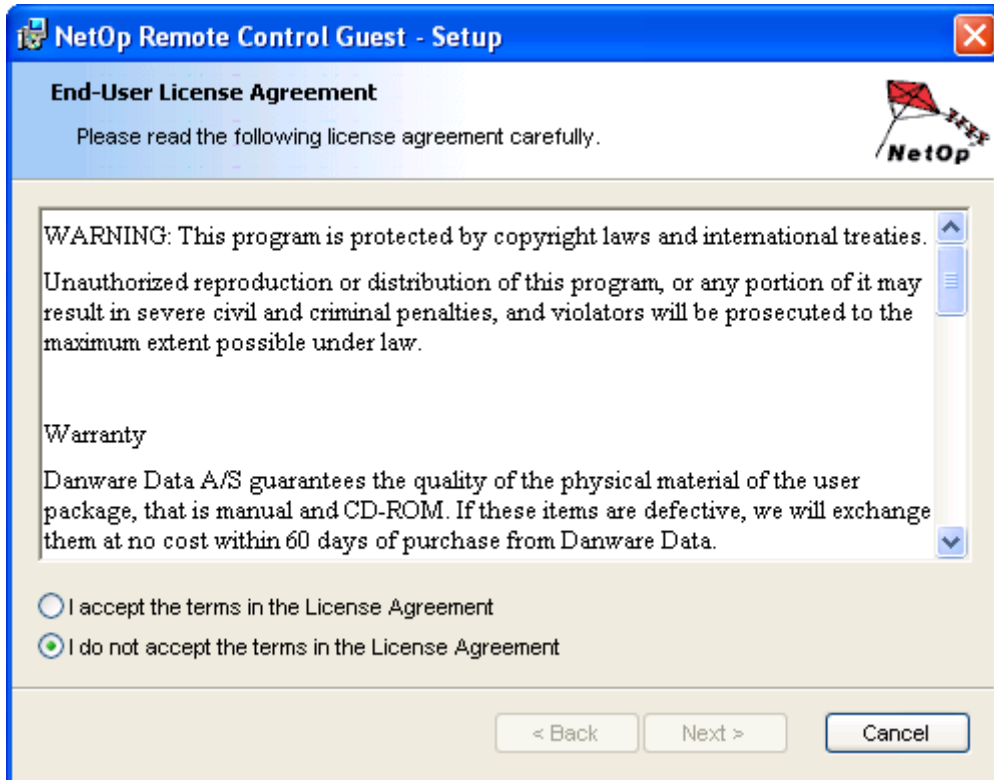
2.4.1 Windows Installer

Starting a Windows Installer installation, this window will be displayed:

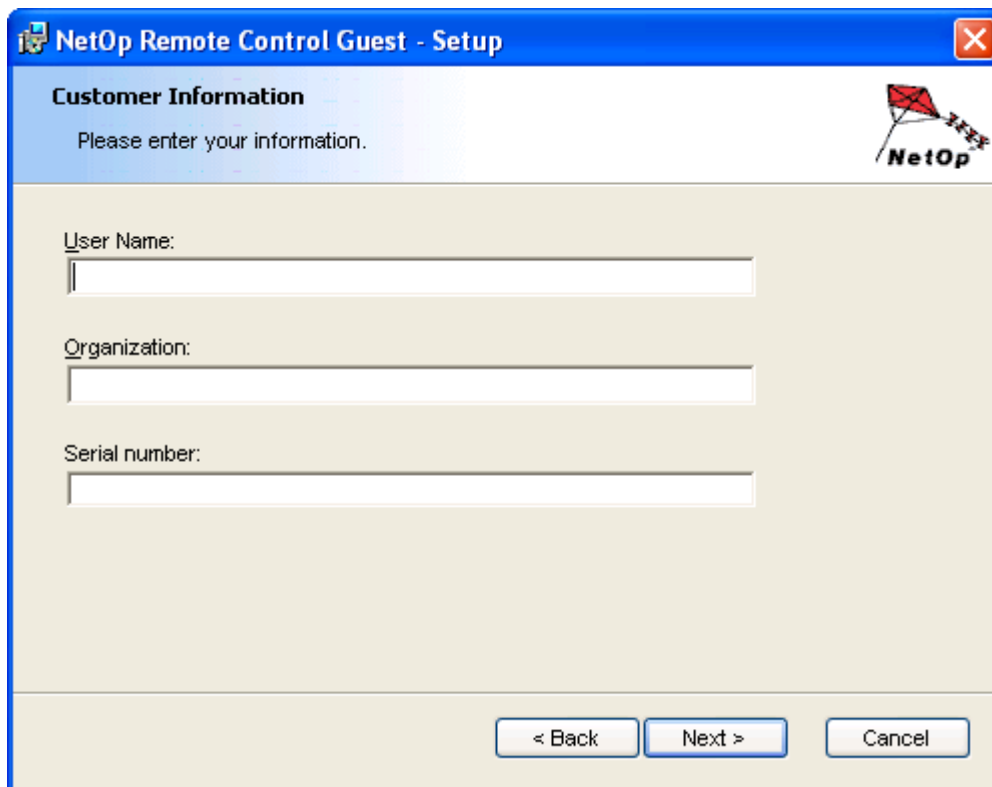
Welcome



Click *Next >* to display this window:



Read the license agreement in the scrolling pane. Select *I accept the terms in the license agreement* to enable the *Next >* button. Click *Next >* to display this window:



The image shows a Windows-style dialog box titled "NetOp Remote Control Guest - Setup". The dialog has a blue title bar with a close button (X) in the top right corner. Below the title bar, the text "Customer Information" is displayed in a blue header, followed by the instruction "Please enter your information." and the NetOp logo (a red flag on a pole with the text "NetOp" below it). The main area of the dialog contains three text input fields: "User Name:", "Organization:", and "Serial number:". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Fill in the fields:

User name: []: Specify the user name.

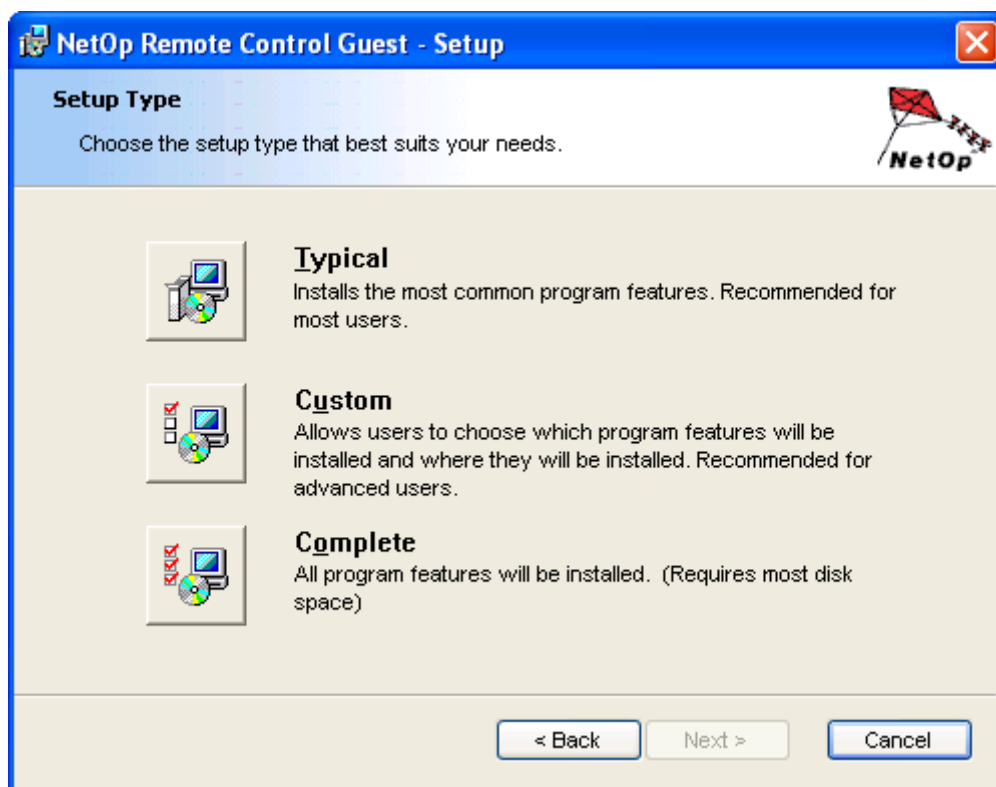
Organization: []: Specify the licensee name.

Serial number: []: Specify the license number.

Note: If you specify an invalid license number, you will be notified after clicking *Next >* to correct your mistake.

2.4 Install

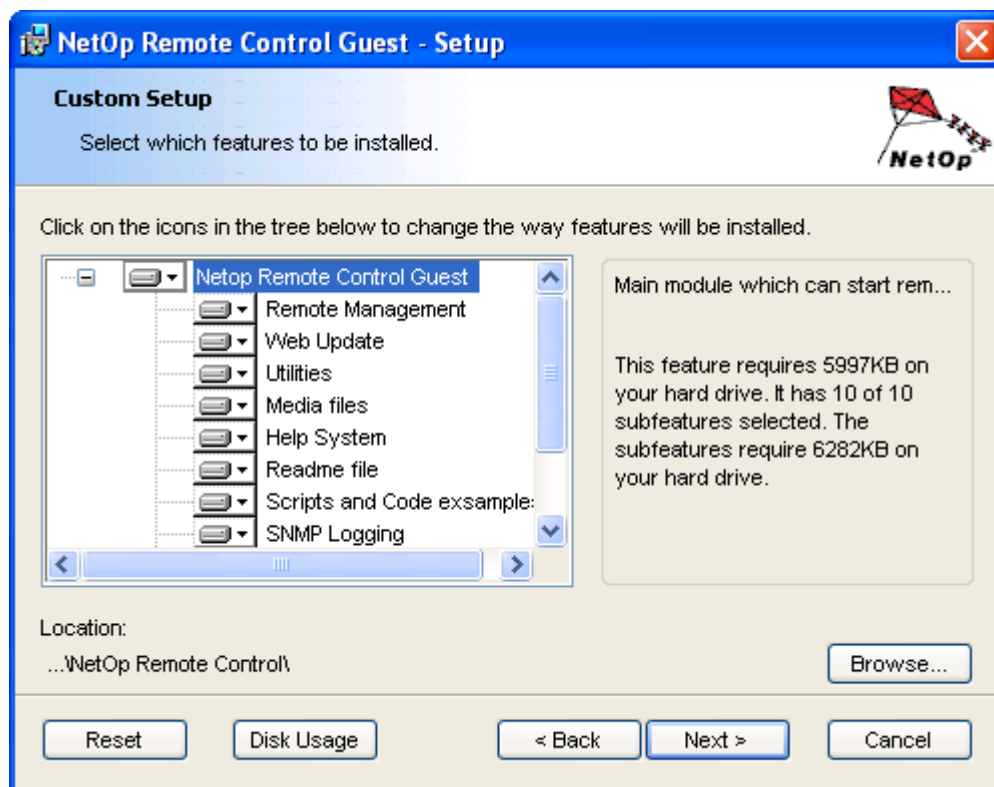
Click *Next >* to display this window:



Select *Typical* or *Complete* to install all program features and click *Next >* to display the [Windows Firewall Configuration](#) window.

Select *Custom* and click *Next >* to display this window:

Custom Setup



In this window, you can exclude installing subfeatures that you do not need. By default, all subfeatures will be installed: Select a subfeature to exclude/include it. This table explains available subfeatures:

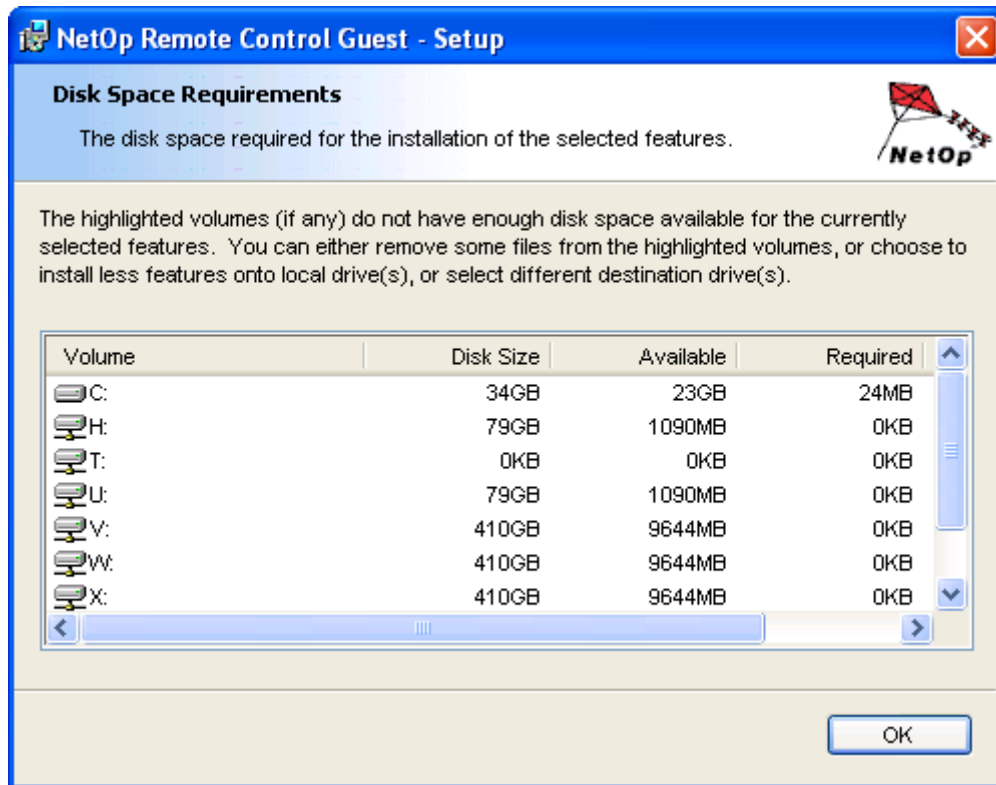
Subfeature	Functionality	Available on module:				
		Guest	Host	Security Server	Gateway	Name Server
Remote Management	Enables Remote Management	●	●	●	●	●
Web Update	Enables Web Update	●	●	●	●	●
Utilities	Enables unhiding module	●	●	●	●	●
Media files	Includes sound and animation files	●	●	●	●	●
Help system	Includes help system	●	●	●	●	●
Readme file	Includes Readme file	●	●	●	●	●
Script and code examples	Includes script and code examples	●				
SNMP logging	Enables SNMP logging	●	●	●	●	●
Remote printing	Enables remote printing	●	●	●	●	●
ActiveX component	Enables ActiveX scripting	●				
Marker mode	Enables NetOp Marker		●	●	●	●
Advanced feature driver	Enables remote control commands		●	●	●	●
Command mode transfer	Enables command mode screen transfer		●	●	●	●
Security Manager	Installs NetOp Security Manager			●		
Code examples	Includes security code examples			●		

Note: Re-run the setup wizard to change the subfeature selection, see [Change or Remove](#).

Click *Reset* to restore the original selection.

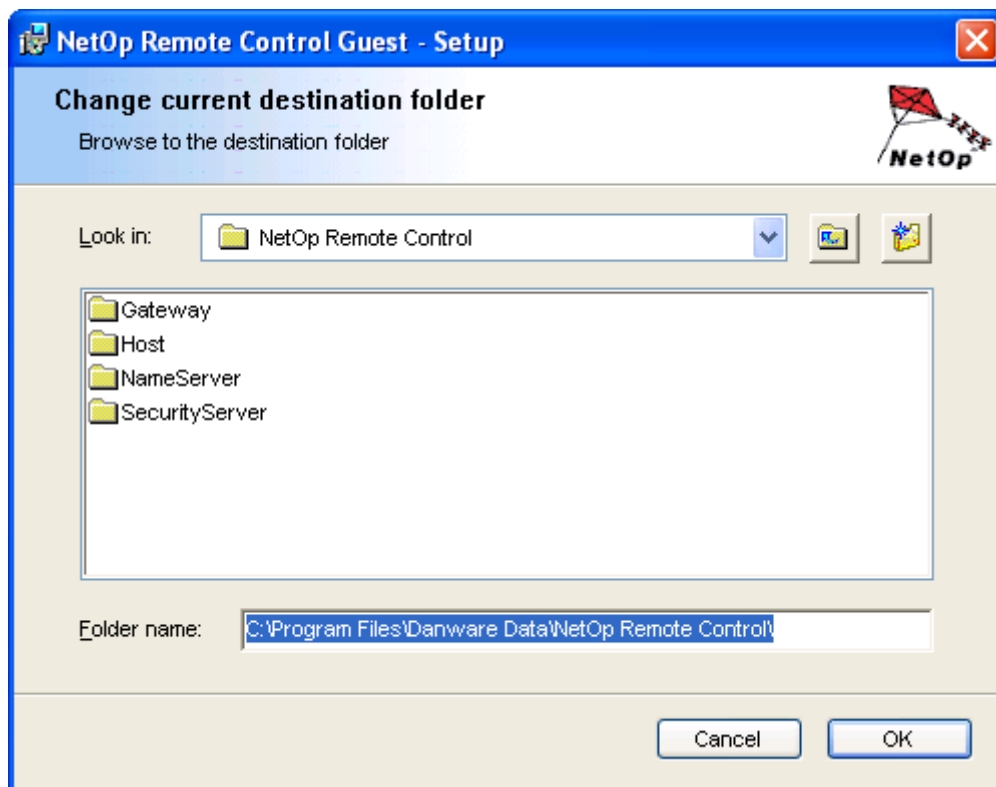
2.4 Install

Click *Disk Usage* to display this window:



This window that displays the designation, total and available disk space of available disk drive volumes will indicate the disk space requirements of the selected installation. Click OK to close the window.

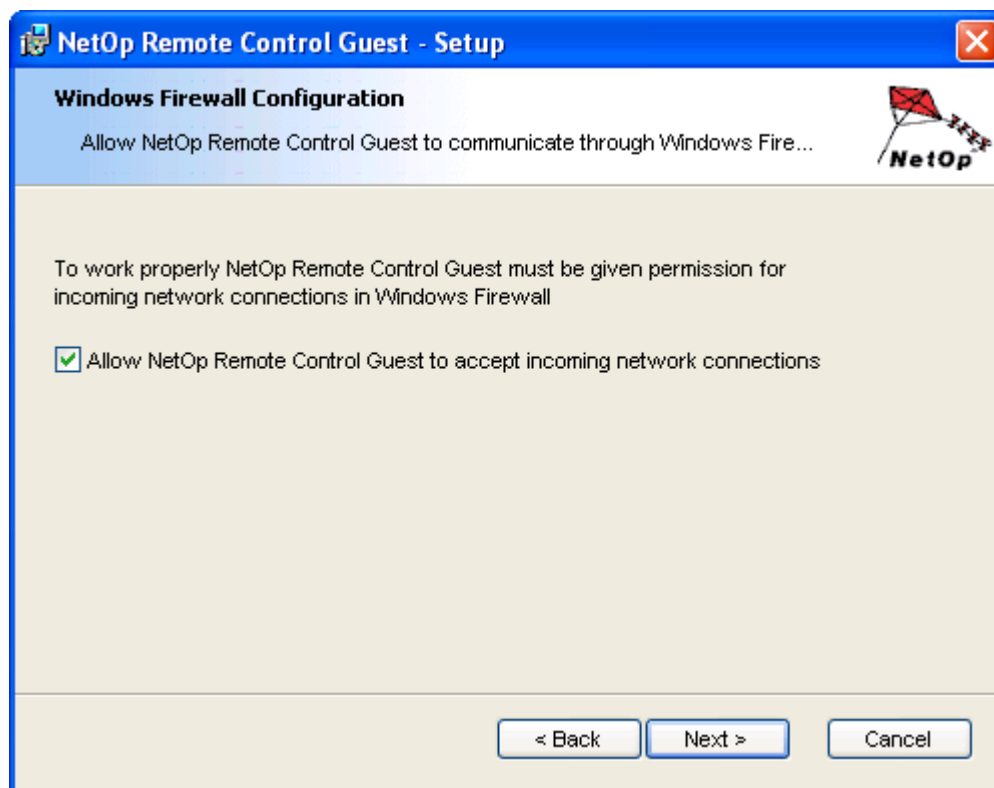
Click *Browse* to display this window:



This window displays the folder, content of directory folders and path of the selected installation directory. Click the drop-down box button to display available directories. From the buttons, you can move up in the directory structure and create a directory. Select a directory folder to display its path and click *OK* to apply the selection.

When satisfied with the selection in the [Custom Setup](#) window, click *Next >* to display this window:

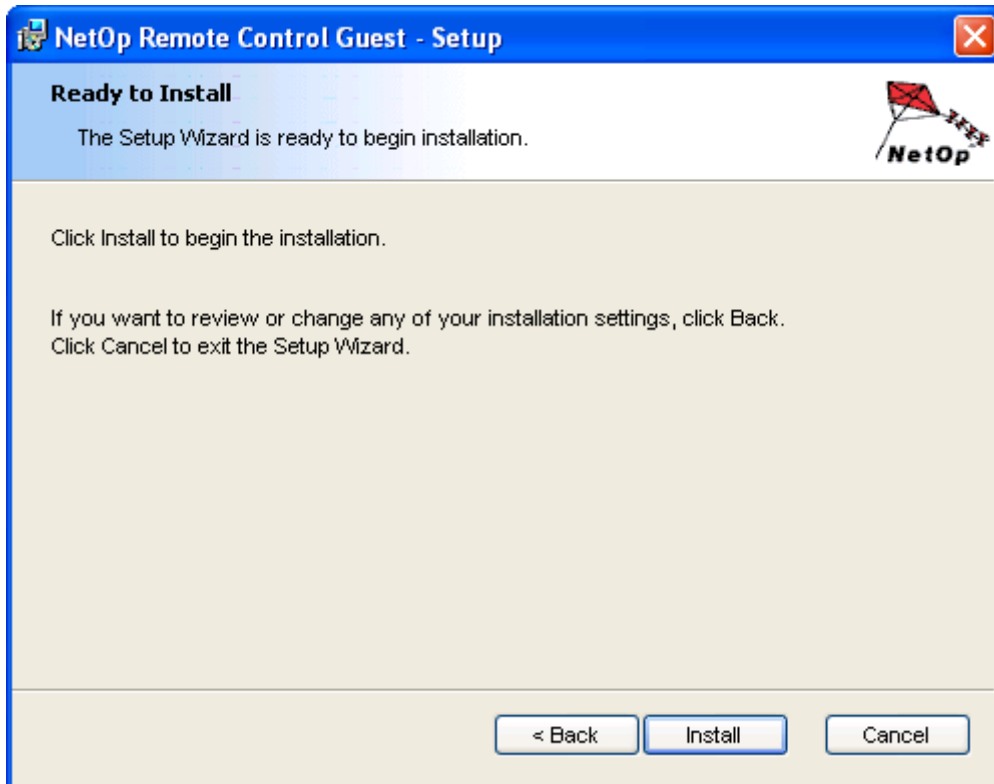
Windows Firewall Configuration



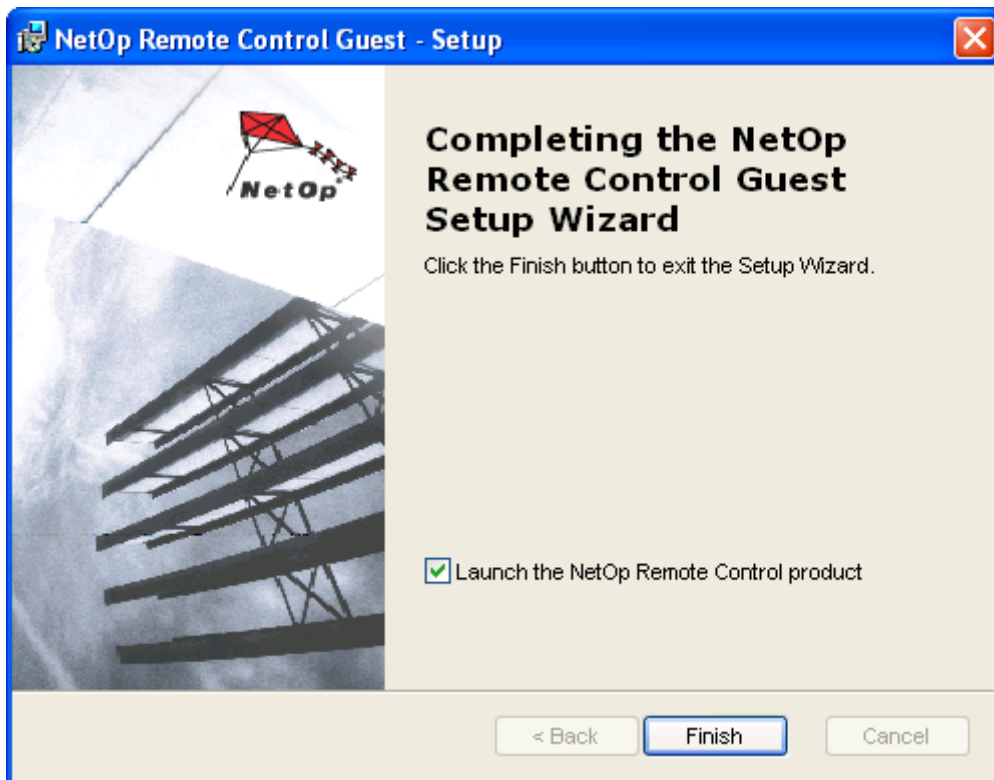
Leave the box checked to modify the Windows firewall configuration to enable NetOp communication. Click *Next >* to display this window:

2.4 Install

Ready to Install



Click *Install* to start the installation. When completed, this window will be displayed:

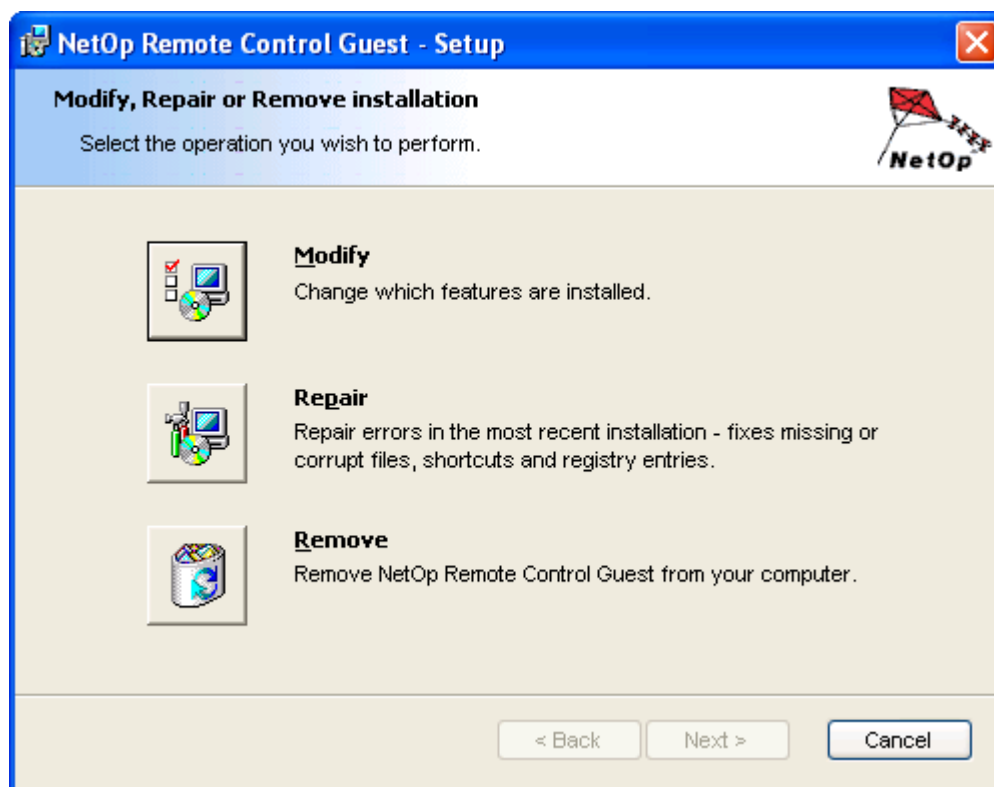


Leave the box checked to load the module after installation. Click *Finish* to end the setup wizard.

2.4.1.1 Change or Remove

You can change or remove a Windows Installer program installation from *Start > (Settings >) Control Panel > Add or Remove Programs* or by re-running the setup wizard.

In the *Add or Remove Programs* window, for the installed program click *Change* or re-run the setup wizard to display the *Welcome* window. Click *Next >* to display this window:



Click *Modify* to display the *Custom Setup* window to change selections and complete installation like a [Windows Installer](#).

Click *Repair* to display a *Repair NetOp Remote Control...* window like the *Ready to Install* window to complete re-installation like a [Windows Installer](#).

Note: To *Modify* or *Repair*, installation files must be available.

Click *Remove* to display a *Remove NetOp Remote Control...* window like the *Ready to Install* window to complete removal like a [Windows Installer](#).

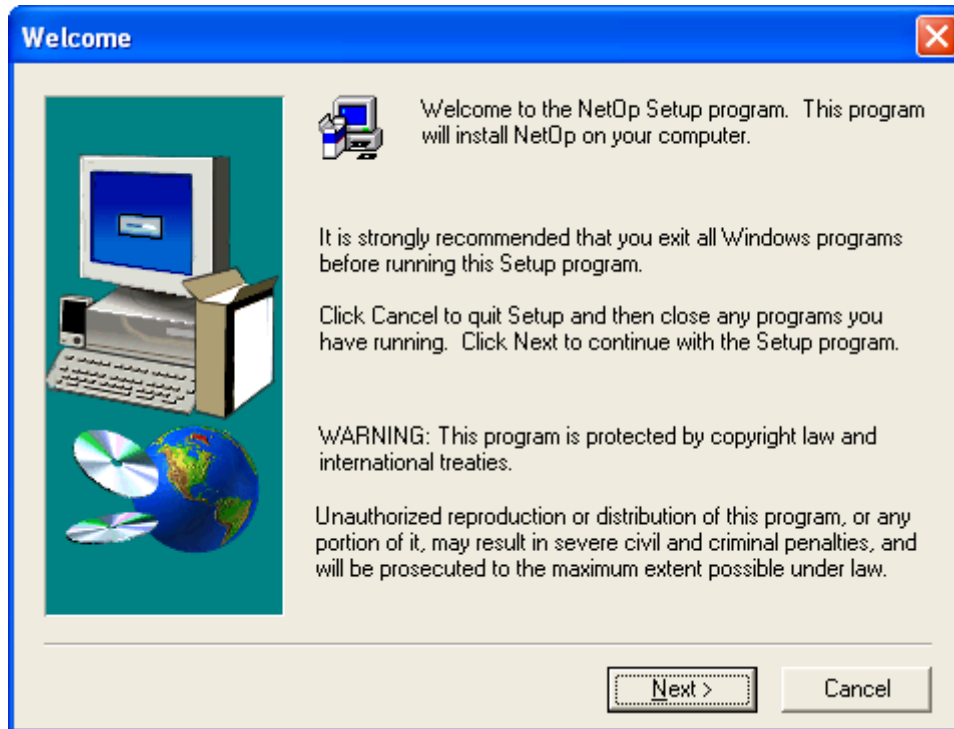
In the *Add or Remove Programs* window, for the installed program click *Remove* to remove the program in a small window.

Note: Change or remove will not affect user configuration files, see [NetOp Configuration Files](#).

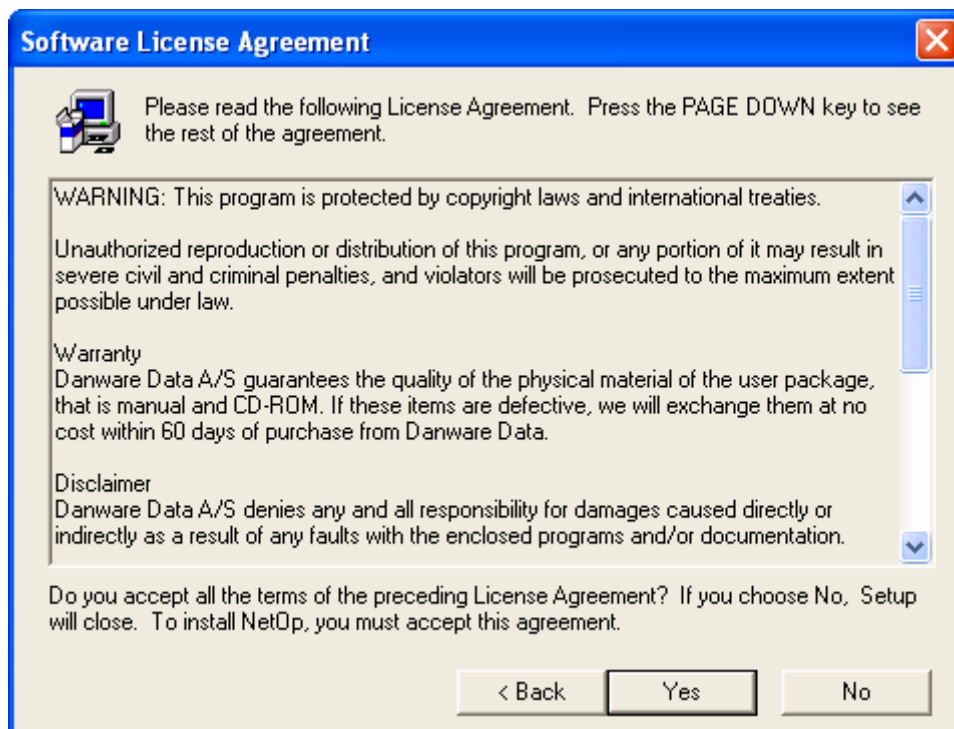
2.4 Install

2.4.2 Traditional InstallShield

Starting a traditional InstallShield installation, this window will be displayed:



Click *Next >* to display this window:

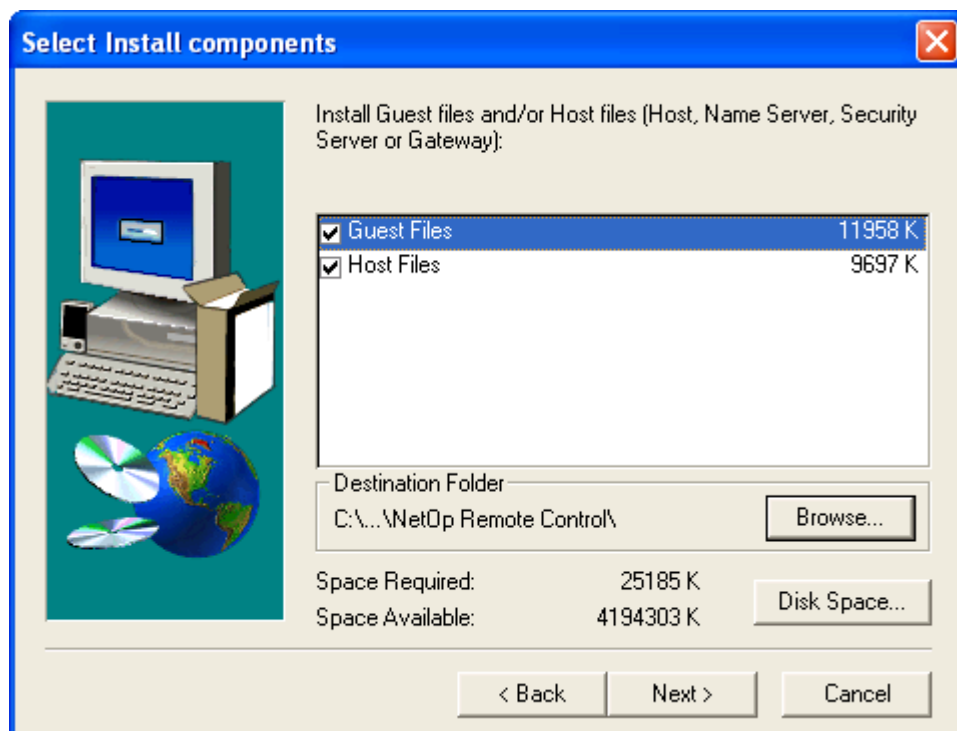


Read the license agreement and click *Yes* to continue.

In a typical installation, the [Registration](#) window will be displayed.

If installation files include a LICENSE.DAT file that enables installing Guest and Host at the same time, this window will be displayed.

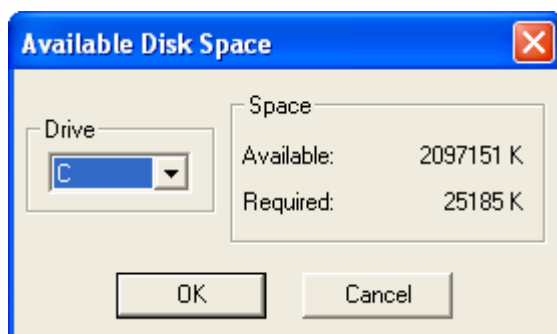
Select Install Components



To install NetOp Guest and NetOp Host or an extended Host, leave both boxes in the pane checked. Uncheck a box to install only the other module.

The *Destination Folder* section will display the default destination folder path. Click *Browse* to choose a different destination folder in the Windows *Choose Folder* window.

Space Required and *Space Available* will display disk space requirement and availability in the directory specified in the *Destination Folder* section. Click *Disk Space* to display this window:

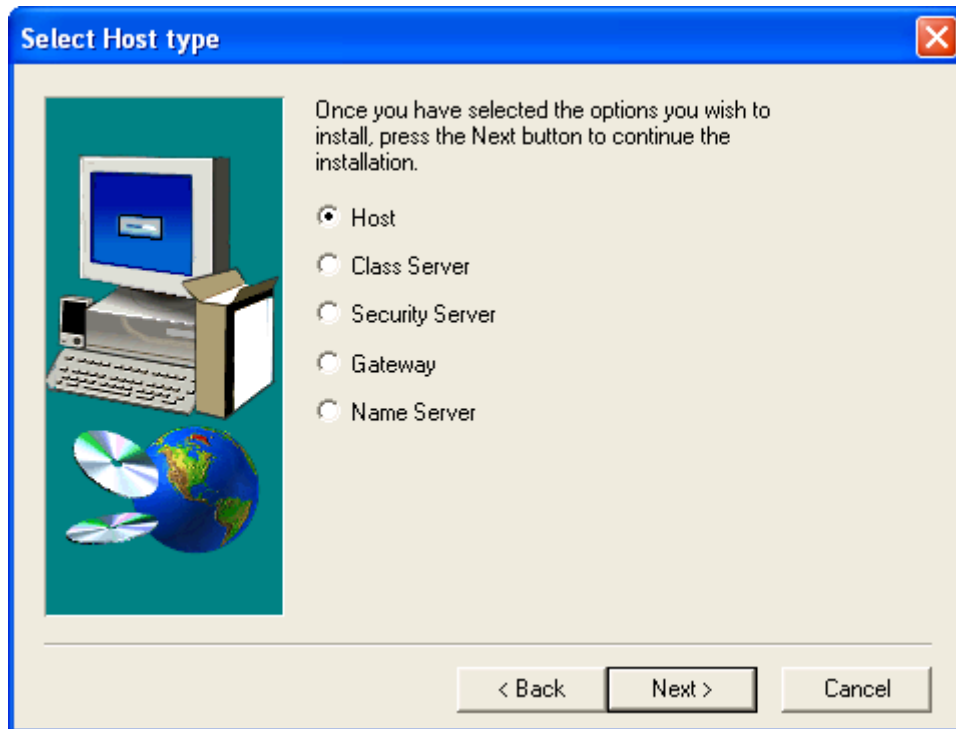


In this window, you can select another disk drive and display available and required disk space on it. Click *OK* to specify the selected drive letter in the [Select Install Components](#) window *Destination folder* section.

If the *Host Files* box is unchecked, click *Next >* to display the [Registration](#) window.

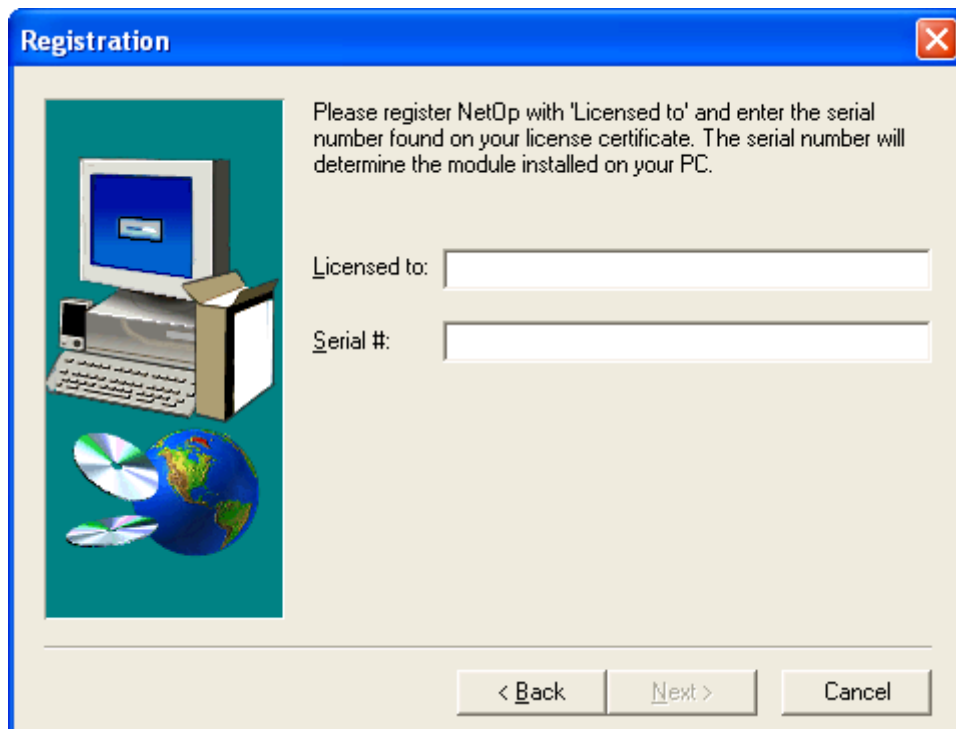
2.4 Install

If the *Host Files* box is checked, click *Next >* to display this window:



Select the type of Host that shall be installed and click *Next >* to display this window:

Registration



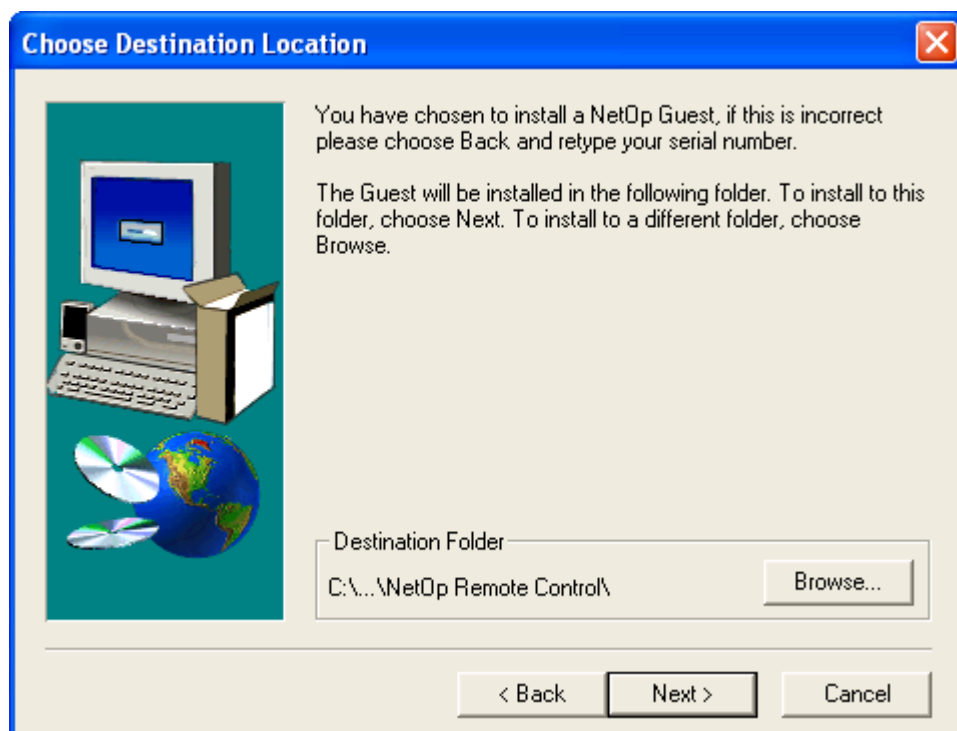
Specify in the *Licensed to* field the licensee name and in the *Serial #* field the license number of the module that shall be installed.

Note: If you specify an invalid license number, you will be notified after clicking *Next >* to correct your mistake.

If both boxes were checked in the *Select Install Components* window, this window will contain *Guest serial #* and *Host serial #* fields that contain license numbers. Click *Next >* to display the *Update Existing Installation* window if a previous installation is found on the computer. The options in this window are unimportant. Click *Next >* to display the *Select Program Folder* window.

Click *Next >* to display this window:

Choose Destination Location

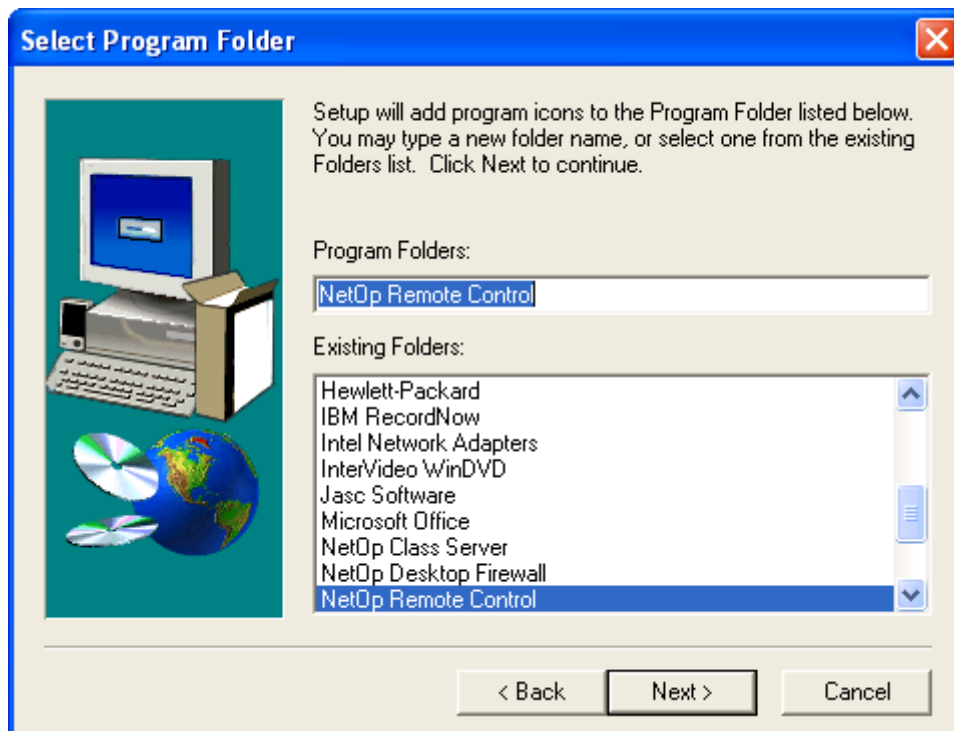


The *Destination Folder* section will display the default destination folder path. Click *Browse* to choose a different destination folder in the Windows *Choose Folder* window.

Click *Next >* to display the *Update Existing Installation* window if a previous installation is found on the computer. The options in this window are unimportant. Click *Next >* to display this window:

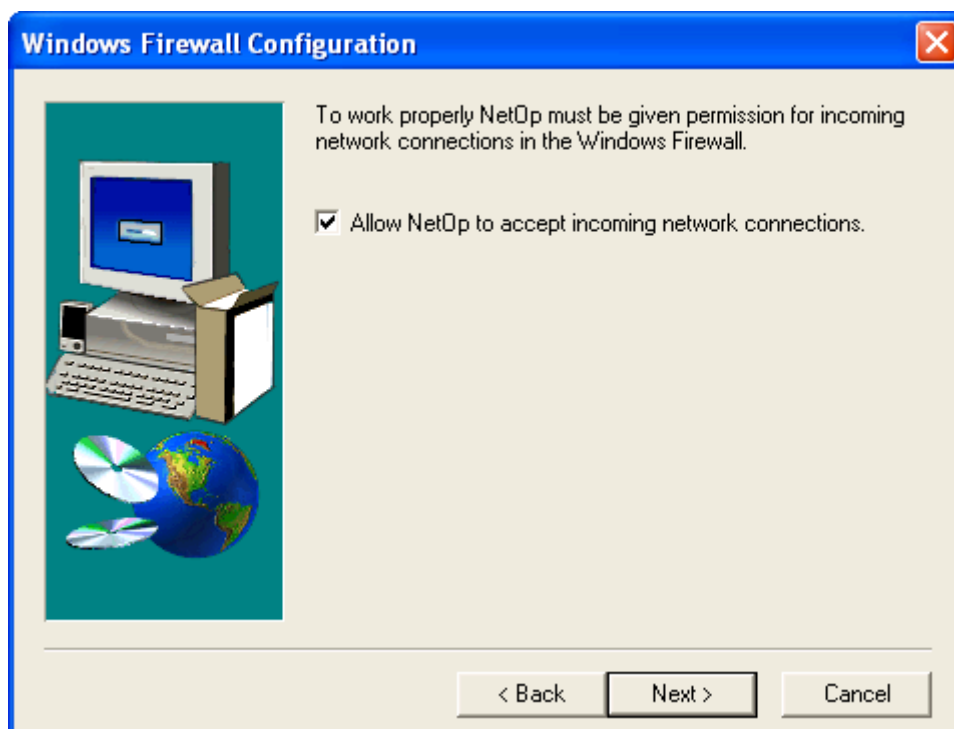
2.4 Install

Select Program Folder



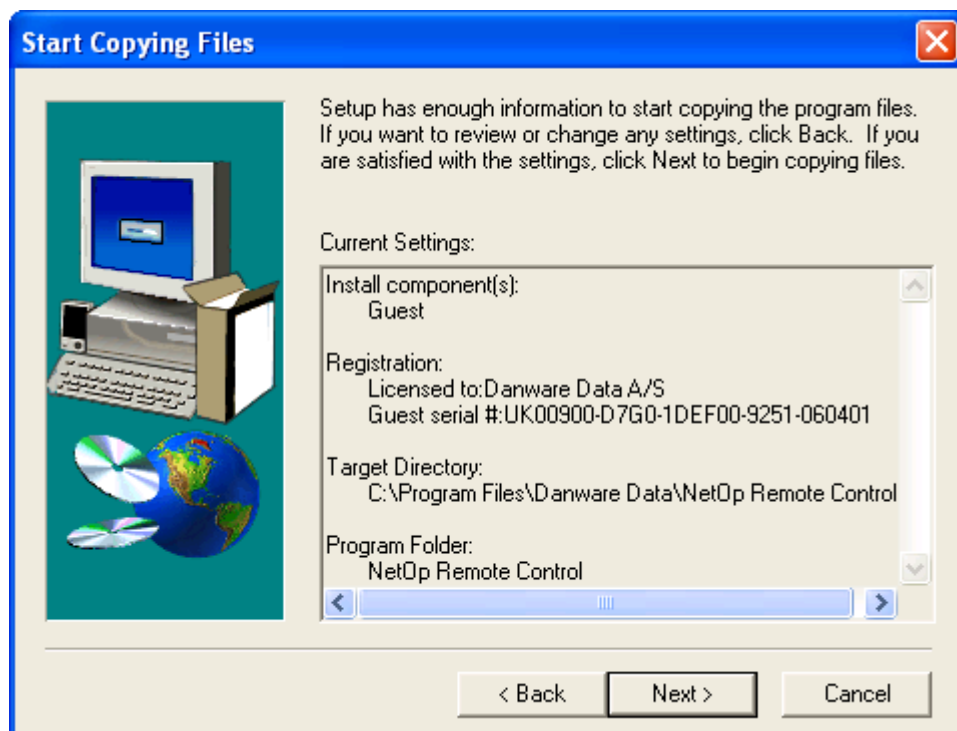
Accept the suggested program folder (typically *NetOp Remote Control*) to place the program command in a *Start > (All) Programs* program folder with this name.

Click *Next >* to display the [Start Copying Files](#) window or this window if Windows Firewall is running on the computer:



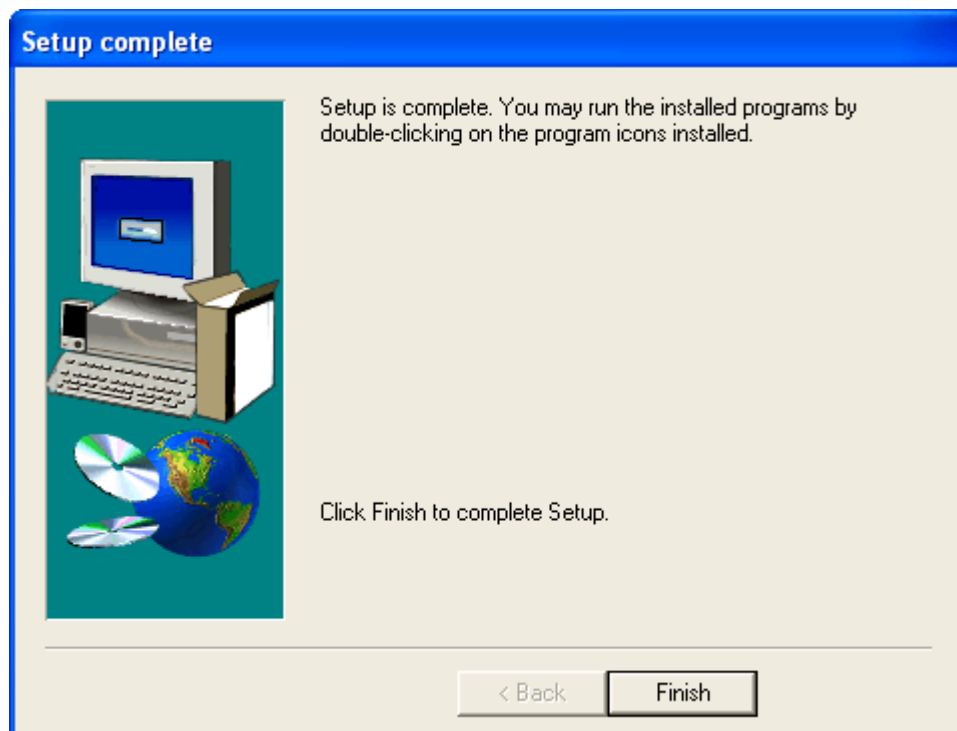
Leave the box checked to modify Windows Firewall configuration to enable NetOp communication. Click *Next >* to display this window:

Start Copying Files



The pane will display what was specified in previous windows. Click *< Back* to return to previous windows to change specifications.

Click *Next >* to start the installation. When the installation has completed, this window will be displayed:



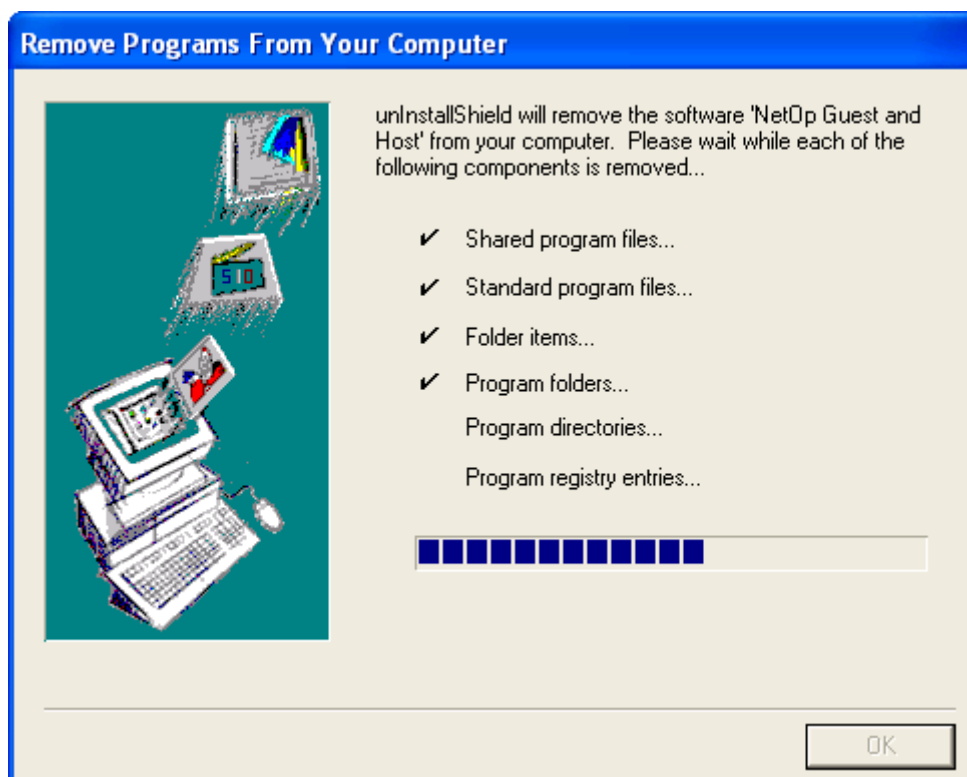
Click *Finish* to end setup and display a program folder window from which you can load the installed module.

2.5 Install Alternatives

2.4.2.1 Change or Remove

To modify or repair a traditional InstallShield installation, re-run the setup program for the installed module or modules. Installation files will be required.

To remove a traditional InstallShield installation, click *Start > (Settings >) Control Panel > Add or Remove Programs* to display the *Add or Remove Programs* window. For the installed module or modules, click *Change/Remove* and confirm removal to display progress in this window:



When completed, click *OK* to close the window.

Note: Change or remove will not affect user configuration files, see [NetOp Configuration Files](#).

2.5 Install Alternatives

These alternatives to installing from the NetOp Remote Control CD are available:

- [Install from a Directory](#)
- [Silent Install](#)
- [NetOp Deployment](#)
- [Terminal Server](#)

2.5.1 Install from a Directory

To install from a directory, typically on a network drive, copy the content of the CD `\NRC\WINDOWS\INSTALL.WI\<Language>` directory (Windows Installer) or `\NRC\WINDOWS\INSTALL\<Language>` directory (traditional InstallShield) to the directory.

Select the directory to which installation files are copied and run *setup.exe* to start installing.

2.5.2 Silent Install

Silent Install enables installing NetOp Remote Control modules and setting up NetOp Host on a Windows computer with minimum user intervention, see the **Administrator's Manual** *Advanced Tools* chapter *Silent Install* section.

2.5.3 NetOp Deployment

NetOp Deployment enables an administrator to install or upgrade NetOp Remote Control modules and set up Hosts on multiple remote Windows computers without local user intervention, see the **Administrator's Manual** *Advanced Tools* chapter *NetOp Deployment* section.

2.5.4 Terminal Server

Installing NetOp Remote Control on a terminal server computer requires special precautions, see the **Administrator's Manual** *Advanced Tools* chapter *NetOp in Terminal Server Environments* section.

3 NetOp Guest

3.1 Summary

3.1 Summary

This chapter explains the functionality of NetOp Guest on a computer that runs on a Windows operating system.

Note: NetOp Guest on a computer that runs on a Linux or Solaris operating system has a similar functionality. The particulars of NetOp Guest for other operating systems are explained in the **Administrator's Manual *Other Operating Systems*** chapter.

NetOp Guest ActiveX component is explained in the **Administrator's Manual *Advanced Tools*** chapter *NetOp Guest ActiveX Component* section.

NetOp Guest enables a computer to remote control and interact with a computer that runs [NetOp Host](#) or an extended Host (NetOp Security Server, NetOp Gateway or NetOp Name Server, see the matching **Administrator's Manual** chapters).

This chapter contains these main sections:

- [Load and Unload](#)
- [Connect Guide](#)
- [Host Security Guide](#)
- [NetOp Guest Window](#)
- [Guest Tools](#)
- [Guest Sessions](#)
- [Session Tools](#)
- [Guest Actions](#)

3.2 Load and Unload

The installation of NetOp Guest is explained in [Installation](#).

To load NetOp Guest, select *Start > (All) Programs > NetOp Remote Control > Guest* or the alternative *Guest* program command path specified during installation.

Loading alternatives are explained in [Loading Alternatives](#).

If you load NetOp Guest for the first time, the [Setup Wizard](#) will be displayed in front of the *NetOp Guest* window.

If you have loaded NetOp Guest before, the [NetOp Guest Window](#) will be displayed.

To unload NetOp Guest, click the [Window Control](#) *Close* button, select the matching [Window Control](#) command or [NetOp Guest Window File Menu](#) *Exit* command or press ALT+F4.

3.2.1 Loading Alternatives

You can load NetOp Guest by these alternative methods:

1. In the Windows XP *Start* menu, select *Guest* if pinned to your *Start* menu or in your list of most frequently used programs.
2. Create a desktop shortcut to *NGSTW32.EXE* and double-click this shortcut.
3. In the directory where NetOp Guest is installed, typically *C:\Program Files\Danware Data\NetOp Remote Control\Guest*, run (double-click) *NGSTW32.EXE*.

4. In the Windows *Run* or *Command Prompt* window, execute a command that specifies the *NGSTW32.EXE* path and file name. To execute certain NetOp Guest actions, you can add any of these switches to the command. Insert one space before each switch:

Switch	Function
/A:	Start an Audio-Video Chat session with the connected to Host.
/B:<Recording file path and name>	Play back <Recording file path and name>. Do not combine this switch with other switches.
/C:<Communication profile>	Connect by <Communication profile> to the Host specified by the switch /H: or /P:.
/D:	Disconnect from the connected to Host. Do not combine this switch with other switches.
/E:<Phonebook file path and name>	Display the Connection Properties of <Phonebook file path and name> or, if combined with a session switch (/A:, /F:, /G:, /R: or /V:), start this session with the <Phonebook file path and name> Host.
/F:	Start a File Transfer session with the connected to Host.
/G:	Start a Remote Management session with the connected to Host.
/H:<Host name>	Connect to the <Host name> Host by an enabled networking communication profile or if specified by the switch /C: that communication profile.
/LGD:<Gateway logon domain>	When connected to a connecting NetOp Gateway, specify <Gateway logon domain> to log on.
/LGN:<Gateway logon name>	When connected to a connecting NetOp Gateway, specify <Gateway logon name> to log on.
/LGP:<Gateway logon password>	When connected to a connecting NetOp Gateway, specify <Gateway logon password> to log on.
/LHD:<Host logon domain>	When connected to a Host, specify <Host logon domain> to log on.
/LHN:<Host logon name>	When connected to a Host, specify <Host logon name> to log on.
/LHP:<Host logon password>	When connected to a Host, specify <Host logon password> to log on.
/M:[<Recording file path and name>]	Combine this switch with /R: to record the remote control session. If no <Recording file path and name> is specified, a recording file named <Time stamp>-<Guest ID>-<Host ID>.dwr will be saved in the NetOp Configuration Files record directory.
/P:<Telephone number or IP address>	Connect to the <Telephone number or IP address> Host by an enabled point-to point communication profile or if specified by the switch /C: that communication profile.
/R:	Start a Remote Control session with the connected to Host.
/S:<Script file path and name>	Run <Script file path and name>. Do not combine this switch with other switches.
/V:	Start a Chat session with the connected to Host.
/X:<Number of pixels from left screen border>[,<Number of pixels from upper screen border>[,<Number of pixels width>[,<Number of pixels height>]]]	Combine this switch with /R: to specify a non-default position and size of the Remote Control window.

Note: Use the same command structure to load or control NetOp Guest from another application.

Examples

```
<NetOp Guest program path and file> /E:"C:\Documents and Settings\Administrator\Application Data\Danware Data\NetOp Remote Control\Guest\PhBook\John.dwc" /R: /M:
```

3.2 Load and Unload

Explanation: Load the Guest and connect to the Host of the phonebook entry file *John.dwc* that resides in the *Administrator* NetOp configuration files *PhBook* directory to start a remote control session with it and record the session storing the recording file in its default location with its default name.

```
<NetOp Guest program path and file> /C:TCP/IP /H:Peter /F:
```

Explanation: Load the Guest and using the communication profile *TCP/IP* connect to the Host named *Peter* to start a file transfer session with it.

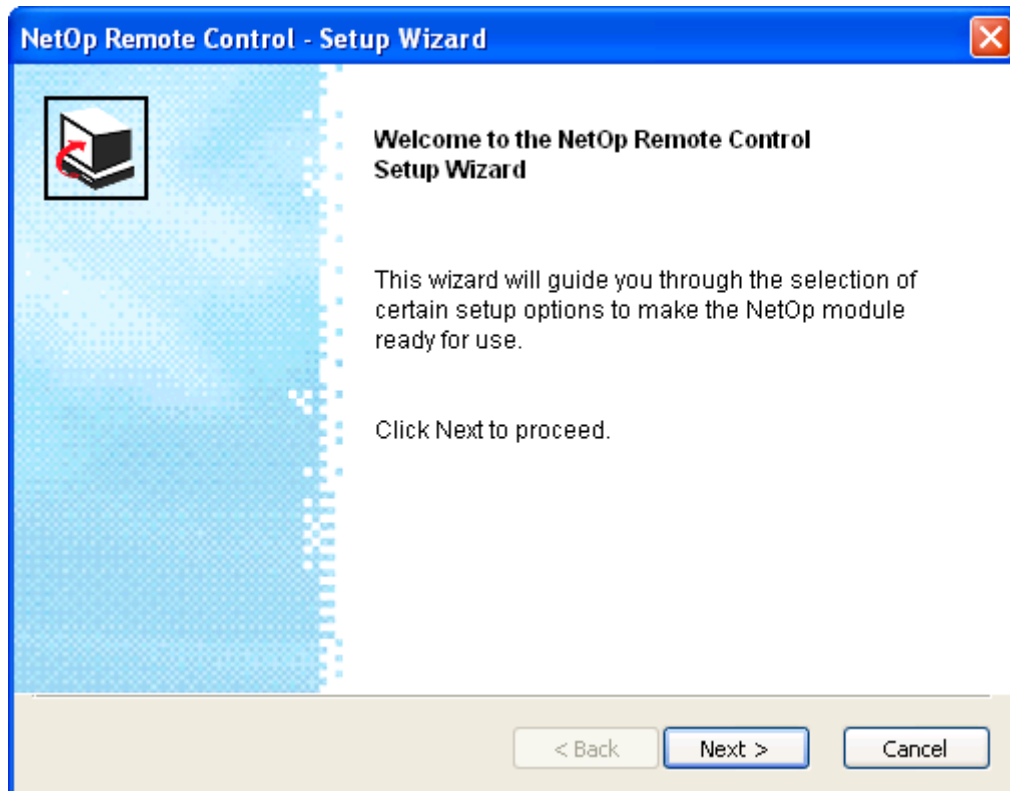
```
<NetOp Guest program path and file> /S:"C:\SCRIPTS\MY SCRIPT.DWS"
```

Explanation: Load the Guest and run the script file *MY SCRIPT.DWS* that resides in the *SCRIPTS* directory on the *C* drive.

Note: Switch paths and file names containing spaces and special characters must be enclosed by double quotes.

3.2.2 Setup Wizard

If you load NetOp Guest for the first time, this window will display in front of the *NetOp Guest* window:

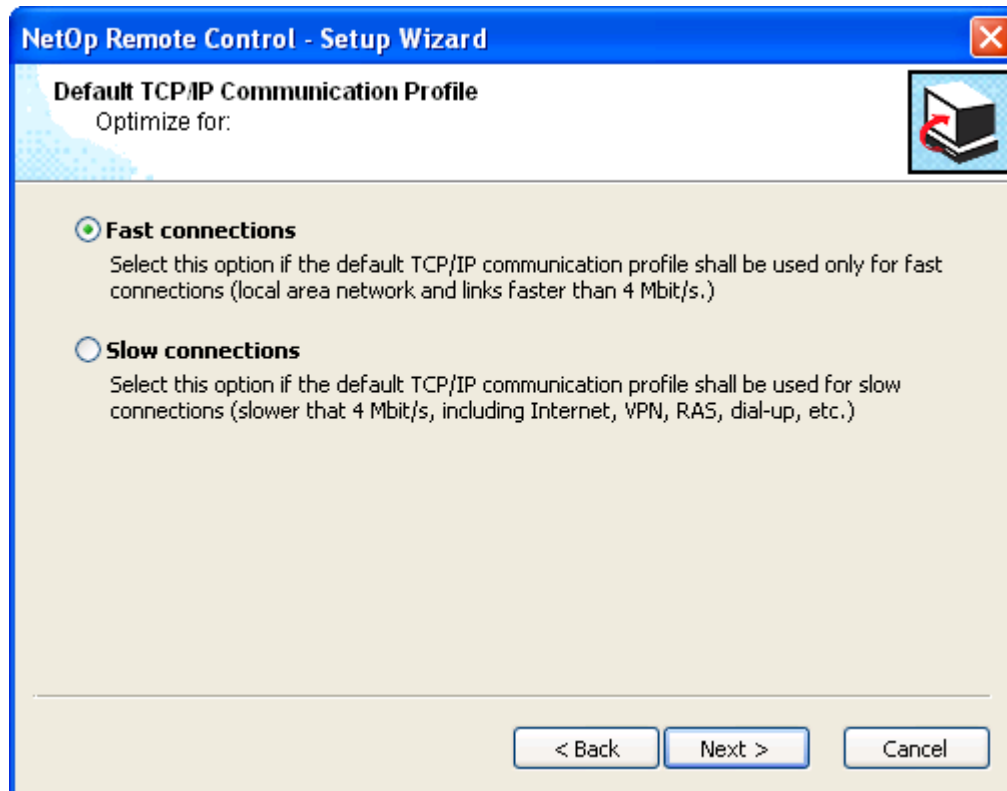


Note: By default, the setup of NetOp Guest will be individual to each user logged on to Windows, see [NetOp Configuration Files](#).

To skip the *Setup Wizard*, click *Cancel* to close the window and apply a default setup.

Note: The default setup lacks features that you may need to connect to a Host. Therefore, we recommend that you run the *Setup Wizard*. You can run the *Setup Wizard* from the [Guest Tools](#) *Run Setup Wizard* command.

Click *Next >* to display this window:

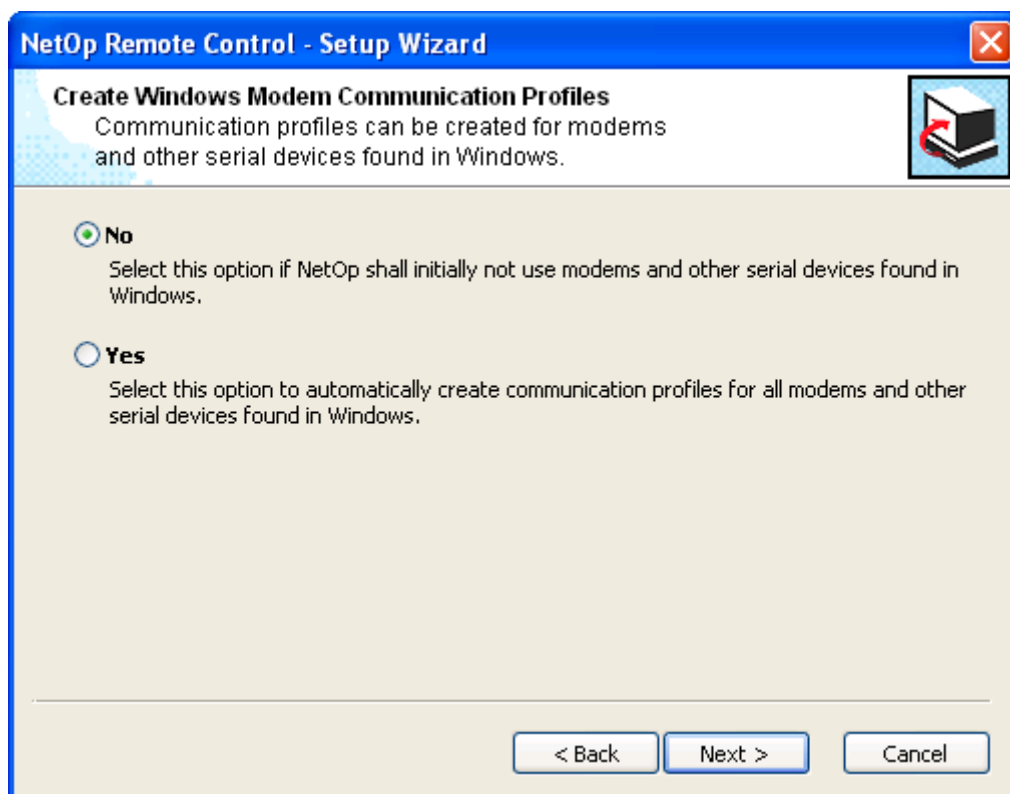


Select one of these options:

- Fast connections*: You will typically connect across a local area network (default selection).
- Slow connections*: You will typically connect across the Internet or by a telephone connection.

3.2 Load and Unload

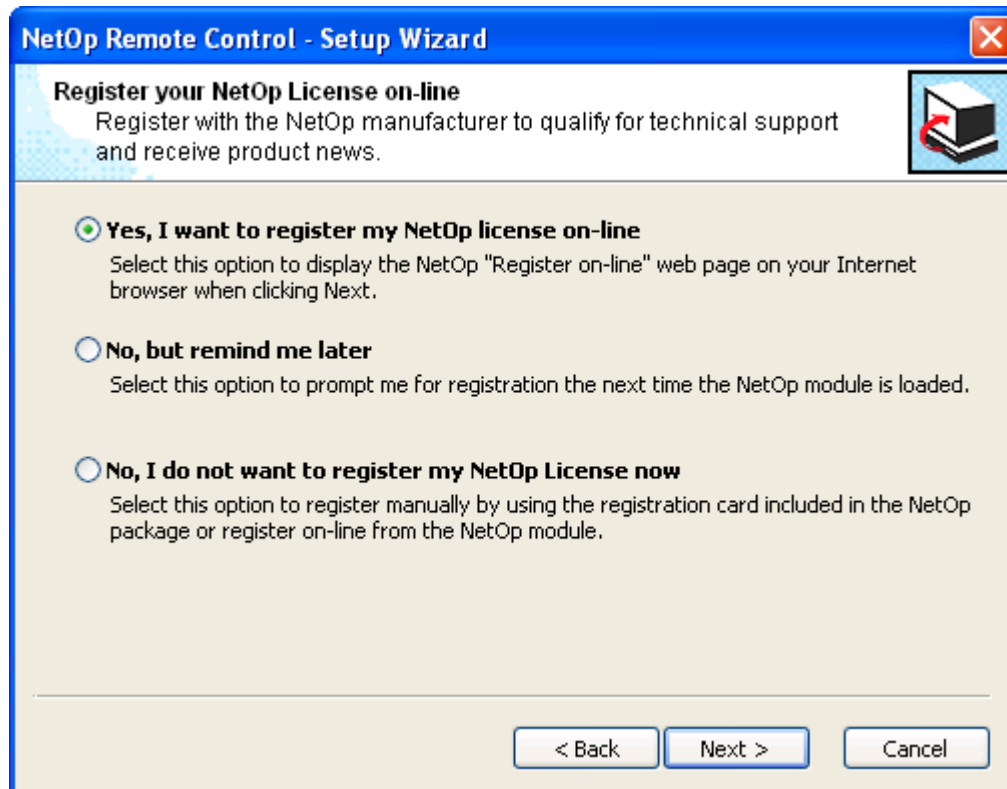
Click *Next >* to display this window:



Select one of these options:

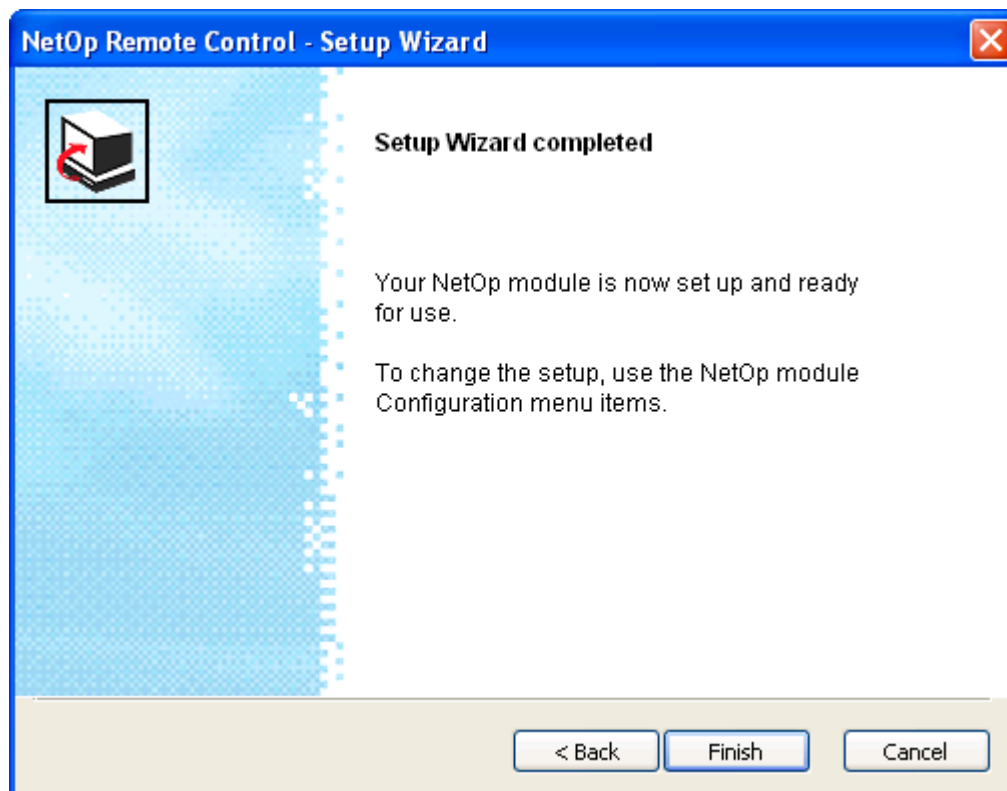
- No*: You will not communicate by modem (default selection).
- Yes*: You will communicate by modem.

Click *Next >* to display this window:



We recommend that you leave the default *Yes, I want to register my NetOp license on-line* selection unless you or somebody else in your organization already has registered or will register the license.

Click *Next >* to connect to register or display this window:



3.3 Connect Guide

Click *Finish* to close the window to end the setup wizard.

3.3 Connect Guide

This guide includes these sections:

- [Remote Control](#)
- [Other Sessions](#)
- [Actions](#)
- [Help Request](#)

3.3.1 Remote Control

To start a [Remote Control](#) session with a Host on a computer on your network segment:

1. In the [Tab Panel Quick Connect Tab Communication Profile Section](#), select a communication profile that matches a communication profile that is enabled on the Host (default: *TCP/IP*).
2. Click the [Buttons Browse](#) button to browse for running Hosts. After browse timeout, records of responding Hosts will be displayed on the [NetOp Network Tab](#).
3. Double-click a Host record to typically display a logon window, see [Guest Authentication](#). Specify logon credentials and click *OK* to send them to the Host for approval.
4. When the Host has approved the logon credentials, the [Remote Control](#) window will display.

You can also connect by a Host name:

1. In the [Tab Panel Quick Connect Tab Host Section Name](#) field, specify the Host name.
2. Click the [Buttons Connect](#) button to typically display a logon window, see [Guest Authentication](#).

To reconnect to a Host that you connected to before, in the [Tab Panel History Tab Records Pane](#) double-click the Host record to typically display a logon window, see [Guest Authentication](#).

You can add Host records to the [Phonebook Tab](#) to connect like from the [History Tab](#):

1. Right-click a [Quick Connect Tab NetOp Network Tab](#) record or select multiple records and right-click and select *Add to Phonebook* to display a Windows *Browse for Folder* window.
2. Select the *PhBook* folder and click *OK* to add selected records to the [Phonebook Tab Tree Pane Phonebook](#) folder [Records Pane](#).

Alternatively, copy records from the [Tab Panel Quick Connect Tab NetOp Network Tab](#) or [History Tab Records Pane](#) and paste them into the [Phonebook Tab Records Pane](#).

Note: Connecting can be more demanding, see [Connect Problems](#) and [Host Security Guide](#).

3.3.2 Other Sessions

These other sessions are available:

- [File Transfer](#)
- [Chat](#)
- [Audio-Video Chat](#)
- [Remote Management](#)

To start one of these sessions from the Guest window:

1. Click a [Tab Panel Quick Connect Tab NetOp Network Tab](#) Host record in the *Name* column to enter the name into the [Host Section Name](#) field, specify the Host name in this field or select a [Phonebook Tab](#) or [History Tab](#) Host record.
2. Click the desired session [Toolbar Session Buttons](#) button or select the desired session [Connection Menu](#) command to typically display the [Shared NetOp Authentication](#) logon window.
3. After logon, the session window will be displayed.

Note: During a [Remote Control](#) session, you can start other sessions from the [Remote Control](#) window [Toolbar and Toolbox Session Buttons](#).

3.3.3 Actions

You can execute these actions on a Host computer:

- [Run Program](#)
- [Execute Command](#)
- [NetOp Message](#)
- [Get Inventory](#)

To execute one of these actions from the Guest window:

1. Select a [Quick Connect Tab](#) [NetOp Network Tab](#) record in the *Name* column to enter the name into the [Host Section](#) *Name* field, specify the Host name in this field or select a [Phonebook Tab](#) or [History Tab](#) Host record.
2. Click the desired action [Toolbar Action Buttons](#) button or select the desired action [Connection Menu](#) command to typically display action options.

Note: During a [Remote Control](#) session, you can execute actions from the [Remote Control](#) window [Toolbar and Toolbox Action Buttons](#).

3.3.4 Help Request

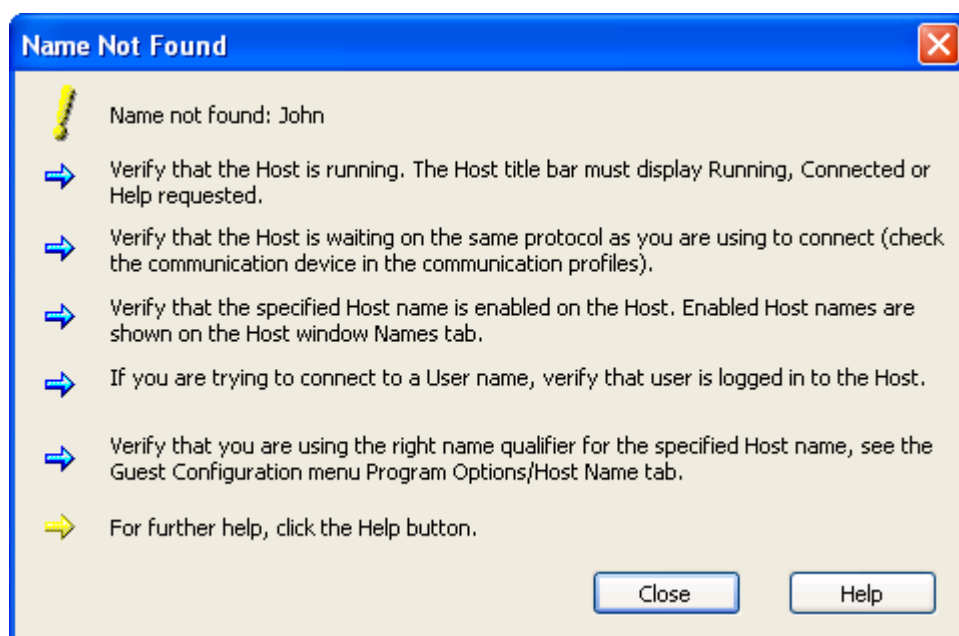
A Host user can send a help request to you if you have enabled help services. To enable help services:

1. On the [Program Options](#) window [Help Request Tab](#), enable one or multiple help services.
2. Enable one or multiple [Communication Profiles](#) at Guest loading.

Host user help requests will be displayed in [Tab Panel Help Request Tab](#) records. To respond to a help request, typically double-click the record to start a [Remote Control](#) session with the help requesting Host.

3.3.5 Connect Problems

If NetOp cannot connect to a specified Host, after a timeout period this window will display:



This window advises you on how to overcome connect problems.

Here is some additional advice:

3.4 Host Security Guide

- Verify that communication can physically reach the destination:

If communicating across a TCP/IP network, run this command in a Windows *Command Prompt* (*MS-DOS Prompt*) window:

```
PING <Destination computer IP address>
```

This command sends four data packets to the specified IP address requesting replies.

If positive replies are received, communication can physically reach the destination.

If negative replies are received, check your network setup or consult with your network/system administrator.

If communicating across a modem connection using [Windows Modem](#), the setup of your modem in Windows may not satisfy NetOp requirements. Try setting up your modem using [Serial](#) instead.

- Verify that the destination computer responds to the specified destination name or address with the selected communication profile. Read in [Communication Devices](#) about the characteristics of the communication device used by the selected communication profile.
- Test with other destinations starting with destinations close to you using other communication profiles and other destination names and addresses.
- Consult with your network/system administrator.
- As a last resort, submit a support request to [NetOp Customer & Product Support](#).

3.4 Host Security Guide

A Host and a connecting Gateway can apply [Guest Access Security](#) to limit which Guests can connect and what connected Guests are allowed to do. This guide includes these sections:

- [Guest Authentication](#)
- [Security Role](#)
- [Guest Profile](#)
- [Guest Policy](#)
- [Address Check](#)
- [Encryption](#)

3.4.1 Guest Authentication

A Host and a connecting Gateway can authenticate a connecting Guest or Guest user by logon credentials and other checks.

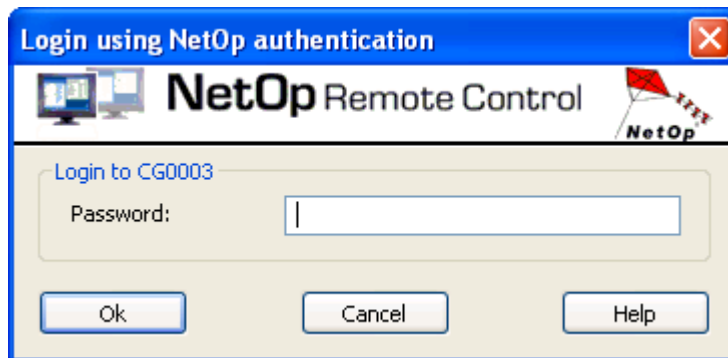
Note: Authentication can validate Guest connect information but cannot verify the identity of a connecting Guest or Guest user.

This section contains these sections:

- [Shared NetOp Authentication](#)
- [Individual NetOp Authentication](#)
- [Windows Authentication](#)
- [Smart Card Authentication](#)
- [Directory Services Authentication](#)
- [NetOp Security Server Authentication](#)
- [RSA SecurID Authentication](#)

3.4.1.1 Shared NetOp Authentication

If the Host or a connecting NetOp Gateway uses shared NetOp authentication, this window will be displayed when you become connected (default selection):



Login to <Host name>

Password []: Specify in this field the shared password specified on the Host or connecting Gateway.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4.1.2 Individual NetOp Authentication

If the Host or a connecting NetOp Gateway uses individual NetOp authentication, this window will be displayed when you become connected:



Login to <Host name>

Guest ID: []: Specify in this field a Guest ID specified on the Host or connecting Gateway.

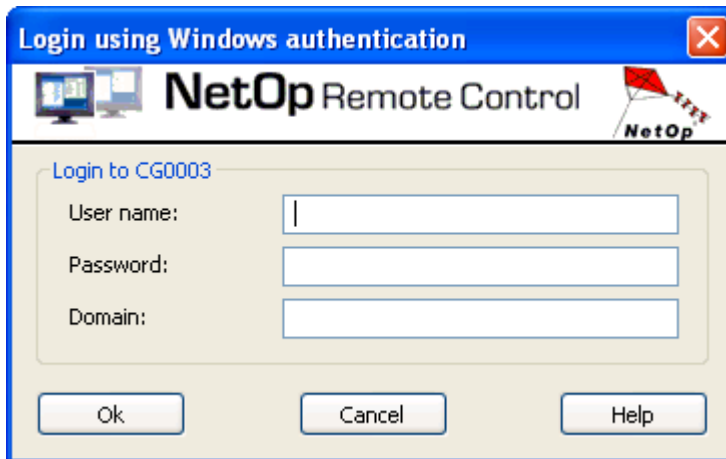
Password: []: Specify in this field the matching password specified on the Host or connecting Gateway.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4 Host Security Guide

3.4.1.3 Windows Authentication

If the Host or a connecting Gateway uses Windows authentication or if the Host uses NetOp Security Server and its *Preferred Guest Type* is *Windows user*, this window will be displayed when you become connected:



Login to <Host name>

User name: []: Specify in this field a Windows logon user name specified in the local or domain Windows Security Management used by the Host computer, the connecting Gateway computer or NetOp Security Server.

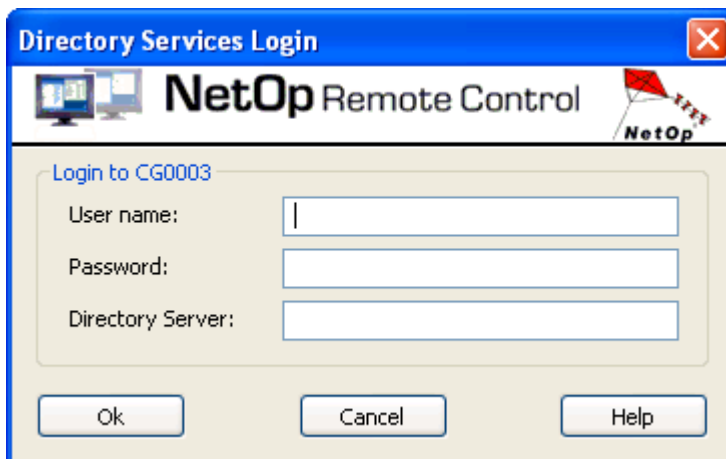
Password: []: Specify in this field the matching password specified in Windows Security Management.

Domain: []: Specify in this field the matching domain specified in Windows Security Management.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4.1.4 Directory Services Authentication

If the Host uses directory services authentication or if the Host uses NetOp Security Server and its *Preferred Guest Type* is *Directory Services user*, this window will be displayed when you become connected:



Login to <Host name>

User name: []: Specify in this field a directory services user common name specified on the Host or NetOp Security Server and on the directory server specified below.

Password: []: Specify in this field the matching password specified on the directory server.

Directory Server: []: Specify in this field the matching directory server.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4.1.5 NetOp Security Server Authentication

If the Host uses NetOp Security Server and its *Preferred Guest Type* is *NetOp Guest ID*, this window will be displayed when you become connected:

Login to <Host name>

Guest ID: []: Specify in this field a Guest ID specified in the security database used by the NetOp Security Server.

Password: []: Specify in this field the matching password specified in the security database used by the NetOp Security Server.

Change Password...: Click this button to display this window:

Change password

New password: Specify in this field the new password.

Confirm new password: Re-specify in this field the new password for confirmation.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#). and may be further limited by security database specification.

3.4 Host Security Guide

3.4.1.6 RSA SecurID Authentication

If the Host uses NetOp Security Server and its *Preferred Guest Type* is *RSA SecurID* user, this window will be displayed when you become connected:



Login to <Host name>

User name: []: Specify in this field your RSA SecurID user name.

Password: []: This field is included only if triple factor security is specified by NetOp Security Server. Specify in the field your triple factor security NetOp password.

PASSCODE: []: Specify in this field your RSA SecurID PASSCODE (PIN+token number).

Change Password...: This button is included only if triple factor security is specified by NetOp Security Server. Click the button to change your NetOp password like in the *Guest Security Server Login* window above.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4.1.7 Smart Card Authentication

If the Host uses NetOp Security Server and its *Preferred Guest Type* is *Smart Card and PIN*, this window will be displayed when you become connected:



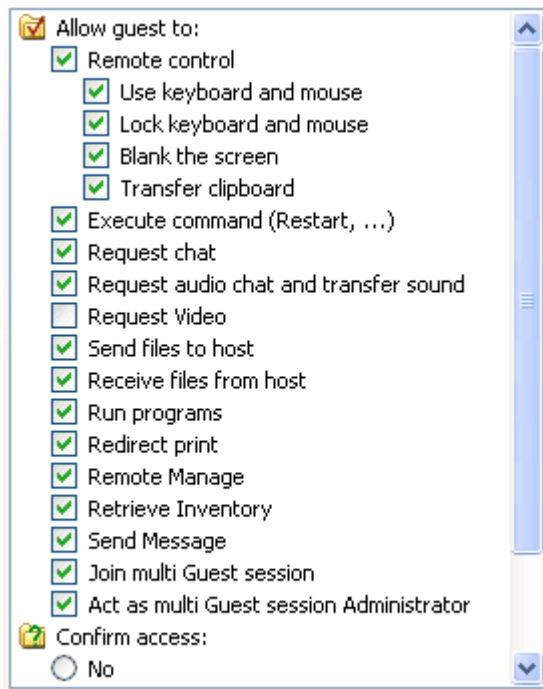
Insert your NetOp authentication Smart Card into your Smart Card reader and click *OK* to display a window that requests the matching PIN number. Specify the PIN number to connect.

The available number of logon attempts is specified by Host [Guest Access Security Guest Policy](#).

3.4.2 Security Role

NetOp Host can specify locally and the NetOp Security Server security database can specify centrally in *Security Roles* which actions shall be allowed to a Guest and which confirm access option shall be available to the Host computer user.

Each *Security Role* specifies these elements:



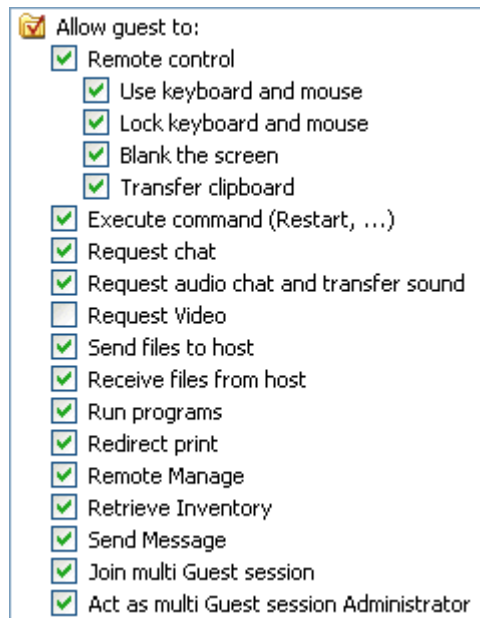
This section includes these sections:

[Allow Guest To](#)

[Confirm Access](#)

3.4.2.1 Allow Guest To

The Host or security database [Security Role](#) specification upper part that is indented under *Allow Guest to*:



specifies which actions will be allowed to a Guest when connected to the Host. Checked actions will be allowed, unchecked will be denied.


Remote control: Start a [Remote Control](#) session to view the Host screen image (default: allowed). Indented actions below can be allowed if *Remote control* is allowed.

3.4 Host Security Guide

- Use keyboard and mouse*: Execute keyboard and mouse actions on the Host computer screen (default: allowed).
- Lock keyboard and mouse*: Disable the Host computer keyboard and mouse (default: allowed).
- Blank the screen*: Make the screen turn black to the Host computer user (default: allowed).
- Transfer clipboard*: Transfer Guest computer clipboard content to the Host computer and vice versa (default: allowed).
- Execute command (Restart, ...)*: [Execute Command](#) on the Host computer including other commands like *Restart* (default: allowed).
- Request chat*: Start a [Chat](#) session with the Host (default: allowed).
- Request audio-video chat and transfer sound*: Start an [Audio-Video Chat](#) session with the Host and transfer the sound of applications running on the Host computer (default: allowed).
- Request Video*: In an [Audio-Video Chat](#) session, transfer a Host computer video camera image to the Guest [Audio-Video Chat](#) window *Remote* section video frame (default: denied).
- Send files to Host*: [File Transfer](#) from the Guest computer to the Host computer (default: allowed).
- Receive files from Host*: [File Transfer](#) from the Host computer to the Guest computer (default: allowed).
- Run programs*: [Run Program](#) on the Host computer (default: allowed).
- Redirect print*: While connected, send a print job from one computer to a printer of the other computer, see the [Program Options](#) window [Remote Printing Tab](#) (default: allowed).
- Remote manage*: Start a [Remote Management](#) session to manage the Host computer (default: allowed).
- Retrieve inventory*: [Get Inventory](#) from the Host computer (default: allowed).
- Send message*: Send a [NetOp Message](#) to the Host (default: allowed).
- Join multi Guest session*: Join a [Remote Control](#) session that another Guest runs with the Host (default: allowed).
- Act as multi Guest session administrator*: Manage a [Remote Control Multi Guest Session](#) (default: allowed).

3.4.2.2 Confirm Access

The Host or security database [Security Role](#) specification lower part that is indented under *Confirm access*:

 Confirm access:

No

Yes, except when

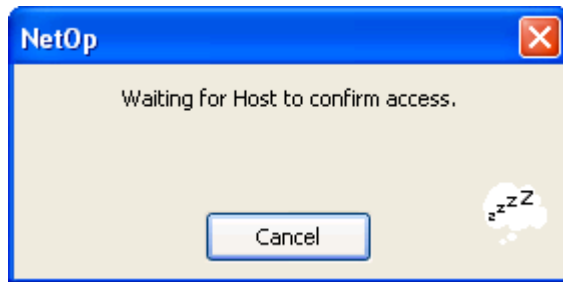
- Computer locked
- No user logged on
- Guest user logged on

specifies whether the Host computer user shall confirm Guest user access to the Host computer. One of these options will be selected:

- No*: The Host computer user shall not confirm access (default selection).
- Yes, unless*: The Host computer user shall confirm access except in the cases checked below.
 - Computer locked*: If the computer is locked, the Host computer user cannot confirm access (default: unchecked).
 - No user logged on*: If no user is logged on to the Host computer, no user will be available to confirm access (default: unchecked).

Guest user logged on: If Guest credentials match the Host computer user logon credentials, confirm access is typically not justified (default: unchecked).

If a connected to Host applies confirm access, this message will be displayed when the Guest has logged on:



This message will remain until the Host computer user has confirmed access or confirm access has timed out, see Host [Guest Access Security Guest Policy](#). If the Host computer user allows access, the Guest will access the Host computer. If the Host computer user denies access or confirm access times out, the Host will disconnect.

Cancel: Click this button to close the message and disconnect.

3.4.3 Guest Profile

Guest profiles specify Guest, user or group connection properties.

By default, Hosts use [Shared NetOp Authentication](#). This authentication method specifies one local Guest profile for all connecting Guests.

To use other authentication methods, Hosts can specify a local Guest profile for each connecting Guest, user or group or use a central security database specified Guest profile for each Guest, user or group.

On the Host and/or in a central security database, one [Security Role](#) will typically be assigned to each Guest profile. By group memberships, multiple [Security Roles](#) can apply to each Guest or user. The Host or NetOp Security Server will apply the composite of multiple applicable [Security Roles](#).

For instance, this is the Host window for specifying an [Individual NetOp Authentication](#) Guest profile:

 A screenshot of the 'Guest Profile' dialog box. The title bar is blue and contains the text 'Guest Profile' and a red close button. The main area has a light beige background and is divided into three sections:

- Guest name:** A label 'Guest name' above a 'Guest ID:' label and a text input field.
- Password:** A label 'Password' above 'Password:' and 'Confirm password:' labels, each followed by a text input field.
- Call back:** A label 'Call back' above three radio button options: 'No call back' (selected), 'Call back to:' (with an empty text input field), and 'Roving call back'.

 On the right side of the dialog, there are three buttons: 'Ok', 'Cancel', and 'Help'.

Each Guest profile specifies these elements:

[Credentials](#)

[Call Back](#)

3.4 Host Security Guide

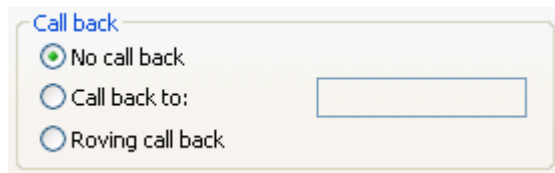
3.4.3.1 Credentials

[Guest Profile](#) credentials specify what the Guest user must specify in the *Logon...* window for authentication, see [Guest Authentication](#). NetOp authentication relies upon credentials specified on the Host or in a central security database. Other authentication methods rely upon credentials specified in other security systems.

3.4.3.2 Call Back

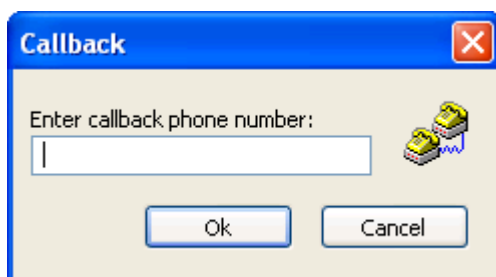
[Guest Profile](#) call back specifies if the Host after Guest logon shall disconnect and reconnect to a Host or Guest specified telephone number or IP address. Call back applies only to Guests connected by point-to-point communication such as [ISDN \(CAPI\)](#), [Serial](#), [Windows Modem](#), [TCP/IP \(TCP\)](#) or [TCP/IP \(TCP IPv6\)](#).

Host local [Guest Profiles](#) have these call back options:



One of these options will be selected:

- No call back*: The Host will not disconnect and reconnect (default selection).
- Call back to: []*: The Host will disconnect and reconnect to the telephone number or IP address that is specified in the field on the Host. If this does not reconnect to the Guest, the Guest cannot access the Host, see also [Address Check](#).
- Roving Call back*: This window will display on the Guest computer screen:



Enter callback phone number: []: Specify in the field the telephone number or IP address from which the Guest computer connected.

The Host will disconnect and reconnect to the specified telephone number or IP address to take over any external charges incurred during the connection.

Note: Central security database [Guest Profiles](#) have no call back options. *No call back* is always selected.

3.4.4 Guest Policy

A Host and a connecting Gateway can apply these Guest security policies, see [Guest Policy Tab](#).

- Specify the available number of logon attempts (default: 3).
- Select which action shall be executed if all available logon attempts of a connecting Guest are unsuccessful: *Disconnect*, *Disable Host* (deny any connection until reset locally) or *Restart Windows* (default: *Disconnect*).

Note: *Restart Windows* will typically reload and restart the Host or Gateway.

- Select which action shall be executed after disconnect: *None*, *Lock computer*, *Log off Windows* or *Restart Windows* (default: *None*).

Note: A Guest can connect to a locked Host computer and a Host computer with no user logged on. The Guest user must unlock or log on to the Host computer to access it.

- Disable file transfer when no user is logged on to the Host computer (default: unselected).
- Record remote control sessions and optionally disconnect if session recording fails (default: disabled).
- Timeout (disconnect if not completed within a specified number of seconds):
 - Confirm Access (default: no timeout).
 - Authentication (default: no timeout).
 - Inactivity (no Guest computer keyboard or mouse activity, default: no timeout).

3.4.5 Address Check

A Host and a connecting Gateway can allow connections by network communication only from computers with specified MAC and IP addresses, see [MAC/IP Address List Setup Tab](#) (default: not applied).

Note: MAC addresses apply to connections by [NetBIOS](#) and [IPX](#) communication devices. IP addresses apply to connections by [TCP/IP](#) and [TCP/IP \(TCP\)](#) communication devices.

A Host and a connecting Gateway can allow connections by [ISDN \(CAP\)](#) communication only from telephone numbers in an [Allowed ISDN Numbers](#) list (default: not applied).

A Host and a connecting Gateway can allow connections by point-to-point communication only from a specified telephone number or IP address by [Call Back](#) (default: not applied).

3.4.6 Encryption

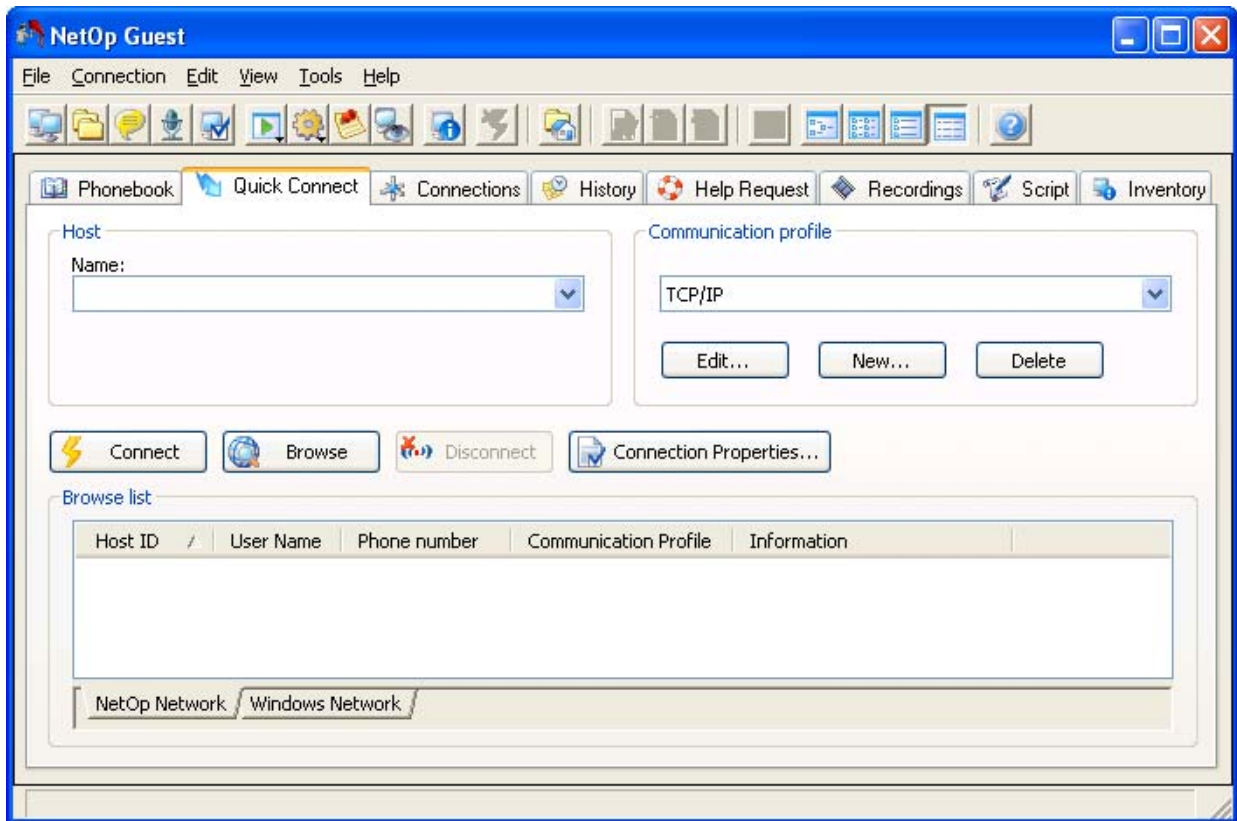
A Host and a connecting Gateway can enable a selection of encryption types (default: all), see [Encryption Tab](#).

A Guest can connect only if at least one encryption type enabled on the Guest is also enabled on a connecting Gateway and on the Host.

3.5 NetOp Guest Window

3.5 NetOp Guest Window

When NetOp Guest is loaded, this window will be displayed:



It contains these elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- [Tab Panel](#)
- [Status Bar](#)

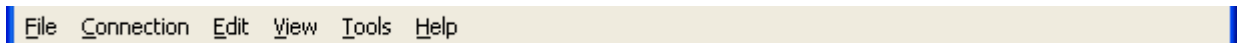
3.5.1 Title Bar



Title bar window controls are explained in [Window Control](#).

3.5.2 Menu Bar

This is the [NetOp Guest Window](#) menu bar:



It contains these menus:

- [File Menu](#)
- [Connection Menu](#)
- [Edit Menu](#)
- [View Menu](#)
- [Tools Menu](#)

- [Help Menu](#)

3.5.2.1 File Menu

In the [Menu Bar](#), select *File* or if the [NetOp Guest Window](#) is active press ALT+F to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

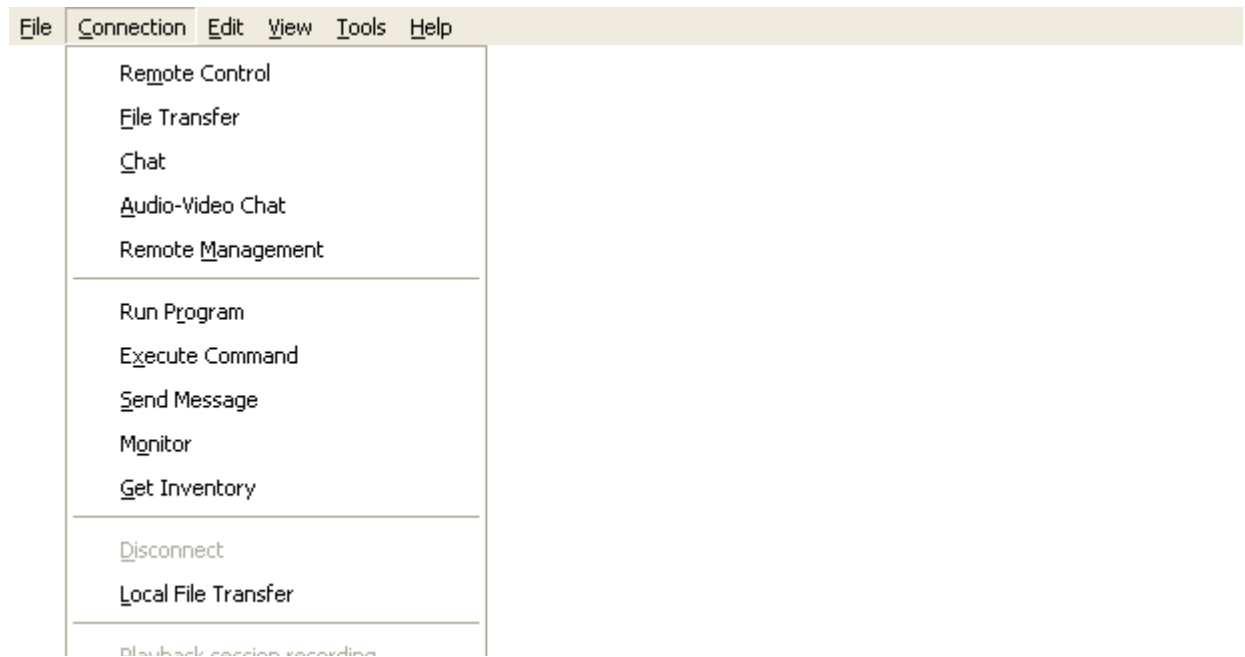
Import to Phonebook: Select this command to display the *Import to Phonebook* window, see [Phonebook Export and Import](#).

Export from Phonebook: Select this command to display the *Export from Phonebook* window, see [Phonebook Export and Import](#).

Exit: Select this command or the [Window Control](#) menu *Close* command, click the [Window Control Close](#) button or press ALT+F4 to unload the Guest.

3.5.2.2 Connection Menu

In the [Menu Bar](#), select *Connection* or if the [NetOp Guest Window](#) is active press ALT+C to display this menu:



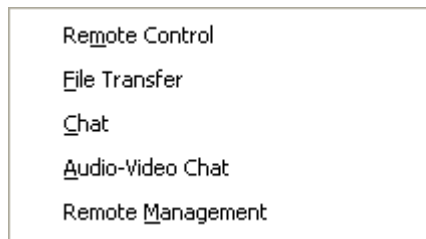
Connection menu commands fall into these groups:

- [Session Commands](#)
- [Action Commands](#)
- [Other Commands](#)

3.5 NetOp Guest Window

3.5.2.2.1 Session Commands

These are the [NetOp Guest Window Connection Menu](#) session commands:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

To enable session commands, select a [Quick Connect Tab](#) Host record or in the [Host Section](#) *Name* field specify a Host name or select one or multiple [Phonebook Tab](#), [Connections Tab](#), [History Tab](#) or [Help Request Tab](#) Host records. You can start a session with multiple Hosts at a time only if the session is not running with any selected Host. You can end a session with only one Host at a time.

Remote Control: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Session Buttons](#) *Remote Control* button to start or end a [Remote Control](#) session. If a [Remote Control](#) session is running with the last selected record Host, the command will be checkmarked.

File Transfer: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Session Buttons](#) *File Transfer* button to start or end a [File Transfer](#) session. If a [File Transfer](#) session is running with the last selected record Host, the command will be checkmarked.

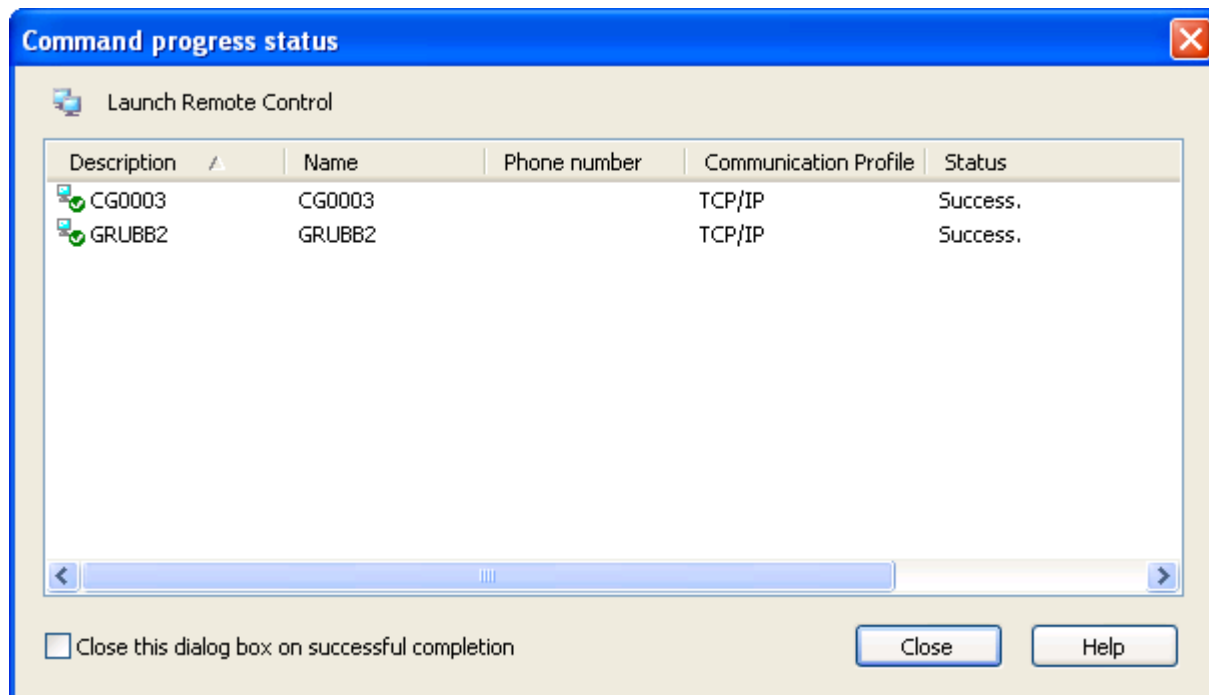
Chat: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Session Buttons](#) *Chat* button to start or end a [Chat](#) session. If a [Chat](#) session is running with the last selected record Host, the command will be checkmarked.

Audio Chat: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Session Buttons](#) *Audio Chat* button to start or end an [Audio-Video Chat](#) session. If an [Audio-Video Chat](#) session is running with the last selected record Host, the command will be checkmarked.

Note: A Guest can run only one audio session at a time.

Remote Management: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Session Buttons](#) *Remote Management* button to start or end a [Remote Management](#) session. If a [Remote Management](#) session is running with the last selected record Host, the command will be checkmarked.

If you start sessions with multiple Hosts, this window will be displayed:



The window will display a session type icon and *Launch* <Session type>.

The pane below will display records of selected Hosts in a table with this column content:

- *Description*: Progress indicator and [Tab Panel](#) record *Description*. These progress indicators can be displayed:
 - Command execution in progress
 - Command executed successfully
 - Command execution failed
- *Name*: [Tab Panel](#) record *Name*.
- *Phone number*: [Tab Panel](#) record *Phone number*.
- *Communication Profile*: [Tab Panel](#) record *Communication Profile*.
- *Status*: Textual progress indicator.

Table controls are explained in [Table Control](#).

Commands will execute sequentially as indicated by the progress indicators and *Status* column content.

If no other session is running with a selected record Host, starting a session will include connecting to the Host.

Note: If *Guest Access Security* on a selected record Host does not allow the session of the selected command, command execution will fail, see [Allow Guest To](#).

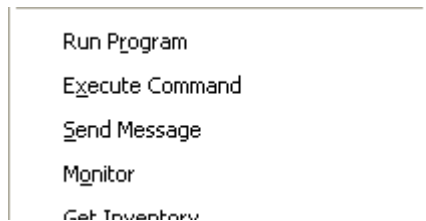
Close this dialog box on successful completion: Check this box to close this window when the command has executed successfully on all selected record Hosts (default: unchecked).

Cancel/Close: During progress, this button will display *Cancel*. Click it to cancel executing the command on the current Host record and proceed to the next. After completion, this button will display *Close*. Click it to close the window.

3.5 NetOp Guest Window

3.5.2.2.2 Action Commands

These are the [NetOp Guest Window Connection Menu](#) action commands:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

To enable action commands, select a [Quick Connect Tab](#) Host record or in the [Host Section Name](#) field specify a Host name or select one or multiple [Phonebook Tab](#), [Connections Tab](#) or [History Tab](#) Host records.

Run Program: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Action Buttons Run Program](#) button to display the [Run Program](#) drop-down menu.

Execute Command: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Action Buttons Execute Command](#) button to display the [Execute Command](#) drop-down menu.

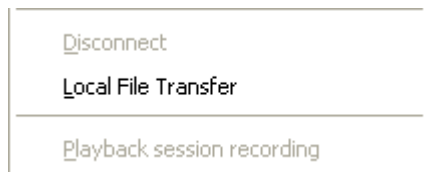
Send Message: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Action Buttons Send Message](#) button to display the [NetOp Message](#) window.

Get Inventory: Select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Action Buttons Get Inventory](#) button to [Get Inventory](#) from Host computers.

Note: When executing some of these actions, a *Command Progress Status* window will be displayed, see [Run Program](#).

3.5.2.2.3 Other Commands

These are the [NetOp Guest Window Connection Menu](#) other commands:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Disconnect: Select a [Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) connected Host record and select this command or the matching [Tab Panel](#) record context menu command or click the [Toolbar Other Buttons Disconnect](#) button to disconnect.

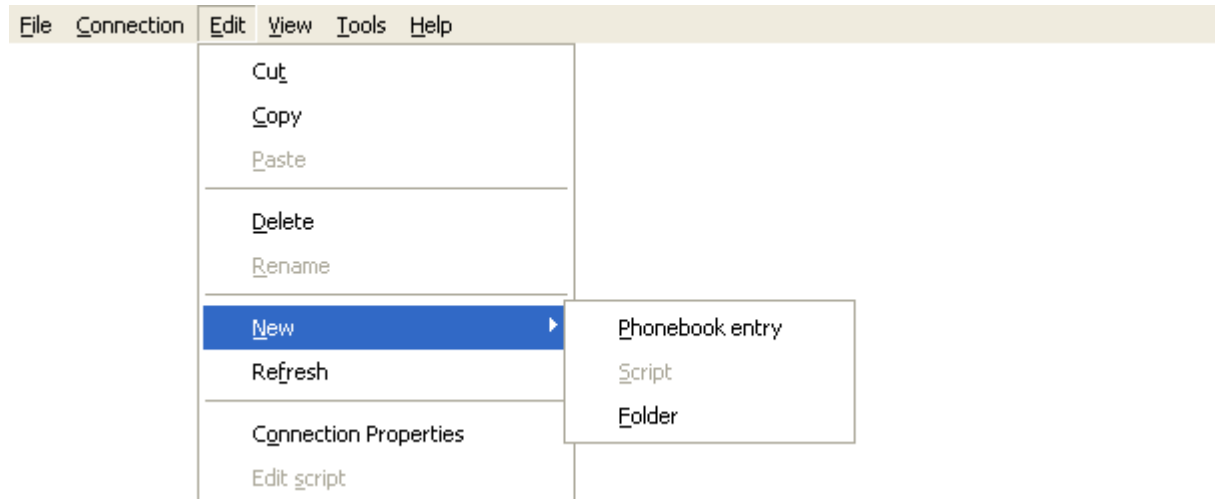
Note: You can disconnect only one Host at a time.

Local File Transfer: Select this command or click the [Toolbar Other Buttons Local File Transfer](#) button to start a local [File Transfer](#) session.

Playback Session Recording: Select a [Recordings Tab](#) record and select this command or the matching [Tab Panel](#) record context menu command or double-click the record to play back the session recording.

3.5.2.3 Edit Menu

In the [Menu Bar](#), select *Edit* or if the [NetOp Guest Window](#) is active press ALT+E to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Cut: Select one or multiple [Tab Panel](#) folders or records and select this command or the matching context menu command to remove selected items and place them on the clipboard.

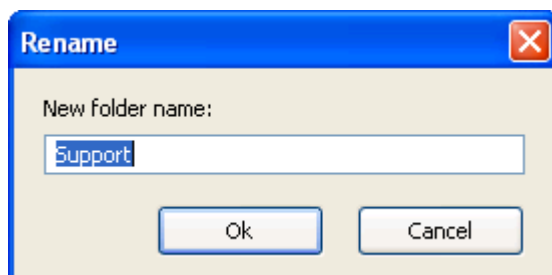
Copy: Select one or multiple [Tab Panel](#) folders or records and select this command or the matching context menu command to copy selected items to the clipboard.

Paste: Select a [Tab Panel](#) folder and select this command or the matching context menu command to paste the clipboard contents into the selected folder.

Delete: Select one or multiple [Tab Panel](#) folders or records and select this command or the matching context menu command or click the [Toolbar Other Buttons](#) *Delete* button to display a confirmation window to confirm deleting selected items.

Caution: Deleting a folder will delete all folders and records in it.

Rename: Select a [Tab Panel](#) folder and select this command or the matching context menu command to display this window:



New folder name: []: The field highlights the folder name. Edit it to rename the folder.

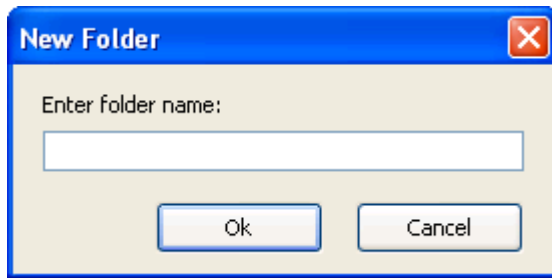
New: This command expands into these commands:

Phonebook Entry: Displaying the [Phonebook Tab](#), select this command or the matching [Records Pane](#) context menu command or click the [Toolbar Other Buttons](#) *Phonebook Entry* button to display the [Connection Properties](#) window to create a phonebook record in the displayed [Records Pane](#).

Script: Displaying the [Script Tab](#), select this command or the matching [Records Pane](#) context menu command to display an empty *Script* window to create a [NetOp Script](#).

3.5 NetOp Guest Window

Folder: Select a [Tab Panel](#) tree pane folder and select this command or the context menu *New Folder* command to display this window:



Enter folder name: []: Specify in this field a folder name to create this folder in the selected folder.

Refresh: Select this command to refresh the content of the displayed [Tab Panel](#) tab. If the [Quick Connect Tab](#) is displayed, this will start a browse for Hosts, see [Buttons](#).

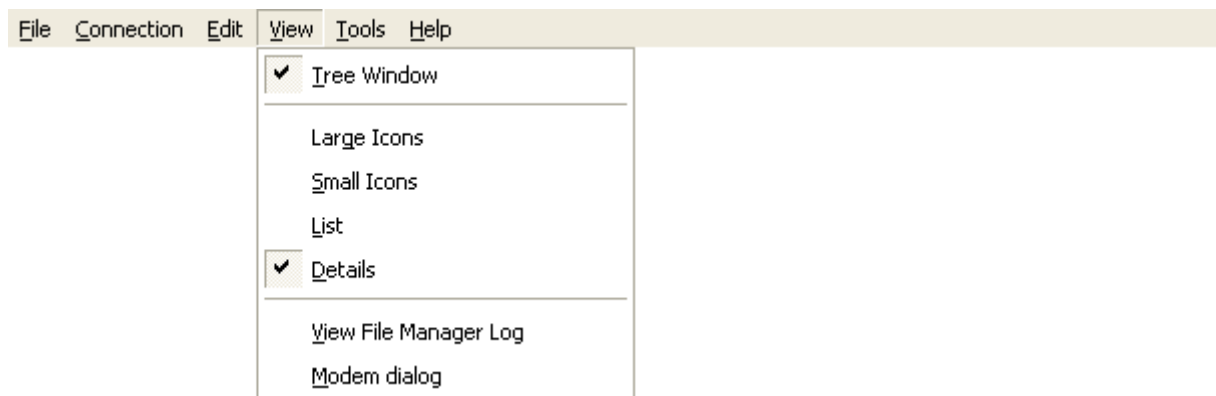
Note: Tab content will display changes from outside the tab only if refreshed.

Connection Properties: Select a [Phonebook Tab](#), [History Tab](#) or [Help Request Tab](#) Host record and select this command or the matching context menu command or click the [Toolbar Other Buttons](#) *Connection Properties* button to display the [Connection Properties](#) window to view or edit the selected Host record connection properties.

Edit Script: Select a [Script Tab](#) record and select this command to open the record script in the *Script* window, see [NetOp Script](#).

3.5.2.4 View Menu

In the [Menu Bar](#), select *View* or if the [NetOp Guest Window](#) is active press ALT+V to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Tree Window: Select this command or click the matching [Toolbar Other Buttons](#) button to hide/display the [Tab Panel](#) tab left pane with a folder tree structure (default: displayed). If displayed, the command will be checkmarked.

Large Icons: Select this command or click the matching [Toolbar Other Buttons](#) button to display [Tab Panel](#) tab records as horizontal rows of large icons. If selected, the command will be checkmarked.

Small Icons: Select this command or click the matching [Toolbar Other Buttons](#) button to display [Tab Panel](#) tab records as horizontal rows of large icons. If selected, the command will be checkmarked.

List: Select this command or click the matching [Toolbar Other Buttons](#) button to display [Tab Panel](#) tab records as vertical columns of small icons. If selected, the command will be checkmarked.

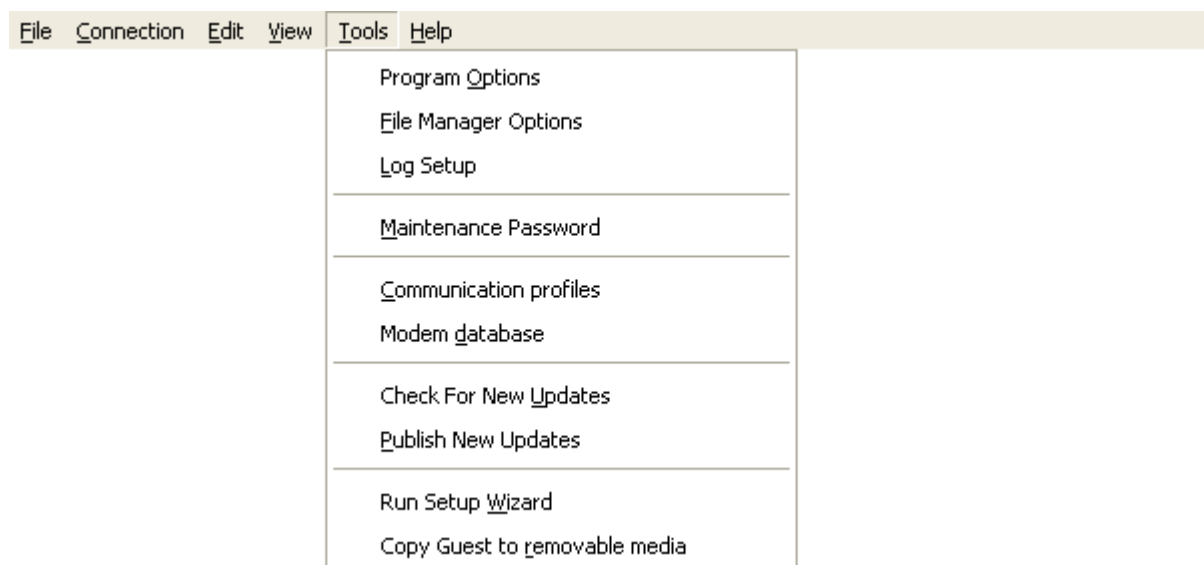
Details: Select this command or click the matching [Toolbar Other Buttons](#) button to display [Tab Panel](#) tab records in a table with details in columns (default selection). If selected, the command will be checkmarked.

View File Manager Log: Select this command to display a Windows *Open* window specifying *Files of type: Log Files (*.log)* to open a [File Transfer](#) log (typically named *NFM.LOG*) to display it in the *NFM Log Viewer* window, see [Options Menu](#).

Modem Dialog: Select this command to display the [Modem Dialog](#) window.

3.5.2.5 Tools Menu

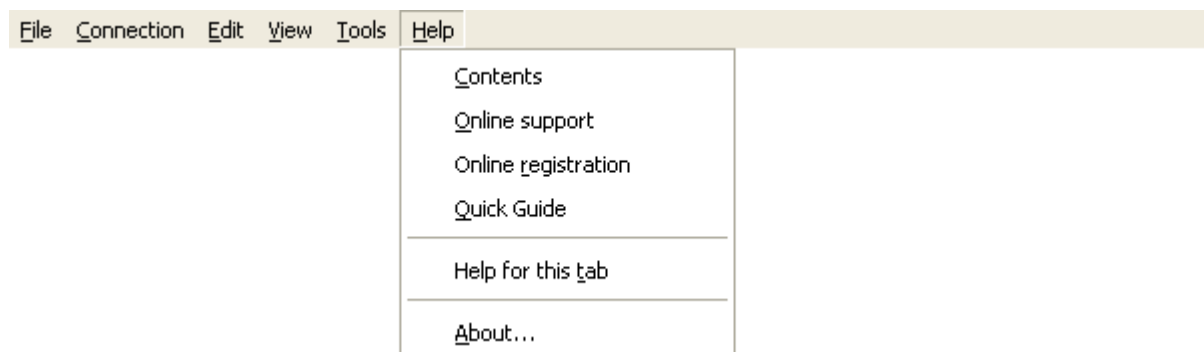
In the [Menu Bar](#), select *Tools* or if the [NetOp Guest Window](#) is active press ALT+T to display this menu:



Tools menu commands are explained in [Guest Tools](#).

3.5.2.6 Help Menu

In the [Menu Bar](#), select *Help* or if the [NetOp Guest Window](#) is active press ALT+H to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Contents: Select this command to open the *NetOp Guest Help* system on the *Welcome* topic. The left pane of the window will display a graphical table of contents.

Online Support: Select this command to open the [Support for NetOp Remote Control](#) web page to submit a support request.

Apply License/Online Registration: This command will be *Apply License* if a trial version is installed and *Online Registration* if a licensed version is installed.

3.5 NetOp Guest Window

Select *Apply License* to display this window:



Licensed to: []: Specify in the field a licensee name.

Serial number: []: Specify in the field a Guest license number.

OK: Click this button to replace the trial version licensee name and license number by the specified licensee name and license number.

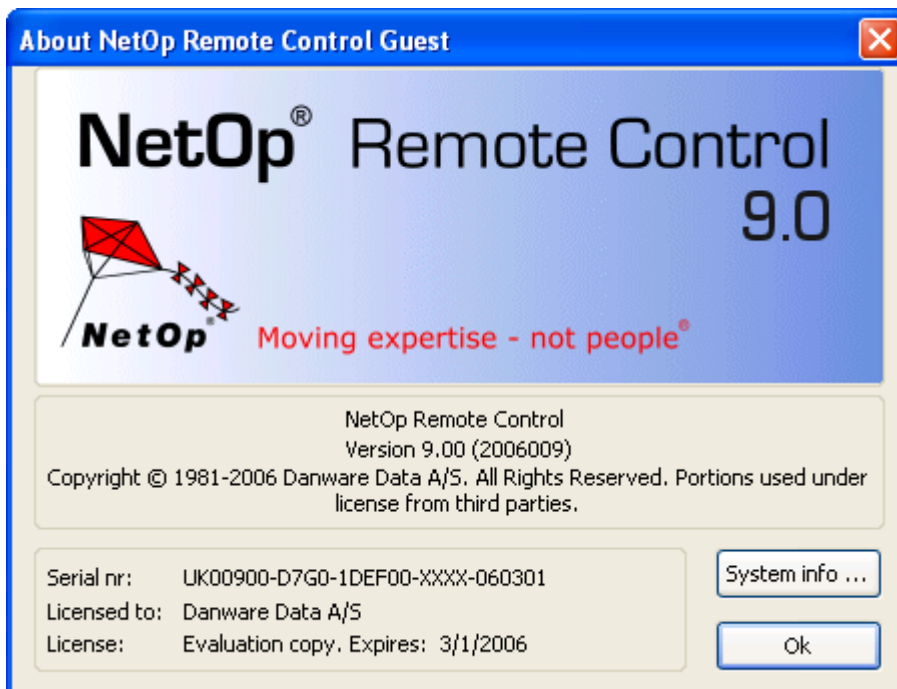
Select *Online Registration* to open the [NetOp Product Registration](#) web page to register your NetOp product with the manufacturer.

Quick Guide: Select this command to open the *NetOp Guest Help* system on the *Connect Guide* topic.

Help for this Tab: Select this command or click the [Toolbar Other Buttons Help for this Tab](#) button to open the *NetOp Guest Help* system on the topic of the displayed [Tab Panel](#) tab.

About...: Select this command to display this window:

About NetOp Remote Control Guest



This window contains information on your NetOp Guest installation. The build number in format YYYYDDD (Y=year number digit, D=day number digit) is enclosed in parentheses next to the version number.

System Info...: Click this button to display the [System Info](#) window.

3.5.3 Toolbar

The [NetOp Guest Window](#) toolbar will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Toolbar buttons are grouped into these sections:

- [Session Buttons](#)
- [Action Buttons](#)
- [Other Buttons](#)

3.5.3.1 Session Buttons

These are the [NetOp Guest Window Toolbar](#) session buttons:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

To enable session buttons, select a [Quick Connect Tab](#) Host record or in the [Host Section Name](#) field specify a Host name or select one or multiple [Phonebook Tab](#), [Connections Tab](#), [History Tab](#) or [Help Request Tab](#) Host records. You can start a session with multiple Hosts at a time only if the session is not running with any selected Host. You can end a session with only one Host at a time.



Remote Control: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to start or end a [Remote Control](#) session. If a [Remote Control](#) session is running with the last selected record Host, the button will appear pressed in.



File Transfer: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to start or end a [File Transfer](#) session. If a [File Transfer](#) session is running with the last selected record Host, the button will appear pressed in.



Chat: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to start or end a [Chat](#) session. If a [Chat](#) session is running with the last selected record Host, the button will appear pressed in.



Audio Chat: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to start or end an [Audio-Video Chat](#) session. If an [Audio-Video Chat](#) session is running with the last selected record Host, the button will appear pressed in.

Note: A Guest can run only one audio session at a time.



Remote Management: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to start or end a [Remote Management](#) session. If a [Remote Management](#) session is running with the last selected record Host, the button will appear pressed in.

3.5 NetOp Guest Window

3.5.3.2 Action Buttons

These are the [NetOp Guest Window Toolbar](#) session buttons:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

To enable action buttons, on the [Quick Connect Tab](#) select a Host record or specify the Host name in the [Host Section Name](#) field or on the [Phonebook Tab](#), [Connections Tab](#) or [History Tab](#) select one or multiple Host records.



Run Program: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to display the [Run Program](#) drop-down menu.



Execute Command: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu *Execute Command* command to display the [Execute Command](#) drop-down menu.



Send Message: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to display the [NetOp Message](#) window.



Monitor: Click this button to [Monitor](#) Host computers. If the last selected record Host computer is being monitored, the button will appear pressed in.



Get Inventory: Click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu *Get Inventory* command to [Get Inventory](#) from Host computers.

Note: When executing some of these actions, a *Command Progress Status* window will be displayed, see [Run Program](#).

3.5.3.3 Other Buttons

These are the [NetOp Guest Window Toolbar](#) other buttons:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).



Disconnect: Select a [Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) connected Host record and click this button or select the matching [Connection Menu](#) or [Tab Panel](#) record context menu command to disconnect.

Note: You can disconnect only one Host at a time.



Local File Transfer: Click this button or select the matching [Connection Menu](#) command to start a local [File Transfer](#) session.



Connection Properties: Select a [Phonebook Tab](#), [History Tab](#) or [Help Request Tab](#) Host record and click this button or select the matching [Edit Menu](#) or [Tab Panel](#) record context menu command to display the [Connection Properties](#) window to view or edit the selected Host record connection properties.



Phonebook Entry: Displaying the [Phonebook Tab](#), click this button or select the matching [Edit Menu](#) or [Records Pane](#) context menu command to display the [Connection Properties](#) window to create a phonebook record in the displayed [Records Pane](#).



Delete: Select one or multiple [Tab Panel](#) folders or records and click this button or select the matching [Edit Menu](#) or context menu command to display a confirmation window to confirm deleting selected items.

Caution: Deleting a folder will delete all folders and records in it.



Tree Window: Click this button or select the matching [View Menu](#) command to hide/display the [Tab Panel](#) tab left pane with a folder tree structure (default: displayed). If displayed, the button will appear pressed in.



Large Icons: Click this button or select the matching [View Menu](#) command to display [Tab Panel](#) tab records as horizontal rows of large icons. If selected, the button will appear pressed in.



Small Icons: Click this button or select the matching [View Menu](#) command to display [Tab Panel](#) tab records as horizontal rows of small icons. If selected, the button will appear pressed in.



List: Click this button or select the matching [View Menu](#) command to display [Tab Panel](#) tab records as vertical columns of small icons. If selected, the button will appear pressed in.



Details: Click this button or select the matching [View Menu](#) command to display [Tab Panel](#) tab records in a table with details in columns (default selection). If selected, the button will appear pressed in.

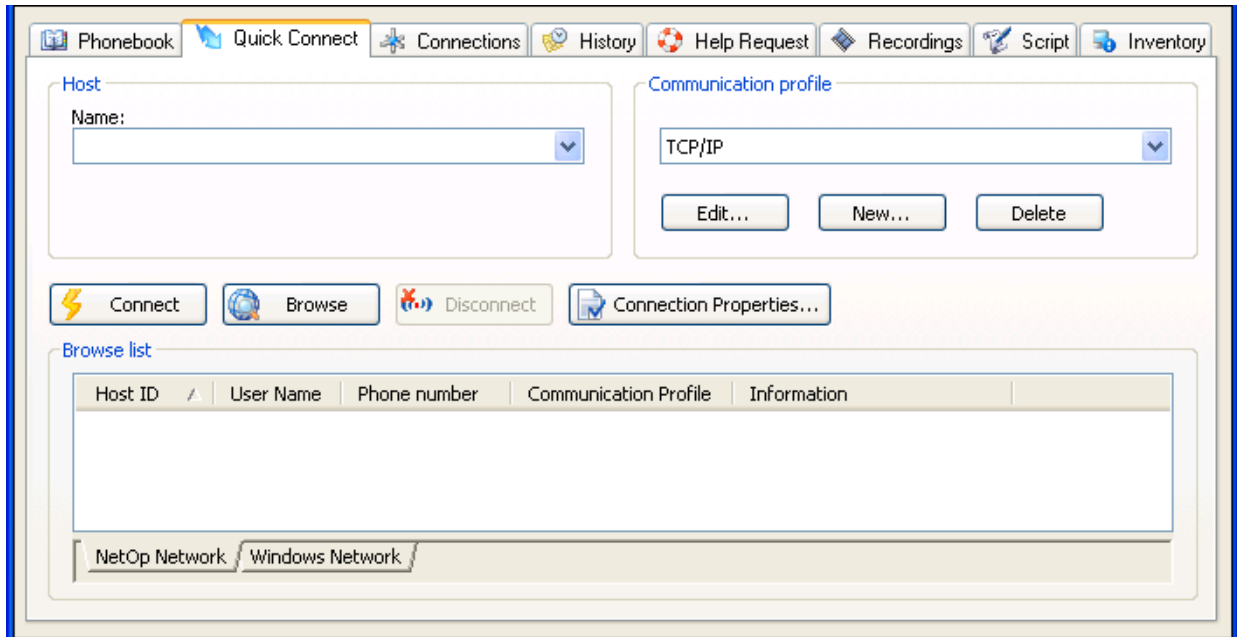


Help for this Tab: Click this button or select the matching [Help Menu](#) command to open the *NetOp Guest Help* system on the topic of the displayed [Tab Panel](#) tab.

3.5 NetOp Guest Window

3.5.4 Tab Panel

This is the [NetOp Guest Window](#) tab panel



It can contain up to all of these tabs (default: all):

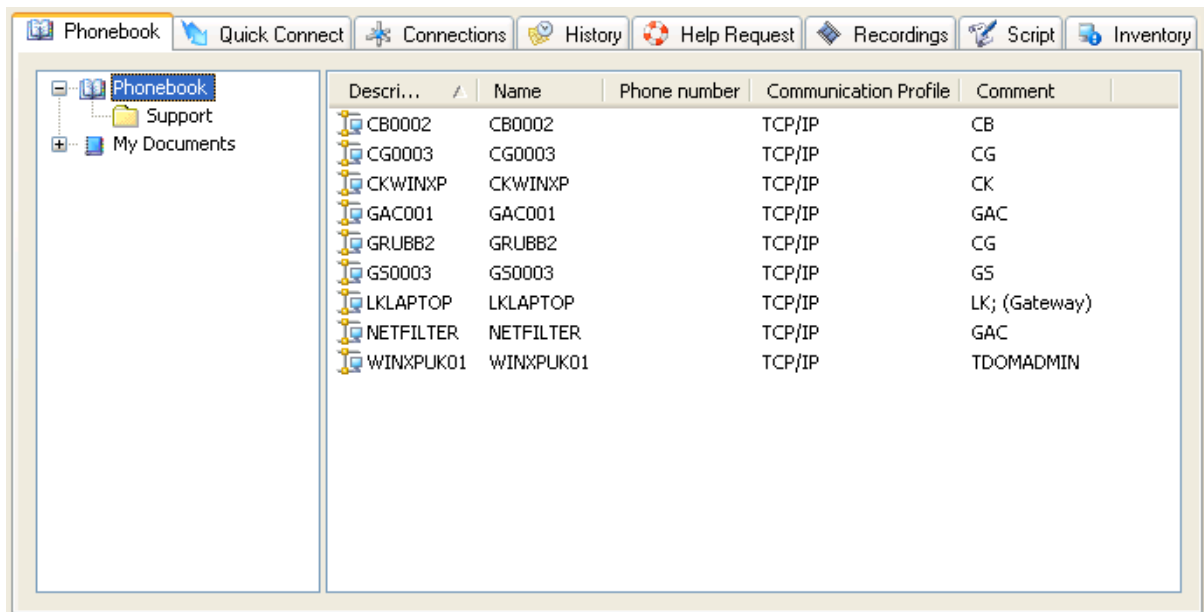
- [Phonebook Tab](#)
- [Quick Connect Tab](#)
- [Connections Tab](#)
- [History Tab](#)
- [Help Request Tab](#)
- [Recordings Tab](#)
- [Script Tab](#)
- [Inventory Tab](#)

By default, the [Quick Connect Tab](#) will be displayed in front.

Organize tab panel tabs from the [Program Options](#) window [Layout Tab](#).

3.5.4.1 Phonebook Tab

This [NetOp Guest Window Tab Panel](#) tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It works like your personal quick-dial telephone directory. However, connecting to a Host requires much more than a phone call:

- You must select the right communication profile
- You must specify the Host name and possible connecting elements correctly
- When connected, you may need to specify logon credentials
- Guest settings should fit Host settings and optimize transmission speed and quality
- Your preferred interactive functionality should be in place when connected

All of this can be specified in [Phonebook Records](#) to access Host computers by a few mouse clicks.

The *Phonebook* tab contains an optional left [Tree Pane](#) and a right [Records Pane](#).

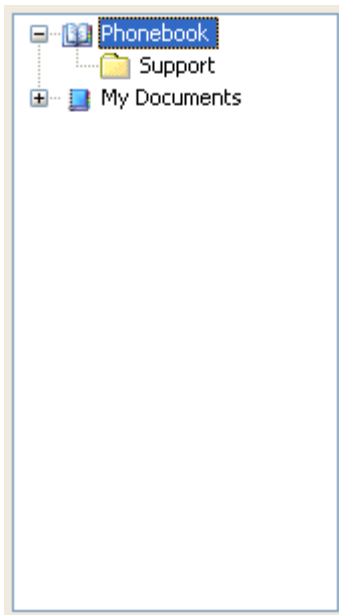
The [Tree Pane](#) contains a user-defined phonebook directory structure. To hide/display the [Tree Pane](#), click the [Toolbar Other Buttons Tree Window](#) button or select the matching [View Menu](#) command (default: displayed).

The [Records Pane](#) contains the [Phonebook Records](#) of the phonebook directory selected in the [Tree Pane](#).

3.5 NetOp Guest Window

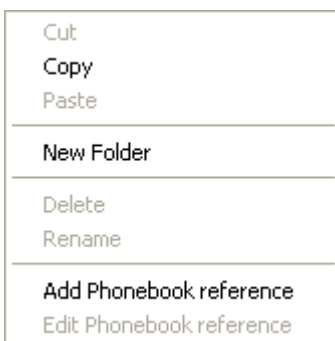
3.5.4.1.1 Tree Pane

This is the [NetOp Guest Window Tab Panel Phonebook Tab](#) tree pane:



It initially contains a *Phonebook* phonebook.

Right-click in the pane to display this context menu:

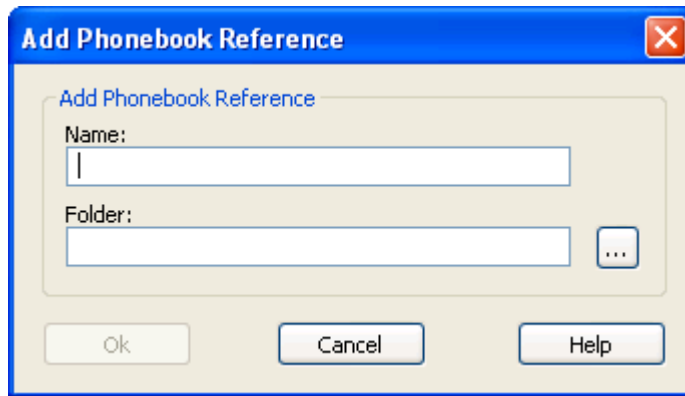


Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

This menu enables you to manage your *Phonebook* and phonebook reference directories. You can also manage directory folders by drag and drop.

Commands in the first three sections match [Edit Menu](#) commands.

Add Phonebook Reference: Select this command to display this window:



A phonebook reference will refer to a Guest computer directory, for instance the phonebook of another computer user.

Click the [...] button to display a *Browse for Folder* window to select a directory to enter its name into the *Name* field and its path into the *Folder* field. Optionally, in the *Name* field edit the phonebook reference name. A new phonebook reference will display in the tree pane as an additional phonebook.

Edit Phonebook Reference: Select a phonebook reference and select this command to display the phonebook reference specification in the *Add Phonebook Reference* window to edit it.

3.5.4.1.2 Records Pane

This is the [NetOp Guest Window Tab Panel Phonebook Tab](#) records pane:

Descri...	Name	Phone number	Communication Profile	Comment
CB0002	CB0002		TCP/IP	CB
CG0003	CG0003		TCP/IP	CG
CKWINXP	CKWINXP		TCP/IP	CK
GAC001	GAC001		TCP/IP	GAC
GRUBB2	GRUBB2		TCP/IP	CG
GS0003	GS0003		TCP/IP	GS
LKLAPTOP	LKLAPTOP		TCP/IP	LK; (Gateway)
NETFILTER	NETFILTER		TCP/IP	GAC
WINXPUK01	WINXPUK01		TCP/IP	TDOMADMIN

It displays the [Phonebook Records](#) in the [Tree Pane](#) selected *Phonebook* or folder. Records are displayed as icons or table records according to the selection by [View Menu](#) commands or [Toolbar Other Buttons](#).

Details view displays records in a table with this column content:

- *Description:* Communication device type icon (networking, line, network point-to-point, Gateway or Infrared) and record identifying description.
- *Name:* Host [Networking Communication](#) name.
- *Phone Number:* Host or Host network routing NetOp Gateway [Line Communication or Gateway](#) telephone number or IP address or [Network Point-to-Point Communication](#) IP address.

3.5 NetOp Guest Window

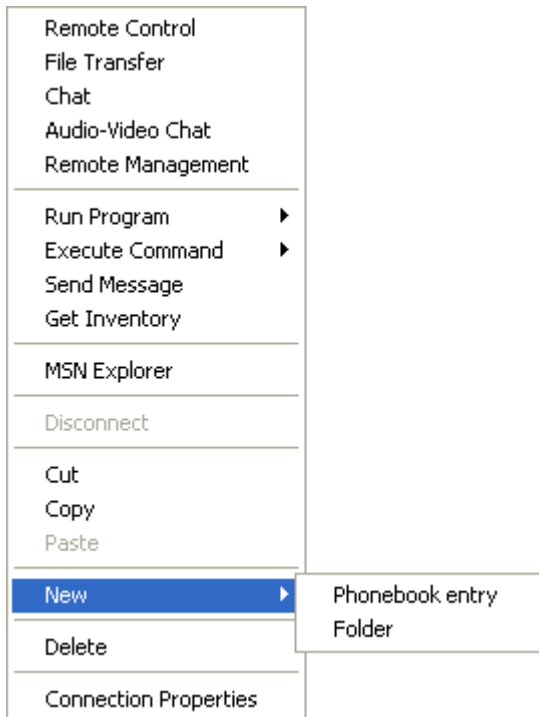
- *Communication Profile*: Guest communication profile name.
- *Comment*: Optional comment specified by the Guest user or the Host computer user name when originally browsing for the Host.

Table controls are explained in [Table Control](#).

To start a session with selected record Hosts, click a [Session Buttons](#) button or select a [Session Commands](#) command. To execute an action on selected record Host computers, click an [Action Buttons](#) button or select an [Action Commands](#) command.

Double-click a record to start the default type session with the record Host, see [General Tab](#).

Right-click a record or multiple selected records to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The first section contains [Session Commands](#).

The second section contains [Action Commands](#).

If one record is selected, a <Custom application> command can be included after action commands. Select this command to run the custom application. Assign a custom application to a phonebook record on the [Connection Properties](#) window [Custom Tab](#).

Disconnect: See [Other Commands](#).

Remaining commands match [Edit Menu](#) commands.

3.5.4.1.3 Phonebook Records

Phonebook records specify Host connection properties.

You can create as many phonebook records as you like, including multiple alternative phonebook records for the same Host.

To swiftly create phonebook records, add [Quick Connect Tab NetOp Network Tab](#) Host records or copy [Quick Connect Tab NetOp Network Tab](#) or [History Tab Records Pane](#). Host records to your phonebook.

You can create phonebook records by copying phonebook or history *dwc* files into your phonebook or by importing phonebook data in a comma separated file, see [Phonebook Export and Import](#).

To create a phonebook record from scratch, click the [Toolbar Other Buttons](#) *Phonebook Entry* button or select the [Edit Menu](#) or [Records Pane](#) context menu *New Phonebook Entry* command to display the [Connection Properties](#) window. Select a phonebook record first to base the phonebook record on the connection properties of the selected phonebook record.

To edit a phonebook record, select it and click the [Toolbar Other Buttons](#) *Connection Properties* button or select the [Edit Menu](#) or [Records Pane](#) context menu *Connection Properties* command to display its connection properties in the [Connection Properties](#) window to edit them.

You can copy and move phonebook records between the *Phonebook* root folder and user-defined folders, also by drag and drop.

Phonebook records are saved as files with the extension *dwc* in the *PhBook* directory that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest\PhBook*. *dwc* files are XML format files that can be read in any text editor.

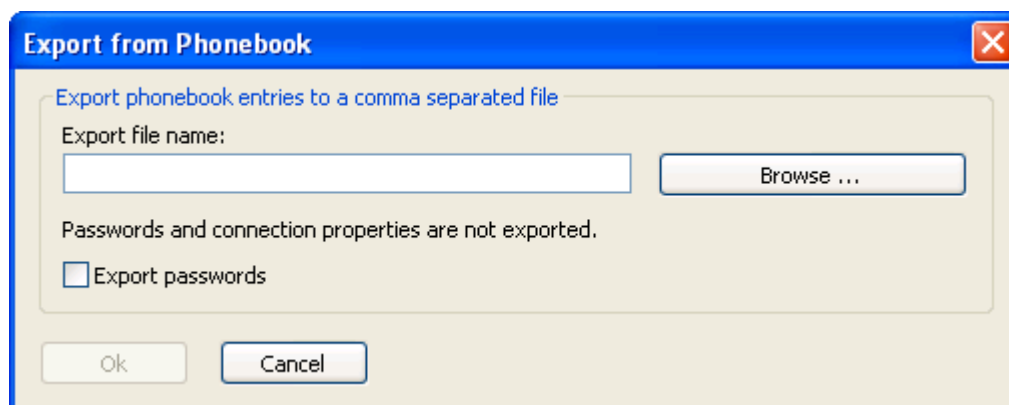
To connect to your favorite Hosts without loading NetOp Guest first, copy their phonebook records to your computer desktop where they will display as *dwc* file icons. Double-click the file icon to start the default type session with the Host. If not loaded, NetOp Guest will load and run minimized in a notification area *NetOp Guest* button. Right-click the file icon to display a context menu with [Session Commands](#), a *Connection Properties* command and standard desktop icon commands.

3.5.4.1.4 Phonebook Export and Import

You can export and import phonebook data as a comma separated file.

Export

Select in the [Tree Pane](#) the *Phonebook* root folder or a directory folder in it or select in the [Records Pane](#) one or multiple records and select the [File Menu](#) *Export from Phonebook* command to display this window:



Export file name: [/]: Specify in this field a file path and name. If you specify only a file name, the comma separated file will be saved in the directory in which NetOp Guest is installed.

Browse...: Click this button to display a Windows *Save As* window to select the comma separated file directory and specify its name to enter the path and name in the *Export file name* field.

Export Passwords: Check this box to include phonebook record passwords in the comma separated file (default: unchecked).

Note: You cannot export phonebook record [Connection Properties](#) window [Display Tab](#), [Keyboard/Mouse Tab](#), [Compression/Encryption Tab](#), [Desktop Tab](#) and [Record Tab](#) properties, but you can specify those properties when importing.

Comma Separated File Syntax

The comma separated file is a plain text file. It contains for each phonebook record a line of text with entries separated by commas according to this syntax:

```
<Folder path>,<Description>,<Phone number>,<Name>,<Comment>,<Communication profile>,<Host logon name>,<Host logon password>,<Host logon domain>,<Gateway
```

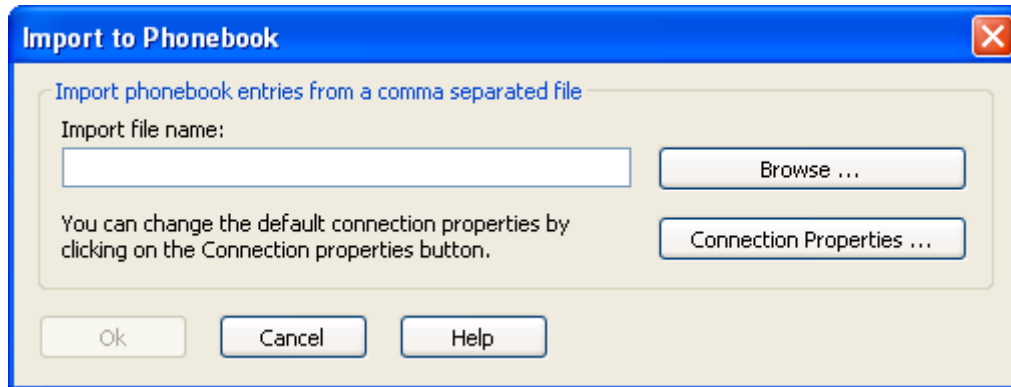
3.5 NetOp Guest Window

logon name>,<Gateway logon password>,<Gateway logon domain>,<Protect item password>,<Wake on LAN MAC address>,<Logon credentials flags>,<Custom application description>,<Custom application command line>,

Passwords will be encrypted to be included in the file as 32-digit hexadecimal checksums prefixed by ENCRYPTED:.

Import

Select the [File Menu](#) *Import to Phonebook* command to display this window:



Import file name: []: Specify in this field the path and name of the comma separated file from which you want to import phonebook data.

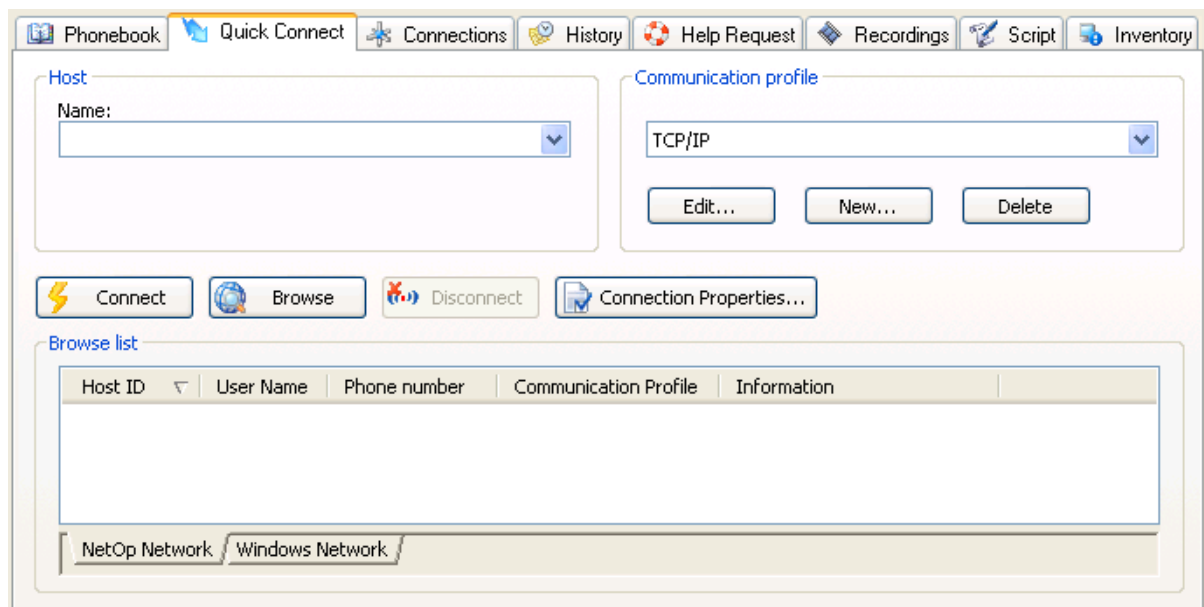
Browse...: Click this button to display a Windows *Open* window to select the comma separated file and enter its path and name in the *Import file name* field.

Connection Properties...: Click this button to display the *Connection Properties* window with the [Display Tab](#), [Keyboard/Mouse Tab](#), [Compression/Encryption Tab](#), [Desktop Tab](#) and [Record Tab](#) to optionally specify properties for all imported phonebook records on these tabs.

OK: Click this button to import the comma separated file phonebook data to create phonebook records in the phonebook structure specified in the file, i.e. typically like on the exporting NetOp Guest.

3.5.4.2 Quick Connect Tab

This [Tab Panel](#) tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It enables connecting to a Host by selecting a communication profile and specifying a Host identifier and if applicable a routing NetOp Gateway identifier.

1. Select in the [Communication Profile Section](#) a communication profile.
2. Specify in the [Host Section](#) the Host name, computer address or modem telephone number and if applicable a routing NetOp Gateway computer address or telephone number.
 - Alternatively, if a [Networking Communication](#) communication profile is selected click the [Buttons Browse](#) button to display on the [NetOp Network Tab](#) records of responding Hosts. Click a record to display its *Host ID* value in the [Host Section Name](#) field or double-click a record to start the default session, see [General Tab](#).
 - Alternatively, on the [Windows Network Tab](#) click a network computer record to display its *Name* value in the [Host Section Name](#) field or double-click the record to start the default session, see [General Tab](#).
3. Click the [Buttons Connect](#) button or double-click a tab record to start the default session, see [General Tab](#).
To start a non-default session or execute an action, click the matching [Toolbar](#) button or select the matching [Connection Menu](#) or tab context menu command.

Note: If connection fails, see [Connect Problems](#).

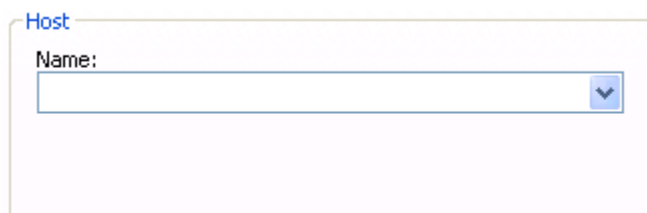
3.5.4.2.1 Host Section

The content of this [Quick Connect Tab](#) section depends on the selected communication profile communication device type as explained in these sections:

- [Networking Communication](#)
- [Line Communication or Gateway](#)
- [Network Point-to-Point Communication](#)
- [Infrared Communication](#)

Networking Communication

If a communication profile that uses a networking communication device ([IPX](#) (including *RemPCIPX v. 4.3*), [NetBIOS](#) (including *RemPCNB v. 4.3*), [TCP/IP](#) or [Terminal Server](#)) is selected, the [Quick Connect Tab Host Section](#) will have this content:



Name: []: Specify in the field of this drop-down box a name that the Host can respond to, see [IPX Settings](#), [NetBIOS Settings](#), [TCP/IP Settings](#) or [Terminal Server Settings](#). The drop-down box list contains the names of Hosts that have been connected to before. Select a name in the list to display it in the field.

Note: NetOp interprets the specified name according to the default Host name qualifier or a prefixed Host name qualifier, see [Host Name Tab](#).

This section includes these sections:

[Browse for Hosts](#)

[Connect to a Network or Network Terminal Server Host through NetOp Gateway](#)

Browse for Hosts

If a communication profile that uses a [Networking Communication](#) is selected, you can browse for responding network Hosts. Click the [Buttons Browse](#) button to send broadcast communication that requests that Hosts that receive this communication respond. After a timeout period, records of

3.5 NetOp Guest Window

responding Hosts will display on the [NetOp Network Tab](#). Click a record to display its *Host ID* value in the [Host Section Name](#) field or double-click the record to start the default session, see [General Tab](#).

To browse for Hosts with any name, leave the [Host Section Name](#) drop-down box field empty or if filled in click *No* when asked if you want to browse for a specific Host name. To browse for Hosts with a specific name, specify any number of Host name beginning characters. To browse for Hosts by a non-default name type, prefix by a Host name qualifier, see [Host Name Tab](#).

Using the *LDAP::* Host name qualifier, a browse for Hosts will search directory services specified on the [Program Options](#) window [Directory Services Tab](#) for users to return available matching user name attributes and user address attributes. To search for Hosts with a specific name, specify a Host name mask (a name containing wildcard characters like * designating any characters). You will be prompted to log on to directory services to search for users, see [Directory Services Authentication](#).

When available user data have been returned, the Guest will browse the network using received user address attributes. The [NetOp Network Tab](#) will display records of returned users indicating which user Hosts have responded.

Connect to a Network or Network Terminal Server Host through NetOp Gateway

If the [Networking Communication](#) communication profile used by a Host is unavailable to the Guest or if connecting from a network Guest to a network terminal server Host, a NetOp Gateway on the network, respectively on the terminal server console, can route the communication.

On the Gateway, enable [Networking Communication](#) communication profiles matching the communication profiles used by the Guest and the Host.

On the Guest, enable one or multiple [Networking Communication Communication Profiles](#) at loading to make the networking communication profile *<Any initialized communication>* available in the [Communication Profile Section](#) drop-down box list. Connect to the Host after selecting *<Any initialized communication>* that will request that any NetOp Gateway receiving the communication routes it to any other enabled [Networking Communication](#) communication profile.

Line Communication or Gateway

If a communication profile that uses a line communication device ([ISDN \(CAPI\)](#), [Serial](#) or [Windows Modem](#)) or the [Gateway](#) communication device is selected in the [Communication Profile Section](#), this [Quick Connect Tab Host Section](#) will be displayed:

Host

Phone number:

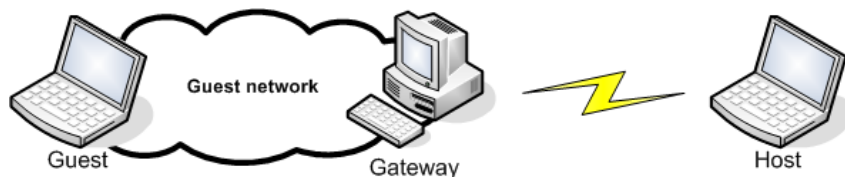
Name (Optional, use with gateway):

If you connect by line communication directly to a Host:



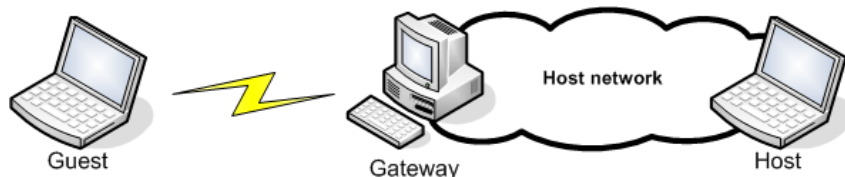
specify in the *Phone number* drop-down box field the Host modem telephone number and leave the *Name* drop-down box field below empty.

If you connect by the *Gateway* communication device through a Guest network NetOp Gateway that connects by line or network point-to-point communication to a Host:



specify in the *Phone number* drop-down box field the Host modem telephone number if using line communication or the Host IP address if using network point-to-point communication and leave the *Name* drop-down box field below empty.

If you connect by line communication through a Host network NetOp Gateway to a network Host:



specify in the *Phone number* drop-down box field the Host network NetOp Gateway modem telephone number and optionally specify in the *Name* drop-down box field the Host name.

If you connect by the *Gateway* communication device through a Guest network NetOp Gateway that connects by line or network point-to-point communication through a Host network NetOp Gateway to a network Host:



specify in the *Phone number* drop-down box field the Host network NetOp Gateway modem telephone number if using line communication or the Host network NetOp Gateway IP address if using network point-to-point communication and optionally specify in the *Name* drop-down box field the Host name.

The drop-down box lists contains telephone numbers, IP addresses and Host names that have been connected to before. Select a list entry to display it in the field.

Note: NetOp will interpret the *Name* drop-down box field Host name according to the default Host name qualifier or a prefixed Host name qualifier, see [Host Name Tab](#).

If no name is specified in the *Name* drop-down box field, this window will be displayed when connected to the Host network NetOp Gateway:



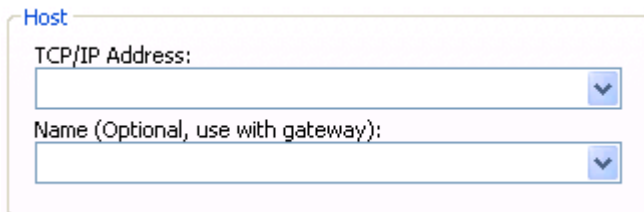
3.5 NetOp Guest Window

Select one of these options:

- Remote Control Gateway*: Connect to the Gateway (default selection).
- Connect to Specific Host: []*: Specify in the field a Gateway network Host name to connect to the Host.
- Browse for Hosts: []*: Leave the field empty or specify any number of Host name first characters to [Browse for Hosts](#) on the Gateway network.

Network Point-to-Point Communication

If a communication profile that uses a network point-to-point communication device ([TCP/IP \(TCP\)](#) or [TCP/IP \(TCP IPv6\)](#)) is selected in the [Communication Profile Section](#), this *Host* section will be displayed:



The screenshot shows a window titled "Host" with two drop-down menus. The first is labeled "TCP/IP Address:" and the second is labeled "Name (Optional, use with gateway):". Both menus have a downward arrow on the right side.

If you connect directly to a Host, specify the Host IP address in the *TCP/IP Address* drop-down box field and leave the *Name* drop-down box field empty.

If you connect to a Host through a Host network NetOp Gateway, specify the Gateway IP address in the *TCP/IP Address* drop-down box field and optionally specify the Host name in the *Name* drop-down box field.

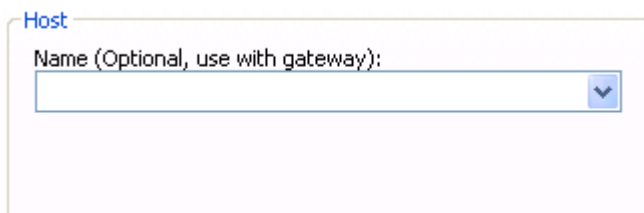
The drop-down box lists contains IP addresses and Host names that have been connected to before. Select a list entry to display it in the field.

Note: NetOp will interpret the *Name* drop-down box field Host name according to the default Host name qualifier or a prefixed Host name qualifier, see [Host Name Tab](#).

If no name is specified in the field, the *Gateway Connection* window will be displayed when connected to the Host network NetOp Gateway, see [Line Communication or Gateway](#).

Infrared Communication

If a communication profile that uses the communication device [Infrared \(IrDA\)](#) is selected in the [Communication Profile Section](#), this *Host* section will be displayed:



The screenshot shows a window titled "Host" with a single drop-down menu labeled "Name (Optional, use with gateway):". The menu has a downward arrow on the right side.

If you connect directly to a Host, leave the *Name* drop-down box field empty.

If you connect to a Host through a Host network NetOp Gateway, optionally specify the Host name in the *Name* drop-down box field.

The drop-down box list contains Host names that have been connected to before. Select a list entry to display it in the field.

Note: NetOp will interpret the *Name* drop-down box field Host name according to the default Host name qualifier or a prefixed Host name qualifier, see [Host Name Tab](#).

If no name is specified in the field, the *Gateway Connection* window will be displayed when connected to the Host network NetOp Gateway, see [Line Communication or Gateway](#).

3.5.4.2.2 Communication Profile Section

To connect to a Host from the [NetOp Guest Window Tab Panel Quick Connect Tab](#), first select in the drop-down box of this section:



- a communication profile that matches a communication profile enabled on the Host or on a routing NetOp Gateway.

Note: A communication profile is a named configuration of a communication device. NetOp Remote Control can use a wide range of [Communication Devices](#).

If you are in doubt which communication profile to select, consult with your network/system administrator.

Initially, the drop-down box selection is *TCP/IP*. The drop-down box list contains the names of Guest [Communication Profiles](#). Select a name in the list to display it in the field.

Edit...: Click this button to display the *Communication Profile Edit* window to edit the selected communication profile, see [Communication Devices](#).

New...: Click this button to display the *Communication Profile Edit* window to create a communication profile, see [Communication Devices](#).

Delete: Click this button to delete the selected communication profile.

3.5.4.2.3 Buttons

The [NetOp Guest Window Tab Panel Quick Connect Tab](#) has these buttons:



Connect: Click this button to connect to the Host whose name is specified in the [Host Section Name](#) drop-down box field to start a default session, see [General Tab](#). If connection fails, the *Name Not Found* window will be displayed, see [Connect Problems](#).

Browse: This button will be enabled if you can browse for responding network Hosts, see [Browse for Hosts](#). Click it to after a timeout period display records of responding Hosts on the [NetOp Network Tab](#).

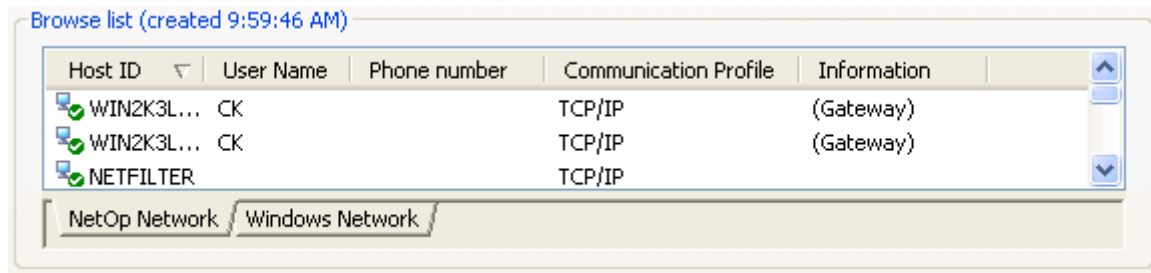
Disconnect: This button will be enabled only if connected by a line ([ISDN \(CAPI\)](#), [Serial](#) or [Windows Modem](#)) or [Gateway](#) communication device, see [Line Communication or Gateway](#). Click the button to disconnect the point-to-point connection.

Connection Properties...: Click this button to display the [Connection Properties](#) window with a limited selection of tabs. Selections in this window will apply if connecting from the [Quick Connect Tab](#).

3.5 NetOp Guest Window

3.5.4.2.4 NetOp Network Tab

This [NetOp Guest Window Tab Panel Quick Connect Tab](#) tab will display records of Hosts responding to a browse for Hosts, see [Browse for Hosts](#):



The section title will display *Browse list (created <Time>)*. To update the tab contents, browse again.

The tab pane will contain Hosts records as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#) (initially empty).

Details view will display Host records in a table with this column content:

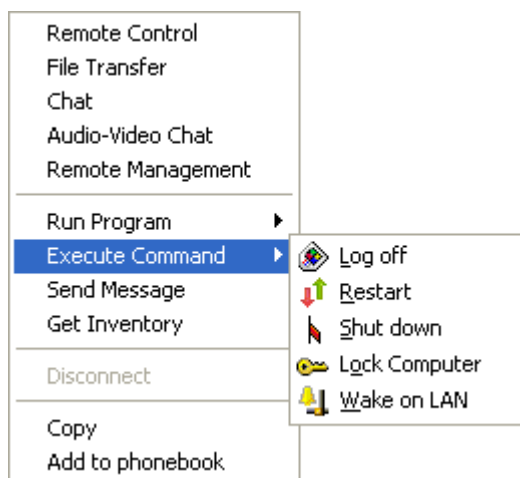
- *Host ID*: Status indicator and Host ID or directory service user name attribute. These status indicators can be displayed:
 - A directory service returned this record, but the Host did not respond.
 - Host responded and is available.
 - Host responded but it may not be available for a session, typically because another Guest is running a session with it. If the Host allows [Multi Guest Session](#), it may be available for a [Remote Control](#) or [Chat](#) session.
- *User Name*: Host computer Windows or network logon user name if enabled, see [Host Name Tab](#).
- *Phone Number*: Host or Host network routing NetOp Gateway [Line Communication or Gateway](#) telephone number or IP address or [Network Point-to-Point Communication](#) IP address.
- *Communication Profile*: Guest communication profile name.
- *Information*: A Gateway record will display *(Gateway)*.

Table controls are explained in [Table Control](#).

Click a record to select it and specify its *Host ID* value in the [Host Section Name](#) field.

Double-click the record of an available Host to start the default session, see [General Tab](#).

Right-click a record or multiple selected records to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The first menu section contains [Session Commands](#).

The second menu section contains [Action Commands](#).

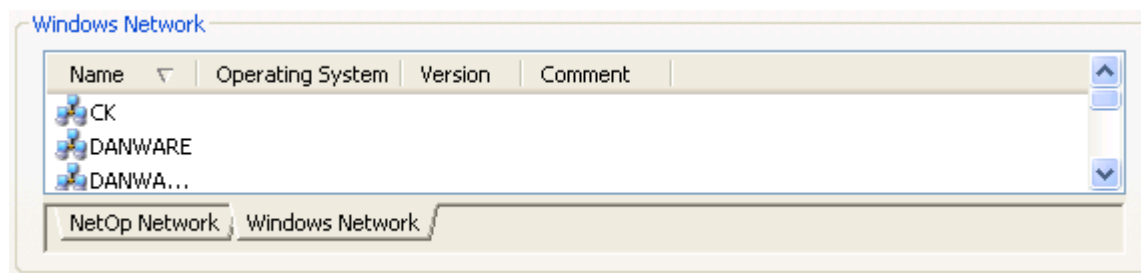
Disconnect: See [Other Commands](#).

Copy: Select this command or the matching [Edit Menu](#) command to copy selected records to the clipboard. Pasting clipboard contents into a [Phonebook Tab](#) folder will create phonebook records.

Add to Phonebook: Select this command to display a *Windows Browse For Folder* window to select the directory in which to add selected records as phonebook record files, see [Phonebook Records](#).

3.5.4.2.5 Windows Network Tab

This [Quick Connect Tab](#) tab will contain Windows network names:



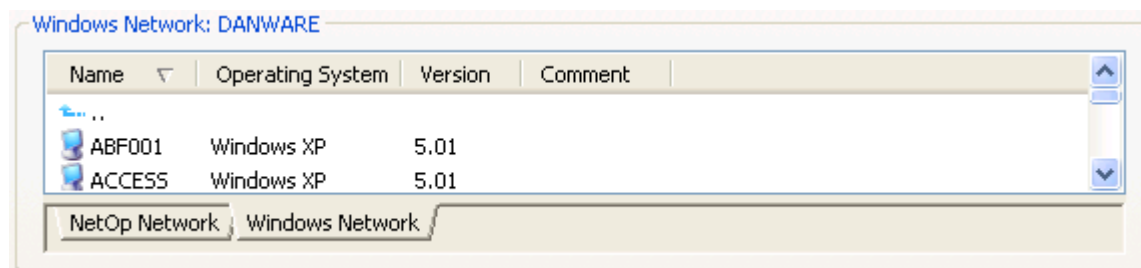
The tab pane will initially contain records of Windows domains and workgroups recognized by the Guest computer as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Details view will display domain and workgroup records in a table with this column content:

- *Name:* Domain icon and domain or workgroup name.

Other columns will be empty.

Double-click a record to expand it into its computer records:



The tab pane will contains records of selected domain or workgroup running computers as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Note: A computer record verifies that the computer is running but not that NetOp Host is running on the computer.

Details view will display computer records in a table with this column content:

- *Name:* Computer icon and computer name.
- *Operating System:* Computer operating system name.
- *Version:* Computer operating system version.
- *Comment:* Computer comments, if any.

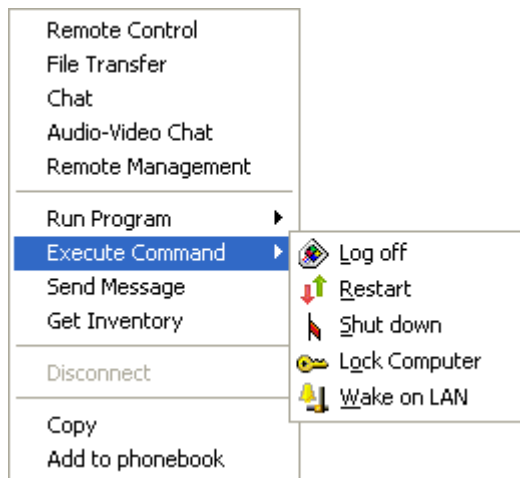
Table controls are explained in [Table Control](#).

3.5 NetOp Guest Window

Click a record to select it and specify its *Name* value in the [Host Section Name](#) field. To check if the record computer Host responds, click the [Buttons Browse](#) button to display its record on the [NetOp Network Tab](#) if it responds.

Double-click a record to start the default session, see [General Tab](#). If you cannot connect to NetOp Host on the computer, the *Name not found* window will be displayed, see [Connect Problems](#).

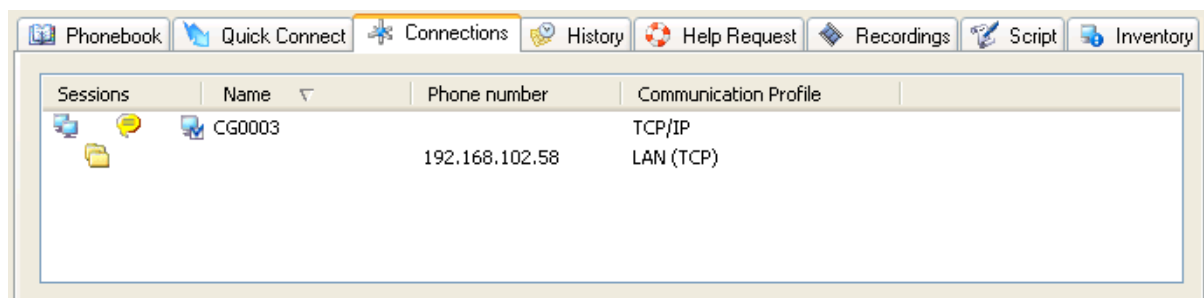
Right-click a record or multiple selected records to display this context menu:



This menu matches the [NetOp Network Tab](#) context menu.

3.5.4.3 Connections Tab

This tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It displays current connections and sessions.

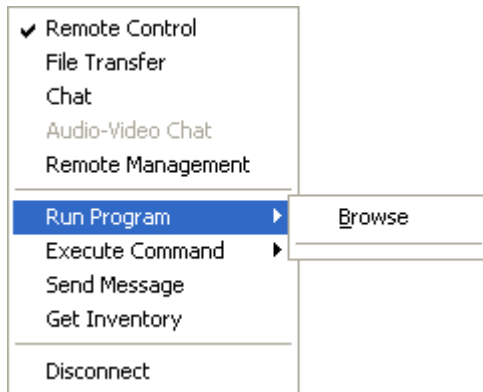
Its pane contains records of connected Hosts displayed as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Details view will display Host records in a table with this column content:

- *Sessions*: Icons of running sessions.
- *Name*: Host networking communication name.
- *Phone number*: Host point-to-point communication IP address or telephone number or routing Host network Gateway IP address or telephone number.
- *Communication Profile*: Guest communication profile name.

Table controls are explained in [Table Control](#).

Right-click a record to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

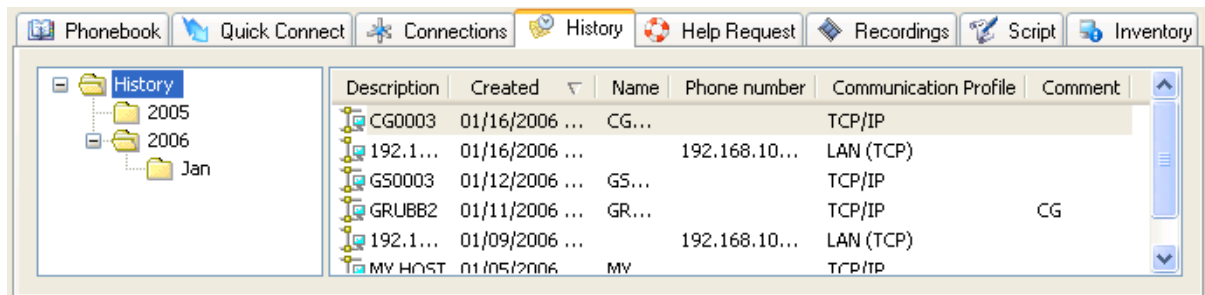
The first section contains [Session Commands](#).

The second section contains [Action Commands](#).

Disconnect: See [Other Commands](#).

3.5.4.4 History Tab

This tab will be displayed unless hidden from the *Program Options* window [Layout Tab](#):



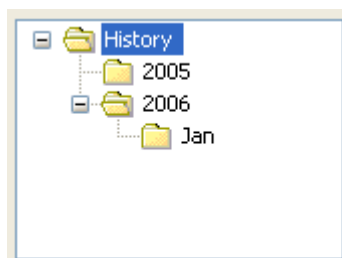
It stores records of historical Host connections.

The *History* tab contains an optional left [Tree Pane](#) and a right [Records Pane](#).

The [Tree Pane](#) contains a user-defined history directory structure. To hide/display the [Tree Pane](#), click the [Toolbar Other Buttons](#) *Tree Window* button or select the matching [View Menu](#) command (default: displayed).

The [Records Pane](#) contains the [History Records](#) of the history directory selected in the [Tree Pane](#).

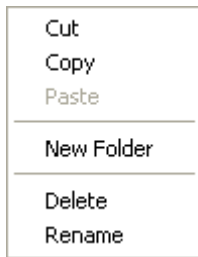
3.5.4.4.1 Tree Pane



This [History Tab](#) pane initially contains a *History* root folder.

3.5 NetOp Guest Window

Right-click in the pane to display this context menu:

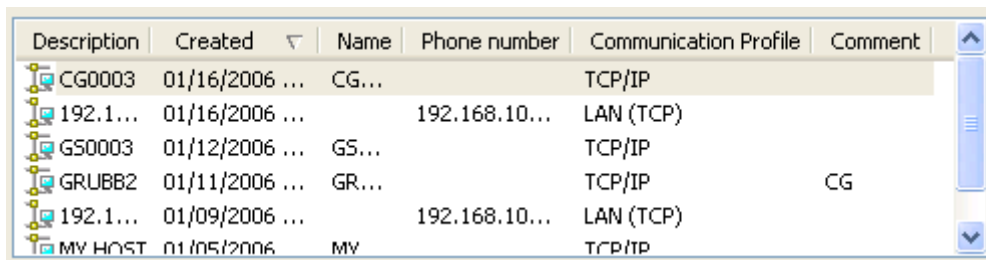


Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

This menu enables you to manage your *History* directories. You can also manage directory folders by drag and drop.

Commands match [Edit Menu](#) commands.

3.5.4.4.2 Records Pane



Description	Created	Name	Phone number	Communication Profile	Comment
CG0003	01/16/2006 ...	CG...		TCP/IP	
192.1...	01/16/2006 ...		192.168.10...	LAN (TCP)	
GS0003	01/12/2006 ...	GS...		TCP/IP	
GRUBB2	01/11/2006 ...	GR...		TCP/IP	CG
192.1...	01/09/2006 ...		192.168.10...	LAN (TCP)	
MV HOST	01/05/2006	MV		TCP/IP	

This [History Tab](#) pane displays the [History Records](#) in the selected [Tree Pane](#) folder. Records are displayed as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Details view displays records in a table with this column content:

Description: Communication device type icon (networking, line, network point-to-point, Gateway or Infrared) and record identifying description.

Created: Date and time of last connection.

Name: Host networking communication name.

Phone Number: Host point-to-point communication IP address or telephone number or routing Host network Gateway point-to-point communication IP address or telephone number, see [Line Communication or Gateway](#).

Communication Profile: Guest communication profile name.

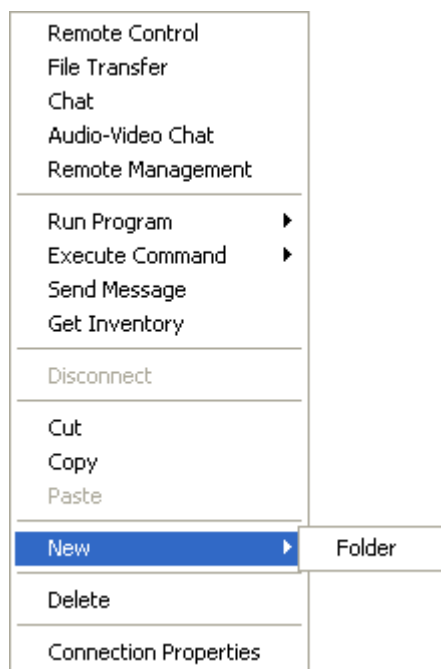
Comment: Optional comment specified by the Guest user or the Host computer user name when originally browsing for the Host.

Table controls are explained in [Table Control](#).

To start a session with selected record Hosts, click a [Session Buttons](#) button or select a [Session Commands](#) command. To execute an action on selected record Host computers, click an [Action Buttons](#) button or select an [Action Commands](#) command.

Double-click a record to start the default type session with the record Host, see [General Tab](#).

Right-click a record or multiple selected records to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The first section contains [Session Commands](#).

The second section contains [Action Commands](#).

Disconnect: See [Other Commands](#).

Remaining commands match [Edit Menu](#) commands.

3.5.4.4.3 History Records

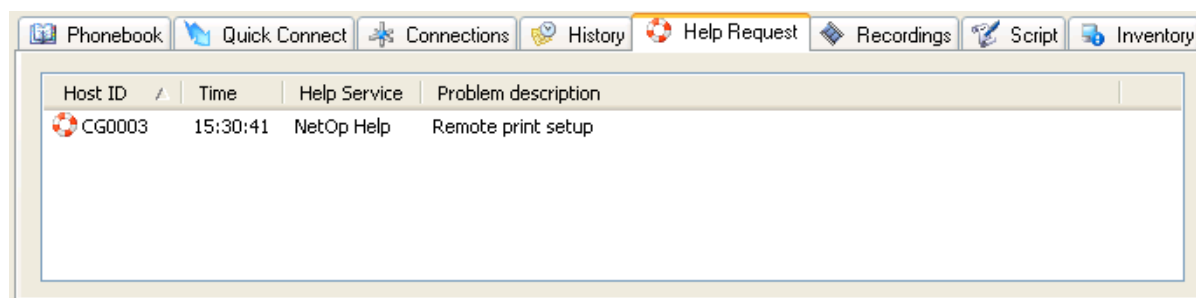
A history record is automatically created in the *History* root folder when disconnecting from a Host. An older history record in the folder with the same *Description* will be overwritten.

You can copy and move history records between the *History* root folder and user-defined folders, also by drag and drop. Copy your favorite history records to the [Phonebook Tab](#) to serve as phonebook records.

History records are saved as files with the extension *dwc* like [Phonebook Records](#) in the *History* directory that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest\History*.

3.5.4.5 Help Request Tab

This tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It displays pending Host help requests.

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Note: To service help requests, enable [Communication Profiles](#) at Guest loading and set up help services, see [Help Request Tab](#).

If help requests are pending, this icon will be displayed in the [Status Bar](#) and in the notification area in the lower right corner of the screen:



Double-click the notification area button to display the *Help Request* tab.

The *Help Request* tab pane displays help request records as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Details view displays help request records in a table with this column content:

Host ID: Help request icon and Host identification.

Time: Time of the help request.

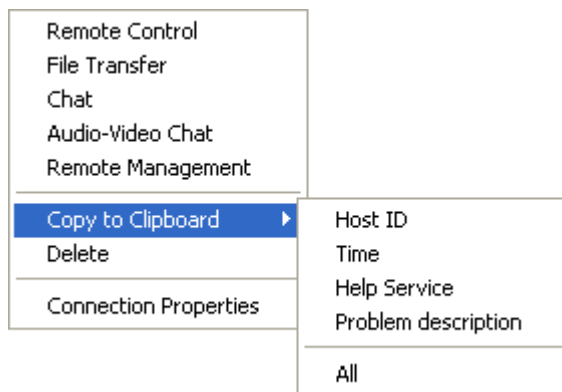
Help Service: Help service name, see [Help Request Tab](#).

Problem Description: Host specified problem description.

Table controls are explained in [Table Control](#).

To respond to a help request, typically double-click the record to start the default session, see [General Tab](#).

Right-click a record to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The first section contains [Session Commands](#).

Copy to clipboard expands into table column name and *All* commands. Select a table column name command to copy the selected table column record value to the clipboard. Select *All* to copy all record values to the clipboard to typically paste them into a help request management system table.

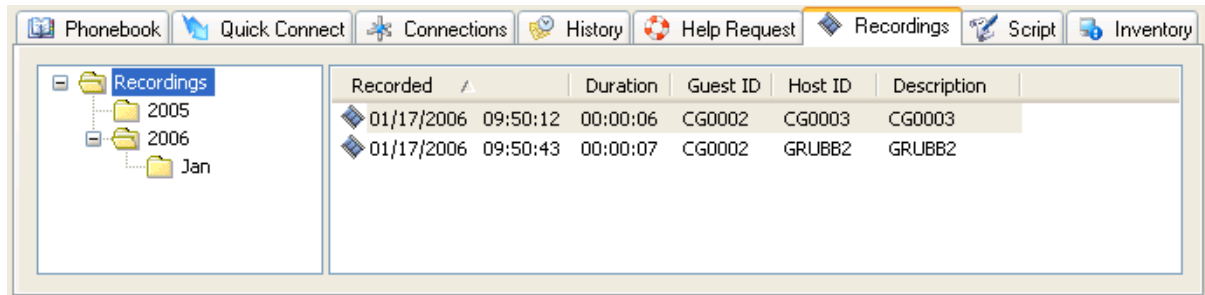
Note: The [Program Options](#) window [Help Request Tab](#) includes *Advanced Help Service* options.

Remaining commands match [Edit Menu](#) commands.

Note: *Delete* will remove the selected record but not cancel the record help request.

3.5.4.6 Recordings Tab

This tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It provides access to remote control session recordings.

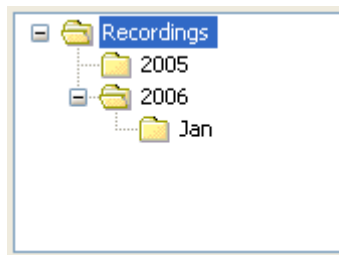
Note: To record remote control sessions, enable recording on the [Program Options](#) window [Recordings Tab](#) or on the [Connection Properties](#) window [Record Tab](#).

The *Recordings* tab contains an optional left [Tree Pane](#) and a right [Records Pane](#).

The [Tree Pane](#) contains a user-defined recordings directory structure. To hide/display the [Tree Pane](#), click the [Toolbar Other Buttons Tree Window](#) button or select the matching [View Menu](#) command (default: displayed).

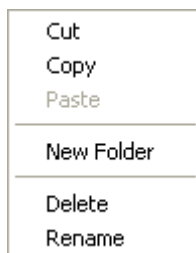
The [Records Pane](#) contains the [Recording Records](#) of the recordings directory selected in the [Tree Pane](#).

3.5.4.6.1 Tree Pane



This [Recordings Tab](#) pane initially contains a *Recordings* root folder.

Right-click in the pane to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

This menu enables you to manage your *Recordings* directories. You can also manage directory folders by drag and drop.

Commands match [Edit Menu](#) commands.

3.5 NetOp Guest Window

3.5.4.6.2 Records Pane

Recorded	Duration	Guest ID	Host ID	Description
01/17/2006 09:50:12	00:00:06	CG0002	CG0003	CG0003
01/17/2006 09:50:43	00:00:07	CG0002	GRUBB2	GRUBB2

This [Recordings Tab](#) pane displays the [Recording Records](#) in the selected [Tree Pane](#) folder. Records are displayed as icons or table records according to the selection in the [View Menu](#) or the [Toolbar Other Buttons](#).

Details view displays records in a table with these column contents:

Recorded: Recording icon and recording date and time.

Duration: Duration of recording.

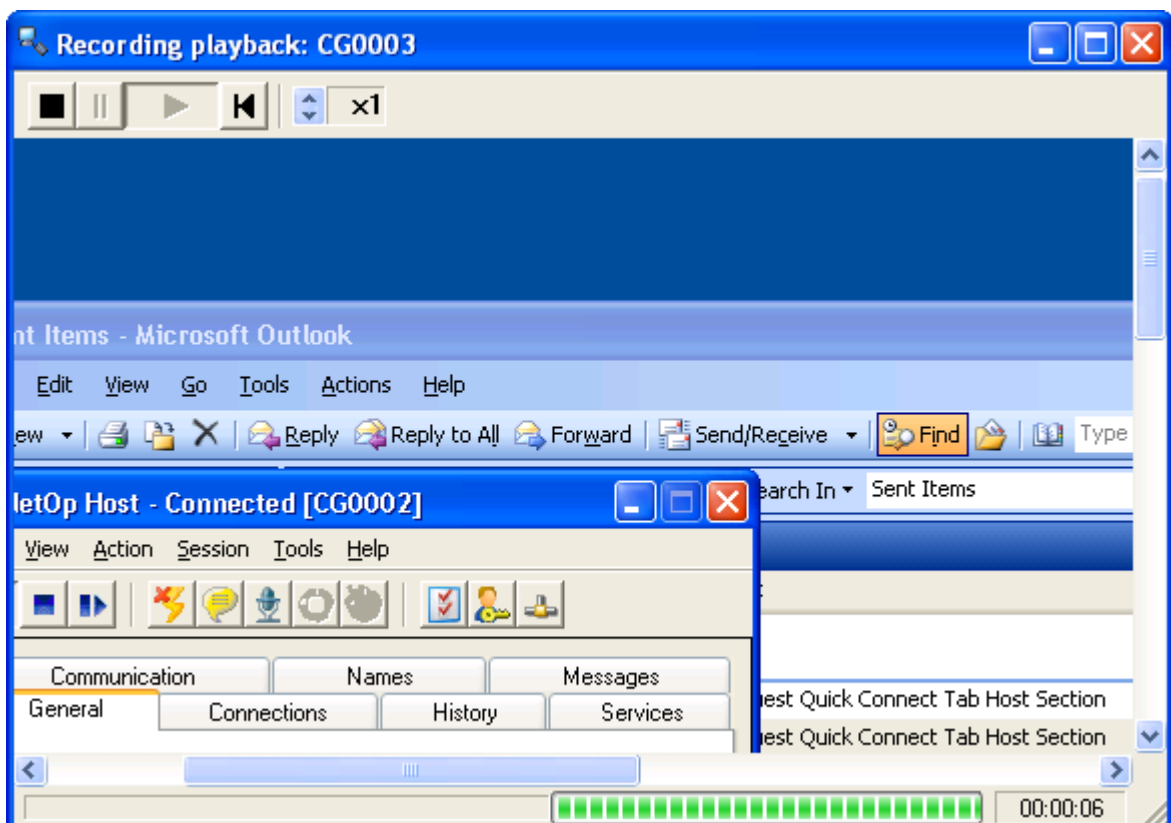
Guest ID: Remote controlling Guest name.

Host ID: Remote controlled Host name.

Description: Remote controlled Host record *Description*.

Table controls are explained in [Table Control](#).

Double-click a record to play back the remote control session recording in this window::



This window initially has the same size as the remote control window in which the session was recorded.

The title bar displays the name of the session recording remote controlled Host. Title bar window controls are explained in [Window Control](#). The window control menu includes playback control commands matching the playback control buttons explained below.

The toolbar contains these playback control buttons:

Stop (square): Click this button to close the window.

Pause (two vertical bars): Click this button to make it appear pressed in to pause playback. Click this button appearing pressed in to release it to resume playback.

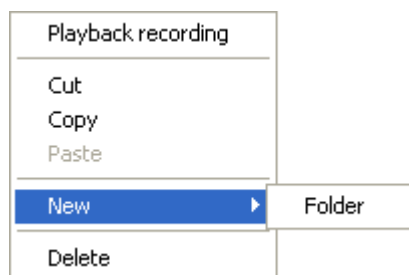
Play (triangle pointing right): Click this button to make it appear pressed in to start playback or resume playback when paused. When playback has ended, this button is disabled.

Back (triangle pointing left to a vertical bar): Click this button to return to the beginning of the recording displaying a black display area. The *Pause* button will appear pressed in and the *Play* button will be enabled.

Playback Speed: By default, the spinbox field will display *x1* indicating true speed. Click the up/down buttons to change the playback speed by a factor *x1* to *x20* as displayed in the spinbox field.

The status bar contains a colored blocks progress indicator and a playback time counter.

Right-click a record or multiple selected records to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Playback Recording: Select this command to play back the last clicked recording record in the *Recording Playback* window.

Remaining commands match [Edit Menu](#) commands.

3.5.4.6.3 Recording Records

If remote control session recording is enabled, each remote control session will create a recording record in the *Recordings* root folder.

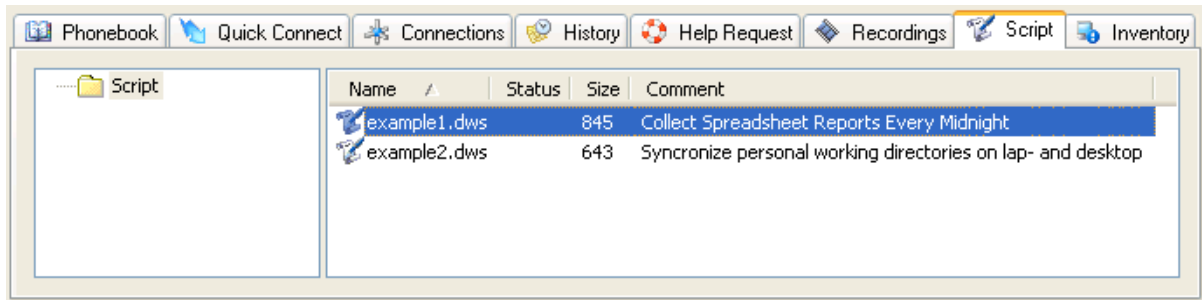
You can copy and move recording records between the *Recordings* root folder and user-defined subfolders, also by drag and drop.

Recording records are saved as files with the extension *dwr* in the *record* directory that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest\record*. These files can be played back only on NetOp Guest.

3.5 NetOp Guest Window

3.5.4.7 Script Tab

This tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It provides access to NetOp scripts and the *Script* window, see [NetOp Script](#).

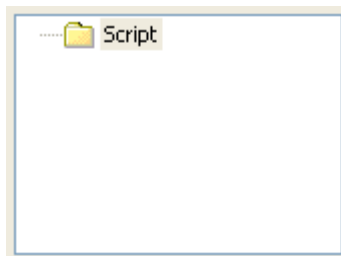
NetOp scripts are user-specified command structures that can execute scheduled NetOp actions, typically file transfers.

The *Script* tab contains an optional left [Tree Pane](#) and a right [Records Pane](#).

The [Tree Pane](#) contains a user-defined script directory structure. To hide/display the [Tree Pane](#), click the [Toolbar Other Buttons](#) *Tree Window* button or select the matching [View Menu](#) command (default: displayed).

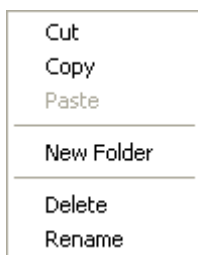
The [Records Pane](#) contains the [Script Records](#) of the script directory selected in the [Tree Pane](#).

3.5.4.7.1 Tree Pane



This [Script Tab](#) pane initially contains a *Script* root folder.

Right-click in the pane to display this context menu:





Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

This menu enables you to manage your *Script* directories. You can also manage directory folders by drag and drop.

Commands match [Edit Menu](#) commands.

3.5.4.7.2 Records Pane

Name	Status	Size	Comment
 example1.dws		845	Collect Spreadsheet Reports Every Midnight
 example2.dws		643	Synchronize personal working directories on lap- and desktop

This [Script Tab](#) pane displays the [Script Records](#) in the selected [Tree Pane](#) folder. Records are displayed as icons or table records according to the selection in the [View Menu](#) or the toolbar [Other Buttons](#).

Details view displays script records in a table with these column contents:

Name: Script icon script file name.

Status: Status information, e.g. *Edit* if the script is being edited or *Running* if the script is running.

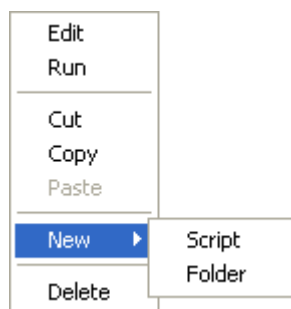
Size: Script file size in bytes.

Comment: An optional comment specified in the *Script* window, see [NetOp Script](#).

Table controls are explained in [Table Control](#).

Double-click a record to run the record script, see [Test a NetOp Script](#).

Right-click one or multiple selected records to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Edit: Select this command to open the last selected record script in the *Script* window, see [NetOp Script](#).

Run/Stop: Select this command to run/stop the selected record script, see [Test a NetOp Script](#).

Remaining commands match [Edit Menu](#) commands.

3.5.4.7.3 Script Records

By default, records of new NetOp scripts are placed in the *Script* root folder. You can copy and move script records between the *Script* root folder and user-defined subfolders, also by drag and drop.

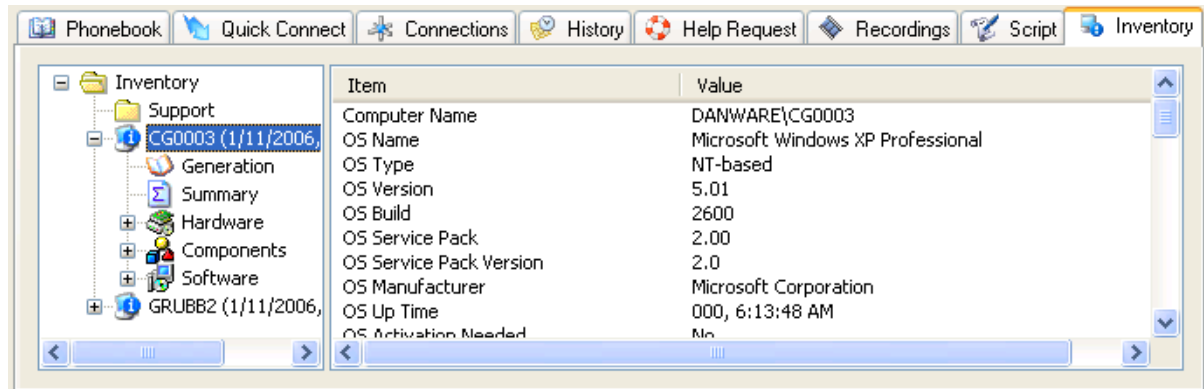
Script records are typically saved as files with the extension *dws* in the *script* directory that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest\script*. You can open a NetOp script file in a text editor to display its textual structure.

Note: You can edit a NetOp script by editing its script file in a text editor. However, we recommend that you make use of the [Script](#) window graphical NetOp script editor.

3.5 NetOp Guest Window

3.5.4.8 Inventory Tab

The tab will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It displays retrieved Host computer inventories.

The *Inventory* tab contains a left [Contents Pane](#) and a right [Details Pane](#).

The [Contents Pane](#) contains a user-defined inventory directory structure. Each inventory directory folder can contain Host computer inventories that branch out into inventory elements.

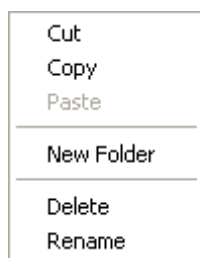
The [Details Pane](#) displays details of the inventory directory, Host computer inventory or inventory element selected in the [Contents Pane](#).

3.5.4.8.1 Contents Pane



This [Inventory Tab](#) pane initially contains an *Inventory* root folder.

Right-click a directory folder or a Host computer inventory to display this context menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

This menu enables you to manage your *Inventory* directories. You can also manage directory folders by drag and drop.

Commands match [Edit Menu](#) commands.

Select an inventory directory to display summary details of Host computer inventories in it in the [Details Pane](#).

Select a Host computer inventory to display summary details of it in the [Details Pane](#).

Select a Host computer inventory element to display details of it in the [Details Pane](#).

3.5.4.8.2 Details Pane

Item	Value
Computer Name	DANWARE\CG0003
OS Name	Microsoft Windows XP Professional
OS Type	NT-based
OS Version	5.01
OS Build	2600
OS Service Pack	2.00
OS Service Pack Version	2.0
OS Manufacturer	Microsoft Corporation
OS Up Time	000, 6:13:48 AM
OS Activation Needed	No

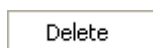
This [Inventory Tab](#) pane displays details of the element selected in the [Contents Pane](#).

If an inventory directory is selected, it displays the directory Host computer inventories as records in a table with inventory details specified on the [Program Options](#) window [Inventory Tab](#) in columns.

If a Host computer inventory or an inventory element is selected, it displays inventory element details as records in a table with the columns *Item* and *Value*.

Table controls are explained in [Table Control](#).

Right-click a Host computer inventory record to display this context command:



Select this command to delete the Host computer inventory. You cannot delete details of a Host computer inventory.

3.5.4.8.3 Host Computer Inventories

Retrieve Host computer inventories from the [Toolbar Action Buttons](#) *Get Inventory* button or the matching [Connection Menu](#) command.

When retrieved, Host computer inventories will be placed in the *Inventory* root folder. A new inventory will overwrite an older inventory identified by the same Host name. You can copy and move inventories between the *Inventory* root folder and user-defined subfolders, also by drag and drop.

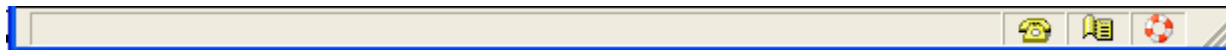
Retrieved Host computer inventories will be saved as files with the extension *xml* in the *inventor* directory that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest\inventor*. You can open *xml* files in any text editor.

To process Host computer inventory information when retrieved, specify in the [Program Options](#) window [Inventory Tab](#) *Advanced Inventory Options* window an inventory processing program.

Note: NetOp does not undertake to supply or recommend inventory processing programs.

3.5.5 Status Bar

The status bar will be displayed unless hidden from the [Program Options](#) window [Layout Tab](#):



It can display these icons at its right end:

Telephone icon: This icon will be displayed if a communication profile using a point-to-point communication device ([ISDN \(CAP\)](#), [Serial](#), [Windows Modem](#), [TCP/IP \(TCP\)](#), [TCP/IP \(TCP IPv6\)](#) or [Infrared \(IrDA\)](#)) is enabled at Guest loading.

3.6 Guest Tools

Yellow pages icon: This icon is displayed if when a communication profile using the [TCP/IP](#) communication device is enabled in the [Advanced TCP/IP Configuration](#) window the *Use NetOp Name Server* box is checked. These symbols can be displayed on the icon:

Nothing: Specified NetOp Name Servers are available.

Red X: None of the specified NetOp Name Servers is available.

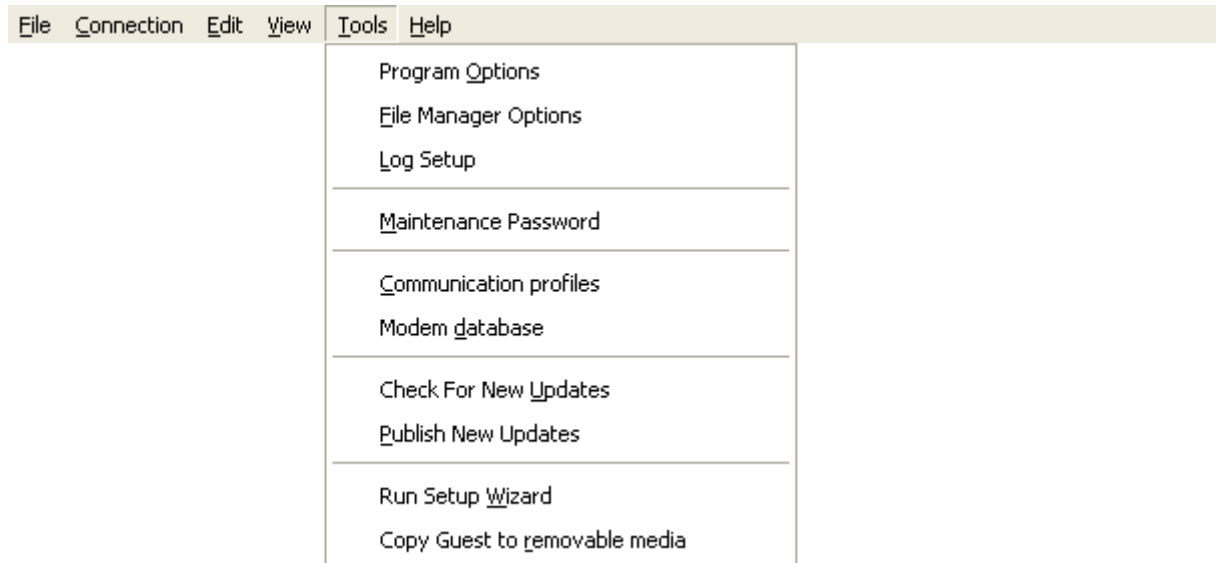
Red exclamation mark (!): One of two specified NetOp Name Servers is available.

Lifebelt icon: This icon will be displayed if a help request is pending, see [Help Request Tab](#).

When the mouse pointer is over a menu command or toolbar button, the status bar will be cleared and a hint will be displayed in it unless disabled on the [Program Options](#) window [Layout Tab](#).

3.6 Guest Tools

The Guest window [Tools Menu](#) contains these commands:



They are explained in these sections:

[Program Options](#)

[File Manager Options](#)

[Log Setup](#)

[Maintenance Password](#)

[Communication Profiles](#)

[Modem Database](#)

[Check for New Updates](#)

[Publish New Updates](#)

[Debug Trace](#)

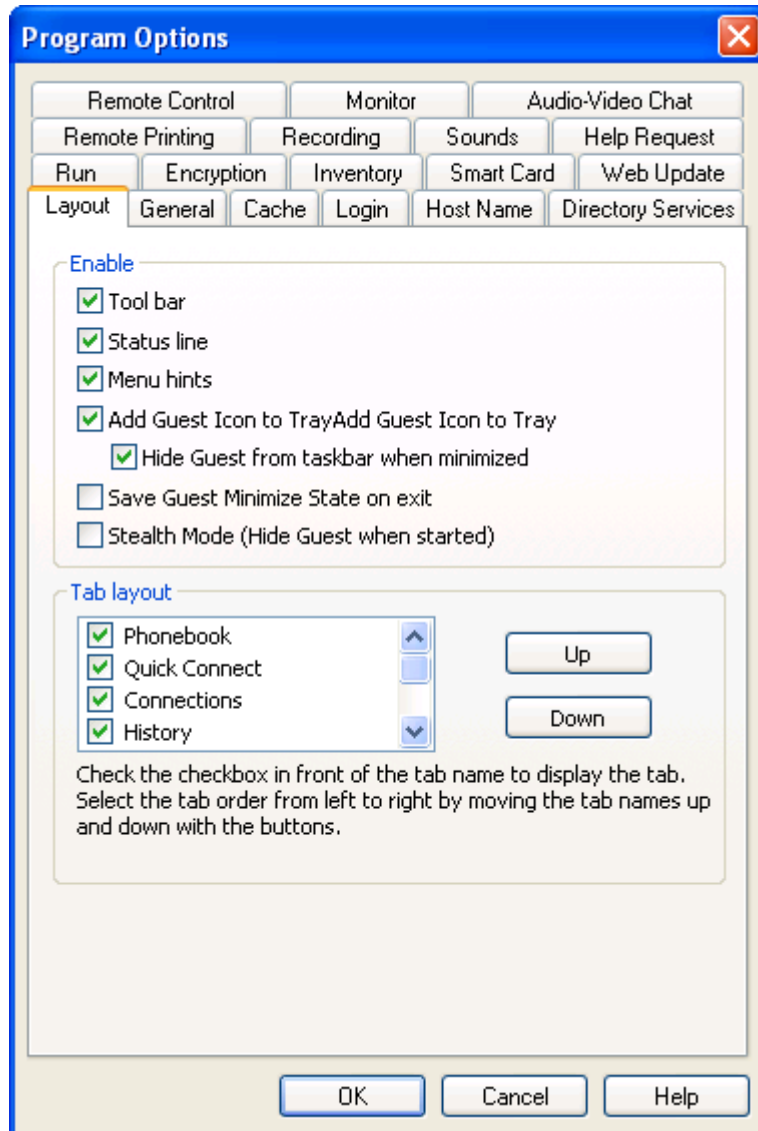
[Run Setup Wizard](#)

[Copy Guest to Removable Media](#)

Guest tool settings will be written to [NetOp Configuration Files](#) that will typically reside in the directory `C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest`.

3.6.1 Program Options

Select the [Tools Menu](#) *Program Options* command to display this window:



This window has these tabs:

[Layout Tab](#)

[General Tab](#)

[Cache Tab](#)

[Login Tab](#)

[Host Name Tab](#)

[Directory Services Tab](#)

[Remote Control Tab](#)

[Monitor Tab](#)

[Audio-Video Chat Tab](#)

[Remote Printing Tab](#)

[Recordings Tab](#)

3.6 Guest Tools

[Sounds Tab](#)

[Help Request Tab](#)

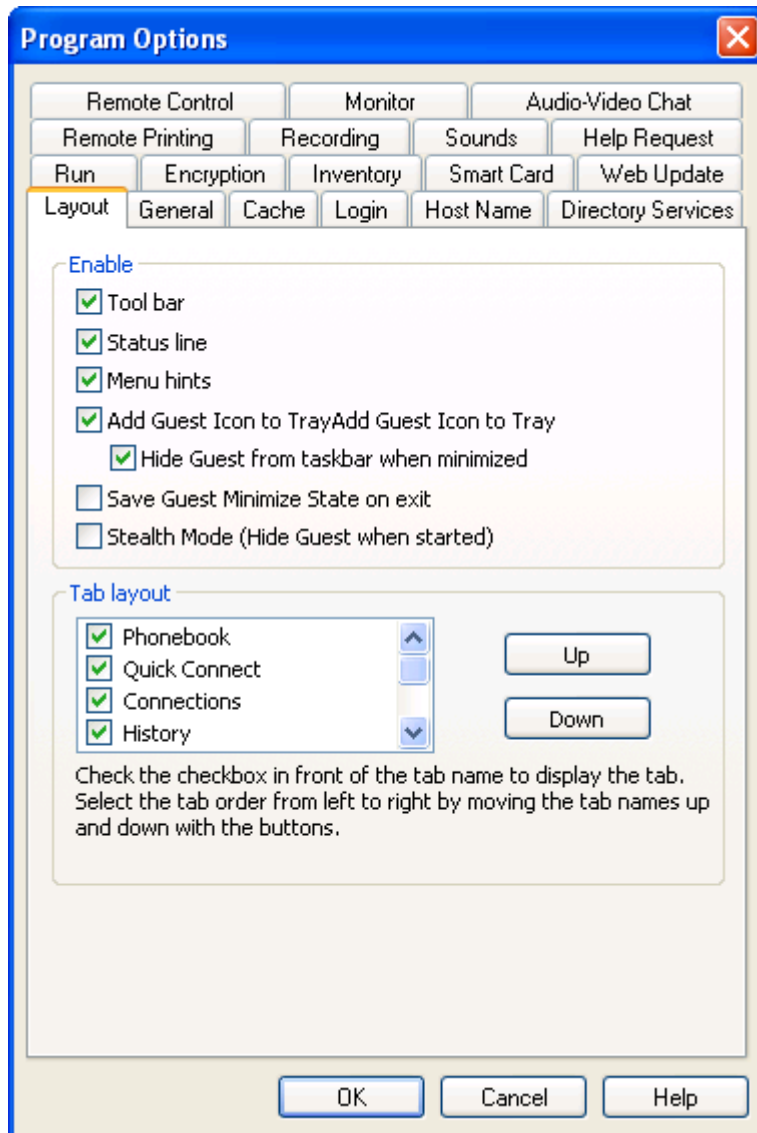
[Run Tab](#)

[Encryption Tab](#)

[Inventory Tab](#)

[Web Update Tab](#)

3.6.1.1 Layout Tab



This tab specifies Guest window layout options.

Enable

- Tool bar:** Uncheck this box to remove the [Toolbar](#) from the Guest window (default: checked).
- Status line:** Uncheck this box to remove the [Status Bar](#) from the Guest window (default: checked).
- Menu hints:** Uncheck this box to disable the display of menu command and toolbar button hints in the [Status Bar](#) (default: checked).
- Add Guest icon to tray:** Uncheck this box to display no *NetOp Guest* button in the notification area in the lower right screen corner when NetOp Guest is loaded (default: checked).

Hide Guest from taskbar when minimized: This option will be disabled if *Add Guest icon to tray* is unchecked. Uncheck this box to display the minimized Guest as a button in the taskbar at the bottom of the screen (default: checked). If checked, the minimized Guest will be displayed only as a *NetOp Guest* button in the notification area in the lower right corner of the screen.

Save Guest minimize state on exit: Check this box to load the Guest minimized if minimized when last unloaded (default: unchecked).

Stealth mode (hide Guest when started): Check this box to load the Guest hidden to the computer user (default: unchecked).

To unhide the Guest when hidden, execute this command in the *Start > Run* window or a command prompt window:

```
<Guest directory path>\nowutil /g /s
```

To hide the Guest again, unload and load it.

Tab layout

The scrolling pane contains a checkboxed list of available [Tab Panel](#) tab names:

Phonebook

Quick Connect

Connections

History

Help Request

Recordings

Script

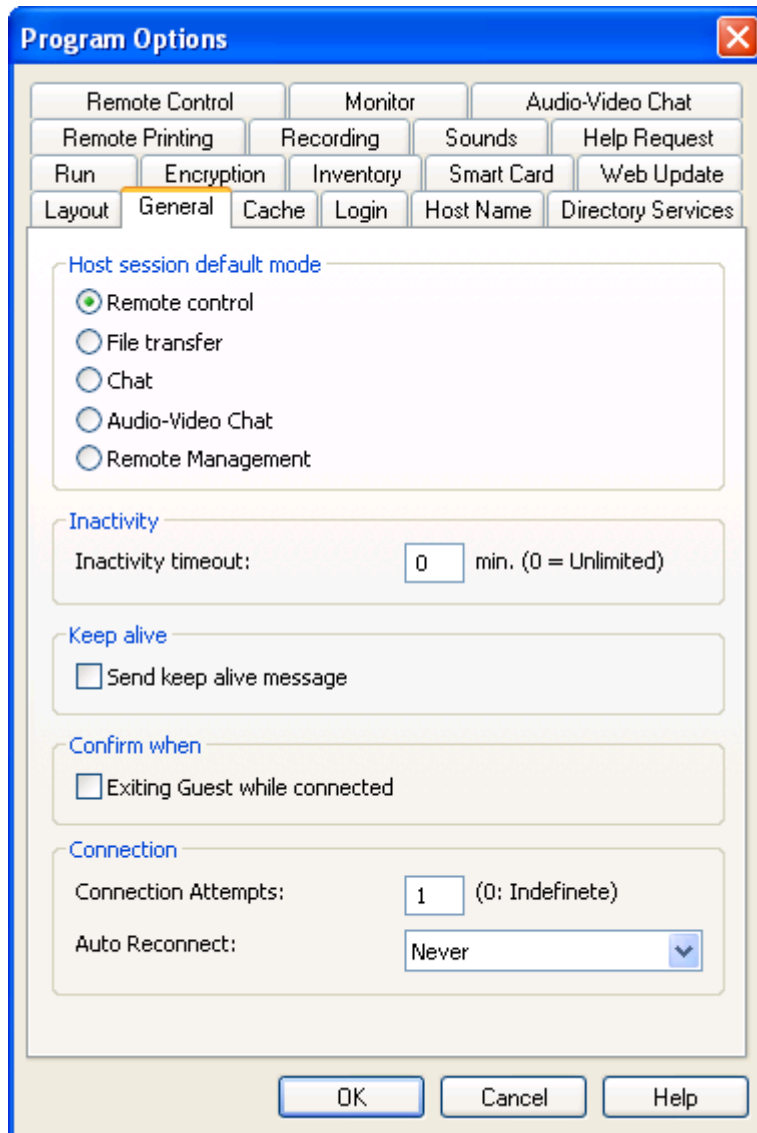
Inventory

Uncheck a box to remove this tab from the [Tab Panel](#) (default: all checked).

Up/Down: The scrolling pane top-to-bottom tab name order controls the [Tab Panel](#) left-to-right tab order. Select a scrolling pane tab name and click one of these buttons to move it.

Note: The tab order above is the initial tab order. The [Quick Connect Tab](#) will be displayed in front.

3.6.1.2 General Tab



This tab specifies general connect options.

Host session default mode

Select one of these session options to start the selected session if you connect to a Host by clicking the [Quick Connect Tab Buttons](#) *Connect* button or by double-clicking a tab Host record:

- Remote control* (default selection)
- File transfer*
- Chat*
- Audio-video chat*
- Remote management*

Inactivity

Inactivity timeout: [] *min. (0 = Unlimited):* Specify in this field a number to disconnect if there has been no Guest user keyboard or mouse activity within the specified number of minutes (default: 0, range 0-999).

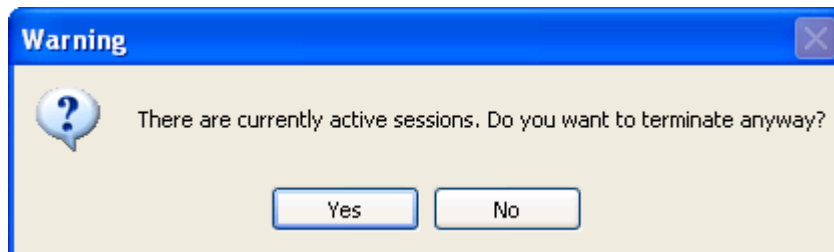
Keep Alive

Send keep alive message: Check this box to send a data packet at intervals while connected to alert the Guest if the connection has been lost (default: unchecked).

Note: To maintain an [ISDN \(CAPI\)](#) connection during short periods of inactivity, do not check this box but select the *Short-hold mode* option, see [ISDN \(CAPI\) Communication Profile Edit](#).

Confirm when

Exiting Guest while connected: Check this box to display this warning if you attempt to unload the Guest while being connected to a Host (default: unchecked):



Yes: Click this button to unload the Guest.

No: Click this button to cancel the unload attempt.

Connection

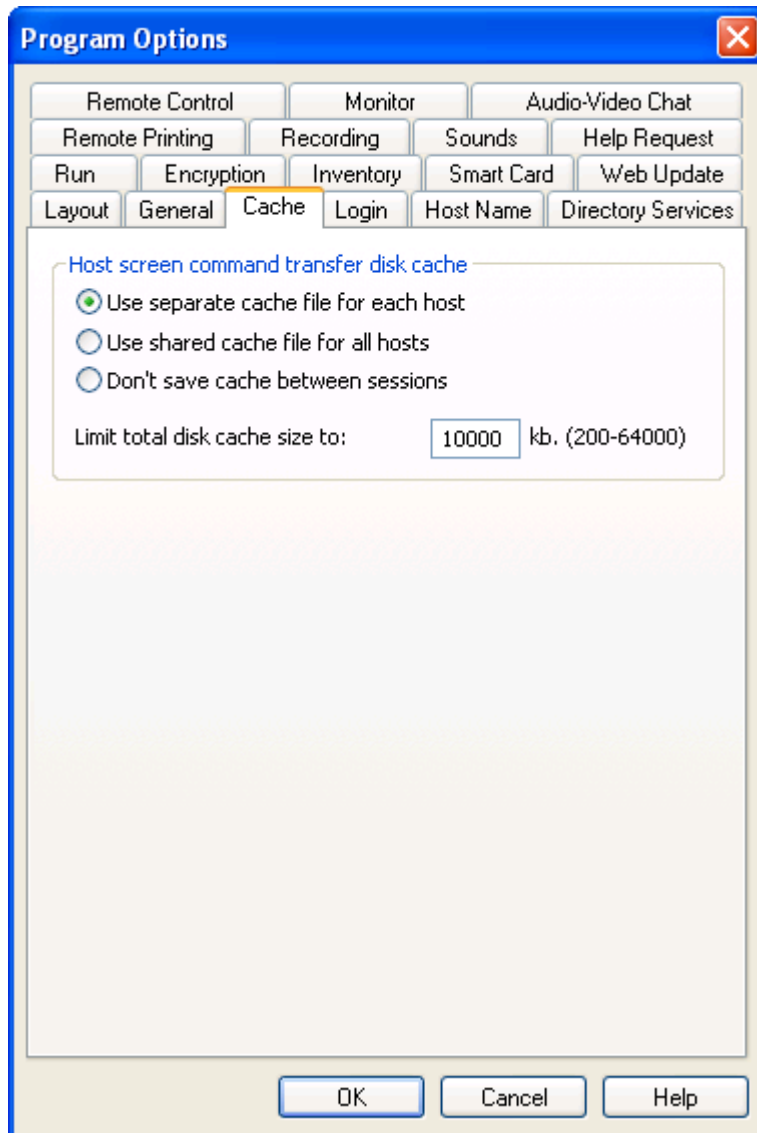
Connection attempts: [] (0: Indefinite): Specify in the field a number in the range 1-999 to make this number of connection attempts each time you connect to a Host (default: 1).

Auto reconnect: []: The field of this drop-down box will display the selected reconnect option if a connection is lost. The drop-down box list contains these options:

- *Never*: Never reconnect (default selection).
- *Abnormal disconnect only*: Reconnect only if the connection was lost by an abnormal event.
- *Host disconnect only*: Reconnect only if the Host disconnected.
- *Always*: Always reconnect.

Select an option in the list to display it in the field.

3.6.1.3 Cache Tab



This tab specifies screen image disk cache options.

Host screen command transfer disk cache

When the Guest remote controls a Host in command mode, see the [Connection Properties](#) window [Compression/Encryption Tab](#), the Guest will store the Host screen image in disk cache memory to transfer only image changes to speed up Host screen image update and save transmission bandwidth.

Select one of these options:

- Use separate cache file for each Host*: Reserve a disk cache section for each connected and disconnected Host. If you connect to many different Hosts, a large total disk cache size will be required to achieve high update and reconnect speed (default selection).
- Use shared cache file for all Hosts*: Share the available disk cache among connected and disconnected Hosts. Total disk cache size demand will typically be lower.
- Don't save cache between sessions*: Share the available disk cache only among connected Hosts. Total disk cache demand will be lowest, but reconnects will be slower.

Limit total disk cache size to: [] KB. (200 - 64000): Default size is 10000 KB (10 MB). Specify a number in the specified interval, typically larger than default if regularly running command mode remote control sessions with many different Hosts.

3.6.1.4 Login Tab

The screenshot shows the 'Program Options' dialog box with the 'Login' tab selected. The 'Guest ID' field is set to 'CG0002'. Under the 'Authentication' section, the 'Cache login passwords' checkbox is unchecked. Under the 'Access Server 6.x/5.x' section, both 'Use Access Server on Guest side' and 'Ignore if access to host can't be authenticated' checkboxes are unchecked. The dialog has 'OK', 'Cancel', and 'Help' buttons at the bottom.

This tab specifies Guest logon and name options.

Guest ID [/]: This field specifies the name by which the Guest will identify itself when communicating (default: Guest computer name). You can edit the field content.

Note: If the Guest runs on a network computer, we generally recommend to name it by its computer name. If the Guest runs on a terminal server client, we generally recommend to name it by its computer user name, see the **Administrator's Manual Advanced Tools** chapter *NetOp Naming in a TSE* section.

Authentication

Cache login passwords: Check this box to store the most recently used logon credentials in cache memory to apply them when connecting (default: unchecked). Cached logon credentials will be lost when the Guest is unloaded.

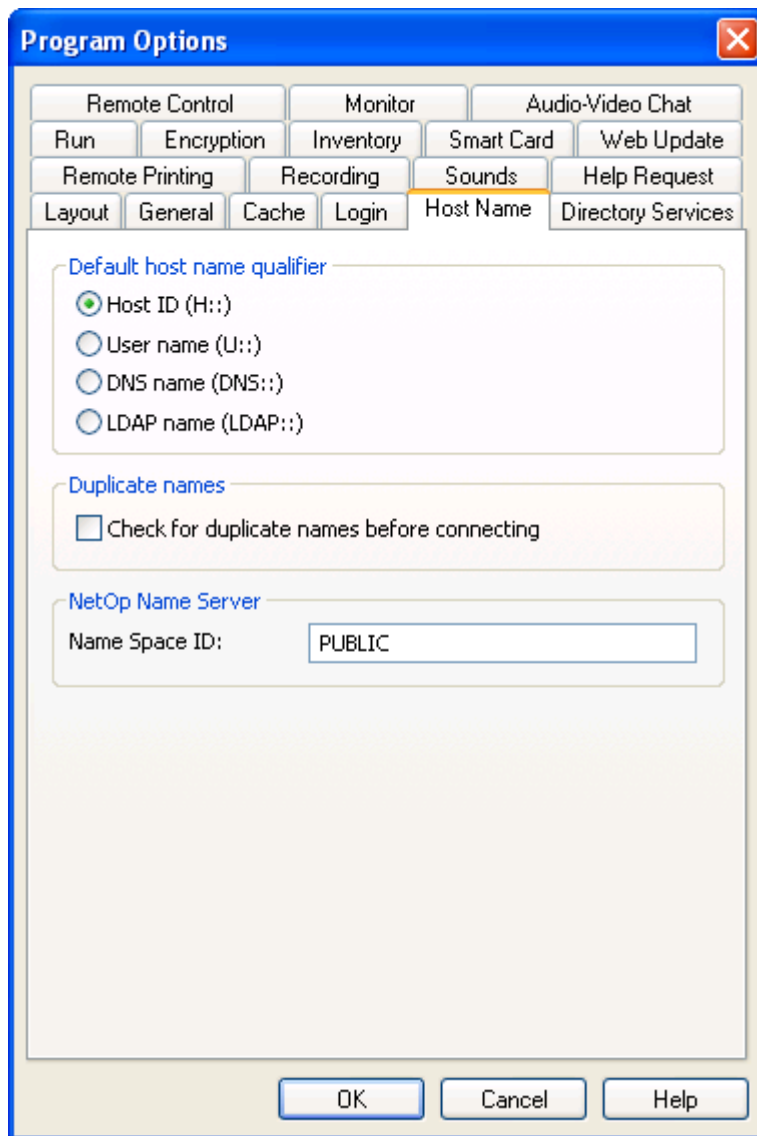
Access Server 6.x/5.x

Use Access Server on Guest side: Check this box to enable Guest side authentication with Hosts that are Guest side authentication enabled on a NetOp Access Server (default: unchecked).

Note: NetOp Security Server (version 7+ only) does not support Guest side authentication.

Ignore if access to Host cannot be authenticated: Check this box to ignore Guest side authentication with Hosts that are not Guest side authentication enabled on a NetOp Access Server (default: unchecked).

3.6.1.5 Host Name Tab



This tab specifies Host name and NetOp Name Server name space ID options.

Default Host name qualifier

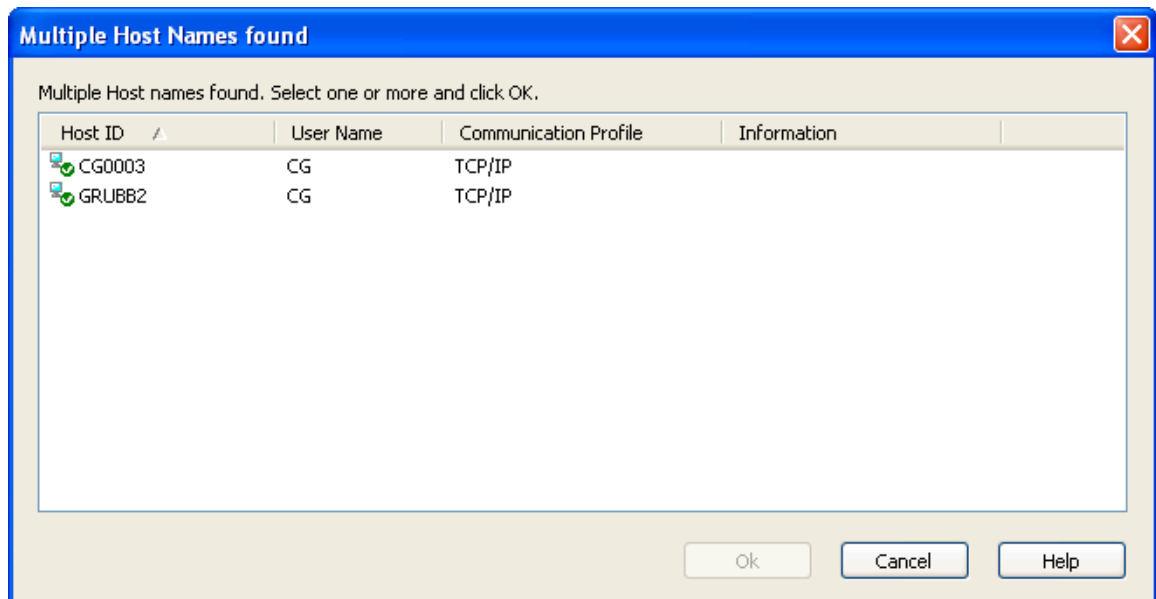
NetOp Remote Control interprets a specified Host name as being prefixed by the default Host name qualifier that identifies the Host name type, unless the Host name is actually prefixed by another Host name qualifier. This section specifies the default Host name qualifier. Select one of these options:

- Host ID (H::)*: Interpret a Host name without a prefix as a Host ID (default selection).
- User name (U::)*: Interpret a Host name without a prefix as a Windows logon user name.
- DNS name (DNS::)*: Interpret a Host name without a prefix as a DNS name.
- LDAP name (LDAP::)*: Interpret a Host name without a prefix as a directory service user attribute value.

Note: Prefix a specified Host name by a qualifier (shown above in parentheses) to identify its non-default type.

Duplicate names

Check for duplicate names before connecting: Duplicate Host names may exist in a network. By default, the Guest will connect to the Host first responding to a specified Host name. Check this box to allow the connect attempt to time out and display this window if multiple Hosts have responded (default: unchecked):



Multiple Host names found. Select one or more and click OK: []: The pane displays responding Hosts as records in a table with this column content:

Host ID: Availability icon (checkmark: available, no entry: unavailable) and Host specified *Host ID*.

User Name: Host computer Windows logon or network logon user name, if enabled.

Communication Profile: Guest communication profile name.

Information: A record of a NetOp Gateway will display (*Gateway*).

Table controls are explained in [Table Control](#).

Double-click a record or select a record and click *OK* to connect to the record Host.

NetOp Name Server

Name Space ID: []: By default, this field will display *PUBLIC*. If the Guest communicates by a communication profile that uses the [TCP/IP](#) communication device and in its [Advanced TCP/IP Configuration](#) window the *Use NetOp Name Server* checkbox is checked to use NetOp Name Server, specify in the field the name space ID that will connect you to Hosts that specify the same name space ID.

3.6.1.6 Directory Services Tab

The screenshot shows the 'Program Options' dialog box with the 'Directory Services' tab selected. The 'General' section has the following fields: 'Directory Server' (empty), 'Port' (389), 'Base DN' (empty), and a 'Use secure connection' checkbox (unchecked). The 'Credentials' section has a 'Settings' sub-tab with a checked 'Anonymous bind' checkbox, and fields for 'User DN', 'Password', and 'Confirm password' (all empty). At the bottom are 'OK', 'Cancel', and 'Help' buttons.

On this tab, you can specify directory service settings to enable you to connect to and browse for Hosts using the *LDAP::* Host name qualifier, see [Browse for Hosts](#).

General

Directory Server: [/]: Specify in this field the directory server IP address or DNS name.

Port: [/]: Specify in this field the port through which the Guest shall connect to the directory server (default: 389, the Lightweight Directory Access Protocol (LDAP) port).

Use secure connection: Check this box to connect to the directory server by a secure connection. The LDAP secure connection port number is 636.

Base DN: [/]: Specify in this field the directory service distinguished name from which a search shall start.

Credentials Tab

This tab specifies the credentials by which the Guest will log on to the directory server. The user identity determines which directory service information will be available.

Anonymous bind: Leave this box checked to search the directory service with anonymous user rights (default: checked). Uncheck this box to enable the fields below.

User DN: []: Specify in this field a directory service user distinguished name to search the directory service with the rights of this user.

Password: []: Specify in this field the matching password.

Confirm password: []: Re-specify in this field the password for confirmation.

Settings Tab

Specify on this tab the settings for searching the directory service for users to return matching name and address attribute values. Initially, the fields are empty.

For guidance on filling in the fields, click *Default...* to display this window:

The field of the drop-down displays the selected directory service name (default: *Microsoft Active Directory*). The drop-down box list will contain names of available directory services. Select a directory service name in the list to display it in the field.

Click *OK* to specify the selected directory service available default settings in the matching fields.

User search filter: []: Specify or edit the user search filter designation.

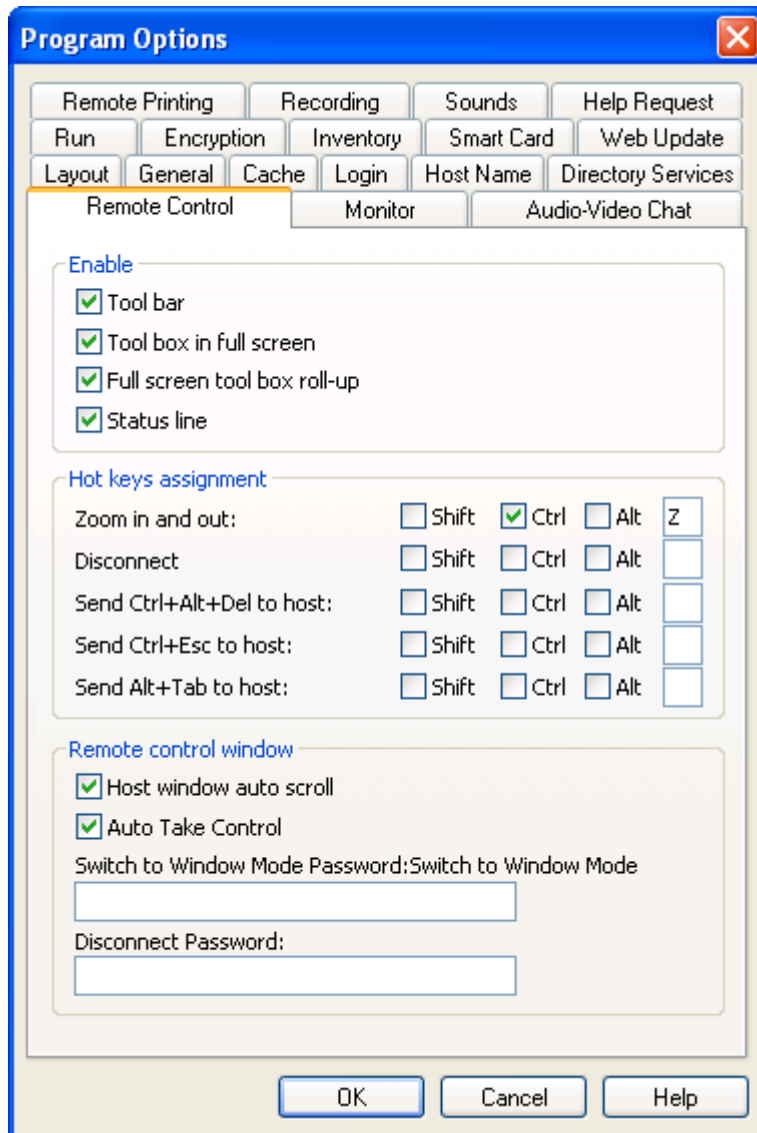
User attribute: []: Specify or edit the user attribute designation.

Name attribute: []: Specify or edit the name attribute designation.

Address attribute: []: Specify or edit the address attribute designation.

Search name prefix: []: Specify or edit any prefix (e.g. cn=) that shall be added before search values.

3.6.1.7 Remote Control Tab



This tab specifies remote control options.

Enable

- Toolbar*: Uncheck this box to hide the remote control window toolbar (default: checked).
- Toolbox in full screen*: Uncheck this box to hide the remote control full screen display toolbox (default: checked).
- Full screen toolbox roll-up*: Uncheck this box to not reduce the full screen display toolbox to its title bar when not in use (default: checked).
- Status line*: Uncheck this box to hide the remote control window status bar (default: checked).

Hot keys assignment

You can assign hot keys (keystroke combinations) to specified actions. By default, CTRL+Z is assigned to *Zoom in and out* (switch between remote control window display and full screen display). Assign desired hot keys by checking boxes and specifying a character in the last field.

Remote control window

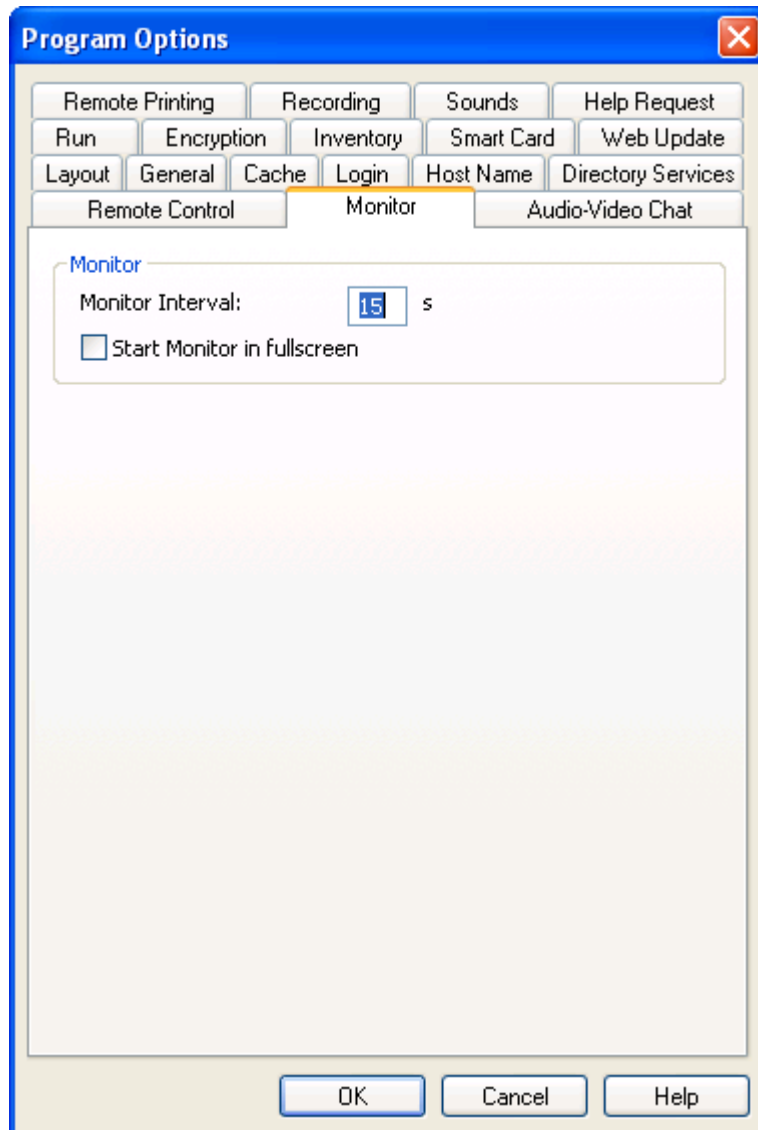
- Host window auto scroll*: Uncheck this box to disable automatic Host screen image scroll when the mouse pointer approaches remote control window borders (default: checked).

Auto take control: Uncheck this box to disable acquiring *Multi Guest* session keyboard and mouse control by a keystroke or mouse click, see [Multi Guest Session Buttons](#) (default: checked).

Switch to window mode password: []: Specify a password in this field to require this password to switch from full screen display to window display. The field will display password characters as dots or asterisks.

Disconnect password: []: Specify a password in this field to require this password to disconnect. The field will display password characters as dots or asterisks.

3.6.1.8 Monitor Tab

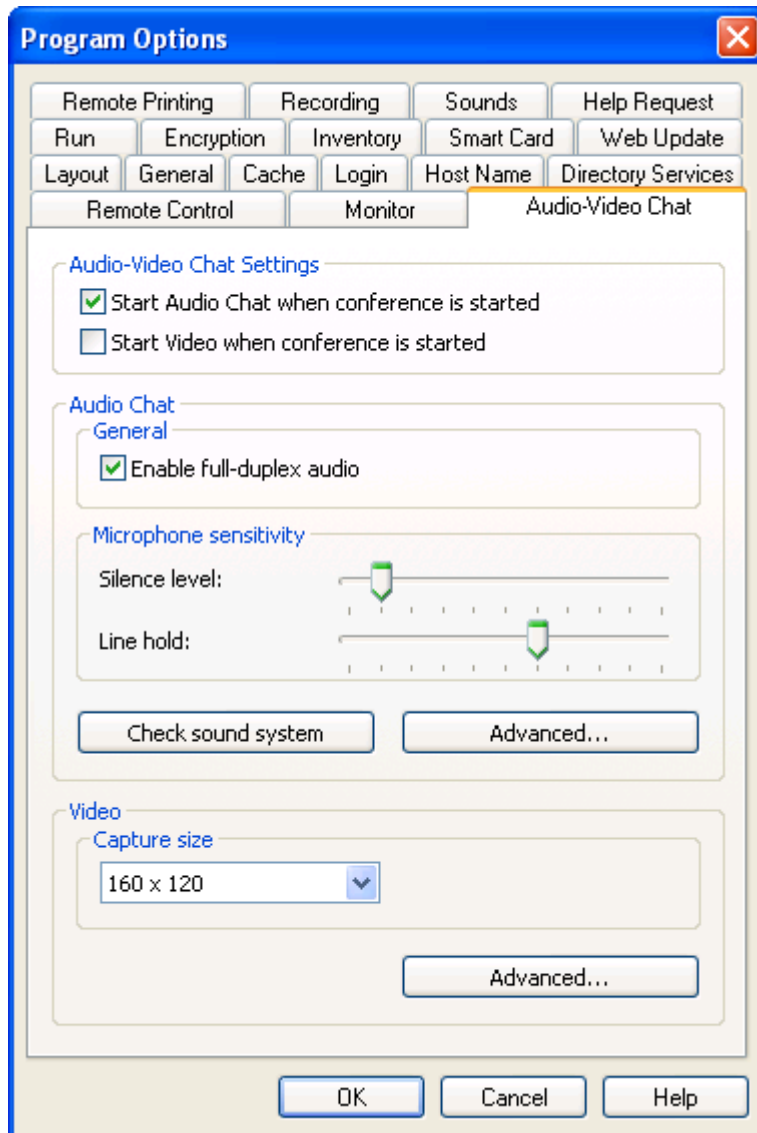


This tab specifies [Monitor](#) options.

Monitor interval: [] s: Specify in the field a number in the range 1 - 999 to switch to the next Host after monitoring for this number of seconds (default: 15).

Start Monitor in full screen: Check this box to initially display monitored Host screen images in full screen mode (default: unchecked). If unchecked, initially Host screen images will be displayed in window mode.

3.6.1.9 Audio-Video Chat Tab



This tab specifies audio and video chat options.

Audio-Video Chat settings

Start audio chat when conference is started: Uncheck this box to start an audio-video chat session without sound transfer (default: checked). If checked, sound will be transferred.

Start video when conference is started: Check this box to start an audio-video chat session with video image transfer (default: unchecked). If unchecked, no video images will be transferred.

Audio Chat**General**

Enable full-duplex audio: Uncheck this box to disable sound transfer in both directions at the same time (default: checked).

Note: Some computer audio systems do not support full-duplex audio.

Microphone sensitivity

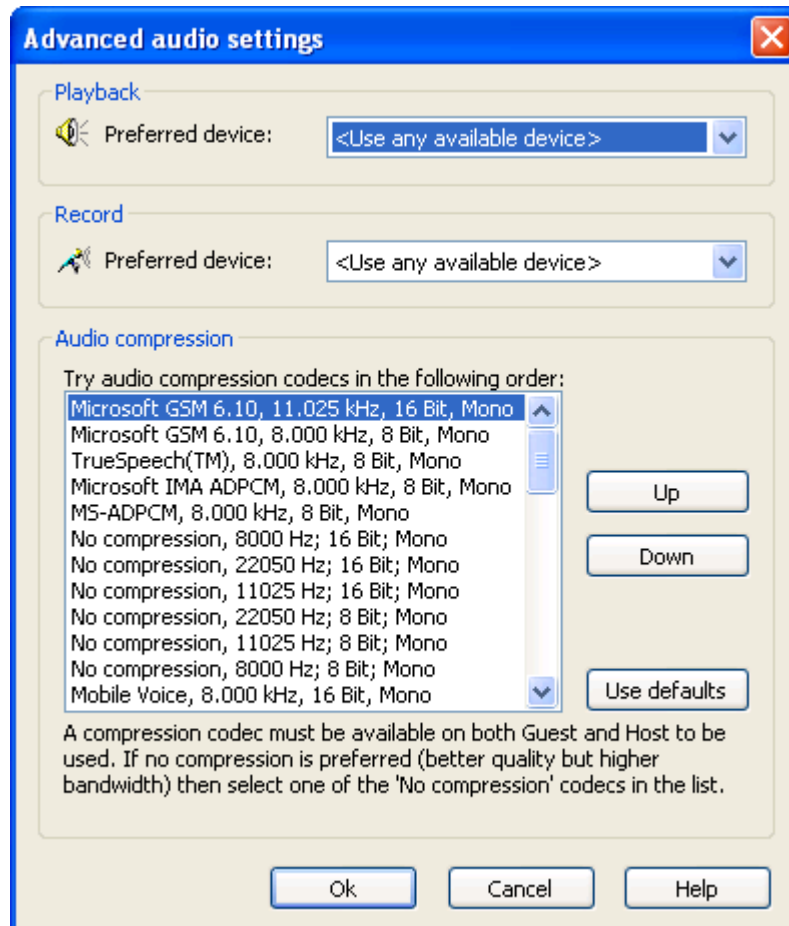
Silence level: Drag this slide to specify the microphone sound input level below which no sound shall be sent (default: second tick from left).

Line hold: Drag this slide to specify the time after the microphone sound input level has dropped below the *Silence level* in which sound shall be sent (default: seventh tick from the left).

Note: Try out different *Silence level* and *Line hold* settings to optimize sound transfer.

Check sound system: Click this button to check the computer sound system and display a result message.

Advanced...: Click this button to display this window:



Playback

Preferred device: : The field of this drop-down box displays the preferred audio playback device (default: *<Use any available device>*). The drop-down box list will contain the names of available playback devices. Select a name in the list to display it in the field.

Record

Preferred device: : The field of this drop-down box displays the preferred audio recording device (default: *<Use any available device>*). The drop-down box list will contain the names of available recording devices. Select a name in the list to display it in the field.

Note: If multiple audio devices are connected to the computer, *<Use any available device>* may select a connected device instead of the computer sound system. In that case, select the computer sound system.

Audio Compression

Try audio compression codecs in the following order: : This pane will contain a prioritized list of Guest computer available mono audio compression codecs.

Up/Down: Select a codec and click these buttons to move it up or down.

3.6 Guest Tools

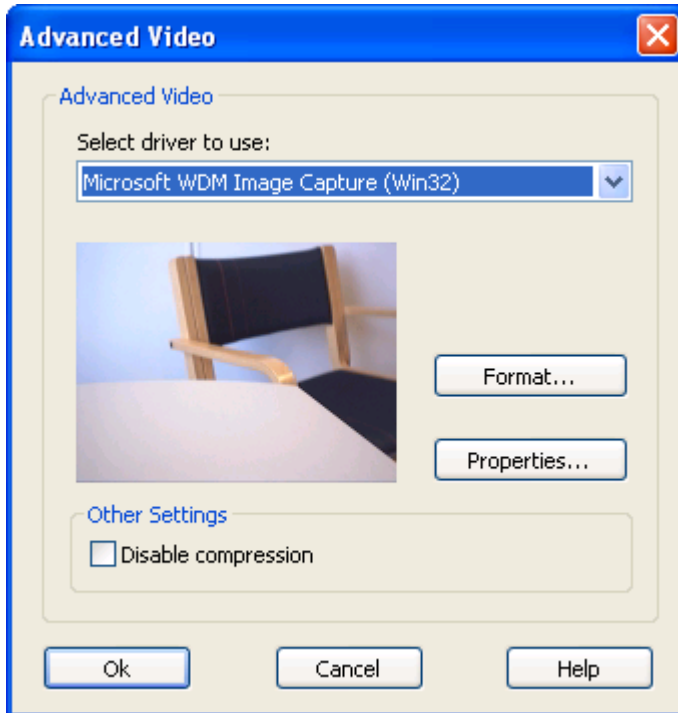
Use defaults: Click this button to restore the default codec priority.

Note: Audio communication will use the highest prioritized Guest computer codec that is also available on the Host computer.

Video

Capture size []: The field of this drop-down box will display the selected video capture frame width times height in pixels (default: *160 x 120*). The drop-down box list will contain available video capture frame sizes. Select a video capture frame size in the list to display it in the field.

Advanced...: Click this button to display this window:



Select driver to use: []: If a video camera is installed, this drop-down box will contain its driver name. Select a driver name in the list to display it in the field.

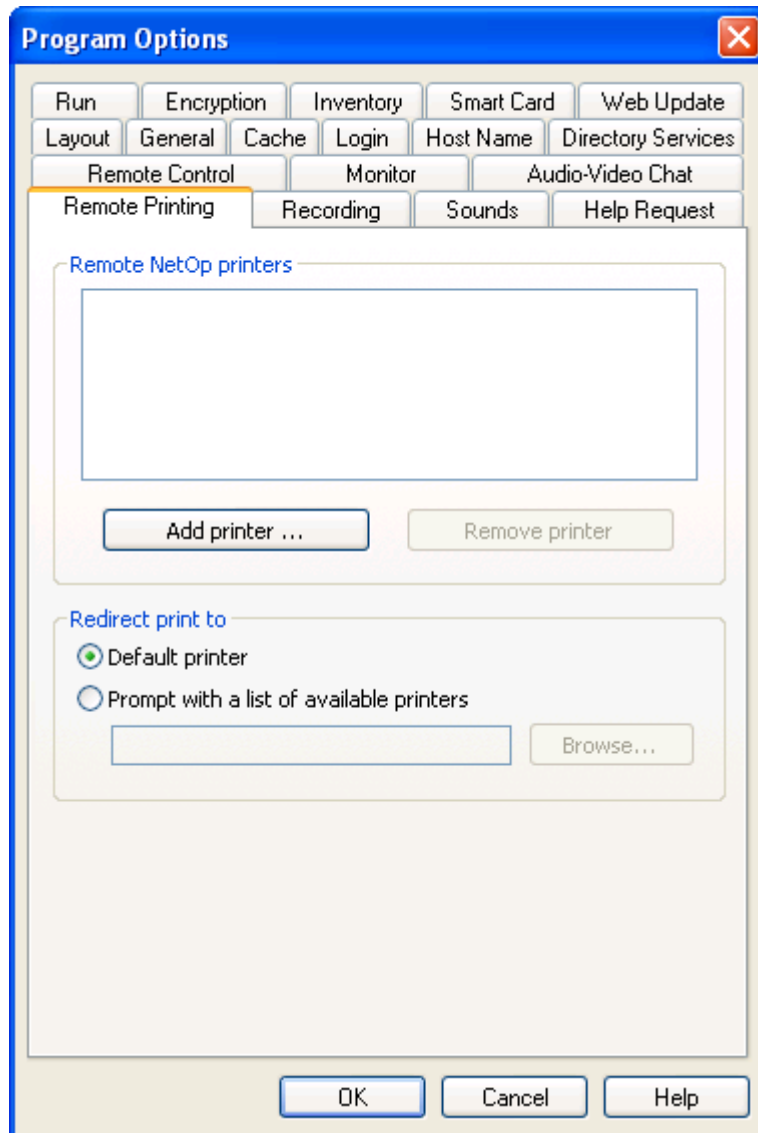
If a camera that uses the driver whose name is displayed in the *Select driver to use* drop-down box field is enabled, the image frame will display its captured image.

Format: Click this button to display the Windows *Video Format* window to format the video capture image.

Properties: Click this button to display the Windows *Video Source* window to specify video source properties.

Disable compression: Check this box to disable video data compression (default: unchecked).

3.6.1.10 Remote Printing Tab



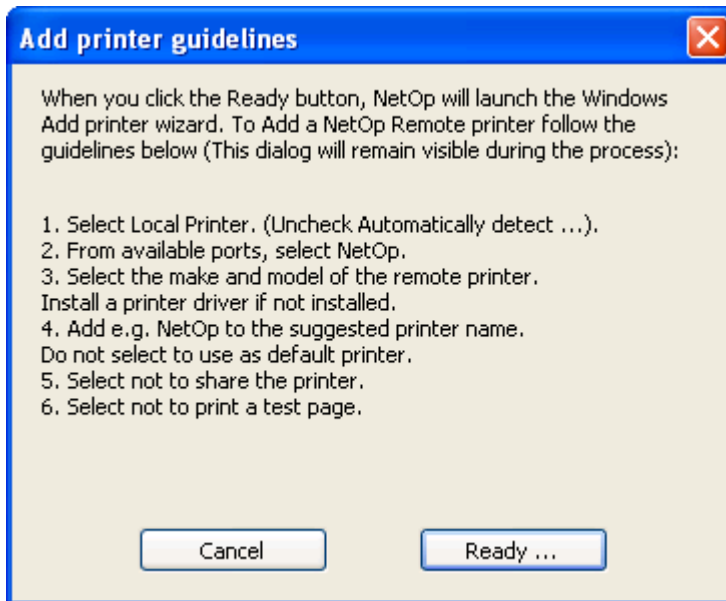
This tab specifies remote NetOp printers and incoming print job redirection.

Remote NetOp printers

The pane will display the names of NetOp printers in the Guest computer Windows *Printers* folder (initially none).

3.6 Guest Tools

Add printer...: Click this button to display this window:



Follow these guidelines that will remain on the screen while you add a NetOp printer. Click *Ready...* to start adding a NetOp printer.

Note: The NetOp printer and the selected remote printing device driver must be installed on the computer that sends the print job.

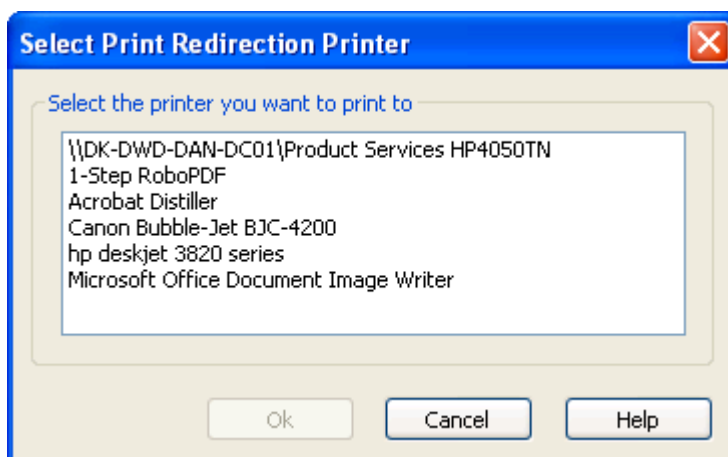
Special instructions for remote printing from DOS applications are available in the NetOp [KnowledgeBase](#).

Remove printer: Select a NetOp printer in the pane and click this button to remove it.

Redirect print to

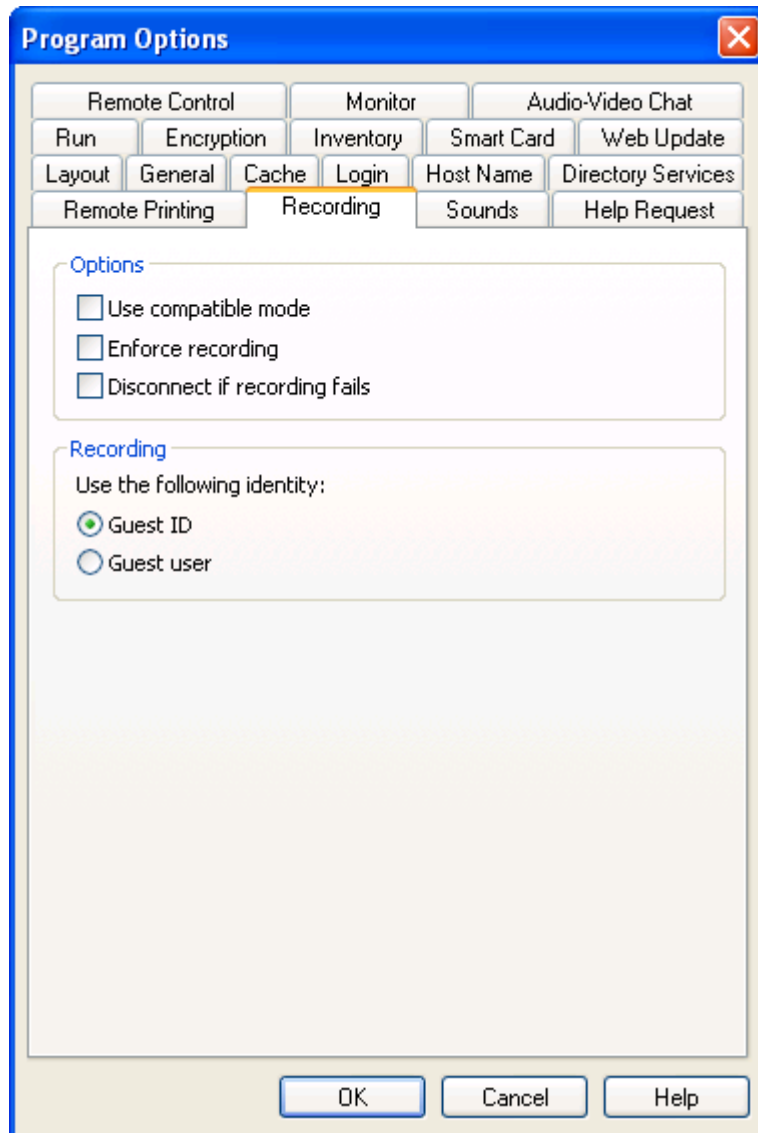
You can redirect a print job sent from the Host to the Guest to any printer specified on the Guest computer. Select one of these options:

- Default printer:* Redirect the print job to the default Guest computer printer (default selection).
- Prompt with a list of available printers:* Select this option and click *Browse...* to display this window:



The pane will display the names of Guest computer printers. Select a name and click *OK* to specify the printer name in the field to redirect to this printer.

3.6.1.11 Recordings Tab



This tab specifies remote control session recording options.

Options

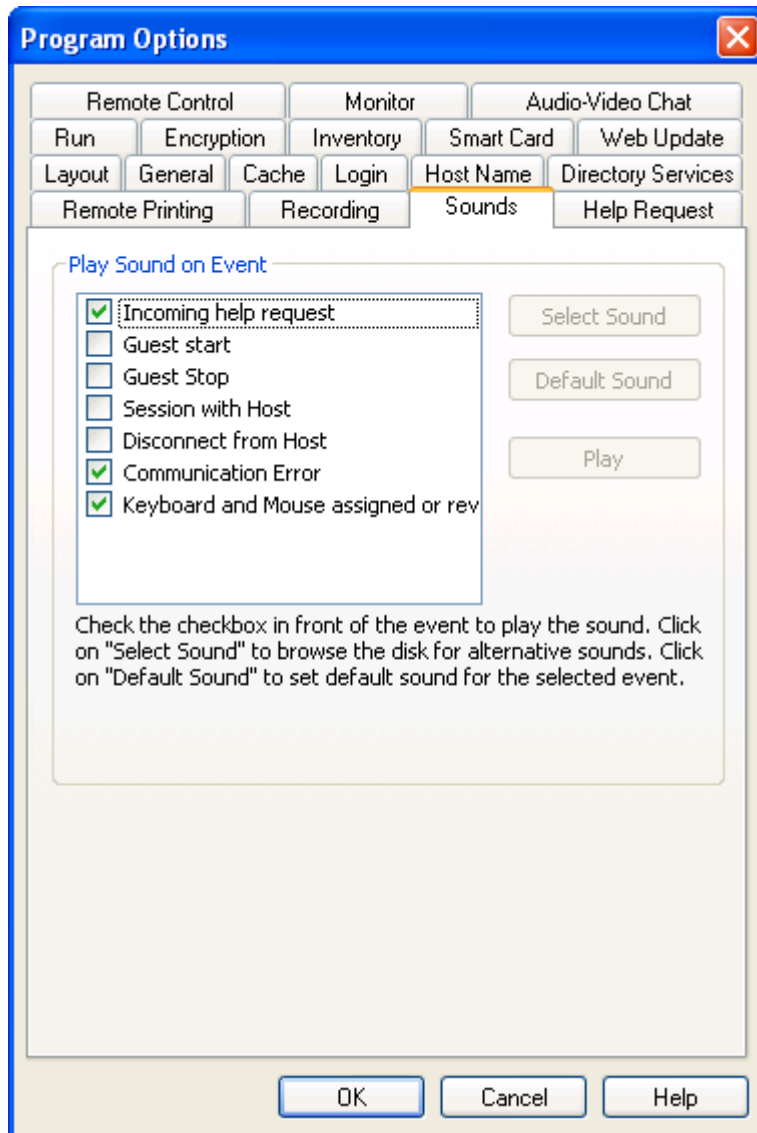
- Use compatible mode*: Remote control session recording was improved in NetOp Remote Control version 8. Older Guest versions cannot play back version 8+ recordings. Check this box to make older version compatible recordings (default: unchecked).
- Enforce recording*: Check this box to record all remote control sessions even if the [Connection Properties](#) window [Record Tab](#) *Record remote control session* box is unchecked (default: unchecked).
- Disconnect if recording fails*: Check this box to disconnect if a specified recording of a remote control session fails (default: unchecked).

Recording

Use the following identity: Every [Recordings Tab](#) record and recording file name will identify the Guest. Select one of these options:

- Guest ID*: Identify by the Guest ID, see [Login Tab](#) (default selection).
- Guest user*: Identify by the Guest computer Windows logon user name.

3.6.1.12 Sounds Tab



This tab specifies sounds played upon selected events.

Play sound on event

The pane contains these checked events:

- Incoming help request*: A new Host help request has arrived (default: checked).
- Guest start*: Guest loads (default: unchecked).
- Guest stop*: Guest unloads (default: unchecked).
- Session with Host*: Host session has started (default: unchecked).
- Disconnect from Host*: Host has been disconnected (default: unchecked).
- Communication error*: There has been a communication error (default: checked).
- Keyboard and mouse assigned or revoked*: In a *Multi Guest* session, the Guest has got or lost keyboard and mouse control (default: checked).

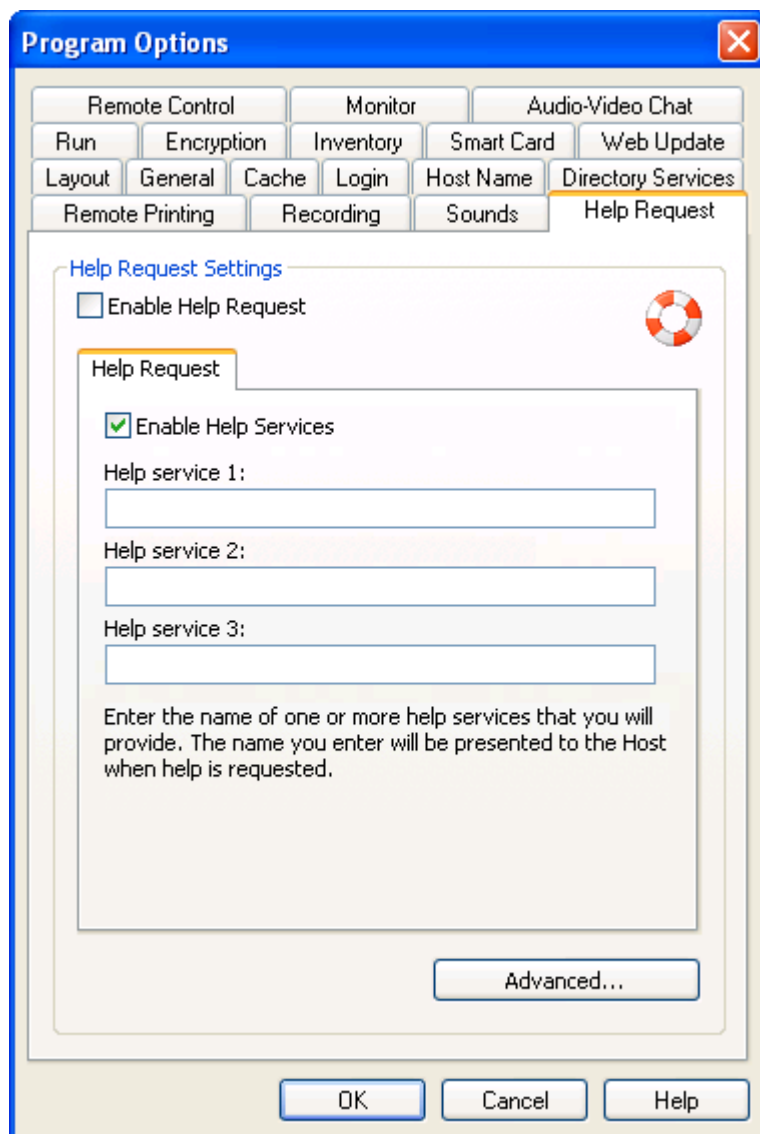
Check a box to play a sound upon the event. Uncheck to disable.

Select an event and click *Play* to play the sound assigned to the event.

Select an event and click *Select Sound* to open a Windows *Open* window specifying *Files of type: Sound Files*. Open a sound file with the extension *wav* to replace the current sound by the sound of the opened sound file and mark the event with (*).

Select an event marked (*) and click *Default Sound* to reassign the default sound to the event and remove the (*) mark.

3.6.1.13 Help Request Tab



This tab specifies help request options.

Note: To enable the Guest to receive help requests, in the *Communication Profile Setup* window enable [Communication Profiles](#) matching Host help request communication profiles at Guest loading.

Help request settings

Enable help request: Check this box to enable any type of help request to the Guest (default unchecked).

Note: NetOp on Demand Guest has in addition to the *Help Request* tab below a *Service Tickets* tab.

3.6 Guest Tools

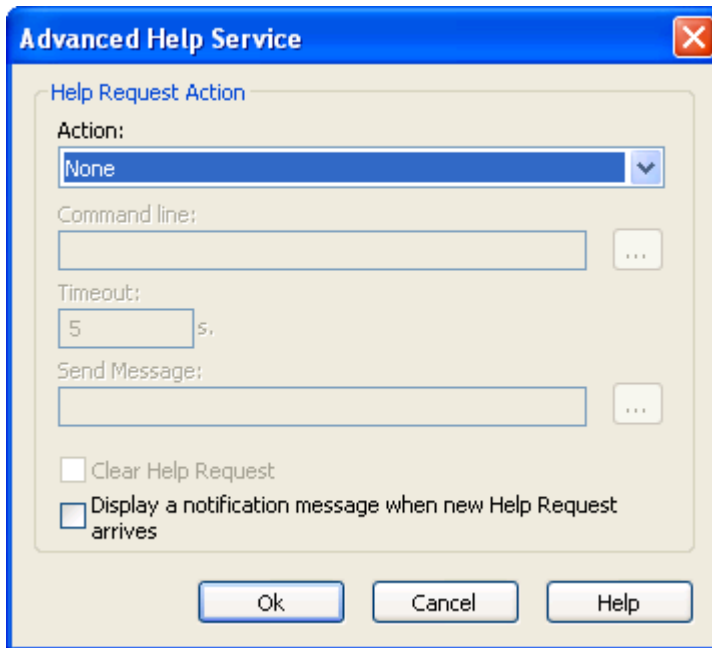
Help Request Tab

Enable help services: Uncheck this box to disable the help service names specified below (default: checked).

Help service 1-3: []: Specify in these fields the names of help services that shall be enabled.

Note: Help service names specified in the fields will be enabled only if the *Enable help request* and *Enable help services* boxes are checked and if [Communication Profiles](#) are enabled at Guest loading. The term *help provider* used on NetOp Host means a help service name specified on NetOp Guest.

Advanced...: Click this button to display this window:



In this window, you can specify actions that shall execute when a help request arrives.

Action: []: The field of this drop-down box will display the selected action. The drop-down box list contains these options:

- *None*: No action (default selection).
- *Send message*: Run a local program if specified and send a message to the Host. The fields below will become enabled.
- *Run local program*: Run a local program if specified. The fields below except *Send message* will become enabled.

Select an option in the list to display it in the field.

Command line: [] [...]: Specify in this field the command line of a Guest computer program. Click [...] to display a Windows *Open* window specifying *Files of type: Programs* to select a program file whose command will be displayed in the field. You can add these arguments to the command:

- *%H*: Help request Host name.
- *%T*: Help request time.
- *%P*: Help request problem description.

Note: Typically, you would specify a helpdesk program command to register the help request. NetOp does not undertake to supply or recommend helpdesk programs.

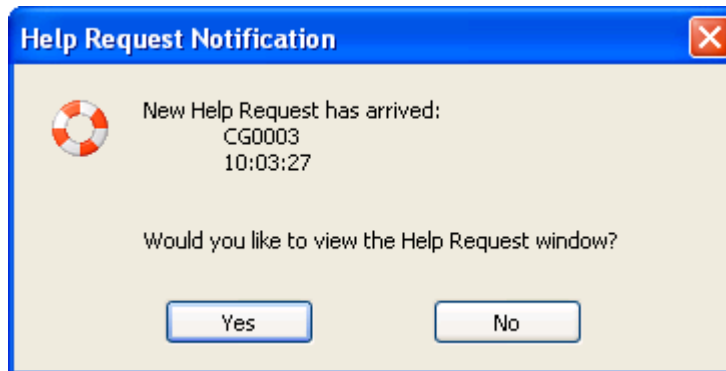
Timeout: [] s.: Specify in this field a number (default: 5, range 0-9999, 0 = no timeout) to time out (cancel if unsuccessful) the command specified above after the specified number of seconds.

Send message: [] [...]: Specify in this field the path and name of a *rtf* (Rich Text Format) file to send a NetOp message with the *rtf* file content to the help requesting Host, see [NetOp Message](#). Click [...] to display a Windows *Open* window specifying *Files of type: RTF* to select and open a *rtf* file whose path and name will be displayed in the field.

Clear help request: Check this box to delete the [Tab Panel Help Request Tab](#) record when the actions specified above have executed successfully (default: unchecked).

Note: Deleting the [Help Request Tab](#) record will not cancel the help request on the Host, see [Request Help](#).

Display a notification message when new help request arrives: Check this box to display this message when a help request arrives (default: unchecked):

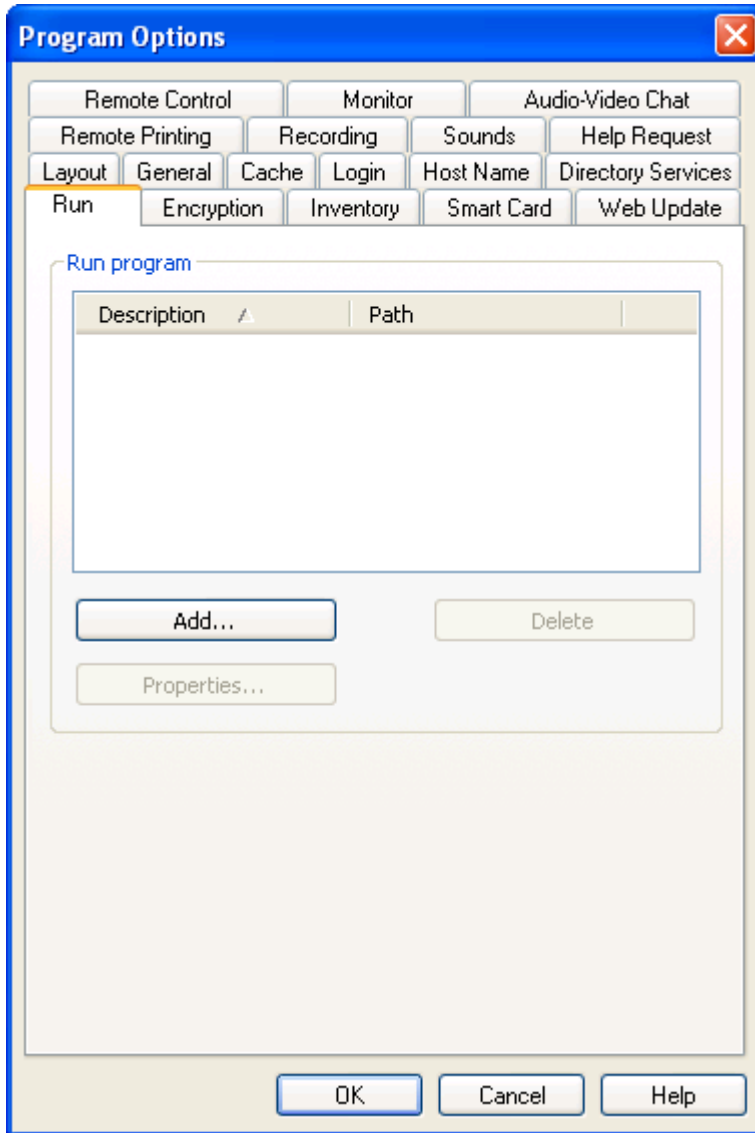


This window will display the help request Host name, time and if specified a problem description.

Yes: Click this button to display the [Tab Panel Help Request Tab](#).

No: Click this button to close the window.

3.6.1.14 Run Tab



This tab specifies programs to include them in the [Run Program](#) drop-down menu.

Run program

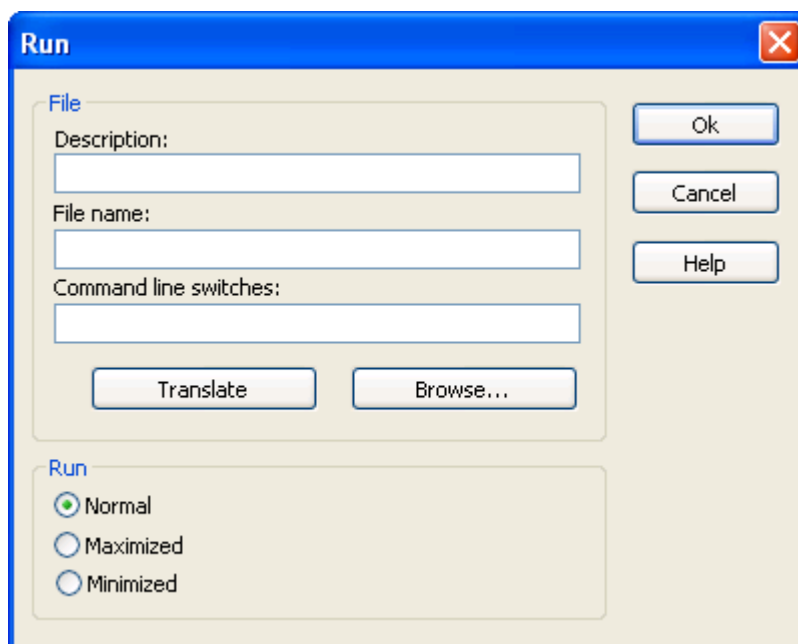
The pane will display specified programs as records in a table with this column content (initially empty):

- *Description*: The name that identifies the program in the [Run Program](#) drop-down menu.
- *Path*: Host computer program file path and name.

Table controls are explained in [Table Control](#).

Note: The table content will be stored in the [NetOp Configuration Files](#) *runprog.ndb* file that will typically reside in the path *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest*.

Add...: Click this button to display this window:



File

Description: []: Specify in this field the description that shall identify the program in the [Run Program](#) drop-down menu.

File name: []: Specify in this field the program file path and name.

Command line switches: []: Specify in this field any switches that shall be applied to the program file.

Translate: Click this button to replace *File name* field path elements by available environment variables to facilitate identifying the path on Host computers whose directory structure is different from the Guest computer directory structure due to e.g. language or operating system.

Browse...: Click this button to display a Windows *Open* window that specifies *Files of type: Programs* to open a Guest computer program file to display its path and name in the *File name* field.

Note: The *Open* window will display only Guest computer directories and program files. Select *All files* in the lower drop-down box list to display all file types. You can also run other file types, e.g. text files. To run successfully, the file must be available and identifiable on the Host computer.

Run

Select one of these options:

Normal: Run the program in a normal size window (default selection).

Maximized: Run the program in a maximized window.

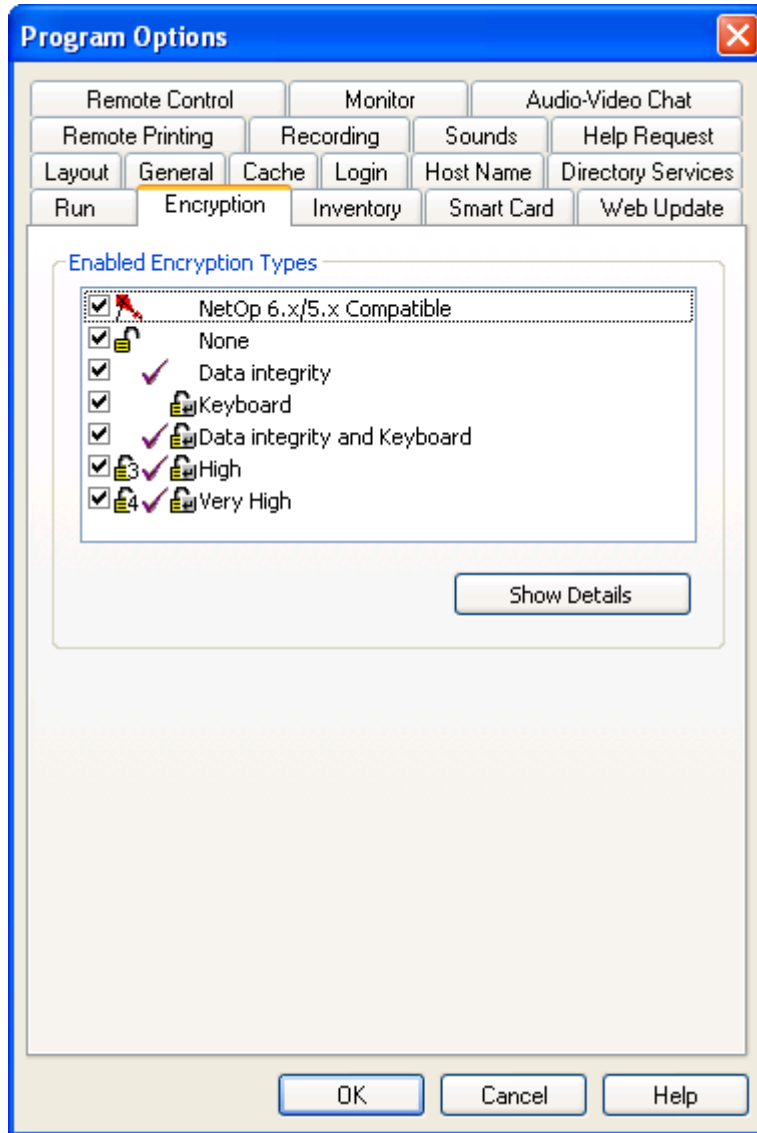
Minimized: Run the program minimized.

OK: Click this button to add the program specification to the [Run Tab](#) pane.

Properties...: Select a record in the pane and click this button to display its properties in the *Run* window to edit them.

Delete: Select a record in the pane and click this button to delete it.

3.6.1.15 Encryption Tab



This tab specifies enabled encryption types.

Note: NetOp communication will be protected by encryption. A range of encryption types is available on version 7.0+ NetOp Remote Control modules. One encryption type is available on version 6.5- NetOp Remote Control modules. Communicating NetOp modules will automatically negotiate to encrypt communication by an encryption type that is enabled on both modules, see the [Connection Properties](#) window [Compression/Encryption Tab](#). NetOp modules on which no common encryption type is enabled cannot communicate.

Enabled Encryption Types

The pane displays checked available encryption type icons and names. Leave a box checked to enable the encryption type (default: all checked): Uncheck to disable.

NetOp 6.x/5.x Compatible: NetOp Remote Control version 6.5- compatible encryption.

None: Module identification encryption but no data encryption.

Data integrity: Data integrity encryption.

Keyboard: Keyboard encryption.

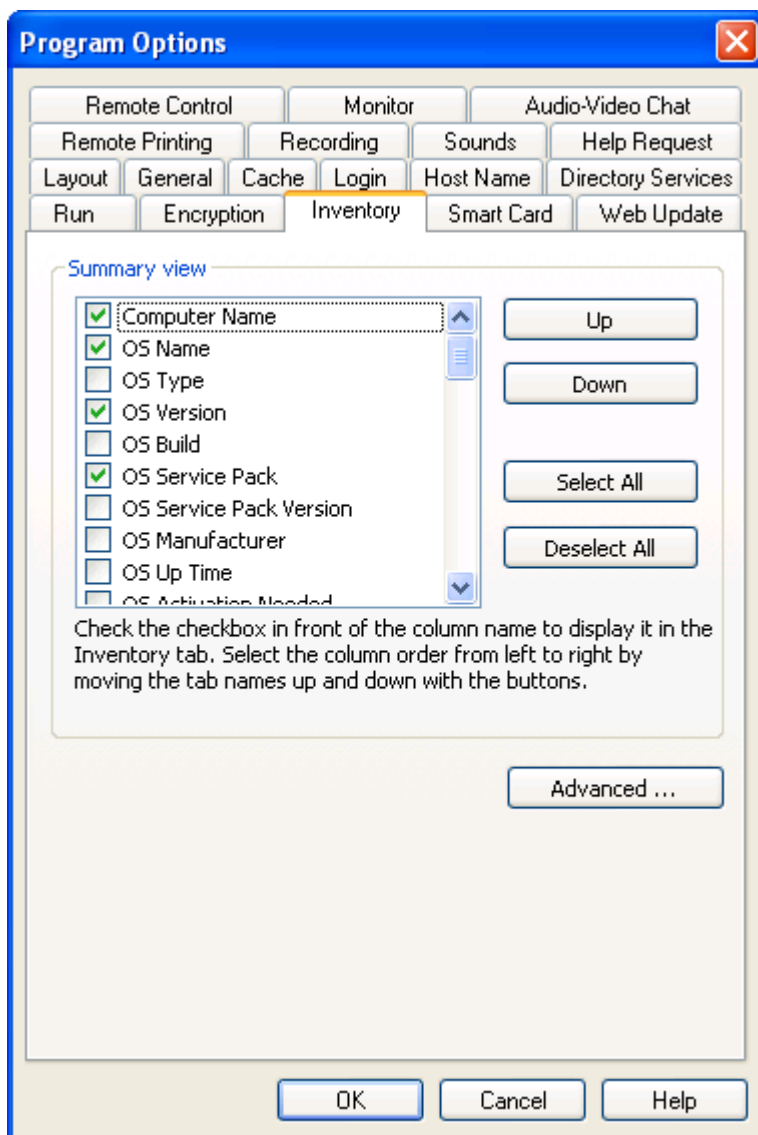
Data integrity and Keyboard: Data integrity and keyboard encryption.

High: High level encryption.

Very High: Very high level encryption.

Show Details: Select an encryption type and click this button to display encryption details.

3.6.1.16 Inventory Tab



This tab specifies [Tab Panel Inventory Tab](#) and advanced inventory options.

Summary view

The pane contains a checkboxed list of available Host computer inventory details. Check/uncheck boxes to select the columns that shall be displayed in the [Tab Panel Inventory Tab Details Pane](#) summary view when a folder is selected in the [Contents Pane](#). Checked box detail columns will be displayed in a left-to-right order like the pane top-to-bottom order.

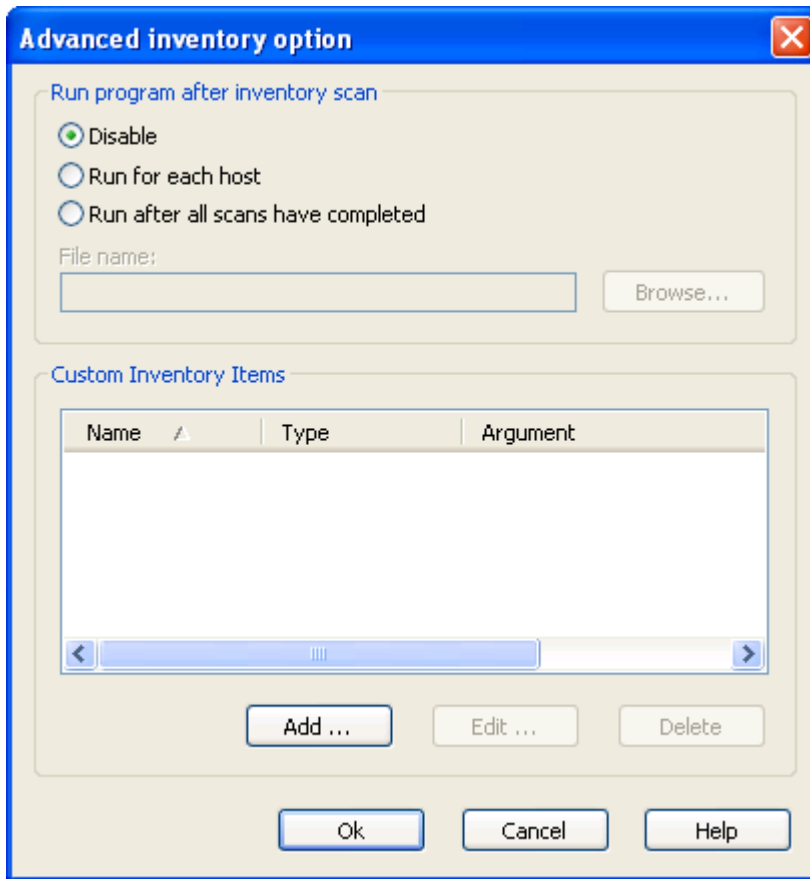
Up/Down: Select a Host inventory detail and click one of these buttons to move it up or down in the pane to change its column's position in the [Tab Panel Inventory Tab Details Pane](#) summary view.

Select All: Click this button to check all pane Host inventory details.

Deselect All: Click this button to uncheck all pane Host inventory details.

3.6 Guest Tools

Advanced...: Click this button to display this window:



In this window, you can specify inventory processing and custom inventory items.

Run program after inventory scan

You can specify an inventory processing program to automatically process each newly retrieved Host computer inventory. Select one of these options:

- Disable*: Disable running the program specified below (default selection).
- Run for each Host*: Run the program specified below when a Host computer inventory has been retrieved.
- Run after all scans have completed*: Run the program file specified below when a batch of Host computer inventories has been retrieved.

File name: []: Specify in this field an inventory processing program file path and name including required command line switches.

Browse: Click this button to display a Windows *Open* window specifying *Files of type: Programs* to open an inventory processing program file the path and name of which will be displayed in the *File name* field.

Note: NetOp does not undertake to supply or recommend inventory processing programs.

Custom Inventory Items

The pane displays records of custom inventory items in a table with this column content (initially empty):

- *Name*: Inventory item name.
- *Type*: Inventory item type.

- *Argument*: Inventory item argument.

Table controls are explained in [Table Control](#).

Add...: Click this button to display this window:

This window specifies a custom inventory item.

Name: []: Specify in this field the inventory item name.

Item type: []: The field of this drop-down displays the selected inventory item type. The drop-down box list contains inventory item types that determine the argument fields below:

- *Environment variable*: Field: *Environment variable* (default selection).
- *Registry key*: Drop-down box: *Registry key*, field: *Sub key*.
- *Ini File*: Field: *File name*, field: *Section*, field: *Key*.
- *File Information*: Field: *File name*.
- *DLL*: Field: *DLL file name*, field: *DLL argument*.
- *ASCII File Content (max 512 bytes)*: Field: *File name*.

Select an inventory item type in the list to display it in the field. Specify in the argument fields below the arguments required to define the custom inventory item.

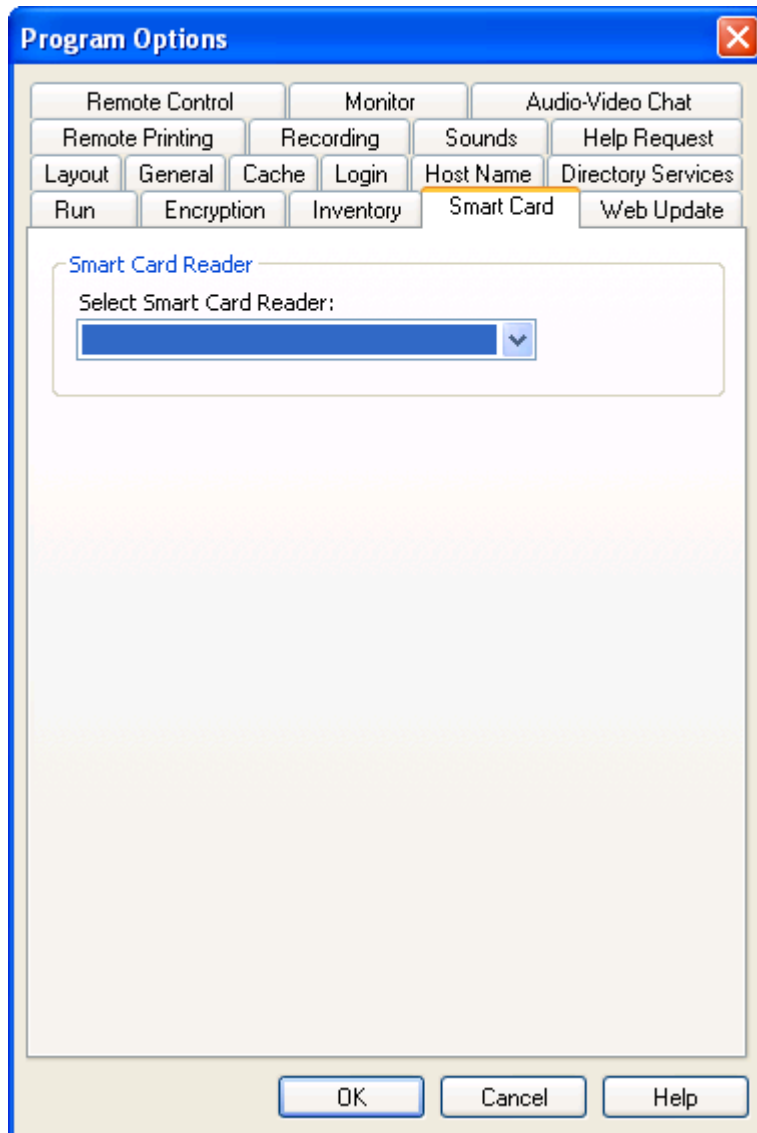
OK: Click this button to display the inventory item specification as a record in the *Custom Inventory Items* table.

Edit: Select a record in the pane and click this button to display its specification in the *Custom Inventory Item* window to edit it.

Delete: Select a record in the pane and click this button to delete it.

Note: The pane content will be stored in the [NetOp Configuration Files](#) *InvCultm.xml* file that will typically reside in the path *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest*.

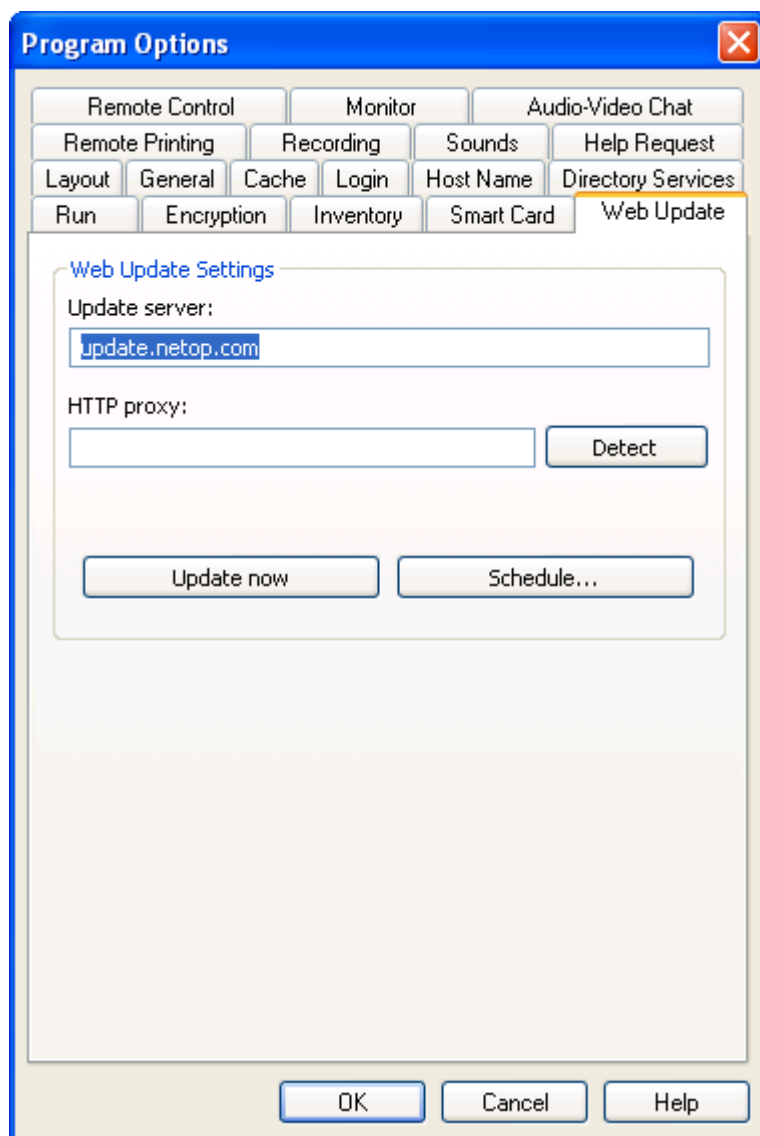
3.6.1.17 Smart Card Tab



This tab specifies the Smart Card reader whose reading will be applied to [Smart Card Authentication](#).

Select Smart Card reader: []: The field of this drop-down will display the name of the selected Smart Card reader. The drop-down box list will contain *Default* and the names of connected Smart Card readers found by Windows. Select an option in the list to display it in the field.

3.6.1.18 Web Update Tab



This tab specifies web update options to enable updating the NetOp Guest installation from the network.

Update server: []: Specify in this field the web address of the server from which to download Guest update files (default: *update.netop.com*, the NetOp manufacturer web update server).

Note: To update many NetOp installations in an organization, we recommend to [Publish New Updates](#) to an internal web update server.

HTTP Proxy: []: Specifying a HTTP proxy is typically not required.

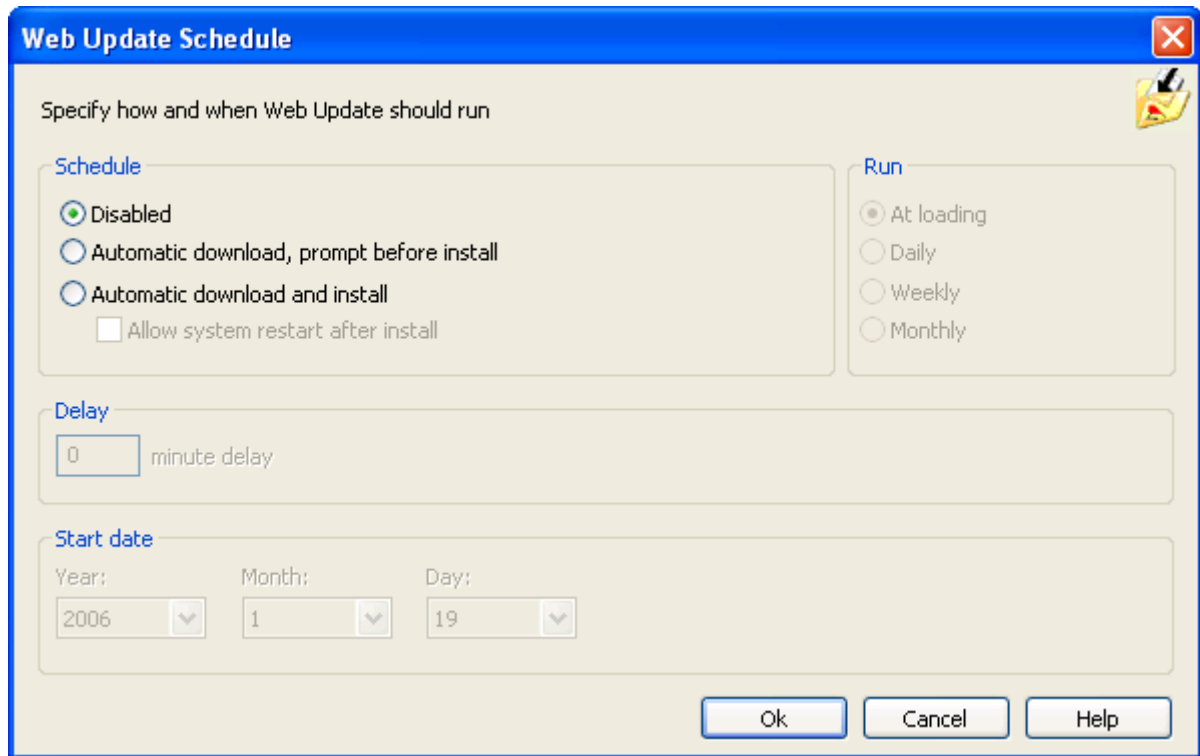
Before specifying a HTTP proxy, click *Update now* to test the web update connection. If this yields a message indicating connection to the update server, specify no HTTP proxy.

If *Update now* yields no connection, click *Detect* to make NetOp attempt to detect the HTTP proxy server to display its name and port number in the *HTTP Proxy* field. Click *Update now* to test the connection.

If unsuccessful, consult with your network/system administrator about what must be specified in the *HTTP Proxy* field (format: <Server name>:<Port number>).

Update now: Click this button to connect to the update server specified in the *Update server* field. A *Web Update* message will notify you if connection to the update server failed, if no updates are available or if updates are available and in the latter case ask you if you want to download and install updates.

Schedule...: Click this button to display this window:



In this window, you can specify a schedule of checks for updates including download and installation of available update files.

Schedule

Select one of these options:

- Disabled*: Disable automatic web update (default selection). The other sections in the window will be disabled.
- Automatic download, prompt before install*: Automatically download any update files and prompt the user when downloaded.
- Automatic download and install*: Automatically download and install any update files.
 - Allow system restart after install*: Check this box to automatically restart the computer after update installation if required (default: unchecked). Leave unchecked to deny automatic restart to after installation display a message that restart is required to complete the installation.

Run

Select one of these options:

- At loading*: Check for updates when the Guest is loaded (default selection). The *Delay* section in the image above will be displayed.

Delay

[] minute delay: Specify in this field a number to delay the web update by the specified number of minutes (default: 0, range 0-99).

- Daily*: Check for updates on a daily basis. This section will be displayed:

Start at

[] every [] day: In the first field, specify the time of the day (default: 12:00). In the second field, specify by a number an interval in days (default: 1, range 1-99).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Weekly: Check for updates on a weekly basis. This section will be displayed:

Start at

[] every [] week: In the first field, specify the time of the day (default 12:00). In the second field, specify by a number an interval in weeks (default: 1, range 1-99).

<Weekday>: Check boxes to run scheduled web updates on selected weekdays (default: Monday only checked).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Monthly: Check for updates on a monthly basis. This section will be displayed:

Start at

[] on the [] day of the month: In the first field, specify the time of the day (default: 12:00). In the second field, specify by a number the day of the month (default: 1, range 1-28).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Start date

Year: [] Month: [] Day: []: Select in the drop-down boxes the schedule start date (default: today).

3.6.2 File Manager Options

Select the [Tools Menu](#) *File Manager Options* command to display the *File Manager Options* window, see [File Transfer Options Menu](#).

3.6.3 Log Setup

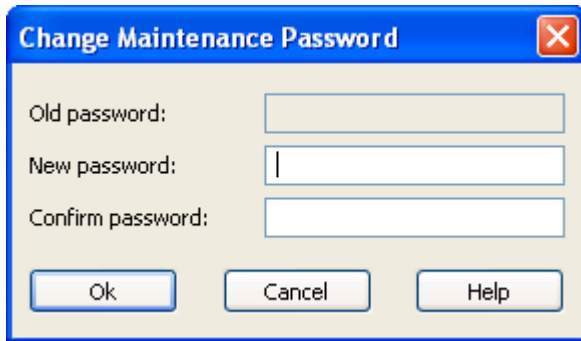
Select the [Tools Menu](#) *Log Setup* command to display the [Log Setup](#) window.

3.6 Guest Tools

Note: Log setup is common to all NetOp modules. Therefore, the [Log Setup](#) section is included in the [Common Tools](#) chapter.

3.6.4 Maintenance Password

Select the [Tools Menu](#) *Maintenance Password* command to display this window:



A maintenance password protects the access to [Tools Menu](#) setup commands to prevent unauthorized Guest setup changes.

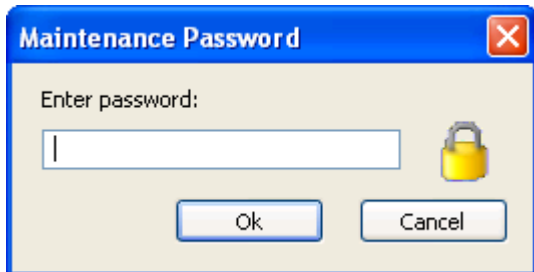
Old Password: []: Specify in this field the current maintenance password (initially none, the field is disabled). Keystrokes will display as dots or asterisks.

New Password: []: Specify in this field the new password (maximum 16 characters).

Confirm Password: []: Specify in this field the new password for confirmation.

Note: Disable maintenance password protection by leaving the *New Password* and *Confirm Password* fields blank.

If maintenance password protection is applied, selecting any [Tools Menu](#) setup command will display this window:



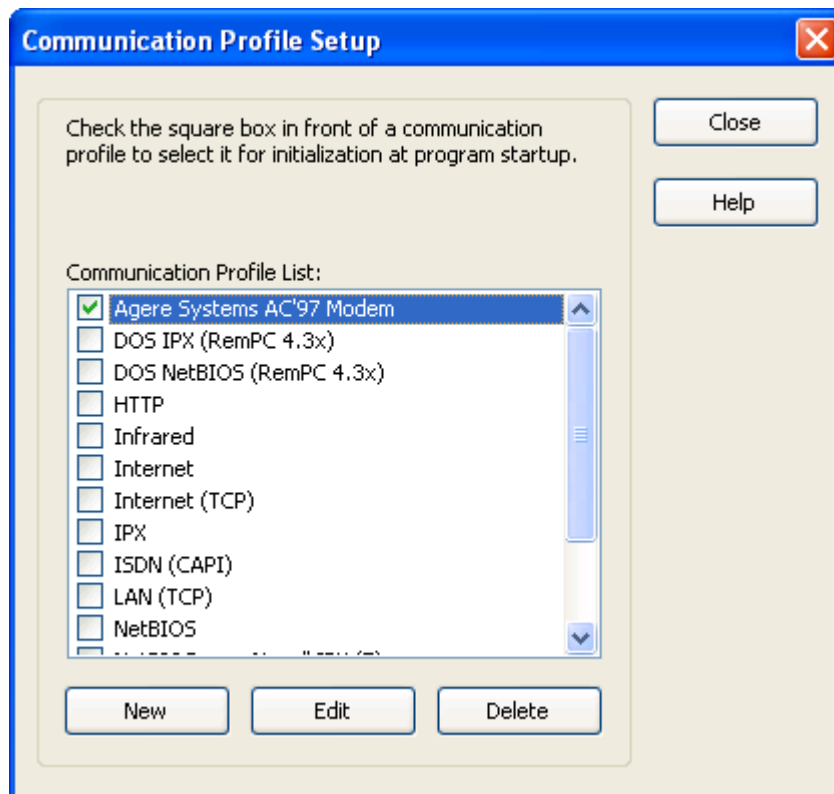
Enter password: []: Specify in this field the maintenance password.

If the specified password is wrong, an error message will be displayed. There is no limit to the number of maintenance password attempts.

3.6.5 Communication Profiles

Select the [Tools Menu](#) *Communication Profiles* command to display this window:

Communication Profile Setup



In this window, you can enable/disable, create, edit and delete communication profiles.

Note: A communication profile is a named configuration of a communication device. You can create multiple communication profiles with different configurations of each communication device. Communication devices are common to all NetOp modules. Therefore, the [Communication Devices](#) section is included in the [Common Tools](#) chapter.

Communication Profile List []: This pane contains checked Guest communication profile names. Check boxes (default: *LAN (TCP)* and *TCP/IP* checked) to enable communication profiles at Guest loading.

Note: Enabling communication profiles at Guest loading is required only for these purposes:

- To receive Host help requests, see the [Program Options](#) window [Help Request Tab](#).
 - To [Connect to a Network or Network Terminal Server Host through NetOp Gateway](#).
 - To search the network for Gateway device groups using *<Any initialized communication>*, see [Gateway Communication Profile Edit](#).
-

New: Click this button to display the [Communication Profile Edit](#) window to create a communication profile.

Edit: Select in the pane a communication profile to highlight it and click this button to display the [Communication Profile Edit](#) window to edit it.

Delete: Select in the pane a communication profile and click this button to delete it.

Note: To apply changes to enabled communication profiles, you must reload the Guest.

3.7 Guest Sessions

3.6.6 Modem Database

Select the [Tools Menu](#) *Modem Database* command to display the *Modem* window, see [Modem Database](#).

Note: The modem database is common to all NetOp modules. Therefore, the [Modem Database](#) section is included in the [Common Tools](#) chapter.

3.6.7 Check for New Updates

Select the [Tools Menu](#) *Check for New Updates* command to connect to the web update server specified on the [Program Options](#) window [Web Update Tab](#) to check for new updates to the Guest installation.

3.6.8 Publish New Updates

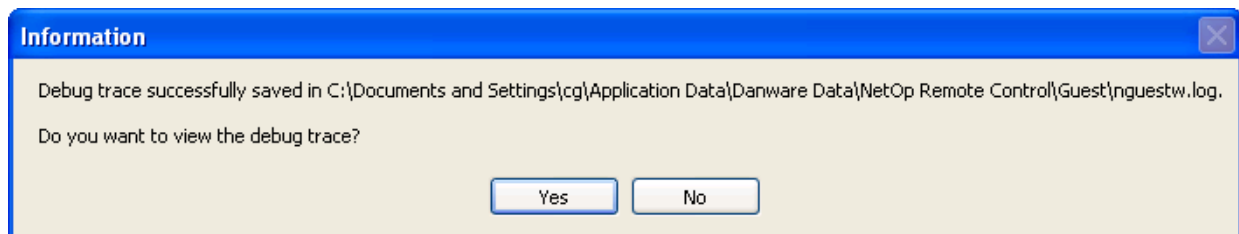
Select the [Tools Menu](#) *Publish New Updates* command to display a *Windows Browse for Folder* window. Select a network folder to copy web update files for the installed version of NetOp Remote Control from the URL specified on the [Program Options](#) window [Web Update Tab](#) to the specified network folder.

This system/network administrator tool will enable network users to web update their NetOp installation by connecting to an internal web update server.

3.6.9 Debug Trace

Normally, this command is not included in the [Tools Menu](#). Select the *Help* menu *About...* command and press ALT+Z to display it. Select it to save a debug trace of recent communication. This debug trace may be requested by NetOp supporters to troubleshoot communication problems.

This window will be displayed:



It displays where the debug trace is saved.

Yes: Click this button to display the content of the debug trace. It is a text file that logs NetOp communication events without logging communicated data. Its interpretation requires NetOp expertise.

No: Click this button to close the window.

3.6.10 Run Setup Wizard

Select the [Tools Menu](#) *Run Setup Wizard* command to run the [Setup Wizard](#).

3.6.11 Copy Guest to Removable Media

Connect a removable data storage media device to your computer, e.g. by its USB socket, and select the [Tools Menu](#) *Copy Guest to Removable Media* command to display a *Windows Browse For Folder* window. Select the removable data storage media device to copy your Guest installation including your personal Guest settings to the removable data storage media device.

This will enable you to take your NetOp Guest with you to plug the removable data storage media device into any compatible Windows computer and run the Guest from there.

NetOp Guest will use around 13 MB plus the space used by personal Guest settings on the removable data storage media device.

3.7 Guest Sessions

NetOp Guest on one computer can connect to NetOp Host on another computer to run one session type or multiple session types at the same time, see [Connect Guide](#).

These session types are available:

- [Remote Control](#)

- [File Transfer](#)
- [Chat](#)
- [Audio-Video Chat](#)
- [Remote Management](#)

NetOp Host can *Allow multiple simultaneous Guest connections* on the [Program Options](#) window [General Tab](#):

Multiple Guests running a [Remote Control](#) session with one Host will run a joint [Multi Guest Session](#).

Multiple Guests running a [File Transfer](#) session with one Host will run separate sessions.

Multiple Guests running a [Chat](#) session with one Host will run a joint [Multi Chat Session](#).

Each Guest and each Host can run only one [Audio-Video Chat](#) session at a time.

Multiple Guests running a [Remote Management](#) session with one Host will run separate sessions.

3.7.1 Remote Control

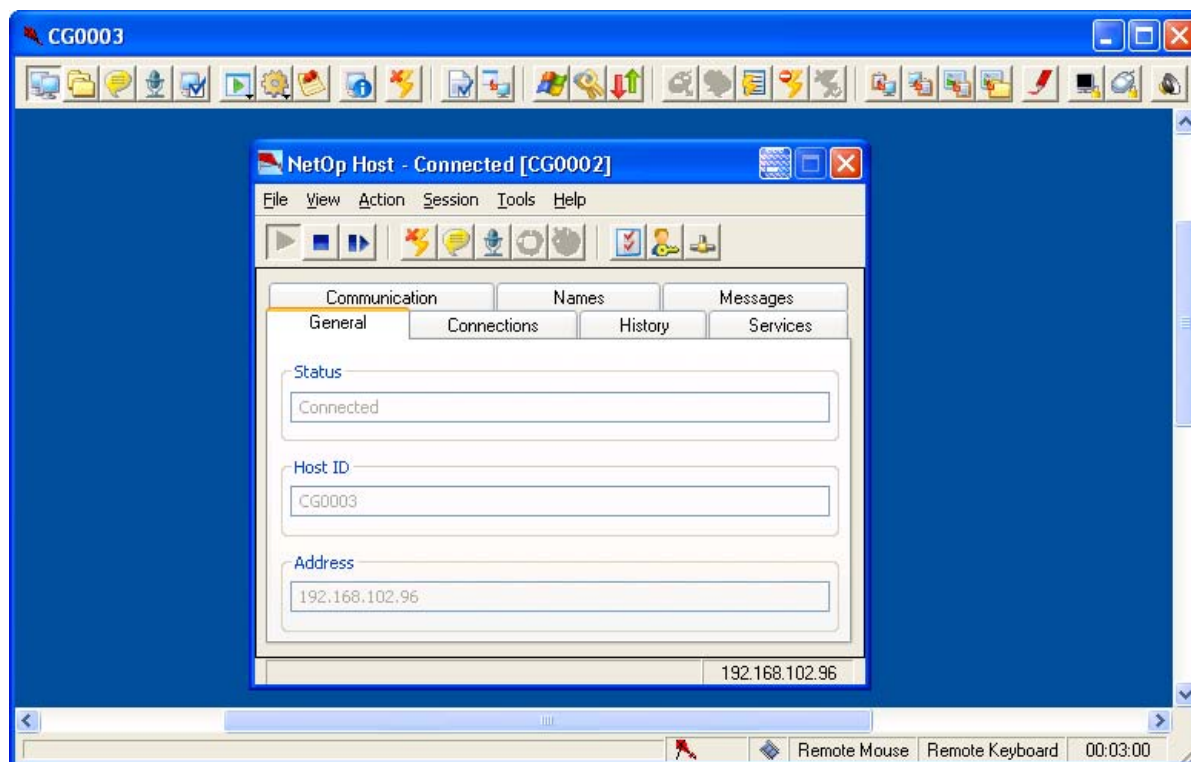
If allowed by Host [Guest Access Security](#), see [Allow Guest To](#), the Guest can start a remote control session with a Host to display the Host computer screen image on the Guest computer.

The Guest can connect to start a remote control session from the [Tab Panel Quick Connect Tab](#), see [Remote Control](#), from a [Phonebook Tab](#) or [History Tab](#) record or in response to a help request from a [Help Request Tab](#) record.

When connected, the Guest can start and end a remote control session from a [Tab Panel Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) record or from the [Remote Management NetOp Sessions Remote Control](#) command.

Note: If the Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), multiple remote control session Guests will run a joint [Multi Guest Session](#).

The Host computer screen image will be displayed on the Guest computer screen, typically in a remote control window, see [Remote Control Display](#):



It contains these elements:

3.7 Guest Sessions

[Title Bar](#)

[Toolbar and Toolbox](#)

[Remote Control Display](#)

[Status Bar](#)

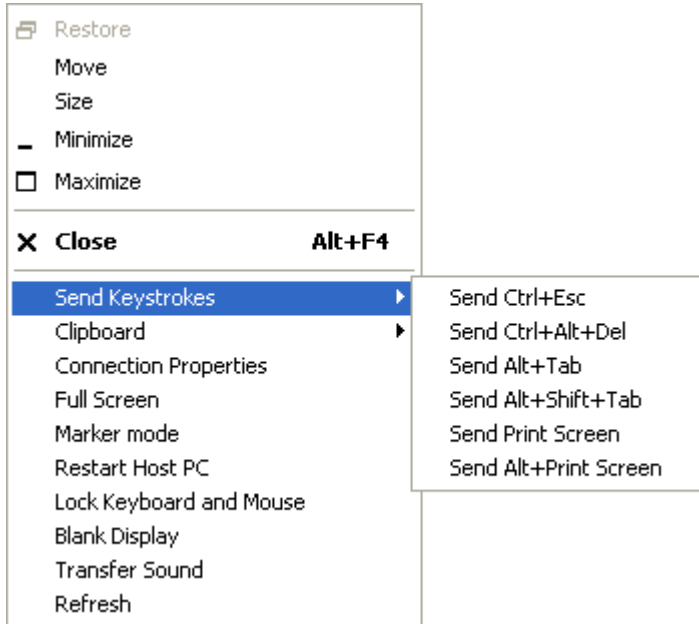
3.7.1.1 Title Bar



The [Remote Control](#) window title bar will display the name by which you connected to the Host.

Title bar window controls are explained in [Window Control](#).

The [Remote Control](#) window title bar menu contains additional commands:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#)

Send Keystrokes: This command expands into these commands:

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Using these keystroke combinations from the keyboard can have undesired effects.

Send Ctrl+Esc: Select this command or click the matching [Toolbar and Toolbox Control Buttons](#) button to send the keystroke combination CTRL+ESC to the Host to display the *Start* menu on a Windows Host computer or the *Window List* on an OS/2 Host computer.

Send Ctrl+Alt+Del: Select this command or click the matching [Toolbar and Toolbox Control Buttons](#) button to send the keystroke combination CTRL+ALT+DEL to the Host to display the security dialog box on a Windows 2003/XP/2000 Host computer or restart an OS/2 Host computer.

Note: *Send Ctrl+Alt+Del* is disabled with a Windows ME, 98 and 95 Host computer.

Select *Restart Host PC* to restart the Host computer.

Send Alt+Tab: Select this command to send the keystroke combination ALT+TAB to the Host to typically shift the active window clockwise on the Host computer screen.

Send Alt+Shift+Tab: Select this command to send the keystroke combination ALT+SHIFT+TAB to the Host to typically shift the active window counterclockwise on the Host computer screen.

Send Print Screen: Select this command to send a PRINT SCREEN command to the Host to copy an image of the Host computer screen to the Host computer clipboard.

Send Alt+Print Screen: Select this command to send an ALT+PRINT SCREEN command to the Host to copy an image of the Host computer screen active window to the Host computer clipboard.

Clipboard: This command expands into these commands:

Send to Host: Select this command or click the [Toolbar and Toolbox Clipboard Buttons Send Clipboard](#) button to send the Guest computer clipboard content to the Host computer clipboard.

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).

Retrieve from Host: Select this command or click the [Toolbar and Toolbox Clipboard Buttons Retrieve Clipboard](#) button to retrieve the Host computer clipboard content to the Guest computer clipboard.

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).

Save Screen to Clipboard: Select this command or click the matching [Toolbar and Toolbox Clipboard Buttons](#) button to capture the Host computer screen image to the Guest computer clipboard.

Save Screen to File: Select this command or click the matching [Toolbar and Toolbox Clipboard Buttons](#) button to capture the Host computer screen image and display a Windows *Save As* window that suggests the file name <Host name>-<Date>-<Time>.bmp and the [NetOp Configuration Files SnapShot](#) directory. You can change the file name and directory before saving.

Connection Properties: Select this command or click the matching [Toolbar and Toolbox Control Buttons](#) button to display the [Connection Properties](#) window with limited options.

Full Screen: Select this command or click the matching [Toolbar and Toolbox Control Buttons](#) button to display the Host computer screen image in full screen display.

Note: Press the zoom hotkey to toggle between window display and full screen display. The zoom hotkey is CTRL+Z unless modified, see [Remote Control Tab](#).

Marker Mode: Select this command to checkmark it or click the matching [Toolbar and Toolbox Tool Buttons](#) button to make it appear pressed in to start [NetOp Marker Utility](#). Select the checkmarked command to uncheckmark it or click the pressed in button to release it to stop [NetOp Marker Utility](#).

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Restart Host PC: Select this command or click the matching [Toolbar and Toolbox Control Buttons](#) button to display a confirmation window to confirm restarting the Host computer.

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Execute command (Restart, ...)*, see [Allow Guest To](#).

Lock Keyboard and Mouse: Select this command to checkmark it or click the matching [Toolbar and Toolbox Tool Buttons](#) button to make it appear pressed in to disable the Host computer keyboard and mouse. Select the checkmarked command to uncheckmark it or click the pressed in button to release it to enable the Host computer keyboard and mouse.

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Lock keyboard and mouse*, see [Allow Guest To](#).

Blank Display: Select this command to checkmark it or click the matching [Toolbar and Toolbox Tool Buttons](#) button to make it appear pressed in to make the Host computer screen turn black to the Host

3.7 Guest Sessions

computer user. Select the checkmarked command to uncheckmark it or click the pressed in button to release it to unblank the Host display.

Note: This command will be disabled if Host [Guest Access Security](#) does not allow *Blank the screen*, see [Allow Guest To](#).

While *Blank Display* works with most Host computers, the design of some display adapters prevents executing it.

Transfer Sound: Select this command to checkmark it or click the matching [Toolbar and Toolbox Tool Buttons](#) button to make it appear pressed in to transfer Host computer application sound. Select the checkmarked command to uncheckmark it or click the pressed in button to release it to not transfer sound.

Note: This command will be disabled if the Guest or the Host is engaged in another audio session or if Host [Guest Access Security](#) does not allow *Request audio chat and transfer sound*, see [Allow Guest To](#).

For *Transfer Sound* to work, these conditions must be met:

1. On the Host, the [Audio-Video Chat Tab](#) *Advanced Audio Settings* window *Record* section *Preferred device* drop-down box must select the computer sound system.
2. The Host computer sound system must support sound mix.
3. The Host must specify the sound mix recording mode name of the Host computer sound system, see [\[AUDIO\] Section](#).

Refresh: Select this command to redraw the Host screen image.

3.7.1.2 Toolbar and Toolbox

The [Remote Control](#) window toolbar or full screen display toolbox will be displayed unless disabled from the [Program Options](#) window [Remote Control Tab](#).

The [Remote Control](#) window toolbar contains these buttons:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The [Remote Control](#) full screen display toolbox contains the same buttons:



The toolbox will roll up to display only its title bar unless disabled from the [Program Options](#) window [Remote Control Tab](#).

The toolbar and toolbox contain these button groups:

[Session Buttons](#)

[Action Buttons](#)

[Control Buttons](#)

[Multi Guest Session Buttons](#)

[Clipboard Buttons](#)

[Tool Buttons](#)

3.7.1.2.1 Session Buttons

These are the [Remote Control Toolbar and Toolbox](#) session buttons:



Remote Control: This button will appear pressed in during a [Remote Control](#) session. Click the pressed in button to release it to end the [Remote Control](#) session.



File Transfer: Click this button to make it appear pressed in to start a [File Transfer](#) session. Click the pressed in button to release it to end the [File Transfer](#) session.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow both of *Send files to Host* and *Receive files from Host*, see [Allow Guest To](#).



Chat: Click this button to make it appear pressed in to start a [Chat](#) session. Click the pressed in button to release it to end the [Chat](#) session.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Request chat*, see [Allow Guest To](#).



Audio-Video Chat: Click this button to make it appear pressed in to start an [Audio-Video Chat](#) session. Click the pressed in button to release it to end the [Audio-Video Chat](#) session.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow both of *Request audio chat and transfer sound* and *Request Video* or if the Guest is engaged in another audio or video session, see [Allow Guest To](#).



Remote Management: Click this button to make it appear pressed in to start a [Remote Management](#) session. Click the pressed in button to release it to end the [Remote Management](#) session.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Remote manage*, see [Allow Guest To](#).

Note: You can also control sessions from the [NetOp Guest Window](#).

3.7 Guest Sessions

3.7.1.2.2 Action Buttons

These are the [Remote Control Toolbar and Toolbox](#) action buttons:



Run Program: Click this button to display a [Run Program](#) drop-down menu to run a program on the Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Run programs*, see [Allow Guest To](#).



Execute Command: Click this button to display an [Execute Command](#) drop-down menu to execute a command on the Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Execute command (Restart, ...)*, see [Allow Guest To](#).



Send Message: Click this button to display a [NetOp Message](#) window to send a NetOp message to the Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Send message*, see [Allow Guest To](#).



Get Inventory: Click this button to [Get Inventory](#) from the Host computer.





Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Retrieve inventory*, see [Allow Guest To](#).

Note: You can also execute actions from the [NetOp Guest Window](#).


3.7.1.2.3 Control Buttons

These are the [Remote Control Toolbar and Toolbox](#) control buttons:




-  *Disconnect:* Click this button or the matching [NetOp Guest Window Toolbar Other Buttons](#) button or select the matching [Connection Menu](#) command to disconnect from the Host.
-  *Connection Properties:* Click this button or select the matching [Title Bar](#) menu command to display the [Connection Properties](#) window with a limited tab and option selection.
-  *Full Screen:* Click this window toolbar button or select the matching [Title Bar](#) menu command to display the Host computer screen image in full screen display, see [Remote Control Display](#).
-  Click this full screen toolbox button to display the Host computer screen image in window display, see [Remote Control Display](#).

Note: Press the zoom hotkey to toggle between window display and full screen display. The zoom hotkey is CTRL+Z unless modified, see [Remote Control Tab](#).

-  *Send Ctrl+Esc:* Click this button or select the matching [Title Bar](#) menu command to send the keystroke combination CTRL+ESC to the Host to display the *Start* menu on a Windows Host computer or the *Window List* on an OS/2 Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Using this keystroke combination from the keyboard can have undesired effects.


-  *Send Ctrl+Alt+Del:* Click this button or select the matching [Title Bar](#) menu command to send the keystroke combination CTRL+ALT+DEL to the Host to display the security dialog box on a Windows 2003/XP/2000/NT Host computer or restart an OS/2 Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Using this keystroke combination from the keyboard can have undesired effects.

Send Ctrl+Alt+Del will be disabled with Windows ME, 98 and 95 Host computers.

Click or select *Restart Host PC* to restart the Host computer.

-  *Restart Host PC:* Click this button or select the matching [Title Bar](#) menu command to display a confirmation window to confirm restarting the Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Execute command (Restart, ...)*, see [Allow Guest To](#).

3.7 Guest Sessions

3.7.1.2.4 Multi Guest Session Buttons

These are the [Remote Control Toolbar and Toolbox](#) control buttons:



All buttons will be disabled if Host [Guest Access Security](#) does not allow *Act as multi Guest session administrator*, see [Allow Guest To](#).



Take Keyboard and Mouse Control: Click this button to take keyboard and mouse control.

Note: If on the [Program Options](#) window [Remote Control Tab](#) the *Auto take control* box is checked, alternatively click in the [Remote Control Display](#) or strike a key to take keyboard and mouse control.

This button will be disabled if the Guest has keyboard and mouse control.



Start Multi Chat: Click this button to start a [Chat](#) session that will include all Guests connected to the Host.

Note: This button will be disabled if only one Guest is connected to the Host or a [Multi Chat Session](#) is running.



Show Connection List: Click this button to display on the Host computer screen the *Connection List* window that displays records of connected Guests, see Host [Connection List](#).



Suspend Further Connections: Click this button to make it appear pressed in to deny further Guest connections. Click the pressed in button to release it to allow further Guest connections.

Note: This button will be disabled if the Host does not *Allow multiple simultaneous Guest connections*, see the Host [Program Options](#) window [General Tab](#).



Disconnect All Guests Except Your Own: Click this button to disconnect other connected Guests.

Note: This button will be disabled if only one Guest is connected to the Host.

3.7.1.2.5 Clipboard Buttons

These are the [Remote Control Toolbar and Toolbox](#) clipboard buttons:



Send Clipboard: Click this button or select the matching [Title Bar](#) menu command to send the Guest computer clipboard content to the Host computer clipboard.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).



Retrieve Clipboard: Click this button or select the matching [Title Bar](#) menu command to retrieve the Host computer clipboard content to the Guest computer clipboard.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).



Save Screen to Clipboard: Click this button or select the matching [Title Bar](#) menu command to capture the Host computer screen image to the Guest computer clipboard.







Save Screen to File: Click this button or select the matching [Title Bar](#) menu command to capture the Host computer screen image and display a Windows *Save As* window that suggests the file name <Host name>-<Date>-<Time>.bmp and the [NetOp Configuration Files](#) *Snapshot* directory. You can change the file name and directory before saving.

3.7.1.2.6 Tool Buttons

These are the [Remote Control Toolbar and Toolbox](#) tool buttons:

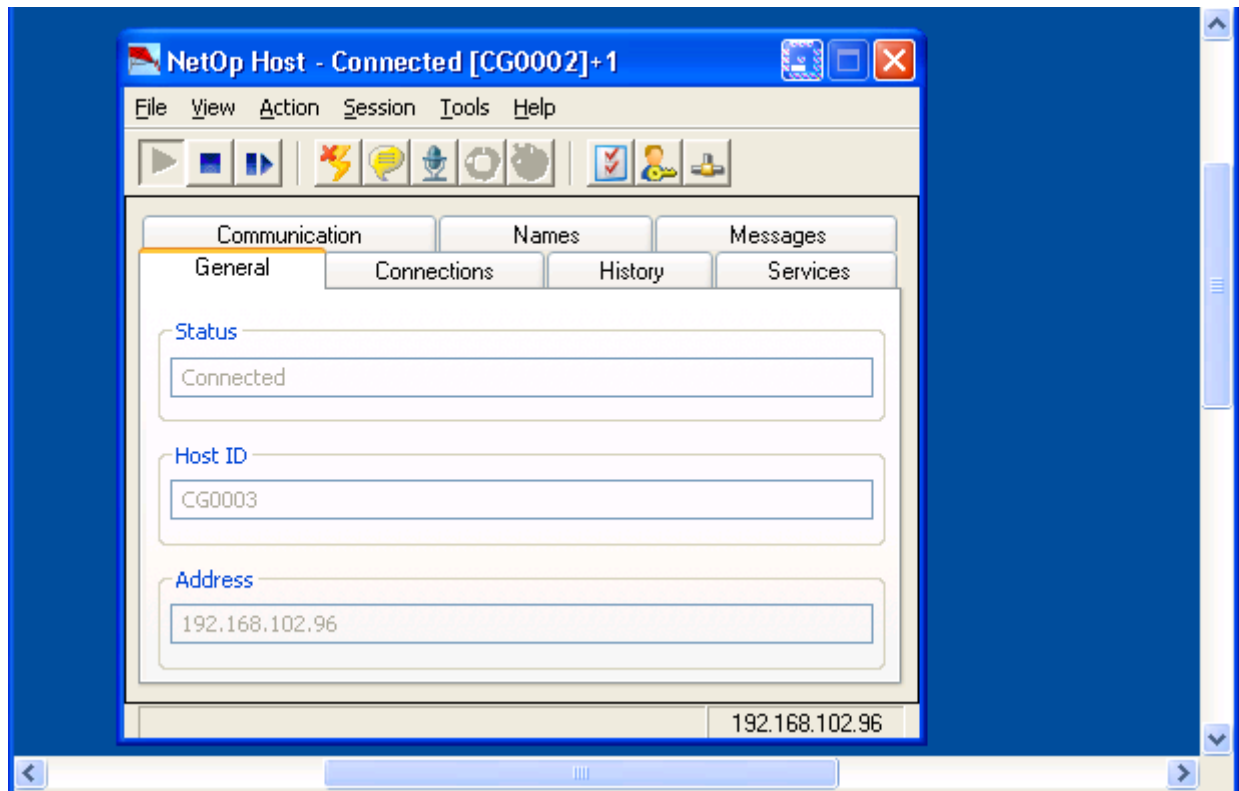


	<p><i>Marker Mode:</i> Click this button to make it appear pressed in or select the matching Title Bar menu command to checkmark it to start NetOp Marker Utility. Click the pressed in button to release it or select the checkmarked command to uncheckmark it to stop NetOp Marker Utility.</p> <hr/> <p>Note: This button will be disabled if Host Guest Access Security does not allow <i>Use keyboard and mouse</i>, see Allow Guest To.</p>
	<p><i>Blank Display:</i> Click this button to make it appear pressed in or select the matching Title Bar menu command to checkmark it to make the Host computer screen turn black to the Host user. Click the pressed in button to release it or select the checkmarked command to uncheckmark it to unblank the Host display.</p> <hr/> <p>Note: This button will be disabled if Host Guest Access Security does not allow <i>Blank the screen</i>, see Allow Guest To.</p> <p>While <i>Blank Display</i> works with most Host computers, the design of some display adapters prevents executing it.</p>
	<p><i>Lock Keyboard and Mouse:</i> Click this button to make it appear pressed in or select the matching Title Bar menu command to checkmark it to disable the Host computer keyboard and mouse. Click the pressed in button to release it or select the checkmarked command to uncheckmark it to enable the Host computer keyboard and mouse.</p> <hr/> <p>Note: This button will be disabled if Host Guest Access Security does not allow <i>Lock keyboard and mouse</i>, see Allow Guest To.</p>
	<p><i>Transfer Sound:</i> Click this button to make it appear pressed in or select the matching Title Bar menu command to checkmark it to transfer Host computer application sound. Click the pressed in button to release it or select the checkmarked command to uncheckmark it to not transfer sound.</p> <hr/> <p>Note: This button is disabled if Host Guest Access Security does not allow <i>Request audio chat and transfer sound</i> or if the Guest is engaged in another audio session, see Allow Guest To.</p> <p>For <i>Transfer Sound</i> to work, these conditions must be met:</p> <ol style="list-style-type: none"> 1. On the Host, the Audio-Video Chat Tab <i>Advanced Audio Settings</i> window <i>Record</i> section <i>Preferred device</i> drop-down box must select the computer sound system. 2. The Host computer sound system must support sound mix. 3. The Host must specify the sound mix recording mode name of the Host computer sound system, see [AUDIO] Section.

3.7 Guest Sessions

3.7.1.3 Remote Control Display

The [Remote Control](#) window display panel will display an image of the Host computer screen:



In full screen display, the Host computer screen image will cover the Guest computer screen, see [Title Bar](#) or [Control Buttons](#).

Specify general [Remote Control](#) session options on the [Program Options](#) window [Remote Control Tab](#).

Specify [Remote Control](#) session options for each Host record or session in the [Connection Properties](#) window.

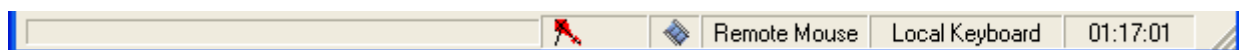
By default, the Guest user and the Host user can work in the Host computer screen image at the same time.

The Guest user can control Host user access to the Host computer screen image in the [Connection Properties](#) window [Startup Tab](#) [Actions](#) section and from [Toolbar and Toolbox](#) [Tool Buttons](#) and [Title Bar](#) menu commands.

On the other hand, Host [Guest Access Security](#) and other [Host Tools](#) enable the Host user or system administrators to limit Guest access and actions on the Host computer, see [Host Security Guide](#).

3.7.1.4 Status Bar

The [Remote Control](#) window status bar will be displayed unless hidden from the [Program Options](#) window [Remote Control Tab](#):



The left field will display the icon of the encryption type applied to the communication between the Guest and the Host, see [Compression/Encryption Tab](#).

The next field with a recording icon will appear if the session is being recorded, see [Record Tab](#).

The two next fields will display the Guest mouse and keyboard mode, see [Keyboard/Mouse Tab](#).

The right field will display the duration of this remote control session.

3.7.1.5 Multi Guest Session

If NetOp Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), multiple Guests can connect to run a multi Guest [Remote Control](#) session.

Host [Guest Access Security](#) specifies which multi Guest session actions are allowed to a Guest, see [Allow Guest To](#):

- If the *Join multi Guest session* box is checked, the Guest can join a [Remote Control](#) session that another Guest runs with the Host (typically checked).
- If the *Act as multi Guest session administrator* box is checked, the Guest can manage a multi Guest session, see [Multi Guest Session Buttons](#) (typically checked).

In a [Remote Control](#) multi Guest session, one Guest at a time can have keyboard and mouse control. The Guest that has keyboard and mouse control can execute all actions allowed to it. Guests that do not have keyboard and mouse control can execute only a limited range of actions.

The [NetOp Host Window Title Bar](#) will typically display the name of the Guest that has keyboard and mouse control, see the Host [Program Options](#) window [Connection Notification Tab](#). Other connected Guests will be indicated by +<Number of other connected Guests>.

3.7.2 File Transfer

If allowed by Host [Guest Access Security](#), see [Allow Guest To](#), the Guest can start a file transfer session with a Host to transfer files between the Guest and Host computer.

The Guest can connect to start a file transfer session from the [Tab Panel Quick Connect Tab](#), see [Other Sessions](#), from a [Phonebook Tab](#) or [History Tab](#) record or in response to a help request from a [Help Request Tab](#) record.

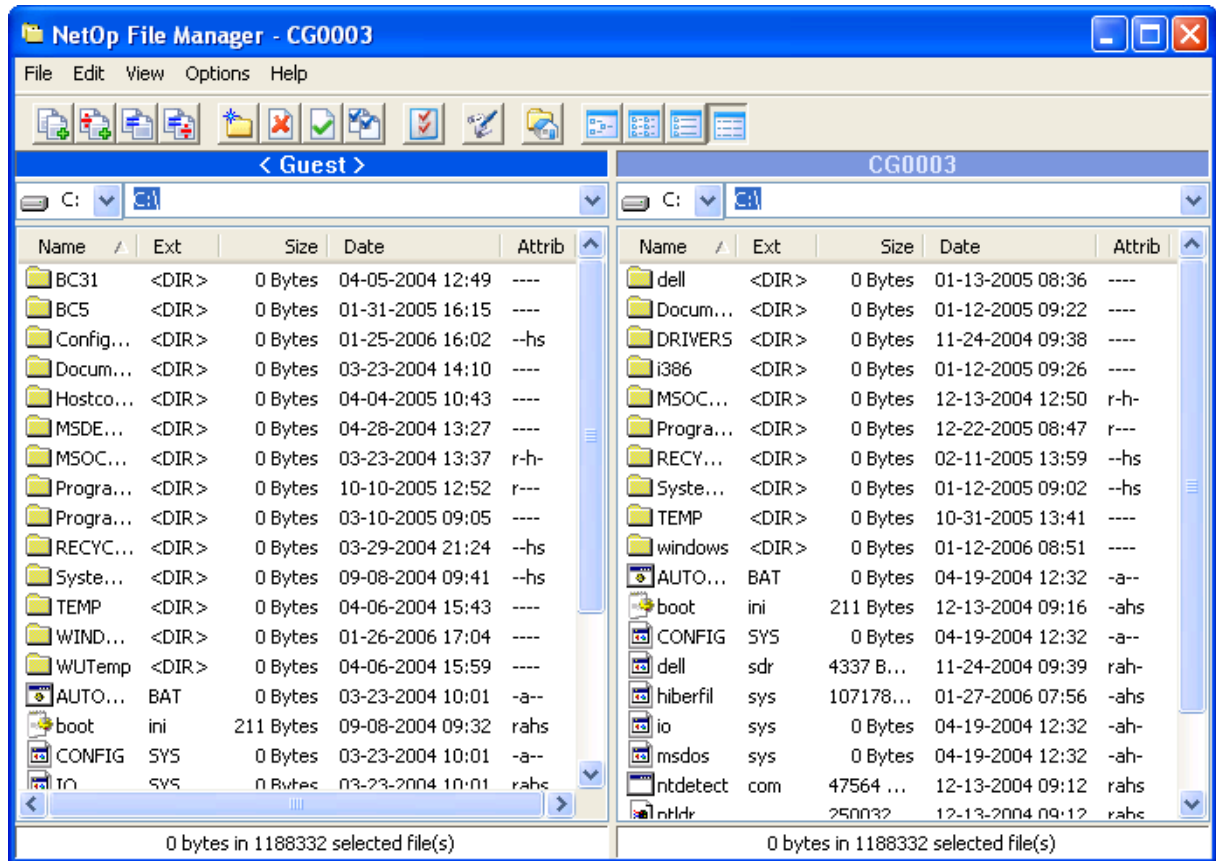
When connected, the Guest can start and end a file transfer session from a [Tab Panel Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) record or from the [Remote Control Toolbar and Toolbox Session Buttons](#) *File Transfer* button or the [Remote Management NetOp Sessions](#) *File Transfer* command.

Note: If the Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), multiple file transfer session Guests will run separate sessions.

This window will be displayed on the Guest computer screen:

3.7 Guest Sessions

NetOp File Manager



No window will be displayed on the Host computer screen.

This window contains these main elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- Two [Record Panels](#) for the Guest to the left and for the Host to the right. A local file transfer session will display two Guest record panels.

3.7.2.1 Title Bar



The [NetOp File Manager](#) window title bar will display the name by which you connected to the Host.

Title bar window controls are explained in [Window Control](#).

3.7.2.2 Menu Bar

This is the Guest [NetOp File Manager](#) window menu bar:



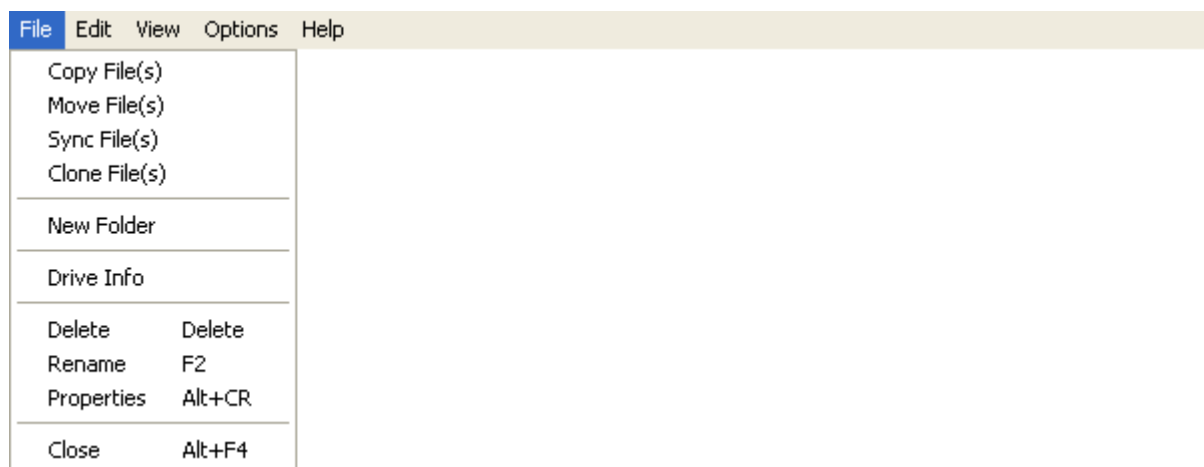
It contains these menus:

- [File Menu](#)
- [Edit Menu](#)
- [View Menu](#)

- [Options Menu](#)
- [Help Menu](#)

3.7.2.2.1 File Menu

This is the Guest [NetOp File Manager](#) window *File* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#)

Copy Files: Select [Record Panel](#) records and select this command or the matching [Record Panel](#) context menu command, press any matching keyboard shortcut (see [Layout Tab](#)) or click the [File Transfer Buttons](#) *Copy Files* button to display the *Copy* window, see [Copy/Move/Synchronize/Clone](#).

Note: Alternatively, drag records from one [Record Panel](#) to the other and drop them.

Move Files: Select [Record Panel](#) records and select this command or the matching [Record Panel](#) context menu command, press any matching keyboard shortcut (see [Layout Tab](#)) or click the [File Transfer Buttons](#) *Move Files* button to display the *Move* window, see [Copy/Move/Synchronize/Clone](#).

Sync Files: Select this command or click the matching [File Transfer Buttons](#) button to display the *Synchronize* window, see [Copy/Move/Synchronize/Clone](#).

Note: By default, synchronization will transfer directories and files to include directories and files that exist in either [Record Panel](#) in both [Record Panel](#)s replacing older files by newer files.

On the *Options* window [Transfer Tab](#), you can apply the *Synchronize* selections *Transfer only if file exists* and *Transfer only one way*.

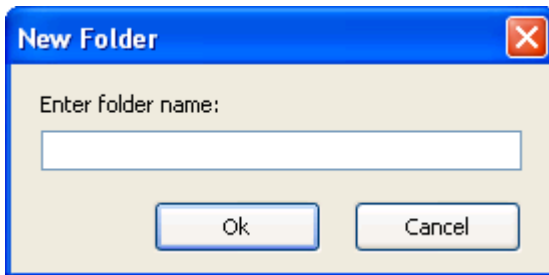
Clone Files: Select this command or click the matching [File Transfer Buttons](#) button to display the *Clone* window, see [Copy/Move/Synchronize/Clone](#).

Note: Cloning will transfer all directories and files in the selected [Record Panel](#) to the unselected [Record Panel](#) deleting existing directories and files in it.

3.7 Guest Sessions

New Folder: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to display this window:

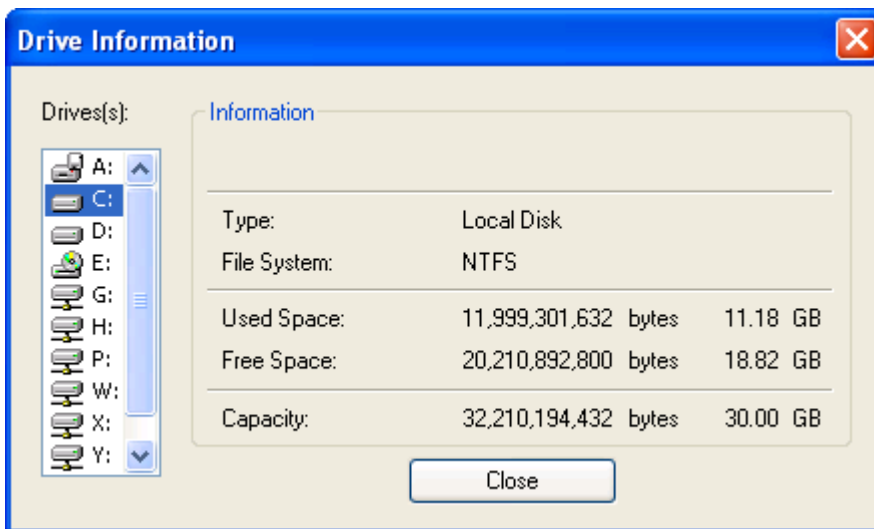
New Folder



Enter folder name []: Specify in this field the new folder name.

OK: Click this button to close the window and create the folder in the selected [Record Panel](#).

Drive Info: Select this command to display this window:



Drives: This pane will display icons and letters of the drives found on the selected [Record Panel](#) computer. Select a drive to display information on the drive in the *Information* section.

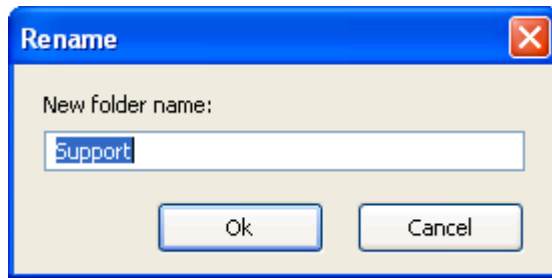
Information: This section will display information on the drive selected in the *Drives* pane:

- *Type*: Drive type.
- *File System*: Drive file system.
- *Used Space*: Drive used space in bytes.
- *Free Space*: Drive free space in bytes.
- *Capacity*: Drive capacity in bytes.

Delete: Select [Record Panel](#) records and select this command or the matching [Record Panel](#) context menu command, press the matching keyboard shortcut (see [Layout Tab](#)) or click the matching [Other Buttons](#) button to delete selected records. A confirmation window may be displayed, see [Confirmation Tab](#).

Caution: Deleting a directory will delete directories and files in it.

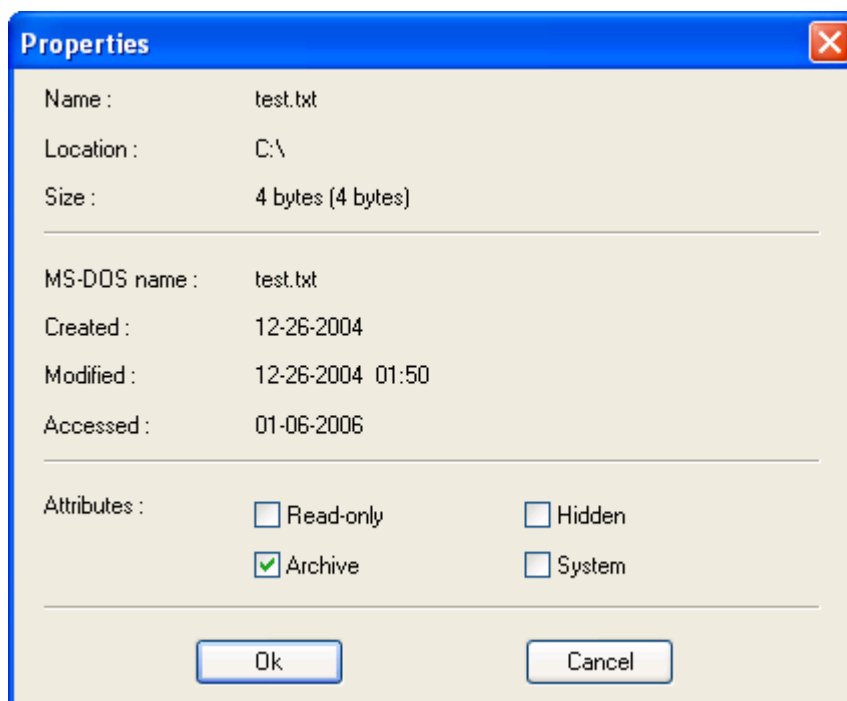
Rename: Select a [Record Panel](#) record and select this command or the matching [Record Panel](#) context menu command or press any matching keyboard shortcut (see [Layout Tab](#)) to display this window:



Enter new name []: This field highlights the current record name. Edit it to rename the record.

Properties: Select a [Record Panel](#) record and select this command or the matching [Record Panel](#) context menu command, press the matching keyboard shortcut (see [Layout Tab](#)) or click the matching [Other Buttons](#) button to display this window:

Properties



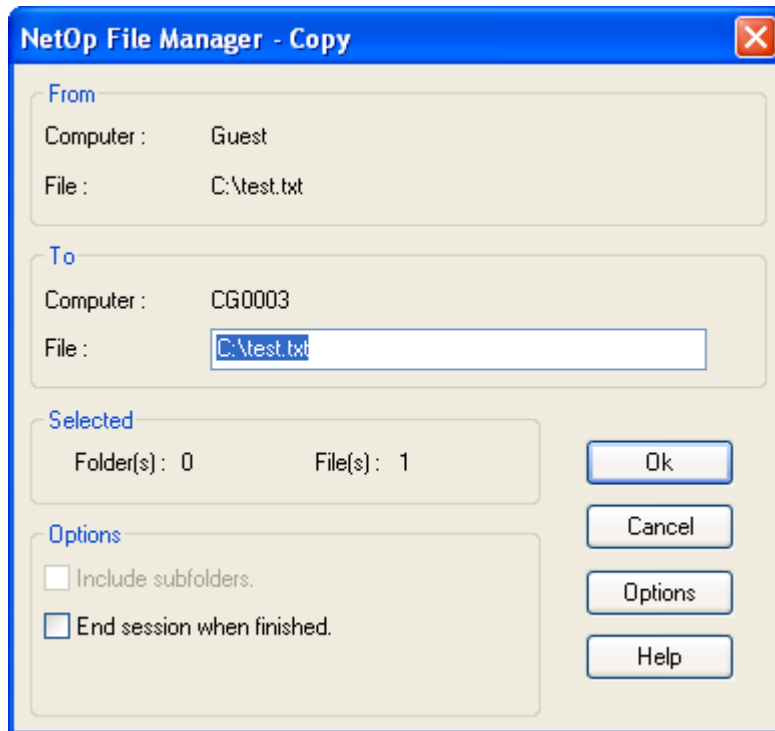
This window will display the properties of the selected directory or file including attributes that can be changed.

Close: Select this command or the matching [Window Control](#) menu command, press any matching keyboard shortcut (see [Layout Tab](#)), click the matching [Window Control](#) button or double-click the [Title Bar](#) icon to close the [NetOp File Manager](#) window to end the [File Transfer](#) session.

3.7 Guest Sessions

3.7.2.2.2 Copy/Move/Synchronize/Clone

Selecting any of the [File Menu](#) *Copy Files*, *Move Files*, *Sync Files* or *Clone Files* commands or clicking the matching [File Transfer Buttons](#) buttons will display a window like this:



Note: For the [File Transfer](#) operations *Copy Files*, *Move Files*, *Sync Files* or *Clone Files*, this window differs by its title bar operation name and as explained below.

This window enables modifying file transfer execution.

From

Computer: Displays the source computer name.

Folder/File: Displays the source computer selection path, for one selected directory <Directory path>*.*, for one selected file <Directory path>\<File name>.

To

Computer: Displays the destination computer name.

Folder/File: []: Highlights the destination computer current directory path and for one selected directory *.* , for one selected file <File name>. You can edit the field content to specify another destination directory and/or another file name.

Selected

Folders: Displays the number of selected directories.

Files: Displays the number of selected files.

Options

Include subfolders: This box will be enabled and checked if you have selected directories. Leave it checked to transfer also selected directory subdirectories and their file content. Uncheck it to transfer only the selected directory and its file content.

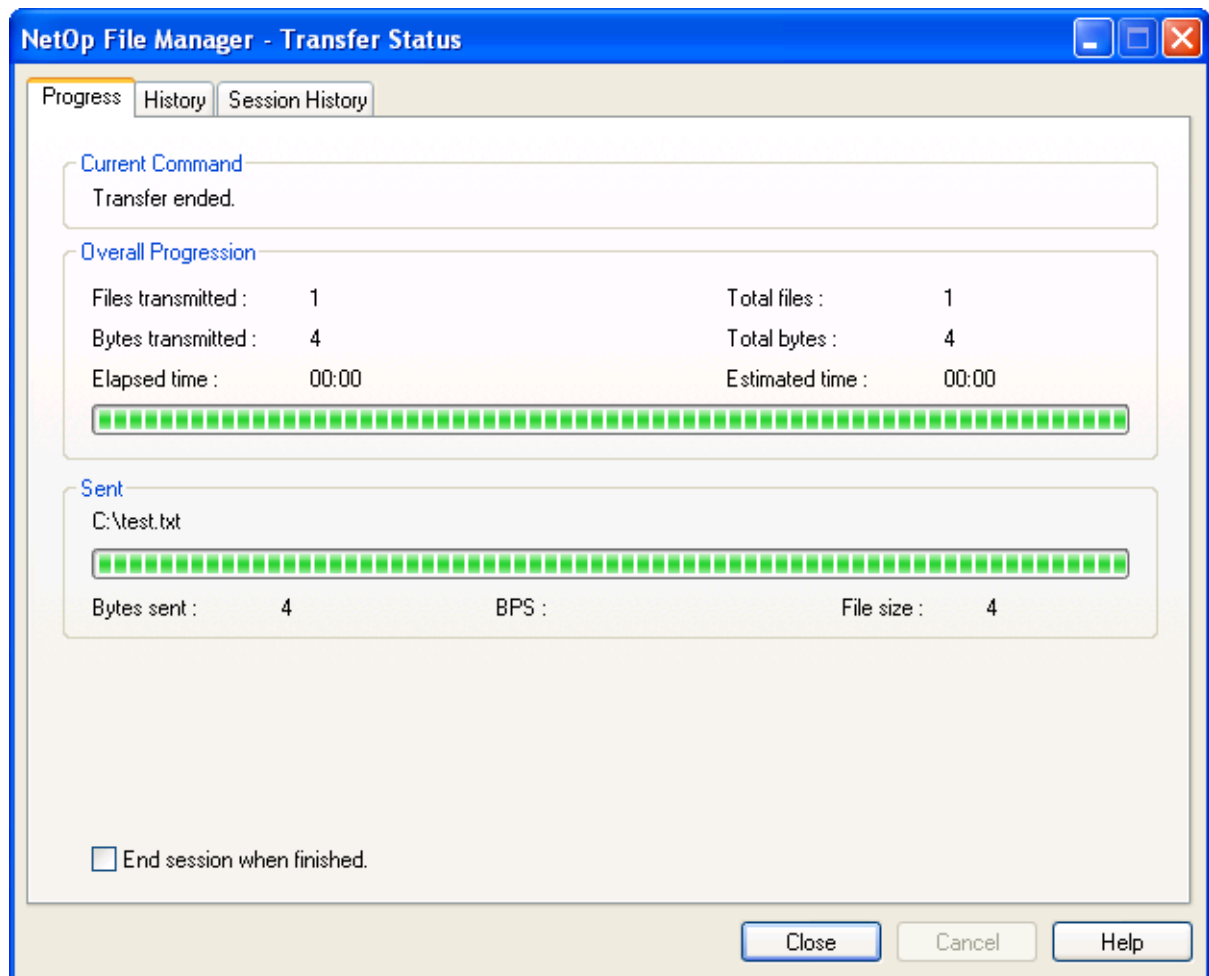
End session when finished: Check this box to end the [File Transfer](#) session when this file transfer is finished (default: unchecked).

OK: Click this button to execute the file transfer to display the [Transfer Status](#) window.

Options: Click this button to display the *NetOp File Manager - Options* window to change the option selections for this file transfer, see [Options Menu](#).

3.7.2.2.3 Transfer Status

This window will be displayed after clicking *OK* in the [Copy/Move/Synchronize/Clone](#) window or executing a file transfer by drag and drop:



It contains these tabs:

- [Progress Tab](#)
- [History Tab](#)
- [Session History Tab](#)

Close: This button will be disabled during file transfer. Click it to close the window.

Cancel: This button will be enabled only during file transfer. Click it to cancel a file transfer in progress.

Progress Tab

This tab contains these sections:

Current Command

Displays during file transfer the command being executed. Displays after file transfer *Transfer ended*.

Overall Progression

Files transmitted: Displays the number of transferred files.

Total files: Displays the number of selected files.

3.7 Guest Sessions

Bytes transmitted: Displays the number of transferred bytes.

Total bytes: Displays the number of selected bytes.

Elapsed time: Displays the elapsed transfer time in format MM:SS.

Estimated time: Displays the estimated total transfer time in format MM:SS.

The colored blocks indicate overall file transfer progress.

Sending/Sent/Receiving/Received

Displays during file transfer the path and name of the file being transferred. Displays after file transfer the path and name of the last transferred file.

The colored blocks indicate current/last file transfer progress.

These values will be displayed below the progress indicator:

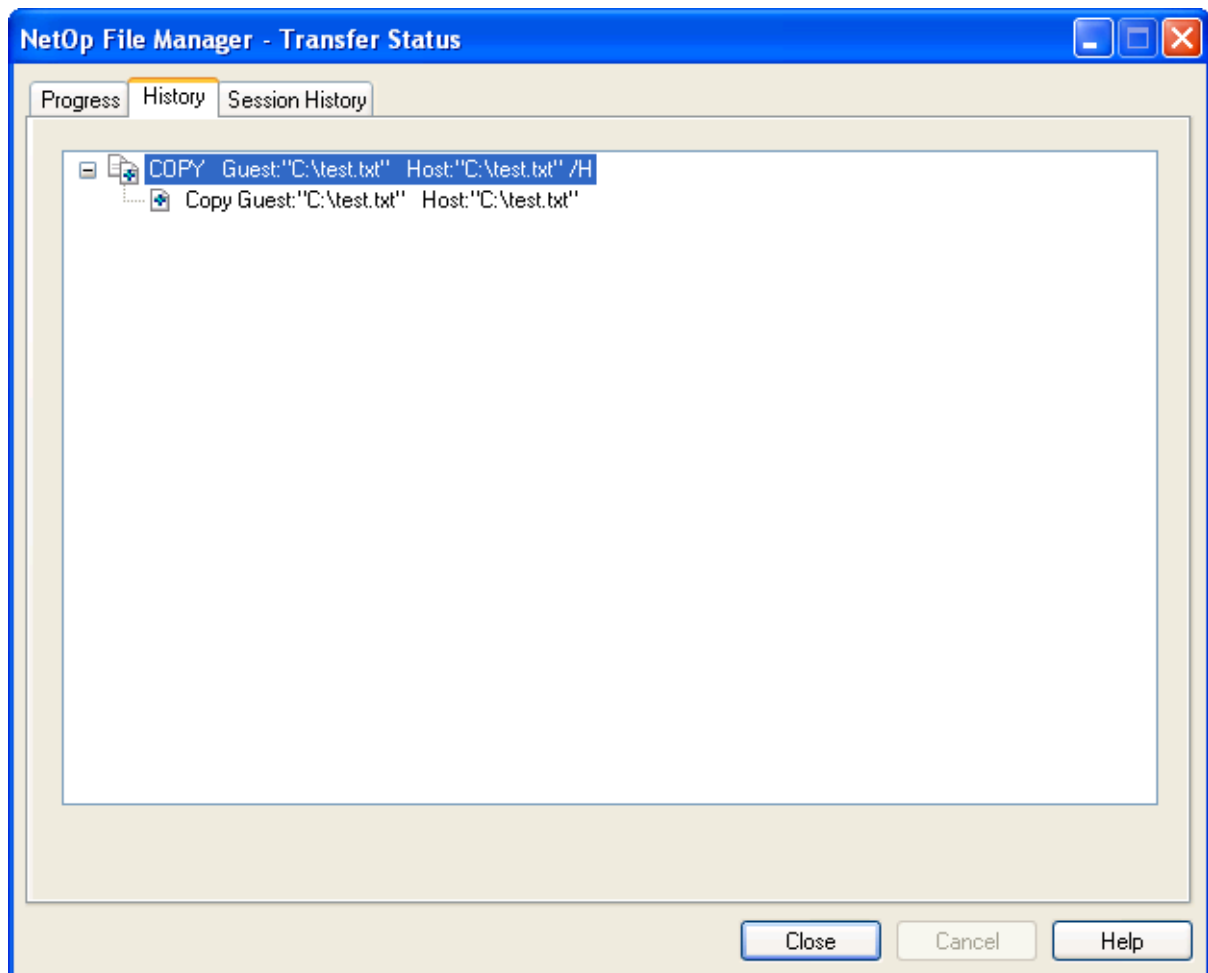
Bytes sent/received: Number of bytes sent/received in the current/last file transfer.

BPS: Transfer speed of the current/last file transfer in bytes per second.

Total Bytes: Number of bytes in the current/last file transfer.

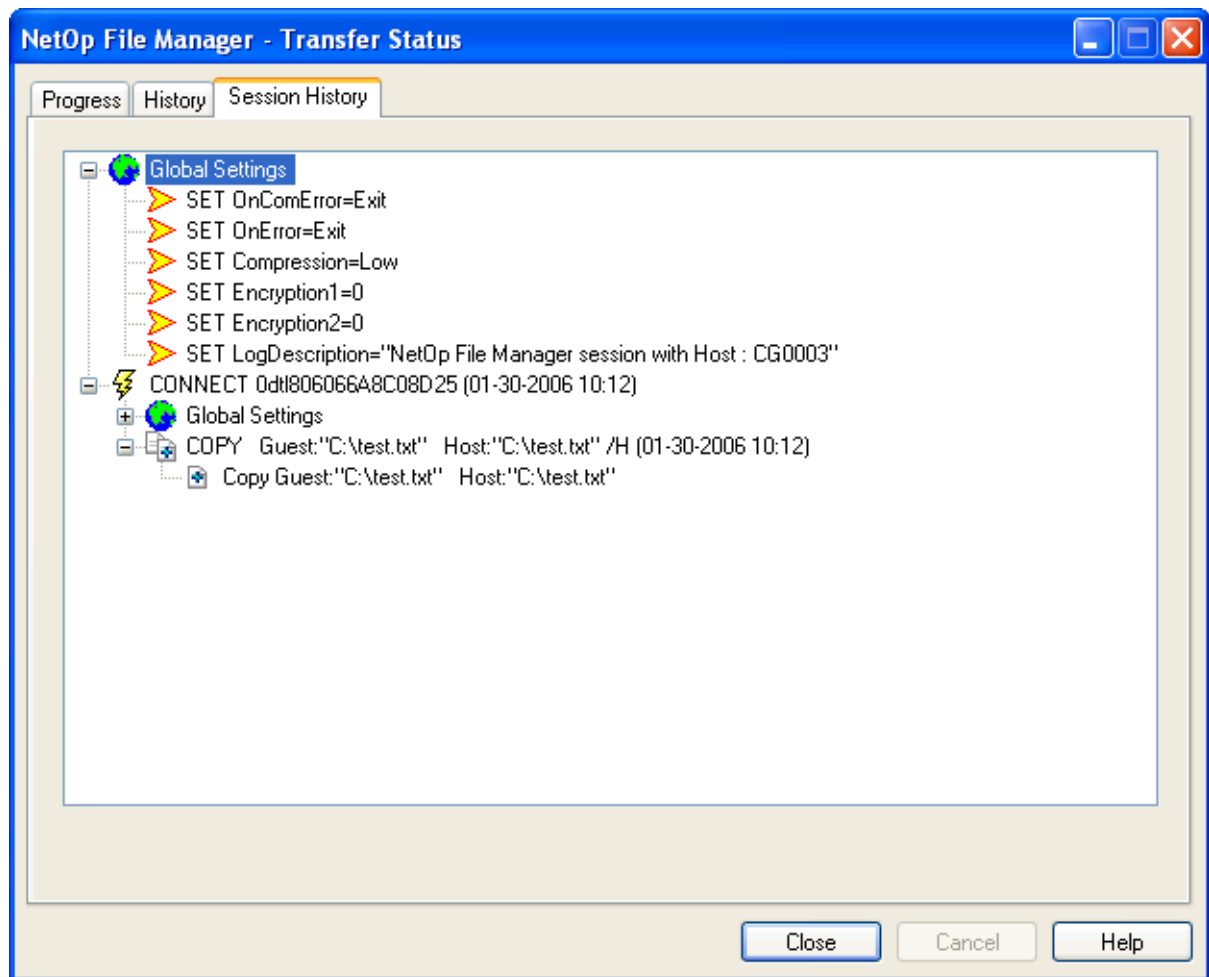
[] End session when finished: Check this box (default: unchecked) to end the file transfer session when this file transfer is finished.

History Tab



The pane of this tab will display the events of the current/last file transfer like [NetOp Script](#) events. Click [+] buttons to expand and [-] buttons to collapse the event structure.

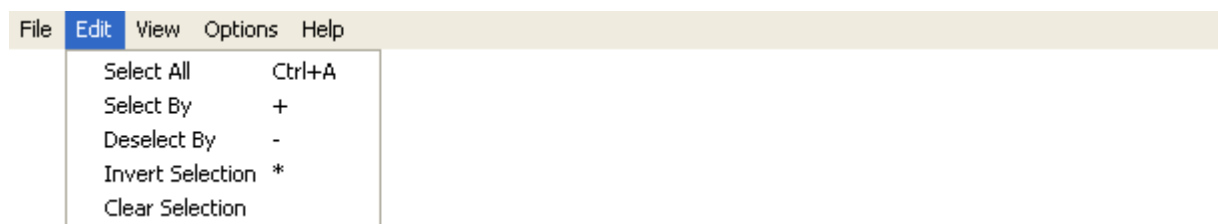
Session History Tab



The pane of this tab will display the events of this [File Transfer](#) session like [NetOp Script](#) events. Click [+] buttons to expand and [-] buttons to collapse the event structure.

3.7.2.2.4 Edit Menu

This is the Guest [NetOp File Manager](#) window *Edit* menu:



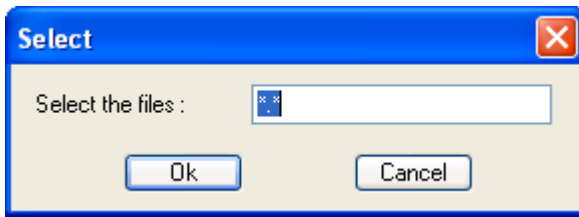
Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Select All: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to select all directories and files in the selected [Record Panel](#).

3.7 Guest Sessions

Select By: Select this command, press any matching keyboard shortcut (see [Layout Tab](#)) or click the [Other Buttons](#) *Select Files* button to display this window:

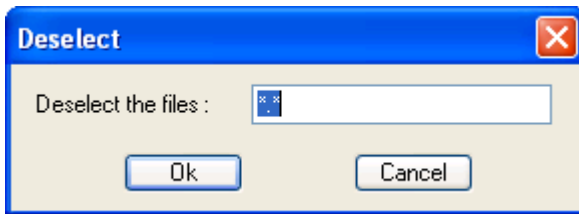
Select



Select the files: []: In this field, replace *.* designating all directories and files by a file mask that is a file name with wildcard characters like * designating any characters to select files and directories with common name characters.

OK: Click this button to select unselected directories and files in the selected [Record Panel](#) by the file mask.

Deselect By: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to display this window:



Deselect the files: []: In this field, replace *.* designating all directories and files by a file mask that is a file name with wildcard characters like * designating any characters to deselect files and directories with common name characters.

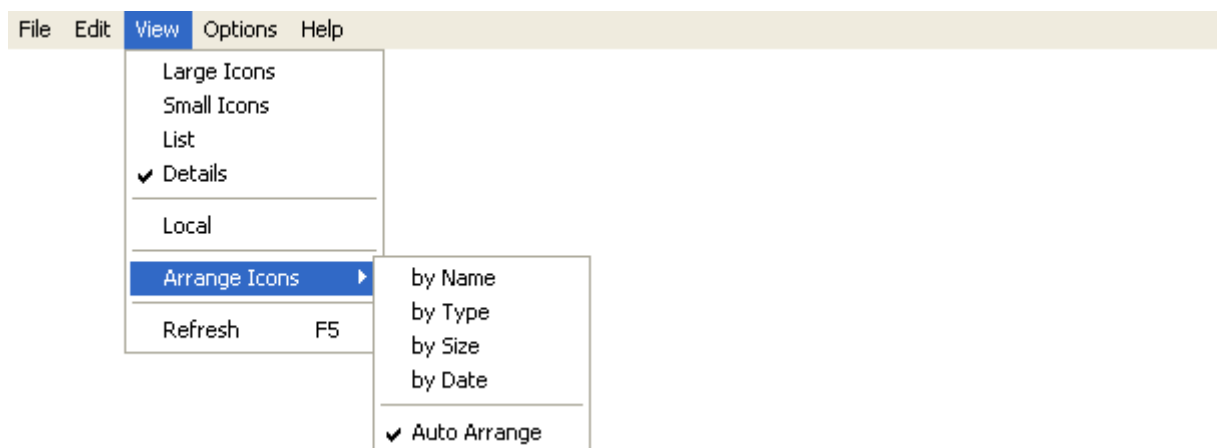
OK: Click this button to deselect selected directories and files in the selected [Record Panel](#) by the file mask.

Invert Selection: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to make all selected directories and files unselected and all unselected directories and files selected in the selected [Record Panel](#).

Clear Selection: Select this command to deselect all directories and files in the selected [Record Panel](#).

3.7.2.2.5 View Menu

This is the Guest [NetOp File Manager](#) window *View* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Large Icons: Select this command to checkmark it or click the matching [Other Buttons](#) button to make it appear pressed in to display records as horizontal rows of large icons.

Small Icons: Select this command to checkmark it or click the matching [Other Buttons](#) button to make it appear pressed in to display records as horizontal rows of small icons.

List: Select this command to checkmark it or click the matching [Other Buttons](#) button to make it appear pressed in to display records as vertical columns of small icons.

Details: Select this command to checkmark it or click the matching [Other Buttons](#) button to make it appear pressed in to display records in a table with details in columns (default selection).

Local: Select this command to checkmark/uncheckmark it or click the [Other Buttons](#) *Local* button to make it appear pressed in/released to switch between remote and local file transfer (default: uncheckmarked/released for remote file transfer).

Arrange Icons: This command expands into these commands:

By Name: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to sort file records by file name, ascending/descending like the *Details* view selection.

By Type: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to sort file records by extension, ascending/descending like the *Details* view selection.

By Size: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to sort file records by size, ascending/descending like the *Details* view selection.

By Date: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to sort file records by time, ascending/descending like the *Details* view selection.

Auto Arrange: Select this command to uncheckmark/checkmark it to disable/enable automatically sorting file records by the current selection after changes (default: checkmarked for *Auto Arrange* enabled).

Note: Directory records in alphabetically ascending order will always be displayed before files.

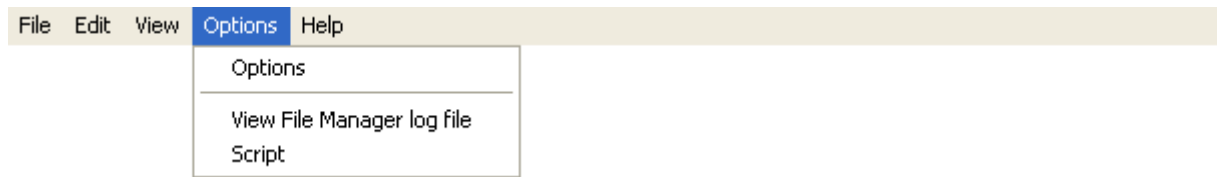
In *Details* view, sort records ascending/descending by clicking column headings.

Refresh: Select this command or press any matching keyboard shortcut (see [Layout Tab](#)) to retrieve new information from the computers to refresh the [Record Panel](#) content.

3.7 Guest Sessions

3.7.2.2.6 Options Menu

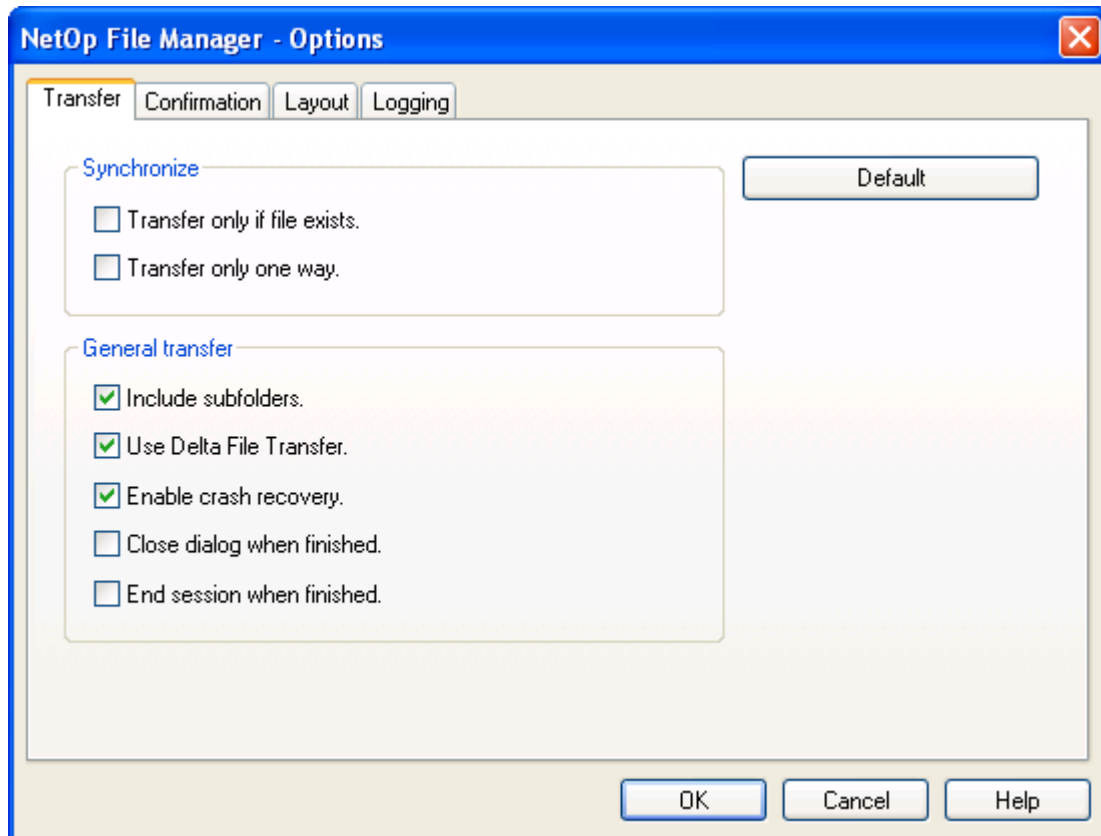
This is the Guest [NetOp File Manager](#) window *Options* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Options: Select this command, click the [Other Buttons Options](#) button, in the [Copy/Move/Synchronize/Clone](#) window click the *Options* button or in the [NetOp Guest Window Tools Menu](#) select the *File Manager Options* command to display this window:

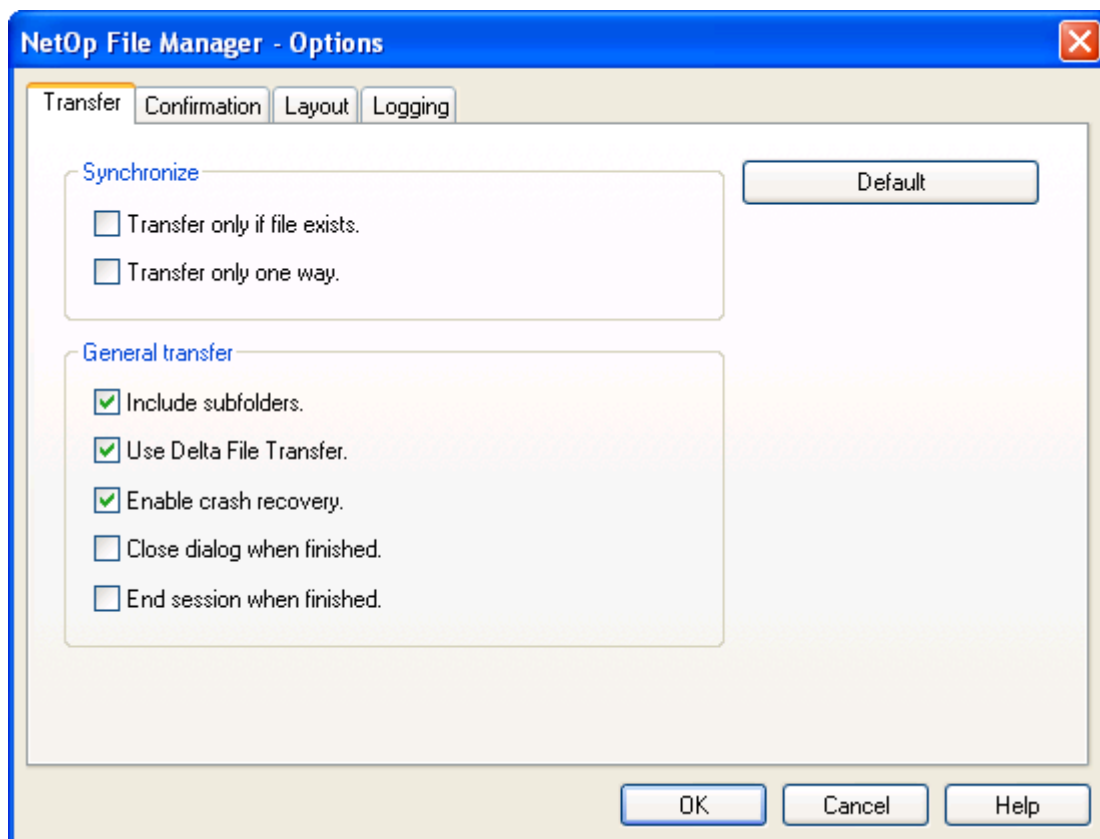
Options



It contains these tabs:

- [Transfer Tab](#)
- [Confirmation Tab](#)
- [Layout Tab](#)
- [Logging Tab](#)

Transfer Tab



This tab contains these sections:

Synchronize

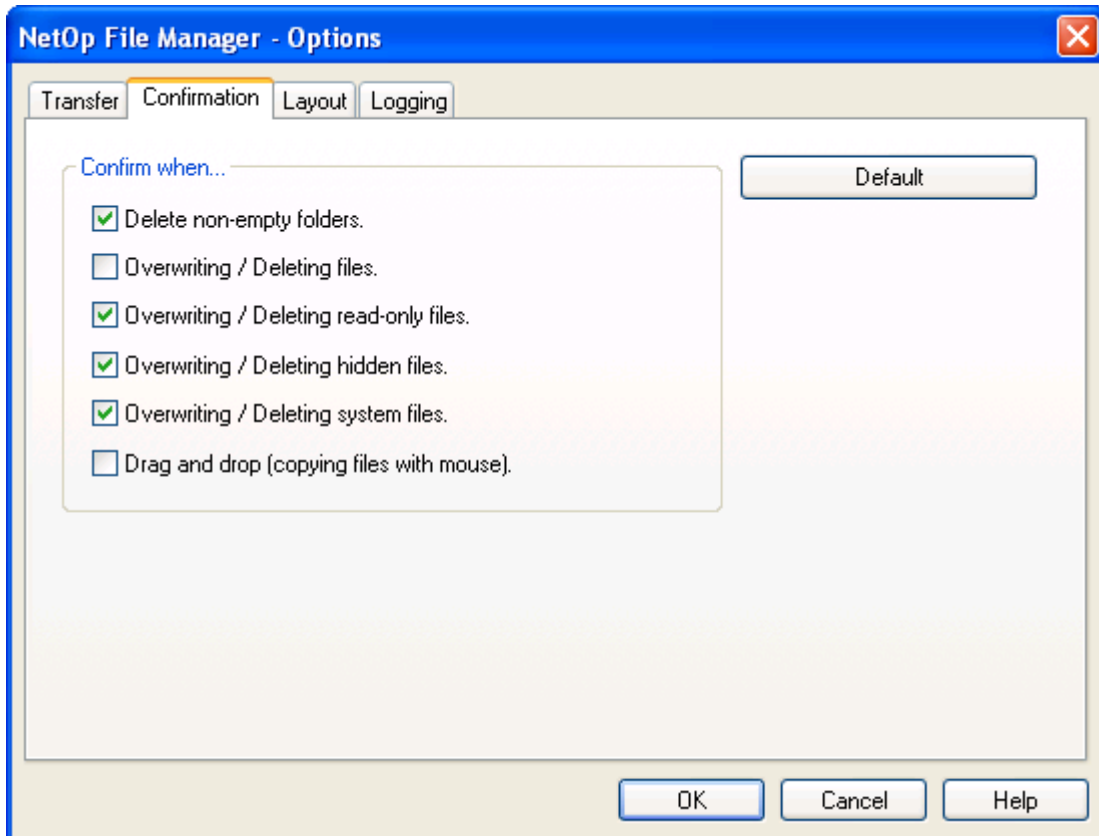
- Transfer only if file exists:* Check this box to synchronize a file only if it exists in the same location in both [Record Panels](#) (default: unchecked).
- Transfer only one way:* Check this box to transfer files only from the selected [Record Panel](#) to the unselected [Record Panel](#) (default: unchecked).

General Transfer

- Include subfolders:* Check this box to include the content of subdirectories of selected directories in the file transfer (default: checked).
- Use Delta File Transfer:* Check this box to compare each source file with its matching destination file and transfer only the difference between the source file and the destination file to save transmission bandwidth (default: checked).
- Enable crash recovery:* Check this box to transfer files in a way that they can be recovered after a computer or network crash during file transfer (default: checked).
- Close dialog when finished:* Check this box to close the [Transfer Status](#) window when a file transfer is finished (default: unchecked).
- End session when finished:* Check this box to end the [File Transfer](#) session when a file transfer is finished (default: unchecked).

Default: Click this button to restore the tab default settings.

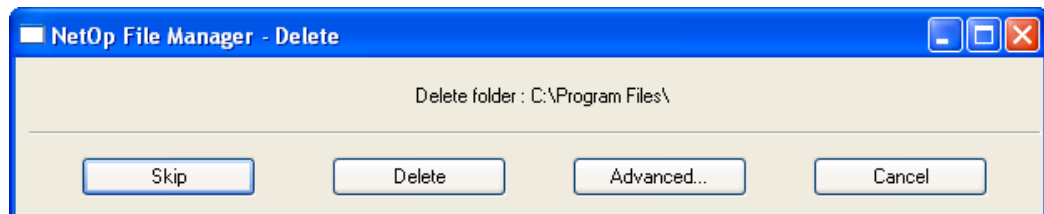
Confirmation Tab



This tab contains these sections:

Confirm when...

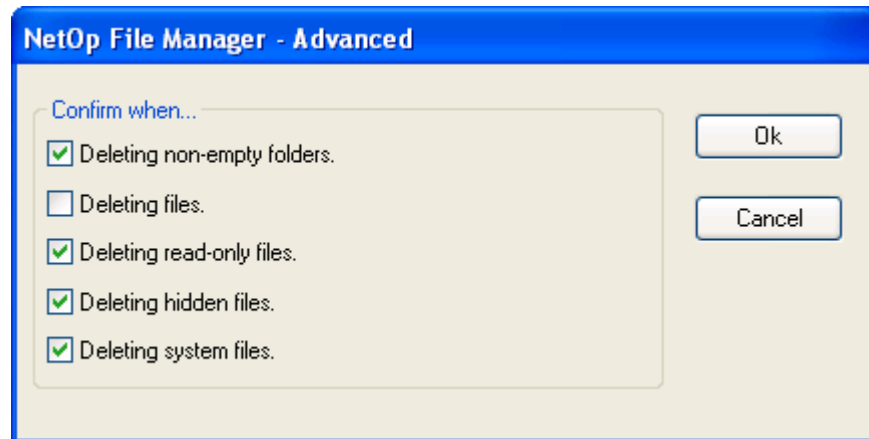
Delete non-empty folders: Leave this box checked to display this confirmation window if you are about to delete a directory that contains directories or files (default: checked):



Skip: Click this button to skip deleting the specified directory.

Delete: Click this button to delete the specified directory.

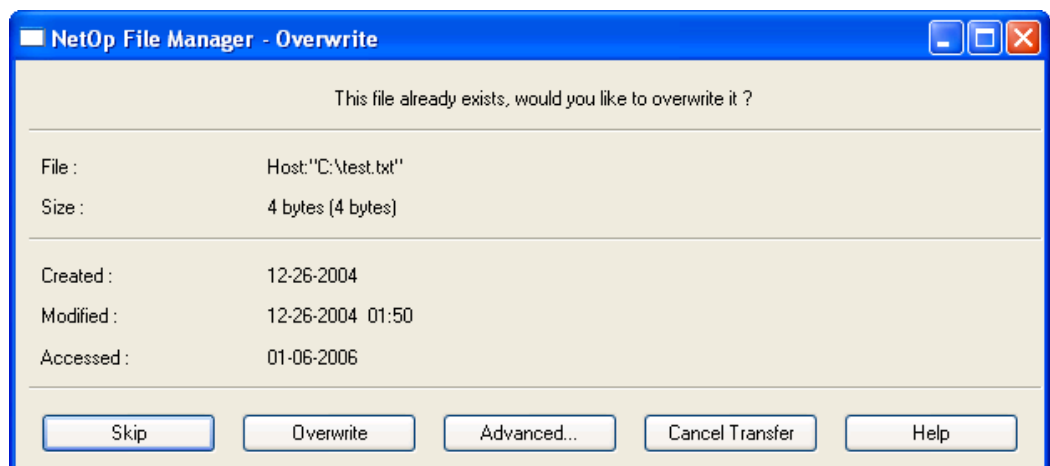
Advanced...: Click this button to display this window:



This window that contains your [Confirmation Tab Delete](#) confirmation option selections enables you to change selections for this file transfer before proceeding.

Cancel: Click this button to cancel the file transfer at this stage. You cannot undo executed file transfer actions.

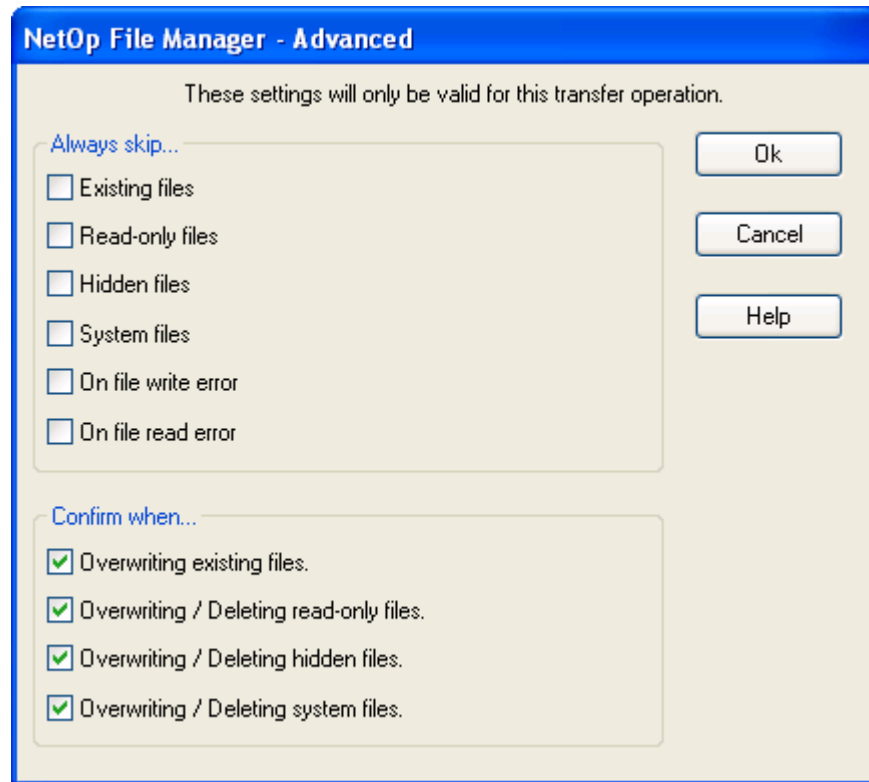
Overwriting/deleting files: Check this box to display this window or the *Delete* window explained above if you are about to overwrite/delete files (default: unchecked):



Skip: Click this button to skip overwriting the specified file.

Overwrite: Click this button to overwrite the specified file.

Advanced...: Click this button to display this window:



Always skip...

Check boxes in this section to skip the selected action in this file transfer with files that have checked properties (default: all unchecked):

- Existing files
- Read-only files
- Hidden files
- System files
- On file write error
- On file read error

Confirm when...

This section that contains your [Confirmation Tab](#) *Overwrite/Delete* confirmation option selections enables you to change selections for this file transfer before proceeding.

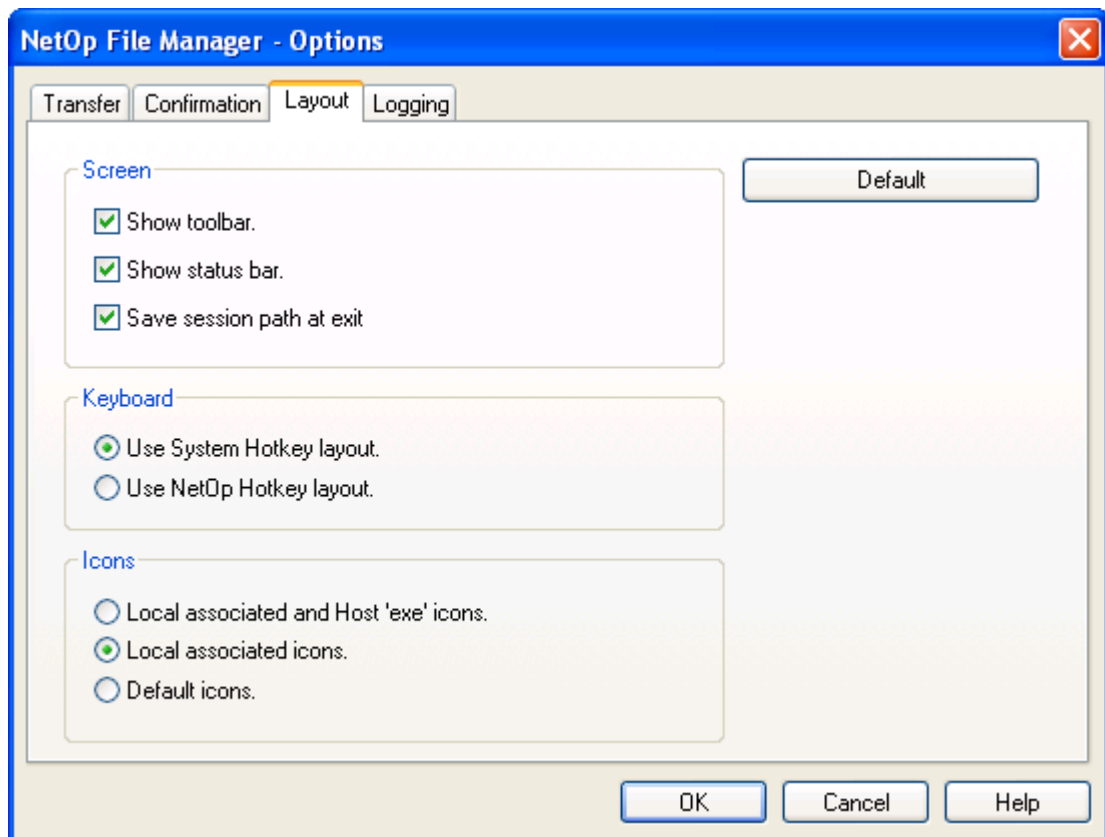
Cancel Transfer: Click this button to cancel the file transfer at this stage. You cannot undo executed file transfer actions.

- Overwriting/deleting read-only files*: Check this box to display the relevant confirmation window explained above if you are about to overwrite/delete read-only files (default: checked).
- Overwriting/deleting hidden files*: Check this box to display the relevant confirmation window explained above if you are about to overwrite/delete hidden files (default: checked).
- Overwriting/deleting system files*: Check this box to display the relevant confirmation window explained above if you are about to overwrite/delete system files (default: checked).

Drag and drop (copying files with mouse): Check this box to display the relevant confirmation window explained above if you are about to transfer files by drag and drop (default: unchecked).

Default: Click this button to restore the tab default settings.

Layout Tab



This tab contains these sections:

Screen

Show toolbar: Leave this box checked to display the [NetOp File Manager](#) window [Toolbar](#) (default: checked).

Show status bar: Leave this box checked to display a status bar at the bottom of the two [Record Panels](#) (default: checked).

Save Session Path at Exit: Leave this box checked to display the same [Record Panel](#) contents when starting a [File Transfer](#) session with the same Host next time (default: checked). Uncheck the box to always display the system drive contents when starting a [File Transfer](#) session.

3.7 Guest Sessions

Keyboard

Select one of these options:

Use system hotkey layout: Select this option to use the operating system hotkey layout, see the table below (default selection).

Use NetOp hotkey layout: Select this option to use the NetOp hotkey layout, see the table below.

Function	Windows hotkeys	NetOp hotkeys
Copy File(s)		F3
Move File(s)		F6
New Folder		F7
Delete	DELETE	F8
Rename	F2	
Close	ALT+F4	F10
Properties	ALT+ENTER	SHIFT+F1
Select All	CTRL+A	
Select by		+
Deselect by		-
Invert selection		*
Arrange Icons By Name		CTRL+F3
Arrange Icons By Type		CTRL+F4
Arrange Icons By Size		CTRL+F6
Arrange Icons By Date		CTRL+F5
Refresh	F5	CTRL+R
Select the left record panel		ALT+F1
Select the right record panel		ALT+F2
Help	F1	F1

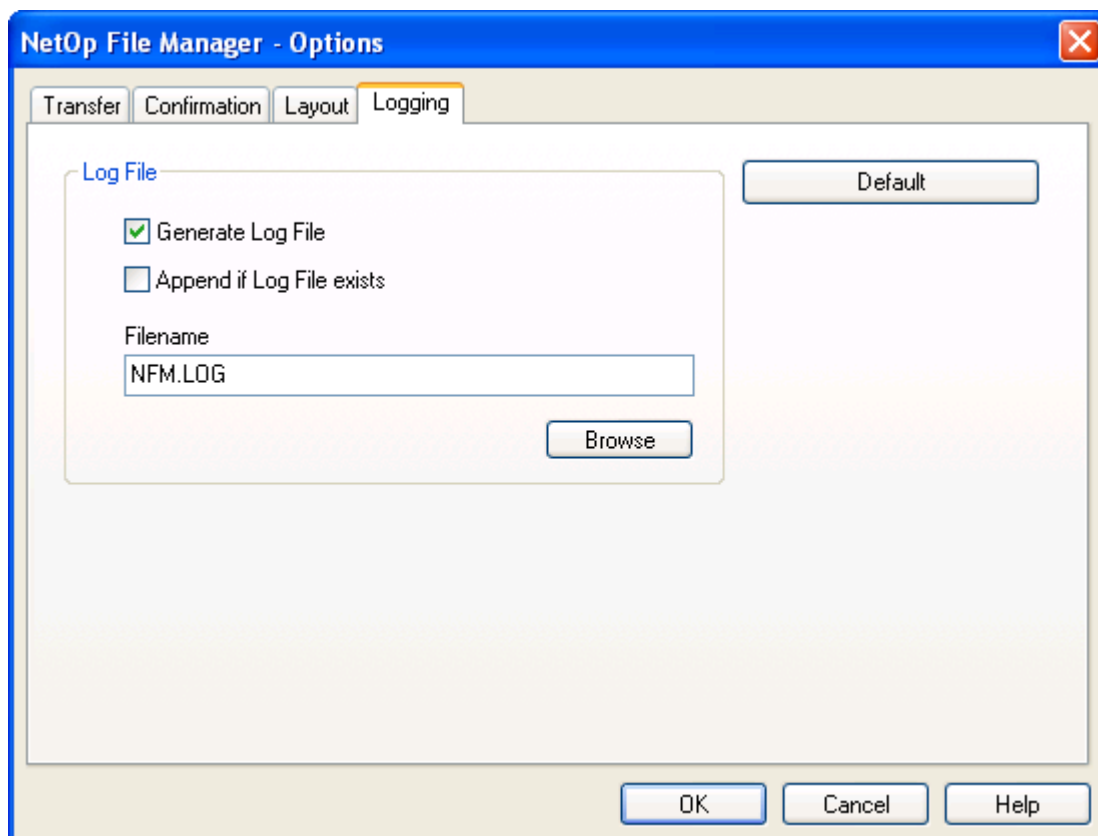
Note: Hotkeys will be displayed next to menu commands.

Icons

Select one of these options:

- Local associated and Host 'exe' icons:* Display [Record Panel](#) file icons according to Guest file associations but display Host *exe* file icons according to Host file associations.
- Local associated icons:* Display [Record Panel](#) file icons according to Guest file associations (default selection, saves transmission bandwidth).
- Default icons:* Display the same default icon for all [Record Panel](#) files (saves transmission bandwidth and processor capacity).

Default: Click this button to restore the tab default settings.

Logging Tab

This tab contains this section:

Log File

Generate log file: Leave this box checked to generate a file transfer log file of when ending a [File Transfer](#) session (default: checked).

Append if log file exists: Check this box to append new log entries to an existing log file (default: unchecked). If unchecked, an existing log file will be overwritten.

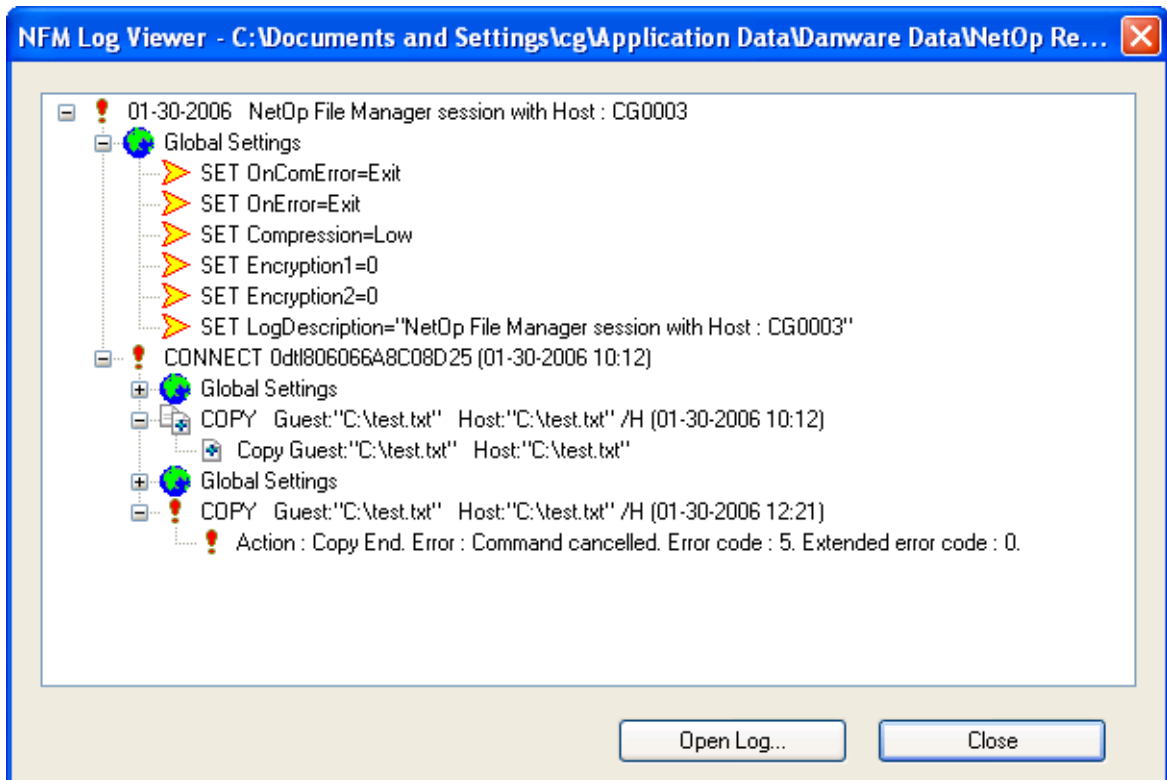
Filename []: This field will specify the log file (path and) name, by default *NFM.LOG* that will reside in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest*.

Browse: Click this button to display a Windows *Save As* window to specify a log file path and name that will be specified in the field.

Default: Click this button to restore the tab default settings.

3.7 Guest Sessions

View File Manager Log: Select this command to display a Windows *Open* window that specifies Files of type: Log Files (*.log) to open a NetOp [File Transfer](#) log to display its content in this window:



The pane of this window will display logged events like [NetOp Script](#) events. Click [+] buttons to expand and [-] buttons to collapse the event structure.

Open Log...: Click this button to display a Windows *Open* window specifying *Files of type: Log Files (*.log)* to open another log file in the window.

Script: Select this command or click the [Toolbar Script](#) button to display the [Script](#) window to create or open a [NetOp Script](#).

3.7.2.2.7 Help Menu

This is the Guest [NetOp File Manager](#) window *Help* menu:



Help Topics F1: Select this command or press the matching keyboard shortcut to open the *NetOp Guest Help* system on the *File Transfer* topic. The left pane of the window contains a graphical table of contents.

3.7.2.3 Toolbar

The [NetOp File Manager](#) window toolbar will be displayed unless hidden from the *Options* window [Layout Tab](#):



It contains buttons in these groups:

- [File Transfer Buttons](#)
- [Other Buttons](#)

3.7.2.3.1 File Transfer Buttons

This [NetOp File Manager](#) window [Toolbar](#) button group:



includes these buttons:



Copy Files: Select [Record Panel](#) records and click this button or select the matching [File Menu](#) or [Record Panel](#) context menu command or press any matching keyboard shortcut (see [Layout Tab](#)) to display the *Copy* window, see [Copy/Move/Synchronize/Clone](#).

Note: Alternatively, drag records from one [Record Panel](#) to the other and drop them.



Move Files: Select [Record Panel](#) records and click this button or select the matching [File Menu](#) or [Record Panel](#) context menu command or press any matching keyboard shortcut (see [Layout Tab](#)) to display the *Move* window, see [Copy/Move/Synchronize/Clone](#).



Synchronize Files: Click this button or select the matching [File Menu](#) command to display the *Synchronize* window, see [Copy/Move/Synchronize/Clone](#).

Note: By default, synchronization will transfer directories and files to include directories and files that exist in either [Record Panel](#) in both [Record Panels](#) replacing older files by newer files.

On the *Options* window [Transfer Tab](#), you can apply the *Synchronize* selections *Transfer only if file exists* and *Transfer only one way*.



Clone Files: Click this button or select the matching [File Menu](#) command to display the *Clone* window, see [Copy/Move/Synchronize/Clone](#).

Note: Cloning will transfer all directories and files in the selected [Record Panel](#) to the unselected [Record Panel](#) deleting existing directories and files in it.

3.7.2.3.2 Other Buttons

This [NetOp File Manager](#) window [Toolbar](#) button group:



includes these buttons:



New Folder: Click this button or select the matching [File Menu](#) command to display the *New Folder* window.



Delete: Select [Record Panel](#) records and click this button, select the matching [File Menu](#) or [Record Panel](#) context menu command or press the matching keyboard shortcut (see [Layout Tab](#)) to delete selected records. A confirmation window may be displayed, see [Confirmation Tab](#).



Properties: Select a [Record Panel](#) record and click this button, select the matching [File Menu](#) or [Record Panel](#) context menu command or press the matching keyboard shortcut (see [Layout Tab](#)) to display the *Properties* window.



Select By: Click this button or select the matching [Edit Menu](#) command or press any matching keyboard shortcut (see [Layout Tab](#)) to display the *Select* window.



Options: Click this button or select the matching [Options Menu](#) command to display the *Options* window.



Script: Click this button or select the matching [Options Menu](#) command to display the *Script* window to open or create a [NetOp Script](#).



Local: Click this button to make it appear pressed in/released or select the matching [View Menu](#) command to checkmark/uncheckmark it to switch between remote file transfer and local file transfer (default: released/uncheckmarked for remote file transfer).

3.7 Guest Sessions



Large Icons: Click this button to make it appear pressed in or select the matching [View Menu](#) command to checkmark it to display [Record Panel](#) records as horizontal rows of large icons.



Small Icons: Click this button to make it appear pressed in or select the matching [View Menu](#) command to checkmark it to display [Record Panel](#) records as horizontal rows of small icons.



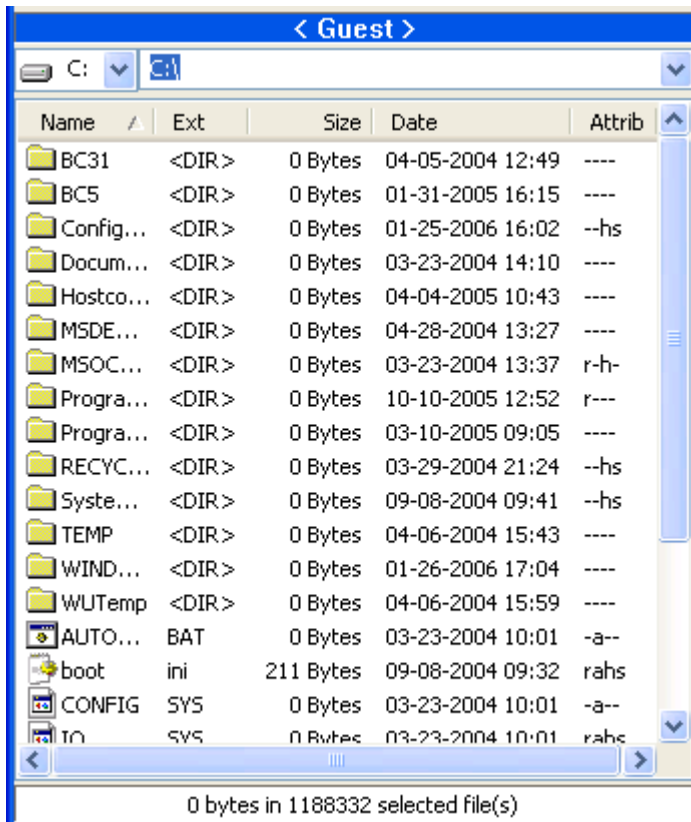
List: Click this button to make it appear pressed in or select the matching [View Menu](#) command to checkmark it to display [Record Panel](#) records as vertical columns of small icons.



Details: Click this button to make it appear pressed in or select the matching [View Menu](#) command to checkmark it to display [Record Panel](#) records in a table with details in columns (default selection).

3.7.2.4 Record Panel

The two [NetOp File Manager](#) window record panels have identical layout:



The top title bars display `<Guest>` in the left record panel and the Host name in the right record panel. In a local file transfer session, the right record panel displays `Guest`.

The selected record panel title bar has a strong color and the unselected record panel title bar has a dimmed color. Click in a record panel or press a keyboard shortcut (see [Layout Tab](#)) to select it. Press TAB to switch the record panel selection. Record panels remain equally sized.

The directory bar below contains a left drive drop-down box and a right directory drop-down box.

The field of the drive drop-down box displays the selected drive icon and letter. The drop-down box list contains the icon, letter and name of drives on the computer. Select a drive in the list to display it in the field.

The field of the directory drop-down box displays the path of the selected directory. The drop-down box list contains the paths of up to 30 directories that have been selected during the current file transfer session. Select a directory path in the list to display it in the field to display its content in the records pane below. Alternatively, specify a directory path in the drop-down box field and press ENTER to select the directory.

The records pane below contains records of directories and files in the selected directory in one of the views *Large Icons*, *Small Icons*, *List* or *Details*. Change the view from the [View Menu](#) or the [Toolbar Other Buttons](#). Directory records in alphabetically ascending order are displayed before file records. Sort file records by clicking *Details* view column headings or by pressing a keyboard shortcut (see [Layout Tab](#)).

Details view displays record details in a table with this column content:

- *Name*: Record name.
- *Ext*: <DIR> for directory, file extension for file.
- *Size*: File size in Bytes. Directory size is 0 Bytes.
- *Date*: Date and time of last record change.
- *Attrib*: First letters of record attributes:
 - r*: Read-only
 - a*: Archive
 - h*: Hidden
 - s*: System

Table controls are explained in [Table Control](#).

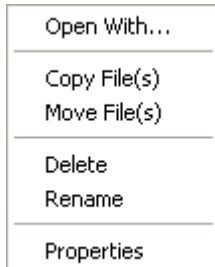
Double-click a directory record to select this directory to display its path in the directory bar and its content in the records pane.

Double-click a records pane top directory record with two period characters (..) to move one step up in the directory tree structure.

The bottom status bar displays the number of bytes in the number of selected record files. Bytes in files in selected directory record directories are not included in the byte count.

Execute file transfers and manage records from menu commands and [Toolbar](#) buttons.

Right-click a record or multiple selected records to display this popup menu:

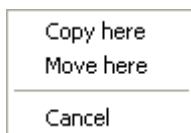


Top section commands that may be different with different file selections and computer setups are similar to Windows Explorer right-click popup menu commands.

Lower sections commands match [NetOp File Manager](#) window [File Menu](#) commands.

Drag selected records in one record pane to the other record pane and drop them to copy them to a record directory, if highlighted, or to the directory whose records are displayed in the pane.

Pressing the right mouse button, drag selected records in one record pane to the other record pane and drop them to display this popup menu:



Copy here: Select this command to copy selected records to a record directory, if highlighted, or to the directory whose records are displayed in the pane.

3.7 Guest Sessions

Move here: Select this command to move selected records to a record directory, if highlighted, or to the directory whose records are displayed in the pane.

Cancel: Select this command to cancel the attempted file transfer.

3.7.3 Chat

If allowed by Host [Guest Access Security](#), see [Allow Guest To](#), the Guest can start a chat session with a Host to enable typed text communication between the Guest computer user and the Host computer user.

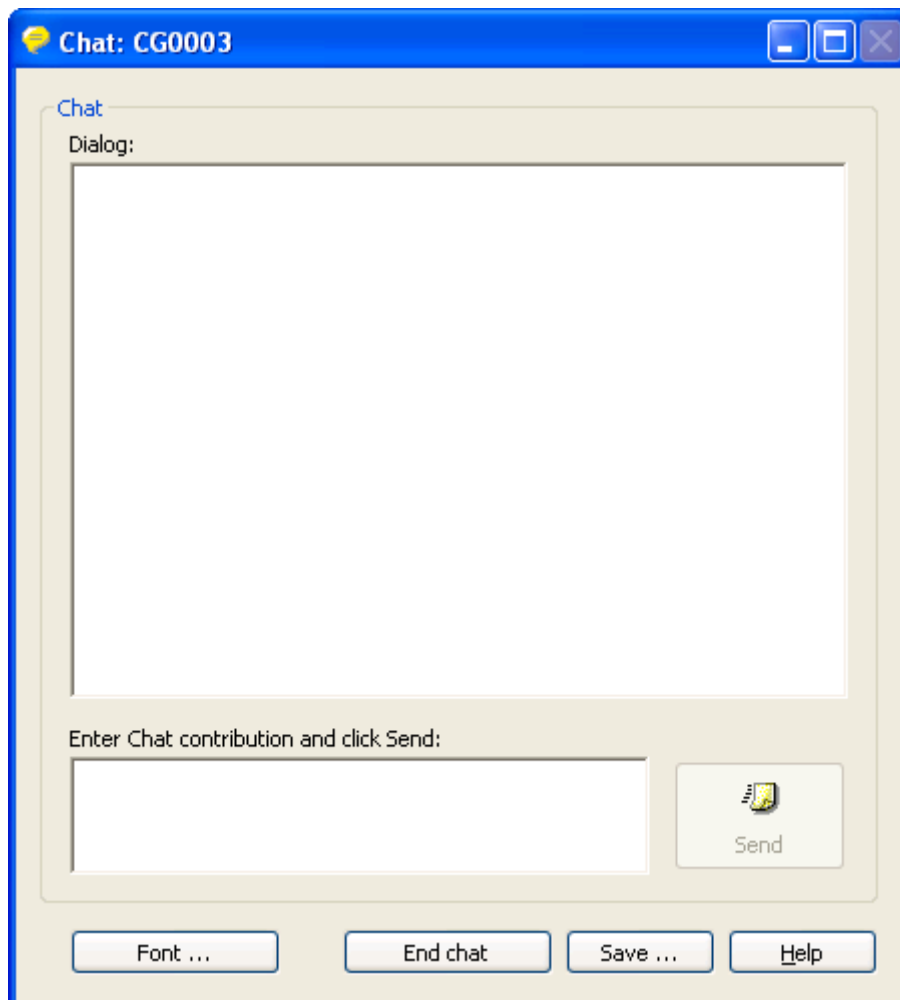
The Guest can connect to start a chat session from the [Tab Panel Quick Connect Tab](#), see [Other Sessions](#), from a [Phonebook Tab](#) or [History Tab](#) record or in response to a help request from a [Help Request Tab](#) record.

When connected, the Guest can start and end a chat session from a [Tab Panel Phonebook Tab, Quick Connect Tab, Connections Tab](#) or [History Tab](#) record or from the [Remote Control Toolbar and Toolbox Session Buttons Chat](#) button or the [Remote Management NetOp Sessions Chat](#) command.

The Host can start and end a chat session with a Guest that is connected to it, see also [Multi Chat Session](#).

Note: If the Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), multiple chat session Guests will run a joint [Multi Chat Session](#) with the Host.

This window will be displayed on the Guest computer screen and a similar window will be displayed on the Host computer screen:



Its title bar will display the name of the Host.

Title bar window controls are explained in [Window Control](#).

Dialog: []: This pane will display the chat dialog with the name of the sender preceding each contribution. When the chat dialog exceeds the pane, the pane will get a vertical scrollbar.

Enter Chat contribution and click Send: []: Specify your chat contribution in this pane from the keyboard if the *Chat* window is active or by pasting text. Edit your chat contribution by the keyboard shortcuts CTRL+X (Cut), CTRL+C (Copy), CTRL+V (Paste) and DEL (Delete).

Send: Click this button to move your chat contribution from the *Enter...* pane to the *Dialog* pane where it will be visible to chat participants.

Font...: Click this button to display the Windows *Font* window to format your chat contribution.

End chat: Click this button to end the session.

Save...: Click this button to display a Windows *Save As* window suggesting to save the chat dialog in a file named *Chat <Date> <Time>.rtf* in your personal directory on the computer. You can edit the file path and name before saving.

3.7.3.1 Multi Chat Session

If NetOp Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), NetOp Guest can start a chat session to join a chat session running between another Guest and the Host to form a multi chat session.

If multiple Guests are connected to a Host, the Host can start a chat session with all connected Guests or a selected connected Guest.

A Guest that Host [Guest Access Security](#) allows to *Act as multi Guest session administrator*, see [Allow Guest To](#), can start a multi chat session with all connected Guests from a [Remote Control Multi Guest Session](#), see [Multi Guest Session Buttons](#).

A Guest that ends a multi chat session from the *Chat* window *End chat* button will leave the session. The session will end when the Host or the last session Guest ends the session.

3.7.4 Audio-Video Chat

If allowed by Host [Guest Access Security](#), see [Allow Guest To](#), the Guest can start an audio-video chat session with a Host to enable sound and image communication between the Guest computer user and the Host computer user.

The Guest can connect to start an audio-video chat session from the [Tab Panel Quick Connect Tab](#), see [Other Sessions](#), from a [Phonebook Tab](#) or [History Tab](#) record or in response to a help request from a [Help Request Tab](#) record.

When connected, the Guest can start and end a chat session from a [Tab Panel Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) record or from the [Remote Control Toolbar and Toolbox Session Buttons Audio-Video Chat](#) button or the [Remote Management NetOp Sessions Audio-Video Chat](#) command.

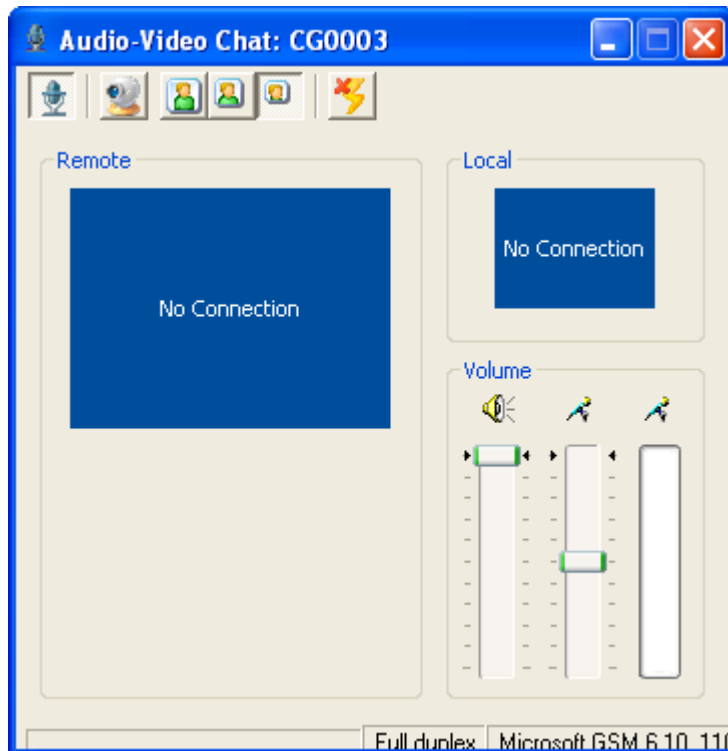
The Host can start an audio-video chat session only with a connected Guest that has keyboard and mouse control, see Host [NetOp Host Button Connected Menu](#).

3.7 Guest Sessions

Note: Each Guest and each Host can run only one audio session at a time including *Transfer Sound*, see [Remote Control Title Bar](#) or [Toolbar and Toolbox Tool Buttons](#).

This window will be displayed on the Guest computer screen:

Audio-Video Chat



A similar window without the toolbar will be displayed on the Host computer screen. The Host can end the session only by disconnecting.

The title bar will display the Host computer name.

Title bar window controls are explained in [Window Control](#).

The toolbar contains these buttons:



Audio: Initially, this button will appear pressed in to indicate that audio communication (by talking) is enabled. Click the button to disable/enable audio communication.



Video: Initially, this button will appear released in to indicate that video communication (by live image) is disabled. Click the button to enable/disable video communication.

Note: Video communication will remain disabled if Host [Guest Access Security](#) does not allow *Request video*, see [Allow Guest To](#).



Large: Click this button to resize the Guest and Host [Audio-Video Chat](#) window to accommodate a large *Remote* video frame.



Medium: Click this button to resize the Guest and Host [Audio-Video Chat](#) window to accommodate a medium *Remote* video frame.



Small: Click this button to resize the Guest and Host [Audio-Video Chat](#) window to accommodate a small *Remote* video frame (default selection).



End Session: Click this button to end the audio-video chat session.

In the *Remote* section, the video frame will display the remote computer video camera image. If the toolbar *Video* button is released, the frame will display *No Video*. If no camera runs on the remote computer, the frame will display *No Camera*.

In the *Local* section, the video frame will display the local computer video camera image. If the toolbar *Video* button is released, the frame will display *No Video*. If no camera runs on the local computer, the frame will display *No Camera*.

The lower right *Volume* section has two slides and a display:

- Drag the left loudspeaker slide to adjust the playback volume (default: maximum).
- Drag the middle microphone slide to adjust the recording volume (default: medium).
- The right microphone display will monitor the recording volume. The display should remain empty while not talking. Colored blocks should partly but not completely fill the display while talking.

Specify audio-video chat options on the Guest [Program Options](#) window [Audio-Video Chat Tab](#) and the Host [Program Options](#) window [Audio-Video Chat Tab](#).

3.7 Guest Sessions

3.7.5 Remote Management

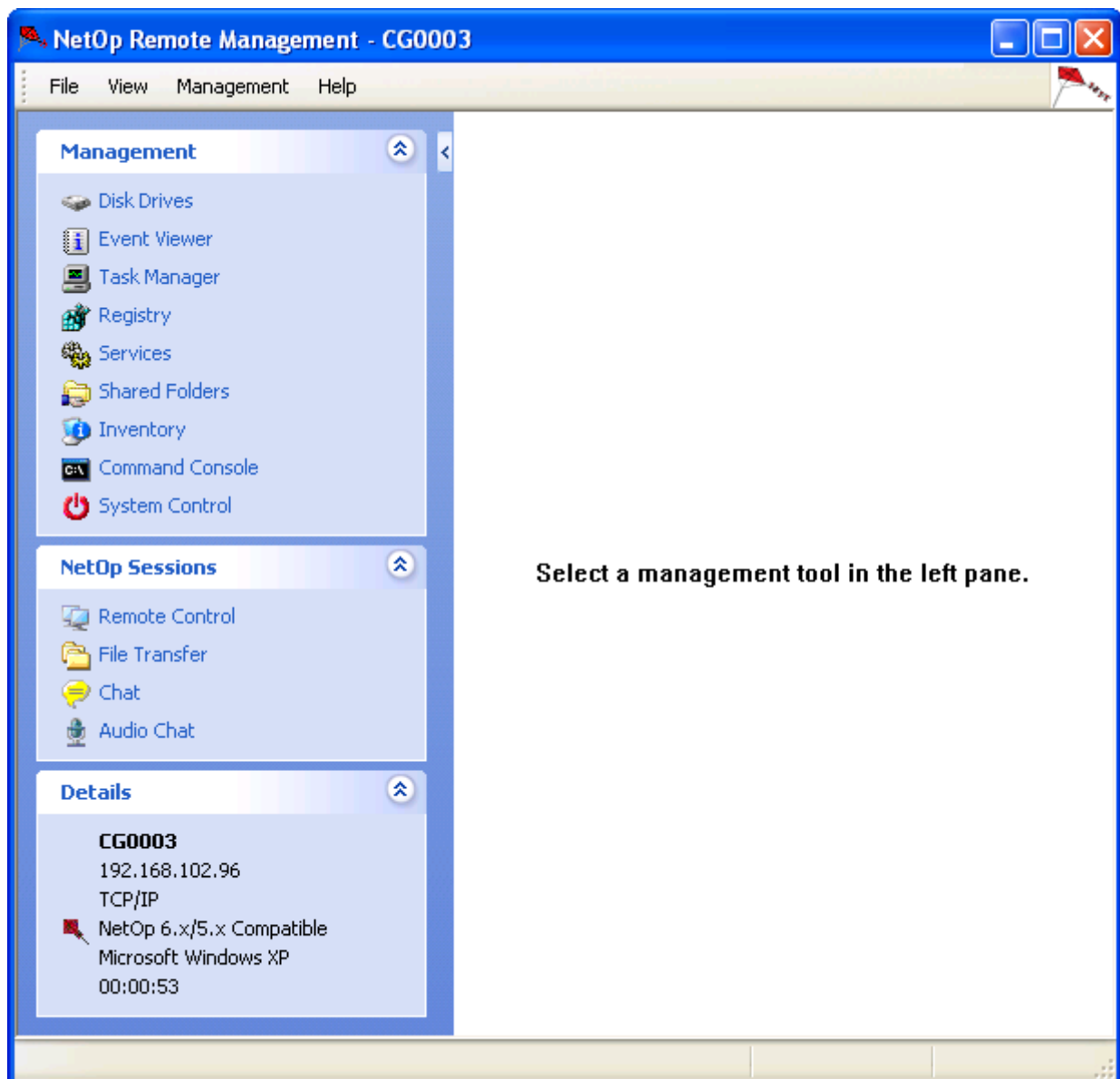
If allowed by Host [Guest Access Security](#), see [Allow Guest To](#), the Guest can start a remote management session with a Host to access Host computer management tools.

The Guest can connect to start a remote management session from the [Tab Panel Quick Connect Tab](#), see [Other Sessions](#), from a [Phonebook Tab](#) or [History Tab](#) record or in response to a help request from a [Help Request Tab](#) record.

When connected, the Guest can start and end a remote management session from a [Tab Panel Phonebook Tab](#), [Quick Connect Tab](#), [Connections Tab](#) or [History Tab](#) record or from the [Remote Control Toolbar and Toolbox Session Buttons Remote Management](#) button.

Note: If the Host allows multiple simultaneous Guest connections, see [Guest Sessions](#), multiple remote management session Guests will run separate sessions.

This window will be displayed on the Guest computer screen:



No window will be displayed on the Host computer screen.

This window provides remote access to a range of Host computer management tools. It contains these main elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- Work panel with a left [Navigation Panel](#) and a right [Display Panel](#)
- [Status Bar](#)

Remote management tools are explained in [Management](#).

NetOp session tools are explained in [NetOp Sessions](#).

Host computer details are explained in [Details](#).

3.7.5.1 Title Bar

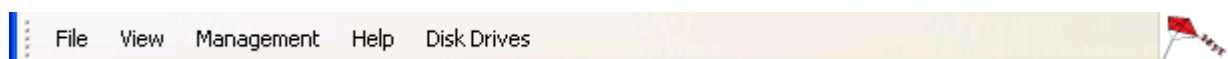


The title bar will display the name of the session Host and of any selected [Management](#) tool.

Title bar window controls are explained in [Window Control](#).

3.7.5.2 Menu Bar

This is the Guest [Remote Management](#) window menu bar:



It contains these menus:

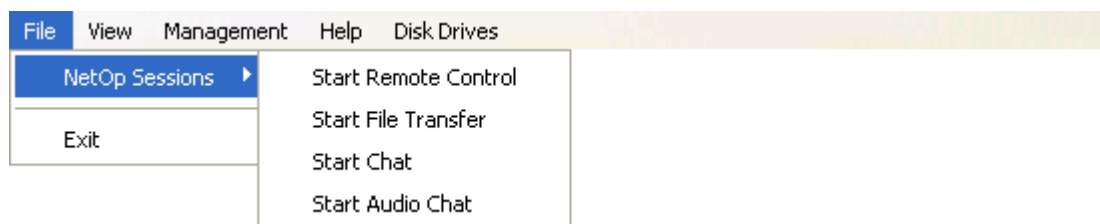
- [File Menu](#)
- [View Menu](#)
- [Management Menu](#)
- [Help Menu](#)
- [<Management tool> Menu](#)

Note: The <Management tool> menu will be available only if a [Management](#) tool is selected.

The red NetOp kite at the right end of the menu bar will move while remote management information is retrieved from the Host computer.

3.7.5.2.1 File Menu

This is the Guest [Remote Management](#) window *File* menu:



NetOp Sessions: This command expands into commands matching the [Navigation Panel NetOp Sessions](#) section.

Exit: Select this command or the [Window Control](#) menu *Close* command, press ALT+F4, click the [Window Control](#) *Close* button or double-click the [Title Bar](#) icon to end the [Remote Management](#) session.

3.7 Guest Sessions

3.7.5.2.2 View Menu

This is the Guest [Remote Management](#) window *View* menu:



Toolbar: Select this command to uncheckmark/checkmark it to hide/display the [Toolbar](#) (default: checkmarked to display the [Toolbar](#)).

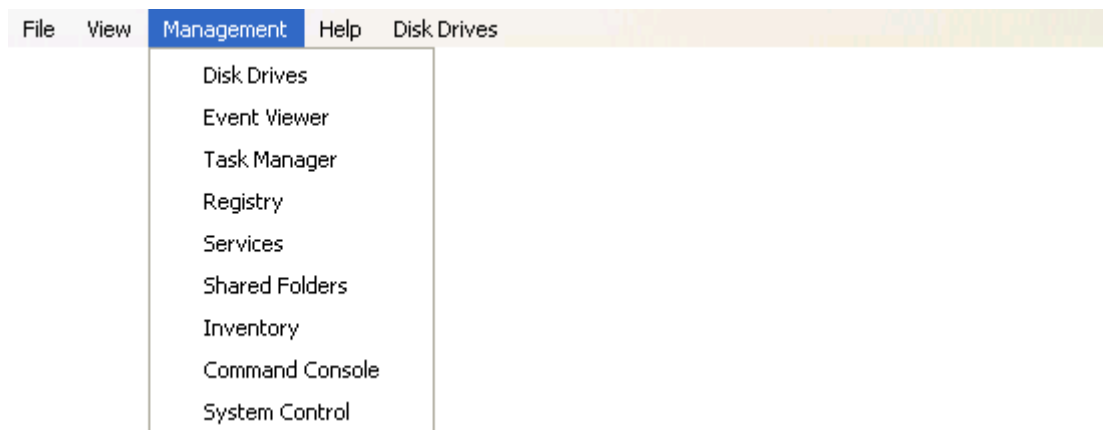
Status Bar: Select this command to uncheckmark/checkmark it to hide/display the [Status Bar](#) (default: checkmarked to display the [Status Bar](#)).

Navigation Panel: Select this command to uncheckmark/checkmark it to enable/disable the [Navigation Panel](#) (default: checkmarked to enable the [Navigation Panel](#)).

Note: If enabled, the [Navigation Panel](#) can be hidden/displayed from the [Navigation Panel](#) left/right pointer button.

3.7.5.2.3 Management Menu

This is the Guest [Remote Management](#) window *Management* menu:



It contains commands matching the [Navigation Panel Management](#) section commands.

3.7.5.2.4 Help Menu

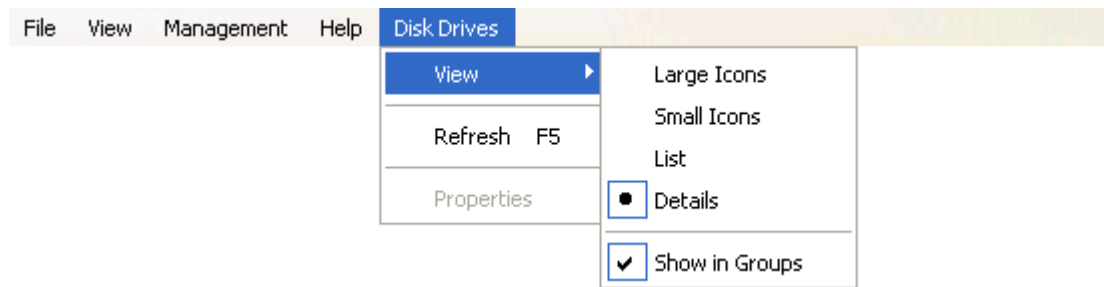
This is the Guest [Remote Management](#) window *Help* menu:



Help Index: Select this command to open the *NetOp Guest Help* system on the *Remote Management* topic. The left pane contains a graphical table of contents.

3.7.5.2.5 <Management tool> Menu

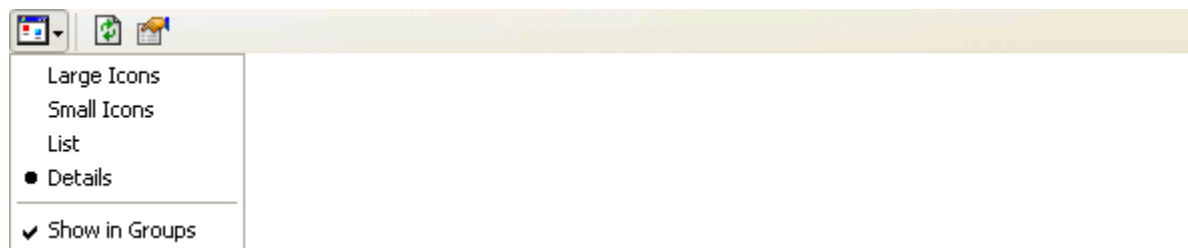
This Guest *Remote Management* window menu will be available only if a [Management](#) tool is selected. It will have the name of the selected [Management](#) tool, e.g.:



This menu will have different content with different [Management](#) tools.

3.7.5.3 Toolbar

The *Remote Management* window toolbar will be displayed unless hidden from the [View Menu](#) *Toolbar* command if a [Management](#) tool is selected, e.g.:

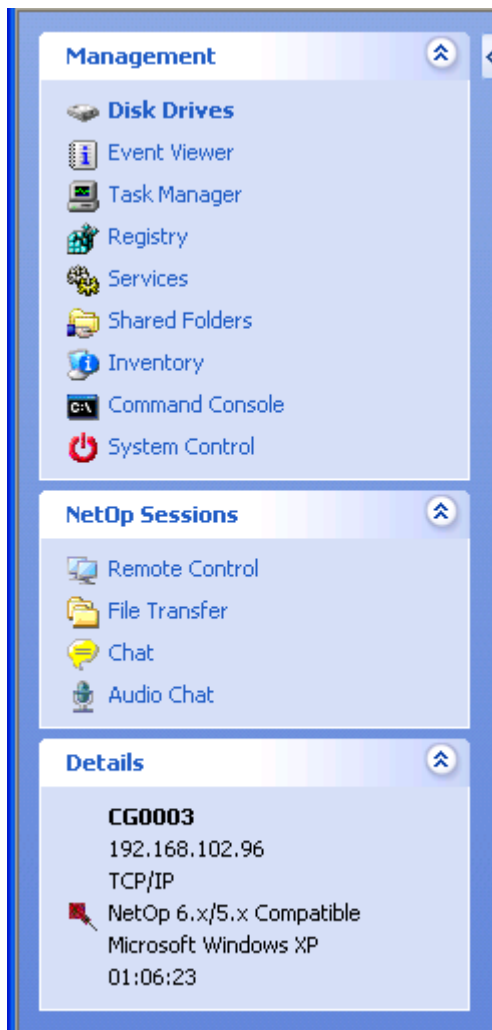


The toolbar will contain different buttons with different [Management](#) tools.

3.7 Guest Sessions

3.7.5.4 Navigation Panel

The [Remote Management](#) window work panel left navigation panel will be enabled unless disabled from the [View Menu Navigation Panel](#) command:



< This *Management* section contains [Management](#) commands.

This *NetOp Sessions* section contains [NetOp Sessions](#) commands.

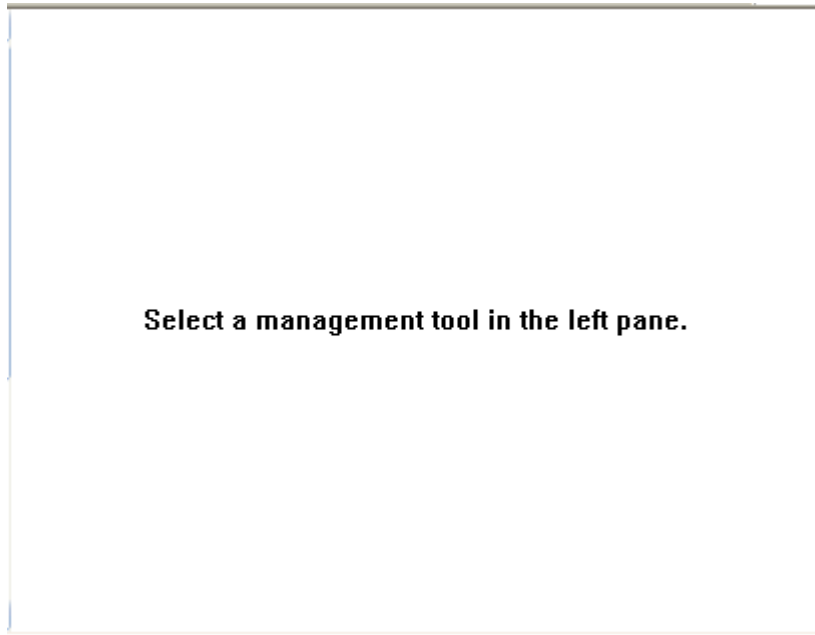
This *Details* section contains [Details](#) information.

Click the navigation panel left/right button to hide/display the navigation panel.

Click a section up/down button to collapse/expand it.

3.7.5.5 Display Panel

The [Remote Management](#) window work panel right display panel:



- initially displays *Select a management tool in the left pane.*

Select a [Management Menu](#) command or a [Navigation Panel](#) *Management* section command to display selected [Management](#) tool information in the display panel.

Note: While management information is being retrieved from the Host, the red NetOp kite at the right end of the [Menu Bar](#) will move.

3.7.5.6 Status Bar

The [Remote Management](#) window status bar:



- will contain three fields if a [Management](#) tool is selected.

The left field can contain information on a selected [Management](#) tool object.

The middle field will display *In progress....* while information is being retrieved from the session Host. When information has been retrieved successfully, it will display *Success*.

The right field will display <Retrieved number of records>/<Total number of records>.

3.7 Guest Sessions

3.7.5.7 Management

To start a remote management task, select in the *Remote Management* window [Management Menu](#) or [Navigation Panel](#) *Management* section one of these commands:

- [Disk Drives](#)
- [Event Viewer](#)
- [Task Manager](#)
- [Registry](#)
- [Services](#)
- [Shared Folders](#)
- [Inventory](#)
- [Command Console](#)
- [System Control](#)












Note: [Disk Drives](#), [Event Viewer](#), [Services](#) or [Shared Folders](#) requires certain rights on the Host computer.

Generally, a [Remote Management](#) session acquires the rights of the Host that acquires the rights of the user logged on to the Host computer.

To assign required rights to a [Remote Management](#) session with a Host on a computer to which no user or a user with insufficient rights is logged on, run the Host as a user with required rights, see the [NetOp Host Program Options](#) window [Run As Tab](#).

3.7.5.7.1 Disk Drives

Select the [Management Menu](#) or [Navigation Panel](#) *Management* section *Disk Drives* command to display Host computer disk drive information in the [Display Panel](#):

Name	Type	Total Size	Free Space	File System	Total Used	Free (%)	Used (%)
Hard Disk Drives							
 Local Disk (C:)	Local Disk	30.0 GB	18.7 GB	NTFS	11.3 GB	62%	38%
 Local Disk (D:)	Local Disk	118.9 GB	118.9 GB	NTFS	68 MB	99%	1%
Devices with Removable Storage							
 3½ Floppy (A:)	3½-Inch Floppy Disk					0%	0%
 DVD/CD-RW ...	CD Drive					0%	0%
Network Drives							
 data on 'dan...	Disconnected Net...	79.7 GB	2.17 GB	NTFS	77.6 GB	2%	98%
 cg on 'danwar...	Disconnected Net...	79.7 GB	2.17 GB	NTFS	77.6 GB	2%	98%
 dtm on 'danw...	Disconnected Net...	33.9 GB	16.8 GB	NTFS	17.1 GB	49%	51%
 Documentatio...	Network Drive	79.7 GB	2.17 GB	NTFS	77.6 GB	2%	98%
 Udv on 'Dev-f...	Network Drive	410.1 GB	4.99 GB	NTFS	405.2 GB	1%	99%
 C on 'Cg0002'...	Disconnected Net...	34.4 GB	24.0 GB	NTFS	10.5 GB	69%	31%
 Arc on 'Dev-f...	Network Drive	410.1 GB	4.99 GB	NTFS	405.2 GB	1%	99%

Note: This command will be disabled if the Host does not have the right to display Host computer disk drive information. To assign required rights to the Host, run it as a user with required rights, see the

[NetOp Host Program Options](#) window [Run As Tab](#). You can display the [Run As Tab](#) in a [Remote Control](#) session with the Host.

Host computer disk drive information will be displayed as icons or table records according to the *Disk Drives* menu or toolbar selection, see below.

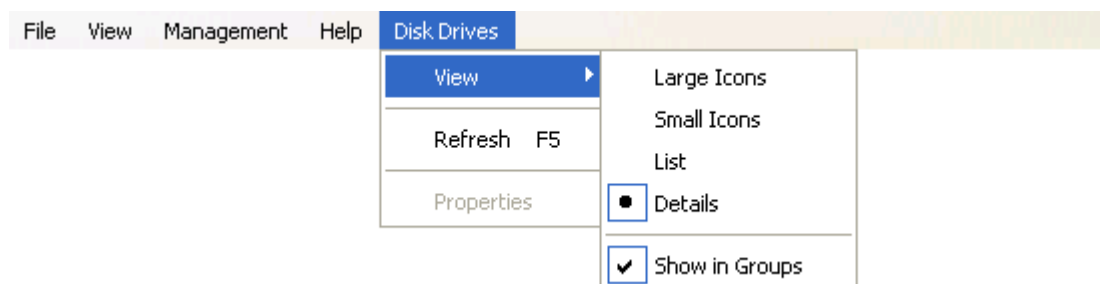
Details view will display table records with this column content:

- *Name*: Disk drive icon and name.
- *Type*: Disk drive type.
- *Total Size*: Disk drive total size in bytes.
- *Free Space*: Disk drive free space in bytes.
- *File System*: Disk drive file system.
- *Total Used*: Disk drive used space in bytes.
- *Free %*: Disk drive free space in percent of total space.
- *Used %*: Disk drive used space in percent of total space.

Table controls are explained in [Table Control](#).

In the [Menu Bar](#), select *Disk Drives*, press ALT+D or right-click in the [Display Panel](#) to display this menu:

Disk Drives Menu



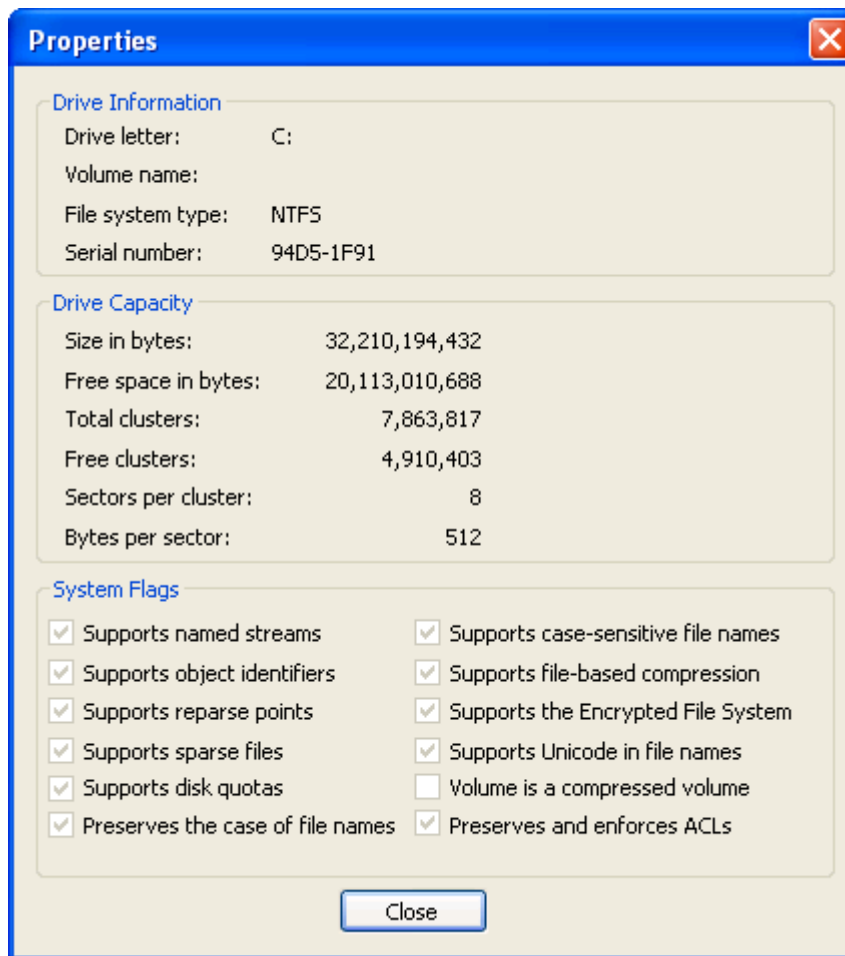
View: Select this command or click the matching [Toolbar](#) button to expand into these commands:

- Large Icons*: Select this command to dotmark it to display records as horizontal rows of large icons.
- Small Icons*: Select this command to dotmark it to display records as horizontal rows of small icons.
- List*: Select this command to dotmark it to display records as vertical columns of small icons.
- Details*: Select this command to dotmark it to display records in a table with details in columns (default selection).
- Show in Groups*: On a Windows 2003 or XP computer, select this command to uncheckmark/checkmark it to ungroup/group records by drive type (default: checkmarked to group).

Refresh F5: Select this command, press F5 or click the [Toolbar Refresh](#) button to retrieve new data from the Host computer to refresh the [Display Panel](#) content.

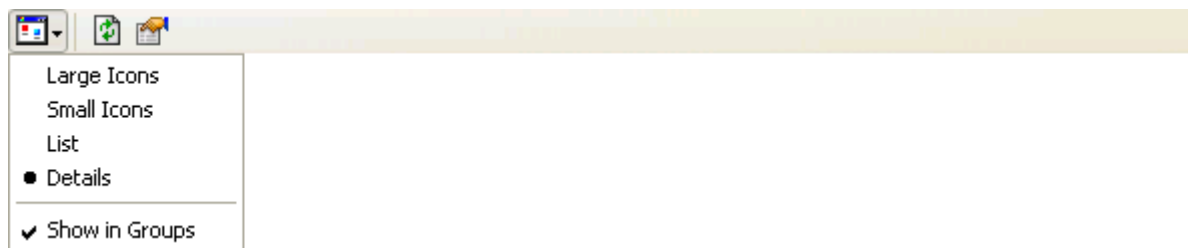
Properties: Select a record and select this command or click the matching [Toolbar](#) button to display this window:


Properties





This window displays the selected record disk drive properties.

This [Toolbar](#) will be displayed unless hidden from the [View Menu](#) *Toolbar* command:



 *View*: Click this button or select the matching *Disk Drives* menu command to display the *View* submenu, see [Disk Drives Menu](#).

 *Refresh*: Click this button, select the matching *Disk Drives* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.

 *Properties*: Select a record and click this button or select the matching *Disk Drives* menu command to display record drive properties in the [Properties](#) window.

When a disk drive record is selected, the left [Status Bar](#) field will display *Free Space*: <Bytes of free space> *Total Space*: <Bytes of total space>.

Disk Drive Types

These disk drive types can be displayed:

- <Size> *Floppy Disk*: Host computer diskette drive.

- *Local Disk*: Host computer hard disk or partition.
- *Compact Disk*: Host computer CD drive.
- *RAM disk*: Part of Host computer memory allocated to file storage.
- *Removable Disk*: Removable file storage device.
- *Mounted Disk*: Drive attached to an empty folder in an NTFS volume.
- *Network Drive*: Network computer hard disk, partition or directory.

3.7.5.7.2 Event Viewer

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) [Management](#) section [Event Viewer](#) command to display Host computer Windows event logs in the [Display Panel](#):

Type	Date	Time	Source	Category	Event	User	Computer
Warning	1/17/2006	8:24:00 AM	Microsoft Fax	Initializati...	32026	N/A	CG0003
Information	1/17/2006	8:23:59 AM	SecurityCe...	None	1807	N/A	CG0003
Information	1/17/2006	8:23:54 AM	Iap	None	0	N/A	CG0003
Information	1/17/2006	8:23:54 AM	BackWeb Cl...	None	2	N/A	CG0003
Error	1/16/2006	1:22:40 PM	Application ...	None	1000	N/A	CG0003
Error	1/16/2006	1:22:38 PM	Application ...	None	1000	N/A	CG0003
Error	1/16/2006	1:22:35 PM	Application ...	None	1000	N/A	CG0003
Success Audit	1/16/2006	11:31:00 AM	NetOp Host...	Setup	216	N/A	CG0003
Success Audit	1/16/2006	11:31:00 AM	NetOp Host...	Setup	216	N/A	CG0003
Success Audit	1/16/2006	11:31:00 AM	NetOp Host...	Setup	216	N/A	CG0003
Success Audit	1/16/2006	11:31:00 AM	NetOp Host...	Setup	216	N/A	CG0003
Success Audit	1/16/2006	11:31:00 AM	NetOp Host...	Setup	216	N/A	CG0003
Information	1/16/2006	8:43:10 AM	SceCli	None	1704	N/A	CG0003
Warning	1/16/2006	8:43:07 AM	Microsoft Fax	Initializati...	32068	N/A	CG0003
Warning	1/16/2006	8:43:07 AM	Microsoft Fax	Initializati...	32026	N/A	CG0003
Information	1/16/2006	8:43:06 AM	SecurityCe...	None	1807	N/A	CG0003
Information	1/16/2006	8:43:01 AM	Iap	None	0	N/A	CG0003
Information	1/16/2006	8:43:00 AM	BackWeb Cl...	None	2	N/A	CG0003

Note: This command will be disabled if the Host does not have the right to display Host computer events. To assign required rights to the Host, run it as a user with required rights, see the [NetOp Host Program Options](#) window [Run As Tab](#). You can display the [Run As Tab](#) in a [Remote Control](#) session with the Host.

Only Windows NT+ (2003, XP, 2000 and NT) computers record events. The *Event Viewer* command will be enabled only if the Host computer runs on a Windows NT+ operating system.

The [Display Panel](#) will contain tabs named *Application*, *Security* and *System* like the Windows *Event Viewer*. The fourth *File* tab can display a saved event log. Each tab will display Host computer event records in a table with these column contents:

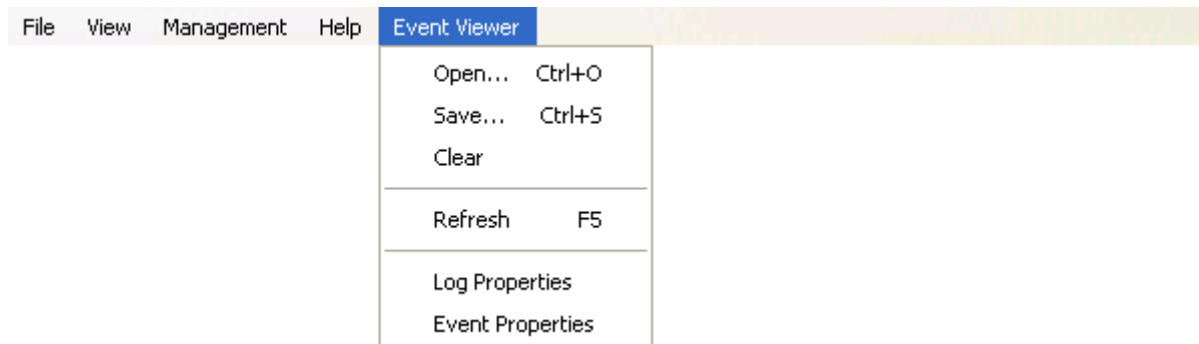
- *Type*: Event type icon and description.
- *Date*: Event date.
- *Time*: Event time.
- *Source*: Event source.
- *Category*: Event category if applicable.
- *Event*: Event ID.
- *User*: Event user name or *N/A* if not a user event.

3.7 Guest Sessions

- *Computer*: Event computer name.

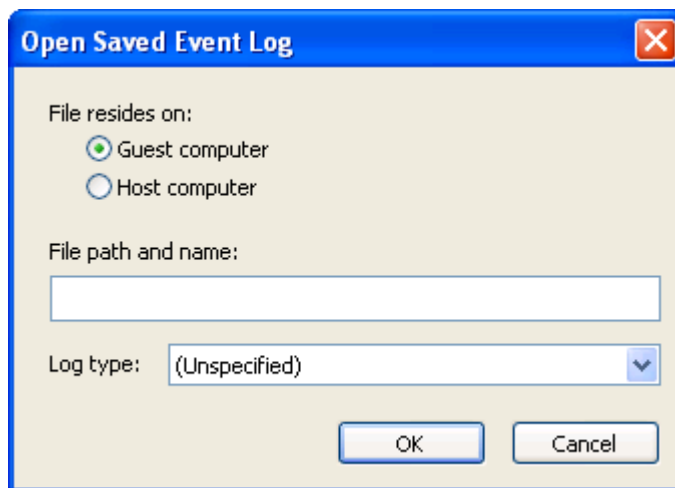
Table controls are explained in [Table Control](#).

In the [Menu Bar](#), select *Event Viewer*, press ALT+E or right-click in the [Display Panel](#) to display this menu:



Open Ctrl+O: Select this command, press CTRL+O or click the matching [Toolbar](#) button to display this window:

Open Saved Event Log



This window will open a saved event log file on the *File* tab.

File resides on: Select one of these options:

Guest computer: Open a saved event log that resides on the Guest computer (default selection).

Host computer: Open a saved event log that resides on the Host computer.

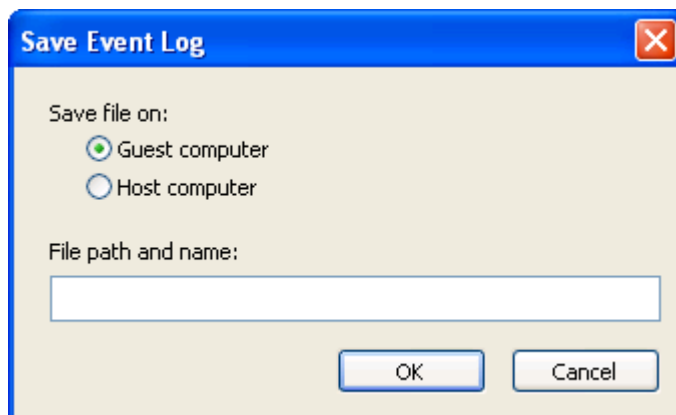
File path and name: []: Specify in this field the saved event log file path and name.

Log type: []: The field of this drop-down box will display (*Unspecified*). The drop-down box list contains the options (*Unspecified*), *Application*, *Security* and *System*. Select an option in the list to display it in the field.

Note: Opening a saved event log will overwrite the existing *File* tab content.

Save Ctrl+S: Select this command, press CTRL+S or click the matching [Toolbar](#) button to display this window:

Save Event Log



This window will save the displayed event log in a file.

Save file on: Select one of the options:

Guest computer: Save the event log file on the Guest computer (default selection)

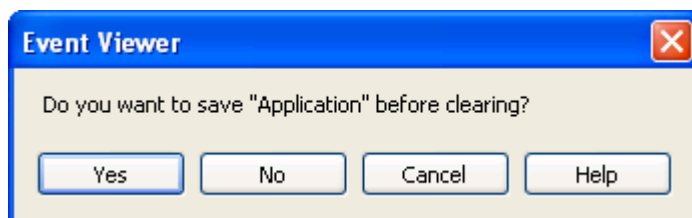
Host computer: Save the event log file on the Host computer.

File path and name: [/]: Specify in this field the file path and name.

Note: Event binary data in the *Event Properties* window *Data* section will be available only if you save the event log file with the default extension *evt*.

Clear: Select this command or click the matching [Toolbar](#) button to display this window:

Clear Event Log



Yes: Click this button to display the *Save Event Log* window, see above. After closing the *Save Event Log* window, all events in the displayed event log will be cleared.

No: Click this button to clear all events in the displayed event log.

Cancel: Click this button to abandon clearing the displayed event log.

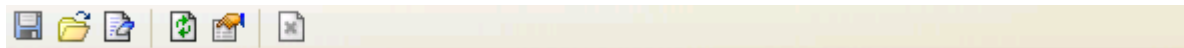
Refresh F5: Select this command, press F5 or click the matching [Toolbar](#) button to retrieve new data from the Host computer to refresh the tab display.







Log Properties: Select this command or click the matching [Toolbar](#) button to display a *Properties* window like the Windows <Log type> *Properties* window with a similar functionality.

Event Properties: Select a tab record and select this command or double-click a tab record to display an *Event Properties* window like the Windows <Event Type> *Properties* window with a similar functionality.

3.7 Guest Sessions

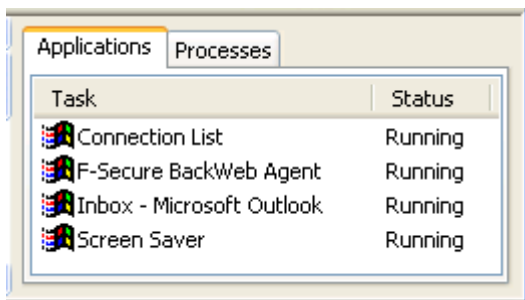
This [Toolbar](#) will be displayed unless hidden from the [View Menu Toolbar](#) command:



-  **Save:** Click this button, select the matching *Event Viewer* menu command or press CTRL+S to display the [Save Event Log](#) window.
-  **Open:** Click this button, select the matching *Event Viewer* menu command or press CTRL+O to display the [Open Saved Event Log](#) window.
-  **Clear:** Click this button or select the matching *Event Viewer* menu command to display the [Clear Event Log](#) window.
-  **Refresh:** Click this button, select the matching *Event Viewer* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.
-  **Properties:** Click this button or select the *Event Viewer* menu *Log Properties* command to display the displayed log *Properties* window.
-  **Stop:** Click this button to stop retrieving information from the Host computer. Retrieved information will be displayed.

3.7.5.7.3 Task Manager

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel Management](#) section *Task Manager* command to display Host computer running applications and processes in the [Display Panel](#):



The [Display Panel](#) contains *Applications* and *Processes* tabs.

The *Applications* tab will contain records of applications running on the Host computer like the Windows NT+ (Windows 2003, XP, 2000 and NT) computer *Task Manager* window *Applications* tab in a table with this column content:

- *Task:* Windows icon and application description.
- *Status:* Will display *Running* if the application is running on the Host computer.

Table controls are explained in [Table Control](#).

The *Processes* tab has an upper and a lower pane:

Image Name	PID	CPU Usage	Time	Kernel Time	User Time	Threads	Mem Usage
System Idle Process	0	44	00:44:43.343	100	00	2	16 K
System	4	00	00:00:03.859	100	00	71	212 K
smss.exe	1028	00	00:00:00.031	50	50	3	372 K
csrss.exe	1100	00	00:00:04.921	59	41	9	3,244 K
winlogon.exe	1124	00	00:00:01.218	71	29	19	2,760 K
services.exe	1168	00	00:00:02.546	71	29	15	5,984 K

ID	Time	Kernel Time	User Time	Priority
0	00:23:54.250	100	00	0
0	00:20:49.093	100	00	0

The upper pane will contain records of processes running on the Host computer like the Windows NT+ (Windows 2003, XP, 2000 and NT) computer *Task Manager* window *Processes* tab in a table with this column content:

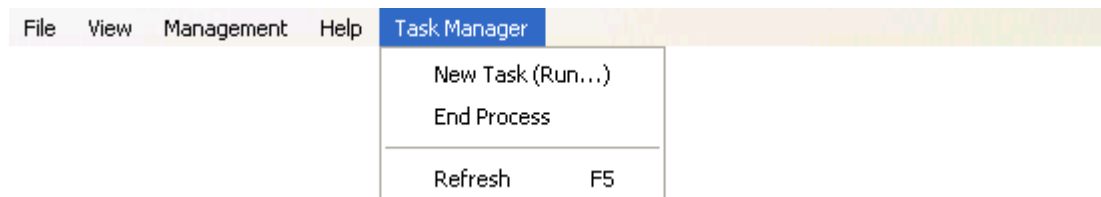
- *Image Name*: Process or executable file name.
- *PID*: Process identification number.
- *CPU Usage*: Percent of the currently used central processing unit (CPU) resources used by this process.
- *Time*: Time that the process has run in the format HH:MM:SS:TTT (H=Hour digit, M=Minute digit, S=Second digit, T=Thousands fraction of a second digit).
- *Kernel Time*: Percent of time running in kernel mode.
- *User Time*: Percent of time running in user mode.
- *Threads*: Number of threads running in the process.
- *Mem Usage*: Bytes of memory used by the process.

Table controls are explained in [Table Control](#).

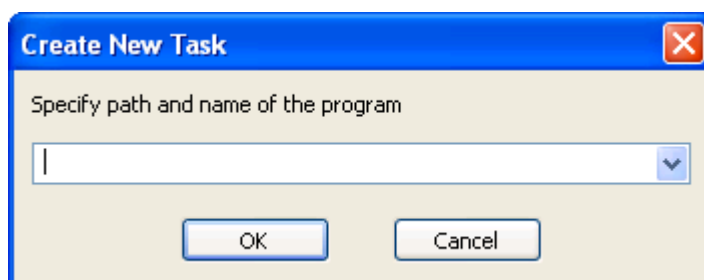
The lower pane will contain records of threads run by the process selected in the upper pane in a table with this column content:

- *ID*: Thread identification number.
- *Time*: Time that the thread has run in the format HH:MM:SS:TTT (H=Hour digit, M=Minute digit, S=Second digit, T=Thousands fraction of a second digit).
- *Kernel Time*: Percent of time running in kernel mode.
- *User Time*: Percent of time running in user mode.
- *Priority*: Priority ranking number (a high number means high priority for CPU resources).

In the [Menu Bar](#), select *Task Manager*, press ALT+T or right-click in the *Display Panel* to display this menu:



New Task (Run...): Select this command or click the matching [Toolbar](#) button to display this window:



Specify path and name of the program: []: Specify in the drop-down box field the Host computer path and name of the executable program file of the application that shall run on the Host computer. The drop-down box list contains file paths and names that have been specified before. Select a file path and name in the list to display it in the field.

3.7 Guest Sessions

Note: Like in the Windows *Run...* window, a path is not required for files residing in the Host computer system directory (*Windows* or *WINNT*). A path from the system directory or a full path is required for other file locations. The path can contain environment variables.


End Task/Process: Select an application or a process in the [Display Panel](#) and select this command or click the matching [Toolbar](#) button to end the application or process on the Host computer.


Caution: If you end an application, unsaved application data will be lost. If you end a process, the application or system of which it is a part may not function properly.


Refresh F5: Select this command, press F5 or click the matching [Toolbar](#) button to retrieve new information from the Host computer to display it in the [Display Panel](#).

This [Toolbar](#) will be displayed unless hidden from the [View Menu](#) *Toolbar* command:



 *Create Task:* Click this button, select the matching *Task Manager* menu command or press CTRL+S to display the *Create New Task* window, see above.

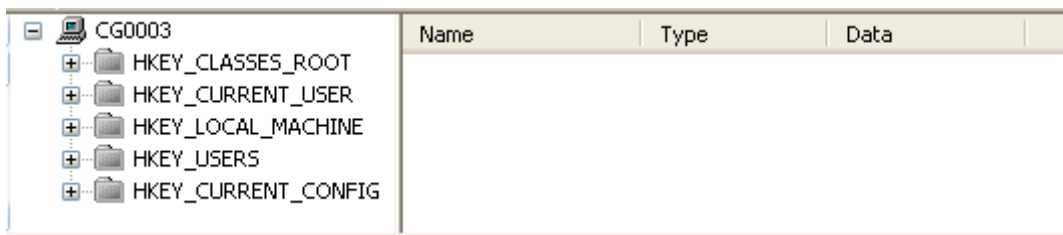
 *End Task/Process:* Select a task or process and click this button or select the matching *Task Manager* menu command to end the selected task or process.

 *Refresh:* Click this button, select the matching *Task Manager* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.

When *Task Manager* is opened or refreshed, the left [Status Bar](#) field will display *Processes: <Number of processes> / CPU Usage <Percent CPU usage>%*.

3.7.5.7.4 Registry

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) *Management* section *Registry* command to display the Host computer Windows registry like in the Windows *Registry Editor* window in the [Display Panel](#):



Caution: Typical computer users should never attempt to edit the Windows registry, as even minor mistakes can have disastrous effects on the operation of the computer.

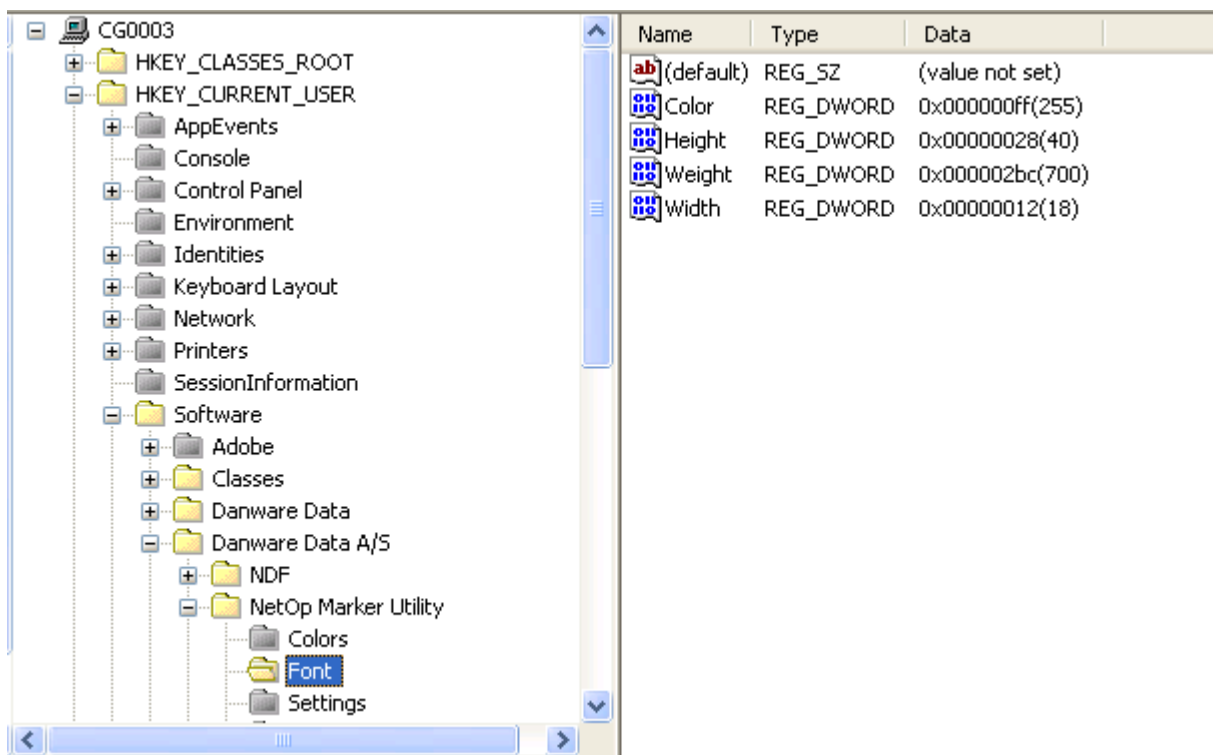
Knowledgeable computer users can edit the registry to clean up the computer and modify its Windows configuration. However, always take suitable safety precautions including backing up the registry to avoid ending up in a deadlock.

The Windows registry stores the configuration of the Windows operating system in a structured database. It is created when Windows is installed on the computer and is automatically modified when applications are installed and used and when users create or change personal settings.

The Windows registry is organized into five predefined subtrees:

Subtree	Description
HKEY_CLASSES_ROOT	Specifies file and data associations pointing to <i>HKEY_LOCAL_MACHINE\Software\Classes</i> keys. Its keys determine how applications load and associate with data files.
HKEY_CURRENT_USER	Specifies the profile of the user currently logged on to the computer. Its keys that are part of the logged on user's keys in <i>HKEY_USERS</i> take precedence over <i>HKEY_LOCAL_MACHINE</i> keys for duplicated data.
HKEY_LOCAL_MACHINE	Specifies the Windows configuration on the computer and determines how Windows loads.
HKEY_USERS	Contains a <i>DEFAULT</i> subtree that specifies the user profile when no user is logged on to the computer and a subtree that specifies the user profile of the user currently logged on to the computer.
HKEY_CURRENT_CONFIG	Specifies the hardware profile that determines how the installed software uses available hardware. It specifies associations between <i>HKEY_LOCAL_MACHINE\Software</i> keys and <i>HKEY_LOCAL_MACHINE\System</i> keys.

Each subtree expands into a tree structure of keys. This image shows the *Registry* display panel with an expanded Host computer Windows registry:



The left keys pane contains registry keys and the right values pane will contain value records of the key selected in the left keys pane.

Keys Pane

This pane contains an expandable tree structure of keys displayed as named folders. Click [+] buttons to expand and [-] buttons to collapse keys. Double-click a key folder to expand/collapse it. Click a key folder to open it and display its value records in the values pane.

A key folder that has not been opened will be gray. A key folder that has been opened will be yellow.

Values Pane

Select a key in the keys pane to display in this pane its values as records in a table with this column content:

3.7 Guest Sessions

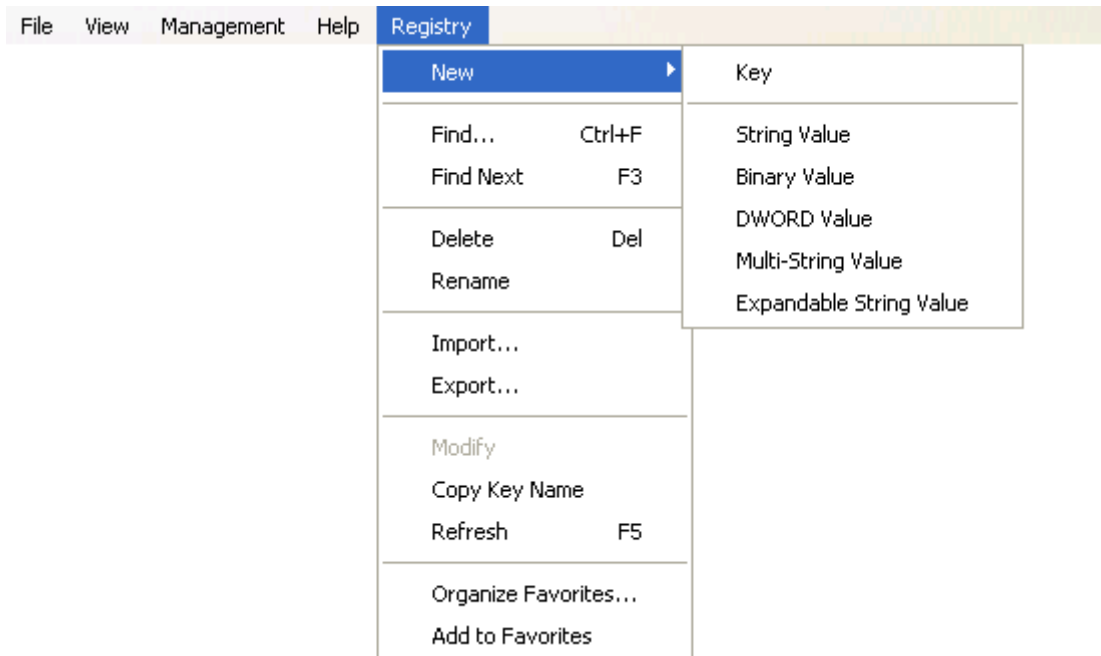
- *Name*: Value type icon and value name. The name of the first value is always (*Default*).
- *Type*: Type designation, see the table below.
- *Data*: Value data in the required format, see the table below. The first value is always (*value not set*).

Table controls are explained in [Table Control](#).

Value Type	Type Designation	Value Data Format
<i>String Value</i>	<i>REG_SZ</i>	One value that must be a string of characters.
<i>Binary Value</i>	<i>REG_BINARY</i>	One value that must be a string of hexadecimal digit pairs. Each hexadecimal digit pair is interpreted as a byte value.
<i>DWORD Value</i>	<i>REG_DWORD</i>	One value that must be a string of 1-8 hexadecimal or decimal digits.
<i>Multi-String Value</i>	<i>REG_MULTI_SZ</i>	Multiple values that must be strings of characters separated by a null character.
<i>Expandable String Value</i>	<i>REG_EXPAND_SZ</i>	One value that must be a string of characters that can include replaceable environment variables.

in the [Menu Bar](#), select *Registry* or press ALT+R to open this menu:

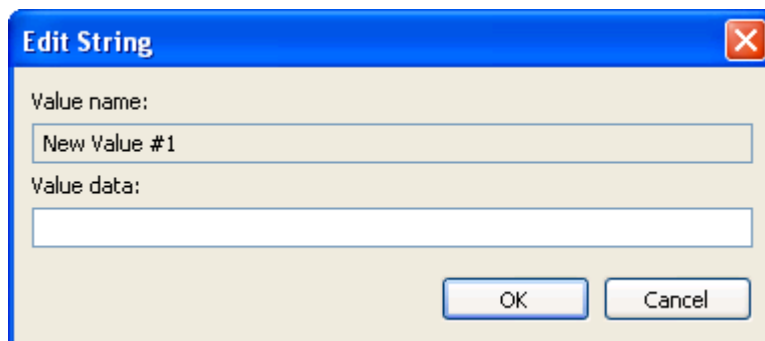
Registry Menu



New: This command expands into these commands:

Key: Select this command to create a key as a subkey of the selected key. Replace the highlighted default key name by the desired key name by typing or pasting from the clipboard (CTRL+V).

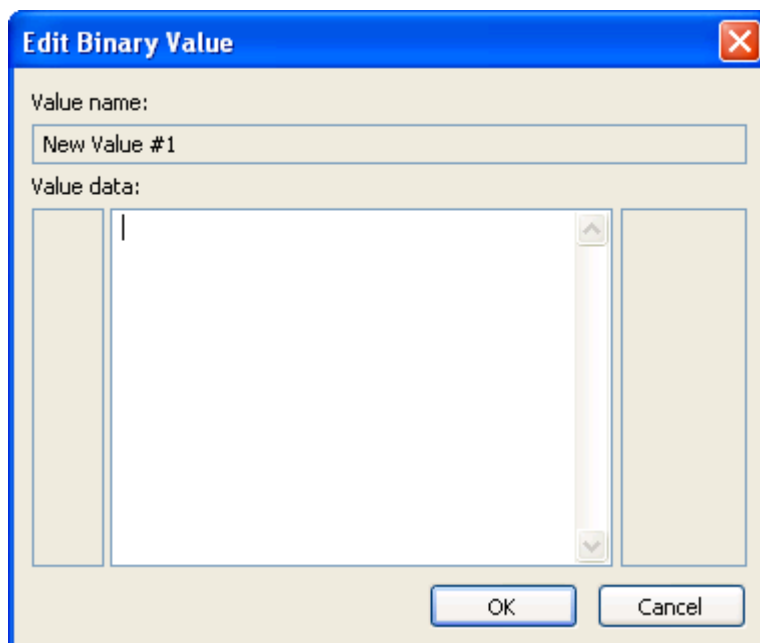
String Value: Select this command to create a string value record. Replace the highlighted default value name by the desired value name by typing or pasting from the clipboard (CTRL+V). Right-click the record and select *Modify* to display this window:



Value Name: []: This disabled field will display the value name.

Value Data: []: Specify in this field the value data as a string of characters.

Binary Value: Select this command to create a binary value. Replace the highlighted default value name by the desired value name by typing or pasting from the clipboard (CTRL+V). Right-click the record and select *Modify* to display this window:

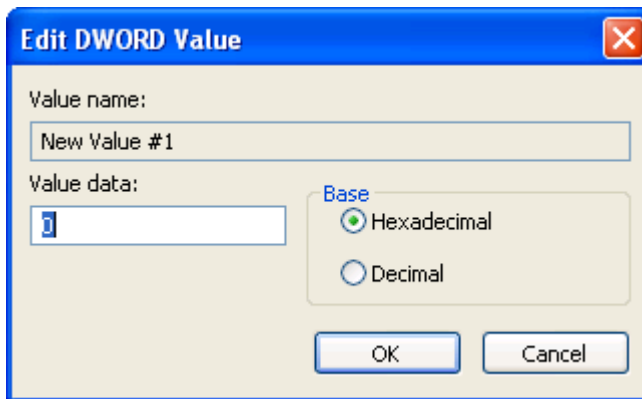


Value Name: []: This disabled field will display the value name.

Value Data: []: Specify in this pane the value data as a string of hexadecimal digit pairs.

3.7 Guest Sessions

DWORD Value: Select this command to create a DWORD value. Replace the highlighted default value name by the desired value name by typing or pasting from the clipboard (CTRL+V). Right-click the record and select *Modify* to display this window:



Value Name: []: This disabled field will display the value name.

Value Data: []: Specify in this field the value data as a string of 1-8 digits according to the selected base, see below.

Base: Select one of the options:

Hexadecimal: Select this option to interpret digits as hexadecimal (default selection).

Decimal: Select this option to interpret digits as decimal.

Multi-String Value: Select this command to create a multi-string value. Replace the highlighted default value name by the desired value name by typing or pasting from the clipboard (CTRL+V). Right-click the record and select *Modify* to display this window:



Value Name: []: This disabled field will display the value name.

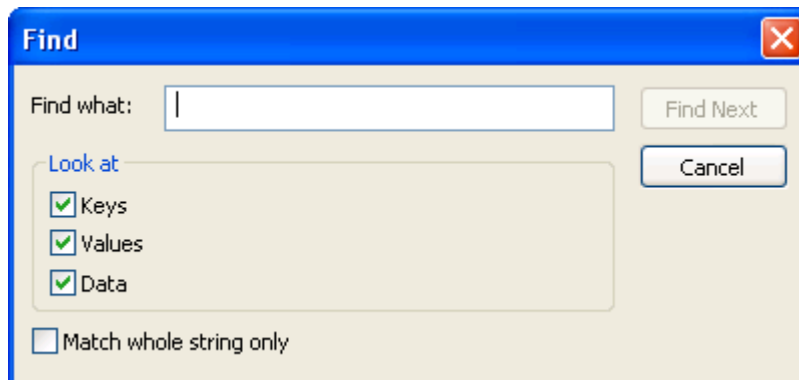
Value Data: []: Specify in this pane the value data as strings of characters separated by a null character.

Expandable String Value: Select this command to create a expandable string value. Replace the highlighted default value name by the desired value name by typing or pasting from the clipboard

(CTRL+V). Right-click the value record and select *Modify* to display the *Edit String* window to specify the value data, see above.

Find... Ctrl+F: Select this command, press CTRL+F or click the matching [Toolbar](#) button to display this window:

Find



Find What: []: Specify in this field the string of characters that shall be searched for.

Look at

Keys: Leave this box checked to find keys whose name contains the specified string of characters (default: checked).

Values: Leave this box checked to find value records whose name contains the specified string of characters (default: checked).

Data: Leave this box checked to find value data that contain the specified string of characters (default: checked).

Match Whole String Only: Check this box to find only elements that exactly match the specified string of characters (default: unchecked).

Find Next: Click this button or press F3 to start or continue the search from the selected key or value downwards.

Tip: This is a useful tool for cleaning up the registry after removing applications.

Find Next F3: Select this command or press F3 to search for the next occurrence of the character string specified in the *Find* window.

Delete Del: Select a key folder or value record and select this command, press DELETE or click the matching [Toolbar](#) button to display a confirmation window to confirm deleting the selected key or value. You cannot delete predefined subtrees and (*default*) value records.

Caution: Deleting a key will delete all of its subkeys.

Rename: Select a key or value record and select this command to highlight and frame the selected key or value name to change it. You cannot rename predefined subtrees and (*default*) value names.

Import...: Select this command or click the matching [Toolbar](#) button to display an *Import Registry File* window like a Windows *Open* window specifying *Files of type: Registration Files (*.reg)* to locate and open a registration file to import its content into the registry.

Extreme Caution: Importing a registration file will overwrite any matching keys and value records. If imported keys and value records and existing keys and value records mismatch, the registry will become corrupted.

Export...: Select a key and select this command or click the matching [Toolbar](#) button to display an *Export Registry File* window like a Windows *Save As* window specifying *Files of type: Registration Files*

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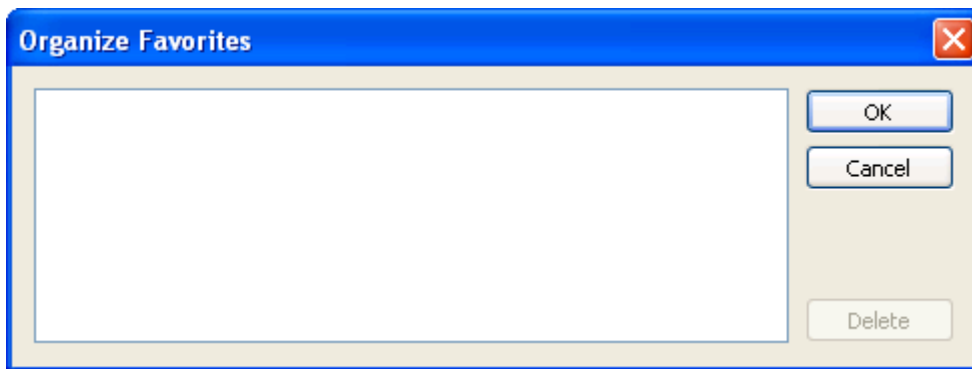
(**.reg*) to specify the path and name of a file that contains the keys and value records of the selected key branch.

Modify: Select a value record and select this command or click the matching [Toolbar](#) button to display the value type matching *Edit* <Value type> window, see above, to modify value data. You cannot modify the (*default*) value record (*value not set*) data.

Copy Key Name: Select a key and select this command or click the matching [Toolbar](#) button to copy the registry path and name of the selected key to the clipboard.

Refresh F5: Select this command, press F5 or click the matching [Toolbar](#) button to retrieve new data from the Host computer to refresh the [Display Panel](#) contents.

Organize Favorites...: Select this command to display this window:

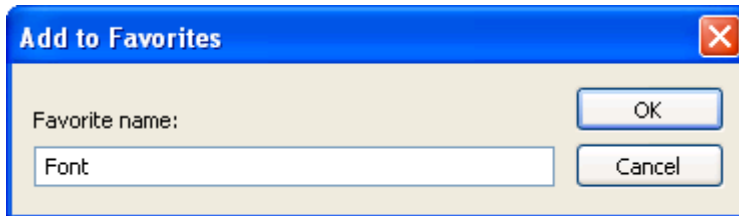


The pane displays your favorites in the [Toolbar](#) right drop-down box list (initially none).

Delete: Select a favorite in the pane and click this button to delete it.

Add To Favorites: Select a key and select this command or click the matching [Toolbar](#) button to display this window:

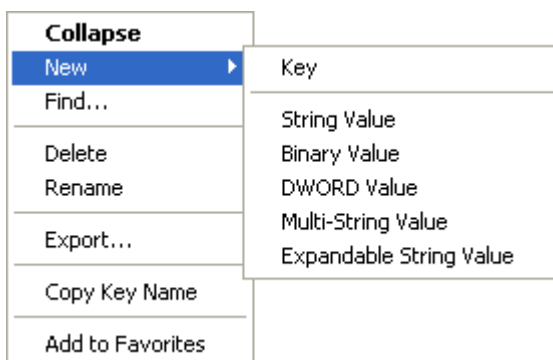
Add to Favorites



Favorite Name: []: This field will display the name of the selected key. Edit the field content to name the added favorite as desired.

Note: Your favorites will be available in the [Toolbar](#) right *Favorites* drop-down box list.

Right-click a keys pane folder to display this menu:



Expand/Collapse: Select this bolded command or double-click a key to expand/collapse the selected key folder.

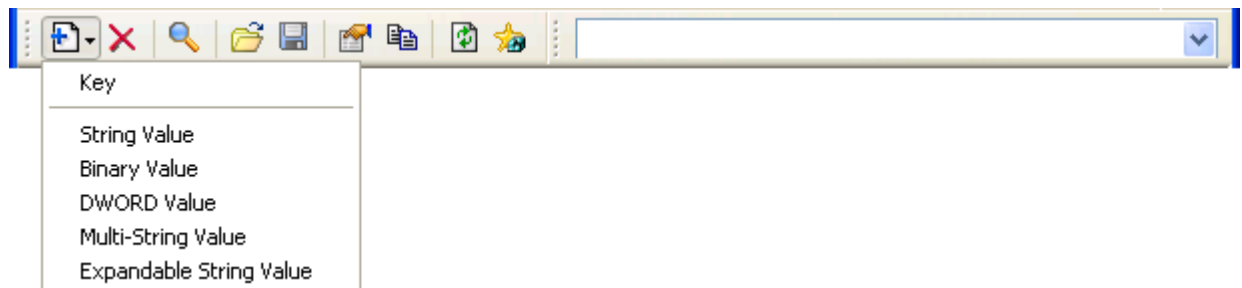
Other menu commands are explained above.

Right-click a values pane record to display this menu:



Menu commands are explained above.

This [Toolbar](#) will be displayed unless hidden from the [View Menu Toolbar](#) command:



New: Click this button or select the matching *Registry* menu command to display the *New* submenu, see [Registry Menu](#).



Delete: Select a key folder or a value record and click this button or select the matching *Registry* menu command to display a confirmation window to confirm deleting the selected key or value record. You cannot delete predefined subtrees and (*default*) value records.

Caution: Deleting a key will delete all of its subkeys.



Find: Click this button or select the matching *Registry* menu command to display the [Find](#) window.



Import: Click this button or select the matching *Registry* menu command to display an *Import Registry File* window like a Windows *Open* window specifying *Files of type: Registration Files (*.reg)* to locate and open a registration file to import the registration file specifications into the registry.

Extreme Caution: Importing a registration file will overwrite any matching registry keys and value records. If imported keys and value records and existing keys and value records mismatch, the registry will become corrupted.



Export: Select a key and click this button or select the matching *Registry* menu command to display an *Export Registry File* window like a Windows *Save As* window specifying *Files of type: Registration Files (*.reg)* to specify the path and name of a file that contains the keys and value records of the selected key branch.



Modify: Select a value record and click this button or select the matching *Registry* menu command to display the value type matching *Edit <Value type>* window, see [Registry Menu](#), to modify value data. You cannot modify the (*default*) value record (*value not set*) value data.



Copy Key Name: Select a key and click this button or select the matching *Registry* menu command to copy the registry path and name of the selected key to the clipboard.

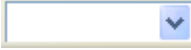


Refresh: Click this button, select the matching *Registry* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.



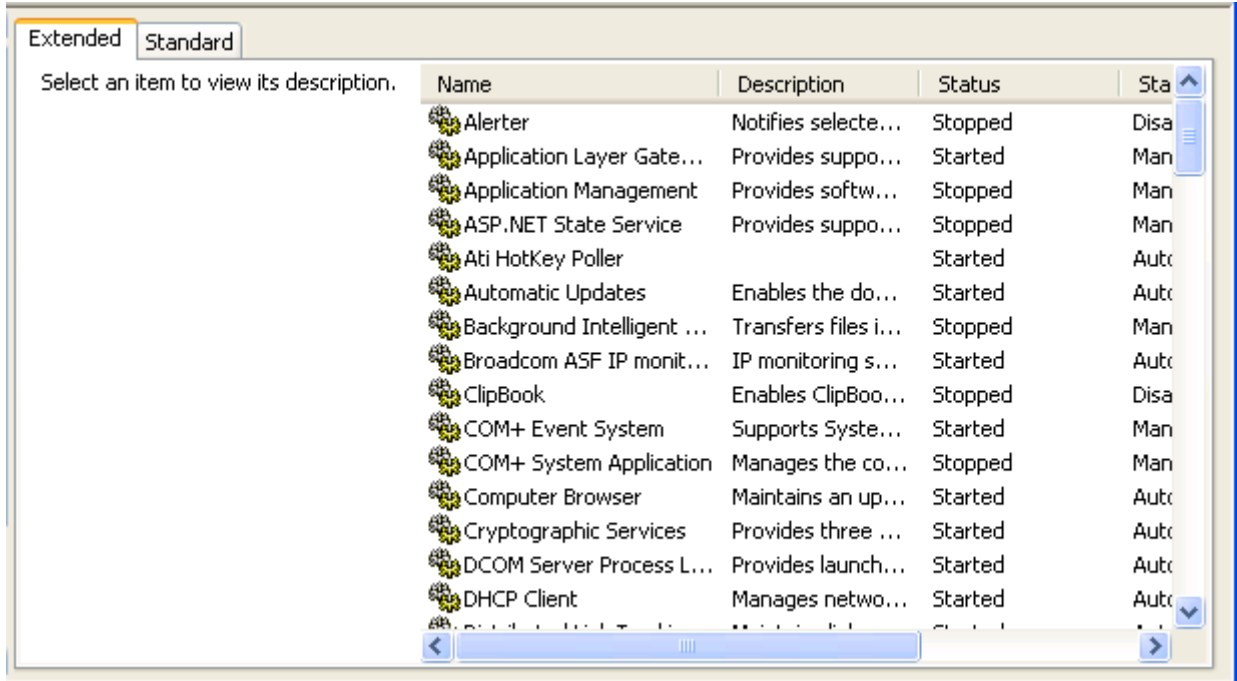
Add to Favorites: Select a key and click this button or select the matching *Registry* menu command to display the [Add to Favorites](#) window.

3.7 Guest Sessions

 <Favorites>: By default, the field of this drop-down box will be empty. The drop-down box list will contain your favorite keys (initially none). Select a favorite key in the list to display it in the field to open this favorite key in the keys pane.

3.7.5.7.5 Services

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) *Management* section *Services* command to display Host computer services in the [Display Panel](#):

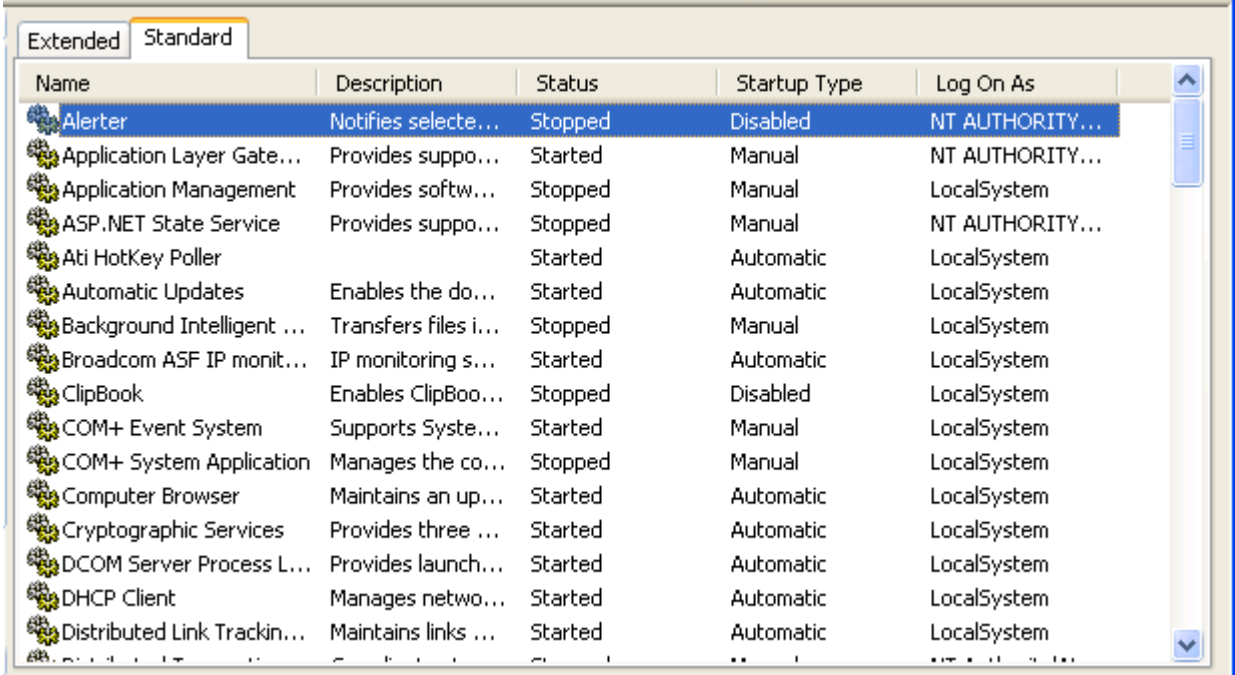


Note: This command will be disabled if the Host does not have the right to manage Host computer services. To assign required rights to the Host, run it as a user with required rights, see the [NetOp Host Program Options](#) window [Run As Tab](#). You can display the [Run As Tab](#) in a [Remote Control](#) session with the Host.

Only on Windows NT+ (2003, XP, 2000 and NT) computers, you can manage services. The *Services* command will be enabled only if the Host computer runs on a Windows NT+ operating system.

The *Extended* tab displays in a left column the selected service name, hotspots enabling its available actions and its description.

The alternative *Standard* tab displays only the table:



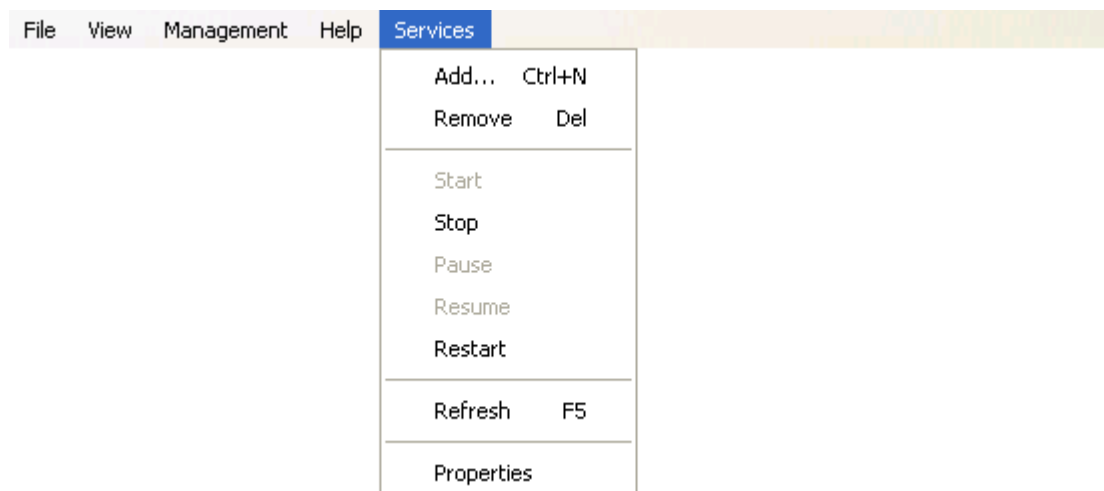
Name	Description	Status	Startup Type	Log On As
Alerter	Notifies selecte...	Stopped	Disabled	NT AUTHORITY...
Application Layer Gate...	Provides suppo...	Started	Manual	NT AUTHORITY...
Application Management	Provides softw...	Stopped	Manual	LocalSystem
ASP.NET State Service	Provides suppo...	Stopped	Manual	NT AUTHORITY...
Ati HotKey Poller		Started	Automatic	LocalSystem
Automatic Updates	Enables the do...	Started	Automatic	LocalSystem
Background Intelligent ...	Transfers files i...	Stopped	Manual	LocalSystem
Broadcom ASF IP monit...	IP monitoring s...	Started	Automatic	LocalSystem
ClipBook	Enables ClipBoo...	Stopped	Disabled	LocalSystem
COM+ Event System	Supports Syste...	Started	Manual	LocalSystem
COM+ System Application	Manages the co...	Stopped	Manual	LocalSystem
Computer Browser	Maintains an up...	Started	Automatic	LocalSystem
Cryptographic Services	Provides three ...	Started	Automatic	LocalSystem
DCOM Server Process L...	Provides launch...	Started	Automatic	LocalSystem
DHCP Client	Manages netwo...	Started	Automatic	LocalSystem
Distributed Link Trackin...	Maintains links ...	Started	Automatic	LocalSystem

The table contains record of available services with this column content:

- *Name*: Service icon and name.
- *Description*: Service description.
- *Status*: *Started*, *Stopped* or *Paused*.
- *Startup Type*: *Automatic*, *Manual* or *Disabled*.
- *Log On As*: *LocalSystem*, *NT AUTHORITY/LocalService*, *NT AUTHORITY/NetworkService* or <User name>.

Table controls are explained in [Table Control](#).

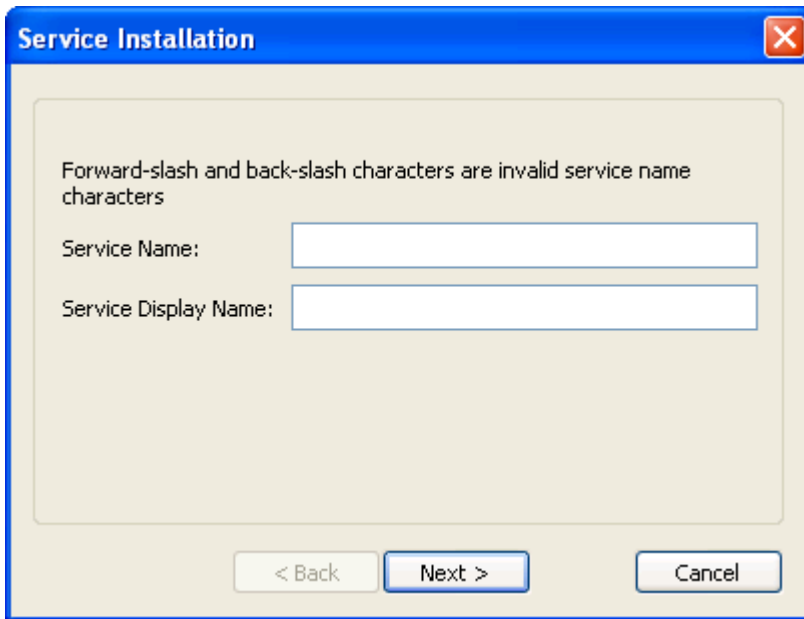
In the [Menu Bar](#), select *Services*, press ALT+S or right-click in the [Display Panel](#) to open this menu:



3.7 Guest Sessions

Add... *Ctrl+N*: Select this command, press CTRL+N or click the matching [Toolbar](#) button to display this first *Service Installation* wizard window:

Service Installation

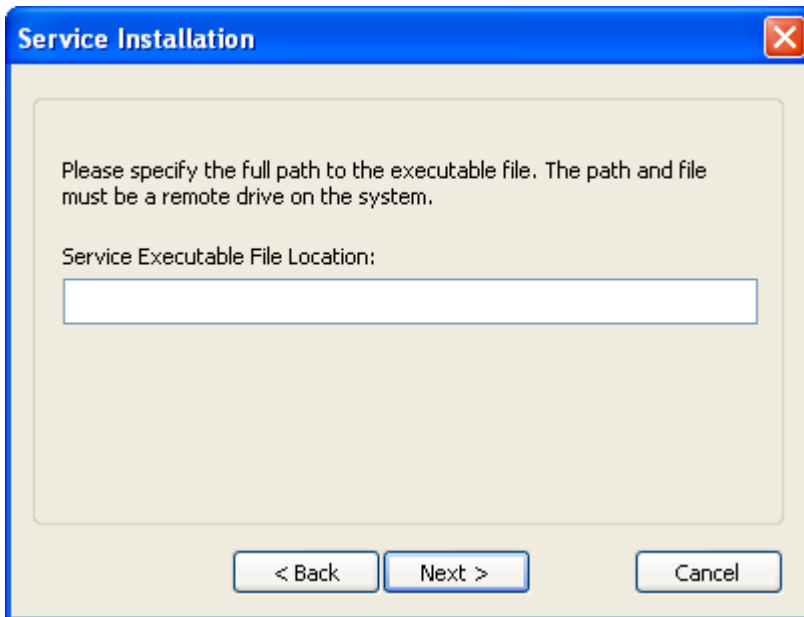


The screenshot shows a window titled "Service Installation" with a blue header and a close button in the top right corner. The main area contains the text: "Forward-slash and back-slash characters are invalid service name characters". Below this text are two text input fields: "Service Name:" and "Service Display Name:". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Service Name: []: Specify in this field the service name.

Service Display Name: []: Specify in this field the name by which the service shall be displayed.

Next >: Click this button to display this second *Service Installation* wizard window:

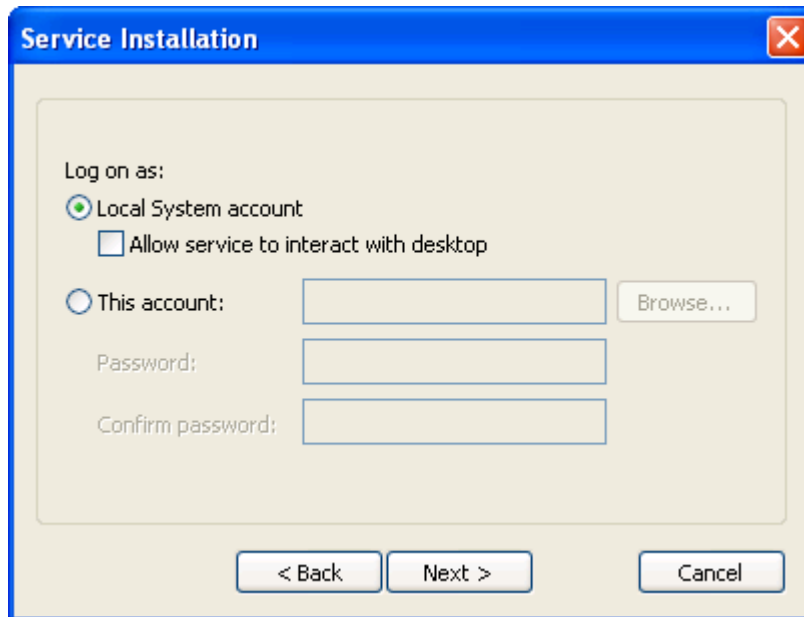


The screenshot shows a window titled "Service Installation" with a blue header and a close button in the top right corner. The main area contains the text: "Please specify the full path to the executable file. The path and file must be a remote drive on the system." Below this text is a text input field labeled "Service Executable File Location:". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Service Executable File Location: []: Specify in this field the Host computer path and name of the service executable file.

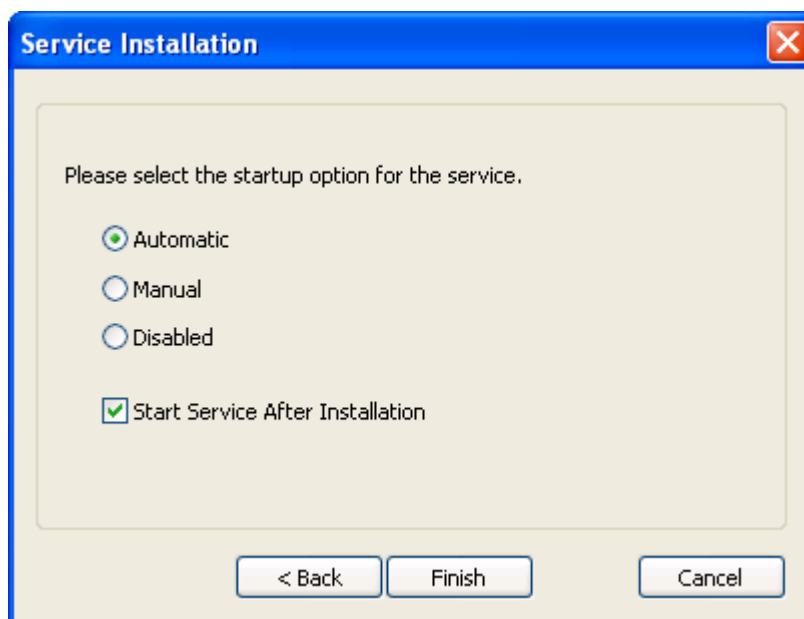
< Back: Click this button to return to the previous wizard window.

Next >: Click this button to display this third *Service Installation* wizard window:



The options in this window are explained in the [Log On Tab](#) section.

Next >: Click this button to display this fourth and final *Service Installation* wizard window:



Select one of these options:

Automatic: Start this service automatically, typically when the operating system starts (default selection).

Manual: Start this service manually.

Disabled: Disable starting this service.

Start Service After Installation: Leave this box checked to start this service after its installation (default: checked). If *Disabled* is selected above, the service will not start.

Finish: Click this button to install the service on the Host computer to display its record in the [Display Panel](#).

3.7 Guest Sessions

Remove Del: Select a record and select this command, press DELETE or click the matching [Toolbar](#) button to display a confirmation window to confirm deleting it.

Note: If you remove a service of a running application, the service will become *Stopped* and *Disabled*. When the application is unloaded, the record will be removed.

Caution: Removing a service may affect dependent services, see [Dependencies Tab](#).

Start: If enabled, select this command or click the [Toolbar](#) *Start/Resume* button to start the selected service.

Stop: If enabled, select this command or click the matching [Toolbar](#) button to stop the selected service.

Pause: If enabled, select this command or click the matching [Toolbar](#) button to pause the selected service.

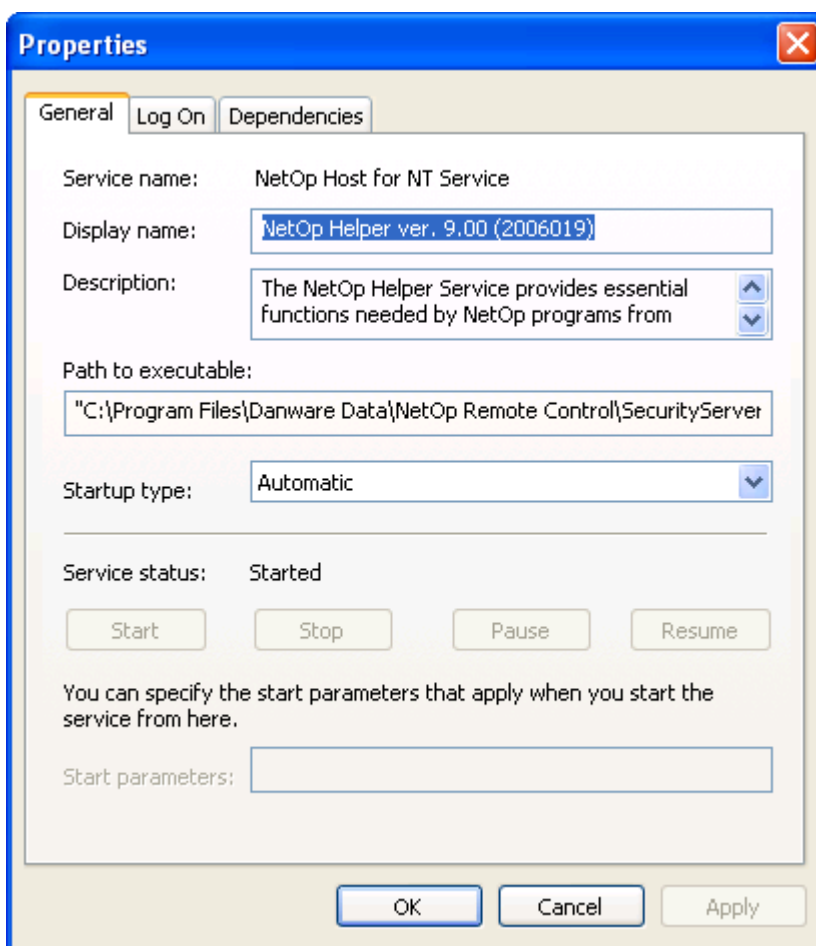
Resume: If enabled, select this command or click the [Toolbar](#) *Start/Resume* button to resume the selected service.

Restart: If enabled, select this command or click the matching [Toolbar](#) button to stop and start the selected service.

Caution: Stopping, pausing or restarting a service may affect dependent services, see [Dependencies Tab](#).

Refresh: Select this command or click the matching [Toolbar](#) button to retrieve new information from the Host computer to refresh the [Display Panel](#) content.

Properties: Select a record and select this command or double-click a record to display this window:



This window that enables viewing and changing certain properties of the selected record Host computer service has these tabs:

- [General Tab](#)
- [Log On Tab](#)
- [Dependencies Tab](#).

Caution: Do not change Host computer service properties unless you know exactly what you are doing. Keep notes of changes to enable restoring properties if changes cause an unexpected behaviour.

General Tab

This [Remote Management Services](#) tab specifies general service properties:

Service Name: Displays the service name.

Display Name: : Displays the name by which the service is displayed.

Description: : Displays a service description.

Path to Executable: : Displays the Host computer path to the service executable file.

Startup Type: : The field of this drop-down box displays the selected service startup type. The drop-down box list contains the options *Automatic*, *Manual* and *Disabled*. Select an option in the list to display it in the field.

Note: If you select *Disabled*, a *Started* service will keep running, you can *Resume* a *Paused* service but you cannot *Start* a *Stopped* service.

Service Status: Displays the service status (*Started*, *Paused* or *Stopped*).

Start: If enabled, click this button to start the service.

Stop: If enabled, click this button to stop the service.

Pause: If enabled, click this button to pause the service.

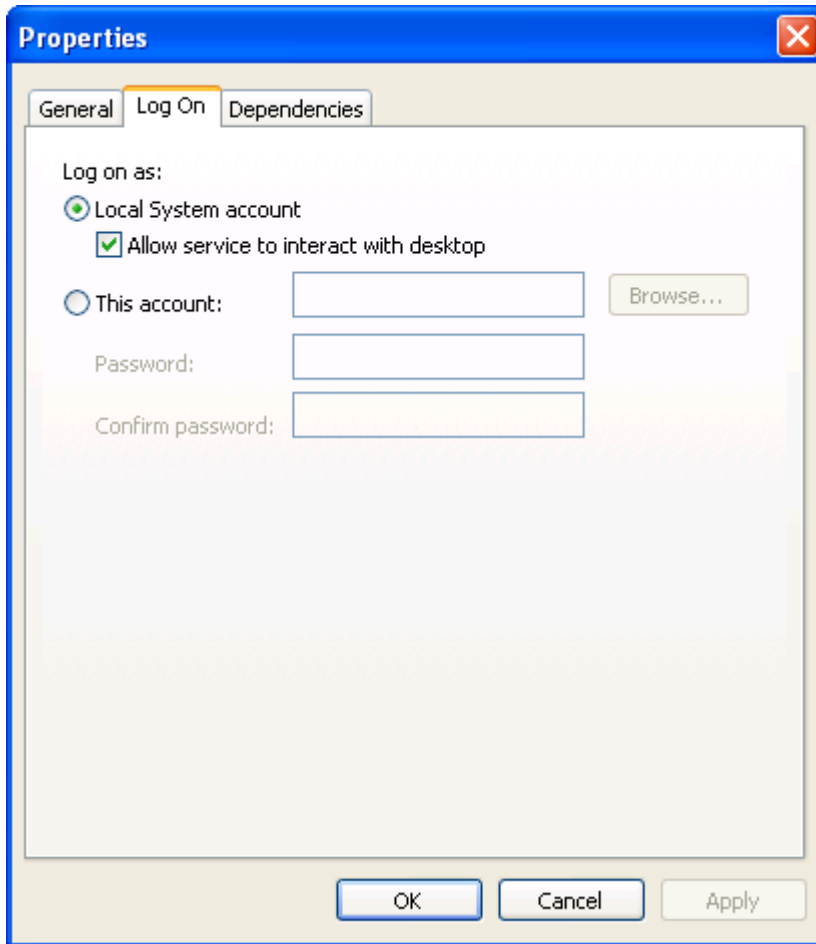
Resume: If enabled, click this button to resume the service.

Caution: Stopping or pausing a service may affect dependent services, see [Dependencies Tab](#).

Start Parameters: : This field will be enabled if the service is *Stopped*. Specify in this field any command line parameters that shall apply when starting the service.

Note: Specified *Start Parameters* will not be saved. A backslash (\) will be interpreted as an ESCAPE character. Specify two backslashes for each backslash in a parameter.

Log On Tab



This [Remote Management Services](#) tab specifies the log on properties of the selected record Host computer service.

Log On As: Select one of these options:

Local System Account: Select this option to make the selected record Host computer service log on as a local system account that has extensive rights on the Host computer but no rights on other computers (typically the default selection).

Allow Service to Interact with the Desktop: Check this box to allow the service to display user interaction windows on the desktop (typically unchecked).

This Account: []: Select this option to make the selected Host computer service log on as a specific user and specify the user credentials in the fields.

Note: To specify that the selected Host computer service shall use the *Local Service* account, specify *NT AUTHORITY\LocalService*. To specify that it shall use the *Network Service* account, specify *NT AUTHORITY\NetworkService*. Do not specify a password for these accounts.

Browse: Click this button to display this window:

Select Users

The screenshot shows a dialog box titled "Select Users". At the top, there is a "List Names From:" label followed by a text box with a drop-down arrow. Below this is a section labeled "Groups and Users:" containing a table with three columns: "User Name", "Full Name", and "Description". The table is currently empty. Below the table is a section labeled "Added Users:" containing another table with the same three columns, also empty. At the bottom of the dialog are two buttons: "OK" and "Cancel".

List Names From: []: The field of this drop-down box will typically display the name of the Host computer. The drop-down box list will contain the names of domains recognized by the Host computer. Select a name in the list to display it in the field.

Groups and Users: []: This pane will display users on the computer or in the domain displayed in the *List Names From* drop-down box field as table records with this column content:

- *User Name:* Windows logon user name.
- *Full Name:* Windows user full name, if specified.
- *Description:* Windows user description, if specified.

Table controls are explained in [Table Control](#).

Double-click a record to add it to the *Added Users* pane below.

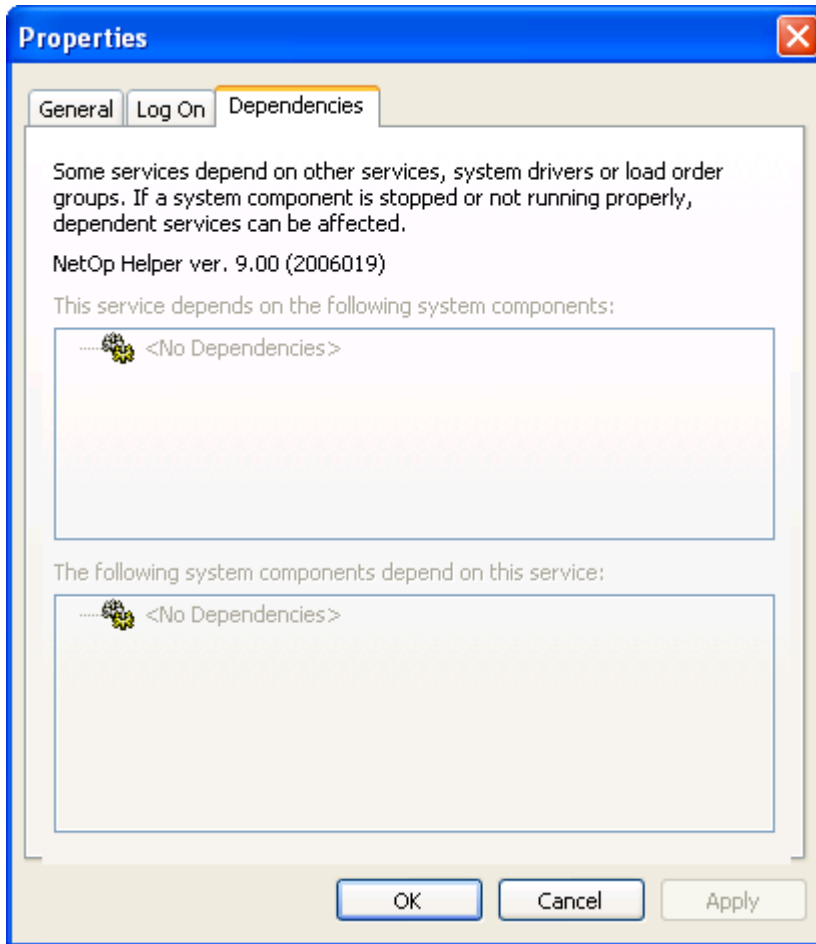
Added Users: []: This pane can contain only one record. To remove a record from the pane, double-click it.

OK: Click this button to close the window and specify the *Added Users* pane record user name in the in the *Properties* window *This Account* field.

Password: []: Specify in this field the password that shall be used with the user name specified in the *This Account* field. Keyboard entries will display as asterisks (*):

Confirm Password: []: Re-specify the password in this field for confirmation.

Dependencies Tab



This tab displays in the upper pane system components on which the selected record service depends and in the lower pane system components that depend on this service. If there are dependencies, the pane background will be white, otherwise gray. You cannot change dependencies on this tab.

Caution: If system components depend on the selected record service, the computer may not function properly if the properties of the service are changed.

This [Toolbar](#) will be displayed unless hidden from the [View Menu Toolbar](#) command:



Add: Click this button, select the matching *Services* menu command or press CTRL+N to display the first [Service Installation](#) wizard window.



Remove: Select a record and click this button, select the matching *Services* menu command or press DELETE to display a confirmation window to confirm removing the record.

Note: If you remove a service of a running application, the service will become *Stopped* and *Disabled*. When the application is unloaded, the record will be removed.

Caution: Removing a service may affect dependent services, see [Dependencies Tab](#).



Start/Resume: If enabled, click this button or select the matching *Services* menu command to start or resume the selected service.



Stop: If enabled, click this button or select the matching *Services* menu command to stop the selected service.



Pause: If enabled, click this button or select the matching *Services* menu command to pause the selected service.



Restart: If enabled, click this button or select the matching *Services* menu command to stop and start the service.

Caution: Stopping, pausing or restarting a service may affect dependent services, see [Dependencies Tab](#).



Refresh: Click this button, select the matching *Services* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) contents.

3.7.5.7.6 Shared Folders

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) *Management* section *Shared Folders* command to display Host computer shares, sessions and open files in the [Display Panel](#):

Share Name	Folder Path	Type	# Client Connections	Description
IPC\$		Hidden Resource	0	Remote IPC
D\$	D:\	Hidden Resource	0	Default share
C	C:\	Disk drive	0	C drive
ADMIN\$	C:\WINDOWS	Hidden Resource	0	Remote Admin
C\$	C:\	Hidden Resource	0	Default share

Note: This command will be disabled if the Host does not have the right to manage Host computer shared folders. To assign required rights to the Host, run it as a user with required rights, see the [NetOp Host Program Options](#) window [Run As Tab](#). You can display the [Run As Tab](#) in a [Remote Control](#) session with the Host.

The [Display Panel](#) contains these tabs:

- [Shares Tab](#)
- [Sessions Tab](#)
- [Open Files Tab](#)

3.7 Guest Sessions

Shares Tab

This [Remote Management](#) window [Shared Folders](#) tab displays Host computer shared resources as table records with this column contents:

- *Share Name*: Shared resource icon and name.
- *Folder Path*: Directory path or resource description.
- *Type*: *Unknown* or resource type name.
- *# Client Connections*: Number of current connections from remote computers.
- *Description*: Shared resource description, if available.

Table controls are explained in [Table Control](#).

Special Shares

For administrative and system use, the operating system automatically creates special shares as hidden resources, typically with \$ as the last character in the share name.

Note: Typically, you should not delete or change special shares. If you delete or change special shares, they may become restored when the server service or the computer is restarted.

These special shares can be displayed on the *Shares* tab:

<Drive letter>\$: Enables administrators to connect to the root directory of a drive.

ADMIN\$: Enables remote administration of a computer. Its path is always the path of the system root directory.

IPC\$: Enables interprogram communication by named pipes during remote administration and when viewing a computer's shared resources. It cannot be deleted.

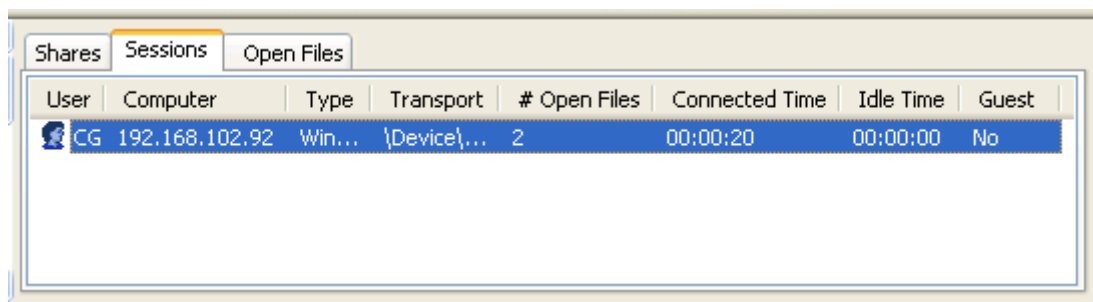
NETLOGON: Required on domain controllers. If you remove it, domain client computers will lose functionality.


SYSVOL: Required on domain controllers. If you remove it, domain client computers will lose functionality.

PRINT\$: Used during remote administration of printers.

FAX\$: A server folder that stores temporary telefax files and telefax cover pages. It is used by clients when sending a telefax.

Sessions Tab



User	Computer	Type	Transport	# Open Files	Connected Time	Idle Time	Guest
 CG	192.168.102.92	Win...	{Device}...	2	00:00:20	00:00:00	No

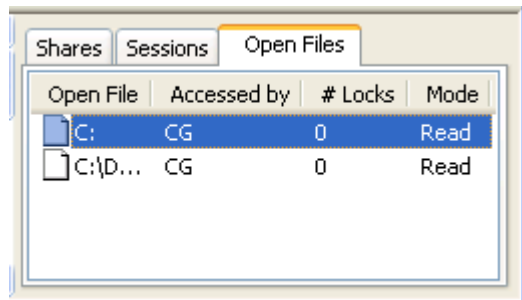
This tab will display Host computer shared folder sessions as table records with this column content:

- *User*: Session user icon and Windows logon name.
- *Computer*: Session computer name or address.
- *Type*: Session computer operating system type.
- *Transport*: Session communication device specification.
- *# Open Files*: Number of session open files.

- *Connected Time*: Session time in format HH:MM:SS (H=Hour digit, M=Minute digit, S=Second digit).
- *Idle Time*: Time since last session user action in format HH:MM:SS (H=Hour digit, M=Minute digit, S=Second digit).
- *Guest*: Displays *Yes* if the session user is logged on to Windows by a *Guest* account with typically very limited rights. Displays *No* if not.

Table controls are explained in [Table Control](#).

Open Files Tab



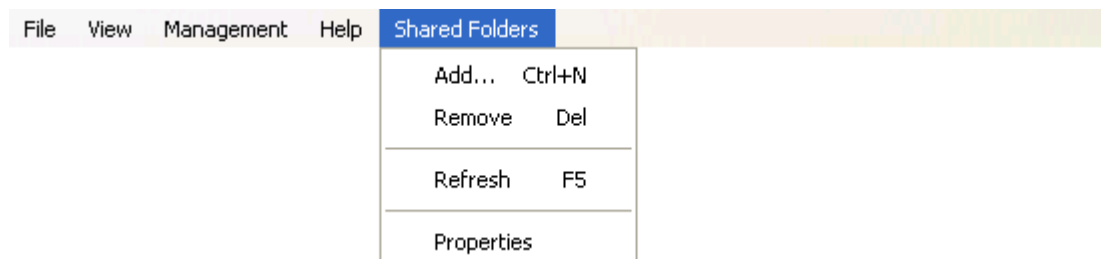
Open File	Accessed by	# Locks	Mode
C:	CG	0	Read
C:\D...	CG	0	Read

This tab will display Host computer shared folder open files as table records with this column content:

- *Open File*: File icon, path and name.
- *Accessed By*: File session user Windows logon name.
- *# Locks*: File number of locks.
- *Mode*: File permission type.

Table controls are explained in [Table Control](#).

In the [Menu Bar](#), select *Shared Folders*, press ALT+S or right-click in the display panel to display this menu:



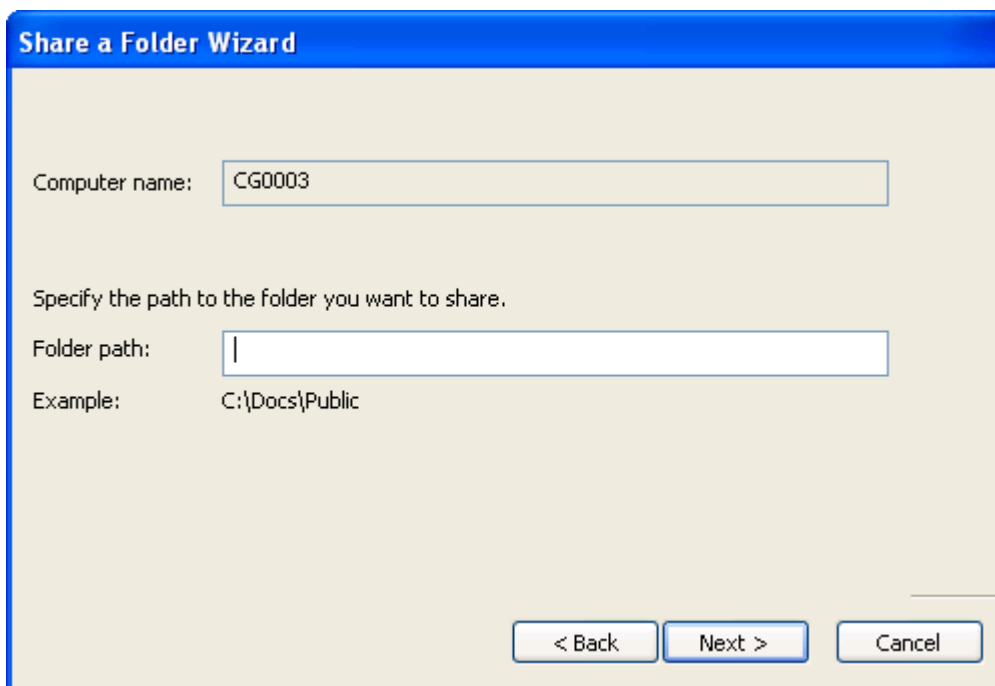
Add... Ctrl+N: Displaying the *Shares* tab, select this command, press CTRL+N or click the matching [Toolbar](#) button to display this first *Share a Folder Wizard* window:

3.7 Guest Sessions

Share a Folder Wizard



Next >: Click this button to display this window:



Computer name: []: Displays the name of the Host computer.

Folder path: []: Specify in this field the Host computer path of a folder that shall be shared.

< Back: Click this button to return to the previous wizard window.

Next >: Click this button to display this window:

Share name: []: Displays the share name (default: the folder name specified in the previous wizard window). You can edit the share name.

Note: Using \$ as the last character of the share name, the shared folder will be hidden to not appear to a browsing network user. Network users can map a drive to a hidden shared folder.

Share path: []: Displays the share path as specified in the previous wizard window.

Description: Optionally, specify in this field a share description that will be displayed in the *Description* column on the *Shares* tab.

Finish: Click this button to end the *Share a Folder Wizard* to add the share record to the *Shares* tab.

Tip: To create permissions to a share, double-click its record to display the *Properties* window, see below.

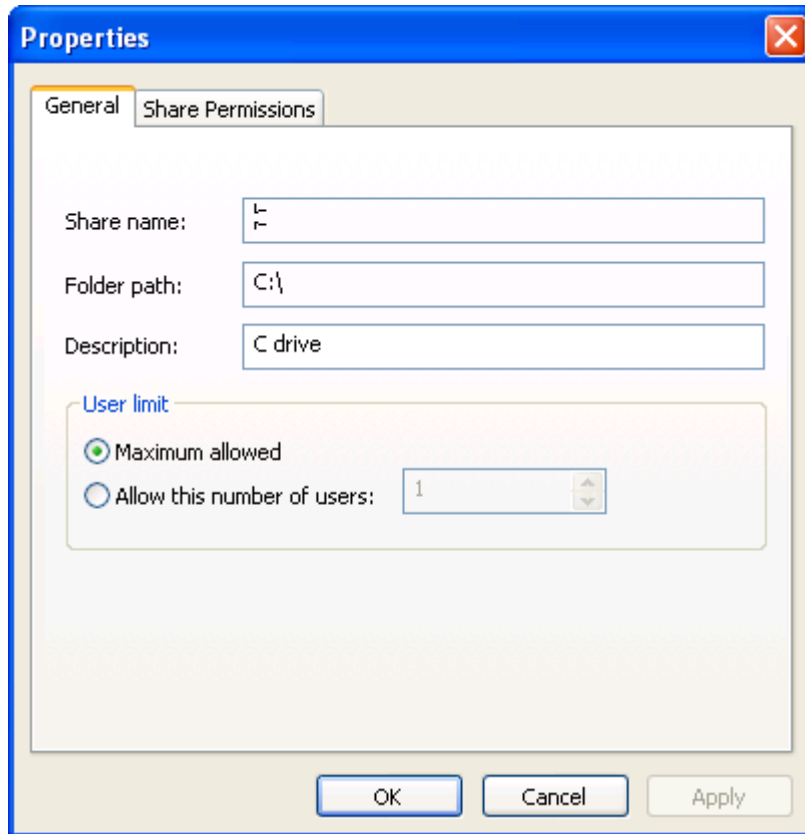
Remove Del: Select a *Shares* tab, *Sessions* tab or *Open Files* tab record and select this command, press DELETE or click the matching [Toolbar](#) button to display a confirmation window to confirm to remove the record share or disconnect the session user.

Note: *Remove* may cause loss of data to session users. Typically, you should not remove [Special Shares](#).

Refresh F5: Select this command, click the matching [Toolbar](#) button or press F5 to retrieve new information from the Host computer to refresh the [Display Panel](#) content.

Properties: Displaying the *Shares* tab, select a record and select this command, click the matching [Toolbar](#) button or double-click a record to display this window:

Properties



This window contains a [General Tab](#) and, if permissions can be assigned to the share, a [Share Permissions Tab](#).

General Tab

This tab specifies general share properties.

Share name: []: Displays the share name that you cannot change.

Folder path: []: Displays the share path or resource specification that you cannot change.

Description: []: The content of this field will be disabled (gray characters) with certain special shares. If enabled, you can change the field content that will be displayed on the *Shares* tab.

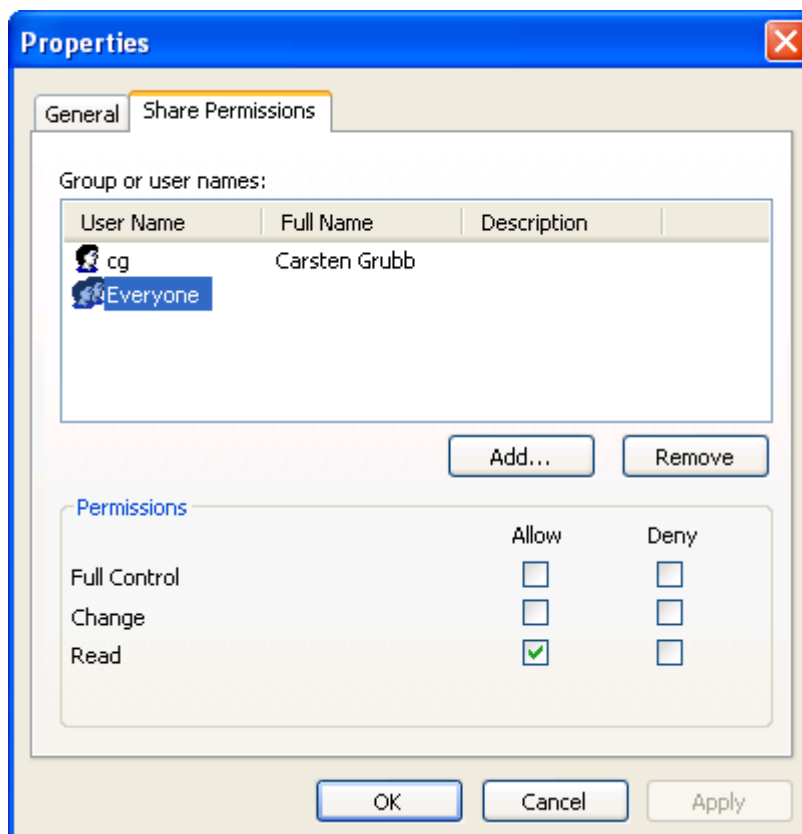
User limit: For some shares, the options in this section are disabled. If enabled, select one of these options:

Maximum allowed: Allow the maximum available number of simultaneous users of the share (default selection).

Allow this number of users: []: Select this option to limit the number of simultaneous users of the share. The spinbox displays the allowed number of users (default: 1). Click the up/down buttons to adjust the number or specify the number in the spinbox.

Note: The maximum available number of users may be limited by the applicable software license.

Share Permissions Tab



Group or user names: []: This pane displays groups and users as table records with this column content:

- *User Name:* Group or user icon and name.
- *Full Name:* User full name, if available.
- *Description:* Group or user description, if available.

Table controls are explained in [Table Control](#).

Add...: Click this button to display the [Select Users](#) window to add groups and/or users.

Remove: Select a record in the pane and click this button to remove it.

Permissions: This section specifies the permissions of the group or user selected in the pane above. Check boxes in the *Allow* column to grant permissions. Click boxes in the *Deny* column to deny permissions even if granted on the file system level.

- *Full Control:* Change permissions plus change permissions of NTFS files and folders.
- *Change:* Read permissions plus add files and subfolders, change data in files and delete subdirectories and files.
- *Read:* View file and subfolder names, view data in files and run program files.

Note: Checking an upper box checks lower boxes.

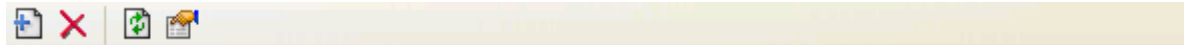
Share permissions apply only to network users. They do not apply to users that log on locally including terminal server users.


Preferably, assign permissions to groups and add users to groups rather than assign identical permissions to multiple users.


If you change permissions on special shares, the original permissions may be restored when the server service or the computer is restarted.

3.7 Guest Sessions


This [Toolbar](#) will be displayed unless hidden from the [View Menu](#) *Toolbar* command:




 *Add*: Displaying the *Shares* tab, click this button, select the matching *Shared Folders* menu command or press CTRL+N to display the first [Share a Folder Wizard](#) window.

 *Remove*: Select a record and click this button, select the matching *Shared Folders* menu command or press DELETE to display a confirmation window to confirm deleting the record.

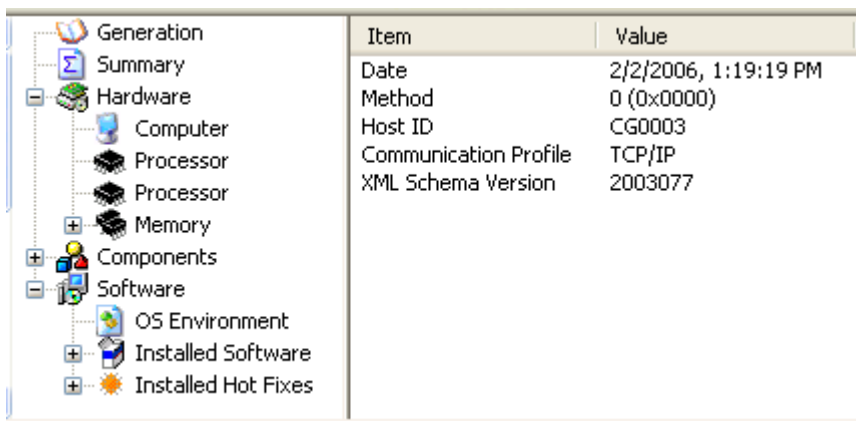
Note: *Remove* may cause loss of data to session users. Typically, you should not remove [Special Shares](#).

 *Refresh*: Click this button, select the matching *Shared Folders* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.

 *Properties*: Displaying the *Shares* tab, select a record and click this button, select the matching *Shared Folders* menu command or double-click the record to display the [Properties](#) window.

3.7.5.7.7 Inventory

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) *Management* section *Inventory* command to display the Host computer inventory in the [Display Panel](#):



	Item	Value
Generation		
Summary	Date	2/2/2006, 1:19:19 PM
Hardware	Method	0 (0x0000)
Computer	Host ID	CG0003
Processor	Communication Profile	TCP/IP
Processor	XML Schema Version	2003077
Memory		
Components		
Software		
OS Environment		
Installed Software		
Installed Hot Fixes		

Note: This command will be disabled if the Host computer does not run on a Windows operating system.

The Host computer inventory will be displayed like on the [NetOp Guest Window Inventory Tab](#). This is a view only display from which you cannot save Host computer inventory information.

In the [Menu Bar](#), select *Inventory* or press ALT+I to open this menu:



Refresh F5: Select this command, click the matching [Toolbar](#) button or press F5 to retrieve new information from the Host computer to refresh the [Display Panel](#) content.

This [Toolbar](#) will be displayed unless hidden from the [View Menu](#) *Toolbar* command:



Refresh: Click this button, select the matching *Inventory* menu command or press F5 to retrieve new information from the Host computer to refresh the [Display Panel](#) content.

3.7.5.7.8 Command Console

Select the Remote Management window [Management Menu](#) or [Navigation Panel](#) *Management* section *Command Console* command to display this window:

Startup Information

A dialog box titled "Startup Information" with a blue header and a close button (X) in the top right corner. It contains two radio button options: "Use host account" (selected) and "Use this account information". Below the second option are three text input fields labeled "Login name:", "Password:", and "Domain:". At the bottom left, there is a checked checkbox labeled "Load user profile". At the bottom right, there are "OK" and "Cancel" buttons.

Select one of these options:

Use Host account: Open the *Command Console* display with the rights of the user logged on to Windows on the Host computer (default selection).

Use this account information: Open the *Command Console* display with the rights of the user credentials specified below.

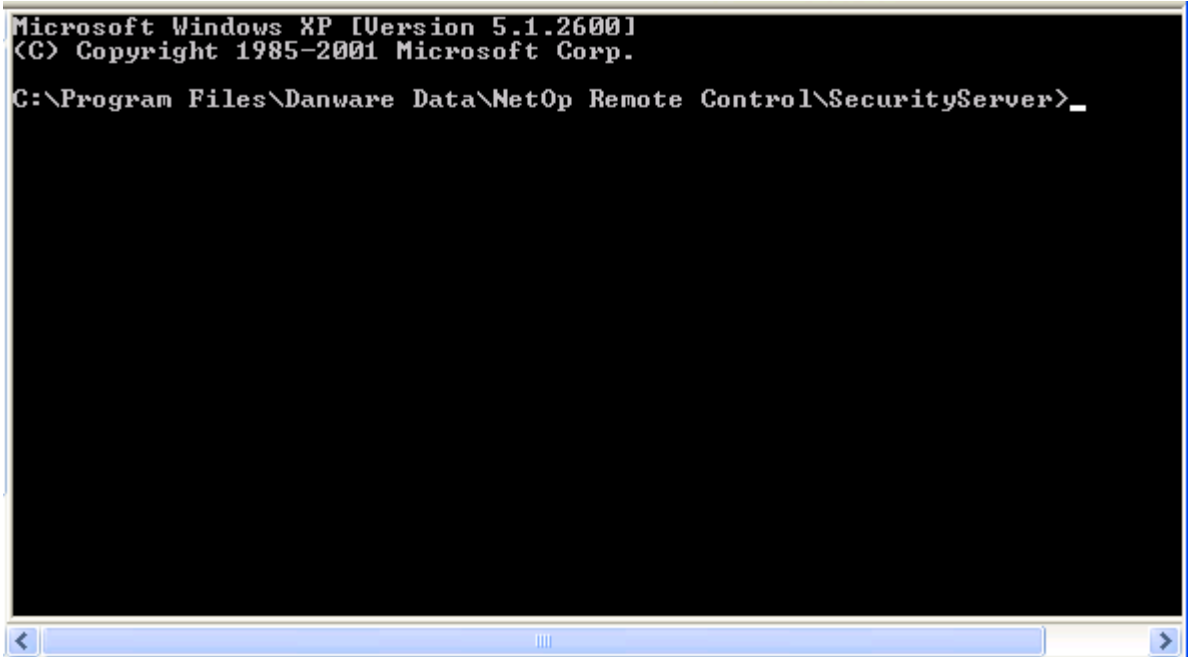
Login Name: []: Specify in this field a Host computer domain recognized user name.

Password: []: Specify in this field the matching password. Characters will display as asterisks.

Domain: []: Specify in this field the matching domain name.

Load user profile: Leave this box checked to load a Host computer user profile for the specified user name (default: checked).

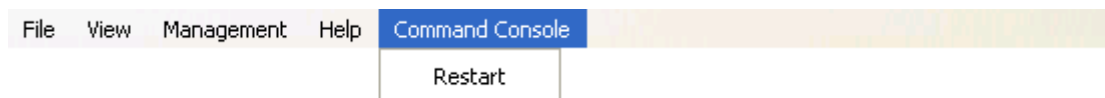
Click OK to display a Host computer *Command Prompt* window in the [Display Panel](#):

A screenshot of a Windows XP Command Prompt window. The text displayed is: "Microsoft Windows XP [Version 5.1.2600] (C) Copyright 1985-2001 Microsoft Corp. C:\Program Files\Danware Data\NetOp Remote Control\SecurityServer>_". The window has a blue title bar and a scroll bar at the bottom.

3.7 Guest Sessions

In this window, you can specify commands that will execute on the Host computer.

In the [Menu Bar](#), select *Command Console* or press ALT+C to open this menu:



Restart: Select this command or click the matching [Toolbar](#) button to restart *Command Console* to display the [Startup Information](#) window.

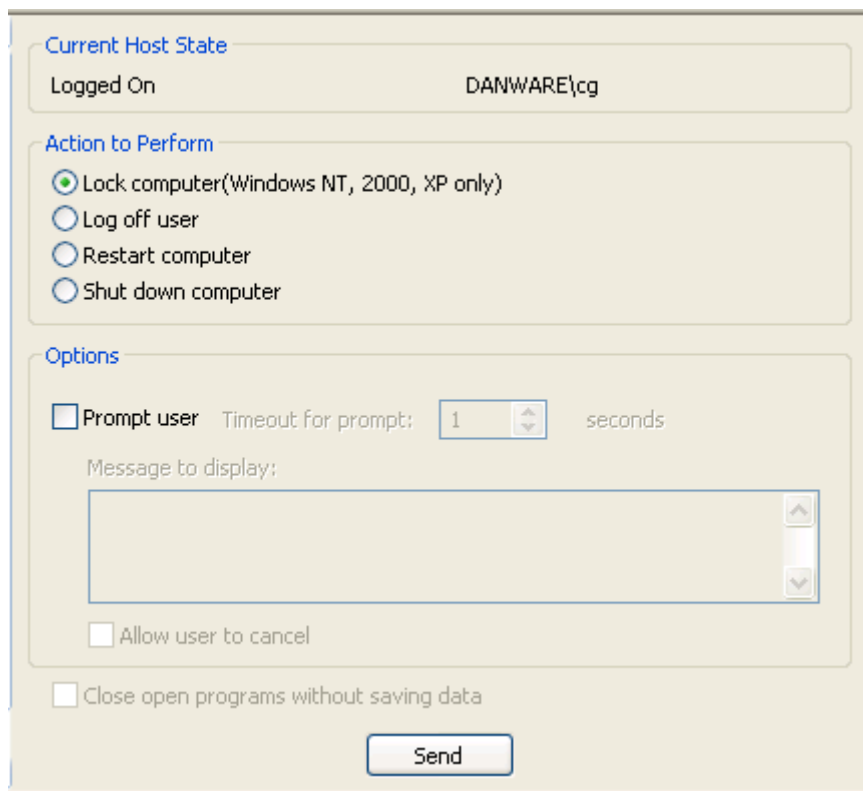
This [Toolbar](#) will be displayed unless hidden from the [View Menu Toolbar](#) command.



Restart: Click this button or select the matching *Command Console* menu command to restart *Command Console* to display the [Startup Information](#) window.

3.7.5.7.9 System Control

Select the [Remote Management](#) window [Management Menu](#) or [Navigation Panel](#) *Management* section *System Control* command to display this [Display Panel](#) content:

A screenshot of a 'System Control' display panel. It has three main sections: 'Current Host State' showing 'Logged On' for user 'DANWARE\cg'; 'Action to Perform' with radio buttons for 'Lock computer (Windows NT, 2000, XP only)', 'Log off user', 'Restart computer', and 'Shut down computer'; and 'Options' with checkboxes for 'Prompt user' (with a timeout of 1 second), 'Allow user to cancel', and 'Close open programs without saving data'. A 'Send' button is at the bottom.

From these elements, you can control the Host computer state:

Current Host state

This section displays the Host computer user logon status:

Logged off/Logged on <Logged on user name>: *Logged off* indicates that no user is logged on to the Host computer. *Logged on* <Logged on user name> specifies the name of the user logged on to the Host computer.

Note: You can log on to the Host computer from a [Remote Control](#) session.

Action to perform

Select one of these actions to execute it when clicking the [Display Panel Send](#) or [Toolbar Send Command](#) button:

- Lock computer (Windows NT, 2000, XP only)*: Select this option or press L to select to lock the Host computer if running on Windows 2003, XP, 2000 or NT (default selection).
- Log off user*: Select this option or press O to select to log off the user from the Host computer.
- Restart computer*: Select this option or press C to select to restart the Host computer.
- Shut down computer*: Select this option or press D to select to shut down the Host computer.

Options

Optionally, specify options in this section to modify the action selected in the *Action to perform* section:

Prompt user Timeout for prompt: [] seconds: Check this box or press P to check it to alert the Host computer user by a popup message (default: unchecked). The spinbox specifies which number of seconds after prompting the user the action selected in the *Action to perform* section will be executed. Click the up/down buttons to adjust the number or specify a number (default: 1, range 1- 999).

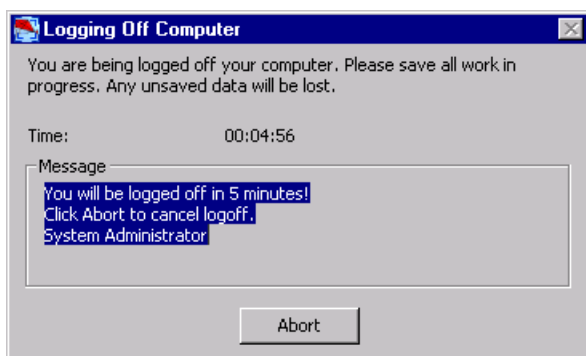
Message to display: []: Specify in this pane up to four lines of text that shall be displayed in the Host computer popup message.

Allow user to cancel: Check this box or press U to check to enable an *Abort* button in the Host computer popup message to enable the Host computer user to cancel the action (default: unchecked).

Close open programs without saving data: Check this box or press V to check it to close open Host computer programs without saving data when executing the action (default: unchecked).

Send: Click this button or the matching [Toolbar](#) button, select the matching *System Control* menu command or press S to execute the action specified above.

The Host computer popup message will be displayed in this window:



The *Time*: display in format HH:MM:SS (H=Hour digit, M=Minute digit, S=Second digit) will count down to 00:00:00 before the system control action executes.

Note: Generally, you cannot cancel a sent *System Control* command. However, if the *Abort* button is enabled in a Host computer popup message, you can cancel the action by clicking this button in a [Remote Control](#) display.

In the [Menu Bar](#), select *System Control*, press ALT+S or right-click in the display panel to open this menu:



3.7 Guest Sessions

Refresh F5: Select this command, click the matching [Toolbar](#) button or press F5 to retrieve new information from the Host computer to refresh the [Display Panel](#) content.

Send: Select this command, click the matching [Toolbar](#) or [Display Panel](#) button or press S to execute the action specified in the display panel.

This [Toolbar](#) will be displayed unless hidden from the [View Menu](#) *Toolbar* command:

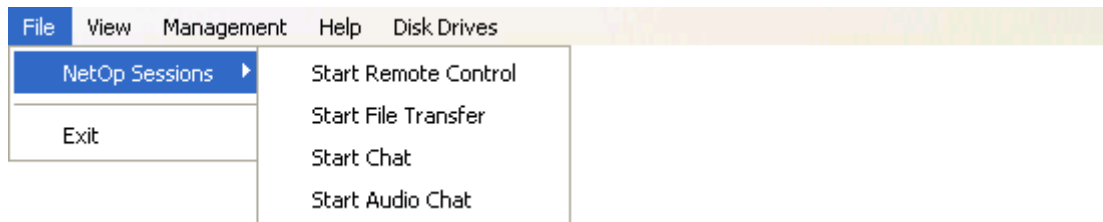


Refresh: Click this button, select the matching *System Control* menu command or press F5 to retrieve new data from the Host computer to refresh the [Display Panel](#) content.

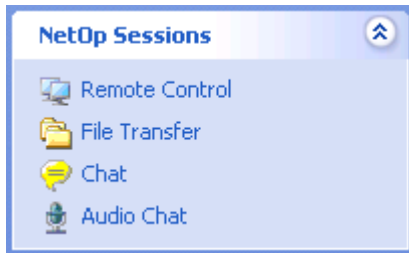
Send: Click this button or the matching [Display Panel](#) button, select the matching *System Control* menu command or press S to execute the action specified in the [Display Panel](#).

3.7.5.8 NetOp Sessions

You can start and stop other NetOp sessions with the remote managed Host from the [File Menu](#) *NetOp Sessions* command submenu:



and from the [Navigation Panel](#) *NetOp Sessions* section:



[File Menu](#) commands will begin with *Start* if no session is running or *Stop* if a session is running.

[Navigation Panel](#) command icons will display a red X if a session is running.

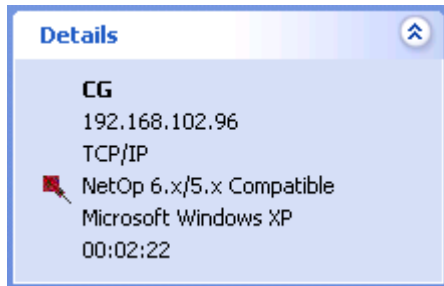
Select a command to start or stop a session.

Note: If Host [Guest Access Security](#) does not allow the Guest to start a type of session, the command will be disabled, see [Allow Guest To](#).

Start Audio-Video Chat will be disabled if the Guest and Host computers are not both interactive audio enabled or if any of them is running another audio session.

3.7.5.9 Details

The [Navigation Panel](#) *Details* section:



will display these details:

- <Host ID>
- <Host computer IP or MAC address>
- <Guest communication profile name>
- Communication encryption type icon and <Description>
- <Host computer operating system name>
- Remote Management session duration in format HH:MM:SS (H=hour digit, M=Minute digit, S=Second digit)

You cannot execute any actions from the *Details* section.

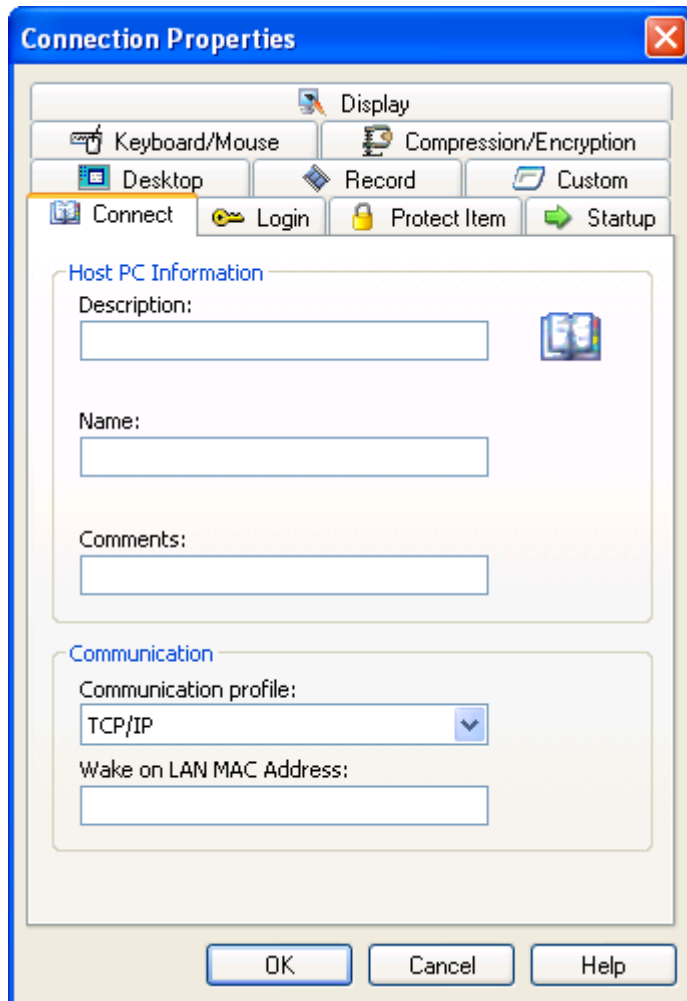
3.8 Session Tools

This section explains these session tools:

- [Connection Properties](#)
- [NetOp Marker Utility](#)
- [NetOp Script](#)
- [Run Program](#)
- [Execute Command](#)
- [NetOp Message](#)
- [Get Inventory](#)

3.8.1 Connection Properties

The *Connection Properties* window specifies the individual settings that can be applied when connecting to a Host in this window:



It contains these tabs:

- [Connect Tab](#)
- [Login Tab](#)
- [Protect Item Tab](#)
- [Startup Tab](#)

- [Display Tab](#)
- [Keyboard/Mouse Tab](#)
- [Compression/Encryption Tab](#)
- [Desktop Tab](#)
- [Record Tab](#)
- [Custom Tab](#)

You can display the *Connection Properties* window from [Tab Panel](#) tabs and the [Remote Control](#) display:

- If the [Phonebook Tab](#) is displayed, select the [Edit Menu](#) or [Records Pane](#) context menu *New Phonebook Entry* command or click the [Toolbar Other Buttons](#) *Phonebook Entry* button to display the all tabs *Connection Properties* window with default selections to create a phonebook record.
- If the [Phonebook Tab](#) or [History Tab](#) is displayed, select a records pane record and select the [Edit Menu](#) or records pane context menu *Connection Properties* command or click the [Toolbar Other Buttons](#) *Connection Properties* button to display the all tabs *Connection Properties* window with selected record connection properties to view or edit them.
- If the [Quick Connect Tab](#) is displayed, click the [Buttons](#) *Connection Properties* button to display a limited tabs *Connection Properties* window the [Login Tab](#), [Startup Tab](#), [Display Tab](#), [Keyboard/Mouse Tab](#), [Compression/Encryption Tab](#), [Desktop Tab](#) and [Record Tab](#) with the connection properties applied to connections from the [Quick Connect Tab](#) to view or edit them.
- If the [Help Request Tab](#) is displayed, select a record and select the [Edit Menu](#) or context menu *Connection Properties* command or click the [Toolbar Other Buttons](#) *Connection Properties* button to display a limited tabs *Connection Properties* window with the [Login Tab](#), [Startup Tab](#), [Display Tab](#), [Keyboard/Mouse Tab](#), [Compression/Encryption Tab](#), [Desktop Tab](#) and [Record Tab](#) with the selected record connection properties to view or edit them.
- In the [Remote Control](#) display, select the window [Title Bar](#) menu *Connection Properties* command or click the [Toolbar and Toolbox Control Buttons](#) *Connection Properties* button to display a limited tabs *Connection Properties* window with partly enabled [Display Tab](#), [Keyboard/Mouse Tab](#), [Compression/Encryption Tab](#), [Desktop Tab](#) and [Record Tab](#) with editable [Remote Control](#) session connection properties to view or edit them.

3.8 Session Tools

3.8.1.1 Connect Tab

This tab will be included only if you display the window from the [Phonebook Tab](#) or [History Tab](#):

The screenshot shows the 'Connection Properties' dialog box. It features a toolbar with icons for 'Display', 'Keyboard/Mouse', 'Compression/Encryption', 'Desktop', 'Record', and 'Custom'. Below the toolbar is a row of buttons: 'Connect' (highlighted), 'Login', 'Protect Item', and 'Startup'. The main area is divided into two sections: 'Host PC Information' and 'Communication'. The 'Host PC Information' section contains three text input fields: 'Description:', 'Name:', and 'Comments:'. The 'Communication' section contains a 'Communication profile:' dropdown menu with 'TCP/IP' selected, and a 'Wake on LAN MAC Address:' text input field. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

It specifies connect properties.

Host PC Information

Description: []: This field specifies the name that identifies the Host record (default: empty). You can specify or edit a name in the field. If left empty, the content of the *Name* field below will automatically be specified in it.

Phone number [or IP address]: []: This field will be included if the communication profile selected in the *Communication* section *Communication profile* drop-down box below uses a [Line Communication or Gateway](#) or [Network Point-to-Point Communication](#) device (default: empty). It must specify the telephone number or IP address of a Host connected to directly or a connecting Host network NetOp Gateway.

Name [(optional with Gateway)]: []: If the communication profile selected in the *Communication* section *Communication profile* drop-down box below uses a [Networking Communication](#) device, this field must specify a name that is enabled on the Host, see [Names Tab](#). If connecting through a Host network NetOp Gateway, this field can specify a Host name.

Comments: []: This field can specify a comment that will be displayed in the [Tab Panel](#) tab records pane *Details* view *Comment* column (default: empty).

Communication

Communication Profile: []: The field of this drop-down box list specifies the selected communication profile (default: *TCP/IP*). The drop-down box list contains available Guest communication profiles. Select a name in the list to specify it in the field.

Wake on LAN MAC address: []: In this field, you can specify the MAC address of the Host computer *Wake on LAN* network card to enable starting the Host computer by connecting to the Host, see [Execute Command](#) (default: empty).

3.8.1.2 Login Tab

This tab will be included unless you display the window from the [Remote Control](#) display:



It enables you to specify Host and any connecting Host network NetOp Gateway logon credentials to connect without being prompted for logon credentials.

It has two tabs with identical content:

Host login/Gateway login

Login name: []: Specify in this field the logon name, if required (default: empty).

Login password: []: Specify in this field the matching logon password, if required (default: empty).

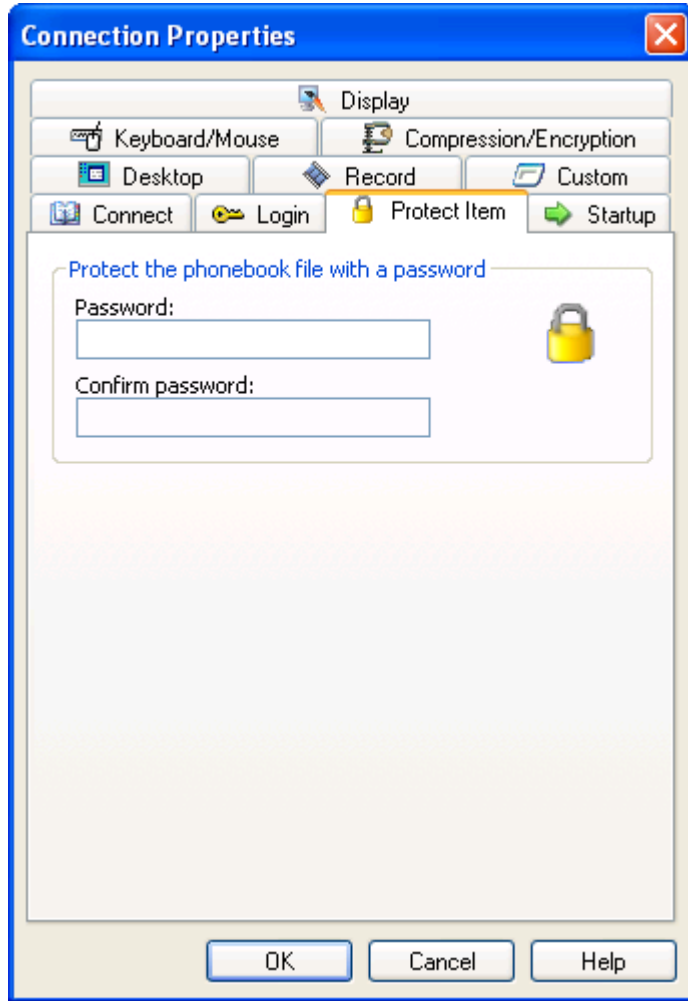
Login domain: []: Specify in this field the authenticating Windows domain or directory server, if required (default: empty).

Use current login credentials for Windows Security authentication: Check this box to log on by the Windows logon user name, password and domain of the Guest computer user (default: unchecked).

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3.8.1.3 Protect Item Tab

This tab will be included only if you display the window from the [Phonebook Tab](#) or [History Tab](#):



It enables you to protect the Host record and file by a password.

Protect the phonebook file with a password

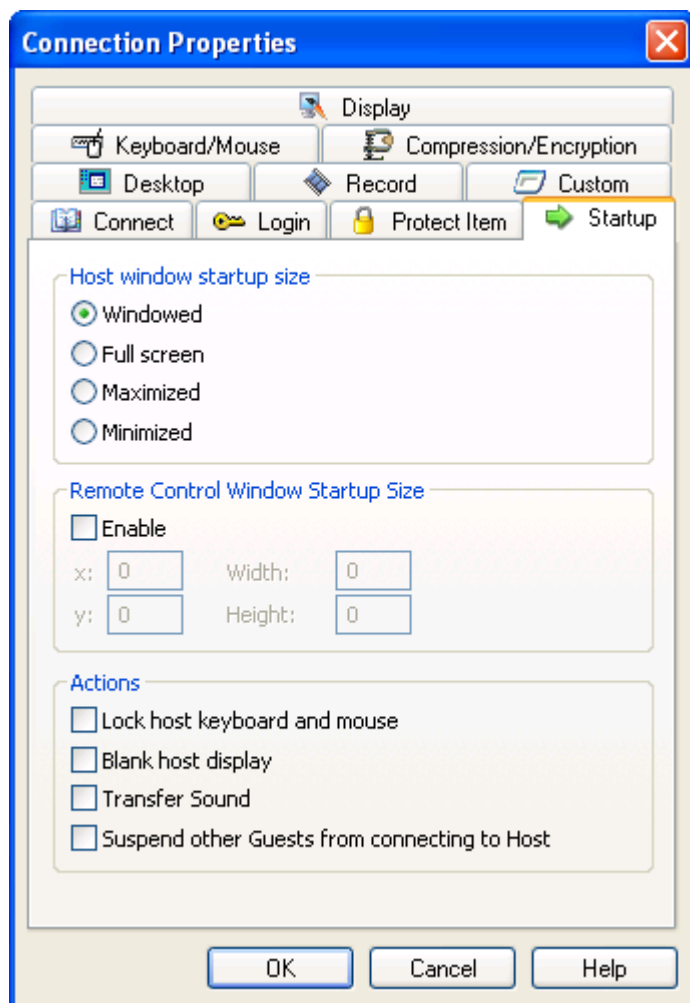
Password: [/]: Specify in this field a password (default: empty).

Confirm password: [/]: Re-specify in this field the password for confirmation (default: empty).

Note: Password characters will display as asterisks or dots. Leave fields empty to disable password protection.

3.8.1.4 Startup Tab

This tab will be included unless you display the window from the [Remote Control](#) display:



It specifies [Remote Control](#) session startup properties.

Host window startup size

Select one of these options:

Windowed: Display the Host screen image in a [Remote Control](#) window display panel (default selection). If the Host screen image has less pixels than the display panel, the Host screen image will be surrounded by black borders. If the Host screen image has more pixels than the display panel, the display panel will have scrollbars. If on the [Display Tab](#) the option *Fit window to Host screen* is selected, the remote control window may resize up until its maximized size, see also below.

Full screen: Display the Host screen image in full screen display mode to cover the entire Guest computer screen. If the Host screen image has less pixels than the Guest computer screen, the Host screen image will be surrounded by black borders. If the Host screen image has more pixels than the Guest computer screen, the Guest computer screen will have scrollbars.

Maximized: Display the Host screen image in the display panel of a maximized [Remote Control](#) window that covers the entire Guest computer screen except the Windows taskbar. If the Host screen image has less pixels than the display panel, the Host screen image will be surrounded by black borders. If the Host screen image has more pixels than the display panel, the display panel will have scrollbars.

Minimized: Display the Host as a button in the Windows taskbar.

Remote control window startup size

Enable: Check this box to enable this section's elements and apply their values. Leave unchecked to apply the last displayed remote control window position and size (default: unchecked).

x: []: Specify in this field the horizontal pixels offset of the startup [Remote Control](#) window upper left corner from the Guest computer screen upper left corner (default: 0).

y: []: Specify in this field the vertical pixels offset of the startup [Remote Control](#) window upper left corner from the Guest computer screen upper left corner (default: 0).

Width: []: Specify in this field the pixels width of the startup [Remote Control](#) window (default: 0).

Height: []: Specify in this field the pixels height of the startup [Remote Control](#) window (default: 0).

Actions

Lock Host keyboard and mouse: Check this box to disable the Host computer keyboard and mouse at startup, see also the [Remote Control](#) section [Title Bar](#) section (default: unchecked).

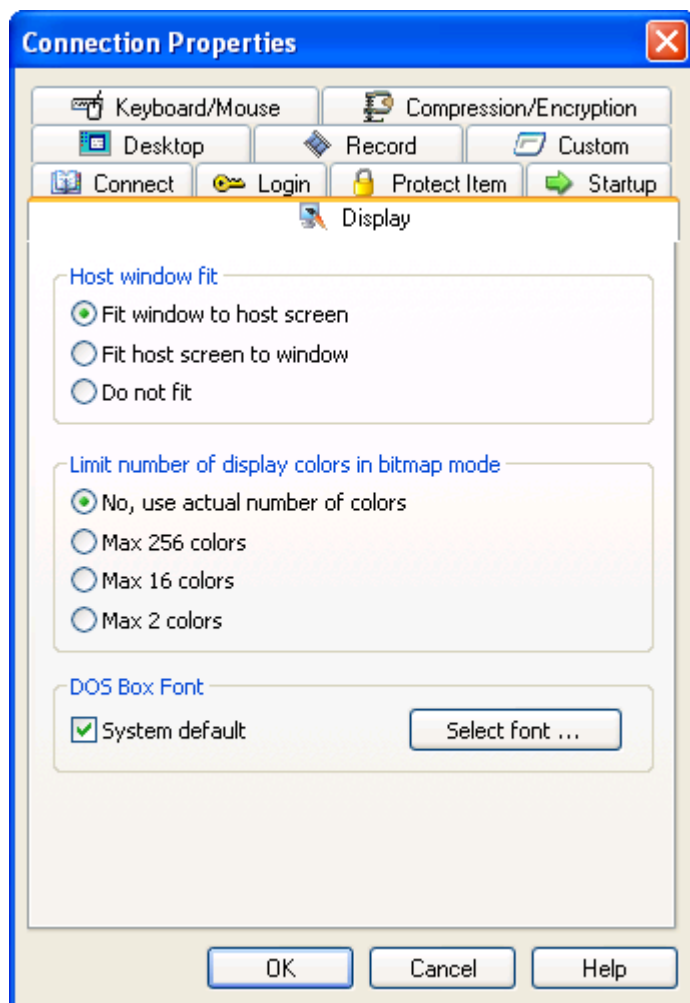
Blank Host display: Check this box to make the Host computer screen appear black to the Host user at startup, see also the [Remote Control](#) section [Title Bar](#) section (default: unchecked).

Transfer Sound: Check this box to transfer Host computer application sound at startup, see also the [Remote Control](#) section [Title Bar](#) section (default: unchecked).

Suspend other Guests from connecting to Host: Check this box to deny further Guest connections to the Host at startup, see also the [Remote Control](#) section [Multi Guest Session Buttons](#) section (default: unchecked).

3.8.1.5 Display Tab

This tab will always be included in the window:



It specifies [Remote Control](#) session Host screen image display properties.

Host Window Fit

Select one of these options:

- Fit window to Host screen*: Resize the [Remote Control](#) window to fit the 1:1 scale Host screen image within its display panel. If the Host screen image has more pixels than the maximized [Remote Control](#) window display panel, it will have scrollbars (default selection).
- Fit Host screen to window*: Scale the Host screen image to fit within the [Remote Control](#) window display panel.
- Do not fit*: Display the part of the 1:1 scale Host screen image that will fit within the [Remote Control](#) window display panel. If the Host screen image has less pixels than the display panel, it will be surrounded by black borders. If the Host screen image has more pixels than the display area, it will have scrollbars.

Limit number of colors in bitmap mode

Select one of these options:

- No, use actual number of colors*: Consumes most transmission bandwidth, displays true colors (default selection)
- Max 256 colors*: Consumes less transmission bandwidth, displays almost true colors.

3.8 Session Tools

Max 16 colors: Consumes little transmission bandwidth, displays distorted colors.

Max 2 colors: Consumes minimum bandwidth, displays black and white colors.

Note: This section will be disabled if displayed from the [Remote Control](#) display.

DOS Box Font

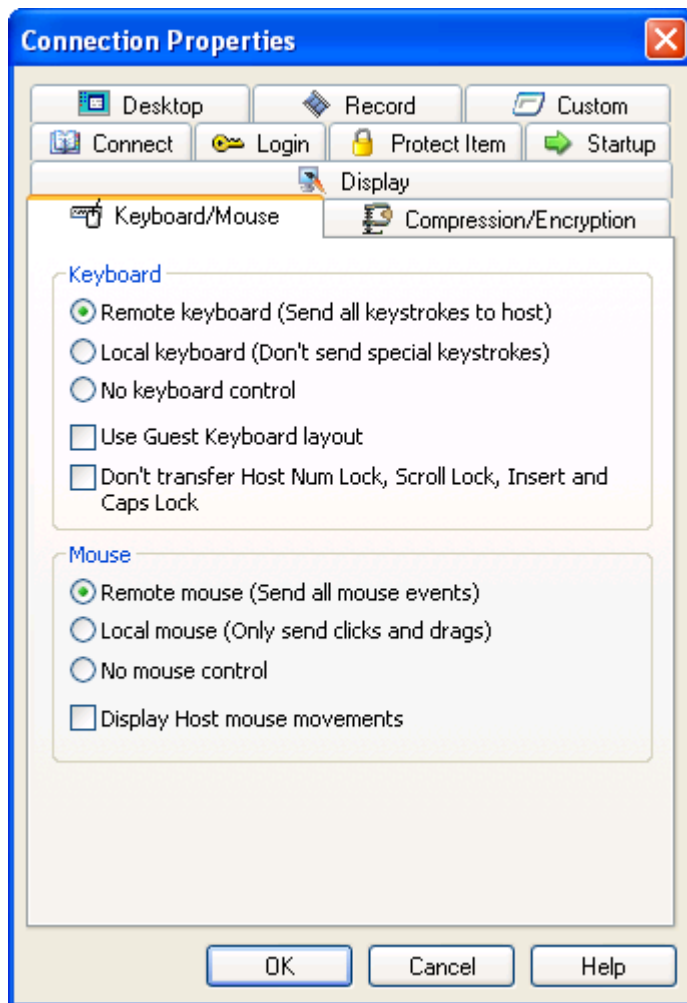
In command mode, see [Compression/Encryption Tab](#), command prompt window characters will by default be displayed with the Guest computer system default font.

System default: Uncheck this box to enable selecting another font (default: checked).

Select font...: Click this button to display the Windows *Font* window to select the font.

3.8.1.6 Keyboard/Mouse Tab

This tab will always be included in the window:



It specifies [Remote Control](#) session keyboard and mouse control properties.

Keyboard

Select one of these options:

Remote keyboard (Send all keystrokes to Host): Send all Guest computer keystrokes to the Host (default selection).

Local keyboard (Don't send special keystrokes): Send Guest computer keystrokes except special *Send Keystrokes* keystroke combinations to the Host. Send special *Send Keystrokes* keystroke combinations to the Guest computer, see the [Remote Control](#) section [Title Bar](#) section.

No keyboard control: Select this option to send all Guest computer keystrokes to the Guest computer.

Use Guest Keyboard layout: If Guest and Host computer keyboard layouts are different, some Guest computer keystrokes may come out wrong on the Host computer. To avoid this, check this box (default: unchecked).

Don't transfer Host Num Lock, Scroll Lock, Insert and Caps Lock: With some display adapters, enabling these Host computer keyboard options may cause the Guest keyboard lights to flash. To avoid this, check this box (default: unchecked).

Mouse

Select one of these options:

Remote mouse (send all mouse events): Send all Guest computer mouse events (clicks, drags and movements) to the Host (default selection).

Local mouse (Only send clicks and drags): Send only Guest computer mouse clicks and drags to the Host (saves transmission bandwidth).

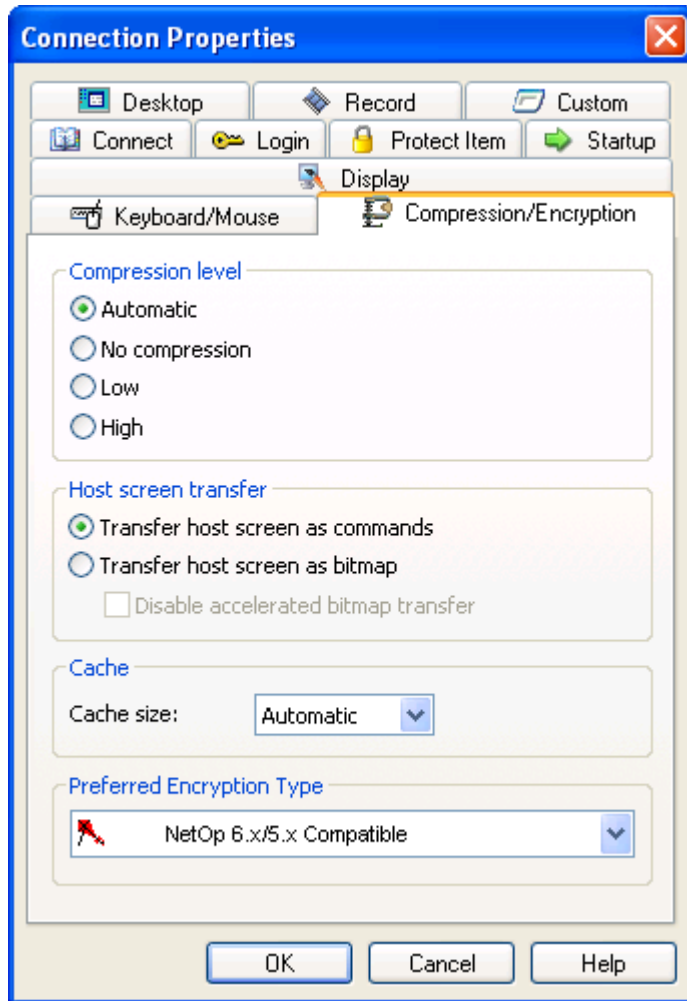
No mouse control: Send no Guest computer mouse events to the Host.

Display Host mouse movements: Check this box to move the Guest computer mouse pointer in concert with Host computer mouse pointer movements (default: unchecked).

Note: To suppress Host induced Guest computer mouse pointer movements, press CTRL.

3.8.1.7 Compression/Encryption Tab

This tab will always be included in the window:



It specifies data transmission properties.

Compression level

NetOp can compress transmitted data to speed up transmission across slow communication links. However, data compression slows down transmission.

Select one of these options:

- Automatic*: Selects compression based on communication profile properties. In most cases, this will provide the fastest transmission (default selection).
- No compression*: Typical selection for fast communication links.
- Low*: Typical selection for medium fast communication links.
- High*: Typical selection for slow communication links.

Host screen transfer

Select one of these options:

- Transfer Host screen as commands*: Typically faster, but with some Host computer display adapters some Host screen image details may be lost or corrupted (default selection).
- Transfer Host screen as bitmap*: Typically slower, but transfers Host screen image details correctly.

Disable accelerated bitmap transfer: Accelerated bitmap transfer is by default applied between version 7.6+ NetOp modules. Check this box to disable accelerated bitmap transfer in the unlikely event that it causes problems (default: unchecked).

Note: This section will be disabled if displayed from the [Remote Control](#) display.

Cache

Command mode [Host screen transfer](#) stores the screen image in cache memory and transfers only image changes to save transmission bandwidth and optimize update speed.

Cache size: []: The field of this drop-down box displays the selected cache memory size option (default: *Automatic*). The drop-down box list contains the options *Automatic* and values from *None* to *10240 kb*. *Automatic* selects the cache memory size based on communication profile properties. In most cases, this will provide the optimum. Select another option in the list to display it in the field.

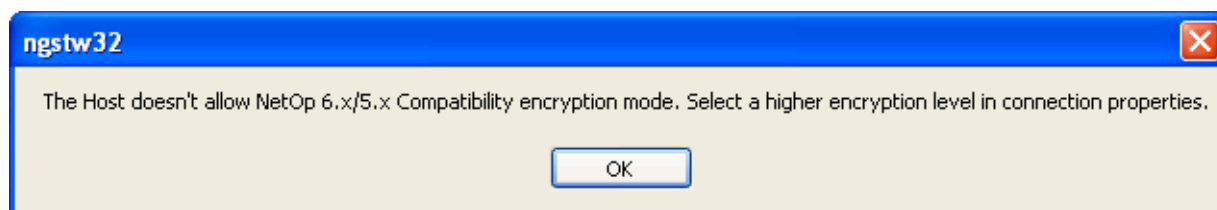
Note: This section will be disabled if displayed from the [Remote Control](#) display.

Total NetOp cache memory sharing and size is specified on the [Program Options](#) window [Cache Tab](#).

Preferred Encryption Type []: The field of this drop-down box will display the encryption type preferred by the Guest (default: *NetOp 6.x/5.x Compatible*). The drop-down box list contains the names of available encryption types, see [Encryption Tab](#). Select an encryption type in the list to display it in the field to prefer it.

If the preferred encryption type is enabled on Guest and Host, it will be applied.

If *NetOp 6.x/5.x Compatible* is preferred and not enabled on Guest and Host, this message will be displayed:



In this case, select another preferred encryption type.

If another encryption type is preferred and this encryption type is not enabled on the Host, an encryption type that is enabled on both of Guest and Host will be applied.

If no common encryption type is enabled on Guest and Host, this message will be displayed:

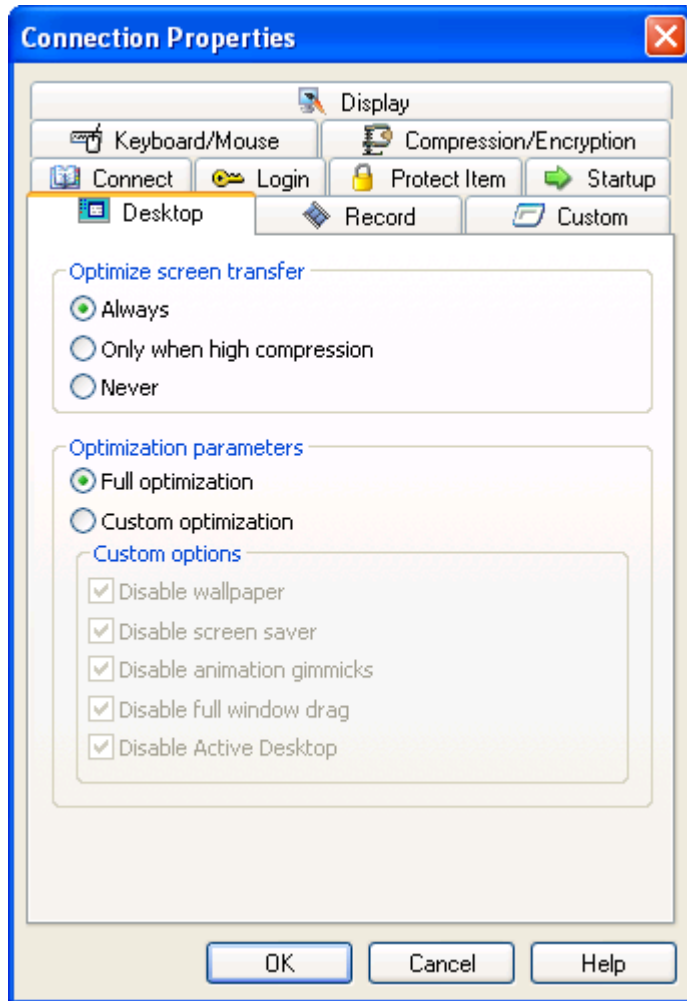


In this case, enable additional encryption types on the [Encryption Tab](#) to achieve a match.

Note: The icon of the encryption type applied in a [Remote Control](#) session will be displayed in the window [Status Bar](#).

3.8.1.8 Desktop Tab

This tab will always be included in the window:



This tab specifies [Remote Control](#) session Host computer desktop features transfer properties.

Optimize Screen Transfer

Advanced Host computer desktop features slow down command mode [Host screen transfer](#) and are typically unimportant to the Guest user. Therefore, NetOp by default transfers the Host screen image without advanced desktop features. If unacceptable, select which advanced desktop features to transfer.

Select one of these options:

- Always*: Always transfer without advanced desktop features (default selection).
- Only when high compression*: Transfer without advanced desktop features only with high compression, see [Compression/Encryption Tab](#).
- Never*: Never transfer without advanced desktop features.

Optimization parameters

Select one of these options:

- Full optimization*: Transfer without the desktop features listed below (default selection).
- Custom optimization*: Enable the *Custom options* section below to uncheck selected boxes to enable transfer of selected advanced desktop features.

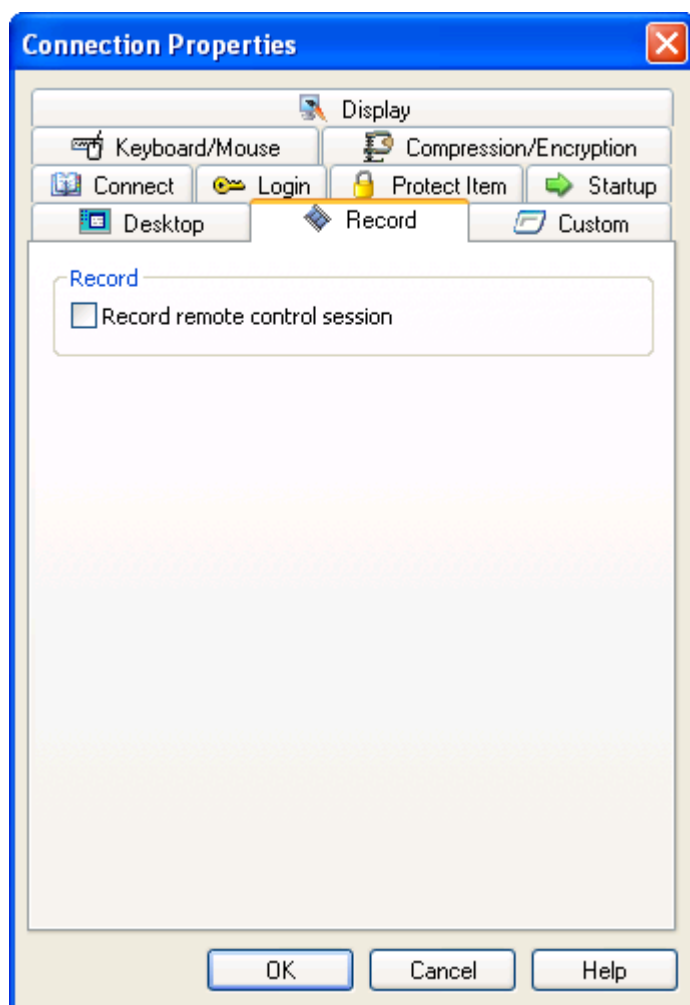
Custom options

- Disable wallpaper*
- Disable screen saver*
- Disable animation gimmicks*
- Disable full window drag*
- Disable Active Desktop*

By default, all boxes are checked.

3.8.1.9 Record Tab

This tab will always be included in the window:



This tab selects [Remote Control](#) session recording.

Record

- Record remote control session*: Check this box to record remote control sessions (default: unchecked).

Note: Recording a [Remote Control](#) session will create a session record on the [Recordings Tab](#).

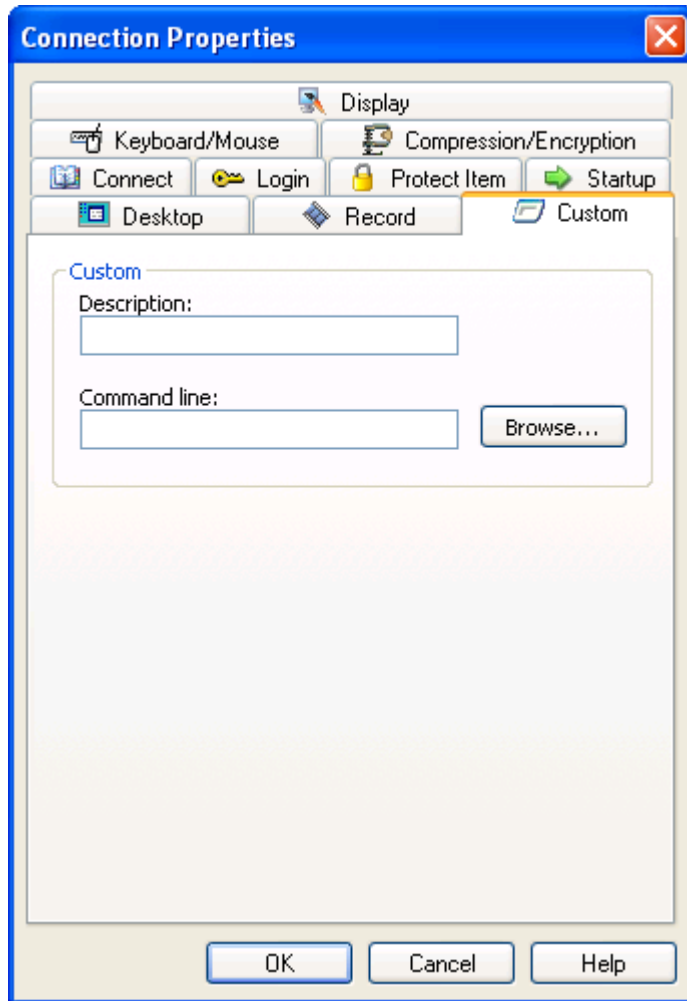
Checking the [Program Options](#) window [Recordings Tab](#) *Enforce recording* box will record remote control sessions regardless of the selection on this tab. Recording will reduce [Remote Control](#) session transfer speed.

This section will be disabled if displayed from the [Remote Control](#) display.

3.8 Session Tools

3.8.1.10 Custom Tab

This tab will be included only if the window is displayed from the [Phonebook Tab](#) or [History Tab](#):



It specifies the properties of a custom application command.

Custom

Description []: Specify in this field a custom application name that will be added as a command to the Host record context menu, see [Records Pane](#) (default: empty).

Command line []: Specify in this field the custom application command line (program file path, name and required command line switches) (default: empty).

Browse...: Click this button to display a Windows *Open* window specifying *Files of type: Programs* to open a program file the path and name of which will be displayed in the *Command line* field.

3.8.2 NetOp Marker Utility

NetOp Marker Utility enables creating figure and text markers on top of the Host screen image and magnifying a section of the Host screen image.

Note: The *NetOp Marker Utility* program *VITAWRAP.EXE* resides on the Host computer and marks and magnifies on the Host computer screen. The Guest user and Host user can control *NetOp Marker Utility*.

To load *NetOp Marker Utility* from the Guest, click the [Remote Control](#) display [Toolbar and Toolbox Tool Buttons](#) *Marker Mode* button to make it appear pressed in or select the matching [Remote Control](#) window [Title Bar](#) menu command to checkmark it.

To unload *NetOp Marker Utility* from the Guest, click the [Remote Control](#) display [Toolbar and Toolbox Tool Buttons](#) *Marker Mode* button to release it or select the matching checkmarked remote control window [Title Bar](#) menu command to uncheckmark it.

To load *NetOp Marker Utility* from the Host computer, run (double-click) the file *VITAWRAP.EXE* that resides in the directory where NetOp Host is installed.

To unload *NetOp Marker Utility* from the Host computer, use Windows *Task Manager*.

NetOp Marker Utility displays this window:

NetOp Marker Utility



It contains these elements:

- [Title Bar](#)
- [Upper Toolbar](#)
- [Lower Toolbar](#)
- [Status Bar](#)

3.8 Session Tools

3.8.2.1 Title Bar



Click the title bar icon or right-click in the title bar to display this menu:

NetOp Marker Utility window menu



The top section contains window control commands, see [Window Control](#). The other sections contain these types of NetOp Marker Utility commands:

- Figure marker commands, see [Figure Markers](#)
- *Text* marker command, see [Text Marker](#)
- *Magnifier* command, see [NetOp Magnifier](#)
- *Undo* and *Clear All* commands, see [Delete Markers](#)
- Properties and *Help* commands, see [Marker Properties and Help](#)

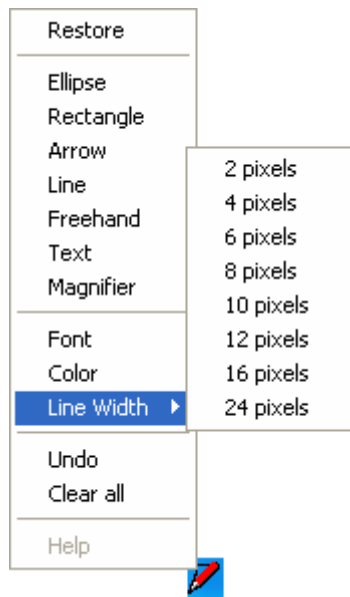
Select *Minimize* to minimize the [NetOp Marker Utility](#) window into this Host computer screen notification area button:



Behind the pencil, the most recently enabled marker tool symbol will be displayed.

Right-click this button to display this menu:

NetOp Marker Utility minimized menu












This menu contains a *Restore* command that will restore the [NetOp Marker Utility](#) window and the same NetOp Marker Utility commands as the [NetOp Marker Utility window menu](#).

3.8.2.2 Upper Toolbar



Toolbar buttons are identified by tooltips.

-  *Draw Ellipse*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Ellipse* command to enable the ellipse tool, see [Figure Markers](#).
-  *Draw Rectangle*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Rectangle* command to enable the rectangle tool, see [Figure Markers](#).
-  *Draw Arrow*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Arrow* command to enable the arrow tool, see [Figure Markers](#).
-  *Draw Lines (Stop=MB2)*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Line* command to enable the sectioned line tool, see [Figure Markers](#).
-  *Draw Freehand*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Freehand* command to enable the freehand tool, see [Figure Markers](#).
-  *Show Free Text*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Text* command to enable the [Text Marker](#) tool.
-  *Show Magnifier*: Click this button to make it appear pressed in or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Magnifier* command to display the [NetOp Magnifier](#) window.
-  *Undo*: Click this button or select the matching [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) command to delete the most recently selected marker, see [Delete Markers](#).
-  *Clear All*: Click this button or select the matching [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) command to delete all markers, see [Delete Markers](#).

3.8 Session Tools

3.8.2.3 Lower Toolbar



Toolbar buttons are identified by tooltips.



Select Font: Click this button or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Font* command to display the Windows *Font* window to select a text marker font, see [Marker Properties and Help](#).



Select Color: Click this button or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Color* command to display the Windows *Color* window to select a marker color, see [Marker Properties and Help](#).

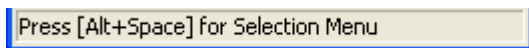


Select Pen Thickness: Click this button to display a line width drop-down box or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Line Width* command to select a figure marker or text marker frame line width, see [Marker Properties and Help](#).



Help: Click this button or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) *Help* command to open *NetOp Host Help* on the *NetOp Marker Utility* topic, see [Marker Properties and Help](#).

3.8.2.4 Status Bar



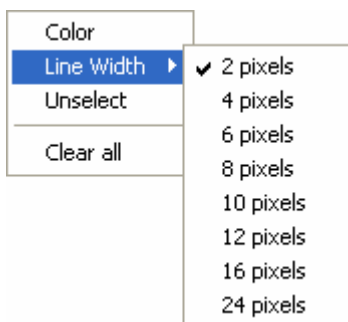
The status bar will display a hint to the mouse pointer position button or highlighted menu command.

3.8.2.5 Figure Markers

To select a figure marker tool with the mouse, in the [NetOp Marker Utility](#) window [Upper Toolbar](#) click the figure marker button to make it appear pressed in or in the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) select the figure marker command to change the mouse pointer into a pencil with the figure marker shape.

To enable a figure marker tool from the keyboard, place the mouse pointer on the active [NetOp Marker Utility](#) window [Upper Toolbar](#) figure marker button and press F9 to change the mouse pointer into a pencil with the figure marker shape. Alternatively, while the [NetOp Marker Utility](#) window is active press ALT+SPACE to display the [NetOp Marker Utility window menu](#) and press the figure marker command first character keyboard key or highlight the figure marker command and press ENTER.

To change figure marker tool properties, right-click or press F10 to display this menu:



This menu is similar to the [Figure Marker Menu](#) but has *Unselect* instead of *Undo*.

Unselect: Select this command, press ESCAPE, click the [NetOp Marker Utility](#) window [Upper Toolbar](#) pressed in figure marker button to release it or select the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) figure marker command to unselect the figure marker tool to restore the normal mouse pointer.

Note: Selecting another marker tool will unselect the selected marker tool.

To create a figure marker with the mouse, drag (sectioned line: click). To end a sectioned line, right-click.

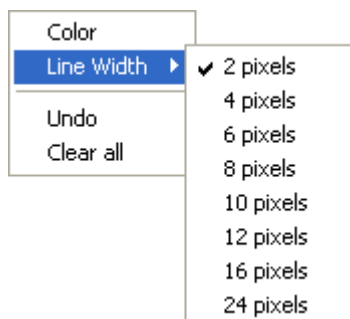
To draw a figure marker from the keyboard, move the figure marker with the arrow keys. Press INSERT to engage, move with the arrow keys and press INSERT to disengage or section a line. To end a sectioned line, press F10.

To move a marker or change its appearance, move the mouse pointer to it to display an arrow-pointed +.

To move, drag or press INSERT to engage, move with the arrow keys and press INSERT to disengage.

To change appearance, right-click or press F10 to display this menu:

Figure Marker Menu



Color: Select this command or click the marker and click the [NetOp Marker Utility](#) window [Lower Toolbar](#) [Select Color](#) button to display the Windows *Color* window to change the marker color selection (default: Red).

Line Width: Select this command to expand it into a selection of numbers of pixels or click the marker and click the [NetOp Marker Utility](#) window [Lower Toolbar](#) [Select Pen Thickness](#) button to display a drop-down box with a selection of line widths to change the marker line width selection (default: *2 pixels*).

Undo: Select this command to delete the selected marker.

Clear All: Select this command to delete all markers.

Click outside the menu or press F10 to close the menu.

3.8.2.6 Text Marker

To select the text marker tool with the mouse, in the [NetOp Marker Utility](#) window [Upper Toolbar](#) click the [Show Free Text](#) button to make it appear pressed in or in the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) select *Text* to change the mouse pointer into an angle that indicates a text marker box corner.

To select the text marker tool from the keyboard, place the mouse pointer on the active [NetOp Marker Utility](#) window [Upper Toolbar](#) [Show Free Text](#) button and press F9 to make the button appear pressed in and change the mouse pointer into an angle that indicates a text marker box corner.

Alternatively, while the [NetOp Marker Utility](#) window is active press ALT+SPACE to display the [NetOp Marker Utility window menu](#) and press the T key or highlight the *Text* command and press ENTER.

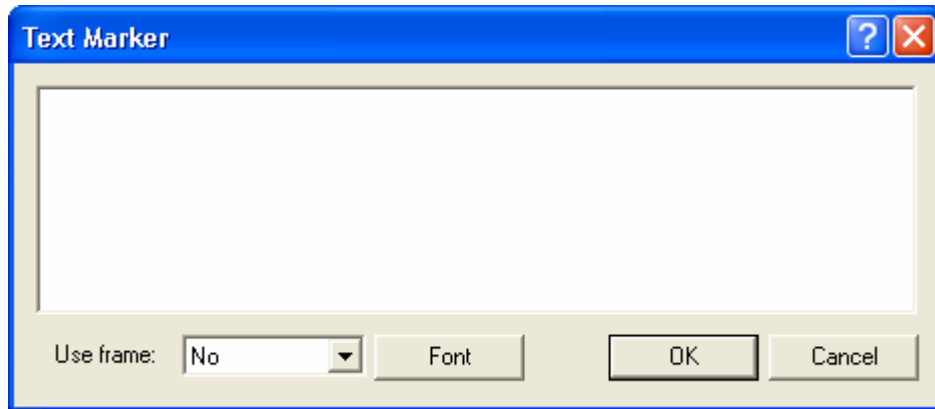
To unselect the text marker tool, press ESCAPE or use one of the selection procedures explained above to release the [Show Free Text](#) button and restore the normal mouse pointer.

Note: Selecting another marker tool will unselect the selected marker tool.

When the text marker tool is selected:

- To create a text marker with the mouse, drag a dotted rectangle to display the [Text Marker](#) window.
- To create a text marker from the keyboard, move the text marker tool with the arrow keys. Press INSERT to engage, move with the arrow keys to create a dotted rectangle and press INSERT to disengage and display this window:

Text Marker



This window specifies the text marker content and appearance.

In the pane, specify the text marker text. Right-click to display an edit menu.

Use frame: []: The field of this drop-down box by default displays *No* to display no frame around the text marker. The drop-down box list contains *No* and a selection of frame line widths. Select an option in the list to display it in the field.

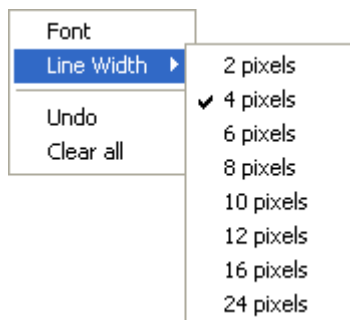
Font: Click this button display the Windows *Font* window to change the text marker font and color selection (default: *Arial Bold 30pt Red*).

OK: Click this button to close the *Text Marker* window to display the text marker.

To move a marker or change its appearance, move the mouse pointer to it to display an arrow-pointed +.

To move, drag or press INSERT to engage, move with the arrow keys and press INSERT to disengage.

To change appearance, right-click or press F10 to display this menu:



This menu is similar to the [Figure Marker Menu](#) but has *Font* instead of *Color*.

Font: Select this command to display the Windows *Font* window to change the text marker font and color selection (default: *Arial Bold 30pt Red*).

Note: This menu will include a *Line Width* command only if a framed text marker is selected to apply the selection from it to the frame.

3.8.2.7 NetOp Magnifier

To display the [NetOp Magnifier](#) window with the mouse, in the [NetOp Marker Utility](#) window [Upper Toolbar](#) click the *Show Magnifier* button to make it appear pressed in or in the [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) select *Magnifier*.

To display the [NetOp Magnifier](#) window from the keyboard, place the mouse pointer on the active [NetOp Marker Utility](#) window [Upper Toolbar](#) *Magnifier* button and press F9 to make the button appear pressed in.

Alternatively, while the [NetOp Marker Utility](#) window is active press ALT+SPACE to display the [NetOp Marker Utility window menu](#) and press M or highlight the *Magnifier* command and press ENTER.

NetOp Magnifier



If the mouse pointer is outside this window, this window pane will display a magnified image of the mouse pointer surroundings.

To move the window, drag its title bar or place the mouse pointer in the title bar, press INSERT to engage, move with the arrow keys and press INSERT to disengage.

To resize the window, drag its sides or corners or position the mouse pointer on a side or corner to display a double arrow, press INSERT to engage, move with the arrow keys and press INSERT to disengage.

To change the pane image magnification, drag the right side scrollbar button or place the mouse pointer above or below below it and press F9. Its top position will display a 1:1 scale pane image.

Right-click in the window or place the mouse pointer in the window and press F10 to display this menu:

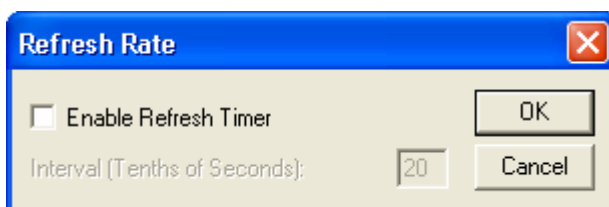
Close	
Copy	Ctrl+C
Refresh	F5
Refresh Rate...	

Close: Select this command or click the [NetOp Marker Utility](#) window [Upper Toolbar](#) [Show Magnifier](#) button appearing pressed in to release it to close the *NetOp Magnifier* window.

Copy Ctrl+C: Select this command or press CTRL+C to copy the pane content to the clipboard.

Refresh F5: The pane image will refresh when the mouse pointer is moved but by default not refresh if the mouse pointer is not moved. Select this command or press F5 to refresh the pane image.

Refresh Rate...: Select this command to display this window:



Enable refresh timer: Check this box to refresh the pane image if the mouse pointer is not moved (default: unchecked).

Interval (tenths of seconds): []: Specify in this field a number to refresh at the specified interval (default: 20).

3.8.2.8 Delete Markers

To delete markers, click one of these [NetOp Marker Utility](#) window [Upper Toolbar](#) buttons or select the matching [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) command:

Undo: Delete the most recently selected marker.

Clear All: Delete all markers.

Note: When [NetOp Marker Utility](#) is unloaded, all markers and any [NetOp Magnifier](#) window will be removed.

3.8.2.9 Marker Properties and Help

Specify marker properties and display help from the [NetOp Marker Utility](#) window [Lower Toolbar](#) buttons or the matching [NetOp Marker Utility window menu](#) or [NetOp Marker Utility minimized menu](#) commands:

(Select) Font: Click this button or select this command to display the Windows *Font* window to select a text marker font and color (default: *Arial Bold 30pt Red*).

(Select) Color: Click this button or select this command to display the Windows *Color* window to select a figure marker color (default: *Red*).

Select Pen Thickness/Line Width: Click this button to display a line width drop-down box or select this command to expand it into a selection of numbers of pixels to select a figure marker or text marker frame line width (default: *2 pixels*).

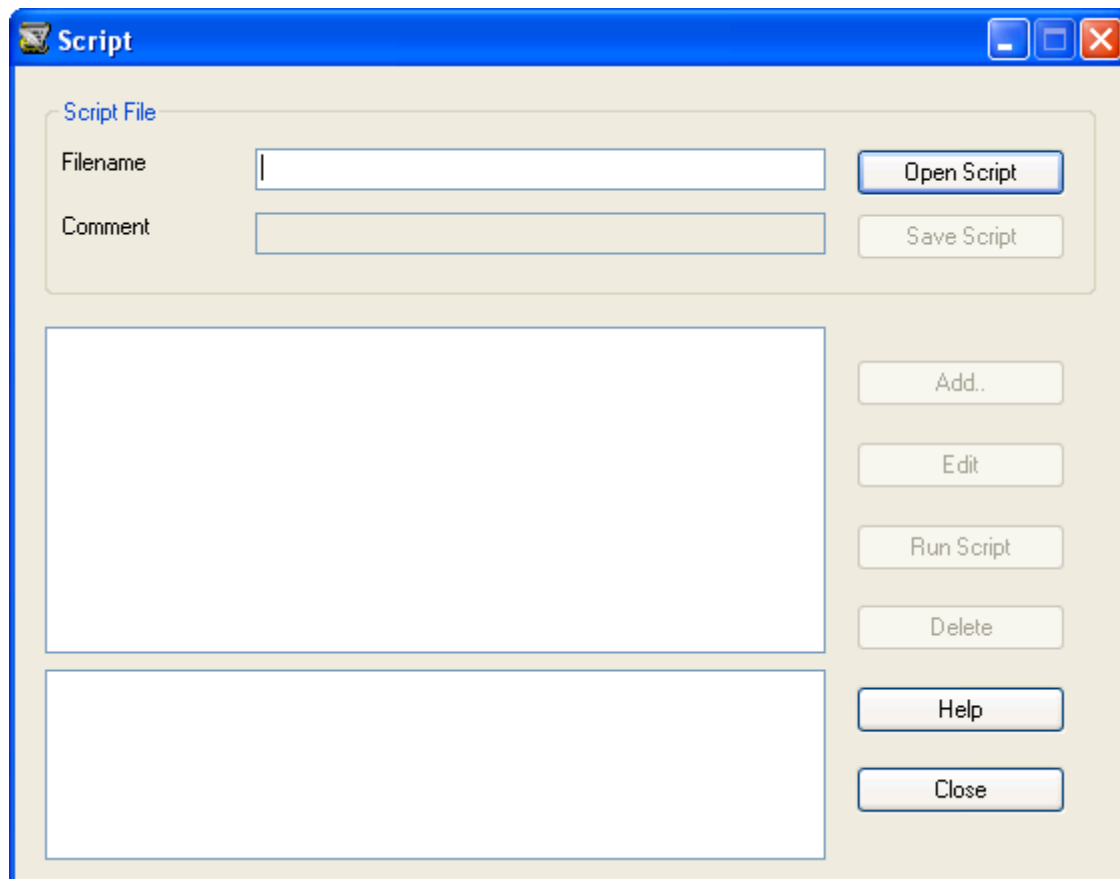
Help: Click this button or select this command to open the *NetOp Host Help* system on the *NetOp Marker Utility* topic.

3.8.3 NetOp Script

A NetOp script is a user specified NetOp command structure that can execute a NetOp task, typically an unattended scheduled file transfer between computers.

To create a NetOp script, in the [NetOp Guest Window Tab Panel Script Tab Records Pane](#) context menu select *New Script* or in the [NetOp File Manager](#) window [Toolbar Other Buttons](#) select the *Script* button or select the [NetOp File Manager](#) window [Options Menu Script](#) command to display the [Script](#) window.

To view or edit an existing NetOp script, on the [NetOp Guest Window Tab Panel Script Tab](#) select the script record and select the [Edit Menu Edit script](#) command or the record context menu *Edit* command to display the script in the [Script](#) window:

Script

This window creates and edits a NetOp script in a graphical display.

Title bar window controls are explained in [Window Control](#).

Script File

Filename []: This field will display the script file path and name (default: empty). To create a NetOp script, specify the script file name in the field. If you do not specify a file extension and a path, the script file will get the extension *dws* and reside in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\\Application Data\Danware Data\NetOp Remote Control\Guest\script*. If you create a new script, you will be prompted for confirmation. Click *Yes* to display the [Global Settings](#) window.

Open Script: Click this button to display a Windows *Open* window that specifies *Files of type: NetOp Script Files (*.dws)* to open a NetOp script file in the window displaying its path and name in the *Filename* field.

Comment []: This field can contain a comment that will be displayed in the [Script Tab Records Pane Comment](#) column.

Save Script: Click this button to save a new or edited script.

(Script pane): If a script is opened in the window, this upper pane will display the script content in an expandable graphical tree structure, see [Test a NetOp Script](#) (default: empty).

(Debug messages pane): If a script is opened in the window, this lower pane will display debug messages, see [Test a NetOp Script](#) (default: empty).

Add: Click this button to add a script command in the script pane under the selected script command, see [Commands](#).

Edit: In the script pane, select a script command and click this button to display the matching editing window.

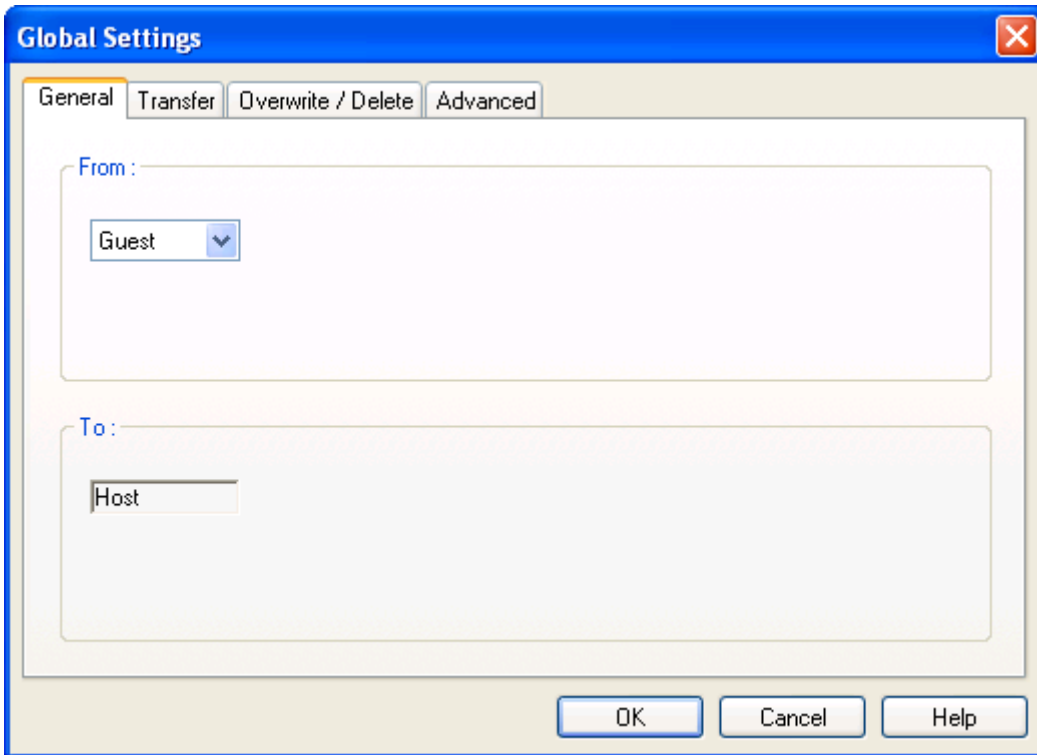
3.8 Session Tools

Run Script: Click this button to run the script, see [Test a NetOp Script](#).

Delete: In the script pane, select a script command and click this button to delete it and the subtree under it.

3.8.3.1 Global Settings

Global settings specify initial script settings. Confirm creating a new script by *Yes* or in the script pane select *Global Settings* and click *Edit* to display this window:

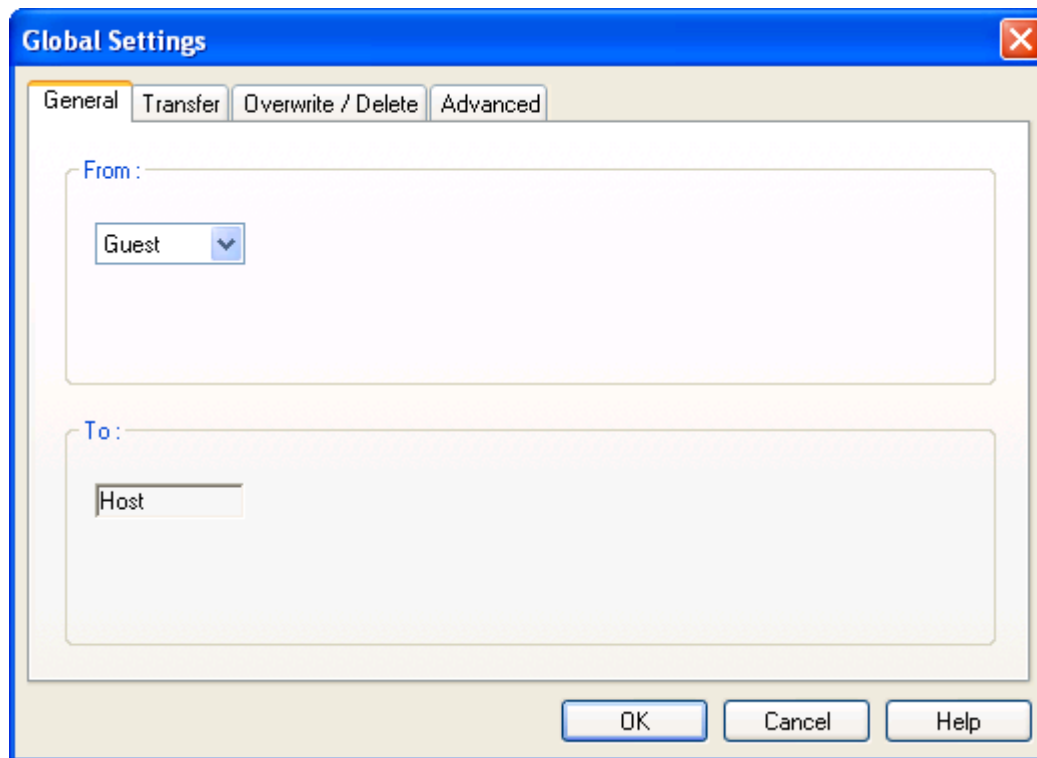


It has these tabs:

- [General Tab](#)
- [Transfer Tab](#)
- [Overwrite/Delete Tab](#)
- [Advanced Tab](#)

Note: [Global Settings in the Script File](#) explains how global settings will appear in the script file.

3.8.3.1.1 General Tab



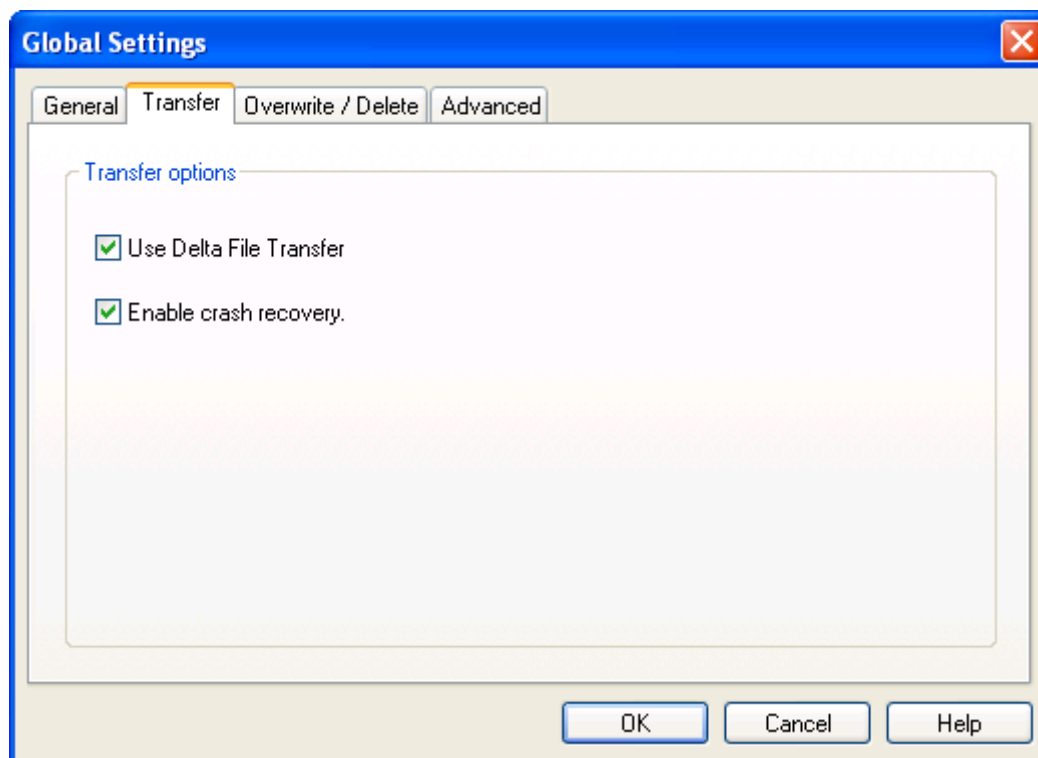
This [NetOp Script Global Settings](#) window tab specifies the global file transfer direction.

From: []: The field of this drop-down displays the selected source NetOp module name (default: *Guest*). The drop-down box list contains the options *Guest* and *Host*. Select an option in the list to display it in the field.

To: []: This disabled field displays the *From* drop-down box unselected NetOp module name.

3.8 Session Tools

3.8.3.1.2 Transfer Tab

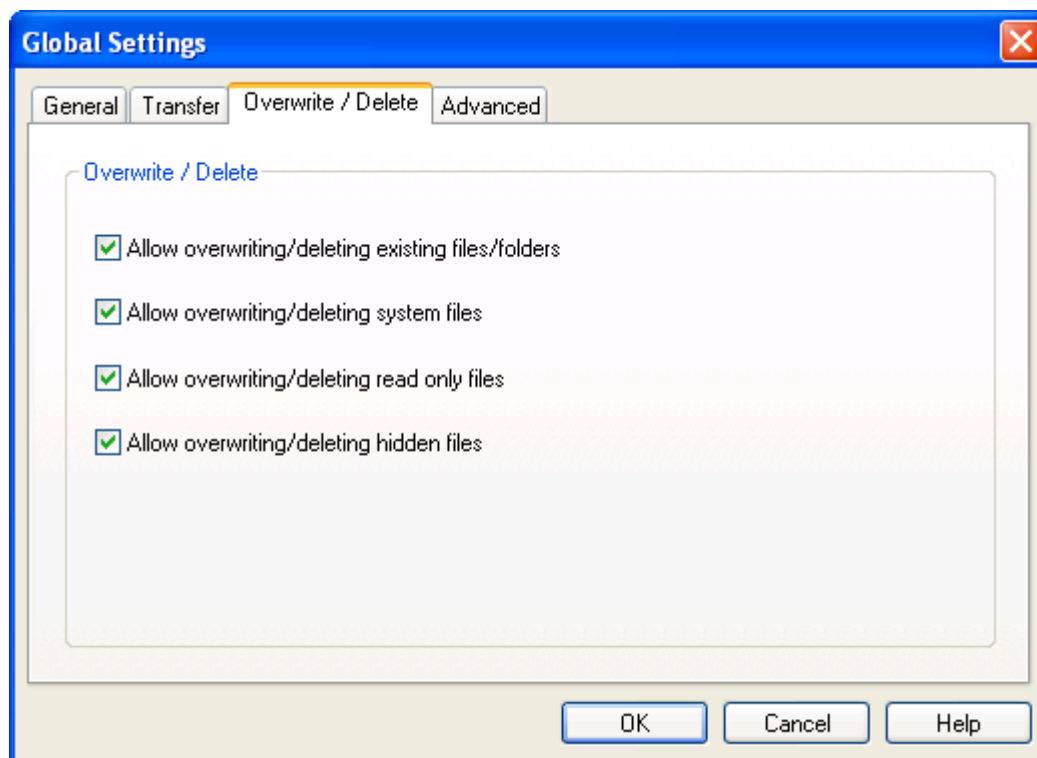


This [NetOp Script Global Settings](#) window tab specifies global file transfer options.

Transfer Options

- Use Delta File Transfer*: Leave this box checked to compare source files with destination files and transfer only the difference between source files and destination files to save transmission bandwidth (default: checked).
- Enable crash recovery*: Leave this box checked to transfer files in a way that they can be recovered after a computer or network crash during transfer (default: checked).

3.8.3.1.3 Overwrite/Delete Tab

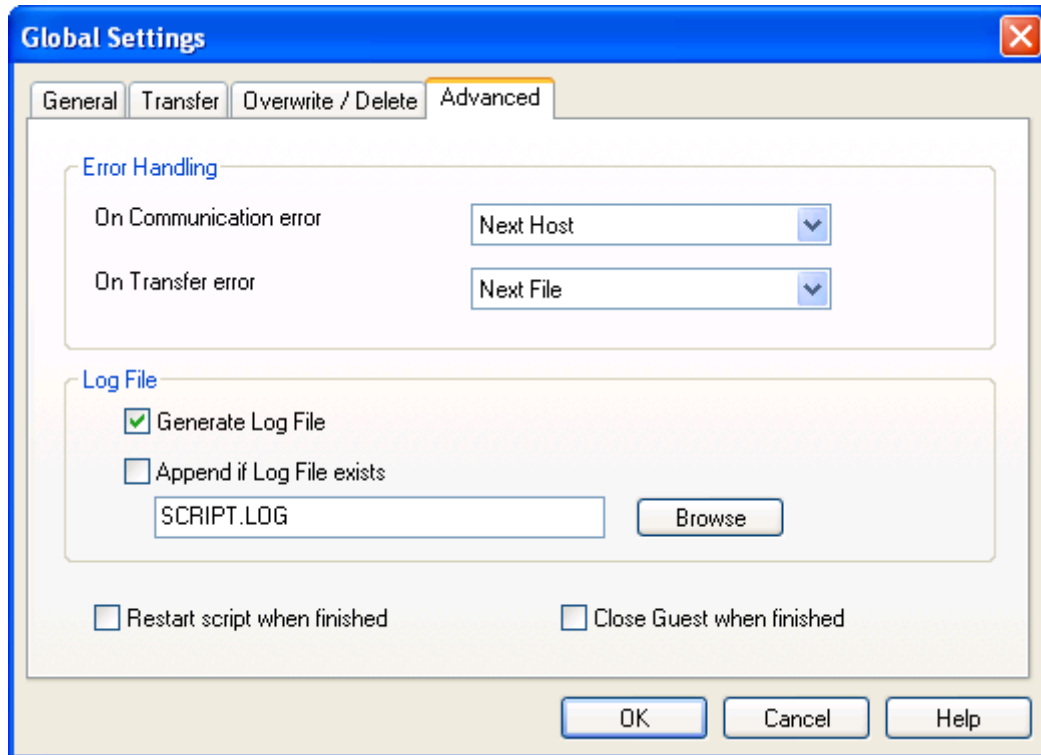


This [NetOp Script Global Settings](#) window tab selects global overwrite and delete options.

Overwrite/Delete

- Allow overwriting/deleting existing files/folders*: Leave this box checked to allow overwriting and deleting files and folders on the destination computer (default: checked).
- Allow overwriting/deleting system files*: Leave this box checked to allow overwriting and deleting system files on the destination computer (default: checked).
- Allow overwriting/deleting read-only files*: Leave this box checked to allow overwriting and deleting read-only files on the destination computer (default: checked).
- Allow overwriting/deleting hidden files*: Leave this box checked to allow overwriting and deleting hidden files on the destination computer (default: checked).

3.8.3.1.4 Advanced Tab



This [NetOp Script Global Settings](#) tab specifies advanced global settings.

Error Handling

On communication error []: The field of this drop-down box specifies the action in case of a communication error. The drop-down box list contains these options:

Exit: End the script.

Next Host: Proceed to the next Host specified in the script (default selection).

Retry 1 time: Retry the failed command once.

Retry 2 times: Retry the failed command twice.

etc.

Retry 9 times: Retry the failed command 9 times.

Select an option in the list to display it in the field.

On transfer error []: The field of this drop-down box specifies the action in case of a file transfer error. The drop-down box list contains these options:

Exit: End the script.

Next Host: Proceed to the next Host specified in the script.

Next File: Proceed to the next file specified in the script (default selection).

Retry 1 time: Retry the failed command once.

Retry 2 times: Retry the failed command twice.

etc.

Retry 9 times: Retry the failed command 9 times.

Select an option in the list to display it in the field.

Log File

Generate log file: Leave this box checked to generate a log file when running the script (default: checked).

Append if log exists: Check this box to append the log to an existing log file with the specified name (default: unchecked). Leave unchecked to overwrite.

[<Log file path and name>]: This field will specify the log file path and name (default: *SCRIPT.LOG*). If no path is specified, the log file will reside in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest*.

Browse: Click this button to open a Windows *Open* window that specifies *Files of type: Log Files (*.log)* to open a log file to specify its path and name in the field.

Note: The script log file is explained in [Script Log](#).

Restart script when finished: Check this box to restart the script at script end (default: unchecked).

Close Guest when finished: Check this box to unload NetOp Guest at script end (default: unchecked).

3.8.3.1.5 Global Settings in the Script File

[NetOp Script Global Settings](#) will appear in the script file as explained in this table:

Setting	Value	Description
SET Copy=	G_H	Transfer from Guest to Host.
	H_G	Transfer from Host to Guest.
SET Delta=	No	Do not use Delta file transfer.
	Yes	Use Delta file transfer.
SET CrashRecovery=	No	Do not enable crash recovery.
	Yes	Enable crash recovery.
SET OverwriteExisting=	No	Do not overwrite/delete existing files.
	Yes	Overwrite/delete existing files.
SET OverwriteSystem=	No	Do not overwrite/delete system files.
	Yes	Overwrite/delete system files.
SET OverwriteReadOnly=	No	Do not overwrite/delete read-only files.
	Yes	Overwrite/delete read-only files.
SET OverwriteHidden=	No	Do not overwrite/delete hidden files.
	Yes	Overwrite/delete hidden file.
SET OnComError=	Exit	On a communication error, end the script.
	NextHost	On a communication error, proceed to the next Host in the script.
	<Number>	On a communication error, retry connecting <Number> times (1 to 9).
SET OnError=	Exit	On a transfer error, end the script.
	NextHost	On a transfer error, proceed to the next Host in the script.
	NextFile	On a transfer error, proceed to the next file in the script.
	<Number>	On a transfer error, retry transferring <Number> times (1 to 9).
SET LogAppend=	No	Do not append a log in an existing log file.
	Yes	Append a log in an existing log file.
SET Log=	None	Do not generate a script log.
	"<Log file path and name>"	Generate a script log in the specified log file.

3.8 Session Tools

SET AtEnd=	None	Do not restart the script at script end.
	Restart	Restart the script at script end.
SET CloseGuest=	NO	Do not unload NetOp Guest at script end.
	Yes	Unload NetOp Guest at script end.

3.8.3.2 Commands

To specify the first command of a [NetOp Script](#), in the [Script](#) window script pane select *Global Settings* and click *Add* to display this drop-down menu:



This menu contains script commands that can execute on the Guest:

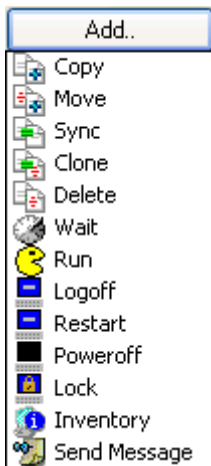
Connect: Select this command to display the *Connect to Host* window to add a [Connect Command](#) that connects to a Host.

Wait: Select this command to display the *Wait Dialog* window to add a [Wait Command](#) that delays script execution.

Run: Select this command to display the *Run Program* window to add a [Run Command](#) that runs a program on the Guest computer.

A *Connect* command branches the script into commands that execute with or on the connected Host computer or in case of a *Connect /Mode=Guest* command on the Guest computer.

In the script pane, click the [+] button before a *Connect* command to expand it and select the expanded *Connect* command or a command below it and click *Add* to display this menu:



This menu contains script commands that can execute with a connected Host or a Guest connected locally to itself:

Copy to Delete: Select one of these commands to display a <File transfer> (*Dialog*) window to add a [File Transfer Command](#).

Wait: Select this command to display the *Wait Dialog* window to add a [Wait Command](#) to delay script execution.

Run: Select this command to display the *Run Program* window to add a [Run Command](#) to run a program on the connected to computer.

Logoff to Send Message: Select one of these commands to add an [Action Command](#) to execute an action on the connected to computer.

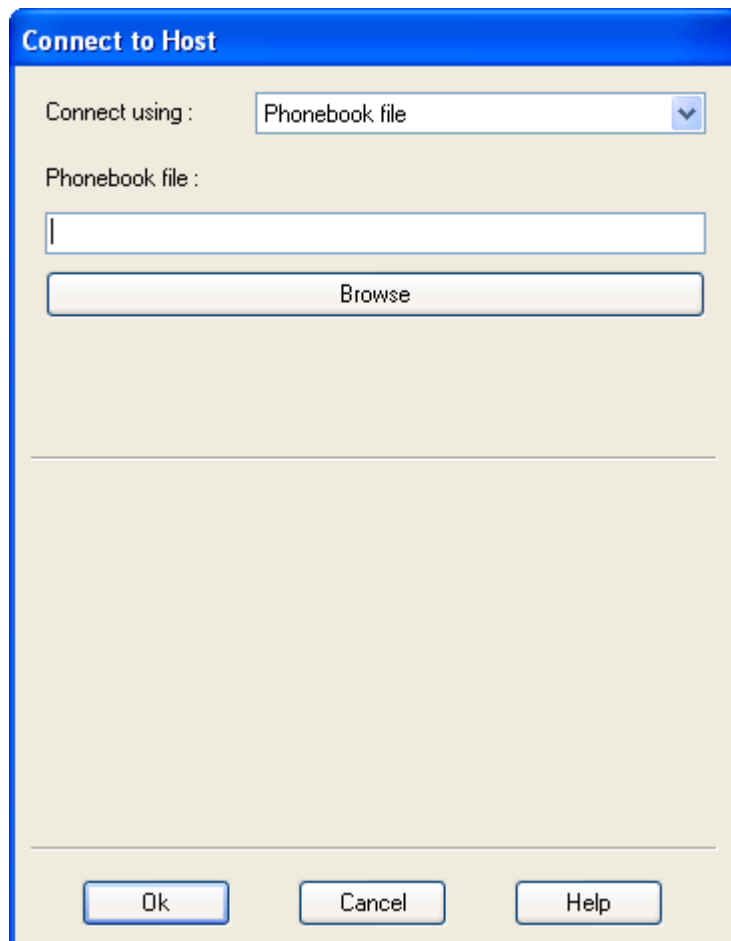
Note: [Commands in the Script File](#) explains how commands will appear in the script file.

3.8.3.2.1 Connect Command

To add a *Connect* command to a NetOp script, in the *Script* window script pane select *Global Settings* or the command directly under *Global Settings* after which you want to connect to a Host or locally to the Guest and click the *Add* button. In the *Commands* drop-down menu select *Connect* to display the *Connect to Host* window.

To edit a *Connect* command, in the script pane select a *Connect* command and click the *Edit* button to display the *Connect to Host* window:

Connect to Host



This window adds or edits a *Connect* command.

Connect using: : The field of this drop-down box displays the selected connect option. The drop-down box list contains these options:

- *Phonebook File:* Select this option to connect to a Host computer by specifying its NetOp phonebook file (default selection).
- *Communication Profile:* Select this option to connect to a Host computer by specifying a communication profile and Host connect information.
- *Local:* Select this option to connect locally to the Guest computer.

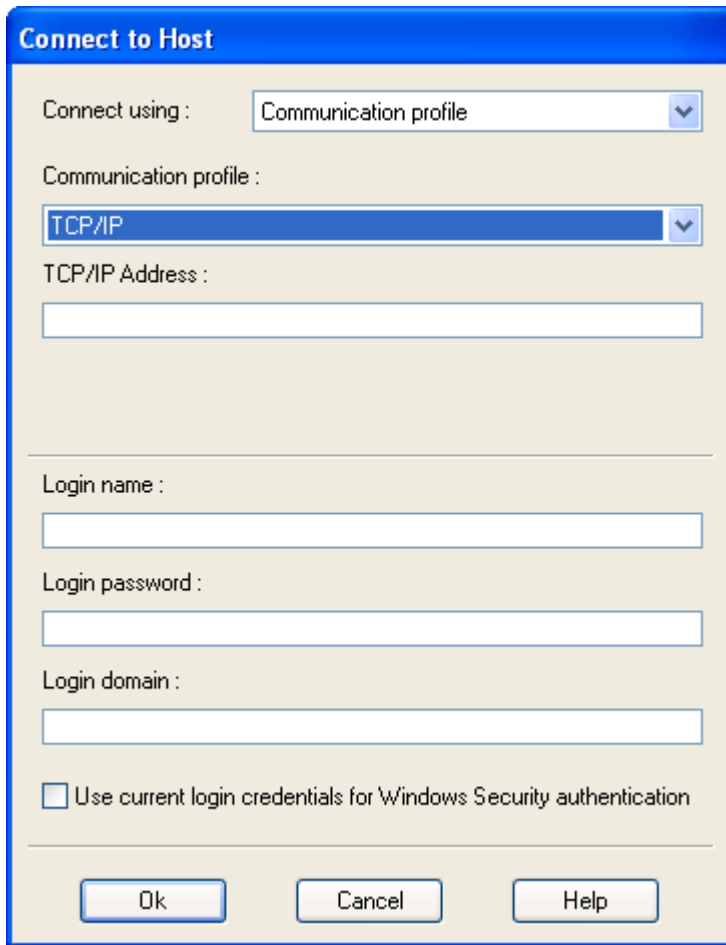
Select an option in the list to display it in the field.

If you select *Phonebook file*, this will be displayed below:

Phonebook file: *[Browse]:* Click *Browse* to display a Windows *Open* window specifying *Files of type: NetOp Phonebook Files (*.dwc)* to open a phonebook file to display its path and name in the field. Alternatively, specify the path and name in the field.

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If you select *Communication profile*, this will be displayed below:



Communication profile []: The field of this drop-down box will display the selected communication profile (default: *TCP/IP*). The drop-down box list will contain available Guest communication profiles. Select one in the list to display it in the field.

<Host connect information>: []: Specify Host connect information in one or two fields according to the communication profile selection above, see [Host Section](#) (default: empty). In a field in which you can specify an IP address, you can also specify an IP address range, e.g. 192.168.1.1-192.168.1.5, to connect to multiple Host computers from one script.

Logon name: []: Specify in this field any logon name required by the Host (default: empty).

Logon password: []: Specify in this field the *Logon name* matching password (default: empty).

Logon domain: []: Specify in this field the *Logon name* matching domain or directory server (default: empty).

Use current logon credentials for Windows Security authentication: Check this box to log on to the Host by the Windows logon user credentials of the Guest computer user instead of the logon credentials specified above (default: unchecked).

If you select *Local*, no further specification is required.

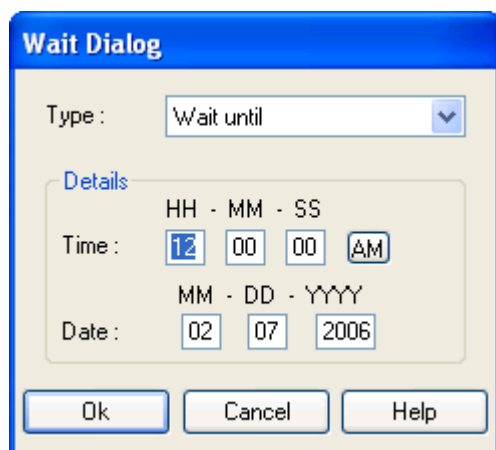
Click *OK* to specify the added or edited *Connect* command in the script pane.

3.8.3.2.2 Wait Command

To add a *Wait* command to a NetOp script, in the [Script](#) window script pane select the command after which you want to wait before continuing script execution and click the *Add* button. In the [Commands](#) drop-down menu select *Wait* to display the [Wait Dialog](#) window.

To edit a *Wait* command, in the script pane select a *WAIT* command and click *Edit* to display the [Wait Dialog](#) window:

Wait Dialog



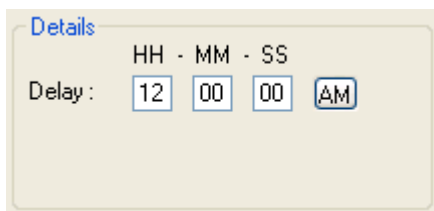
This window adds or edits a *Wait* command.

Type: `[]`: The field of this drop-down box displays the selected wait type. The drop-down box list contains these wait types:

- *Delay*: Delay script execution for a specified time.
- *Wait until*: Wait until a specified date and time to continue script execution (default selection).
- *Repeat daily*: Repeat script execution daily at a specified time.
- *Repeat weekly on day*: Repeat script execution weekly at a specified time on specified weekdays.
- *Repeat monthly on day*: Repeat script execution monthly at a specified time on specified weekdays.
- *Repeat monthly on date*: Repeat script execution monthly at a specified time on specified dates.

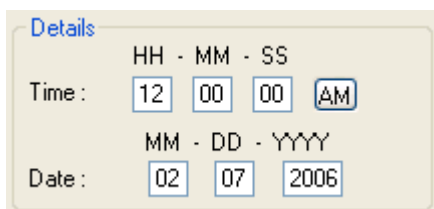
Select a wait type in the list to display it in the field.

If you selected *Delay*, this section will be displayed below:



Delay: `HH[]-MM[]-SS[]`: Specify a delay between 00-00-00 and 23-59-59 (default: 12-00-00).

If you selected *Wait until*, this section will be displayed below:



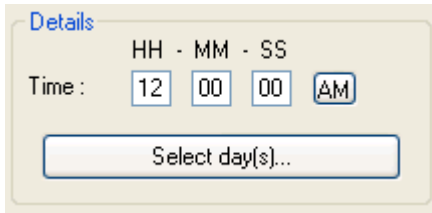
Time: `HH[]-MM[]-SS[] [AM/PM]`: Specify a time of day between 00-00-00 AM and 11-59-59 PM (default: 12:00:00 AM (noon)).

Date: `MM[]-DD[]-YYYY[]`: Optionally, specify a date between 01-01-1900 and 12-31-2200 (default: <Current date>).

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Note: If you clear the *Date* fields, script execution will wait until the next occurrence of the time of day specified in the *Time* fields.

If you select one of the remaining wait types, this section will be displayed below:

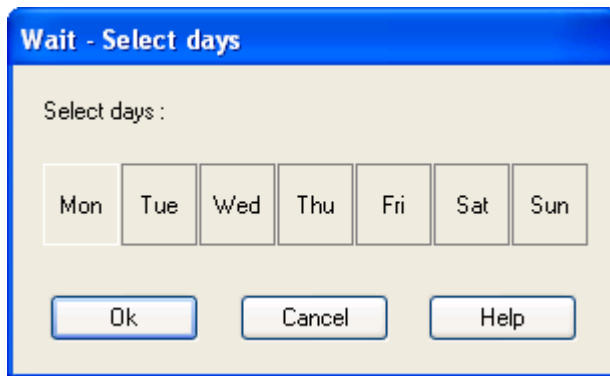


The 'Details' dialog box contains a label 'Time:' followed by three input fields for hours, minutes, and seconds, and a dropdown menu for AM/PM. The values are 12, 00, 00, and AM. Below these is a button labeled 'Select day(s)...'.

Time: HH[]-MM[]-SS[] [AM/PM]: Specify a time of day between 00-00-00 AM and 11-59-59 PM (default: 12:00:00 AM (noon)).

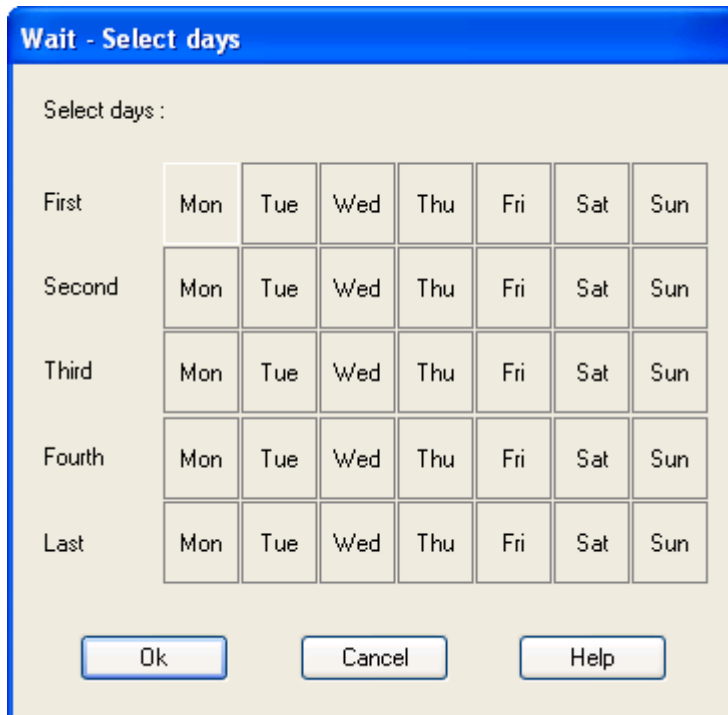
Select days...: This button will not be included if you selected *Repeat daily* in the *Type* drop-down box. Click this button to display one of these windows:

If you selected *Repeat weekly on day* in the *Type* drop-down box field:



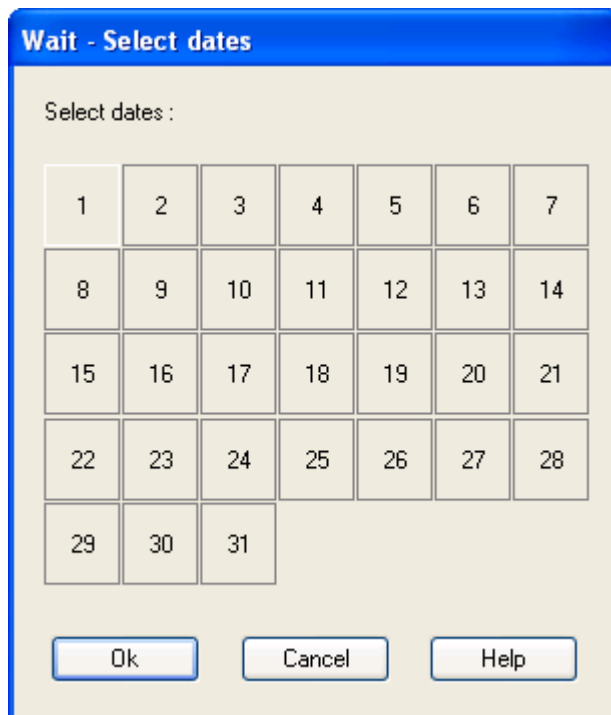
The 'Wait - Select days' dialog box has a title bar 'Wait - Select days'. Below the title bar is the text 'Select days:'. Underneath are seven buttons labeled 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun'. At the bottom are three buttons: 'Ok', 'Cancel', and 'Help'.

If you selected *Repeat monthly on day* in the *Type* drop-down box field:



The 'Wait - Select days' dialog box has a title bar 'Wait - Select days'. Below the title bar is the text 'Select days:'. Underneath is a table with five rows and seven columns. The rows are labeled 'First', 'Second', 'Third', 'Fourth', and 'Last'. The columns are labeled 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun'. At the bottom are three buttons: 'Ok', 'Cancel', and 'Help'.

If *Repeat monthly on date* is selected in the *Type* drop-down box field:



Click days or dates to give them a white frame to select them (default: (first) *Monday* or *1*).

3.8.3.2.3 Run Command

To add a *Run* command to a NetOp script, in the *Script* window script pane select the command after which you want to run a command and click the *Add* button. In the *Commands* drop-down menu select *Run* to display the *Run Program* window.

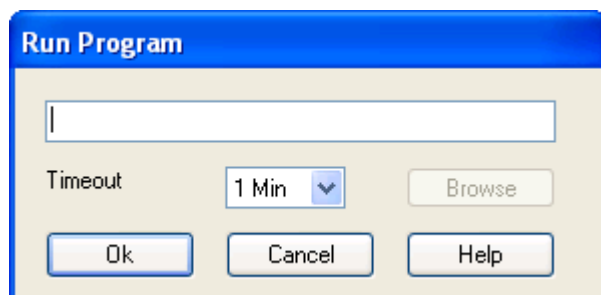
Note: A *Run* command directly under *Global Settings* or under a *Connect /Mode=Guest* command will execute on the Guest computer.

A *Run* command directly under a *Connect* command other than *Connect /Mode=Guest* will execute on the connected to Host computer.

The specified program file must reside on the computer on which it shall run.

To edit a *Run* command, in the script pane select a *RUN* command and click the *Edit* button to display the *Run Program* window:

Run Program



This window adds or edits a *Run* command.

If you are adding a *Run* command, the field will be empty. If you are editing a *Run* command, the field will display the program path and command. Specify or edit the program path and command. Right-click in the field to display a standard editing menu. You can include command line switches.

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Browse: Click this button to display a Windows *Open* window that specifies *Files of type: Exe files (*.exe)* to open an *exe* file to display its path and name in the field above.

Note: See also [Run Program](#).

Timeout []: The field of this drop-down box displays the selected timeout (default: *1 Min*). The drop-down box list contains timeouts from *None* to *Never* with from *5 Sec* to *10 Min* in between. *None* will cause script execution to proceed without waiting for program execution to complete. A specific timeout will cause a script error if program execution has not completed within the specified timeout. *Never* will cause script execution to wait for program execution to complete before proceeding.

Caution: An invalid command specification will cause a script error, see [Test a NetOp Script](#).

3.8.3.2.4 File Transfer Command

To add a file transfer command to a NetOp script, in the [Script](#) window script pane select the command after which you want to add a file transfer command and click the *Add* button. In the [Commands](#) drop-down menu select *Copy*, *Move*, *Synchronize*, *Clone* or *Delete* to display the matching <File transfer> (*Dialog*) window explained below.

To edit a file transfer command, in the script pane select a file transfer command and click the *Edit* button to display the matching <File transfer> (*Dialog*) window explained below.

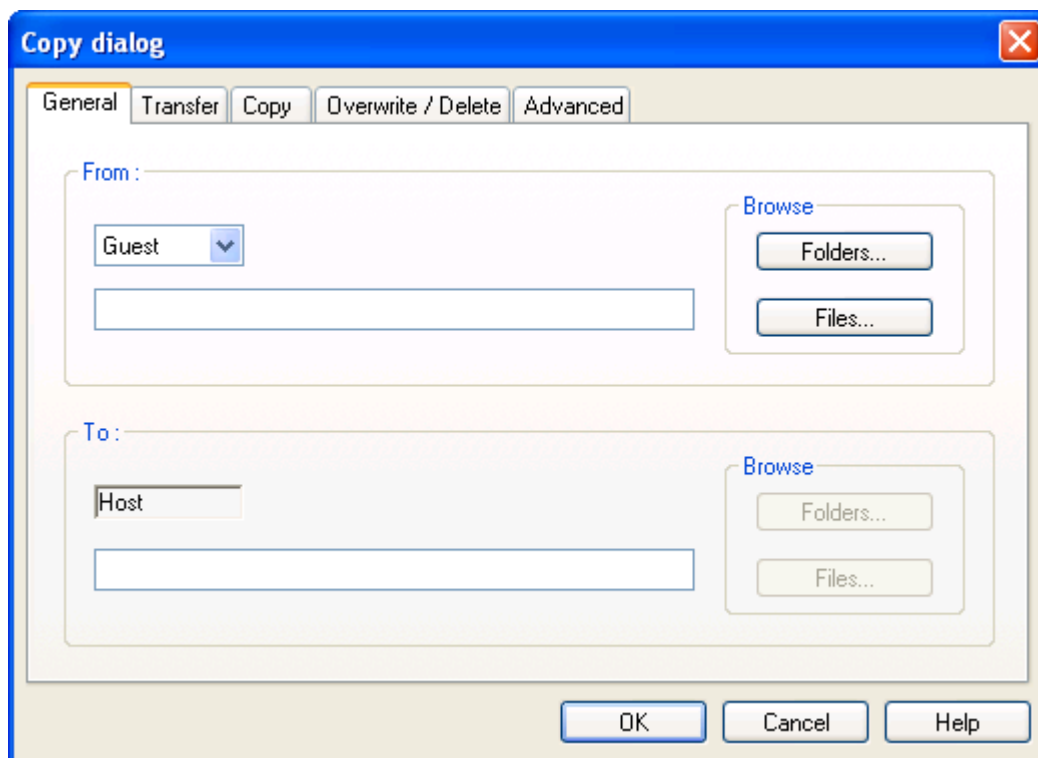
File transfer commands include *Copy*, *Move*, *Synchronize*, *Clone* and *Delete*.

The *Copy Dialog*, *Move Dialog*, *Synchronize Dialog* and *Clone Dialog* windows have the same layout. Only the [Copy Dialog](#) window will be explained with notes on differences. It has these tabs:

- [General Tab](#)
- [Transfer Tab](#)
- [Copy Tab](#)
- [Overwrite/Delete Tab](#)
- [Advanced Tab](#)

Copy Dialog

General Tab



From

(Upper drop-down box) [/]: The field of this drop-down box displays the selected source NetOp module name (default: the [Global Settings](#) window *General* tab selection). The drop-down box list contains the options *Guest* and *Host*. Select an option in the list to display it in the field.

(Lower field) [/]: If you are adding a file transfer command, this field will be empty. If you are editing a file transfer command, this field will display the source specification. Specify or edit the source specification. Specify a file mask (a file name with wildcard characters like * signifying any characters) to include multiple file names with common characters. The file mask *.* specifies a directory.

Note: A *Synchronize* or *Clone* command must specify a source directory.

Browse

Note: This section will be enabled only if the *From* section upper drop-down box field displays *Guest*.

Folders...: Click this button to display a Windows *Browse for Folder* window to select a source directory whose path and name (ending with *.*) will be displayed in the lower field.

Files...: Click this button to display a Windows *Open* window that specifies *Files of type: All Files (*.*)* to open a source file whose path and name will be displayed in the lower field.

Note: The *Files* button will be disabled if you are specifying a *Synchronize* or *Clone* command.

To

(Upper field) [/]: This disabled field will always display the *From* section upper drop-down box unselected option.

(Lower field) [/]: If you are adding a file transfer command, this field will be empty. If you are editing a file transfer command, this field will display the destination specification. Specify or edit

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the destination specification that will typically be a directory path ending with *.*. To rename a single transferred file, specify a destination file name.

Note: A *Synchronize* or *Clone* command must specify a destination directory.

Browse

Note: This section will be enabled only if the *To* section upper drop-down box field displays *Guest*.

Folders...: Click this button to display a Windows *Browse for Folder* window to select a destination directory whose path ending with *.* will be displayed in the lower field.

Existing files in the destination directory with the same location and name as transferred files will be overwritten by transferred files, except in the case of synchronization where source and destination directory older files will be overwritten by newer files in either directory.

Files...: Click this button to display a Windows *Open* window that specifies *Files of type: All Files (*.*)* to open a destination file whose path and name will be displayed in the lower field.

Specifying a destination file name will rename a single transferred file into the specified name. If the specified destination file exists, it will be overwritten by the transferred file.

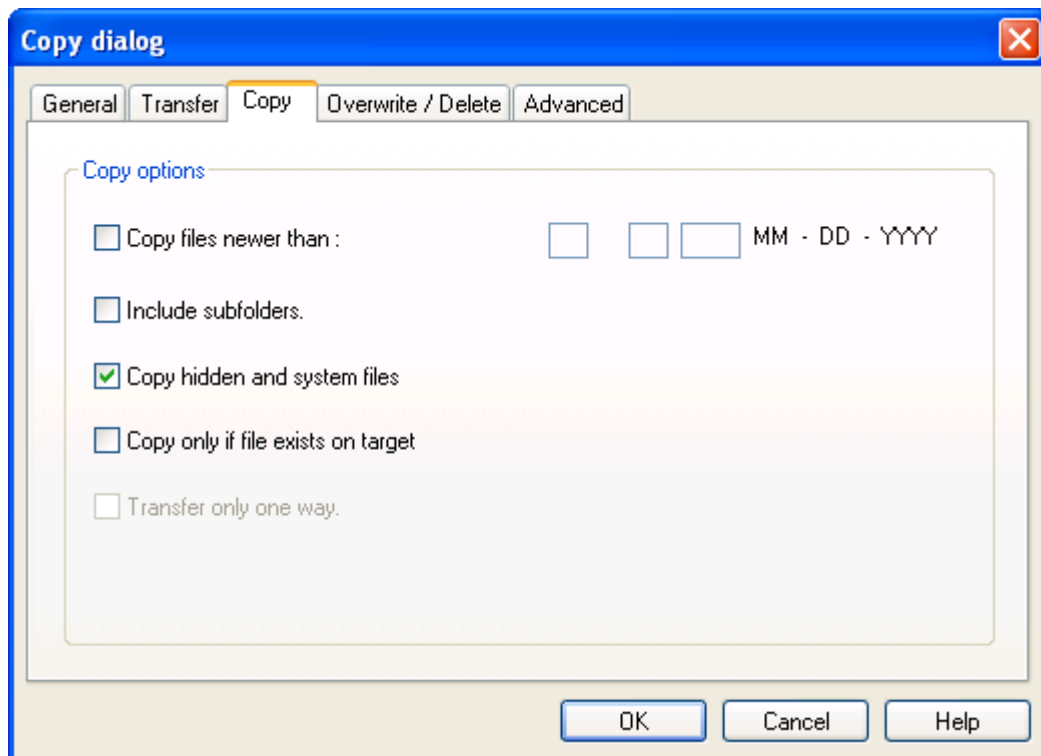
Note: The *Files* button will be disabled if you are specifying a *Synchronize* or *Clone* command.

Caution: An invalid file transfer specification will cause a script error, see [Test a NetOp Script](#).

Transfer Tab

This tab contains the same elements as the [Global Settings](#) window [Transfer Tab](#). Default selections are the [Global Settings](#) selections. Changed selections will apply to this file transfer command only.

Copy Tab



Copy options

- Copy files newer than: []*: Check this box and specify a date in the fields to transfer only files newer than the specified date (default: unchecked).
- Include subfolders*: Check this box to transfer files in subdirectories of a specified directory (default: unchecked). Leave unchecked to transfer only specified directory files.
- Copy hidden and system files*: Leave this box checked to transfer hidden and system files (default: checked). Uncheck to not transfer hidden and system files.
- Copy only if file exists on target*: Leave this box unchecked to transfer all specified files (default: unchecked). Check this box to transfer only files that exist on the destination computer in the specified location.
- Transfer only one way*: This option is enabled only with a *Synchronize* command. Check this box to transfer files only from the source computer to the destination computer (default: unchecked).

Note: With a *Clone* command, all options except *Include subfolders* are disabled.

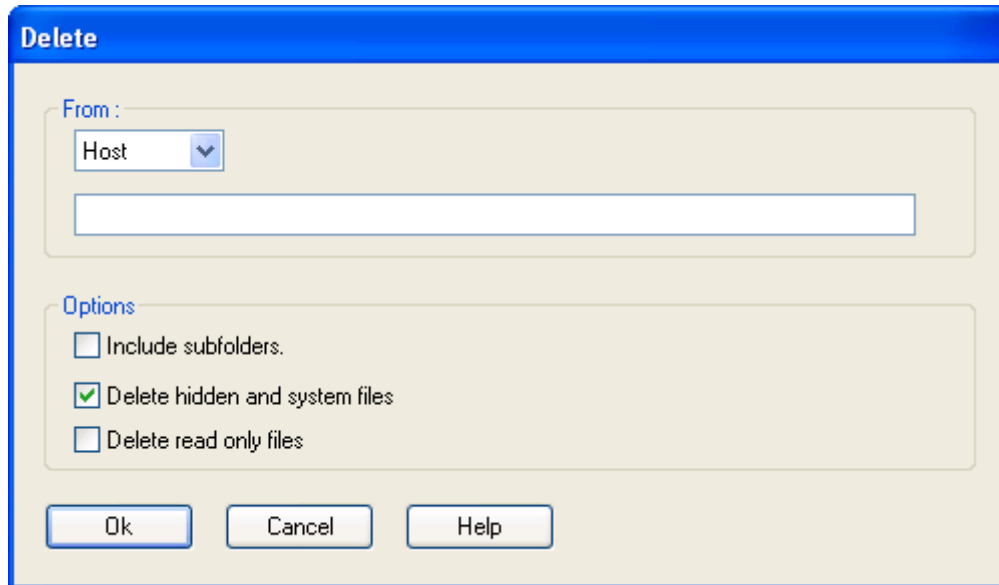
Overwrite/Delete Tab

This tab contains the same elements as the [Global Settings](#) window [Overwrite/Delete Tab](#). Default selections are the [Global Settings](#) selections. Changed selections will apply to this file transfer command only.

Advanced Tab

This tab contains the same elements as the [Global Settings](#) window [Advanced Tab](#). However, the *Log File* section and the *Restart script when finished* and *Unload Guest when finished* options are disabled. Default selections are the [Global Settings](#) selections. Changed selections will apply to this file transfer command only.

Delete



From

(Upper drop-down box) [/]: The field of this drop-down box displays the selected NetOp module name (default: the [Global Settings](#) window [General Tab](#) unselected option). The drop-down box list contains the options *Guest* and *Host*. Select an option in the list to display it in the field.

(Lower field) [/]: Specify a directory or file path and name. Specify a file mask (a file name with wildcard characters like * signifying any characters) to specify multiple file names with common characters. The file mask *.* specifies a directory.

Options

Include subfolders: Check this box to delete a specified directory, its subdirectories and files in them (default: unchecked). Leave unchecked to delete only files in a specified directory.

Delete hidden and system files: Leave this box checked to delete hidden and system files in a specified directory (default: checked). Uncheck to not delete hidden and system files.

Delete read only files: Check this box to delete read-only files in a specified directory (default: unchecked). Leave unchecked to not delete read-only files.

3.8.3.2.5 Action Command

Action commands include the simple commands *Logoff*, *Restart*, *Poweroff* and *Lock* and the composite commands *Inventory* and *Send Message*.

Note: Action commands will work only with a connected Host, not when connecting locally to the Guest.

To add an action command to a NetOp script, in the [Script](#) window script pane select the command after which you want to execute it. Click the *Add* button and in the drop-down menu select one of these commands:

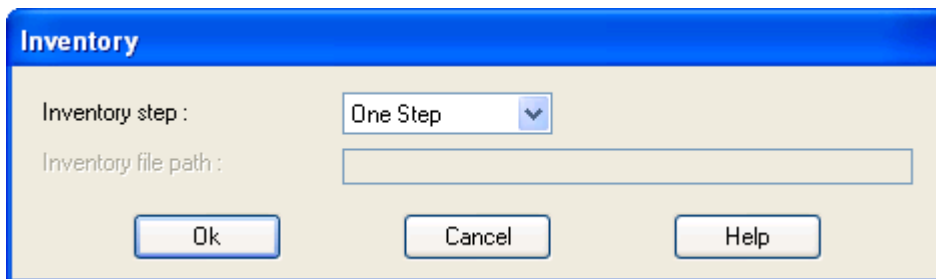
Logoff: Add a command that will log off the user from Windows on the connected to Host computer.

Restart: Add a command that will restart Windows on the connected to Host computer.

Poweroff: Add a command that will close down and power off the connected to Host computer.

Lock: Add a command that will lock the connected to Host computer.

Inventory: Display this window:



Inventory step: The field of this drop-down box displays the selected *Inventory step* option. The drop-down box list contains these options:

One Step: Generate, retrieve, copy and complete a connected to Host computer inventory.

Generate: Generate a Host computer inventory on the Host computer.

Retrieve: Retrieve the generated Host computer inventory into the Host computer file `%TEMP%\si_out.xml`.

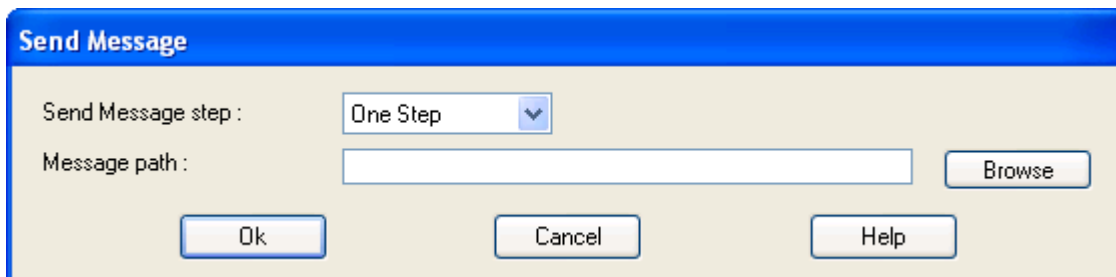
Note: A retrieved inventory file must be copied from the connected to Host computer to the Guest computer by a *Copy File Transfer Command*, typically to the Guest computer `%TEMP%` directory, to be ready for completion.

Complete: Move a Host computer inventory file copied to the Guest computer to the Guest computer user *inventor* directory to make it displayable on the [NetOp Guest Window Tab Panel Inventory Tab](#). The *inventor* directory resides in the [NetOp Configuration Files](#) directory, typically `C:\Documents and Settings\\Application Data\Danware Data\NetOp Remote Control\Guest\inventor`.

Select an option in the list to display it in the field.

Inventory file path: This field will be enabled only if *Complete* is displayed in the *Inventory step* drop-down box field. Specify the Guest computer path and name of the inventory file that shall be completed.

Send Message: Display this window:



Send Message step: The field of this drop-down box displays the selected *Send Message step* option. The drop-down box list contains these options:

One Step: Copy a Guest computer message file to the connected to Host *Messages* directory and display the message on the Host computer screen.

Note: Create and save a message file in the *Send Message* window, see [NetOp Message](#).

Display Message: Display a message file residing in the Host *Messages* directory on the Host computer screen.

Select an option in the list to display it in the field.

Message path: `[/]`: Specify in this field the Guest (*One Step*) or Host (*Display Message*) computer path and name of the message file that shall be (copied and) displayed.

3.8 Session Tools

Note: The Host *Messages* directory is identified by the environment variable *%RootConfig%Messages*.

To display in the Host *Message* window, the message file name must use the syntax *<Date>T<Time>;<Sender>.rtf* with the date and time format *YYYY-MM-DDTHH-MM-SS*.

Browse...: Click this button to display a Windows *Open* window specifying *Files of type: Rtf Files (*.rtf)* to open a Guest computer message file to display its path and name in the *Message path* field.

3.8.3.2.6 Commands in the Script File

Script commands will appear in the NetOp script file as explained in this table:

Command/Setting	Arguments/Value	Description
Connect /Mode=Phonebook	<Drive>:\<Path>\<File>	Connect to the Host of the phonebook file <Drive>:\<Path>\<File>.
Connect /Mode=CommProfile	/Profile="<Communication profile>" /Name=<Host name or IP address range> /Loginname=<Login name> /Loginpassword=<Password (encrypted)> /Logindomain=<Domain or directory service name> /LoginCredentials=<Yes/No>	Connect using the communication profile <Communication profile> to <Host name or IP address range> logging on to the Host by <Login name>, <Password> and <Domain or directory service name> or current Windows credentials <Yes/No>.
Connect /Mode=Guest		Connect locally to the Guest.
WAIT /Mode=Delay	HH:MM:SS	Wait for HH:MM:SS before proceeding.
WAIT /Mode=Until	HH:MM:SS [MM-DD-YYYY]	Wait until HH:MM:SS (hours), if specified on MM-DD-YYYY, otherwise next, before proceeding.
WAIT /Mode=Repeat	HH:MM:SS	Repeat daily at HH:MM:SS (hours).
WAIT /Mode=WeekDay	/Days="<n1>,<n2>,..." HH:MM:SS	Repeat weekly on days number <n1>, <n2> and others specified (1=Monday, 2=Tuesday, etc.) at HH:MM:SS (hours).
WAIT /Mode=MonthDay	/Days="<n1>,<n2>,..." HH:MM:SS	Repeat monthly on days number <n1>, <n2> and others specified (1=Monday of first week, 8=Monday of second week, 29=Monday of last week) at HH:MM:SS (hours).
WAIT /Mode=MonthDate	/Days="<n1>,<n2>,..." HH:MM:SS	Repeat monthly on dates number <n1>, <n2> and others specified at HH:MM:SS (hours).
Run <Drive>:\<Path>\<File>	[<Any command line switch>]	Run the program <drive>:\<path>\<file>. Command line switches can be added.
	/Guest	Run the program <drive>:\<path>\<file> on the Guest.
	/TimeOut=0	Run the program <drive>:\<path>\<file> and proceed immediately without waiting for its execution to end.
	/TimeOut=<n>	Run the program <drive>:\<path>\<file> and proceed when its execution has ended. After n seconds (0<n<1000), proceed even if execution has not ended and report an error.
	/TimeOut=1000	Run the program <drive>:\<path>\<file> and wait for its execution to end.

COPY <Source> <Destination>		Copy the <Source> folders or files on the source computer to the <Destination> folder or file on the destination computer.
	/<Setting without SET_>	Apply the specified setting to the transfer. If unspecified, the global setting specified for the script applies, see Global Settings in the Script File .
	/D=YYYY-MM-DD	Copy files newer than Year-Month-Date.
	/S	Include subfolders.
	/H	Copy hidden and system files.
	/U	Copy only if file exists in the destination directory.
MOVE <Source> <Destination>		Move the <Source> folder(s) or file(s) on the source computer to the <Destination> folder or file on the destination computer.
	/<Setting without SET_>	Apply the specified setting to the transfer. If unspecified, the global setting specified for the script applies, see Global Settings in the Script File .
	/D=YYYY-MM-DD	Move files newer than YYYY-MM-DD.
	/S	Include subfolders.
	/H	Move hidden and system files.
	/U	Move only if file exists in the destination directory.
SYNC <Source> <Destination>		Synchronize the <Source> folder on the source computer with the <Destination> folder on the destination computer.
	/<Setting without SET_>	Apply the specified setting to the transfer. If unspecified, the global setting specified for the script applies, see Global Settings in the Script File .
	/D=YYYY-MM-DD	Synchronize files newer than Year-Month-Date.
	/S	Synchronize subfolders.
	/H	Synchronize hidden and system files.
	/U	Synchronize only files that already exist in the destination directory.
	/OneWay=Yes	Transfer files only from the source computer.
CLONE <Source> <Destination>		Clone the <Source> folder on the source computer to the <Destination> directory on the destination computer.
	/<Setting without SET_>	Apply the specified setting to the transfer. If unspecified, the global setting specified for the script applies, see Global Settings in the Script File .
	/S	Clone subfolders.
LOGOFF		Log off the current user from Windows on the Host computer.
RESTART		Restart Windows on the Host computer.
POWEROFF		Close down and power off the Host computer.
LOCKWORKSTATION		Lock the Host computer.

3.8 Session Tools

USERCMD "GET_INVENTORY=SI_ONESTEP"	Create a Host computer inventory on the Guest.
USERCMD "GET_INVENTORY=SI_GENERATE"	Generate an inventory on the Host computer.
USERCMD "GET_INVENTORY=SI_RETRIEVE"	Retrieve a generated Host inventory to an inventory file on the Host computer.
USERCMD "GET_INVENTORY=SI_COMPLETE <Inventory file path>"	Move an inventory file in <Inventory file path> on the Guest computer to the <i>inventor</i> directory.
USERCMD "SHOWMSG=<Host computer message file path>"	Display a message file in <Host computer message file path> in a <i>Message</i> window on the Host computer screen.

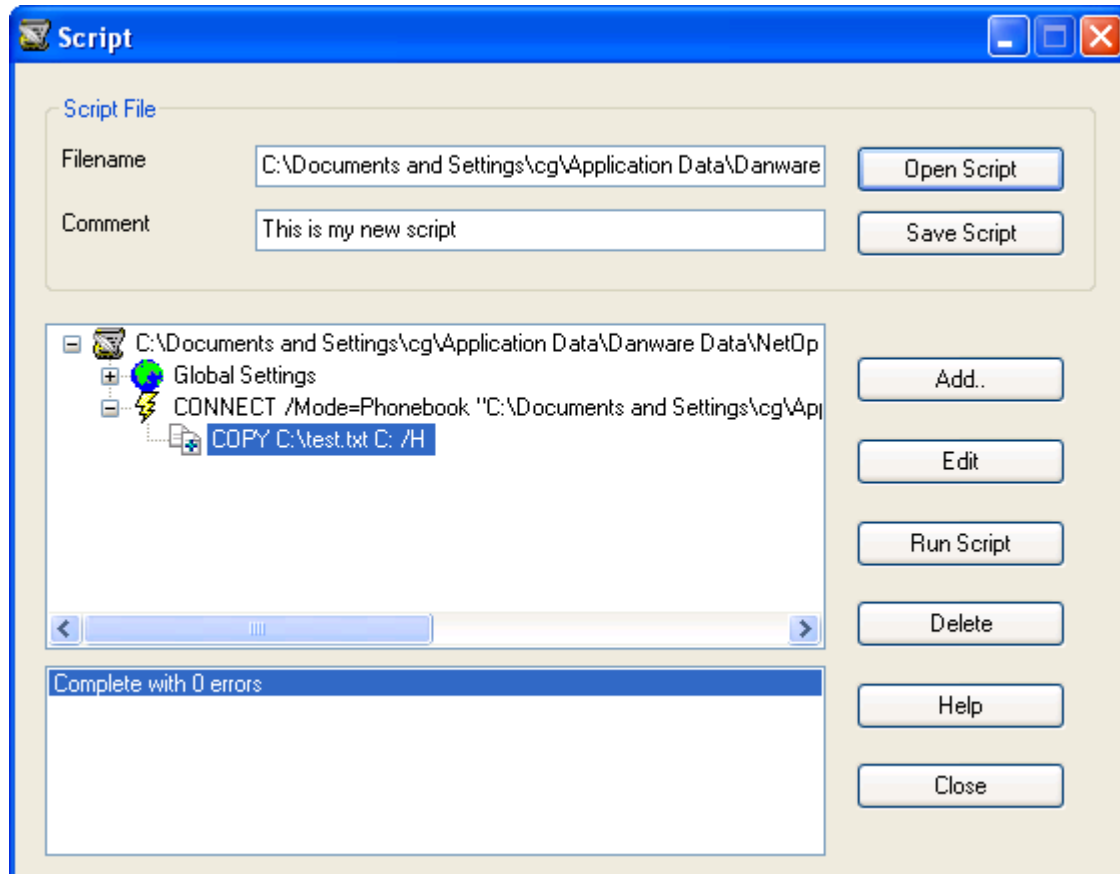
3.8.3.3 Script File

Below is an example of a NetOp script file. The script file is displayed to the left and explanations to each line to the right. You can save a script file as a *.DWS or *.TXT file.

Script file	Explanation
;This is my new script	The script must start with a semicolon (;) followed by an optional comment.
;*****	
Script	Start the script.
	Global settings:
SET Copy=G_H	Transfer files from Guest to Host.
SET Delta=Yes	Use delta file transfer.
SET CrashRecovery=Yes	Enable crash recovery.
SET OverwriteExisting=Yes	Allow overwriting/deleting existing files/folders.
SET OverwriteSystem=Yes	Allow overwriting/deleting system files.
SET OverwriteReadOnly=Yes	Allow overwriting/deleting read-only files.
SET OverwriteHidden=Yes	Allow overwriting/deleting hidden files.
SET OnComError=NextHost	On a communication error, proceed to the next Host.
SET OnError=NextFile	On a transfer error, proceed to the next file.
SET AtEnd=None	Do not restart the script at script end.
SET CloseGuest=No	Do not unload the Guest at script end.
SET AppendLog=No	Do not append an existing log in the log file.
SET Log="SCRIPT.LOG"	Create a log in the file <i>SCRIPT.LOG</i> .
	Commands:
Connect Mode=Phonebook	Connect to the Host of the phonebook file <i>Host1.dwc</i> in the default phonebook directory of the computer user <i>User1</i> .
"C:\documents and Settings\User1\Application Data\Danware Data\NetOp Remote Control\Guest\PhBook\Host1.dwc	
COPY "C:\test.txt" C: /H	Copy the file <i>C:\test.txt</i> on the source computer (in this case Guest) to the <i>C:</i> folder on the destination computer (in this case Host).
ConnectEnd	Disconnect.
ScriptEnd	End the script.

3.8.3.4 Test a NetOp Script

A completed script may look like this in the *Script* window:



Note: This is the script example in [Script File](#).

While creating and editing a script in the *Script* window, the lower debug messages pane will report any syntax errors.

3.8 Session Tools

These syntax errors can be displayed:

Error	Description
101	Unterminated string, e.g. <i>"test.txt</i> (no end quotes).
102	More than 512 characters in a line.
103	Invalid character, e.g. drive specification <i>Ē</i> .
201	Invalid boolean parameter value, e.g. <i>SET OverwriteHidden=True</i> .
202	A line starting without a command.
203	Too many commands.
204	Unknown command.
205	Invalid enumeration parameter value, e.g. <i>SET OnComError=11</i> .
206	Out of range integer parameter value, e.g. <i>/TimeOut=1500</i> .
207	Too many parameters.
208	Unknown parameter name, e.g. <i>SET ComErr=5</i> .
209	Syntax error, e.g. <i>SET OverwriteSystem=5</i> .
300	A <i>SET</i> command occurs before a <i>Script</i> command.
301	The script ends without a <i>ScriptEnd</i> command.
302	A file transfer command occurs before a <i>Connect</i> command.
303	A <i>Connect</i> command occurs before the previous connection was ended.

Note: You can avoid most of these syntax errors by creating the script in the [Script](#) window.

A script will execute from its beginning to its end, in the [Script](#) window from top to bottom, completing each *Connect* branch before proceeding to the next *Connect* branch.

To test a script displayed in the [Script](#) window, click the *Run Script* button and see if the script executes its actions and if it reports any execution errors in the debug messages pane. If the script fails, edit it and re-run it until it executes as intended.

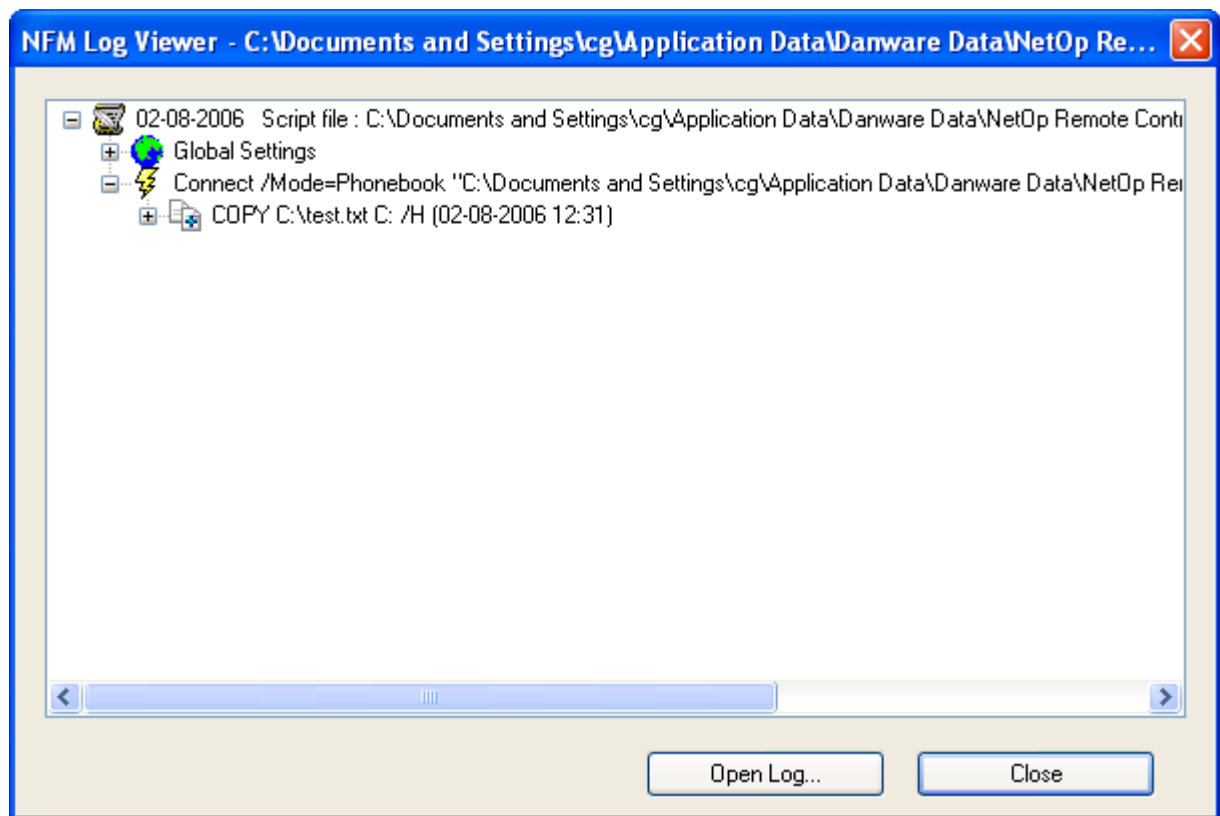
You can view script errors in a [Script Log](#).

3.8.3.5 Script Log

Running a script will generate a script log if selected on the [Global Settings](#) window [Advanced Tab](#).

By default, the script log file named *SCRIPT.LOG* will reside in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\Guest*.

To view the script log graphically, in the [NetOp Guest Window View Menu](#) select *View File Manager Log* to display a Windows *Open* window that specifies *Files of type: Log Files (*.log)* to open the script log in this window:

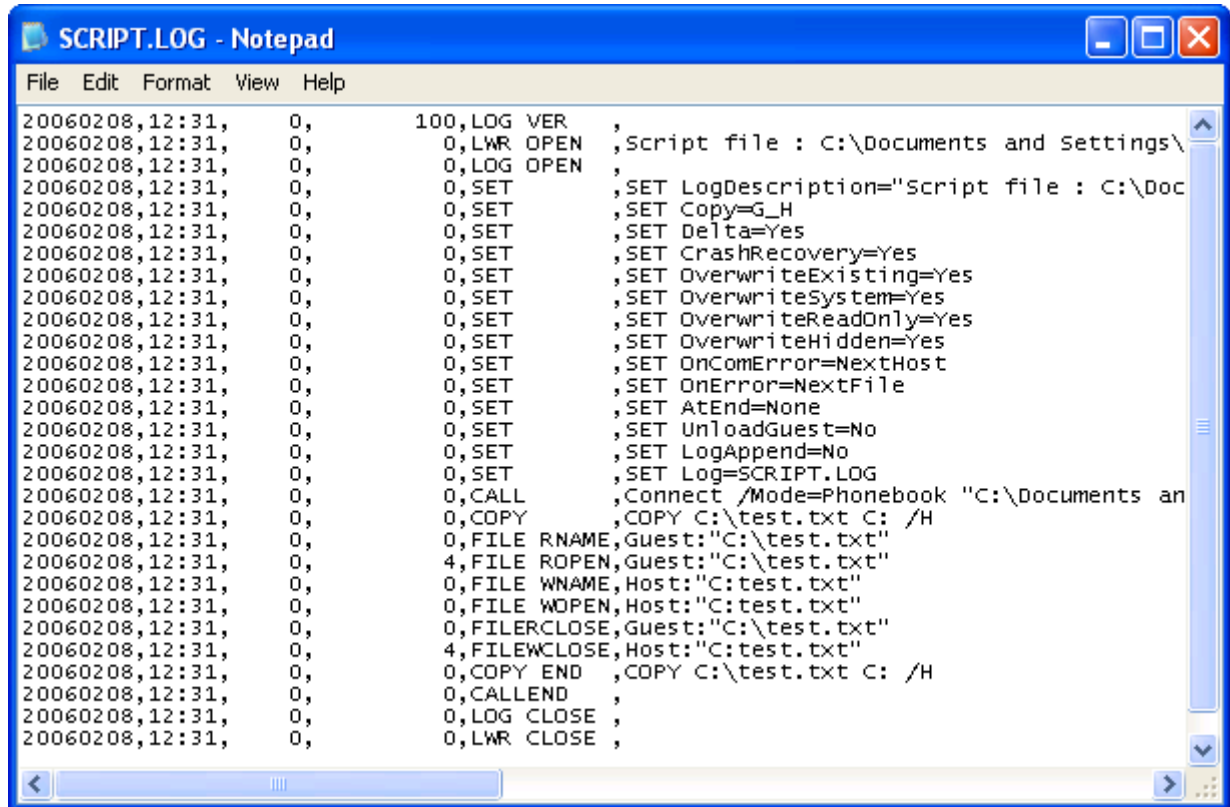


The *NFM Log Viewer* window is explained in [Options Menu](#).

The graphical script log displays script execution like the [NetOp Script Script](#) window. Script errors are indicated by red exclamation marks and are explained in clear text.

3.8 Session Tools

Open the script log file in a text editor like Notepad to display a textual log:



The textual log contains lines of logged events like a table of records with the column content Date (YYYYMMDD), Time (HH:MM), Error code, Extended error code, Action code, Action specification.

The script log can display these errors:

Code	Description	Code	Description
0	No error	34	Path does not exist
01	Syntax error	35	File does not exist
02	Invalid command	36	File already exists
03	Memory error	37	File is marked <i>Read only</i>
04	Script busy	38	File is marked <i>Hidden</i>
05	Command cancelled	39	File is marked <i>System</i>
06	Script not initialized	40	Skipped due to time stamp
07	Internal Error - no control handler	41	Same time stamp and name, different attributes
08	Internal Error - no copy handler	42	Error opening file for read
09	Internal Error - invalid state	43	Error opening file for write
10	Error opening log file	44	Skipped due to date
11	Error writing log file	45	Skipped due to attribute
12	Invalid log version	46	Skipping file
13	Internal error	47	File is locked
14	User does not have read rights	48	Disk full
15	User does not have write rights	80	I/O error
16	Program timeout	81	Communication error
17	Command not supported by Host	160	Verify failure
32	Internal error	255	Unknown error
33	Folder not empty		

Among many others, the script log can display these actions:

Code	Description
FILE ROPEN	File opened for reading
FILE WOPEN	File opened for writing
FILERCLOSE	File closed after reading
FILEWCLOSE	File closed after writing
FILE DEL	File deleted
DIR DEL	Directory deleted
LOG OPEN	Log file opened
LOG CLOSE	Log file closed
ERROR	Error during transfer
CALL	Connected to Host
CALLEND	Disconnected from Host

Advanced NetOp scripting is explained in the **Administrator's Manual** *Advanced Tools* chapter *NetOp Scripting ActiveX Control* section.

3.9 Guest Actions

You can execute these actions on Hosts:

- [Run Program](#)
- [Execute Command](#)
- [NetOp Message](#)
- [Monitor](#)
- [Get Inventory](#)

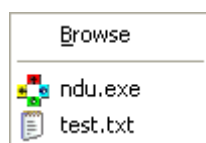
3.9.1 Run Program

You can run a program on one or multiple Host computers from the [NetOp Guest Window](#) or from a [NetOp Script](#).

- In the [NetOp Guest Window](#), select one or multiple [Tab Panel](#) Host records and click the [Toolbar Action Buttons](#) *Run Program* button or select the matching [Connection Menu](#) command to display the [Run Program Menu](#).
- In a [NetOp Script](#), include a [Run Command](#).

You can run a program on a [Remote Control](#) session Host computer. Click the [Toolbar and Toolbox Action Buttons](#) *Run Program* button to display the [Run Program Menu](#).

Run Program Menu



This menu will contain a *Browse* command and program commands that have been specified on the [Program Options](#) window [Run Tab](#).

Select the *Browse* command to display the [Run Program Browse](#) window to specify a program and run it on selected record Host computers or on the [Remote Control](#) session Host computer.

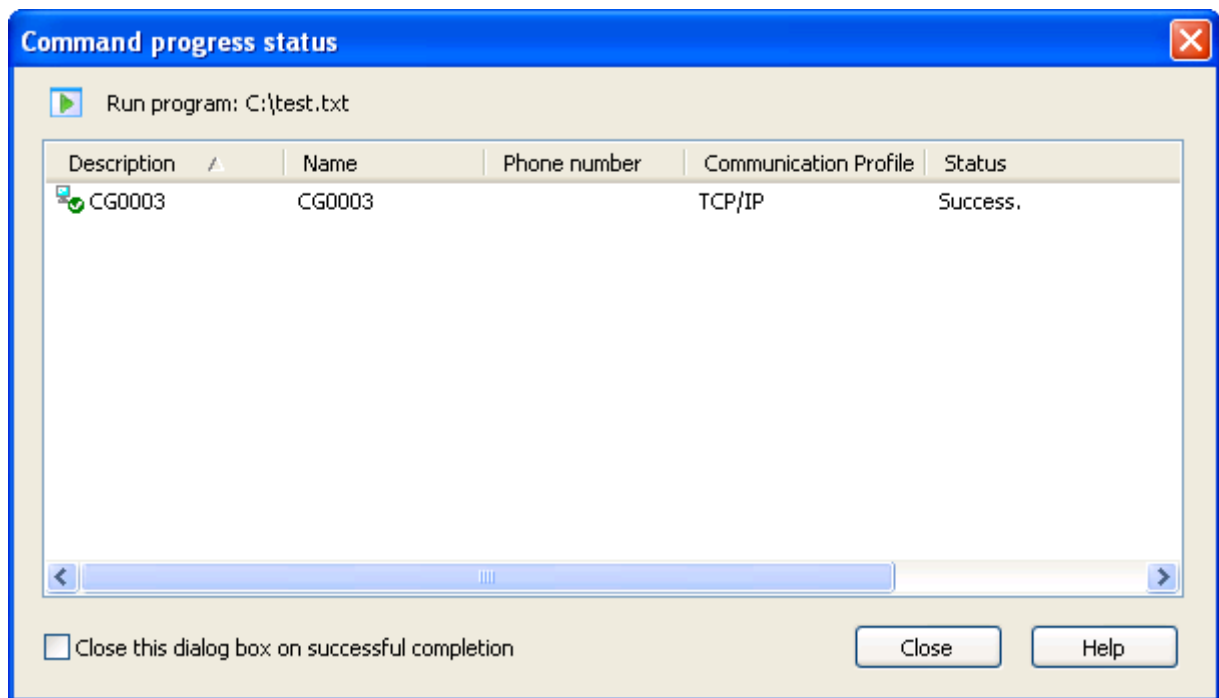
Select a program command to run the program on selected record Host computers or on the [Remote Control](#) session Host computer.

Note: The program file must be available on the Host computer in the location specified in the [Run Program Browse](#) window or on the [Run Tab](#).

3.9 Guest Actions

When executing a *Run Program* command, this window will be displayed:

Command Progress Status



<Run Program icon> *Run program*: Displays the program file path and name.

The pane displays selected Host records in a table with this column content:




- *Description*: Progress indicator and Host record *Description*, see e.g. [Phonebook Records](#). These progress indicators can be displayed:
 -  Command execution in progress
 -  Command executed successfully
 -  Command execution failed
- *Name*: Host name according to the tab record, if applicable.
- *Phone number*: Host or connecting NetOp Gateway modem telephone number or IP address according to the tab record, if applicable.
- *Communication Profile*: Guest communication profile according to the tab record.
- *Status*: Textual progress indicator.

Table controls are explained in [Table Control](#).

Multiple commands will execute sequentially as indicated by the progress indicators and *Status* column contents.

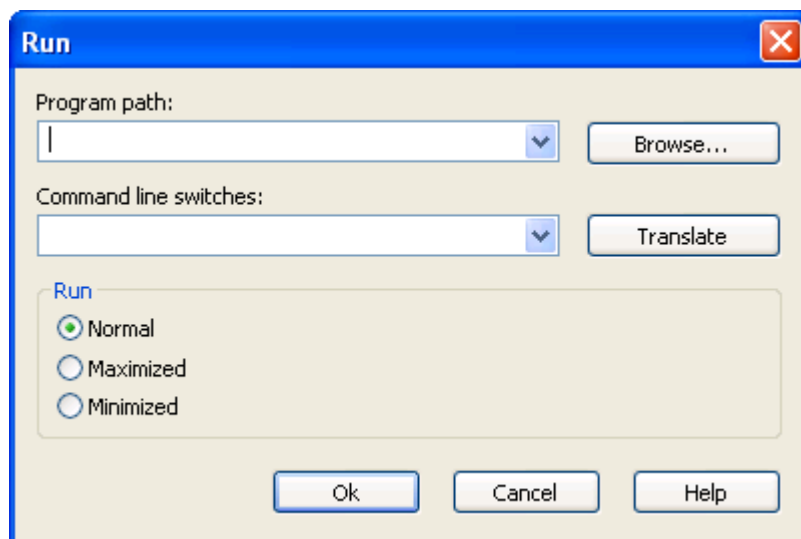
Note: If Host [Guest Access Security](#) does not allow *Run Programs*, the command will not execute, see [Allow Guest To](#).

Close this dialog box on successful completion: Check this box to close the window when the command has executed successfully on all selected Hosts (default: unchecked).

Cancel/Close: During progress, this button will display *Cancel*. Click it to cancel the command on the computer where it is executing or attempting to execute and proceed to the next Host record. After completion, this button will display *Close*. Click it to close the window.

3.9.1.1 Run Program Browse

Select the [Run Program Menu](#) *Browse* command to display this window:



This window specifies a program and its run properties and runs it on selected record Host computers.

Program path: []: The field of this drop-down box will display the program file path and name (default: none). The drop-down box list contains paths and names of files that have been run from this window before. Select a path and name in the list to display it in the field or specify in the field a file path and name.

Browse...: Click this button to display a Windows *Open* window that specifies *Files of type: Programs* to open a Guest computer program file to display its path and name in the *Program path* field.

Note: The *Open* window will display only Guest computer directories and program files. Select *All files* in the lower drop-down box list to display all file types. You can also run other file types, e.g. text files. To run successfully, the file must be available and identifiable on the Host computer.

Command line switches: []: The field of this drop-down box will display switches that will be applied to the command specified in the *Program path* drop-down box (default: none). The drop-down box list will contain switch sets that have been applied in this window before. Select a switch set in the list to display it in the field or specify in the field the switches that shall be applied to the file.

Translate: Click this button to replace *Program path* field path elements by available environment variables to facilitate identifying the path on Host computers whose directory structure is different from the Guest computer directory structure because of e.g. language or operating system.

Run

Select one of these options:

- Normal*: Run the program in a normal size window (default selection).
- Maximized*: Run the program in a maximized window.
- Minimized*: Run the program minimized.

OK: Click this button to run the specified program on selected record Host computers to display the [Command Progress Status](#) window.

3.9.2 Execute Command

You can execute a computer control command on one or multiple Host computers from the [NetOp Guest Window](#) or from a [NetOp Script](#).

- In the [NetOp Guest Window](#), select one or multiple [Tab Panel](#) Host records and click the [Toolbar Action Buttons](#) *Execute Command* button or select the matching [Connection Menu](#) command to display the [Execute Command Menu](#).

3.9 Guest Actions

- In a [NetOp Script](#), include a computer control [Action Command](#).

You can execute a computer control command on a [Remote Control](#) session Host computer. Click the [Toolbar and Toolbox Action Buttons](#) *Execute Command* button to display the [Execute Command Menu](#).

Execute Command Menu



Log Off: Select this command to log off the user from Windows on selected record Host computers.

Restart: Select this command to restart selected record Host computers.

Shut Down: Select this command to shut down selected record Host computers.

Lock Workstation: Select this command to lock selected record Host computers.

Wake on LAN: Select this command to start selected record Host computers whose *Wake on LAN MAC address* is registered, see [Connect Tab](#).

The [Command Progress Status](#) window will display command execution.

Note: If Host [Guest Access Security](#) does not allow *Execute command (Restart, ...)*, the command will not execute, see [Allow Guest To](#).

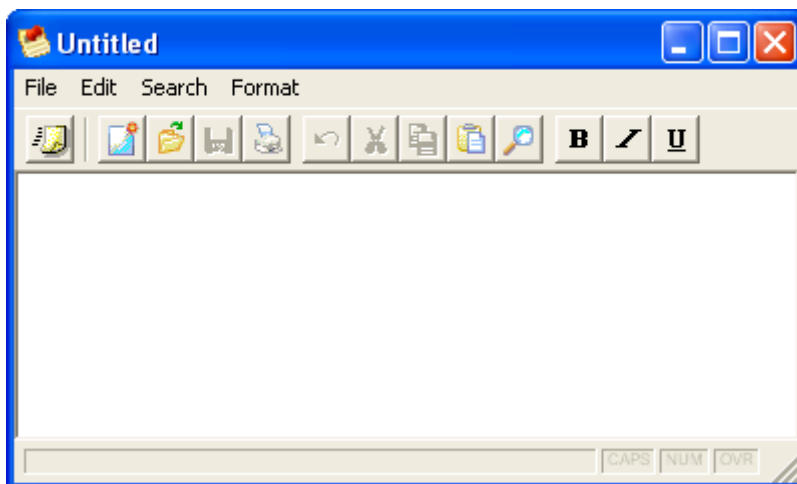
3.9.3 NetOp Message

You can send a NetOp message to one or multiple Hosts from the [NetOp Guest Window](#) and from a [NetOp Script](#).

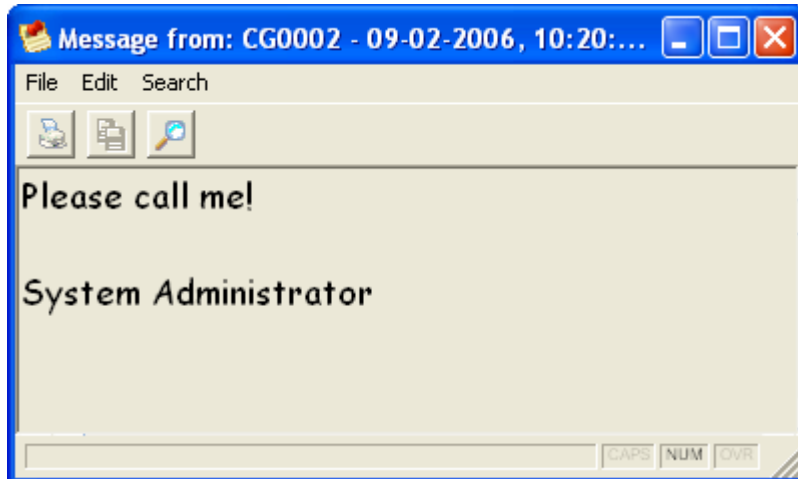
- In the [NetOp Guest Window](#), select one or multiple [Tab Panel](#) Host records and click the [Toolbar Action Buttons](#) *Send Message* button or select the matching [Connection Menu](#) command to display the [NetOp Message](#) window.
- In a [NetOp Script](#), include a *Send Message* [Action Command](#).

You can send a NetOp message to a [Remote Control](#) session Host computer user. Click the [Toolbar and Toolbox Action Buttons](#) *Send Message* button to display the [NetOp Message](#) window.

NetOp Message



In this window, you can create, edit and send a NetOp message that will pop up on the Host computer screen like this:



The *NetOp Message* window contains these elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- [Message Pane](#)
- [Status Bar](#)

3.9.3.1 Title Bar

This is the *NetOp Message* window title bar:

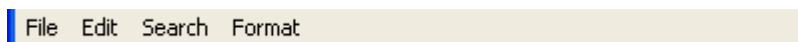


It initially displays *Untitled*. If the message in the window has been saved in a file, its path and name will be displayed.

Window controls are explained in [Window Control](#).

3.9.3.2 Menu Bar

This is the *NetOp Message* window menu bar:



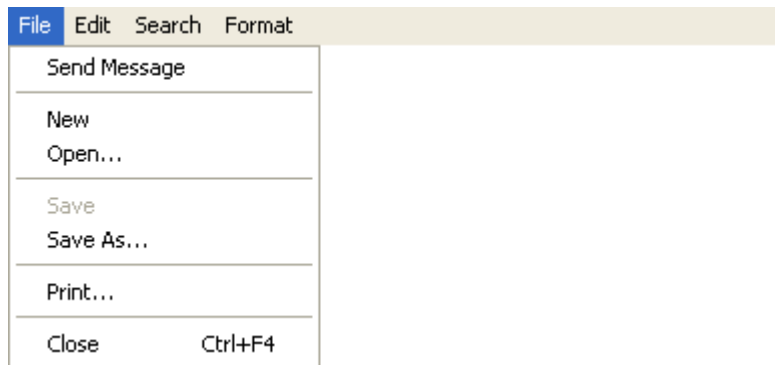
It contains these menus:

- [File Menu](#)
- [Edit Menu](#)
- [Search Menu](#)
- [Format Menu](#)

3.9 Guest Actions

3.9.3.2.1 File Menu

This is the [NetOp Message](#) window *File* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Send Message: Select this command or click the matching [Toolbar](#) button to send the message to selected record Hosts.

The [Command Progress Status](#) window will display command execution.

Note: If Host [Guest Access Security](#) does not allow *Send Message*, the command will not execute, see [Allow Guest To](#).

New: Select this command or click the matching [Toolbar](#) button to empty the [Message Pane](#) to create a message. You will be prompted to save any unsaved current message changes.

Open: Select this command or click the matching [Toolbar](#) button to display a Windows *Open* window that specifies *Files of type: Rtf Files (*.rtf)* to open the content of a rich text format file in the window. You will be prompted to save any unsaved current message changes.

Save: This command will be enabled only if a file path and name has been specified for the window message. Select it or click the matching [Toolbar](#) button to save the window message in its specified file.

Save As...: Select this command to display a Windows *Save As* window specifying *Files of type: Rtf Files (*.rtf)* to save the window message with a specified name and extension in a selected directory.

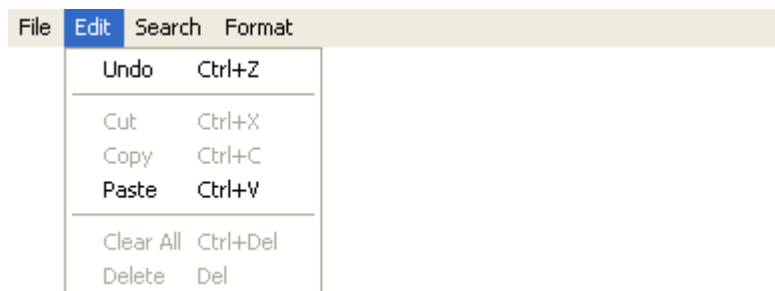
Note: A new message is not automatically named, provided with an extension and saved on the Guest computer, but when received on a Host computer it is automatically named, provided with an extension and saved.

Print: Select this command or click the matching [Toolbar](#) button to display a Windows *Print* window to print the window message content without header or footer.

Close Ctrl+F4: Select this command or the matching [Window Control](#) menu command, click the [Window Control](#) *Close* button or press CTRL+F4 to close the [NetOp Message](#) window. You will be prompted to save any unsaved current message changes.

3.9.3.2.2 Edit Menu

This is the [NetOp Message](#) window *Edit* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Undo Ctrl+Z: Select this command, press CTRL+Z or click the matching [Toolbar](#) button to undo/redo the last [Message Pane](#) action.

Cut Ctrl+X: Select [Message Pane](#) text and select this command, press CTRL+X or click the matching [Toolbar](#) button to remove the selected text and place it on the clipboard.

Copy Ctrl+C: Select [Message Pane](#) text and select this command, press CTRL+C or click the matching [Toolbar](#) button to copy selected text to the clipboard.

Paste Ctrl+V: Select this command, press CTRL+V or click the matching [Toolbar](#) button to paste the clipboard contents in the [Message Pane](#) cursor position.

Clear All Ctrl+Del: Select this command or press CTRL+DEL to clear all [Message Pane](#) content.

Delete Del: Select [Message Pane](#) text and select this command or press DEL to delete selected text.

3.9.3.2.3 Search Menu

This is the [NetOp Message](#) window *Search* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

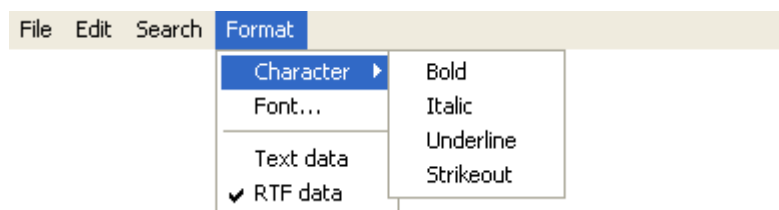
Find...: Select this command or click the matching [Toolbar](#) button to display the Windows *Find* window to find [Message Pane](#) text.

Replace...: Select this command to display the Windows *Replace* window to replace [Message Pane](#) text.

Next F3: Select this command or press F3 to highlight the next occurrence of *Find* or *Replace* window specified text in the [Message Pane](#).

3.9.3.2.4 Format Menu

This is the [NetOp Message](#) window *Format* menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Character: This command expands into these commands:

Bold: Select [Message Pane](#) text and select this command to checkmark/uncheckmark it or click the matching [Toolbar](#) button to make it appear pressed in/released to bold/unbold selected text.

Italic: Select [Message Pane](#) text and select this command to checkmark/uncheckmark it or click the matching [Toolbar](#) button to make it appear pressed in/released to italicize/un-italicize selected text.

Underline: Select [Message Pane](#) text and select this command to checkmark/uncheckmark it or click the matching [Toolbar](#) button to make it appear pressed in/released to underline/un-underline selected text.

Strikeout: Select [Message Pane](#) text and select this command to checkmark/uncheckmark it to strikeout/un-strikeout selected text.

Font...: Select [Message Pane](#) text and select this command to display the Windows *Font* window to change selected text font and color.

3.9 Guest Actions

Text data/RTF data: Select the uncheckmarked command to switch checkmarks to change the [Message Pane](#) text data format into the checkmarked type.

Note: The RTF format supports hyperlinks.

3.9.3.3 Toolbar

This is the [NetOp Message](#) window toolbar:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The toolbar contains these buttons:



Send: Click this button or select the matching [File Menu](#) command to send the window message to selected record Hosts.

The [Command Progress Status](#) window will display command execution.

Note: If Host [Guest Access Security](#) does not allow *Send Message*, the command will not execute, see [Allow Guest To](#).



New: Click this button or select the matching [File Menu](#) command to empty the [Message Pane](#) to create a message. You will be reminded to save any unsaved current message changes.



Open: Click this button or select the matching [File Menu](#) command to display a Windows *Open* window that specifies *Files of type: Rtf Files (*.rtf)* to open the content of a rich text format file in the window. You will be reminded to save any unsaved current message changes.



Save: This button will be enabled only if a file path and name have been specified. Click it or select the matching [File Menu](#) command to save the message in its specified file.



Print: Click this button or select the matching [File Menu](#) command to display a Windows *Print* window to print the window message content without header or footer.



Undo/Redo: Click this button or select the matching [Edit Menu](#) command to undo/redo the last [Message Pane](#) action.



Cut: Select [Message Pane](#) text and click this button, select the matching [Edit Menu](#) command or press CTRL+X to remove selected text and place it on the clipboard.



Copy: Select [Message Pane](#) text and click this button, select the matching [Edit Menu](#) command or press CTRL+C to copy selected text to the clipboard.



Paste: Click this button, select the matching [Edit Menu](#) command or press CTRL+V to paste the clipboard content in the [Message Pane](#) cursor position.



Find: Click this button or select the matching [Search Menu](#) command to display the Windows *Find* window to find [Message Pane](#) text.



Bold: Select [Message Pane](#) text and click this button to make it appear pressed in/released or select the matching [Format Menu](#) command to checkmark/uncheckmark it to bold/unbold selected text.



Italic: Select [Message Pane](#) text and click this button to make it appear pressed in/released or select the matching [Format Menu](#) command to checkmark/uncheckmark it to italicize/un-italicize selected text.



Underline: Select text in the [Message Pane](#) and click this button to make it appear pressed in/ released or select the matching [Format Menu](#) command to checkmark/uncheckmark it to underline/un-underline selected text.

3.9.3.4 Message Pane

This is the [NetOp Message](#) window message pane:



It will display the message content. The first line of text will describe the message content on the Host. You can edit, search and format text pane text from menu commands and [Toolbar](#) buttons.

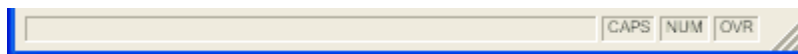
To create an unprepared NetOp message, type it into the pane.

To create a prepared NetOp message, create plain or RTF formatted text in a file and paste it into the pane.

Note: RTF formatted text supports hyperlinks, see [Format Menu](#).

3.9.3.5 Status Bar

This is the [NetOp Message](#) window status bar:



The fields to the right are active:

- *CAPS*: Displays black text if CAPS LOCK is enabled.
- *NUM*: Displays black text if NUM LOCK is enabled.
- *OVR*: Displays black text if INSERT is enabled.

3.9.4 Monitor

To monitor multiple Host computer screens sequentially, in the [NetOp Guest Window](#) select multiple [Tab Panel](#) Host records and click the [Toolbar Action Buttons](#) *Monitor* button or select the matching [Connection Menu](#) command to display the [Monitor Toolbox](#) and start connecting to the first selected record Host.

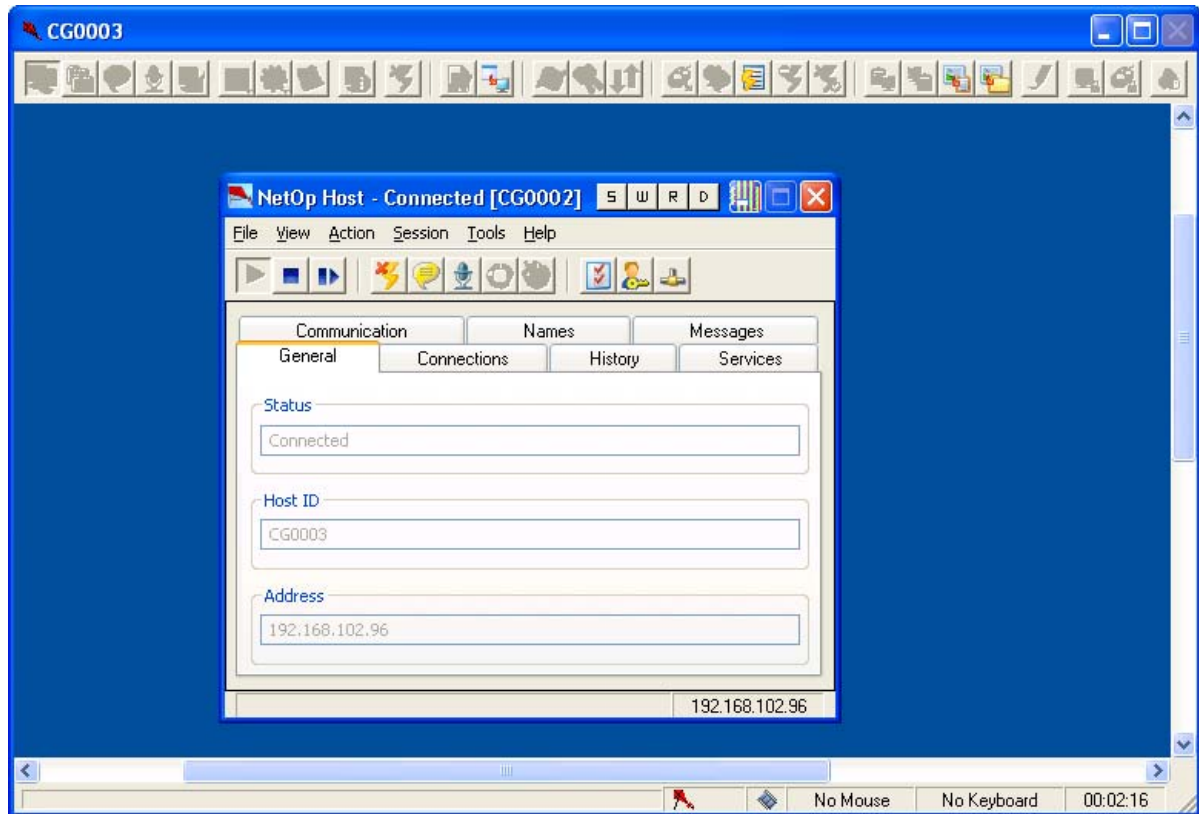
Note: You must log on to each Host to monitor it.

If Host [Guest Access Security](#) does not allow *Remote control*, connection will be denied, see [Allow Guest To](#).

When connected, the Host computer screen image will be displayed, typically in this window:

3.9 Guest Actions

Monitor Window



Window controls are explained in [Window Control](#).

This window resembles the [Remote Control](#) window, but only these [Toolbar and Toolbox](#) buttons are enabled:



Full Screen: Click this window toolbar button or select the matching [Title Bar](#) menu command to display the Host computer screen image in full screen display, see [Remote Control Display](#).



Click this full screen toolbox button to display the Host computer screen image in window display, see [Remote Control Display](#).

Note: Press the zoom hotkey to toggle between window display and full screen display. The zoom hotkey is CTRL+Z unless modified, see [Remote Control Tab](#).



Show Connection List: Click this button to display on the Host computer screen the *Connection List* window that displays records of connected Guests, see [Connection Notification Tab](#).

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Act as multi Guest session administrator*, see [Allow Guest To](#).



Save Screen to Clipboard: Click this button or select the matching [Title Bar](#) menu command to capture the Host computer screen image to the Guest computer clipboard.



Save Screen to File: Click this button or select the matching [Title Bar](#) menu command to capture the Host computer screen image and display a Windows *Save As* window that suggests the file name <Host name>-<Date>-<Time>.bmp and the [NetOp Configuration Files Snapshot](#) directory. You can change the file name and directory before saving.

The [Status Bar](#) mouse and keyboard control fields display *No Mouse* and *No Keyboard* to indicate that monitoring provides no mouse and keyboard control in the Host screen image.

Other [Remote Control Display](#) functionalities are available.

When the [Program Options](#) window [Monitor Tab](#) specified *Monitor interval* has expired, the Guest will disconnect and connect to the next selected record Host.

You can end monitoring from the [Monitor Toolbox](#).

3.9.4.1 Monitor Toolbox

This is the [Monitor](#) toolbox:



Its title bar will display:

- While monitoring: *Monitoring: <Host name>, <Number> s.: <Number>* will count down from the [Program Options](#) window [Monitor Tab](#) specified *Monitor interval* to zero. After countdown, the Guest will disconnect and connect to the next selected record Host.
- While holding countdown: *Holding: <Host name>*.
- While remote controlling: *Remote controlling: <Host name>*.

It contains these buttons:



End: End monitoring.



Continue: Continue countdown after *Hold*.



Hold: Hold countdown.



Previous: Monitor previous Host.



Next: Monitor next Host.



Remote Control/Monitor: Switch between monitor and monitor remote control. The button will display a remote control icon when monitoring and a monitor icon when remote controlling.



Full Screen/Window: Switch between window and full screen display. The button will display a full screen icon in window mode and a window icon in full screen mode.



Host List: Display a list of monitored Hosts. Select a Host to monitor it.

3.9 Guest Actions

Monitor remote control does not enable full [Remote Control](#) functionality but enables mouse and keyboard control and these additional toolbar buttons:



Connection Properties: Click this button or select the matching [Title Bar](#) menu command to display the [Connection Properties](#) window with a limited tab and option selection.



Send Ctrl+Esc: Click this button or select the matching [Title Bar](#) menu command to send the keystroke combination CTRL+ESC to the Host to display the *Start* menu on a Windows Host computer or the *Window List* on an OS/2 Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Using this keystroke combination from the keyboard can have undesired effects.



Send Ctrl+Alt+Del: Click this button or select the matching [Title Bar](#) menu command to send the keystroke combination CTRL+ALT+DEL to the Host to display the security dialog box on a Windows 2003/XP/2000/NT Host computer or restart an OS/2 Host computer.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).

Using this keystroke combination from the keyboard can have undesired effects.

Send Ctrl+Alt+Del will be disabled with Windows ME, 98 and 95 Host computers.

Click or select *Restart Host PC* to restart the Host computer.



Send Clipboard: Click this button or select the matching [Title Bar](#) menu command to send the Guest computer clipboard content to the Host computer clipboard.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).



Retrieve Clipboard: Click this button or select the matching [Title Bar](#) menu command to retrieve the Host computer clipboard content to the Guest computer clipboard.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Transfer clipboard*, see [Allow Guest To](#).



Marker Mode: Click this button to make it appear pressed in or select the matching [Title Bar](#) menu command to checkmark it to start [NetOp Marker Utility](#). Click the pressed in button to release it or select the checkmarked command to uncheckmark it to stop [NetOp Marker Utility](#).

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Use keyboard and mouse*, see [Allow Guest To](#).



Lock Keyboard and Mouse: Click this button to make it appear pressed in or select the matching [Title Bar](#) menu command to checkmark it to disable the Host computer keyboard and mouse. Click the pressed in button to release it or select the checkmarked command to uncheckmark it to enable the Host computer keyboard and mouse.

Note: This button will be disabled if Host [Guest Access Security](#) does not allow *Lock keyboard and mouse*, see [Allow Guest To](#).

3.9.5 Get Inventory

You can get the Host computer inventory from one or multiple Hosts from the [NetOp Guest Window](#) and from a [NetOp Script](#).

- In the [NetOp Guest Window](#), select one or multiple [Tab Panel](#) Host records and click the [Toolbar Action Buttons](#) *Get Inventory* button or select the matching [Connection Menu](#) command to get Host computer inventories to the [Tab Panel Inventory Tab](#).
- In a [NetOp Script](#), include an *Inventory* [Action Command](#).

To get the Host computer inventory from a [Remote Control](#) session Host to the [Tab Panel Inventory Tab](#), click the [Toolbar and Toolbox Action Buttons](#) *Get Inventory* button.

The [Command Progress Status](#) window will display command execution.

Note: If Host [Guest Access Security](#) does not allow *Retrieve Inventory*, the command will not execute, see [Allow Guest To](#).

Advanced inventory options are available on the [Program Options](#) window [Inventory Tab](#).

4 NetOp Host

4.1 Summary

4.1 Summary

This chapter explains the functionality of NetOp Host on a computer that runs on a Windows operating system.

Note: NetOp Host on a computer that runs on a Linux, Solaris, Mac OSX, OS/2 or DOS operating systems is explained in the **Administrator's Manual** *Other Operating Systems* chapter.

NetOp Host enables a computer to be remote controlled from and interact with a computer that runs [NetOp Guest](#).

This chapter contains these main sections:

- [Host Startup Guide](#)
- [NetOp Host Window](#)
- [Host Tools](#)
- [Host Sessions](#)
- [Host Actions](#)

4.2 Host Startup Guide

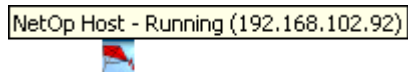
4.2.1 For Typical Computer Users

NetOp Host is a server type program that enables the matching client type program NetOp Guest on another computer to access resources on the NetOp Host computer.

If NetOp Host runs on your computer, you may experience that sometimes things beyond your control happen on the computer because a remote computer that runs NetOp Guest accesses your computer. If your computer belongs to an organization in which system administrators look after the setup and security of all computers, you should not need to be concerned if such things happen. However, you should report to your system administrator if things that you do not like happen on your computer.

You can typically verify that NetOp Host is loaded on your computer by this button in the notification area in the lower right corner of the screen:

NetOp Host Button



Note: NetOp Host can be set up to run in *Stealth mode* to not display this button, see [General Tab](#).

Its tooltip that will be displayed briefly when the mouse pointer is over the button will indicate the Host status (above: *Running* with the computer IP address 192.168.102.92).

Right-click the button to display this menu:

NetOp Host Button Menu



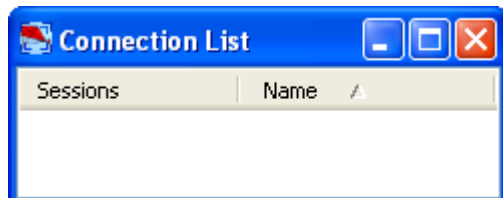
Restore/Show: This command will be *Restore* if the [NetOp Host Window](#) is minimized into a [NetOp Host Button](#) and *Show* if the [NetOp Host Window](#) is on the screen but possibly hidden by other windows. Select it or double-click the [NetOp Host Button](#) to display the [NetOp Host Window](#) in front of other windows.

Exit: Select this command or the matching [NetOp Host Window File Menu](#) command or the [Window Control](#) menu *Close* command, double-click the [Title Bar](#) icon, click the [Window Control](#) *Close* button or if the [NetOp Host Window](#) is active press ALT+F4 to unload NetOp Host.

Note: *Exit* can be protected by a [Maintenance Password](#).

Connection List: Select this command to display this window:

Connection List

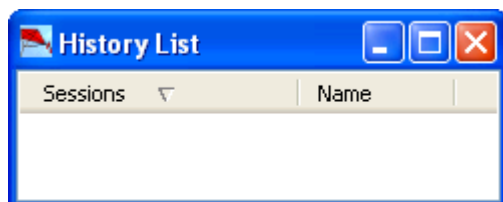


Window controls are explained in [Window Control](#).

It will display records of connected Guests like the [NetOp Host Window Connections Tab](#), see also [Connection Notification Tab](#).

History List: Select this command to display this window:

History List



Window controls are explained in [Window Control](#).

It will display records of connection events since the Host was last loaded like the [NetOp Host Window History Tab](#), see also [Connection Notification Tab](#).

Request Help/Cancel Help: This command will be *Request Help* if the Host status is *Running*, see [Title Bar](#). Select it or the matching [Session Menu](#) command or click the matching [Toolbar Session Buttons](#) button to request help, see [Request Help](#).

This command will be *Cancel Help* if the Host status is *Help Requested*, see [Title Bar](#). Select it or the matching [Session Menu](#) command or click the matching [Toolbar Session Buttons](#) button to cancel a pending help request, see [Request Help](#).

4.2.2 For Advanced Computer Users

If the setup of your computer and its applications is your own responsibility, you must set up NetOp Host.

After a basic NetOp Remote Control [Installation](#), NetOp Host will not be loaded and will not load and start automatically when starting the computer.

Load NetOp Host from *Start > (All) Programs > NetOp Remote Control > Host* or by one of the available [Loading Alternatives](#).

When any user loads NetOp Host for the first time after basic [Installation](#), the [Setup Wizard](#) will run to initially set up NetOp Host. Select default options to apply a usable initial NetOp Host setup that will load and start NetOp Host minimized in a [NetOp Host Button](#), also when starting the computer.

Several NetOp Host setup options are available:

- General setup: See [Program Options](#).
- Guest access security setup: See [Guest Access Security](#).
- Communication setup: See [Communication Profiles](#).
- NetOp log setup: See [Log Setup](#).

4.2 Host Startup Guide

- Protect setup: See [Maintenance Password](#).

By the alternative installation methods *Silent Install* and *NetOp Deployment*, NetOp Host can be installed in a set up state, see the [Documentation Advanced Tools](#) section.

4.2.3 Loading Alternatives

These NetOp Host loading alternatives are available:

1. In the Windows XP *Start* menu, select *Host* if pinned to your *Start* menu or in your list of most frequently used programs.
2. In the directory where NetOp Host was installed, typically the directory *C:\Program Files\Danware Data\NetOp Remote Control\Host*, run (double-click) *NHSTW32.EXE*.
3. Create a desktop shortcut to *NHSTW32.EXE* and double-click this shortcut.
4. In the Windows *Run* or *Command Prompt* window, execute a command specifying the *NHSTW32.EXE* path and file name. This command can specify certain Host actions in optional switches according to this syntax:

<NetOp Host program path and file> [*<switch1>*] [*<switch2>*]...

These switches can be used in a NetOp Host load command:

Switch	Function
/C:<communication profile>	Enable <communication profile> in addition to other selected Communication Profiles . Do not store this setting.
/I:<Inventory file path and name>	Generate and Get Inventory in <Inventory file path and name>.
/R:<Host name>	Name the Host by <Host name>. Store this setting.
/W: [+/-]	/W: Start the Host at loading. Do not store this setting. /W:+ Start the Host at loading. Store this setting. /W:- Do not start the Host at loading. Store this setting.
Request NetOp help by at least one of these switches, see Request Help:	
/HD:<Problem description>	Specify the problem by <Problem description>.
/HP:<Help provider>	Specify a help provider by <Help provider>.
/HC:<Communication profile>	Specify a communication profile by <Communication profile>.
/HA:<Help provider address>	Specify a help provider address by <Help provider address>.
Cancel a pending NetOp help request, see Request Help:	
/HH:	Cancel a pending help request.
Log on to a connecting NetOp Gateway:	
/LGN:<Gateway logon name>	Specify a Gateway logon name.
/LGP:<Gateway logon password>	Specify a Gateway logon password.
/LGD:<Gateway logon domain>	Specify a Gateway logon domain.

Examples

<NetOp Host program path and file> /R:John C:/TCP/IP /W:

Explanation: Load the Host with the Host name *John*, start the Host (do not store) enabling *TCP/IP* and other selected communication profiles.

<NetOp Host program path and file> /R:Peter /W:+

Explanation: Load the Host with the Host name *Peter*, start the Host (store) enabling selected communication profiles.

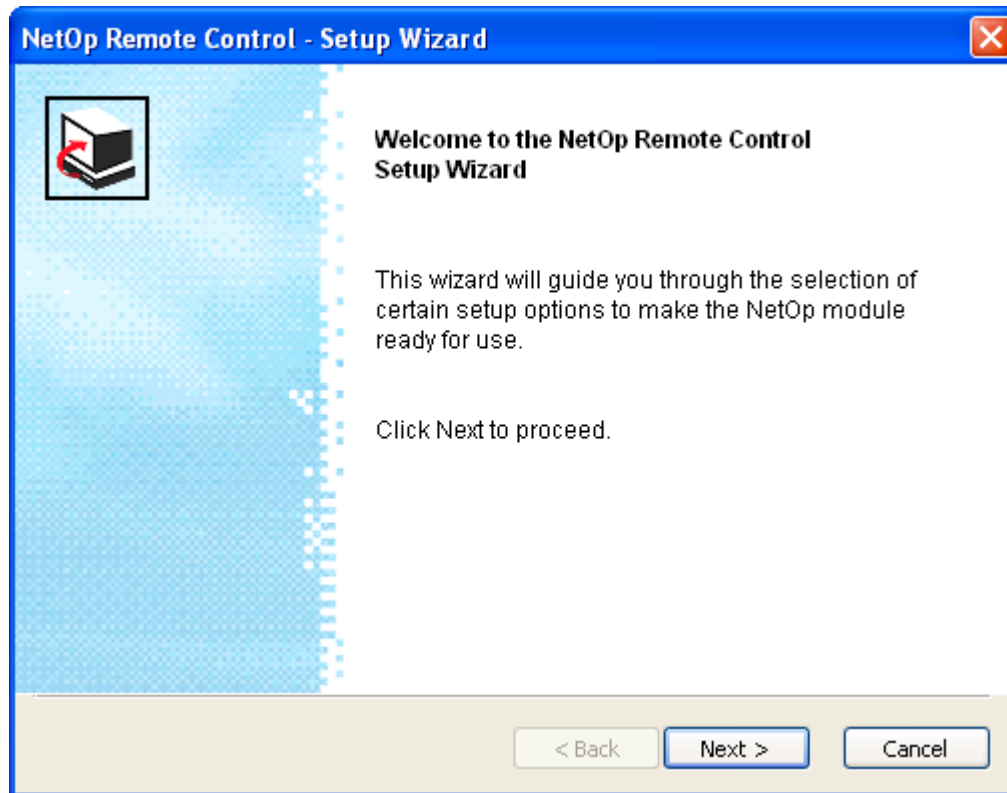
<NetOp Host program path and file> /HD:"Nothing works"
/HP:"windows Help" /HC:TCP4 /HA:192.168.102.58

Explanation: Load the Host and send a help request with the problem description *Nothing works*, help provider *Windows Help*, communication profile *TCP4* and IP address *192.168.102.58*.

Note: Switch parameters that contain spaces or special characters must be enclosed by double quotation marks.

4.2.4 Setup Wizard

If you load NetOp Host for the first time after basic [Installation](#) or if you select the [Tools Menu](#) *Run Setup Wizard* command, this window will be displayed:

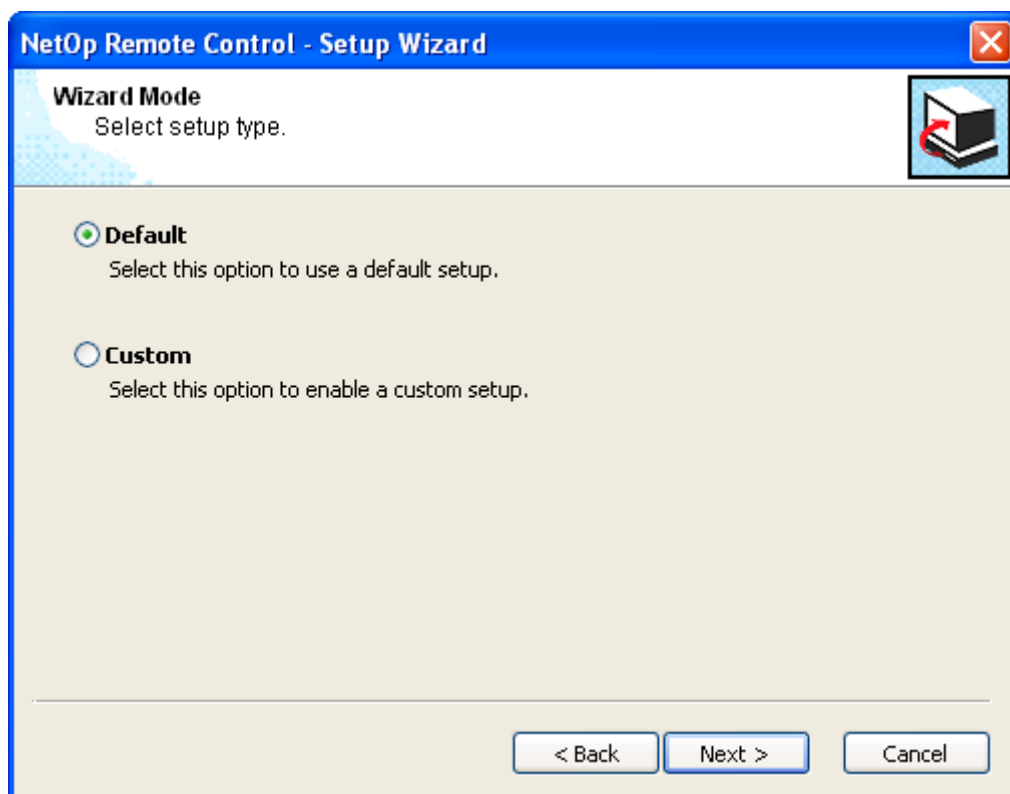


This is the first window of a wizard that will guide you through NetOp Host setup. Click *Cancel* to leave the setup wizard without changing NetOp Host setup.

Note: When loading NetOp Host for the first time after a basic [Installation](#), we recommend that you run the *Setup Wizard*.

4.2 Host Startup Guide

Click *Next >* to display this window:



Select one of these options:

Default: Follow the [Default Track](#) with few setup options (default selection).

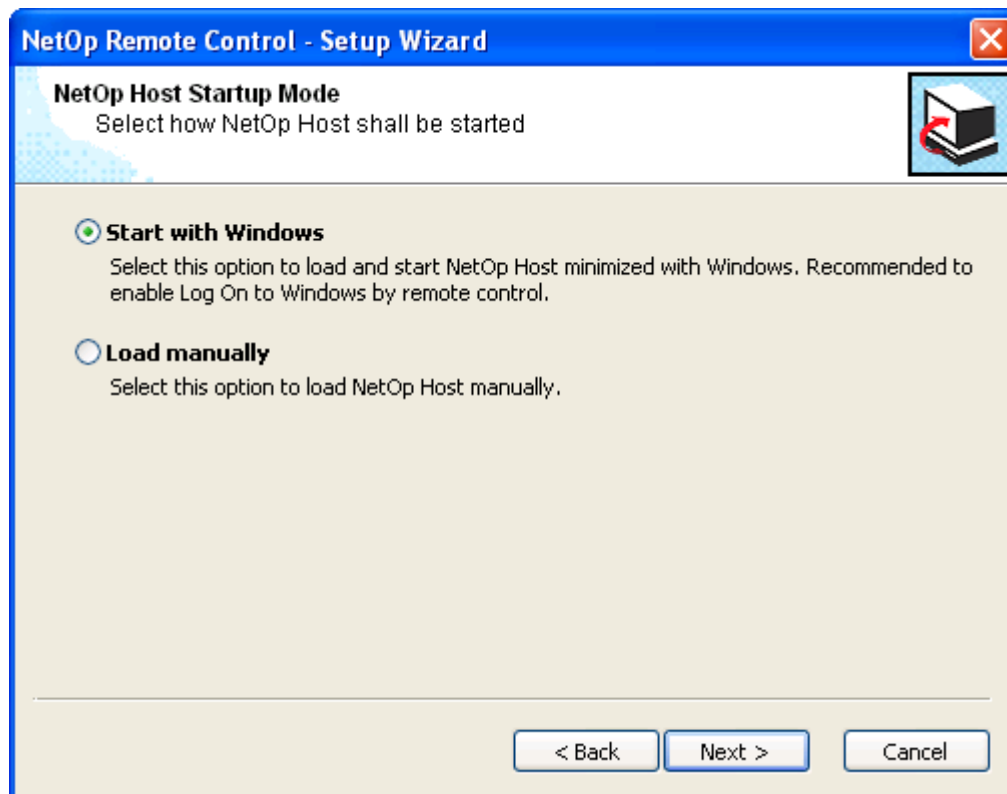
Custom: Follow the [Custom Track](#) with many setup options.

Note: For initial setup, we recommend that you follow the [Default Track](#) and apply default selections.

Click *< Back* to return to the previous wizard window.

Click *Next >* to display this window:

Default Track



Select one of these options:

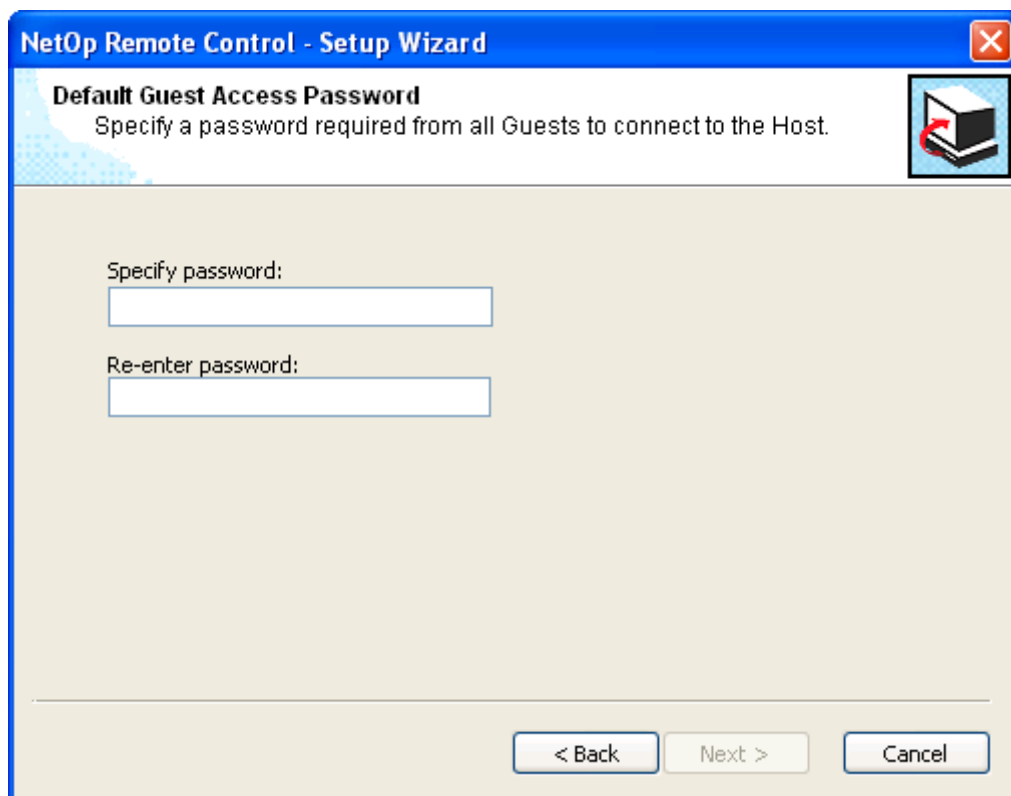
Start with Windows: Load and start NetOp Host when Windows starts (default selection).

Load manually: Do not load and start NetOp Host when Windows starts.

Click *Next >* to display this window:

4.2 Host Startup Guide

Default Guest Access Password



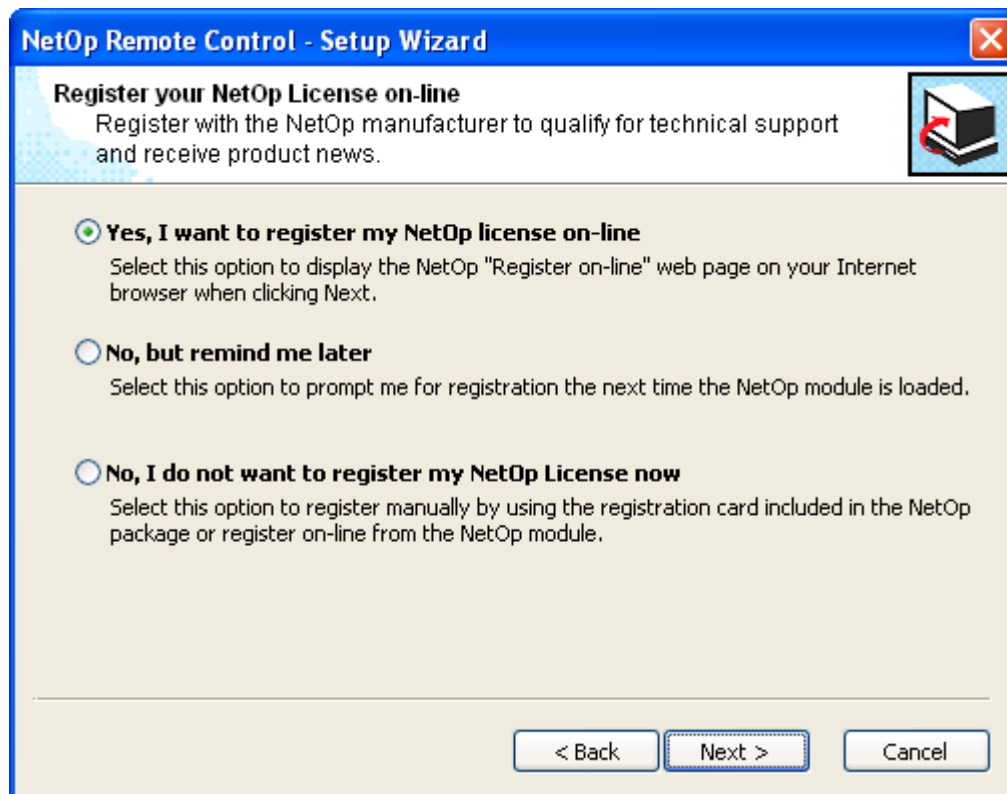
The screenshot shows a Windows-style dialog box titled "NetOp Remote Control - Setup Wizard". The main heading is "Default Guest Access Password" with a sub-instruction: "Specify a password required from all Guests to connect to the Host." There are two text input fields: "Specify password:" and "Re-enter password:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Specify password: []: Specify in this field the password that connecting Guests must specify. Characters will display as dots or asterisks.

Re-enter password: []: Re-specify in this field the password for confirmation.

Click *Next >* to display this window:

Register



Select one of these options:

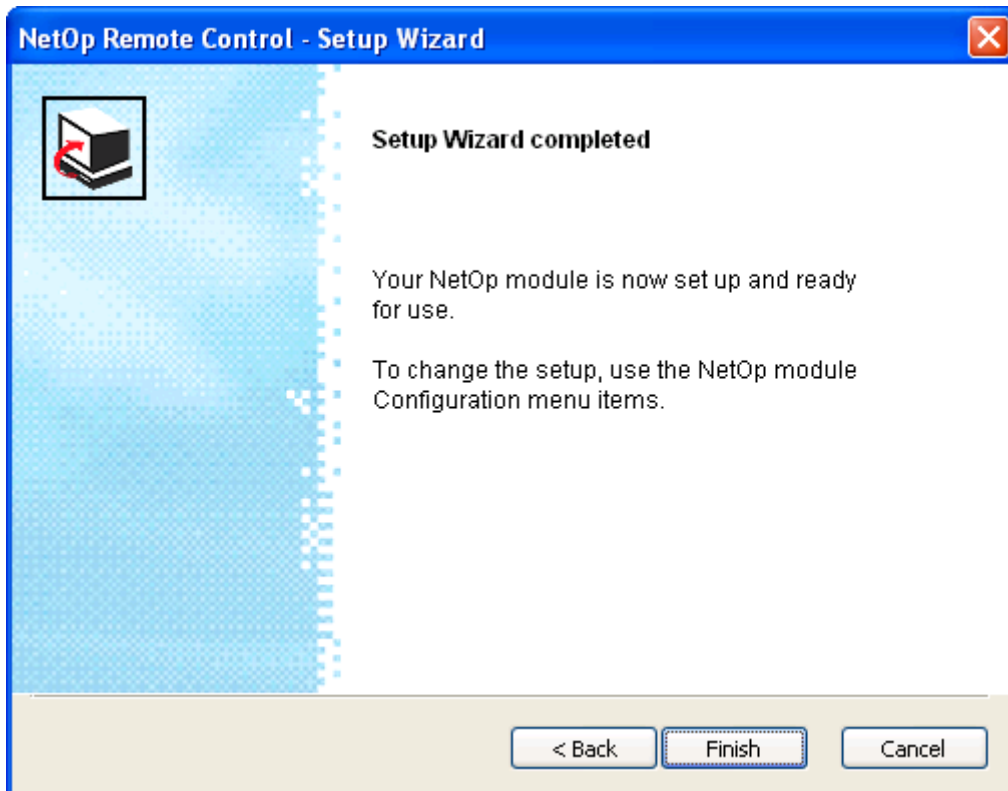
- Yes, I want to register my NetOp license on-line:* When clicking *Next*, display the *NetOp Product Registration* web page in your Internet browser (default selection).
- No, but remind me later:* Display this window when loading NetOp Host next time.
- No, I do not want to register my NetOp license now:* Do not display this window again.

Note: Registering your license with the NetOp manufacturer may prove useful if you lose your license certificate or if you want to upgrade to a newer version of the product.

Do not register a free trial version license or a license that was already registered.

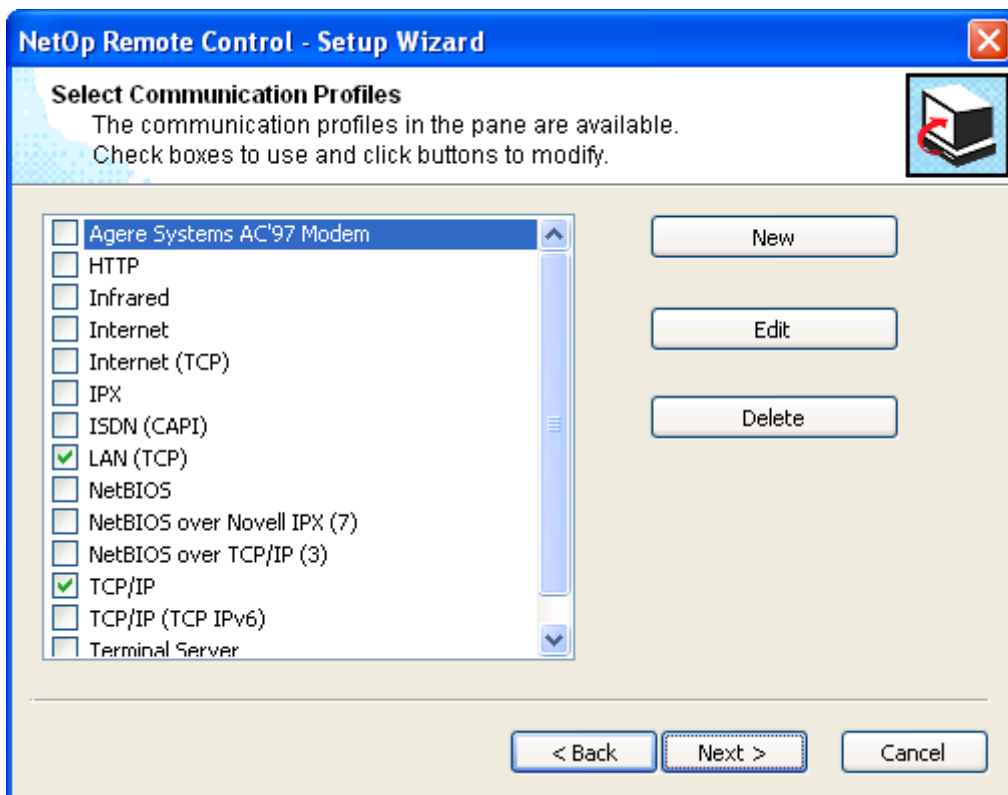
4.2 Host Startup Guide

Click *Next >* to display this window:



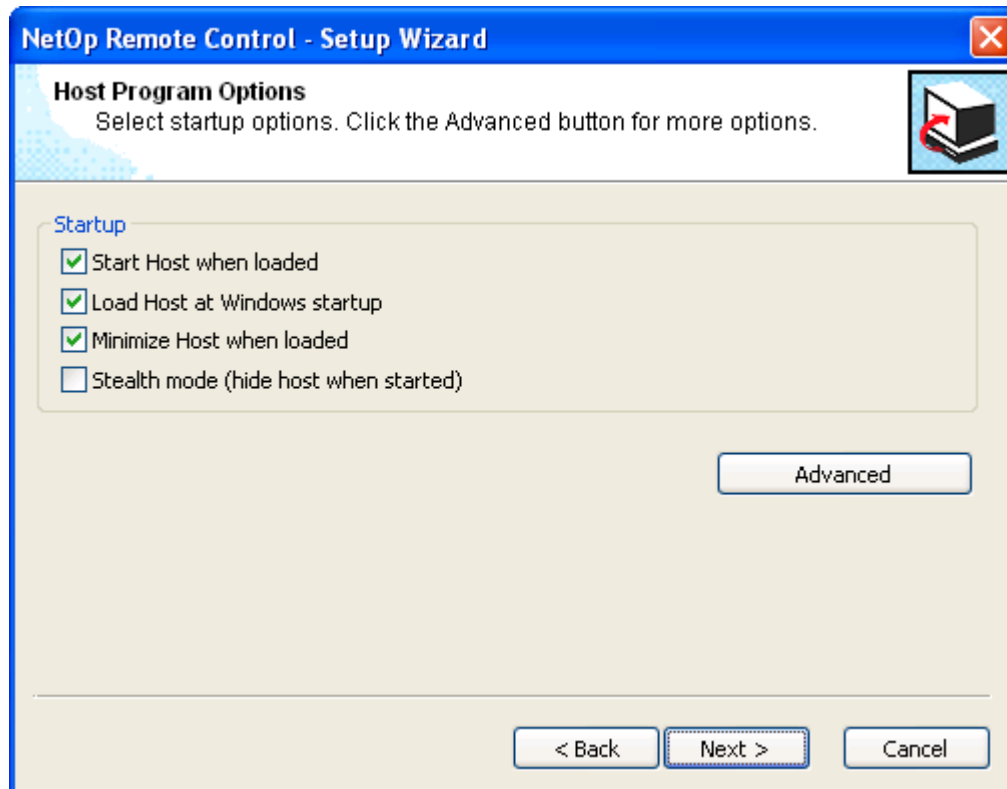
Click *Finish* to end the *Setup Wizard*.

Custom Track



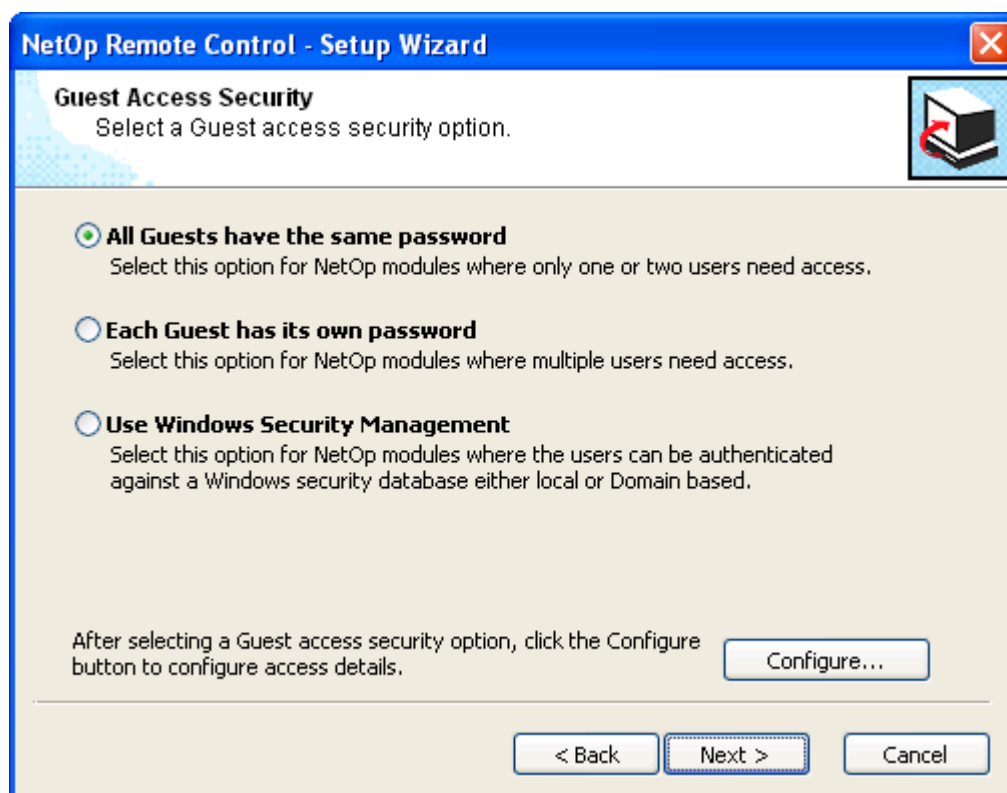
Select, create, edit or delete [Communication Profiles](#).

Click *Next >* to display this window:



Select [Program Options](#).

Click *Next >* to display this window:



4.2 Host Startup Guide

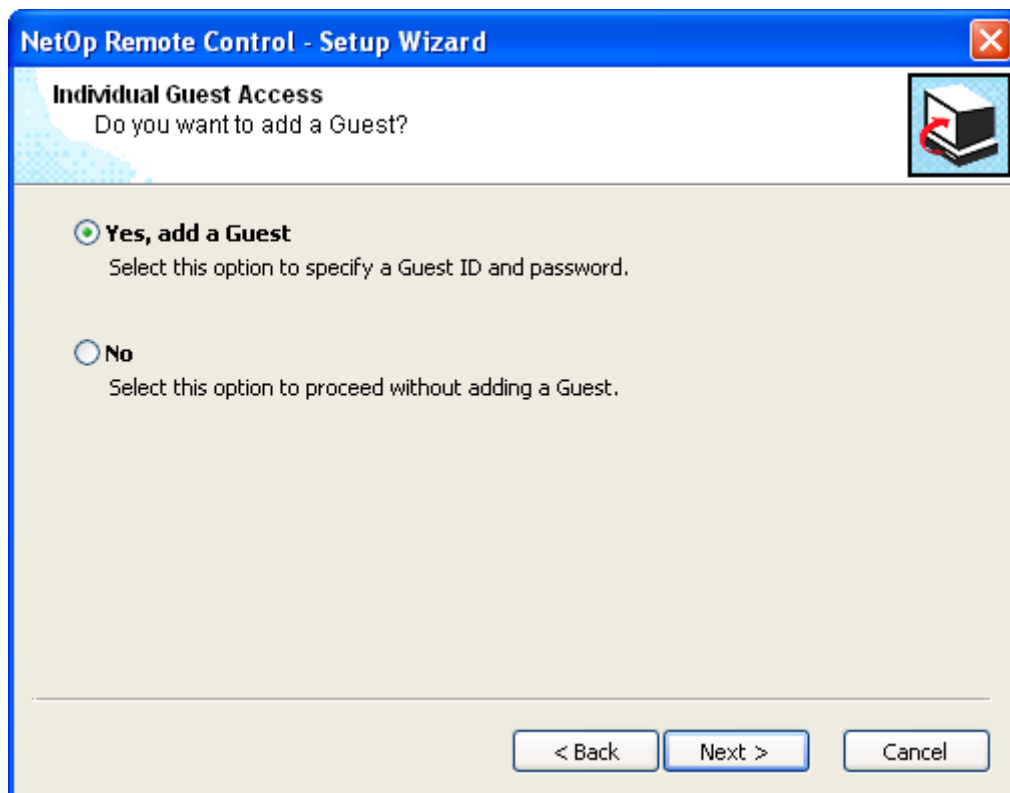
Select one of these options:

All Guests have the same password: Click *Configure* to display the [Guest Access Security](#) window [Guest Access Privileges Tab](#) displaying [Grant All Guests Default Access Privileges](#) options. Click *Next* to display the [Default Guest Access Password](#) window (default selection).

Each Guest has its own password: Click *Configure* to display the [Guest Access Security](#) window [Guest Access Privileges Tab](#) displaying [Grant Each Guest Individual Access Privileges Using NetOp Authentication](#) options. Select the security role that shall be assigned to added Guests. Click *Next* to display the [Individual Guest Access NetOp](#) window.

Use Windows Security Management: Click *Configure* to display the [Guest Access Security](#) window [Guest Access Privileges Tab](#) displaying [Grant Each Guest Individual Access Privileges Using Windows Security Management](#) options. Select the security role that shall be assigned to added users and groups. Click *Next* to display the [Individual Guest Access Windows](#) window.

Individual Guest Access NetOp

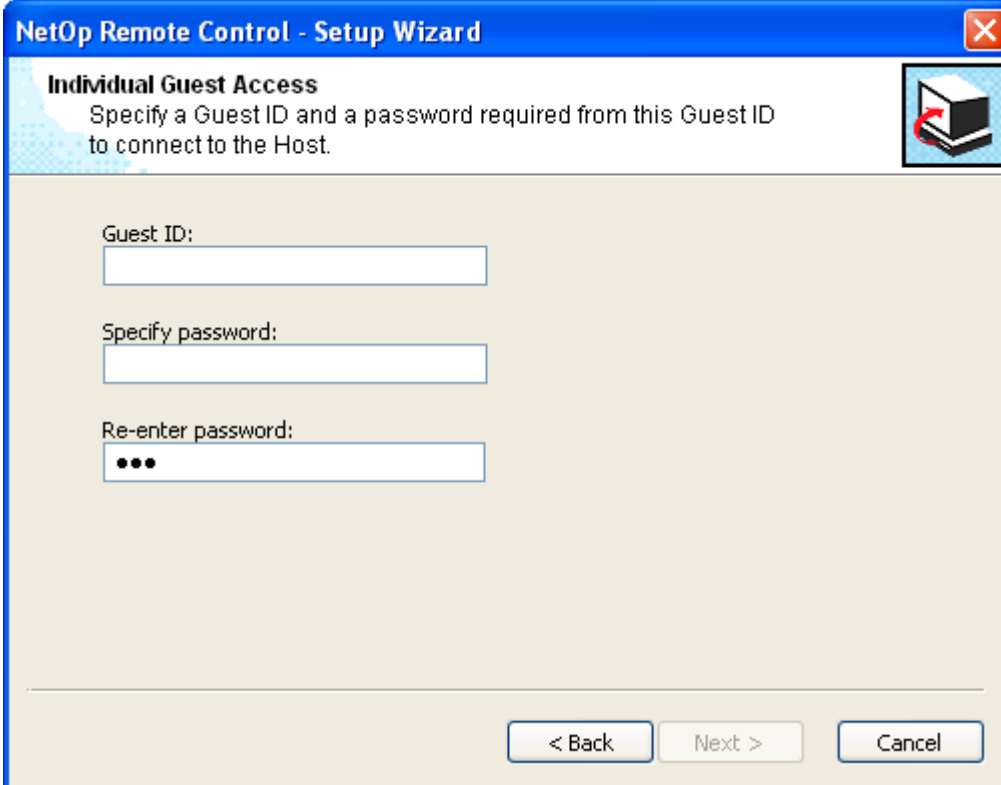


Select one of these options:

Yes, add a Guest: Display the [Add Guest](#) window (default selection).

No: Display the [Register](#) window.

Add Guest



The screenshot shows a Windows-style dialog box titled "NetOp Remote Control - Setup Wizard". The main heading is "Individual Guest Access" with a sub-instruction: "Specify a Guest ID and a password required from this Guest ID to connect to the Host." There are three input fields: "Guest ID:" (empty), "Specify password:" (empty), and "Re-enter password:" (containing three dots). At the bottom are three buttons: "< Back", "Next >", and "Cancel". A small icon of a book with a red arrow is in the top right corner of the dialog area.

Guest ID: []: Specify in this field the name by which a connecting Guest must log on.

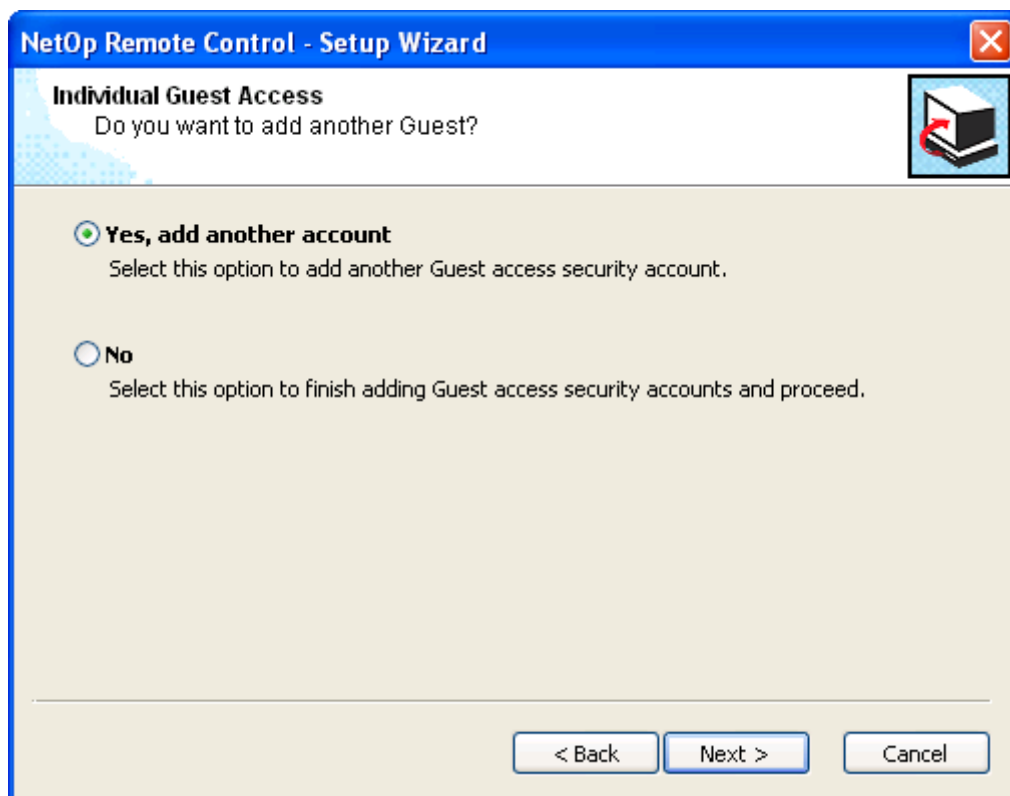
Specify password: []: Specify in this field the password by which this Guest must log on. Characters will display as dots or asterisks.

Re-enter password: []: Re-specify in this field the password for confirmation.

Click *Next >* to add this account to the [Guest Access Security](#) window [Guest Access Privileges Tab Grant Each Guest Individual Access Privileges Using NetOp Authentication](#) selection selected security role and display the [Add Another Account](#) window.

4.2 Host Startup Guide

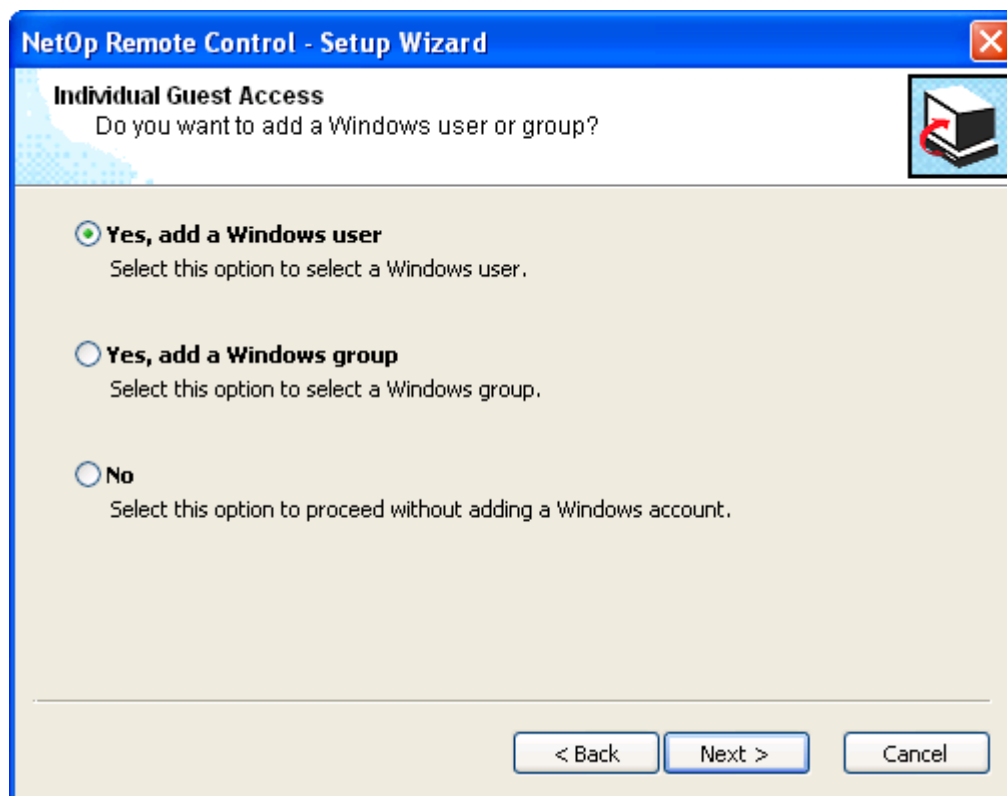
Add Another Account



Select one of these options:

- Yes, add another account:* Display the [Individual Guest Access NetOp](#) or [Individual Guest Access Windows](#) window from which this window was displayed to add another account (default selection).
- No:* Display the [Register](#) window.

Individual Guest Access Windows



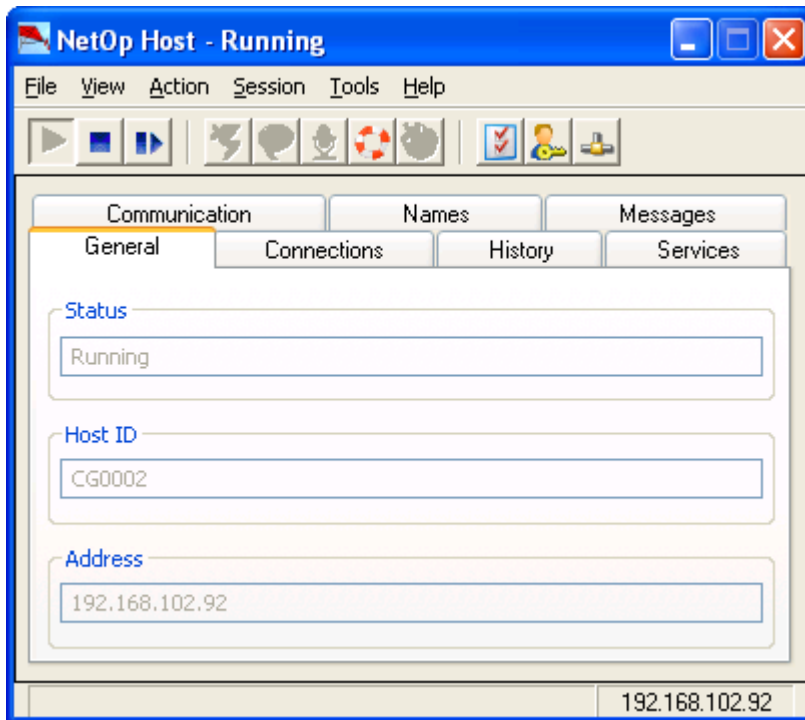
Select one of these options:

- Yes, add a Windows user:* Display the Windows *Select User* window to add a Windows user account to the [Guest Access Security](#) window [Guest Access Privileges Tab Grant Each Guest Individual Access Privileges Using Windows Security Management](#) selection selected security role and display the [Add Another Account](#) window (default selection).
- Yes, add a Windows group:* Display the Windows *Select Group* window to add a Windows group account to the [Guest Access Security](#) window [Guest Access Privileges Tab Grant Each Guest Individual Access Privileges Using Windows Security Management](#) selection selected security role and display the [Add Another Account](#) window.
- No:* Display the [Register](#) window.

4.3 NetOp Host Window

4.3 NetOp Host Window

This is the *NetOp Host* window:



It contains these elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- [Tab Panel](#)
- [Status Bar](#)

4.3.1 Title Bar

This is the [NetOp Host Window](#) title bar:



Its window controls are explained in [Window Control](#).

The title bar will display Host status information:

- *Loading*: Host is loading.
- *Stopped*: Host communication is disabled.
- *Starting*: Host communication is being enabled.
- *Running*: Host communication is enabled. No Guest is connected.
- *Connected [<Guest name>]+<Number>*: Host communication is enabled. The Guest identified by <Guest name> and <Number> other Guests are connected.

Note: If the [Program Options](#) window [Connection Notification Tab](#) *During Connection* section *Display Guest name (if available) in the title bar* box is checked, the name by which the connected Guest identifies itself will be displayed in square brackets.

If the [Program Options](#) window [General Tab](#) *Connection* section *Allow multiple simultaneous Guest sessions* box is checked, multiple Guests can be connected at the same time. The number of connected Guests more than one will be displayed by +<Number>.

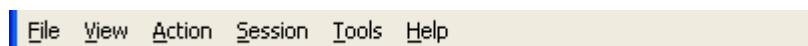
- *Disconnecting*: Host communication is enabled. All connected Guests are being disconnected.
- *Help requested*: Host communication is enabled. A help request sent to a Guest is pending, see [Request Help](#).
- *Stopping*: Host communication is being disabled.

This status information will also be displayed in the [General Tab](#) *Status* field, on the Windows task bar *NetOp Host* button and tooltip and in the notification area [NetOp Host Button](#) tooltip.

Select the [Window Control](#) menu *Minimize* command or click the matching title bar button to display the Host only as a notification area [NetOp Host Button](#).

4.3.2 Menu Bar

This is the [NetOp Host Window](#) menu bar:

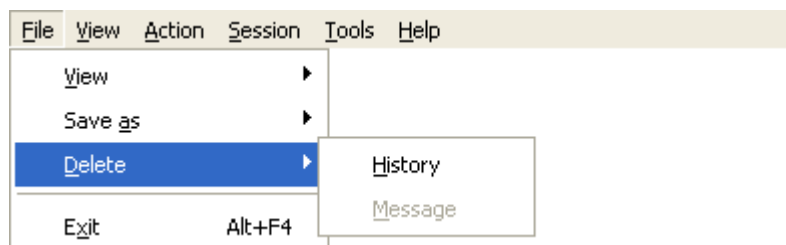


It contains these menus:

- [File Menu](#)
- [View Menu](#)
- [Action Menu](#)
- [Session Menu](#)
- [Tools Menu](#)
- [Help Menu](#)

4.3.2.1 File Menu

In the [Menu Bar](#), select *File* or if the [NetOp Host Window](#) is active press ALT+F to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

View: This command expands into this command:

Message: Select a [Messages Tab](#) record and select this command or the matching record context menu command to view the record message in a [NetOp Message](#) window.

Save As: This command expands into this command:

History: Select the [History Tab](#) and select this command or the matching tab pane context menu command to display a Windows *Save As* window that specifies *Save as type: All Files (*.*)* to save the pane content in a file.

Note: The *Save As* window specifies the file name **.txt* to save the pane content as a *txt* file, but the extension is not automatically added to the specified file name.

Delete: This command expands into these commands:

History: Select the [History Tab](#) and select this command or the matching tab pane context menu command to display a confirmation window to confirm deleting the pane content.

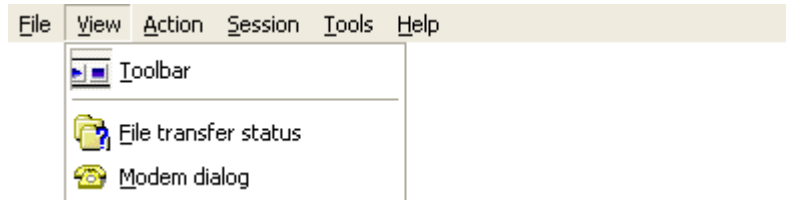
4.3 NetOp Host Window

Messages: Select [Messages Tab](#) records and select this command or the matching record context menu command to display a confirmation window to confirm deleting selected records and matching files.

Exit: Select this command, the matching [NetOp Host Button](#) menu command or the [Window Control](#) menu *Close* command, double-click the [Title Bar](#) icon, click the [Window Control](#) *Close* button or if the [NetOp Host Window](#) is active press ALT+F4 to unload the Host.

4.3.2.2 View Menu

In the [Menu Bar](#), select *View* or if the [NetOp Host Window](#) is active press ALT+V to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

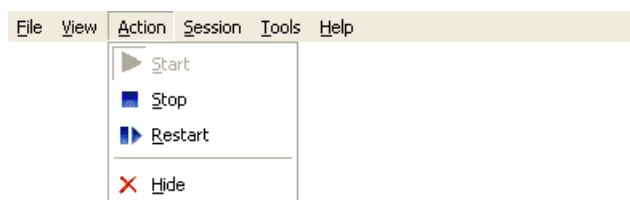
Toolbar: Select this command to hide/display the [Toolbar](#) (default: displayed). The command icon will appear pressed in when the [Toolbar](#) is displayed.

File Transfer Status: This command will be enabled if a Guest is connected. Select it to display the [File Transfer Status](#) window.

Modem Dialog: Select this command to display the [Modem Dialog](#) window.

4.3.2.3 Action Menu

In the [Menu Bar](#), select *Action* or if the [NetOp Host Window](#) is active press ALT+A to display this menu:

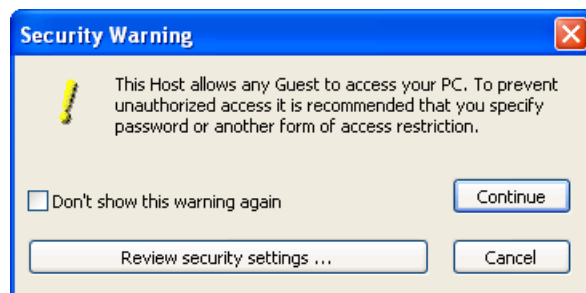


Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Start: Select this command or click the matching [Toolbar Action Buttons](#) button to start the Host to enable selected [Communication Profiles](#).

If [Guest Access Security](#) does not specify any Guest logon credentials, by default this *Security Warning* will be displayed:

Security Warning



Don't show this warning again: Check this box to suppress this security warning (default: unchecked).

Note: To reinstate this *Security Warning* if suppressed, while the Host is unloaded delete the [NetOp Configuration Files](#) *nhstconf.ndb* file that will typically reside in *C:\Documents and Settings\All*

Users\Application Data\Danware Data\NetOp Remote Control\Host. Deleting *nhstconf.ndb* will delete the Host setup. When reloading the Host, the [Setup Wizard](#) will run to create a Host setup.

Review security settings...: Click this button to display the [Guest Access Security](#) window.

Continue: Click this button to close this window to start the Host.

Cancel: Click this button to close this window without starting the Host.

Stop: Select this command or click the matching [Toolbar Action Buttons](#) button to stop the Host to disable enabled [Communication Profiles](#).

Restart: Select this command or click the matching [Toolbar Action Buttons](#) button to stop and start the Host to disable and enable selected [Communication Profiles](#).

Note: Some setup changes require Host restart.

Hide: Select this command to display a confirmation window to confirm hiding the Host. If hidden, nothing on the screen will indicate that the Host is loaded.

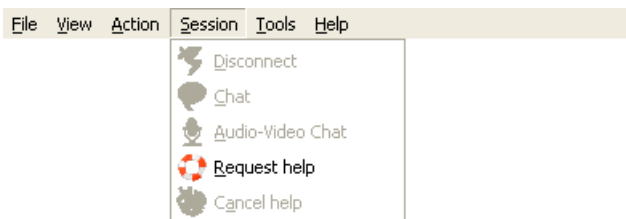
Note: If hidden from this command, the Host will be displayed as before hiding it when reloaded, e.g. by restarting Windows.

If hidden from the [Program Options](#) window [General Tab Stealth mode \(hide Host when loaded\)](#) option, the Host will be hidden when reloaded.

To display a hidden Host, run *SHOWHOST.EXE* that by default resides in the directory where the Host is installed.

4.3.2.4 Session Menu

In the [Menu Bar](#), select *Session* or if the [NetOp Host Window](#) is active press ALT+S to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Disconnect: This command will be enabled if a Guest is connected. Select it or the matching [NetOp Host Button Connected Menu](#) command or click the matching [Toolbar Session Buttons](#) button to disconnect from all connected Guests.

Note: From the [NetOp Host Button Connected Menu](#), you can disconnect from one of multiple connected Guests.

Chat: This command will be enabled if a Guest is connected. Select it or the matching [NetOp Host Button Connected Menu](#) command or click the toolbar [Session Buttons Chat](#) button to start a [Chat](#) session with all connected Guests.

Note: From the [NetOp Host Button Connected Menu](#), you can start a [Chat](#) session with one of multiple connected Guests.

Audio-Video Chat: This command will be enabled if a Guest is connected unless the Guest or the Host is engaged in another audio session. Select it or the matching [NetOp Host Button Connected Menu](#) command or click the toolbar [Session Buttons Audio-Video Chat](#) button to start an [Audio-Video Chat](#) session with the connected Guest that has keyboard and mouse control.

Note: From the [NetOp Host Button Connected Menu](#), you can pass keyboard and mouse control from one of multiple connected Guests to another.

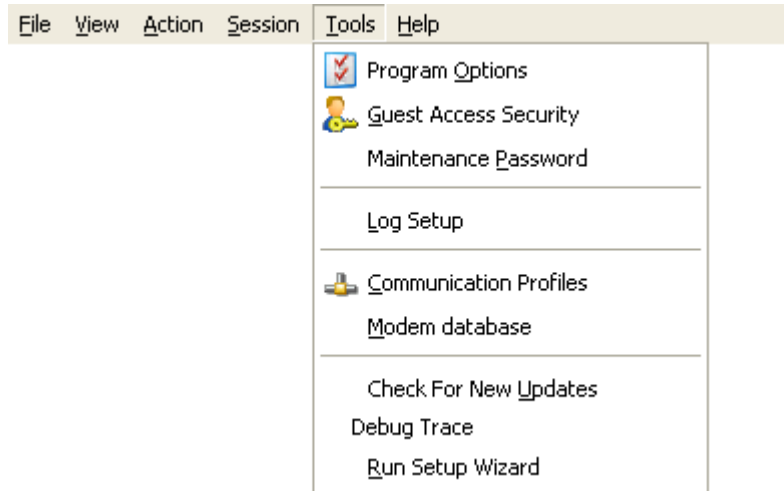
4.3 NetOp Host Window

Request Help: This command will be enabled if the Host status is *Running*, see [Title Bar](#), and if at least one of the [Program Options](#) window [Help Request Tab](#) *Options* section *Enable help service* or *Enable service tickets* boxes is checked. Select it or the matching [NetOp Host Button](#) menu command or click the matching [Toolbar Session Buttons](#) button to [Request Help](#) from a Guest.

Cancel Help: This command will be enabled if the Host status is *Help Requested*, see [Title Bar](#). Select it or the matching [NetOp Host Button](#) menu command or click the matching [Toolbar Session Buttons](#) button to cancel a pending help request.

4.3.2.5 Tools Menu

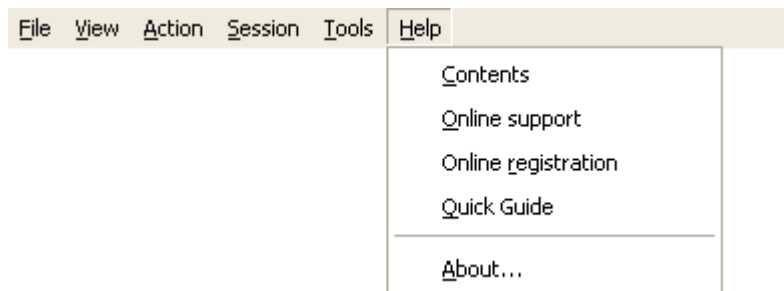
In the [Menu Bar](#), select *Tools* or if the [NetOp Host Window](#) is active press ALT+T to display this menu:



Its commands are explained in [Host Tools](#).

4.3.2.6 Help Menu

In the [Menu Bar](#), select *Help* or if the [NetOp Host Window](#) is active press ALT+H to display this menu:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Contents: Select this command to open the *NetOp Host Help* system that in its left pane displays a graphical table of contents.

Online Support: Select this command to open the [Support for NetOp Remote Control](#) web page in your Internet browser.

Apply License/Online Registration: If a trial version of NetOp Host is installed, this command is *Apply License*. Select it to display this window:



This window applies license information to a trial version installation to upgrade it to a licensed version installation.

Licensed to: [/]: Specify in this field the licensee name.

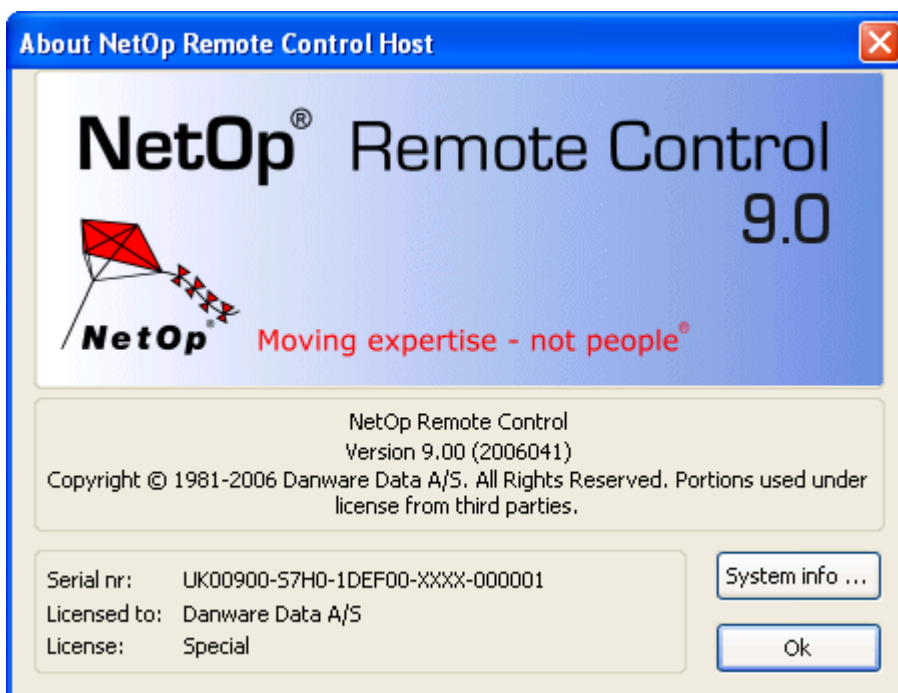
Serial number: [/]: Specify in this field the Host license number.

If a licensed version of NetOp Host is installed, this command is *Online registration*. Select this command to open the [NetOp Product Registration](#) web page in your Internet browser.

Quick Guide: Select this command to open the *NetOp Host Help* system on the *Host Startup Guide* topic.

About...: Select this command to display this window:

About NetOp Remote Control Host



This window will contain information on your NetOp Host installation. The build number in format YYYYDDD (Y=year number digit, D=day number digit) is enclosed in parentheses next to the version number.

System Info...: Click this button to display the [System Info](#) window.

4.3 NetOp Host Window

4.3.3 Toolbar

This [NetOp Host Window](#) toolbar will be displayed unless hidden from the [View Menu Toolbar](#) command:



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

The toolbar contains buttons grouped into these sections:

- [Action Buttons](#)
- [Session Buttons](#)
- [Tool Buttons](#)

4.3.3.1 Action Buttons

These are the [NetOp Host Window Toolbar](#) action buttons:



Start: Click this button or select the matching [Action Menu](#) command to start the Host to enable selected [Communication Profiles](#).



Stop: Click this button or select the matching [Action Menu](#) command to stop the Host to disable all [Communication Profiles](#).



Restart: Click this button or select the matching [Action Menu](#) command to stop and start the Host to disable and enable selected [Communication Profiles](#).

Note: Some setup changes require Host restart.

4.3.3.2 Session Buttons

These are the [NetOp Host Window Toolbar](#) session buttons:



Disconnect: This button will be enabled if a Guest is connected. Click it or select the matching [Session Menu](#) or [NetOp Host Button Connected Menu](#) command to disconnect from all connected Guests.

Note: From the [NetOp Host Button Connected Menu](#), you can disconnect from one of multiple connected Guests.



Chat: This button will be enabled if a Guest is connected. Click it or select the matching [Session Menu](#) or [NetOp Host Button Connected Menu](#) command to start a [Chat](#) session with all connected Guests.

Note: From the [NetOp Host Button Connected Menu](#), you can start a [Chat](#) session with one of multiple connected Guests.



Audio-Video Chat: This button will be enabled if a Guest is connected unless the Guest or the Host is engaged in another audio session. Click it or select the matching [Session Menu](#) or [NetOp Host Button Connected Menu](#) command to start an [Audio-Video Chat](#) session with the connected Guest that has keyboard and mouse control.

Note: From the [NetOp Host Button Connected Menu](#), you can pass keyboard and mouse control from one of multiple connected Guests to another.



Request Help: This button will be enabled if the Host status is *Running*, see [Title Bar](#). Click it or select the matching [Session Menu](#) or [NetOp Host Button](#) menu command to [Request Help](#).



Cancel Help: This button will be enabled if the Host status is *Help Requested*, see [Title Bar](#). Click it or select the matching [Session Menu](#) or [NetOp Host Button](#) menu command to cancel a pending help request.

4.3.3.3 Tool Buttons

These are the [NetOp Host Window Toolbar](#) session buttons:



Program Options: Click this button or select the matching [Host Tools](#) command to display the *Program Options* window.



Guest Access Security: Click this button or select the matching [Host Tools](#) command to display the *Guest Access Security* window.

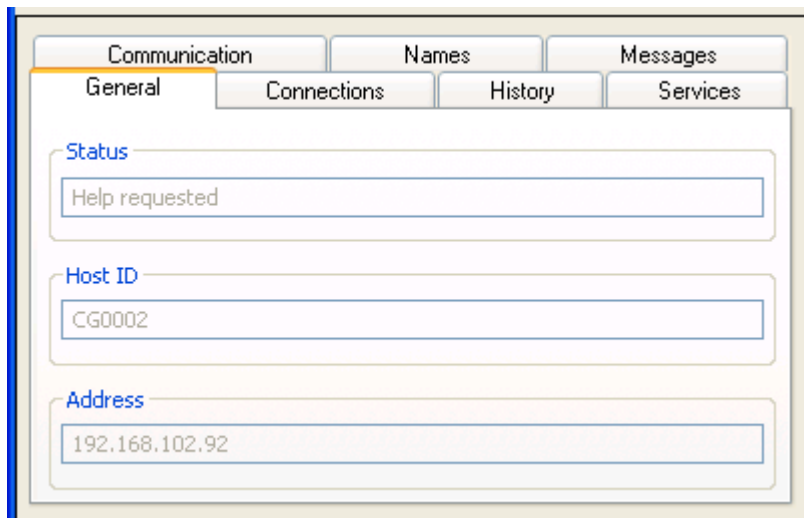


Communication Profiles: Click this button or select the matching [Host Tools](#) command to display the *Communication Profile Setup* window, see [Communication Profiles](#).

Note: Tool buttons and [Tools Menu](#) configuration commands will be disabled if configuration files are protected, see [Maintenance Password](#). Tool actions can be protected by a [Maintenance Password](#).

4.3.4 Tab Panel

The [NetOp Host Window](#) tab panel displays Host properties on tabs:



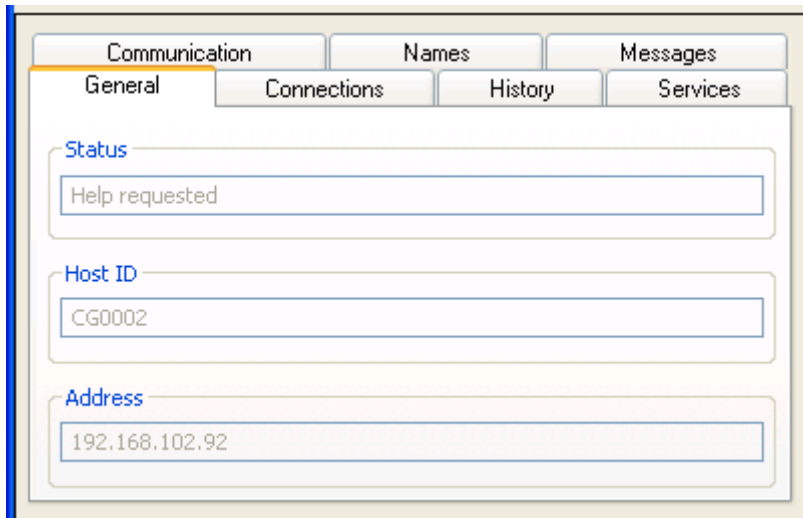
It contains these tabs:

- [General Tab](#)
- [Connections Tab](#)
- [History Tab](#)
- [Services Tab](#)
- [Communication Tab](#)
- [Names Tab](#)
- [Messages Tab](#)

4.3 NetOp Host Window

4.3.4.1 General Tab

This [NetOp Host Window Tab Panel](#) tab that by default is displayed in front will display general Host properties:



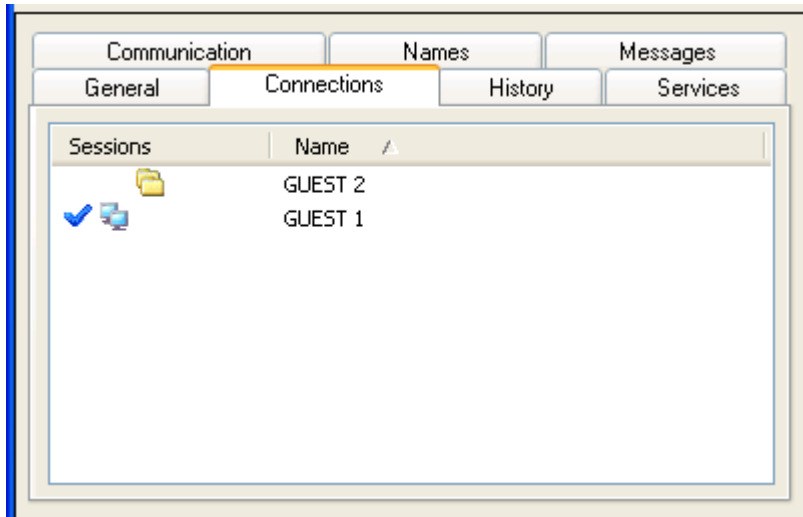
Status []: This disabled field will display the Host status like the [Title Bar](#), the Windows taskbar button and the [NetOp Host Button](#) tooltip.

Host ID []: This typically disabled field will display the Host name specified in the [Program Options](#) window [Host Name Tab Naming](#) section, see also [Names Tab](#). The field will be enabled if the Host status is *Stopped* and in the [Host Name Tab Naming](#) section the option *Enter name or leave name field blank* is selected. In this case, you can specify or edit a Host name in the field.

Address []: This disabled field, the [NetOp Host Window Status Bar](#) and the [NetOp Host Button](#) tooltip will display enabled Host computer IP addresses, see [Names Tab](#).

4.3.4.2 Connections Tab

This [NetOp Host Window Tab Panel](#) tab will display Guest connections:



Its pane will display records of connected Guests in a table with this column content:

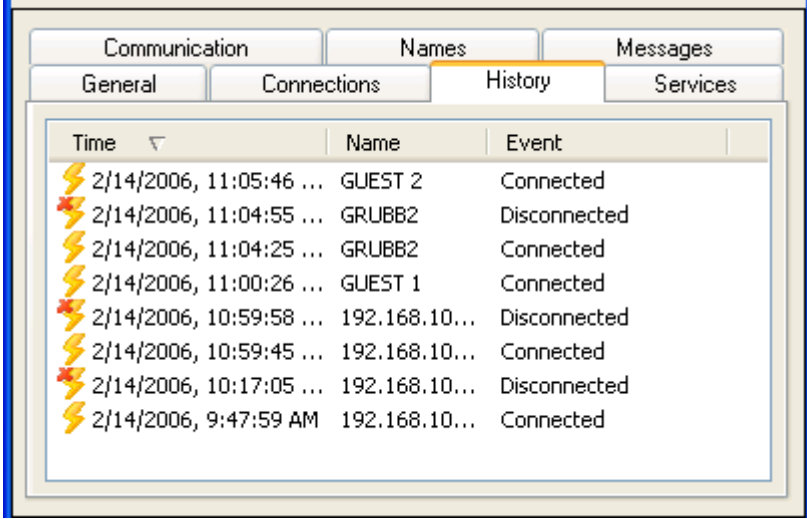
- *Sessions*: Keyboard and mouse control Guest checkmark and session icons.
- *Name*: Guest name.

Table controls are explained in [Table Control](#).

Note: The pane information can be displayed in the [Connection List](#).

4.3.4.3 History Tab

This [NetOp Host Window Tab Panel](#) tab will display connection history:



The screenshot shows a software interface with a 'History' tab selected. The tab contains a table with three columns: 'Time', 'Name', and 'Event'. The table lists several connection events, each with a lightning bolt icon, a date and time, a name, and an event type (Connected or Disconnected).

Time	Name	Event
2/14/2006, 11:05:46 ...	GUEST 2	Connected
2/14/2006, 11:04:55 ...	GRUBB2	Disconnected
2/14/2006, 11:04:25 ...	GRUBB2	Connected
2/14/2006, 11:00:26 ...	GUEST 1	Connected
2/14/2006, 10:59:58 ...	192.168.10...	Disconnected
2/14/2006, 10:59:45 ...	192.168.10...	Connected
2/14/2006, 10:17:05 ...	192.168.10...	Disconnected
2/14/2006, 9:47:59 AM	192.168.10...	Connected

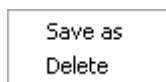
Its pane will display records of connection events since the Host was last loaded in a table with this column content:

- *Time:* Event icon, date and time.
- *Name:* Guest name.
- *Event:* *Connected* or *Disconnected*.

Table controls are explained in [Table Control](#).

Note: The pane information can be displayed in the [History List](#).

When the Host is unloaded, records are lost. Right-click in the pane to display this context menu:



Save As: Select this command or the [File Menu](#) *Save As > History* command to display a Windows *Save As* window that specifies *Save as type: All Files (*.*)* to save the pane content in a file.

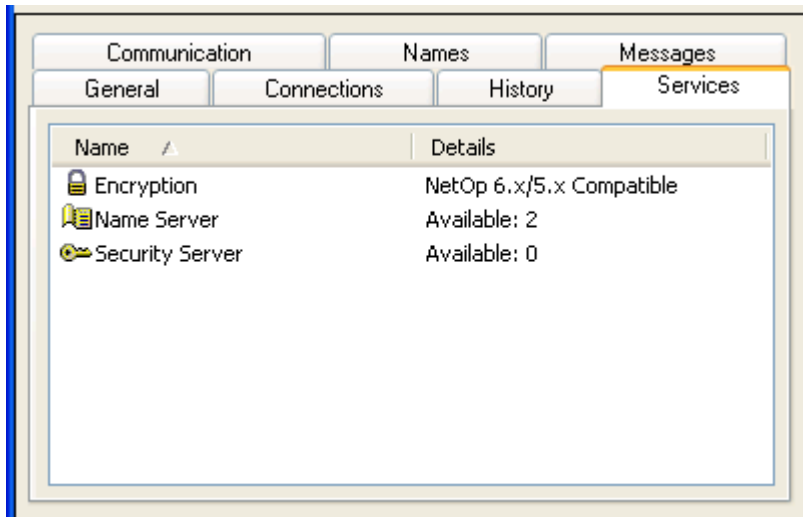
Note: The *Save As* window specifies the file name **.txt* to save the pane content as a *txt* file, but the extension is not automatically added to the specified file name.

Delete: Select this command or the [File Menu](#) *Delete > History* command to display a confirmation window to confirm deleting the pane content.

4.3 NetOp Host Window

4.3.4.4 Services Tab

This [NetOp Host Window Tab Panel](#) tab will display available NetOp services:



Its pane will display records of NetOp services in a table with this column content:

- *Name*: Service icon and name.
- *Details*: Displays different details for each NetOp service:
 - Encryption*: The encryption type of the current or most recent Guest connection, see [Encryption Tab](#).

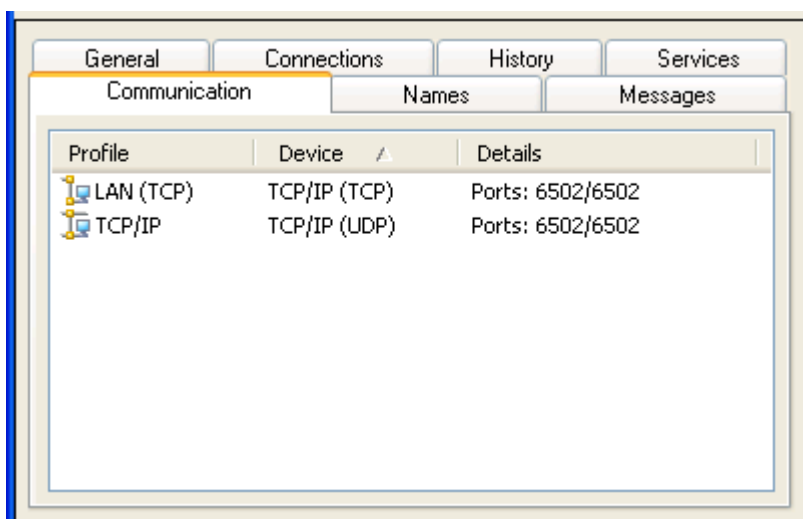
Name Server: *Available: 0* if not using NetOp Name Server or if no NetOp Name Server is available when communicating using NetOp Name Server. *Available: 1* or *2* indicating the number of available NetOp Name Servers if communicating using NetOp Name Server, see [Advanced TCP/IP Configuration](#).

Security Server: *Available: 0* if not using NetOp Security Server or if no NetOp Security Server is available when communicating using NetOp Security Server. *Available: <Number of available NetOp Security Servers>* indicating the number of available NetOp Security Servers if communicating using NetOp Security Server, see [Use NetOp Security Server](#).

Table controls are explained in [Table Control](#).

4.3.4.5 Communication Tab

This [NetOp Host Window Tab Panel](#) tab will display enabled communication profiles:



Its pane will display records of enabled communication profiles in a table with this column content:

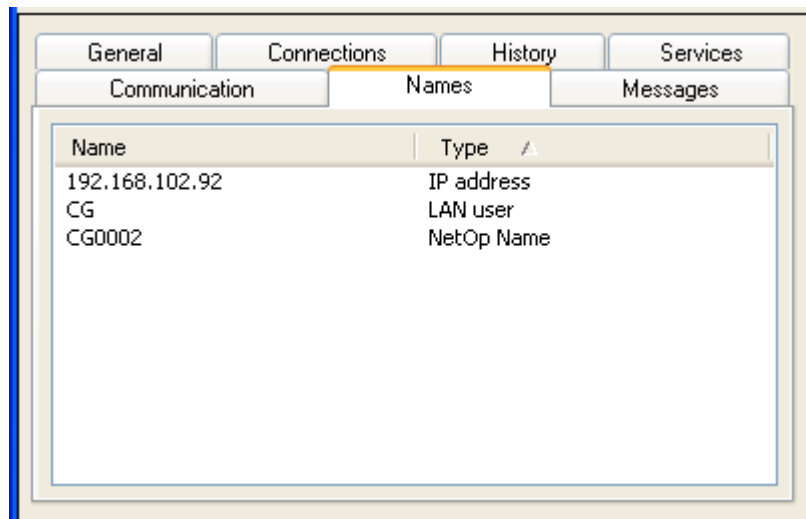
- *Profile*: Communication device icon and communication profile name.
- *Device*: Communication profile communication device, see [Communication Devices](#).
- *Details*: Communication profile configuration details, see [Advanced TCP/IP Configuration](#).

Table controls are explained in [Table Control](#).

Note: Communication profiles will be enabled only if the Host status is *Running*, *Connected* or *Help Requested*, see [Title Bar](#).

4.3.4.6 Names Tab

This [NetOp Host Window Tab Panel](#) tab will display enabled Host names:



Its pane displays records of enabled Host names in a table with this column content:

- *Name*: Host name.
- *Type*: Host name type.

Table controls are explained in [Table Control](#).

Note: Host names will be enabled only if the Host status is *Running*, *Connected* or *Help Requested*.

Names identify a communicating NetOp module to other NetOp modules and can be specified to connect if applicable with the used communication device, see [Communication Devices](#).

Host computer IP addresses will be enabled as *IP address* type names if communication profiles using the communication device [TCP/IP](#) are enabled or if the Host is connected by a communication profile using the communication device [TCP/IP \(TCP\)](#) or [TCP/IP \(TCP IPv6\)](#), see [Communication Tab](#).

Host computer network card MAC addresses will be enabled as *MAC address* type names if communication profiles using the communication devices [NetBIOS](#) or [IPX](#) are enabled.

Random MAC addresses assigned by NetOp will be enabled as *MAC address* type names if communication profiles using the communication device [Infrared \(IrDA\)](#) or [Terminal Server](#) are enabled and if the Host is connected by a communication profile using other communication devices. You cannot connect by random MAC addresses assigned by NetOp.

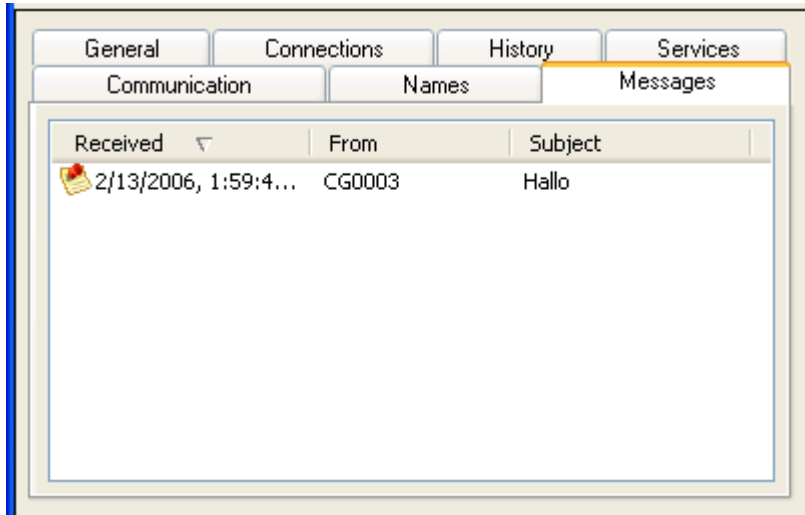
The Host computer Windows or network logon user name will be enabled as a *LAN user* type name if in the [Program Options](#) window [Host Name Tab](#) *Name options* section the box *Enable User Name* is checked.

A Host name in the [General Tab](#) *Host ID* field will be enabled as a *NetOp Name* type name.

4.3 NetOp Host Window

4.3.4.7 Messages Tab

This [NetOp Host Window Tab Panel](#) tab will display received NetOp messages.



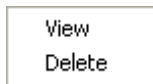
Its pane will display records of received NetOp messages in a table with this column content:

- *Received*: Message icon and received date and time.
- *From*: Guest name.
- *Subject*: Message first text line.

Table controls are explained in [Table Control](#).

Received NetOp message content will automatically be saved in a *rtf* file in the [NetOp Configuration Files Messages](#) directory, typically *C:\Documents and Settings\All Users\Application Data\NetOp Remote Control\Host\Messages*. *rtf* files in this directory will be displayed as *Messages* tab records.

Right-click a record or select multiple records and right-click to display this context menu:

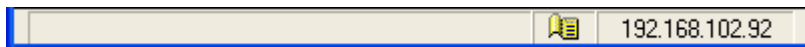


View: Select one record and select this command or the [File Menu View > Message](#) command to display the selected record message in the [NetOp Message](#) window.

Delete: Select one or multiple records and select this command or the [File Menu Delete > Message](#) command to display a confirmation window to confirm deleting selected records and their files.

4.3.5 Status Bar

This is the [NetOp Host Window](#) status bar:



If a communication profile using a TCP/IP family communication device is enabled, the right end of the status bar will display the Host computer IP address. A + will be displayed after the IP address if multiple IP addresses are enabled. Click the + to display other enabled IP addresses. The [General Tab Address](#) field and the [NetOp Host Button](#) tooltip will also display enabled IP addresses.

If a communication profile using the [TCP/IP](#) communication device is enabled and in the [Advanced TCP/IP Configuration](#) window *Use NetOp Name Server* is selected, a yellow pages icon will be displayed in the status bar. An indicator may appear on the yellow pages icon:

Nothing: Specified NetOp Name Servers are available.

Red X: No specified NetOp Name Server is available.

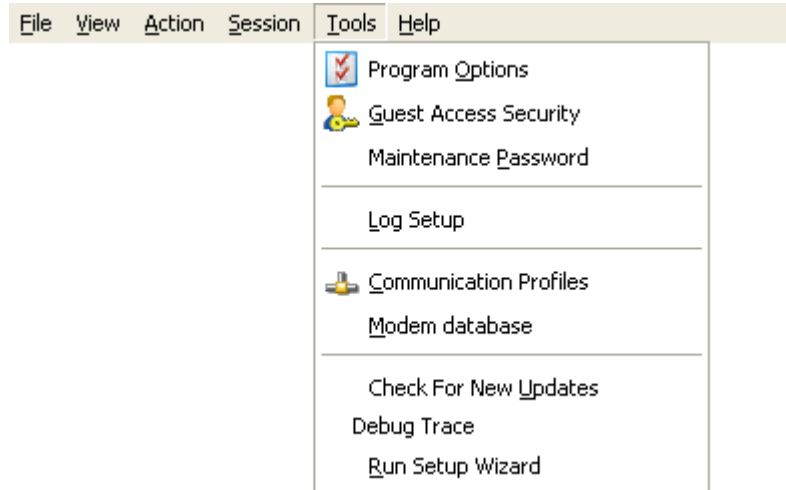
Red exclamation mark (!): One of two specified NetOp Name Servers is available.

Note: NetOp Name Server availability will also be indicated on the [Services Tab](#).

If the mouse pointer is over a menu command or [Toolbar](#) button, the status bar will be cleared and a hint to the menu command or [Toolbar](#) button will be displayed.

4.4 Host Tools

Select Host tools from the [NetOp Host Window Tools Menu](#):



or from the [Toolbar Tool Buttons](#):



Menu and toolbar controls are explained in [Menu and Toolbar Control](#).

Note: [Tools Menu](#) configuration commands and [Toolbar Tool Buttons](#) will be disabled if configuration files are protected, see [Maintenance Password](#). Tool actions can be protected by a [Maintenance Password](#).

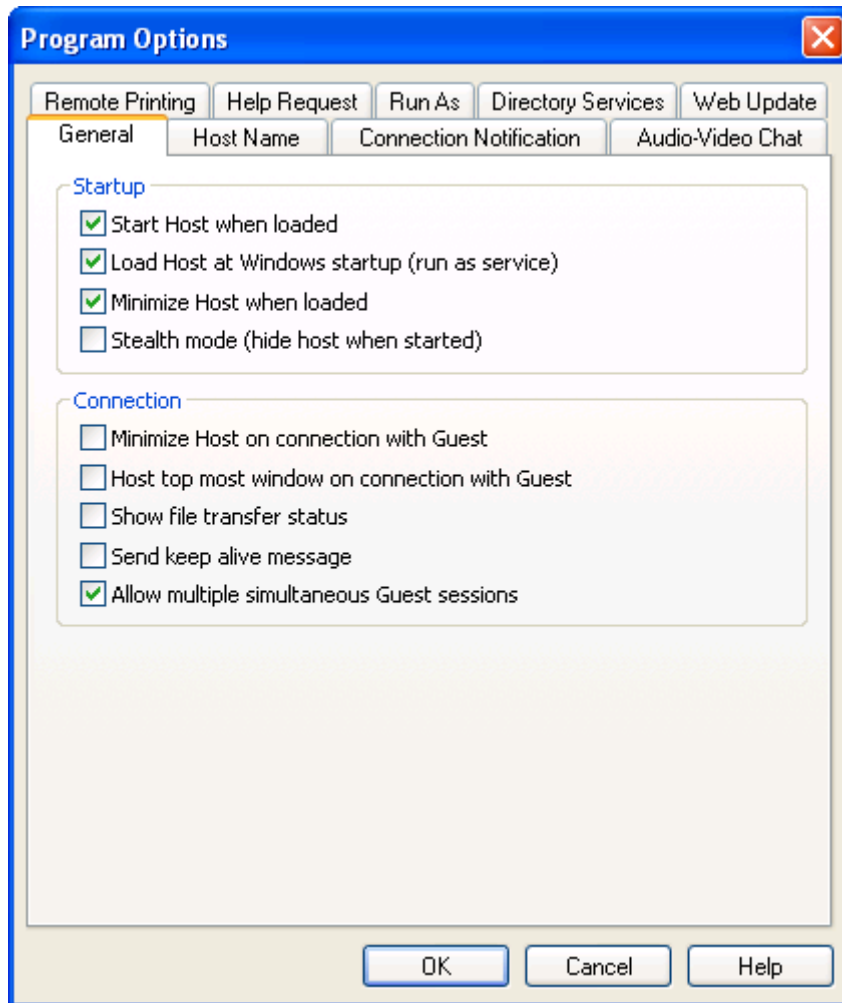
These Host tools are available:

- [Program Options](#)
- [Guest Access Security](#)
- [Maintenance Password](#)
- [Log Setup](#)
- [Communication Profiles](#)
- [Modem Database](#)
- [Check for New Updates](#)
- [Debug Trace](#)
- [Run Setup Wizard](#)

4.4 Host Tools

4.4.1 Program Options

Select the [NetOp Host Window Tools Menu Program Options](#) command or click the [Toolbar Tool Buttons Program Options](#) button to display this window:



Note: This command and button will be disabled if configuration files are protected, see [Maintenance Password](#).

If protected by a [Maintenance Password](#), you must specify the correct password in the [Maintenance Password Enter](#) window to access the *Program Options* window.

This window specifies Host setup on these tabs:

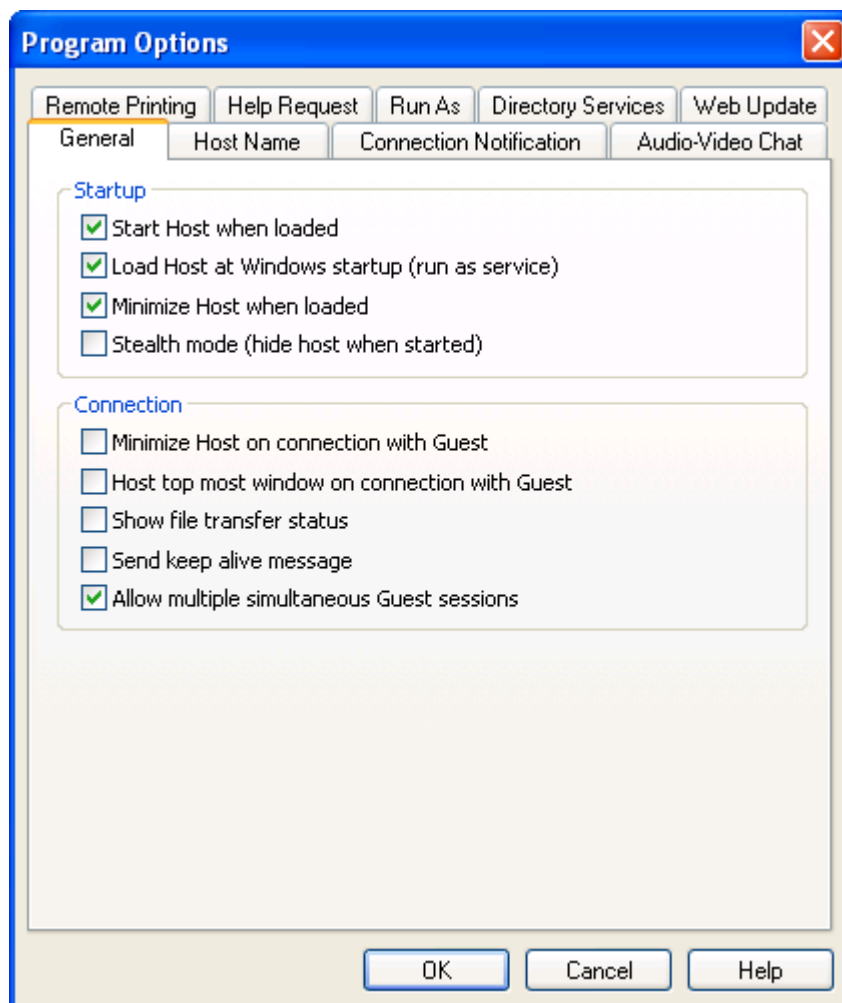
- [General Tab](#)
- [Host Name Tab](#)
- [Connection Notification Tab](#)
- [Audio-Video Chat Tab](#)
- [Remote Printing Tab](#)
- [Help Request Tab](#)
- [Directory Services Tab](#)
- [Web Update Tab](#)

Note: *Program Options* window specifications are stored in the *nhstconf.ndb* file that resides in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

Some Host setup changes require Host restart to apply, see [Action Menu](#) or [Action Buttons](#).

4.4.1.1 General Tab

This is the [Host Tools Program Options](#) window *General* tab:



This tab specifies startup and connection options.

Startup

Start Host when loaded: Leave this box checked to start the Host to enable communication when the Host is loaded (default: checked).

Load Host at Windows startup (run as service): Leave this box checked to load the Host when Windows starts on the computer (default: checked).

Note: Loading the Host at Windows startup and starting the Host when loaded will make the Host ready to connect to when the Host computer is switched on, even if no user is logged on to Windows.

Minimize Host when loaded: Leave this box checked to minimize the Host into a [NetOp Host Button](#) when loaded (default: checked).

Stealth mode (hide Host when started): Check this box to load the Host hidden to the Host computer user (default: unchecked). If hidden, nothing on the screen will indicate that the Host is loaded.

4.4 Host Tools

Note: To display a hidden Host, run *SHOWHOST.EXE* that by default resides in the directory where the Host is installed.

Connection

Minimize Host on connection with Guest: Check this box to minimize the Host window into a [NetOp Host Button](#) when a Guest connects (default: unchecked).

Host top most window on connection with Guest: Check this box to display the Host window in front of any other window when a Guest connects (default: unchecked).

Show file transfer status: Check this box to display the [File Transfer Status](#) window when a Guest starts a [File Transfer](#) session (default: unchecked).

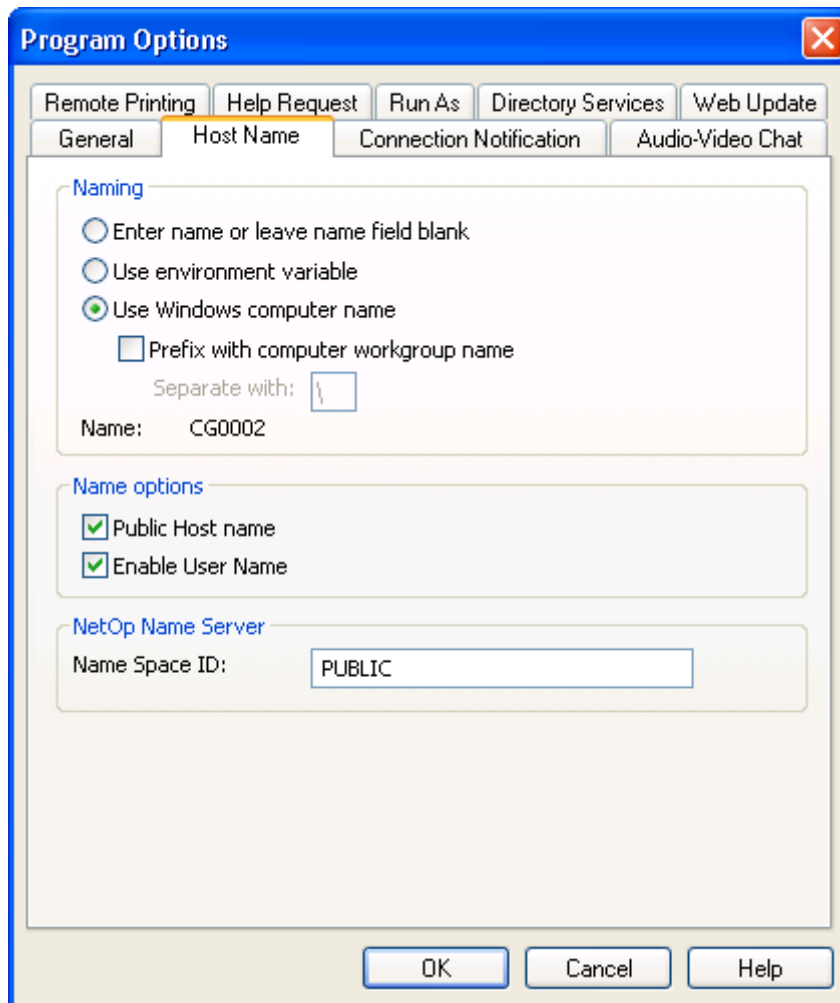
Send keep alive message: Check this box to send a data packet at intervals while connected to alert the Host if the connection has been lost (default: unchecked).

Note: To maintain an [ISDN \(CAPi\)](#) connection during short periods of inactivity, do not check this box but select the *Short-hold mode* option, see [ISDN \(CAPi\) Communication Profile Edit](#).

Allow Multiple Simultaneous Guest Sessions: Leave this box checked to allow multiple Guest connections to the Host at the same time (default: checked).

4.4.1.2 Host Name Tab

This is the [Host Tools Program Options](#) window *Host Name* tab:



It specifies Host name options and the NetOp Name Server name space ID.

Naming

This section specifies the name by which the Host will identify itself when communicating.

Note: To communicate by a communication profile that uses a networking communication device ([NetBIOS](#), [IPX](#), [TCP/IP](#), [Terminal Server](#)), each Host must use a unique name. A Host that uses a name that is already used by another communicating Host will be denied to start communicating.

Select one of these options:

Enter name or leave name field blank: If the Host status is *Stopped*, the [NetOp Host Window General Tab Host ID](#) field will be enabled. You can specify a Host name in this field or leave it blank.

Use environment variable []: Specify in the field an environment variable name to name the Host by the value of the specified environment variable.

Note: Do not name a network computer Host by the environment variable *USERNAME* if it is set up to *Load at Windows startup*, see [General Tab](#). If you do that, the Host will load before a user logs on to Windows to get the name *%USERNAME%* and retain this name until reloaded while a user is logged on to get the name *<Windows logon user name>*. Of multiple Hosts named *%USERNAME%*, only one can start communicating.

Name a terminal server Host typically by the environment variable *USERNAME*, see the [Documentation Advanced Tools section NetOp in Terminal Server Environments section NetOp Naming in a TSE](#) section.

To view available Windows environment variables, in a command prompt window type `set` and press `ENTER`.

Use Windows computer name: Name the Host by the Host computer Windows name (default selection). Prefer this naming option for network computer Hosts loading at computer startup.

Prefix with computer workgroup name: Check this box to prefix the Host computer name by its domain or workgroup name to make the Host name unique across multiple domains and workgroups (default: unchecked).

Separate with: []: The field will display the default separator character (`\`). You can replace it by any other character.

Note: Name a network computer Host typically by this option.

Do not name a terminal server Host by this option. Terminal server Hosts share the Host computer Windows name of the terminal server computer. Of multiple Hosts named by the terminal server computer name, only one can start communicating.

Name: The Host name resulting from selecting *Use environment variable* or *Use Windows computer name* will be displayed. A Host name specified in the [NetOp Host Window General Tab Host ID](#) field cannot be displayed here.

Name Options

Public Host name: Leave this box checked to respond to broadcast communication, e.g. a Guest browsing for Hosts (default: checked).

Caution: Uncheck this box on the Host of a computer that is connected directly to a public network like the Internet to make the computer less vulnerable to hacking attempts.

Enable User Name: Leave this box checked to enable the name of a user logged on to the Host computer on the [NetOp Host Window Names Tab](#) to enable connections by the user name (default: checked).

Caution: Uncheck this box on the Host of a server computer to disable connecting by the name of a temporarily logged on administrator to acquire the Windows rights of the administrator, see [Run As Tab](#).

4.4 Host Tools

NetOp Name Server

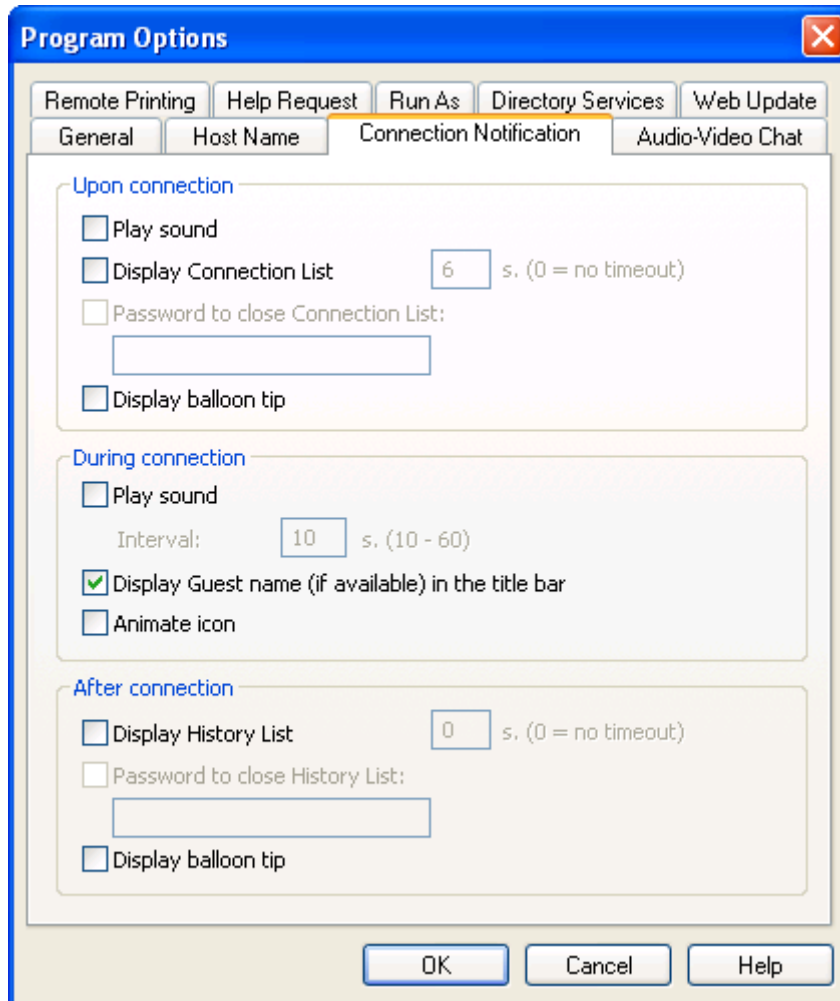
Name Space ID: []: By default, this field will display *PUBLIC*. Specify in the field the *Name Space ID* specified on Guests that shall be allowed to connect by using NetOp Name Server.

The *Name Space ID* will apply only if the Host communicates by a [TCP/IP](#) communication profile for which in the [Advanced TCP/IP Configuration](#) window the *Use NetOp Name Server* box is checked and NetOp Name Servers are specified.

Note: To apply *Naming* and *Name Space ID* changes, restart the Host, see [Action Menu](#) or [Action Buttons](#).

4.4.1.3 Connection Notification Tab

This is the [Host Tools Program Options](#) window *Connection Notification* tab:



It specifies connection notification options.

Upon Connection

Play sound: Check this box to play a sound when a Guest connects (default: unchecked).

Note: The upon connection sound file *STARTRC.WAV* resides in the *Media* directory of the directory in which NetOp Host is installed.

Display Connection List [] s. (0 = no timeout): Check this box to display the [Connection List](#) window when a Guest connects (default: unchecked). Specify in the field the number of seconds this window shall be displayed (default: 6). Specify 0 to make the window remain on the screen.

Password to close Connection List: []: Check this box and specify a password in the field to make the [Connection List](#) window remain on the screen until closed manually (default: unchecked). Characters will display as dots or asterisks. To close the [Connection List](#) window, specify the password in a *Password* window.

Display balloon tip: Check this box to display a balloon tip from the [NetOp Host Button](#) when a Guest connects (default: unchecked).

During Connection

Play sound Interval: []s. (10-60): Check this box to play a sound at intervals during a Guest connection (default: unchecked). Specify in the field a number in the range for the interval between sounds in seconds (default: 10).

Note: The during connection sound file *CONTHRC.WAV* resides in the *Media* directory of the directory in which NetOp Host is installed.

Display Guest name (if available) in the title bar: Leave this box checked to display the connected Guest name in the [NetOp Host Window Title Bar](#), the Windows taskbar *NetOp Host* button and the [NetOp Host Button](#) tooltip (default: checked).

Animate icon: Check this box to animate the [NetOp Host Button](#) double corner lines (default: unchecked).

After Connection

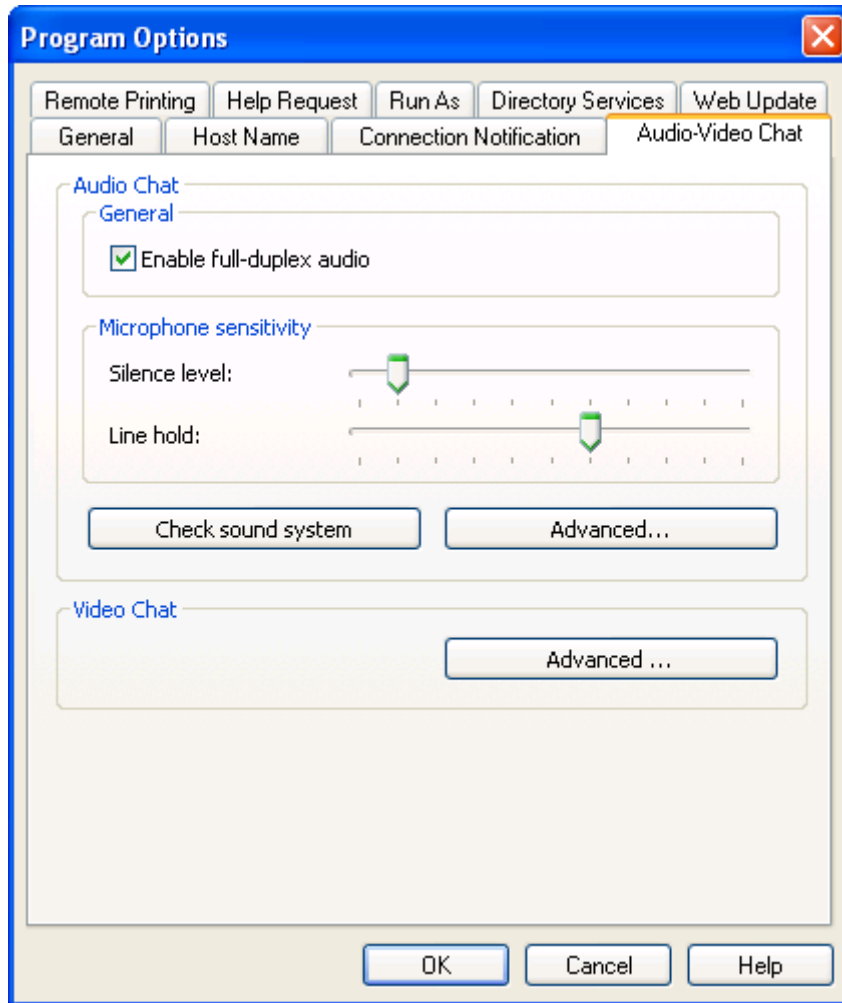
Display History List [] s. (0 = no timeout): Check this box to display the [History List](#) window when a Guest disconnects (default: unchecked). Specify in the field the number of seconds this window shall be displayed (default: 0). Specify 0 to make the window remain on the screen.

Password to close History List: []: Check this box and specify a password in the field to make the [History List](#) window remain on the screen until closed manually (default: unchecked). Characters will display as dots or asterisks. To close the [History List](#) window, specify the password in a *Password* window.

Display balloon tip: Check this box to display a balloon tip from the [NetOp Host Button](#) when a Guest disconnects (default: unchecked).

4.4.1.4 Audio-Video Chat Tab

This is the [Host Tools Program Options](#) window *Audio-Video Chat* tab:



This tab specifies audio and video settings.

Audio Chat

General

- Enable full-duplex audio*: Leave this box checked to enable sending audio data between Guest and Host in both directions at the same time (default: checked).

Note: Some computer audio systems do not support full-duplex audio.

Microphone Sensitivity

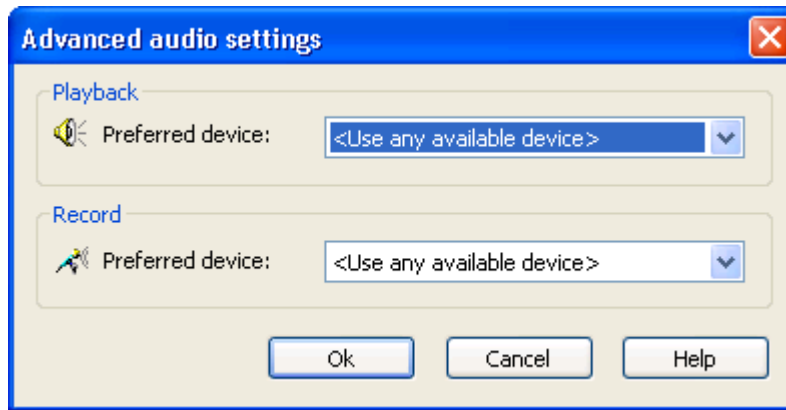
Silence Level: Drag this slide to set the microphone sound input level below which no audio data shall be sent (default: second tick from left).

Line Hold: Drag this slide to adjust the period in which audio data shall continue to be sent after the microphone sound input level has dropped below the *Silence Level* (default: sixth tick from left).

Note: Try out different settings for *Silence Level* and *Line Hold* to optimize audio communication.

Check Sound System: Click this button to run a check of the computer sound system and display a result message.

Advanced...: Click this button to display this window:



Playback

Preferred Device: []: The field of this drop-down box displays the preferred audio playback device (default: <Use any available device>). The drop-down box list contains the names of playback devices found by Windows. Select a name in the list to display it in the field.

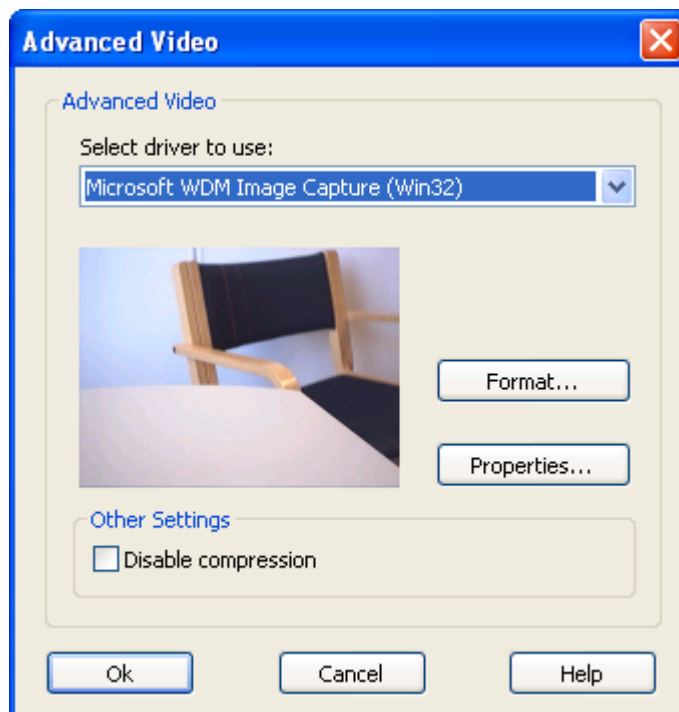
Record

Preferred Device: []: The field of this drop-down box displays the preferred audio recording device (default: <Use any available device>). The drop-down box list contains the names of recording devices found by Windows. Select a name in the list to display it in the field.

Note: If multimedia devices are connected to the computer, the <Use any available device> selection may select a connected device instead of the computer sound system. In that case, select the computer sound system.

Video Chat

Advanced...: Click this button to display this window:



Select driver to use: []: If a video camera is installed, this drop-down box will contain its driver name. Select a driver name in the list to display it in the field.

4.4 Host Tools

If a camera that uses the driver whose name is displayed in the *Select driver to use* drop-down box field is enabled, the image frame will display its captured image.

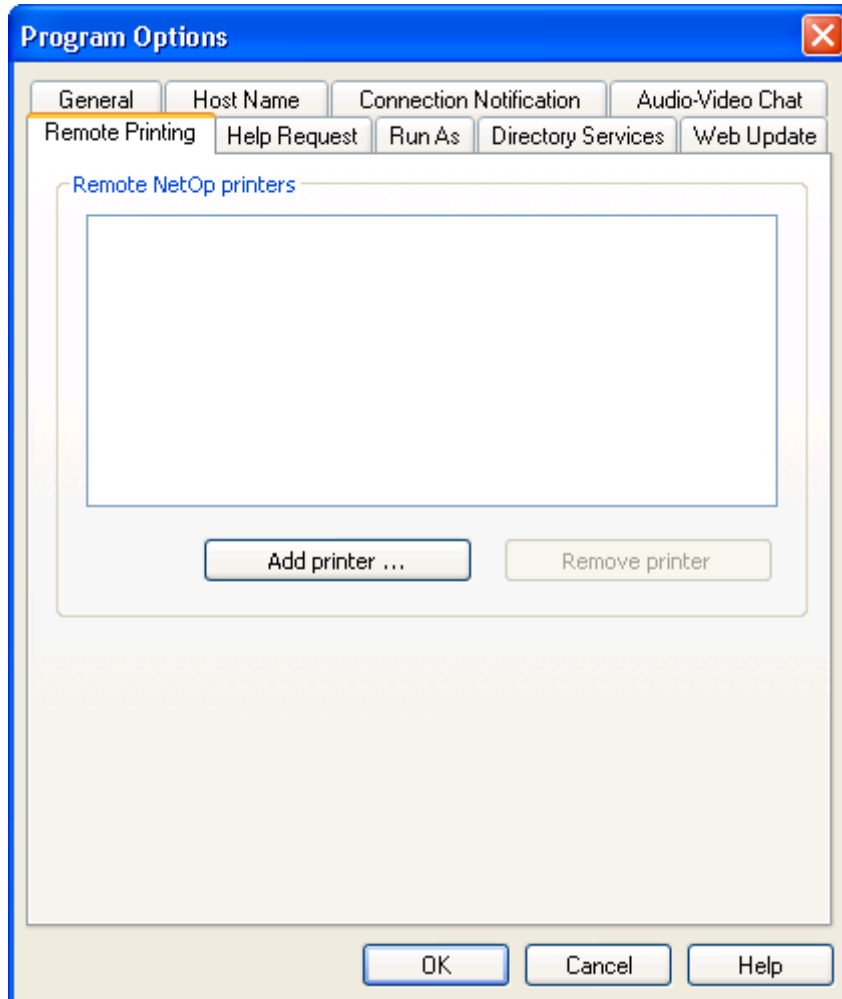
Format: Click this button to display the Windows *Video Format* window to format the video capture image.

Properties: Click this button to display the Windows *Video Source* window to specify video source properties.

Disable compression: Check this box to disable video data compression (default: unchecked).

4.4.1.5 Remote Printing Tab

This is the [Host Tools Program Options](#) window *Remote Printing* tab:

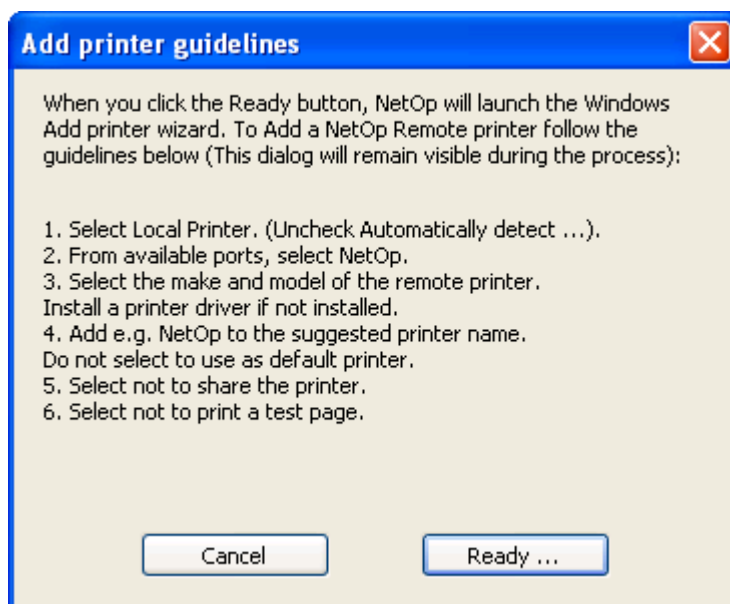


This tab specifies remote NetOp printers.

Remote NetOp printers

This pane displays the names of NetOp printers in the Host computer Windows *Printers* folder (initially none).

Add printer...: Click this button to display this window:



Follow these guidelines that will remain on the screen while you add a NetOp printer. Click *Ready...* to start adding a NetOp printer.

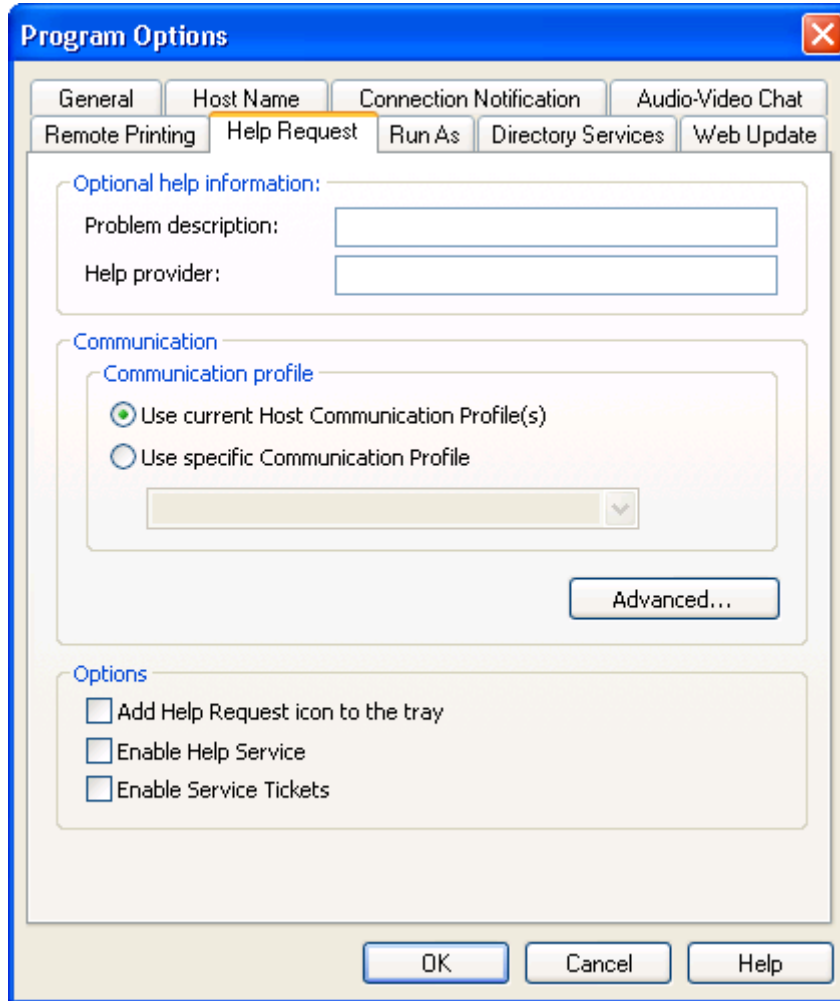
Note: The NetOp printer and the selected remote printing device driver must be installed on the computer that sends the print job.

Special instructions for remote printing from DOS applications are available in the NetOp [KnowledgeBase](#).

Remove printer: Select a NetOp printer in the pane and click this button to remove it.

4.4.1.6 Help Request Tab

This is the [Host Tools Program Options](#) window *Help Request* tab:



This tab specifies help request options.

Optional help information

Problem description: []: To always specify the same problem description when requesting help, specify it in this field. If the field is left empty, the [Help Providers](#) window will be displayed when requesting help.

Help provider: []: To always request help from the same help service, specify its name in this field. If the field is left empty, the [Help Providers](#) window will be displayed when requesting help.

Communication

Communication profile

Select one of these options:

Use current Host Communication Profile(s): Select this option to send help requests by enabled communication profiles (default selection). If multiple communication profiles are enabled, the [Select Help Request Communication Profile](#) window will be displayed when requesting help.

Use specific Communication Profile []: Select this option to enable the drop-down box to select in the drop-down box list a communication profile among available Host communication profiles.

Advanced...: Click this button to display this window:

Advanced Help Request Options

Communication

Phone number or IP address: [] (Optional): A telephone number or IP address will be required if requesting help by a communication profile that uses a point-to-point communication device other than [Infrared \(IrDA\)](#). You can specify the required telephone number or IP address in the field. If no telephone number or IP address is specified in the field and it is required when requesting help, the [Connect to Help Provider](#) window will be displayed.

Help request timeout if not answered [] min. (1 - 60, 0 = unlimited): Specify in the field a number in the range to cancel the help request if not responded to within the specified number of minutes (default: 0, i.e. no timeout).

Gateway login

If a help request will be routed through a NetOp Gateway that requires logon, you can specify the required logon credentials in this section to log on without displaying a *Logon* window, see [Request Help](#).

Login name: []: Specify in this field the required logon name (default: empty).

Login password: []: Specify in this field the required logon password (default: empty).

Login domain: []: Specify in this field the required logon domain (default: empty).

Use current login credentials for Windows Security authentication: Check this box to log on by the name, password and domain of the user logged on to Windows on the Host computer (default: unchecked).

Options

Add Help Request icon to the tray: Check this box to add this button identified by the tooltip *NetOp Help Request* to the notification area in the lower right corner of the screen (default: unchecked):

NetOp Help Request Button

To request help, double-click the button or select the button *Request Help* context command.

4.4 Host Tools

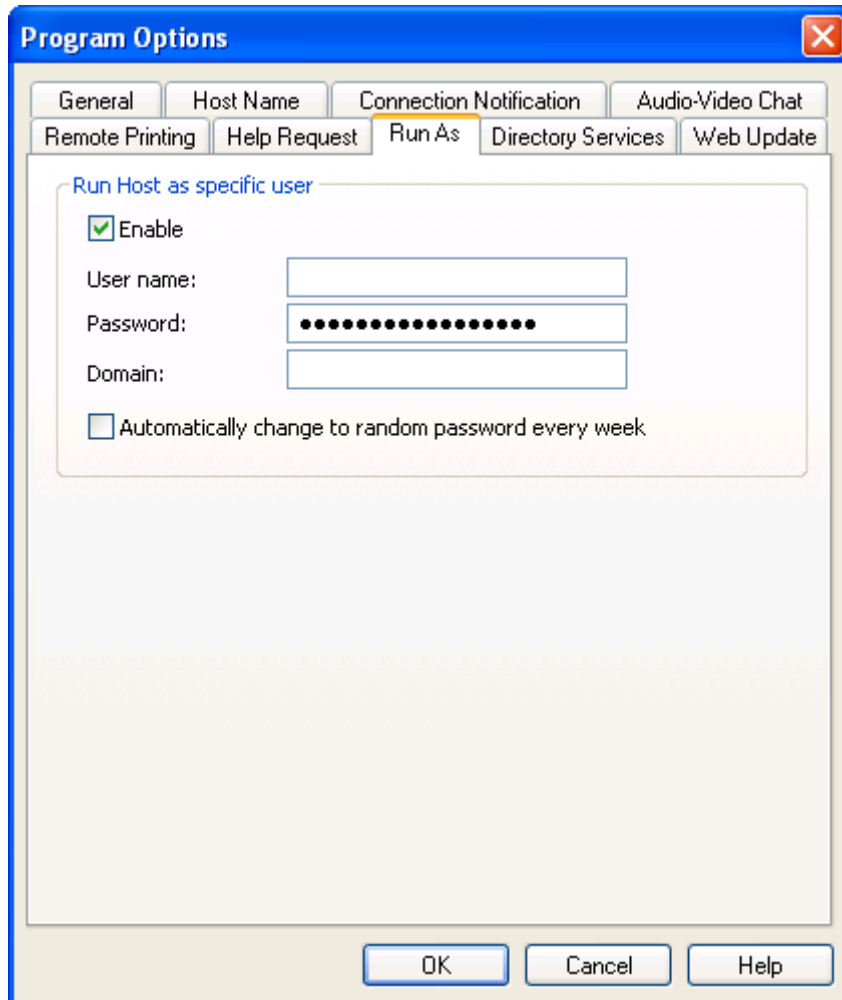
Note: If this button is added, the user of a hidden Host can request help, see [Action Menu](#) or [Action Buttons](#).

Enable help service: Leave this box checked to enable help request by a help service, see [Request Help](#) (default: checked).

Enable service tickets: Check this box to enable help request by a service ticket, see [Request Help](#) (default: unchecked).

4.4.1.7 Run As Tab

This is the [Host Tools Program Options](#) window *Run As* tab:



It can enable always running the Host as a specific user.

If no user is logged on to the Host computer, the Host will have extensive Host computer rights but no network computer rights, see the [Documentation](#) *Advanced Tools* section *NetOp Remote Control Processes and Windows Security* section.

If a user is logged on to the Host computer, the Host will have the rights of the logged on user.

A connected Guest will get the rights of the Host limited by [Guest Access Security](#) restrictions.

For certain purposes, typically to assign network computer rights to the Host when no user is logged on to the Host computer, you can run the Host as a specific user.

Run Host as specific user

Enable: Check this box to always run the Host as a specific user (default: unchecked).

User name: [/]: Specify in this field the user name.

Password: [/]: Specify in this field the matching password.

Domain: [/]: Specify in this field the matching domain.

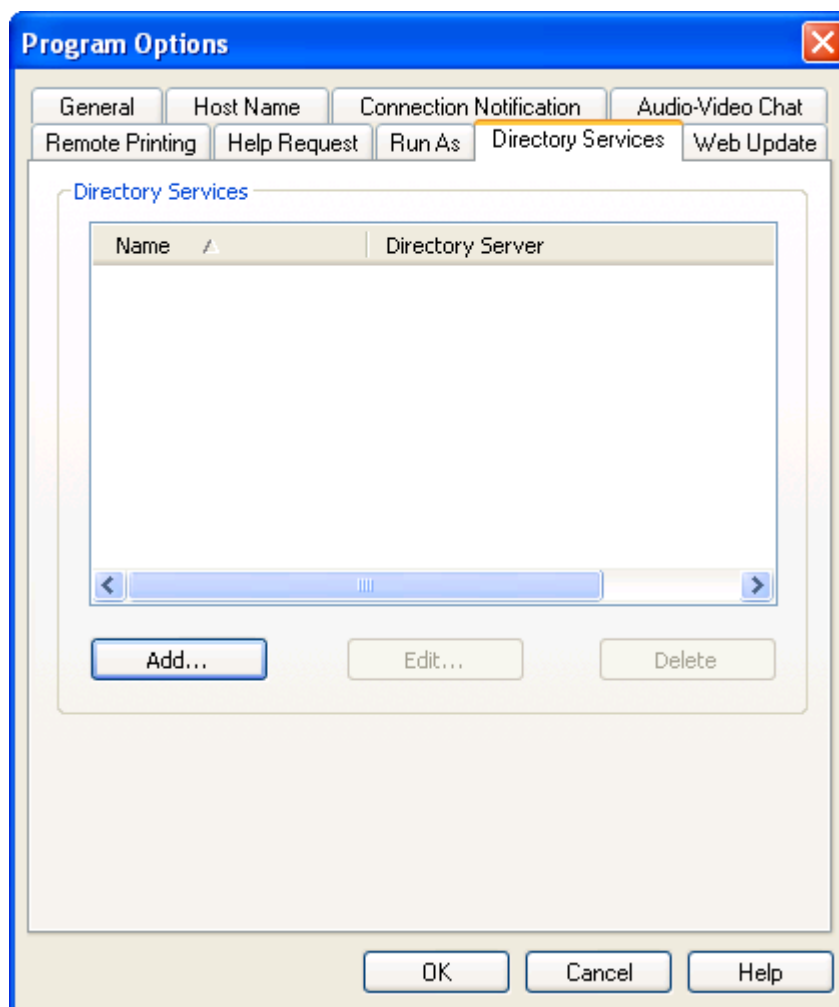
Caution: Consider carefully in each case the benefits and drawbacks including security risks of always running the Host as a specific user. In some cases, you should run the Host as a Windows user created exclusively for this purpose.

Automatically change to random password every week: Check this box to change the password of the credentials specified above immediately and every week into a random password to automatically satisfy a password change policy.

Caution: Do not check this box if the credentials specified above belong to a user person, as the user person will not know the random password.

4.4.1.8 Directory Services Tab

This is the [Host Tools Program Options](#) window *Directory Services* tab:



It specifies directory services to enable authenticating connecting Guests, see [Grant Each Guest Individual Access Privileges Using Directory Services](#).

Directory services

The pane will specify directory services as records in a table with this column content (initially empty):

- *Name:* Directory service name.

4.4 Host Tools

- *Directory Server*: Directory server IP address or DNS name.

Table controls are explained in [Table Control](#).

Add...: Click this button to display this window:

Directory Service

The screenshot shows a dialog box titled "Directory Service". It has a blue title bar with a close button. The dialog is divided into two tabs: "General" and "Credentials".

General Tab:

- Name: [Text Field]
- Directory Server: [Text Field]
- Port: [Text Field with value 389] Use secure connection
- Base DN: [Text Field]

Credentials Tab:

- Anonymous bind
- User DN: [Text Field]
- Password: [Text Field]
- Confirm password: [Text Field]

At the bottom of the dialog are three buttons: "Ok", "Cancel", and "Help".

This window specifies a directory service.

General

Name: []: Specify in this field the name that shall identify this directory service on the [Directory Services Tab](#).

Directory Server: []: Specify in this field the directory server IP address or DNS name.

Port: []: Specify in this field the port through which the Host shall connect to this directory server (default: 389, the Lightweight Directory Access Protocol (LDAP) port).

Use secure connection: Check this box to connect to this directory server by a secure connection (default: unchecked). The LDAP secure connection port number is 636.

Base DN: []: Specify in this field the directory service distinguished name from which a search shall start.

Credentials Tab

This tab specifies the credentials by which the Host will log on to the directory server. The user identity determines which directory service information will be available.

Anonymous bind: Check this box to disable the fields below to search this directory service with anonymous user rights (default: unchecked).

User DN: []: Specify in this field a directory service user distinguished name to search the directory service with the rights of this user.

Password: []: Specify in this field the matching password.

Confirm password: []: Re-specify in this field the password for confirmation.

Settings Tab

This tab specifies the search criteria applied to retrieve the properties of a connecting Guest user. Initially, its fields are empty. Click the *Default...* button to display this window:

This window selects a directory service type.

The field of the drop-down box will display the selected directory service type (default: *Microsoft Active Directory*). The drop-down box list will contain name of commonly used directory services. If the directory service type of the directory server specified in the [Directory Service](#) window *Directory Server* field is available in the list, select it to display it in the drop-down box field.

OK: Click this button to close the window and specify the default settings of the selected directory service type in the [Settings Tab](#) fields.

Note: If the [Settings Tab](#) fields become filled in from the *Select Directory Service* window, you typically do not need to edit their content.

User search filter: []: Optionally (recommended), specify in this field a search filter to limit the search for user attributes to a certain object class.

User attribute: []: Specify in this field the type designation of the searched for user attribute.

User browse filter: []: Optionally (recommended), specify in this field a user browse filter to limit the browse for user attributes to certain object classes.

4.4 Host Tools

Group search filter: []: Optionally (recommended), specify in this field a search filter to limit the search for group attributes to a certain object class.

Group attribute: []: Specify in this field the type designation of the searched for group attribute.

Group browse filter: []: Optionally (recommended), specify in this field a group browse filter to limit the browse for group attributes to certain object classes.

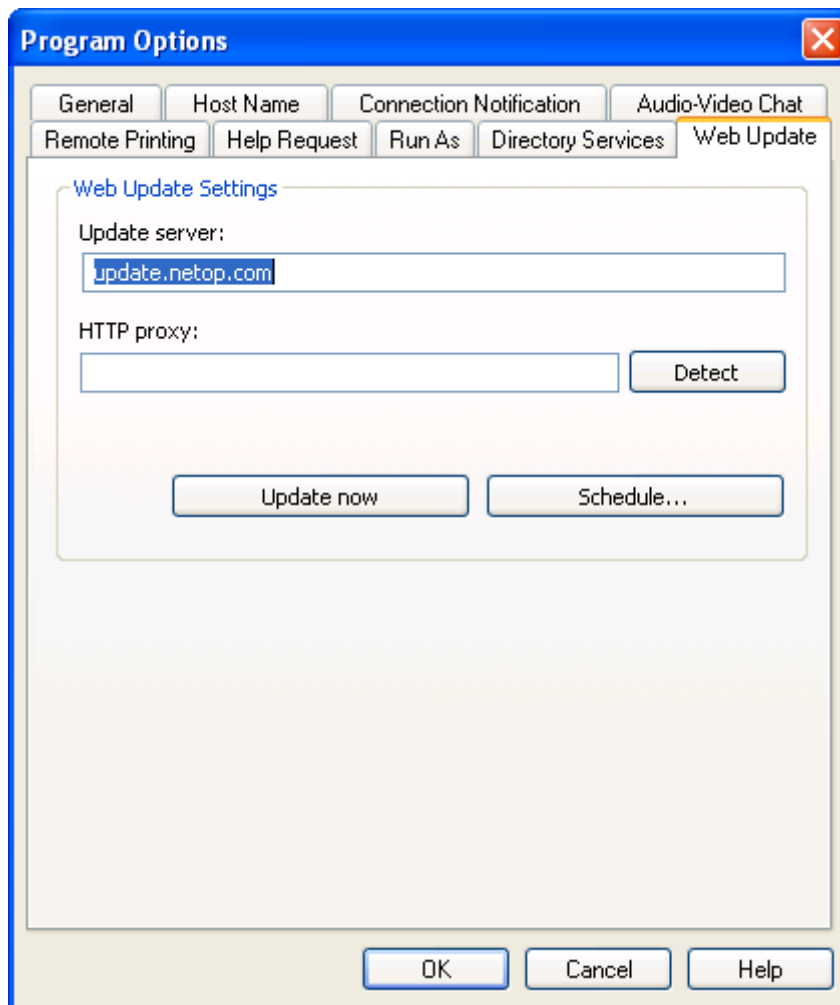
OU search filter: []: Optionally (recommended), specify in this field a search filter to limit the search for organizational unit attributes to a certain object class.

Edit...: Select a record in the pane and click this button to display the [Directory Service](#) window with the properties of the directory service to edit them.

Delete: Select a record in the pane and click this button to delete it.

4.4.1.9 Web Update Tab

This is the [Host Tools Program Options](#) window *Web Update* tab:



It specifies web update options to enable updating the Host installation from the network.

Web Update Settings

Update server: []: Specify in this field the web address of the server from which to download NetOp Host update files (default: *update.netop.com*, the NetOp manufacturer web update server).

Note: To update many NetOp installations in an organization, we recommend to [Publish New Updates](#) to an internal web update server.

HTTP Proxy: []: Specifying a HTTP proxy is typically not required.

Before specifying a HTTP proxy, click *Update now* to test the web update connection. If this yields a message indicating connection to the update server, specify no HTTP proxy.

If *Update now* yields no connection, click *Detect* to make NetOp attempt to detect the HTTP proxy server to display its name and port number in the *HTTP Proxy* field. Click *Update now* to test the connection.

If unsuccessful, consult with your network/system administrator about what must be specified in the *HTTP Proxy* field (format: <Server name>:<Port number>).

Update now: Click this button to connect to the update server specified in the *Update server* field. A *Web Update* message will notify you if connection to the update server failed, if no updates are available or if updates are available and in the latter case ask you if you want to download and install updates.

Schedule...: Click this button to display this window:

In this window, you can specify a schedule of checks for updates including download and installation of available update files.

Schedule

Select one of these options:

Disabled: Disable automatic web update (default selection). The other sections in the window will be disabled.

Automatic download, prompt before install: Automatically download any update files and prompt the user when downloaded.

Automatic download and install: Automatically download and install any update files.

Allow system restart after install: Check this box to automatically restart the computer after update installation if required (default: unchecked). Leave unchecked to deny automatic restart to after installation display a message that restart is required to complete the installation.

Run

Select one of these options:

At loading: Check for updates when the Guest is loaded (default selection). The *Delay* section in the image above will be displayed.

4.4 Host Tools

Delay

[] minute delay: Specify in this field a number to delay the web update by the specified number of minutes (default: 0, range 0-99).

Daily: Check for updates on a daily basis. This section will be displayed:

Start at

every day

Randomize within the hour

Start at

[] every [] day: In the first field, specify the time of the day (default: 12:00). In the second field, specify by a number an interval in days (default: 1, range 1-99).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Weekly: Check for updates on a weekly basis. This section will be displayed:

Start at

every week

Monday Tuesday Wednesday
 Thursday Friday Saturday
 Sunday

Randomize within the hour

Start at

[] every [] week: In the first field, specify the time of the day (default 12:00). In the second field, specify by a number an interval in weeks (default: 1, range 1-99).

<Weekday>: Check boxes to run scheduled web updates on selected weekdays (default: Monday only checked).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Monthly: Check for updates on a monthly basis. This section will be displayed:

Start at

on the day of the month (1 - 28)

Randomize within the hour

Start at

[] on the [] day of the month: In the first field, specify the time of the day (default: 12:00). In the second field, specify by a number the day of the month (default: 1, range 1-28).

Randomize within the hour: Check this box to randomize the update time within the hour following the specified time to avoid crowding (default: unchecked).

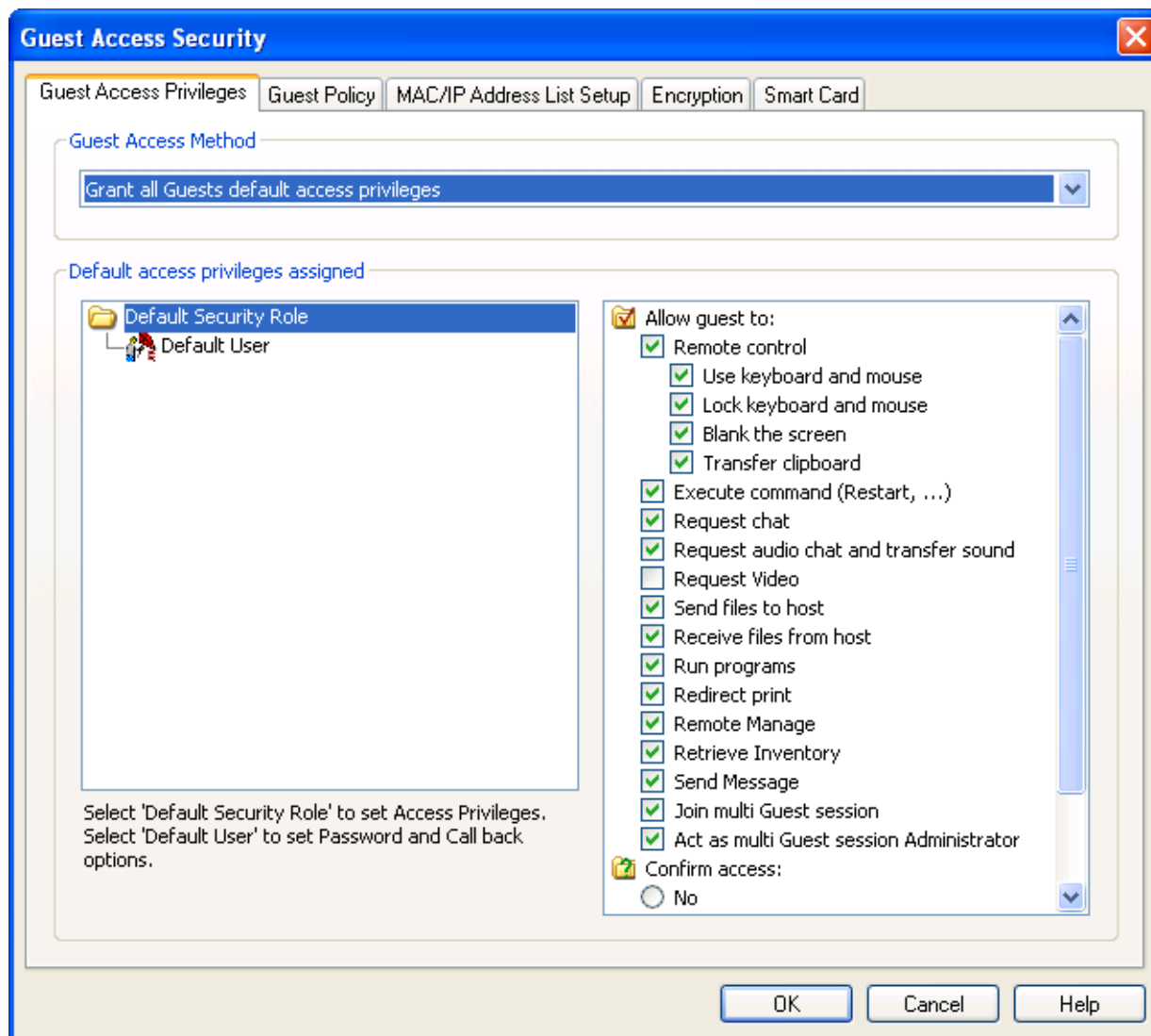
Note: If the Guest is not loaded at the scheduled time, web update will run when the Guest is first loaded thereafter.

Start date

Year: [] Month: [] Day: []: Select in the drop-down boxes the schedule start date (default: today).

4.4.2 Guest Access Security

Select the [NetOp Host Window Tools Menu](#) *Guest Access Security* command or click the matching [Toolbar](#) [Tool Buttons](#) button to display this window:



It specifies Guest access security options on these tabs:

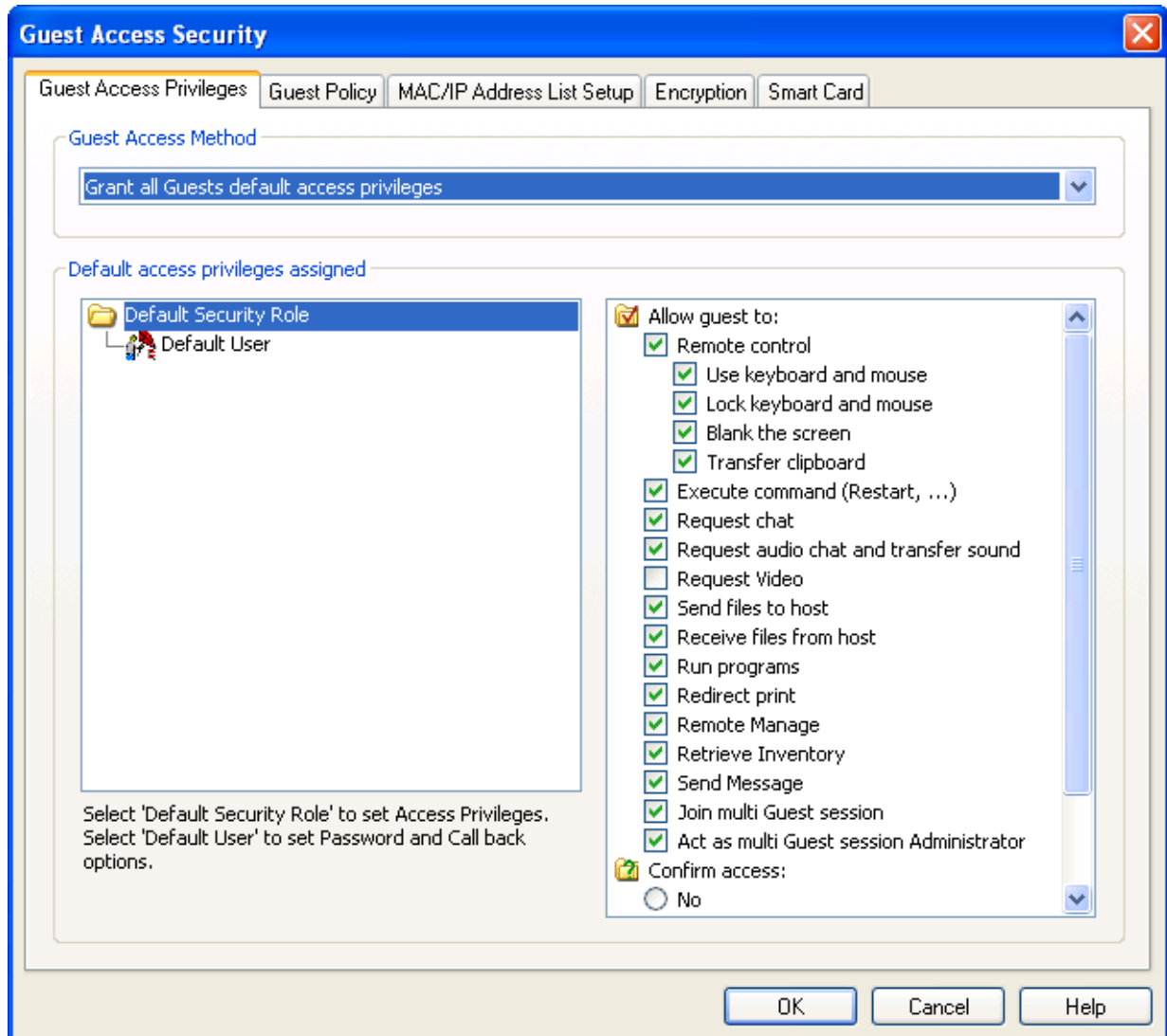
- [Guest Access Privileges Tab](#)
- [Guest Policy Tab](#)
- [MAC/IP Address List Setup Tab](#)
- [Encryption Tab](#)
- [Smart Card Tab](#)

4.4 Host Tools

Note: General Guest Access Security specifications will be stored in the [NetOp Configuration Files](#) *nhstconf.ndb* file that typically resides in the directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

4.4.2.1 Guest Access Privileges Tab

This is the [Host Tools](#) [Guest Access Security](#) window *Guest Access Privileges* tab:



It specifies the selected *Guest access method* and its details.

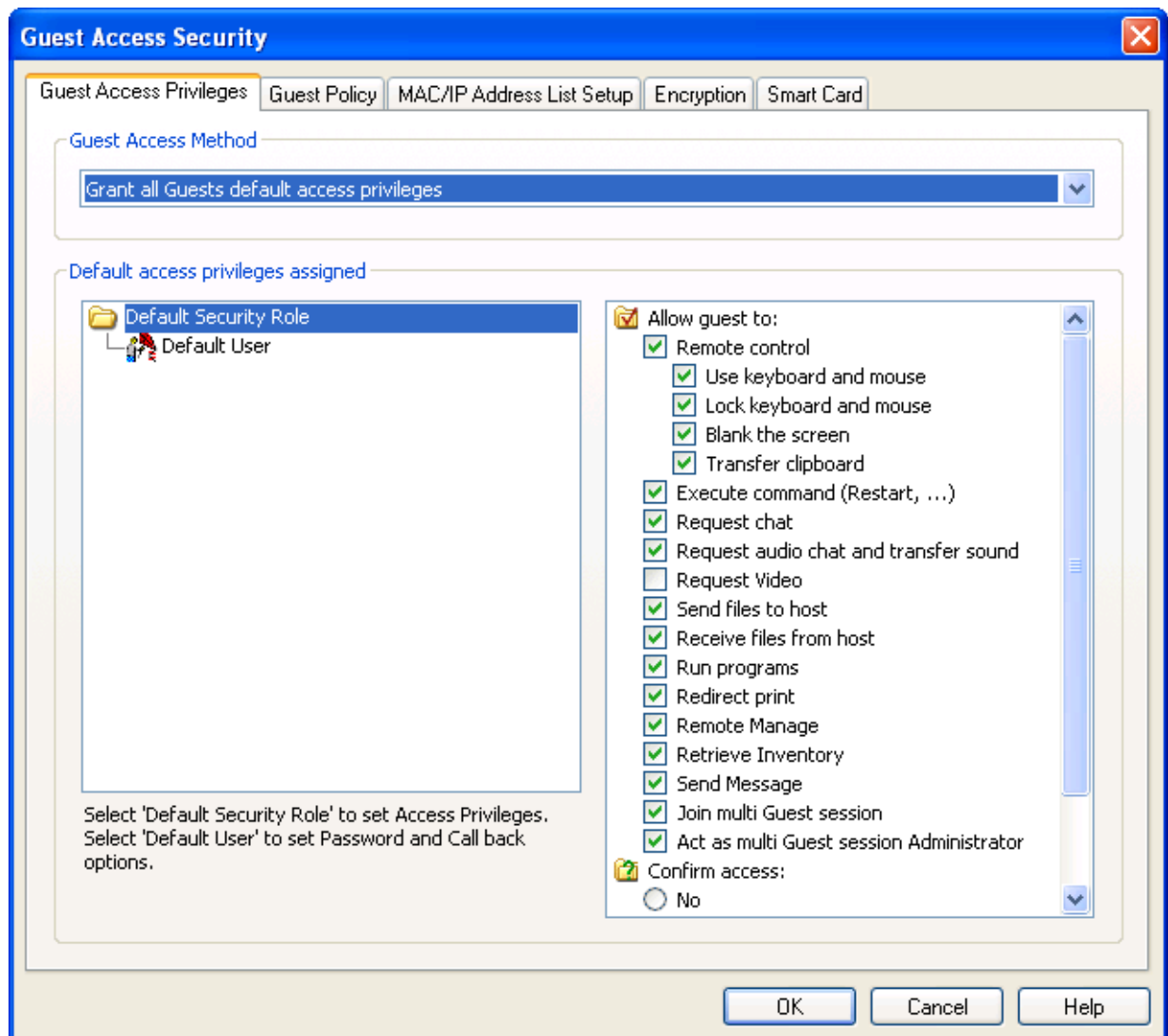
Guest Access Method []: The field of this drop-down box specifies the selected Guest access method. The drop-down box list contains these Guest access methods:

- [Grant All Guests Default Access Privileges](#) (default selection)
- [Grant Each Guest Individual Access Privileges Using NetOp Authentication](#)
- [Grant Each Guest Individual Access Privileges Using Windows Security Management](#)
- [Grant Each Guest Individual Access Privileges Using Directory Services](#)
- [Use NetOp Security Server](#)

Select a Guest access method in the list to display it in the field to apply this Guest access method to connecting Guests. The section below will specify the selected Guest access method details.

4.4.2.1.1 Grant All Guests Default Access Privileges

This [Host Tools Guest Access Security](#) window [Guest Access Privileges Tab](#) *Guest Access Method* drop-down box selection will display this tab content:

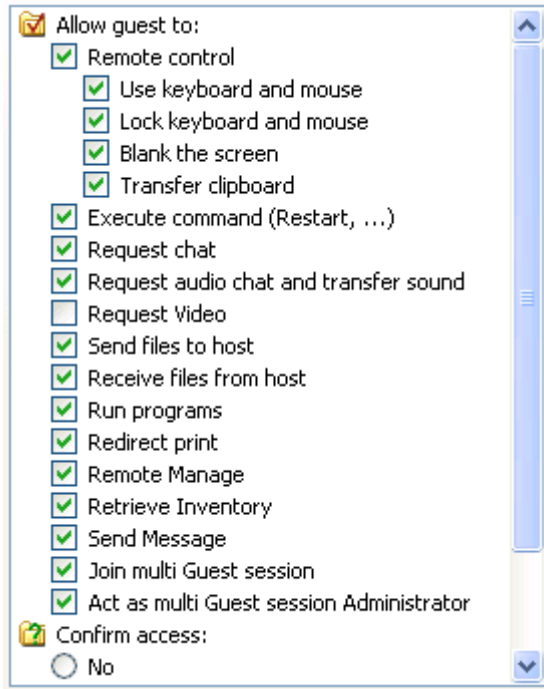


In the left pane, this selection assigns one common security role in a folder named [Default Security Role](#) to all connecting Guests in a Guest object named [Default User](#).

Default Security Role

Select in the left pane the *Default Security Role* folder to display this security role pane to the right:

Security Role Pane



Under the heading *Allow Guest to* it specifies in a checkboxed list which privileges will be granted to a connected Guest. Checked privileges will be allowed, unchecked privileges will be denied. You can check/uncheck boxes to change privileges.

Under the heading *Confirm access* it specifies the selected Host computer user access confirmation option. You can select one of the available options.

Allow Guest to:

- Remote control:* Start a [Remote Control](#) session (default: allowed). Indented privileges below apply to a [Remote Control](#) session:
 - Use keyboard and mouse:* Execute keyboard and mouse actions on the Host computer screen (default: allowed).
 - Blank the screen:* Turn the Host computer screen black to the Host computer user (default: allowed).
 - Lock keyboard and mouse:* Disable the Host computer keyboard and mouse (default: allowed).
 - Transfer clipboard:* Transfer Guest computer clipboard content to the Host computer clipboard or Host computer clipboard content to the Guest computer clipboard (default: allowed).
- Execute command (Restart, ...):* Execute system control ([Execute Command](#)) and other commands on the Host computer (default: allowed).
- Request chat:* Start a [Chat](#) session (default: allowed).
- Request audio chat and transfer sound:* Start an audio session including [Audio-Video Chat](#) and transfer Host application sound (default: allowed).
- Request Video:* Enable video in an [Audio-Video Chat](#) session (default: denied).
- Send files to Host:* [File Transfer](#) from the Guest computer to the Host computer (default: allowed).

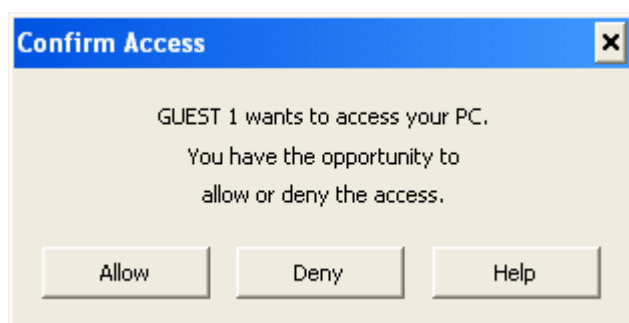
- Receive files from Host:* [File Transfer](#) from the Host computer to the Guest computer (default: allowed).
- Run programs:* [Run Program](#) on the Host computer (default: allowed).
- Redirect print:* Redirect print jobs between Host computer and Guest computer printing devices (default: allowed).
- Remote Manage:* [Remote Management](#) of the Host computer (default: allowed).
- Retrieve Inventory:* [Get Inventory](#) of the Host computer hardware and software (default: allowed).
- Send Message:* Send a NetOp [NetOp Message](#) to the Host computer (default: allowed).
- Join Multi Guest session:* Join a running [Remote Control](#) session (default: allowed).
- Act as a multi Guest session administrator:* Manage a multi Guest [Remote Control](#) session (default: allowed).

Confirm Access:

Select one of these options:

- No:* The Host computer user shall not confirm Guest access (default selection).
- Yes, unless:* The Host computer user shall confirm Guest access unless any of the checked conditions below apply.
 - Computer locked:* The Host computer is locked (default: unchecked).
 - No user logged on:* No user is logged on to the Host computer.
 - Guest user logged on:* The Guest computer user is logged on to the Host computer.

If the Host user shall confirm Guest access, a window like this will be displayed on the Host computer when a Guest connects:



Allow: Click this button to allow Guest access.

Deny: Click this button to deny Guest access.

Note: You can customize the *Confirm Access* window text in a [NETOP.INI](#) file `[TEXT_CONFIRM_ACCESS]` section.

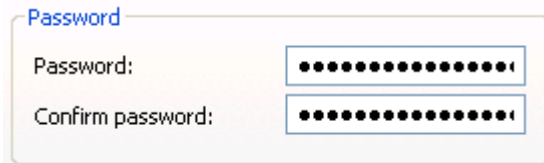
Select in the left pane a security role folder to display this security role pane to the right:

Default User

Select in the left pane the *Default User* Guest object to display these sections to the right:

4.4 Host Tools

Password Section

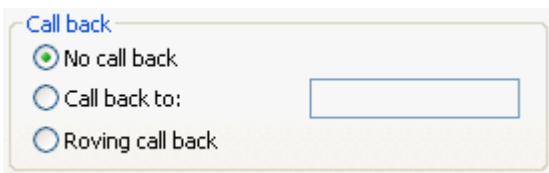


Password: []: Specify in this field a password of up to 16 characters to enable shared password authentication. Characters will display as dots or asterisks.

Confirm password: []: Re-specify in this field the password for confirmation.

Note: To disable password authentication to require no password from a connecting Guest, clear both fields. This will leave the Host without Guest access authentication to enable any Guest to connect to the Host. Unless suppressed, the [Security Warning](#) window will be displayed when the Host starts communicating.

Call back Section



Select one of these options:

No call back: Select this option to not apply call back (default selection).

Call back to: []: Select this option and specify in the field a telephone number or an IP address to make the Host disconnect and reconnect to the specified telephone number or IP address if a Guest connects by a communication profile that uses a point-to-point communication device ([ISDN \(CAPi\)](#), [Serial](#), [Windows Modem](#), [TCP/IP \(TCP\)](#) or [TCP/IP \(TCP IPv6\)](#)).

Note: Call back to a specified telephone number or IP address will enable connections only from a Guest on a computer with this telephone number or IP address.

For alternative Guest address restriction options, see [MAC/IP Address List Setup Tab](#) and [Allowed ISDN Numbers](#).

Roving call back: Select this option to request a call back telephone number or IP address from a Guest that connects by a communication profile that uses a point-to-point communication device ([ISDN \(CAPi\)](#), [Serial](#), [Windows Modem](#), [TCP/IP \(TCP\)](#) or [TCP/IP \(TCP IPv6\)](#)). When the Host receives this information, it will disconnect and reconnect to the specified telephone number or IP address.

Note: *Roving call back* is typically used to make connection costs payable by the Host organization, e.g. when a travelling employee connects to the home computer.

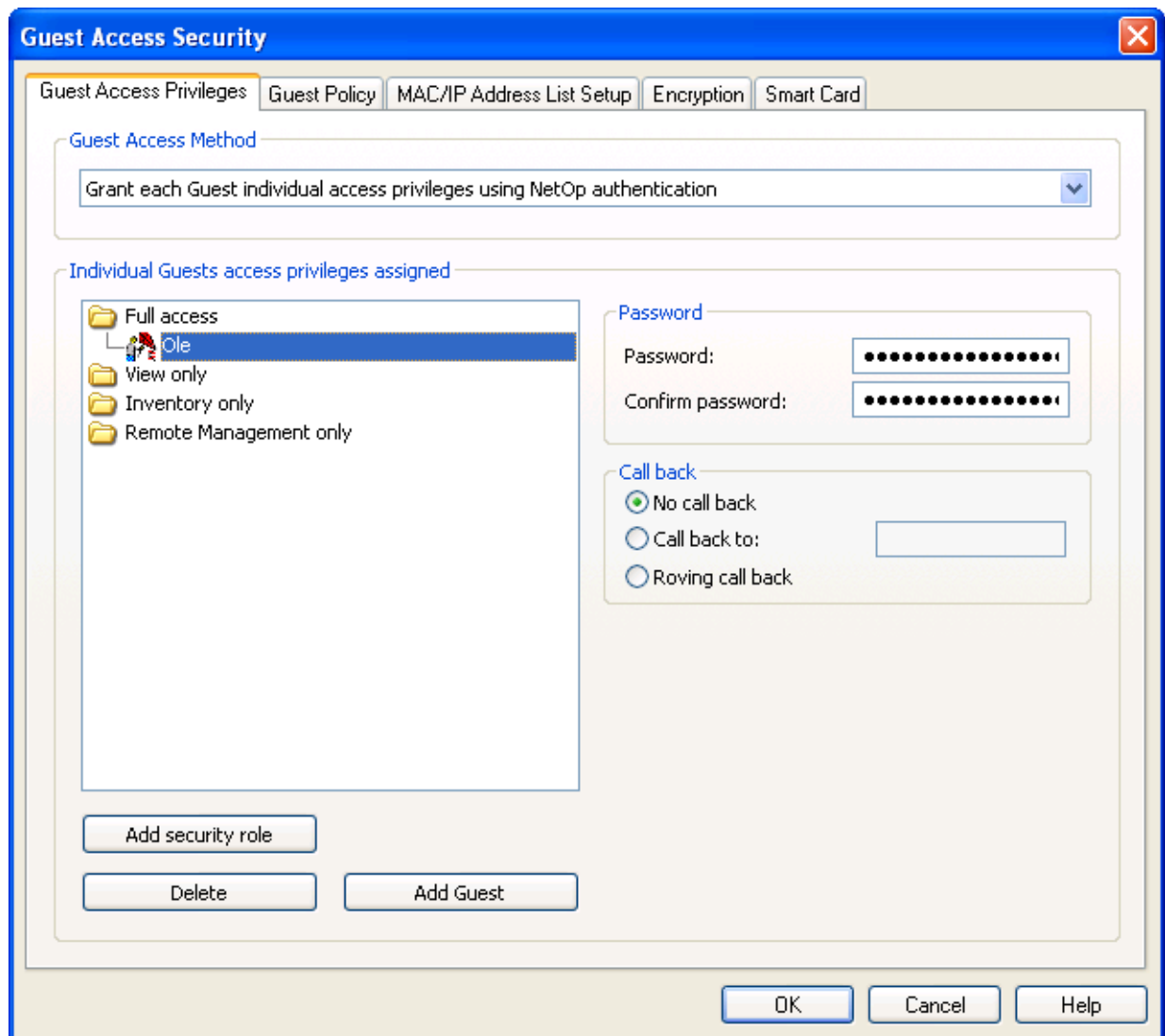
When a Guest connects, the Host will request a password, if applied.

If the Guest returns the [Default User](#) password, the Host will grant the Guest the [Default Security Role](#) privileges.

You can apply other Guest access security options, see [Guest Policy Tab](#), [MAC/IP Address List Setup Tab](#), [Encryption Tab](#) and Smart Card Tab.

4.4.2.1.2 Grant Each Guest Individual Access Privileges Using NetOp Authentication

This [Host Tools Guest Access Security](#) window [Guest Access Privileges Tab](#) [Guest Access Method](#) drop-down box selection will display this tab content:



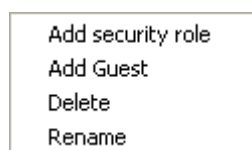
In the left pane, this selection can assign individual [Security Roles](#) in named folders to individual Guests in named [Guest Profile](#) objects.

Initially, the left pane will contain the [Security Role](#) folders *Full access*, *View only*, *Inventory only* and *Remote Management only* that will contain no [Guest Profile](#) objects. In the image above, a [Guest Profile](#) object has been added to a [Security Role](#) folder for illustration. Double-click a [Security Role](#) folder to close (collapse) or open (expand) it to display [Guest Profile](#) objects in it. You can move [Guest Profile](#) objects up and down, also between [Security Role](#) folders, by drag and drop.

Select a [Security Role](#) folder to display the [Security Role Pane](#) to the right.

Select a [Guest Profile](#) object to display the [Password Section](#) and [Call back Section](#) to the right.

Right-click a [Security Role](#) folder to display this context menu:

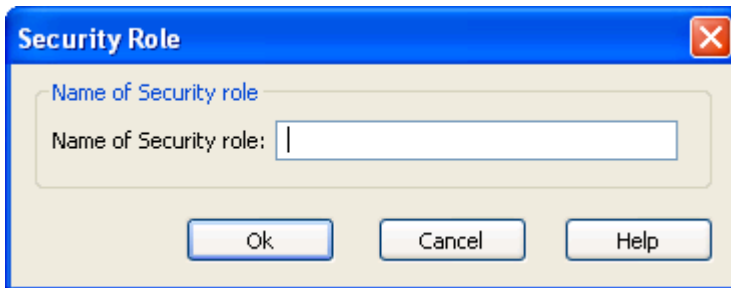


4.4 Host Tools

Note: If no [Security Role](#) folder is selected, this menu will not contain *Add security role*.

Add Security Role: Select this command or click the matching button below the pane to display this window

Security Role

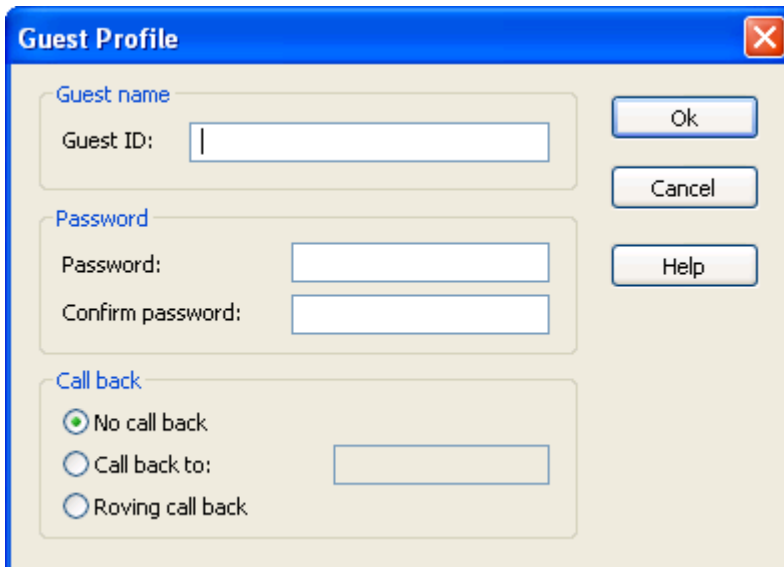


This window specifies a security role.

Name of security role: []: Specify in the field the security role name.

Add Guest: Select a [Security Role](#) folder or a Guest profile object in it and select this command or click the matching button below the pane to display this window:

Guest Profile



This window specifies a Guest profile in the selected [Security Role](#) folder.

Guest ID: []: Specify in this field the name by which a Guest using this Guest profile will identify itself to the Host.

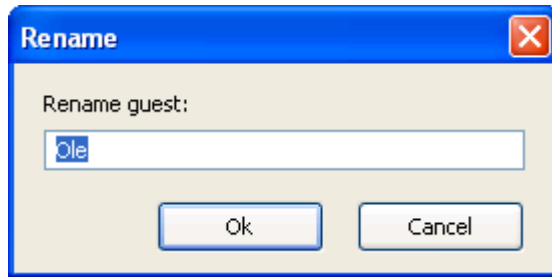
Password: See [Password Section](#).

Call back: See [Call back Section](#).

Delete: Select a [Security Role](#) folder or a [Guest Profile](#) object and select this command or click the matching button below to display a confirmation window to confirm deleting the selected [Security Role](#) folder or [Guest Profile](#) object.

Caution: Deleting a [Security Role](#) folder will delete all [Guest Profile](#) objects in it.

Rename: Select a [Security Role](#) folder or a [Guest Profile](#) object and select this command to display this window:

Rename

Rename security role/Guest: [/]: Edit the name in the field to rename.

Note: Individual NetOp access privileges specifications will be stored in the [NetOp Configuration Files](#) *security.ndb* file that typically resides in the directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

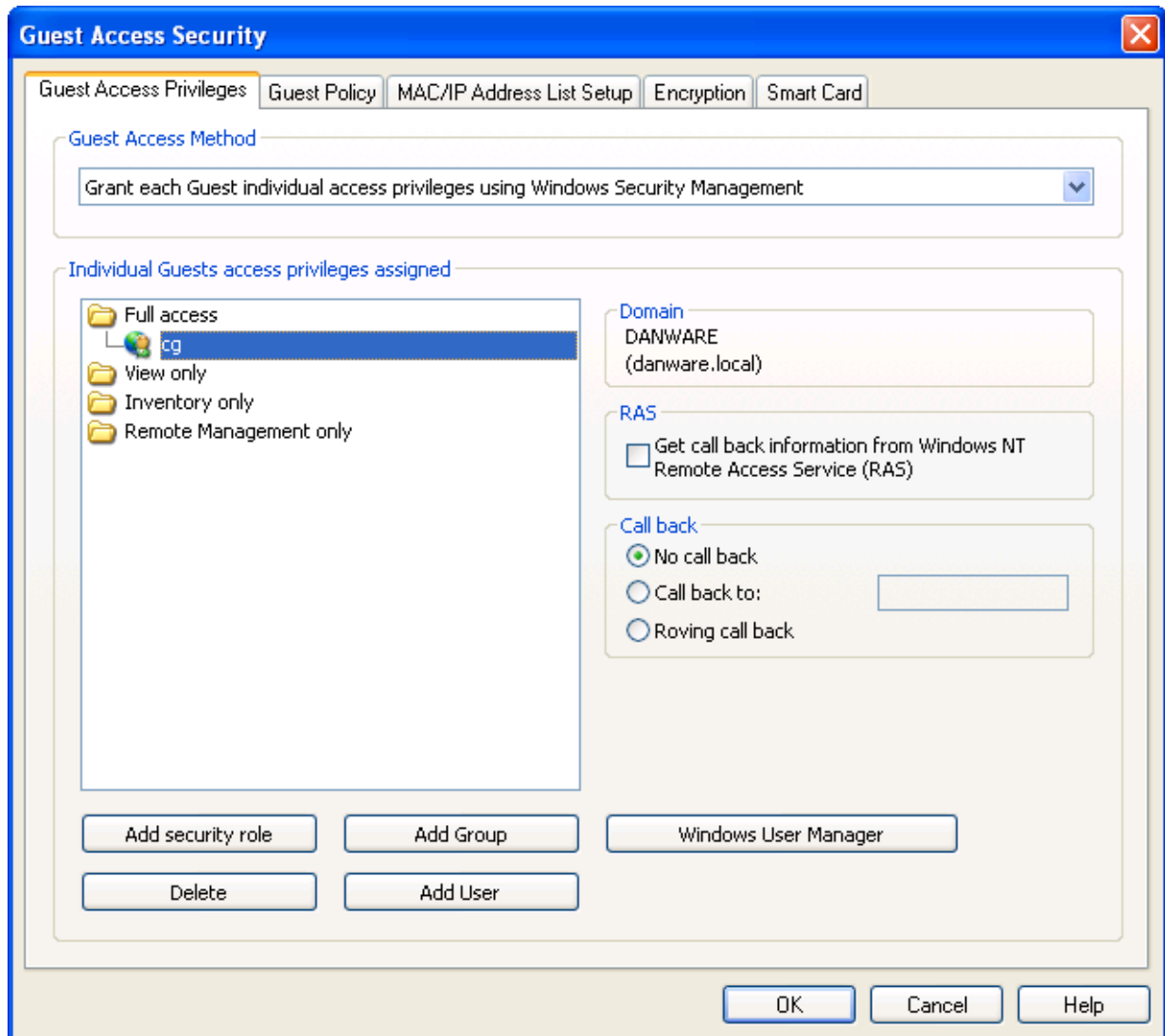
When a Guest connects, the Host will request NetOp credentials that consist of a Guest ID and password. If the Guest returns credentials that match a [Guest Profile](#) that exists on the Host, the Host will grant the privileges of the [Security Role](#) that is assigned to the [Guest Profile](#).

You can apply other Guest access security options, see [Guest Policy Tab](#), [MAC/IP Address List Setup Tab](#), [Encryption Tab](#) and Smart Card Tab.

4.4 Host Tools

4.4.2.1.3 Grant Each Guest Individual Access Privileges Using Windows Security Management

This [Host Tools Guest Access Security](#) window [Guest Access Privileges Tab](#) [Guest Access Method](#) drop-down box selection will display this tab content:



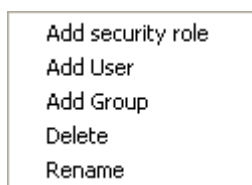
In the left pane, this selection can assign individual [Security Roles](#) in named folders to individual Windows users and groups in named Windows account objects.

Initially, the left pane will contain the [Security Role](#) folders *Full access*, *View only*, *Inventory only* and *Remote Management only* that will contain no Windows account objects. In the image above, a Windows user object has been added to a [Security Role](#) folder for illustration. Double-click a [Security Role](#) folder to close (collapse) or open (expand) it to display Windows account objects in it. You can move Windows account objects up and down, also between [Security Role](#) folders, by drag and drop.

Select a [Security Role](#) folder to display the [Security Role Pane](#) to the right.

Select a Windows account object to display the [Domain Section](#), [RAS Section](#) and [Call back Section](#) to the right.

Right-click a [Security Role](#) folder to display this context menu:

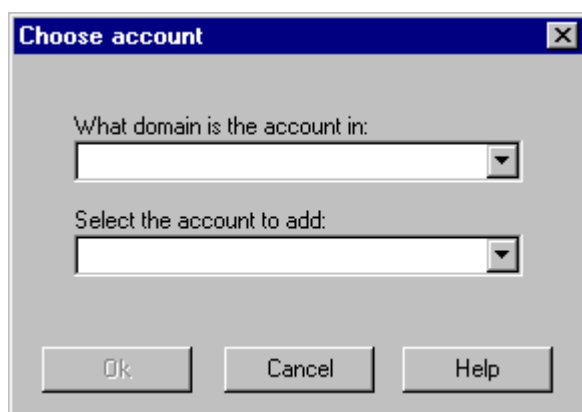


Note: If no [Security Role](#) folder is selected, this menu will not contain *Add security role* and *Rename*.

Add Security Role: Select this command or click the matching button below the pane to display the [Security Role](#) window.

Add User: Select a [Security Role](#) folder or a Windows account object in it and select this command or click the matching button below the pane to display on a Windows 2000+ computer the Windows *Select Users* window to select one or multiple Windows users to add them to the selected [Security Role](#) folder.

On a Windows NT or 9x computer, this window will be displayed:



Which domain is the account in: []: The drop-down box list will contain domains recognized by the computer. Select one to display it in the drop-down box field as selected.

Select the account to add: []: The drop-down box list will contain the names of users in the domain selected in the drop-down box field above. Select one to display it in the drop-down box field as selected.

Click *OK* to add the selected Windows user object.

Add Group: Select a [Security Role](#) folder or a Windows account object in it and select this command or click the matching button below the pane to display on a Windows 2000+ computer the Windows *Select Groups* window to select one or multiple Windows groups to add them to the selected security role folder.

On a Windows NT or 9x computer, the *Choose account* window explained above displaying groups instead of users will be displayed to add groups.

Delete: Select a [Security Role](#) or a Windows account object and select this command or click the matching button below the pane to display a confirmation window to confirm deleting the selected [Security Role](#) folder or Windows account object.

Caution: Deleting a security role folder will delete all Windows account objects in it.

Rename: Select a security role folder and select this command to display the [Rename](#) window.

4.4 Host Tools

Domain Section

Domain
DANWARE
(danware.local)

This section will display the selected Windows account object domain.

RAS Section

RAS
 Get call back information from Windows NT
Remote Access Service (RAS)

This section will be included only if the Host computer runs on a Windows Server 2003, XP, 2000 or NT operating system.

[] *Get call back information from Windows NT Remote Access Service (RAS):* Check this box to use call back information stored in Windows NT Remote Access Service (RAS) (default: unchecked).

Call back: This section will be included only if the box in the *RAS* section above is unchecked, see [Call back Section](#).

Windows User Manager: This button will be included only if the Host computer runs on a Windows Server 2003, XP, 2000 or NT operating system. Click this button to display the Windows user manager window according to the administrator rights of the user logged on to Windows on the Host computer to manage users and groups.

Note: Individual Windows access privileges specifications will be stored in the [NetOp Configuration Files](#) *secur_NT.ndb* file that typically resides in the directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

When a Guest connects, the Host will request Windows credentials that consist of a user name, password and domain.

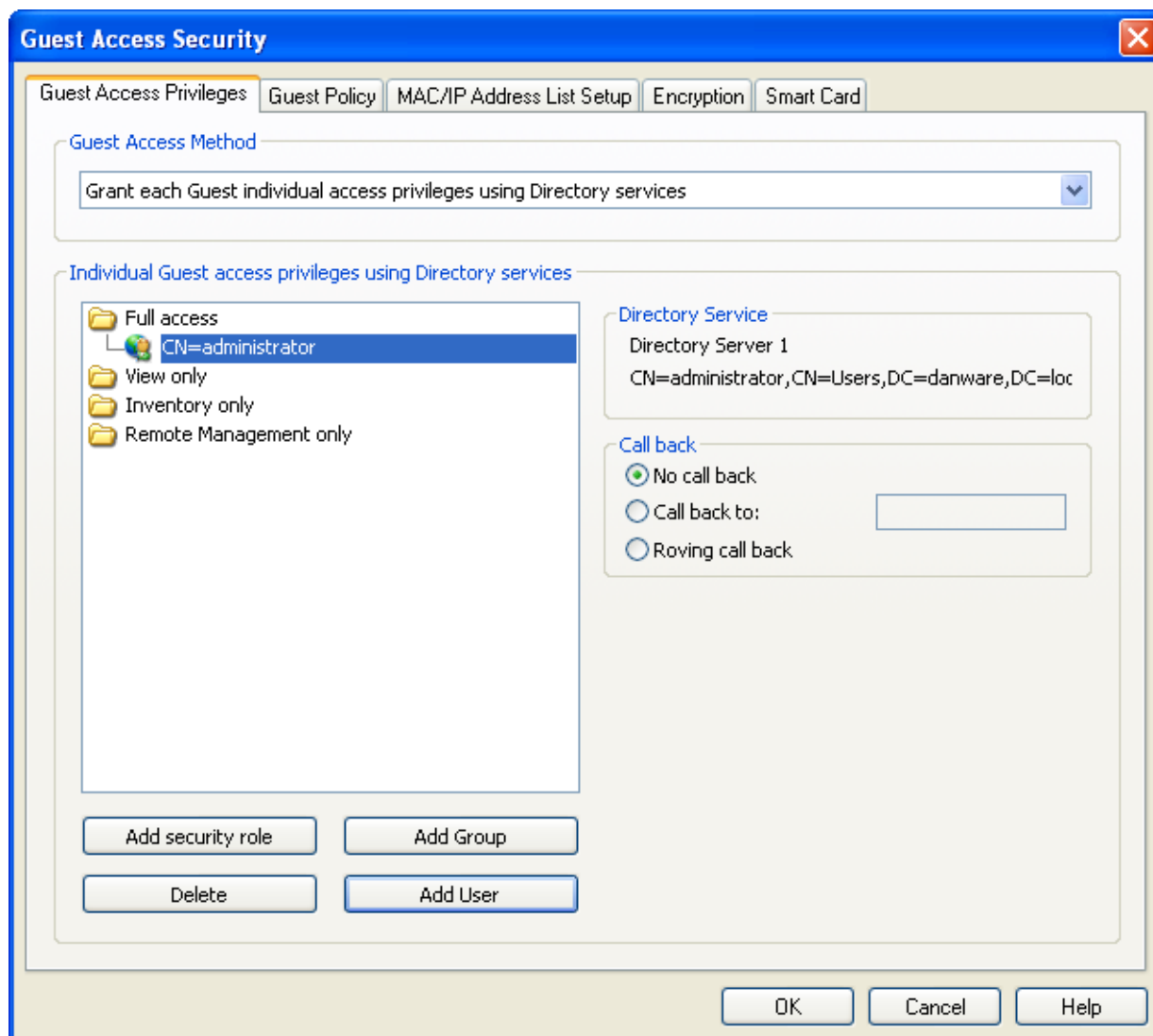
The Host will query Windows Security Management for returned credentials validation and relevant group membership information. If the Guest user and/or groups of which the Guest user is a member match a Windows account object that exists on the Host, the Host will grant the privileges of the [Security Role](#) that is assigned to the Windows account object.

Note: A Guest user that is assigned different [Security Roles](#) individually and as a member of groups will be allowed what is allowed by any applicable [Security Role](#).

You can apply other Guest access security options, see [Guest Policy Tab](#), [MAC/IP Address List Setup Tab](#), [Encryption Tab](#) and Smart Card Tab.

4.4.2.1.4 Grant Each Guest Individual Access Privileges Using Directory Services

This [Host Tools Guest Access Security](#) window [Guest Access Privileges Tab](#) *Guest Access Method* drop-down box selection will display this tab content:



In the left pane, this selection can assign individual [Security Roles](#) in named folders to individual directory services users and groups in named directory services account objects.

Initially, the left pane will contain the [Security Role](#) folders *Full access*, *View only*, *Inventory only* and *Remote Management only* that will contain no directory services account objects. In the image above, a directory services user object has been added to a [Security Role](#) folder for illustration. Double-click a [Security Role](#) folder to close (collapse) or open (expand) it to display directory services account objects in it. You can move directory services account objects up and down, also between [Security Role](#) folders, by drag and drop.

Select a [Security Role](#) folder to display the [Security Role Pane](#) to the right.

Select a directory services account object to display the [Directory Service Section](#) and [Call back Section](#) to the right.

4.4 Host Tools

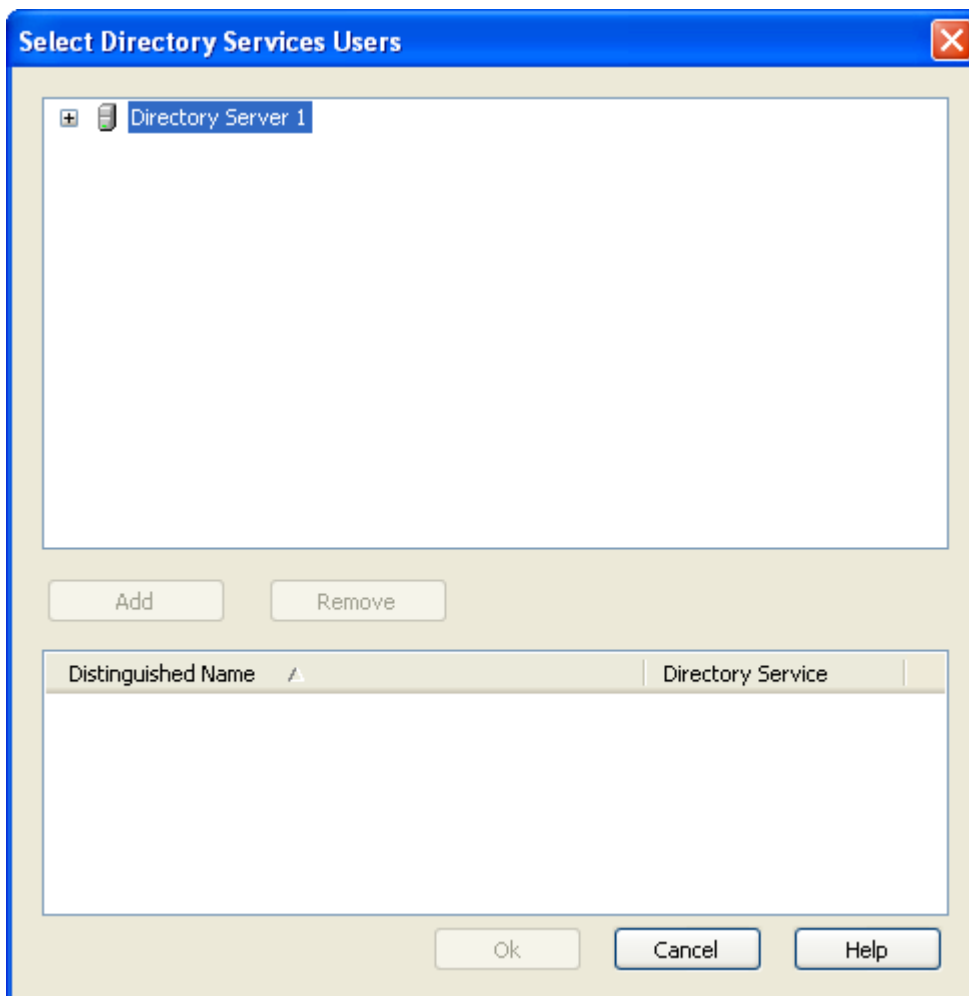
Right-click a [Security Role](#) folder to display this context menu:



Note: If no [Security Role](#) folder is selected, this menu will not contain *Add security role* and *Rename*.

Add Security Role: Select this command or click the matching button below the pane to display the [Security Role](#) window.

Add User: Select a [Security Role](#) folder or a directory services account object in it and select this command or click the matching button below the pane to display this window:



The upper pane will display directory services specified on the [Program Options](#) window [Directory Services Tab](#) with an expandable directory tree structure. Click [+] buttons to expand and [-] buttons to collapse directories displaying users with user icons and their common names (cn=<Common name>).

Add: Select a user in the upper pane and click this button to add the user as a record in the lower pane.

Remove: Select a user record in the lower pane and click this button to remove it.

The lower pane will display records of selected users in a table with this column content:

- *Distinguished Name*: Directory path and common name of the user.
- *Directory Service*: Name of the directory service as specified on the [Program Options](#) window [Directory Services Tab](#).

Table controls are explained in [Table Control](#).

OK: Click this button to close the window and add the user records in the lower pane to the selected [Security Role](#) folder.

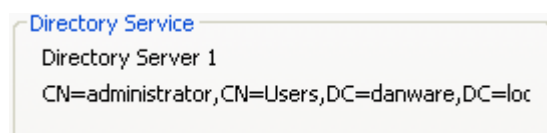
Add Group: Select a [Security Role](#) folder or a directory services account object in it and select this command or click the matching button below the pane to display the *Select Directory Services Groups* window that is similar to the *Select Directory Services Users* window explained above to add group objects to a [Security Role](#) folder.

Delete: Select a [Security Role](#) folder or a directory services account object and select this command or click the matching button below to display a confirmation window to confirm deleting the selected [Security Role](#) or directory services account object.

Caution: Deleting a [Security Role](#) folder will delete all directory services account objects in it.

Rename: Select a security role folder and select this command to display the [Rename](#) window.

Directory Service Section



This section will display the directory service name and selected directory services account object distinguished name (dn).

Call Back: See [Call back Section](#).

Note: Individual directory services access privileges specifications will be stored in the [NetOp Configuration Files](#) *secur_DS.ndb* file that typically resides in the directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

When a Guest connects, the Host will request directory services credentials that consist of a user name, a password and a directory server.

The Host will search the specified directory server to validate returned credentials and to retrieve information on Guest user group memberships. If the Guest user and/or groups of which the Guest user is a member match a directory services account object that exists on the Host, the Host will grant the privileges of the [Security Role](#) that is assigned to the directory services account object.

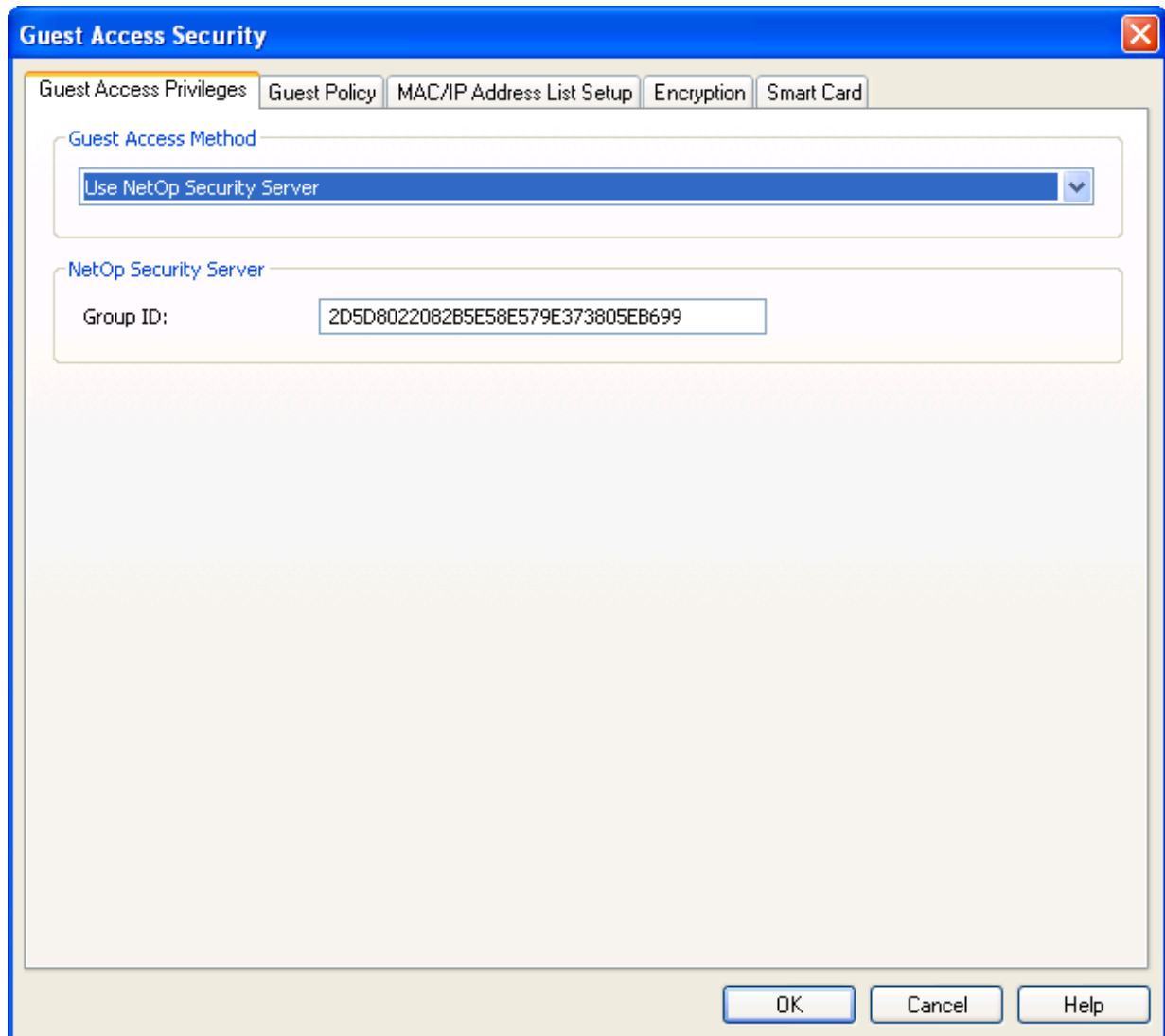
Note: A Guest user that is assigned different [Security Roles](#) individually and as a member of groups will be allowed what is allowed by any applicable [Security Role](#).

You can apply other Guest access security options, see [Guest Policy Tab](#), [MAC/IP Address List Setup Tab](#), [Encryption Tab](#) and Smart Card Tab.

4.4 Host Tools

4.4.2.1.5 Use NetOp Security Server

This [Host Tools Guest Access Security](#) window [Guest Access Privileges Tab](#) *Guest Access Method* drop-down box selection will display this tab content:



This selection uses NetOp Security Server to authenticate each connecting Guest and assign a [Security Role](#) to it.

Group ID: []: Specify in this field the 32-digit hexadecimal NetOp Security Server group ID that identifies the NetOp Security Server group that the Host shall use.

Note: You can copy the NetOp Security Server group ID from NetOp Security Manager, see the [Documentation](#) *NetOp Security Management* section *Manage Security Database Content* section *Security Settings* section *Security Policies* section *Security Server Group Name* section.

When a Guest connects, the Host will request logon credentials according to NetOp Security Server preferences.

The Host will forward the credentials to NetOp Security Server for validation and compilation of the security role that shall be assigned to the Guest according to the security data stored in the security database. The resulting security role will be returned to the Host that will apply it to the Guest.

You can apply other Guest access security options, see [Guest Policy Tab](#), [MAC/IP Address List Setup Tab](#), [Encryption Tab](#) and Smart Card Tab.

4.4.2.2 Guest Policy Tab

This is the [Host Tools Guest Access Security](#) window *Guest Policy* tab:

Guest Access Security

Guest Access Privileges **Guest Policy** MAC/IP Address List Setup Encryption Smart Card

Password

Maximum invalid password attempts: (0 = unlimited)

Action if maximum attempts are exceeded:

Disconnect

Action after Disconnect:

System-wide disconnect hot key: Shift Ctrl Alt Win

File transfer

Disable file transfer before local login

Record sessions

Enable

Folder:

Disconnect if recording fails

Timeout

Confirm Access: s. (0 = no timeout)

Authentication: s. (0 = no timeout)

Inactivity: s. (0 = no timeout)

This tab specifies Guest access security policies.

Password

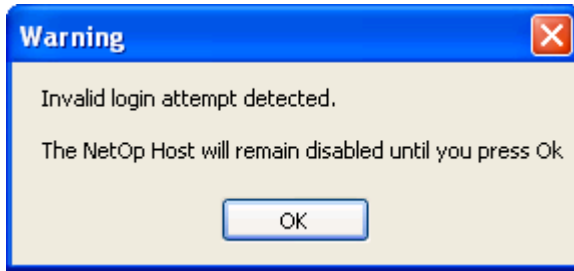
Maximum invalid password attempts: [] (0 = unlimited): Specify in this field a number between 0 and 9 for the number of consecutive logon attempts that will be allowed to a Guest before the action selected in the drop-down box field below will be executed (default: 3).

Action if maximum attempts are exceeded: []: The field of the drop-down box will display the selected action. The drop-down box list contains these options:

- *Disconnect:* Disconnect the Guest (default selection).

4.4 Host Tools

- *Disable Host:* Make the Host deny any connection attempt and display this window:



- *Restart Windows:* Restart Windows on the Host computer, which - depending on the Host setup - may load and start the Host and make it available for connection.

Select an option in the list to display it in the field.

Disconnect

Action after disconnect: : The field of the drop-down box will display the selected action. The drop-down box list contains these options:

- *None:* No action (default selection).
- *Lock computer:* Lock the Host computer to display the *Windows Computer Locked* window. The Host will remain running and available for connection.
- *Log off Windows:* Log off the Host computer user from Windows to display the *Welcome to Windows* window. The Host will remain running and available for connection.
- *Restart Windows:* Restart Windows on the Host computer, which - depending on the Host setup - may load and start the Host and make it available for connection.

Select an option in the list to display it in the field.

System-wide disconnect hotkey: *Shift* *Ctrl* *Alt* *Win* : Check any of the first four boxes and optionally specify a character in the last box to compose a keystroke combination that will disconnect all connected Guests whether the [NetOp Host Window](#) is active or not (default: empty).

File Transfer

Disable file transfer before local login: Check this box to disable [File Transfer](#) if no user is logged on to the Host computer to ensure [File Transfer](#) only with the rights of a logged on user (default: unchecked).

Note: This will not be affected by running the Host as a specific user, see [Run As Tab](#).

Record Sessions

Enable: Check this box to enable Host recording of remote control sessions and enable the rest of the section (default: unchecked).

Folder: *[Browse...]*: Specify in this field the path of the directory in which session recording files shall be saved. Click the *Browse* button to display the *Windows Browse for Folder* window to select a folder the path of which will be specified in the field.

Disconnect if recording fails: Check this box to disconnect if session recording fails (default: unchecked).

Note: Session recording files will be named *<Time stamp>-<Guest ID>-<Host ID>.dwr*. Session recordings can be played back only on a Guest, see [Recordings Tab](#).

Timeout

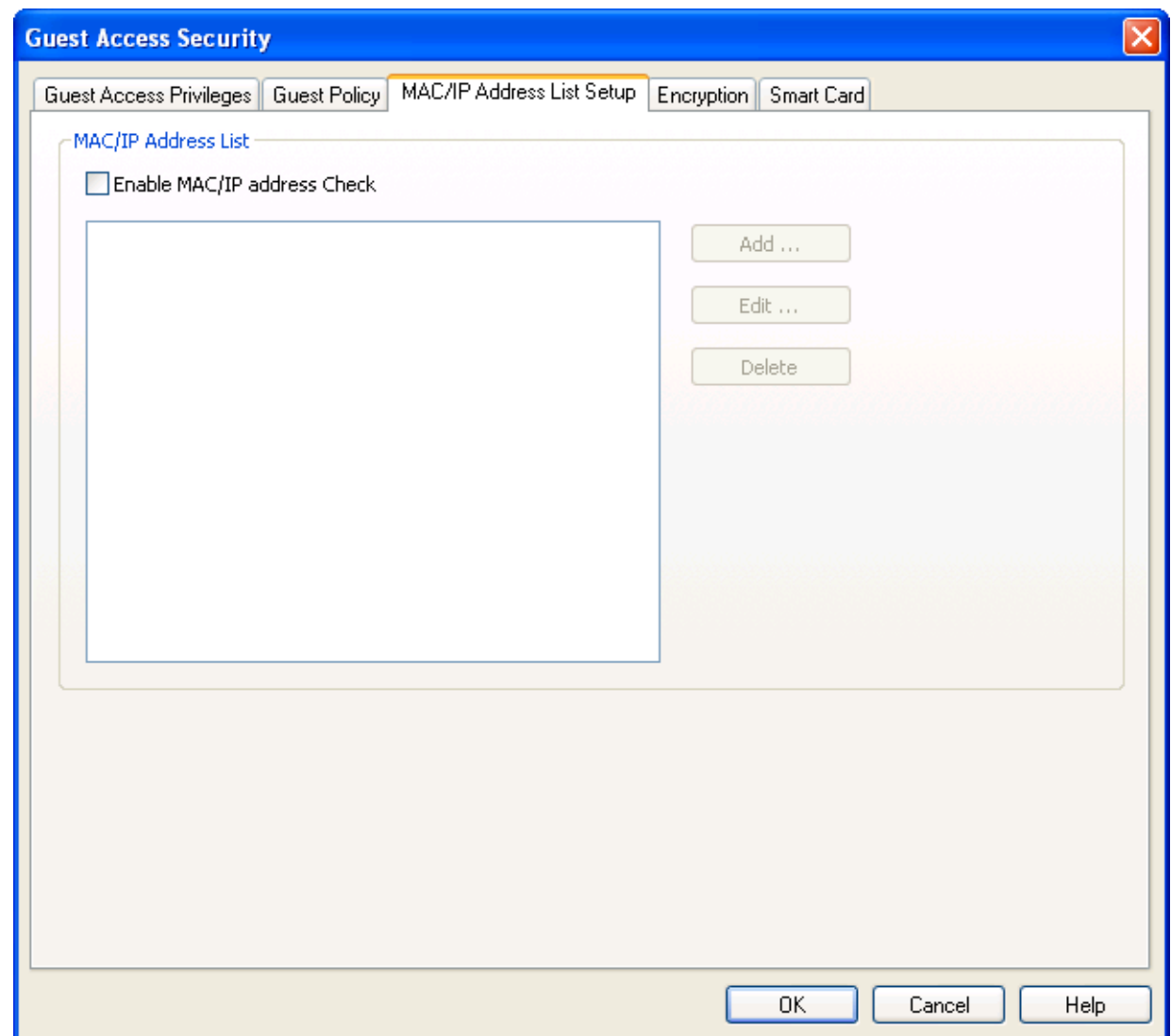
Confirm Access: *s. (0 = no timeout):* Specify in this field a number in the range 1 - 9999 to disconnect if the Host user has not confirmed Guest access within the specified number of seconds (default: 0).

Authentication: *s. (0 = no timeout):* Specify in this field a number in the range 1 - 9999 to disconnect if Guest authentication has not completed within the specified number of seconds (default: 0).

Inactivity: [] s. (0 = no timeout): Specify in this field a number in the range 1 - 9999 to disconnect if there has been no Guest keyboard or mouse activity within the specified number of seconds (default: 0).

4.4.2.3 MAC/IP Address List Setup Tab

This is the [Host Tools Guest Access Security](#) window *MAC/IP Address List Setup* tab:



This tab enables limiting the network addresses from which a Guest can connect.

MAC/IP Address List

Enable MAC/IP address check: Check this box to limit the network addresses from which a Guest can connect to the addresses specified in the pane and enable the pane and buttons (default: unchecked).

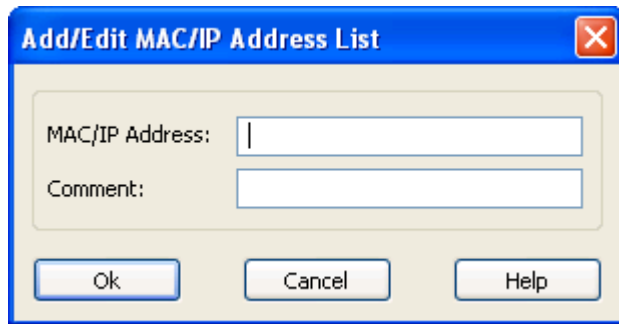
Note: MAC addresses will apply if communicating by [NetBIOS](#) or [IPX Communication Devices](#).

IP addresses will apply if communicating by [TCP/IP](#) or [TCP/IP \(TCP\) Communication Devices](#).

The pane will displays records of specified addresses and optional comments (default: empty).

4.4 Host Tools

Add...: Click this button to display this window:



The image shows a standard Windows-style dialog box titled "Add/Edit MAC/IP Address List". It features a blue title bar with a close button (X) in the top right corner. The main area is light gray and contains two text input fields. The first field is labeled "MAC/IP Address:" and the second is labeled "Comment:". Below these fields are three buttons: "Ok", "Cancel", and "Help", arranged horizontally from left to right.

MAC/IP address: []: Specify in this field a MAC or IP address.

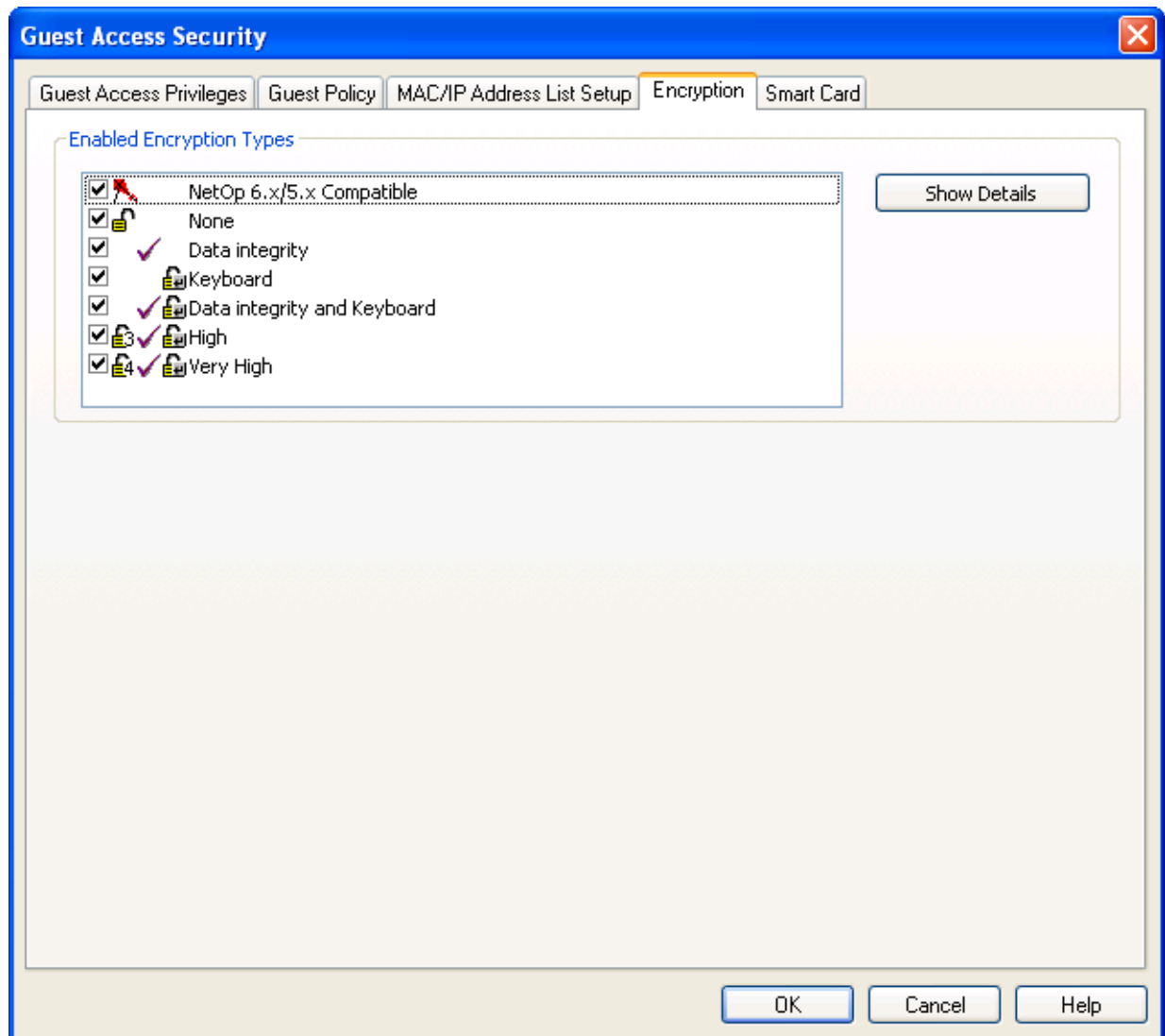
Comment: []: In this field, you can specify a comment that will be displayed next to the address in the pane.

Edit...: Select an address record in the pane and click this button to display it in the *Add/Edit MAC/IP Address List* window to edit it.

Delete: Select an address record in the pane and click this button to delete it.

4.4.2.4 Encryption Tab

This is the [Host Tools Guest Access Security](#) window *Encryption* tab:



This tab specifies enabled encryption types.

Note: NetOp communication will be protected by encryption. A range of encryption types is available on version 7.0+ NetOp Remote Control modules. One encryption type is available on version 6.5- NetOp Remote Control modules. Communicating NetOp modules will automatically negotiate to encrypt communication by an encryption type that is enabled on both modules, see [Compression/Encryption Tab](#). NetOp modules on which no common encryption type is enabled cannot communicate.

Enabled Encryption Types

The pane displays checked available encryption type icons and names. Leave a box checked to enable the encryption type (default: all checked): Uncheck to disable.

- NetOp 6.x/5.x Compatible*: NetOp Remote Control version 6.5- compatible encryption.
- None*: Module identification encryption but no data encryption.
- Data integrity*: Data integrity encryption.
- Keyboard*: Keyboard encryption.
- Data integrity and Keyboard*: Data integrity and keyboard encryption.

4.4 Host Tools

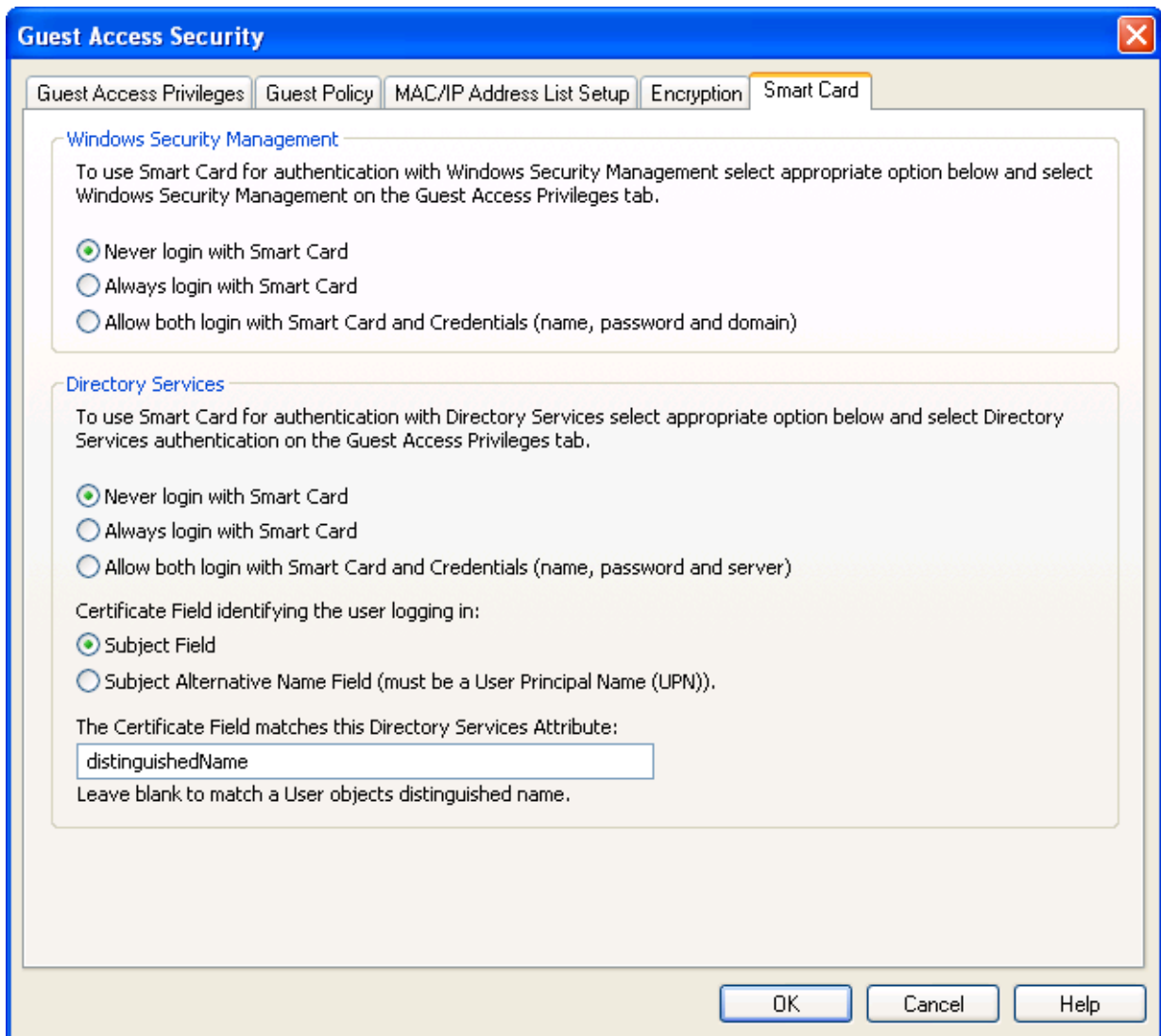
High: High level encryption.

Very High: Very high level encryption.

Show Details: Select an encryption type and click this button to display encryption details.

4.4.2.5 Smart Card Tab

This is the [Host Tools Guest Access Security](#) window *Smart Card* tab:



It specifies Smart Card logon options.

Windows Security Management

Select one of these options:

- Never log on with Smart Card*: Enable only credentials logon (default selection).
- Always log on with Smart Card*: Enable only Smart Card logon.
- Allow both logon with Smart Card and credentials (name, password and domain)*: Enable credentials and Smart Card logon.

Directory Services

Select one of these options:

- Never log on with Smart Card*: Enable only credentials logon (default selection).

Always log on with Smart Card: Enable only Smart Card logon.

Allow both logon with Smart Card and credentials (name, password and server): Enable credentials and Smart Card logon.

Select one of these options:

Subject field: Retrieve the user identification from the subject field (default selection).

Subject alternative name field (must be a User Principal Name (UPN)): Retrieve the user identification from the alternative field.

In the field, specify the directory services attribute type name of the certificate field content only if different from a user objects distinguished name.

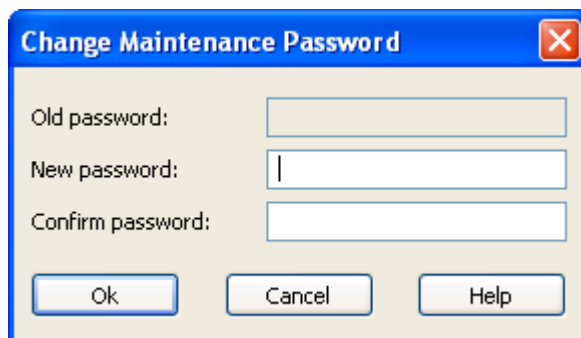
4.4.3 Maintenance Password

Select the [NetOp Host Window Tools Menu](#) *Maintenance Password* command to display this window:



This window specifies a maintenance password, what it protects and Host configuration files protection.

Change Maintenance Password...: Click this button to display this window:



Old Password: []: This field will be disabled if no maintenance password is specified. To change the current maintenance password, specify it in the field. Characters will display as dots or asterisks.

New Password: []: Specify in this field a new maintenance password (max. 16 characters).

Confirm Password: []: Re-specify in this field the new maintenance password for confirmation.

Note: If a maintenance password is specified, maintenance password protection will be enabled and the [Tools Menu](#) *Maintenance Password* command will be protected. Disable maintenance password protection by leaving the *New Password* and *Confirm Password* fields blank.

4.4 Host Tools

Maintenance password required for

Guest access security: Check this box to apply maintenance password protection to the [Tools Menu Guest Access Security](#) command and the matching [Toolbar Tool Buttons](#) button (default: unchecked).

All other configuration: Check this box to apply maintenance password protection to all other [Tools Menu](#) commands and matching [Toolbar Tool Buttons](#) except *Check For New Updates* and *Debug Trace* (default: unchecked).

Unload and Stop: Check this box to apply maintenance password protection to unloading, see [Title Bar](#) or [File Menu](#), and stopping, see [Action Menu](#) or [Action Buttons](#), the Host (default: unchecked).

Note: Apply *Unload and Stop* maintenance password protection to prevent accidental Host stop or unload that will make it unavailable for connection and/or to [Protect security configuration files](#).

Protect security configuration files

Select one of these options:

Protect by maintenance password only (if applies): Protect Host setup only by any applied maintenance password protection that does not protect Host configuration files (default selection).

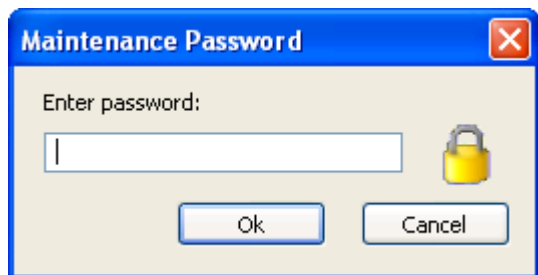
Protect files when connected: Protect (disable changing) Host configuration files and disable [Tools Menu](#) commands except *Check For New Updates* and *Debug Trace* when the Host status is *Connected* to prevent a connected Guest computer user from changing the Host setup.

Protect files when connected and running: Protect (disable changing) Host configuration files and disable [Tools Menu](#) commands except *Check For New Updates* and *Debug Trace* when the Host status is *Connected*, *Help Requested* or *Running* to prevent a Host computer user that by maintenance password protection is prevented from stopping or unloading the Host from changing the Host setup.

Note: Host configuration files typically reside in the [NetOp Configuration Files](#) directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

If maintenance password protection is enabled, selecting a protected command or clicking a protected button will display this window:

Maintenance Password Enter



Enter password: [/]: Specify in the field the maintenance password.

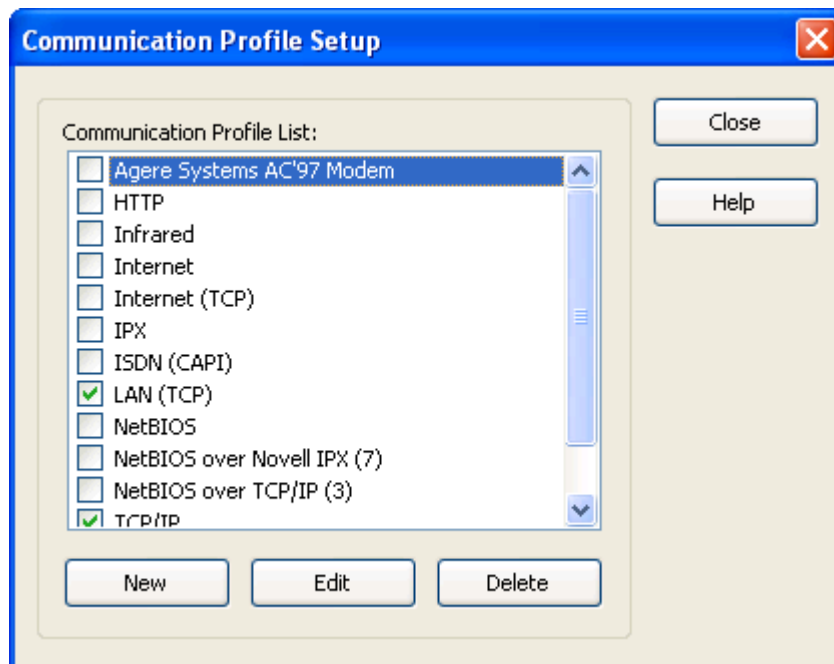
4.4.4 Log Setup

Select the [NetOp Host Window Tools Menu Log Setup](#) command to display the [Log Setup](#) window.

Note: Log setup is common to all NetOp modules. Therefore, the [Log Setup](#) section is included in the [Common Tools](#) chapter.

4.4.5 Communication Profiles

Select the [NetOp Host Window Tools Menu](#) *Communication Profiles* command or click the matching [Toolbar Tool Buttons](#) button to display this window:



In this window, you can enable/disable, create, edit and delete communication profiles.

Note: A communication profile is a named configuration of a communication device. You can create multiple communication profiles with different configurations of each communication device. Communication devices are common to all NetOp modules. Therefore, the [Communication Devices](#) section is included in the [Common Tools](#) chapter.

Communication Profile List []: This pane contains checked Host communication profile names. Check boxes (default: *LAN (TCP)* and *TCP/IP* checked) to enable communication profiles when the Host starts communicating.

New: Click this button to display the [Communication Profile Edit](#) window to create a communication profile.

Edit: Select in the pane a communication profile to highlight it and click this button to display the [Communication Profile Edit](#) window to edit it.

Delete: Select in the pane a communication profile and click this button to delete it.

Note: To apply changes to enabled communication profiles, you must restart the Host, see [Action Menu](#) or [Action Buttons](#).

4.4.6 Modem Database

Select the [NetOp Host Window Tools Menu](#) *Modem Database* command to display the *Modem* window, see [Modem Database](#).

Note: The modem database is common to all NetOp modules. Therefore, the [Modem Database](#) section is included in the [Common Tools](#) chapter.

4.4.7 Check for New Updates

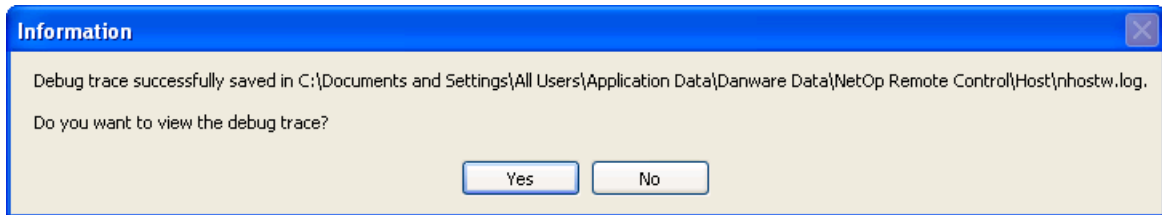
Select the [NetOp Host Window Tools Menu](#) *Check For New Updates* command to connect to the update server specified on the [Program Options](#) window [Web Update Tab](#) to check for any new updates to the Host installation and if specified on the [Web Update Tab](#) download and install any new updates.

4.5 Host Sessions

4.4.8 Debug Trace

This command is normally not included in the [NetOp Host Window Tools Menu](#). To add it, in the [Help Menu](#) select *About...* to display the [About NetOp Remote Control Host](#) window. Press ALT+Z to add the *Debug Trace* command to the [Tools Menu](#).

Select *Debug Trace* to save a debug trace of recent communication. This debug trace may be requested by NetOp support to troubleshoot communication problems. This window will be displayed:



This window will display where the debug trace is saved.

Yes: Click this button to display the debug trace.

No: Click this button to close the window without displaying the debug trace.

Note: The NetOp debug trace is a plain text file that records recent NetOp communication events. Its interpretation requires special NetOp expertise.

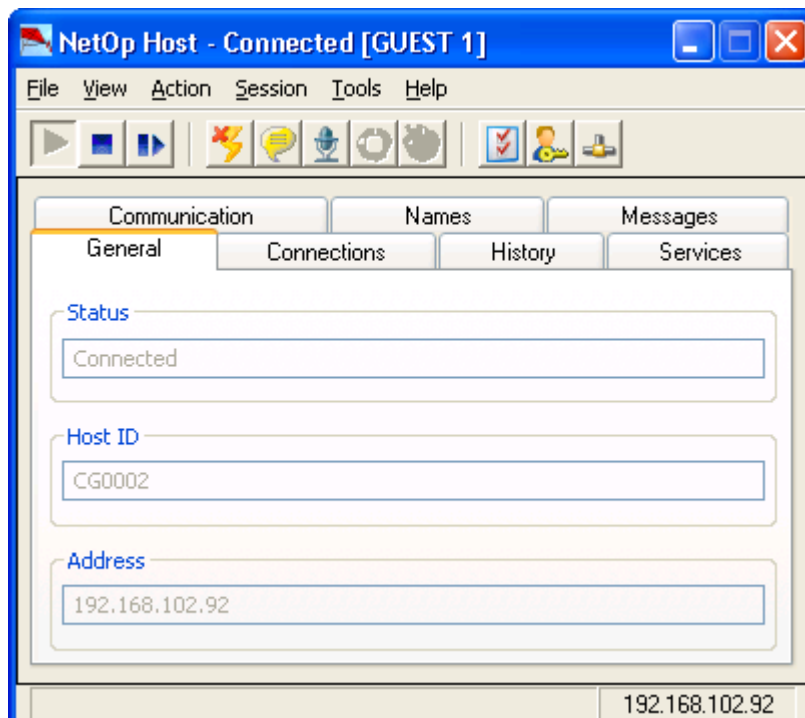
4.4.9 Run Setup Wizard

Select the [NetOp Host Window Tools Menu](#) *Run Setup Wizard* command to run the [Setup Wizard](#) to change Host setup in a guided dialog.

4.5 Host Sessions

NetOp Guest can connect to NetOp Host to run one or multiple simultaneous sessions with it.

When a Guest is connected, the [NetOp Host Window](#) will appear like this:



Its [Title Bar](#) will display *Connected* and if selected in the [Program Options](#) window [Connection Notification Tab](#) *During connection* section the name of the Guest that has keyboard and mouse control

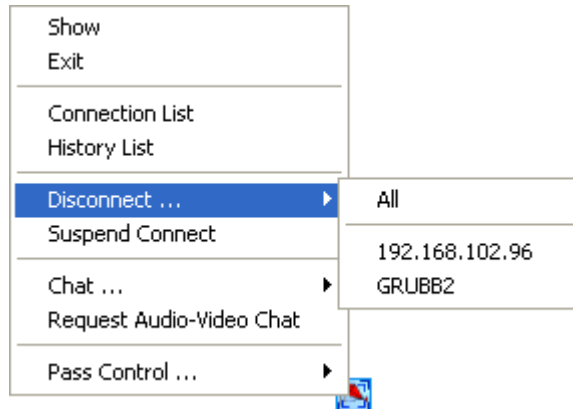
in square brackets. If multiple Guests are connected, +1, +2, etc. will indicate the number of additional connected Guests.

Among the toolbar [Session Buttons](#), the *Disconnect*, *Chat* and *Audio Chat* buttons will be enabled (colored) and the *Request help* and *Cancel help* buttons will be disabled (gray).

Connected will also be displayed in the [General Tab Status](#) field, on the Windows taskbar *NetOp Host* button and tooltip and in the notification area [NetOp Host Button](#) tooltip.

If a Guest is connected in a session, the [NetOp Host Button](#) will have double corner lines. Right-click it to display this menu:

NetOp Host Button Connected Menu



Restore/Show to History List: See [NetOp Host Button](#).

Disconnect: If one Guest is connected, this command does not expand. Select it or the matching [Session Menu](#) command or click the matching [Toolbar Session Buttons](#) button to disconnect.

If multiple Guests are connected, this command will expand into these commands:

All: Select this command or the [Session Menu](#) *Disconnect* command or the matching [Toolbar Session Buttons](#) button to disconnect all connected Guests.

<Guest name>: Select this command to disconnect only the selected Guest.

Suspend Connect: Select this command to checkmark it to deny further Guest connections (default: uncheckmarked). Select the checkmarked command to uncheckmark it to allow further Guest connections.

Chat: If one Guest is connected, this command does not expand. Select it or the matching Host window [Session Menu](#) command or click the matching [Toolbar Session Buttons](#) button to start a [Chat](#) session with the Guest.

If multiple Guests are connected, this command will expand into these commands:

All: Select this command or the matching [Session Menu](#) *Chat* command or the matching [Toolbar Session Buttons](#) button to start a *Multi Chat* session with all connected Guests.

<Guest name>: Select this command to start a [Chat](#) session with only this Guest.

Request Audio-Video Chat: Select this command or the matching [Session Menu](#) command or click the matching [Toolbar Session Buttons](#) button to start an [Audio-Video Chat](#) session with the Guest that has keyboard and mouse control.

Pass Control...: This command will be included only if multiple Guests are connected. It expands into connected Guest name commands. The keyboard and mouse control Guest name command will be checkmarked and disabled. Select another Guest name command to pass keyboard and mouse control to this Guest making its command the one that is checkmarked and disabled.

These session types are available:

[Remote Control](#)

[File Transfer](#)

[Chat](#)

[Audio-Video Chat](#)

[Remote Management](#)

4.5.1 Remote Control

If allowed by [Guest Access Security](#), NetOp Guest can start and end a [Remote Control](#) session that will display the Host computer screen image on the Guest computer screen. The Host computer user can end a remote control session only by disconnecting by the [Session Menu](#) or [NetOp Host Button Connected Menu](#) *Disconnect* command or the matching [Session Buttons](#) button.

If the [Program Options](#) window [General Tab](#) *Allow multiple simultaneous Guest sessions* box is checked, multiple Guests can take part in a multi Guest [Remote Control](#) session. One Guest at a time can have keyboard and mouse control on the Host computer screen. Its name can be displayed in the [Title Bar](#). You can *Pass Control* from one Guest to another from the [NetOp Host Button Connected Menu](#).

No window will be displayed on the Host computer screen. The Host computer user and the keyboard and mouse control Guest computer user can work on the Host computer screen at the same time, by default with the same options.

Guest user remote control options include sending keystroke commands, managing a multi Guest session, sending, receiving and saving clipboard content, displaying [NetOp Marker Utility](#) on the Host computer screen, disabling the Host computer keyboard and mouse and blanking the Host screen to make it appear black to the Host user.

Host [Guest Access Security](#) can limit the remote control privileges allowed to a Guest.

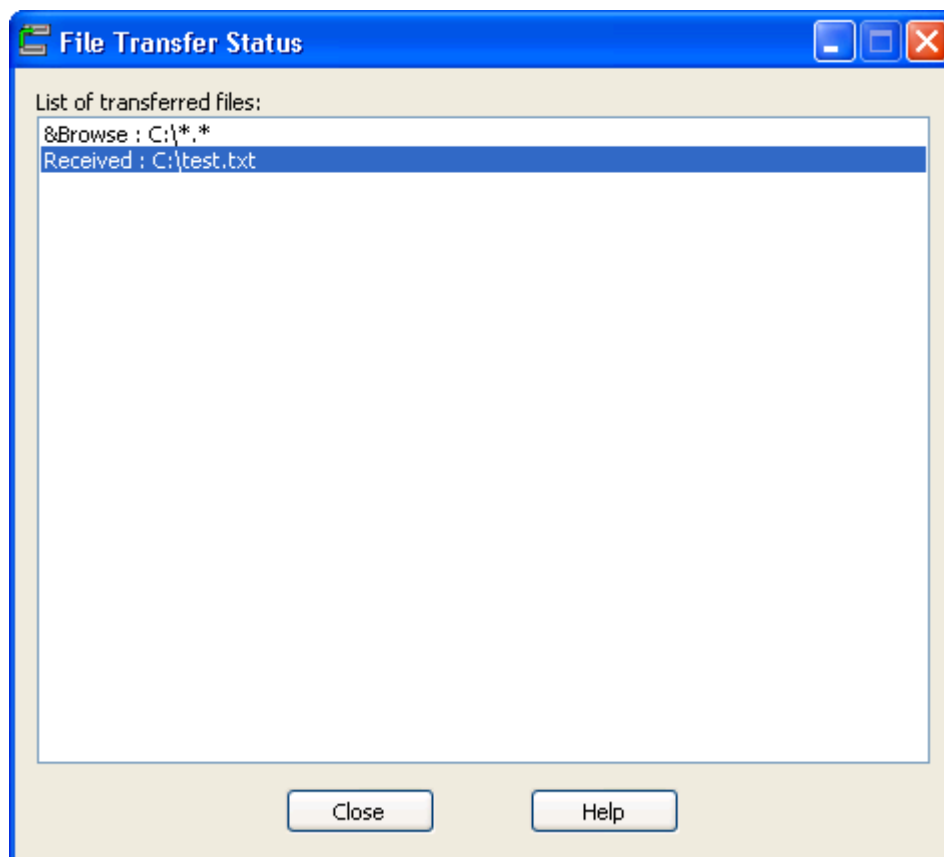
4.5.2 File Transfer

If allowed by [Guest Access Security](#), NetOp Guest can start and end a [File Transfer](#) session to enable the Guest computer user to transfer files between the Guest computer and the Host computer. The Host computer user can end a file transfer session only by disconnecting by the [Session Menu](#) or [NetOp Host Button Connected Menu](#) *Disconnect* command or the matching [Session Buttons](#) button.

If the [Program Options](#) window [General Tab](#) *Allow multiple simultaneous Guest sessions* box is checked, multiple Guests can run a [File Transfer](#) session at the same time.

No window will be displayed on the Host computer screen. To view what is happening during a file transfer session, select the [View Menu](#) *File transfer status* command to display this window:

File Transfer Status



The pane will display browsed Host computer directories and received and deleted files.

To display this window when a file transfer session is started, check the [Program Options](#) window [General Tab](#) *Show file transfer status* box.

[Guest Access Security](#) on the Host can limit the file transfer privileges allowed to a Guest.

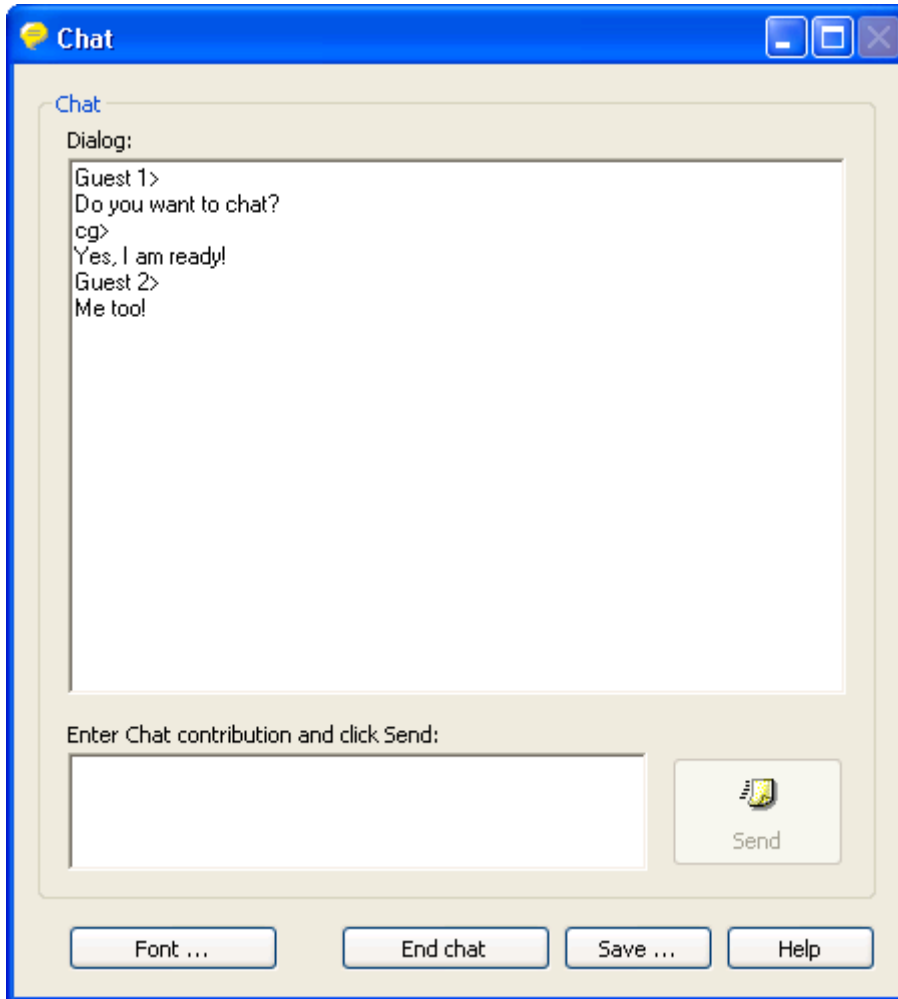
4.5.3 Chat

If allowed by [Guest Access Security](#), NetOp Guest can start and end a chat session to enable typed text communication between the Guest computer user and the Host computer user. The Host can start and end a chat session only with connected Guests from the [Session Menu](#) or [NetOp Host Button Connected Menu](#) *Chat* command or the matching [Session Buttons](#) button.

If the [Program Options](#) window [General Tab](#) *Allow multiple simultaneous Guest sessions* box is checked, multiple Guests can run a joint multi Chat session with one Host. If multiple Guests are connected, selecting the [Session Menu](#) *Chat* command or the [NetOp Host Button Connected Menu](#) *Chat > All* command or clicking the [Session Buttons](#) *Chat* button will start a chat session with all connected Guests. From the [NetOp Host Button Connected Menu](#), you can start a chat session with a connected Guest.

4.5 Host Sessions

This window will be displayed:



A similar window will be displayed on participating Guest computer screens.

Dialog: []: This pane displays the chat dialog with each contribution preceded by a sender identification.

Enter Chat contribution and click Send: [[]Send]: Specify your contribution in the pane and click *Send* to send it to the other participants.

Font...: Click this button to display the Windows *Font* window to specify the font of your contribution before sending it.

End chat: Click this button to end the chat session. To exclude a Guest from a multi Chat session, select its checkmarked command in the [NetOp Host Button Connected Menu](#) *Chat* command submenu. Guest participants can withdraw from a multi Chat session. A Guest that has keyboard and mouse control can end a multi Chat session.

Save...: Click this button to display a Windows *Save As* window that suggests to save the dialog in your personal directory as a *rtf Chat* file identified by the current date and time.

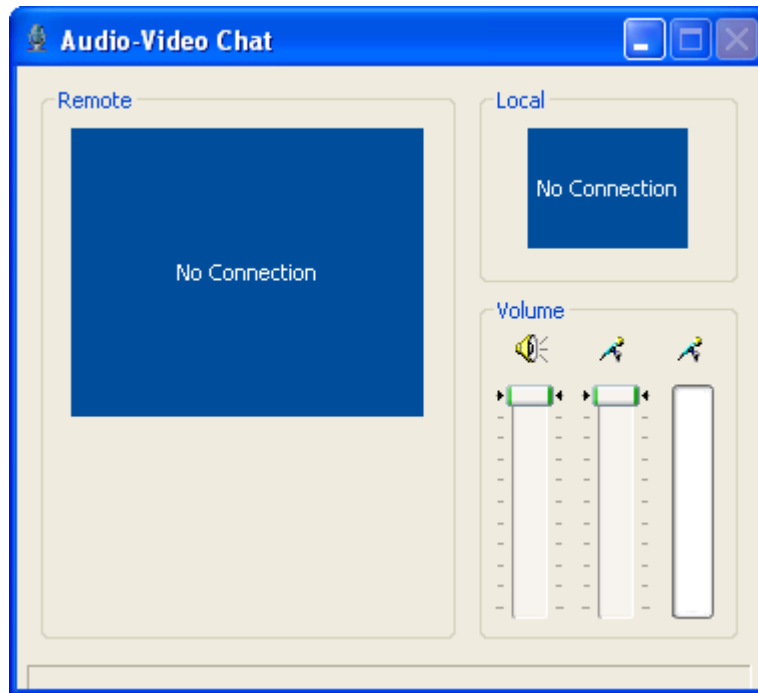
4.5.4 Audio-Video Chat

If allowed by [Guest Access Security](#), NetOp Guest can start and end an [Audio-Video Chat](#) session to enable sound and image communication between the Guest computer user and the Host computer user. The Host computer user can start and end an audio-video chat session only with a connected Guest that has keyboard and mouse control from the [Session Menu](#) or [NetOp Host Button Connected Menu](#) *Audio-Video Chat* command or the matching [Session Buttons](#) button.

Note: Each Guest and each Host can at the same time run only one audio session including *Transfer Sound*, see [Remote Control](#). If a module is busy with an audio session, audio and audio-video commands and buttons will be disabled on the module and on a connected module.

This window will be displayed:

Audio-Video Chat



A similar window with toolbar button controls will be displayed on the Guest computer screen. The Guest computer user can enable/disable audio and video, resize the Guest and Host [Audio-Video Chat](#) window to accommodate a large, medium or small remote video frame and end the session. The Host computer user can end the session only by disconnecting.

In the *Remote* section, the video frame will display the remote computer video camera image. If video communication is disabled, the frame will display *No Video*. If no camera runs on the remote computer, the frame will display *No Camera*.

In the *Local* section, the video frame will display the local computer video camera image. If video communication is disabled, the frame will display *No Video*. If no camera runs on the local computer, the frame will display *No Camera*.

The lower right *Volume* section has two slides and a display:

- Drag the left loudspeaker slide to adjust the playback volume (default: maximum).
- Drag the middle microphone slide to adjust the recording volume (default: maximum).
- The right microphone display will monitor the recording volume. The display should remain empty while not talking. Colored blocks should partly but not completely fill the display while talking.

Specify audio-video chat options on the Guest [Program Options](#) window [Audio-Video Chat Tab](#) and the Host [Program Options](#) window [Audio-Video Chat Tab](#).

4.5.5 Remote Management

If allowed by [Guest Access Security](#), NetOp Guest can start and end a [Remote Management](#) session to enable the Guest computer user to access a range of Host computer management tools. The Host computer user can end a remote management session only by disconnecting by the [Session Menu](#) or [NetOp Host Button Connected Menu Disconnect](#) command or the matching [Session Buttons](#) button.

If the [Program Options](#) window [General Tab Allow multiple simultaneous Guest sessions](#) box is checked, multiple Guests can run a [Remote Management](#) session at the same time.

4.6 Host Actions

No window will be displayed on the Host computer screen.

4.6 Host Actions

A Host can [Request Help](#) from Guests that offer help services.

A Guest can execute these actions on a Host computer:

- [Run Program](#)
- [Execute Command](#)
- [NetOp Message](#)
- [Monitor](#)
- [Get Inventory](#)

4.6.1 Request Help

The Host user can request help from a Guest that offers help services if the Host status is *Running*, see [Title Bar](#).

Select the [Session Menu](#), [NetOp Host Button Menu](#) or [NetOp Help Request Button](#) *Request Help* command or click the matching [Toolbar Session Buttons](#) button to request help. The command or button will be enabled if on the [Program Options](#) window [Help Request Tab](#) one of the *Enable help service* or *Enable service tickets* boxes is checked.

If the help request is fully specified on the [Program Options](#) window [Help Request Tab](#) and the specified help service responds, the help request will be delivered.

If on the [Program Options](#) window [Help Request Tab](#) the *Use Current Host Communication Profile(s)* option is selected and other than networking communication profiles are enabled, this window will be displayed:

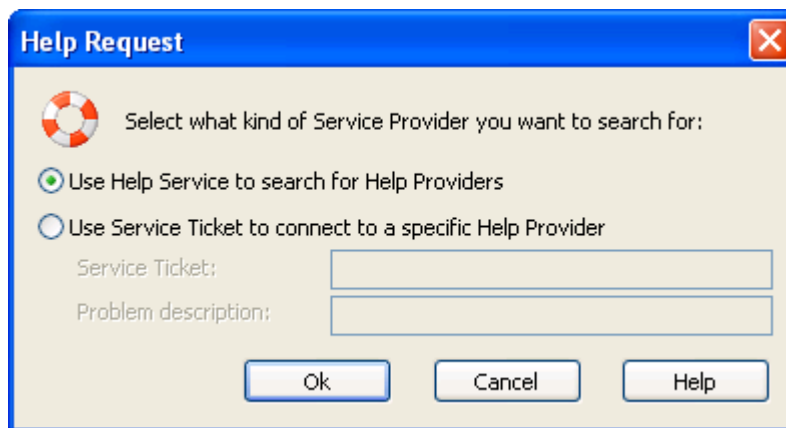
Select Help Request Communication Profile



The pane will display *<Any initialized communication>* and enabled communication profiles. Select *<Any initialized communication>* to use all enabled networking communication profiles or select a communication profile.

The field will become enabled if you select a point-to-point communication profile in the pane. Specify the telephone number or IP address to connect to.

If a communication profile using the [TCP/IP](#) communication device will be used for the help request and both of the [Program Options](#) window [Help Request Tab](#) *Enable help service* and *Enable service tickets* boxes are checked, this window will be displayed:



Select one of these options:

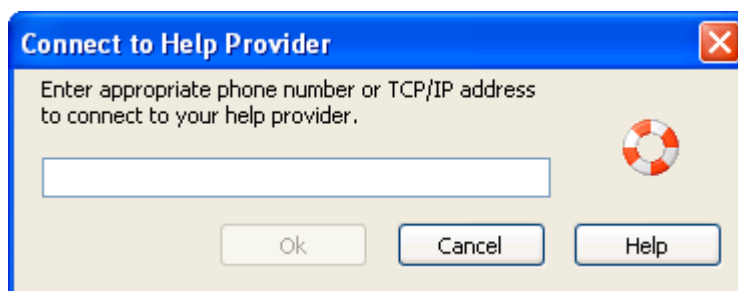
- Use help service to search for help providers:* Request help from a help service.
- Use service ticket to connect to a specific help provider:* Enable these fields to request help by a received service ticket number:
 - Service ticket: []:* In this field, specify the service ticket number.
 - Problem description: []:* In this field, you can describe your problem.

Note: A NetOp on Demand Guest can issue service ticket numbers. The Guest user can forward a service ticket number to you to enable you to return a help request.

If only *Enable service tickets* is checked on the [Help Request Tab](#), this window will display only enabled service ticket fields.

If a point-to-point communication profile is selected but no telephone number or IP address has been specified, this window will be displayed:

Connect to Help Provider

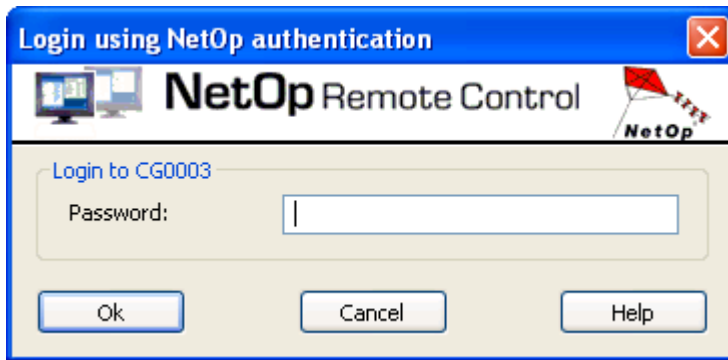


Specify in the field the telephone number or IP address to connect to.

If the help request must pass through a NetOp Gateway, Gateway security may request logon credentials. One of these windows can be displayed:

4.6 Host Actions

- The [Shared NetOp Authentication](#) window:



Password []: Specify the Gateway security password.

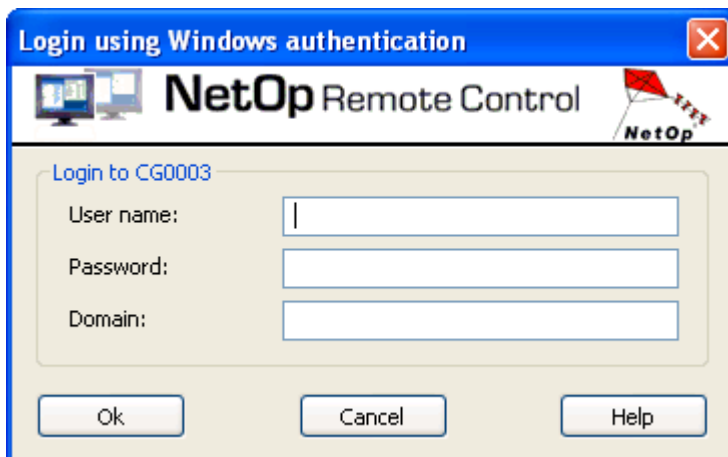
- The [Individual NetOp Authentication](#) window:



Guest ID []: Specify a Gateway security recognized Guest ID.

Password []: Specify the matching password.

- The [Windows Authentication](#) window:



Login name []: Specify a Gateway security recognized Windows user name.

Password []: Specify the matching Windows logon password.

Domain []: Specify the matching domain.

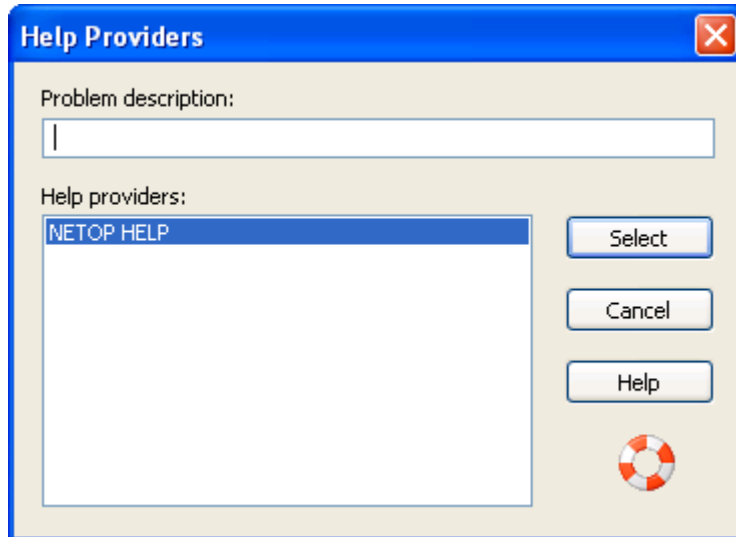
If the requested Gateway credentials were specified in the [Program Options](#) window [Help Request Tab Advanced Help Request Options](#) window, no logon window will be displayed.

Note: To browse for help providers beyond the local network segment, use the [IP Broadcast List](#) or NetOp Name Server, see [Advanced TCP/IP Configuration](#).

If no help service responds, a message will be displayed.

If help services respond and no *Problem description* and/or no *Help provider* has been specified on the [Program Options](#) window [Help Request Tab](#), this window will be displayed:

Help Providers



The field will display any problem description specified on the [Program Options](#) window [Help Request Tab](#). You can edit a problem description or specify one.

The pane will display responding help services. Select one.

Select: Click this button to request help from the selected help service.

When the help request has been delivered, *Request Help* will become disabled and *Cancel Help* will become enabled. The [NetOp Host Window Title Bar](#) will display *Help Requested* to indicate that a help request is pending.

The help providing Guest user will be notified of the pending help request and will typically respond to it by starting a [Remote Control](#) session.

Select or click *Cancel Help* to cancel a pending help request. A pending help request may be cancelled by timeout if not responded to, see [Advanced Help Request Options](#). If the Host is restarted or a Guest connects, a pending help request will be cancelled.

Note: You can request and cancel help by a command, see [Loading Alternatives](#).

4.6.2 Run Program

If allowed by [Guest Access Security](#), NetOp Guest can run a program on the Host computer, see [Run Program](#).

If the program runs in a window, it will be displayed on the Host computer screen to enable the Host user to access it. Otherwise, nothing will display on the Host computer screen.

4.6.3 Execute Command

If allowed by [Guest Access Security](#), NetOp Guest can execute these system control commands on the Host computer, see [Execute Command](#):

- *Log off:* Log off the Host computer user from Windows.
- *Restart:* Restart the Host computer.
- *Shut down:* Shut down the Host computer.

4.6 Host Actions

- *Lock computer:* Lock the Host computer to enable the logged on user or an administrator to unlock it.
- *Wake on LAN:* Start a Host computer equipped with a Wake on LAN network card.

4.6.4 NetOp Message

If allowed by [Guest Access Security](#), NetOp Guest can send a NetOp message that will display like this on the Host computer screen:

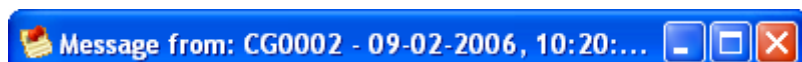
Message



This window contains these elements:

- [Title Bar](#)
- [Menu Bar](#)
- [Toolbar](#)
- [Message Pane](#)
- [Status Bar](#)

4.6.4.1 Title Bar



Title bar window controls are explained in [Window Control](#).

The title bar and the automatically saved message file will identify the message by its sender name, date and time.

4.6.4.2 Menu Bar

The [Message](#) window menu bar:

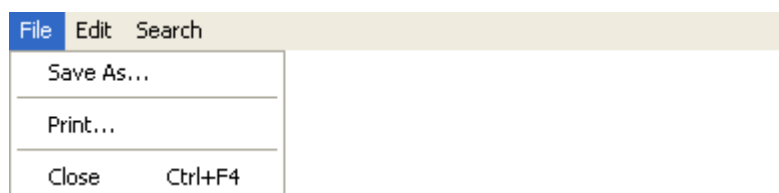


contains these menus:

- [File Menu](#)
- [Edit Menu](#)
- [Search Menu](#)

4.6.4.2.1 File Menu

This is the [Message](#) window *File* menu:



Save As...: Select this command to display a Windows *Save As* window that specifies *Save as type: RTF files (*.RTF)* to save the message content in a rich text format file.

Note: Files of received message content will automatically be saved in the [NetOp Configuration Files Messages](#) directory that typically resides in the directory *C:\Documents and Settings\All Users\Application Data\Danware Data\NetOp Remote Control\Host*.

Records of files in this directory will be displayed on the [NetOp Host Window Messages Tab](#).

Print...: Select this command or click the [Toolbar Print](#) button to display a Windows *Print* window to print the [Message Pane](#) content.

Close: Select this command or matching [Window Controls](#) to close the [Message](#) window.

4.6.4.2.2 Edit Menu

This is the [Message](#) window *Edit* menu:



Copy: Select text in the [Message Pane](#) and select this command, click the [Toolbar Copy](#) button or press CTRL+C to copy selected text to the clipboard.

4.6.4.2.3 Search Menu

This is the [Message](#) window *Search* menu:

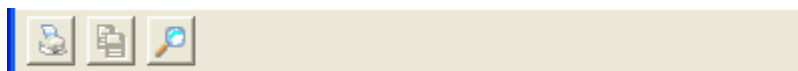


Find...: Select this command or click the [Toolbar Find](#) button to display a Windows *Find* window to search for a specified text string in the [Message Pane](#).

Next: Select this command or press F3 to highlight the next occurrence of the text string specified in the *Find* window.

4.6.4.3 Toolbar

The [Message](#) window toolbar:



4.6 Host Actions

contains these buttons:



Print: Click this button or select the [File Menu Print](#) command to display a Windows *Print* window to print the [Message Pane](#) content.



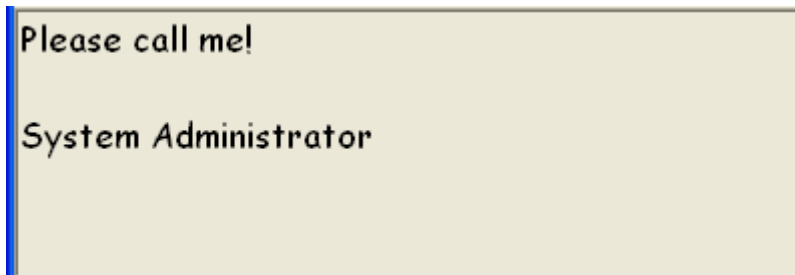
Copy: Select text in the [Message Pane](#) and click this button, select the [Edit Menu Copy](#) command or press CTRL+C to copy selected text to the clipboard.



Find: Click this button or select the [Search Menu Find](#) command to display a Windows *Find* window to search for a specified text string in the [Message Pane](#).

4.6.4.4 Message Pane

This is the [Message](#) window message pane:



Drag the [Message](#) window borders to resize the message pane.

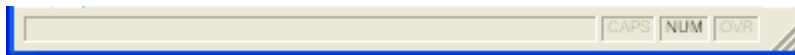
You can print message pane content from the [File Menu Print](#) command or the matching [Toolbar](#) button.

You can copy message pane content from the [Edit Menu Copy](#) command or the matching [Toolbar](#) button.

You can search message pane content from the [Search Menu Find](#) command or the matching [Toolbar](#) button.

4.6.4.5 Status Bar

This is the [Message](#) window status bar:



It has no functionality.

4.6.5 Monitor

If [Guest Access Security](#) allows [Remote Control](#), NetOp Guest can sequentially monitor the screen images of multiple Hosts and switch between monitor mode and [Remote Control](#) mode.

On the Host, each monitoring will appear like a short [Remote Control](#) session.

4.6.6 Get Inventory

If allowed by [Guest Access Security](#), NetOp Guest can generate, retrieve and copy an inventory of Host computer hardware and software.

No window will be displayed on the Host computer screen.

5 Common Tools

5.1 Summary

5.1 Summary

This chapter explains tools that are common to all NetOp Remote Control modules.

It contains these main sections:

- [Communication Devices](#)
- [Modem Database and Dialog](#)
- [NetOp Log](#)
- [System Info](#)
- [NETOP.INI](#)
- [NetOp Configuration Files](#)

5.2 Communication Devices

This section explains NetOp communication devices and how to create, manage and use communication profiles.

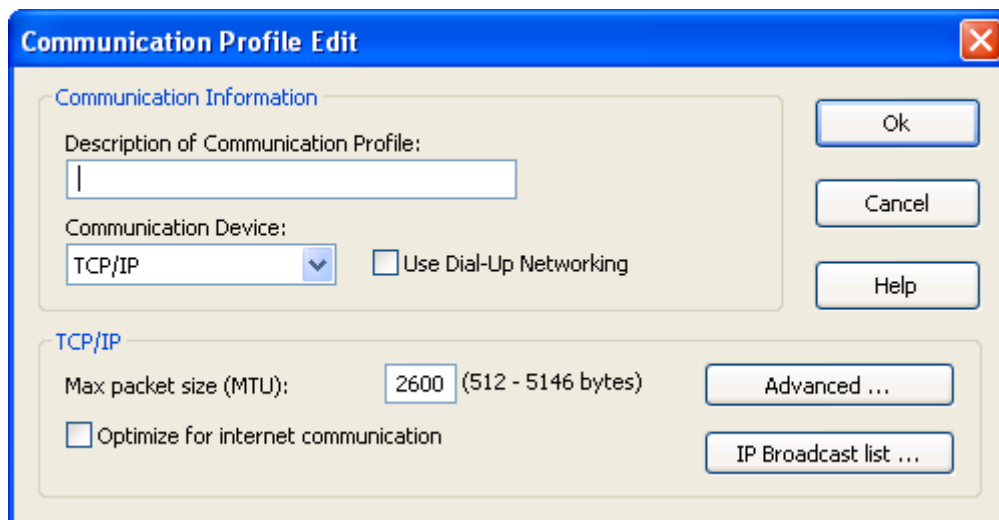
NetOp uses the term *communication device* for a NetOp adaptation of a generally available computer communication protocol or a NetOp proprietary communication protocol.

NetOp modules use different configurations of communication devices for different communication environments. NetOp uses the term *communication profile* for a named configuration of a communication device.

A newly installed NetOp module will include default communication profiles. You may need to edit default communication profiles or create communication profiles to achieve communication profiles that are optimized for your communication environment.

In the module window [Tools Menu Communication Profiles](#) command [Communication Profile Setup](#) window or the [NetOp Guest Window Tab Panel Quick Connect Tab Communication Profile Section](#), click the *New* or *Edit* button to display a window like this:

Communication Profile Edit



In this window, you can create or edit a communication profile.

Communication Information

Description of Communication Profile: []: If this window was opened from a *New* button, this field will be empty. If opened from an *Edit* button, this field will display the selected communication profile name. Specify a name or edit it, if desired.

Note: You can create multiple communication profiles using each communication device. Each communication profile must have a unique name.

Communication Device: []: The field of this drop-down box displays the name of the selected communication device. The drop-down box list contains these communication devices:

- [NetBIOS](#)
- [IPX](#)
- [ISDN \(CAPI\)](#)
- [Serial](#)
- [Windows Modem](#)
- [TCP/IP](#)
- [TCP/IP \(TCP\)](#)
- [TCP/IP \(TCP IPv6\)](#)
- *RemPCIPX v. 4.3 (Guest only):* See [IPX](#)
- *RemPCNB v. 4.3 (Guest only):* See [NetBIOS](#)
- [Gateway](#)
- [Infrared \(IrDA\)](#)
- [Terminal Server](#) (terminal server modules only)

Select a communication device in the list to display it in the field.

Use Dial-Up Network: This checkbox will be enabled only if a TCP/IP family communication device is selected in the *Communication Device* drop-down box. Check it to expand the window with a *Dial-up Network Connection* section, see [TCP/IP \(TCP\) Communication Profile Edit](#).

The lower section of the window will contain configuration options for the communication device selected in the *Communication Device* drop-down box field. Options are explained in the sections referred to in the list above.

Note: Communication profiles are stored in the [NetOp Configuration Files](#) *comprof.ndb* file that typically resides in the directory *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\<Module name>*.

5.2.1 NetBIOS

NetBIOS (Network Basic Input/Output System) is a simple networking communication device.

Note: Each communication profile that uses a networking communication device will support multiple NetOp connections.

Communication using NetBIOS in its basic mode (in Windows: *Microsoft NetBEUI*) cannot pass network connection elements like routers.

Communication using NetBIOS over [IPX](#) or [TCP/IP](#) can pass network connection elements.

Communicating modules must use the same NetBIOS mode. Different NetBIOS modes use different adapter numbers.

5.2.1.1 NetBIOS Settings

To connect, specify a name by which the destination NetOp module can respond:

- If a Guest connects or browses using the Host name qualifier *H::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *NetOp Name* and *MAC Address* type names, see the Host [Tab Panel Names Tab](#).
- If a Guest connects or browses using the Host name qualifier *U::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *LAN User* type name, see the Host [Tab Panel Names Tab](#).
- If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

5.2 Communication Devices

NETOP.INI Settings

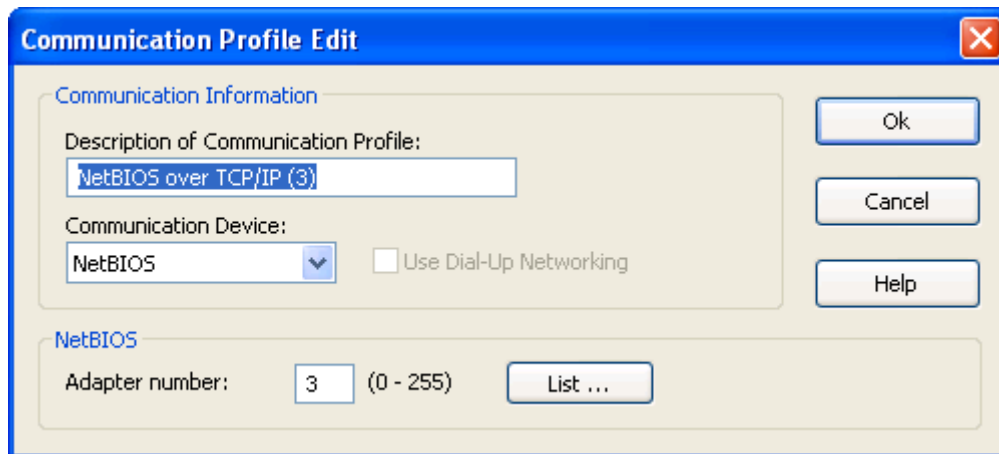
These settings can be used in a [NETOP.INI](#) file [\[NetBIOS\] Section](#):

Key	Value	Explanation
Max_Packet_Size=	<Number>	<Number> specifies the maximum packet size in bytes. In case of communication problems, try specifying the minimum 512.
Rcv_DG_Threads=	1 or 2	Default is 2 (two datagram threads). If this causes problems, try specifying 1.

Resources

NetBIOS requires no special resources.

5.2.1.2 NetBIOS Communication Profile Edit



The upper window section is explained in [Communication Devices](#).

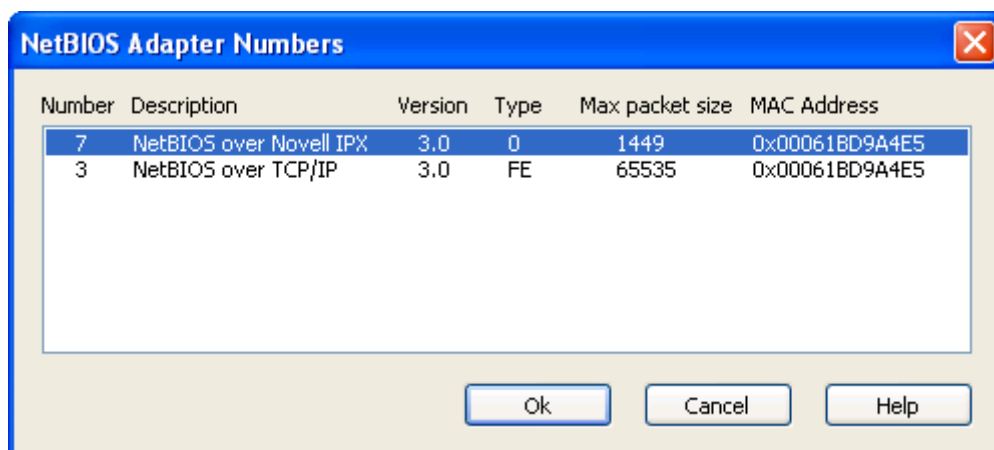
The Guest NetBIOS communication device comes in two versions, *NetBIOS* for communicating with Hosts version 5.0+ and *RemPCNB v. 4.3* for communicating with RemPC version 4.3. The lower window section that is named *NetBIOS* or *RemPC NetBIOS compatibility* has the same content:

Adapter number: [] (0-255): Specify in this field the adapter number assigned to the applicable NetBIOS mode, see [NetBIOS Adapter Numbers](#).

List...: Click this button to display the [NetBIOS Adapter Numbers](#) window.

5.2.1.2.1 NetBIOS Adapter Numbers

In the [NetBIOS Communication Profile Edit](#) window *NetBIOS/RemPC NetBIOS Compatibility* section, click *List...* to display this window:



The pane displays records of available NetBIOS modes in a table with this column content:

- *Number*: Mode adapter number.

- *Description*: Mode type.
- *Version*: Software version number.
- *Type*: Software type.
- *Max packet size*: Maximum packet size in bytes.
- *MAC Address*: Network adapter MAC address.

Note: Network mode records will display the true computer network adapter MAC address. NetOp will assign random MAC addresses to inapplicable modes such as dial-up. Do not select any such records.

5.2.2 IPX

IPX (Internetwork Packet Exchange) is a Novell networking communication device. IPX is typically used in network environments with NetWare servers and clients.

Note: Each communication profile that uses a networking communication device will support multiple NetOp connections.

5.2.2.1 IPX Settings

To connect, specify a name by which the destination NetOp module can respond:

- If a Guest connects or browses using the Host name qualifier *H::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *NetOp Name* and *MAC Address* type names, see the Host [Tab Panel Names Tab](#).
- If a Guest connects or browses using the Host name qualifier *U::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *LAN User* type name, see the Host [Tab Panel Names Tab](#).
- If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

NETOP.INI Settings

This setting can be used in a [NETOP.INI](#) file [\[IPX\] Section](#):

Key	Value	Explanation
Max_Packet_Size=	<Number>	<Number> specifies the maximum packet size in bytes. In case of communication problems, try specifying the minimum 512.

Network Numbers

To find the network number for a computer with a known name, type this from a command prompt:

```
nlist user=<Name> /a (NetWare 4.x) or
```

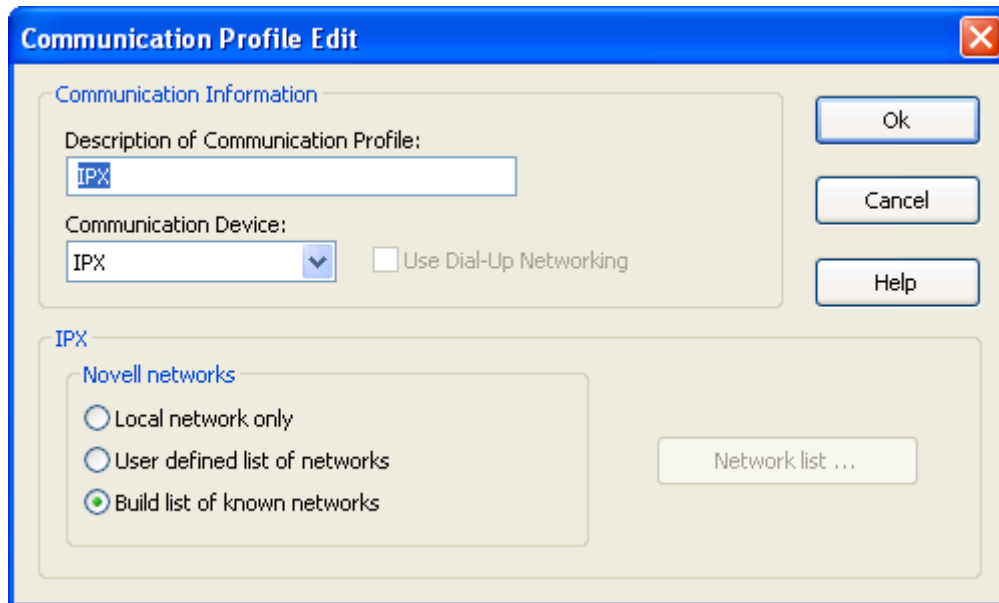
```
userlist /a (NetWare 3.x)
```

If your computer is attached to a NetWare server that recognizes the name, it will respond with the network number in the address field.

Resources

NetOp uses IPX socket 8641 (hexadecimal) when communicating between a Guest and a Host. NetOp uses IPX sockets 8186 and 8187 (hexadecimal) when communicating between a Guest and a RemPC. Novell has assigned these sockets to NetOp.

5.2.2.2 IPX Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

The Guest IPX communication device comes in two versions, *IPX* for communicating with Hosts version 5.0+ and *RemPCIPX v. 4.3* for communicating with RemPC version 4.3. The lower window section that is named *IPX* or *RemPC IPX compatibility* has the same content:

Novell Networks

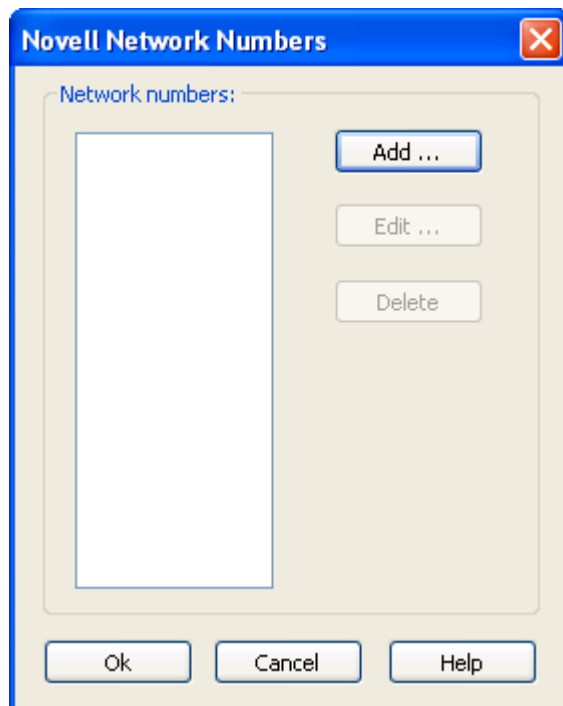
Unless a network list has been created, IPX communication will reach only NetOp modules on the local network. You can extend communication to remote networks by the options in this section.

Select one of these options:

- Local network only*: Communicate with the local network only.
- User defined list of networks*: Enables the *Network list...* button. Click this button to display the [Novell Network Numbers](#) window.
- Build list of known networks*: NetOp will browse to build a network list from information published by the router information protocol (RIP) to communicate with the networks on the list (default selection).

5.2.2.2.1 Novell Network Numbers

In the [IPX Communication Profile Edit](#) window *IPX/RemPC IPX Compatibility* section, click *Network List...* to display this window:

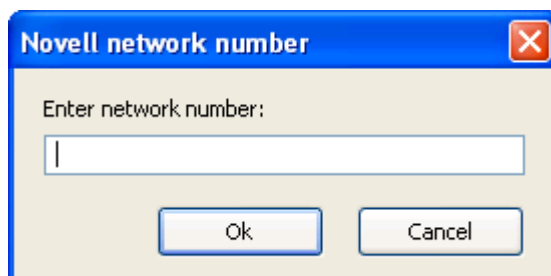


Network numbers

The pane will contain the 8-digit hexadecimal network numbers of selected remote networks.

Add...: Click this button to display this window:

Novell Network Number



Enter network number: []: Specify in this field an 8-digit hexadecimal network number or edit it.

Edit...: Select in the pane a network number and click this button to display the [Novell Network Number](#) window to edit it.

Delete: Select in the pane a network number and click this button to delete it.

5.2.3 ISDN (CAPI)

CAPI (Common Applications Programmer's Interface) enables ISDN (Integrated Services Digital Network) modems connected to each other to negotiate connection parameters.

NetOp Remote Control version 7.0+ supports only the 32 bit version CAPI 2.0.

Note: ISDN (CAPI) is a point-to-point line communication device. Each of the two ISDN channels will support only one NetOp connection.

CAPI works with NetOp only if both ends of an ISDN connection support CAPI.

5.2 Communication Devices

ISDN non-CAPI communication that is not compatible with ISDN CAPI communication uses the [Serial](#) or [Windows Modem](#) communication device.

While CAPI 2.0 is compatible with the older 16 bit version CAPI 1.1, by experience we recommend using CAPI 2.0 also at the other end of the connection.

5.2.3.1 ISDN (CAPI) Settings

To connect, specify the destination computer ISDN device telephone number.

If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Resources

An ISDN device that supports CAPI 2.0 must be connected to the computer. CAPI must be configured and enabled.

5.2.3.2 ISDN (CAPI) Communication Profile Edit

The screenshot shows the 'Communication Profile Edit' dialog box. The 'Communication Information' section includes a text field for 'Description of Communication Profile:' containing 'ISDN (CAPI)', a dropdown menu for 'Communication Device:' set to 'ISDN (CAPI 2.0)', and an unchecked checkbox for 'Use Dial-Up Networking'. The 'ISDN' section includes an 'Own number:' text field, an 'Enable' sub-section with unchecked checkboxes for 'Short hold mode' and 'Use of 2 B-channels', and an 'ISDN Number check' sub-section with an unchecked checkbox for 'Enable Guest ISDN-Number check' and an 'Edit allowed ISDN-Numbers ...' button. At the bottom, there is a 'Wait before call back:' field set to '10' seconds.

The upper window section is explained in [Communication Devices](#).

The *ISDN* section that will be displayed if *ISDN (CAPI 2.0)* is selected in the *Communication Device* drop-down box has this content:

Own number: []: If no other applications use the same ISDN line, leave this field empty. If other applications use the same ISDN line, specify in this field that part of your ISDN device telephone number that distinguishes the telephone number used by NetOp from telephone numbers used by other applications using the same ISDN line. If connecting through a telephone exchange, specify the last number of digits that are typically used for internal telephone numbers.

Enable

Short-hold mode [] s. (10-250): Check this box to suspend the connection during short periods of inactivity to reduce telephone charges (default: unchecked). On the Guest, an additional field for specifying a short-hold period in the interval 10-250 seconds is available (default: 10).

Use of 2 B-channels: Check this box to use both B-channels to increase transmission speed (default: unchecked).

Note: These options will work only if selected at both ends of the connection.

Wait before call-back: [] s. (1-999): Specify in this field a number in the range to wait that number of seconds before callback, if applied, to enable the receiving modem to become ready (default: 10).

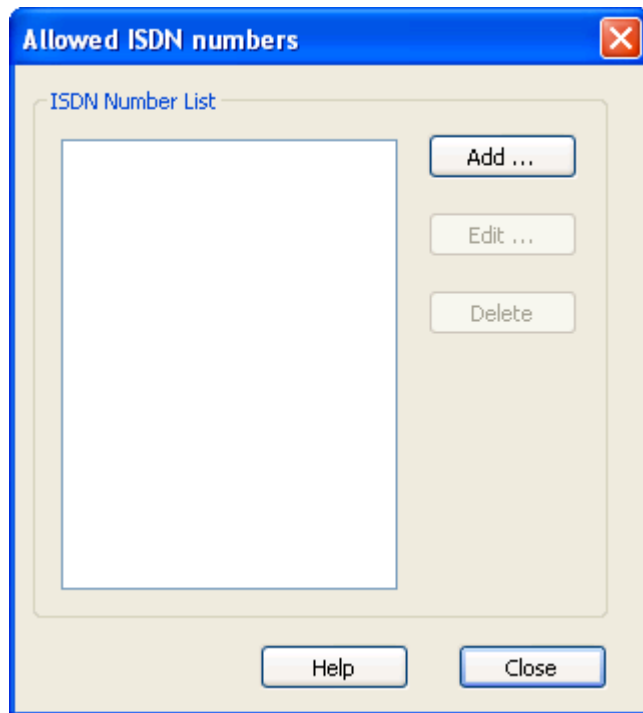
ISDN Number Check (Host only)

[] Enable Guest ISDN number check: Check this box to allow only Guests whose modem ISDN telephone number is in the [Allowed ISDN Numbers](#) window pane to connect to the Host.

Edit allowed ISDN numbers...: Click this button to display the [Allowed ISDN Numbers](#) window.

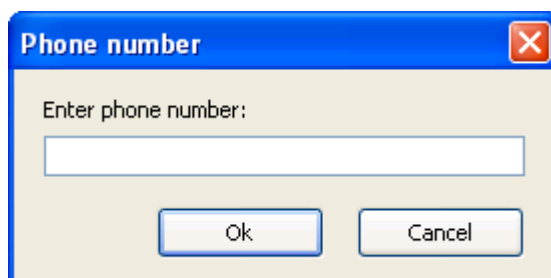
5.2.3.2.1 Allowed ISDN Numbers

In the Host [ISDN \(CAPI\) Communication Profile Edit](#) window *ISDN (CAPI)* section, click *Edit allowed ISDN numbers...* to display this window:



The pane will display allowed ISDN telephone numbers.

Add...: Click this button to display this window:

Phone Number

Enter phone number: []: Specify in the field a telephone number or edit it.

Edit...: Select a telephone number in the pane and click this button to display the [Phone Number](#) window to edit it.

Delete: Select a telephone number in the pane and click this button to delete it.

5.2.4 Serial

The Serial communication device enables communication through a modem through a telephone connection or a direct cable connection (null modem). This includes analog communication and non-CAPI ISDN communication.

5.2 Communication Devices

Note: Serial is a point-to-point line communication device. Each Serial modem will supports only one NetOp connection.

NetOp modem communication requires the same type of modem at both ends of the communication. Available modem types are: analog, non-CAPI ISDN and ISDN (CAPI). ISDN (CAPI) communication uses the [ISDN \(CAPI\)](#) communication device.

5.2.4.1 Serial Settings

To connect, specify the destination computer modem telephone number.

If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Resources

To communicate using a digital telephone connection, an ISDN modem supporting the AT command set must be connected to and installed on the computer at both ends.

To communicate using an analog telephone connection, an analog modem supporting the AT command set must be connected to and installed on the computer at both ends.

5.2.4.2 Serial Communication Profile Edit

Communication Profile Edit

Communication Information

Description of Communication Profile:

Communication Device: Serial Use Dial-Up Networking

Serial

Modem

Null Modem (Direct Connection)

Modem Name:

New Modem Edit Modem

Com Port: Com 1

Data Rate: Default

Flow Control: RTS/CTS

Dial Type: Tone

Wait before call back: 10 s. (1-999)

Ok Cancel Help

The upper section of this window is explained in [Communication Devices](#).

The *Serial* section that will be displayed if *Serial* is selected in the *Communication Device* drop-down box has this content:

Modem

Null Modem (Direct Connection): Check this box only if using a null modem cable connection between the Guest modem and the Host modem.

Modem Name: : The list of this drop-down box will contain the names of modems in the NetOp [Modem Database](#). Search the list to find the name of the modem connected to your computer and select it to display it in the drop-down box field. If the modem name is not in the list, use the options below in the specified order:

1. Download the most recent [Modem Database](#) from the NetOp [KnowledgeBase](#) to possibly find your modem here.
2. Select *Hayes Compatible Fast*.

3. Look into the documentation for your modem or visit the website of the supplier of your modem to find the modem command strings required by your modem and create a new modem configuration applying these modem strings, see the paragraph *New Modem...* below.
4. Send a support request to NetOp [Support](#). Be sure to include the exact full name of your modem. We will endeavour to get back to you as soon as possible with a solution to your problem.

New Modem...: Select a modem in the drop-down list and click this button to display the [Modem Configuration](#) window to create a modem configuration in the [Modem Database](#) based on the selected modem.

Edit Modem...: Select a modem in the drop-down list and click this button to display the [Modem Configuration](#) window to edit the modem configuration. If the button is disabled, you cannot edit the selected modem configuration but you can create a modem configuration based on the selected modem configuration, see *New Modem* above.

(Settings)

Note: With some selected modem configurations, only some of the options will be enabled. You cannot edit disabled options. If you need to change non-editable options, create a modem configuration, see *New Modem* above.

Com Port: []: The field of this drop-down will display the selected communication port (default: *Com 1*). The drop-down box list will contain the names of serial communication ports on your computer. Select a name in the list to display it in the field.

Data Rate: []: The field of this drop-down box will display the selected data rate (default: *Default*). The drop-down box list will contain *Default* and commonly used data rates. Select a data rate in the list to display it in the field. *Default* selects the default data rate of your modem. Select a data rate that will accommodate the data rate of your modem and the modem you want to connect to.

Flow Control: []: The field of this drop-down box will display the selected flow control (default: *Default*). The drop-down box list will contain flow control options available with your modem. Select a flow control option in the list to display it in the field. Generally, select *RTS/CTS* (return to send/clear to send).

Dial Type: []: The field of this drop-down box will display the selected dial type (default: *Tone*). The drop-down box list contains the options *Tone* and *Pulse*. Select *Tone* unless you are connected to an old-fashioned telephone central that supports only pulse dialing.

Wait before call-back: [] s. (1-999): Specify in this field a number in the range to wait that number of seconds before callback, if applied, to enable the receiving modem to become ready (default: *10*).

5.2.5 Windows Modem

The Windows modem communication device (sometimes referred to as TAPI) enables modem communication through a telephone connection or a direct cable connection (null modem). This includes analog communication and non-CAPI ISDN communication.

Note: Windows modem is a point-to-point line communication device. Each Windows modem will support only one NetOp connection.

NetOp modem communication requires the same type of modem at both ends of the communication. Available modem types are: analog, non-CAPI ISDN and ISDN (CAPI). ISDN (CAPI) communication uses the [ISDN \(CAPI\)](#) communication device.

Configuration

When a NetOp module is loaded for the first time and the [Setup Wizard](#) is run, NetOp can automatically detect modems installed in Windows and create communication profiles for them in the [Communication Profile Setup](#) window.

You can create communication profiles for additional Windows modems from the [Windows Modem Communication Profile Edit](#) window.

Windows modem uses TAPI (Telephony Application Programmer's Interface) that is commonly used by programs to make data/fax/voice calls, including the Windows applets HyperTerminal, Dial-up Networking, Phone Dialer, and other Win32 communication applications.

5.2 Communication Devices

With some modems, however, the *Windows modem* configuration does not provide satisfactory NetOp communication. Such cases are typically known by NetOp Support that has developed *Serial* communication profiles that work with these modems, see [Serial Communication Profile Edit](#). *Serial* communication profile setup also enables basic modem communication setup and troubleshooting.

5.2.5.1 Windows Modem Settings

Connect

To connect, specify the destination computer modem telephone number.

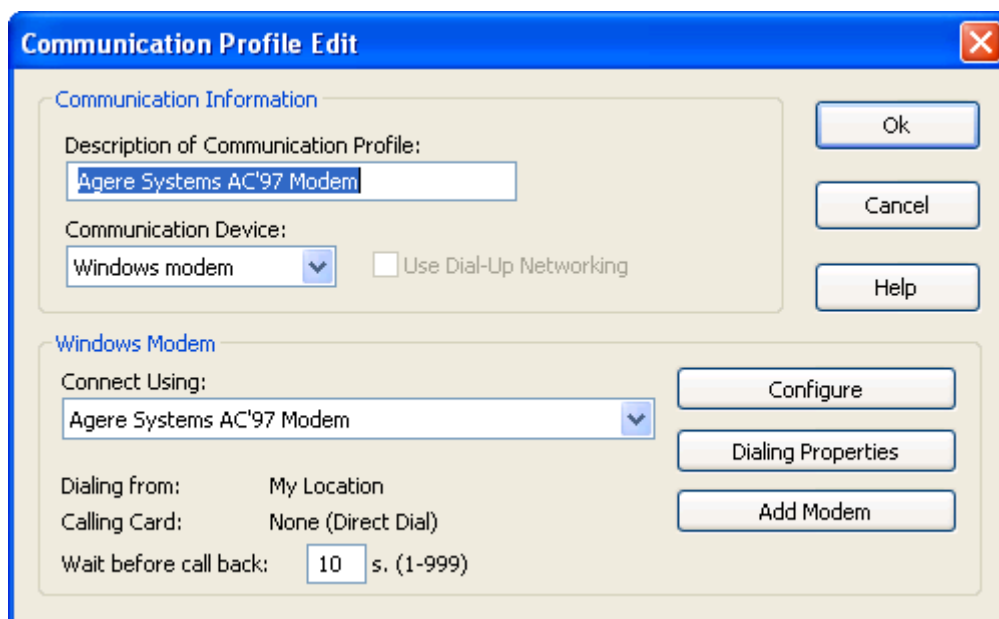
If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Resources

To communicate using a digital telephone connection, an ISDN modem that supports the AT command set must be connected to and installed on the computer at both ends.

To communicate using an analog telephone connection, an analog modem that supports the AT command set must be connected to and installed on the computer at both ends.

5.2.5.2 Windows Modem Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

The *Windows Modem* section that will be displayed if *Windows Modem* is selected in the *Communication Device* drop-down box has this content:

Connect Using: []: The field of this drop-down box displays the selected modem. The drop-down box list contains the names of modems recognized by Windows. Select the modem that you want to use for this communication profile and edit the *Description of Communication Profile* name above, if desired.

Typically, this is all that is required to configure a *Windows modem* communication profile. However, these options are available:

Configure: Click this button to display the Windows <Modem name> *Connection Preferences* window to edit connection preferences.

Dialing Properties: Click this button to display the Windows *Phone and Modem Options* window *Dialing Rules* tab to select or specify a location.

Add Modem: Click this button to display the Windows *Phone and Modem Options* window to add a Windows modem.

Dialing from: and *Calling Card:* The Windows selections will be displayed.

Wait before call-back: [] s. (1-999): Specify in this field a number in the range to wait that number of seconds before callback, if applied, to enable the receiving modem to become ready (default: 10).

5.2.6 TCP/IP

TCP/IP (Transmission Control Protocol/Internet Protocol) is a suite of network communication protocols. It includes among many others UDP (User Datagram Protocol) that is a widely used networking protocol. TCP/IP will connect by TCP/IP (UDP) and optionally communicate by [TCP/IP \(TCP\)](#) during a session, see [Advanced TCP/IP Configuration](#).

Note: Each communication profile that uses a networking communication device will support multiple NetOp connections.

5.2.6.1 TCP/IP Settings

TCP/IP offers three connect options:

- [IP Address](#)
- [Name Response](#)
- [Name Resolution](#)

IP Address

You can connect from Guest to Host by IP address across any IP network including the Internet. The Guest send port number must match the Host receive port number, see [Advanced TCP/IP Configuration](#).

If you connect from outside a network protected by a network address translation (NAT) firewall or proxy server to a network computer NetOp module, specify the firewall or proxy server public IP address with the port number assigned to the network computer, e.g. 192.168.20.51:1234. Ask the firewall or proxy server administrator which port number is assigned to a specific network computer.

Name Response

Name response broadcasts a name, the first characters of a name or no name on the network requesting NetOp modules with a matching enabled name to respond. These name response options are available:

- If a Guest connects by a name or browses using the Host name qualifier *H::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *NetOp Name* type name, see the Host [Tab Panel Names Tab](#).
- If a Guest connects by a name or browses using the Host name qualifier *U::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *LAN User* type name, see the Host [Tab Panel Names Tab](#).
- If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Note: A TCP/IP broadcast will reach only computers on the local network segment and computers whose IP address or DNS name is specified in the communication profile [IP Broadcast List](#).

Name Resolution

Name resolution resolves a specified name into its matching IP address. These name resolution options are available:

- Specify the use of NetOp Name Server in the [Advanced TCP/IP Configuration](#) window and specify the *Name Space ID* used by the NetOp modules you want to connect to on the [Program Options](#) window [Host Name Tab](#). Connect by any enabled destination module name, for a Host help request a Guest *Help service description*, see the Guest [Program Options](#) window [Help Request Tab](#). NetOp Name Server will resolve the name into the matching IP address to connect by it across any IP network including the Internet. You can also [Browse for Hosts](#).
- If a Guest connects by a name using the Host name qualifier *DNS::*, see the Guest [Program Options](#) window [Host Name Tab](#), a domain name server will interpret the name as a DNS name name and attempt to resolve it into a matching IP address for the Guest to connect by it across any IP network including the Internet.

5.2 Communication Devices

Note: In most cases, if using the Host name qualifier *H::*, a domain name server will interpret the name as a DNS name and attempt to resolve it into a matching IP address.

- If a Guest connects by a name using the Host name qualifier *LDAP::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Guest will search directory services specified on the Guest [Program Options](#) window [Directory Services Tab](#) for a user with this name to connect by the matching address attribute that is typically an IP address. You can also [Browse for Hosts](#).

Communication Problems

In case of communication problems, first verify that an IP connection is available by from a command prompt typing:

```
PING <NetOp module IP address>
```

The PING utility will send four data packets that request a reply. If replies are received, an IP connection is available.

If an IP connection is available and connectivity problems persist, consult with your network/system administrator. As a last resort, submit a support request to NetOp [Support](#).

Resources

TCP/IP uses one port for sending and one port for receiving communication.

By default, NetOp Remote Control uses port number 6502 for sending and receiving.

In special cases, use other port numbers but remember that the Guest send port number must always match the Host receive port number and vice versa.

5.2.6.2 TCP/IP Communication Profile Edit

Communication Profile Edit

Communication Information

Description of Communication Profile:

Communication Device: TCP/IP Use Dial-Up Networking

Dial-Up Network Connection

Dial-Up Network Profile: CyberCity Internet

Dialing from: My Location

Calling Card: None (Direct Dial)

TCP/IP

Max packet size (MTU): 2600 (512 - 5146 bytes)

Optimize for internet communication

Buttons: Ok, Cancel, Help, Configure, Dialing Properties, Add Profile, Advanced ..., IP Broadcast list ...

The upper section of this window is explained in [Communication Devices](#).

The *TCP/IP* section will be displayed if *TCP/IP* is selected in the *Communication Device* drop-down box.

The *Dial-up network connection* section will be displayed if the *Use dial-up networking* box is checked.

Dial-up network connection

Dial-up network profile: []: The field of this drop-down box displays the selected profile. The drop-down box list contains the names of available profiles. Select a profile in the list to display it in the field to connect to a network by this dial-up network profile.

Dialing from and Calling card: The dialing properties of the selected dial-up network profile will be displayed.

Configure: Click this button to display the Windows *Dial-up Connection* window to configure the dial-up connection.

Dialing properties: Click this button to display the Windows *Phone and Modem Options* window to edit the dialing properties of the selected dial-up network profile.

Add profile: Click this button to display the Windows *Network Connection Wizard* to add a dial-up network profile.

TCP/IP

Max packet size (MTU): [] (512 – 5146 bytes): Specify in this field the maximum packet size (range 512-5146, default: 2600).

Note: A high MTU will increase communication speed and a low MTU may contribute to solving communication problems.

[] *Optimize for Internet communication:* Check this box to apply settings (MTU, data compression, etc.) optimized for communicating across the Internet.

Advanced...: Click this button to display the [Advanced TCP/IP Configuration](#) window.

IP Broadcast List...: Click this button to display the [IP Broadcast List](#) window.

5.2.6.2.1 Advanced TCP/IP Configuration

In the [TCP/IP Communication Profile Edit](#) window *TCP/IP* section, click *Advanced...* to display this window:

5.2 Communication Devices

Specify IP Address

Use all available IP addresses: Leave this box checked to use all available IP addresses (default: checked). If the computer is connected to the network with multiple IP addresses and only one of them shall be used for NetOp communication, uncheck the box to enable the *IP address* field.

IP address: : Specify in this field the IP address that shall be used for NetOp communication.

Specify Port Numbers

Use default port numbers: Leave this box checked to use the default NetOp port number 6502 for *Receive port* and *Send port* (default: checked).

Note: Port number 1970 is officially registered to NetOp Remote Control. However, port number 6502 is the preferred default port number to allow for compatibility with older NetOp versions.

Receive port: If the *Use default port numbers* box is checked, 6502 will be displayed. If unchecked, by default 6502 will be displayed in an enabled field. Edit the number to specify a non-default *Receive port* number in the range 1025-65535.

Send port: If the *Use default port numbers* box is checked, 6502 will be displayed. If unchecked, by default 6502 will be displayed in an enabled field. Edit the number to specify a non-default *Send port* number in the range 1025-65535.

Note: The Guest *Send port* number must match the Host *Receive port* number and vice versa in the case of a Host help request.

Options

Use TCP for session if possible: Leave this box checked to connect by [TCP/IP](#) but use [TCP/IP \(TCP\)](#) for high speed session communication if available on Guest and Host (default: checked).

NetOp Name Server

Use NetOp Name Server: Check this box to use NetOp Name Server to resolve NetOp names into IP addresses (default: unchecked).

Note: Using NetOp Name Server facilitates connecting across large networks including the Internet, see the [Documentation](#) *NetOp Name Management* section.

Primary: : Leave in this field the default name *nns1.netop.com* of the primary public NetOp Name Server on the Internet or specify the IP address or DNS name of a primary NetOp Name Server running on your corporate network.

Secondary: : Leave in this field the default name *nns2.netop.dk* of the secondary public NetOp Name Server on the Internet or specify the IP address or DNS name of a secondary NetOp Name Server running on your corporate network.

Ignore port information from Name Server: Check this box to replace the connect port number received from NetOp Name Server by the port number specified below (default: unchecked).

Note: Some types of firewalls replace network computer port numbers by invalid port numbers to protect network computers against connection attempts. In that case, NetOp Name Server will receive, store and return invalid connect port numbers that must be replaced by valid connect port numbers.

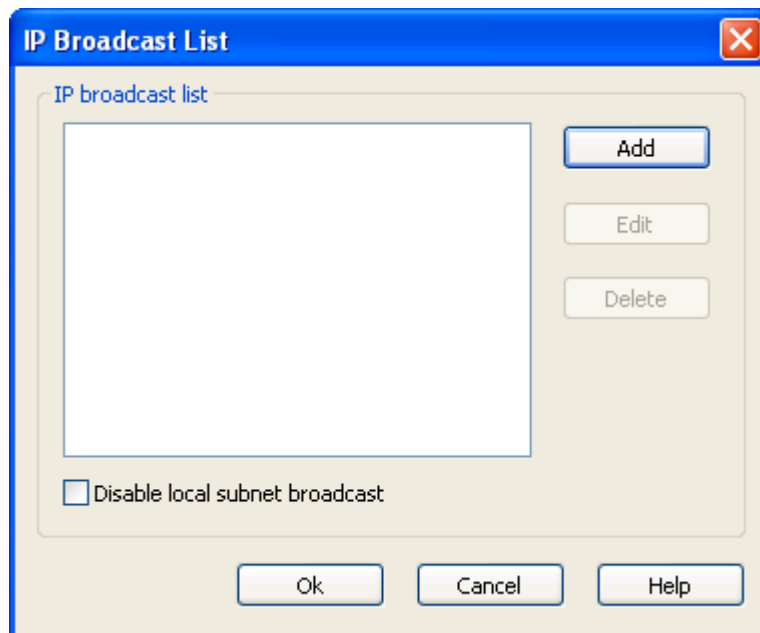
Use Port: : Specify in this field the port number that shall replace the connect port number received from NetOp Name Server (default: 6502).

Note: You must specify the applicable *Name Space ID* on the Guest and Host [Program Options](#) window [Host Name Tab](#).

5.2.6.2.2 IP Broadcast List

In the [TCP/IP Communication Profile Edit](#) window *TCP/IP* section, click *IP Broadcast List...* to display this window:

IP Broadcast List

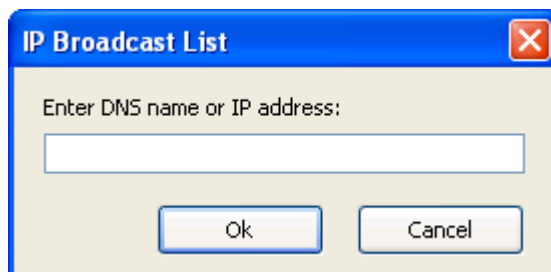


Using [TCP/IP](#), a Guest browse for Hosts and a Host help request will broadcast communication that by default will reach only computers on the local network segment. To extend broadcasts beyond the local network segment, specify in this window the IP addresses, IP address ranges and DNS names that shall be reached by broadcasts when using the communication profile from which this window was displayed.

Note: *IP Broadcast List* listing will not be required if using NetOp Name Server.

Add...: Click this button to display this window:

IP Broadcast List Enter



Enter DNS name or IP Address: [/]: Specify in this field an IP address, e.g. 192.168.102.57, an IP address range, e.g. 192.168.102.20-192.168.102.30, or a DNS name, e.g. MAIL_SVR, to add it in the [IP Broadcast List](#) window pane.

Caution: Specifying an IP address range will make each broadcast send a number of data packets matching the number of IP addresses in the range. To avoid excessive network traffic, do not specify larger IP address ranges than justified.

Edit...: Select in the pane an IP address, an IP address range or a DNS name and click this button to display it in the the [IP Broadcast List Enter](#) window to edit it.

Delete: Select in the pane an IP address, an IP address range or a DNS name and click this button to delete it.

Disable local subnet broadcast: Check this box to disable local network segment broadcast to broadcast data only to the addresses specified in the pane.

5.2 Communication Devices

5.2.7 TCP/IP (TCP)

TCP/IP (Transmission Control Protocol/Internet Protocol) is a suite of network communication protocols. It includes among many others TCP (Transmission Control Protocol) that is a commonly used point-to-point protocol.

Note: TCP/IP (TCP) is a point-to-point network communication device. Each communication profile using TCP/IP (TCP) will support only one NetOp connection. However, you can enable multiple TCP/IP (TCP) communication profiles.

5.2.7.1 TCP/IP (TCP) Settings

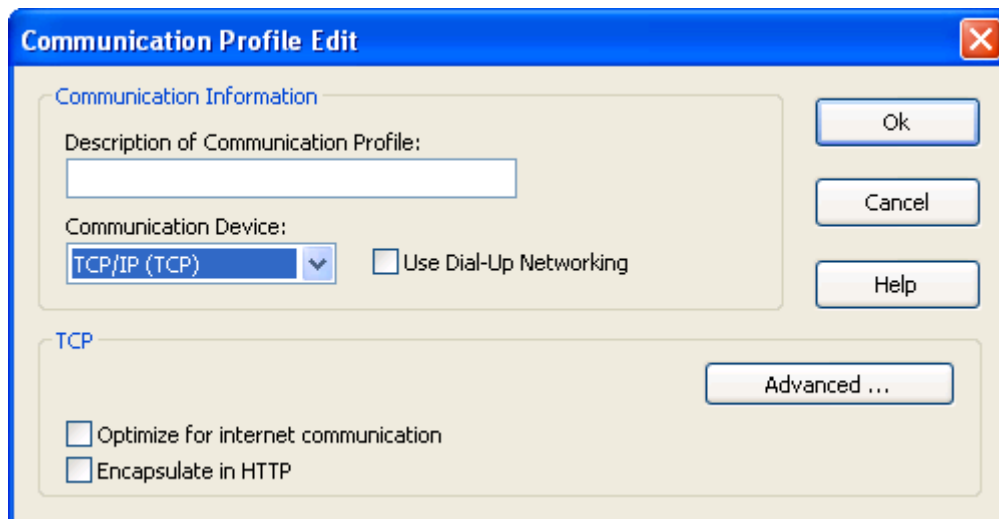
To connect, specify the destination computer IP address.

If you connect from outside a network protected by a network address translation (NAT) firewall or proxy server to a network computer NetOp module, specify the firewall or proxy server public IP address with the port number assigned to the network computer, e.g. 192.168.20.51:1234. Ask the firewall or proxy server administrator which port number is assigned to a specific network computer.

If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Other TCP/IP (TCP) settings are the same as for [TCP/IP](#).

5.2.7.2 TCP/IP (TCP) Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

Use dial-up networking: Check this box to expand the window with the *Dial-up network connection* section, see [TCP/IP Communication Profile Edit](#) (default: unchecked).

The *TCP* section that will be displayed if *TCP/IP (TCP)* is selected in the *Communication Device* drop-down box has this content:

Optimize for Internet communication: Check this box to apply settings (MTU, data compression, etc.) optimized for communicating across the Internet (default: unchecked).

Encapsulate in HTTP: Check this box to place NetOp session data inside the HTTP protocol to ease firewall passage (default: unchecked). This is also known as HTTP-tunnelling.

Advanced...: Click this button to display the [Advanced TCP/IP Configuration](#) window. It will contain no *Options* section and its *NetOp Name Server* section will be disabled.

Note: You can enable multiple [TCP/IP \(TCP\)](#) and [TCP/IP](#) communication profiles that specify the same IP addresses and port numbers in the [Advanced TCP/IP Configuration](#) window. However, the name of each communication profile specified in the *Description of Communication Profile* field must be unique.

When starting a TCP/IP (TCP) session, Winsock will by default allocate an available *Receive port* number and not bind to the *Receive port* number specified by NetOp for listening.

To bind session communication to the *Receive port* number specified by NetOp, apply this [NETOP.INI](#) file [\[TCP\] Section](#) setting:

```
[TCP]
BindToRecvPort=True
```

5.2.8 TCP/IP (TCP IPv6)

TCP/IP (Transmission Control Protocol/Internet Protocol) is a suite of network communication protocols. It includes among many others TCP IPv6 (Transmission Control Protocol for Internet Protocol version 6) that is a recently introduced point-to-point protocol for 128-bit IP addresses.

Note: TCP/IP (TCP IPv6) is a point-to-point network communication device. Each communication profile using TCP/IP (TCP IPv6) supports only one NetOp connection. However, you can enable multiple TCP/IP (TCP IPv6) communication profiles.

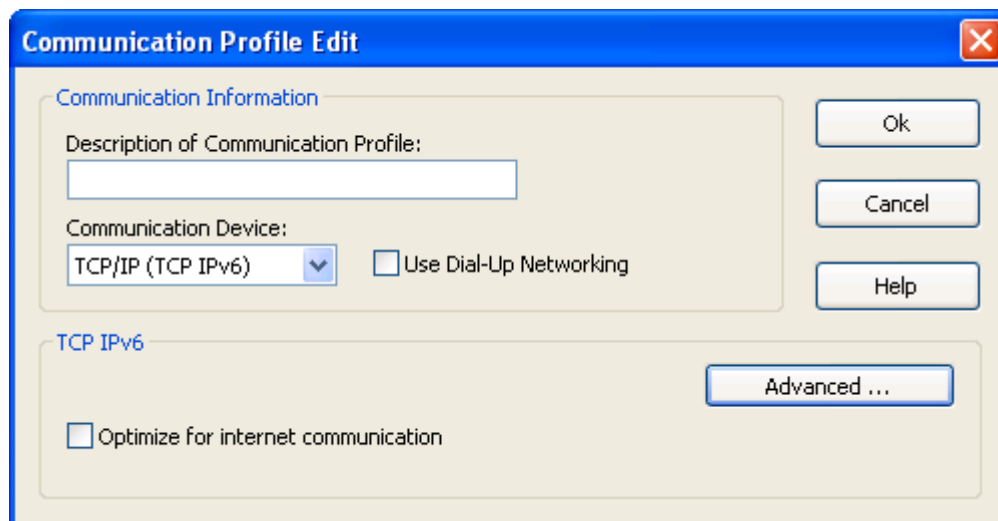
TCP/IP (TCP IP v6) is applicable only between computers connected to an IPv6 network.

5.2.8.1 TCP/IP (TCP IPv6) Settings

To connect, specify the destination computer IPv6 address.

If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see [Help Request Tab](#).

5.2.8.2 TCP/IP (TCP IPv6) Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

Use dial-up networking: Check this box to expand the window with the *Dial-up network connection* section, see [TCP/IP Communication Profile Edit](#) (default: unchecked).

The *TCP IPv6* section that will be displayed if *TCP/IP (TCP IPv6)* is selected in the *Communication Device* drop-down box has this content:

Optimize for Internet communication: Check this box to apply settings (MTU, data compression, etc.) optimized for communicating across the Internet.

Advanced...: Click this button to display the [Advanced TCP/IP Configuration](#) window. It will contain no *Options* section and its *NetOp Name Server* section will be disabled.

Note: You can enable multiple [TCP/IP \(TCP IPv6\)](#) communication profiles that specify the same IPv6 addresses and port numbers in the [Advanced TCP/IP Configuration](#) window. However, the name of each communication profile specified in the *Description of Communication Profile* field must be unique.

5.2 Communication Devices

5.2.9 Gateway

Gateway is a NetOp proprietary communication device that enables a network NetOp module to connect through a local network NetOp Gateway.

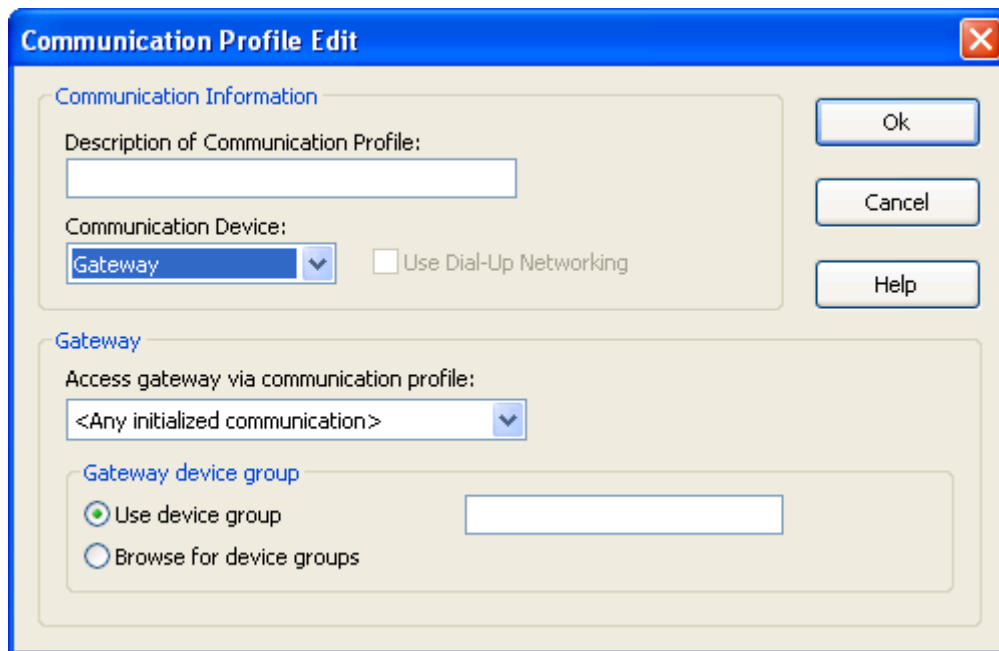
5.2.9.1 Gateway Settings

To connect, identify the destination NetOp module according to the communication device used by the local network NetOp Gateway to connect.

Resources

To use *Gateway*, one or multiple outgoing communication enabled NetOp Gateways must run on the local network, see the [Documentation](#) *NetOp Gateway* section.

5.2.9.2 Gateway Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

The *Gateway* section that will be displayed when *Gateway* is selected in the *Communication Device* drop-down box has this content:

Access Gateway via communication profile: []: The field of this drop-down box will display the name of the communication profile that connects to the local network NetOp Gateway (default: *<Any initialized communication>*). The drop-down box list contains *<Any initialized communication>*, available networking communication profiles and *Terminal Server*. Select a communication profile in the list to display it in the field.

Select *<Any initialized communication>* to browse the local network for NetOp Gateway device groups using all enabled networking communication profiles. Select another communication profile to browse using only this communication profile that does not need to be enabled. Select *Terminal Server* only if your NetOp module resides on a terminal server client.

Gateway device group

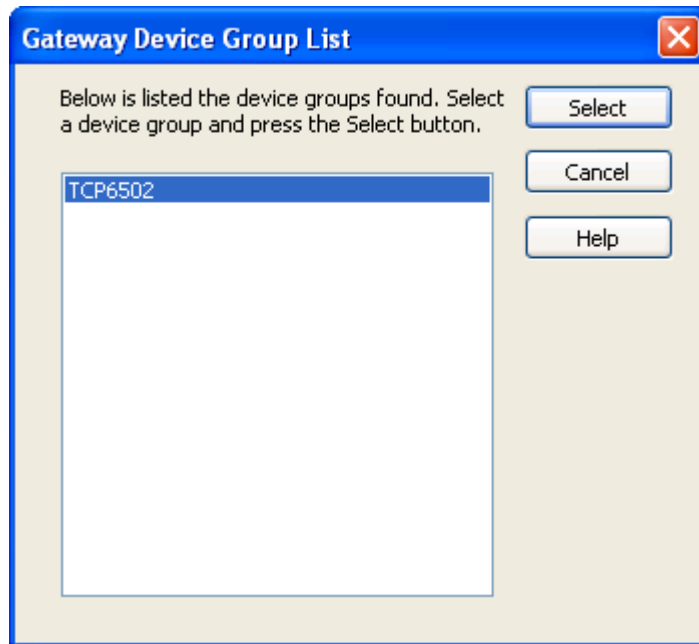
Gateway device groups are administrator specified names of available outgoing point-to-point communication on NetOp Gateways on the local network.

Select one of these options:

- Use device group:* []: Select this option to specify a device group name in the field (default selection).
- Browse for device groups:* Select this option to display the [Gateway Device Group List](#) window when connecting.

5.2.9.2.1 Gateway Device Group List

When connecting using a [Gateway](#) communication profile for which the *Browse for Device Groups* option was selected in the [Gateway Communication Profile Edit](#) window, this window will be displayed:



Its pane will display Gateway device groups on the local network.

Select: Select a device group in the pane and click this button to connect by the selected device group.

5.2.10 Infrared (IrDA)

Infrared (IrDA) is a NetOp proprietary communication device that enables communication between NetOp modules on two computers that communicate by infrared light.

Note: Infrared (IrDA) is a point-to-point communication device that supports only one NetOp connection.

Configuration

Windows Server 2003, XP, 2000, ME and 98 support infrared communication according to the protocols and standards of Infrared Data Association (IrDA). Configure infrared communication in Windows.

5.2.10.1 Infrared (IrDA) Settings

To connect, no destination must be specified.

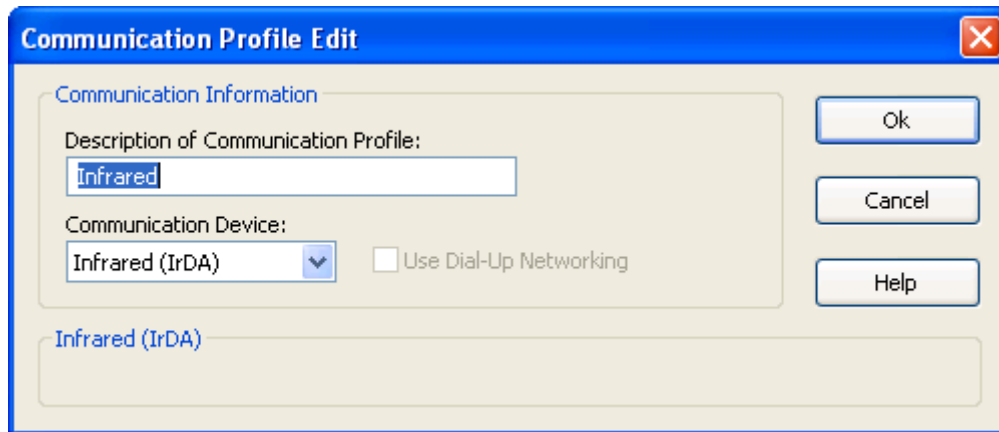
If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).

Resources

Infrared communication through transmitters pointing towards each other within working distance must be established.

5.2 Communication Devices

5.2.10.2 Infrared (IrDA) Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

The *Infrared (IrDA)* section that will be displayed when *Infrared (IrDA)* is selected in the *Communication Device* drop-down box is empty. There are no setting options for the *Infrared (IrDA)* communication device.

5.2.11 Terminal Server

Terminal Server is a NetOp proprietary communication device that enables NetOp modules that run on a terminal server to communicate with each other.

Note: *Terminal Server* is a networking type of communication device that supports multiple NetOp connections. *Terminal Server* will be available only on NetOp modules installed on a terminal server.

5.2.11.1 Terminal Server Settings

To connect, first select a communication profile:

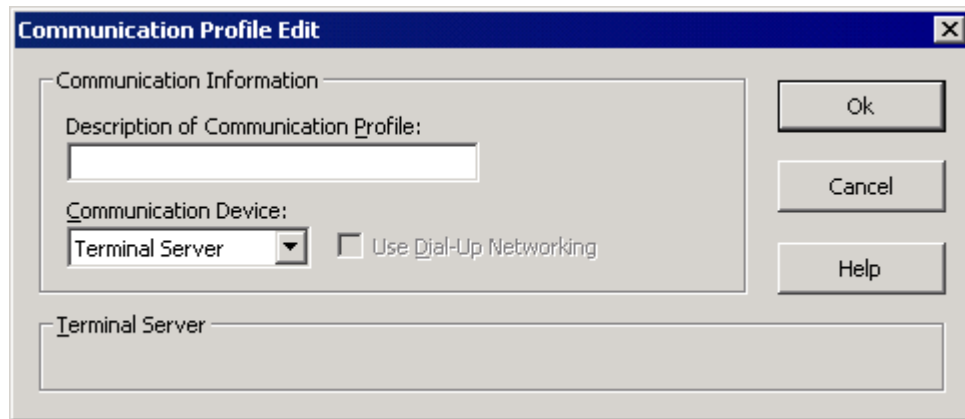
- To communicate with a NetOp module in the terminal server environment, select the *Terminal Server* communication profile.
- To communicate through a NetOp Gateway on the terminal server console with a networking communicating NetOp module on a computer on the terminal server network, enable the *Terminal Server* communication profile and select *<Any initialized communication>* to make the console NetOp Gateway route the communication to its enabled networking communication profiles.
- To communicate through a NetOp Gateway on the terminal server console with a NetOp module to which you must connect by point-to-point communication, enable the *Terminal Server* communication profile and select a [Gateway](#) communication profile.

Then, specify a name by which the destination module can respond and/or a telephone number or IP address if a [Gateway](#) communication profile was selected:

- If a Guest connects or browses using the Host name qualifier *H::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *NetOp Name* and *MAC Address* type names, see the Host [Tab Panel Names Tab](#).
- If a Guest connects or browses using the Host name qualifier *U::*, see the Guest [Program Options](#) window [Host Name Tab](#), the Host can respond by its enabled *LAN User* type name, see the Host [Tab Panel Names Tab](#).
- If a Host sends a help request, the Guest can respond by its enabled *Help service descriptions*, see the Guest [Program Options](#) window [Help Request Tab](#).
- If a [Gateway](#) communication profile was selected, specify the destination module or remote NetOp Gateway computer telephone number or IP address.

Note: To connect from outside a terminal server environment to a NetOp module running in a terminal server client session, connect through the NetOp Gateway running on the terminal server console.

5.2.11.2 Terminal Server Communication Profile Edit



The upper section of this window is explained in [Communication Devices](#).

The *Terminal Server* section that will be displayed when *Terminal Server* is selected in the *Communication Device* drop-down box is empty. There are no setting options for the *Terminal Server* communication device.

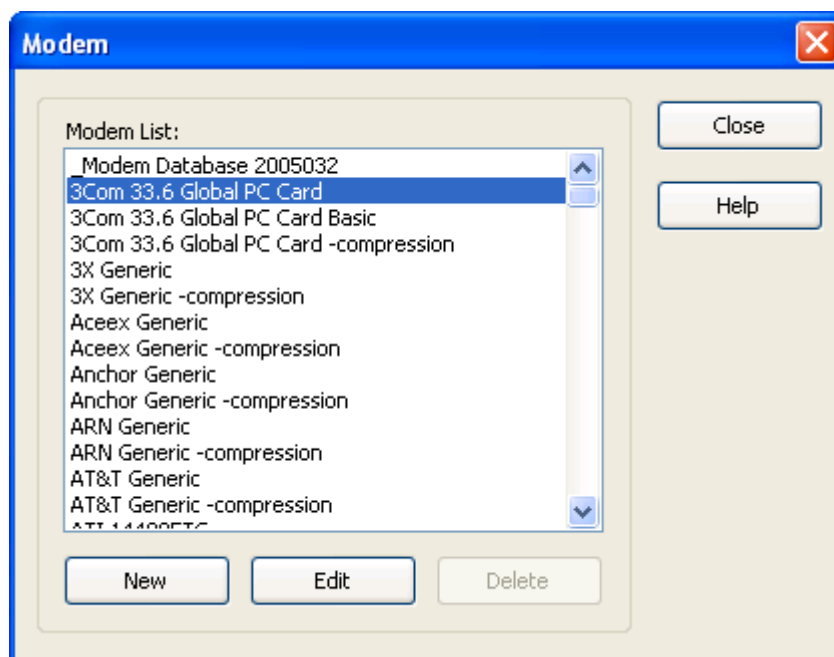
5.3 Modem Database and Dialog

This section explains the [Modem Database](#) and [Modem Dialog](#) associated with the [Serial](#) communication device.

5.3.1 Modem Database

Select the [Tools Menu](#) *Modem Database* command to display this window:

Modem



In this window, you can access the modem database [Serial](#) modem configurations.

Note: The modem database is stored in the [NetOp Configuration Files](#) *modems.ndb* file that typically resides in the directory *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\<Module name>*.

5.3 Modem Database and Dialog

In the pane, the first *Modem Database YYYYDDD* record specifies the modem database update year and day number. You can download and install the newest available update from the NetOp [KnowledgeBase Download Updates](#) subsection.

Note: Downloading and installing *modems.ndb* will overwrite your current *modems.ndb*.

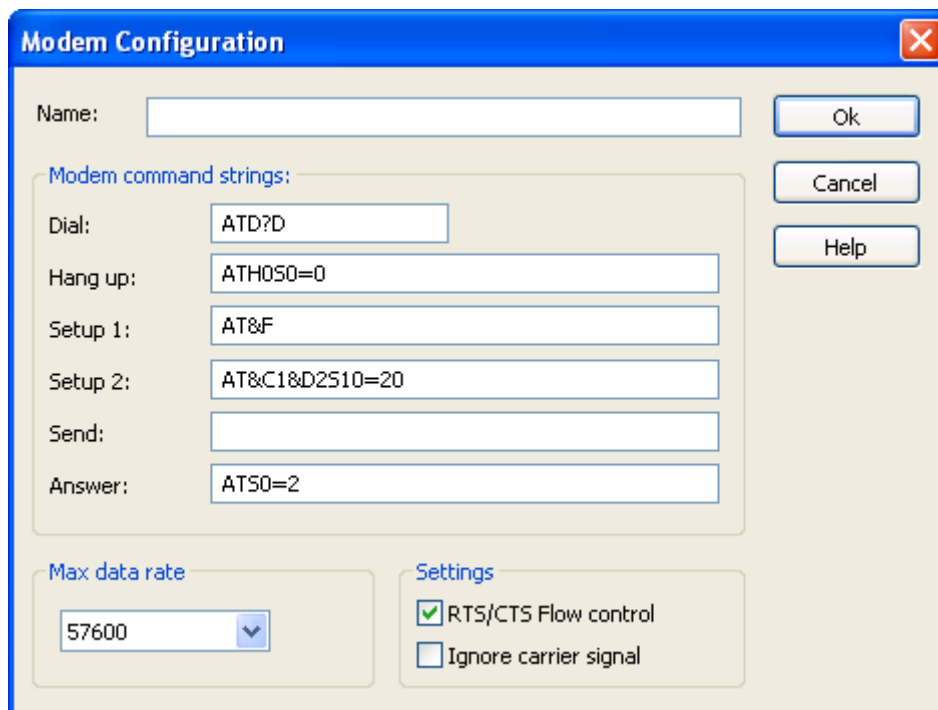
New: Click this button to display the [Modem Configuration](#) window to create a modem configuration. To base a new modem configuration on an existing modem configuration, select its record before clicking the button.

Edit: Select a record in the pane and click this button to display the [Modem Configuration](#) window to edit the selected record modem configuration.

Delete: Select a record and click this button to delete it. The button will be disabled if the selected record cannot be deleted.

5.3.1.1 Modem Configuration

In the [Modem](#) window, click *New* or *Edit* to display this window:



The screenshot shows the 'Modem Configuration' dialog box. It features a title bar with a close button. The main area contains several input fields for configuring modem settings. On the right side, there are three buttons: 'Ok', 'Cancel', and 'Help'. At the bottom, there is a 'Max data rate' dropdown menu and a 'Settings' section with two checkboxes.

In this window, you can create or edit a [Modem Database](#) modem configuration.

Note: You cannot edit the content of disabled fields. All fields will be enabled if you create a modem configuration.

Name: [/]: This field will be empty if you create a modem configuration. It will display the name of an edited modem configuration. Specify a name or edit it, if desired.

Modem command strings

These fields specify the modem AT command strings. Consult with your modem manual or the modem manufacturer website to find the AT command strings required by your modem.

Max data rate

The field of this drop-down box displays the selected maximum data rate or a default value. The drop-down box list contains typical data rates. Select a data rate applicable to your modem and the modem you want to connect to.

Settings

RTS/CTS Flow control: Typically, leave this box checked to use *Return To Send/Clear To Send* flow control (default: unchecked).

Ignore carrier signal: Typically, leave this box unchecked (default: unchecked).

5.3.2 Modem Dialog

Select the [View Menu](#) *Modem dialog* command to display this window:



During [Serial](#) modem connect and disconnect, the pane of this window will display the communication sent by (>>) and received by (<<) your modem. This information will assist you in diagnosing modem connectivity problems.

5.4 NetOp Log

Any NetOp module can log selected NetOp events. NetOp events can be logged:

- On the computer in a local NetOp log.
- On NetOp Security Server in the *NetOp Log* or on an older version NetOp Access Server or NetOp Log Server.
- In the Windows event log of the computer and another computer.
- In a management information system.

This section contains these sections:

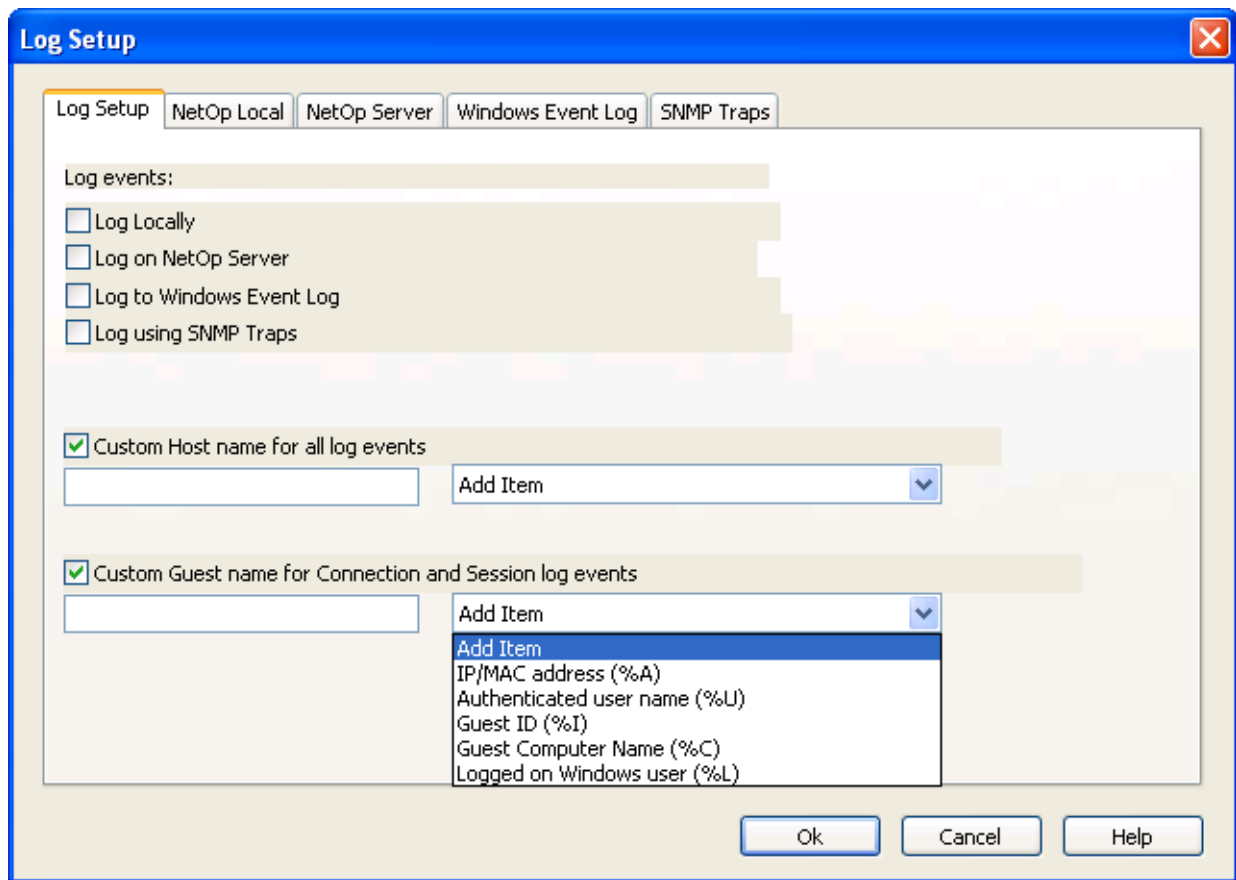
- [Log Setup](#)
- [Local NetOp Log](#)
- [NetOp Log Events](#)

5.4 NetOp Log

5.4.1 Log Setup

Select the [Tools Menu](#) *Log Setup* command to display this window:

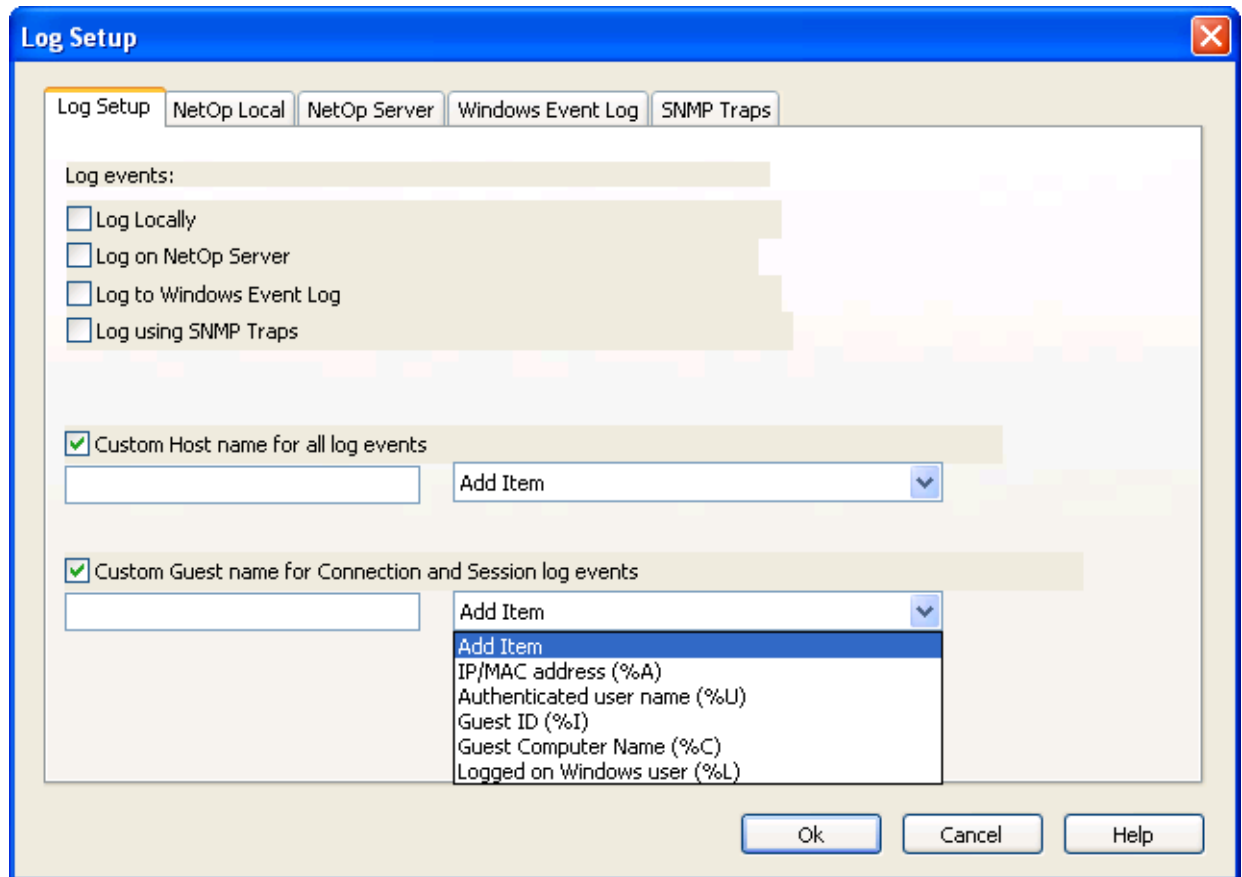
Log Setup



This window specifies NetOp log setup on these tabs:

- [Log Setup Tab](#)
- [NetOp Local Tab](#)
- [NetOp Server Tab](#)
- [Windows Event Log Tab](#)
- [SNMP Traps Tab](#)

5.4.1.1 Log Setup Tab



This tab specifies logging options.

Log Events

- Log Locally*: Check this box to log NetOp events in a log file on the computer (default: unchecked).
- Log on NetOp Server*: Check this box to log NetOp events in the *NetOp Log* of a NetOp Security Server or on an older version NetOp Access Server or NetOp Log Server (default: unchecked).
- Log to Windows Event Log*: Check this box to log NetOp events in the Windows event log of the computer and/or of another Windows Server 2003/XP/2000/NT computer (default: unchecked).
- Log using SNMP Traps*: Check this box to log NetOp events by sending SNMP messages to a management information system (default: unchecked).

NetOp Security Server has an additional checkbox:

- Act as log server*: Leave this box checked to enable logging other NetOp modules' NetOp events in the security database *NetOp Log* (default: checked).

NetOp Host and extended Hosts have additional checkboxes, fields and drop-down boxes:

Custom Host Name for All Log Events: Check this box to enable the field and drop-down box below to identify logged events by a customized Host name (default: unchecked). The left field specifies the customized Host name composed from right drop-down box components and keyboard characters. These components are available:

- *%A*: IP/MAC address
- *%I*: Host ID
- *%C*: Computer name
- *%L*: Windows logon user name

5.4 NetOp Log

Select a component in the right drop-down box list to add it in the left field.

Custom Guest Name for Connection and Session Log Events: Check this box to enable the field and drop-down box below to identify Guests engaged in *Connection* and *Session* log events by a customized name. The left field specifies the customized Guest name composed from right drop-down box components and keyboard characters. These components are available:

- *%A*: IP/MAC address
- *%U*: Authenticated user name
- *%I*: Guest ID
- *%C*: Computer name
- *%L*: Windows logon user name

Select a component in the right drop-down box list to add it in the left field.

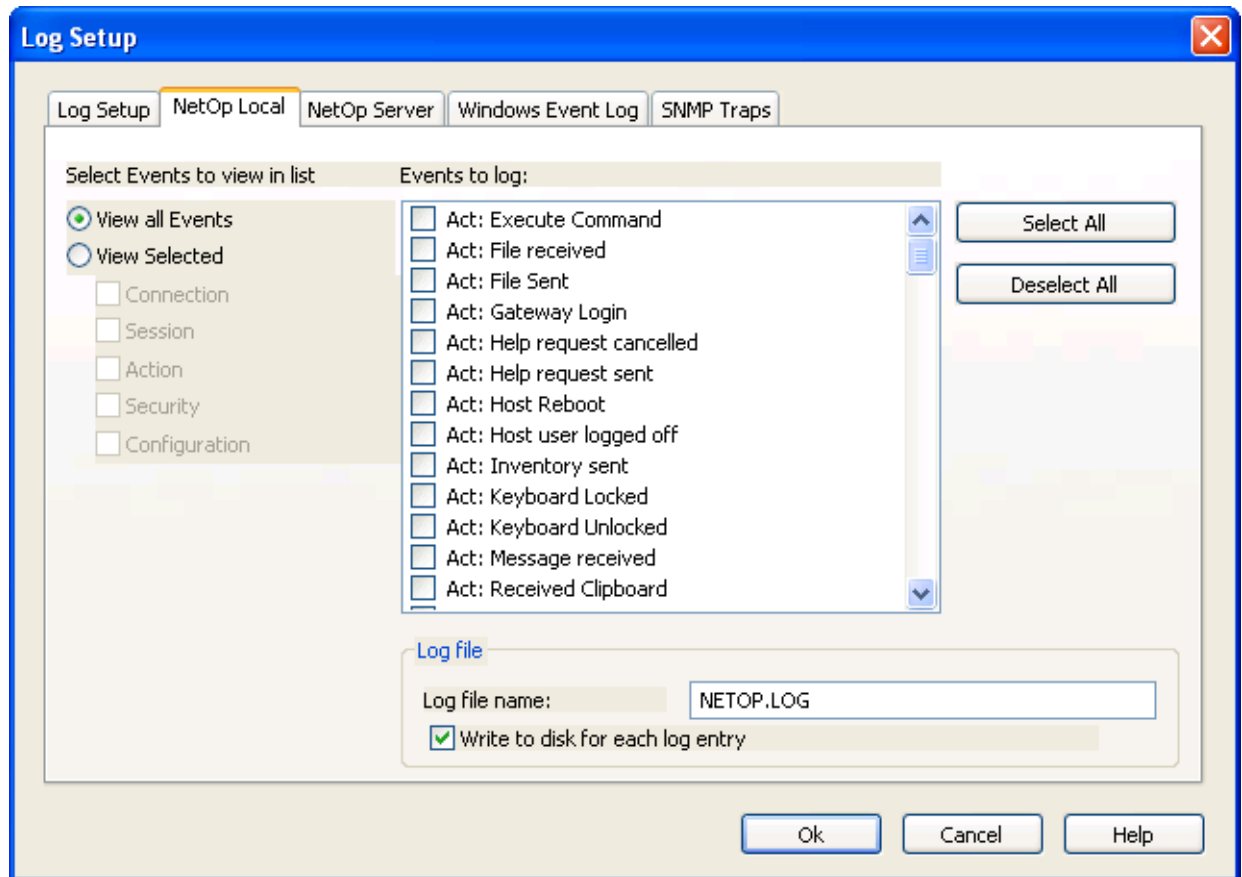
This is an example of a custom Host and Guest name [Local NetOp Log](#):

```
20031103,14:10,Host1+User1,0,0000,0000,HCON      +,
20031103,14:10,Host1+User1,1,0000,0000,HSES      +,User2@192.168.1.2
20031103,14:10,Host1+User1,2,0000,0000,HSESRC     +,User2@192.168.1.2
20031103,14:10,Host1+User1,3,0000,0000,HSESFYFER+,User2@192.168.1.2
20031103,14:10,Host1+User1,4,0000,0000,HSESCHAT  +,User2@192.168.1.2
20031103,14:10,Host1+User1,5,0000,0000,HSESAUDIO+,User2@192.168.1.2
20031103,14:10,Host1+User1,6,0000,0000,HSESAUDIO-,User2@192.168.1.2
20031103,14:10,Host1+User1,7,0000,0000,HSESCHAT  -,User2@192.168.1.2
20031103,14:11,Host1+User1,8,0000,0000,HSESFYFER-,User2@192.168.1.2
20031103,14:11,Host1+User1,9,0000,0000,HSESRC    -,User2@192.168.1.2
20031103,14:11,Host1+User1,10,0000,0000,HSES     -,User2@192.168.1.2
```

The Host name was customized as *%C+%L*. The Guest name was customized as *%U@%A*.

The Host was started and the Guest started a remote control session, a file transfer session, a chat session and an audio chat session and ended sessions in reverse order.

5.4.1.2 NetOp Local Tab



This tab selects which NetOp events shall be logged and specifies the local NetOp log file.

Select Events to view in list

Select one of these options to display checked event names in the *Events to log* pane to the right:

- View all Events*: Display all available events (default selection).
- View Selected*: Enable these options:
 - Connection*: Check this box to display available connection events.
 - Session*: Check this box to display available session events.
 - Action*: Check this box to display available action events.
 - Security*: Check this box to display available security events.
 - Configuration*: Check this box to display available configuration events.

Events to log: []: This pane displays checked names of events of the types selected to the left. Check boxes to select logging of events (default: all unchecked).

Select all: Click this button to check all boxes in the *Events to log* pane.

Deselect all: Click this button to uncheck all boxes in the *Events to log* pane.

Note: NetOp log event codes and arguments are tabulated in [NetOp Log Events](#).

Log File

Note: This section will be enabled only if *Log Locally* is selected on the [Log Setup Tab](#).

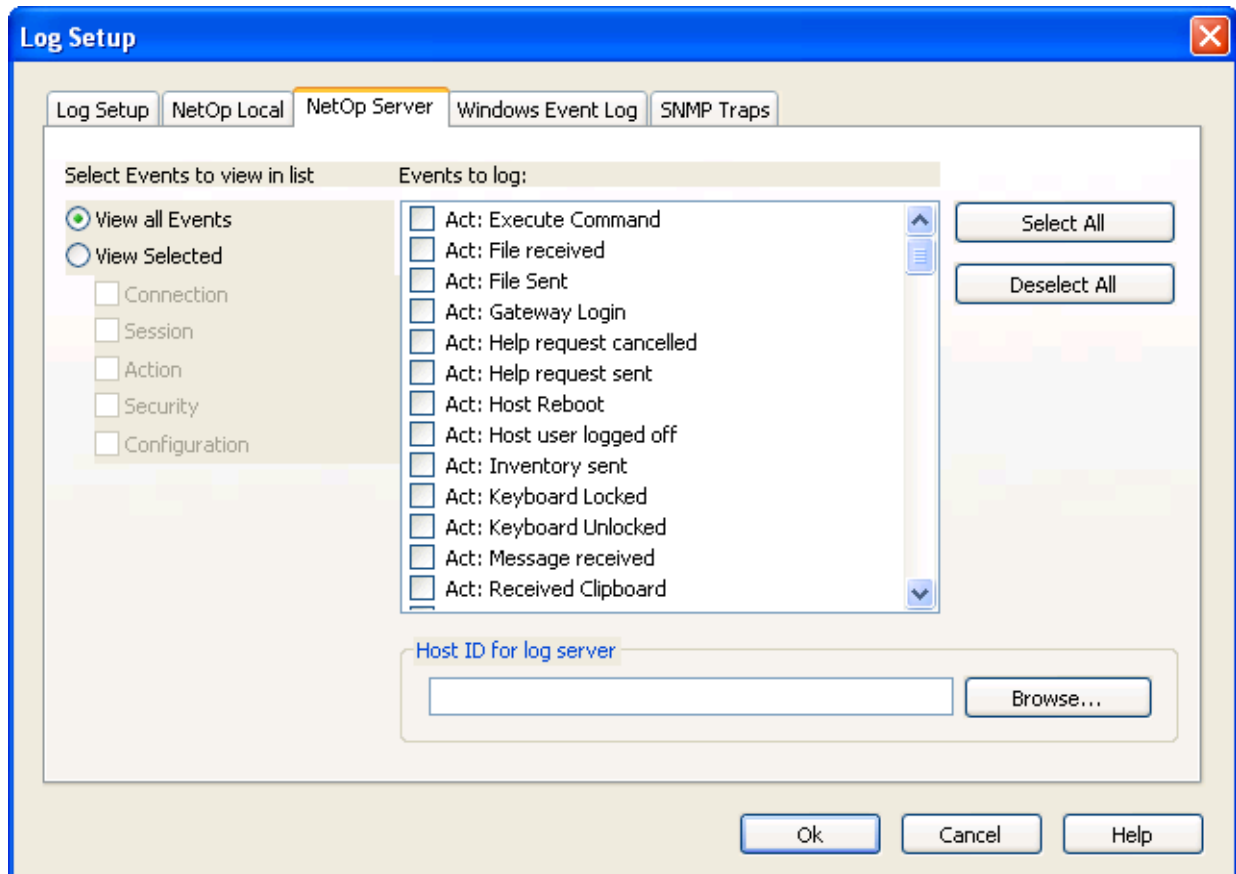
5.4 NetOp Log

Log file name: []: This field will display the (path and) name of the log file (default: *NETOP.LOG*). If no path is specified, the log file will reside in the [NetOp Configuration Files](#) directory, typically *C:\Documents and Settings\<User name>\Application Data\Danware Data\NetOp Remote Control\<Module name>*.

Write to disk for each log entry: Leave this box checked to write each NetOp event to the local NetOp log file immediately (default: checked). Uncheck this box to write NetOp events to the local NetOp log file when the NetOp module is unloaded, which consumes less processor capacity.

Note: A new local NetOp log file that will be created when the NetOp module is loaded will overwrite an old local NetOp log file with the same path and file name.

5.4.1.3 NetOp Server Tab



This tab selects which NetOp events shall be logged and specifies the Host ID of the logging server.

Select Events to view in list

Select one of these options to display checked event names in the *Events to log* pane to the right:

- View all Events*: Display all available events (default selection).
- View Selected*: Enable these options:
 - Connection*: Check this box to display available connection events.
 - Session*: Check this box to display available session events.
 - Action*: Check this box to display available action events.
 - Security*: Check this box to display available security events.
 - Configuration*: Check this box to display available configuration events.

Events to log: []: This pane displays checked names of events of the types selected to the left. Check boxes to select logging of events (default: all unchecked).

Select all: Click this button to check all boxes in the *Events to log* pane.

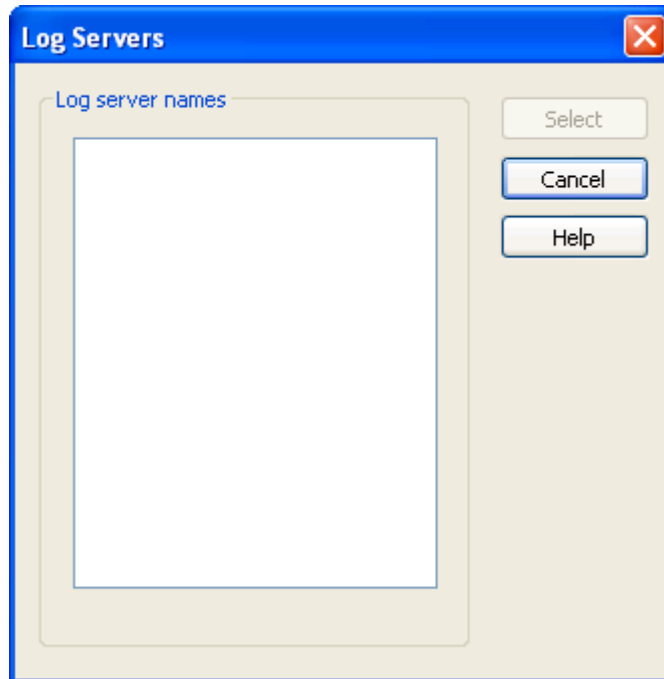
Deselect all: Click this button to uncheck all boxes in the *Events to log* pane.

Note: NetOp log event codes and arguments are tabulated in [NetOp Log Events](#).

Host ID for Log Server

Note: This section will be enabled only if *Log on NetOp Server* is selected on the [Log Setup Tab](#).

Specify in this field the Host ID of the NetOp server selected for logging events or click *Browse...* to browse the network for available logging NetOp servers to display this window:

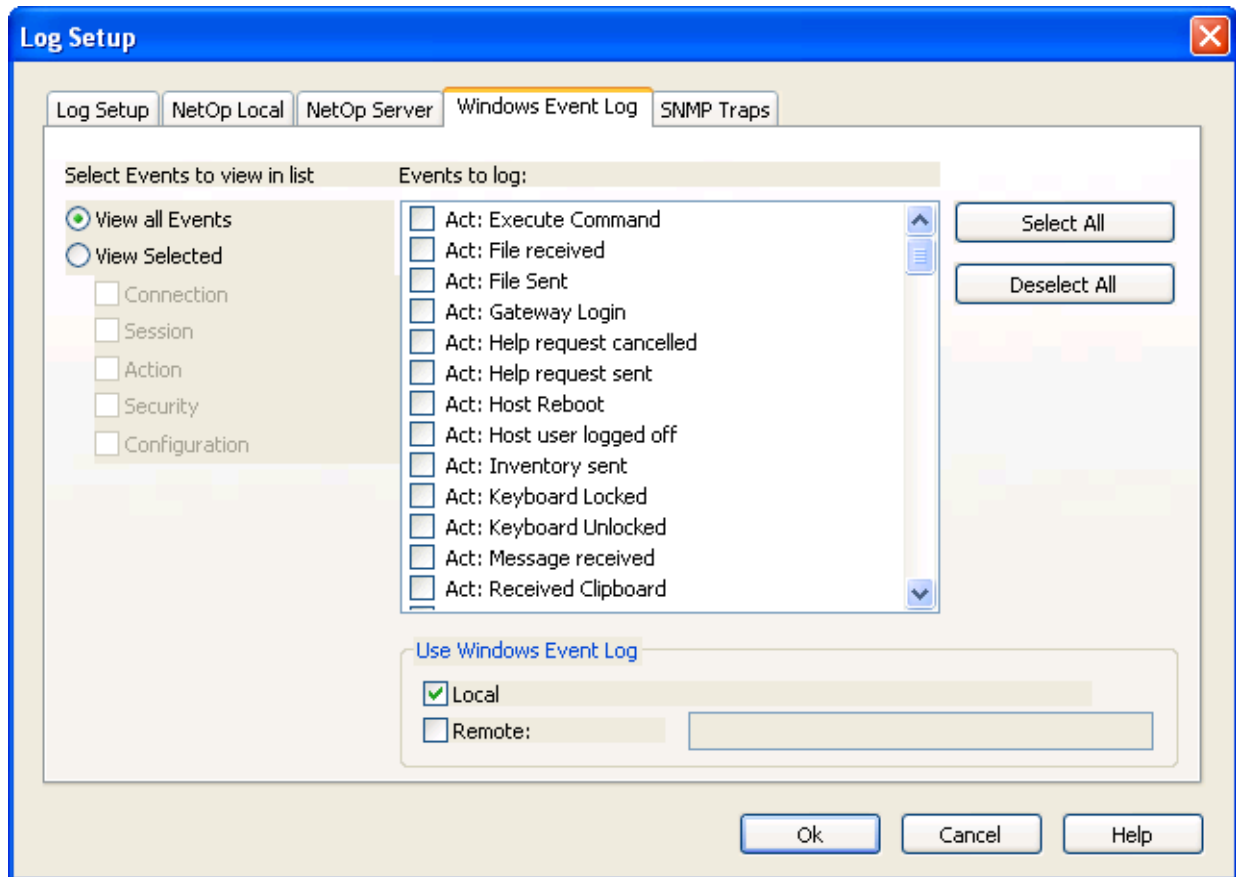


The pane will display the Host IDs of responding logging NetOp servers.

Select: Select a Host ID in the pane and click this button to display it in the field.

Note: If on a Host or extended Host the [Guest Access Security](#) option [Use NetOp Security Server](#) has been selected, leave the *Host ID for Log Server* field empty to log in the *NetOp Log* of the specified security server group security database.

5.4.1.4 Windows Event Log Tab



This tab selects which NetOp events shall be logged and specifies Windows event logs.

Select Events to view in list

Select one of these options to display checked event names in the *Events to log* pane to the right:

- View all Events*: Display all available events (default selection).
- View Selected*: Enable these options:
 - Connection*: Check this box to display available connection events.
 - Session*: Check this box to display available session events.
 - Action*: Check this box to display available action events.
 - Security*: Check this box to display available security events.
 - Configuration*: Check this box to display available configuration events.

Events to log: []: This pane displays checked names of events of the types selected to the left. Check boxes to select logging of events (default: all unchecked).

Select all: Click this button to check all boxes in the *Events to log* pane.

Deselect all: Click this button to uncheck all boxes in the *Events to log* pane.

Note: NetOp log event codes and arguments are tabulated in [NetOp Log Events](#).

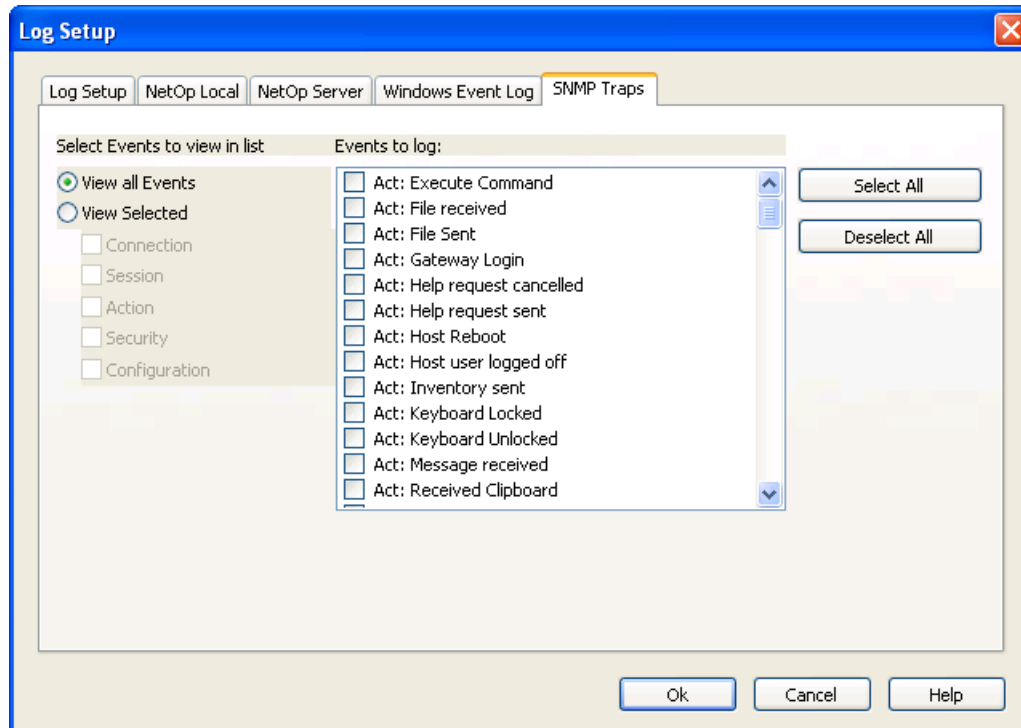
Use Windows Event Log

Note: This section will be enabled only if *Log to Windows Event Log* is selected on the [Log Setup Tab](#).

Local: Leave this box checked to log NetOp events in the Windows event log of the computer (default: checked).

Remote: *[[]*: Check this box to log NetOp events in the Windows event log of a remote Windows Server 2003/XP/2000/NT computer (default: unchecked). Specify in the field the Windows name of the remote computer.

5.4.1.5 SNMP Traps Tab



This tab selects which NetOp events to log in a management information system.

Select Events to view in list

Select one of these options to display checked event names in the *Events to log* pane to the right:

View all Events: Display all available events (default selection).

View Selected: Enable these options:

Connection: Check this box to display available connection events.

Session: Check this box to display available session events.

Action: Check this box to display available action events.

Security: Check this box to display available security events.

Configuration: Check this box to display available configuration events.

Events to log: *[[]*: This pane displays checked names of events of the types selected to the left. Check boxes to select logging of events (default: all unchecked).

Select all: Click this button to check all boxes in the *Events to log* pane.

Deselect all: Click this button to uncheck all boxes in the *Events to log* pane.

Note: NetOp log event codes and arguments are tabulated in [NetOp Log Events](#).

If *Log using SNMP Traps* has been checked on the *Log Setup* tab, a Simple Network Management Protocol (SNMP) message will be sent each time a selected NetOp event occurs. NetOp SNMP events are defined in the *Danware.mib* file that resides in the directory where the NetOp module is installed.

5.4 NetOp Log

5.4.2 Local NetOp Log

The local NetOp log file is a plain text file with text lines that each log a NetOp event.

Events are ordered chronologically. This example from a Guest log illustrates the typical contents of a log:

```
20011009,15:41,Guest1,0,00000,00000,GACTCOMPR+,TCP/IP
20011009,15:41,Guest1,1,00000,00000,GCONCALL ,192.168.1.3
20011009,15:41,Guest1,2,00000,00000,GSESFXFER+,
20011009,15:42,Guest1,3,00000,00000,*ACTFILE -,C:\test.txt
20011009,15:42,Guest1,4,00000,00000,GSESFXFER-,
20011009,15:42,Guest1,5,00000,00000,GSESRC -,
20011009,15:42,Guest1,6,00000,00000,GCONHNGUP ,192.168.1.3
20011009,15:42,Guest1,7,00000,00000,GACTCOMPR-,
```

Note: NetOp log event codes and arguments are tabulated in [NetOp Log Events](#).

Each line contains this information: date, time, NetOp module name, event number, error code 1, error code 2, event code, arguments.

Note: Error codes are currently not implemented and should always be 00000.

The log file above recorded these events:

On October 9, 2001 at 15:41 hours the Guest Guest1 enabled the communication profile TCP/IP.

It connected to the Host with the name 192.168.1.3.

It started a file transfer session.

It sent the file *C:\test.txt*.

Find out yourself what then happened.

5.4.3 NetOp Log Events

This section displays tables of NetOp events in these sections:

[Guest NetOp Log Events](#)

[Host and Extended Host NetOp Log Events](#)

5.4.3.1 Guest NetOp Log Events

These NetOp events can be logged from a Guest:

Connection

Event Name	Event Code	Arguments
Con: Call Host	GCONCALL	Host name
Con: Disconnect Host	GCONHNGUP	Host name
Con: Connection lost	*CONLOST	Host name
Con: User authenticated	GCONUSER	(none)

Session

Event Name	Event Code	Arguments
Ses: Remote control started	GSESRC +	Host name
Ses: Remote control stopped	GSESRC -	Host name
Ses: File transfer started	GSESFXFER+	(none)
Ses: File transfer stopped	GSESFXFER-	(none)
Ses: Chat started	GSESCHAT +	(none)
Ses: Chat stopped	GSESCHAT -	(none)
Ses: Audio started	GSESAUDIO+	(none)
Ses: Audio stopped	GSESAUDIO-	(none)
Ses: Remote Management started	GSESRM +	Host name
Ses: Remote Management stopped	GSESRM -	Host name

Action

Event Name	Event Code	Arguments
Act: Help service start	GACTHLPSV+	(none)
Act: Help service stop	GACTHLPSV-	(none)
Act: Help request received	GACTHLPRQ+	Host name
Act: Help request cancelled	GACTHLPRQ-	Host name
Act: File received	*ACTFILE +	File path and name
Act: File Sent	*ACTFILE -	File path and name
Act: Host Rebooted	*ACTBOOT	Host name
Act: Session recording started	GACTREC +	Recording file path and name
Act: Session recording stopped	GACTREC -	Recording file path and name
Act: Windows event logging failed	*ACTWIN !	(none)
Act: SNMP trapping failed	*ACTSNMP !	(none)
Act: Received Clipboard	*ACTCLPB +	(none)
Act: Sent Clipboard	*ACTCLPB -	(none)
Act: Received Print Job	*ACTPRINT+	(none)
Act: Sent Print Job	*ACTPRINT-	(none)
Act: Communication Profile Started	GACTCOMPR+	Communication profile name
Act: Communication Profile Stopped	GACTCOMPR-	[Communication profile name]
Act: Inventory received	GACTINV	Host name
Act: Message sent	GACTMSG	Host name

Security

Event Name	Event Code	Arguments
Sec: Password rejected	*SECPW !	Host name
Sec: Confirm access denied	*SECCA !	Host name
Sec: Security Server login	GSECACSRV+	Logon name
Sec: Security Server log off	GSECACSRV-	(none)

5.4 NetOp Log

Configuration

Event Name	Event Code	Arguments
Cfg: Help service name defined	GCFGHLPSV+	Help service name
Cfg: Help service name deleted	GCFGHLPSV-	Help service name
Cfg: Local logging turned on	*CFGLLOC +	Log file name
Cfg: Local logging turned off	*CFGLLOC -	Log file name
Cfg: Local logging filename changed	*CFGLFILE*	New log file name
Cfg: Server logging turned on	*CFGLSRV +	Log server name
Cfg: Server logging turned off	*CFGLSRV -	Log server name
Cfg: Windows event logging turned on	*CFGLWIN +	If remote: computer name
Cfg: Windows event logging turned off	*CFGLWIN -	If remote: computer name
Cfg: Sending SNMP traps turned on	*CFGLSNMP+	(none)
Cfg: Sending SNMP traps turned off	*CFGLSNMP-	(none)
Cfg: Security Server password changed	GCFGACPW *	NetOp Guest ID
Cfg: Web update check	*CFGWUCHK	Old build, new build, [timeout error]
Cfg: Web update download	*CFGWUDL	File name, [timeout error]
Cfg: Web update install	*CFGWUINST	(none)
Cfg: Web update success	*CFGWU *	Old build, new build
Cfg: Web update failed	*CFGWU !	Old build, error message

5.4.3.2 Host and Extended Host NetOp Log Events

These NetOp events can be logged from a Host or extended Host:

Connection

Event Name	Event Code	Arguments
Con: Host started	HCON +	(none)
Con: Host stopped	HCON -	(none)
Con: Callback	HCONCALLB	Callback number
Con: Connection lost	*CONLOST	(none)
Con: Name Server started	HCONNNS +	(none)
Con: Name Server stopped	HCONNNS -	(none)
Con: Security Server started	HCONNSS +	(none)
Con: Security Server stopped	HCONNSS -	(none)
Con: Gateway started	HCONGW +	(none)
Con: Gateway stopped	HCONGW -	(none)

Session

Event Name	Event Code	Arguments
Ses: Session started	HSES +	Guest name
Ses: Session stopped	HSES -	Guest name
Ses: Remote control started	HSESRC +	Guest name
Ses: Remote control stopped	HSESRC -	Guest name
Ses: File transfer started	HSESFYFER+	Guest name
Ses: File transfer stopped	HSESFYFER-	Guest name
Ses: Chat started	HSESCHAT +	Guest name
Ses: Chat stopped	HSESCHAT -	Guest name
Ses: Audio started	HSESAUDIO+	Guest name
Ses: Audio stopped	HSESAUDIO-	Guest name
Ses: Remote Management started	HSESRM +	Guest name
Ses: Remote Management stopped	HSESRM -	Guest name

Action

Event Name	Event Code	Arguments
Act: Help request sent	HACTHLPRQ+	Help service name, problem description
Act: Help request cancelled	HACTHLPRQ-	(none)
Act: File received	*ACTFILE +	File path and name
Act: File sent	*ACTFILE -	File path and name
Act: Host reboot	*ACTBOOT	(none)
Act: Run Program	HACTRUN	Program name
Act: Execute Command	HACTEXE	Command name
Act: Windows event logging failed	*ACTWIN !	(none)
Act: SNMP trapping failed	*ACTSNMP !	(none)
Act: Received clipboard	*ACTCLPB +	(none)
Act: Sent clipboard	*ACTCLPB -	(none)
Act: Received print job	*ACTPRINT+	(none)
Act: Sent print job	*ACTPRINT-	(none)
Act: Keyboard locked	HACTKBD -	(none)
Act: Keyboard unlocked	HACTKBD +	(none)
Act: Screen blanked	HACTSCR -	(none)
Act: Screen unblanked	HACTSCR +	(none)
Act: Host user logged off	HACTLOFF	(none)
Act: Gateway login	HACTGW +	Connecting module name
Act: Inventory sent	HACTINV	Guest name
Act: Message received	HACTMSG	Guest name

Security

Event Name	Event Code	Arguments
Sec: Individual security enabled and changed	HSECINDIV+	Guest access method
Sec: Individual security disabled	HSECINDIV-	Guest access method
Sec: Security role added	HSECROLE +	Security role name
Sec: Security role deleted	HSECROLE -	Security role name
Sec: Security role changed	HSECROLE *	Security role name
Sec: Guest added to role	HSECGUEST+	Guest name
Sec: Guest deleted from role	HSECGUEST-	Guest name
Sec: Guest changed in role	HSECGUEST*	Guest name
Sec: Password enabled	HSECPW +	If <i>individual</i> : Guest name
Sec: Password disabled	HSECPW -	If <i>individual</i> : Guest name
Sec: Password changed	HSECPW *	If <i>individual</i> : Guest name
Sec: Callback enabled (<i>default</i> only)	HSECCALLB+	(none)
Sec: Callback disabled (<i>default</i> only)	HSECCALLB-	(none)
Sec: Callback changed (<i>default</i> only)	HSECCALLB*	(none)
Sec: Confirm access enabled	HSECCA +	If <i>individual</i> : security role name
Sec: Confirm access disabled	HSECCA -	If <i>individual</i> : security role name
Sec: Password rejected	*SECPW !	Guest name
Sec: Confirm access denied	*SECCA !	(none)
Sec: Illegal password limit reached	HSECPWLIM!	(none)
Sec: Timeout limit exceeded	HSECTMOUT	AC (inactivity), AU (authentication) or CA (confirm access).

5.4 NetOp Log

Configuration

Event Name	Event Code	Arguments
Cfg: Local logging started	*CFGLLOC +	Log file name
Cfg: Local logging stopped	*CFGLLOC -	Log file name
Cfg: Local logging filename changed	*CFGLFILE*	New log file name
Cfg: Server logging started	*CFGLSRV +	Log server name
Cfg: Server logging stopped	*CFGLSRV -	Log server name
Cfg: Windows event logging started	*CFGLWIN +	If remote: computer name
Cfg: Windows event logging stopped	*CFGLWIN -	If remote: computer name
Cfg: Sending SNMP traps started	*CFGLSNMP+	(none)
Cfg: Sending SNMP traps stopped	*CFGLSNMP-	(none)
Cfg: Option change: Start at load	HCFGOWAIT*	ON/OFF
Cfg: Option change: Load with OS	HCFGOLoad*	ON/OFF
Cfg: Option change: Minimize at startup	HCFGOMIST*	ON/OFF
Cfg: Option change: Stealth mode	HCFGOSTLT*	ON/OFF
Cfg: Option change: Minimize on connection	HCFGOMICO*	ON/OFF
Cfg: Option change: On top	HCFGOTOP *	ON/OFF
Cfg: Option change: Show file transfer	HCFGOSFX *	ON/OFF
Cfg: Option change: Send keep alive	HCFGOLIV*	ON/OFF
Cfg: Option selected: Boot after disconnect	HCFGBOOT+	(none)
Cfg: Option selected: Logoff after disconnect	HCFGOLOGO+	(none)
Cfg: Option selected: Lock after disconnect	HCFGOLOCK+	(none)
Cfg: Option selected: Nothing after disconnect	HCFGONOTH+	(none)
Cfg: Option change: Naming method	HCFGONAME *	(none)
Cfg: Option change: Public Host name	HCFGOPUBN*	ON/OFF
Cfg: Option change: Enable user name	HCFGOUSRN*	ON/OFF
Cfg: Option change: Connection notification	HCFGONOTI *	(none)
Cfg: Option change: Help Request description	HCFGOHRD *	(none)
Cfg: Option change: Help Request provider	HCFGOHRP *	(none)
Cfg: Option change: Help Request communication	HCFGOHRC *	(none)
Cfg: Option change: Help Request phone/IP	HCFGOHRPI*	(none)
Cfg: Option change: Help Request show icon	HCFGOHRSI*	ON/OFF
Cfg: Option change: Audio full duplex	HCFGOAUFD*	ON/OFF
Cfg: Option change: Audio silence level	HCFGOAUSL*	(none)
Cfg: Option change: Audio line hold	HCFGOAULH*	(none)
Cfg: Option change: Name space ID	HCFGONSID*	(none)
Cfg: Maintenance requiry changed for Guest	HCFGMRQG*	(none)
Cfg: Maintenance requiry changed for Gateway	HCFGMRQGW*	(none)
Cfg: Maintenance requiry changed for other	HCFGMRQO *	(none)
Cfg: Maintenance requiry changed for exit/stop	HCFGMRQEX*	(none)
Cfg: Protect files changed	HCFGPROTS*	(none)
Cfg: Maintenance password changed	HCFGMTPW *	(none)
Cfg: Guest access allow to changed (<i>default only</i>)	HCFGGALLW*	(none)
Cfg: MAC/IP address list changed	HCFGMACIP*	(none)
Cfg: File transfer disable changed	HCFGFX *	(none)
Cfg: Security Server group ID changed	HCFGSSG *	(none)
Cfg: Web update check	*CFGWUCHK	Old build, new build, [timeout error]

Cfg: Web update download	*CFGWUDL	File name, [timeout error]
Cfg: Web update install	*CFGWUINST	(none)
Cfg: Web update success	*CFGWU *	Old build, new build
Cfg: Web update failed	*CFGWU !	Old build, error message

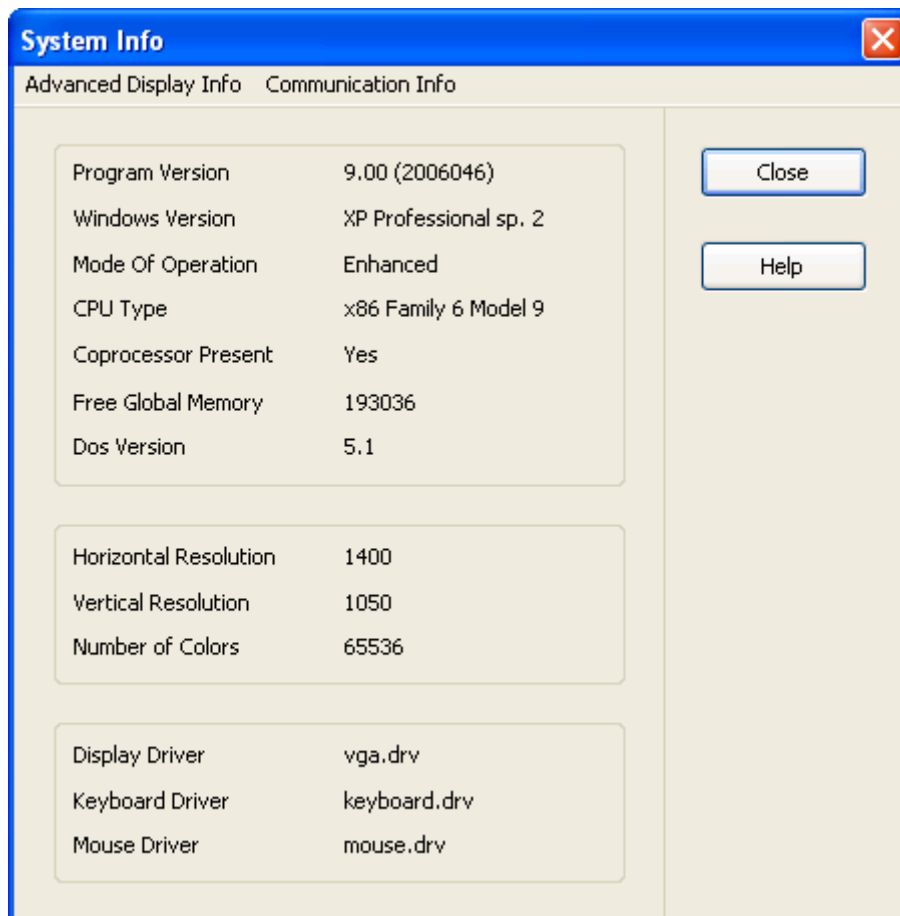
Gateway

These NetOp events can be logged from a Gateway:

Event Name	Event Code	Arguments
GW: Gateway access allowed	HGW ACCES+	(none)
GW: Gateway callback	HGW CALLB	Callback number
GW: Gateway callback changed (<i>default</i> only)	HGW CALLB*	(none)
GW: Gateway callback disabled (<i>default</i> only)	HGW CALLB-	(none)
GW: Gateway callback enabled (<i>default</i> only)	HGW CALLB+	(none)
GW: Gateway group defined	HGW GROUP+	Security role name
GW: Gateway group deleted	HGW GROUP-	Security role name
GW: Gateway Guest added	HGW GUEST+	Guest name
GW: Gateway Guest changed	HGW GUEST*	Guest name
GW: Gateway Guest deleted	HGW GUEST-	Guest name
GW: Gateway individual security disabled	HGW INSEC-	(none)
GW: Gateway individual security enabled (and changed)	HGW INSEC+	(none)
GW: Gateway NSS GID changed	HGW SSGID*	(none)
GW: Gateway password changed (<i>default</i> only)	HGW PW *	(none)
GW: Gateway password disabled (<i>default</i> only)	HGW PW -	(none)
GW: Gateway password enabled (<i>default</i> only)	HGW PW +	(none)
GW: Gateway password rejected	*SECGWPW !	Connecting module name

5.5 System Info

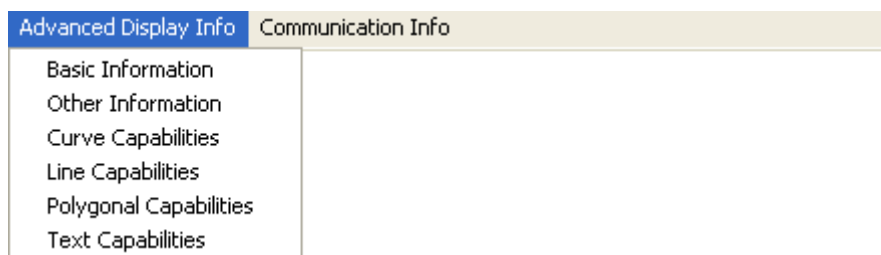
In the [Help Menu About...](#) command [About NetOp Remote Control Guest](#) window, click the *System info...* button to display this window:



This window has two menus, see below, and displays selected system information in three sections:

- The upper section displays summary program and system information.
- The middle section displays summary screen information.
- The lower section displays summary driver information.

Advanced Display Info Menu

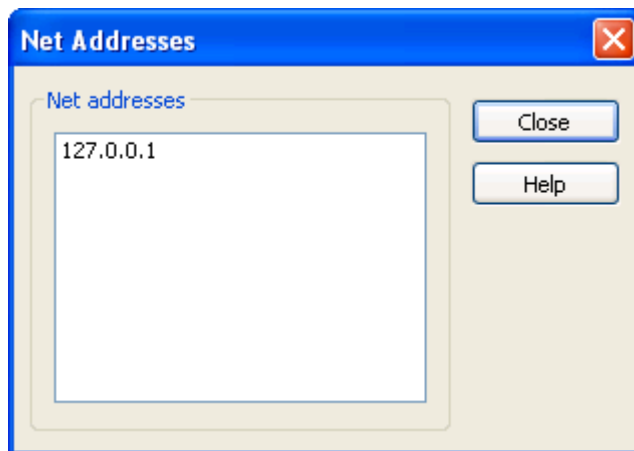


Select a command to display detailed information on the current screen display in a *Screen Info* window.

Communication Info Menu



This menu contains one command, *Net Addresses*. Click this command to display this window:



Net Addresses []: This pane displays computer network addresses enabled in NetOp.

Note: Network addresses are enabled in NetOp only when communication profiles using networking communication devices are enabled.

5.6 NETOP.INI

When NetOp is installed on a computer for the first time, a file named *NETOP.INI* will be created in the computer operating system directory (*C:\Windows* or *C:\WINNT*).

This file will be read when a NetOp module is installed or loaded on the computer. *NETOP.INI* contains installation and startup information that determines how NetOp modules are installed and loaded.

Typically, you do not need to worry about the *NETOP.INI* file, but you can edit it to apply certain options.

NETOP.INI uses the standard Windows *INI* file format with sections, keys and values. It is a plain text file that can be edited with a standard text editor like Windows Notepad.

The *NETOP.INI* file can contain these sections:

[*INSTALL*]: Specifies NetOp installation settings.

[*COEXISTENCE*]: Specifies settings for running different NetOp modules on a computer at the same time.

[*GUEST*], [*HOST*], [*GATEWAY*], [*NNS*], [*NSS*]: Specify startup settings for NetOp modules.

[*IPX*]: Specifies startup settings for the IPX communication device.

[*NETBIOS*]: Specifies startup settings for the NetBIOS communication device.

[*TCP*]: Specifies startup settings for the TCP communication device.

[*DTL*]: Specifies special communication settings.

[*AUDIO*]: Specifies special audio settings.

Other sections can be included in the *NETOP.INI* file.

Note: In the NetOp [KnowledgeBase](#), look into the *Documentation* section *NETOP.INI* settings subsection to view all currently available NETOP.INI setting options.

5.6.1 [INSTALL] Section

This section that by default is included specifies the installation directories and program folder of the most recently installed NetOp programs. These specifications are the default suggestions when reinstalling NetOp.

5.6.2 [COEXISTENCE] Section

This section that by default is included specifies settings for replacing one running NetOp module with another and running different NetOp modules at the same time.

Low level coexistence allows NetOp Guest to be loaded on a computer running NetOp Host or an extended NetOp Host, temporarily suspending NetOp Host, or vice versa. A Host connected to a Guest cannot be suspended. Guest connections to Hosts will be disconnected when a running Guest is replaced by a Host.

High level coexistence allows a NetOp Guest to run on a computer at the same time as a NetOp Host or extended Host.

This section can contain these keys:

`COEXIST=<1, 0 or 2>`

The default value 1 will enable low level coexistence, the value 0 will disable coexistence and the value 2 will enable high level coexistence. If the key is missing, coexistence will be disabled.

`LOAD_WARNING=<1 or 0>`

The default value 1 will displays a warning message when the user attempts low level coexistence. The user will have the options to proceed or cancel. The value 0 will display no warning message. If the key is missing, a warning message will be displayed.

`DEBUG=<0 or 1>`

This optional key can be added to display the loader program commands executing in a separate window. If the key is missing or its value is set to 0, the loader program window will not be displayed. If the value is set to 1, the loader program window will be displayed.

Note: High level coexistence will enable cascading remote control, i.e. a Guest remote controlling a Host on a computer that is running a Guest that in turn remote controls another Host. Running a Guest and a Host on a computer at the same time requires that they use different communication profiles. If two TCP/IP communication profiles are used, they must use different receive port numbers.

5.6.3 [GUEST], [HOST], [GATEWAY], [NNS] and [NSS] Sections

You can use these optional sections for specifying non-default locations of configuration and other files created and used by NetOp modules, see [Other Locations of NetOp Configuration Files](#). These sections and keys can be used:

[GUEST]

`DataPath=<Path>`, specifying the path to Guest configuration and other files.

`HistoryPath=<Path>`, specifying the path to Guest history files.

`PhonebookPath=<Path>`, specifying the path to Guest phonebook files.

`RecordPath=<Path>`, specifying the path to Guest record files.

`ScriptPath=<Path>`, specifying the path to Guest script files.

and/or

[HOST]

`DataPath=<Path>`, specifying the path to Host configuration and other files.

`MessagePath=<Path>`, specifying the path to Host message files.

and/or

[GATEWAY]

`DataPath=<Path>`, specifying the path to Gateway configuration and other files.

MessagePath=<Path>, specifying the path to Gateway message files.

and/or

[NNS]

DataPath=<Path>, specifying the path to Name Server configuration and other files.

MessagePath=<Path>, specifying the path to Name Server message files.

and/or

[NSS]

DataPath=<Path>, specifying the path to Security Server configuration and other files.

MessagePath=<Path>, specifying the path to Security Server message files.

Other keys can be included in the sections.

Note: The [HOST] key ActualBufferReleaseBlock=<Numbers> is information written by the Host program to the *NETOP.INI* file. It is unimportant to the user but can be used by NetOp specialists for troubleshooting.

5.6.4 [IPX] Section

This optional section can contain this key:

Max_Packet_Size=<Number>, where <Number> meaning the maximum communication packet size in bytes can be set between 512 and 5000.

This setting can be used for solving communication problems, see [IPX Settings](#).

5.6.5 [NetBIOS] Section

This optional section can contain this key:

Max_Packet_Size=<Number>, where <Number> meaning the maximum communication packet size in bytes can be set between 512 and 5000.

This setting can be used for solving communication problems, see [NetBIOS Settings](#).

5.6.6 [TCP] Section

This optional section can contain this key:

BindToRecvPort=True

When starting a [TCP/IP \(TCP\)](#) session, Winsock will by default allocate an available *Receive port* number and not bind to the *Receive port* number specified by NetOp for listening. To bind session communication to the *Receive port* number specified by NetOp, use this key.

5.6.7 [DTL] Section

This optional section can contain this key:

TimeOutTimes=<Number>, where <Number> meaning the number of resends in addition to the default 10 that will be applied to get data packets through can be set between 1 and 50.

Setting this key may be necessary when data packets take a long time to get through or get lost.

5.6.8 [AUDIO] Section

This optional section can contain this key:

Sound_Mix=<Sound mix recording mode name>

This key may be necessary on NetOp Host to enable the transfer of Host application sound if the sound mix recording mode name of the Host computer audio device (sound card) is different from *Wave Out Mix*, see [Tool Buttons](#).

5.7 NetOp Configuration Files

5.6.9 Example

For clarification, a sample *NETOP.INI* file is shown below with explanations to the right.

NETOP.INI file	Explanation
[INSTALL]	The INSTALL section
DIRECTORY=C:\Program Files\Danware Data\NetOp Remote Control	The NetOp program files reside in the directory <i>C:\Program Files\Danware Data\NetOp Remote Control</i>
FOLDER=NetOp Remote Control	The name of the program folder is <i>NetOp Remote Control</i>
[COEXISTENCE]	The COEXISTENCE section
COEXIST=1	Low level coexistence shall be enabled
DEBUG=1	Loader program commands shall be displayed
LOAD_WARNING=1	A load warning window shall be displayed
[Guest]	The Guest section
DataPath=F:\SHARED\DATA\Guest	The Guest configuration files reside in the directory <i>F:\SHARED\DATA\Guest</i>
[Host]	The Host section
DataPath=F:\SHARED\DATA\Host	The Host configuration files reside in the directory <i>F:\SHARED\DATA\Host</i>
[IPX]	The IPX section
Max_Packet_Size=512	Transmit IPX data in packets not larger than 512 bytes
[NETBIOS]	The NETBIOS section
Max_Packet_Size=2500	Transmit NetBIOS data in packets not larger than 2500 bytes
[DTL]	The DTL section
TimeOutTimes=10	Add 10 resends to the default 10

5.7 NetOp Configuration Files

The setup of NetOp modules is stored in configuration files, typically with the extension *ndb* (NetOp DataBase).

When a NetOp module is installed on a computer, configuration files specifying the installed setup are created in the directory where the NetOp module is installed.

When a user loads a NetOp module for the first time after installation, configuration files are copied from the directory where the NetOp module is installed to a user configuration directory.

The [Setup Wizard](#) will run for the user to create a customized setup, the settings of which will be written to the configuration files in the user configuration directory.

Directory folders for other NetOp files created by the user will be created in the user configuration directory.

NetOp log files created by the user will by default be saved in the user configuration directory.

This table gives an overview of NetOp configuration and other files, their default location and content:

File name	Default location	File contents
Common files:		
COMIPLST.NDB	<Guest> or <Host>	IP broadcast list
COMPROF.NDB	<Guest> or <Host>	Communication profiles
MODEMS.NDB	<Guest> or <Host>	Modem database
NETOP.LOG	<Guest> or <Host>	Local event log (default name)
Guest files:		
INVCUITM.XML	<Guest>	Inventory custom items
NOWCONF.NDB	<Guest>	Guest setup
RUNPROG.NDB	<Guest>	Run program specifications
*.DWC	<Guest>\PhBook	Phonebook records
*.DWC	<Guest>\History	History records
*.DWR	<Guest>\record	Recording records
*.DWS	<Guest>\script	Scripts
*.XML	<Guest>\inventor	Host inventories
*.BMP	<Guest>\SnapShot	Host screen images
NFM.LOG	<Guest>	File manager log (default name)
NGUESTW.LOG	<Guest>	Guest debug trace
SCRIPT.LOG	<Guest>	Script log (default name)
Host and extended Host files:		
ANUMLIST.NDB	<Host>	Allowed ISDN numbers
DIRSERV.NDB	<Host>	Directory services setup
MACLIST.NDB	<Host>	Allowed Guest IP or MAC addresses
NHSTCONF.NDB	<Host>	Host setup
SECUR_DS.NDB	<Host>	Directory services roles, users and groups
SECUR_NT.NDB	<Host>	Windows roles, users and groups
SECURITY.NDB	<Host>	NetOp roles and Guests
*.RTF	<Host>\Messages	Messages
NHOSTW.LOG	<Host>	Host debug trace
Gateway files:		
GWSCR_NT.NDB	<Gateway>	Gateway Windows roles, users and groups
GWSCRNTY.NDB	<Gateway>	Gateway NetOp roles and Guests

The meanings of <Guest>, <Host> and <Gateway> are explained in [Default Location of NetOp Configuration Files](#).

When a user changes the setup of a NetOp module during use, changes are written to the configuration files in the user configuration directory immediately or when the NetOp module is unloaded.

When a user loads a NetOp module, the configuration files in the user configuration directory are read to re-establish the setup that existed when the user last unloaded the NetOp module.

If the user configuration files are write protected or access to the directories in which they reside is denied, user setup changes cannot be written to files and will not be retained.

The setup of a NetOp module can be protected by applying a [Maintenance Password](#). Host user configuration files can be protected when the Host is running or connected.

If user configuration files are deleted, the user setup of deleted user configuration files will be lost. When the module is loaded after deleting user configuration files, a new user setup in new user configuration files will be created.

Most *ndb* files are written in a NetOp proprietary format and cannot be read or edited separately.

5.7 NetOp Configuration Files

5.7.1 Default Location of NetOp Configuration Files

Computer users can set up NetOp modules partly individually if user profiles are implemented on the computer and generally if user profiles are not implemented.

User profiles are implemented with Windows NT systems (Windows Server 2003, XP, 2000 and NT), and user profiles can be implemented with Windows 9x systems (Windows ME, 98 and 95).

On Windows Server 2003, XP and 2000, user profile directories are typically *C:\Documents and Settings\<Windows logon user name>*.

On Windows NT, user profile directories are typically *C:\WINNT\Profiles\<Windows logon user name>*.

On Windows 9x (ME, 98 and 95), user profile directories, if implemented, are typically *C:\Windows\Profiles\<Windows logon user name>*.

By default, user configuration files will reside in the path:

<User profile directory>\Application Data\<NetOp module path>,

where *<NetOp module path>* is the full path to the directory where the NetOp module is installed. If the NetOp module is installed in the *C:\Program Files* directory, only the path from that directory will be used in *<NetOp module path>*.

Note: *Application Data* is a hidden folder that will be displayed only if you select to display hidden folders.

If user profiles are implemented on a computer, user Guest configuration files will by default reside in the profile directory of the user logged on to Windows and will be individual to the user (*<Guest>*).

If user profiles are implemented on a computer, user Host and extended Host configuration files will by default reside in the *All Users* profile directory and will be general to all users of the computer (*<Host>* and *<Gateway>*).

If user profiles are not implemented on a computer, user configuration files will by default reside in a *Config* directory in the directory where the NetOp module is installed (*<Guest>*, *<Host>* and *<Gateway>*).

5.7.2 Other Locations of NetOp Configuration Files

NetOp configuration files can be placed in another user individual or general location. In that case, these keys must exist in the [NETOP.INI](#) file:

```
[GUEST]
DataPath=<Path>
HistoryPath=<Path>
InventoryPath=<Path>
PhonebookPath=<Path>
RecordPath=<Path>
ScriptPath=<Path>
```

and/or

```
[HOST]
DataPath=<Path>
MessagePath=<Path>
```

and/or

```
[GATEWAY]
DataPath=<Path>
MessagePath=<Path>
```

and/or

```
[NNS]
DataPath=<Path>
```

MessagePath=<Path>

and/or

[NSS]

DataPath=<Path>

MessagePath=<Path>

- where <Path> is the full path to the directory where user configuration files shall be stored.

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