NETOP[™] RemoteControl Secure Remote Management and Support

Create Help Requests from Android and Windows Hosts



Netop develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet. For more information, see <u>www.netop.com</u>.

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Introduction

This document describes the configuration steps you need to create help requests from an Android Host and a Windows Host.

To create a help request from an Android or a Windows Host, you need to follow these steps:

- 1. Configure the Guest.
- 2. If you request help through the Netop Gateway, you need to configure the Gateway.
- 3. Configure the Host.
- 4. Request help.

1 Configure the Guest

 Go to Tools > Communication Profiles and select the communication profile that you want to be used for reaching the Guest (E.g.: LAN (TCP)). That means that the Guest needs to be visible.

Communication Profile Setup	x
Communication Profile Setup	<u>C</u> lose <u>H</u> elp
✓ Extr(CCP) NetBIOS NetBIOS over TCP/IP (0) ✓ TCP/IP NetBIOS Verticity NetBIOS NetBIOS over TCP/IP (0) ✓ TCP/IP NetBIOS NetBIOS over TCP/IP (0) ✓ TCP/IP NetBIOS NetBIOS over TCP/IP (0) ✓ TCP/IP	

- 2. Click **Close**. You might be requested to restart the Guest.
- 3. Go to Tools > Program Options and click the Help Request tab.
- 4. Enable Help Requests and Enable Help Services.
- 5. Enter at least one help service (this will be the one entered by the Host in the **Help Provider** field, if the field is not left empty).

Program Options				
Remote Control Clipboard Monitor Audio-Video Chat				
Encryption Inventory Smart Card Intel vPro Skins Web Update				
Layout General Cache Logon Host Name Directory Services				
Remote Printing Recording Sounds Help Request Run				
Help Request Settings				
✓ Enable Help Request				
Help Service Service Ticket WebConnect				
Enable Help Services				
Help service <u>1</u> :				
Myservice				
Help service <u>2</u> :				
Help service <u>3</u> :				
Enter the name of one or more help services that you will provide. The name you enter will be presented to the Host when help is requested.				
Advanced				
OK Cancel Help				

6. Click **OK**.

2 Configure the Gateway

If the Host will request help thorough the Gateway:

- 1. Open the Netop Gateway and click **Tools** > **Communication Profiles**. The Communication Profile Setup will be displayed.
- 2. Select LAN (TCP) and click the Edit button.

Communication Profile List:

The Communication Profile Edit window will be displayed.

3. From the Communication Device drop-down list, select **TCP/IP (TCP)** and from the Connection direction area, select **Incoming connection only**.

Communication Profile Edit	×
Communication Information Communication Profile description: LAN (TCP) Communication Device: TCP/IP (TCP) Image: Connection direction Gateway Settings Device group: Connection direction Image: Connection direction	Ok Cancel Help connections mly mly
TCP Optimize for internet communication Encapsulate in HTTP Use proxy settings	dvanced

4. Click **OK**, then click **Close**.

3 Configure the Host and request help

3.1 Android Host

- 1. Open the Netop Host.
- 2. Tap the **Help Request** icon. The Netop Help Request Settings displays.
- 3. Fill in the name of the service (e.g.: myservice).

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Netop Help Request Settings			
Help service name:			
myservice			
Help provider addres	S:		
Heln request type:			
Savo	Capool		
Save	Cancer		
1 2 3 4 5	6 7 8 9 0		
q w e r t	y u i o p		
a s d f	g h j k l		
t z x c	v b n m 💌		
Sym 🌞 Engli	ish(UK) →		

- 4. Tap **Save**. The Request Help session is in idle mode.
- 5. To initialize the help request tap on the Request Help session. Once the connection has been sent to the Guest, the status should display **Registered.**

A Netop Guest Ex					
<u>File Connection Edit View Tools H</u> elp					
IIII A 🖗 🖢 🖓 🔊 😓 🖉 I 🛜 I 🖓 🕈 🖬 📰 📰 📰 I 🤅					
Phonebook	🔪 Quick Connec	t 😽 Connection	ns 🧭 History		
Help Request	Recording	s 🎲 Script	lnventory		
Host ID 🗸	Time	Help Service	Problem description		
RO-BUC-OABO	13:19:08	wcticket			
			4		

Go back to the Guest interface and click on the Help request tab:

If the Android Host requests help through a Gateway, the help request will arrive on all Guests that have the selected help service.

Double-click on an entry in order to do a remote session.

3.2 Windows Host

1. Configure the Netop Host with a LAN (TCP) communication profile from Tools > Communication Profiles by selecting the LAN (TCP) profile.

Communication Profile Setup	×
Communication Profile List: HTTP Infrared Internet Internet (TCP) IPX ISDN (CAPI) ✓ LAN (TCP) NetBIOS NetBIOS over TCP/IP (0) ✓ Mew Edit Delete	<u>C</u> lose <u>H</u> elp

- 2. Click Close.
- 3. Go to **Tools > Program Options** and click the **Help Request** tab.
- 4. Enter the help provider name, or leave blank (default), then select the **TCP/IP** communication profile and **Enable Help Request**.

Directory Services	Multi-Fac	tor Services		
General Host Name	Connection Notification	Audio-Video Chat		
Remote Printing	Help Request	Run As		
Optional help information:		-		
Problem description:				
Liele ann iden				
Help provider:				
Communication				
Communication profile				
O Use current Host Co	mmunication Profile(s)			
Use specific Communication	nication Profile			
		_		
		<u>A</u> dvanced		
Options				
Add Help Request icon to the tray				
	Enable Help Service			
Enable Help Service				
Enable Help Service				
Enable Help Service				
Enable Help Service Enable Service Tickets				

Optionally, you can specify the IP address of the Gateway or the logon credentials for Gateway by clicking the **Advanced** button and entering the information into the appropriate fields, similar to figure below:

Advanced Help Request Options				
Communication				
Phone number or TCP/IP Address: 192.168.200.166 (Optional)				
Help request timeout if not answered: 0 min. (1 - 60, 0 = unlimited)				
<u>G</u> ateway logon				
Logon <u>n</u> ame:				
Logon pass <u>w</u> ord:				
Logon <u>d</u> omain:				
Use current logon credentials for Windows Security authentication				
Ok Cancel Help				

After making the advanced settings, click **OK**.

5. Click **OK**.

Click the **Communication** tab, the LAN/TCP communication channel previously set will be displayed.

📌 Netop Host - Runi	ning		
<u>File View Action</u>	n <u>S</u> ession <u>T</u> o	ools <u>H</u> elp	
🛯 🕨 🔳 🕨 🛛 🖑 🤇	P 🗄 🛟 🏠	🔰 🚴 🕹	
General	Connections	History	Services
Communication	Na	mes	Messages
Profile	Device 🛆	Details	
LAN (TCP)	TCP/IP (TCP)	Ports: 6502/	6502
<u>тср/</u> тр	TCP/IP (UDP)	Ports: 6502/	6502
			192.168.201.52

6. Click Help Request.



7. Choose help provider from the list.

Help Providers	×
Problem description:	
Help providers:	
WCTICKET	Select
	Cancel
	Help
	٩

- 8. Click Select.
- 9. Go back to the Guest interface and click on the **Help request** tab:

NRC – Create Help Requests from Android and Windows Hosts

A Netop Guest Ex				
<u> </u>	le <u>C</u> onnection <u>E</u> dit	<u>V</u> iew <u>T</u> ools <u>H</u> el	p	
<u> []]] 白 🖗 🖢 材 A 🗖 () () () () () () () () () () () () () </u>				
	Phonebook Help Request	🔪 Quick Connect	t 😽 Connecti s 🦿 🌠 Script	ons 🥺 History
	Host ID /	Time	Help Service	Problem description
	CO-BUC-OABO	13:19:08	wcticket	
	•			4

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