

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 www.netop.com.

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Introduction

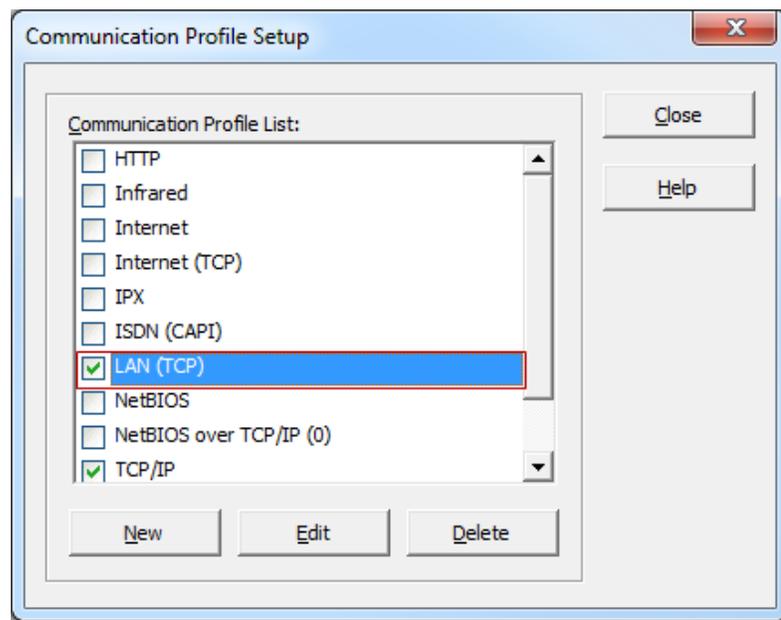
This document describes the configuration steps you need to create help requests from an Android Host and a Windows Host.

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

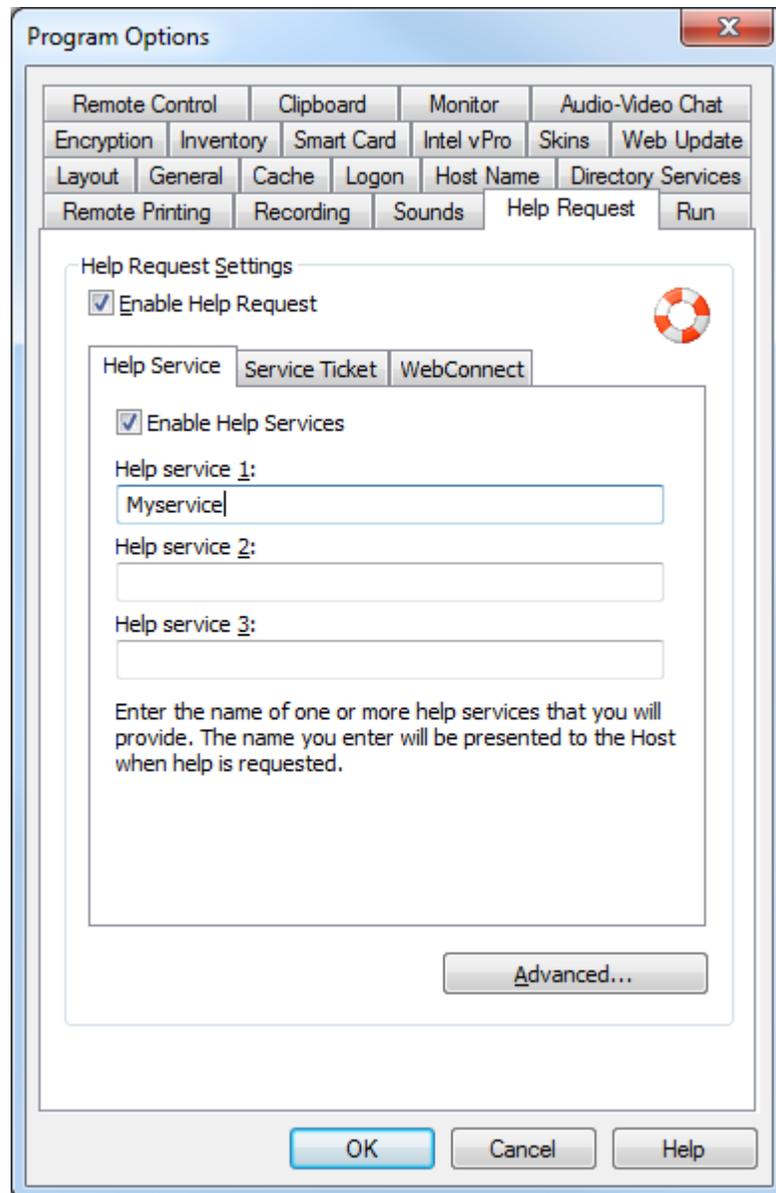
1. Configure the Guest.
2. If you request help through the Netop Gateway, you need to configure the Gateway.
3. Configure the Host.
4. Request help.

1 Configure the Guest

1. 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.



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).

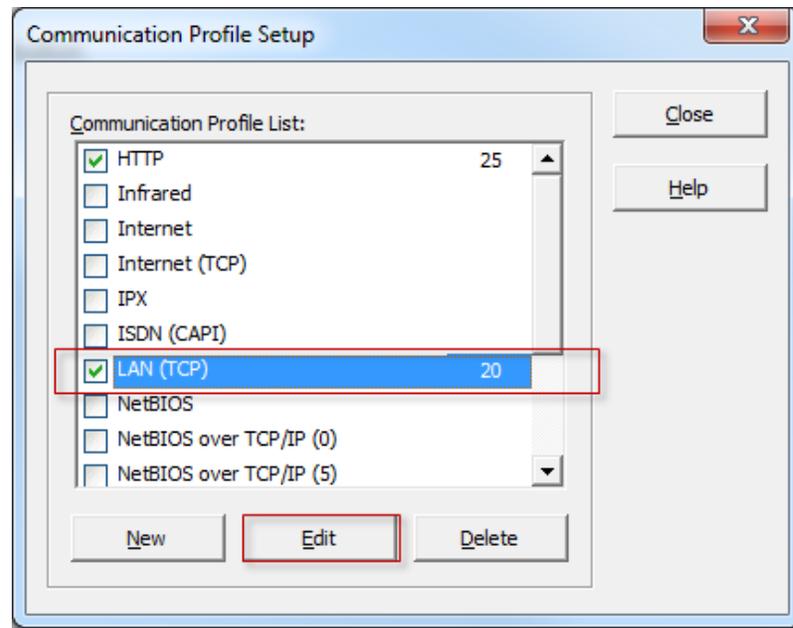


6. Click **OK**.

2 Configure the Gateway

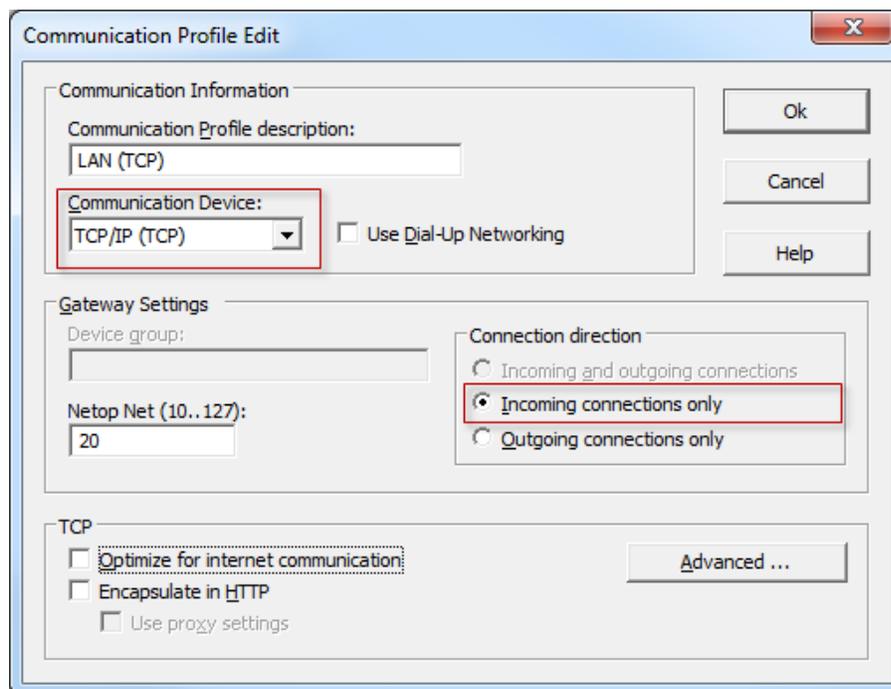
If the Host will request help thorough the Gateway:

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.



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**.

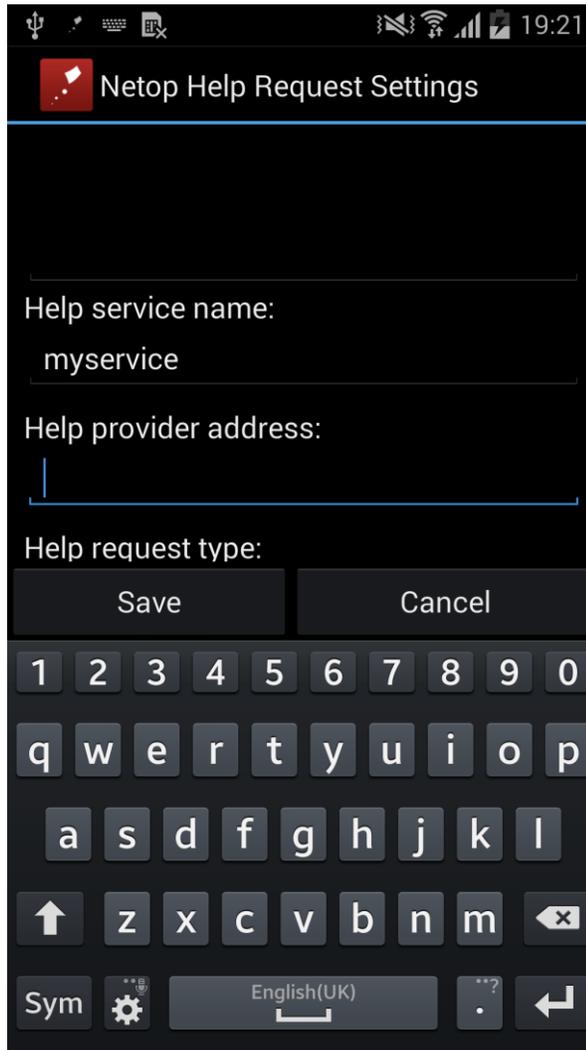


4. Click **OK**, then click **Close**.

3 Configure the Host and request help

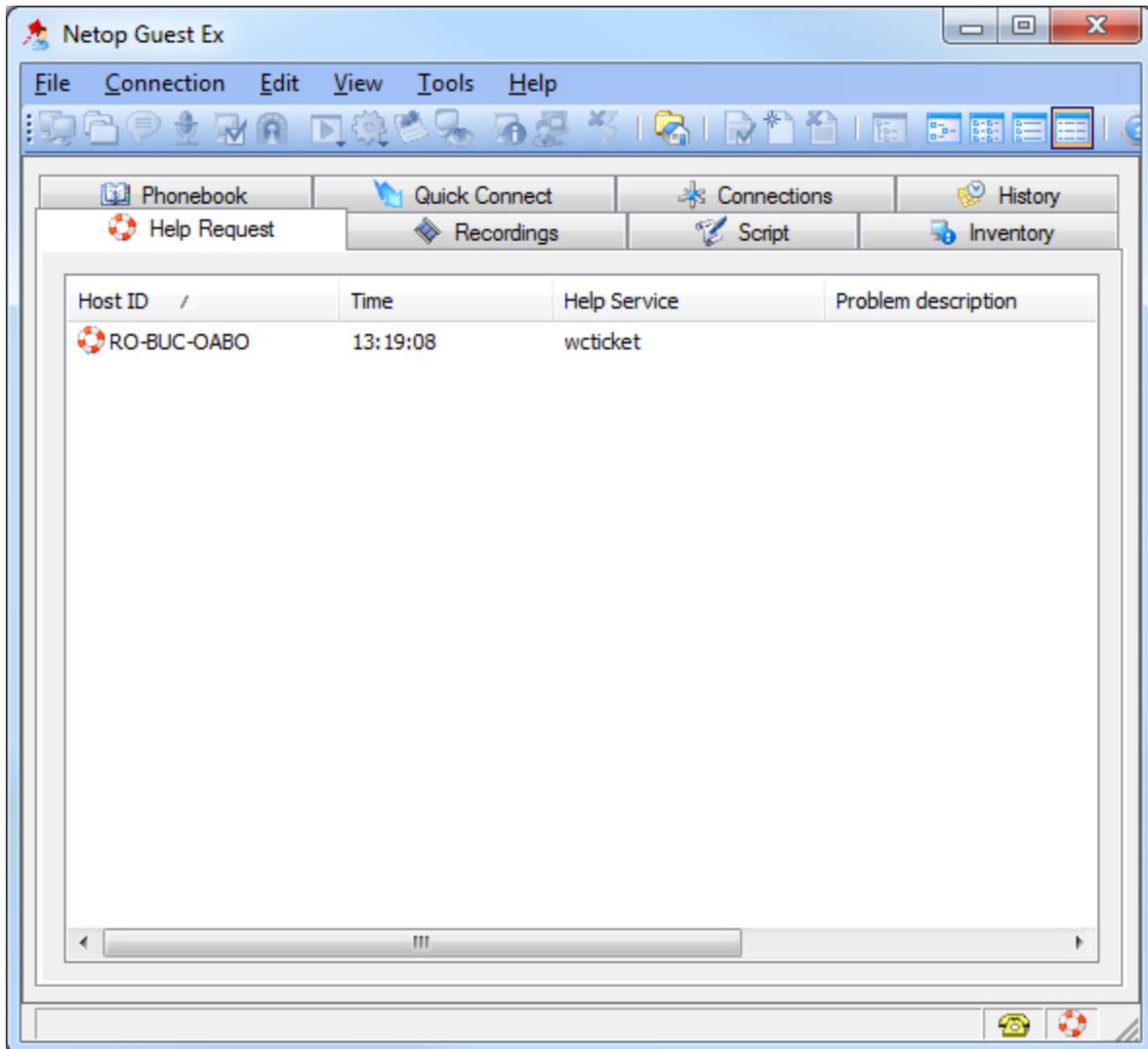
3.1 Android Host

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).



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**.

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

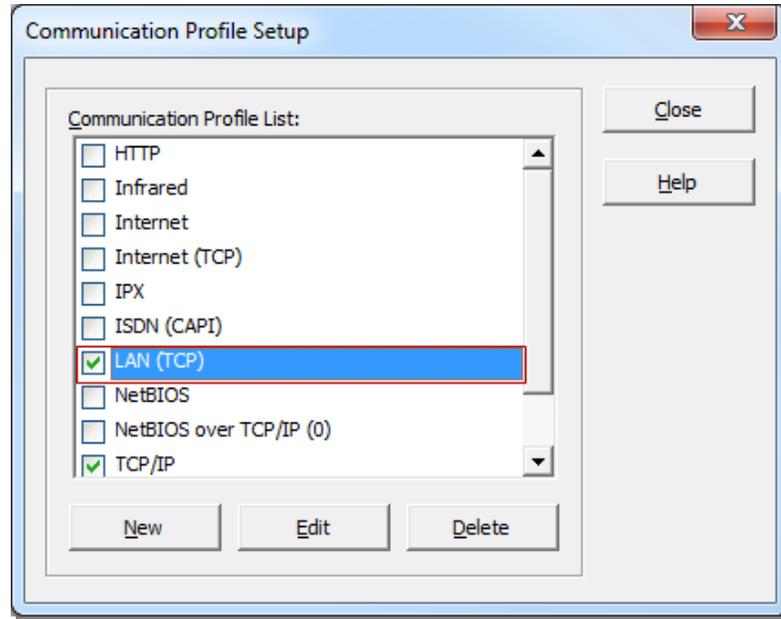


If the Android Host requests help through a Gateway, the help request will arrive on all Guests that have the selected help service.

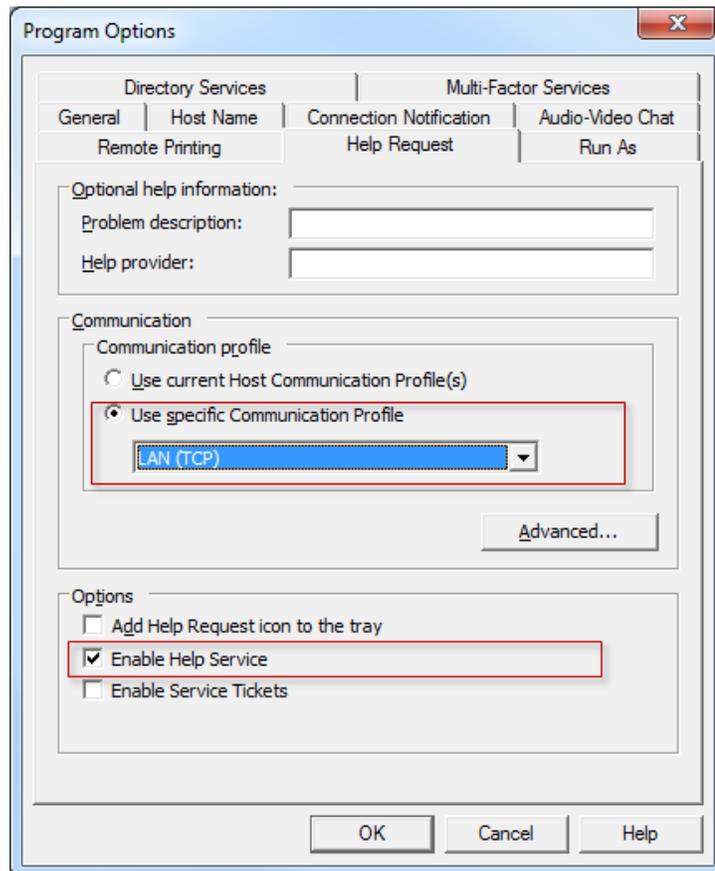
Double-click on an entry in order to do a remote session.

3.2 Windows Host

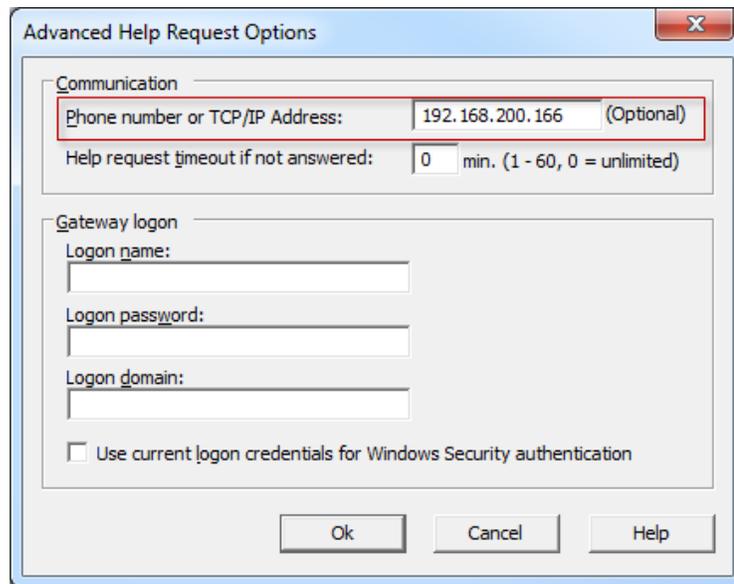
1. Configure the Netop Host with a **LAN (TCP)** communication profile from **Tools > Communication Profiles** by selecting the LAN (TCP) profile.



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**.



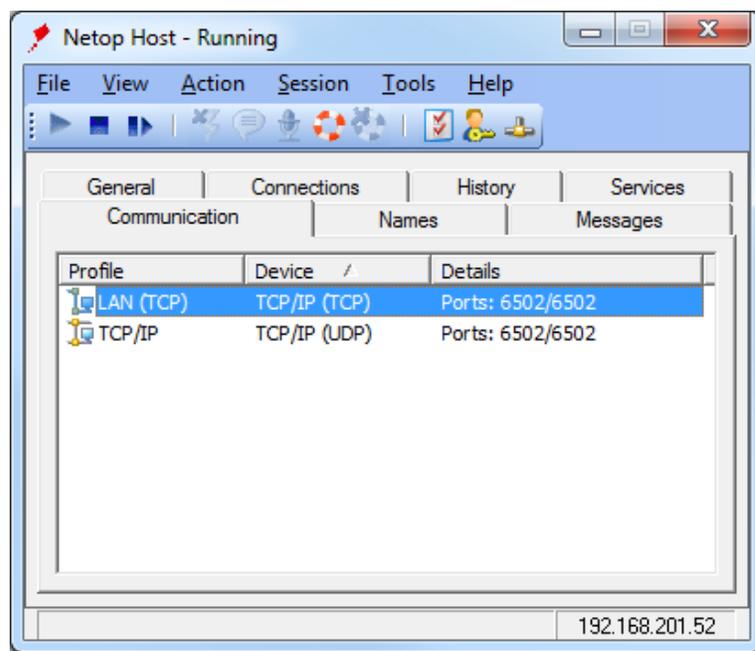
Optionally, you can specify the IP address of the Gateway or the logon credentials for Gateway by clicking the **Advanced** button and entering the information into the appropriate fields, similar to figure below:



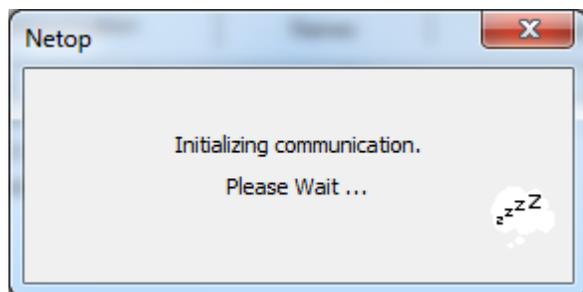
After making the advanced settings, click **OK**.

5. Click **OK**.

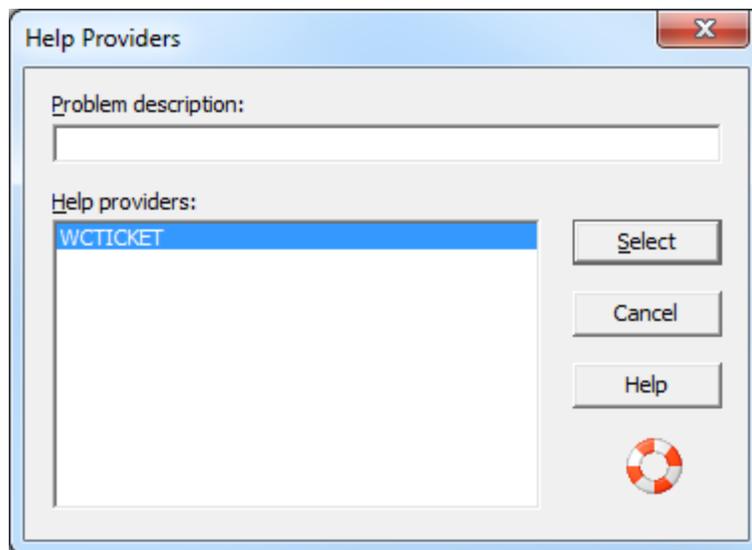
Click the **Communication** tab, the LAN/TCP communication channel previously set will be displayed.



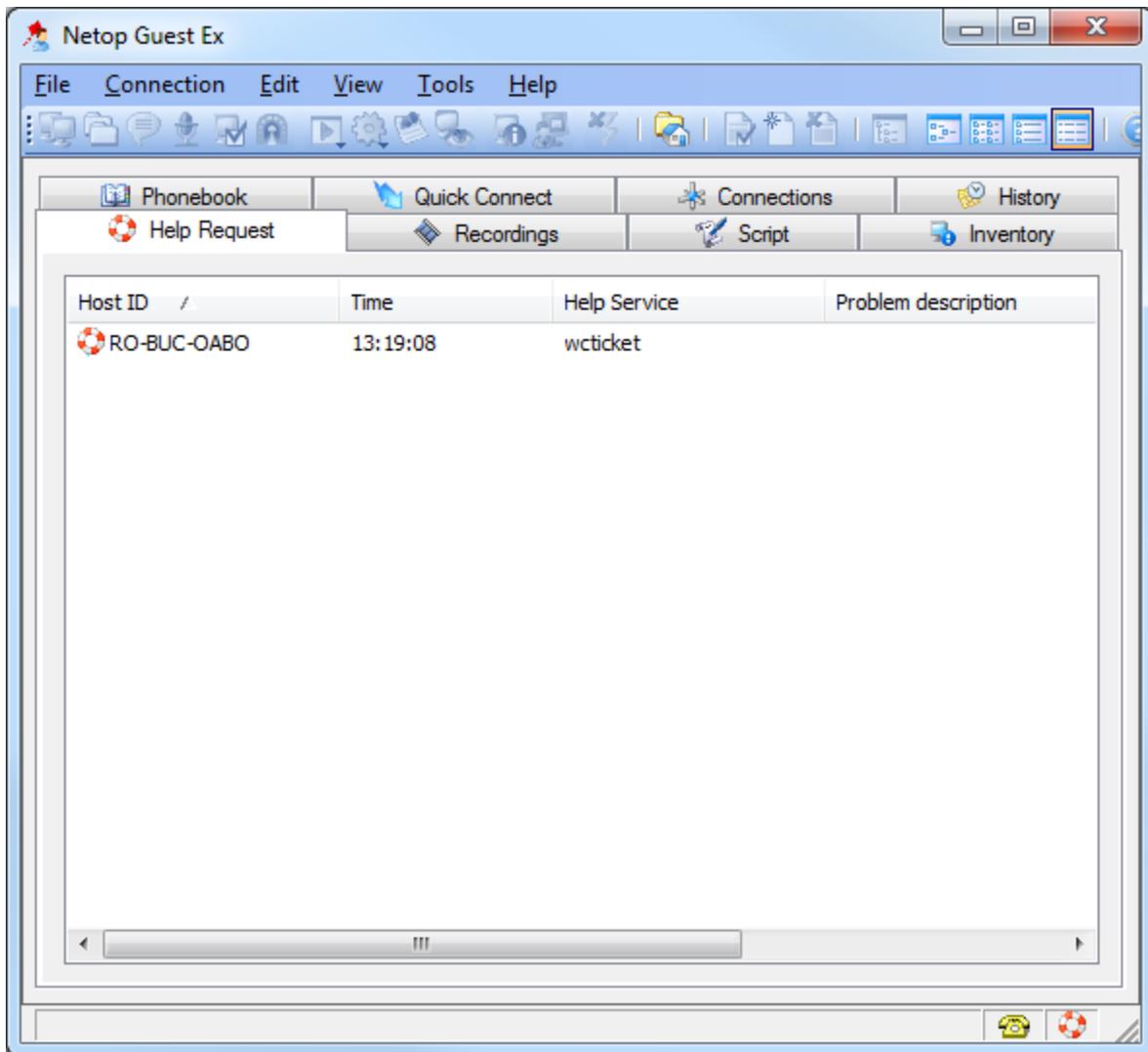
6. Click **Help Request**.



7. Choose help provider from the list.



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



If the Netop 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.