**TECHNICAL PAPER** 

# NETOP<sup>™</sup> RemoteControl Secure Remote Management and Support

Logging using DtlSpyCommandLine



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>.

## Introduction

This document provides the steps you need to perform in order to log Netop Remote Control events using DtlSpyCommandLine.exe.

## Prerequisites

Download the DtlSpyCommandLine.exe from here.

## How to log using DtlSpyCommandLine.exe

- 1. Create a folder (E.g.: C:\test) and copy the **DtlSpyCommandLine.exe**.
- 2. Create a .bat file in the same directory and write in it the following commands (*C:\test* is used as the location of the folder where DtlSpyCommandLine.exe was copied):

```
cd C:\test
DtlSpyCommandLine.exe
```

- Create a task that repeats every day for the next 30 days (we are hoping to get the log
  information within this period). If you will create this task from the task scheduler, click <u>here</u>
  to see the steps.
- 4. Change the netop.ini file in order to enable logging. See the settings here.
- Whenever the issue is happening (you cannot connect to the Host using Netop Remote Control), connect to the target device and retrieve the **dtlspy.log** file from the same location as the DtlSpyCommandLine.exe (in our example we used c:\test)

**NOTE**: The size of the created log could be up to 100MB. So please make sure there is enough space on the device.

## Create the task using Task Scheduler

- 1. Open the Task Scheduler.
- 2. From the Actions menu, click the Create Task... option.
- 3. On the **General** tab, in the **Name** field enter the same of the task and select the **Run with** highest privileges option.

Create Task		
General Trig	gers Actions Conditions Settings	
Na <u>m</u> e:	DTL Task	
Location:	1	
Author:	DANWARE\oabo	
<u>D</u> escription:		
Security options When running the task, use the following user account:		
DANWARE\oabo Change User or Group		
Run only when user is logged on		
Run whether user is logged on or not		
Do not store password. The task will only have access to local computer resources.		
Run with highest privileges		
🔲 Hidd <u>e</u> n	<u>C</u> onfigure for: Windows Vista™, Windows Server™ 2008	•
	OK Cancel	

4. Click the **Triggers** tab, click the **New...** button and configure the task to run daily:

New Trigger			
Begin the task: On a schedule			
One time Start: 10/26/2015 ■▼ 1:24:56 PM 🚔 🗉 Synchronize across time zones			
Weekly     Kecur every:     1     days       Monthly     Monthly     1			
Advanced settings			
Delay task for up to (random delay): 1 hour			
■ Repeat task every: 1 hour			
Stop all running tasks at end of repetition duration			
Stop task if it runs longer than:			
Expire: 10/26/2016 T:31:30 PM Synchronize across time zones			
✓ Ena <u>b</u> led			
OK Cancel			

5. Click **OK**. The conditions that will trigger the task will be displayed in the Triggers list.

- 6. Click the **Actions** tab and then the **New...** button.
- 7. From the **Actions** drop-down list select the **Start a program** option, then click the **Browse** button and navigate to the location where you created the .bat file at step 2.
- 8. Click **OK**.

#### Enable logging in the netop.ini file

Prerequisite: The Host is stooped or closed.

Assumption: We are assuming that you have the same settings on all the devices.

Update the netop.ini file in order to enable logging:

- 1. Copy the netop.ini file from C:\Windows\netop.ini from one of the Host computers
- 2. Open the netop.ini file (C:\Windows\netop.ini)
- 3. Create a DTL tag in the file like this: [DTL] (if doesn't exist)
- 4. Enter the following settings In the netop.ini file:

[DTL] LogToFile=1 DTLLogKB=100000 LoggedModules=Hostguest LoggedSeverities=Error, Fatal, Warning

- 1. Stop the Host service (that is, NetOp Helper ver.xx.xx (build number)) on the target device.
- 2. Make a backup of the netop.ini file then overwrite the netop.ini files on all the devices.
- 3. Start the Host service on the target device.