

25th of October 2021

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1. Introduction

The **Netop Remote Control Agent** is a desktop application that is required for enabling remote control access using the **Impero Connect Portal**.

The Impero Connect Browser Based Support Console is a browser-based interface in the Portal that allows supporters to remote control devices.

The new Netop Remote Control Agent is moving away from proprietary screen transfer technology to a modern, cloud-native architecture using secure WebSocket and WebRTC. In addition to improving screen transfer speeds, this change will allow us to provide open and accessible APIs in the near future, thus creating a more extensible and flexible solution.

Operating system	Supported Platforms
Windows	Platform: 32 & 64-bit
	Windows 10: Home, Pro, Enterprise,
	Education
	Windows 8.1: Professional,
	Enterprise Windows 7 : Starter,
	Home Basic, Home Premium,
	Professional, Ultimate, Enterprise (SP
	O,1)
macOS	macOS 10.13 High Sierra
	macOS 10.14 Mojave
	macOS 10.15 Catalina
	macOS 11 Big Sur

1.1. Technical requirements – Netop Agent

1.2. Technical requirements – Browser Based Support Console

Operating system	Supported browser
Windows	Chrome latest version, Firefox latest version, and Microsoft Edge based on Chromium latest version
macOS	Chrome latest version, Firefox latest version, and Safari latest version
Linux	Chrome latest version, Firefox latest version

2. Installation

2.1. Windows

2.1.1. Install the Netop Agent via the installer

You can download the **Netop Agent** from the following links:

- 64-bit version
- <u>32-bit version</u>

To install the **Netop Agent** on your Windows device, proceed as follows:

 Run the MSI file on your device. The Netop Agent installer window is displayed.



2. Click on the **Next** button to continue with the installation process.

3. Click on the **Next** button to accept the **E**nd **U**ser License Agreement.

18	Netop Agent Setup	—		\times
	End-User License Agreement			Ω
	Please read the following license agreement carefully			R.
	NETOP BUSINESS SOLUTIONS A/S END-USER LICE	ISE		^
	Last Updated: May 2018			
	1. Introduction			
	This Agreement provides you with the right to install, load, "the Software" as described herein.	host a	nd use	
	Portions of the Software licensed under this Agreement at license from third parties. All Rights Reserved.	re used	l under	
	NOTE TO ALL USERS: Please read the following legal a	greeme	ent	~
	☑ I accept the terms in the License Agreement			
	Print Back Next		Cano	cel

4. The installer displays the location it is being installed to. Click on the **Change** button to install it to a different location or **Next** otherwise.

🕼 Netop Agent Setup	_		\times
Destination Folder			Δ
Click Next to install to the default folder or click Change to choose a	nother.		R.
Install Netop Agent to:			
C:\Program Files\Netop\Netop Remote Control\Agent\			_
Change			
Back	Next	Car	ncel

5. Click on the **Install** button to install the **Netop Agent** application.



6. Once the installation is complete, click on the **Finish** button to exit the install wizard and launch the **Netop Agent**.



- Insert an enrollment key to configure the Netop Agent and register it in your Portal account.
 - a. To retrieve the enrollment key, go to the **Portal** under **Downloads** and click on the deployment package that you want to use.

You can find the enrollment key in the **Package details** section.

	Package details		
	Name	Trial Host	
	Status	Active	
	Description		
	Valid from	2021-07-01	
	Valid to	-	
	Valid for	Unlimited devices	
	Enrollment key	200000000000000000000000000000000000000	
	License Key	-	
🙆 Net	op Remote Control		×
	Remote Control		
	Wel	come to the Netop Agent	
	Please insert th	ne enrollment key you have received to connect	
	XXXXX	000000000000000000000000000000000000000	
		Connect	
	Have a	question about the enrollment key? Click here	

8. Click on the **Connect** button to finish the registration. The **Netop Agent** is

now connected to the **Portal**.

Netop Remote Control		\times
 Remote Control Home Settings Help 	For a Technician to connect to your device, share the information below: Hostname Ioana-PC Device ID 1de229c9-3f3f-4a54-8228-28e63f7d3431	
Connected		

NOTE: You can install the **Netop Agent** on a device that has the **Impero Host** installed as well.

2.1.2. Install the Netop Agent via mass deployment

To install the **Netop Agent** in a mass deployment scenario, it is necessary that you use the following command from within your script, directly from the command line, or in your deployment solution.

```
msiexec /i "Path\To\Netop Agent-0.9.0-win64.msi" /qn
NETOP ENROLLMENT KEY=<YOUR ENROLLMENT KEY>
```

NOTE: To install the **Netop Agent** on your device, it is necessary that the command prompt is started as administrator. If you execute the MSI within a script, the script also requires to be executed with administrator rights.

NOTE: The **Netop Agent** cannot be mass deployed with the **Impero Pack'n'Deploy** application.

2.2. macOS

2.2.1. Install the Netop Agent via the installer

You can download the macOS Netop Agent from the following link.

To install the **Netop Agent** on your macOS device, proceed as follows:

1. Open the Netop Agent.dmg file and run the PKG file. The Netop Agent installer window is displayed.



2. Click on the **Continue** button to proceed with the installation process.

3. Click on the **Continue** button and accept the **End User License Agreement**.



 The Netop Agent installs for all users of your computer. Click on the Install button to continue.

	Standard Install on "Macintosh HD"
Introduction	This will take 73,6 MB of space on your computer.
License	Click Install to perform a standard installation of this software
 Destination Select 	for all users of this computer. All users of this computer will be able to use this software.
Installation Type	
Installation	
Summary	
	Go Back Install

5. Specify the administrator's credentials and click on the **Install Software** button to proceed with the installation.

Enter your pas	sword to allow this.		
User Name:	loana Tapus		
Password:			
	Cance	Install	Software

6. Once the installation is complete, click on the **Close** button to exit the install wizard.



7. Insert an enrollment key to configure the **Netop Agent** and register it in your **Portal** account.

a. To retrieve the enrollment key, go to the **Portal** under **Downloads** and click on the deployment package that you want to use.

You can find the enrollment key in the Package details section.

Package details	
Name	Trial Host
Status	Active
Description	
Valid from	2021-07-01
Valid to	-
Valid for	Unlimited devices
Enrollment key	
License Key	



8. Click on the **Connect** button to finish the registration. The **Netop Agent** is now connected to the **Portal**.



2.2.2. macOS permissions

To use the **Netop Agent** on a macOS device, it is necessary that the following permissions are manually granted by the user.

These permissions require to be set only once.

- Screen Recording (applies for macOS 10.15 and above)
- **Accessibility** (applies for macOS 10.14 and above)

Without these permissions, the **Netop Agent** functionality can be restricted to:

- Viewing the desktop background, but no other applications
- Not being able to control the keyboard and mouse remotely

2.2.2.1. Screen Recording

Netop Agent requires **Screen Recording** access so remote users can view your screen during remote control sessions.

The first time you open the **Agent** application on your device, you are prompted by the Agent to allow the **Screen Recording** permission.

To grant the permission, proceed as follows:

1. Click on the Grant permission button

Remote Control	
Netop Agent requires Screen Recording access so remote users can view your screen during remote control sessions.	Oeneral Flavkuit Frewal Privacy
1. Click Grant Permissions to open the Security & Privacy window.	Files and Folders Allow the apps below to record the contents of your screen, even while using other apps.
 Click on the lock button from the bottom left side of the window and confirm your system credentials. 	Streen Recording Streen Recording Medis & Agple Music Medis & Agple Music MeneKit
Make sure that NetopAgentDesktop is ticked.	8 Bluetooth
 Click on Quit & Reopen for the application to use the permission. 	Automation Developer Tods Analytics & Improvements
Grant permission	Click the lock to prevent further changes. Advanced ?
Grant permission	Снок ние нок на резонал на ние чландах. Развисов. С

2. Open System Preferences when the Screen Recording dialog appears on

the screen.

	Screen Recording
\bigcirc	"NetopAgentDesktop" would like to record this computer's screen.
	Grant access to this application in Security & Privacy preferences, located in System Preferences.
?	Open System Preferences Deny
1	open bystem relevences

- 3. Click on the lock to make changes.
- 4. Select the **NetopAgentDesktop** checkbox to grant the **Screen Recording** permission.

General	FileVault Firewall Privacy
Files and Folders	Allow the apps below to record the contents of your screen, even while using other apps.
Screen Recording	🗸 📫 Microsoft Teams
Media & Apple Music	VetopAgentDesktop
僋 HomeKit	🛛 📌 NetopHost
Bluetooth	S Skype
Automation	
Developer Tools	+ -
Analytics & Improvements	
Apple Advertising	
Click the lock to prevent further of	changes. Advanced

NetopAgentDesktop requires to quit and reopen to use the permission.
 Click on the Quit & Reopen button to restart the application.



6. Click on Next.



2.2.2.2. Accessibility

Netop Agent requires **Accessibility** access so your mouse and keyboard can be controlled remotely.

Once you granted the **Screen Recording** permission, the **Agent** prompts you to allow the **Accessibility** permission.

To grant the permission, proceed as follows:

1. Click on the **Grant permission** button.

etop Agent requires Accessibility access so your ouse and keyboard can be controlled remotely. Click Grant Permission to open the Security & tracy window. Click on the lock button from the bottom left de of the window and confirm your system edentials. Make sure that NetopAgentDesktop is ticked.		
Click Grant Permission to open the Security & Click Grant Permission to open the Security & rivacy window. Click on the lock button from the bottom left de of the window and confirm your system edentials. Make sure that NetopAgentDesktop is ticked. Image: Camera	Netop Agent requires Accessibility access so your	O Q Starth
Click Grant Permission to open the Security & fivacy window. Click on the lock button from the bottom left de of the window and confirm your system edentials. Make sure that NetopAgentDesktop is ticked. Make sure that NetopAgentDesktop is ticked.	mouse and keyboard can be controlled remotely.	General FileVault Firewall Privacy
Click on the lock button from the bottom left de of the window and confirm your system edentials. Make sure that NetopAgentDesktop is ticked. Make sure that NetopAgentDesktop is ticked.	 Click Grant Permission to open the Security & Privacy window. 	Location Services Allow the apps below to control your computer.
de of the window and confirm your system edentials. Make sure that NetopAgentDesktop is ticked. Calendars Make sure that NetopAgentDesktop is ticked. Ma	2. Click on the lock button from the bottom left	Contacts
Make sure that NetopAgentDesktop is ticked.	side of the window and confirm your system	17 Calendars
Marce Sure anal HetopAgentDesktop is acked.	3 Make sure that Neton&gentDeskton is ticked	Heminders Photos
Microphone +	5. Make sure that netopagentbesktop is toked.	Camera
		Microphone +
()) Speech Recognition		(b) Speech Recognition
		Accessibility
Accessibility		Click the lock to research further changes Advanced 2
Accessibility Olick the lock to prevent further chances. Advanced. 2	Grant permission	
Speech Recognition		Camera Microphone
		() Accessibility
(1) Accessibility		
Cossibility		
C Accessibility	Grant permission	Click the lock to prevent further changes.

2. Open System Preferences when the Accessibility dialog appears on the

screen.



3. Click on the lock to make changes.

4. Select the **NetopAgentDesktop** checkbox to grant the **Accessibility** permission.



5. Click on Next.



2.3. Updating the Agent

The **Agent** automatically verifies for a new version and installs it when one is available.

The download and install is performed between 5 AM and 6 AM local machine time, if no remote session is ongoing. You cannot opt out of the automatic updates. You can also choose to update the **Agent** from the **Help** page at any time, by clicking the **Update** button.



3. Remote control a device

To remote control a device that runs the **Netop Agent** application, you need to access the **My Devices** page in the **Portal**. Make sure that your user profile is part of a group from a valid role assignment that gives you access to the device.

You can find out more about Roles and Role assignments in the <u>Impero Portal</u> User's Guide.

NOTE: Only the **View remote screen**, **Use keyboard and mouse**, and **Browser Based Support Console** permissions apply to **Netop Agents**.

You can start the remote session by clicking on the **Remote control** button.

All Devices		لې Download Guest (Support Console) 🔻	Add device 🔻
Clear all the filters				
Search in: 🥥 All fields ight Hostname in Allas in Operating system in Logged in user				
★ Hostname	▼ Status	Alias	Group T	Logged in user
🖂 Remote control	Conline for about 1 hour	loana-PC	-	Ioana

Once clicked, the remote control session starts. During the session, you can view the screen of the device and control its keyboard and mouse, depending on the permissions that you have set up.



The **Browser Based Support Console** toolbar includes virtual key modifiers to use during the remote session. Each of the 4 key modifiers has 3 possible states: off, on, and always on (use it by double-clicking on the key modifier). These key modifiers help send various key combinations to the remote machine, whenever the physical keyboard cannot be used for this.

The **View** menu allows the support technician to switch between **Fit To Screen** and **Actual Size** for the displayed image. If your device has multiple monitors connected to it, you can select the monitor you want to view from the same **View** menu. A remote session can be closed either by the Technician, in the **Browser Based Support Console**, or by the remote user by clicking the **Disconnect** button, or by using the keyboard hotkey (**CTRL + SHIFT + X**).

Connect	
Thank you for downloading Netop Remote Control OnDemand	
Trouble downloading? Try again	
Your Session Key. 390406281	
After the application has been successfully installed, open it and connect with a support technician.	
	0.852
	Remote Control
	Disconnect session
	John Doe is connected

NOTE: If you have both the **Netop Agent** and **Impero Host** installed on your device, you can see that the device can appear as a duplicate in your **My Devices** list. To start a remote session with the **Netop Agent**, it is necessary that you select the device that only offers one option to remote control it.

	🖹 📜 Purchase 💿 T	Trial version. 176 days left	Users: 1 / 5 OnDem	and users: 1 / 5 Dev	vices: 15 / 50 John Doe	•
All Devices C Devices: Online x Clear all the filters						
Search in: 🥥 All fields 🔿 Hostname 🔿 Alias 🔿 Operating system 🔿 Logged in user						
	★ Hostname	▼ Status	Allas	Group	T Logged in user	
Remote control	😂 🔍 🖵 Ioana PC	Online for about	t 1 hour Ioana PC	-	loana	
Remote control 👻	🕸 🔍 📮 Ioana PC	Conline for abou	t 1 hour loana PC		Ioana	

4. Debug logs

The **Netop Agent** log file can be found in this location:

Operating system	Location
Windows	C:\ProgramData\Netop\Agent\NetopAgent.log
macOS	/Library/Logs/Netop/Agent/NetopAgent.log

On macOS, you can access the log files from the **Console** application as well.

5. Quit the Netop Agent

5.1. Windows

To quit the Windows **Netop Agent** application and disconnect from the **Impero Portal** it is necessary that you open the system tray, right-click on the **Netop Agent** icon and select the **Quit** option.



5.2. macOS

To quit the macOS **Netop Agent** application and disconnect from the **Netop Portal**, right-click on the **Netop Agent** icon in the menu bar and select the **Quit** option.

