



NETOP®

RemoteControl

Secure Remote Management and Support

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.

1.1. Technical requirements – Netop Agent

| 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 0,1) |
| macOS | macOS 10.13 High Sierra macOS 10.14 Mojave macOS 10.15 Catalina macOS 11 Big Sur |

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

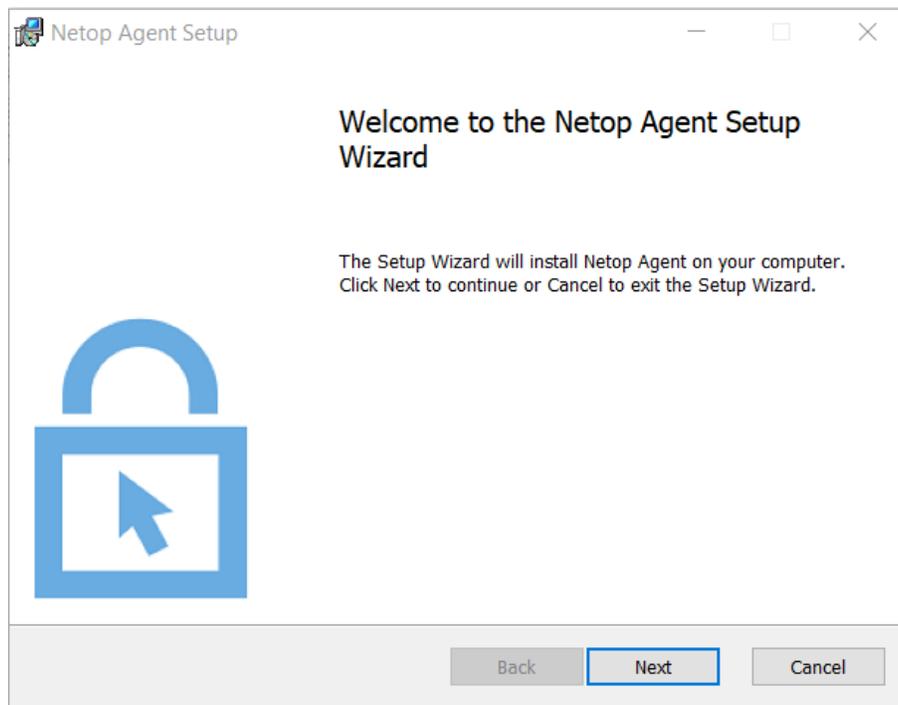
2.1.1. Install the Netop Agent via the installer

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

- [64-bit version](#)
- [32-bit version](#)

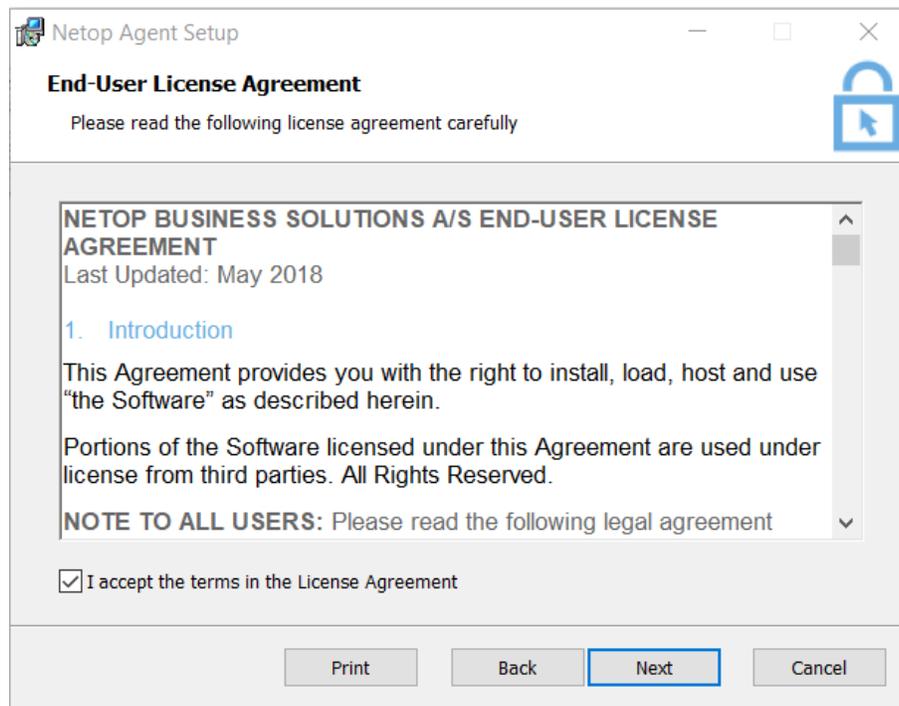
To install the **Netop Agent** on your Windows device, proceed as follows:

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

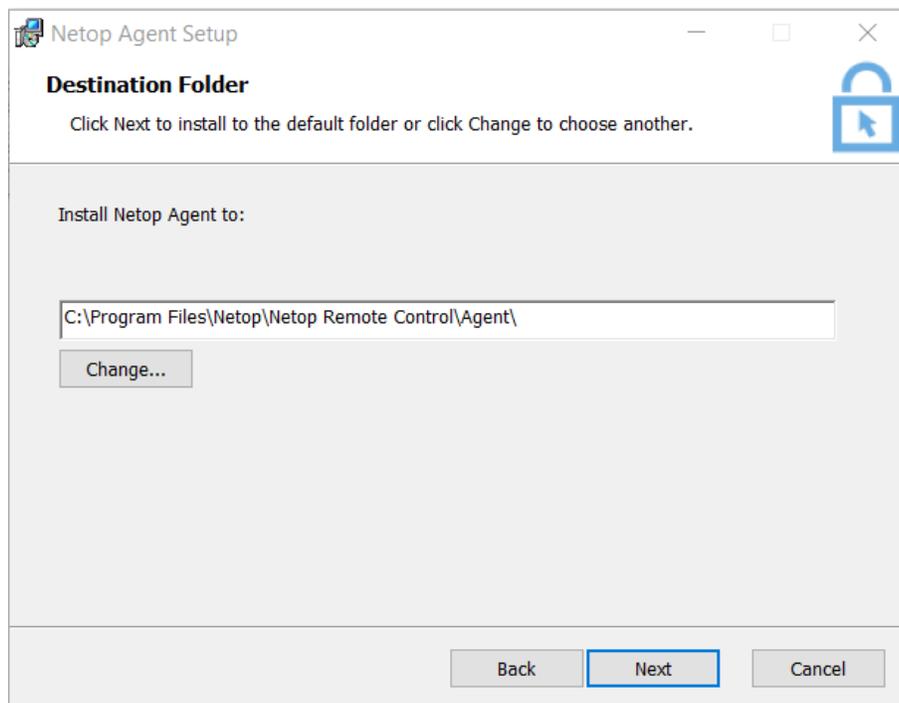


2. Click on the **Next** button to continue with the installation process.

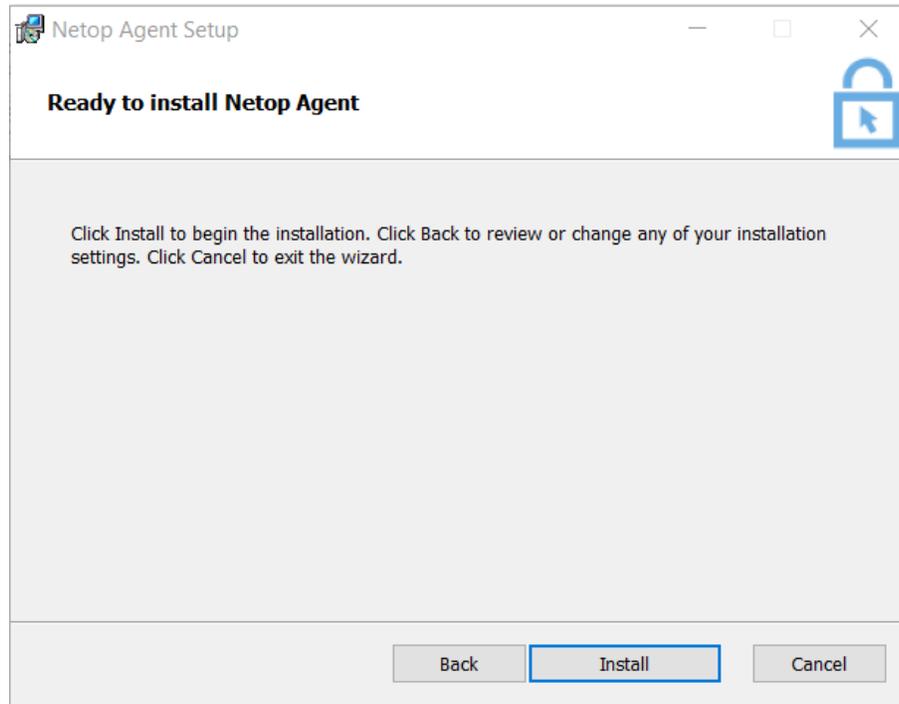
3. Click on the **Next** button to accept the **End User License Agreement**.



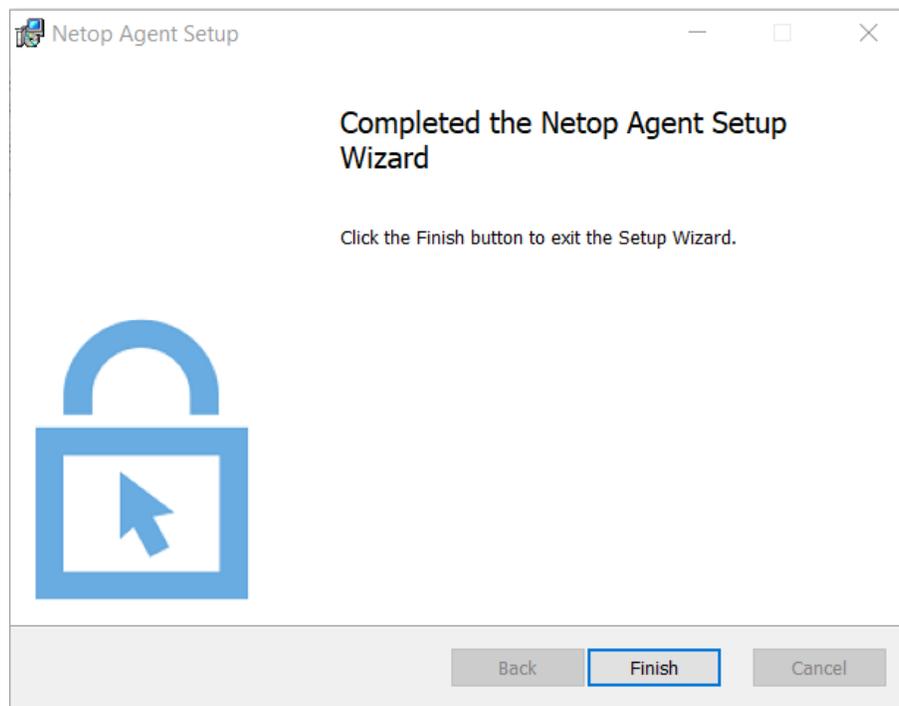
4. The installer displays the location it is being installed to. Click on the **Change** button to install it to a different location or **Next** otherwise.



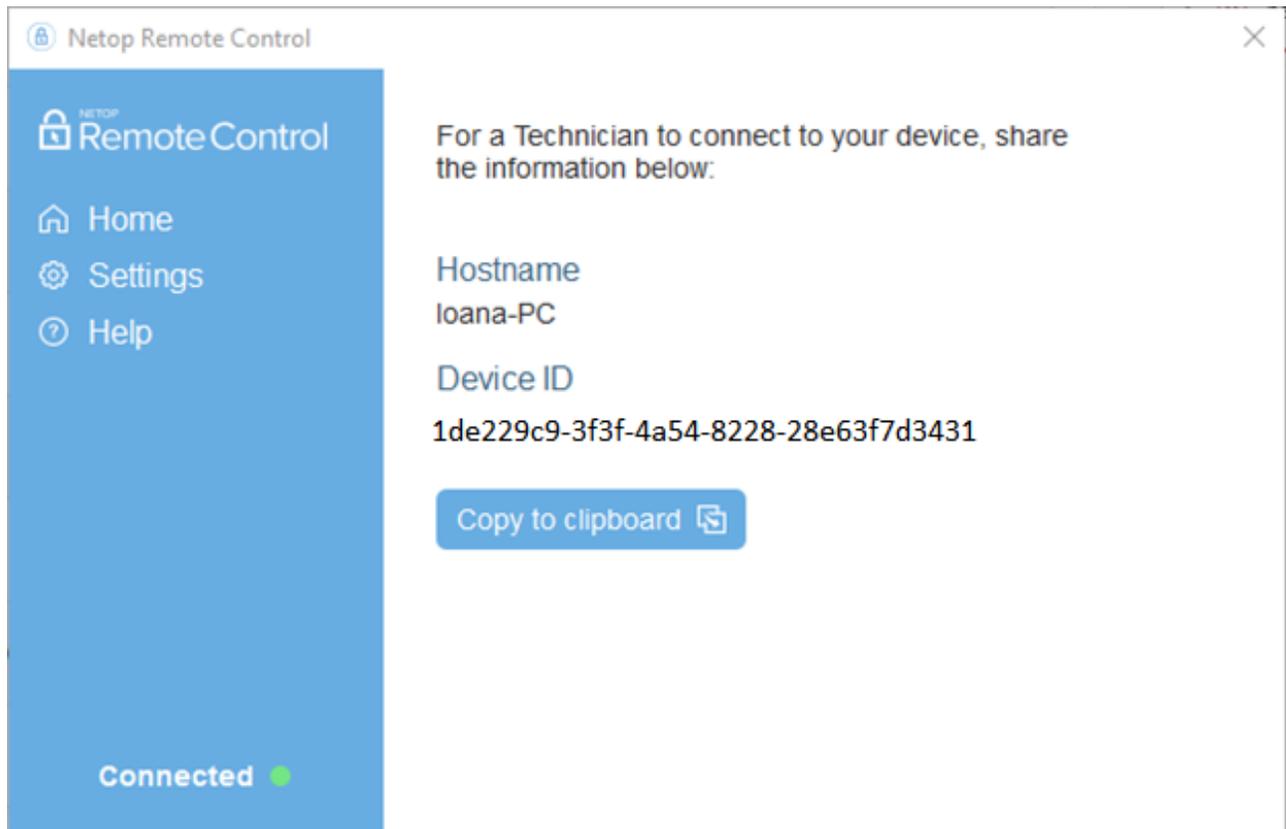
5. Click on the **Install** button to install the **Netop Agent** application.



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



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



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.

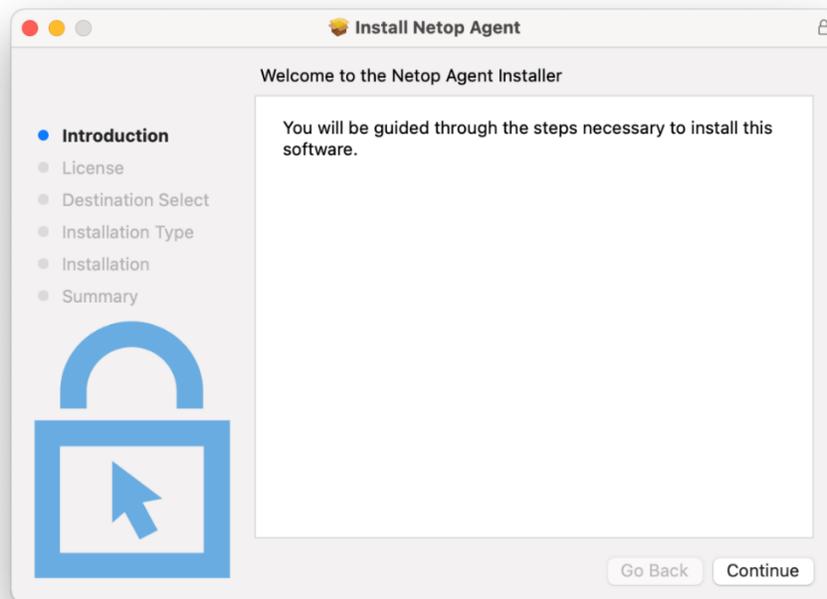
2.2. macOS

2.2.1. Install the Netop Agent via the installer

You can download the macOS **Netop Agent** from the following [link](#).

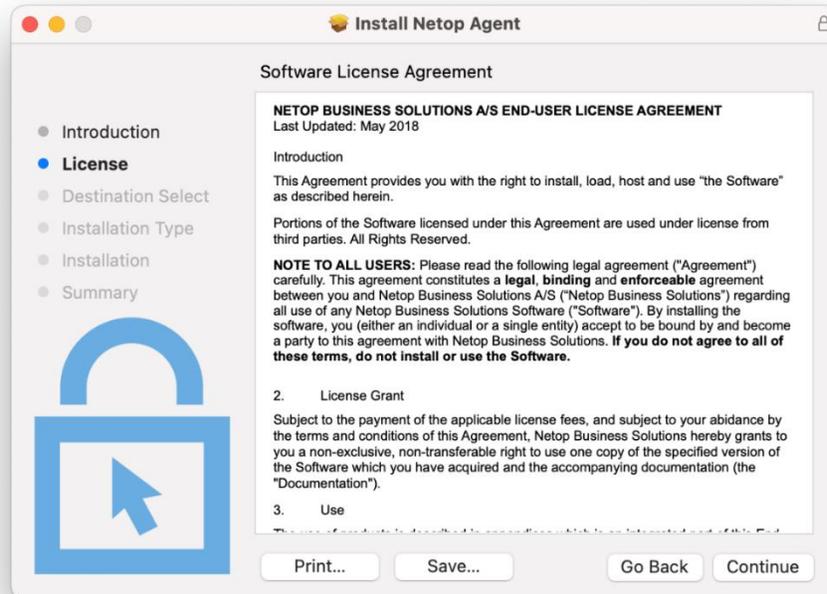
To install the **Netop Agent** on your macOS device, proceed as follows:

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

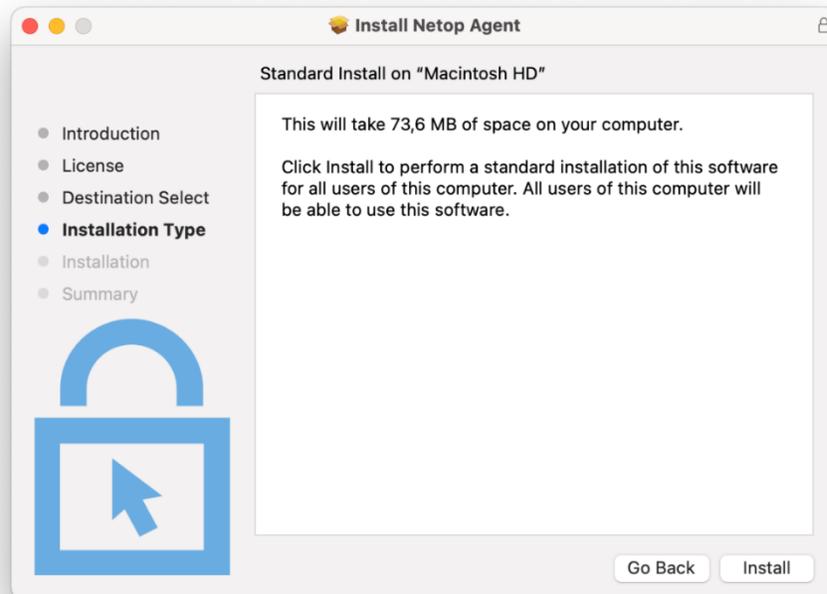


2. Click on the **Continue** button to proceed with the installation process.

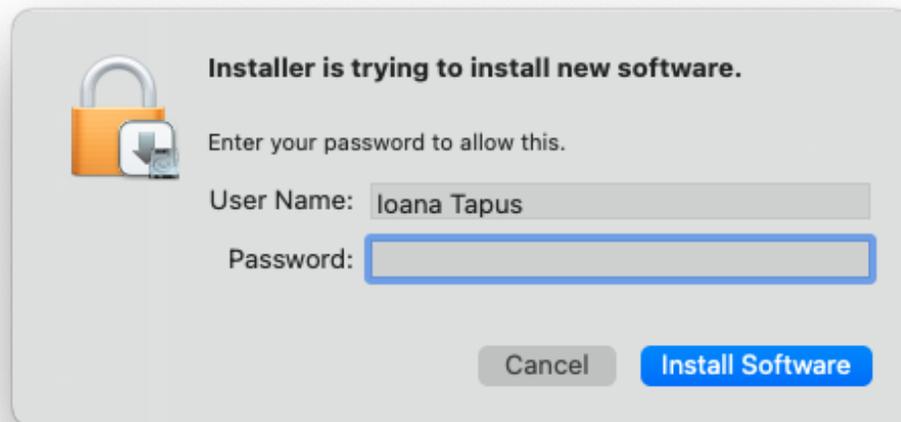
3. Click on the **Continue** button and accept the **End User License Agreement**.



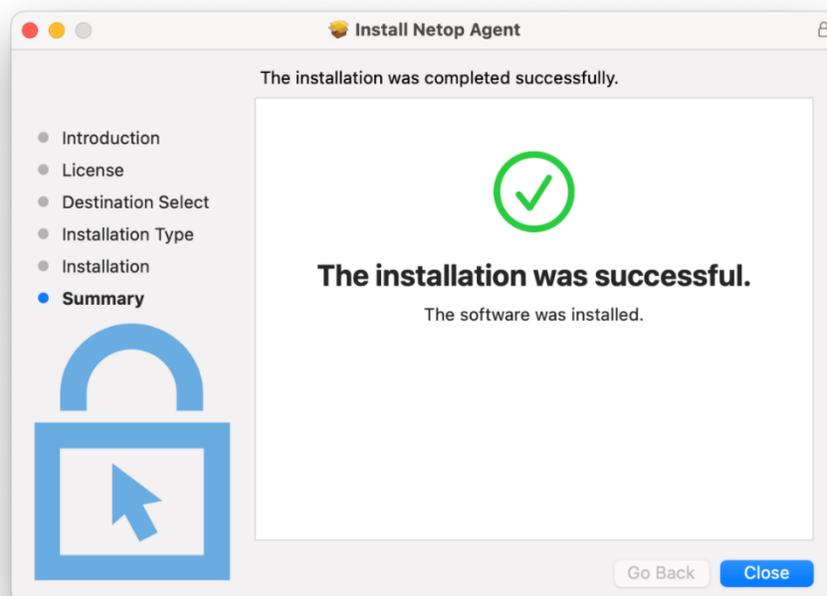
4. The **Netop Agent** installs for all users of your computer. Click on the **Install** button to continue.



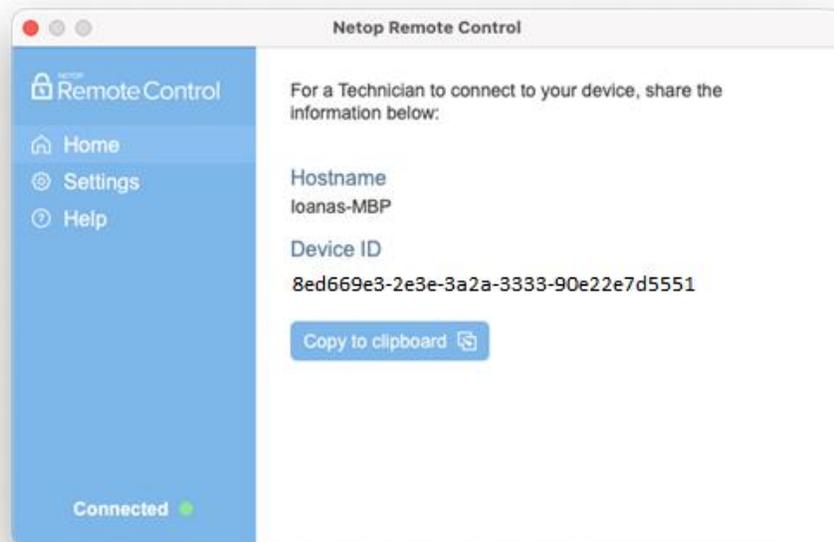
5. Specify the administrator's credentials and click on the **Install Software** button to proceed with the installation.



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



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

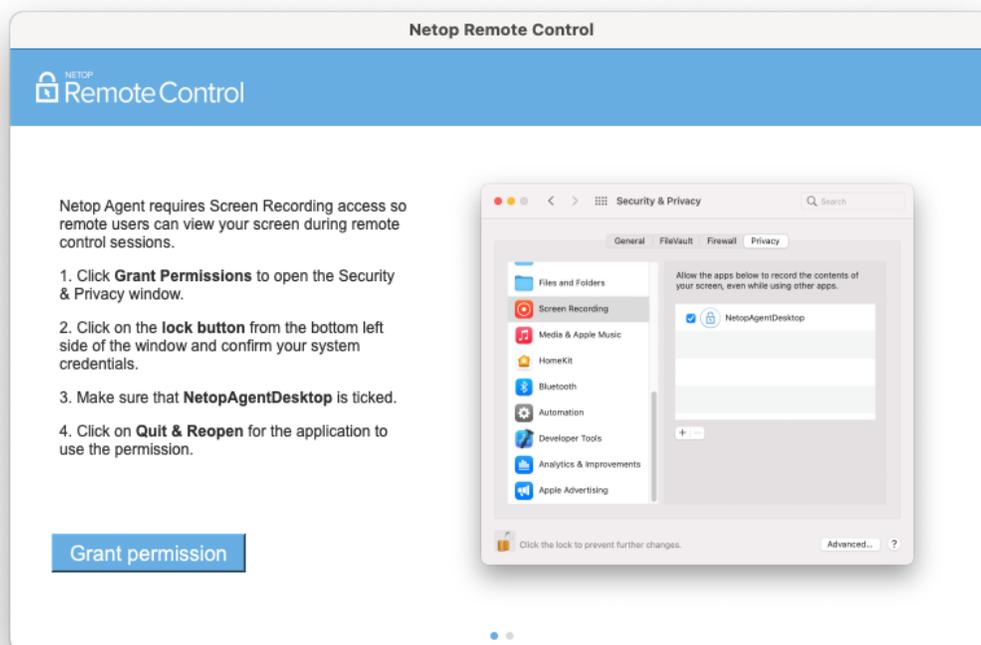
2.2.2.1. Screen Recording

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

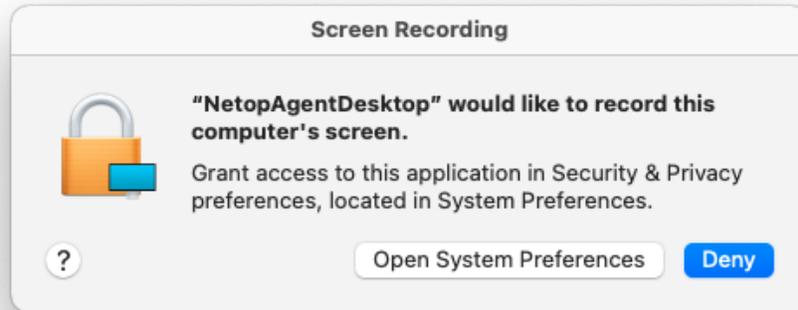
The first time you open the **Agent** application on your device, you are prompted by the Agent to allow the **Screen Recording** permission.

To grant the permission, proceed as follows:

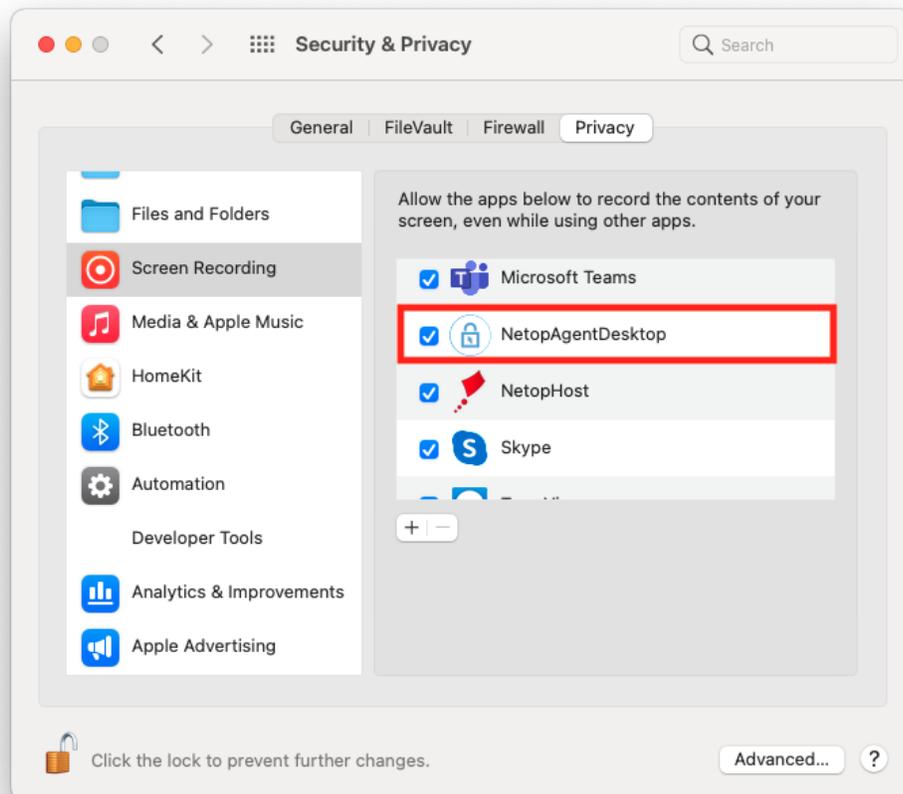
1. Click on the **Grant permission** button



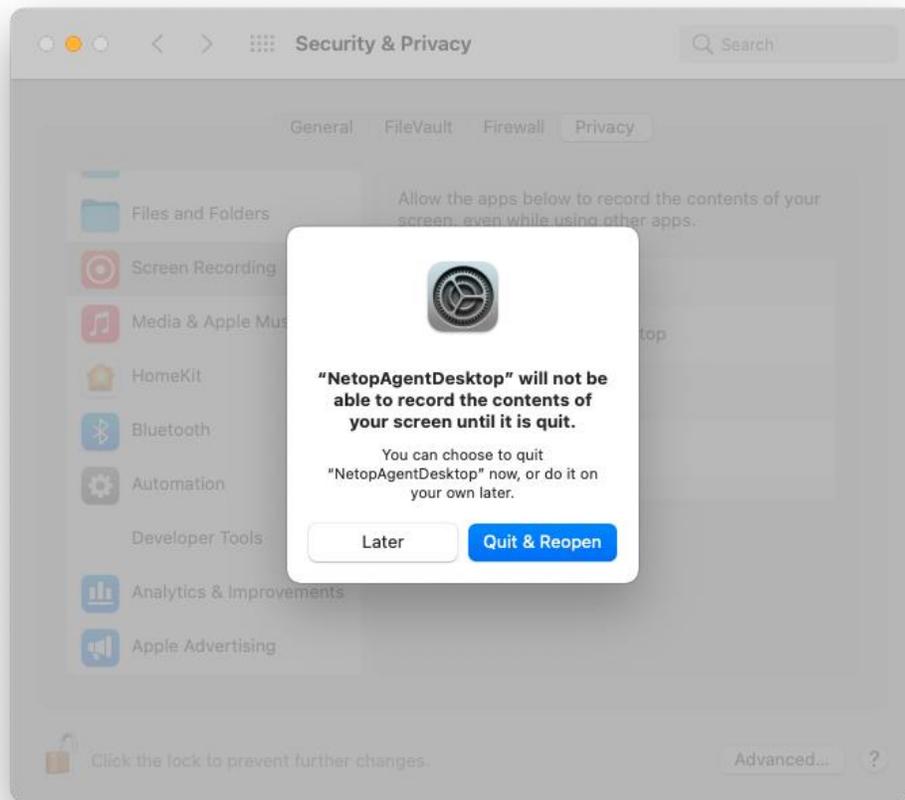
2. Open **System Preferences** when the **Screen Recording** dialog appears on the screen.



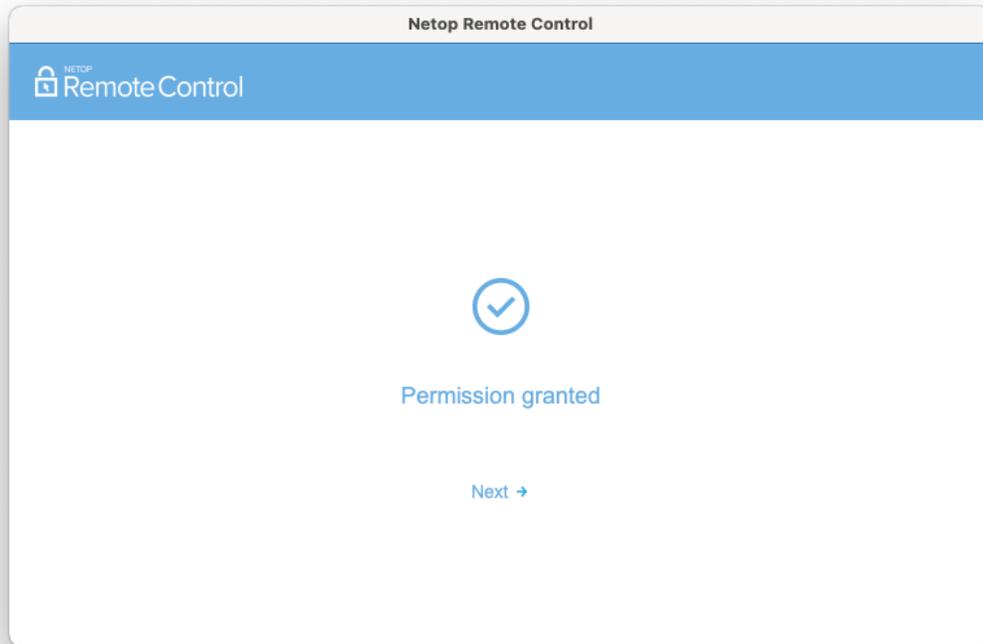
3. Click on the lock to make changes.
4. Select the **NetopAgentDesktop** checkbox to grant the **Screen Recording** permission.



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



6. Click on **Next**.



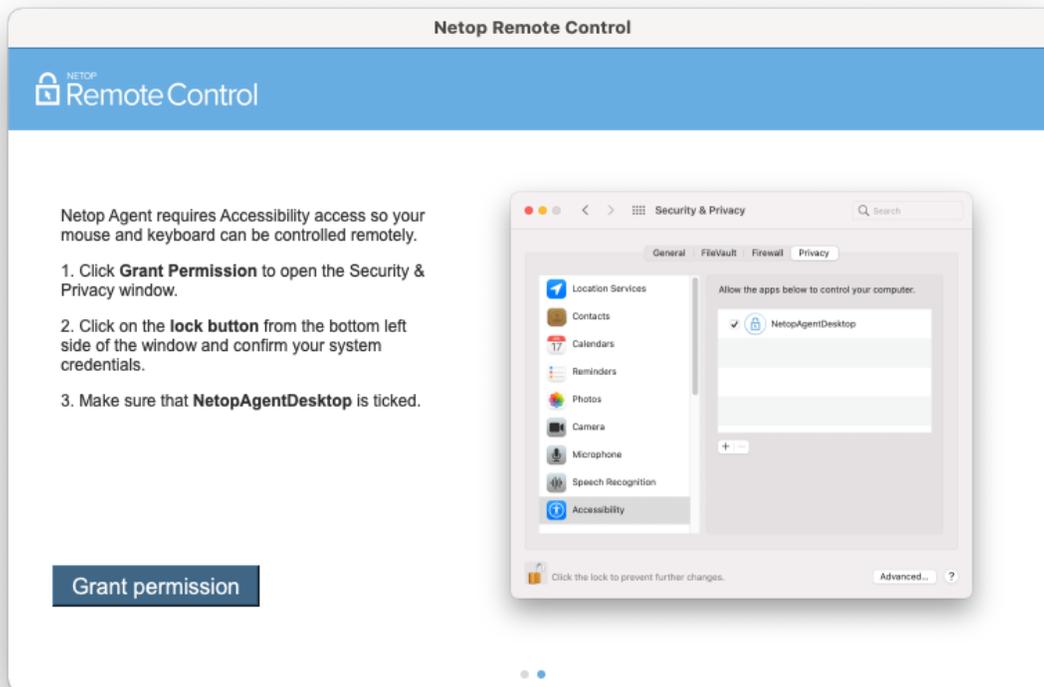
2.2.2.2. Accessibility

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

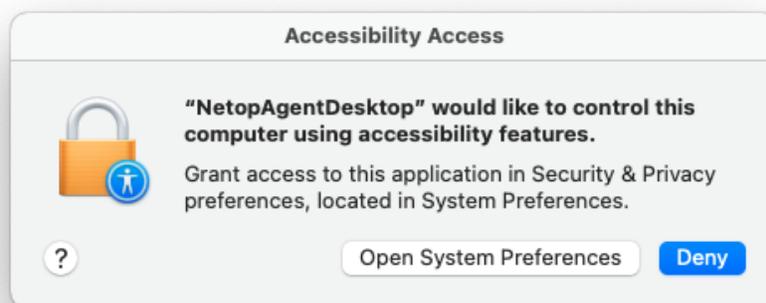
Once you granted the **Screen Recording** permission, the **Agent** prompts you to allow the **Accessibility** permission.

To grant the permission, proceed as follows:

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

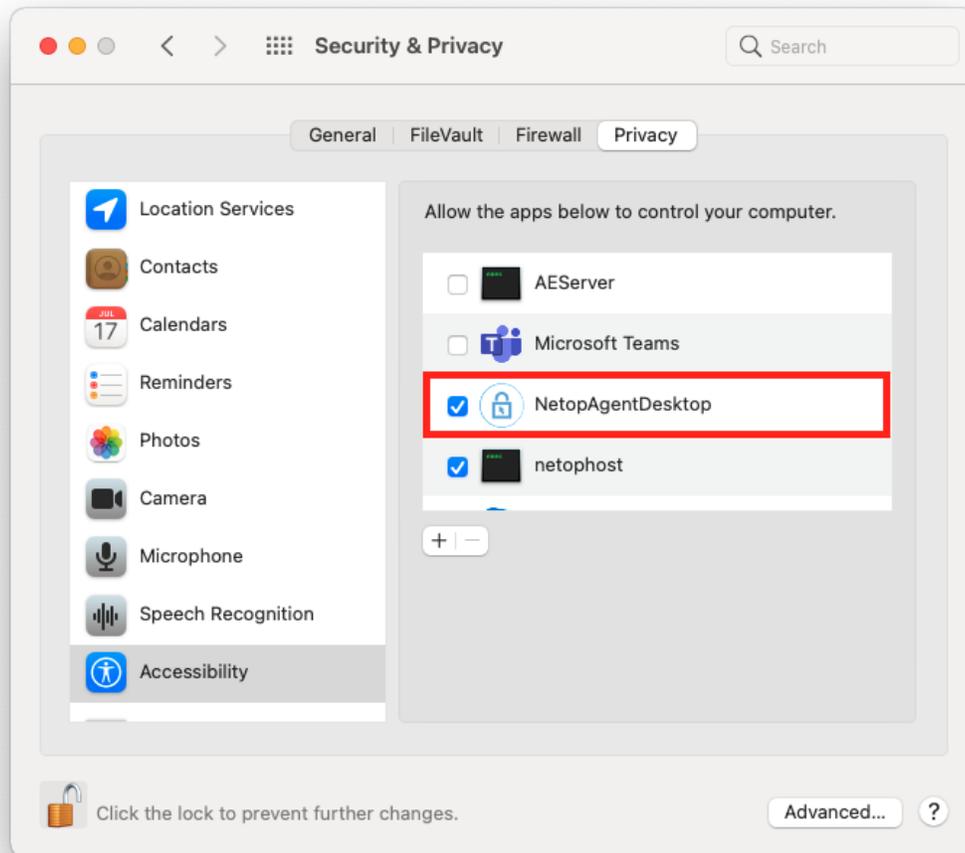


2. Open **System Preferences** when the **Accessibility** dialog appears on the screen.

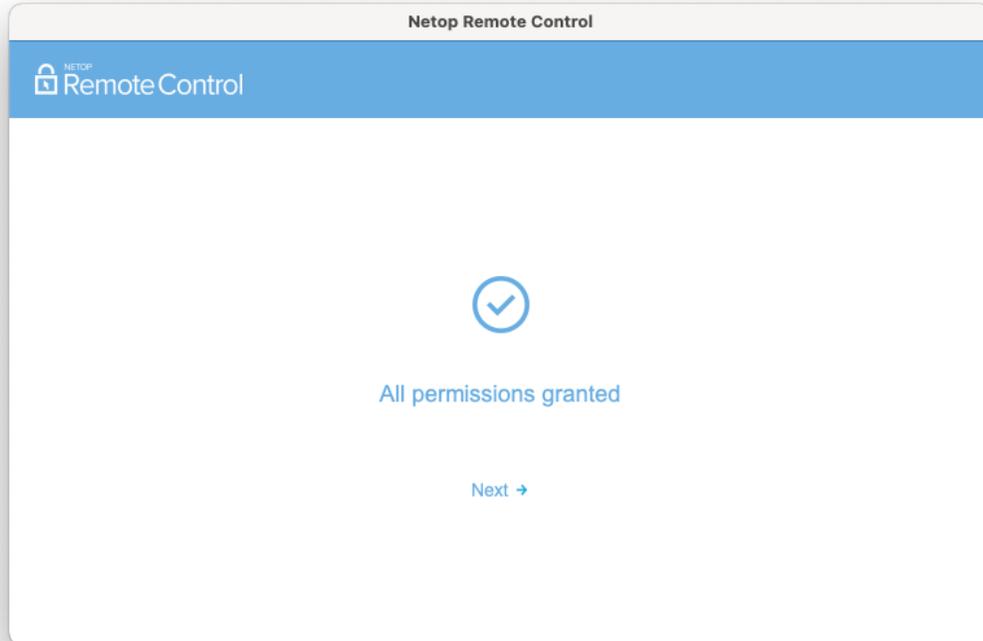


3. Click on the lock to make changes.

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



5. Click on **Next**.

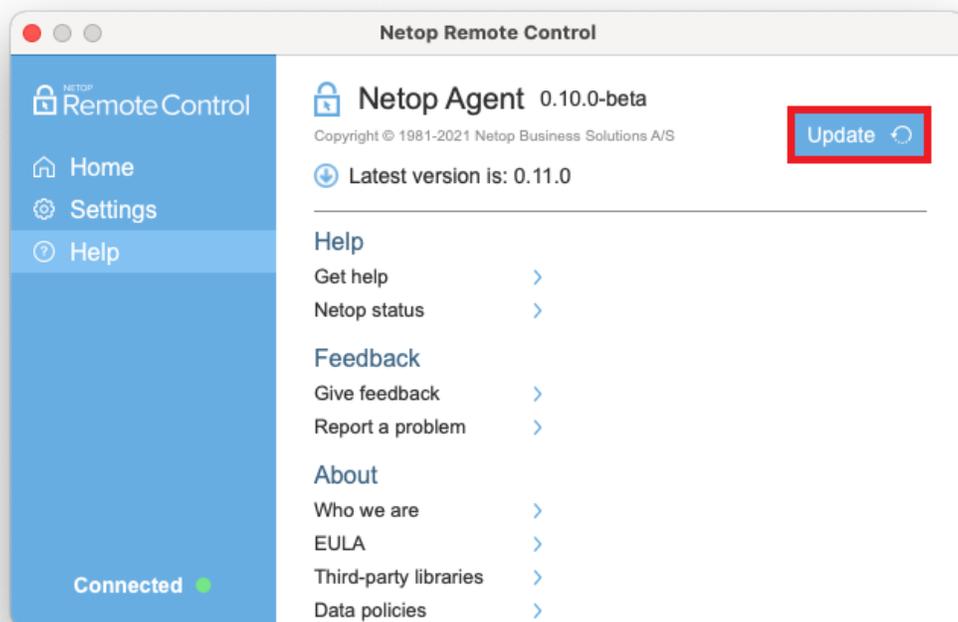


2.3. Updating the Agent

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.



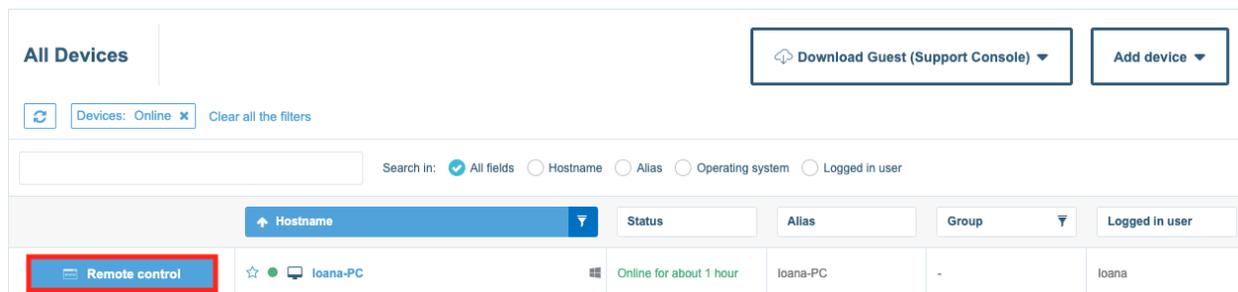
3. Remote control a device

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 [Impero Portal User's Guide](#).

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

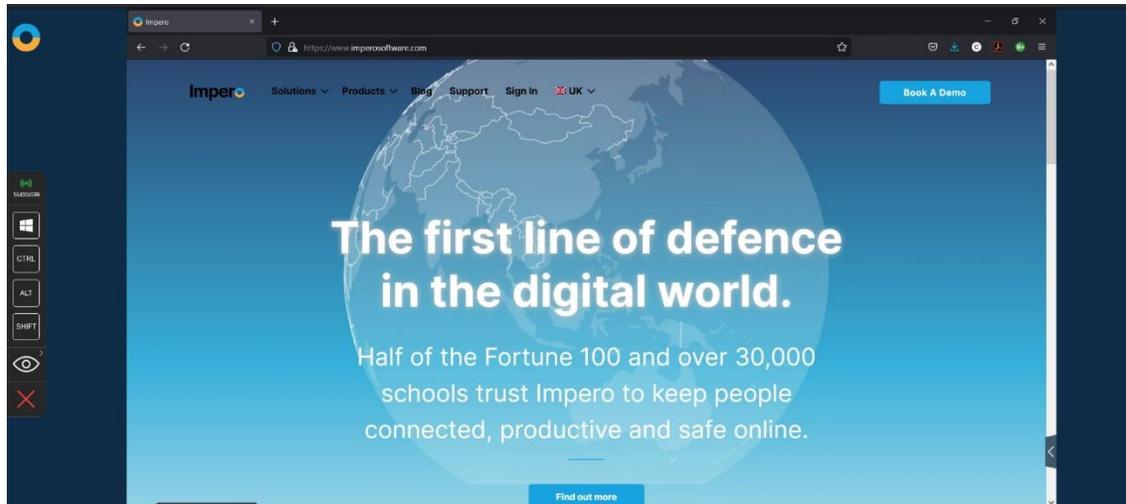
You can start the remote session by clicking on the **Remote control** button.



The screenshot displays the 'All Devices' interface. At the top right, there are buttons for 'Download Guest (Support Console)' and 'Add device'. Below these, there's a filter section showing 'Devices: Online' and a search bar. The search criteria are set to 'All fields'. Below the search bar, there are dropdown menus for 'Hostname', 'Status', 'Alias', 'Group', and 'Logged in user'. The main table lists one device, 'loana-PC', which is 'Online for about 1 hour'. A 'Remote control' button is visible in the first column of the table, highlighted with a red border.

| | Hostname | Status | Alias | Group | Logged in user |
|----------------|----------|-------------------------|----------|-------|----------------|
| Remote control | loana-PC | Online for about 1 hour | loana-PC | - | loana |

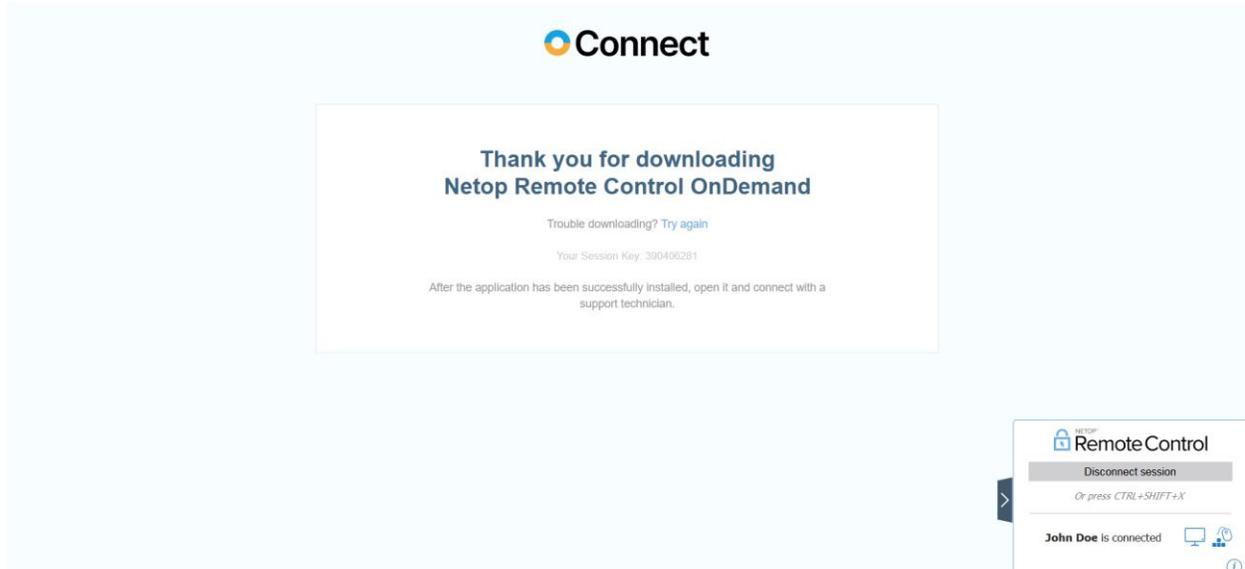
Once clicked, the remote control session starts. During the session, you can view the screen of the device and control its keyboard and mouse, depending on the permissions that you have set up.



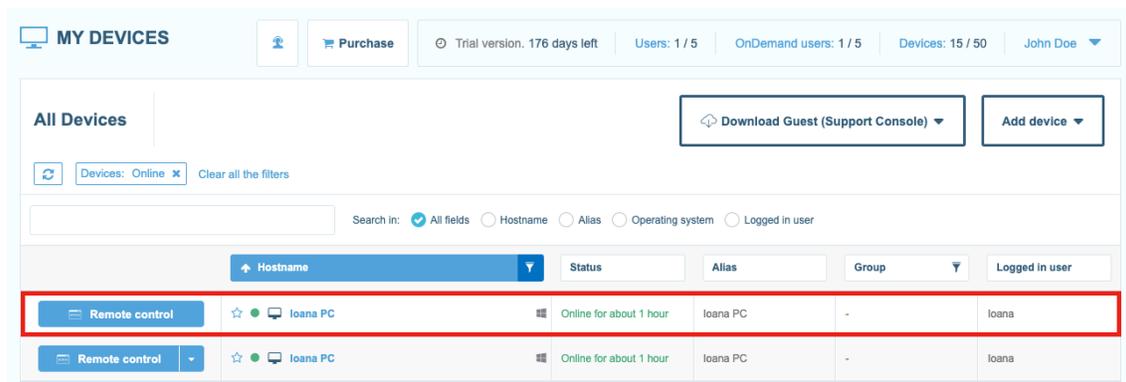
The **Browser Based Support Console** toolbar includes virtual key modifiers to use during the remote session. Each of the 4 key modifiers has 3 possible states: off, on, and always on (use it by double-clicking on the key modifier). These key modifiers help send various key combinations to the remote 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**).



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.



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.

