

## **Netop Remote Control Agent User's Guide**

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The **Netop Remote Control Agent** is a desktop application that is required for enabling remote control access using the Netop Remote Control Portal. The **Netop Remote Control Browser Based Support Console** is a browser-based interface in the **Netop 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.

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