

Overview

Laplink RemoteAssist is a standalone, on-demand, secure web-based remote control solution that can be quickly deployed by support organizations of all sizes. RemoteAssist does not require prior software installation or license fees on the remote PC, enabling organizations to support a large and diverse customer base while reducing support costs and increasing support effectiveness and customer satisfaction.

Positioning

Laplink, the industry leader in PC file transfer, file synchronization and remote control for over 20 years, is entering the on-demand remote control category primarily because worldwide customer feedback indicates that the market is currently under-served by current vendors and offerings, which tend to be high priced and offer more features than many customers require. With RemoteAssist, even small support organizations can now easily afford to deploy an on-demand remote control solution and start realizing an almost immediate return on their investment. Remote Assist also includes a number of unique Laplink contributions which differentiate the product from competing offerings, including:

- **Remote Desktop mode** -- as a result of Laplink's license to the Microsoft remote desktop communications protocol, this additional enhanced mode has been implemented, which enables support technicians to have administrative rights on the remote PC
- **Self-hosting**-- for organizations that require complete control over the server and communications infrastructure, Laplink offers the option of self-hosting the entire RemoteAssist solution
- **Fast file transfer** -- RemoteAssist utilizes Laplink's patented technology for fast file transfers

Key Features and Benefits

- **Instant visibility and diagnostics** -- support technicians can gain instant access to customers' PCs to quickly diagnose and resolve problems
- **Integrated file transfer** -- support technicians can easily download files, bug fixes and software updates using simple drag-and-drop commands
- **Firewall traversal** -- automatically and securely connects through firewalls on both sides
- **Extended remote desktop mode** -
- enables support technicians to log in as administrator to remote PCs running Windows XP Professional
- **Multiple sessions** -- support technicians can remotely control an unlimited number of customer PCs using an intuitive, tabbed session index
- **Session logging** -- support technicians and customers can each capture and log all session details for full auditability
- **Dial-up support** -- RemoteAssist works even over low-speed dial-up connections
- **Security** -- all data transfers are protected by 128-bit SSL encryption
- **Server options** -- support organizations have the option of hosting RemoteAssist on internal servers for self-managed security and administration



System Requirements

Both computers must have access to the Internet or be connected via a network.

Technician computer:

- Operating System: Microsoft Windows 2000/2003.
- Available hard-disk space: 5 MB.

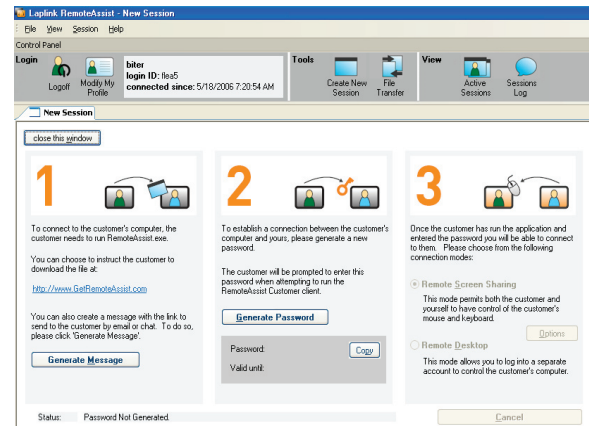
Customer computer:

- Operating System: Microsoft Windows 98SE/NT 4.0/ME/XP/2000/2003
- Remote Desktop mode only: requires Microsoft Windows XP Professional or Server 2000/2003 with Terminal Services installed.
- Available hard-disk space: 10 MB
- Intel or compatible 486DX or higher processor.

Using RemoteAssist

Technician PC:

1. Double-click on the RemoteAssist.exe setup file and follow the installation procedure. After the installation has finished, enter company and Technician IDs and the password.
2. Start the program and click on the **Create New Session** button in the Control Panel toolbar. The New Session window will open:



Customer PC:

The New Session window will guide you through the following three-step procedure:

1. Instruct the customer to install the RemoteAssist customer program from one of the sources below:
 - Laplink-hosted website: <http://www.getremoteassist.com/>
 - Company-hosted website.
 - A file that your company's IT department has placed on the customer PC.

The technician can also send a short instruction to the customer. Click on the **Generate Message** button in the **New Session** window, then copy, edit if necessary, and paste the message into the body of a chat or email.

2. Give password to the customer.
 - Click on the **Generate Password** button to generate a new password.
 - To send the password, click on the **Copy** button then paste the password into the body of a chat or email. (or communicate the password over the phone).
3. Connect to the customer PC



If the customer enters the password correctly, the options and buttons in step three of the New Session window will change from grayed-out to black, allowing you to select them.

If this does not happen, instruct the customer to click on the **Retry** button of the Remote Session dialog, and to re-enter the password.

Specify the following options:

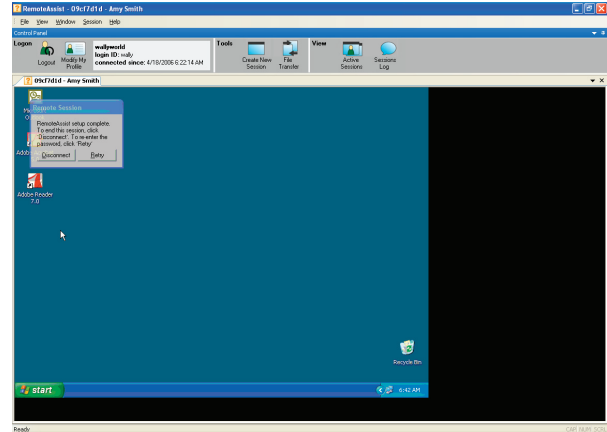
- a. Connection mode: select between Remote Screen Sharing and Remote Desktop. **Remote Screen Sharing** allows you and the customer to have control of the customer's mouse and keyboard during the session. In the **Remote Desktop** mode, the technician logs into the customer PC under a separate user name; the customer's account becomes locked until the session is terminated by either party. As noted earlier, Remote Desktop requires the customer PC to run in Windows XP Professional or Server 2000/2003.

Note: the primary advantage of Remote Desktop mode is that it enables the technician to have administrative rights on the customer PC. However, this feature is NOT implemented in the beta, so Remote Screen Sharing mode is recommended for beta evaluators.

- b. Screen sharing options: click on the **Options** button and select or deselect the options as needed.

Note: changing the defaults may impact the performance.

When finished, click on the **Connect to Customer's Computer** button. The following screen will appear when you use default program settings:



You are now ready to work on the customer PC.

To view the current session in full screen mode, press the **Ctrl-Shift-F** key combination. Depending on the screen resolution of each PC, the session will expand to occupy a portion or all of your display.

Additional Notes

To ensure that RemoteAssist works properly with a Proxy Server, at the initial login screen the technician should select "Proxy Settings" in the lower left section of the screen, and then enter the correct Address and Port for the Proxy Server, in addition to entering Username and Password. If the Customer is connecting through a Proxy Server, the Customer will similarly need to enter the appropriate Proxy Settings at login.

Contact Information

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