

Laplink RemoteAssist™ Quick Start Guide for the Technician

MN-REMAST-QSG-01

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Introducing Laplink RemoteAssist™

Laplink RemoteAssist™ makes it quick and easy for an IT technician to securely connect to a customer PC over the Internet. All the customer has to do is run a simple program and enter the password that the technician has supplied by phone, e-mail or chat. The technician can quickly proceed to monitoring, testing, administering, and fixing problems on one or more customer PCs.

Glossary

Technician: Technical support representative who uses RemoteAssist to provide assistance to the customer. In this guide, “you” will always refer to the technician.

Technician PC: The computer that the technician uses to provide assistance to the customer.

Customer: The person who receives assistance from the technical service representative (the technician).

Customer PC: The computer used by the person who requires technical assistance (the customer).

System Requirements

Both computers must have access to the Internet.

Technician computer:

- Operating System: Microsoft Windows XP/2000/2003.
- Available hard-disk space: 15 MB.
- Intel or compatible Pentium or higher processor.

Customer computer:

- Operating System: Microsoft Windows 98 / 98SE / ME / XP / 2000 / 2003.
- Remote Desktop mode only: requires Microsoft Windows XP Professional or Server 2003.
- Available hard-disk space: 3 MB.

Install RemoteAssist

Technician computer:

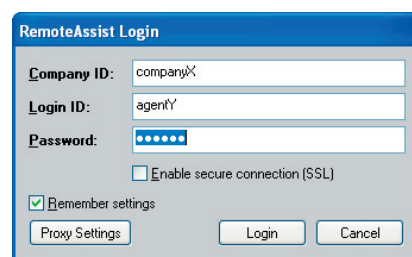
Double-click on the RemoteAssist.exe setup file and follow the installation procedure.

Customer computer:

The technician will guide the customer through the installation procedure described in the next section.

Create a Session

1. Start the program. In the login dialog,



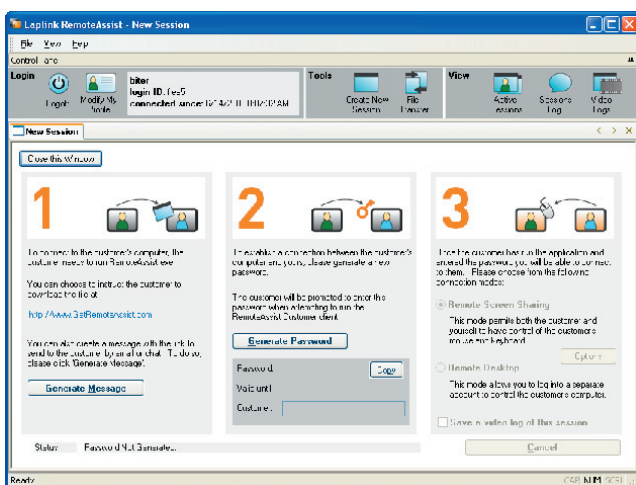
enter company ID, technician ID, and password.

- If your computer uses a web proxy to connect to the Internet, you may be required to enter the proxy settings. Click the **Proxy Settings** button and enter the username and password into the Proxy Settings dialog.

Create a RemoteAssist™ Session

- You can choose to select “Enable secure connection (SSL)”. This will enable the SSL encryption for all customer sessions that you run with this technician login.

2. In the Control Panel toolbar, click the **Create New Session** button. To set up and connect to the customer PC, follow the three-step procedure described in the remainder of this section and in the New Session window:



1 Install the customer program.

Depending on your company’s preference and the type of license it purchased, the customer may use one of the following three sources for downloading and installing RemoteAssist:

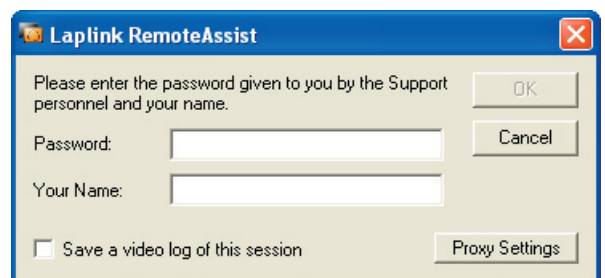
- Laplink-hosted website:**
Instruct the customer to visit <http://www.getremoteassist.com/> and to select the appropriate language link. The customer must accept the License Agreement then click **Download**, and **Open**. The program will prompt the customer to accept the license agreement once more before it installs itself.
Note: Download of the setup file at dial-up speeds may take between 5 and 10 minutes.

- Website hosted by the technician’s company:**
The technician will provide the customer with installation instructions.

- A file that the customer company’s IT department has placed on the customer PC:
The technician will provide the customer with installation instructions.

- Send the customer a message about downloading and installing the customer program. Click the **Generate Message** button to produce a default but customizable instruction for downloading the program from the Laplink-hosted website. Copy, customize if necessary, and paste the message into the body of a chat or e-mail.

During the installation, the screen on the customer PC may flicker and turn blank for a few seconds. When installation is complete, the program will display the dialog asking the customer to enter a name and password:



The technician will have generated the password and provided it to the customer as described in part 2. If the customer PC uses a web proxy, the login dialog will display the **Proxy Settings** button. To connect, the customer may be required to obtain the proxy settings from his or her company’s Network Administrator, and to enter them in the Proxy Settings dialog.

- Inform the customer that he or she has the option to record a video of the session by selecting “Save a video log of this session”. RemoteAssist will save the video to the customer’s My Documents\Laplink\RemoteAssist folder.

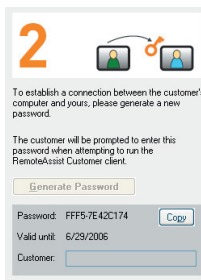
The video will record the technician’s actions as snapshots taken once every second.

Note: With some video cards, turning off hardware acceleration on the customer PC may increase the speed of video logging and data transfer during the session.

Create a RemoteAssist™ Session (continued)

2 Supply the customer with a password.

- a. Click the **Generate Password** button, and RemoteAssist will automatically generate a sequence of 13 characters: a 4-character technician code, a dash, and a unique 8-character customer password.



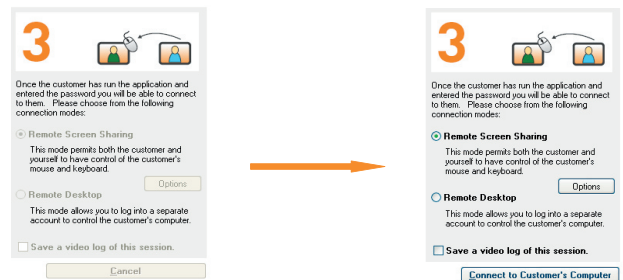
The customer must enter all 13 characters.

Note: RemoteAssist adds the technician code to prevent the customer from connecting to the wrong technician in the event of a mistyped password.

- b. To send the password, click the **Copy** button to store the password into the clipboard, then paste the password text into the body of a chat or e-mail. You can also provide the password by phone.
- c. Enter the customer name into the Customer field. This will make record-keeping easier if, for example, the customer enters an incomplete name or just the initials. Sessions Log will display the name of the customer as entered both by the customer and the technician.

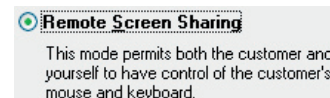
3 Connect to the customer PC.

After the customer successfully downloads the Remote Assist client program and enters his or her password and name, the options and buttons in section three of the New Session window will become available:



- a. Choose the connection mode.

You can conduct a RemoteAssist session in one or both of the two connection modes: **Remote Screen Sharing (RSS)** and **Remote Desktop (RD)**. In addition to having the option of starting a session in either mode, you can also start in the RSS mode and switch to the RD mode (but not in reverse) during the same session. For example, to study the problem by watching the customer demonstrate or reproduce it, first connect in the RSS mode:



To fix certain problems, next switch to the RD mode and log in as an administrative user. You can switch during the RSS session: in the main menu click **Session** and select **Admin Remote Desktop**:



Remote Screen Sharing allows you and the customer to have simultaneous control of the customer's mouse and keyboard during the session.

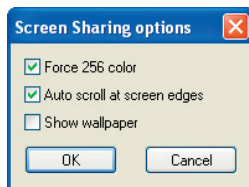
In the **Remote Desktop** mode, logging in by the technician will lock the customer machine and blank its screen until either party decides to terminate the session. In the Remote Desktop mode:

- RemoteAssist will ask the customer to give the technician permission to take control of the customer PC.

Create a RemoteAssist™ Session (continued)

- The technician has to obtain the administrator name and password from the company or the customer.
 - Two separate logins are required. First, the technician must use the administrator name and password to start the RemoteAssist proxy service on the customer PC. Second, the technician will log in to Windows Desktop as the administrator, the customer, or another user who has Remote Desktop rights.
 - As noted earlier, Remote Desktop requires the customer PC to run in Windows XP Professional or Server.
- b.** Select screen sharing options (Remote Screen Sharing mode only):

Click the **Options** button and select the following options (Note: Changing the defaults may impact the performance):

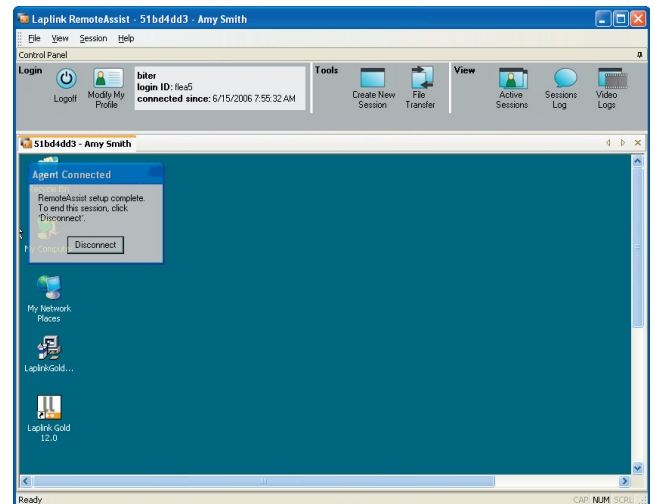


- **Force 256 color:** Selected by default, this option limits the number of colors in the session window to 256, but increases the speed of data transfer.
 - **Auto scroll at screen edges:** Selected by default, this option allows the technician to scroll inside the session window simply by moving the mouse, without dragging the scroll bars.
 - **Show wallpaper:** When selected, this option will allow you to see the client's wallpaper. By default, this option is not selected for faster data transfer.
- c.** Save a video log

If you wish to save a video log of the session, check the appropriate option box. The video will record the technician's actions as snapshots

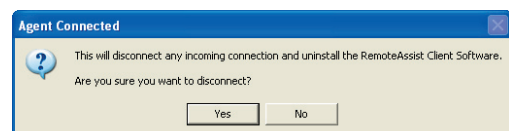
taken once every second. You can view all videos of the sessions in Video Logs.

After you have finished specifying the options, click the **Connect to Customer's Computer** button. The following screen will appear in the Remote Screen Sharing mode under default program settings:



You are now ready to work on the customer PC.

- To view the current session in full screen mode, press **Ctrl-Shift-F**. Depending on the screen resolution, the session window will expand to occupy a portion or all of your display.
- A simple status dialog with the **Disconnect** button will appear on the customer's desktop. The customer can disconnect from the Remote Screen Sharing session at any time by clicking this button. Doing so will generate the confirmation dialog:



After clicking Yes, the client program will remove itself from the customer PC and the "Remote Session Disconnected" message will appear on the technician PC.

- The technician can terminate the session simply by left-clicking on the session tab and selecting "Close".

RemoteAssist™ Features

Control Panel toolbar

This toolbar displays all functions needed by the technician to set up and run a session.



To display or hide the Control Panel, in the main menu click **View**, choose **Toolbars**, and select or deselect **Control Panel**. The functions are grouped into the following categories:

Login

Log in and off

Click the **Login/Logoff** button in the Control Panel. This will log off the technician and close all open sessions.

Modify My Profile

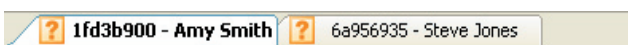
Click the **Modify My Profile** button to change your name, phone number, and e-mail address. Use the **Profile** field for any additional information you would like to include in your profile. Click the **Modify Password** button to change your password. Passwords are case-sensitive and may contain only alphanumeric characters. Note that RemoteAssist stores the technician profile information on the program's server.

Tools

Create New Session

RemoteAssist allows the technician to work with several customers at a time. To add a new session, click the **Create New Session** button and repeat the procedure for installing RemoteAssist on the customer PC (described on page 4).

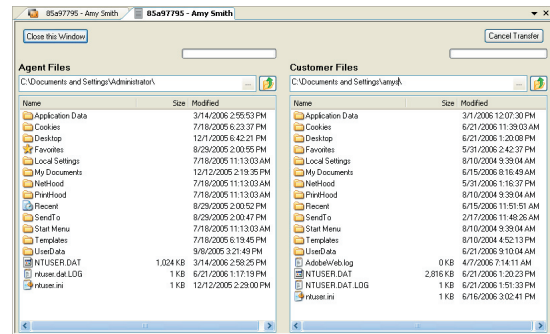
For each session, there is a separate tab that displays the customer's name and password:



Names entered by the customers at login.

File Transfer

During a session, the technician may wish to quickly transfer files and/or folders between the two PCs. To open the file transfer dialog, click the **File Transfer** button in the Control Panel (or pull down the **View** menu and select **File Transfer**).



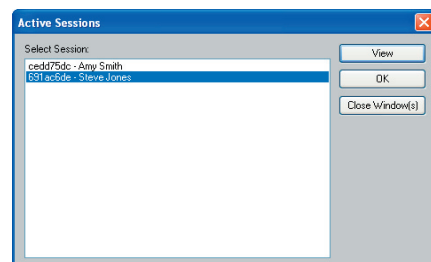
Select the files or folders for transfer, then drag and drop them between the technician and the customer windows. In Remote Screen Sharing mode, the program will display a warning on the customer PC, asking the customer's permission to transfer files.

The File Transfer dialog appears as a separate active session window. The technician can switch to any active remote control session while the file transfer is in progress.

View

Active Sessions

Use this feature to close or to switch between existing sessions. To open the list of all running sessions, click the **Active Sessions** button in the **Control Panel** toolbar. To switch to a session, highlight it and click the **View** button:

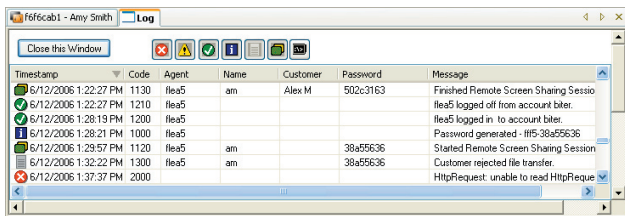


RemoteAssist™ Features (continued)

Sessions Log

To view the log, click the **Sessions Log** button in the Control Panel toolbar (or click **View** in the main menu and select **View Sessions Log**).








The Sessions Log contains information entered by the technician and the customer. It includes customer names, passwords and other information important for record keeping and billing:



Timestamp	Code	Agent	Name	Customer	Password	Message
6/12/2006 1:22:27 PM	1130	flea5	am	Alex M	502c3163	Finished Remote Screen Sharing Session
6/12/2006 1:22:27 PM	1210	flea5				flea5 logged off from account bites.
6/12/2006 1:28:19 PM	1200	flea5				flea5 logged in to account bites.
6/12/2006 1:28:21 PM	1000	flea5				Password generated - #15-38a55636
6/12/2006 1:29:57 PM	1120	flea5	am		38a55636	Started Remote Screen Sharing Session
6/12/2006 1:32:22 PM	1300	flea5	am		38a55636	Customer rejected file transfer.
6/12/2006 1:37:37 PM	2000					HttpRequest: unable to read HttpRequest

Note that the “Name” column in the Sessions Log shows the name entered by the customer. The “Customer” column represents the name assigned to the customer by the technician.

Click on the appropriate symbol to include or exclude each category in the displayed log:

-  Errors
-  Warnings
-  Logons and logoffs
-  Informational messages
-  File Transfer Logs
-  Remote Control Logs
-  Debug messages

To save the Sessions log to a text file, press the **Ctrl-S** key combination while the Sessions Log window is active.

Video Logs

Clicking the **Video Log** button simply takes you to the folder that contains the session videos saved by you or another technician.

- RemoteAssist saves session videos inside the **My Documents\Laplink\RemoteAssist** folder on the computer where the recording took place. The technician can access this folder using the Video Log button or manually; the customer can access it only manually. Please instruct the customer about the location of the session videos.
- If both the technician and the customer choose to record a session video, RemoteAssist will save the video on each computer.
- The recording in the Remote Screen Sharing mode will show the actions by both the technician and the customer. The recording in Remote Desktop will show only the technician’s actions, because the customer PC is locked.
- A session video is a series of snapshots of the technician’s and/or customer’s actions taken once every second.
- The technician can record a video of more than one session at a time. However, he or she has to select the recording option for each session separately, when creating it.
- Recordings will stop when either party terminates or disconnects from a session.

• **Some system keys or key combinations are not sent to the remote host.**

RemoteAssist integrates Remote Desktop Protocol (RDP), Microsoft’s proprietary technology that allows users to connect to a computer running Microsoft Terminal Service. RemoteAssist thus inherits many of the RDP’s characteristics. We have found that the following system keys and key combinations are not sent to the customer PC during a RemoteAssist session:

Connection mode	Display Mode	System keys or key combinations NOT sent to the remote host
Remote Desktop	Full Screen	<ul style="list-style-type: none"> • <ALT+TAB>, <CTRL+ALT+END>, <CTRL+ALT+DEL> • Window key • Window key + F (Opens the system search window) • Window key + R (Opens the Run command line dialog) • Window key + E (Opens Windows Explorer)
Remote Screen Sharing	Full Screen	All
	Window	<CTRL + ALT + DEL>

All these functions can be accessed with the mouse directly on the customer PC.

• **The mouse is slow after the second Remote Screen Sharing session has started.**

You may see this on computers operating in Windows 2000 and above. The issue usually resolves itself in a short period of time.