

Application Note: NetOp Remote Control Agent



This document guides you through the settings for setting up a SiteManager agent for establishing remote access to a host using NetOp Remote Control via the LinkManger.

The document consists of standard instructions that may not fit your particular configuration.

Version: 1.0, Jan 2011



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1. Prerequisites

The PC Agent configured on the SiteManager support NetOp in Guest to Host environment.

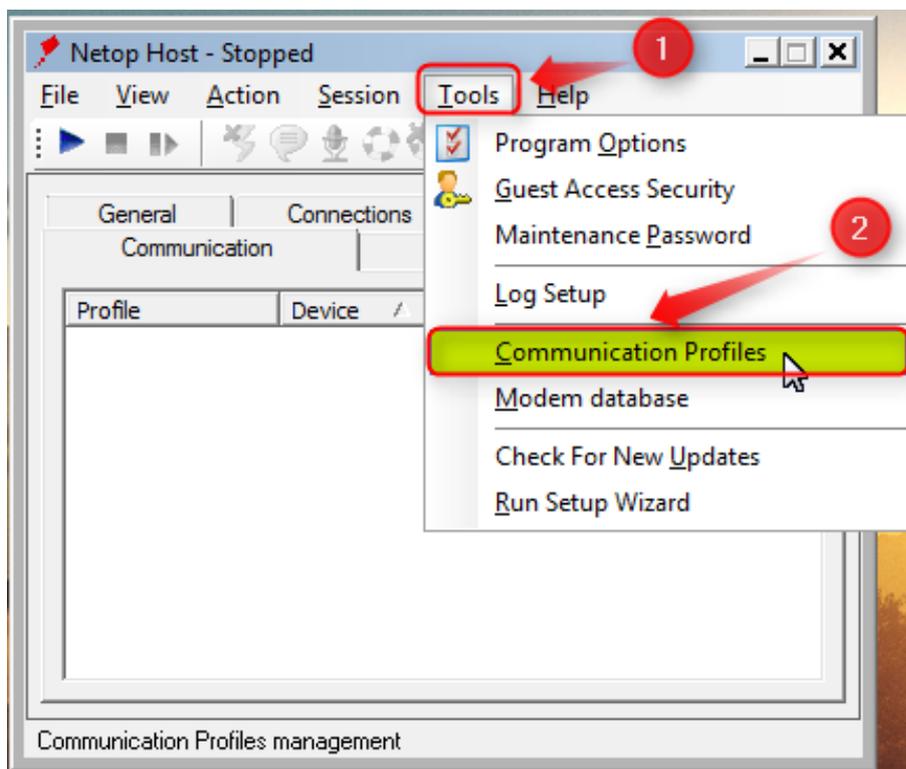
- The NetOp Remote Control Host is installed on the remote PC
- The NetOp Remote Control Guest is installed on the Local PC where the LinkManager is installed.

The following covers the absolute minimum configuration to make the NetOp session enable the following features:

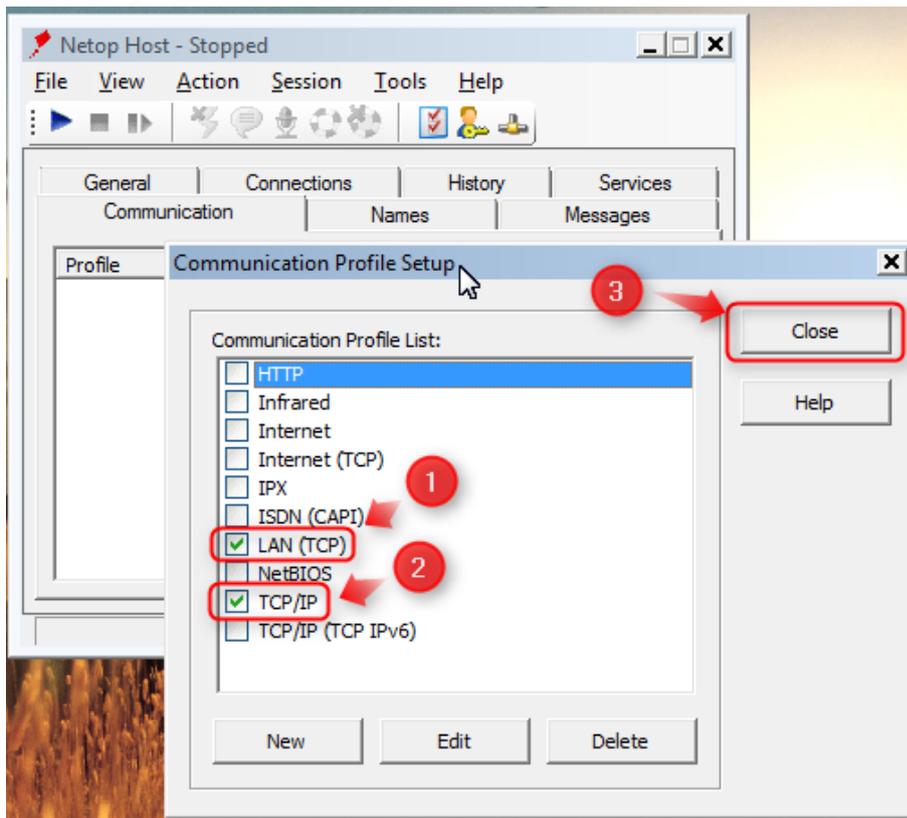
- NetOp in LAN(TCP) mode (no browse/search option)
- NetOp in TCP/IP mode will support Browse/search from guest (require firmware build later then 11025)

2. Configure the NetOp Host

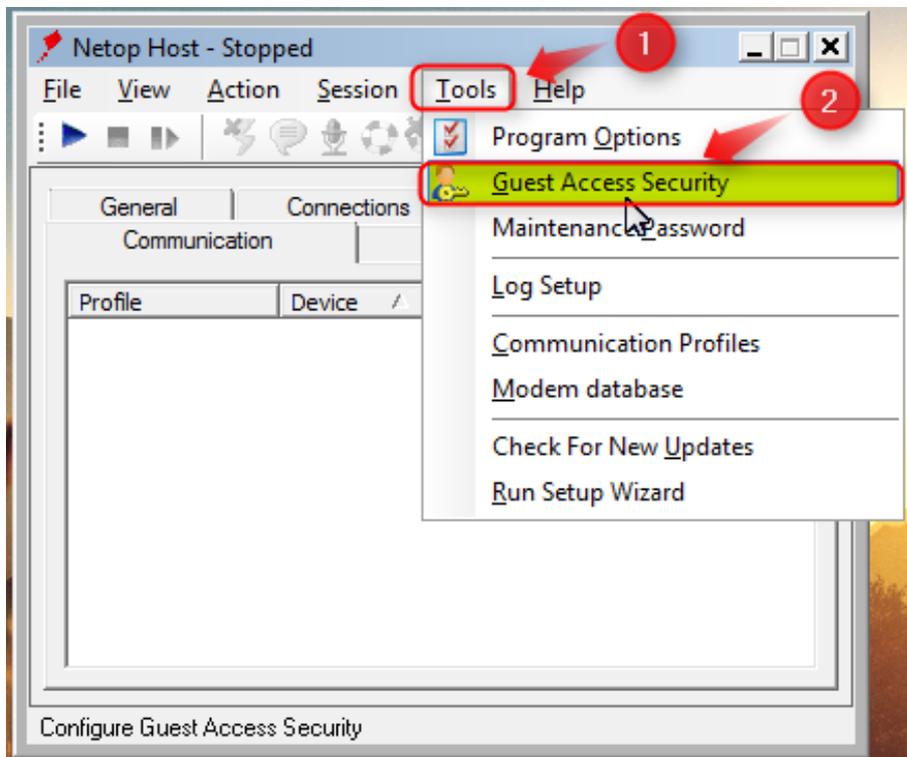
1. Start NetOp Host and enter Tools → Communication Profiles:



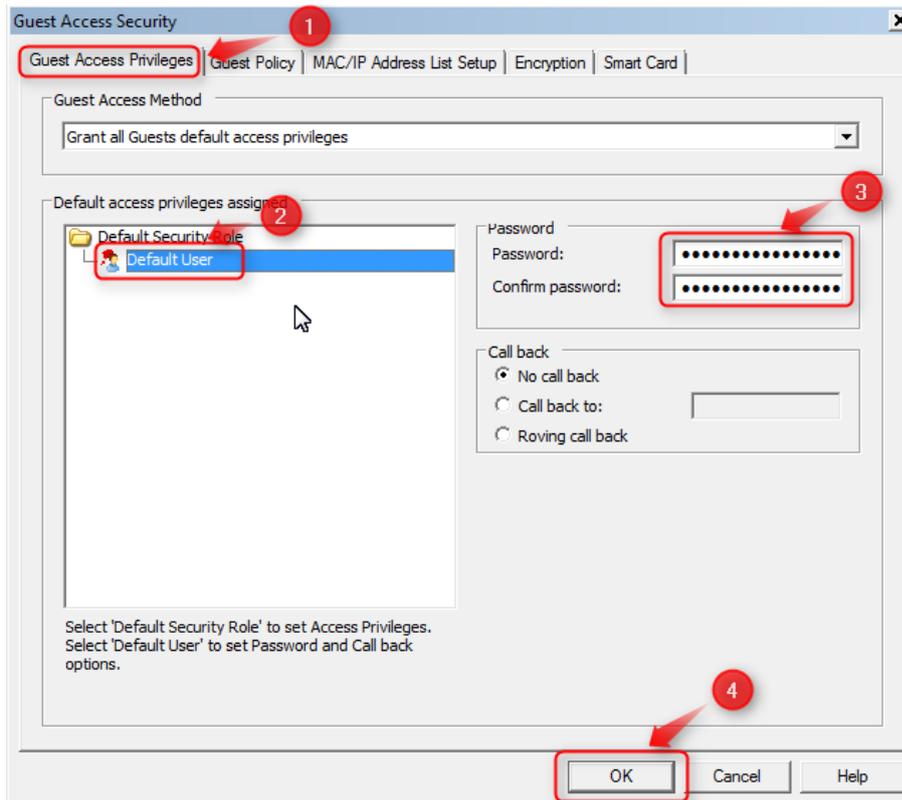
2. Select the Communication profiles **LAN (TCP)** and **TCP/IP**



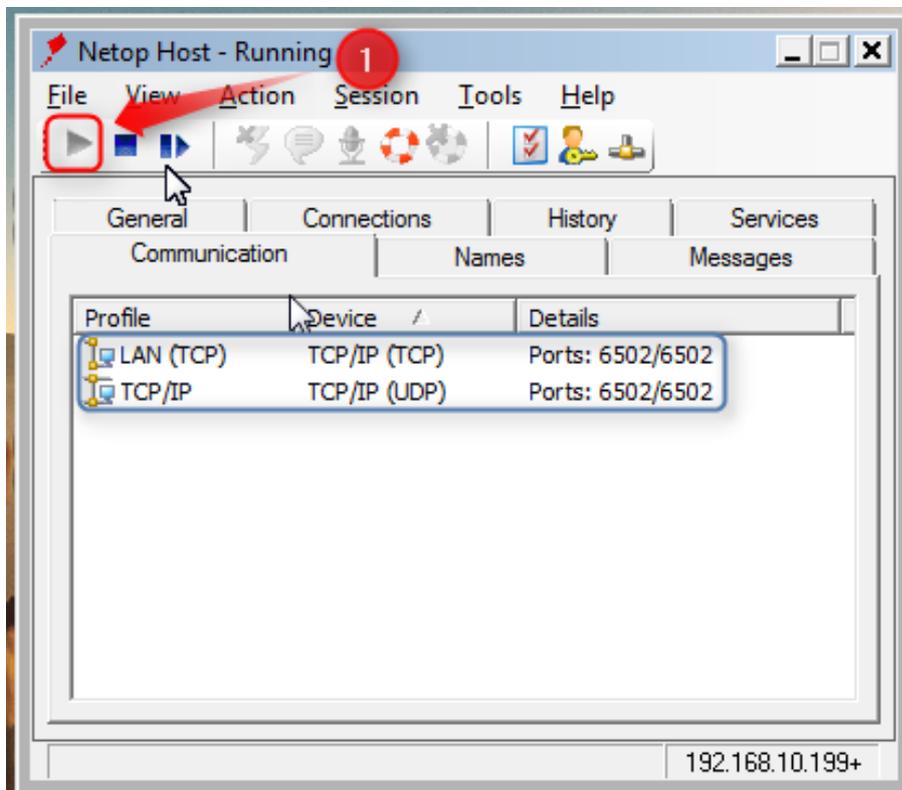
3. Enter Guest Access Security



4. As a minimum you must define a password



5. Press Start to activate the Host



3. Create a NetOp agent on the SiteManager

6. Enter the SiteManager GUI and select GateManager → Agents
7. Create a new agent with type **Custom/PC**, and enter the IP address of the PC running the NetOp Host.
8. Insert the parameter detail **+netop** next to the IP address (you can also click the  icon, and check mark “Netop Remote Control”)



9. Ensure that the agent goes IDLE, which also indicate that the agent has been reported to the GateManager server.

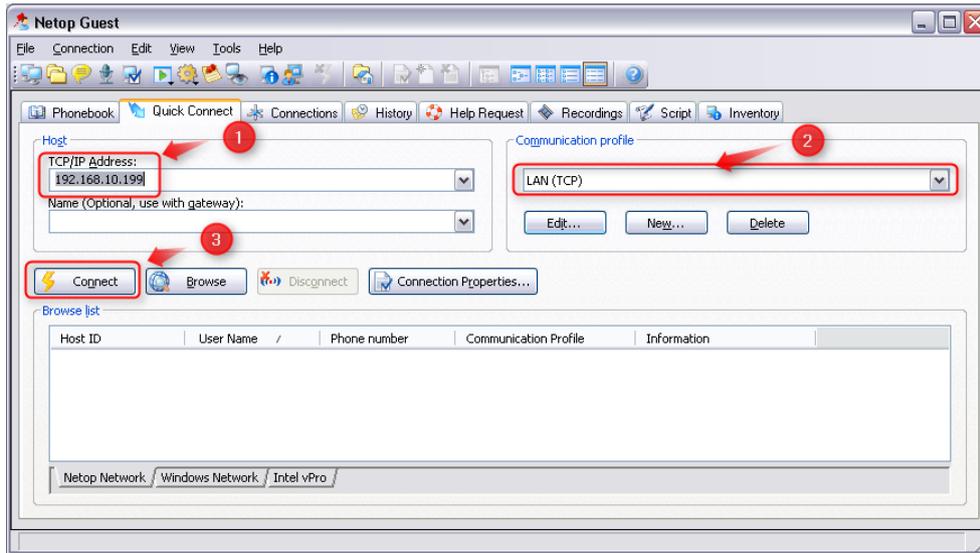
4. Connect NetOp Guest via LinkManager

It is assumed that your LinkManager account has been granted access to the domain in which the new agent is placed (as default it will show up in the same domain as the SiteManager).

10. Click connect on the new agent to connect to the NetOp Host PC



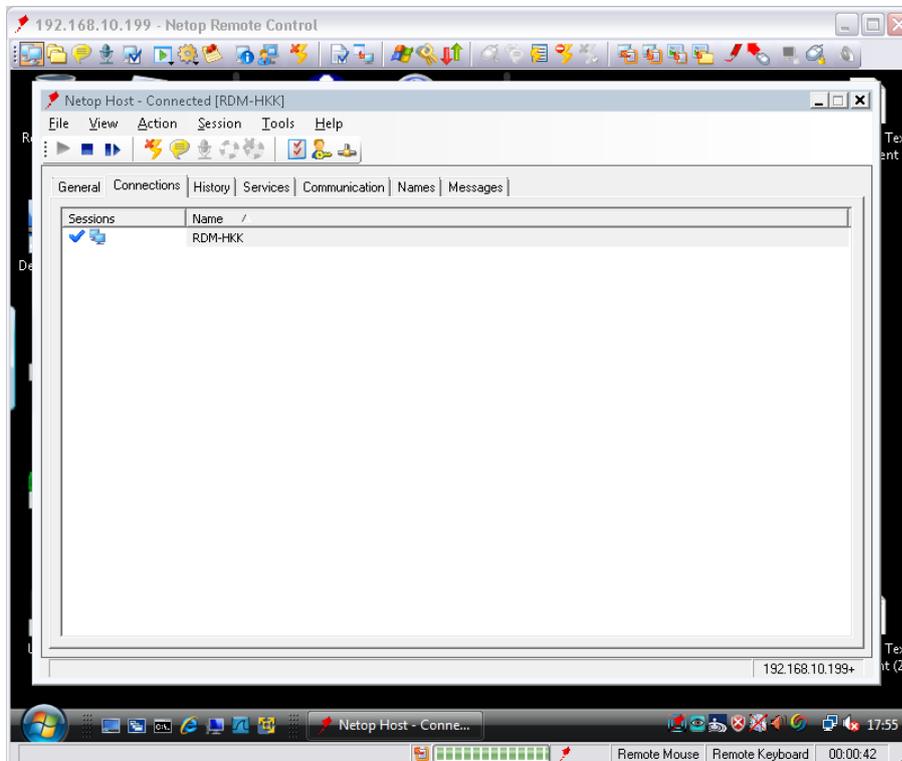
11. Start the NetOp Guest program, and enter the **IP address** of the Host PC, set the Communication profile to **LAN (TCP)** and click **Connect**



12. Enter the password you defined previously



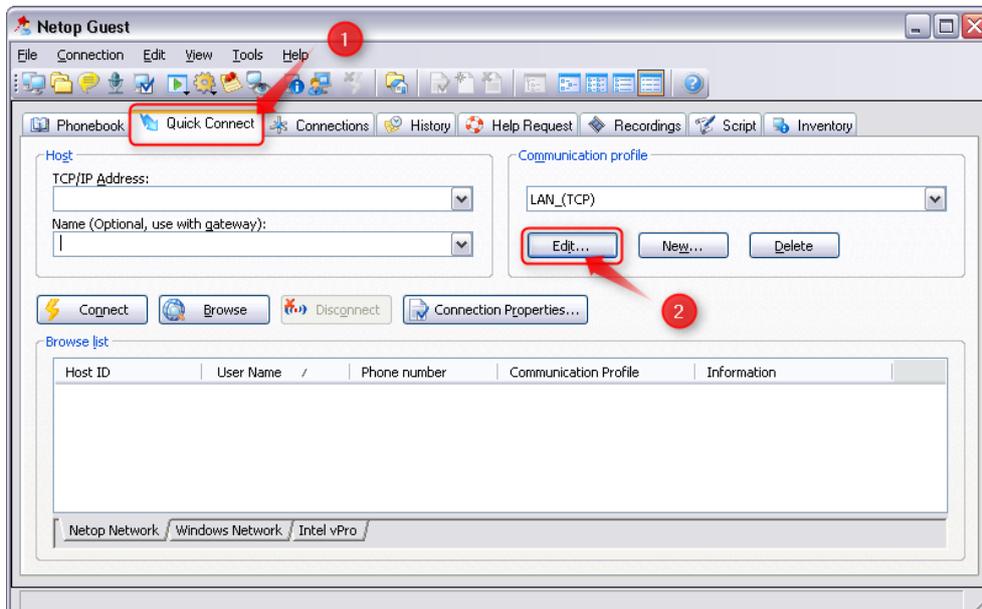
13. You should now be online



5. OPTIONAL: Auto-start NetOp from LinkManager

You can configure the LinkManager to automatically launch your NetOp Guest program towards the host. This requires a small configuration change in the NetOp Guest Program, as well as defining a special “service” in the LinkManager.

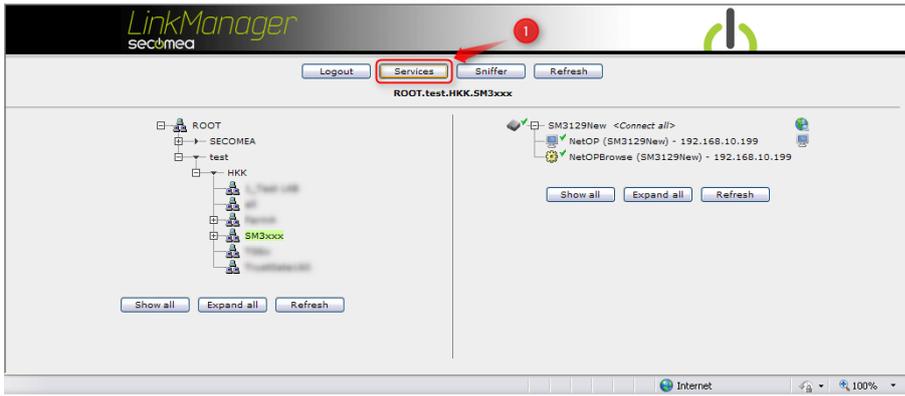
14. In the NetOp Guest program enter the **Quick Connect** menu and **Edit** the profile **LAN (TCP)**



15. Replace the <space> between LAN and (TCP) with an underscore “_”, so the name is **LAN_(TCP)**. Select **OK** to save.

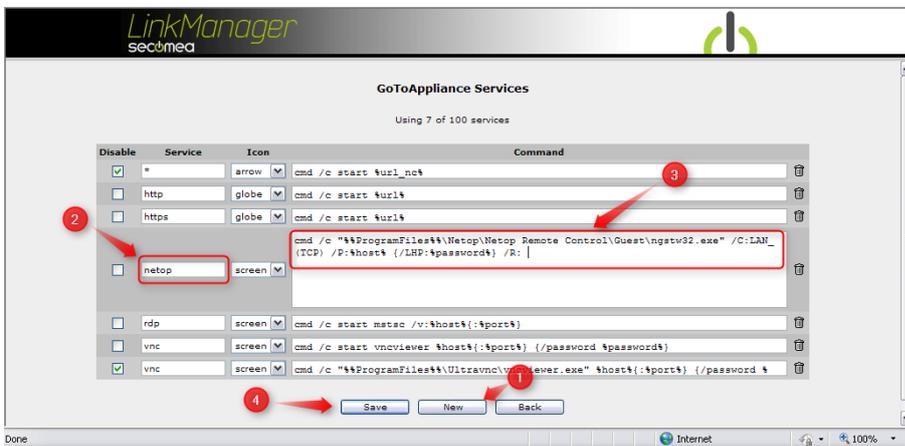


16. In the LinkManger select **Services**



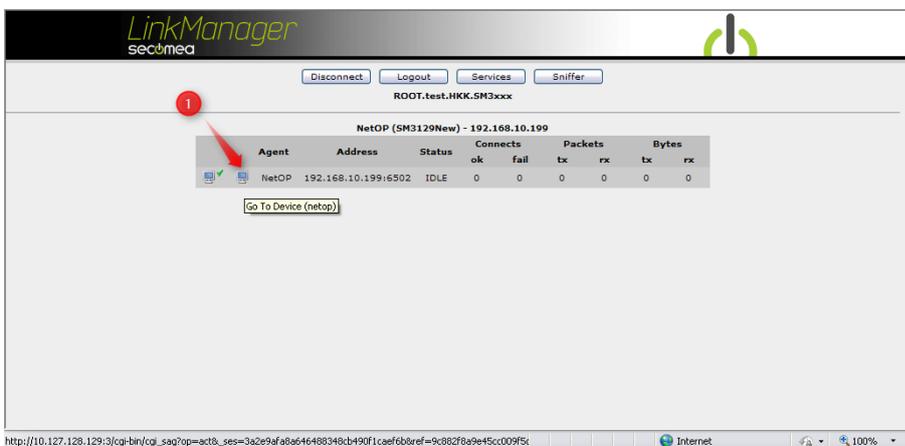
17. Select New to create a new service called **netop** (must be named exactly like this). Select **screen** as icon, and insert the following command:

```
cmd /c "%ProgramFiles%\Netop\Netop Remote Control\Guest\ngstw32.exe" /C:LAN_(TCP) /P:%host% {/LHP:%password%} /R:
```



Hint: It is recommend that you copy the command string from this document, and paste it into the above screen to ensure it is correct.

18. Click Save and connect to the agent. You now have a new **Go To Device** icon you can click to start NetOp automatically:



6. Troubleshooting

If, when you click the Go To Device icon from the LinkManager, you see the following messages, it could indicate that the Communication Profile in the Netop Guest application doesn't match the Server command defined under LinkManager services.



Re-check the settings of the previous sections and try again.

7. Notices

Publication and copyright

NetOp Remote Control Agent, Version 1.0, January 2011

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