# 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  $\rightarrow$  Communication Profiles:



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- 🏓 Netop Host Stopped \_ 🗆 🗙 <u>File</u> <u>V</u>iew Action Session Tools Help () 🗄 🗘 🖑 🔘 : 🕨 🔳 🕪 20 🎽 🚴 🍝 General 1 Connections History Services Communication Names Messages Communication Profile Setup × Profile 3 Close Communication Profile List: HTTP Infrared Help Internet Internet (TCP) IPX ISDN (CAPI) LAN (TCP) NetBIOS TCP/IP TCP/IP (TCP IPv6) Edit New Delete
- 2. Select the Communication profiles LAN (TCP) and TCP/IP

3. Enter Guest Access Security

🏓 Netop Host - Stopped	
<u>File View Action Session</u>	Tools Help
▶ ■ ▶   岑 🖗 盘 @ ∛	Program Options
General Connections	👝 <u>G</u> uest Access Security
Communication	Maintenance
Profile Device 🛆	Log Setup
	Communication Profiles
	<u>M</u> odem database
	Check For New Updates
	<u>R</u> un Setup Wizard
Configure Guest Access Security	



4. As a minimum you must define a password

Guest Access Security	×
Guest Access Privileges Guest Policy   MAC/IP Address List	Setup Encryption Smart Card
Guest Access Method	
Grant all Guests default access privileges	▼
Default access privileges assigned	Password Password:
	Confirm password:
μ	Call back
, Select 'Default Security Role' to set Access Privileges. Select 'Default User' to set Password and Call back options.	4
	OK Cancel Help

5. Press Start to activate the Host

🏓 Netop Host - Run	ning		
File View Actio	n <u>S</u> ession <u>T</u> o	ools <u>H</u> elp	
	<u> </u>	🔰 🚴 🕹	
General	Connections	History	Services
Communication	n Na	ames	Messages
Profile	Pevice /	Details	
📜 LAN (TCP)	TCP/IP (TCP)	Ports: 6502/650	02
TCP/IP	TCP/IP (UDP)	Ports: 6502/650	02
· · · · · · · · · · · · · · · · · · ·			
		-	192.168.10.199+



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## 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

LinkManager secomea	ch
Logout Services ROOT.test.	Sniffer Refresh HKK.SM3xxx
Show all Expand all Refresh	◆ +D- SM3129New <contect all=""></contect>



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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** 

🧏 Netop Guest	- 0 🛛
Elle <u>C</u> onnection <u>E</u> dit <u>Vi</u> ew <u>T</u> ools <u>H</u> elp	
░़ि≏?±RD\$\$\$\$\$\$\$\$\$	
Phonebook Quick Connect As Connections P History Help Request Recordings Z Script Inventory	
TCP/IP Address:	
192.168.10.199 V LAN (TCP)	~
Name (Optional, use with gateway):  Edit New Delete	
Connection Properties	
Host ID User Name / Phone number Communication Profile Information	
Netop Network / Windows Network / Intel vPro /	

12. Enter the password you defined previously

Log on using Netop au	thentication 🛛 🔀
RemoteCo	ntrol 🍠 🏓
Log on to 192.168.10.19 Password:	······
	Ok Cancel

13. You should now be online





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#### 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)** 

e Connection Edit Connection Edit Connection Edit Phonebook No Connection	View Iools D ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	Help	<ul> <li>History</li> </ul>	Help Request 🔷 Recor	e 🥑 dings 😵 Script 😽 Inventory	
TCP/IP Address:	with gateway):	<b>č→</b> Disc <u>o</u> nnect	Connection	Edit	New Delete	
Host ID	User Name	/ Phon	e number	Communication Profile	Information	

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

Communication Profile Edit	$\overline{\mathbf{X}}$
Communication Information          Description of Communication Profile:         LAN_(TCP)	Ok
Communication Device: TCP/IP (TCP)	Cancel
TCP Optimize for internet communication Encapsulate in HTTP Use proxy settings	Advanced



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:
```

	[ s	inkMai ecomea	nager		<b>h</b>						
				GoToAppliance Services		^					
				Using 7 of 100 services							
	Disable	Service	Icon	Command							
	<b></b>	*	arrow 💙	cmd /c start %url_nc%	Û						
		http	globe 💌	cmd /c start %url%	Û						
2		https	globe 💌	cmd /c start %url%	Û						
	-	netop	screen 💌	end /c "%%FrogramFiles%%/Netop/Netop Remote Control/Guest/ngstw32.exe" /C:LAN_ (TCP) /P:%host% {/LRP:%password%} /R:	Û	=					
		rdp	screen 💙	cmd /c start mstsc /v:%host%(:%port%)	Û						
		vnc	screen 💙	cmd /c start vncviewer %host%(:%port%) {/password %password%}	Û						
		vnc	screen 💌	cmd /c "%%ProgramFiles%%\Ultravnc\victever.exe" %host%{:%port%} {/password %	Û						
			4	Save New Back		<u> </u>					

**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:

LinkMa secomea	nager									<u>h</u>		
		Disconnect Log	out	Servio	ces (	Sniffer	-					
()		ROC	)T.test.H	(K.SM3)	CXX							
		NetOP (SM3	3129New)	- 192.1	68.10.19	9						
	Agent	Address	Status	Conr	fail	Pac	kets	By	tes			
9	NetOP	192.168.10.199:6502	IDLE	0	0	0	0	0	0			
	Go To Device	(neton)										
	do to bothe	(incopy)										
http://10.127.128.129:3/cgi-bin/cgi_sag?op=act8	_ses=3a2e9afa8a6	46488348cb490f1caef6b&	ref=9c882f	8a9e45c	c009f5c	11		6	) Interne	t	 100%	•
	_											***



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# 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.

Error	×
No communication profiles selected for initialization. Change the communication profile in the phonebook or choose to initialize one or more communication prof	iles at startup.
ОК	
Error	×
Communication profile database error. Search reco	ord not found.
OK	

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



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## 7. Notices

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NetOp Remote Control Agent, Version 1.0, January 2011

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