

NetOp On Demand



Product	NetOp On Demand	Version	1.30
Date	2006-01-12	Manager	GS
Project	Custom Host Configuration Description	Revision #	1.0

Overview

The NetOp On Demand Host is aimed at the help desk market in decentralized environments where pre-installing remote control functionality for future sessions is impossible. To service the users, these must visit a web site and select a specific link. A packed file containing a configuration file and a Host executable with remote control functionality will download and launch the executable. To reach the help desk center the executable must issue a Help Request. The Help Request can contact one or more Help Desk staff members by using a static name called a Help Provider name, or a single staff member by using a dynamic one-time name called a Service Ticket. Static names allow the user to establish a connection to the help desk center manually or automatically whereas Service Tickets requires the user to manually start the connection. One help desk member can initiate a remote control, chat or / and file transfer session after the Help Request has been issued.

The Host executable can be customized in many ways including behavior, layout, security and communication settings.

Danware Data offers two levels of customization for the Host:

Basic configuration, where the client can specify

- DNS or IP address to connect to when issuing a help request
- Port number to use
- One of three login methods to use
 - Password
 - Username and password
 - Username, password and domain

Custom configuration, where the client can specify a large number of parameters, which are described below. All dialogs are presented in one of the following languages: English, French, German, Italian or Spanish. The actual language is selected based on the computer's local settings. Localization to another language is not included in the custom configuration.

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Custom Configuration

Layout of the Host dialog boxes

The screen shots below show the default layout of the various dialog boxes presented to the user. For each of these dialogs boxes the size and background bitmap can be defined. It is also possible to define a common bitmap for all dialogs.

Background bitmap images

The default skin selection is "Rectangular vertically shaded background", where the "skin color 1" (white) is FFFFFFFF(hex) and "Skin color 2" (blue) is 99CCFF(hex).

The "No skin" option will give a standard gray background.

If bitmaps are the selected skin mode, the following will happen for each dialog:

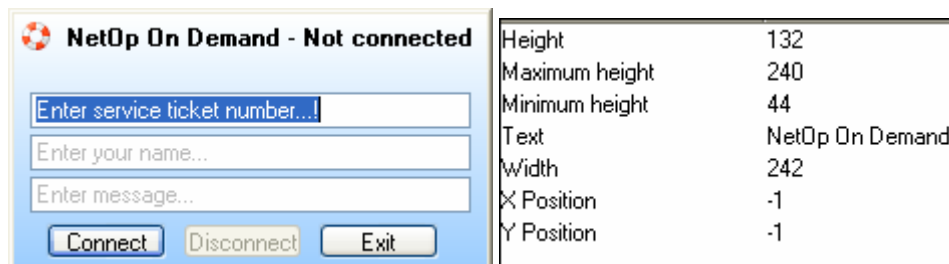
1. The dialog will look for its specific bitmap file. This should be a texture or an image fitting the dialog in size
2. If not found, the dialog will look for the general bitmap file. This should be a texture (one which can tile nicely)
3. If not found either, the dialog will use a built-in texture

The bitmap file names are:

- a. nod_background.bmp
- b. nod_main.bmp,
- c. nod_about.bmp,
- d. nod_loginpassword.bmp,
- e. nod_loginnetop.bmp,
- f. nod_loginsystem.bmp,
- g. nod_chat.bmp,
- h. nod_confirm.bmp,
- i. nod_exit.bmp,
- j. nod_message.bmp,

Main window

Main window default view and settings:



Notes:

The minimum height is used when the Host is connected.

The X and Y position is where the dialog is positioned on the screen at load, -1 means centre of screen.

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Main window with all possible content visible and the settings:

Height	240
Maximum height	240
Minimum height	240
Text	NetOp On Demand
Width	480
X Position	-1
Y Position	-1

Boxes, buttons and text can be moved around and enabled/disabled and default settings can be changed. Here the checkbox "Use keyboard and mouse" has been enabled, made visible and the default setting is check marked.

Login dialogs

The below shown dialogs are normally not shown to the end user. The default setting is that the needed credentials are preset in the Host configuration so that the end user need not type these. The dialogs for the three possible login methods are shown.

Login dialog for password only:

Height	148
Text	Gateway Login - Authentication
Width	280
X Position	-1
Y Position	-1

Login dialog for user name and password:

Height	174
Text	Gateway Login - NetOp Authentication
Width	280
X Position	-1
Y Position	-1

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Login dialog for user name, password and domain:

Gateway Login - System Authentication

Username

Password

Domain

OK Cancel

Height	200
Text	Gateway Login - System Authentication
Width	280
X Position	-1
Y Position	-1

Message box:

NetOp On Demand - Message

A message

OK

Height	120
Text	NetOp On Demand - Message
Width	280
X Position	-1
Y Position	-1

Exit dialog:

NetOp On Demand - Exit

Do you really want to exit?

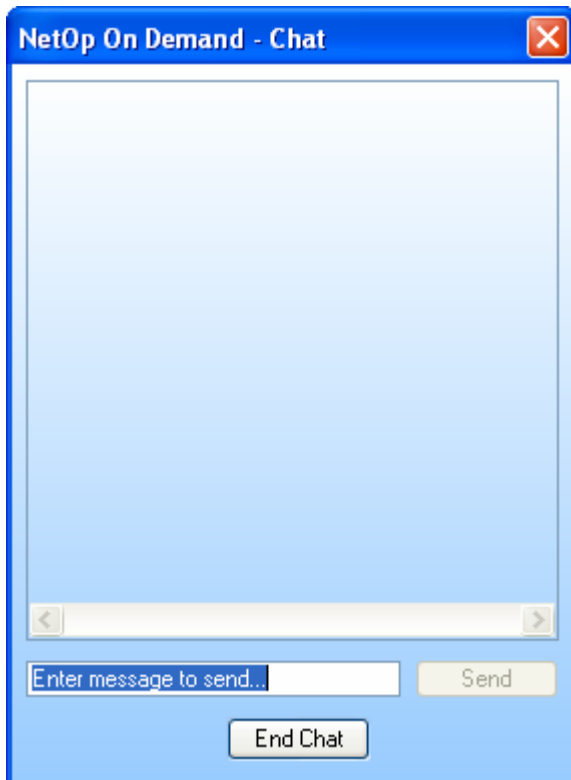
OK Cancel

Height	120
Text	NetOp On Demand - Exit
Width	280
X Position	-1
Y Position	-1

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Chat box:



Height	390
Text	NetOp On Demand - Chat
Width	286
X Position	-1
Y Position	-1

Host behaviour

Behaviour properties that can be customized are help service type, help service name, service ticket format, host/user identification and help message text.

Help Service Type

The default service type is use of service ticket. Optionally the standard help service can be specified.

Service ticket format

This definition must match the format to be defined in the helpdesk Guest module.

- # – Digit placeholder.
- A – Required alphanumeric character placeholder.
- a – Optional alphanumeric character placeholder.
- 9 – Optional digit character placeholder.
- C – Optional character or space placeholder.
- ? – Letter placeholder.
- & – Character placeholder. ANSI characters from 32-126 and from 128-255.
- \ – Treat next character as a literal. Allows use of placeholder characters as literals. Treated as a literal for masking purposes.

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Standard Help Service

Help Service Name that matches the helpdesk Guest Help Service Name specified.

- Help Service – XXXXXX
 - Help Service Name – predefined name which either can be used as first declared service or as item in Combo 1.
- Help Service Source – this is the Help Provider name used for the connection
 - Use text from Edit 1
 - Use text from Edit 2
 - Use first declared service
 - Use selection from Combo 1

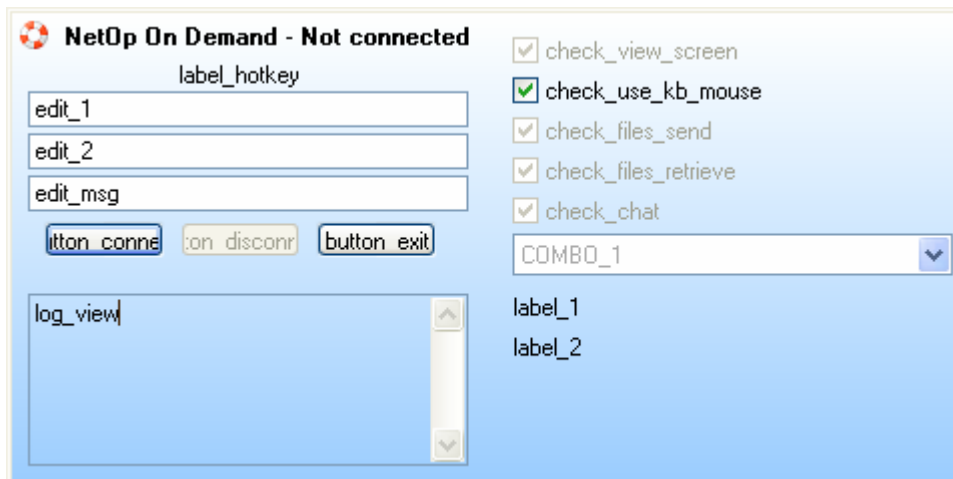
Host/user Identification

The default identification is the use of these environment variables “%USERNAME%@%COMPUTERNAME%”. Other variables and combinations may be specified.

Help Message

Select between:

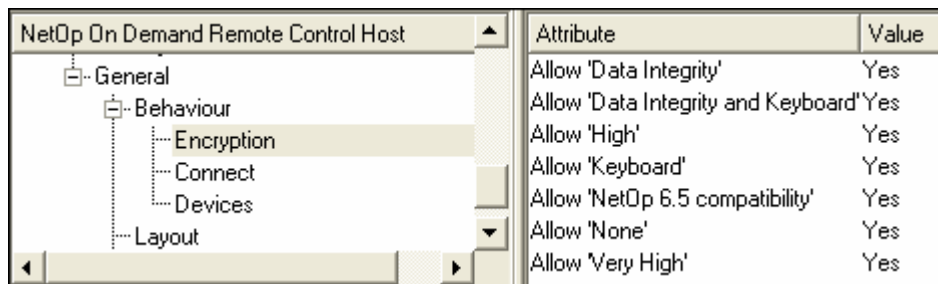
- Fixed message text – String which can resolve system or environment variables e.g. Greetings from %USERNAME%
- Message Source
 - Use text from Main dialog Edit Message
 - Use fixed message string – the string from Fixed message text



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Encryption

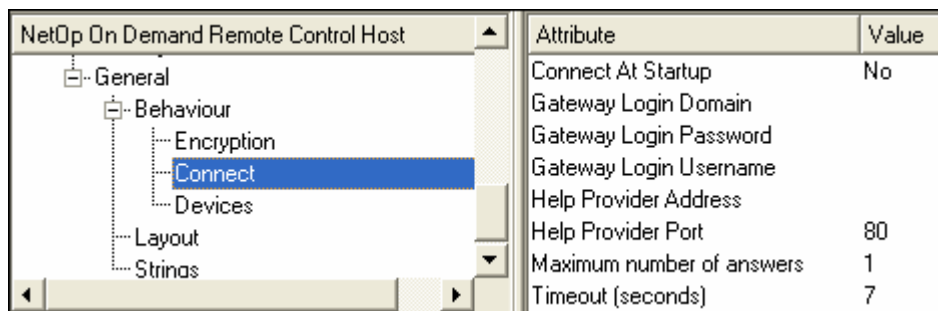
Select valid encryption method to be used. Default is all methods selected, because then it will be up to the receiving Gateway and Guest to decide the encryption method to use.



Attribute	Value
Allow 'Data Integrity'	Yes
Allow 'Data Integrity and Keyboard'	Yes
Allow 'High'	Yes
Allow 'Keyboard'	Yes
Allow 'NetOp 6.5 compatibility'	Yes
Allow 'None'	Yes
Allow 'Very High'	Yes

Connection

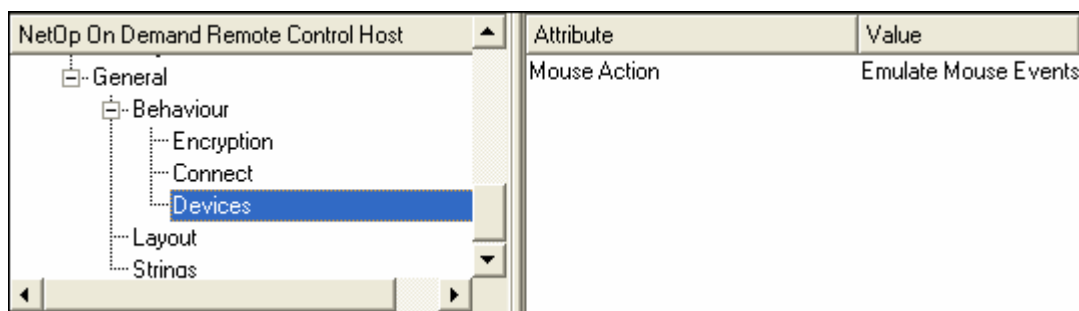
Specify login credentials (these will be encrypted in the configuration xml file) and address or DNS to connect to. You must specify the public address of the helpdesk. The Host will make use of proxies according to Microsoft Windows specifications; you need not specify any proxy information to the Host. If you want to use Help Service with a fixed name (not service ticket), you probably need to specify a higher number for "Maximum number of answers" (1). If you have 10 Guests that should all be able to take a help request (they all provide the same Help Service Name) you must specify minimum 10.



Attribute	Value
Connect At Startup	No
Gateway Login Domain	
Gateway Login Password	
Gateway Login Username	
Help Provider Address	
Help Provider Port	80
Maximum number of answers	1
Timeout (seconds)	7

Devices

In stead of emulating mouse events (movements and clicks) you can specify to have a marker showing the user where you click on the screen or you can select that nothing should happen.



Attribute	Value
Mouse Action	Emulate Mouse Events

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