Remote Support Just Got Easier!



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1 SupportSmith v2.0

SupportSmith 2.0 is an integrated platform that provides Remote Assistance and Remote Access to another desktop with no network barriers.

You can now get connected safely and instantly to any other PC over the internet, with unlimited access to provide and receive Customer Support, transfer files, share single applications and even give presentations remotely.

SupportSmith 2.0 gives you:

- * Remote Desktop view, control, and sharing.
- * Remote Desktop's System overview.
- * Live Customer Support procedures.
- * Ticket System for Support Incidents.
- * Online Collaboration.
- * File Transfer.
- * Remote Shell.
- * Chat.

It also:

- * Provides great simplicity; no network configuration is needed.
- * Has unparalleled security.

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2 Components

SupportSmith 2.0 establishes outgoing SSH-2 128-bit encrypted communications, allowing to pass through firewalls, NAT routers and proxy servers, in a secure and reliable fashion between its 3 components:

- 1. SupportSmith Server
- Handles the exchange between the Suppor Manager and the Agents.
- Manages the Ticket system.
- Establishes permission levels and security parameters.
- 2. Support Manager
- Monitors online Pre-Installed Agents.
- Access System Overview Pre-Installed Agents's positions.
- 3. Agents
 - a.1. Pre-Installed Agents
 - Requests Support.
 - Enables unattended remote access.
 - Enables chat, status monitoring and remote System Overview.
 - Enables File Transfer, Remote Shell, System Information Reports for all remote sessions.
 - Enables to share a Windows Application or the whole desktop with a Colleague.
 - Includes a Pre-Installed Agent Manager that can be password restricted.
 - b. On-Demand Agents
 - Requests Support.
 - Enables File Transfer, Remote Shell, System Information Reports for all remote support sessions.



2.1 Server

- 2.1.1 Settings
- 2.1.1.1 Communications

🚸 SupportSmit	h Server Mana	iger	
Communications	Access Control	Licenses	General
Communicati Bind to IP:	ion Parameters — (All unassign	ed)	▼ Port: 22
Public Host 4	Address		
Port:	22		
Multi-Serve Broker List – Host & Port	er Environment; t:		
			Add Server Remove Server
			Accept Cancel Help

Communication Parameters

Bind to IP:

Determines the binding IP address. If you do not assign a specific IP address, this service binds to all IP addresses assigned to this computer.

Port:

Indicates the listening port where this server can be reached. By default, port 22 will be selected.

Public Host Address

Host

Enter the Public IP for the main SupportSmith Server. This is the IP address that external users will access when requesting support or using any other SupportSmith

tool.

Port:

Indicates the listening port where this server can be reached. By default, port 22 will be selected.

Multi server Environment

Broker List

In case you have several SupportSmith Servers to balance your communications, this box will list any other SupportSmith Server acting as Broker.

ybelesortware.com:443	

Host & Port options

Add Server

Click the 'Add Server' button to add secondary Servers as Brokers. A new box will come up, to enter Address, port, username and password for the Server acting as Broker.

SupportSm	ith Server 🛛 🔽
Address: Port: Username: Password:	443
	OK Cancel

Remove Server

Click the 'Remove Server' button to remove secondary Servers from the Broker's list.

2.1.1.2 Access Control

SupportSmi	th Server Man	ager				- X
Communications	Access Control	Licenses	General			
Group or use	names:					
MERCUR	10\Administrator:	3				
MERCUR	IO\Backup Opera	tors				
	IO(GUESIS					
MERCUR MERCUR	OlRemote Deskt	on Hears				
Chinekook	roycemete pess	00 00000				
						Edit
					_	Lun
Logins Adr	nin Mode Suppo	ort Mode	Agent Features			
As Com	nunication Serve					
As Pre-I	nstalled Agent					
As On-D	emand Agent					
As Supp	orter					
As Shari	ngGlass					
As SDK						

Assigning Permissions

Group or Names

This box shows a list of User Groups or User Names authorized to run SupportSmith.

Edit

Click the button to Edit the list, adding/removing Users or Groups with the < and > buttons..

Allowed	Available
G CHELESOFTIJUSE, VARDAP G CHELESOFTIJUSE/VART_WEDEP G CHELESOFTIJUSPORT_3889HS40	SR.Administrator SR.Administrator SR.Jurks.ado SR.Jurks.ado
	◯ Global Groups ◯ Local Groups ● Users

Settings for Each User

• Logins

Allows you to determine which components can be used by each User/ Group.

6

Admin Mode
Allows you to customize the access rule for each User/Group while working in Admin Mode.
Support Mode
Allows you to customize the access rule for each User/Group while working in Support Mode.
Agent Features
Allows you to customize the options available to Pre-Installed Agents

2.1.1.2.1 Logins

Select an item from the list above and check the Roles assigned to that User or Group.

Pre-Installed Agent and Supporter Roles enable the Admin Mode, Support Mode and Agent Features tab that will require your attention.

U This action must be taken for each User or Group.

according each User/Group.

SupportSr	nith Server	Manager				
ommunication	s Access Co	ontrol License	s General			
Group or us	er names:					
CYBELE CYBELE CYBELE	SOFT\partne SOFT\sales SOFT\suppor	rs t				
Logins A	dmin Mode	Support Mode	Agent Features			Edit
♥ As Cor ♥ As Pre ♥ As On ♥ As Sup	nmunication S -Installed Age -Demand Age -porter	ierver ent nt				
				Accept	Cancel	Help

D This Server can manage access additional Cybele Software's products or components, and that is why you'll see other components listed, such as SharingGlass.

A typical configuration for SupportSmith will require you to work with this options only:

- Logon as Communication Server
- Logon as Pre-Installed Agent
- Logon as On-Demand Agent
- Logon as Supporter

2.1.1.2.2 Remote Tool Access Rules

Rules for Admin and Support Modes

Permissions to use a remote tools from Technician end are ruled in Admin Mode and Support Mode Tabs. Each rule specifies whether a request to use a remote tool will be automatically accepted, denied or end-user managed.

Name

List of remote tools that a Technician can initiate.

Option

Action to be taken in regards to the Technician's request:

- Prompt: Prompts the Remote PC user for permission to proceed.
- Accept: Accepts the request without prompting the PC user.
- Deny: Denies the request without prompting the PC user.

Timeout

Specifies amount of time while prompt window will be displayed. Once elapsed this time, the request will be automatically accepted or denied according to Accept checkbox.

Accept

Specifies whether the request will be accepted or denied when Timeout expires.

Group

Allows you to group remote tools in order to specify overriding priority for each group. When an request to use a specific tool is accepted, all request for tools with same or lower priority (higher Priority number) belonging to the same group will be automatically accepted. Pre-defined groups are as follows:

Group	Tools
1	Desktop Viewing
	Desktop Control

- 2 File Transfer
- 3 Port Forwarding
- 4 Remote Shell
- 5 Remote Desktop
- 6 System Information

Priority

Indicates the priority for the tool within the specified group.

By default, SupportSmith will prompt the attendee for permission. You can change this option to Accept (will accept the request automatically) or Deny (will deny the access).

When access is denied, the Remote Customer isn't notified. The Technician will see an "Access Denied" message.

Name	Option	Timeout Accept	Group	Priority
Desktop Viewing	Prompt -	0	1	1
Desktop Control	Prompt	0 🗆	1	2
File Transfer	Accept	0	2	1
Port Forwarding	Deny	0	3	1
Remote Shell	Prompt	0 🗆	4	1
Remote Desktop	Prompt	0	5	1
System Information	Prompt	0	6	1
Application Viewing	Prompt	0	1	1
Application Control	Prompt	0	1	2

For instance, on the picture below, when the Technician wants to start the feature "Desktop Viewing", the Remote Customer will be prompted and the system will await for a response during 6 seconds, to finally Accept the request unless the Remote Customer denies the permission.

The other features will prompt and the system will indefinitely wait for a response.

Name	Option	Timeout	Accept	Group	Priority
Desktop Viewing	Prompt	6	~	0	0
Desktop Control	Prompt	0		0	0
File Transfer	Prompt	0		0	0
Port Forwarding	Prompt	0		0	0
Remote Shell	Prompt	0		0	0
Remote Desktop	Prompt	0		0	0
System Information	Prompt	0		0	0
Application Viewing	Prompt	0		0	0
Application Control	Prompt	0		0	0

2.1.1.2.2.1 Admin Mode

All rules specified in this tab will affect administrative authenticated remote access.

Name Desktop Viewing Desktop Contro		Option	Timeout	Accept	Group	Priority
Desktop Viewing		Descent	_			
Decktop Contro		Prompc	5	v	1	1
Desitop Concio		Prompt	5	•	1	2
File Transfer		Prompt	5	•	2	1
Port Forwarding		Prompt	5	•	3	1
Remote Shell		Prompt	5	V	4	1
Remote Deskto		Prompt	5	V	5	1
System Informa	tion	Prompt	5		6	1

Go Back to Remote Tool Access Rules

2.1.1.2.2.2 Support Mode

All rules specified in this tab will affect end-user requested remote access.

Logins	Admin Mode	Support Mode	Agent Features				
Name			Option	Timeout	Accept	Group	Priority
Desktop	Viewing		Prompt	0		1	1
Desktop	Control		Prompt	0		1	2
File Tran	nsfer		Prompt	0		2	1
Port For	warding		Prompt	0		3	1
Remote	Shell		Prompt	0		4	1
Remote	Desktop		Prompt	0		5	1
System 1	Information		Prompt	0		6	1

Go Back to Remote Tool Access Rules

2.1.1.2.3 Agent Features

Enabling the features the PC user will see on the tray menu Select an item from the list above and check the Features that User or Group will be able to use.



This action must be taken per User or Group.

How does the tray menu looks like?



• Work with a Colleague

SupportSmith enables Application Sharing between all Pre-Installed Agents. Two Colleagues can work together on the same application or assist each other.

Get Technical Support

Request assistance to the Support personnel with one click.

• Chat with a Technician

- Get a quick answer for your inquiries chatting with a Technician.
- Help
- Opens the Help file that explains how to use the mentioned features.

• About

Components	11

This box shows you some copyright information along with the version and build number for the SupportSmith Agent.

2.1.1.3 Licenses

SupportSmith Licenses

SupportSmith 9	erver Manager	
Configuration Securit	/ Licenses General	
Description SupportSmith Con SupportSmith Con SupportSmith Con	current Agents current Supporters current Channels	Licensed 10 5 10
License: Website: Organization: Organization Unit:	Trial version. Valid until 2009-07-31. http://www.cybelesoft.com Cybele Software, Inc. Support	Change Key
	Accept Car	ncel Help

Description

The Description Box shows the Agents, Supporters and Channels allowed by your License.

Change Key

Click the 'Change Key' button to browse the folders and look for the .xml License file. The Description Box will show the Agents, Supporters and Channels allowed by your License.

License

A License can be Registered or Trial. In case you run SupportSmith with a Trial

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License, the expiration date will be shown here. To ask for a trial extension, contact us.

2.1.1.4 General

General Configuration Options

🚸 SupportSmith	ı Server Manager
Configuration Secu	rity Licenses General
Ticket Format Prefix	Number of Digits Suffix Inicial Number
Preview:	000001
Language	
English	•
	Accept Cancel Help

Ticket Format

Prefix Determine a Prefix for your Ticket.

Number of Digits Select the number of digits for the Ticket.

Suffix Add a suffix to your Ticket.

Initial Number Select the number that will start the count on your Ticket system.

Preview

This box will show the preview of the Ticket format as you work on it.

Language

There are two Language options for the Server interface, English and Spanish. To change the Language interface, select the option and click Accept.

2.2 Support Tools

2.2.1 User Interface

This section is intended to provide first-time users an initial approach to the basic functionality of the Support Tools of SupportSmith v2.

Browse though the following sections to start discovering all the Key Features:

- Tray Bar Icon and Menu
- Login Screen
- Support Manager
- Support Client
- Incident Viewer

2.2.1.1 Tray Bar Icon and Menu

Tray Bar Icon



The Tray Bar Icon can be easily recognized. Its presence shows that the Support Manager is running. Make a double click on it to load the Support Manager Window.

Tray Bar Menu



The Tray Bar Menu can be launched by making a right click over the Tray Bar Icon. The menu has two options:

Manager Loads the Support Manager Window.

Exit

Terminates SupportSmith. Any Chat or Remote Connection opened will be closed.

2.2.1.2 Support Manager

Login to the Support Manager



Login

User ID

Enter a valid Windows User ID. The first time you log in, you must enter the user as DOMAIN\Username. After that, the Domain Field will retain your domain information and just the Username will be required.

Password

Enter the password required for the Windows User ID.

Domain

This field stores the Domain information you enter at the User ID field.

Save User ID Check this box to save the User ID.

Save Password Check this box to save the Password.

Sign In Press the Sign In button to log into the Support Manager.

2.2.1.2.1 Support Manager Window

First Support Manager View



The Support Manager Window is the Start workspace for the Supporter, and it is composed by:

- The Main Menu
- The Main Toolbar
- The Right Side Tabs
- Computers
 - Support Queue
 - Incidents
- The Filter Option
- The Status Bar

Each of this items will be described on this section.

The Main Menu

File



Settings Opens the Manager Settings window.

Sign Out

Closes the current session, and returns to Login screen. Any Chat or remote connection opened will be closed.

Exit Terminates SupportSmith. Any Chat or remote connection opened will be closed.

Help

Help Index Web Site About... Help Opens this Help File.

Website Loads the default browser and points to <u>http://www.SupportSmith.com</u>.

About Opens the About Box.

The Main Toolbar



Initiate Remote Assistance

Starts a Remote Assistance session with the Computer selected on the list below.

Start Chat

Initiates a Chat with the Computer selected.

View Remote System Overview

Opens a new window with a System Overview for the Computer selected.

Wake Up

Wakes up the Computer selected. This option might not work for all Computers.

Favorites

Shows only the Favorite Computers. If there are no Favorites, no Computers will be shown. To add Computers to your Favorite List, make a right click over the Computer name.

Show Icons

Shows big icons for each Computer, instead of the Detailed View.

The Right Side Tabs

Computers

Shows the Computers with connected agents Agents. Read More...

Customers

Shows the Customers that started a Support Request. Read More...

Incidents

Shows a list of past Incidents saved by the Supporter. Read More...

The Filter Option



Filter

Enter a word (or even a letter or number) and pres the Filter button to filter the Computers by Computer name.

U The Filter does not work with Domain or User Name, it can just filter Computers. If the "Show Favorites" option is enabled, Filter will show only Favorite computers.

The Status Bar

Ready

Status Bar

Shows the current connection status for the Supporter Manager.

2.2.1.2.1.1 About Box



This box shows you some copyright information and, most important, the version and build number you are running for the SupportSmith Agent. This version number should be included any time you report a connectivity error or other SupportSmith's issue to Cybele Software.

2.2.1.2.2 Support Queue Tab

Support Queue



Once the remote assistance process starts, the Customer will be moved to the 'Being Assisted' panel.

Being assisted



This list shows the following details for each Customer:

- Customer's Name
- Supporter's Domain\User
- Local IP
- External IP
- MAC Address

Access the available options by making a right click over the Customer's name.

The Main Toolbar

The Main Toolbar will be active anytime a Customer is selected, enabling the following options:



Initiate Remote Assistance

Starts a Remote Assistance session with the Computer selected on the list below.

Start Chat

Initiates a Chat with the Computer selected.

View Remote System Overview

Opens a new window with a System Overview for the Computer selected.

Wake Up

Wakes up the Computer selected. This option might not work for all Computers.

2.2.1.2.3 Incidents Tab

Case Archive

0 🗢 🕲	0		Com	Th
Ticket	Customer	Supporter 🔺	put	
TKT-040015	Mary	CYBELESOFT\Supporter	ers	Af
TKT-030071	Lily	CYBELESOFT\Supporter	0	wi
TKT-000075	Meg	CYBELESOFT\Supporter	ust	
TKT-000065	Claire	CYBELESOFT\Supporter	me	Th
TKT-000030	Jack	CYBELESOFT\Supporter	Sla	
TKT-000024	Peter	CYBELESOFT\Philip	5	VVI
			cide	
			ents	Ma
			<u> </u>	со
<		>		

his Tab shows all the incidents saved.

After each Support session, an incident file will be saved for future references.

These files can be accessed from this window or using the Incident Viewer.

Make a double or right click over the Ticket code to open it.

2.2.1.2.4 Computers Tab

Computers Currently Connected



The Computers Tab lists all Computers with Agents currently connected to the SupportSmith Server.

This list shows the following details for each computer:

- Computer Name
- Username (Domain\User)
- Local IP
- External IP
- MAC Address

The Main Toolbar



Initiate Remote Assistance

Starts a Remote Assistance session with the Computer selected on the list below.

Start Chat

Initiates a Chat with the Computer selected.

View Remote System Overview

Opens a new window with a System Overview for the Computer selected.

Wake Up

Wakes up the Computer selected. This option might not work for all Computers.

Favorites

Shows only the Favorite Computers. If there are no Favorites, no Computers will be shown. To add Computers to your Favorite List, make a right click over the Computer name.

Show Icons

Shows big icons for each Computer, instead of the Detailed View.

The Filter Option

20

		Components	21
Fi	ter:	Enter a word (or even a letter or number) and Filter button to filter the Computers by Compu	pres the ter name.

Definition The Filter does not work with Domain or User Name, it can just filter Computers. If the "Show Favorites" option is enabled, Filter will show only Favorite computers.

The Status Bar

Ready 🦼	Status Bar Shows the current connection status for the Supporter Manager
	Manager.

2.2.1.3 Support Client

The Support Window

The Support Client contains the most important SupportSmith Tools for the Technician, and becomes the main workspace during a Remote Support session.

SupportSmith v2	Support Client			
Start Remote Control	File Manager Remote Shell System Information			,
× 8		System Overview Notes		
Number:	C18-1529-DE	Machine: System:	CYBELIE Monoprocesador ACPI de PC	-
Started: Duration:	7/29/2009 4/52:56 PM 00:02:13	Model: Last Boot:	System Manufacturer System Name 29/07/2009 07:59:35 a.m.	
Customer Information User Name:	CyBELE-Mariana	CPU: Cache: Core per package:	1 x Intel Pentium 4 - 2260 MHz 0 K0 L1 + 512 K0 L2 + 0 K0 L3 1	
Full Name: Company:	Alexei Hoossacauk Anauk & Co.	Logical per core: Mainboard:	1 AGUSTIEK Computer INC. P45PMKSE	-
Phone:	a horosocculu (Bigmail com 302-295-9995	Operating system: Service pack:	Windows XP Professional [5.1.2600] 2.0	
Notes: Computer:	CYBELE	Logged user: Time Zone: Language:	SYSTEM (GMT-03:00) Georgetown Español (Argentina)	
IP Address:	190.55.200.114	Display adapter: Memory:	0 MD	
[4:52:44 PM] Establish [4:52:44 PM] Connecte [4:52:45 PM] Tunnel w [4:52:45 PM] Asking to [4:52:55 PM] Access of	ng secure connection with balogic.com.ar.443. d. CVBELE open. r credentale. "Monized.	Fixed: DVD: Fixed:	QUANTUM FREBALL EX3.2A - 3079 MB (ATA) C: (Primary NTFS - 3075 MB) TSSTCOR CD(DVCW TS+652U - 0 MB (ATAPI) E: WDC WD3008B-000EA0 - 20523 MB (ATA)	
		Removable drives:	D: (Primary NTPS - 20615 MII) A:	-

This workspace has the following pages:



- Start Page
- Remote Control
- File Manager
- Remote Shell
- System Information

2.2.1.3.1 Start Page

First Overview to the Remote Computer

The Start Page is the first view of the Support Client once started the remote connection.

SupportSmith v2	Supporter Module			
Start Remote Control	File Manager Remote Shell System Information			,
× 9		System Overview Notes		
Number:	CVIEUE-000623-85A5	Machine: System: Model:	BA-ATOM Equipo multiprocesador ACP1 Acer AOA150	Î
Duration:	02:00:52	Last Boot:	29/05/2009 16:33:01	
Customer Information	RA ATRIMusicant	CPU: Cache:	1 x Intel Atom N270 - 1600 MHz 32 KB L1 + 0 KB L2 + 0 KB L3	
Full Name:	Balon	Core per package: Logical per core:	2	
Company:	Acer	Mainboard: Memory:	Acer 1011 MB	
Phone:	123-123-1234	Operating system:	Windows XP Home [5.1.2600]	
Notes:	Notes here	Service pack: Logged user: Time Zone:	3.0 gricardi (GMT-03:00) Buenos Aires	
Computer:	BAATOM	Language:	Español (alfabetización internacional)	
IP Address:	192.160.0.103	Display adapter: Memory:	Mobile Intel(R) 945 Express Chipset Family 224 MB	
Event Log (6:24:02 PM) Establish (6:24:03 PM) Connecte (6:24:03 PM) Dannel w (6:24:03 PM) Asking to (6:24:05 PM) Access a	ng secure connection with BA-ATOM 5864. d. BA-ATOM open. e redentalis. uthorized.	Monitor: Dim: Monitor: Dim: Monitor: Dim:	(20::11)cm (20::11)cm (20::11)cm	
		Fixed:	ST9120017AS - 114470 MB (ATA)	-

- Tools Bar (Tabbed)
- Session Bar
- System Overview
- Notes
- Incident
- Customer Information
- Event Log

2.2.1.3.2 Remote Control

Remote Control Window

Available options for remote sessions:

• Shared View Mode

Supporter joins in the remote desktop, with no mouse control. Useful when the remote-user needs to explain a behaviour or show an error message without Technician direct intervention. The Supporter can request mouse control.

Shared Control Mode

Both, Supporter and Supportee, have Desktop view and mouse control.

• Exclusive Mode

The Supporter needs to log in and closes the current user's session, if any.

Each of this options can be optimized by selecting High Color View, Show Wallpaper, and Smart Sizing attributes:

• High Color (16 bit)

Gives better fidelity and image quality, but can slow down the connection speed.

• Enable Wallpaper

Shows the remote desktop wallpaper's. This option is not recommended unless both ends have broadband and high speed transfer rate.

• Smart Sizing (checked by default)

Enlarges or reduces the remote screen to match the local, allowing the Supporter to work better.

SupportSmith v2 Support Client		
rt Remote Control File Manager Remote Si	ell System Information	
Start in Shared View Mode	Start in Shared Control Mode Start in Exclusive Mod	•
High Color (16 bit)		
Enable Wallpaper		
Smart Sizing		

2.2.1.3.2.1 Remote Session

Remote Control Session

During a Remote Control Session, the Supporter will have the Tabbed Bar and the Main Connection Menu on the top of the screen.



(minimized)

Main Connection Menu



This menu contains the following buttons:



Disconnect

Pause

Terminates the Remote Control session, without closing the main connection.

Pauses the data transmission.



Mouse Control Requests mouse control.

• 1	Send Keys Sends keystrokes to the remote PC: • Ctrl+Alt+Del • Ctrl+ESC (Start Menu) • Set Alt-Key Down • Set Alt-Key UP • Set Ctrl-Key Down • Set Ctrl-Key Up
·	Select App Select one of the applications currently running to
<u>.</u>	Set 256 Reduces color quality on slow internet connections.
	Show Wallpaper Shows the remote PC wallpaper. This might lower your connection speed.
<u>E</u>	Smart Sizing Resizes the remote screen to fit yours.
(Full Screen Maximizes the remote PC screen to fit the local monitor.

2.2.1.3.3 File Transfer

File Transfer Window

Transfer files from your local PC to the remote one or viceversa. The left half of the window shows your PC, while the right side shows the remote drives and folders.

Same See Type Date Modified 6-4c.2009014/se1debc12799 File Fidder 56(2)2000 3-01 FM File Fidder 6-4c.2009014/se1debc12799 File Fidder 6(2)2000 3-01 FM File Fidder File Fidder 0-brattyub File Fidder 6(2)2000 11:03 F File Fidder	- C1							
6-6-6.000001.4%1d36-01289 File Fidder 50/(2000 3.1) FM 0-6023/30x2/m/5612/30/01985 File Fidder 6/(2)(2000 11.0) F Documents and Settings File Fidder 6/(2)(2000 11.0) F Documents and Settings File Fidder 6/(2)(2000 11.0) F Documents and Settings File Fidder 6/(2)(2000 11.0) F Program Files File Fidder 7/(1)(2000 11.0) F Documents File Fidder 7/(1)(2000 11.0) F SOLROT File Fidder 7/(1)(2000 11.0) F WMDCONS File Fidder 7/(1)(2000 11.0) F Tind 113 S(M File 6/(2)(2000 11.0) F Symmosticit symmostici symmosticit symmostici sy	Rame -	Size	Туре	Date Modified		Name	Site	Date Modified
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SummoutH-sign 1.18 SQM File 4/29/2009 10:20 A SiGNA.cor 1,535 KB Application 6/0/2009 12:36 PH SupportSmtHBeta.zp 27,992 KB Ardwor WHRAR ZP 6/12/2009 3:33 PH	sgnnoopit03.sqn	1.80	SQM File	4/20/2009 4:41 Ph				
3. SoCH.exe 1,535 KD Application 6/0/2009 12:36 Ph ■SupportSmbtBeta.zp 27,992 KB Archivo WirkAR ZP 6/12/2009 3:33 Ph	sgmnoopt04.sqm	1 83	SQM File	4/29/2009 10:20 A				
SupportSettBeta.zp 27,992 KB Archivo WKRAR ZIP 6/12/2009 3:33 IV	& SoCH.exe	1,535 KB	Application	6/0/2009 12:36 Ph				
	SupportSmithBeta.zip	27,892 KB	Archivo WinRAR 23P	6/12/2009 3:33 Ph				
	Support Sillion and a support Sillion and a	27/092 60	NOWO WERAK LP	6/12/2009 3:33 PP				

Main Menu

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🛅 C:\Test\Programs				C:\Program Files\SupportSmitl	h v2\Agent\	
Name 🔺	Size	Туре		Name	Size	Date Modified
SsCM-01.exe	1,535 KB	Application		🚞 locale	Folder	07/14/2009 13:51
SupportSmithBeta.zip	27,892 KB	Archivo WinRAR ZIP		🔤 SsActionMgrSrv.ssp	659.97 Kb	07/14/2009 13:51
				SsAgMgr.exe	871.47 Kb	07/14/2009 13:51
				SsAgnt.exe	854.97 Kb	07/14/2009 13:51
			-	SsAgUser.exe	1.01 Mb	07/14/2009 13:51
			-	🔊 SsBridge.dll	3.33 Mb	07/14/2009 13:51
			-	SsCM.exe	3.91 Mb	07/14/2009 13:51
				🔤 SsFtSrv.ssp	417.47 Kb	07/14/2009 13:51
				🔊 SsGHook.dll	66.97 Kb	07/14/2009 13:51
				🔊 SsPluginLib.ocx	424.97 Kb	07/14/2009 13:51
				SsProxy.exe	373.47 Kb	07/14/2009 13:51
				🔤 SsRdSrv.ssp	382.47 Kb	07/14/2009 13:51
				SsSgLite.exe	1.31 Mb	07/14/2009 13:51
·			_	Secolary con	650 17 Vh	07/14/2000 12:51

There are three menus on this window:

Local Menu

This menu contains the following buttons:

Up One Level Goes one level up.

Create Folder Creates a new folder on the current directory.

Remote Menu

This menu contains the following buttons:

Disconnect Terminates the File Sharing session, without closing the main connection. Home Goes back to the root view. Up One Level reta l Goes one level up. Refresh 2 Reloads the view. Create Folder Creates a new folder on the current directory. Delete × Deletes the folder or file selected. This action cannot be undone.

Transfer Menu

This menu contains the following buttons:



Select a file or folder and press the blue arrow to transfer. Making a right click over the file selected will show up the contextual menu with more options.

2.2.1.3.4 Remote Shell

Remote Shell Window

This Tool can be used to remotely execute command line tools and scripts.

SupportSmith v2 Sup	oport Client				
Start Remote Control File	e Manager Remote Shell Sys	tem Information		-	
1 🖌 🛍 🛸					
Microsoft W (C) Copyrig	indows 2000 ht 1985-2000	[Version 5.00.2 Microsoft Corp	195]		
C:\>dir Volume in Volume Ser	C:\>dir Volume in drive C has no label. Volume Serial Number is DC24-526A				
Directory	of C:\				
10/14/2004	12:15p	<dir></dir>	Documents and Settings		
05/13/2009	09:48a	<dir></dir>	MyCaptures		
07/14/2009	04:58p	<dir></dir>	New folder		
06/30/2009	10:03a	<dir></dir>	Program Files		
06/01/2009	06:50p	<dir></dir>	Temp		
03/18/2005	04:35p	<dir></dir>	WINNT		
03/18/2005	04:36p	<dir></dir>	WUTemp		
06/19/2009	12:20p	4,647,188	zQ6.exe		
06/19/2009	12:20p	630,536	zQ6IE.cab		
	2 File(s) 5,277,72	4 bytes		
	7 Dir(s)	2,624,344,06	4 bytes free		
C:\>_					
				-	
ON LINE		22,05	Connected to 127.0.0.1:13497		

Main Menu



This menu contains the following buttons:



Disconnect Terminates the Remote Shell session, without closing the main connection.



Copy Copies the current selection.



Paste Pastes text from clipboard.



Print Prints the screen.

2.2.1.3.5 System Information

System Information Window

This tool gets data from the system via several paths (e.g., process monitors, internal database), and after some processing, and presents it in different tabs.

The data gathered is not stored in the incident file, only a brief resume (the System Overview) will be saved for further analysis.

STARTUP			
Rame	Location	Command Line	
Adobe PDF Link Helper	BHO	C:(Program Files),Common Files),Adobe(Acrobat),ActiveX(AcroIEHelperShim.dll	
Adobe PDF Link Helper	BHO	C:(Program Files)Common Files)Adobe(Acrobat(ActiveX)AcroEHelperShim.dll	
Adobe PDF Link Helper	BHO	C:(Program Files)Common Files)Adobe(Acrobat)ActiveX(Acro@EHelperShim.dll	
Adobe Reader Speed Launcher	Registry	"C:\Program Files\Adobe\Reader 9.0\Reader\Reader_slexe"	
BootExecute	Registry	autocheck autochk *	
ctfmon.exe	Registry	C:(WINDOWS).system32).ctfmon.exe	
Groove GFS Browser Helper	BHO	C:\PROGRA~1\MICROS~2\Office12\GRASE1~1.DLL	
Groove GFS Browser Helper	BHO	C:\PROGRA~1\MICROS~2\Office12\GRASE1~1.DLL	
Groove GFS Browser Helper	BHO	C:\PROGRA~1\MICROS~2\Office12\GRASE1~1.DLL	
Logan_S2P	Registry	C:(Program Files)Samsung)Samsung SCX-4500 Series)SPane/(PSU)Scan2pc.exe	
HSI Wireless Utility	Startup Folder	C:(Program Files)/MSD/Common/(RaUD/exe -s	
msnmsgr	Registry	"C:IProgram Files/Windows Live/Messenger/msnmsgr.exe" /background	
Samsung PanelMgr	Registry	C:(WINDOWS)Samsung)PaneMgr(SSMMgr.exe /autorun	
SCRNSAVE.EXE	SYSTEM.INI	logon.scr	
shell	SYSTEM.DU	Explorer, exe	
Shell	Registry	Explorer.exe	
Shell	SYSTEM.DU	Explorer, exe	
Skype	Registry	"C:IProgram FilesI,SkypeIPhoneI,Skype.exe" /nosplash /minimped	
Skype add-on (mastermind)	BHO	Criprogram Files/Skype/Toolbars/Internet Explorer/Skype3EPlugin.dl	
Skype add-on (mastermind)	EHO	Criprogram Files/Skype/Toolbans/Internet Explorer/Skype3EPlugin.dl	
Skype add-on (mastermind)	EHO	C:\Program Files\Skype\Toobars\3nternet Explorer\Skype3EPlugn.dl	
SupportSmith v2 - Supporter Manager	Registry	"C:\Program Files\SupportSmth v2\Support\SsSupMgr.exe	
	Registry	"C:\Program Files\/\Mware\VMware Player\hotray.exe"	

Detailed view of the tabs bar:

Startup / Software / Environment / Shell Folders / HotFixes / Locale / Process List / Driver List / Service List /

2.2.1.4 Incident Viewer

Working with Incident Files

Open to read or edit the Incident File created during the Remote Support Session. Click the Browse button to find and select the files you saved.

All the Supporter, Customer & System information will be available for further consults, as well as any Supporter Notes and the event log.

30 SupportSmith v2.0

Dident	System Overview Notes Supporter Information
Number:	
Started:	
Duration	
Sustomer Information	
User Name:	
Full Name:	
Company:	
E·Mait	
Phone:	
Notes:	
Computer:	
IP Address:	
ivent Log	

The folder where Incident Files will be saved was defined by default at: C:\Documents and Settings\User\My Documents\Cybele Software\SupportSmith v2\ You can change this path from the Support Manager's Settings window.

2.2.2 Settings

This Section describes the Settings window and indicates you how to configure the SupportSmith's Support Tools properly.

- Connection
- User Information
- Incidents
- General

2.2.2.1 Connection

Connection Settings

ettings	
onnection Personal Information	on Incidents General
Proxy Settings	
Use Proxy Server	Settings
Communication Server	
Public Server	
	Settings
1	
License Information	
E-Mail:	
Company ID:	
	Ok Cancel Heln

Proxy Settings

Use Proxy Server:

Check this option to use a Proxy Server. From the Proxy Settings box you can either use Internet Explorer Proxy settings or define your own.

Communication Server

Click on Settings button to enter the SupportSmith Server communication parameters:

Address	balogic.com.ar
Port	443
Username:	cybelesoft/mcatani
Password:	

Address: Enter the server IP Address or DNS Name.

Port: Enter the server port to connect to. Username: Enter the username required for a proper authentication. Include the domain name whether necessary. Password: Enter the password required

for a proper authentication.

• There's a grayed out option for Public Server. At this time we are not running a Public Server for SupportSmith. However, this option might be available in the future. If you require more information regarding this matter please contact us.

License Information

E-Mail

Enter the email associated to your Company.

Company ID

Enter the ID assigned to your Company. It consists on 4 groups of 8 characters each (letters and numbers), separated by a dash (-). Its format will be: 12345678-12345678-12345678-12345678

2.2.2.2 User Information

Technician's Profile

Settings		
Connection	Personal Information	on Incidents General
Com	pany Name:	
Sup	port Group:	
	User Name:	
	Full Name:	
	E-Mail:	
	Phone:	
	Notes:	
		Ok Cancel Help

This profile will be saved within the SupportSmith Incident file:

incident		System Overview N	kotes Sup	porter Information
Number	TKT-000008-TEST		User Name:	CYBELESDFT vicotari
Stated	6/11/2009 6:01:30 PM		Ful Name:	John Smith
Duration	00.48.45		Company.	Cybele Software
Customer Informatio	n		E-Mail	support@cybelesalt.com
Uper Name:	TEAM-WAST/Luis Daniel		Phone:	302-295-9995
Full Name:	dariel			
Company	Software Engineering		Notes:	
E-Mail	daniel nava@sensans.com	Sup	sport Group:	
Phone				
			_/	1
Notes		Supporte	er Prof	ile as shown
Computer.	TEAM-VAS1	on the	Incid	ent Viewer.
IP Address	192 168 0 47			
Event Log				
39.37 PM] Channel 1	or "System information" closed.	A		

It is recommended to be filled out with the Supporter's contact information:

- Organization UnitFull Name
- E-Mail
- Phone

2.2.2.3 Incidents

Incidents Settings

Settings					
Connection	Personal Information	Incidents	General		
Save (Folde C:\L	Dptions er: ser'sDocs\Cybele Softw ave incident automatica	are\Suppor	tSmith v2\	Incidents\	
Custon Name	Custom Fields				
				¢ - 1	
		OŁ		Cancel	Help

Save Options

Folder

Select the folder where the Incidents will be saved.

Save Incident Automatically

Check this option to save the incidents automatically at the end of the Support Session.

Custom Fields

Create custom fields to archive extra information.

Name	Label	Туре	Values	
FollowUpDay BrowsersInst	Day to follow up Browsers Installed	Calendar ComboBox	IE Mozilla Opera	
<				>

🛃 Add a Custom Field.

Removes the selected Custom Field.

Moves the selected Custom Field one row down.

Moves the selected Custom Field one row up.

2.2.2.3.1 How to Add a New Field

Custom Fields

Create custom fields to record extra information inside the Ticket Incident.

- Go to the Support Manager Settings: From Main Menu: File > Settings From the Start Menu: Start > Programs > SupportSmith v2 > Supporter Manager
- 2. Add a Custom Field.
- ÷
- 3. Click on the Field's Name to edit it.

4. Click on the Field's Label to edit it. The Label will be shown at the Ticket interface.

Field 1 Label TextBox	

5. Click on the Field's Type to edit it.

Name	Label	Туре	Values
FollowUpDay	Day to follow up the issue	Calendai 🔽	
		TextBox	
		ComboBox	
		CheckBox	
		Calendar	
<			>

 $6. \ If you created a Custom Field that requires Values (ComboBox), click on the Value column to enter them.$

Name	Label	Туре	Values	
FollowUpDay BrowsersInst	Day to follow up Browsers Installed	Calendar ComboBox	IE Mozilla Opera	
<				>

7. The fields you created will be added to the Ticket Interface above the Note's field.

Supports	imith v2 - Incident Viewer			
Incident	777 00000044		System Overview Notes Supporter Information Incident Pields Day to follow up: 06/06/2009 10 Reviews Installed: Select1 •	
Stated	29/06/2009 11:31:40 00 15:11		1€ Arias - 10 ÷	
Customer b User Name Full Name Company	formation Cr0ELESOFT-Incolarsi Supporter Cybele Software		Incident Fields Day to follow up: 06/06/2009 Browsers Installed: [Select]	
E-Mail	support@cybelesoft.com 302-215-9995			
Computer:	MERCURIO 192168.0.119			
Event Log (11:01:09) En belogic.com.e	solishing secure connection with r.443.	0		

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2.2.2.4 General

Settings						X
Connection	Personal Ir	formation	Incidents	General		
- Supp	orter Module Run Manage	Settings – r at Start L	J <u>P</u>			1
- Chat	Preferences	_				-
0	No save				10000	
۲	Save in:	<:\	1			
0	Ask					
Soun	d Notification	1				7
Fi	le:	Notify.wav				
Langu	age					
E	inglish				*	
			Ok	Car	cel Heli	
			0.02			

Supporter Module Settings

Run Manager at Start Up Check this option to run the SupportSmith Manager at Windows Start Up.

Chat Preferences

Do not save Chat logs Select this option if you prefer not to save the Chat logs.

Save in Define the folder where all chats will be saved.

Ask Select Ask to be always presented with a "Save in..." window.

Sound Notification

Whenever a Customer starts a Support Request, the system will play the Notify.wav file to make a Sound Notification. Browse to select another .wav file.

Language

There are two Language options for the Support Manager interface, English and Spanish. To change the Language interface, select the option and click Apply.

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2.3 Pre-Installed Agents

2.3.1 User Options

Contextual Menu

The contextual menu for SupportSmith Agent options can be accessed from the Tray bar icon.

Important: Some of this options may had been disabled by your System Administrator.



Launch the menu by making one right or left click over the icon, to enable the following options:

• Work with a Colleague SupportSmith enables Application Sharing between all Pre-Installed Agents. Two Colleagues can work together on the same application or assist each other.

• Get Technical Support Request assistance to the Support personnel with one click.

• Chat with a Technician Get a quick answer for your inquiries chatting with a Technician.



2.3.1.1 How to Work with a Colleague

1. Make one right or left click over the SupportSmith Agent icon on the Tray Bar to launch the menu.



2. On the menu, make a click on the option that says "Work with a Colleague".

ec	t the application you wan Application	t to share: Windows	*
	[Desktop] Outlook Express Help & Manual - Win Firefox z/Scope Classic Any open applicati	Outlook Express Help & Manual Firefox Updated - Mozilla Firefox z/Scope Classic v6.2	

3. Make one click to select from the list the application you want to share. The application to be shared must be already open. If the application is not listed, open it and then click on the Refresh icon to reload the list.

4. Write the username of the Colleague you wish to share the application with. This Colleague must be running SupportSmith's Pre-Installed Agent as well. While your colleague's is logged on the same domain as you, no domain name is required; otherwise it must be entered as DOMAIN\Username.

5. Once you have selected the application and the user, click on 'Share!'. SupportSmith will show you the progress on your request.

Work with a Colleague	
Notifying "cybelesoft\mcatan"	
Cancel	

6. Your Colleague must accept the invitation.

Work with	a colleague		×
WINES-XP(session. Do you acc	prueba1 wants t ept?	o start an online w	ork
	Yes	No	

7. If your Colleague accepts the invitation, you will be able to see the application he/she wanted to share.



Host's View



Atendee's View

2.3.1.2 How to Request Support

1. Make one right or left click over the SupportSmith Agent icon on the Tray Bar to launch the menu.



2. Click on the option "Get Technical Support". This will launch the Remote Assistance window. Complete the required information (if any) and press the Get Help button.



3. Once the connection is established, keep your Ticket Number for future reference.



4. The Supporter will see your incoming request on the Support Manager window, and will take care of your Support Request.

5. Once the Supporter starts the session, on the lower right corner of your screen you will see the Session Manager window, with an button to start a chat with your Supporter and an button to close the session.



6. This is how the SupportSmith's Support Client window looks like during a remote support session (picture minimized):



2.3.1.3 How to Chat with a Tecnician

1. Make one right or left click over the SupportSmith Agent icon on the Tray Bar to launch the menu.



2. Click on the option that says "Chat with a Technician.



3. Use the chat window to talk to the Supporter you selected. Type in the text and press the 'Send' button. Your chat logs will be saved according to the preferences you set by the Administrator.



2.3.2 Settings

SupportSmith v2.0: Pre-Installed Agent Settings

Pre-Installed Support Agents allows Technicians to have administrative/ unattended access to the remote PC, plus benefiting from all Administrative Tools available to this scenario.

Pre-installed agents enable:

- Administrative/unattended Remote Access
- Real time Status Monitoring.
- Working with a Colleague
- Request Technical Support

Agent Settings

Any Agent configuration can be managed from the Agent Settings window. Go to Start, Programs, SupportSmith v2 and launch the SupportSmith Agent Manager:

2.3.2.1 Status

Connectivity Status

Status	
SupportSmit Agent	
Enables Remote Access to your computer.	
🤣 Connected	

The SupportSmith Agent enables Remote Access to you computer. This screen shows it's connectivity status.

When your SupportSmith Agent is enabled and connected, you will see a brief note about the connection host, port and encryption type.

Disconnect/Reconnect SupportSmith Agent by clicking on the green check mark.

If the connectivity status window shows an error, verify the Communication Server settings and License information entered under the Connection tab.

2.3.2.2 Connection

Connection Settings

gent S	iettings				X
Status	Connection	Access Control	User Information	General	Admin Access
C Co	nnection Setti	ngs			
	Use Proxy	Server; oming LAN Conne	ections	Setting	β
Co	mmunication S	erver			
	balogic.com.a	::443		Setting	ß
Lic	ense Informat	ion			
	E-M	lail: support@cy	belesoft.com		
	Company	ID: 804E8932-F	3D026ED-3EEA7EB	0-785F952	F
				Close	Help

Connection Settings

Use Proxy Server:

Check this option to use a Proxy. From the Proxy Settings box you can either maintain Internet Explorer Proxy settings or define your own.

Accept Incoming LAN Connections:

This option is checked by default. Uncheck to deny access to incoming LAN connections.

SupportSmith Server

Click on Settings to enter the SupportSmith Server Settings:

Address	halogic.com.ar
Port	443
Username:	cybelesoft(mcatani
Password:	

Address: Enter the server's host. Port: Define which port should be used. Username: Enter the username required to log in. Password: Enter the password required to log in.

• There's a grayed out option for Public Server. At this time we are not running a Public Server for SupportSmith. However, this option might be available in the future. If you require more information regarding this matter please contact us.

License Information

E-Mail Enter the email associated to your Company.

Company ID Enter the ID assigned to your Company. It consists on 4 groups of 8 characters each (letters and numbers), separated by a dash (-). Its format will be: 12345678-12345678-12345678-

2.3.2.3 Access Control

Access Settings

Agent 9	Settings				X
Status	Connection	Access Control	User Information	General	Admin Access
Val	id Credentials Mindows Password	Logon	Settings		
Ac	Example: 19	al Resources tote access to the	e following resource	s: 0.2.3:*•	
	19	2.168.1.[114-255	;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;	0.2.5. ,	
				Close	Help

Valid Credentials

Windows Logon

This option will be selected by default. To configure the Access permissions to this computer click on Settings. Select Local/Global Groups or Users within those available to have granted access to your PC. When attempting to connect to this computer, they will be required to enter domain, user and password.

	×
Available	
SRAsspace of eyeds SRAsspace of eyeds	
Gobal Groups Gobal Users	
	Avalable SR-demotrador SR-sotente de eyuda SR-sotente de eyuda SR-so

Password

Assign a Password to this computer. Anyone who tries to access it using SupportSmith will be required to enter this password you specified.

This password can be changed as many times as you wish.

• Keep your safety! Do not choose the same password you use for other private information (Home Banking, eMail Accounts, etc.), specially if many people has rights to access your computer.

Access to External Resources

Allow remote access to the following resources Check this option to list all the resources (ip:port) you need to share. For example: 192.168.0.10:23 10.10.1.*:3899 10.10.2.3:* 192.168.1.[114-255]:[80,443]

2.3.2.4 User Information

User Profile

The following information will be shown every time someone requests assistance through this Agent, along with the System Overview.

	-		the state of the s		1
tatus	Connection	Access Control	User Information	General	Admin Access
Or	ganization Uni	t:			
	Full Nam	e:			
	E-Ma	d:			
	Phon	e:			
	Note	s:			

This profile will be also saved within the SupportSmith incident file, as seen below:

incident		System Overview	Notes Supporter Information	
Number	1KT-000067	Hachine:	INF016241	
Stated	6/22/2029 2:51:40 PM	Model:	Gigabyte Technology Co., Ltd. SA-	
Duration	001226	Last Boot:	VM900M 19/06/2009 08:43:23	
Cuitoner Informatio	n			
Uper Name:	INF016241\1624	CPU:	1 x Intel Pentum Dual E2140 - 1680 MHz	
E.d.Name	Jaro	Cache:	64 KB L1 = 1024 KB L2 + 0 KB L3	
Full Harries	and a	Core per package:	2	
Comparer		Logical per		
E-Mail		COVE:	*	
Phone		Mainboard:	Gigsbyte Technology Co., Ltd. VM900M	
Notex		Memory:	1983 MB	
Computer	INF016341	Operating system;	Windows XP Professional (5.1.2600)	
IP Address	121.1.16.241	Service pack:	3.0	
Event Log		Logged	16241	
32 25 Phil Requeste	g permission to control the desidop	Time Zone:	(GMT-03:00)	

It is recommended to be filled out with the main PC user's contact information:

- Company Name
- Full Name
- E-Mail
- Phone

There is a field for Notes that can be used to include some extra information regarding the PC, like who uses it, it's physical location, etc.

2.3.2.5 General

Other General Configuration Settings

			Y		
Status	Connection	Access Control	User Information	General	Admin Access
Lar	iguage				
	English				•
Ch	at Preference	s			
0	No save				
	Save in:	C:1			
0) Ask				
Su	pporter Prefe	rences			
F	Root Assistanc	e Group:			
1	Display Ass	istance Group Lis	t		
	Display Sup	porter List			
		_			
			Apply	ancel	Help

Language

There are two Language options for the Agent interface, English and Spanish. To change the Language interface, select the option and click Apply.

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Chat Preferences

Do not save Chat logs Select this option if you prefer not to save the Chat logs.

Save in Define the folder where all chats will be saved.

Ask Select Ask to be always presented with a "Save in..." window.

Supporter Preferences

Root Assistance Group Assign an Assistance Group to the Agent.

Display Assistance Group List Check this box so the 'Get Support' window will show the list of Assistance Groups.

Display Supporter List Check this box so the 'Get Support' window will show the list of Supporters.

2.3.2.6 Admin Access

Admin Access Settings

Agent S	iettings				X
Status	Connection	Access Control	User Information	General	Admin Access
	Protected A	Admininistrative-O	ptions Access		
F	Password:	*****	****		
		🔲 Save d	on this machine		
			<u>Apply</u>	ancel	Help

Protected Administrative-Options Settings

Password

To lock the Access to this settings check the option and enter an administrative password. Checking this option and adding a password will hide Admin tabs on this menu.

To show all tabs the Admin password must be entered.

Status	User Information	General	Admin Access	
-	🖉 Protected Admini	nistrative-	Options Access	
F	Password:			
		🖸 Save	on this machine	

Save on this machine

Check this option to save the Admin password information locally.

2.4 On-Demand Agent Creator

2.4.1 Settings

How to create you own On-Demand Agents

Pick up your preferred options and enter your SupportSmith Server settings to

SupportSmith v2.0

create you own On-Demand Agents. The company logo, required fields, texts and other settings can be easily configured.

CompanyName - Rem	ote Assistance	X
Con	npanyName	
Name:		
E-Mail:		
Press the	e button to initiate the Support process.	
	Get Help	

Customize your On-Demand Agents

- User Interface
- Communication Server
- Any text string
- Miscellaneous options for the Agent
- General options for the Creator

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2.4.1.1 User Interface

User Interface Settings

SupportSmith v2 - On-Demand Agent Creator	
User Interface Misc Communications General Strings	
Logo File:	
Background: None 🔻	
Customer Information	
Ask for Company Name Mandatory	
Ask for Full Name Mandatory	
Ask for Phone Mandatory	
Ask for Notes Mandatory	
	_
<u>Create</u> Save <u>Close</u>	

Logo File

 \sim Click on the Add button to browse the PC for a Logo file. The Logo file could be GIF, JPG or PNG.

Background

Change the background color to match your Company Logo or Corporate Image.

Customer Information

The On-Demand Agent might ask for Company Name, Full Name, E-Mail, Phone and Notes. This information might be set as mandatory to start the Support Request.

This is how an On-Demand Agent looks like when all the fields are required:

Remote Assistance	
(~	
SU	pportSmith
Company:	Cybele Software
Name:	Claire
E-Mail:	claire@cybelesoft.com
Phone:	302-892-9625
Notes:	Needing assistance with printer,
Press "Get Help	" button to initiate the Support process.
	Get Help

2.4.1.2 Misc

Miscellaneous Settings

SupportSmith v2 - On-Demand Agent Creator
User Interface Misc Communications General Strings
Options
Auto-Accept Permission Dialogs
Shared Application:
Supporter Selection
Root Group: Allow to choose a supporter group Allow to choose a specific supporter
Custom Ticket Format
Prefix Number of Digits Suffix Inicial Number
Preview: TKT-000001
<u>Create</u> Sa <u>v</u> e Close <u>H</u> elp

Options

Auto-Start

Makes the On-Demand Agent to start the support request automatically when it is run.

Open Chat Opens the Chat box as soon as the session starts.

Auto-Accept Permission Dialogs Auto-accept any permission-request prompt to view desktop, file transfer, etc.

Shared Application Choose a single application to be shared instead of sharing the whole desktop and enter the path here. For example: "Microsoft Excel"

Supporter Selection

Root Group

Allow to choose a supporter group If there are different support groups, allows the User to choose an specific group to work with.

Allow to choose a specific supporter Allows the User to choose an specific supporter to work with.

Ticket Format

Prefix Allows you to create a prefix for the Ticket.

Number of Digits Select the number of digits.

Suffix Add a suffix to you Ticket.

Initial Number The number that will start the count on your Ticket system.

Preview This box will show the preview of the Ticket format as you work on it.

2.4.1.3 Communications

Communication settings

SupportSmith v2 -	On-Demand A	gent Cre	ator			
User Interface Misc	Communications	General	Strings			
Communications Ser	ver					
Address:						
Port:						
User:						
Password:						
- License Information E-Mail:						
Company ID:						
		⊆reate	Sa	ve	⊆lose	

Communication Server

Address: Enter the server ip address or dns name. Port: Enter the server port. Username: Enter the username required for proper authentication. Password: Enter the password required for proper authentication.

License Information

E-Mail Enter the email associated to your Company. Company ID Enter the ID assigned to your Company. It consists on 4 groups of 8 characters each (letters and numbers), separated by a dash (-). Its format will be: 12345678-12345678-12345678

2.4.1.4 General

General Settings

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SupportSmit	th v2 -	On-Demand A	lgent Cr	reator 💽	
User Interface	Misc	Communications	General	Strings	
Destination) Director	у			
Language					
English	i			•	1
			⊆reate	Sa <u>v</u> e <u>C</u> lose	

Destination Directory

Define an already existing destination directory for the On-Demand Agent that will be created.

Language

There are two Language options for the On-Demand Agent Creator interface, English and Spanish. To change the Language interface, select the option and click Apply.

2.4.1.5 Strings

Strings Settings

SupportSmith v2 - On-Dema	nd Agent Creator 🛛 🛛 💽
User Interface Misc Communicat	tions General Strings
String	New String
Remote Assistance	Remote Assistance
Get Help	Get Help
Press "Get Help" button to initiate the	Press "Get Help" button to initiate the Support proce:
Establishing secure connection.	Establishing secure connection.
Connection established.	Connection established.
Ticket Number: %s	Ticket Number: %s
Disconnected	Disconnected
Could't establish the connection to the	Could't establish the connection to the Communicatio
The Supporter has been notified, plea	The Supporter has been notified, please wait.
Would you like to save the chat sessio	Would you like to save the chat session?
says	says
Please, pick a supporter or group from	Please, pick a supporter or group from the list.
There are not supporters available.	There are not supporters available.
Application not found.	Application not found.
Connection closed.	Connection closed.
	Create Save Close

You can translate or customize all the strings.

3 **Quick Setup Guide**

f this is the first time you run a SupportSmith v2.0, we suggest you follow this guide step by step:

- 1. Install and Configure the SupportSmith Server
- 2. Install and Configure an Agent
- Install Support Tools
 Try the first Support Session
- 5. Install On-Demand Agent Creator

- Required Setup files:

- Server SupportSmith v2 Server.msi
- Suporter Tools SupportSmith v2 Suport Tools.msi
- Pre-Installed Agent SupportSmith v2 Agent.msi
- On-Demand Agent Creator

SupportSmith v2 On-Demand Agent Creator.msi

• License files (.xml and .txt) Get yours! Apply for a 30-day free evaluation License on our website.



Get registered at: www.supportsmith.com

- After Setup, files can be found at:
 - Start > Programs > SupportSmith v2
 - C:\Program Files\SupportSmith v2
 - C:\Documents and Settings*user*\Application Data\Cybele Software \SupportSmith v2\
 - C:\Documents and Settings*user*\My Documents\Cybele Software \SupportSmith v2\
- General System Requirements:
 - Intel Pentium or equivalent processor
 - OS: Windows XP, Windows Vista.
 - CPU: 128MB of RAM (256MB recommended)
 - Free hard-disk space: Server 10MB; Supporter 15MB; PreInstalled Agent 25MB; On-Demand Agent 5MB.
- Configuration Information you will be required:
 - Private IP/URL & Port to access the server (for network access)
 - Public IP/URL & Port to access the server (for external access)
 - Proxy settings (if applies)
 - Domain, User and Password (to test Login as Technician)
- Got questions? Email us! support@cybelesoft.com

3.1 Install and Configure the SupportSmith Server

Run SupportSmith v2 Server.msi setup and proceed with the installation. At finish, start the SupportSmith Server Manager from the Start/Programs menu:

1. Enter the public host address and port:

This is the internet IP or DNS name of your server. It is required for Agents or Support Tools running outside your company.

🚸 SupportSmil	h Server Mana	ger					Ŀ	_ X)
Communications	Access Control	Licenses	Genera	al				
Communicat Bind to IP:	on Parameters — (All unassigne	ed)				▼ Por	rt: 22	
Public Host # Host:	Address							
Port:	22							
Multi-Servi Broker List - Host & Por	er Environment:							
				Add Se	rver	Rem	ove Server	
					Accept	Cance	н	elp

2. Add the License File.

Load the .xml License file we sent you (no matter if it is a trial or a registered license) and save the changes.

🚸 SupportSmith Server Manager	×_
Configuration Security Licenses General	
Description SupportSmith Concurrent Agents SupportSmith Concurrent Supporters SupportSmith Concurrent Channels	Licensed 10 5 10
Cha License: Trial version. Valid until 2009-07-31. Website: http://www.cybelesoft.com Organization: Cybele Software, Inc. Organization Unit: Support	ange Key
Accept Cancel	Help

3. Set the access permissions.

Click on Edit to add your domain users/groups with access rights. Then select them and determine the Login mode for each one.



3.2 Install and Configure an Agent

Run SupportSmith v2 Agent.msi setup and proceed with the installation. At finish, start the Agent Manager from the Start/Programs menu to configure the Connection Settings:

1. Server

Enter the host address and port, along with a valid DOMAIN\User and Password.

2. License information

Enter the Email & CompanyID you'll find on the .txt license file.

Agent	Settings				X
Status	Connection	Access Control	User Information	General	
C	onnection Sett	ings			
	Use Proxy	Server		Settings	
	Accept Inc	oming LAN Conn	ections		
C	ommunication :	Server			
	Public Serv	/er			
				Settings	
E Lie	ense Informa	tion			
	E-1	1ail:			
	Company	ID:			
			Apply	Cancel He	elp

3.3 Install Support Tools

Run the Support Manager Setup at the Supporter's PC and proceed with the installation. At finish, start the Support Manager from the Start/Programs menu, this will launch the page to configure the Connection Settings:

1. Server

Enter the host address and port, along with a valid DOMAIN\User and Password.

2. License information

Enter the Email & CompanyID you'll find on the .txt license file.

Supporter Settings				×
Connection Personal Information	Incidents	General		
Proxy Settings				
Use Proxy Server	Se	ttings		
Communication Server				
Public Server				
			Settings	
License Information				
E-Mail:				
Company ID:				
	Ok		Tancel	Help
	Ok		ancel	Help

3.4 Trying the first Support Session

After following these steps, you are ready to provide and receive Remote Support:

a. Accessing the remote PC through the Support Manager.

Login Screen

Supporter Manager



1. Launch the Supporter Manager.

Login to the Support Manager (DOMAIN\User and Password).

2. Select a Computer to start a remote session.

b. Requesting Support from the Pre-Installed Agent's menu at the remote PC.

1. Make a right click over the Agent's icon at the tray bar.

2. Click on Get Help.

3. Go to the Support Manager, open the tab for Customers with opened support requests and start the remote session.

3.5 Install On-Demand Agent Creator

Run On-Demand Agent Creator setup and proceed with the installation. At finish, start the Agent Creator from the Start/Programs menu:

1. Create your own On-Demand Agent and run it.

2. Go to the Support Manager, open the tab for Customers with opened support requests and start the remote session.

4 Software Registration

By purchasing SupportSmith v2.0 you will access to technical support, free upgrades and updates and the activation of advanced features in your edition.

We offer Technical Support by e-mail and/or phone, which also includes free updates and upgrades during the covered period and our full commitment to timely fix bugs and problems.

We encourage users to renew the annual maintenance contract in order to be eligible for technical support and product upgrades. The maintenance fee after the first year will still be 20% of the updated price of the purchased product.

If you have any other question, contact us at <u>sales@cybelesoft.com</u>. Our sales representatives will get in touch with you to assist you with your purchase.

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4.1 Registering your Trial Version

If you downloaded SupportSmith's Trial version from our web site or a distribution site and you have already purchased a license, you must follow these steps in order to register the product:

1. Upload the License File to your Server.

Load the .xml License file we sent you and save the changes. The right column will show how many Agents, Supporters, Channels, etc. you have.

2. Set the License information within the Supporter Settings. Launch the Supporter Settings, and enter the Email & CompanyID (you'll find them on the txt License we provide you) under the Connection Tab.

Supporter Settings		×
Connection Personal Informati	ion Incidents General	
Proxy Settings		
Use Proxy Server	Settings	
Communication Server		
Public Server		- 14
	Settings	
License Information		
E-Mail:		
Company ID:		
	Ok Cancel	Help
	and Sauce	1000

3. Set the License information within the Agent Settings. Launch the Agent Settings, and enter the Email & CompanyID (you'll find them on the txt License we provide you) under the Connection Tab.

Agent	Settings		X
Status	Connection	Access Control User Information General	
G	Use Proxy	Server Settings	
- 0	Public Serv	Server rer Settings	
- U	cense Informa E-f Company	tion Mail: ID:	
		Apply Cancel H	elp

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4.2 How to Place an Order

There are many ways to order your SupportSmith's licenses:

- Contact us at <u>sales@cybelesoft.com</u>. Let us know about your licensing needs and we will send you an official quotation. Our sales representatives will get in touch with you to assist you with the purchase.
- You can also call us anytime to any of these phone numbers and place the order immediately:

Toll Free: 1-866-462-9768 Local line: 1-302-892-9625 Fax: 1-302-295-9995

• You can also contact us through Live Chat by pressing this icon in our website:



and immediately have a conversation with a representative without even having to pick up the phone.

There are several payment options, and we also accept Purchase Orders.

When you buy SupportSmith, you will receive a Key to register the Trial version. For instructions on how to register SupportSmith when you purchase a license, see Registering your Trial Version.

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5 Obtaining Technical Support

Cybele's goal is to offer high quality products and services. Using registered Cybele Software's applications not only allows you to receive free product upgrades and updates but also the certainty that you will have our team of experienced developers and technical support representatives working hard to assist you with any issue, thus making the product much more accessible in any situation.

We are here to help you out from monday to friday 9 a.m. to 5 p.m. eastern time on the phone numbers:

Toll Free: 1-866-462-9768 Local line: 1-302-892-9625 Fax: 1-302-295-9995

If you make your call outside this hour range, you can leave a message and we will get back to you.

You can send us an email to <u>support@cybelesoft.com</u> and we will write you back timely. You can also contact us through Live Chat by pressing this icon in our website:



and immediately have a conversation with a representative without even having to pick up the phone.



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