

Remote Support Just Got Easier!



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1 Overview

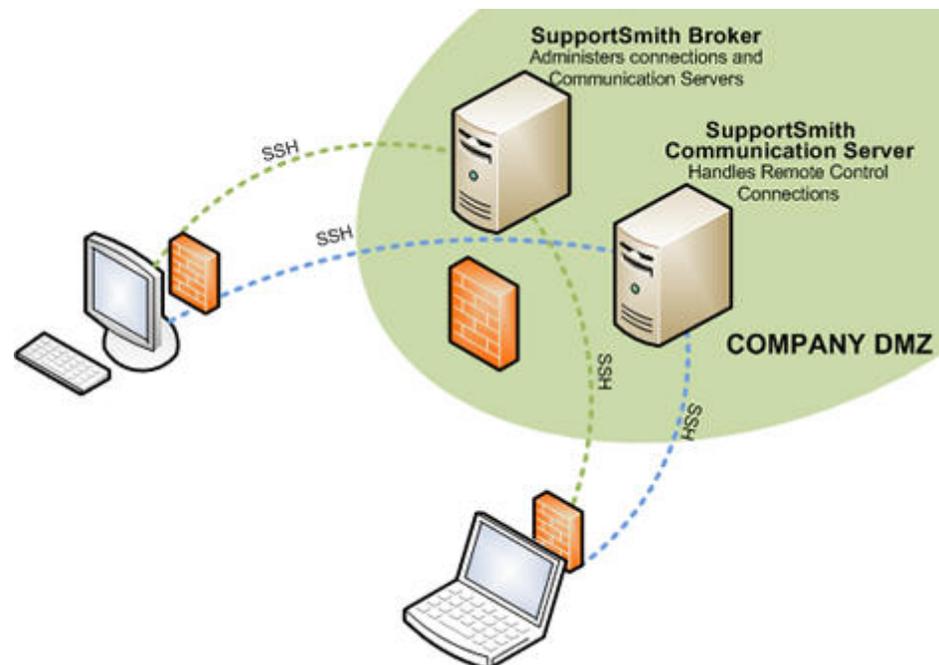
SupportSmith is an integrated platform that provides Remote Assistance and Remote Access to another desktop with no network barriers. This means you can safely and instantly connect to any other PC over the internet, giving you unlimited access to provide and give customer support, chat, transfer files and even give presentations remotely.

SupportSmith gives you:

- * Remote Desktop control.
- * Remote Desktop sharing.
- * Remote Presentation facility.
- * Live Customer Support procedures.
- * File Transfer.
- * Chat.

It also:

- * Enhances Microsoft Remote Desktop, Microsoft Remote Assistance and VNC software.
- * Provides great simplicity; no network configuration is needed.
- * Has unparalleled security.



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2 How it works

SupportSmith uses a Communications Broker that listens for SupportSmith client requests. When it receives a request to connect two SupportSmith clients, it routes the connection to the nearest Communications Server, ensuring the highest possible remote control communication performance.

SupportSmith establishes outgoing SSH-2 128-bit encrypted communications, allowing to pass through firewalls, NAT routers and proxy servers, in a secure and reliable fashion.

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3 Features

SupportSmith is an integrated platform that offers Remote Control, Sharing and Support in the same package, that takes the anywhere-to-anyplace concept a step further by using state-of-the art security protocols and schemes:

- **Works behind firewalls, NAT routers and proxies**
SupportSmith can route all the communications through firewalls, NAT and proxies. No special configuration is needed.
- **Unparalleled security**
SupportSmith uses SSH/2 protocol standard and Advanced Encryption Standard (AES) with 128 bits strength. See additional security features.
- **Optimal performance**
SupportSmith can route Remote Control sessions to different Communications Servers based on the client location or specification, thus ensuring the best possible performance.
- **Integrated Remote Control Software**
SupportSmith provides an integrated Remote Control software, that allows you to view and control any desktop.
- **Integrated Remote Support Procedures**
SupportSmith gives you Get Help and Offer Help procedures, with customer ticket support.
- **Customer Module without installation**
SupportSmith Customer Module does not require installation.

- **Microsoft® Remote Desktop Add-in**
Now, with SupportSmith and Microsoft Remote Desktop, you can securely control any desktop, no matter where it is located. SupportSmith extends Remote Desktop to get through firewalls, NAT and proxies, improving its security with SSH protocol.
- **Microsoft® Remote Assistance Add-in**
SupportSmith enhances Microsoft Remote Assistance, providing a simple and straight-forward method of use and extending its connectivity over the internet.
- **Full On Site Deployment**
SupportSmith is the first tool of its kind that not forces you to use third-party service. You don't need to worry about where your sensitive data is going through and don't need to pay monthly fees.
- **Scalable Infrastructure**
SupportSmith allows you to add Communication Servers to meet your specific needs.

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4 Getting Started

In order to get started with SupportSmith, we'll take you through the following scenarios:

- [Accessing another PC](#)
- [Getting Help](#)
- [Offering Help](#)

See also:

- [Connection Modes](#)

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4.1 Accessing Another PC

Accessing another PC is simple, even if it is on the other side of the world. Just launch SupportSmith and follow these steps:

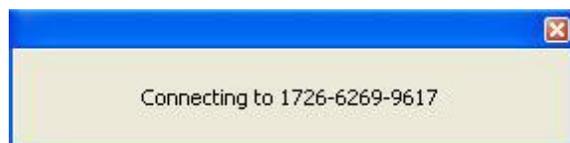
1. Ask for the other PC's Agent ID and Computer Name. The Agent ID is a unique computer name that will appear on SupportSmith's main page, while the Computer Name can be found at "Start/Control Panel/System/Computer Name".
2. Complete the "Computer" and "Agent Id" fields and select the [Connection Modes](#) you wish to use:

- Admin
- Remote Desktop
- Presentation

Then click on the Connect button.



3. The "Connecting" dialog will appear, indicating that SupportSmith is trying to reach the other computer.



4. In order to connect, the remote PC will request your remote credentials. Depending the settings selected by the owner, the remote PC will request you to type its password (a) or your network user information in order to access it (b).

a.

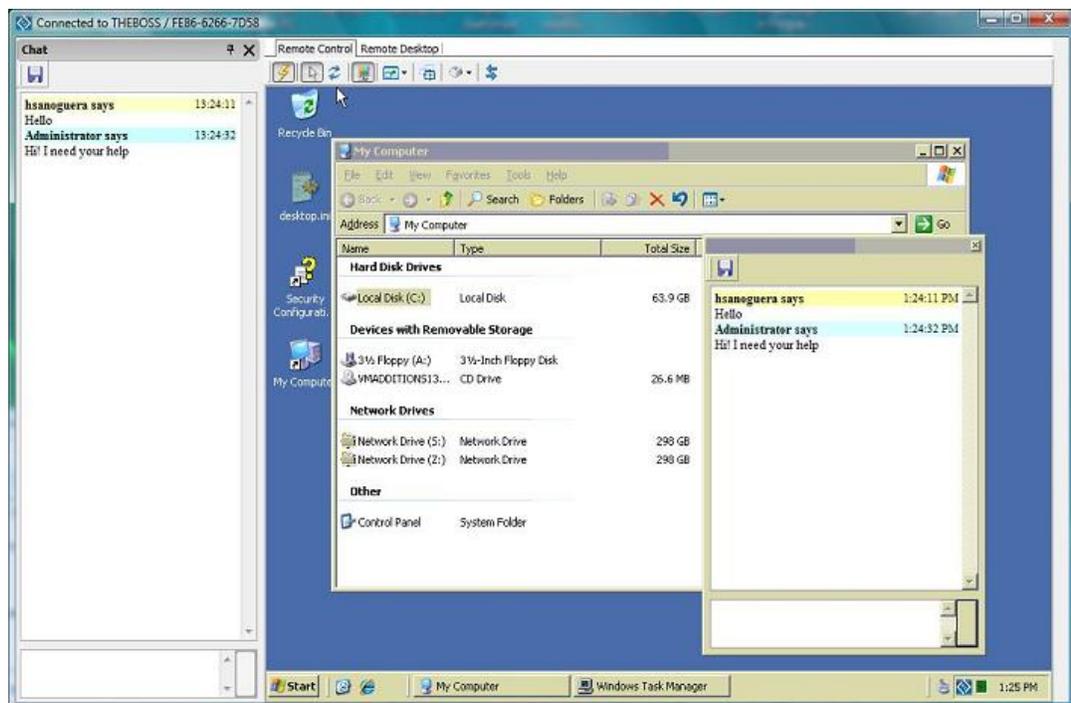


b.



5. After SupportSmith validated the credentials, the connection window will be loaded on your screen showing your status and the Name / ID of the remote computer on the upper left corner.

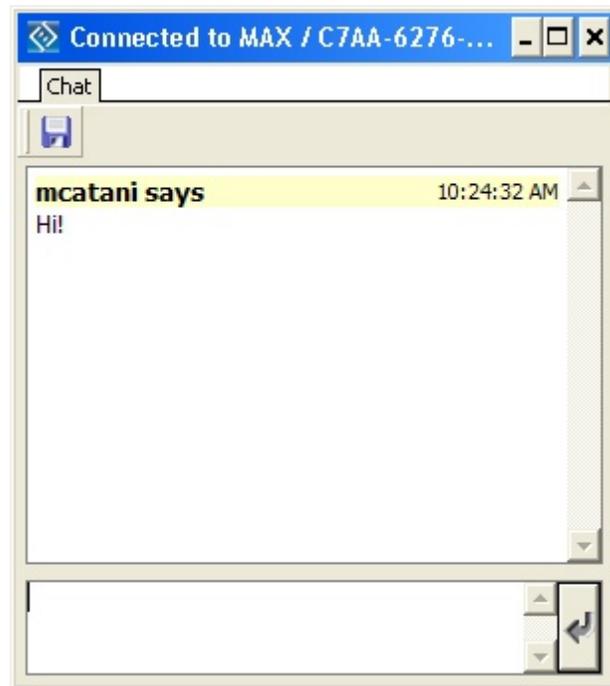
While the connection lasts, even if you disconnect the desktop view, the chat window will be enabled, but can be minimized/closed if required.



The connection window changes according the mode you are currently using. Each [Connection Mode](#) has its own menu:

- [Admin](#)
- [Remote Desktop](#)
- [Presentation](#)

In case you selected the Chat mode, only the chat window will be loaded.

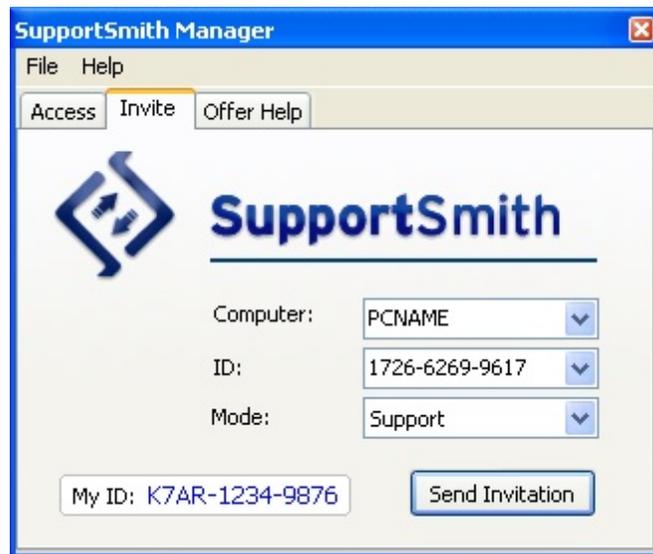


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4.2 Getting Help

Getting help is just a couple clicks away:

1. Ask for the other PC's Agent ID and Computer Name. The Agent ID is a unique computer name that will appear on SupportSmith's main page, while the Computer Name can be found at "Start/Control Panel/System/Computer Name".
2. Type these in the "Computer" and "Agent ID" fields, then select the [Connection Mode](#) for Support and press the "Send Invitation" button.



3. Type a message for your possible helper and click Ok.



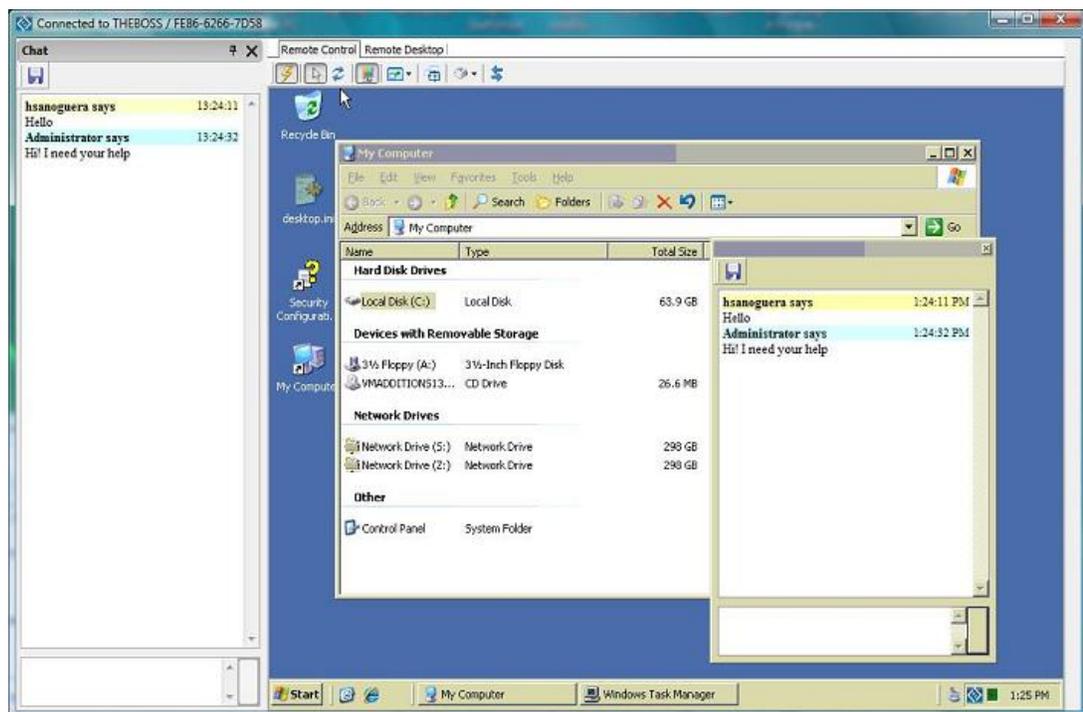
A confirmation message will show you that the invitation to access your computer has been sent:



4. An alert will popup at the supporter's desktop, showing your help request.



5. As soon as the invitation is accepted the supporter will see your desktop and if required, might request your permission to take control of your PC in order to help you.



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4.3 Offering Help

You can also offer help by creating a Ticket Number and Code, or taking the Ticket Number and Code your customer creates when requires support.

By using a Ticket you create a private communication channel, valid for one session, keeping your computer information safe.

Tickets will act as a "nickname", identifying your computer with a temporary mask so the supported user never sees any real computer information.

- [How to create tickets](#)

- [How to accept tickets](#)

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4.3.1 Creating a Ticket

Offer help by creating a Ticket Number and Code and providing them to your supportee, either by phone, chat or email.

[How to create a ticket](#)

1. To obtain the Ticket Number and the Ticket Code you will provide to the supportee, just press the "New Ticket" button.



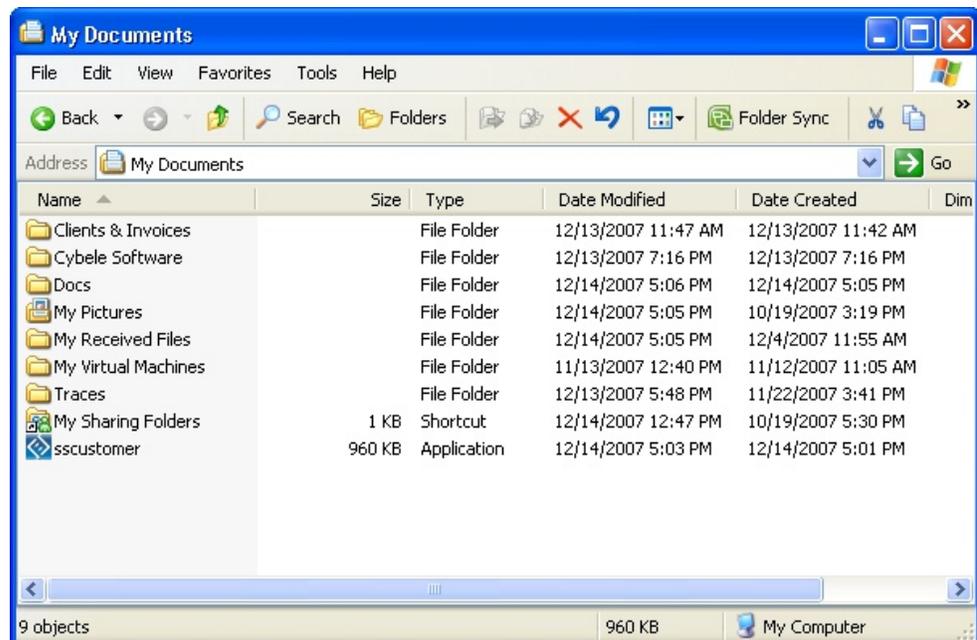
2. A Ticket Number & Code will be generated, so you can provide your customer with it.



The screen will show the last Ticket generated until you press the "New Ticket" button again or you exit the application.

3. Then provide your suportee with the Ticket Number & Code, as well as the link to open the SupportSmith Customer Module from <http://www.cybelesoft.com/downloads/sscustomer.exe>.

This is a single file that must be downloaded to the suportee PC, but does not require installation or writting permissions. Can be saved at Desktop or MyDocuments folder.



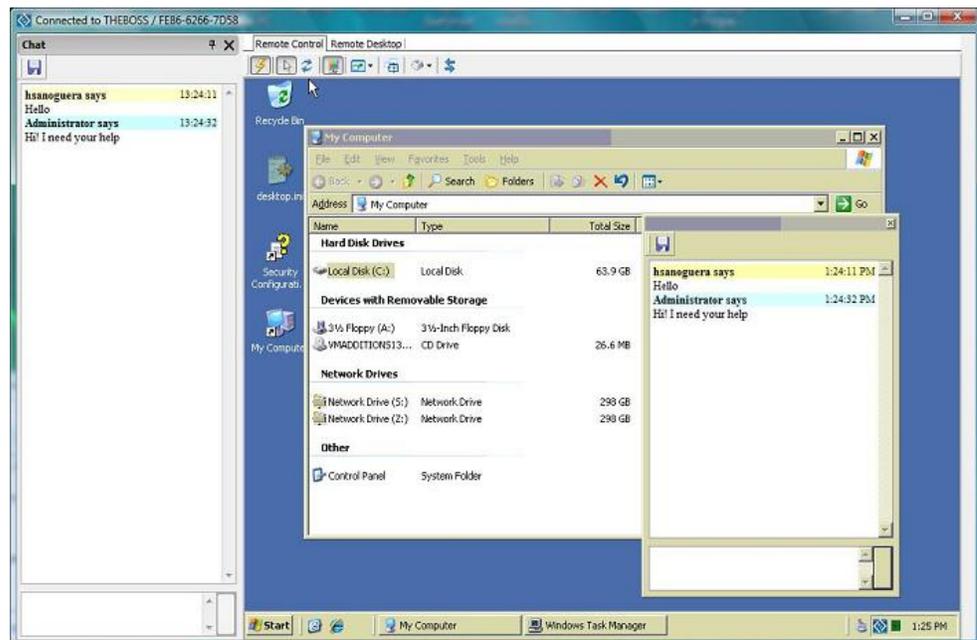
4. Once the download is finished, just need to make a double click on it to load it up (or right click and then Open).



5. Enter the the Ticket Number and the Ticket Code, then press the "Get help" button.

6. An alert will popup at the supporter's desktop, showing the help request.

7. As soon as the invitation is accepted the supporter will access client's desktop and can ask permission to take control of the remote PC or watch the presentation.



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4.3.2 Accepting a Ticket

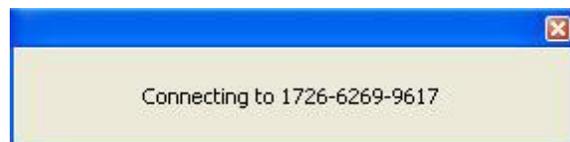
Offer help by accepting the Ticket Number and Code and providing your supportee generated.

How to accept a ticket

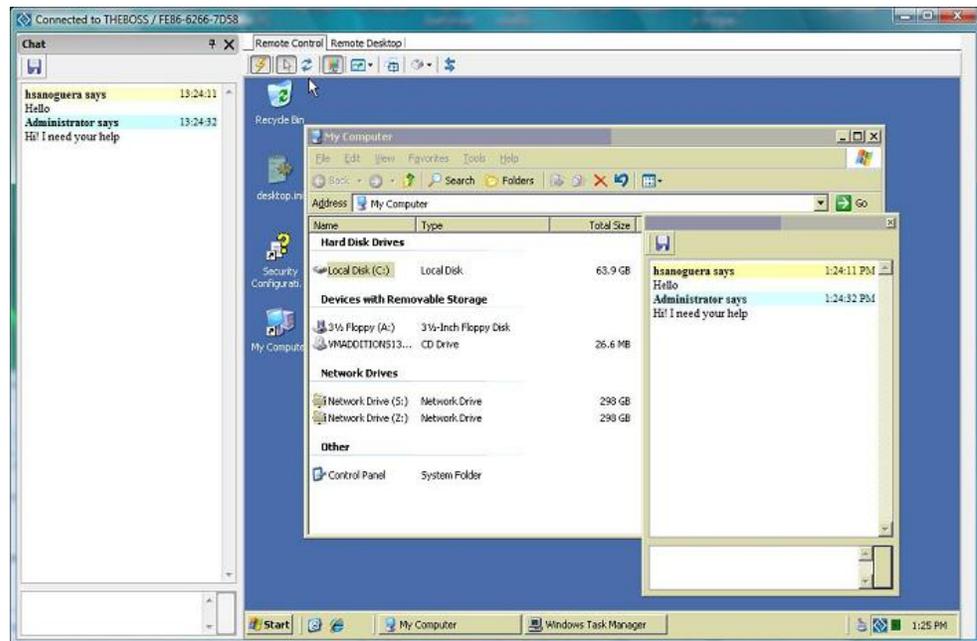
1. To accept the Ticket Number and the Ticket Code you received from a supportee, complete the fields and press the "Connect" button.



2. A small window will appear showing a "Connecting..." status (on quite fast connections this window might dissappear quite fast).



3. As soon as the ticket is accepted the supporter will get connected to the remote computer, and pressing the "Connect" icon (a yellow ray) can actually see the remote desktop and can ask permission to take control of the remote PC.



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4.4 Connection Modes

Available modes for remote connections:

- Admin

This connection type is available only at the [Access Page](#).

When connected through the Admin mode, the supporter can see the remote desktop and takes control over the remote computer as soon as the connection starts.

The supportee can recover the control of the mouse and then or close the connection at any time.

[See the menu options available for this connection.](#)
[How to access another PC.](#)

- Remote Desktop

This connection type is available only at the [Access Page](#).

This mode does not require further authorizations to get full control. Remote users can access the desktop with no restrictions.

[See the menu options available for this connection.](#)
[How to access another PC.](#)

- Support

This connection type is available only at the [Invite Page](#).

This mode will request the supportee to type a message for the supporter, that will have the chance to access his computer and help him out.

The supportee will be required to grant viewing access to the helper, who can also request full control access if this further step is required.

The supportee can approve/deny this permission, and even recover the control or close the connection at any time.

[How to get help through the Support mode.](#)

- Presentation

This mode allows to watch the screen loaded up on a remote computer.

The remote user will not be able to restore minimized screens, or launch new programs.

Useful for Power Point presentations, remote classes, demonstrations, etc.

[See the menu options available for this connection.](#)

- Chat

The chat mode allows to start a written communication with a user on a remote computer.

This conversation can be saved on a .txt file for future references.

This function is available also for Admin and Presentation modes.

[See how the chat window looks like.](#)

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5 SupportSmith User Interface

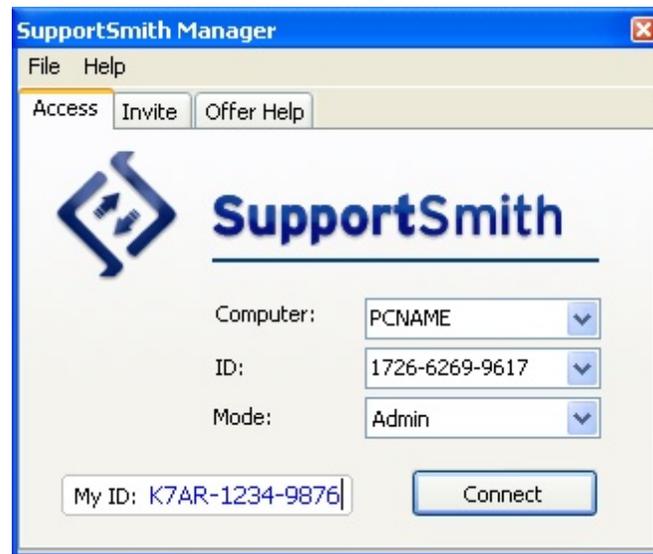
The SupportSmith User Interface is composed of three parts:

- [The SupportSmith Manager Dialog](#)
- [The Remote Desktop Menu](#)
- [The Remote Control Menu](#)
- [The Chat Window](#)
- [The File Transfer Window](#)
- [The Tray Icon](#)

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5.1 The SupportSmith Manager Dialog

The SupportSmith Manager Dialog presents a tabbed interface with access to the operational pages.



In this chapter we'll review the following operational pages:

- [Main Menu](#)
- [Access Page](#)
- [Invite Page](#)
- [Offer Help Page](#)

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5.1.1 Main Menu

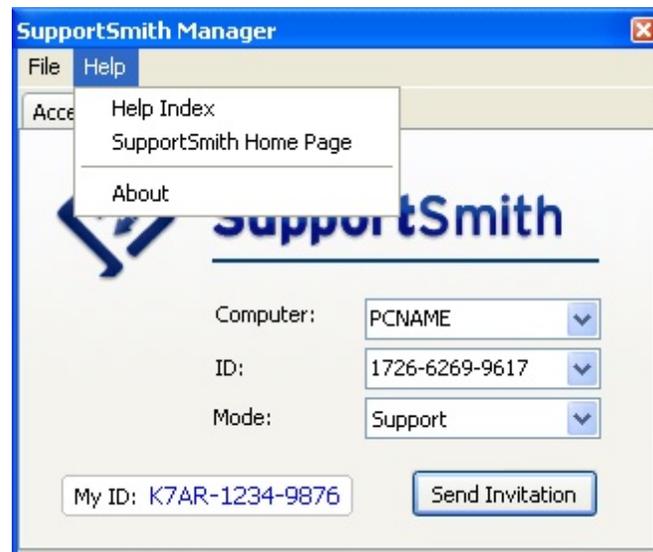
The Main Menu shows two options: File and Help.



File

Settings: Shows up the Settings page.

Exit: Use it to close the application.



Help

Help Index: Loads SupportSmith's Help files.

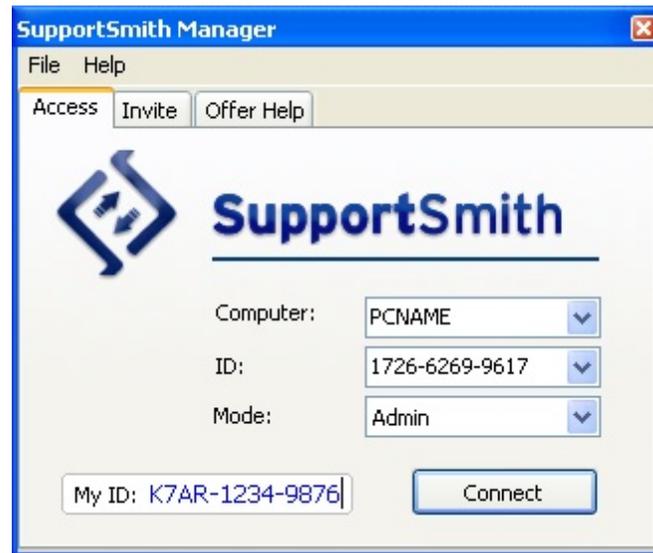
SupportSmith Home Page: Loads the support page on your default browser.

About: Loads SupportSmith's copyright details.

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5.1.2 Access Page

When launching SupportSmith, the first page you see is the Access page.



Three fields are available to enter the information needed to proceed with the remote access:

Computer:

Enter the remote name. It can be found at "Start/Control Panel/System/Computer Name".

ID:

Provide the ID assigned to the computer you want to connect to. The ID is a unique computer name that will appear on SupportSmith's main page.

Mode:

On this page, the available modes are Admin, Remote Desktop, Presentation and Chat. See more information about [Connection Modes](#).

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5.1.3 Invite Page

When launching SupportSmith, the second page listed on the Manager Dialog is the inviting page.



This page lets you to invite other people to join your PC. This are the fields you need to complete to send out your proposal:

Computer:

Enter the remote name. It can be found at "Start/Control Panel/System/Computer Name".

ID:

Provide the ID assigned to the computer you want to connect to. The ID is a unique computer name that will appear on SupportSmith's main page.

Mode:

On this page, the available modes are Support, Presentation and Chat. See more information about [Connection Modes](#).

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5.1.4 Offer Help Page

This is the third and last page available on the SupportSmith Manager Dialog.

How to create a ticket

By providing someone with a ticket you can now create a private communication channel, valid for one session, keeping your computer information safe.

The ticket will act as a nickname, identifying your computer with a temporary mask and the supported person will never know your real computer information.

1. To obtain the Ticket number and the Ticket code you will provide to the person who receives the support press the "New Ticket" button.



2. A Ticket Number & Code will be generated, so you can provide your customer with it.



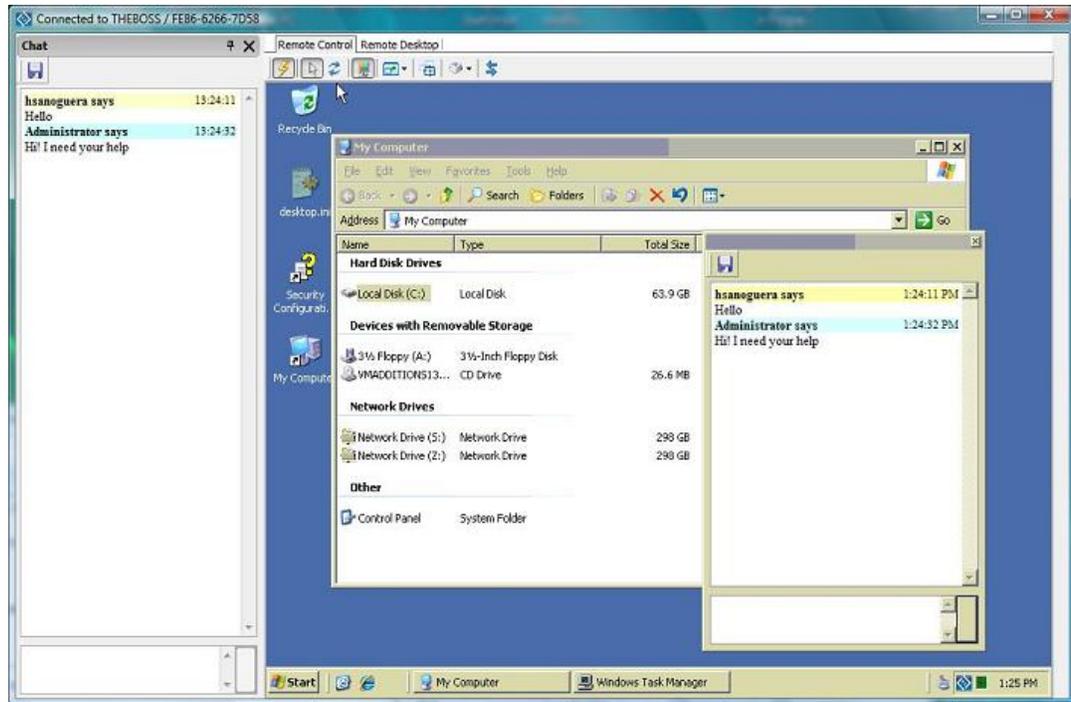
The screen will show the last Ticket generated until you press the "New Ticket" button again or you exit the application.

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5.2 Connection Window

After SupportSmith validated the credentials, the connection window will be loaded on your screen showing your status and the Name / ID of the remote computer on the upper left corner.

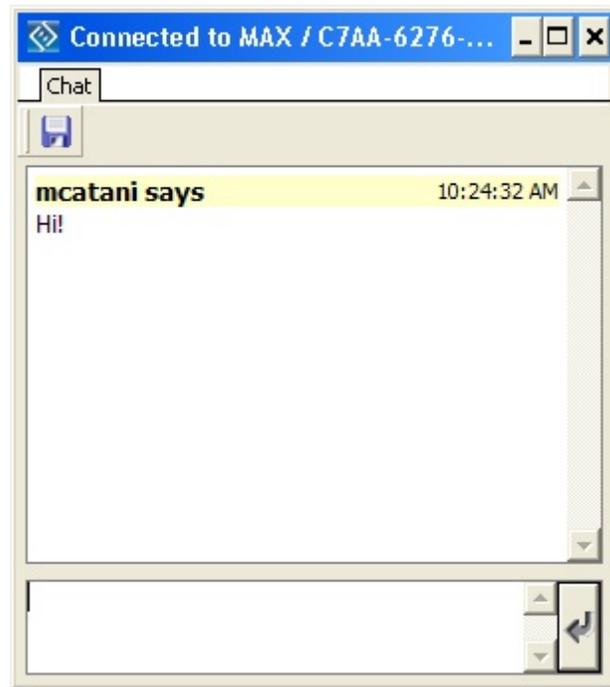
While the connection lasts, even if you disconnect the desktop view, the chat window will be enabled, but can be minimized/closed if required.



The connection window changes according to the mode you are currently using. Each [Connection Mode](#) has its own menu:

- [Admin](#)
- [Remote Desktop](#)
- [Presentation](#)

In case you selected the Chat mode, only the chat window will be loaded.



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5.2.1 Remote Control Menu

While the Admin connection lasts, you will access the remote desktop's view through the Remote Control tab:



These are the menu buttons:

Connect/Disconnect

Mouse Control:

- View Only
- Full Control

Refresh Screen

Color:

- Set Full Color
- Set 256 Colors

Screen Mode:

- Full Screen Mode Ctrl+alt +F12
- Auto Scale Ctrl+alt +F10
- Half Size Ctrl+alt +F11

Selection

- Select Window
- Select Full Desktop

Keyboard

- Send Ctrl+Alt +Del Ctrl+Alt +F4
- Send Ctrl+Esc (Start menu)
- Set Alt-Key Down
- Set Ctrl-Key Down

File Transfer

- Load [File Transfer Window](#)

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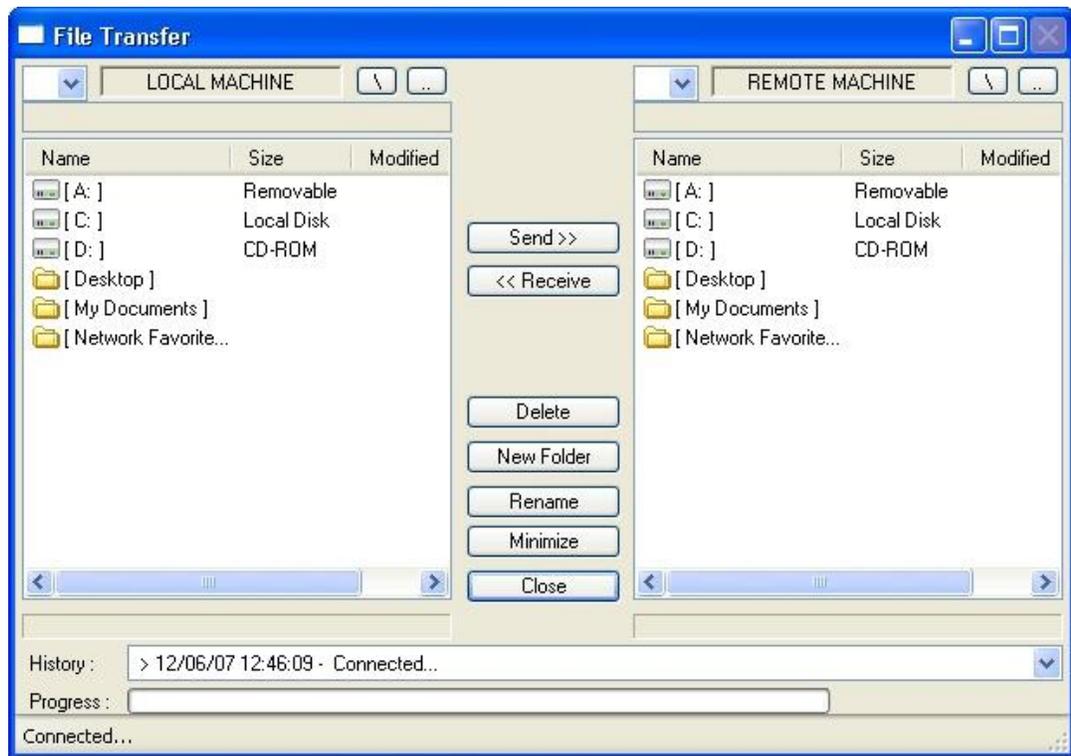
5.2.1.1 File Transfer

To transfer/manage files on the local and remote PC just load the File Transfer Window.

You can select local or remote files and press the buttons to Send, Receive, Delete and Rename them.

You can also create new folders on each computer.

The Minimize and Close buttons refer to the File Transfer Window.



The History field will show you the Date, Time and Status of each action you take, while the Progress bar will show you how the action is progressing.

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5.2.2 Remote Desktop Menu

While the Remote Desktop connection lasts, you will access the remote control's view through the Remote Desktop tab:



These are the menu buttons:

Connect/Disconnect

Click this button to connect to or disconnect from the remote computer.

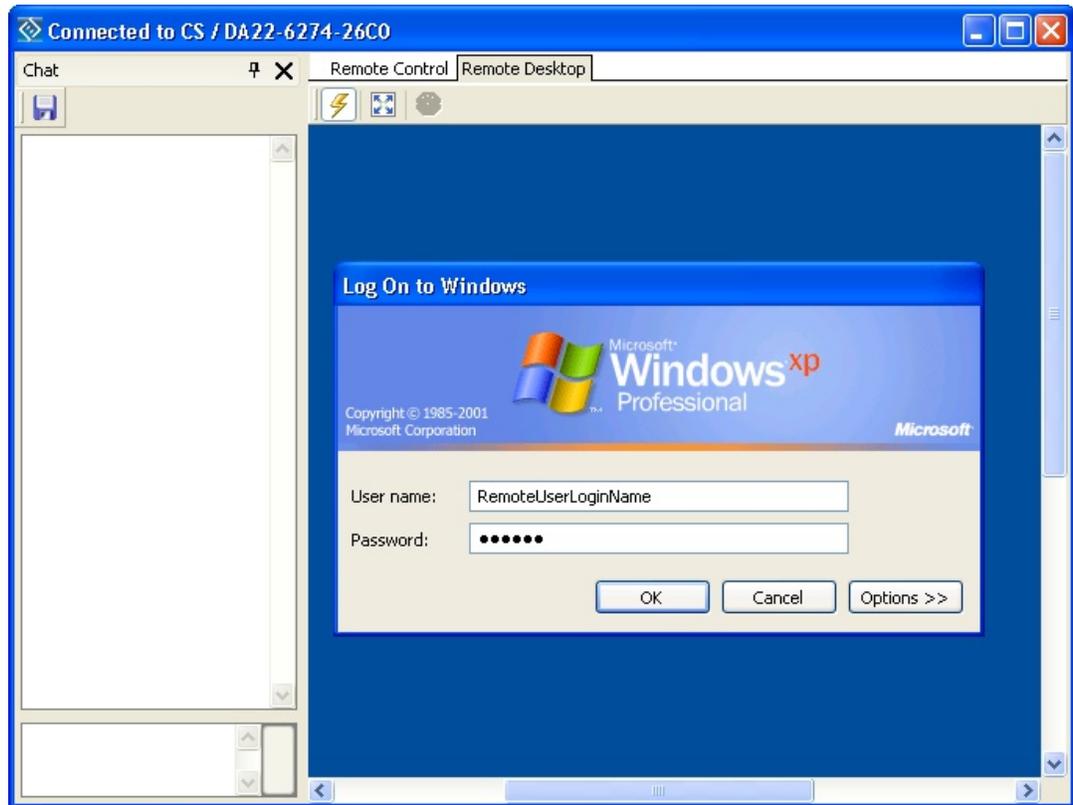
Full Screen Mode

Click this button to enable the Full Screen mode. To exit, press the Esc key on

your keyboard.

Configuration

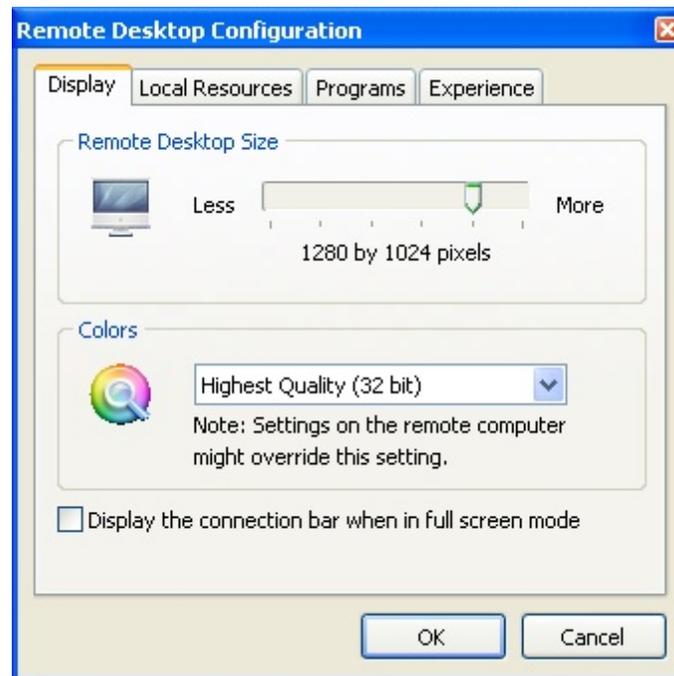
This Button will only be active when you are not connected. See detailed information about the remote desktop configuration [here](#).



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5.2.2.1 Remote Desktop Configuration

Use the Configuration Dialog to modify different settings according to your preferences or requirements. The Remote Desktop Configuration Dialog has three pages: Display, Local Resources, Programs and Experience.



Display

Remote Desktop Size

Configure the size you prefer for the remote desktop.

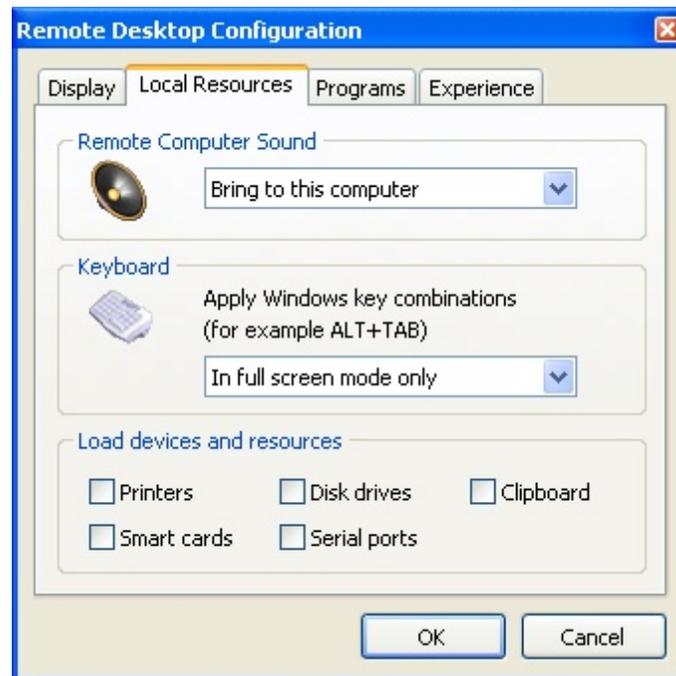
Colors

Configure the color quality for the remote desktop. Settings on the remote computer might override your selected settings.

Display

Check this option to display the connection bar when SupportSmith is running in full screen mode.

Local resources



Remote Computer Sound

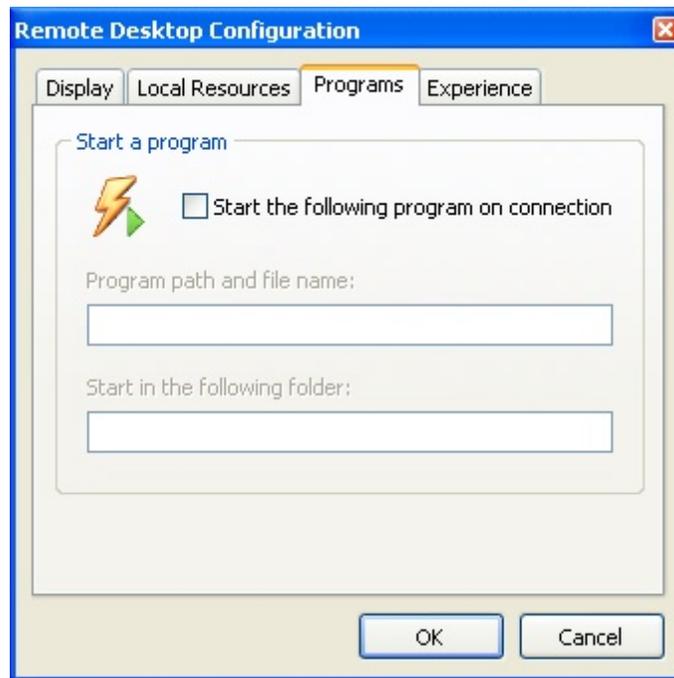
Keyboard

Load devices and resources

You can enable/disable the following devices on the remote computer:

- Printers.
- Disk drives.
- Clipboard.
- Smart cards.
- Serial ports.

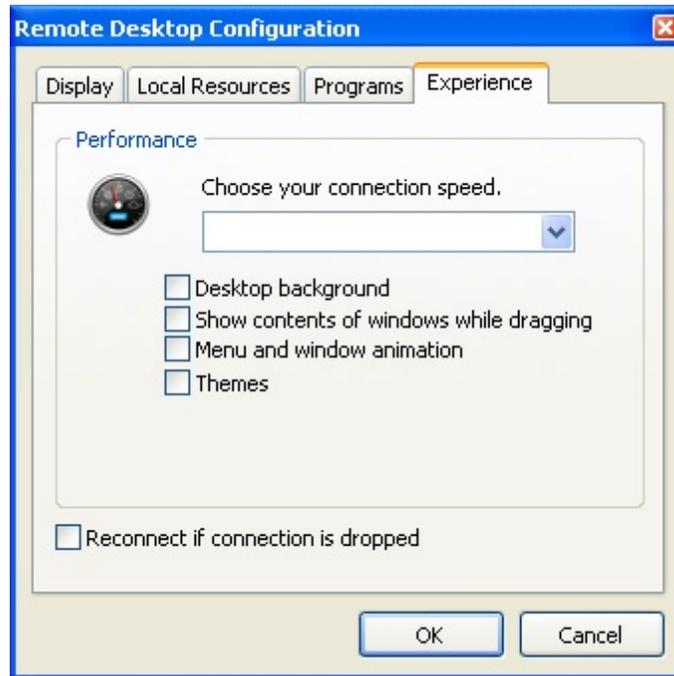
Programs



Start a Program

Check this option to get a program started anytime you load a remote connection. Then provide the path and filename for the executable file as well as the folder you wish to start in.

[Experience Page](#)



Performance

Configure the remote computer's performance by setting your own preferences:

- Choose your connection speed.
- Enable/disable desktop background.
- Show the content of programs/file windows while you are dragging a window.
- Enable/disable menu and windows animation.
- Enable/disable Windows Themes.

Reconnect

Check this option to force a reconecction if you get disconnected.

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5.2.3 Remote Presentation Menu

While the Remote Presentation connection lasts, you will access the remote desktop's view though the Remote Control tab. However, as you are connected through the presentation mode, only a few option will be available:



This are the menu buttons:

Connect/Disconnect

Refresh Screen

Color:

- Set Full Color
- Set 256 Colors

Screen Mode:

- Full Screen Mode Ctrl+alt +F12
- Auto Scale Ctrl+alt +F10
- Half Size Ctrl+alt +F11

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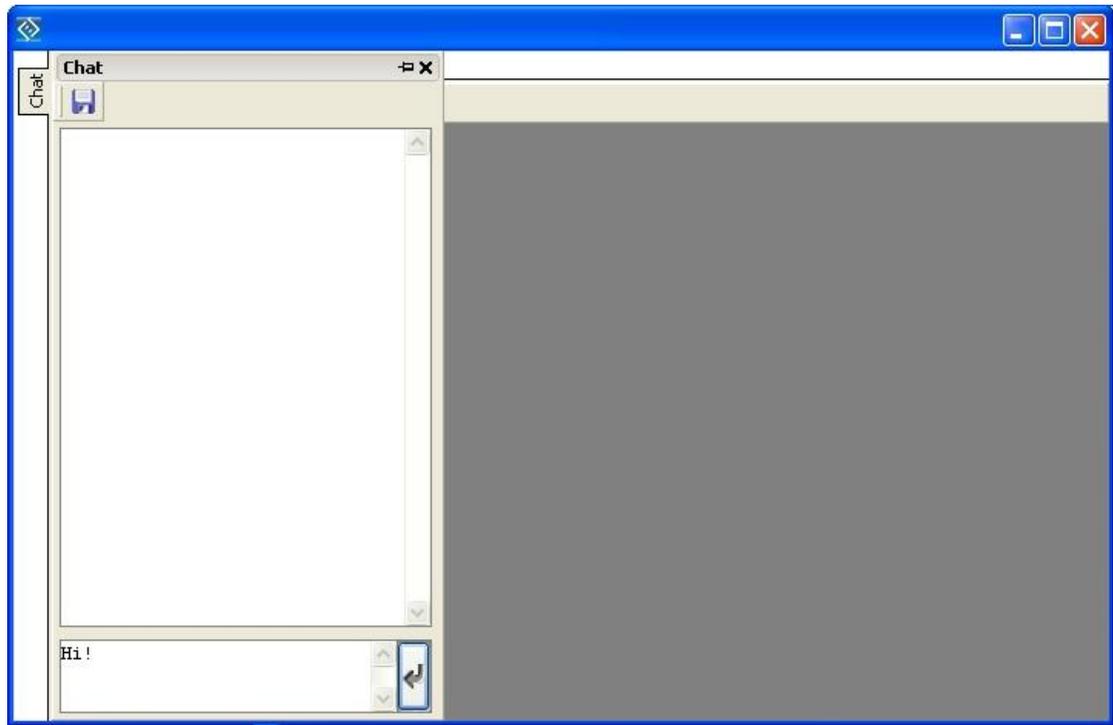
5.2.4 Chat Window

SupportSmith allows you to chat with your customer/suporter.

The chat window can be hidden/shown acording to your needs. On the upper left corner you will see the Chat option. By clicking it you will open the floating Chat window.



This is how the Remote Access window with the floating chat shown looks like. To fix the chat just press the small pin.



How to chat

You easily start chatting with your supporter/customer by opening the chat window through the link on the upper top side of the window.

Then use the text panel to type your messages and click on the arrow button  or press Enter.

Use the black X will close the chat, to keep a record of the chat session press the "Save" icon and select the destination folder to store your chat log as .txt.

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5.3 The Tray Icon

While SupportSmith Manager is running, the tray icon is always present. It shows alerts about the connection activity and remote assistance requirements. It also has a menu that allows several actions:



Manager: Brings up the SupportSmith Access's page.

Settings: Brings up the Settings page.

Help: Loads SupportSmith's Help files.

About...: Loads SupportSmith's copyright details.

Exit: Closes the application.

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6 SupportSmith Settings

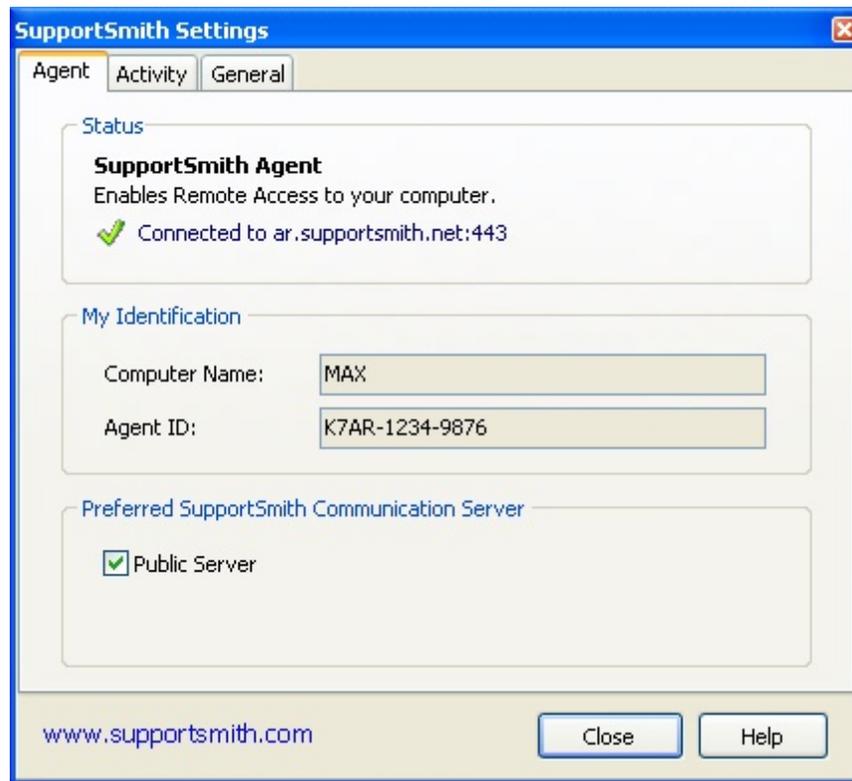
Open the SupportSmith Settings dialog (either from the [Main Menu](#) or the [Tray Icon](#)) to access to the configuration pages:

- [Status Page](#)
- [Activity Page](#)
- [General Page](#)
- [Access Control](#)

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6.1 Status Page

The Status Page, shows the status of the Connector and Agent components as well as the active Remote Desktop connections.



Service Status

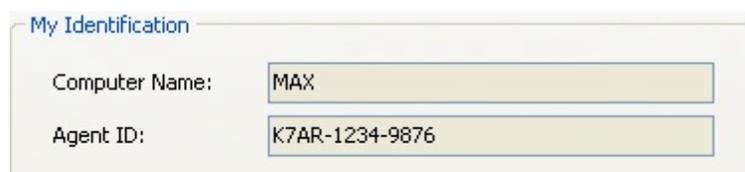
The status dialog shows your services and their enabled/disabled status and the Agent connection status.

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



My Identification

SupportSmith captures this information automatically so you do not have to complete these identification fields.



Computer Name:

Here you can see the name assigned to your computer.

Agent ID:

Here you can see the Agent ID assigned to you. Each Agent ID is unique.

Preferred SupportSmith Connection Server



The screenshot shows a dialog box titled "Preferred SupportSmith Communication Server". Inside the dialog, there is a single checkbox labeled "Public Server" which is checked with a green checkmark.

The Connection Server can be the same one the SupportSmith Broker Server uses. If you prefer to use your own Connection Server, uncheck the box to enable the Settings Configuration and complete the required information:



The screenshot shows a dialog box titled "SupportSmith Communications Server". It has a blue title bar with a close button (X) in the top right corner. The dialog is divided into two main sections: "Server" and "Authentication Methods".

Server Section:

Address	Port
<input type="text"/>	22
Public Address	Public Port
<input type="text"/>	22

Authentication Methods Section:

Username & Password

Username:

Password:

At the bottom of the dialog are two buttons: "OK" and "Cancel".

Server

Server Address: Enter the server's host.

Server Port: Determine which port should be used.

Public Address: Enter the server's public address, must be redirected to the server's host.

Public Port: Determine which port should be used.

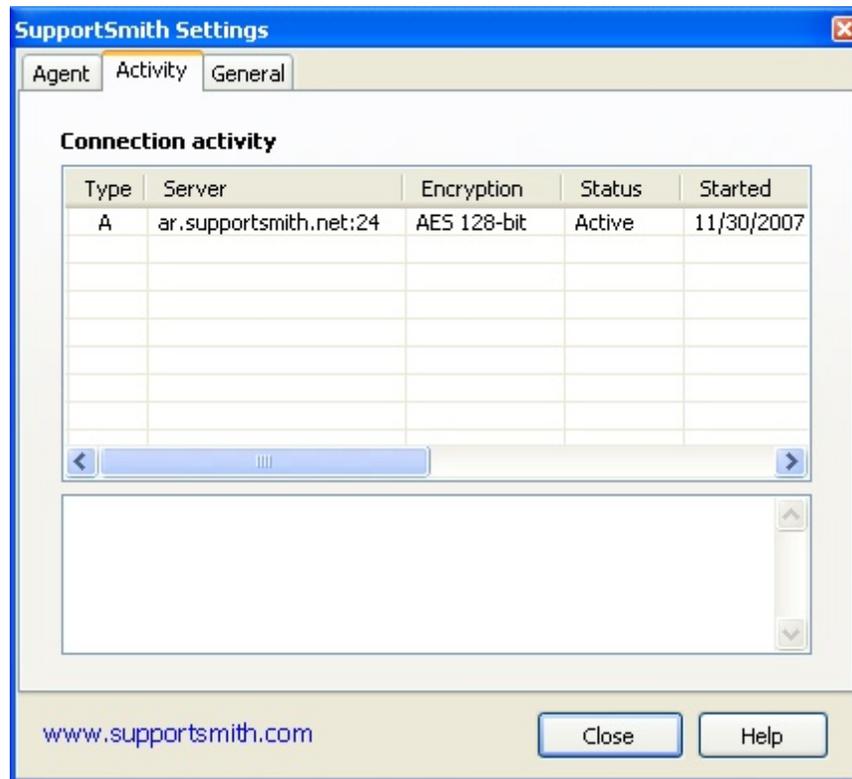
Authentication Methods

Username: Enter the username required to log in.
Password: Enter the password required to log in.

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6.2 Activity Page

The Activity Page shows you all SupportSmith connection activity. Clicking on an item, a detail of the connection events is shown below.



Connection activity

The Activity dialog will show the following parameters for each connection established.

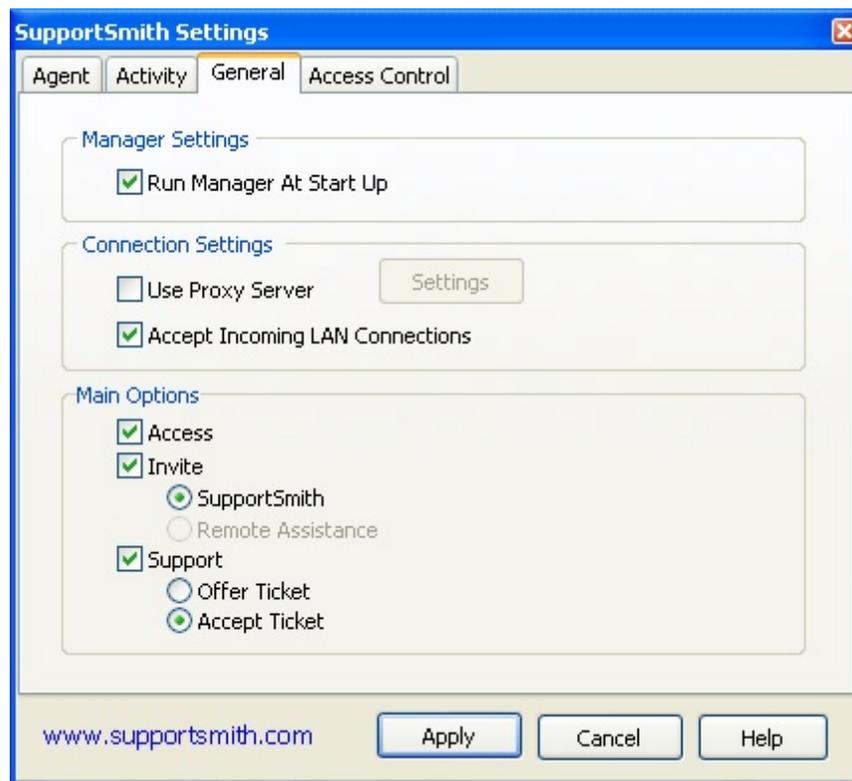
- Type: Indicates the connection type, either A (Agent) or C (Connector).
- SSH Server: SSH server in use.
- Desktop: Desktop accessed (if any).
- Encryption: Encryption type used.
- Status: Current connection status.
- Started: Date and time for beginning of connection.
- Ended: Date and time for connection's termination.

Error: Any error message will be shown here.

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6.3 General Page

The General Page includes the following configuration settings:



Manager settings

Run Manager at start up:

Check this option to run the Manager automatically at start up.

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.

Main Options

Access

Show/Hide the [Access Page](#) to enable/disable full access to remote computers using the Admin and Remote Desktop.

Invite

Show/Hide the [Invite Page](#) to enable/disable the invitation capability. If this function is enabled, you must select whether to use SupportSmith or Remote Assistance.

Support

Show/Hide the [Offering Help Page](#) to enable/disable the creation of Ticket Numbers and Ticket Codes when offering assistance to other people.

Offer Ticket

Lets the supporter create the Ticket Number and Code.

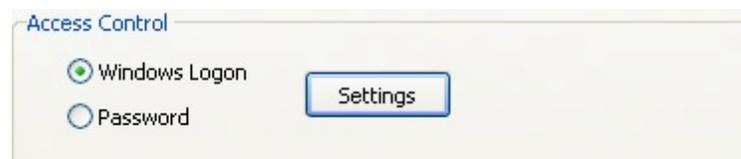
Accept Ticket

Lets the supporter accept the Ticket Number and Code the supportee created.

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6.4 Access Control

The Access Control Page shows you two security options to restrict access:



The screenshot shows a window titled "Access Control". It contains two radio buttons: "Windows Logon" (which is selected) and "Password". To the right of these buttons is a "Settings" button.

Windows Logon:

Click on settings to select which Users/Groups within those available will have granted access to your PC. When attempting to connect to this computer, they will be required to enter domain, user and password.



The screenshot shows a window titled "Access Control". It contains two radio buttons: "Windows Logon" and "Password" (which is selected). To the right of the "Password" radio button is a text input field containing a series of asterisks (*****).

Password:

Select this option to enter a password. When attempting to connect to this computer, people will be required to enter the password you specified.

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

Tip: 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.

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7 Getting Technical Support

We are ready 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

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 support@cybelesoft.com 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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