Remote Support Just Got Easier!

Table of Contents

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.

Disclaimer: The product names and logos used in this help are for identification purposes only.
All trademarks, registered trademarks and logos are the property of their respective owners.

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.
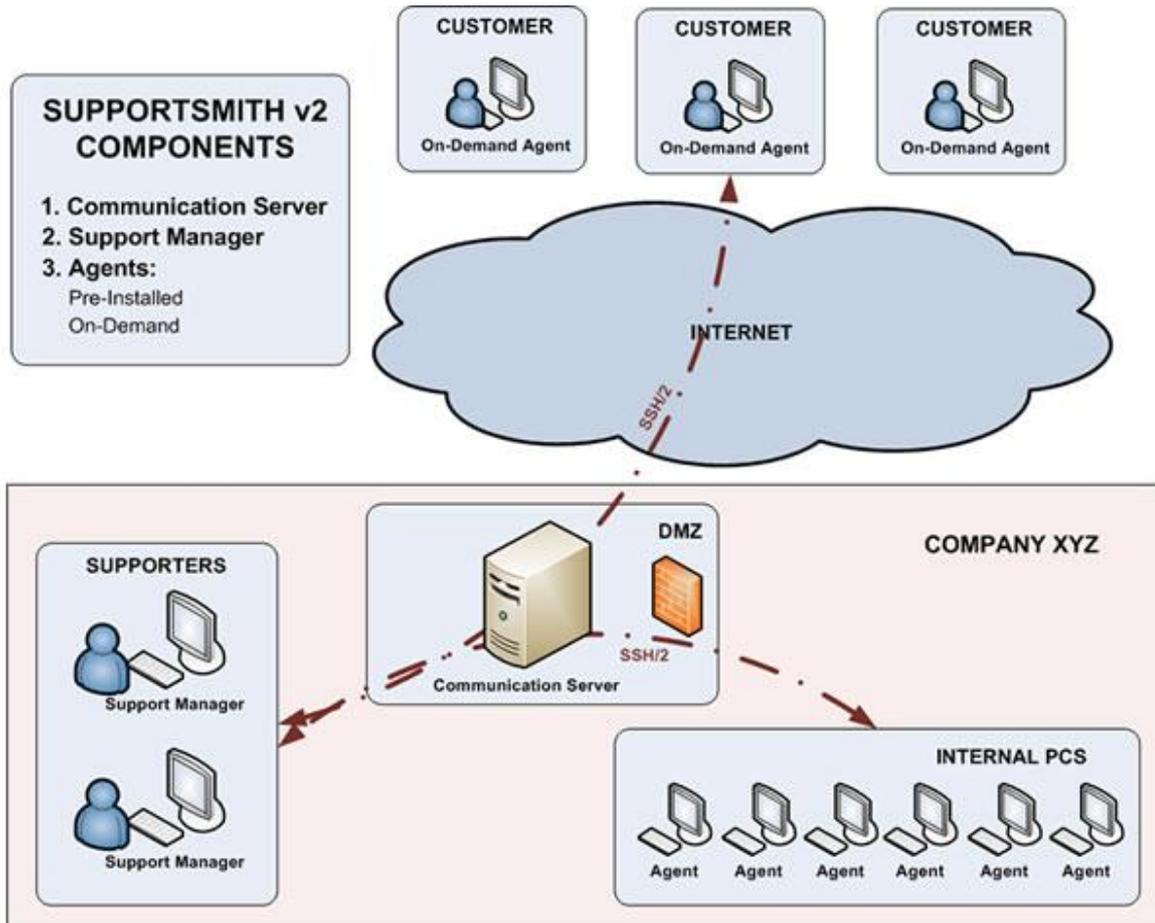
2.1 Server

2.1.1 Settings

2.1.1.1 Communications
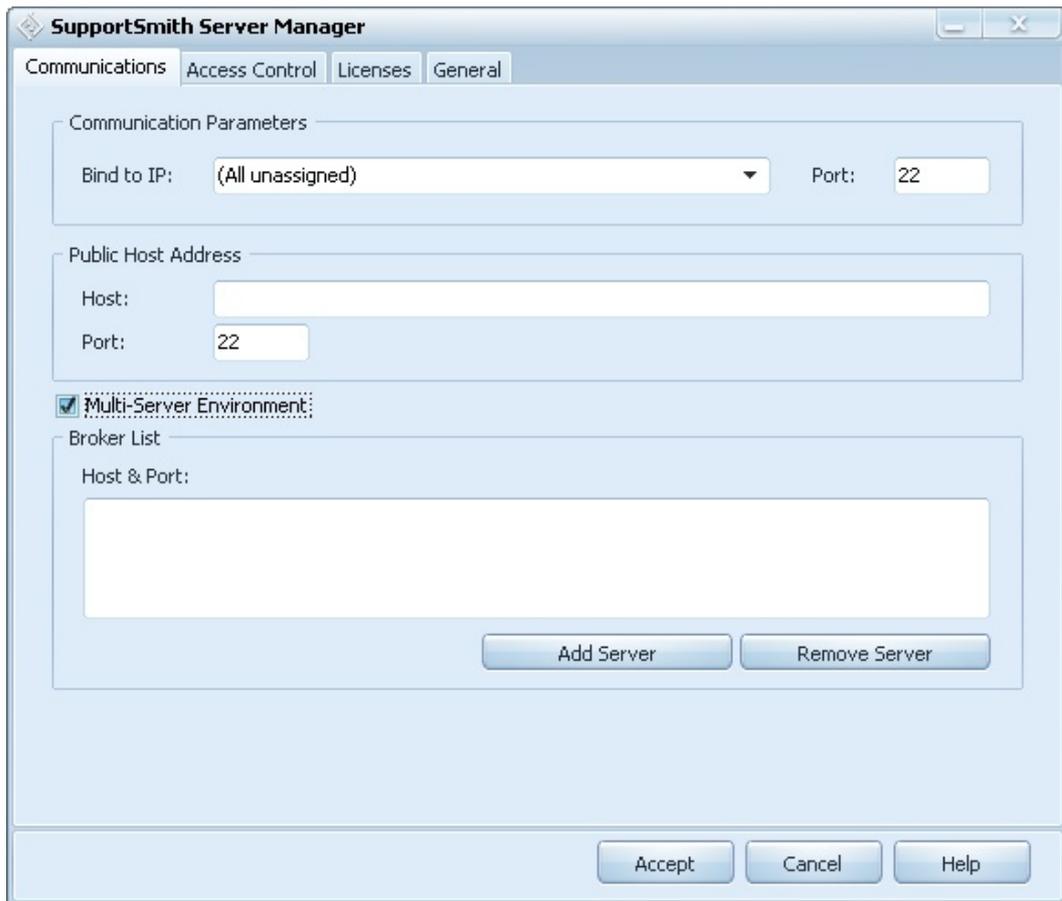
Communication Parameters

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.

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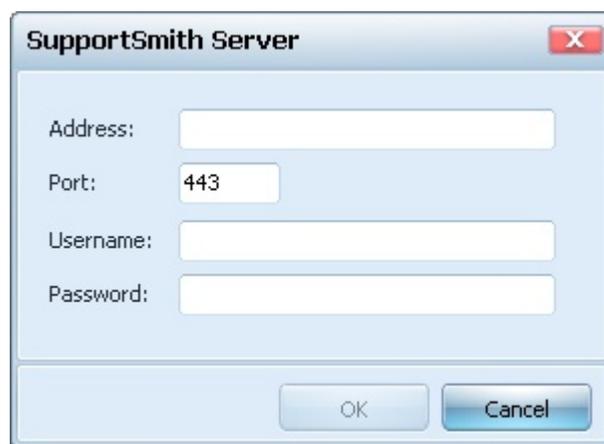
Remove Server
Click the 'Remove Server' button to remove secondary Servers from the Broker's list.

2.1.1.2 **Access Control**
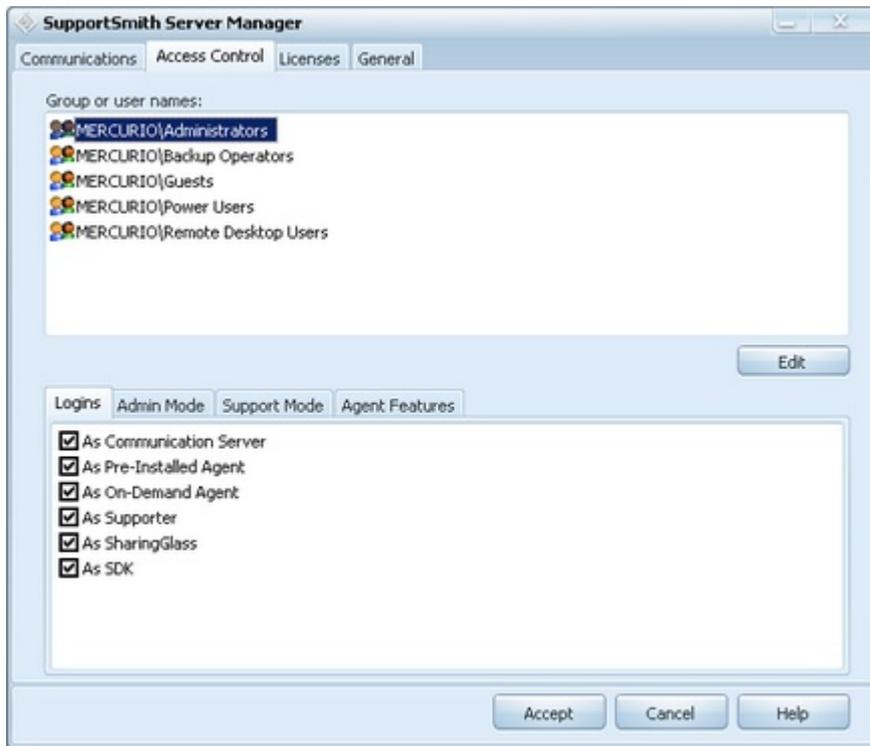
Assigning Permissions

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..

Settings for Each User

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

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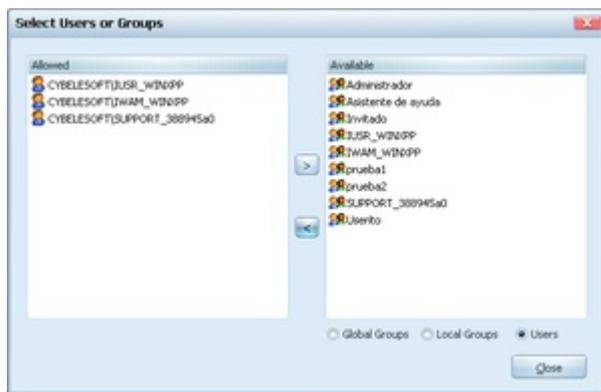- Support Mode
Allows you to customize the access rule for each User/Group while
working in Support Mode.
- Agent Features
Allows you to customize the options available to Pre-Installed Agents
according each User/Group.

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.

ⓘ This action must be taken for each User or Group.
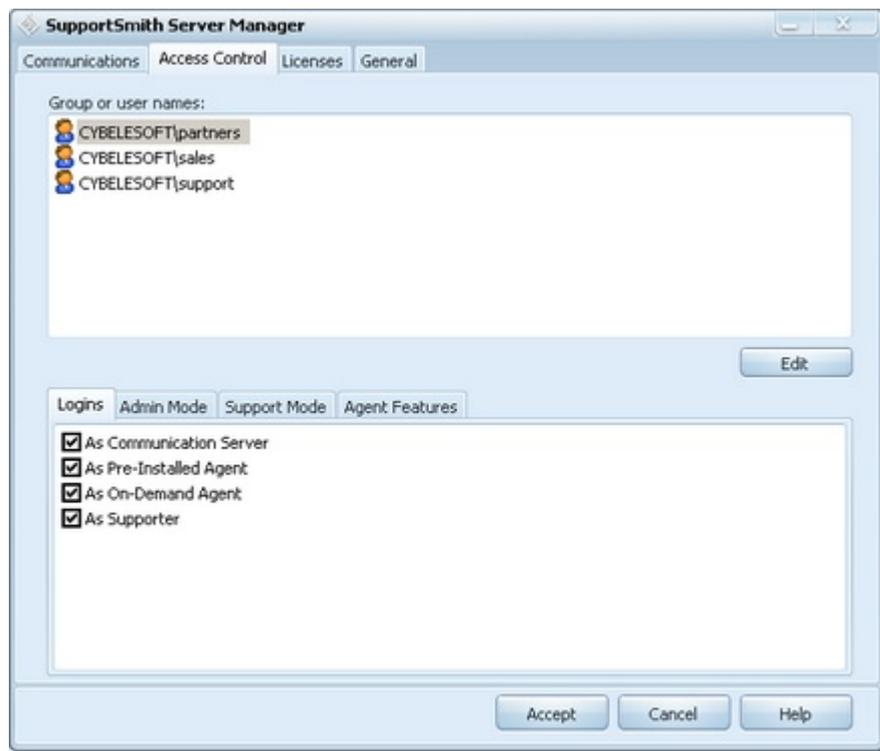
ⓘ This Server can manage access additional Cybele Software's products or components,
and that is why you'll see other components listed, such as SharingGlass.

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	Option	Timeout	Accept	Group	Priority
Desktop Viewing	Prompt	5	☑	1	1
Desktop Control	Prompt	5	☑	1	2
File Transfer	Prompt	5	☑	2	1
Port Forwarding	Prompt	5	☑	3	1
Remote Shell	Prompt	5	☑	4	1
Remote Desktop	Prompt	5	☑	5	1
System Information	Prompt	5	☑	6	1

Go Back to Remote Tool Access Rules

2.1.1.2.2.2 Support Mode

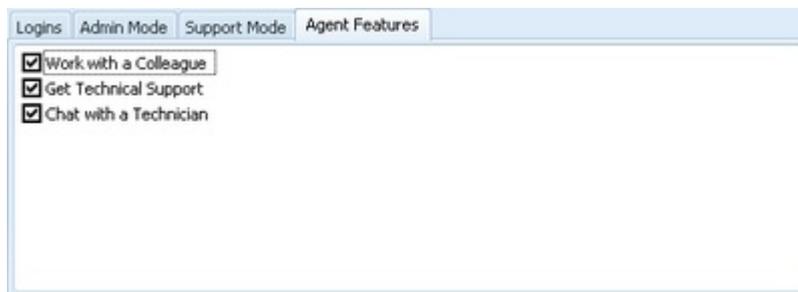All rules specified in this tab will affect end-user requested remote access.

Go Back to Remote Tool Access Rules
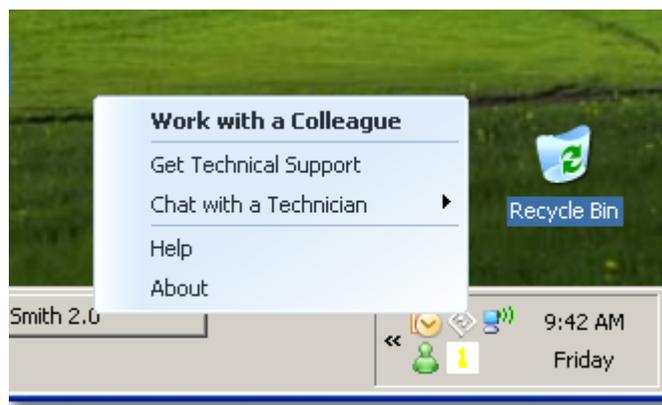
2.1.1.2.3 Agent Features

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

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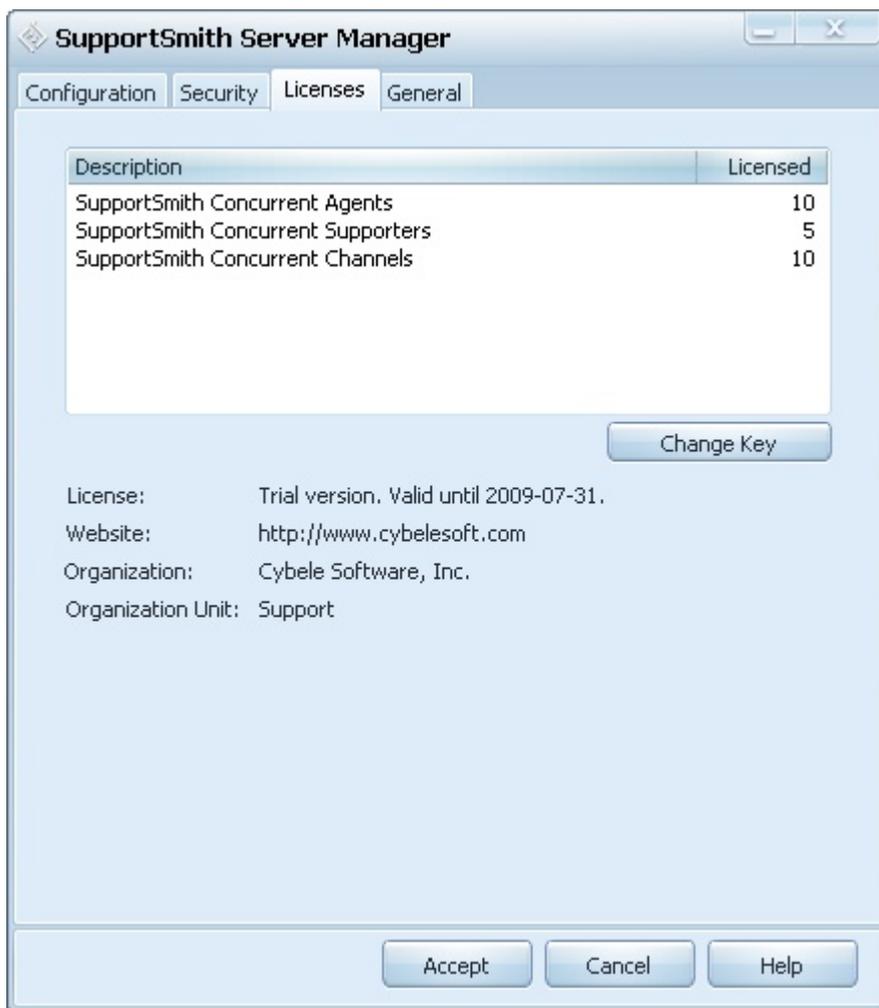
Description
The Description Box shows the Agents, Supporters and Channels allowed by your License.

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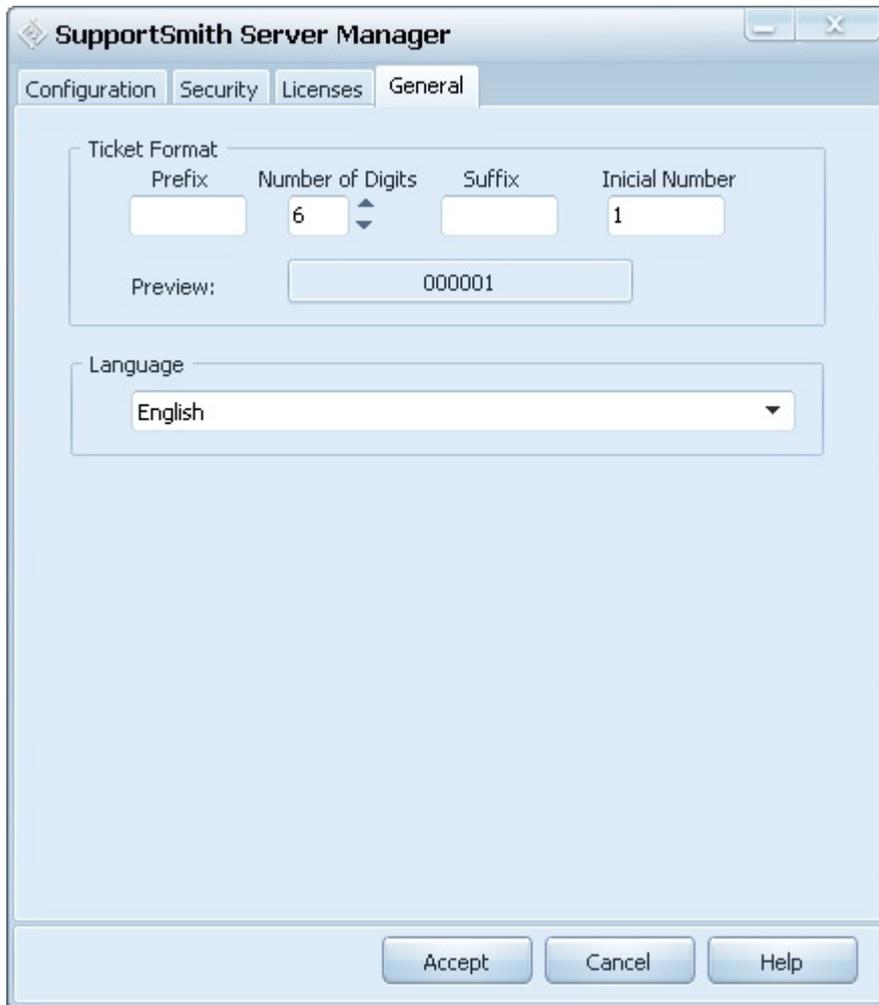
License
A License can be Registered or Trial. In case you run SupportSmith with a Trial

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

2.1.1.4   General

General Configuration Options

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
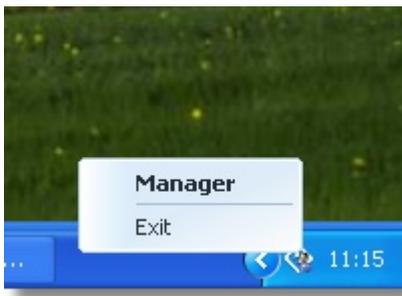- Support Manager
- Support Client
- Incident Viewer

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

File

Settings
Opens the Manager Settings window.

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

Help

Help
Opens this Help File.

Website
Loads the default browser and points to the
SupportSmith's Website: http://
www.SupportSmith.com

About
Opens the About Box.

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
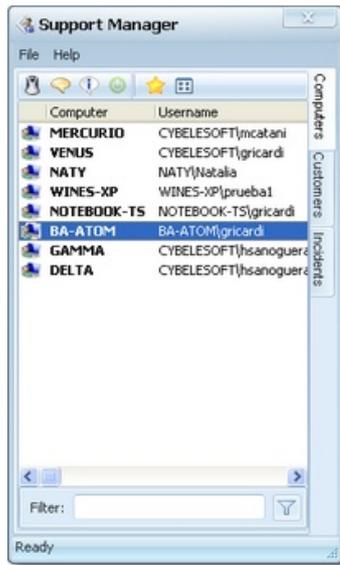Check this box to save the User ID.

Save Password
Check this box to save the Password.

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

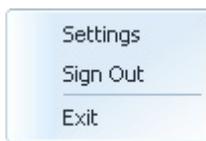2.2.1.2.1 Support Manager Window

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

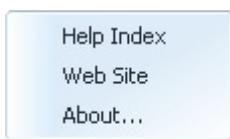Settings
Opens the Manager Settings window.

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
Opens this Help File.

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

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.

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

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.
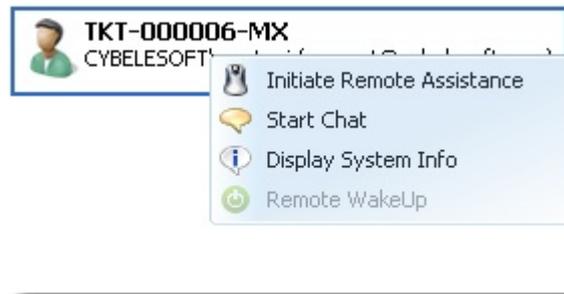
2.2.1.2.2 Support Queue Tab

Support Queue

This Tab shows Support Requests waiting for assistance and those who are already being assisted.

Each Support Request has its own Ticket Identification assigned by the SupportSmith Server.
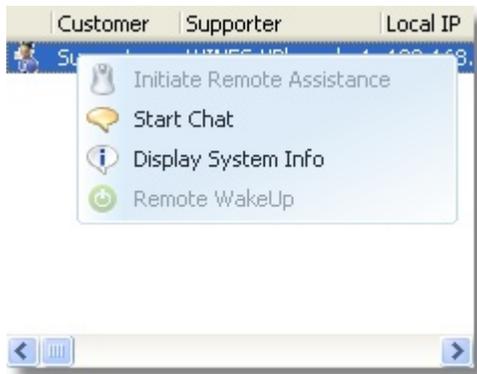
Waiting for assistance

Access the available options by right-clicking over the Ticket or using the toolbar.

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

This 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.
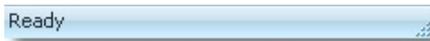
The Filter Option
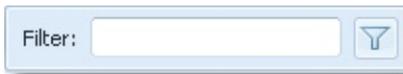
Filter

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

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.
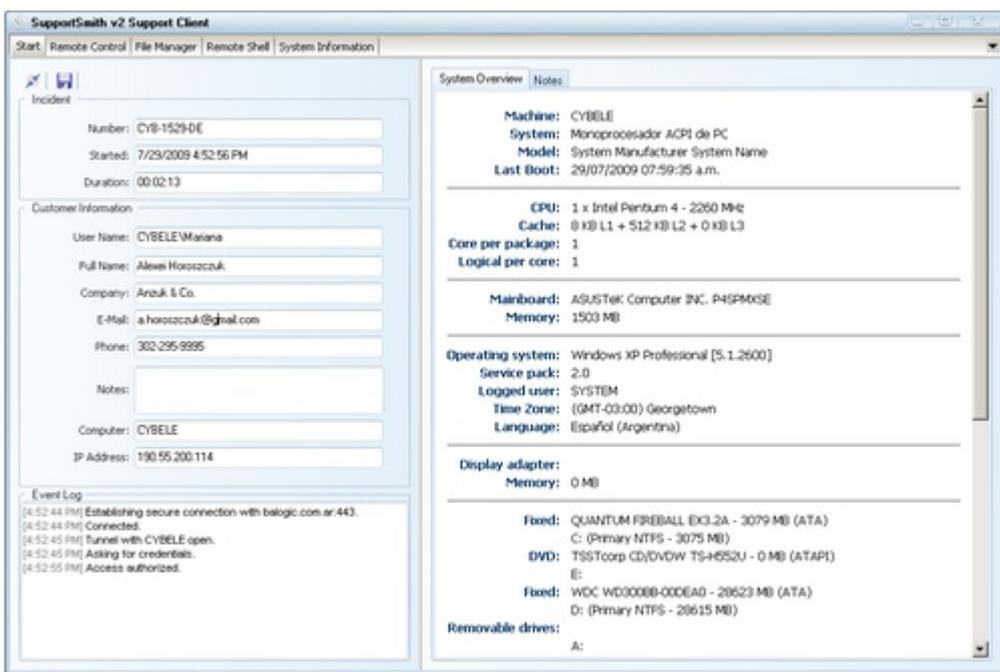
The Status Bar

Ready

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

2.2.1.3 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.

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.

- 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.
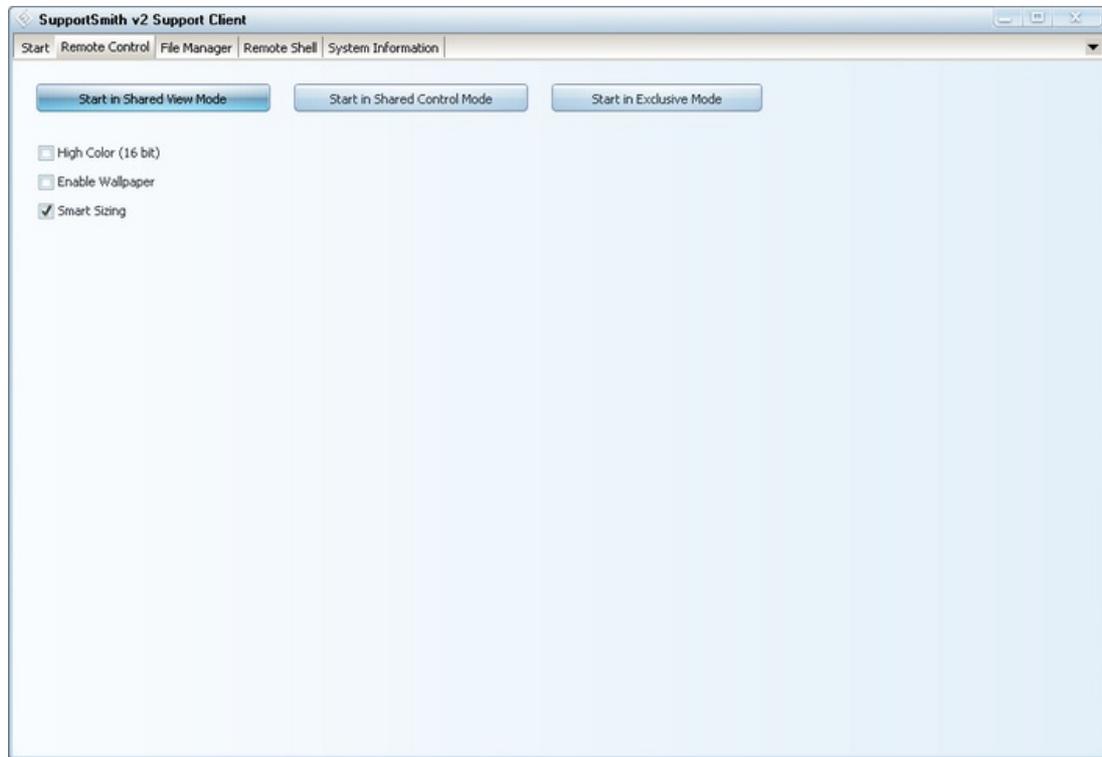
2.2.1.3.2.1 Remote Session

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

Pause
Pauses the data transmission.

Mouse Control
Requests mouse control.

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

Set 256
Reduces color quality on slow internet connections.

Show Wallpaper
Shows the remote PC wallpaper. This might lower your connection speed.

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.
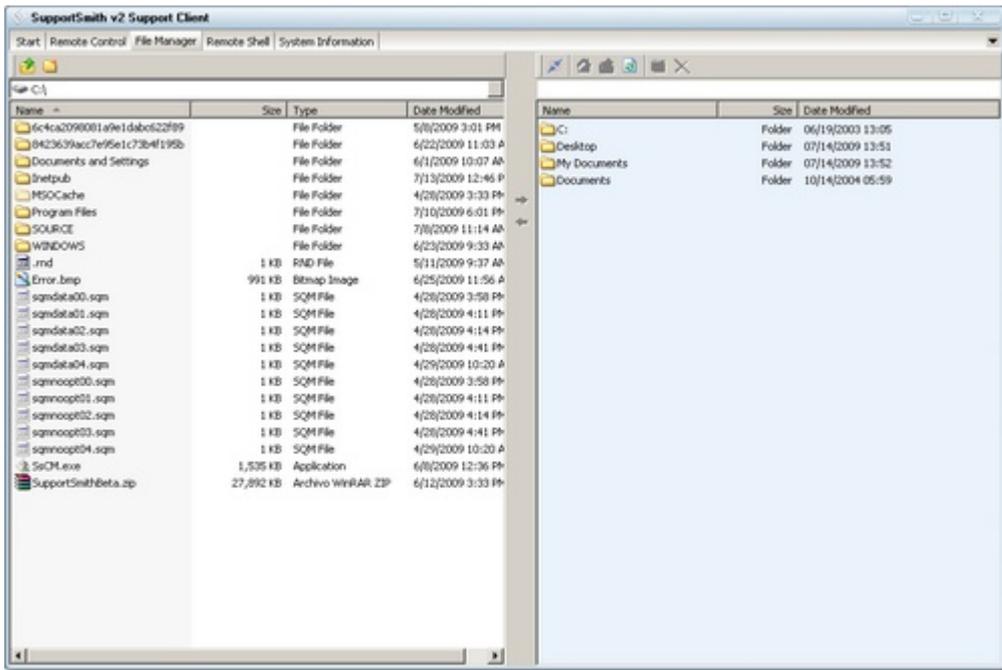
Main Menu
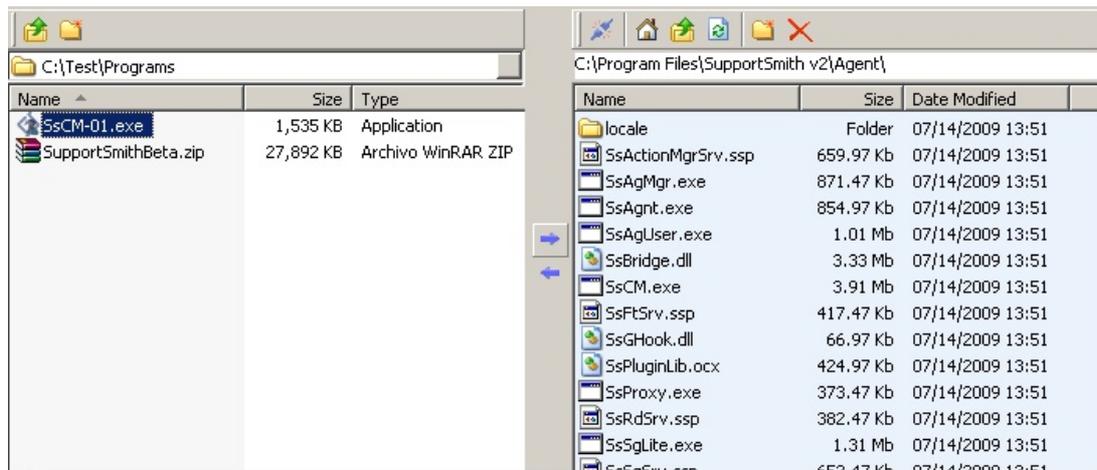
There are three menus on this window:

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
Goes one level up.

Refresh
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.

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.
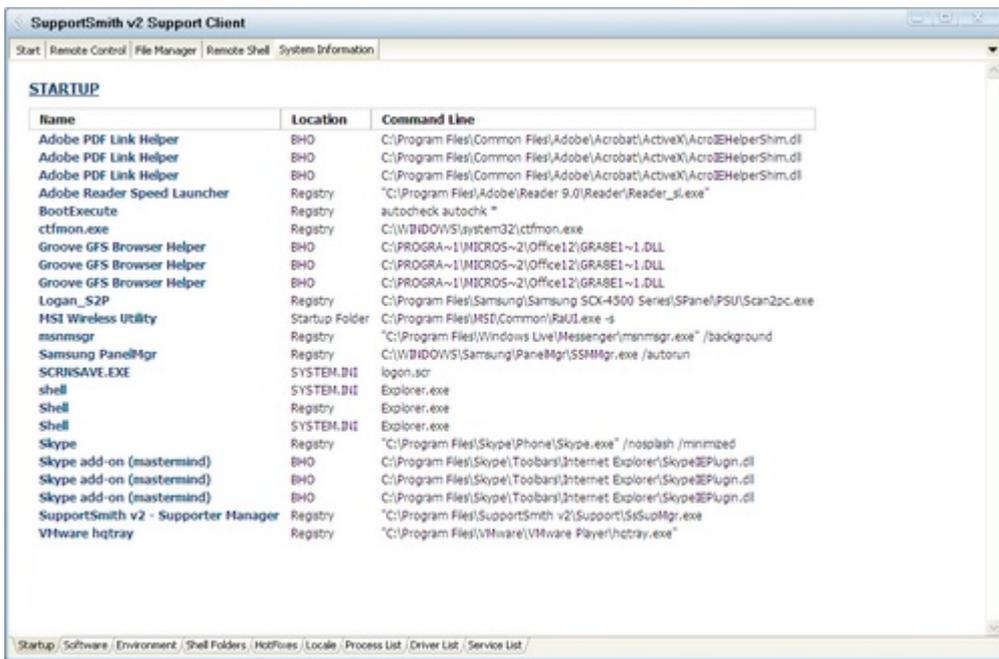
Detailed view of the tabs bar:

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.

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.
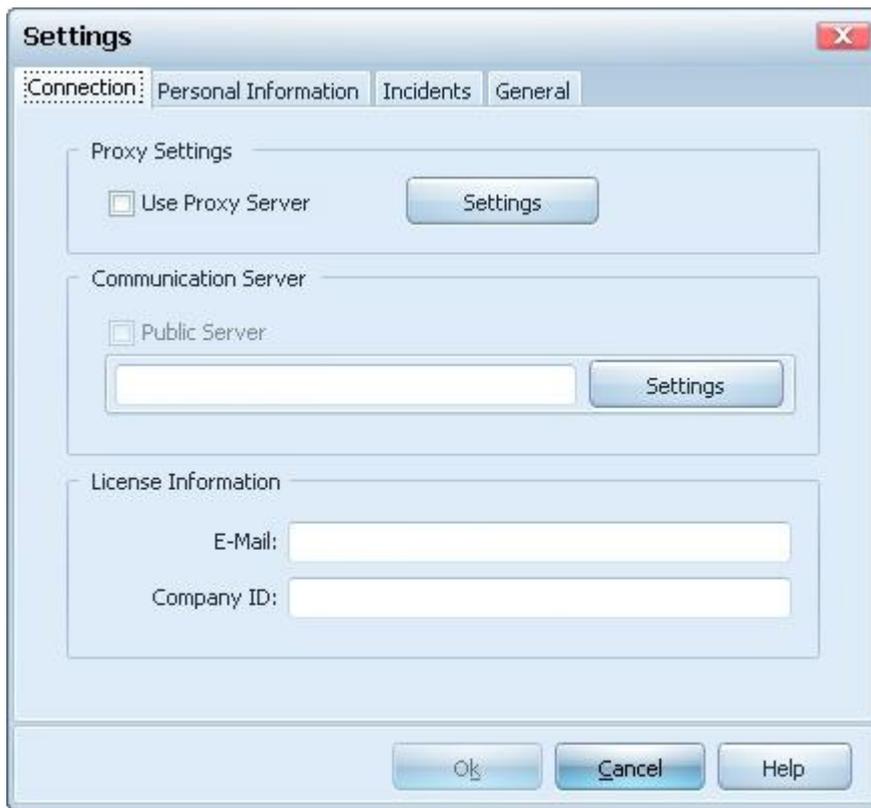
2.2.2 Settings

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

- Connection
- User Information
- Incidents
- General
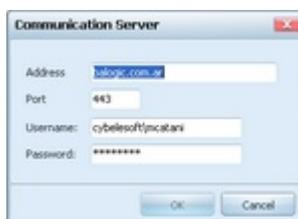
2.2.2.1 Connection

Connection Settings

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: 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.

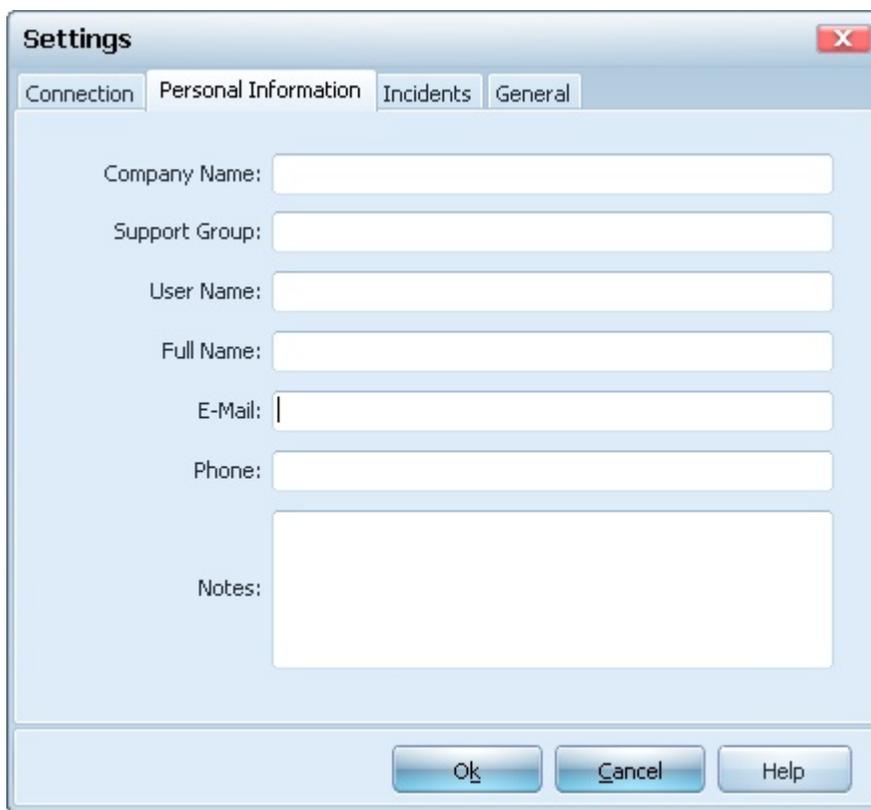License Information

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
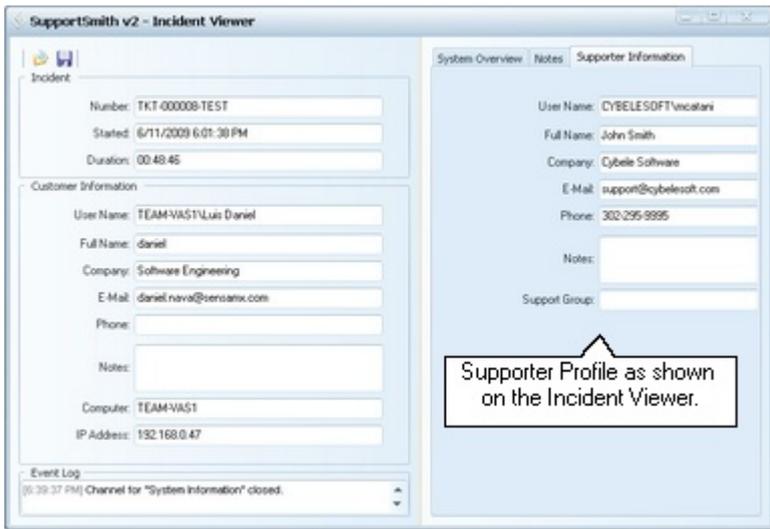
Technician's Profile

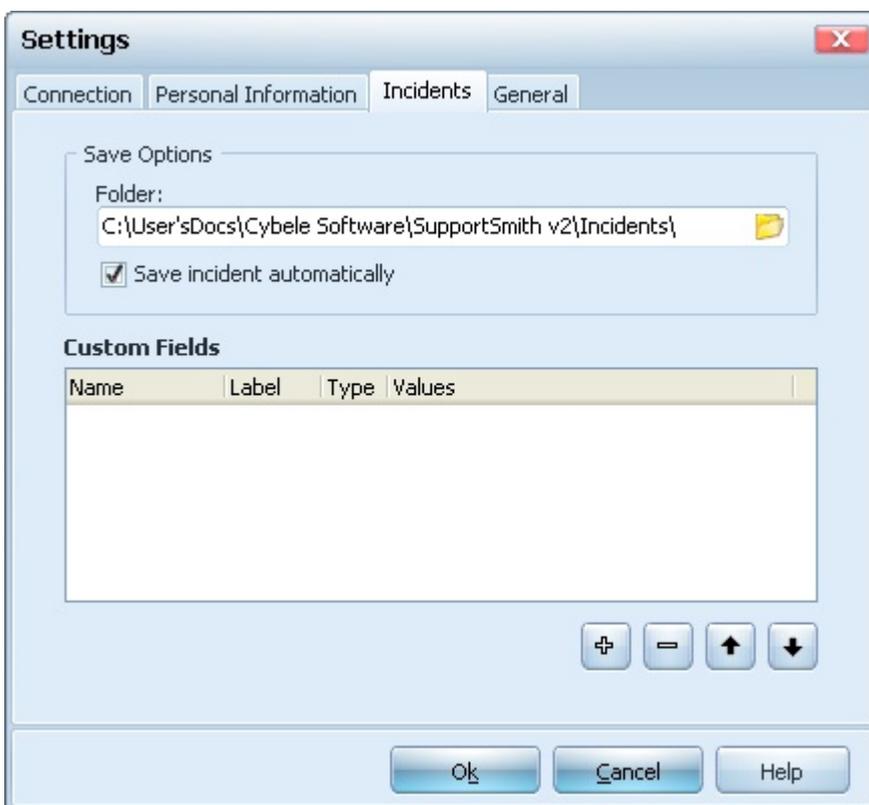This profile will be saved within the SupportSmith Incident file:

Supporter Profile as shown on the Incident Viewer.

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

- Organization Unit
- Full Name
- E-Mail
- Phone

2.2.2.3 Incidents

Incidents Settings

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	Type	Values
FollowUpDay	Day to follow up	Calendar	
BrowsersInst...	Browsers Installed	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.

1. Go to the Support Manager Settings:
   From Main Menu: File > Settings
   From the Start Menu: Start > Programs > SupportSmith v2 > Supporter
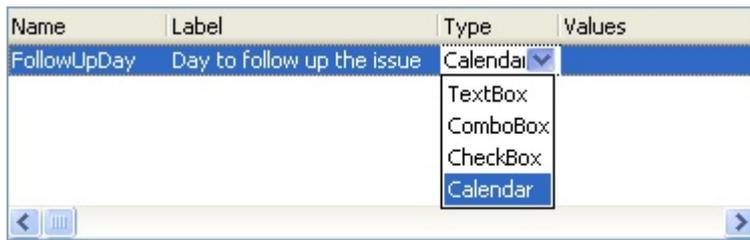   Manager

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.

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

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

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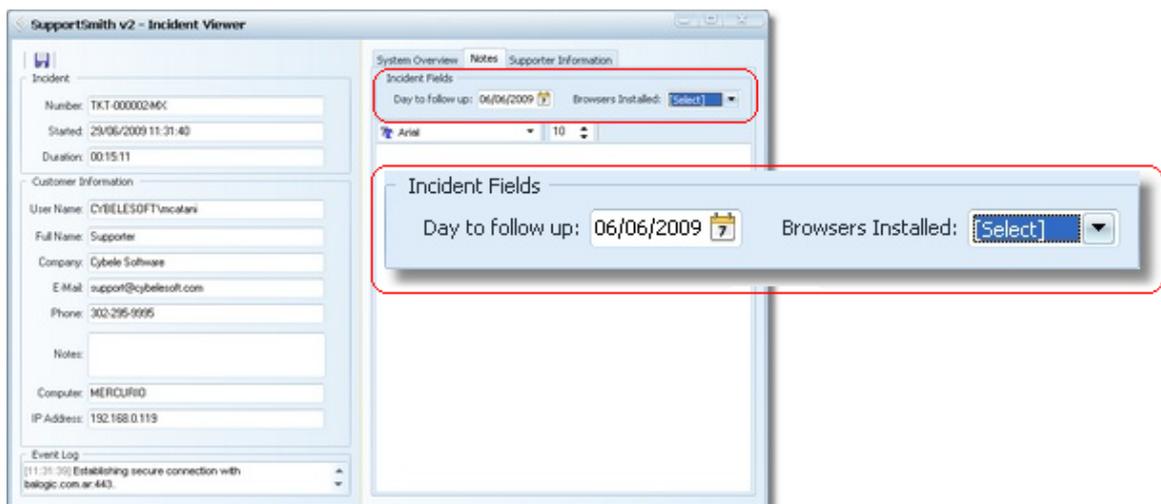
2.2.2.4 General

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.

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.
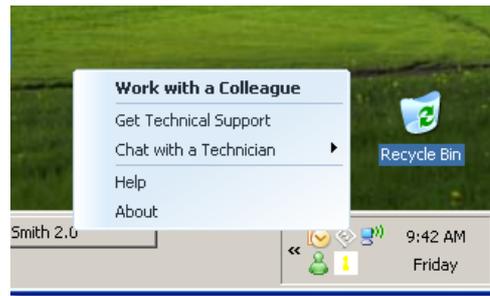
2.3.1.1 How to Work with a Colleague

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".

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.
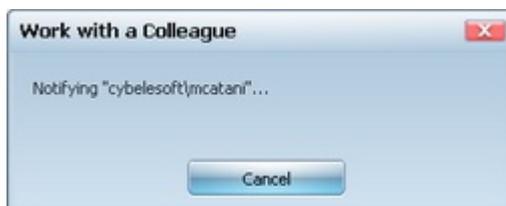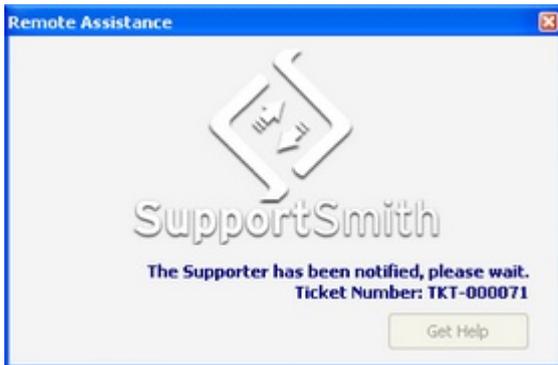

6. Your Colleague must accept the invitation.
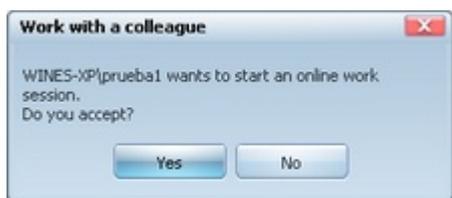
7. If your Colleague accepts the invitation, you will be able to see the application he/she wanted to share.

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:
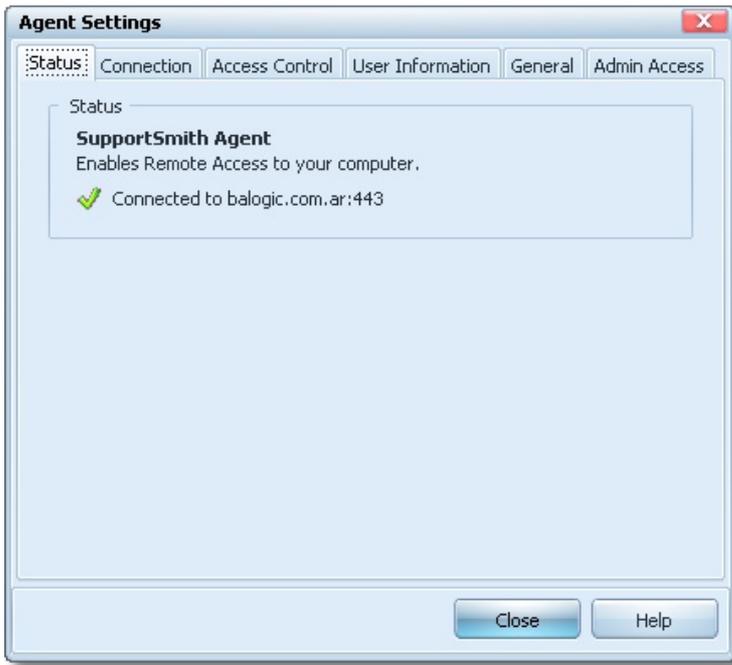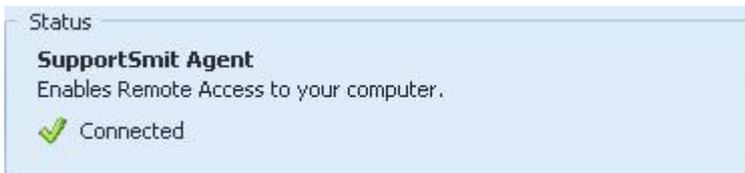
2.3.2.1 Status

Connectivity Status

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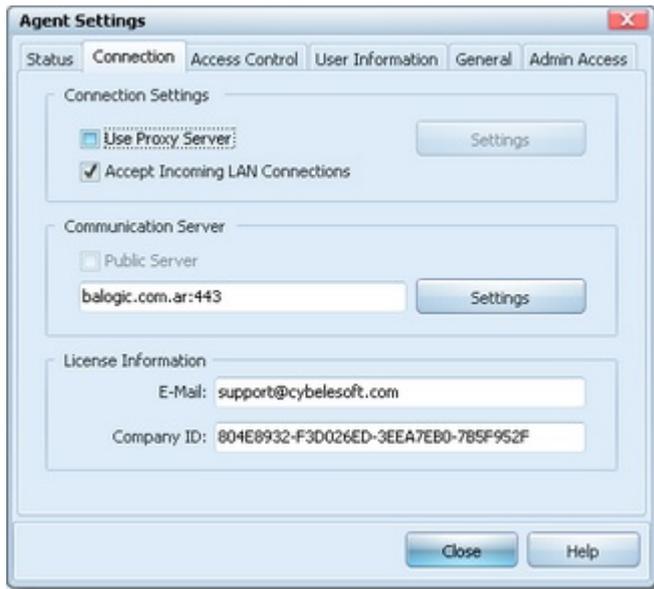
Disconnect/Reconnect SupportSmith Agent by clicking on the green check mark.

ⓘ 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

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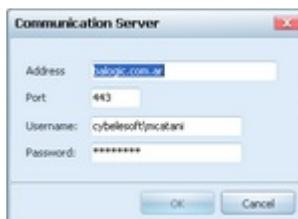
Address: Enter the server's host.
Port: Define which port should be used.
Username: Enter the username required to log
in.
Password: Enter the password required
to log in.

 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

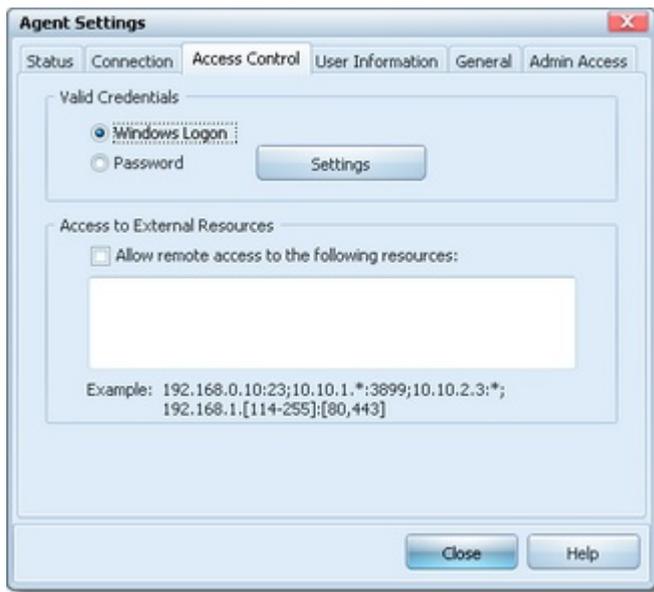E-Mail
Enter the email associated to your Company.

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: 12345678-12345678-12345678-12345678

2.3.2.3   **Access Control**

Access Settings

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.
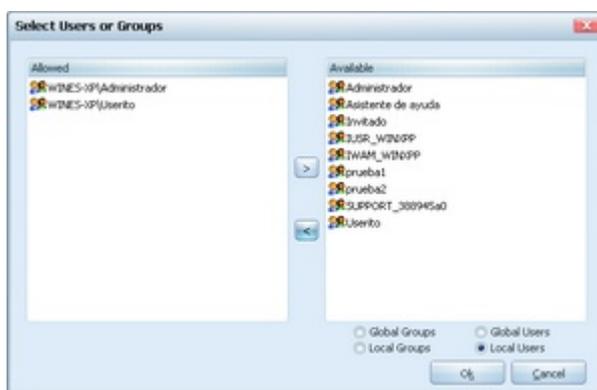
Password
Assign a Password to this computer. Anyone who tries to access it using SupportSmith will be required to enter this password you specified.
This password can be changed as many times as you wish.

🛈 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.

This profile will be also saved within the SupportSmith incident file, as seen below:
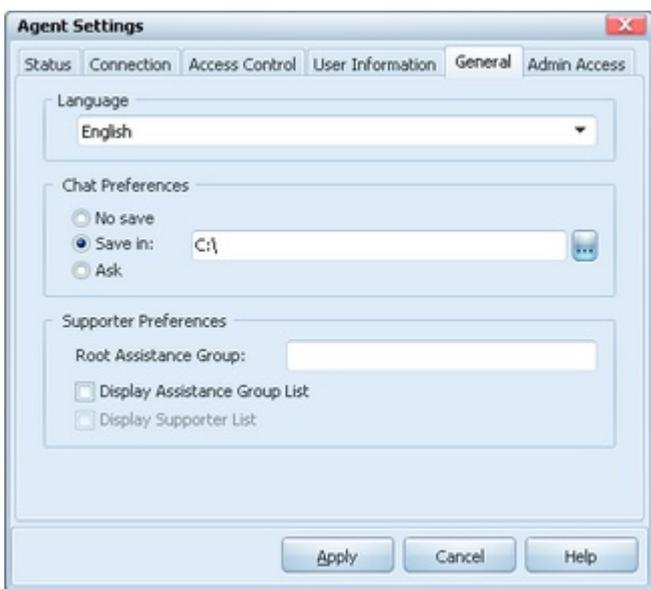
It is recommended to be filled out with the main PC user's contact information:

- 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

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

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
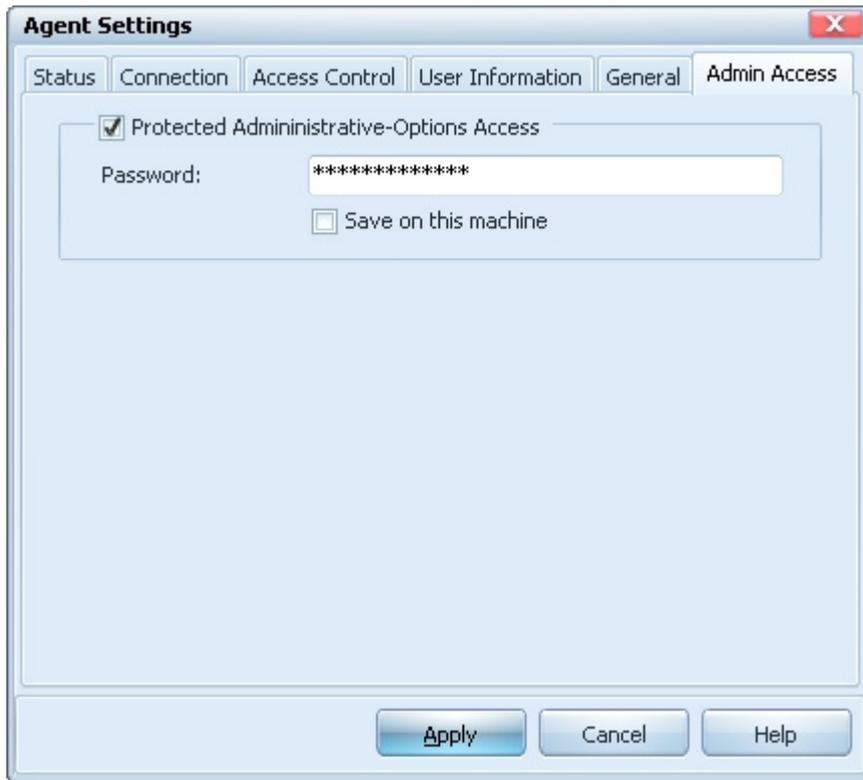Assign an Assistance Group to the Agent.

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
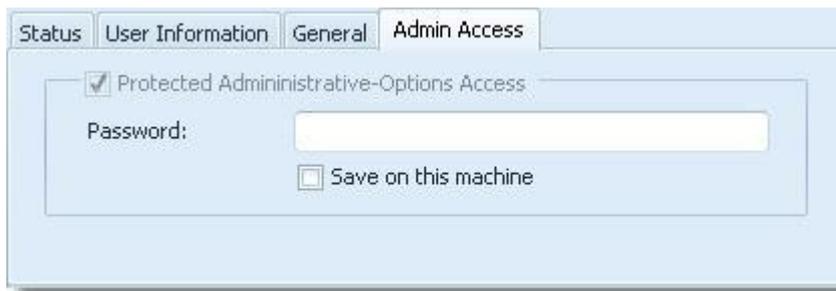
Admin Access Settings

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.

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

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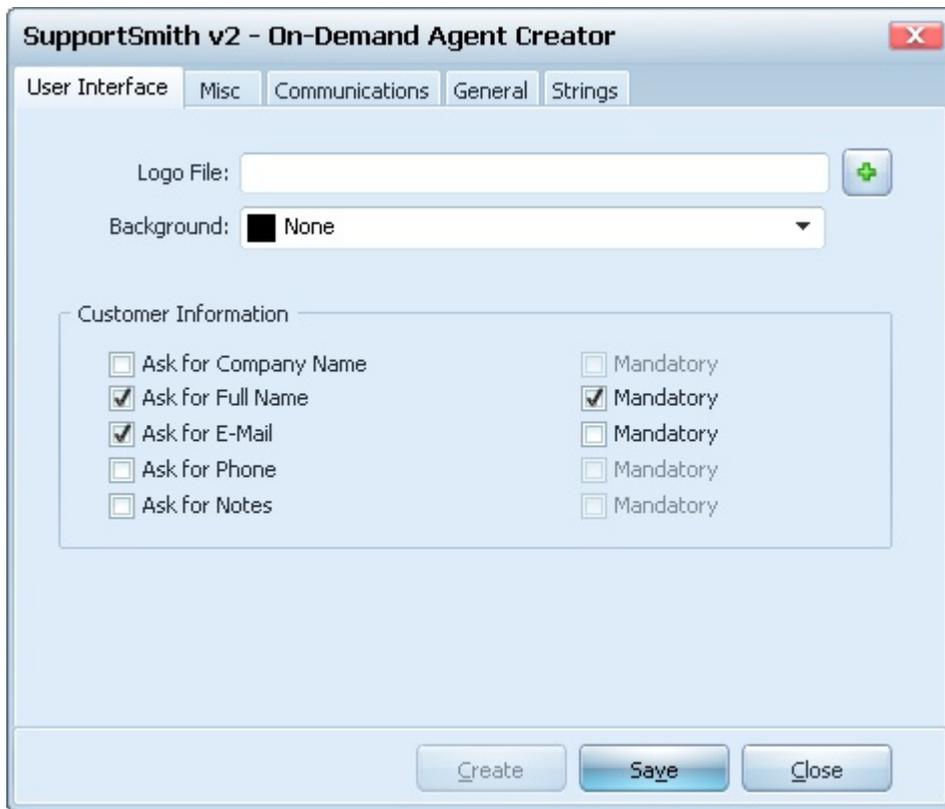and other settings can be easily configured.

Customize your On-Demand Agents
- User Interface
- Communication Server
- Any text string
- Miscellaneous options for the Agent
- General options for the Creator

2.4.1.1 User Interface

User Interface Settings

Logo File

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:

2.4.1.2 Misc

Miscellaneous Settings
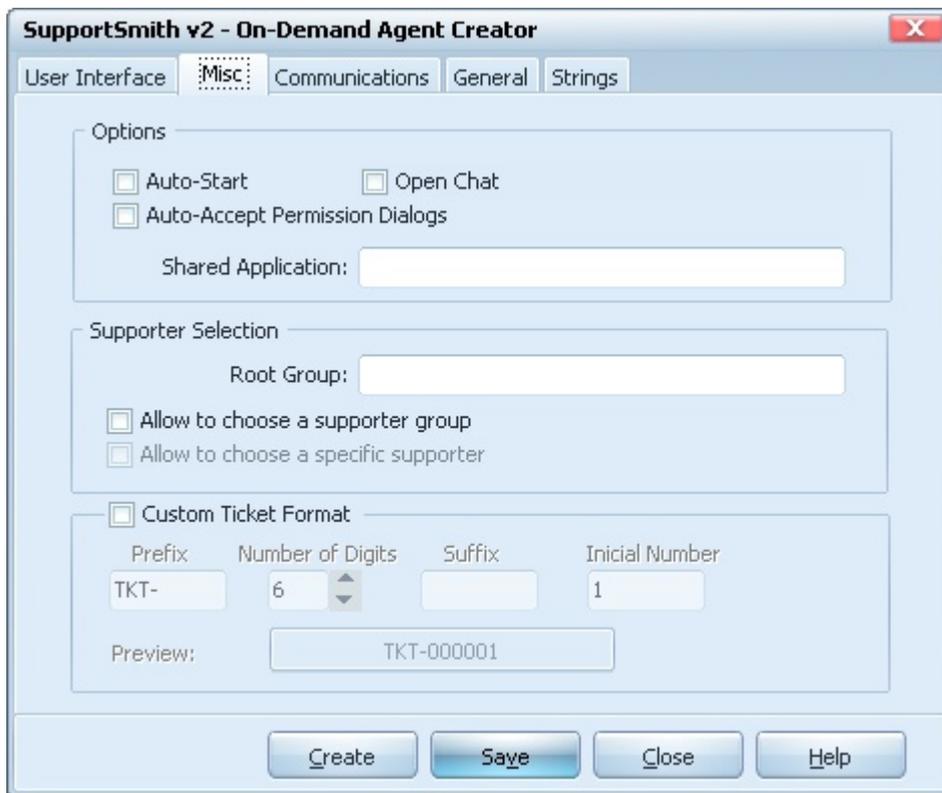
Options

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

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: 12345678-12345678-12345678-12345678

2.4.1.4 General

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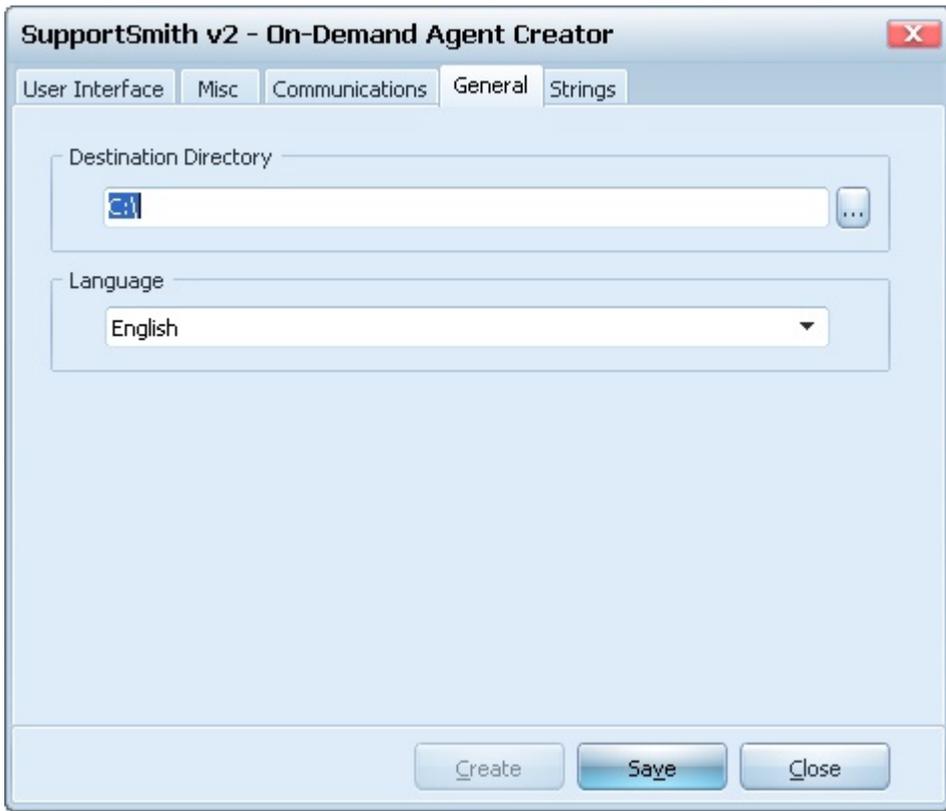
Destination Directory
Define an already existing destination directory for the On-Demand Agent that
will be created.

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
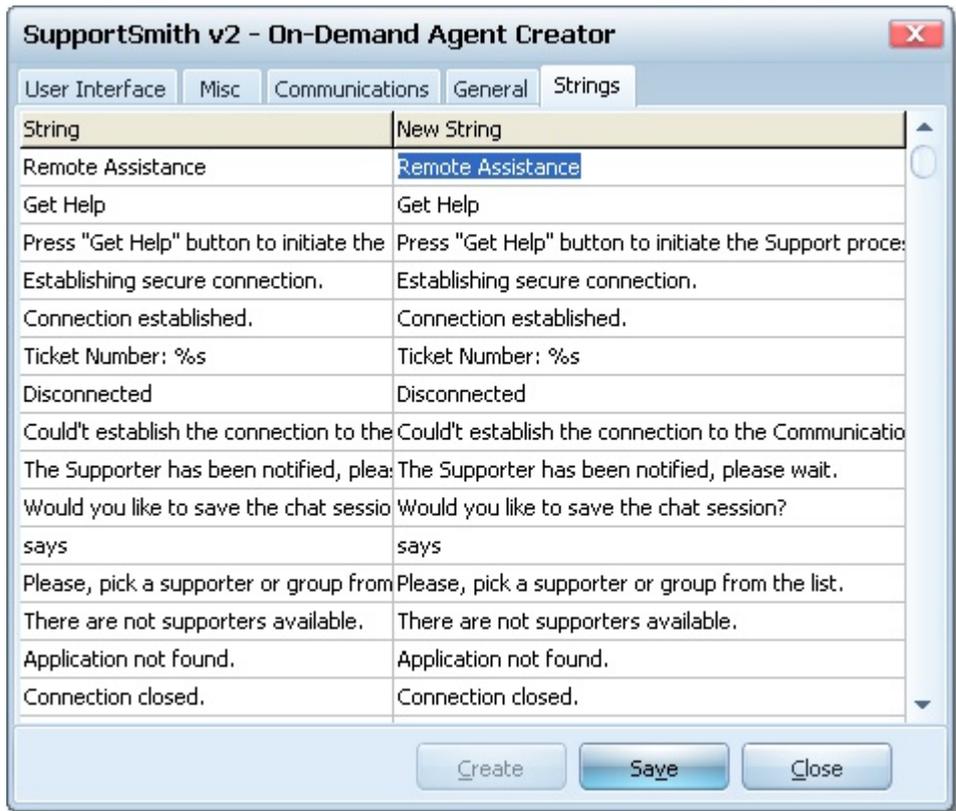
You can translate or customize all the strings.

3 Quick Setup Guide

If 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
3. Install Support Tools
4. 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.
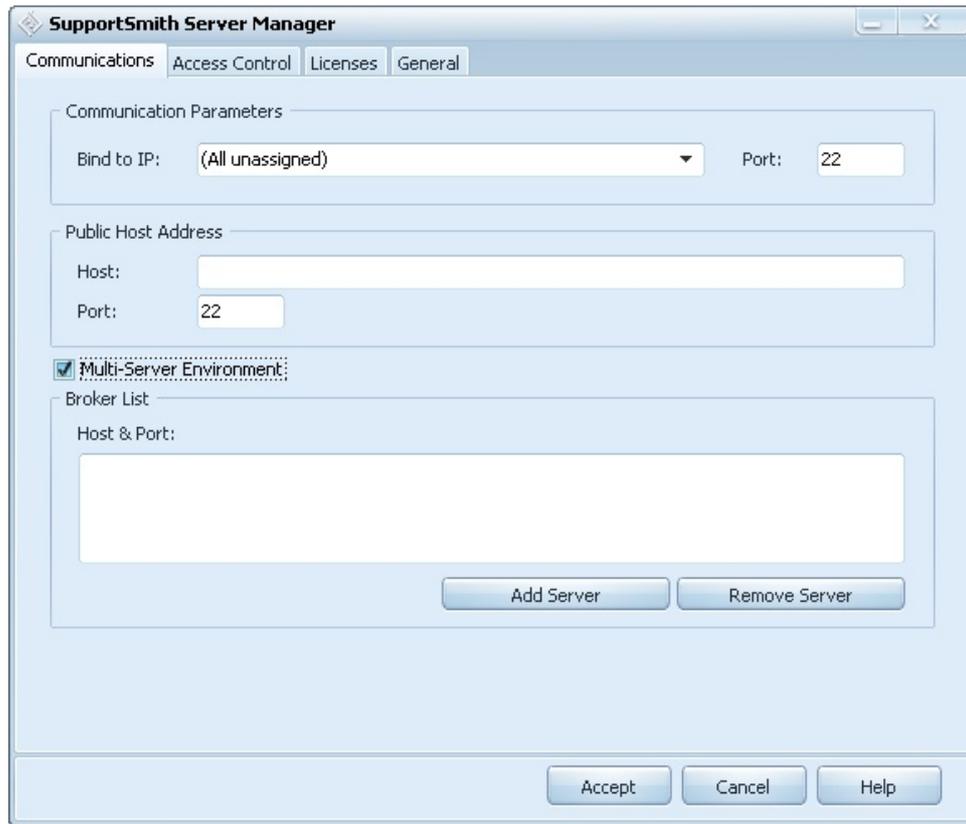
2. Add the License File.
   Load the .xml License file we sent you (no matter if it is a trial or a registered license) and save the changes.

3. Set the access permissions.
   Click on Edit to add your domain users/groups with access rights. Then select
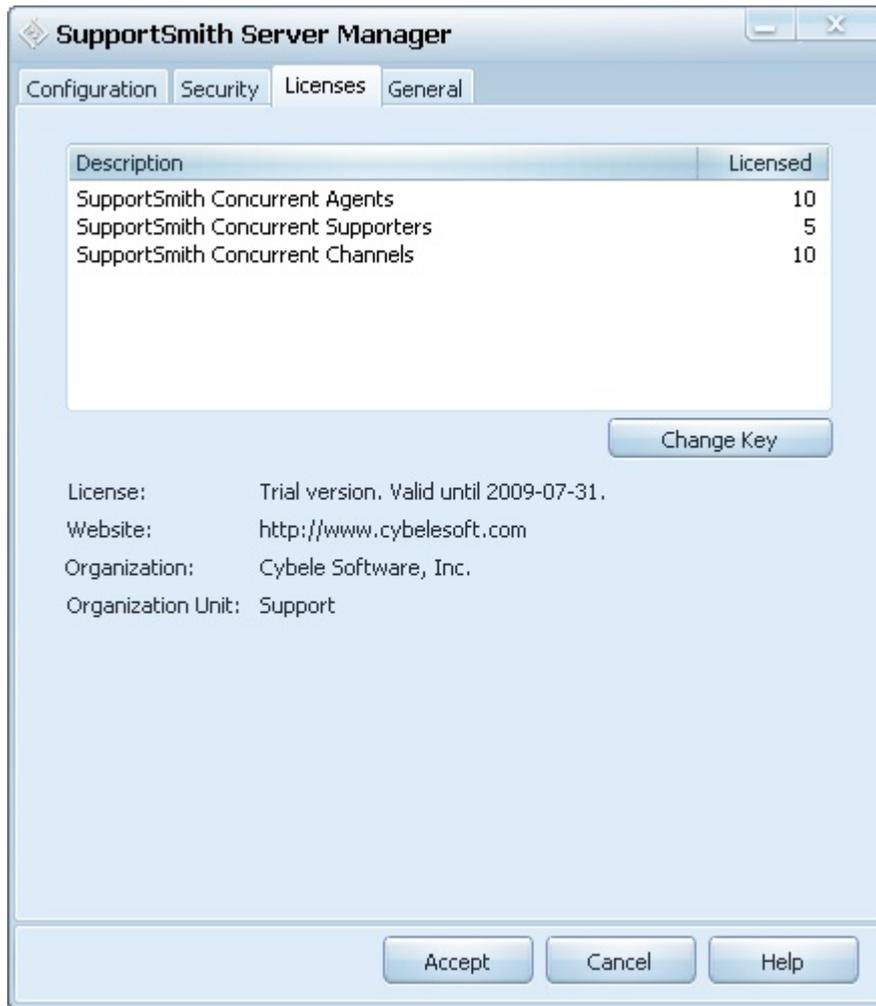   them and determine the Login mode for each one.
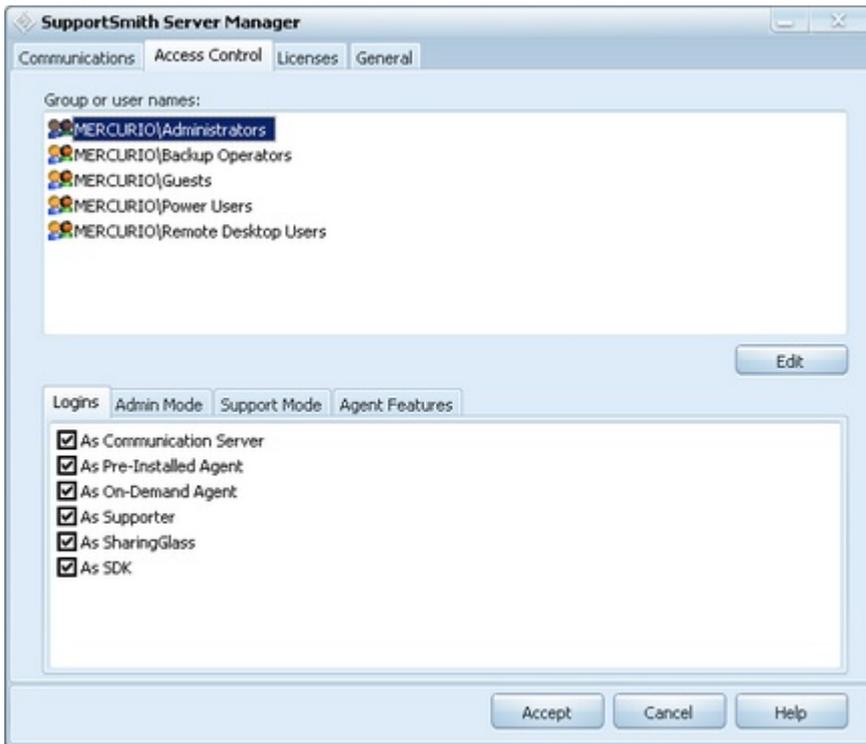
3.2 Install and Configure an Agent

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.

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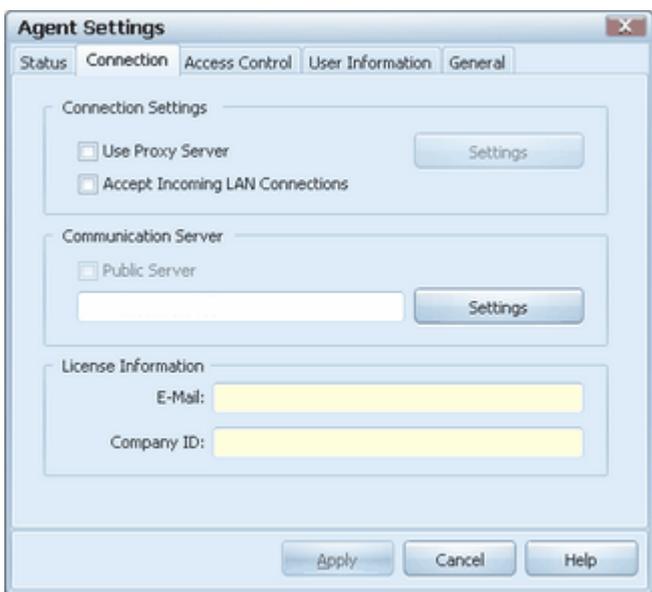
1. Server
Enter the host address and port, along with a valid DOMAIN\User and Password.

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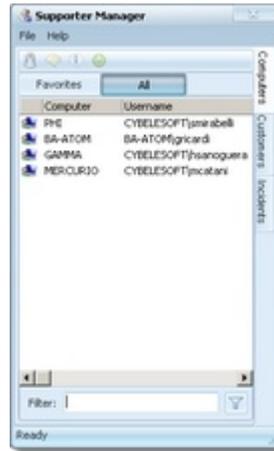Enter the Email & CompanyID you'll find on the .txt license file.

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 sales@cybelesoft.com. Our sales
representatives will get in touch with you to assist you with your purchase.

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.
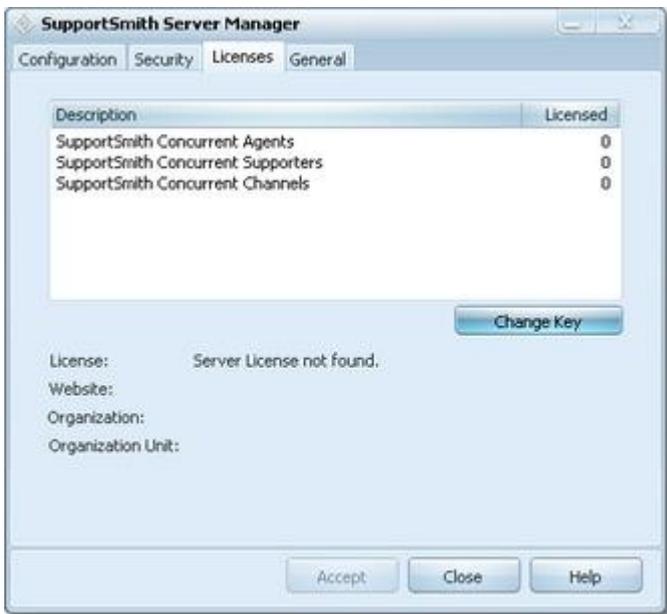
2. Set the License information within the Supporter Settings.
Launch the Supporter Settings, and enter the Email & CompanyID (you'll find them on the txt License we provide you) under the Connection Tab.
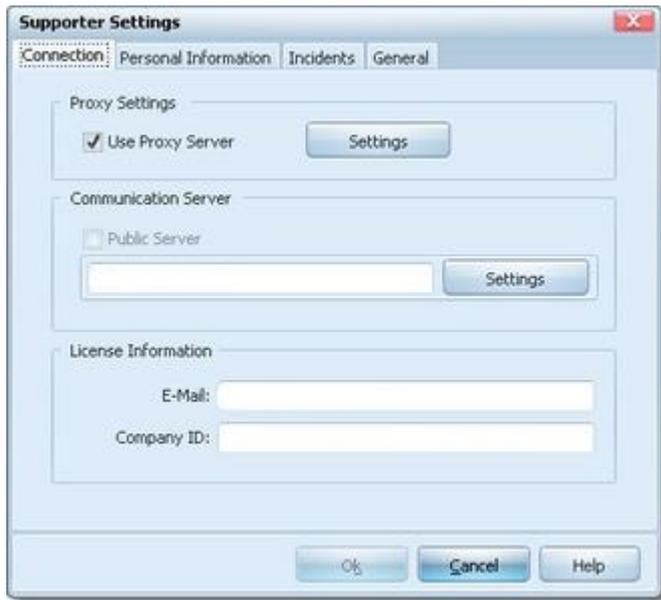
3. Set the License information within the Agent Settings.
Launch the Agent Settings, and enter the Email & CompanyID (you'll find them on the txt License we provide you) under the Connection Tab.
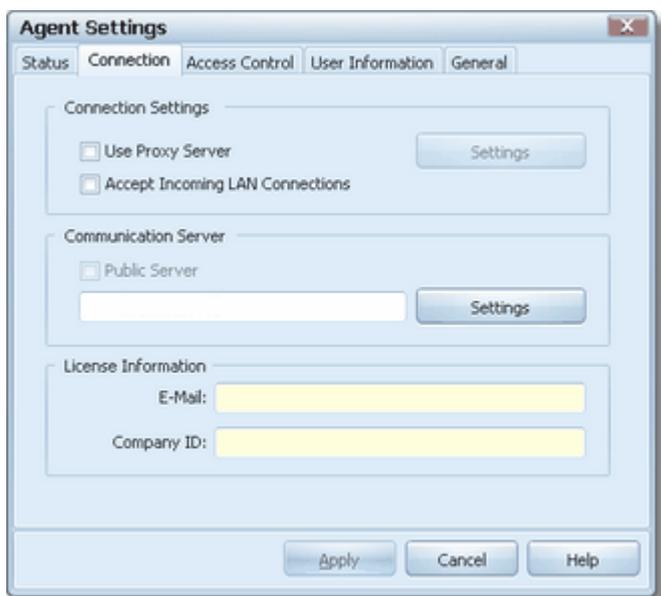
4.2　How to Place an Order

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

- Contact us at sales@cybelesoft.com. 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.

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 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.

Cybele Software Inc.
3422 Old Capitol Trail, suite 1125
Wilmington, DE - 19808
Phone: (302) 892-9625
Fax: (302) 295-9995
e-mail: support@cybelesoft.com
http://www.cybelesoft.com