

Requesting Help from a Mobile Device to a Help Desk

Applies to...

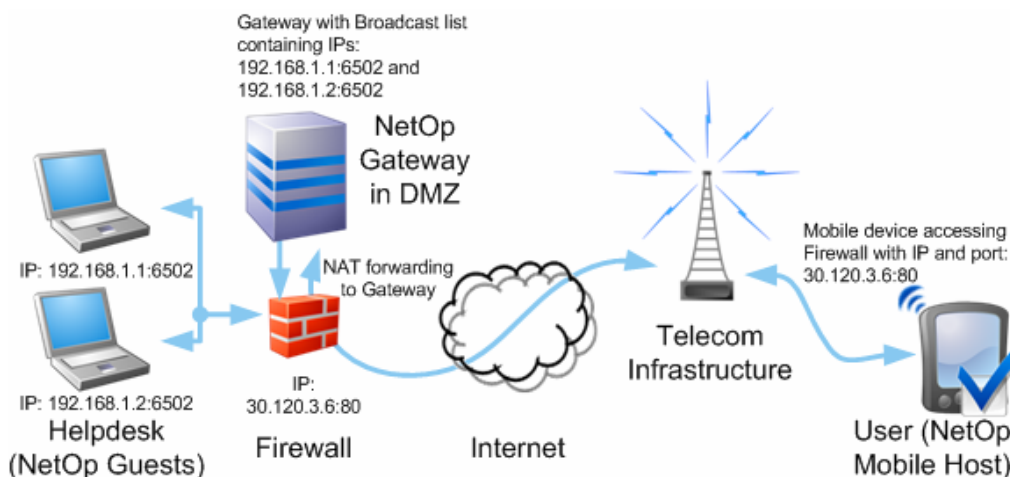
- ✓ NetOp Mobile Host Version 9.0 and NetOp Remote Control Version 9.0

Summary

- ✓ This document describes how a Help Desk is set up to handle Help Requests from mobile devices.

The Help Desk consists of a NetOp Gateway that forwards incoming Help Requests from the Internet to the help desk employees and a NetOp Guest installed on the help desk employee's PC. The mobile device has a NetOp Mobile Host installed.

The Host will use HTTP to access the Gateway through Port 80. The Gateway forwards the Help Request via UDP to the Guests. This configuration allows the Help Request to reach the Help Desk even through firewalls.



Topic

Gateway

1. Install the NetOp Gateway.
2. Delete all communication profiles by selecting *Tools > Communication profiles* and hit *Delete*.
3. Click *New* to create a new profile for UDP and fill in this information:
Description of Communication Profile: UDP to Guests.
Communication Device: UDP
NetOp Net: 100
IP Broadcast List: Add all the Guest IP addresses to which the Help Request should be forwarded¹.

¹ Optionally, use a NetOp Name Server (not described in this document).

Advanced: Leave the default port number: 6502 (or change it to meet your requirements) – must be the same on Gateway and Guest.

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4. Click *New* to create a new profile for HTTP and fill in this information:
Description of communication profile: HTTP from Hosts.
Communication Device: HTTP
Call direction: Incoming only
NetOp Net: 99
5. Under *Configuration > Guest Access Security*, apply the security settings used by your organization to remote control the Gateway for maintenance etc.
6. Under *Configuration > Gateway Access Privileges* apply a password that the Host users must provide before they can use the Gateway (optional).
7. Restart the Gateway.

This concludes setting up the Gateway. It is now ready for operation.

Note: Usually, a firewall guards the Gateway from unwanted communication from the Internet. In that case, the firewall should forward the incoming Help Request to the Gateway. This means that the mobile device must access the public address.

Guest

8. Install the Guests for the Help Desk.
9. Verify, all Guest computers are using fixed IP addresses. In case of DHCP, please add reservations for these computers, ensuring that they always receive the same IP address.
10. Under *Tools > Communication profiles edit* select (checkmark) the profile named 'Internet' – do not select 'Internet (TCP)'².
11. Under *Tools > Program Options > Help Request*, add a name of the Help Service e.g. HELPDESK and checkmark *Enable Help Services*.
12. Exit and restart the Guest.

This concludes setting up the Guest. It is now ready for operation.

Mobile Host

13. Install the Mobile Host Manager on a computer with the mobile device connected and turned on³.
14. In *File* select *New Wizard* and follow the instructions.
Select the authentication type.
Select either Safe or Remote Control.
You may deactivate all the port numbers that the mobile device listens to, because they are not used for help requests.
Enter the NetOp Gateway's public IP address for Help Provider and the Help Service name.
Click Finish.
15. The Mobile Host tool opens. Pay special attention to the following settings:
Help Request > Request – Help Request which is about Gateway passwords

² Advanced (optional): Leave the default port number: 6502 (or change it to meet your requirements) – must be the same on the Guest and the Gateway.

³ If the mobile device is not connected, the install program prepares the installation of the necessary files to the mobile device the next time it is connected.



and the Gateway's IP Address etc.

Guest Users > Security > Roles > Role – Default role which deals with allowed actions that the Guest can perform on the mobile device.

16. Connect the mobile device to the computer and click the icon 'Save to Mobile Device'.
17. Click Menu > Restart on the Mobile Host.

Note: A Mobile Host can have any of help requests defined – but only one can be active at a time.

This concludes setting up and installing and setting up the Mobile Host.

Requesting Help

18. The user selects either the Help Request icon on the mobile device or type a key-combination.
19. Depending whether the Gateway has password enabled in Gateway access privileges, the Host user must supply a valid password or it can be pre-defined in the Host configuration.
20. The Gateway automatically forwards the Help Request to all Guests (the Help Desk employees) in the Gateway's IP broadcast list for UDP.
21. The Guests displays a Help Request line in the Help Request tab.
22. One of the Guests takes the call and initiates a session with the Mobile Host.
23. The Help Request line disappears from the other Guests.

More Information

See the NetOp Remote Control User's Manual chapters:

3.3.4 Help Request, 3.5.4.5 Help Request Tab (overview), 3.6.1.13 Help Request Tab (setup)

See the NetOp Mobile & Embedded User's Manual chapters:

3.4 Request Help, 3.9.1 Configuration Wizard, 3.9.5 Configuration Panel