



# Connect

## IMPERO ONDEMAND QUICK GUIDE

Friday, August 5, 2022

## Contents

1. Introduction .....	2
2. Setting up the Help Desk.....	3
2.1. Set up the connection service.....	3
2.2. Create, pack, sign, and deploy the OnDemand Host.....	4
2.2.1. Prerequisites .....	4
2.2.2. Create, pack, sign, and deploy the OnDemand Host .....	4
2.3. Set up the Guest .....	11
2.3.1 Set up the Guest for WebConnect .....	11
2.3.2. Set up Help Request in Program Options.....	13
2.4. Configure security.....	14
3. Using Impero OnDemand .....	16
3.1. End users requesting help .....	16
3.1.1. Chatting with supporters .....	19
3.1.2. Disconnecting a remote session.....	19
3.2. Supporters remote controlling end user computers .....	20
3.2.1. Actions the supporter can do.....	21
3.2.1.1. Sending CTRL+ Esc.....	22
3.2.1.2. File transfer.....	22
3.2.1.3. Chat.....	23
3.2.2. Supporter Alerts .....	23

## 1. Introduction

In many environments end-user computers have no administrative or organizational relationship with the help desk center from which they are requesting help. The help desk centers are facing three major challenges to offer service to these end-user computers: Connectivity problems through end-user firewalls, software maintenance and licensing issues.

Impero OnDemand is a powerful remote-control solution that offers help desk centers remote control of Windows-based devices across the Internet without pre-installing software or configuring firewalls. Furthermore, licensing depends solely on the number of help desk employees or supporters - not the number of end-users.

Impero OnDemand consists of an extended Impero Connect Guest, a downloadable Impero OnDemand Host, and Impero WebConnect. Together this offer: remote control, file transfer, chat, masking off of windows and enhanced connectivity across the Internet.

Impero OnDemand is therefore well-suited to the vast and fast-growing market of Internet Service Providers, telephone companies, outsourced help desks and call-centers.

## 2. Setting up the Help Desk

To set up the help desk, proceed as follows:

1. Set up the connection service.
2. Create, pack, sign and deploy the OnDemand Host.
3. Set up the Guest.

### 2.1. Set up the connection service

First you are required to set up the Impero WebConnect connection service that you use to facilitate connections between the Guests in your help desk and the Hosts that are downloaded on the end-user side.

Impero WebConnect consists of a Connection Manager that serves as a meeting hub for Impero Guests and Hosts and at least one Connection Server that handles the connection routing.

The Connection Manager facilitates connection information and parameters to Impero Guests and Hosts that have a need to meet in relation to remote control sessions. The Connection Manager uses Microsoft Internet Information Services and Microsoft SQL Server for data management. The purpose of the Connection Manager is to manage connections and direct the Guests and Hosts to a Connection Server.

The Connection Server routes the traffic between a Impero Host and a Impero Guest. You can have multiple servers to share the workload.

See the [Impero WebConnect Installation Guide](#) for specific information on how to set up the WebConnect components.

## 2.2. Create, pack, sign, and deploy the OnDemand Host

Impero provides ready-made, signed OnDemand Host packages in several languages. These all require the end-user to type your WebConnect Connection Manager URL.

Alternatively, you can create, pack, sign and deploy a Impero OnDemand Host using Impero OnDemand Pack'n Deploy. Impero OnDemand Pack'n Deploy contains a wizard that makes it easy to carry out all these procedures.

### 2.2.1. Prerequisites

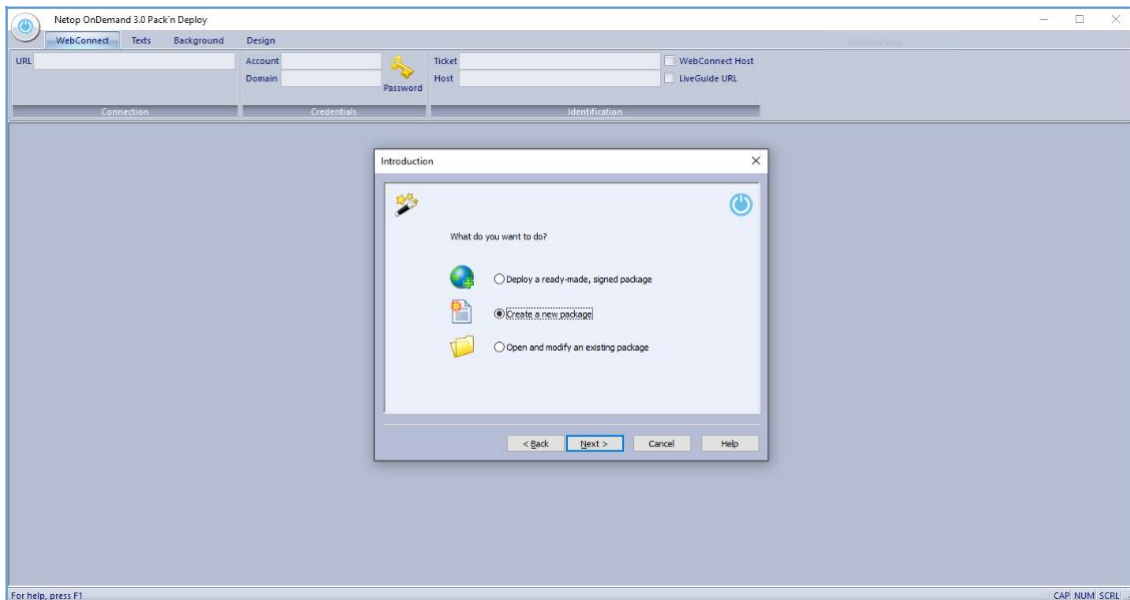
On the device where you create, sign and pack the OnDemand Host, make sure that you have installed the following:

- The COM interface to Microsoft CryptoAPI (CAPICOM). You can download it from [here](#).
- Visual C++ Redistributable Packages for Visual Studio 2013. You can download it from [here](#).
- Your own certificate as a Trusted Root CA.

**NOTE:** If you do not meet the prerequisites mentioned above, you are unable to sign the OnDemand Host package.

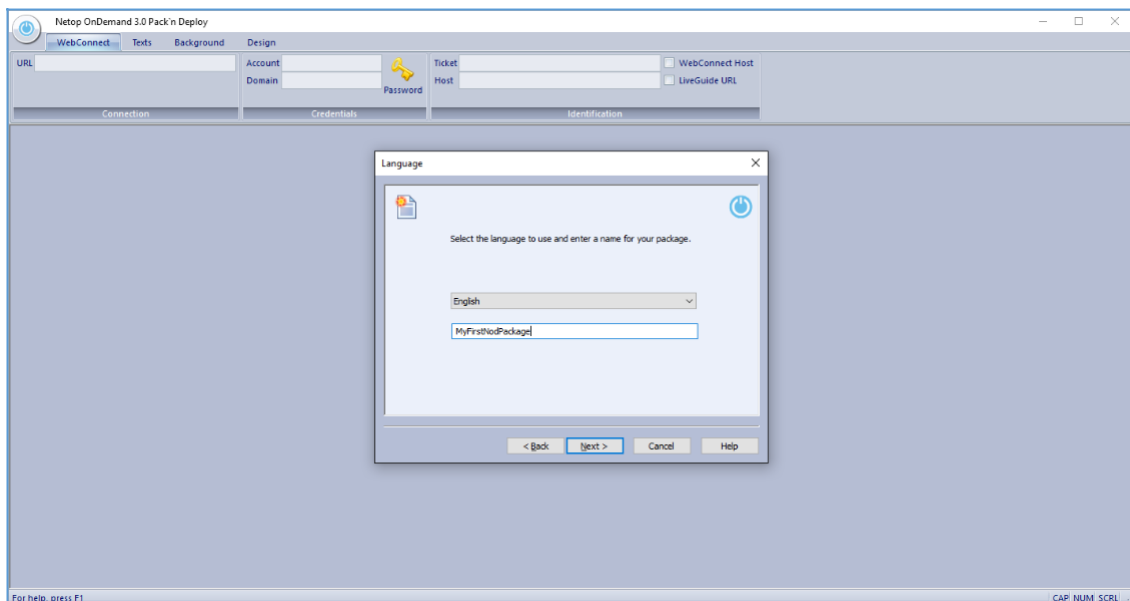
### 2.2.2. Create, pack, sign, and deploy the OnDemand Host

1. Open Impero OnDemand Pack'n Deploy. A wizard is displayed.
2. Select **Create a new package**.



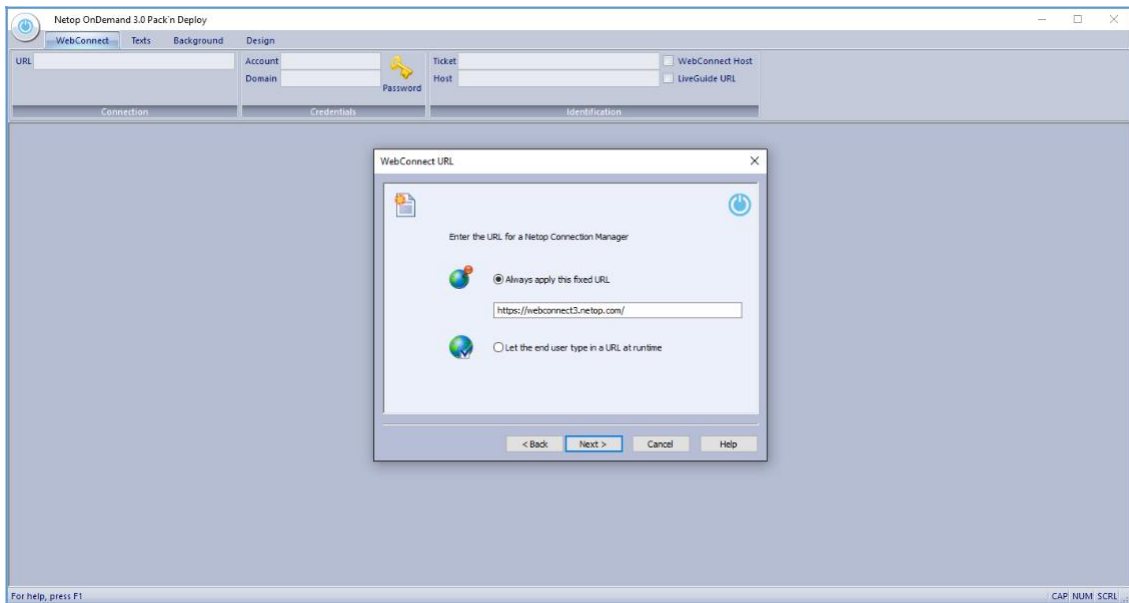
3. Click on **Next**

4. Select the language and specify the name for the package to be created.



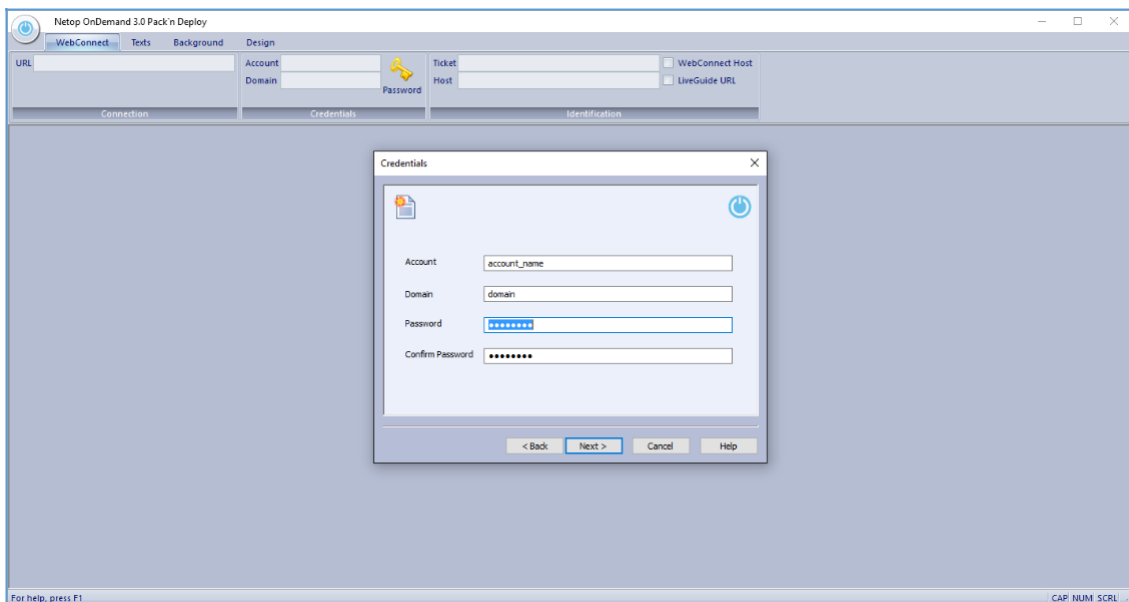
5. Configure which URL address the end-user should connect to. This is the URL address of the WebConnect Connection Manager which facilitates the connection between the OnDemand Host on the end-user side and the Guest on the help desk side. You can specify that a

particular address should be used, or you can allow the end-user to type the URL address.



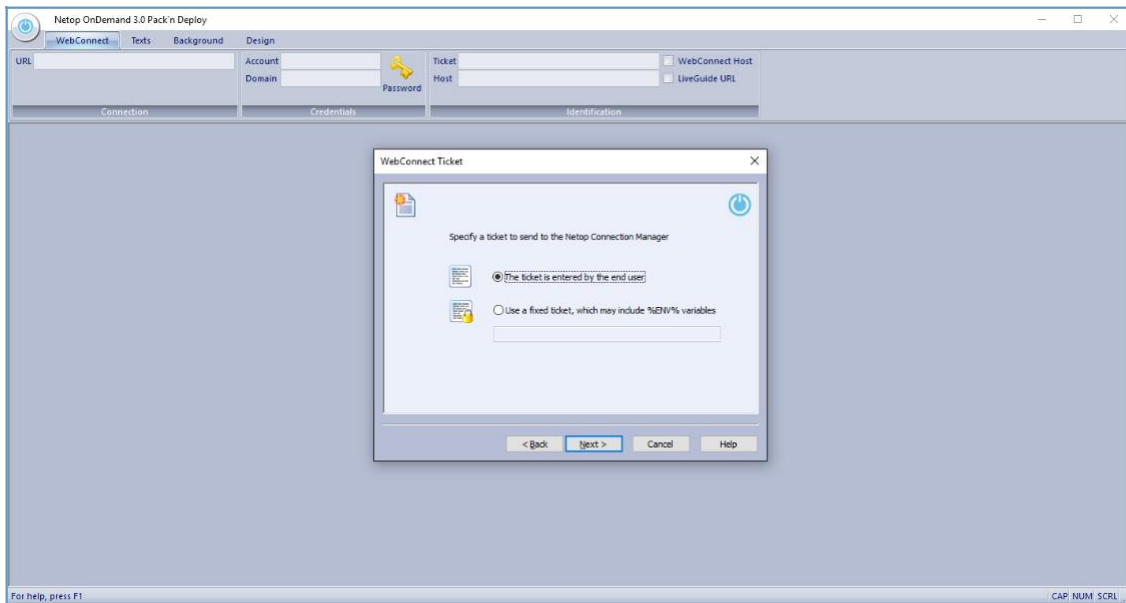
6. Click on **Next**.

7. Type the logon credentials for your Connection Manager account. You received these in the confirmation mail when you purchased the Impero Connect OnDemand license.



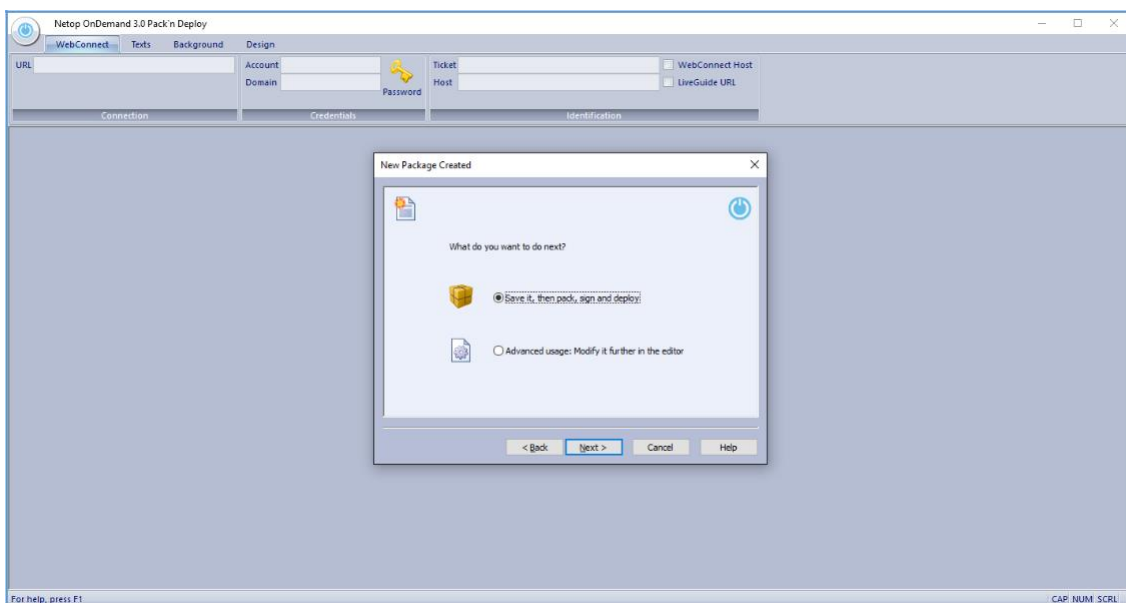
8. Specify a ticket or prompt the end user to enter a ticket when running the Impero OnDemand Host. The ticket entered matches the ticket used by the Guest Ex and ensures the support session reaches the correct support team member. The ticket can be any string including a name or email

address but is required to match the string used by the Guest Ex application.



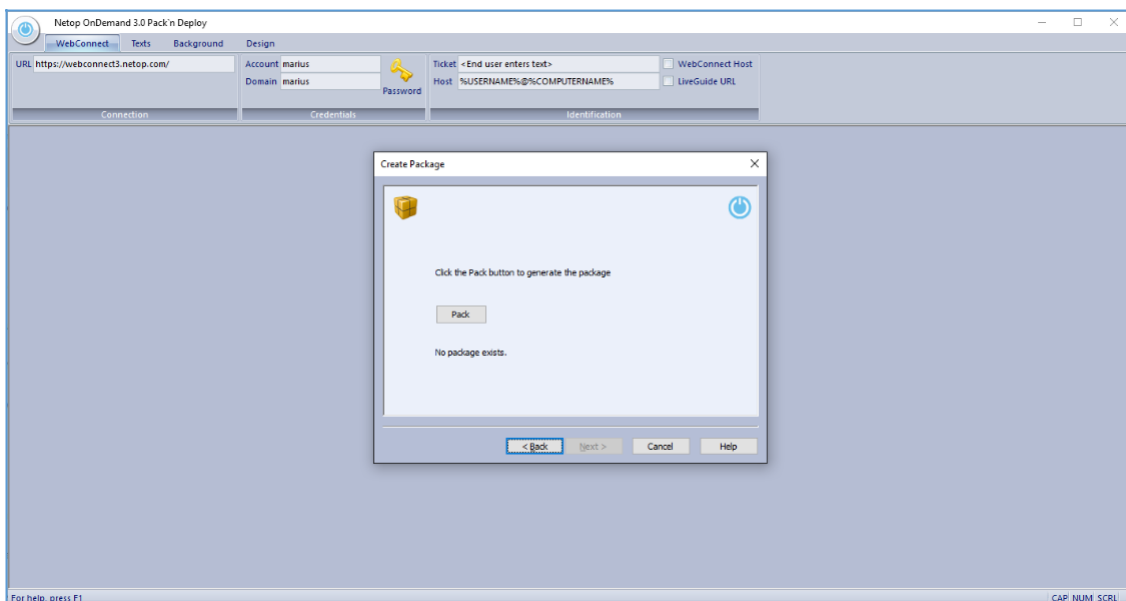
9. Click on **Next**. The OnDemand Host package is created.

10. Select to Save it, then pack and deploy. Impero OnDemand Pack'n Deploy also allows you to design the user interface of the OnDemand Host - including backgrounds, colors, images, buttons, text fields to meet your requirements by choosing **Advanced usage** and modifying it further in the editor.

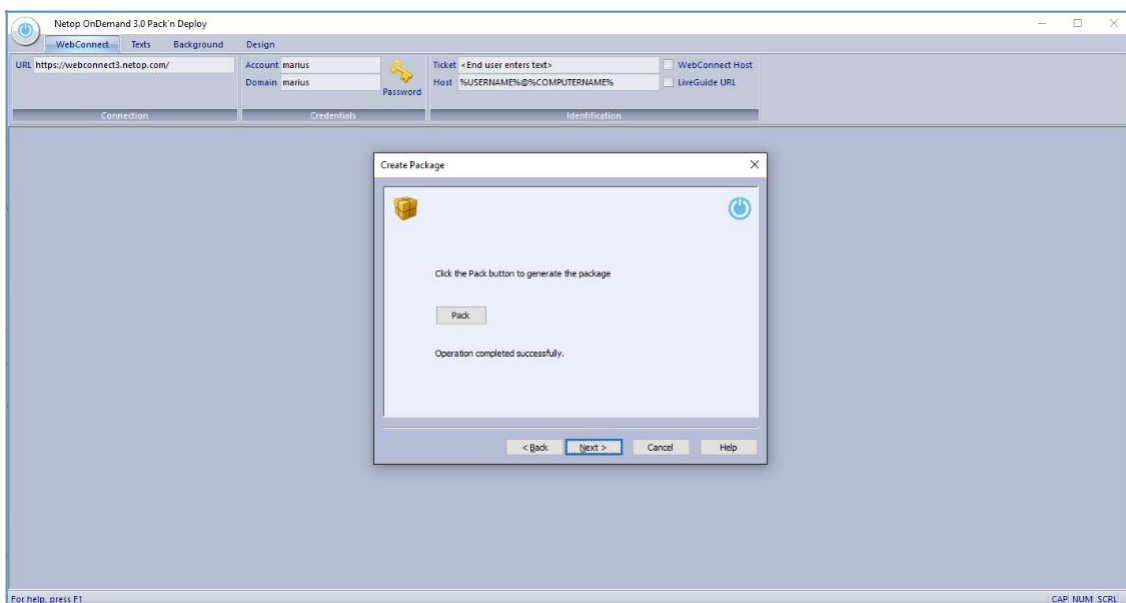




11. Click on **Next**, then click on the **Pack** button to generate the package.

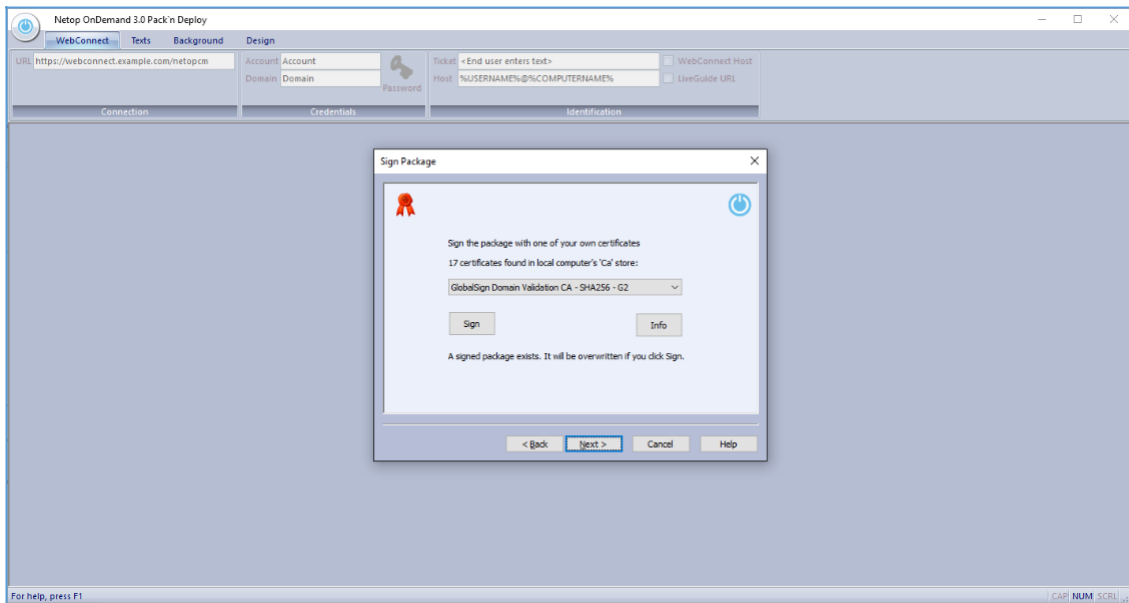


12. Click on **Next**.



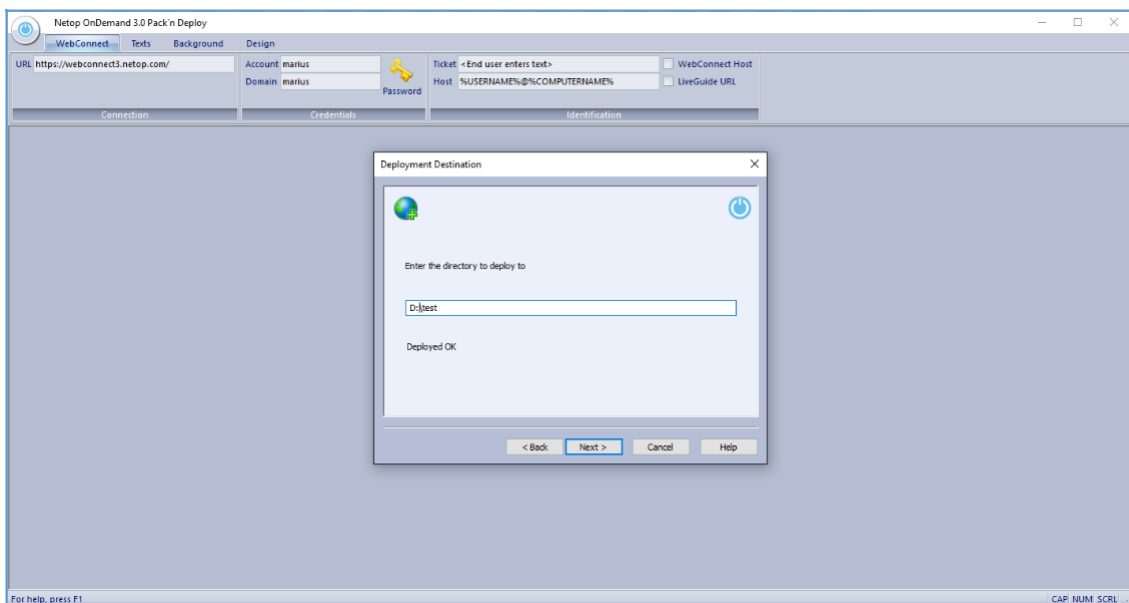
13. Click on **Next**.

- From the drop-down list, select the desired certificate to sign the package, then click on **Sign**.

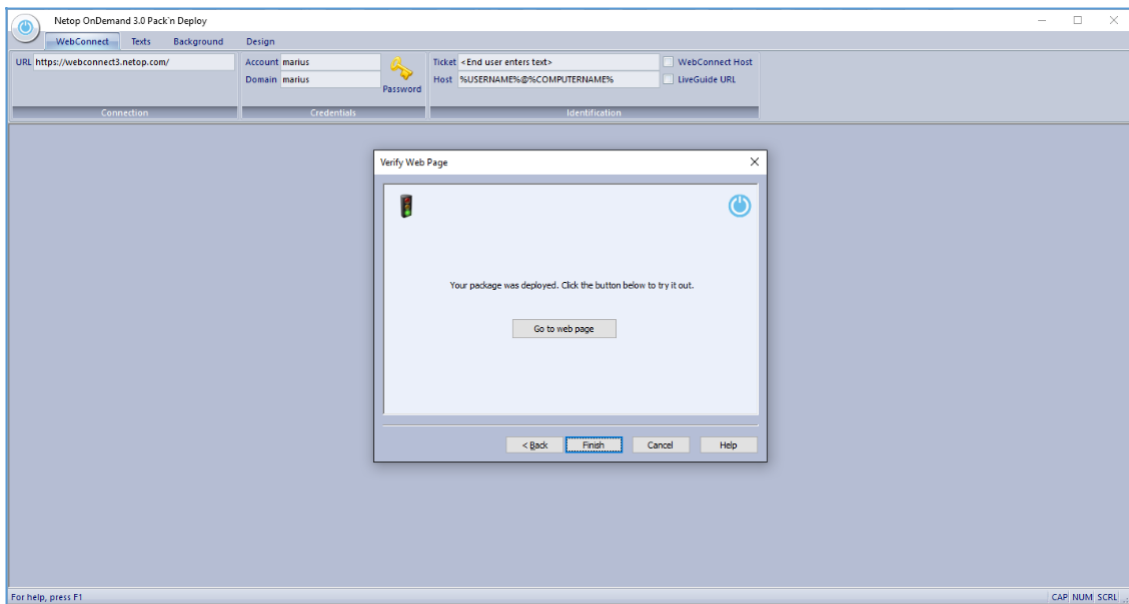


**NOTE:** The OnDemand Host should be signed with a valid code signing certificate before being deployed.

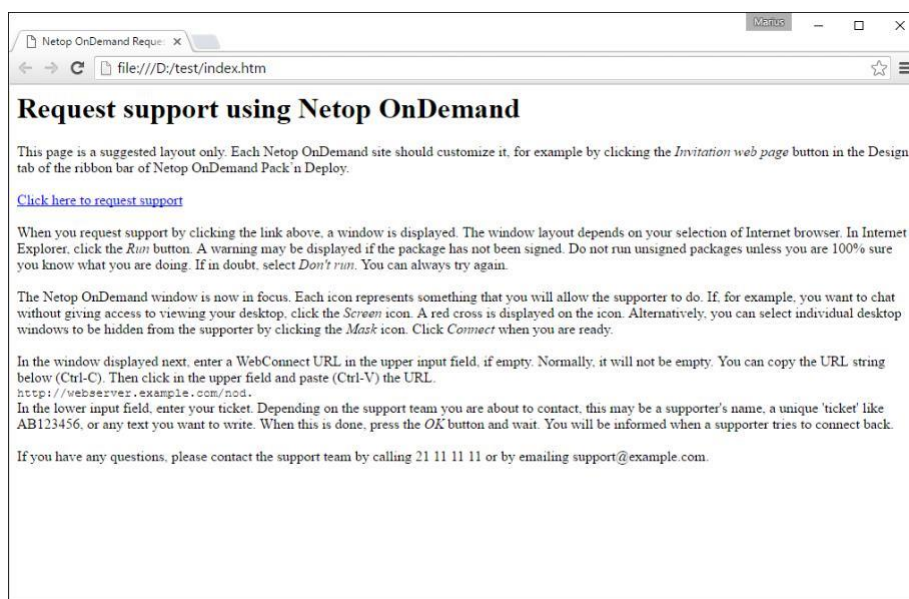
- Click on **Next**.
- Specify the location to deploy to.



17. Click on **Next**. The package is deployed to the location specified at step 15.



A sample download or invitation web page is also created. To view it click on **Go to web page**.



You can customize this web page to your liking in Impero OnDemand Pack'n Deploy from the ribbon bar **Design** tab.

18. Go back to the **Impero OnDemand Pack'n Deploy** wizard and click on **Finish**.

19. To enable users to download and run the OnDemand Host, deploy the OnDemand Host package that you create to your web server for download from the web page.

For information on how to create, sign, and deploy the Impero OnDemand Host, see the [Impero OnDemand Pack'n Deploy Guide](#).

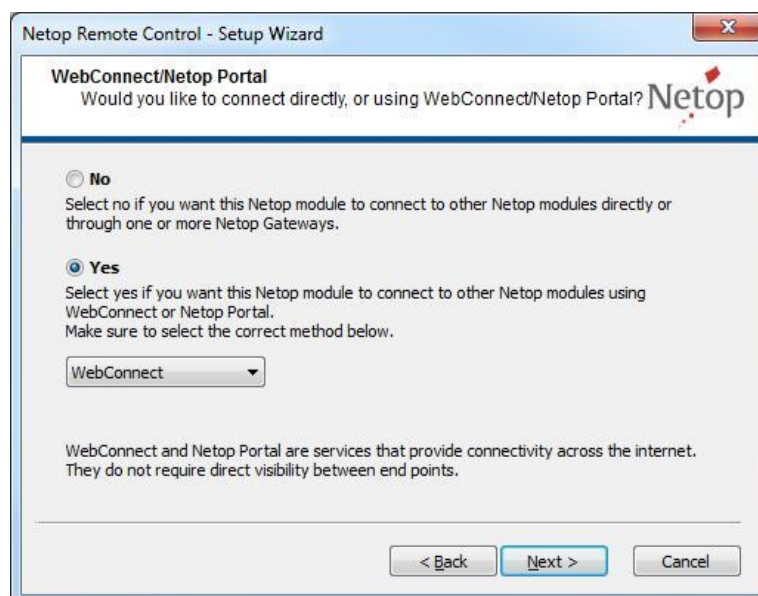
## 2.3. Set up the Guest

**Prerequisite:** You require an extended Guest for Impero OnDemand.

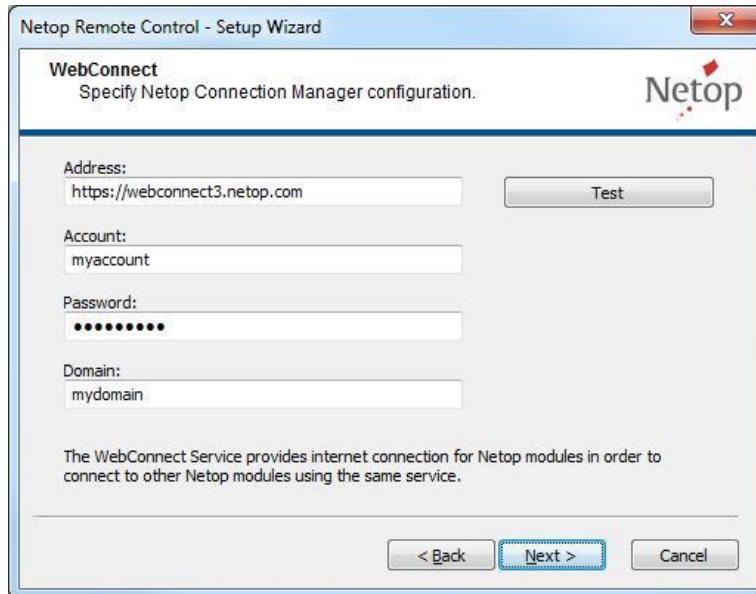
### 2.3.1 Set up the Guest for WebConnect

To set up the Guest for WebConnect, run the **Setup Wizard** from the **Tools** menu and proceed as follows:

1. On the first **WebConnect** page, select **Yes** and from the drop-down list, select WebConnect to connect to other Impero modules using WebConnect:



2. On the next WebConnect page, specify the URL address of the WebConnect Connection Manager and specify the logon credentials for your Connection Manager account.



The screenshot shows a window titled "Netop Remote Control - Setup Wizard" with a sub-header "WebConnect" and the instruction "Specify Netop Connection Manager configuration." The Netop logo is in the top right. The form contains the following fields and buttons:

- Address:** A text box containing "https://webconnect3.netop.com" and a "Test" button to its right.
- Account:** A text box containing "myaccount".
- Password:** A text box with masked characters "••••••••".
- Domain:** A text box containing "mydomain".

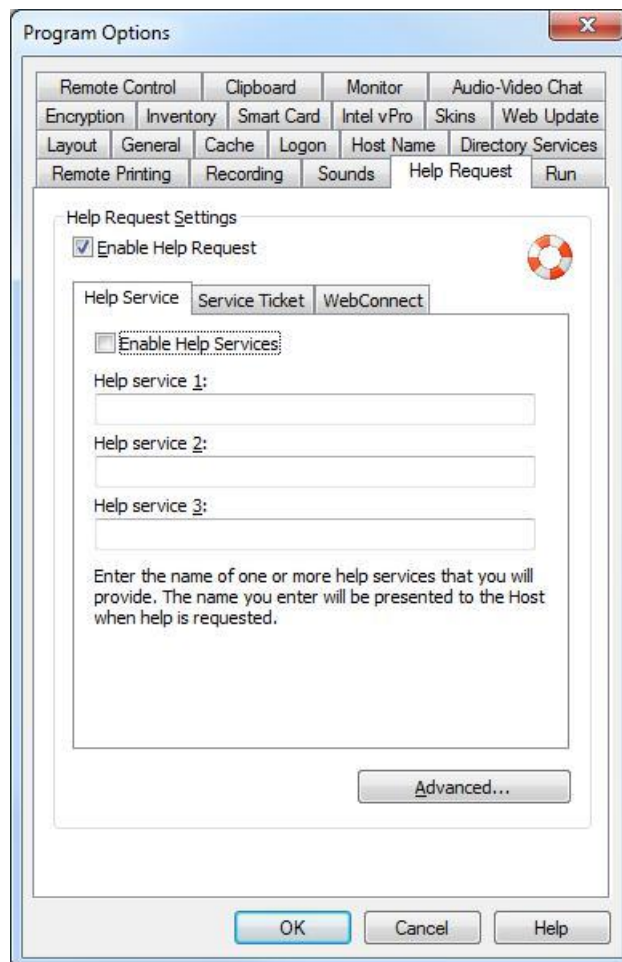
At the bottom, there is a descriptive paragraph: "The WebConnect Service provides internet connection for Netop modules in order to connect to other Netop modules using the same service." Below this are three navigation buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

3. Go through the setup wizard following the instructions.

## 2.3.2. Set up Help Request in Program Options

After running the Setup Wizard set up Help Request for use of WebConnect tickets, proceed as follows:

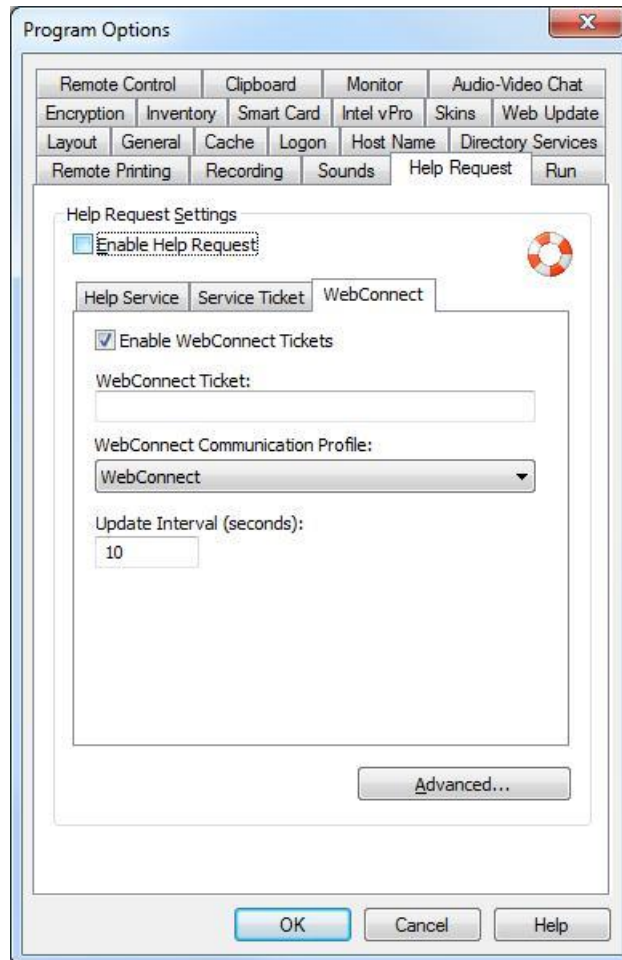
1. From the Tools menu, select **Program Options**, click on the Help Request tab and select the **Enable Help Request** check box.



2. Click on the WebConnect tab and select the **Enable WebConnect Tickets** check box.
3. Enter a ticket in the **WebConnect Ticket** field. The ticket can be any string that you specify, for example an email address, a name, or a keyword. This is the same ticket string that is either fixed in the Impero OnDemand Host or entered by the end user manually.
4. In the **WebConnect Communication Profile** list, select the WebConnect communication profile that you want to use. The WebConnect

communication profile contains credentials and the URL of the Connection Manager that should be used for WebConnect connections. You entered this information when running the Setup Wizard. The information can also be specified in **Tools > Communication profiles**.

5. Change the **Update Interval**, if necessary.



6. Click on **OK** and close the dialog box.

## 2.4. Configure security

The traffic between the end-user and the help desk is potentially at risk of being intercepted while connected via the Internet.

Impero OnDemand Connect can be configured to address the security challenges in the following ways:

- Communication between the end-user computer and the help desk computer can be encrypted. Impero Connect uses up to 256-bit AES encryption.
- Key exchange can be performed by using Diffie-Hellman key exchange with up to 2048-bit keys. A new key is exchanged for each session.
- The end user can manually permit the supporter's access by confirming access.
- Malicious attempts to access the WebConnect connection service can be traced by the event logging of WebConnect.



## 3. Using Impero OnDemand

### 3.1. End users requesting help

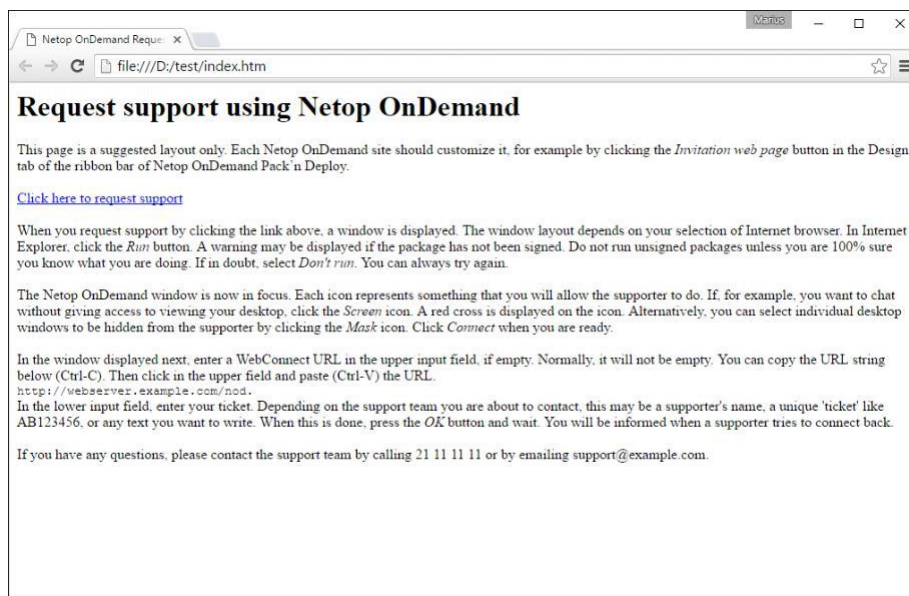
The Host is a single-use-and-dispose software application. The end-user downloads and runs it to let the Guest have access.

During the session the end-user can monitor the supporter's actions.

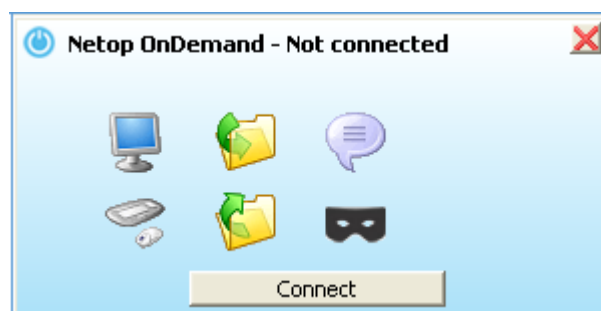
The end-user can terminate the session any time (emergency stop).

To request help, proceed as follows:

1. End-users should go to the help desk web site and click on the link on the web site to request support.



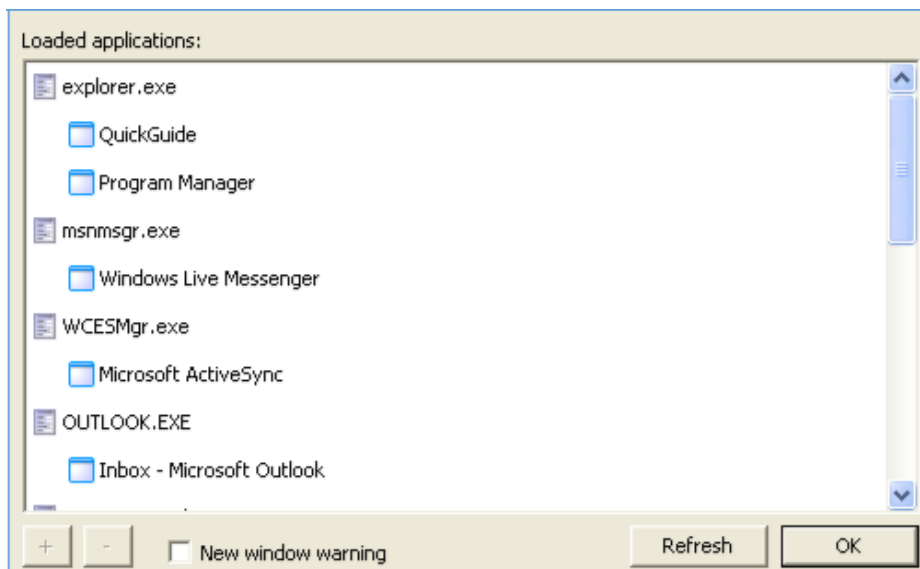
An OnDemand Host is downloaded to the end-user computer, and the **Impero OnDemand - Not connected** dialog box is displayed.



The icons indicate the actions the Guest can do. The end-user can click the icons to disallow these actions, except chat.

Clicking on the mask icon opens the **Mask Windows** dialog box and allows the end-user to mask off programs and windows that he or she does not want the supporter to see by selecting the applications and windows and clicking the + button (plus) at the bottom of the window.

The end-user can select the **New window warning** check box to see a warning if he or she opens a new window during the support session. The warning gives the end-user the opportunity to also mask off that window, if necessary.



2. After masking off applications and windows the end-user clicks **Connect** in the Impero OnDemand - Not connected dialog box to establish a connection. The **Impero OnDemand - WebConnect** dialog box is displayed.

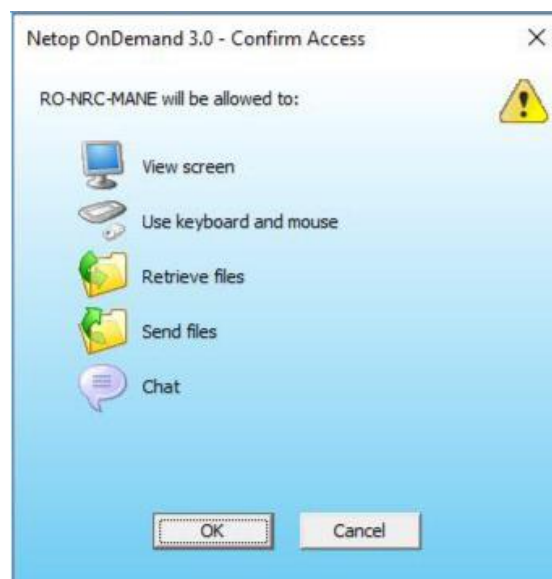


3. The end-user enters the ticket that he or she has received from the supporter. This is the same ticket that the supporter specified on the **Help Request** tab in **Tools > Program Options**, for example a name, an email address, or a keyword.

A Connect to field can be displayed. If so, the end-user can copy the URL address of the Connection Manager from the help desk web site and paste it into the field.

The end-user clicks on **OK** and waits for the help desk to respond.

4. When a supporter at the help desk responds, the **Impero OnDemand - Confirm Access** dialog box is displayed. The dialog box informs the end-user of what the supporter can do when accessing the end-user computer.



5. The end-user clicks on **OK** to allow the supporter to access his or her computer.

A remote-control session is started from the help desk computer to solve the problem on the OnDemand Host computer. The OnDemand Host user will now be able to see the supporter accessing his or her computer and monitor the supporter's actions.

### 3.1.1. Chatting with supporters

During the session the Guest and OnDemand Host can communicate using chat. During a chat session the end-user is displayed with a window like the Chat window that the supporter sees.

### 3.1.2. Disconnecting a remote session

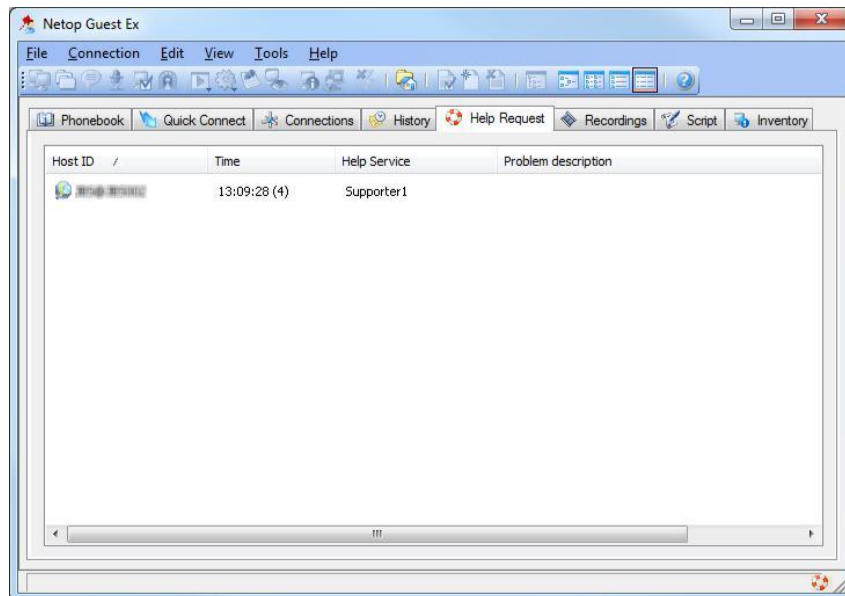
If the end-user - during the session - wants to terminate, he or she only has to press the auto-selected system-wide hotkey on the keyboard. The OnDemand Host scans the computer, starting at **F12**, to find the first available hotkey. In the following example this means that pressing **F11** disconnects the session.

When the supporter has finished helping the end-user, he or she terminates the session, and the sole control of the computer is given back to the end-user.

The end-user clicks on **Exit** on the OnDemand Host and confirms the exit by clicking on **OK**. The OnDemand Host program is automatically deleted from the end-user computer.

## 3.2. Supporters remote controlling end user computers

The Guest waits for requests for support to arrive on the **Guest Help Request** tab.



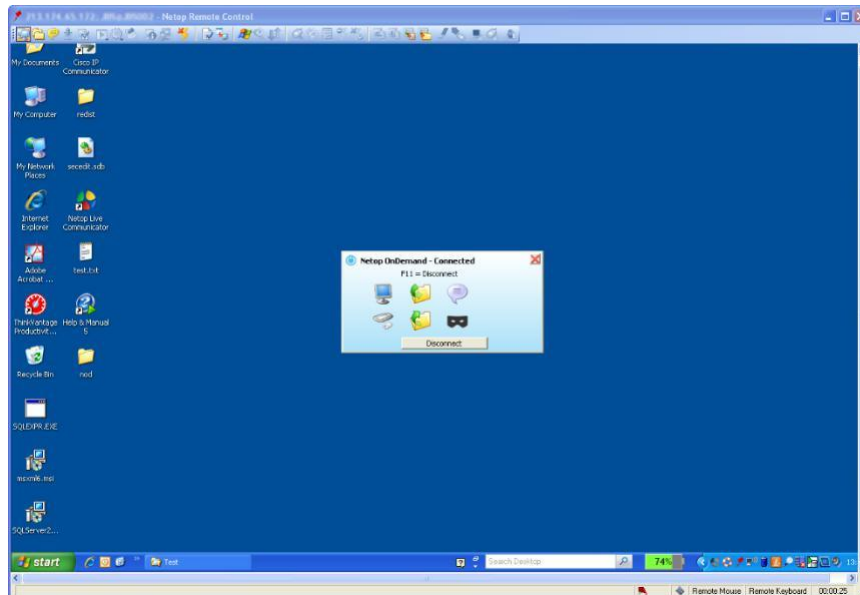
The help desk employee or supporter double-clicks a request for support on the **Impero OnDemand Host List**. Double-clicking the request for support prompts the end-user to confirm that the supporter should be allowed to access the Host computer and start a remote-control session.



Instead of double-clicking the request for support, the supporter can right-click the request and select a specific session type like chat or file transfer from the menu.

When the supporter responds to the request for support, the request is removed from the **Help Request** tab.

When accepted the remote-control session is started and the end-user's desktop is transferred to the supporter's computer display.



The help session is now active. It continues until the end-user disconnects or until the supporter ends the session.

In the top left-hand corner, the name of the controlled end-user computer is displayed.

In addition to remote control, the toolbar of the **Remote Control** window provides access to other session types that the supporter can use to perform tasks on the end-user computer.

### 3.2.1. Actions the supporter can do

The supporter or help desk employee can perform tasks on the end-user computer using the toolbar buttons of the **Remote Control** window.

If you are familiar with the full Impero Remote Control, you will notice that the number of end-user actions are limited to the most important. In

addition to viewing the Host screen and controlling the Host keyboard and mouse, the supporter can carry out the following from the Guest machine:

### 3.2.1.1. Sending CTRL+ Esc

Clicking on this button opens the Start menu in Windows on the end-user computer.

### 3.2.1.2. File transfer

The Guest enables file transfer between Guest and OnDemand Host. The operation enables you to copy, move, clone, and synchronize files and folders between Guest and OnDemand Host - in both directions.

For example, if you want to copy files from the Guest to the OnDemand Host, proceed as follows:

1. In the Guest Remote Control window, click on the **File Transfer** button on the toolbar. The File Manager opens.
2. In the File Manager panes, select the files you want to copy, then click on the **Copy File(s)** button on the toolbar.
3. The **Copy** dialog box is displayed.
4. Verify that **From** and **To** information is as expected, and click on **OK** to begin copying. If necessary, select Include subfolders (default) and **End session** when finished.

A status window is displayed. When the session is complete, click on **Close**.

Alternatively, locate the files or folders you want to copy, and drag them from one pane and drop them in the destination folder in the other pane.

**Warning!** Be careful to not synchronize, clone and copy and move SYSTEM folders. This can cause malfunction on the receiving computer.

### 3.2.1.3. Chat

To use the chat feature to communicate directly with the end-user, proceed as follows:

1. In the Guest Remote Control window, click on the **Chat** button on the toolbar.
2. Specify the chat message that you want to send to the OnDemand Host in the lower pane of the **Chat** window.
3. Click on the **Send** button. The chat is displayed in the upper pane. Both the end-user and the supporter can terminate the chat session.

The supporter can save the chat for his or her records.

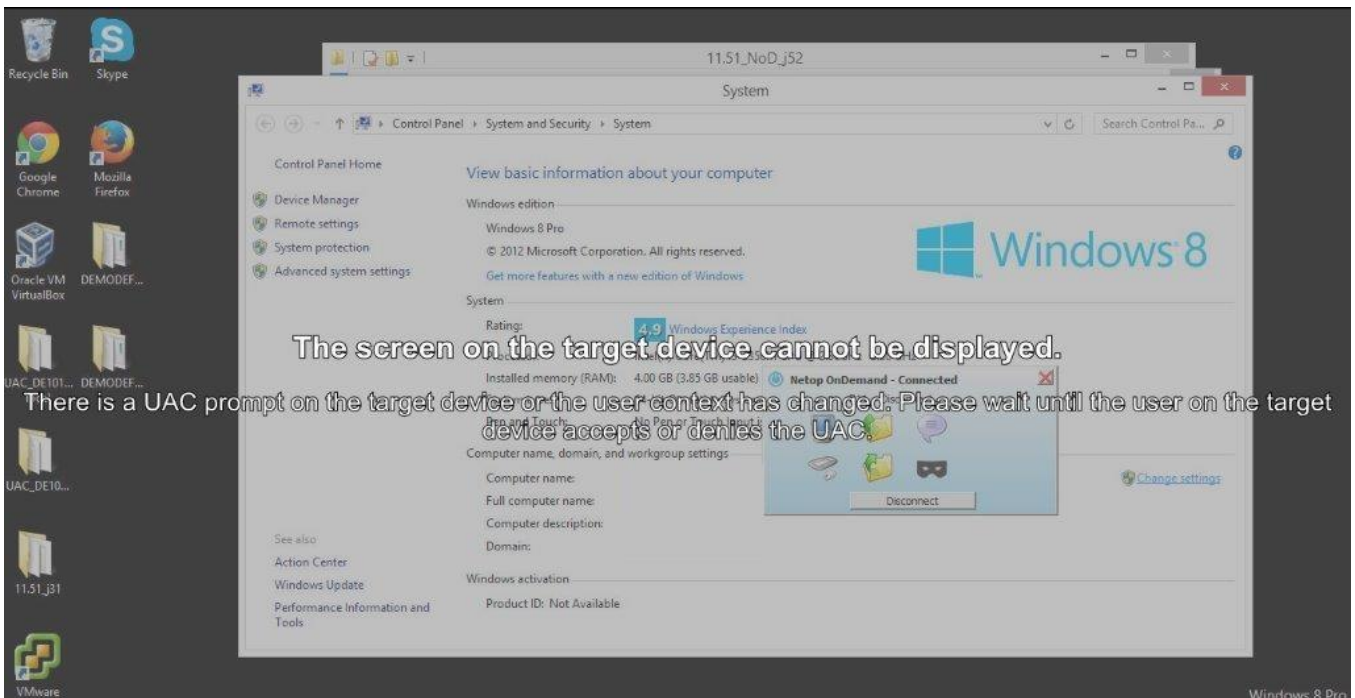
For further information about session types, see the [Impero Remote Control User's Guide](#).

### 3.2.2. Supporter Alerts

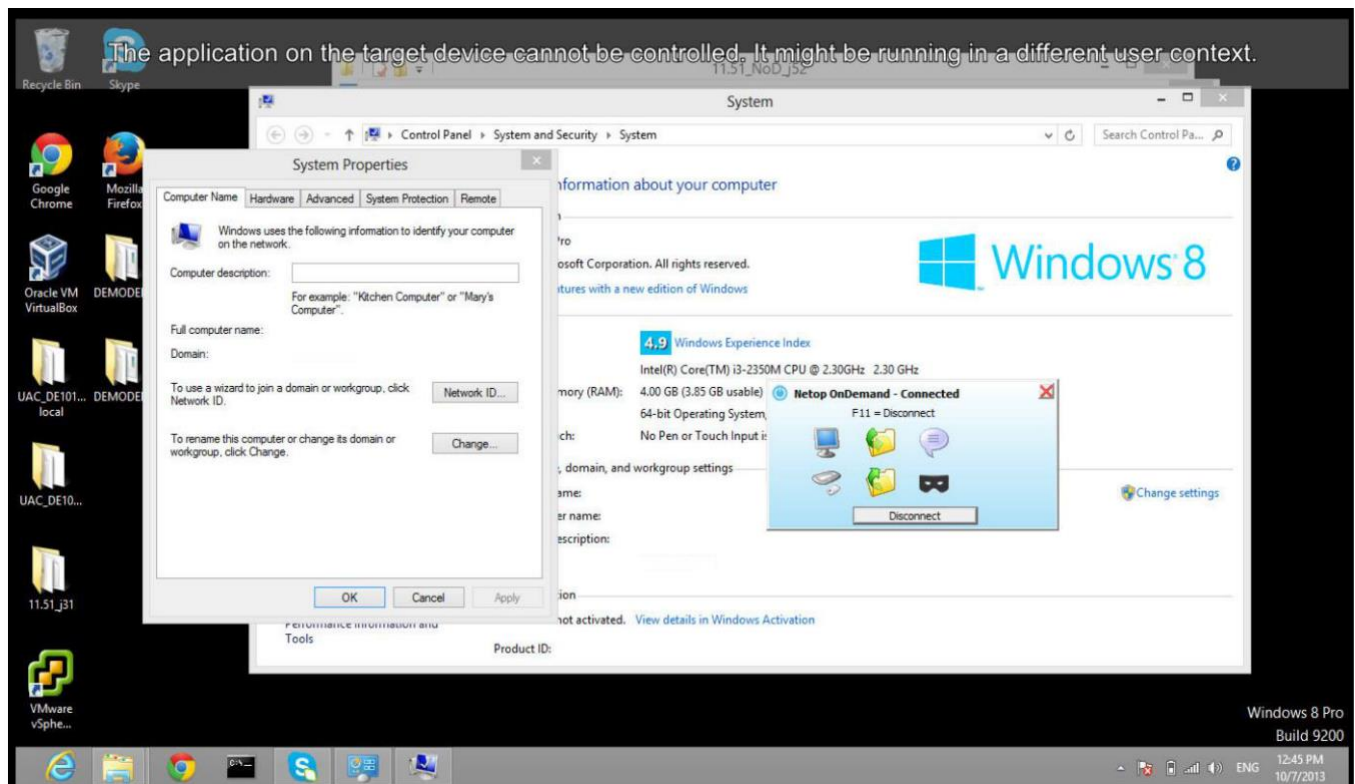
When a User Account Control (UAC) prompt appears on a target device, support representatives are notified that the end user has yet to confirm



the message and is required to do so before the remote session can continue.



Support representatives receive an alert when a certain application on the target device cannot be controlled due to restricted permission settings.



**NOTE:** The alerts previously mentioned can be avoided if running NOD as an administrator.