



User Manual **Netviewer Admin**

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netviewer admin

by **CITRIX**

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About this user manual

The user manual for Netviewer Admin is intended for use by Administrators/support personnel who use the Master program to start a Netviewer session and connect to the Host program on a PC/server. Procedural descriptions of a session and Netviewer functions are primarily from the Master's perspective.

Some functions of Netviewer are the same for the Host and Master. Some functions can be accessed by a Master with Netviewer Administrator rights only. The user manual will always inform you whether a function is available for the Host or only for the Master or Administrator.

Descriptive conventions in the user manual

Step-by-step instructions are always numbered.

Example:

1. Start the set-up program and follow the instructions in the installation wizard.
2. If you agree with the terms of the license agreements, select *I agree with the license agreements* and click *Next*.

Operational elements found in the user interface (such as buttons, dialog titles, or options) are italicized in the text when these refer to specific instructions or references.

Example:

- Right-click the Host icon in the system tray and select *Settings*.
- Go through the start menu to open Windows Control Panel and double-click *Netviewer Admin Settings*.

Keys on your keyboard are surrounded with brackets in the text.

Example:

- To extend the Netviewer Control Panel locally, use the key combination [Windows key] + [N].



Instructions for operating Netviewer (such as warnings, special tasks) are followed by an exclamation point.



Useful tips for operating Netviewer are labeled with a light bulb symbol.

Navigating through the user manual

When reading the user manual on your screen with Acrobat Reader, a variety of navigation functions are available.

Click the respective bookmark to move directly to a particular chapter. Click the *Bookmarks* tab on the left side of your screen. From there you can jump directly to the desired chapter.

Press the [Ctrl] + [F] key combination to search for specific words in the Acrobat file. For example, if you would like more information on the Profile administration, enter the words "profile administration" in the search field. This will allow you to view every location where the words "profile administration" appear.

Setting up Netviewer Admin

System requirements

The following system requirements apply for the Host and Master programs:

- PC with Windows 2000, XP, Vista, Windows 7; Server 2000, 2003, 2008–R2 (support for 32-bit and 64-bit versions of Windows)
- Internet access (can be through proxy) with any browser
- Processor with at least 1 GHz.
- at least 1 GB RAM
- Graphics card with at least 128 MB

Installing the Host program

In the MyNetviewer Customer Portal, you have access to the following programs:

- Netviewer Admin Master program (Netviewer_Admin.exe): Use this program to connect to one of your Netviewer Admin Hosts.
- Netviewer Admin Host Setup program (Netviewer_Admin.exe): This setup program installs the Netviewer Admin Host program as a Windows system service. This means that the Netviewer Admin Host program is started when Windows boots and Host access is possible at any time.



Running Netviewer Admin under the Windows Server 2003 operating system requires Service Pack 1.

You need local administrator rights to set up a Netviewer Admin Host on the target PC. These are not required for subsequent operations.

For installation as a Windows system service the setup program for the Host is required (Netviewer_Admin_Setup.exe).

1. Start the set-up program and follow the instructions in the installation wizard.
2. If you agree with the terms of the license agreements, select *I agree with the license conditions* and click *Next*.
3. Select the target directory in which the Netviewer Admin Host is to be installed (default: C:\Program Files\Netviewer Admin).
4. Enter your license key. You can find the key in your Netviewer Admin contract details in the MyNetviewer Customer Portal.
5. Click *Next*.
6. Optionally, you can define an individual Host password. The Host password can be anything you choose, but must be at least three characters long. It ensures that only authorized Masters who have access to this secret Host password will be able to access the Host computer.



The Host password is saved on the Host computer only and never leaves that computer.

7. Click *Next*.
8. Optionally, you can define a proxy server if you use a proxy server to access the Internet. Enter your proxy settings. Enter the port (usually 3128 or 8080) and the proxy server's address (DNS name or IP address). If necessary, contact your system administrator to get this information. If you do not use a proxy server or are not sure, select *Use automatic proxy settings*.
9. Click *Next*.
10. Click *Install* to begin the installation; wait until installation is complete before continuing. Netviewer Admin Host will now be installed and started as a System Service on the Host computer. The Netviewer Admin Host icon will appear in the system tray.
11. Click *Finish* to exit the installation wizard.

If you made the correct entries in the installation wizard, you can now use the Master program and the corresponding optional Host password to access the Host computer.



If the license key you entered in the installation wizard was not correct, at the end of the installation, the *Admin Host Settings* dialog opens to the *License key* tab. You can re-enter the license key here.

Automated software distribution

Netviewer Admin hosts may be installed via centrally controlled software distribution. The setup program can be started with custom parameters.



IMPORTANT:

To install a Netviewer Admin host, you will need local administrator rights on the target computer.

Examples and available parameters are listed below.

General installation call:

```
Netviewer_Admin_Setup.exe [Setup parameter] /v"[Netviewer parameter]"
```

Examples

Example 1: Unsupervised installation

```
Netviewer_Admin_Setup.exe /S /v"PNNLICENSEKEY=xxx /qn"
```

Example 2: Unsupervised installation with host password and proxy

```
Netviewer_Admin_Setup.exe /S /v"PNNLICENSEKEY=xxx PNVUSEHOSTPASSWORD=1
PNVHOSTPASSWORD=xxx PNVUSEPROXY=1 NVPROXYHOST=gowron PNVPROXYPORT=3128
/qn"
```

Example 3: Supervised installation in a defined installation path with prompt to enter host password

```
Netviewer_Admin_Setup.exe /v"PNNLICENSEKEY=xxx PNVUSEHOSTPASSWORD=1
INSTALLDIR=c:\admin_6"
```

Applicable parameters

Setup parameter	Description
/S	Setup's language selection dialog will not be displayed during installation.
/v	Netviewer-specific installation parameters follow this parameter.

Netviewer installation parameter	Text displayed in the program interface
INSTALLDIR= <i>(DEFAULT= %PROGRAMFILES%\Netviewer Admin\)</i>	Define installation directory
PNVLICENSEKEY=xxx	License key
PNVUSEHOSTPASSWORD=0 <i>(DEFAULT)</i>	Do not use host password
PNVUSEHOSTPASSWORD=1	Use host password
PNVHOSTPASSWORD=passwordexample	Host password
PNVUSEPROXY=0 <i>(DEFAULT)</i>	Use automatic proxy settings
PNVUSEPROXY=1	Use the following proxy server connection data
PNVPROXYHOST=proxy.host.exampleaddress	Address
PNVPROXYPORT=exampleportnumber	Port
PNVPROXYAUTH=0 <i>(DEFAULT)</i>	No authentication
PNVPROXYAUTH=1	Proxy authentication
PNVPROXYUSERNAME=exampleusername	Username
PNVPROXYPASSWORD=examplepassword	Password
PNVPROXYAUTH=2	Integrated Windows authentication
PNVPROXYDOMAIN=exampledomain	Domain
PNVPROXYUSERNAME=exampleusername	Username
PNVPROXYPASSWORD=examplepassword	Password

Netviewer installation parameter	Description
PNVHOSTALIAS=examplealias	Assign an alias to the host.
PNVINICIALCVTREE=examplefoldername	Assign the host to an existing folder in the computer manager.
/qn	MSI installation dialogs will not be shown during installation

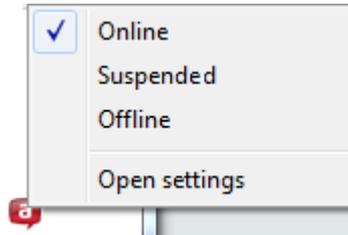


Note:

If you start installation without the /S and /qn parameters, the Netviewer installation parameters will be initialized in the installation dialogs with these values.

Netviewer Admin Host operating states

A Netviewer Admin Host has three possible operating states. The operating state can be controlled on the Host computer through the icon's context menu in the system tray.



State	Description
Online 	The Netviewer Admin Host is active and a Netviewer Admin Master can establish an immediate connection at any time. In this state, a constant connection is maintained to the Netviewer connection server and the communication server.
Suspended 	In the suspended condition, only the Netviewer connection server will be notified at long intervals of the Netviewer Admin Host's availability. This long interval reduces the amount and frequency of data traffic generated by the Netviewer Admin Host. However, a connection to this Host can only be established after reactivation by a local user or a Netviewer Admin Master.
Offline 	In the Offline state, the Netviewer Admin Host is running but there is no communication to/from Netviewer servers. A connection cannot be established by a Netviewer Admin Master.

Configuring the Netviewer Admin Host

There are three ways to open the *Admin Host Settings* dialog:

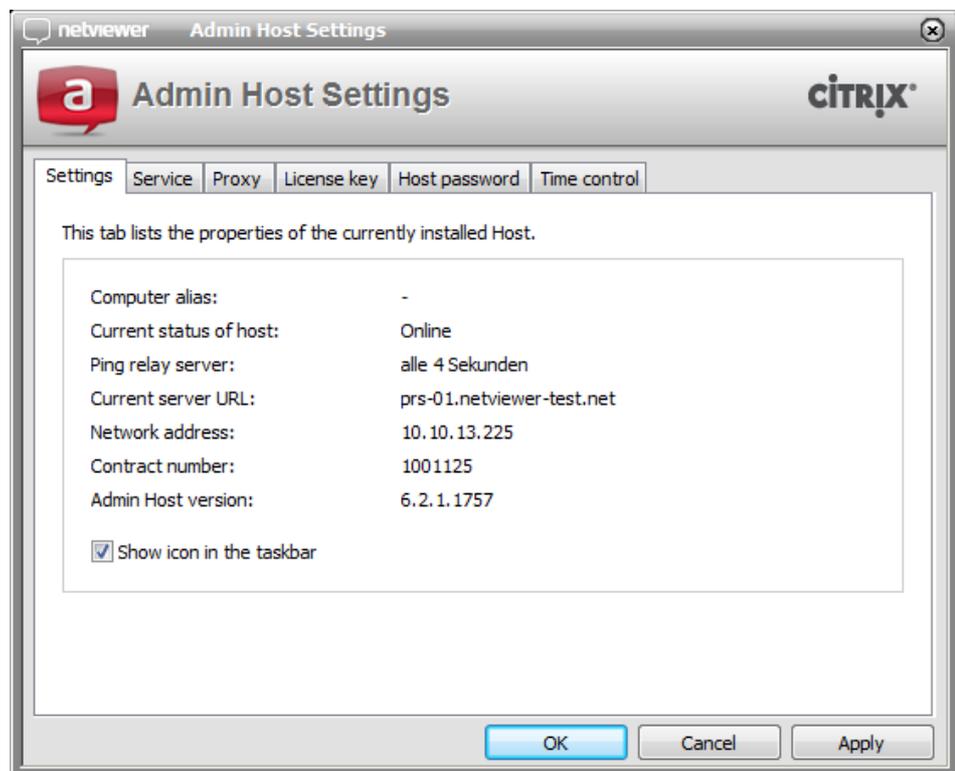
- Double-click the Host icon in the system tray.
- Right-click the Host icon in the system tray and select *Open Settings*.
- Go through the start menu to open Windows Control Panel and double-click *Netviewer Admin settings*.



If the Host is installed as a service on the terminal server, then some of the options in the *Admin Host Settings* dialog will be hidden because they are irrelevant to terminal servers.

Settings tab

The *Settings* tab lists the current status information about the Netviewer Admin Host.



If you remove the check from the *Show icon in the taskbar* option, the Host icon will be hidden in the taskbar. To display the Host icon, open the settings dialog through Windows Control Panel and put the check mark back.

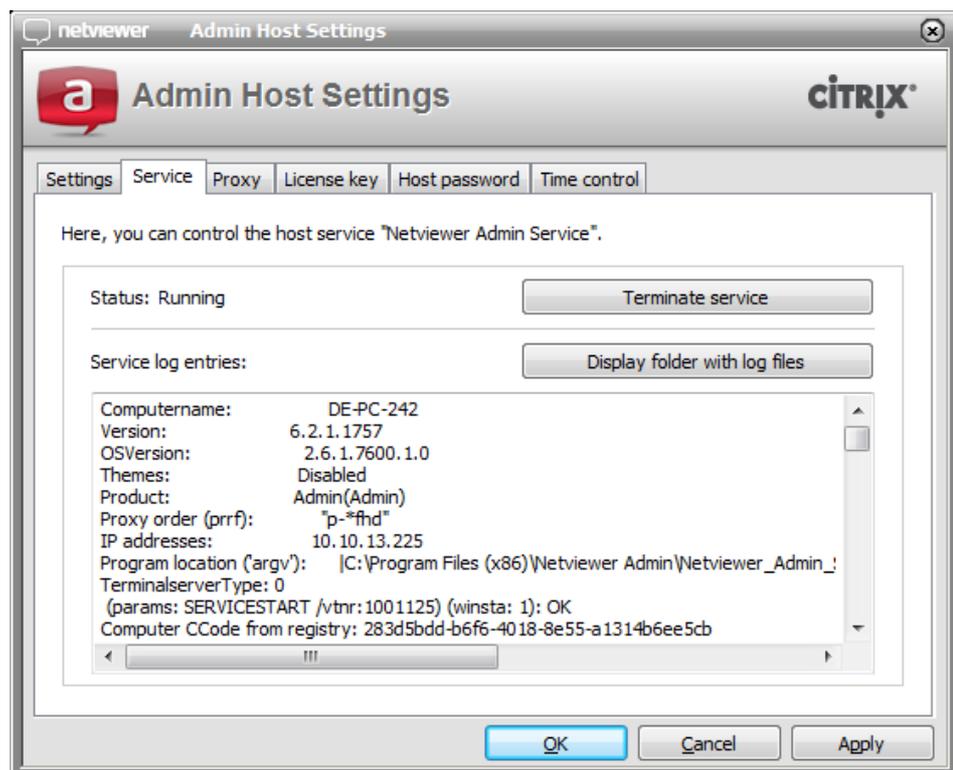
Service tab

The *Service* tab lets you terminate and restart the Netviewer Admin Host service and monitor current log data.

By clicking the *Display folder with log files* button, the directory in which the Host's log files are located will open in your file explorer.

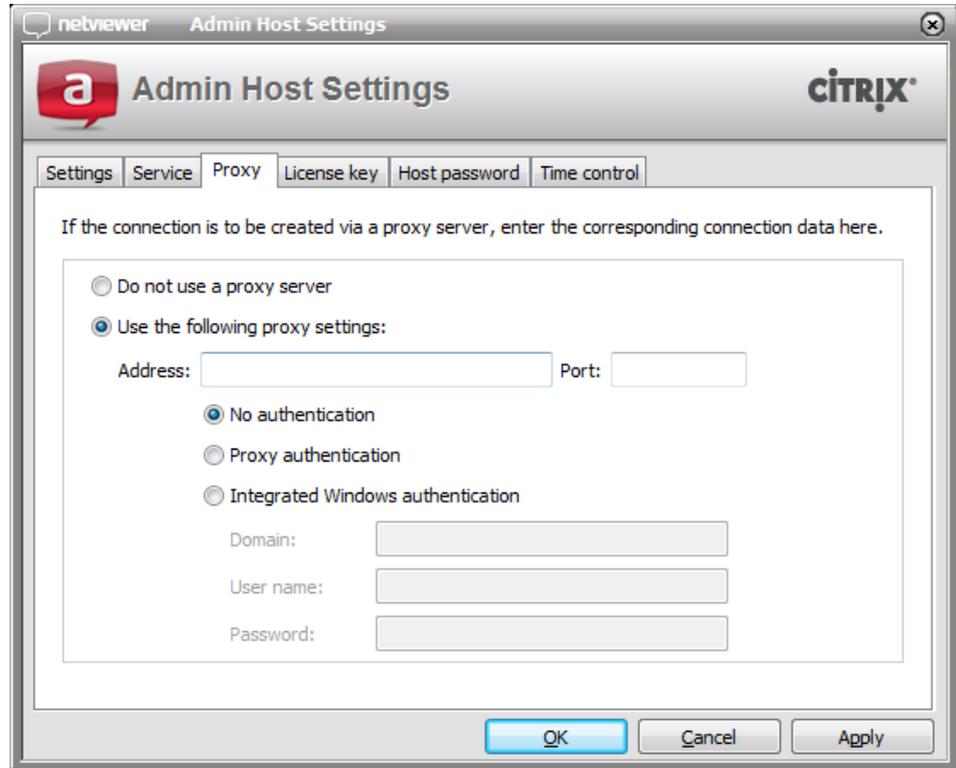


When the service is terminated, you will have access to only a limited range of functions in the settings dialog.



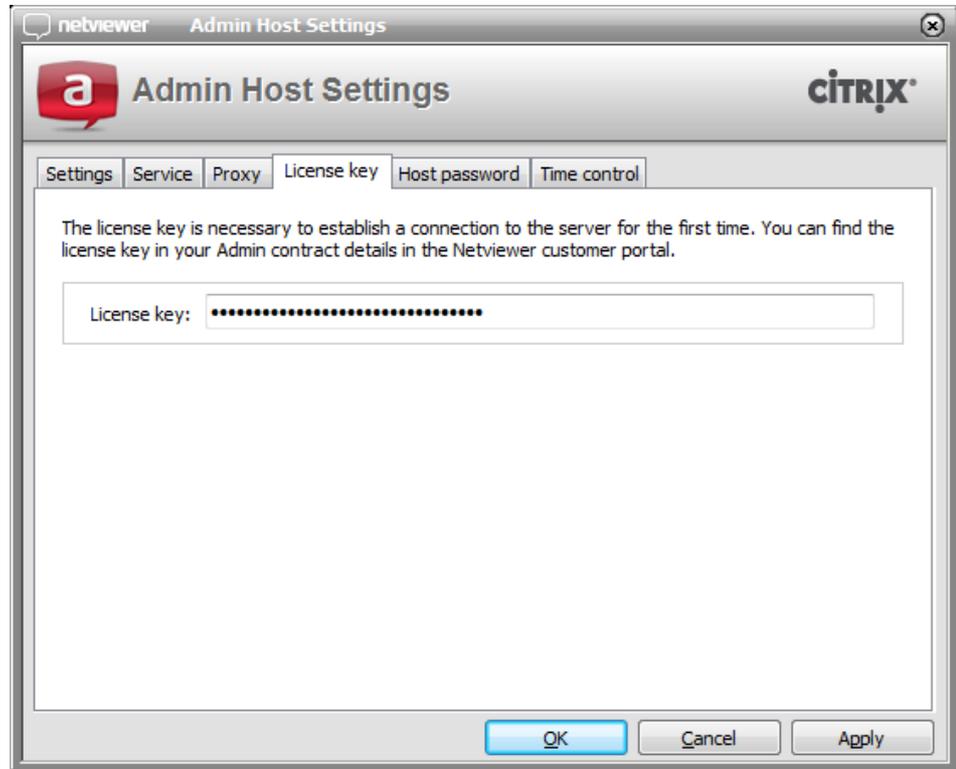
Proxy tab

In the *Proxy* tab, you can change the settings of the proxy server if this is required for Internet access. You can also enter the proxy server's access data if needed.



License key tab

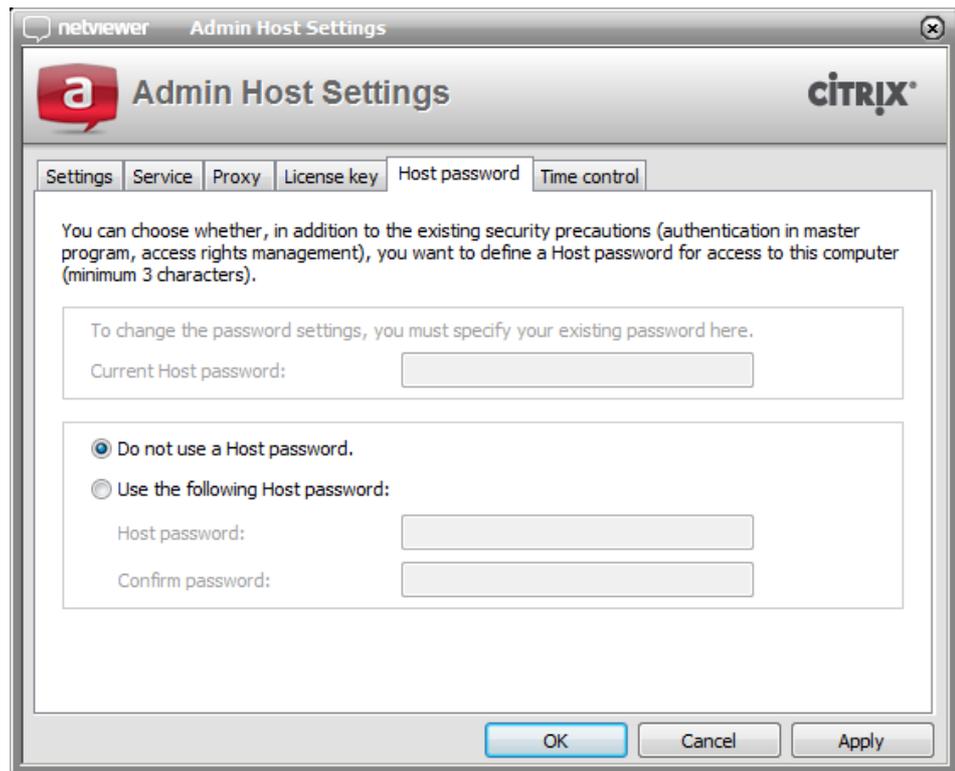
The *License key* tab enables changes to the license key used by the Host program in case you want to use a new license key.



Host password tab

The *Host password* tab lets you define a new optional Host password to replace the existing one for this Netviewer Admin Host.

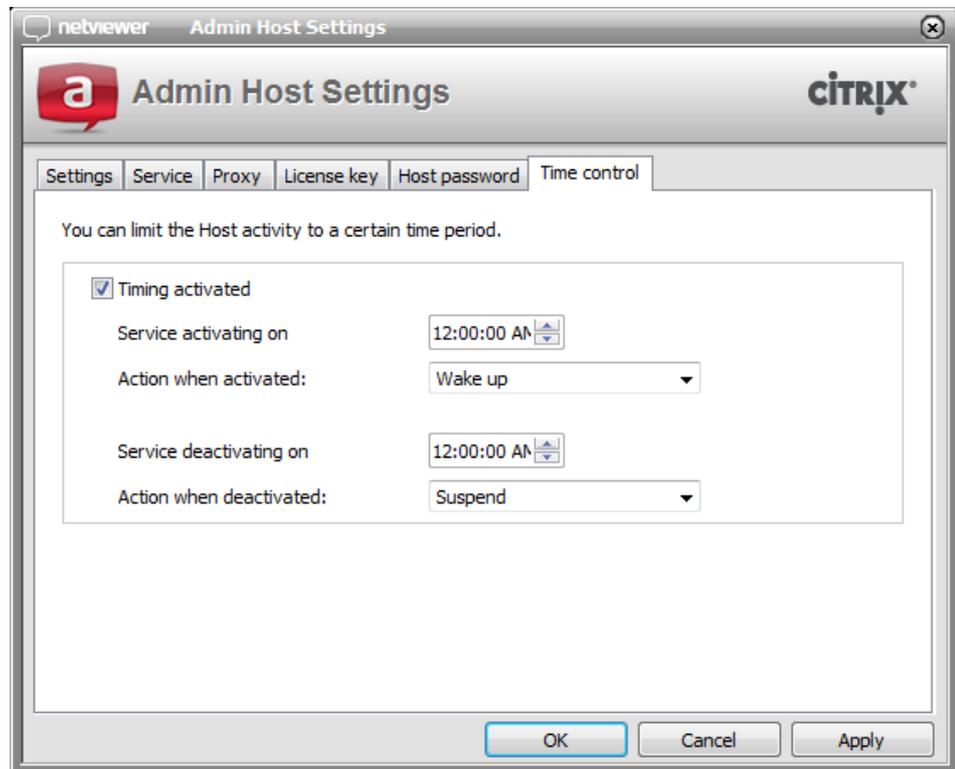
This changes the Host password. When establishing a connection to this Netviewer Admin Host the next time, this new Host password must be entered to be able to establish the connection.



The screenshot shows the 'Admin Host Settings' dialog box with the 'Host password' tab selected. The dialog has a title bar with 'netviewer Admin Host Settings' and a close button. The main area contains a tabbed interface with 'Settings', 'Service', 'Proxy', 'License key', 'Host password', and 'Time control'. The 'Host password' tab is active, displaying the following text: 'You can choose whether, in addition to the existing security precautions (authentication in master program, access rights management), you want to define a Host password for access to this computer (minimum 3 characters).' Below this is a text box for 'Current Host password:'. There are two radio button options: 'Do not use a Host password.' (which is selected) and 'Use the following Host password:'. The second option includes two text boxes for 'Host password:' and 'Confirm password:'. At the bottom right, there are 'OK', 'Cancel', and 'Apply' buttons.

Time control tab

The *Time control* tab enables you to deactivate and reactivate the Netviewer Admin Host according to time.



Note that the *Terminate service* option will stop the Netviewer Admin Host service and a time-controlled reactivation will not be possible.

Uninstalling the Host program

Go through the start menu to open the Windows Control Panel and double-click *Add/Remove Programs*.

1. In the *Add/Remove Programs* dialog, select the entry *Netviewer Admin* and click *Remove*.
2. Confirm the query that follows.
3. If processes are still being executed, you will be asked if you wish to terminate them. If you click *End* the processes will be terminated and Uninstall will continue. If you click *Continue*, Uninstall will continue without terminating the processes.
4. If files such as log or protocol files are still located in the installation directory, you will be asked if these should be deleted. If you click *Delete*, the files will be deleted and Uninstall will continue. If you click *Continue*, Uninstall will continue without deleting the files.

Uninstall is then complete.



Uninstalling the Host program requires admin rights on the Host computer.
The names of the commands may vary depending on the operating system.

Establishing a session with Netviewer

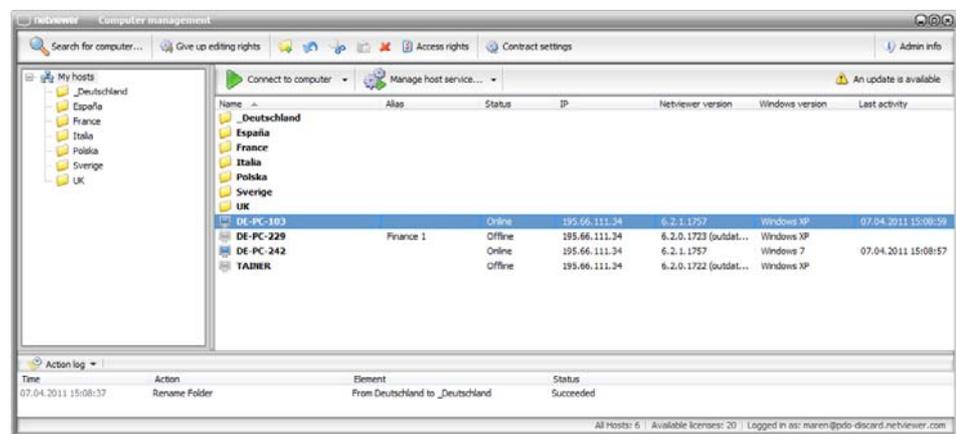
Start the Master program from the MyNetviewer Customer Portal:

1. Log in at <https://my.netviewer.com>.
2. Click *Start Admin* in the menu bar on the left side of your screen.

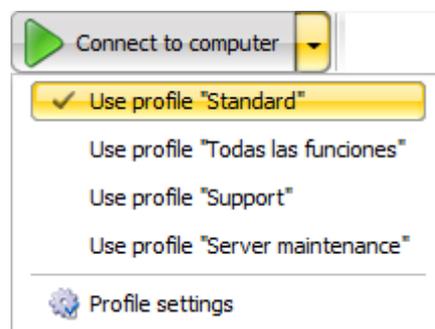


The most current version of Netviewer Admin is always stored here.

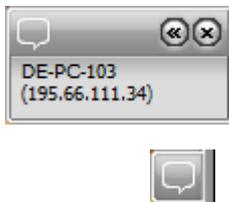
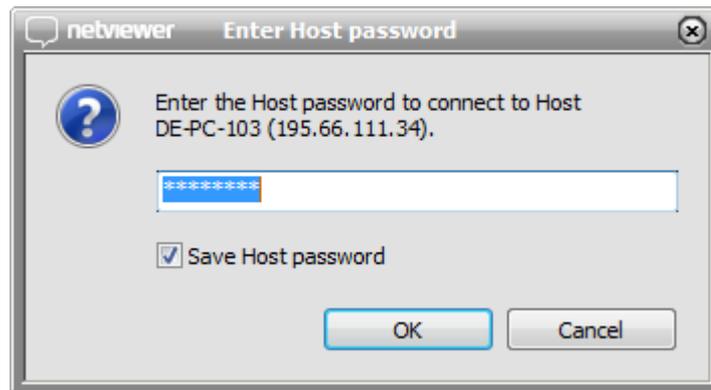
3. The Computer Management opens. From here, you can access the administrative tools for the computers/servers.
 - The Computer Management shows all of the Host computers associated with your contract/your user (for additional information on Computer Management and User Administration, refer to pages 19 and 58).



4. In the list, select an active Host PC which you wish to connect to.
5. Click the *Connect to computer* button to establish a Netviewer Admin connection.
 - If you have access to several different profiles for starting a session, you can select the desired profile in the drop-down menu of the button. (Profiles are defined in the profile administration area of the MyNetviewer Customer Portal, see p. 71)



6. Optional: Enter the Host password for the Netviewer Admin Host in the *Enter Host password* dialog. Confirm with *OK* to connect to the Host computer.



7. After you enter the optional Host password, the connection to the Host is established.
8. The Mini-panel then appears at the right of the screen. It displays the name of the Host computer with which you are establishing a connection.
9. As soon as the connection exists between Host and Master, you will see the contents of the Host computer's screen in the grey-bordered Netviewer window. The clip for extending the Netviewer Control Panel appears at the right edge of the screen.

Alternatively:

Download the Master program (Netviewer_Admin.exe) from the MyNetviewer Customer Portal and save it to a dedicated folder (e.g. C:\Program Files\Netviewer) on the computer from which the Host computer is going to be remotely controlled. A quick and easy way to start Netviewer is with a shortcut that you can place on your desktop. The Master is now ready for use.

1. Start the Netviewer Admin Master program by double-clicking the icon on your computer (Netviewer_Admin.exe). No installation or configuration is necessary.
2. Enter your login data to authenticate yourself in the Login dialog (e-mail address and password).



netviewer admin
by CITRIX

Login

E-mail address:
mike@company.com

Password:

Save login data

OK

Exit



In the login dialog, select the option *Save login data* to save the e-mail address and password locally on your computer. The next time you start Netviewer, your e-mail address and password will be entered on the login form and you only have to confirm by clicking *OK*. If you use this option, you must be certain that no unauthorized persons will have access to your computer and therefore to Netviewer.

3. The Computer Management opens after you log in. Proceed as described starting with 4 on page 15.

Screen view of the Host computer

Once the connection is established, you see the screen of the selected Host.

Depending on the system states of the Host, the following views may be displayed:

- A user is currently logged on to the Host: The view in the Netviewer window is black. The current user of the Host computer must explicitly grant you access. To do this, the user at the Host computer must click *Yes* in the dialog window. Only then will the screen be transferred.
- The Host computer is locked: You can see the entire screen, but you have to revoke the lock first. This is done by entering the Windows login data of the user who locked the PC, or by using a local Administrator login.
- The Host computer is logged off: You see the local Windows login dialog. Please login here using the account of a local user or Administrator. The user is then logged in to the Host and the Netviewer Admin Host service carries out a new initialization.

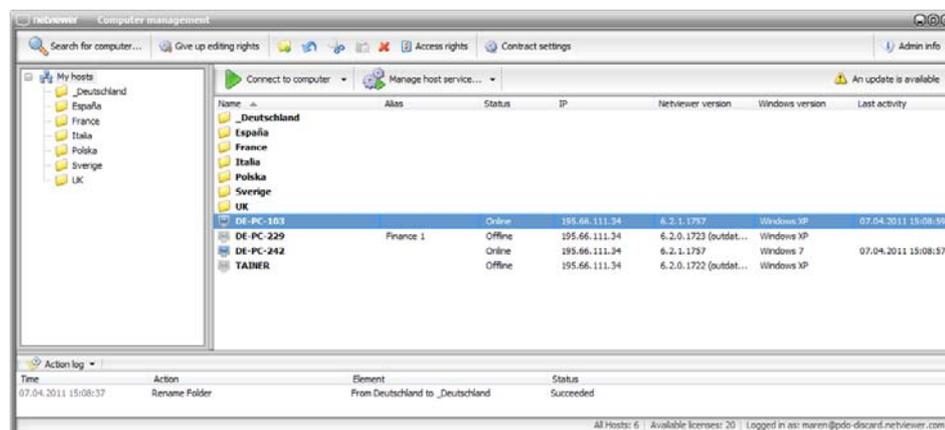


On the Host computer, the Mini-panel appears on the right edge of the screen; the user at the Host computer can use it to open the Control Panel.

You now have full remote control rights over the Host computer and can operate it just as if you were sitting right in front of it.

Computer Management

The Netviewer Admin Master Computer Management tool lists all Netviewer Admin Host systems that the Master is permitted to access. In addition, it also displays each Host's current status and other related information.



Computer Management offers you the following functions:

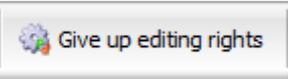
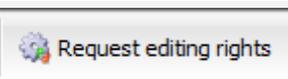
Function	Description
Search for computer...	Allows you to search for Hosts using the Name/Alias, IP address, status, etc. via a search mask.
Editing rights	The editing rights allow you to group Host PCs logically into folders (e.g. according to location, division, or use), control the Host service and manage access rights.
Access rights management	In the Access rights management, you can define which users have access to which Hosts.
Contract settings	Link to the My contracts area in the MyNetviewer Customer Portal, where you can grant licenses to and revoke them from users or acquire additional licenses.
Connect to computer	Establishes a connection to the selected Host computer.
Profile settings	Link to the profile administration area of the contract in the MyNetviewer Customer Portal.
Manage host service...	This changes the operating state and the connection options of the Host service.

Editing rights

The Admin Master requires editing rights to be able to make changes in the Computer Management. In addition, he or she must have the role "Host Admin".

Editing rights are automatically assigned to the first authorized Netviewer Admin Master that logs in. This Master retains the rights until these are explicitly given up to another user. Only then can the other logged in Netviewer Admin Master use these editing rights.

The editing rights icon reflects the current status and is also used to request and give up editing rights.

	<p>The Netviewer Admin Master has editing rights.</p> <ul style="list-style-type: none"> •Clicking the icon gives up the editing rights.
	<p>The Netviewer Admin Master currently has no editing rights.</p> <ul style="list-style-type: none"> •Clicking the icon requests the editing rights, which are assigned if possible.

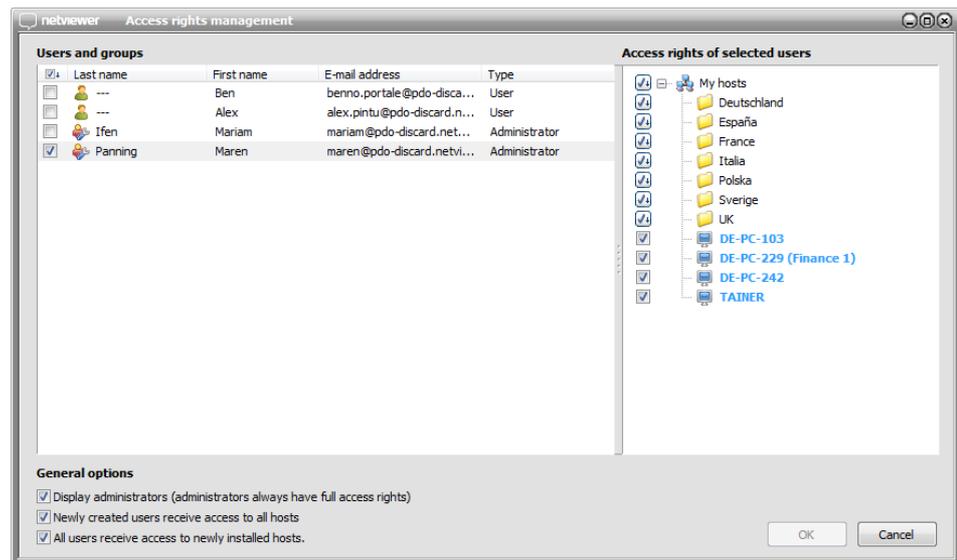
Editing options

	<p>Create new folders or subfolders and name them as you please.</p>
 	<p>Move Netviewer Admin Host symbols or folders by drag&drop or use the cut and paste buttons.</p>
	<p>Delete marked Hosts or folders as necessary.</p>

Access rights management

The user requires editing rights to be able to make changes in the Computer Management. He or she must have the role "Host Admin".

In Access rights management, you grant the users access rights to one or more Hosts.



The users of the contract are visible in the left-hand area of the dialog.

- Using the checkboxes, select the user(s) you want to edit. To select more than one user, hold down the Ctrl key while making the selection using the mouse. To select all users, enable the checkbox in the column title.



You can edit your own user and users with the role of Host User. All other users with the role of Host Admin can be edited only by the respective users themselves.

The right area of the dialog displays the Hosts that belong to the contract in the tree structure.

- In the tree structure, you can select both individual Hosts and folders.

In front of each folder, there is a checkbox for selecting all Hosts in the respective folder. This selection also affects the Hosts in any subfolders.

Status of the checkboxes

<input checked="" type="checkbox"/>	The users selected in the left-hand area have access to this Host.
<input type="checkbox"/>	The users selected in the left-hand area do not have access to this Host.
<input checked="" type="checkbox"/>	Multiple users are selected in the left-hand area. However, not all of the selected users have access to this Host.

General options

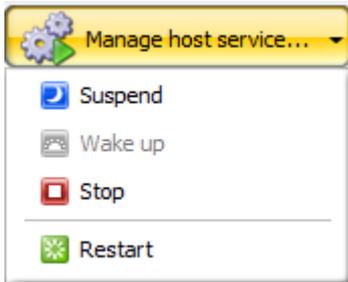
- If the checkbox for *Newly created users receive access to all hosts* is enabled, users who have been newly created in the portal receive automatic access to all Hosts.
- If the checkbox for *All users receive access to newly installed hosts* is enabled, users who have been newly created in the portal receive automatic access to newly installed Hosts.

Takeover of access rights for changes in the tree structure

If a Host or folder is moved within the tree structure using the Computer Management, no access rights are taken over from the higher-level folder. The original rights to the moved Host(s) remain intact and unchanged.



New Netviewer Admin Host systems are created automatically under *My Hosts*. If the number of Hosts installed exceeds the available licenses, the excess Hosts are listed under *Unlicensed Hosts*. This folder also cannot be altered.



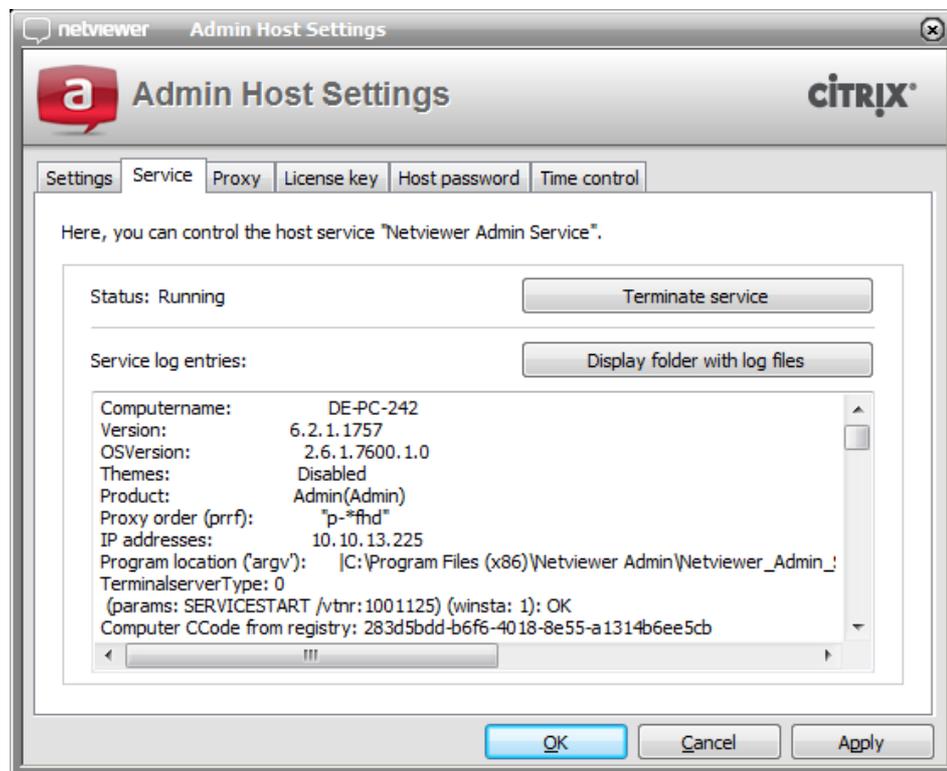
Operating state and connection options

Clicking the *Manage host service...* button displays the associated context menu.

The context menu can be used to change the operating state of the selected Netviewer Admin Host service:

Suspend	A service that was previously online is suspended. This state reduces the data volume by lowering the ping frequency.
Wake up	You can use this function to wake up a Host from the suspended state and bring it back online.
Stop	The Host service is deactivated. In this state, the Netviewer Admin Host is running but there is no communication to/from Netviewer servers. A connection cannot be established by a Netviewer Admin Master. The Host can then no longer be reached from the Computer Management and can be restarted by manual or time-controlled activation on the local computer only.
Restart	This function restarts an active or suspended Host service (only the service, not the computer).

The *Admin Host Settings* dialog in the *Service* tab also provides an option for terminating the Host service.



Terminate service	This terminates the Netviewer Admin Host service. The Host program stops running. Time-controlled reactivation is no longer possible. The Host can no longer be reached from the Computer Management and can be restarted on the local computer only.
--------------------------	---

Terminal server support

Netviewer Admin supports Windows terminal servers which—even outside of a network— provides you with the following options:

- Enter an RDP session as initiated by another computer.
- Use Netviewer Admin to start an RDP session and establish a Netviewer Admin connection.
- Use the RDP session and Netviewer Admin to view the console.

Extended Computer Management for terminal servers

If a Host program belonging to your license is installed on a terminal server, then this server appears in the usual manner in the Computer Management. A new terminal server that is detected is placed in the *My Hosts* folder.

To be able to make use of the additional functions, the Computer Management provides an extended view for terminal servers.



- Highlight a terminal server in the Computer Management. In the lower portion of the Computer Management, a list of RDP sessions that are running on the terminal server is displayed.



The session on the console (top RDP session) can be disconnected, but it cannot be logged-off or removed from the list.

The screenshot shows the Netviewer Computer Management window. The left pane displays a tree view of 'My hosts' with folders for various countries: Deutschland, España, France, Italia, Polska, Sverige, and UK. The main pane shows a table of hosts with columns: Name, Alias, Status, IP, Netviewer version, Windows version, and Last activity. The table contains the following data:

Name	Alias	Status	IP	Netviewer version	Windows version	Last activity
DE-PC-103		Online	195.66.111.34	6.2.1.1757	Windows XP	07.04.2011 15:00:59
DE-PC-229	Finance 1	Offline	195.66.111.34	6.2.0.1723 (outdat...	Windows XP	
DE-PC-242		Online	195.66.111.34	6.2.1.1757	Windows 7	07.04.2011 15:08:57
TAINER		Offline	195.66.111.34	6.2.0.1722 (outdat...	Windows XP	

At the bottom, an 'Action log' table shows the following entry:

Time	Action	Element	Status
07.04.2011 15:08:37	Rename Folder	From Deutschland to _deutschland	Succeeded

Footer text: All Hosts: 6 | Available licenses: 20 | Logged in as: maeren@pdx-discard.netviewer.com

RDP session list

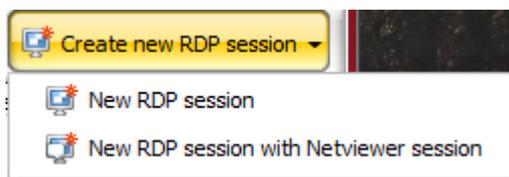
The service on the terminal server console delivers the session information in the list directly to Netviewer Admin.

RDP session	Description of the RDP session
RDP status	RDP session status (active, disconnected)
NV status	Status of the Netviewer Admin connection (ready, started)
User name	Windows user name of the user who initiated the RDP session. This is stored to enable a renewed login to the terminal server after a session is disconnected. Default value in a console session.
Domain	Windows domain name of the user who initiated the RDP session. This is stored to enable a renewed login to the terminal server after a session is disconnected. Default value in a console session.
RDP client name	Name of the computer that requested the RDP session. If the RDP session was established using Netviewer, the name of the terminal server running the RDP session appears in brackets.
RDP sessionID	ID of the RDP session
RDP message	Messages from the terminal server

Managing RDP sessions

Creating and starting a new RDP session (without Netviewer Admin connection)

- To create a new RDP session, select the corresponding terminal server and, in the dropdown menu for *Create new RDP session*, select the entry *New RDP session*.
- The list displays a new line for the requested session. Once the session is established, the *RDP status* changes to *Active*.



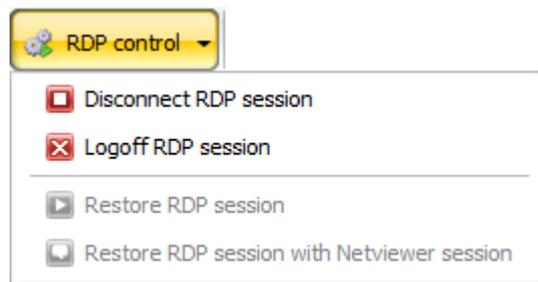
Creating and starting RDP session and Admin connection together

- Select the corresponding terminal server and, in the dropdown menu for *Create new RDP session*, select the entry *New RDP session with Netviewer session*.
- A new RDP session is started and, once activated, a Netviewer Admin connection to the session is established.

If you terminate the Admin connection, then the RDP session is terminated as well.

Managing running RDP sessions

Running RDP sessions, whether they were started by Netviewer Admin, from within the network by an RDP client, or by a web client, can be disconnected or logged off with the Computer Management (not possible during console sessions).



Disconnect RDP session

- Select the running RDP session and, in the dropdown menu for *RDP control*, select the entry *Disconnect RDP session*.

The RDP session then changes its status to *Disconnected*, i.e. it is not logged off (terminated), but merely disconnected.

Because Netviewer Admin stores the login data, the session can be reactivated at any time with *Restore RDP session*. A requirement for this is that the terminal server is still available.

Logoff RDP session

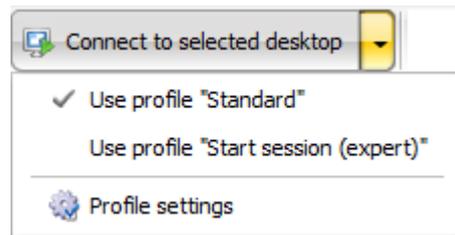
- Select the running RDP session and, in the dropdown menu for *RDP control*, select the entry *Logoff RDP session*.

The RDP session is logged off now and removed from the list.

Starting a Netviewer Admin connection on a running RDP session

You can use a Netviewer Admin connection to access to any running RDP session, whether it was started by yourself or someone else. It is also possible to start the Netviewer Admin connection at the same time as a new RDP session (see page 27).

- Select the running RPD session and select *Connect to selected desktop*.



- The Master now establishes a Netviewer Admin connection to this RDP session. As soon as the Netviewer Admin connection has been established, the *NV status* switches to *Started* and the Netviewer window is displayed showing the terminal server screen.



If you disconnect the Netviewer Admin connection, an RDP session that was started from a different system will continue to run. RDP sessions that you started yourself will be logged off.

Functions for the Master

Control Panel

Both session partners have access to the extendable Control Panel with the Clip or Mini-panel. It provides access to a variety of functions, like file transfer and speech or video transmission; the Control panel is divided into "trays".

The Master's Control Panel offers additional administrative functions for completing the session which the participant on the Host computer cannot access.

Extending and retracting the Control panel



- Click on the Clip or the Mini-panel in order to extend or close the Control Panel.



Click on the [Windows key] + [N] key combination to open or retract the Control Panel on your local computer.



Even when the Control Panel is closed, the Clip (small grey handle at edge of screen in Watch mode) or Mini-panel (in Show mode) will inform you that the session is currently active.

You can concentrate completely on the application that you are currently editing yet still have ready access to the Control Panel.



The Control Panel often covers the buttons for minimizing, reducing, and closing a window below it. However, if you move your mouse to the upper right corner, the Control panel will slide down so you can access these buttons.

Moving the Control Panel

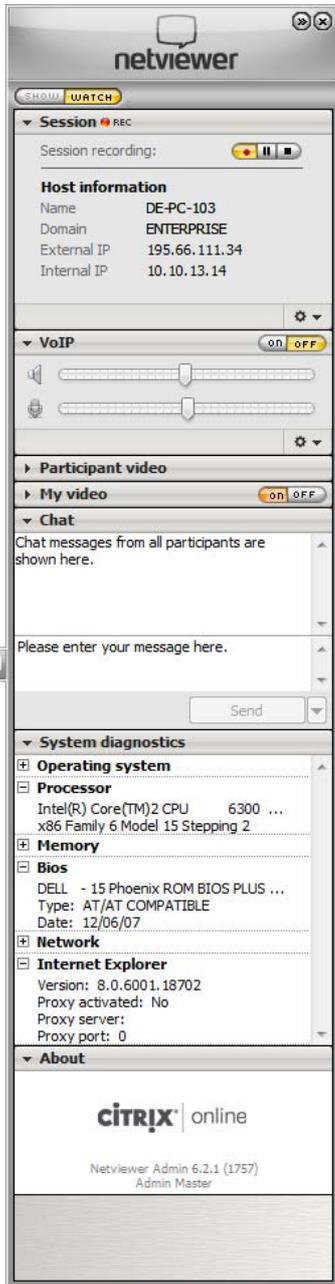
You can move the Control Panel to the right or left edge of your screen.

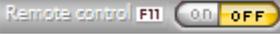
1. Right-click on the Netviewer icon in the system tray or the Mini-panel to open the context menu.
2. Select *Panel from left* or *Panel from right*.

Panel from left	
Panel from right	
Open	Win+N
Close	
Exit	Alt+F4

Functions for the Master

The following functions are available in the upper area of the Control Panel.



	Extend and retract the Control Panel.
	Switch to Show mode or Watch mode. The current direction of viewing is shown in yellow.
	Activate or deactivate remote control for the session partner (in Show mode). The current status is shown in yellow. Security key ([F11], depending on your configuration) enables you to immediately deactivate remote control.

Control Panel trays

The following overview shows all trays available for the Control Panel. The trays that are actually available to you depend on the profile being used and the session settings.

- To open or close a tray, click on its title bar.

Session	Access the session data and session settings, see that the session is recorded and control the session recording.
Application selection (active on Host side only)	While in Show mode, define which applications and screen elements the session partner will see.
My monitor (on Host side only)	Check how the screen is transferred to the session partner. Use the context menu (right-click) to set the color depth and thus the speed and quality of the transfer.
VoIP	Activate and adjust voice transfer via Voice over IP.
Participant video	View the session partner's video.
My video	View your own video and activate transmission to the session partner.
Chat	Communicate with your session partner by exchanging text messages.
System diagnostics (on Master side only)	Retrieve technical information about the participant's system, such as operating system, hardware, Internet connection.
About	Provides information about the Netviewer variation being used, the version, and contract number and provides a link to online help.

Floating windows

Control Panel trays can be easily dragged away from the Control Panel and dropped anywhere on the screen. You can use this feature to organize the Netviewer interface according to your requirements.

- Click and hold the title bar of any tray. While keeping the mouse button depressed, drag the tray to the desired position on your screen.



The trays *Application selection*, *File transfer*, *Video* and *Chat* are scalable when they are located outside the Control Panel.

You can extend or retract a tray by double-clicking its title bar.

- Click on the X at the upper right corner of the tray in order to move it back to the Control Panel.
- If several trays are floating on the screen and you would like to bring them all back to the Control Panel, right-click the Mini-panel's upper bar and select *All trays back into the Control Panel*.

Session tray

The Session tray in the Control Panel offers the Master the following information and functions:

- Control of session recording
- Name of the Host computer
- Domain of the Host computer
- External IP address of the Host computer
- Internal IP address of the Host computer



Recording function

The recording function makes it possible to retrace Netviewer sessions. Everything from the session, including video and voice data (when using VoIP), is kept in the recording.

File formats for session recording

.nvl	Netviewer's proprietary file format. .nvl files can be neither edited nor changed, which makes the recording suitable for auditing purposes. To play .nvl files you must use Netviewer NetPlayer, which contains the common functions of a media player.
-------------	--

Starting session recording

You can control the recording using the following buttons in the *Session* tray.

	Starts session recording.
	Pauses session recording.
	Stops session recording.

Buttons in yellow indicate the current status of the recording:

	Session recording is in progress.
	Session recording is paused.
	Session recording is stopped.

Pausing session recording

- Click the Pause session recording button. You can start session recording  again at any time or stop it completely.

Stopping and saving session recording

- Click the Stop session recording button. 
- As soon as you end session recording, a *Save as...* dialog will open that allows you to specify where the recording will be saved.



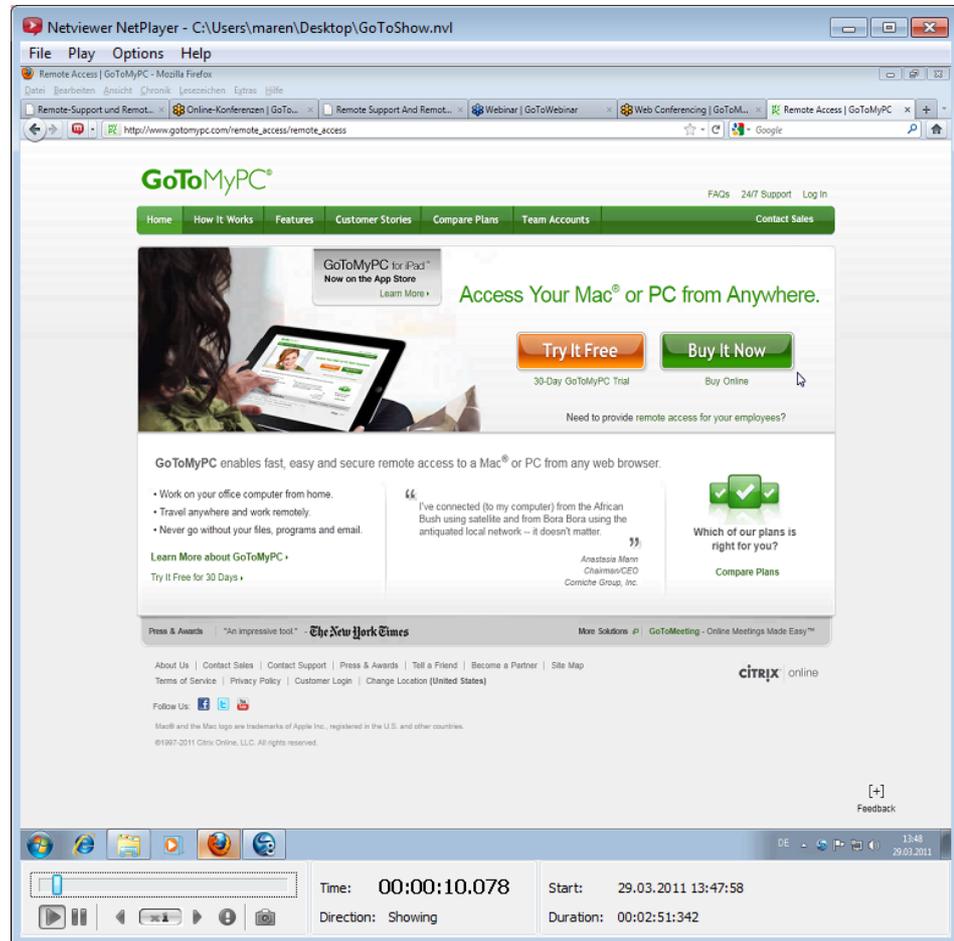
If you do not specify a save location, the file will be saved by default in the same folder where the .exe Netviewer program is located.

Please inform your Netviewer contact if you would like to specify in the *Save as...* dialog a particular location for your .nvl files as the default value for your Netviewer application.

In the profile administration area of the MyNetviewer Customer Portal, you have the ability to deactivate session recording for certain users (see page 71).

Netviewer NetPlayer

Use Netviewer NetPlayer to open an .nvl file.



Here you have access to the following functions:

	Play the session recording.
	Pause the playback.
	Increase (up to 16 times normal speed) or decrease (down to 1/16 the original speed) playback speed of the session recording.
	Copy the current recording image to the Windows clipboard.

Converting an .nvl file into .asf format

Using Netviewer NetPlayer, you can later convert the .nvl file to an .asf file.

1. From the *File* menu, select the command *Export...*
2. In the *Export* dialog, you can specify the file name and the save location and whether the video, VoIP, and chat data should be exported as well.
3. Click *Export* to start conversion of the .nvl file. The .asf file will be created at the location you selected.



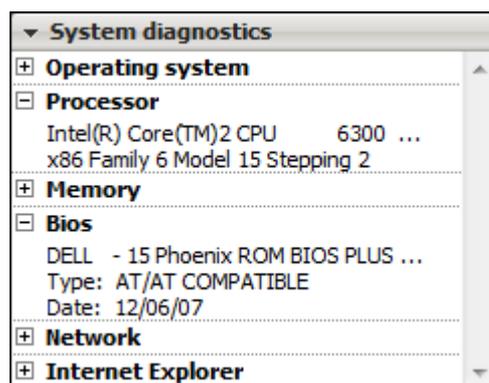
You can obtain Netviewer NetPlayer in the MyNetviewer Customer Portal (<https://my.netviewer.com>).

1. Log in to the portal.
2. In the right column, click *Downloads*.
3. Download the Netviewer NetPlayer.

The System diagnostics tray

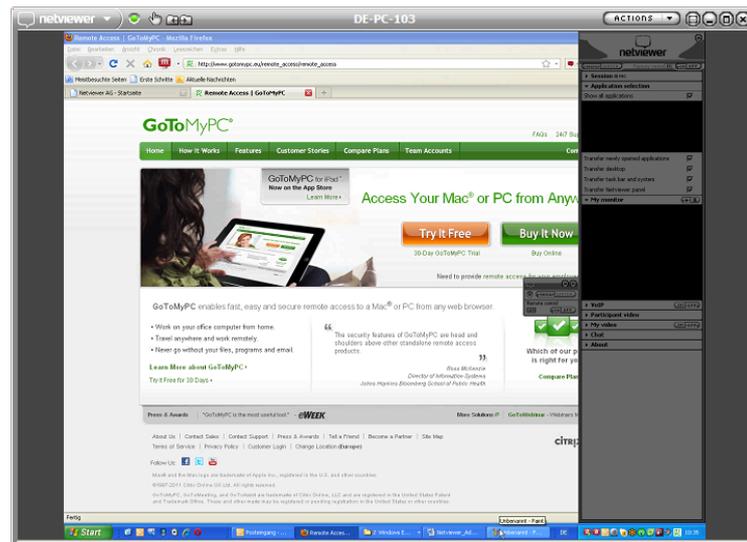
The System diagnostics tray is a quick and easy way to gain access to the Host computer's system information.

Clicking the title bar of the System diagnostics tray opens it, and you see the available information (such as operating system, memory, and Internet connection).



The Netviewer window

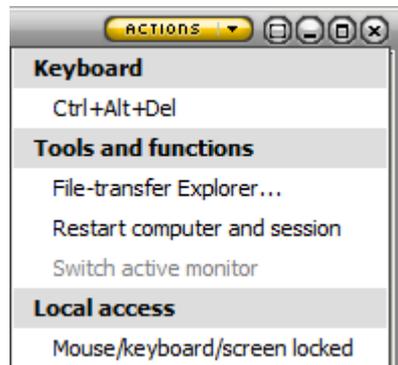
The Netviewer menu, Quality corner, the Host computer's name, and various icons are located in the upper left of the Netviewer window title bar. The Actions menu provides access to still more functions.



Symbols in the Netviewer window

	Check screen transfer progress (see page 41)
	Remote control is active.
	File transfer is active.
	Keyboard and mouse on the Host computer are locked.
	The monitor on the Host computer is blocked.
	Switch to full-screen mode.

Actions menu



The Actions menu enables control commands/keyboard commands to be sent to the Netviewer Admin Host and functions to be called up.

Keyboard

Clicking the appropriate key combination in the menu will activate the corresponding command on the Host computer.

Tools and functions

- The file transfer explorer is opened. Refer to page 42 for additional information.
- The Host computer is restarted and the session re-established.
- If multiple monitors are used, the screen transfer of another monitor can be activated.

Local access

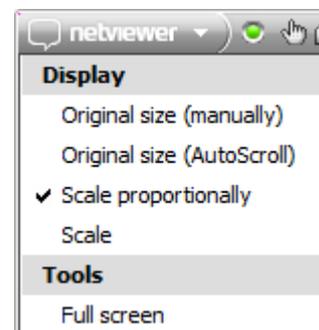
This option enables locking of the input (mouse and keyboard) and monitor on the Host computer. Enabling this option also displays a wait screen on the Netviewer Admin Host's local monitor.

Netviewer menu

Here you have access to settings that control how the Netviewer window is presented.

You can adjust how the transferred screen appears inside the Netviewer window with the following functions:

- Original size
- Scale proportionally
- Scale
- Full screen



Original size

The *Original size* function is used when the transferred screen is shown in 1:1 scale. This maximizes the Netviewer window. In this case, the screen may need more room than the Netviewer window provides. To scroll within the Netviewer window, move the mouse along the window frame in the direction of the items you wish to view. The contents of the window will shift according to the movement of the mouse. The closer you move the mouse to the edge, the faster the contents will move.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Original size* option. The presence of a check in front of the option will tell you that the function is activated.

Scale proportionally

If the *Scale proportionally* function is active, the aspect ratio of the transferred screen will be retained when shown in the Netviewer window.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Scale proportionally* option. A check in front of the option indicates that the function is activated.

If the transferred screen does not fully cover the Netviewer window in full-screen mode, you will see gray areas at the top and bottom or at the left and right.

Scale

When the Scale function is activated, the screen contents from the session partner's screen in Show mode will be adapted to the Netviewer window without retaining the aspect ratio. As a result, the screen contents and Netviewer window may be stretched or distorted so the contents completely fill the Netviewer window.

1. Open the Netviewer menu at the top left of the Netviewer window.
2. Select the *Scale* option. The presence of a check in front of the option will tell you that the function is activated.



For a 1:1 view of the screen, select the *Original size* function from the menu.

Full screen

Netviewer will fill your entire screen with the transferred screen. This lets you view the remote computer as if it were your own (assuming equal screen resolution).



- To activate full-screen mode, click the Full-screen mode button in the frame of the Netviewer window.

Full-screen bar (flap)

In full-screen mode you can control the most important session functions through the full-screen bar.



After a few seconds, the full-screen bar folds in and is no longer visible. To fold it open move your mouse to the center/top edge of the screen.



	Check screen transfer progress (see page 41).
	You currently have remote-control rights.
	You currently have the right to transfer files with drag-and-drop (see page 45).
	Activate or deactivate pinning of the full-screen mode bar. If the bar is pinned, it remains in the foreground.
	Extend and retract the Control Panel.
	Minimize the Netviewer window so it is visible only in the taskbar.
	Reduce the Netviewer window (switch back to normal window view).
	Exit the Netviewer session.

Quality corner



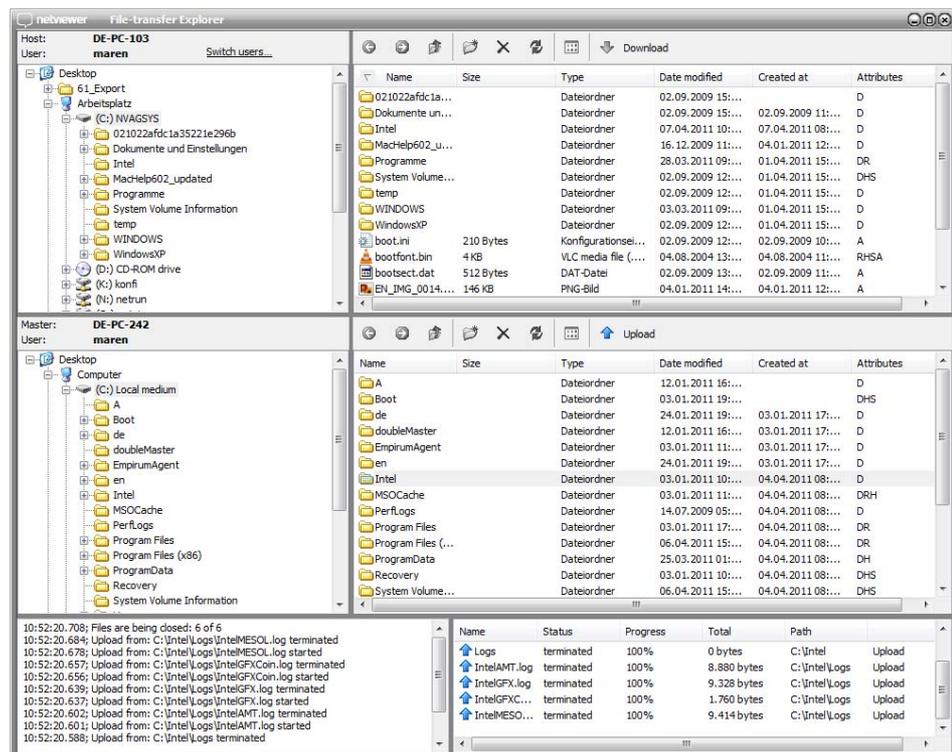
Quality corner displays the progress of screen transmission.

Green (filled)	Screen transmission complete and in highest possible quality.
White stripes	Screen transmission with reduced color depth/quality.
Gray	Screen transmission incomplete.

File-transfer Explorer

File-transfer Explorer helps you exchange files between Host and Master. Using an interface similar to Windows Explorer, you can easily distribute files to Host computers, update program directories, and perform other tasks.

- To open File-transfer Explorer, select *File-transfer Explorer...* in the *Actions* menu.



The window is divided into three areas:

- The upper area shows the Host computer's File Explorer.
- The center area shows the Master computer's File Explorer.
- The lower area shows protocol and status information.

File Explorer on the Host and Master provide the same basic functions that you know from Windows Explorer.

	Go back to the previously opened directory.
	Go forward once again to the next directory.
	Go to the directory at the next-highest level.
	Create a new directory in the currently opened directory.
	Delete the currently selected item (file or directory).
	Refresh the view.
	Switch between various ways of viewing the items contained in the directory (with or without details, as a list, as icons).
	Transfer selected item(s) from the Host computer to the currently opened directory on the Master computer.
	Transfer selected item(s) from the Master computer to the currently opened directory on the Host computer.

Transferring files to the Host

1. In the center area of the File-transfer Explorer, open the directory on the Master computer that contains the files you wish to transfer.
2. Select the files.
3. Click *Upload*.

Transferring files from Host to Master

1. In the upper area of File-transfer Explorer, open the directory on the Host computer that contains the files you wish to transfer.
2. Select the files.
3. Click *Download*.

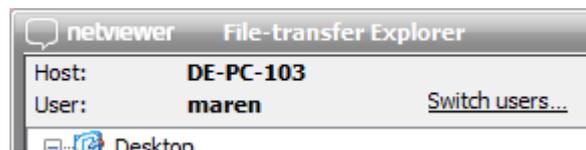
Switching Windows users

While working on the Master computer it is possible to change Windows users on the Host computer in order to receive additional rights (such as administrator rights) on the Host computer.



The additional rights will take effect only in File-transfer Explorer. The user's rights will not be changed on the Host computer itself.

1. Click *Switch users...* at the top left.



2. In the *File-transfer user rights* dialog, select *Another user*, enter the corresponding login data and confirm.



- To change the rights back to their original state, select the option *The user who is currently logged on* in the *File-transfer user rights* dialog.

Transfer files by dragging and dropping

With activated remote control, you can drag and drop files out of and into the Netviewer window.

Arrange your screen in a way that facilitates access to the file administration systems (such as the desktop, Windows Explorer, or the working area) on both your screen and the transferred screen.



Transferring files from the Host to your own computer

- Select the desired file in the Netviewer window, hold the mouse button depressed, and drag the file from the Netviewer window and into your file administration system or desktop.

Transferring a file from your own computer to the Host

- Select the desired file in your file administration system or on your desktop, keep the mouse button pressed down, and drag the file into the Netviewer window. Allow the file to drop into the Host's file administration system or desktop.

Shortcuts

Transferring keyboard shortcuts (key combinations such as [Ctrl] + [A]) is generally possible when remote control is activated.

The following keyboard shortcuts can be used unchanged:	
Shortcut	Description
[Ctrl] + [C]	Copy
[Ctrl] + [X]	Cut
[Ctrl] + [V]	Paste
[Ctrl] + [A]	Select all
[Ctrl] + [S]	Save
[Ctrl] + [N]	Open new window
[Ctrl] + [O]	Open
[Ctrl] + [P]	Print
[Ctrl] + [Z]	Undo
[Ctrl] + [Tab]	Switch between Windows in a program (counterclockwise with shift)
[Ctrl] + [F4]	Close current subprogram
[Ctrl] + [Pos1]	Move to beginning of a document
[Ctrl] + [End]	Move to end of a document
[Ctrl] + [Insert]	Copy
[Alt] + underlined letter in menu name	Retrieve menu item
[Alt] + [space bar]	System menu of the active window
[Alt] + [space bar] + [X]	Maximize window
[Alt] + [space bar] + [N]	Minimize window
[Alt] + [space bar] + [W]	Restore window
[Alt] + [-]	System menu of the current sub window
[Alt] + [Down arrow]	Open selection menu
[Alt] + [space bar]	Screenshot of active window
[Shift] + [Insert]	Paste
[Shift] + [Tab]	Backwards through options
[Shift] + [F10]	Open context menu
[Shift] + [Delete]	Delete permanently
[Print]	Screenshot of entire screen
[F1] + [Shift]	Display direct help

Some shortcuts do not act on the Host computer, but instead locally on the Master computer. For this reason, Netviewer supports the following modified shortcuts:

Windows shortcut	Netviewer shortcut	Description
[Windows key] + [E]	[Ctrl]+[Alt]+[E]	Windows Explorer
[Windows key] + [R]	[Ctrl]+[Alt]+[R]	Run
[Windows key] + [D]	[Ctrl]+[Alt]+[D]	Show desktop
[Windows key] + [F]	[Ctrl]+[Alt]+[F]	Search for file
[Windows key] + [M]	[Ctrl]+[Alt]+[M]	Minimize all windows
[Windows key] + [Pause]	[Ctrl]+[Alt]+[Pause]	System properties
[Windows key] + [Tab]	[Ctrl]+[Alt]+[Tab]	Change task
[Windows key] + [F1]	[Ctrl]+[Alt]+[F1]	Windows Help
[Windows key] = [Ctrl] + [Esc]	[Ctrl]+[Shift]+[W]	Display start menu
[Ctrl]+[Alt]+[Delete]	[Ctrl]+[Alt]+[Insert]	Open task manager
[Alt] + [Esc]	[Ctrl]+[Alt]+[^]	Switch between running tasks (with [Shift] to the left)
[Alt] + [F4]	[Ctrl]+[Alt]+[F4]	Close application or exit Windows
[Alt] + [Tab], [Alt] + [Tab] + [Shift]	[Alt]+[^], [Alt]+[^]+[Shift]	Show and switch between running tasks (with additional [Shift] to the left)
---	[Ctrl]+[Alt]+[S]	Multi-monitor support
[Windows key] + [N]	---	Extend and retract Control Panel on local computer

Multi-monitor support

If several monitors are attached to the Host computer and you are in watch mode, you will always see the screen in which the Mini-panel is located.

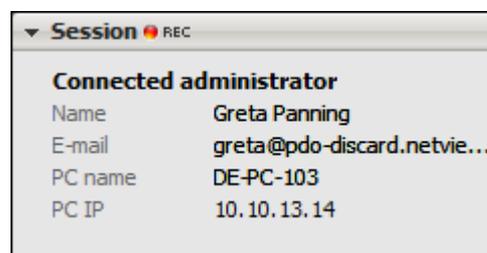
To switch to another screen, use the key combination [Ctrl] + [Alt] + [S]. This will switch the Mini-panel to the other screen so you can view it.

Functions for the Host

Session tray

The Session tray in the Control Panel offers the Master the following information and functions:

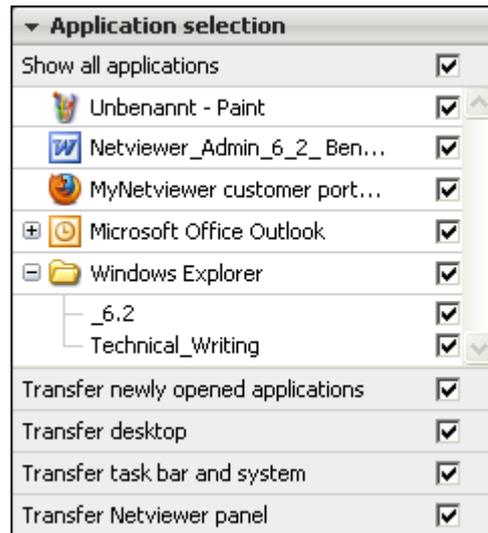
- Name of the connected Administrator
- E-mail address of the connected Administrator
- PC name of the Administrator computer
- PC IP address of the Administrator computer



Application selection

The user at the Host computer can use the *Application selection* tray to define which applications and elements on his or her screen are visible to the Master.

The upper section lists all currently open windows. In the lower section, you have access to general options.

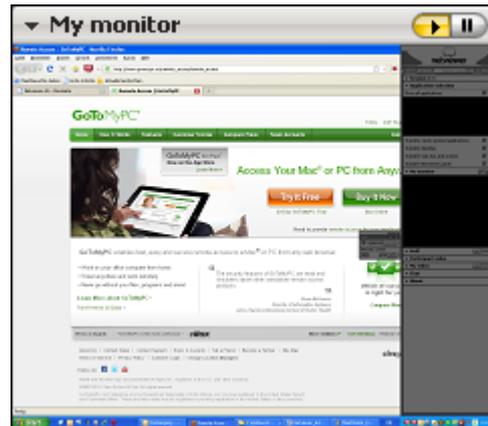


Option	What the session partner sees
Show all applications	All open windows
Transfer Netviewer panel	Non-operable, shaded-out Netviewer Control Panel on edge of screen May cover parts of the transferred screen, so not selected by default.
Transfer taskbar and system	Taskbar, start menu, and system dialogs
Transfer desktop	Desktop including shortcuts, background image, etc.
Transfer newly opened applications	All new windows as they are opened for as long as you are in Show mode.

My monitor tray

In the *My monitor* tray, the user on the Host computer can monitor and control how Netviewer displays the screen at the Master.

The Host User can press the pause button to interrupt transmission and transfer a still image to the Master.



Functions for the Host and Master

Speech transmission through Voice over IP

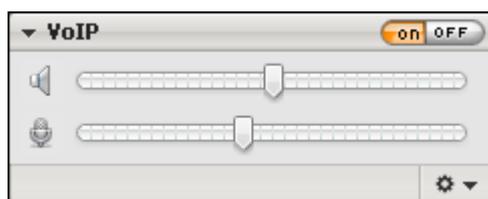
Netviewer provides an integrated VoIP function (Voice over IP) that makes it possible to establish a telephone connection over the Internet.

The benefits of using the VoIP function instead of a normal telephone:

- Reduce telephone charges.
- The convenience of talking through a headset.
- No special software required.
- The only requirement: Both session partners must have a headset.

Activating VoIP

1. In the *VoIP* tray, click *on* to transmit your microphone signal to your session partner.



2. Adjust the *Output*  and *Microphone* (recording)  sliders to control the recording and playback volume.

- or -

1. Click the arrow in the lower right of the *VoIP* tray. 
- The context menu will open.
2. Click *Multimedia settings*.
- The *Multimedia settings* dialog will open.
3. Use the two slide controls under *Audio* to adjust the volume and microphone levels.

Select playback device

1. Click the arrow in the lower right of the *VoIP* tray. 
2. Click *Playback device*.
3. Select the playback device (such as a headset) through which the incoming sound signals will be played back.

Selecting the recording device

1. Click the arrow in the lower right of the *VoIP* tray. 
2. Click *Recording device*.

3. Select the recording device whose signal you wish to transfer to the session partner.

Video transmission

The video function, whereby Netviewer transmits Webcam video to the session partner, makes online communication and collaboration even more personal. In the *Participant video* and *My video* trays, you can view your session partner's video and transmit your own video to him or her.



A properly installed and connected webcam is required for video transmission.

Of course, your video image will be transmitted only with your approval. Outside monitoring through the webcam is not possible.

Video transmission can take place in one direction or simultaneously in both directions:

- Both session partners have a webcam. When holding a conversation, they see each other in their *Participant video* tray.
- Only the Administrator has a webcam. This gives a support situation a more personal atmosphere.



You can choose between no image, a static image file, a video file, or a Webcam as the video source. The most recently used source will always be selected.

Transmitting your own video

1. To do so, open the *My video* tray and check in the *Video source* context menu to make sure the desired video source is selected. Transmission of video to the session partner is always initially deactivated.
2. Click *on*.
3. Check the transmitted video image and properly align the webcam if necessary.



Interrupt transmission and transmit a static image

- In the lower left of the *My video* tray, click the *Activate still* button.



To discard the static image and reactivate transmission:

- Click the *End still* button.



Transfer saved image or video

Instead of transferring the video from a webcam, you can also transfer a static image (file formats .bmp or .jpg) or a video (file formats .avi or .mpeg) in the *My video* tray.

1. Click on the arrow in the lower right of the *My video* tray to open the *Multimedia settings* dialog.
2. In the upper left of the dialog, select the *Image...* or *Video...* option. The file-selection dialog opens.
3. Select an image file (.bmp or .jpg) or a video file (.avi or .mpeg) from your computer.



You can also use the video function in order to show your session partner video files. Select the video file (.avi or .mpeg) through the *My video* tray. To view a larger version of the video, you can drag the *Participant video* tray out of the Control Panel and enlarge it.

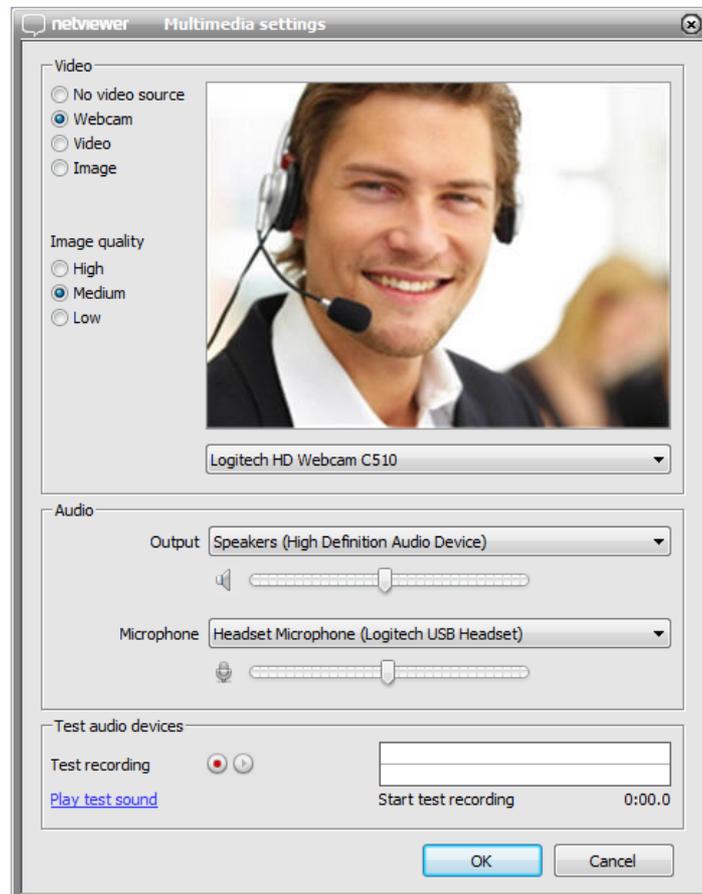
Refer to page 54 for more information about possible settings in the *Multimedia* dialog.

Receiving the session partner's video

Assuming your session partner has activated the video function, you will see his or her video in the *Participant video* tray.

The Multimedia settings dialog

The Multimedia settings dialog helps session participants configure their audio and video devices for use with Netviewer VoIP and video functions (available before and during the session).



Possible settings

In the *Multimedia settings* dialog under *Video*, you can:

- Select a video file, an image, or a webcam.
- Adjust the image quality of your webcam.

Under *Audio*, you can:

- Select output device and microphone.
- Mute the microphone and switch off output/audio.
- Test the audio devices by playing a test tone, making a test recording, and playing it back.



The buttons for transferring the image and video and for activating or deactivating the still image can be found in the *My video* tray.

Calling up the "Multimedia settings" dialog

There are two ways to call up the *Multimedia settings* dialog:

From the *VoIP* tray:

1. Open the *VoIP* tray.
2. Click on the arrow at the lower right. 
3. Click *Multimedia settings* in the context menu.
- The *Multimedia settings* dialog will open.

From the *My video* tray:

1. Open the *My video* tray.
2. Click the arrow. 
3. Click *Multimedia settings* in the context menu.
- The *Multimedia settings* dialog will open.

Chat

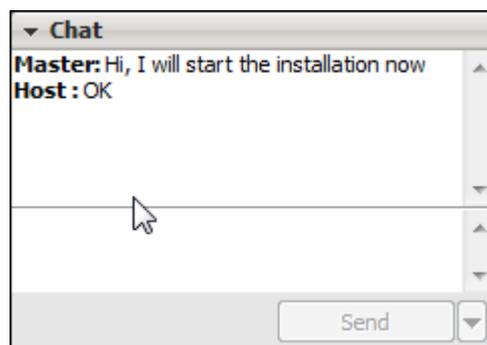
The chat function provides yet another means of communication between Host and Master: exchanging written messages with each other. The chat record is always visible and traceable.

Writing a chat message to a session partner

1. Enter your text message in the lower field of the *Chat* tray.
2. To send the message click Send or press [Enter] on your keyboard.
- The message will appear at the top in the chat record.



If you would like to insert a line break in your chat message, press [Alt] + [Enter].



Copying the chat record onto the Windows clipboard

- Right-click the chat record and select *Copy chat content to the clipboard* from the context menu.

Exit the Netviewer session

The Host or Master can end a Netviewer Admin session at any time.

On the Master's side:

- Click the X in the Netviewer window.
- Or close the Netviewer task in the Windows taskbar.

The End dialog is displayed.



On the Host's side:

- Click on the X in the Mini-panel.

The Host computer will be returned to the status it was in before the Netviewer Admin session:

- A user was logged on: The Netviewer Admin session is exited in the regular way and the user can continue to work as accustomed.
- The Host was locked: The Host computer returns to its locked state.
- The Host was in the Windows login dialog: The Host computer returns to the locked state if the connection is interrupted. After logging in again, you can continue to work straight away.

If you wish to log off from the Host completely, you must do this during your Netviewer Admin session and subsequently exit the Master program.

Functions for the Netviewer Portal Administrator

As a Netviewer Portal Administrator (Portal Admin), you have access to the following functions in the MyNetviewer Customer Portal:

- Administer licenses and users
- Activate and deactivate program functions and settings for certain users in the form of profiles
- View usage statistics for all users

Registering in the MyNetviewer Customer Portal

1. You will receive an e-mail with a registration link.
2. Click the link.
3. To register in the MyNetviewer Customer Portal, enter your e-mail address and select a password.
4. Fill in your contact information.

Registering in the MyNetviewer Customer Portal

1. Enter <https://my.netviewer.com> into your browser.
2. Enter your e-mail address and password here.
3. Click *Register*.

Netviewer User Administration

Netviewer provides a User Administration tool in the MyNetviewer Customer Portal.

With User Administration you can do the following things:

- Use the login with e-mail address and password to confirm a user's identity and thus ensure that only authorized users can access Netviewer.
- Assign rights to specific Netviewer users.
- Assign users to specific licenses.
- A user is able to use the Netviewer software only if he or she has been assigned a license.

Licenses, contracts, users, roles, and profiles

Netviewer User Administration is based on the concepts of contracts, licenses, users, roles, and profiles.

What does a license contain?

A Netviewer 6.x license gives a specific, uniquely identifiable user the authorization to use Netviewer, based on his or her e-mail address.

What is a contract?

A contract is tied to one Netviewer customer and one product (Netviewer Admin, Netviewer Support, etc.) and includes one or more licenses for using this product. The number of licenses depends on how many licenses your organization has purchased from Netviewer AG.



If you have any questions about the Netviewer license model, please speak with your sales contact at Netviewer.

What is a user?

A user is a person who uses her registration data (e-mail address and password) to access his or her user account in the MyNetviewer Customer Portal and, assuming a license has been assigned, is able to start Netviewer sessions.

What is a role?

A role provides authorization to perform certain actions in Netviewer. In User Administration, you can assign roles to a user, thereby giving the person the right to access User Administration and view online invoices, for example. A user may have several roles and a role may be assigned to many different users.

What is a profile?

A profile contains a customized configuration of a variety of session settings. Authorized users can select a profile in the Computer Management before each session starts.

Profiles can be administered in profile administration through the MyNetviewer Customer Portal. This is related to User Administration to the extent that you release profiles for users from within profile management.

User Administration

User Administration offers you the following functions:

- You can give users a variety of rights, thereby controlling which functions they can access within the Netviewer products and the MyNetviewer Customer Portal.
- You can create, edit, and delete users at any time.

Opening User Administration

1. Sign on to the MyNetviewer Customer Portal.
2. In the right-hand column, click *User administration*.
 - *A summary of previously created users will appear.*

User Administration interface

User administration

Select: all / none

Name	Contract	Role
▶ Alex		Assistant, User
▶ bakli@netviewer.de		Assistant, Portal Admin, User
▶ Ben		Assistant, User
▼ Caren Lingue		Assistant, User
Netviewer Meet Free Edition (show contract)	ID 0001002	
Netviewer Support Business Edition (show contract)	ID 1000325	
Netviewer Webinar Business Edition (show contract)	ID 1000326	
Netviewer Admin Business Edition (show contract)	ID 1000721	

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Add user	Add additional users to the User Administration.
Edit	Go to detail view of the respective user's data.
Contract assignment...	Assign users to contracts so they have access to a license
Delete	Delete selected users from User Administration and the MyNetviewer customer portal.
Name	Users that have already been created.
Contract	Click on the name of the user to see which contracts have been assigned to that user.
Role	The role currently assigned to the user.

Setting up Netviewer User Administration

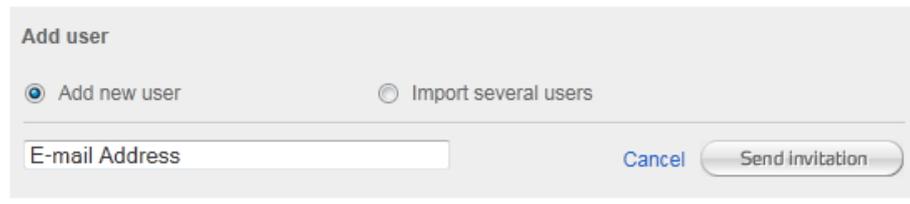
Manually create or import a new user

If you wish to create new users, you can do this manually or import a list of users from a CSV file.

Manually creating users:

1. Click *Add user* in the User Administration.
2. Select *Add new User*.
3. Enter the new user's e-mail address.

User administration



4. Click *Send invitation*.
 - The user now appears in the list of users.
5. The user will receive an e-mail with a link to the MyNetviewer Customer Portal.
6. The new user will be able to use Netviewer as soon as he or she has registered in the MyNetviewer Customer Portal (by clicking on the e-mail link) as long as he or she has been assigned a license.



Please note that e-mail addresses are unique within the Netviewer system, i.e. an e-mail address may be assigned to only one User Administration account. When a user has been added to a User Administration account, it will not be possible to add that user directly to another User Administration account that is managed by a different organization or department, for example. If this is attempted, the user will receive an e-mail invitation to be transferred to the new system. If he or she accepts the invitation, he or she will be added to the new User Administration account and deleted from the original account. At the same time, he or she will lose any Netviewer licenses that were available through the original User Administration account.

A user can be transferred to another User Administration account only if that user is not the last remaining Portal Admin user.



If, instead of using the link provided by the Administrator, the user registers independently through the MyNetviewer Customer Portal URL, then he or she will receive a separate user account. As a result, he or she will not have access to his or her organization's Netviewer programs. Instead, he or she will be limited to using the Netviewer Support or Meet program for private, non-commercial purposes with limited functionality, and not Netviewer Admin.

Importing users

The import function is useful for creating large numbers of users quickly.

1. To do this, create a CSV file with the following format:
 - Place a semicolon behind each user's e-mail address, as follows:



2. Click *Add user* in User Administration.
3. Select *Import several users*.
4. Click *Browse....*

User administration

Add user

Add new user
 Import several users

Import several users into User administration at one time. Upload a CSV file that contains the users' e-mail addresses. E-mail addresses in the CSV file must be separated from each other with a semicolon.

5. In the "Open file" dialog that appears, select the CSV file to be imported that contains the users' e-mail addresses.
6. Click *Open*.
7. Click *Upload* to start the import process.
 - After the import is complete, you will see the imported e-mail addresses in the list of users. A notification will appear above the list to tell you if the import process was successful or not.



Imported users will initially have access only to the free version for non-commercial use. You must assign a license to them so they can use your full version (see page 61).

Deleting a user

1. In the user list, select the user you wish to delete.
2. Click *Delete...* and confirm the prompt that follows.



When deleting users, be aware that the last remaining user in User Administration to have the Admin role cannot be deleted. Only after assigning the Admin role to another user can the old Admin delete himself or herself.

Netviewer licenses

In most cases, a user receives one license that is reserved for him at all times and cannot be used by other people.

Assigning licenses



In order to utilize the full number of named-user licenses purchased from Netviewer, you must enter the appropriate number of users in User Administration and assign them to a contract.

1. Sign on to the MyNetviewer Customer Portal.
2. In the right-hand column, click *User administration*.
 - A summary of your existing users will appear.

User administration

Select: all / none

Name	Contract	Role
<input type="checkbox"/> ▶ Alex		Assistant, User
<input type="checkbox"/> ▶ bakli@netviewer.de		Assistant, Portal Admin, User
<input type="checkbox"/> ▶ Ben		Assistant, User
<input type="checkbox"/> ▼ Caren Lingue		Assistant, User
Netviewer Meet Free Edition (show contract)	ID 0001002	
Netviewer Support Business Edition (show contract)	ID 1000325	
Netviewer Webinar Business Edition (show contract)	ID 1000326	
Netviewer Admin Business Edition (show contract)	ID 1000721	

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3. Please select at least one user to whom you want to assign a license
4. Click the *Contract assignment...* button.
5. Please select the contracts with users to whom you want to assign a license.

User administration

Contract assignment

Add 1 user(s) to contracts
 Remove 1 user(s) from contracts

<input type="checkbox"/>	Netviewer Meet Business Edition (show contract)	ID 1000323
<input type="checkbox"/>	Netviewer Support Business Edition (show contract)	ID 1000325
<input type="checkbox"/>	Netviewer Webinar Business Edition (show contract)	ID 1000326
<input type="checkbox"/>	Netviewer Admin Business Edition (show contract)	ID 1000721
<input type="checkbox"/>	Netviewer Admin Business Edition (show contract)	ID 1001125

Select: all / none

Name	Contract	Role
<input checked="" type="checkbox"/> ▶ Alex		Assistant, User
<input type="checkbox"/> ▶ bakli@netviewer.de		Assistant, Portal Admin,

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6. Select here the permission role that will be available to the user.
7. Click *Assign*.
- The users can now make use of the assigned licenses.

Removing licenses

1. Select the users from whom you want to remove a license.
2. Click the *Contract assignment...* button.
3. Select the contracts with users from whom you want to remove licenses.
4. Click *Remove*.
5. These licenses are no longer available to the users.



A user (an e-mail address) can only be assigned to one contract of a product type at a time. This means that the user can be assigned a Netviewer Admin and a Netviewer Support contract and receive a license for each of these products. However, he or she can NOT be assigned two Netviewer Admin contracts at once or use two Netviewer Admin licenses.

Expanding a contract

If you need additional licenses and would like to purchase them, proceed as follows:

1. In the right-hand column, click *My contracts*.
 - A summary of the available contracts will appear.
2. Click on the contract to which you wish to add additional licenses.
3. Click *Upgrade* under the *Contract* section.
4. Follow the instructions on our portal pages.

Netviewer roles

The MyNetviewer Customer Portal provides for six roles, of which two are contract-independent roles and four are contract-specific roles:

Role:	Product:	NV Meet	NV Support	NV Webinar	NV Admin
Contract-independent:					
Portal Admin		YES	YES	YES	YES
Online invoice recipient		YES	YES	YES	YES
Contract-specific:					
User		YES	YES	YES	NO
Assistant		YES	YES	YES	NO
Host Admin		NO	NO	NO	YES
Host User		NO	NO	NO	YES

Netviewer Admin contract-specific roles

Host Admin	Administrator who has all rig for editing the Computer Management and managing access rights and auto updates
Host User	User who is authorized to access certain Hosts with a dedicated Netviewer Admin Master license

The following table illustrates how the user rights vary for the roles of Portal Administrator, Host Administrator and Host User:

Function:	Role:	Portal Admin	Host Admin	Host User	Invoices
PORTAL:					
Start Admin Master		NO	YES	YES	NO
Install Host		NO	YES	YES	NO
Manage/assign/delete user		YES	NO	NO	NO
View license key		YES	YES	YES	NO
Administer/modify profiles		YES	NO	NO	NO
PORTAL NAVIGATION:					
Overview		YES	YES	YES	YES
My account		YES	YES	YES	YES
My contracts		YES	YES	YES	NO (*YES)
License detail page		YES	NO	NO	NO (*YES)
User Administration		YES	NO	NO	NO
Invoices		NO	NO	NO	YES
Usage statistics		YES	YES	YES	NO
Usage report		YES, all	YES, only user's own	YES, only user's own	NO (*YES)
Download,		YES	YES	YES	YES
Help		YES	YES	YES	YES
MASTER:					
Start session on Host		NO	YES, to all	YES	NO (*YES)
Access rights management		NO	YES	NO	NO
Automatic update management		NO	YES	NO	NO
Editing rights (delete computer, modify computer, etc.)		NO	YES	NO	NO
Click the "Profile settings" link in the Computer Management		NO (*YES, if the user has either the Host Admin or Host User role)	NO (*YES, if the user also has the Portal Admin role)	NO (*YES, if the user also has the Portal Admin role)	NO
Click the "Contract settings" link in the Computer Management		NO (*YES, if the user has either the Host Admin or Host User role)	NO (*YES, if the user also has the Portal Admin role)	NO (*YES, if the user also has the Portal Admin role)	NO



The first user in an organization to register in the MyNetviewer Customer Portal has the role of the Portal Administrator. All of the subsequent users who register are assigned the role of user by the system automatically when they are created.

Assigning roles

When you assign a user to a contract and thus grant him or her use of a license, you also assign him or her a role:

User administration

Contract assignment

Add 1 user(s) to contracts Remove 1 user(s) from contracts

<input type="checkbox"/>	Netviewer Meet Business Edition (show contract)	ID 1000323
<input type="checkbox"/>	Netviewer Support Business Edition (show contract)	ID 1000325
<input type="checkbox"/>	Netviewer Webinar Business Edition (show contract)	ID 1000326
<input type="checkbox"/>	Netviewer Admin Business Edition (show contract)	ID 1000721
<input checked="" type="checkbox"/>	Netviewer Admin Business Edition (show contract)	ID 1001125

assign as: Host User Host admin

Cancel Assign

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Modifying roles

1. Sign on to the MyNetviewer Customer Portal.
2. In the right-hand column, click *User administration*.
 - A summary of your existing users will appear.
3. Select the user from the user overview.
4. Click the *Edit* button at the top.

Caren Lingue

Personal information

Address: Erzbergerstraße 117
 Postal code, city: 76133 Karlsruhe
 Company: Netviewer | A Citrix Company
 Country: Germany
 Phone: 0049 721 35 44 99 417
 E-mail: caren.lingue@pdo-discard....

Contract-independent roles

- Portal Admin
- Online invoice recipient

Contract-specific roles

Netviewer Support Business Edition
 (Contract: 1000325)

- User i
- Assistant

Netviewer Webinar Business Edition
 (Contract: 1000326)

- User i
- Assistant

Netviewer Admin Business Edition
 (Contract: 1000721)

- Host User i
- Host admin

[Delete this user](#)

[Cancel](#)

5. Select the desired roles.
6. Click *Save*.



You can assign the Admin role as often as you like; there is no limit to the possible number of Administrators in a Netviewer User Administration.

Profile administration

Profile administration in the MyNetviewer Customer Portal gives you the ability to adjust and customize session settings. For example, you can activate or deactivate remote control or file transfer via drag&drop or specify which trays will be visible. If a Master has access to a custom profile named "Server maintenance" (for maintenance purposes, for example), then he or she will receive the *Server maintenance* profile for selection in the Computer Management.



Users for whom no profiles have been made available will not see any profiles. These users will not have the ability to start a Netviewer session.

What are the benefits of working with profiles?

- Adapt Netviewer to various repetitive session scenarios.
- Customize Netviewer for users who have special needs.
- Decrease effort during the session.

Examples of profiles:

- Create a "Full range of functions" profile and activate all functions so that you can use all communication channels.
- The Administrator has access to the following basic functions in the *Standard* profile.

Opening Profile Administration

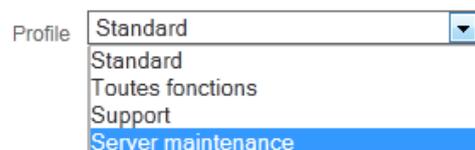
1. Sign on to the MyNetviewer Customer Portal.
2. In the right-hand column, click *My contracts*.
 - *A summary of your contracts will appear.*
3. Click on the contract for which you would like to create or edit a profile.
4. Click *Profile management* under the *Profile* section.
 - Profile administration will open.

Profile administration interface

The drop-down menu contains a list of existing profiles.

The first option is the *Standard* profile. Any customized profiles that you have created will appear next.

Profile administration Admin





You can customize the above-mentioned default profile at any time to accommodate the users' needs.

After selecting a profile from the drop-down menu, you can modify settings under the *Range of functions*, *Session settings* and *Users* sections of profile administration. Refer to the following pages for more information about these settings.

Profile administration Admin

Profile

▶ Profile name

▼ Range of functions

<input checked="" type="checkbox"/> My monitor	Shows a preview of screen contents that will be transferred
<input type="checkbox"/> VoIP	Voice-over-IP verbal communication (headset recommended)
<input type="checkbox"/> Video	Videoconference using a Webcam or transfer a static image
<input checked="" type="checkbox"/> File transfer - drag & drop	Direct transmission of any files using drag & drop
<input checked="" type="checkbox"/> ...from master to Host computer	
<input checked="" type="checkbox"/> ...from Host computer to master	
<input checked="" type="checkbox"/> File transfer - Explorer	Direct transfer of any files using File Transfer Explorer
<input type="checkbox"/> Chat	Exchange text messages
<input checked="" type="checkbox"/> System diagnostics	Request and view system data

▶ Session settings

▶ Users

Range of functions section

Sometimes it can be useful to hide functions in the Netviewer Control Panel in order to keep the interface well organized or minimize distractions.

- To hide a function in the Netviewer Control Panel, remove the check from the box next to the function name.

▼ Range of functions

<input checked="" type="checkbox"/>	Application selection	Defines which applications will be transferred
<input checked="" type="checkbox"/>	My monitor	Shows a preview of screen contents that will be transferred
<input type="checkbox"/>	VoIP	Voice-over-IP verbal communication (headset recommended)
<input type="checkbox"/>	Video	Videoconference using a Webcam or transfer a static image
<input checked="" type="checkbox"/>	File transfer - drag & drop	Direct transmission of any files using drag & drop
<input checked="" type="checkbox"/>	...from master to Host computer	
<input checked="" type="checkbox"/>	...from Host computer to master	
<input checked="" type="checkbox"/>	File transfer - Explorer	Direct transmission of any files using file-transfer Explorer
<input type="checkbox"/>	Chat	Exchange text messages
<input checked="" type="checkbox"/>	System diagnostics	Request and view system data

Session settings section

The session settings section permits alteration of a few central settings that are normally permanently defined in your Netviewer program’s configuration.

▼ Session settings

Remote control

Master can control Host computer remotely

Master can view Host computer only and use pointer

Session recording

Master can start recording

Option	Description
Remote Control	
Master can control Host computer remotely	When this option is activated, remote control will be activated for the Master as the session begins. The Master can then control the Host computer remotely.
Master can view Host computer only and use pointer	This option deactivates remote control for the Master.
Session recording	Use this option to activate and deactivate session recording during a Netviewer session.

Users section

In the *Users* section you can define which users may use the profile. A newly created profile is available for all users by default.

Making profiles available only for certain users

1. Select from the drop-down menu the profile you wish to edit.
2. Activate the *available only for certain users* option.
- A list of all users will be displayed.

▼ Users

The screenshot shows a 'Profile' configuration window. At the top, there are two radio buttons: 'available for all users' (unselected) and 'available only for certain users' (selected). Below this, a list of users is displayed with their names and email addresses, each followed by a 'Delete' link. At the bottom of the list is an 'Add user' button.

User Name	User Email	Action
Jenny Kang		Delete
Raúl Díaz		Delete
Françoise Renoir		Delete
Marta Pavlovski		Delete
gianni.vecchi@netviewer.it		Delete

Buttons: Add user

3. Remove the users who are not to have access to the profile.
4. To make the profile available again for the user, click *Add user*.

Administering profiles

Create a new profile

1. Open profile administration (see page 68).
2. Click *Create new profile*.
3. Enter a name for the new profile.
4. Edit the profile under the sections *Functions*, *Session settings* and *Users*.
5. Click *Save*.

Editing an existing profile

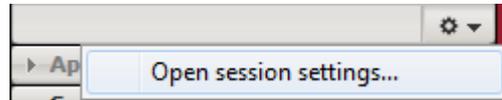
1. Select from the drop-down menu the profile you wish to edit.
2. Edit the profile under the sections *Range of functions*, *Session settings* and *Users*.
3. Click *Save*.

Deleting a profile

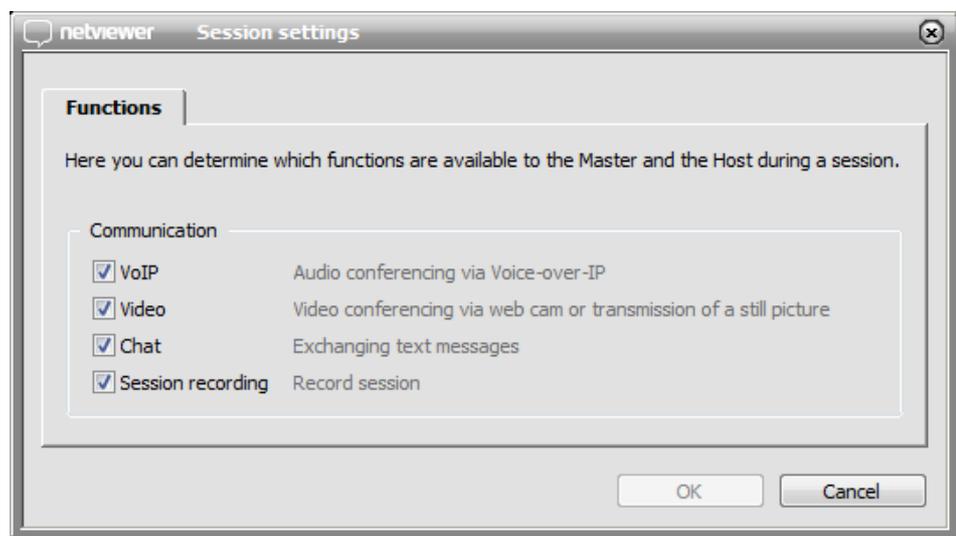
1. Select from the drop-down menu the profile you wish to delete.
2. At the bottom, click *Delete this profile*.

Temporarily changing a profile in the Netviewer program while a session is running

1. While a session is running, click the arrow at the bottom right of the *Session* tray. When the menu opens, select *Open session settings...*



- The *Session settings* window will open.
- 2. Make the desired changes.



3. Click *OK* to apply the modified settings for the current session.



Changes that you make in the Netviewer program during a running session are valid for that session only. The changes will be undone when the session is over.

Logging

TXT log file

When a session is established for the first time, the Master program generates a text file with the log entries. The log file is stored in the same directory as the Master program. Log entries for each new session are written at the end of the file.

Netviewer usage statistics

The usage statistics in the MyNetviewer Customer Portal provide an overview of the number and duration of sessions that are held by dedicated users within a certain period of time with a certain contract.

Opening usage statistics

1. Sign on to the MyNetviewer Customer Portal.
2. In the right-hand column, click *Usage statistics*.
 - *A summary of your contracts will appear.*
3. Click on the contract whose usage statistics you would like to view.
 - The usage statistics for the selected contract will be displayed.



Only the Netviewer Administrator (Portal Admin) has a global overview of usage statistics of all users under a contract. All other users can see their own usage statistics only.

Glossary

Application selection

Tray in the Control Panel of the Host which enables detailed selection of the applications and screen elements that are transferred to the Master.

Autoscroll

Function that enables convenient viewing of your partner's screen while you are in Watch mode. Instead of using scroll bars, simply move your mouse in the Netviewer window.

Clip

Grip for extending and retracting the Netviewer Control Panel in watch mode.

Computer Management

The Computer Management tool lists all Netviewer Admin Host systems that the Master is permitted to access. From here, the Master can access the administrative tools for the computers/servers.

Control Panel

Extendable and retractable Netviewer program panel on the Master and Host side that provides access to various Netviewer functions through the trays.

Desktop sharing

Transfer of one computer's screen contents to another remote computer than can be located anywhere in the world.

Drag & drop

Drag objects (such as files) across the screen by holding down the left mouse button and allow the object to drop in a new location by releasing the mouse button.

Host

The computer on which the Netviewer Admin Host service is installed as a Windows system service. The Host can be remotely accessed by a computer running the Netviewer Admin Master program.

Master

User of the Master program.

Master program

The Master program (Netviewer_Admin.exe) enables establishment of an Admin session and contains a variety of administrative functions.

Mini Panel

Central component of the Netviewer program interface which makes the basic functions and most important indicators visible and accessible at all times. Clicking the Mini-panel extends and retracts the Control Panel.

My monitor

Tray in the Control Panel which shows the user on the Host computer a small version of how the other person views his or her screen in Watch mode. The transfer mode can be selected through the context menu.

NetPlayer

Application available in combination with the recording function; used to replay session recordings in the *.nvl file format.

Netviewer window

The grey-bordered window in which the Master sees the Host's screen.

NVL

Proprietary file format of the session recordings which are generated during a session when the recording function is activated. Can be replayed only in Netviewer NetPlayer.

Password

Password with which the Master must authenticate itself when starting the Master program.

Pointer

Arrow-shaped pointing instrument which the Master can use in Watch mode without remote control. If he or she clicks in the Netviewer window, an arrow will appear at this position on the Host computer's screen.

Profile

The profile defines which functions in the Control Panel are shown and hidden in order to adapt Netviewer Admin to individual requirements. Profiles are defined in the profile administration area of the MyNetviewer Customer Portal.

Profile administration

Additional module for creating and administering profiles. When the Netviewer user has the proper authorization, a link to the Profile administration will be available on the start screen.

Proxy

Server located between a user's computer and the Internet. It can be used as a firewall to provide protection or as a cache to speed up the display of Web pages. From the perspective of the server, the proxy acts as a client; from the perspective of the the client, it acts as a server. In the simplest case, the proxy simply forwards the data.

Quality corner

Indicator (green, striped, or gray circle) in Control Panel, Mini-panel, and Netviewer window frame which shows the progress of the screen transfer.

Recording function

Additional functionality that enables recording of sessions in the .nvl file format. Session recordings can be replayed with Netviewer NetPlayer.

Remote Control

The Master receives the right to remotely control all of the other person's visible applications (besides the Netviewer Control Panel) by making mouse and keyboard entries.

Role

A method for administering users that allows the Netviewer Administrator to grant users specific rights in Netviewer. Users are assigned roles in the User Administration area of the MyNetviewer Customer Portal.

Security key

Key (by default [F11]) that a user of the Host computer in Show mode can use to immediately revoke remote-control and drag-and-drop file-transfer rights from the Master in Watch mode when remote control is activated.

Session

Netviewer Admin session that the Master establishes with the Host computer. Also a tray in the Control Panel with centralized information about the session.

Splash screen

Wait window that appears on the screen as Netviewer starts.

Task bar

Bar at the lower edge of the desktop which provides access to the program selection menu, displays icons of currently running programs, and displays the date and time.

Transfer mode

Mode selectable through the monitor's context menu with which a user can determine the image quality and transfer speed with which the Host screen will be transferred to the Master.

Tray

An extendable and retractable section of the Control Panel that provides access to a single Netviewer function (such as video transmission). Some modules can be revealed or hidden through the Profile administration.

User administration

Additional module in the MyNetviewer customer portal that provides user administration functions when using the e-mail address and password authentication method.

VoIP

Tray in Control Panel for activating and regulating speech transmission via voice over IP.

Watch mode

The mode in which a session participant can view his or her partner's screen. By default, the Master starts in Watch mode and sees the Host computer's screen.

Contact

Netviewer AG | A Citrix Company

Erzbergerstraße 117
76133 Karlsruhe

Tel.: +49 (0) 721/35 44 99-0
Fax: +49 (0) 721/35 44 99-300

www.netviewer.com
info@netviewer.com

International Support:

support@netviewer.com
Tel.: +49 (0) 721/35 44 99-999

Third-party components

Please note that this software also contains third-party software, specifically open source software. Following is an overview of these components:

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