FUJITSU Software
Systemwalker Live Help

User's Guide

Windows(R)

Preface

Purpose of this guide

This document provides an overview of the functions and reference information on the remote operation functions of Systemwalker Desktop Patrol.

Systemwalker is a generic name for the distributed system operation management products provided by Fujitsu Limited.

Intended readers

This document is aimed at persons who will use the remote operation functions of Systemwalker Desktop Patrol.

To understand the contents of this guide, the following knowledge is essential.

- General knowledge regarding personnel computers

- General knowledge regarding Windows

- General knowledge regarding the Internet

Structure of this guide

The structure of this guide is as follows:

Chapter 1 Installing and Uninstalling the Software

Describes how to install and uninstall Live Help Expert and Live Help Connection Manager, and system requirements of the Live Help software.

Chapter 2 Introducing Live Help

Gives you an introduction to Live Help features and functionality. It also includes an overview of how a support session starts, the roles of the members, a summary of the security features, and explains how a session proceeds.

Chapter 3 Take a Test Drive

Walks you through a quick demonstration of a support session. It gives step-by-step instructions for starting a session, and shows you how to use Live Help's features, including Screen Transfers, Remote Control, and File Transfer.

Chapter 4 Remote Control

Describes how to remotely operate the Client's applications and desktop. It also explains how to send special Windows(R) key sequences to the Client using Remote Control. Keyboard and mouse sharing tips are also included.

Chapter 5 Instruction Mode

Explains how to instruct Clients to operate their computers and applications.

Chapter 6 Screen Transfer

Explains how to see what is displayed on the Client's screen, and show your screen to the Client. It includes some tips to help make your screen-sharing sessions more effective.

Chapter 7 Client File Exchange

Explains how to send a single file, multiple files, or entire folders to the Client. You can also get a copy of files from the Client's computer, or just browse the Client's file system.

Chapter 8 Clipboard Transfer

Explains how to send the contents of your Clipboard to the Client, or receive the Client's Clipboard data. If another Support Specialist is in the session, you can also transfer your Clipboard to the Specialist.

Chapter 9 Message Exchange

Describes how to send a text message to the Client. Help Desk Personnel can also send text messages to each other.

Location of this guide

In Systemwalker Desktop Patrol manual, location of this guide is shown as follows.

Manual Name	Contents
Systemwalker Desktop Patrol Release Information	Functions modified and added to Systemwalker Desktop Patrol, and items that become incompatible after a version upgrade.
Systemwalker Desktop Patrol User's Guide (This Guide)	Basic knowledge of Systemwalker Desktop Patrol, such as overview, features, functions, etc.
Systemwalker Desktop Patrol Installation Guide	How to install Systemwalker Desktop Patrol, change the operation environment, and perform maintenance.
Systemwalker Desktop Patrol Operation Guide: for Administrators	How to collect PC information, install security patches, distribute software, license management, management ledger, and environment setup of Systemwalker Desktop Keeper.
Systemwalker Desktop Patrol Operation Guide: for Clients	How to install, operate and change the settings of the client side. In addition, it explains how to handle error messages output from client side.
Systemwalker Desktop Patrol Reference Manual	Commands, files and port numbers used in Systemwalker Desktop Patrol. In addition, it explains how to handle error message output from Systemwalker Desktop Patrol.

Also, the following manuals are enclosed as Systemwalker Live Help manuals. Please refer to them when you use the remote operation function (Systemwalker Live Help Function).

Manual Name	Contents
Systemwalker Live Help User's Guide	It explains how to install Systemwalker Live Help, how to use the hardware and software and set the support center. In addition, it also explains how to manage by Live Help Connection Manager.
Systemwalker Live Help Client Guide	It explains how to install, use and set Systemwalker Live Help Client.

Symbols used in this guide

This guide uses the following names, symbols and abbreviations for explications.

Symbols used in commands

This subsection describes the symbols used in the examples of commands.

Meaning of symbols

Symbol	Meaning
[ ]	Indicates that the items enclosed in these brackets can be omitted.
l	Indicates that one of the items separated by this symbol should be specified.
{ }	Indicates that one of the items enclosed in these symbols should be specified.

Symbols used in this guide

The following symbols are used in this guide.

Meaning of symbols

Symbol	Meaning
n	Indicates variable value.

Note

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Indicates an item requires special attention.

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 Point

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Indicates useful information.

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Abbreviations

In this guide, the operating system names are abbreviated as follows.

Abbreviation	Full Name
Windows Server 2012 R2	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter
Windows Server 2012	Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter
Windows Server 2008 R2	Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise
Windows Server 2008 STD	Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V™
Windows Server 2008 EE	Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V™
Windows Server 2008 Foundation	Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 R2 Foundation
Windows Server 2003 STD	Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
Windows Server 2003 EE	Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
Windows Server 2003 STD(x64)	Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
Windows Server 2003 EE(x64)	Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
Windows 8.1	Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise
Windows 8	Windows(R) 8 Windows(R) 8 Pro Windows(R) 8 Enterprise

Abbreviation	Full Name
Windows 7	Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium
Windows Vista	Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
Windows	Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V™ Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V™ Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition Windows(R) 8.1 Windows(R) 8.1 Pro Windows(R) 8.1 Enterprise Windows(R) 8 Windows(R) 8 Pro Windows(R) 8 Enterprise Windows(R) 7 Enterprise Windows(R) 7 Ultimate Windows(R) 7 Professional Windows(R) 7 Home Premium Microsoft(R) Windows Vista(R) Ultimate Microsoft(R) Windows Vista(R) Enterprise Microsoft(R) Windows Vista(R) Business Microsoft(R) Windows Vista(R) Home Premium Microsoft(R) Windows Vista(R) Home Basic Microsoft(R) Windows Vista(R) Ultimate 64-bit Edition Microsoft(R) Windows Vista(R) Enterprise 64-bit Edition

Abbreviation	Full Name
	Microsoft(R) Windows Vista(R) Business 64-bit Edition Microsoft(R) Windows Vista(R) Home Premium 64-bit Edition Microsoft(R) Windows Vista(R) Home Basic 64-bit Edition
IIS	Internet Information Services 6.0 Internet Information Services 7.0 Internet Information Services 7.5 Internet Information Services 8.0 Internet Information Services 8.5
IE	Microsoft(R) Internet Explorer(R) 6.0 Windows(R) Internet Explorer(R) 7 Windows(R) Internet Explorer(R) 8 Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11
Android	Android(TM) 3.0 - Android(TM) 5.0
iOS	iOS 5.0 - iOS 8.1

Shortcuts in the Start window of Windows(R) 8 and Windows Server(R) 2012

To check which product a shortcut in the **Start** window is for, right-click the shortcut and click **Open File Location** from the menu at the bottom of the screen. This will open the file location in **Windows Explorer**, where the product name can be checked.

Halfwidth characters

In this guide, the "halfwidth characters to be handled" refer to the following ASCII characters, except in places where limitations for the halfwidth characters that can be used are described.

- Halfwidth spaces

- Halfwidth symbols

  ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~

- Halfwidth numbers

  0 1 ... 9

- Halfwidth alphabetic characters

  A B ... Z

  a b ... z

Characters other than the above are treated as fullwidth characters.

Version notation

The following versions of this product do not have an English version - please ignore references to them.

- Systemwalker Desktop Patrol V12.0L10

- Systemwalker Desktop Patrol V13.3.0

- Systemwalker Desktop Patrol V14.0.0

- Systemwalker Desktop Patrol V14.0.1

- Systemwalker Desktop Patrol V14.1.0

- Systemwalker Desktop Patrol V14.3.0

- Systemwalker Desktop Patrol V14.3.1

- Systemwalker Desktop Patrol V15.0.0

- Systemwalker Desktop Patrol V15.0.1

For example, read "V15.0.1 or later" as "V14.2.0 or later", because V15.0.1 does not have an English version.

Likewise, read "V14.0.0 or earlier" as "V13.2.0 or earlier", because V14.3.1 does not have an English version.

The table below shows the available versions:

Japanese version	English version
V11.0L10	V11.0L10
V12.0L10	V11.0L10
V13.0.0	V13.0.0
V13.2.0/V13.2.1	V13.2.0
V13.3.0	V13.2.0
V14.0.0/V14.0.1	V13.2.0
V14.1.0	V13.2.0
V14.2.0	V14.2.0
V14.3.0	V14.2.0
V14.3.1	V14.2.0
V15.0.0	V14.2.0
V15.0.1	V14.2.0
V15.1.0	V15.1.0

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Contents

Chapter 1 Installing and Uninstalling the Software

This section describes install and uninstall procedure of Live Help Expert and Live Help Connection Manager. The flows of the installation and uninstallation tasks are as follows.

To install Live Help Expert or Live Help Connection Manager

1. Make sure the computer meets all of the requirements listed in the section System Requirements.

2. Read the section Precautions and make sure your computer has no problem.

3. Choose one of the following methods:

   - Installing Live Help Software Using the Product CD-ROM.
     The most ordinary installation method that requires you to specify each setting during the installation.

   - Installing Live Help Expert Using the Live Help Installer Customize Wizard.
     The Live Help Installer Customize Wizard allows you to create a customized install package that some or all installation options are pre-configured. By presetting the all install options, you can even perform a silent install.

To uninstall Live Help Expert or Live Help Connection Manager

Refer to the section Uninstalling Live Help Software.

Note

- Live Help Monitor is installed and uninstalled automatically together with Live Help Expert.

- The Live Help Installer Customize Wizard does not support Live Help Connection Manager. To install Live Help Connection Manager, use the product CD-ROM.

- Live Help Connection Manager is required only when you use a Support Center for Live Help sessions. Refer to Live Help Connection Manager for more information about Live Help Connection Manager and Support Centers.

- Refer to the Live Help Client's Guide or Live Help Connect Administrator's Guide on how to install Live Help Client or Live Help Connect.

1.1 System Requirements

This section describes the hardware and software requirements to run Live Help Expert, Live Help Connection Manager, and Connection Manager Administrator software.

Requirements written with a specific program name apply only to the specified program. Requirements written without any program name apply to all programs.

1.1.1 Hardware Requirements

Live Help software works on the PC-AT compatible computer that meets the following requirements.

Note

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There are some exceptions on the cases below:

- Cluster environment

  You can use Live Help on a cluster environment, but the cluster failover is not supported. In this case, the remote control function guarantee is limited to proper work on a normal Windows Server 2008 STD / Windows Server 2008 EE / Windows Server 2008 R2 / Windows Server 2008 Foundation / Windows Server 2012 / Windows Server 2012 R2.

- PRIMERGY FT models

  You can use Live Help on PRIMERGY FT models, but only Live Help Client supports CoServer OS. Besides that, there are some more limitations. Refer to Appendix - Support for PRIMERGY FT models for further information.

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Peripherals:

The computer must have a display monitor, a keyboard and a mouse connected.

Live Help does not support computers without peripherals listed above.

Processor:

500MHz or more and 32bit(x86) processor or 64bit(x64) processor.

RAM:

Prepare the enough RAM for running your OS properly. (Refer to your Windows(R) User's Guide for the minimum and recommended RAM sizes)

You don't need additional RAM for Live Help software.

Hard disk space required:

To install Live Help software, you need the following hard disk space.

Program	Required hard disk space
Live Help Expert	25MB
Live Help Connection Manager	5MB
Connection Manager Administrator	5MB

Network environment

- **LAN Adapter:**
  To run Live Help Connection Manager, you need a computer with one LAN adapter (Live Help Connection Manager does not support a computer with more than one LAN adapter).

- **TCP/IP:**
  To have Live Help sessions using TCP/IP, Live Help Expert use Winsock2.2 compatible and Live Help Connection Manager use Winsock1.1 compatible. And it is necessary to be the environment which can use the following port number. Live Help Connection Manager supports IPv4 connections only.

Program	Port number used
Live Help Expert	1513

Program	Port number used
Live Help Connection Manager	1514

🔔 Note

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Some operating systems use the TCP port 1024 through 5000. Since the Live Help ports are within this port range, there may be a port conflict between your operating system and Live Help software. In such case, Live Help does not run properly.
To work around this port conflict, you must configure your operating system not to use the Live Help ports. For details, refer to Appendix - Workaround for Port Conflict.

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Also, Live Help uses the following numbers of TCP sockets for transmission of the TCP/IP session.

Program	Numbers of TCP sockets used
Live Help Expert	The number of session member (include yourself)
Live Help Connection Manager	The number of session that Live Help Connection Manager is handling (up to 63).

- **Network Interconnects:**

  You need Bridge/Router and dial-in network access via high speed modems (56 kbps or higher recommended) for TCP/IP connections with a dialup modem access.

- **Modem:**

  56 kbps or higher is recommended.

1.1.2 Software Requirements

Platforms

Live Help Expert works on the following operation systems.

OS	Note
Windows Vista	
Windows 7	
Windows Server 2008 STD Windows Server 2008 EE	Live Help software doesn't run on a Server Core installation. Only Full installation is supported.
Windows Server 2008 Foundation	
Windows Server 2008 R2	
Windows 8	
Windows Server 2012	
Windows 8.1	
Windows Server 2012 R2	

Live Help Connection Manager and Connection Manager Administrator work on the following operation systems.

OS	Note
Windows Server 2003 STD Windows Server 2003 EE	

Shell

The Windows(R)' shell is the application that is presented when Windows(R) starts. By default, this application is always Explorer. Live Help is designed to work properly only when Windows(R) is using the standard shell.

Programs that cannot coexist with Live Help

Live Help cannot coexist with the following programs.

- Other companies' remote control products

  If Live Help is installed on a computer on which one of other companies' remote control products (for example, the remote control functionality of pcAnywhere, LapLink, ReachOut, CoSession, VNC, WinShare, JP1, LANDeskServerManager, SMS, and so on) is installed, the Windows(R) system may become unable to start up due to inconsistency. Before installing Live Help, make sure that other companies' remote control products are not installed. If such products are installed, uninstall them before installing Live Help.

- MetaFrame

  We do not guarantee that Live Help will work properly when it is installed together with MetaFrame, which is the add-on software of the Terminal Services.

Programs that can coexist with Live Help but require special attention

- The Remote Desktop feature and Terminal Services

  Live Help can coexist with the Remote Desktop feature and Terminal Services. However, the use of Live Help on a server where the Terminal Services is running is limited to specific conditions. Refer to the section Session Condition Requirements in Appendix - Support for Terminal Services for further details.

- The Remote Assistance feature

  Live Help can coexist with the Remote Assistance (Windows Messenger) feature. However, you must quit the Remote Assistance feature before using Live Help. In the same manner, you must quit Live Help before using the Remote Assistance feature. We do not guarantee that Live Help will work properly when you use the Remote Assistance feature and Live Help at the same time.

- VM software

  You can use Live Help on a VM environment, but there are some limitations as follows;

  - Limitations on the network configuration
    When NAT is used on a guest network configuration, the limitations same as on the NAT environment are applied.

    - Only a point to point static NAT connection is supported.

    - You can have just one NAT device on the communication route between the Live Help Expert and the Live Help Client computers. NAT with multiple layers are not supported.

  - Limitations on a guest OS

    - To operate a guest OS remotely, you must connect your Live Help Expert to the Live Help Client installed on the guest OS. In this case, you cannot remotely operate the management OS.

    - When you see a remotely operated guest OS from the management OS, the mouse on the guest OS may seem not remote controlled because the mouse cursor of the guest OS may not move.

1.2 Precautions

General Precautions on Installation of Live Help

- On the installation of [Live Help Expert] program , the error report "Could not load driver software" issued by the Fujitsu Live Help graphics driver may appear in 'Problem Reports and Solutions' or 'Reliability Monitor' of the operating system. However, you can ignore the error report as it does not affect the Live Help functions. Make sure to restart the operating system after installing these products.

- When you install the Live Help Expert and Live Help Client programs on the same computer, they should be the same versions/levels. If the versions/levels are different, the computer will not work properly.

- You cannot remotely install Live Help applications by using one of other companies' remote control products, such as pcAnywhere, LapLink, ReachOut, CoSession, VNC, WinShare, JP1, LANDeskServerManager, SMS, and so on.

- You cannot install Live Help applications when you are working on a user other than the first logged in user by using Fast User Switching feature.

- You cannot upgrade the Live Help Client while you are remotely operating it using the Live Help Expert.

- Normally, when an application is installed on an NTFS partition, Windows(R) will provide the "Everyone" group with full access permissions to the installation folder. This is considered a security risk. Consequently, when Live Help is installed on an NTFS partition, the "Everyone" group is removed from the permissions list. This also applies to Live Help's Registration Database entries regardless of the file system. This is done to prevent unwanted access to Live Help's files and configuration. Interactive Users (those physically logged in to the computer) and Administrators will still have full access permissions to the installation folder and Registration Database entries.
  Refer to the documentation describing access permissions accompanying your copy of Windows(R) if you find it necessary to restore these permissions.

- When you use different versions of the Live Help products together on the network, the version of Live Help Expert and Live Help Monitor must be the same as or later than that of the Live Help Client program.

- Live Help CM program should be the same version as the latest version of the Live Help Expert and Live Help Monitor currently used.

- You cannot perform remote operation using the touch screen feature.

Precautions on Version Upgrade

This section describes precautions you need to consider when you upgrade your Live Help application from an old version to a new version.

- User Data Compatibility

There is no data incompatibility.

- Migration of Configuration

Some versions of Live Help do not support migration of some settings. The table below summarizes migration of configuration among versions.

		Upgraded Version					
		5.0	**5.2**	**10.0**	**11.0**	**12.0**	**13.x**
Old Version	**5.0**	✔	✔	P/C	P/C	P/C	P/C
	5.2		✔	✔	✔	✔	✔
	10.0			✔	✔	✔	✔
	11.0				✔	✔	✔
	12.0					✔	✔
	13.x						✔

✔	Compatible	All settings will be migrated. However, - If you upgrade Live Help Expert/Monitor on which the "16 Colors" option in the Screen Transfer Method is selected, it will be changed to the "256 Colors" option. - If you upgrade version 13.1.0 or 13.2.0 of Live Help Expert/Monitor, option switches for Live Help Security Setup command will become different from the old version. Refer to the section Version Upgrade in Appendix - Live Help Security Setup Command for further details.
P/C	Partially compatible	Some settings will not be migrated. Refer to Settings not migrated on partially compatible cases for more details.
Blank	Incompatible	No setting will be migrated. (Migration of configuration is not supported.)

Settings not migrated on partially compatible cases

Upgrade installation resets the following settings. Run **Live Help Expert** and configure them again after upgrade.

View	Full Screen Toolbar Toolbar Help Status Bar
Options - Security	Warning message before Exit Approve Connections

	Announce Entries & Departures Allow CTRL/ALT/DEL when remote controlled
Options - Communication Setup	TCP/IP Setup - Local Interface
Options - Screen Transfer Method	Method Colors Wallpaper

1.3 Installing Live Help Software Using the Product CD-ROM

1.3.1 Installing Live Help Expert

To install Live Help Expert software using the product CD-ROM, follow the steps below:

🔔 Note

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- You need an administrator's permission to install Live Help software. Therefore, you must logon to the Windows(R) system as an administrator (a user who belongs to the Administrator group) to install the Live Help products.

- During installation of Live Help, the screen may blackout a few seconds. This is a proper behavior that occurs when Live Help installer registers drivers for controlling screen information.

- After installing Live Help Expert, you must restart the computer to run it.

- For the following operating systems, enable Secure Attention Sequence for the software.

   - Windows Vista or later

   - Windows Server 2008 or later

  Settings

   1. From the Start menu or Apps screen, select Run, then execute "gpedit.msc".

   2. In the Local Group Policy Editor window, select Computer Configuration >> Administrative Templates >> Windows Components >> Windows Logon Options. Then, on the right hand side of the window, double-click Disable or enable software Secure Attention Sequence.

   3. In the Disable or enable software Secure Attention Sequence window, select Enabled, then select Services or Services and Ease of Access applications from the drop-down menu in the bottom left hand side of the window, and then click OK.

   4. In the Local Group Policy Editor window, select File >> Exit.

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1. Insert the CD containing the Live Help Expert software in the CD drive.

   The Systemwalker Live Help installation program should automatically start showing the dialog box below. If not, run SWSETUP.EXE stored in the root of the CD.

2. Click [Systemwalker Live Help Expert] in the [Install] menu.

   If a "User Account Control" (UAC) message appears, click **Continue** and move on to the next step.

3. Click **Next** when Welcome screen appears.
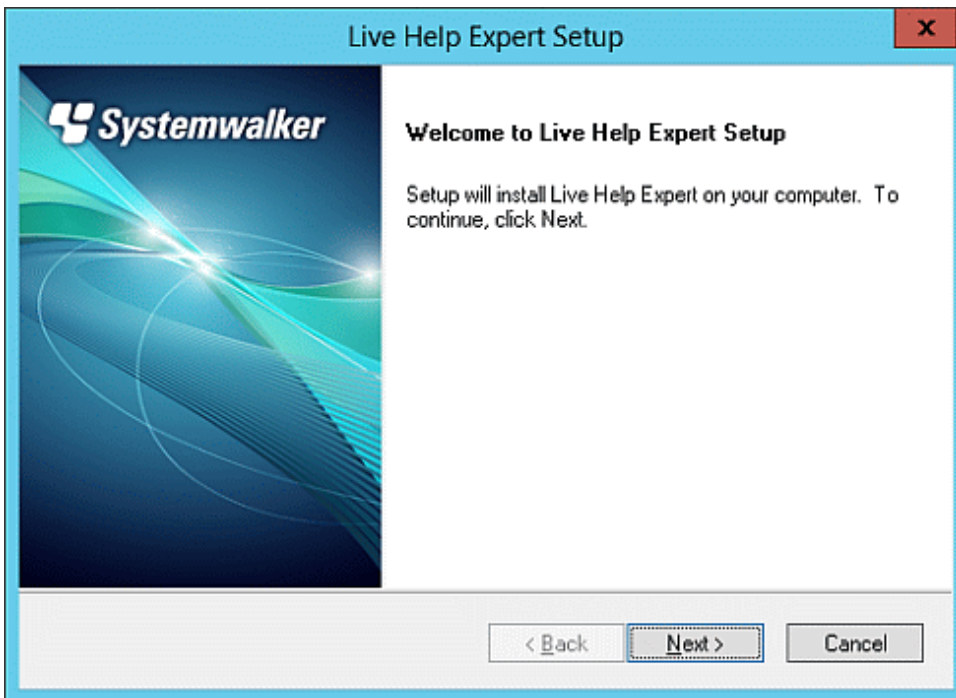
4. Caution screen will be displayed.

   Read the contents carefully and click **Next** if your system has no problem.
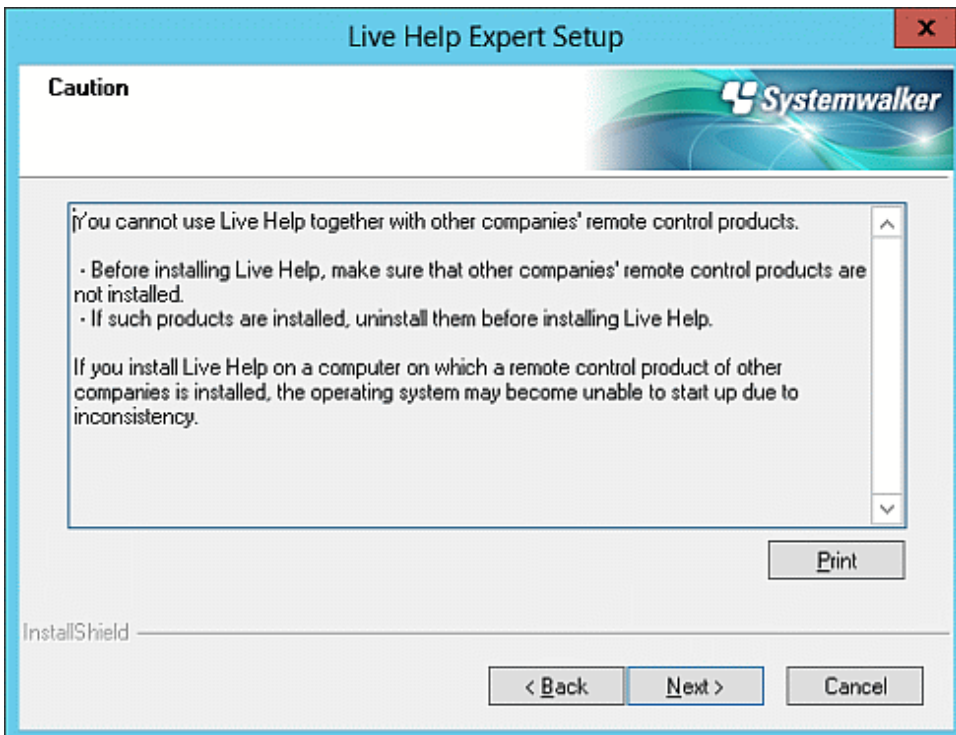
5. Specify a directory where the software will be stored.

   The default install directory is as follows. Change if necessary.

   - On 32bit OS:
     %ProgramFiles%\Fujitsu\Live Help\Expert

- On 64bit OS:
  %ProgramFiles(x86)%\Fujitsu\Live Help\Expert
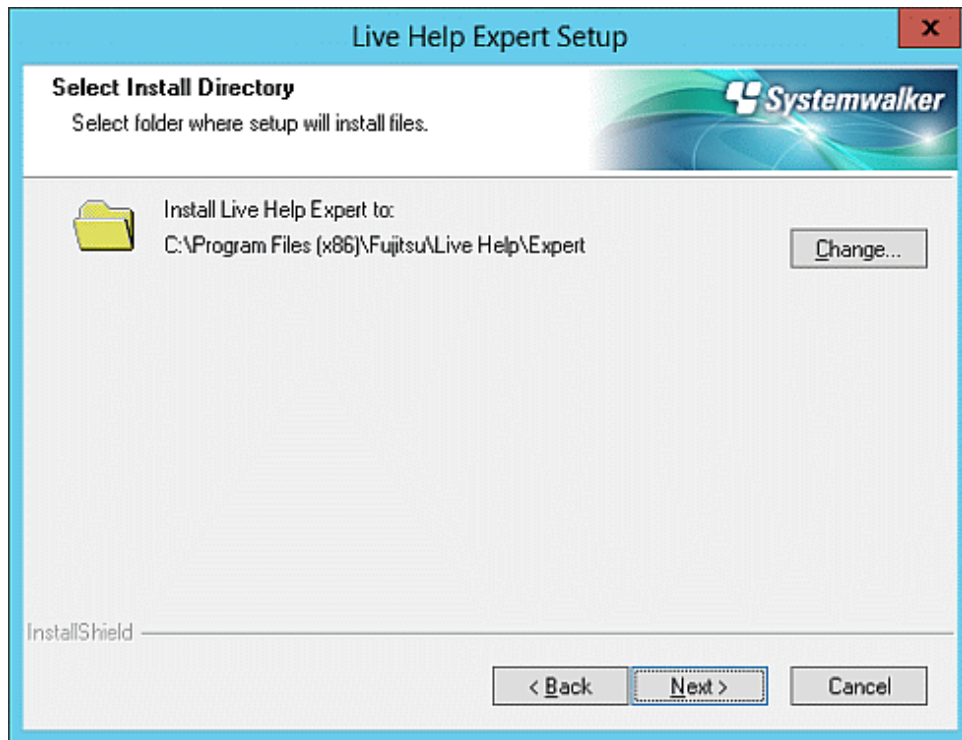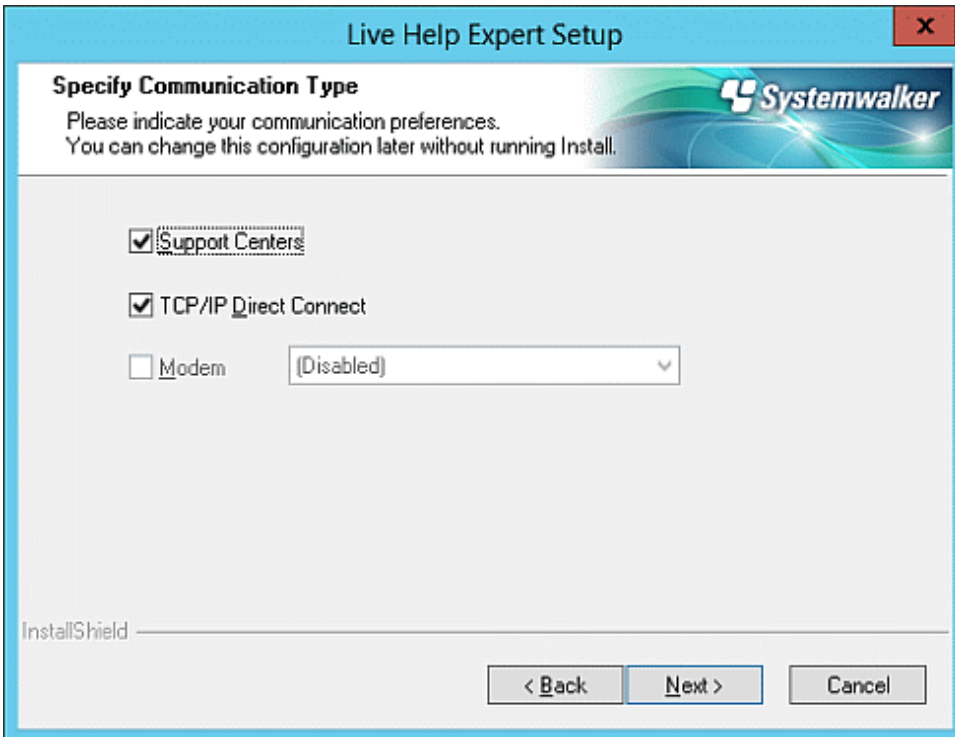
6. Select your preferences of communications.

    - When selecting a modem, choose the name of the modem from the pull-down box.

    - Refer to the section Communications Setup in Changing Your Live Help Expert Configuration for details on each option in the dialog.

📖 **Information**

- You can also change this option after the installation is completed, by using the OPTIONS menu.

7. Specify the user name used in Live Help sessions.

The default user name is the computer name of the target computer. Change if necessary.

📝 **Note**

- Every Live Help user must have a unique user name on a Live Help network. Make sure that the specified user name is unique among Live Help users.

- A user name can contain up to 16 characters.
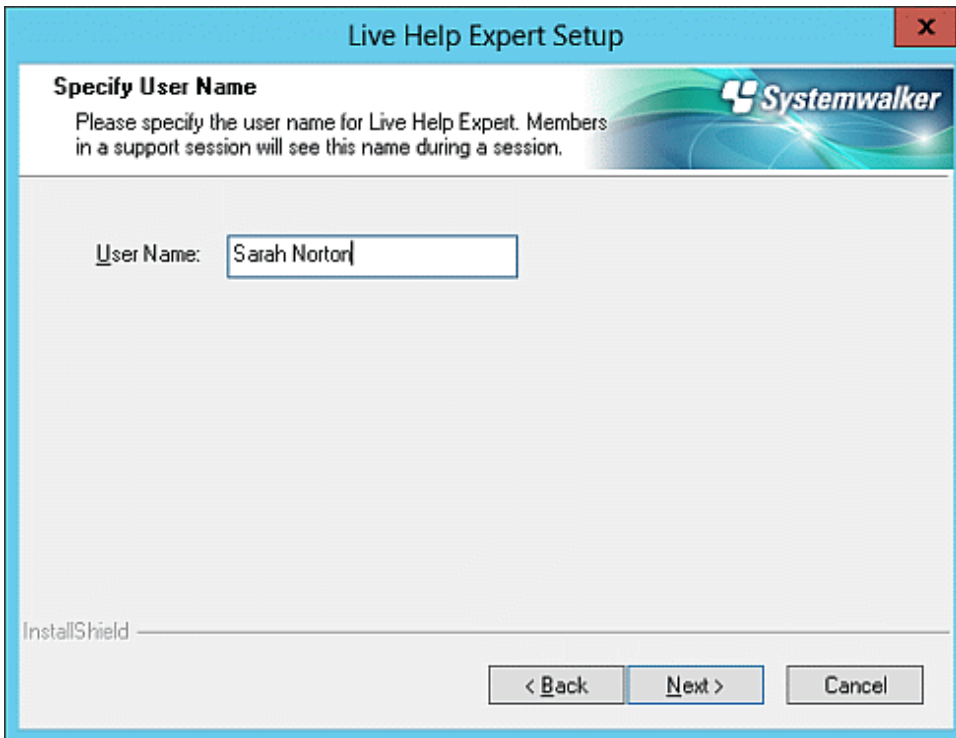
8. Confirm installation options.

   If you are satisfied with the settings, click **Install** to begin copying files.

   At the end of the installation process, the system files (the Windows(R) registry) will be modified and shortcuts for Live Help Expert, Live Help Monitor, and the EXPERT.TXT file (containing the latest information about points to note and limitations of Live Help applications) will be added to the Live Help folder in the Start menu.
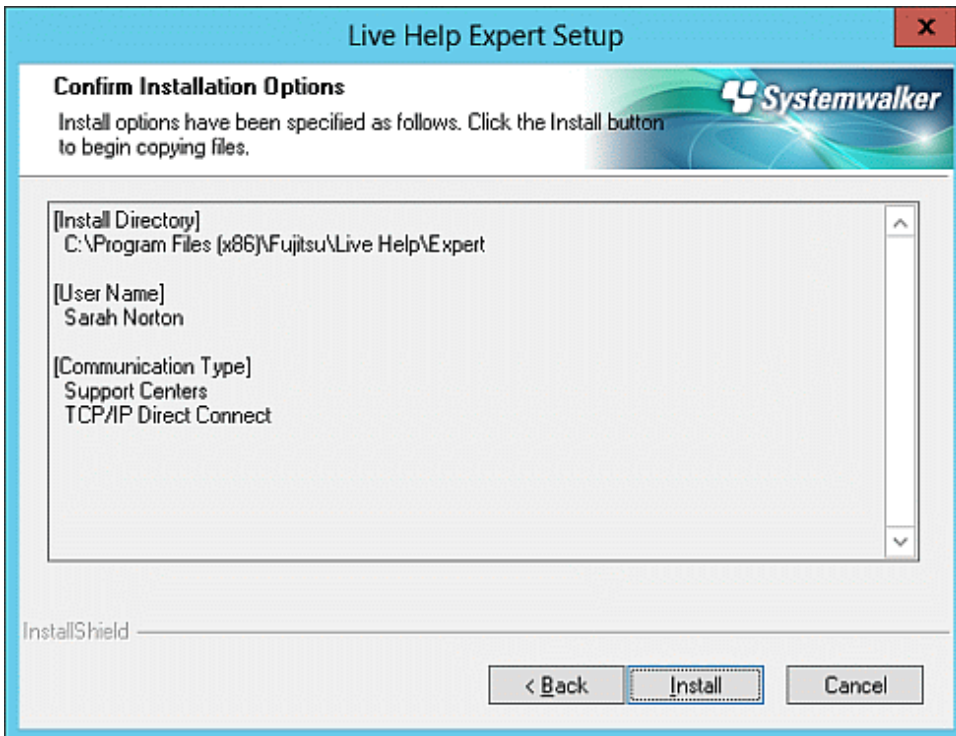
9. Select a preferred option and click **Finish** to exit the Setup program when [Finish] screen appears.
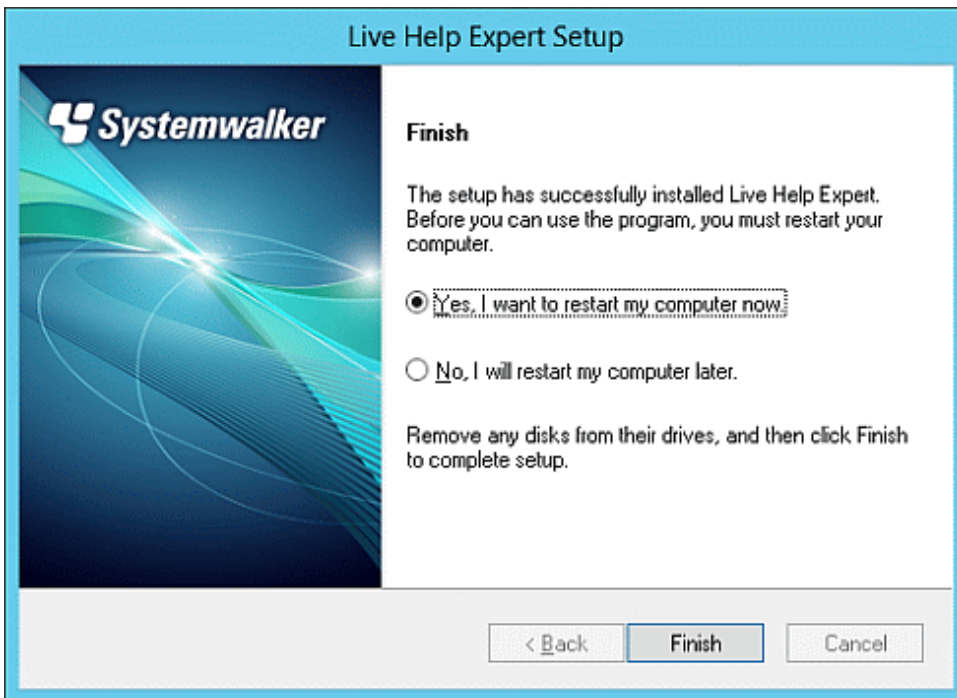
1.3.2 Installing Live Help Connection Manager

To install Live Help Connection Manager software using the product CD-ROM, follow the steps below:

1. Insert the CD containing the Live Help Expert software in the CD drive.

   The Systemwalker Live Help installation program should automatically start showing the dialog box below. If not, run SWSETUP.EXE stored in the root of the CD.

2. Click [Systemwalker Live Help Connection Manager] in the [Install] menu.

   If a "User Account Control" (UAC) message appears, click **Continue** and move on to the next step.
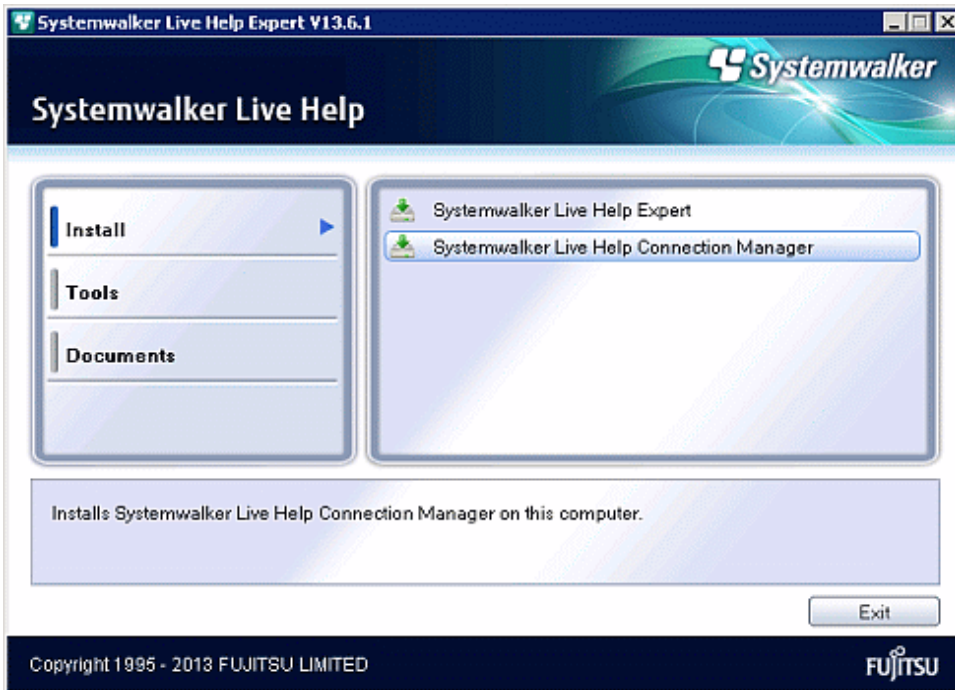
3. When the following screen appears, read the contents carefully and click **Yes** to continue.
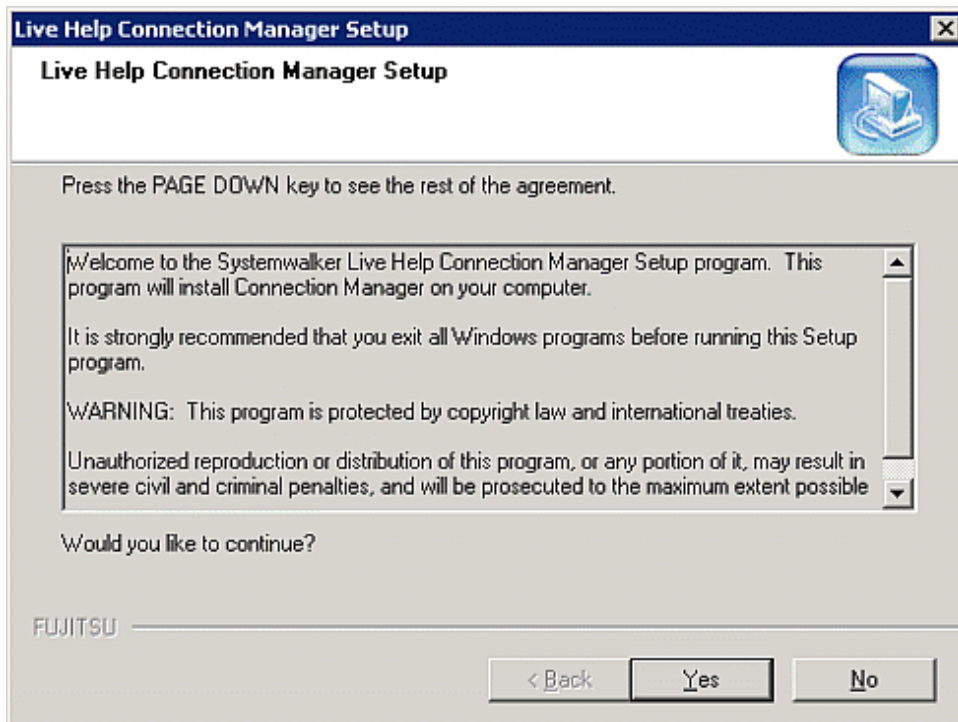
4. Specify components to install and a directory to store the software.

   - Installation of the Connection Manager Administrator (referred to as CMADMIN) program is optional. Depends on your network configuration, you may be able to establish Live Help sessions without changing Live Help Connection Manager configuration by CMADMIN program. Refer to the section Using Live Help Connection Manager with Basic Configuration in Live Help Connection Manager for further details.

- The default install directory is as follows. Change if necessary.

  - On 32bit OS:
    %ProgramFiles%\Fujitsu\Live Help CM

  - On 64bit OS:
    %ProgramFiles(x86)%\Fujitsu\Live Help CM
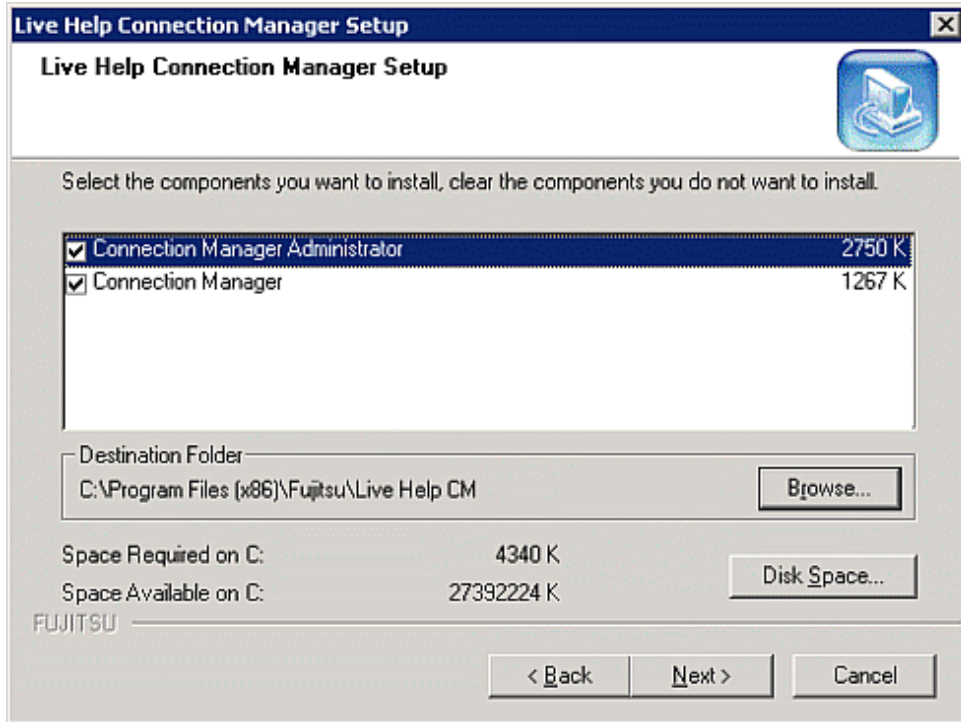
5. Specify a Program Folder (in the Start Menu) in which shortcuts for Live Help software will be stored.

   The default folder name is "Fujitsu Live Help".
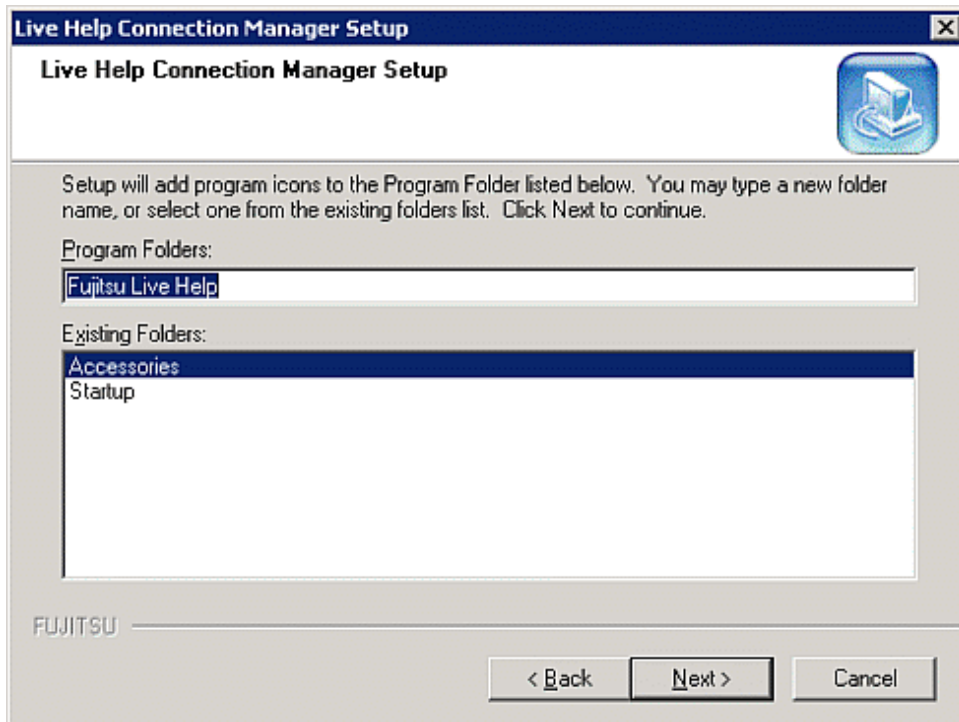
6. Confirm installation options.

   If you are satisfied with the settings, click **Next** to begin copying files.

   At the end of the installation process, the system files (the Windows(R) registry) will be modified. And shortcuts for "Info for TCP" (when you have installed Live Help Connection Manager) and "Connection Manager Administrator" (when you have installed CMADMIN) will be added to the Live Help folder (or the folder you have specified) in the Start menu.
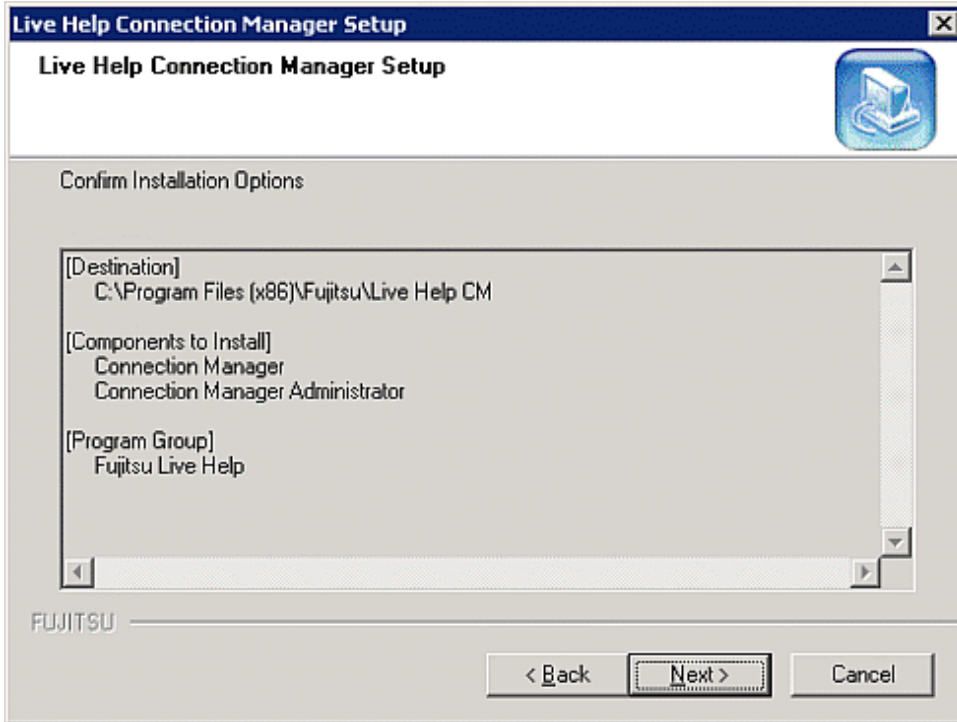
7. Click **Finish** to exit the Setup program.
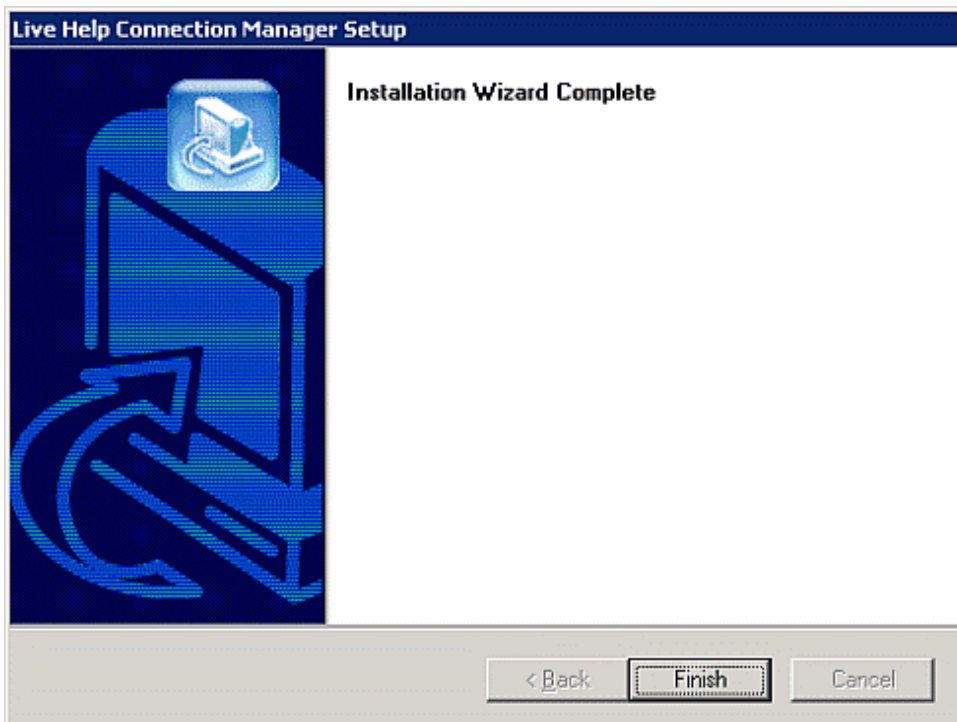
1.4 Installing Live Help Expert Using the Live Help Installer Customize Wizard

This chapter describes custom installation of the Live Help software, using the Live Help Installer Customize Wizard.

The Live Help Installer Customize Wizard walks you through to configure your Live Help software during its installation. Once the installation is complete, the Live Help Client program or the Live Help Expert program does not need to be configured.

It will save the customized settings in a text file that allows you to verify configuration of the customized package.

Note

- The Live Help Installer Customize Wizard does not support Live Help Connection Manager and Live Help Connect programs.

- Refer to the Live Help Client's Guide for how to install Live Help Client program using the Live Help Installer Customize Wizard.

- To receive Ctrl+Alt+Del using the Sending Special Windows(R) Keys feature on the following operating systems, enable Secure Attention Sequence for the software.

  - Windows Vista or later

  - Windows Server 2008 or later

  Settings

  1. From the Start menu or Apps screen, select Run, then execute "gpedit.msc".

  2. In the Local Group Policy Editor window, select Computer Configuration >> Administrative Templates >> Windows Components >> Windows Logon Options. Then, on the right hand side of the window, double-click
  Disable or enable software Secure Attention Sequence.

  3. In the Disable or enable software Secure Attention Sequence window, select Enabled, then select Services or Services and Ease of Access applications from the drop-down menu in the bottom left hand side of the window,
  and then click OK.

  4. In the Local Group Policy Editor window, select File >> Exit.

1.4.1 Flow of the installation using Live Help Installer Customize Wizard

To install Live Help Expert program using the Live Help Installer Customize Wizard, follow the steps below.

  1. Start the Live Help Installer Customize Wizard.

  2. Select Install Package.

  3. Specify Settings to Customize.

  4. Save Install Package.

  5. Copy or distribute the customized package to the computer on which you wish to install the Live Help product.

  6. Run the executable file "SETUP.EXE" stored in the distributed package folder.

  7. After the installation process is complete, restart the computer.

Refer to the subsequent sections for describe details on each step.

Note

- The computer will be restarted automatically at the end of the installation, if you uncheck the checkbox "Ask user to reboot the computer at the end of the Live Help installation" and select the radio button "Reboot the computer automatically."

1.4.2 Start the Live Help Installer Customize Wizard

To run the Live Help Installer Customize Wizard, follow the steps below.

1. Insert the CD containing the Live Help Expert software in the CD drive.

   The Systemwalker Live Help installation program should automatically start showing the dialog box below. If not, run SWSETUP.EXE stored in the root of the CD.

2. Click [Live Help Installer Customize Wizard] in the [Tools] menu.
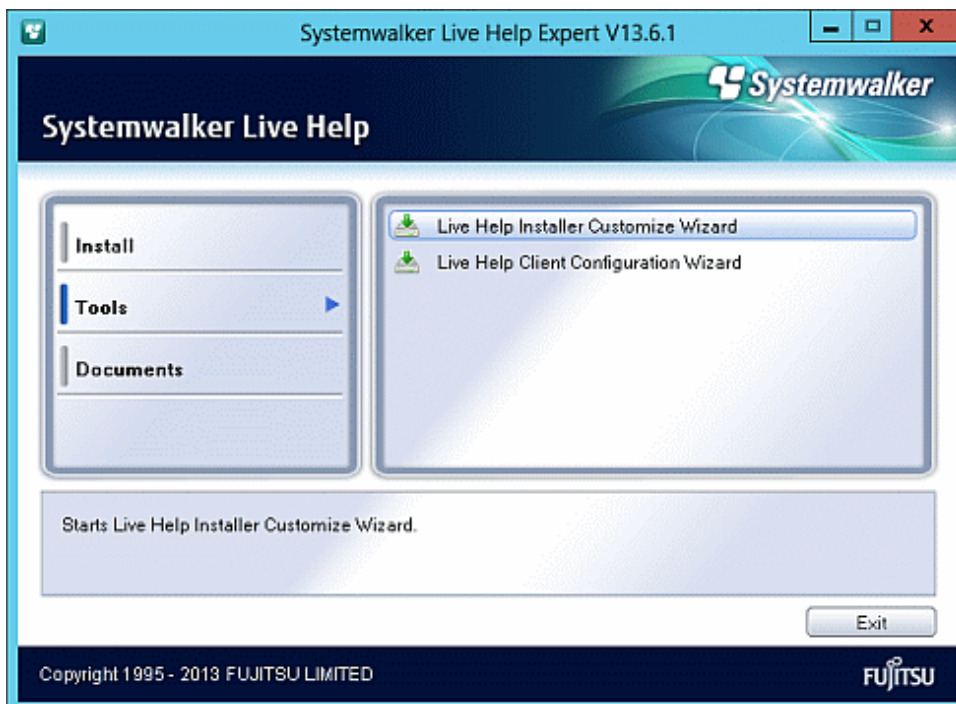
3. The following Installer Customize Wizard dialog will appear.
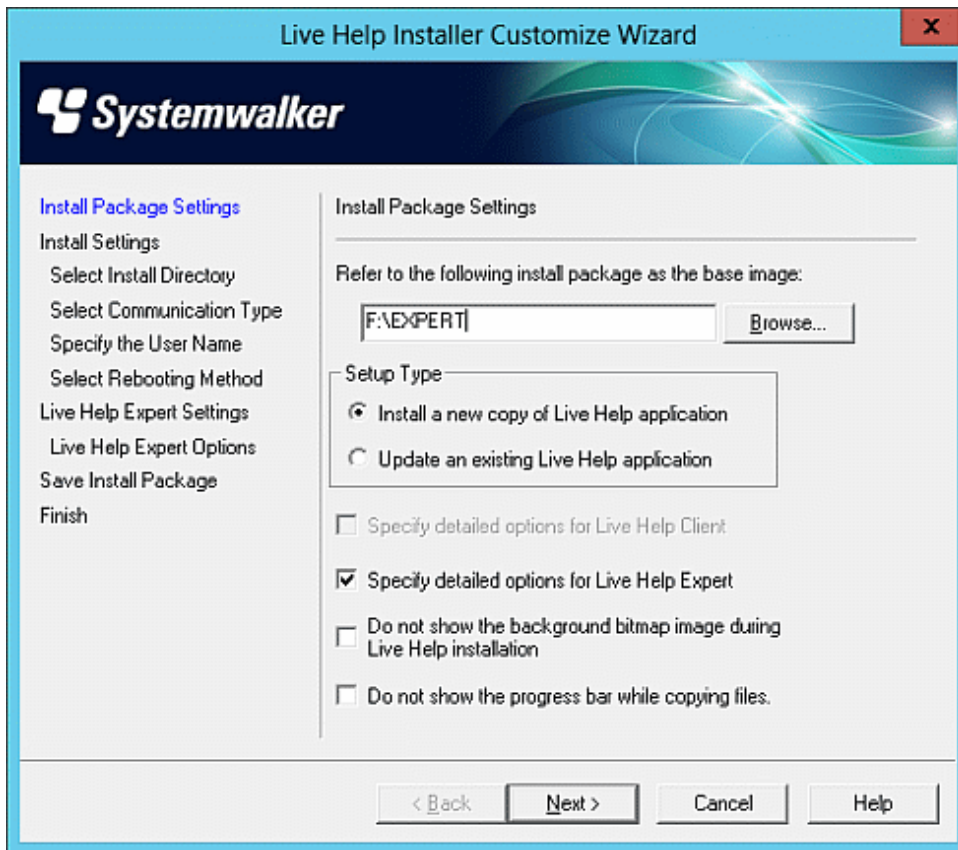
The Live Help Installer Customize Wizard has the following fields.

- **Left pane:**
  Located at left of the window. Lists various settings available to configure using the Wizard.

- **Right pane:**
  Located at right of the window. Allows you to configure the selected setting (shown in blue) from the list on the left pane.

- **Back:**
  Displays the previous Wizard dialog.

- **Next:**
  Displays the next Wizard dialog.

- **Cancel:**
  Quits the Installer Customize Wizard without saving the settings.

- **Help:**
  Displays help for the Wizard dialogs.

1.4.2.1 Select Install Package

Choose a package to customize in the first dialog of the Installer Customize Wizard, **Install Package Settings**.
You may also specify the installation type, advanced options for Live Help Expert, and installation view options.
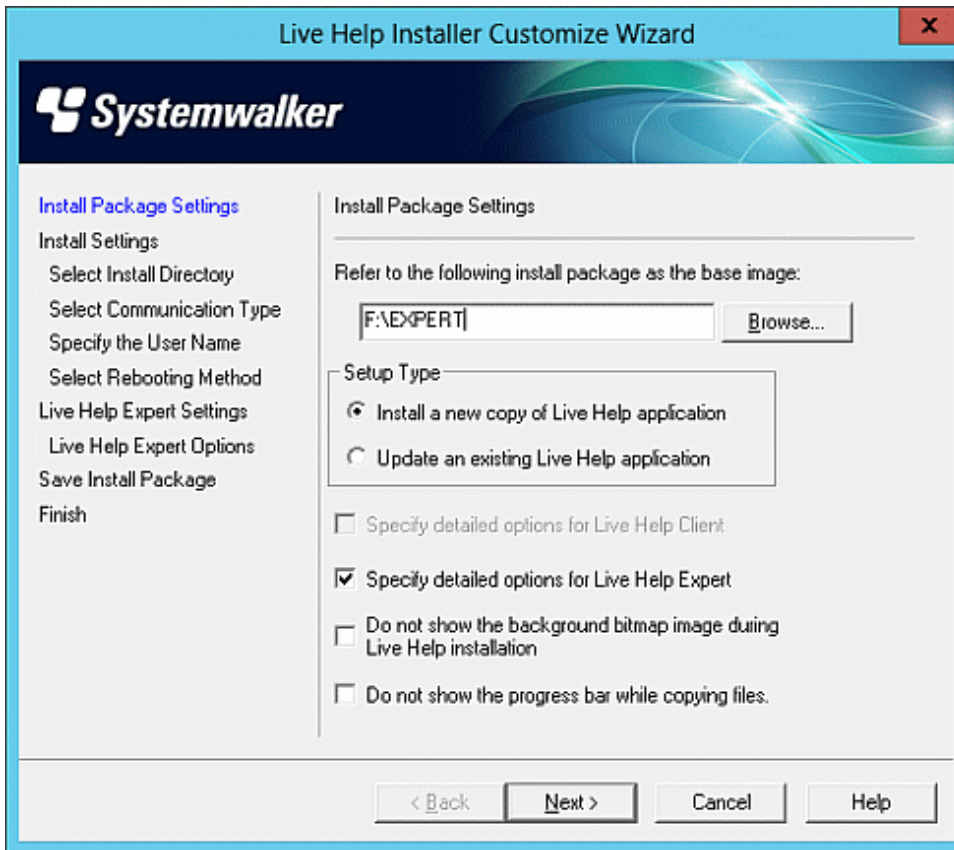
- **Refer to the following install package as the base image:**

  Specify the directory that stores the installation package to customize.
  The term "installation package" refers to the following folders.

  - The following folder in the product CD of Live Help V12.0 or later:
    CD drive:\Expert

  - A copy of any of the above folders.

  - A customized folder of any of the above folders.

- **Setup Type:**

  Install a new copy of Live Help application:

  - Select this option when you install the Live Help application for the first time.

  - If you use the customized install package selecting this option to upgrade an existing Live Help application, the following settings will be overwritten with the values specified in the customized install package:

    - Communication Type

    - User Name

  The install directory and other settings will not be changed.

  Update an existing Live Help application:

  - Select this option when you want to upgrade the previous version of Live Help application installed on your computer. The settings to be migrated differ depends on the version of the Live Help application installed on the computer. For details, refer to the section Precautions on Version Upgrade in Precautions.

  - If you use the customized install package selecting this option on the computer on which the Live Help application is not installed, an error message will appear and the installation will be aborted.

- When you install the Live Help application using the customized install package with this option selected, the computer will not be restarted automatically at the end of installation.

- If you select this option, following detailed setting screens in the Live Help Installer Customize Wizard program, such as the Install Settings and the Live Help Expert Settings screens, are not displayed.

- **Specify detailed options for Live Help Client**

  Check this checkbox to specify advanced options of for the Live Help Client application. This option will be grayed out and become unavailable when you specify a Live Help Expert package in the [Refer to the following install package as the base image] field.

- **Specify detailed options for Live Help Expert**

  Check this checkbox to specify advanced options of for the Live Help Expert application. For details on available options, refer to the section Live Help Expert Settings.

  You must select "Install a new copy of Live Help application" for the Setup Type first to enable this checkbox.

- **Do not show the background bitmap image during Live Help installation**

  Check this checkbox to hide the background screen of Live Help Installer during installation.

- **Do not show the progress bar while copying files**

  Check this checkbox to hide the copy progress during the installation.

After specifying settings, click the Next button. The Installer Customize Wizard will verify the settings and displays the next Wizard dialog.

If the install package is invalid, an error message will be displayed. In that case, re-specify an appropriate install package.

1.4.2.2 Specify Settings to Customize

After choosing a package to customize, specify each setting that you would like to customize.

The subsequent sections describe details on available settings on Wizard dialogs.

For details on each setting, refer to Changing Your Live Help Expert Configuration.

Select Install Directory

Select Install Directory allows you to specify the directory to install the Live Help application.
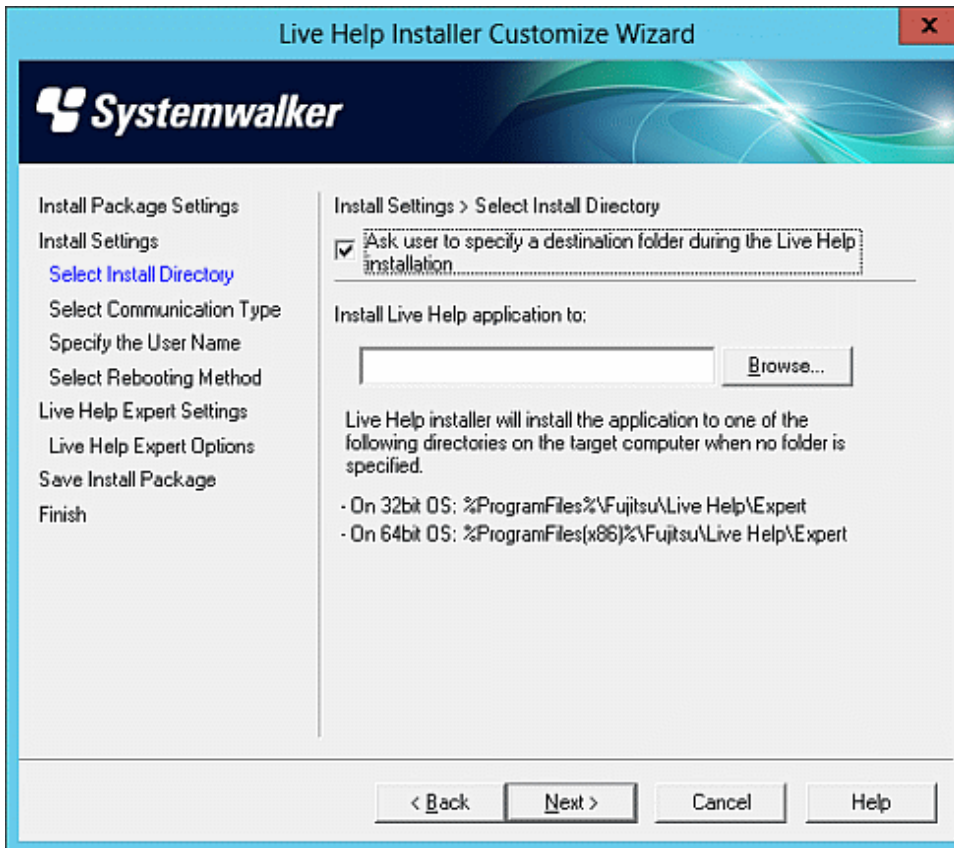
- **Ask user to specify a destination folder during the Live Help installation**

  Check this checkbox to ask the user to specify the install directory of the Live Help application during the installation. If this option is unchecked, the Installer will install the Live Help application to the directory specified in the [**Install Live Help application to:**] field.

- **Install Live Help application to:**

  Specify the directory to install the Live Help application. If you specify a network drive or a drive that does not exist on the target computer, the installation will fail. Decide the drive carefully and make sure that the drive you specified is appropriate for the computer on which the Live Help application will actually be installed.

  If this field left empty, Live Help Installer will install the application to one of the following directories on the target computer.

  - **On 32bit OS:**
    %ProgramFiles%\Fujitsu\Live Help\Expert

  - **On 64bit OS:**
    %ProgramFiles(x86)%\Fujitsu\Live Help\Expert

 Note
. . . .

A directory name cannot contain any of the following characters:

- Slash (/)

- More than one Colons (:)

- Asterisk (*)

- Question Mark (?)

- Double quotation (")

- Less-Than Sign (<)

- Grater-Than Sign (>)

- Vertical Line (|)

. . . .

Select Communication Type

Select Communication Type allows you to specify the communication type for Live Help Expert.
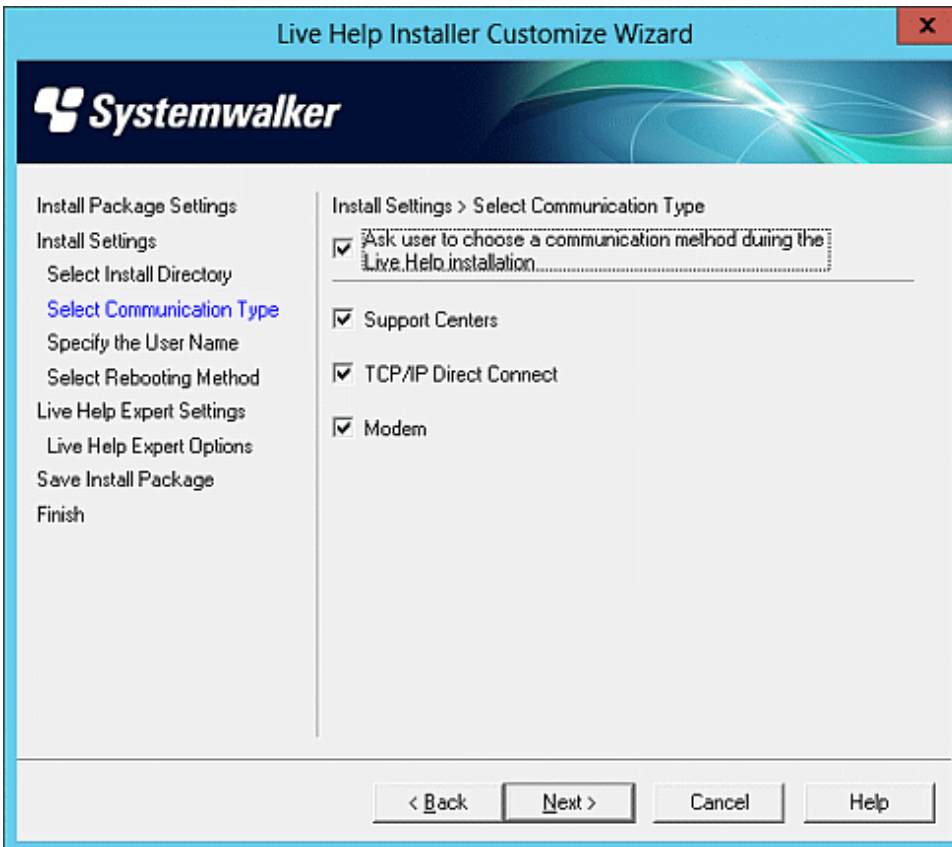
- **Ask user to choose a communication method during the Live Help installation**

  Check this checkbox to ask the user to select the communication method during the installation. If this option is unchecked, the Installer will install the Live Help application applying the communication method specified in the customized install package.

- **Support Centers**

  Select this option to use a Support Center for communication.

- **TCP/IP Direct Connect**

  Select this option to connect to a specific computer by using TCP/IP direct connection.

- **Modem**

  Select this option to use a modem for communication. After installation, you must choose a modem installed on the target computer.

Specify the User Name

Specify the User Name allows you to specify the user name to use for Live Help connections.
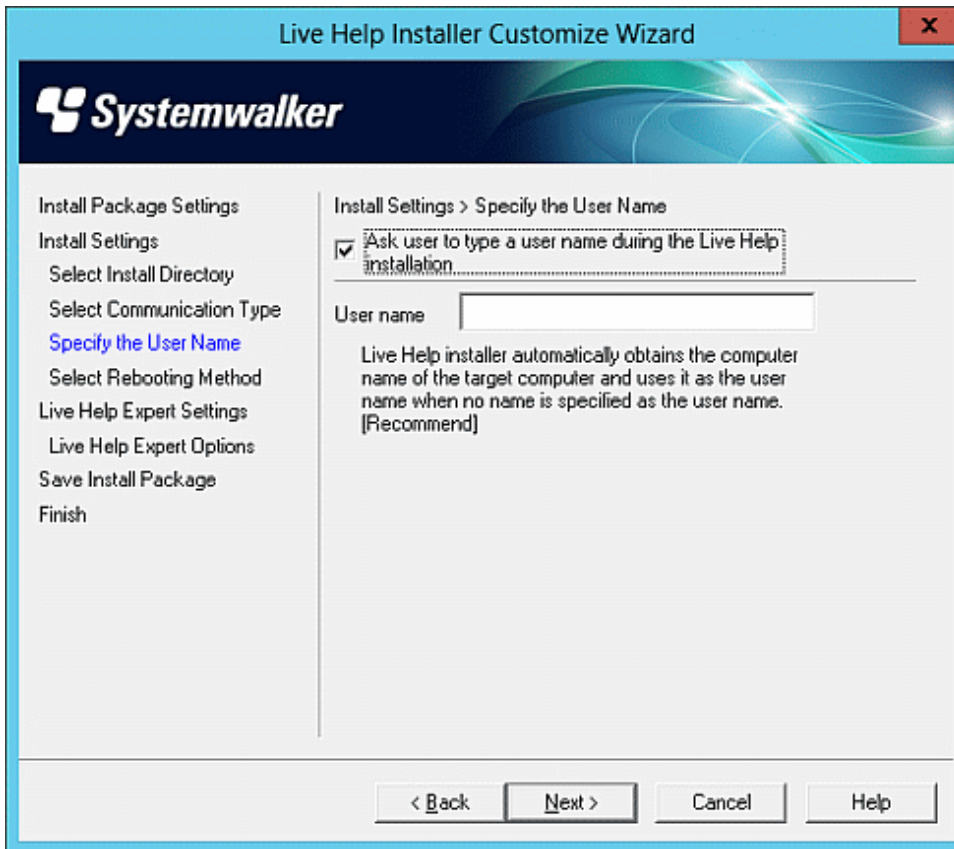
- **Ask user to type a user name during the Live Help installation**

    Check this checkbox to ask the user to specify the user name during the installation. If this option is unchecked, the Installer will install the application applying the user name specified in the customized install package.

- **User name**

    Specify the user name in up to 16 characters.
    If unspecified, the Installer will use the name of the target computer as the user name.

 Note

. . . .

- A user name cannot contain double quotation (").

- If the specified user name begins with or ends with a space, Live Help Installer Customize Wizard will delete the space character automatically.

. . . .

Select Rebooting Method

Select Rebooting Method allows you to specify the Installer action after completing the installation.

 Note

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After installing Live Help Expert, you must restart the computer to run it.
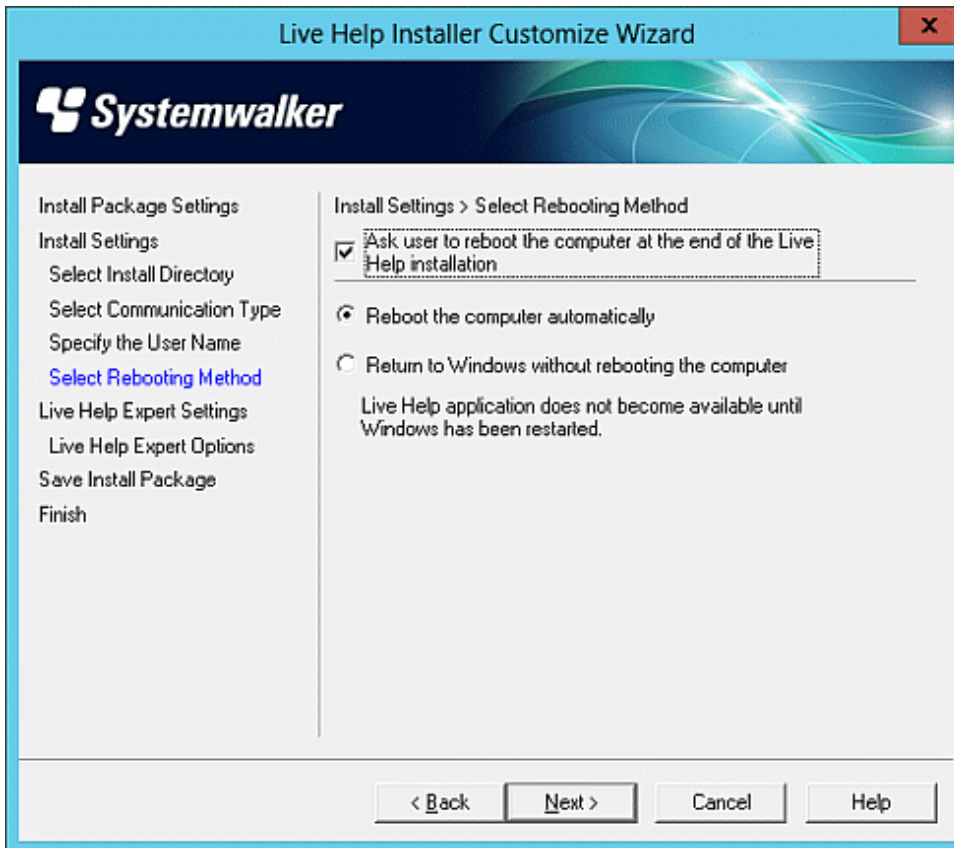
. . . .

- **Ask user to reboot the computer at the end of the Live Help installation**

  Check this checkbox to prompt the user to restart the computer at the end of the installation process. If this option is unchecked, the Installer will end the installation with the action specified in the customized install package.

- **Reboot the computer automatically**

  Select this option to automatically restart the computer at the end of the installation.

- **Return to Windows without rebooting the computer**

  Select this option to return to Windows(R) without restarting the computer.

![Note icon] **Note**

The computer will be restarted automatically at the end of the installation, if you uncheck the checkbox "Ask user to reboot the computer at the end of the Live Help installation" and select the radio button "Reboot the computer automatically."

1.4.2.3 Live Help Expert Settings

Live Help Expert Options allows you to change the configuration of Live Help Expert.
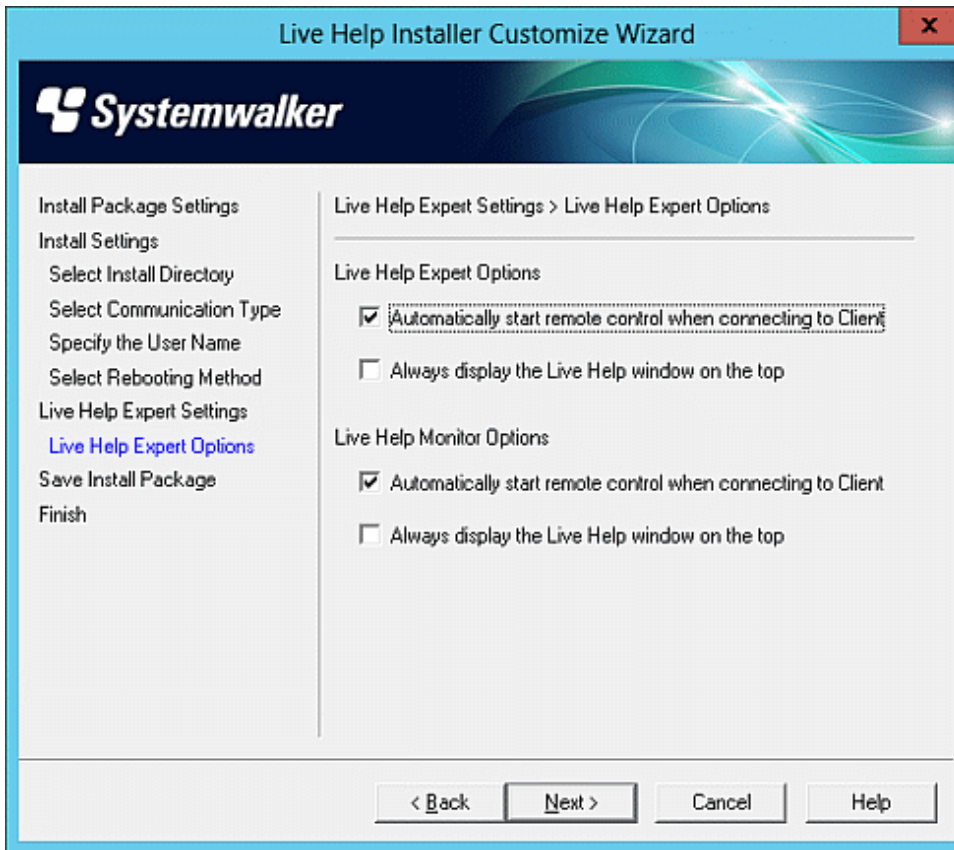
- **Automatically start remote control when connecting to Client**

  Check this checkbox to automatically start remote control of the Live Help Client computer when you join a Live Help session using the Live Help Expert or Live Help Monitor program.

- **Always display the Live Help window on the top**

  Check this checkbox to display Live Help Expert or Live Help Monitor always on top.

1.4.2.4 Save Install Package

Save the customized install package in the **Save Install Package** dialog.
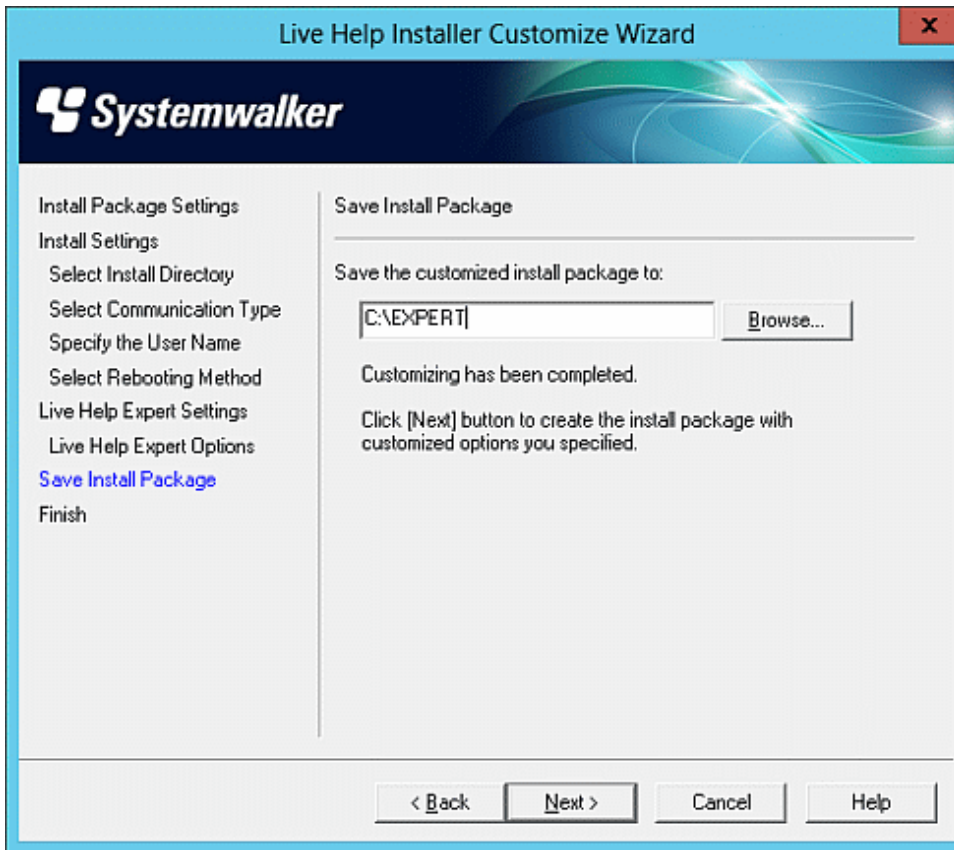
- **Save the customized install package to:**

    Specify the directory to store the install package. The directory must have enough space to store all files necessary to install the product as well as the file that contains the customization information.

After specifying a folder, click the **Next** button to save the customized install package.

The customization information is stored in the file "custom.txt" in the specified folder.

1.5 Uninstalling Live Help Software

To uninstall the Live Help software, follow the steps below.

On Windows Server 2003 STD / Windows Server 2003 EE;

1. Open the **Control Panel** and double-click the **Add or Remove Programs** icon.

2. Click to select **Live Help Connection Manager** in the list.

3. Click **Remove** button.

On Windows Vista;

1. In the Control Panel, under Programs, select Uninstall a program.

2. Click to select **Live Help Expert** in the list.

3. Click **Uninstall** button.

4. When a UAC message appears, click **Continue**.

On Windows 7 / Windows Server 2008 STD / Windows Server 2008 EE / Windows Server 2008 R2 / Windows Server 2008 Foundation;

1. Open the **Control Panel** and double-click the **Programs and Features** icon.

2. Click to select **Live Help Expert** in the list.

3. Click **Uninstall** button.

On Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2;

1. In the **Control Panel**, under Programs, select **Programs and Features** icon.

2. Click to select **Live Help Expert** in the list.

3. Click **Uninstall** button.

![Note icon] Note
....
- You must logon to the Windows(R) system as an administrator (a user who belongs to the Administrator group) to uninstall the Live Help products.

- After uninstalling Live Help Expert, you must restart the computer.
....

Chapter 2 Introducing Live Help

Thank you for choosing Fujitsu's Systemwalker Live Help remote support product. Systemwalker Live Help (called Live Help, for the remainder of this document) is a member of the Fujitsu Systemwalker family of products.

Live Help is versatile Windows(R) application that Help Desks and service providers use to provide remote support and training services in *real time*. With the built-in screen sharing and remote control facilities, Help Desk Personnel (referred to as *Support Specialists*) have access to the desktop of an end user (referred to as *Client*) to solve application or configuration problems. With access to the user's entire desktop, it's easy for help desk personnel to resolve application or configuration problems quickly and accurately, and provide just-in-time training. Live Help provides benefit to your entire company because down time is reduced from hours to minutes.

A Support Specialist conducts the support session, using remote control, screen sharing, file transfer, and clipboard transfer to assist the end user.

You can participate in support sessions with people down the hall or around the world. Sessions run on the in-house LAN, or over a WAN or remote dial-up connection. You can even hold sessions using Intranet or Internet connections. If you don't have a network connection, modem-to-modem support is available.

This chapter introduces you to Live Help, explains how a support session is structured and managed, and describes the roles of the members.

Once you finish with this introductory information, run a real support session as described in For a detailed look at each of Live Help's features, refer to Chapters 3 through 14.

2.1 Live Help Feature Overview

Live Help is very easy to use. When someone has a problem or needs training, there is no complicated user interface to learn and operate — the person simply starts the *Client* application. With a few clicks of the mouse, a Support Specialist connects to the Client for an on-line session.

Live Help provides Help Desk Personnel with two tools for supporting the Client. These are the Live Help Expert and Live Help Monitor applications. The two applications have similar features with a few key differences. Unless otherwise noted, this manual will discuss the Live Help Expert application. Live Help Monitor contains a separate discussion of Live Help Monitor and the differences between it and Live Help Expert.

Once connected, the Support Specialist conducts the support session, using screen sharing, remote control, file transfer, and other facilities to assist the Client. The Live Help Expert's floating toolbar provides easy access to Live Help features.

Additional Help Desk Personnel can join the session to consult with a Specialist or escalate the call to another level. This capability also allows Help desk supervisors to join support sessions and monitor the effectiveness and trouble-shooting skills of help desk staff.

During the session the Client does not operate the Live Help software. Because Live Help directs its functionality to help desk staff, it is not necessary to teach the Clients our application. As a result, Live Help is easy to deploy throughout the organization or to your customers.

The following topics give you an overview of some of the features available to Help Desk Personnel.

2.1.1 See what the Client is talking about

Imagine you are sitting in your office at the help desk and the phone rings. At the other end is a frustrated user asking for help. They immediately begin to explain what they did, what they were trying to do, and what is on the screen. While you try to figure out what is wrong, you ask questions which the user may or may not know how to answer. Perhaps you can eventually solve the problem over the phone, but more often than not you have to go to the person's office. Of course the office visit may not be possible if the person is in another building or city. If only you could see the Client's screen . . .

With Live Help, you can! In just a few seconds, you start a support session and see everything on the Client's screen. While you talk on the phone, your Client demonstrates the problem. You receive screen changes continuously, watching as the Client moves the mouse, opens menus, responds to dialog boxes, and so on. It's just as if you are looking over someone's shoulder.

The *Screen Transfer* feature allows you to view the Client's screen. You can see either Windows(R) or windowed DOS screens. When the support session begins, the Live Help Expert application automatically starts Screen Transfers from the Client's screen. Typically Screen Transfers of the Client's screen remain in progress throughout the entire support session.

You can also start Screen Transfers of your screen to the Client, if you want to show some training material for example.

Note

You cannot view or operate on the following screens.

- The MS-DOS(R) prompt screen in full screen mode (If it has a window pane, it is possible to share and remotely operate the screen

- The screen of the applications that support Direct X / OpenGL

- The screen of Windows(R) applications that have motion picture and sound features

- The screen of the applications that do not work properly without system reboot after changing the settings in display properties

There are two **Screen Transfer** buttons on your toolbar — one controls Screen Transfers for the Client, the other controls yours. Just click the appropriate button to easily start or stop Screen Transfers.

When you use Screen Transfers you can immediately see what the Client is talking about!

Use Screen Transfers to see the Client's screen, or show your screen to the Client.

2.1.2 Remote Control the Client's computer

While you view the Client's screen with Screen Transfers, you may want to use Remote Control to correct a problem or provide training. With Remote Control, you use your keyboard and mouse to operate the Client's applications and desktop, just as if you are sitting at the Client's computer.

You can *share* control of your colleague's computer and applications while editing files, opening menus, and even starting other applications. For example, the Client's problem may be caused by unfamiliarity with a new program. You can demonstrate the correct procedure then watch as they try it, cutting down on repeat calls for the same problem. Because you both can see the changes and their effect as they occur, you get the job done faster and the Client learns during the process. You also have the option to lock out the Client's mouse and keyboard during Remote Control.

If your system is configured appropriately, you can automatically take *Remote Control* of the Client's computer. Collaborating over the phone, you and your colleague see immediate results as you operate the Client's computer together.

It's easy to start and stop Remote Control — just click the **Remote Control** button. If there are other Help Desk Personnel in the session, they watch the remote control actions but cannot make changes. However, another Support Specialist can easily take Remote Control by clicking the Remote Control button.

The Client can also configure the software to allow him/her to accept or deny any Remote Control request.

2.1.3 Instruct the Client How to Operate

Instruction mode allows you to instruct the Client in operating methods while viewing the Client's computer screen and operation. When you switch the operating mode to the instruction mode, the instruction pointer manipulated by the Expert appears on the Client's computer screen and enables the Expert to provide the Client with operating instructions.

Because Clients themselves perform operations, such as editing files, opening menus, and starting other applications, they can learn more efficiently, and therefore cutting down on repeat calls for the same problem.

To enable the instruction mode, you need to turn on the remote control. During instructions, if the remote control right moves to another Expert, the right to control the instruction pointer will also moves to the Expert. Experts can acquire the remote control right (the right to manipulate the instruction pointer) as necessary.

2.1.4 Transfer facilities

In addition to application and screen sharing, use Live Help's transfer facilities to exchange information with session members. You can send files, a text message, or the contents of the Clipboard.

If there are other Help Desk Personnel in the session, the transfer facilities allow you to send information to all or selected members.

Transferring a file is a good way to distribute a new version of software to the Client. With Client File Exchange, you can transfer files to the Client, or take copies of files from the Client's computer. A dialog box displays a list of your files and folders on top of a list of the Client's files and folders. It is easy to navigate to different places within either file system using your mouse. You choose the files you want to transfer, and specify the destination on the recipient computer.

You can either send your *Clipboard* or receive the Client's Clipboard. The data, whether text or graphics, is transferred directly to the recipient's Clipboard. Once in the Clipboard, the information can be pasted into any Windows(R) application.

You can also send a text *message* to someone without disturbing the other members. This feature is useful for private side conversations with other Help Desk Personnel.

Conclusion

Use the File, Clipboard, and Message transfer features to distribute information.

2.1.5 Save a Support Session

You can save the content of a support session in a session data file using the session record function. The session data file can be replayed with Live Help Replay.

You can save the content of an operation as "history" by saving the operation done on a remote server in a support session.

2.2 Live Help Support Session

2.2.1 How a Support Session Starts

Live Help uses a "meet-me" design, in which one person (usually the *Client*) creates a support request and Help Desk Personnel use either the Live Help Expert or Live Help Monitor application to join in.

Let's take a quick walk through a typical startup sequence to illustrate how easy it is to establish a support session. In this example, we will be conducting a session over a *network*. Suppose an end user is having a problem with a new application and has called the help desk for assistance. The user tries to explain the problem, and the help desk decides to use Live Help to troubleshoot the problem. The session begins with three easy steps:

1. First, the end user selects the *Live Help Client* shortcut from the Start menu or the Apps screen to run Live Help. Depending on the Client's configuration, a dialog box displays either their Live Help name or TCP/IP address.

 P Point
....
 The dialog box shows the IP address of the Client computer, if Live Help Client is using TCP/IP Direct Connect to open a session.
....

 Note
....
 - Users may not need to start Live Help Client manually, if it is running as a service on Windows(R), and defined to start at Windows(R) boot.

 - Do not include or create shortcuts to the Live Help applications in the Startup folder to start them automatically at Windows(R) boot. The Live Help applications may not work properly, because the Windows(R) system may launch them before completing initialization of the communication environment.
....

2. The Support Specialist selects the *Live Help Expert* shortcut from the Start menu or the Apps screen to start the Live Help Expert software.

3. The Support Specialist clicks the **Join** button, and then, depending on configuration, does one of the following:

    - Manually enters the Client's IP address or selects it from the address book.

    - Chooses the Client's Live Help name from a list of network sessions.

    - Manually enters the Client's phone number or selects it from the phonebook.

As soon as the session begins, the Support Specialist automatically sees everything on the Client's screen in real-time, and can take Remote Control of the Client's computer.

P Point
. . . .
If Remote Control is configured to start automatically, the Support Specialist immediately has control of the Client's computer.
. . . .

Conclusion

Starting a support session is as easy as 1, 2, 3 . . . .

The Client demonstrates the problem, and the Support Specialist uses the keyboard, mouse, and Live Help facilities to resolve the problem.

In a network session, other Help Desk Personnel can join at any time.

To learn more about starting a session using a network connection, refer to the section Starting a Network Support Session in Take a Test Drive. Chapter 2 also explains how to start a session using a modem connection. Refer to the section Starting a Modem Support Session for details.

2.2.2 Meet the Members

There are two types of members in a support session: the *Client* and *Help Desk Personnel.*

2.2.2.1 Client

A Client is the person who needs assistance. The Client may have a simple question about a message on the screen for example, or a more difficult problem where an application is not behaving as expected. Using Live Help, the Client demonstrates the problem to the help desk and receives help immediately.

There is only one Client in a support session.

2.2.2.2 Support Specialist

Once the Client application starts, a Support Specialist can connect to the Client's computer.

On a network, a typical support session involves a Client and one Support Specialist. However, up to 7 Help Desk Personnel can join a session. When using a modem-to-modem connection, only the Client and one Specialist can participate.

Conclusion

Up to 8 people can participate in a support session on a network, while modem sessions are limited to 2 members.

A Support Specialist uses the Live Help toolbar to conduct the support session. Specialists have full use of all Live Help facilities, and they close the session once the problem is resolved.

Help Desk Personnel also have the ability to hold sessions with other Specialists. When a Support Specialist creates a session, the Live Help Expert application provides certain options including session name, password, and whether new Specialists should be confirmed as they join the session. Defaults are provided for all of these settings.

2.2.3 Security Features

Live Help offers a variety of security features. Some are built in, while others are set based on individual preferences.

Built-in feature (no settings are required)

- Encryption

Optional features (can be set based on individual preferences)

- Support Centers

- Restricted Connections

- Live Help Client-Specific Security Settings

- Live Help Expert-Specific Security Settings

Conclusion

There are security settings for both Client and Support Specialist.

Refer to following sections for details on each feature.

2.2.3.1 Encryption

Live Help encrypts session data of Live Help sessions conducted over a network. This prevents access to sensitive information exchanged during Live Help sessions. Live Help makes use of Windows(R) ' own encryption functionality to accomplish this. The encryption method Live Help uses is RC4, with key strength of 40-bit. When you choose modem as the communication method, Live Help does not encrypt session data of Live Help sessions.

2.2.3.2 Support Centers

On a network, one form of security is Live Help's use of *Support Centers*. In a default installation, the Live Help software provides one Support Center for TCP/IP-based users. If you would like a particular group of users to receive support from specific help desk technicians, you can create a special Support Center that only those people can use. For example, you may want to assign a senior technician to provide help to top-level management in your company, and you do not want other help desk personnel to have access to the manager's support sessions. Refer to the section Adding a Support Center in Live Help Connection Manager for more information about creating Support Centers.

2.2.3.3 Restricted Connections

Live Help also provides a feature that restricts the ability to join a session based on the IP address or host name of the computer attempting to join. For example, you could use this feature to restrict access only to people in your organization or on your local network. For more information on the Restricted Connection List of Live Help Expert, refer to the section Modifying Entries in the Restricted Connections List in Changing Your Live Help Expert Configuration For more information on the Restricted Connection List of Live Help Client, refer to the "Changing your Configuration" in the *Live Help Client's Guide*.

2.2.3.4 Live Help Client-Specific Security Settings

A Support Specialist can only connect to a Client's computer if the person starts the Client application. If the Client application is not running, it is not possible to make a connection.

When the Client application starts, the Client can click the Change Settings button to set some security options:

- **Live Help Password Authentication**

  This authentication method allows the Client to authenticate Live Help connections using the password registered on the Live Help Client application. When the Client sets a password, a Support Specialist must specify this password to make a connection. Passwords are case sensitive and can include spaces and special characters except double quotation (").If a password is set, the Client application remembers the password for future sessions.

  Strong passwords should be utilized to provide unwanted access to the computer running the Client software. Passwords should:

  - be at least seven characters long.

  - contain letters (uppercase and lowercase)

  - contain numerals (0-9)

  - contain symbols (e.g. ~ ! @ # $ % ^ & * ( ) _ + - = { } | [ ] \ : ; ' < > ? , . /)

  When the Client application starts, the opening dialog box reports that a password is set, as shown in the following example:
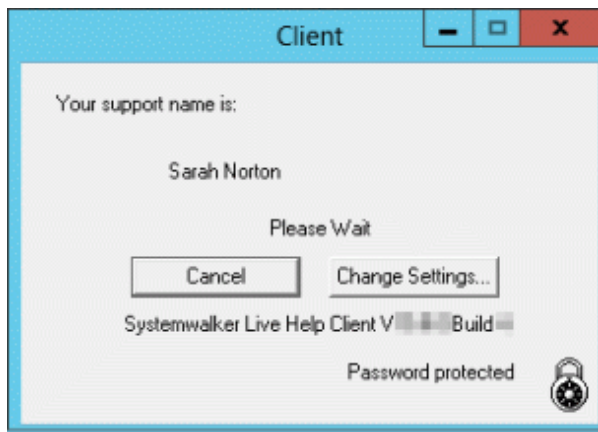
  Refer to the "Changing your Configuration" in the Live Help Client's Guide for how to use Live Help Password Authentication.
  For how to connect to a Live Help Client on which Live Help Password Authentication is enabled, refer to "Joining a password protected support session".

📝 Note
. . . .
  - When the password is not set, Live Help Client will not verify the password.

  - The contents of your startup screen may differ slightly from the screenshot shown.
. . . .

- **Windows Group Based Authentication**

  This authentication method allows the Client to authenticate Live Help connections using the Windows(R) Groups registered on the Client's system. The Client can grant the permission to connect to the Client's computer to up to 10 groups. A Support Specialist will be allowed to connect to the Client's computer only when he/she joins the Client session using a user who belongs to the permitted groups.

The user specified by a Support Specialist will be used only to authenticate Live Help connections. After authentication, the Support Specialist will remotely operate the Client's computer based on the privileges of the logged in user of the Client's computer.

When the Client application starts, the opening dialog box reports that the Windows group based authentication is enabled, as shown in the following example:
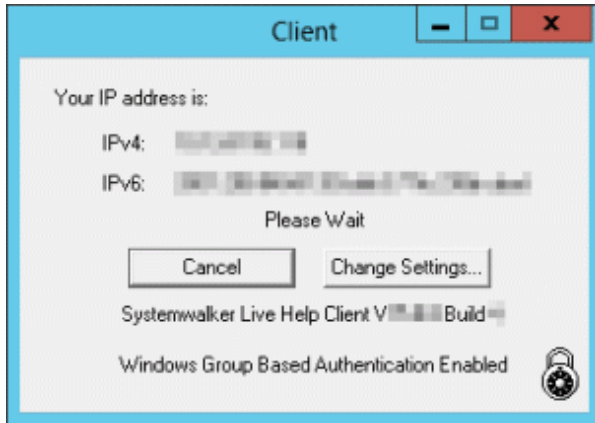
Refer to the "Changing your Configuration" in the Live Help Client's Guide for how to use Windows Group Based Authentication. For how to connect to a Live Help Client on which Windows Group Based Authentication is enabled, refer to "Joining a support session on which Windows group based authentication is enabled".

![Note icon] **Note**

The contents of your startup screen may differ slightly from the screenshot shown.

- **Approve Connections**

  When this option is set, the Client is notified when a Support Specialist tries to connect. The Specialist's name displays, and the Client can accept or deny the connection.

  ![Note icon] **Note**

  - If the Client does not approve the request within 5 seconds when the Live Help Client is configured to "run as a service, start Client at Windows boot," the Live Help Client application decides that the Client is away and automatically denies the Support Specialist.

  - In case the Live Help Client is configured to "run as a service" or "do not run as a service," the Live Help Client application waits 30 seconds before it decides that the Client is away and automatically denies the Support Specialist.

- **Remote Control**

  This option in the Client Setup dialog box allows the Client to control whether or not a Support Specialist can take remote control of the Client computer. Options include *allow*, *prohibit* or *ask the user*.

While the session is in progress, the Client can terminate the connection and end the session at any time. Normally this is not necessary because the Support Specialist will end the session once the problem is resolved. However, this capability gives the Client some control over the session. The Client can end the session by clicking the minimized Client program icon, then clicking the **End Session** button.

2.2.3.5 Live Help Expert-Specific Security Settings

Just as with the Client application, no one can connect to your computer unless you start the Live Help Expert application and create or join a session.

When you create a session to hold an on-line meeting with other Help Desk Personnel, the Create dialog box offers some security features:

- **Password**

  Anyone trying to join your session must specify the same password. Passwords are case sensitive and can include spaces and special characters.

- **Approve Connections**

  A dialog box displays the name of anyone trying to join your session. You can either accept or deny the join request.

Other settings are available in the Security dialog box, which displays when you select *Security* from the OPTIONS menu. Refer to the section Security Preferences in Changing Your Live Help Expert Configuration for more information.

2.2.4 Setting the Communications Transports

Live Help supports either TCP/IP or Modems to establish and maintain a communications link between the session members. All members must use the same transport.

Conclusion

Live Help session members are connected using TCP/IP or modem.

Help Desk Personnel configure their transports with the Communications Setup item in the OPTIONS menu.

- **TCP/IP**

  There are two ways to use the TCP/IP transport. First, you can choose the Support Center named "Support TCP/IP" (or a customized center you have created). This method requires a Connection Manager computer. Refer to Live Help Connection Manager for more information.

Note

Live Help Client will exit automatically when the communication with Live Help CM is idle for more than 2 minutes.
On the Support Center network, to communicate with Live Help CM, Live Help Client reports the opening of session to Live Help CM when started and keeps communicate with it after that.
If Live Help Client is configured to use Live Help CM installed on the same computer, Live Help CM must be started before Live Help Client starts.

A second way is to use TCP/IP Direct Connect. With this method, you join a session by specifying the TCP/IP address of the computer you wish to connect to.

Using either method, your TCP/IP protocol stack is used to make a connection using your internal corporate network, or the Internet. For those users who use a modem to access the Internet, Live Help can take advantage of Windows(R) 's Dial-up Networking (DUN) feature to make TCP/IP connections. Live Help will use these connections to locate and connect to your colleague's computer and support session.

If your computer has multiple IP addresses (known as a multi-homed host), Live Help lets you use either the Windows(R) default or select which TCP/IP address to use for this session.

Dial-up Networking Support: Live Help Expert and Live Help Client will take advantage of the Windows(R) Dial-up Networking (DUN) feature to hold TCP/IP sessions over a network. If DUN is configured properly, Live Help can automatically activate it when creating or joining a session.

The use of DUN requires no changes to your Live Help Expert or Live Help Client configuration. However, you must have properly configured a dial-up networking connection (refer to the documentation included with your version of Windows(R) to determine how this is done).

You will also need to instruct Windows(R) to use Dial-up Networking when a TCP/IP connection is required. This is accomplished using the **Internet Options** applet **in the Windows(R) Control Panel**.

Once this is accomplished, Live Help will automatically activate a dial-up connection when necessary.

When Live Help attempts to create or join a session, the standard Windows(R) dialog for activating a dial-up connection will be presented. This dialog box allows you to set your dialing parameters and enter a username and/or password.

Note

The dialup connection to an IPv6 network cannot be performed.

- **Modem**

    You can make a point-to-point connection using your modem. In this case, no network software is required or used.

    You can use "regular" data modems, or Digital Simultaneous Voice and Data (DSVD) modems. If using a DSVD modem, it is best if both you and your colleague use the same brand of DSVD modem to ensure reliable operation.

Information

Difference between modem connections and dialup connections:

- When you choose Modem as the communications type for Live Help, Live Help sessions are held between two modems. Live Help will dial to the modem telephone number of the other computer and make a point-to-point connection.

- On the other hand, dialup connections use the TCP/IP protocol, which is the standard protocol of the Internet. You must dial in to your Internet service provider using a dialup function on OS first, and have an active **Internet** connection. Then Live Help will connect to another computer by specifying the IP address assigned to the target computer and communicate witj it using the TCP/IP protocol.

Clients use only one connection transport at a time. Help Desk Personnel can have multiple transports configured, but use the one that matches the Client's transport when making a connection (joining a session).

Clients use the Client Setup program to change their configuration.

The Client's communication method is configured during the software installation process, or using the ***Client Setup*** program (CSETUP). Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for further information.

Note

Only users with administrative privileges can change Client's configuration when the access control is enabled on the Live Help Client program using Live Help Security Setup command. If a user without administrative privileges starts the Client Setup program in such situation, all menu items will be grayed out and he/she can only see the settings of Live Help Client.
Refer to the Live Help Security Setup Command for more information.

2.2.5 Functions Limited to Specific Communications type

Some Live Help functions are only available with specific communications type.

The following table shows details of the limited functions.

		Communications Type			
		Support Centers [Live Help CM]	Support Centers [Live Help Connect]	TCP/IP Direct Connect	Modem
Function	Running Client as a Service	✔ (*)	✔ (*)	✔	Not Available
	Restricted Connections List	✔	Not Available	✔	Not Available
	Encryption of Session Data	✔	✔	✔	Not Available
	Windows Group Based Authentication	✔	✔	✔	Not Available

When you use Support Centers for your Live Help communications, Live Help Client and Live Help Connection Manager / Live Help Connect will start sending each other a KeepAlive packet (to make sure the other computer is not dead) when the Live Help Client program is started. As a result, the Client system is always connected to the Internet and communicating with Live Help Connection Manager / Live Help Connect, and charged for Internet connections whenever Live Help Client is running. Therefore, it is recommended to configure Live Help Client to "not run as a service" and to manually launch it when you use it, if you use Support Centers for your Live Help communications.

2.2.6 Conducting a Session

Because Live Help is so versatile, there is no set procedure for conducting a support session. The purpose of the session and the actions you have to take to resolve the problem will determine whether Live Help Expert or Live Help Monitor will be more appropriate and what features will be used.

- Help Desk Personnel can participate in a session with a Client, or hold a session with other Specialists.

- Live Help Monitor can be run multiple times and be used to observe several Clients at once.

2.2.6.1 Client Sessions

A session begins once the computers running the Expert and Client software make an on-line connection. Live Help automatically starts *Screen Transfers* of the Client's screen contents to the Support Specialist. If the software is configured appropriately, the Specialist is automatically given *Remote Control* of the Client's computer. Normally a Specialist leaves these features active during the entire session.

The Support Specialist conducts the support session, using the Screen Sharing, Remote Control, File Transfer, and other facilities to assist the Client. The floating toolbar provides easy access to Live Help features. Once the problem is resolved, the Specialist can close the Live Help Client application on the Client's computer.

Multiple Help Desk Personnel can connect to a Client.

Additional Personnel can join the session at any time, to consult with a Specialist or escalate the problem to a higher level. When a new Support Specialist joins, he or she sees the Client's screen but does not have Remote Control. Only one Support Specialist at a time can use Remote Control. However any Specialist can take Remote Control just by clicking the **Remote Control** button.

These multi-personnel capabilities also allow help desk supervisors to supervise sessions.

2.2.6.2 Support Specialist Sessions

Help Desk Personnel can also hold sessions with each other. The members run the Live Help Expert application, and in this case, a Client is not present.

Support Specialist sessions are a great way for help desk staff to work together in an on-line virtual meeting. For example you can brainstorm a problem, teach junior staff some troubleshooting techniques, review and edit technical support documents with the author, and take a look at a new application that the company will deploy to users desktops.
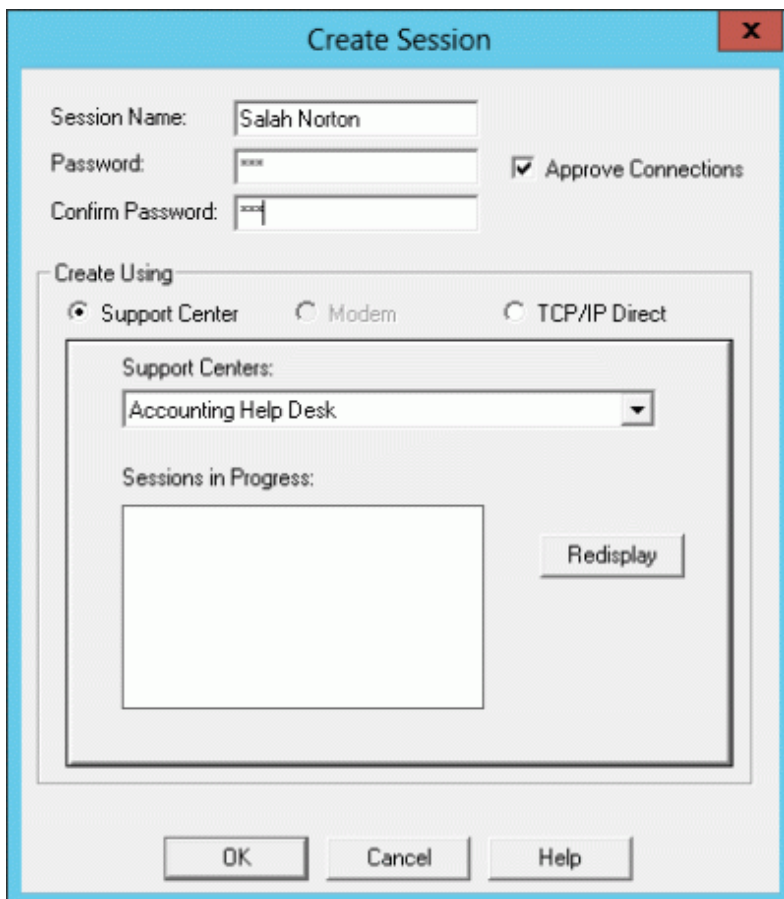
To establish a connection, one Support Specialist *creates* a session, and the others *join*. Once connected, the Specialists use Live Help tools to collaborate and conduct their on-line meeting.

🗐 Note

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The ability to create sessions is only available in the Live Help Expert application. Live Help Monitor does not support this functionality. Refer to Live Help Monitor for more information.

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To create a Support Specialist session, choose *Create* from the SESSION menu. The Create Session dialog box displays as shown below:

In the following example, we are using a network Support Center called "Accounting Help Desk" and have named the session "Sarah Norton." The Approve Connections check box is selected so the Support Specialist is notified when someone tries to join the session. You can change these fields to meet your requirements.

In the Create Using area, choose the connection method you want others to use to connect to your session. The choices are: Network Support Center, Modem, and TCP/IP Direct.

- If you choose **Support Center**, select the appropriate Support Center and a list of other sessions in progress displays at the bottom of the dialog box for your reference. You must choose a unique name for your session. Click **OK** to create the session.

- If you choose *Modem*, the modem you will use appears in a drop-down list box. You can select another modem if one has been configured in Windows(R). If *both* you and your colleague have **DSVD** modems, you can take advantage of the modem's concurrent voice and data capability. Just click **OK**.

- If you choose *TCP/IP Direct* and click **OK**, Live Help creates the support session and uses your TCP/IP address as the session name.

To *join* a Support Specialist session, choose *Join* from the SESSION menu or click the **Join** button on the Live Help Expert toolbar. The Join a Session dialog box displays, and you choose the same connection method that was used when the session was created. Depending on the method, complete the fields accordingly. The Join a Session dialog box is explained in detail in the section Joining a support session in Take a Test Drive / Starting a Network Support Session.

2.2.7 Client Runs as a Windows Service

The Live Help Client can be configured to run as a Service. Running the Live Help Client as a service allows a Support Specialist to administer unattended servers or workstations by remotely logging in and logging out with administrative privileges. For example, some configuration changes to a Windows(R) system require administrative privileges that may be unavailable to the logged in user.

🔶 Note
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- When the Live Help Client program is running as a service, you cannot change the user name of it. If you click the Change Settings button on the Client startup dialog box, the Name field will be grayed out and become unavailable. In such case, follow the steps below to change the user name:

    1. Click the Change Settings button to start Client Setup.

    2. Change the running method of the Live Help Client to "Do Not Run as a Service," and exit Client Setup.

    3. Again, click the Change Settings button to start Client Setup.

    4. Change the user name.

    5. Back the running method to one of "Run as a Service" options, and exit Client Setup.

- If you start the Live Help Client as a service, it could take several tens of seconds to start up with a slow computer. If auto start up is selected, wait awhile after rebooting the system, and then connect from the Live Help Expert or Live Help Monitor.

- If you start the Live Help Client as a service, Live Help Client Service will be added to Services in the Control Panel, and its Startup Type will be set to "Automatic." You must not change the Startup Type of Live Help Client Service. It must always be "Automatic."

- When you run the Live Help Client as a service, or run it on Windows Vista or later, Windows Server 2008 or later, the Windows(R) Security Alert dialog box will not appear. Therefore, there is a possibility that Windows Firewall is blocking your Live Help communications but you don't notice it. Refer to Windows Firewall for required settings when you use Live Help applications on a system where Windows Firewall is enabled.

- If you log off from Windows(R) on the Client computer during a Live Help session, the session will be disconnected on some cases, depending on the operating system of the Client computer and the running method of the Live Help Client. Refer to the section Notes on Logging Off and Switching User on Client Computer for further details.
. . . .

Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for further information. You can also select this function during the installation process for Live Help Client application. Refer to the "Installing and Uninstalling the Software" in the *Live Help Client's Guide* for more information.

Now that you have read about what Live Help can do, we suggest that you see for yourself! Contact a colleague and run a support session as described in Take a Test Drive.

🔶 Note
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Important

- You cannot use Live Help together with other companies' remote control products. If you install Live Help on a computer on which one of other companies' remote control products (for example, the remote control functionality of pcAnywhere, LapLink, ReachOut, CoSession, VNC, WinShare, JP1, LANDeskServerManager, SMS, and so on) is installed, the Windows(R) system may become unable

to start up due to inconsistency. Before installing Live Help, make sure that other companies' remote control products are not installed. If such products are installed, uninstall them before installing Live Help.

- Live Help can coexist with the Remote Desktop feature and Terminal Services. However, the use of Live Help on a server where the Terminal Services is running is limited to specific conditions. Refer to the section Session Condition Requirements in Support for Terminal Services for further details.

- Live Help can coexist with the Remote Assistance (Windows Messenger) feature. However, you must quit the Remote Assistance feature before using Live Help. In the same manner, you must quit Live Help before using the Remote Assistance feature. We do not guarantee that Live Help will work properly when you use the Remote Assistance feature and Live Help at the same time.

- We do not guarantee that Live Help will work properly when it is installed together with MetaFrame, which is the add-on software of the Terminal Services.

- You can use Live Help on a VM environment, but there are some limitations as follows;

    - Limitations on the network configuration
      When NAT is used on a guest network configuration, the limitations same as on the NAT environment are applied.

        - Only a point to point static NAT connection is supported.

        - You can have just one NAT device on the communication route between the Live Help Expert and the Live Help Client computers. NAT with multiple layers are not supported.

    - Limitations on a guest OS

        - To operate a guest OS remotely, you must connect your Live Help Expert to the Live Help Client installed on the guest OS. In this case, you cannot remotely operate the management OS.

        - When you see a remotely operated guest OS from the management OS, the mouse on the guest OS may seem not remote controlled because the mouse cursor of the guest OS may not move.

- You cannot remotely install Live Help applications by using one of other companies' remote control products, such as pcAnywhere, LapLink, ReachOut, CoSession, VNC, WinShare, JP1, LANDeskServerManager, SMS, and so on.

- Remote install of software using Live Help is not supported. The installer of software may stop Live Help Client to continue a Live Help session properly by changing the system settings on the Client system.

- You cannot upgrade the Live Help Client while you are remotely operating it using the Live Help Expert.

- When you use different versions of the Live Help products together on the network, the version of Live Help Expert and Live Help Monitor must be the same as or later than that of the Live Help Client program.

- In case of connection through [Live Help Connect], use either the same (version) as the [Live Help Client] program, or [Live Help Connect] in a lower version level than the [Live Help Expert]/[Live Help Monitor] program. When the version level of the [Live Help Expert]/[Live Help Monitor] program that is being used is higher than the [Live Help Client] program, the functions supported by the [Live Help Client] program can be used regardless of choosing via/not via [Live Help Connect].

- When you install the Live Help Expert, Live Help Client, and Live Help Connection Manager programs on the same computer, they should be the same versions/levels. If the versions/levels are different, the computer will not work properly.

- The Windows(R)' shell is the application that is presented when Windows(R) starts. By default, this application is always Explorer. Live Help is designed to work properly only when Windows(R) is using the standard shell.

- You can use Live Help on a cluster environment, but the cluster failover is not supported. In this case, the remote control function guarantee is limited to proper work on a normal Windows Server 2003 or later.

2.3 Live Help Communication Requirements

This version of Live Help Expert and Live Help Client requires the following settings. Before using the Live Help applications, read the following requirements and check your communication environment.

1. The Expert computer must be able to establish a connection to the Client computer over port 1513/TCP, which is the port Live Help uses.

2. Similarly to LAN connections, the senders' as well as the recipients' IP addresses and port must not be mapped dynamically for communications between the Live Help Expert and the Live Help Client computers.

![Note icon] Note
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Live Help supports **NAT (Network Address Translation)** for static mapping only. The senders' IP addresses must be mapped statically as shown below.

Example: Static mapping from the IP address "a.b.c.d" to "A.B.C.D" ("S-IP" means source IP address and "D-IP" means destination IP address)
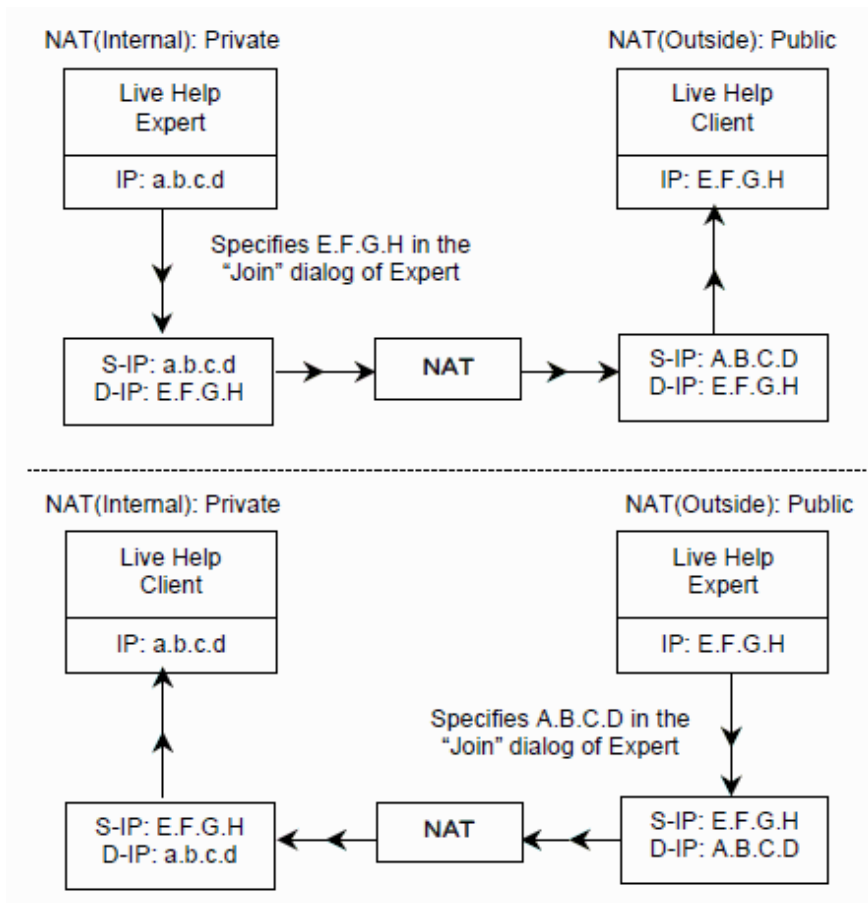
- When using NAT, only one Live Help Expert computer may establish a connection to a Live Help Client computer at the same time. Therefore, the following cases are not supported:

    - A Live Help Expert computer that is not using NAT joins a Live Help session held via NAT.

    - A Live Help Expert computer that is using NAT joins a Live Help session held without NAT.

- The network may have no more than one NAT device on the communication route between the Live Help Expert and the Live Help Client computers to allow communications.

- You cannot use NAT when you make a connection to the Live Help Client version V5.0 or earlier. In such case, upgrade the Live Help Client to V5.2 or later and apply the latest Program Temporary Fix to use NAT.

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3. If more than one Live Help Expert computer establish connections to a Live Help Client computer and open sessions, Live Help Expert computers must also communicate to each other. You must configure the network so that Live Help Expert computers may use the TCP port 1513 for Live Help communications.
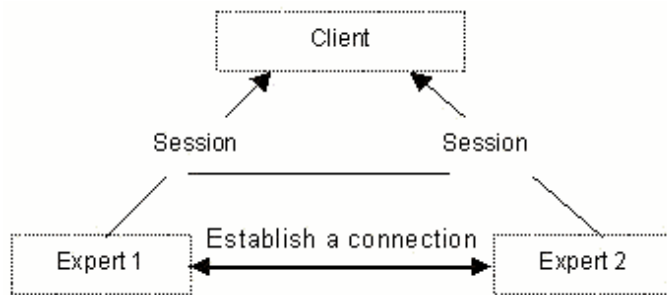
 Note

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When two or more experts connect with one client and it performs remote operation, the expert of IPv4 and the expert of IPv6 cannot connect simultaneously.

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Live Help Connect (an optional product) is required to:

- Establish Live Help sessions over the Internet without Internet VPN, or

- Establish a connection between Live Help Expert and Live Help Client without specifying the computers' IP addresses. (Due to the NAT configuration and multiple NAT devices, the IP addresses and the port are mapped dynamically.)

2.3.1 Port Conflict between operating systems and Live Help

Some operating systems use the TCP port 1024 through 5000. Since the Live Help ports are within this port range, there may be a port conflict between your operating system and Live Help software. In such case, Live Help does not run properly.

To work around this port conflict, you must configure your operating system not to use the TCP port numbers that the Live Help applications use.

For details, refer to Workaround for Port Conflict.

2.3.2 Known Issues with Windows Firewall

When the Windows Firewall feature is enabled, the Live Help applications may experience difficulties with establishing connections since Windows Firewall blocks incoming connections to your computer, and this interferes with the Live Help communications.

Therefore you must pay a special attention when you use the Live Help applications on an Operating System on which Windows Firewall is enabled by default, such as Windows Vista or later, Windows Server 2008 or later.

You must configure Windows Firewall to accept the Live Help applications to connect to your computer. For details, refer to Windows Firewall.

 Point

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You need to configure Windows Firewall to be turned off only once. Once you disable it, the Live Help applications will always run properly.

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2.4 Live Help Expert Menus

The following is a summary of the menu items in the Live Help Expert application:

![Note icon] **Note**

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On the Live Help Monitor, you cannot use Create command in the SESSION menu and the Send Screen command in the TOOLS menu.

. . . .

SESSION	VIEW	TOOLS			OPTIONS	HELP
Create	Full Screen	Client File Exchange			Name	Contents
Join	Scale Screen	Message Exchange			Security	How to Use Help
Leave	Refresh	Send Clipboard			Communications Setup	About Live Help
Members	Toolbar	Receive Clipboard			Screen Transfer Method	
Close Client	Toolbar Help	Send Screen			Remote Control	
Exit	Status Bar	Receive Screen			Recording	
		Remote Control			Toolbar	
		Send Keys... ▶	Ctrl+Alt +Del			
			Ctrl+Esc			
			Print Screen			
			Alt+Print Screen			
		Switch Mode... ▶	Remote Control Mode			
			Instruction Mode			
		Record				
		Pause				
		Stop				

Chapter 3 Take a Test Drive

This chapter takes you through a quick demonstration of some of the features available when you participate in a Live Help support session.

Live Help is designed to make it easy for a user to start a support request, and for the Support Specialist to have control of the session and quickly resolve the problem. A user needing assistance simply selects the *Live Help Client* shortcut from the Start menu or the Apps screen. Because the Support Specialist controls all functions, the Client does not need to know how to operate Live Help. In fact, other than the Client startup dialog box, Clients do not see a Live Help window.

The Live Help Expert application provides numerous features that help desk personnel use to troubleshoot user problems remotely. A Live Help Expert toolbar is included, for quick access to Live Help's facilities.

In this chapter, you will learn how a Support Specialist can get a session started, use Remote Control and Screen Transfers to operate your client's applications and desktop, send and receive files, and use Clipboard transfer. Live Help is easy to learn and use. However, if you have a question during the session, use the help system.

If you haven't already done so, please read the information in Chapter 1 to get a brief introduction before continuing.

The steps you will follow in this chapter require you to have a colleague who will participate in the session with you.

The first example explains connections over a network using the TCP/IP protocol. Information about connecting using modems is also included. Once you have finished, be sure to read the remainder of this manual for a closer look at all of Live Help's capabilities.

3.1 Starting a Network Support Session

A user starts the Client application to allow the help desk to connect to their computer.

Support desk personnel use the Live Help Expert application to connect to a Client.

In the steps that follow, your colleague will play the role of the Client, starting the Client application to receive assistance from the help desk. You will become the Support Specialist, running the Live Help Expert application to connect to your colleague's computer over the network and start the support session.

It is easy to get a support session started. You and your colleague just select the appropriate shortcut from the Fujitsu Live Help folder on the Start menu or the Apps screen.

3.1.1 Creating a support request

To start Client, select the Remote Operation Client shortcut from the Start menu or the Apps screen

The person who needs assistance runs the Client application. Your colleague selects Live Help Client shortcut in the Fujitsu Live Help folder on the Start menu or the Apps screen.

The Live Help Client application starts, and the Client startup dialog box displays as shown in the following example.

The contents of your startup screen may differ slightly from the screenshot shown.
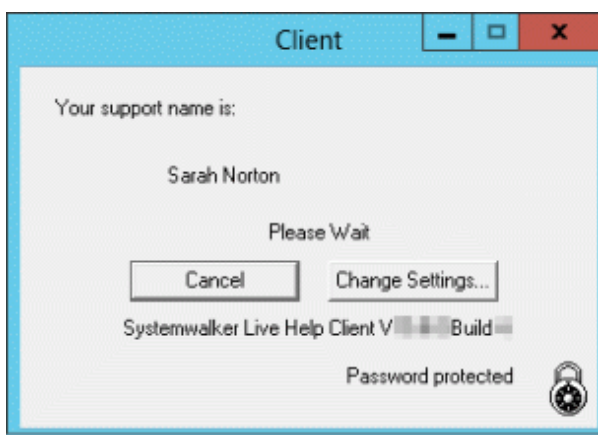
This dialog box is a notification that the Live Help Client application is running and that, in effect, a support request has started. The Client's Live Help user name appears at the top of the dialog box, "Sarah Norton" in this example. If this is the first time the Client application was started, their computer's hostname displays as Live Help user name. If the Client is configured to use the TCP/IP Direct connection method, their computer's IP address displays instead of their Live Help user name.

Note

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- Do not place shortcuts to the Live Help applications in the Startup folder to start them automatically at Windows(R) boot. The Live Help applications may not work properly, because the Windows(R) system may launch them before completing initialization of the communication environment.

- Starting the Live Help Client program remotely, using a remote command or other methods, is not supported.

- Make sure that a network is available to the Live Help Client program before starting the program. Especially, you must pay a special attention when you use Live Help over a wireless network. The Live Help Client program must be started after a wireless network is established.

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By clicking the **Change Settings** button, the Client can change their Live Help user name, set a password, require approval for Remote Control, set options to approve connections to their computer, and other options.

If the Client has set a password for Live Help password authentication, the "Password protected" reminder is posted at the bottom of the dialog box.
If the Client has configured Live Help Client to authenticate using Windows(R) groups, "Windows Group Based Authentication Enabled" reminder is posted.

Use the Client Setup program (CSETUP) to change the connection method.

The Live Help Client software uses the connection method that was selected during the Client software installation, or by running the Client Setup program called CSETUP. Connection methods include Support Centers, TCP/IP Direct Connect, and Modem. The Live Help Expert must use the same transport method to establish the connection.

The Client can close the support request before a Support Specialist joins by clicking Cancel. The support request is canceled, and the dialog box and the Client application close.

Note

....

Help Desk Personnel can also use the Live Help Expert application to hold sessions with each other. In this case, one Support Specialist creates the session by choosing Create from the SESSION menu. Refer to the section Support Specialist Sessions in Introducing Live Help for more information.

....

Now it's time for you to make a connection to the Client and start the support session using the Live Help Expert application.

3.1.2 Joining a support session

To start Live Help Expert, select the Live Help Expert shortcut from the Start menu or the Apps screen.

To start the Live Help Expert application, select the Live Help Expert shortcut in the Fujitsu Live Help folder on the Start menu or the Apps screen. The Live Help window and the Live Help Expert toolbar appear.

3.1.2.1 Authentication Methods

The Client can use one of the following methods to authenticate Live Help connections.

Live Help Password Authentication	This authentication method allows the Client to authenticate Live Help connections using the password registered on the Live Help Client application.

	The Client can use this method regardless of the version of Live Help Client.
Windows group based authentication (Active Directory and local)	This authentication method allows the Client to authenticate Live Help connections using the Windows(R) Groups registered on the Client's system. Live Help Client checks the user name, password, and domain name that a Support Specialist specifies against the user accounts database that OS manages. The Support Specialist will be allowed to connect to the Client's computer only when he/she joins the Client session using a user who belongs to the groups that the Client has grant the permission. The Client can use this method only when Live Help Client is V13.1.0 or later. The user specified by a Support Specialist will be used only to authenticate Live Help connections. After authentication, the Support Specialist will remotely operate the Client's computer based on the privileges of the logged in user of the Client's computer.

You need to select appropriate authentication method in the Join a Session dialog box.

Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for the details on how to use these authentication methods.

3.1.2.2 Making a connection to the Client's computer

Click this button to display the Join a Session dialog box.

To make a connection to your colleague's computer, choose *Join* from the SESSION menu or click the **Join** button. The Join a Session dialog box displays, as shown in the following example. In this example we are using a Support Center to connect over the network.
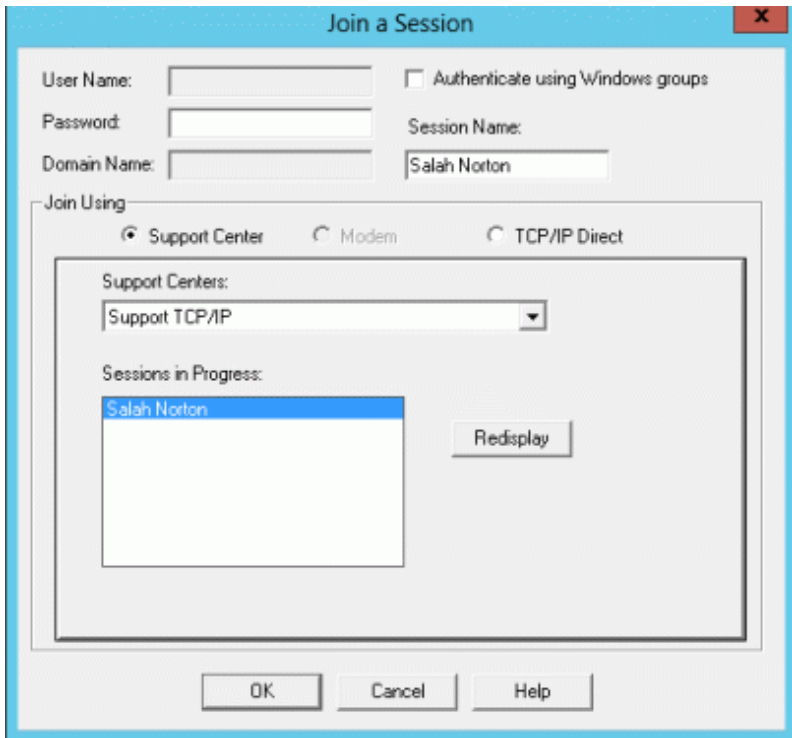
Joining a password protected support session

1. To join a support session on which Live Help password authentication is enabled, specify each item in the **Join a Session** dialog box as follows.
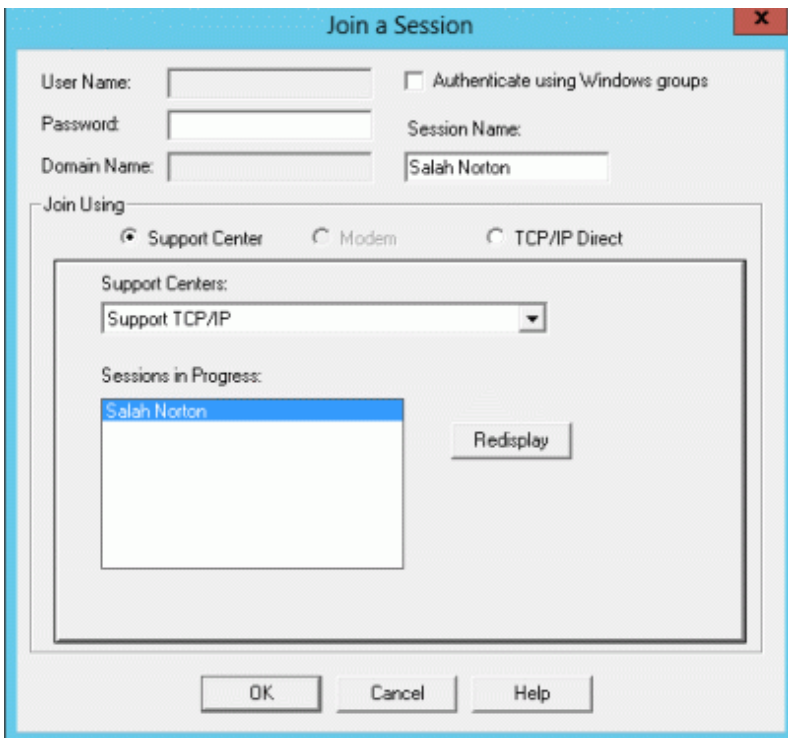
Field	Description
Authenticate using Windows group	Leave this check box empty (that means selecting the Live Help password authentication).

Field	Description
User Name	Not used (Grayed out).
Domain Name	Not used (Grayed out).
Password	If the Client set a password, type it in this field. Otherwise, leave the field blank. The password can contain up to 16 characters. The '*' character will be echoed in the field as you type.
Join Using	Here's where you must choose the same connection method that your colleague is using. The choices are *Support Center*, *Modem*, and *TCP/IP Direct*.
Support Center	If the Client is configured to use a network Support Center, you must choose the same Support Center from the drop-down box. Once you do, a list of support requests displays in the Sessions In Progress list. Your colleague's name appears in the list, and you click on the name to select it. The name now appears in the Session Name field at the top of your Join a Session dialog box.
Modem	Refer to the section Starting a Modem Support Session in Take a Test Drive to learn more about modem sessions.
TCP/IP Direct	If the Client is configured for TCP/IP Direct, you can type the person's TCP/IP address instead of using a Support Center (and Connection Manager). When the Client application started, their TCP/IP address is displayed on the Client startup dialog box instead of their name. Ask the Client to read the address to you, so you can type it in the TCP/IP Address field. You can also add an entry to your TCP/IP Address Book.
Session Name	**For Support Center connections** If your colleague started the support request using a Support Center on the **network**, you must specify their name in this field. When the Client application starts, a dialog box displays the session name — typically the Client's name. Your Session Name field may already contain the Client's name. If the name that appears is not correct, you can type the name or select it from a list of active sessions on the network. **For TCP/IP Direct and Modem connections** This field will be grayed out showing your Live Help name that you have specified in *Name* menu item in the OPTIONS menu.

2. After specifying required items, click **OK**. A connection is established, and the support session begins.

Joining a support session on which Windows group based authentication is enabled

1. To join a support session on which Windows group based authentication is enabled, specify each item in the **Join a Session** dialog box as follows.

Field	Description
Authenticate using Windows groups	Select this check box to use Windows group based authentication.
User Name	You must specify a user name that Live Help uses for Windows group based authentication in this field. A user name cannot: -contain more than 20 characters -contain any of the following characters: \ / [ ] : | < > + = ; , ? * @ " -end with a period. -begin with or end with a space.
Domain Name	If your colleague's computer is a member of a domain and you want to connect his/her computer using a domain user, specify an appropriate domain name or computer name in this field. Otherwise, leave the field blank. When the field is blank, Live Help Client will try to authenticate the user on the Client's local computer first. Refer to the section Important notes for Windows group based authentication for more details. A domain name or computer name cannot: -contain more than 256 characters -contain any of the following characters: \ / [ ] : | < > + = ; , ? * @ "

Field	Description
	-end with a period. -begin with or end with a space.
Password	Specify the password of the user specified in the User Name field. A password can contain up to 256 characters. The '*' character will be echoed in the field as you type.
Join Using	Here's where you must choose the same connection method that your colleague is using. The choices are *Support Center*, *Modem*, and *TCP/IP Direct*.
Support Center	If the Client is configured to use a network Support Center, you must choose the same Support Center from the drop-down box. Once you do, a list of support requests displays in the Sessions In Progress list. Your colleague's name appears in the list, and you click on the name to select it. The name now appears in the Session Name field at the top of your Join a Session dialog box.
Modem	You cannot use Windows group based authentication over modem connections (Grayed out).
TCP/IP Direct	If the Client is configured for TCP/IP Direct, you can type the person's TCP/IP address instead of using a Support Center (and Connection Manager). When the Client application started, their TCP/IP address is displayed on the Client startup dialog box instead of their name. Ask the Client to read the address to you, so you can type it in the TCP/IP Address field. You can also add an entry to your TCP/IP Address Book.
Session Name	**For Support Center connections** If your colleague started the support request using a Support Center on the **network**, you must specify their name in this field. When the Client application starts, a dialog box displays the session name — typically the Client's name. Your Session Name field may already contain the Client's name. If the name that appears is not correct, you can type the name or select it from a list of active sessions on the network. **For TCP/IP Direct connections** This field will be grayed out showing your Live Help name that you have specified in *Name* menu item in the OPTIONS menu.

2. After specifying required items, click **OK**. A connection is established, and the support session begins.

3.1.2.3 Important notes for Windows group based authentication

Behavior that differs depends on what to specify

Depends on what you specify in the Join a Session dialog box, there are some points to note regarding Windows group based authentication.

Specified Items	Points to Note
User name (no domain name and password)	Refer to Using a user with no password for authentication.

Specified Items	Points to Note
User name and domain name (no password)	
User name and password (no domain name)	Refer to Authentication priority.
User name, password, and domain name	Refer to Authentication with wrong computer name or domain name.

Using a user with no password for authentication

On some computers, Live Help Client may fail to authenticate a user with no password because of the security policy settings.

To avoid this, follow the steps below to change the security policy settings of the Client's system.

1. Open Administrative Tools in Control Panel.

2. Start one of the following Control Panel applets.

   - Domain Controller Security Policy

   - Domain Security Policy

   - Local Security Policy

3. Double-click the following security setting in the details pane.

```
Security Settings
+ Local Policies
  + Security Options
     Accounts: Limit local account use of blank passwords to console logon only
```
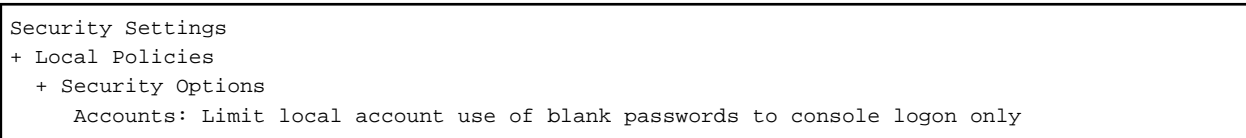
4. If the security setting is enabled, disable it.
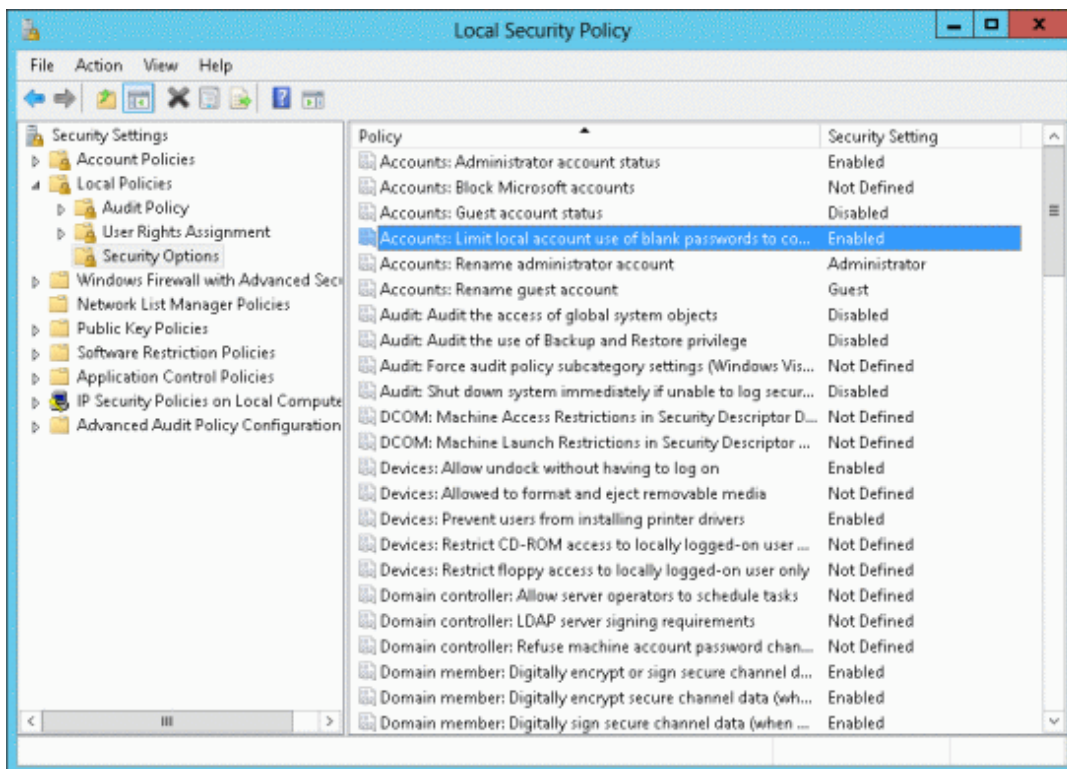
Refer to your Windows(R) User's Guide for further information.

Authentication priority

If you specify the user name and password but not domain name in the Join the Session dialog box, Live Help Client program will authenticate the specified user in the following order.

1. First, it will try to authenticate the specified user on the local computer.

2. If the user is not authenticated on the local computer on which:

   - Windows(R) XP, Windows Server 2003 or later , Windows Vista or later is running, no further authentication is done.

No need to consider the authentication order when you specified a computer name or domain name in the Domain Name field. In such case, Live Help Client will try to authenticate the user on the specified computer first.

In case of a wrong computer name or domain name is specified, refer to the following section, "Authentication with wrong computer name or domain name".

Authentication with wrong computer name or domain name

Live Help Client program will ignore the specified computer name or domain name and try to authenticate the specified user on the local computer when:

- The computer name specified in the Domain Name field is invalid.

- The Client's computer is not member of the specified domain.

How the password change of a domain user take effect

In case of an environment where Windows Server 2003 or later is the domain controller, there is a note on changing password of domain users. Depends on how you change the password of a domain user, how the change take effect differs as follows.

When a domain user changes his/her password by him/her self:

New password	The new password will become valid right after the password change. Therefore, you will be able to use the new password for Windows group based authentication.
Old password	The old password will become invalid right after the password change. Therefore, you will no longer be able to use the old password for Windows group based authentication.

When the domain administrator changes (resets) a domain user's password:

New password	The new password will become valid right after the password change. Therefore, you will be able to use the new password for Windows group based authentication.
Old password	The old password will become invalid when: The domain user logon to the domain using the new password. Or... More than one hour passed after resetting the password. Therefore, you will be able to use the old password for Windows group based authentication for a while, even though the password has already been changed.

Changing password of domain users must be done carefully.

3.1.2.4 Re-entering information for a Live Help connection

If the information you specified in the Join a Session dialog box is denied by the Live Help Client program, a dialog box appears and requests you to re-enter information for a Live Help connection.

Figure 3.1 The dialog box to request a password for Live Help authentication
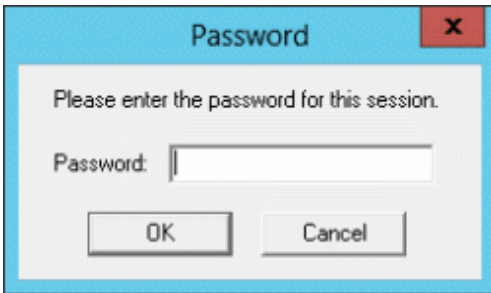
The dialog box above appears when:

- You have chosen the Windows group based authentication in the Join a Session dialog box and tried to connect to the Client, but the Client computer is configured to use Live Help password authentication.

- The password you specified in the Join a Session dialog box did not match with the password the Client has set.

Figure 3.2 The dialog box to request information for Windows group based authentication

The dialog box above appears when:

- You have chosen the Live Help password authentication in the Join a Session dialog box and tried to connect to the Client, but the Client computer is configured to use Windows group based authentication.

- The information you specified in the Join a Session dialog box, such as user name, domain name, and password, did not match with data in the user accounts database of the Client system.

- The user you specified in the Join a Session dialog box does not belong to the groups that the Client has grant the permission.

3.1.2.5 Using Most Recently Used list

When you successfully made a connection to a Client, the information of the Client is added to the MRU connections list of your Live Help Expert program. By using the MRU connections list, you can easily connect to the Client computer without specifying the IP address or session name of the Client.

The password of the Client is not contained in the information for MRU connections list. Enter the appropriate password when the dialog box to request a password appears.
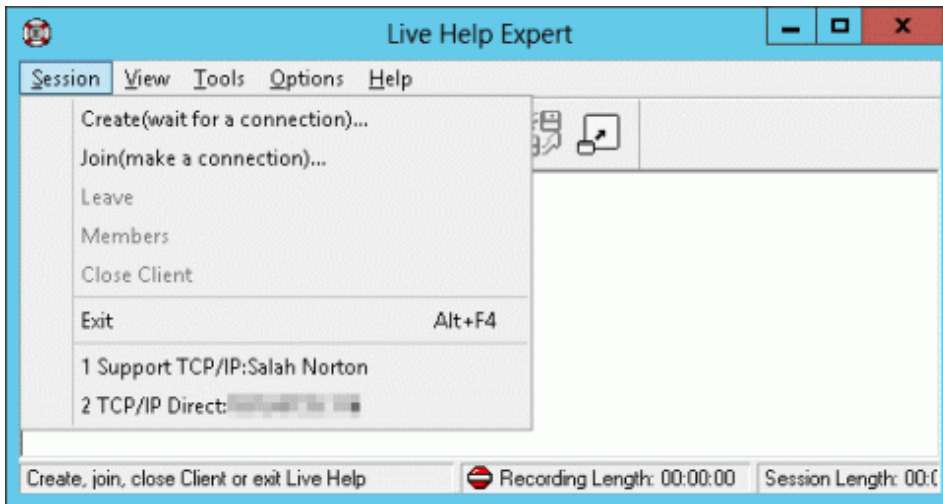
3.2 Starting a Modem Support Session

To start a modem session, either the Support Specialist or Client can place the data call.

There are two ways to start a support session using a modem. The method you and the Client choose depends on connectivity requirements or the limitations of the environment.

Live Help offers modem connection options that allow the Support Specialist to dial the Client or the Client to dial the Support Specialist.

Note

You cannot use Windows group based Authentication over modem connections.

3.2.1 Support Specialist Dials a Client

In the first method, the Support Specialist places a data call to the Client. The connection process is similar to establishing a network session because the Client waits for a connection from the Support Specialist.

The Client application is configured for the Modem Communications Type, and the *Wait for Call* option. When the Client application starts, the Client startup dialog box appears and the modem is placed in "auto answer" mode to wait for the incoming data call.

To dial the client:

1. Select the Modem connection method in the Join a Session:

2. Enter a password if the Client set one, and then type the Client's modem telephone number in the Phone Number field. You can also click on an entry in the Address Book list if there is an entry for the Client.

3. If you are not using Dialing Rules (i.e. you have created an address book entry that is configured not to use them), be sure to include any required pre-dial numbers such as "1" for long distance or an "8" or "9" for an outside line, when typing the phone number. You can include spaces and dashes to separate the digits of the telephone number.

4. The Support Specialist then selects his or her current telephone location from the Dialing From drop-down box. This drop-down list box displays the standard dialing locations defined in your copy of Windows(R). To add or remove a dialing location, click the **Dial Rules** button and use the controls in the Dial Rules dialog box. You can also use the **Dial Rules** button to automatically add any needed prefix numbers, to suppress the dialing of your local area code, or to enter calling card information.

5. After specifying required items, click **OK**. A modem connection is established, and the support session begins.

3.2.2 Client Dials a Support Specialist

Another way to start a session using a Modem is for the Client to place the data call to the help desk. In this case, the Client may be in a location where he or she cannot directly receive an incoming data call (in a business office or a hotel where an operator answers all incoming calls for example), or you want the Client to pay the long distance charge for the call.

For the Client to dial the Help Desk:

1. First, the help desk starts the Live Help Expert application, using *Create* from the SESSION menu to create a Modem session. Set a password if needed. The Support Specialist waits for the incoming data call from the Client.

> **Note**
> ....
> Since Live Help Monitor does not support the ability to create sessions, the Live Help Client application cannot dial out to the Live Help Monitor application.
> ....

2. Make sure that the Client is configured for the Modem Communications Type, and the ***Dial Out*** option. When you start the Client application, the Client Dial dialog box displays on the Client's screen as shown in the following example:

3. The Client enters the telephone number of the help desk modem in the Phone Number field, or clicks on an entry in the Phone Book.

   If you are not using the Dialing Rules facility (i.e. you have created an address book entry that is configured not to use them), the phone number must include any required pre-dial numbers such as a "1" for long distance, or an "8" or "9" for an outside line, when typing the phone number.

   The Client can alternatively use the **Dial Rules** button to automatically add any needed prefix numbers, to suppress the dialing of your local area code, or to enter calling card information.

4. If the Support Specialist set a password, the Client enters it in the Password field.

5. The Client then selects his or her current telephone location from the Dialing From drop-down box. This drop-down list box displays the standard dialing locations defined in your copy of Windows(R). To add or remove a dialing location, click the **Dial Rules** button and use the controls in the Dial Rules dialog box.

6. Finally, to connect to the Support Specialist, the Client clicks the **Dial** button. Live Help makes the modem connection. The Client dial dialog box automatically closes and the support session begins.

3.3 Live Help Expert Window

When the session begins, you see everything on the Client's screen. You also have Remote Control of the Client's computer (if you have not changed the default and the client has not denied or blocked the request).

As soon as the connection is established to the Client, your Live Help window changes. It displays the current contents of the Client's screen, and you have Remote Control of the Client's computer (if you have not changed the default option to request Remote Control automatically at the start, and if the request has not been rejected by the Client).

In Remote Control, you *share* control of the Client's applications and desktop with the Client. You can also configure the software to block the Client's mouse and keyboard input during Remote Control.

On the Client's screen, the dialog box that displayed the person's name closes, but otherwise the screen does not change when the support session begins.

It is important to remember that whenever you have Remote Control, and as long as the Live Help window has focus (is the active window), then moving your mouse actually moves the mouse on the Client's computer screen. If you type, the keystrokes are sent to the Client's active application. It is just as if you walked over to the Client's computer and used their mouse and keyboard.

If the Live Help window loses focus, for example if you click outside the Live Help window to access an application on your computer, mouse movements and keystrokes are processed by *your* computer, and are not sent to the Client.

Full screen view enlarges the Live Help Expert window to its maximum size, and removes the title bar, scroll bars, and menus so you can see more of the Client's screen.

You can change from a windowed to a ***full screen*** view to see more of the Client's screen. Just click the **Full Screen** button or choose *Full Screen* from the VIEW menu. You can also double-click the *right* mouse button within the Live Help Expert window if you are not using Remote Control.

The Live Help window title bar, scroll bars, and menus are removed. In this full screen view, you access the Live Help menus by moving your mouse to the top of the screen — a pop-up menu displays a list of the Live Help menus: SESSION, VIEW, TOOLS, OPTIONS, and HELP. To close the pop-up menu list, click the mouse outside of the menu list or press **ESC**.

To return to the windowed view, click the **Full Screen** button or choose *Full Screen* again from the VIEW menu. You can also double-click the right mouse button within the Live Help Expert window if you are not using Remote Control.

The Scale Screen function shrinks the incoming Client screen to fit in the Live Help Expert window.

You can also "scale" the Client's incoming screen to fit in the Live Help Expert window. To accomplish this, select Scale Screen from the VIEW menu. The incoming Client screen will then shrink to fit inside the Live Help Expert window.

You can customize the toolbar to display the Scale **Screen** button if you wish.

Let's take a look at an example of a Live Help Expert window, as it appears when a support session begins.
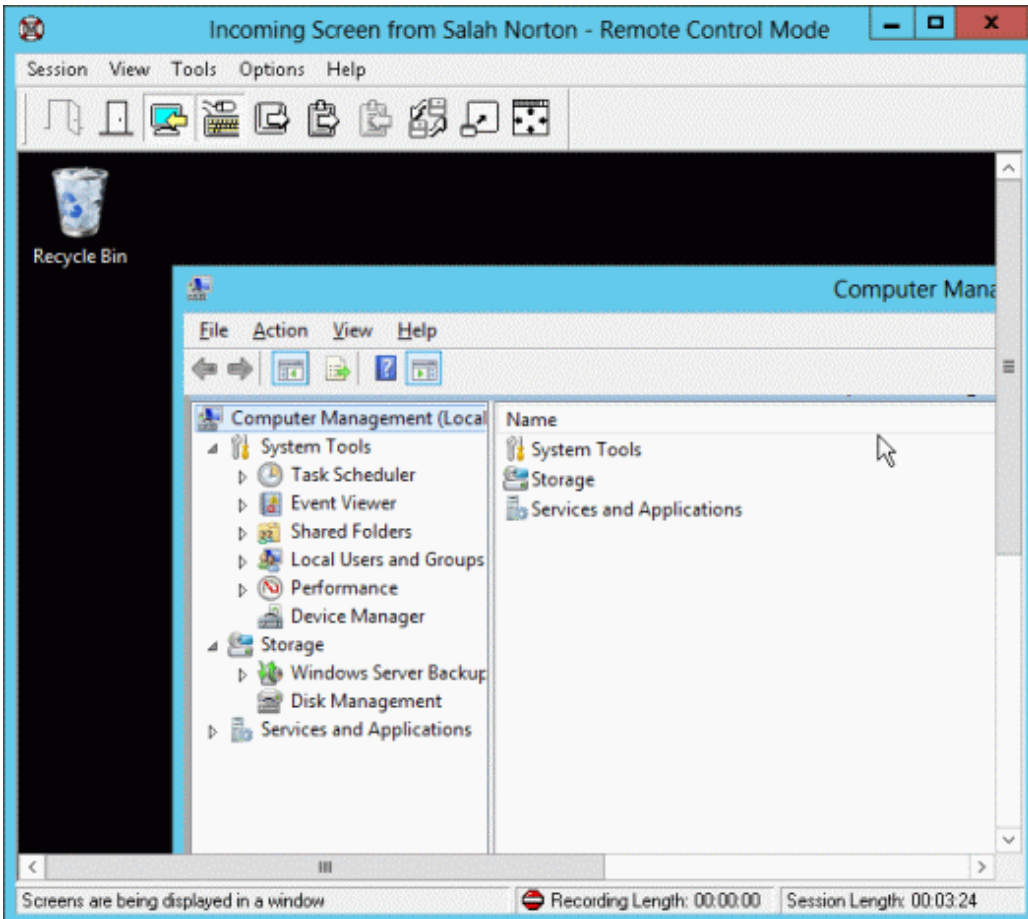
In this example, the Support Specialist is remotely examining the network configuration on the Client's system.

Note

No Live Help window appears on the Client's screen because the Specialist controls the session.

The areas of the Live Help Expert window are explained in the following sections.

3.3.1 Session Name

The name of the support session appears in the title bar. When the Client starts the support request, a dialog box displays the person's name. This name becomes the support session name. In our example, the name of the session is "Sarah Norton."

3.3.2 Live Help Menu Bar

Located at the top of the Live Help Expert window, the menu bar includes the SESSION, VIEW, TOOLS, OPTIONS, and HELP menus. You access menus using the mouse or keyboard.

- Use the SESSION menu to create or join a support session, display a list of current session members, and exit a session. A list of most recently attended sessions appears below the Exit item.

- Use the VIEW menu to control the appearance of the Live Help window.

- The TOOLS menu contains functions for moving information or control between session members. From the menu, screen data, files, text messages, and clipboard data can be sent or received.

- Use the OPTIONS menu to set or change configuration preferences such as your name, security choices, communications setup, remote control options, and screen transfer options.

- The HELP menu provides assistance if you have questions about using the Live Help Expert application.

- Status bar

  Informational messages display in the status bar at the bottom of the window. For example, when a menu item is active, a description of the item displays. If Screen Transfers are in progress the status area reads, "Screens are being displayed in a window."

  Also included in the status bar is the Session Length. It shows the amount of time that you have participated in the session, 2 minutes 54 seconds in our example.

In the next sections, we'll take a quick walk through using some of the main features of Live Help, such as Remote Control, Screen Transfers, and Client File Exchange.

3.3.3 Live Help Expert Toolbar

You can access Live Help Expert facilities with the toolbar. The Client does not have a toolbar.

For easy access to Live Help features, we recommend you float the toolbar.

The toolbar is initially located just below the menu bar. You can make it float anywhere on the screen. If the Live Help Expert window gets "lost" behind another application window while the toolbar is floating, you can click on the Live Help Expert toolbar. Doing so will bring the Live Help Expert window to the foreground.

You can also resize the toolbar, change the toolbar button size, customize the button layout, or hide the toolbar. Refer to the section Toolbar in Changing Your Live Help Expert Configuration for more information.

The following graphic shows the default Live Help Expert toolbar. Callouts identify each tool and show what the tool looks like when active.
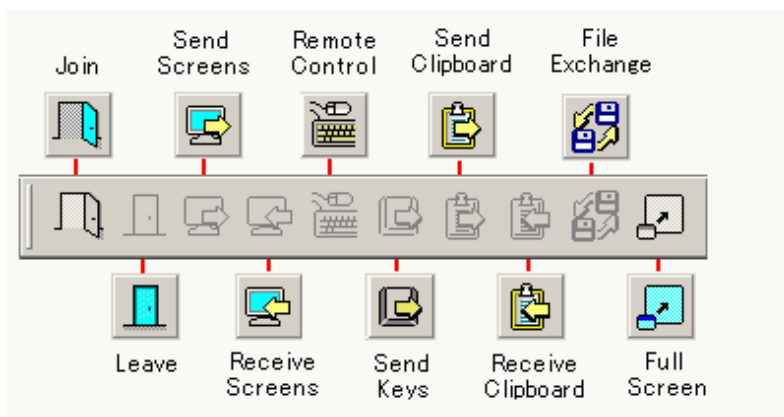
3.3.4 Status Bar

Various information is displayed in the status bar at the bottom of the window. For example, when a command is being selected, a general description of the function is displayed. Also, when Live Help Expert / Live Help Monitor is receiving transferred screens, the following message appears in the status bar: "Screens are being displayed in a window."

Also, Recording Length and Session Length are displayed here. **Recording Length** is elapsed time since starting session recording. The icon blinks during recording and pausing. **Session Length** is the amount of time that you have participated in the session. The example above shows 0 minutes, 34 seconds.

The following section describes the main features of Live Help, such as Remote Control, Screen Transfer, and Client File Exchange.

3.4 Remote Control: Control the Client's Computer

When the support session begins, you can automatically have Remote Control of the Client's computer. The Remote Control button will be pressed. Depending on how you set Remote control options, you can start Remote Control automatically when connecting to a Client and/or disable the Client keyboard and mouse. Refer to the section Setting Remote Control Options in Remote Control for more information.

You can also start remote control by clicking the **Remote Control** button or by selecting *Remote Control* on the TOOLS menu.

You view the Client's screen in your Live Help window, and watch as the Client demonstrates the problem. You can then use your keyboard and mouse to share control of the Client's applications and desktop. You both see changes and the results as they occur.

Remember to *take turns* moving the mouse and typing, just as you would if you were sitting at the same computer. Only one of you should use the mouse or keyboard at a time. If necessary, the Support Specialist can disable the Client's keyboard and mouse to alleviate any potential confusion.

During a support session, the Support Specialist usually leaves Remote Control running throughout the entire session. However, if you want to stop Remote Control, just click the **Remote Control** button.

If another Specialist is in the session, he or she can take Remote Control by pressing their **Remote Control** button. Only one Specialist can use Remote Control at a time.

Note

- Keyboard type of Live Help Expert/Monitor computer and Live Help Client computer must be the same. Using different keyboard types in a Live Help session may cause wrong keyboard input on the remote computer.

- The state of **NumLock**, **ScrollLock** and **CapsLock** keys on Live Help Client computer may be synchronized with those of Live Help Expert/Monitor computer when a Live Help session is started, depending on the version and settings of Live Help Client you are connecting. When you connect to:

  - **Live Help Client version 12.0 or earlier:**
    Live Help Client synchronizes the state of **NumLock**, **ScrollLock** and **CapsLock** keys on Live Help Client computer with those of Live Help Expert computer.

  - **Live Help Client version 13.0.0 or later:**
    Live Help Client does not synchronize the state of **NumLock**, **ScrollLock** and **CapsLock** keys on Live Help Client computer with those of Live Help Expert computer.
    However, you can change Live Help Client to synchronize those keys by using Client Configuration Feature. Refer to the section Make NumLock, ScrollLock, and CapsLock keys state on the Client computer same as those of the Expert computer when a session is started in Client Configuration Feature for more information.

3.5 Send Keys: Send Special Windows(R) Key

When using Remote Control in a support session, you can send special Windows(R) key sequences to the Client or another Support Specialist.

Refer to Sending Special Windows(R) Keys for details on the send keys function.

3.6 Screen Transfers: Send or Receive Screens

The Receive Screens button is used to view the contents of the Client's screen. When the support session begins, the button is already pressed and you can see the Client's screen. It typically stays pressed during the entire support session. If other Help Desk Personnel are in the session, they also will see the Client's screen.

Want to show your screen to your client? Just click Send Screens button to start Screen Transfers. You may want to start Screen Transfers of your screen if you want to show training material for example. You can also select *Receive Screen* or *Send Screen* from the TOOLS menu.

Note

The Send Screen function is unique to the Live Help Expert application and is not available in Live Help Monitor.

Your screen doesn't change in any way, but the Client's does. A Live Help viewing window opens and the Client sees everything on your screen, watching while you move your mouse, start applications, or display a document. Screen changes are sent to the Client continuously, so it's just as if they are sitting right next to you. Any other Help Desk Personnel in the session also see your screen in their Live Help window.

You can easily switch between viewing the Client's screen and showing your screen to the Client. Just click the appropriate Screen Transfer button.

Note

Important:

If you are using Remote Control of the Client's computer, you must stop Remote Control before you send screens.

3.7 Client File Exchange: Send or Receive Files

Use the Client File Exchange button or select *Client File Exchange from* the TOOLS menu to send or receive single files, multiple files, or entire folders to and from the Client. You can also browse the Client's file system. If other Help Desk Personnel are in the session, they are not included in the transfer.

3.8 Clipboard Transfer: Send or Receive Clipboard.

Click the Receive Clipboard button to transfer the contents of the Client's Clipboard to your Clipboard. For example, you may want to examine a portion of a Client's configuration file. Once you receive the information, you can paste it into a document, or a call-tracking database.

You can also send the contents of your Clipboard to the Client or another Support Specialist — just click the Send Clipboard button to transfer the contents of your Clipboard to the Client's Clipboard.

You can also choose *Send Clipboard* or *Receive Clipboard* from the TOOLS menu.

3.9 Full Screen

Full Screen removes the title bar, menu bars, and scroll bars from the Live Help window.

To see more of the Client's screen, click the Full Screen button or choose *Full Screen* from the VIEW menu to display the Live Help window in the largest view possible. The Live Help Expert program removes the title bar, menus, and scroll bars from your Live Help Expert window and allows you to see the whole screen of the Client without operating the scroll bars.

In this full screen view, you access the Live Help menus by moving your mouse to the top of the screen — a pop-up menu displays a list of the Live Help menus. Select a menu and the menu items display. To close the pop-up menu list, click the mouse outside of the menu list or press **ESC**.

If you click the **Full Screen** button when you have a higher video resolution than Client, the Client's screen is displayed in a windowed Live Help Expert window using a part of your desktop. In this case, the title bar, menus, and scroll bars are not removed from your Live Help Expert window.

 Note

. . . .

When not using Remote Control, you can switch to full screen by double-clicking the right mouse button inside the Live Help window.

. . . .

You can shift or "pan" the screen data to see "hidden" information just by moving your mouse to the edge of the screen.

If the Client has a higher video resolution, you will not be able to see all the information that appears on the Client's screen. When you first switch to full screen view, the lower right corner of the Client's screen is not displayed. To see portions of the screen outside the current viewing area, just move your mouse to the edge of the screen (the right side for example) and the incoming screen will "pan" to show the remaining information.

To return to the windowed view, choose *Full Screen* from the VIEW menu or click the **Full Screen** button. If Remote Control is not on, you can also close Full Screen by pressing **ESC**, or double-clicking the *right* mouse button inside the Live Help Expert window.

3.10 Close the Support Session

You've just had a short demonstration of some of the features of Fujitsu's Live Help. The following paragraphs discuss the different ways you can disconnect from the Client:

- To end the session and close the *Client*, click the **Close Client** button or select *Close Client* from the SESSION menu. A confirmation message box will display. Selecting the **Yes** button on the message will close the Live Help Client application on the Client's computer. Your Live Help Expert application stays running and the window and the toolbar remain, so you can connect to another Client.

- If you would like to leave the session but keep the Client application running on the Client's computer, choose *Leave* from the SESSION menu. The Live Help Expert application stays running on your computer. Because the Client application continues to run, another Support Specialist can connect to the Client. You would use this method of disconnecting if you want to move to another session, but leave the Client application active.

- To close the Live Help Expert application, choose *Exit* from the SESSION menu. The Live Help Expert application closes on your computer. If you choose *Exit* without closing the Client (with the **Close Client** button), the Client application stays running on the Client's computer.

 Note

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- If the Live Help Client program is configured to run as a Windows(R) Service and start at Windows(R) boot, the Live Help Client application stays running even if you click **Close Client** button. The Live Help Client program returns to the Client startup dialog box, becoming ready for a future connection from another Support Specialist. Since this starting method is usually used on unattended workstations or servers, it is important that the Live Help Client application continues to run.

- In the middle of recording where automatic saving option is disabled, if you choose the Exit command in the SESSION menu (or click the Exit button) to close Live Help Monitor which was started by Systemwalker Console or Integrated Console of Systemwalker Centric Manager, the recorded session data will be discarded.

    Please continue on in this manual to learn more about Live Help. The following chapters explain all features in more detail and provide some tips to help you make your support sessions more effective.

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Chapter 4 Remote Control

4.1 Sharing Control of the Client's Application and Desktop

Use Remote Control to operate the Client's applications and desktop from your office. While it is operating, you *share* control of the Client's computer in real-time!

Since both of you see any screen changes as they occur, problems are resolved quickly and accurately. For example, the Client can demonstrate the problem, and watch as you use remote control to provide the solution. In a training situation, you can then ask the Client to perform the same steps to verify that they learned the correct procedure. This just-in-time training cuts down on repeat calls.

A Support Specialist shares control of the Client's computer during a remote control session.

Remote Control works between the Client and one Support Specialist. The Client demonstrates the problem by running applications, opening data files, and operating the computer normally. A Specialist *shares control of the Client's computer.* It's just as if both people are sitting at the Client's computer, taking turns using the mouse and keyboard.

Use Remote Control to operate any Windows(R) application or the Client's entire Windows(R) desktop. You can also control windowed DOS applications.

Note

You cannot view or operate on the following screens.

- The MS-DOS(R) prompt screen in full screen mode (If it has a window pane, it is possible to share and remotely operate the screen)

- The screen of applications that support Direct X / OpenGL

- The screen of the Windows(R) applications that have motion picture and sound features.

- The screen of the applications that do not work properly without system reboot after changing the settings in display properties

Remote Control does not make copies of the Client's applications or data files.

For security purposes, the Client keeps possession of his or her applications and files. A Support Specialist's computer *does not* receive a copy of any data files, and does not need to possess or run the same application. During a remote control session, Live Help sends the Specialist's keystrokes and mouse movements to the Client's computer, where they are processed.

You start and stop Remote Control by pressing the Remote Control button or by selecting Remote Control from the TOOLS menu. While the button is pressed, Remote Control is active. You and the Client make changes using the keyboard and mouse.

If additional Help Desk Personnel join the session, they also view the actions but cannot make changes because only one Specialist at a time can use Remote Control. However, another Specialist can take Remote Control just by pressing the Remote Control button. Typically, you leave Remote Control running throughout the entire session. However, if you want to stop remote control, simply click the Remote Control button again. Shared control of the Client's computer and applications ends, and Screen Transfers of the Client's screen continues.

4.2 Setting Remote Control Options

The Remote Control options dialog box is reached by choosing *Remote Control* on the OPTIONS menu.

Here you can set options that determine whether Remote Control is to start automatically when you join a session, and if the Client's mouse and keyboard are to be disabled.

Also, you can set options to start remote control automatically in instruction mode when you join a session.

By default, Remote Control will attempt to start automatically, and will allow the Client's keyboard and mouse to function fully during the session. Also, instruction mode is not active.
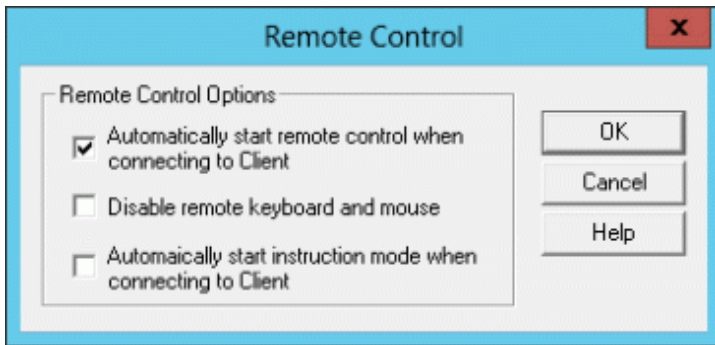
4.3 Starting Remote Control

When a support session begins, you automatically have *Remote Control* of the Client's computer, unless the Client has taken actions that prevent this or you have disabled the option to automatically start Remote Control which is enabled by default.

🖐 Note
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The Client can select what happens when a Support Specialist requests Remote Control. For more information on this feature, refer to the "Changing your Configuration" in the *Live Help Client's Guide*.
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4.3.1 Ways to Initiate Remote Control

There are three ways to initiate Remote Control in a session:

- **Auto Start:** Configure your software through the OPTIONS menu so that Remote Control will automatically at the start of the session. OR...

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Remember, when a second Support Specialist joins a session, he or she does not take Remote Control of the Client. They will only receive a copy of the Client's screen.
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- **Button:** **Click** the **Remote Control** button. OR...

- **Menu:** Choose *Remote Control* from the TOOLS menu.

If you have previously stopped Remote Control or you are a Support Specialist joining a support session already in progress, you can start Remote Control using the menu or the toolbar.

4.3.2 Live Help System Behavior During Remote Control

Your mouse cursor remains an arrow while you share control of the Client's applications and desktop.

Once Remote Control has been started by one of the three methods mentioned above, your **Remote Control** button stays pressed and the *Remote Control* menu item remains checked as long as Remote Control is in progress. "Keyboard" displays next to your name in the session members list (choose *Members* from the SESSION menu), to indicate that you are sharing keyboard and mouse control of the Client's computer.

Remember that you are seeing an exact view of the Client's screen, and that your mouse movements and keystrokes take effect as if you are making the changes while sitting at the Client's computer.

Full screen view removes the title bar, scroll bars, and menus so you can see more of the Client's screen.

You can change from a windowed to a *full screen* view. When you switch to full screen, the Live Help window's title bar, scroll bars, and menus do not display. Refer to Screen Transfer for information about switching to a full screen view.

If you use your mouse *outside* of the Live Help window or minimize the window, your mouse movements and keystrokes are processed by *your* computer and are not sent to the Client.

 Note
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While Remote Control is in use, Live Help can take advantage of Microsoft's Intellimouse(R) technology. If both the Client and Support Specialist's computers are running operating systems compatible with this technology, you can use the mouse wheel to scroll up and down in documents.
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During the session, the Client can also use the mouse and keyboard unless you have configured your system to disable the client keyboard and mouse during Remote Control. Refer to the section Setting Remote Control Options above.

4.4 What Gets Shared?

While remote control is in progress, both the Client and a Support Specialist can use the mouse and keyboard to *jointly* operate the applications running on the Client's computer. Both people can control whatever appears on the Client's screen. This includes any Windows(R) applications, the Windows(R) desktop, and even windowed DOS applications.

 Note
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You cannot view or operate on the following screens.

- The MS-DOS(R) prompt screen in full screen mode (If it has a window pane, it is possible to share and remotely operate the screen

- The screen of the applications that support Direct X / OpenGL

- The screen of Windows(R) applications that have motion picture and sound features

- The screen of the applications that do not work properly without system reboot after changing the settings in display properties
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During remote control the applications and data stay on the Client's computer.

It is important to remember that the applications, data files, program groups, etc. *remain on the Client's computer* during remote control. Support Specialists do not receive a copy of any files.

During a remote control session, Live Help just sends the Support Specialist's keystrokes and mouse movements to the Client's computer, where they are processed. The Client's applications *do not* run on the Support Specialist's computer.

4.4.1 Performance Settings

You can override Live Help's default data transfer techniques to affect performance.

While remote control is in progress, Live Help uses compression techniques and data differencing to achieve the best transfer performance possible.

However, you can override the default transfer techniques by settings in the Screen Transfer Method dialog box. This dialog box also allows you to choose the number of video resolution colors, and whether you want to disable the sender's wallpaper. Refer to the section Screen Transfer Method and Performance Settings in Changing Your Live Help Expert Configuration for more information.

If there are other Help Desk Personnel in the session, they view the Remote Control session in their Live Help window, but cannot make changes. They can use their mouse and keyboard normally, without affecting the session.

4.5 Keyboard and Mouse Sharing Tips

Having two people access the same application at the same time can be a little confusing at first. Don't worry, it's not difficult — it's just different, and it only takes a little cooperation between you and your co-worker to get familiar with this new and highly efficient way of working.

Here are a few tips about sharing the keyboard and mouse during a remote control session:

You can block the Client's keyboard and mouse.

- Remember that you can set options to disable the Client's mouse and keyboard through *Remote Control* on the OPTIONS menu.

Use the telephone to negotiate when you want to make a change.

- Don't forget to use the telephone! Let your colleague know when you are about to edit information, open a menu, start another application, and so on.

- Keyboard and mouse sharing etiquette is important in order to hold an effective Remote Control session. Take turns using the mouse and typing, just like you would if you were both sitting in front of the computer where the application is running. Only one of you would use the keyboard or mouse at a time, and you should do the same during the session.

Don't type or move your mouse while the Client is making changes.

- While your colleague is making changes, don't press any keys and don't move your mouse!

- While it is possible to lock out the Client's keyboard and mouse, there will be instances where you will want the Client to demonstrate something on their computer. In these cases, it is best that you take turns and avoid accidental mouse or keyboard use that can cause confusion.

Another Support Specialist can take over the remote control session just by clicking the Remote Control button.

- If there is another Support Specialist in the session who wants to use Remote Control, he or she just clicks the **Remote Control** button. Only one Specialist can use Remote Control at a time.

4.6 Sending Special Windows(R) Keys

While using Remote Control, you can send special Windows(R) key sequences to the Client or another Support Specialist.

Note
This feature is available only when having remote control.

To send a special Windows(R) key sequence:

- Click the **Send Keys** button. OR...

- Choose *Send Keys* from the TOOLS menu.

A cascading menu opens, listing the key sequences available. Once you choose the appropriate entry from the cascading menu, the key sequence is immediately sent to the computer you are remote controlling.

The following explains the key sequences that are available.

4.6.1 CTRL+ALT+DEL

This function works differently depending on the operating system on which the Live Help Client program is running.

Note
While you are in a support session where other Help Desk Personnel are participating, you can also send the **CTRL+ALT+DEL** keys to another Support Specialist's computer if his/her Live Help Expert program is configured to allow the **CTRL+ALT+DEL** keys. If the Live Help Expert program is configured to not allow the **CTRL+ALT+DEL** keys, this feature is not available and the menu item will be grayed out. Refer to the section Allow CTRL+ALT+DEL When Remote Controlled in Changing Your Live Help Expert Configuration for more information.

You can send the **CTRL+ALT+DEL** keys to the **Welcome to Windows(R)** dialog box to log on to the Client computer. You can also send the **CTRL+ALT+DEL** keys after logging on.

- If the connection destination is one of the following operating systems, the software Secure Attention Sequence in the connection destination must be enabled:

    - Windows Vista or later

    - Windows Server 2008 or later

- The setting procedure is shown below.

    1. From 'Start' or 'Apps' >> 'Run', execute gpedit.msc.

    2. In 'Local Group Policy Editor' that is displayed, select 'Computer Configuration' >> 'Administrative Templates' >> 'Windows Components' >> 'Windows Logon Options'. Then, on the right hand side of the window, double-click 'Disable or enable software Secure Attention Sequence'.

    3. In the 'Disable or enable software Secure Attention Sequence' settings window that is displayed, select the 'Enabled' radio button, then select 'Services' or 'Services and Ease of Access applications' from the drop-down menu in the bottom left hand side of the window, and then click 'OK'.

    4. Close 'Local Group Policy Editor'.

If the connection destination is Remote Operation Client of Systemwalker Centric Manager V15.0.1 or earlier, Systemwalker Desktop Patrol Remote Operation Client, or Systemwalker Live Help Client, this function cannot be used for the following operating systems:

- Windows Vista or later

- Windows Server 2008 or later

If the **CTRL**+**ALT**+**DEL** keys must be entered in the logon window, use the following method to start the screen keyboard, and then enter the keys:

1. Click **Ease of Access** button ⬤ displayed at the bottom-left corner of the logon screen.

2. Select the Type without the keyboard (On-Screen Keyboard) checkbox in the Ease of Access dialog box.

3. Click **OK**. On-Screen Keyboard will appear on the screen.

- At screens other than the logon screen, such as Desktop, you can not enter the **CTRL**+**ALT**+**DEL** keys. If you type the **CTRL**+**ALT**+**DEL** keys using On-Screen Keyboard, Windows Vista or later / Windows Server 2008 or later will ignore the keys. This behavior does not relate to the Live Help or remote operation.

- When User Account Control (UAC) function of Windows Vista or later / Windows Server 2008 or later is disabled (At Windows 7 or later, Windows Server 2008 R2 or later, it is "Never Notify"), you cannot enter the **CTRL**+**ALT**+**DEL** keys using On-Screen Keyboard. This is a specification of these versions of the operating system.
Therefore, when the connection destination is Remote Operation Client of Systemwalker Centric Manager V15.0.1 or earlier, Systemwalker Desktop Patrol Remote Operation Client, or Systemwalker Live Help Client, you cannot enter the **CTRL**+**ALT** +**DEL** keys from Live Help Expert/Monitor to remotely log on to a computer installed with Windows Vista or later / Windows Server 2008 or later on which the User Account Control (UAC) function is disabled.
In this case, to remotely log on, change to one of the following settings:

    - Enable the User Account Control (UAC) function. OR...

    - Disable **CTRL**+**ALT**+**DEL** requirement for logon.

> ![] **Information**

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You can disable **CTRL**+**ALT**+**DEL** requirement for logon with the following steps.

1. Start one of the following Control Panel applets from Administrative Tools in Control Panel.

    - Domain Controller Security Policy

    - Domain Security Policy

    - Local Security Policy

2. Open the option "Interactive logon: Do not require CTRL+ALT+DEL" in "Local Policies" / "Security Options".

3. Enable the option.

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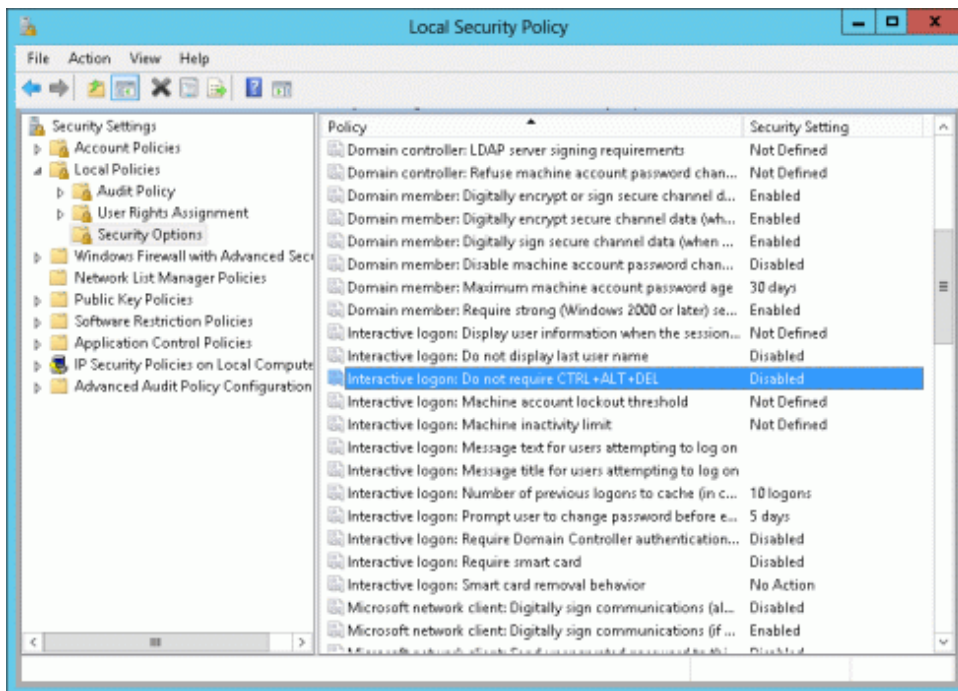
Refer to your Windows(R) User's Guide for further information.

4.6.2 CTRL+ESC

Sending the **CTRL**+**ESC** key sequence displays the Windows(R) Start menu on the computer you are remote controlling. This key sequence is the same as pressing the Windows(R) Logo Key on the keyboard.

4.6.3 PRINT SCREEN

Sending the **PRINT SCREEN** key copies the entire contents of the remote computer's current screen image into that computer's Clipboard.

If you want to receive a copy of the remote computer's Clipboard into your Clipboard, click the **Receive Clipboard** button.

4.6.4 ALT+PRINT SCREEN

Sending the **ALT**+**PRINT** Screen key sequence copies the image of the window that is currently active on the remote computer into that computer's Clipboard.

If you want to receive a copy of the remote computer's Clipboard into your Clipboard, click the **Receive Clipboard** button.

4.7 Stopping Remote Control

The Support Specialist usually leaves Remote Control running during the support session. However, to stop remote control of the Client's applications and desktop, do either of the following:

- Click the **Remote Control** button. OR...

  - Choose *Remote Control* from the TOOLS menu.

The **Remote Control** button releases.

Control of the Client's computer and applications is immediately given back to the Client. Screen Transfers continue, and you still view the Client's screen but now cannot make changes.

4.8 Notes on Logging Off and Switching User on Client Computer

4.8.1 Logging off

If you log off from Windows(R) on the Client computer during a Live Help session, Live Help Client will behave differently depending on the operating system of the Client computer and the running method of the Live Help Client.

	Running Method		
	Run as a Service, start Client at Windows boot	**Run as a Service**	**Do not run as a Service**
Windows(R) XP Windows Server 2003 STD Windows Server 2003 EE	Survives		Stops running
Windows Vista or later Windows Server 2008 or later	Stops running but restarts automatically (you can re-connect to it)		

 Note
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- If Log Off is executed at the connection destination computer while connected using Live Help, the Live Help session is terminated as soon as Log Off is selected.
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4.8.2 Switching user

Live Help will behave as follows when Fast User Switching is used on the Client computer during a Live Help session.

When the operating system of the Client computer is;

Windows Vista or later / Windows Server 2008 or later

Live Help will stop screen transfers and remote control right after Fast User Switching is selected.

Windows(R) XP

Live Help will keep sending screens and allowing remote control at the logon screen that is displayed after selecting Fast User Switching. When another user logs on to Windows(R), Live Help will stop screen transfers and remote control.

To restart screen transfers, follow the steps below:

1. On the Client computer, locally switch to the first logged in user. (In most cases, screen transfers will be restarted with this operation)

2. If screen transfers were not restarted with the above step, locally log off all users on the Client computer, and then re-logon to the computer.

4.8.3 Shutting down

If Shut down is executed at the connection destination computer while connected using Live Help, the Live Help session is terminated as soon as Shut down is selected.

Chapter 5 Instruction Mode

5.1 Instructing the Client in operating methods from the Expert's computer
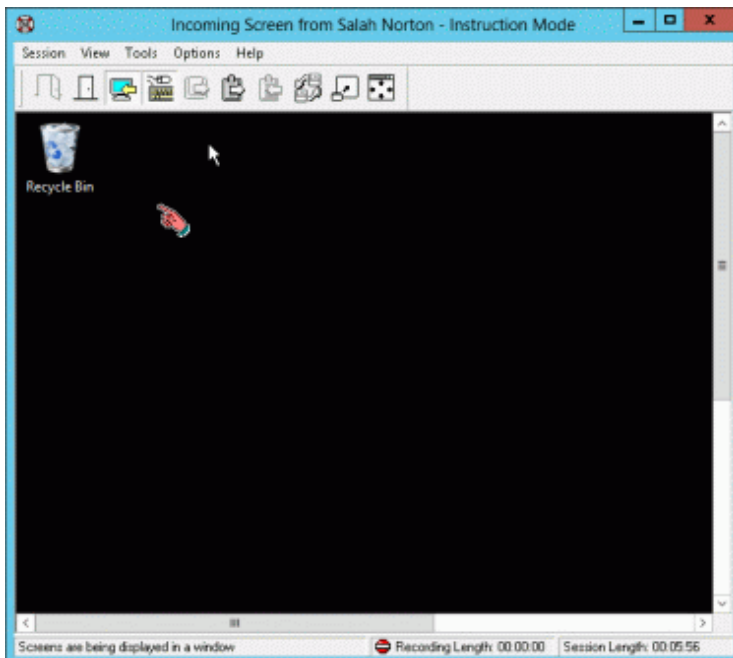
The Expert can instruct the Client in how to operate his/her computer and application from an office using the instruction mode feature.

During instruction mode, the Expert's mouse pointer moves as the instruction pointer. Since the actual operation is done by the Client, the Expert can only move the instruction pointer to show the Client where to click. This feature is suitable for training Clients.

If the mouse pointer goes outside the range of the Incoming screen, the instruction cursor will disappear. This allows the Client to learn more independently since the Expert can hide the instruction pointer when it is not required while checking the Client's operation.

📖 Note

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- Instruction mode is available only when connecting to a remote computer running a Live Help Client version V11.0 or later. If the connected Client is running V10.0 or earlier, this feature is not available.

- The remote control right for the Client is required to operate the instruction pointer.

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5.2 Setting Remote Control Options

When you direct the Client in Instruction Mode, the actual operation is done by the Client. Therefore, the Client's keyboard and mouse should be set to fully function beforehand.

For information on setting Remote Control options, refer to the section Setting Remote Control Options in Remote Control.

5.3 Starting Instruction Mode

To start instruction mode, you need to enable the instruction mode feature when you have the remote control right for the Client. Usually, the Expert automatically acquires the **remote control right** for the Client computer when he/she joins a session. Therefore, "how to start instruction mode when you have the remote control right" is explained in the following section.

Refer to the section Starting Remote Control in Remote Control for how to obtain the remote control right.

5.3.1 How to start instruction mode

You can start instruction mode with any of the following methods:

- **Auto Start**: Using the items in the *Remote Control* option in the OPTIONS menu, set Live Help Expert to always start in instruction mode when he/she joins a session. OR...

- **Button**: Click the **Switch Mode** button and select Instruction Mode. OR...

- **Menu**: Choose the *Instruction Mode* in the *Switch Mode* option in the TOOLS menu.

See

If you add the **Switch Mode** button to the toolbar using the toolbar customization feature, you can change operation mode by simply clicking the button.

For information on customizing the toolbar, refer to the section Customizing the Appearance of the Toolbar in Changing Your Live Help Expert Configuration.

Note

If there are several Experts in a session and the Expert with the remote control right changes the mode to instruction mode, the other Experts also change into instruction mode. The instruction mode state is held throughout the session.

5.4 Stopping Instruction

There are two ways to stop the instruction mode.

- Switching to the remote control mode. OR...

- Changing to monitoring.

5.4.1 How to switch to remote control mode

To stop giving instructions to the Client and start operating it remotely, do either of the following:

- **Button**: Click the **Switch Mode** button and select *Remote Control Mode*. OR...

- **Menu**: Choose the *Remote Control Mode* in the *Switch Mode* option from the TOOLS menu.

The instruction cursor will disappear and you will become able to remote operate the Client computer with the arrow cursor.

5.4.2 How to change to monitoring

To stop giving instructions to the Client or stop remote operating the Client, do either of the following:

- **Button**: Click the **Remote Control** button. OR...

- **Menu**: Choose the *Remote Control* option from the TOOLS menu.

The **Remote Control** becomes unselected.

Control of the Client's computer and applications is immediately given back to the Client. Screens are kept transferred so you can keep viewing the Client's screen, but can no longer give instructions or remote control.

Chapter 6 Screen Transfer

6.1 Viewing the Client Screen and Showing Your Screen

Use the Screen Transfer facility to view the Client's screen, or show your screen to the Client. If there are other Help Desk Personnel participating in the support session, they also view the screen information.

There are two Screen Transfer modes:

- The **Receive Screen** mode allows you to see the contents of the *Client's* screen ▬ you "receive" Screen Transfers from the Client.

- The **Send Screen** mode is used to show the Client the contents of *your* screen ▬ you "send" Screen Transfers to the Client.

While you receive Screen Transfers from the Client, the screen information appears in your Live Help window. This window can be resized or minimized. You continuously receive updates from the Client's screen as changes occur ▬ watching mouse movements, menus opening, applications loading, and so on ▬ just as if you are sitting at the Client's computer. You even watch windowed DOS applications or mainframe sessions run.

You may want to show the Client your screen, in a training situation for example. In this case, use the Send Screen mode. A viewing window opens on the Client's screen, and the Client sees everything on your screen including your mouse movements. When you stop transfers of your screen, the viewing window closes on the Client screen. The Client needs no action.

Screen Transfer is also useful when you participate in a session with another Support Specialist.

🛈 Note

- During a Live Help session, Live Help temporarily stops some of Windows(R) features to transfer screens efficiently. The features will become available when the Live Help session ends. The features to be disabled are:

  - Animation pointers

    They will be changed to monochrome and stop cursor animation.

  - Windows Aero

    In case the color scheme of Windows Vista / Windows 7 is set to Windows Aero on the Client computer, it will be changed to Windows Vista Basic.
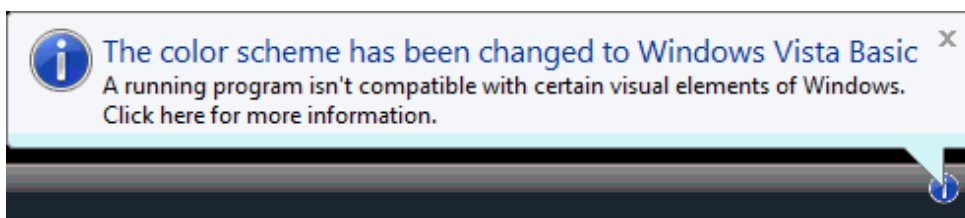
- Live Help temporarily stops some of Windows(R) features to transfer screens efficiently. Therefore, animation pointers will be monochrome (change color) and stop cursor animation during a Live Help session.

- When a screen saver is activated on the Client computer, the screen saver may not be displayed properly on the incoming screen of Live Help Expert, depending on the type of computer, display driver, and screen saver. Cancel the screen saver by manipulating the keyboard and mouse to display the Live Help Client screen. If the color of the Client's screen becomes abnormal even after deactivating the screen saver, redraw the abnormal area by placing another window on the area. This does not affect the performance of Live Help.

- You cannot change the settings in the Advanced tab / Settings tab / Display Settings tab in the Display Properties when a Live Help application is running. Exit Live Help before changing these settings.

- You cannot change the wallpaper settings of the Client computer, such as file, display method, and pattern of wallpaper, when a Live Help session is held. Changes made during a Live Help session may only be effective until the end of the session, and the settings may be returned to the previous state when the session closes. Exit the Live Help session before changing these settings.

- If mouse trails are displayed on the Client computer, some mouse trails may remain on the Live Help Expert window. It is recommended to disable the mouse trailing function during a Live Help session.

6.2 Starting Screen Transfers

Help Desk Personnel start and stop Screen Transfers. You can either start Screen Transfers of the Client's screen, or start Screen Transfers of your screen. If other Help Desk Personnel are in the session, they also receive the screen data.

When the session begins, you automatically receive Screen Transfers from the Client.

When the support session begins, the **Receive Screens** button is automatically pressed and you view the Client's screen in your Live Help window. If for some reason Screen Transfers *from the Client* are stopped, you can start them by:

- Clicking the **Receive Screens** button. Screen Transfers from the Client's computer begin immediately. This button stays pressed while transfers are in progress. OR...

- Choose *Receive Screen* from the TOOLS menu. The *Receive Screen* menu displays a check mark while Screen Transfers are in progress.

If you want to use Remote Control to operate the Client's applications and desktop, click the **Remote Control** button. Refer to Remote Control for more information.

You can show the other session members your screen.

If you want to *show the Client your screen*, there are several ways to start Screen Transfers. Choose the method that is most convenient for you. Once Screen Transfers start, the Client sees everything from *your* screen in a Live Help window on their computer.

To start Screen Transfers of your screen:

- Click the **Send Screens** button on your toolbar. Your **Send Screens** button stays pressed while Screen Transfers are in progress. OR...

- Choose *Send Screen* from the TOOLS menu. The *Send Screen* menu displays a check mark while Screen Transfers are in progress.

Note

Important

- If you are using Remote Control, you must end Remote Control before you can start Screen Transfers of your screen. Just click the Remote Control button.

- There is one case where the Client does not see everything on your screen. When Live Help dialog box displays on the Support Specialist's screen ― Screen Transfers temporarily suspend. An example is the Client File Exchange dialog box. Once you are finished and close the dialog box, Screen Transfers resume.

- Send Screen is not available in the Live Help Monitor application, only in Live Help Expert. Refer to Live Help Monitor for more information.

6.3 What Do Screen Transfer Recipients See?

When the support session begins, Screen Transfers from the Client automatically start, and your Live Help window displays the contents of the Client's screen. The session name (usually the name of the Client) appears in the title bar of the window for your reference.

As the Client's screen changes, you see the changes as they occur. You watch the Client move the mouse, start applications and open files, update documents, change drawings, select menu items, and so on.

You can move, size, minimize and maximize the Live Help window. For example, you can reduce the size of the window to monitor and operate applications running on your own computer, while still continuing to receive updates of the Client's screen.

Although you can see the Client's screen, you *cannot* make changes unless you are using Remote Control. Remote Control also automatically starts when the support session begins. Refer to Remote Control for more information.

If you show your screen to the Client using Send Screen, a viewing window opens on the Client screen. The Client sees everything on your screen, including mouse movements. The Client can never start Remote Control of your computer. The viewing window stays open until you stop Screen Transfers of your screen.

6.3.1 Different Screen Resolutions

If you have a lower video resolution than the Client, Live Help adds scroll bars to your window so no information is lost.

Don't worry if you have a different video resolution than the Client — Live Help automatically adjusts so you still have access to everything on the Client's screen. For example, if the Client has Super VGA (1024 x 768) and you have VGA (640 x 480), scroll bars are added to your window. Using the scroll bars allows you to view the contents of the lower right corner of the Client's screen. If your video resolution is the same or higher than the Client's, no adjustment is needed.

Additionally, if you have the Scale Screen option enabled on the VIEW MENU, Live Help will scale the incoming Client screen to fit inside the Live Help Expert window. This allows you to view the entire contents of the Client's screen even if your resolutions are different. It is important to note that when Scale Screen is enabled, the incoming screen shrinks. This loss in resolution may make it difficult to use Remote Control.

Note
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Refer to the section Screen Transfer Method and Performance Settings in Changing Your Live Help Expert Configuration for information about overriding Live Help's default methods for transferring video resolution colors.
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6.3.2 Full Screen View

Full screen view removes the title bar, scroll bars, and menus so you can see more of the Client's screen.

You can also change from a windowed view to a *full screen* view.

To display the Live Help window in full screen:

- Click the **Full Screen** button. OR...

- Choose *Full Screen* from the VIEW menu. OR...

- If you are not using Remote Control, you can double-click the *right* mouse button.

The title bar, scroll bars, and menus are removed, and you see the Client's screen in a full screen view.

If you want to use the *Live Help menus*, just move your mouse to the top of the screen — a pop-up menu displays a list of the Live Help menus: Session, View, Tools, Options, and Help. To close the pop-up menu list, click the mouse outside of the menu list or press **ESC**.

You can shift or "pan" the screen data to see "hidden" information just by moving your mouse to the edge of the screen.

If the Client has a higher video resolution, you will not be able to see all of the information that appears on the Client's screen. When you first switch to full screen view, the lower and right portions of the Client's screen are not displayed. To see the "hidden" portions of the screen, just move your mouse to the edge of the screen (the right side for example) and the incoming screen will "pan" to show you the remaining information.

To return to the windowed view from full screen:

- Click the **Full Screen** button. OR...

- Choose *Full Screen* from the VIEW menu. OR...

- If you are not using Remote Control, you can double-click the *right* mouse button or press **ESC**.

The Live Help window title bar and menus return.

6.3.3 Scale Screen View

Scale Screen shrinks the incoming Client screen to fit within the Live Help window.

You can use the Scale Screen function to display the entire contents of the Client's screen within the Live Help Expert window. Selecting this option will shrink the data displayed in the Live Help Expert window. It is important to note that since the incoming screen will be squeezed, Remote Control of a Client while in this mode may be difficult.

Also, more CPU power is needed for displaying shrunken data so this will increase the load on the machine.

To scale the incoming screen to fit in the Live Help Expert window:

- Choose *Scale Screen* from the VIEW menu.

6.4 Screen Sharing Tips

Here are a few tips to help make screen-sharing sessions more effective.

You can override Live Help's default data transfer techniques to affect performance.

- While screen sharing is in progress, Live Help uses compression techniques and data differencing to achieve the best transfer performance possible. However, you can override the default transfer techniques with settings in the Screen Transfer Method dialog box. Refer to the section Screen Transfer Method and Performance Settings in Changing Your Live Help Expert Configuration for more information.

This dialog box also allows you to choose the number of video resolution colors, and whether you want the sender's wallpaper included in the transfer.

Consider getting your screen ready before you start Screen Transfers.

- Before you start Screen Transfers of your screen, consider preparing ahead of time. You may even want to do the setup work before you join the session.

- For example, if you want to show a particular paragraph in a document or training material, load the application, open the file, move to the appropriate page, then start Screen Transfers. Doing the setup work first saves valuable time during the session — the Client won't be interested in watching all the steps you go through just to display the paragraph you want to discuss.

- The same is true if you need to open a private document and only want the Client to see a particular page — stop Screen Transfers while you move to the page then start them again when ready.

Either close or minimize confidential data before you start Screen Transfers.

- Don't forget that when you start Screen Transfers of your screen, *everything* that appears on your screen is shown to the other session members.

- You may want to temporarily attach your Live Help Expert floating toolbar to the Live Help window to prevent it from being included in the screen transfer. Refer to the section Toolbar in Changing Your Live Help Expert Configuration.

- Also, some of the windows on your screen may have confidential data. To avoid showing the information, just remember to close or minimize those windows before you start Screen Transfers.

6.5 Stopping Screen Transfers

It's just as easy to stop Screen Transfers, as it is to start them.

To stop *receiving* Screen Transfers *from* the Client's computer:

- Click the **Receive Screens** button. OR...

- Choose *Receive Screen* from the TOOLS menu.

To stop *sending* Screen Transfers *to* the Client, choose one of the following methods:

- Click the **Send Screens** button. OR...

- Choose *Send Screen* from the TOOLS menu.

Screen Transfers immediately stop and the button releases. The viewing window on the Client's screen closes.

Chapter 7 Client File Exchange

You can send or receive file(s) between the Support Specialist's computer and the Client's computer.

Use the *Client File Exchange* feature to send a single file, multiple files, or entire folders to the Client. You can also get a copy of files from the Client's computer, or just browse the remote file system.

Client File Exchange makes it easy to update old files on the Client's computer, or take a copy of a file from the Client's computer so you can investigate and work on it off-line.

The Client File Exchange window presents two lists: one shows the Support Specialist's files and folders, the other shows the files and folders on the Client's computer. The lists are displayed one on top of another in a format similar to that found in Windows(R) Explorer. It's easy to navigate to different places within either file system using the mouse and keyboard. You choose the files you want to transfer, and specify the destination on the recipient computer. Client File Exchange can perform file operations (e.g. drag and drop) just like Windows(R) Explorer.

You can perform delete, create or rename file operations on both the Support Specialist's and the Client's file systems.

You can also delete files and folders, create new folders, and rename files or folders. Security settings are available to approve file operations and confirm overwrites. You can also choose to send only newer files if they already exist on the Client's computer.

Client File Exchange also has a folder compare function.

In addition to the above file operations, Client File Exchange provides a function to compare files and folders located on the Support Specialist's computer with those located on the Client's computer. Using this function, you can easily review the remote file system.

While you are working in the Client File Exchange window, the Client does not see the window. However, once you select the files to send, both you and the Client can see the progress of the file transfer.

Note

- If you join a Client's computer running a Live Help Client version V5.0 or earlier, a different version of the Client File Exchange will start. This version of the Client File Exchange is compatible with older Live Help Clients and resembles the Client File Exchange from previous versions of Live Help. Refer to Backward Compatible Client File Exchange for further details.

- To use Live Help's Client File Exchange, the user who logged on to the Windows(R) system must be configured and authorized by COM security.
  Live Help uses this account to start processes and gain access to resources on the server computer, applying the Windows(R) COM security settings. In this way and not having an independent COM security, Live Help can avoid causing an unintended system behavior that may threaten the security configured by your system administrator.
  Live Help will run properly with the Windows(R) COM security defaults. It may not work properly, if the COM security settings are customized.

- If you use the Client File Exchange while recording the session using the session recording feature, Live Help Expert suspends the recording until you close the Client File Exchange window. Since the Live Help Client does not send screens to the Live Help Expert during the Client File Exchange, Live Help Expert cannot record Client's screens.

- The Client File Exchange feature does not support files that are 4GB or larger in size. The size of these files will be displayed as less than 4GB (surplus of the file size left after divided by 4GB (4,264,967,296bytes)) on the Client File Exchange window. If you send those files to the Client or receive them from the Client, the file transfer will stop in midway and never complete.

- You may see the error message "Access is denied" during file operations on the Client File Exchange function. The possible causes are the following:

  - The logged in user of the Client computer does not have access rights to the file or folder you tried to operate.

  - The file or folder you tried to operate is protected by Windows Resource Protection (WRP).

Remote operations on the Client computer is done based on the user privileges of the logged in user of the Client computer.
Therefore, you must change the settings on the Client computer to allow the logged in user to access the target file or folder, to operate files and folders in the cases above.

7.1 Displaying the Client File Exchange Window

If you would like to send files to the Client's computer or get a copy of files from the Client's computer, display the Client File Exchange window by either of the following methods:

- Click the **Client File Exchange** button, or

- Choose Tool, *Client File Exchange* menu item.

The Client File Exchange window displays on your screen. The Client and any other Help Desk Personnel that have joined the session cannot see the window while you are working in it.

7.2 Client File Exchange Window

The Client File Exchange Window consists of the title bar, the menu bar, the toolbar, the File System sub-windows and the status bar.
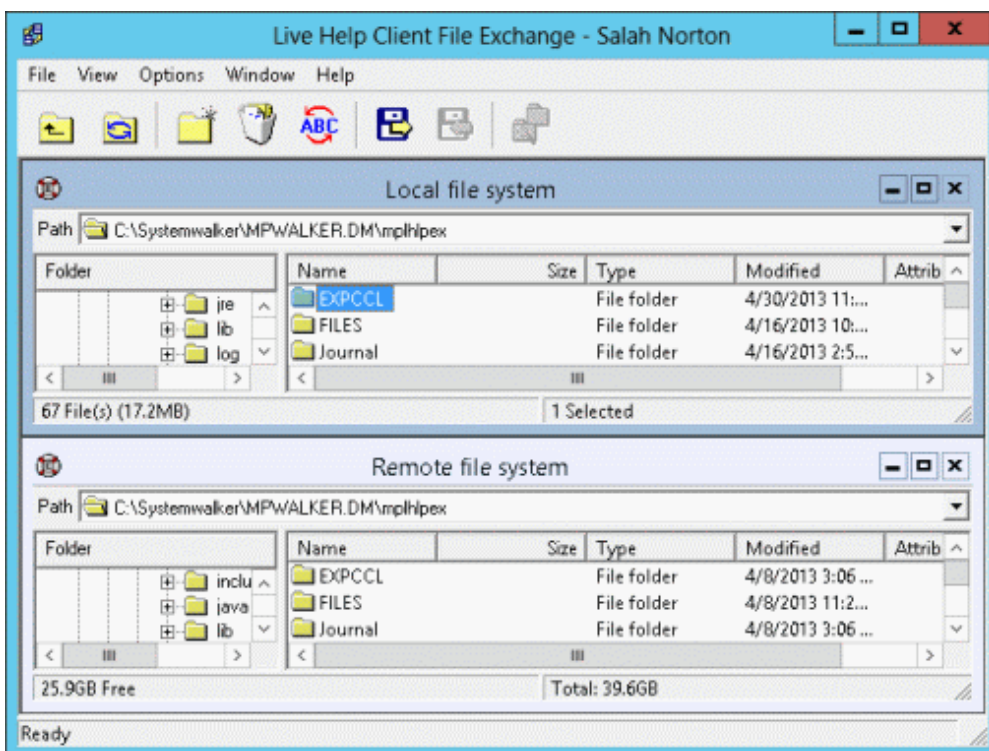
7.2.1 Menus

The Client File Exchange menus are: *File, View, Options, Window* and *Help*.

- The *File* menu allows you to *create a folder*, *delete* file(s) and/or folder(s), *rename* a file or folder, *get the properties* of a file or folder, *send and/or receive* file(s) or folder(s), *compare* files, folders or drives, save *the compare result* and *close* the window.

- The *View* menu allows you to control the contents of file list for the local and remote file system sub-windows and the Compare sub-window.

- Use the *Options* menu to configure transfer confirmation settings or to change settings for the compare operation. For example, if security is an issue, you can allow the Client to approve file operations and overwrites.

- The *Window* menu can be used to arrange all the visible sub-windows in the Client File Exchange window.

- Refer to the *Help* menu if you have questions while operating Client File Exchange.

7.2.2 Toolbar

The buttons on the Client File Exchange tool bar are:

	Go Up — navigates up one level in the currently selected folder tree. Same as View, *Go Up One Level* menu item.
	Refresh — updates the contents of the active sub-window. Same as View, *Refresh* menu item.
	New Folder — creates a new folder at the current path of the active sub-window. Same as File, *New Folder* menu item.
	Delete Files/Folders — deletes selected file(s) and folder(s) from the active sub-window. Same as File, *Delete* menu item.
	Rename File/Folder — changes the name of the currently selected file or folder in the active sub-window. Same as File, *Rename* menu item.
	Send — transfers the selected file(s) and folder(s) from the Support Specialist's computer to the Client's computer. Same as File, *Send* menu item.
	Receive — transfers the selected file(s) and folder(s) from the Client's computer to the Support Specialist's computer. Same as File, *Receive* menu item.
	Compare Folder — compares the selected file, folder or drive on the Support Specialist's computer to the selected file folder or driver on the Client's computer. Same as File, *Compare* menu item.

7.2.3 Sub-windows

When first started, the Client File Exchange window contains two sub-windows. These represent the Support Specialist's (local) and the Client's (remote) file systems. A third sub-window is displayed when utilizing the Compare function in Client File Exchange to compare files, folders or drives.

Refer to the File System Sub-windows or Compare Result Sub-window sections for more detail.

7.3 File System Sub-windows

Using the file system sub-windows, you can view or navigate through the file system on the Support Specialist's computer or on the Client's computer.
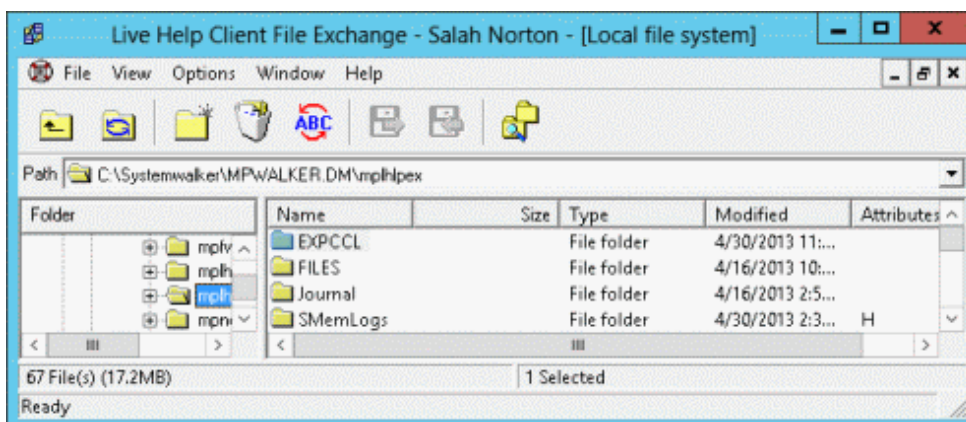
At the top of each file system sub-window, there is a title bar followed by the path bar. On the left of each sub-window, there is a *folder tree* that shows the folder structure of the file system. On the right, there is a *file list* that shows a list of files, folders or drives contained in the selected folder tree item. The *name*, *size*, *file type*, *date* and *attributes* of each file or folder, or the *name*, *type*, *total size*, *free space*

of each drive are also included. A status bar is displayed at the bottom of each sub-window. Information such as free disk space, total disk space, and space consumed by the selected files is included in the status bar.

7.3.1 Path Bar

The path bar contains a drop down list that shows the path of the currently selected sub-window. You can navigate within the file system by dropping down the list and selecting another folder or drive. Once you make a selection from the drop down list, the folder tree is updated to show the current path.

The path bar can be enabled or disabled by selecting *Path Bar* from the VIEW menu.

7.3.2 Folder Tree

This tree shows the folder structure of the file system. The first entry in the tree is "My Computer" which contains all local and mapped network drives.

7.3.3 File List

The File List presents a list of files and folders contained within the currently selected folder in the folder tree. It also shows the list of available drives when "My Computer" item is selected in the Folder tree field.

The columns contained in this field behave like Windows(R) Explorer with regard to column resizing, sorting and display field format. The format of the date column follows the setting specified in the Windows(R) Control Panel.

If the selected item is a folder or a drive, the following columns are included.

- **Name:**

  This column displays the name of the file or folder and its extension. To the left of the name, the appropriate icon (as defined on the Support Specialist's computer) is displayed for the file or folder.

- **Size:**

  This column displays the size of each file.

- **Type:**

  This column displays the type of each entry in the list. The value for type is based on known file types on the Support Specialist's system, regardless of whether you are viewing the Specialist's file system or the Client's. For example, if the Specialist's computer system has .TXT files defined as "Notepad Files" and the Client's system has them defined as "Text Documents," Client File Exchange running on the Support Specialist's computer will show "Notepad Files" as the type of all .TXT files on both the Specialist's file system and the Client's.

- **Modified:**

  This column displays the date and time when the file or folder was last modified. The date and time for all sub-windows are displayed in the format defined in Control Panel on the Support Specialist's computer.

- **Attributes:**

  This column displays the attribute of each file or folder. Potential values include R (for Read-only), H (for Hidden), A (for Archive), S (for System) and C (for Compressed).

If "My Computer" is currently selected in the folder tree, the following columns are included in the file list.

- **Name:**

  This column displays the list of file, folder or drive names.

- **Type:**

  This column displays the type of each drive.

- **Total Size:**

  This column displays the total size of each drive.

- **Free Space:**

This column displays the free space of each drive.

7.3.4 Status Bar

The status bar is located at the bottom of the file system sub-window and contains two panes. The content displayed in these panes depends on whether the file system sub-window is active or inactive.

If this sub-window is active and a folder or drive is selected in the folder tree, the left pane shows the total number and the combined size of files and folders in that folder or drive. The right pane shows the total number and combined size of the files and folders *selected* in the file list.

If "My Computer" is selected, the left pane shows the number of available drives. The right pane shows the total and free space of a selected drive in the file list field. However, if multiple drives are selected, this pane is updated with the total selected items.

If a sub-window is inactive, and a folder or a drive selected in the folder tree field, the left and right panes display the amount of free and total space of the drive, respectively. If "My Computer" is selected, these two panes are empty

7.4 Compare Result Sub-window

Client File Exchange provides a function to compare files, folders or drives on the Support Specialist's file system to those on the Client's. At the completion of the compare operation, the results are shown in this sub-window.
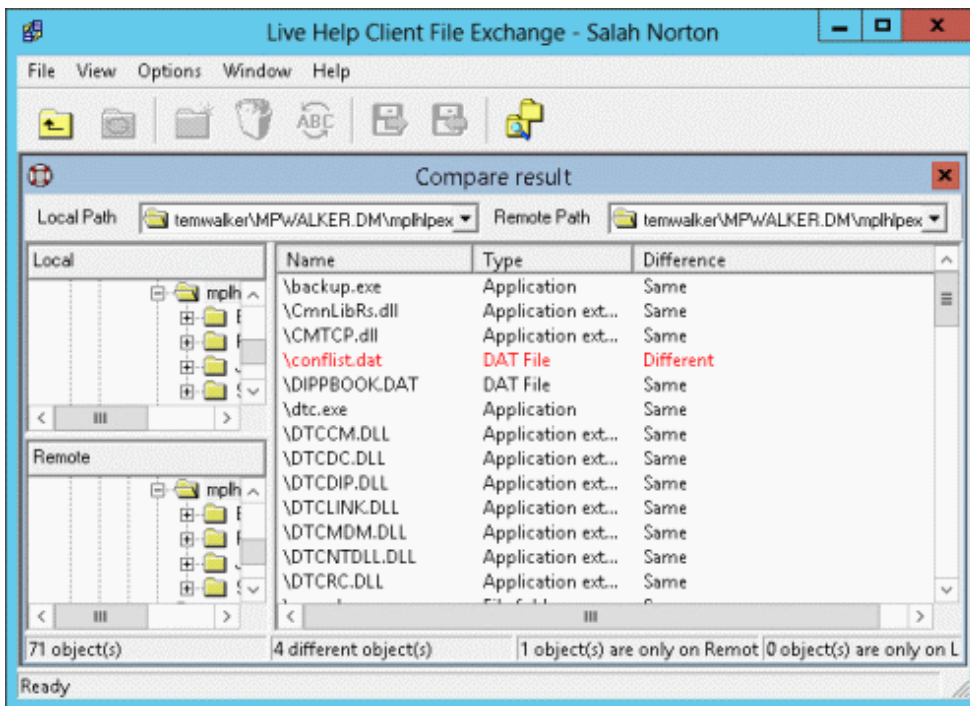
The Compare sub-window consists of local and remote Path fields, the local folder tree, the remote folder tree, the Compare Result list, and the status bar.

7.4.1 Path Bar

There are two path drop down lists in this bar. They display both the current path of the local file system and the current path of the remote file system. You can navigate within the file system by dropping down the list and selecting another folder or drive. Once you make a selection from the drop down list, the folder tree is updated to show the current path.

The path bar can be enabled or disabled by selecting *Path Bar* from the VIEW menu.

7.4.2 Folder Tree

The Compare sub-window contains two folder trees. The local folder tree is located in the upper left corner and the remote folder tree is located in the lower left corner. The first entry in each folder tree is "My Computer" which contains all local and mapped network drives for each computer.

7.4.3 Compare Result List

This list shows the results of compare operation. Like Windows(R) Explorer, the columns contained in this list can be resized, or sorted. They also honor Windows(R) settings for displaying file, time and date formats.

The Compare Result list contains the following columns:

- **Name:**

  This column shows the name of the item compared. It includes the relative path of the files and/or folders being compared.

- **Type:**

  This column displays the type of each file or folder. The value for type is based on known file types on the Support Specialist's system.

- **Difference:**

  This column shows the result of the compare operation. Potential values include "Same," "Only on Local," "Only on Remote" and "Different." In the case of the "Different" result, additional information is provided to show the difference in the date and time as below:

  - *Newer on remote:*

    If the file existing on the Client's computer is more recent than the file on the Support Specialist's computer.

  - *Newer on local:*

    If the file existing on the Support Specialist's computer is more recent than the file existing on the Client's computer.

After performing a compare operation, you can drag a file found on the Client's computer to the Support Specialist's folder tree. This will copy the file to Support Specialist's computer. Likewise, to copy a file in the Compare Result list to the Client, you can drag a file found on the Support Specialist's computer the Client's folder tree.

7.4.4 Status Bar

The status bar shows information regarding files listed in the Compare Result list. The leftmost pane displays the total number of files compared, the next pane shows the number of different files, the third pane displays the number of files which are existing only at the local file system while the number of files existing only at the remote file system is located on the rightmost pane.

7.5 Manipulating Files and Folders

Follow the steps below to manipulate (Send, Receive, Create Folder, Delete, Rename) the files or folders in the local or remote file system.

7.5.1 Sending Files and Folders

Follow the steps below to send files or folders from the Support Specialist's computer to the Client's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive containing the files or folders that you wish to send.

2. To select a single file or folder, click on it in the list. To select more than one file or folder, hold down the CTRL key then click on each item or hold the SHIFT key then use the arrow keys or page keys to select the files or folders. The selected files and/or folders are highlighted.

3. In the remote file system sub-window, use the mouse to select the folder where you want to store the transferred files. The folder opens.

4. Select the *Send* menu item from the FILE menu or click the **Send** button [icon] to begin the transfer from the Support Specialist's computer to the Client's computer. You can also drag the files or folders selected in the step 2 and drop them in the folder selected in step 3.

    Use the Send button to send the file(s) or folder(s)to the Client's computer.

5. If any confirm options are set, a dialog box is displayed. Refer to either the section Remote Options or Local Options for more information on these options.

6. While the transfer is in progress, a status dialog box is displayed on both the Support Specialist's and the Client's computer. It shows the percentage of the transfer that has occurred so far. A **Cancel** button is available to terminate the transfer.

7.5.2 Receiving Files and Folders

Follow the steps below to copy the files or folders on the Client's computer to the Support Specialist's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive containing the files or folders that you wish to receive.

2. To select a single file or folder, click on the item directly. To select more than one file or folder, hold down the CTRL key then click on each item or hold the SHIFT key and then use the arrow or page keys to select the files or folders. The selected files and/or folders are highlighted.

3. In the local file system sub-window, use the mouse to select the folder where you want to store the transferred files.

4. Select the *Receive* menu item from the FILE menu or click the **Receive** button [icon] to begin the transfer from the Client's computer to the Support Specialist's computer. You can also drag the files or folders selected in step 2 and drop them in the folder selected in step 3.

5. If any confirm options are set, a dialog box is displayed. Refer to either the section Remote Options or Local Options for more information on these options.

6. While the transfer is in progress, a status dialog box is displayed on both the Support Specialist's and the Client's computer. It shows the percentage of the transfer that has occurred so far. A **Cancel** button is available to terminate the transfer.

7.5.3 Creating a Folder

The following is a quick summary of the steps on how to create a new folder. We'll use an example where you want to create a folder in the Client's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive where you wish to create a new folder.

2. Select the *New Folder* menu item from the FILE menu or click the **New Folder** button [icon] . A new folder will be placed on the file list with the initial folder name "New Folder." Once the folder is created, you can edit the name and change it to something more appropriate.

3. Type the new name, and then press ENTER. If the folder name is valid for the current system, the folder will be renamed.

[icon] Note

A file or folder name can contain up to 255 characters, including spaces. It cannot contain the following characters: \ / : * ? " < > |

4. If any confirm options are have been configured, a dialog box is displayed. Otherwise, the new folder is created without confirmation.

Refer to either the section Remote Options or Local Options for more information on these options.

7.5.4 Deleting a File or Folder

The following is a quick summary of the steps you'll follow to delete files or folders. We'll use an example where you want to delete files or folders on the Client's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive where the items you wish to delete are located.
   To select a single file or folder, click on the item directly and the item highlights.

   To select more than one file/folder, hold down the CTRL key then click on each item or hold the SHIFT key then use the arrow or page keys to select the files or folders. The selected files and/or folders are highlighted.

2. Select the *Delete* menu item from the FILE menu or click the **Delete** button . Alternatively, you can use the DELETE key on your keyboard or using your mouse, right click on the item and choose *Delete* from the popup menu.

3. If any confirm options are set, a dialog box is displayed. Otherwise, the files and/or folders are deleted without confirmation.

Refer to either the section Remote Options or Local Options for more information on these options.

7.5.5 Renaming a File or Folder

The following is a quick summary of the steps to rename a file or folder. We'll use an example where you want to rename a file or folder on the Client's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive containing the items you wish to rename.

2. In the file list, select the file or folder you want to rename.

3. Select the *Rename* menu item from the FILE menu or click the **Rename** button . Alternatively, using your mouse, you can right-click on the item and select *Rename* from the popup menu. The label will become editable and you can type the new name for the file or folder.

4. Type the new name, and then press ENTER. If the name is valid for the current system, the file or folder name will be updated.

Note

A file or folder name can contain up to 255 characters, including spaces. It cannot contain the following characters: \ / : * ? " < > |

5. If any confirm options are set, a dialog box is displayed. Otherwise, the file or folder is renamed without confirmation.

Refer to either the section Remote Options or Local Options for more information on these options.

7.5.6 Viewing File or Folder Properties

The following is a quick summary of the steps to see the properties of a file or folder. We'll use an example where you want to see the properties of a file or folder on the Client's computer.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the folder or drive containing the item you wish to see the properties for.

2. In the file list, select the file or folder for which you wish to see properties. The selected file or folder is highlighted.

3. Select the *Properties* menu item from the FILE menu or using your mouse, right-click on the item and select *Properties* from the popup menu. The Properties dialog box opens as in the example below.
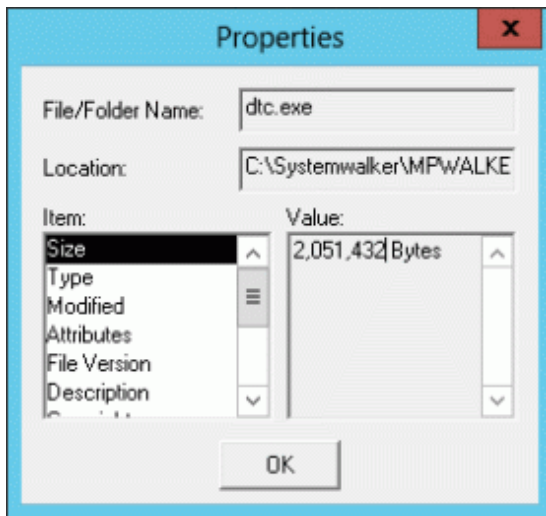
4. You can select each of the items in the list on the left to see its value in the list on the right.

7.6 Client File Exchange Options

You can configure confirmation settings for both the Support Specialist's and the Client's computers. For example, you can allow the Client to approve file operations and overwrites if security is an issue.

7.6.1 Remote Options

Use the *Remote* menu item on the OPTIONS menu to allow the Client to approve file operations and confirm file overwrites. When an option is selected, a check mark appears next to the menu item.

These options are available to address the Client security concerns.

🛈 **Note**
. . . .

You should not set any remote options if you are going to control a server which runs without any attendees since this option shows a dialog box which asks the user at the remote computer to approve the operation. If no one approves the operation in a specific time, Live Help Client automatically denies the request.
. . . .

7.6.1.1 Approve File Operations

When selected, the Client must approve all file and folder operations that affect the Client's computer. This option covers creating a folder, deleting a file or folder, renaming a file or folder, sending files to the Client's computer, and taking a copy of files from the Client's computer.

When you attempt to perform one of these operations, a dialog box notifies the Client. The Client can approve or deny the request. If approved, the operation begins. If permission is denied, a dialog box notifies you.

7.6.1.2 Confirm Overwrites

If this option is selected, the Client must give permission before any existing files are overwritten during a file transfer to the Client's computer. The Client can approve or deny overwriting the file. If approved, the file is replaced. If permission is denied, a dialog box notifies you.

7.6.2 Local Options

Use the *Local* menu item on the OPTIONS menu to confirm file operations, confirm overwrites, and send newer files during transfers to the Client's computer. When an option is selected, a check mark appears next to the menu item.

7.6.2.1 Confirm All File Operations

If the Support Specialist wants a confirmation dialog to display before transferring, deleting, or renaming files and folders, choose *Confirm All File Operations*.

7.6.2.2 Confirm All Overwrites

When this option is selected, a dialog box displays when the file to be transferred already exists at the Client's computer. The Support Specialist is given the option to overwrite the file or skip the update.

If Client File Exchange has been configured with *Confirm Overwrites* specified under the Remote options, the confirm dialog box displays on the Support Specialist's system first.

7.6.2.3 Send Only Newer Files

While sending files to the Client's computer and one or more of the files exists on the Client's computer, this option sends only the files that have a newer date and time. If the date and time of the local file is the same or older than the remote one, the file is not sent.

If this option is not selected, all files are sent to the Client regardless of any date and time differences.

This option does not affect files received from the Client's computer. All files are received regardless of any differences in date and time.

7.6.3 Include Subfolders

If, when transferring a folder, you would like to automatically include all subfolders in the transfer, choose the *Include subfolders* menu item from the OPTIONS menu. This setting applies to transfers in both directions.

📑 Note
....
This option is also applied for the Comparing operation explained later.
....

7.7 Comparing Files, Folders and Drives

Using the Compare operation, you can compare files, folders or drives on the Support Specialist's computer with those on the Client's computer. There are two ways to perform the compare function. The first is to compare them from the local and remote file system sub-windows. The second is to compare them from the Compare Result sub-window. In the later case, you can compare a folder or drive but cannot compare file.

7.7.1 Comparing from the File System Sub-window

The following is a quick summary of the steps used to compare a file, folder or drive selected in the local and remote file system sub-window.

1. In the remote file system sub-window, use the mouse or the arrow keys to navigate to the location where the file, folder or drive you want to compare is can be found.

2. In the file list, select the file, folder or drive you want to compare. The selected file, folder or drive is highlighted.

3. In the local file system sub-window, select the file, folder or drive you want to compare in the file list. The selected file, folder or drive is highlighted.

4. Select the *Compare* menu item from the FILE menu or click the **Compare** button . A Compare progress dialog box will show the progress of the compare operation.

![Note icon] **Note**
. . . .
If you want to include subfolders (in the case of folder compares) or folders (in the case of drive compares) in the compare operation, select the Include Subfolders menu item from the OPTIONS menu.
. . . .

5. When the Compare operation is complete, the results of the compare are displayed in the Compare Result sub-window as shown below.
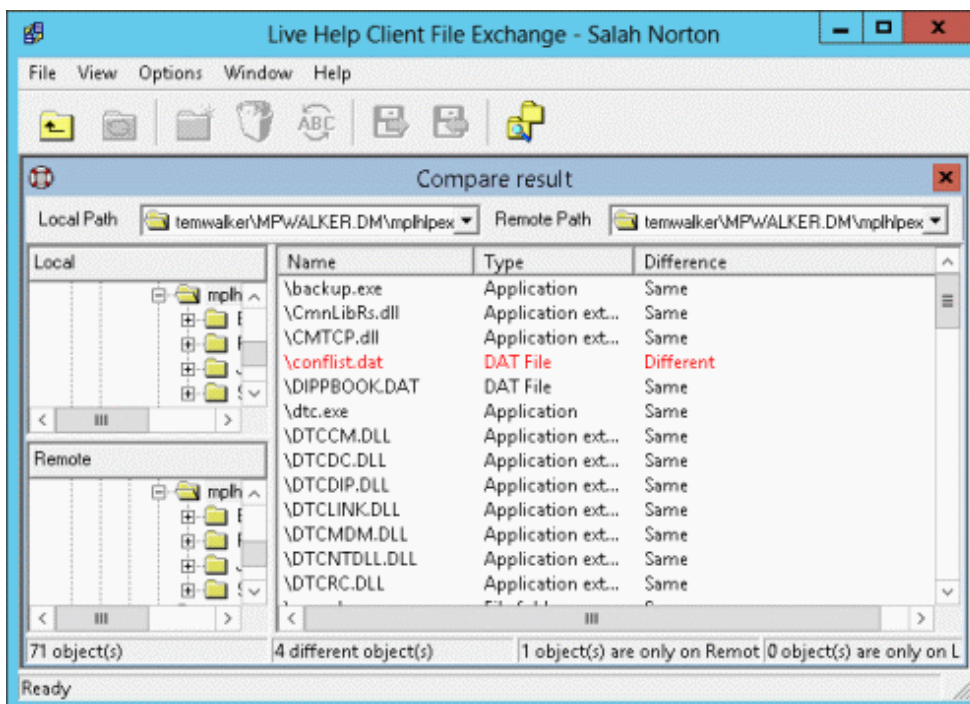
7.7.2 Comparing from the Compare Result Sub-window

The following is a quick summary of the steps to compare a file, folder or drive from the Compare Result sub-window.

1. In the remote folder tree, use the mouse or the arrow keys to navigate to the location where the file, folder or drive you want to compare can be found and select it. The selected file, folder or drive is highlighted.

2. In the local folder tree, use the mouse or the arrow keys to navigate to the location where the file, folder or drive you want to compare can be found and select it. The selected file, folder or drive is highlighted.

3. Select the *Compare* menu item from the FILE menu or click the **Compare** button . The Compare operation starts.

4. The Compare progress dialog box will show the progress of the compare operation.

![Note icon] **Note**
. . . .
If you would like to automatically include all subfolders of the selected folder in the file transfer or in a compare operation, choose Option, Include subfolders.
. . . .

5. The Compare Result sub-window shows the result of the operation.

7.7.3 Viewing the Comparison Details

Follow these steps to see detailed information on the differences between the file and folder that was compared.

1. In the Compare Result list, use the mouse or the arrow keys to select the file or folder for which you wish to detailed difference information. The selected file or folder is highlighted.

2. Either select *Properties* from the FILE menu or right-click on the file or folder and select *Properties* from the popup menu. The Properties dialog box opens as below.
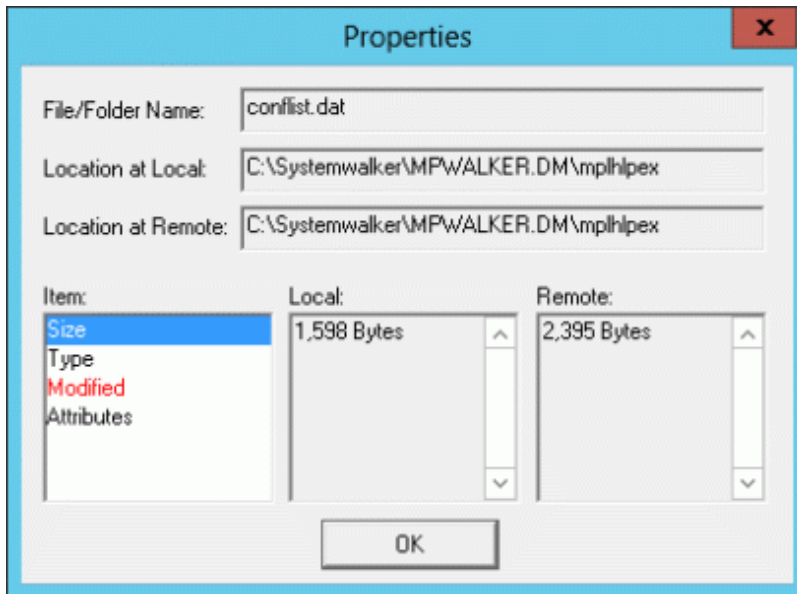
3. You can select each of the properties in the item list on the left to see its appropriate value on both the local and remote computers.

7.7.4 Saving the Compare Results

Follow these steps to save the contents of the Compare Result sub-window.

1. Select the *Save Compare List* menu item from the FILE menu.

    The *Save As* dialog box displays.

2. Enter a file name, and choose the destination drive and directory.

    The result of the Compare operation will be saved as a text file using a comma separated format that can be easily read by most database or spreadsheet applications.

7.7.5 Compare Options

Use the *Compare By* menu item on the OPTIONS menu to configure settings for the Compare operation. Multiple compare criteria can be selected under this menu. When any of these criteria are selected, a check mark is placed before that item. The compare criteria that are checked will be added to the default compare criteria, which are Size, Date Modified and Version.

-   **Attributes:**

    If selected, the attribute of the file/folder is used as one of the criteria for the Compare operation.

-   **Check sum:**

    If selected, the file's check sum (if any) is used as one of the criteria for the Compare operation.

7.7.6 View Options

By Selecting the *Compare Result* menu item from the VIEW menu, you can specify filters to apply the compare result. The filters are *Identical Files*, *Local-only Files*, *Remote-only Files*, and *Different Files*.

- **Identical files:**

  In the Compare Result list, shows only files or folders that are identical on both the local and remote computers.

- **Local-only files:**

  In the Compare Result list, shows only files or folders that are located only on the local computer.

- **Remote-only files:**

  In the Compare Result list, shows only files or folders that are located only on the remote computer.

- **Different files:**

  In the Compare Result list, shows only files or folders that are located only the local computer OR the remote computer (but not both).

7.8 Closing Client File Exchange

When you are finished using Client File Exchange, choose the *Exit and Return* menu item from the FILE menu to close the Client File Exchange window.

Chapter 8 Clipboard Transfer

8.1 Transferring the Clipboard

Use *Clipboard* transfer to send the contents of your Clipboard to the Client, or receive the Client's Clipboard data. If another Specialist is in your session, you can also transfer your Clipboard to the Specialist.

Applications place information in the Clipboard in a number of ways. If you "cut" or "copy" a paragraph from a document, the paragraph is moved into the Clipboard. You can then "paste" the paragraph into another part of the document, or another application.

Clipboard transfer is useful in a number of situations. For example, you may want to examine a portion of a Client configuration file after the session ends. Rather than take a copy of the entire file with File Transfer, you would use Remote Control to copy the configuration lines into the Client Clipboard, and then use Clipboard transfer to receive the information. Once the data is in your Clipboard, you can paste it into any Windows(R) application or store it in a call-tracking database.

Clipboard Transfer stores the transferred data in the recipient's Clipboard.

Clipboard transfer is a great way to contribute data to a support session. The recipients can easily paste the transferred data using their word processor, spreadsheet application, drawing program, or other Windows(R) application.

8.2 Sending or Receiving Clipboard Information

Clipboard Transfer is only available if data is in the Clipboard.

To transfer your Clipboard information, or receive the Client's Clipboard contents, follow these steps:

To *send* the contents of your Clipboard to the Client:

- Click the **Send Clipboard** button. OR...

  - Select *Send Clipboard* from the TOOLS menu. This facility is also useful if you want to share information with another Support Specialist.

If there are more other Help Desk Personnel in the session, they will also receive a copy of your Clipboard.

To **transfer** the contents of the Client's clipboard to your Clipboard:

- Click the **Receive Clipboard** button. OR...

  - Select *Receive Clipboard* from the TOOLS menu

While the Clipboard transfer is in progress, members involved in the transfer see a status box. It reports the progress of the transfer, showing how much of the Clipboard has been sent.

Either the sender or recipients can click **Cancel** to stop the transfer before it finishes. If a recipient clicks **Cancel**, the transfer continues to any other members. If the sender clicks **Cancel**, the transfer is stopped to all members.

The transferred Clipboard data is stored in the recipient's Clipboard.

Chapter 9 Message Exchange

9.1 Typing and Sending a Message

During a support session, it may not be possible to have a telephone conversation with a Client. For example, you may have a modem connection where only one telephone line is available and it is needed for the modem data. You can send a text message to the Client using *Message Exchange*.

Help Desk Personnel can also send text messages to each other using Message Exchange. This chat facility is useful for private side conversations or notes.

You can send the message to everyone or specific members. When the message arrives, the recipient can type a reply.

 Note
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The message exchange function is not available in sessions in instruction mode.
. . . .

9.2 Sending a Message

To type and send a text message follow the steps below:

1. Select *Message Exchange* from the TOOLS menu.

    The *Message Exchange* dialog box displays, as shown in the following example:

2. Type a message of up to 240 characters including spaces and punctuation in the edit box. When you reach the end of a line, the words wrap to the next line. You can press **CTRL+ENTER** to force a new line.

     Note
    . . . .
    The ENTER key sends the message, so be careful not to click it until you finish typing the message and select the recipients.
    . . . .

3. Next choose the recipient(s). If there is only one other member in the session, that person's name appears in the "To" field. If there are more members, choose *Everyone* to send the message to all members, or choose *Select* to specify several members.

4. If you chose *Select* in the "To" field, the Select dialog box displays allowing you to choose one or more members for the transfer. To select or deselect members, press and hold down **CTRL** then click each name.

5. Click **OK** to begin the transfer. Click **Cancel** to close the dialog box without sending the message.

9.3 Sending a Reply

When the recipient receives a message, a dialog box displays the message at the top and a reply area appears at the bottom.

To respond to a message, type the text in the Reply field. When you reach the end of a line, the words wrap to the next line. Press **CTRL +ENTER** to force a new line. Pressing **ENTER** sends the reply, so be careful not to press it until you have finished typing and have selected the recipients.

Select the recipients as explained in step 4 in the section Sending a Message. Click **Reply** to send the reply, or **Cancel** for no reply.

 Note
. . . . - 91 - . . . .
The Message Exchange dialog box will be closed automatically when it is idle for more than 30 seconds in general, and 5 seconds if Live Help Client is started as a service at Windows(R) boot.
This enables Live Help to maintain the session while the user is not at his/her computer.
. . . .

Chapter 10 Recording and Playing a Session
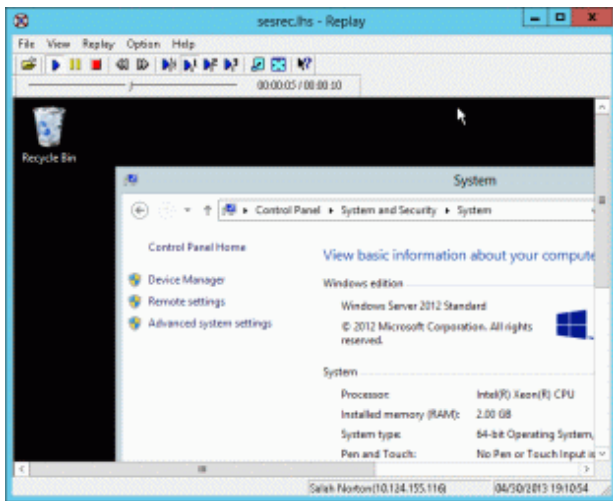
You can save the content of a session by using the session recording feature. Then you can replay the saved session data with Live Help Replay to check or analyze the operation after the session or in an offline environment.

Note
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- Session recording is available only when connecting to a remote computer running Live Help Client version V11.0 or later. If the connected Client is running V10.0 or earlier, this feature is not available.

- If you use the Client File Exchange while recording the session using the session recording feature, Live Help Expert suspends the recording until you close the Client File Exchange window. Since the Live Help Client does not send screens to the Live Help Expert during the Client File Exchange, Live Help Expert cannot record Client's screens.

. . . .

10.1 Startup Methods of Session Recording

Live Help provides two types of startup option for session recording, such as "manual recording" and "automatic recording".

10.1.1 Manual Recording

Live Help Expert will start recording a session when you manually order it. You can start recording whenever you want and record only a necessary part of the session rather than recording the whole session.
Refer to the section Start Recording for the details on how to start recording manually.

10.1.2 Automatic Recording

Live Help Expert will automatically start recording when it connects to a Live Help Client. You can record the content of a session from right after the session started.
Refer to the section Recording Options in Session Recording Options below for the details on how to start recording automatically.

10.2 Saving Methods of Session Recording

Live Help provides two types of saving option for session recording, such as "manual saving" and "automatic saving".

10.2.1 Manual Saving

Live Help Expert will save session data files with the name you specified.

When you stop recording, the **Save As** dialog box appears. To save the recorded session, type a file name and click the **Save** button. The default file name is "SesRec.lhs". If you do not wish to save the content of the session, click the Cancel button.
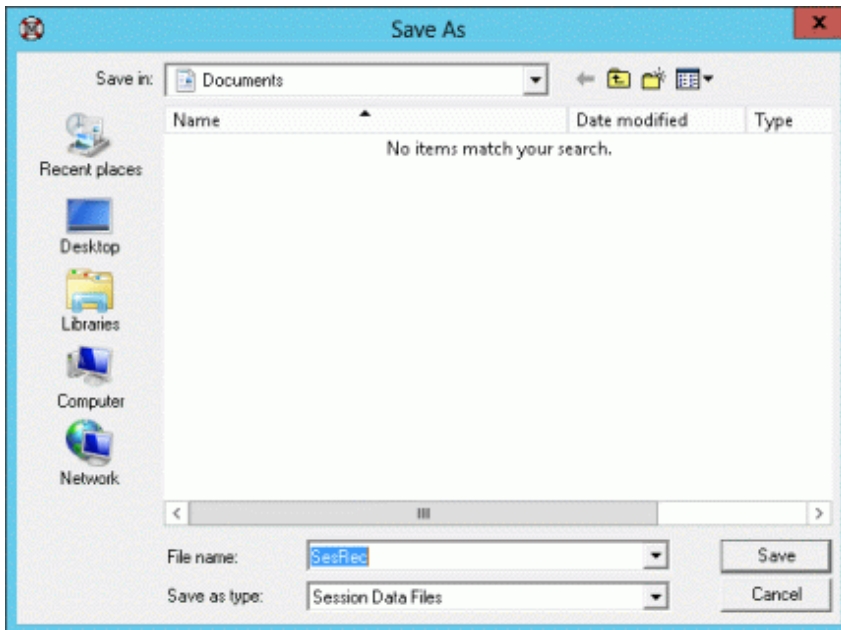
10.2.2 Automatic Saving

Live Help Expert will automatically save session data files in the folder specified beforehand and name them after recording information as described below. If you keep recording a session longer than an hour, Live Help Expert will create a session data file for every hour.

Live Help Expert will name session data files in following format:

lhsesrec-username-YYYYMMDD-nnn.lhs

Keyword	Explanation
lhsesrec	Signature (Fixed string)
username	User name of Live Help Client
YYYYMMDD	Saved date
nnn	Serial number between 001 and 999

When you stop recording manually or the recording has become longer than an hour, Live Help Expert saves a session data file in the specified folder. If the all numbers (from 001 to 999) have been used, the following message box appears:
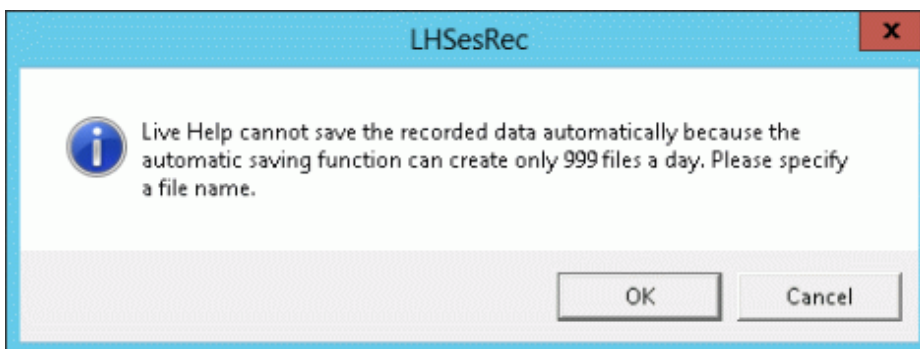
Click OK to display the **Save As** dialog box. If you do not wish to save the content of the session, click the Cancel button.

Refer to the section Automatic Saving Option in Session Recording Options below for the details on how to save session data files automatically.

10.3 Maximum Recording Period

You can set the maximum recording period to a value between 30 seconds and 2 hours.

When you record a session manually, specify a value in the "Record up to" field in the Recording dialog box appears at the beginning of recording.

When you use automatic saving option, specify a value in the "Record up to" field in the Setting for Recording dialog box.

If you leave the "Record up to" check box empty and record a session manually, Live Help Expert will stop recording by 2 hours. In case of automatic recording, Live Help Expert will keep recording until you stop recording manually.

 Note
. . . .
Do not change the system clock settings (date and time) during a session recording. It will cause Live Help Expert to incorrectly stop recording.
. . . .

10.4 Start Recording

You can add the Start Recording button to the toolbar using the toolbar customization feature. For information on customizing the toolbar, refer to the section Customizing the Appearance of the Toolbar in Changing Your Live Help Expert Configuration.

To start recording a session, do either of the following:

- Click the **Start Recording** button. OR...

- Choose the *Record* command in the TOOLS menu.

At the beginning of recording, the Recording dialog box appears. In this dialog box, you can set the maximum recording period to a value between 30 seconds and 2 hours. If you leave the "Record up to" check box empty, Live Help Expert will stop recording by 2 hours.

Click the Record button to start recording.
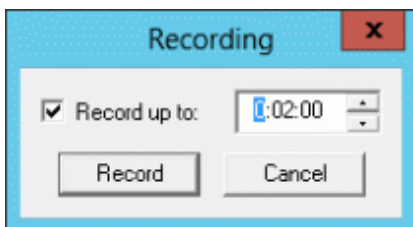
During the recording, the Recording Length icon in the status bar at the bottom of the Live Help Expert window blinks and Live Help Expert counts the recording time.
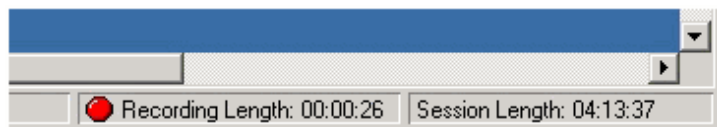
10.5 Pause Recording

To pause recording, do either of the following:

- Click the **Pause Recording** button. OR...

- Choose the *Pause* command in the TOOLS menu.

When you pause the recording, the Recording Length icon in the status bar at the bottom of the Live Help Expert window changes to the pause state and Live Help Expert stops counting the recording time.
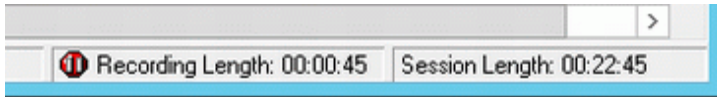
To restart recording, do either of the following:

- Click the **Start Recording** button. OR...

- Choose the *Record* command in the TOOLS menu.

10.6 Stop Recording

To stop recording, do either of the following:

- Click the **Stop Recording** button. OR...

- Choose the *Stop* command in the TOOLS menu.

After stopping recording, you can save the recorded session in a session data file. Refer to the section Saving Methods of Session Recording for the details on how to save session data files.

Live Help Expert will stop recording in the following cases as well:

- When Live Help Expert becomes unable to communicate with Live Help Client.

- When you choose the Leave command in the SESSION menu to leave the session.

- When you choose the Close Client command in the SESSION menu to close Live Help Client.

- When you choose the Exit command in the SESSION menu to close Live Help Expert.

Note

In the middle of recording where automatic saving option is disabled, if you choose the Exit command in the SESSION menu (or click the Exit button) to close Live Help Monitor which was started by Systemwalker Console or Integrated Console of Systemwalker Centric Manager, the recorded session data will be discarded.

10.7 Session Recording Options

Choose the Recording option in the OPTIONS menu to open the Settings for Recording dialog box. Each recording option is explained below.
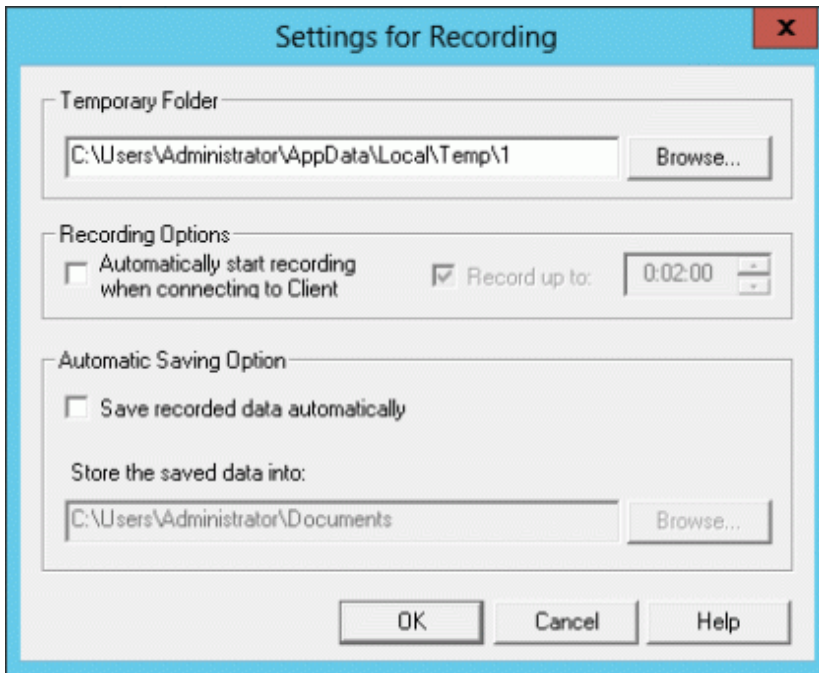
10.7.1 Temporary Folder

Specify a folder in which Live Help Expert will save a header file necessary for session recording. It will also save a temporary session data file in this folder. However, it will save the temporary session data file in the folder specified in the Automatic Saving Option field if the Automatic Saving function is enabled.

Session recording function uses the Expert computer's local hard disk to save session data.
You can specify a folder where session data will be temporarily saved in the "Temporary Folder" field. The default temporary folder is the Temp folder of Windows(R).

🔔 Note
. . . .

- Since session recording requires a large hard disk space, specify a drive with sufficient disk space for saving temporary session data files. If the drive specified in the "Temporary Folder" field or the "Store the saved data into" field doesn't have 10MB of disk space, Live Help Expert/Monitor will not start recording.

- In the "Temporary Folder" field and the "Store the saved data into" field, you must specify a folder that all users who may use Live Help Expert/Monitor can access.
  If a user who cannot access to the folders specified in those fields runs Live Help Expert/Monitor, Live Help will ask the user to re-specify the fields.

  The followings are examples of such cases:

  - **Example1** — A user without administrative privileges runs Live Help Expert/Monitor when a folder that only users with administrative privileges can access (for example, My Documents folder of an administrator user) is specified in any of those fields.

  - **Example2** — When a folder on a network drive that only specific users have mapped is specified in any of those fields, a user who hasn't mapped the specified network drive runs Live Help Expert/Monitor.

- You cannot specify a folder on an unmapped drive (Universal Naming Convention (UNC) path), such as "\\server name\folder," in the Temporary Folder field and the Store the saved data into field.

- The size of session data varies depending on the resolution and update frequency of the recorded Client's screen. (If Client's screen is a high resolution and often updated, the recording data size will be large.) If you record operations, such as creating a document and

editing a spreadsheet on the Client's screen that set to 1024 x 768 x 16bit for 1 minute, the session data size could be larger than 4 Mbytes.

- If you change the settings for session recording when more than one copy of Live Help Monitor are running, the changes will not take effect on the Live Help Monitor that is connecting to a Live Help Client.

10.7.2 Recording Options

Select the "Automatically start recording when connecting to Client" check box to start recording a session right after you have connected to a Live Help Client.

The "Record up to" check box will become available when you select the "Automatically start recording when connecting to Client" check box.
You can set a value between 30 seconds and 2 hours in the "Record up to" field.

If you leave the check box empty, Live Help Expert will:

- Keep recording until you stop recording manually when the automatic saving option is enabled.

- Stop recording by 2 hours when the automatic saving option is disabled.

10.7.3 Automatic Saving Option

Select the "Save recorded data automatically in" check box to enable automatic saving function. Then specify a folder to save session data files in the "Store the saved data into" field.

Note

- Since session recording requires a large hard disk space, specify a drive with sufficient disk space for saving temporary session data files. If the drive specified in the "Temporary Folder" field or the "Store the saved data into" field doesn't have 10MB of disk space, Live Help Expert/Monitor will not start recording.

- You cannot specify a folder on an unmapped drive (Universal Naming Convention (UNC) path), such as "\\server name\folder," in the Temporary Folder field and the Store the saved data into field.

- The size of session data varies depending on the resolution and update frequency of the recorded Client's screen. (If Client's screen is a high resolution and often updated, the recording data size will be large.) If you record operations, such as creating a document and editing a spreadsheet on the Client's screen that set to 1024 x 768 x 16bit for 1 minute, the session data size could be larger than 4 Mbytes.

- If you change the settings for session recording when more than one copy of Live Help Monitor are running, the changes will not take effect on the Live Help Monitor that is connecting to a Live Help Client.

10.8 Replay the Saved Session Data File

To playback a session data file in which the content of a session is recorded, use the Live Help Replay application.

Note

You must replay a session data file with Live Help Replay that is the same version/level as the Live Help Expert/Monitor on which the session data file was recorded, or higher than it. You may fail to replay a session data file if you use Live Help Replay that does not meet above condition.

10.8.1 Starting Live Help Replay

To start the Live Help Replay application, Select the Live Help Replay shortcut from the Live Help folder in the Start menu or the Apps screen.
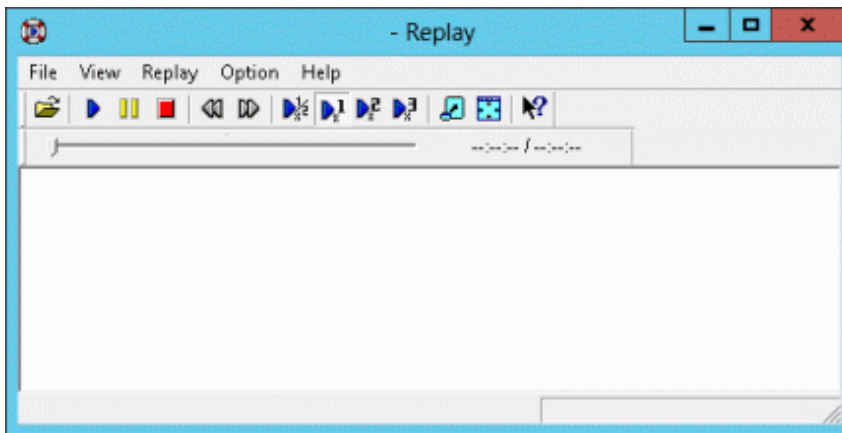
10.9 Live Help Replay Window

Live Help Replay window has a menu bar, a toolbar, a seek bar, a playback window, and a status bar.

10.9.1 Live Help Replay Menu

The following table shows the menu items in the Live Help Replay application:

Menu	Menu Item	Submenu Item
File	Open	
	Recent File	
	Exit	
View	Toolbar	
	Seek Bar	
	Status Bar	
	Scale Screen	
	Full Screen	
Replay	Play	
	Pause	
	Stop	
	Rewind	
	Fast-forward	
	Replay Speed...▶	0.5x
		1x
		2x
		3x
Option	File Type Association	
Help	Help Topics...	
	About Replay...	

10.9.2 Live Help Replay Toolbar

The following figure shows the Live Help Replay toolbar and the label for each button:

10.9.3 Live Help Replay Seek Bar

The following figure shows the Live Help Replay seek bar:

Note

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When you playback a session data file that recorded with the maximum recording time specified, the total time displayed in Live Help Replay may differ a few seconds from the specified maximum time.

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10.9.4 Live Help Replay Status Bar

The following figure shows the Live Help Replay status bar.

The status bar shows informational messages, such as information on the opened session data file and a description of the active menu item. The information on the opened session data file includes the user name and IP address of the Live Help Client that had opened the recorded session, and the recorded date and time.

The recorded date and time will be changed as the session data file replayed. If you playback a session data file recorded on Live Help Expert V12.0 or earlier, the recorded date and time will not be displayed.

The TCP/IP address of the Live Help Client that had opened the recorded session will only be displayed when you replay a session data file recorded over a TCP/IP direct connection.
In case of a session data file recorded over a modem or support center communication, Live Help will display "Unknown" instead of a TCP/IP address.

10.10 Open and Replay Session Data File

To open a session data file saved with the Live Help Expert application, do one of the following:

- Click the **Open** button on the toolbar and choose a session data file in the Open dialog box. OR...

- Select the *Open* command from the FILE menu and choose a session data file in the Open dialog box. OR....

- Double click a session data file. OR...

- Drag and drop a session data file in the Live Help Replay window.

 Note

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To open a session data file by double clicking it, you have to register the file type of session data files on your Operating System first. Refer to the section File Type Association for Session Data Files for details on how to register the file type of session data files.

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10.11 Operate Live Help Replay

10.11.1 Play, Stop, and Pause

To resume, stop, or pause playing, do either of the following:

- Click an appropriate button ▶ ⏸ ⏹ on the toolbar from the **Replay**, **Pause**, or **Stop** button. OR....

- Select the *Play*, *Pause*, or *Stop* command from the REPLAY menu.

You can start playing from any position by moving to a desired point using the Seek slider or the rewinding and fast-forwarding functions. When you stop playback, the session data file will be back to the beginning position.

10.11.2 Fast-Forward and Rewind

In the Live Help Replay application, you can rewind and fast-forward the session data file by 10 seconds.

To rewind or fast-forward the file, do either of the following:

- Click either the ◁◁ ▷▷ **Rewind** or **Fast-forward** button on the toolbar. OR...

- Choose the *Rewind* or *Fast-Forward* command from the REPLAY menu.

 Note

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As a result of rewinding or fast-forwarding a session data file, if the data length from the playing position to either end is less than 1 second, the position of the Seek slider may not match the time displayed in the Current time field. In this case, move the Seek slider to match the time or rewind or fast-forward the file once more.

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10.11.3 High Speed Play and Slow Motion Play

Replay Speed function allows you to change the play speed. In addition to normal speed replay, Live Help Replay supports high-speed replay at double speed and triple speed as well as slow motion replay at half speed.

To change the replay speed, do either of the following:

- Click an appropriate button ▶½ ▶1 ▶2 ▶3 on the toolbar from the **0.5 (Half)**, **1 (Normal)**, **2 (Double)**, or **3 (Triple)** button. OR...

- Choose the *Replay Speed* command from the REPLAY menu to select a preferred speed.

10.11.4 Scale Screen

The Scale Screen function allows you to scale a session data file to fit in a Live Help Replay window.

To fit the played session data file in the Live Help Replay window, do either of the following:

- Click the 🔲 **Scale Screen** button on the toolbar. OR...

- Choose the *Scale Screen* command from the VIEW menu.

10.11.5 Full Screen

The Full Screen function allows you to change from a windowed view to a full screen view.

To see the played session data file in a full screen view, do either of the following:

- Click the ![icon] **Full Screen** button on the toolbar. OR...

- Choose the *Full Screen* command from the VIEW menu.

![Note icon] **Note**

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If you are running at a higher screen resolution than the recorded Client, changing to full screen view is equivalent to maximizing the Live Help Replay window with the title bar and menus available.

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10.12 File Type Association for Session Data Files

You can register the file type of session data files on your Operating System. After registration:

- Files with a ".LHS" file extension will be displayed with the icon ![icon].

- You can playback a session data file by double clicking it.

![Information icon] **Information**

···

When you register a file type, you may see a User Account Control (UAC) message because Privilege Elevation is required. In that case, follow the steps below to continue.

When a message to confirm the operation appears

Click Continue.

When a message to ask an administrator password appears

Enter the password for an administrator account and click OK.

For details on User Account Control feature, refer to your Windows(R) Help.

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10.12.1 Registering the File Type

To register the file type of session data files, follow the steps below.

1. Choose the *File Type Association* command from the OPTION menu. The following dialog box appears.
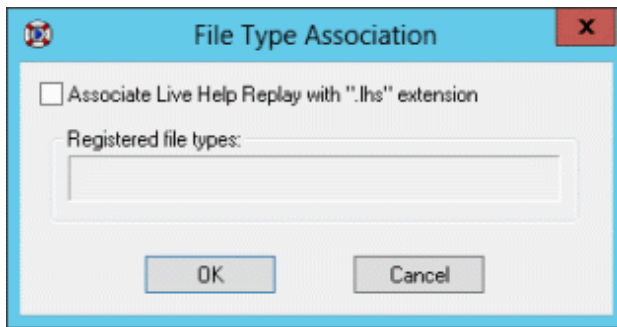
2. Select the check box "Associate Live Help Replay with "lhs" extension".

3. Click OK to register the file type of session data files.

10.12.2 Deleting the Registered File Type Association

To delete the registered file type association, follow the steps below.

1. Choose the *File Type Association* command from the OPTION menu.

2. Unckeck the check box "Associate Live Help Replay with "lhs" extension".

3. Click OK to delete the file type association for session data files.

Also, the file type association will be deleted when you uninstall Live Help Expert application.

Chapter 11 Changing Your Live Help Expert Configuration

This section explains how to change your Live Help Expert configuration. Unless noted, the configuration changes are made using the VIEW or OPTIONS menus.

11.1 Toolbar

The *Toolbar* menu item in the VIEW menu determines whether your Live Help Expert toolbar displays. When the toolbar displays, a check mark appears next to the *Toolbar* menu item.

The Client does not have a toolbar or Live Help menu items.

Refer to the section Live Help Expert Toolbar in Take a Test Drive / Live Help Expert Window for more information on the Live Help Expert toolbar buttons and the functions they perform.

The toolbar is shown here just below the menu bar, as it first appears when you run Live Help Expert.
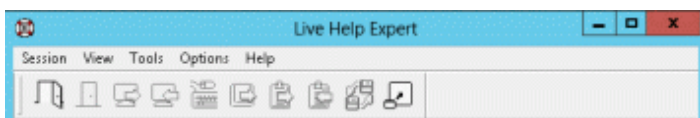
You can decide how and where you want the toolbar to appear, and you can also customize its appearance.

11.1.1 Moving and Resizing the Toolbar

You can "float" the toolbar, move it around the screen, or hide it. The first time you start the Live Help Expert application, the Live Help Expert toolbar is "attached" to the menu bar at the top of the Live Help window. The easiest way to conduct a support session is to float the toolbar and display it at all times.

When you exit the Live Help Expert application, Live Help remembers the last state of the toolbar and re-establishes that state the next time you start the Live Help Expert application.

🖙 Note

Since you can start up to 8 Live Help Monitor applications simultaneously, its toolbar always starts in an attached position. You can still float the toolbar during sessions but the next time Monitor is started, the toolbar will be attached to the Live Help Monitor menu bar.

To float the toolbar on your screen, pull it away from its position at the top just below the menu bar:

- Move your mouse to a blank spot on the toolbar, click and hold the mouse button, and drag the mouse. When you release the mouse button, the toolbar "floats" where you have placed it.

  When you float the toolbar, it is automatically set to appear always on top of your other windows. A floating toolbar will never be hidden by another application.

To move the floating toolbar:

1. Click anywhere in the title bar of the toolbar.

2. Drag the toolbar anywhere on the screen and then release the mouse button.

To reattach the toolbar:

- Drag the floating toolbar into the edge of the window. As you drag, a frame appears. When the frame is in the location you want, release the mouse button and the toolbar appears. You can attach the toolbar to the top, bottom, or sides of the Live Help window. OR...

- Double click the title bar of the toolbar. It will reattach at the edge where it was most recently placed.

To resize the toolbar:

- Click and drag the edges of the toolbar in or out.

To hide the toolbar:

- Choose *Toolbar* from the VIEW menu. The check mark is removed and the toolbar closes. OR...

- Right click anywhere on the toolbar to display the toolbar popup menu. Choose *Hide* from the popup menu.

To display the toolbar again after hiding it:

- Choose *Toolbar* from the VIEW menu to display the toolbar again.

11.1.2 Customizing the Appearance of the Toolbar

You have the option of changing the size of the toolbar buttons. You can also add, delete, or rearrange the buttons to customize it so it is most useful to you.

To resize the buttons:

1. Right click anywhere on the toolbar to display the toolbar popup menu.

2. Click *Show Large Icons* from the popup menu to select it or to remove the check mark.

    - A check mark next to *Show Large Icons* in the menu indicates that large buttons are displayed.

    - If *Show Large Icons* is not checked, small buttons are displayed.

To add, delete, or rearrange the toolbar buttons:

1. Choose *Toolbar* from the OPTIONS menu to open the Customize Toolbar dialog box.
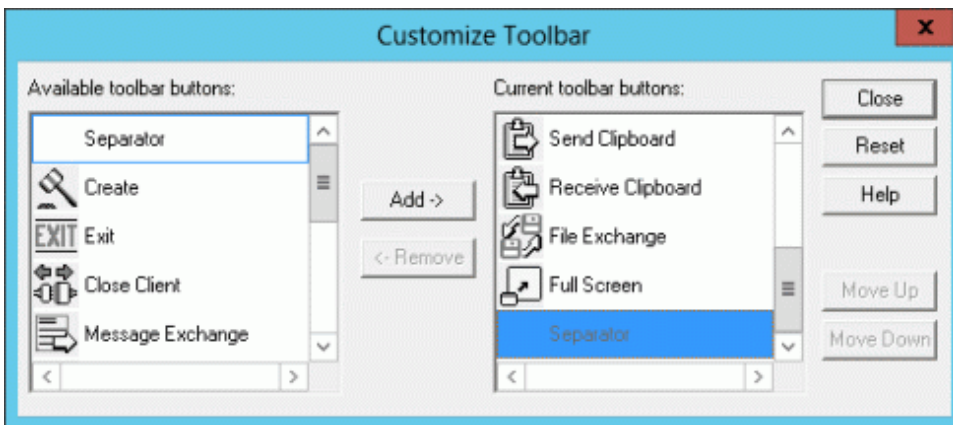
The pane on the right shows the current toolbar buttons. The pane on the left shows available tools.

Information
. . . .
The toolbar buttons that are not part of the default set are shown in the table following the procedure.
. . . .

2. To add or remove a tool:

    - Select a tool in the left pane. Click the **Add** button to add it to the tools on the toolbar. It will appear just above the tool that is selected on the right. OR...

    - Select a tool in the right pane. Click the **Remove** button to remove it from the toolbar.

Point
. . . .
You can quickly add or remove buttons by double clicking them.
. . . .

3. To rearrange the position of the tools:

    1. Select a tool in the pane at the right.

2. Click the **Move Up** or **Move Down** button to move the tool.

As you add or remove tools and move them, you will see the changes reflected on the toolbar on your screen.

4. To finish customizing:

-   Click the **Reset** button to restore the toolbar buttons to their previous setting.

-   Click the **Close** button to close the dialog box and saves your changes.

The toolbar settings are saved so you will see them each time you start Live Help Expert.

The following table shows the toolbar buttons that are available to add to the default toolbar.

Button Name	Button	Purpose
Close Client		To end the session and close the Client. Same as *Close Client* on the SESSION menu.
Exit		Exit Live Help. Same as *Exit* on the SESSION menu. Live Help Client application stays running on Client's computer.
Help		Start help system. Same as *Contents* on the HELP menu.
Send Message		Send a message. Same as *Message Exchange* on the TOOLS menu.
Create		Create a New session. Same as *Create* on the SESSION menu. (Not available in Live Help Monitor.)
Transfer Method		Change performance settings for Screen Transfer method, color depth, wallpaper. Same as *Screen Transfer Method* on the OPTIONS menu.
Scale Screen		Scale incoming screen to fit within Live Help window. Same as *Scale Screen* on the VIEW menu.
Start Recording		Save content of a session held with a remote computer. Same as the *Record* command in the TOOLS menu.
Pause Recording		Stop recording temporarily. Same as the *Pause* command in the TOOLS menu.
Stop Recording		Stop recording and save as a session data file. Same as the *Stop* command in the TOOLS menu.
Switch Mode		Change to instruction mode or remote control mode. Same as the *Switch Mode* command in the TOOLS menu.

11.1.3 Displaying Toolbar Help

Choosing *Toolbar Help* from the VIEW menu will cause a description to appear when you pause your mouse pointer over a toolbar button. A check mark is displayed when you have *Toolbar Help* selected.

11.2 Status Bar

Choose *Status Bar* from the VIEW menu to display the status area at the bottom of the Live Help window — a check mark displays when this option is selected.
The status bar gives a short explanation when you highlight a menu item and also shows the *Session Length*, which displays the amount of time that you have participated in the session.

11.3 Name

Before you start or join a support session, you can change your Live Help name by choosing *Name* from the OPTIONS menu. The Name dialog box is displayed.

Enter your name as you want it to appear to the other members during a session. The name can be up to 16 characters.

Note

If the specified user name begins with or ends with a space, Live Help Expert will delete the space character automatically.

Note that a user may not use the same name and join the same session at then same time.

Every Live Help Expert user in a session must have a different name.

Make your changes then choose **OK**. Choose **Cancel** to leave the field unchanged.

Live Help displays your name in the following situations:

- As a member of a support session, your name displays in the Members List dialog box. The list is displayed when you choose *Members* from the SESSION menu.

- Each support session has a name. If you want to create a support session to collaborate with another Support Specialist, choose *Create* from the SESSION menu. When the Create dialog box displays, your name is suggested as the default.

- When you have created a session, your name appears in the Live Help window title bar.

Note

The Client can change his or her name by starting the Client application and clicking the Change Settings button.

11.4 Security Preferences

Before you start or join a support session, choose *Security* from the OPTIONS menu to set the defaults for your security preferences. The Security dialog box displays the security options.

Make your changes then choose **OK**. Choose **Cancel** to leave the fields unchanged. The following describes the fields in the Security dialog box.

11.4.1 Warning Message Before Exit

As you leave a support session or close client, you can have Live Help ask you to confirm your request.

Select *Warning Message Before Exit* if you want the dialog box to appear when you Leave, Exit or Close the Client. If you do not want the warning message, leave the check box empty.

11.4.2 Approve Connections

When you create a support session, you can have Live Help notify you whenever someone tries to join the session. You can either accept or deny the request.

Select Approve Connections to approve join requests, or leave the check box empty to allow people to join without approval. The default setting is to approve connections.

The Client can also approve connections. The Client starts the Client application, and then clicks the **Change Settings** button. The dialog box that displays has an Approve Connections check box. Live Help Expert will display the message "Waiting for join response" while waiting for the Client's response. Once the connection is granted, a session will start. If the connection is denied, Live Help Expert will show the message "Access denied" reporting that it is unable to open a session.

Note

- The Client's Approve Connections dialog box opens on top on the screen while other application windows or dialog boxes are in view. It may be hidden under some windows or dialog boxes, depending on their design.

- If the Client does not approve the request within 5 seconds when the Live Help Client is configured to "run as a service, start Client at Windows boot," the Live Help Client application decides that the Client is away and automatically denies the Support Specialist.

- In case the Live Help Client is configured to "Run as a Service" or "Do not run as a Service," the Live Help Client application waits 30 seconds before it decides that the Client is away and automatically denies the Support Specialist.

Information

Since the Live Help Monitor lacks the ability to create sessions, it doesn't have option to Approve Connections.

11.4.3 Announce Entries and Departures

You can choose to be notified whenever someone joins or leaves a session.

Whenever you are in a support session, you can be notified if someone joins or leaves the session.
Select Announce Entries and Departures to see a dialog box showing who is joining or leaving the session.
A new member will start receiving the Client screen when you and other members in the session click OK on the dialog box.
Uncheck the check box if you do not want to be notified. The default setting is on.

Note

You don't have to click OK on the dialog box showing who is joining or leaving the session since the dialog box will automatically disappear in about 30 seconds. However, the new member cannot receive the Client screen during that period.

11.4.4 Allow CTRL+ALT+DEL When Remote Controlled

During a support session where another Support Specialist is participating, you may allow that Specialist to take Remote Control of your computer. Select *Allow CTRL+ALT+DEL When Remote Controlled* to permit another Specialist to send your computer the **CTRL-ALT-DEL** key sequence. This key sequence displays the Windows(R) Security dialog box on workstations. Consult your operating system documentation for more information on these dialog boxes.

This setting does not affect your ability to use the Send Keys feature to send the **CTRL-ALT-DEL** key sequence to a Client or another Support Specialist.

Information

Since the Live Help Monitor lacks the ability to create sessions, it doesn't have option to Allow CTRL+ALT+DEL.

11.5 Communications Setup

During the Live Help Expert software installation, you had an opportunity to select the communications methods you want to use to participate in support sessions. The communications choices cover local and wide area networks as well as modems. Once the software is installed, choose *Communications Setup* from the OPTIONS menu to make changes to your configuration.

When you choose Communications Setup, the following dialog box displays:
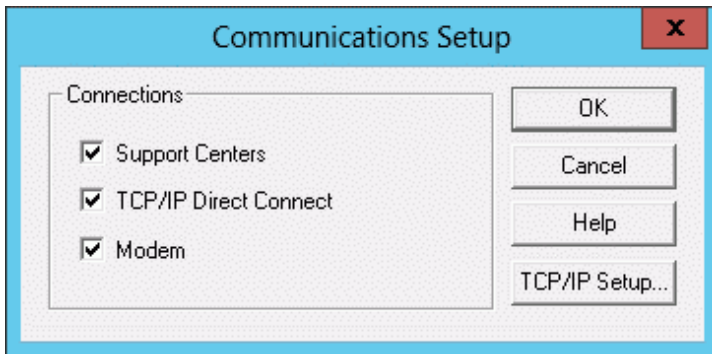
The Communications Setup dialog box shows the current setting of your connection methods. If an entry is checked, that connection method is available in the Create and Join dialog boxes.

It is easy to add or remove a connection method. Just click an entry to add the method — a check mark appears. To remove a method, click the entry so the check box is empty.

11.5.1 Local Area Network Setup

Choose any or all of the network related choices to enable Local Area Network (LAN) and Wide Area Network (WAN) support. The choices are:

- **Support Centers:** To use this option, Live Help CM application is required. Refer to Live Help Connection Manager for information about configuring a Live Help CM application.

 If you need to establish Live Help sessions over the Internet through firewalls, you need a computer on which Live Help Connect application is installed instead of Live Help CM application. Refer to the *Live Help Connect Administrator's Guide* for information about configuring a Live Help Connect computer.

- **TCP/IP Direct Connect:** You will type the Client's TCP/IP address to make a connection to the Client. (Neither a Live Help CM application nor a Live Help Connect computer is required)

Note

. . . .

If all network fields are empty, you cannot participate in support sessions using a network protocol. This is acceptable if you want to only use a modem during sessions.

. . . .

Clicking the TCP/IP Setup button in the Communications Setup dialog box displays the following TCP/IP Setup dialog box:
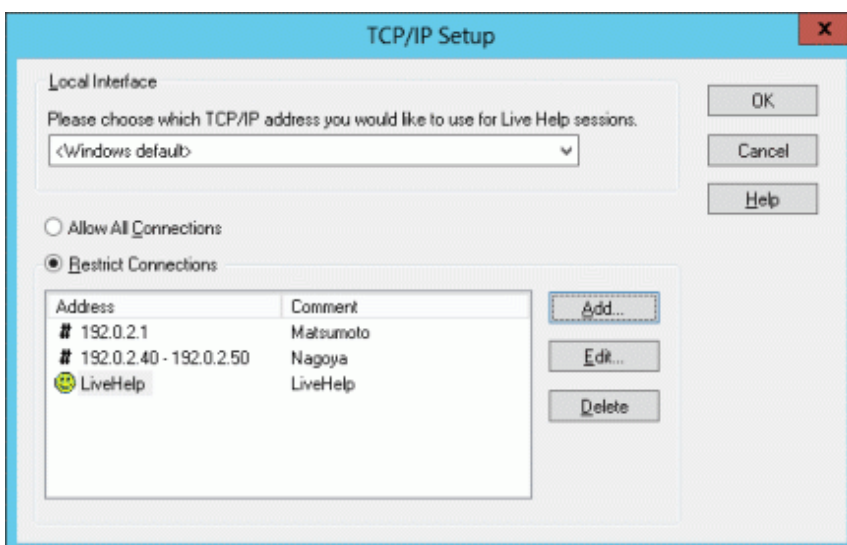
This allows you to configure two settings. These are:

- **Local Interface**

  - If your system has multiple network cards with TCP/IP support installed, Live Help detects the cards and allows you to select the TCP/IP address to use for Live Help session communications. Use the pulldown list and select the IP address to use for Live Help sessions. Select "**Windows default**" to let the Windows(R) system select an appropriate network adapter.

  - When an IPv6 address is displayed, the global unicast address is displayed if it has been assigned. A unique local unicast address is displayed if a global unicast address has not been assigned.

  - The following three types of settings are possible in an IPv4/IPv6 dual stack environment:

    - If waiting for only IPv4 connections, select the IPv4 address that waits for connections.

    - If waiting for only IPv6 connections, select the IPv6 address that waits for connections.

    - If waiting for both IPv4 and IPv6 connections, select the IPv4 and IPv6 address pair that waits for connections.

Note

If "Windows default" is selected when Support Specialist Sessions is used, Live Help will wait for connection requests for all network adapters.
Note that the IP address displayed in the Live Help Expert window that waits for connection will be one of the IP addresses set for the terminals on which Live Help Expert is installed.

- **Restricted Connections List** — This security feature allows a Support Specialist to restrict access to sessions based on the IP address or host name of the computer attempting to join the session. By default, the Expert software is configured to allow all connections. To restrict access to any Live Help session that you create, select the Restrict Connections radio button. You will then need to configure which IP addresses or host names can have access to your machine.

  - The Restricted Connections List contains IP addresses and host names of computers that are allowed to connect to a session that the Expert has created. The list contains two columns. The first column can contain an IP address, a range of IP addresses or a host name. The second column contains an optional comment for each entry in the list.

  - To help differentiate items in the list, a '#' icon is placed next to IP addresses or ranges of IP addresses. A face icon is placed next to host names in the list.

  - The list is sorted alphanumerically, first by IP address then by host name. The columns of the list box can be resized as necessary and scroll bars will display should the contents of an entry not fit in the list.

  - The Add, Edit and Delete buttons can be used to create, modify and remove entries in the list.

Note

The Restricted Connections List is valid only for TCP/IP Direct and Connection Manager sessions. Incoming connections through modems or a Live Help Connect Server will not be restricted by IP address or host name.

Pressing the OK button will save any changes made to either the Local Interface or Restricted Connections List. If you wish to discard any changes made to either the Local Interface or Restricted Connections List, press the Cancel button.

11.5.2 Modifying Entries in the Restricted Connections List

The Restricted Connections list displays IP addresses and host names of computers that can connect to a session that a Support Specialist has created. To modify entries in this list, click the **Add**, **Edit** or **Delete** buttons on the TCP/IP Setup dialog box.

Adding Entries

To add entries to the Restricted Connections List, click the **Add** button. The Add dialog box will display. This dialog box contains three radio buttons that allow you to select the type of entry to add to the list.

- **IPv4 Address** — Selecting this radio button permits you to enter the IPv4 address of a single workstation that can join the session. The address is entered in the format ###.###.###.### and is validated for correctness when the **OK** button is pressed.

- **IPv4 Address Range** — Selecting this radio button permits you to enter a range of IPv4 addresses that can join the session. This option is particularly useful when, for example, all workstations that might join a created session are located on a single subnet of the network. The addresses are entered in the format ###.###.###.### and are validated for correctness when the **OK** button is pressed.

- **IPv6 Address** — Selecting this radio button permits you to enter the IPv6 address of a single workstation that can join the session. The address is entered in the RFC5952 format and is validated for correctness when the **OK** button is pressed.

- **IPv6 Address Range** — Selecting this radio button permits you to enter a range of IPv6 addresses that can join the session. This option is particularly useful when, for example, all workstations that might join a created session are located on a single subnet of the network. The addresses are entered in the RFC5952 format and are validated for correctness when the **OK** button is pressed.

- **Host Name** — Selecting this radio button permits you to enter the host name of a computer that can join the session. This name must be any of the followings:

    1. The host name written in the hosts file if there is the entry for the computer in the hosts file.

    2. The host name of the computer registered on a DNS name server if there is no entry for the computer in the hosts file. (You can check the host name registered on a DNS name server by using NSLOOKUP command of Windows(R))

    3. NetBIOS name (the name displayed as "Unique[00]" when you run NBTSTAT command) of the computer if the computer is not registered on either hosts file or a DNS name server.

Note

- You must specify exactly the same name as the name written in the hosts file or displayed by NSLOOKUP/NBTSTAT command in the Restricted Connections List. A computer with a fully qualified host name (e.g. jsmith.fujitsu.com) cannot connect to your support session if you specify a simple host name (e.g. jsmith) in the Restricted Connections List.

- When the IP address of Live Help Expert is changed in the NAT environment, the IP address to specify should specify the physical IP address of Live Help Expert.

Wildcards are also allowed. So, for example, if you wish to allow all workstations located on the Fujitsu domain to join the session, you could add *.fujitsu.com as the host name.

The Optional Comment text box can be used to enter a descriptive comment for that particular entry.

After you have supplied an IP address, range of addresses or host name, you can add the entry to your list by pressing the **OK** button. Pressing the **Cancel** button would cancel the dialog box without adding anything to your list.

Editing Entries

To edit entries in the Restricted Connections List, select the entry and press the Edit button. You can also edit an entry by double clicking on it in the Address column. The Edit dialog box will display. This dialog box is identical to the Add dialog box with the exception that the IP address, range of addresses or host name fields are filled in with the information from the selected entry.

Make any desired changes to the entry and press the OK button to save the changes. Press the Cancel button to discard any changes that were made.

Deleting Entries

To delete entries in the Restricted Connections List, select the entry that you wish to remove and press the Delete button. A message box will display requesting confirmation of the delete action.

11.5.3 Modem Setup

When you select the Modem connection method, you are adding modem support to your Live Help setup. Live Help uses existing Windows(R) modem configurations. If there are currently no modems configured in Windows(R), the modem checkbox in Communications Setup will be disabled. If there are multiple modems configured in Windows(R), the Live Help Expert Create and Join dialog boxes will supply a drop-down list for selecting which modem to use in that session. You can use the *Modem* Control Panel applet of Windows(R) to verify your modem configuration.

11.6 Screen Transfer Method and Performance Settings

The Screen Transfer Method dialog box provides settings that affect screen-sharing performance during support sessions. Choose *Screen Transfer Method* from the OPTIONS menu to display the dialog box.
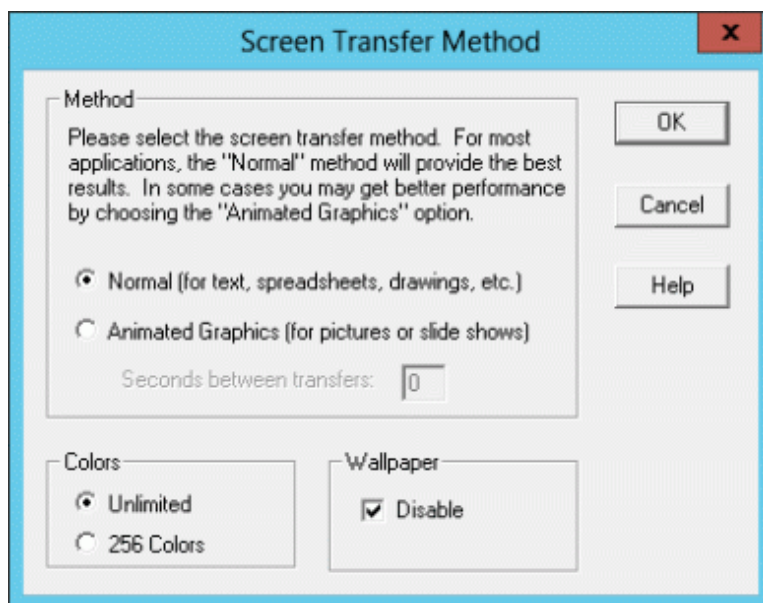
When Screen Transfers are in progress, Live Help uses compression techniques and data differencing to achieve the best transfer performance possible.

Windows(R) application screens usually contain text, some drawings, buttons to control features, and so on. The Live Help data transfer methods are optimized to handle these types of screen components. The settings in the Screen Transfer Method dialog box allow you to override Live Help's default transfer techniques.

Note

These settings will apply to Screen Transfers you receive from the Client's computer as well as Screen Transfers of your screen to the Client. If another Support Specialist joins the session, the settings from the first Specialist are used. During the session, if either Specialist changes their settings, the new settings are used for the remainder of the session.

11.6.1 Method

Choose either *Normal* or *Animated Graphics* to optimize the screen transfer technique based on the type of screen data to be shared.

- **Normal** — This method is optimized to achieve the best transfer performance for screens containing text, spreadsheet cells, drawings, and the usual application components such as title bar, buttons, and scroll bars. This is the recommended setting.

- **Animated Graphics** — Choose Animated Graphics if the application screens you will send or receive use animation. For example, some presentation packages offer graphic motion, and fading effects when going from slide to slide. Although the "Normal" transfer method can handle this type of screen data, the Animated Graphics setting will probably achieve better performance.

  When you select Animated Graphics, you must also specify the number of seconds between transfers that you would like Live Help to use. For example, if you want Screen Transfers to occur every 2 seconds, enter a "2" in the Seconds field. Enter a "0" (zero) if you want Live Help to transfer the screen data continuously, as quickly as it can process the information.

Note

If you use instruction mode, Animated Graphics is not recommended. The Animated Graphics function may delay displaying the instruction pointer operated by the Expert.

11.6.2 Colors

Live Help supports unlimited video resolutions. While Screen Transfers are in progress, the higher the sender's screen resolution, the more data is transferred over the network or modem link. To reduce the amount of data transferred, you can limit the number of colors that are sent. This setting is used when the sender's screen resolution is above 256 colors.

When you choose a lower setting, Live Help uses the sender's Windows(R) video driver to convert each color of the current screen image to the closest color available in your selection. This setting does not affect the sender's screen display, but is used to format the data sent to the recipients. The choices are: *Unlimited* and *256 Colors*. Unlimited is the default setting.

11.6.3 Wallpaper

Windows(R) allows users to change the background of the desktop to a bitmap picture called Wallpaper. Sometimes these bitmaps are complex and may affect Screen Transfer and Remote Control performance because the image may not compress very well.

Select the *Disable* check box to disable the Windows(R) wallpaper on both your screen and the Client's while the support session is in progress. Once you close the support session and disconnect from the Client, the wallpaper is restored to its original state. This setting takes effect the next time you start the Live Help Expert application.

However, web content that some Windows(R) systems can display on the desktop cannot be disabled. The Web content is displayed on both your screen and the Client's while the support session is in progress, even if the Disable check box is selected.

Web content displayed on the desktop may affect Screen transfer and Remote Control performance by causing frequent screen updates. It is strongly recommended not to display web content when you use the Live Help applications.

Chapter 12 Live Help Monitor

This chapter discusses the Live Help Monitor application and how it differs from Live Help Expert. You can use the information in this chapter to determine whether Live Help Expert or Live Help Monitor would be the appropriate application to use when solving a problem.

12.1 Comparing Live Help Monitor to Live Help Expert

Live Help Expert is a powerful tool used by support personnel to provide remote assistance to their customers. Because of its sophisticated feature set, however, it is unable to connect to multiple Client computers simultaneously. Live Help Monitor has been designed to overcome this limitation.

You can start up to 8 Live Help Monitor applications simultaneously. This allows a support provider to connect to several Client machines concurrently and monitor them for problems. This can be useful when Live Help Monitor is used for remote support of unattended server machines.

As an example, a support person could start four copies of Live Help Monitor, connect to four different servers, monitor them for problems, and take control of one them should a problem arise. Alternatively, Live Help Monitor could be used in a training environment to monitor the progress of students and provide assistance when necessary.

Because of this functionality, the feature set of Live Help Monitor is slightly different than that of Live Help Expert. The table below lists the features that are unique to each application.

Live Help Expert	Live Help Monitor
- Can create sessions, allowing Specialist-to-Specialist sessions.	- Allowing Support Specialist to connect to 8 Client computers by being able to run up to 8 copies at the same time.
- Can send Support Specialist screen to Client in order to show Client how to perform an action.	- Can be run concurrently with the Live Help Client or Live Help Expert applications.
- Provides additional security options.	

Note

When "Live Help Expert" is mentioned in this manual, the term means Live Help Monitor as well, unless it is explicitly specified that the case is not applied to Live Help Monitor.

12.2 Live Help Monitor Window

The user interface of Live Help Monitor application closely resembles that of the Live Help Expert application. The only differences lie in the structure of Live Help Monitor's menus and toolbar.
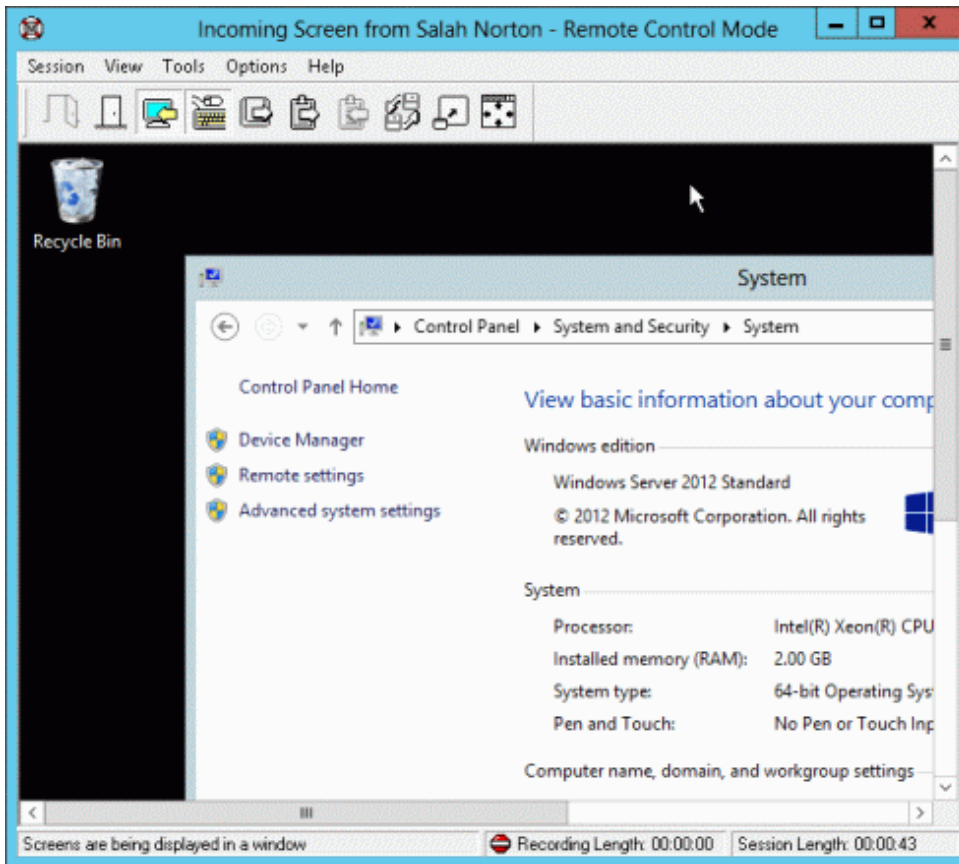
12.2.1 Monitor Menus

The following is a summary of the menu items in the Monitor application:

SESSION	VIEW	TOOLS		OPTIONS	HELP
Join	Full Screen	Client File Exchange		Name	Contents
Leave	Scale Screen	Message Exchange		Security	How to Use Help
Members	Refresh	Send Clipboard		Communications Setup	About Live Help
Close Client	Toolbar	Receive Clipboard		Screen Transfer Method	
Exit	Toolbar Help	Receive Screen		Remote Control	
	Status Bar	Remote Control		Recording	
		Send Keys...▶	CTRL+ALT +DEL	Toolbar	
			Ctrl+Esc		
			Print Screen		
			Alt+Print Screen		
		Switch Mode... ▶	Remote Control Mode		

SESSION	VIEW	TOOLS		OPTIONS	HELP
			Instruction Mode		
		Record			
		Pause			
		Stop			

You can see from this structure that Live Help Monitor lacks the *Create* menu item on the SESSION menu and the *Send Screen* menu item on the TOOLS menu. Otherwise, the application supports most of the same functionality of the Live Help Expert application.

Additionally, since the Live Help Monitor lacks the ability to create sessions, the options *Approve Connections* and *Allow CTRL+ALT +DEL* have been removed from the Security dialog box.

12.2.2 Monitor Toolbar

Since Live Help Monitor has a slightly different set of features than that of Live Help Expert, its default toolbar is also different. The default toolbar and a label for each button are shown below:
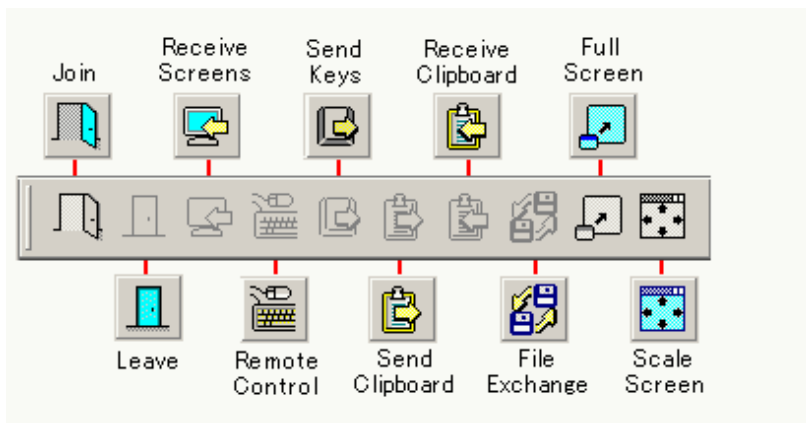
12.3 Connecting to Multiple Clients

The ability to connect to more than one machine running the Live Help Client software is the primary feature that separates the Monitor application from the Live Help Expert application. In order to establish multiple sessions, simply start multiple copies of Monitor by selecting its shortcut from the Fujitsu Live Help folder on the Start menu or the Apps screen.

Each copy of Monitor that is started will have its own window accompanied by its own menus and toolbar. Since the Live Help Monitor application can be started multiple times, its toolbar always starts in an attached position. You can still float the toolbar during sessions but the next time Monitor is started, the toolbar will be attached to the Live Help Monitor window.

In order to avoid confusion, you can use a management feature of the Windows(R) user interface to cascade or tile the multiple copies of Monitor. To accomplish this, perform the following steps:

1. Click with the *right* mouse button on the Windows(R) taskbar (if your taskbar is hidden, position your mouse cursor at the bottom of the screen to unhide it).

2. A popup menu will appear. From this menu you can either choose to cascade or tile all currently open windows. This will help organize the currently running Live Help Monitors.

🛑 Note
. . . .
This feature will cascade or tile ALL application windows currently on your desktop. If you do not wish to have other application windows tiled along with Monitor, close those applications before performing this function.
. . . .

When using Monitor to track multiple computers running the Client application, you will want to be sure that you see the entire contents of the incoming screen. Therefore, it is usually beneficial to take advantage of Live Help's Scale Screen function (refer to the section Scale Screen View in Screen Transfer for more information). This feature shrinks the incoming Client screen so that it will fit within the Live Help Monitor window. You can use this mode to monitor the Clients for any problems and then, should an issue arise, leave Scale Screen View and take Remote Control of the problem computer.

It is important to take note of floating toolbars when remotely controlling multiple clients. Support personnel who have several copies of Live Help Monitor running will notice that only the toolbar for the currently active Monitor window will display. This is designed to help avoid the confusion that would arise from several concurrent floating toolbars. As soon as a particular Live Help Monitor window is given the focus, its toolbar will once again become visible.

Chapter 13 Live Help Address Book

Live Help Address Book is useful to manage IP addresses for TCP/IP Direct connections.

Live Help Address Book allows you to manage the IP addresses that Live Help Monitor may use for TCP/IP Direct connections. It uses a tree view to list the IP addresses. Live Help Address Book is easy to use, and each entry stores the contact name, the IP address and the note.

13.1 Live Help Address Book Window
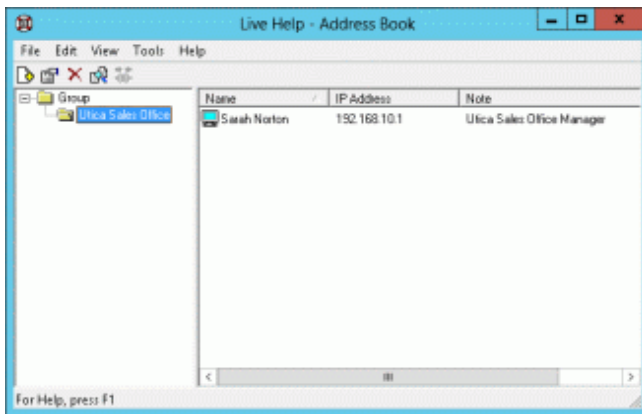
The Live Help Address Book window has two panes. The left pane shows groups on a tree, and the right pane shows a list of contacts included in the contact group selected in the left pane.

To start Live Help Address Book, from the Start menu or the Apps screen, point to **Live Help**, and then click **Live Help Address Book.**

13.1.1 Live Help Address Book Menus

Live Help Address Book has the following menus and menu items.

Menu	Menu Item	Submenu Item
File	New Contact	
	New Group	
	Properties	
	Delete	
	Import	
	Export	
	Exit	
Edit	Cut	
	Copy	
	Paste	
	Select All	
View	Toolbar	
	Status Bar	
	Details	
Tools	Join (make a connection)	
	Find People	

Menu	Menu Item	Submenu Item
	Change Password	
Help	Help Topics...	
	About Live Help Address Book...	

This chapter describes Live Help Address Book menus, menu items and their actions and shows some of its dialog boxes. The description follows the order listed in the above table, starting from the File menu.

13.2 File Menu

13.2.1 New Contact

Select this menu item to add a new contact to the group specified in the left pane.

- **Name** — Specify the name in up to 128 characters. This field is required.

- **IP address** — Specify the IP address or the DNS name in up to 128 characters.

- **Note** — Provide remarks or description on this contact. The remarks/description must be no more than 512 characters.

To add a new contact:

1. Select a group that you wish to add a new contact.

2. Select **New Contact** from the **File** menu.

3. Provide the contact information, and then click the **OK** button.

🖙 Note
. . . .

- The name of the new group must be unique on the target layer of the tree to create it.

- The name of the new contact must be unique in the target group or on the target layer of the specified group to create it.

- The Address Book can store up to 3000 contacts.

- None of the fields may contain the following characters:

    - Double quotation (")

    - Comma (,)

- Backslash (\ )

....

13.2.2 New Group

Select this menu item to create a new group to the group specified in the left pane.
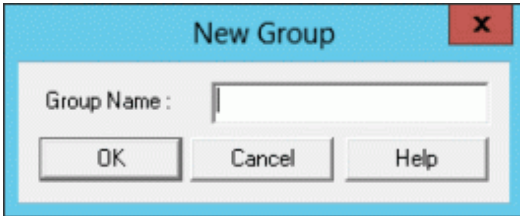
To create a new group:

1. Select a group that you wish to add a new sub-group.

2. Select **New Group** from the **File** menu.

3. Specify the group name.

4. Click the **OK** button.

 Note

....

- The name of the new group must be unique on the target layer of the tree to create it.

- The Address Book can have up to 15 layers on the Group tree.

- The Group Name field may not contain the following characters:

    - Double quotation (")

    - Comma (,)

    - Backslash (\ )

....

13.2.3 Properties

Select this menu item to view the properties of the specified group or contact. You may use the dialog box and modify information.

Group properties:
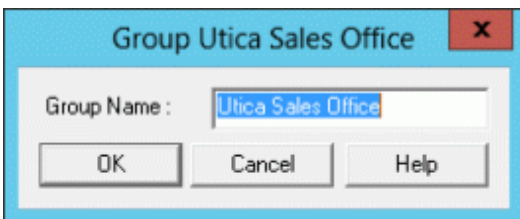
- **Group Name**

    Shows the name of the specified group. You may modify this group name.

Contact properties:
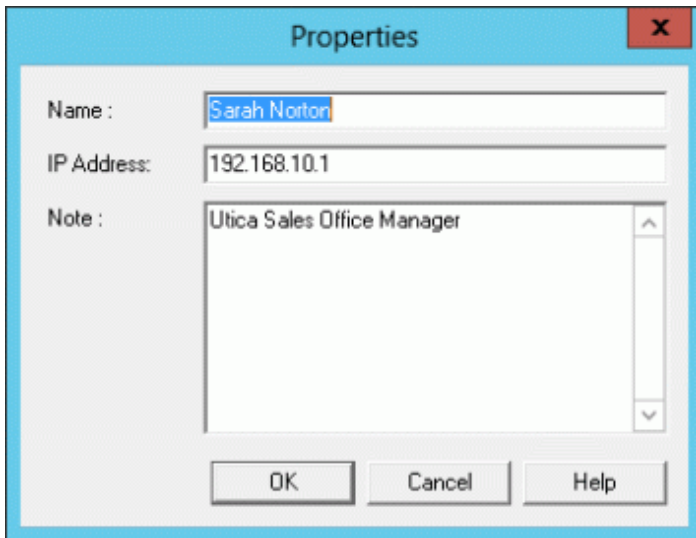
- **Name** — Specify the name in up to 128 characters. This field is required.

- **IP Address** — Specify the IP address or the DNS name in up to 128 characters.

- **Note** — Provide remarks or description on this contact. The remarks/description must be no more than 512 characters.

📌 Note

- The name of the new group must be unique on the target layer of the tree to create it.

- The name of the new contact must be unique in the target group or on the target layer of the specified group to create it.

- None of the fields may contain the following characters:

    - Double quotation (")

    - Comma (,)

    - Backslash (\ )

13.2.4 Delete

Select this menu item to delete the group or the contact specified on the tree or in the list.

To delete a group or a contact:

1. Select a group or a contact that you wish to delete.

2. Select **Delete** from the **Edit** menu, or press the **Del** key on your keyboard.

📌 Note

- You can not undo the deletion, once you deleted a group or a contact in the Address Book.

- Deleting a group will also delete all contacts and groups included in that group.

13.2.5 Import

Select this menu item to import contacts from a CSV file.

To import contacts:

1. Specify the group name to which you wish to import contacts, and then click the **OK** button.

2. Select the CSV file that stores the contacts, and then click the **Open** button.

3. The import process will start.

🖐 **Note**

- The import process will fail, if the specified CSV file contains an invalid statement or an invalid character such as a double quotation. Commas and backslashes found in the CSV file will be changed to underscores "_" before importing contacts to the Address Book.

- Live Help Address Book will skip importing contacts, if their Group tree has more than 15 layers. It will display an error message after it finishes importing other contacts and groups.

13.2.6 Export

Select this menu item to export contacts to a CSV file.
You may select a group to export all contacts and groups included in that group.

To export contacts:

1. Select a group or a contact that you wish to export.

2. Select **Export** from the **File** menu.

3. If password protection is enabled, you will be prompted to enter your password. Enter your password to proceed. If password protection is not enabled, move on to the next step.

4. Specify the name of the CSV file, and then click the **Save** button.

🖐 **Note**

- If you selected a group and export the contacts, all contacts in that group will be exported. The CSV file does not have the specified group name.

- The CSV file will be empty, if the specified group does not have contacts.

- If the specified group has a subgroup and the subgroup does not have any contacts, the subgroup will be skipped and the CSV file will not store such a subgroup name.

13.2.7 Exit

Select this menu item to quit Live Help Address Book.

13.3 Edit Menu

13.3.1 Cut

Select this menu item to move a contact or a group.

To move a contact or a group:

1. Select a contact or a group that you wish to move.

2. Select **Cut** from the **Edit** menu, or press **Ctrl**+**X** on your keyboard.

3. Select a target group.
Select **Paste** from the **Edit** menu, or press **Ctrl**+**V** on your keyboard.

🖐 **Note**

- Once moved to a new location, the contact or the group will be removed from its original location.

- Moving a group will also move all contacts and groups included in that group.

13.3.2 Copy

Select this menu item to copy a contact or a group.

To copy a contact or a group:

1. Select a contact or a group that you wish to copy.

2. Select **Copy** from the **Edit** menu.

3. Select a target group.

4. Select **Paste** from the **Edit** menu.

   You may paste the copy of the contact or the group as many times as you wish.

13.3.3 Paste

Select this menu item to copy or move a contact or a group.

- To move a contact or a group, refer to the description on the **Cut** menu item above.

- To copy a contact or a group, refer to the description on the **Copy** menu item above.

13.3.4 Select All

Select this menu item to select all contacts of the group specified in the left pane.

To select all contacts included in a group:

1. Select a group.

2. Select **Select All** from the **Edit** menu.

13.4 View Menu

13.4.1 Toolbar

Select this menu item to toggle the display of the Live Help Address Book toolbar. When you display the toolbar, a check mark appears next to the **Toolbar** menu item.

13.4.2 Status Bar

Select this menu item to toggle the display of the Live Help Address Book status bar. When you display the status bar, a check mark appears next to the **Status Bar** menu item.

13.4.3 Details

Select this menu item to view details on the contacts. The details view shows contact names and their settings in a list.
When you switch to the normal view, all contacts are shown as icons and only contact names will be in view.

13.5 Tools Menu

13.5.1 Join (make a connection)

Select this menu item to use Live Help Monitor and establish a connection to the contact's IP address.

To connect to the IP address of the specified contact:

1. Select a contact that you with to establish a connection.

2. Select Join (make a connection) from the Tools menu,

OR

1. Double-click the contact in the Address Book.

Information

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You can run up to 8 copies of the Live Help Monitor program at the same time.

....

13.5.2 Find People

Select this menu item to find a contact in the Address Book. The dialog box provides fields that you may use to specify the contact name and the IP address as search keywords.

To find a contact:

1. Specify the contact name, the IP address and/or notes as the search keywords in the appropriate field(s).

2. Click the **Find Now** button.

The dialog box will show a list of contacts that satisfy the search criteria.

You may specify the contact in the search result list and establish a connection (**Join**), view properties (**Properties**) or delete the contact (**Delete**).

13.5.3 Change Password

Select this menu item to set or change the password for Live Help Address Book.

- - **Old password:**

    Type the current password.

- - **New password:**

    Type a new password.

- - **Confirm new password:**

    Type the new password again to confirm it.

To set the password, or to disable password protection:

1. Select **Change Password** from the **Tools** menu.

2. In the **Old password** field, type the current Address Book password.

3. In the **New password** field, type a new password to change the Address Book password, or leave the field empty to disable the password protection for Address Book.

4. In the **Confirm new password** field, type the new Address Book password again to confirm it, or leave the field empty to disable the password protection for Address Book.

5. Click the **OK** button.

6. The following message will appear when the new password is set successfully: "The Address Book Password has been changed."

Note

Once password protected, Live Help Address Book will prompt you to enter the Address Book password when:

- - You attempted to start Live Help Address Book, and

- - You attempted to export contacts (by selecting Export from the File menu).

13.6 Help Menu

13.6.1 Help Topics

Select this menu item to display the help or to find a help topic about Live Help Address Book.

13.6.2 About Live Help Address Book

Select this menu item to display program information, version number and copyright information about Live Help Address Book.

Chapter 14 Client Configuration Feature

This chapter discusses the Live Help Client Configuration Feature (called Client Configuration Feature in the remainder of this document) that allows you to change the settings of Live Help Client application by using Live Help Client Configuration Wizard (called Client Configuration Wizard in the remainder of this document) and Live Help Client Configuration File Apply Tool (called Client Configuration File Apply Tool in the remainder of this document).

First, you can specify new settings of Live Help Client that you would like to change to and save them in a Client configuration file (*.lhp) by using Client Configuration Wizard. Then you can use Client Configuration File Apply Tool to apply the created Client configuration file to a Live Help Client application to change the settings of it in a quick operation.
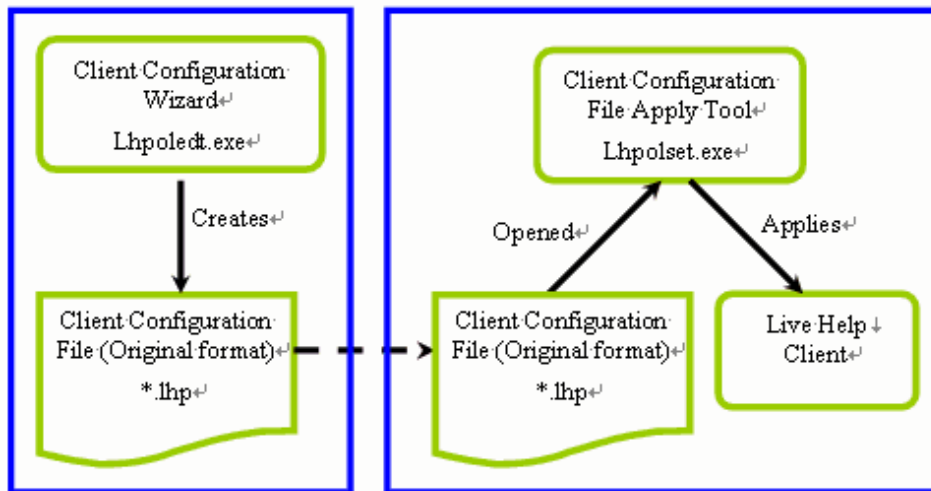
14.1 Client Configuration Wizard

Client Configuration Wizard allows you to create a Client configuration file (with a *.lhp file extension) .

Note

- Client configuration files can only be applied to Live Help Client application version V13.0.0 or later.

- To apply a Client configuration file to a Live Help Client application, use Client Configuration File Apply Tool.

14.2 How to Launch Client Configuration Wizard

To run Client Configuration Wizard, do either of the following:

14.2.1 Running Client Configuration Wizard from Start menu or Apps screen

Choose the *Live Help Client Configuration Wizard* shortcut from the Fujitsu Live Help Program Group on the Start menu or the Apps screen.

14.2.2 Running Client Configuration Wizard from Live Help Expert CD-ROM

Use Windows(R) Explorer to locate the EXPERT directory on the Live Help Expert CD and double click LHPOLEDT.EXE in the directory.

This starting method is effective only at Systemwalker Live Help Expert product CD-ROM.

14.3 Select How to Create Client Configuration File

Select how to create a Client configuration file.
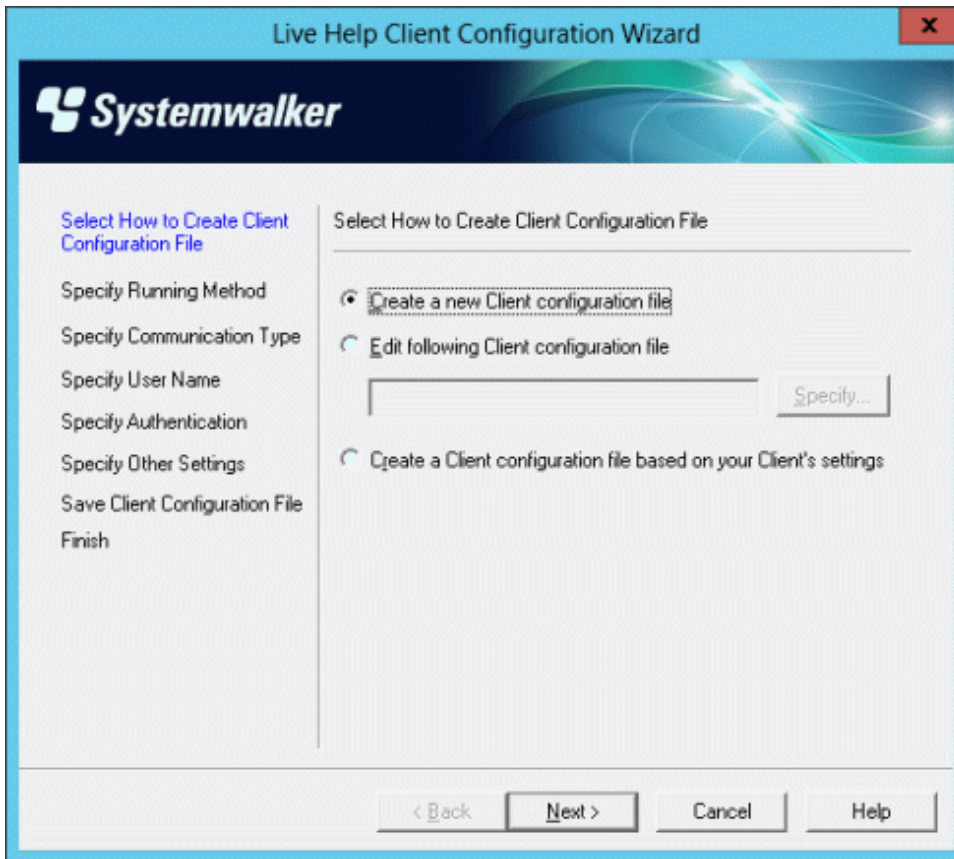
14.3.1 Create a new Client configuration file

Select this option to create a new Client configuration file.

14.3.2 Edit the following Client configuration file

Select this option to modify an existing Client configuration file.

When this option is selected, the Specify button becomes available. Click the button and specify an existing Client configuration file to modify.

14.3.3 Create a Client configuration file based on your Client's settings

Select this option to create a Client configuration file based on the settings of the Live Help Client application running on your computer.

This option is available only when Live Help Client application version V13.0.0 or later is installed on the computer on which Client Configuration Wizard is running.

14.4 Specify Running Method

Specify Running Method of Live Help Client application.
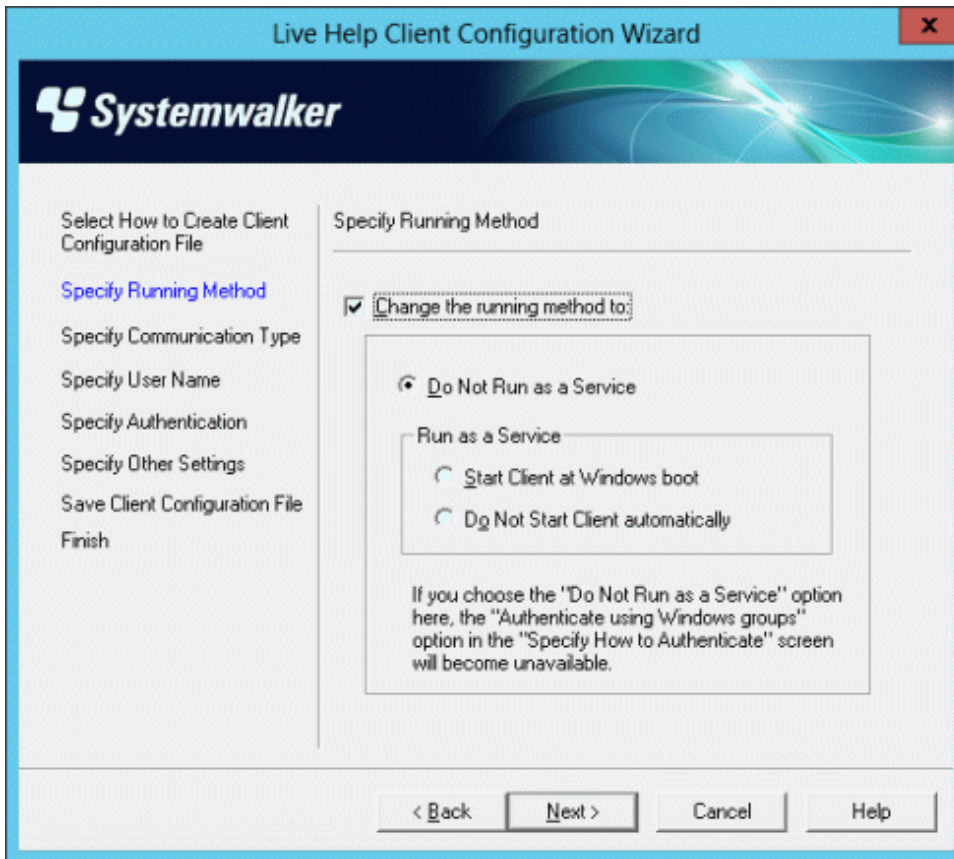
14.4.1 Change the running method to:

Select this check box to change the running method of Live Help Client application. If this check box is left empty, Client Configuration File Apply Tool will not change the running method.

14.4.2 Do Not Run as a Service

Select this option to run Live Help Client application as an application instead of a service. You must click the Live Help Client shortcut on the Start menu or the Apps screen.

14.4.3 Run as a Service

When Live Help Client application is running as a service, Live Help Expert/Monitor users may establish a connection over the network to Live Help Client and use it while the user is not logged on to the computer locally.

14.4.4 Start Client at Windows boot

Select this option to run Live Help Client application as a service and start it when the Windows(R) system starts.

14.4.5 Do Not Start Client automatically

Select this option to run Live Help Client application as a service, but start it manually. You must locally logon to the computer first, display the Start menu or the Apps screen, and select Live Help Client to start Live Help Client application.

📒 Note
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If you choose the "Do Not Run as a Service" option here, the "Authenticate using Windows groups" option in the "Specify How to Authenticate" screen will become unavailable.
. . . .

14.5 Specify Communication Type

Specify communication type of Live Help Client application.
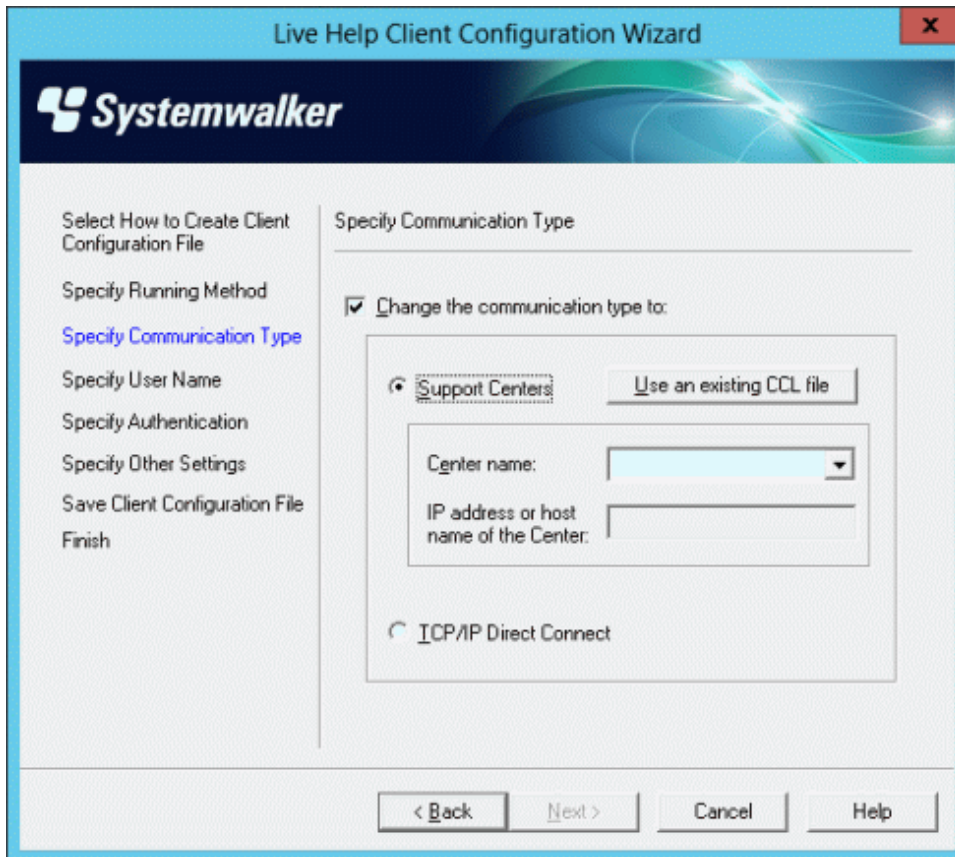
14.5.1 Change the communication type to:

Select this check box to change the communication type of Live Help Client application. If this check box is left empty, Client Configuration File Apply Tool will not change the communication type.

14.5.2 Support Centers

Select this option to relay a Support Center for communication. You must have a computer on which Live Help CM or Live Help Connect application is installed on your Live Help network to use a Support Center for communication.

14.5.3 Center name:

Specify the name of a Support Center that Live Help Client application will connect. To select a Support Center name from the dropdown list, click the Use an existing CCL file button, select a CCL file, and click the Open button.

Also, if your Live Help Client application uses Support Centers for communication and you have chosen the "Create a Client configuration file based on your Client's settings" option in the "Select How to Create Client Configuration File" screen, Client Configuration Wizard will automatically obtain the Support Center names from the CCL file of your Live Help Client application and display them on the dropdown list.

14.5.4 IP address or host name of the Center:

Referring to the CCL file, Client Configuration Wizard will automatically obtain the IP address or the host name of the Support Center you have chosen, and display it in this field. You cannot directly type or modify an IP address or a host name in this field.

14.5.5 TCP/IP Direct Connect

Select this option to connect to a specific computer by using TCP/IP direct connection.

14.6 Specify User Name

Specify the user name of Live Help Client application.
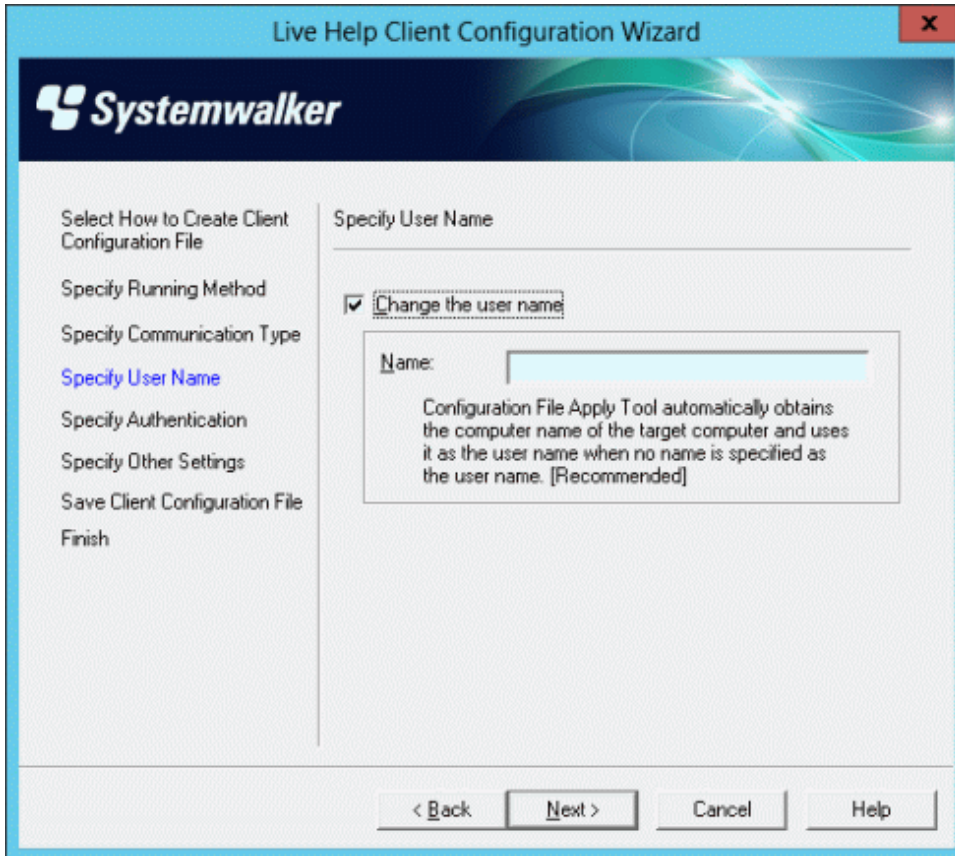
14.6.1 Change the user name

Select this check box to change the user name of Live Help Client application. If this check box is left empty, Client Configuration File Apply Tool will not change the user name.

Note

Since each user may have been assigned a unique user name on a Live Help network, you must be very careful when you specify a user name here.

14.6.2 Name:

Specify the user name in up to 16 characters.
If no user name is specified, Client Configuration File Apply Tool will use the name of the target computer as the user name.

Note

- A user name cannot contain double quotation (").

- If the specified user name begins with or ends with a space, Client Configuration Wizard will delete the space character automatically.

14.7 Specify How to Authenticate

Specify how Live Help Client application authenticates Live Help sessions.
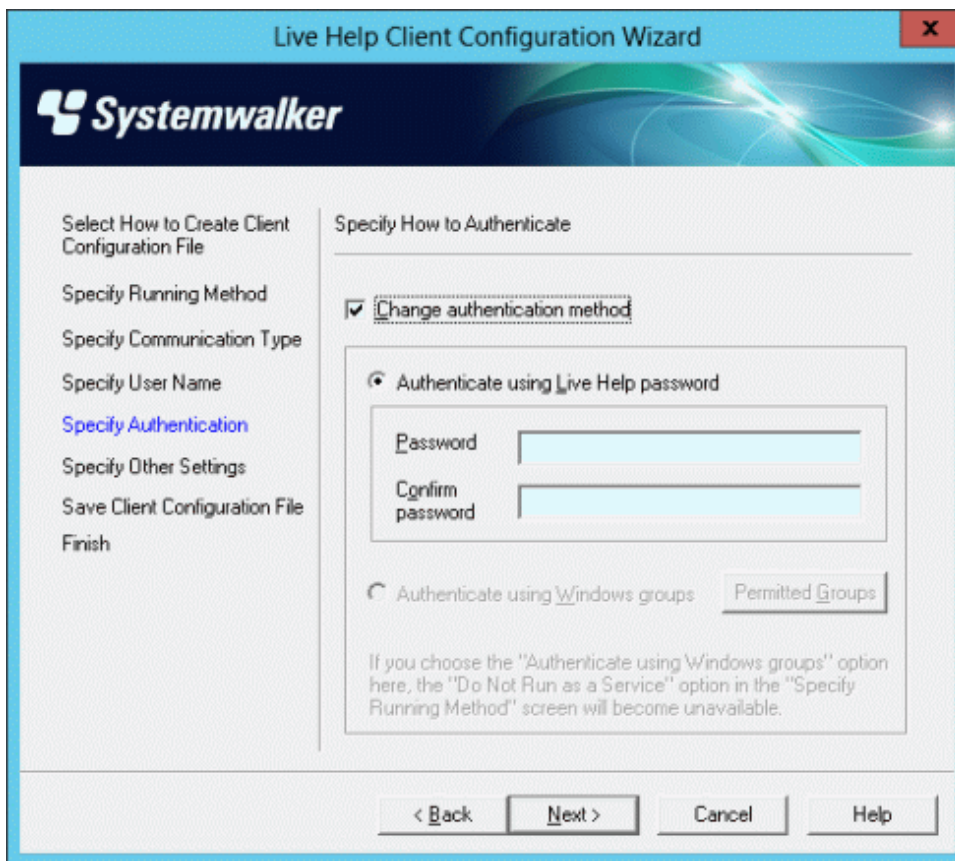
- When you select the "Authenticate using Live Help password" option, the "Password" and the "Confirm Password" fields become available.

- When you select the "Authenticate using Windows groups" option, the "Permitted Groups" button becomes available.

14.7.1 Change authentication method

Select this check box to change the authentication method of Live Help Client application. If this check box is left empty, Client Configuration File Apply Tool will not change the authentication method.

14.7.2 Authenticate using Live Help password

This authentication method allows the Client to authenticate Live Help connections using the password registered on the Live Help Client application.

14.7.3 Password:

Specify the password in up to 16 characters. The '*' character will be echoed in the field as you type.

If no password is specified, Client Configuration File Apply Tool will disable password protection of Live Help Client application.

Note

....
A password cannot contain double quotation (").
....

14.7.4 Confirm Password:

This field becomes available when you type a text in the Password field. Re-type the password exactly in this field to verify it. The '*' character will be echoed in the field as you type.

Client Configuration Wizard will set the password if the passwords you have typed in both fields match. If the passwords do not match, Client Configuration Wizard will clear both fields and ask you to re-set a password.

14.7.5 Authenticate using Windows groups

This authentication method allows the Client to authenticate Live Help connections using the Windows(R) Groups registered on the Client's system. The Client can grant the permission to connect to the Client's computer to up to 10 groups. A Support Specialist will be allowed to connect to the Client's computer only when he/she joins the Client session using a user who belongs to the permitted groups.

🖙 Note

If the "Do Not Run as a Service" option in the "Specify Running Method" screen has been selected, the "Authenticate using Windows groups" option is grayed out.

14.7.5.1 Permitted Groups

This button becomes available when you select the "Authenticate using Windows groups" option. Click the button to specify permitted groups.
You can grant the permission to connect to the Client's computer to up to 10 groups.
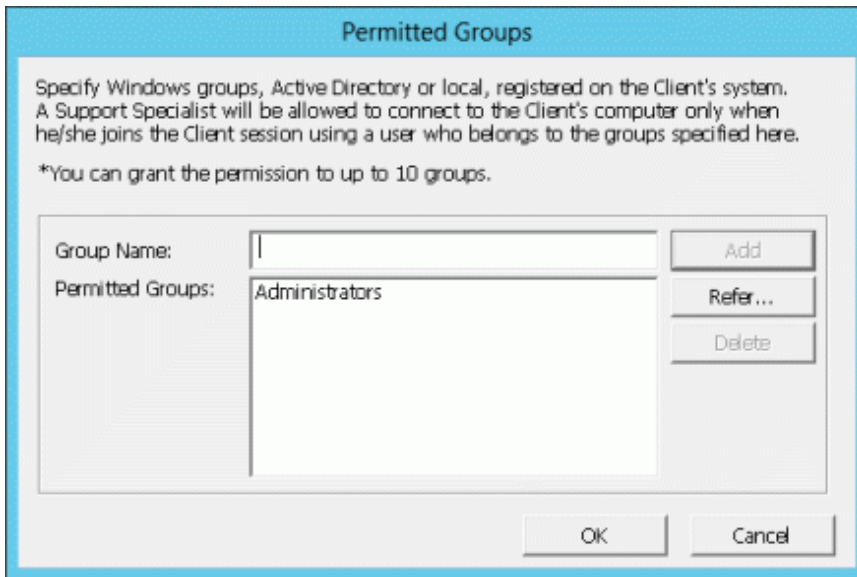
Groups displayed in the "Permitted Groups" field differ depends on which option you have chosen in the "Select How to Create Client Configuration File" screen, as follows.

Selected option in the "Select How to Create Client Configuration File" screen	Groups displayed in the "Permitted Groups" field
Create a new Client configuration file	Administrators group
Edit the following Client configuration file	The permitted groups specified in the selected Client configuration file
Create a Client configuration file based on your Client's settings	The permitted groups specified on the Live Help Client application running on your computer

To grant the permission to a group, choose one of the following methods:

- Type a group name directly. OR...

- Choose a group from a list of available groups.

Note
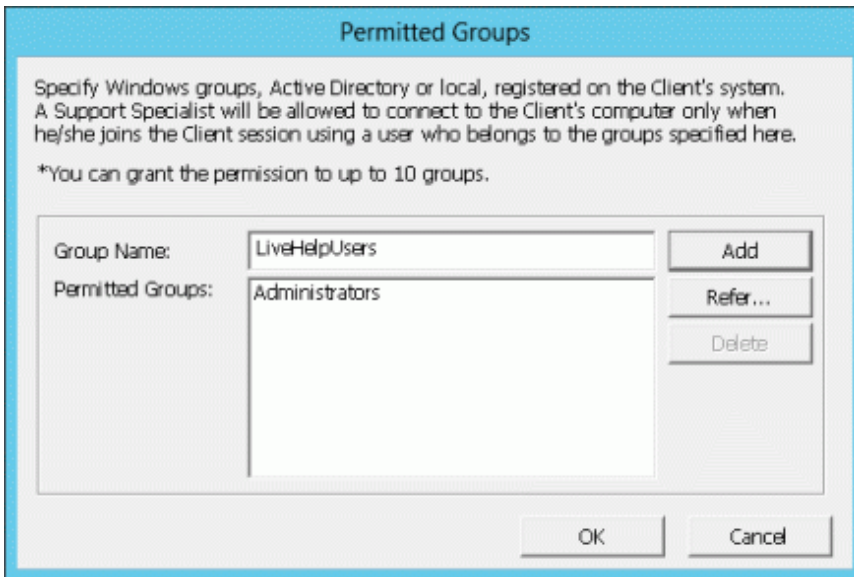
- If a specified group does not exist on the target computer applying setting change, Configuration File Apply Tool will not register that group as the permitted group.

- Each specified group will be recognized as one of the following group types in the following order, and registered as the recognized group, on the target computer.

  1. Built-in group

  2. Local group

  3. Domain global group

If a specified group name exists both on the local computer and the domain where the target computer is a member of, the group is registered as the local group. Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for more information about the group types.

Refer to the following sections for detailed instructions for the specifying permitted groups.

Type a group name directly

1. Type a group name to grant the permission in the "Group Name" field.
   A group name can contain up to 256 characters.

![Note]
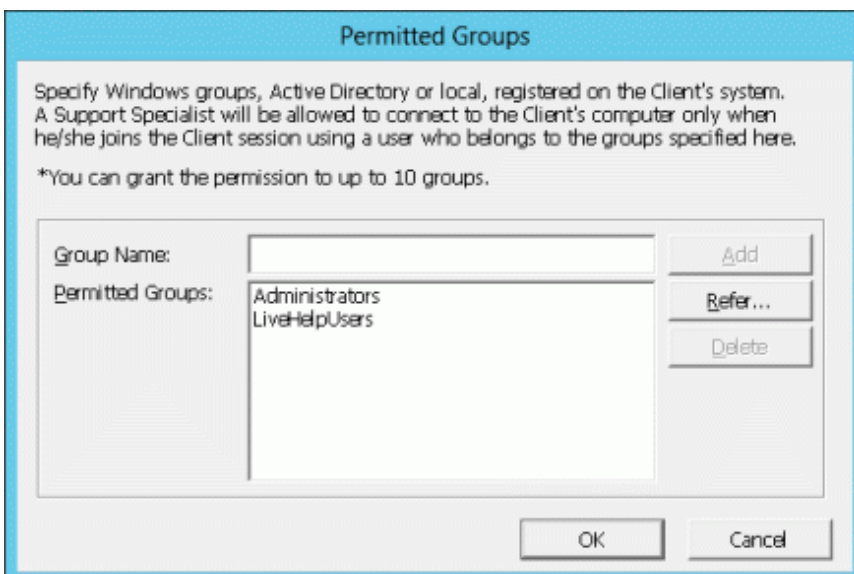
A group name cannot:

- contain any of the following characters:

  \ / [ ] : | < > + = ; , ? * @ "

- end with a period.

- begin with or end with a space.

2. Click the **Add** button. The specified group will appear in the "Permitted Groups" field.

Choose a group from a list of available groups

1. Click the **Refer** button.

2. Windows(R) groups available on your computer will be displayed in the "Available Groups" window. Choose a group and click **OK**.
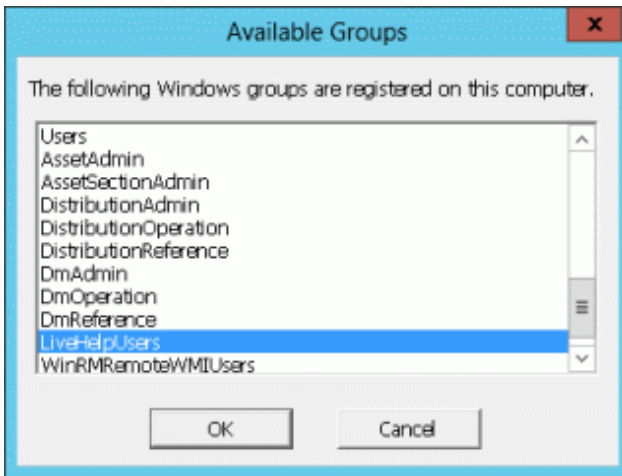
Note that groups displayed in the "Available Groups" field differ depends on how you logged on to your computer.

Login Using:	Displayed Groups
A domain user	Built-in groups Local groups Domain global groups
A local user (A domain user having the same user name and the same password exists)	
A local user	Built-in groups Local groups

Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for more information about the group types.

3. The group you have selected in the step 2 will appear in the "Group Name" field.
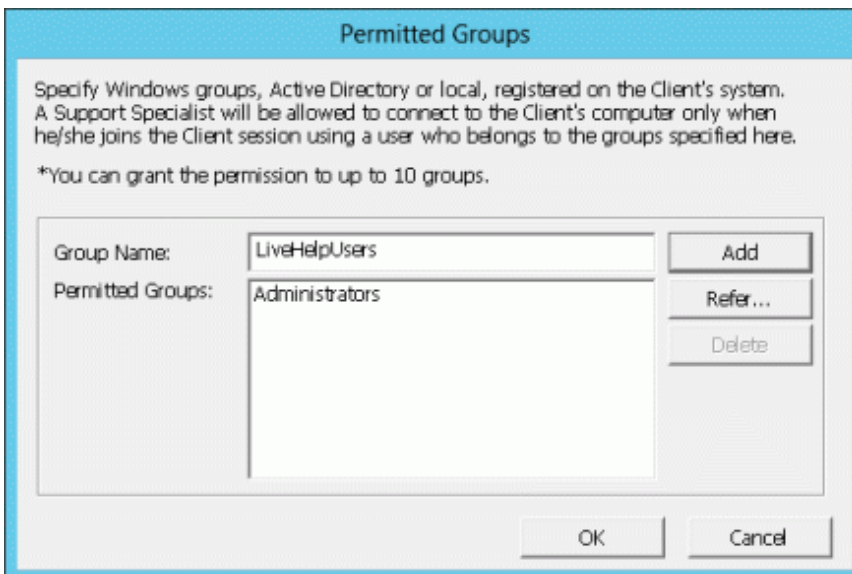
4. Click the **Add** button. The specified group will appear in the "Permitted Groups" field.
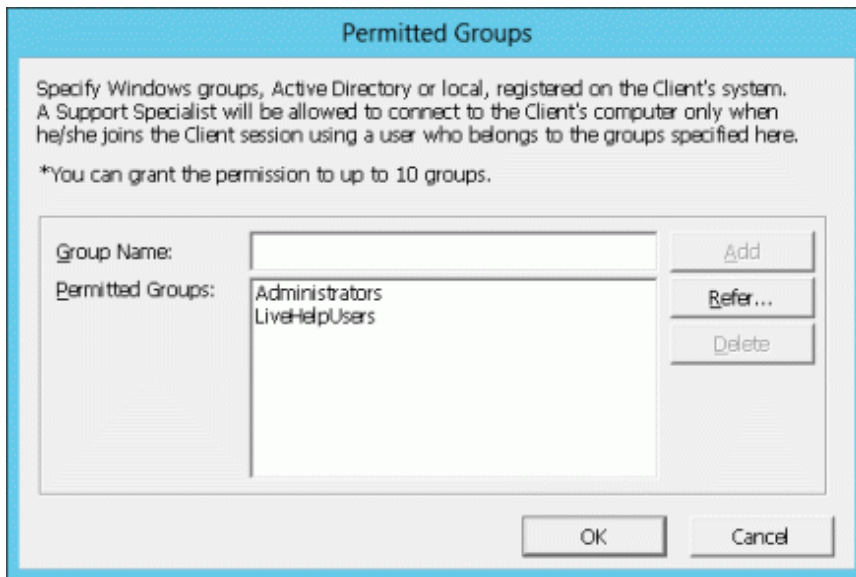
14.8 Specify Other Settings

Specify other settings of Live Help Client application.
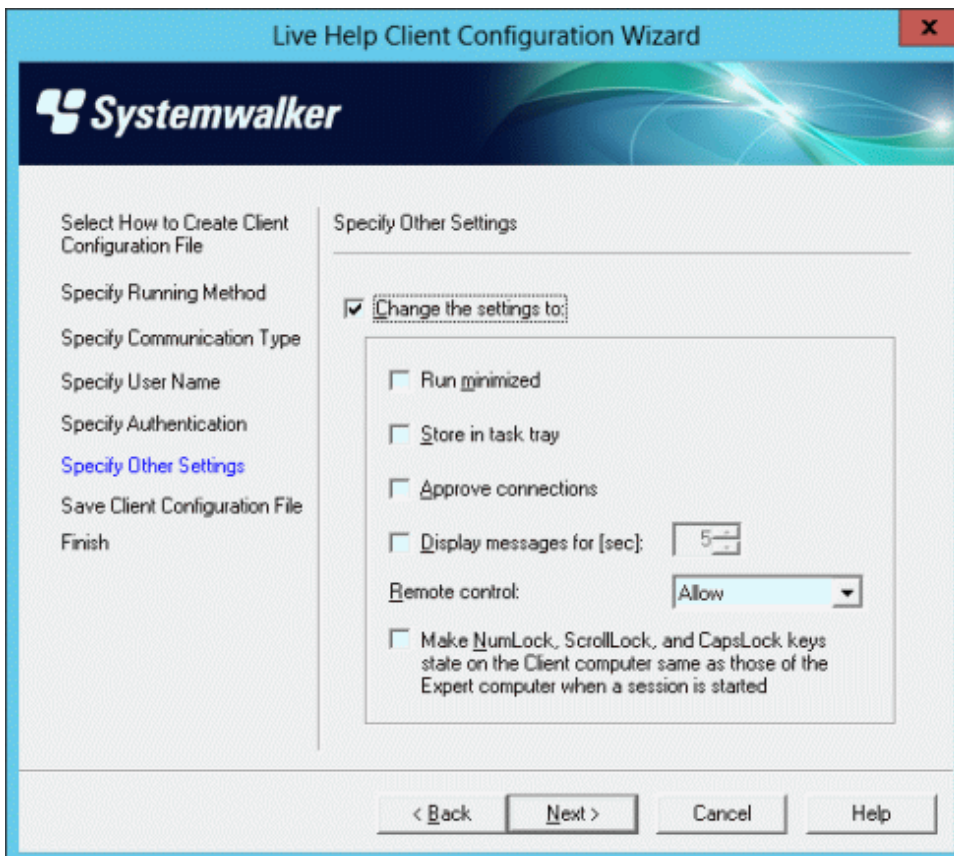
14.8.1 Change the settings to:

Select this check box to change the settings of Live Help Client options described below. If this check box is left empty, Client Configuration File Apply Tool will not change the settings.

14.8.2 Run minimized

Select this checkbox to start Live Help Client application in a minimized state. Live Help Client application will appear in the taskbar. You can restore Live Help Client application by clicking on its taskbar button.

14.8.3 Store in task tray

Select this checkbox to display the Live Help Client icon in the Windows(R) task tray when Live Help Client application is started. Live Help Client application will not appear in the taskbar. You can restore Live Help Client application by double-clicking on the task tray icon.

14.8.4 Approve connections

Select this checkbox to display a dialog box notifying you when someone tries to connect to your computer using a Live Help Expert/ Monitor application. The Live Help Expert/Monitor user name will be displayed and you can accept or deny the connection.

14.8.5 Display messages for [sec]:

Select this checkbox to specify how long Live Help Client application keeps displaying messages (connection approval and remote control, etc.) when it is running as a service. The default value is 5 seconds, and the maximum value is 120 seconds. If you specify the value "0," you must close message boxes manually since Live Help Client application will not close them automatically.

🕮 Note

. . . .

Please set the following registries at expert/monitor/client respectively when the number of seconds for display is set to 80 or more.

Key: HKLM\SOFTWARE\Fujitsu\LiveHelp*(expert/monitor/client)\TCP

Name: memberlife

Data (String value): the set number of seconds for display + 10

The *part of the key is one of expert/monitor/client.

Please set the above-mentioned registry to 65535 when the number of seconds for display is set to 0.

. . . .

14.8.6 Remote control:

Choose an option to determine how a Live Help Expert/Monitor user can take Remote Control of your computer.

- **Allow -** Allows a Live Help Expert/Monitor user to take remote control.

- **Prohibit -** Prohibits a Live Help Expert/Monitor user from taking remote control.

- **Ask User -** When a Live Help Expert/Monitor user attempts to take control, displays a dialog box that allows you to accept or deny the request.

14.8.7 Make NumLock, ScrollLock, and CapsLock keys state on the Client computer same as those of the Expert computer when a session is started

Select this checkbox to synchronize the state of NumLock, ScrollLock and CapsLock keys on Live Help Client computer with those of Live Help Expert computer when a Live Help session is started.

🕮 Note

. . . .

By default, Live Help Client does not synchronize the state of NumLock, ScrollLock and CapsLock keys on Live Help Client computer with those of Live Help Expert computer.

. . . .

14.9 Save Client Configuration File

Save the Client configuration file.
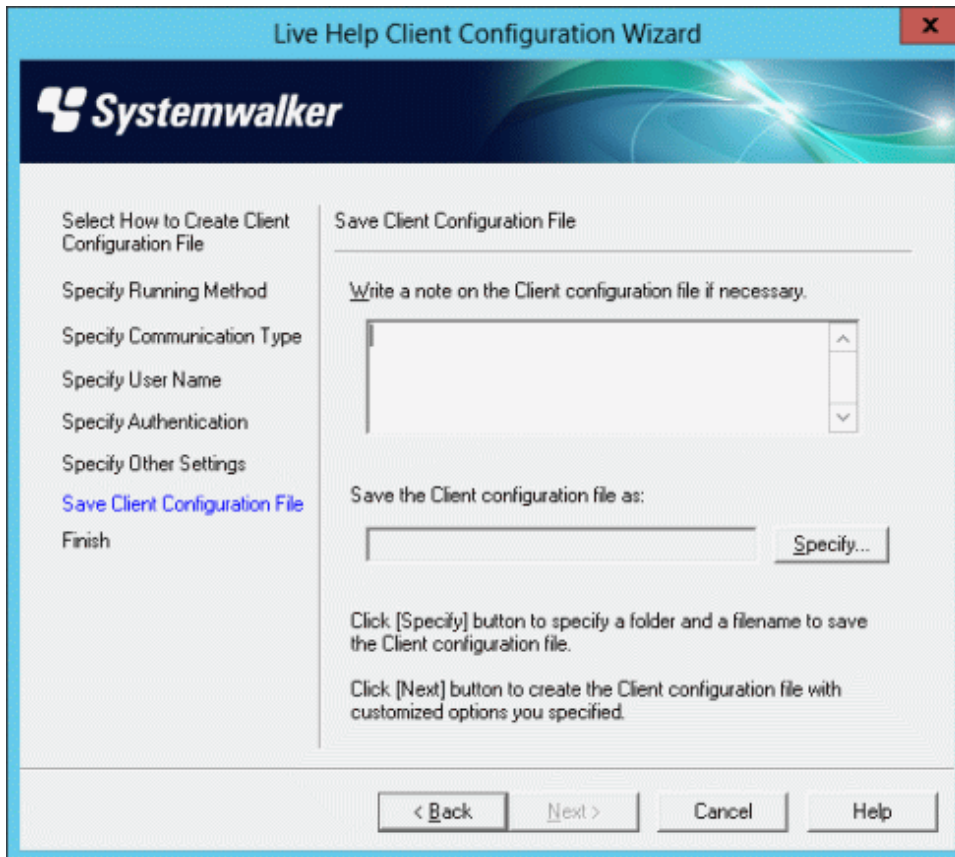
14.9.1 Write a note on the Client configuration file if necessary.

You can type any note that will help you to identify a Client configuration file you have created, in up to 256 characters.
The note you have typed will be displayed in the Confirm the Settings screen of Client Configuration File Apply Tool. You can check the note and confirm that you have chosen an appropriate Client configuration file.

14.9.2 Save the Client configuration file as:

You cannot directly type a file name in this field. Click the Specify button to open Save As dialog box and specify a folder and filename to save a Client configuration file.

14.10 Client Configuration File Apply Tool

Client Configuration File Apply Tool allows you to apply a Client configuration file (file with a *.lhp file extension) to a Live Help Client application.

Note

- Client configuration files can only be applied to Live Help Client application version V13.0.0 or later.

- To create Client configuration files, use Client Configuration Wizard.

14.11 Running Method of Client Configuration File Apply Tool

14.11.1 GUI mode

When Client Configuration File Apply Tool is running in this mode, you can check the settings specified in the selected Client configuration file, the progress of configuration change on a Live Help Client application, and the result of applying the Client configuration file.

14.11.2 Silent mode

When Client Configuration File Apply Tool is running in this mode, no user operation is required. Client Configuration File Apply Tool will write the result of applying a Client configuration file in LHPOLSET.LOG file stored in the subdirectory where Live Help Client program files are installed.

14.12 How to Launch Client Configuration File Apply Tool

14.12.1 Running Client Configuration File Apply Tool in GUI mode

Use Windows(R) Explorer to locate the subdirectory where Live Help Client program files are installed, and double click LHPOLSET.EXE in the directory.

14.12.2 Running Client Configuration File Apply Tool in Silent mode

1. Select "Run" from the **Start** menu.

2. Specify LHPOLSET.EXE stored in the subdirectory where Live Help Client program files are installed with the following option switch:

   /s: Client configuration file *(full path)*

Refer to the section To specify a Client configuration file to apply in Silent Mode in this chapter for more details.

14.13 Select Client Configuration File

Specify the following settings.
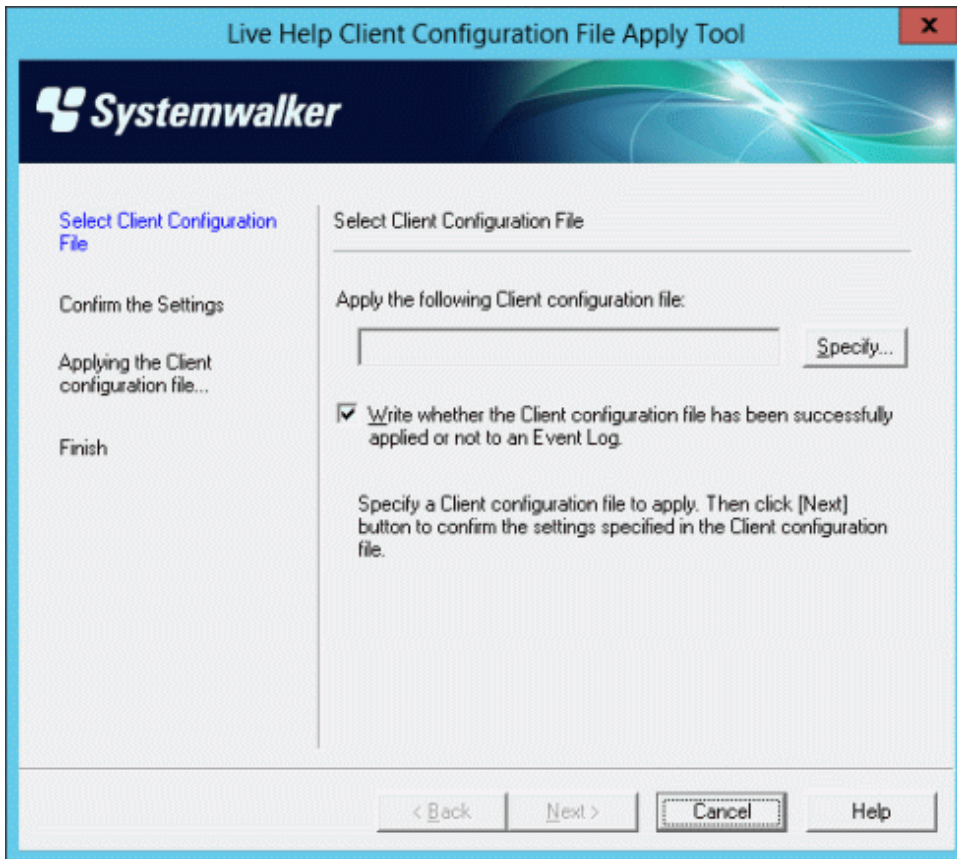
14.13.1 Apply the following Client configuration file:

You cannot directly type a file name in this field. Click the Specify button and specify a Client configuration file to apply.

14.13.2 Write whether the Client configuration file has been successfully applied or not to an Event Log.

Select this checkbox to write whether the Client configuration file has been successfully applied or not to an Event Log.
This option is selected by default.

14.14 Confirm the Settings

Information on the selected Client configuration file is displayed.
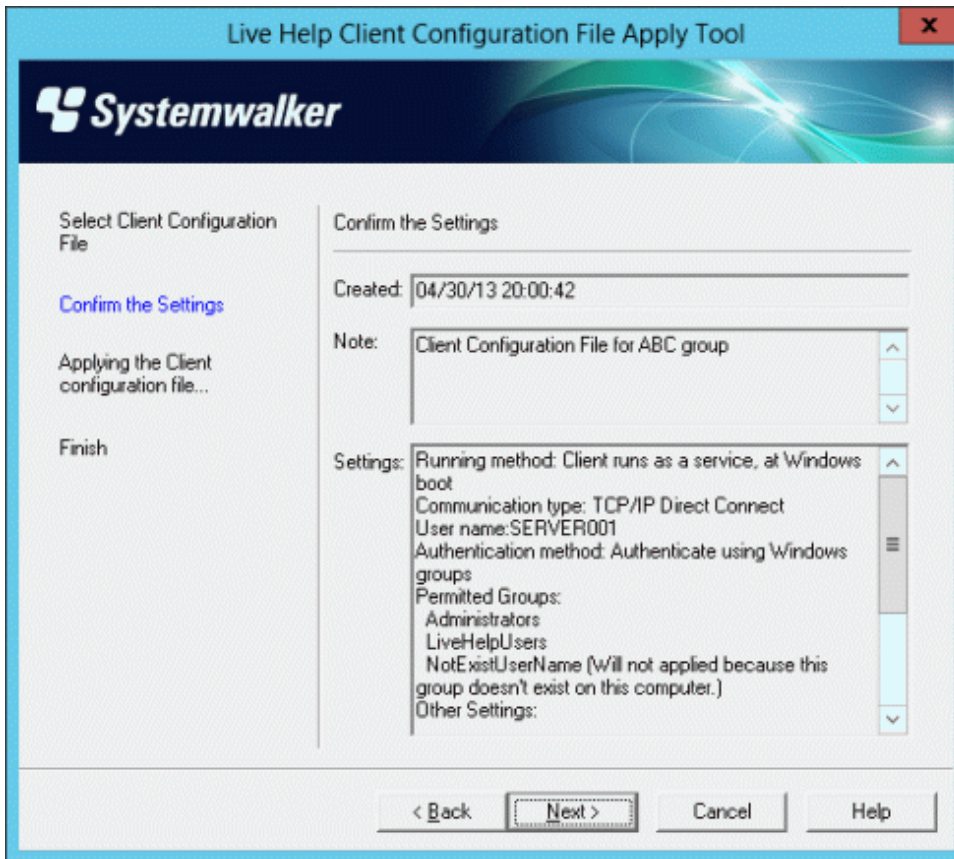
14.14.1 Created:

Displays the date that the selected Client configuration file was created.

14.14.2 Note:

Displays the note on the selected Client configuration file.

14.14.3 Settings:

Displays the settings specified in the selected Client configuration file.

14.14.4 Next button

Click the Next button to apply the settings specified in the selected Client configuration file to your Live Help Client application.
If "Support Centers" is selected as the communication type in the Client configuration file, Client Configuration File Apply Tool may display a confirmation message to modify the existing CCL file. In this case, click "Yes" to start applying the Client configuration file.

14.15 Applying the Client Configuration File

The progress bar indicates the progress of configuration change on your Live Help Client application.
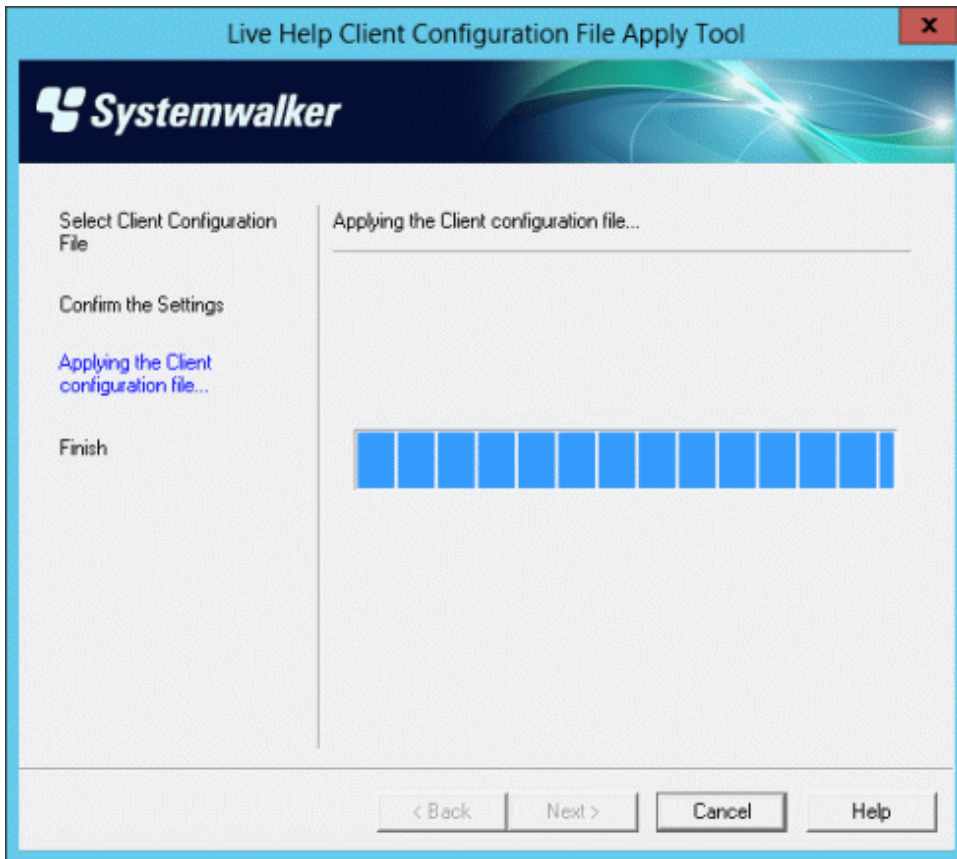
14.15.1 Cancel button

Click the Cancel button to move to the Finish screen without completing the configuration change.

![Note](Note icon) **Note**

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If you stop applying a Client configuration file in the middle of configuration change, settings that have already been changed will not be restored to the previous settings. You can check which settings have been changed by the Finish screen.

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14.16 Finish

Displays the results of applying the settings specified in the selected Client configuration file.
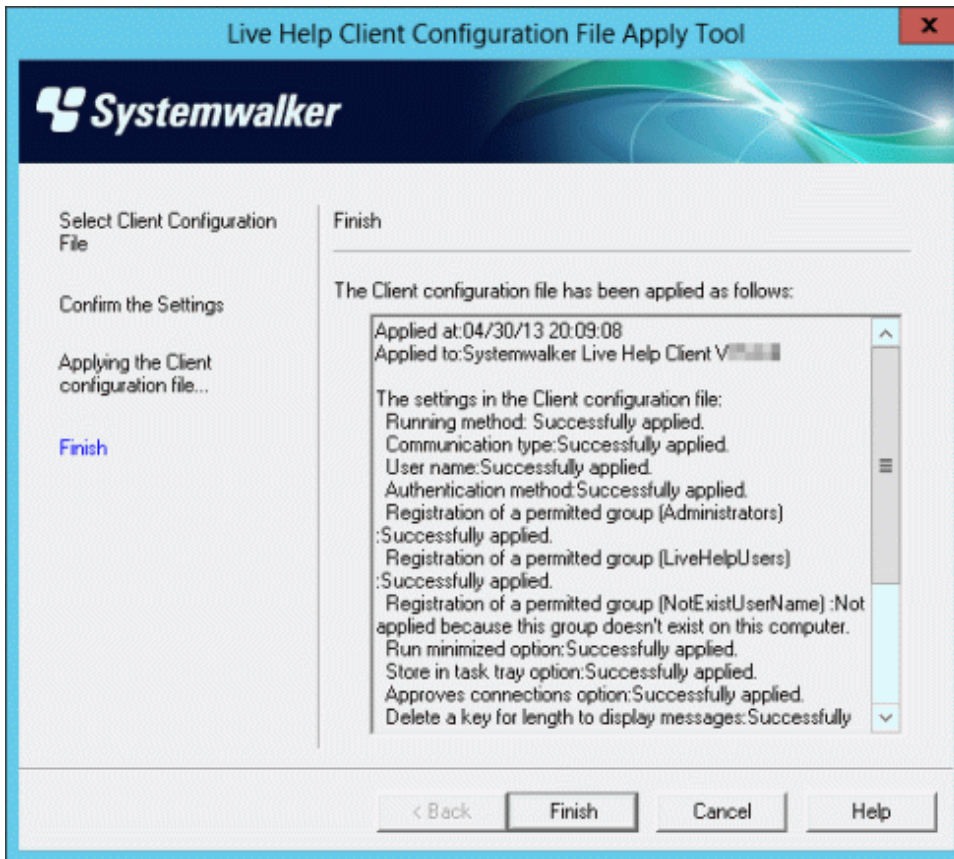
14.16.1 Client configuration file has been applied as follows:

Displays the result for each setting.

14.16.2 Exit Client Configuration File Apply Tool

Click the Finish or Cancel button to exit Client Configuration File Apply Tool.

14.17 Silent Mode

When Client Configuration File Apply Tool is running in this mode, no user operation is required.

14.17.1 To specify a Client configuration file to apply

Use [/s] parameter to specify the name of a Client configuration file in full path.

ex) <The subdirectory where Live Help Client program files are installed>\lhpolset.exe /s:"c:\My Documents \Client1.lhp"

14.17.2 To disable "Write whether the Client configuration file has been successfully applied or not to an Event Log" option

This option is enabled by default. Use [/e] parameter if you do not want File Apply Tool to write a result to an Event Log.

14.17.3 To check the results of applying a Client configuration file

Client Configuration File Apply Tool will write the result of applying a Client configuration file in LHPOLSET.LOG file stored in the subdirectory where Live Help Client program files are installed.

Chapter 15 Live Help Connection Manager

15.1 Overview

15.1.1 What is Live Help Connection Manager?

Live Help Connection Manager is a software that manages Live Help support session connections with the following two main functions:

- Enable Experts to connect to Clients using Live Help user name

- Group Experts/Clients

📝 Note

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- Live Help Connection Manager software cannot manage Live Help sessions over the Internet through firewalls. To connect to the Internet through firewalls, you will need the Live Help Connect software. Refer to the *Live Help Connect Administrator's Guide* for detailed instructions for the software installation.

- If connections are to be made from a support session, use the product distribution media for this version and install the Live Help CM program in the operating system of either Windows(R) XP, Windows Server 2003 STD, or Windows Server 2003 EE computers.

- The support session by Live Help CM supports only IPv4 communication.

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15.1.1.1 Enable Experts to connect to Clients using Live Help user name

Live Help allows every Expert and Client system to have a unique user name (computer name by default). Live Help Connection Manager uses this Live Help user name to identify all Experts and Clients. This allows Experts to connect to a specific Client system by simply specifying the Live Help user name instead of TCP/IP address. This is convenient if your TCP/IP environment is configured to use dynamic TCP/IP addresses because the Client's address may change frequently.
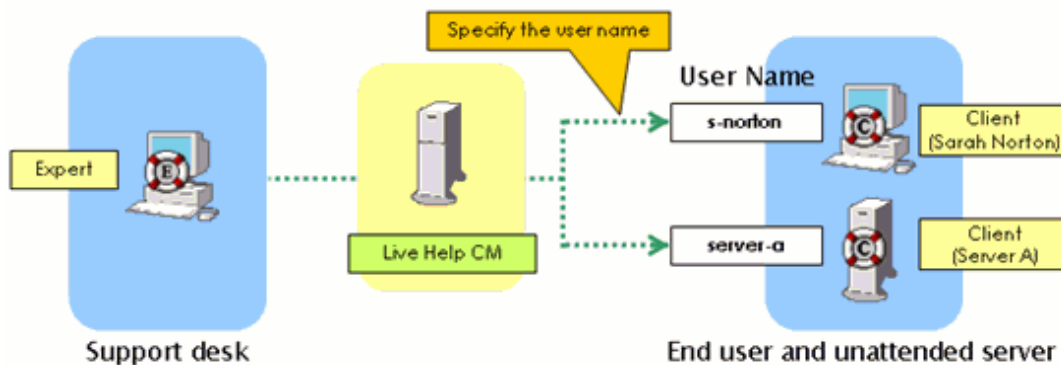
15.1.1.2 Group Experts/Clients

Using Live Help Connection Manager, you can group Experts and Clients into user groups called Support Center.

Refer to the section Control users' access to a Support Center in What is a Support Center? for more information on grouping users.

15.1.1.3 How Live Help Connection Manager keeps track of its support sessions?

Live Help Connection Manager maintains a database of Support Centers, the sessions in progress, and the name and network address of the person who started each support session. In summary, it does:

- Create a request for assistance in the appropriate Support Center when a Client starts the Live Help Client application.

- Build the list of the names of support sessions currently in progress in the selected Support Center. (This list appears in the Support Specialist's Join a Session dialog box)

- Locate a Client when Help Desk Personnel want to connect to the Client's computer for a support session. (Support Specialists can connect to a Client by just specifying the Live Help user name)

- Remove the session's entry from the database when a session closes.

15.1.2 What is a Support Center?

Live Help keeps track of its support sessions on the network by grouping them into *Support Centers*.

A *Support Center* is similar to a building containing conference rooms. To attend a meeting, people enter a building then go to the appropriate conference room. When a Client starts Live Help, a request for assistance is placed on the network. In effect a "support session" is created in the Support Center that the person is assigned to. This is equivalent to entering a building, going into a conference room, and reserving it for a meeting with Help Desk Personnel.

Help Desk Personnel can make a connection to the Client by selecting the Support Center that the Client is using from the drop-down list in the Join dialog box, and then choosing the Client's name - the equivalent to entering the same building and walking into the Client's conference room. The support session then begins.

Using Support Centers you can:

- Control the number of simultaneous sessions in a Support Center

- Control users' access to a Support Center

- Restrict a user to only creating or only joining sessions in a particular support center

15.1.2.1 Control the number of simultaneous sessions in a Support Center

You may need to control network usage — over a WAN link for example. You can control the amount of bandwidth used, by limiting the maximum number of concurrent sessions in the Support Center.

Refer to the section Adding a Support Center in Customizing Live Help Connection Manager on how to limit the maximum number of concurrent sessions.

15.1.2.2 Control users' access to a Support Center

For example, consider the following scenario: Imagine you have two people in the Help Desk who provide technical assistance for your company — Sarah Norton and Joe Brown. Sarah knows the project A well, and Joe knows the project B well.

In this case you can make that the members of the project A get help from Sarah and the members of the project B get help from Joe, by following the steps below.

1. Create two Support Centers named "Sarah Norton" and "Joe Brown".

2. Create two separate CCL files (SARAH.CCL and JOE.CCL for example).

3. Distribute the file SARAH.CCL to the members of the project A, and the file JOE.CCL to the members of the project B.

4. Give the file SARAH.CCL to Sarah Norton, and the file JOE.CCL to Joe Brown.
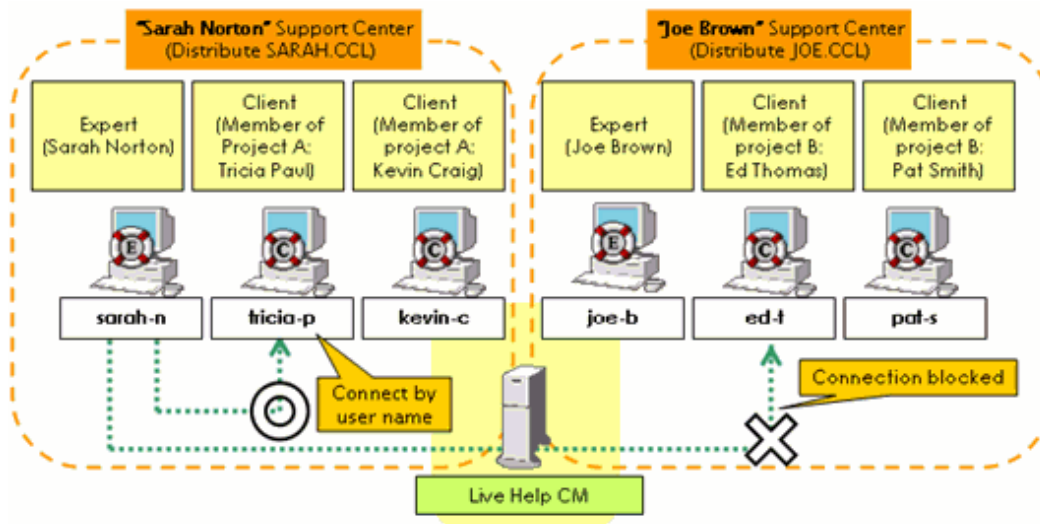
Because only appropriate CCL file is distributed to each Client, a request for assistance will be automatically created in the appropriate Support Center when a Client starts the Live Help Client application.

This will prevent users from having unnecessary accesses to other Support Centers as well.

Refer to the following sections for detailed instructions for each step.

- Adding a Support Center in Customizing Live Help Connection Manager

- Creating a CCL file and Distributing a CCL file in Customizing Live Help Connection Manager

15.1.2.3 Restrict a user to only creating or only joining sessions in a particular support center

Usually you grant *All* rights, so users can both create and join sessions. However, you may want to limit session rights for security purposes. In that case, you can grant restricted session privileges to users by following the steps below.

1. Specify an additional name in the "Create Only" or "Join Only" field.

2. Create a CCL file for the additional name.

3. Distribute the created CCL file to the users that you want to limit session rights.

Refer to the following sections for detailed instructions for each step.

- Changing the Support Center configuration in Customizing Live Help Connection Manager

- Creating a CCL file and Distributing a CCL file in Customizing Live Help Connection Manager

15.2 Starting and Stopping Programs

15.2.1 Live Help Connection Manager

This section explains how to start or stop Live Help Connection Manager software.

15.2.1.1 Changing the startup method of Live Help Connection Manager

Because Live Help Connection Manager software runs as a Windows(R) service, it will continue to run even when users log out of the operating system. Also, there is no need to have a user log in to the operating system in order to start the Live Help Connection Manager software. Since Windows(R) services can be configured to run before logon occurs, Live Help Connection Manager is automatically started. You can start the Live Help Connection Manager software manually when you need it, or configure it to run at the Windows(R) boot.

To change the starting method of Live Help Connection Manager software, do one of the following:

Use Connection Manager Administrator program

1. Start the Connection Manager Administrator (referred to as CMADMIN) program.

2. If the message saying "An attempt to establish communication with the Connection Manager has failed. Would you like to review its address information?" appears, click "No".

3. Select Setup Service from the SERVICE menu and choose one of the following commands:

   - **Manual Service**
     Changes the startup method of LiveHelp Connection Manager service to manual startup. If the service has already configured as manual start up, you cannot select the item.

   - **Auto Service**
     Changes the startup method of LiveHelp Connection Manager service to start automatically at the Windows(R) boot. If the service has already configured as automatic start up, you cannot select the item.

Note

You can control the Live Help Connection Manager program by the SERVICE menu only when the Live Help Connection Manager and CMADMIN programs are installed on the same computer. In case the two programs are installed on different computers, menu items in the SERVICE menu are grayed out and cannot be selected.

Use the Windows(R) service setting

1. Open the Service applet in Control Panel.

2. Open properties for the LiveHelp Connection Manager Service.

3. Configure the startup type to "Automatic" or "Manual".

15.2.1.2 Starting or stopping Live Help Connection Manager manually

To manually start or stop Live Help Connection Manager software, do one of the following:

Use Connection Manager Administrator program

1. Start the CMADMIN program.

2. If the message saying "An attempt to establish communication with the Connection Manager has failed. Would you like to review its address information?" appears, click "No".

3. Select Control Service from the SERVICE menu and choose one of the following commands:

   - **Start Service**
     If the service has already started, you cannot select the item.

   - **Stop Service**
     If the service has already stopped, you cannot select the item.

Note

When you start the LiveHelp Connection Manager service, the CMADMIN program will not connect to the service automatically. If you want to keep working on the CMADMIN program after starting the service, re-select the started Live Help Connection Manager from the Connection Managers list (by default, the name of the Connection Manager is "Connection Manager 1"). The CMADMIN program will be connected to the selected Live Help Connection Manager program, and Support Centers in the Live Help Connection Manager will be displayed.

Use the Windows(R) service setting

1. Open the Service applet in Control Panel.

2. Start or stop LiveHelp Connection Manager Service.

15.2.2 Connection Manager Administrator

This section explains how to start or stop Connection Manager Administrator (referred as to CMADMIN) program.

15.2.2.1 Starting Connection Manager Administrator

To start the CMADMIN program, select the Conn. Mgr. Admin shortcut from the *Live Help* folder on the Start menu.

The Connection Manager Administrator window displays as shown in the following example.
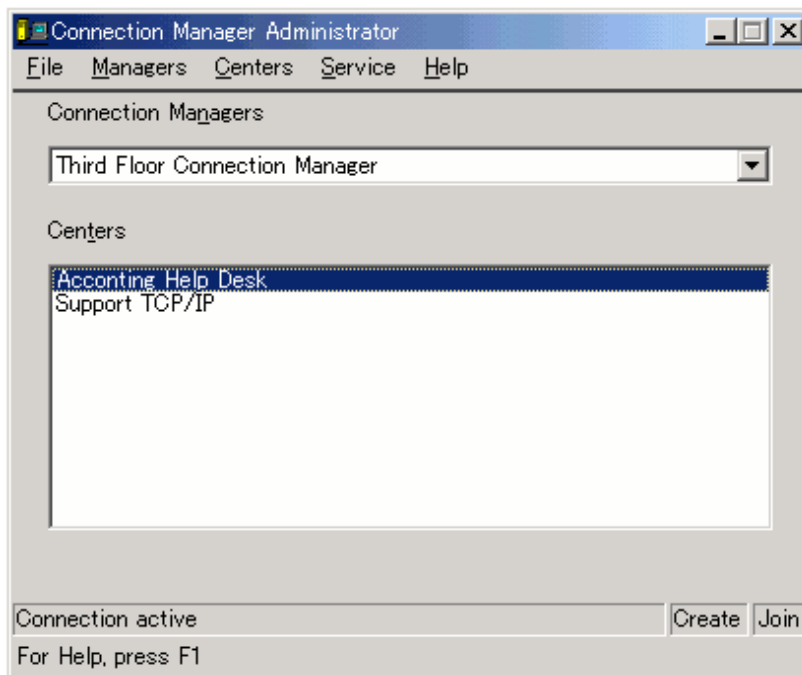
The Connection Manager Administrator window is explained below:

- **Menus:**
  Located at the top of the window, it lists the menus available: *File, CM, Centers, Service,* and *Help.*

- **Connection Managers list**:
  This drop-down list displays the Live Help Connection Managers you can access. In this example, the name of the Live Help Connection Manager is "Third Floor Connection Manager."

- **Centers list**:
  This display box shows the Support Centers currently configured in the selected Live Help Connection Manager. In this example, there are two Support Centers: "Accounting Help Desk" and "Support TCP/IP."

- **Status bar**:
  Located at the bottom of the window, it displays the current status of the connection to the Live Help Connection Manager computer and informational messages. In the above example, status reports "Connection active" to the Live Help Connection Manager computer.

15.2.2.2 Closing Connection Manager Administrator

To end the communication with the Live Help Connection Manager computer, and close the CMADMIN program, select the *Exit* menu item from the FILE menu.

15.3 Using Live Help Connection Manager with Basic Configuration

15.3.1 Connecting to Live Help Connection Manager

To establish Live Help session s using Live Help Connection Manager program, you must connect Live Help Expert and Client programs to the Live Help Connection Manager computer.

Also, if you want to change the configuration of the Live Help Connection Manager program using the CMADMIN program, you need to connect the two programs.

By default, "CMTCP" is preset as the host name of the Live Help Connection Manager computer. You can use this default host name to make the Live Help Connection Manager computer visible to your TCP/IP users, or specify other information.

In the following sections, the three methods to identify the Live Help Connection Manager computer are explained.

- Identify the Live Help Connection Manager computer by host name "CMTCP"

- Identify the Live Help Connection Manager computer by host name other than "CMTCP"

- Identify the Live Help Connection Manager computer by TCP/IP address

15.3.1.1 Identify the Live Help Connection Manager computer by host name "CMTCP"

To identify the Live Help Connection Manager computer using host name "CMTCP":

1. Resolve the host name "CMTCP".

   Add the host name "CMTCP" to your DNS or the appropriate hosts table files. (Skip this step if the host name has already been resolved)

15.3.1.2 Identify the Live Help Connection Manager computer by host name other than "CMTCP"

To identify the Live Help Connection Manager computer using host name other than "CMTCP":

1. Resolve the host name of your Live Help Connection Manager computer.

   Add the host name of your Live Help Connection Manager computer to your DNS or the appropriate hosts table files. (Skip this step if the host name has already been resolved)

2. Start the Live Help Connection Manager.

   Start the LiveHelp Connection Manager service on the Live Help Connection Manager computer.

3. Start the CMADMIN program.

4. Change the configuration information of the Live Help Connection Manager.

   Change the host name for "Connection Manager 1" (the name of the Live Help Connection Manager computer registered by default) from "CMTCP" to the host name of your Live Help Connection Manager computer.

   The CMADMIN program will establish a connection to the Live Help Connection Manager computer and show Support Centers (the default Support Center name is "Support TCP/IP") in the connected Live Help Connection Manager.

5. Create a CCL file.

   Create the CCL file for the "Support TCP/IP."

6. Distribute the CCL file.

   Distribute the created CCL file to Experts and Clients.

Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- Starting Connection Manager Administrator in Starting and Stopping Programs

- Changing the information for a Live Help Connection Manager in Customizing Live Help Connection Manager

- Creating a CCL file and Distributing a CCL file in Customizing Live Help Connection Manager

15.3.1.3 Identify the Live Help Connection Manager computer by TCP/IP address

To identify the Live Help Connection Manager computer by TCP/IP address:

1. Start the Live Help Connection Manager.

   Start the LiveHelp Connection Manager service on the Live Help Connection Manager computer.

2. Start the CMADMIN program.

3. Change the configuration information of the Live Help Connection Manager.

   Change the "IP Address" information for "Connection Manager 1" (the name of the Live Help Connection Manager computer registered by default) from the host name "CMTCP" to the IP address of your Live Help Connection Manager computer.

   The CMADMIN program will establish a connection to the Live Help Connection Manager computer and show Support Centers (the default Support Center name is "Support TCP/IP") in the connected Live Help Connection Manager.

4. Create a CCL file.

   Create the CCL file for the "Support TCP/IP."

5. Distribute the CCL file.

   Distribute the created CCL file to Experts and Clients.

Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- Starting Connection Manager Administrator in Starting and Stopping Programs

- Changing the information for a Live Help Connection Manager in Customizing Live Help Connection Manager

- Creating a CCL file and Distributing a CCL file in Customizing Live Help Connection Manager

15.3.2 Establishing Live Help Sessions using Live Help Connection Manager

When you have made the Live Help Connection Manager computer known to TCP/IP users, you are ready to start a support session using the Live Help Connection Manager. Follow the steps below to have a support session.

1. Start the Live Help Connection Manager.

   If the LiveHelp Connection Manager service is not started on the Live Help Connection Manager computer, start it.

2. Start the Live Help Client program.

   Start the Live Help Client program with the following settings:

   - Communications Type: Support Centers

   - Support Center: Support TCP/IP

   Instead of the TCP/IP address, the Live Help user name of the Client appears at the top of the Client startup dialog box.

3. Connect Live Help Expert program to the Client's support session.

   Start the Live Help Expert program and connect to the Client by specifying as follows:

- Communications Type: Support Centers

- Support Center: Support TCP/IP

- Session to join: The Live Help user name of the Client (displayed in the Sessions in Progress field)

Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- *Live Help Client's Guide*

- Joining a support session in Take a Test Drive

15.4 Customizing Live Help Connection Manager

15.4.1 Modifying Live Help Connection Manager configuration

Because all users on your network can share the same Live Help Connection Manager, a single Live Help Connection Manager computer is enough for most cases. However you may need an additional Live Help Connection Manager computer if you want to manage more than 63 support sessions, since one Live Help Connection Manager can manage up to 63 sessions.

Also, you may need to change or delete the configuration information of a Live Help Connection Manager computer when you change the TCP/IP address of the Live Help Connection Manager computer, or replace the computer.

In such cases, you can use the CMADMIN program to modify necessary settings.

Before moving to each operation, start the CMADMIN program with the following steps.

1. Start the Live Help Connection Manager.

   Start the LiveHelp Connection Manager service on the Live Help Connection Manager computer.

2. Start the CMADMIN program.

📒 Note

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One Live Help CM computer can process a maximum of 63 sessions simultaneously. The number of sessions is the total number of Live Help Client terminals that have established sessions via the Live Help CM computer. (For example, if two Live Help Client terminals have established sessions, the number of sessions is two.) If participating in a session from a Live Help Expert terminal established via a Live Help CM computer, the number of Live Help CM sessions does not increase.

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Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- Starting Connection Manager Administrator in Starting and Stopping Programs

15.4.1.1 Adding a Live Help Connection Manager

When you add a Live Help Connection Manager computer, you have two choices to manage it: Install a new CMADMIN program on the added computer, or use the existing CMADMIN program.

If you choose to install a new CMADMIN program on the added Live Help Connection Manager computer, follow the section Connecting to Live Help Connection Manager in Using Live Help Connection Manager with Basic Configuration to identify the added computer.

If you choose to manage all Live Help Connection Manager computers using the existing CMADMIN program, follow the steps below to add configuration parameters for the new Live Help Connection Manager computer to the CMADMIN program first. Then refer to the section Connecting to Live Help Connection Manager in Using Live Help Connection Manager with Basic Configuration to identify the added computer.

1. Choose Add command from the MANAGERS menu.

2. When the Connection Manager Parameters dialog box displays, specify the following information:

   - **Name:**
     Type a name that describes the new Live Help Connection Manager (e.g. "Support Manager 1," "Third Floor Connection Manager," "Stamford Remote").

   - **Host Name or IP Address:**
     You can either enter a logical host name or the actual IP address of the Live Help Connection Manager computer.

   ![Note icon] **Note**

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   When you use the host name to identify the Live Help Connection Manager computer, the host name must be resolved on the computers on which Live Help Client, Live Help Expert, or CMADMIN program is installed. Refer to the section Connecting to Live Help Connection Manager in Using Live Help Connection Manager with Basic Configuration for more details.

   ⋅⋅

   ![Information icon] **Information**

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   If you are not sure of the host name or IP address of the new Live Help Connection Manager computer, you can run the Address Information (INFOTCP.EXE) program which is available in the *Fujitsu Live Help* folder on the Start menu of the Live Help Connection Manager computer. It displays the IP address in a dialog box, and writes it to a file named CMTCP.ADR that is stored in the install folder of the Live Help Connection Manager. Then you can click the **Import** button to import the address. This will prevent you from specifying a wrong TCP/IP address.

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3. Click **OK**.

   The CMADMIN program establishes a connection with the added Live Help Connection Manager computer if the specified host name or TCP/IP address is correct. Once the connection is made, you can configure your Support Centers.

15.4.1.2 Changing the information for a Live Help Connection Manager

To change the configuration parameters of a Live Help Connection Manager computer, do the following:

1. Select the appropriate Live Help Connection Manager computer in the Connection Manager list.

2. Select Configure command in the MANAGERS menu.

3. When the *Connection Manager Parameters* dialog box displays, Change the information as needed.

   Refer to the section Adding a Live Help Connection Manager for details on each item in the dialog box.

4. Click **OK**.

   The CMADMIN program establishes a connection with the Live Help Connection Manager computer if the specified host name or TCP/IP address is correct.

![Note icon] **Note**

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If you change the host name or IP address of the Live Help Connection Manager computer, you need to update the CCL file for the Support Centers in the Live Help Connection Manager. Re-write the CCL files for each Support Center and distribute them to users who use the Support Centers. For details, refer to the section Creating a CCL file and Distributing a CCL file in Customizing Live Help Connection Manager.

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15.4.1.3 Deleting a Live Help Connection Manager

To delete configuration parameters for a Live Help Connection Manager computer, do the following:

1. Select the appropriate Live Help Connection Manager computer in the Connection Manager list.

2. Choose Delete command from the MANAGERS menu.

3. When a dialog box asking you to confirm the delete appears, click **Yes**. The CMADMIN program deletes the configuration parameters for the Live Help Connection Manager, and closes the connection to the computer.

📝 Note

The Delete command deletes configuration parameters (the information used to connect a Live Help Connection Manager computer) registered on the CMADMIN program, but not Support Centers configured in the deleted Live Help Connection Manager. If you want to delete Support Centers as well, delete them before removing the Live Help Connection Manager. Refer to the section Deleting a Support Center in Modifying Support Centers on how to delete Support Centers.

15.4.2 Modifying Support Centers

The easiest setup is to have one Support Center that everyone uses. In most cases, the default "Support TCP/IP" Support Center is satisfactory and should meet your requirements.
However, you may have a situation where more than one Support Center is needed. (See the section What is a Support Center? in the Overview for benefits of using multiple Support Centers)
Also, you may want to change or delete the configuration of an existing Support Center.
In such cases, you can use the CMADMIN program to modify necessary settings.

Before moving to each operation, connect to the Live Help Connection Manager computer that you want to change the Support Center configuration with the following steps.

1. Start the Live Help Connection Manager.

   Start the LiveHelp Connection Manager service on the Live Help Connection Manager computer.

2. Start the CMADMIN program.

3. Select the appropriate entry in the Connection Manager list.

   If the Live Help Connection Manager computer that you want to modify is not displayed, select it from the drop-down list. The Live Help Connection Manager computer named "Connection Manager 1" is selected by default.

Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- Starting Connection Manager Administrator in Starting and Stopping Programs

15.4.2.1 Adding a Support Center

To add a Support Center to the Connection Manager, follow the steps below:

1. Select *Add* from the CENTERS menu.

2. When the Center Information dialog box displays, enter the following information on the Center tab:

   - **Name:**
   Type the name of the Support Center (e.g. "Help Desk for Accounting," "Technical Support").

   ## 📘 Point

   Choose your Support Center name carefully. Remember that each name must be unique ▬ if you have two Support Centers named "Help Desk," Help Desk Personnel won't know which one to choose to find the Client they are looking for. Consider a name that either represents the group of people who will use the Support Center, or its purpose.

   - **Concurrent Sessions:**
   Choose "Unlimited" to allow any number of concurrent sessions, or "Maximum" to set a limit. If you choose to limit the number

of sessions, type the number. Setting a limit may allow you to have more control over bandwidth usage.

We recommend you choose *Unlimited* — this is the default.

3. If you want to grant restricted session privileges to users, enter the following information on the Additional Names tab (If you don't need to limit session lights, skip this step):

    - **Create Only:**

      If you specify a name in the *Create Only* field, people using this Support Center name can only *start* a new session.

      They cannot join any sessions, and no session names are listed in the Sessions in Progress list when they display the Create dialog box — not even other sessions started in the same "Create Only" Support Center.

    - **Join Only:**

      If you specify a name in the *Join Only* field, people using this Support Center can only *join* sessions.

      They cannot start a new support session. The sessions that appear in the Sessions in Progress list in the Join dialog box include those started using the "parent" Support Center or the "Create Only" Support Center name.

      The term "parent" refers to the Support Center you specified in the *Name* field of the *Center* folder. The names you enter in the Create Only or Join Only fields are just alternate ways to use the "parent" Support Center, like an alias. For example, if you create a *Join Only* Support Center, people using it actually are joining sessions in the "parent" Support Center — they just have limited rights. The Connection Manager manages the privileges when a person tries to start or join a session, and only allows the person to use the privileges they are granted.

   P Point
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    - While choosing a name, consider including the word "create" in the name for a *Create Only*, or "join" for *Join Only* Support Centers. For example, if the "parent" Support Center name is called "Support Desk," the *Create Only* name would be "Create Support Desk."

    - We recommend you not to limit session rights.
   ....

4. Click **OK**.

   The Support Center you added appears in the Centers List box. If you enter either a Create Only or Join Only name, the name is indented below the "parent" Support Center.

   Note
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   When you add a Support Center, you need to create a CCL file for the Support Center and distribute it to users. For details, refer to the section Creating a CCL file and Distributing a CCL file.
   ....

15.4.2.2 Changing the Support Center configuration

To change the configuration of an existing Support Center, follow the steps below:

1. Highlight (click) an appropriate Support Center in the Centers list.

2. Select *Configure* from the CENTERS menu.

3. When the Center Information dialog box displays, change the information as needed.

   Refer to the section Adding a Support Center for details on each setting.

4. click **OK**.

> ![Note icon] **Note**
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>
> When you change the name, Create Only name, or Join Only name of a Support Center, you need to update the CCL file for the Support Center. Re-write a CCL file for the modified Support Center and distribute it to users. For details, refer to the section Creating a CCL file and Distributing a CCL file.
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15.4.2.3 Deleting a Support Center

To remove a Support Center from a Connection Manager, follow the steps below:

1. Highlight (click) an appropriate Support Center in the Centers list.

2. Select *Delete* from the CENTERS menu.

3. When a dialog box asking you to confirm the delete appears, click **Yes**.

    The Support Center is removed from the Connection Manager computer.

> ![Note icon] **Note**
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> ⋯⋯⋯
>
> When you remove a Support Center, you must delete the corresponding CCL file. Refer to the section Deleting a CCL file on how to delete CCL files.
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15.4.3 Creating, distributing, and deleting CCL files

A CCL file is a configuration file that Live Help programs refer to find the available Support Centers. This file is stored in a subdirectory where the Live Help program files are installed, and contains Support Center configuration information, such as the name of the Support Center and the host name or IP address of the Live Help Connection Manager computer that manages the Support Center.

When you install Live Help Expert or Live Help Client program, the default CCL file named SUPTCP.CCL is created. The settings preset in this file are:

-   Host name for Live Help Connection Manager computer: CMTCP

-   Support Center name: Support TCP/IP

When you can establish Live Help sessions using this CCL file, you don't need to create another CCL file. However, you may need to create and distribute an additional CCL file when; the host name of the Live Help Connection Manager is other than "CMTCP," the host name "CMTCP" is not resolved on your network, or you want to use a Support Center other than "Support TCP/IP."

Also, you need to delete the corresponding CCL file when you remove a Support Center.

15.4.3.1 Creating a CCL file

To add a Support Center to the Connection Manager, follow the steps below:

1. Start the Live Help Connection Manager.

    Start the LiveHelp Connection Manager service on the Live Help Connection Manager computer.

2. Start the CMADMIN program.

3. Select an appropriate Support Center in the Centers list box.

    After checking that the appropriate Live Help Connection Manager computer is chosen in the Connection Manager list, click the Support Center that you want to create a CCL file for.

P Point

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You can create a CCL file that contains entries for more than one Support Center ▬ just highlight (click) more than one Support Center in the "Centers" list box, then write the CCL file. However, we recommend you write a separate CCL file for each Support Center rather than grouping several records into one file. Separate files make it easier to manage and maintain your configuration.

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4. Select *Write CCL File* command on the FILE menu.

5. When the *Save As* dialog box displays, enter the name of the Support Center file, and the drive and directory where you want to write the file.

P Point

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- Each file name must be unique.

- Try to make the name as descriptive as possible. For example, if the name of the Support Center is "Help Desk," name the file "HELPDESK.CCL."

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6. Click **Save**.

Refer to the following sections for detailed instructions for each step.

- Live Help Connection Manager in Starting and Stopping Programs

- Starting Connection Manager Administrator in Starting and Stopping Programs

15.4.3.2 Distributing a CCL file

When you have created a new CCL file, distribute it to Experts and Clients. The folders to copy the CCL file into are:

- **For the Client application**

  The CLICCL subdirectory of the install folder of Live Help Client program.

- **For Expert/Monitor applications**

  The EXPCCL subdirectory of the install folder of Live Help Expert program.

Note

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- A second file, named DCTCP.CCL, is in the above subdirectories. It contains configuration information for the TCP/IP Direct Connect connection method. Do not edit or delete this file.

- You have to distribute the new CCL file to all Experts and Clients who use the Support Center corresponding to the CCL file.

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15.4.3.3 Deleting a CCL file

When you remove a Support Center, remember to delete the corresponding CCL file in the following folders:

- **For the Client application**

  The CLICCL subdirectory of the install folder of Live Help Client program.

- **For Expert/Monitor applications**

  The EXPCCL subdirectory of the install folder of Live Help Expert program.

Note

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A second file, named DCTCP.CCL, is in the above subdirectories. It contains configuration information for the TCP/IP Direct Connect connection method. Do not delete this file.

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15.4.4 Using added Support Centers

15.4.4.1 Establishing Live Help Sessions using an added Support Center

If multiple CCL files exist in either the CLICCL or EXPCCL directories, a user can select which Support Center to utilize.

To use an added Support Center, just select it instead of the default Support Center (Support TCP/IP) when you create a support request or join a support session. Refer to the section Establishing Live Help Sessions using Live Help Connection Manager in Using Live Help Connection Manager with Basic Configuration on how to establish a support session using a Support Center)

15.4.4.2 Deleting the default CCL file and Support Center

In case you don't use the default CCL file (SUPTCP.CCL), you can delete it to prevent misuse of it.
Also, you can delete the default Support Center (Support TCP/IP), if you don't use it.

Refer to the following sections for detailed instructions for each step.

- Deleting a CCL file

- Deleting a Support Center

Note

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Do not delete DCTCP.CCL file. It contains configuration information for the TCP/IP Direct Connect connection method.

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Appendix A How do I . . .

A.1 Summary of Features

The following is a summary of the most commonly used Live Help features.

START AND STOP SUPPORT SESSIONS	
Start the Live Help Expert application	Select the *Live Help Expert* shortcut from the Start menu or the Apps screen.
Start the Live Help Monitor application.	Select the *Live Help Monitor* shortcut from the Start menu or the Apps screen.
Create a session	Choose *Create* from the SESSION **menu**. (Not available in Live Help Monitor.)
Join a session as a Support Specialist	- Choose *Join* from the SESSION menu. OR... - Click the **Join** button.
Leave a session but keep the Live Help Client application running on the Client's computer	Choose *Leave* from the SESSION menu.
Stop a session and close the Client	- Choose *Close Client* from the SESSION menu. OR... - Click the **Close Client** button.
Exit Live Help	Choose *Exit* from the SESSION menu.

SEND	
Send your Clipboard to the Client Clipboard	- Choose *Send Clipboard* from the TOOLS menu. OR... - Click the Send Clipboard button.
Send the Client Clipboard to your Clipboard	- Choose *Receive Clipboard* from the TOOLS menu. OR... - Click the Receive Clipboard button.
Send Files to the Client, or Receive Files from the Client's computer	- Choose *Client File Exchange* from the TOOLS menu. OR... - Click the Client File Exchange button.
Send a Message	Choose *Message Exchange* from the TOOLS menu.
Send special Windows(R) keys during Remote Control	- Choose *Send Keys* from the TOOLS menu. OR... - Click the **Send Keys** button.
Show your Screen to others	- Choose *Send Screen* from the TOOLS menu. OR... - Click the **Send Screens** button.
Stop sending your Screen	- Choose *Send Screen* from the TOOLS menu. OR... - Click the **Send Screens** button.

DISPLAY	
View the Client's screen	- Choose *Receive Screen* from the Tools menu. OR... - Click the **Receive Screens** button.
Enter "Full Screen" mode while watching the Client's Screen Transfers	- Choose *Full Screen* from the VIEW menu. OR... - Click the Full Screen button.

DISPLAY	
	If you are not using Remote Control: - Double-click the *right* mouse button within the Live Help window if you are not using Remote Control.
Return to "windowed" view from "Full Screen"	- Choose *Full Screen* from the VIEW menu. OR... - Click the Full Screen button. If you are not using Remote Control: - Double-click the *right* mouse button within the Live Help window if you are not using Remote Control.
Scale incoming Client Screen to fit inside the Live Help Expert or Live Help Monitor window	- Choose *Scale Screen* from the VIEW menu. OR... - Click the Scale Screen button.
Acquire the latest Client screen	- Choose *Refresh* from the VIEW menu. *Refresh* is available only when you are connecting to a remote computer on which Live Help Client V11.0 or later is running. If the connected Client is version V10.0 or earlier, this feature is not available.

CHANGE CONFIGURATION	
Approve Connections	Choose *Security* from the OPTIONS menu.
Name	Choose *Name* from the OPTIONS menu.
Warning Message Before Exit	Choose *Security* from the OPTIONS menu.
Modem support	Choose *Communications Setup* from the OPTIONS menu.
Network protocol	Choose *Communications Setup* from the OPTIONS menu.
Enable/disable member joining and leaving messages	Choose *Security* from the OPTIONS menu.
Restrict Access to a session based on IP address or host name	Choose *Communications Setup* from the OPTIONS menu.
Adjust performance settings	Choose *Screen Transfer Method* from the OPTIONS menu.
Toolbar display on/off	Choose *Toolbar* from the VIEW menu.
Toolbar help text on/off	Choose *Toolbar Help* from the VIEW menu.
Status bar display on/off	Choose *Status Bar* from the VIEW menu.

Appendix B Backward Compatible Client File Exchange

If a Support Specialist joins a Client running a previous version of Live Help, Client File Exchange as explained in this appendix, will start. This version of Client File Exchange is compatible with older Clients and resembles the Client File Exchange from previous versions of Live Help.

You can use the Client File Exchange feature to send a single file, multiple files, or entire folders to the Client. You can also get a copy of files from the Client's computer, or just browse the Client's file system.

Client File Exchange makes it easy to update old files on the Client's computer, or take a copy of a file from the Client so you can investigate and work on it off-line.

The file exchange occurs between you and the Client. If other Help Desk Personnel are in the session, they are not included in the exchange.

The File Exchange window presents two lists: one shows your files and folders, the other shows the Client's files and folders. The lists are displayed next to each other in a format similar to that found in Explorer and File Manager. It's easy to navigate to different places within either file system using your mouse. You choose the files you want to transfer, and specify the destination on the recipient computer.

In addition to copying files, you can delete files and folders, create a new folder, and rename a file or folder. Security settings are available, to approve file operations and confirm overwrites. You can also send only newer files to the destination if files already exist.

While you are working in the File Exchange window, the Client does not see the window. However, once you select the files to send, both you and the Client watch the progress of the transfer.

If other Help Desk Personnel are in the session, they do not see either the File Exchange window or transfer progress dialog box.

📒 Note
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- The Client File Exchange feature can be used only in an Expert and Client combination. This feature is not available in sessions between Experts.

- If you join a Client's computer running a Live Help Client version V5.0 or earlier, a different version of the Client File Exchange will start. This version of the Client File Exchange is compatible with older Live Help Clients and resembles the Client File Exchange from previous versions of Live Help.

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B.1 Displaying the File Exchange Window

If you would like to send files to the Client's computer or get a copy of files from the Client's computer, display the File Exchange window by either of the following methods:

- Click the Client File Exchange button. OR

- Choose Client File Exchange from the TOOLS menu.

The File Exchange window displays on your screen. The Client and any other Help Desk Personnel that have joined the session cannot see the window while you are working in it.

B.1.1 Client File Exchange Window

The File Exchange window displays two lists showing your files and folders, and the Client's files and folders. Using your mouse you move within the file systems of either computer. An example of the window is shown below:
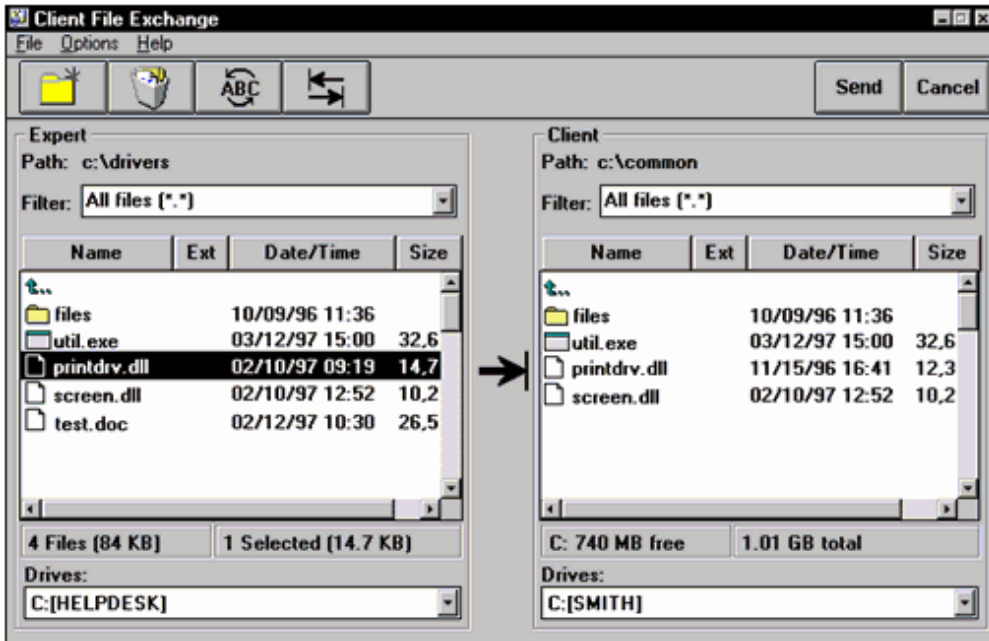
The Support Specialist's file and folder list always displays on the *left*, and the Client's displays on the *right*. The lists show the file names and extensions, date and time, and file size. You can click the Name, Ext, Date/Time, and Size buttons to sort the file lists, and then click the sort button again to reverse the sort order.

 Note

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This version of Client File Exchange does not support long file names.
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The following topics take a look at the File Exchange window, starting at the top.
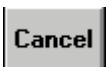
Menus

The Client File Exchange menus are: *File, Options,* and *Help*. The *File* menu allows you to create folders, delete folders and files, rename a file or folder, change the transfer direction, begin the transfer, and close the window. Use the *Options* menu to configure transfer confirmation settings for both you and the Client. For example, you can allow the Client to approve file operations and overwrites if security is an issue. Use the *Help* menu if you have questions while operating File Exchange.

Toolbar

The buttons on the File Exchange toolbar are:

-		**Create Folder** — create a new folder on the selected computer. Same as File, *Create Folder* menu.
-		Delete Files/Folders — delete the selected files and folders. Same as File, *Delete* menu item.
-		Rename File/Folder — rename the selected file. Same as File, *Rename* menu item.
-		**Change Transfer Direction** — reverse the source and destination direction for the transfer. The arrow that displays between the Support Specialist and Client file lists indicates the current direction. Same as File, *Change Direction* menu item.

- Send	**Send** — begin the transfer of the selected files. Same as File, *Send* menu item.
- Cancel	**Cancel** — close the File Exchange window. You can also press the **ESC** key on the keyboard. Same as File, *Cancel* menu item.

File Lists

Two lists appear in the File Exchange window. The list on the left shows the current folders and files from your computer, while the list on the right shows the Client's. You'll see each person's name above the list for reference.

At the top of each list is the current path, followed by the filter. Next the files and folders are shown, and the date, time, and size of each file are included. You can sort the list by pressing the Name, Ext, Date/Time, and Size buttons. The sort order reverses if you press a button again.

A status bar displays below each list, and the content depends on whether the list belongs to the source or destination computer. On the source computer, the number of files/folders currently selected and their combined size appears. On the destination, the amount of free and total space on the selected drive appears.

At the bottom of each list is the Drive Select list. The current working drive is shown.

To move within the file system on either computer, use your mouse just as you would for File Manager and Explorer.

B.2 Transferring Files and Folders

This section gives a quick summary of the steps you use to select then transfer files and folders. We'll use an example where you want to update files on the Client's computer by transferring files from your computer.

1. In your *File* list (the list on the left of the window), use your mouse move to the folder where the files you want to transfer are located.

2. To select a single file, click on the file and the item highlights. To select more than one file, hold down the **CTRL** key then click on each file. The selected files highlight.

3. In the Client's *File* list, click on the folder where you want to store the transferred files. The folder name highlights.

   You will notice that the Direction arrow now points to the Client's computer. If it is not pointing in to the Client, click the **Change Transfer Direction** button.

4. Click the **Send** button to begin the transfer from your computer to the Client.
   If any confirm options are set, a dialog box displays. Refer to either the section Live Help Client Options or Live Help Expert Options later in this chapter for more information about the options available.

5. While the transfer is in progress, a status dialog box displays to both you and the Client. It shows the percentage of the transfer that has occurred so far. A **Cancel** button is available to terminate the transfer.

6. The status dialog box will be disappear when the file transfer is completed.

After the transfer completes, you can transfer additional files or folders. When you have finished, click the **Cancel** button to close the Client File Exchange window.

B.3 Live Help Client Options

Use the *Client* menu item in the File Exchange OPTIONS menu to allow the Client to approve file operations and confirm file overwrites. When an option is selected, a check mark appears next to the menu item.

These options are available to address Client security concerns.

B.3.1 Approve File Operations

When selected, the Client must approve all file and folder operations that affect the Client's computer. This option covers creating a folder, deleting a file or folder, renaming a file or folder, sending files to the Client, and taking a copy of files from the Client.

When you attempt to perform one of these operations, a dialog box notifies the Client. The Client can approve or deny the request. If approved, the operation begins. If permission is denied, a dialog box notifies you.

- By default, this option is disabled.

- If Live Help Client is running as a service on Windows(R) and configured to start at Windows(R) boot, Live Help Client will not show a dialog box to approve file operation even if you have enabled this option.

B.3.2 Confirm Overwrites

If this option is selected, the Client must give permission before any existing files are overwritten during a file transfer to the Client computer. The Client can approve or reject the overwrite. If approved, the file is replaced. If permission is denied, a dialog box notifies you.

B.4 Live Help Expert Options

Use the *Expert* menu item in the File Exchange OPTIONS menu to confirm file operations, confirm overwrites, and send newer files during transfers to the Client. When an option is selected, a check mark appears next to the menu item.

B.4.1 Confirm All File Operations

If you want a confirmation dialog to display before you transfer, delete, or rename files and folders, choose *Confirm All File Operations*. Click **OK** to begin the operation.

B.4.2 Confirm All Overwrites

When this option is selected, a dialog box displays when the file to be transferred already exists at the destination. You are given the option to overwrite the file or skip the update.
If you have also set the Client's Confirm Overwrites option, the confirm dialog box displays on your system first.

B.4.3 Send Only Newer Files

While you are transferring files to the Client and a file exists in the destination, this option transfers only the files that have a newer date and time. If your file date and time is the same or older than the Client's, the file is not transferred.
If this option is not selected, all files are sent to the Client regardless of any date and time differences.
This option *does not* affect files you transfer from the Client's computer to you. All files are transferred regardless of date and time differences.

B.5 Include Subfolders

If you would like to automatically include all subfolders of the selected folder in the transfer, choose *Include Subfolders* in the File Exchange OPTIONS menu. This setting applies to transfers in both directions.

B.6 Closing Client File Exchange

When you are finished using Client File Exchange, click the **Cancel** button or choose *Cancel* from the FILE menu to close the window.

Appendix C Session Journal Setup and Configuration

C.1 What is Session Journal?

Session Journal is a feature used to record key session events that occur when using Live Help Client, Expert and Monitor. Events recorded include all session-related functions and file operations. A history of steps taken during a session is stored in a journal file saved in a special directory on the user's system. Each journal file stores one day's worth of activity and the user can specify how many days worth of information to retain.

In order to facilitate sharing data with other applications, information in the Session Journal is stored in a standard format known as Comma Separated Value (CSV). This file format is easily viewable from various database or spreadsheet programs.

Live Help also uses basic file management functions to optionally delete outdated files each time a new one is created. Only one-day worth of information will be recorded on a daily basis to the journal file. Live Help will however keep an unlimited number of journal files. If you require fewer journal files, the number of files to be kept can be specified. By default, Expert and Monitor journal files are recorded together into a single journal file.

C.2 Setup and Configuration of the Session Journal

Use the Session Journal Setup application to configure the Session Journal.

You can enable, disable or configure the Session Journal using the Session Journal Setup application; SJSETUP.EXE. This application is located in the installation folder for the Live Help Client and Expert applications.

Note

Only users with administrative privileges can run the Session Journal Setup program when the access control is enabled on the Live Help Client or Expert program using Live Help Security Setup command. If a user without administrative privileges attempts to run the Session Journal Setup program in such situation, it will result in an error message indicating that access to the program is denied.

Refer to the Live Help Security Setup Command for more information.

To run the Session Journal Setup application, perform the following steps:

1. Using Windows(R) Explorer, locate the installation folder for the Live Help application you are using.

2. Within that folder, locate the SJSETUP.EXE application and execute it.

3. The Session Journal Setup dialog box appears as below.
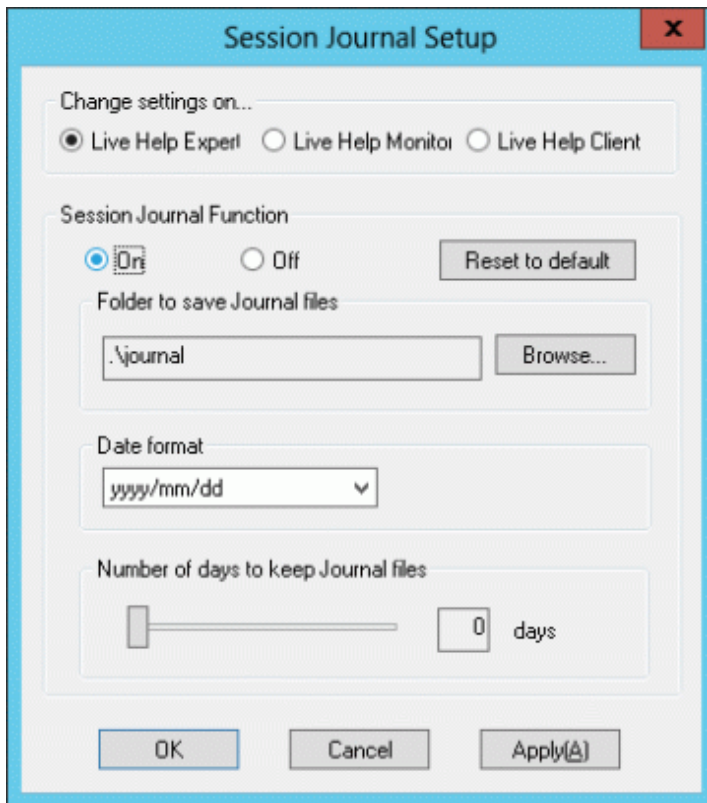
Session Journal Setup Options

Listed below is a description of the options that are configurable using SJSETUP.EXE.

Change Settings On...

To select which Live Help product you wish to change settings for, select the appropriate radio button. If a Live Help product is not installed, that radio button will be disabled.

Session Journal Function

This section of the dialog box contains options for configuring the Session Journal.

- **On/Off** — This radio button enables or disables the Session Journal.

- **Reset to Default** — This button restores all settings pertaining to the Session Journal back to the default configuration.

- **Folder to save Journal files** — This field contains the path of the folder that you wish to save journal files to. This defaults to the \JOURNAL folder inside the Live Help installation folder. Click the **Browse** button to change the folder.

- **Date format** — Use this drop-down list to select the format of the date entries stored in the Session Journal file. Your choices are mm/dd/yyyy (e.g. 11/01/2003), yyyy/mm/dd, or the system format. Refer to the Control Panel in Windows(R) to determine what the current date format is for your system.

- **Number of days to keep Journal files** — This option lets you specify how many days of Journal files you want to store on your hard drive. You can specify a value of 0 (keep all journal files) or a value between 1 and 90 (keep 1 to 90 days of Journal files).

After you have configured any options, you can press the **Apply** button to apply the changes and configure another Live Help product if desired. Selecting another Live Help product without first applying the configuration will discard any changes that you made. Pressing the **OK** button will apply any changes and exit the program. Pressing the **Cancel** button will discard any changes that have not already been applied and exit the program.

C.3 Journal File Format

When Live Help is initially installed, a default folder is created for Session Journal within the local directories for Client and Expert. Journal files are stored in a folder, \Journal by default. An alternate name can be used but will need to be specified using the Session Journal Setup application (see the section Setup and Configuration of the Session Journal). Journal files store one day's worth of information and are easily identified by their name that uses the format "Journal mm-dd-yyyy.csv." (e.g. Journal 11-14 -2001.csv)

Each time a user performs session-related functions (including file operations) the *date, time, program identifier, event and event-specific parameters* are recorded in the journal file. The purpose of the date and time fields is obvious. The program identifier field indicates which Live Help application generated that line (or record) in the file. In the case of a line generated by Live Help Monitor, the program identifier will use the format "Monitor###" where ### will represent the instance of Monitor (e.g. "Monitor000" indicates the first instance of Monitor running on the system).

Events represent actions taken by the user during a Live Help session. Sending a file would be an example of event. Parameters provide more information about the event that took place. For example, during the above file transfer, the name of the file would be a parameter for the event.

A sample journal file from Live Help Expert may look like the following:

```
"4/5/01","2:04:45 PM","EXPERT","LiveHelp","2.0","LogonUser"

"4/5/01","2:04:45 PM","EXPERT","STARTUP","LogonUser"

"4/5/01","2:04:49 PM","EXPERT","INITNETWORK","proxy","TCP/IP Direct","LogonUser"

"4/5/01","2:04:51 PM","EXPERT","JOIN","proxy1","proxy","110.2","LogonUser"

"4/5/01","2:04:51 PM","EXPERT","MEMBERADD","proxy","110.2","LogonUser"

"4/5/01","2:04:51 PM","EXPERT","SESSIONSTART","proxy","LogonUser"

"4/5/01","2:04:59 PM","EXPERT","SESSIONEND","proxy","000:00:07","User","LogonUser"

"4/5/01","2:05:04 PM","EXPERT","SHUTDOWN","LogonUser"
```

C.4 Session Events

Session events include all Live Help operations occurring while in a session with the exception of operations involving file transfers.

Several events indicate "address" information among their parameters. Here the term varies based on the connection method used by the session. Address information will be written in the journal file as an IP address (for a TCP/IP connection), phone number (if calling by Modem), or nothing (if receiving the call by modem).

The table below also refers to "Support Center name" when discussing parameters for InitNetwork. Parameters also vary based on the connection method used by the session. Values for parameters can be the Support Center's name (for a Support Center session), "TCP/IP Direct" (for a TCP/IP direct session), or nothing (if a Modem was used).

Also, the "name of the logged in user" will be written for all events. The parameter is not mentioned in the table below, but it will be always added at the end of parameters for each event. The logged in user means the user who is using the Live Help software. In case of the Live Help Client program running on the Windows(R) Security dialog box, the word "SYSTEM" will be written instead of a user name since no user is logged on.

Session events and parameters written to and which may appear in the journal file include the following:

Values and Descriptions
Event: "CONTACT" **Describes:**A request to join a Live Help session has been received **Parameters:**Remote user name, address of the individual joining the session
Event: "CONTACT_OS_AUTH" **Describes:**A request to join a Live Help session using Windows group based authentication has been received

Values and Descriptions
Parameters: Remote user name and address of the individual joining the session, user ID and domain name specified for Windows group based authentication
Event: "CREATE" **Describes:**A Live Help session has been created **Parameters:**User name, session name, address of the individual creating the session
Event: "INITNETWORK" **Describes:**A Network initialization **Parameters:**User name, support center name
Event: "JOIN" **Describes:**A request to join a Live Help session has been sent **Parameters:**User name, remote name, address of the individual joining
Event: "JOIN_OS_AUTH" **Describes:**A request to join a Live Help session using Windows group based authentication has been sent **Parameters:**User name, remote name, and address of the individual joining, user ID and domain name specified for Windows group based authentication
Event: "LIVE HELP" **Describes:**Identifies that the Session Journal was created by Live Help **Parameters:**Revision number of the journal file format. May be updated with later versions of Live Help
Event: "MEMBERADD" **Describes:**A member has been added to the Live Help session **Parameters:**Remote user name, address of the individual being added
Event: "REJECT" **Describes:**A join request for a Live Help session has been denied **Parameters:**Remote user name, address, and one of the following reasons: Value — Description **Access Denied** — The join request was denied by the remote user **Connection Failed** — Live Help was unable to establish a connection with the remote computer **Duplicate Name** — The session already has a member with the same user name **Encryption Required** — The remote computer requires an encrypted connection and encryption facilities are not available **Incorrect Password** — The password provided in the join request, for Live Help password authentication, was not correct **Incorrect Version** — The remote computer is running an old version of Live Help that is not compatible with this version **Request Cancelled** — The user cancelled the request **Session Full** — There are already 7 members in the session and no additional members can join **Failure of OS Authentication** — The user name, password, or domain name provided in the join request, for Windows group based authentication, was not correct **Member of Not Permitted Group** — The user specified in the join request, for Windows group based authentication, didn't belong to the permitted groups
Event: "REMOVE" **Describes:**A member of the Live Help session has left **Parameter:**Remote user name, address of the individual leaving

Values and Descriptions
Event: "SESSIONEND" **Describes:**A Live Help session has ended **Parameters:**Session name, session length and one of the following reasons: Value — Description **Error** — Communication or other failure occurred **Idle** — Live Help disconnected due to inactivity **Remote** — Session was ended by the remote system **System** — System was shut down or user logged out of Windows(R) **User** — User ended the session
Event: "SESSIONSTART" **Describes:**A Live Help session has begun **Parameters:**Session name
Event: "SHUTDOWN" **Describes:**A Live Help program has been terminated **Parameters:**None
Event: "STARTUP" **Describes:**A Live Help program has started **Parameters:**None

C.5　File Operation Events

File operation events are those occurring when using Live Help's Client File Exchange facilities.

Please not that the "name of the logged in user" will be written for all events. The parameter is not mentioned in the table below, but it will be always added at the end of parameters for each event. The logged in user means the user who is using the Live Help software. In case of the Live Help Client program running on the Windows(R) Security dialog box, the word "SYSTEM" will be written instead of a user name since no user is logged on.

Events and their parameters are recorded to the journal file as follows:

Values and Descriptions
Event: "FILEDELETE" **Describes:**A file has been deleted **Parameters:**Path of the deleted file
Event: "FILEOPFAIL" **Describes:**A file operation has failed **Parameters:**File operation, operating path and one of the following reasons: Value — Description **Access Denied** — OS denied access to file **Drive Not Ready** — Destination drive is not ready **File Exists** — File with the same name already exists **File Not Found** — File does not exist **Folder Exists** — Folder with the same name already exists **General Error** — An Invalid Operation error occurred

Values and Descriptions
Insufficient Disk Space — Not enough space on target disk to complete operation
Invalid Drive — Requested drive is not valid
Invalid Operation — Operation cannot be performed on target
Invalid Path — Path specified is not correct
Older File Not Sent — Existing file newer than the one being sent
Out of Memory — Not enough memory to complete operation
Overwrite Denied — User would not allow an existing file to be overwritten
Permission Denied — User or operating system would not allow the operation
Read Error — Error occurred while reading
Read Only — Operation failed because target is marked as read only
Write Error — Error occurred while writing
Event: "FILERECEIVE" **Describes:**A file has been received **Parameters:**Destination path of the file received
Event: "FILERENAME" **Describes:**A file has been renamed **Parameters:**Original path, new file name
Event: "FILESEND" **Describes:**A file has been sent **Parameters:**Source path, destination path
Event: "FOLDERCREATE" **Describes:**A folder has been created **Parameters:**New folder path

Appendix D Windows Firewall

D.1 Known Issues with Windows Firewall

When the Windows Firewall feature is enabled, the Live Help applications may experience difficulties with establishing connections since Windows Firewall blocks incoming connections to your computer, and this interferes with the Live Help communications.
Therefore you must pay a special attention when you use the Live Help applications on an Operating System on which Windows Firewall is enabled by default, such as Windows(R) XP Service Pack 2 or later, Windows Vista or later, Windows Server 2008 or later.

When Windows Firewall is enabled, you must configure Windows Firewall to not block the Live Help applications.

You need to change Windows Firewall configuration only once. After you have done it, the Live Help applications will be able to communicate always.

Note that you need to configure Windows Firewall locally on your Windows(R) system. (Remote control is not available.)

D.2 Permitting Connections from Live Help

You need to configure your Windows Firewall to accept connections from the Live Help applications. The required settings differ depending on the communications type and the Live Help applications. Refer to the table below and configure Windows Firewall on your system using one of the methods marked with ✔.

Table D.1 Windows Firewall settings required for Live Help

Live Help Application	Client		Expert		Monitor		CM
Communications type	TCP/IP Direct	Support Center	TCP/IP Direct	Support Center	TCP/IP Direct	Support Center	
Method 1 Allow (Unblock) incoming Live Help traffic when prompted by the **Windows(R) Security Alert** dialog box.	✔	✔	✔	✔	✔	✔	
Method 2 Add the Live Help application to the **Windows Firewall Exceptions**.	✔	✔	✔	✔	✔	✔	✔
Method 3 Add the Live Help TCP port to the Windows Firewall Exceptions.	✔	✔	✔	✔			✔

 Note
....
When you run the Live Help Client as a service, or run it on Windows Vista or later, Windows Server 2008 or later, the Windows(R) Security Alert dialog box will not appear. Take the Method 2 or 3 to unblock incoming Live Help traffic.
....

D.3 Windows Firewall Settings

Take one of the following actions and configure Windows Firewall to allow (unblock) incoming Live Help traffic to your computer.

D.3.1 Unblocking Live Help on Windows(R) Security Alert

As summarized in the **Method 1** (See the Windows Firewall settings required for Live Help above), you may use the **Windows(R) Security Alert** dialog box to allow incoming Live Help traffic.

When you run Live Help Client not as a service or a Live Help Expert tries to connect to Live Help Client on your computer, the **Windows(R) Security Alert** dialog box will appear and ask if you want to block or unblock the connection. When prompted, click the **Unblock** button. The name "DTC Application" is an alias of Live Help.

D.3.2 Adding Live Help to Windows Firewall Exceptions

You may add the Live Help application to the Windows Firewall Exceptions and allow incoming Live Help connections. (See the **Method 2** in the Windows Firewall settings required for Live Help.)

The table below shows the executable files of the Live Help applications.

Live Help Type	Executable File
Live Help Client	"DTC.EXE" stored in the Live Help Client install directory.
Live Help Expert	"DTC.EXE" stored in the Live Help Expert install directory.
Live Help CM	"CMTCP.EXE" stored in the Live Help CM install directory.

The default install directories of the Live Help applications are as follows:

```
C:\Program Files\Fujitsu\Live Help\Client
C:\Program Files\Fujitsu\Live Help\Expert
C:\Program Files\Fujitsu\Live Help CM
```

D.3.3 Adding Live Help Port to Windows Firewall Exceptions

You may add the Live Help port to the Windows Firewall Exceptions and allow incoming Live Help connections. (See the **Method 3** in the Windows Firewall settings required for Live Help.)

Table D.2 Live Help ports

Live Help	Name	TCP/IP Port No.
Live Help Client	LiveHelp1513	1513
Live Help Expert	LiveHelp1513	1513
Live Help CM	LiveHelp1514	1514

Select the "**TCP**" protocol.

Appendix E Workaround for Port Conflict

E.1 Port Conflict between Operating Systems and Live Help

Some operating systems use the TCP port 1024 through 5000. Since the Live Help ports are within this port range, there may be a port conflict between your operating system and Live Help software. In such case, Live Help does not run properly.

To work around this port conflict, you must configure your operating system not to use the TCP port numbers that the Live Help applications use.
You need to configure your operating system for port numbers only once. Once you configure it, the Live Help applications will always run properly.

E.2 Live Help Port Numbers

The TCP ports that Live Help uses are IANA (ICANN) registered ports, and these port numbers are reserved for the Live Help applications.

Information

- IANA: Internet Assigned Numbers Authority

- ICANN: Internet Corporation for Assigned Names and Numbers

- IANA was an international nonprofit organization until 1998 when the ICANN was established.

The required port numbers differ depending on the communications type and the Live Help applications. Refer to the table below and configure the Windows(R) system.
You must configure the Windows(R) system on the computer running the Live Help application such as Live Help Client.
The Live Help applications open the following ports.

Communication	Application Type	Port Number
TCP/IP Direct	Live Help Client	1513
	Live Help Expert ⚠ Note Live Help Expert opens this port only when creating a session.	1513
Support Center	Live Help Connection Manager	1514
	Live Help Connect ⚠ Note Live Help Connect is required to establish connections over the Internet through a firewall. For details, refer to the *Live Help Connect Administrator's Guide*.	1513, 1514, 1657

E.3 Reserving Live Help Port Numbers

You need to configure your operating system and reserve the TCP port numbers that Live Help uses so that the operating system does not use them. To do so, follow the steps below. We will take the Live Help Client port 1513 as an example and use the Registry Editor.

📑 **Note**

· ·

Using Registry Editor incorrectly can result in unintended effects and cause serious, system-wide problems that may require you to reinstall your operating system to correct them. Make sure that you understand the behavior of registry properties before setting them. Use Registry Editor at your own risk.

· ·

1. From the Windows(R) **Start** button or the Apps screen, select **Run**.

2. Type regedit in the field, and then click **OK**.

3. navigate to the following registry key:
   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
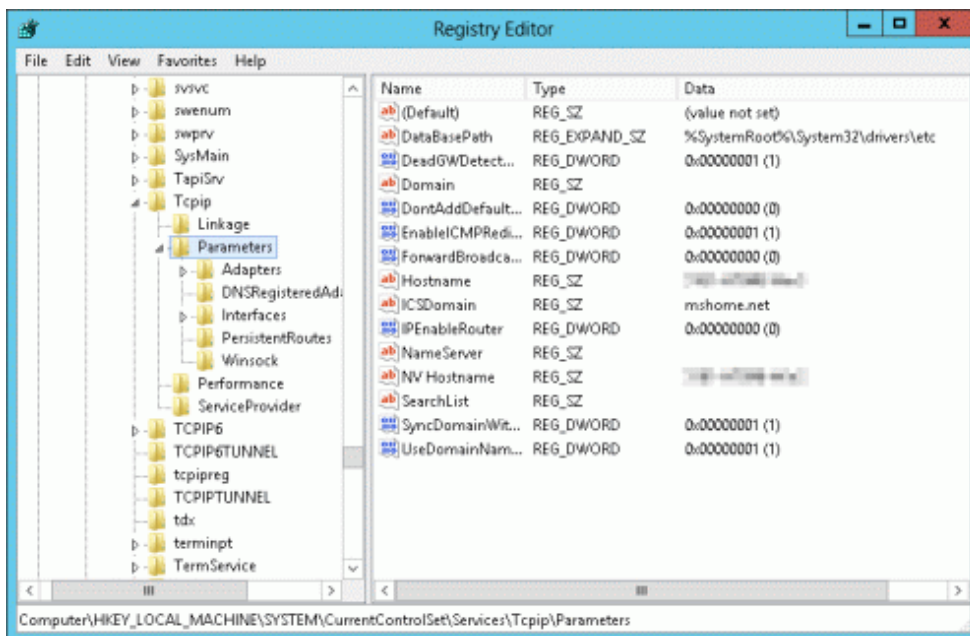
4. Select the key node "Parameters," and select [**New**]-[**Multi-String Value**] from the **Edit** menu. The name of a value sets up "ReservedPorts."
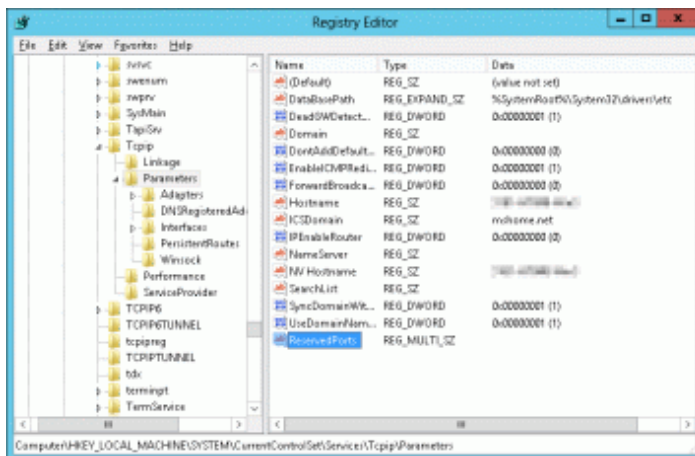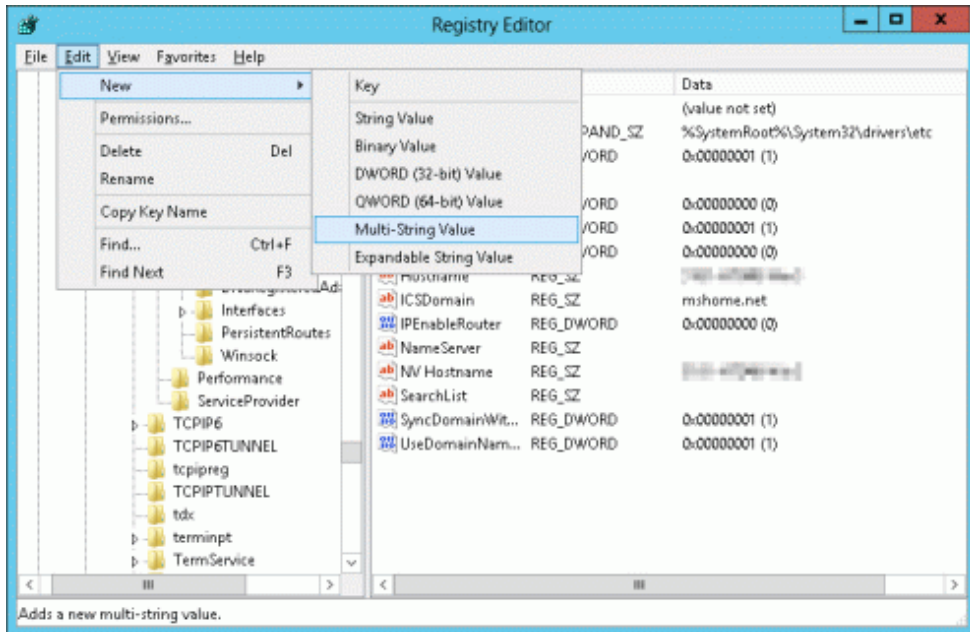
5. In **Value Data**, enter the range of the Live Help port numbers "1513-1513" (in the format: xxxx-yyyy).
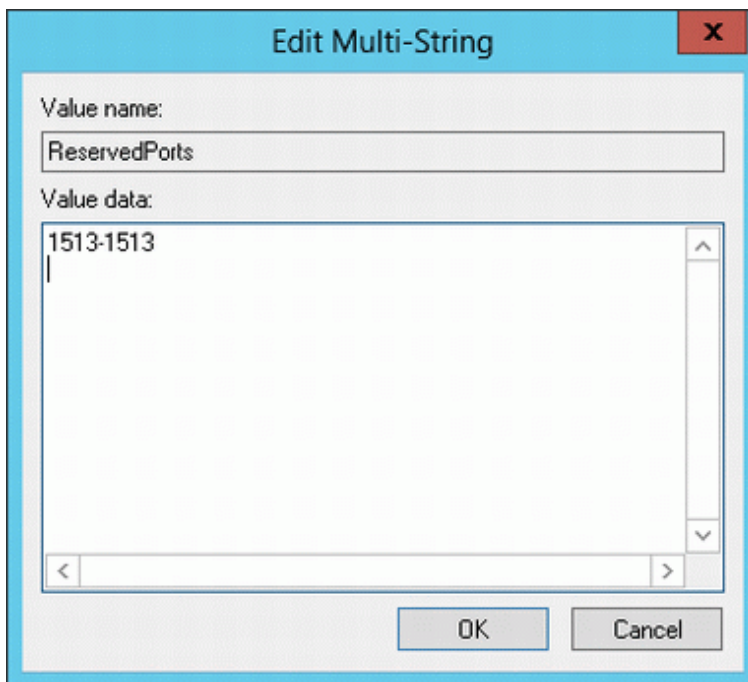
6. Click **OK** to close the Multi String Editor.

7. Quit the Registry Editor.

8. Restart your computer.

Appendix F Security

F.1 Logging Off and Using Password Protection Feature in a Screen Saver

F.1.1 Unattended Expert Access

When a Live Help Expert is installed on a machine, there is a risk that an unauthorized user can improperly operate the Live Help Expert and access a Client computer.

Therefore, when you leave that machine unattended, it is recommended that you log off from the operating system or use the Password Protection feature in a Screen Saver to force approval when someone uses the Expert computer.

F.1.2 Unattended Client Access

When a Live Help Client is running, there is a risk that a Live Help Expert operated by an unauthorized user can improperly access the machine on which Live Help Client is installed.

Therefore, if that machine is unattended or you are not currently accessing the machine, it is recommended that you log off from the operating system or use the Password Protection feature in a Screen Saver to force approval when someone connects to the Client computer.

F.2 Password

The following is tips for using password protection, with the Live Help Password Authentication or Windows group based authentication feature, on Live Help sessions.

1. Assign a unique and non-obvious password for every Client.

2. Let the support desk staffs (Expert users) know the passwords for their authorized Client systems only.

3. Change the password periodically.

F.3 Modem connection

When a session is held over a modem, communication data is not encrypted. Those sessions are therefore under risk of phone line interception.

If you require higher security for Live Help sessions, use communication methods other than modem, such as TCP/IP direct or Support Centers.

F.4 Routing Recommendations

The Live Help software uses specific TCP/IP ports for communications during sessions and while waiting for a connection. Since the software is waiting for a TCP/IP connection, Live Help could be accessed by an unauthorized user.

To minimize the likelihood of this problem, it is recommended that firewalls/routers be configured to specify the port number and IP addresses of approved Live Help users.

A detailed explanation of the ports used for each communication method is listed below:

F.4.1 TCP/IP Direct

When Live Help communicates via TCP/IP Direct, the following ports are opened:

Expert	1513/TCP (Opened on Expert for communications with other Experts/Monitors)
Monitor	A dynamically assigned TCP port (higher than 1024) (Opened on Monitor for communications with other Experts/Monitors)
Client	1513/TCP (Opened on Client for communications with Experts/Monitors)

When a single Expert or Monitor connects to Client, routers must be configured to allow communication from Expert/Monitor to Client over port 1513/TCP.
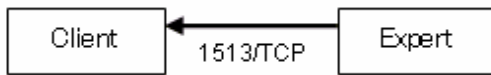
In the case where more than one Expert accesses a Client or another Expert, each Expert must allow interactive port 1513/TCP communication since TCP/IP communications occur between the Experts as well as between the Experts and Client.
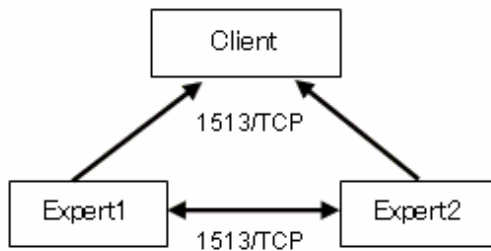
In the case where more than one Monitor accesses a Client or another Expert, TCP/IP communications are held between Monitors, but access can not be restricted since the port to be opened are dynamically assigned by the operating system.

Therefore, if you want to restrict the routing used with Live Help, you should avoid having multiple monitors access a Client or Expert.

F.4.2 Support Center (Live Help CM)

When Live Help communicates using Live Help CM Support Centers, the following ports are opened:

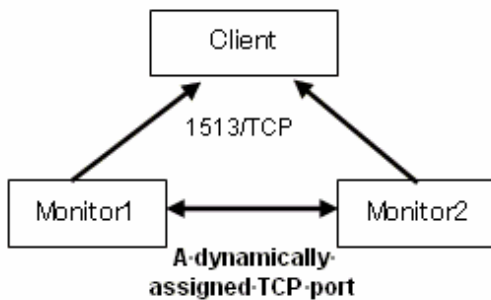| Expert	1513/TCP (Opened on Expert for communications with another Expert or Monitor)
Monitor	A dynamically assigned TCP port (higher than 1024) (Opened on Monitor for communications with other Experts/Monitors)
Client	1513/TCP (Opened on Client for communications with Expert/Monitor)
CM	1514/TCP (Opened on CM for communications with Expert/Monitor/Client/CM Administrator)

You will note that this port usage is the same as in the case of TCP/IP Direct with the exception of port 1514/TCP that is used to communicate with Connection manager.

Client
1514/TCP
CM
1514/TCP
CM Administrator
Expert
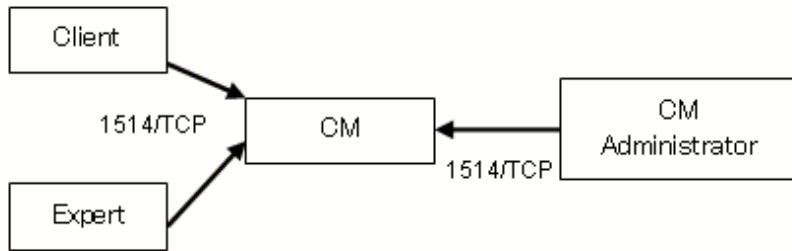
F.4.3 Support Center (Live Help Connect)

When Live Help communicates using Live Help Connect Support Centers, the following ports are opened:

Connect Dispatcher	1514/TCP and 1657/TCP (Opened on Connect Dispatcher for communications with Expert/Monitor/Client/Connect Administrator)
Connect Server	1513/TCP (Opened on Connect Server for communications with Expert/ Monitor/Client)

Port 1514/TCP and 1657/TCP are used for communications from an Expert/Monitor/Client/ or Connect Administrator to Connect Dispatcher and must not be restricted.

Also, port 1513/TCP is used for communications from an Expert/Monitor/ Client to a Connect Server and also must not be restricted.

Expert
Client
1513/TCP
Connect Server
Connect Administrator
1514/1657 TCP
Connect Dispatcher
1657/TCP
1657/TCP
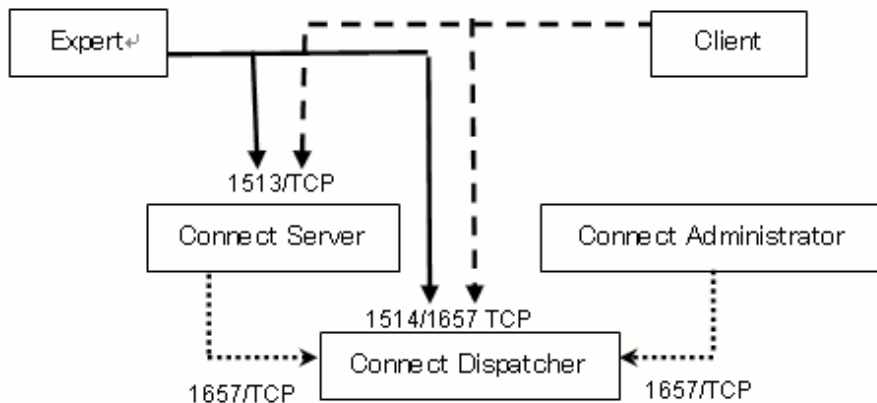
F.4.4 Modem

When you select the modem option in Live Help, no TCP/IP ports are opened.

F.5 Viruses

If a computer on which Live Help is installed is infected by a virus, you should avoid connecting to the computer. File exchanges using Live Help can spread the viral infection.

F.6 Client Setup Privileges

Using Client Setup, which is installed with the Live Help Client software, you can change Live Help Client settings. Allowing everyone to run Client Setup means that there is a risk that the Client software's configuration may be changed by an approved or unknown user, accidentally or intentionally.

Therefore, it is recommended that only the administrator account be allowed to run Client Setup. To change access control settings of Client Setup, follow the steps below:

1. Right-click the following file and click **Properties**.

    <Folder where Live Help Client is installed>\CSETUP.EXE

2. Click the **Security** tab and modify the file permissions.

Using Live Help Security Setup command, you can restrict a user without administrative privileges from changing the Live Help Client settings.
Refer to the Live Help Security Setup Command for more information.

F.7   Backup/Restore

It is possible that your Live Help configuration could be damaged through user error or improper access from an unauthorized user. Therefore, it is recommended that you make a backup of personal files to facilitate restoring the configuration when trouble occurs. Listed below are the files containing your personal configuration.

Information
. . . .
You can share the connection information, such as the IP address book entries, phone book entries, and Support Center names, with other Live Help users by copying backup files to their computers with the method same as restoring the backup files. However, you should be very careful when you handle these files since the files contain important information.
. . . .

F.7.1   Files to Backup

Files to backup differ among communications types.

- TCP/IP Direct

    When using TCP/IP Direct connections, backup the following files:

<Folder where Live Help Expert is installed>\DIPPBOOK.DAT
<Folder where Live Help Expert is installed>\LHADDRBKDB.DAT

- Modem

    When using modem connections, backup the following files:

<Folder where Live Help Expert is installed>\PHONEBOK.DAT
<Folder where Live Help Client is installed>\PHONEBOK.DAT

- Support Centers

    When using CM or Live Help Connect connections, backup all files in following folders:

<Folder where Live Help Expert is installed>\EXPCCL
<Folder where Live Help Client is installed>\CLICCL

Information
. . . .
By default, Live Help Client and Live Help Expert are installed in the following folders:

Client	C:\Program Files\Fujitsu\Live Help\Client
Expert	C:\Program Files\Fujitsu\Live Help\Expert

. . . .

F.7.2　How to Restore the Backup Files

Rename original files and folders before restoring backup files and folders.

If Live Help doesn't run because a registry or file is broken or deleted, re-install Live Help first, then restore backup files and folders.

In the case of a Live Help Connect connection, copy the credential file from the Live Help Connect Dispatcher, rename the original file, and then restore the backup file, in addition to the backup steps above.

The credential files for Live Help Client and Live Help Expert are as follows:

Client	clientcr.dat
Expert	expertcr.dat

Appendix G Live Help Security Setup Command

Live Help Security Setup command allows you to restrict users from seeing specific information on the Live Help Expert and Monitor programs and changing the Live Help Client settings and the Session Journal settings.

G.1 What activities and information can be restricted?

G.1.1 Live Help Expert/Monitor

This section explains activities or information on the Live Help Expert and Monitor programs that can be restricted by Live Help Security Setup command.
Refer to the section Live Help Security Setup Command Usage in this chapter on how to use the command.

MRU Connections List

When you successfully made a connection to a Client, the information of the Client is added to the MRU connections list of your Live Help Expert or Monitor program. By using the MRU connections list, you can easily connect to the Client computer without specifying the IP address or session name of the Client. Therefore, the MRU connections list is very useful, but the IP address or session name of the Client you have connected is not necessarily required information for other users.

By enabling the access control on the Live Help Expert and Monitor programs using Live Help Security Setup command, you can limit access to the information about previously connected Client computers, as follows.

You can Limit Access to:

- The MRU connections list displayed on the SESSION menu (Information of up to 4 recently connected Clients)

- The information of the previously connected Client in the "Join a Session" dialog box

The following is behavior of Live Help Expert and Monitor programs.

Access Control (MRU function)	MRU connections list and the information of the previously connected Client
Enabled to restrict access by any user	Will not be displayed regardless of the rights of user who started Live Help Expert/Monitor.
Enabled to restrict access by users without administrative privileges	Will only be displayed when the user who started Live Help Expert/Monitor has administrative privileges.
Disabled	Will be displayed always.

Note

- By default, the access control is disabled.

- If you change the access control setting while the Live Help Expert or Monitor program is running, the new setting will take effect when you restart the program.

Session Journal Setup program

Session Journal is a feature used to record key session events that occur when using Live Help Client, Expert and Monitor. Events recorded include all session-related functions and file operations.

By using Live Help Security Setup command, you can restrict users from changing the configuration of Session Journal for Live Help Expert and Monitor programs, as follows.

Access Control (ESJ function)	Session Journal Setup program (Settings for Live Help Expert and Monitor)
Enabled to restrict changes by any user	Cannot be changed because the "Live Help Expert" and "Live Help Monitor" options in the "Change settings on" field will be grayed out regardless of the rights of user who started Session Journal Setup program.
Enabled to restrict changes by users without administrative privileges	Can only be changed when the user who started Session Journal Setup program has administrative privileges.
Disabled	Can be changed always.

Refer to Session Journal Setup and Configuration for further information about the Session Journal function.

G.1.2 Live Help Client

This section explains activities on the Live Help Client program that can be restricted by Live Help Security Setup command.
Refer to the section Live Help Security Setup Command Usage in this chapter on how to use the command.

Client Setup program

An approved or unknown user can run Client Setup program and change the Client software's configuration accidentally or intentionally.

By using Live Help Security Setup command, you can restrict users from changing the configuration of Live Help Client program, as follows.

Access Control (CSETUP function)	Setting options on Client Setup
Enabled to restrict changes by any user	Cannot be changed because all options will be grayed out regardless of the rights of user who started Client Setup program.
Enabled to restrict changes by users without administrative privileges	Can only be changed when the user who started Client Setup program has administrative privileges.
Disabled	Can be changed always.

🛈 Note

. . . .

- By default, the access control is disabled.

- If you change the access control setting while the Live Help Client program is running, the new setting will take effect when you restart the program.

- You can change the running method of Live Help Client only when you started Client Setup program using a user with administrative privileges because to change the running method you must change the settings of a Windows(R) service. Therefore, you cannot change the running method when you started Client Setup program with a user who doesn't have administrative privileges, regardless of the security setting for Client Setup program.

. . . .

Session Journal Setup program

Session Journal is a feature used to record key session events that occur when using Live Help Client, Expert and Monitor. Events recorded include all session-related functions and file operations.

By using Live Help Security Setup command, you can restrict users from changing the configuration of Session Journal for Live Help Client program, as follows.

Access Control (CSJ function)	Session Journal Setup program (Settings for Live Help Client)
Enabled to restrict changes by any user	Cannot be changed because the "Live Help Client" option in the "Change settings on" field will be grayed out regardless of the rights of user who started Session Journal Setup program.
Enabled to restrict changes by users without administrative privileges	Can only be changed when the user who started Session Journal Setup program has administrative privileges.
Disabled	Can be changed always.

Refer to Session Journal Setup and Configuration for further information about the Session Journal function.

G.2 Live Help Security Setup Command Usage

This section explains how to change or see the access control settings on the Live Help applications.
Live Help Security Setup command is contained in the installation folder of the Live Help Client and Live Help Expert.

📖 Note
. . . .
If a user without administrative privileges runs the Live Help Security Setup command, he/she can only see but not change the access control settings.
. . . .

Usage

LHSECPRG.EXE [{ { /ALL | /MRU | /ESJ | /CSJ | /CSETUP } { /XON | /ON | /OFF } | /V | /? }]

Where:

Function Option	Explanation
/ALL	Changes the security settings for all functions, such as MRU connections list, Session Journal functions of all Live Help programs, and Client Setup program, in one operation.
/MRU	Changes the security setting for MRU connections list. (To use this option, Live Help Expert program must be installed)
/ESJ	Changes the security setting for Session Journal functions of Live Help Expert and Monitor programs. (To use this option, Live Help Expert program must be installed)
/CSJ	Changes the security setting for Session Journal function of Live Help Client program. (To use this option, Live Help Client program must be installed)
/CSETUP	Changes the security setting for Client Setup program. (To use this option, Live Help Client program must be installed)

Setting Option	Explanation
/XON	Enable access control on the specified function(s) to restrict access or changes by any user. (To use this option, administrative privileges are required)

Setting Option	Explanation
/ON	Enable access control on the specified function(s) to restrict access or changes by users without administrative privileges. (To use this option, administrative privileges are required)
/OFF	Disable access control on the specified function(s). (To use this option, administrative privileges are required)

Information Option	Explanation
/V	Display current security settings for all functions.
/?	Display the help messages.
none	Display the help messages.

Examples

1. **To display MRU connections list for no user, type as follows:**

   > LHSECPRG.EXE /MRU /XON

2. **To restrict users without administrative privileges from changing the configuration of Live Help Client program, type as follows:**

   > LHSECPRG.EXE /CSETUP /ON

3. **To disable access control on all functions, type as follows:**

   > LHSECPRG.EXE /ALL /OFF

4. **To display current security settings, type as follows:**

   > LHSECPRG.EXE /V

5. **To display the help messages, type as follows:**

   > LHSECPRG.EXE /?

🐾 Note

. . . .

- If you specify function options and setting options together with an information option, only the information option will work.

    - In case of the following example, the current security settings will be displayed, but the setting for MRU option will not be changed.

        Ex) LHSECPRG.EXE /MRU /ON /V

- You can specify only one information option. If you specify "/V" and "/?" options together, only the first option will work.

- You can specify only one function option. If you specify two or more function options together, only the last option will work.

    - In case of the following example, only "/ESJ" option will work.

        Ex) LHSECPRG.EXE /MRU /ESJ /ON

- You can specify only one setting option. If you specify two or more setting options together, only the last option will work.

    - In case of the following example, only "/OFF" option will work.

      Ex) LHSECPRG.EXE /MRU /ON /OFF

- When you specify options incorrectly, the help messages will be displayed.

    - Ex1) LHSECPRG.EXE (No option is specified)

    - Ex2) LHSECPRG.EXE /MRU (Setting option is not specified)

    - Ex3) LHSECPRG.EXE /ON (Function option is not specified)

- If you try to change the security settings of a Live Help application that is not installed, the following error message will be displayed:

  "Failed to change Live Help security settings."

    - Ex) Typing the following command on a computer on which Live Help Expert is not installed:

      LHSECPRG.EXE /MRU /XON

G.3 Migration of Live Help Security Settings on Uninstall/Version Upgrade

G.3.1 Uninstall

When you uninstall Live Help Expert and/or Live Help Client programs, Live Help security settings will be kept or discarded as follows.

If you uninstall both Live Help Expert and Live Help Client programs

All of the Live Help security settings will be discarded.

If you uninstall either program on a computer on which Live Help Expert and Live Help Client programs are both installed

The Live Help security settings for the uninstalled program will be kept after uninstallation.

- If you re-install the uninstalled program, the security settings will be set as before uninstallation. If you do not want to apply the previous security settings, change the settings using Live Help Security Setup command.

- The settings are kept, but you cannot change them after uninstallation. Live Help Security Setup command can change the security settings of Live Help applications only when the applications are installed.

G.3.2 Version Upgrade

When you upgrade Live Help Expert and Live Help Client programs on which Live Help security settings are enabled, all of the settings will be migrated.

However, option switches and information displayed with "/V" option will be changed as follows when you upgrade Live Help Expert and Live Help Client programs from version 13.1.0 or 13.2.0.

Version 13.1.0 and 13.2.0		Version 13.3.0 and later	
Option Switches	Information displayed with /V option	Option Switches	Information displayed with /V option
/EXP /ON	Live Help Expert : ON Live Help Monitor : ON	/MRU /ON /ESJ /ON	/MRU : ON /ESJ : ON

Version 13.1.0 and 13.2.0		Version 13.3.0 and later	
Option Switches	**Information displayed with /V option**	**Option Switches**	**Information displayed with /V option**
/CLI /ON	Live Help Client : ON	/CSETUP /ON /CSJ /ON	/CSJ : ON /CSETUP : ON
/ALL /ON	Live Help Expert : ON Live Help Monitor : ON Live Help Client : ON	/ALL /ON	/MRU : ON /ESJ : ON /CSJ : ON /CSETUP : ON

Appendix H Support for PRIMERGY FT models

H.1 PRIMERGY FT (Fault-Tolerant) Models

PRIMERGY FT (Fault-Tolerant) models (called FT models in the remainder of this document) that consist of 2 servers are fully redundant and high reliable system that will almost never stop. The mirrored pair of servers run in lockstep with each other. Each server has an OS to operate input and output called "CoServer OS," and an OS to operate other tasks called "FTvirtual Server OS".

H.2 Behavior of Live Help on 2 Operating Systems

As mentioned above, 2 Operating Systems (the CoServer OS and the FTvirtual Server OS) run on a PRIMERGY FT model server. Although the 2 systems are displayed simultaneously on one monitor, you cannot remote-operate the 2 systems at the same time through one Live Help Expert window.

If you would like to operate the CoServer OS remotely, you must connect to the Live Help Client running on the CoServer OS.

Likewise, if you would like to operate the FTvirtual Server OS remotely, you must connect to the Live Help Client running on the FTvirtual Server OS.

	CoServer	FTvirtual Server
Client	✔	✔
Expert	N/S	✔
CM	N/S	✔
Connect	N/S	✔

✔ : Supported

N/S: Not supported

📌 Note

Important

- You cannot remotely switch between the CoServer OS and the FTvirtual Server OS using Live Help.

- Do not change the FTvirtual Server Desktop screen to full screen view when you are remote operating the CoServer OS. Since remote switching of the 2 systems is not supported, you will become unable to operate the CoServer OS.

- The 2 FTvirtual Server OSs synchronize 2 CoServer OSs when 2 PRIMERGY FT model servers boot. Including Live Help, applications installed on the FTvirtual Server OS cannot start until the synchronization among 2 CoServer OSs is finished. Therefore, you should wait for a while until the synchronization is finished and Live Help applications on the FTvirtual Server OS start, before you join the support session on the FTvirtual Server OS.

H.3 TCP/IP Address Settings on FT models

### H.3.1 Using Live Help Expert and Live Help Client

FT model servers have multiple TCP/IP addresses. Therefore you must choose a TCP/IP address to use for Live Help sessions explicitly. When you use Live Help Expert or Live Help Client on the FTvirtual Server OS, specify an external IP address that the FTvirtual Server OS uses to communicate with other computers.

When you use Live Help Client on the CoServer OS, specify an external IP address that the CoServer OS uses to communicate with other computers.

Refer to the Local Area Network Setup section in Changing Your Live Help Expert Configuration for details on how to specify a TCP/IP address on Live Help Expert. Refer to the "Changing your Configuration" in the *Live Help Client's Guide* for details on how to specify a TCP/IP address on Live Help Client.

H.3.2 Using Live Help Connect

When you install Live Help Connect on the FTvirtual Server OS, specify a TCP/IP address that the FTvirtual Server OS uses to communicate with other computers as the TCP/IP address of Live Help Connect server.
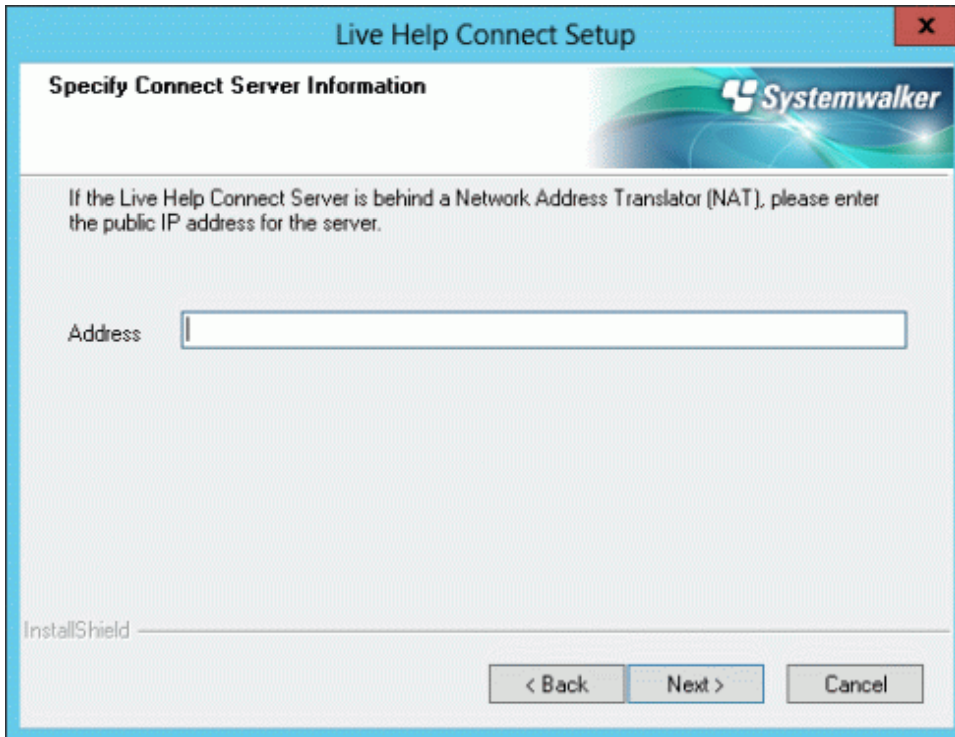
Appendix I   Support for Terminal Services

Terminal Services (Remote Desktop) allows you to remotely operate Windows(R) systems. Live Help supports a chain connection with Terminal Services.

Refer to your Windows(R) User's Guide for further details about Terminal Services and Remote Desktop.

I.1   Operation Models

The following section explains examples of chain connection using Terminal Services (Remote Desktop) and Live Help.
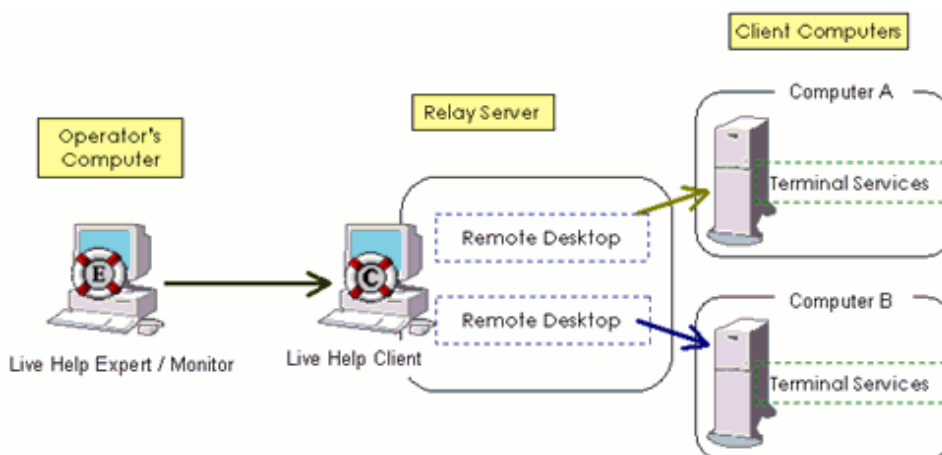
I.1.1   Remotely use Live Help on Terminal Services server
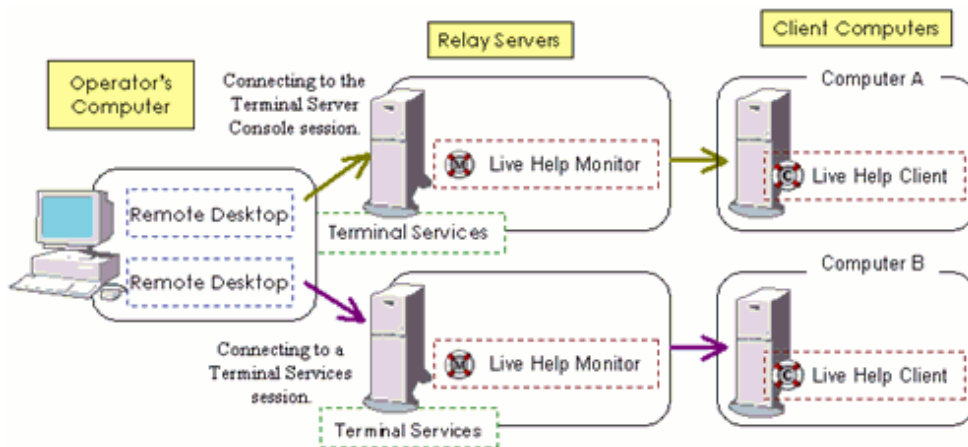
As in the figure above, the operator can connect to multiple relay servers using Remote Desktop. Then he/she can start the Live Help Monitor program and connect to a Client computer from each relay server.

Note

In case of a chain connection like this example, you cannot use the Live Help Expert program on the relay servers instead of the Live Help Monitor program.

I.1.2   Remotely use Remote Desktop on Client computer

As in the figure above, the operator can connect to a relay server using the Live Help Expert or Live Help Monitor program. Then he/she can use Remote Desktop on the relay server to connect to multiple Terminal Services servers.

I.2 Session Condition Requirements

Some Live Help applications are limited to run only on specific session conditions. Including the explanation for each session condition, details are discussed in the following section.

I.2.1 For Windows(R) XP / Windows Vista or later / Windows Server 2008 or later

Considering Remote Desktop connections, session conditions of Windows(R) XP, Windows Vista or later, Windows Server 2008 or later can be classified as follows.

	Session Condition and Scenario
(1)	Logged on to the server locally.
(2)	Switched to another account by using Fast User Switching feature. (*1)
(3)	- With a Remote Desktop connection, connected to the server on which no user has logged on, and logged on to it. - With a Remote Desktop connection, connected to the server on which one or more users have already logged on, and logged on to it using a user account other than the logged in users.
(4)	With a Remote Desktop connection, connected to the server on which a user has locally logged on, and logged on to it using the same user account as the logged in user.

*1 If you switch to another user by using Fast User Switching feature, the session condition of the first logged in user will be the condition (1), and which of the next logged in user will be the condition (2).

Depends on the session condition, you can or cannot run Live Help applications as follows.

|	(1)	(2)	(3)	(4)
Live Help Monitor (*2)	✔	✔	✔	✔
Live Help Expert	✔	N/A	N/A	N/A
Live Help Client	✔	N/A	N/A	✔ (*3)
Client Setup	✔	N/A	N/A	✔
Client Configuration Wizard	✔	N/A	N/A	✔
Live Help Client Configuration File Apply Tool	✔	N/A	N/A	✔

✔ : You can run the program.

N/A: Your attempt to run the program will result in an error message indicating that you cannot run the program on the session.

*2 If you run a Live Help Monitor application on a session with condition (2) or condition (3) and change the settings of it, the Live Help Monitor will not save the changed settings. (The changes will only be valid until you close that Live Help Monitor application.)

*3 Starting can be done normally. However, if it connects from Live Help Expert/Monitor, the dialog "Screen Transfer Suspended" is displayed and it cannot connect. Therefore, please do not start in this state.

I.2.2 For Windows Server 2003 STD / Windows Server 2003 EE

Considering Remote Desktop connections, session conditions of Windows Server 2003 STD and Windows Server 2003 EE can be classified as follows.

	Session Condition and Scenario
(1)	Logged on to the server locally.
(2)	-
(3)	Connected to the server in a Windows(R) Terminal Services session and logged on to it.
(4)	Connected to the server in the Terminal Server Console session (specified "/console" option on the Remote Desktop Connection) and logged on to it.

Depends on the session condition, you can or cannot run Live Help applications as follows.

	(1)	(2)	(3)	(4)
Live Help Monitor (*1)	✔	-	✔	✔
Live Help Expert	✔	-	N/A	N/A
Live Help Client	✔	-	N/A	✔ (*2)
Client Setup	✔	-	N/A	✔
Client Configuration Wizard	✔	-	N/A	✔
Live Help Client Configuration File Apply Tool	✔	-	N/A	✔

✔ : You can run the program.

N/A: Your attempt to run the program will result in an error message indicating that you cannot run the program on the session.

*1 If you run a Live Help Monitor application on a session with condition (3) and change the settings of it, the Live Help Monitor will not save the changed settings. (The changes will only be valid until you close that Live Help Monitor application.)

*2 Starting can be done normally. However, if it connects from Live Help Expert/Monitor, the dialog "Screen Transfer Suspended" is displayed and it cannot connect. Therefore, please do not start in this state.

I.3 Connecting to the same server using Terminal Services and Live Help
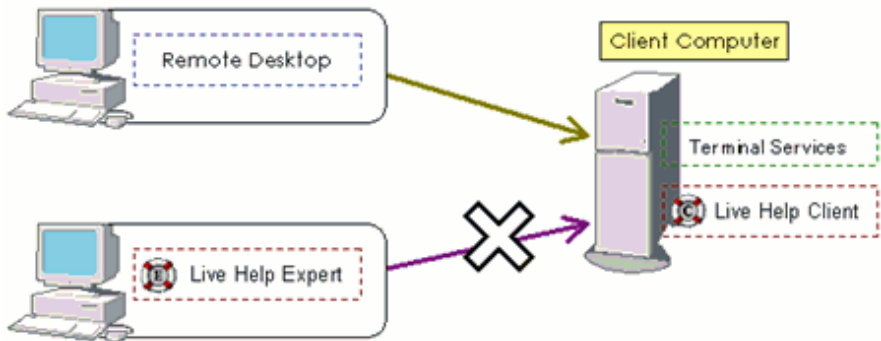
You can run Terminal Services and the Live Help Client application on a server computer at the same time.However, when the following operations are performed, the dialog "Screen Transfer Suspended" may be displayed during a start or execution in the session of LiveHelp.

- Client Computer is Windows XP, Windows Vista or later
  An operator connects to Client using a remote desktop.

- Client Computer is Windows Server 2003
  An operator connects with Client in the console session of a remote desktop.

- Client Computer is Windows Server 2008 or later
  An operator makes remote desktop connection by the same user as the user who logs on on the local of client.

When you remotely connect to the Terminal Server console session, the connected server computer will automatically lock.

To restart screen transfers, follow the steps below:

- Client Computer is Windows XP, and Windows Server 2003
  On the Client computer, Please locally log on. If screen transfers were not restarted with the above step, locally log off all users on the Client computer, and then re-logon to the computer.

- Client Computer is Windows Vista or later, Windows Server 2008 or later.
  Please log off remote desktop connection of Client computer. If screen transfers were not restarted, locally log off all users on the Client computer.

Appendix J TroubleShooting

The following table describes general troubles may happen while using the Live Help products and how to solve them.

Note
....
Review the material in the EXPERT.TXT file as well. It contains the latest information about points to note and limitations of Live Help Expert / Monitor program. You can read it by clicking "Read Me" shortcut in the Fujitsu Live Help folder on the Start menu or the Apps screen.
....

J.1   Cannot establish a connection?

Problem	Possible Cause	Where to Check	Solution
Cannot make a connection to a Client computer using Live Help Expert. The attempt to join the Live Help Client's session fails with the message "Unable to connect to the TCP/IP address".	The IP address you specified in the "Join a Session" dialog box of the Live Help Expert is not correct.	Is the IP address you specified in the Live Help Expert same as the IP address of the Client computer?	If the IP address you specified is not same as the IP address of the Client computer, make sure you specify the correct IP address of the Client computer in the "Join a Session" dialog box of the Live Help Expert. You can avoid such mistakes by using the IP address book feature of Live Help Expert or Live Help Address Book. Refer to Live Help Address Book for details on Live Help Address Book
	The Live Help Client program is not running on the Client computer.	Is a Live Help Client icon displayed in the Windows(R) taskbar or task tray on the Client computer?	If no Live Help Client icon is displayed on the Client computer, select "*Live Help Client*" *shortcut* in the "*Fujitsu Live Help*" folder on the Start Menu or the Apps screen to launch Live Help Client program. Then make sure that a Live Help Client icon is displayed in the Windows(R) taskbar or task tray.
	The processes required for the Live Help Client program are not running on the Client computer.	On the Client computer, are the following processes displayed on the Processes tab of the Task Manager? - LH092165.EXE - LH081550.EXE * - CLIENT.EXE - DTC.EXE - FXCLIENT.EXE * The process only runs when the Live Help Client program is configured to	If any of the processes listed in the left is not running, follow the steps below to stop the processes and restart the Live Help Client program. 1. If the Live Help Client is running as a service, stop the service "LiveHelp Client Service" using the services applet in the Control Panel. 2. If the processes listed below are displayed on the Processes tab of the Task Manager, stop them in the following order.

Problem	Possible Cause	Where to Check	Solution
		"run as a Windows service".	1. LH081550.EXE 2. CLIENT.EXE 3. DTC.EXE 4. FXCLIENT.EXE 3. Start the Live Help Client program as follows. - If the Live Help Client is configured to "run as a service, start Client at Windows boot," restart the service "LiveHelp Client Service" using the services applet. - If the Live Help Client is configured to "run as a service," restart the service "LiveHelp Client Service" using the services applet first. Then select "*Live Help Client*" *shortcut* in the "*Fujitsu Live Help*" folder on the Start Menu or the Apps screen to launch Live Help Client program. - If the Live Help Client is configured to "do not run as a service," select "*Live Help Client*" *shortcut* in the "*Fujitsu Live Help*" folder on the Start Menu or the Apps screen to launch Live Help Client program.
	The TCP/IP address that the Live Help Expert uses is not specified.	Is a TCP/IP address specified in the "Local Interface" field in the "TCP/IP Setup" dialog box of the Live Help Expert program?	If the "<Windows Default>" option is specified in the "Local Interface" field, follow the steps below to specify a TCP/IP address. 1. On the Live Help Expert program, select "Communications Setup" in the "Option" menu. The "Communication Setup" dialog box appears. 2. Click "TCP/IP Setup" button. The "TCP/IP Setup" dialog box appears.

Problem	Possible Cause	Where to Check	Solution
			3. From the drop down list box in the "Local Interface" field, choose a TCP/IP address that Live Help Expert uses for Live Help sessions. For details on the communication settings, refer to the section Communications Setup in Changing Your Live Help Expert Configuration.
	The communication from the Expert computer to the Client computer over port 1513/TCP is blocked.	Are routers and firewalls configured to allow the communication from the Expert computer to the Client computer over port 1513/TCP?	If the communication from the Expert computer to the Client computer over port 1513/TCP is blocked, configure routers and firewalls to allow the communication.
	The Windows Firewall is enabled on the Client computer or the Expert computer.	On the Client or Expert computer, is the Windows Firewall configured to accept the Live Help applications to connect to the computer?	If the Windows Firewall on the Client or Expert computer is blocking connections from Live Help applications, refer to Windows Firewall and configure the Windows Firewall to accept the connections.
Cannot make a connection to a Live Help Client running on an unattended server, using Live Help Expert. The attempt to join the Live Help Client's session fails with the message "Access denied".	The "Approve Connections" option is enabled on the Live Help Client, but since the server is unattended there is no one to approve the request. Therefore, the Live Help Client denied your join request.	Is the check box "Approve Connections" unchecked in the Client Setup program?	On the Client server, accept join requests in a given time or leave the check box "Approve Connections" empty to allow people to join without approval. Instead of the "Approve Connections" option, you can use the Password Protection feature and the Restricted Connections List of Live Help Client for security. Use these options if necessary. For details on those options, refer to the section Live Help Client-Specific Security Settings and the section Restricted Connections in Introducing Live Help.
	The Restricted Connections List feature is enabled on the Client computer to restrict access to sessions.	Is the Restricted Connections List feature enabled on the Client computer? If so, is there an entry for your computer (IP address or host name of your computer) in the Restricted Connections List?	Click the TCP/IP Setup button in Client Setup to display the TCP/IP Setup dialog box. If the Restrict Connections radio button is selected but your IP address or host name is not specified in the Restricted Connections List, click the Add button and specify your IP address or host name. (*)

Problem	Possible Cause	Where to Check	Solution
	Your computer's host name is listed in the Restricted Connections List of the Live Help Client program, but the Client system fails to resolve it.	Can the Client system resolve your host name to your IP address?	Do one of the following to help the Live Help Client program recognize your computer properly as a permitted computer. - On the Client computer, add an entry for your computer to the Hosts file. - Register your computer's IP address in the Restricted Connections List of Live Help Client, instead of your host name.
The error message "Unable to access NIL_TCP.DLL" is displayed and fails to start the Live Help Client program.	In communication processes, the Live Help Client failed to bind a TCP/IP address and a TCP port to a socket.	Is TCP port 1513 not being used by an application or the operating system?	If an application is using the TCP port 1513, change the settings of the application not to use the port. If the operating system is using the port temporarily, refer to Workaround for Port Conflict and configure the OS not to use the port.
The error message "Live Help Remote Access Service is not started. Please restart Windows or re-install Live Help." is displayed and fails to start the Live Help Client program.	After the installation, the Live Help Client program was started without rebooting the computer.	Did you reboot your computer after installing Live Help Client?	Reboot your computer. The "LiveHelp Remote Access Service" service will automatically start when the system starts.
	The "LiveHelp Remote Access Service" service is not started.	Is the "LiveHelp Remote Access Service" service listed in the **Services applet** in Control Panel?	If the "LiveHelp Remote Access Service" service is not listed in the **Services applet**, the Live Help Client program may not have been installed properly. In such case, re-install the Live Help Client.
		In the **Services applet** in Control Panel, is the startup type for the "LiveHelp Remote Access Service" service set to "Automatic"?	If the "Manual" or "Disabled" option is selected as the startup type for the "LiveHelp Remote Access Service" service, change it to the "Automatic" option and restart your computer. The "LiveHelp Remote Access Service" service will automatically start when the system starts. If you see this error message although the "Automatic" option is selected as the startup type for the "LiveHelp Remote Access Service" service, the Live Help Client program may not have been installed properly. In such case, re-install the Live Help Client.

Problem	Possible Cause	Where to Check	Solution
	The Live Help Client program is double-started.	Haven't you done both of the followings? - Selecting the "Run as a Service, start Client at Windows boot" option as the running method of the Live Help Client program. - Adding a shortcut to the Live Help Client program in the Startup folder.	The Live Help Client program will automatically start at system boot when the "Run as a Service, start Client at Windows boot" option is selected as the running method. Therefore, you don't have to and shouldn't add a shortcut to the Live Help Client program in the Startup folder.Remove the shortcut to the Live Help Client program from the Startup folder.
The error message "Unable to establish a connection to the Connection Manager." is displayed and fails to start the Live Help Client program.	The "Support Centers" option is selected as the communication type of the Live Help Client program, but there is no Live Help CM computer in your Live Help network environment.	Is the "TCP/IP Direct Connect" option selected as the communication type of the Live Help Client program?	When you are not using Live Help CM, select the "TCP/IP Direct Connect" option as the communication type of the Live Help Client program. It will prevent the Live Help Client program from attempting to connect to Live Help CM when the program starts. As a result, the error message will no longer appear.
	The "LiveHelp Connection Manager Service" service is not started on the Live Help CM computer.	In the **Services applet** in Control Panel on the Live Help CM computer, is the "LiveHelp Connection Manager Service" service started?	Start the "LiveHelp Connection Manager Service" service on the Live Help CM computer.
	The communication from the Client computer to the Live Help CM computer over port 1514/TCP is blocked.	Are routers and firewalls configured to allow the communication from the Client computer to the Live Help CM computer over port 1514/TCP?	If the communication from the Client computer to the Live Help CM computer over port 1514/TCP is blocked, configure routers and firewalls to allow the communication.
Cannot join a Live Help session that another Live Help Expert is attending. The attempt to join the session fails with the message "Unable to establish a connection to all session members".	Your Live Help Expert could not communicate with the Live Help Expert attending the session.	On the computer of the Live Help Expert attending the session, are the network settings configured not to block the TCP port 1513?	In the case where more than one Expert accesses a Client or another Expert, each Expert must allow interactive port 1513/TCP communication. Configure the network settings on both Expert computers to allow communication over TCP port 1513. Refer to the section Live Help Communication Requirements in Introducing Live Help for details.
Cannot join a Live Help session via Live Help Connection Manager (Support Center). The attempt to join the session	Your Live Help Expert could not directly communicate with the Live Help Client.	Can you establish a connection from your Expert computer to the Client computer over port 1513/TCP?	If the communication from the Expert computer to the Client computer over port 1513/TCP is unavailable, change your Live Help network settings to allow the communication.

Problem	Possible Cause	Where to Check	Solution
fails with the message "Join request error."			Refer to the section Live Help Communication Requirements in Introducing Live Help for details.

*: For further information, refer to the "Changing your Configuration" in the *Live Help Client's Guide*.

J.2 Cannot receive the Client screen?

Problem	Possible Cause	Where to Check	Solution
When you join or having a Live Help session, an error message indicating that "Screen Transfer is suspended" is displayed.	The Live Help Client cannot obtain screen information because another operator has remotely connected to the Terminal Services on the Client computer.	Isn't there any other operator who has connected to the to Terminal Server Console session of the Client computer before you join or having the Live Help session?	On your computer: Click the Leave session button to leave the session. On the Client computer: locally unlock the computer. Refer to the section "Connecting to the same server using Terminal Services and Live Help" in Support for Terminal Services for further details.
	The Live Help Client cannot obtain screen information because a user other than the first logged in user is working on the Client computer by using Fast User Switching feature.	Isn't there a user other than the first logged in user working on the Client computer by using Fast User Switching feature?	On the Client computer, locally switch to the user who logged on to the computer first. Refer to the section Switching user in Notes on Logging Off and Switching User on Client Computer for further details.
	The Live Help Client cannot load the Live Help module for screen transfers because the system resources available on the Client computer are not enough.	Isn't the system of the Client computer running out of the system resources?	Close other applications running on the Client computer, and join the Client session again.

Appendix K Release Notes

This appendix describes the release information about this version/level.

The following table describes general troubles may happen while using the Live Help products and how to solve them.

K.1 Overview of new functions

- Support for IPv6 network

  This version of Live Help supports IPv6 network.

- Support for Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2

  This version of Live Help supports Windows 8, Windows 8.1, Windows Server 2012 and Windows Server 2012 R2 operating systems.

K.2 Compatibility information

- Change of Icon Name

  The Client Configuration Wizard icon that is to be registered in Start or Apps > Live Help has been changed to the Live Help Client Configuration Wizard icon.

Appendix L Information Collection Using FJQSS

You can collect the information necessary for the trouble investigation with FJQSS (Information Collection Tool).

See the manual according to the following procedures shown below.

You can collect information using FJQSS only if Live Help was installed with standard settings.

- Windows Server 2012 or later OS, Windows 8 and later OS

  Click [All Apps] menu, and select [FJQSS (Information Collection Tool)]>[FJQSS User's Guide].

- Windows Server 2008 R2 or former OS, Windows 7 or former OS.

  Click [Start] menu, and select [FJQSS (Information Collection Tool)]>[FJQSS User's Guide].

Collecting Information by FJQSS (Information Collection Tool)

- Click [Start] or [All Apps] menu, and select [FJQSS (Information Collection Tool)]>[Information Collection(Live Help Expert)]. This operation opens a command prompt.

- After the command prompt opens, input "Y[Enter]" according to the instruction in the prompt.

- After the FJQSS has completed the collection, the name of the output folder of the collected information appears in the prompt. Verify that the information have been collected in the folder whose name is indicated in the prompt.

- Input "[Enter]" to end the command prompt.

- The following file is created in the output folder of the collected information. Please send it to the Fujitsu support engineer.
  resultYYYYMMDDHHMMSS_1_1.cab
  (YYYYMMDDHHMMSS: time (year, month, day, hours, minutes and seconds) that the collection started)

Index