

FUJITSU Software Systemwalker Live Help

A decorative horizontal band with a red-to-dark-red gradient. It features abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and energy.

Client's Guide

Windows(R)

B1WD-3387-01ENZ0(00)
July 2015

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 Client software, and system requirements of it.

[Chapter 2 Live Help Support Session](#)

Walks you through from launching to exiting of Live Help Client program.

[Chapter 3 User Interaction with Live Help Client](#)

Describes about screens and messages displayed on Live Help Client program and how to deal them.

[Chapter 4 Changing your Configuration](#)

Explains how to change your Live Help Client program settings.

[Appendix A Release Notes](#)

This appendix describes the release information about this version/level.

[Appendix B Information Collection Using FJQSS](#)

This appendix explains how to access the reference material for FJQSS (Information Collection Tool).

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.

Manual Name	Contents
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.
	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
<i>n</i>	Indicates variable value.



Note

Indicates an item requires special attention.



Point

Indicates useful information.

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
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

Abbreviation	Full Name
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 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

Abbreviation	Full Name
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

Japanese version	English version
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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July 2015

First edition, July 2015

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Contents

Chapter 1 Installing and Uninstalling the Software.....	1
1.1 System Requirements.....	1
1.1.1 Hardware Requirements.....	1
1.1.2 Software Requirements.....	3
1.2 Precautions.....	4
1.3 Installing Live Help Client Using the Product CD-ROM.....	5
1.3.1 Installing Live Help Client.....	5
1.4 Installing Live Help Client Using the Live Help Installer Customize Wizard.....	12
1.4.1 Flow of the installation using Live Help Installer Customize Wizard.....	13
1.4.2 Start the Live Help Installer Customize Wizard.....	13
1.4.2.1 Select Install Package	15
1.4.2.2 Specify Settings to Customize.....	17
1.4.2.3 Live Help Client Settings.....	23
1.4.2.4 Save Install Package.....	24
1.5 Uninstalling Live Help Client.....	25
Chapter 2 Live Help Support Session.....	27
2.1 Starting Live Help.....	27
2.2 Client Startup Screen.....	27
2.3 Client Dial Dialog Box.....	28
2.3.1 Client Settings Screen.....	28
2.3.1.1 Adding and Editing Phone Book Entries.....	29
2.3.2 Dialing Rules.....	29
2.4 Closing Live Help Client.....	29
Chapter 3 User Interaction with Live Help Client.....	31
3.1 Sending a File.....	31
3.1.1 File Transfer Progress.....	31
3.2 Sending a Reply to a Message.....	31
3.3 Sending Clipboard Information.....	32
3.3.1 Clipboard Transfer Progress.....	32
3.4 Remote Control.....	32
3.5 Connection Notice Feature.....	32
3.6 Instruction Mode.....	32
Chapter 4 Changing your Configuration.....	34
4.1 Changing your Live Help settings by using the Client Setup program	34
4.1.1 User Name.....	35
4.1.2 Security Options.....	35
4.1.2.1 Live Help Password Authentication.....	35
4.1.2.2 Windows group based authentication.....	36
4.1.2.3 Approve Connections	39
4.1.2.4 Remote Control Options.....	39
4.1.3 Communications Options.....	39
4.1.3.1 Network Setup - TCP/IP.....	40
4.1.3.2 TCP/IP Setup.....	40
4.1.3.3 Modifying Entries in the Restricted Connections List.....	42
4.1.3.4 Modem Setup.....	43
4.1.4 Running Client as a Windows Service.....	44
4.1.5 Setting of the Connection Notice Feature.....	45
4.1.6 Other Startup Options.....	46
4.2 Changing your Live Help settings by using Live Help Client Configuration Feature.....	46
Appendix A Release Notes.....	47
A.1 Overview of new functions.....	47

A.2 Compatibility information.....	47
Appendix B Information Collection Using FJQSS.....	48
Index.....	49

Chapter 1 Installing and Uninstalling the Software

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

To install Live Help Client

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 Client Using the Product CD-ROM](#).

The most ordinary installation method that requires you to specify each setting during the installation.

- [Installing Live Help Client 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 Client

Refer to the section "[Uninstalling Live Help Client](#)".



Refer to the Live Help User's Guide or Live Help Connect Administrator's Guide on how to install Live Help Expert, Live Help Connection Manager, or Live Help Connect.

1.1 System Requirements

This section describes the hardware and software requirements to run Live Help Client software.

1.1.1 Hardware Requirements

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



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 H - Support for PRIMERGY FT models](#)" in the "Live Help User's Guide" for further information.

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 Client software, you need the following hard disk space.

Program	Required hard disk space
Live Help Client	25MB

Network environment

- TCP/IP:

To have Live Help sessions using TCP/IP, you need Winsock Version 2.2 compliant TCP/IP protocol on which the following port number is available.

Program	Port number used
Live Help Client	1513

Note

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 E - Workaround for Port Conflict in the Live Help User's Guide.

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 Client	The number of session member (include yourself) +1

- 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 Client 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	

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 I - Support for Terminal Services" in the "Live Help User's Guide" 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 Client] 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.
- 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 version 13.1.0 or 13.2.0 of Live Help Client, option switches for Live Help Security Setup command will become different from the old version. Refer to the section "Version Upgrade" in "Appendix G - Live Help Security Setup Command" in the "Live Help User's Guide" for further details.
P/C	Partially compatible	Some settings will 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 **Client Setup** and configure them again after upgrade.

- Approve Connections
- TCP/IP Setup - Local Interface

1.3 Installing Live Help Client Using the Product CD-ROM

1.3.1 Installing Live Help Client

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



- 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.

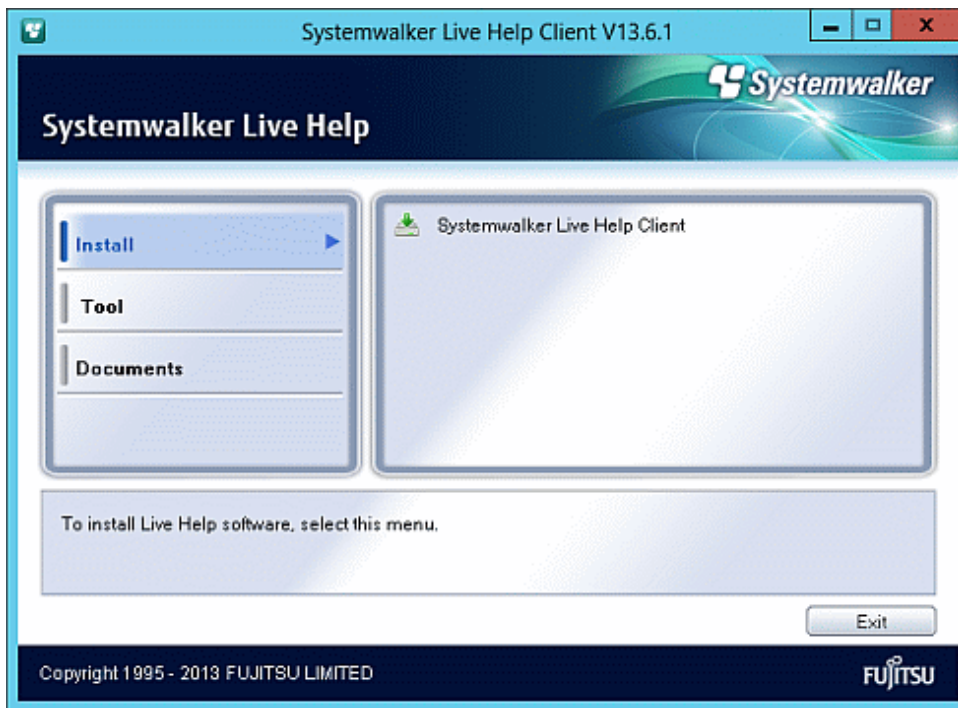
- After installing Live Help Client, you must restart the computer to run it.
- For the following operating systems, enable Secure Attention Sequence for the software.
 - Windows Vista or later
 - Windows Server 2008 or later

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.
-

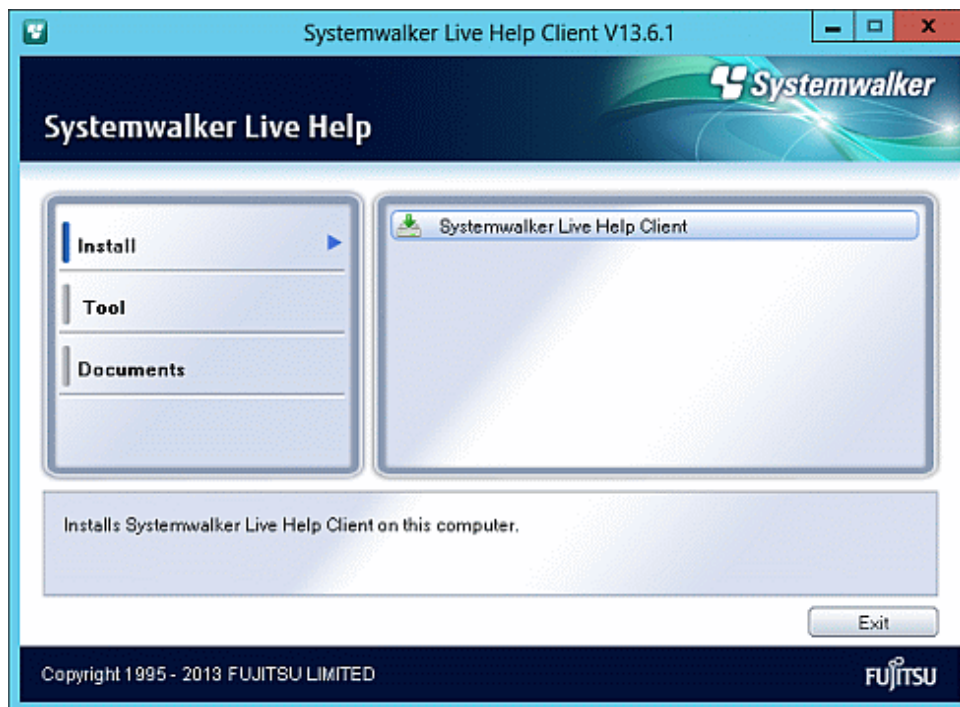
1. Insert the CD containing the Live Help Client software in the CD drive.

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.

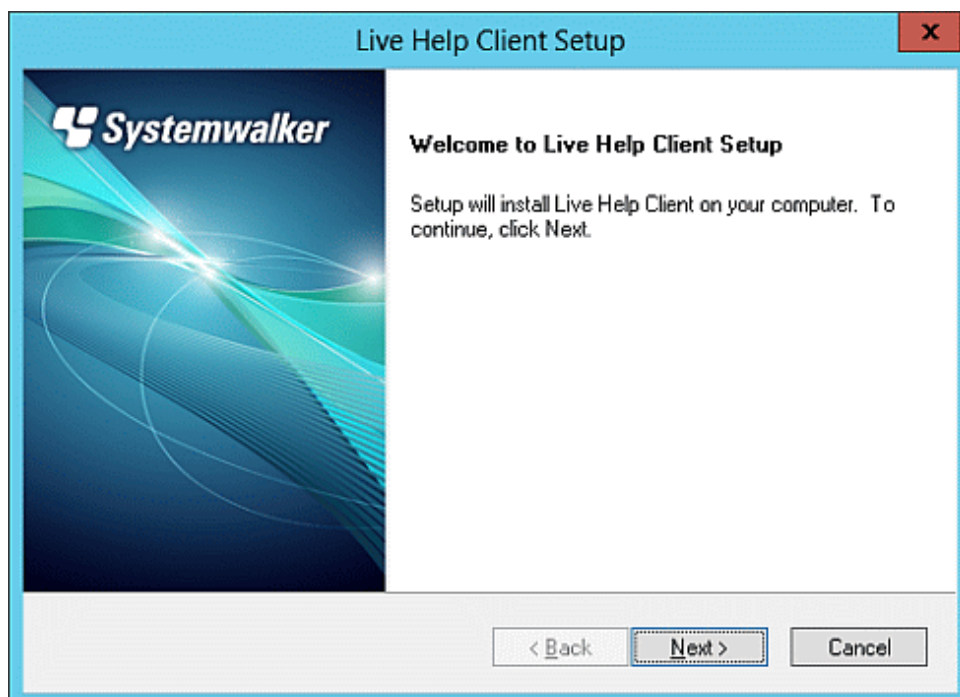


2. Click [Systemwalker Live Help Client] in the [Install] menu.

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

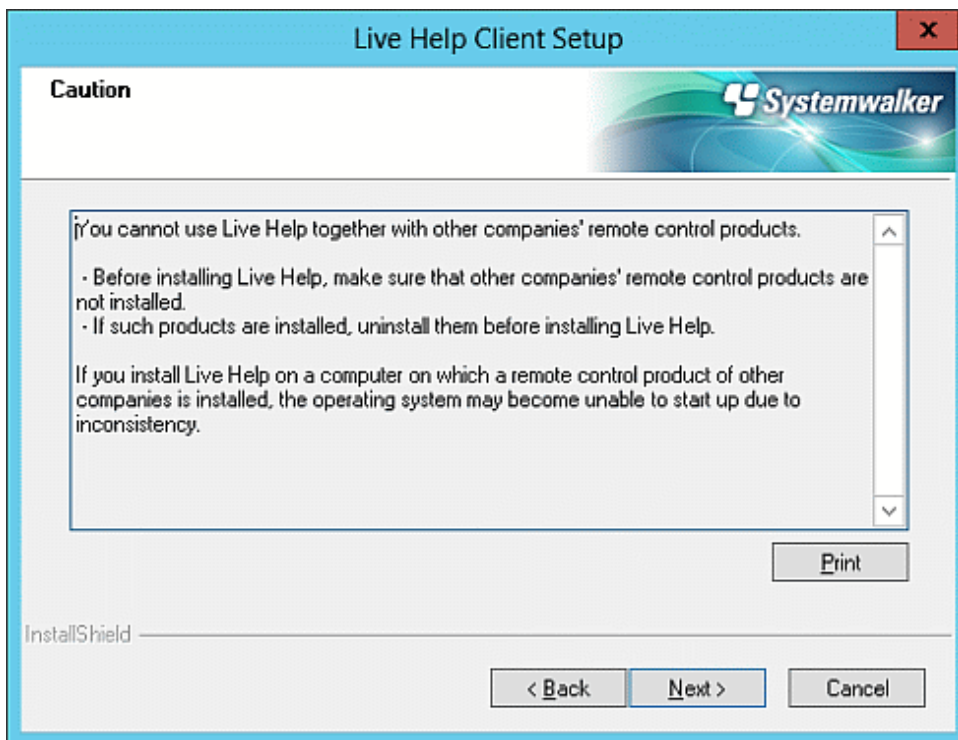


3. Click **Next** when Welcome screen appears.



4. Caution screen will be displayed.

Read the contents carefully and click **Next** if your system has no problem.

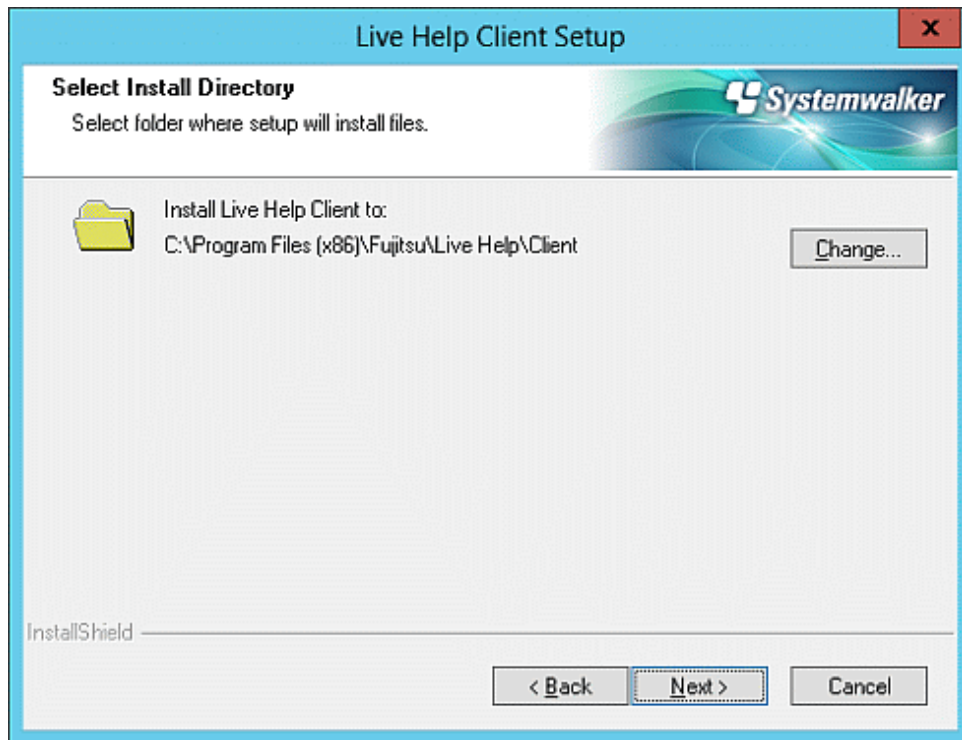


5. Specify a directory where the software will be stored.

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

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

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

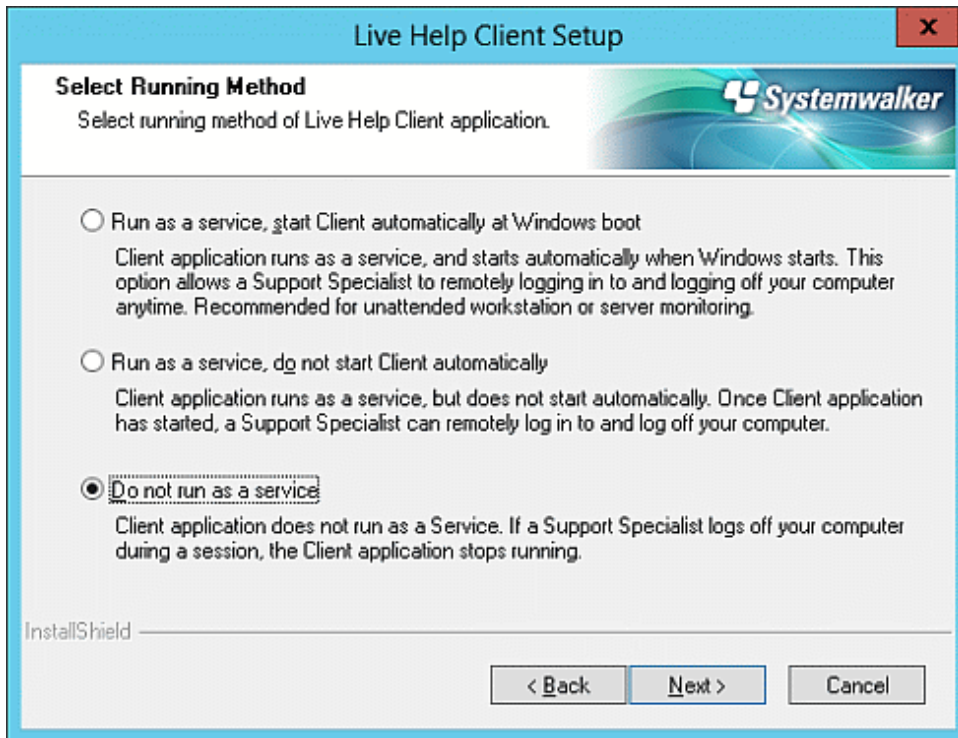


6. Specify the running method of Live Help Client program.

Refer to the section "[Running Client as a Windows Service](#)" in "[Changing your Configuration](#)" for details on each option in the dialog.

Information

You can also change this option after the installation is completed, by using the Client Setup program.



7. Select your preferences of communications.

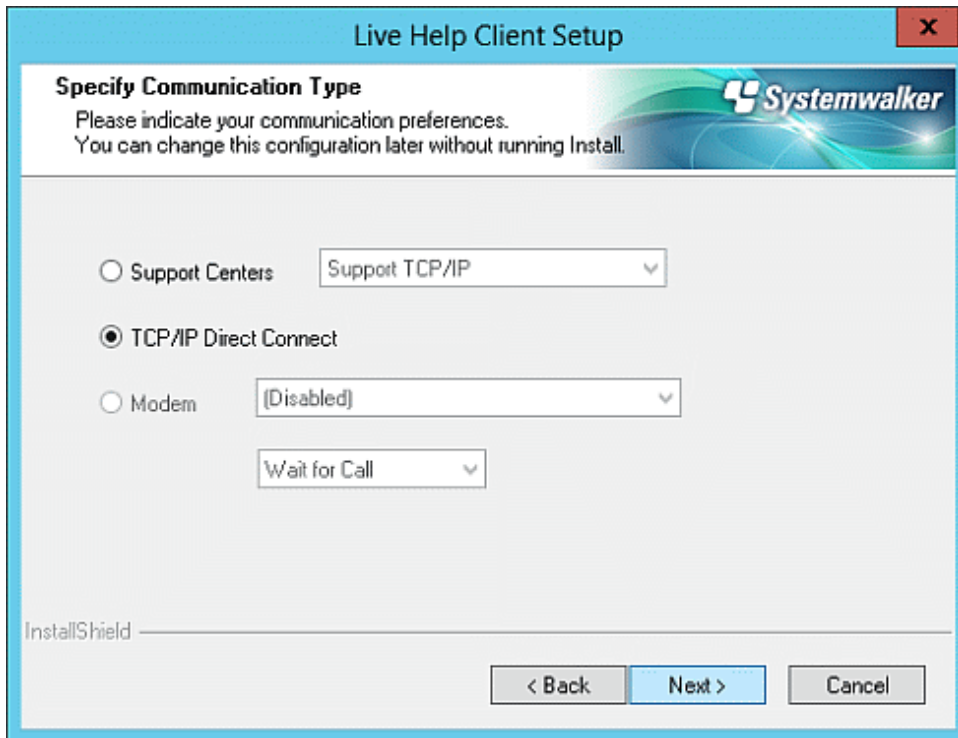
- When selecting a modem, choose the name of the modem and its connection method ("Wait for Call," or "Dial calling") from the pull-down box.
- Refer to the section "[Communications Options](#)" in "[Changing your Configuration](#)" for details on each option in the dialog.

Note

You cannot use a Modem for communication when you run the Live Help Client program as a service.

Information

You can also change this option after the installation is completed, by using the Client Setup program.

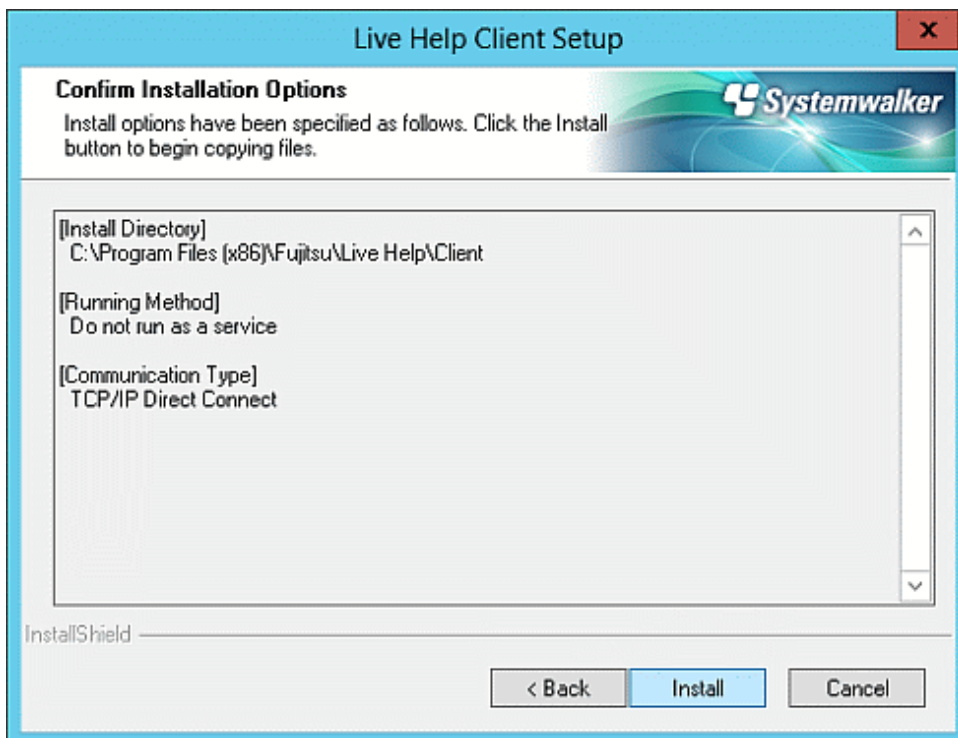


The screenshot shows the 'Live Help Client Setup' dialog box with the title bar 'Live Help Client Setup' and a close button (X). The main area is titled 'Specify Communication Type' and includes the instruction: 'Please indicate your communication preferences. You can change this configuration later without running Install.' The Systemwalker logo is visible in the top right. There are three radio button options: 'Support Centers' (unselected), 'TCP/IP Direct Connect' (selected), and 'Modem' (unselected). The 'Support Centers' option has a dropdown menu showing 'Support TCP/IP'. The 'Modem' option has a dropdown menu showing '(Disabled)'. Below the 'Modem' option is another dropdown menu showing 'Wait for Call'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is in the bottom left corner.

8. Confirm installation options.

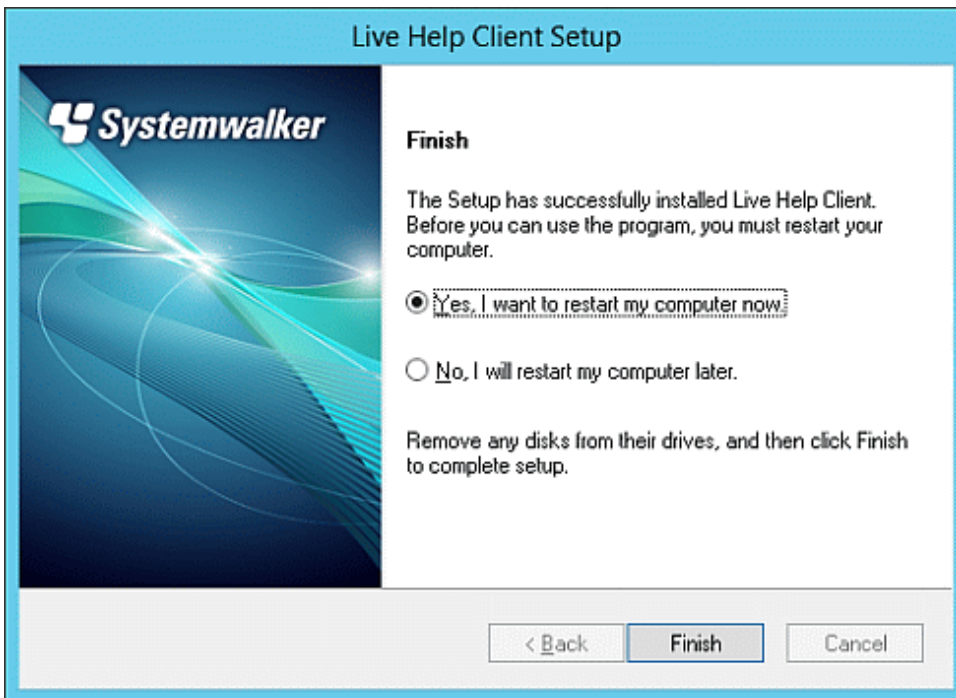
If you are satisfied with the settings, click **Install** to begin copying files.

At the end of the installation process, the system files (the Windows(R) registry) will be modified and shortcuts for Live Help Client and Client Setup will be added to the Live Help folder in the Start menu.



The screenshot shows the 'Live Help Client Setup' dialog box with the title bar 'Live Help Client Setup' and a close button (X). The main area is titled 'Confirm Installation Options' and includes the instruction: 'Install options have been specified as follows. Click the Install button to begin copying files.' The Systemwalker logo is visible in the top right. A list box contains the following information: '[Install Directory] C:\Program Files (x86)\Fujitsu\Live Help\Client', '[Running Method] Do not run as a service', and '[Communication Type] TCP/IP Direct Connect'. At the bottom, there are three buttons: '< Back', 'Install', and 'Cancel'. The 'InstallShield' logo is in the bottom left corner.

9. Select a preferred option and click **Finish** to exit the Setup program when [Finish] screen appears.



1.4 Installing Live Help Client 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 User's Guide" for how to install Live Help Expert 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 Client 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.



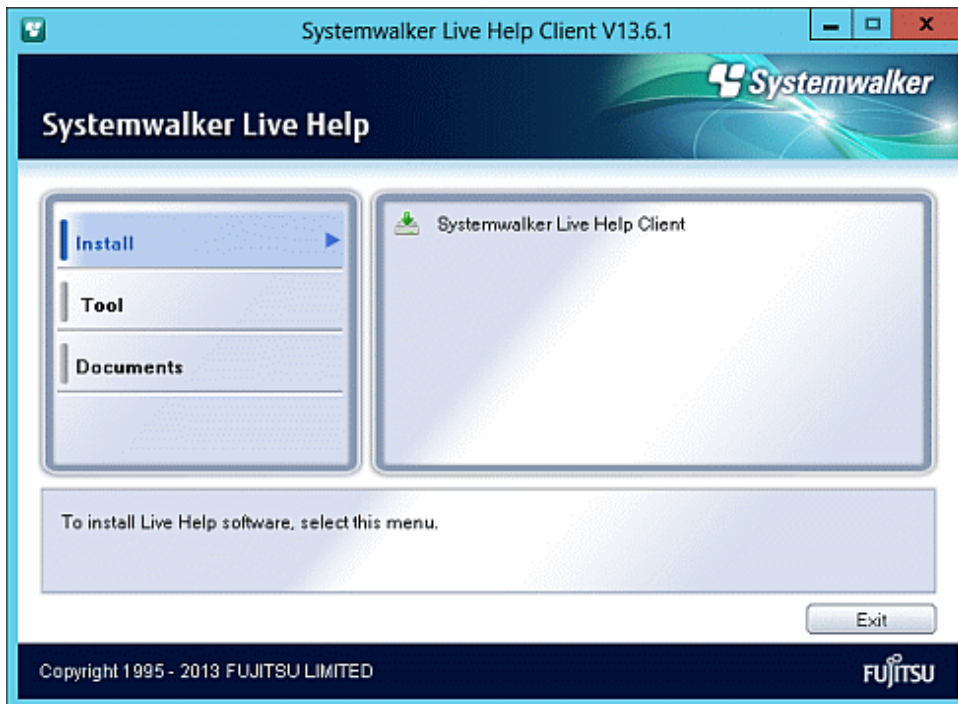
The computer will be restarted automatically at the end of the installation, if you uncheck the checkbox "**Ask user to reboot the computer at the end of the Live Help installation**" and select the radio button "**Reboot the computer automatically.**"

1.4.2 Start the Live Help Installer Customize Wizard

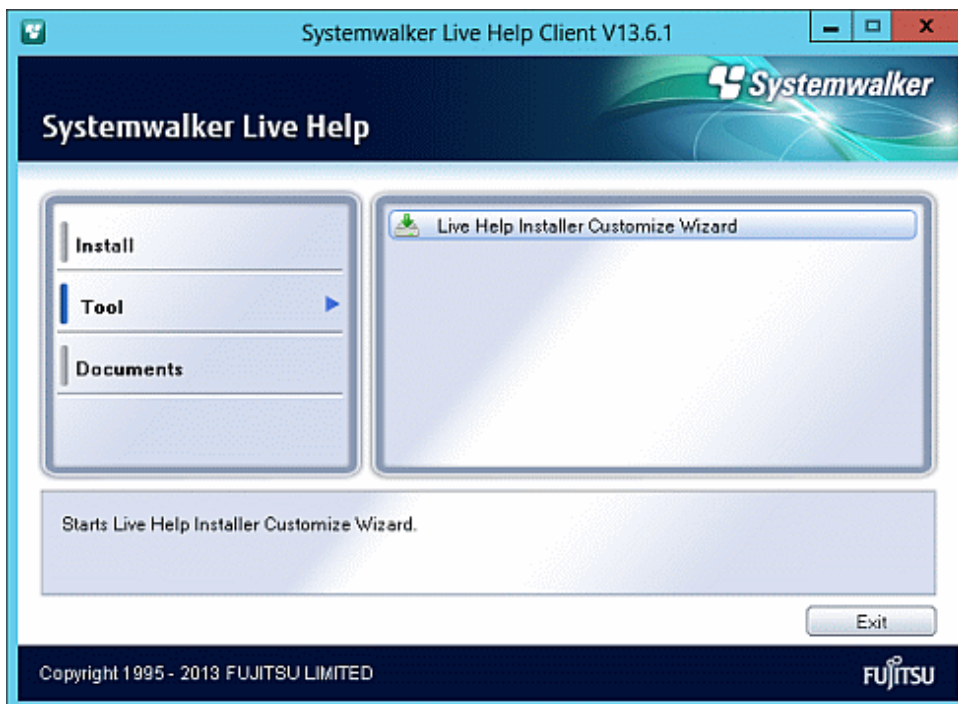
To run the Live Help Installer Customize Wizard, follow the steps below.

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

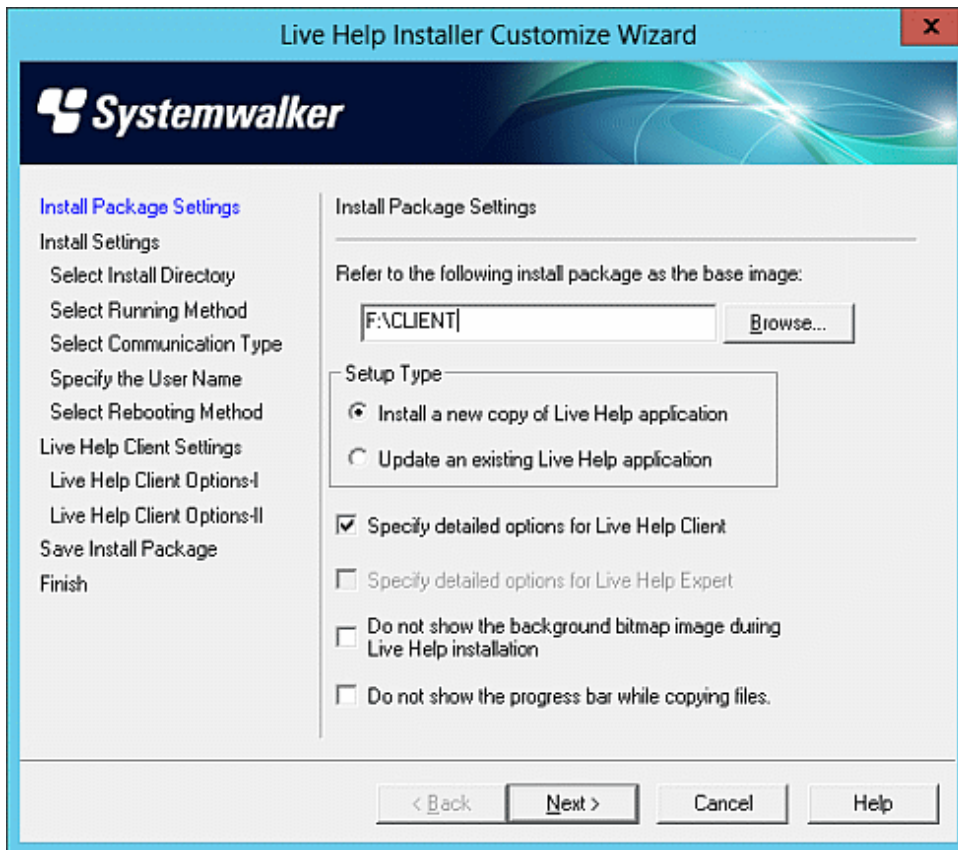
The Systemwalker Live Help installation program should automatically start showing the dialog box below. If not, run SWSETUP.EXE stored in the root of the CD.



2. Click [Live Help Installer Customize Wizard] in the [Tool] menu.



3. The following Installer Customize Wizard dialog will appear.



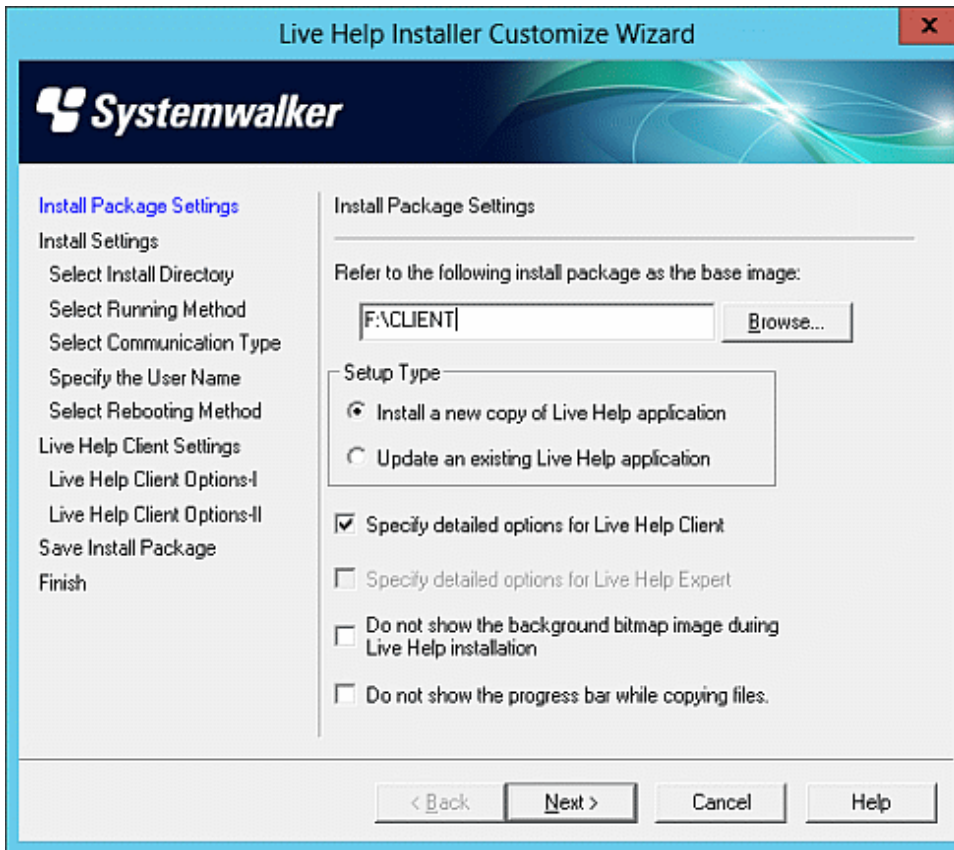
The Live Help Installer Customize Wizard has the following fields.

- **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 Client, 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:\Client
- 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:
 - Running Method
 - 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 Client 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. For details on available options, refer to the section "[Live Help Client Settings](#)."

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

- Specify detailed options for Live Help Expert

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

- 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, In that case, re-specify an appropriate install package.

1.4.2.2 Specify Settings to Customize

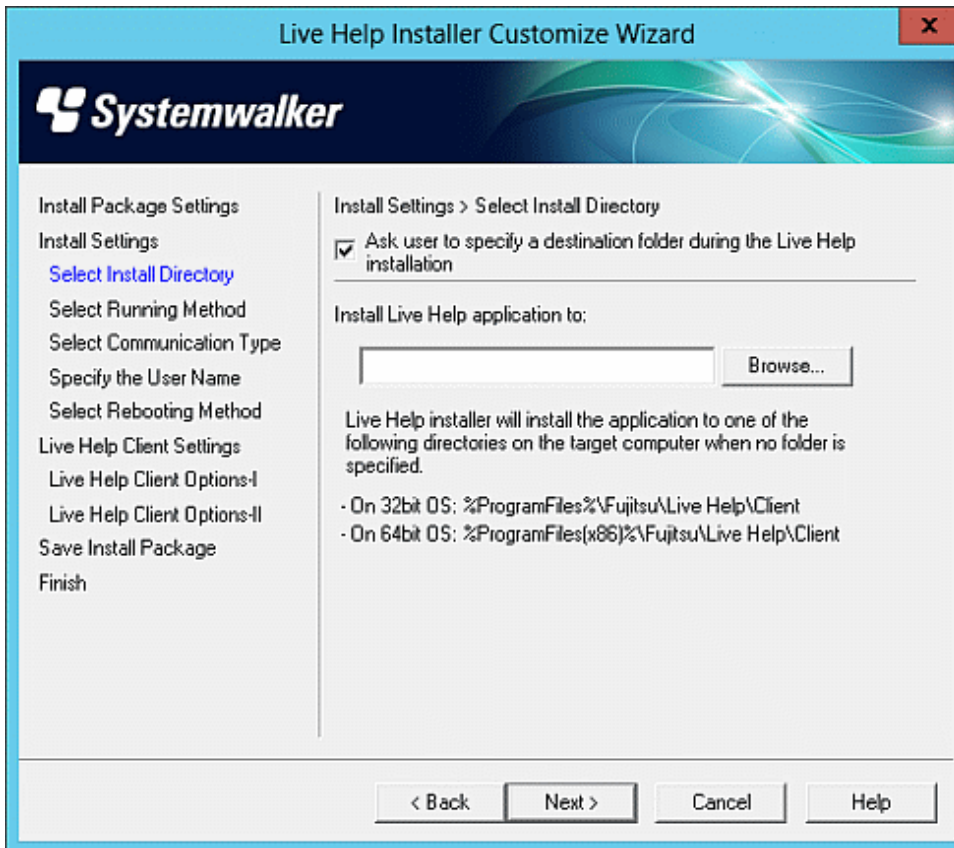
After choosing a package to customize, specify each setting that you would like to customize.

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

For details on each setting, refer to "[Changing your 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\Client
- **On 64bit OS:**
%ProgramFiles(x86)%\Fujitsu\Live Help\Client

 **Note**

A directory name cannot contain any of the following characters:

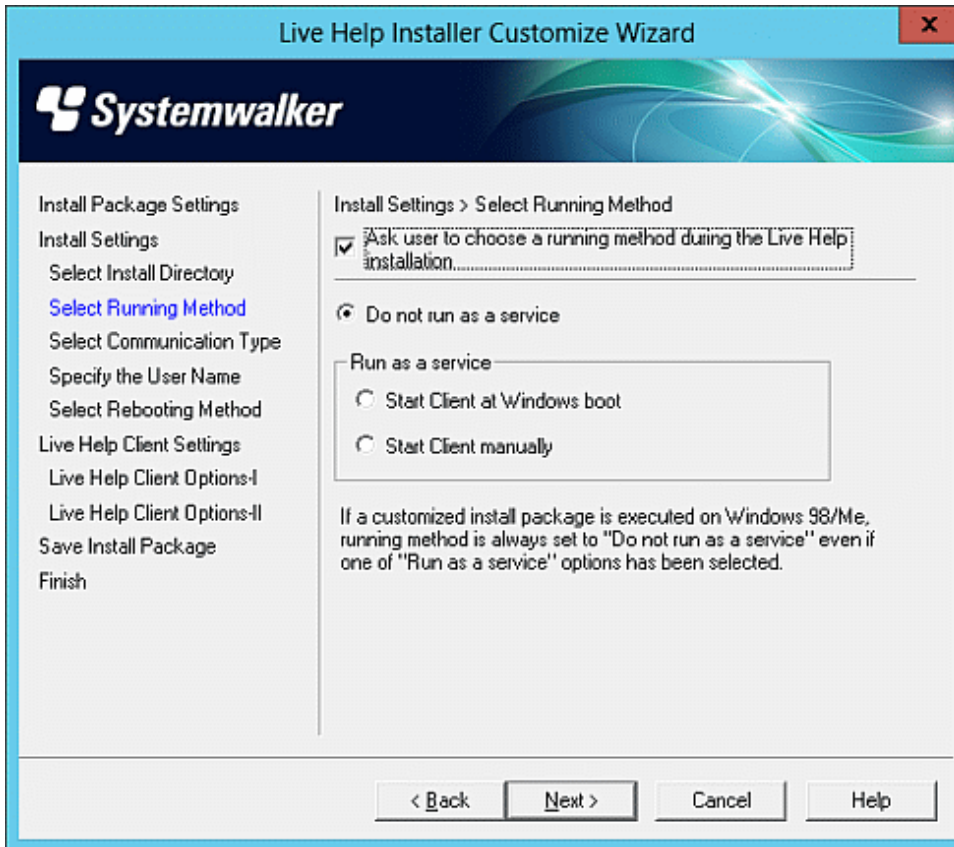
- Slash (/)
- More than one Colons (:)
- Asterisk (*)
- Question Mark (?)
- Double quotation (")
- Less-Than Sign (<)

- Grater-Than Sign (>)
- Vertical Line (|)



Select Running Method

Select Running Method allows you to specify the running method for Live Help Client. This setting is available only when customizing the Live Help Client installation package.



- **Ask user to choose a running method during the Live Help installation**

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

- **Do not run as a service**

Select this option to run the Live Help Client as an application.

- **Run as a service**

Select this option to run the Live Help Client as a Windows(R) service. The following two choices are available:

- **Start Client at Windows boot:**

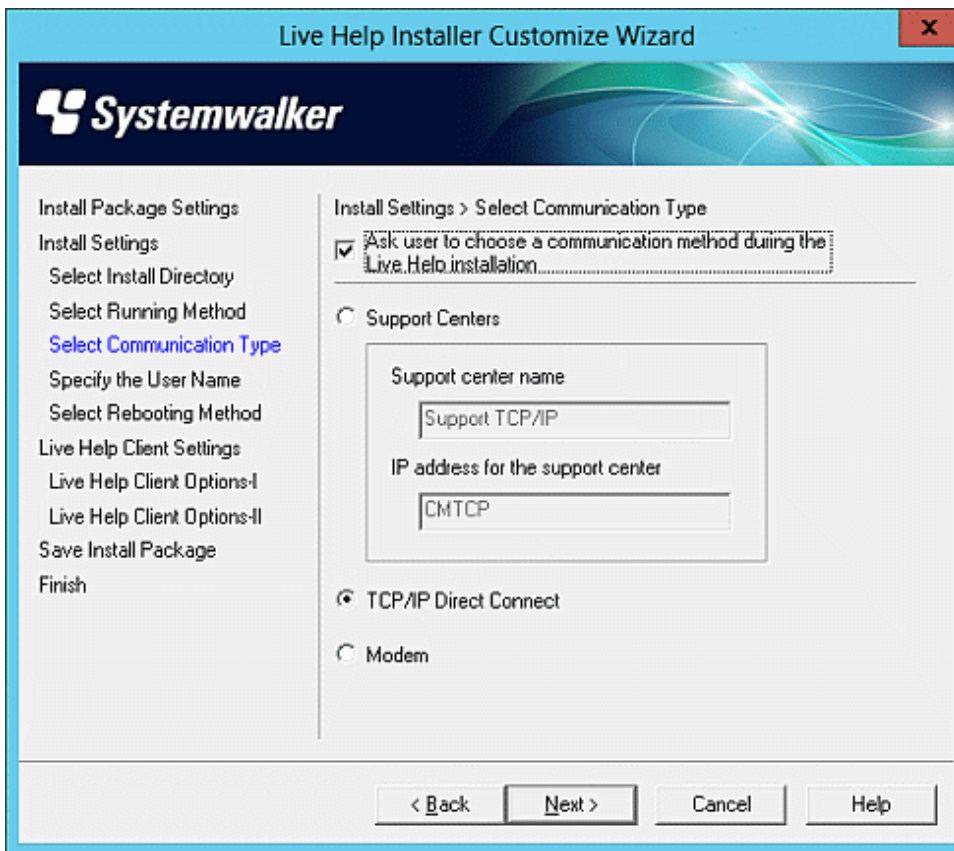
Select this option to run Live Help Client as a service and start it when the Windows(R) system starts.

- **Start Client manually:**

Select this option to run Live Help Client as a service, but start it manually.

Select Communication Type

Select Communication Type allows you to specify the communication type for Live Help Client and 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.

For Live Help Client, the Installer Customize Wizard provides fields for specifying the name and the IP address of a Support Center.

- Support center name:

Specify the Support Center name in up to 40 characters.

- IP address for the support center:

Specify the IP address of the Support Center in up to 49 characters.

Note

- The Support Center name cannot contain a comma (,).
- The IP address cannot contain a comma (,) and a space.

- 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.

Note

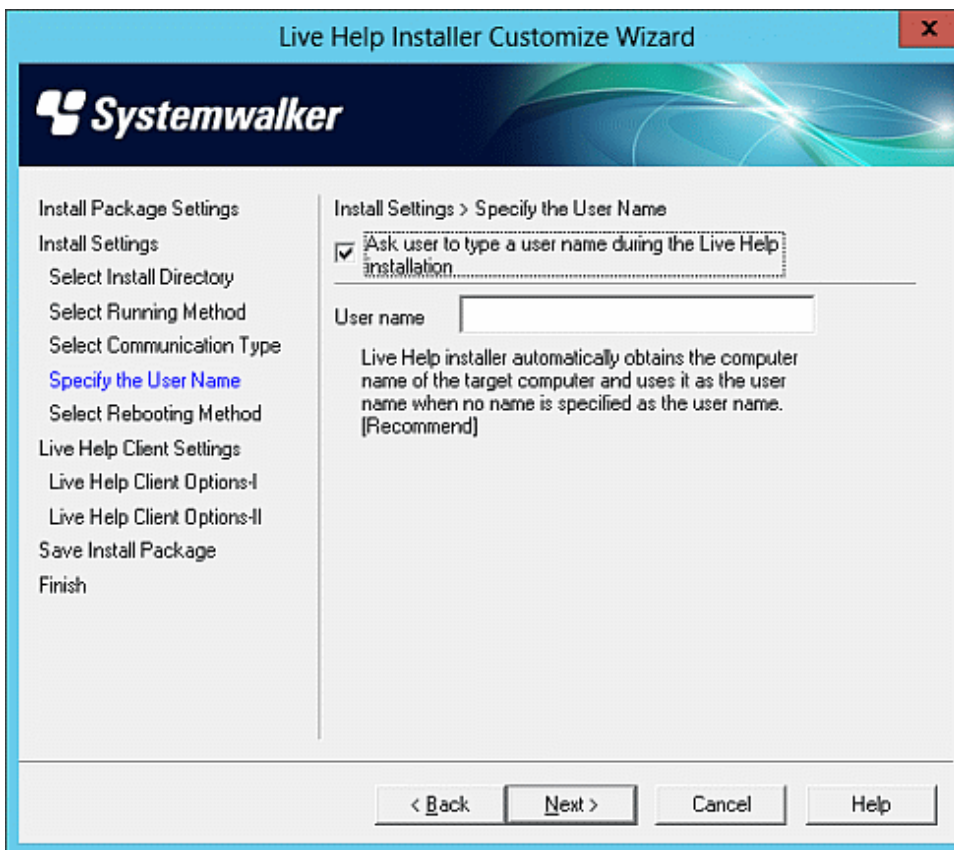
You cannot use a Modem for communication when you run the Live Help Client program as a service.

Specify the User Name

Specify the User Name allows you to specify the user name to use for Live Help connections.

Note

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



- 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 (").

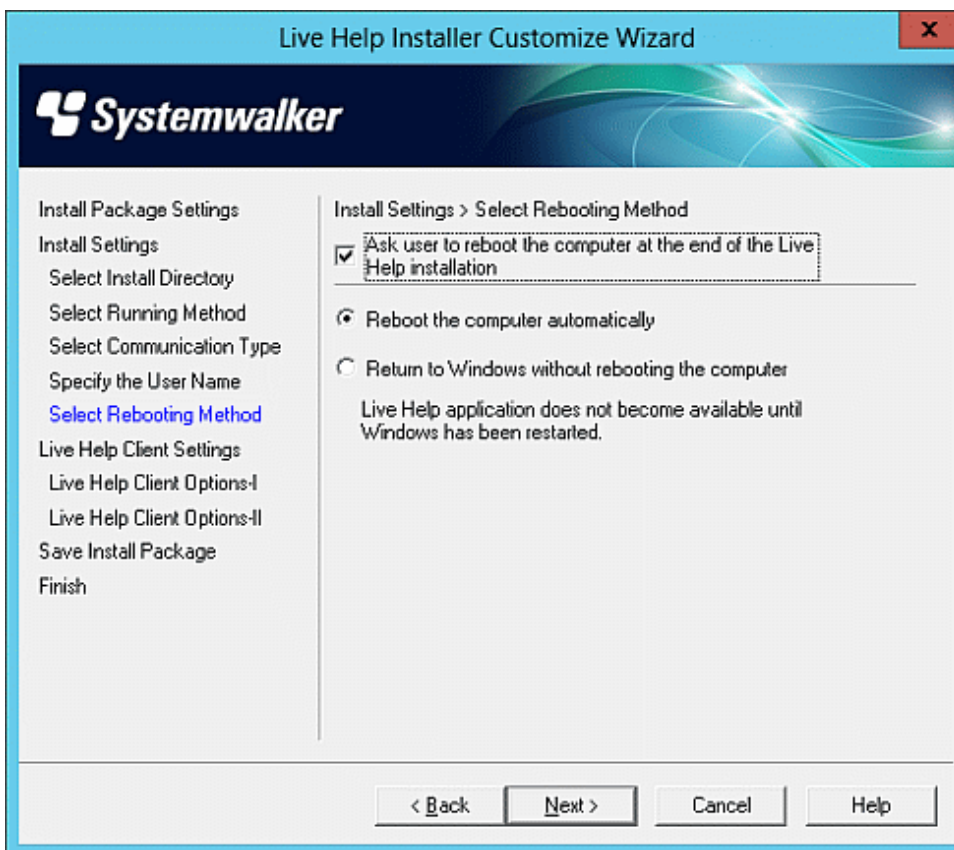
- If the specified user name begins with or ends with a space, Live Help Installer Customize Wizard will delete the space character automatically.

Select Rebooting Method

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



After installing Live Help Client, 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

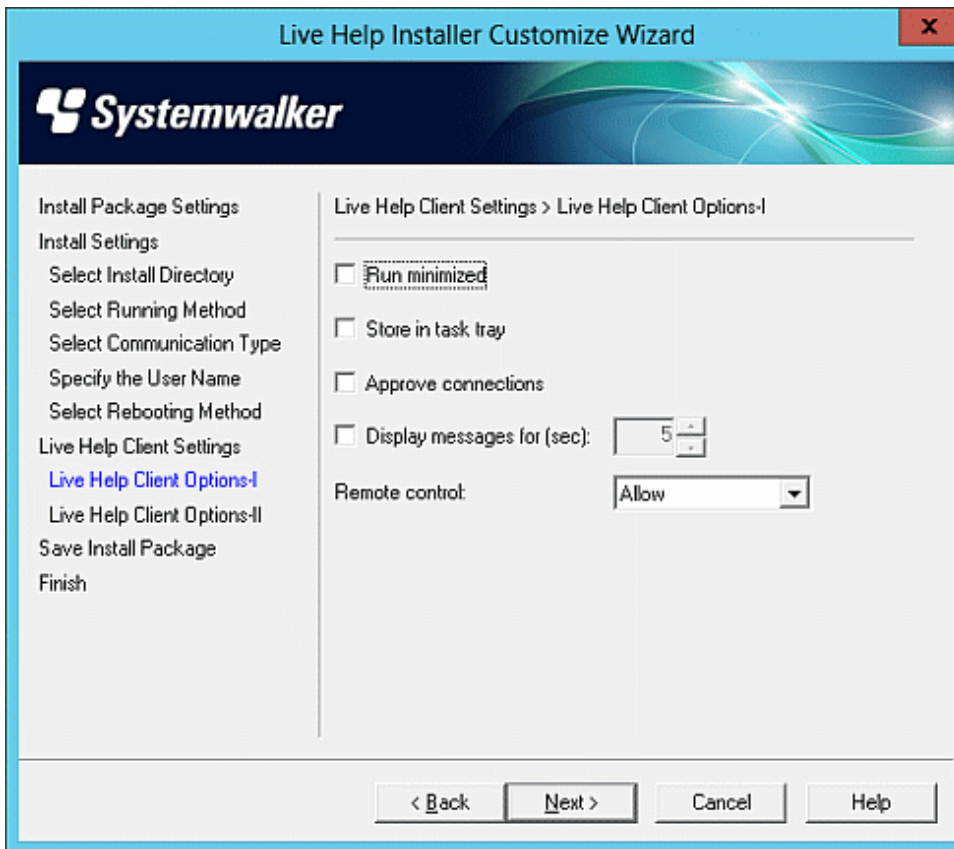
Select this option to return to Windows(R) without restarting the computer.



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 Client Settings

Live Help Client Options - I and **II** allow you to change the configuration of Live Help Client.



- **Run minimized**

Check this checkbox to run the Live Help Client program minimized and displayed in the taskbar.

- **Store in task tray**

Check this checkbox to display the Live Help Client icon not in the taskbar, but in the task tray.

- **Approve connections**

Check this checkbox to display a dialog box notifying Client when someone tries to connect to Client computer using the Live Help Expert program.

- **Display messages for (sec)**

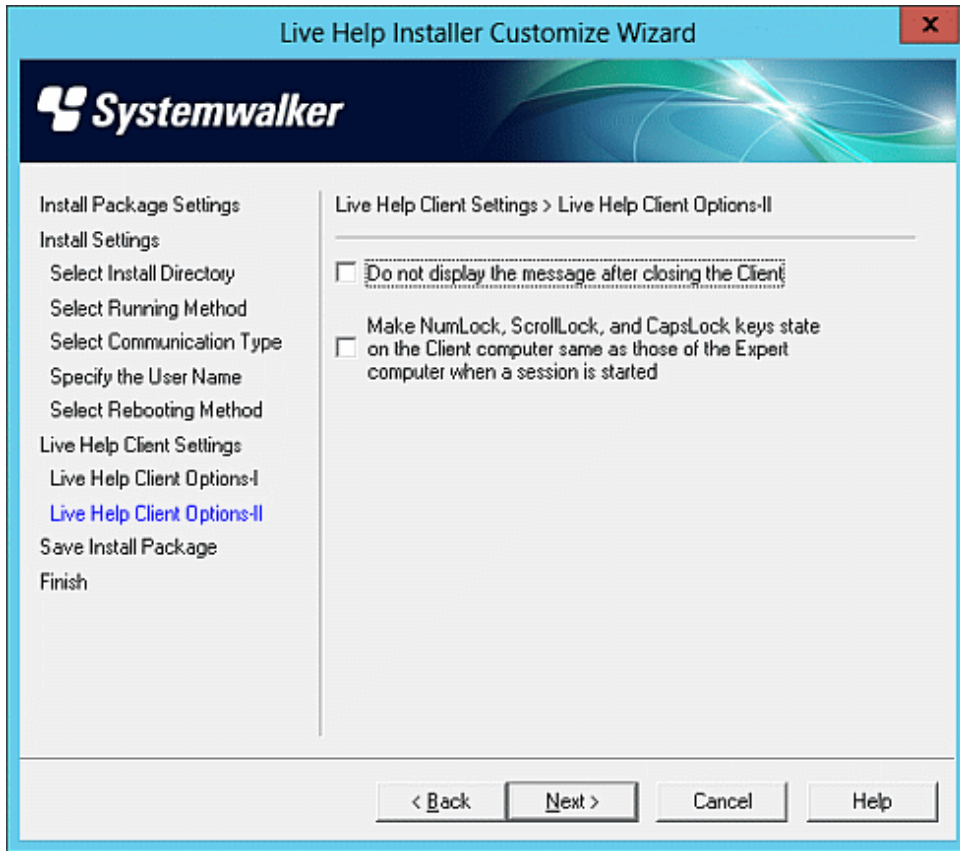
Check this checkbox to specify the duration of time to display messages (connection approval and remote control, etc.) when the Live Help Client program is running as a service. The default value is 5 seconds, and the maximum value is 120 seconds. You can make the message box not to disappear automatically by specifying the value "0."

- **Remote control**

Select an action from the dropdown list to control remote operations initiated by the Expert.

- **Allow:** Choose this option to always allow the Support Specialist to take remote control.
- **Prohibit:** Choose this option to prohibit the Support Specialist from taking remote control.

- **Ask user:** Choose this option to displays a dialog box that allows Client to accept or deny the request when the Support Specialist attempts to take remote control.



- **Do not display the message after closing the Client**

If the Live Help Client program is configured to manually run as a service or not run as a service, it will exit when the Support Specialist selects the "Close Client" menu or button on the Live Help Expert program. In this case, the Live Help Client program will display the following message before it exits:

"This support session has ended. Thank you for using Fujitsu's products."

Check this checkbox to hide this message.

- **Make NumLock, ScrollLock, and CapsLock keys state on the Client computer same as those of the Expert computer when a session is started**

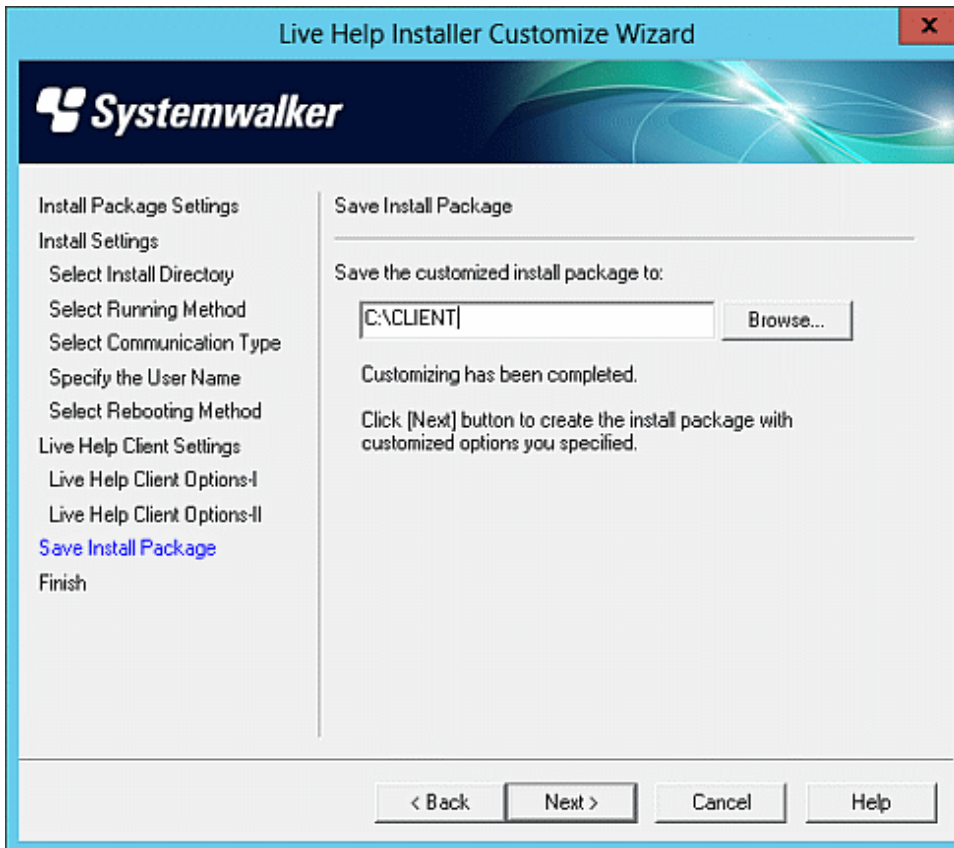
Select this checkbox to synchronize the state of NumLock, ScrollLock and CapsLock keys on Live Help Client computer with those of Live Help Expert computer when a Live Help session is started.

 **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.

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 Client

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

On Windows Vista;

1. In the Control Panel, under Programs, select Uninstall a program.
2. Click to select **Live Help Client** 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 Client** 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 Client** in the list.
3. Click **Uninstall** button.

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 Client, you must restart the computer.

Chapter 2 Live Help Support Session

2.1 Starting Live Help

Live Help is very easy to use. When you encounter a problem or need training, start the Live Help Client application.

To start Live Help Client, select the Live Help Client shortcut from Fujitsu Live Help folder on the Start Menu. This will allow the Support Specialist to connect to your computer.

When Live Help Client starts, the opening screen shows your Live Help user name or your TCP/IP address at the top. Depending on your connection method, you will either see the Client Startup Screen or the Client Dial dialog box.



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.

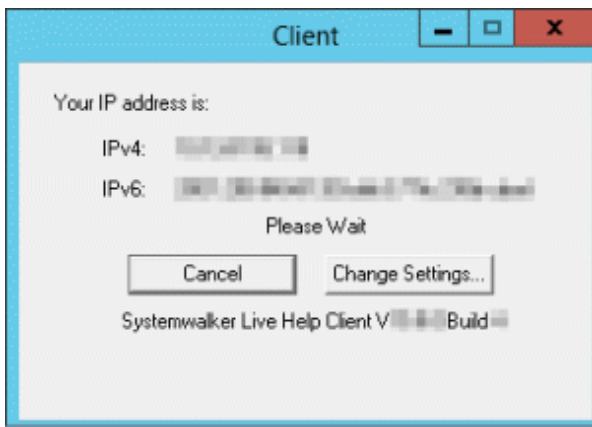
Starting the Live Help Client program remotely, using a remote command or other methods, is not supported.

2.2 Client Startup Screen

While you are waiting for a connection from the Help Desk Specialist, this startup screen shows your Live Help user name or TCP/IP address.

If you have set a *password* for Live Help password authentication, the "Password protected" reminder appears in the lower right corner of the dialog box.

If you have configured Live Help Client to authenticate using Windows(R) groups, "Windows Group Based Authentication Enabled" reminder is posted.



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

Two buttons are available:

- Click the Cancel button to close Live Help. The Specialist will no longer be able to connect to your computer.
- Click the Change Settings button to change your name, or set security, service or communications options before the Specialist connects to your computer.

Once a Help Desk Specialist connects to your computer, the Client startup screen closes and the on-line support session begins. The Specialist uses Live Help features to resolve your problems and questions. It is not necessary for you to operate Live Help during the session.

While the session is in progress, you can terminate the connection and end the session at any time. Normally this is not necessary because the Specialist will end the session once the problem is resolved. However, this capability gives you control over the session.

To end the session:

1. Click the minimized Client program icon.
2. Click the End Session button.

2.3 Client Dial Dialog Box

This opening screen appears if you are configured for the Dial Out connection method. In this case, you will use your modem to place a data call to the Help Desk, make the connection, and begin the support session.

The Client Dial dialog allows you to enter the telephone number you want to dial, any required password, and your dialing location.

- Phone Number

Type the telephone number of the Support Specialist's modem. If you are not using Dialing Rules be sure to include any required pre-dial numbers (for example, a "1" for long distance, or a "9" for an outside line).

If you have added a Phone Book entry for the Help Desk, you can click on the entry in the Phone Book list. The telephone number for that entry appears in the Phone Number field.

- Password

If the Support Specialist has set a password, you must type the password in this field. As you type your password, the '*' Character will be echoed in the field to prevent unwanted observation of your password.

- Dialing From

This field allows you to select a pre-configured Windows(R) dialing location.

- Change Settings

To change your Live Help user name or make changes to your Phone Book, click the Change Settings button. The Client Settings dialog box appears.

- Dial Rules

Once you have entered the phone number and optional password (if necessary), click the Dial button to place the call to the Help Desk. Click the Cancel button to close the Live Help Client application without placing the call.

2.3.1 Client Settings Screen

When you click the Change Settings button in the Client Dial dialog box, the Client Settings dialog box appears. You can change your Live Help user name and make changes to the Phone Book.

- Name

You can edit your Live Help user name in this field. The name can be up to 16 characters.

- Phone Book

This area lists your Phone Book entries. Below the list is a Note field for the selected entry. You can add, edit, or delete entries.

With edit and delete, you must first click on an entry to select it then click the appropriate button.

More information on adding entries and making changes to your Phone Book is given in the following section "[Adding and Editing Phone Book Entries](#)".

Once you have made all the desired changes, click the OK button. Click Cancel to close the dialog box without saving any changes you made to the Name field. If you made any Phone Book changes, they are already saved.

2.3.1.1 Adding and Editing Phone Book Entries

When you use Client Dial to participate in support sessions, you can add someone to your Live Help Phone Book or edit an existing entry.

In the Phone Book Entry dialog box, three fields appear:

- **Name**

Enter the person's name as you want it to appear in your Phone Book list.

- **Phone #**

Enter the telephone number. If you are not using Dialing Rules, include any pre-dial numbers (for example a "1" for long distance, or a "9" for an outside line). To improve readability, you can include spaces and dashes to separate the digits of the telephone number, for example: 555-1234.

- **Note**

You can type a note for the entry, such as "New York office". In the Client Dial dialog, the note displays below the Phone Book list for the entry you have selected.

When you have finished entering the information, click the OK button to write the entry into your Phone Book. Click Cancel to close the dialog box without saving any changes.

2.3.2 Dialing Rules

The Dial Rules dialog box allows you to save dialing information that is used repeatedly.

To display the standard Windows(R) Dialing Rules dialog box, click the **Dial Rules** button in the Client Dial dialog box.

Use the dialog box to:

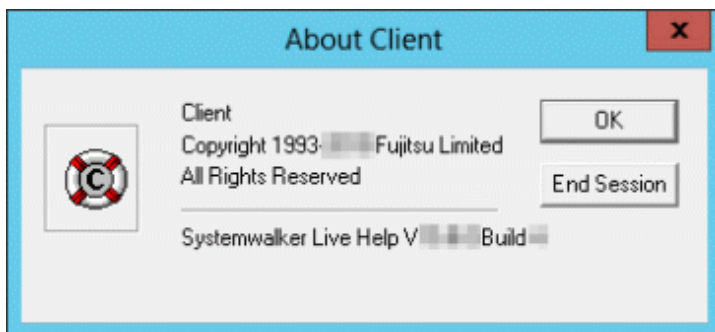
- Automatically add any needed prefix numbers or to suppress the dialing of your local area code, and to enter calling card information.
- Add or remove a Dialing From location.

2.4 Closing Live Help Client

During the support session, the Support Specialist can close your Live Help Client application for you once your problem or question is resolved. However, at any time during the session you can end the Specialist's connection to your computer and close Live Help.

To close (exit) Live Help during a session:

1. Click the minimized Live Help Client program icon. The following dialog appears.



2. Click the **End Session** button.

The Client application closes, and the session ends. The Specialist can no longer connect to your computer.

Chapter 3 User Interaction with Live Help Client

The Client is not generally required to interact with the Live Help Client software during a support session. There are, however, a few situations that may require input from the user running the Client application. During file transfers a Client may be required to approve a transfer or may choose to cancel an ongoing transfer. Clients can also respond to messages transmitted by their Support Specialist or cancel ongoing Clipboard transfers.

Additionally, the user may choose to approve requests to take remote control of his/her machine. Refer to the topics below for more information on these features.

3.1 Sending a File

The Support Specialist may want to take files from your computer for off-line investigation. The Specialist will start Client File Exchange to transfer files to or from your machine. Client File Exchange may be configured so that the Client is required to approve various Client File Exchange functions. When configured in this way, 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. The Client may optionally need to confirm any file transfer that will overwrite a pre-existing file on the Client's computer.

It is important to note that, with the exception of the above confirmations, the Support Specialist completely controls the file transfer process. As a Client, the only indication that files are being transferred is a file transfer progress box.

3.1.1 File Transfer Progress

While file transfers are in progress, both the sender and the recipient see a status box reporting the progress.

Either the sender or the recipient can click **Cancel** to stop the transfer before it finishes.

3.2 Sending a Reply to a Message

The Support Specialist may send you a text message during a support session. A dialog box displays the message at the top, and a reply area appears at the bottom.

To respond to a message:

1. 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 the **ENTER** key sends the reply, so be careful not to press it until you have finished typing and have selected the recipients.
2. Choose the recipient(s) of your reply. If there is only one other member in the session, that person's name appears in the "Send To" field. If there are more members, the "Send To" field shows several choices: Recipients, Sender, Everyone, Select, and the name of each member.
3. Choose **Recipients** to send the reply to the recipients of the original message, **Everyone** if you want the reply sent to all members, **Select** to specify several members, or choose a specific name to send to one individual.
4. Click **Reply** to send the reply, or **Cancel** for no reply.
5. If you chose **Select** in the "Send To" field, the Select dialog box displays a list of all members before the message is sent. You can select one person or several. When you select a member, their name highlights. To select multiple members, press and hold down **CTRL** then click each name. To cancel a selection, hold down **CTRL** then click the name again.
6. Click **Send** to send the reply to the selected member(s), or **Cancel** to close without sending the reply.

3.3 Sending Clipboard Information

The Support Specialist may want to take a copy of the information in your Windows(R) Clipboard during the support session. The Specialist will start the Receive Clipboard feature, and the contents of your Clipboard will be transferred to the Specialist.

3.3.1 Clipboard Transfer Progress

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.

3.4 Remote Control

During Remote Control, the Support Specialist can operate your computer remotely. When Support Specialists move their mouse or type on their keyboard, the mouse movements and keystrokes are executed on your computer.

The Support Specialist is also given the option to "lock out" your keyboard and mouse while in Remote Control. If the Specialist has done this, you will not be able to use your keyboard and mouse while the Support Specialist is in control. If you wish to control your mouse and keyboard, request that the Support Specialist disable this feature.

You can also configure the Live Help Client software to allow or deny the Remote Control of your computer by Support Specialist. Refer to the section "[Changing your Live Help settings by using the Client Setup program](#)" in "[Changing your Configuration](#)" for more information.

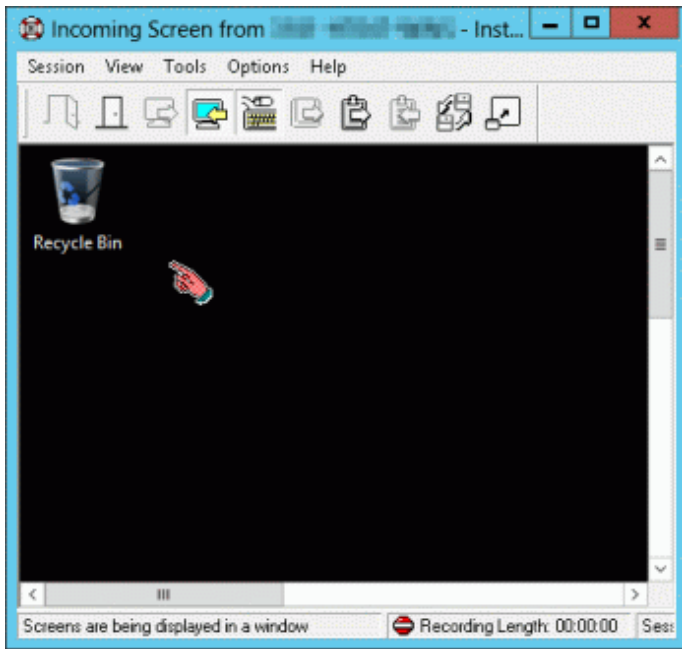
3.5 Connection Notice Feature

You may not notice activities run by the Remote Control when the Support Specialist initiate the remote jobs. You can use Connection Notice feature to enter any arbitrary text on your computer screen. Using the Connection Notice feature, you can confirm that the Support Specialist is connecting to your terminal by looking at the pre-input text on the screen. Refer to the section "[Setting of the Connection Notice Feature](#)" in "[Changing your Configuration](#)" for more information.

3.6 Instruction Mode

The Support Specialist can give you operational instructions from a remote location. When a Support Specialist connects in "Instruction Mode", a pointer will appear in the screen so that you will be able to follow its procedures and learn the Support Specialist's instruction very easily.

The Support Specialist may use options to prohibit users from using the mouse and the keyboards during the remote operations. If the Support Specialist selects this option during the remote operation, you will not be able to operate by the mouse or the keyboards. If you intend to use mouse or keyboards during the sessions, we recommend that you ask the Support Specialist not use this option in advance.



Chapter 4 Changing your Configuration

You can change your Live Help Client configuration with the following methods:

- Change each setting manually by using the Client Setup program (CSETUP). OR...
- Change the settings in a quick operation by using the Live Help Client Configuration Feature.

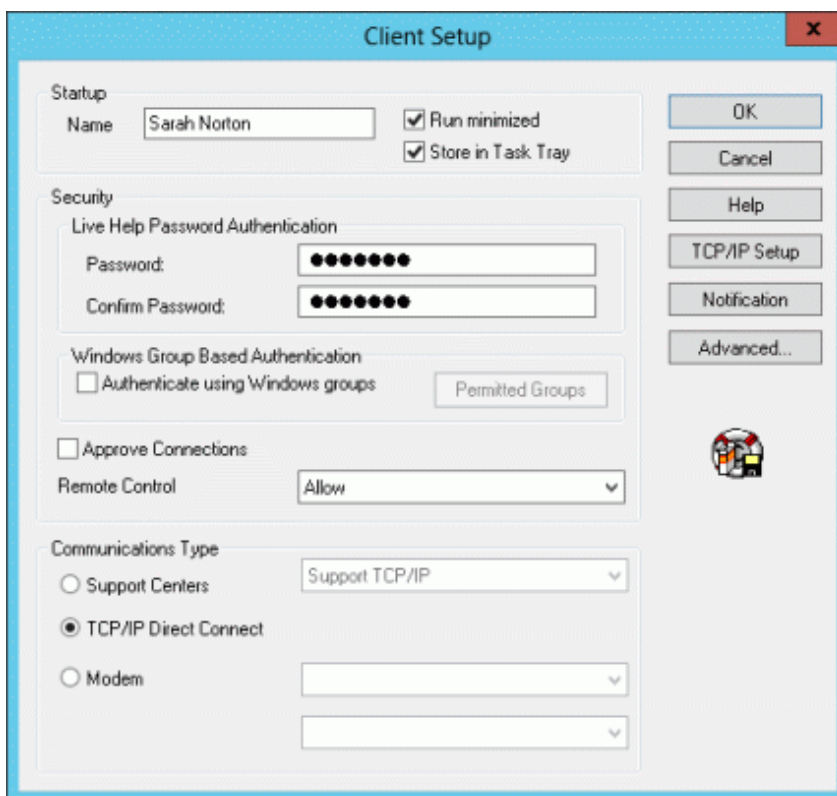
4.1 Changing your Live Help settings by using the Client Setup program

The simplest way to change the configuration of the Live Help Client is using the **Client Setup** program.

To run Client Setup:

- Choose Live Help Client Setup from the Fujitsu Live Help program group on the Start menu or the Apps screen. OR...
- Run the Live Help Client program and choose the **Change Settings** button in the Client startup dialog box.

The Client Setup dialog box will be displayed.



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 "Appendix G - Live Help Security Setup command" in the "*Live Help User's Guide*" for more information.
- Do not start Client Setup program or change the Live Help Client settings during a session. If you change the settings during a session, the session may close unexpectedly or Live Help Client program may quit unexpectedly.

- If you launch the Client Setup program by pressing the Change Settings button in the Client Startup Screen, exiting the Client Setup program will cause the Live Help Client application to restart.

.....

Refer to following sections for details on items that can be changed in Client Setup.

4.1.1 User Name

To change your Live Help user name as it appears in the Client startup screen, edit the Name field. The name can be up to 16 characters.



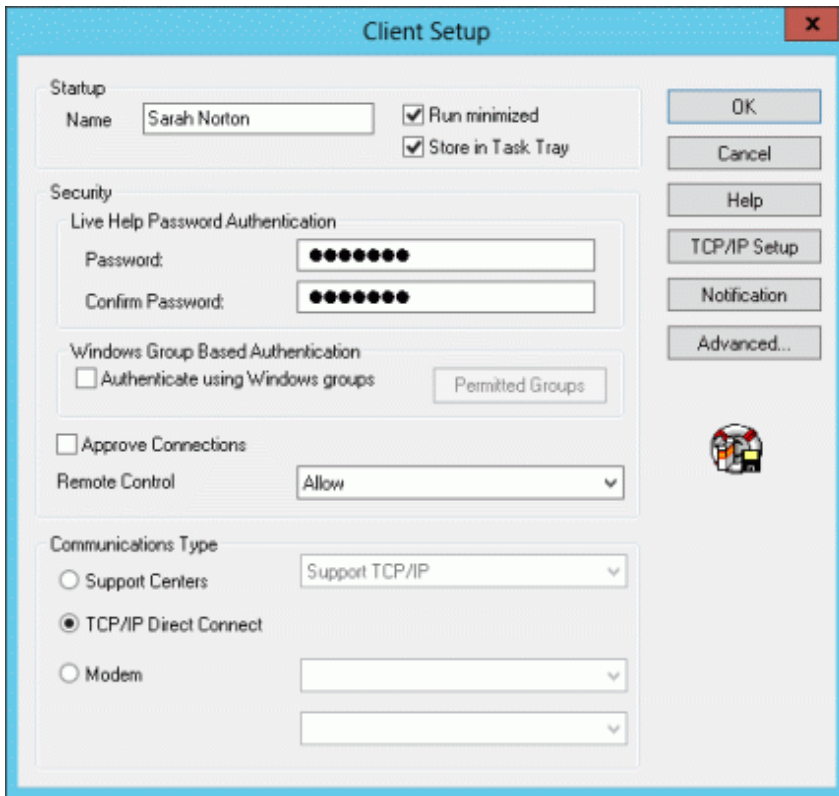
- A user name cannot contain double quotation (").
 - If the specified user name begins with or ends with a space, Live Help Client will delete the space character automatically.
 - When the Live Help Client program is running as a service, you cannot change the user name of it. If you click the Change 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.
-

4.1.2 Security Options

Live Help Client provides the user with several security options to protect your computer from unauthorized access while the Client application is running. Refer to following sections for details on each feature.

4.1.2.1 Live Help Password Authentication

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



- Password

In this field, you can set a password that Live Help Client program will use to authenticate Live Help connections. Passwords are case sensitive and can include spaces and special characters except double quotation ("). The '*' character will be echoed in the field as you type to prevent unwanted observation of your password. If you set a password, a Help Desk Specialist must type the password to make a connection to your computer. Tell the Specialist the password at the time he or she needs to make the connection. The Client application remembers the password for future sessions, and reports that a password is set, by showing "Password Protected" in the lower right corner of the startup screen.

- Confirm Password

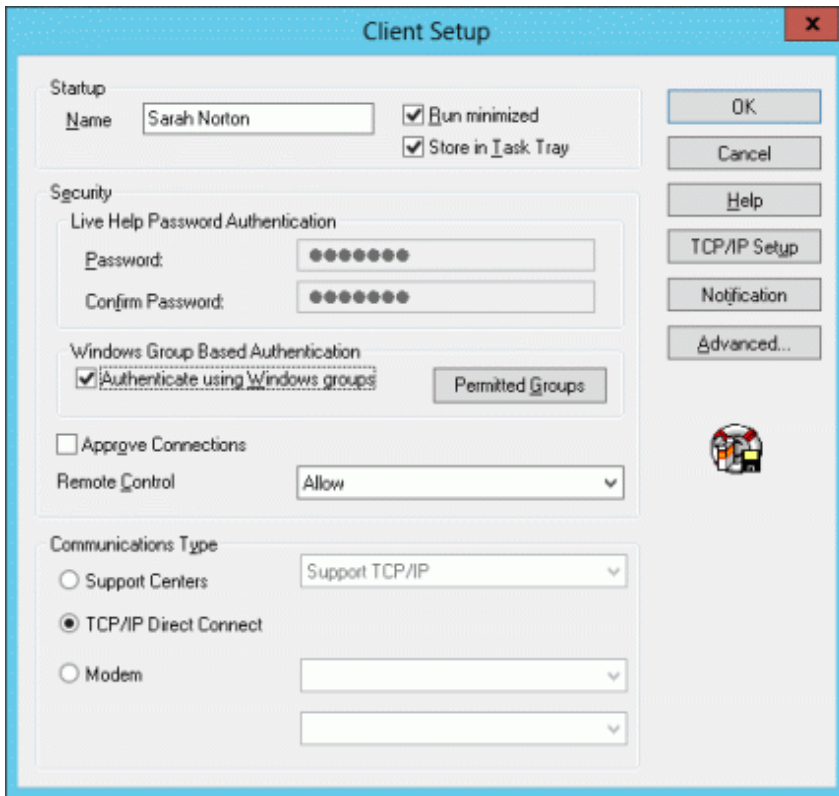
If you set a password for your Client, Live Help requires that you verify it by re-typing it exactly in the Confirm Password field.



The Password and Confirm Password fields will be grayed out when the "Authenticate using Windows groups" check box is selected.

4.1.2.2 Windows group based authentication

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



To enable Windows group based authentication, specify the following items:

- **Authenticate using Windows groups**

Select this check box to use Windows group based authentication.

- **Permitted Groups**

This button is available only when the "Authenticate using Windows groups" check box is selected. Click the button to grant the permission to connect to the Client computer, to Windows(R) groups.



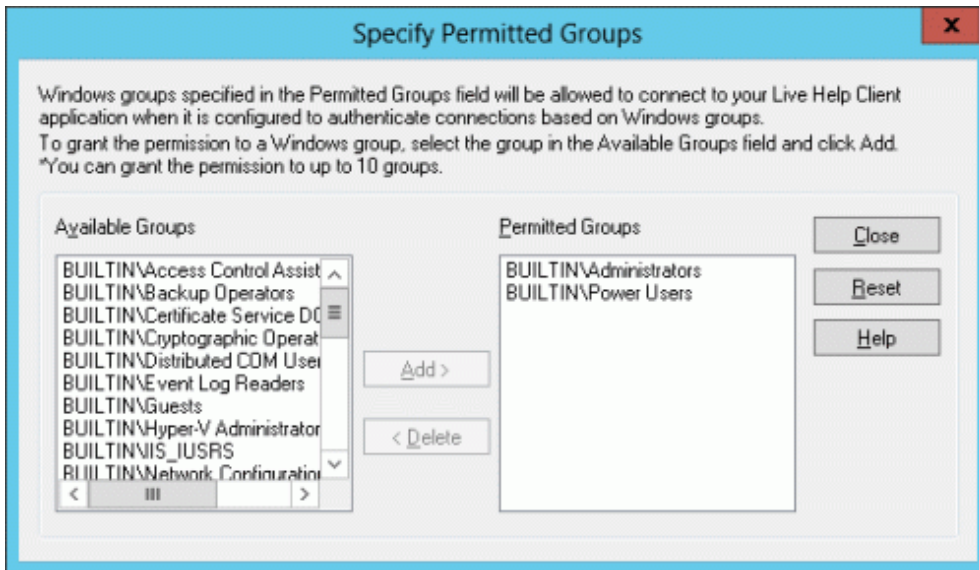
Note

The "Authenticate using Windows groups" check box will be grayed out when:

- "Do Not Run as a Service" option is selected as the running method.
- Modem option is selected as the communication type.

Specify permitted groups

In this dialog box, you can grant the permission to connect to your computer to up to 10 groups. A Support Specialist will be allowed to connect to your computer only when he/she joins your support session using a user who belongs to the permitted groups.



- Available Groups

Windows(R) groups available on your computer will be displayed.

Groups Type	Displayed As	Example	Explanation
Built-in groups	BUILTIN\Group name	BUILTIN\Administrators BUILTIN\Users	Windows(R) groups that are contained in the local (your) computer by default.
Local groups	Computer name\Group name	SERVER001\HelpServicesGroup	Windows(R) groups that have been added to the local computer.
Domain global groups	Domain name\Group name	DOMAIN\Users	Global groups that are registered on the domain where your computer is a member of.

Groups displayed in the "Available Groups" field differ depends on the condition of the logged on user.

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

- Permitted Groups

Windows(R) groups specified in this field will be allowed to connect to your Live Help Client application when it is configured to authenticate connections based on Windows(R) groups.

In the example above, users that belong to Administrators group, LiveHelpUsers group, and Remote Desktop Users group can connect to your computer.

To grant the permission to a Windows(R) group, or remove the granted permission from a Windows(R) group, follow the steps below.

- To grant the permission to a Windows group:

Select the group in the "Available Groups" field and click the Add button. The selected group will move to the "Permitted Groups" field. You can grant the permission to up to 10 groups.

- To remove the granted permission from a Windows group:

Select the group in the "Permitted Groups" field and click the Delete button. The selected group will move to the "Available Groups" field.

- To reset the permitted group settings to the default:

Click the Reset button. The permitted group settings will be reset to the default, such as only the Administrator group (or the group that is equivalent to the Administrator group for the languages other than Japanese and English) is displayed in the "Permitted Groups" field and the rest of groups are displayed in the "Available Groups" field. This setting is the same as the setting at right after installation of Live Help Client.

4.1.2.3 Approve Connections

When this option is set, you are notified when someone tries to connect to your computer using Live Help. The person's name displays, and you can accept or deny the connection.



- If you do 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 you are 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 you are away and automatically denies the Support Specialist.

4.1.2.4 Remote Control Options

Choose an option to determine how the Support Specialist can take Remote Control of your computer:

- **Allow**

Allows the Specialist to take remote control.

- **Prohibit**

Prohibits the Specialist from taking remote control.

- **Ask User**

When the Specialist attempts to take control, displays a dialog box that allows you to accept or deny the request.

4.1.3 Communications Options

The entry selected in the Client Setup dialog box is the connection method in use. The connection methods supported are:

- Network using a Support Center
- TCP/IP Direct
- Modem

Only one connection method can be active at a time.

To change the communications options:

- Select the radio button for the communications method that you wish to use to change the communications method.

- Click the **TCP/IP Setup** button to choose the TCP/IP address to use for Live Help sessions or to restrict access to Live Help sessions by IP address or host name.

Note

The "Authenticate using Windows groups" check box in the "Security" field will be grayed out when Modem option is selected as the communication type.

4.1.3.1 Network Setup - TCP/IP

Choose one of the network related choices to enable Local Area Network (LAN) and Wide Area Network (WAN) support. The network choices are:

- **Support Centers**

If the Support Center option is selected, a drop-down list box will be available that will allow you to select which Support Center to use for the next session.

Note

To use this option, Live Help CM application is required. Refer to the "*Live Help User's Guide*" 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**

The Support Specialist must type your TCP/IP address to make a connection to you. (Neither a Live Help CM application nor a Live Help Connect computer is required)

When you have selected the appropriate network choice, choose **OK**.

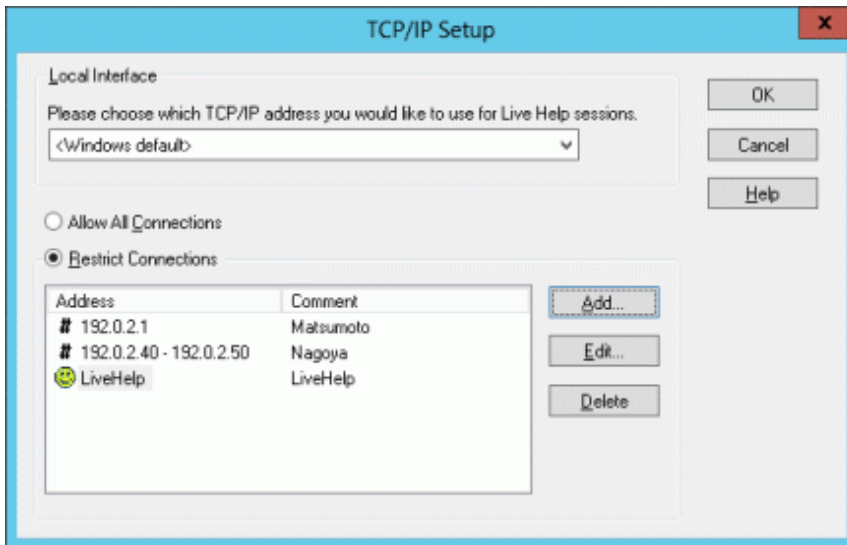
Live Help Client will take advantage of the Windows(R) dial-up networking (DUN) feature to hold TCP/IP sessions over a network. The use of DUN requires no changes to your Client configuration. If DUN is configured properly, and Windows(R) is set to use dial-up networking when a TCP/IP connection is required, Live Help Client will automatically activate it when creating a session.

Note

The dialup connection to an IPv6 network cannot be performed.

4.1.3.2 TCP/IP Setup

Clicking the TCP/IP Setup button in Client Setup displays the 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 (known as a multi-homed host), Live Help detects the cards and allows you to select the TCP/IP address to use for Live Help session communications. Choose a TCP/IP address you would like to use during Live Help sessions, or choose Windows Default if you would like the Windows(R) operating system to decide for you.
- 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, Live Help will wait for connection requests for all network adapters. Note that the IP address displayed in the Live Help Client window that waits for connection will be one of the IP addresses set for the terminals on which Live Help Client is installed.

- Restricted Connections List

This security feature allows the Client to restrict access to sessions based on the IP address or host name of the computer running the Live Help Expert software. By default, the Client software is configured to allow all connections. To restrict access to your Live Help session, select the Restrict Connections radio button. You will then need to configure which IP addresses or host names can have access to your machine.

 **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.

The Restricted Connections List contains IP addresses and host names of computers that are allowed to connect to your Client session. 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 😊 icon is placed next to host names in the list.

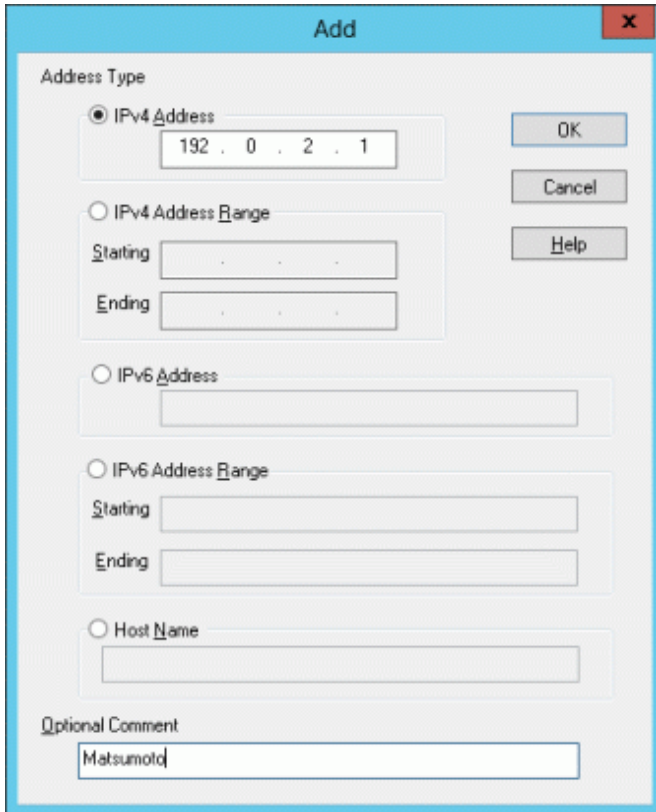
The list is sorted alphanumerically, first by IP address then by host name. The columns of the list box can be resized as necessary and scroll bars will display should the contents of an entry not fit in the list.

4.1.3.3 Modifying Entries in the Restricted Connections List

To modify entries in the Restricted Connections 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 Client 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 Client session. This option is particularly useful when, for example, all the Expert machines 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 Client 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 Client session. This option is particularly useful when, for example, all the Expert machines 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 Client 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.

4.1.3.4 Modem Setup

When you select the Modem choice, the Live Help Client application will use your modem to make the connection to the Support Specialist computer.

There are two choices available when using your modem for the support session connection: Wait for Call, and Dial Out.

- **Wait for Call**

Choose this option to wait for a data call from the Specialist. In this case, when you start the Client application your modem is placed in "auto answer" mode and the application waits for the incoming data call.

- **Dial Out**

Choose Dial Out to call the Specialist and make a connection using your modem. Using Dial Out, the Client application asks you to enter the telephone number of the Specialist modem, and then dials the data call.

Additionally, there is a modem drop-down list available. If your machine is configured with more than one modem, this drop-down will allow you to choose which modem to use for sessions.

Note

The "Authenticate using Windows groups" check box in the "Security" field will be grayed out when Modem option is selected.

4.1.4 Running Client as a Windows Service

The Client application can be configured to run as a Windows(R) 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.

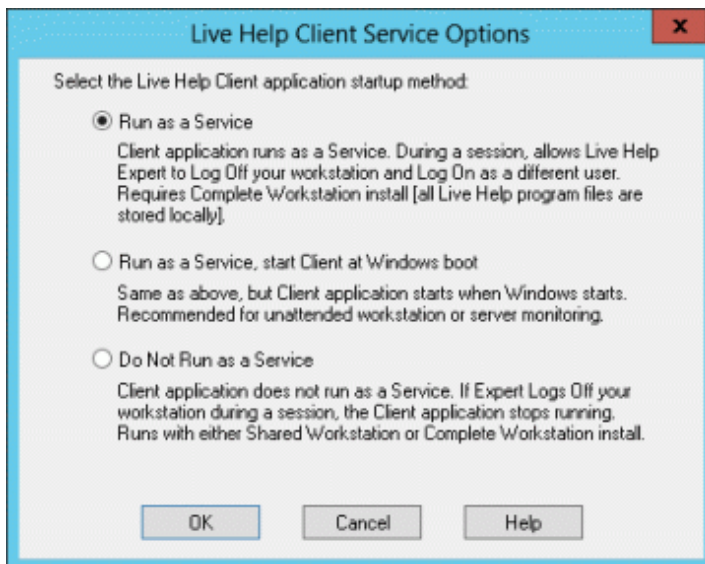
The Client application can only survive the log off if running as a Service. Otherwise, the Client application stops running.

There are two ways to run the Client application as a service:

- **Run as a Service when the user starts the Client application. OR...**
- **Automatically start the Client application as a Service when Windows starts.**
This option is recommended for unattended servers or workstations, so they can be remotely monitored or administered.

To run the Client application as a Windows(R) service, follow the steps below.

1. Click the **Advanced** button in Client Setup. The *Client Service Options* screen displays, showing three options:
 - Run as a Service
 - Run as a Service, start Client at Windows boot
 - Do not run as a Service



2. Select either of the two service options.
3. Click **OK** to save the setting.

Note

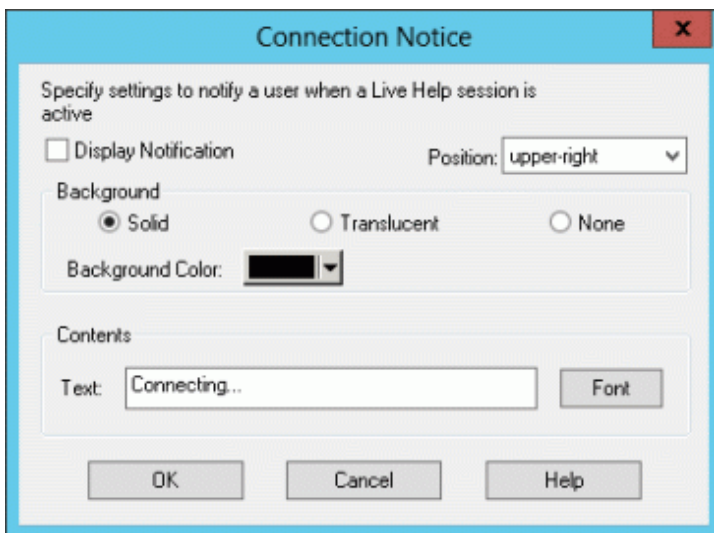
Important

- 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.
- The two Service options are grayed if the current user does not have appropriate rights that allow the Client application to run as a Service.
- 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 Appendix "Windows Firewall" in the *"Live Help User's Guide"* for required settings when you use Live Help applications on a system where Windows Firewall is enabled.
- To select the "Authenticate using Windows groups" option in the "Security" field, choose one of the Service options.
- If you log off from Windows(R) during a Live Help session, the session will be disconnected on some cases, depending on the operating system of your computer and the running method of the Live Help Client. Refer to the section "Notes on Logging Off and Switching User on Client Computer" in "Remote Control" in the *"Live Help User's Guide"* for further details.

4.1.5 Setting of the Connection Notice Feature

You can set the Connection Notice feature to notify you when an Expert is connecting to your computer.

To set up this feature, click the **Notification** button in the Client Setup program.



You can configure the notification to be displayed when an Expert is connecting, by specifying the following items:

- **Display Notification:** Enable or disable the Connection Notice feature.
- **Position:** Select the default position of the notification window to one of 8 edges of the screen.
- **Background:** Select the color and display method for the background of the notification, such as solid, translucent, or none.

- **Contents:** Type a text (up to 128 single-byte characters) to be displayed and select the font style and size for the text.

Note

- In case the display color is 256 colors or lower, the background color will become solid even if you have chosen the "Translucent" option.
- Although you can register up to 128 characters in the Text field in the Contents, some characters may not be displayed depending on the font size and screen size.

If the text displayed by the Connection Notice feature is in your way, click it to move to one of the eight positions at the edge of the screen. As you click continuously, the text moves around clockwise.

4.1.6 Other Startup Options

You can also specify other startup options:

- **Run Minimized**

Choose this option to start Live Help Client in a minimized state. The Client application will appear minimized in the taskbar and can be restored by clicking on its taskbar button.

- **Store in Task Tray**

When Live Help Client is started with this option selected, a Live Help icon will appear in the Windows(R) task tray. Client will not appear in the taskbar. You can restore Client by double-clicking on the task tray icon.

4.2 Changing your Live Help settings by using Live Help Client Configuration Feature

The Live Help Client Configuration Feature allows you to change the settings of Live Help Client in a quick operation.

You can create a Client configuration file using Live Help Client Configuration Wizard and use Configuration File Apply Tool to apply the created Client configuration file to a Live Help Client application.

For details on the Client Configuration Feature, refer to the "Live Help Client Configuration Feature" in the "*Live Help User's Guide*".

Appendix A 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.

A.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.

A.2 Compatibility information

- Change of Icon Name

The Client Setup icon that is to be registered in Start or Apps > Live Help has been changed to the Live Help Client Setup icon.

Appendix B 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 Client)]. 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

	[A]		[M]
Adding Entries.....		42	Modem Setup.....
Adding Phone Book Entries.....		29	43
Allow.....		39	Modifying Entries in the Restricted Connections List.....
Approve Connections.....		39	42
Ask User.....		39	multi-homed host.....
			41
	[B]		multiple network cards.....
Bridge.....		2	41
	[C]		
Change Settings Button.....		27	[N]
Changing your Configuration.....		34	Name.....
Changing your Live Help Settings.....		34	29
Changing your User Name.....		35	Network Setup.....
Client Configuration Feature.....		46	40
Client Dial Dialog Box.....		28	Note.....
Client Service Options screen.....		44	29
Client Settings Screen.....		28	
Client Startup Screen.....		27	[O]
Clipboard Transfer Progress.....		32	Optional Comment.....
Close a Support Session.....		28	43
Closing Live Help Client.....		29	Other Startup Options.....
Communications Options.....		39	46
Confirm Password.....		36	
Connection Notice Feature.....		32,45	[P]
CSETUP.....		34	Password.....
			28,36
	[D]		Phone #.....
Deleting Entries.....		43	29
Dialing From.....		28	Phone Book.....
Dialing Rules.....		29	28
Dial Out.....		43	Phone Number.....
			28
	[E]		Precautions on Version Upgrade.....
Editing Entries.....		43	4
Editing Phone Book Entries.....		29	Prohibit.....
End a Support Session.....		28	39
	[F]		
File Transfer Progress.....		31	[R]
			Remote Control.....
	[G]		32
General Precautions on Installation.....		4	Remote Control Options.....
			39
	[H]		Restricted Connections List.....
Host Name.....		43	41
			Router.....
	[I]		2
Instruction Mode.....		32	Run Minimized.....
IP Address.....		42	46
IP Address Range.....		42	Running Client as a Windows Service.....
			44
	[L]		
Live Help Client Settings.....		23	[S]
Local Interface.....		41	Security Options.....
			35
			Select Communication Type.....
			20
			Select Install Directory.....
			17
			Select Rebooting Method.....
			22
			Select Running Method.....
			19
			Sending a File.....
			31
			Sending a Reply to a Message.....
			31
			Sending Clipboard Information.....
			32
			Specify permitted groups.....
			37
			Specify the User Name.....
			21
			Starting Live Help.....
			27
			Store in Task Tray.....
			46
			Support Centers.....
			40
			System Requirements.....
			1
			[T]
			TCP/IP Direct Connect.....
			40
			TCP/IP Setup.....
			40
			[W]
			Wait for Call.....
			43
			Winsock.....
			2
			[Y]
			Your Name.....
			28