

Naverisk Technology Management Solutions

Remote Control

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Introduction

The purpose of this document is to provide instructions on how to use Naverisk Remote Control and how to troubleshoot any issues you may come across during its use.

1.0 Technical Background

In this article, references to the Viewer and the Host are made. The Viewer is the one who wants to Remote in. The Host is the machine that the Viewer attempts to Remote to.

Also, all Remote Connections are brokered by the Site Controller (SC). When a Viewer attempts a connection to a Device, both ends of the connection establish a link to the SC of the Remote Device and a 'Handshake' is done. Once both sides of the handshake confirm connectivity the Remote connection is available.

2.0 Using Naverisk Remote Control

The 6 options for Remote Control (RC) are:

• Naverisk RC

Naverisk has partnered up with Splashtop to deliver World Class Remote Control built-in at no extra cost. Simply enable the Naverisk RC option under the Remote Control settings and your Naverisk RC will be deployed. You will however need the Splashtop for Business streamer which is used to launch the Naverisk RC. This can be downloaded from the dialogue box that appears after clicking on the Remote control icon in the Naverisk UI.

• Native RDP

This utilizes RDP on the Viewer's machine (it needs to be installed first). Java is used to create a Bridge between the Viewer and Host. If the Remote Desktop application does not open, then the path to the executable is not registered in the OS. In this case, a Java window will appear with a link that you can copy and paste into Remote Desktop, after you've manually opened it. This is the case if you're accessing a Host machine from a Mac.

• Native RDP (Console)

Just like Native RDP, this utilizes RDP on the Viewer's machine (it needs to be installed first). Java is used to create a Bridge between the Viewer and Host. However a Console Session is established instead of a Terminal Server Session. So it's as though you're sitting in front of the machine itself.



• Native VNC

This uses VNC installed on the Viewer's computer with Java as a Bridge to the Host. Note that you will have to install a VNC Viewer such as UltraVNC first. For the VNC connections, a password needs to be setup before you can log into any Devices. This can be configured per Device or per Client (in Settings > Remote Control).

After initiating a Native VNC connection you may be prompted to copy and paste a string such as 'localHost:14400' into your VNC Viewer. This is because the path to the Viewer does not exist in your PATH environmental variable. If you enter the folder path of your VNC Viewer into the PATH environmental variable, then you will not need to open the Viewer manually and paste in the connection string.

• Java Interactive VNC

This emulates the VNC software on the Viewer's side so it can be used even if VNC is not installed on the Viewer's computer.

• Third Party RC

Device Details

Naverisk offers integration with multiple RC products. Each of these can be configured by using the integration guides found in the Naverisk Resource Centre. TeamViewer, ScreenConnect and Splashtop is offered for integration. The Splashtop Integration availability is still there for Partners that still have a paid account with Splashtop. If you have another type of Third party Remote product, you can make use of the Third Party URL integration. Please refer to the Third Party Remote Control guide available in the Naverisk Resource Centre.

1. After choosing your method of Remote Control, click the Icon to the left of the dropdown list to initiate the session.

Domoo Dotano					
Host Name:	NAVPC09	Agent Status:	Agent Connected	Device Tasks:	Please Select
IP Address:		Device SLA Status:	📀 The Device has no Failure SLA Tickets	Current Network Controller:	: Global NC
Ext IP Address:		Device Type:	Workstations / Windows / Windows 8	Default Network Controller:	Global NC 🗸
MAC Address:	7 Haura 40 Minutes	Device Class:		Remote Control:	Set Password 🔗 Native VNC 👻
Anti-Virus Status	7 Hours, 16 Minutes Control Security by Bitdefender Antimalware	Current User:	🕥 stefanlorenz	Task Manager:	.
Documentation:	Site Documentation	Last User:	stefanlorenz	Agent Type:	💿 📃 Standard Agent 🔵 🔛 Advanced Agent

2. You can also initiate a Remote connection directly from the Devices Tab.



Note: Modern releases of Chrome and Edge web browsers will block Oracle's Java plugin by default as well as other extensions that use the deprecated NPAPI. To ensure that Naverisk's Remote Control features can operate correctly within the Chrome Web Browser, we have developed a new application that will need to be installed if using Chrome.

1. Click on the **Remote Control icon** (in this example I am using **Native RDP**).



Remote Control:

) 🛛 📀 Native RDP

2. You will then be advised that an External Remote Control Package will need to be installed. If it does not download automatically, please click on **Click Here** in the middle paragraph.



3. This will then download the RCNAS.msi package to your computer.



4. When it has finished downloading, run the installer and click Next.





5



5. Choose Everyone, then click Next.



6. Click Next.



7. RCNas will then begin installing.





😸 Rcnas		
Installing Renas		
Ronas is being installed.		
Please wait		
	Canc	el (Back Next)

8. When the installer has finished, click **Close**.

븅 Rcnas	
Installation Complete	
Ronas has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Frame	work.
Cancel < Back	Close

9. On the Naverisk website, click on Click Here on the first line. This will then retry the remote control method.







10. You should then see the **RCNas** command prompt window show, followed by your preferred method of remote control.

C:\Program Files (x86)\naverisk\agent\RCNAS.exe	
	Windows Security Enter your credentials These credentials will be used to connect to localhost. ECISOLUTIONS\lgolds Password
	Use another account
	OK Cancel





3.0 Providing Ad-hoc Remote Control Support

It may be necessary to sometimes provide Ad-hoc Remote Control support to your Clients. To do this we recommend the following steps:

- 1. Create a Client in your Naverisk system called 'Ad-hoc Support'.
- 2. Navigate to 'Settings > Remote Control'.
- 3. For the 'Ad-hoc Support' Client, tick the check box for 'Install by Default' to have Remote Control immediately available after Agent installation.
- 4. Click 'Apply' to save this change for the Client.
- 5. Navigate back to 'Devices > Ad-hoc Support'
- 6. From this Client, click 'New Device' to generate an Agent Installation Package.

Edit Views Select a Task	New Device

- 7. You can rename the Package as you like. Then upload it to your MSP website for your Ad-hoc clients to download.
- 8. After downloading and installing the Agent Package you will be able to initiate a Remote Control session to their Devices. These Devices will be located in the 'Ad-hoc Support' Client of your Naverisk Website.
- 9. After you have completed your Remote support, you can then delete the device from 'Ad-hoc Support' or move it to the appropriate client.

4.0 Diagnosing Problems with Remote Control

4.1 **Preliminary checks**

If you have problems with Remote Control not working, then here are a few troubleshooting steps which may help resolve the problem:

- First make sure that the Agent is online.
- Check Programs and Features in the Control Panel and ensure that the RCNAS application has been installed.
- Is the Naverisk Website name defined correctly in Naverisk > Settings > System Settings?
- Can you ping the Website name from the Device that you have just installed an agent on? If ICMP echoes are disabled for that URL, then can you at least trace it to ensure you can reach it?
- What happens when you run a Port Test in Settings > System Settings? If you receive crosses for any of the ports in the test then this will need to be resolved before continuing.

< ĉ)



- 9990 Remote Control Listen Port
- 8092 Agent Listen Port
- 9999 Network Controller Listen Port
- 9202 ACT Listen Port

Make sure you are running the latest Java runtime (<u>http://www.java.com/en/download/index.jsp</u>)

- If you're having problems with a Native VNC connection, kill any winvnc.exe processes and restart the Naverisk Remote Control Service on the Device you can't remotely control.
- If you cannot connect with RDP, make sure that the RDP version of the computer you are connecting to
 matches the version you are using to initiate the connection with. For example Remote Desktop protocol
 version 8 (used by Windows 7 SP1) will not connect to Remote Desktop protocol version 7 (used by
 Windows 7 unless this is installed individually as a windows update).

4.2 Making sure there are no DNS Issues

Set the RCInternalAddress parameter of the site controller configuration file to match the external URL of the site controller (normally located at C:\Program Files (x86)\Naverisk\SiteController\NaveriskSiteController.exe.config). By default you will see:

- - <add key="RCInternalAddress" value="FQDN" />

```
<!-- Site Controller maintenance window settings -->
<add key="MaintWindowStartHour" value="1" />
<add key="MaintWindowLengthHours" value="2" />
<!-- SMTP Calendar (iCal) send delay time in milliseconds -->
<add key="CalendarSendDelayTime" value="100" />
<!--Shared secret between Naverisk Website and Site Controller. It is used for validating if the SSO request is legitimate. -->
<add key="SSOThumbprint" value="09C8C186095E9D59155AE12E7A449337754536A7" />
<add key="RCInternalAddress" value="FQDN"
</appSettings></ar>
```

```
<system.web>
```

Please change this to match your Naverisk URL, for example:

• <add key="RCInternalAddress" value="Naverisk.yourdomain.com" />

```
<add key="EamilToAlertRecipient" value="Normal" />
<!-- Site Controller maintenance window settings -->
<add key="MaintWindowStartHour" value="1" />
<add key="MaintWindowLengthHours" value="2" />
<!-- SMTP Calendar (iCal) send delay time in milliseconds -->
<add key="CalendarSendDelayTime" value="100" />
<!--Shared secret between Naverisk Website and Site Controller. It is used for validating if the SSO request is legitimate. -->
<add key="SSOThumbprint" value="09C8C186095E9D59155AE12E7A449337754536A7" />
<add key="RCInternalAddress" value="naverisk.support.com"
</apsettings></a>
```

```
<system.web>
```



<membership defaultProvider="ClientAuthenticationMembershipProvider">



No VNC or RDP Windows 4.3

If you initiate a Remote Connection on a Mac but only get a Java window, please follow the below steps:

- From the desktop, launch the System Preferences.
- Under System Preferences, select the Sharing.
- Enable Remote Management within the Service list and Allow Access for All Users.
- Click Computer Settings... to show the VNC password setting, and set your password.
- Click OK to save your settings.

Another possibility is that the time required to initiate a session on a Mac is longer than the timeout period. If this is the case, setting the Max Block Size in the RC Package configuration file to 16383 (the maximum) should resolve this problem. For information about how to do this please review the Agent Package Parameters guide found in the Naverisk Resource Center.

4.4 Native VNC does not open your VNC Viewer Automatically

If Windows does not know how to automatically open your VNC Viewer Client, then these steps describe how to configure it to do so (UltraVNC is used as an example in this case):

- Download and install UltraVNC: <u>http://www.filehippo.com/download_ultravnc/</u>
- Navigate to your environment variables and under system variables please search for the Path variable.
- Select Edit
- Under Variable Value please insert C:\Program Files (x86)\uvnc bvba\UltraVNC at the end of the line.
- Select OK and restart your machine.
- Under the Naverisk Console select the Device that you wish to Remote Control, ensure that a password is set and select the Remote Control option.
- The VNC Viewer should now open automatically.

4.5 Java Related Errors when Starting a Remote Connection

If any Java updates cause problems with Remote Connections then the steps below may help to resolve the problem:

- In Control Panel, open the Java Control Panel.
- Navigate to the Security tab.
- Add the following URLS to your Site Exceptions list:
 - The URL of your Naverisk Site Controller.
 - The PassthroughRC.jar file of your Site Controller (screenshot on following page). -
 - In the General tab of the Java Control Panel, click 'Settings' then 'Delete Files'. This will clear your Java cache.





🕌 Java Control Panel	
General Update Java Security Advanced	
☑ Enable Java content in the browser	
Security Level	
Very High	
High (minimum recommended)	
- Medium	
Java applications identified by a certificate from a trusted authority will be allowe	d to run.
Exception Site List	
Applications launched from the sites listed below will be allowed to run after th security prompts.	e appropriate
http://doud4.naverisk.com https://doud4.naverisk.com/PassThroughRC.jar	ite List
Restore Security Prompts Manag	ge Certificates
OK Car	Apply





🖆 Java Control Panel	
General Update Java Security Advanced	
About	
View version information about Java Control Panel.	
	About
Network Settings	
Network settings are used when making Internet connections. By a	lefault, Java will use the network
setungs in your web browser. Only advanced users should modify	Network Settings
Temporary Internet Files	
Files you use in Java applications are stored in a special folder for o	quick execution later. Only
advanced users should delete files or modify these settings.	
	Settings View
Java in the browser is enabled. See the Security tab	
Temporary Files Settings	
✓ Keep temporary files on my computer.	
Select the location where temporary files are kept:	
ers \sailamlee \AppData \LocalLow \Sun \Java \Deployment	Change
Select the compression level for JAR files:	None 🗸
Set the amount of disk space for storing temporary files	:
0	32768 🜩 MB
Delete Files	Restore Defaults
	OK Cancel





Delete Files and Applications
Delete the following files?
Trace and Log Files
Cached Applications and Applets
Installed Applications and Applets
OK Cancel

Note: The interactive Services Detection must be enabled to allow Java VNC connections as shown below. This may be disabled for Windows 8.

**	2 🗟 🛛 📷 🕨 🗰 🗉 🕪							
Services (Local)	 Services (Local) 							
	Interactive Services Detection	Name	Description	Status	Startup Type	Log On As		
		G FortiClient SSLVPN	FortiClient S	Started	Automatic	Local Syste		
	Start the service	🖏 Function Discovery Provider Host	The FDPHO		Manual	Local Service		
		Runction Discovery Resource Pu	Publishes th	Started	Automatic	Local Service		
	Description:	🔍 Google Update Service (gupdate)	Keeps your		Automatic (D	Local Syste		
	Enables user notification of user input	Google Update Service (gupdate	Keeps your		Manual	Local Syste		
	for interactive services, which enables	Group Policy Client	The service	Started	Automatic	Local Syste		
	interactive services when they appear.	Q Health Key and Certificate Mana	Provides X.S		Manual	Local Syste		
	If this service is stopped, notifications	G HomeGroup Listener	Makes local		Manual	Local Syste		
	of new interactive service dialogs will	G HomeGroup Provider	Performs ne		Manual	Local Service		
	no longer function and there might	🔍 Human Interface Device Access	Enables gen	Started	Manual	Local Syste		
	dialogs. If this service is disabled,	KE and AuthIP IPsec Keying Mo	The IKEEXT		Manual	Local Syste		
	both notifications of and access to	C. Interactive Services Detection	Enables use	1	Manual	Local Syste		
	new interactive service dialogs will no	Children Connection Sharing (ICS)	Provides ne		Disabled	Local Syste		
	longer function.	🔍 Internet Explorer ETW Collector S	ETW Collect		Manual	Local Syste		
		🖏 IP Helper	Provides tu	Started	Automatic	Local Syste		
		🖓 IPsec Policy Agent	Internet Pro	Started	Manual	Network S		
		🔍 KtmRm for Distributed Transacti	Coordinates		Manual	Network S		
		🖧 Link-Layer Topology Discovery	Creates a N		Manual	Local Service		
		🔍 Media Center Extender Service	Allows Med		Disabled	Local Service		
		Q Microsoft .NET Framework NGE	Microsoft		Disabled	Local Syste		
		G Microsoft .NET Framework NGE	Microsoft		Disabled	Local Syste		
		C Microsoft .NET Framework NGE	Microsoft		Automatic (D	Local Syste		





4.6 Remote VNC is very slow when connecting to Devices with Aero Enabled

If the Device you are connecting to have Aero enabled, then this can significantly reduce the screen refresh rate of VNC Remote sessions. One way to get around this problem is to turn off Aero prior to your Remote Control session with the Console command:

• Net stop uxsms

After your Remote Control session you can re-enable Aero with the Console command:

Net start uxsms

4.7 **Remote Control Package has not been Downloaded**

If you encounter an error stating that the RC package has not been downloaded fully, just wait and it should complete within a few minutes. Do not reinstall, as this will just resend the request and increase the wait time.

4.8 Identifying which Part of the Remote Connection is failing

This is for Naverisk Support Diagnostic purposes.

If you search the SC logs around the time of the failed RC attempt, you should see a line which starts with RC connection state. This is a diagnostic report on the Remote Connection attempt, explained below.

The RC connection state is made up of 3 elements:

1. Bridge establishment (the relay created by the Site Controller)

If the SC Remote Connection relay is created, you will see *True* in the first section of the readout. Otherwise you will see False.

2. Viewer connection

If the VNC Viewer has successfully connected, you will see +Viewer, otherwise you will see - Viewer.

3. Server connection

If the VNC server has successfully connected, you will see +Server, otherwise you will see – Server.

4.9 **Unsupported Displays**

Remote control via VNC is not compatible to any Mac Retina Display device, however, other options are available for remote connection.

Naverisk integrates with the **TeamViewer / ScreenConnect / Splashtop** software which allow remote connection to Mac Retina Display Devices. More details on these can be found in the Resource Center in your Naverisk instance.

