

CrossTec Remote Client for Mac

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System Requirements

Processor: Macintosh G4 or higher and Intel Mac.

Operating System: MacOS 10.3.9 or higher

You will require an administrator password to complete this installation

CrossTec Remote v9.00 (or above) Control

Installation procedure for CrossTec Remote Mac Client

The software is provided as a standard Mac OS X Drive image.

To mount the drive image, copy to the Hard Drive and double click. The mounted drive image will be available on the desktop. To run the installer package open the mounted drive, double click the installer package and follow the on-screen instructions.

Supported Functions

The CrossTec Remote Mac Client allows a user to connect to a Macintosh Computer and remote control it from any PC that has a CrossTec Remote Control installed.

The following CrossTec Remote features are currently supported:

Browse and Connect

Once a Client has been installed a CrossTec Remote Control can 'browse' the network and connect to the Linux machine. Alternatively, a Quick Connect feature is available, enabling you to enter the IP Address of the target machine. Once connected you can perform the following remote tasks.

Disconnect

Ends the connection to selected machines.

View Clients

The Client Screen will be displayed in a Window on the Control workstation. CrossTec enables you to View multiple Client screens simultaneously.

Scan Clients

An alternative to Viewing, the Scan facility enables you to cycle through each connected Client in turn, displaying its screen on the Control. Multiple Client screens can be scanned simultaneously in scaled windows.

Remote Client Hardware/Software Inventory

Powerful hardware/software reporting combined with real-time status information for applications in memory, processes running and installed services provide all the key information needed to assist in speedy problem resolution.

Power on/off

For machines supporting this technology, CrossTec provides Power Management capabilities enabling you to remotely Power On/Off Client workstations.

Re-boot

Remotely re-boot Client machines.

Chat

CrossTec enables you to 'Chat' to any number of connected Clients simultaneously via a scrolling text window.

Message

Broadcast a message to an individual Client, a Group of Clients or all Clients on the Network.

Connectivity Options

Choose the method of connectivity to be employed, TCP/IP or Gateway (HTTP).

Thumbnail Support

A convenient thumbnail view of each connected Client screen is displayed at the Control providing a quick and easy method for monitoring Client activity.

Client Icon

Provides you with information about the Client and enables you to view log files.

Support Tool

Gathers detailed information required to assist our Technical Support team, should you encounter a problem. You can save and email this information.

Customising License & Configuration Files

License File

The default installation package installs a 30-day evaluation copy of the software.

Note: When the Eval License expires a message will appear advising you of this. An entry will be placed in the log file. To review, open a terminal window and type:
"more /var/log/nsmclient"

A sale key generated on a Window based system (NSM.LIC) using the PCILIC.EXE utility can be manually copied to the Mac Client and will be activated when the Mac client is re-started.

Optionally the Mac installer can be re-packaged with updated License and configuration files.

Client Configuration

TCP/IP



TCP

Select this box if you wish the Client to be able to communicate over TCP.

TCP Port

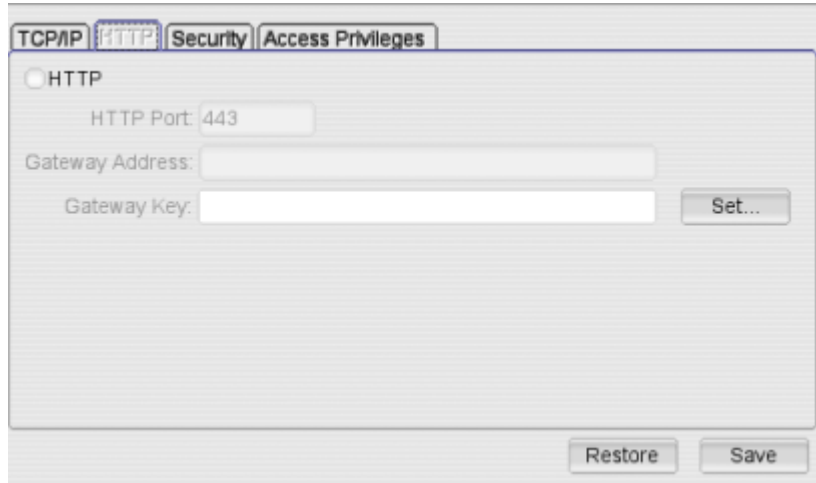
The TCP protocol requires that a port number be allocated for the applications to communicate through. To enable the Control to communicate with a Client, and for the Client to receive the incoming request, the default registered port for CrossTec is 5405.

IP Addresses

Enter the IP addresses that you wish the Client to be able to communicate with.

HTTP

This tab enables you to configure the Client to accept connections via a CrossTec Gateway.



HTTP

Check this box to enable the Client to communicate over HTTP.

Port:

CrossTec's default port for HTTP communications is 443.

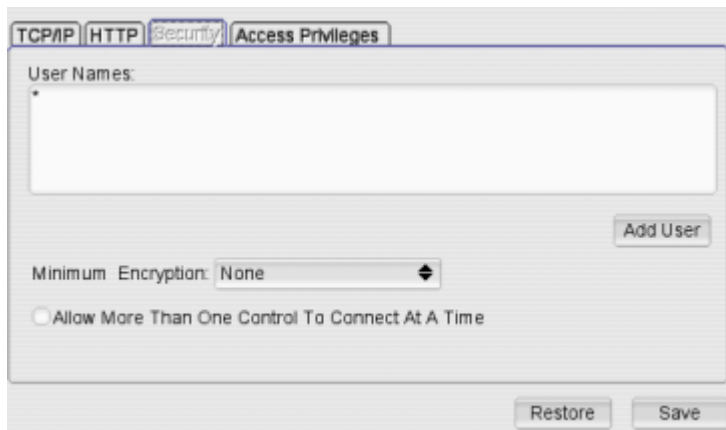
Gateway Address

Enter the IP address of the workstation where the CrossTec Gateway Component is installed.

Gateway Key

The Key set here **must** also be set at the Control and match the key that has been configured in the Gateway itself. Provides additional security that enables Control Users to connect only if they have specified the same key as at the Client.

Security



User Names

Usernames are used for setting the valid User Name and Password for Control Users when they connect to the Client. The User Name is also used to determine which Client Profile will be applied.

You can enter multiple USERNAMES each with its own password. You do this by clicking on Change and adding the individual UserNames and passwords.

By entering specific Usernames and Passwords the Client will restrict access to Controls entering a matching Username and Password when connecting.

Minimum Encryption

Choose the level of encryption to be used while a Control is connected.

Allow more than one Control to connect at a time

CrossTec allows multiple Controls to connect and view the Client simultaneously. This is useful for Group Working. Checking this option enables the function.

Access Privileges

You can limit the range of Remote Control options that are available to the Control User.



Configuration File

The CrossTec Client configuration is determined by editing the values in the Client32.ini file. This file is in Windows Initialisation format with an Added Checksum.

Disable Watch

Prevents a Control from Viewing the Client at all. File transfer, scripting and other functions are still available.

Disable Share

Allows a Control to View a Client in Watch only mode.

Disable Control

Prevents a Control from being able to lock out the Client's keyboard and mouse.

Disable Chat

Prevents the Control from initiating a Chat session with the Client. However, Clients can still open a Chat session with the Control via the Client Menu.

Disable Message

Ignores messages sent by Connected Controls.

Disable Inventory

Disables the Control from running a Hardware or Software Inventory of the Client.

Disable Reboot

Disables the ability of the Control User to Re-Boot the Client workstation via the menu option in the Control Interface. You can still Reboot while remote controlling.

Disable Shutdown

Prevents the User at the Control from being able to shut down the Client program from a script.

Restarting the Client

Note: Admin password required.

To restart the Client enter: **sudo /Library/StartupItems/NSMClient/NSMClient restart**

Installing the Mac Client with Custom Client32.ini and/or NSM.LIC

1. Copy the installer package NSMClient.pkg to your Desktop.
2. Copy the Custom Client32.ini and/or NSM.LIC to your Desktop
3. Run the NSMClient.pkg

The Installer for the Mac Client will then use the Client32.ini and/or NSM.LIC when performing the installation. (Please note the file cases as the installer is case sensitive)

Repackage The Installer With a Different License

Note: Before starting, make sure you do not have a folder called "Library" or "Applications" on your Desktop as this will be replaced as part of the following procedure.

1. Copy the installer package NSMClient.pkg to your Desktop.
2. Open a *Terminal Window* and enter the following commands:

```
cd Desktop
cp NSMClient.pkg/Contents/Archive.pax.gz .
gunzip Archive.pax.gz
pax -r -f Archive.pax
```

You should now have a folders called "Library" and "Applications" on your Desktop. You can replace Desktop/Library/NSMClient/daemon/NSM.LIC or Client32.ini with your own versions.

Note: The file names are case-sensitive.

```
mv Archive.pax Archive.old.pax
pax -w -f Archive.pax ./Library ./Applications
gzip Archive.pax
cp -f ./Archive.pax.gz NSMClient.pkg/Contents/
```

Firewall

When you perform the installation of CrossTec Remote Client for Mac, the installer automatically adds itself to the Mac firewall enabling the TCP and UDP Ports 5405.

Please note that if you change the Port used by the CrossTec Remote Client, a manual firewall exception will be required.

In this scenario if you wish to remove the installed firewall exception, please run the `remove_firewall_entry.command` included within the NSMClient.dmg.

Known Limitations

When you log out, remote control loses mouse control. To get the mouse control back just click (at the control).

The wallpaper hiding feature, when performing a view session will only function if the Mac Client machine has had the wallpaper set manually.

It is not currently possible to disable wallpaper hiding from the CrossTec Control.

If you have any feedback or problems with the CrossTec Remote Mac Client please report these issues to CrossTec by using the feedback form at:

If you have any feedback or problems with the CrossTec Remote Mac Client please report these issues to our Technical Support Team at <http://www.crossteccorp.com/>

Trouble Shooting

The Client program will report errors to the Client log file. To review the log, open a Terminal Window and type `more /var/log/Clientdaemon.log`

Contacting CrossTec

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

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