

**CrossTec Remote Control  
Getting Started Guide  
CrossTec Corporation  
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## **Welcome to CrossTec**

CrossTec Remote Control is designed to give IT managers, mobile professionals, telecommuters and trainers the power and flexibility to access and control a remote workstation from anywhere at anytime.

Dynamic screen handling combined with powerful file transfer and general communication requirements makes CrossTec the complete communications solution for remote control.

A connection can be made through another workstation, a telephone line, local area networks (LAN), dial-up networking, or using a local Internet Service Provider. A connection can also be made through a direct connection between two workstations using a serial cable.

### What is CrossTec Remote Control?

Networks continue to evolve, growing in capability and complexity. A diverse range of platforms, protocols and physical assets provides PC Management and Remote Control Software solutions, with the continuous challenge of being able to offer support to a variety of configurations and to ensure that critical IT infrastructure is available when needed most.

Historically, Remote Control and PC Management software focused on removing the need for support staff to physically visit a remote users PC to resolve technical issues. Consequently, users receive a quicker response, resulting in less down time of critical applications.

However, organizations require multi-tasking solutions that offer effective economies of scale, where an "out of the box" application can be relied upon to perform a whole range of functions, which traditionally, were handled by multiple software vendors.

Emphasis is now placed not just on providing more efficient technical support but also in simplifying management tasks and in offering secure remote and mobile working possibilities.

CrossTec Remote Control combines powerful PC remote control with advanced desktop management functionality leading to one of the fastest levels of ROI available on the market today, specifically in improving user productivity, customer satisfaction and organizational flexibility.

### Features

CrossTec Remote contains a wealth of features to assist you to Train, Support, Monitor and Manage Clients.

#### Remote Control

Watch, Share or Control the screen, keyboard and mouse of a Client irrespective of color resolution, network protocol or operating system at either end.

#### Connectivity

- Dynamically find and list all Clients on the Network.
- Connect by Client name.
- Connect by Network address.
- Connect via a database of known Clients.
- Connect entire groups in one step.
- Client/Control connections via CrossTec's Internet Gateway providing seamless Remote Control between PCs that may both be located behind different firewalls.
- Connect to and remote control Linux and Pocket PC based systems.
- Connect to and remote control a Mac based system that has a previously installed VNC (virtual network computing) Client.

#### Message

Send a message to one or more chosen Clients, or even broadcast to all Clients on the network.

#### Chat

Conduct a text chat session in real time between the operator at the Control and one or more users. Annotate tools provide 'Whiteboard' capabilities.

### **File Transfer and Distribution**

Transfer and manipulate files between workstations, using advanced 'Drag and Drop' technology. Includes support for Long File names, Remote File Edit, Delta File Transfer and more. Copy from a workstation to many workstations, distribute Software or Synchronize Directories. To ensure security while transferring files use encryption on all data being transferred.

### **View**

View more than one Clients screen at the same time, or sit back and watch each connected screen in Scan Mode. The ability to record the activity on a Client workstation while it is remotely controlled, capture a Client's print output and cut and paste between workstation applications comes as standard.

### **Scan**

Automatically cycle through each Client's workstation in turn, or scan multiple Clients simultaneously, displaying its screen on the Control workstation. This enables the Control to keep a discrete watch over what the Clients are running on their workstations. Particularly important with modern Internet access! The Control does not even need to be in the same room.

### **Monitor Mode**

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

### **Show**

Display the Control's screen on individual or multiple Clients or display a selected Client's screen to other Clients.

### **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. Over 50 items of information are collected specifically about the hardware or environment of the Client PC.

### **Launch Applications**

Launch an application on one or all Client workstations at the press of a button.

### **Multimedia**

CrossTec Remote Control provides full Audio and Video Support.

### **Help Request**

Clients can raise requests for help. The Control is instantly alerted to the Clients need for assistance via a pop up box, on their screen.

### **Power Management**

Remotely logoff and shutdown Client workstations to minimize power consumption.

### **Scripting**

CrossTec Remote Control includes a powerful integrated Scripting Language and Scheduling Suite that enables you to make use of all of its functions in unattended mode.

### **Remote Communications**

Take control of workstations on remote LANs/WANs or standalone workstations via Dial-up Modem (PSTN), ISDN, Internet or Direct Serial Link.

### **Web Browser Integration**

Remote Control a workstation using ActiveX Control Web Browser. Using your Internet connection, download the 350k ActiveX Control software from your Company Website and remote control over IP on your office workstation. This is the ultimate, in portable Remote Control.

### **Desktop Integration with Explorer**

CrossTec Remote Control integrates directly with explorer, allowing you to launch key functionality direct from your system without needing to first start the Control.

### **Comprehensive Security Features**

Exceptional range of security options to meet all needs, including: -

- Password protection at Client and Control.
- User present acknowledgement required at Client.
- Connection Audit trail.
- Disable file transfer or specific files and directories.
- Limit Functionality depending on which workstation is connecting.
- Allow a Control to Watch only.
- Restrict file transfer to specific drives, directories and files.
- Dial-back to different numbers according to password.
- Restrict connections to named Controls.
- Customize Control and Client profiles to enable and disable virtually every feature depending on the security level of the signed on User.
- Set Unique Security Keys on both Control and Client.
- Integrates with existing NT profiles & Security.
- DES/AES Encryption.

### **Easy to Install and Configure**

- Install on Client workstations without the need to visit the individual machines using CrossTec's Remote Deployment Utility.
- Silent Installation across the WAN.
- Central maintenance of Client Profiles.
- Configuration utility for Windows.
- Protocol Transparent Control, (use IPX, NetBIOS, TCP/IP and HTTP simultaneously).

## Planning an Installation

Installing CrossTec Remote Control is exceptionally easy. If you follow a few simple rules you should be up and running within a very short time.

The first step is to decide what functions you want to install on each workstation.

### Do you want it to be a Control or a Client?

**Control** To be able to control other workstations, install a Control, sometimes called a Viewer.

**Client** To be controlled by another workstation, install a Client, sometimes called a Host.

Will you want to run more advanced CrossTec Remote features from the workstation such as **Scripting** and **Deploy** or use the machine as a **Gateway**? You can further customize your installation by including a full working copy of CrossTec's training tool, **CrossTec SchoolVue**.

### What network protocol do you use?

Decide what networking protocol you have available on the workstation. CrossTec Remote supports **TCP/IP**, **IPX**, **NetBIOS** and **HTTP**.

While CrossTec Remote is multi-protocol, which means that the same Control can connect to Clients running on different protocols, you must choose a default. You can change this later.

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**Note:** By default, the Control will be configured to use TCP/IP. If you are using a different protocol, you must configure this the first time you start a Control.

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You are now ready to install CrossTec Remote Control and Client programs.

This guide provides installation instructions for Windows platforms. If installing CrossTec Remote on another supported platform please select the All Platforms install option from the CD or refer to the downloads area of our website, **www.crossteccorp.com**.

## Starting the Installation

Insert the CrossTec Remote Control CD.

The CrossTec welcome menu will automatically appear when you insert the CD. (If it does not, access the CD-ROM drive from your workstation and run SETUP.EXE.)

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### Notes:

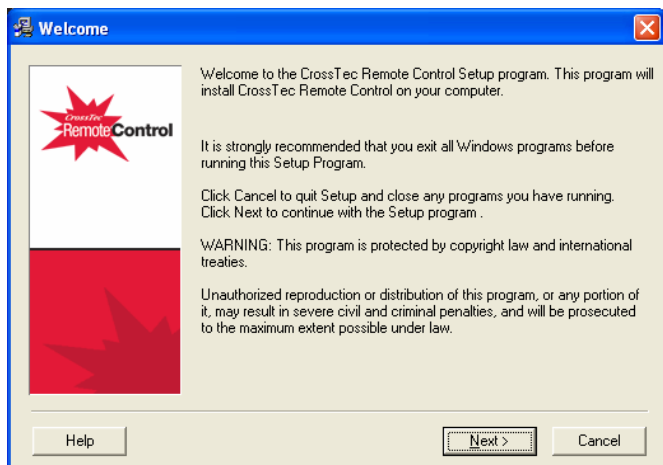
- If you are upgrading Windows NT to Windows 2000/XP or 2000 to XP you must ensure that you de-install CrossTec Remote prior to upgrading the operating system. CrossTec Remote can then be re-installed once the operating system upgrade has been completed.
  - If you are installing to an NT/2000/XP workstation or server, make sure that you are logged in as an Administrator.
  - While performing the installation, Help can be accessed at various stages of the process if required.
- 

### Selecting a Set-up Type

Choose CrossTec Remote for the required language variant. This will start the install program.

### CrossTec Remote Setup Program

The Setup program Welcome screen will appear.



Please read the information on the screen carefully, before proceeding with the installation.

Click Next to continue.

### CrossTec License Agreement

The CrossTec License Agreement will be displayed. Please read the License Agreement carefully and select I Agree and click Next to continue.

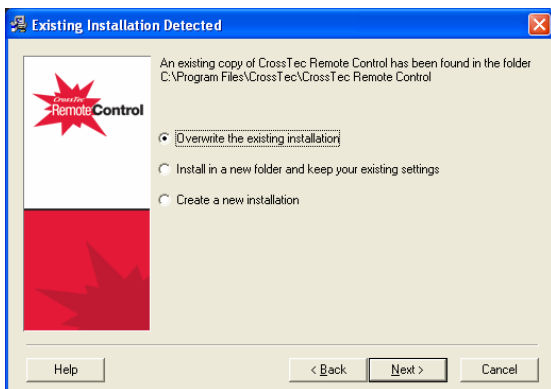
If you reject the License Agreement, (I Disagree) click Cancel. CrossTec Remote will not be installed and you will be directed to Exit from the install program.

### License Information

Enter your CrossTec License details as supplied with the product and click Next.

### Existing Installation Detected

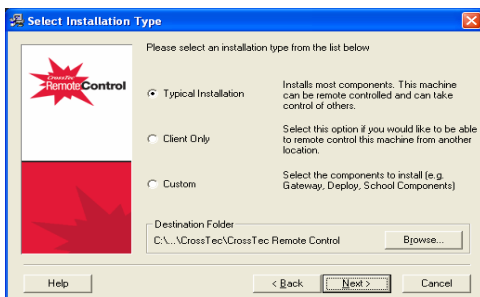
This screen will appear if a copy of CrossTec Remote Control is already installed on the workstation.



- **Overwrite the existing installation.**  
Overwrites the existing version of CrossTec Remote Control, in the folder specified at the top of the screen. Existing configuration files, \*.ini, \*.nsm and \*.scp, for example, containing details of Known Clients, Groups and Scripts, will be retained for continued use.
- **Install in a new folder and keep your existing settings.**  
You may prefer to keep the existing installation in the folder specified at the top of the screen, and choose a different folder for the new installation. The existing configuration files will be copied to the new location.
- **Create a new installation.**  
Installs the new version of CrossTec Remote Control in the required folder but does not retain existing configuration files. If installing in a different folder, the existing version will remain on the workstation, you may want to manually delete these files after the workstation has restarted.

Select the required option and click Next.

### Select Installation Type



Determine the components to install on each workstation by selecting one of the three available installation types.

- **Typical Installation**  
Installs all the components that a Control User would generally need. Excludes the Gateway and CrossTec SchoolVue components. See below for a description of each CrossTec Remote component.
- **Client Only**  
Enables the workstation to be remote controlled.
- **Custom**  
Enables you to individually select the mix of components that are appropriate for the workstation. Control and Client are selected by default but you can de-select either component if it is not required. See below for a description of each CrossTec Remote Component.

#### Destination Folder

By default, CrossTec Remote Control will be installed in the folder **C:\Program Files\CrossTec\CrossTec Remote Control**.

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**Note:** If an existing installation was detected, you may have chosen to install in a different folder. Click Browse to choose the required location.

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Click Next to continue.

### CrossTec Remote Components

If you have selected Typical Installation, all components, excluding Gateway and CrossTec SchoolVue, are installed. If you have selected Custom, you can choose the components individually to suit the requirements of each workstation.

**Client**                      Install this component on workstations you want to remote control.

**Control**                     Install this component on workstations that will be taking control of Client workstations. It is recommended that the Client component is also installed in order to use the full range of CrossTec functions, for example Show.

**Scripting**                 Install CrossTec's integrated Scripting and Scheduling suite. Create scripts to automate manual tasks and schedule them to run at specific times. Ideal for overnight updates.

**HelpFiles**                Install on-line Helpfiles, providing information and guidance on all CrossTec functions and features.

**Configurator**            Client settings and security are established using the Client Configurator. Basic settings can be entered at the end of the installation process but to set more advanced options, install the Configurator component.

**Remote Deployment Utilities (Supported on XP/NT/2000)**        The Deploy Utility enables you to perform multiple CrossTec Remote installations without the need to visit each individual workstation.

**Gateway** CrossTec's Gateway feature provides a means of connecting Clients and Controls across the Internet, thus delivering web based remote control without the need for modifications to existing Firewall configurations. There is no direct connection between the Client and Control, all data is passed via the Gateway. The Gateway component can therefore be installed independently of the Control and Client. If you choose to install the Gateway component, the Gateway Configuration dialog will appear after the installation has finished.

**School Components** Installs CrossTec's training tool CrossTec SchoolVue. If you choose to install the School components and the Control, CrossTec Tutor will be installed along with the Control component. Selecting the School and Client component will only install the CrossTec SchoolVue Student component along with the Client.

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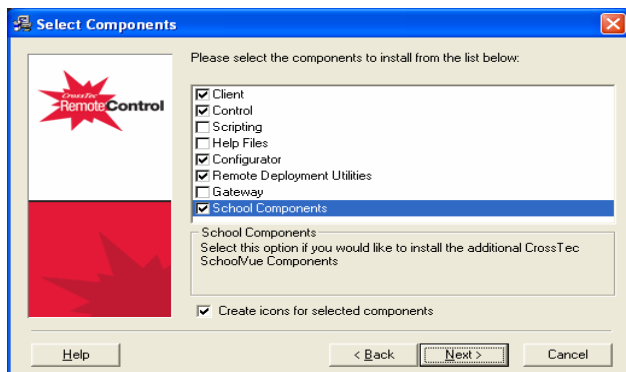
**Note:** CrossTec provides exceptional multimedia support. The CrossTec Video Player enables you to run video files on Client workstations, enhancing training sessions and demonstrations. This component is installed by default.

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If you do not want icons to be created for the selected components, un-check the **Create Icons For Selected Components** box.

### Select Components

If you have chosen to perform a **Custom** Installation, you will be able to select the required components from the list provided.



Select the required components.

If you do not want icons to be created for the selected components, un-check the **Create Icons For Selected Components** box.

Click Next to continue.

### Start Installation

To start the installation, click Next. To change any of the previous selections, click Back. To quit the installation, click Cancel.

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#### Notes:

- If you have changed your Windows 2000 Local Security Policy Settings for unsigned driver installation behavior, you may experience problems when running a CrossTec Client.
  - If you have elected to install a Client, Set-up will make the required amendments to your System.INI and or registry, to load the Client as Windows initializes. CrossTec will not replace any of your existing Drivers.
-

### Installation Complete

This final screen confirms that the installation has been successful. You can choose to create a desktop icon for the Control.

### Run Client Configurator

At the end of the installation process, you will have the opportunity to run the Client Configurator. This enables you to set basic Client information and security. If the Configurator is being installed as one of the selected components, you will be able to access more advanced configuration options.

### Run Deploy

Selecting this option will run the CrossTec Deploy Utility after the installation process. This allows you remotely to install and configure CrossTec on multiple workstations.

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**Note:** CrossTec can be fully integrated with Microsoft's Systems Management Server. If the CrossTec installation process detects the presence of the SMS Administration Console, you can decide whether to include the integration. If you select Yes, please refer to the README file 'SMS Integration.TXT' after the installation has completed for more information. The file can be found in the CrossTec Remote program folder.

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Click Finish to exit the Setup program. Remove the CD and restart the workstation.

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**Note:** If you chose to install the Gateway component, the Gateway Configuration dialog will appear. This primarily allows you to create a security key for the Gateway.

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### Uninstalling CrossTec Remote Control

The standard method for uninstalling CrossTec Remote is to select CrossTec Remote Control in Control Panel – Add/Remove Programs.

For Windows XP, 2000 and NT workstations, CrossTec Remote Deploy can be used to perform multiple uninstalls from a remote location.

### Evaluation Kit

CrossTec Remote is available as an Evaluation Kit either from distributors or free as a downloaded copy off the Internet. This allows you to trial CrossTec Remote before your purchase. The Evaluation Kit software is fully functional, apart from the following restrictions:

A maximum of five Clients can be active on the network simultaneously.

The Client and the Control programs will not run after the kit expiry date has passed.

Upon purchase, these restrictions are removed once serialization has been completed. This process upgrades the Evaluation Kit into a fully licensed copy.

### To upgrade an Evaluation Kit to a fully licensed copy

In the directory that you have installed the Program Manager Group 'CrossTec Remote Control' open the file PCILIC.EXE.

The CrossTec Remote License dialog box will appear asking you to enter your license details. Please note that all entries are cAsE sEnSiTiVe.

When you have entered the correct license details click **GENERATE**. You now have a fully licensed copy of CrossTec Remote.

## Advanced Installation

### Creating an administrative (network) installation

An administrative installation (distribution copy) of CrossTec Remote is designed to assist administrators to install CrossTec Remote Control on Networked PCs where the installation media or License details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be preconfigured to setup CrossTec Remote with certain options, therefore ensuring that all CrossTec Remote Control installations are configured the same.

Once created, the distribution copy can be used when performing a Silent Installation or as part of a CrossTec Remote Deploy routine.

#### **To Setup a distribution copy of CrossTec Remote on a Server**

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media (CD or download) the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a License file is not present in the folder when running the install, CrossTec Remote will be installed using the default Evaluation license.
4. Create and copy a CLIENT32.INI file to this folder.

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**Note:** You can make the network folder 'read only' to avoid the configuration being altered by unauthorized users.

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#### **To Install CrossTec Remote from a Server onto individual workstations**

1. At the required workstation, navigate to the network folder containing the CrossTec Remote setup files.
2. Run Setup.exe.
3. Follow instructions on Starting the Installation.

### Silent/Unattended Installations

On Windows XP, 2000 and NT, CrossTec Remote Deploy enables you to pre-configure a CrossTec Remote installation and remotely deploy it to multiple workstations. For Windows Me/98/95, and if required, XP, 2000 and NT, you can perform a similar 'Silent' Installation by editing and running the relevant files manually.

#### To perform a silent install

1. Create a distribution copy of CrossTec Remote, see Creating an administrative (Network) installation, containing the required CrossTec installation files.
2. To determine the properties for the Installation, run INSTCFG.EXE from the CrossTec program folder. The Install Configuration Options dialog will appear. (See The Install Configuration Options dialog section below for a full description of this dialog) Your chosen properties are stored in a parameter file, default name Values.TXT.
3. Choose {File}{Save} and save the 'Values.TXT' file to the folder containing the distribution copy

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**Note:** For the purpose of a Silent Install, you can save this file with a name of your choosing.

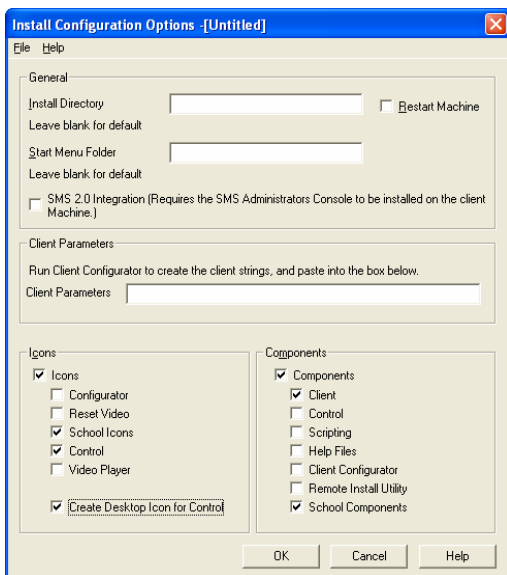
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4. To perform the Silent Install at the required workstation, from the folder containing created above, run:

**Setup.exe /s /m=values.txt.** (where Values.TXT = the filename created in 3)

### Install Configuration Options Dialog

When performing a Silent Installation or using CrossTec Deploy, you can customize the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE from the CrossTec program folder if performing a Silent Installation or if using CrossTec Deploy, via the Install Properties General Tab, enables you to specify the properties for the installation. The information is stored in a parameter file, Values.TXT.



#### General

##### **Install Directory**

Specify the directory where CrossTec Remote will be installed. Leave blank to install in the default directory, \Program Files\CrossTec\CrossTec Remote Control.

##### **Start Menu Folder**

Specify a name for the program group or leave blank for CrossTec.

### **Restart Machine**

Check this box to automatically Restart the Client workstations upon completion of the installation. The CrossTec Client does not become active until the workstation has been restarted.

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**Note:** Leave the box un-checked if using CrossTec Deploy to perform the installation. Additional Restart options are available within the Deploy routine.

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### **SMS Integration**

CrossTec Remote can be fully integrated with Microsoft's Systems Management Server. If the SMS Administration Console is present on the Client machine, check this box to allow integration.

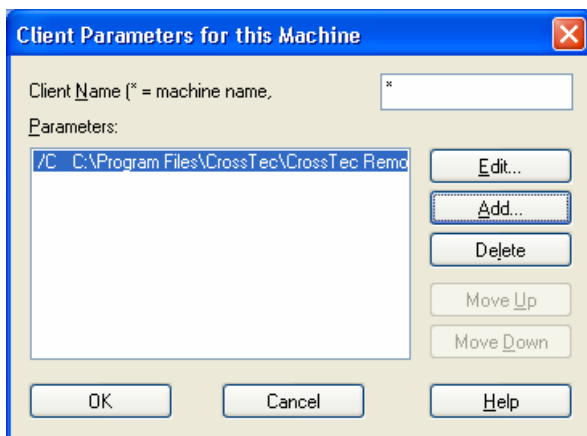
### **Client Parameters (Optional)**

If you have created a particular Client Configuration file for use after the installation, specify the path and file name here. Depending on the location of the file, you may need to provide a set of User Credentials, name and password, to give Clients access to the file. In order to specify the parameters in the correct format, it is suggested that you create them in the CrossTec Client Configurator and copy them to this field.

Leave the field blank if you are installing from your distribution copy or if you want to use the default Configuration file contained in the CrossTec setup package.

### **To Specify Client Parameters**

1. Open your CrossTec Remote Program Folder by choosing {Start}{Programs}{CrossTec}{CrossTec Configurator}.
2. Choose Advanced.
3. Select {Profiles}{Client Parameters} from the Configurator Drop Down Menu.
4. The Client Parameters dialog will appear.



5. Click Add to specify the parameters.

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### Notes:

- If User Credentials are required, they must precede the Configuration file name.
  - Each set of parameters must be added separately.
- 
6. If required, enter the User Credentials (Username and password). Click Ok. The appropriate strings will appear in the dialog.
  7. Click Add to specify the location of the Configuration file. Click Ok.
  8. When the Client Parameters dialog contains the required strings, see example above, copy them individually to the Install Configuration Options dialog. (Use Ctrl C to copy, Ctrl V to Paste)

### Icons

Leave the Icons box un-checked if you want to install an icon for each CrossTec Component. Check the required boxes to limit the number of icons created.

### Components

Check the relevant boxes to indicate which CrossTec Components will be installed on the Client machines.

## CrossTec Remote Control v10

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**Note:** When selecting the School components, the installed component will depend on which Control or Client option is selected with this. If you choose to install the School components and the Control, CrossTec Tutor will be installed along with the Control component. Selecting the School and Client component will only install the CrossTec SchoolVue Student component along with the Client.

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## CrossTec Remote Deploy - CrossTec's Remote Install Utility

The CrossTec Deploy Utility provides Network Administrators with the facility to install and configure CrossTec Remote on multiple workstations without the need to visit the machines individually.

You are provided with a view of your Network, allowing you to pick and choose which workstations you want to deploy to.

### With CrossTec Deploy you can:

- Remotely Install a CrossTec package on multiple workstations simultaneously.
- Create and download specific Client Configurations to multiple workstations.
- Remotely update CrossTec License details on multiple workstations.
- Remotely Uninstall a CrossTec package from multiple workstations simultaneously.

### Installing the Deploy Utility

When installing CrossTec, select Typical Installation to install the Deploy Utility automatically. Alternatively, you can also choose it as part of a custom installation.

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**Note:** CrossTec Deploy is currently only supported on Windows XP, 2000 or NT workstations.

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### Planning

CrossTec Deploy is a powerful utility that makes installing CrossTec packages on multiple workstations a quick and easy process. However, while we endeavor to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of workstations to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection you must have appropriate administrator rights for the machines you are deploying to.

### Deploying on Windows XP

To enable you to deploy CrossTec on Windows XP Professional, you need access to the Admin\$ share on the remote machine in order to transfer the package to be deployed. By default there is no access allowed to Admin\$ share.

#### To enable Network access:

1. In Administrative Tools select Local Security Policy.
2. Select {Security Settings}{Local Policies}{Security Options}
3. Select {Network access : Sharing and security model for local accounts}
4. Alter the setting for this policy to {Classic – local users authenticate as themselves}

The Admin\$ share will now be available and you can deploy as normal.

If upgrading from Microsoft Windows XP Service Pack 1 to Service Pack 2, Windows Firewall will by default block all Network activity produced by CrossTec Remote. To enable CrossTec Remote Control to function correctly we have provided a utility that will configure Windows Firewall.

#### To enable CrossTec Remote in the Windows Firewall Configuration

1. Download the ICFCONFIG.EXE File (link at [www.crossteccorp.com/support/](http://www.crossteccorp.com/support/))
2. Run this utility on a machine with CrossTec Remote Installed using the following command  
ICFCONFIG -e NSM
3. This will create all the required entries in the Windows Firewall Configuration to allow CrossTec Remote to function correctly.

The ICFCONFIG utility can also be used to remove a CrossTec Remote Control Product from the Windows Firewall Configuration see our website at: [www.crossteccorp.com/support/](http://www.crossteccorp.com/support/) for all the ICFCONFIG Command line options.

## Starting the CrossTec Control

### To start the CrossTec Remote Control program

1. Double click on the CrossTec Control icon in your CrossTec Program Group.  
Or,  
Choose {Start}{Programs}{CrossTec}{CrossTec Remote Control} from your operating system.

As CrossTec Remote initializes, you will see a window in the middle of your screen with the CrossTec Remote logo and version information. This only appears for a few seconds while CrossTec Remote loads, after which, the Control Window will be displayed.

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**Note:** By default, the Control is configured to support the TCP/IP protocol, however, it can support multiple protocols simultaneously. If you receive a protocol error message when starting the Control or want to configure it to support Clients running on different protocols select {Network}{Configure – Connectivity} from the Control Window drop down menu.

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## Contacting CrossTec

**USA & International**

**<http://www.CrossTecCorp.com>**

Technical Support: *tech@crossteccorp.com*

Sales: *sales@crossteccorp.com*

1-800-675-0729