



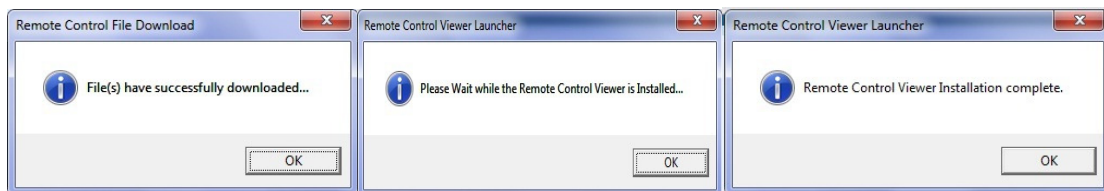
=== THE SOTAPOP VIRTUAL TECHNICIAN ===  
Installing/Re-Installing the Remote Viewer  
= VIEWER ONLY =

This is the program that will let you take control of a remote agent. This should only be done on PC's that **DO NOT** have an agent (or Host) loaded on it. If you have a Macintosh\*, you will need to run Parallels or equivalent AND Windows before proceeding. \*We are planning a Macintosh client in the future. If you have interest in this option, please write us a note at: support [at] sotapop [dot] org

**MAKE SURE YOU ARE LOGGED IN AS THE ADMINISTRATOR TO THAT PC.**  
**MAKE SURE YOU ARE USING "INTERNET EXPLORER"**

(The Chrome (Google), Firefox, Opera, and Safari browsers will NOT work properly with the Virtual Technician.)

- 1) If the product is "partially" installed, you will need to REMOVE, as listed below. If this is your initial install on the machine, skip to #2.
  - a. Go to ADD/Remove programs and make sure NetSupport Manager is not listed. If it is listed then you will want to un-install/remove the program. If it is not listed then skip to #3.
  - b. Right click on the START button and go to EXPLORE, Browse out to C:\program files and rename or delete the folder NETSUPPORT (c:\program files\netsupport).
- 2) Log into the Virtual Technician website (<http://vt.sotapop.com>) or go to [www.sotapop.com](http://www.sotapop.com) and click on "Virtual Technician" link. Find your way to the 'login' screen.
- 3) In your introduction email, you will have a user login. In a separate email, you may have a first-time password. Login with these credentials.
- 4) Previously, we had you going to TOOLS > REMOTE CONTROL VIEWER INSTALLATION. The new installers, created in March 2010 eliminated this. It works entirely upon Active-X installers in Internet Explorer. \*If you're on Windows Vista or Windows 7, you will need to Close Internet Explorer and Right Click/Run As Administrator to allow the Active-X to install.
- 5) The Active-X installation process will open a pop-up below the address bar. \*Click on "RUN" and work through the Active-X installers.
- 6) You will get a series of boxes, including, what some call a fuel gauge that indicates progress to completing the installation. Here are some of the boxes you will see (probably in this order). The only one I did not capture was the fuel gauge/progress bar.





“Remote Control” activities

**= REMOTE CONTROL VIEWING ORIENTATION=**

You should be able to take control of a remote agent now, as long as that remote agent has been installed on the “HOST” machine (ie. as long as it has one of the 4 different REMOTE VIEWING templates assigned to it.)

**MAKE SURE YOU ARE USING “INTERNET EXPLORER”**

(Currently, the Firefox – Opera, and Safari browsers will NOT work properly with the Virtual Technician.)

- A) Login to Virtual Technician. Go to <http://vt.sotapop.com>
- B) In the center section of your Window, you will see the organization.  
You can expand out the Organization to the following:
  - a. Hierarchy: Organization – Location(s) – Agents
  - b. At the Agent level (the lowest level), you can expand to see health status
- C) In the center section of the main Window , on the Right side of the Organization/Location/Agent line, you will see “Click for Options”
- D) You can choose “Click for Options” and select “REMOTE CONTROL”
  - a. As listed above, the agent must be installed on destination/host machine and not show a status of “Remote Control Installing”
  - b. Once you click “Remote Control”, another Window arrives to select which “Agent” you wish to remotely control.
- E) This may pop up a window that requires your approval.
  - a. Please approve these Browser Add-Ons
  - b. Please DISABLE pop-up blocking software
  - c. Please temporarily DISABLE antivirus software, such as Kaspersky or McAfee (as needed)
- F) Authentication, Two Factor
  - a. Your password & login are your first method of authentication.
  - b. In order to comply with PCI rules, at this time, a 2<sup>nd</sup> factor of authentication is needed.
    - i. Sotapop Virtual Technician can send you an email with the PIN
    - ii. And if you have entered your fully qualified text email address, your PIN can be texted
      - 1. If you wish to add/remove your text messaging email address, please update your profile (while logged into the Virtual Technician) from the Left Side: [[This can be found in User Administration or User Options
      - 2. If you are unsure of your fully qualified text email address, here are some tips that we’ve found useful (and of course, you could call & verify with your mobile carrier):
        - a. <http://www.livejournal.com/tools/textmessage.bml?mode=details>
      - 3. \*It is important to note that if you choose text messaging, standard text messaging rates will apply, depending upon your carrier/plan for your mobile phone
- G) Once logged in, you should be aware of a few things in the new environment:
  - a. Optimize – allows you to reduce/increase the colors, which will make the session more beautiful to view, but could also affect the speed with which you view.
  - b. View Mode – allows toggling of the User Locked out/Viewer Locked out/Shared screen setup of the session with the host. Be careful not to Lock out the user’s keyboard, as this could cause problems. Best setting here is two green squares – keyboard & mouse resources shared.



- c. File Transfer – is a full file transfer program that allows shuffling files between sites
- d. Printer Capture – if you wish to capture a print job and send it to your local printer while viewing a host, you will need to install “your” local printer drivers on the host machine, as simple drivers. The host machine will be pointed to the NSM port or a false LPT port. Then, you will go into the Viewer’s: Settings/Printer Capture to make the client redirect. Most POS applications will require an adjustment of the printer at the host location that is redirecting to be the “Default”. To avoid problems, it would be wise to change the printer back to the original default following your session. More details on installation of printer capture can be found here: ((url for Printer capture document))
- e. Inventory – allows you to capture an inventory of the site’s physical assets.
- f. Log Out – Logs out the user who is currently logged into the host site
- g. Reboot – Reboots the host computer