

NSUPPORT Pro[™]

Quick Start Guide

Although the information contained in this manual has been reviewed as carefully and as precisely as possible, the manufacturer will not accept any liability regarding any imprecise contents that may exist in the document, nor will it be bound to update the information in this manual, or notify any individual or organization regarding such updates.

N-able Technologies Inc., reserves the right to change the contents described in this manual, at any time and without prior notice.

This product, which includes software and documentation, may not be copied, photocopied, reproduced, translated or summarized, either partially or in whole, by any means whatsoever, without our prior written consent.

The information in this document is subject to change without prior notice.

The products and companies which are referred to in this document are registered by the pertinent companies or brand owners.

Copyright © 2009 by N-able Technologies Inc.
All rights reserved.

Table of Contents

1	The Operator Console	4
1.1	Log In To Your Account	4
1.2	Start a Support Session	5
1.2.1	Contact Operator through URL Link.....	5
1.2.2	Start of Chat / Activation of Operator window	6
1.3	Start a Remote Control Session.....	6
2	The Customer View	7
3	The Administration Console.....	8
4	General Information	9
4.1	N-supportPro™ System Requirements.....	9
4.1.1	Customer Side.....	9
4.1.2	Operator Side.....	9
4.2	Security	9

Quick Start Guide

Thank you for registering for a free trial of N-supportPro™. We're glad you have given us the opportunity to show you how you can lower support costs and increase customer service.

This Quick Start Guide will help you get up and running in just a few steps. The steps include:

1. Log In to Your Account
2. Start a Support Session
3. Start a Remote Control Session

Let's begin...

1 The Operator Console

1.1 Log In To Your Account

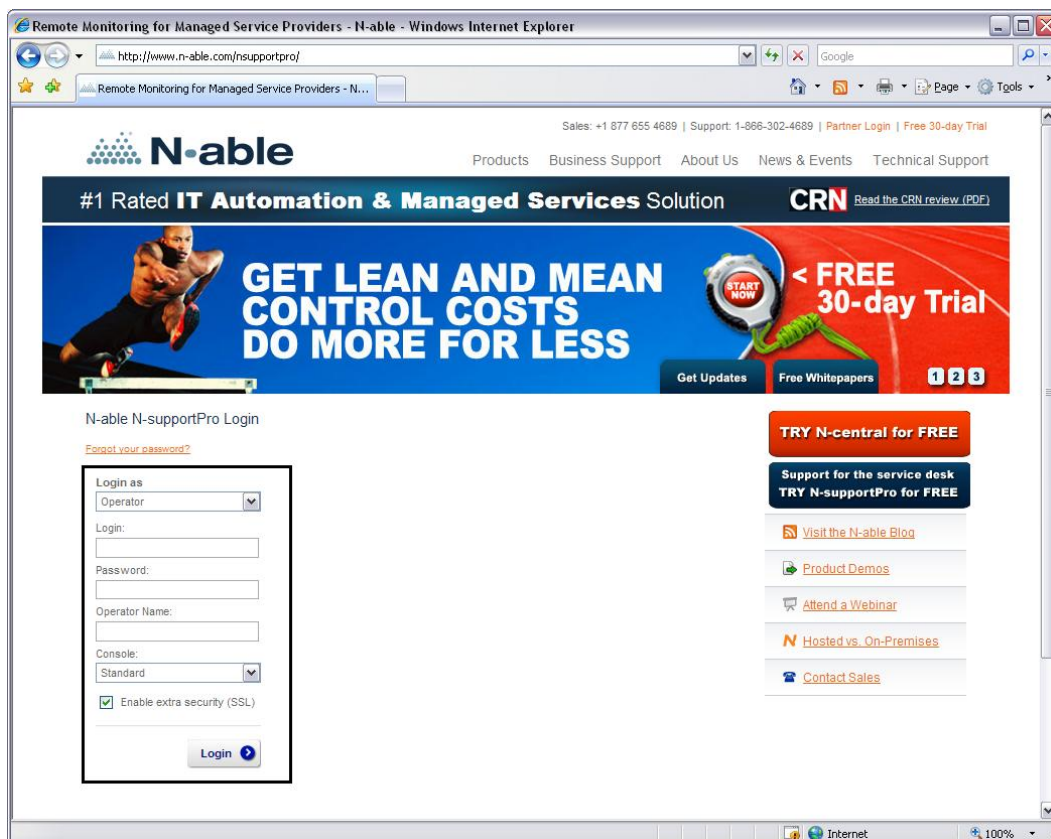
All trial accounts are pre-configured with one Administrator and one Operator. As the account originator, you initially hold both roles, but can reconfigure this later.

Log into your N-supportPro™ account as an **Operator** using the following link:

<http://www.n-able.com/nsupportpro/>

Enter your username and password in the Operator login area. In the Operator Name field, enter the name that you would like the customer to see.

NOTE: If left blank, the customer will see your login name.



1.2 Start a Support Session

1.2.1 Contact Operator through URL Link

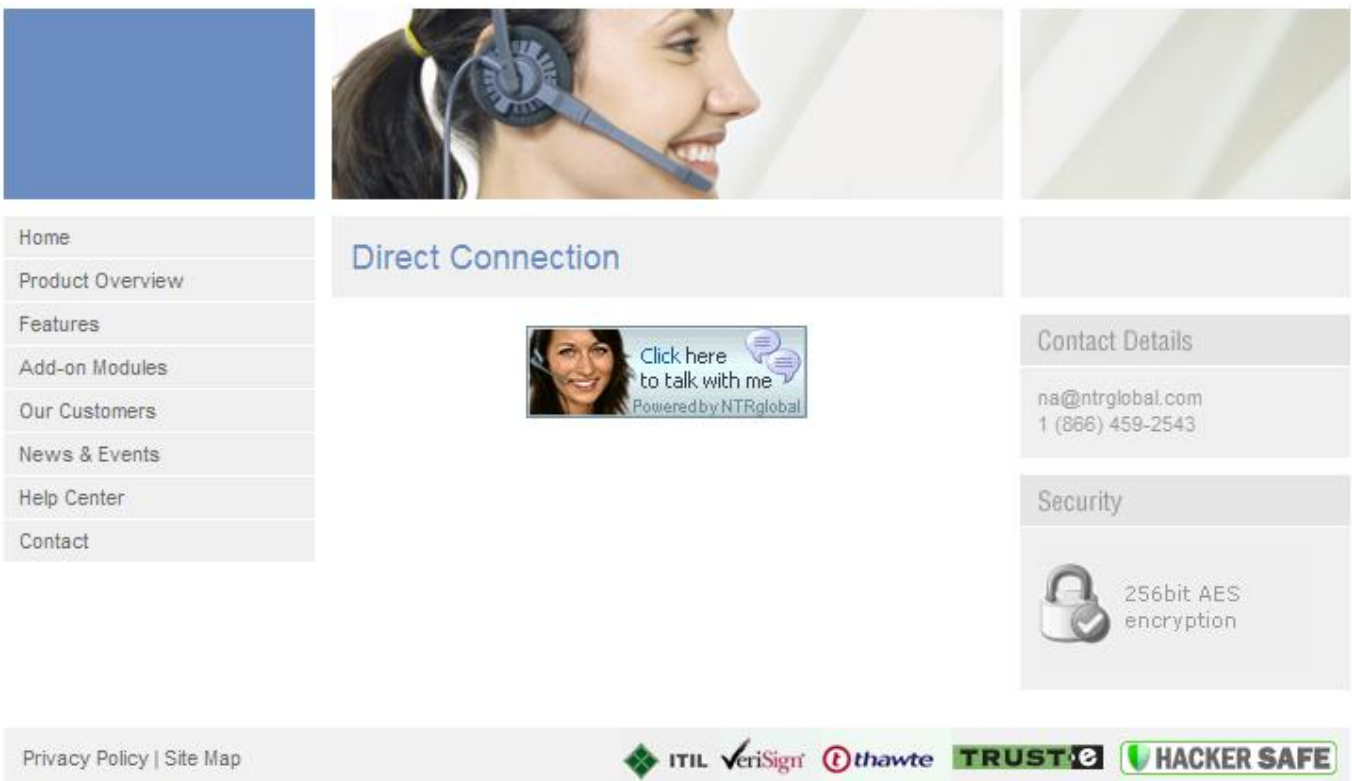
The easiest way to start an N-supportPro™ session is by using the personalized URL link for your operator account. (It is also possible to use the Integration Code from the Administration Center to create a customized N-supportPro™ “live contact” button and integrate it into your website, which we’ll discuss below in Section 3.)

The personalized URL link takes the end user to a web page which contains an N-supportPro™ live contact button for your Operator. Simply click this button to begin the support session. The URL is:

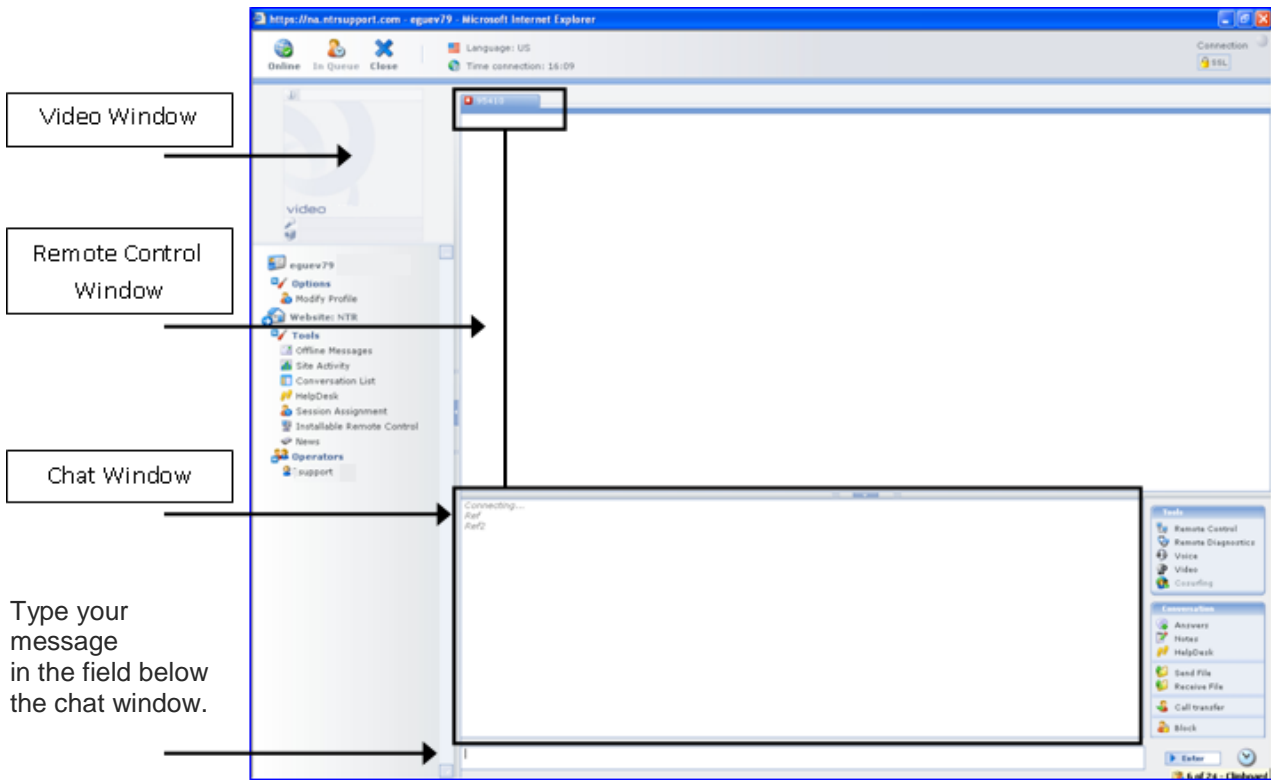
<http://na.ntsupport.com/LOGIN>

Where “LOGIN” is, place the login name for your Operator account. For example, let’s say your Operator login was “demo1”. The URL that you can send to the end user is <http://na.ntsupport.com/demo1>. You can either email this URL to your end user or simply say it over the phone.

Below is an example of the website page that the end user will see after clicking on the URL link that you sent via an email invitation.



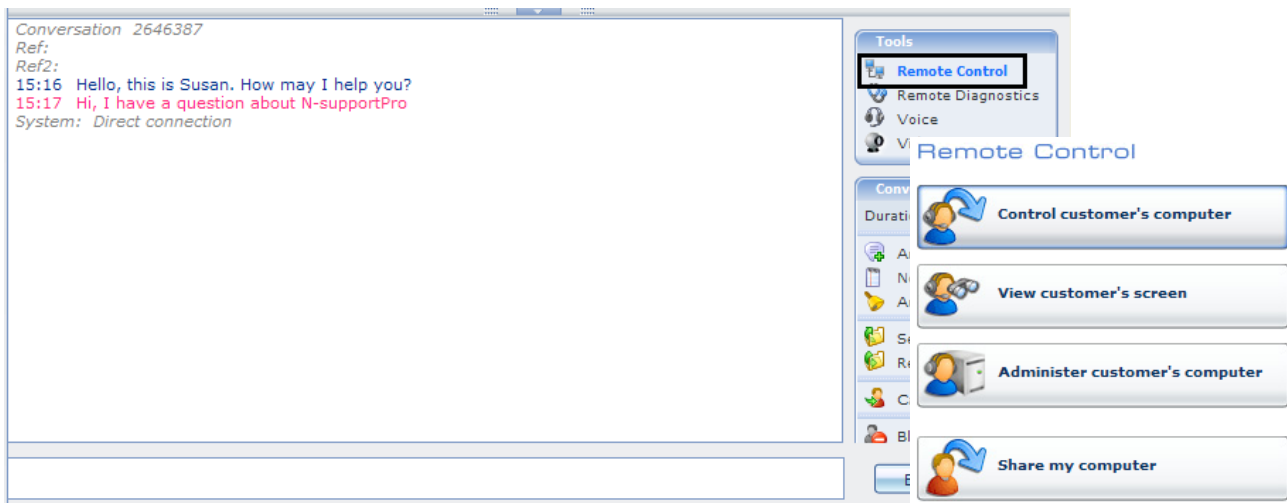
1.2.2 Start of Chat / Activation of Operator window



When a customer clicks on your live contact button, you will receive an incoming chat session. A new tab will appear at the top of the console with the ID of the session and the chat session will begin.

1.3 Start a Remote Control Session.

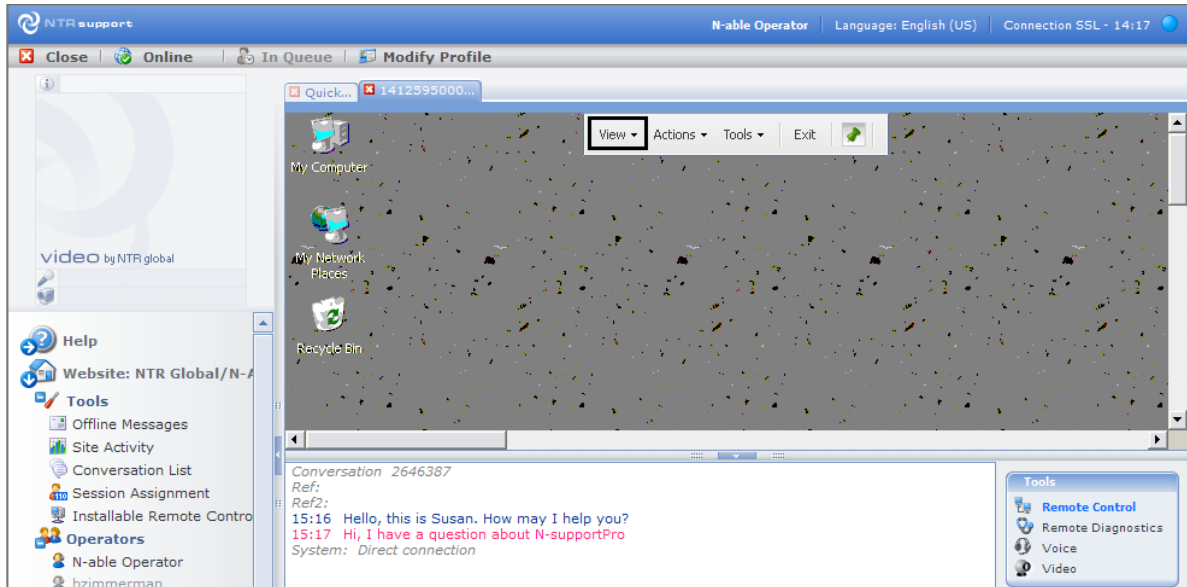
To begin a remote control session, click the Remote Control button to the right of the console. You must then choose the remote control mode you want for the remote control session.



The Remote Control window shows the status “connecting” while requesting authorization from the customer.



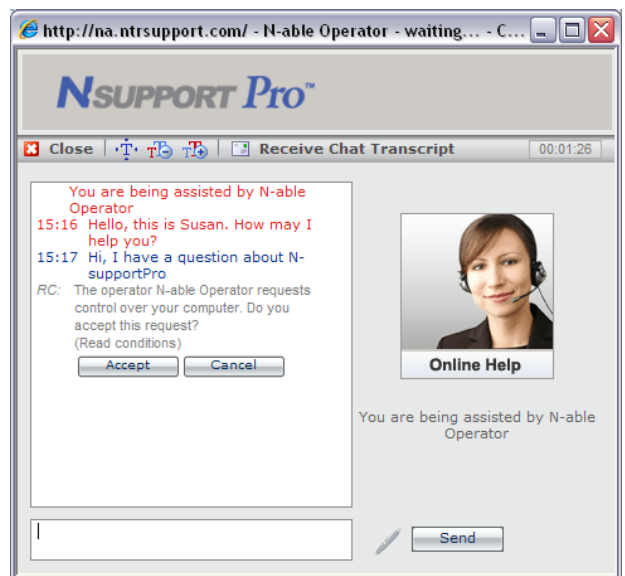
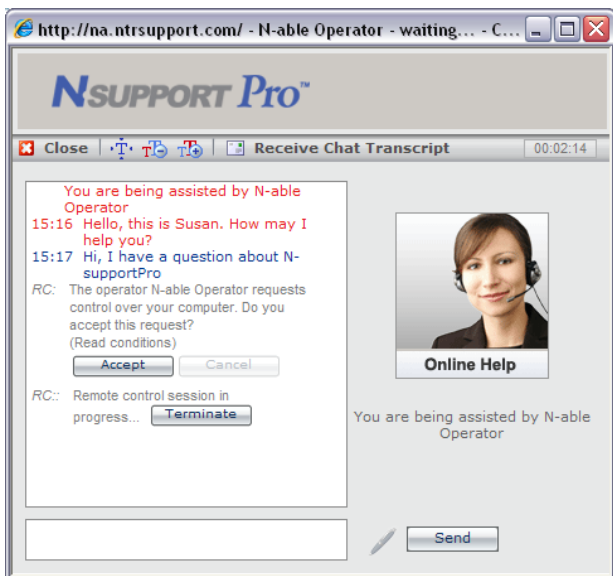
When the customer accepts the request, the system messages show that the remote control component has been activated and that the customer is now connected. In the remote control window, you will see the customer’s desktop and mouse. You can now control the items on the customer’s computer.



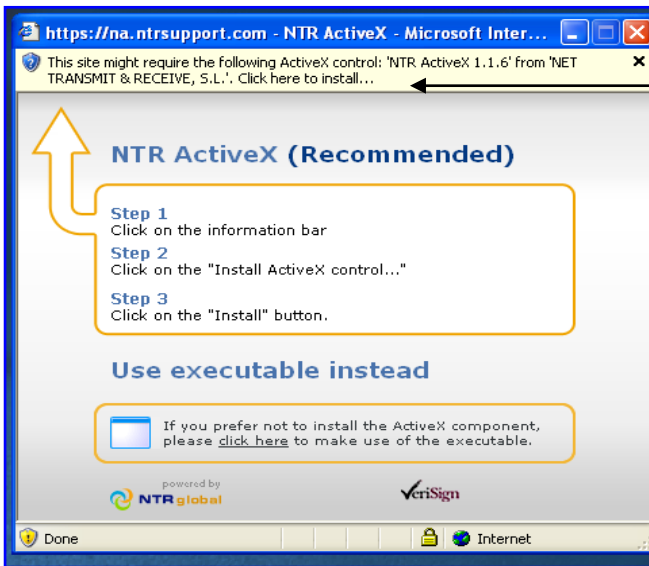
Select the View drop down menu and click “Full Screen” to maximize the window; click “Scale to Fit” to adjust the image to fit your screen.

2 The Customer View

When the Operator clicks remote control, the customer is prompted to accept the request. After the customer accepts, an ActiveX component or an .exe for remote control will download and the remote control session will begin. (The most common way to do remote control with N-supportPro™ is with the ActiveX component and so it is what we will show you here.)

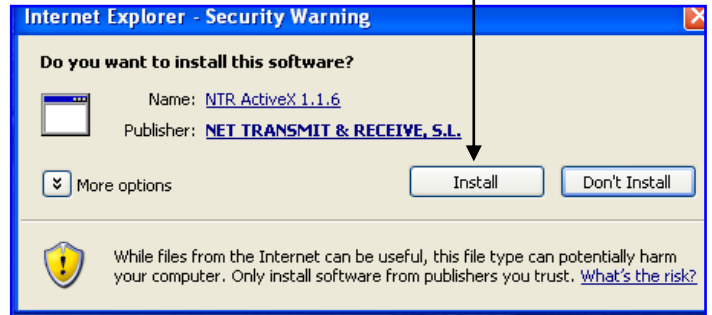


The first time a customer attempts a remote control session, the ActiveX component (which has not yet been installed on the customer's computer) will start to download and execute. When this happens, the customer will receive an ActiveX security warning. The customer must accept and install the ActiveX component.

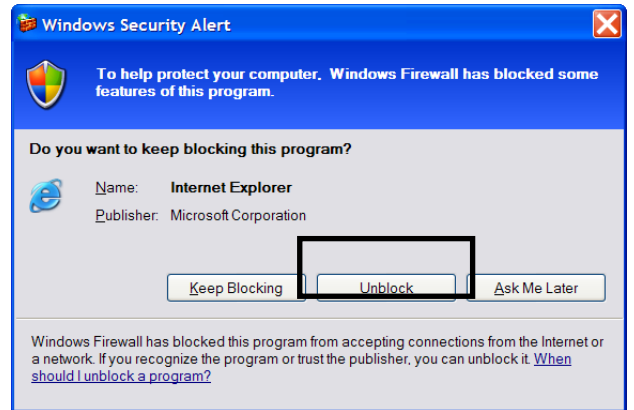


A) Click on this bar and choose "Install ActiveX"

B) The following Security warning will appear. Click "Install"



After the ActiveX component installs, the system will attempt to establish the remote control session. Windows Firewall may try to block this connection. If so, click "Unblock" to allow the session to begin.



NOTE: The ActiveX component only needs to be downloaded once. After that, it is stored on the customer's computer so that it can be used again for future remote control sessions. However, please note that at the end of each remote control session, all active components are removed from the customer's computer to prevent unauthorized access.

As an alternative, if the end user is not using Internet Explorer, or if the end user's browser security settings are set to high, the N-supportPro™ system will prompt the end user to download an .exe for remote control.

3 The Administration Console

Each N-supportPro™ account comes with an Administration Console, allowing you to customize the application interface, run metrics and statistics, create customized reports, group, manage and configure your N-supportPro™ operator licenses. With the N-supportPro™ Administration Console you can obtain complete reports on support representative activity (such as connection times, number of conversations established, messages answered, and the website pages from which the greatest number of queries have been made) and much, much more!

To login in to your Administration Console please go to <http://www.n-able.com/nsupportpro/> and login in the lower left section of the page, and select Administrator where it says "Login as". If you would like to create and/or customize your own N-supportPro™ live contact button and place it on your website, you'll find this code under the menu item "Integration" in the Administration Console. The code to create your own N-supportPro™ live contact button is available to you in html, ssl, xml and flash. Tips on how to customize this code can be found in the N-supportPro™ Administrator & Operator Manual.

If you have any questions, please do not hesitate to call us at +1 877 655 4689 or send us an email at info@n-able.com. We look forward to having you try N-supportPro™!

4 General Information

4.1 N-supportPro™ System Requirements

4.1.1 Customer Side

Supported OS's:

Win 98 SE/ Millennium/ XP/ Vista
 Win NT 4.0 sp6a/ 2000 sp3 / 2003
 Mac OS X 10.2.8+ (Tiger, Panther,...)
 Linux**(in development)

Supported browsers*:

Internet Explorer 5.5 +
 Netscape 4.7 +
 Firefox 1.0 +
 Mozilla 1.7
 Safari (Mac)

Internet Connection:

Min: 56Kbps
 Recommend: 256kbps

4.1.2 Operator Side

Supported OS's:

Win 98 SE/ Millennium/ XP/ Vista
 Win NT 4.0 sp6a/ 2000 sp3 / 2003
 Mac OSX 10.2.8+ (Tiger, Panther,...)

Supported browsers:

Internet Explorer 5.5 +
 Firefox 1.0 +

Internet Connection:

Min: 56Kbps
 Recommend: 256kbps

*The browser must support JavaScript 1.1 (present in most current browsers). ActiveX components can be executed only with IE and Firefox. An executable alternative is available for other browsers. Cosurfing requires Internet Explorer.

**Linux compatibility is in development. Not all features are available. Distributions tested: Suse 8.0, 9.1, 9.2, 9.3, 10.0 / Debian 2.6 / Fedora CORE 3.0 (i.e. Redhat) / Mandriva 2006 / Ubuntu.

4.2 Security

All data transmitted through N-supportPro™ is encrypted at all times, regardless of whether or not the operator chooses a "secure connection" when logging in. The data is encrypted both in transit and when stored on N-supportPro™ Servers (Remote control session data is encrypted end-to-end and is not stored on the server unless the operator chooses to record the session).

Chat session data is encrypted using industry standard symmetric encryption algorithms. Remote control sessions are always encrypted using 256-bit AES encryption standards. These encryption algorithms may be encapsulated by algorithms specified by the customer (if necessary).

In addition to the data packet encryption, Operators and Administrators can enable transport layer encryption and log into their consoles through an SSL connection. This is done by selecting the "secure connection" checkbox from the login screen. This additional layer of security places an SSL "wrapper" around the existing encrypted data. If the SSL option is selected, the browser will display the URL as an https address and should also display some additional indication that the connection is secure (for example, the small padlock in the lower right corner of Internet Explorer).