



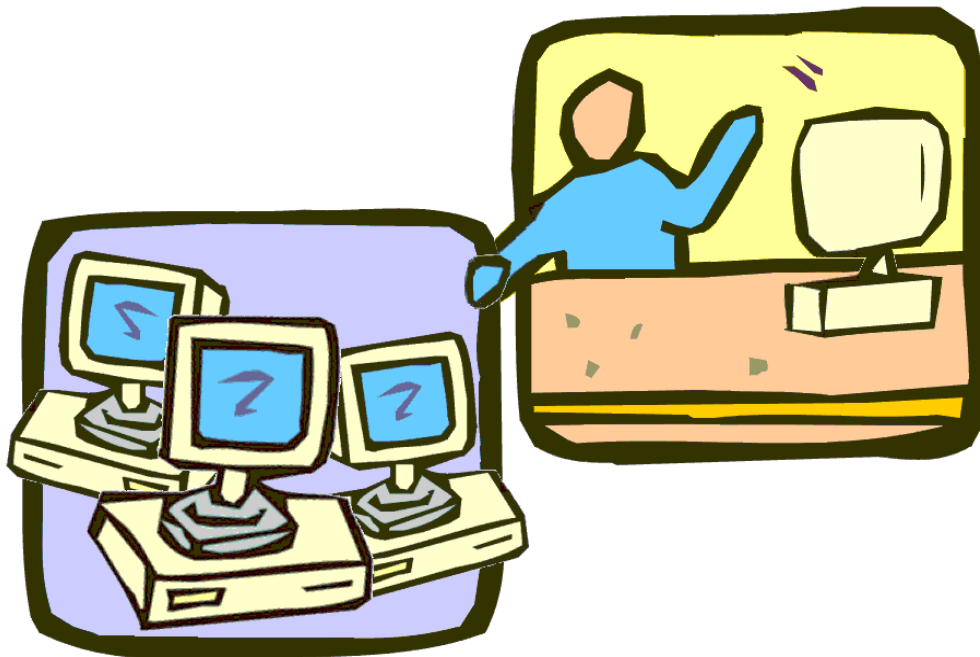
LapLink Host

Administrator's Guide

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Taking control with LapLink Host

If you provide hardware or software support or train end users, you can connect to remote computers and perform your job without leaving your desk. Used with LapLink, LapLink Host saves time and money while increasing productivity and customer satisfaction.



Who needs LapLink Host?

If you're a support technician or an MIS professional, you can use LapLink together with LapLink Host to diagnose and resolve end users' problems, distribute new software, monitor remote systems,

set up computers, and conduct training over your office network or by modem to branch offices.

If your company manufactures computers or software, shipping your products with LapLink Host ensures that solutions to customers' problems are only a modem call away. Increase your customers'



satisfaction and eliminate the hassle of talking them through complicated technical procedures.

If your business is value-added reselling, your clients can install LapLink Host quickly and easily. They can then turn the control of their computers over to you or engage in an interactive training session even while you are installing new programs or transmitting software updates and patches.

How LapLink Host can benefit you

Easy installation LapLink Host installs quickly and easily, without complicated procedures. Preconfigure the basic setup in the silent installation and then distribute this customized setup to end users for installation at their convenience.

Remote control for Windows NT, Windows 98, Windows 95, Windows 3.1, and DOS LapLink provides fast, integrated remote control of computers running Windows NT, Windows 98, Windows 95, Windows 3.1, and DOS. By remotely controlling computers over a variety of environments, you can diagnose and resolve a wide range of problems.

Full-featured security Password protection set during the silent installation ensures that end users only use LapLink Host to receive authorized technical support. End users are prevented from making their own outbound connections.

Multiple simultaneous connections With LapLink you can control up to 15 computers at once, using remote control, file transfer, and chat features

simultaneously. It's even possible to have network, cable, modem, and wireless connections running concurrently.

Multiple LapLink configurations Your LapLink Host configuration remains intact and operative even if end users upgrade to a full copy of LapLink.

Technical support log LapLink's support log maintains a complete log of all connections. It monitors and records users called, files transferred, security violations, and more.

Reliable access to host computers During silent installation, you can configure a local password to prevent end users from closing LapLink Host. This security ensures that you can connect to end users' computers anytime.

How LapLink Host can benefit end users

Improved help desk support Whether you're in the next room or in a remote office, end users can immediately receive technical support. Plus, end users don't need to explain their problem in detail or follow complicated steps because you can directly view and control their computer.

Minimal interaction With LapLink Host, end users can simply start installation and walk away. Once installation is complete, end users don't even need to know LapLink Host is running; only the LapLink Host icon appears in the Windows system tray as LapLink Host waits for an incoming connection.



Requirements for LapLink Host

Before you begin setting up LapLink Host, make sure you have the hardware and software you need to use the program. Since LapLink lets you connect in many different ways, the requirements you'll need depend on how you plan to connect with LapLink Host computers.

Make sure LapLink Host computers meet the minimum requirements for running LapLink Host and using the connection methods and services you want.

General requirements for each computer

- Microsoft Windows 95, 98, or NT 4.0
- Intel or Intel-compatible 486/100 processor
- 16 MB of memory (24 MB recommended)
- 9 MB of available hard disk space (for a complete installation)
- VGA monitor (or better recommended)

Requirements for modem communication

In Windows 95 and Windows 98, either of these:

- A Windows-compatible modem
- A Hayes-compatible modem

In Windows NT:

- A modem set up in Windows NT (including TAPI functionality)

Requirements for network communication

- For IPX connections: Client for Microsoft Networks or Client for NetWare Networks (both included in Windows)

- For TCP/IP connections: Windows Sockets (included in Windows)

Requirements for Dial-Up Networking communication

- The guest computer must have the Dial-Up Networking feature of Windows installed, with a Dial-Up Networking connection to the appropriate dial-up server.
- The host computer must be running a dial-up server program, or must be accessible via a dedicated dial-up server that supports incoming Dial-Up Networking connections.

Dedicated dial-up servers include Novell NetWare Connect and Shiva NetModem.

Dial-up server programs include the Dial-Up Networking server included with the Microsoft PLUS! Pack for Windows 95, the Dial-Up Networking server included in Windows 98, and Windows NT Remote Access Server.

Requirements for cable communication


- For serial connections: a LapLink serial cable and an RS-232 serial (COM) port on each computer, or a LapLink Universal Serial

Parallel and USB cable connections are not available in Windows NT.



Bus (USB) cable and a USB port on each computer

- For parallel connections: A LapLink parallel cable and a parallel (printer) port on each computer, or a DirectParallel Universal cable and an Extended Capabilities Port (ECP) on each computer

 To purchase cables, contact LapLink.com or a LapLink reseller.

Requirements for wireless communication

Any of the following:

- Infrared ports and devices supported by the Windows Infrared communications driver (IrDA), version 1.0 or 2.0. The driver must be installed on both computers.

To connect over any wireless devices except those supported by the Windows Infrared communications driver, you must edit a setting in the Llw.ini file. For more information, see the online user's guide.

- Infrared devices such as the Extended Systems JetEye Infrared PC Interface (baud-switchable only). These devices must be configured in Windows in order to work in LapLink.

- Built-in infrared devices, including Fast Infrared (FIR), found on some models of laptops (such as recent versions of the Gateway 2000, Dell Latitude, and IBM ThinkPad), and on some computers (such as the NEC PowerMate series). Check your hardware documentation for details.

Wireless connections are not available in Windows NT.

- AirShare Radio Modules

Requirements for CAPI 2.0/ISDN communication

- An ISDN adapter with a CAPI 2.0-compliant driver on both ends of the connection
- An ISDN line

CAPI 2.0/ISDN is a standard popular in Europe, and is not typically used in the United States.

Requirements for using Voice Chat

On each computer, you will need:

- A sound card or sound device
A full duplex sound card driver is recommended, if available.
- Speakers or headphones
- A microphone



Scripting the LapLink Host silent installation

You can customize client installations by naming the folder in which to install LapLink Host, specifying connection settings, and so on. To change a client installation, create a Setup file named Setup.iss and include the edited file in the Setup folder you create on the network. Then end users can install LapLink Host from the network at their convenience.

Before distributing LapLink Host on a network, you can create a Setup script file to modify the installation. This file completely hides Setup from end users and specifies how Setup proceeds on client computers.

This kind of Setup (sometimes called “scripted” or “silent”) is particularly useful for controlling options that some users might have trouble designating, such as the ports to enable for use in LapLink.

To customize a client installation:

- 1 In Notepad or another text editor, open the sample script file that best suits your needs.

For information about the different sample scripts provided with LapLink Host, see the document Silent.doc in the LapLink folder on the LapLink Host CD-ROM.

- 2 Alter the settings as necessary.

For details about the settings in the script, see pages **8** through **11**.

- 3 Save the file as Setup.iss in the LapLink Host Setup folder you create on the network.

Setting advanced installation options

As part of the silent installation, you can also specify options for connecting to host computers over

the Internet, and determine whether LapLink Host starts before Windows.

To set advanced installation options:

- 1 In Notepad or another text editor, open Admin.ini in the LapLink folder on the LapLink Host CD-ROM.

- 2 Alter the settings as necessary.

For details about the settings in Admin.ini, see pages **12** through **14**.

- 3 Save the file as Admin.ini in the same network folder as Setup.iss.

When you install LapLink Host from the network, the new Admin.ini settings are used.

Changing the default security

To provide initial security, LapLink Host computers are preconfigured with a log-in name of **Admin**, a log-in password of **Password**, and a local password of **Admin**.

The log-in name and password restrict access to the host computer. The local password prevents end users from changing LapLink settings, quitting LapLink, and uninstalling LapLink. You can install LapLink Host with the preset log-in information and local password, or you can change them.



To change the default security:

- 1 Install LapLink Host on a master computer.
- 2 On the master computer, click Security on the Options menu, type the local password **Admin**, and then click OK.
- 3 Click the Log-in List button.
- 4 Click Admin in the list of users, and then click the Edit button. Change the log-in name, password, and other security information as desired.
- 5 Click OK and then click OK again.
- 6 On the Local Security tab, click the Set Password button and then specify a new local password.
- 7 Click OK and then click OK again.
- 8 Copy the LapLink.pwd and LapLink.pbk files from the TSI32 folder in the Windows folder to the network folder containing your Setup files.

Now when you install LapLink Host from the network, the new security settings are used.

Creating multiple Setup scripts

Create multiple Setup scripts to specify how Setup runs on end users' computers. For example, you can modify one script to install LapLink Host as a new program and modify another script to reinstall LapLink Host over an existing copy. To help you distinguish between scripts, you can save each script with a unique file name.

To create multiple Setup scripts:

- 1 In Notepad or another text editor, open the sample script file that best suits your needs.

For information about the different sample scripts provided with LapLink Host, see the document Silent.doc in the LapLink folder on the LapLink Host CD-ROM.

- 2 Alter the settings as necessary.

For details about the settings in the script, see pages **8** through **11**.

You can also modify default security and Internet directory settings as described in the previous sections.

- 3 Save the file as an .iss file in the LapLink Host Setup folder you create on the network.
- 4 Repeat these steps for each Setup script you create.

When you are ready to install LapLink Host, run the .iss file from the command line and specify the Setup script to use. For example, if you want to install the client using the Setup script named New.iss, type **setup -s -F1C:\LapLink\New.iss**

Distributing the silent installation

Putting the silent installation on the network is a convenient way to make LapLink Host available to many users at once. End users can run the installation from a batch file you create or by typing this in the command line:

setup -s -F1C:[Folder path]\ScriptName.iss

For end users who don't have direct access to the office network, you can prepare a CD-ROM for remote installation.

For information on troubleshooting silent installations, see the document Silent.doc.



Modifying the LapLink Host Setup script

Modifying the LapLink Host Setup script changes how an installation proceeds and options are set. This section lists the various settings in Setup.iss and how they affect installation. For additional examples of how you can edit the settings in Setup.iss, see the document Silent.doc in the LapLink folder on the LapLink Host CD-ROM.

Controlling the execution of Setup

You can change settings in Setup.iss to alter the way in which Setup proceeds.

Specifying the dialog order

[DlgOrder]
Dlg*NUMBER*=*DIALOG NAME*

For *NUMBER*, begin with 0 and continue counting up by one for each dialog box you include. Note that *DIALOG NAME* is the name of one of the Setup dialog boxes as listed in Setup.iss. For more information about which dialog boxes to include in your installation, see the document Silent.doc in the LapLink folder on the LapLink Host CD-ROM.

Count=*NUMBER*

For *NUMBER*, specify the number of dialog entries listed in this section. Since the count starts at 0, if you specify Dlg0 through Dlg8, the line should look like this:
Count=9

Setting the type of installation

[SetupTypeDlg]
Type=*NUMBER*

For *NUMBER*, specify 1 for Express Setup or 2 for Custom Setup. Both installations let you control how installation proceeds; however, Custom Setup also lets you specify the ports to enable for use in LapLink Host.



Restarting the computer after Setup

[RebootDlg]
BootOption=1

Change *1* to *0* to prevent the host computer from restarting at the end of Setup.

Enabling ports to use with LapLink Host

If you specify a custom installation, you can control the ports that accept incoming connections. For information on setting the type of installation, see page [8](#).

Enabling Windows modems

[ModemDlg]
TAPI=0

Change *0* to *1* to make Windows modems available to LapLink Host.

Enabling ports for network connections

[NetworkDlg]
IPX=0
TCP/IP=0

Change *0* to *1* to make network ports available to LapLink Host. You can enable both network ports, or enable only one of them.

Enabling ports for cable connections

[CableDlg]
COMNUMBER=0
LPTNUMBER=0
USB=0

Change *0* to *1* to make the appropriate ports available to LapLink Host. In addition to a USB port, you can enable one COM port **or** one LPT port for cable connections.
Note that *NUMBER* specifies the COM ports and LPT ports as listed in Setup.iss.



Enabling a port for wireless connections

[WirelessDlg]
COMNUMBER=0

Change 0 to 1 to make the appropriate port available to LapLink Host. You can only enable one COM port for wireless connections. Note that *NUMBER* specifies the COM ports as listed in Setup.iss.

Enabling the CAPI port

[CAPIDlg]
CAPI=0

Change 0 to 1 to make the CAPI port available to LapLink Host.

Specifying other Setup options

Designating the installation folder

[SetupTypeDlg]
szDir=NAME

For *NAME*, specify the drive and folder in which LapLink Host is to be installed. For example, this line installs LapLink Host in a subfolder of the ACME folder:
szDir=C:\ACME\LapLink Host

Specifying the program group

[SelFolderDlg]
szFolder=NAME

For *NAME*, specify the Start menu submenu for LapLink Host. For example, this line adds the LapLink Host program group to a submenu named ACME LapLink Host:
szFolder=ACME LapLink Host



Setting registration information

```
[UserInfoDlg]
szName=NAME
szCompany=NAME
szSerial=NUMBER
szComputerName=NAME
```

Use these four options to preset the name of the user, the organization, the product serial number, and the name of the computer. For example, these lines specify registration information for users at ACME, Inc.:

```
szName=Acme Employee
szCompany=Acme, Inc.
szSerial=abcdefg123456789
szComputerName=Unique Computer Name
```

You can also specify a unique computer name by typing *ComputerName* or *LogonName*: If you specify *ComputerName*, Setup uses the Windows computer name. If you specify *LogonName*, Setup uses the end user's network log-in name.



Changing advanced Setup options

Modifying the LapLink Host Admin.ini file specifies options for connecting to host computers over the Internet and whether LapLink Host starts before Windows. This section lists the various settings in Admin.ini and how they affect installation.

Specifying LapLink Host options in the Admin.ini file

Starting LapLink Host before Windows

[Launch]

BeforeWindowsLogon=0

Change 0 to 1 to start LapLink Host before Windows.

Configuring Internet directory options in the Admin.ini file

During the silent installation you can also set Internet directory options if you want to connect to host computers through the Internet.

Specifying the Internet address

[InternetDirectory]

ILSOrgName=NAME

ILSUserName=NAME

Use these two options to preset the address registered to the Internet. For example, these lines specify AcmeEmployee@acme.com as the Internet address:

ILSOrgName=@acme.com

ILSUserName=AcmeEmployee

You can also specify a unique user name by typing *ComputerName* or *LogonName*: If you specify *ComputerName*, Setup uses the Windows computer name. If you specify *LogonName*, Setup uses the end user's network log-in name.

For example, these lines specify LogonName@acme.com as the Internet address:

ILSOrgName=@acme.com

ILSUserName=LogonName



Publishing the Internet address

<p>[InternetDirectory] ILSAutoPublish=<i>NUMBER</i></p>	<p>For <i>NUMBER</i>, specify <i>1</i> to automatically publish the Internet address when end users connect to the Internet. Or specify <i>0</i> to let end users manually publish the Internet address.</p> <p>Note: Publishing Internet addresses does not open end users' computers to unwanted connections. Only LapLink users who know the published address can connect; others cannot, even if they are using NetMeeting or other programs that rely on Internet directories.</p>
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Choosing an Internet directory server

<p>[InternetDirectory] ILSUseCustomServer=<i>NUMBER</i></p>	<p>For <i>NUMBER</i>, specify <i>0</i> to use LapLink's Internet directory server. Or specify <i>1</i> to use your organization's Internet directory server.</p>
<p>ILSDefaultServerIndex=<i>NUMBER</i></p>	<p>For <i>NUMBER</i>, specify <i>0</i> to use LapLink's Internet directory server, ils.laplink.com. If you chose a custom Internet directory server, leave this option blank.</p>
<p>ILSCustomServer=<i>NAME</i></p>	<p>For <i>NAME</i>, specify your organization's Internet directory server. For example, this line specifies the ACME, Inc. Internet directory server: ILSCustomServer=ILS.ACME.COM</p> <p>If you chose LapLink's Internet directory server, leave this option blank.</p>

Specifying log-in information

<p>[InternetDirectory] ILSCustomServerLogonName=<i>NAME</i> ILSCustomServerLogonPassword=<i>NAME</i></p>	<p>Use these two options to preset the log-in name and password to log on to a custom Internet directory server. For example, these lines specify log-in information for users at ACME, Inc.:</p> <p>ILSCustomServerLogonName=Acme Employee ILSCustomServerLogonPassword=Password</p>
--	---



Choosing the authentication method

[InternetDirectory]

ILSAAuthenticationMethod=*NAME*

For *NAME*, specify the authentication to use when publishing the Internet address to a custom Internet directory server: either *ANONYMOUS*, *CLEARTEXT*, *NTLM*, or *CHAP*

Type *ANONYMOUS* if the custom Internet directory server doesn't require a log-in name and password.

Type *CLEARTEXT* if the custom Internet directory server doesn't require encryption.

Type *NTLM* if the custom Internet directory server requires NTLM (NT LanMan) encryption.

Type *CHAP* if the custom Internet directory server requires CHAP (Challenge Handshake Authentication Protocol) encryption.

Note: If you chose CHAP or NTLM, LapLink Host cannot start before Windows. Make sure the option BeforeWindowsLogon=0

If you chose LapLink's Internet directory server, leave this option blank.



Connecting to LapLink Host computers

To support end users, first connect to the host computer; the host computer must be running LapLink. Connect by clicking the Connect button on the LapLink LinkBar and specifying how you want to connect. You then provide connection information.



Before you can connect to another computer, both computers must be running LapLink, and the connection method you want to use (such as modem or network) must be active and available. Also, depending on how LapLink Host is set up on the remote computer, you might need to specify a log-in name and password in order to connect.

Making a connection

You can connect using a variety of methods. How you connect depends on how your computer is set up and where the computer you're connecting to is located. You can even connect in different ways in the same session.



Not all connections are supported in all versions of Windows; see the online user's guide for details.

To connect to another computer:

- 1 Click the Connect button on the LinkBar, and then click the connection method you want to use.
- 2 In the Connect dialog box, under Services, click the services you want to open when you connect. You must open at least one service in order to connect.
- 3 Specify how to connect as described below:

Network Choose a computer currently available on the network by clicking the computer name. You can also connect to a computer by typing its TCP/IP address if it has one; click the TCP/IP Addresses tab, click Manual Connect, and type the TCP/IP address. Click OK to connect.


Modem Click Manual Dial, and then type the phone number and other dialing information for the remote computer. Or, if you previously saved

the connection to your Address Book, click the connection name in the Connection list. Click Dial to dial your modem.

Internet Click Manual Connect, and then type the Internet address the end user has published through an Internet directory server. Or, if you previously saved the connection to your Address Book, click the connection name in the Connections list. Click OK to connect.

For information on other connection methods, see the online user's guide.

- 4 If prompted, type your log-in name and password. The connection is made, and any services you selected are opened.

 If you can't connect, be sure to check that the other computer is set up to let you connect and that the other computer is set up to allow the services (such as Remote Control or Voice Chat) that you requested. For more troubleshooting information, see the online user's guide and the online help.



Guiding end users

After you connect to end users' computers, you can help them perform tasks, resolve technical problems, and offer instructions through Text Chat or Voice Chat.



Controlling remote computers

Once you've connected to an end user's computer, you can use Remote Control to operate his or her computer remotely. When you open a remote control session, you become the guest and the end user's computer becomes the host.

To start a remote control session:

- ▶ Click the Open Remote Control button on the LinkBar.

Using your mouse and keyboard, you can guide the end user through a task or troubleshoot his or her computer.

For information on changing Remote Control options, see the online user's guide.



Rebooting host computers

You can reboot a computer you're controlling if the host computer is set up to let you do this. For example, you might want to restart a host computer to put into effect changes you have made on that computer, or if you're having problems with a program on that computer.

To reboot the host computer from the guest:

- ▶ On the Session menu, click Reboot Host.

Communicating with end users

After you connect to an end user's computer, you can exchange typed messages with the user or speak directly with the user as you monitor his or her actions. If you want to send written messages, use Text Chat. If you want to speak with the end user, use Voice Chat.

To start a Text Chat or Voice Chat session:

- ▶ Click the Open Text Chat button or the Open Voice Chat button on the LinkBar.

A Text Chat window or Voice Chat window automatically opens on the end user's computer so that you can begin conversing.

For more information on using Text Chat and Voice Chat, see the online user's guide.

Viewing LapLink Host from host computers

End users are usually unaware that LapLink Host is running on their computer. Only the program icon appears in the Windows system tray as LapLink Host runs in the background and waits for an incoming connection.

You can also completely hide the program icon when LapLink Host is running. For more information, see the online help.

Even after you connect, many users don't notice LapLink Host. Only Text Chat and Voice Chat display windows prompting them for input; Remote Control, File Transfer, and Print Redirection don't require any participation from end users.

Getting help (for end users)

LapLink Host includes online help to answer end users' questions about using LapLink Host. The online help contains quick reference, step-by-step procedures, and complete troubleshooting. End users can access the online help from the Help menu or any dialog box in LapLink Host.



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Patents

SpeedSync® U.S. Patent Number 5,446,888

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