

Moderro Remote Expert Manager

Workstation Setup Guide

Release 11

Moderro Technologies

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Overview

This guide is intended primarily for anyone who will set up and configure agents' workstations for eRemote Expert Agent Desktop (eREAD).

Topics in this guide include:

- "eREAD"
 - "eREAD Overview"
 - "eREAD Requirements"
 - "Cisco Finesse"
- "Direct Connect Installation and Configuration"
 - "Prerequisite Installation Procedures"
 - "Installing Direct Connect"
 - "Creating Desktop Shortcut for the Direct Connect Application"
 - "Configuring REM IP Address"
 - "Configuring Direct Connect"
 - "Obtaining Direct Connect Logs"
- "Document Camera Application Installation and Configuration"
 - "Prerequisite Installation Procedures"
 - "Obtaining Document Camera Application File"
 - "Installing Document Camera Application"
 - "Re-Configuring REM Server IP Address"
 - "Obtaining Document Camera Logs"
- "VNC Co-browsing Installation and Configuration"
 - "Prerequisite Procedures"
- "Desktop Share Installation and Configuration"
 - "Installing and Configuring the RDServer"
 - "Installing and Configuring the Desktop Share Utility App"
 - "Enabling RD Server Settings"
 - "Obtaining RD Server Logs"

eREAD

eREAD Overview

eREAD allows remote experts to share documents and stream media files to a REIC located at a branch office.

eREAD Requirements

eREAD uses Cisco Finesse, which is a web-based agent and supervisor desktop for UCCE and

UCCX. Agents use their browser to access eREAD.

eREAD requires the following applications:

1. Cisco Finesse 11.0(1)
2. Adobe Acrobat Reader 9 or later installed on the agent's workstation
3. Adobe Flash Player 9 or later installed on the agent's workstation
4. Firefox 38 or above for Windows 7
5. Internet Explorer 11 for Windows 7



Note The Chrome browser is not supported.

Cisco Finesse

Cisco Finesse integrates traditional contact center functions into a thin-client desktop. Cisco Finesse is the next-generation agent and supervisor desktop for Cisco Unified Contact Center Enterprise providing easy access to the applications and information required by customer service organization through a customizable web-based interface. A critical characteristic is that every desktop is 100% browser-based and implemented through a Web 2.0 interface so no client-side installations are required.

Cisco Finesse 11.0(1) Installation and Upgrade Guide:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1101/installation/guide/CFIN_BK_C88378DA_00_cisco-finesse-installation-and-upgrade-1101.html

Cisco Finesse 11.0(1) Administration Guide:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1101/admin/guide/CFIN_BK_C993E181_00_cisco-finesse-administration-guide-1101.html

Direct Connect Installation and Configuration

This section contains detailed information about installing the Direct Connect (DC) application on agents' workstations. DC is used by the agents to share their desktop with customers.

Prerequisite Installation Procedures

Before installing Direct Connect, do the following:

1. Install Java JRE
2. Set the JAVA_HOME environment variables
3. Update the path variable to include JAVA_HOME
4. Install the Microsoft .NET Framework 4

5. Install the Microsoft Visual Studio 2010 Runtime Library

Installing Java JRE

Follow the instructions to install the **jre-7u67-windows-i586.exe** file on Microsoft Windows 7.

Setting JAVA_HOME Environment Variables

To set the JAVA_HOME environment variable to the root of the Java JRE installation directory, follow these steps:

-
- Step 1** Choose **Control Panel > System > Advanced system settings**.
 - Step 2** Click **Environment Variables**.
 - Step 3** Click **New** in the System variables area.
 - Step 4** Enter **JAVA_HOME** in the Variable name field.
 - Step 5** Enter the path to your Java JRE in the Variable value field.
 - Step 6** Click **OK** to save your changes.



Tip The default installation directory of the JRE 7 Update 67 for Windows is **C:\Program Files(x86)\Java\jre7**.

Updating Path Variable to Include JAVA_HOME

To update the Path variable to include JAVA_HOME, follow the steps below:

-
- Step 1** Choose **Control Panel > System > Advanced system settings**.
 - Step 2** Click **Environment Variables**.
 - Step 3** Select the path variable in the System Variable section.
 - Step 4** Click **Edit**.
 - Step 5** Add the following to the Variable value string: **%JAVA_HOME%\bin;**



Note A semicolon (;) must separate each entry in the value string.

- Step 6** Click **OK** to save the changes.
 - Step 7** Restart Microsoft Windows.
-

Installing Microsoft .NET Framework 4

To download and install the Microsoft .NET Framework 4, follow these steps:

-
- Step 1** Navigate to <http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17851>.
 - Step 2** Click **Download**.
 - Step 3** Follow the instructions to download the Microsoft .NET Framework 4 (Web Installer).
-

Installing Microsoft Visual Studio 2010 Runtime Library

To install the Microsoft Visual Studio 2010 Runtime Library, follow the steps below:

-
- Step 1** Navigate to <http://www.microsoft.com/download/en/details.aspx?id=5555>.
 - Step 2** Click **Download**.
 - Step 3** Follow the instructions to download the Microsoft Visual Studio 2010 Runtime Library.
-

Installing Direct Connect

To install Direct Connect using the installation wizard, follow these steps:

-
- Step 1** Insert the Direct Connect CD.
 - Step 2** Click the Direct Connect executable file on the CD to launch the installation wizard.
 - Step 3** On the Welcome screen of the Direct Connect Setup Wizard, click **Next**.
 - Step 4** Review the terms of the License Agreement. Click the **I accept the terms of the License Agreement** radio button.
 - Step 5** Click **Next**.
 - Step 6** Click **Browse** to choose the location of the installation.



Note The default installation directory for Direct Connect is **C:\CSI\DirectConnect**.



Warning The installation directory path cannot contain any spaces. Changing the default installation directory to C:\CSI\Direct Connect will result in a File Not Found Exception.

- Step 7** Click **Install** to start the installation.
The Direct Connect Installing screen appears.
 - Step 8** When the installation is complete, click **Next**.
The installation confirmation screen confirms that installation was successful.
 - Step 9** Restart Microsoft Windows.
-

Creating Desktop Shortcut for the Direct Connect Application

Direct Connect will not automatically launch when using eREAD. It is advised that a shortcut for Direct Connect is created on the agents' desktops so that they can quickly launch it when they need it during a call.

-
- Step 1** Go to the folder where the application was installed: `C:\CSI\DirectConnect\bin\DirectConnect`
 - Step 2** Right-click the `DirectConnect.exe` file and choose **Create shortcut**.
 - Step 3** Drag the shortcut to the agent's desktop.
 - Step 4** Rename the shortcut (e.g. "Direct Connect") so that the agent can easily find it during a session.
-

Configuring REM IP Address

To verify that the installation is correct and complete, follow these steps:

-
- Step 1** Navigate to `C:\CSI\DirectConnect`.
 - Step 2** Confirm that your Direct Connect directory structure includes the 'bin' and 'Server' folders.
 - Step 3** Navigate to your desktop and confirm that the Direct Connect and the Restart DC Server icons are visible. If the Direct Connect icon is missing, navigate to `C:\CSI\DirectConnect\bin\DirectConnect` and create a desktop shortcut for `DirectConnect.exe`.
 - Step 4** Navigate to `C:\CSI\DirectConnect\bin\DirectConnect`.
 - Step 5** Open the `DirectConnect.exe.config` file.
 - Step 6** Edit the `REM_IP` value of the `cv_service_url` as seen in the example below:

```
<DirectConnect.Properties.Settings>
  <setting name="cv_service_url" serializeAs="String">
    <value>http://REM_IP/resc/services/VirtualAgentServices.VirtualAgentServicesHttpSo ap11Endpoint/</value>
  </setting>
```



Note The URL entered for the value must use "http" instead of "https" since DC does not support HTTPS.

- Step 7** Save the file before closing.
 - Step 8** Click **Restart DC Server** on desktop.
 - Step 9** Click the **Direct Connect** icon on the desktop to ensure that the application starts. Upon starting the application, it asks the user to enter the expert DN. Use a valid DN to start DC.
-

Configuring Direct Connect

In order to set configuration options for DC, follow these steps:

- Step 1** Navigate to C:\CSI\DirectConnect\bin\DirectConnect\.
- Step 2** Open the RemotingService.exe.conf file.
- Step 3** Edit the file based on the information in the table below.

Table 1 *Direct Connect Configuration Options*

Option Name	Description	Valid Values
ImageFormatIsJpeg	Allows you the option of using tiling or JPEG	<ul style="list-style-type: none"> • True - Use JPEG • False - Use Tiles • Default - False
ImageMinQuality	Allows you to set the JPEG encoding value	<ul style="list-style-type: none"> • Min - 1 • Max - 100 • Default - 10
ImageMaxQuality	Allows you to set the JPEG encoding value	<ul style="list-style-type: none"> • Min - 1 • Max - 100 • Default - 85
ImageLowBandwidthWidth	Allows you to set the width of the lowest possible resolution image	<ul style="list-style-type: none"> • Integer value greater than 1 • Default - 528
ImageLowBandwidthHeight	Allows you to set the height of the lowest possible resolution image	<ul style="list-style-type: none"> • Integer value greater than 1 • Default - 384
ImageDynamicQuality	Allows you the option of dynamically toggling interactive mode	<ul style="list-style-type: none"> • True - Enable interactive mode • False - Disable interactive mode • Default - True
ClientDisplayStatus	Allows you the option of displaying bandwidth and fps on the client	<ul style="list-style-type: none"> • True - Show bandwidth & fps • False - Hide bandwidth & fps • Default - False
ImageMaxBitRate	Allows you to set the allocated bandwidth, measured in MBps. Increase this value to use more bandwidth, resulting in a higher quality session.	<ul style="list-style-type: none"> • Positive float • Default - 0.4
BitRateBufferFactor	Allows you to set the size of the client cache used in determining the overall quality	<ul style="list-style-type: none"> • Positive float • Default - 4
ImageAcquisitionIntervalMillis	Allows you to set how often to capture screen in milliseconds	<ul style="list-style-type: none"> • Min - 16 (60 fps) • Max - 1000 (1 fps) • Default - 200 (5 fps)

Step 4 Save the file before closing it.

Obtaining Direct Connect Logs

Administrators can obtain Direct Connect logs from the agent's workstation to help troubleshoot any issues related to the Direct Connect application. Follow these steps to obtain the Direct Connect logs:

Step 1 Make sure agent's workstation time matches the REM server's time.

Step 2 Go to C:\CSI\DirectConnect\bin\DirectConnect.

Step 3 Find DirectConnect.log.

Step 4 Go to C:\CSI\DirectConnect\Server\tomcat\logs.

Step 5 Find the updated logs.

Document Camera Application Installation and Configuration

Prerequisite Installation Procedures

Before installing Document Camera Application, do the following:

1. Install Java JRE version 7 update 67
2. Set the JRE_HOME environment variables
3. Set the path variable to include JRE_HOME
4. Install VLC player 2.1.3

Installing Java JRE



Note The Document Camera application works only if both the JRE and VLC player are of same bit size, i.e., 64-bit JRE and 64bit VLC player or 32bit JRE and 32-bit VLC.

Follow the instructions to install JRE **jre-7u67-windows-i586.exe** and VLC player 2.1.3 on Microsoft Windows 7.



Note Skip this step if **jre-7u67-windows-i568.exe** has already been installed for the Direct Connect (see the "Installing Java JRE" sub-section of the "Direct Connect Installation and Configuration" section of this document).

Setting JRE_HOME Environment Variables

To set the JRE_HOME environment variable, follow these steps:

-
- Step 1** Choose **Control Panel > System > Advanced system settings**.
 - Step 2** Click **Environment Variables**.
 - Step 3** Click **New** in the User variables area.
 - Step 4** Enter JRE_HOME in the Variable name field.
 - Step 5** Enter the path to your Java JRE in the Variable value field.
 - Step 6** Click **OK** to save your changes.
-

Setting Path Variable to Include JRE_HOME

To update the Path variable to include JRE_HOME, follow the steps below:

-
- Step 1** Choose **Control Panel > System > Advanced system settings**.
 - Step 2** Click **Environment Variables**.
 - Step 3** Click **New** in the User Variable area.
 - Step 4** Enter **Path** in the Variable name field.
 - Step 5** Enter the following to the Variable value string: **%JRE_HOME%\bin;**



Note A semicolon (;) must separate each entry in the value string.

- Step 6** Click **OK** to save the changes.
 - Step 7** Restart Microsoft Windows.
-

Installing VLC Player

To download and install the VLC player 2.1.3, follow these steps:

-
- Step 1** Navigate to <http://download.videolan.org/pub/videolan/vlc/2.1.3/win32/vlc-2.1.3-win32.exe>.
 - Step 2** Click **Save**.
 - Step 3** Follow the instructions to download and install the VLC player 2.1.3.
-

Obtaining Document Camera Application File

If you have administrator access to the Remote Expert Administration Console (REAC), follow these steps to obtain the file for the document camera snapshot application:

-
- Step 1** Click the **Download Snapshot Capture** tab.
 - Step 2** In the dialog box, choose the **Save File** radio button and then click **OK** to save the snapshotapp-dist.zip file to the agent's desktop.
-

Installing Document Camera Application

Follow these steps to install the application for the document camera on the agent's desktop:

-
- Step 1** Unzip the snapshot-dist.zip file.
 - Step 2** Double-click the snapshotapp-installer.jar file. The Snapshot Capture Installer Wizard opens.
 - Step 3** Click **Next**.
 - Step 4** If you have not installed the VLC player, do that now. Click **Next**.
 - Step 5** Select a directory or use the default directory. Click **Next**.
 - Step 6** If prompted whether to create a directory, click **Yes**.
 - Step 7** Select the installation folder of the VLC player.
 - Step 8** Select the directory where the snapshots should be saved.
 - Step 9** Enter the REM server's IP address in the REM Host Address field.



Note The REM Host Address field does not accept host names.

- Step 10** Enter the port number **8443** in the REM Port field.
 - Step 11** Click **Next**.
 - Step 12** Review the configuration. If it is correct, click **Next**. If it should be modified, click **Back**.
 - Step 13** Click **Install**.
 - Step 14** When the Finished message appears, click **OK**.
 - Step 15** Click **Exit**.
-

Re-Configuring REM Server IP Address

The IP address was configured during installation. You should re-configure the REM server IP address to avoid re-installation of the application later if the IP address of REM server changes.

-
- Step 1** Go to the directory where the application files were installed.
 - Step 2** Open the **conf** folder.
 - Step 3** Open the **camera.properties** file with Notepad.
 - Step 4** Replace the REM server's IP address with the actual IP address of the REM server that you are using.
 - Step 5** Enter **8443** for the RemPort.
 - Step 6** Save the changes.
 - Step 7** Close the file.
-

Creating Desktop Shortcut for Document Camera Application

Creating a desktop shortcut for the application will allow the agent to open the application quickly during a session.

-
- Step 1** Go the folder where the application was installed.
 - Step 2** Right-click the **snapshotapp.jar** file and choose **Create shortcut**.
 - Step 3** Drag the shortcut to the agent's desktop.
 - Step 4** Rename the shortcut (e.g. "RE Document Camera") so that the agent can easily find it during a session.
-

Obtaining Document Camera Logs

Administrators can obtain the Document Camera logs from the agent's workstation to help troubleshoot any issues related to the Document Camera application. Follow these steps to obtain the Document Camera logs:

-
- Step 1** Go to **C:\Users\Agent\Desktop\SnapshotCapture\logs**.
 - Step 2** Find **camera.log**.



Note Directory may be different depending on the Document Camera application's location.

VNC Co-browsing Installation and Configuration

Co-browsing allows the agent to view the customer's screen so they can assist customers by navigating the application, completing transactions, or filling out forms. With VNC co-browsing, the customer still has the ability to control the application if the customer desires.

Prerequisite Procedures

Before an agent can start using VNC Co-browsing in eREAD, do the following:

1. Install Java JRE
2. Enable Java content and set Java security in the Control Panel
3. Hide the Java console and the security verification warning

Installing Java JRE

Follow the instructions to install JRE **jre-7u67-windows-i586.exe** on Microsoft Windows 7.



Note

Skip this step if **jre-7u67-windows-i568.exe** has already been installed for Direct Connect (see the “Installing Java JRE” sub-section of the “Direct Connect Installation and Configuration” section of this document).

Enabling Java Content and Setting Java Security

Java content must be enabled on the agent’s workstation in order for the agent to use the VNC Co-browsing feature. To enable Java content and set Java security in the Control Panel of your workstation, follow these steps:

Step 1 On your workstation, choose **Control Panel > Programs > Java**.

Step 2 Click the **Security** tab.

Step 3 Check the **Enable Java content in the browser** check box.

Step 4 Set the Security Level to **High**.

Step 5 Click the **Edit Site List** button.



Note Skip steps 5 thru 7 if the REM server has a CA signed certificate installed.

Step 6 Click **Add**.

Step 7 Enter **https://REM_IP:8443/read/desktoppage** where ‘REM_IP’ is the IP address for the REM server.

For example, **https://172.25.26.141:8443/read/desktoppage**.

Step 8 Click **OK** to save your changes.

Hiding Java Console, Security Verification Warning, and Use TLS 1.1 and 1.2

Follow these steps to hide the Java console and the security verification warning:

Step 1 Choose **Control Panel > Programs > Java > Advanced**.

-
- Step 2** Go to the Java console section and choose the **Hide console** radio button.
 - Step 3** Go to the Mixed code (sandboxed vs. trusted) security verification section and choose the **Enable – hide warning and run with protections** radio button.
 - Step 4** Go to the Advanced Security Settings section and check the **Use TLS 1.1** and **TLS 1.2** check boxes.
 - Step 5** Click **OK** to save your changes.
 - Step 6** Restart Microsoft Windows.
-



Note Refer to the *Moderro Remote Expert Manager Administration Guide* for instructions on how to set Internet Explorer and Mozilla Firefox on the agents' workstation.

Desktop Share Installation and Configuration

This section contains detailed information about installing the Desktop Share application on agents' workstations. Desktop Share is used by the agents to share their desktop screen with customers.



Note Desktop Share and Direct Connect differ in that agents can choose which applications to share if using Direct Connect. Agents who use Desktop Share will share their entire desktop screen with clients at the kiosk including possibly personal, sensitive, or confidential information.

The following are required on the agent's workstation in order for Desktop Share to work:

1. RD Server
2. Desktop Share Utility

Installing and Configuring the RD Server

The RD Server must be installed on the agent's workstation before installing the Desktop Share Utility. You will need the following:

- rdserver-setup-2.1.2 file
- password that will be used by the REM administrator when adding the agent's workstation to the Desktop Share tab of REAC

-
- Step 1** Install the rdserver-setup-2.1.2 file.
 - Step 2** Create a shortcut for the RD Server on the desktop.



Note After installation, double click the RD Server shortcut on the desktop. At the Windows Security Alert prompt, click **Allow access** to allow the RD Server through a firewall.

Step 3 Configure the security settings for the RD Server:

- a. To get to the RD Server Settings, first click the task bar, then click **Show hidden icons**, right-click the RDServer icon, and choose **Settings**.
- b. In the Setting dialog box, click the **Security** tab.
- c. The options in the Security tab are the following:
 - **Auto accept clients** - Check this check box to allow share to happen automatically when Desktop Share is started in eREAD.
 - **Require password** - Check this check box to enable requirement for the password to be checked when Desktop Share is started in eREAD.
 - **Settings enabled** - Check this check box to enable Settings.



Caution Do not uncheck the **Settings enabled** option.

Step 4 Obtain the passphrase for the Desktop Share tab:



Note This passphrase is required when adding the agent's workstation to the REAC Desktop Share tab.

- a. Click the **Show public key** button in the Security tab of the Settings window of the RDServer Settings dialog box.
- b. Copy the passphrase and paste it into Notepad.
- c. Save the file to the agent's desktop; save it with ANSI encoding.

Step 5 Configure the remote settings for the RD Server:

- a. Click the **Remote Desktop** tab.
- b. The options in the Remote Desktop tab are the following:
 - **Render mouse cursor on the server side** - Check this check box to allow clients at the kiosk to see the mouse cursor.
 - **Accept multiple clients**



Caution Do not check the **Accept multiple clients** check box.

- **Run the server until user logs out** - Check this check box to enable the Quit option when right-clicking on the RD Server icon. This allows the agent to quit RD Server without logging out of Windows.
 - **Allow view mode only** - Check this check box to prevent the client at the kiosk from making changes to the agent's workstation from the kiosk.
- c. The screen(s) attached to the agent's workstation will be displayed in the drop-down menu. If the agent has more than one screen, choose the screen to be shown from the drop-down menu.



Note If the agent is using a laptop, the laptop screen will be shown by default.



Tip If the desired screen to share is not displayed in the menu, restart the RD Server. Restarting it will allow it to capture the latest screen(s) that are attached to the agent's workstation.

Step 6 Go to the Desktop Share tab in REAC and add the agent's workstation. See the *Moderro Remote Expert Manager Administration Guide* for instructions. You will need the following information from the RD server to add the agent's workstation to REAC to enable Desktop Share:

- Password: Enter the password that was set in the RD Server's Security tab.
- Passphrase: Enter the passphrase that was obtained from the RD Server's public key.



Note You will also need the MAC address of the agent's workstation. Refer to the *Moderro Remote Expert Manager Administration Guide* for instructions on how to obtain the MAC address.



Note Double-click the RDServer shortcut to view its port number, the number of screens that it is sharing, and the number of clients.

Installing and Configuring the Desktop Share Utility App

Obtaining Desktop Share Utility Application

If you have administrator access to the Remote Expert Administration Console (REAC), follow these steps to obtain the file for the Desktop Share Utility application. Otherwise, ask your RE administrator for the file.

Step 1 Click the **Download Apps** tab to display its drop-down menu.

Step 2 From the drop-down menu, click **Desktop Share Utility**.

Step 3 In the dialog box, choose the **Save File** radio button and then click **OK** to save the file to the agent's desktop.

Installing Desktop Share Utility Application



Note The Desktop Share Utility app must be installed using the Console window and run as an administrator. Otherwise, there will be permission issues during installation of the Desktop Share Utility.



Note Skip this step if jre-7u67-windows-i568.exe has already been installed for the Document Camera (see the "Installing Java JRE", the "Setting JRE_HOME Environment Variables", and the "Setting Path Variable to Include JRE_HOME" sub-sections of the

“Document Camera Installation and Configuration” section of this document).

Follow these steps to install the application on the agent’s workstation:

Step 1 Unzip the rem-desktopshare-utility.zip file that you downloaded to the agent’s workstation.

Step 2 Install the application as an administrator:

- a. Go to the Start menu and type **cmd** in the Search field.
- b. In the Search results under the Programs section, right-click **cmd** and choose **Run as administrator**.
- c. If prompted to allow the following program to make changes to the computer, click the **Yes** button.
- d. Change the directory to the folder where the Desktop Share Utility installer was unzipped. For example:
cd C:\Users\admin\Downloads\rem-desktopshare-utility.zip
- e. Start the installation by executing the following command:
java -jar rem-desktopshare-utility-installer.jar
- f. When the installation window opens, choose the installation path and then click the **Next** button.
- g. To confirm that installation was successful, look for the **REM DesktopShare Utility** under Services by typing **Services** in the Search field at the Start menu and then choosing **Services** under the Programs section.

Step 3 Ensure that the port numbers used by the application are open in the firewall policy:

- a. Go to the rem-desktopshare-utility folder within Program Files.
- b. Open the winstone.properties file.
- c. Find both the httpPort and the httpsPort numbers in the file.
- d. Work with your network administrator to ensure that those two ports are open in your firewall policy.



Note If you want to disable a port so it will not be used by the Desktop Share application, change the port’s value to **-1**.

Step 4 Connect a keyboard to the IEC at the kiosk or install a virtual keyboard if clients at the kiosk should be able to enter information into forms shared by the agent.



Note Moderro accepts no responsibility for the misuse of any action by clients at the kiosk.



Note The configuration for the desktopshare-util-server is saved in the winstone.properties file, which contains the port numbers and keystore information.

Enabling RD Server Settings

Follow these steps to enable Settings under Security settings for the RD Server:

-
- Step 1** Go to **C:\Users\admin\AppData\Roaming\Remote Desktop Share**.
 - Step 2** Open the RDServer configuration settings file.
 - Step 3** Update `settingsEnabled=true`.
 - Step 4** Save the file.
-

Obtaining RDServer Logs

Administrators can obtain the RD Server logs from the agent's workstation to help troubleshoot any issues related to the Desktop Share application. Follow these steps to obtain the RD Server logs:

-
- Step 1** Go to **C:\Users\admin\AppData\Local\Temp**.
 - Step 2** Find **rdserver.log**.
-

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