IBM

# IBM Endpoint Manager for Remote Control Target User's Guide

*Version 9.1.0*

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# Contents

# Chapter 1. Overview of the IBM Endpoint Manager for Remote Control system

The IBM® Endpoint Manager for Remote Control system includes the following main components:

**IBM Endpoint Manager for Remote Control Target**

The target is installed on every computer that you want to control remotely with IBM Endpoint Manager for Remote Control. It listens for connection requests that come from the controller. The target can also be used to start a remote control session over the internet, by using a broker.

Targets that are outside of your intranet can be configured to register their details with the server. Sessions with these targets are managed by server policies. The targets must be deployed with the **Managed** property set to Yes. The **ServerURL** and **BrokerList** properties must also be configured. Targets can also be configured so that they do not send their details to the server. These targets are classed as unregistered targets. There are two ways to configure unregistered targets. You can install the target software and set the **Managed** property to No. The **BrokerList** property must also be set. You can also use the on-demand target features to start a remote control session with a computer that does not have any target software preinstalled. Server policies are used to manage the on-demand sessions. The target software is deleted at the end of the session.The IBM Endpoint Manager for Remote Control target can run in Windows, Linux, and Solaris operating systems.

**IBM Endpoint Manager for Remote Control Controller**

Can be installed by using the Fixlet or installer that is provided for use in peer to peer sessions. It can also be launched in context from the remote control server or the IBM Endpoint Manager console. In all instances, the controller can be used to allow the user to control a remote computer on which the remote control target is installed. The controller delivers an interface to several actions, available to the controller user, like remote control, guidance, chat, file transfer, collaboration, and many more. IBM Endpoint Manager for Remote Control controller supports JRE versions: Sun 1.6, Oracle 1.6, 1.7 or IBM® 1.5, 1.6, 1.7.

**IBM Endpoint Manager for Remote Control Server**

A web application that manages all the deployed targets that are configured to be in managed mode and to point to the IBM Endpoint Manager for Remote Control Server 's URL. The server is a web application that can be deployed on an existing WebSphere® server, or installed through the installer package along with an embedded version of WebSphere. The server listens for HTTP or HTTPS connections by default. When it is installed with the embedded WebSphere option, it listens on ports 80 and 443. When it is deployed on top of an existing WebSphere server, the IBM Endpoint Manager for Remote Control server listens on ports 9080 and 9443. The server requires a database server: embedded Derby, only for proof of concept deployments, DB2®, SQL Server, and Oracle are the supported options. Additionally, it can also be configured to synchronize and authenticate user and group data from an LDAPv3 server, like Active Directory or Tivoli Directory Server. This deployment scenario has the same networking characteristics as peer to peer. Therefore, direct TCP connectivity is required between all the controllers and all the targets.

However, the IBM Endpoint Manager for Remote Control server provides a method of centralized, and finer, policy control, where targets can have different policies that are determined by the user who is trying to start the remote control session. The Server also provides for centralized audit and storage of full session automatic recordings. In this scenario, the controller is not a stand-alone application.but is started as a Java™ Web Start application from the IBM Endpoint Manager for Remote Control server's web interface to start the remote control session.

**Note:** Peer to peer and managed are not exclusive modes. The IBM Endpoint Manager for Remote Control target can be configured in the following ways.
- Configured to be strictly managed.
- Configured to fail back to peer to peer mode when the server is not reachable.
- Configured to accept both peer to peer and managed remote control sessions.

The following components can be used only in managed mode:

**IBM Endpoint Manager for Remote Control CLI tools**
Are always installed as part of the target component but it is also possible to install them separately. The CLI provides command-line tools for the following tasks:
- Script or integrate the launch of managed remote control sessions.
- Run remote commands on computers with the managed target installed.

**IBM Endpoint Manager for Remote Control Gateway**
A service that is installed in computers in secure network boundaries, where there is strict control of traffic flows between the secure networks. For example, the firewall at the boundary allows only traffic between a pair of specific IP address and ports. In these scenarios, a network of gateways can be deployed. The gateway routes and tunnels the remote control traffic from the controller that is sitting in a particular network zone, to the target that is in a different network zone. The gateway is a native service that can be installed on a computer that has a Windows or Linux operating system installed. It does not have a default listening port, although 8881 is a usual choice, and can be configured for multiple incoming listening ports and outgoing connections.

**IBM Endpoint Manager for Remote Control Broker**
A service that is installed in computers typically in a DMZ so that computers out of the enterprise network, in an Internet cafe or at home, can reach it. The IBM Endpoint Manager for Remote Control broker receives inbound connections from the controller and the target and tunnels the remote control session data between the two components. The broker is a native service that can be installed on a Windows or a Linux computer. It does not have a default listening port, but 443 is a recommended option because usually this port is open for outbound connections and has fewer issues with content filtering than, for example, 80 would have.

# Chapter 2. Remote control target overview

The IBM Endpoint Manager for Remote Control Target software provides the interface that the target user can use to communicate with the controller user during a remote control session.

When the target software is installed and the IBM Endpoint Manager for Remote Control Target service is running, the target icon  is visible in the taskbar of the target machine. You can use this icon to open the target interface to communicate with the controller user during a remote control session and also to obtain connection and system information.

# Chapter 3. Tasks you can do from the target icon

When the IBM Endpoint Manager for Remote Control target software is installed and the target icon is visible in the task bar, you can perform the following actions on the icon :

**Rolling the mouse over the icon**
You can roll the mouse pointer over the icon to display the computer name, IP address, and FIPS status of the target.

**Right-clicking the icon**
You have the following options when you right-click the icon:

**Open IBM Endpoint Manager for Remote Control - Target**
Use this option to display the target interface. For more details see Chapter 4, "The target interface," on page 7.

**About** Use this option to display the version number of the currently installed target software.

Note: The version number is useful for reporting connectivity issues to IBM support.

**Online help**
Use this option to access the IBM Endpoint Manager for Remote Control information center where you can view the latest documentation.

**Connection info**
Use this option to display the target computer name and IP address. Click **OK**.

**Report status to server**
Use this option to force the target to contact the server and report its status to it.

**Who is connected?**
Use this option to display the user ID of the controller user and the IP address and MAC address of the controller machine that has established the remote control session. Click **OK** to continue.

Note: This option is available only during a remote control session.

**Disconnect**
Use this option to disconnect the target from any remote control session.

**System Information**
Use this option to generate a file called `sysinfo.txt`. This file contains information about the target such as computer name, vendor, model, IP address, and running processes. The file is displayed in a text file.

**Transfer folder**
Use this option to open the folder used for transferring files to and from the server.

**Enter connection code**
Use this option to enter the connection code required to start a

session through a broker. For more information see Chapter 7, "Starting a remote control session through a broker," on page 15.

**Double-clicking the icon**

Double-click the icon to open the target interface. For more details about the interface see Chapter 4, "The target interface," on page 7.

# Chapter 4. The target interface

You can use the target interface to participate in a remote control session and communicate with a controller user during the session. When you double-click the target icon in the taskbar, the target interface opens.

The interface has the following capabilities:

- **Connection status**. See "Viewing the session connection status."
- **Session types pulldown**. See "Selecting a session type from the target interface."
- **Show / Hide Chat Area**. See "Viewing or hiding the chat area."
- **Show / Hide Transfer Area**. See "Viewing or hiding the file transfer area" on page 8
- **Actions Menu**. See "Actions that can be made from the target interface" on page 8
- **View Application Log**. See "Viewing the target debug log" on page 9
- **View System Information**. See "Viewing system information" on page 9
- **Help Menu**. See "Getting help" on page 9

## Viewing the session connection status

Check the remote control session status by clicking the connection icon  . This icon is visible and connected when a session has been established and is disabled when there is no session in progress.

## Selecting a session type from the target interface

The session list on the target interface displays the session types that you can select during a remote control session. When initiating a session the controller user selects the session type. After the session is established, you can change the session type by selecting from the list. The session type options available are determined by what was set in the permissions for the session. For more information about what types of sessions are available see the IBM Endpoint Manager for Remote Control Controller User's Guide .

## Viewing or hiding the chat area

You can click the Show/Hide Chat Area icon  to open a chat window for real-time communication with the controller. Click the icon again to hide the chat window.

When the chat window opens you can type into the window and press enter. The text is displayed in the chat window and the controller user can respond. The chat history can be removed from the window by selecting **Clear chat history** from the Actions menu.

**Note**: Depending on the policies set for the remote control session, if chat has not been enabled, the chat icon is disabled.

## Viewing or hiding the file transfer area

You can click the Show/Hide Transfer area icon to open a window with fields showing files that have been or are being transferred between the controller and target. The icon on the left shows the direction of the transfer. The color of the progress bar denotes which type of transfer took place.

When the transfer is from the target to the controller, a left arrow is displayed. The status bar turns green when the transfer is complete.

When the transfer is from the controller to the target, a right arrow is displayed. The status bar turns blue when the transfer is complete.

## Actions that can be made from the target interface

You can use the Actions menu for the following actions :

**Connection info**

This action displays the computer name, IP address list, and FIPS status of the target machine. Click **OK** to continue.

**Report status to server**

This action causes the target to contact the server to report its status. This action is not available when the `Managed` target property is set to No.

**Who is connected?**

Displays the user ID of the controller user and the IP address and MAC address of the controller machine that has established the remote control session. Click **OK** to continue.

Note: This option is available only during a remote control session.

**Transfer folder**

View the contents of the file transfer directory. All files that have been transferred from the controller to the target are shown in the directory.

**Send file to controller**

Select a file on the target machine and transfer it to the controller machine. For more information on transferring files, see the IBM Endpoint Manager for Remote Control Controller User's Guide.

**Clear chat history**

Clears the chat history area of the target interface.

**Hidden Windows**

Displays any running applications on the target that were hidden before the session was established. For more information on hiding running applications see Chapter 6, "Hiding applications," on page 13.

**Enter connection code**

Enter the connection code required when starting a session through a broker. For more information see Chapter 7, "Starting a remote control session through a broker," on page 15.

## Viewing the target debug log

To view the target debug log click the **View Application Log** icon . This action opens the trc_base.txt target debug file which contains information about the target configuration and its activity, for example, when starting and ending a remote control session. The file is displayed in in a text file and can be sent to the controller via email to assist in troubleshooting target and session issues.

## Viewing system information

To view a targets system information click the **Get system info** icon . This action generates a file called sysinfo.txt, which contains information about the target such as computer name, vendor, model, IP address and running processes. The file is displayed in a text file and can be sent to the controller via email to assist in troubleshooting.

## Getting help

To get help click the Help menu and select one of the following options.

**About**  Use this option to display the version number of the currently installed target software.

> **Note:** The version number is useful for reporting connectivity issues.

**Online help**
Use this option to go to the IBM Endpoint Manager for Remote Control information center where you can view the latest documentation.

# Chapter 5. Accepting remote control session actions

When a remote control session is requested or certain actions are carried out by the controller user, you can be asked to confirm acceptance of these actions. Your acceptance is requested if user acceptance session policies have been enabled and set to yes for the session. Target user acceptance can be requested when the following actions are performed by the controller user:

- Starting a remote control session
- Changing the session type during a remote control session
- Requesting target system information
- Transferring files to and from the target
- Making a local recording of a remote control session
- Requesting to allow multiple participants in a session

The following options can be available in the acceptance window when confirmation is required, depending on the action that is being accepted.

**Accept**

    To accept the request and allow the action to be performed by the controller user, click **Accept**.

**Refuse**

    To refuse the request and not allow the action to be performed by the controller user, click **Refuse**

**Session type**

    When user acceptance is enabled for starting a session, select from the following options to start a different session if you do not want the controller user to have **Active** control of your machine.

    **Guidance**

        The controller user can view the target screen in guidance mode, but cannot control the remote mouse or keyboard. For more information about this session type, see the IBM Endpoint Manager for Remote Control Controller User's Guide.

    **Monitor**

        The controller user can view the target screen in monitor mode, but cannot control the remote mouse or keyboard. For more information about this session type, see the IBM Endpoint Manager for Remote Control Controller User's Guide.

    **Chat**    The controller user can chat to the target user without letting them view the target screen.

**Hide applications**

    To hide any running applications on the target that you do not want the controller user to see, click **Hide applications**. For more information about hiding applications, see Chapter 6, "Hiding applications," on page 13. This option is available on the acceptance window when the `Enable user acceptance for incoming connections` server policy or the `ConfirmTakeOver` target property is enabled and set to yes.

**Note:** When you receive an acceptance request you have a predefined number of seconds to accept or refuse it. If you do not accept within the given time, the outcome of the request is determined by the values set for the following properties.

**Acceptance timeout action**
> If the session was initiated from the IBM Endpoint Manager for Remote Control Server

**AcceptanceProceed**
> If the session was initiated directly between the controller and the target.

If both are set to proceed, the requested action will be performed without user acceptance. If they are set to Abort, the requested action is not performed and a message is displayed on the controller system. For more information on how policies are derived for a remote control session, see the IBM Endpoint Manager for Remote Control Administrator's Guide.

# Chapter 6. Hiding applications

Before accepting a remote control session you can hide any applications on your machine that you do not want the controller user to see.

## Hiding running applications from view during a remote control session

When a remote control session is requested, you can hide any running applications on the target that you do not want the controller user to see. This option is only available when the **Enable user acceptance for incoming connections** policy is enabled for the session. It appears on the user acceptance window when the session is requested.

Hide applications by completing the following steps

1. In the user acceptance window, click **Hide Applications** and **Accept**. The Show / Hide window opens listing all the running applications on the target.
2. Select the required applications that you do not want the controller user to see.
3. Click **OK**.

When the session is established, the selected applications are no longer visible in the target and controller windows.

**Note:**
- The procedure can only be performed by the target user in the session.
- If you click **Cancel** in the Show / Hide window, the selected applications are not hidden when the session is established.

## Restoring hidden applications to view during a remote control session

If, during a remote control session, any running applications that were hidden are now required to be seen by the controller user, the target user can make them visible again.

Make hidden applications visible again by completing the following steps:

1. Double-click the IBM Endpoint Manager for Remote Control target icon to bring the target window toolbar into view.
2. From the **Actions** menu, select **Hidden Windows**.
3. Click **Accept** on the acceptance window.
4. On the Show/Hide applications window, select the applications that you want to bring back into view.
5. Click **OK**.

The previously hidden applications, are now visible in the controller window.

# Chapter 7. Starting a remote control session through a broker

To start a remote control session through a broker, obtain a session connection code from the controller user who is starting the remote control session.

When a controller user needs to start a remote control session through the internet to reach your machine, they start the session from theIBM Endpoint Manager for Remote Control server GUI and a broker is used to make the required connection. To connect to this remote control session, you require a connection code which is obtained from the controller user. To connect to a remote control session using the connection code provided, complete the following procedure.

Enter the connection code on the target computer by following the steps relevant to the target operating system.

**Note:** If the target is newly installed, the Enter Connection Code option is unavailable until the target contacts the server for the first time.

**Windows target**

Choose the appropriate method to enter the connection code:

- Right-click the target notification icon and select `Enter Connection Code`.
- Open the target UI and select **Actions menu** > **Enter Connection Code**.

Type the connection code and click **Connect**.

**Linux target**

- Open the target UI and select **Actions menu** > **Enter Connection Code**.
- Type the connection code and click **OK**.

If a successful connection is made to a broker, the connection code is verified, and the session is authenticated by the server, the remote control session begins automatically. If the **Enable user acceptance for incoming connections** policy is enabled in the session policies, the target user can accept or reject the session request. After the session starts, the features and functions that are available depend on the server policies and permissions that are set for the session.

If the broker connection cannot be made, the connection code cannot be verified or the target is not authenticated by the server, you are given the option to try the connection option again. When you click **Try Again**, the Connection Code window is displayed and you can re-enter a connection code. If you click Cancel, the connection attempt to the broker is terminated and the remote control session is not established.

# Chapter 8. Disconnecting from a Remote Control session

When a Remote Control session is established, you can disconnect in the following ways:

- Press the **PAUSE/BREAK** button in your keyboard.

-

  Click the Connection icon 

The controller is disconnected and a cancel message is displayed.

# Chapter 9. Auditing

Remote control session events are saved for auditing purposes if the local audit policy is enabled for the session.

On a Linux target computer, you can use the `messages` log file and the Application Event Log on a Windows target.

To access the Application Event Viewer in Windows, click **Start** > **Control Panel** > **Administrative Tools** > **Event Viewer** > **Application**. A list is displayed. Select **IBM® Endpoint Manager for Remote Control - Target**. Right-click and select **Properties**. The Information Properties window opens.

The following information is displayed.
- Date of Takeover
- Time of Takeover
- Computer being taken over
- IP address initiating takeover
- MAC Address
- A Description section

If you are using the on-demand target, the audit log is written to a text file on the target. A `trcaudit_date_time.log` file is created, where *date_time* is the date and time that the session took place. For example, `trcaudit_20130805_132527.log`. The file is created in the currently logged on user's home directory.

# Appendix. Support

For more information about this product, see the following resources:

- http://pic.dhe.ibm.com/infocenter/tivihelp/v26r1/topic/com.ibm.tem.doc_9.1/welcome/welcome.html
- IBM Endpoint Manager Support site
- IBM Endpoint Manager wiki
- Knowledge Base
- Forums and Communities

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