WAVELINK AVALANCHE REMOTE CONTROL 3.0 QUICK START GUIDE

This document provides information about using Remote Control to connect to mobile devices.

This document provides information about getting started with Wavelink Avalanche Remote Control (Remote Control).

OVERVIEW

This document contains the following sections:

- Overview
- Installing the Remote Control Setup Kit
- Activating Remote Control Licenses
- Configuring Remote Control Server Settings
- Configuring Client Settings
- Deploying
- Connecting to Mobile Devices
- Document History

OVERVIEW

Perform the following steps to get connected a mobile device using Remote Control:

- Install. Obtain and install the Remote Control Setup Kit.
- License. Activate licenses for the number of mobile devices you want to manage.
- Configure Server. Configure the Remote Control Server settings.
- Configure Client. Configure the Remote Control client settings for the mobile devices.
- Deploy. Deploy settings to the mobile devices.
- Connect. Connect to mobile devices through Remote Control.

ADDITIONAL RESOURCES

This quick start guide provides the basic steps to connect Remote Control to mobile devices. For complete information and descriptions of the tasks, functions and capabilities of Remote Control, refer to the following resources:

- *Wavelink Avalanche Remote Control User Guide*, available on the Wavelink Web site.
- *Wavelink Avalanche Remote Control Online Help*, available through the installed Remote Control Console.
- *Wavelink Avalanche MC User Guide*, available on the Wavelink Web site.
- *Wavelink Avalanche Manager User Guide*, available on the Wavelink Web site.

INSTALLING THE REMOTE CONTROL SETUP KIT

The Remote Control Setup Kit contains the Remote Control Server and the software package that you need to run Remote Control.

To install Remote Control:

1. Obtain the Remote Control Setup Kit and place it on the system where you want to install the Remote Control Server.

NOTE: To obtain the Remote Control Setup Kit, contact Wavelink Customer Service.

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2. Double-click the Remote Control Setup Kit executable.

A *Welcome* dialog box appears.

3. Click **Next**.

   The *Select Destination Location* dialog box appears.

4. Click **Browse** to navigate to the location where you want to install the Remote Control Server. The default location is `C:\ProgramFiles\Wavelink\RemoteControl 3.0`.

5. Click **Next**.

   The *Select Components* dialog box appears.

6. From the drop-down list select which components you want to install.

   • **Full Installation**. Installs the entire setup kit which includes the Remote Control Server and the Remote Control software package.

   • **Remote Control Server only**. Installs the server only.

   • **Remote Control Package only**. Extracts the Remote Control package, allowing you to install the package in Avalanche Manager or Avalanche MC. You should extract this component only if you have another system running the Remote Control Server.

7. Click **Next**.

   The *Select Start Menu Folder* dialog box appears.

8. Click **Browse** to navigate to and select the folder where you want to create Remote Control shortcuts in the **Start** menu.

9. Click **Next**.

   The *Ready to Install* dialog box appears.

10. Click **Install** to begin the installation.

    The Remote Control Setup Wizard installs or extracts the components you selected. When the installation is complete, the *Completing the Remote Control 3.0 Setup Wizard* dialog box appears.

11. Click **Finish** to close the wizard.

    The Remote Control components are installed on your machine and you can install the Remote Control software package and begin configuration.

12. Locate the Remote Control software package in the installation directory and install the package in Avalanche Manager or Avalanche MC.

ACTIVATING REMOTE CONTROL LICENSES

There are three ways you can activate Remote Control licenses:

• Activating Automatically

• Activating Manually

• Importing Licenses

ACTIVATING AUTOMATICALLY

If Remote Control resides on a system that has Internet access, you can use the automatic license activation. When you automatically activate licenses, Remote Control connects with a secure Wavelink Web site to verify your license and node lock and a license file is sent to your host system. The license

file called `wavelink.lic`, which provides the information the product needs to operate, is installed on your system.

To automatically activate licenses:

1. Obtain the Remote Control product licensing code from Wavelink.

NOTE: You receive this information in an e-mail from Wavelink upon purchasing Remote Control. Contact Wavelink Customer Service if you have not received this e-mail.

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2. Access the Wavelink Activator from the **Remote Control Configuration** menu.

3. From the **Product** drop-down menu, select **Remote Control 3.0**.

4. Type your license number for this installation in the **Product License** text box.

5. Click **Activate**.

   Remote Control connects with a secure Wavelink Web site, your license and nodelock are verified, and a license file is sent to your host system. A new dialog box appears that specifies your licensing information and asks if you want to save the information for this installation.

6. Click **Yes** to accept the license file and activate your installation.

ACTIVATING MANUALLY

If the your server is not connected to the internet or if you have problems with the automatic activation, you can activate your license manually. To activate your license manually you need the following information:

- **Node Lock for the machine**. Locate this information in the Wavelink Activator found in the **Remote Control Configuration** menu.

- **Product License**. Locate this information in the e-mail you received from Wavelink upon purchasing Remote Control.

- **E-mail Address**. You need a valid e-mail address. The license file will be sent to this e-mail address.

To manually activate licenses:

1. Gather the information needed.

2. Open a web browser and navigate to http://www.wavelink.com/activation.

3. Enter the `Hardware Node Lock` and the `Product License` in the text boxes.

4. Select the product you are activating.

5. Enter your registration information in the **Registration** region. (This step is optional.)

6. Enter a valid e-mail address.

7. Click **Activate License**.

   When you click **Activate License**, the Wavelink activation server verifies the information you entered and then sends an e-mail containing the `wavelink.lic` file to the address you entered.

8. Check your e-mail to ensure you received the `wavelink.lic` file and then follow the steps to import a license file.

IMPORTING LICENSES

If you already have a license file for Remote Control or you have received the `wavelink.lic` file using the manual activation method, you can activate the license by importing it into the Activator. You can import multiple license files or consolidate several files.

To import a license:

1. Access the Wavelink Activator from the **Start** menu or from the `Remote Control Configuration` menu.

2. Click **Browse** and navigate to the location of the `wavelink.lic` file.

3. Select the `wavelink.lic` file and click **Yes**.

4. In the *Wavelink Activation* dialog box, click **Close**.

CONFIGURING REMOTE CONTROL SERVER SETTINGS

You can configure the following Remote Control server settings:

- **Server ID**. This is a pre-shared key that is used between the Remote Control Server and Remote Control client (located on the mobile device). When a wide area connection request is made, the key is sent to the client to identify where to connect. Using this pre-shared key, the client can determine the correct IP address with which to connect.

- **WAN Address**. This address is dependent on the type of connection your clients use to connect to the server through a wide area connection.
  - If your clients connect through a VPN connection, this is the internal address of the server which is visible to VPN connections.
  - If your clients connect through port forwarding, this is the externally visible IP address.

- **Network Address**. This is the address of the Remote Control Server visible to your internal network.

- **Proxy Port**. Connections between Remote Control and your mobile device use this port. If connections are made via port forwarding, your administrator must assign this port forward to the server. If this port changes, you must restart your connection server.

- **Command Port**. Remote Control communicates with the Remote Control Server via this port. This port does not have to be forwarded.

- **Corporate Connection**. This determines if VPN or port forwarding will be used by the mobile device connecting to your server.
  - If this option is enabled, the mobile device establishes a VPN connection using the CE connection manager prior to connecting to the server.
  - If this option is disabled, the mobile device establishes an internet connection using the CE connection manager prior to connecting to the server.

- **Try Network Connection First**. If this option is enabled, the server attempts to connect to the mobile device before sending a wide area request. The server may be able to establish an 802.11 connection resulting in a faster connection.

To configure the Remote Control server:

1. Open the Remote Control Console.

2. Click the **Server Config** tab.

3. Configure the options in the **Connection Server** region.

4. Click **Update**.

   Mobile device settings are updated upon the next deployment.

CONFIGURING CLIENT SETTINGS

This section provides information about the Remote Control client configuration options and the way in which the options are used. Review each option to determine the way you want to configure your client settings. The settings are used as the default configurations for all distributed Remote Control clients on the mobile devices. You can configure the following settings:

- Connection Type Settings

- Password Settings

- Connection Settings

CONNECTION TYPE SETTINGS

You can configure the following connection option:

- **Type.** Select to use either TCP/IP or ActiveSync to connect to mobile devices.

PASSWORD SETTINGS

You can configure the following password settings:

- **Password.** Enter a password to require Remote Control users to provide a password before connecting to a mobile device.

- **Require for LAN.** Enable this option to require users to enter a password before Remote Control connects to a mobile device over a LAN connection.

CONNECTION SETTINGS

You can customize the way Remote Control connects to and interacts with the mobile device using the following connection options:

- **Notify User on Connect.** Enable this option to notify the mobile device user when a Remote Control connection is established with the user's mobile device. A dialog box will appear on the mobile device screen alerting the user that Remote Control is connected to the device.

- **Seconds.** Set the number of seconds you want the *Remote Control Connected/Disconnected* screen to display on the mobile device.

- **Sleep While Connected.** Enable this option to allow the mobile device to enter sleep mode while connected to Remote Control. If you do not enable this option, Remote Control will not allow the mobile device to enter sleep mode while connected.

- **Allow Client Config.** Enable this option to grant client configuration control to the mobile device user. This allows the user to configure the Remote Control client from the mobile device. When the mobile device user has configuration control, any changes you make in the **Client Config** tab from the Remote Control Console will not deploy to the device. To regain Client Configuration setting control from the Remote Control Console, you must disable this option and redeploy the settings to the mobile device.

- **Disable Client Exit.** Enable this option to prohibit the mobile device user from exiting the Remote Control application.

- **Pre-Connect to Server**. Enable this option to configure the device to always pre-connect to the Remote Control Server.

To configure client settings:

1. Launch the Remote Control Console.

2. Click the **Client Config.** tab.

3. From the **Connection Type** drop-down menu, select the connection method.

4. Enter a **Password** if you want to require a password before connecting to a mobile device.

5. Enable the **Require for LAN** option if you want to require the user to input a password before connecting to a device over a LAN connection.

6. Enable options in the **Connection** region based on how you want to configure your clients.

7. Click **Update**.

8. Deploy the settings to the mobile device.

DEPLOYING

You can deploy Remote Control settings in the following ways:

- **From Avalanche Manager**. You can deploy the client portion of Remote Control to mobile devices that are currently in range and running the Avalanche Enabler. Mobile devices automatically pull updates from the Avalanche Manager Agent whenever the Enabler activates. You can also push global updates or individual updates to mobile devices from the Avalanche Manager Agent.

- **From Avalanche MC**. You can deploy the client portion of Remote Control to mobile devices that are currently in range and running the Avalanche Enabler. You can perform global updates (Universal Updates) or individual updates. Universal Updates, configured in the Task Scheduler, allow you to select the dServer Locations and regions to which you want to deploy Remote Control. Individual updates, configured in the **Device Control** tab, deploy software packages and configuration changes to a single mobile device.

NOTE: Close the Remote Control Console before you perform any deployments or save any changes in the Avalanche Manager or Avalanche MC Console. If you deploy with the console open, your package sync may fail and you will be unable to open the Remote Control Console again.

CONNECTING TO MOBILE DEVICES

You can create a Remote Control connection session over an ActiveSync or TCP/IP connection. If you are creating a session using ActiveSync, ensure you have created an ActiveSync session. If you are creating a session using a TCP/IP connection, ensure you know the IP address of the mobile device.

To connect to mobile devices:

1. Launch the Remote Control Console.
   - **From Avalanche Manager**. Navigate to the software collection in which you installed Wavelink Remote Control, right-click the Remote Control package, and select **Configure Package > Remote Control Console**.

- **From Avalanche MC**. Select the Software Profile that contains the Remote Control package and click the **Software Packages** tab.Select the Remote Control package and click **Configure**. From the drop-down menu, select **Remote Control Console** and click **OK**.

  The Remote Control Console launches.

2. Select the **Mobile Device** tab.

3. From the Mobile Device list, select the mobile device to which you want to connect.

4. In the **Profile** list box, select the profile you want to use to connect to this device.

5. If you use the **default tcpip** profile, enter an IP address for the mobile device in the `IP address` text box.

6. Click **Test Connect**.

   Remote Control attempts a test connection to the mobile device. If the test connection fails, a message box notifies you that the connection failed. If the test connection is established, a message box indicates that Remote Control could connect to the mobile device

7. Use one of the following methods to connect to the mobile device:

- From the **File** menu in the **Mobile Device** tab, select **Connect**.

  -Or-

  From the **Mobile Device** tab, select the mobile device name and click **Connect**.

  If the device requires a password, the *Password Required* dialog box appears.

8. Enter the **Password** and click **OK**.

   The *Remote Control Connection Window* appears.

9. Click in the *Remote Control Connection Window* to send mouse-clicks to the connected device.

10. Type on the physical keyboard to send the key commands to the mobile device.

NOTE: For information about creating connection profiles, manipulating the mobile device using remote control and creating skins, refer to the *Wavelink Avalanche Remote Control User Guide*.

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