Getting Started with Remote Assistance

Using Remote Assistance

Introduction

CX-Supervisor V3 is now shipped with software to allow full remote control of another PC over the internet. This software is provided by Teamviewer, one of the market leaders in remote desktop control.

This document gives an introduction to this software and how to allow connection your PC to get remote assistance and also how to configure a remote PC so you can take control of it as an 'unmanned' station.

The Teamviewer software shipped with CX-Supervisor has 3 parts

1) A Basic remote assistance tool, this gives a user the ability to allow remote access to their PC – this is shipped with all commercial releases of CX-Supervisor V3 and is licence free.
2) A fully licensed Teamviewer, this gives a user the ability to control a remote PC or allow remote access – This is on all CX-Supervisor 'FULL' CDs but the licence is only shipped with the CX-Supervisor Remote Control Edition.
3) A tool to allow your PC to ALWAYS allow access from a remote PC by running Teamviewer as a service – ideal for controlling unmanned remote stations. This is licence free and is available on the CX-Supervisor 'FULL' CD.

OMRON Remote Assistance Tool

All commercial versions of CX-Supervisor come with the Omron Remote Assistance Tool. This is a simple way of allowing another PC to connect to your PC. This application can be started from under the CX-Supervisor folder in the Start menu, from a right click option in CX-Supervisor Runtime and from under the Tools menu in CX-Supervisor developer.

When you need another PC to connect to this machine, you need to start this utility and give the ID and password to a user who is running a fully licensed Teamviewer. They will then be able to control your PC.

Omron Europe has a fully licensed Teamviewer so you can get assistance with any Omron software from your usual support contacts within Omron. Many OEMs and machine builders will also have purchased the CX-Supervisor with a full Teamviewer licence so you can get help with your CX-Supervisor application from them.

When running the tool, you are presented with a simple window containing an ID and password:

When you start the OMRON Remote Maintenance utility, it will automatically try a connection to the Teamviewer servers. The status of this connection is shown at the bottom of the screen. If you have a red cross and the message "Not ready, Please check your connection", you should check your Internet Explorer to ensure you have access to the internet and that the proxy settings (if appropriate) are correct. You can also set these manually by clicking the tools icon in top right. Once you have a connection you will see a green tick and a message "Ready to Connect", the ID and Password will be filled in.

When running this software your PC can be controlled from any other PC if you give them the ID and password. When this software is not running no one can connect to your PC using Teamviewer.

Fully Licensed Teamviewer

If you purchase a CX-Supervisor complete with a fully licensed Teamviewer. You will be able to install from the CD a full version of Teamviewer, you will have been given a licence number for this software in your CX-Supervisor pack. Teamviewer will install in the start menu under the Teamviewer folder, not under OMRON.

When you run Teamviewer you will be presented with a window that allows you to connect with and control a remote PC, it also allows you to request remote assistance.

To remote control a PC you will need to take down the ID and Password from the remote machine running either the OMRON Remote Support tool or Teamviewer as a service. Note this is NOT the ID and password on this window – the ID and password you can see in this window is so you can allow another Teamviewer to control your PC.

Once you have the remote ID and password you can type this on the right side of this window, check 'Remote Support' and click connect to partner. You will then be prompted for a password.
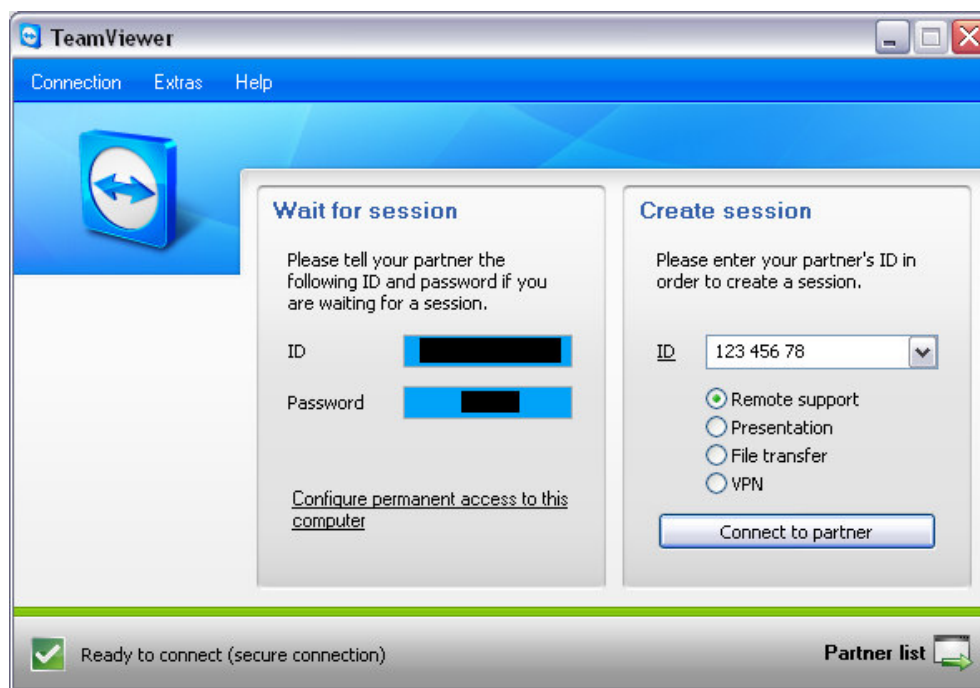
When you start Teamviewer, it will automatically try a connection to the Teamviewer servers. The status of this connection is shown at the bottom of the screen. If you have a red cross and the message "Not ready, Please check your connection", you should check your Internet Explorer to ensure you have access to the internet and that the proxy settings (if appropriate) are correct. You can also set internet settings from the Extras->Options menu, but using Internet Explorer settings is generally easier. Once you have a

connection you will see a green tick and a message "Ready to Connect", the ID and Password will be filled in.

The full version of Teamviewer also allows other Teamviewer users to connect to your machine using your ID and Password. You can set a different password by clicking on the password box.and choosing 'Set user defined password'.

You can also allow permanent access to this machine by clicking 'Configure permanent access to this machine' this prompts you for a user defined password and then starts a 'Windows Service' that always allows other computers to connect using your ID and password.

If your are using Teamviewer frequently for many PCs there are other tools and utilities freely available from the Teamviewer website www.teamviewer.com.

Using a Remote PC

When you have logged on to a remote PC, you will see the other PC running in a window on your local PC. You can use this PC in exactly the same way as you would use a normal local PC.
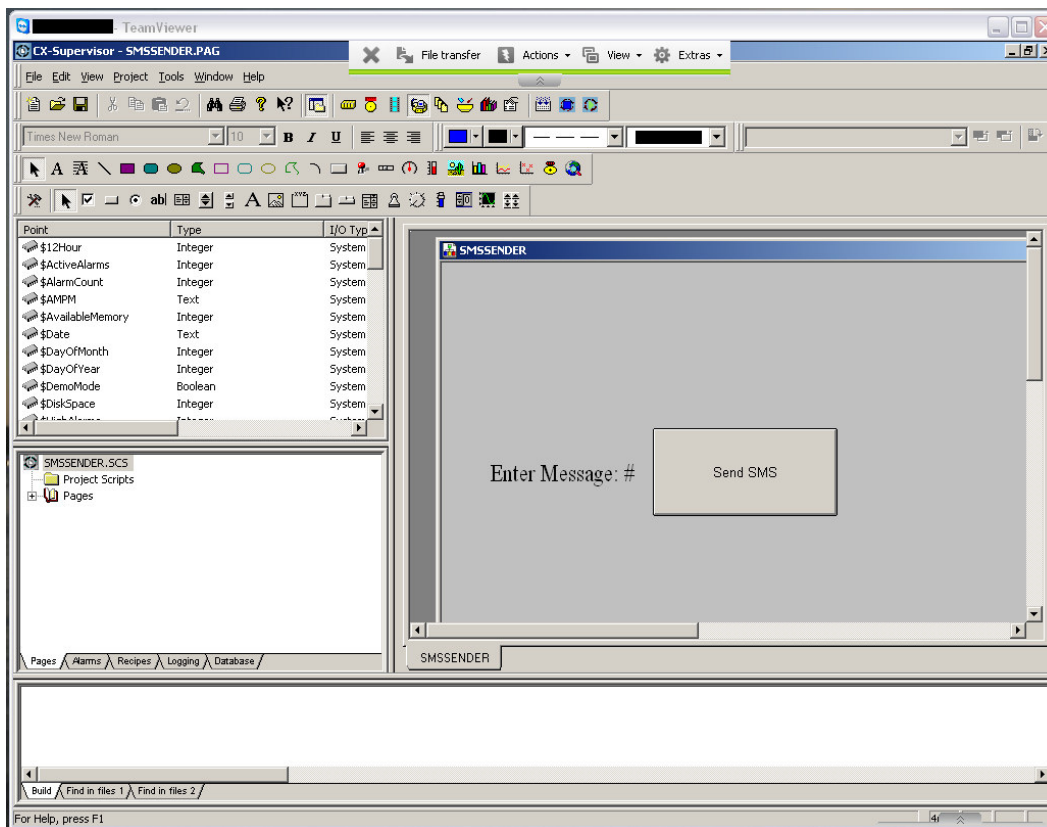
During use you may wish to transfer files between your local PC and the remote PC. You can do this by pressing the File Transfer button. This starts a File Transfer tool which

allows selected files and folders to be sent and received. Simply select the files you want to transfer and the folder where you want to transfer them on the other machine and press the arrow button (Send or Receive depending on direction of transfer).
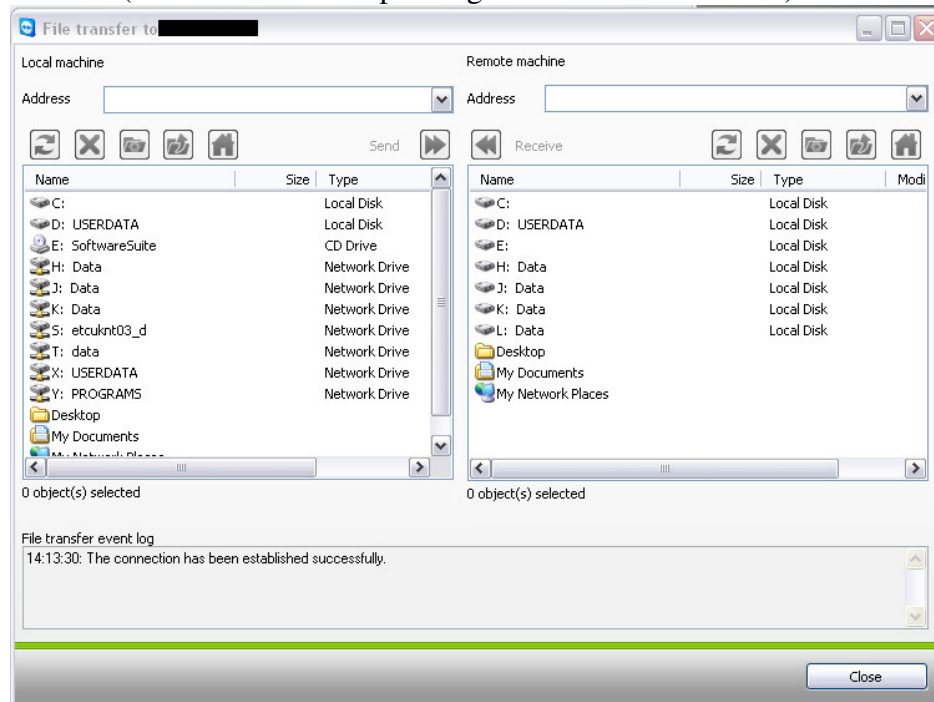
Other actions you may need to perform on the remote machine are Ctrl-Alt-Del. This is not possible using keys as your local machine will always pick this up. You can send it by choosing Actions and Ctrl-Alt-Del. You can also directly start a reboot from the same menu.

Viewing of the remote machine can be changed in the View menu. On slower internet connections you can reduce the screen size and optimise the quality for speed to reduce bandwidth use. This is restored as soon as you exit the connection. You can also choose to view other monitors if the user has configured a dual display setup.

Other tools are also available under the Extras menu to chat , record a session, get the PC configuration details and even update the remote Teamviewer version!

Teamviewer Host Setup

Teamviewer Host Setup allows a PC to be permanently configured to allow remote access from another PC if there isn't a fully licensed version of Teamviewer installed. The host setup can be freely distributed with runtime applications to multiple stations for when you need permanent access to a remote, unmanned PC.