

SupportNow for Seagate Software

User's Guide

Overview

This document describes how to install and use SupportNow for Seagate Software. To learn more about the unique advantages of SupportNow, see *Introduction to SupportNow*.

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Getting started

SupportNow is a real-time software support tool that allows our Technical Support representatives to provide faster, more effective technical support.

SupportNow brings your support issues directly to our Technical Support representatives. It allows a representative to see your application on their computer while talking to you on the telephone.

NOTE

To learn more about the unique advantages of SupportNow, see [Introduction to SupportNow](#).

For more information about the security features of SupportNow, see [SupportNow for Seagate Software Security Features](#).

Installing SupportNow

Before you can start a session using SupportNow for Seagate Software, you must install the SupportNow program.

To install SupportNow

1. Run the file called Setup.exe located on the Seagate Crystal Reports CD in the following folder:

\\Tools\Support\Disk1\

2. Follow the instructions in the installation program and accept all of the default options for installing SupportNow.

The installation process for SupportNow is relatively short (two minutes or less) and does not require that you restart your computer.

Once the program has been installed, an icon appears on your desktop called **Get**

Support for Seagate Software



Resolving an issue with SupportNow

Once you have installed SupportNow, follow these general steps to resolve your issue.

1. Connect to Seagate Software.
2. Complete the Seagate Software Support Wizard.
3. Resolve your issue.
4. Disconnect from Seagate Software.

Refer to the following sections for more detail about each step.

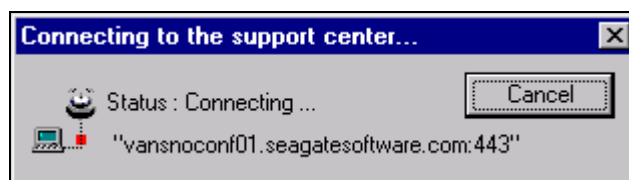
Connecting to Seagate Software

- Start SupportNow. To do this, double-click the **Get Support for Seagate Software** icon on your desktop.

- Or -

On the **Start** menu, click **Programs** and then **SupportNow 2.5**. Click **Get Support** and then **Get Support for Seagate Software**.

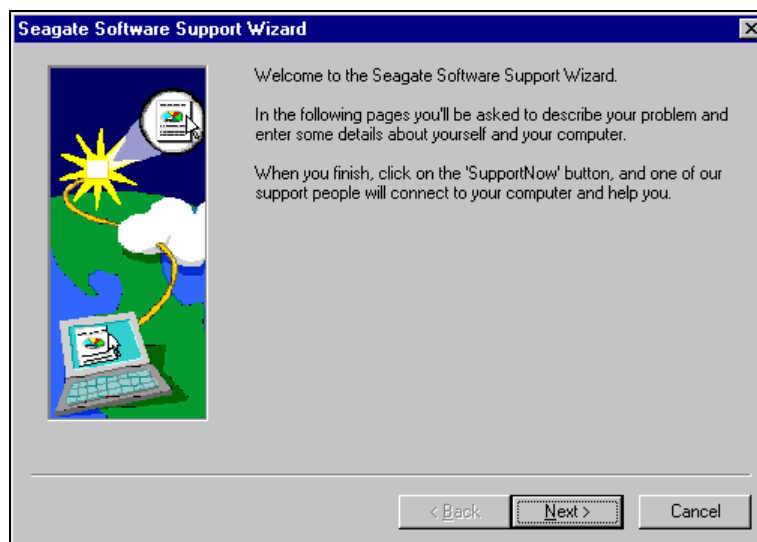
The SupportNow toolbar appears on your desktop and a series of connection dialog boxes such as the one below appear. The connection process is automatic.



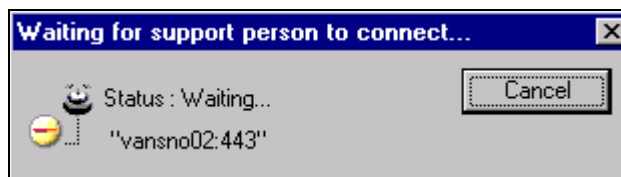
Completing the Seagate Software Support Wizard

After a connection has been established, you will be asked to complete the Seagate Software Support Wizard. You will need to complete the wizard each time you connect to Seagate Software.

- Follow the instructions in the wizard to provide relevant contact and diagnostic information.



After completing the wizard, a dialog box appears, which tells you that the program is waiting for a Seagate Software Support Representative to connect.



Once the Support Representative has connected the dialog box disappears.

Resolving your issue

Now that you are connected to Seagate Software Technical Support through SupportNow, your Support Representative can view your desktop and help you resolve your issue.

NOTE

SupportNow is configured to connect to Seagate Software in **Read-Only** mode. This means your Support Representative can only view your desktop – not make any changes. Should you deem it necessary to give the representative **Full-Access**, you can do so by clicking **Full-Access** on the SupportNow toolbar.

Disconnecting from Seagate Software

You can terminate the call at any time by clicking the red Stop button or the blue Exit button on the SupportNow toolbar.

The SupportNow toolbar

The SupportNow toolbar appears on your desktop when you first begin a SupportNow session and becomes fully active once the Support Representative has connected.



Go: An alternative way to connect to a SupportNow session.



Chat: Opens an interactive chat window.



Settings: Opens the settings dialog box; allows you to set certain preferences.



Whole Desktop: This feature is not currently used.



Full Access: Grants the Technical Support Representative **Full Access** to your computer.



Read-Only: Revokes the **Full Access** right, and returns the Support Representative to **Read-Only** mode.



Stop: Terminates the SupportNow session.



Recorder: Records the SupportNow session for future reference.



Send File: Transfers a file to a Support Representative without leaving SupportNow.



Log: Displays the Log file.



Help: Accesses on-line help.



Exit: Closes the SupportNow program.

Advanced Settings

NOTE

You should only change the default settings if a problem is encountered during a SupportNow session. SupportNow is configured during installation to start in **Read Only** mode.

To change SupportNow advanced settings

- From the **Start** menu, click **Settings, Control Panel**, and then **OpSession**.

-Or-

Click **Settings** from the SupportNow toolbar. The OpSession Settings dialog box opens.

The **Settings** dialog box includes five tabs as described below.

Security tab

OpSession Settings

Invitations | **Security** | Performance | SupportNow

Initial Permission for New Session Members

Full Access ☒ Read Only ☐ Remote Access ☐

Passwords:

Maximum Number of Session Members:

Unlimited ☐ Limited to: ☒ 10

☐ New Member Connection Confirmation

☒ Use Proxy Server

Proxy Server Address: Port:

Socks ☐ HTTP ☒

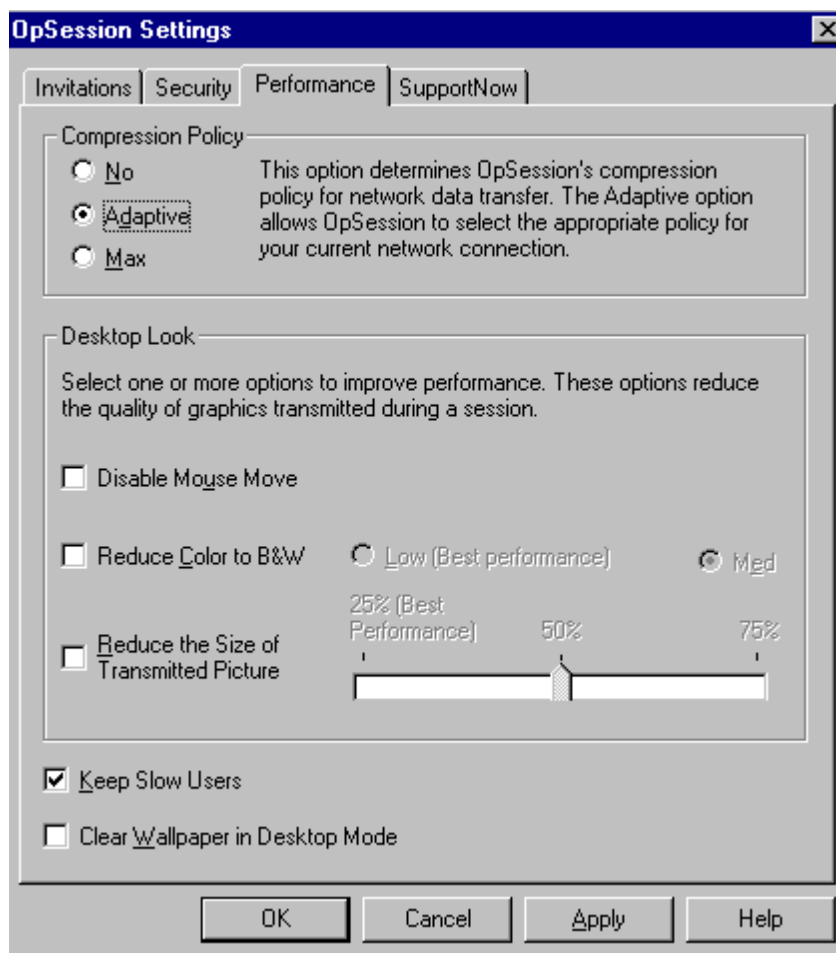
proxy.mycompany.com 443

OK Cancel Apply Help

Element	Description
Initial Permission area	Sets the initial access rights for a SupportNow session. Choose Full Access or Read Only.
Full Access	This option grants the Support Representative Full Access rights upon connecting.
Read Only	This option restricts the Support Representative to Read Only rights upon connecting.
Passwords text box	Allows you to set a password for initial connection to SupportNow. In this case, the Support Representative will be required to enter the password in order to join the SupportNow session.
Use Proxy Server area	SupportNow picks up the Proxy Server settings from the browser. If those settings are incorrect, you can manually adjust them here.
Socks option	Select this option to exit the firewall via a Socks proxy server.

Element	Description
HTTP option	Select this option to exit the firewall via an HTTPS proxy server. SupportNow supports HTTPS proxy servers on port 443, but not HTTP proxy servers.
Proxy Server Address	The hostname or IP address of the proxy server computer.
Port	The port on which you, the User, connect to the proxy server.

Performance tab



Element	Description
Compression Policy area	Sets the compression policy for network data transfer. The options are No, Adaptive, or Max. The Adaptive option allows SupportNow to select the appropriate policy for your current network connection.
Desktop Look area	These options improve network data transfer performance. Note: These options are only helpful if either the User or the Support Representative is using a slow network connection, such as a low-speed modem. If both User and Support Representative are working in high-speed network environments, these options may actually slow down SupportNow's communication speed.
Disable Mouse Move	Removes the red bounding box from the Support Representative's cursor when displayed in the User's application window.
Reduce Color to B&W	Transmits User's application window in grayscale. Choose Low (2-bit grayscale) or Medium (4-bit grayscale) color reduction.
Reduce the Size of the Transmitted Picture	Transmits the User's application window at a smaller scale. Choose 25%, 50%, or 75% zoom.
Keep Slow Users	Allows Users with a slow Internet connection to remain connected to the session.

Troubleshooting SupportNow for Seagate Software

SupportNow's basic application sharing technology is bitmap based. The following guidelines will help maximize performance:

- Keep screen resolution to a minimum.
- The best performance is achieved when your system uses 8-bit color (256 colors). Although SupportNow supports 4-bit color (16 colors), it transfers screen information most efficiently when 8-bit color is used.
- By default, SupportNow Client sets its compression policy to **Adaptive** during installation. The SupportNow Engine changes the policy according to constraints introduced by the hardware and the network connection during a session. When working over a fast network, try setting the compression policy manually to **No Compression**.