

What is eScanRAD?

Introduction:

eScanRAD software can display the screen of another computer (via internet or network) on your own screen. The program allows you to use your mouse and keyboard to control the other PC remotely. It means that you can work on a remote computer, as if you were sitting in front of it, right from your current location.

If you provide computer support, you can easily access your customer's computers from anywhere in the world and resolve helpdesk issues remotely. Your customers don't have to pre-install software or execute complex procedures to get remote helpdesk support. eScanRAD allows you to remotely control a computer over any TCP/IP connection.

Key features include the following:

1. File Transfer, Video Driver, Encryption Plugins
2. MS Logon, high performances over all kinds of connections
3. Viewer Toolbar, Java Viewer with File Transfer auto scaling and server-side scaling
4. Repeater/proxy support, good Security and Text Chat
5. Nat to Nat connector that help you to easily handle the most complex connections
6. Runs under Windows™ operating systems (95, 98, Me, NT4, 2000, XP, 2003...), but its embedded Java Viewer allows you to connect (and make File Transfers) from a simple Web Browser on any Operating system supporting Java™

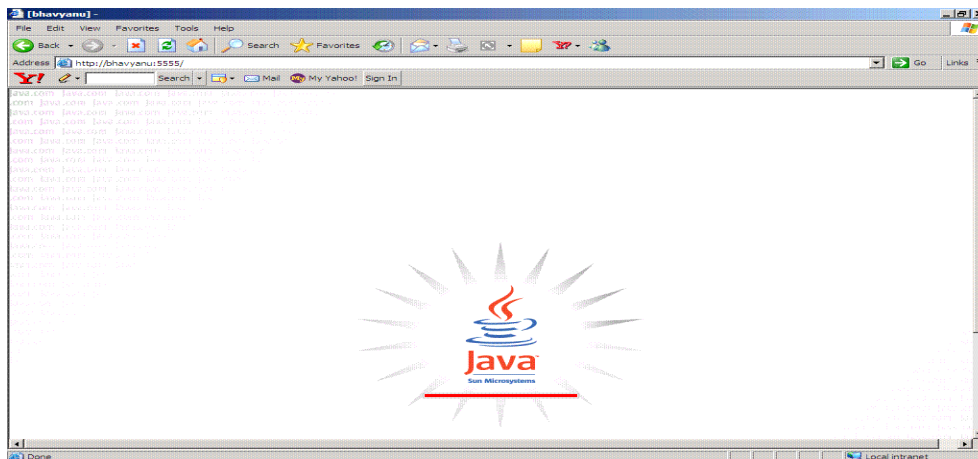
eScanRAD Tool Configuration

Configuration Essentials:

Java Run-time Environment (JRE) version 1.4 or higher is required to be downloaded and installed from <http://java.sun.com>

Port Configuration:

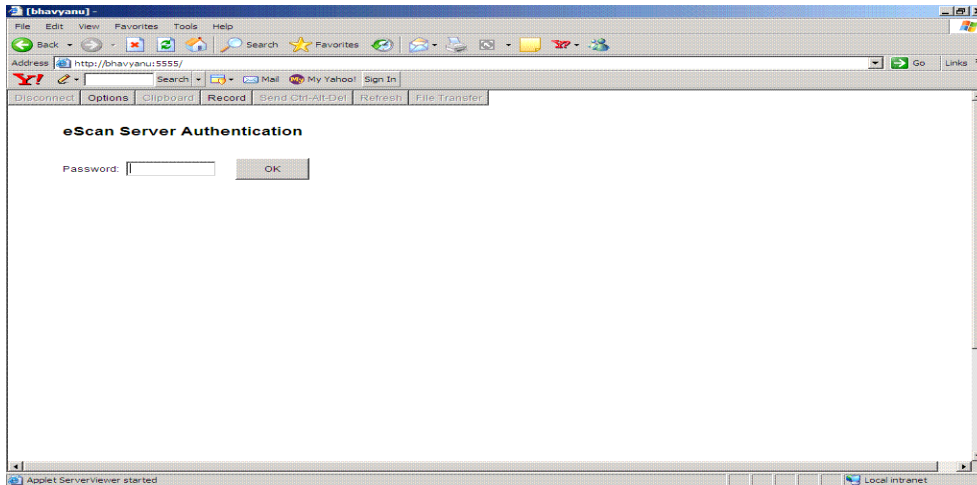
The default eScanRAD Server port is 5556 and a default password set to 'admin'.



Invoking eScanRAD in a browser:

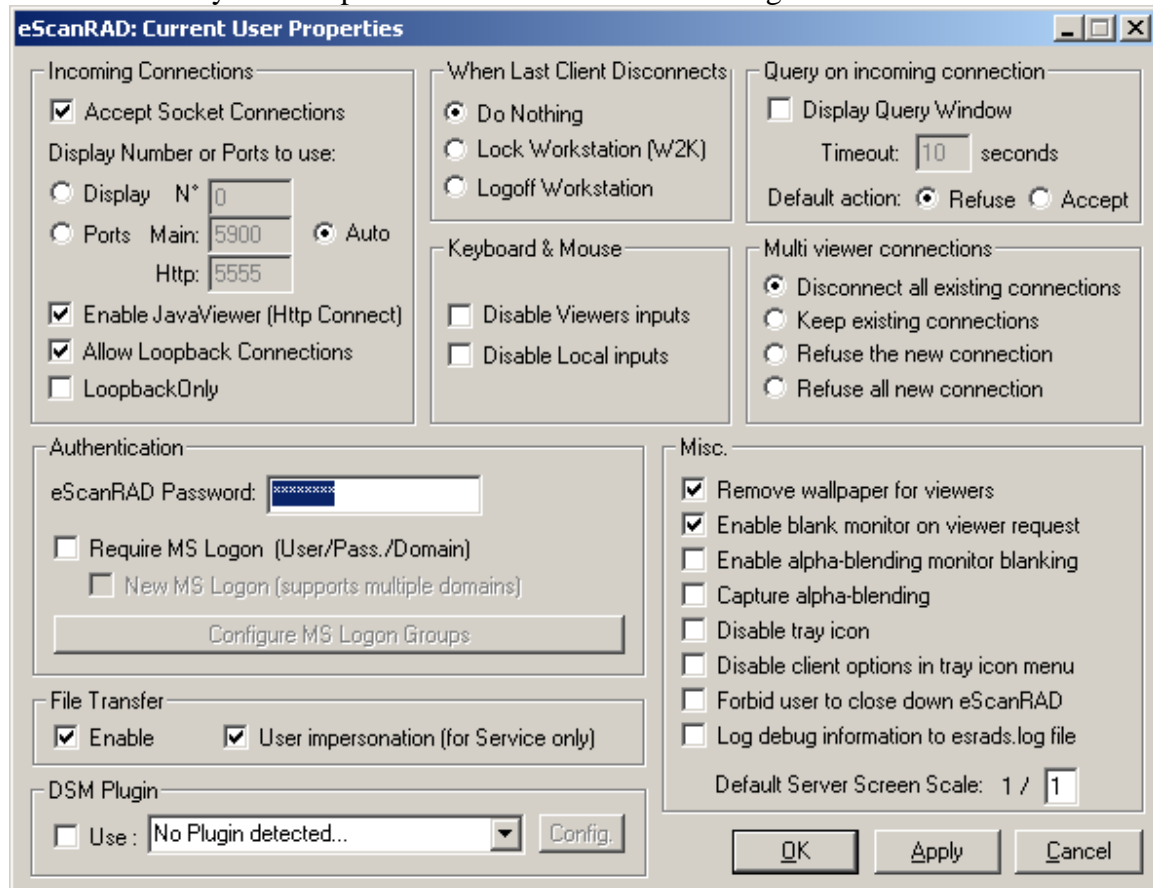
Type the given URL in Explorer **http://eScanServer:5556**

and then press enter



eScanRAD Admin Properties

The "**Admin Properties**" menu item in the system tray eScanRAD icon menu refers to Default Local System Properties and allows for customizing several areas:



Incoming connections

Accept Socket Connections:

Should be activated for normal operation. It will not accept any incoming connections if this option is unchecked.

Display

Defaults to 0.

Ports

If this "port main" is selected then user can configure the port setting for VNC viewer and for HTTP request also.

By default it is 5900 for VNC viewer and 5556 for HTTP Connection

Auto

If this option is selected, automatically Port 5900 will be taken for VNC Viewer and port 5556 for Web

Enable JavaViewer (HTTP connect)

Allows viewing a remote computer by opening a browser and going to `http://remote-machine: http-port/`

Allow Loopback Connections

Sometimes this could be helpful for tests. Normally it's not needed since the result is not very useful. . Loop back connection is also accepted (i.e connection from local host) if this option is selected

Loopback Only

If this is checked only loopback connection is allowed and no remote connection is allowed. Only loop back connection is accepted if this option is selected.

When last client disconnects

Do Nothing

In a helpdesk scenario, you normally "**Do Nothing**" when disconnecting.

Lock Workstation and Logoff Workstation

When connecting to administering servers via remote control, you might wish to either "**Lock Workstation**" or "**Logoff Workstation**" for security reasons.

Query on incoming connection

If enabled, every time someone tries to connect via eScanRAD, a pop-up dialog informs the user and asks the user to either accept or refuse the attempt. Configure the timeout for the dialog window and what action should be taken if the user clicked no button until timeout.

Keyboard & Mouse

Some situations (e.g. presentations) require that either the viewer or the remote computer don't input keyboard or mouse events. This can be configured by "**Disable Viewer inputs**" or "**Disable Local inputs**".

Multi viewer connections

Here you can configure the behavior if multiple viewers attempt to connect to the same eScan RAD server. "**Disconnect all existing connections**" implies that only one viewer can be connected at a time and the last one wins. "**Keep existing connections**" allows for several viewers simultaneously. "**Refuse the new connection**" implies that only one viewer can be connected at a time and the first one win. "**Refuse all new connections**" will not allow any connections at all.

Authentication

eScanRAD password: Login password. By default it is “admin”

Require MS Logon

If this is checked then eScanRAD will allow connections only if windows login is authenticated. Works on Windows 9x as well as Windows NT4/2000/XP/2003 ..

New MS Logon

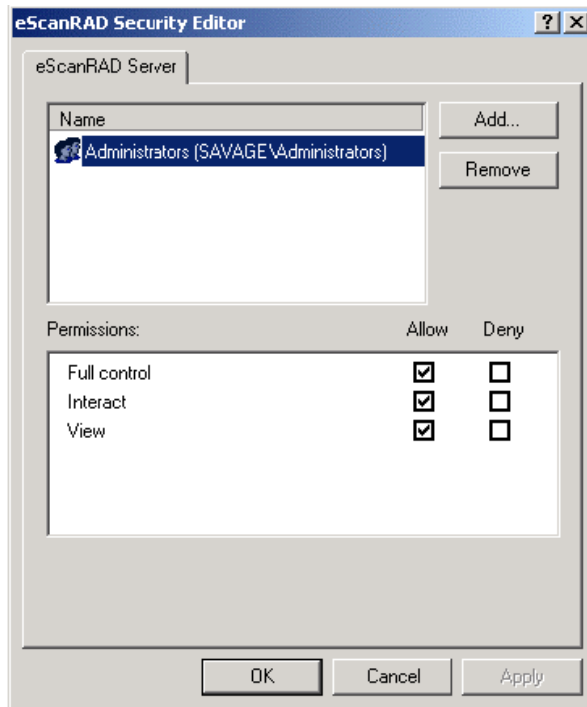
Activates MS-Logon. Allows for cross-domain authentication, i.e. computer is in domain A, user in domain B with a trust between A and B (typically in Active Directory). Works only on Windows NT4/2000/XP.

Configure MS Logon Groups

Opens the configuration dialog for MS-Logon authorization. For MS-Logon I there is a dialog allowing configuring 3 groups.



For MS-Logon II there is the standard Windows Security property page.



DSM Plugin

If there are any DSM (Data Stream Modification) Plugins available, their usage can be configured here. Currently there are several encryption Plugins available.

Miscellaneous

Remove Wallpaper for Viewers

To reduce network traffic the wallpaper on the remote computer's desktop can be removed during the connection.

Enable Blank Monitor on Viewer Request

Allow viewers to disable the monitor if they request so.

Enable Alpha-Blending Screen Blanking

Enable another method to disable the monitor.

Capture Alpha-Blending

Allows capturing the screen in Alpha Blend mode.

Disable TrayIcon

The icon in the system tray can be disabled to disallow users to change any settings.

Disable clients options in tray icon menu

Disable the "Properties" menu item in the system tray icon menu.

Forbid the user to close down eScanRAD

Disallow users to close down eScanRAD.

Log debug infos to the esrad.log file

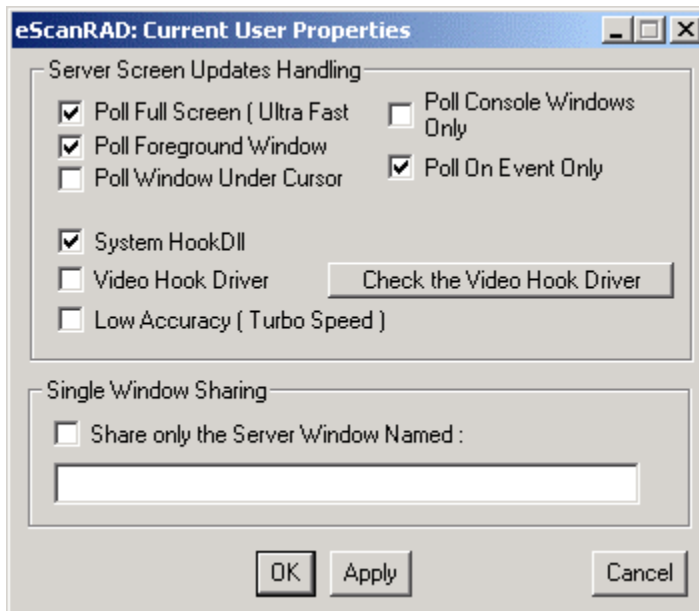
Enable logging. The log file is in C:\Program Files\Common Files\MicroWorld\eScanRAD\LOG if eScanRAD runs as service. The logging level can be configured in the registry.

Default Server Screen Scale

The server screen can be scaled down here.

eScanRAD Properties

The "Properties" menu item in the system tray EScanRAD icon menu referres to per user settings.



Poll Full Screen

When the driver is not used, the whole screen is polled several times per second to detect changes. eScanRAD features a highly optimized Full-screen polling method, so this option should be always checked.

Poll Foreground Window

Poll accurately the Window that is on the Foreground

Poll Console Windows Only

Poll accurately only the DOS (command line) windows

Poll Window Under Cursor

Poll accurately the Window that is under the mouse cursor

Poll On Event Only

Poll windows and zones only when they receive an "event" (most time an update of their contents).

System Hook Dll

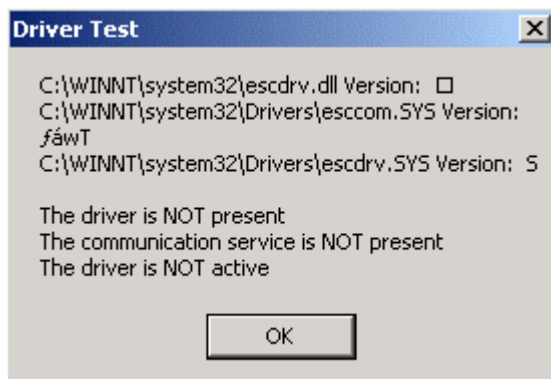
Provides Dll hooking, especially on Windows 9x. Improves changes detection.

Video Hook Driver

The video hook driver provides high speed, perfect changes detection and low CPU load on Windows 2000/XP/2003.

Check the Video Hook Driver

Here you can test the video hook driver, see it's version and whether it's currently active.

**Low Accuracy**

Get higher speed with reduced accuracy in changes detection

Share only the Server Window Named

Do not share the whole desktop but only the window with the specified name.

