

I'm InTouch Server Edition (SE)

Administration Features

Administration Features

- Add user accounts
- Create user remote access rights
- Edit user accounts
- Remove user accounts
- View statistics on remote access usage
- View user account profiles
- View number of accounts/licenses created on the system

Adding Users

For the Administrator to add new users on the system, he/she selects "Add" from the toolbar.

The screenshot displays the I'm InTouch Server Administration web interface. The browser window title is "I'm InTouch-CSE Administration" and the address bar shows "http://10.0.0.38/admin". The main content area is titled "Administration Tools" and features a toolbar with buttons for "Account:", "Edit", "Remove", "Statistics", "Add", and "Logout". The "Add" button is circled in red. Below the toolbar, there are buttons for "Save Changes", "Cancel", and "Save As Template". The main heading is "Add Account". A banner image shows a woman using a laptop. To the right, statistics are displayed: "Total accounts: 110", "Accounts created: 105", "Accounts available: 5", and a link "Add more>>". The interface is divided into several sections: "Activation code: 12345679", "User's full name" (John Smith), "Email" (jsmith@myisp.com), "Physical Authentication" (with checkboxes for "Allow login from any PC / device", "Cell-phone ID required", and "Digital certificate required"), "Remote Wake-up" (with checkboxes for "Act as a 'Wake-up Proxy' server" and "Allow Remote Wake-up service"), "Accessibility" (with radio buttons for "Everyday", "Selected day(s) of week", "24 Hours", and "Only the following time range"), and "File Management" (with radio buttons for "Inherit 100% from workstation", "Only the following folder(s)", and "Everything but following folder(s)"). The "My Desktop" section includes checkboxes for "Allow multi-sessions", "Mouse / keyboard input", "Clipboard sharing", "Remote printing", and "Blanking host's screen". The "My Outlook" section includes checkboxes for "My Files" and "My Webcam(s)". The status bar at the bottom shows "Done" and "Internet".

Creating the Users' Remote Access Rights

Please reference the corresponding topic number on the Administration Tool screenshot to assist in identifying user access rights that can be defined.

The screenshot shows the 'I'm InTouch-CSE Administration' web interface. The browser address bar shows 'http://10.0.0.38/admin'. The page title is 'Administration Tools'. The account information shows 'Account: [dropdown] | Edit | Remove | Statistics | Add << | Logout'. The main heading is 'Add Account'. Below the heading, there are buttons for 'Save Changes', 'Cancel', and 'Save As Template'. A banner image shows a woman sitting at a desk with a laptop and a monitor. To the right of the banner, it says 'Total accounts: 110', 'Accounts created: 105', 'Accounts available: 5', and 'Add more>>'. The form is divided into several sections:

- User Identification:** Includes 'Activation code: 12345679', 'User's full name' (input field with 'John Smith' and circled 1), 'Email' (input field with 'jsmith@myisp.com' and circled 2), and a 'Re-send invitation>>' link.
- Physical Authentication:** Includes checkboxes for 'Allow login from any PC / device' (checked), 'Cell phone ID required', and 'Digital certificate required' (circled 2). Below these are radio buttons for 'For all devices' and 'For PC browsers only', and a 'Generate Digital Certificate>>' link.
- File Management:** Includes a radio button for 'Inherit 100% from workstation' (checked and circled 4), and radio buttons for 'Only the following folder(s)' and 'Everything but the following folder(s)'. Below is a 'Workstation folder list:' input field.
- Remote Wake-Up:** Includes checkboxes for 'Act as a "Wake up Proxy" server' (checked and circled 5) and 'Allow Remote Wake-up service' (checked). Below is a 'Password:' input field with '12345679'.
- Accessibility:** Includes radio buttons for 'Everyday' (checked and circled 6), 'Selected day(s) of week', and '24 Hours'. Below are checkboxes for days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and a 'From:' and 'To:' time range input field.

User Identification (1)

This section is used to identify the user that you are creating. The user's full name and email address is input. While it is not mandatory, by inputting a valid email address for this user, the system will (upon your successful creation of this account) utilize this email address to send a notification message to the user informing him/her that you have created a remote access account for them. A unique Activation Code is automatically assigned by the system and this will be the user's unique key that will be prompted for input during the user workstation program installation. This Unique Activation Code, along with a download link to invoke the workstation program installation and activation process will be delivered to the email address input for this user.

Physical Authentication (2)

Allows the Administrator to specify what devices a user can utilize to remotely login to their workstation. Remote login to the system can be restricted to:

- a. Any PC or wireless device with a browser
- b. Only cellular phones with a Unique Identifier (As of the date of this document, this feature is limited to cellular phones marketed in Japan that are equipped with this feature)
- c. Only PC's that have already installed a pre-assigned digital certificate to their browser. This certificate is issued to the user by the Administrator

Remote Session Feature Rights (3)

This allows you to define what features this user will be able to use during a remote session. As well, this section displays the current state of the users account. "Off-line" is represented by a white satellite icon and indicates that the users workstation is not registered with the I'm InTouch Server Edition; therefore a remote access session is not possible. "On-line" is represented by a green satellite icon and indicates that the user's workstation is registered with the I'm InTouch Server Edition; therefore a remote access session is possible by this user.

Allow sub-users – when selected, gives the user the ability to invite guest remote access users to their workstation. This feature is useful for employees that would benefit from being able to conduct online demos and training.

Grant Access – this allows the Administrator to grant or temporarily revoke all the Access Rights assigned to this user.

My Desktop – when selected, allows a user to remotely login to view and control their complete desktop and to run any application installed on their workstation. There are 5 other sub-controls under this access right control. Therefore, if My Desktop is not granted, all the 5 sub-controls would become irrelevant:

- Allow multi-session: This option allows more than one user (i.e. sub-user) to log into the same PC to share the same screen. This option would be good for collaboration purposes such as group training, remote presentation, etc.
- Mouse/keyboard input: This option allows the ability to take full control of the PC during the remote session. With this feature disabled, the remote user would only have "view only" access to the PC.
- Clipboard sharing: This option allows the ability to share the clipboard between the host and the remote client. In other words, data copied into the clipboard on the host can be pasted back on the remote client and vice versa

- Remote printing: This option allows the ability to remotely print from the host with output physically sent to the local printer(s) available to the PC that is being used to login.
- Blank host's screen: This option allows the ability to blank the host's screen during a remote session. Note: Remote control performance may be slower while using this feature

My Outlook – when selected, allows a user to login directly to view and manage their Outlook or Outlook Express Inbox, Contacts, Calendar, etc., using a unique user interface

My Files – when selected, allows a user to login directly and remotely view local and/or network files mapped to the users workstation, as well as to transfer files between PC's, using a unique user interface. Restrictions can be placed on file access by configuring File Management rights for the user. If this access right has not been granted, the "File Transfer" feature within the 'My Desktop' console will unavailable too. (See File Management Rights #4 below for more details)

My Webcam(s) – when selected, allows a user to login and remotely view through a webcam(s) connected to their I'm InTouch workstation

File Management Rights (4)

This allows you to restrict the users remote access when using the My Files feature to all drives available at the user's workstation or to selected folders only. When setting any restrictions, it will be necessary for you to define the path of the restricted folders. The path of the restricted folder(s) is relative to the user's workstation mapping, therefore it is important that the user's workstation mapping be understood for these restrictions to have effect. Please note that this restriction does not apply to the File Transfer feature within the My Desktop remote control console.

Remote Wake-up Settings (5)

In many security conscious corporate environments, employees are instructed to Shutdown their computers before leaving the office. In this scenario, the whole remote access gateway concept is defeated because the physical computer is not available for remote access. Our patented technology is designed specifically to address this situation by allowing a user to remotely "wake-up" his/her computer that has been powered off.

To use the Remote Wake-up feature, you need the following:

- The PC/workstation of the user that will have the ability to use the Wake-up feature, must be running the I'm InTouch workstation software. The power supply of this machine cannot be switched off or unplugged.
- The Remote Wake-up feature must be enabled for this user

- At least one other PC/workstation (not the same machine) on the same LAN segment, must be running the I'm InTouch workstation software and configured to act as the "Wake-up Proxy". This "Wake-up Proxy" machine is the machine that physically sends the "Wake-up Signal" to the PC/workstation on behalf of the "Wake-up Server". This "Wake-up Proxy" PC/workstation must be always on but not necessarily be granted any remote access rights. In other words, at least two machines on the LAN segment must be running I'm InTouch, and at least one of these must be designated as the "Wake-up proxy" and powered on to use this feature.
- The "Wake-up Proxy" machine as well as your PC/workstation must have the common day "Wake-up on LAN" feature at the system BIOS (a standard feature in most PCs today) as well as a network adaptor (NIC) with the "Wake-up on LAN" feature enabled (also a standard feature on most network adaptors today)

Note:

An I'm InTouch activated PC/workstation with "Remote Wake-up" enabled can also serve as a "Wake-up Proxy" for other machines on the LAN. The only rule is that no PC/workstation can be the "Wake-up Proxy" of itself. In other words, to have the "Remote Wake-up" feature working properly, it is recommended to either:

1. Dedicate one or more "always on" PCs/workstations to act as a "Wake-up Proxy"
2. To have all I'm InTouch activated PCs/workstations to act as a "Wake-up Proxy" if you know that at any time, one or more of them are switched on. There is no known compromising of network security or negative effects on the remote access performance to have many PC/workstations acting as the "Wake-up Proxy"

In short, if the user's PC has been Shutdown, when trying to remotely login through the I'm InTouch server (e.g. <https://www.locator.mycomp.com>); the user will receive an error message saying the computer is not available. In order to remotely power-up their PC that has been shutdown, (assuming they have been granted Wake-up rights by you), the user needs to go to the special I'm InTouch "Wake-up Server" URL (same URL as assigned to the I'm InTouch SE server but with the folder /wakeup added) to send the "Wake-up Signal" (e.g. <https://www.locator.mycomp.com/wakeup>). The I'm InTouch "Wake-up Server" will prompt the user to enter their registered Computer Name and assigned Wake-up Password (the Wake-up password by default is the same number as the "Activation" code sent to the user for installing I'm InTouch and can be confirmed on the profile page of the user). When the correct Wake-up password has been entered, a "Wake-up Signal" will be sent to the PC to remotely "power it up". Once the appropriate time has passed for the PC to "power-up", the user will be prompted on the remote login web page for their standard Login Name and Password to complete their login and access their PC.

Accessibility - Time of Day/Week Remote Access Rights (6)

Allows Administrator to define when a user will be able to remotely access their workstation.

On this same screen (upper right) you are able to view the number of assigned and available accounts on your system. The Add More licenses link allows you to to acquire additional accounts for your system.

After configuring a user's account, if a valid email for this new user has been entered, the I'm InTouch-SE system will send to the user's email address an email identified as Activation Notice. This email contains instructions for the user on how to activate his/her workstation by installing the workstation program and entering the assigned Activation Code.

Activation Notice

Confidential Information: Do not disclose!!

Dear John Smith,

An I'm InTouch remote access account has been created for you. Now you will be able to remotely access and control your workstation. Just follow the simple steps below:

1. Click [here](#) to download and install I'm InTouch client program.

Your Activation Code is **50428384**

2. After a successful installation go to <https://locator.mycomp.com> from any wired or wireless Internet browser
3. Enter the *Computer Name* you have chosen for your workstation
4. Enter your *Login Name* and *Password* to be granted access.

For more details on how to use your I'm InTouch service, click [Online Help](#).

Regards,

I'm InTouch CSE administrator

Editing an Existing Account

The Administrator can login to the Administration Tool, then select the required Account using the drop down "Account" field within the toolbar at the top of the screen. Once the correct Account has been selected, the following screen will be displayed. The Administrator can make edits to the user's profile following the same process used when they initially created the account and defined the users access rights.

The screenshot displays the 'I'm InTouch-CSE Administration' web application in a browser window. The address bar shows 'http://10.0.0.38/admin'. The page title is 'Administration Tools'. The account selected is 'John_Smith', with options for 'Edit', 'Remove', 'Statistics', 'Add', and 'Logout'. The main heading is 'Edit Account', with buttons for 'Save Changes', 'Cancel', and 'Save As Template'. A banner image shows a woman at a computer. Statistics on the right indicate: Total accounts: 110, Accounts created: 105, Accounts available: 5, and a link for 'Add more>>'. The configuration area is divided into three columns: 1. User Information: Activation code 12345679, full name 'John Smith', and email 'jsmith@myisp.com'. 2. Physical Authentication: Includes checkboxes for 'Allow login from any PC / device', 'Cell-phone ID required', and 'Digital certificate required'. 3. Remote Wake-up: Includes checkboxes for 'Act as a "Wake-up Proxy" server' and 'Allow Remote Wake-up service', with a password field containing '12345679'. Below these are 'Accessibility' settings for 'Everyday' and '24 Hours'. A 'File Management' section includes 'Inherit 100% from workstation' and a 'Workstation folder list' field. The bottom status bar shows 'Done' and 'Internet'.

Remove Account

This feature allows the Administrator to login to the Administration Tool to select the required Account using the drop down "Account" field within the toolbar at the top of the screen. Once the correct account has been selected, the Administrator selects "Remove" from the toolbar. This account will be removed from the system. After removal of an account, any attempt by this previous user to login to their workstation will fail. For security purposes, the Activation Code of a removed account cannot be re-used.

View statistics on remote access usage

To view remote access usage statistics for each user, the Administrator logs in and selects the required Account using the drop down "Account" field within the toolbar at the top of the screen. The Administrator then selects "Statistics" from the toolbar.

A new screen opens that presents usage statistics for this selected user. Using the Date Range Selection tool at the right of the screen, the Administrator can define the period of time that he/she wishes to have usage statistics displayed. This data can then be print by selecting "Print" or exported to a file by selecting "Export to File".

The screenshot shows a web browser window titled "I'm InTouch-CSE Administration". The address bar shows "http://10.0.0.38/admin". The page content includes a navigation bar with "Account: John_Smith" and buttons for "Edit", "Remove", "Statistics", "Add", and "Logout". Below this is a "Statistics" section with a "List" button circled in red. The main content area displays user details, a date range selection tool, and a table of feature usage statistics.

Administration Tools

Account: John_Smith | Edit | Remove | Statistics | Add | Logout

Individual List

Statistics

Refresh Print Export to File

Activation code: 12345679
User's full name: John Smith
Email: jsmith@myisp.com

Account created on: Jul 25, 2003
Account activated on: Jul 31, 2003
Computer name: myoffice1
Last login: Sep 23, 2003 - 20:32:56

Total login: 1,034
Total usage (hh:mm): 654:52
Avg usage/session (min): 38

Date Range Selection

- Since activation (up to now)
- Today (up to this moment)
- Yesterday
- Last 7 days
- Last whole month
- Choose the following range:

From: 2003 Sep 30
To: 2003 Sep 30

Feature	Last use	%
Remote control	Sep 12, 2003	35%
Access Outlook	Sep 10, 2003	50%
File Management	Sep 8, 2003	20%
Video streaming	Sep 9, 2003	5%
		110%

Allow sub-users
Grant access
My Desktop
Allow the following features:
Allow multi-sessions
Mouse / keyboard input
Clipboard sharing
Remote printing
Blanking host's screen
My Outlook
My Files
My Webcam(s)

After logging in and selecting the specific account that the Administrator wishes to view usage statistics for, he/she can choose to view a list of all users on the I'm InTouch SE system and their usage statistics by selecting the "List" button at the right of the screen. The system will then display all accounts on the system within the screen, their current status, remote access login count and the users assigned computer name. By selecting any individual account, the Administrator will again be presented with the detailed usage statistics for this specific user.

The screenshot shows the 'DoMobile-CSE Administration' web application. The browser address bar shows 'http://10.0.0.38/admin'. The page title is 'Administration Tools'. The account selected is 'John_Smith'. There are navigation buttons for 'Edit', 'Remove', 'Statistics', 'Add', and 'Logout'. Below the account name, there are two buttons: 'Individual' and 'List', with the 'List' button circled in red. The main content area features a banner image of a woman at a computer and a 'Statistics' heading. Below the banner are 'Refresh', 'Print', and 'Export to File' links. A summary section shows 'Total accounts: 110' and 'Accounts created: 105 >> Accounts available: 5 >> Add more'. A table lists user details, and a 'Date Range Selection' panel on the right offers options like 'Since activation (up to this moment)', 'Today (up to this moment)', 'Yesterday', 'Last 7 days', 'Last whole month', and 'Choose the following range:' with 'From' and 'To' date pickers.

Name	Status	Login	Usage	Computer name (MAC)
Al Park	on-line	1,245	904:23	apark-pc (00-09-2D-0F-1A-F7)
Alan Joan	on-line	893	735:38	aj Joan-pc (AB-01-20-1F-12-A7)
Ann Brown	on-line	20	782:04	abroan-pc (10-B1-65-0F-02-1)
Barry William	off-line	389	250:23	bwilliam-pc (23-B0-05-F1-1C)
Charles Anderson	on-line	934	1,182:56	canderson-pc (2A-09-15-FA-2)
David Leith	off-line	1,304	278:22	dleith-pc (11-A3-04-09-1B-2F)
Eve Adam	off-line	1,098	987:01	eadam-pc (10-03-A4-29-2B-2)
Fred Leonard	on-line	982	475:13	fleonard-pc (1A-11-2B-20-0B)
John Smith	on-line	1,034	654:52	jsmith-pc (01-5D-91-90-11-F1)
Karen Kane	on-line	178	572:13	kkane-pc (A1-0D-C1-00-1B-E)
Kate Mason	off-line	267	987:01	kmason-pc (AD-1D-31-60-7B)
Len Palmer	on-line	673	235:08	lpalmer-pc (F0-AD-30-30-4B)
Len King	on-line	178	178:22	lking-pc (1A-09-27-1B-C1)