

## Distributing the Netviewer Clients

*This White Paper deals with the subject of providing Netviewer users with the Netviewer Support, Netviewer Meet and Netviewer Admin programs. It describes different scenarios of distributing the Netviewer clients inside a corporate network and the possibilities of supplying external users with Netviewer software. In addition it gives best practices for the process of updating the client programs as well.*

*The document provides information about the distribution of the Netviewer products Netviewer Support, Netviewer Meet and Netviewer Admin and points out the different requirements.*

### **Netviewer Support and Meet**

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#### **Distribution of the consultant and the moderator program**

The Netviewer Support consultant program and the Netviewer Meet moderator program are directly executable programs (executables) and do not need any installation on the client computer. The executable can be started on different computers. The number of sessions that are allowed at the same time depends on the number of licenses purchased. Due to these particular properties there are various ways of distributing the consultant/moderator program to the users.

#### **File share**

The most common way of distributing the consultant/moderator program is placing it on a network share in the company network. Each authorized user can access the client program. A shortcut which allows a simple and quick start of the Netviewer program can optionally be created on the client computers.

Depositing the client program on a network share and not locally on the client computers offers advantages when updating the programs. The client program only has to be replaced once. There is no need to update each client computer.

The authorization is covered by the access rights of the respective network share, e.g. by NTFS or Samba rights.

If you are using CSV log files the advantage of this method is that all consultant/moderator programs can write into the same log file on the network share. There are no local log files on the client computer. Alternatively, the CSV log file can be placed in a separate folder.

#### **Intranet (web server)**

Another possibility of making the consultant/moderator program available is placing it on your Intranet site. In case that for example subsidiaries do not have access to network shares this might be the best solution.

The executable has to be uploaded to the Intranet web server and a link to the file has to be placed on the desired HTML page. When using Internet Explorer or Opera the users can execute the consultant/moderator program directly from the Intranet page without saving it locally. The program will temporarily be saved in the 'Temporary Internet Files' directory and executed from there. After the session has ended, these files will be deleted as configured in the 'Temporary Internet Files' settings. When using Mozilla Firefox or Netscape Navigator the client program has to be downloaded and saved on the client computer first.

The access rights to the Netviewer clients can be defined in the Intranet portal. If the client has to be updated, it is sufficient to exchange the executables on the web server.

#### **Software distribution**

The consultant/moderator program can also be distributed to the Netviewer users with a software distribution system. The distribution software automatically copies the client program to a predefined folder on the client computer. Additionally, the system can create a shortcut, for example on the user's desktop.

Updating the client program requires only minimal effort as the update process runs automatically. The outdated client executables can be overwritten with the new version. There are no other changes necessary on the client system.



### **Manual distribution**

Another possibility of distributing the Netviewer clients is to transfer them manually to each client computer. In this case, the Netviewer users are free to store the executable on their computer wherever they want. Please note that each client computer has to be updated when a new software version is available.

### **Local installation**

Instead of running the consultant/moderator program as an executable the user can also install the client program locally on his or her computer. If the client program is installed on the local computer, the user benefits from additional functions such as a full Microsoft Outlook integration and starting links in all Microsoft Office products and standard browsers. The installation will be offered after the first execution of the consultant/moderator program on a client computer.

Please note that, if the consultant/moderator program is installed on a computer, the installation process has to be rerun in case of an update.

### **Distribution of the participant program**

#### **File share**

For only internal use of the participant programs of Netviewer Support and Netviewer Meet, we recommend to store the programs on a network share in the company network. The effort for updating the participant programs then is very low. The disadvantage of this solution is that external users do not have access to the programs.

#### **Internet and Intranet (web server)**

Another possibility is to upload the participant programs to the corporate Intranet or Internet site. Storing the participant program on the Intranet site is advisable, if no external participants are to have access to the client programs.

The most common way to provide the participant program is to upload it to the corporate website and offer a direct link to the executable. This link can be placed for example in the support, meeting or training area of the website. The participant must click on the link to start the participant program. Depending on

which browser he or she is using the participant program is executed directly or has to be saved locally first. After having started the client the participant has to enter the session number.

If you wish to use the invitation function offered by the Netviewer consultant/moderator program, the participant program has to be uploaded to a specially configured web server. You can configure if the participant program is downloaded in the preferred language of the participant and if the session number is passed automatically when starting the participant program. When the participant clicks on the invitation link, the web server redirects the request to the correct participant program. Find out more about the invitation function in the document *"Setting up the Netviewer Invitation function"* which provides further information on the configuration of Microsoft Internet Information Server (IIS) and Apache web server.

## **Netviewer remote**

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### **Distribution of the master program**

The distribution of the Netviewer Admin master program is similar to the distribution of the Netviewer Support consultant and the Netviewer Meet moderator program. The ways of distributing the client programs described above can be applied in the same way for the Netviewer Admin master. Please note that an installation of the master program is not available at this time.

### **Distribution of the host program**

Unlike the other Netviewer client programs the Netviewer Admin host program has to be installed on the client computer by executing a setup. Thus the Admin host requires a special way of distribution.

#### **Manual installation**

A way of distributing the Netviewer Admin host is to manually transfer it to the client computers and install it one by one. Please note that the installation of the host requires administrator rights on the client computer. You can right-click the setup file and click on "run as" to install the host without changing the user account. You can then choose an administrator account for installing the remote host.

### Software distribution

Similar to the other client programs the host program can be distributed by using a software distribution system. The installation of the Admin host can be executed unattended. All required data such as user name, password and key phrase are passed to the client computer by using parameters. Find out more about the unattended installation in the document "Netviewer Host Batch Installation".

### Summary

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There are various ways of providing the Netviewer users with the Netviewer client software. The best way for your company depends on your use case, your security needs, the complexity of the installation and the amount of users who must have access to the Netviewer programs.

The most common way of distributing the Netviewer Support consultant program, the Netviewer Meet moderator program and the Netviewer Admin master program is to place them on a network share in the company network where everybody can access them.

The participant programs are usually placed on the corporate Internet or Intranet site. The participants either start the participant program by using the link on the Internet or Intranet page or are invited through the Netviewer invitation function.

Unlike the other Netviewer clients the Admin host is the only client application that needs to be installed on the client computer. It depends on the available technical infrastructure and on the number of installation if the host should be distributed manually or via a software distribution system.

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