

BeAware Corporate Edition

Connection Failure in Remote Setup Tool When Trying to Connect to Remote Machines

To use the Remote Setup Tool, the client machine(s) and the Server machine must meet the following requirements:

- 1) The client machine(s) must be either Windows 2000 or Windows XP Professional with Simple File Sharing turned OFF. If the machines are Windows XP Home, 98, 95, or ME, the Remote Setup Tool will NOT work.
- 2) The user installing the software must have an Administrator Windows account on the user's machine, AND the account MUST have a username AND password set.
- 3) The client machine(s) must be accessible via the network to and from the Server. If the machines are unable to "talk" to each other, the Remote Setup Tool will not be able to communicate as well as the client machine(s) will not be able to upload data to the server.

If you are unable to use the Remote Setup Tool, you can install using the NetSetup Option. See #4 below for instructions for installing with NetSetup.

1) TURNING OFF SIMPLE FILE SHARING:

To turn off Simple File Sharing in Windows XP Professional, on the client machine:

- Open My Documents (or any other folder on the machine)
- Click on Tools
- Click on Folder Options
- Click on the View Tab
- Uncheck the last box (Use simple file sharing)
- Click "OK" button

Note: You must do this to every client machine that you wish to monitor

2) USERNAME AND PASSWORD: For any networking communication, the two machines "talking" to each other require a username and password, otherwise the machines will not be able to authenticate who they are and therefore connection is denied.

3) CHECKING TO SEE IF MACHINES CAN "TALK" TO EACH OTHER:

On the machine that you have set up as the BeAware Server:

- Open up any folder (Ex. My Documents) or you can open Internet Explorer
- In the Address Bar type \\MACHINE NAME\C\$

Note: Change MACHINE NAME above to the name of the computer you are trying to connect to (The CLIENT machine).

Ex. If the client machine name is "Client1" you would type:

\\Client1\C\$

If you are not able to see the C Drive on the client machine, there is something on either the client or Server machine that is not allowing the two machines to communicate with each other. You will need to find what is blocking the machines from connecting to each other. Until the connection is "cleared" the Remote Setup Tool will not work.

4) INSTALLING WITH NETSETUP:

Installing using the NetSetup requires that your client machine can access the BeAware Server across your network. When you installed the BeAware Server software, a folder was created on the BeAware Server machine to allow you to install through your network in the event that you are unable to use the Remote Setup Tool.

The NetSetup installer, by default, installs with all monitoring options turned on. If you do not want certain features, you can edit the configuration file to turn features on or off. If you do not wish to change any of these settings, please skip to the next section.

Changing the Monitoring Settings

WARNING: Changing these values can have negative effects if you are not careful. If you are unsure what you are doing, please contact your network administrator or systems administrator for assistance!

To open the configuration file, on the BeAware Server machine:

- Open up any folder (Ex. My Documents) or you can open Internet Explorer
- In the Address Bar type:
C:\Program Files\Ascentive\BCSNetSetup\System32\Ascentive

- Open the file bwcfg

- You will be prompted for what you want to open the file with, you should choose "Notepad" to open the file

ONLY THE FOLLOWING VALUES SHOULD BE CHANGED!

TimerInterval – How many seconds in between screen captures. This can be set from 10 to 1000 seconds. (Ex. TimerInterval=10 for a screen capture every 10 seconds)

ChatNotifyMessage – If turned on, a message will display at the top of the monitored user's chat windows alerting them that the chat is being monitored by BeAware. 1 = on, 0 = off (Ex. ChatNotifyMessage=1 turns the chat notification message on)

ChatMonitor – Turns monitoring of chats on or off. 1 = on, 0 = off. (Ex. ChatMonitor=1 turns chat monitoring on)

ScreenCapture – Turns taking of screen captures on or off. 1 = on, 0 = off. (Ex. ScreenCapture=1 turns screen captures on)

MonitorMails - Turns monitoring of emails on or off. True = on, False = off. (Ex. MonitorMails=True turns on email monitoring.) Note: You must type True with an upper case “T” and lower case “rue” / False with an upper case “F” and lower case “alse” or monitoring will not work!

MonitorLaunchedApps – Turns monitoring of software applications on or off. True = on, False = off. (Ex. MonitorLaunchedApps=True turns on application monitoring.) Note: You must type True with an upper case “T” and lower case “rue” / False with an upper case “F” and lower case “alse” or monitoring will not work!

SHOWTRAYICON – Turns system tray notification icon / message on or off on monitored machine. If this is turned on, an icon will display at all times next to the user’s system clock as well as a message will display every time the user turns on their machine, or logs into the machine that the machine is being monitored by BeAware. True = on, False = off. (Ex. SHOWTRAYICON=True turns on email monitoring.) Note: You must type True with an upper case “T” and lower case “rue” / False with an upper case “F” and lower case “alse” or monitoring will not work!

Once you have finished editing the file, save the file and select “Yes” if prompted to overwrite the file.

Installing with the NetSetup Installer

From the client machine, navigate through your network to the BeAware Server machine. Once in the machine, you should see a shared folder BCSNetSetup. Open this folder. Click on BCS Client Setup.exe to start the installation. You should use the default settings to ensure proper monitoring and uploading.

On the fourth screen, you should have the option to check the following options: BCS Client and Monitoring Application, Remote Setup Tool, and BeAware Admin Console. Normally you would want to uncheck the options for Remote Setup Tool and BeAware Admin Console unless you wish to allow the monitored machines the options to setup/configure monitored machines and/or see recorded data (this option will require the user to have an Admin account set up to access the Admin console).

On the fifth screen you will be prompted for a Username and Password. This is the username and password that the client machine(s) will use to log into the BeAware Server for uploading. By default, the username is "user" (without the quotes) and the password is "user" (without the quotes).

Continue clicking the Next buttons to complete the installation on the client machine.

Once you have completed the installation, you need to reboot the client machine to ensure proper monitoring. Once the machine is rebooted, it should now be monitoring and within several minutes you should start seeing recorded data in the Admin Console.