NETOP®

RemoteControl

Secure Remote Management and Support

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NETOP

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Contents

1   Introduction

Integration with ServiceNow, a major IT service management software, enables technicians to streamline incident resolution and improve customer satisfaction.

2   Implementation

2.1   Pre-requisites

- The Guest (version 12.51 or later) needs to be installed on the Technician machine.
- The Host needs to be installed on the target machine(s).
- Both Guest and Host configured so that the Guest can remote control the Host (communication profile, Guest access security)

More information available here (Windows based) or check here (various manuals).

2.2   Install Netop Remote Control Integration

This happens from the ServiceNow store, here.

More information on apps from the ServiceNow app store is available here.

2.3   Configure Incidents to include Netop information

### 2.3.1   Extend the existing Network Appliance

For the integration to work, there needs to be a way of identifying the devices (Hosts) to which the Technician is connecting. This has been implemented as part of the **Network Appliance** as one of the following:
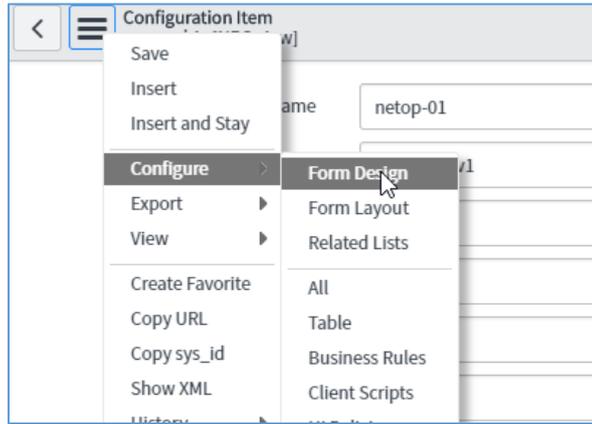
- Netop Hostname
- Name (if the above is not defined in the Network appliance)

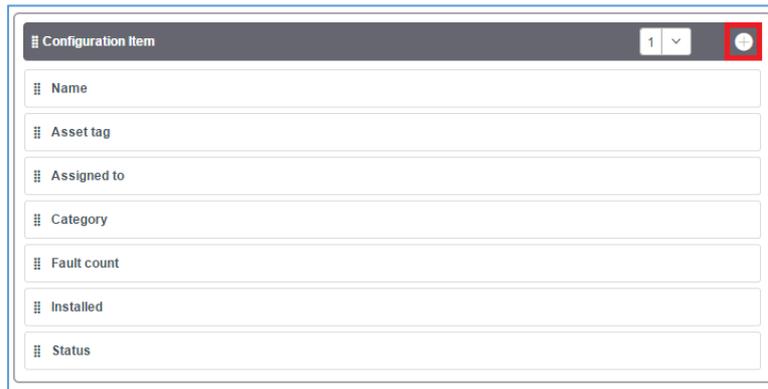To define the Netop Hostname in the Network Appliance:

1. Search for **Network Appliance** and click a network appliance:
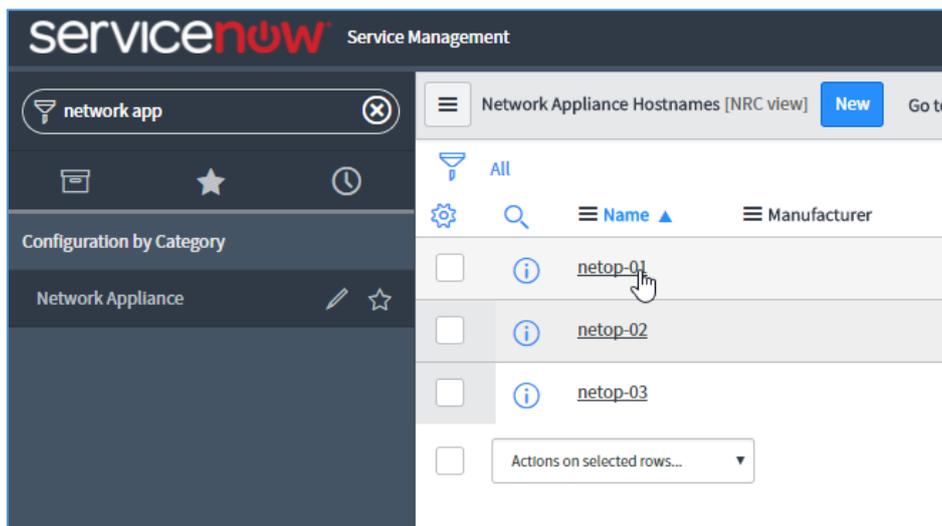
2. Go to **Configure > Form Design**:

3. Create a new section:

4. Drag from the **Fields** listing the following fields: **Netop Custom Hostname** and **Netop Hostname**:

5. Click **Save**.

2.3.2   Extend the **Incident** view

You can extend the Incident view by using one of the following options:

*   Modifying an existing Incident view
*   Using Netop custom build view/form
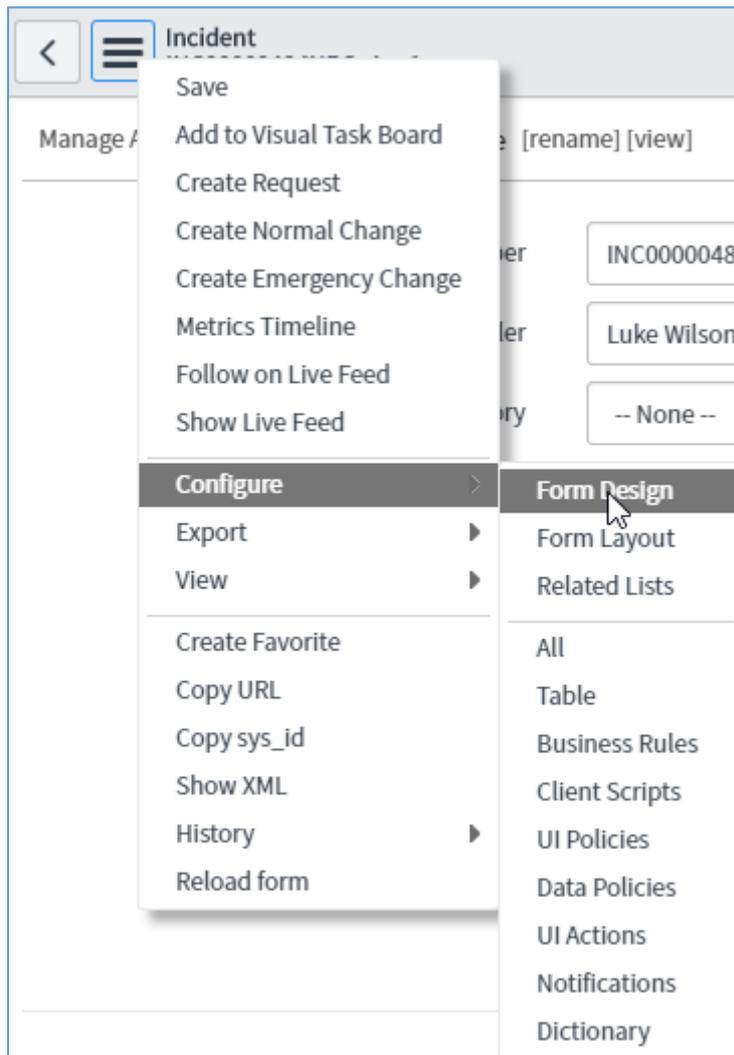
2.3.2.1   Modifying an existing Incident view

To modify an existing incident view, you need to add the Configuration item to the Incident form, then add the Netop Remote Control button and the script for the Netop Remote Control button:
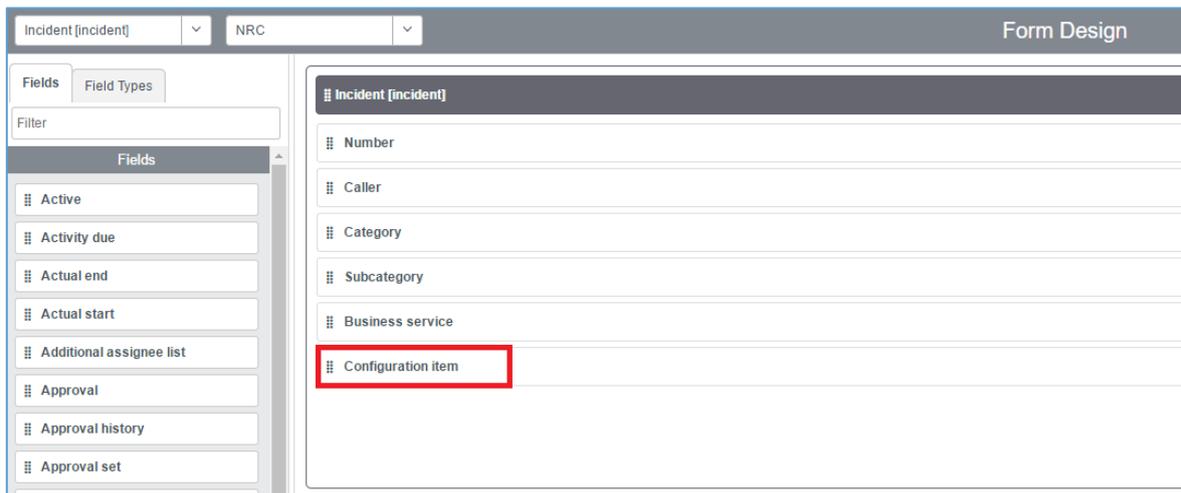
Add the Configuration Item to the Incident form

1. Go to **Service Desk** > **Incidents** and click one of the incidents:

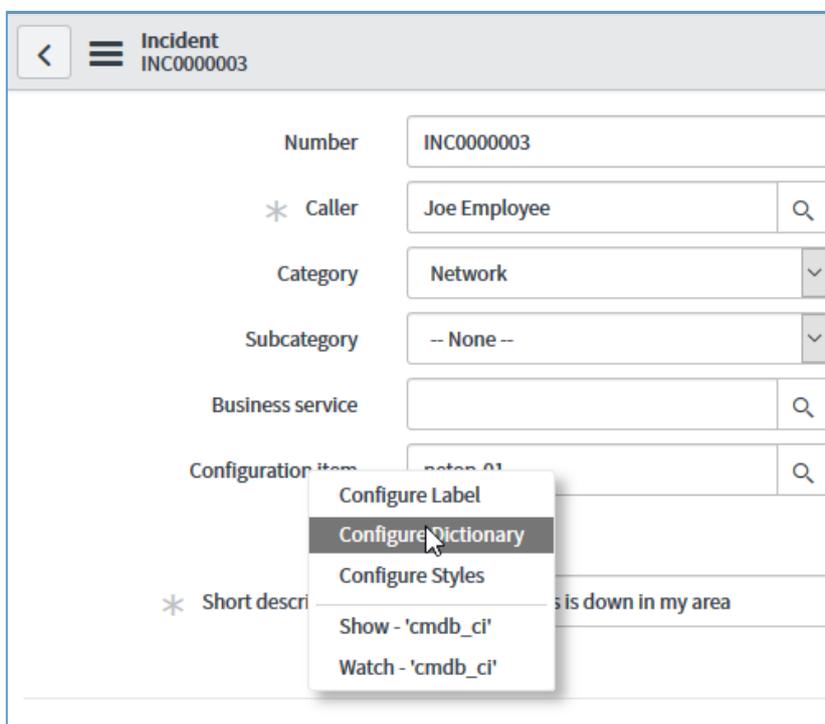2. On the top menu click **Configure** > **Form Design**:

3. Look for the **Configuration item** field and drag it to the **Incident** form:

Add the Netop Remote Control button

1. Open an Incident.
2. Right click on **Configuration item** (make sure you do it over the actual label) and click **Configure dictionary**.

In case the fields are not editable, you need to edit **Global Application** instead of the **Netop Remote Control** application.

3. In the **Attributes** field, add the following key (make sure you also include the „;" sign):

```
ref_contributions=task_show_ci_map;show_related_records;x_125243_netop_re
m_netop_connect_button
```

Note: The position in the string determines the position of the button.

Add the script for the Netop Remote Control button

1. Click on the top menu and go to **Configure** > **Form design**.
2. Add an empty session:

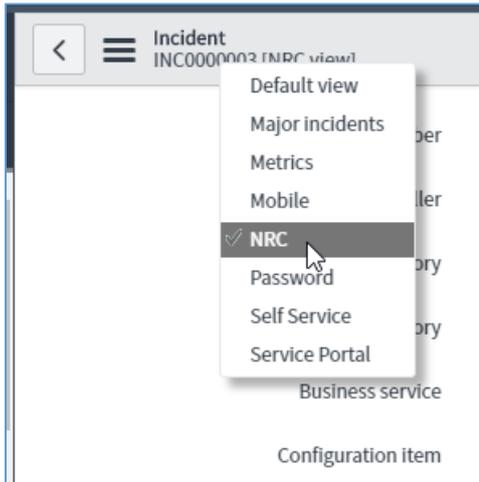3. Drag and drop Incident - Netop Loader from the Formatters area into the new section:
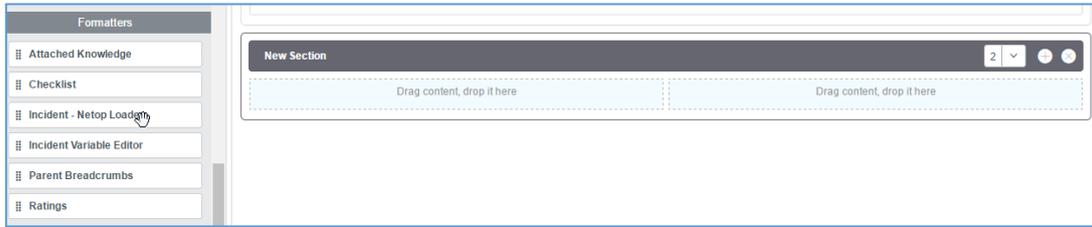
4. Click **Save**.

2.3.2.2   Using Netop custom build view/form

You can also extend the Incident view by right-clicking on the Incident view and selecting **NRC**.

3   Using the Integration

Support technicians can remotely access machines from within the ServiceNow incidents.

If the **Configuration item** is already filled in, they just click the **Netop Guest** button:

If the **Configuration item** is not filled in, they should locate the corresponding Network Appliance, select it, and click the **Netop Guest** button.

The Netop Guest will be launched, the technician needs to authenticate and the remote session will start: