



Casper Remote User Guide

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Introduction:

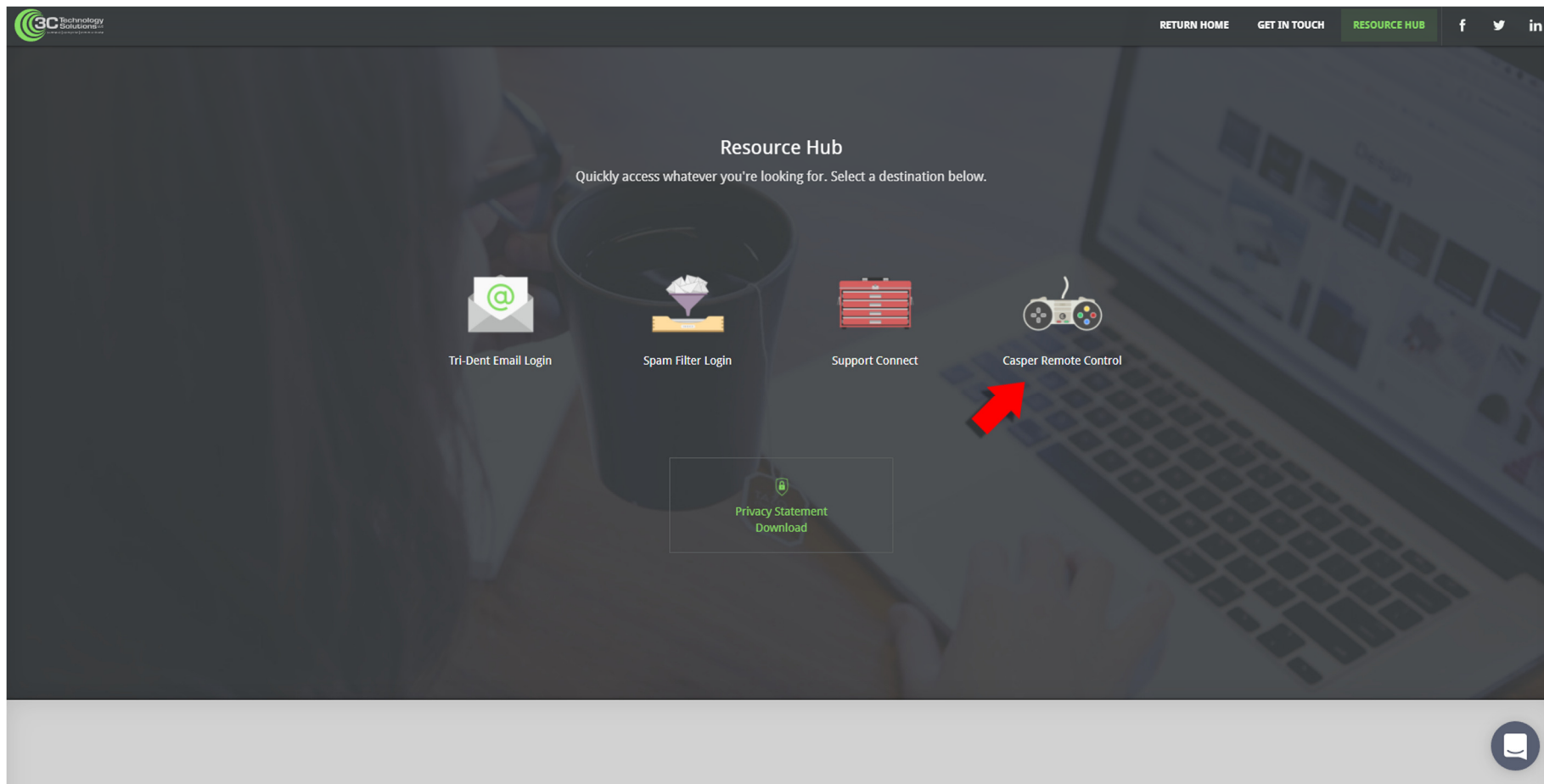
Casper Remote Control is a unique web-based software solution designed to connect, control, and provide quick and easy access to your remote home or office PCs. Throughout this user guide we will cover everything from “Getting Started” to “Advanced Settings.” Please take some time to look over each screenshot and instruction to familiarize yourself with the user interface. If you have any questions you can always submit a support ticket for assistance by calling the main office phone number at 614-319-4681 or by e-mailing helpdesk@3ctechs.com

...Now let's get started!



Step 1: Use your favorite internet browser and go to www.3ctechs.com.

Step 2: Click on the “**RESOURCE HUB**” tile at the top-right corner.



Step 3: Click “*Casper Remote Control*”

3C Technology Solutions ULC
connect | compute | communicate

Login Name

Password

☐ Show Password [Did you forget your password?](#)

☒ Remember Login Name

LOGIN

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Step 4: Enter your “**Login Name**” (e-mail) and “**Password**”

Step 5: If for any reason you do not know your password, click the **forgot password link**, this will send you an e-mail to let you set a new password.

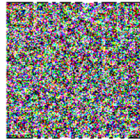


Two-Step Verification Passcode

Set up Google Authenticator:

1. Get the Google Authenticator app for your Android or iOS device.
2. In the app select Set up account.
3. Choose Scan a QR code.

Scan QR Code:



CAN'T SCAN IT?

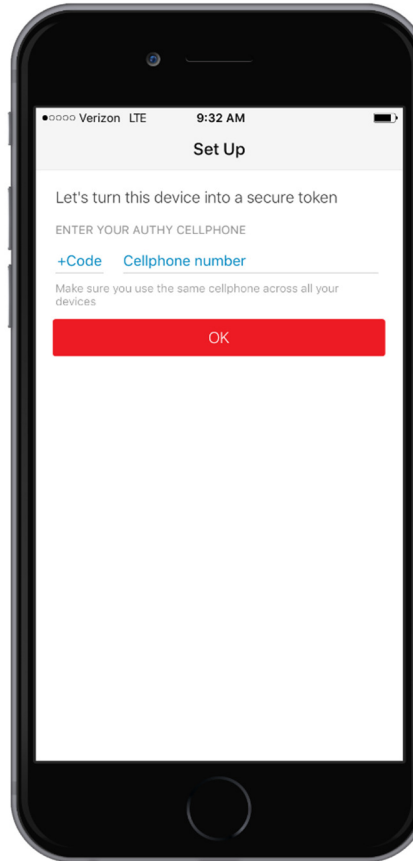
Enter the 6-digit code you see in the app.

Passcode:

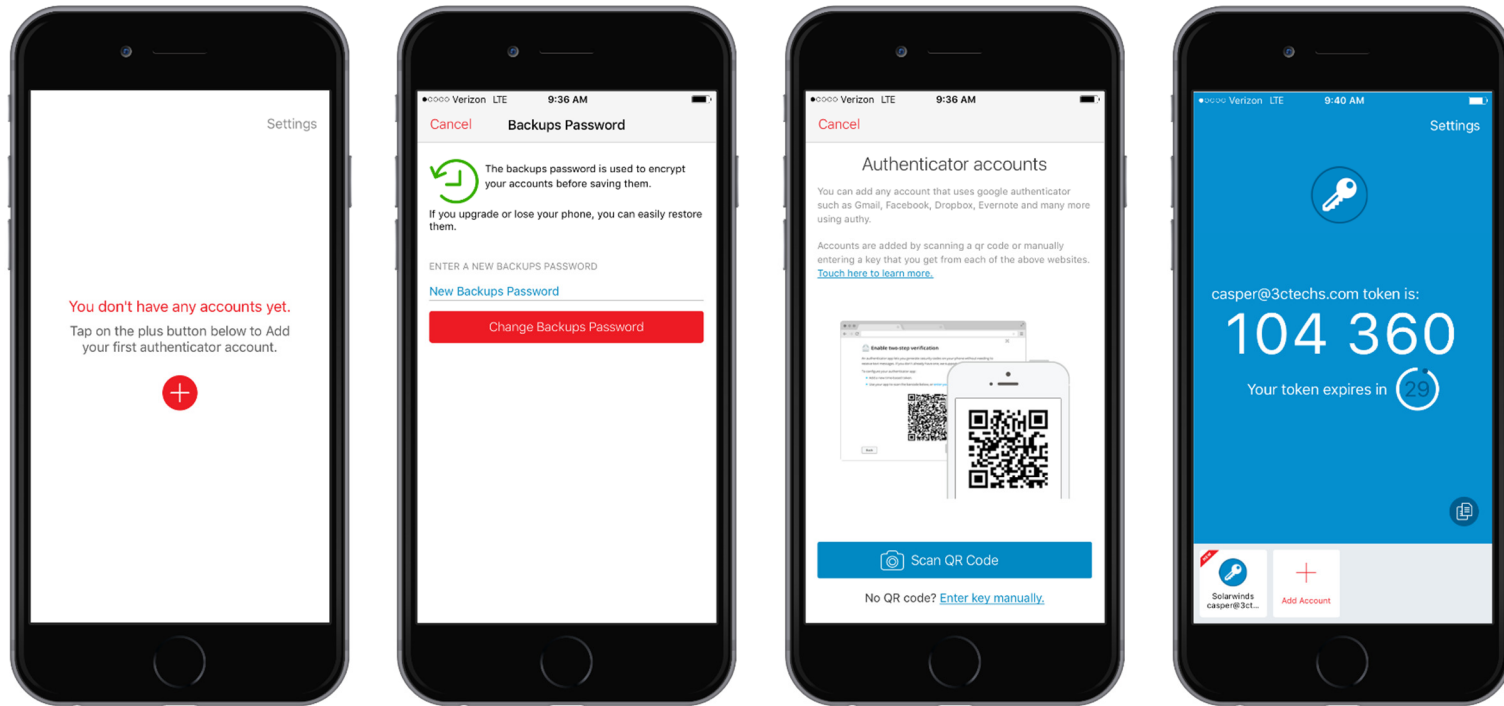
LOGIN

LOGOUT

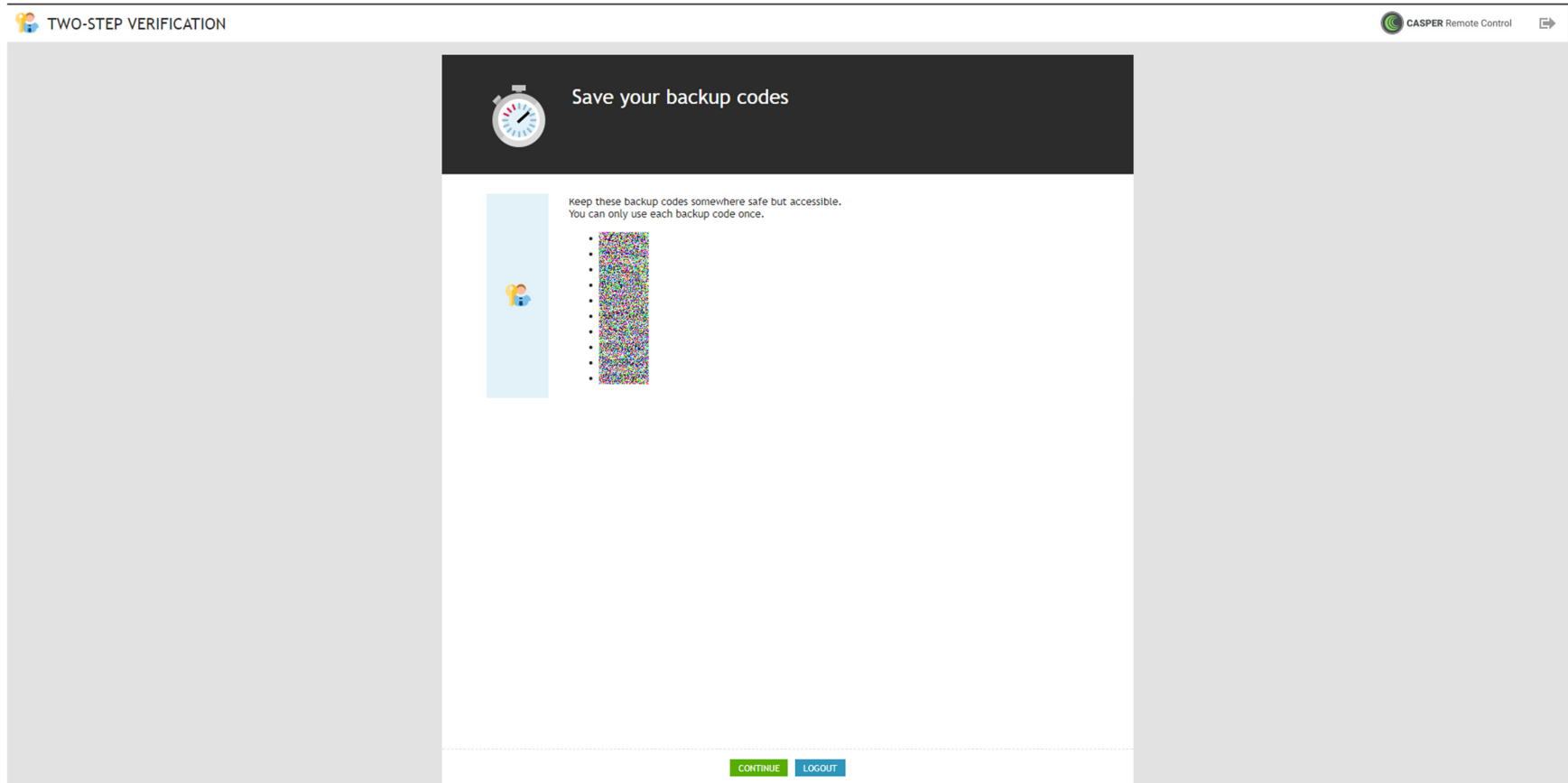
Step 6a: *For new users only.* Follow the on-screen instructions, download the “Authy” app on your phone or tablet from the App Store or the Play Store.



Step 6b: For new users only. Open the Authy app on your phone and you will be presented with the screen above. Enter your personal cell phone number and country code. An additional field will appear to enter your e-mail. We recommend using your personal e-mail, as this account will be associated with all security tokens you add to this phone.

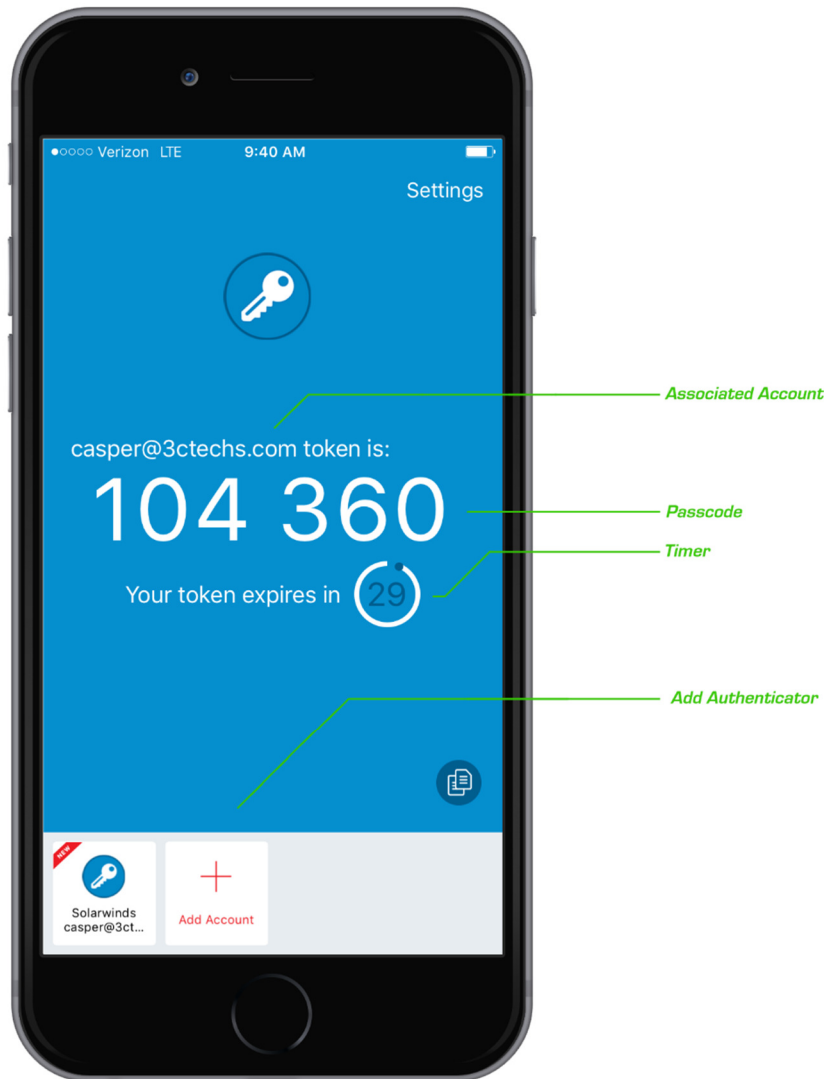


Step 6c: For new users only. Tap the + to add an account. You will be presented with a “Backups Password” screen. Be sure to use a complex password and record it. This password will be used for recovery should your phone be lost or damaged. Confirm the password and move onto the next screen. Press the “Scan QR Code” button and scan the QR code on the Casper login screen. Your authenticator is now registered. Enter the number code on your screen, into Casper in the “Passcode” field.



Step 6d: For new users only. *If everything is entered correctly, you will see a screen of backup codes, make sure to write these down or take a picture of them as a secondary measure in case your device is lost, damaged, or stolen. In the event you get an error that the passcode is wrong, the session probably timed out. Delete the authenticator entry from the app, login to Casper again, and scan the QR code with your mobile device for a new pass.*

Authy

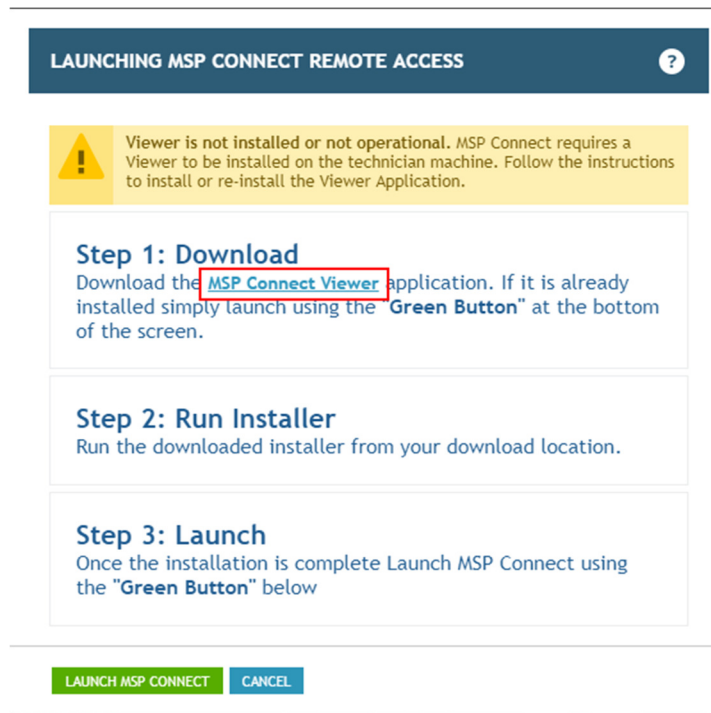


Two-step (or two-factor) authentication such as Authy, protects our clients from unauthorized access using an extra layer of security. Each time you log in, you will be asked to enter a one-time passcode which changes on a timer. This allows your account to be protected even in the event of a malicious user discovering your password. This feature is mandatory to protect our clients and their networks. Feel free to use this application to add authenticators for any other accounts, personal or business, that allow authenticators.

The screenshot shows the MSP N-CENTRAL interface. The top navigation bar includes the MSP N-CENTRAL logo, a notification bell, a user profile icon, and a 'SYSTEM TIME' of 11:09 AM. The left sidebar shows 'COLUMBUS' and 'Views' with 'All Devices' selected. The main content area displays a table of devices under the 'Network Devices' tab. The table has columns for Remote Control, Name, Network Address, Device Class, Agent Version, Logged in User, and Features. A single device is listed: '3CTECHS-PC' with network address '3ctechs-pc.3ctech.local' and agent version '11.0.1.1050'. Green annotations highlight the 'Remote Control' icon, the 'Name' column header, and the 'Connect to PC' button. Other green annotations point to 'User Settings' and 'Logout' in the top right corner.

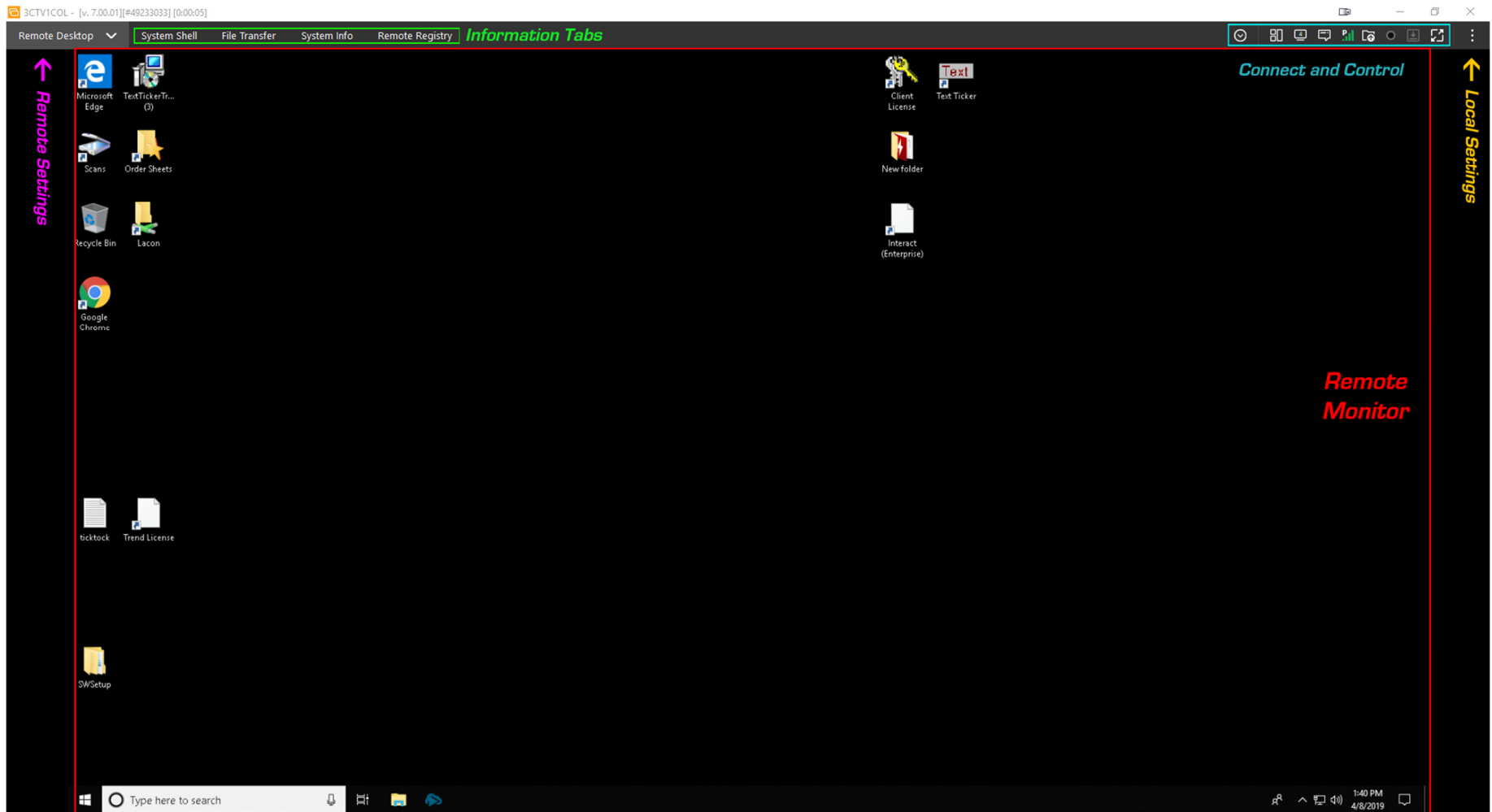
Remote Control	Name	Network Address	Device Class	Agent Version	Logged in User	Features
	3CTECHS-PC	3ctechs-pc.3ctech.local	Workstations - Windows	11.0.1.1050	--	

Step 7: Once logged in, you will see a screen like the one above. Indicators have been added in **green** to illustrate most commonly used options. You can change your password under “**User Settings**” or “**Connect to PC**” to remotely connect.



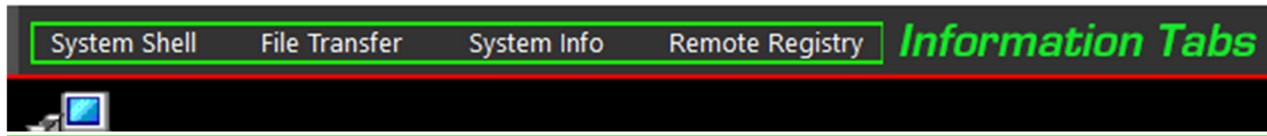
Step 8: *If this is your first time connecting, you will be presented with an installation screen. For “Step 1” click the **area circled in red** above, this will download a file which you will need to run when completed.*

Step 9: *The MSP Connect Viewer application will install with little to no prompt when ran. Once the installation is finished you can press the “**LAUNCH MSP CONNECT**” button in green. You may get a prompt to associate MSP Connect with links of this type, be sure to press yes and click any checkbox to save the setting.*



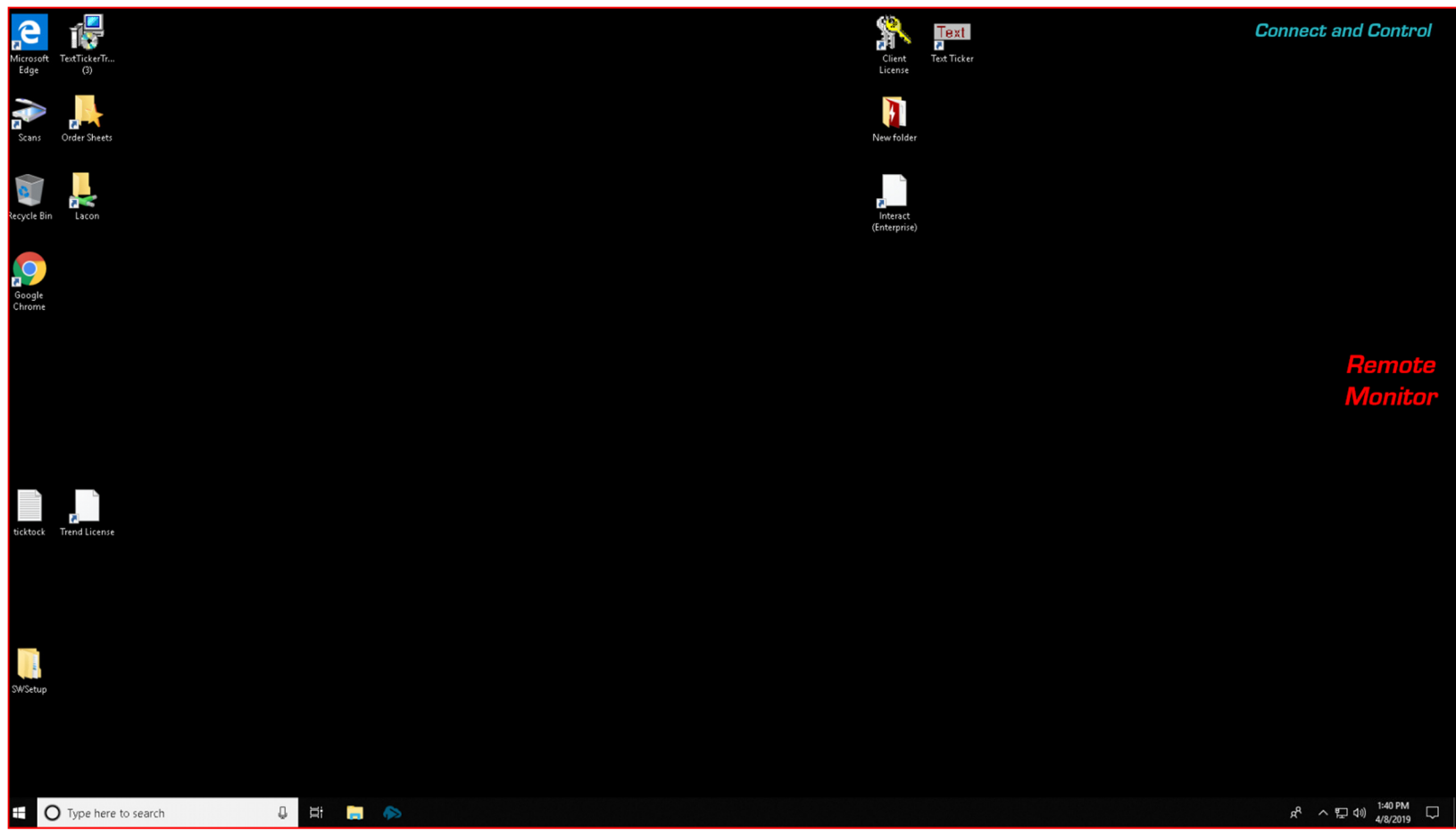
Finish: You are now connected to your remote PC, the next few pages will familiarize you with the colloquial names assigned to each of the areas in the image above.

#49233033] [0:00:05]



Information Tabs

1. **System Shell** – This is used to send commands to the remote machine, used by technicians only.
2. **File Transfer** – This is used to transfer files to/from the remote PC to the PC you are connecting from. If you need to send a file to the remote PCs desktop you can also drag a file directly into the Remote Desktop window. Progress will be indicated by a bar that will fill the file transfer tab.
3. **System Info** – This is a diagnostic tab used by technicians.
4. **Remote Registry** – This is a system settings tab used by technicians only.



Remote Monitor - This is the remote PC desktop, exactly as you would see it if you were sitting in front of the PC. If the PC has multiple monitors, the primary will display first.



Remote Settings

1. Remote Desktop – This tab views the **Remote Monitor** and contains drop-downs with the following options:

a. View

- i. **Size** – Adjusts the fitment and zoom level for the Remote Monitor.
- ii. **Color** – Adjusts the color quality of the Remote Monitor. The order from top to bottom is worst color to best color. “True Color” requires the most data and processing power. You can adjust image quality to “Best Quality” under the “Advanced Options” for further quality enhancement at a cost to performance. This may be required for viewing medical data such as X-rays.
- iii. **Change Remote Resolution** – Adjusts the remote resolution (the amount of content that can fit in the Remote Monitor window.) We recommend you do not adjust this unless it is absolutely necessary.
- iv. **Change TS Session** – Used by technicians only
- v. **Show Remote Cursor** – Toggles the appearance of the mouse cursor in the Remote Monitor.



Remote Settings (Continued)

- vi. ***View Only*** – Lets you view the remote PC without taking control of the mouse or keyboard.

b. Commands

- i. ***Windows 8 Commands*** – Sends commands to pop out the various sidebars in Windows 8 and 8.1.
- ii. ***Show Blank Screen*** – Will turn off the monitor of the remote PC while still allowing you to control the keyboard and mouse.
- iii. ***Block Remote Keyboard and Mouse*** – Blocks input from anyone sitting at the remote PC, this will also block input for any other remote users if multiple are connected.

c. Interactions

- i. ***Laser Pointer*** – Creates a red dot on the remote screen controllable by the mouse.
- ii. ***Take Screenshot*** – Used by technicians only.
- iii. ***Copy Screenshot to Clipboard*** – Used by technicians only.
- iv. ***Copy / Paste*** – These commands can be used to transfer the contents of the clipboard to and from the remote PC. The “clipboard” contains all data when you use the copy and paste commands built into Windows.



Remote Settings (Continued)

- v. ***Shared Clipboard*** – Controls whether or not the clipboard (used in copy/paste commands) is shared between the local PC and the remote PC.
- vi. ***Clear Clipboard when the Session Ends*** – Can be set to clear the remote or local clipboard when the session ends for added security.
- vii. ***Enable Remote Printing*** – Enables printing from the remote PC to a local printer.
- viii. ***Enabled Keyboard Mapping*** – Used by technicians only.
- d. ***Send CTRL+ALT+DEL*** – Sends the keypress combination for CTRL+ALT+DEL, useful for login screens.
- e. ***Lock Remote Operating System*** – Sends the lock command to the OS, leaving all work intact and open, but covering it with the Windows login screen.



Connect and Control

This menu contains various commands ordered from left to right below:

- a. Connection Control – Contains reboot and connectivity options, these commands will be performed on the remote PC.*
- b. System Details – This button will pop-up system information for the remote PC.*
- c. Multi-monitor – Controls which monitor you are currently viewing. Left-click will bring up selectable previews of all monitors, right-click will cycle through each monitor.*
- d. Chat – Controls the pop-out chat window, this allows you to communicate with the user at the remote PC if necessary.*
- e. Connection Quality Details*
- f. File Upload Information Pop-up*
- g. Video Recording on/off*
- h. Scroll Lock on/off for remote PC*
- i. Full Screen – Makes the Remote Monitor full screen and hides the controls at the top of the screen, these controls will reappear when the mouse cursor is moved to the top edge of the screen. To exit full screen, click the collapse icon in the top right of the main window.*



Local Settings

- 1. Always on top – Keep the remote control window on top of other windows.***
- 2. Auto-hide bars in Remote Desktop – Hide the top bar to give more screen room, to make the bar appear, move your mouse near its location.***
- 3. Always start sessions in – Choose which Information tab to start in by default.***
- 4. Dark Menus – Dark theme for menus.***
- 5. Local Default Printer – Choose which printer you would like the “Remote Printing” feature to print to.***
- 6. Video Storage Location – Choose the directory for storing screen recordings.***
- 7. Session Inactivity Timeout – Choose how long before your session automatically disconnects when you are inactive.***
- 8. Open System Details when the Session starts – Enable or disable display of system details when remoting in.***



Local Settings (Continued)

- 9. Confirm before ending the Session – Enable/Disable confirmation of disconnection from the remote PC***
- 10. Windows Viewer Shortcuts – Link to informative page regarding hotkeys specific to this remote control program.***

Troubleshooting

Q. On the device list, the icon for my computer is red or grey instead of green, what does this mean?

A. Red indicates someone is already logged in, by clicking on the icon you can disconnect them or login with them. Grey indicates the PC is off or the remote control system is damaged, determine if the computer is on and connected to the internet, then contact 3C support for further assistance.

Q. Can I print from my remote PC to my local printer?

A. Yes, please see page 19, section 1, sub-section c., vii. and page 21, section 5.

Q. Is there a mobile app that will allow me to connect to my PC?

A. There is an app titled “MSP N-central Mobile” in the App/Play Store. Be aware that while this app will let you remote control, it is designed for technician use.

Q. My connection is slow or laggy and/or I disconnect from the remote PC often.

A. Your internet connection at your local or remote PC may be too slow or bogged down at time of use. If this condition is chronic, further research may be needed to track down the problem. Server backup runs late at night, logging into your office PCs during this time is not recommended.

Q. My images look blurry, discolored, or I need further clarity for X-rays. how can I adjust image quality?

A. Please see page 17, section 1, sub-section a., ii.

Additional Questions

If you have any additional questions or require further assistance, please contact 3C Technology Solutions at 614-319-4681. Alternatively, you can send a detailed description of your issue to helpdesk@3ctechs.com. Please be sure to indicate which office you are with.