

INSTALLING THE eCARE REMOTE-CONTROL COMPONENT

Before your Support Agents can use eCare's screen-sharing services, their computers will require the *eCare remote-control component*, which is a control that enables the computer to use these services. Your customers will also require the remote-control component. Windows computers use the eCare ActiveX control, while Macintosh computers use the eCare plugin.

By default, the Support Agent's Web browser automatically downloads the eCare remote-control component the first time the agent accesses your eCare Service Center. (The component is also updated automatically anytime a new version is installed on the eCare server.) However, you may also choose to pre-install the eCare ActiveX control on a Support Agent's Windows computer, particularly in either of the following situations:

- Your organization may have implemented policies or security measures that prevent users from downloading or installing ActiveX controls or plugins on Windows computers.
- Your Support Agents do not have Windows Administrator privileges for their computers.

To enable Internet Explorer to automatically install the eCare ActiveX control on Windows computers, the computer's user must have Windows Administrator privileges. Therefore, you may also need to deploy the eCare ActiveX control to those computers whose regular users do not have permission to download or install it.

This document discusses your options for pre-installing the eCare ActiveX control—using the MSI installer, downloading and registering the component file, or using your Windows Administrator privileges to pre-install the ActiveX control on a Support Agent's computer. You may also make the MSI installer available to your customers, so that they can install the eCare ActiveX control before entering the eCare system.

Note that Macintosh computers do not generally require special privileges to install the eCare plugin. However, you may pre-install the eCare plugin on Macintosh computers if you wish to do so. See [“Installing the eCare Remote-Control Component on Macintosh Computers”](#) on page 10.

INSTALLING THE eCARE REMOTE-CONTROL COMPONENT ON WINDOWS COMPUTERS

You may pre-install the eCare ActiveX control on both local and remote Windows computers.

BEFORE YOU INSTALL THE eCARE ACTIVEX CONTROL

On the Support Agent’s computer, the following options must be set in Internet Explorer.

- The eCare server must be set as a Trusted Site.
- JavaScript and ActiveX must be enabled.
- Java must be enabled, if the Support Agent will have eCare administrator privileges (Java is required to play session recordings, which are accessible only to administrators).
- The browser security level must be set to Medium or lower.
- Cookies must be allowed.

In addition, *all* pop-up blocking software *must be turned off* before the Support Agent can use eCare. This includes the pop-up blockers that are built in to Internet Explorer, as well as third-party blocking software for all platforms.

INSTALLING THE eCARE ACTIVEX CONTROL WITH THE MSI INSTALLER

If your organization restricts Windows Administrator privileges on Support Agent computers, your Support Agents cannot install the eCare ActiveX control when they sign in to your eCare Service Center. In this situation, the eCare ActiveX control must be installed before the Support Agent can begin working. With the MSI installer, you can quickly install the eCare ActiveX control on both local and remote computers. On local computers, you can run the installer directly. For

remote computers, use a software deployment application. Or provide your Support Agents with the MSI file and the information they need to install it themselves.

The MSI installer may also enable your eCare customers to install the eCare ActiveX control before they submit an eCare trouble ticket. See [“Installing the eCare Remote-Control Component for Customers” on page 4.](#)

If you require the MSI installer to pre-install the eCare ActiveX control, you may download it (along with other eCare documentation and FAQs) at the eCare Resource Page:

<http://www.netopia.com/support/software/ecare/>

Note that the MSI installer will not install the correct version of the eCare ActiveX control on Windows 98 and Windows ME computers. To pre-install the eCare ActiveX on these computers, see [“Installing the eCare ActiveX Control by Downloading and Registering Component Files” on page 6.](#)

INSTALLING THE eCARE REMOTE-CONTROL COMPONENT FOR SUPPORT AGENTS

To use the MSI installer to pre-install the eCare ActiveX control on your Support Agent computers, use the following procedure.

TO INSTALL THE eCARE ACTIVEX CONTROL WITH THE MSI INSTALLER ON WINDOWS VISTA, WINDOWS XP, OR WINDOWS 2000

1. Copy the MSI file to your computer.

If you wish to install the eCare ActiveX control on other computers on your network, use a software deployment tool to distribute the MSI file to the target computers.

2. Run the MSI installer.

- On the local computer, double-click the MSI file. The Setup Wizard will guide you through the installation process.
- On the remote computer, use the software deployment tool to execute the following command.

```
msiexec /package eCareClient.msi /quiet
```

Be sure to use the `/quiet` switch to ensure that no user interaction is required.

The MSI installer will copy a DLL file to the *c:\eCare Windows Client* directory, and then register the DLL with Windows.

If you later wish to remove the eCare ActiveX control from your computer, use the Add or Remove Programs list in the Windows Control Panel. Windows will unregister the DLL and delete the DLL file and the *eCare Windows Client* directory.

INSTALLING THE eCARE REMOTE-CONTROL COMPONENT FOR CUSTOMERS

With the MSI installer, your eCare customers can install the eCare ActiveX control before they submit an eCare trouble ticket.

Upload the MSI file to your Web server and create a download link on your main support page or eCare entry page. Customers can download and run the MSI installer before they enter the eCare system.

In addition, for your customers who are using **Internet Explorer version 7 on Windows 2000 or Windows XP**, Motorola strongly recommends that you provide a script that will automatically set your eCare server as an Internet Explorer Trusted Site. See [“The Trusted Site Script” on page 5](#).

On the MSI download page, provide the following instructions.

TO INSTALL THE eCARE ACTIVEX CONTROL ON WINDOWS VISTA

1. Copy the MSI file to your computer.
2. Run the MSI installer by double-clicking the file. The Setup Wizard will guide you through the installation process.
3. Connect to eCare.

When you connect to eCare, the eCare server will prompt you to automatically download and run a script that will set the eCare server as a Trusted Site in your Web browser. For the best eCare experience, please allow this installation.

TO INSTALL THE eCARE ACTIVEX CONTROL FOR INTERNET EXPLORER VERSION 6 ON WINDOWS XP AND WINDOWS 2000

1. Copy the MSI file to your computer.
2. Run the MSI installer by double-clicking the file. The Setup Wizard will guide you through the installation process.
3. Connect to eCare.

TO INSTALL THE eCARE ACTIVE X CONTROL FOR INTERNET EXPLORER VERSION 7 ON WINDOWS XP AND WINDOWS 2000

1. Copy the MSI file and the *setTrustedSite.js* file to your computer.
2. Run the MSI installer by double-clicking the file. The Setup Wizard will guide you through the installation process.
3. Run the *setTrustedSite.js* file by double-clicking the file.
4. Connect to eCare.

The Trusted Site Script

For your customers who are using **Internet Explorer version 7 on Windows 2000 or Windows XP**, Motorola strongly recommends that you provide a script that will automatically set your eCare server as an Internet Explorer Trusted Site.

Enter the following script in a text file and save it as *setTrustedSite.js*.

```
//In HKCU
function setTrustedSite (domainName)
{
    var HKEY_CURRENT_USER = 0x80000001;
    var strValueName = "http";
    var dwValue = 2;
    var strComputer = ".";
    var objReg= GetObject("winmgmts:\\\\" + strComputer
    + "\\root\\default:StdRegProv");
    var strKeyPath = "Software\\Microsoft\\Windows\\
    Current Version\\Internet Settings\\ZoneMap\\
    Domains\\";
    strKeyPath += domainName;
    if (objReg.CreateKey(HKEY_CURRENT_USER, strKeyPath)
    != 0)
    {
        return "Failed: failed to create domain key";
    }
    if (objReg.SetDWORDValue(HKEY_CURRENT_USER,
    strKeyPath, strValueName, dwValue) != 0)
    {
        return "Failed: failed to create http key";
    }
    return "Success";
}
setTrustedSite ("eCaredomain.com");
```

Be sure to replace *eCaredomain.com* with your eCare domain in the last line of the script. For example, if your eCare server is accessed from

http://ecareserver.ecare.com/ecareservice

The domain is *ecare.com* and the last line of the script should be

```
setTrustedSite ("ecare.com");
```

Note that your customers who are using Internet Explorer version 6, or Internet Explorer version 7 with Windows Vista, do *not* need to use this script. Internet Explorer version 6 does not require the eCare server to be set as a Trusted Site. When customers with Windows Vista access eCare for the first time, the eCare server will prompt them to automatically download and run a script that creates the Trusted Site setting.

INSTALLING THE eCARE ACTIVEX CONTROL BY DOWNLOADING AND REGISTERING COMPONENT FILES

If you are not able or do not wish to install the eCare ActiveX control with the MSI installer, you may also download it and register its component DLL.

With this procedure, you will download the eCare ActiveX control source file, extract its components, and register the components with the Windows operating system. Once it has been registered, the ActiveX control is available for use.

With a software deployment application, you can also use this procedure to install the eCare ActiveX control on remote Support Agent computers. Or you can provide them with the information they need to do it themselves.

DOWNLOADING THE eCARE ACTIVEX CONTROL

Begin by downloading a local copy of the eCare ActiveX control.

TO DOWNLOAD THE eCARE ACTIVEX CONTROL

1. In a text file, enter the following lines.

```
<html>
<a href="http://<server>/<service>/ecare4/components/
  CobAgent_4.0_w98.cab">eCare ActiveX for Windows
98</a>
<a href="http://<server>/<service>/ecare4/components/
  CobAgent_4.2.1.318.cab">eCare ActiveX</a>
</html>
```

In place of `<server>` and `<service>`, enter the location of your eCare service. For example,

```
<a href="http://ecare.motorola.com/247service/ecare4/
components/CobAgent_4.2.1.318.cab">eCare
ActiveX</a>
```

2. Save this file as an HTML file (for example, *activex.html*).
3. Open the file in Internet Explorer.
4. Right-click each link and choose *Save Target As* to save the ActiveX file to your computer.

Note: Internet Explorer may attempt to save the ActiveX file as an HTML file. Be sure to specify the correct CAB file extension and the *All Files* file type before you save the file.

INSTALLING AND REGISTERING THE eCARE ACTIVEX CONTROL

Now install and register the eCare ActiveX control. You may register it on the local computer, or deploy it to other computers on your network.

TO INSTALL AND REGISTER THE eCARE ACTIVEX CONTROL ON THE LOCAL COMPUTER

1. Download the CAB file for the eCare ActiveX control by following the above procedure.
2. Using a file-extraction utility, open the CAB file and extract the files that comprise the eCare remote-control component: *CobAgent4.dll* and *CobAgent4.inf* for Windows 98, and *CobAgent4_2_1_318.dll* and *CobAgent4_2_1_318.inf* for Windows XP.
3. Place the files in the `\WINNT\Downloaded Program Files` or `\WINDOWS\Downloaded Programs Files` folder.

Note that you cannot copy files to the Downloaded Program Files folder using Windows Explorer. You must copy them at the command line with the `copy` command.

4. On the command line, enter the following command to register the eCare ActiveX control with Windows Vista, Windows XP, and Windows 2000 computers.

```
regsvr32 /s C:\WINDOWS\Downloaded Program Files\
CobAgent4_2_1_318.dll
```

For Windows 98 and Windows ME, use

```
regsvr32 /s C:\WINDOWS\Downloaded Program Files\  
CobAgent4.dll
```

The ActiveX control is now installed and registered for use with Windows. (Note that it will *not* appear in the Downloaded Program Files folder in Windows Explorer.)

TO DEPLOY THE eCARE ACTIVE X CONTROL TO REMOTE COMPUTERS

1. Download the CAB file for the eCare ActiveX control by following the above procedure.
2. Using a file-extraction utility, open the CAB file and extract the files that comprise the eCare remote-control component: *CobAgent4.dll* and *CobAgent4.inf* for Windows 98, and *CobAgent4_2_1_318.dll* and *CobAgent4_2_1_318.inf* for Windows XP.
3. Using the software deployment tool of your choice, distribute the appropriate files (**not** the directories) to the target computers.
 - Use the *CobAgent4_2_1_318* files for Windows Vista, Windows XP, and Windows 2000 computers.
 - Use the *CobAgent4* files for Windows 98 and Windows ME computers.

Place the files in the *\WINNT\Downloaded Program Files* or *\WINDOWS\Downloaded Programs Files* folder on the target computers.

Note that you cannot copy files to the Downloaded Program Files folder using Windows Explorer. You must copy them at the command line with the copy command.

4. On the command line, enter the following command to register the eCare ActiveX control with Windows Vista, Windows XP, and Windows 2000 computers.

```
regsvr32 /s C:\WINDOWS\Downloaded Program Files\  
CobAgent4_2_1_318.dll
```

For Windows 98 and Windows ME, use

```
regsvr32 /s C:\WINDOWS\Downloaded Program Files\  
CobAgent4.dll
```

The ActiveX control is now installed and registered for use with Windows. (Note that it will *not* appear in the Downloaded Program Files folder in Windows Explorer.)

TO REMOVE THE ACTIVE X CONTROL

If you need to unregister the ActiveX control, run the following command on Windows Vista, Windows XP, and Windows 2000 computers.

```
regsvr32 /s /u C:\WINDOWS\Downloaded Program Files\  
CobAgent4_2_1_318.dll
```

For Windows 98 and Windows ME, use

```
regsvr32 /s /u C:\WINDOWS\Downloaded Program Files\  
CobAgent4.dll
```

INSTALLING THE eCARE ACTIVE X CONTROL ON A LOCAL COMPUTER

If you have Windows Administrator privileges on Support Agent computers, you can also pre-install the eCare ActiveX control by logging in to the Support Agent's computer and signing in to the eCare Support Agent portal. (You may also load the eCare customer portal.) The eCare system will automatically detect the missing (or outdated) eCare ActiveX control and prompt you to install it.

TO INSTALL THE eCARE ACTIVE X CONTROL ON WINDOWS XP AND WINDOWS 2000

1. Sign in to the eCare Service Center.
Internet Explorer will display a window asking you to download and install the eCare ActiveX control. In the download window, click the *Accept* button.
2. In the next dialog box, which asks you to confirm your intention to install the remote-control component, click *Yes*.
3. On Windows XP computers, an additional window appears: Installing Browser Add-On.
Click the yellow ActiveX warning bar and select *Install ActiveX Control* to begin installing the eCare remote-control component. When a window appears asking if you want to install the software, click *Install*.

The ActiveX control will download and install automatically. The ActiveX control is named *CobAgent4 Class*. It will be installed in the *WINNT/Downloaded Program Files* or *WINDOWS/Downloaded Program Files* folder.

TO INSTALL THE eCARE ACTIVE X CONTROL ON WINDOWS VISTA

1. Sign in to the eCare Service Center.
Internet Explorer will display a window asking you to download and install the eCare ActiveX control. In the download window, click the *Accept* button.
2. In the Security Warning dialog box, click *Yes*.
3. In the Installing Browser Add-On window, right-click the yellow ActiveX warning bar and select *Install ActiveX Control*.
4. In the User Account Control dialog box, click *Continue*.
5. In the Security Warning dialog box, click the *Install* button.
Internet Explorer will download and install the eCare ActiveX control.

INSTALLING THE eCARE REMOTE-CONTROL COMPONENT ON MACINTOSH COMPUTERS

You may pre-install the eCare plugin control on both local and remote Macintosh computers.

BEFORE YOU INSTALL THE eCARE PLUGIN

On the Support Agent's computer, the following options must be set in Safari.

- Plug-ins and JavaScript must be enabled.
- Cookies must be allowed.

In addition, *all* pop-up blocking software *must be turned off* before the Support Agent can use eCare. This includes the pop-up blockers that are built in to Safari, as well as third-party blocking software for all platforms.

PRE-INSTALLING THE eCARE PLUGIN ON A REMOTE MACINTOSH COMPUTER

Before you can install the eCare plugin control on a remote computer, you must download a local copy. To do so, use the following procedure.

TO DOWNLOAD THE eCARE PLUGIN

- Open Safari and enter the following URL.
http://<server>/<service>/ecare4/components/Netopia RC Installer.dmg
The plugin disk image will download.

TO DEPLOY THE eCARE PLUGIN TO REMOTE COMPUTERS

1. Download the DMG file for the Netopia RC Installer by following the above procedure.
2. Using the software deployment tool of your choice, distribute the file to the target computers.
3. Execute the installer.

PRE-INSTALLING THE eCARE PLUGIN ON THE LOCAL MACINTOSH COMPUTER

Then, load the URL for the Support Agent portal. Sign in to eCare with your administrator user name and password. (Your eCare administrator credentials allow you to sign in to both the Support Agent and Administrator portals. However, the Administrator portal does not require the eCare remote-control component.)

TO DOWNLOAD AND INSTALL THE eCARE PLUGIN

Once you have signed in to eCare, the eCare system will automatically detect the missing or outdated eCare plugin and prompt you to install the newer version. (Windows users will be prompted to download the eCare ActiveX control as described above.)

1. Click the *Accept* button.
The eCare plugin is downloaded as a disk image and opened automatically.
2. To install the plugin, double-click the *Netopia RC Installer* file.
3. A dialog box appears, indicating that the browser plug-in will be installed. Click *Yes*.

Installation then proceeds automatically. When installation is complete, you will be notified. Quit and restart Safari to make the eCare plugin available for use.

The eCare plugin is named *Netopia RC Plugin*. It is located in the *Library/Internet Plug-ins* folder in the current user's home folder.