



XD Sight

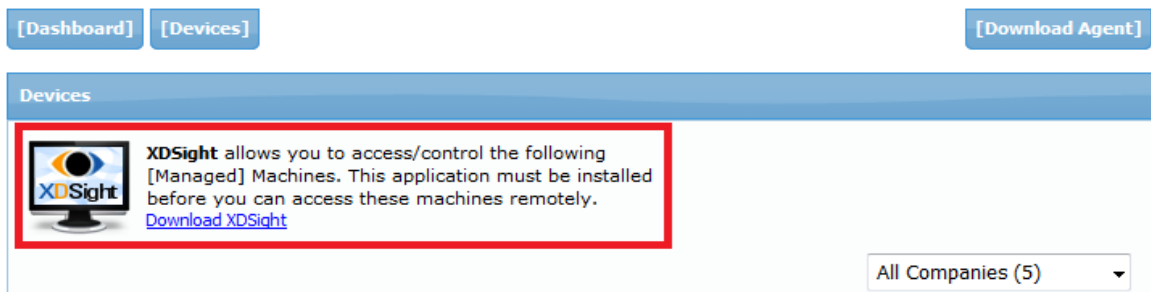


Viewer Installation

This application is called “XDSight” and will be the communication software that will allow you to remotely access the machines that have (unicorn) installed. Upon installing the software it will register a new filetype called “.xdsight” on your machine to automatically open with the software. This software should work on (Windows XP & above).

Note: You must have this software installed in order to establish any remote connections to the client machines.

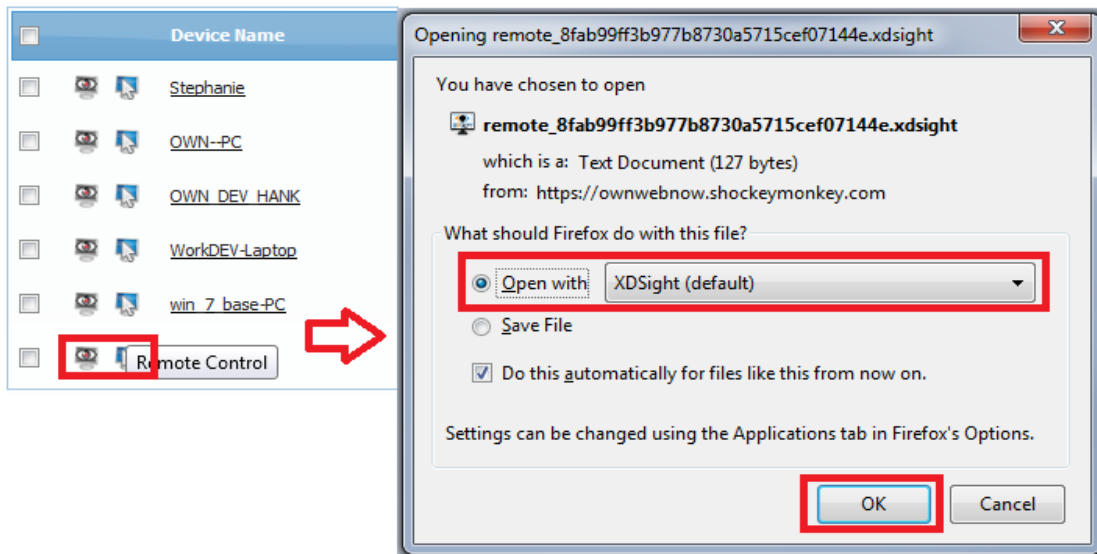
- Visit your custom ShockeyMonkey Portal and visit the following link, replacing [portal] with your unique portal name.
<https://portal.shockeymonkey.com/list.asp?item=rmm-devices>
- This will take you to the (unicorn) devices dashboard.
- In the top left corner you should notice an information area that talks about “XDSight”.
- Towards the bottom of this area, you will see a link to download “XDSight”.
- You may also download it directly from this location.
<https://support.ownwebnow.com/downloads/XDSight.msi>



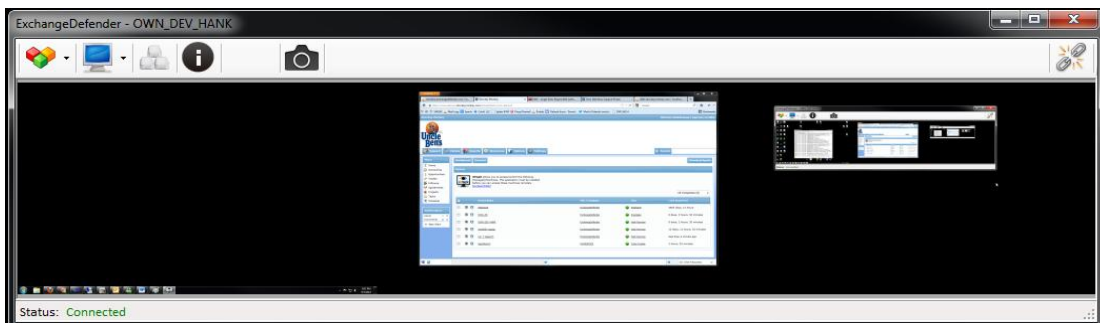
- Upon completing the installation you may now attempt to access your client machines.

Using the Viewer

- In your list of machines you will notice two icons to the left. One icon will have an eye ball (**private view**) and the other icon will show a screen with a cursor (**remote control**).
- **Private View Mode**, will allow you to see the target machines screen without notifying them you have connected. You will not be able to interact with the machine in this mode only watch the user.
- **Remote Control Mode**, will allow you to take control of the mouse and work on the machine. It will also by default attempt to disable the background to help speed things up and improve remote performance. The user will be notified upon connecting.



- This will launch the XDSight program with the supplied file.
- This is a stretched view that includes the view of 3 monitors.



BETA – Events

An automatic **BETA** scripted event system has been enabled on all portals. This will automatically add global **(system & application) ERROR event tracking to all machines installed during this beta period.** During the **BETA**, we ask you to watch the events that come back and are reported to the (Unicorn Dashboard) as shown in the example below. We are looking for suggestions and anything weird/common that may be getting added into your unique dashboard. The goal of this is to discover common templates/design patterns to help introduce predefined templates.

Dashboard

Devices

Download Agent

| Monitoring Alerts (Showing 0-3 of 3) All | | | | | Site Own Web Now Corp | Device OWNFRONT3 | Category Application |
|---|-------------|------------------|-----------|------------------------------|--|---------------------|-------------------------|
| | Category | Site / Company | Device | Time | Alert | | |
| | Application | Own Web Now Corp | OWNFRONT3 | 29 days, 3 hours, 39 minutes | Connection to Microsoft Exchange has been restored. | View Ticket | |
| | Application | Own Web Now Corp | OWNFRONT3 | 29 days, 3 hours, 40 minutes | Connection to Microsoft Exchange has been restored. | View Ticket | |
| | Application | Own Web Now Corp | OWNFRONT3 | 29 days, 3 hours, 40 minutes | Connection to Microsoft Exchange has been lost. Outlook will restore the connection when possible. | View Ticket | |

BETA – Test Cases

- Attempt to install without .net 4.0 installed. (Windows 7 & Windows XP) (x86, x64)
- Attempt to install with .net 4.0 installed (Windows 7 & Windows XP) (x86, x64)
- Attempt to install from a remote network share.
- After installation check if the machine shuts down properly, without hanging for extended periods of time.
- See if there are any issues connecting to the remote machines, if so examine the firewall settings and report any unusual finding or fixes.
- Attempt to take screenshots using the screenshot button within the application. It should store the screenshots to your “My Pictures” directory within a folder named “XDSight”.
- After you have finished your remote session use the “disconnect” button located in the top-right menu and examine if it terminates the application correctly.
 - “remote view should close, a countdown will be at 15 seconds, upon 0 the application will close”
- Use the “Ctrl+Alt+Del” button sequence located in the menu.
 - See if it works or if it doesn’t work
 - What operating system were you using on the “remote” machine.
- Report any issues you may find from changing the “Color Quality” or “Screen Size”, while connected.
- Report any issues with the “Last Reported” times being off by more than 5 minutes.
- Report any launch condition or other errors you may experience during the use of this software.