



IBM Software Group

Resolving Clients problems more quickly using IBM Assist On-Site, V2

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WebSphere® Support Technical Exchange



Agenda

- What is Assist On-Site (AOS)?
- What is required to connect with Assist On-Site
- How to start Assist On-Site
- What you see once connected with Assist On-Site
- Security and Advanced Encryption
- Frequently asked questions
- Customer view of AOS technology

What is Assist On-Site?

- Secure, live remote-assistance tool
- IBM Support can view your desktop
 - ▶ You, the customer, can determine level of access
 - Chat only
 - View only
 - Shared Keyboard and Mouse
 - ▶ You can change level of access at any time or terminate the session.
- Can speed up
 - ▶ Problem determination
 - ▶ Collection of data
 - ▶ Ultimately, your PMR solution

What is required to connect with Assist On-Site

- Minimum requirements for your computer and internet connection:
 - ▶ 28.8 Kbps or greater Internet connection (56K recommended)
 - ▶ Required Pentium-class PC running Windows 95, 98, 2000, Me, NT 4.0 or XP
 - ▶ Internet Explorer 4.0 or later, Netscape Navigator 4.0 or later or Mozilla Firefox 1.0 or later
 - ▶ Access to ports 80, 443, and 8200
 - ▶ Recommended: Ability to make direct outgoing TCP connections, or availability of a SOCKS server or an HTTP proxy
 - ▶ Communications session or capability to interact (e.g. telnet session) with remote machine having the problem

How to start Assist On-Site

- IBM Support provides randomly generated session key.
- From an <http://www.ibm.com/software/support/assistsite> website:
 - ▶ Select the appropriate brand for the software product
 - ▶ Read through the Legal agreement
 - ▶ Input the following information:
 - Session key
 - Customer Number
 - Customer Name
 - PMR number, branch office and country code
 - ▶ Click on the **I agree** button
- Around 500kb plug-in (virus free) is downloaded.
- You determine the level of access that IBM Support will have.

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Software support
IBM Assist On-site

Live Remote Assistance
With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution. The tool can speed up problem determination, collection of data, and ultimately, your PMR solution.

How to Get Support:
A member of our support team will talk with you first to determine the nature of the problem. You should open a PMR via the normal methods and the support engineer will decide whether this tool is the right approach for your particular problem.

To begin, select your software brand:

WebSphere

Frequently asked questions

How does this service work?
Once you connect to the service, you are prompted to download a small, self-installing plug-in, which allows your support representative to view your desktop and share control of your mouse and keyboard. At any time during a support session, you can take control of your computer just by moving your mouse. You will be in charge at all times.

Can my support representative look through files without my knowledge?
Absolutely not. Your representative sees only what you see and whatever you permit him or her to see on your computer screen. Before your support representative views your screen, he or she will first ask your permission and request that you close all documents containing private information.

How is security maintained?
At the beginning of a screen-sharing session, you and your support representative are connected via a communication server. The screen data that is passed between you and your support representative during a session is highly compressed using proprietary technology that can be viewed only with GoToAssist software. This data is also encrypted using 128-bit Advanced Encryption Standard (AES) encryption. Privacy principles are TRUSTe compliant. After the session has ended, your support representative can no longer see your screen or access your computer unless you make another explicit request for support.

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Software Support

IBM Assist On-site

How it works:

1. Once you are on the phone with a member of our support team, you will be directed back to this page after your support representative provides you with a unique connection code. You will then enter the code in the field below and click the **I Agree** button to initiate the screen-sharing session.
2. You are prompted to download a small 500kb plug-in.
3. With your permission, your support representative can view your screen and share control of your mouse and keyboard.
4. You are in full control of your computer at all times. You always have overriding control of your mouse and keyboard, and you can end the screen-sharing session at any time.

By clicking on "I agree" below, you are agreeing to allow IBM and its subcontractors to remotely access, manipulate and/or control your systems in order to assist you in isolating potential errors in your IBM software. You are responsible for backing up your systems prior to granting IBM access and for taking all other measures necessary to adequately protect your systems and all data, materials and other information contained therein. IBM shall not be liable for any loss of, or damage to, any data, materials and/or other information contained on or accessed through your systems. All data, materials and other information contained on the systems shall be deemed non-confidential. You are also responsible for securing any necessary consents or approvals that may be required to permit IBM and its subcontractors to remotely access, manipulate and/or control your systems. You agree to defend and indemnify IBM from and against any third party claims arising from your failure to secure all necessary consents and/or approvals. These services are being provided to you in accordance with and subject to the terms and conditions of your Passport Advantage agreement as well as any other support agreement you have with IBM applicable to the IBM software.

Please complete the form below with your name and the connection code you received from your representative and click the **I Agree** button to proceed.

Name:	John Client		
IBM Customer Number:	9999999		
PMR number, branch code, country code:	12345	, 000	, 000
Connection code:	6114114		
	I agree		

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Assist On-site v2

IBM Assist On-site browser plugin

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When presented the File Download box, please select 'Open' to start your session

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Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: lbmaos.exe
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 From: ayudame.uk.ihost.com

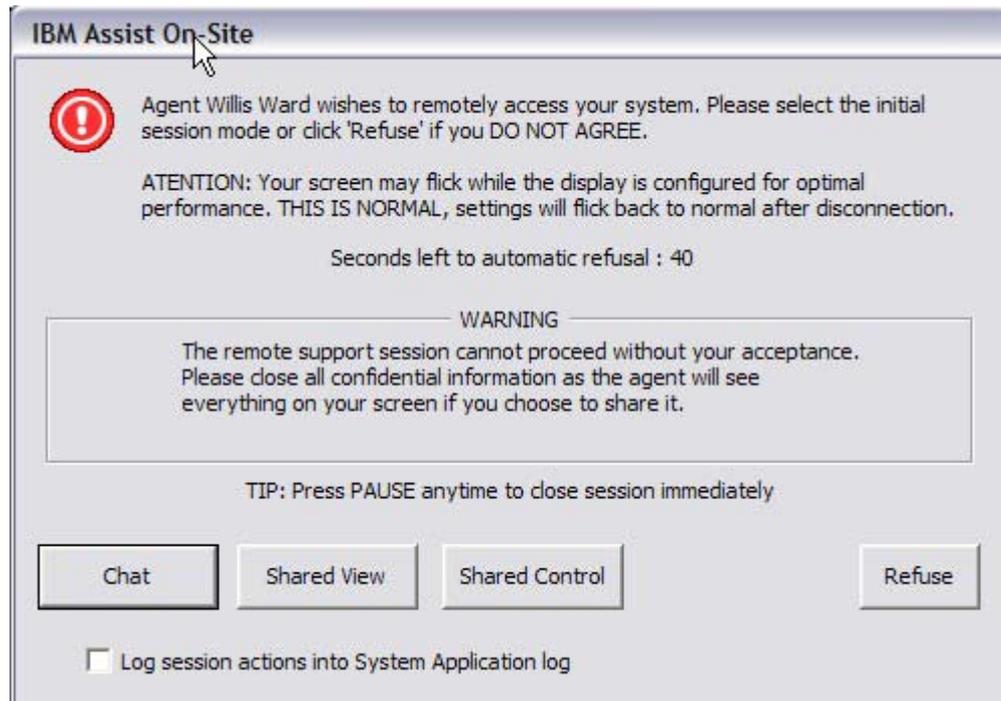
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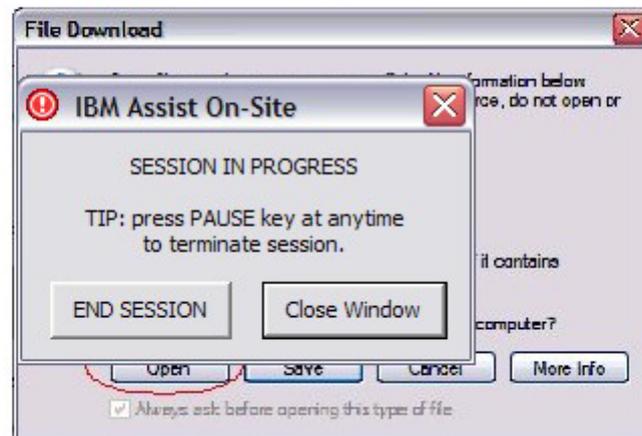


What you see once connected with Assist On-Site

- You see your normal Windows desktop.
- In the Windows icon tray, there will be flashing Assist On-Site icon.
- If IBM Support uses the drawing or highlighting tools, you will see what is “drawn” on your Windows desktop.

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IBM Assist On-site survey request

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Customer feedback request :

Having used the Assist On-site tool, we are conducting a survey to capture your experience. Please share your thoughts with us.

Did the use of this tool help resolve the issue ? :

Yes No Not sure

Did you find this tool to be fast and easy to use ? :

Yes No Not sure

Did this support interaction improve the likelihood of buying IBM software products in the future ? :

Yes No Not sure

Please provide additional comments :

Submit

Reset

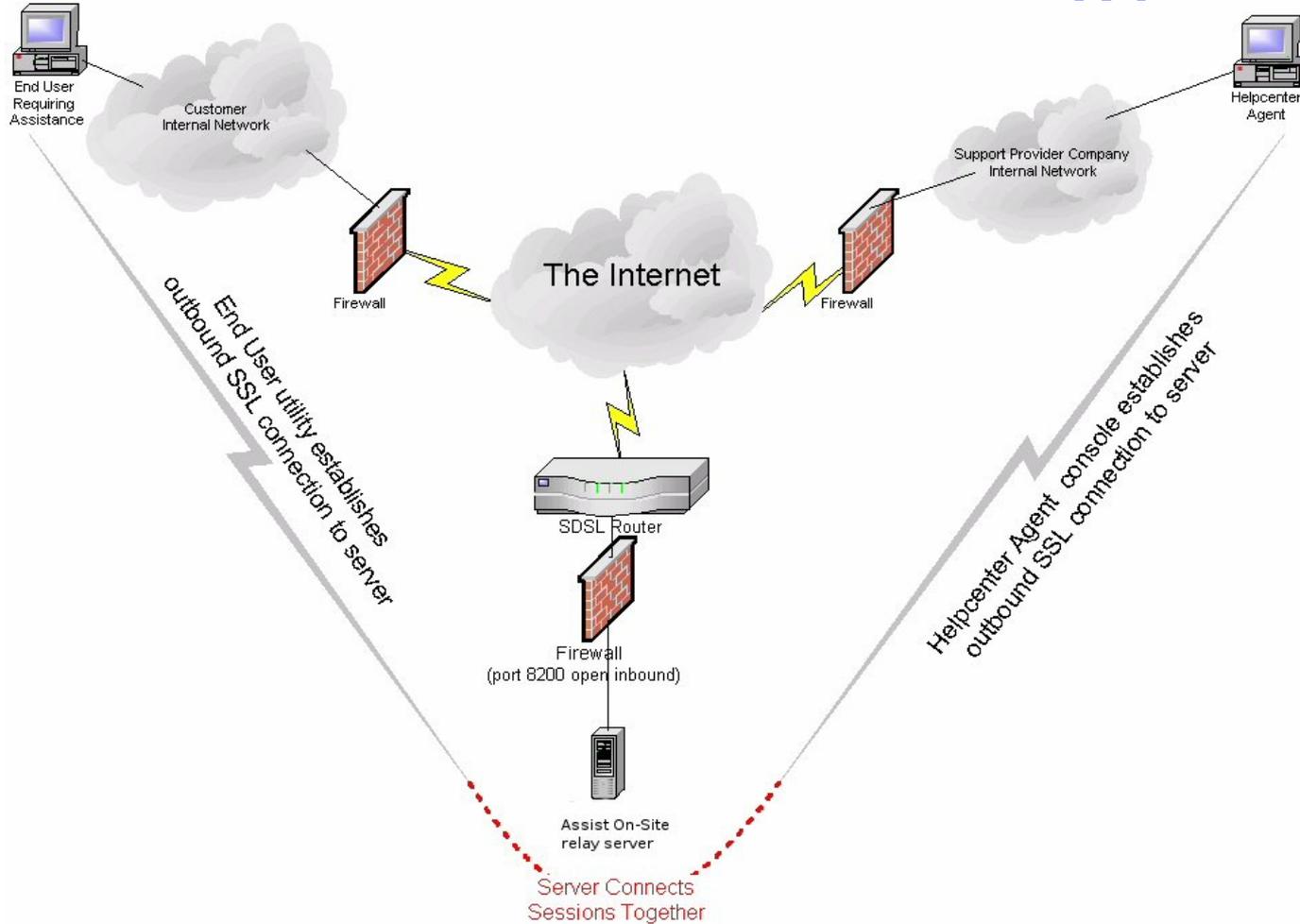
Security and Advanced Encryption

- Assist On-Site only uses outbound connections protected by state-of-the-art 128-bit Advanced Encryption Standard.
 - ▶ Prevents intruder access to the information exchanged during all Assist On-Site sessions.
 - ▶ Chat, screen sharing, screen viewing and file transfer data is encrypted end to end, and packets are never decrypted in transit by the communication servers.
 - ▶ Data can only be viewed with the Assist On-Site software.
- Once the session has been completed, IBM Support can no longer see your screen or access your computer unless you make another explicit request for support and a new connection key is generated.
- Assist On-Site only uses out-bound relays.
- Connection code is only valid for 5 minutes. New code must be generated if Assist On-Site session is not established within the 5 minute time period.

Frequently asked questions

- Can IBM Support look through files without my knowledge?
 - ▶ Absolutely not. IBM Support only sees what you see and whatever you permit them to see on your computer screen.
 - ▶ If IBM Support has been granted shared control, you see exactly what files they are accessing. You can always take control of your keyboard and mouse and end the screen-sharing session at any time.
- Are there any files or folders left on the computer after the session ends?
 - ▶ The downloaded file stays on your computer; however, the file is useless without a new “encryption key.” To download a new encryption key, you would need to initiate a subsequent session with IBM Support. Screen-sharing sessions have to be initiated by you, not IBM Support.

Customer view of AOS technology



Additional WebSphere Product Resources

- Discover the latest trends in WebSphere Technology and implementation, participate in technically-focused briefings, webcasts and podcasts at: www.ibm.com/developerworks/websphere/community/
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Questions and Answers