


## How To Install Remote Support

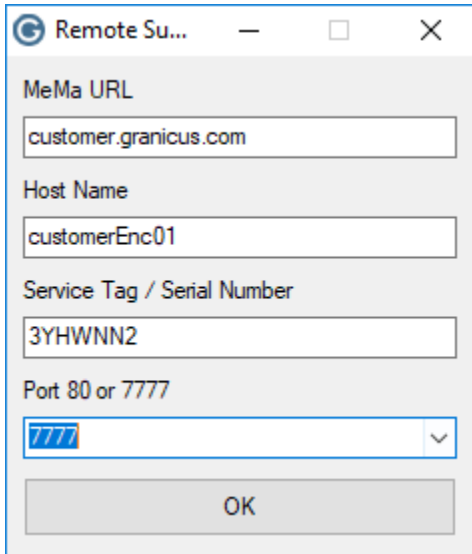
1. Initiate a GoTo meeting with the client and have them either use Remote Desktop Connection to connect to the encoder or if they have a keyboard and mouse plugged in to the encoder/PA/VCD machine, do a GoTo meeting with them directly from the machine
2. Launch <https://supporttools.granicus.com/Public/RemoteSupport/> from a browser on the machine and download the FindSiteManual.exe and RemoteSupport-Corp.msi files

### Index of /Public/RemoteSupport

Name	Last modified	Size	Description
 <a href="#">Parent Directory</a>		-	
 <a href="#">CivicaRemoteSupport.msi</a>	2016-03-14 13:06	1.0M	
 <a href="#">CustomerComputers.ClientSetup.msi</a>	2018-03-27 10:55	1.4M	
 <a href="#">DallasRemoteSetup.zip</a>	2017-03-01 06:13	5.8M	
 <a href="#">FindSiteManual.exe</a> 	2016-11-17 11:46	1.4M	
 <a href="#">LV-DallasRemoteSupport.msi</a>	2017-03-01 05:45	1.4M	
 <a href="#">RemoteSupport-Corp.msi</a> 	2016-05-23 11:25	1.0M	
 <a href="#">RemoteSupport-LV.Exe</a>	2016-10-14 16:26	1.4M	
 <a href="#">STS_RemoteSupport/</a>	2019-01-22 13:46	-	

Apache/2.4.7 (Ubuntu) Server at supporttools.granicus.com Port 443

3. Open the FindSiteManual.exe file and fill in the correct information before hitting "OK": MeMa URL, Host Name (found in GADS), Service Tag/Serial Number (which you can either leave the tag that's autopopulated or clear it out and leave it blank), Port 80 or 7777 (always try 7777 first as that is the port that GADS leverages as well, so they'll need to have that open anyway)



Remote Su... — □ ×

MeMa URL  
customer.granicus.com

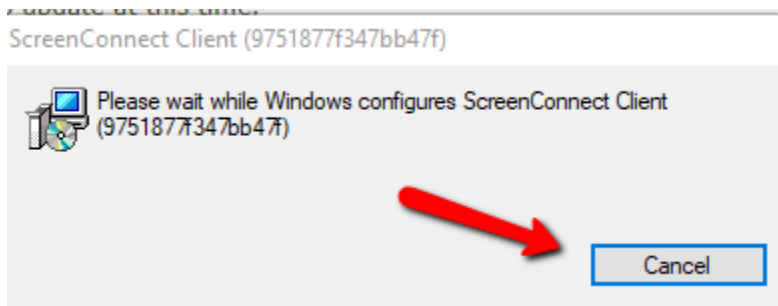
Host Name  
customerEnc01

Service Tag / Serial Number  
3YHWNN2

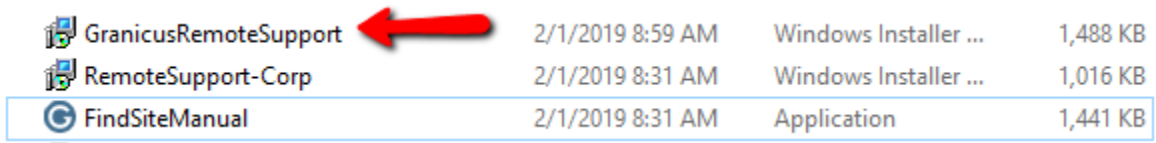
Port 80 or 7777  
7777




OK

4. If you do not see the machine populate on <https://remotesupport.granicusops.com>, open the RemoteSupport-Corp.msi file
5. If you're still not seeing the machine in Remote Support, download the FindSiteManual.exe file to your own computer and then repeat step 3, making sure to **clear the Service Tag/Serial Number field**
6. When it starts to download ScreenConnect to your own machine, select the Cancel button

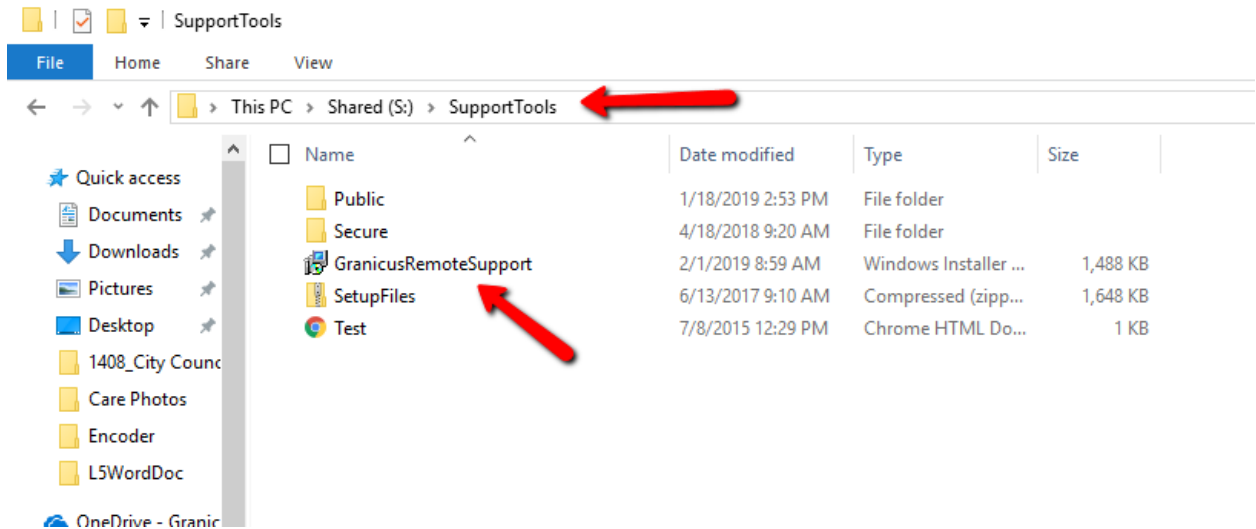


7. You'll see the GranicusRemoteSupport file populate in your Dowload folder (or wherever you downloaded the FindSiteManual file to)

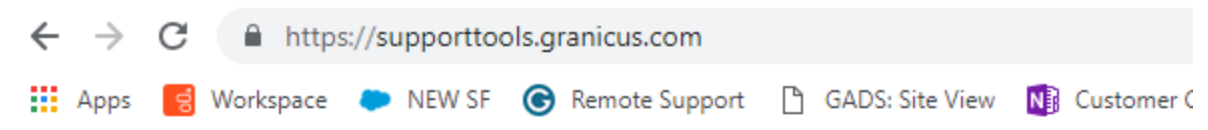


 GranicusRemoteSupport	2/1/2019 8:59 AM	Windows Installer ...	1,488 KB
 RemoteSupport-Corp	2/1/2019 8:31 AM	Windows Installer ...	1,016 KB
 FindSiteManual	2/1/2019 8:31 AM	Application	1,441 KB






8. Move the GranicusRemoteSupport file to the Shared drive under the Support Tools folder: S:\SupportTools



9. Launch <https://supporttools.granicus.com/> from a browser on the machine and download the GranicusRemoteSupport.msi file that you just uploaded via the Shared drive



## Index of /

Name	Last modified	Size	Description
 <a href="#">GranicusRemoteSupport.msi</a>	2019-02-01 07:59	1.5M	
 <a href="#">Public/</a>	2019-01-18 13:53	-	
 <a href="#">Secure/</a>	2018-04-18 08:20	-	
 <a href="#">SetupFiles.zip</a>	2017-06-13 08:10	1.6M	
 <a href="#">Test.html</a>	2015-07-08 11:29	10	

A red arrow points to the 'GranicusRemoteSupport.msi' file in the table.

*Apache/2.4.7 (Ubuntu) Server at supporttools.granicus.com Port 443*

10. That should cause a successful installation and you can then delete the GranicusRemoteSupport.msi from the Shared drive

**\* If for whatever reason it STILL doesn't install, something on their network is blocking the installation and you should send them the Technical Solutions Guide and have them verify that the correct ports and domains are open and whitelisted, particular ports 80 and 7777:**

<https://support.granicus.com/s/article/Granicus-Encoding-Appliance-Technical-Solutions-Guide-Amax>