

# RemoteView ASP Mac OS X Install Guide

RemoteView MAC OS X Install Guide

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## Notice

### <Product details>

**ASP Version : 5.4.2.2**

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## 1. Introduction

This install guide contains information about installation and removal of **RemoteView Enterprise for Mac OS X**.

- RemoteView comes in Standard, Enterprise and separate install guide is provided on the website.
- Refer to the product's specific install guide for all other information.

## 2. About RemoteView

### 2.1. What is RemoteView?

RemoteView allows you to remotely connect with and support your computers from anywhere in the world. All you need is an Internet connection and a web-browser.

### 2.2. Minimum/Recommended System Requirements

#### <Macintosh>

	Minimum	Recommended
<b>OS</b>	Mac OS X 10.6 or later	Mac OSX 10.10
<b>CPU</b>	Intel based CPU	
<b>Memory</b>	256MB or later	512MB or later
<b>Browser</b>	Safari 3.2or later	Safari 4.0 or later
	FireFox 3.0 or later	FireFox 3.5 or later
<b>Network</b>	Modem, ADSL, LAN, Public IP or Virtual IP (supports wireless)	
<b>Firewall</b>	Out Bound 80(http) / 443(https) Port Open	

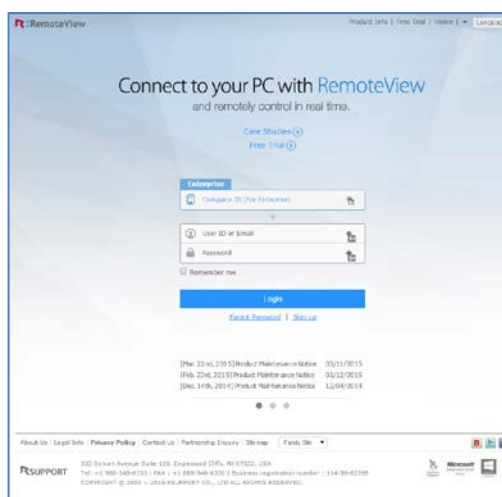
- **Java** must be installed to connect and control with RemoteView from a browser.

### 3. Installing RemoteView Launcher

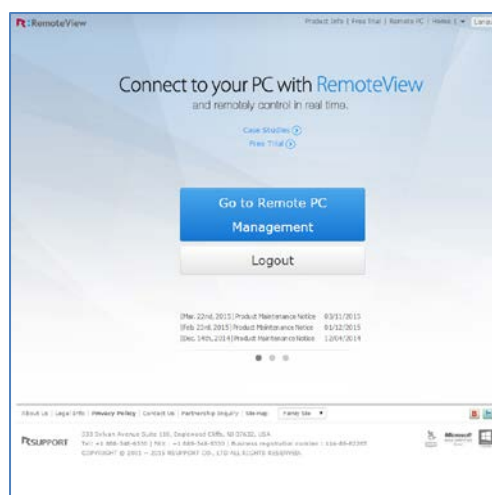
#### 3.1. Installing via Web Console

The RemoteView connection page allows all users to connect and use the RemoteView service. Administrators are able to manage various features and settings.

✓ **User Console URL :** <https://biz.rview.com/>



<Before Logging in>



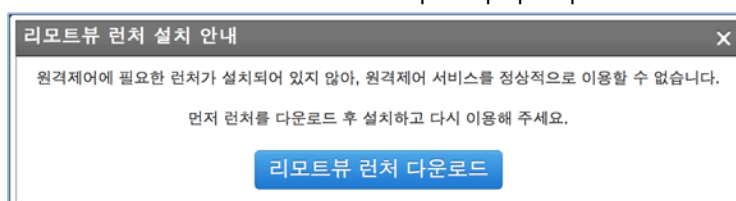
<After Logging in>

#### 3.1.1. Installing the Launcher

A. Go to User Console to get checked for Launcher installation status.

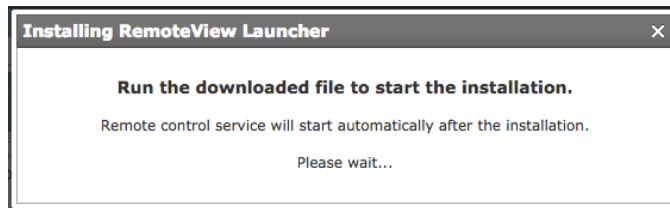
➤ If Launcher is already installed, it will be automatically updated. The steps B to E apply only when the Launcher is not yet installed.

B. RemoteView Launcher installer request pops up.



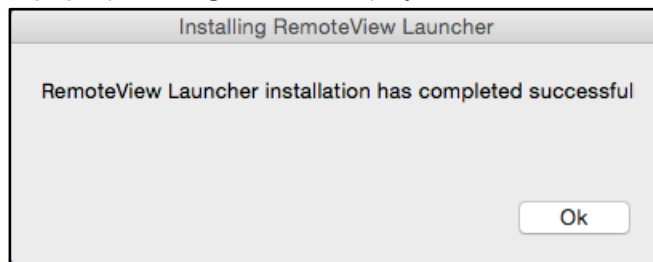
C. Press [Download RemoteView Launcher].

D. Go to the Finder and run rsplugininstaller (for Firefox, run rsplugin\_firefox).



- For Firefox browser, installation cannot continue while it is running. Close the Firefox browser and run the installer.

- E. A pop up message will be displayed as installation is completed.



### 3.1.2. Uninstalling the Launcher

- A. Go to Menu bar > Finder > Applications > Run rslauncheruninstaller.

## 4. Installing RemoteView Agent

### 4.1. Installing via Web Console

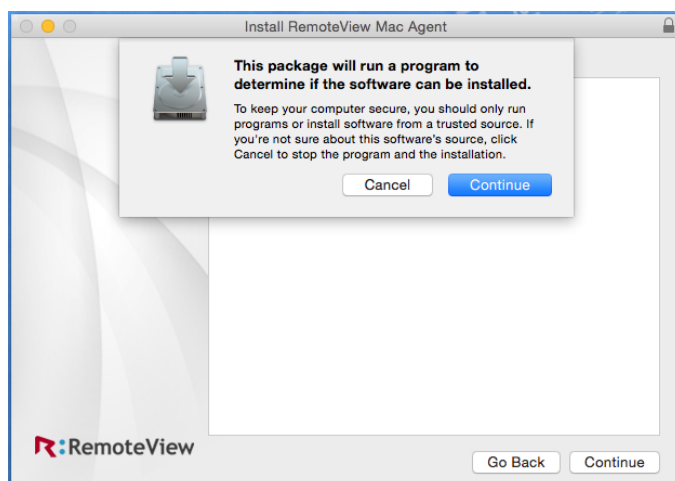
#### 4.1.1. Installing the Agent

A. Sign in to Web Console and go to "Remote PC" or "My Computers" page.

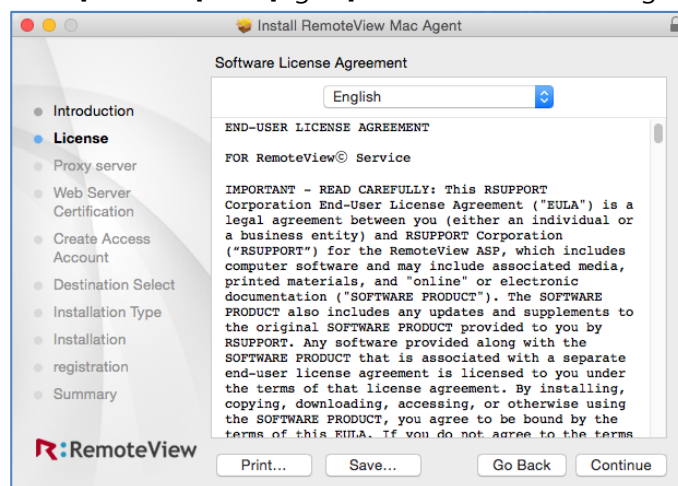
B. From the "Remote PC" page press  icon.

➤ RemoteView.pkg file will be downloaded to the Finder.

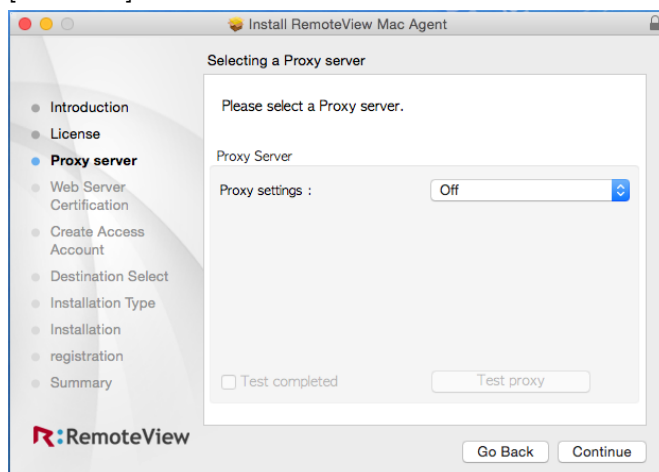
C. Open Finder and run the downloaded file "RemoteView.pkg". Press [Continue] to move to the next screen.



D. Press [Continue] and [Agree] in the License and Usage Permission screen.

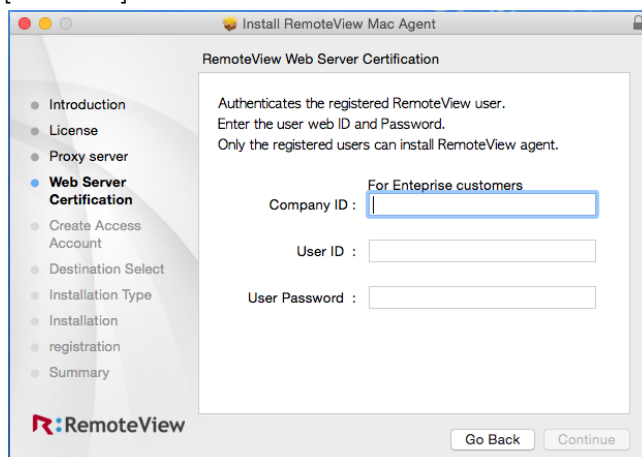


- E. Enter configuration info if needed in the proxy configuration screen and press [Continue].



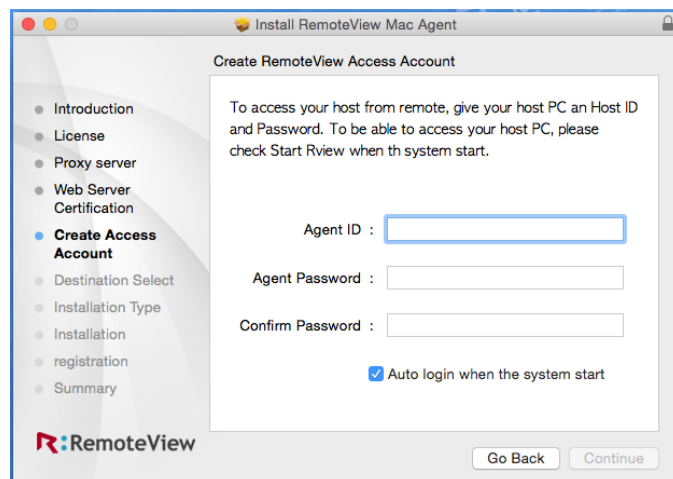
- Contact your network administrator to obtain proxy server settings if the PC is operating in a proxy environment.

- F. Enter the Company ID, User ID and Password used to sign in to Rview.com. Press [Continue].

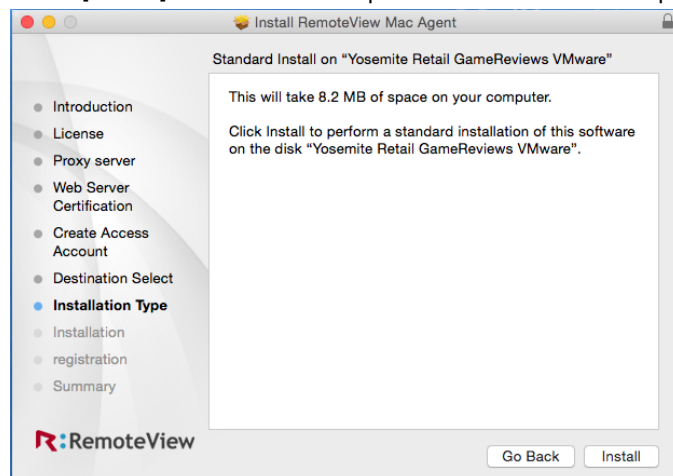


- G. Enter the Access ID and Password which is specific to the PC that the Agent is being installed to. Press [Continue].

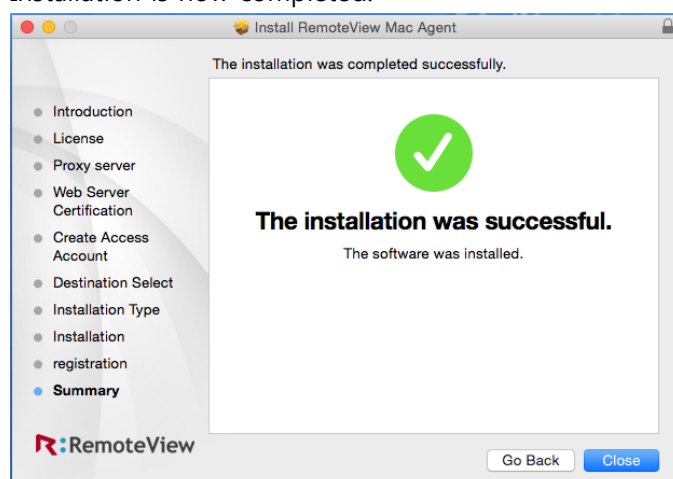




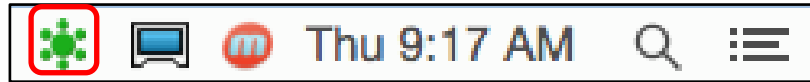
H. Press [Install] to confirm and proceed with the file copy.





I. Installation is now completed.



J. After the installation is completed successfully, RemoteView icon will appear on the tray at the right-top of the screen.



- After the installation is completed, Agent is updated automatically and icon is display in the tray. Successfully signed in agent will display the icon , but  will be displayed if it fails to sign in.

K. Go back to Web Console > Remote PC > Refresh the page to see the newly added PC.

#### 4.1.2. Uninstalling Agent

- A. Menu bar > Finder > Applications > RSupport > RemoteView > Run RemoteViewUninstaller.
- Enter the ID and Password used to sign in to Rview.com.



**For more information about RSUPPORT, please visit**

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