

RemoteView

Quick Guide: Deleting and Reinstalling an Agent



Index

- I. What is an Agent?**
- II. Deleting an Agent**
 - 1. With Access ID/PW**
 - 2. Without Access ID/PW**
- III. Reinstalling an Agent**

I. What is an Agent?

■ Agent

RemoteView program or app installed on the remote device.



■ Access account

ID and PW used to connect with the a specific remote device.

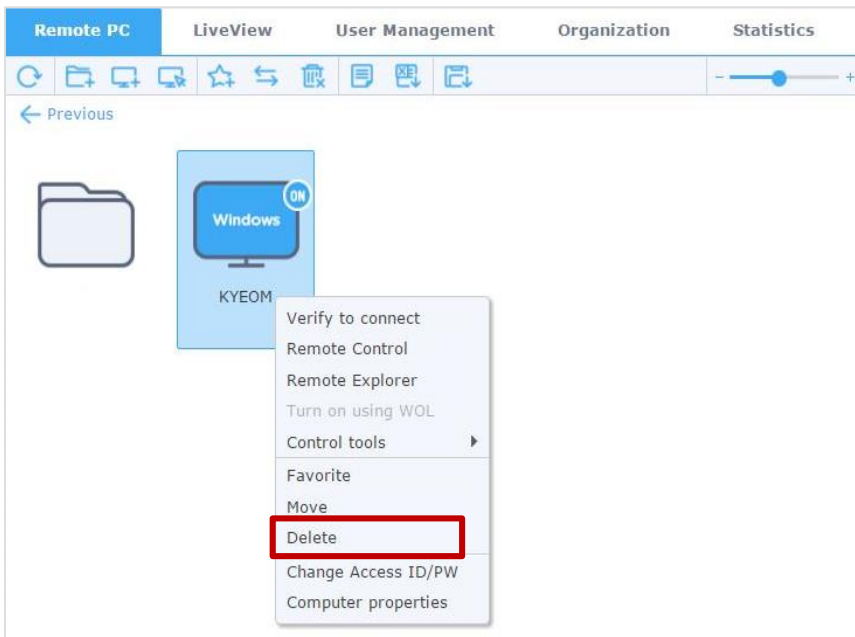
■ When should an Agent be deleted?

- ① The device (PC · Tablet · Mobile) has changed.
- ② Access information has been changed (ex. Lost ID or PW).

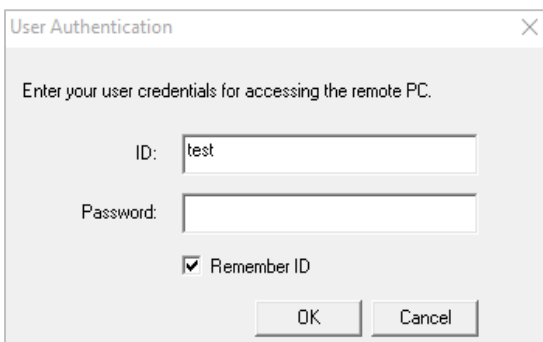
II. Deleting an Agent

■ With Access ID/PW

- ① Log in to rview.com.
- ② Right click on the device's icon to be deleted.
- ③ Select DELETE.



- ④ Enter the Access ID and PW for that Agent for verification.

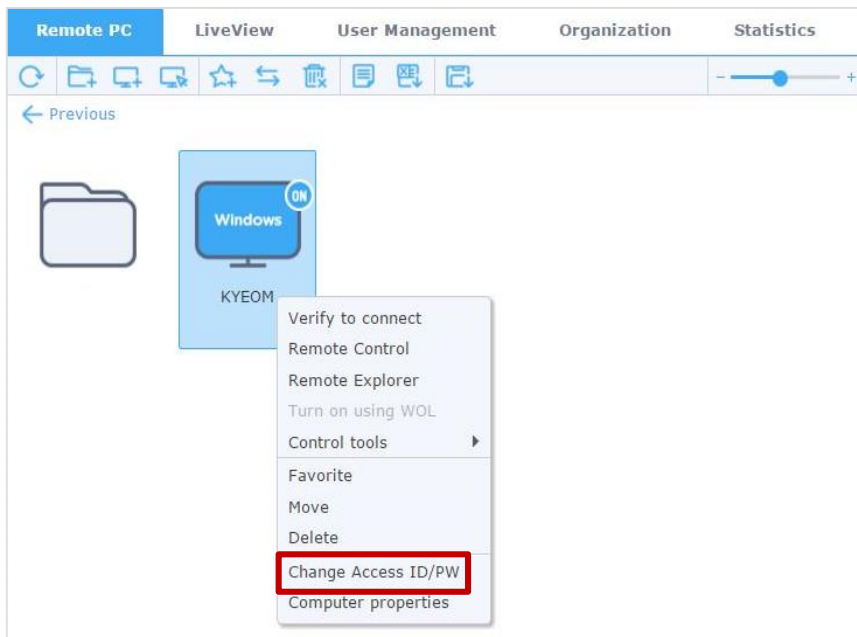


- ⑤ Agent is now DELETED.

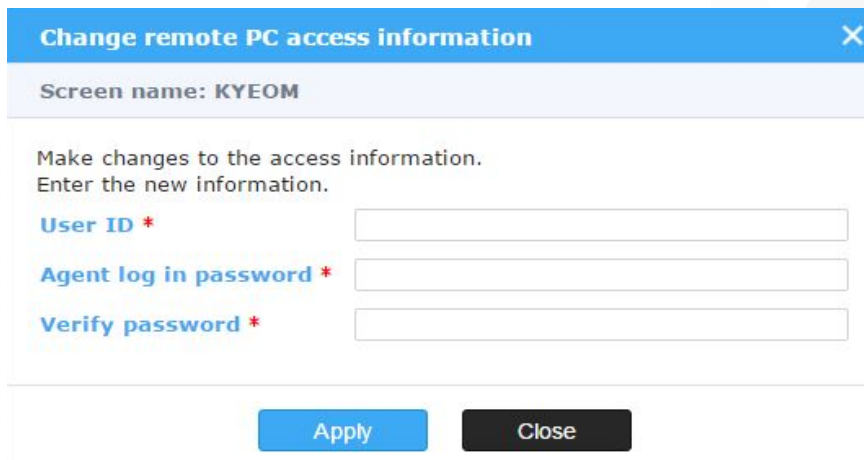
II. Deleting an Agent

■ Without Access ID/PW

- ① Log in to rview.com.
- ② Right click on the device's icon to be deleted.
- ③ Select Change Access ID/PW



- ④ Enter a new Access ID and PW and press APPLY.

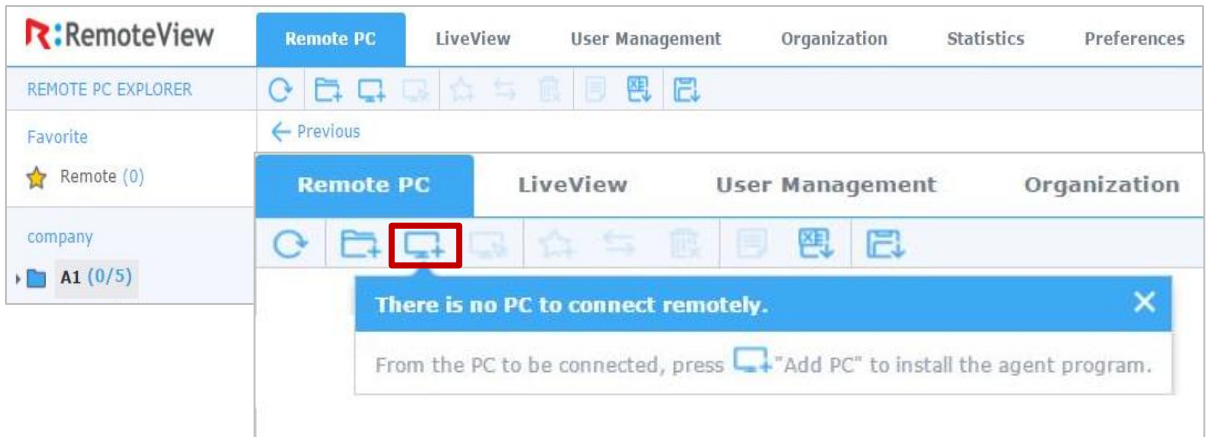
A screenshot of a dialog box titled 'Change remote PC access information'. The dialog has a blue header with a close button (X). Below the header, it says 'Screen name: KYEOM'. The main content area contains the text 'Make changes to the access information. Enter the new information.' followed by three input fields: 'User ID *', 'Agent log in password *', and 'Verify password *'. At the bottom of the dialog, there are two buttons: 'Apply' (highlighted in blue) and 'Close' (black).

- ⑤ Right click on the device's icon to be deleted.
- ⑥ Select DELETE.
- ⑦ Enter the Access ID and PW for that Agent for verification.
- ⑧ Agent is now DELETED.

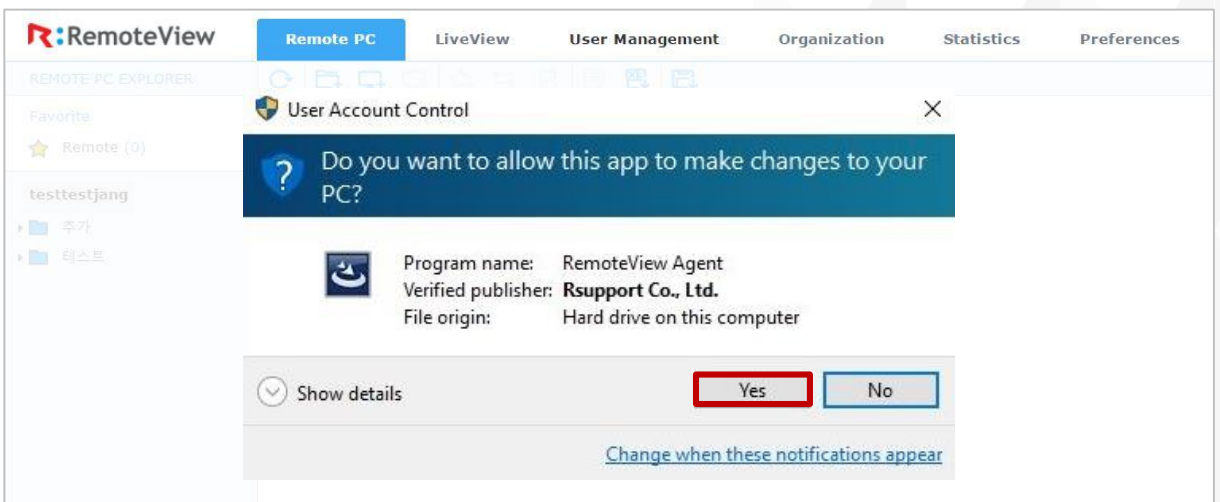
III. Reinstalling an Agent

■ 에이전트 재 설치 방법

- ① Log in to rview.com.
- ② Press ADD PC from the top menu bar.

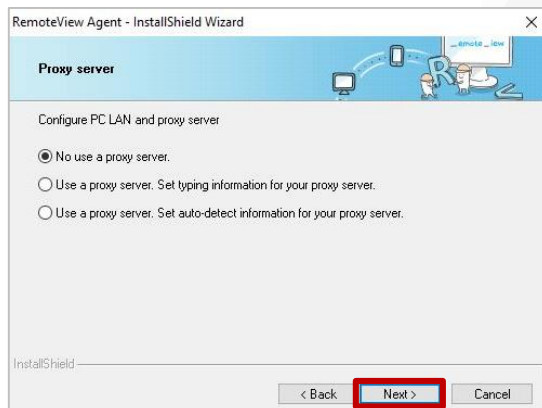
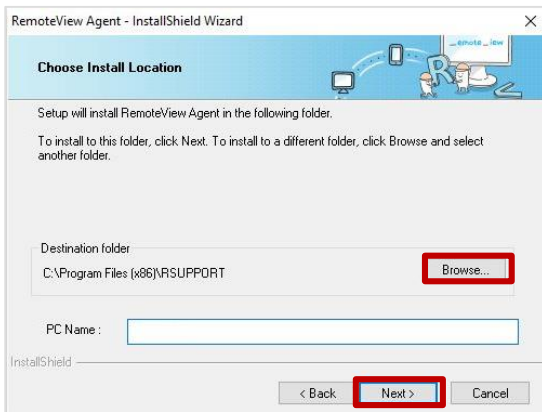
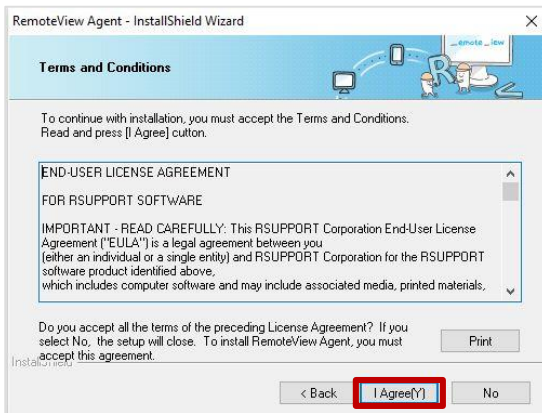
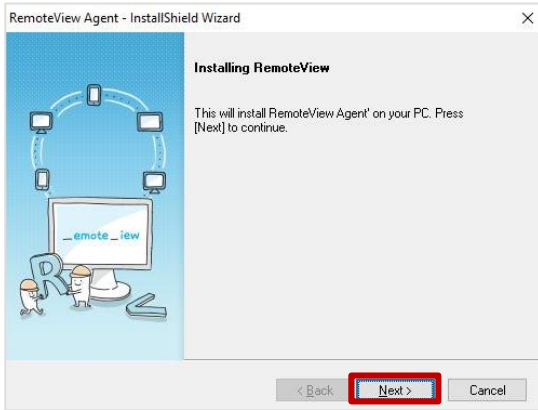


- ③ Agree to the installation.

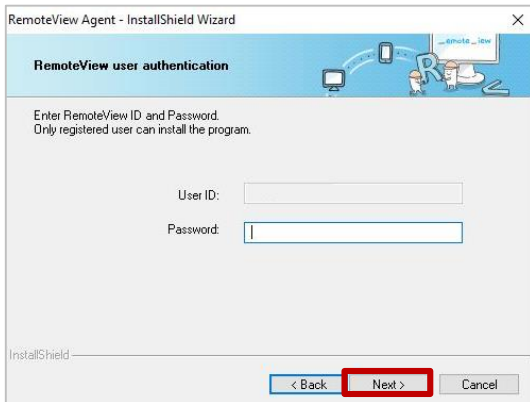


III. Reinstalling an Agent

- ④ Follow the on-screen instruction to complete the install.



III. Reinstalling an Agent



RemoteView Agent - InstallShield Wizard

RemoteView user authentication

Enter RemoteView ID and Password.
Only registered user can install the program.

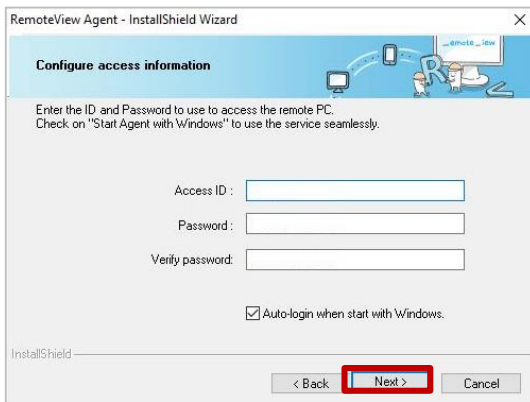
User ID:

Password:

InstallShield

< Back **Next >** Cancel

» Enter the password for the web console log in.



RemoteView Agent - InstallShield Wizard

Configure access information

Enter the ID and Password to use to access the remote PC.
Check on "Start Agent with Windows" to use the service seamlessly.

Access ID :

Password :

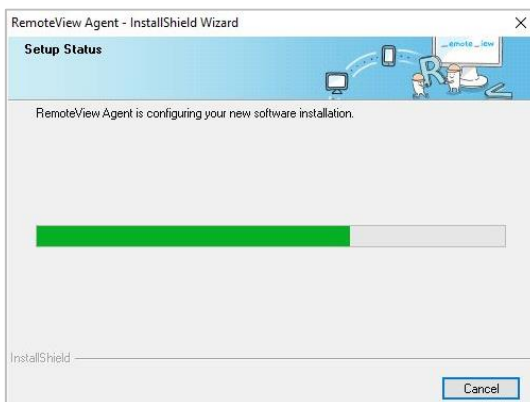
Verify password:

Auto-login when start with Windows.

InstallShield

< Back **Next >** Cancel

» Create a new Access ID and PW specific to this Agent.



RemoteView Agent - InstallShield Wizard

Setup Status

RemoteView Agent is configuring your new software installation.

Progress bar (partially filled)

InstallShield

Cancel



RemoteView Agent - InstallShield Wizard

Install success notification

RemoteView Agent® installation has completed. Thank you for choosing RemoteView.

Install Remote Printer Driver

InstallShield

< Back **Finish** Cancel

III. Reinstalling an Agent

⑤ Verify the installation by pressing the REFRESH button.



» Press 'REFRESH' button to update all Agent's current status.

⑥ Agent is now INSTALLED.

Thanks

