Single Customer Attended App

Abstract

This guide is intended to aid technicians using Remote Support to set up Single Customer Attended Application. Technicians can distribute the app to all computers from where users join sessions frequently.

1. Download the .exe file

You can get the executable from www.fastsupport.com/attended-app

2. Optional command line parameters

All parameters have to be enclosed in double quotes.

To start the application with a given Session ID:
"G2A-RS Customer Attended App.exe" "/MeetingID 805008953"

To start the application in service mode (admin rights needed):
"G2A-RS Customer Attended App.exe" "/StartAsService YES"
"G2A-RS Customer Attended App.exe" "/StartAsService NO"

To change the language of the UI append:
"G2A-RS Customer Attended App.exe" "/Language EN"

"/Language EN"
"/Language DE"
"/Language ES"
"/Language IT"
"/Language FR"
"/Language PT"

If language parameter is not provided the default language of users operating system will be used.
If the operating language is not supported by G2A it will fallback to "/Language EN".

3. Example command lines

Starting from a network share:
"\\myshare\mysubfolder\G2A-RS Customer Attended App.exe" "/StartAsService NO" "/Language EN"

Starting the pre deployed program from the desktop of a windows computer:
"G2A-RS Customer Attended App.exe" "/StartAsService YES" "/Language EN"

If user does not have admin permissions "/StartAsService YES" will start with lower permissions.