

Employee Desktop Live Viewer

Lets you monitor User activities on Network



- ☆ Invisible monitoring of computer activities
- ☆ Surveillance camera for computers
- ☆ Monitor many computers from one central application.
- ☆ Create & schedule online and offline recordings.
- ☆ Increase work efficiency and output

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Introduction

Congratulations, you have just downloaded Employee Desktop Live Viewer, the best tool to monitor activities of many computers from one central location.

Employee Desktop Live Viewer software is very easy to use and is a complete solution to track activities of computers remotely. It becomes the perfect solution for System Administrators, Managers, Companies of large-medium-and small scale to track activities which could be harmful to any organization.

This powerful tool helps you to track any computer on Network and provides complete information of the activities performed by users. It provides two setup files, first the **Viewer setup** and second, the **Agent setup**.





Viewer setup is installed on the Server computer which will monitor the computer activities and the **Agent setup** will be installed on the remote target computer(s) for which monitoring has to be performed. The Agent can be installed remotely (*with administrative rights only*) and manually to the computer systems.

Employee Desktop Live Viewer also provides options to create **Online and Offline recordings** where the activities can be recorded and saved to AVI files for future references. To promote stealth or the invisible monitoring of target computer(s), we facilitate you with the options whether or not to inform the users about the monitoring of their activities.

With Employee Desktop Live Viewer, you can be assured to have the most advanced, quick and accurate, and reliable monitoring of user activities.

Interactive Messages

To notify important information and instructions which provides additional help information, we have used interactive messages illustrated through a set of symbols which will guide you to the key information and settings:

Symbol	Name	Description
	Help	Provides help information related to the action and recommends options which can be performed to avoid any unpleasant situation.
	Information	Provides information about the results of a command. It offers no choice to the users.
	Note	Provides important points which need to be considered for the proper execution of any action.
	Warning	Informs the user about a situation that may require a decision.

Minimum System Requirements

Employee Desktop Live Viewer software requires minimum system requirements to run which are as follows:

Operating System: Windows Vista, Windows XP 64-bit/XP 32-bit, Windows NT/2000, Windows 98/ME.

RAM: 128 (256 recommended)

Disk Space: 100MB free disk space

Disk Space to Save the Recordings: Both the Server and Client computer(s) should have 500MB of free disk space to save the Online and Offline Recordings.



Employee Desktop Live Viewer will face difficulties in performing and saving the Online and Offline recordings which are scheduled by the administrator, if the Server and Client computer(s) do not meet the minimum disk space requirements.



It is recommended that administrators should use a spare hard disk of 50 GB to 60 GB to save the recordings performed with Employee Desktop Live Viewer. Software utilizes more disk space to save the captured images.

Network Speed: Network Cable and Network Speed should be in very good condition. Employee Desktop Live Viewer gathers entire information through Network. For this it needs good configuration and working of the Network. If the Network requirements for the software prove insufficient then the administrator can face the instances of disconnected mode, and freeze screen.

Section 1: Installation of Viewer

Install Viewer of Employee Desktop Live Viewer

This section covers the step to install Viewer on the Server computer.

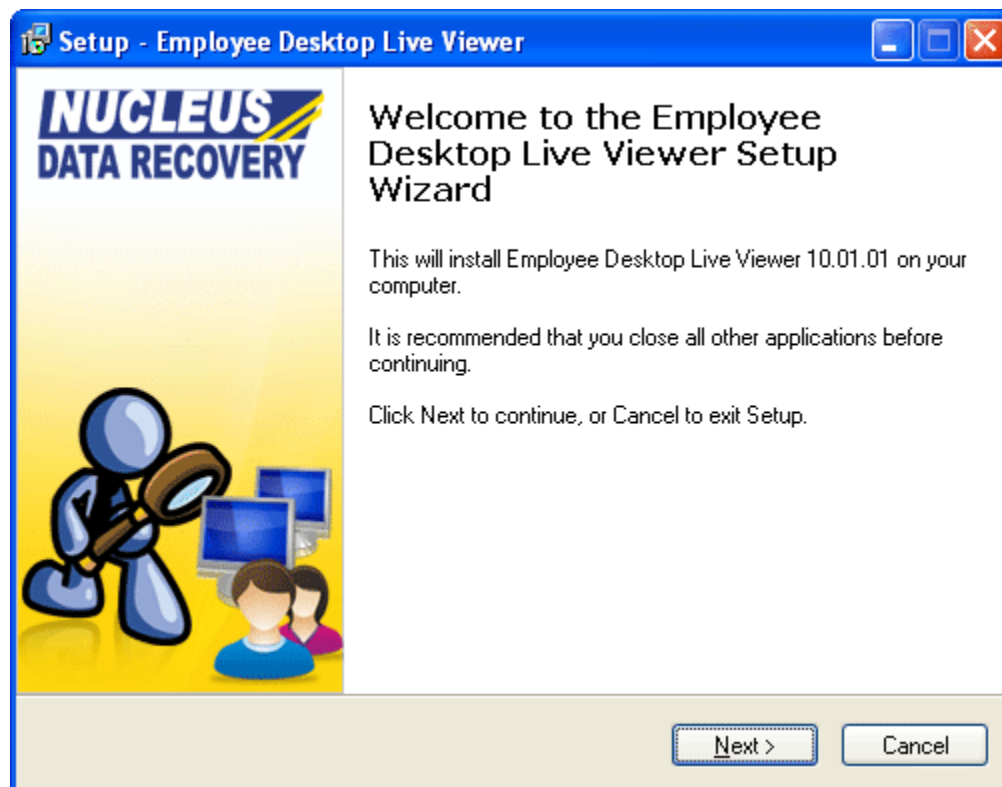
It is as simple to install, as you install any other software setup on your computer. Here you need to install the Employee Desktop Live Viewer Software Setup on the Server computer which will be used to monitor target computer(s).

When you download Employee Desktop Live Viewer software setup file from our website, it consists of two executable files: **EmployeeDesktopLiveVieweAgentSetup.exe** and **EmployeeDesktopLiveViewerSetup.exe**.

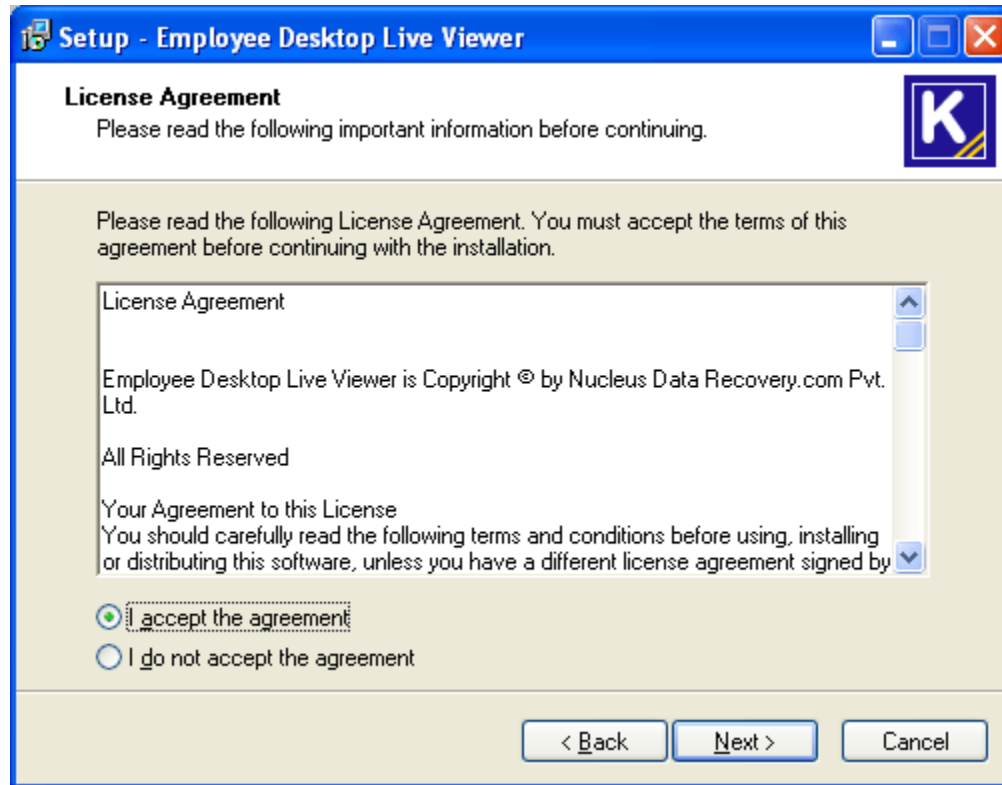
The EmployeeDesktopLiveViewerSetup.exe is installed on Server computer and EmployeeDesktopLiveVieweAgentSetup.exe is installed on remote target computer(s).

Install the Viewer of Employee Desktop Live Viewer

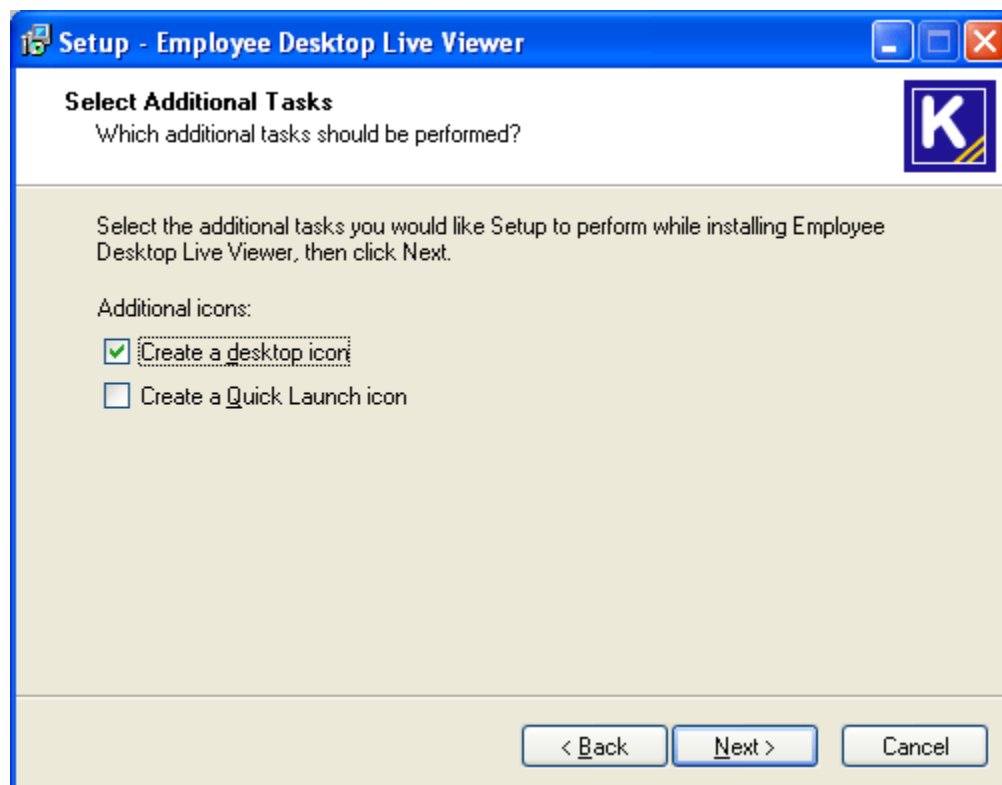
1. Double click the **EmployeeDesktopLiveViewerSetup.exe** icon.
2. Setup – Employee Desktop Live Viewer window will appear.



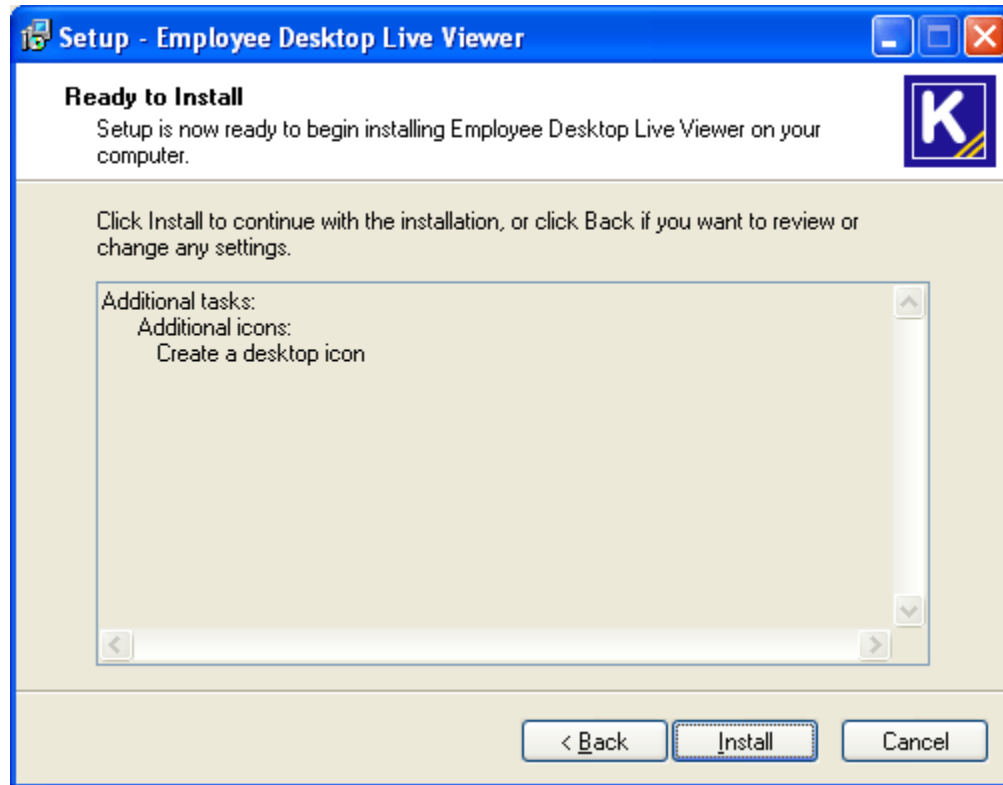
Click the **Next** button to continue with the installation.



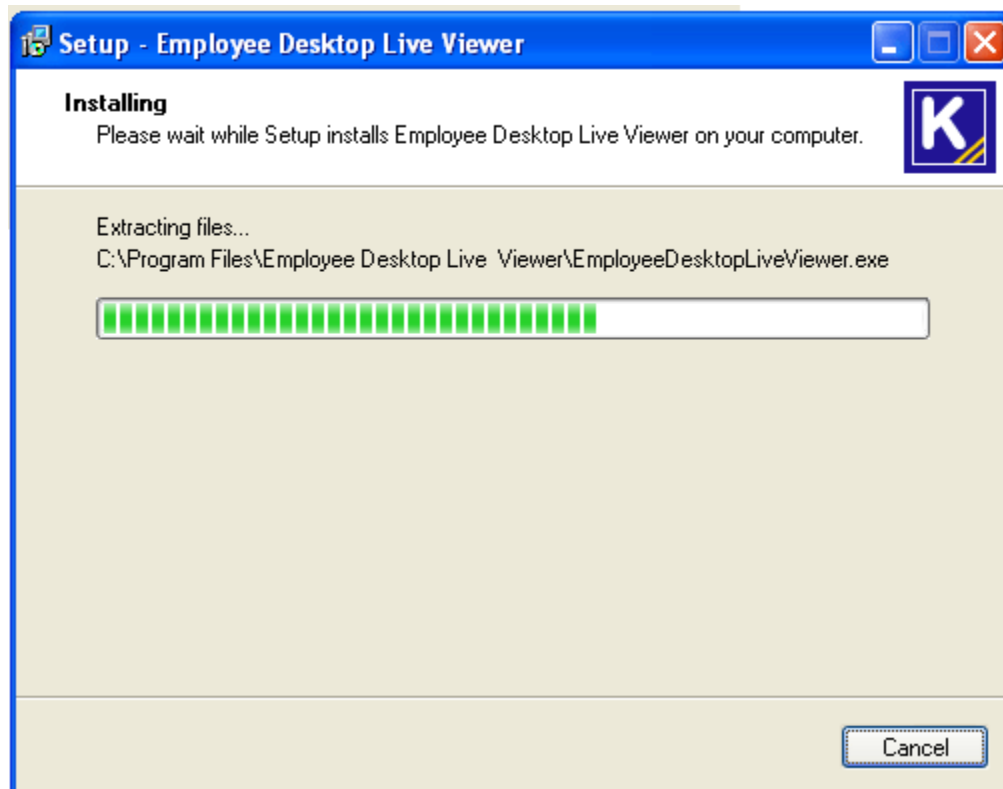
3. Accept the License Agreement by selecting **I accept the agreement** and click **Next** button to continue.



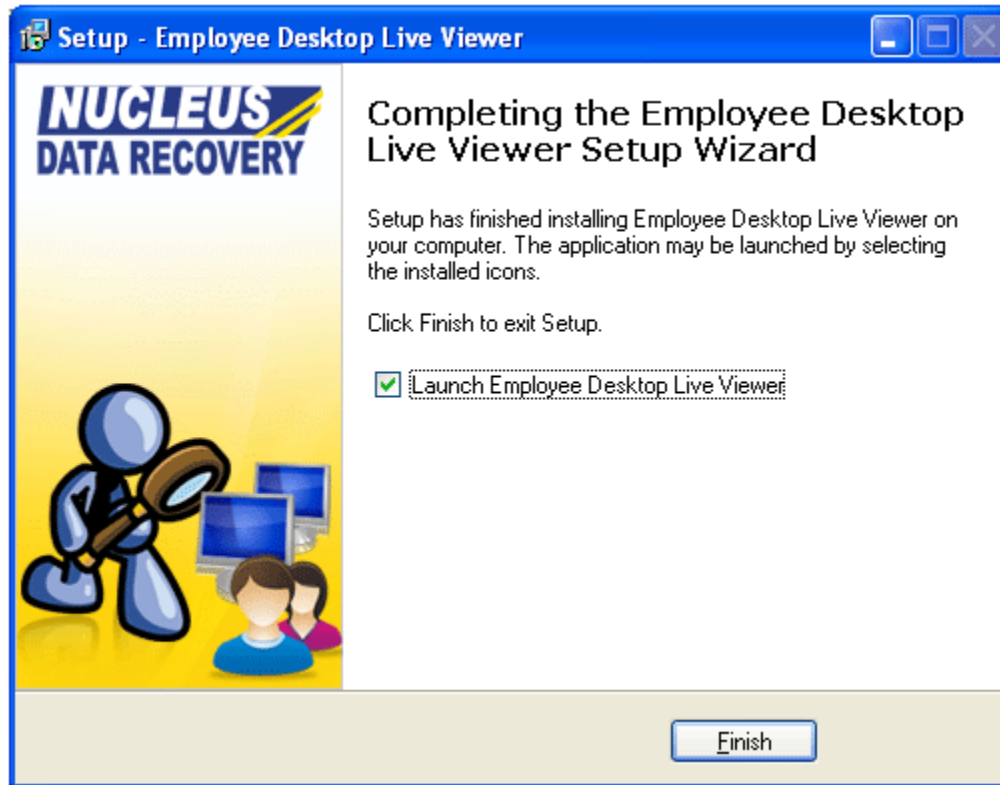
4. Select the Shortcut icons: **Create a desktop icon** or **Create a Quick Launch icon** and click **Next** button to continue.



5. Click the **Install** button to start the process of installing the Viewer.



After successfully installing the setup, the Setup wizard will display the following screen:



6. Select **Launch Employee Desktop Live Viewer** to launch the Viewer. If you want to launch the Viewer later then do not select this option.
7. Click **Finish** to complete the installation process.

The main window of Employee Desktop Live Viewer will get launched. You need to start with **Registration of Computer(s)** from Network to start the process of monitoring.

Section 2: Installation of Agent

Introduction

The agent of Employee Desktop Live Viewer software is the medium between Server computer and Target computer(s) that are selected for the monitoring of their activities. The agent transfers required information to the Viewer which then displays those activities on its screen.

Employee Desktop Live Viewer provides two ways to install the Agent on target computer(s): **Remote Installation** and **Manual Installation**.

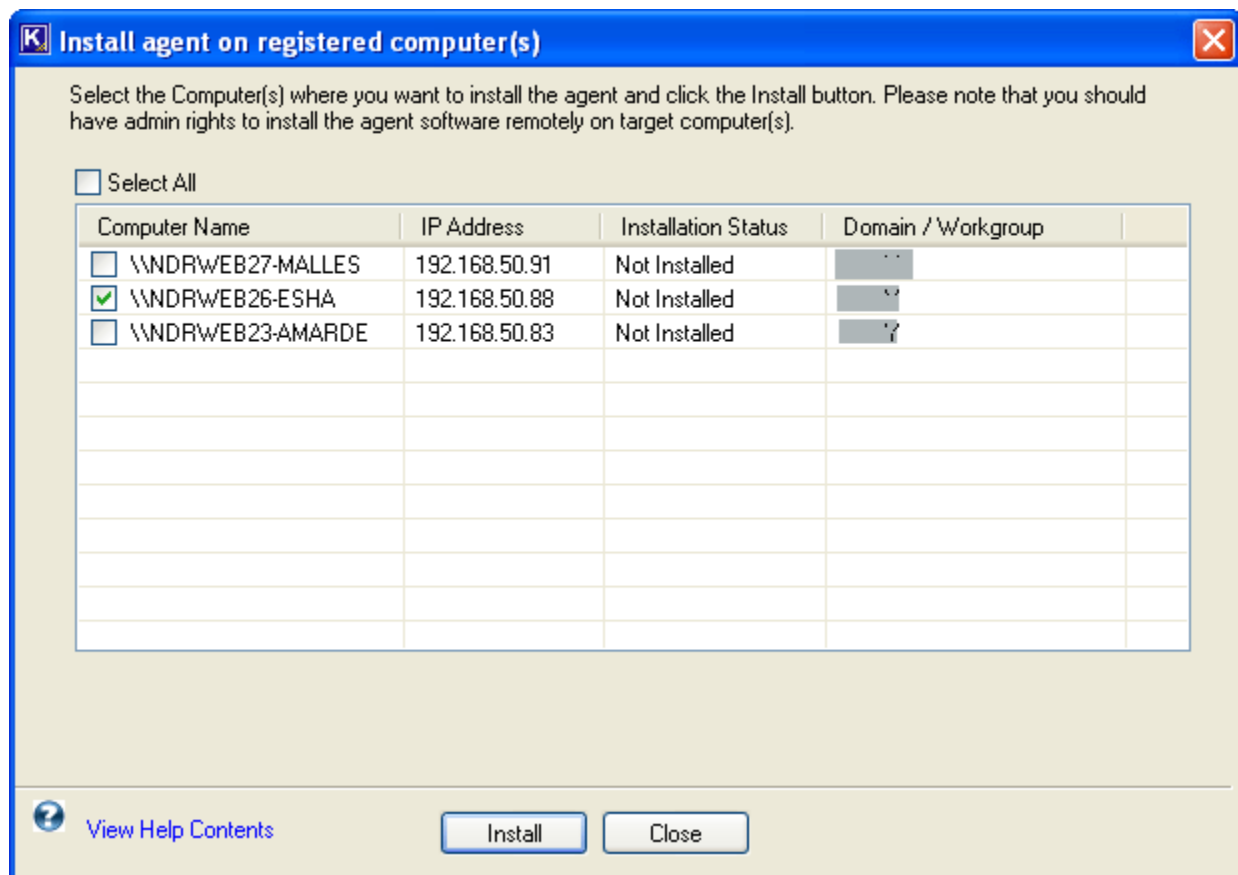
Steps to install Agent with both options are discussed below.

Install Agent Remotely

This section covers the steps to install agent from Viewer on the remote target computer(s).

Before starting to install the agent of Employee Desktop Live Viewer remotely to the target computers, the administrator must ensure that the Windows firewall and installed anti-virus are turned Off. ([View the section to configure the antivirus settings](#))

1. Launch Viewer of **Employee Desktop Live Viewer** on Server computer.
2. **Register** computers for monitoring. (it is mandatory)
3. On the **Options** menu, click **Install Agent** or click the **Install Agent** button from the Getting Started Section of main window. The **Install agent on registered computer(s)** dialog box will appear:

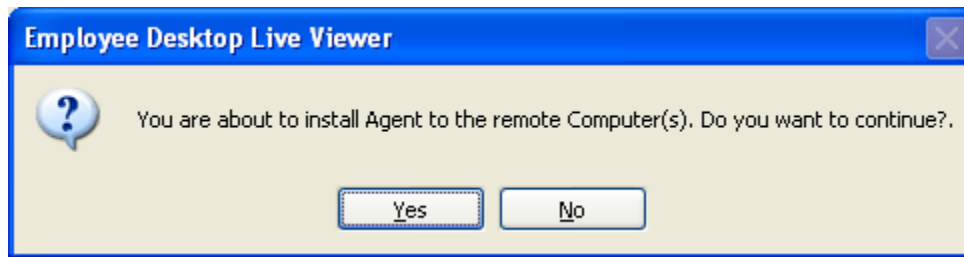


4. The dialog box displays the list of Computer(s) from Network where Agent is not installed with their IP address and Domain name. Select the **Computer Name** where you want to install the Agent and click **Install** button.

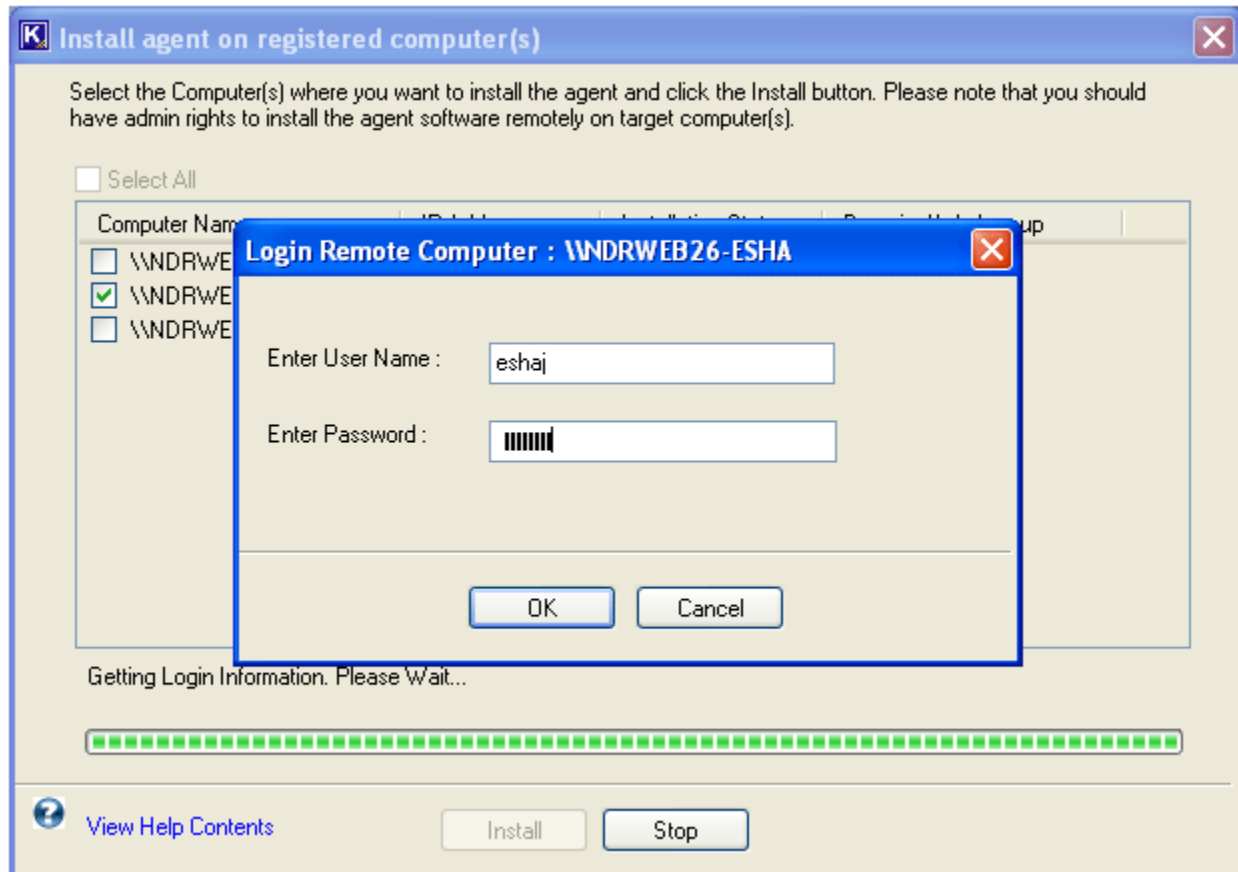


The Server computer should have administrative privileges to access the remote computer(s). Complete administrative rights are required to install the Agent remotely to target computer(s) on Network.

The information box will appear:



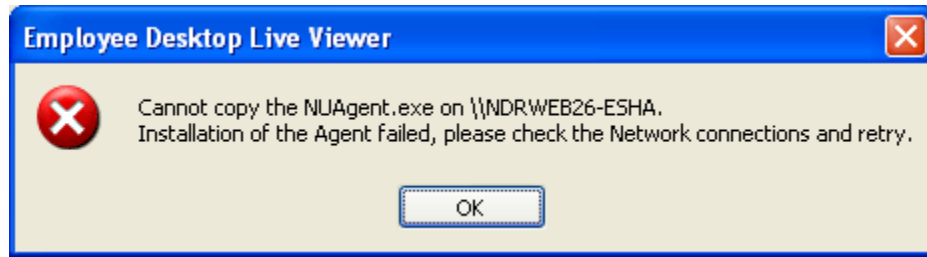
5. Click **Yes** to continue with the agent installation and **No** to cancel. When you click **Yes**, software displays the Login window:



Type the **User name and password** of target computer that has been selected for remote agent installation and click the **OK** button.

If the login details are correct then the software will display the success message for agent installation.

If software faces difficulties in installing the agent setup, then the following message will be displayed:



This message requires check of the following:

- Login details of the target computer.
- Network connectivity
- Working of the target computer (Closed, Restarting)

The agent will successfully get installed to the remote target computer with the remote method of agent installation.

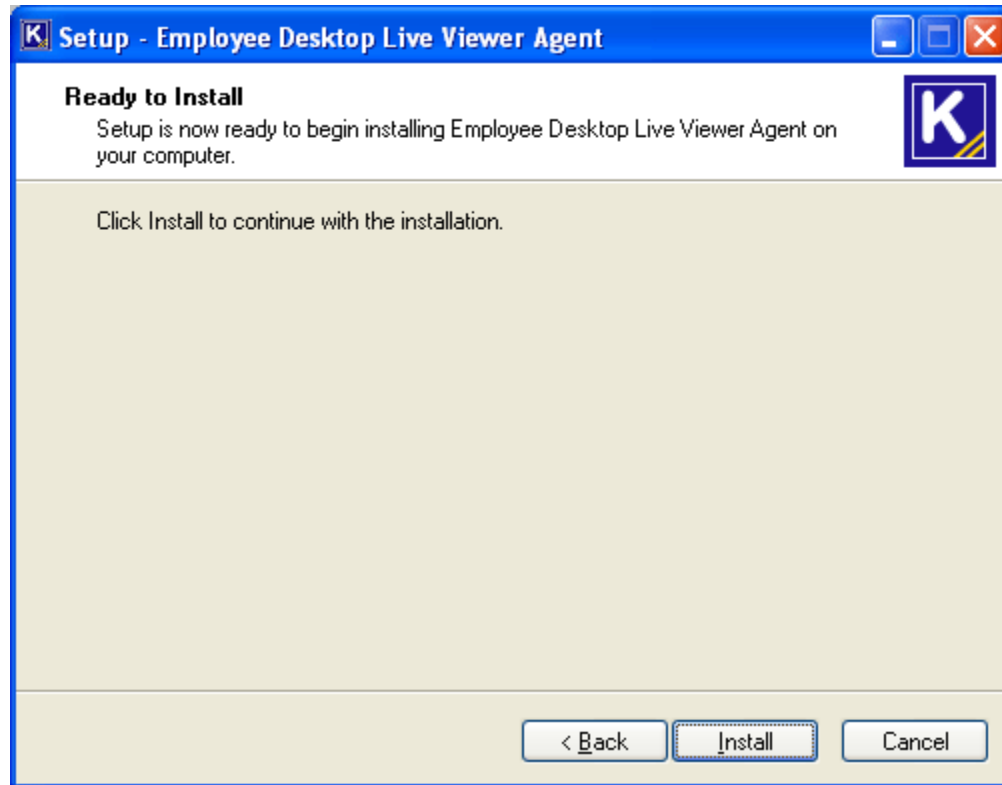
Install Agent Manually

Agent of Employee Desktop Live Viewer software can be installed to the target computers by copying the agent setup file to the system drive and install the application by executing it manually.

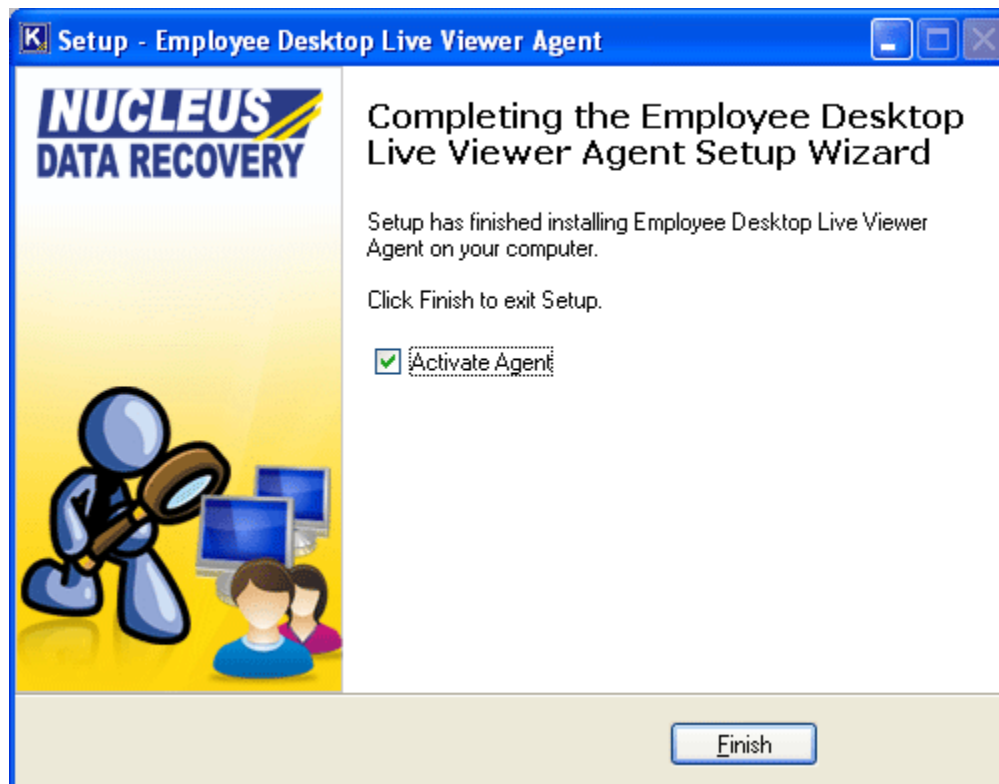
1. Copy the agent setup to a drive location on target computer:
2. Double-click the setup file. Setup installation screen will appear:



3. Click the **Next** button to continue.



4. Click the **Install** button to continue. Software will start installing the agent.
5. Select the **Activate Agent** option to activate the agent otherwise, you will require to activate it manually later on. ([view the steps to activate agent](#))



6. Click the **Finish** button. The process of installing the agent is complete.

Activate Agent

If the Agent has not been activated at the time of installation or is not responding to Viewer then the services need to be started/re-started manually on the target computer. You can refresh the Agent services from Viewer by right-clicking on the target computer thumbnail and selecting **Refresh Agent**.

Employee Desktop Live Viewer provides two EXE files for Agent that run in Task Manager of the target computer: **services.exe** and **svchost.exe**. Both the EXE's should be in running state on the target computer for successful monitoring.

To activate Agent

1. Double-click **My Computer** icon from the desktop.
2. Select the drive where Windows operating system is installed. (*here we will select the drive C*)
3. Double-click the **C drive** and select the **Windows** folder. Double-click the selected folder to view the folder contents.
4. Select and double-click the **System32** folder to view its contents.
5. Find the folders: **ZX_Ag** and **ZX_Wh**.
6. Select and double-click the **ZX_Ag** folder to view the folder contents. It will contain two items: **KernelSettings folder** and **services.exe**
7. Select and double-click **services.exe**. The Agent will get activated on the target computer.
8. Similarly the **svchost.exe** can be activated from the **ZX_Wh** folder.

Section 3: Antivirus Configuration

Introduction

The agent of Employee Desktop Live Viewer needs to be included in the Exclusion list of the Antivirus program being used in your Organization. Some of the antivirus programs might conclude the agent as a spy ware or ad ware.

This section explains the steps to unblock the agent where antivirus programs Symantec Norton and Kaspersky Internet Security are used. The steps to unblock agent on Windows firewall are also illustrated.

Windows Firewall

Windows firewall needs to be turned OFF or ON for the proper installation of the agent files on target computer(s). If you select to enable the firewall then you need to include the agent files to Exclusion list of Windows Firewall.

If the Windows Firewall is turned OFF /disabled then it is not required to include the agent files to Exclusions list. Agent of Employee Desktop Live Viewer can be installed to the target computer(s) with turned ON Windows firewall. Windows firewall if turned OFF may affect the computer from other viruses and attacks.

Below mentioned are the steps to turn ON and OFF the Windows firewall and include the agent files to Exclusions list for Windows operating systems:

- Windows XP
- Windows Vista
- Windows 7

For Windows XP:

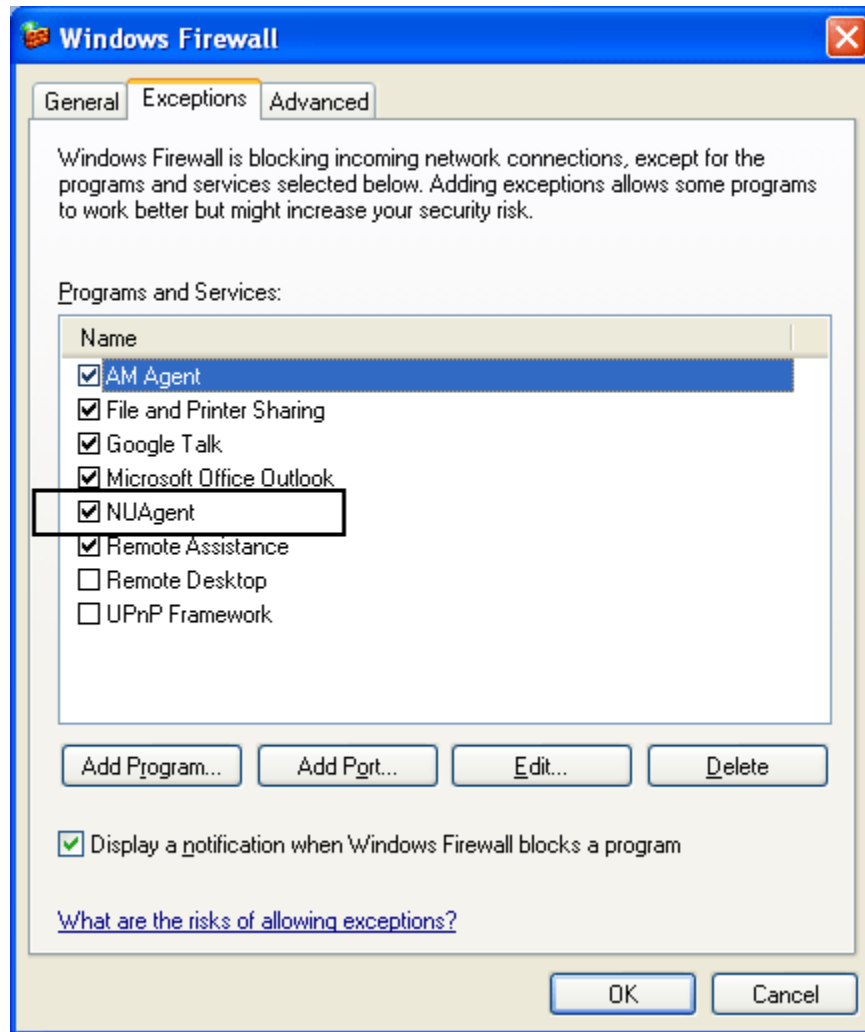
When Windows Firewall is turned ON:

To unblock the agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **Windows Security Alert** window, click the **Unblock** button.



The NUAgent will get added to the Exceptions list of Windows Firewall:



Alternatively, the Agent files can be added to the Exceptions list through the **Add Program...** button.

To add the agent files to exclusion list

1. In the **Windows Firewall** window, click the **Add Program...** button.
2. In the **Add a Program** window click the **Browse** button and select the following paths one by one:

%Windows%\System32\Zx_Ag\Services.exe

%Windows%\System32\Zx_Wh\Svchost.exe

3. Click **OK** to close the window.

Turn OFF Windows Firewall:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **Windows Firewall**.
3. In the Windows Firewall window, select the option **Off (not recommended)** and click the **OK** button to close the window.

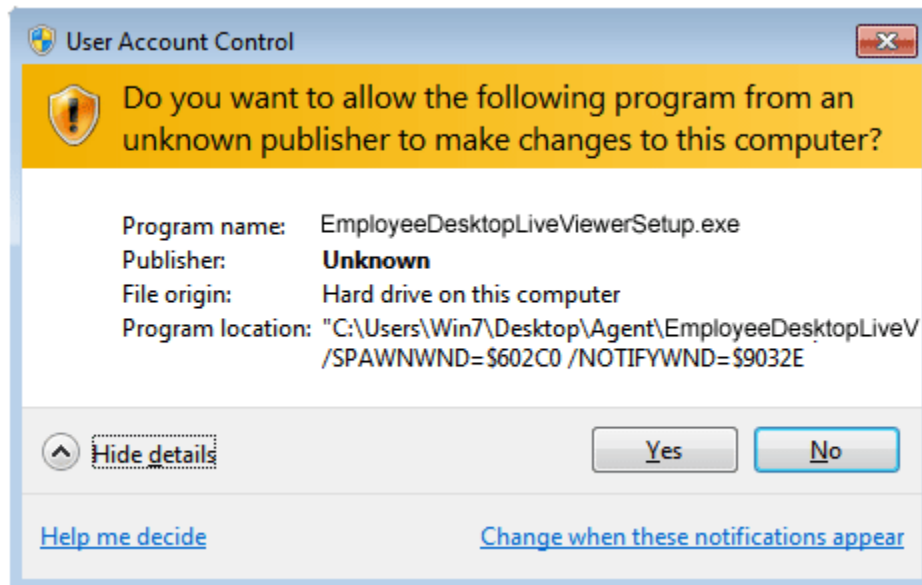
The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

*For Windows Vista:***When Windows Firewall is turned ON:**

Below mentioned are the steps to install agent where Windows firewall is kept ON:

To unblock the agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **User Account Control** window, click the **Allow** option to allow the installation of agent setup.



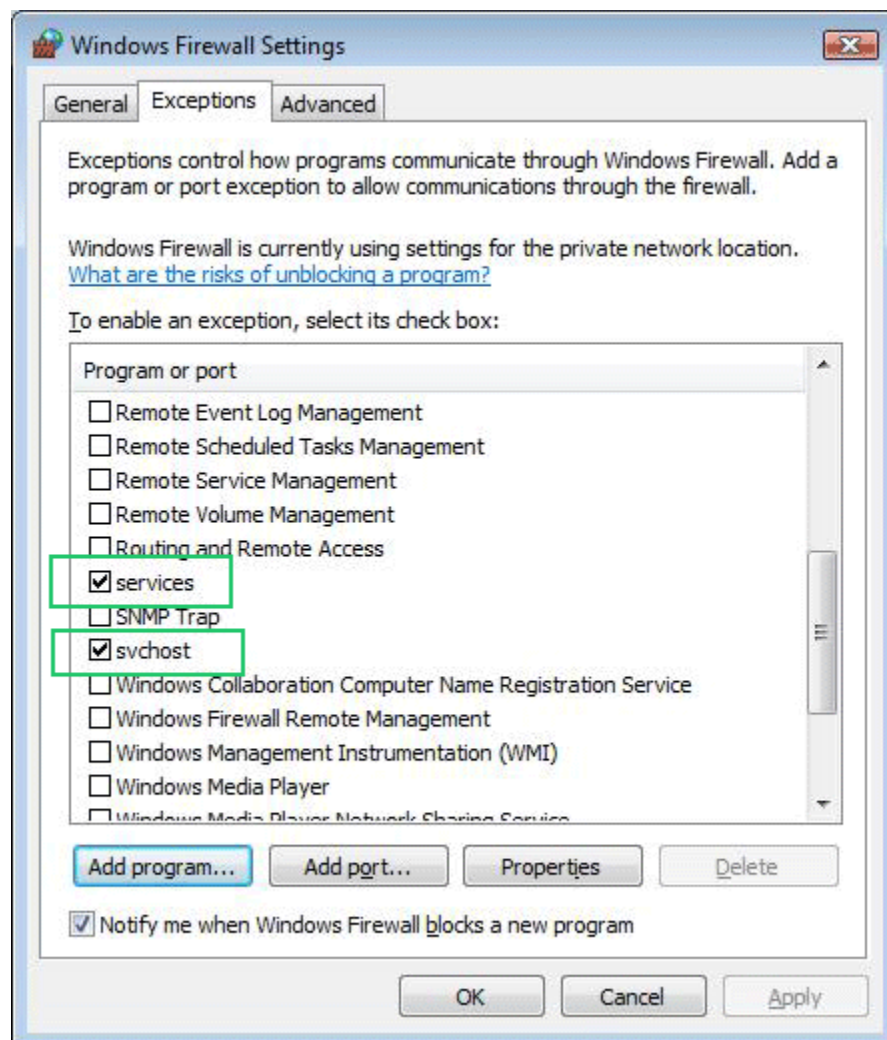
After this the agent setup will get installed to the target computer system. You need to include the Agent files to exceptions list of the Windows firewall so that it will not block the agent from functioning.

To add the agent files to exclusion list

1. In Control Panel, click the **Security** option.
To open Security window, click **Start**, click **Control Panel** and then double-click the **Security** option. In Security window, double-click **Windows Firewall**.
2. In the Windows Firewall window, click the option **Allow a program through Windows Firewall** from the left panel.
3. Windows will ask your permission to change the Windows Firewall Settings. Click **Continue** to provide the confirmation of your action.
4. In the **Windows Firewall Settings** window, select the **Exceptions** tab.
5. Click **Add program...** button to add the agent files for exclusion. In the Add a Program window browse and list the files from the following location:

%Windows%\System32\Zx_Ag\Services.exe

%Windows%\System32\Zx_Wh\Svchost.exe



The agent files will get added to the list. Click **OK** to close the window.

When Windows Firewall is turned OFF:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **Security** and then select **Windows Firewall**.
3. In the Windows Firewall window, select the option **Turn Windows Firewall on or off** from the left panel.
4. Windows will ask your permission to change the Windows Firewall Settings. Click **Continue** to provide the confirmation of your action.
5. In the **Windows Firewall Settings** window, select the **General** tab.
6. Now select the **Off (not recommended)** option and click the **Apply** and **OK** buttons.

The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

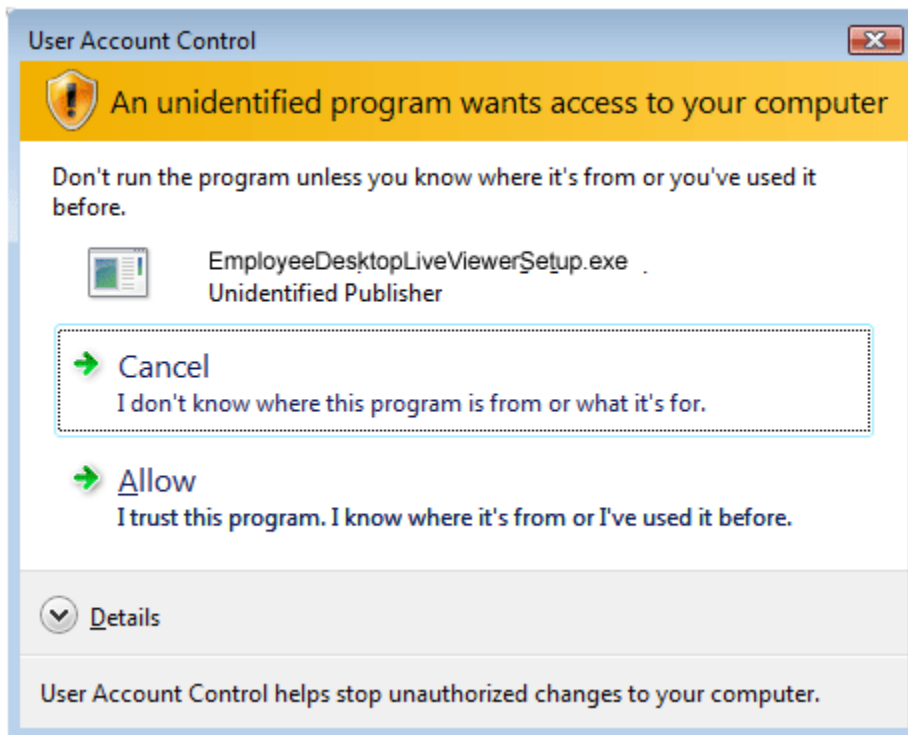
For Windows 7:

When Windows Firewall is turned ON:

Below mentioned are the steps to install agent where Windows firewall is kept ON:

To unblock the agent

1. Run the **Agent** setup. As you start the installation, Windows firewall will alert you for this action.
2. In **User Account Control** window, click the **Yes** button to allow the installation of agent setup.



After this the agent setup will get installed to the target computer system. You need to include the Agent files to exceptions list of the Windows firewall so that it will not block the agent from functioning.

To add the agent files to exclusion list

1. In Control Panel, open **System and Security** or **Windows Firewall**.

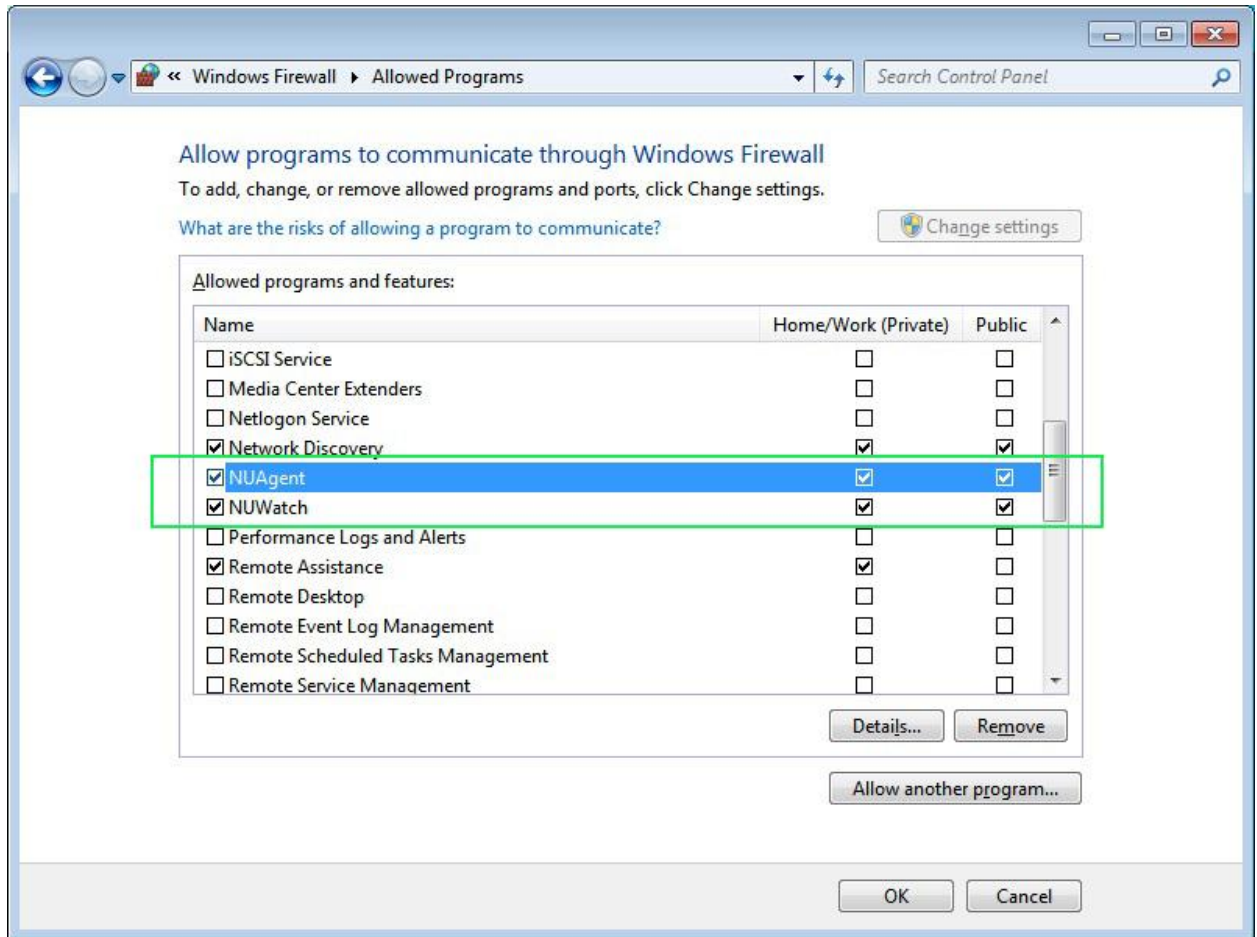
To open System and Security, click **Start**, click **Control Panel** and then double-click the **System and Security** option. In System and Security window, double-click **Windows Firewall**.

2. In the Windows Firewall window, click the option **Allow a program or feature through Windows Firewall** from the left panel.
3. In the Allowed Programs window, click **Change Settings** button to enable the **Allow another program...** button.
4. Click **Allow another program...** and then browse and list the agent files from following location:

%Windows%\System32\Zx_Ag\Services.exe

%Windows%\System32\Zx_Wh\Svchost.exe

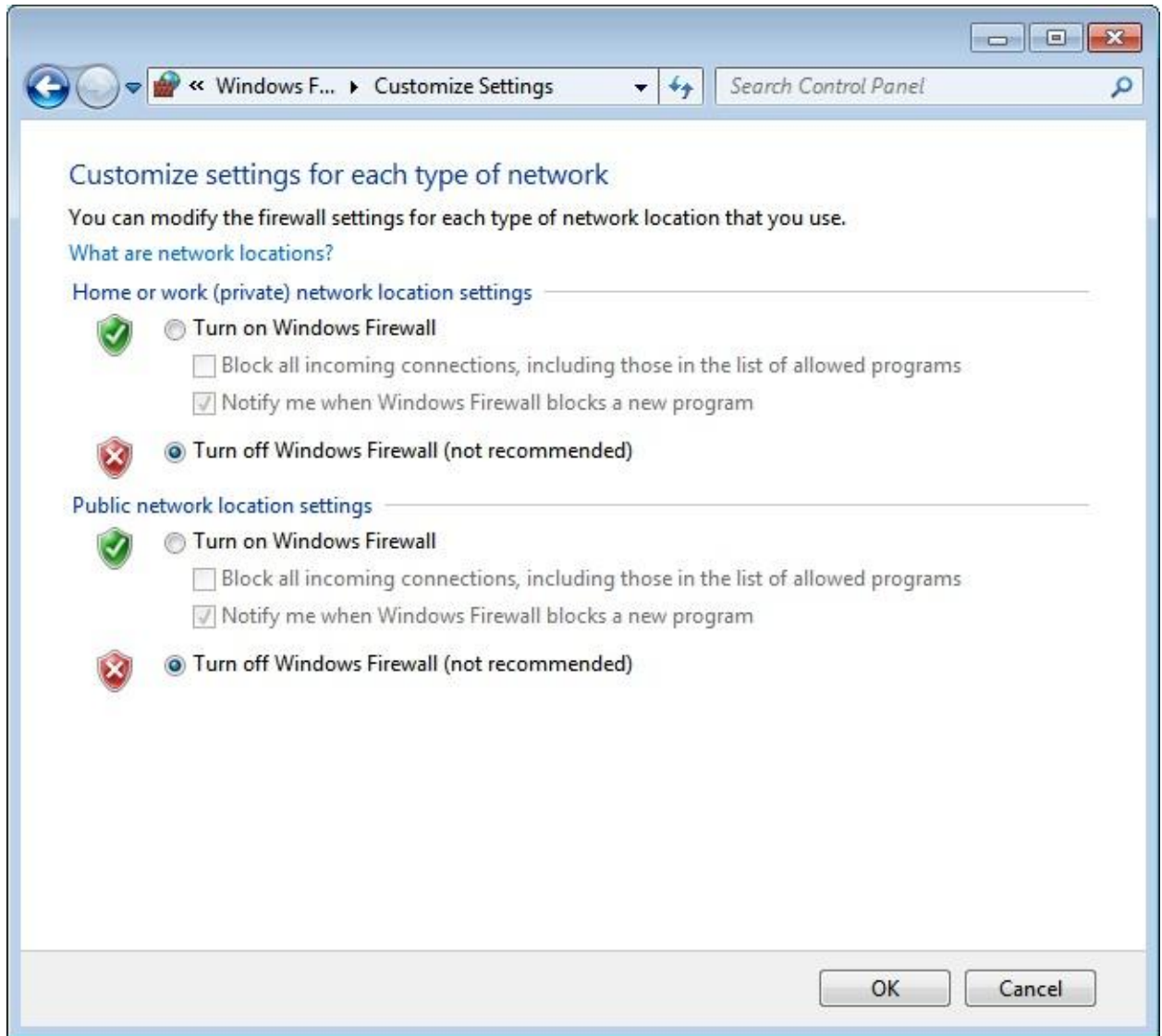
The agent files will get added to the list. Click **OK** to close the window.



When Windows Firewall is turned OFF:

To turn off Windows firewall

1. Click the **Start** button, and then click **Control Panel**.
2. In the **Control Panel** window, double-click **System and Security** or **Windows Firewall**.
3. In the Windows Firewall window, select the option **Turn Windows Firewall on or off** from the left panel.
4. In the Customize Settings window, select the option **Turn off Windows Firewall (not recommended)**.



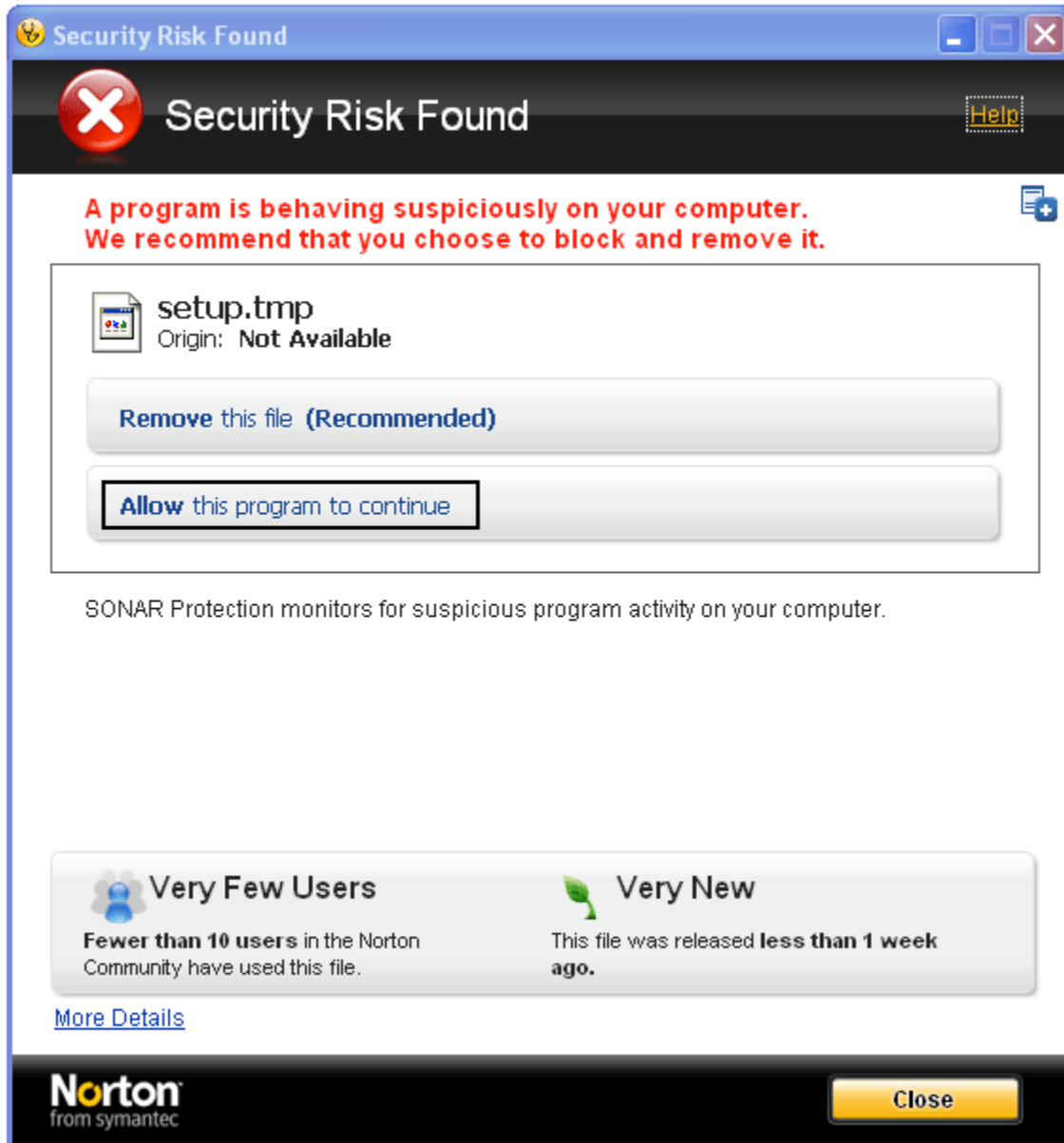
5. Click **OK** to close the window.

The agent and agent files have been successfully unblocked and added to the Exclusions list of the Windows firewall.

Other Antivirus Applications

Symantec Norton

As the agent setup is executed on the target computer(s), Norton displays the following window:

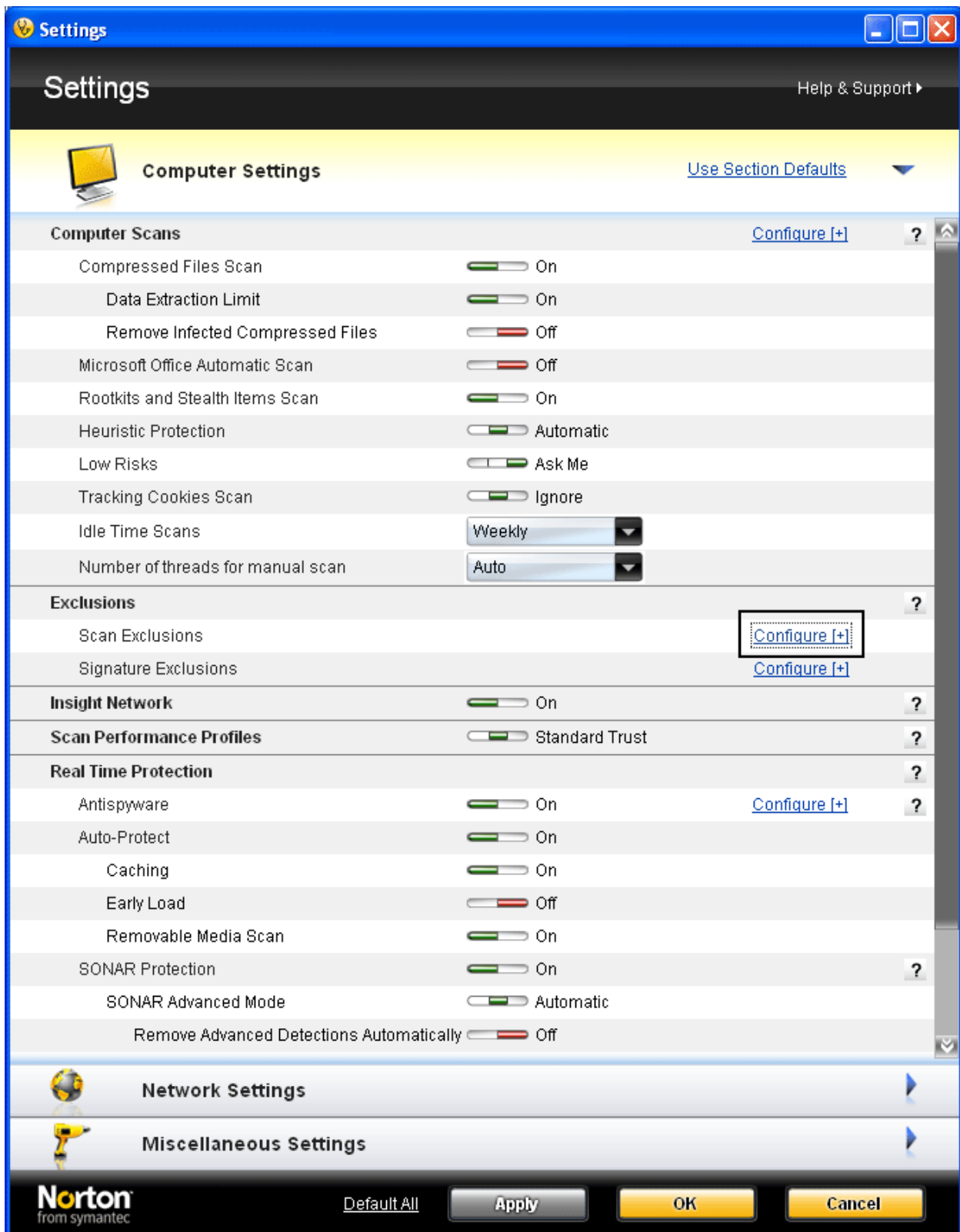


Click the **Allow this program to continue** option. Symantec Norton will then allow the installation of the agent setup.

After successfully installing the agent setup, you need to include the agent files in Exclusions list of the antivirus program.

To exclude the agent files

1. Launch the Symantec Norton antivirus program.
2. Click the **Settings** link. In the **Computer Settings** section, click the **Exclusions** tab.
3. In the Exclusions section select **Scan Exclusions > Configure [+]**.

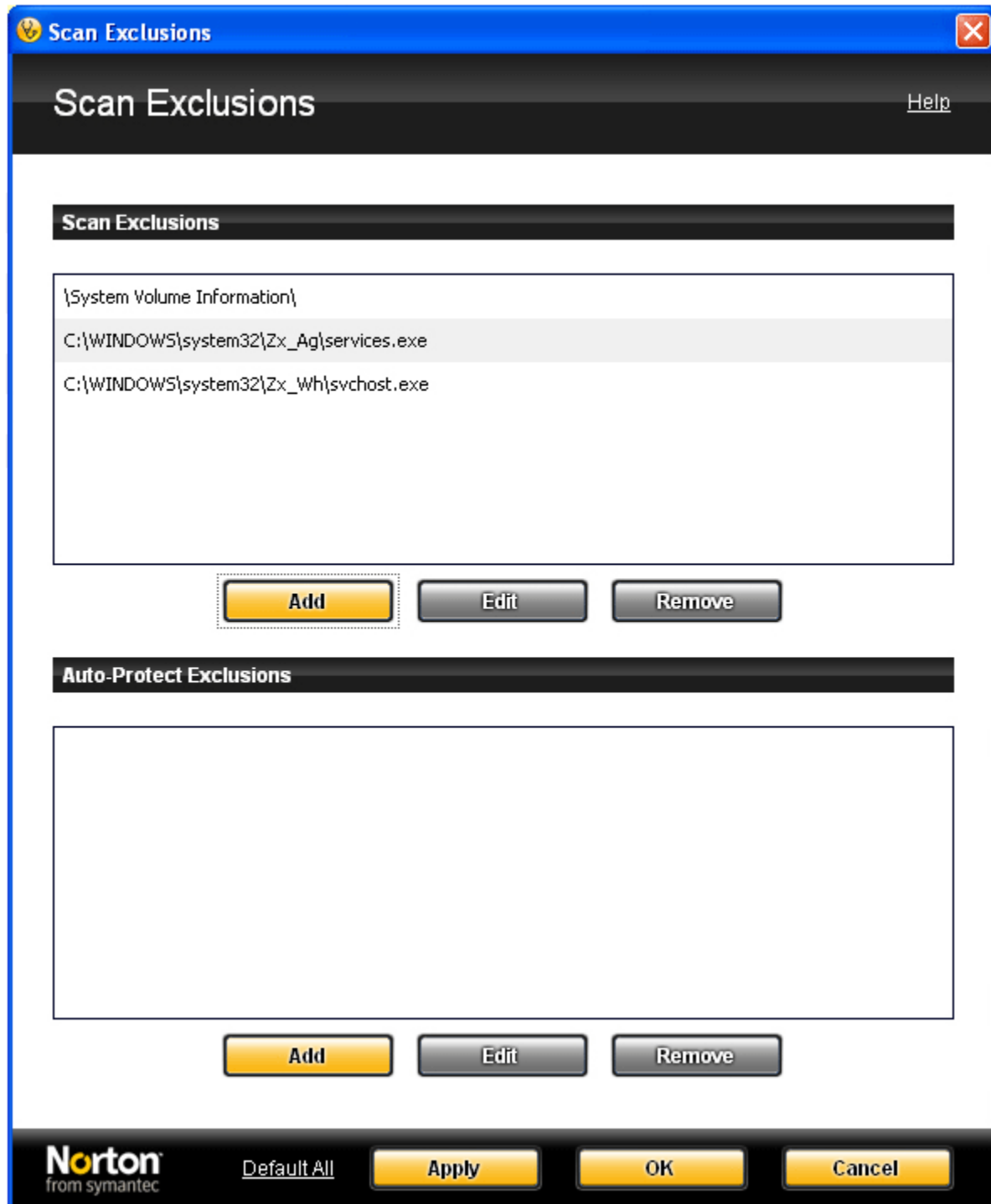


The Scan Exclusions window will appear. This window has two sections namely **Scan Exclusions** and **Auto Protect Exclusions**.

4. In the Scan Exclusions section click the **Add** button to include the agent files. Browse the location of the agent files and add them to the list:

%Windows%\System32\Zx_Ag\Services.exe

%Windows%\System32\Zx_Wh\Svchost.exe



5. Click the **Apply** button and then **OK** button to include the files to exclusion list.

Agent files have been added to the exclusions list and now the monitoring of computer(s) on Network will be performed seamlessly.

Kaspersky Internet Security

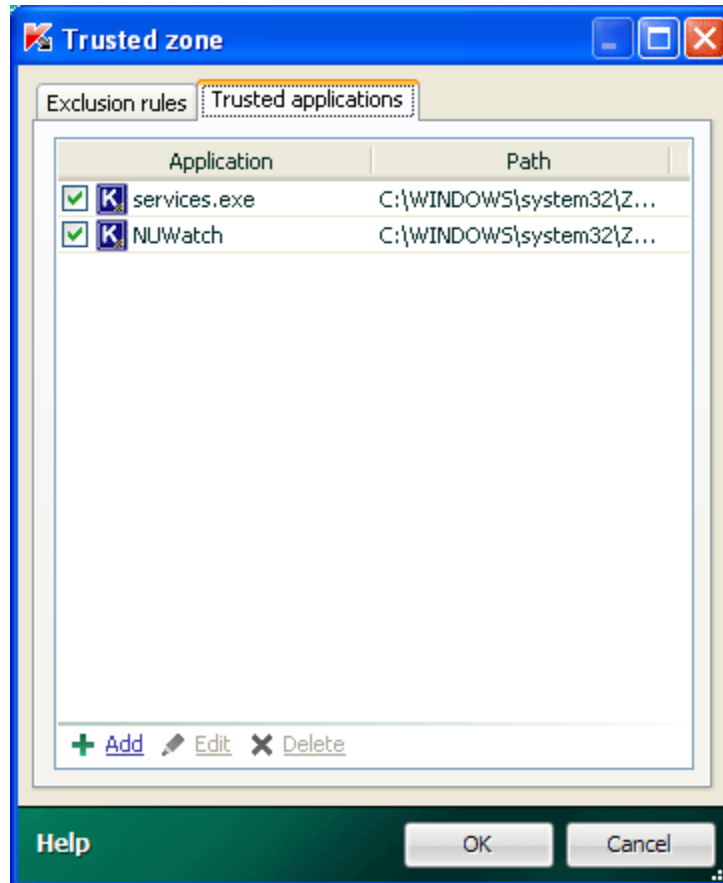
As the agent setup is executed on the target computer(s), Kaspersky Internet Security displays the message for dangerous program installation.

Click **Yes (allow program execution)** option. After this the antivirus program will allow the agent setup installation.

After successfully installing the agent setup, you need to include the agent files in Exclusions list of the antivirus program.

To exclude the agent files

1. Launch the Kaspersky Internet Security antivirus program.
2. Click the **Settings** link from the right-most corner of the application.
3. In the **Settings** window select **Threats and exclusions** under the **Options** section.
4. The Threats and Exclusion sections contains two sections: **Threats** and **Exclusions**. Under the Exclusions section, click the **Settings** button.
5. The Trusted zone window will appear which has two tabs viz **Exclusion rules** and **Trusted applications**.
6. Select the **Trusted applications tab** and then click the **Add** link. **Browse** for the folder where agent files are saved and list them to this section.
7. The window Exclusion for application will appear which will enlist the exclusion points for the application. Select the option **Do not scan network traffic** and then click **OK**.



8. Click the **OK** button to apply the settings and close the window.

Agent and agent files have been added to the exclusions list and now the monitoring of computer(s) on Network will be performed seamlessly



Please refer to the documentation of other antivirus programs to unblock the agent and include the agent files in Exclusion list.

Contact us:

If you face difficulties in downloading and extracting files with any other antivirus program of your Organization then contact us at the below mentioned email address and phone numbers. Our Support executive will guide you with complete downloading and installation of the software.

Email contact: support@nucleustechnologies.com

Phone contact: +91-9818725861 and 1-866-348-7872 (Toll free for USA and Canada users)

Section 4: Troubleshooting and Uninstalling

Appendix A: Troubleshooting

Problem: Agent is installed on the target computer but the Viewer is facing problems in getting connected to the target computer.

Solution: This happens mainly because of the slow Network connectivity. Other reasons could be due to installed Anti-virus.

1. Check the network connection and its speed.
2. Enable Exclusion settings in the installed Anti-virus of the system and add the following to the exclusion list:
 - a) %Windows%\System32\Zx_Ag\Services.exe
 - b) %Windows%\System32\Zx_Wh\Svchost.exe

Problem: I am unable to install Agent remotely to the target computer(s). Why is this happening?

Solution: To install the agent remotely on target computer(s), the target computer should be registered with Employee Desktop Live Viewer software. After successful registration, select the option **Install Agent** from the **Options menu** in Viewer.

The remote installation of agent can fail in the cases of

- Incorrect login details of the target computer(s).
- Slow network connectivity and network speed.
- Inaccessible target computer(s) due to reasons like, turned off, or being restarted.

Problem: I am monitoring 10 computers, all was fine but after some time Viewer started displaying **disconnected** message on the thumbnail of some computers. Why is this happening?

Solution: The disconnected message is displayed in four cases by the Viewer:

- Computer being monitored is closed.
- Computer being monitored is getting restarted.
- Network speed has decreased or there is some problem in Network connection.
- You have executed **Refresh Agent** or **Refresh Viewer** command.

Problem: Viewer is displaying **disconnected message** on the thumbnail of the computer being monitored, whereas in real that computer is working absolutely fine. Is there any problem with the Viewer or Agent?

Solution: This can happen due to slow network speed or the Viewer is not receiving proper signals from the Agent of target computer(s). Either could be the case, please check your network connections or refresh the Viewer and Agent.

Problem: I have uninstalled the Viewer and cannot find the registered computer(s) any more when I reinstall it. Have I lost all the recordings for the computer(s)?

Solution: As you uninstall the Viewer of Employee Desktop Live Viewer, all the registered computer(s) get unregistered and you are required to register them again. While uninstalling the

Viewer, setup asks you to whether you want to keep the settings of Online and Offline recordings? You need to select **Yes** and the recording information will remain intact when the Viewer is reinstalled.

Problem: What is the meaning of colors displayed in the tabs of computer(s) being monitored through the Viewer.

Solution: Viewer displays one main tab of All Computers and individual tabs of each computer that has been added to the Viewer to be monitored.

The **Red color** signifies that the Viewer is not connected to the Agent of computer being monitored i.e. Disconnected

The **Yellow color** signifies that the Viewer is establishing the connectivity with Agent of the target computer. It also appears when the network connection is slow and the Viewer is unable to receive signals from the Agent i.e. Connecting...

The **Green color** signifies that the Viewer is connected with the Agent of the target computer i.e. Connected

Problem: After installing the Agent, is it necessary to register the computers with the Viewer?

Solution: Registration of computer(s) that have to be monitored is an important step to initiate the monitoring with Employee Desktop Live Viewer.

Following are the steps to get started with Employee Desktop Live Viewer:

1. Install Viewer
2. Register Computers in Viewer
3. Install Agent (Remotely or Manually)
4. Add Computer(s) to Viewer (only the registered ones)

After following these steps, you can start the monitoring of Network computer(s) with Employee Desktop Live Viewer.

Appendix B: Uninstalling

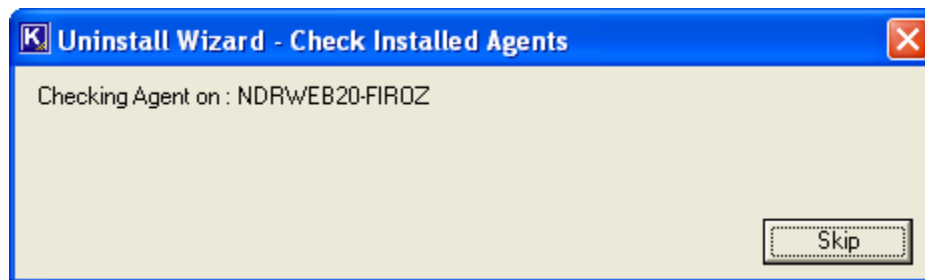
Un Install the Viewer

Viewer of Employee Desktop Live Viewer can be uninstalled in two ways from the computer system:

1. From Windows Start menu
2. From Control Panel

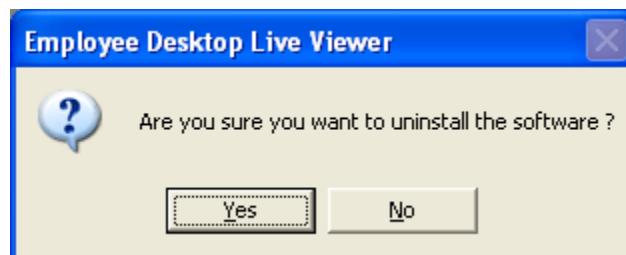
To uninstall from the Windows start menu

1. Click the **Start** button and then point to **All Programs**. Point to **Employee Desktop Live Viewer** and then click **Uninstall Employee Desktop Live Viewer**.
2. Software will perform the Agent check on all the computers and will display the following information box:



Click **Skip** to stop the Agent check process.

3. A warning message will be displayed on the screen. Employee Desktop Live Viewer will confirm your action to uninstall the software without uninstalling agents from network. Click **Yes** to continue and click **NO** if you first want to remove agents from the network computers.



4. If you click "**Yes**" button, a warning message will be displayed. This message warns you that if you have scheduled or created any recording; Online or Offline will get deleted with its complete information.
5. Click "**Yes**" if you are sure for the action and a warning message will be displayed. This message informs you that information about the locked and unlocked folders for Offline recording(s) will also get removed.
6. Click **Yes** to finish the un installation process.

The success message "Employee Desktop Live Viewer uninstalled successfully" will be displayed.

To uninstall from control panel

1. Click the **Start** button and then point to **Control Panel** and then select and double-click the Add or Remove Programs icon.
2. Select **Employee Desktop Live Viewer** from the generated list of programs installed on the computer and click the **Remove** button.
3. **Repeat the steps 2 to 6** (*from uninstall from Windows start menu*) and complete the un installation process of the Viewer.



All the registered computer(s) get unregistered / removed from the Viewer, once the Viewer is uninstalled. You are required to register the computer(s) again for continued monitoring.

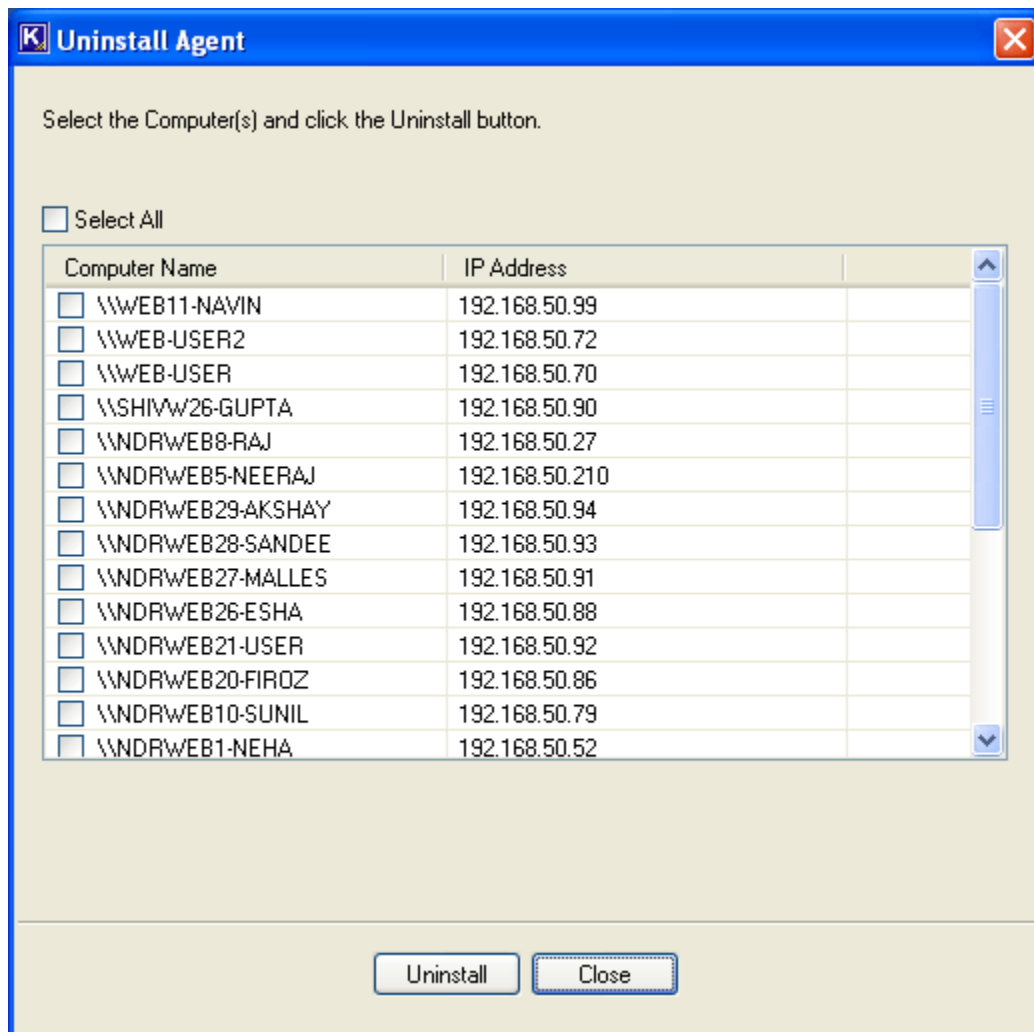
Un Install the Agent

The agent of Employee Desktop Live Viewer can be un-installed from the target computer(s) in two ways:

1. From Viewer
2. Manually

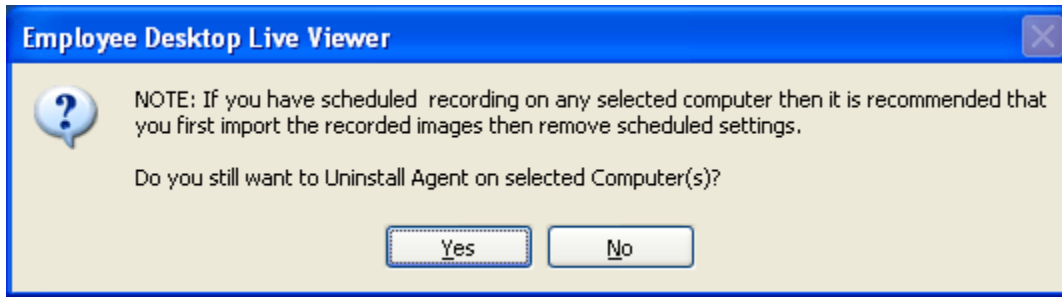
To uninstall agent from viewer

1. On the **Options** menu, click **Uninstall Agent** or click **Uninstall Agent** button from the **Toolbar**. The Uninstall Agent dialog box will appear.



Software will list the Computer Name(s) where the Agent is installed with their IP Address.

2. Select the **Computer Name(s)** and click **Uninstall** to get the Agent uninstalled. Following message box will be displayed:



3. Click **Yes** to continue and **No** to close the message box.

To uninstall agent manually

1. Double-click **My Computer** icon from the desktop.
2. Select the drive where Windows operating system is installed. (here we will select the drive C)
3. Double-click the **C drive** and select the **Windows** folder. Double-click the selected folder to view the folder contents.
4. Select and double-click the **System32** folder to view its contents.
5. Find and double-click **NU_SR_Uninstall.exe**
6. After the setup gets executed, files **services.exe** and **svchost.exe** will get removed from the **ZX_Ag** and **ZX_Wh** folders within the System32 folder.
7. This will ensure that the Agent has been successfully uninstalled from the target computer.