

Remote Assistance using Juniper Networks Secure Meeting

Juniper Secure Meeting allows users to securely schedule and hold online meetings, for presentation and support purposes, by having an ability to provide assistance to any user with remote control functionality.

Key benefits of using Secure Meeting:

- Uses a standard Web browser and Internet connection
- Works through firewalls and proxies
- Works across PC/MAC platforms.
- 100% of transmission is encrypted using SSL/HTTPS transport security

Meeting types:

- New meeting—a standard meeting that users can schedule for a future date and time. It allows users to select the duration of the meeting, generate meeting password and invite attendees.
- Instant meeting—a standard meeting, similar to New Meeting, but is limited in the amount of customization that can be applied to the meeting. By default, the duration of the meeting is set to one hour, but can be extended if necessary.
- Support meeting - A two-person meeting that is primarily intended to allow a user to quickly troubleshoot another user's problem.

****NOTE:** Since this document contains screenshots from two separate computers, images from yours, the “assisting” computer appear normally while images from the “assisted” or “remote” computer appear with a yellow tint.

If this will be your first time using Secure Meeting to assist a remote user, it is strongly suggested that you try the process out with a colleague or a friend before your meeting to make sure you get comfortable with the process.

From the ASSISTING computer, log on to https://vpn.cusys.edu/uis_meetings with your regular CUSYS credentials

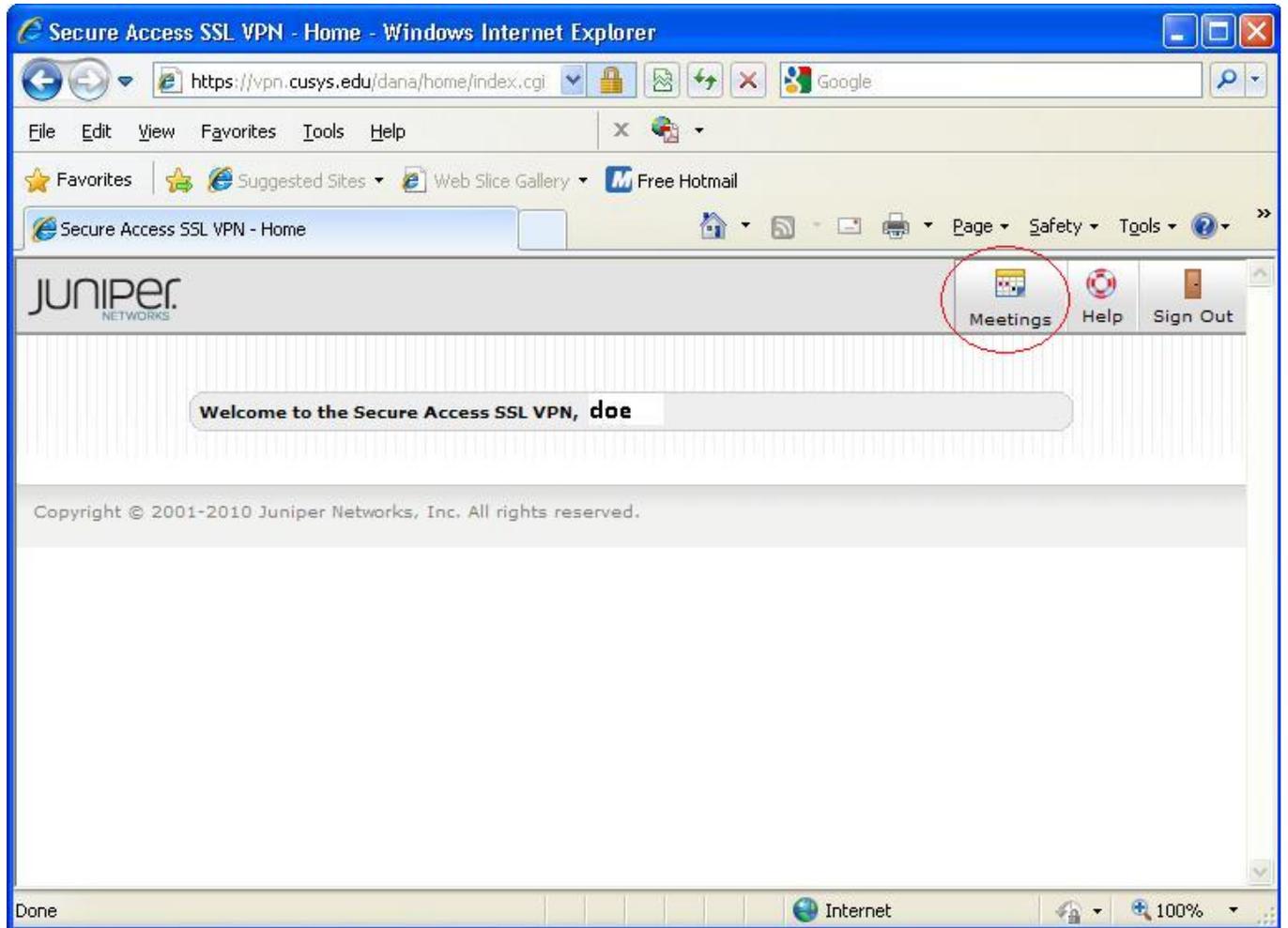


Welcome to the
UIS Meeting Page

Username

Password

Once you have successfully logged in, click on the Meetings tab in the upper-right hand corner of the window.



To begin a new remote assistance “meeting”, click on the **Instant Meeting** button

Secure Access SSL VPN - Meeting Daily View - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Secure Access SSL VPN - Meeting Daily View +

cusys.edu https://vpn.cusys.edu/dana/meeting/meeting_daily.cgi

Home Meetings Preferences Help Sign Out

University of Colorado
BOULDER | COLORADO SPRINGS | DENVER | ANSCHUTZ MEDICAL CAMPUS

Meetings

Daily Weekly Monthly

Tuesday July 26, 2011

To create a new meeting, click New Meeting or click the time when you want the meeting to start.

New Meeting... **Instant Meeting...** Support Meeting...

July 2011

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Today: July 26, 2011

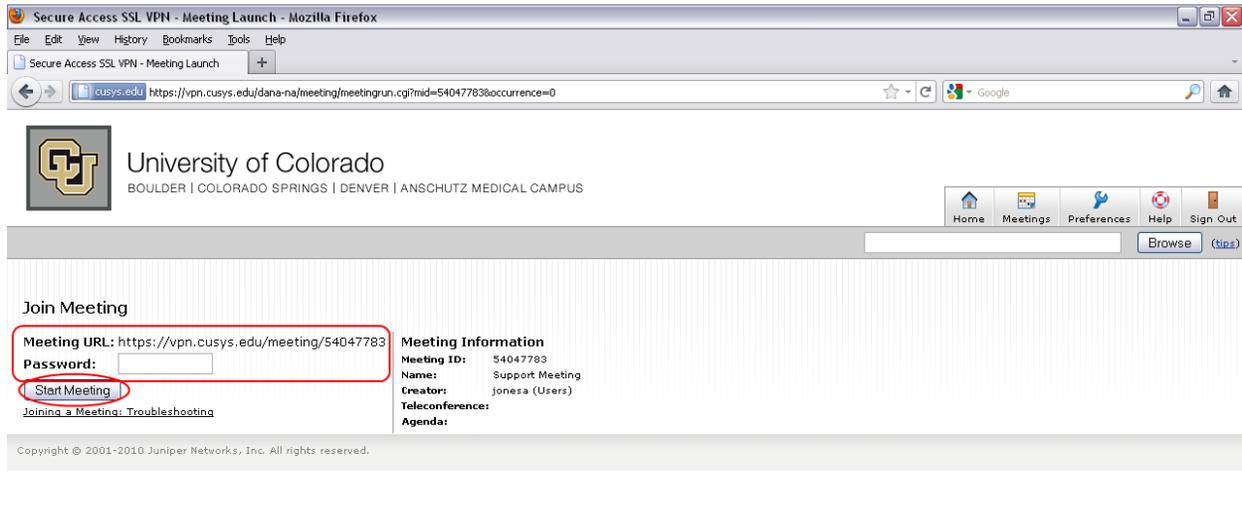
Time and Status	Meeting Details
6:00 AM	
7:00	
8:00	
9:00	
10:00	
11:00	
12:00 PM	
1:00	
2:00	
3:00	
4:00	
5:00	
6:00	
7:00	
8:00	
9:00	
10:00	
11:00	
Looking Ahead: Wednesday Meetings	

The next page you will see gives a unique URL to the meeting.

Set the password to whatever you like (you can use the default or leave it blank or choose your own password – this affects ONLY the present meeting).

Share the meeting URL and password with the user you need to assist.

Click **Start Meeting**



The screenshot shows a Mozilla Firefox browser window titled "Secure Access SSL VPN - Meeting Launch". The address bar contains the URL: <https://vpn.cusys.edu/dana-na/meeting/meetingrun.cgi?mid=54047783&occurrence=0>. The page header includes the University of Colorado logo and navigation links: Home, Meetings, Preferences, Help, and Sign Out. A search bar with a "Browse" button is also present.

Join Meeting

Meeting URL: <https://vpn.cusys.edu/meeting/54047783>

Password:

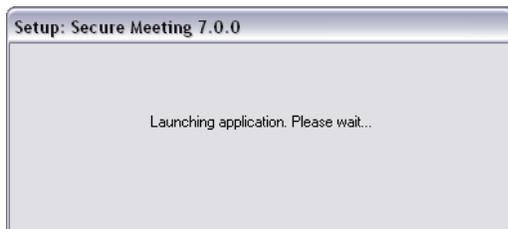
Start Meeting

[Joining a Meeting: Troubleshooting](#)

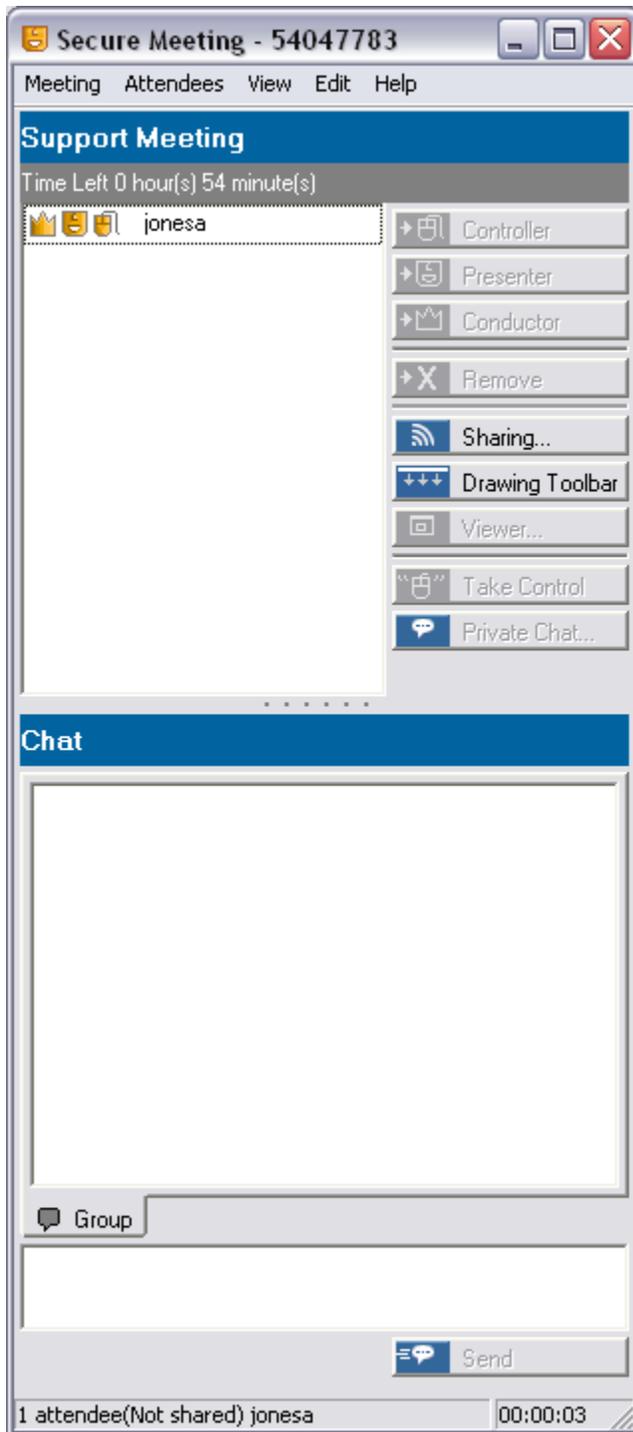
Meeting Information

Meeting ID: 54047783
Name: Support Meeting
Creator: jonesa (Users)
Teleconference:
Agenda:

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The Secure Meeting will launch and you will see the following window



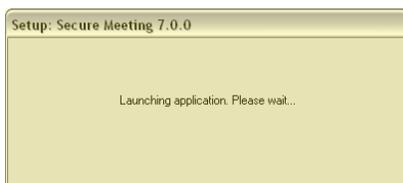
Instruct your remote user to navigate to the meeting URL in a web browser (anyone can do this from any computer with internet access). They will see the following.

Instruct the user to type in their name and click **Join**

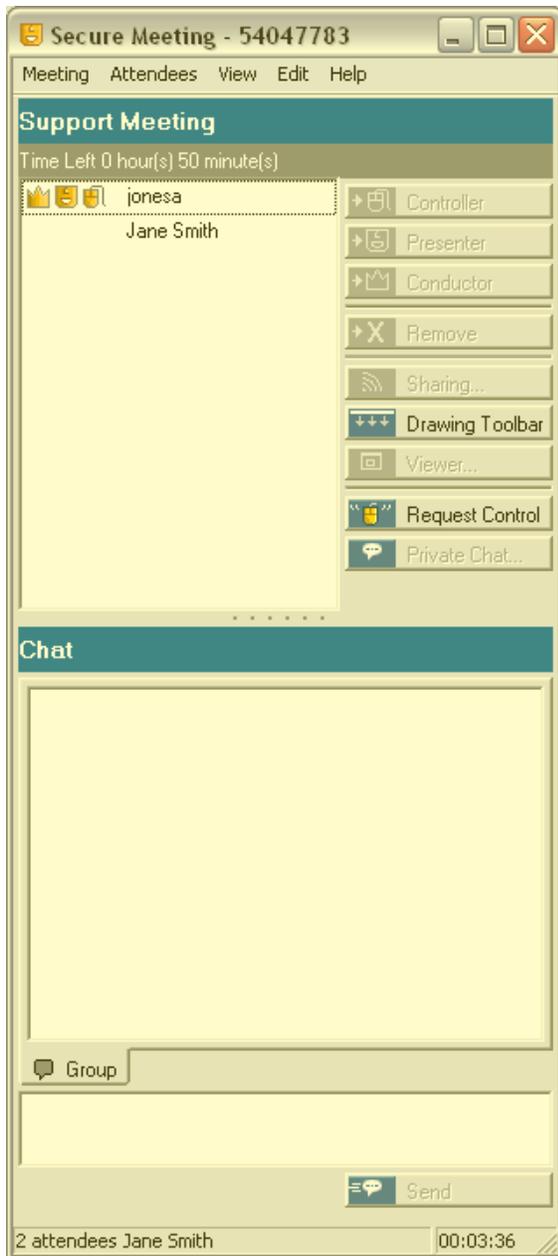
The screenshot shows the University of Colorado logo and name at the top. Below it, the text reads "Welcome to the Secure Access SSL VPN". There are two input fields: "Meeting ID:" with the value "54047783" and "Your Name:" with the value "Jane Smith". A "Join" button is located below the name field. A note box contains the following text: "Note: This is the Meeting User Sign-In Page. If you want to sign in as the Meeting Conductor, return to the Standard Sign-In Page. Check Meeting Compatibility". On the right side, there is a message: "Please sign in to join your secure meeting."

Then click **Join Meeting** to launch the secure application

The screenshot shows a Mozilla Firefox browser window titled "Meeting Launch - Mozilla Firefox". The address bar shows the URL "https://vpn.cusys.edu/dana-na/meeting/meetingrun.cgi?mid=54047783&occurrence=0". The page content includes the University of Colorado logo and name. Below that, the heading "Join Meeting" is followed by a "Join Meeting" button. A link "Joining a Meeting: Troubleshooting" is also visible. To the right, there is a "Meeting Information" section with the following details: Meeting ID: 54047783, Name: Support Meeting, Creator: jonesa (Users), Teleconference: (blank), and Agenda: (blank). At the bottom, there is a copyright notice: "Copyright © 2001-2010 Juniper Networks, Inc. All rights reserved."

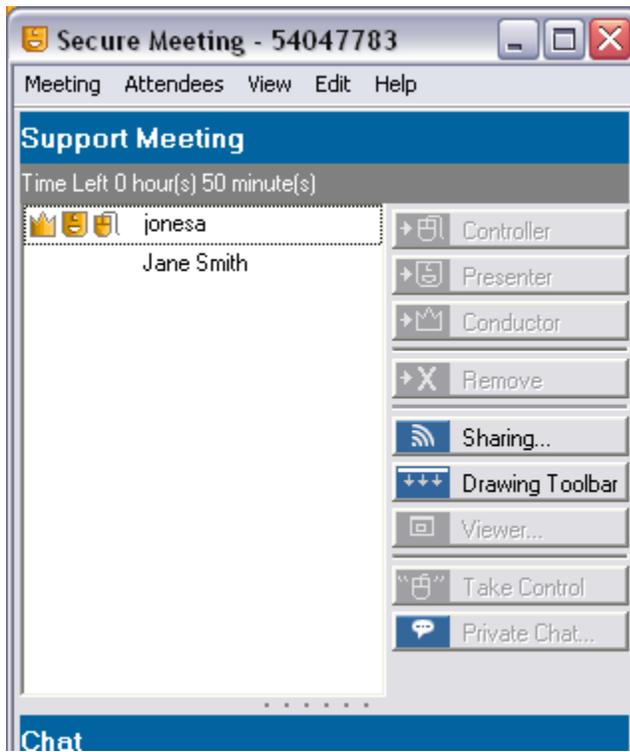


When the application has launched, the user will see a window identical to the window you see.

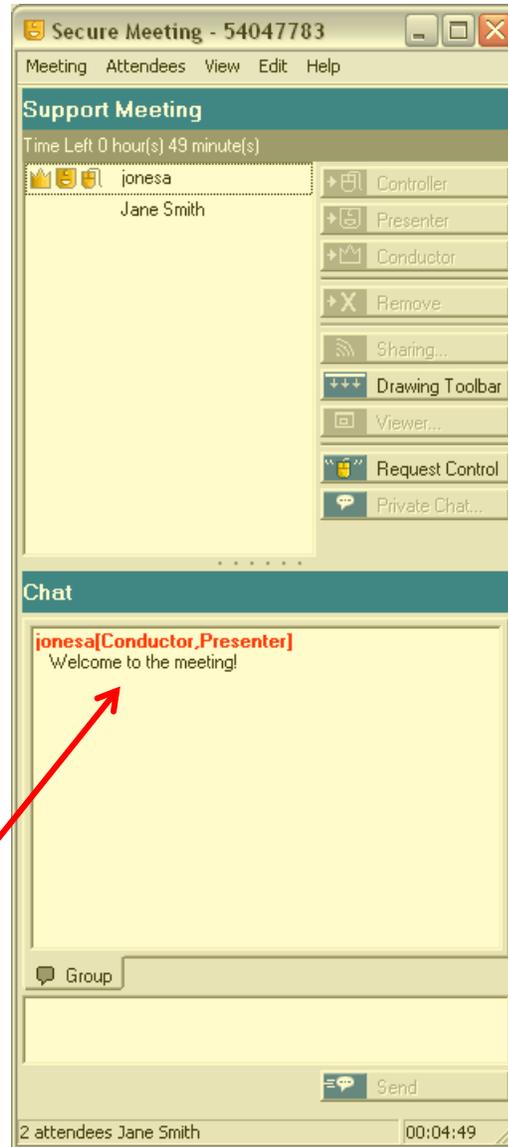
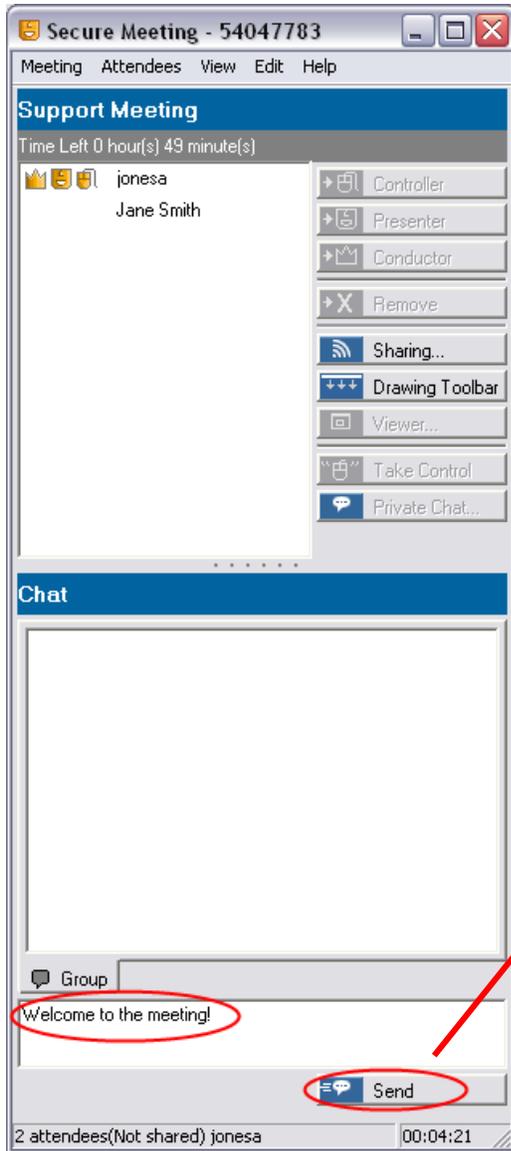


A Few Things to Note

Note that when another user joins the meeting, you will see their name in the meeting window.



Note that the lower half of the window is a chat utility; it works like your standard instant messenger.

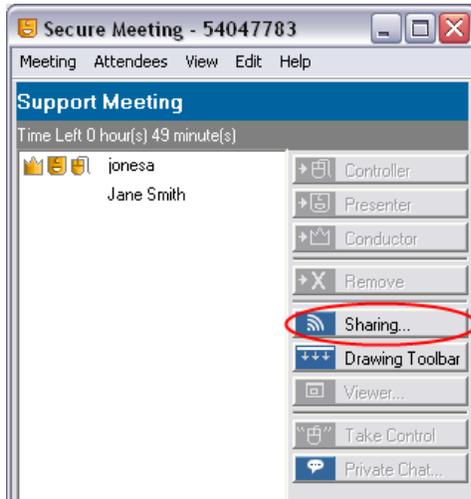


The upper half of the window is where the meeting/sharing actually takes place.

Note that there are three gold-colored icons next to your name. We will get to those momentarily.

First, let's "share" your desktop so that your assisted user can see what you are doing.

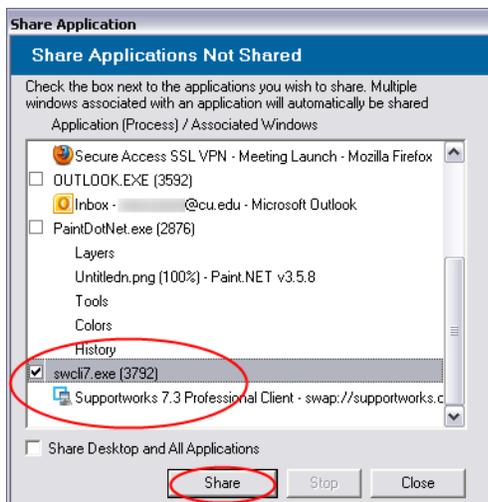
Click on the **Sharing...** button



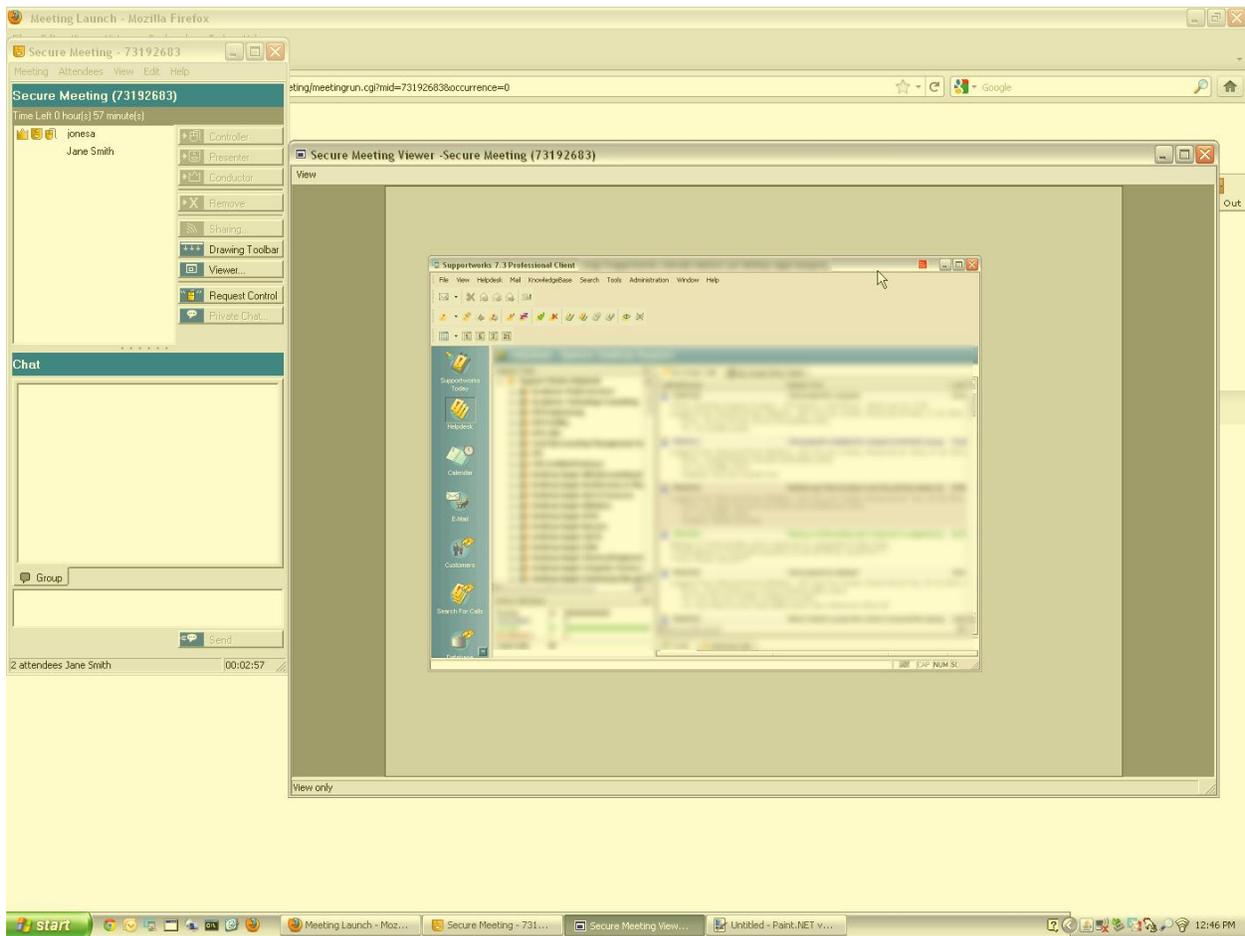
You will see a list of applications you are currently running on your computer. Select a single application to share windows from that application with the user you are assisting. This means they will be able to see everything you see on your screen within that application.

Alternatively, you can select the Share **Desktop and All Applications** checkbox to duplicate your entire Windows session with the other user.

Click **Share**

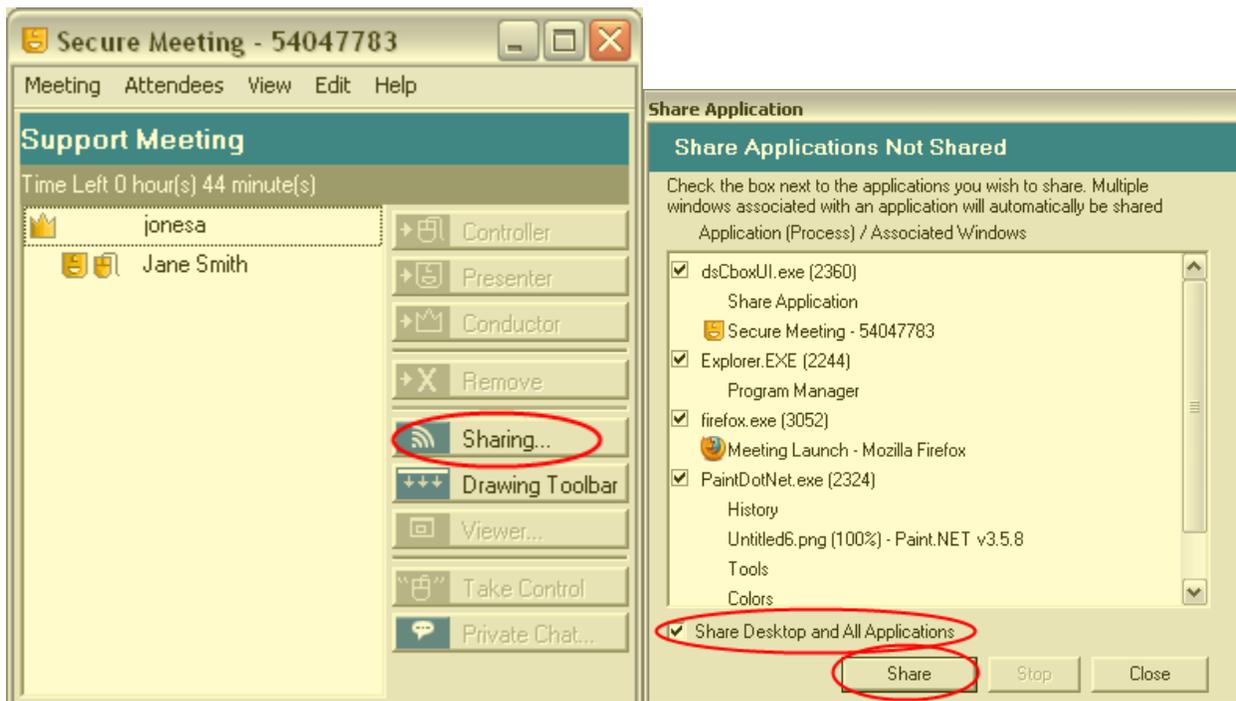


Once you click Share, your assisted user will see everything you are doing (within the selected applications) mimicked on their computer screen.

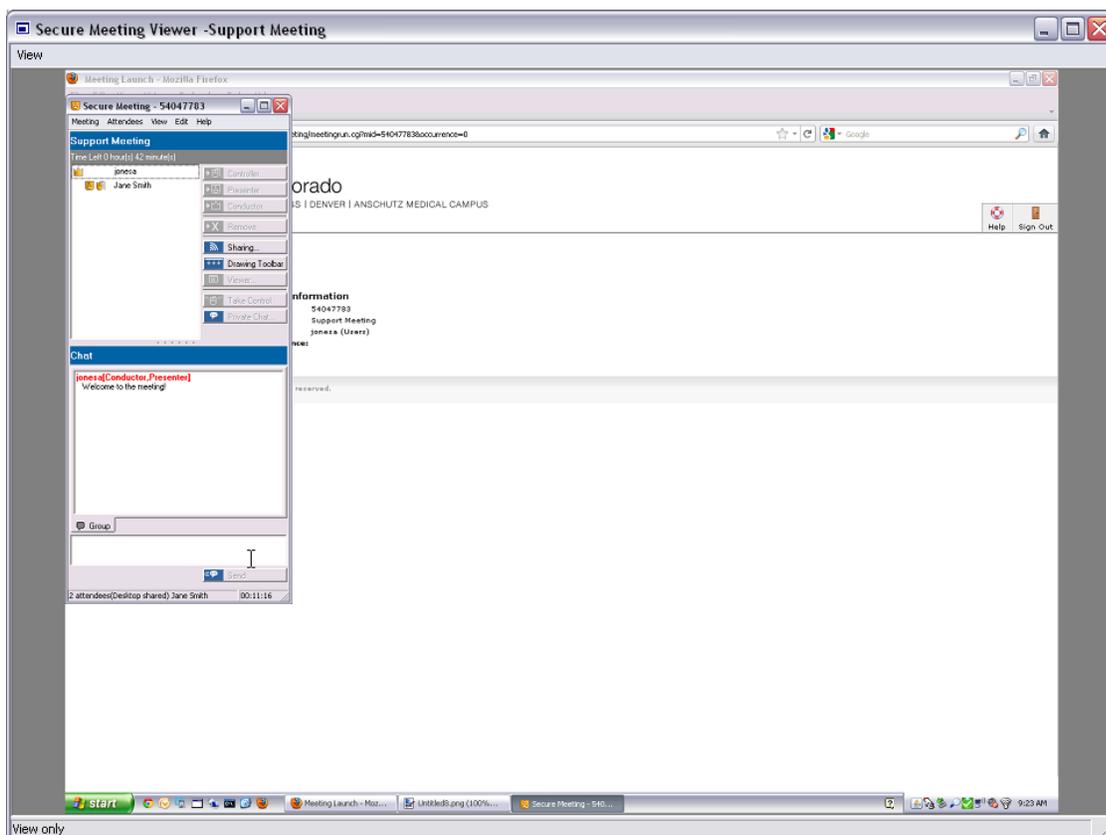


In this way you can demonstrate software, procedures, etc.

If you want to reverse the roles and see everything from the remote user's computer on your screen, you must make the other user the "presenter" of the meeting (more on that shortly). Then instruct the user to follow the above steps starting with "Click on the Sharing button".



When the other user clicks Share, you will see a new window open that mirrors their computer screen. If they have selected to **Share Desktop and All Applications**, you will even see the toolbar and start menu.



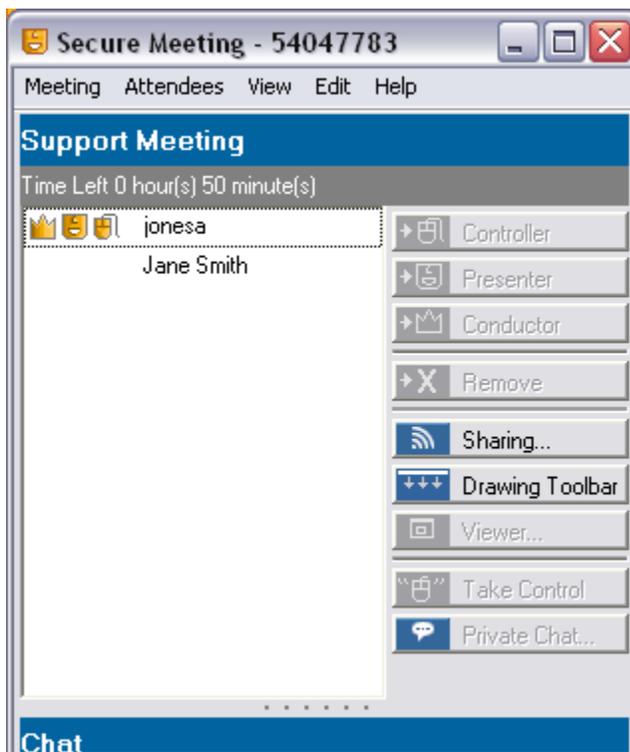
Now For The Fun!

You can juggle whose screen is shared (displayed), and whose mouse and keyboard are controlling the shared screen, independently. This is where the remote meeting utility comes in most handy for remote assistance.

The 👑 icon indicates that you are the “conductor” of this meeting and that you have full administrative control over the meeting. This will not change within a meeting.

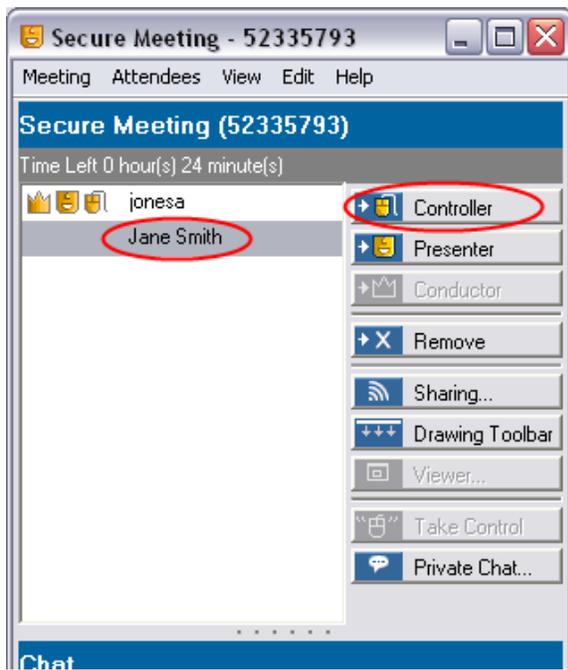
The 🗨️ icon indicates which user is the current “presenter”. Only the current presenter can share their desktop (or individual windows) with the other users.

Finally, the 🖱️ icon indicates the current “controller”. As the image suggests, the controller is the user who controls the mouse pointer and keyboard input for whichever screen is currently shared (more on that shortly) by the Presenter.

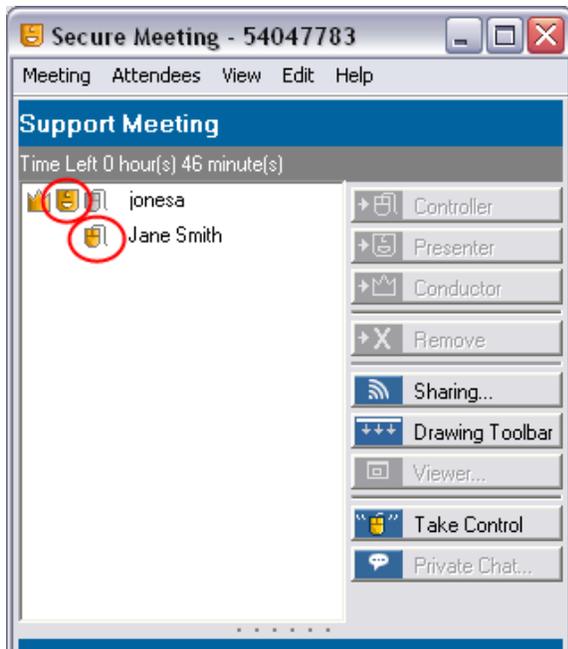


To let the remote user control your screen, first make sure your desktop is shared (use the Sharing button).

Click on the user's name in the left-hand pane, and then click the **Controller** button on the right.



You will see the icons change to look like this:



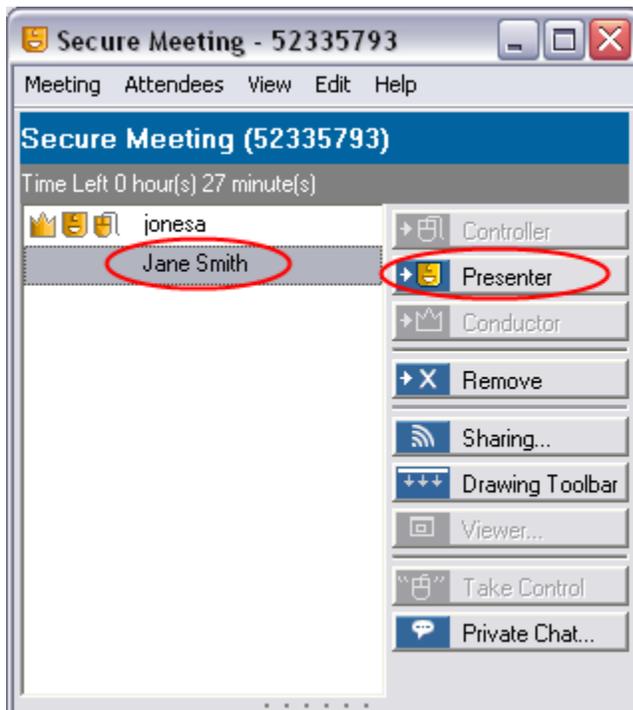
You are the presenter, meaning your desktop is the one being shared.

The remote user is the controller, meaning he/she is the one controlling your desktop.

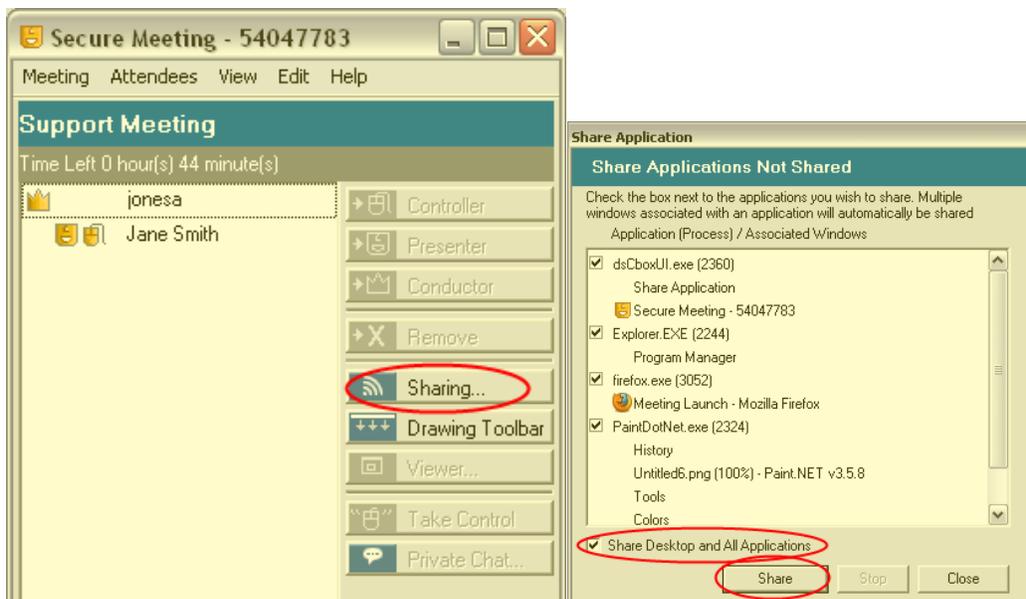
When the remote user moves his/her mouse over the window that shows your screen, your cursor will move with it. Clicking the mouse and typing are likewise controlled by the remote user.

To take control back, simple click the **Take Control** button.

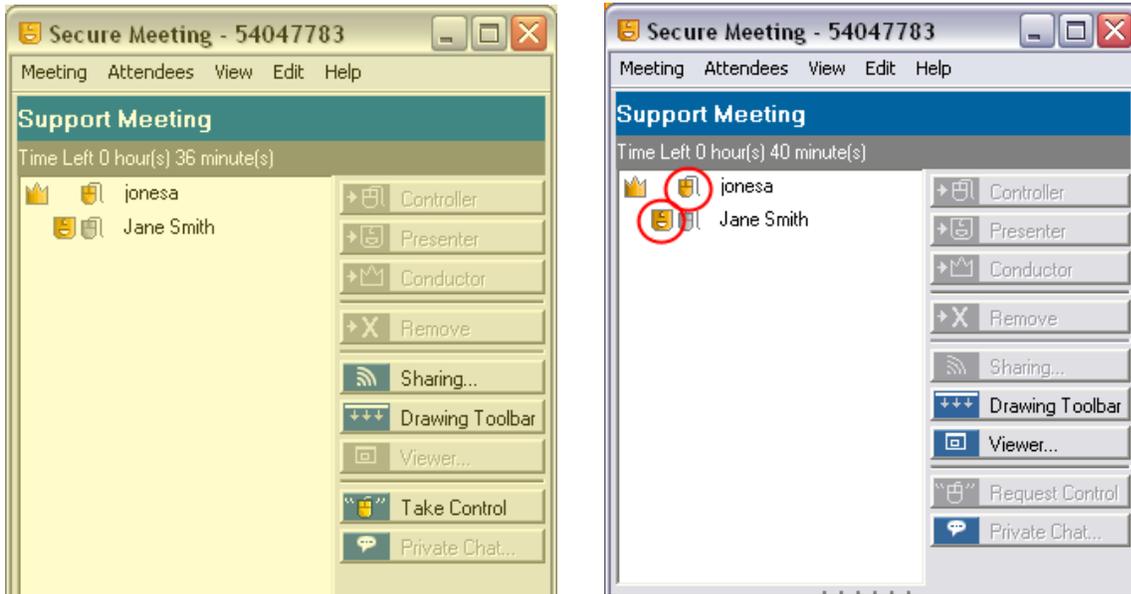
To reverse these roles, make the remote user the Presenter by selecting his/her name, and then clicking on the **Presenter** button.



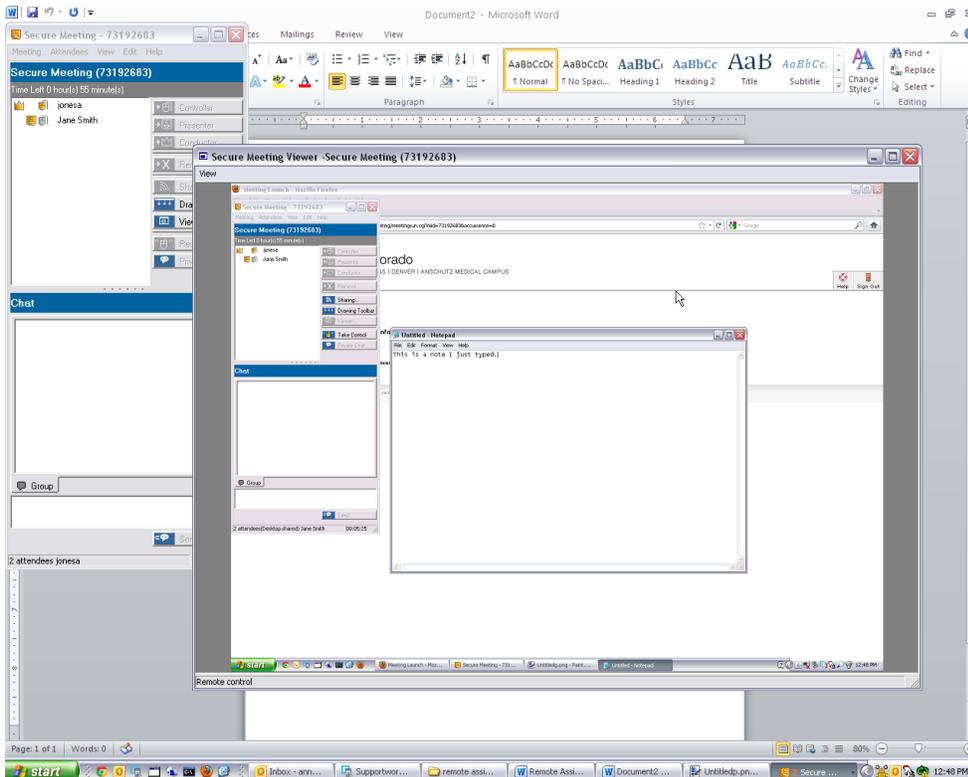
The remote user must “share” their desktop, if they have not done so already in the current meeting.



The remote user can give you “control” over their desktop by selecting your name and then clicking the controller button.

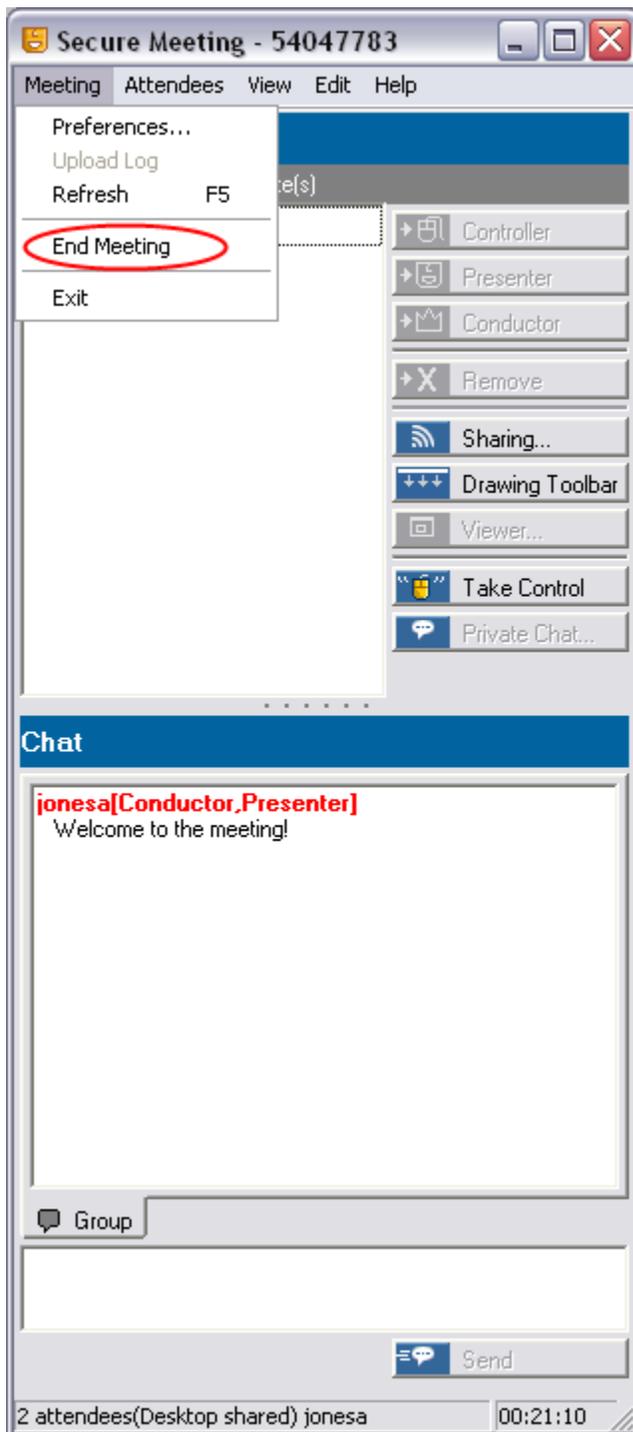


Now you can move the cursor, click, and type as if you were sitting at that user’s computer.

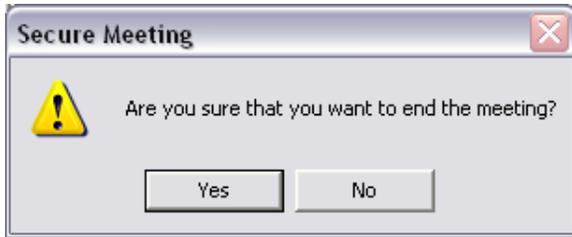


When you have finished the remote assistance session, you as the meeting Conductor must end the meeting.

Do this by selecting **End Meeting** from the Meeting menu.



You will be asked if you are sure. Are you sure?



The user will be notified also:

