Customization
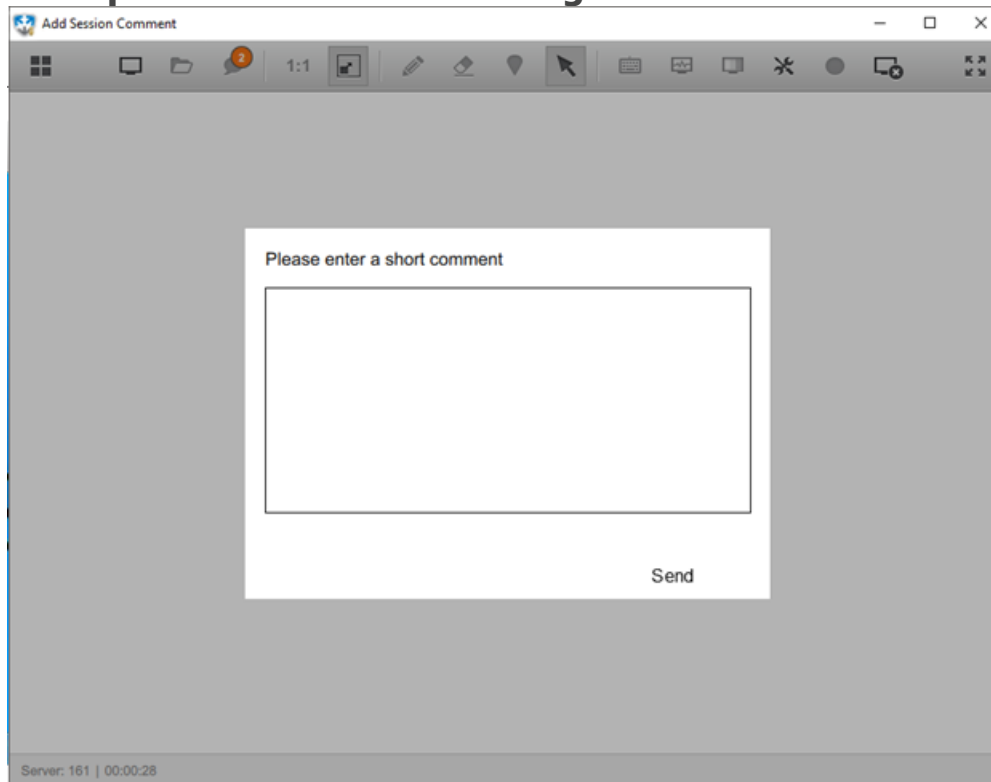
Using End-Of-Session Dialogs

Note: Not all command line customization features are available in the free version of Connect & Fix. To see the full list of customizations available in the ISL Online product line, visit https://help.islonline.com/19144

Note: Enabling End-of-session dialog enables the chat transcript of the session to be logged as well. To enable chat transcript logging without End-of-Session dialog, please contact us at: cacf@corporatearmor.com and we will enable that option for your domain.

User can type in comments regarding the latest session (session purpose, client's problem, if / how it was resolved etc.). The End-Of-Session dialog is saved for each session and can be viewed under the **Remote Support** report tab within your Connect & Fix account.

Example: End-Of-Session dialog Connect & Fix

You can enable or disable simple End-Of-Session dialog for a specific user or configure it for multiple users (domain members) on domain level. For more information on configuring End-Of-Session dialog click here.

If you have any questions regarding session dialogs or if you would like to customize the End-Of-Session dialog, please contact us via e-mail at cacf@corporatearmor.com or come to our live chat (simply go to https://www.corporatearmor.com/connect-and-fix/ and click the Chat Live button in the top-right corner of the page).

Command Line Arguments

Examples

This section will provide a few examples to give you some usage ideas and get you started. It assumes that you use the Command Prompt method; for other methods please modify the commands accordingly as described in the topic: How to use them

Start Connect & Fix, automatically obtain a session code using username **demo** and password **demo**:

```
ISL_Light.exe --get-code --username demo --password demo
```

Start Connect & Fix, automatically obtain a session code using username **demo** and password **demo**. When client connects to the session automatically request to view their screen and switch the stream into high quality mode:

```
ISL_Light.exe --get-code --username demo --password demo --on-connect "desktop?view&color=64k"
```

Start Connect & Fix and log in using username **demo** and password **demo**. Remove the sessions tab from Connect & Fix. Then search for all the available computers in the Computers tab, for the ones that contain "**tom**" in their name, group or tag. If only one result is returned, try to connect to that computer using the access password: **pass123**:

```
ISL_Light.exe --username demo --password demo --on-load "customization?disable_sessions=true" --connect-search tom --computer-password pass123
```

Start Connect & Fix and use it as a client to connect to session with the session code: 12345678. When you connect to the session automatically start the video call with the operator:

```
ISL_Light.exe --connect 12345678 --on-connect "video?stream"
```

How to Use Them

Command Prompt method

1. Download Connect & Fix to a directory on your hard drive (we will use c:\isltmp for this example).

2. Click Start - Run.

3. Enter either cmd (Windows 2000 or newer) or command (Windows Me or older) and press enter.

4. Navigate to the directory where you saved Connect & Fix Desk or Connect & Fix Client executable:

```
cd C:\isltmp
```

5. Start Connect & Fix with the desired command line arguments, e.g.:

```
ISLLight.exe --on-load "customization?disable_sessions=true"
```

Windows Shortcut method

1. Download Connect & Fix to a directory on your hard drive (we will use c:\isltmp for this example).
2. Right-click on your desktop, select **New** and then **Shortcut.**
3. Select the location of the Connect & Fix executable - for this example, it is c:\isltmp\ISLLight.exe
4. Click **Next**.
5. You can change the name of the shortcut if you wish and then press **Finish.**
6. Edit shortcut properties - right-click on the shortcut you created and select **Properties**.
7. Append the desired command line arguments in the Target field and click **OK**.
8. You can run the program by double-clicking the shortcut.

Example of how the Target field in Properties for Connect & Fix shortcut should look like:

```
"C:\isltmp\ISLLight.exe" --username \\isl\tim --password demo
```

URL method

The usual way to start Connect & Fix is to use the following link:
https://connectandfix.islonline.net To add command line arguments,
append **?cmdline=** to the link and then specify the desired arguments. These
arguments need to be URL encoded - you can use our URL encoding page: click here.

Step-by-step example:

1. Let us say we want to use the following command line arguments for Connect & Fix:

```
--get-code --username demo --password demo --on-load "customization?disable_computers
=true"
```

2. Copy and paste the command line arguments into our URL encoding page and click **URL
   Encode**. Copy and paste the result (URL encoded text):

```
--get-code+--username+demo+--password+demo+--on-load+%22customization%3Fdisable_compu
ters%3Dtrue%22
```

3. Append the URL encoded text to the original link, together with the ?cmdline=
   parameter, and you will have created a working link:

```
http://www.islonline.net/start/ISLLight?cmdline=--get-code+--username+demo+--password
+demo+--on-load+%22customization%3Fdisable_computers%3Dtrue%22
```

If you use a more advanced link to start Connect & Fix,
e.g. http://www.connectandfix.islonline.net/start/ISLLight?platform=win32, the
procedure is a bit different, since this link already includes parameters (parameters start
after the ? sign). You need to use **&cmdline=** instead of **?cmdline=** and then follow
it with the URL encoded command line arguments, like in this example:

```
http://www.connectandfix.islonline.net/start/ISLLight?platform=win32&cmdline=--get-co
de+--username+demo+--password+demo+--on-load+%22customization%3Fdisable_computers%3Dt
rue%22
```

Simple Command Line Arguments

Let us begin with a simple example:

```
ISLLight.exe --username demo --password demo --get-code
```

Save Connect & Fix executable to a certain directory on your disk, open the Command Prompt (cmd) and type in the above line. It will start Connect & Fix executable in the current directory and automatically obtain a session code using the username **demo** and password **demo**. **"Run Once"** option will automatically be selected since username and password are provided.

Please refer to the following list for a detailed description of simple command line arguments:

`--setup`	This option will install Connect & Fix. It will start the same way as by clicking the **"Install button"** button.
`--setup-silent`	This option will install Connect & Fix. It will start the same way as by clicking the install button and also suppress any dialogs that might show during installation.
`--setup-silent-and-open`	Connect & Fix will install without confirming dialogs and will open when setup is done
`--setup-and-exit`	Connect & Fix will start in setup mode and after installation it will not open Connect & Fix application
`/VERYSILENT`	This option functions in the same way as --setup-silent
`--connect-search <search string>`	This option allows you to search for a computer by description, name or tag. It will search for the particular computer and then connect to it if there is one result returned. If there are more than one computers returned then it will show the list of results
`--get-code`	This option instructs Connect & FIx to automatically request a session code upon program startup. Obtained session code is then stored in the file code_file.isl. You can specify this file's location with the option --output-file.

`--output-file`	This option specifies the name and location of the file containing the session code and information of Connect & Fix session. e.g.:

```
--output-file C:\tim\ISLLight\session-code.txt
```

File has the following content:

```
<session code> <internal isl light session id> <unique ID of the
server> <local id of the Server> <dbid string - encoded internal
 isl light session id>
```

`--username <username>`	This option is used to specify the username that should be used to log in Connect & Fix

`--password <password>`	This option is used to specify the password that should be used to log in Connect & Fix.

`--web-login`	This option is used to specify the web token that should be used for obtaining a session code. Session code can be obtained through webapi2 call (**utils/login/1**) to Connect & Fix server.

`--grid-conf`	This option is used to specify which grid to use. You can have several different connections so if you want to perform a login using cmdline parameters then you also need to specify a connection to use.

`--computer-password <access password>`	Access password of the remote computer. Use this in combination with --connect-search / --connect / --connect-uid parameters to automatically log into a remote computer.

`--computer-password-MD5 <md5 hash of access password>`	The option works in the same way as **--computer-password**, except the md5 hash value of access password for the chosen computer is provided, to avoid having the access password written in plain-text.

`--notification-thread <thrd_ID> [--notification-message <msg>]`	Users that embed Connect & Fix Desk and Connect & Fix Client in their application (product) should option. To specify windows message loop thread that will handle Connect & Fix notifications and the message send to that thread use option. In case when no notification message is specified, WM_USER is used. Notification messages are sent from Connect & Fix with PostThreadMessage Window API call. Parameter wParam is a bit-field that defines the following Connect & Fix states:

```
0x00 - unconnected
0x01 - connecting with session code used in LPARAM
0x02 - connected
0x04 - streaming
0x40 - streaming with remote side having control
0x08 - receiving stream
0x10 - value of server ID in LPARAM
0x20 - value of session ID in LPARAM
```

```
0x8000 - error bit (lower portion of the code defines error code)
```

| `--session-message <user_defined_message>` | ```
Custom message can be stored in Connect & Fix logs by using
this option. This message can be used for matching a Connect & Fix
 session ID with an external user-defined session ID.
``` |

`--mtu [0,1,2]`	Set communication MTU (maximum transmission unit) in Connect & Fix Desk that will fix problems in some environments that don't have correct value of MTU in their network configuration. Value 0 means normal MTU while value 2 will set smallest value - 100 bytes in one IP packet.

`--force-transport <transport type>`	Use this option to force a desired type of transport. The following values are available for <transport type>:

```
direct
wininet-http
wininet-https
wininet-html
httpt-direct
```

```
https-direct
httpt-proxy
https-proxy
```

Important: Please note that this is an advanced option and should only be used in specific

situations. If you experience any problems with your connection, please come to our live chat or

 write an e-mail to cacf@corporatearmor.com - we will check the situation and provide further

instructions.

`--proxy-address <server addr ess>`	Use this option to specify the desired server address that should be used for connecting, e.g. server13.islonline.net for our Japanese server. **Important:** Please note that this is an advanced option and should be used for troubleshooting purposes only. Default connection address takes advantage of our load balancing with many parameters and automatically redirects you to the optimal server (based on your location, our server load, our optimizations etc.). If you experience any problems with your connection, please come to our live chat or write an e-mail to cacf@corporatearmor.com- we will check the situation and provide further instructions.
`--proxy-address-hint <server ip>`	Use this option in combination with --proxy-address option. If you specify the proxy address as a DNS name, then you can use --proxy-address-hint to specify server's IP address to skip DNS resolving step. If the hint fails, then it is discarded and DNS resolving is used to find the server address from --proxy-address parameter.
`--httpt-port <port>`	Use this option to specify the port that should be used for connection (default is 7615 and should not be changed unless instructed to do so by our technical support team).
`--conn-options "<options>"`	Use this to pass special connect options such as http proxy address, username, password. Example: `--conn-options "http_proxy=1.2.3.4&http_proxy_user=myuser&http_proxy_ password=` **Important:** Please note that this is an advanced option and should only be used in specific situations. If you experience any problems with your connection, please come to our live chat or write an e-mail to cacf@corporatearmor.com-we will check the situation and provide further instruc

User defined stream options can also be disabled here.

Example:

```
ISLLigth.exe --username demo --password demo --connect-search tom --stream-options "_downl
oad_client=true&black_screen=true"
```

`--user-session <options>`	Users can now specify to which remote session they would like to connect to (existing RDP session).
	--user-session "id:1" (select session based on session id. 1 - console session, 2 - RDP session)
	--user-session "user:<username>" (select session based on remote user name)
	--user-session "user:\\<domain>\<username>" (select session based on user name with
	domain)
	--user-session "console" (connect directly to console session)

Example (ID):

```
 ISLLight.exe --connect [aon_iod] --stream-options "select remote s
2
```

Example (Domain+Username): (the session is listed as "BLUEROOM:Dusan (RDP-TCP)" in the remote session dropdown menu):

```
ISLLight.exe --grid-conf "target-grid" --web-login "web-token" --co
r-password-MD5 "nice-try" --user-session "user:\\BLUEROOM\Dusan"
```

| `--proxy-notification externa l_id=XXX` | Sets external Id field in session to be retrieved or searched later on through API. |

Complex Command Line Arguments

Each command line option is related to a specific event in Connect & Fix program.
Connect & Fix supports the following events:

- **load** (triggered when Connect & Fix is loaded into memory and started),
- **join** (triggered when Connect & Fix requests and obtains a session code, i.e. joined a session),
- **connect** (triggered when a connection is established between Connect & Fix and Connect & Fix Client),
- **disconnect** (triggered when a session is finished).

`disable_dashboard=true`	This command will disable the dashboard button ( ) when in a remote session
`disable_signup=true`	*Don't have an ISL Online account?* **Sign Up Now** This command will disable the signup option on the login screen
`disable_forgot_password=true`	*Forgot Password?* This command will disable the forgot password option on the login screen
`disable_grid_selector=true`	This command will disable the server selector at the bottom of the login screen *ISL Online Network +*
`headless=(true|false)`	Connect to the remote computer in "headless" mode. When this mode is enabled the process is started in background and no user interface is shown to user. This type of connection only supports port forwarding and system information functionality. This mode is automatically enabled when using RDP/SSH tunneling as described here: Remote Desktop Connection (RDP/SSH).
`lock=(true|false)`	Use this command in combination with--on-disconnect event to lock the computer after you disconnect from i **Example:**

```
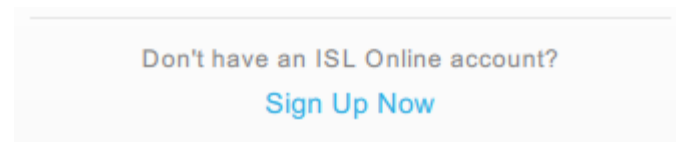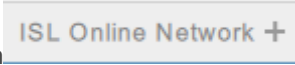--on-disconnect "main?lock=true"
```

You can connect certain actions with certain events - the syntax of complex command line arguments is:

```
--on-<event> <action>
```

Action part must be in URL query format and is defined like this:

```
[destination_module]<name1>=<value1>[&<name2>=<value2...]
```

destination_module can be one of the following (please click on the module name for more information):

- **main** (general Connect & Fix program settings)
- **desktop** (commands for the desktop sharing plugin)
- **file_transfer** (commands for the file transfer plugin)
- **audio** (commands for the audio plugin)
- **video** (commands for the video plugin)
- **recording** (commands for the recording plugin)
- **customization** (customization commands)
- **previews** (enable various preview functionalities)

Note: If you omit the destination module, a default value **main** is used.

Main module

Desktop sharing module

`show`	When you use this command on connect event, it will start desktop streaming.
`view`	This command instructs the Connect & Fix not to ask the user if he wants to view the remote desktop.
`control=(grant|grantF12|disable)`	When you use this command on connect event, it grants desktop control. The grantF12 parameter is used for granting control in the compatibility (F12) mode. If

you omit grant or grantF12 parameter, the default value (grant) is used.
If you specify control=disable, it is not possible to control the remote computer, only

`topbarpos=(left|top|right|bottom)`	This command is used to specify the location of the desktop streaming bar - it can be on the left, top, right or bottom side of the desktop. Note: Desktop streaming bar cannot be at the same location as the Windows task bar (usually it is at the bottom) - if you specify the same location, Connect & Fix will choose an alternative location. On Windows 95, Windows 98 and Windows Me you cannot set the position of the desktop streaming bar to left or right.
`hidetopbar=(true|false)`	If set to true, the desktop streaming bar is not shown.
`black=(true|false)`	This command (when set to true) instructs the Connect & Fix to enable black screen when desktop is being shared.
`disablelocal=(true|false)`	If set to true, the local user cannot take control.
`leavebackground=(true|false)`	If set to true, desktop background is not removed when streaming desktop.
`color=64k`	Use this option to switch to high quality mode (this means 64k colors, ISSC triple @60%).
`monitor=(primary|secondary|N)`	Select which monitor should be streamed when session is started. **Example:**

```
--on-connect "desktop?show&monitor=2"
```

Note: Connect & Fix does not support the **primary** and **secondary** selectors, only a numerical value: 0,1,2,etc.

`events=stream_stop_close`	Stops the Connect & Fix session automatically when desktop sharing is closed.

`leave_aero=(true|false)`	Windows only. By default we disable AERO composition on Windows machines in order to get better performance. Default value: false **Example**: `  --on-connect "desktop?leave_aero=true"`
`leave_effects=(true|false)`	Windows only. By default, we disable effects on Windows to increase performance. Default value: true **Example**: `  --on-connect "desktop?leave_effects=true"`
`leave_font_smoothing=(true|false)`	Windows only. By default, we enable font smoothing to increase performance. Default value: true **Example**: `  --on-connect "desktop?leave_font_smoothing=true"`
`norestart=(all|true)`	Disable Restart and Resume functionality in Connect & Fix session. If you enter the **all** parameter, then Restart and Resume functionality is disabled and you will not be able to enable it during the session. If you enter the parameter **true** then Restart and Resume functionality is disabled, however you can make a request during session to enable it. **Example**: `--on-connect "desktop?norestart=all"`

File transfer module

`location=<path_on_local_comput er>`	Use this command to change the location where the transferred files should be saved.
`transfer=[<file_name1>[;<file_ name2>...]]`	When you use this command on connect event, the file transfer plugin will start transferr separate multiple filenames with semicolons.

Audio module

`stream`	When you use this command on connect event, it will start streaming the local audio recording.

Video module

`stream`	When you use this command on connect event, it will start streaming the local video recording.

Recording module

`record[=silent,true]`	When you use this command on connect event, it will load the recording plugin, start it and ask the remote user if he or she allows recording. If silent or true is specified, the session will be recorded without user consent. If silent is specified, the user will not be offered to view the recorded session after the session has finished. Recording starts even if silent or true are not defined.
`location=<path_on_local _computer>`	Specify the default location where the recording files will be saved. Environment variables can also be used. Please use the following syntax for environment variables - for variable name variable_name use $[variable_name] Example for default path with computer name used in the path: `location=x:\\recordings\\$[COMPUTERNAME]`
`allow_stop=false`	This option will disable the user's ability to stop session recording.
`name=$[HOST]-$[TIME]`	You can define the file name for the recording. The default is set to Host and Time. This can be changed around depending on what criteria you wish to include in the file name. You can use any of the parameters listed below.

Parameters:
 	
`$[ISLUSER]`
`$[GRID]`
	These parameters can be used within the recording commands.
	
	    $[ISLUSER] - contains the username of the operator from the recorded session. **$[GRID] -** contains the ID of grid **$[SESSION]** - contains the session id of the recorded session. **$[CODE]** - contains the session code of the recorded session.

```
$[SESSION]
$[CODE]
$[REMOTE_HOST]
```

- **$[REMOTE_HOST]** - contains the name of the remote computer.

Customization module

`disable_sessions=(true|false)`	Allows you to disable **Sessions** tab in Connect & Fix application. If this option is enabled users are NOT able to generate a session code for remote support. Example: `ISL_Light.exe --on-load "customization?disable_sessions=true"`

`disable_computers=(true|false)`	Allows you to disable **Computers** tab in Connect & Fix application. They are only able to generate session code for remote support.
	Example:
	
	`ISL_Light.exe --on-load "customization?disable_computers=true"`
	
	Note: To display an empty dashboard you need to disable both **Sessions** and **Computers** tab. In this case you can apply the following customization:
	
	`ISL_Light.exe --on-load "customization?disable_computers=true&disable_sessions=true"`

`disable_invite_operator=(true|false)`	Allows you to hide the **Invite Operator** menu while you are in session. Example: `ISL_Light.exe --on-load "customization?disable_invite_operator=true"`
`disable_copy_session_invite_link_to_clipboard=(true|false)`	Allows you to disable **Copy URL** option when clicking on a generated session code in Connect & Fix. Example: `ISL_Light.exe --on-load "customization?disable_copy_session_invite_`

```
link_to_clipboard=true"
```

| disable_remember_me_in_login=(true\|false) | Allows you to disable the Remember me checkbox when logging into Connect & Fix. |