



Getting Started

Create an Account

To create your account, follow these steps.

Step 1

HOME > CONNECT & FIX

Connect & Fix
by Corporate Armor

Free Remote Access and Support software for Corporate Armor customers!

Exclusively for Corporate Armor customers!

We're excited to offer you **Corporate Armor Connect & Fix** – our secure, reliable remote desktop software that enables you to support your staff or clients remotely, from anywhere in the world, anytime!

Check out the chart to the right to see the awesome features available in **Connect & Fix**.

Features	Connect & Fix	ISL Online
Share my screen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transfer session	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Keyboard/mouse control	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Chat with Us

Go to <https://www.corporatearmor.com/connect-and-fix/>

Step 2

← → ↻ corporatearmor.com/connect-and-fix/

SHOP PRODUCTS ▾ NEWS FREE SHIPPING CONTACT US MY AC

Simply fill out the form and we will get back to you within 24 hours!

Name *

First

Last

Email *

Company Name *

Phone Number *

Submit



Type in your **Information** and click **Submit!**

Note: Password must be a least 8 characters long and must contain at least one lowercase character, one uppercase character and one number.

Step 3

Simply fill out the form and we will get back to you within 24 hours!

Thanks for contacting us! We will be in touch with you shortly.



You have successfully **created your Corporate Armor Connect & Fix account.**

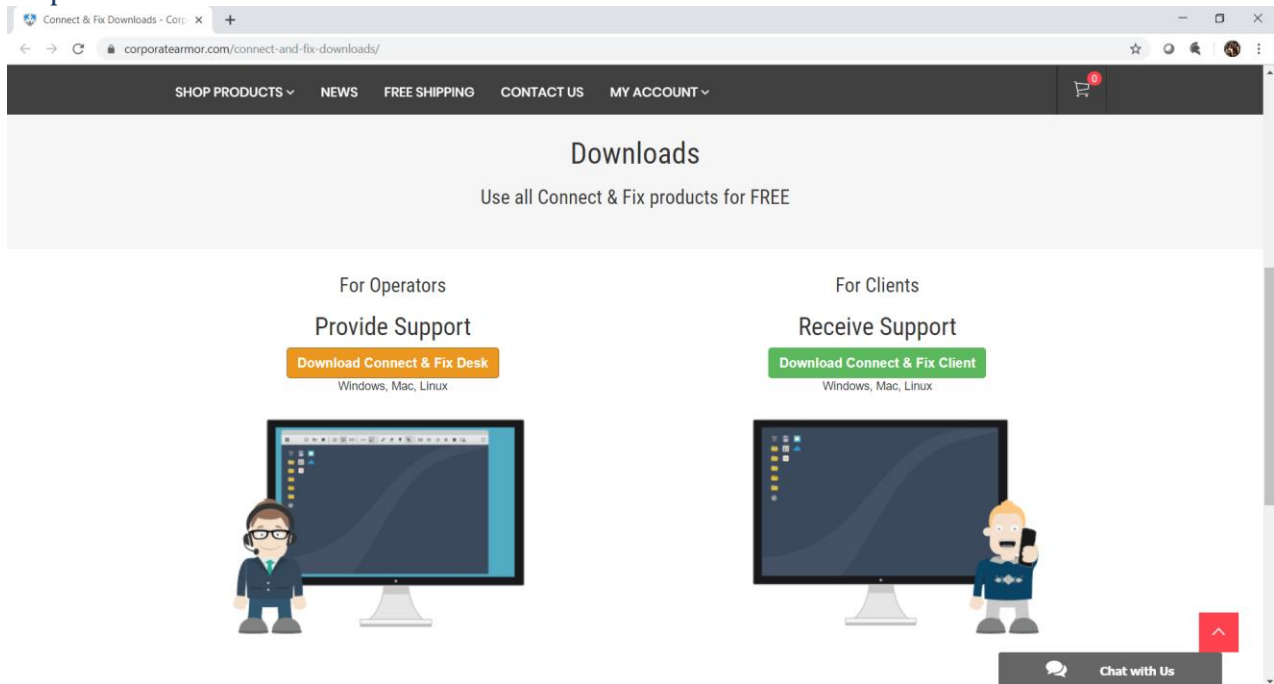
Install Corporate Armor Connect & Fix

Please follow the steps for you operating system to install Corporate Armor Connect & Fix:

- [Windows](#)
- [macOS](#)

Windows

Step 1



[Download Connect & Fix](#) from our website and click "**Run**" button.

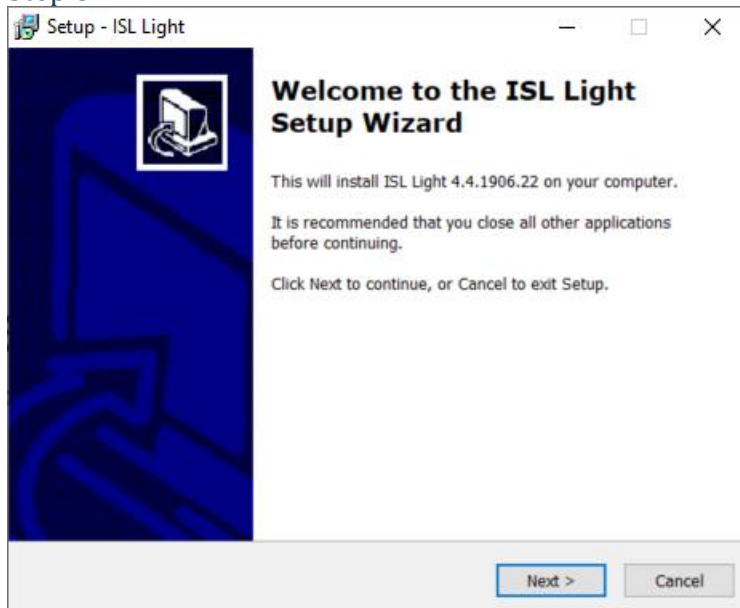
Note: You can download all the Corporate Armor Connect & Fix products at <https://www.corporatearmor.com/connect-and-fix-downloads/>

Step 2



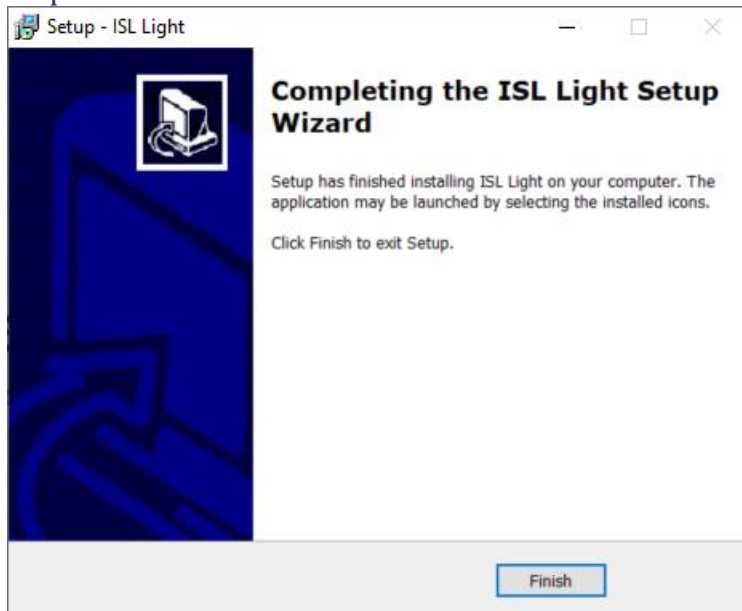
Click "**Install**" button.

Step 3



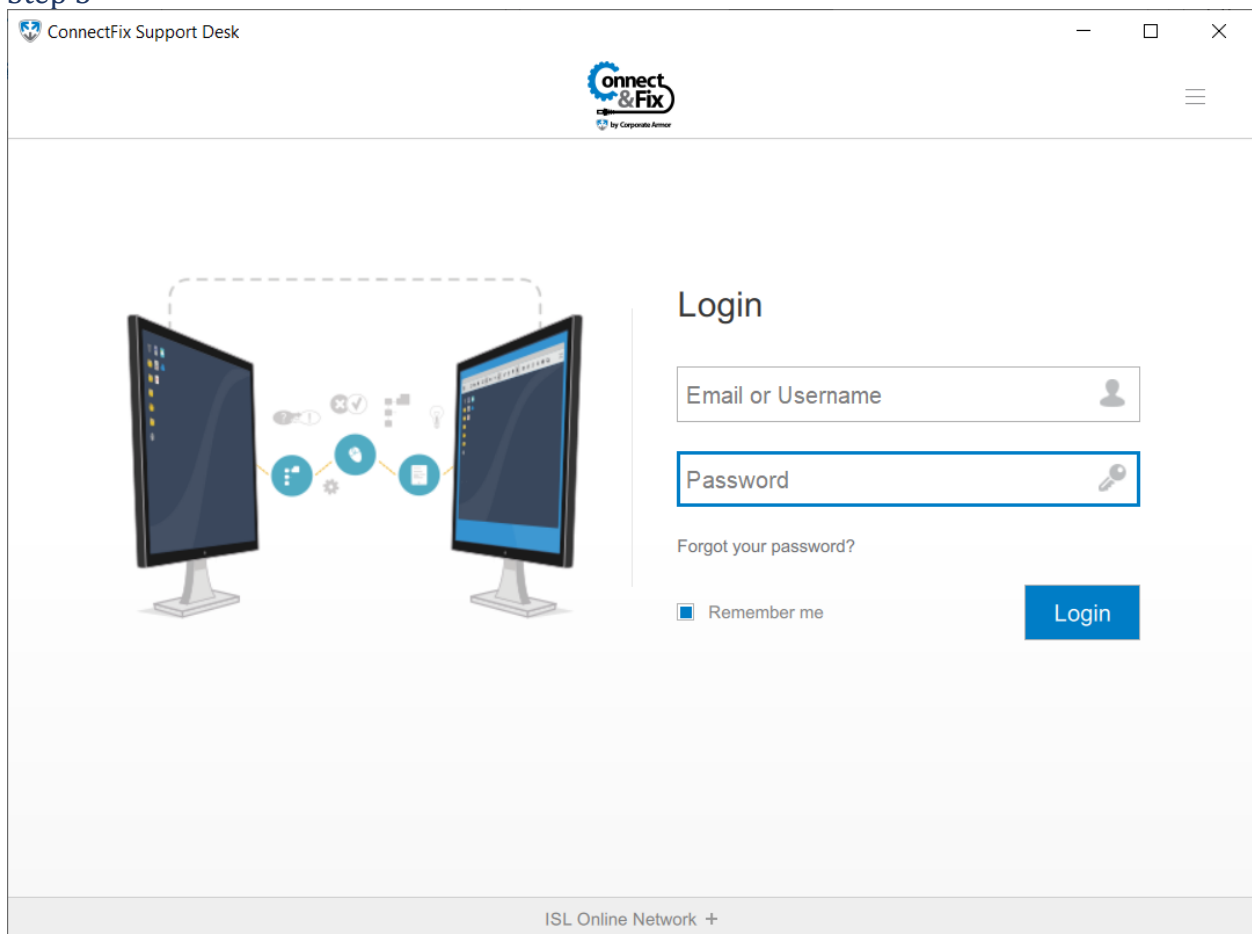
Click "**Next**" button.

Step 4



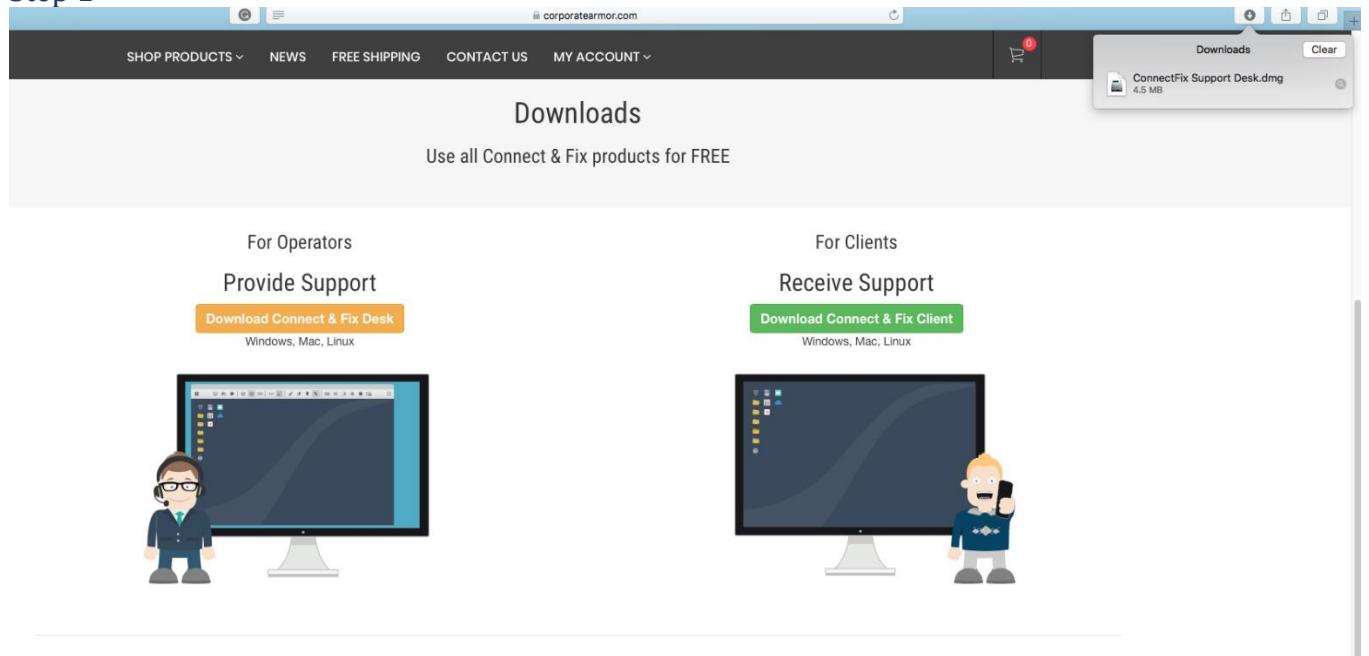
Click "**Finish**" button.

Step 5



Corporate Armor Connect & Fix is **successfully installed**.

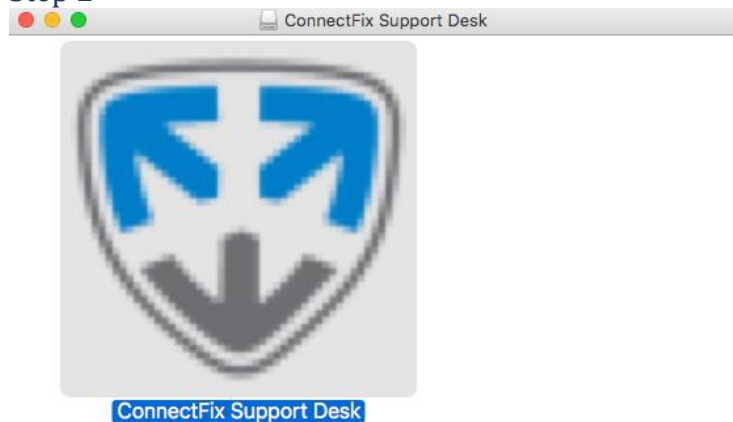
macOS Step 1



[Download Connect & Fix](#) from our website and click on the "**Corporate Armor Connect & Fix.dmg**" file.

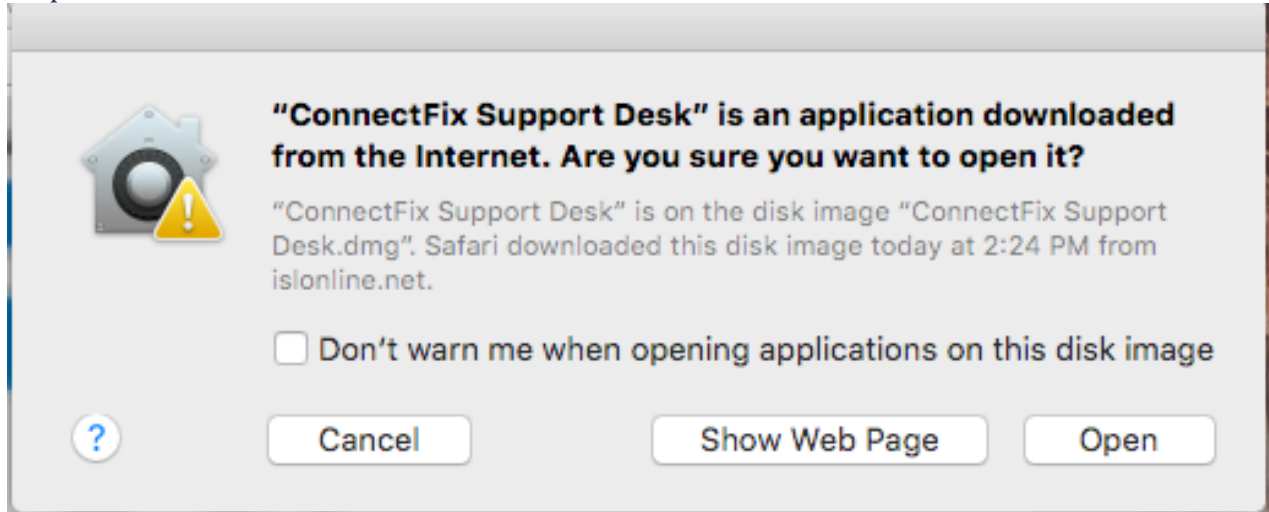
Note: You can download Corporate Armor Connect & Fix at <https://www.corporatearmor.com/connect-and-fix-downloads/>

Step 2



Double click the Corporate Armor Connect & Fix icon to begin installation.

Step 3



Select "**Open**" option in the security pop-up to continue.

Step 4





Select the "**Install**" option.

Note: Alternatively, you can select the "**Run Once**" option. Corporate Armor Connect & Fix will be launched but it will not be installed on your machine.

Step 5

ConnectFix Support Desk



Login

Email or Username
brad@corporatearmor.com

Password
.....

Forgot your password?

Remember me

Login

ISL Online Network +

Update available

System Requirements

Operating Systems

Note: Downloading Corporate Armor Connect & Fix or running Corporate Armor Connect & Fix Network Start executable will download latest supported version for your operating system.

Microsoft Windows

- Microsoft Windows Server 2016
- Microsoft Windows 10 (32-bit and 64-bit)
- Microsoft Windows 8.1 (32-bit and 64-bit)
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8 (32-bit and 64-bit)
- Microsoft Windows Server 2012
- Microsoft Windows 7 (32-bit and 64-bit)
- Microsoft Windows Server 2008 R2

Mac OS

- OS X 10.14 Mojave

Important: With macOS 10.14 Mojave Apple introduced some changes in Security which affect the workflow when running the Corporate Armor Connect & Fix application. Please refer to the following topic for explanation: [ISL Online programs compatibility with macOS 10.14 Mojave](#)

- OS X 10.13 High Sierra
- OS X 10.12 Sierra
- OS X 10.11 El Capitan
- OS X 10.10 Yosemite
- OS X 10.9 Mavericks
- OS X 10.8 Mountain Lion

Linux

- Linux kernel 2.4 and higher (64 bit)

Note: Linux systems require X Window System to run the Corporate Armor Connect & Fix application.

Internet Connection

Bandwidth minimum: 56 Kbps

Supported connection methods (Corporate Armor Connect & Fix can work with any of the following):

- direct outgoing TCP/IP connection to TCP port 7615 on ISL Conference Proxy server
- WININET HTTPS connection to TCP port 443 on ISL Conference Proxy server
- WININET HTTP connection to TCP port 80 on ISL Conference Proxy server
- direct HTTPS connection to TCP port 443 on ISL Conference Proxy server
- direct HTTP connection to TCP port 80 on ISL Conference Proxy server

Timeout for a specific connection method is 20 seconds for connection establishment - so total timeout for connection is less than 1 minute.

Supported network types are the following:

- a computer with a static public IP
- a computer with a dynamic public IP
- a computer in a private network behind a firewall with a public IP performing NAT
- a computer in a private network behind a http proxy offering http and/or https protocols

Web Browsers

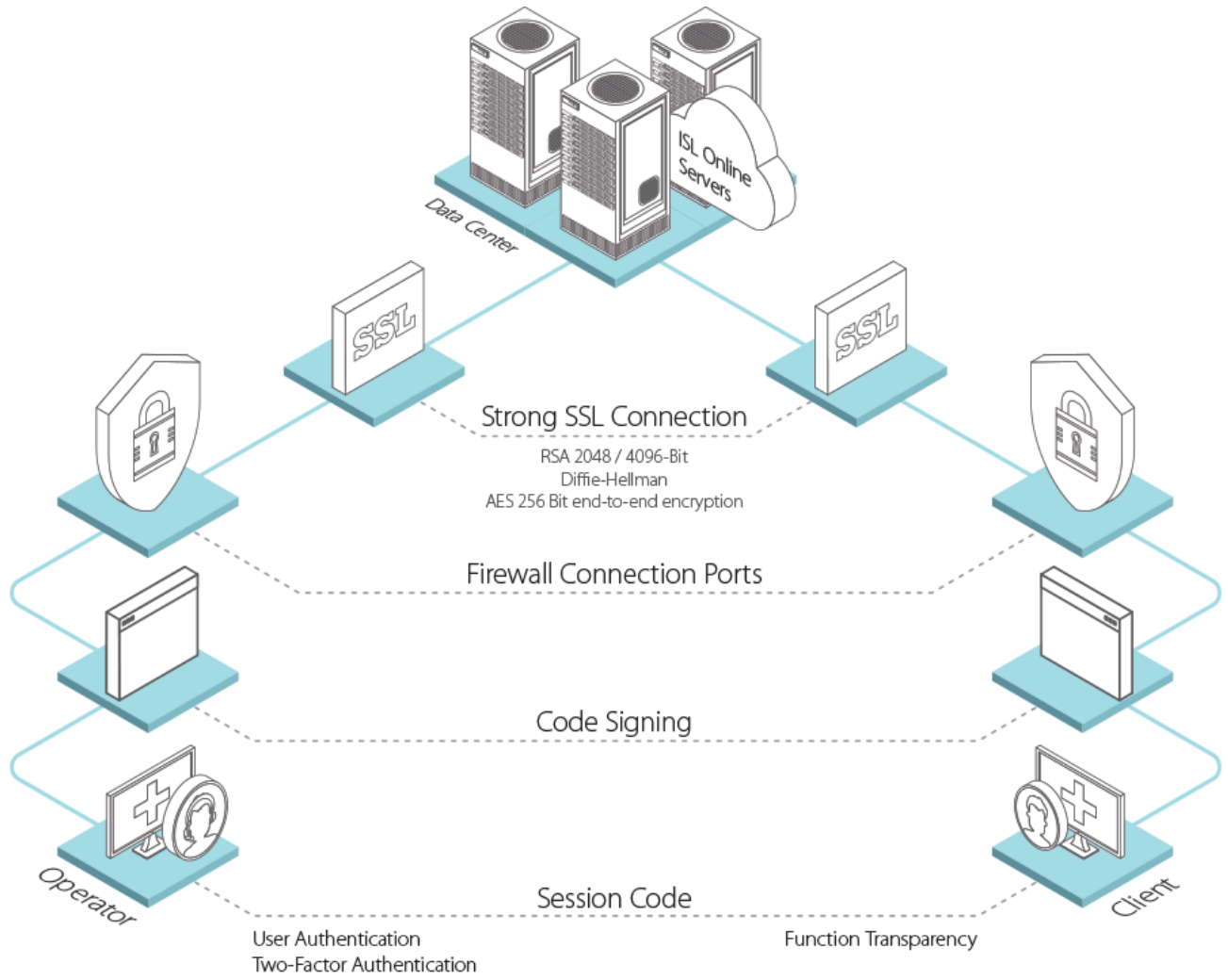
- Firefox 6.0 or higher
- Google Chrome 3 or higher
- Microsoft Edge
- Microsoft Internet Explorer 6.0 or higher
- Opera 11.6 or higher

Security

We are aware that the security of remote desktop is of utmost importance to you and your clients when using Corporate Armor Connect & Fix remote computer software, therefore it is our top priority to assure you the highest level of remote desktop security. This security statement presents a detailed technical background of the Corporate Armor Connect & Fix technology and reveals how secure is Corporate Armor Connect & Fix's remote desktop. The provided information should help you understand several security layers implemented in the Corporate Armor Connect & Fix product. Corporate Armor Connect & Fix's remote desktop security in short: industry-standard (SSL) security technologies are used to protect data transfer; RSA 2048 Bit Public / Private Key Exchange (RSA 1024) is used to negotiate symmetrical AES 256 Bit end-to-end encryption; end-user applications are digitally signed by means of a code signing certificate.

Note: Following the top security standards we added support for SHA-2 certificates. Code is now signed twice on our end, with SHA-1 and SHA-2 signature to enable backwards compatibility with older systems that support only SHA-1 and to provide the best possible security to systems that support SHA-2.

3-level encryption and maximum security:

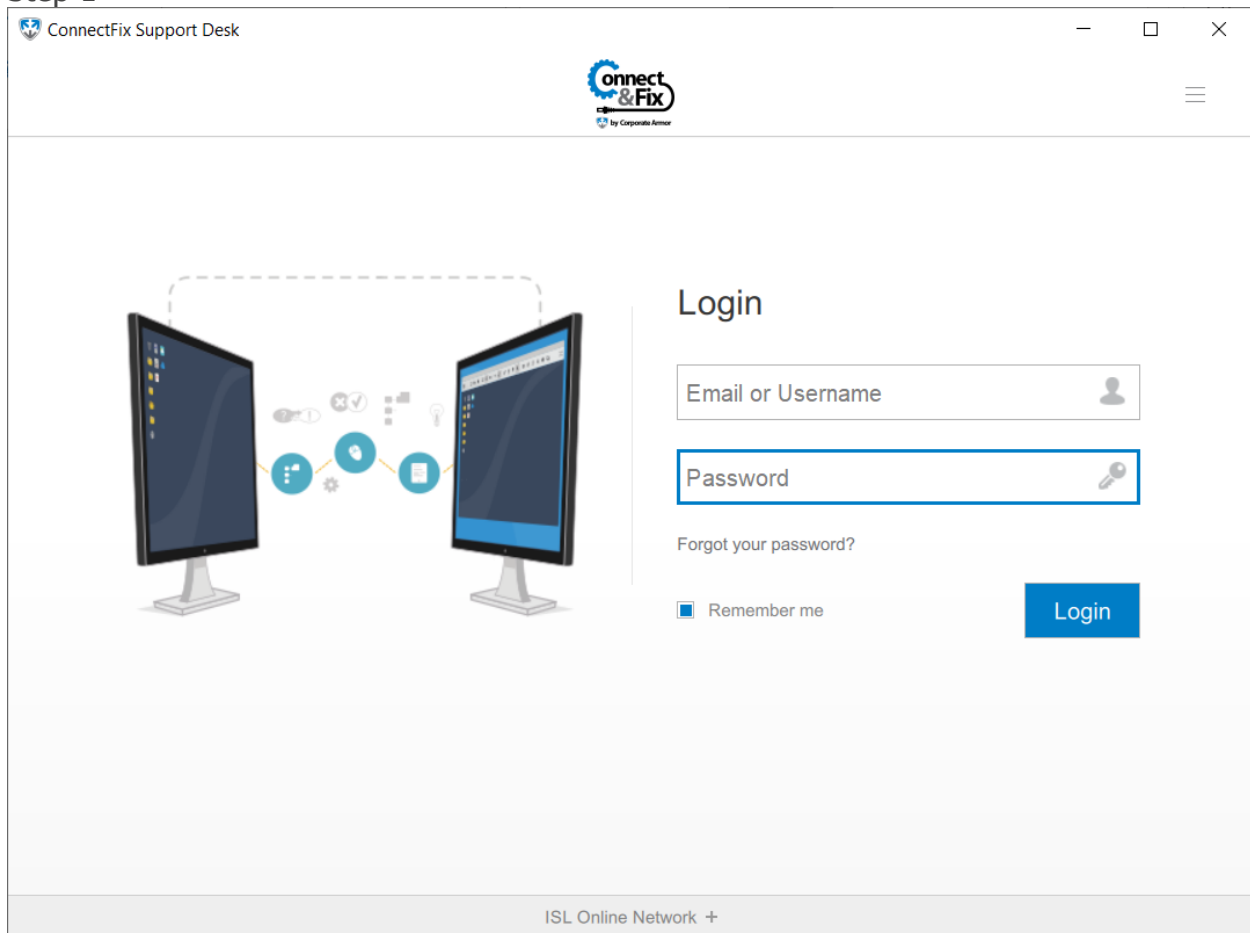


Connect via Desktop App – Corporate Armor Connect & Fix

Control Remote Desktop

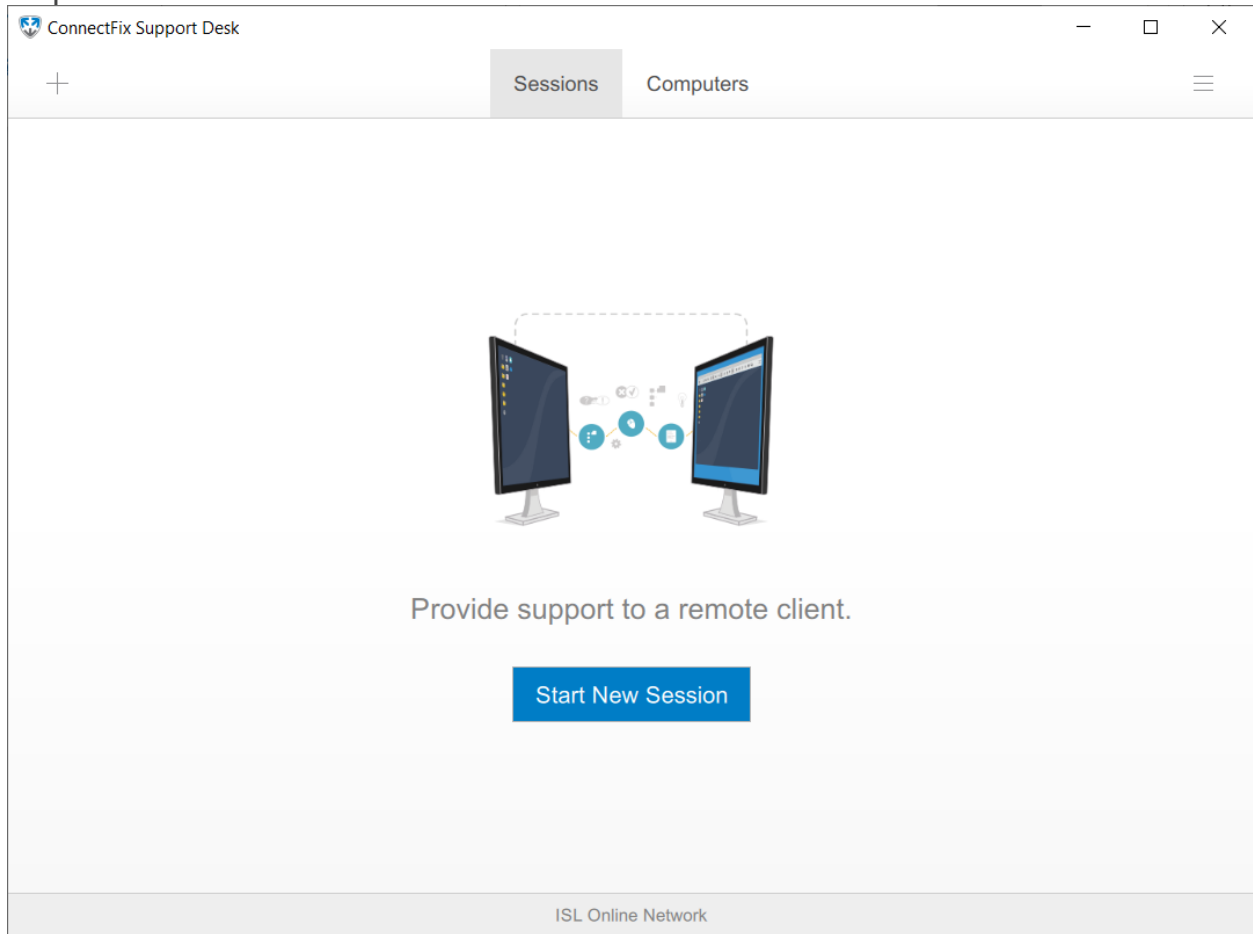
Follow these steps to control remote desktop.

Step 1



Open [Connect & Fix](#) and type in your **username** and **password**, and click the "**Log In**".

Step 2



The screenshot shows a web application window titled "ConnectFix Support Desk". The window has a header bar with a plus sign on the left, two tabs labeled "Sessions" and "Computers", and standard window control buttons (minimize, maximize, close) on the right. Below the header, the main content area features a central graphic of two computer monitors connected by a dashed line, with several small icons representing network or support functions. Below this graphic, the text "Provide support to a remote client." is displayed. A prominent blue button labeled "Start New Session" is centered below the text. At the bottom of the window, a footer bar contains the text "ISL Online Network".

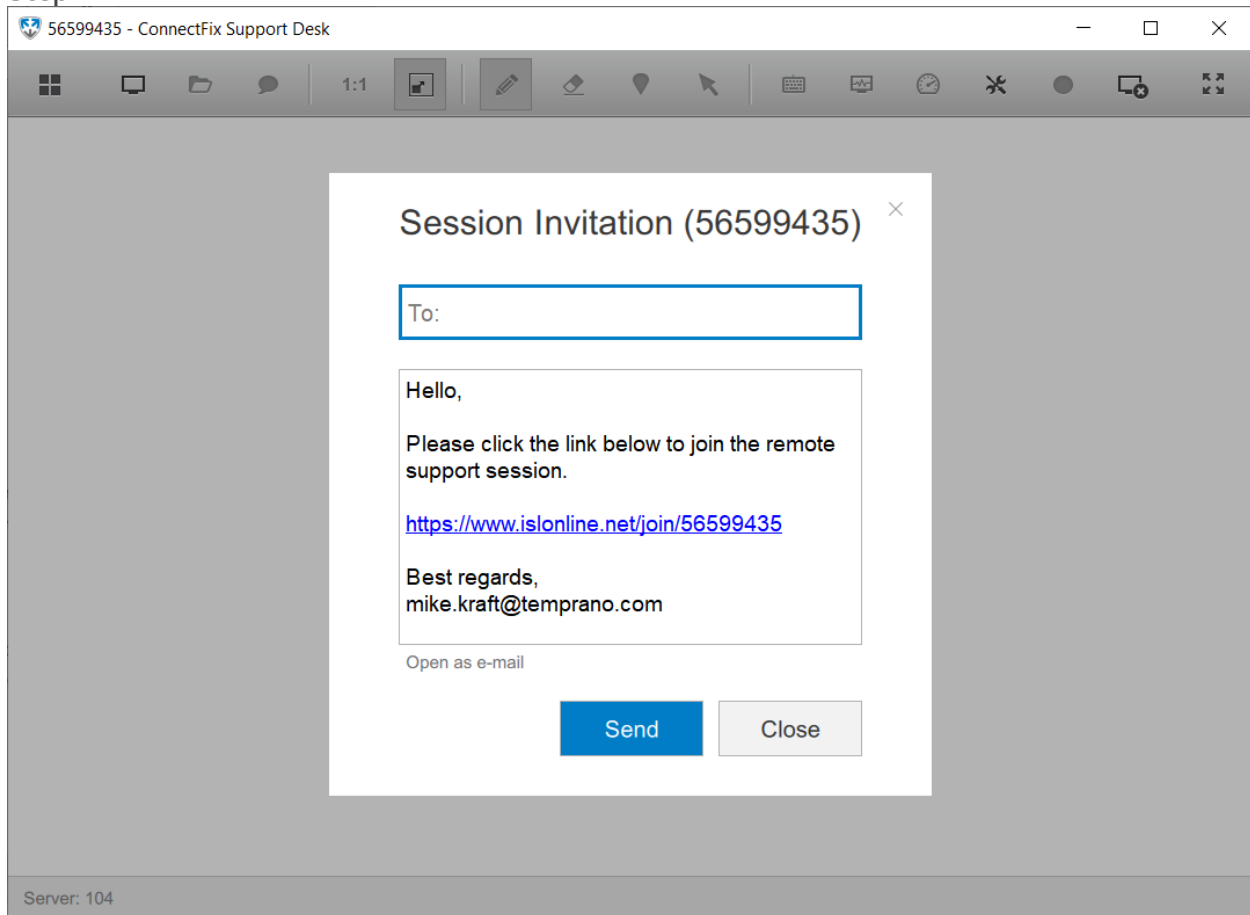
Click "**Start New Session**" button. The session code will be generated.
Note: Click the "+" button in the top left corner for additional options.

Step 3

Click "**Invite**" button to open session invitation.

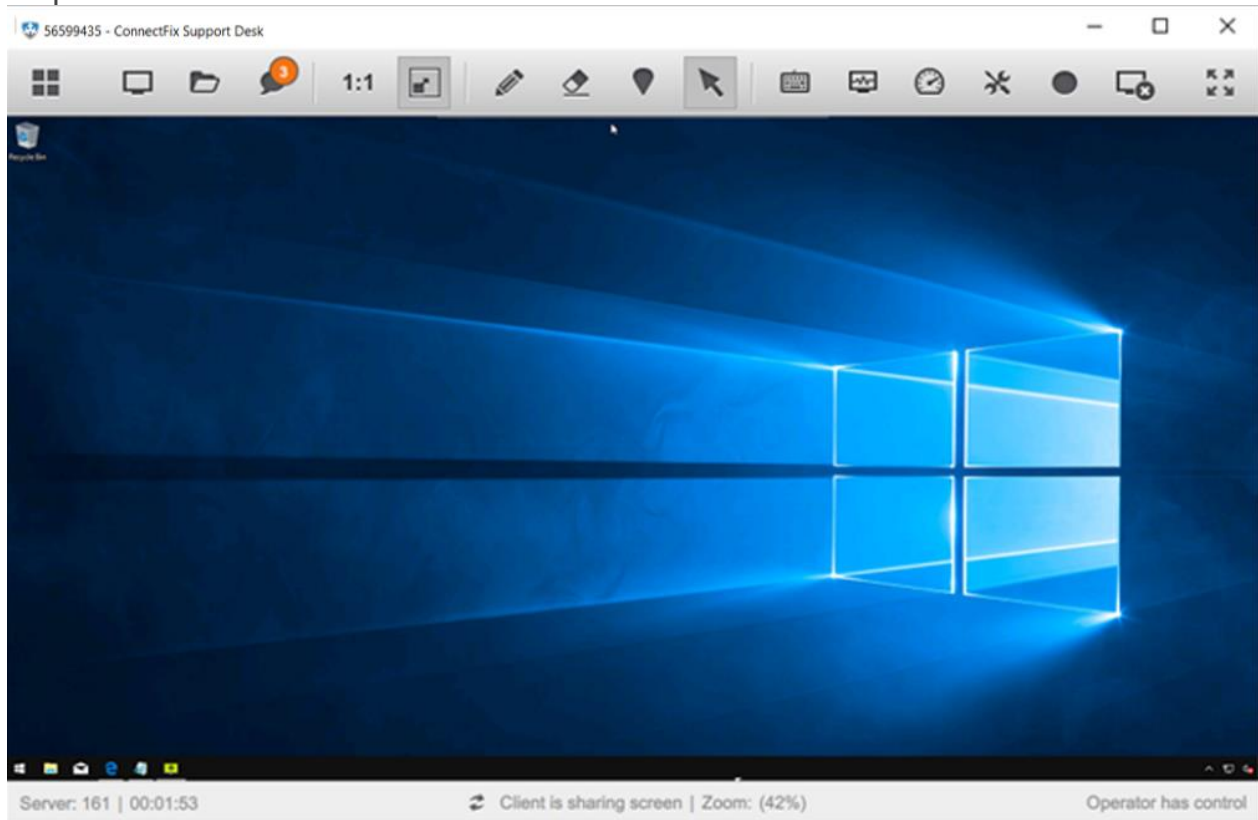
Note: Click on "**Session Code**" to copy/paste the session URL or session code. The client runs the link or enters the session into [Connect & Fix Client](#) or at <https://connectandfix.islonline.net/users/main/join.html>.

Step 4



Type **customers email** and click "**Send**" button. Once customer runs the "**email invitation**" link on his computer you will be connected.

Step 5



Now you can **control remote computer.**

Join via Email Invitation

This topic covers the process of joining a session through email invitation for all three major operating systems. Please choose the appropriate one for you:

- [Windows](#)
- [macOS](#)
- [Linux](#)

Windows

Step 1

Invitation to a remote support session



noreply@islonline.net
To: mike.kraft@corporatearmor.com

Reply Reply All Forward ...

Mon 10/7/2019 12:06 PM

Hello,

Please click the link below to join the remote support session.

<https://www.islonline.net/join/10122622>

Best regards,

scott@temprano.com

Click the link in the invitation email to automatically download Corporate Armor Connect & Fix.

Step 2

Thank you for downloading!

Please run the downloaded application to connect with operator.
If your download didn't start, [click here to retry.](#)

Session Type:	Invitation to remote support
Session Code:	10122622
User:	\\www.temprano.com\scott@temprano.com
E-Mail:	scott@temprano.com

Only join sessions with people you recognize and trust!

[Join another session](#)

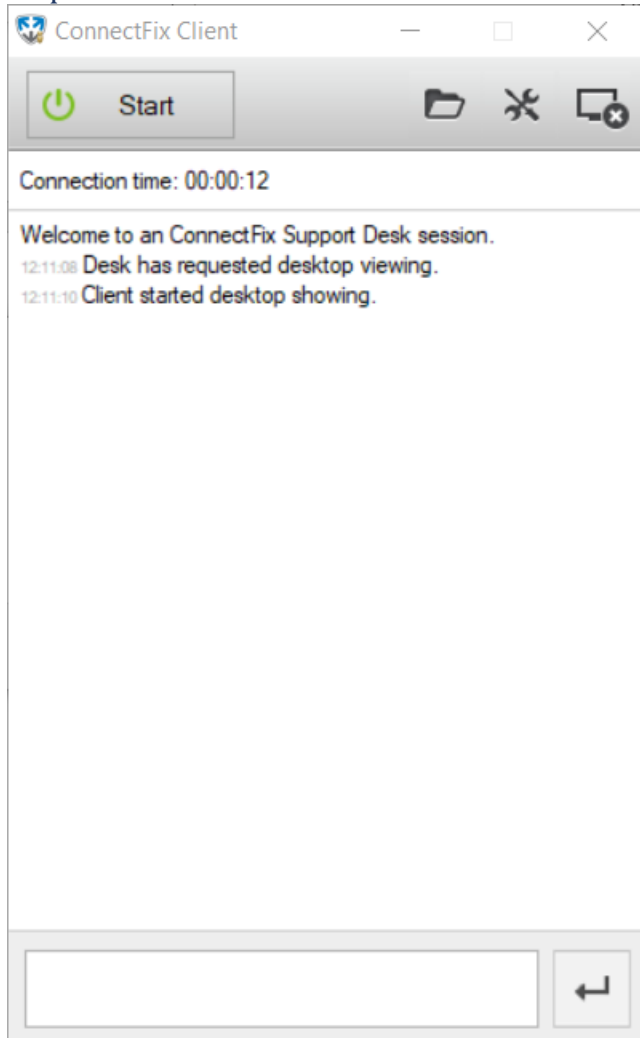
Click **ISL Light** to begin.

© 2003–2019 ISL Online. All rights reserved. [Legal Notices](#) | Version: Default English [Leave a Message](#)

ConnectFix Client...exe Show all

Click "**Run**" button to launch Corporate Armor Connect & Fix Client which was downloaded.

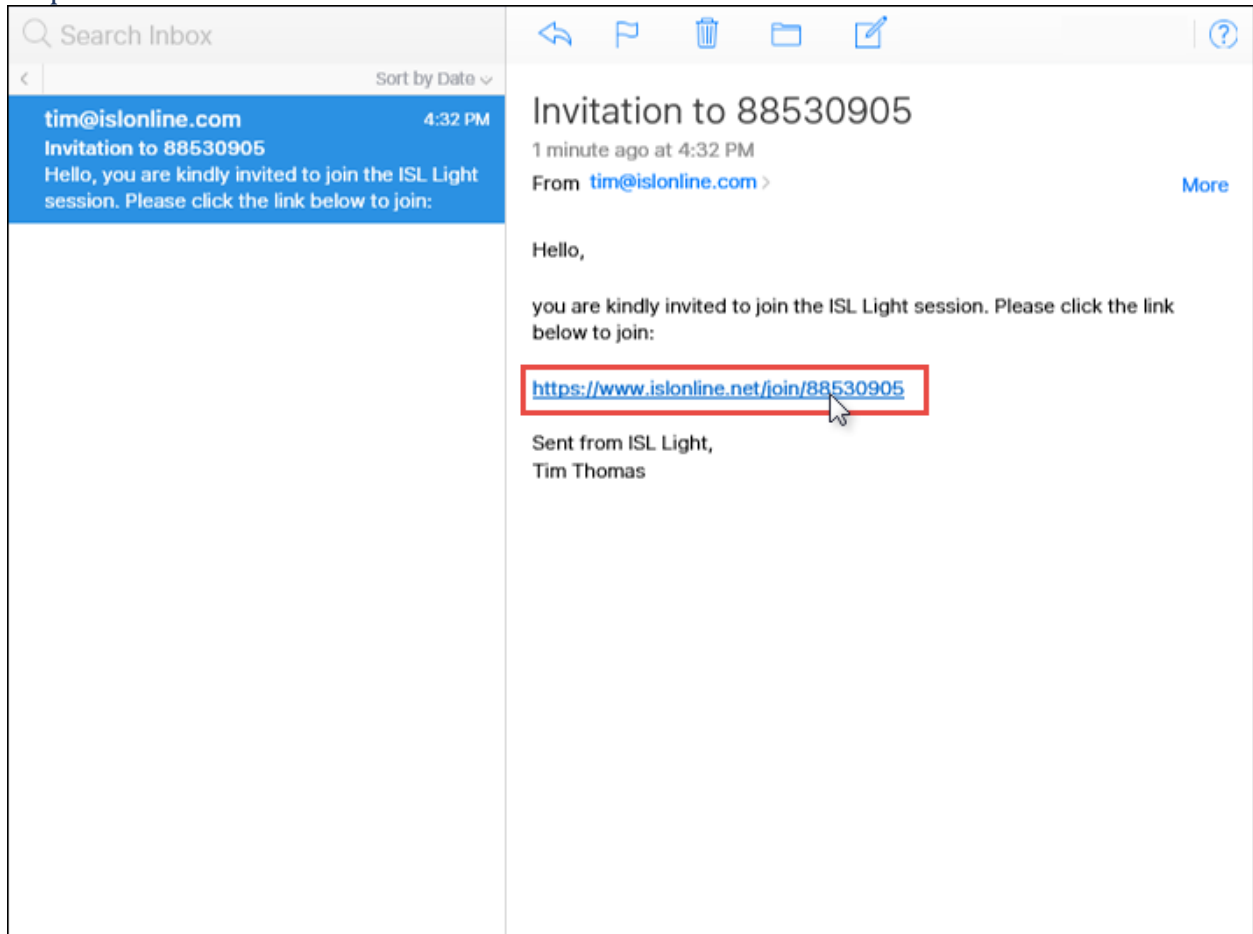
Step 3



Corporate Armor Connect & Fix is running, and you are connected with the operator.

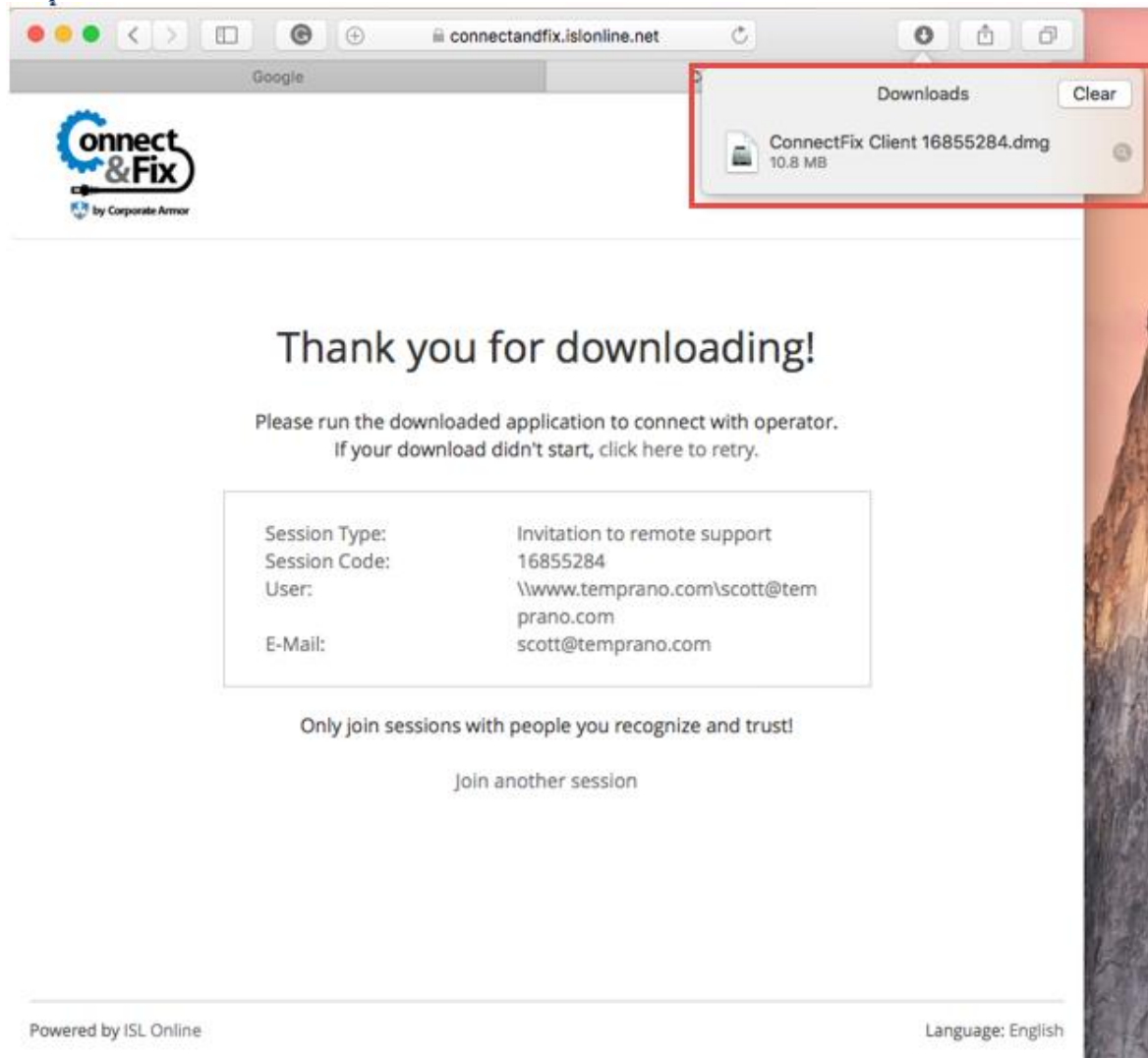
macOS

Step 1



Click the link in the invitation email to automatically download Corporate Armor Connect & Fix Client.

Step 2



The screenshot shows a web browser window with the address bar displaying `connectandfix.islonline.net`. The browser's download manager is open, showing a file named `ConnectFix Client 16855284.dmg` (10.8 MB) in the Downloads folder. The main content of the page is a thank-you message: "Thank you for downloading!" followed by instructions to run the application. A table provides session details, and a button for "Join another session" is visible. The footer includes "Powered by ISL Online" and "Language: English".

connect & Fix
by Corporate Armor

Thank you for downloading!

Please run the downloaded application to connect with operator.
If your download didn't start, [click here to retry](#).

Session Type:	Invitation to remote support
Session Code:	16855284
User:	\\www.temprano.com\scott@temprano.com
E-Mail:	scott@temprano.com

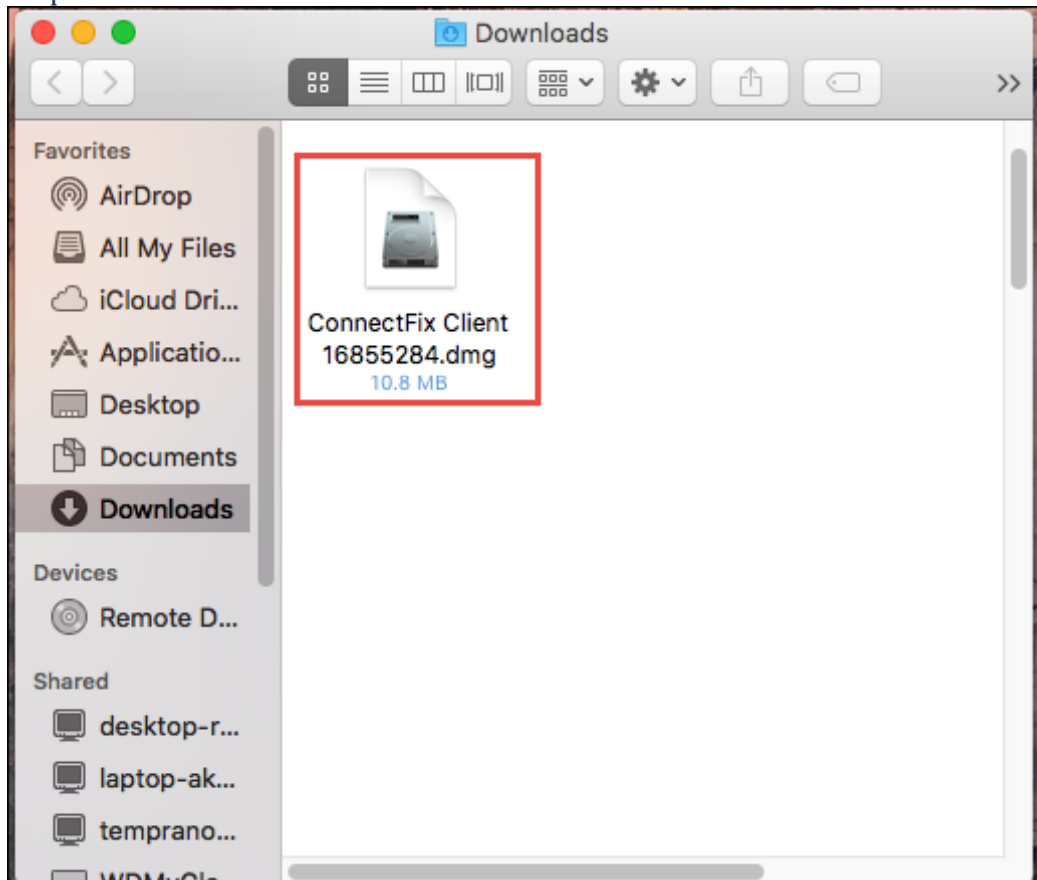
Only join sessions with people you recognize and trust!

[Join another session](#)

Powered by ISL Online Language: English

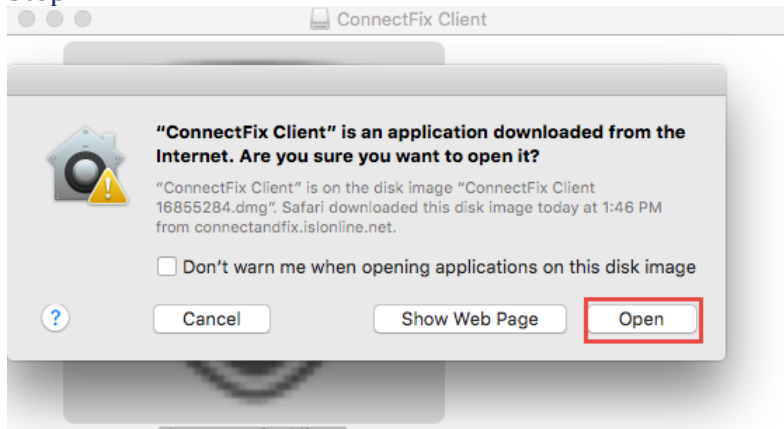
Corporate Armor Connect & Fix.**dmg** file is downloaded automatically. Open the Downloads folder and double click it.

Step 3



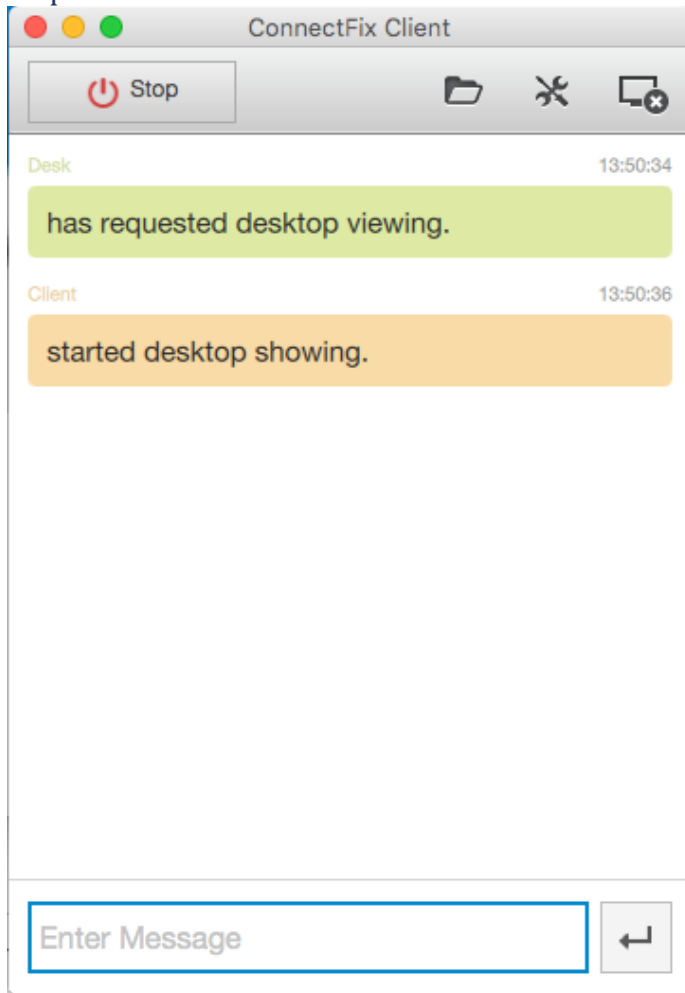
Click the Corporate Armor Connect & Fix Client icon in the window that opens to launch the program.

Step 4



Click "Open" if the security window appears.

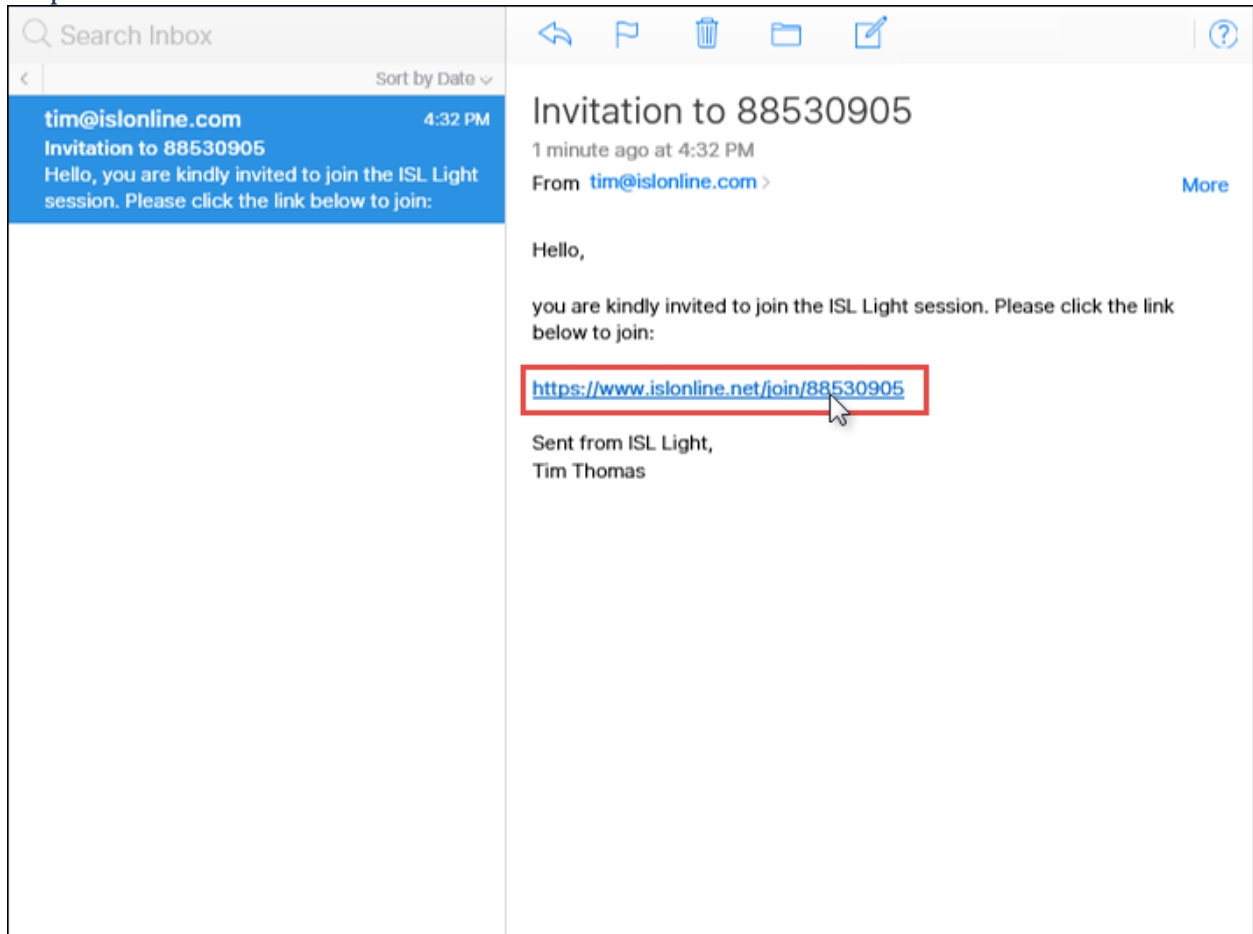
Step 5



Corporate Armor Connect & Fix Client is running, and you are connected with the operator.

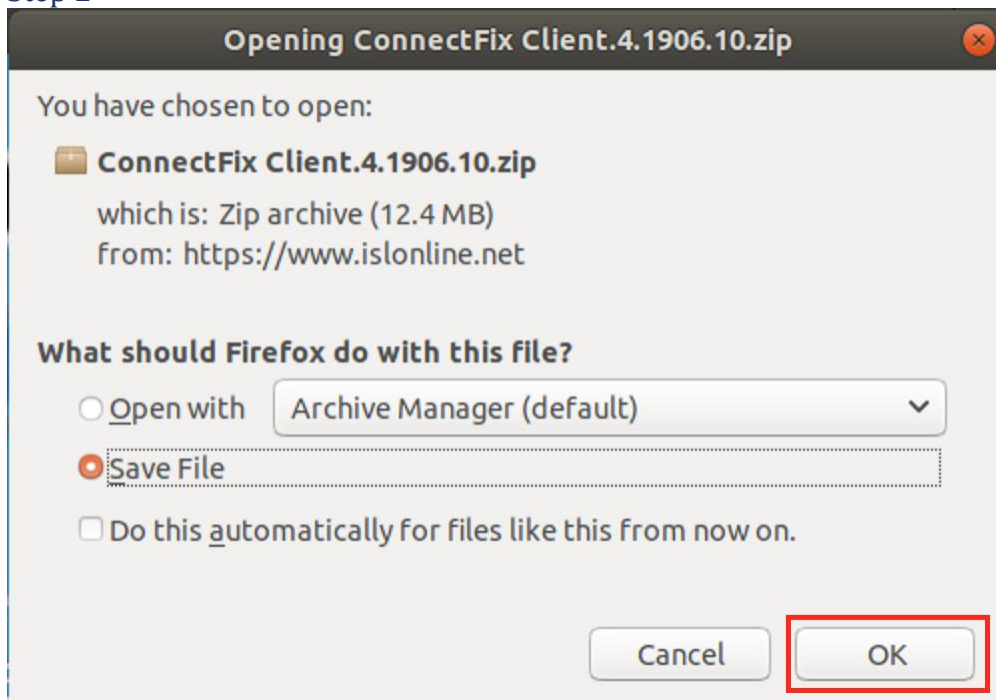
Linux

Step 1



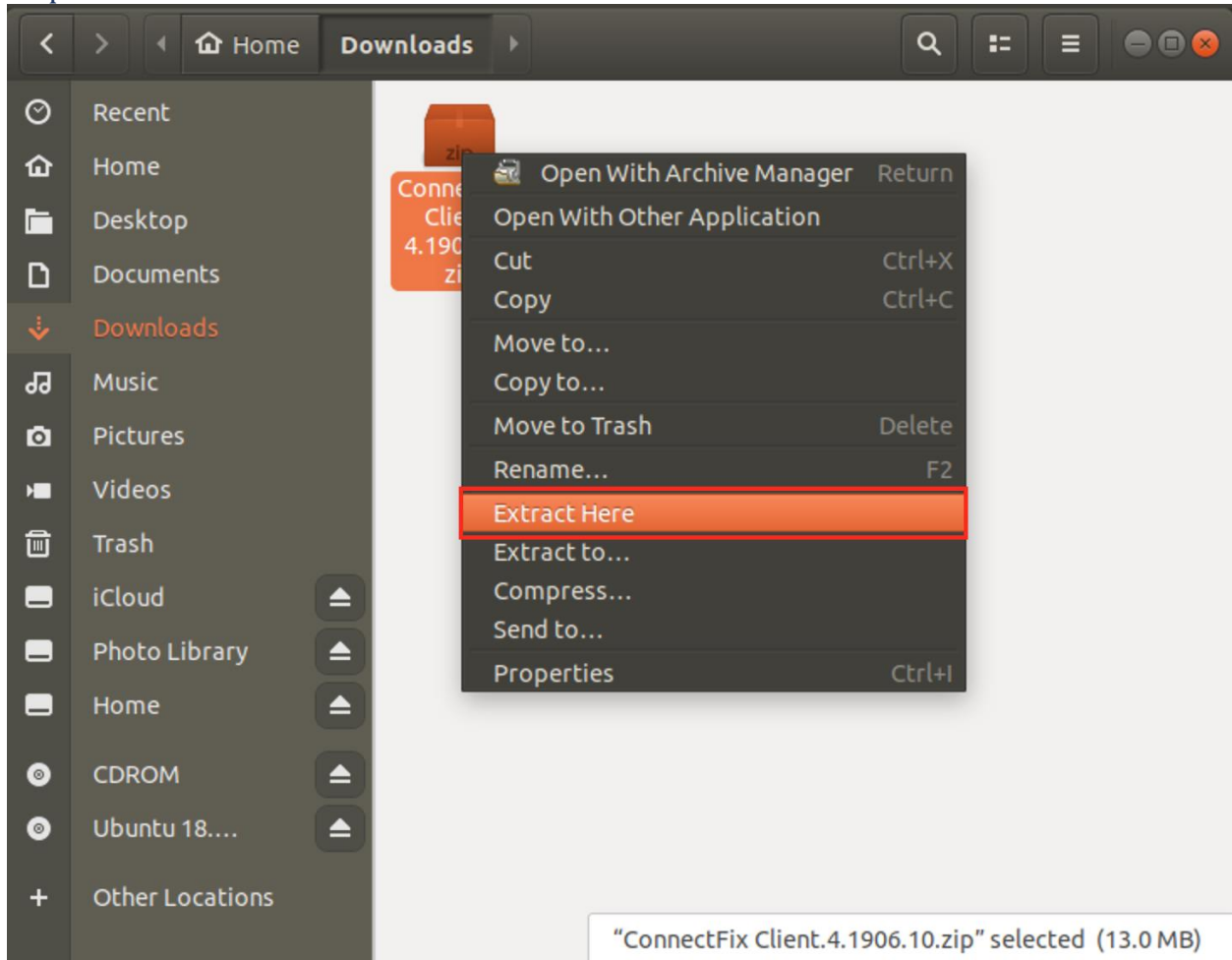
Click the link in the invitation email to automatically download Corporate Armor Connect & Fix client.

Step 2



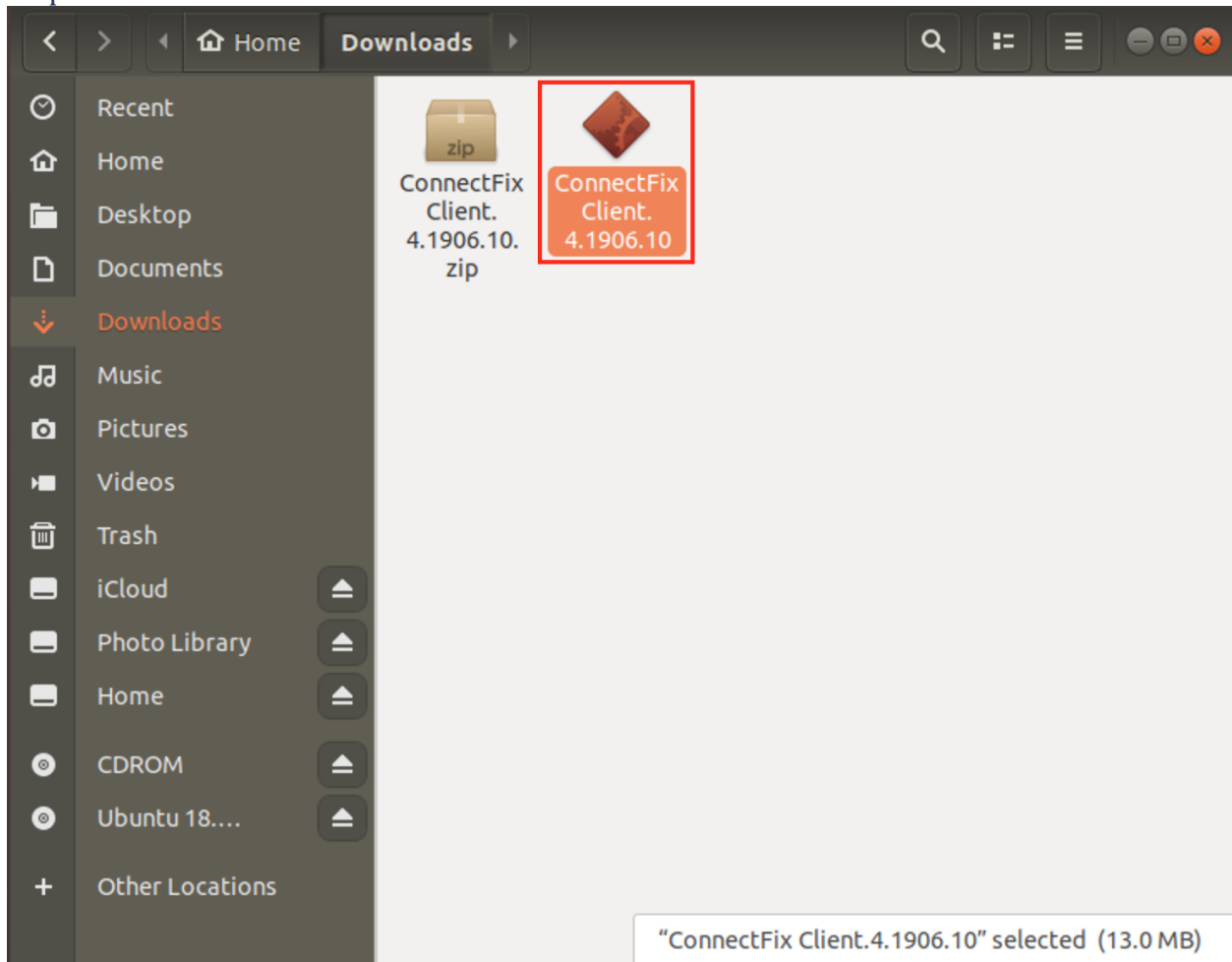
Save the .zip file which is downloaded automatically. It contains Corporate Armor Connect & Fix client.

Step 3



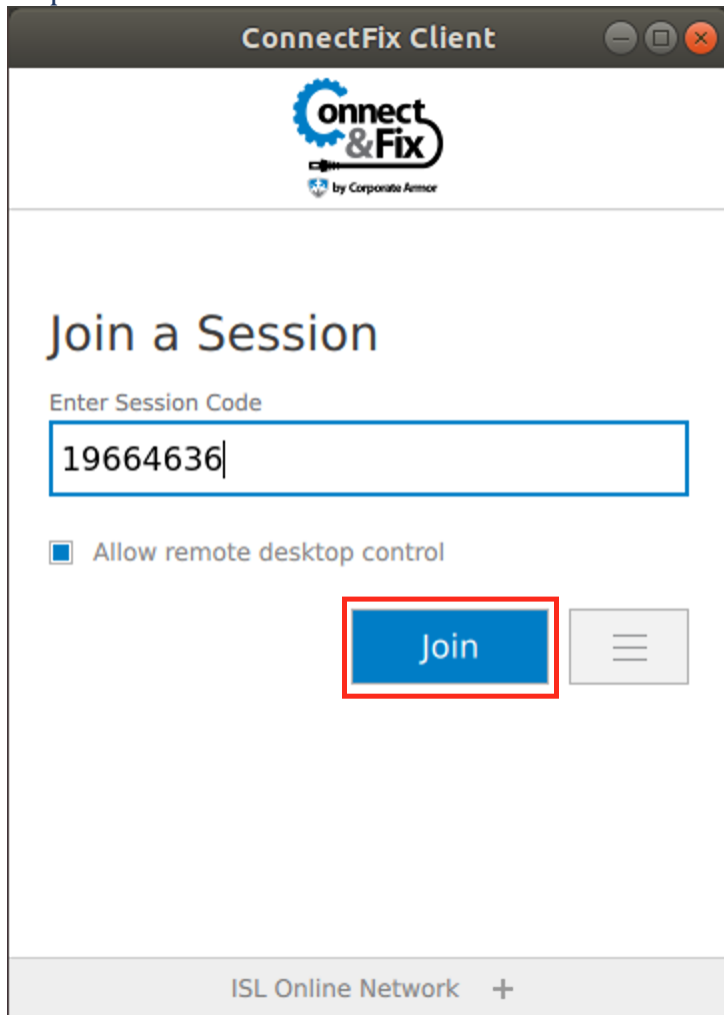
Locate and extract the .zip file which you downloaded in previous step.

Step 4



Double click the extracted executable to start Corporate Armor Connect & Fix.

Step 5



Corporate Armor Connect & Fix Client is running, and you are connected with the operator.

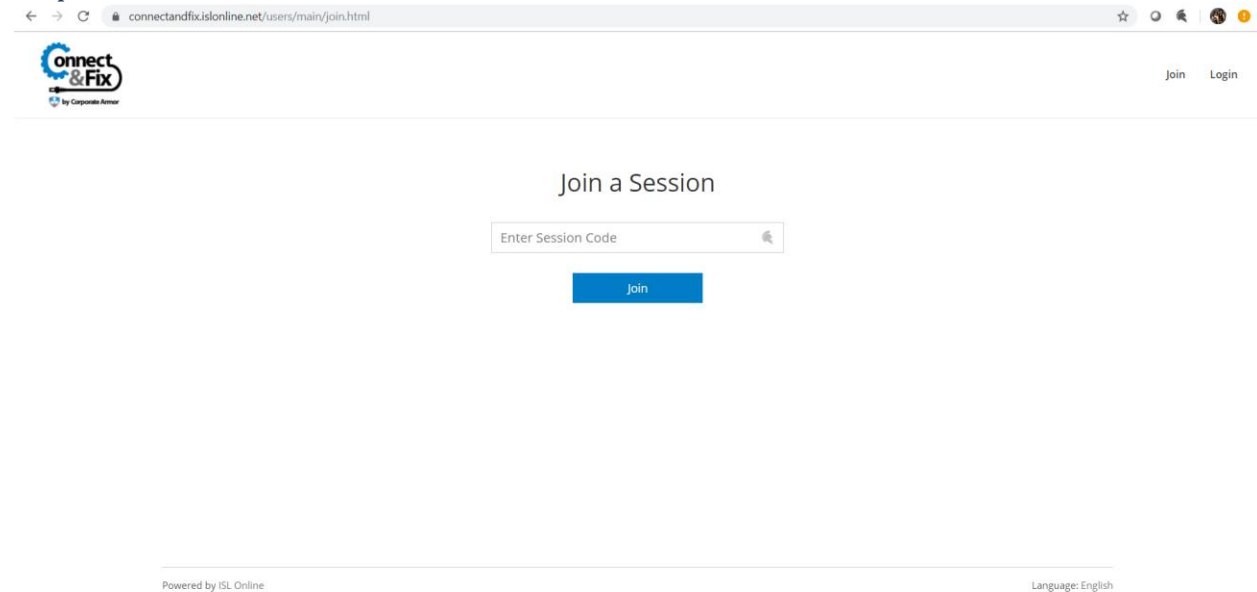
Join via Website

This topic covers the process of joining a session via website for all three major operating systems. Please choose the appropriate one for you:

- [Windows](#)
- [macOS](#)
- [Linux](#)

Windows

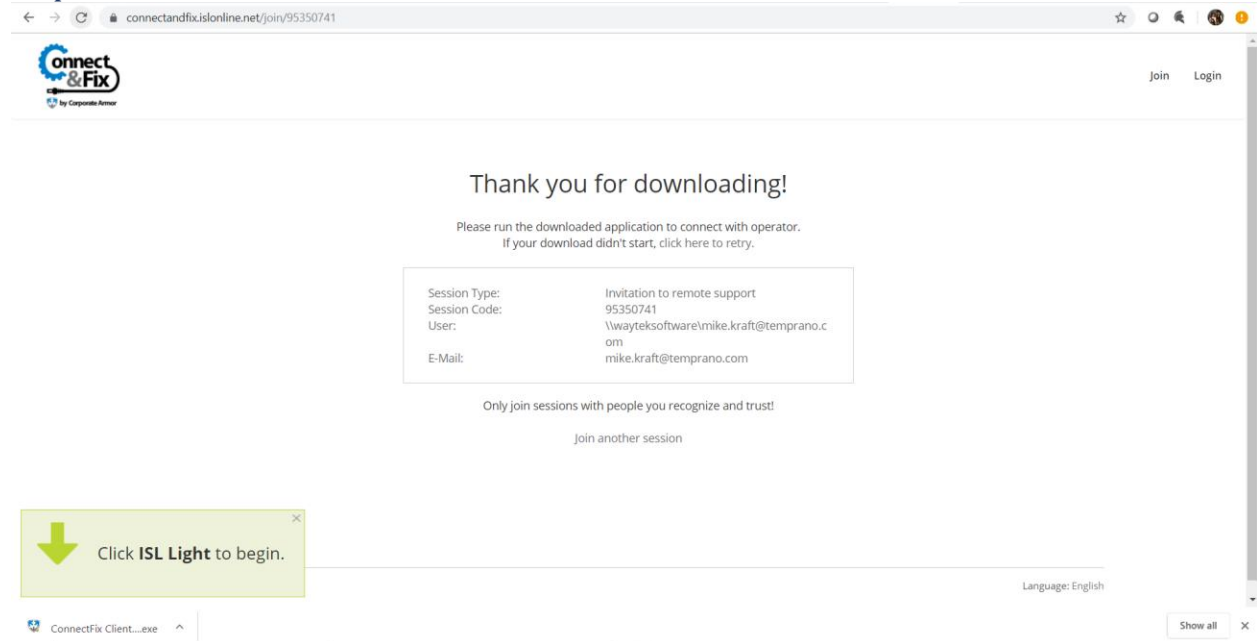
Step 1



The screenshot shows a web browser window with the URL connectandfix.islonline.net/users/main/join.html. The page features the Connect & Fix logo (powered by Corporate Armor) in the top left and 'Join' and 'Login' links in the top right. The main content area is titled 'Join a Session' and contains a text input field labeled 'Enter Session Code' with a search icon on the right. Below the input field is a blue 'Join' button. At the bottom of the page, there is a footer with 'Powered by ISL Online' on the left and 'Language: English' on the right.

Head to <https://connectandfix.islonline.net/users/main/join.html> or <https://connectandfix.islonline.net>. Enter the session code and click "**Join**".

Step 2



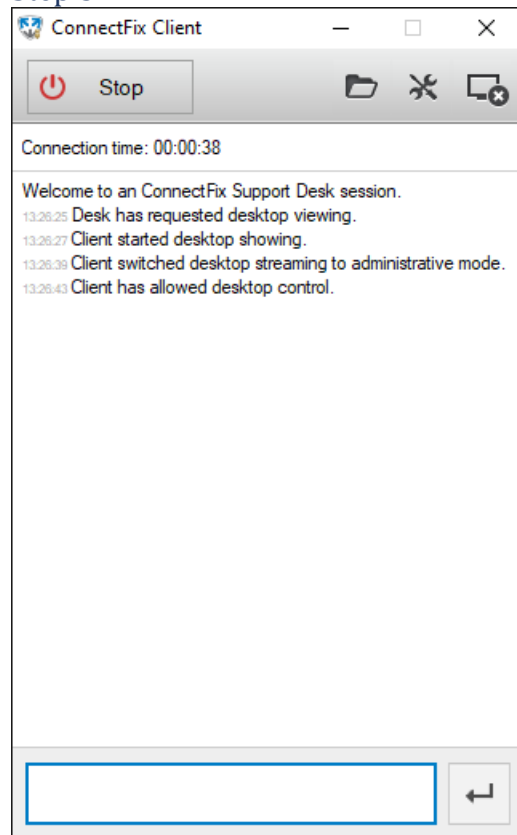
The screenshot shows a web browser window with the URL `connectandfix.islonline.net/join/95350741`. The page features the Connect & Fix logo and navigation links for 'Join' and 'Login'. The main content area displays a 'Thank you for downloading!' message, followed by instructions to run the downloaded application. A table provides session details:

Session Type:	Invitation to remote support
Session Code:	95350741
User:	\\waytekssoftware\mike.kraft@temprano.com
E-Mail:	mike.kraft@temprano.com

Below the table, there is a warning: 'Only join sessions with people you recognize and trust!' and a link to 'Join another session'. A yellow callout box with a green arrow points to the text 'Click ISL Light to begin.' The browser's taskbar shows the 'ConnectFix Client.exe' application running.

Click "**Run**" to connect to session.

Step 3



The screenshot shows the 'ConnectFix Client' application window. The title bar includes a 'Stop' button and standard window controls. The main area displays the following session logs:

Connection time: 00:00:38

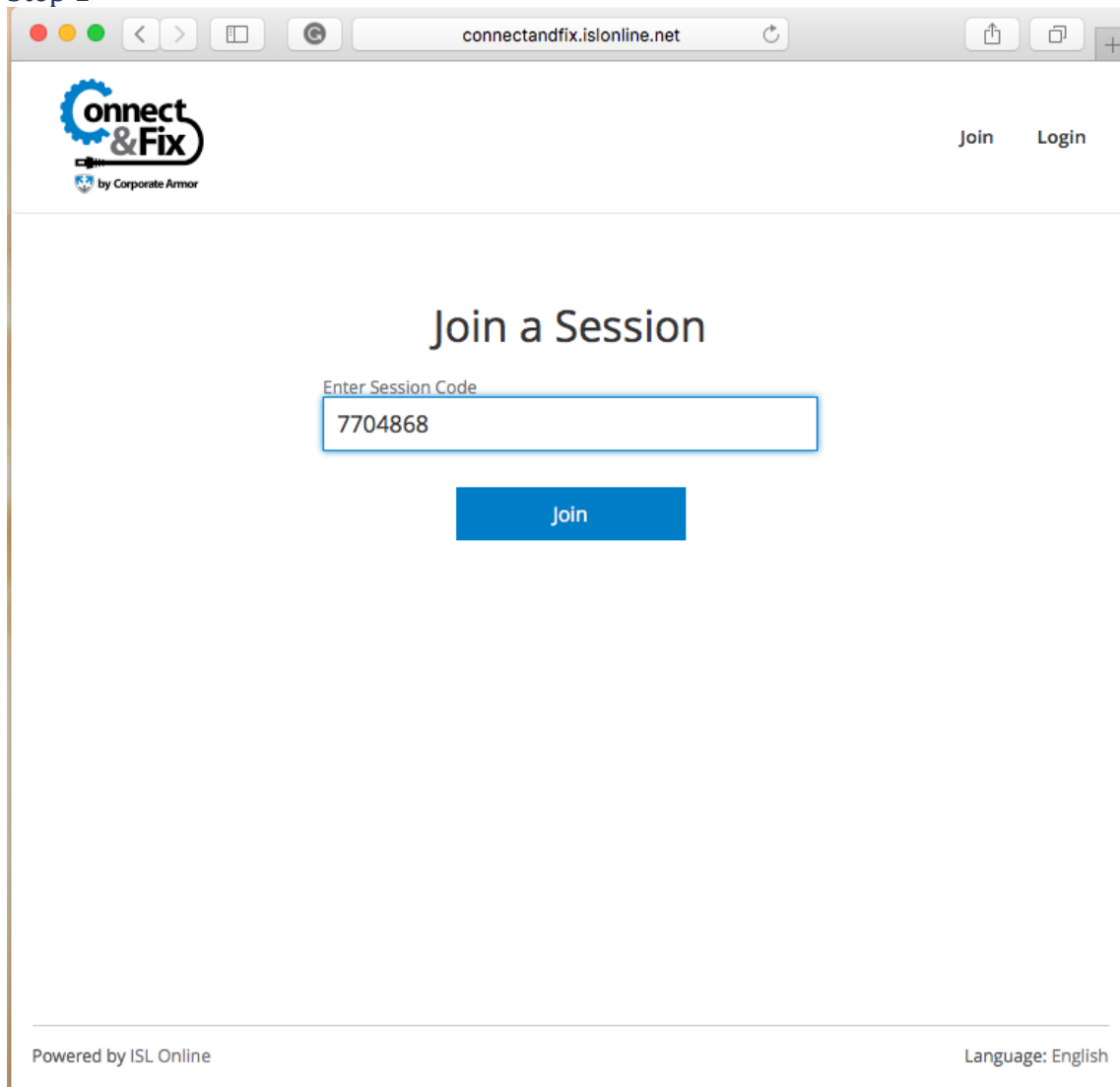
Welcome to an ConnectFix Support Desk session.

- 13.26.25 Desk has requested desktop viewing.
- 13.26.27 Client started desktop showing.
- 13.26.39 Client switched desktop streaming to administrative mode.
- 13.26.43 Client has allowed desktop control.

At the bottom of the window, there is an empty text input field and a 'Return' key icon.

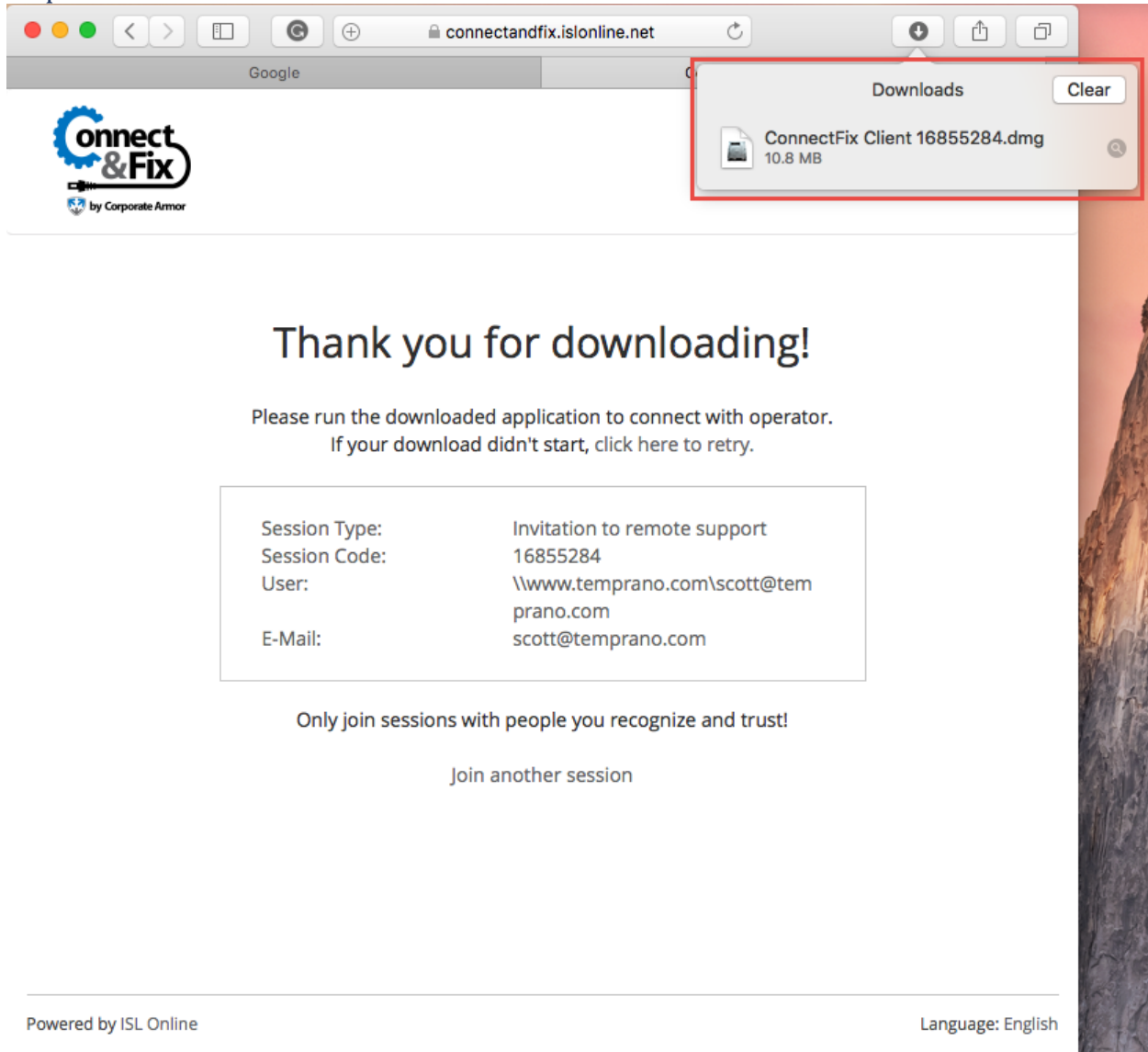
Corporate Armor Connect & Fix is now running, and you are connected with the operator.

macOS
Step 1



Head to <https://connectandfix.islonline.net/users/main/join.html>. Enter the session code and click "Join".

Step 2



The screenshot shows a web browser window with the address bar displaying `connectandfix.islonline.net`. A red box highlights the Downloads folder in the top right corner, which contains a file named `ConnectFix Client 16855284.dmg` with a size of 10.8 MB. The main content of the page is a thank you message and session details.

Connect & Fix
by Corporate Armor

Thank you for downloading!

Please run the downloaded application to connect with operator.
If your download didn't start, [click here to retry.](#)

Session Type:	Invitation to remote support
Session Code:	16855284
User:	\\www.temprano.com\scott@temprano.com
E-Mail:	scott@temprano.com

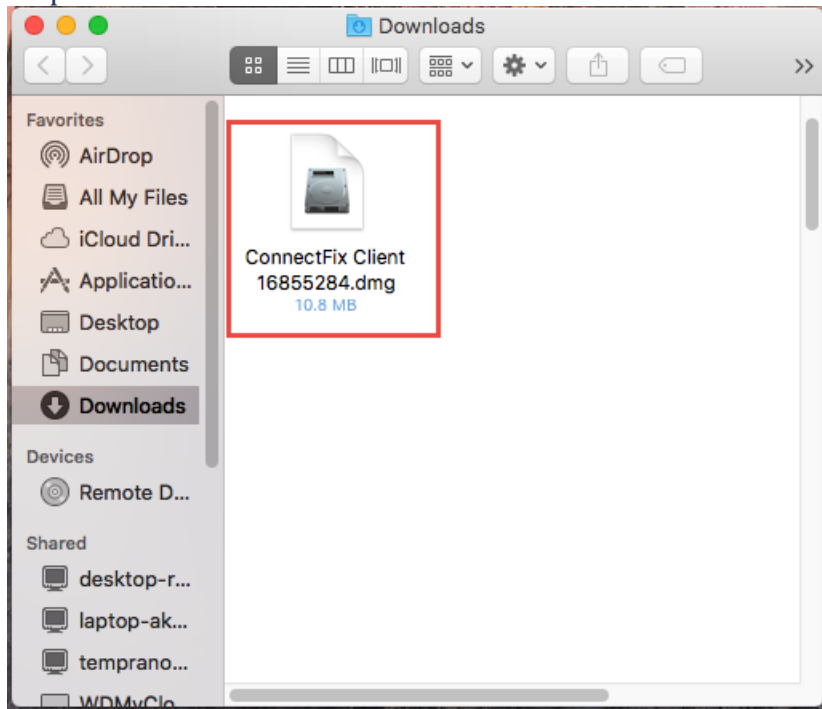
Only join sessions with people you recognize and trust!

[Join another session](#)

Powered by ISL Online Language: English

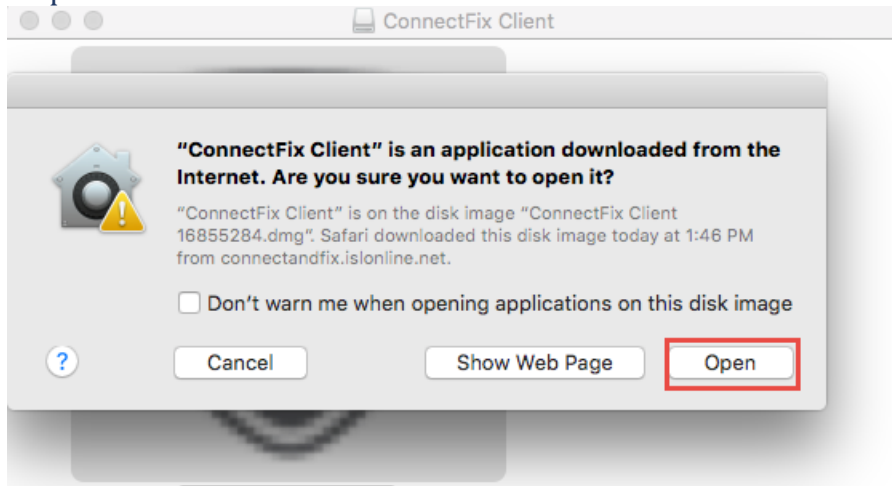
Click on the downloaded Corporate Armor ConnectFix.**dmg** file in the Downloads folder to run in.

Step 3



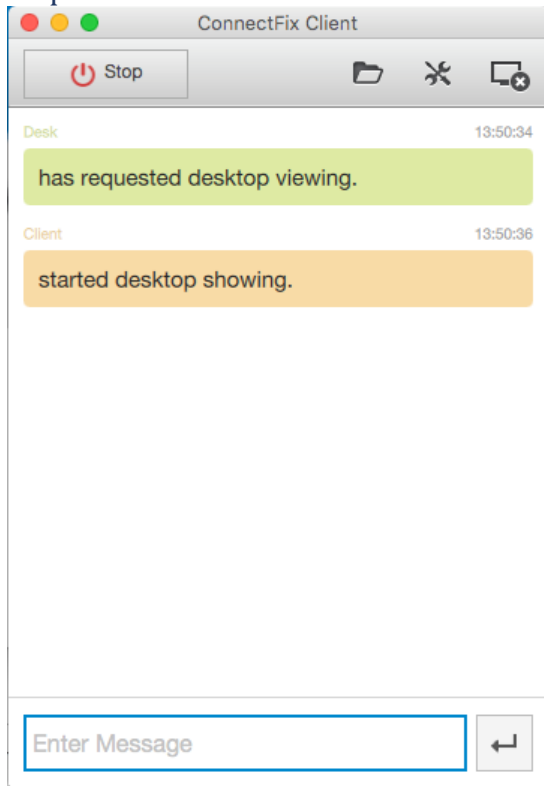
Double click " **Corporate Armor Connect & Fix** " icon in the window that opens to connect to session.

Step 4



Click "**Open**" in the security prompt to allow the Corporate Armor Connect & Fix Client to start.

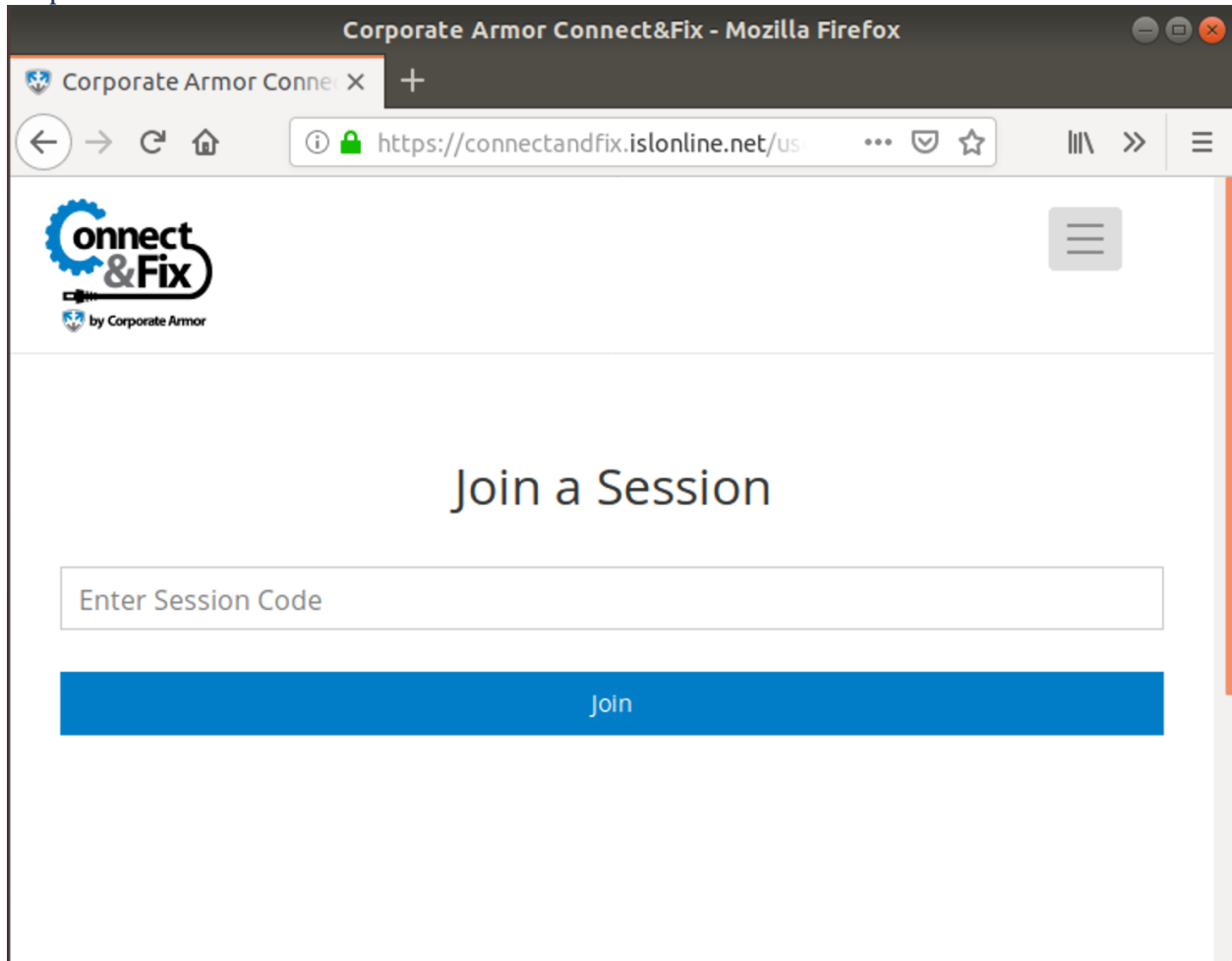
Step 5



Corporate Armor Connect & Fix Client is now running, and you are connected with the operator.

Linux

Step 1



Head to <https://connectandfix.islonline.net>. Enter the session code and click "**Join**".



Step 2

Corporate Armor Connect&Fix - Mozilla Firefox

Corporate Armor Connect&Fix X +

https://connectandfix.islonline.net/us

1 Click **Save File** in the dialog box in the center.

2 Click  above, then click **ISL Light**  to begin.

Thank you for downloading:

Please run the downloaded application to connect with operator.
If your download didn't start, [click here to retry](#).

Session Type:	Invitation to remote support
Session Code:	79924154
User:	\\redbike\tim@islonline.com
Full Name:	Tim Thomas
E-Mail:	tim@islonline.com

Only join sessions with people you recognize and trust!

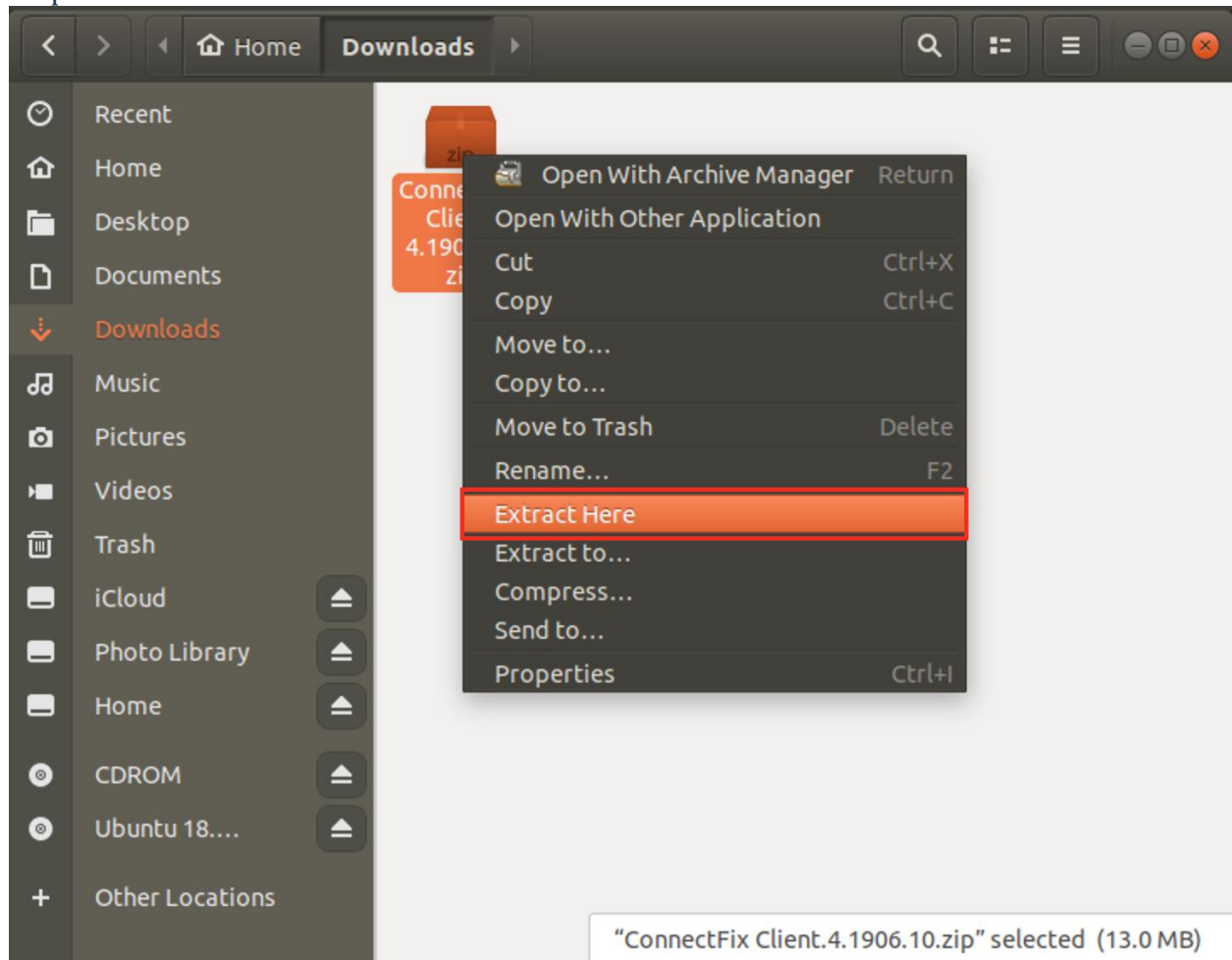
[Join another session](#)

English English

Chat with Us

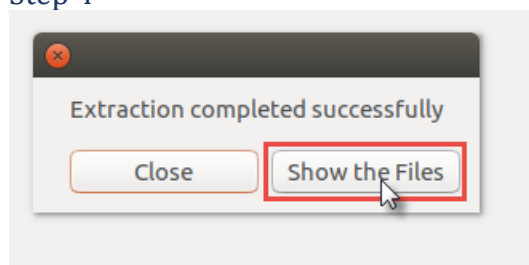
Open the downloads folder on your computer.

Step 3



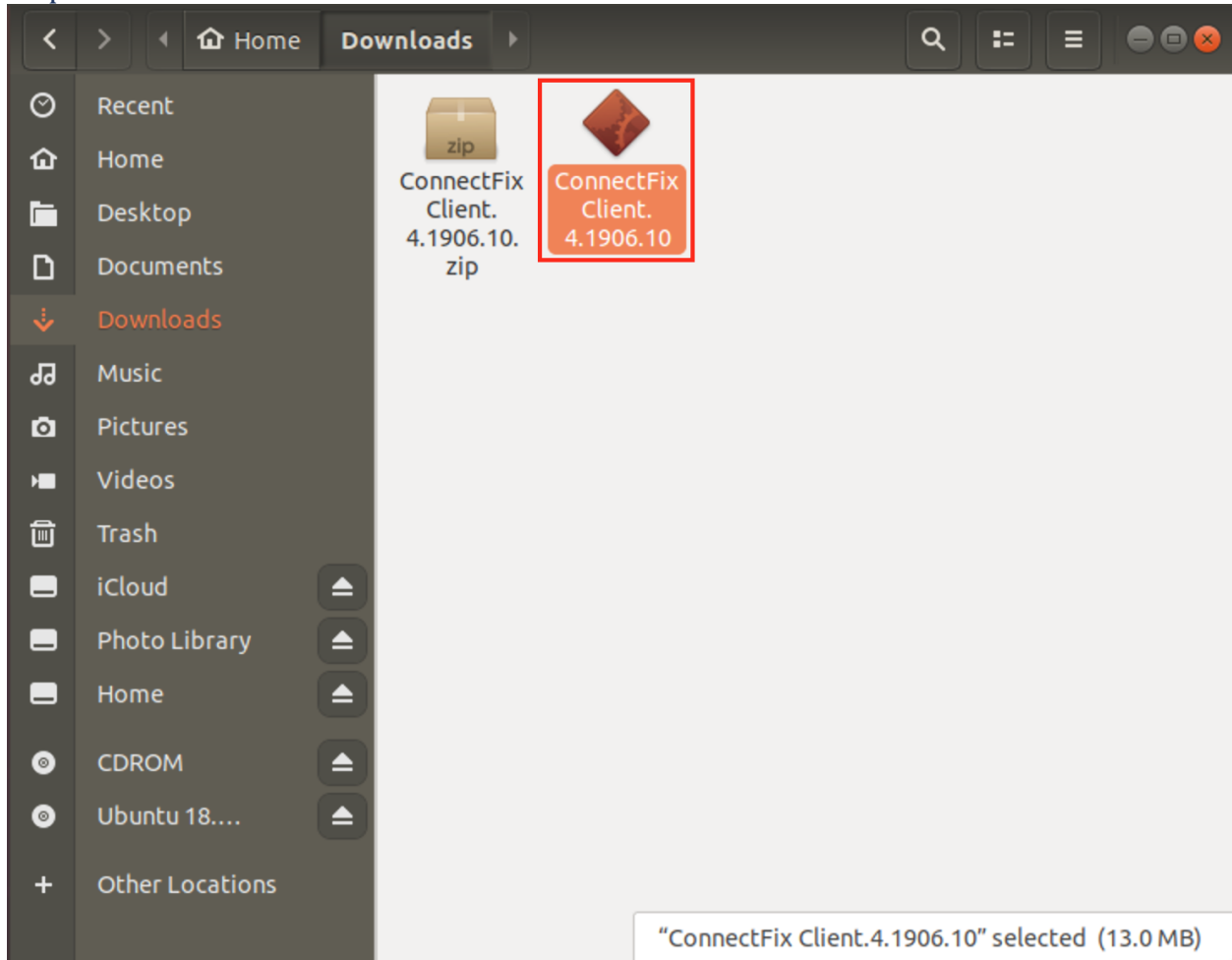
Double click the **.zip** file to extract it.

Step 4



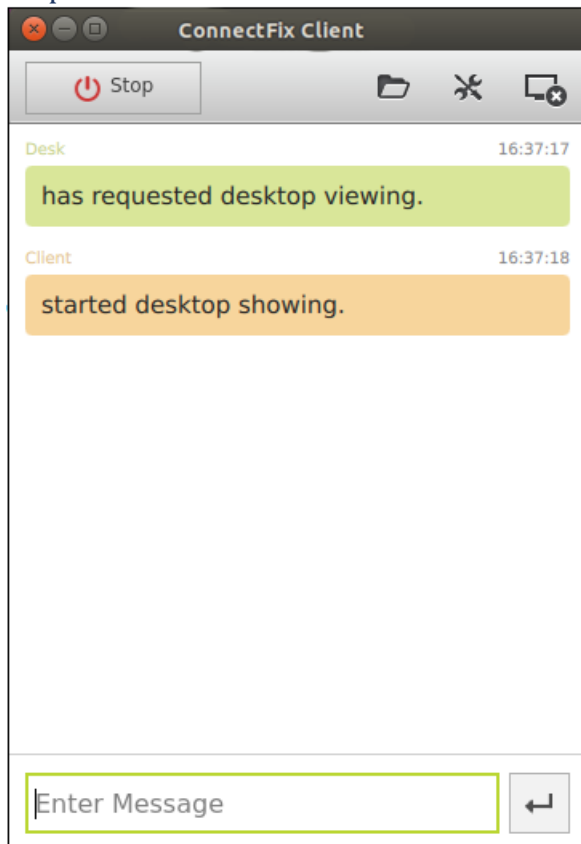
Extract the Corporate Armor Connect & Fix Client somewhere on your computer (e.g. Desktop). Click "**Show the Files**" to automatically see the extracted program.

Step 5



Double click the Corporate Armor Connect & Fix Client to run it.

Step 6



Corporate Armor Connect & Fix is now running, and you are connected with the operator.

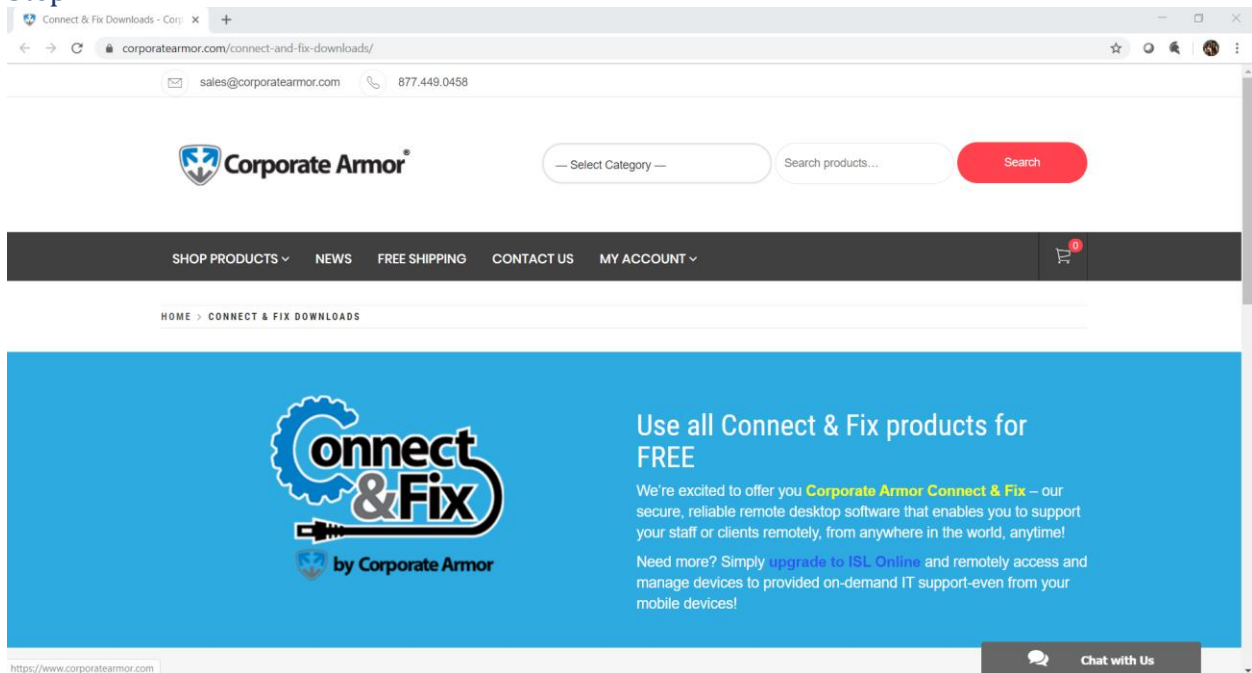
Join via Desktop App – Corporate Armor Connect & Fix

This topic covers the process of joining a session by downloading the Corporate Armor Connect & Fix Client for all three major operating systems. Please choose the appropriate one for you:

- [Windows](#)
- [macOS](#)
- [Linux](#)

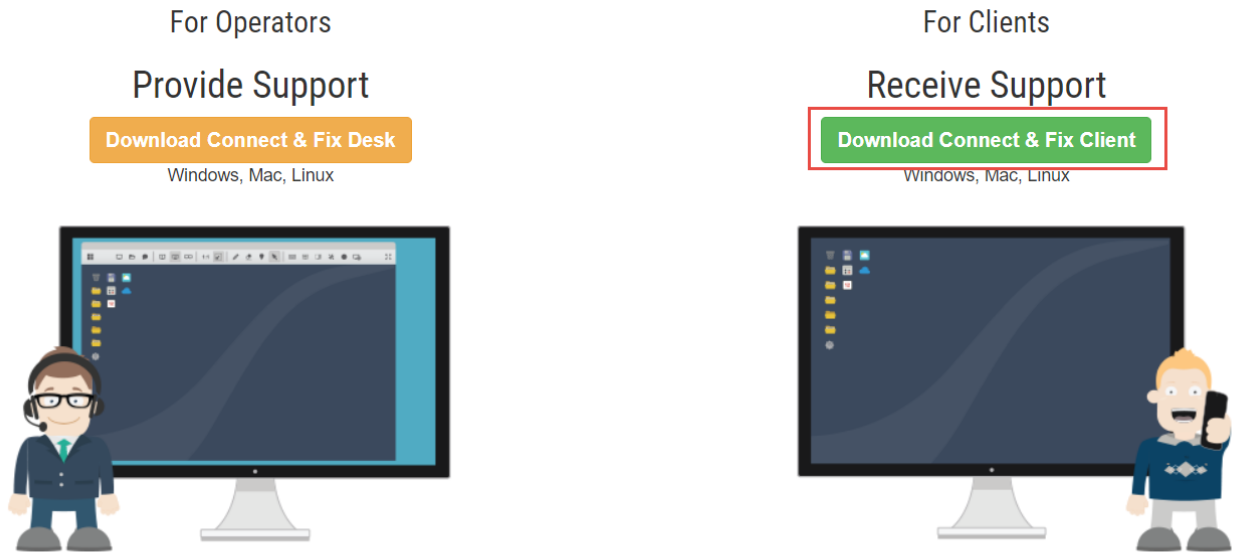
Windows

Step 1

A screenshot of a web browser displaying the Corporate Armor Connect & Fix Downloads page. The browser's address bar shows the URL "corporatearmor.com/connect-and-fix-downloads/". The page features the Corporate Armor logo, a search bar with a "Search" button, and a navigation menu with links for "SHOP PRODUCTS", "NEWS", "FREE SHIPPING", "CONTACT US", and "MY ACCOUNT". Below the navigation menu, there is a breadcrumb trail: "HOME > CONNECT & FIX DOWNLOADS". The main content area has a blue background with the "Connect & Fix" logo and the text "Use all Connect & Fix products for FREE". Below this, there is a paragraph of text: "We're excited to offer you Corporate Armor Connect & Fix – our secure, reliable remote desktop software that enables you to support your staff or clients remotely, from anywhere in the world, anytime! Need more? Simply upgrade to ISL Online and remotely access and manage devices to provided on-demand IT support-even from your mobile devices!". At the bottom right of the page, there is a "Chat with Us" button.

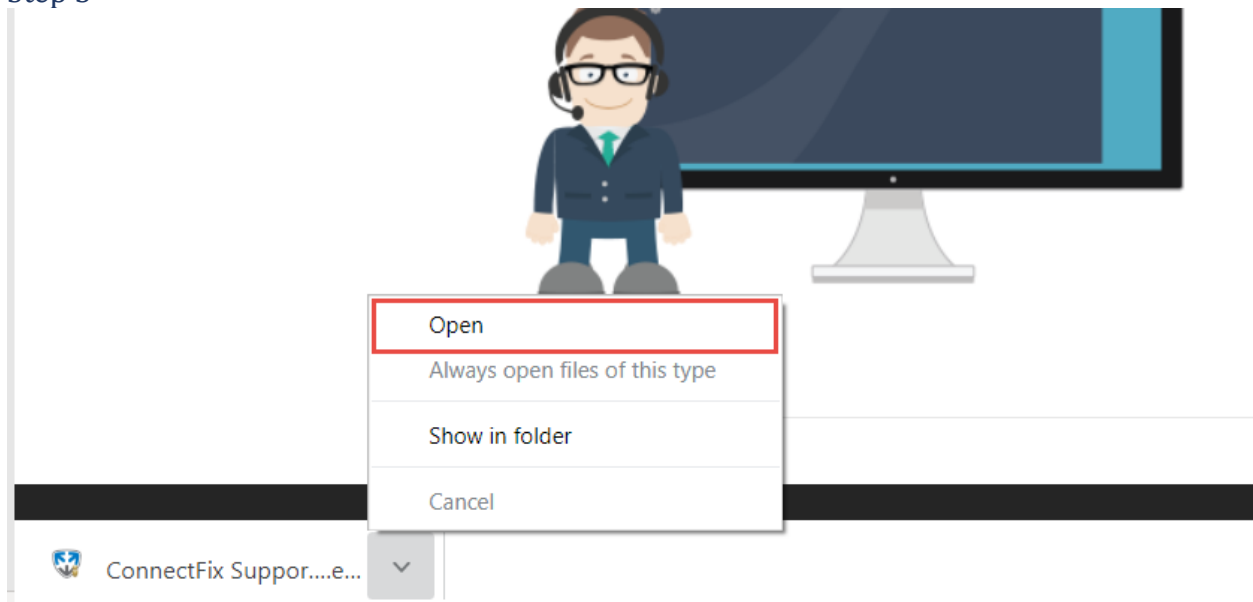
Navigate to <https://www.corporatearmor.com/connect-and-fix-downloads/>.

Step 2



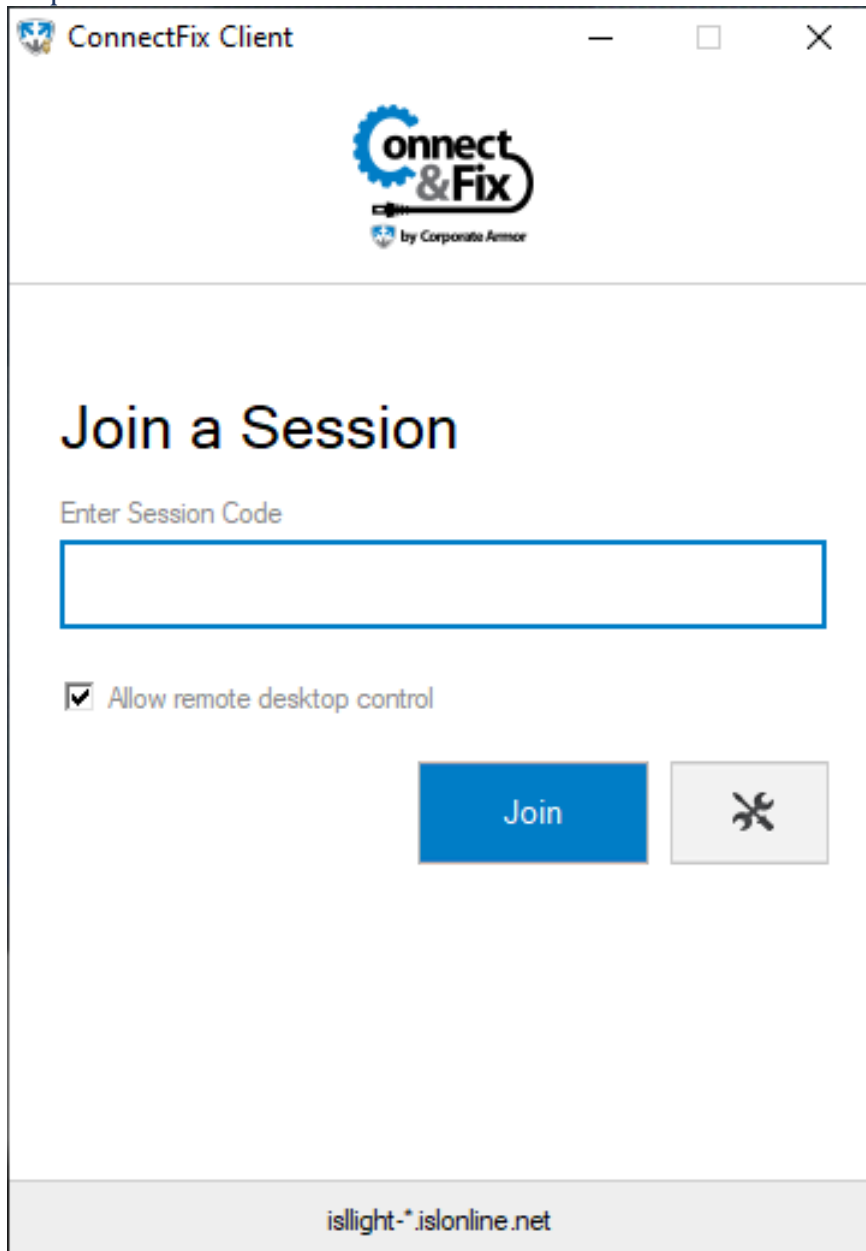
Click " Corporate Armor Connect & Fix " button to download Corporate Armor Connect & Fix.

Step 3



Click "**Open**" button in the download section to open Corporate Armor Connect & Fix Client.

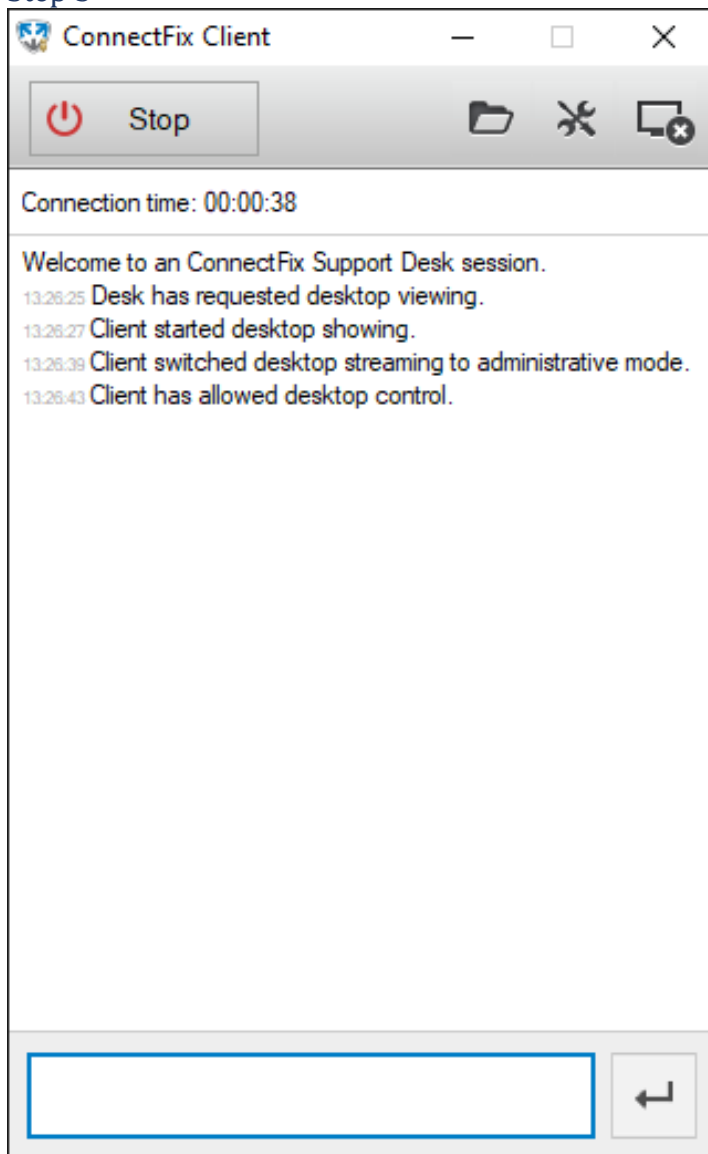
Step 4



Enter session code given from your operator. Then click "**Join**" to join the session.

Note: On Windows you will be prompted with a **UAC** (User Account Control) notification, please click "**Yes**" to this so that the Supporter can begin working on your computer.

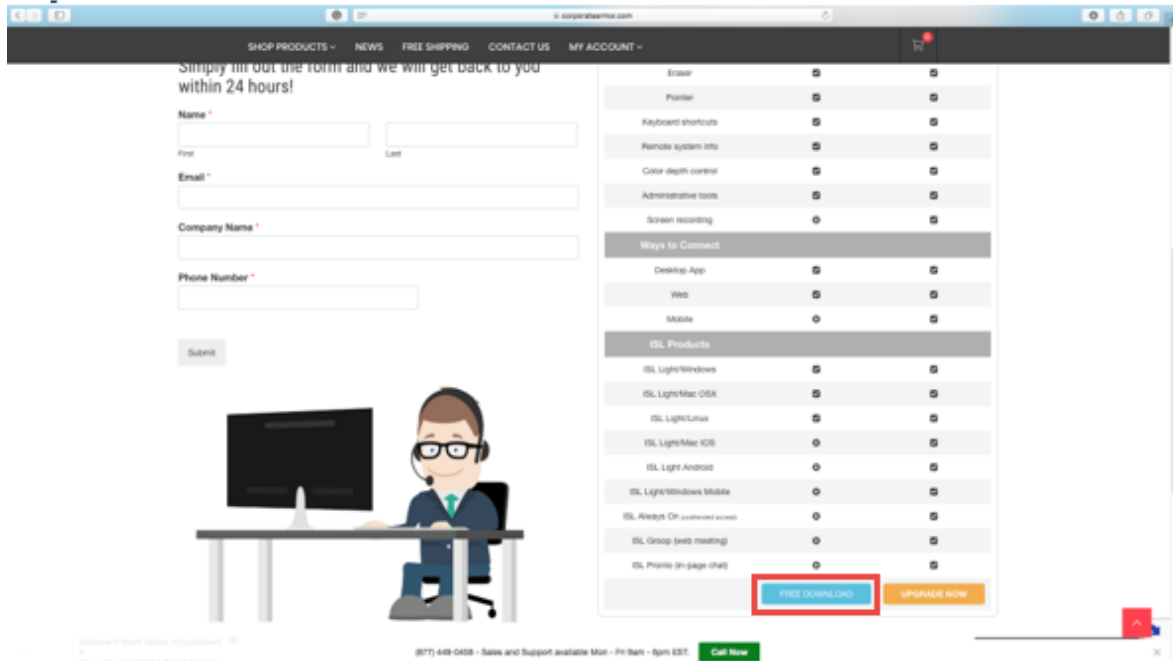
Step 5



You are now connected with operator.

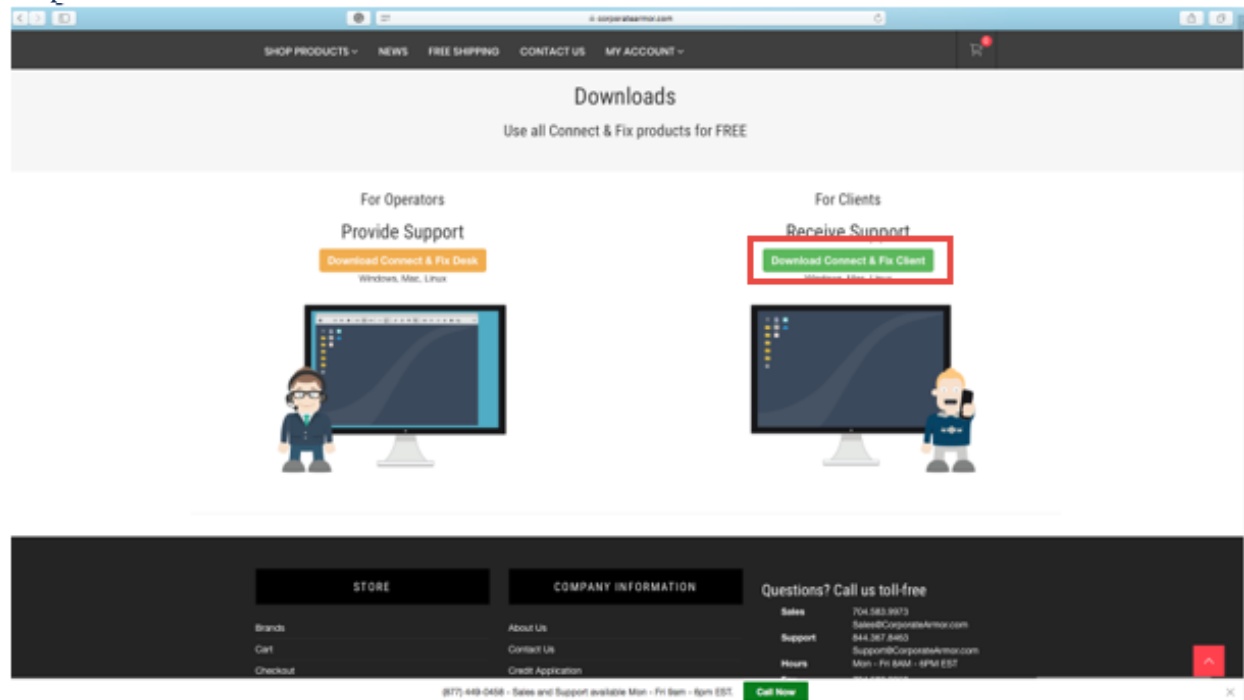
macOS

Step 1



Click "Free Download" button in the [webpage](#).

Step 2



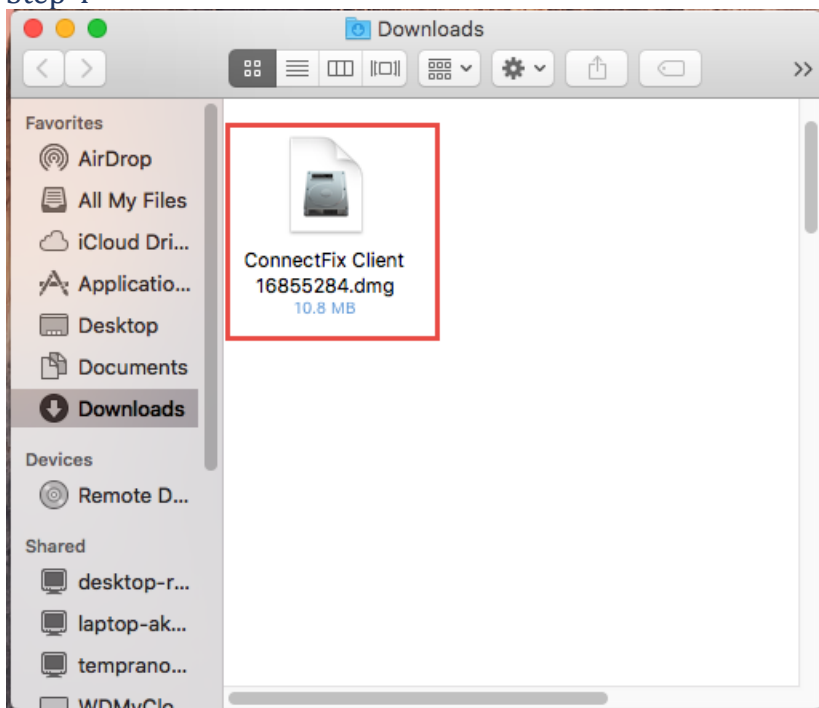
Click "Corporate Armor Connect & Fix Client" button to download Corporate Armor Connect & Fix Client.

Step 3



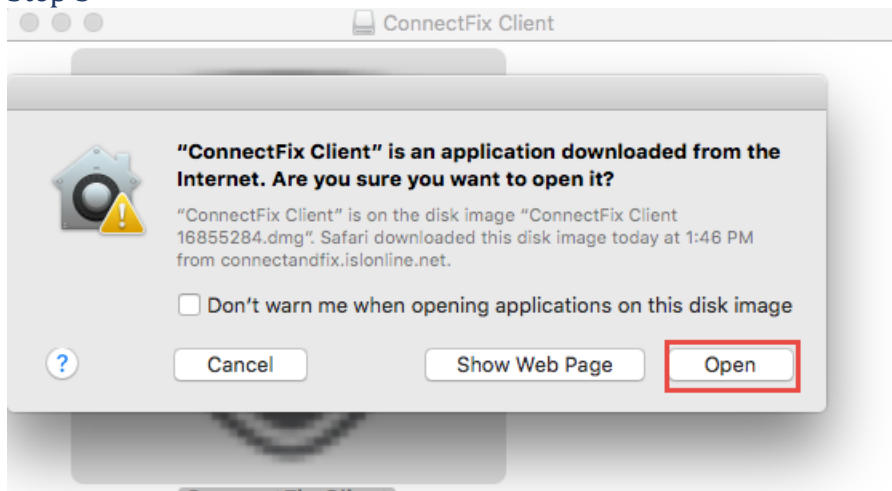
Double click the downloaded **.dmg** file to mount it.

Step 4



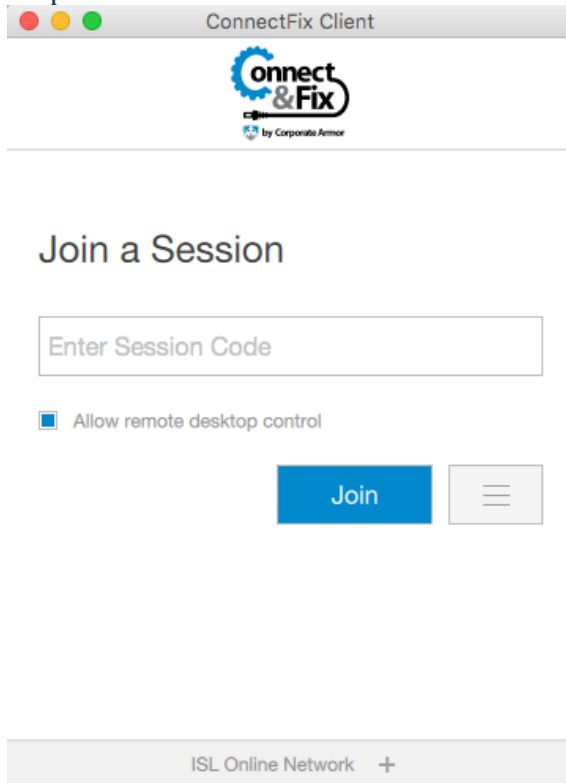
Double click the Corporate Armor Connect & Fix Client icon to launch the program.

Step 5



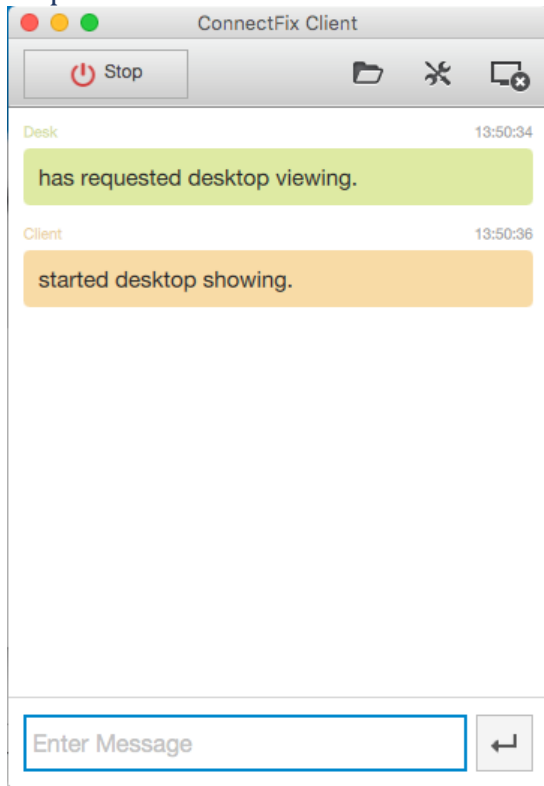
Click "**Open**" to proceed. Depending on your security settings this step might be skipped.

Step 6



Enter the session code given from your operator. Then click "**Join**" to join the session.

Step 7



You are now connected with operator.

Linux

Step 1

Corporate Armor Connect&Fix - Mozilla Firefox

Corporate Armor Conne X +

https://connectandfix.islonline.net/us

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Simply fill out the form and we will get back to you within 24 hours!

Name *

First Last

Email *

Company Name *

Phone Number *

Submit

Enter

Printer

Product manuals

Remote system info

Color depth control

Administrative tools

Screen recording

Shop to Connect

Desktop App

Web

Mobile

3D Products

3D Lightbox/Viewer

3D Lightbox CDK

3D Lightbox

3D Lightbox CDK

3D Light Interest

3D Lightbox/Viewer

3D Model CDK

3D Group and meeting

3D Photo (3D page chat)

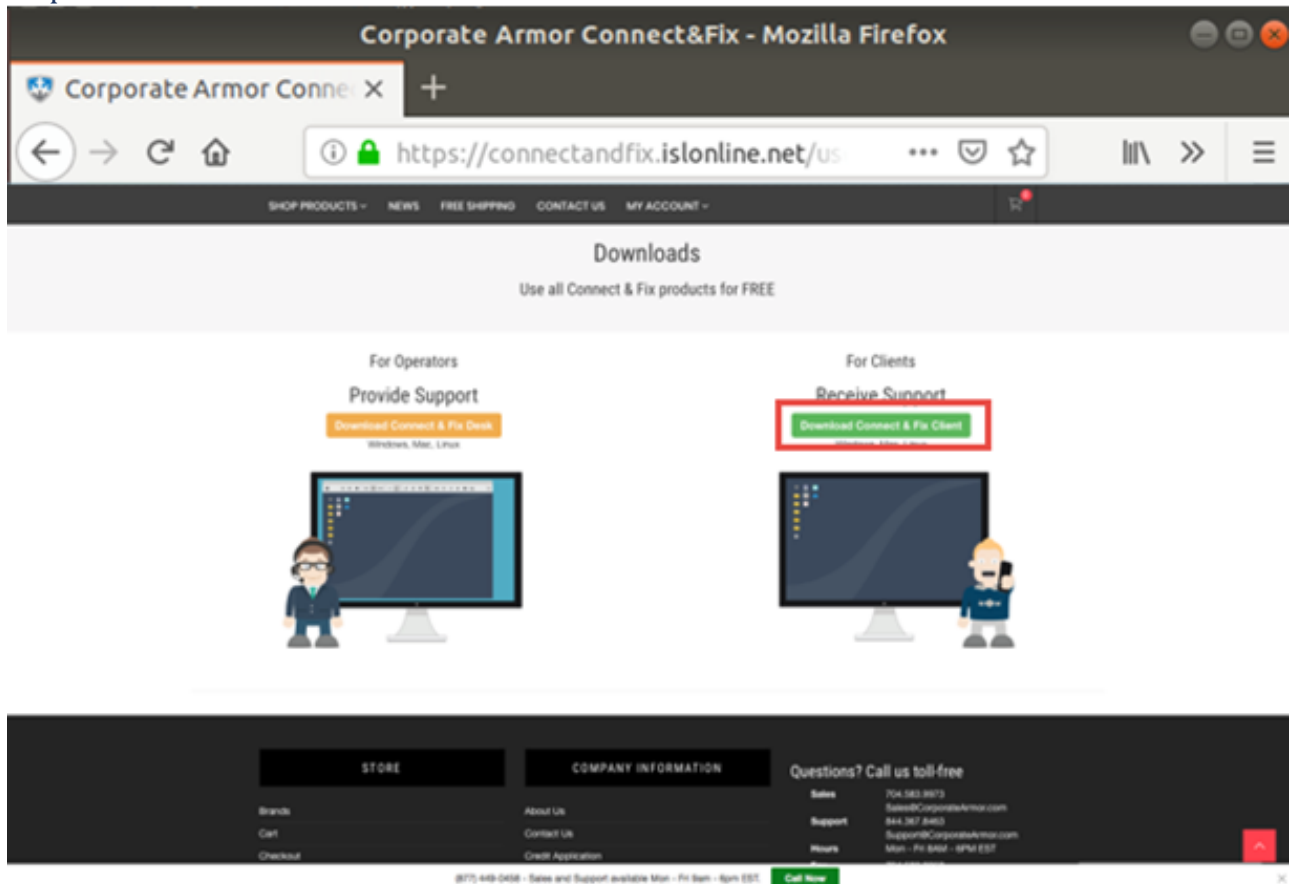
Free Download

Get more info

877) 488-0008 - Sales and Support available Mon - Fri 9am - 4pm EST [Call Now](#)

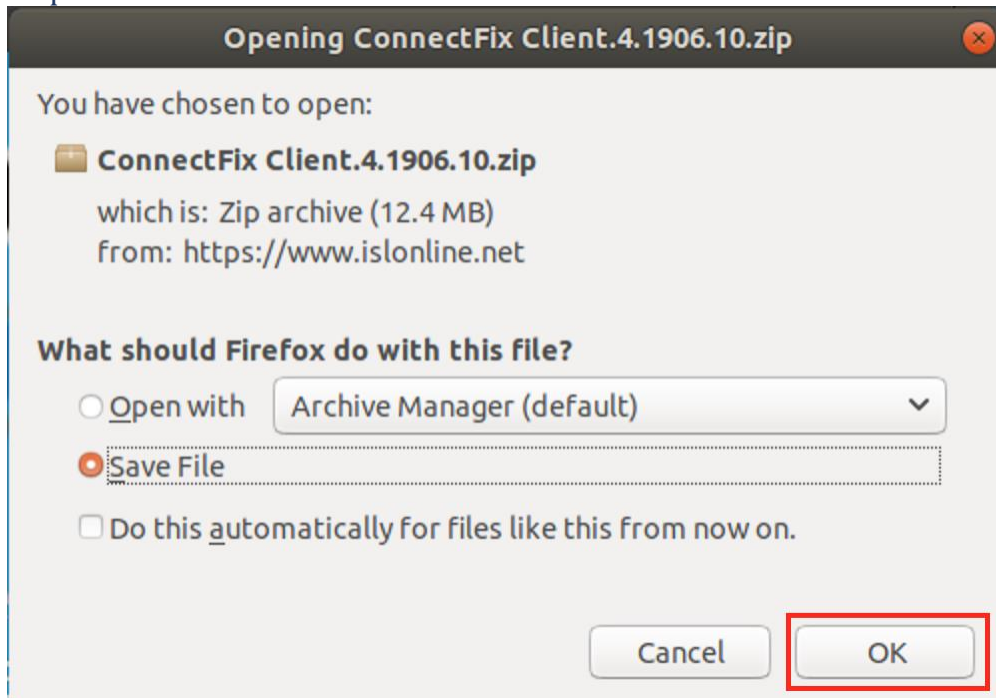
Click "Free Download" button in the [webpage](#).

Step 2



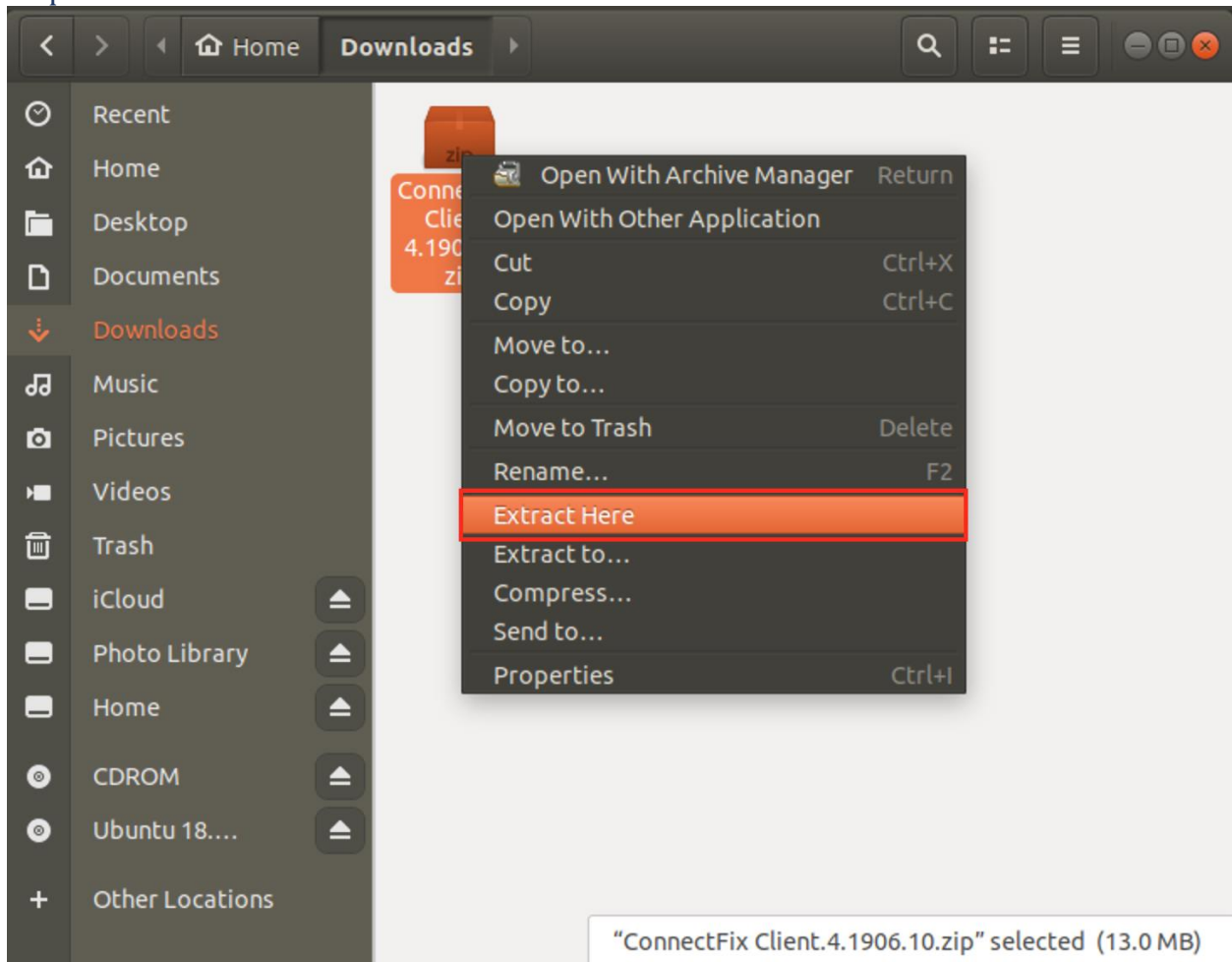
Click " **Download Connect & Fix Client** " button to download Corporate Armor Connect & Fix Client.

Step 3



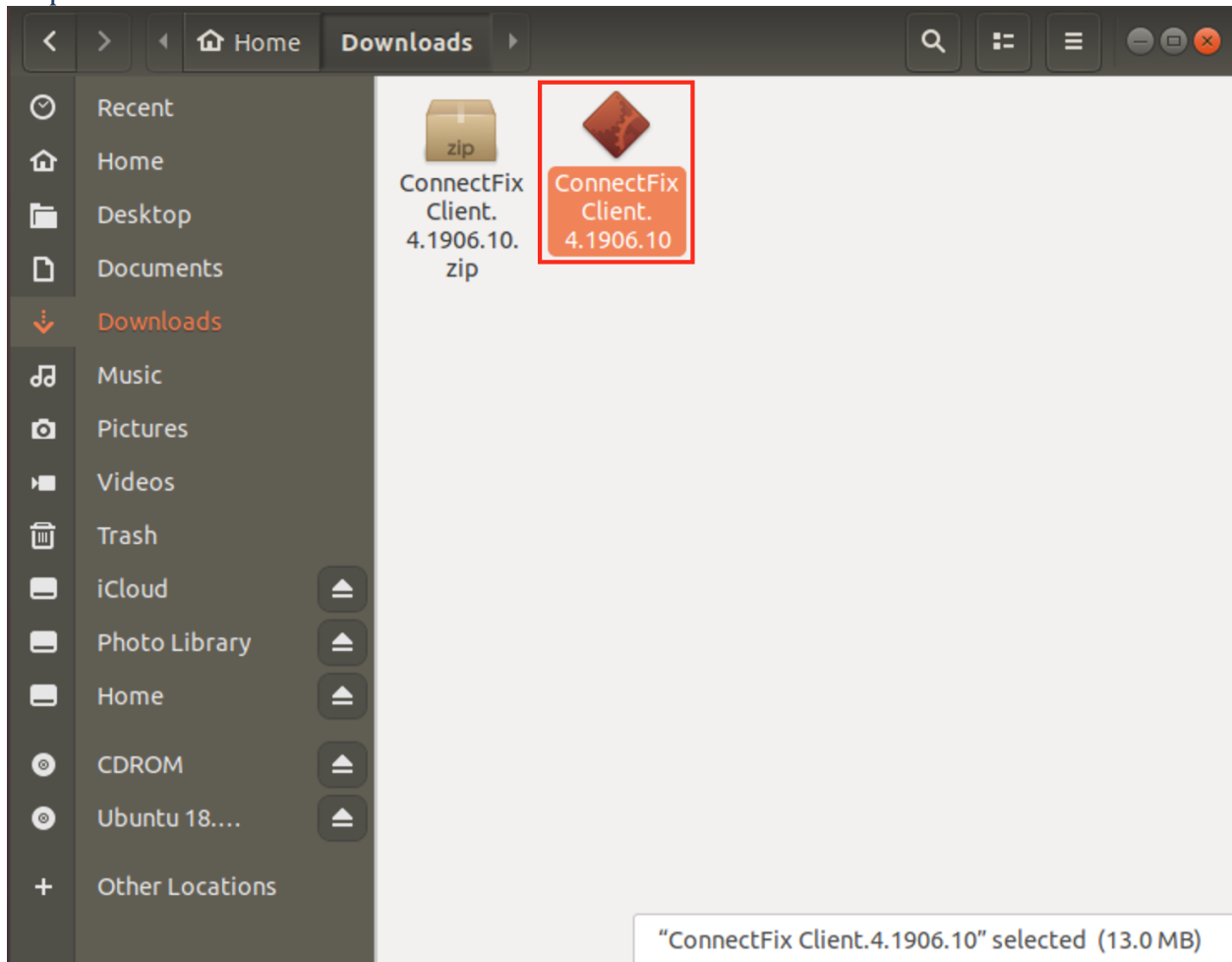
Save the **.zip** file that is downloaded. It contains Corporate Armor Connect & Fix Client.

Step 4



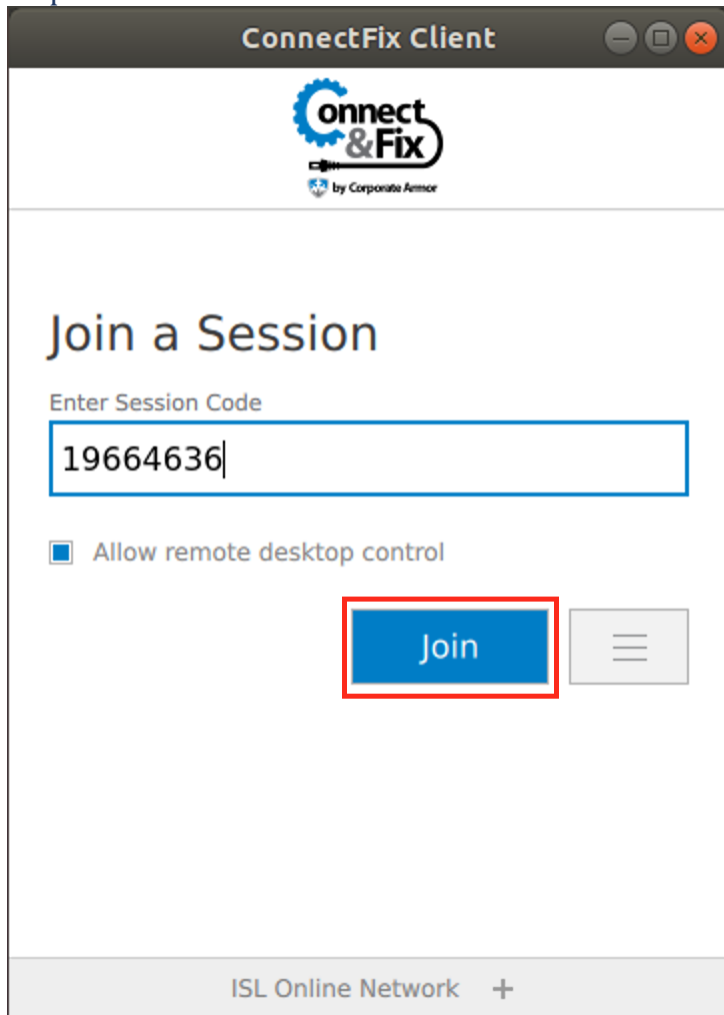
Extract the **.zip** file downloaded in previous step.

Step 5



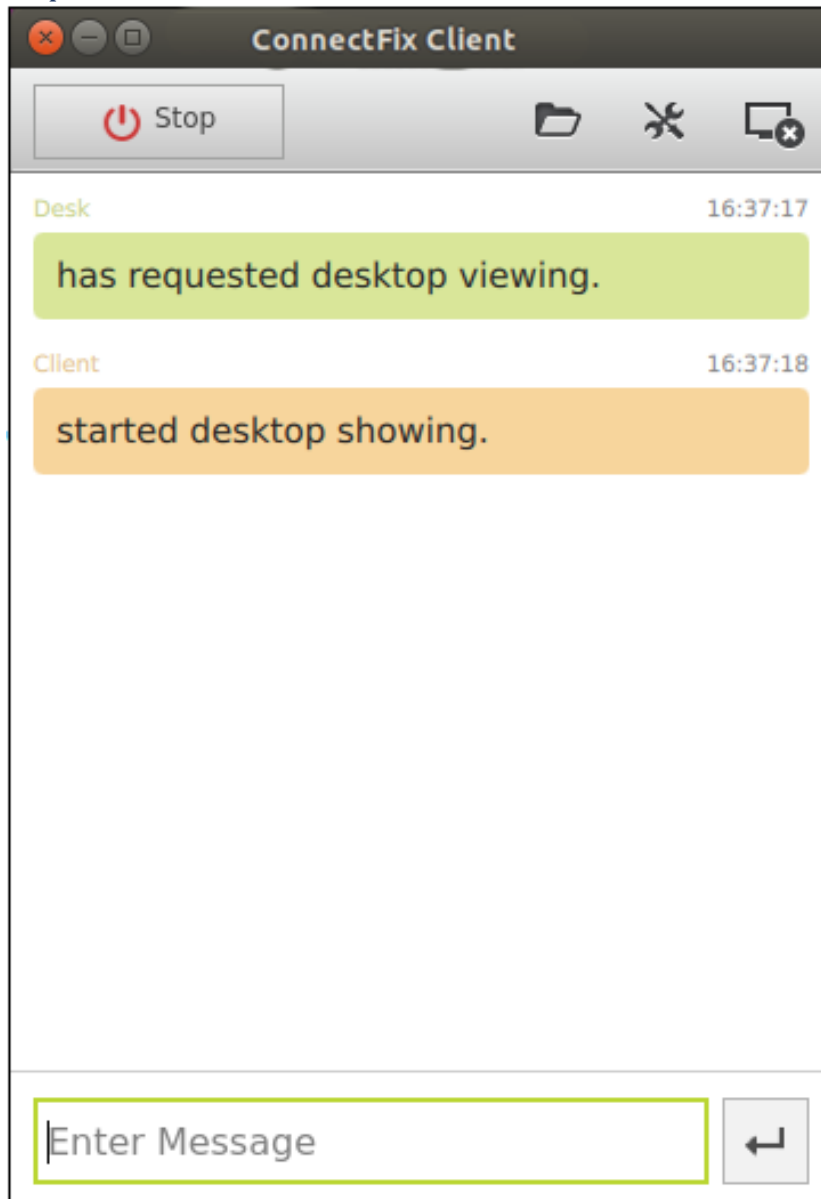
Double click the executable to run Corporate Armor Connect & Fix.

Step 6



Enter the session code given from your operator. Then click "**Join**" to join the session.

Step 7



You are now connected with operator.

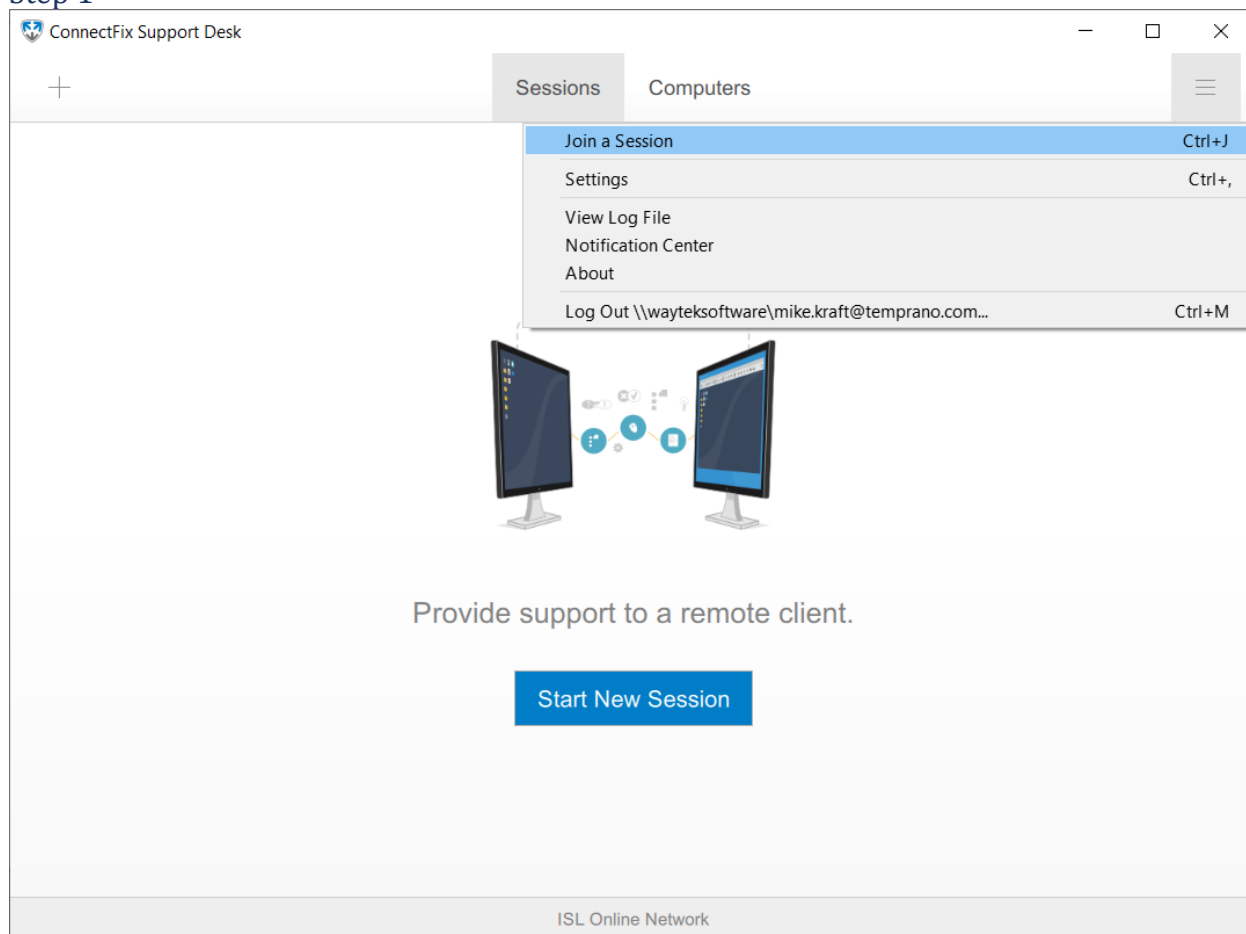
Join via Desktop App – Corporate Armor Connect & Fix

This topic contains the following chapters. Please refer to the one relevant for you:

- [How to Join a Session](#)
- [Features](#)
- [Control Bar](#)

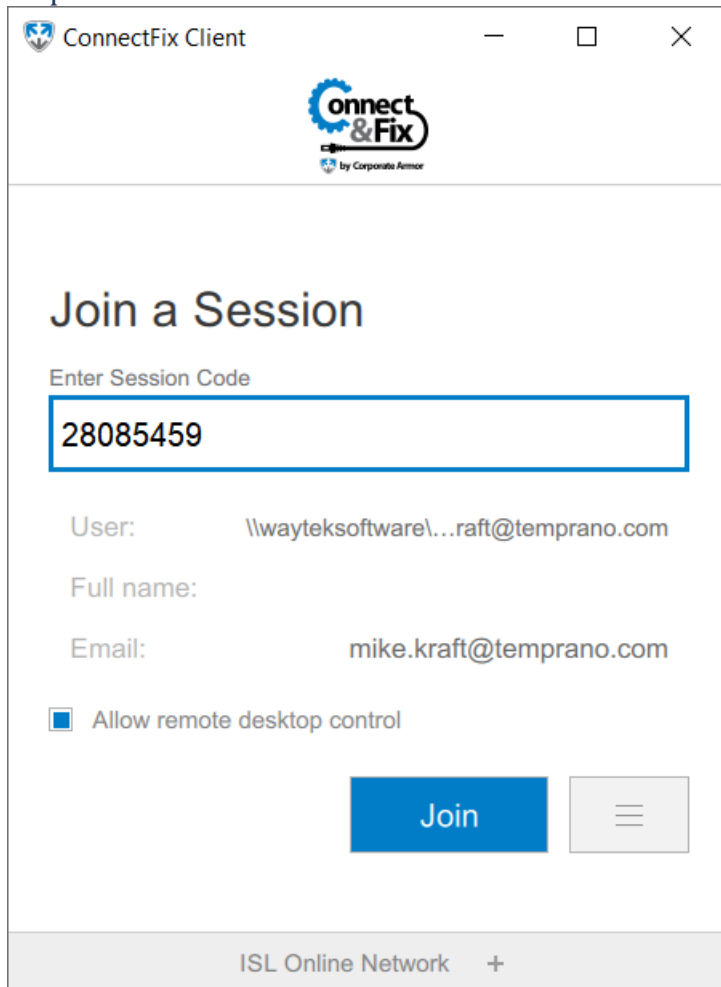
How to Join a Session

Step 1



Click "**Join a Session**" item from "**Menu**" dropdown.

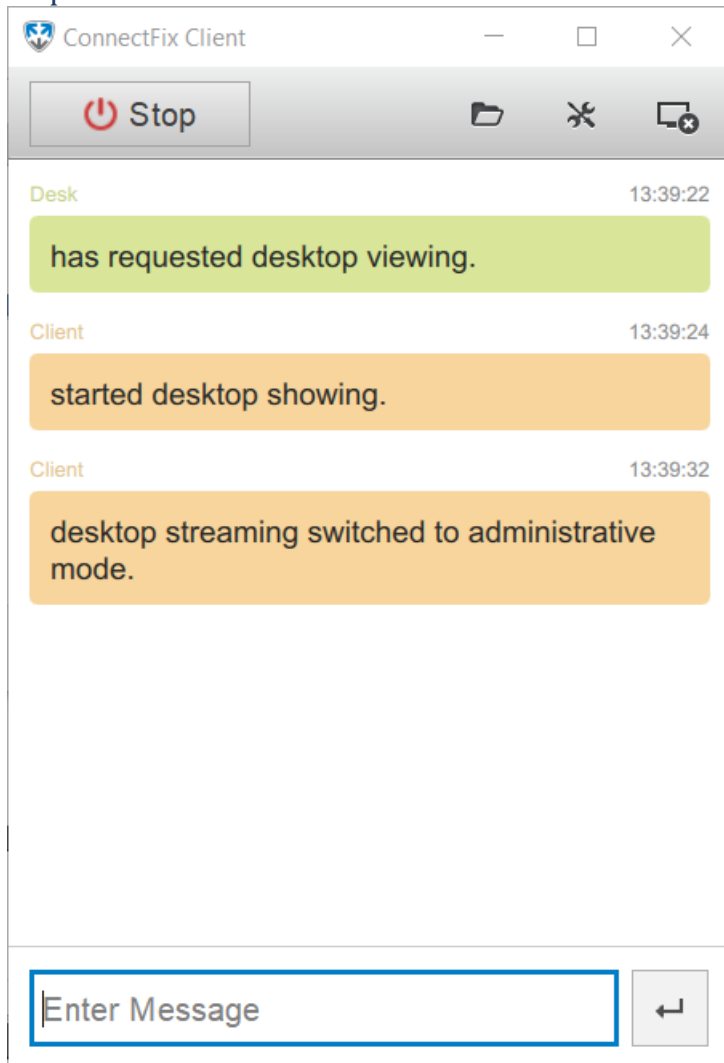
Step 2



The screenshot shows a window titled "ConnectFix Client" with a logo for "Connect & Fix by Corporate Access". The main heading is "Join a Session". Below this is a text input field labeled "Enter Session Code" containing the value "28085459". Further down, there are three fields: "User:" with the value "\\wayteksoftware\...raft@temprano.com", "Full name:" which is empty, and "Email:" with the value "mike.kraft@temprano.com". A checkbox labeled "Allow remote desktop control" is checked. At the bottom right, there is a blue "Join" button and a grey button with a hamburger menu icon. A footer bar at the bottom of the window contains the text "ISL Online Network +".

Enter session code given from your operator. Then click "**Join**" to join the session.

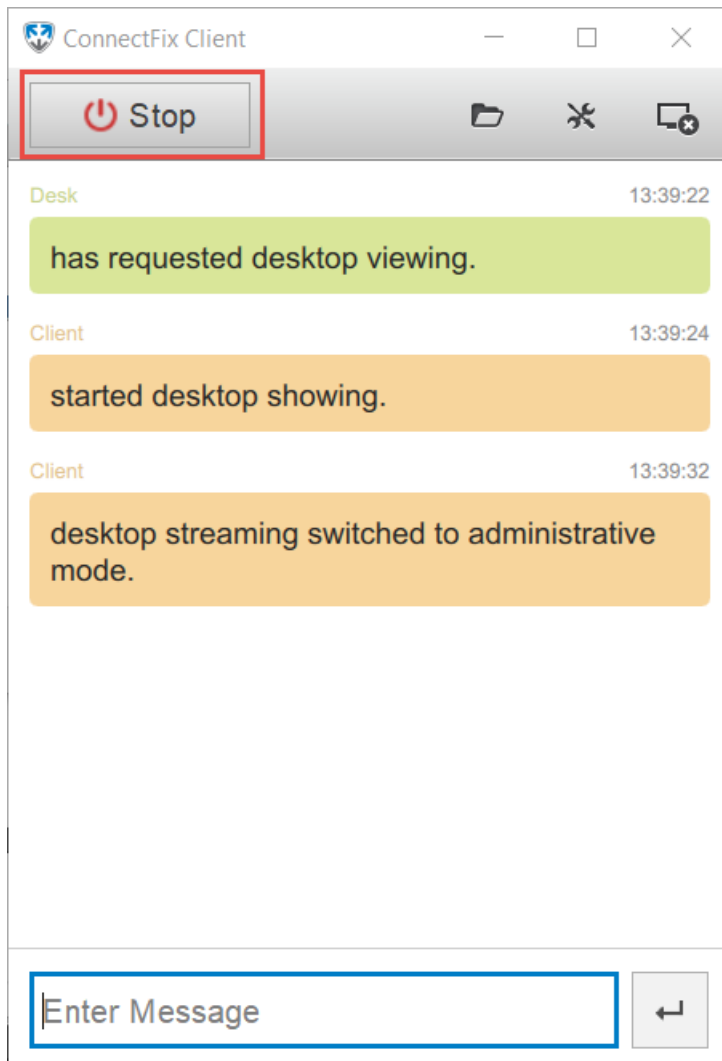
Step 3



You are now connected with the operator.

Features

As a client you have following interface when connected:



Start/Stop desktop sharing:

Start or Stop sharing your screen, if you decide to stop sharing, the session won't be closed but the viewing side won't be able to see your screen anymore.

File Sharing



Connection time: 00:02:20

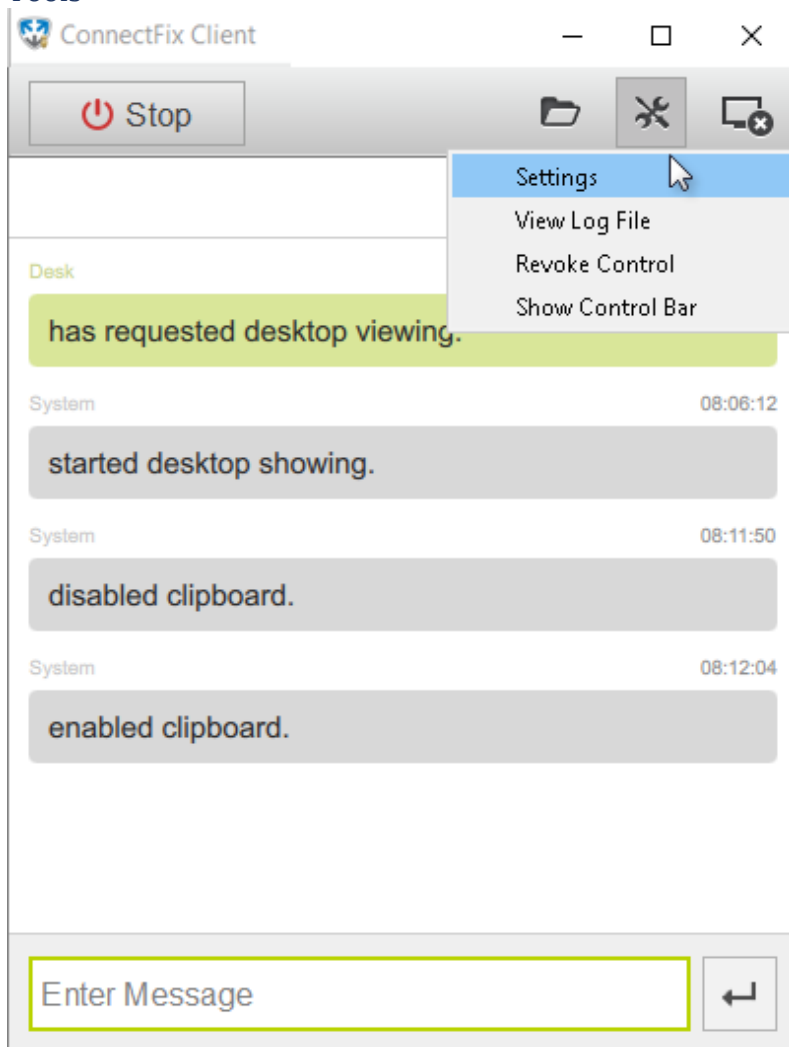
Welcome to an ConnectFix Support Desk session.

15:18:59 Desk has requested desktop viewing.
15:19:01 Client started desktop showing.
15:19:08 Client switched desktop streaming to administrative mode.
15:19:11 Client has allowed desktop control.
15:19:56 Client has stopped desktop showing.
15:20:44 Desk has requested desktop viewing.
15:20:47 Client started desktop showing.
15:20:54 Client switched desktop streaming to administrative mode.
15:20:58 Client has allowed desktop control.



Open the **File Sharing** window with the same functionality as the viewing side, for more information refer to the following topic: [File Sharing](#).

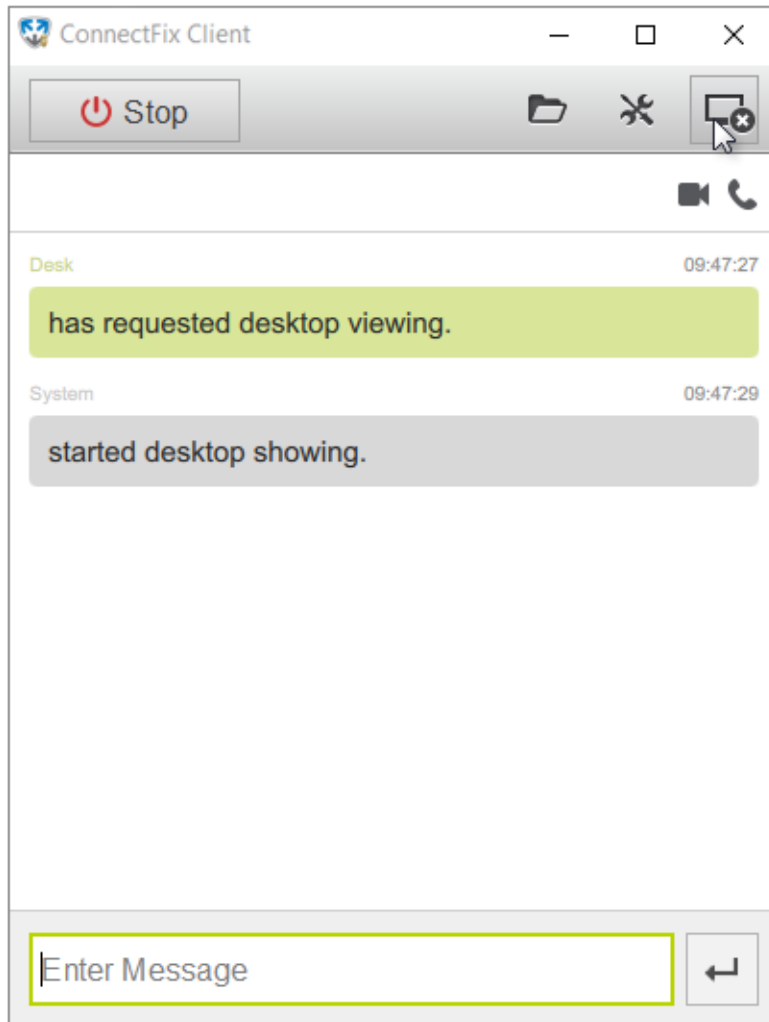
Tools



As a client, you have the following options to choose from:

- **Settings:** Access general settings for Corporate Armor Connect & Fix, for more information refer to the following topic: [Settings](#).
- **Grant/Revoke Control:** Toggle whether the viewing side can control your mouse and keyboard while viewing your desktop.
- **Hide/Show control bar:** Toggle whether the **Control bar** is displayed at the top of your screen.

End Session



Click this button to completely end the session.

Terminate Control

Streaming side has several options to **terminate the control**:

- **Mouse movement** on the streaming side immediately regains control. If the mouse is not moved anymore, the control is granted back to the viewer's side after 3-4 seconds.
- **Revoke control** button permanently disables control. If the control is terminated this way, a new request (or grant by the streaming side) is necessary to acquire it again.
- **Stop sharing** button disables screen sharing and control.
- **End Session** button ends session and closes Corporate Armor Connect & Fix Client.

If the control is started in **compatibility mode**, both sides have control of the remote desktop. Moving the mouse of the viewed side thus has no effect on control. To stop the compatibility mode control, the streaming side should either press **F12** key, **revoke control** button or **stop sharing** button.

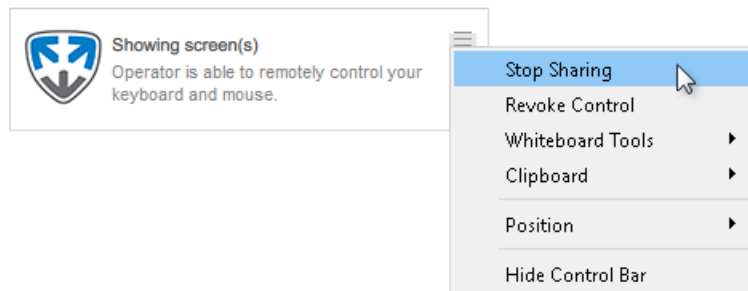
By pressing the **grant control** button on the streaming side toolbar, the streaming side can grant control to the viewing side without a confirmation procedure. This button changes its functionality to **revoke control** option after the control has been allowed.

The only way for the client to disable control is to terminate the desktop streaming.

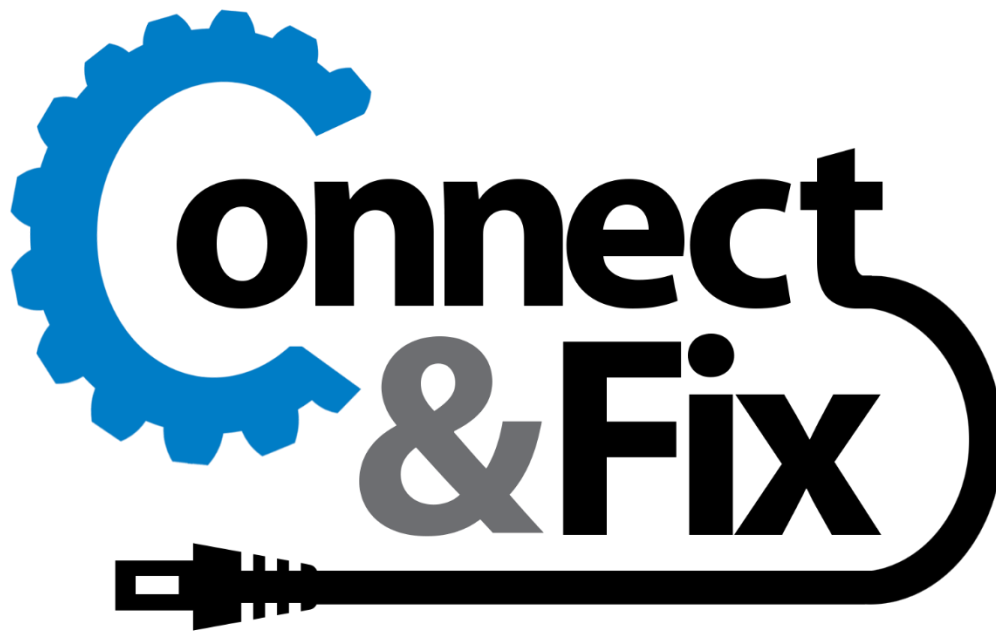
Note: If the "Enable keyboard and mouse control" is checked, then the desktop view (Corporate Armor Connect & Fix View) starts in the control mode, otherwise it starts in the view mode and the operator does not have control over the client's desktop.

Control Bar

Control bar can be displayed on the top (left/right corner or the middle) of your screen, notifying you of session status. In the example above, you can see that the viewing side can see your screen, but control is revoked.



- **Stop/Start Sharing:** Start or Stop sharing your screen, if you decide to stop sharing, the session won't be closed but the viewing side won't be able to see your screen anymore.
- **Revoke/Grant Control:** Toggle whether the viewing side can control your mouse and keyboard while viewing your desktop.
- **Whiteboard Tools:** Use desktop as a whiteboard: use a red marker to circle or underline something.
- **Clipboard:** Disable/Enable - Toggle the Clipboard option on or off.
- **Position:** Set the position of Control Bar.
- **Hide/Show Control Bar:** Toggle whether the **Control bar** is displayed at the top of your screen.



by Corporate Armor

<https://www.corporatearmor.com/connect-and-fix/>