Getting Started

Create an Account

To create your account, follow these steps.

Step 1

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

Step 2

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.

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.

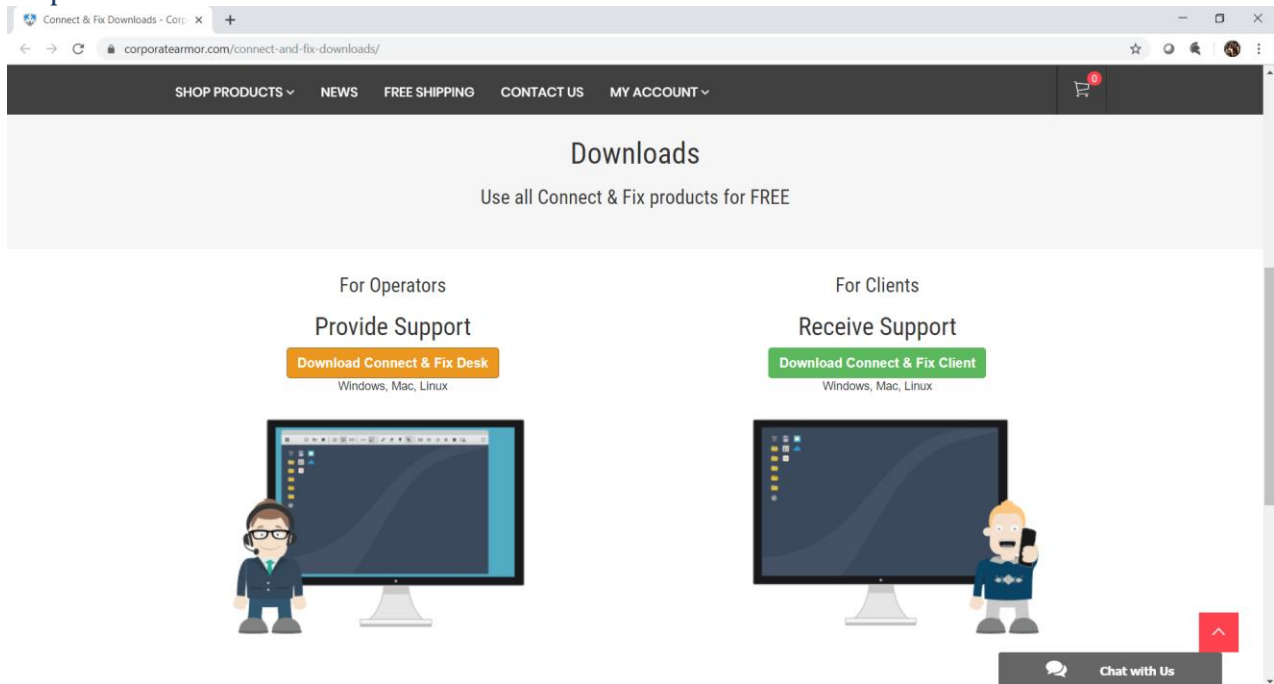You have successfully **created your Corporate Armor Connect & Fix account**.

Install Corporate Armor Connect & Fix

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

- Windows
- macOS

Windows
Step 1

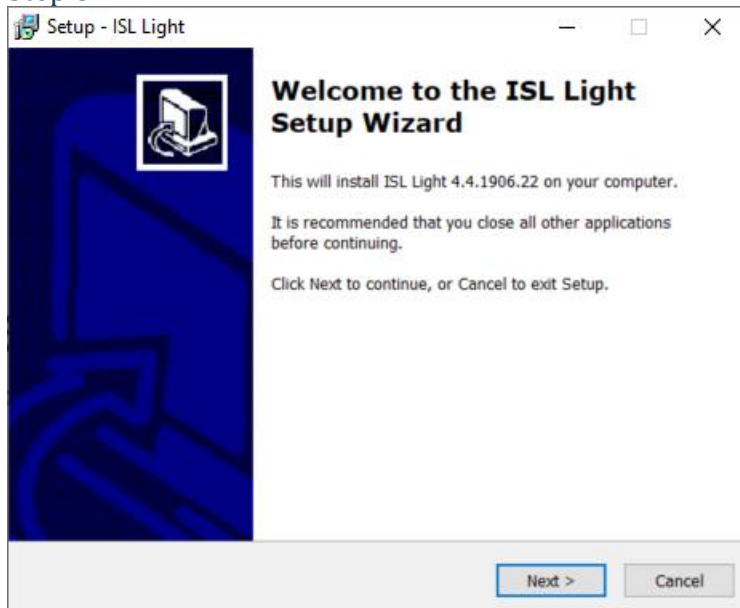Download Connect & Fix from our website and click "**Run**" button.

Note: You can download all the Corporate Armor Connect & Fix products at https://www.corporatearmor.com/connect-and-fix-downloads/
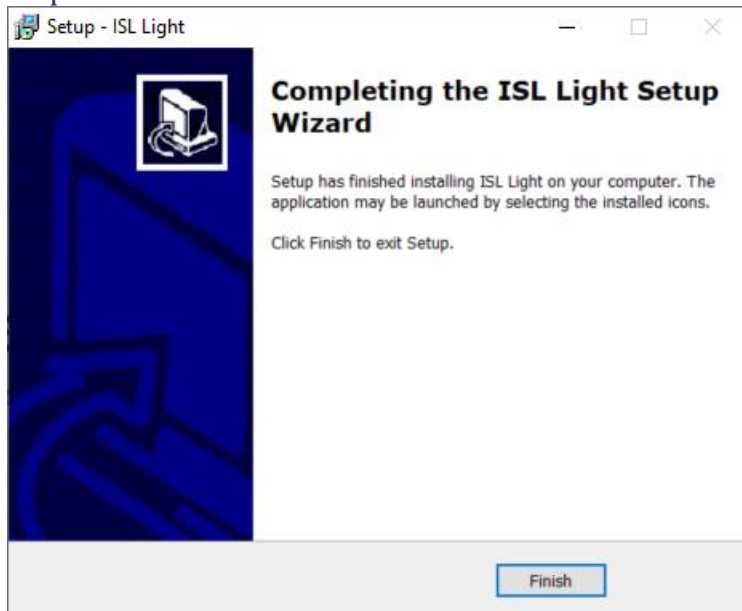
Step 2

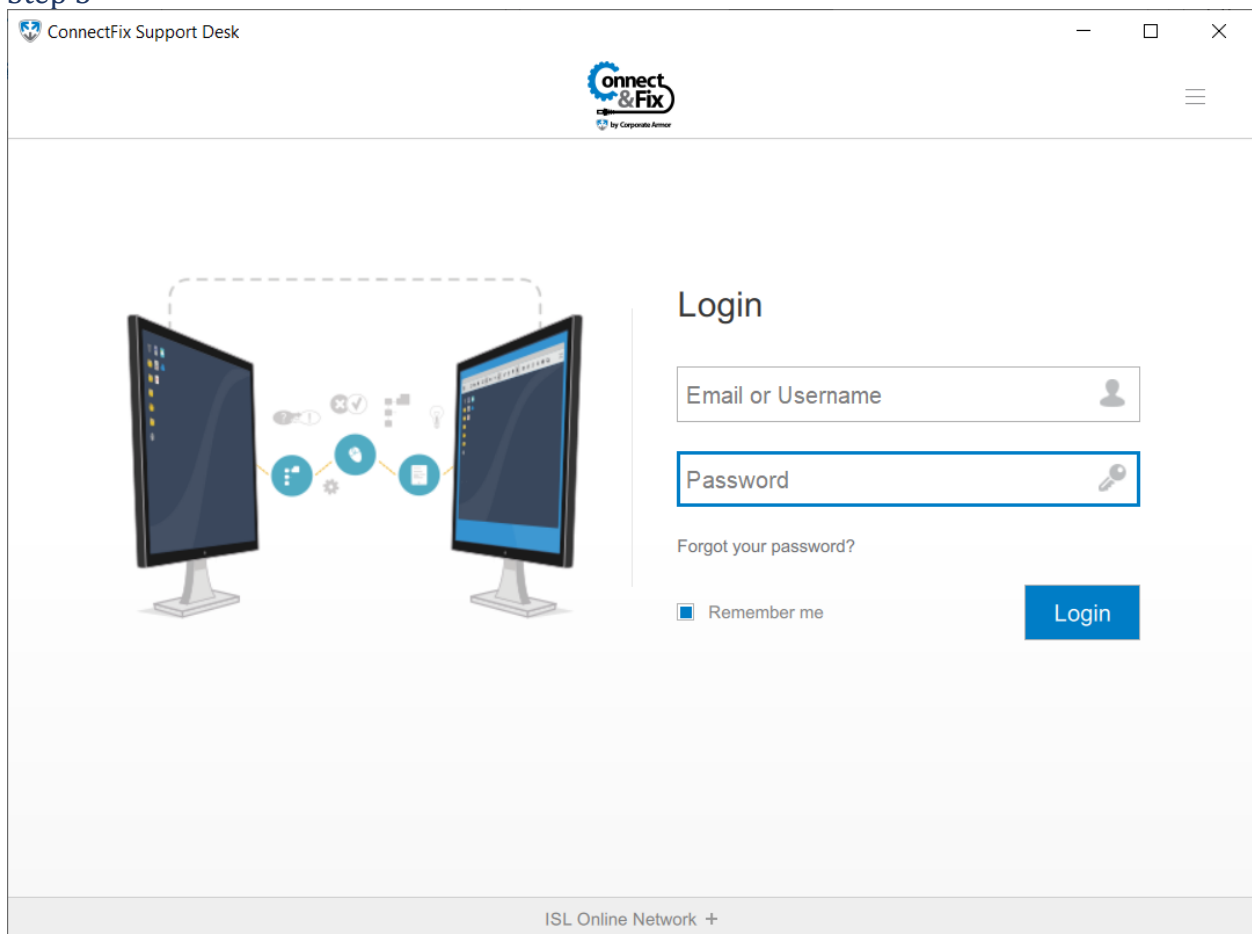Click "**Install**" button.
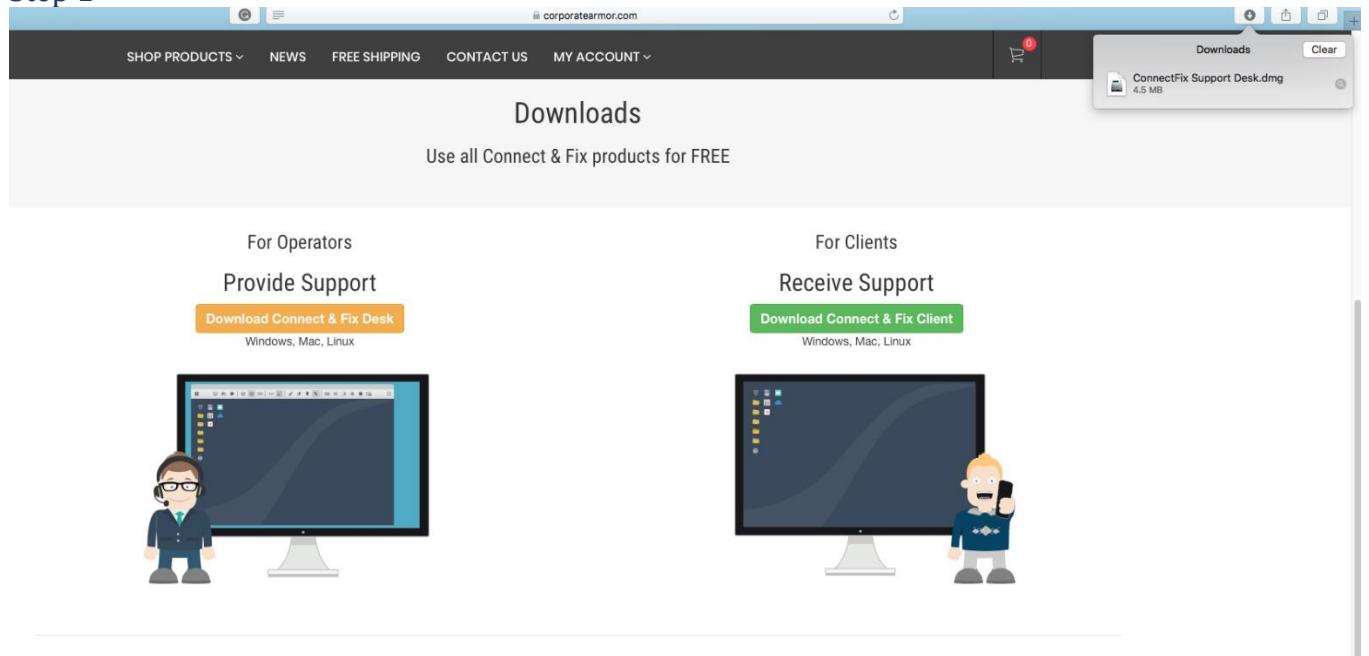
Step 3

Click "**Next**" button.

Step 4

Click "**Finish**" button.

Step 5

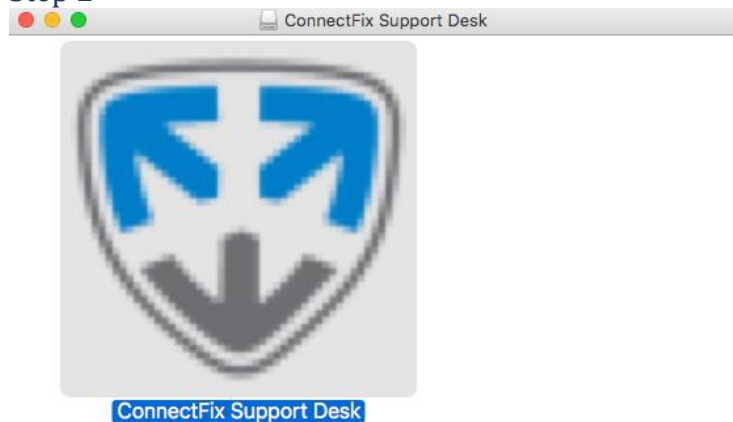Corporate Armor Connect & Fix is **successfully installed**.

macOS
Step 1

[Download Connect & Fix](#) from our website and click on the "**Corporate Armor Connect & Fix.dmg**" file.
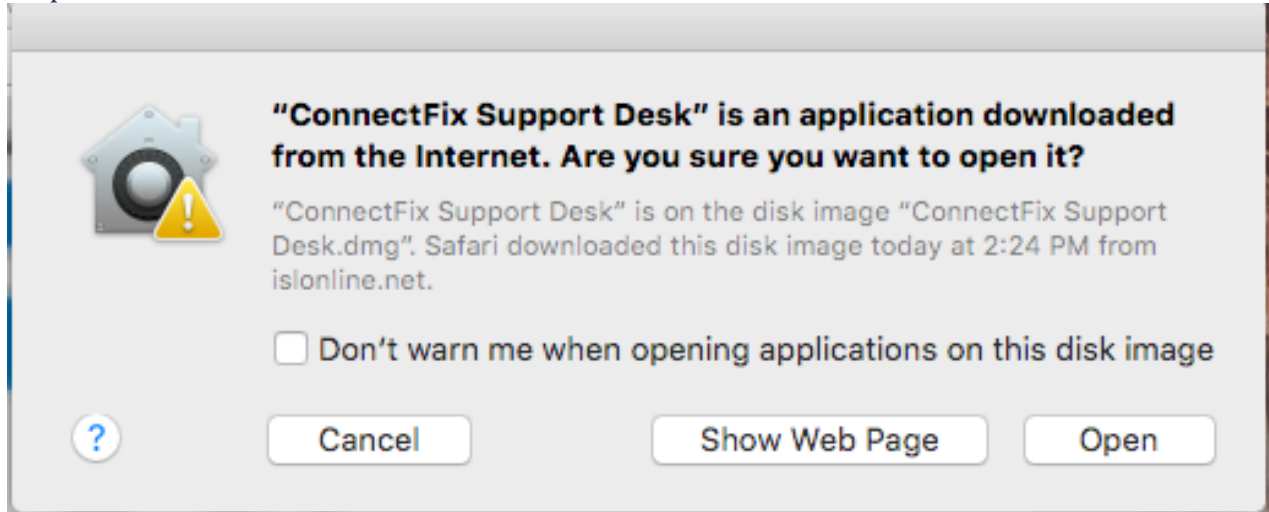**Note**: You can download Corporate Armor Connect & Fix
at https://www.corporatearmor.com/connect-and-fix-downloads/

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

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:

ISL Online Servers

Data Center

SSL

SSL

Strong SSL Connection

RSA 2048 / 4096-Bit
Diffie-Hellman
AES 256 Bit end-to-end encryption

Firewall Connection Ports

Code Signing

Session Code

Operator

Client

User Authentication
Two-Factor Authentication

Function Transparency
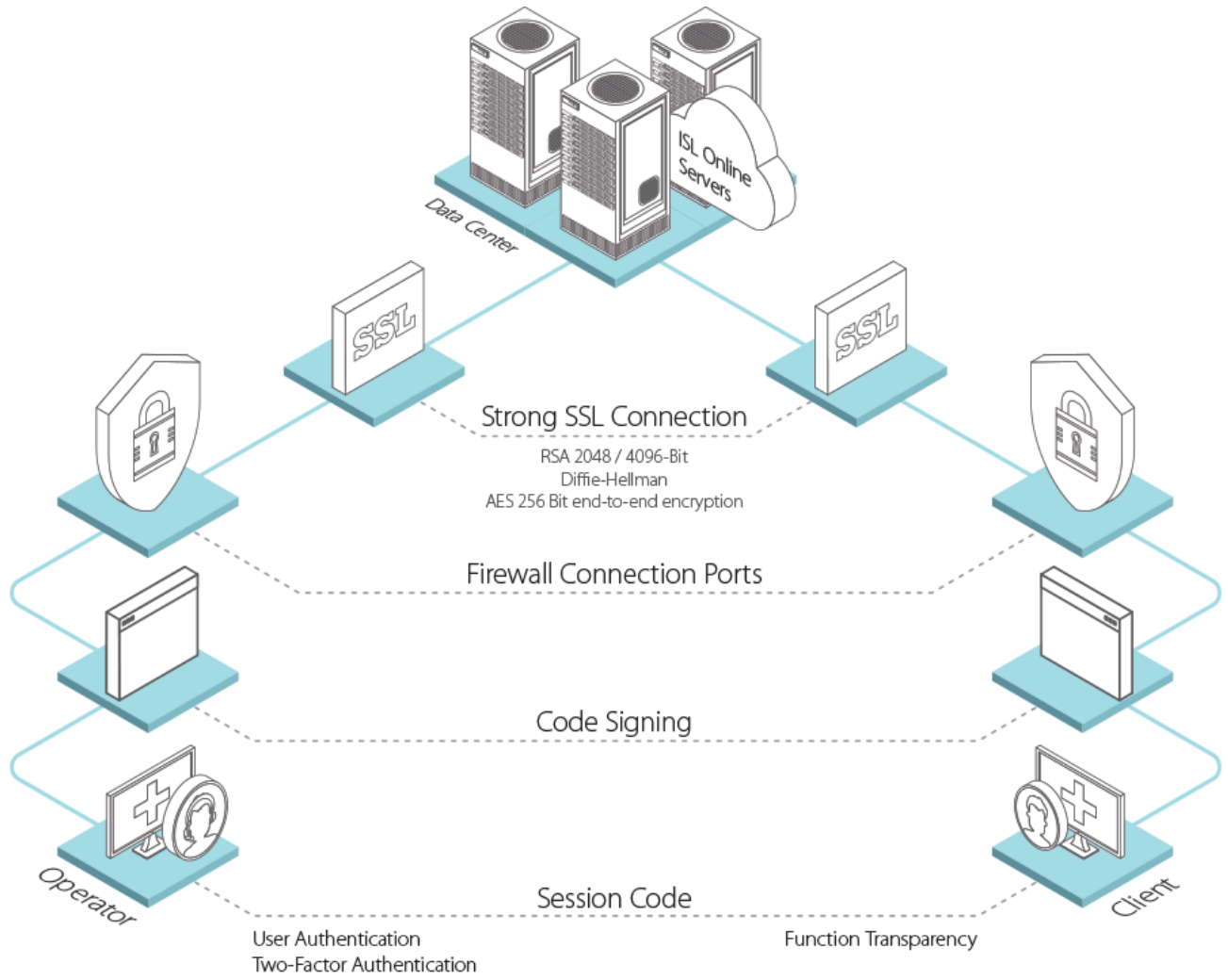
Connect via Desktop App – Corporate Armor Connect & Fix
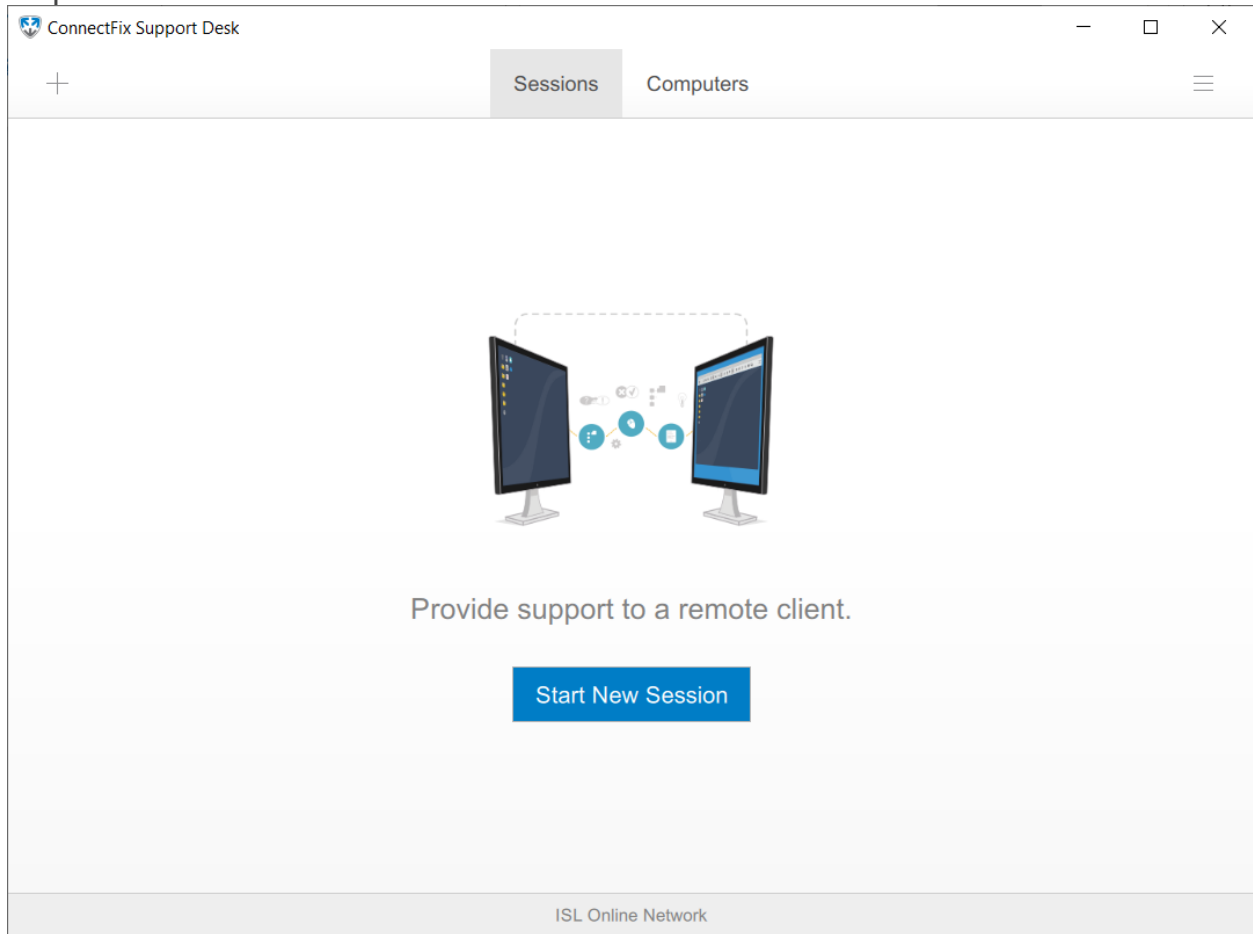
Control Remote Desktop
Follow these steps to control remote desktop.

Step 1
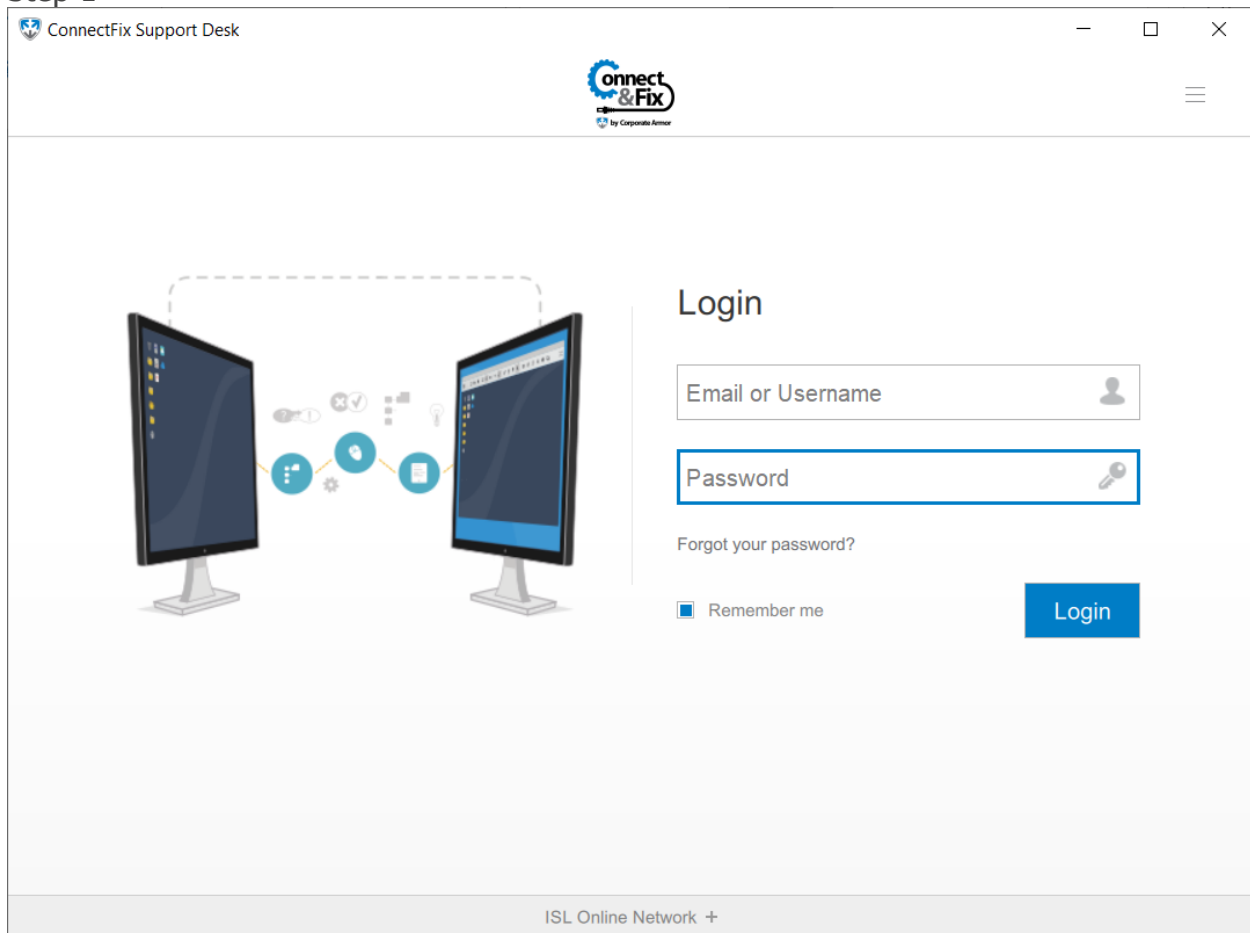
Open Connect & Fix and type in your **username** and **password,** and click the "**Log In**".

Step 2

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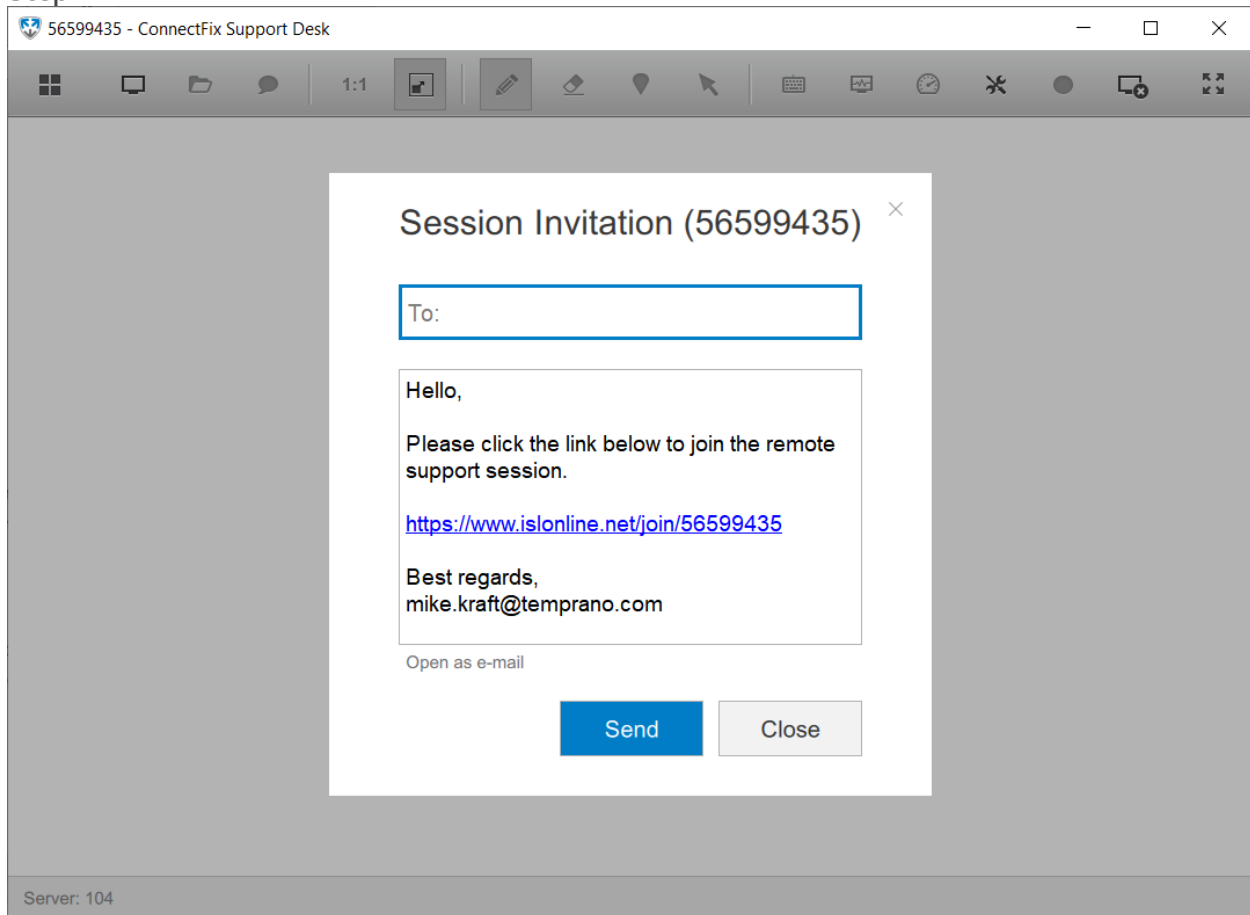
Type **customers email** and click "**Send**" button. Once customer runs the "**email invitation**" link on his computer you will be connected.

Step 5
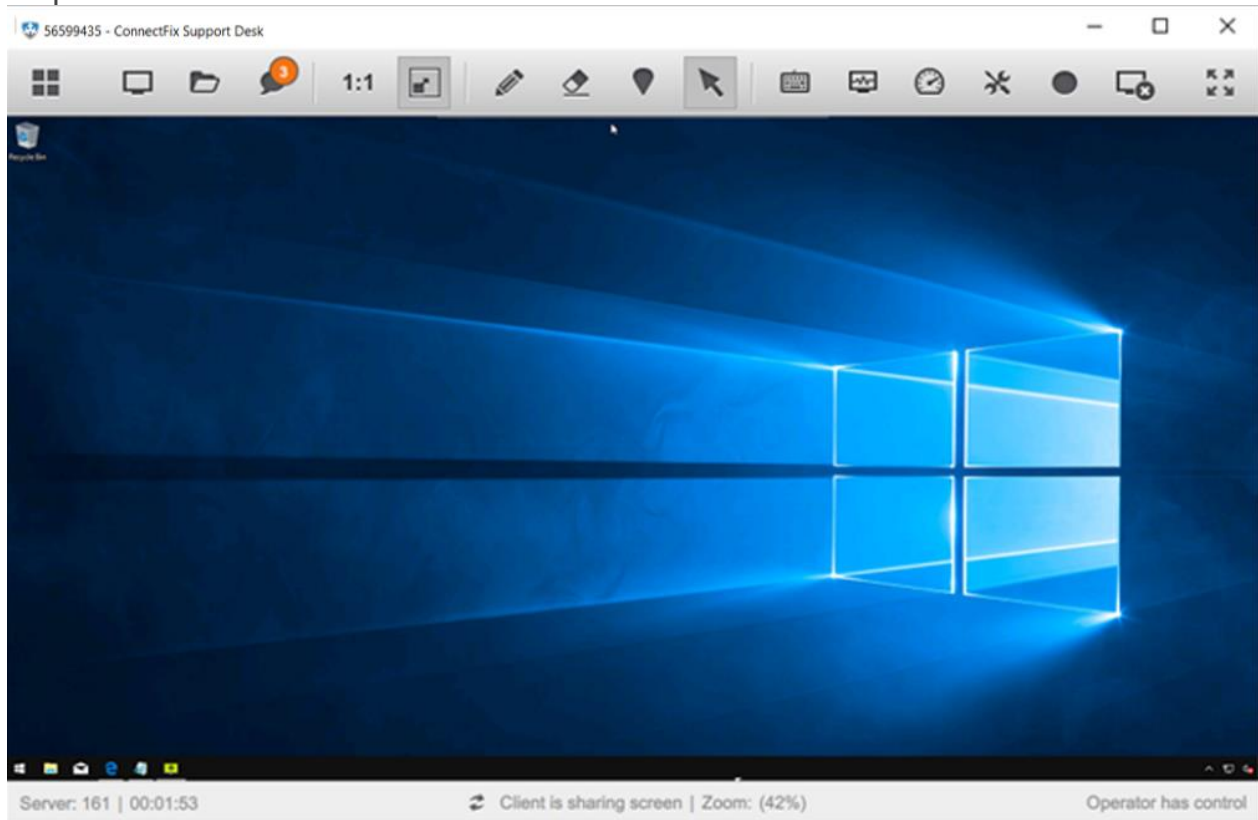
Now you can **control remote computer**.

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

N   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

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

Click **ISL Light** to begin.

ConnectFix Client....exe   ^   Show all   X

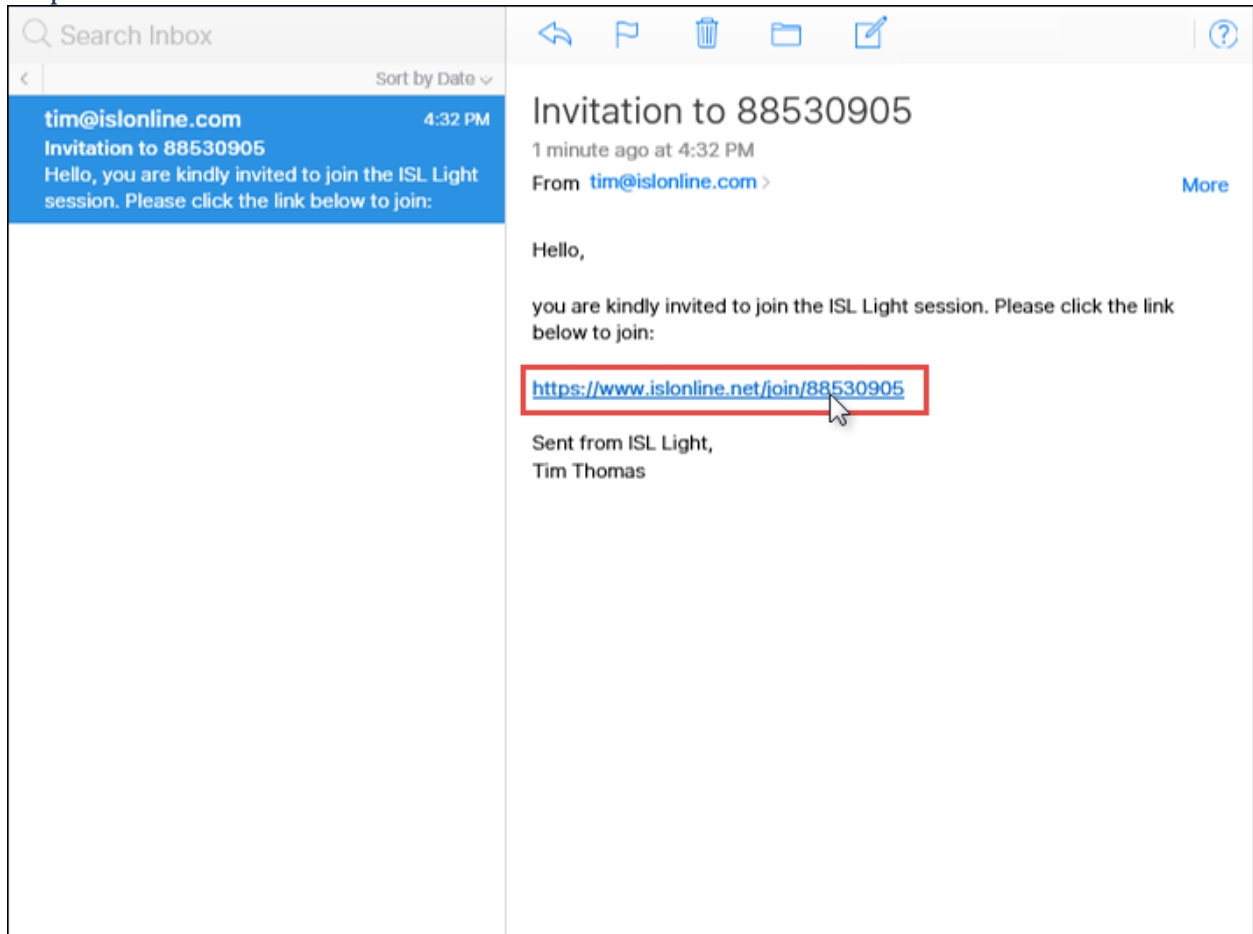Click "**Run**" button to launch Corporate Armor Connect & Fix Client which was downloaded.

Step 3
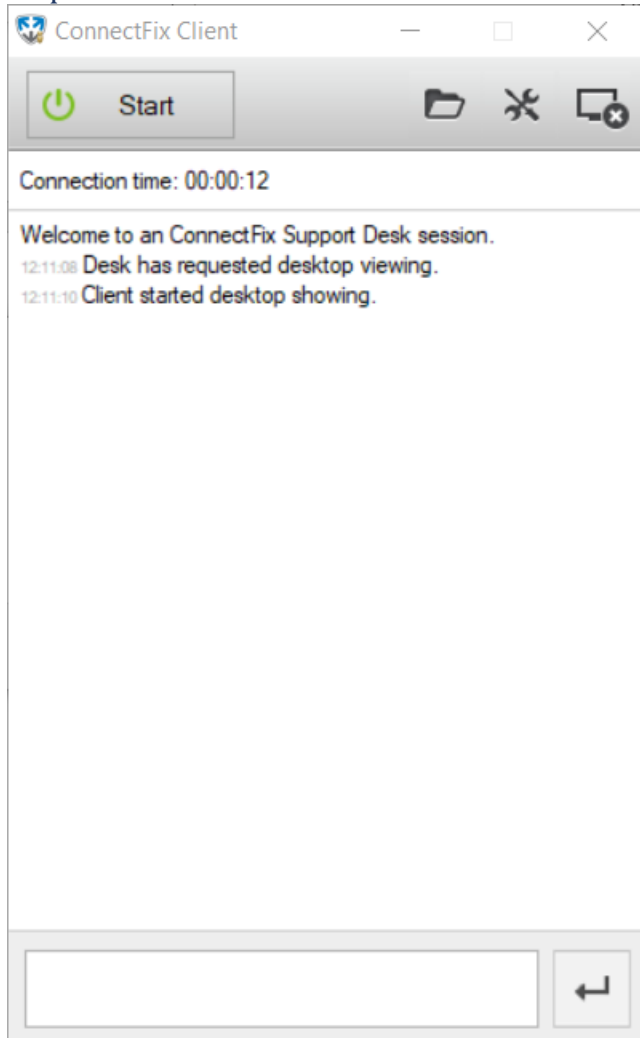
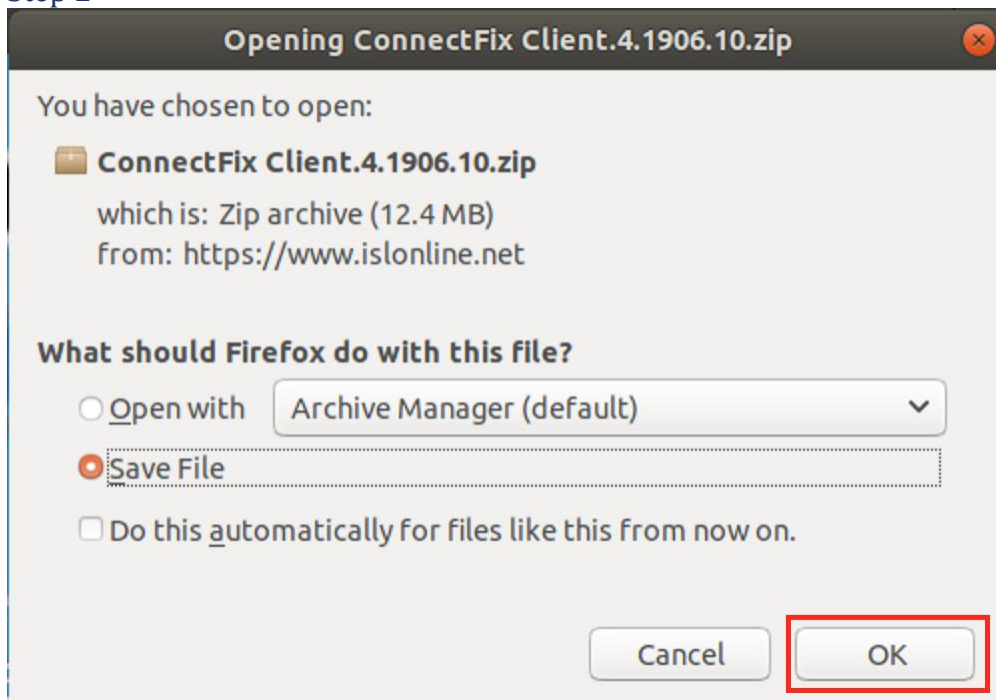Corporate Armor Connect & Fix is running, and you are connected with the operator.

macOS
Step 1

Click the link in the invitation email to automatically download Corporate Armor Connect & Fix Client.
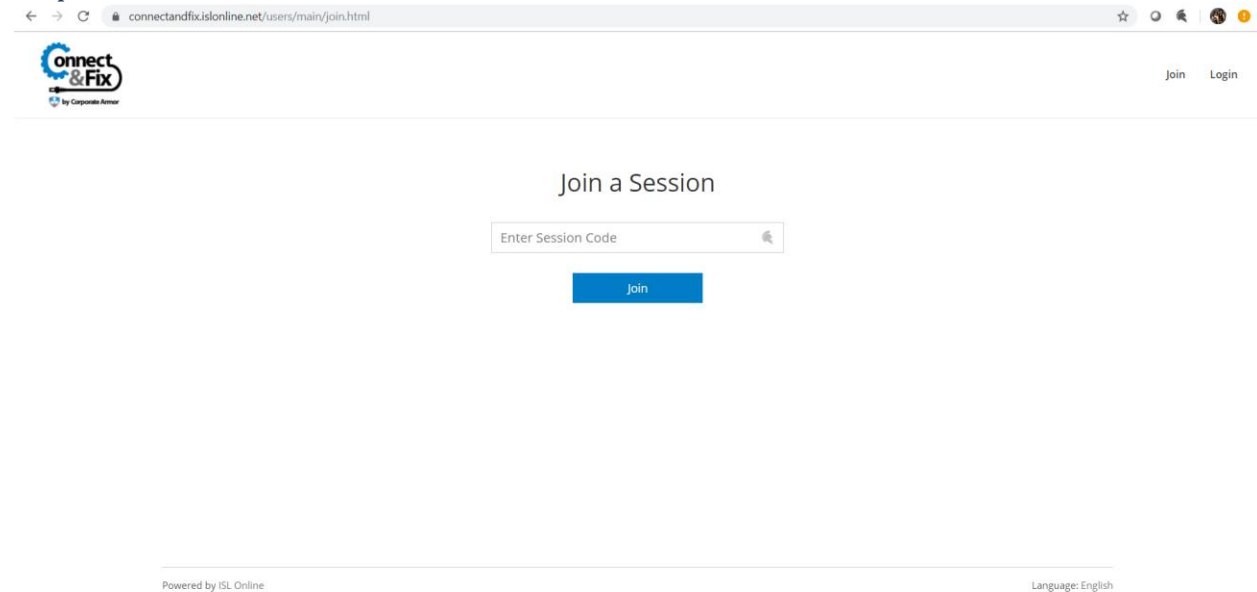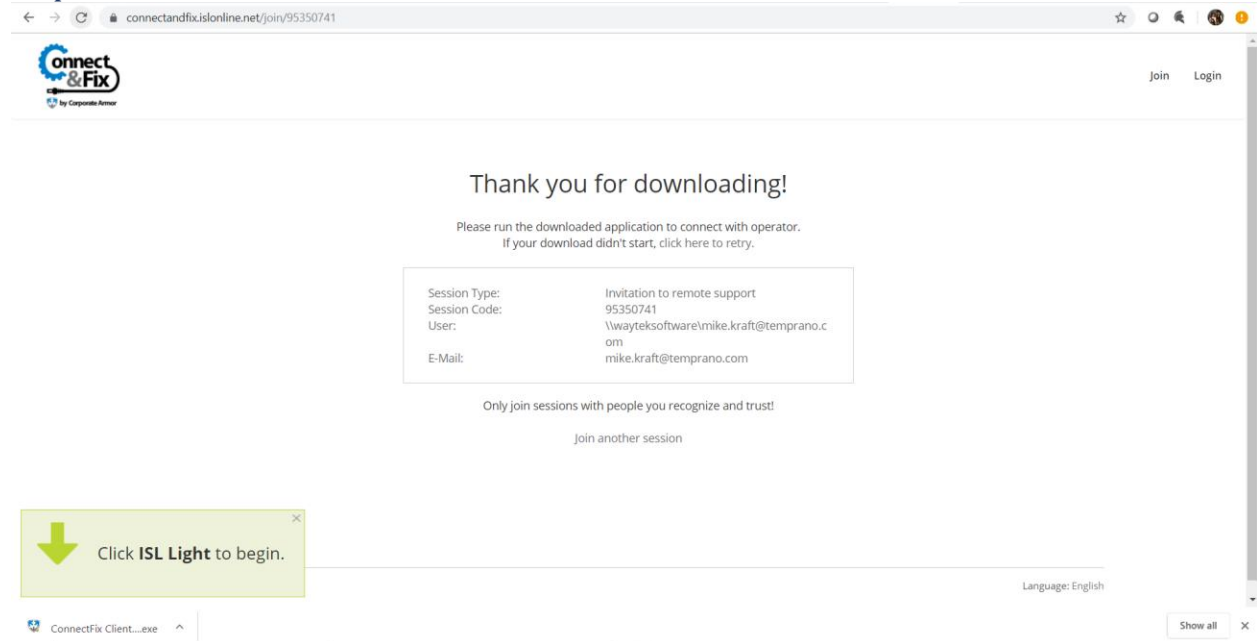
Step 2

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

Step 3
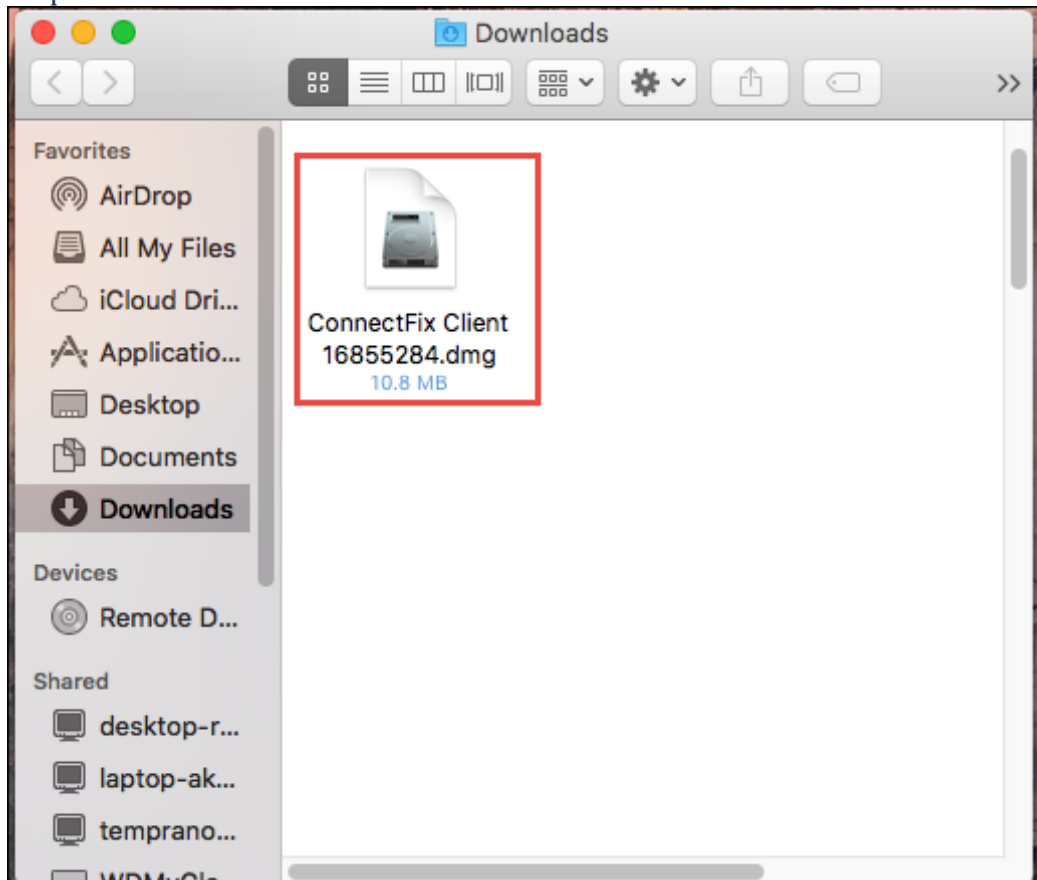
Click the Corporate Armor Connect & Fix Client icon in the window that opens to launch the program.

Step 4
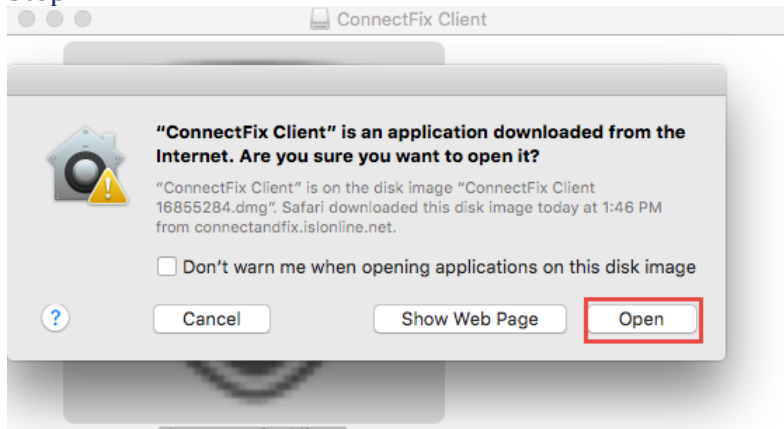
Click "**Open**" if the security window appears.

Step 5
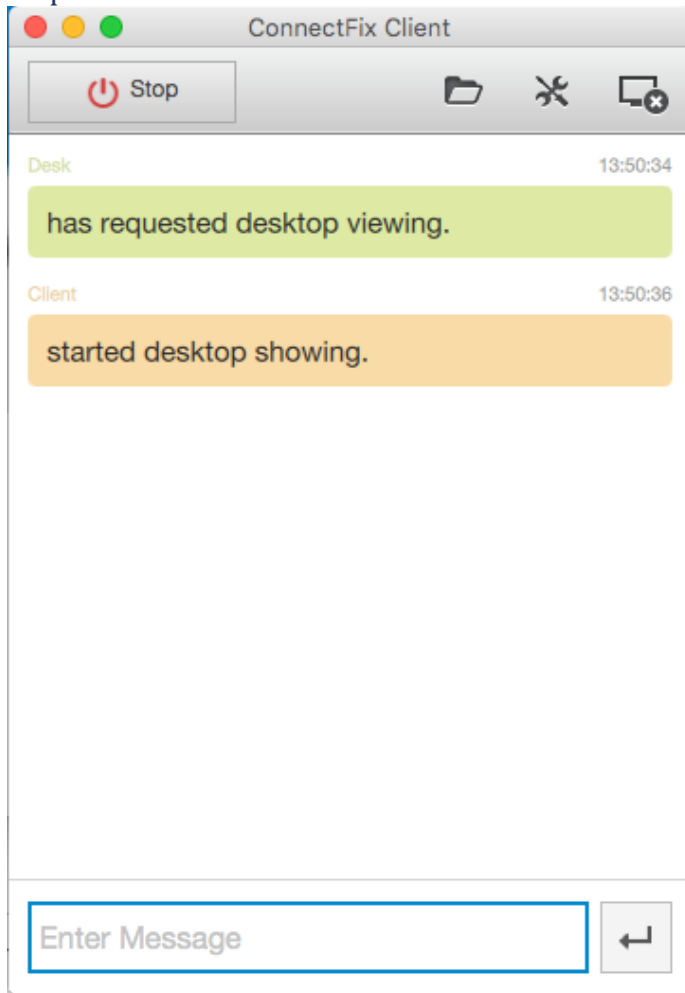
ConnectFix Client

Stop

Desk   13:50:34

has requested desktop viewing.

Client   13:50:36

started desktop showing.

Enter Message

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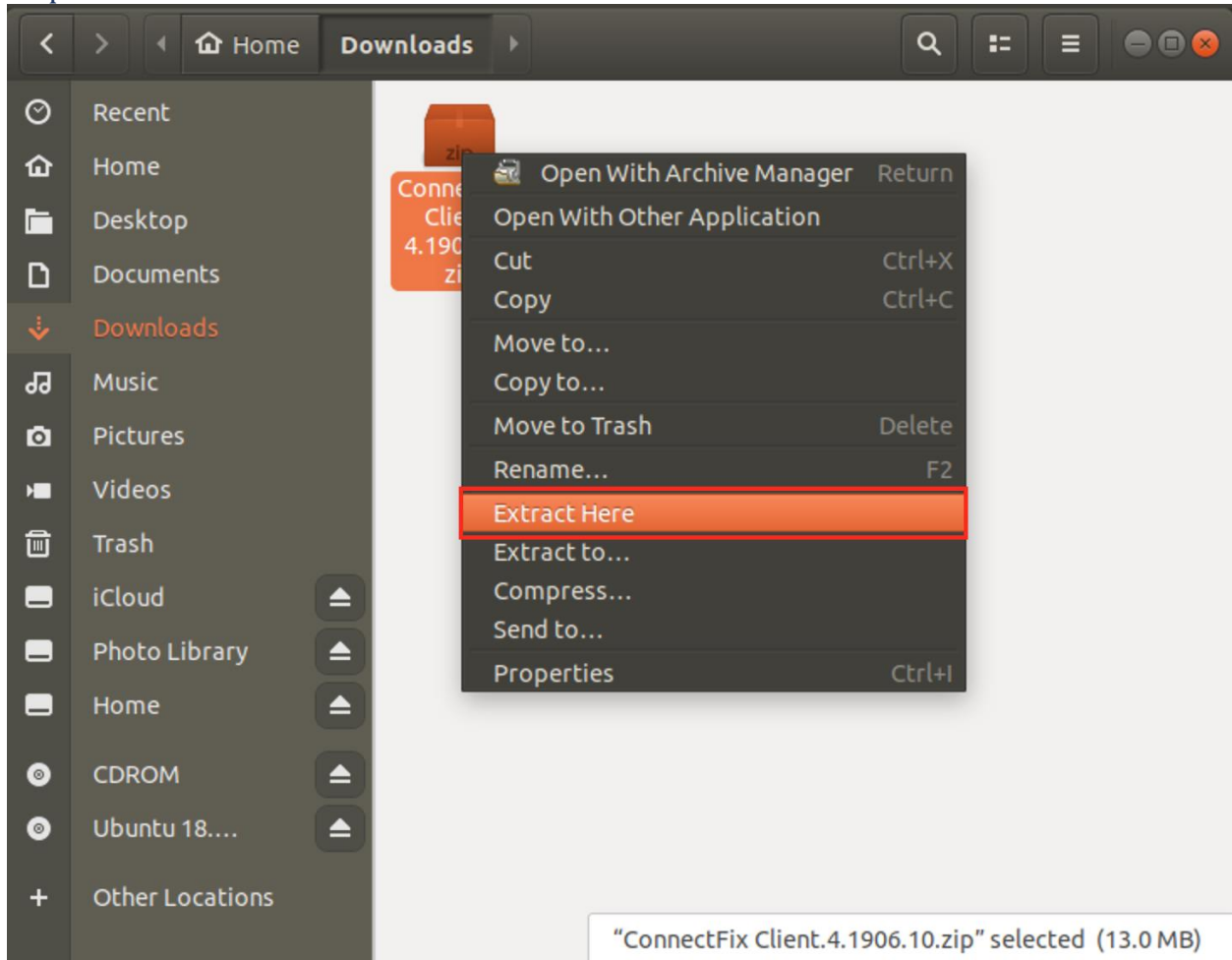
Locate and extract the .zip file which you downloaded in previous step.

Step 4
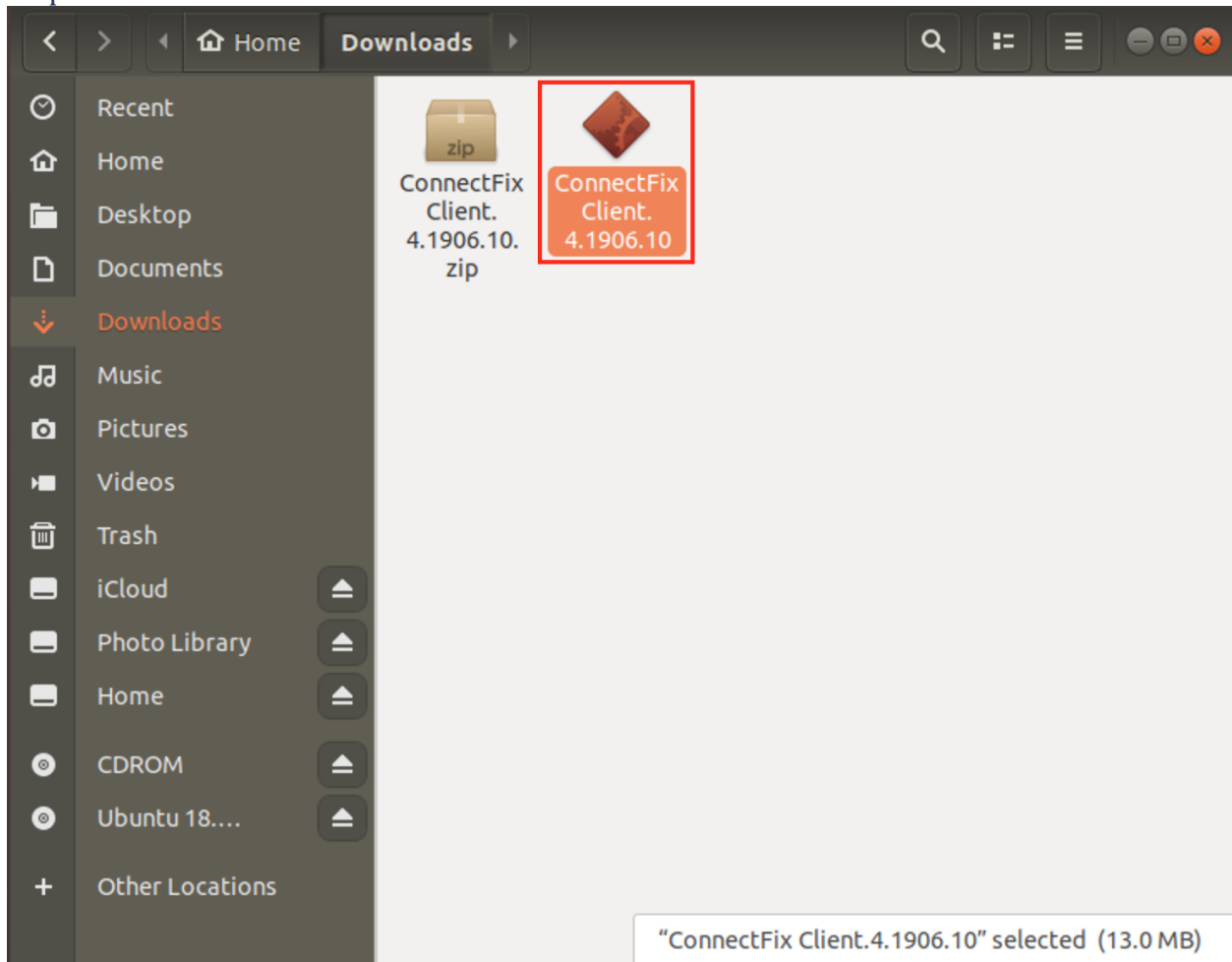
Double click the extracted executable to start Corporate Armor Connect & Fix.

Step 5
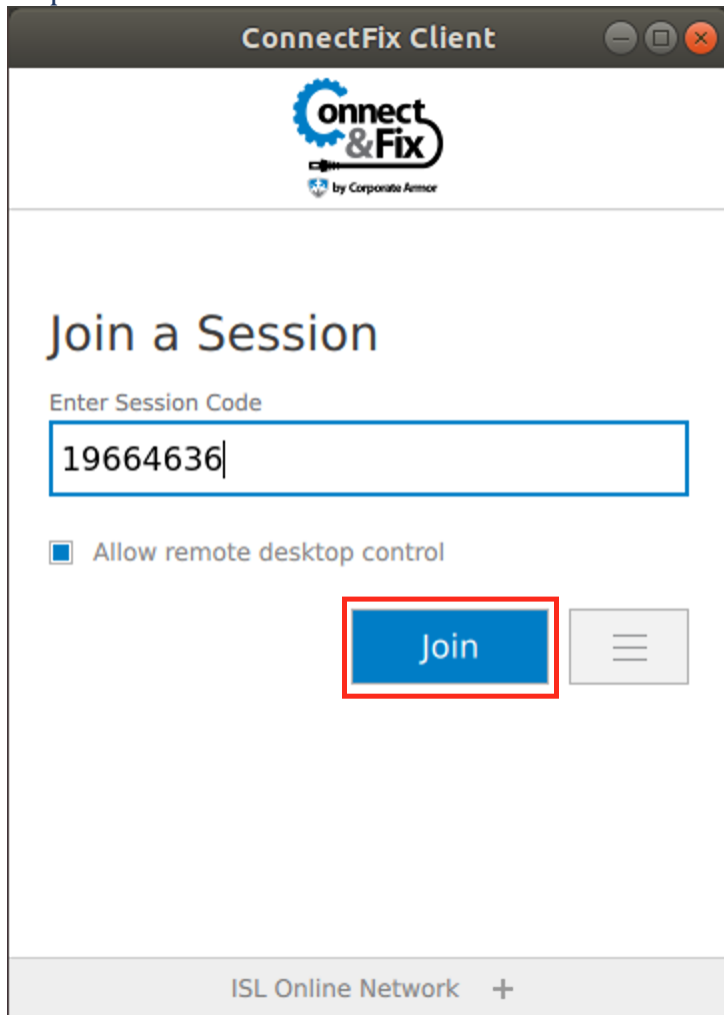
Corporate Armor Connect & Fix Client is running, and you are connected with the operator.

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

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

Step 2

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

Step 3

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**".
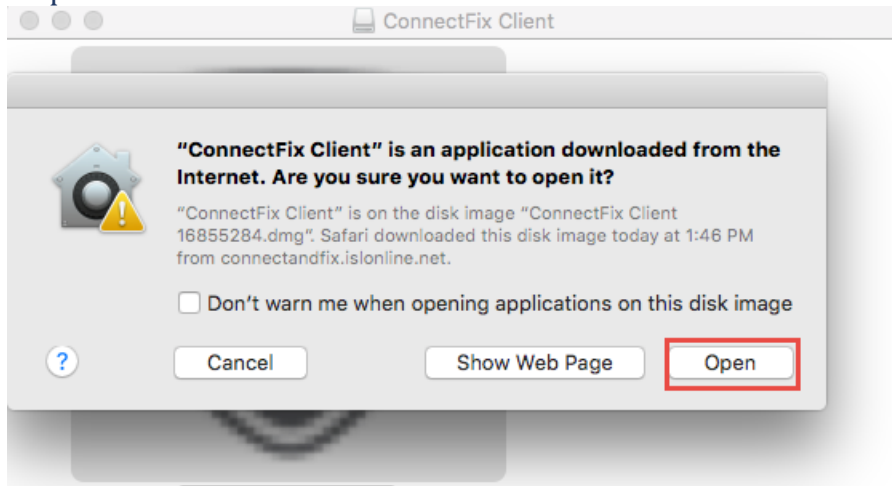
Step 2

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

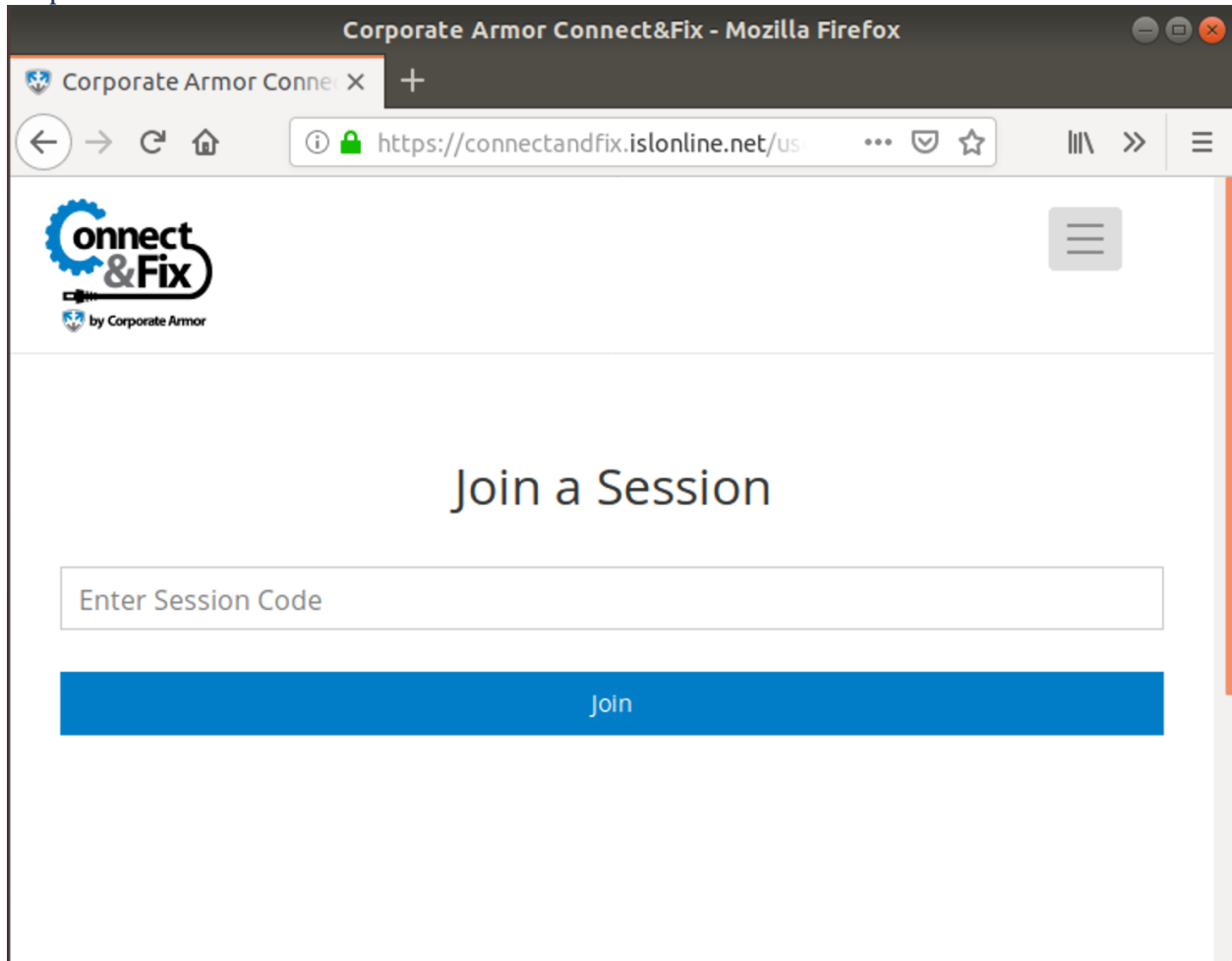Click "**Open**" in the security prompt to allow the Corporate Armor Connect & Fix Client to start.

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**".
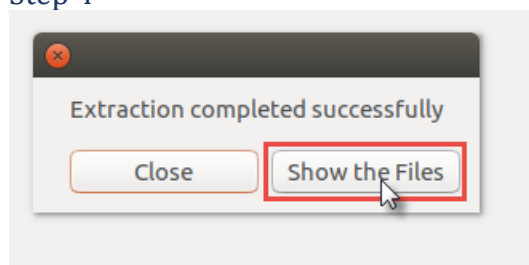
Step 2

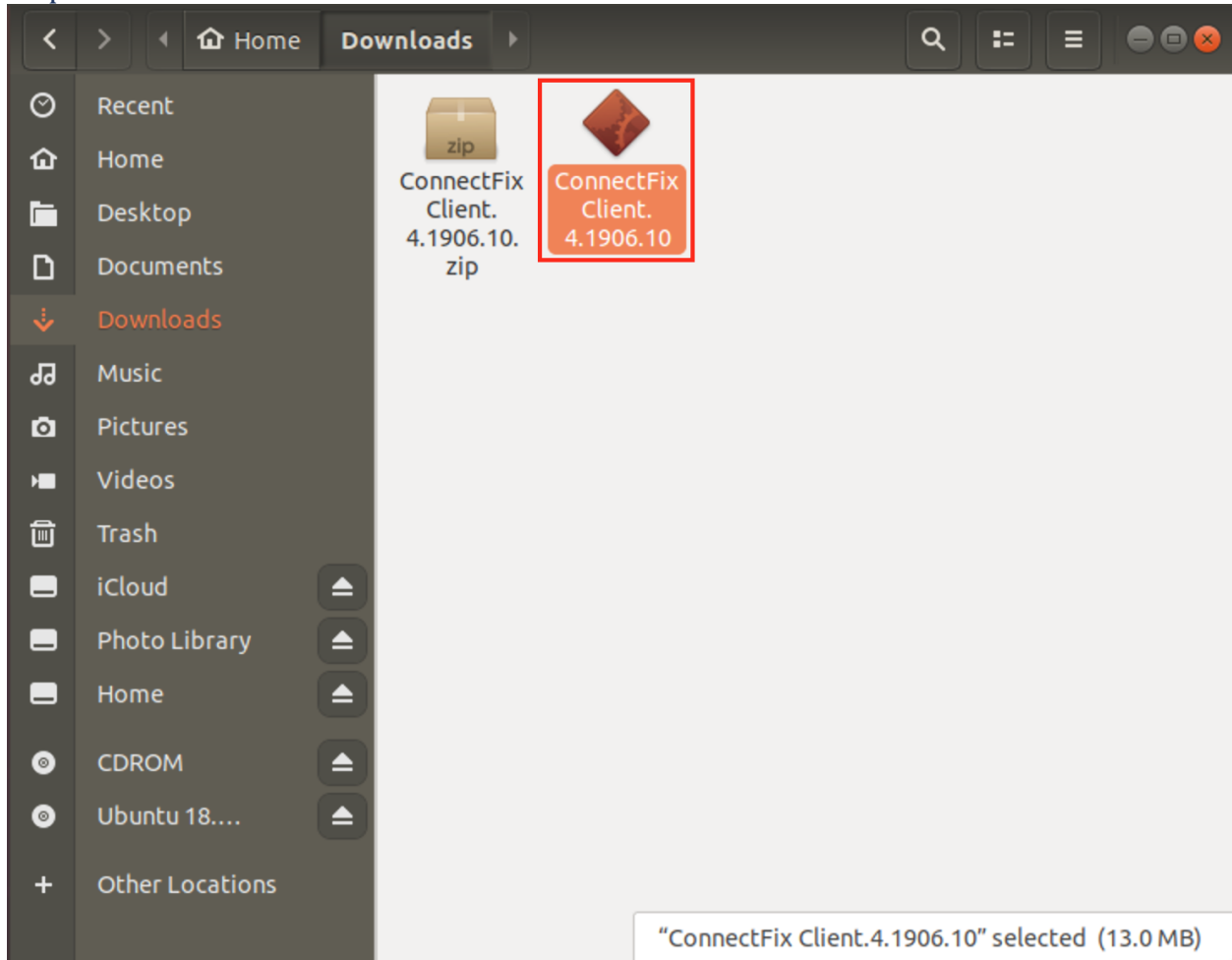Open the downloads folder on your computer.

Step 3

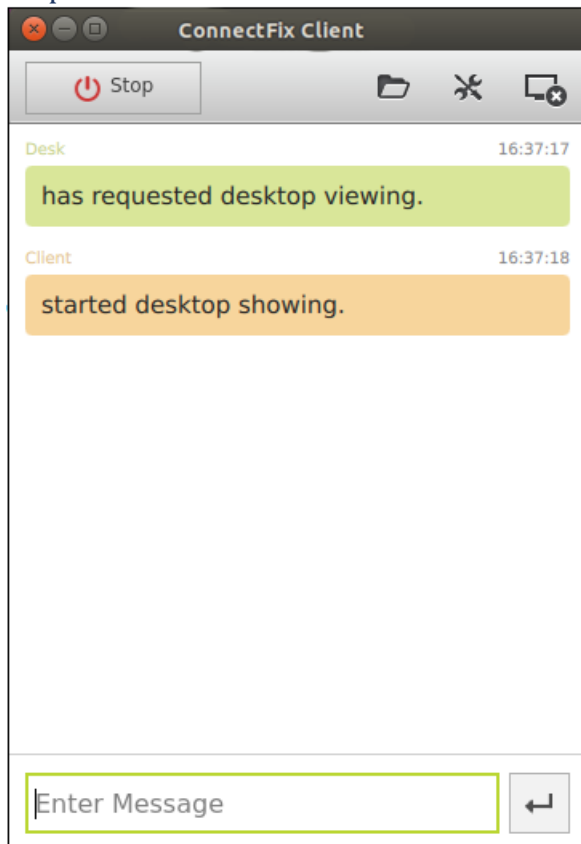Double click the **.zip** file to extract it.

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

ConnectFix Client

Stop

| Desk | 16:37:17 |

has requested desktop viewing.

| Client | 16:37:18 |

started desktop showing.

Enter Message

Corporate Armor Connect & Fix is now running, and you are connected with the operator.
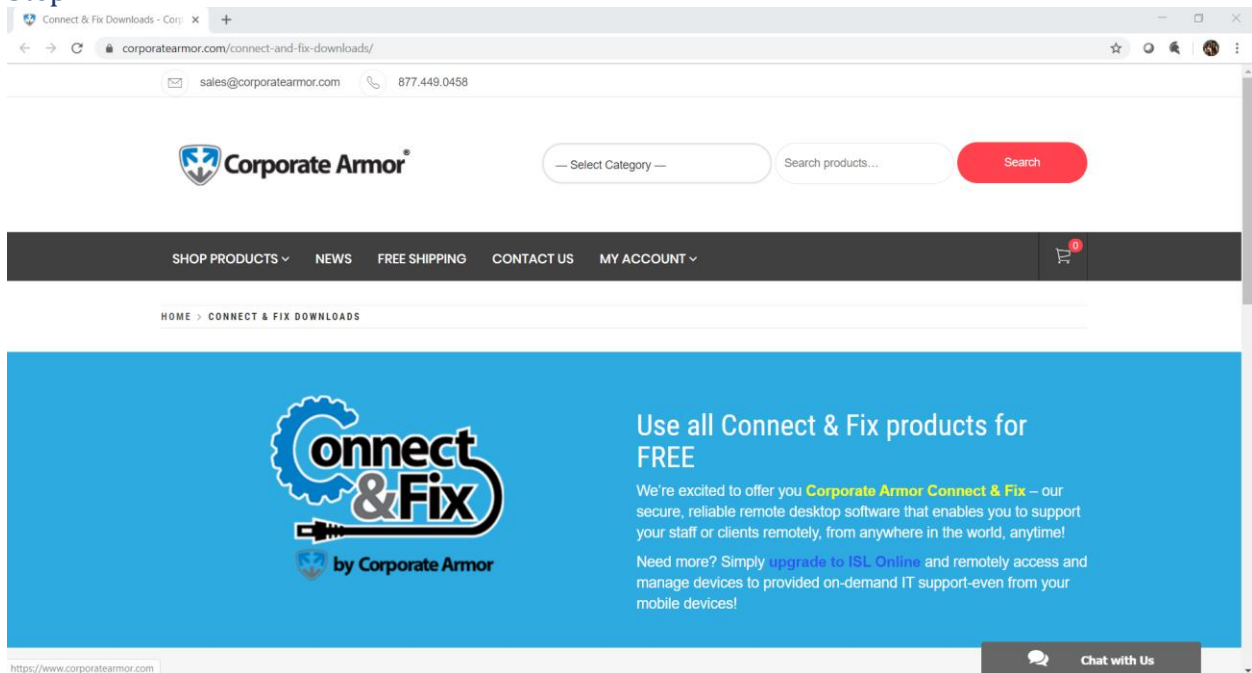
Join via Desktop App – Corporate Armor Connect & Fix

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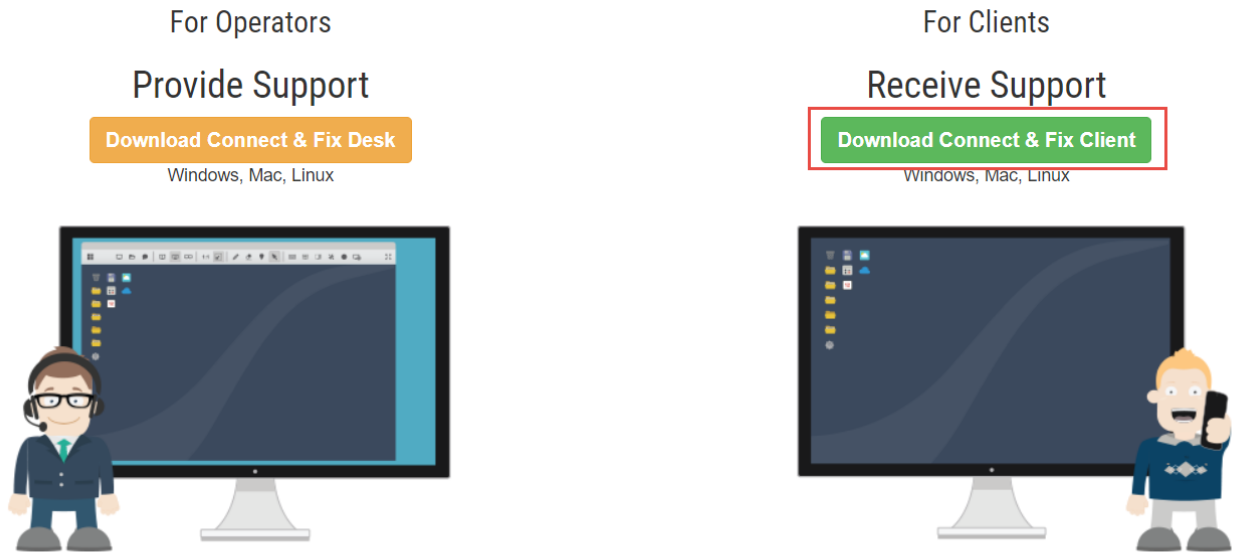
- [Windows](#)
- [macOS](#)
- [Linux](#)

Windows

Step 1

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

Step 2

For Operators

Provide Support

Download Connect & Fix Desk

Windows, Mac, Linux

For Clients

Receive Support

Download Connect & Fix Client

Windows, Mac, Linux

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

Step 3

| Open |
| Always open files of this type |
| Show in folder |
| Cancel |

ConnectFix Suppor....e...
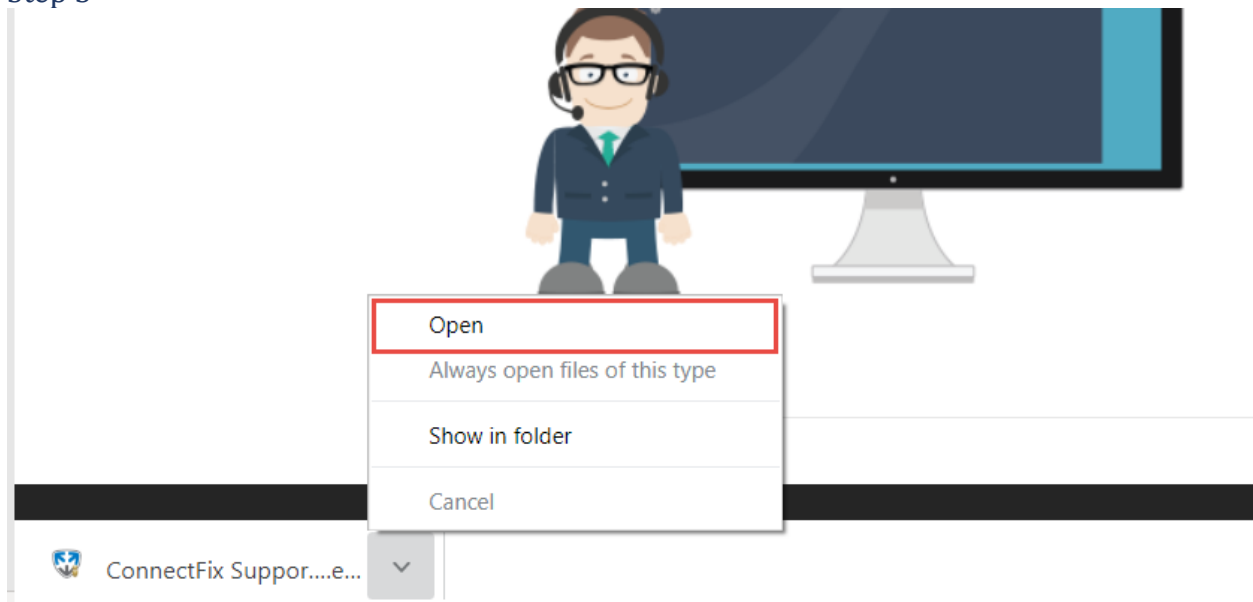
Click "**Open**" button in the download section to open Corporate Armor Connect & Fix Client.
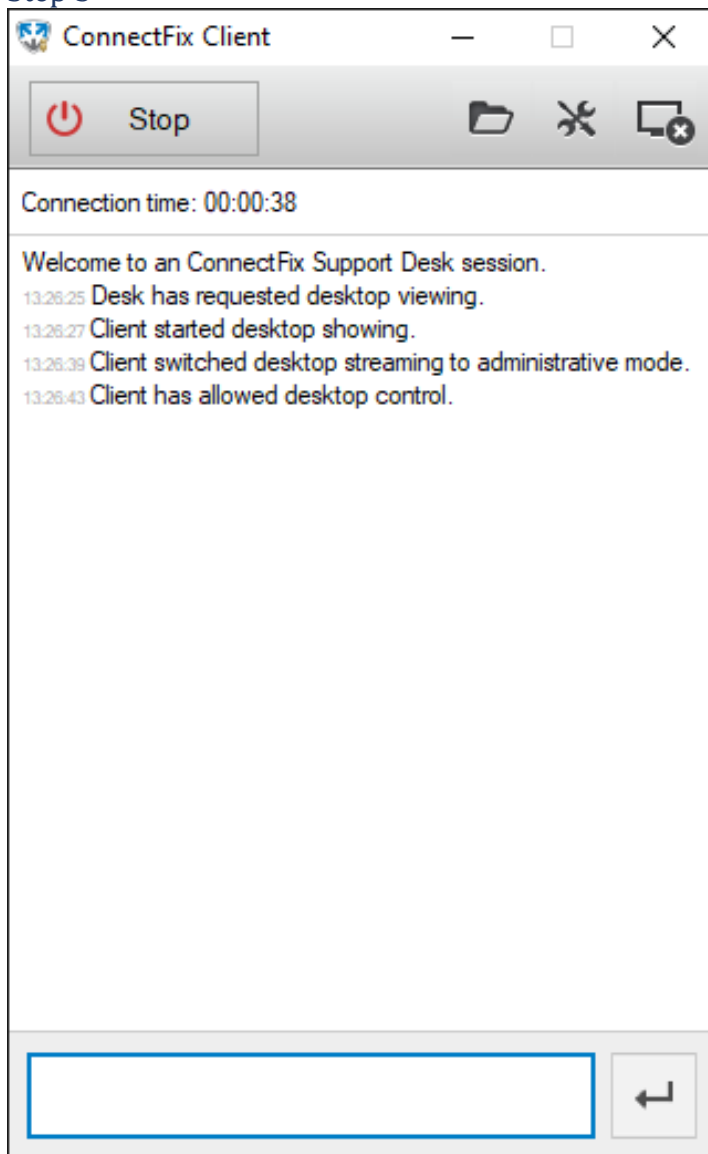
Step 4
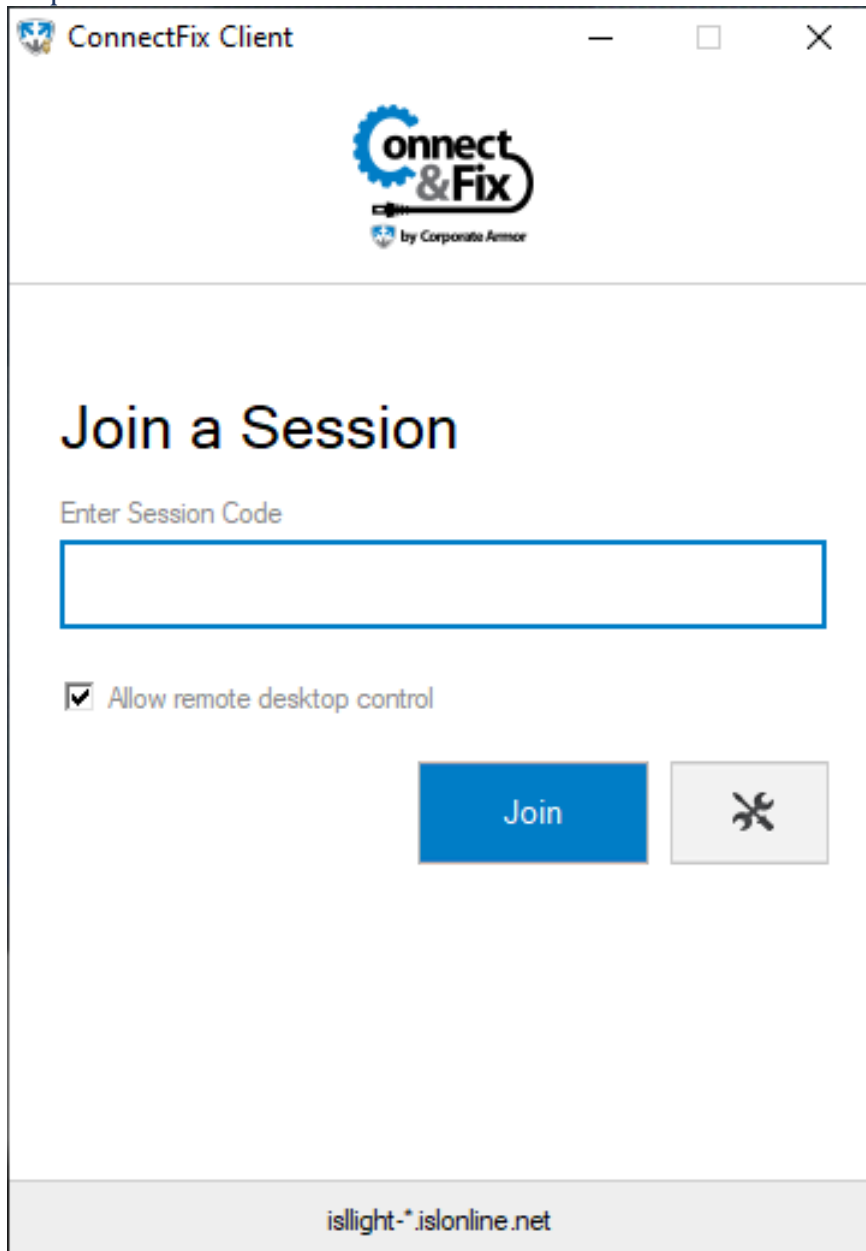
Enter session code given from your operator. Then click "**Join**" to join the session.

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.
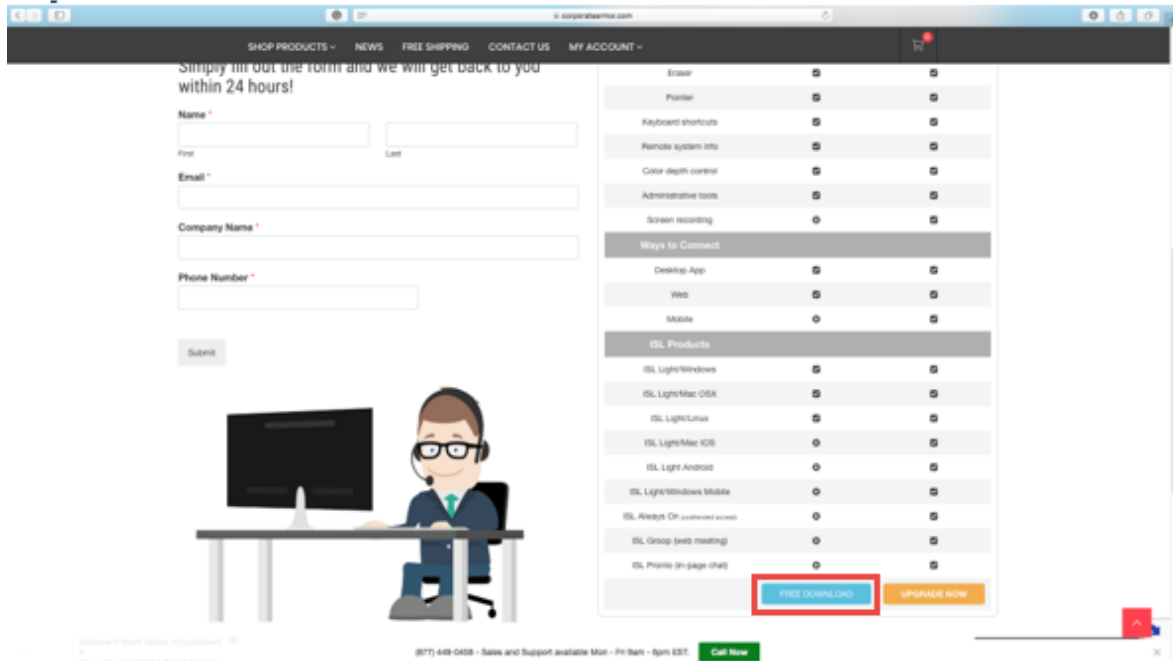
Step 5

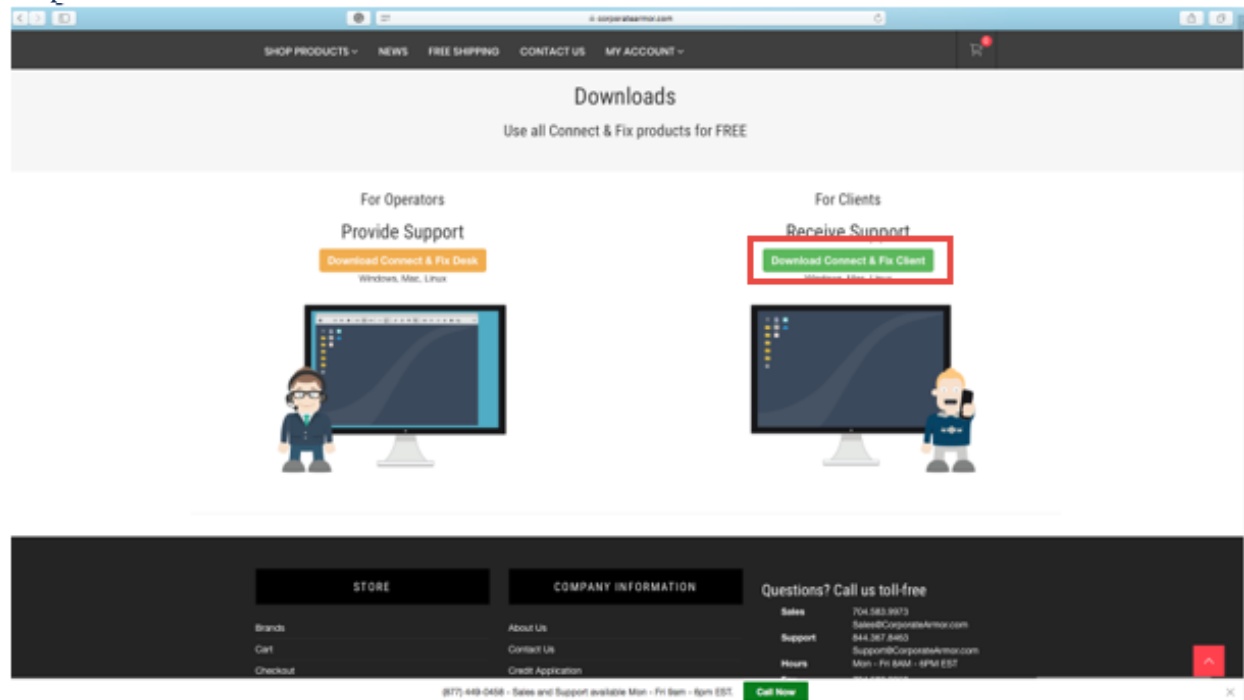
You are now connected with operator.

macOS
Step 1

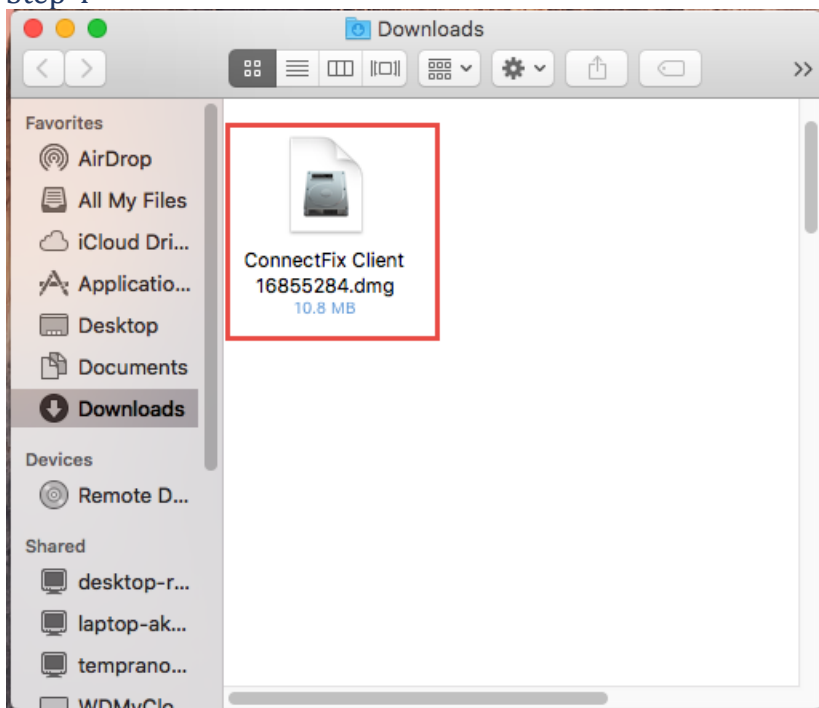Click "**Free Download**" button in the webpage.

Step 2

Click " **Corporate Armor Connect & Fix Client** " button to download Corporate Armor Connect & Fix Client.
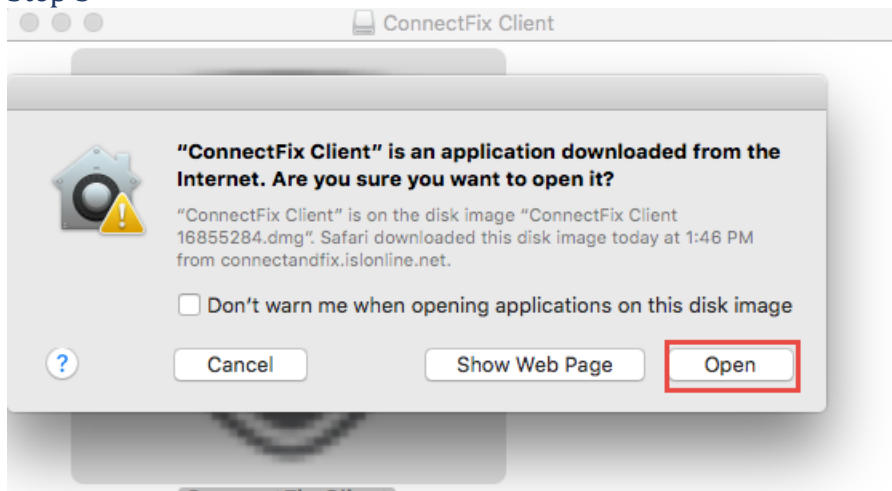
Step 3

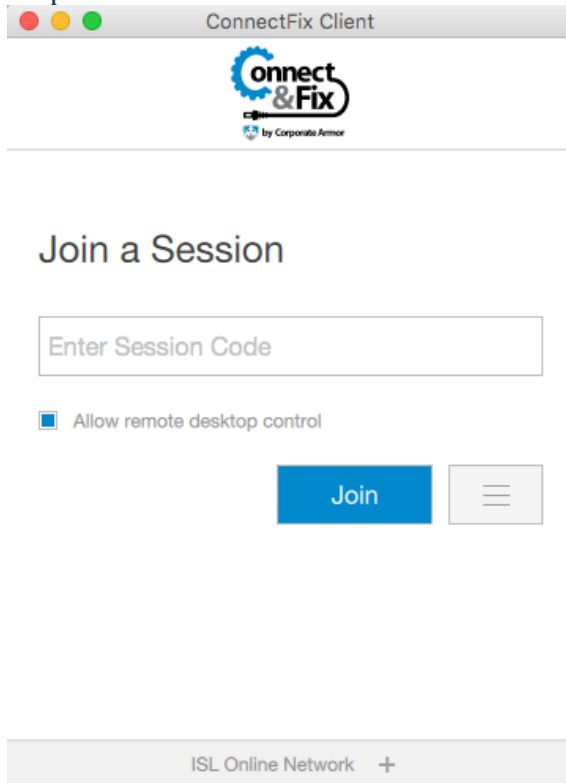Double click the downloaded **.dmg** file to mount it.

Step 4

Double click the Corporate Armor Connect & Fix Client icon to launch the program.
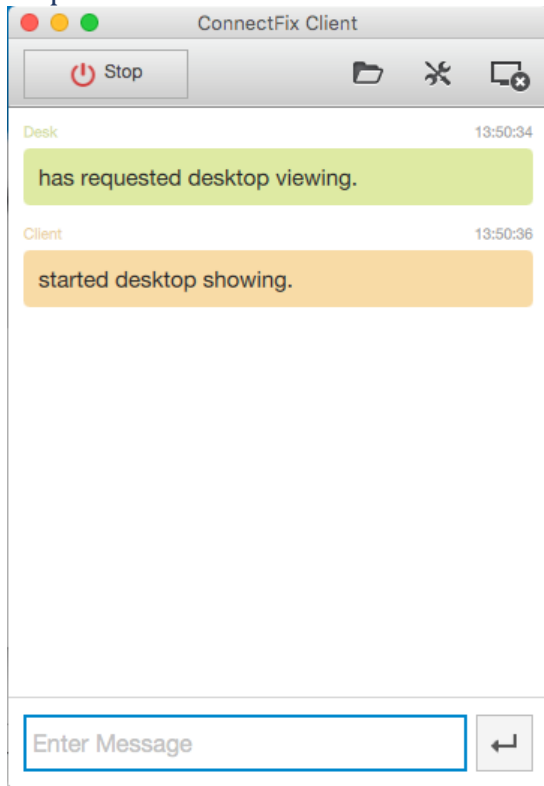
Step 5

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

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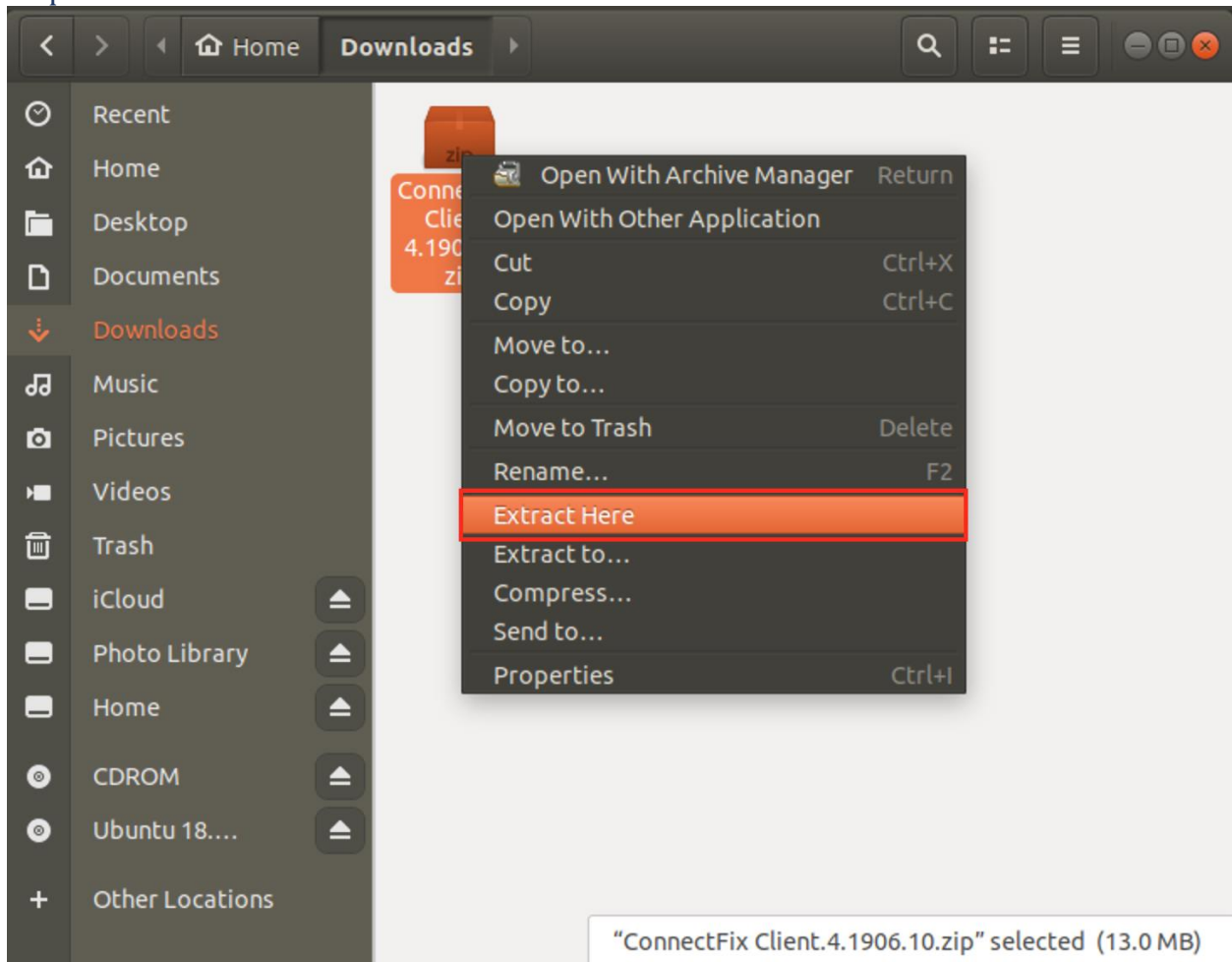
Extract the **.zip** file downloaded in previous step.

Step 5
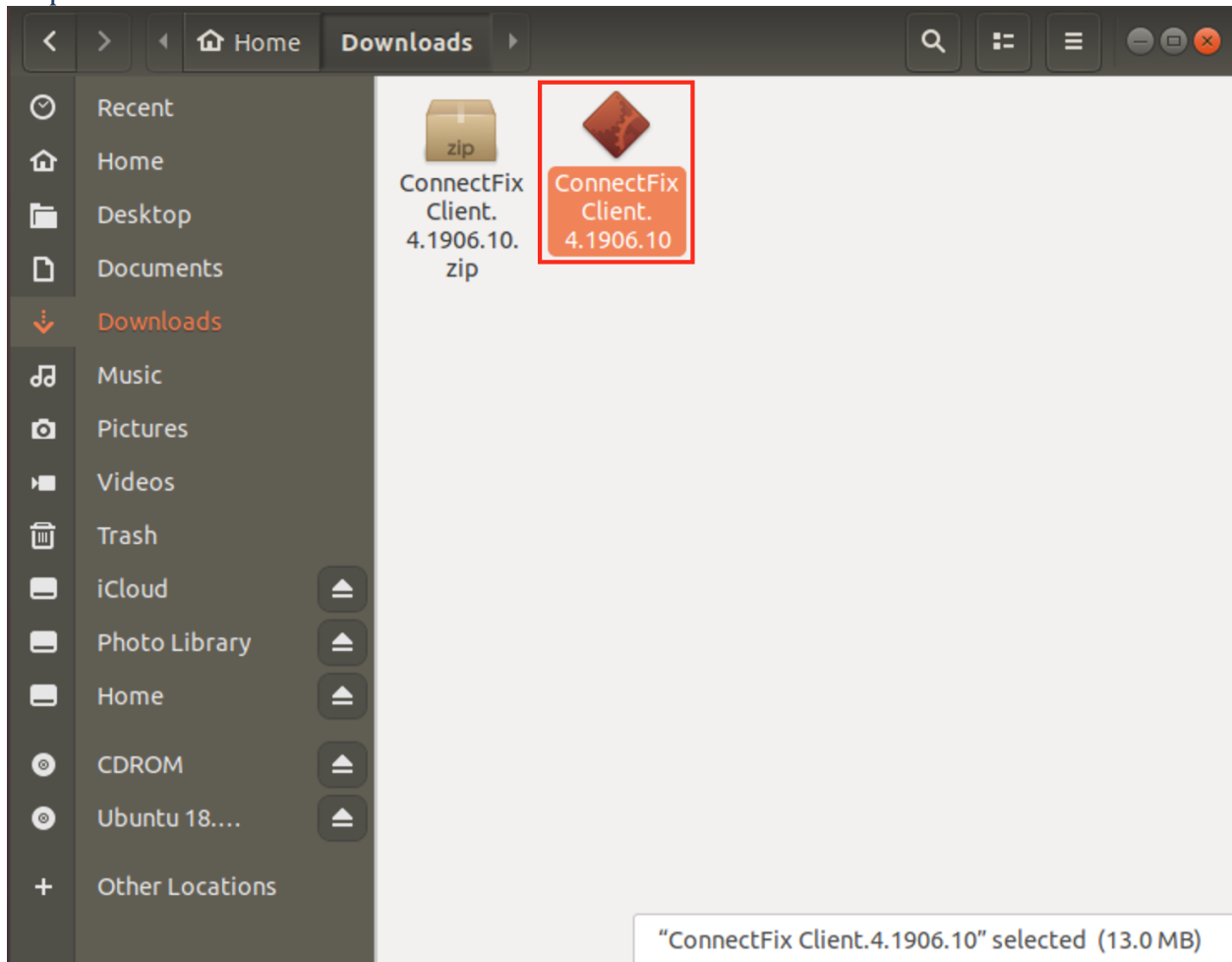
Double click the executable to run Corporate Armor Connect & Fix.
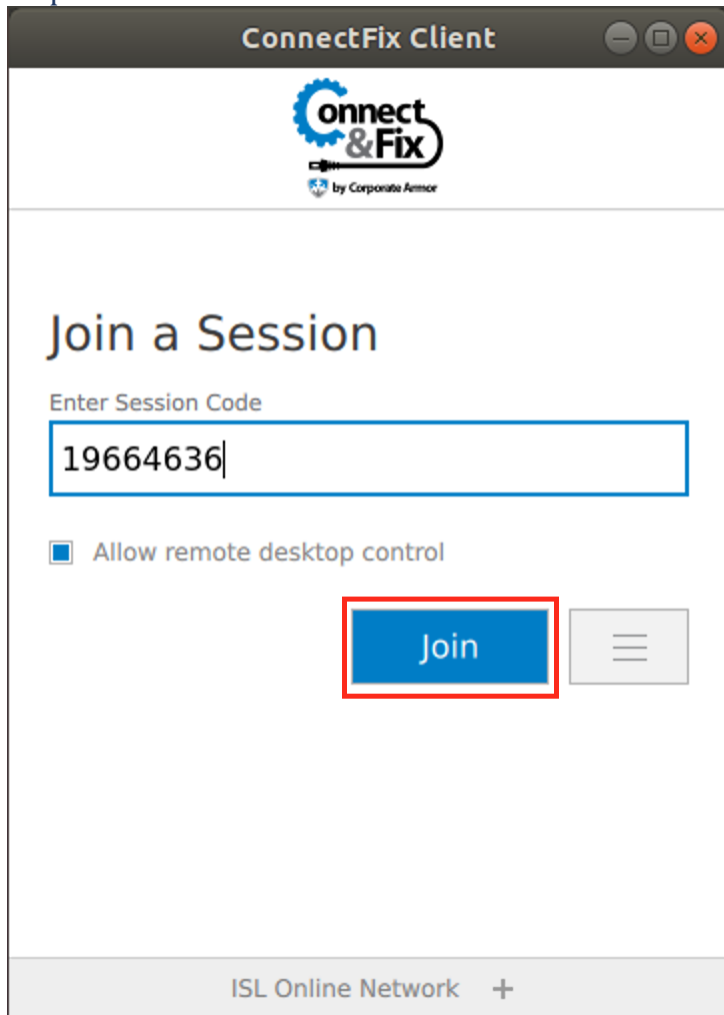
Enter the session code given from your operator. Then click "**Join**" to join the session.

Step 7
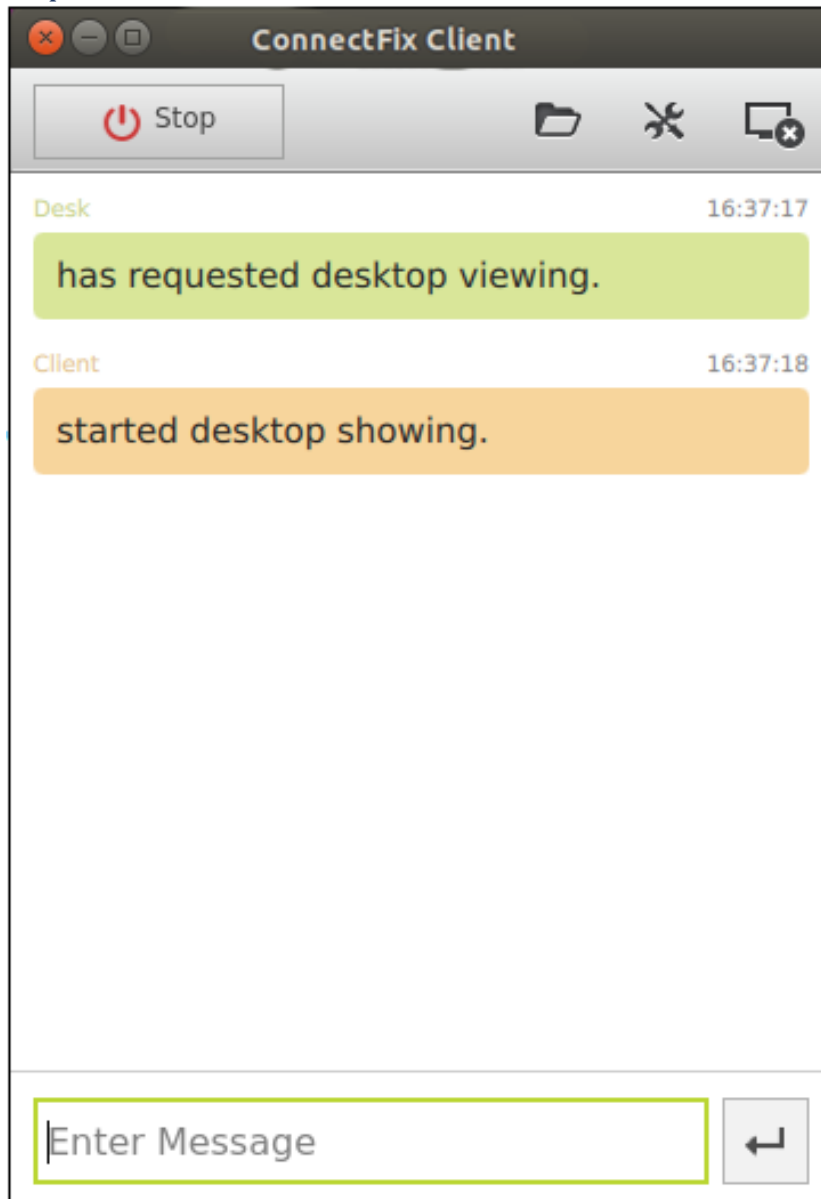
You are now connected with operator.

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](#)
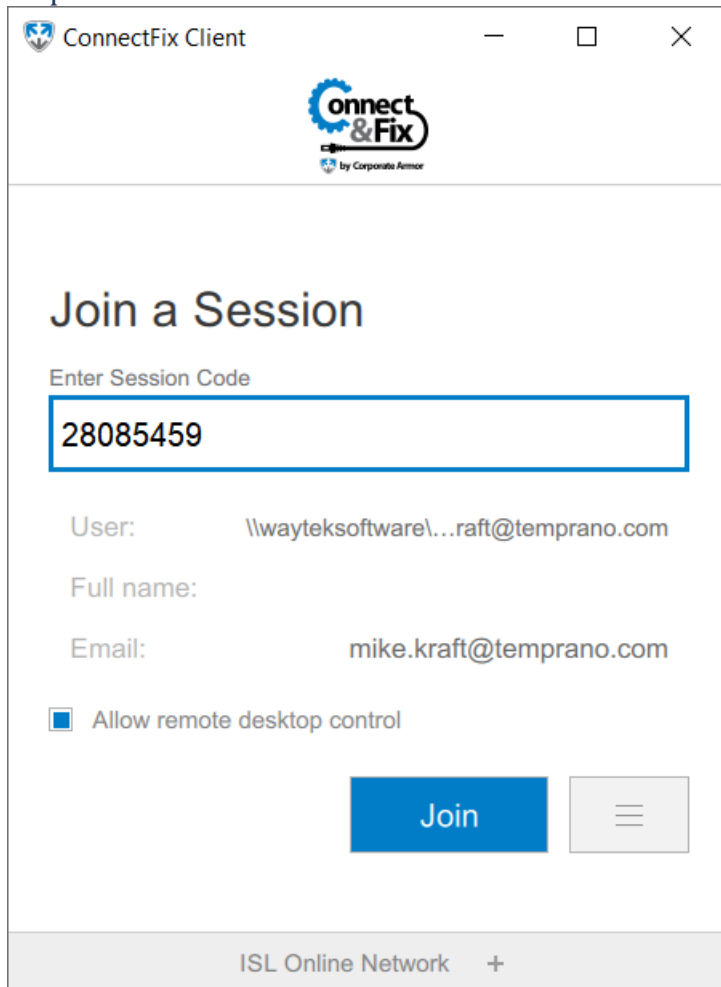
How to Join a Session
Step 1

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

Step 2

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

Step 3

You are now connected with the operator.

Features

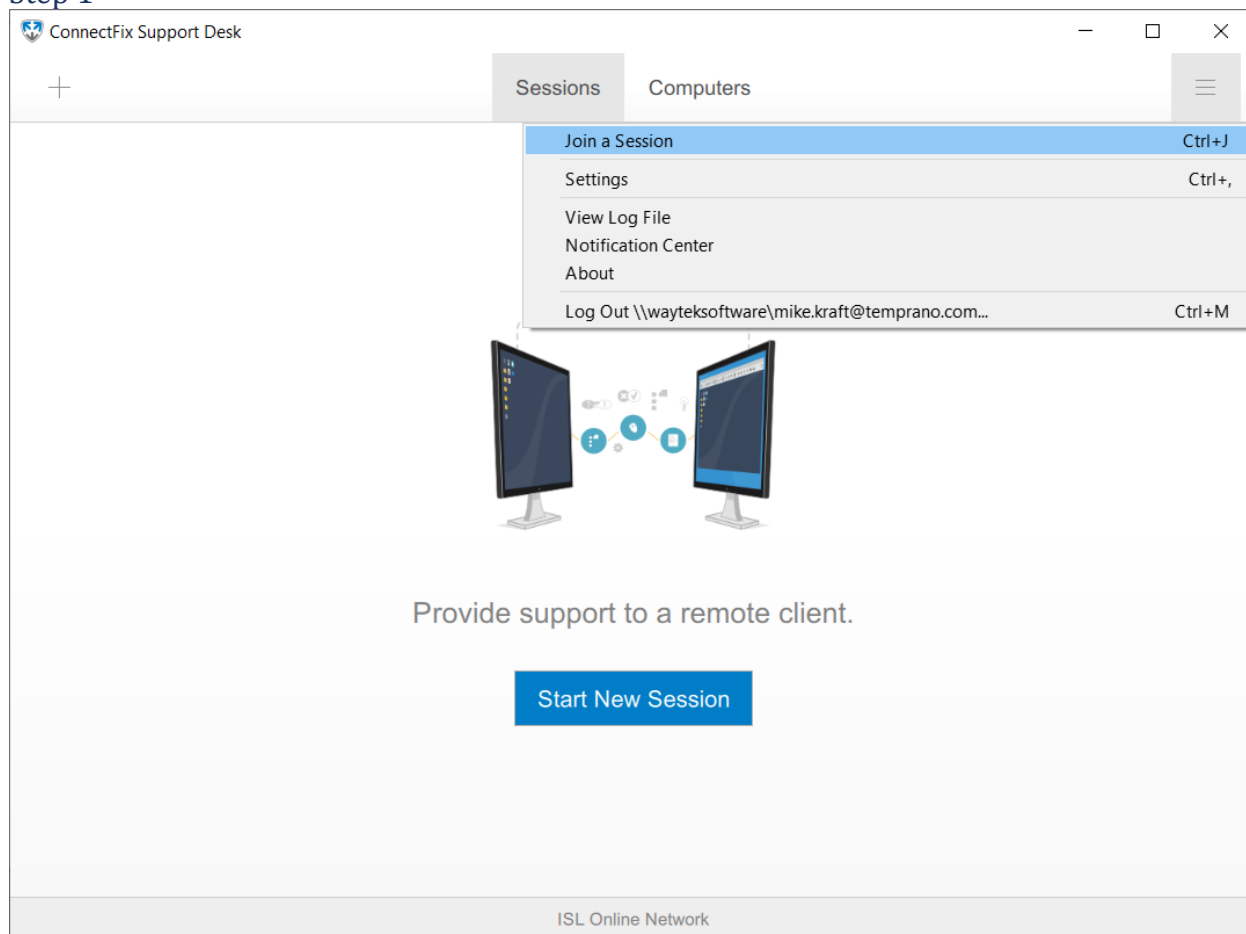As a client you have following interface when connected:
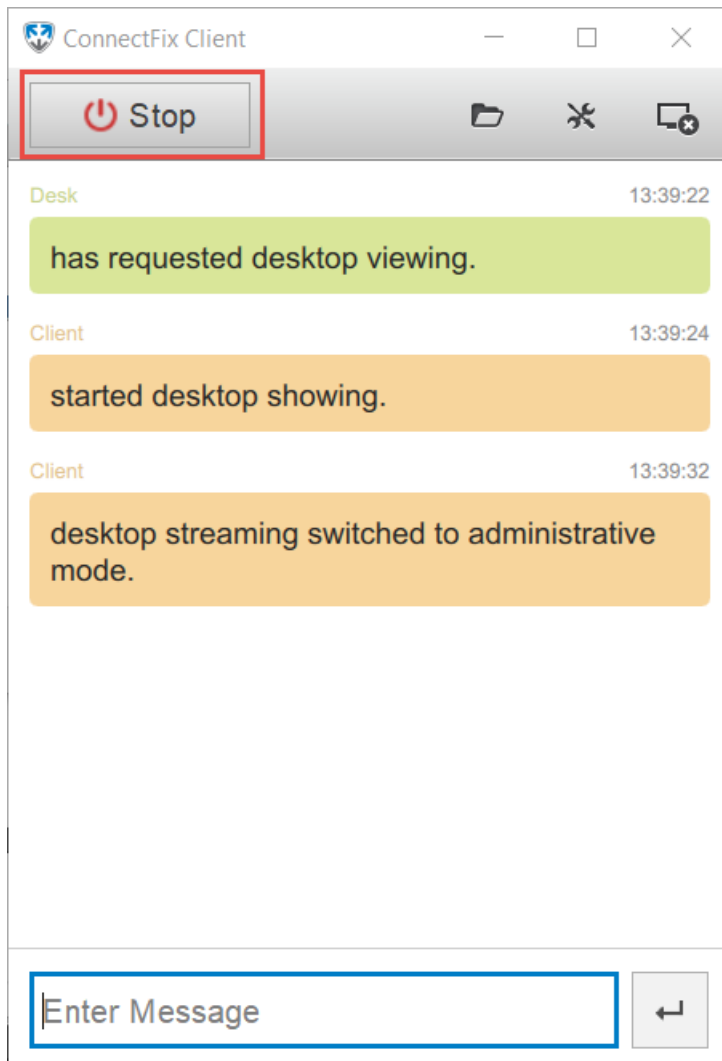
Start/Stop desktop sharing:

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

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

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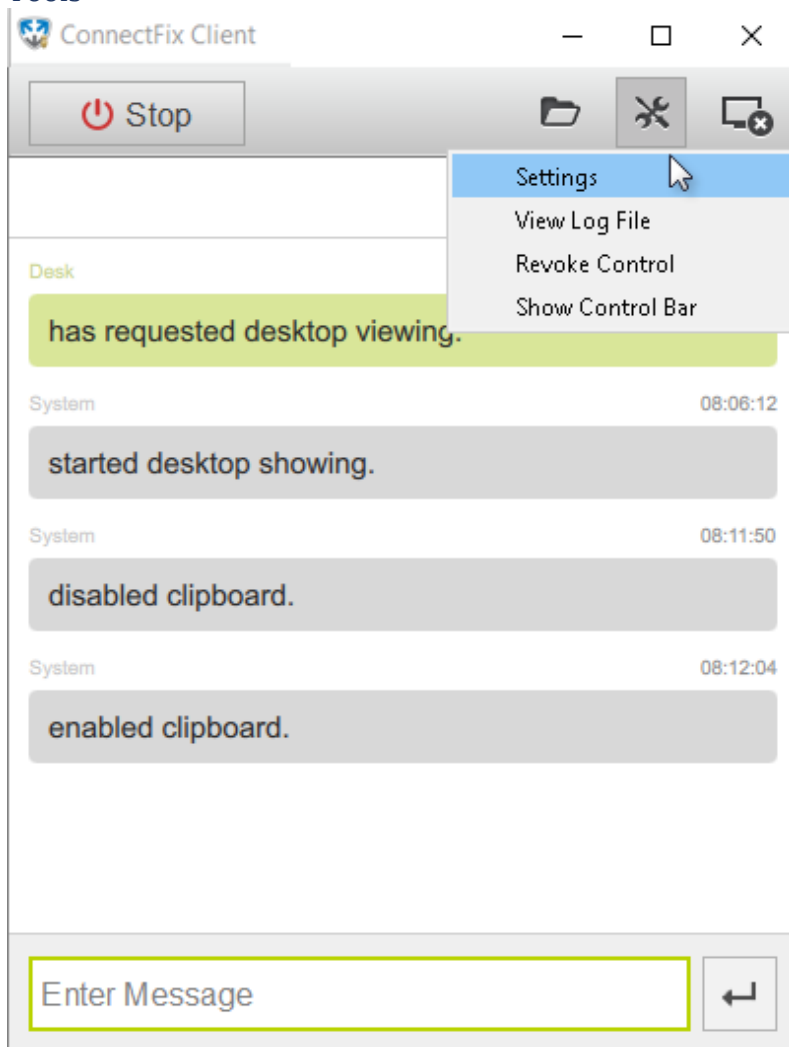
As a client, you have the following options to choose from:

- **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.
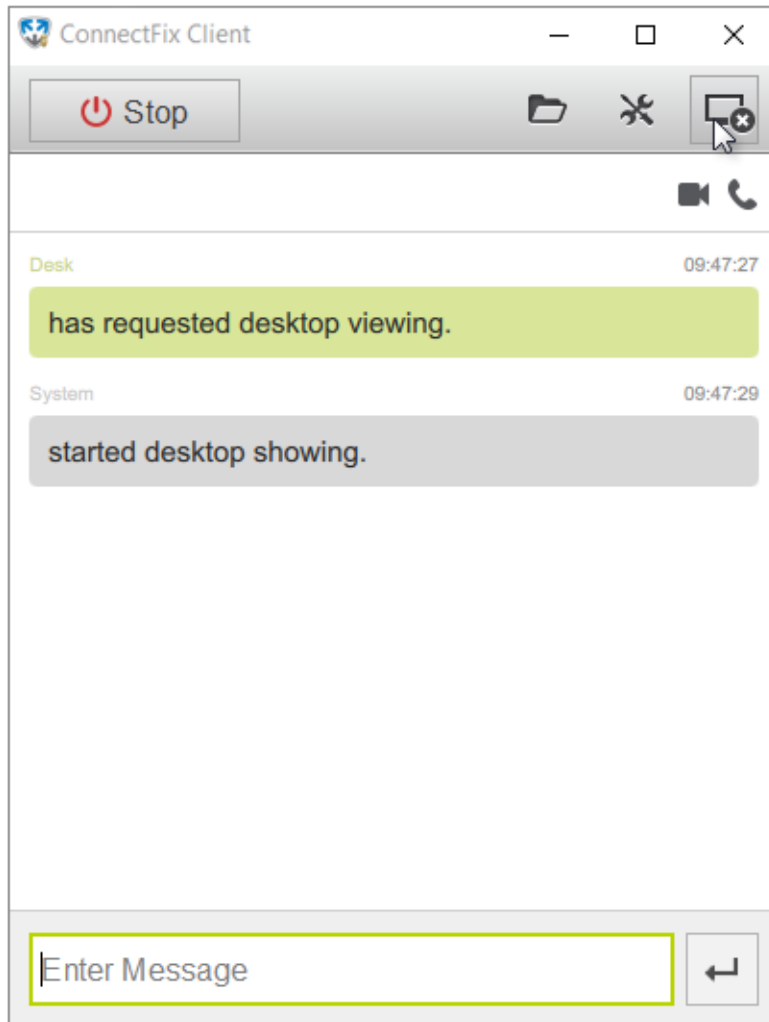- **Stop sharing** button disables screen sharing and control.
- **End Session** button ends session and closes Corporate Armor Connect & Fix Client.

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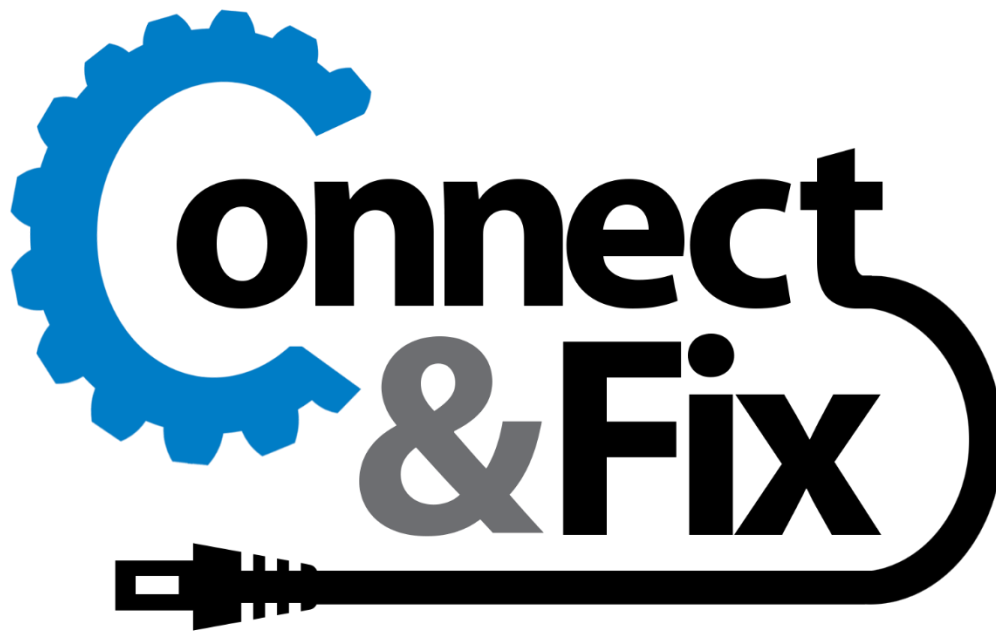
Note: If the "Enable keyboard and mouse control" is checked, then the desktop view (Corporate Armor Connect & Fix View) starts in the control mode, otherwise it starts in the view mode and the operator does not have control over the client's desktop.

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.
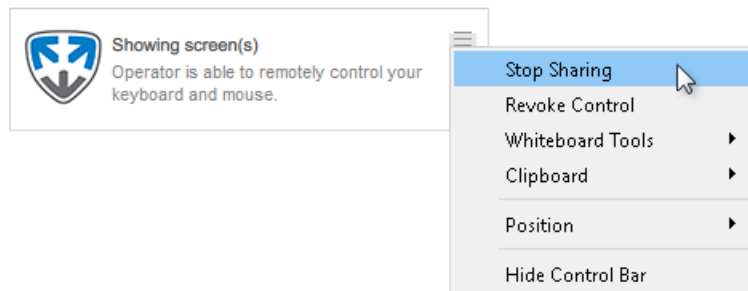
- **Stop/Start Sharing**: Start or Stop sharing your screen, if you decide to stop sharing, the session won't be closed but the viewing side won't be able to see your screen anymore.
- **Revoke/Grant Control**: Toggle whether the viewing side can control your mouse and keyboard while viewing your desktop.
- **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.

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