





Settings

Introduction

Connect & Fix allows you to change many different settings (i.e. language). Settings are logically grouped into several different categories. You can locate the **Settings** by:

Step 1

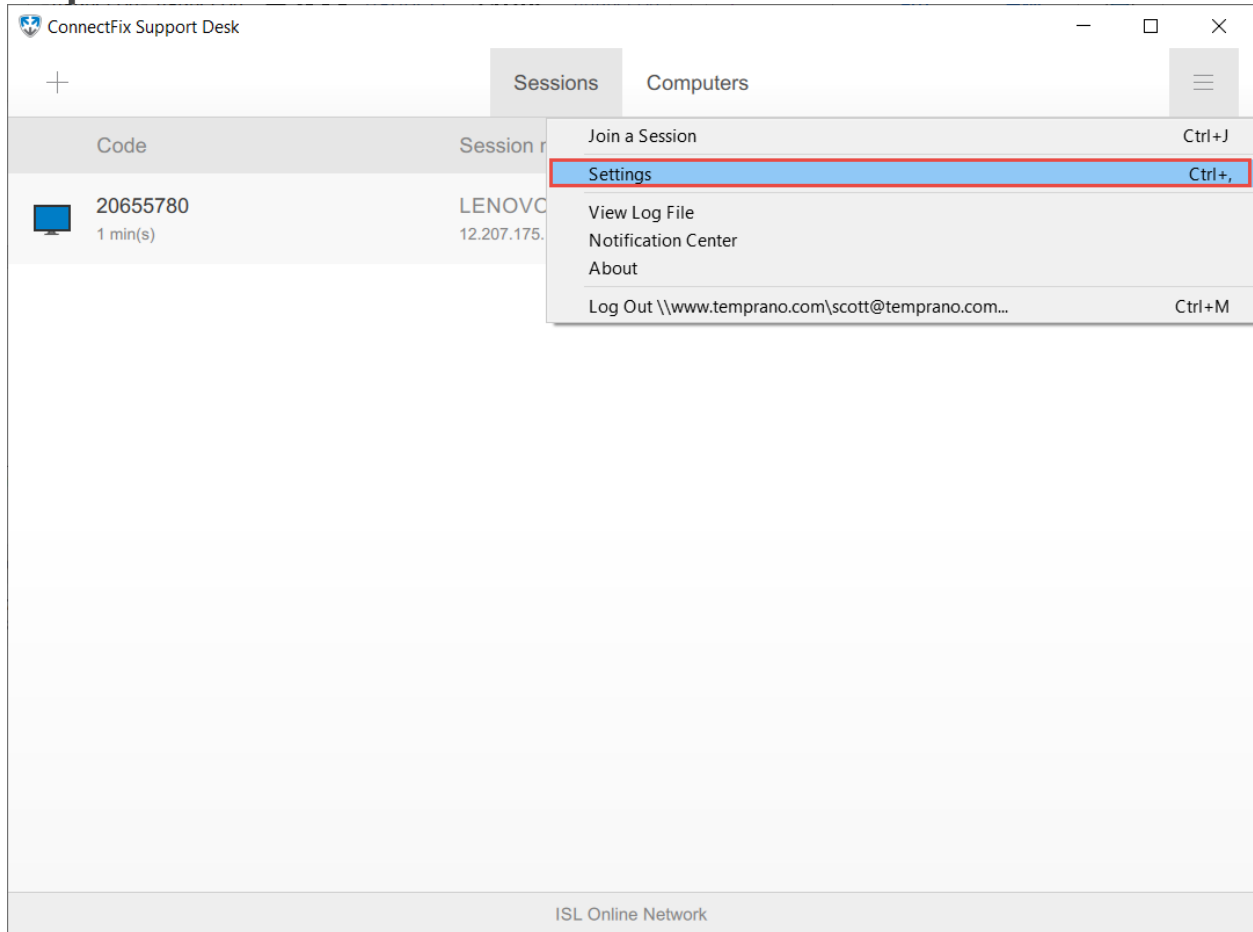
A screenshot of the ConnectFix Support Desk interface. The window title is "ConnectFix Support Desk". There are two tabs: "Sessions" (selected) and "Computers". A red box highlights a menu icon (three horizontal lines) in the top right corner. Below the tabs is a table with the following data:

Code	Session name	Status	Action
 20655780 1 min(s)	LENOVO-PC 12.207.175.194	Active	

The footer of the interface reads "ISL Online Network".

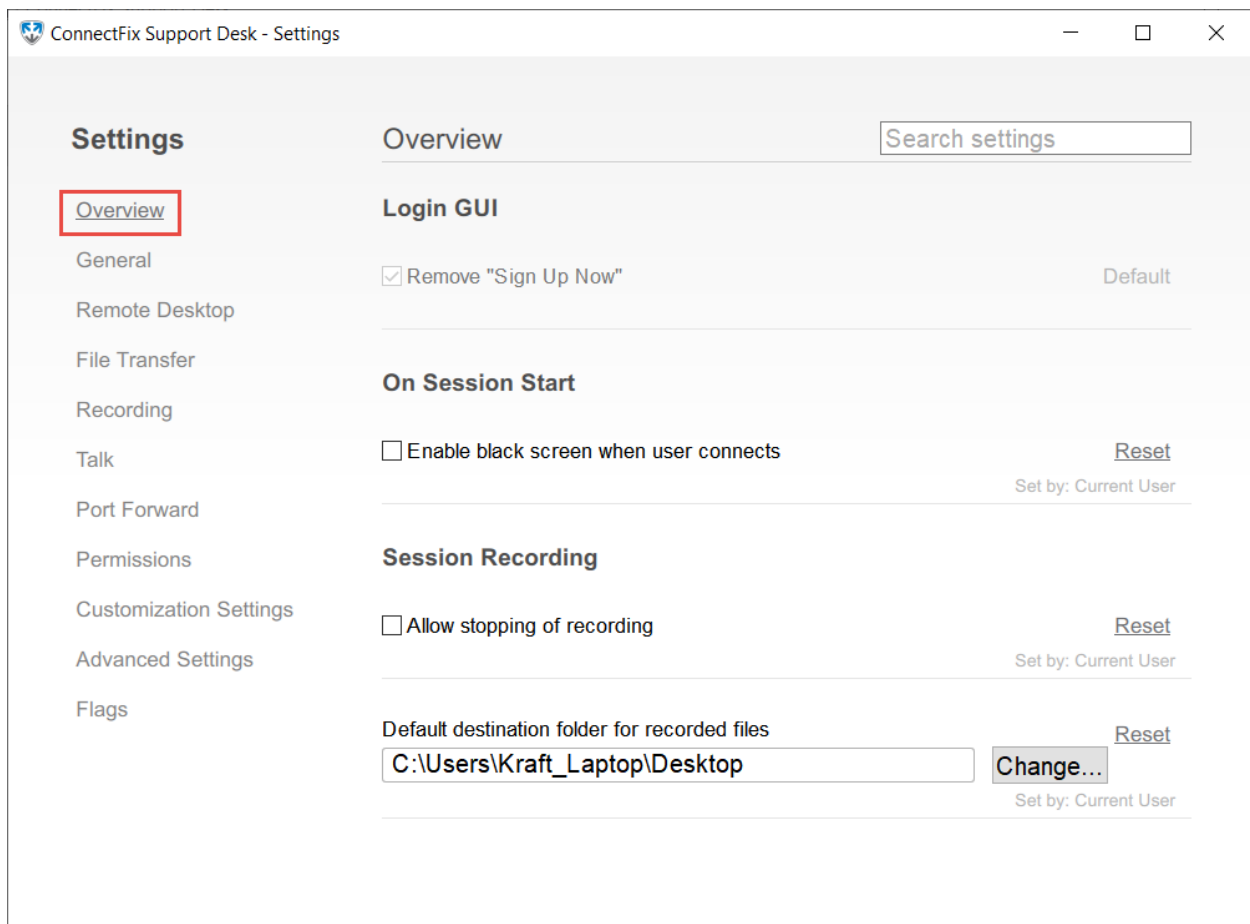
Click the **"Menu"** button.

Step 2



Click the **"Settings"** button.

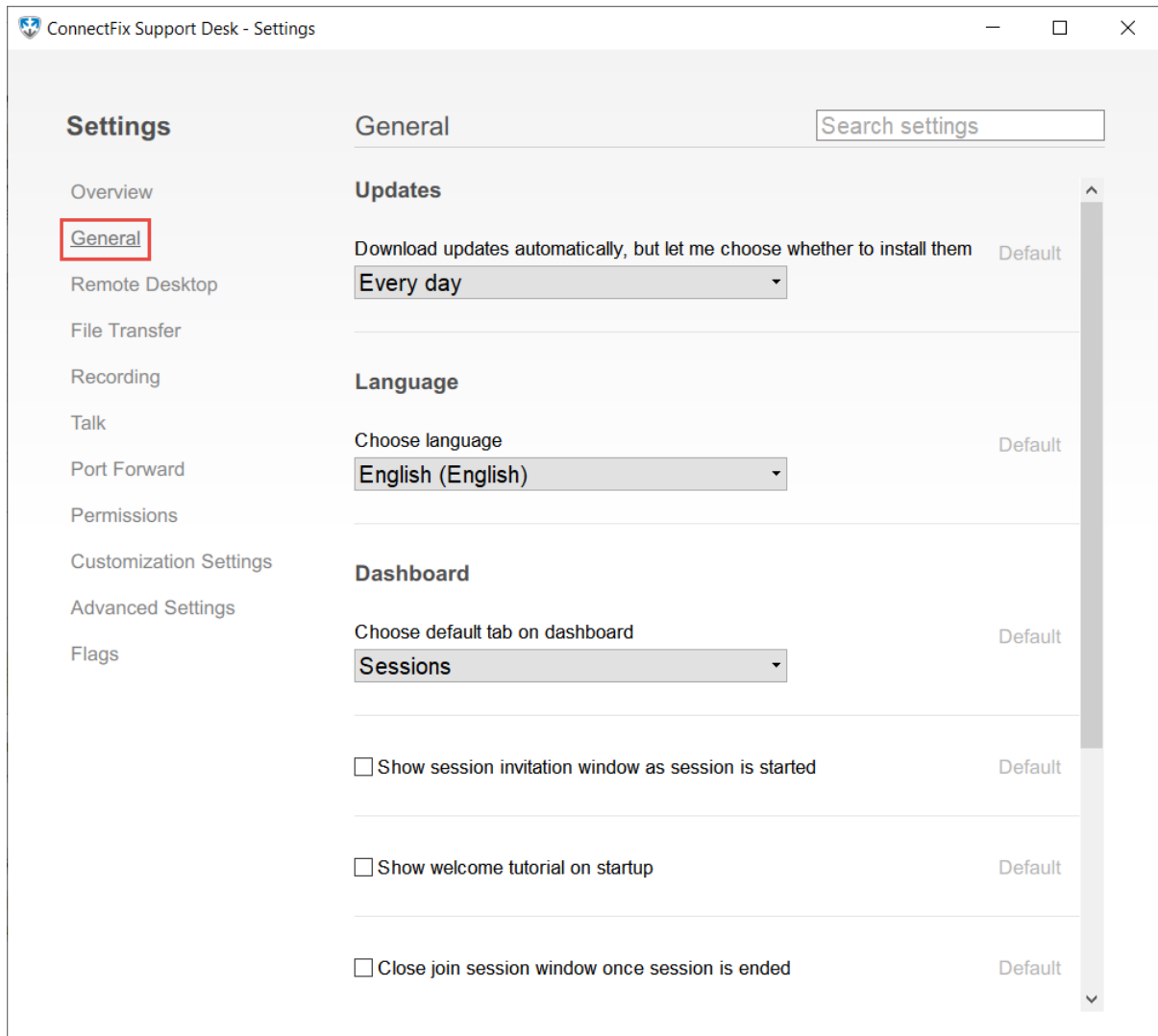
Overview



Overview tab is a dynamically generated tab, which contains all the settings that were changed and now differ from their default value. It enables you to quickly find a setting you recently changed, so you can either change it further or revert it back to the default value.

Each setting in the Overview tab has a "**Reset**" option next to it, if you press it then the value of the setting will be reverted to the default option and the setting will be removed from the Overview tab.

General



Download updates automatically, but let me choose whether to install them

Set the time interval after which Connect & Fix will check for updates upon starting. **Default value is: Every day.** You can also set it to check weekly, monthly or never (inadvisable - manual update required).

Choose default tab on dashboard

Lets you choose, which tab will be displayed by default, when Connect & Fix application is started. You can choose between

- **Sessions**
- **Computers**

Display initial session as

Decide how a session is displayed inside Connect & Fix application if only one session is in progress. You can choose between

- **List**
- **Tile**

Default value is: List. You can also select the **Tile** options displaying the first session as a tile offering you a better overview. Once multiple sessions are established, they are automatically displayed as a **List** to offer you an effective overview of all of them.

Close join session window once session is ended

Connect & Fix automatically closes after the session, in which you connected with the **Join Session** option, ends.

Choose language

Select the language for the Connect & Fix application and interface for all your sessions. **Default value: local language.**

Select render target

Manually select render target to be used, default value is **Automatic.** you can choose between:

- **Automatic**
- **DirectX 9**
- **DirectX 11**
- **DirectX 11 (Warp)**

Note: Change of this setting requires program restart.

Show session invitation window as session is started

If this option is checked, then an additional option to invite a client to a new session is displayed in the Connect & Fix application after a session is created, enabling you to immediately send your client an email with invitation link. **Default value is unchecked.** New session is created in a new window, so even if you leave this option

unchecked you will have an option to send your client an invitation from the session window or tell them the session code in any other way (over the phone, sms, etc.).

Session Invitation (29392331) ×

To:

Hello,

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

<https://www.islonline.net/join/29392331>

Best regards,
mike.kraft@corporatearmor.com

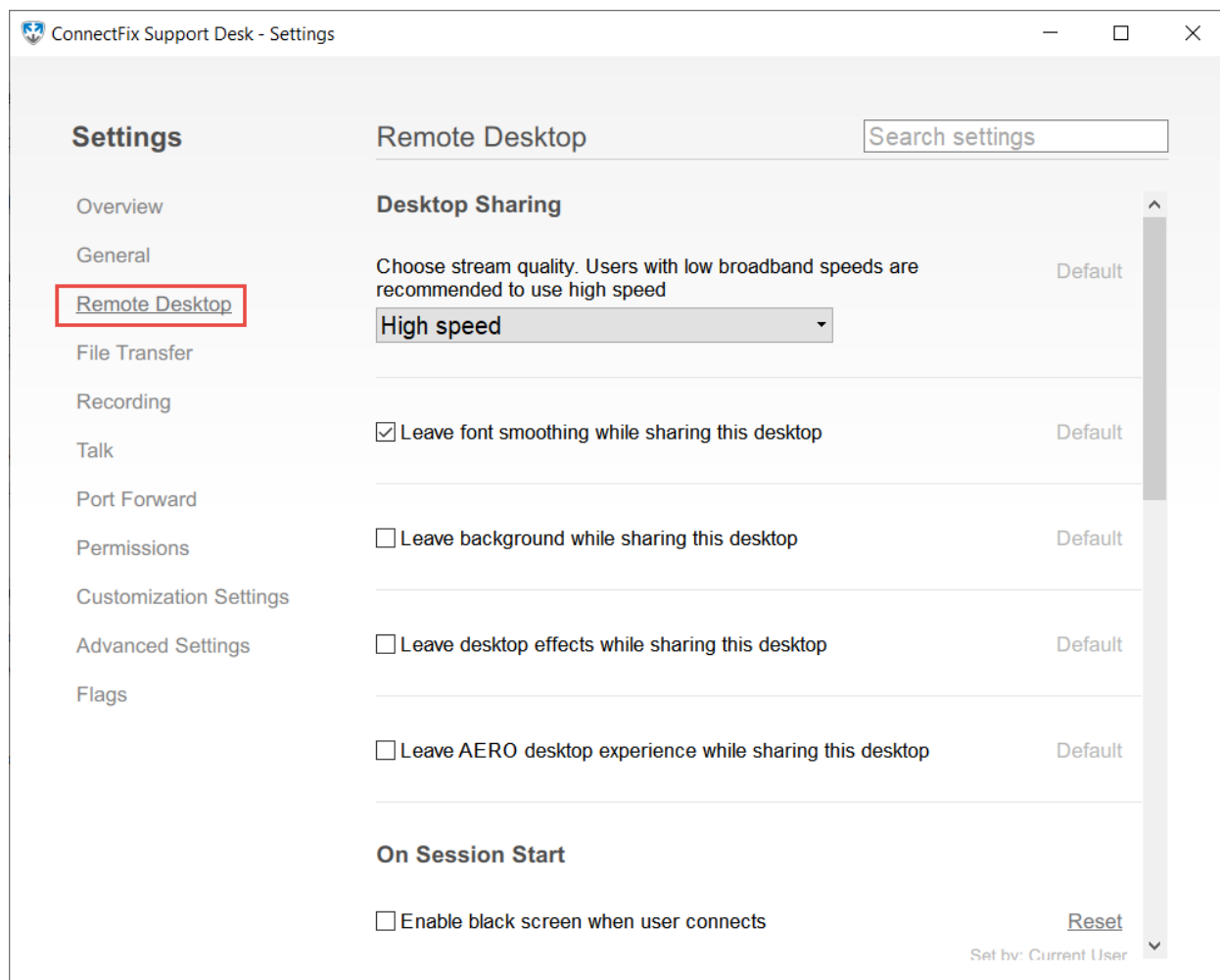
Open as e-mail

This is a default email template, you can edit it in any way you wish, just leave the invitation link as is, so that your client can connect to a session with a single click.

Show welcome tutorial on startup

If this option is selected, then helpful tips will be displayed once Connect & Fix is started, helping you to navigate and explaining the most important options and buttons. **Default value is unchecked.**

Remote Desktop



Choose stream quality

You can select from two different streaming options (you have many more to choose from the Connect & Fix View Toolbar once the session is established), selecting either Stream in high speed - stream quality will be decreased to reduce latency and create streaming as quick as possible or Stream in best quality - quality(resolution/color depth) will be maximized, if the connection is fast enough this provides the best working experience, but with slow connection you can expect some latency to occur. **Default value is: Stream in high speed.**

Leave font smoothing while sharing this desktop

Set whether or not the font smoothing effect on the remote computer is left enabled during the session or if it should be disabled once the session starts.

Leave background while sharing this desktop

Use this option to remove desktop background when streaming. If you check this option, it can have a noticeable impact on performance since more data will need to be transferred when a window is moved. If left un-checked then the background will be set to solid black for the duration of the session. **Default value is: unchecked.**

Leave desktop effects while sharing this desktop

Similar to removing the background image for the duration of session it is advisable to disable other desktop effects as they are purely aesthetic but can have a great impact on the quality and speed of remote support session, especially if the connection has a limited bandwidth. **Default value is: unchecked.**

Leave AERO desktop experience while sharing this desktop

Use this option to disable the AERO style setting in windows - purely aesthetic addition of windows. This option is checked by default. If you uncheck this option, it can have a noticeable impact on performance since more data will be needed to be transferred when a window is moved. You can read more about AERO styles [here](#). **Default value is: unchecked.**

Enable black screen when user connects

This option enables the use of black screen option while in session. if you or your client need more privacy, you can request the black screen to be displayed on the client side. During the time that the black screen is displayed, the user on the remote side won't be able to see his screen, but he can turn the black screen off and regain control. **Default value is: checked.**

Enable clipboard by default when viewing remote desktop

Set whether or not the shared clipboard between local and remote computer is enabled or disabled by default when session is established.

Disable local inputs while sharing this desktop

This option takes effect when you are the streaming side of the support session. By selecting it you set that all local user inputs are disabled once the operator connects to this computer. It allows the operator to work on your computer without any disturbances. **Default value is: unchecked.**

Keyboard combinations passed to other side unchanged

Input the key combinations that pass to the remote computer without being locally translated into a UNICODE character. (e.g. on QWERTZ keyboards the key combination Ctrl+Alt+W results in | character. If you leave this option empty, then | character will

be sent to remote computer, otherwise if you set this key combination to pass unchanged, then the remote side will receive key commands Ctrl + Alt + W which may translate into some other character on remote computer).

Input method:

- All keys are preceded with: **VK_**
- All key combinations entered should be in capital letters
- Supported Keys:
 -
 - characters A-Z (VK_A, VK_B, ..., VK_Z)
 - numbers 0-9 (VK_0, VK_1, ...,VK_9)
 - Special characters:
 - VK_CTRL, VK_LCTRL, VK_RCTRL
 - VK_ALT
 - VK_LMENU, VK_RMENU
 - VK_SHIFT, VK_LSHIFT, VK_RSHIFT
 - VK_F1, VK_F2, ... VK_F12
- Keys combinations are created with + sign, multiple combinations are separated with,
- Example: VK_ALT+VK_F4, VK_CTRL+VK_ALT+VK_Q

Stream only non-alpha windows (CAPTUREBLT)

The viewing controls whether the CAPTUREBLT flag will be set for getting server updates. It is used for enabling / disabling the transfer of transparent windows. It is also used in situations when the mouse cursor on the viewed window is not seen (problem has occurred mainly in some Citrix/RDP environments). **Default value is: unchecked.**

Select desktop streaming method

Select which driver should be used for acquiring and refreshing the image of the remote display. You can choose between:

- **Automatic**
- **Use "Desktop Duplication"**
- **Use "Polling"**

Default value is: Automatic, allowing Connect & Fix to select the best option for this session. You can also choose between two other options. **Polling** is a standard way of requesting screen updates from remote machine. **Display Duplication** provides a better remote support experience. However, it can only be used on windows 8 and 8.1, which include new **DXGI** desktop duplication drivers instead of older **XDDM** display drivers.

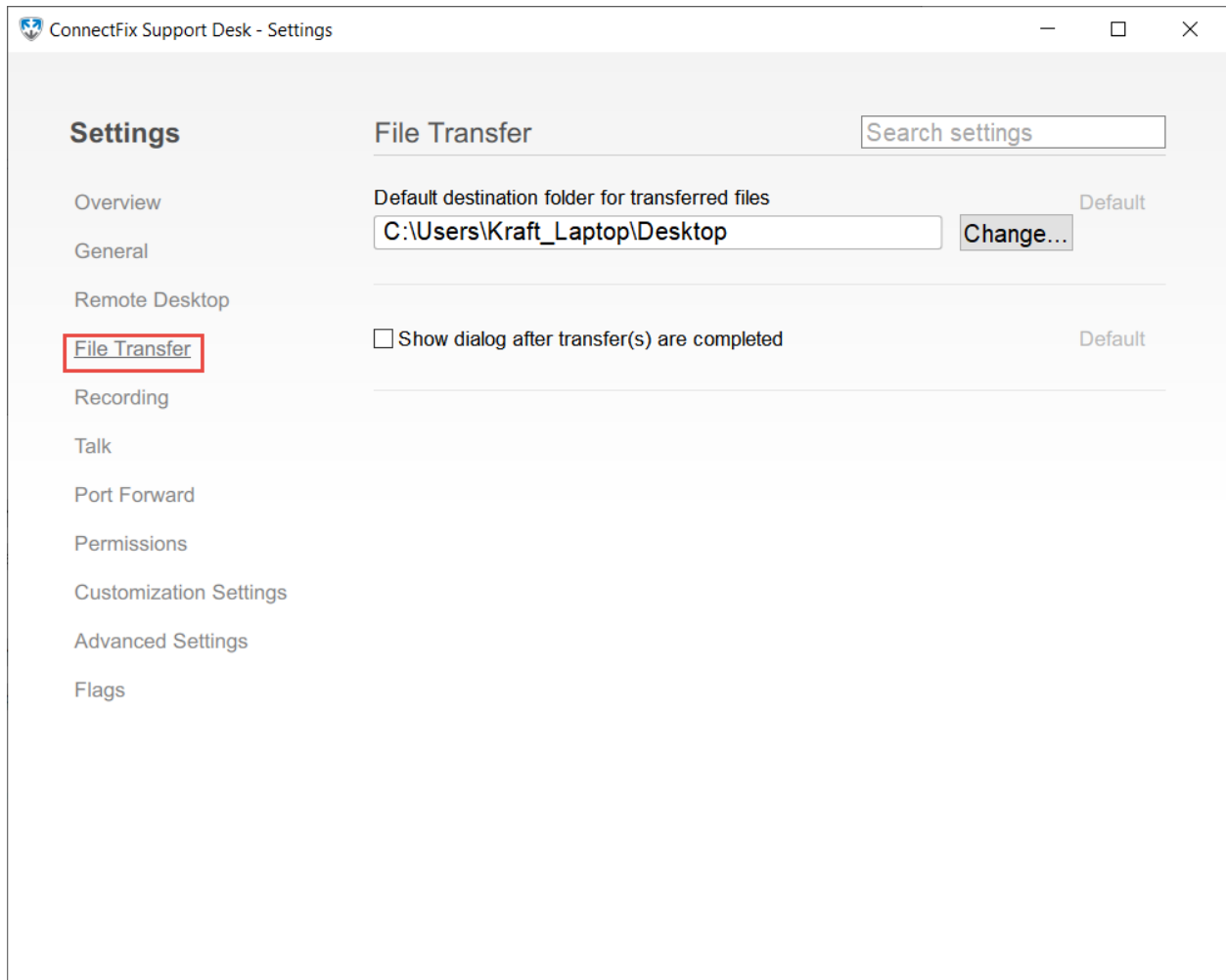
Manage hardware acceleration settings

Select this option to improve video/graphic streaming quality when you are connected to the session. **Default value is checked.**

Use Desktop Duplication on Windows 8

If this option is selected, then new Desktop Duplication drivers will be used if the session is established with a computer running Windows 8 and higher, as this provides a better remote support experience. **Default value is checked.**

File Transfer



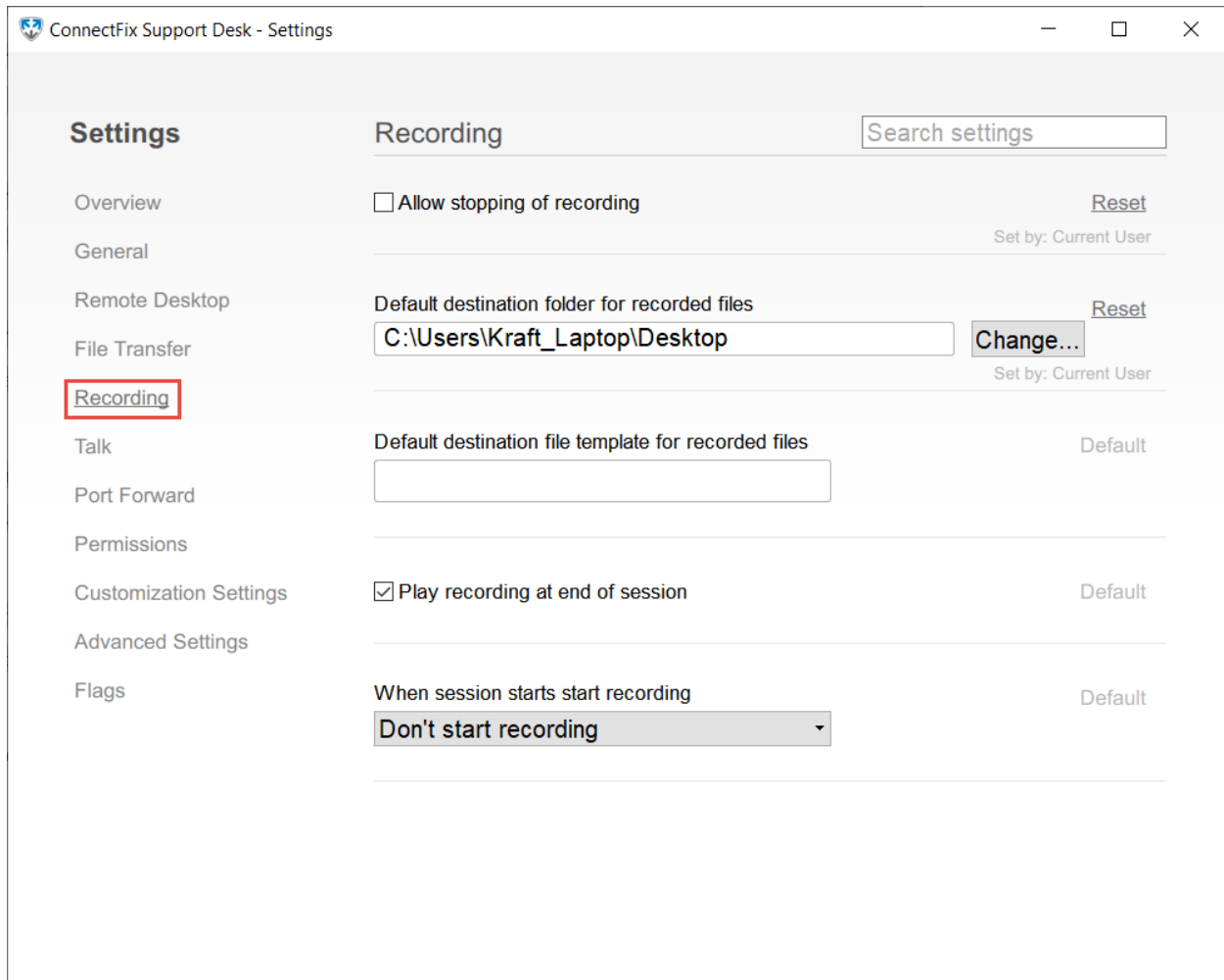
Default destination folder for transferred files

Select the default folder to which the files sent to you will be saved automatically.

Show dialog on completed transfer(s)

File transfer window opens after a file transfer was completed.

Recording



Allow stopping of recording

Allows the operator to stop the recording

Default destination folder for recorded files

Default file path to save recordings

Default destination file template for recorded files

Default name template for session recordings

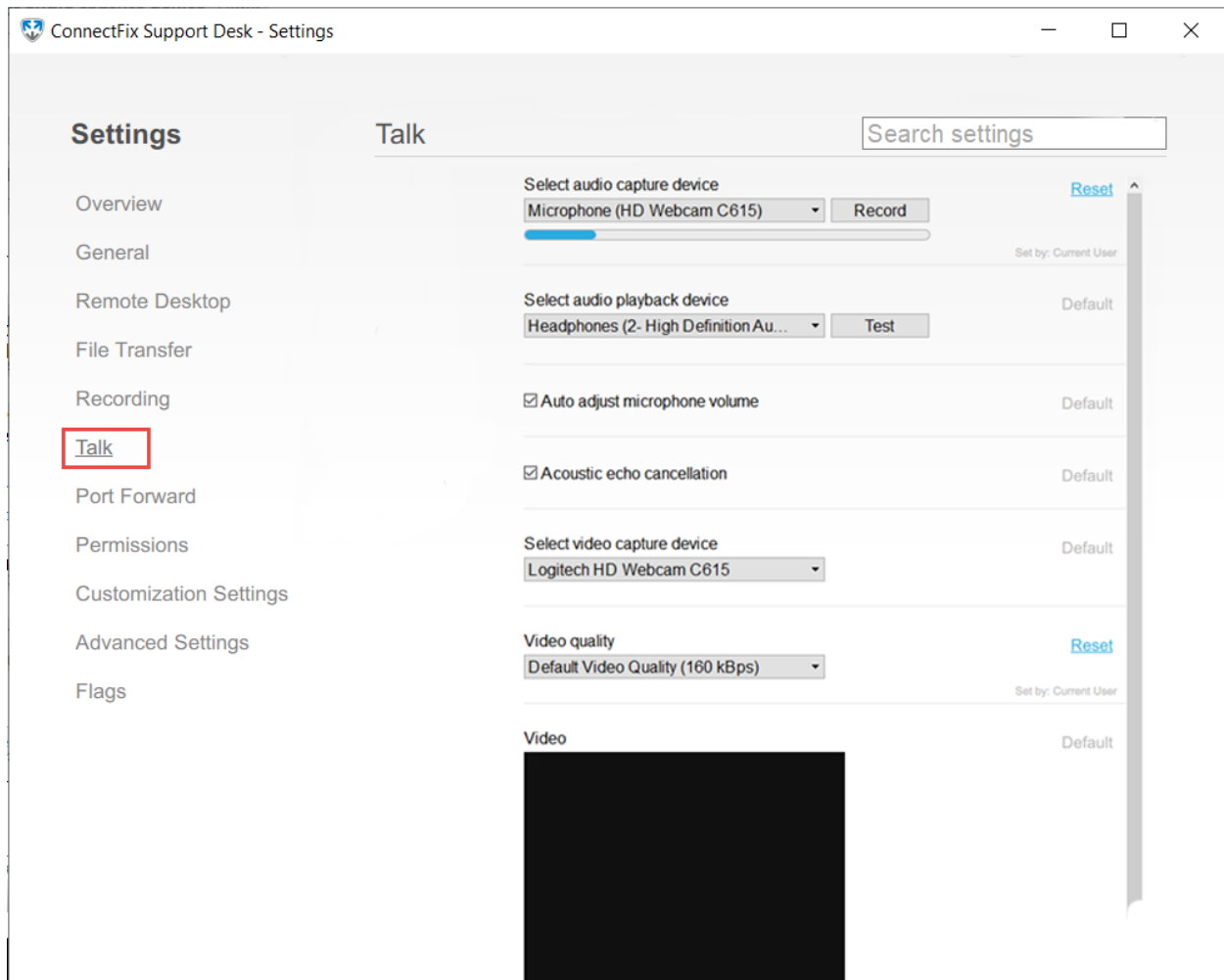
Play recording at end of session

Open ISL Player and play recording at the end of the session

When session starts start recording

Select whether to start recording at the beginning of the session

Talk



Select audio capture device

"**Select audio capture device**" drop down menu allows you to select the microphone from the list of available audio capture devices on your machine.

Microphone volume is determined automatically by default. You can also manually adjust the volume by un-checking the "**Auto adjust microphone volume**" and by dragging the "**Select audio capture device**" slider.

"**Record**" button allows you to test your microphone by recording a test sound and playing it back.

You can reset the settings by clicking on the "**Reset**" button.

Select audio playback device

"**Select audio playback device**" drop down menu allows you to select the audio playback device from the list of available devices on your machine.

"**Test**" button allows you to test your audio playback device by playing a test sound.

You can reset the settings by clicking on the "**Reset**" button.

Auto adjust microphone volume

"**Auto adjust microphone volume**" setting is turned on by default. Un-checking this setting allows you to manually adjust the volume by dragging the "**Select audio capture device**" slider.

You can reset the settings by clicking on the "**Reset**" button.

Acoustic echo cancellation

"**Acoustic echo cancellation**" allows you to improve the voice quality by removing the echo. It is turned on by default.

You can reset the settings by clicking on the "**Reset**" button.

Select video capture device

"**Select video capture device**" drop down menu allows you to select the video device from the list of available video capture devices on your machine.

You can reset the settings by clicking on the "**Reset**" button.

Video quality

"**Video quality**" drop down menu allows you to select the video quality from the list of available qualities ranging from high quality to low quality.

You can reset the settings by clicking on the "**Reset**" button.

You can see the resulting video from video capture device at the bottom of the Settings dialog.

Allow stopping of recording

Allows the operator to stop the recording

Default destination folder for recorded files

Default file path to save recordings

Default destination file template for recorded files

Default name template for session recordings

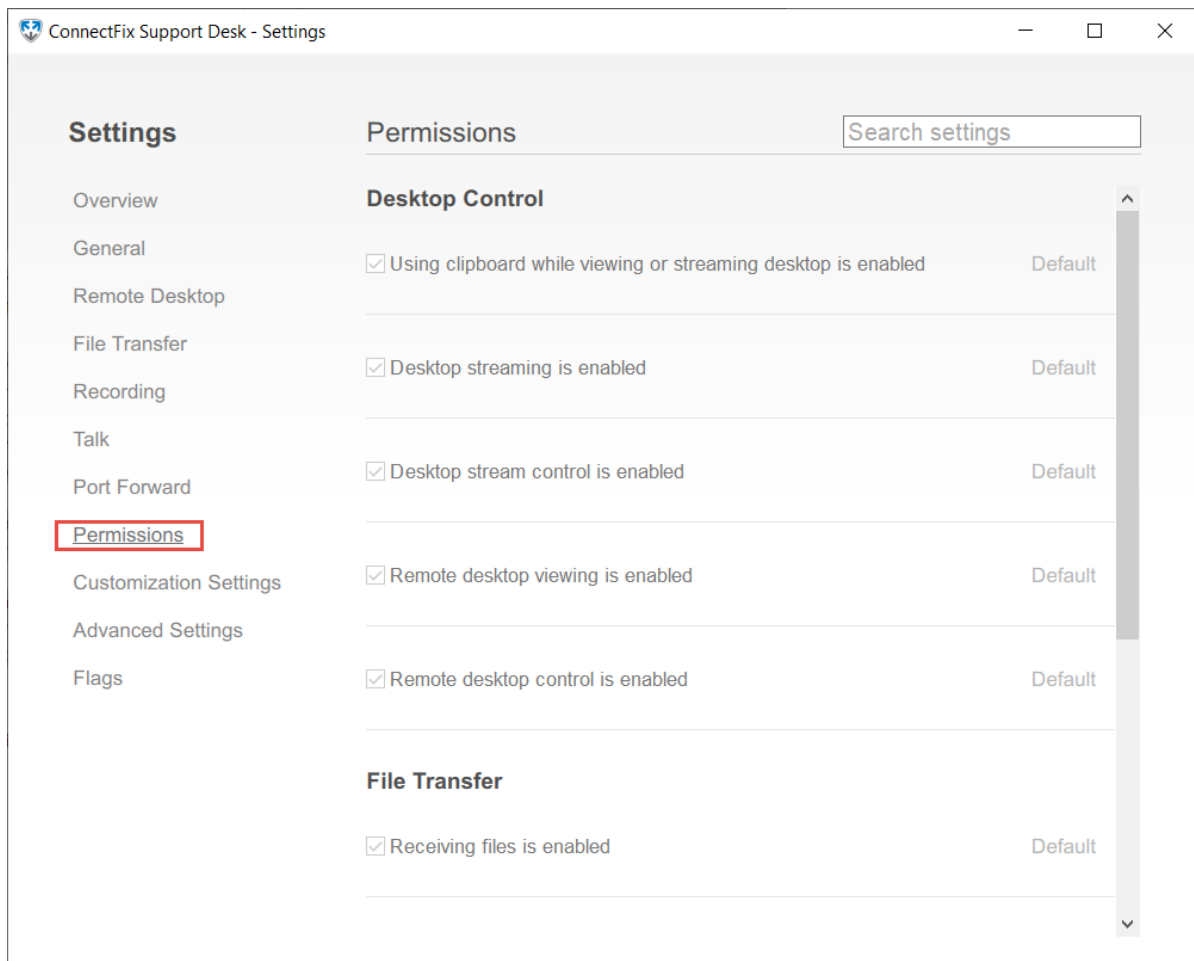
Play recording at end of session

Open ISL Player and play recording at the end of the session

When session starts start recording

Select whether to start recording at the beginning of the session

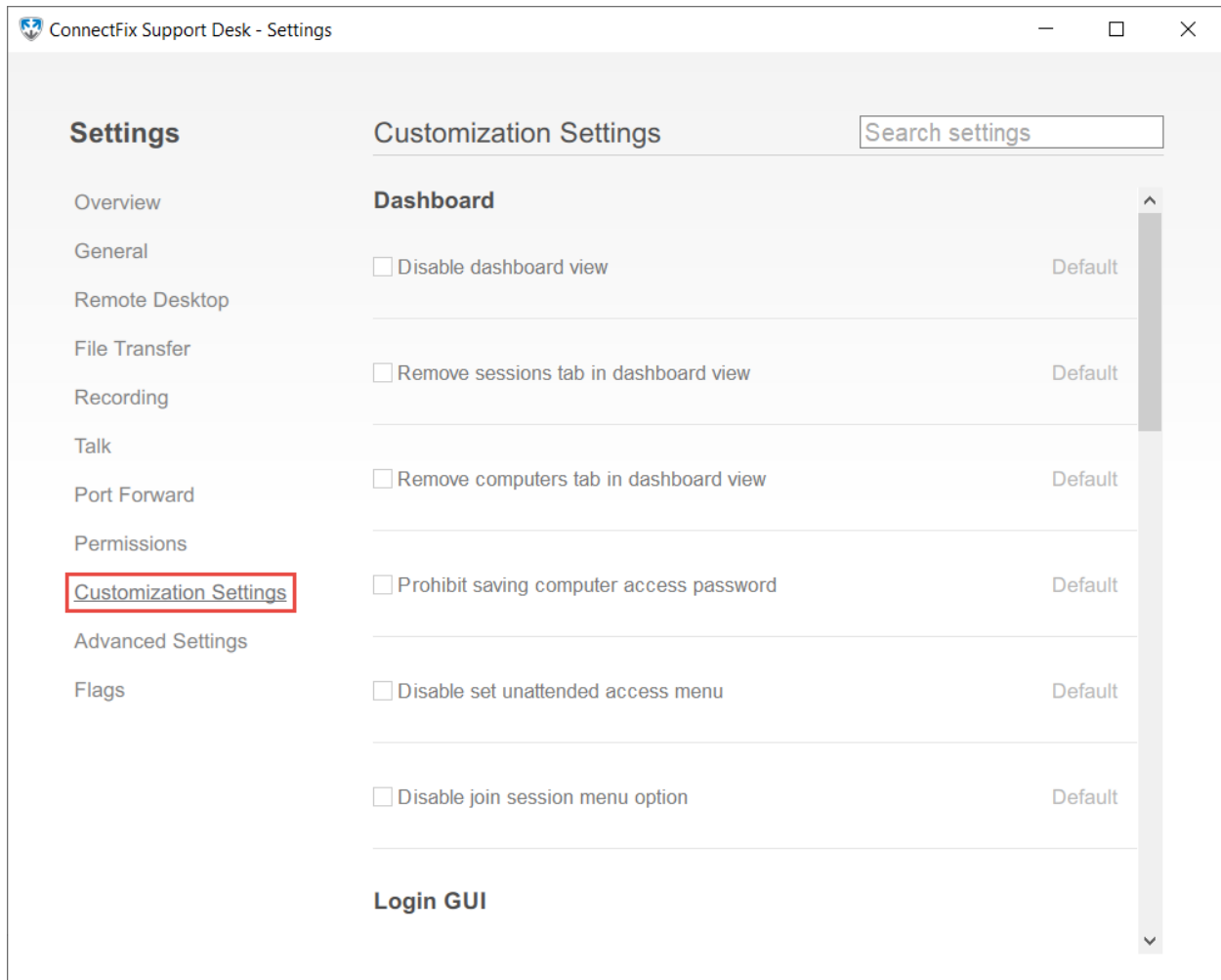
Permissions



The Permissions tab gives an overview of permissions currently set for Connect & Fix. The permissions are displayed dynamically as they are obtained from Connect & Fix Conference Proxy. During a session the following permissions are active:

- **Desktop Control**
 - Using clipboard while viewing or streaming desktop is enabled - is shared keyboard allowed
 - Desktop streaming is enabled - is desktop streaming allowed.
 - Desktop stream control is enabled - is desk allowed to control the stream.
 - Remote desktop viewing is enabled - is viewing of the remote screen allowed.
 - Remote desktop control is enabled - is controlling the remote screen allowed.
- **File Transfer**
 - Receiving files is enabled - can desk receive files during session.
 - Sending files is enabled - can desk send files during session.

Customization Settings



The Customization Settings tab gives an overview of customization options currently set for Connect & Fix. Customization options are displayed dynamically as they are obtained from Connect & Fix Conference Proxy. During a session the following settings are active:

- **Dashboard**
 - Disable dashboard view
 - Remove sessions tab in dashboard view
 - Remove computers tab in dashboard view
 - Prohibit saving computer access password

- **Login GUI**
 - Remove "Remember me" from login screen
 - Remove "Forgot Password"
 - Remove "Sign Up Now"
 - Remove server selection
- **Invitation**
 - Disable invite operator functionality
 - Disable session invitations via Email
 - Disable ability to copy session invite URL to clipboard
- **Session Information**
 - Disable access to Edit dialog for session information
- **Session**
 - Disable session transfer functionality
 - Show chat in read-only mode
- **Session Recording**
 - Ask remote user for consent to allow session recording
 - Disable reboot option
- **Port Forwarding**
 - Remove tcp tunnel menu items
- **Client Side**
 - Preselect "Allow remote desktop control" on join screen
 - Display all session information while waiting for client to join a session

Advanced Settings

The screenshot shows a window titled "ConnectFix Support Desk - Settings". On the left is a sidebar with a "Settings" section containing a list of categories: Overview, General, Remote Desktop, File Transfer, Recording, Talk, Port Forward, Permissions, Customization Settings, **Advanced Settings** (highlighted with a red box), and Flags. The main area is titled "Advanced Settings" and features a search bar labeled "Search settings". Below the search bar are several settings, each with a description, a text input field, and a "Default" label on the right. The settings are: "Boost specific transport. Value is list of transports separated by ' , ' .", "Destination address in form of 'host[:port[,port2[,port3]]]',", "Connect timeout." (with the input field containing "0"), "Force specific transport. Value is list of transports separated by ' , ' . Note: make sure transport exists.", "Use HTTP connections. If set port 80 will be used." (with an unchecked checkbox), and "HTTP Proxy server address in form of 'host:[port]'". A vertical scrollbar is visible on the right side of the settings list.

Boost specific transport

Select which type of transport has priority when connection is being established. If the entered transports are unavailable (or don't exist), then the most appropriate transport will be automatically selected. Supported transports are bellow.

Destination address

Set the server address to be used along with the ports.

Connect timeout

Set the timeout time for establishing connection.

Force specific transport

Similar to Boost Specific option, but the transport(s) entered will be used or the connection won't be established. Make sure that the transport(s) you entered exist and is available (you can check if it is available with [ISL Connection Tester](#) manual - [Download](#)). Supported transports are listed below.

Use HTTP connections

Only try to establish connection with the transport types that use the HTTP connections. Port 80 will be used.

HTTP Proxy server address

Enter the address of the http proxy server you wish to redirect the connection through.

HTTP Proxy pac.

Enter the address where Connect & Fix can find your PAC (Proxy Auto Configuration) file. This enables Connect & Fix to get the appropriate proxy server address for this connection.

You can either specify a web address e.g.:

```
http(s)://www.my-site.com/files/proxy.pac
```

or a local file location on your disk e.g.:

```
file://C:\Users\Tim\Documents\proxy.pac
```

HTTP Proxy password

Enter the password for the proxy server you listed.

HTTPS Proxy server address in form of "host:[port]"

Enter the address of the https proxy server you wish to redirect the connection through.

HTTP Proxy username

Enter the username for the proxy server you listed.

Use HTTPS connections

Only try to establish connection with the transport types that use the HTTPS connections. Port 443 will be used.

Direct port to be used

List direct ports to be used for connection, Connect & Fix preferred is 7615.

Use specific server

Force the connection through specific Connect & Fix server. List with all servers and their IP addresses can be found on this [list](#) (list is updated automatically and IP addresses can occasionally change, so check back for any changes). This is mostly a troubleshooting option, as Connect & Fix connects you through the most appropriate server depending on current server loads and geographical location of both participants.

Try to send packets of this size

If this is set, then Connect & Fix will try to send fixed size packets.

Don't use direct connection

Prevent Connect & Fix from trying to establish a connection with transports using direct connection.

Disable web sockets http transports

Prevent Connect & Fix from trying to establish a connection with transports using web sockets.

Don't use wininet connection

Prevent Connect & Fix from trying to establish a connection with transport using Wininet connection.

Number of retries between reconnects

Set how many times the session tries to be reestablished once the connection is lost.

Retry intervals between reconnects

Enter interval (in seconds) after which the Connect & Fix will try to reestablish the connection.

Use wininet with html

Use WinINet API to establish connection with server via HTML.

Transports

Here is a quick overview of available transports (values) to choose from when you wish to boost or force a certain type of transport in **Advanced settings**:

- **direct**
- **wstun-direct**
- **wstun-proxy**
- **wsstun-direct**
- **wsstun-proxy**
- **wininet-http**
- **wininet-https**

- **wininet -html**
- **httpt-direct**
- **https-direct**
- **httpt-proxy**
- **https-proxy**

If you are thinking about forcing or boosting a certain transport type, it is advisable to check out the [ISL Connection Tester](#) manual - [Download](#). After selecting the **Find Best Transport** option, the connection tester will list all available transports and their speeds, allowing you to force the best transport still suitable for your needs. Few different types are listed below.

Direct (TCP Connection)

If possible (and not prevented through settings) the Connect & Fix will try to establish a connection to the server through direct TCP connection as this offers the best performance and minimizes the latency. Preferred tcp connection port for Connect & Fix is 7615, as having a specific port for Connect & Fix is the most convenient -> makes it easy to set up an exception if your computer is behind proxy/firewall or if you have to follow a certain company policy. If you can't use the port 7615 you can list additional ports for Connect & Fix to try and establish a direct connection above (default ports are: 7615,443,80). Additional information on port 7615 can be found here: [More on port 7615](#).

Wstun-direct (WebSocket Connection)

Creates a WebSocket connection to the server. WebSocket protocol is a TCP-based protocol which creates a full-duplex communication over a single socket between a client and a server through TCP port 80. This option comes in handy when only standard ports are open (ex. 80,443,...) as it upgrades the http connection to the server to websocket connection enabling communication via port 80 (privileged port, <1024).

Https-direct (Secure WebSocket connection)

Similar to WebSocket connection, but establishes the WebSocket connection over port 443 and adds additional level of encryption with TLS/SSL.

WinINet-http (WinINet HTTP tunnel)

Tunnels through http port 80.

WinINet-https (WinINet HTTPS tunnel)

Tunnels through https port 443.

Httppt-direct (TCP connection tunneled by http encapsulation)

TCP connection established by tunneling TCP packets through port 80 by encapsulating them into http packets.

Connection Options

If you need to manually specify connect options for your own environment, you have the ability to use a special registry entry where these can be specified

Connect options are now generalized.

Global connect options are located in:

"HKLM\ISL Online\AutoTransport\Connect Options"

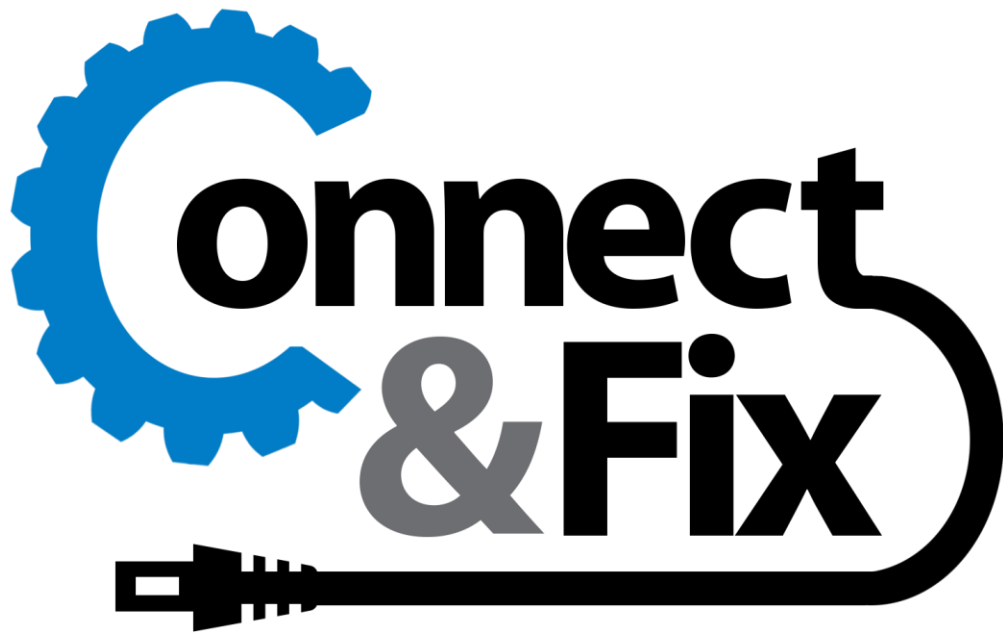
In addition to global connection options each product now also has its own connect options which overrides the globally defined ones. Products connect options are located in:

"HKCU\ISL Online[product]\Connect Options"

The transports that can be used are:

- direct
- wininet-http
- wininet-https
- wininet-html
- http-direct
- https-direct
- http-proxy
- https-proxy
- wstun-direct
- wstun-proxy
- wsstun-direct
- wsstun-proxy

In Connect & Fix you can specify which transport to use in the advanced settings.



by Corporate Armor

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