Employee Desktop Live Viewer

User Guide

Version 18.1

Contents

1. Introduction to Employee Desktop Live Viewer 4
1.1 Using the Manual 4
1.2 About Employee Desktop Live Viewer 4
1.3 Salient Features 4
2. Getting Started 5
2.1 Installation Pre-requisites 5
2.1.1 Hardware Requirements 5
2.1.2 Software Requirements 5
2.2 Downloading Employee Desktop Live Viewer for the First Time 6
2.3 Install Employee Desktop Live Viewer 6
2.4 Start Employee Desktop Live Viewer 6
2.5 Uninstall Employee Desktop Live Viewer 7
3. Software Interface 7
4. Install and uninstall Agent 9
4.1 Remote Agent Installation 9
4.2 Group Policy Installation 20
4.3 Manual Installation 31
4.4 Uninstall Agent 36
5. Viewer Admin Account 39
5.1 Create Viewer Admin Account 39
5.2 Modify Viewer Admin Account 41
5.3 Delete Viewer Admin Account 43
6. Settings 45
7. Start Monitoring with Employee Desktop Live Viewer 48
7.1 View previous records 51
8. Conclusion 53
9. Support 53

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10. Copyright 53

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1. Introduction to Employee Desktop Live Viewer

Welcome to the user manual of Employee Desktop Live Viewer, an efficient tool to monitor your organization's employee activities on his/her systems. This user manual comprises step-by-step guidelines on using Employee Desktop Live Viewer.

1.1 Using the Manual

First-time users are recommended to read this manual entirely before using Employee Desktop Live Viewer. But experienced users can use the Table of Contents to find out information about the tasks that they need to perform with Employee Desktop Live Viewer software.

1.2 About Employee Desktop Live Viewer

Employee Desktop Live Viewer records the desktop activities of employees in real time. The tool has three components -

1. Server Module - Server Module is the central module of Employee Desktop Live Viewer. It has the most important job of enrolling the systems which you want to monitor, creating an administrator account to monitor them, and managing the settings of the whole monitoring process.

2. Agent - An agent is an Employee Desktop Live Viewer module which is installed on the system which you want to monitor. It is installed through the server module by following any of the three methods -

- Remote Agent Installation.
- Group Policy Installation.
- Manual Installation.

3. Viewer - A viewer can be installed on the system from which the server is reachable. It permits you to view the Live/Previous activities of employee desktop(s) which are currently being monitored.

1.3 Salient Features

Salient features Employee Desktop Live Viewer include:

- It efficiently monitors the agent computers present in the same domain, different domain, and workgroup environments.
- It accesses agent computers using LAN static IP as well as Global IP.
- Monitors the Live Activities of an agent.
- Monitors multiple computers at a single time.
- Records activities on all agent computers (you can save snapshots too).
- View the recordings for the selected agent.

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- Offline recording facility (it is helpful when the employee is not using the computer or not connected to LAN).
- Runs in stealth mode. So, the employee will not be aware that he/she is being monitored.
- Sends messages to an agent or a group.
- Remotely controls the agent system (turn-off, restart, shut-down), etc.
- Sends messages up to 200 characters to the agent.
- Assigns different admins to monitor multiple agents to divide the monitoring task.
- Easily uninstalls the agent in case you need to stop monitoring.
- A light-weighted tool which does not make any changes in the agent system's data.
- Increases organization's productivity as employees does not spend time on social media and personal net surfing.

2. Getting Started

To start monitoring with Employee Desktop Live Viewer, you need to download and install this software. So, go through the basic system requirements for hassle-free installation of the software.

2.1 Installation Pre-requisites

Following are the basic system pre-requisites to perform successful installation of Employee Desktop Live Viewer:

2.1.1 Hardware Requirements

The hardware pre-requisites are:

- Pentium IV Processor
- 128 MB RAM (256 MB recommended)
- For software installation - 100 MB
- Disk space - Enough for saving the recorded videos.

2.1.2 Software Requirements

Supported MS Windows Operating System (Both 32-bit and 64-bit):

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista

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- Windows XP- SP2, SP3
- Windows 2000
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008, R2
- Windows Server 2003, R2
- Windows Server System OS - For Server Module

2.2 Downloading Employee Desktop Live Viewer for the First Time

After checking your computer with the prescribed system requirements for Employee Desktop Live Viewer, you can download the trial version of the tool on your computer using the following link:

https://www.nucleustechnologies.com/employee-desktop-live-viewer.html:

> The free trial version of Employee Desktop Live Viewer efficiently monitors an unlimited number of desktops for 07 days. To monitor your employee's desktop activities for a longer period, purchase the full version of the software depending on the number of desired computers you want to monitor.

2.3 Install Employee Desktop Live Viewer

Employee Desktop Live Viewer comes with setup files – Server Module and Monitoring Module. To install Employee Desktop Live Viewer – Server Module onto your computer system, perform the following steps:

1. Ensure that the computer has the basic system requirements and has sufficient memory available.
2. Download Employee Desktop Live Viewer from the website:

   https://www.nucleustechnologies.com/employee-desktop-live-viewer.html
3. Double-click **Employee Desktop Live Viewer – Server Module** Installer .exe file.
4. Follow the on-screen instructions. After installation, a completion screen will be displayed.
5. Click **Finish**; the main window of **Employee Desktop Live Viewer – Server Module** will be launched.
6. Repeat steps 4,5 to install Employee Desktop Live Viewer – Monitoring tool.

2.4 Start Employee Desktop Live Viewer

To start Employee Desktop Live Viewer software:

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- Click **Start** > **All Programs** > **Employee Desktop Live Viewer – Server Module**

Alternatively, you can launch Employee Desktop Live Viewer – Server Module by using the Quick Launch icon or the shortcut icon on on the desktop. You can start the Monitoring module similarly.

2.5 Uninstall Employee Desktop Live Viewer

You may need to uninstall and re-install Employee Desktop Live Viewer. To uninstall Employee Desktop Live Viewer from your system,

1. Click **Start** > **All Programs** > **Employee Desktop Live Viewer** > **Uninstall Employee Desktop Live Viewer – Server Module**

A warning message will be displayed.

2. Click **Yes** to uninstall Employee Desktop Live Viewer.

> Before proceeding to uninstall Employee Desktop Live Viewer – Server module, you must ensure that the software is not running.

You can alternatively uninstall Employee Desktop Live Viewer from the **Control Panel** by performing the following steps:

1. Click **Start** > **Control Panel,** and then double-click **Add or Remove Programs** icon.
2. Select **Employee Desktop Live Viewer – Server Module** and click **Remove**.
3. A warning message will be displayed. Click **Yes** to uninstall **Employee Desktop Live Viewer – Server Module**.
4. Follow the first three steps to remove **Employee Desktop Live Viewer – Monitoring Module** from the system.

3. Software Interface

After the installation of the Employee Desktop Live Viewer, it is easy to be familiar with its interface.

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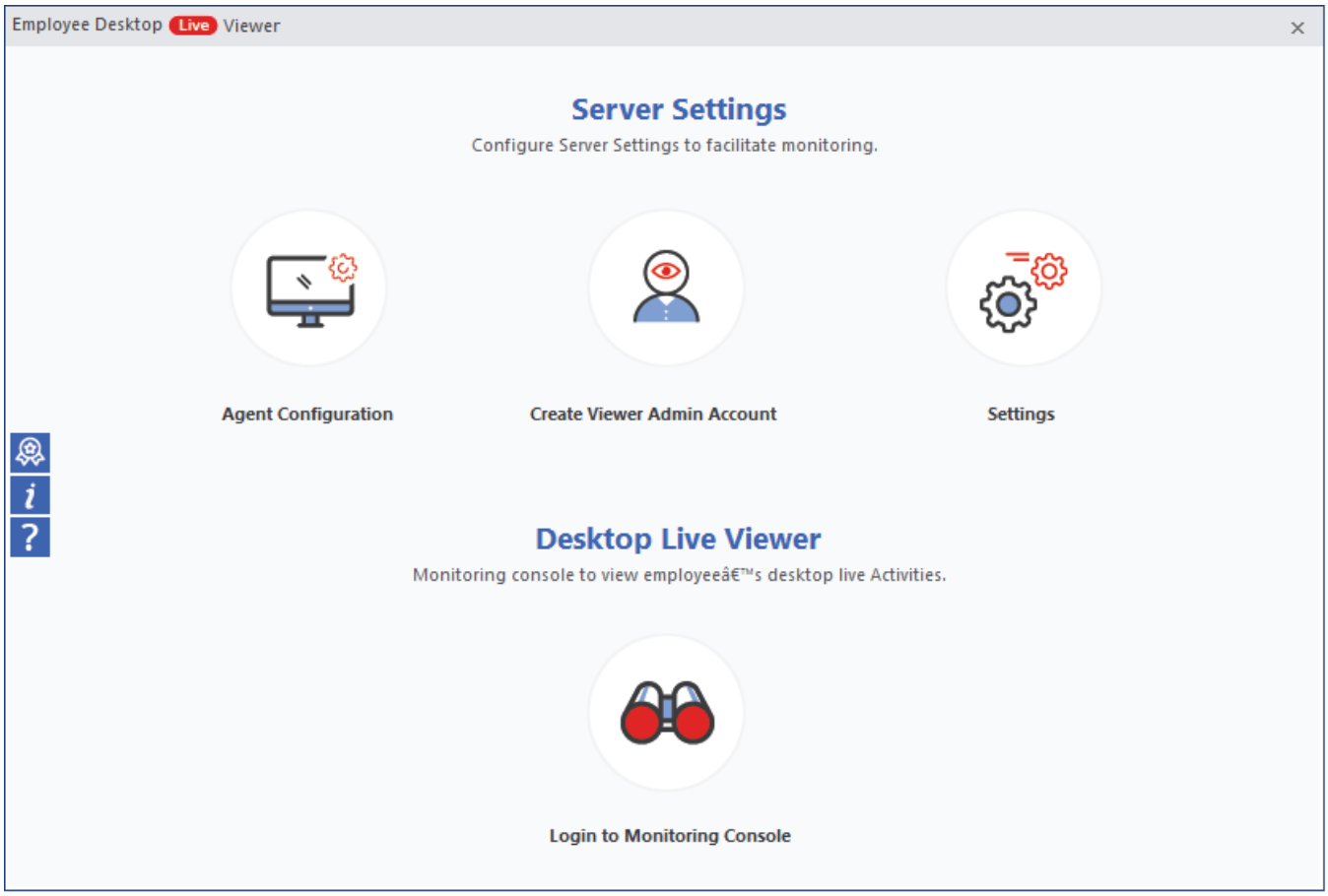

Figure 3.1 Welcome Screen of Employee Desktop Viewer

The user interface of Employee Desktop Live Viewer consists of two parts – 1. Server settings. 2. Desktop Live Viewer.

The server settings have three sub-parts –

1. Agent Configuration –
   In the Agent configuration, you can create and install the Agent setup on the desired computer(s) using three methods – Install Agent (remotely), Group Policy installation, and manual installation.
2. Create Viewer Admin Account –
   Here you can create, modify, and delete the admin account(s) which are assigned the task to monitor the employee's desktop.
3. Settings –
   The Settings page consists of various settings which can be applied to the monitoring task. It includes recording location, retentions settings, picture quality settings, and pop-up notification settings.

In Desktop Live Viewer, you can log in to the Monitoring Console –

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1. **Monitoring Console –**
   In monitoring console, you can login using the Admin account you have created. After login, the Admin will be able to view the live activities of employee's computer and he can remotely turn-off, restart, or shut-down the computer. The admin can also send a message of up to 200 characters and download videos as per the requirement.

Additionally, there are three special buttons available at the left-hand side of the tool – **Licenses, About,** and **Help**.

1. **Licenses**
   You can use the licenses button to activate your license. You will get the activation key after you purchase a license.
2. **About**
   Provides basic information about the software, its build, and support.
3. **Help**
   You can get every detail about the features and working of the software.

4. Install and uninstall Agent

To start monitoring, we need to install the Monitoring Agent on employee's system. There are three ways for agent configuration –

1. Remote Agent Installation.
2. Group Policy Installation.
3. Manual installation.

4.1 Remote Agent Installation

Step 1. Click the **Agent Configuration** icon on the Home Screen.

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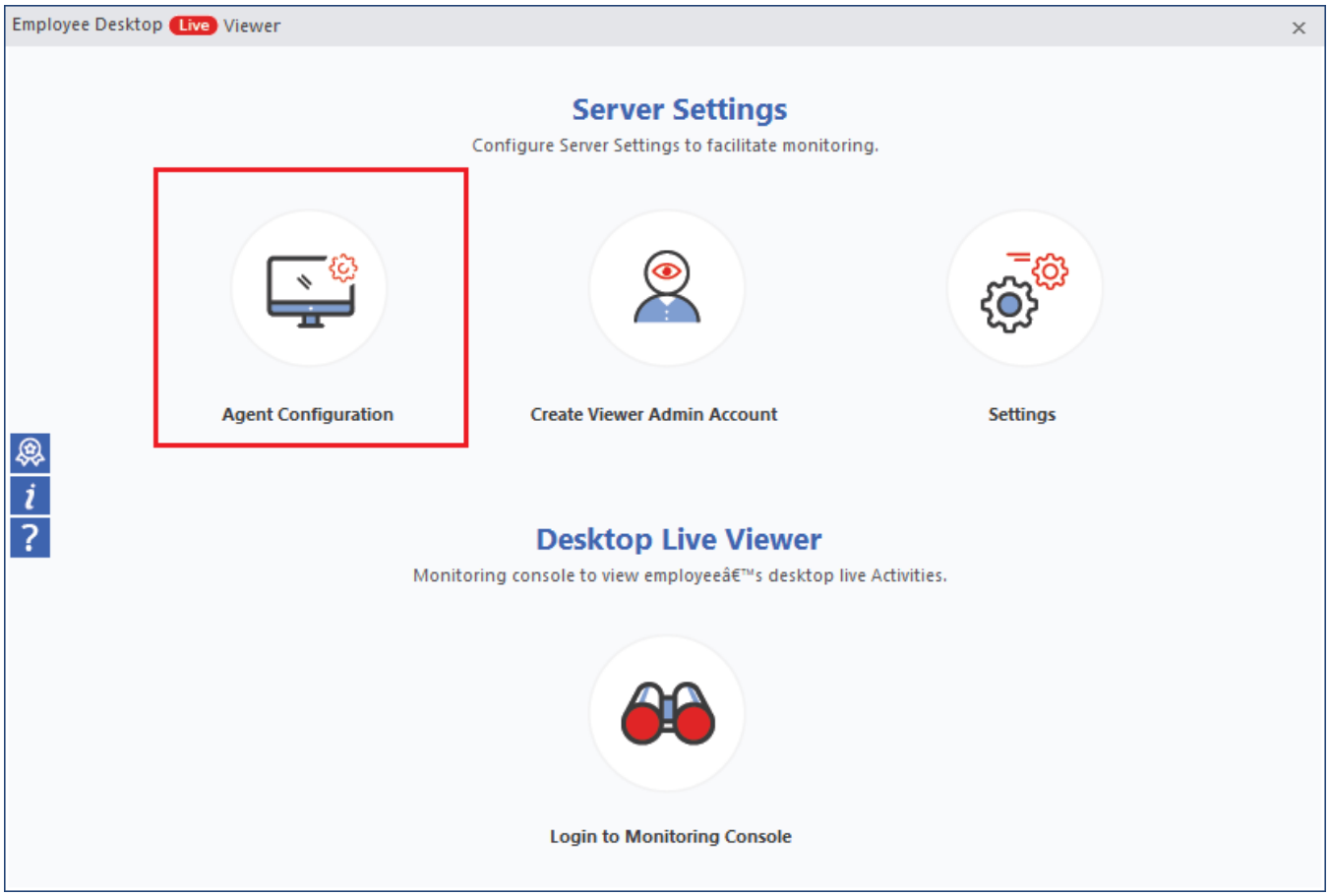

Figure 4.1 Agent Configuration

Step 2. Click the **Install Agent** button.

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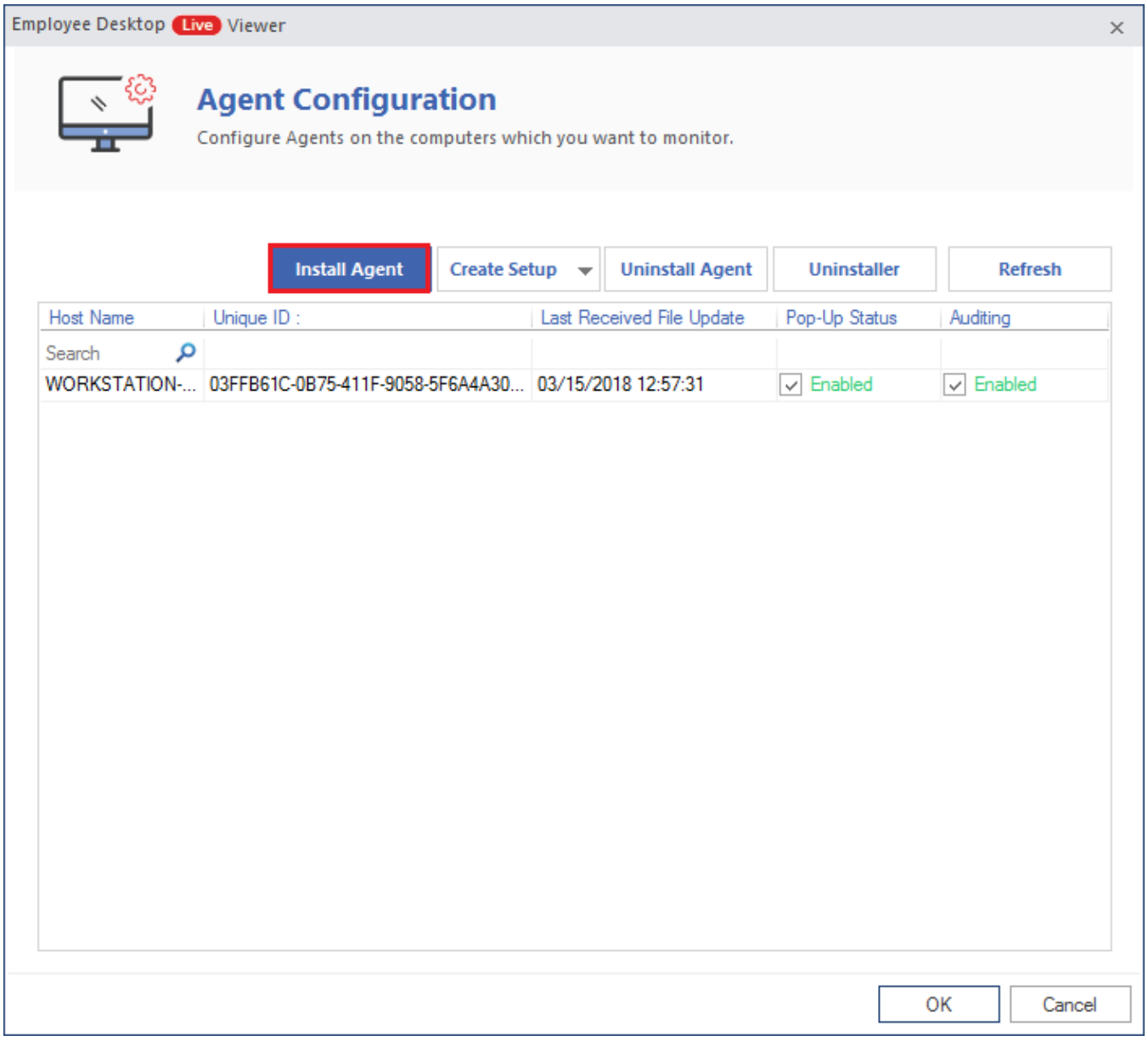

Figure 4.2 Click Install

Step 3. Click Add using IP.

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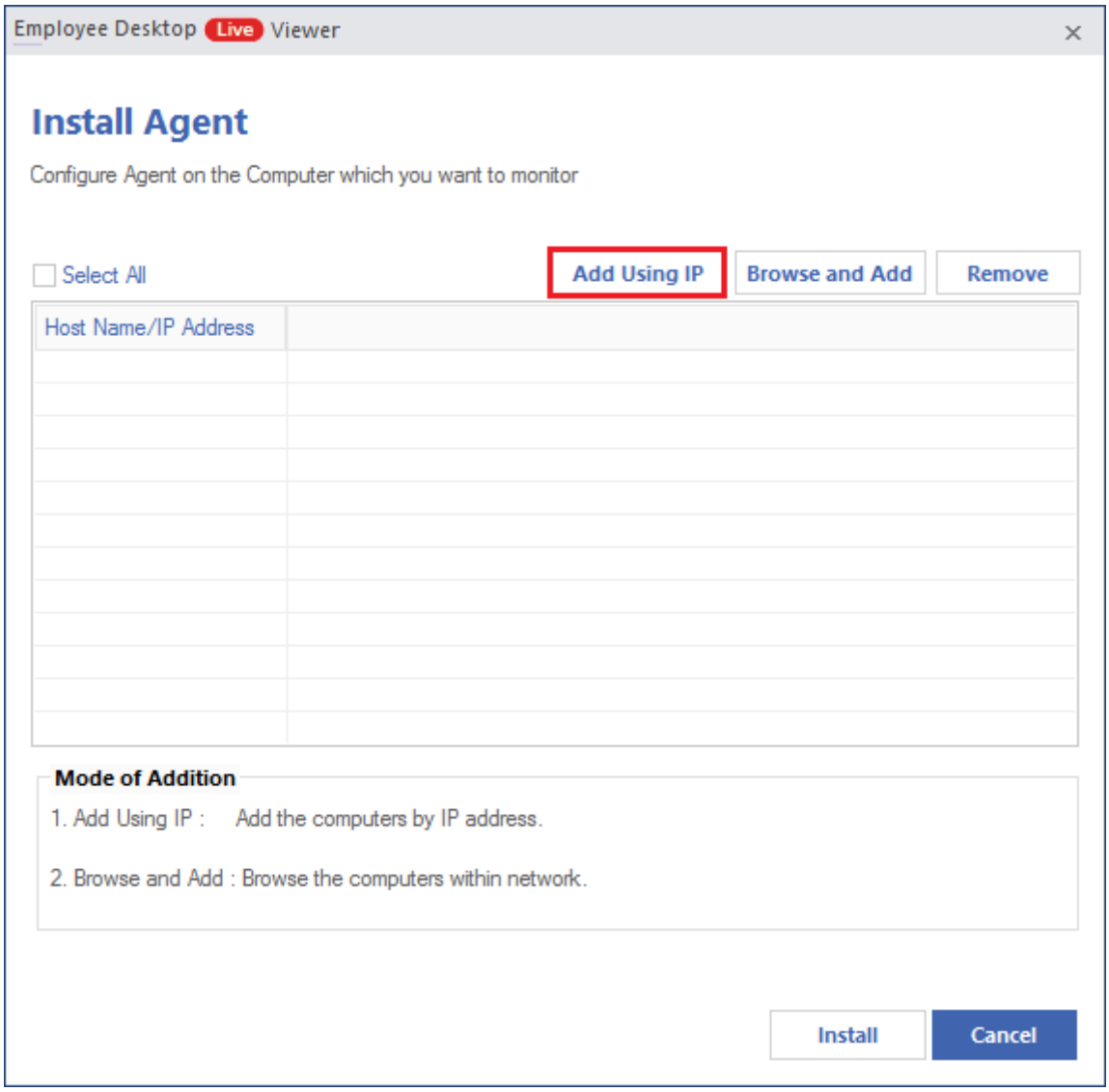

Figure 4.3 Add Using IP

Step 4. Here, you can add a single computer or multiple computers as agents. Input the IP address of a single agent. Then, click **OK**.

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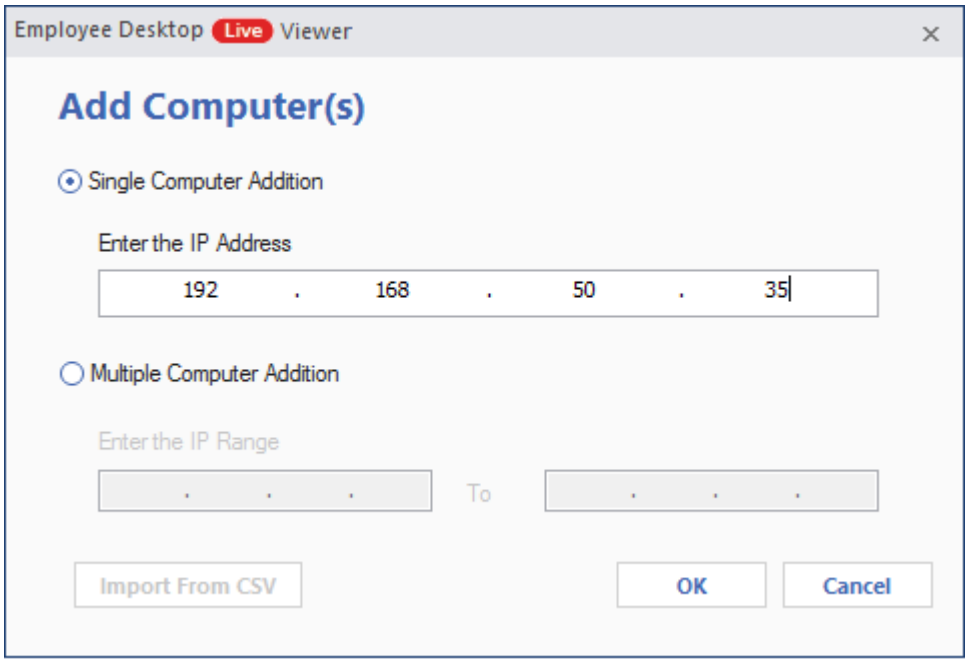

Figure 4.4 Add Computer(s)

NOTE - to add multiple computers, you can manually input a range of IP addresses or import the list using a CSV file.

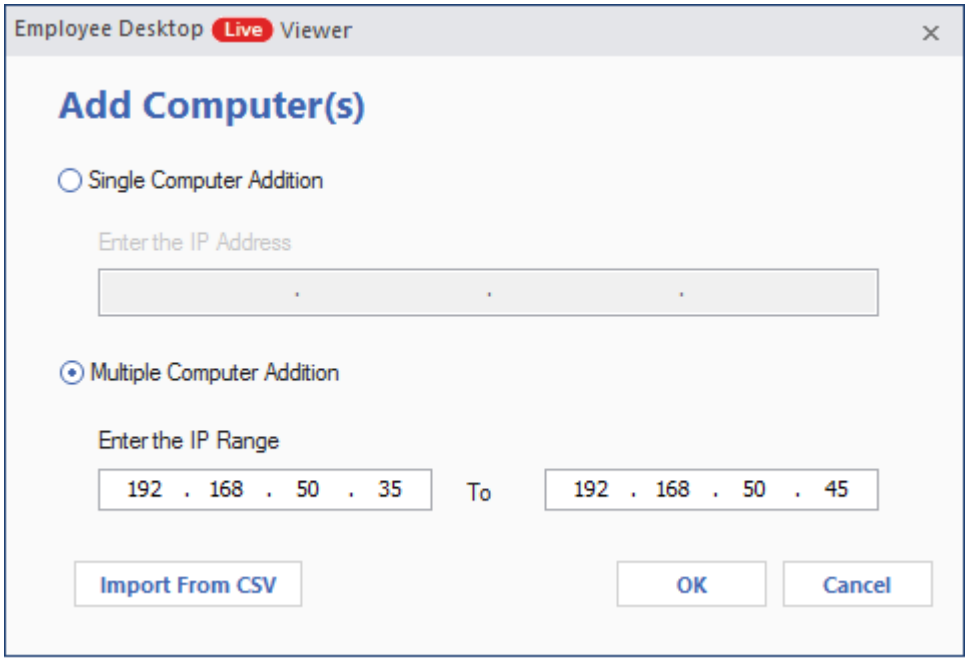

Figure 4.5 Add Computer(s)

Step 5. The agent gets selected. Now to install the monitoring tool in the agent system, click Install.

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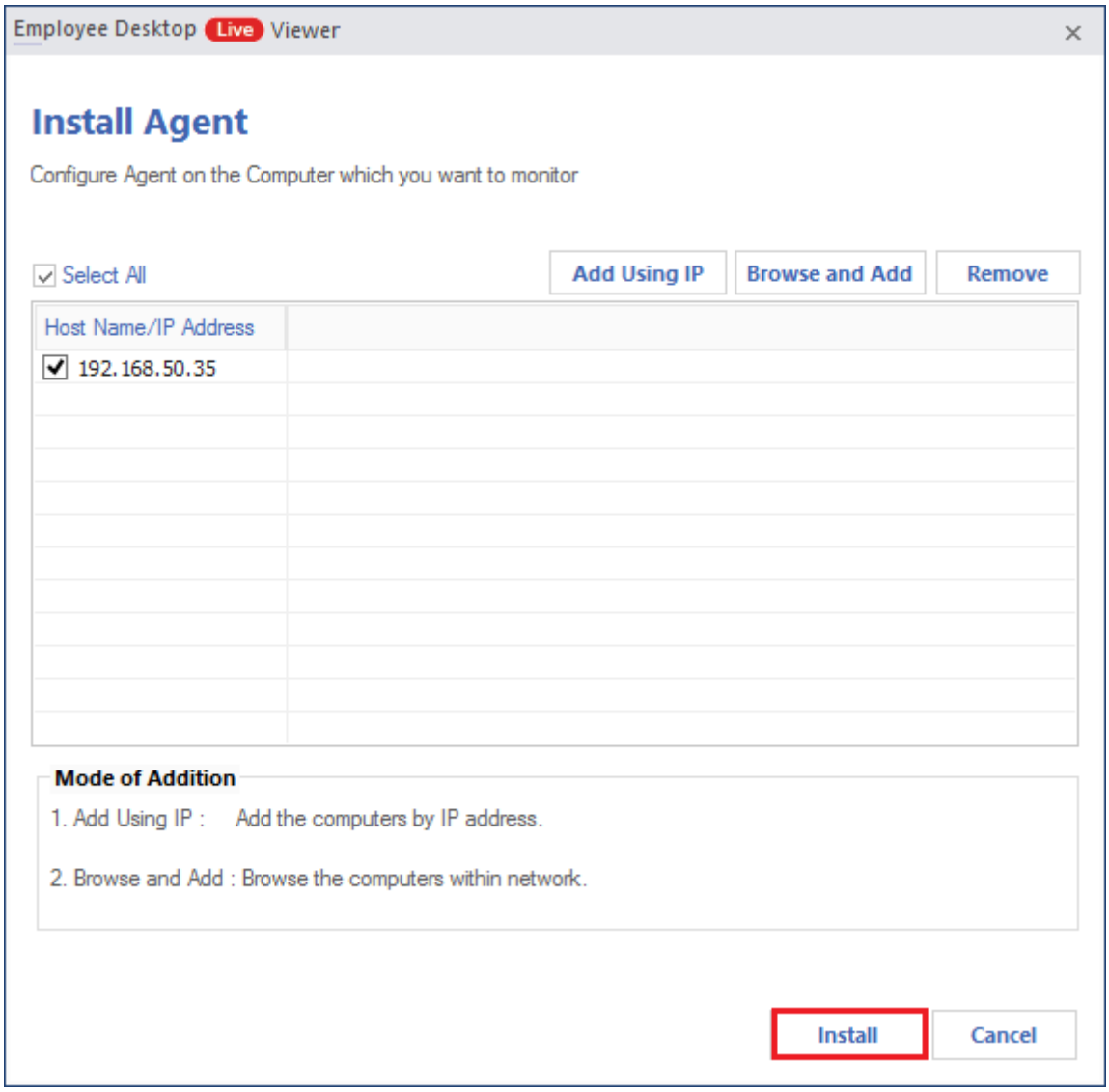

Figure 4.6 Install Agent

NOTE - You can easily remove the selected agent using the **Remove** button.

Step 6. Apart from manually inputting the IP address of the agent, you can take the help of a CSV (comma separated value) file. Select the second option for **Multiple Computer Addition** and click **Import from CSV** while adding the computer(s).

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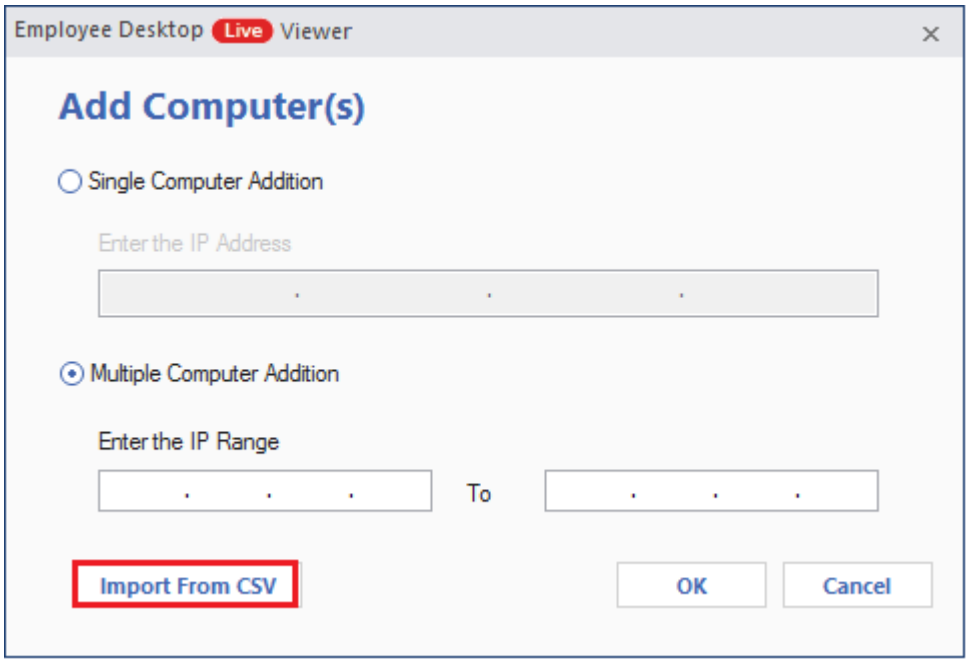

Figure 4.7 Add Multiple Computer using CSV

NOTE - In the selected CSV file, you must enter a series of IP addresses or their network computer names.

Step 7. As soon as you import the CSV file, its IP address list will be listed in the tool. Here you can select the IP addresses and click Install.

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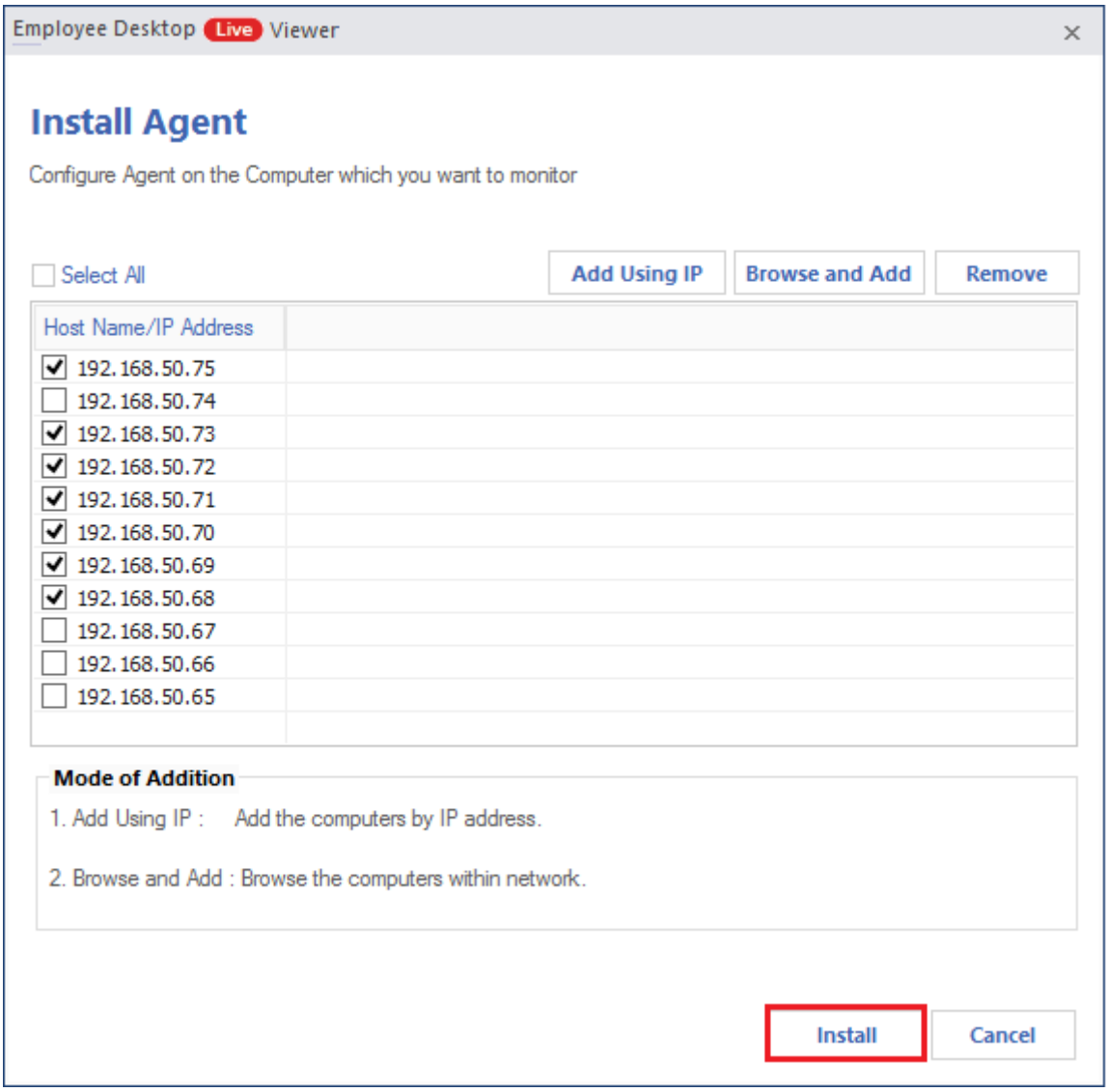

Figure 4.8 Select Computers and install Agent

Step 8. You can use the Browse and add button to install agents.

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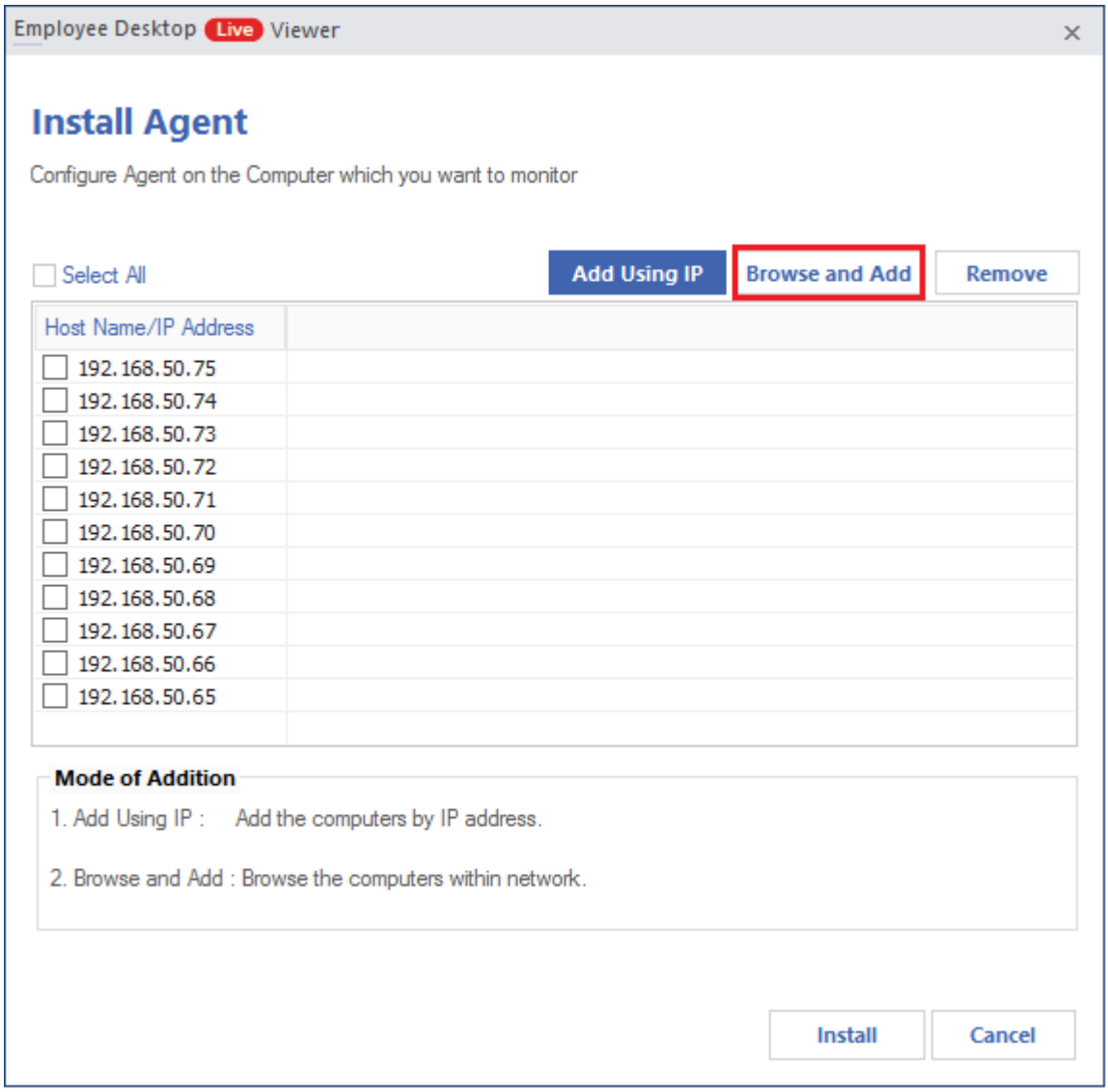

Figure 4.9 Browse and Add

Step 9. Now select the computers on which you want to install the agent and click OK.

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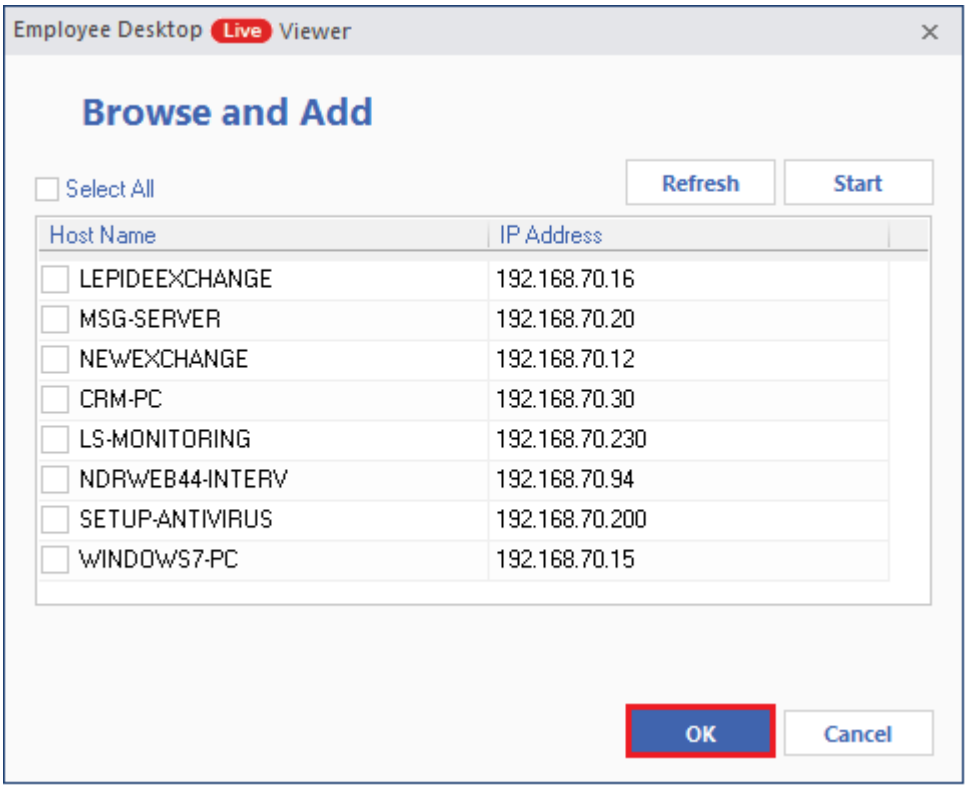

Figure 4.10 Browse and Add computers

Step 10. After selecting the user, click **Install** and a message window will inform you about the restarting options available. Click **Restart Now** to immediately restartt the computer; click **Restart Later** to do it later.

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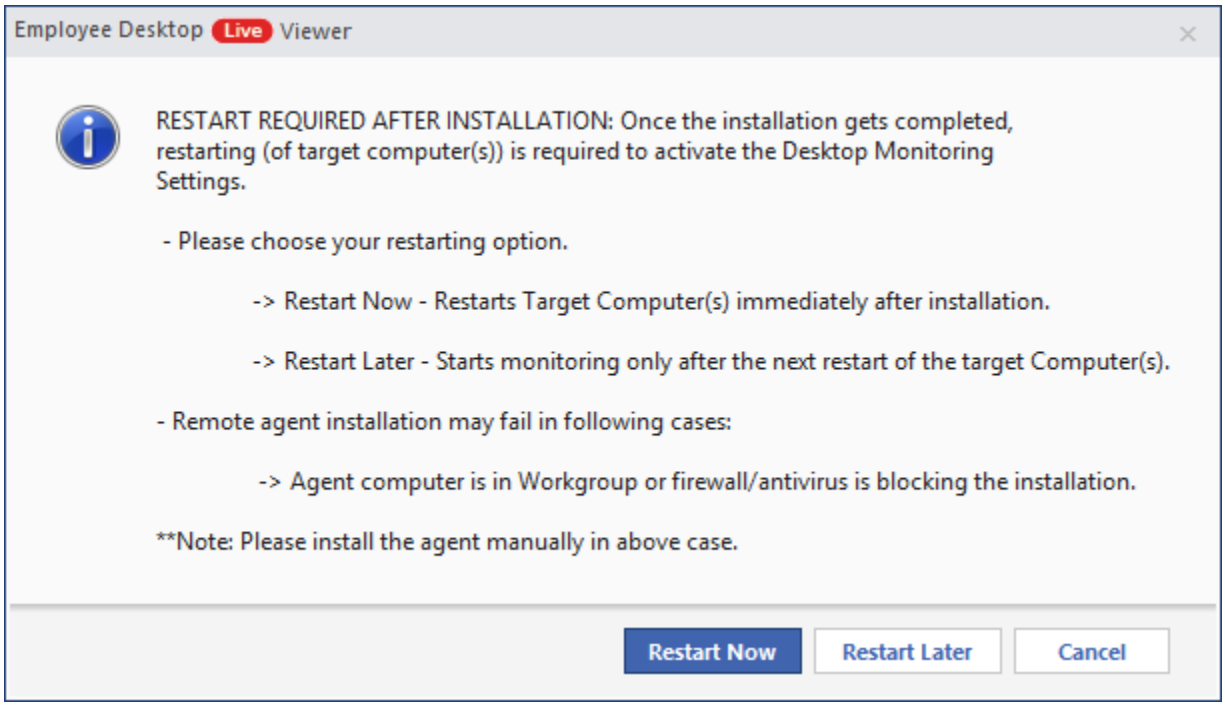

Figure 4.11 Required action after installation

Step 11. Next step requires you to login to the host by inputting the Username, Password, and IP address of the Server.

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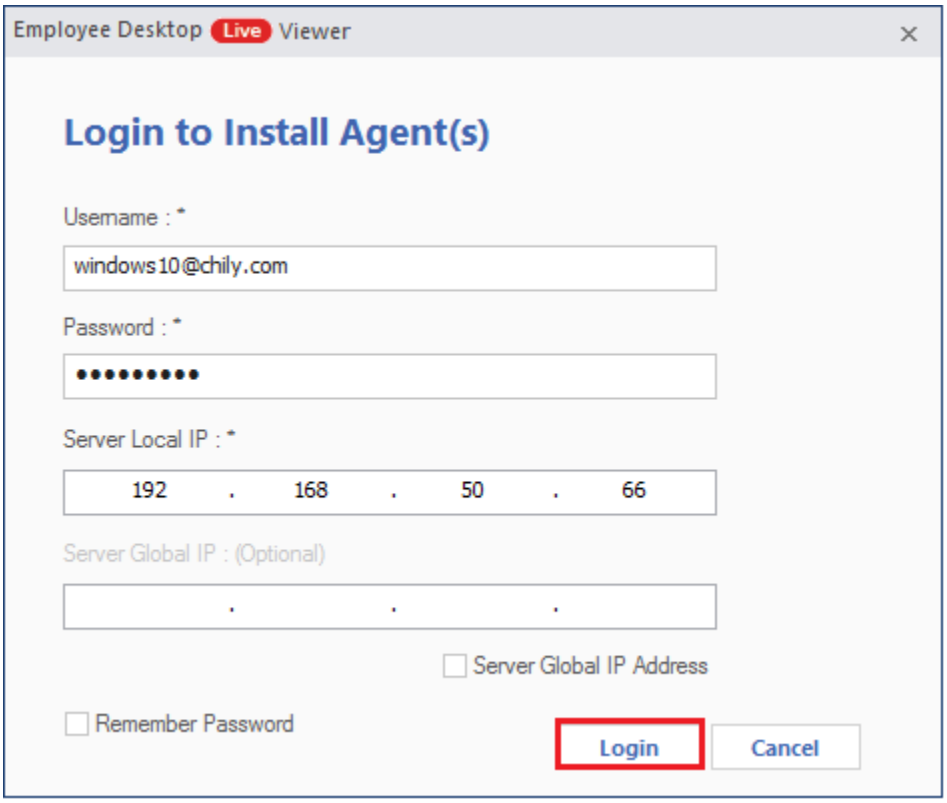

Figure 4.12 Login to Install Agent

As soon as the agent is successfully installed on the employee's computer, the monitoring will start automatically.

4.2 Group Policy Installation

Group Policy installation is used when you need to install the monitoring tool on multiple systems in a single domain. Here is it's complete procedure –

Step1. Click **Agent Configuration** on the Home screen.

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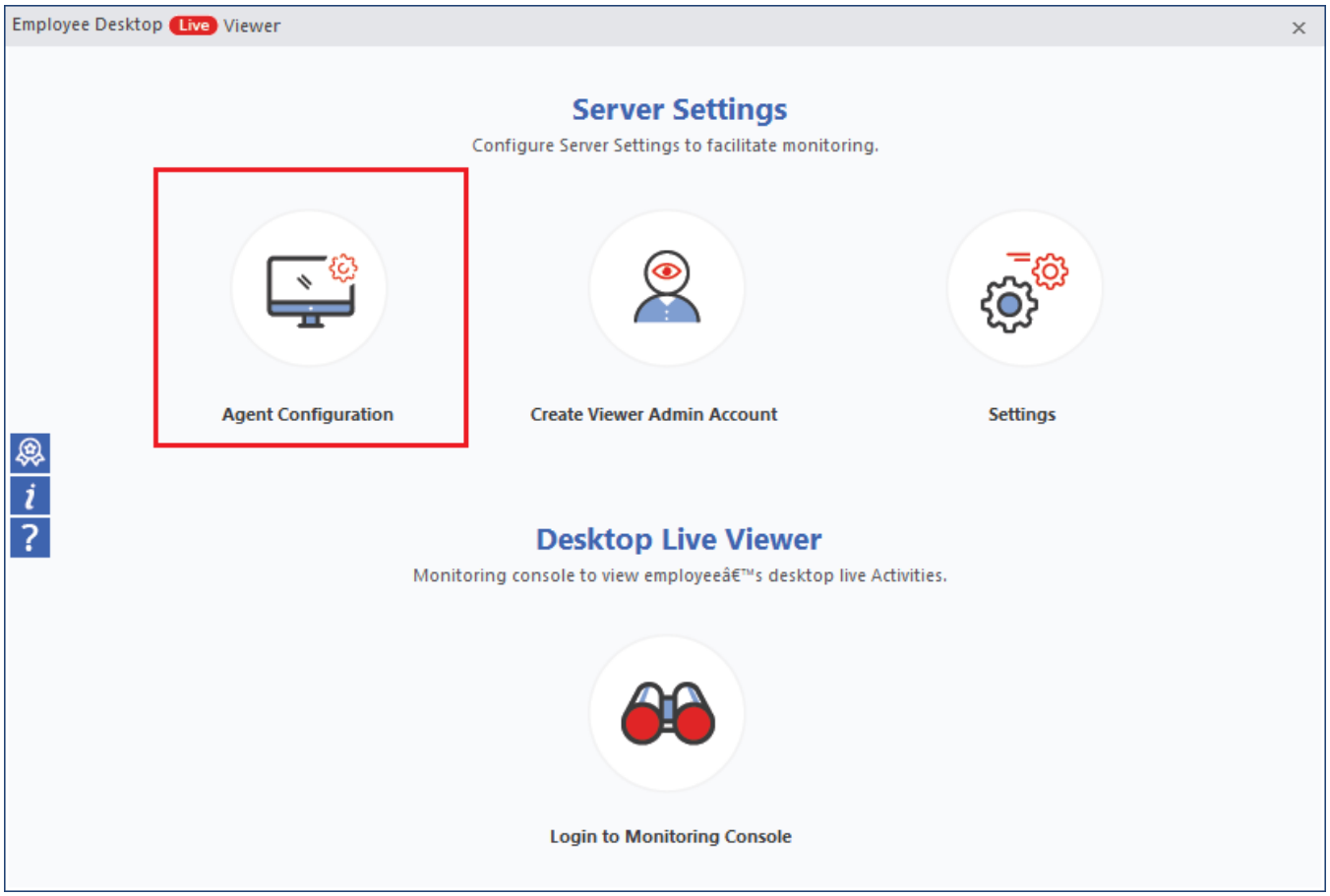

Figure 4. 13 Agent Configuration

Step 2. Select For Group Policy Installation option from Create Setup drop-down list.

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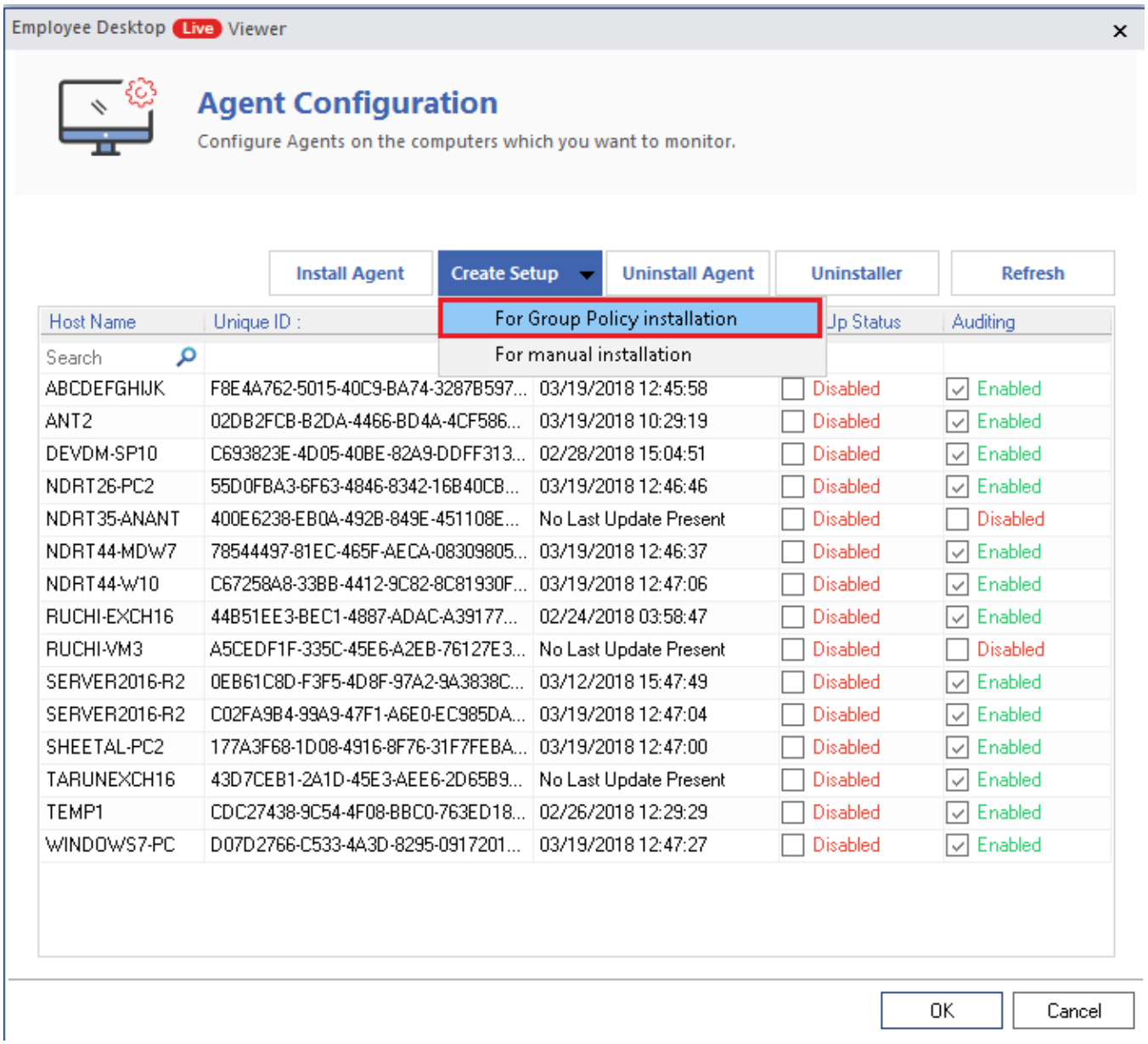

Figure 4.14 For Group Policy Installation

Step 3. Provide the path to save the setup file in **Enter Path**, input **IP address** of the server, and click **OK**.

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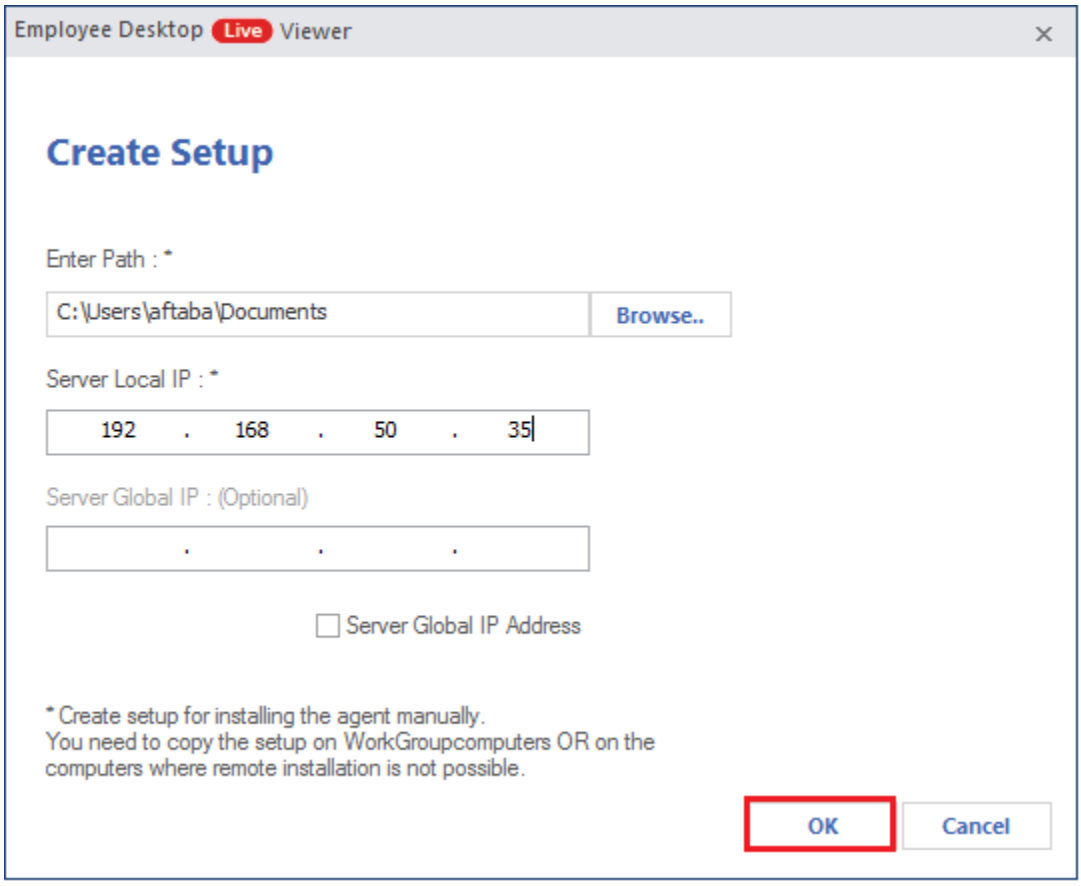

Figure 4.15 Enter Path and Local Server IP

NOTE - Use the Global IP address to access the agent system over the Internet.

Step 4. The setup gets created at the entered location. You will get a message that a stand-alone configuration is created for manual installation. Click OK.

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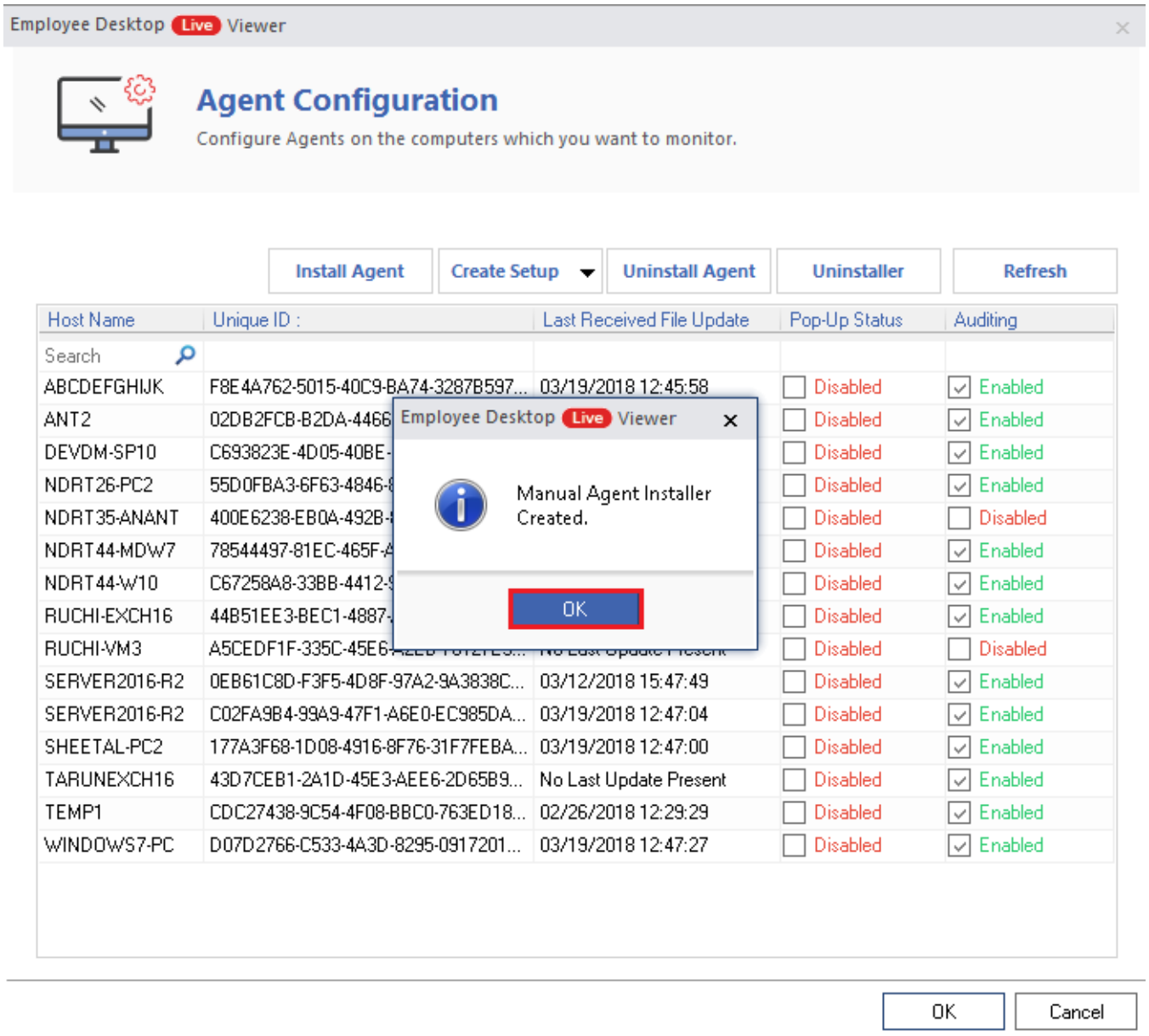

Figure 4.15 Manual Agent Installer is created.

Create Group Policy on Server

It is time to create a Group Policy to add the setup in its environment. Just follow the steps mentioned below -

Step 1. Go to the domain, right-click it, and select **Create a GPO in this domain**.

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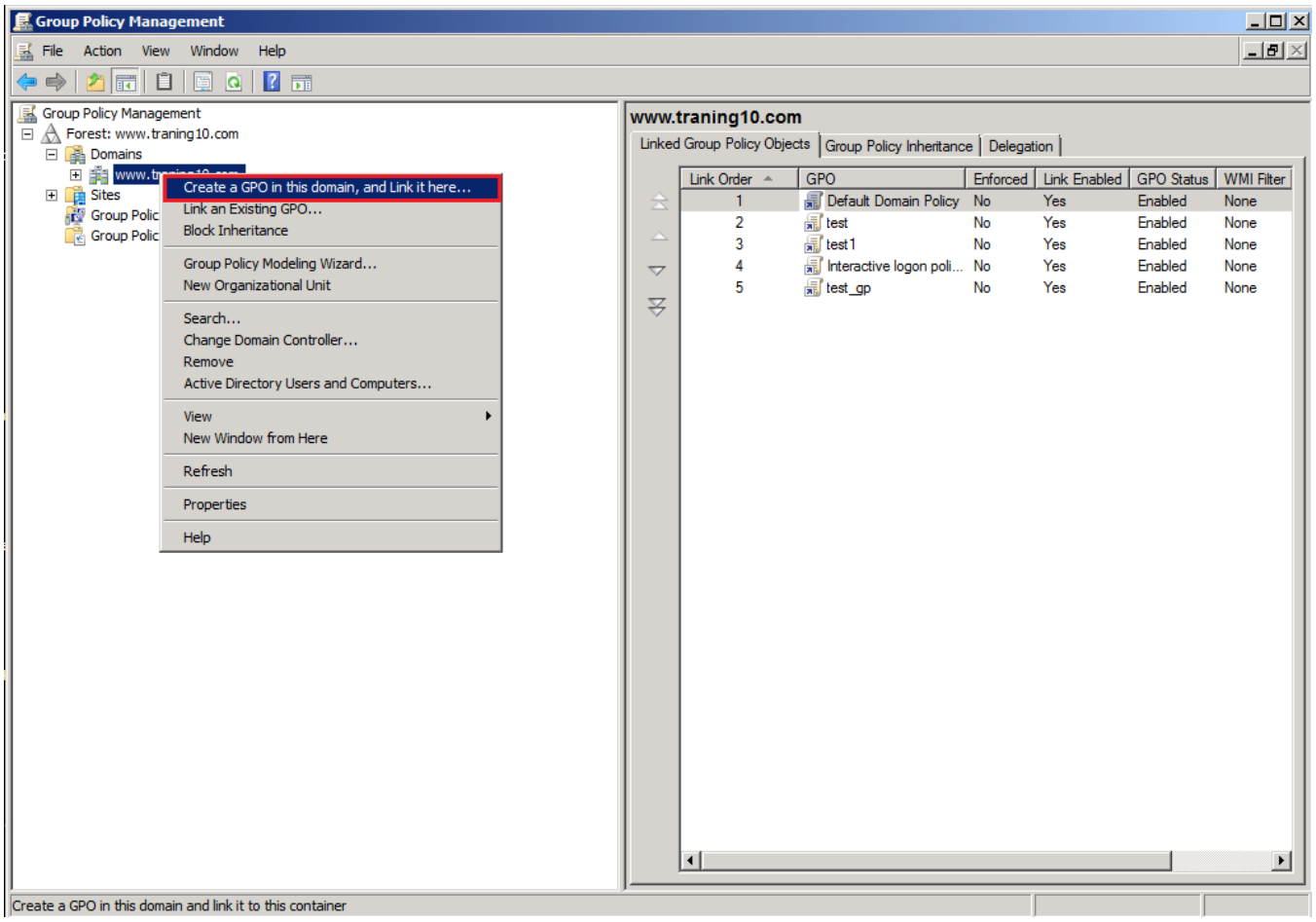

Figure 4.16 Create GPO

Step 2. Provide a new name to the Group Policy Object and click **OK.**

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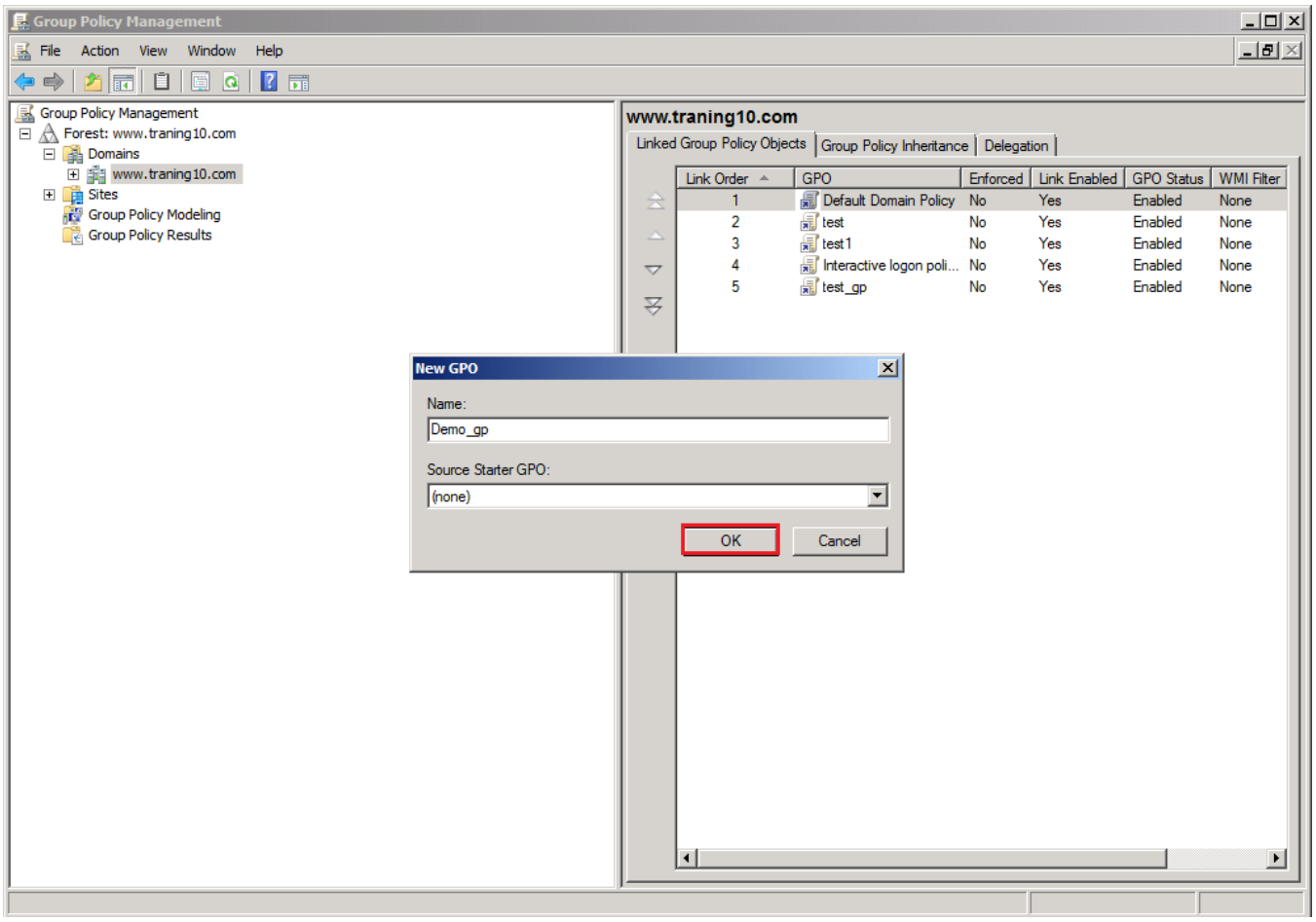

Figure 4.17 New GPO name

Step 3. Now a Group Policy is created. Select it and go to its **Security Filtering** option and click **Add** button. It will open a wizard. Here, input the object name if you know (otherwise, click the **Advanced** button and search for it).

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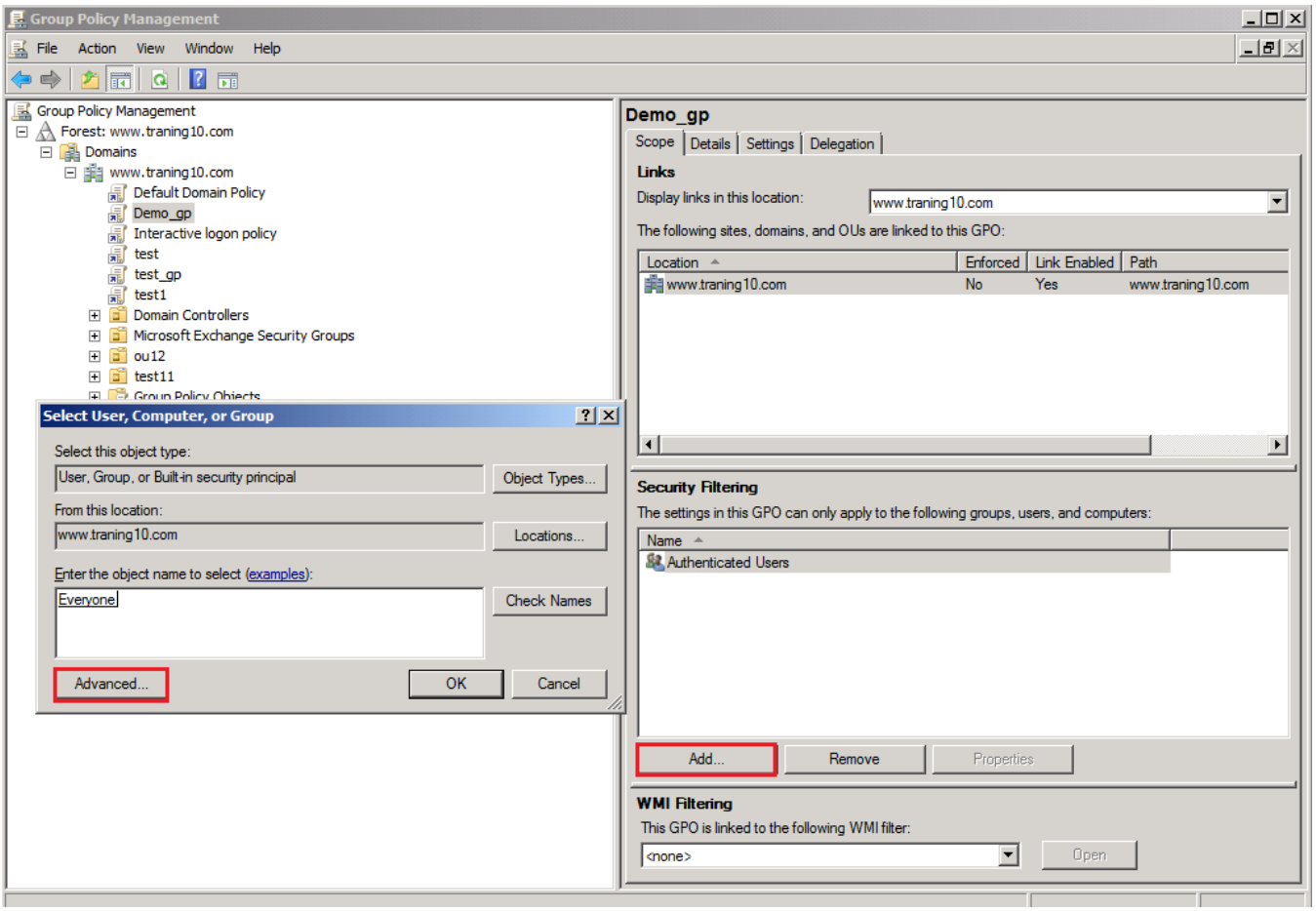

Figure 4.18 Security Filtering

Step 4. After completing the security filtering, it is the time to edit the GPO and add the setup we had created earlier. Right-Click on GPO and click **Edit**.

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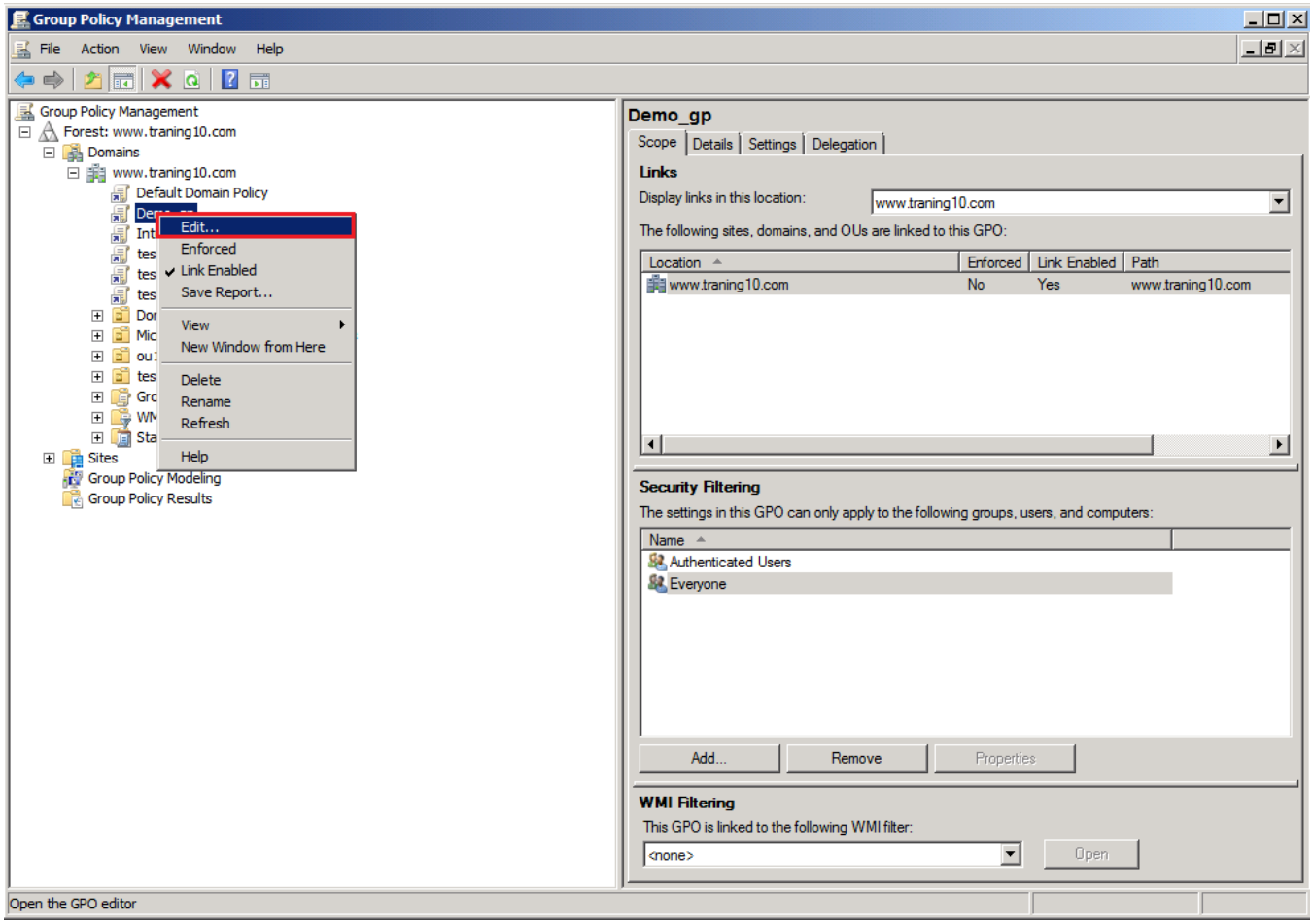

Figure 4.19 Edit GPO

Step 5. Now in **User Configuration**, select **Windows Settings** > **Scripts**. Finally, right-click on **Logon** and click **Properties**.

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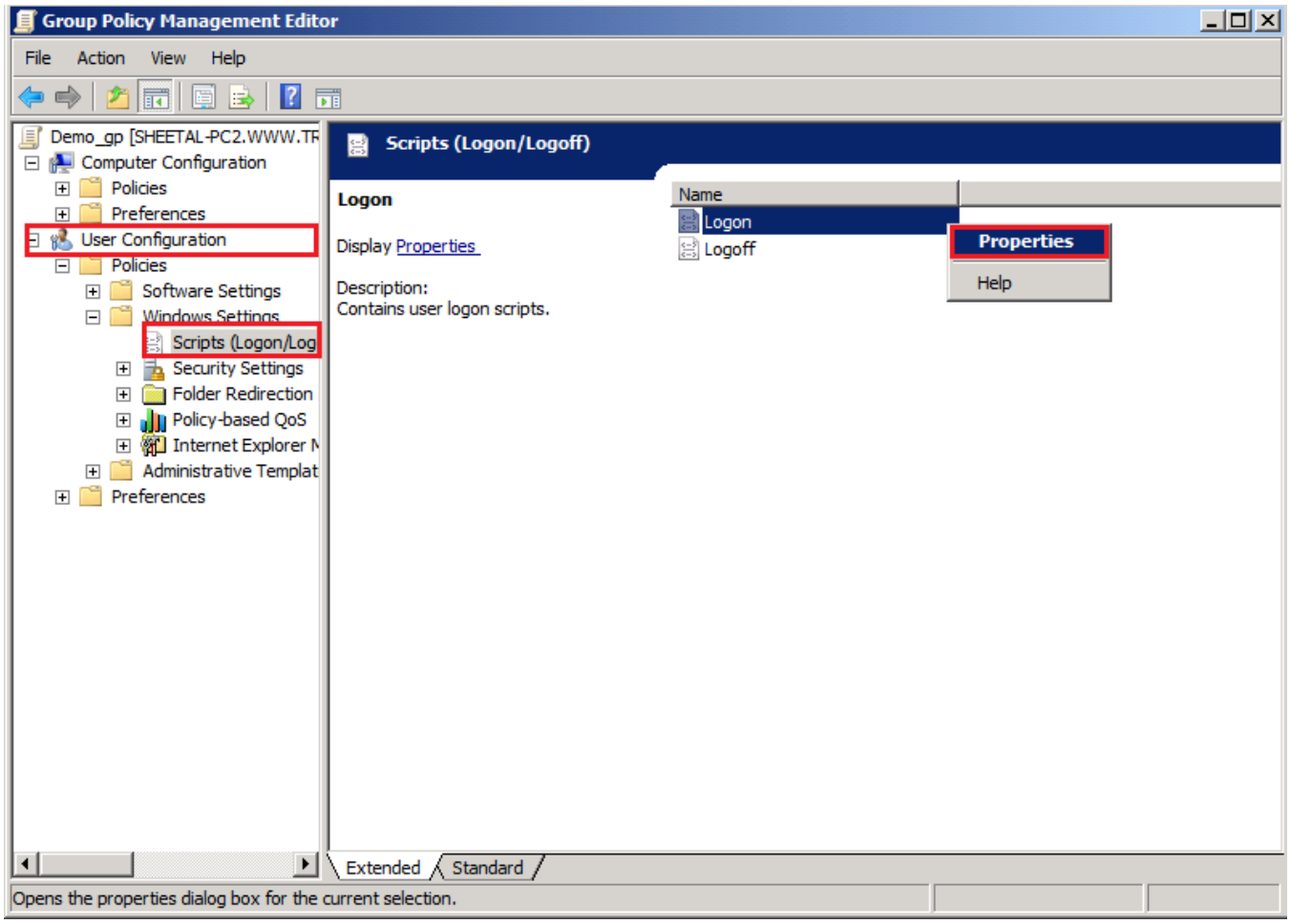

Figure 4.20 Log-on Properties

Step 6. In **Logon Properties**, click **Add** and browse the setup which you had created earlier in the Server Module for Group Policy installation.

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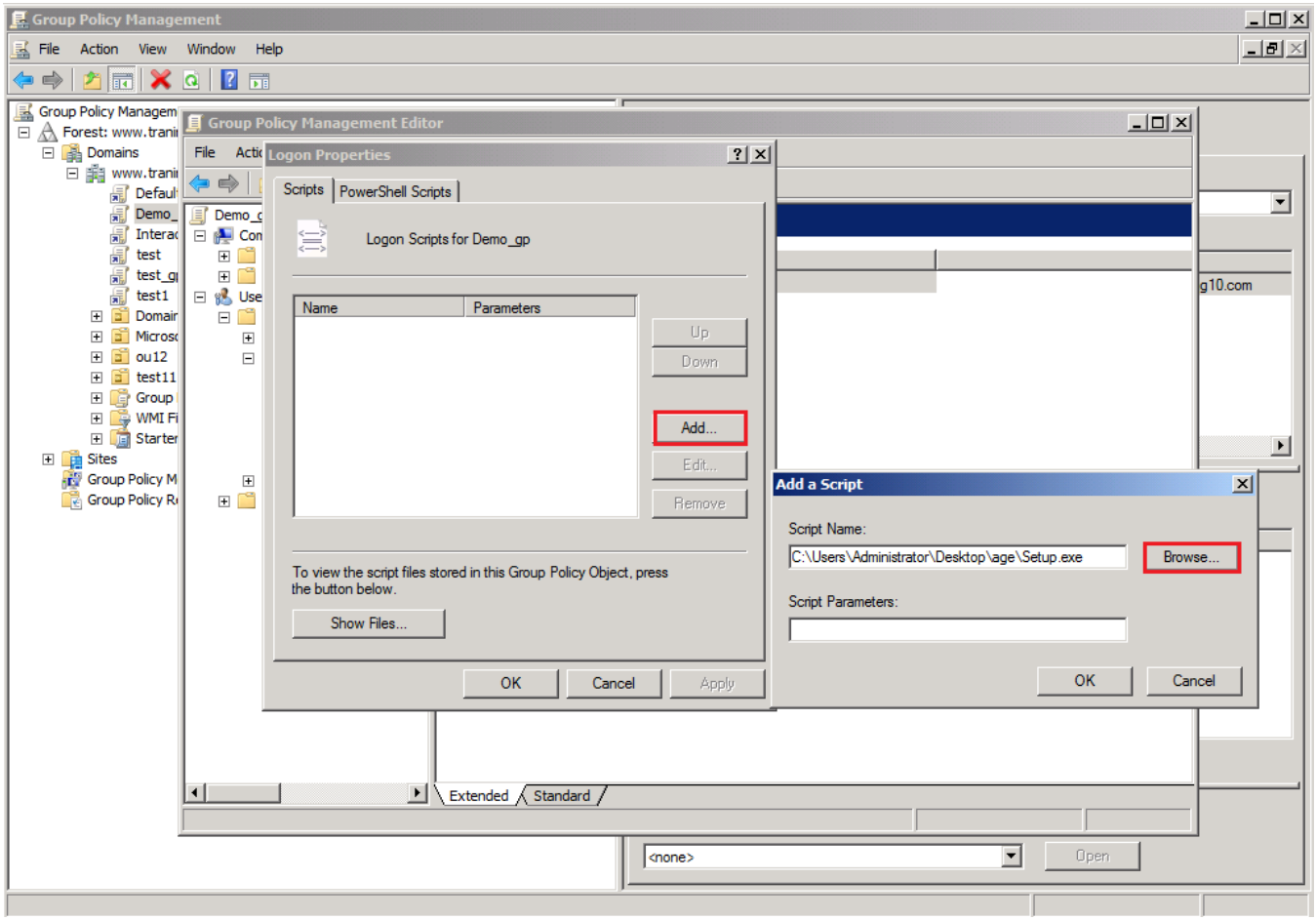

Figure 4.21 Browse Agent Setup for GPO

Step 7. To update the changes, open the command prompt as Administrator, and run following command.

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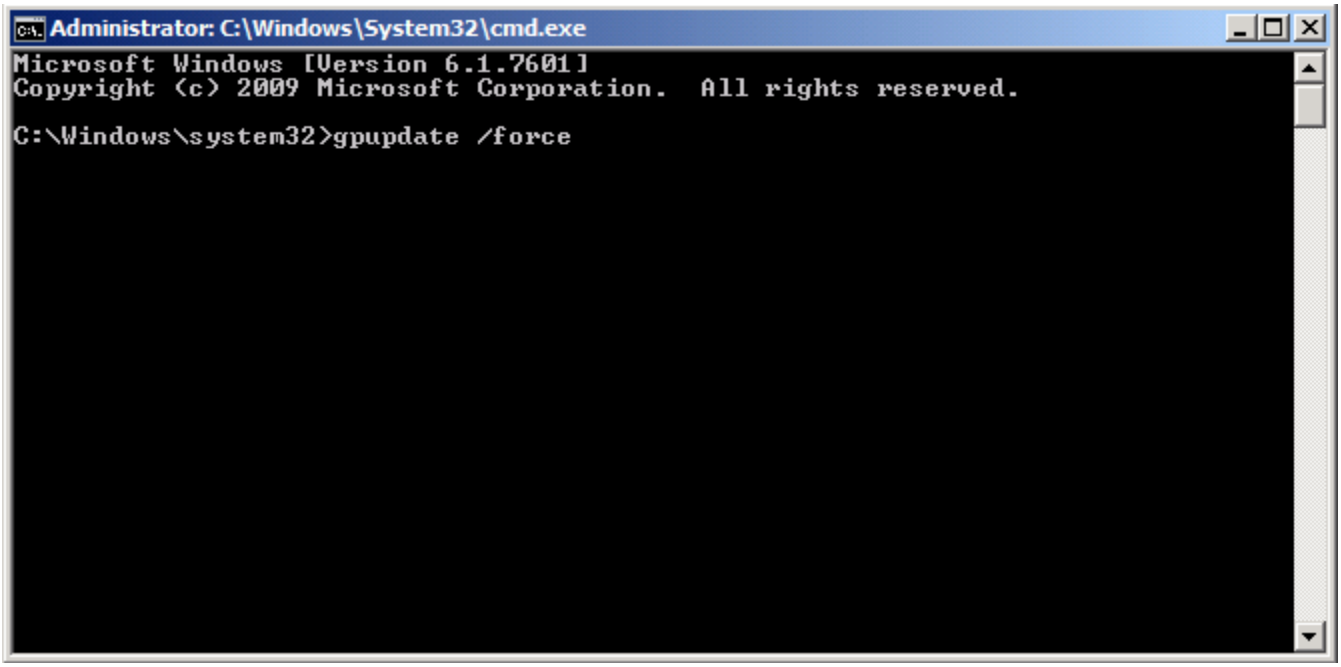

Figure 4.22 gpupdate

Step 8. Now, whenever the user will log-on to the domain, the Agent will be deployed on his/her system. The monitoring will be started after that.

4.3 Manual Installation

In this, you manually install agents on the target systems. For this, follow the steps:

Step 1. In the Home screen, click **Agent Configuration**.

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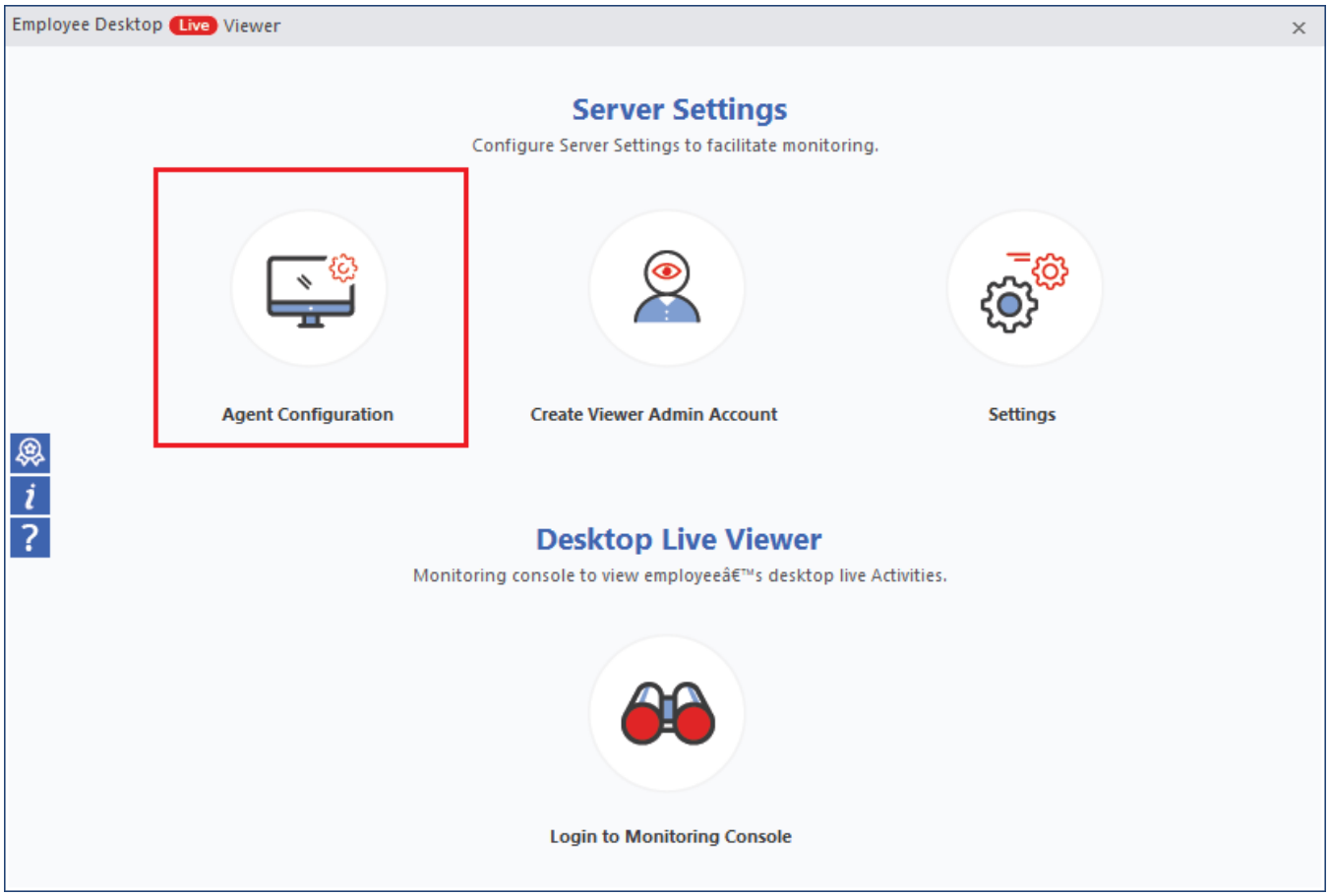

Figure 4.23 Agent Configuration

Step 2. Select **For Manual installation** option in the **Create Setup** drop-down.

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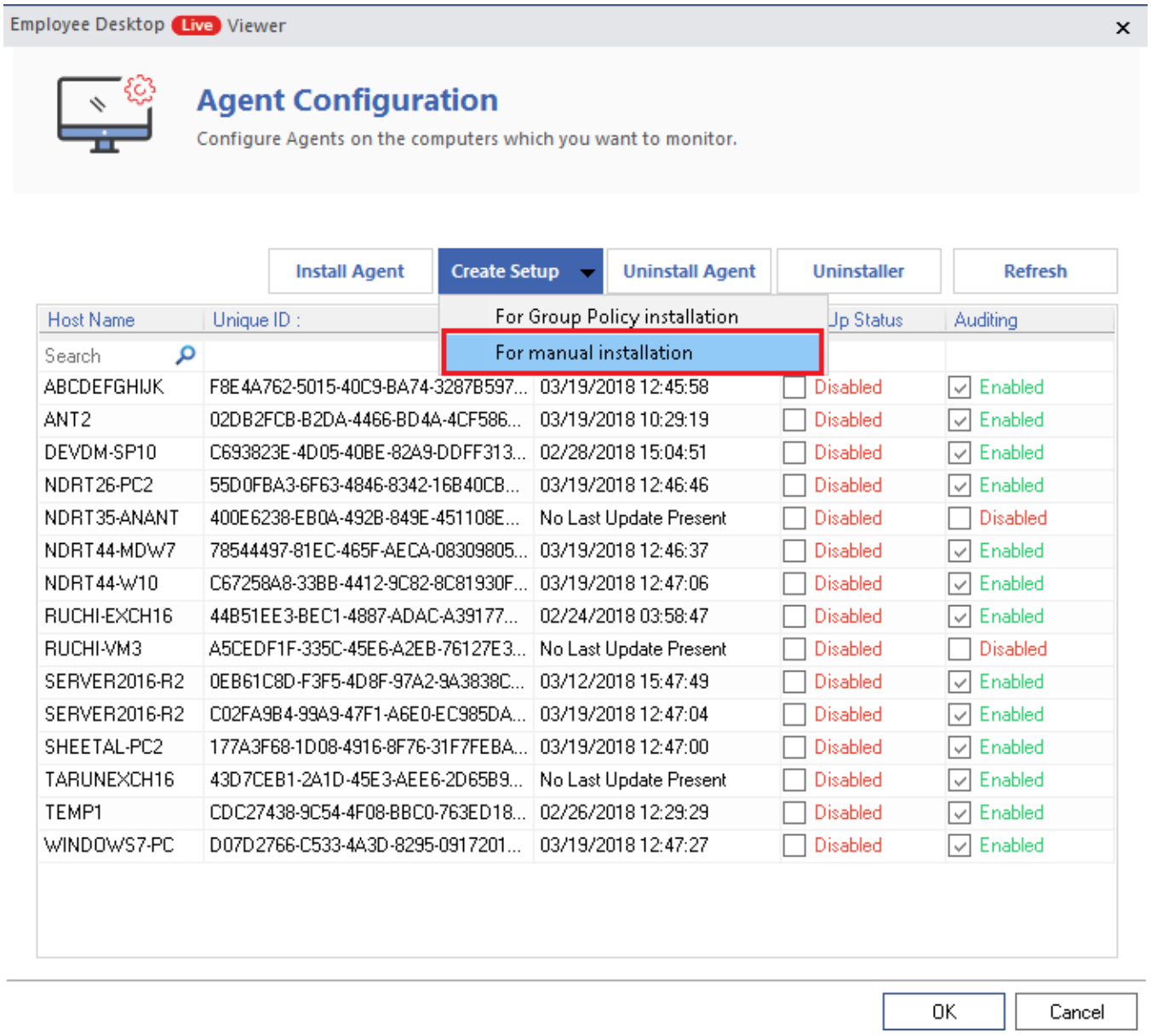

Figure 4.24 Manual Installation

Step 3. Enter the path to save the setup file, input IP address of the Server, and click OK.

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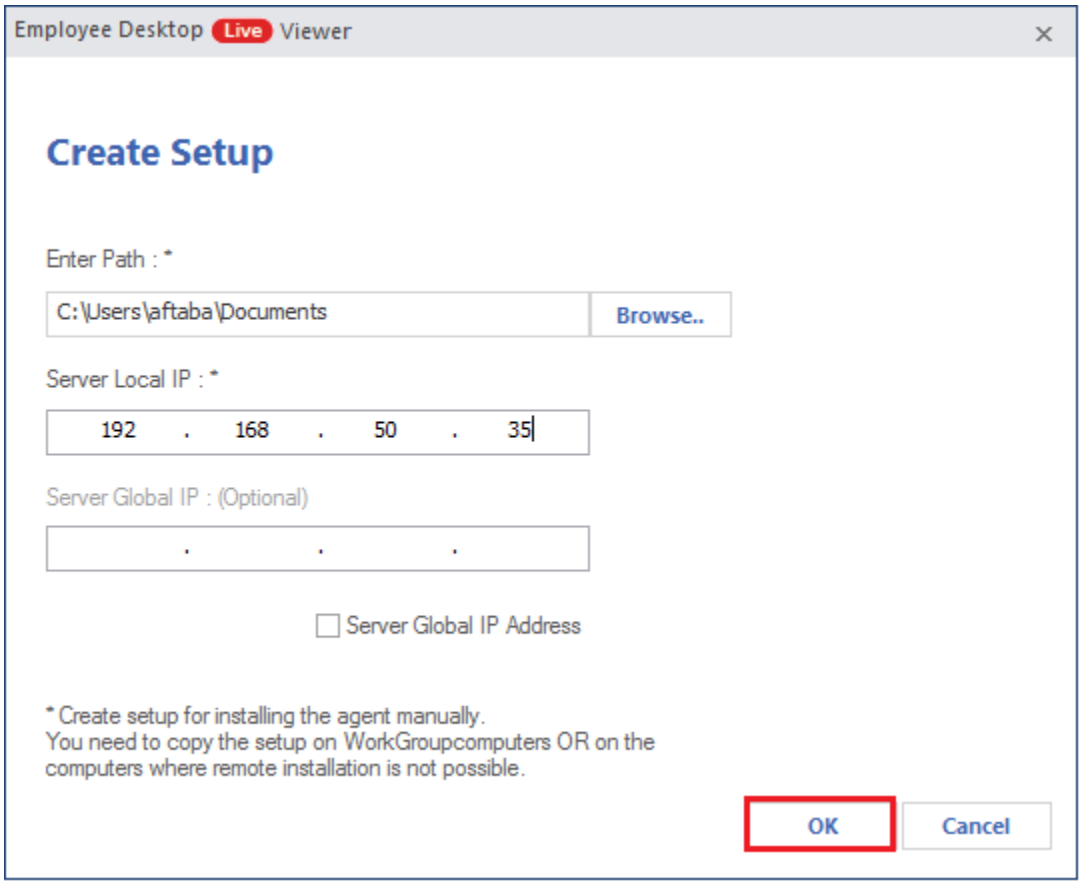

Figure 4.25 Create Setup File

NOTE- Use the **Global IP address** to access the agent system over the Internet

Step 4. The setup gets created at the specified location. You will get a message that a **Manual Agent Installer** is created. Click **OK**.

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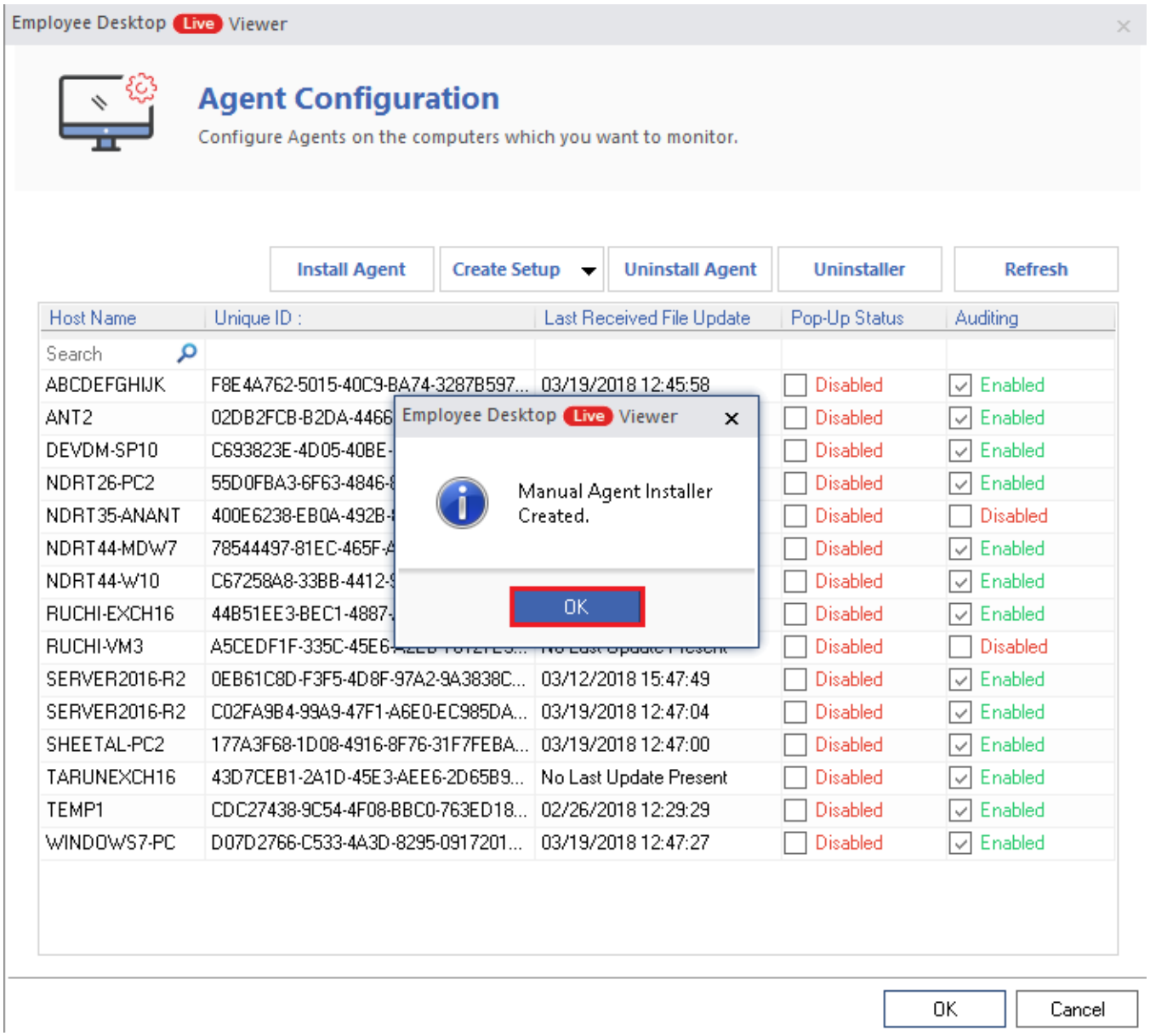

Figure 4.26 Setup is created

Step 5. Now you will have to manually take the Setup file to the agent system and install it there.

As soon as the agent system is installed the Monitoring tool, it will instantly be accessible for monitoring.

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4.4 Uninstall Agent

The agent of Employee Desktop Live Viewer can be uninstalled from the target computer(s) in two ways:

a. Through Viewer

b. Manually

Uninstall Agent through Viewer:

To uninstall agent through Viewer, follow the steps –

Step 1. Select **Agent configuration** on the Home screen.

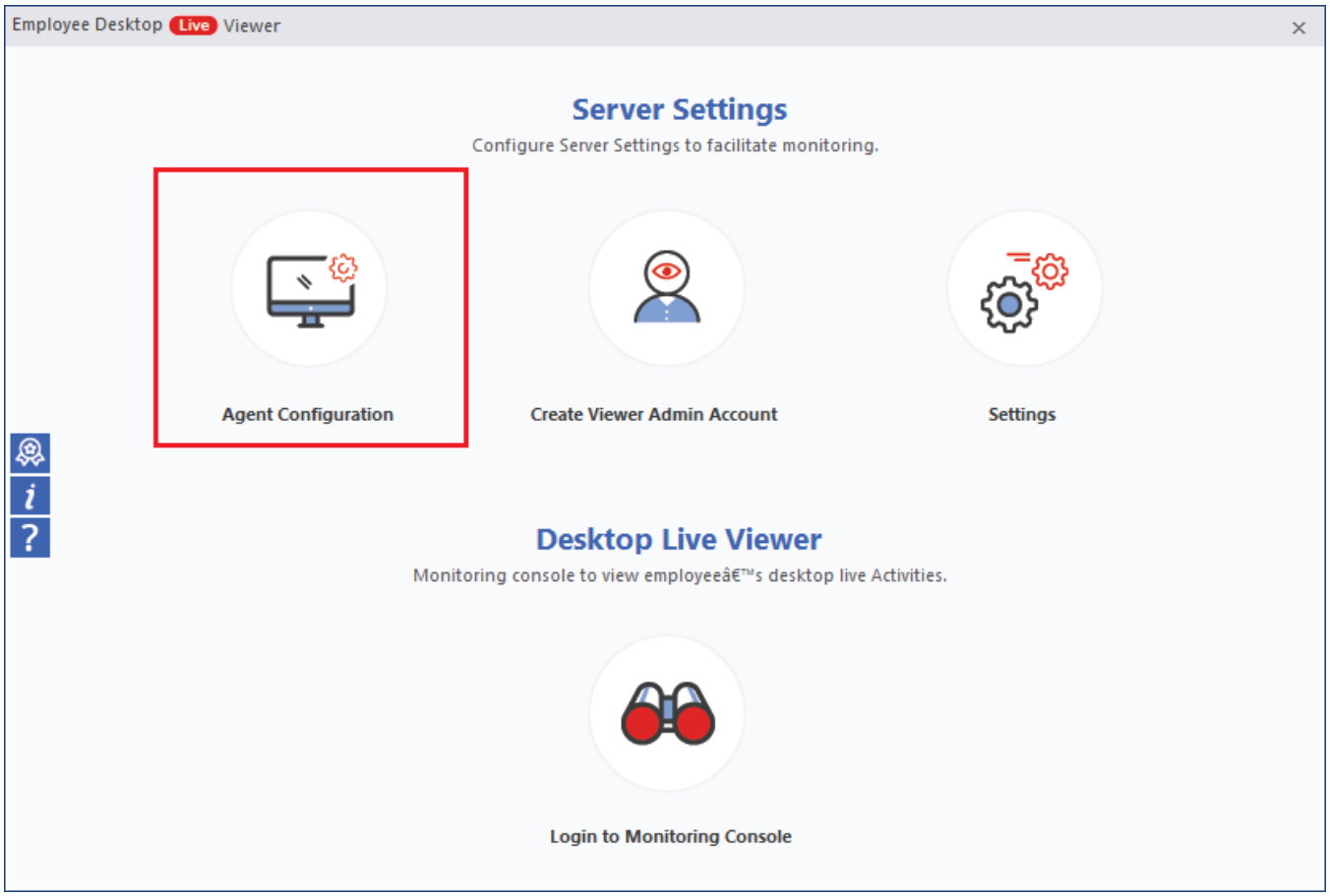

Figure 4.27 Agent Configuration

Step 2. Click **Uninstall Agent**.

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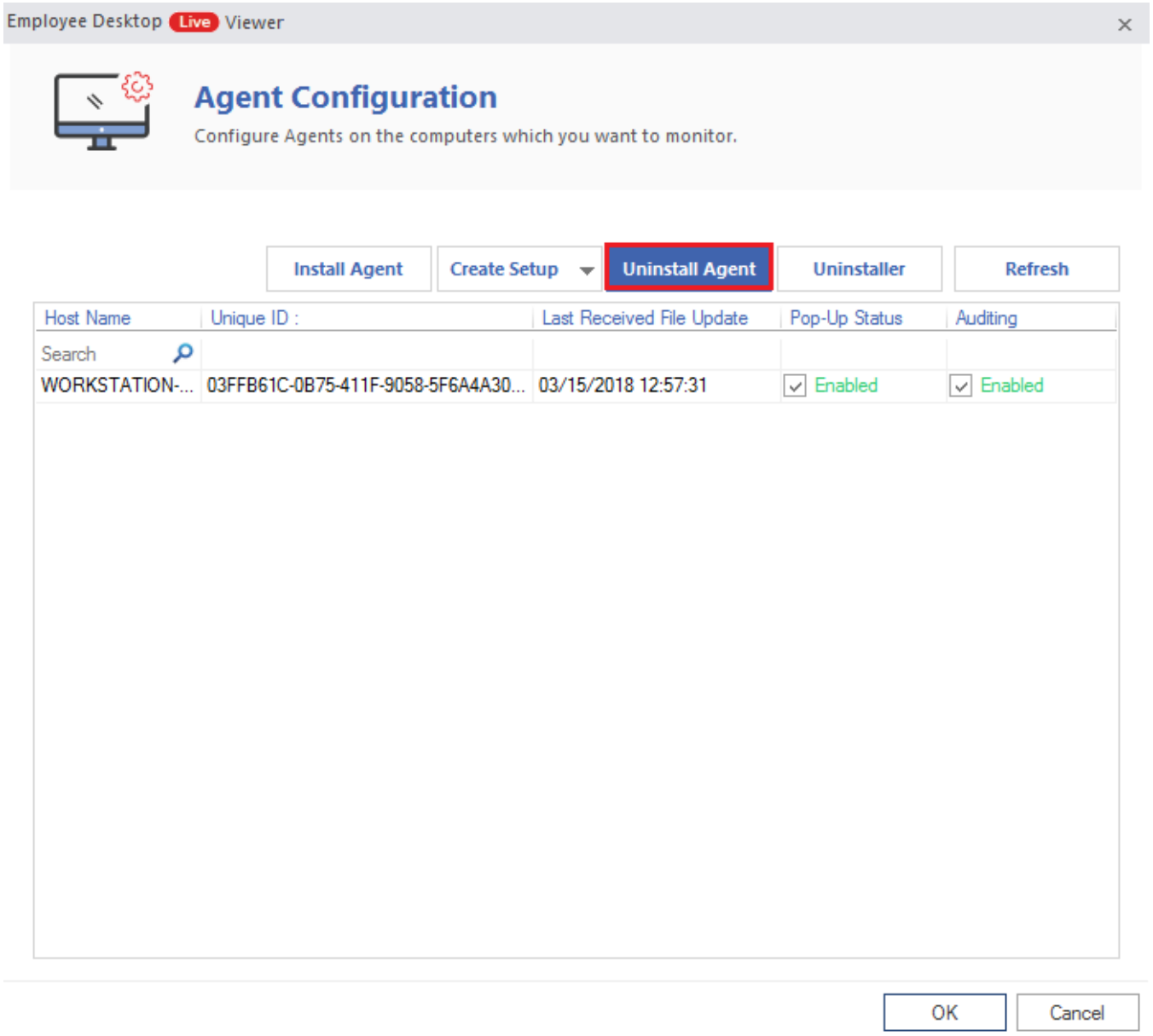

Figure 4.28 Uninstall Agent

Step 3. Select the agent(s) which you no longer want to monitor and click Uninstall.

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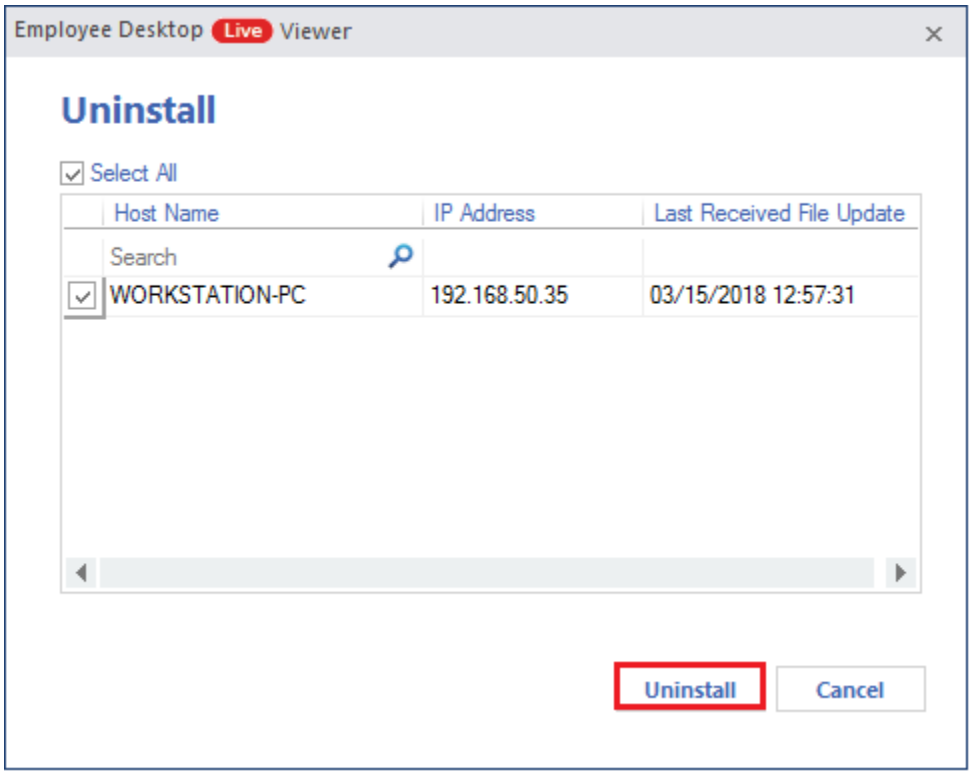

Figure 4.29 Select Agent System

Now monitoring will be stopped on the target system.

Uninstall Agent Manually:

To uninstall agent manually -

Step 1. Double-click My Computer icon on the desktop.

Step 2. Select the drive where Windows operating system is installed. (here we will select the drive C)

Step 3. Double-click the C drive and select the Windows folder. Double-click the selected folder to view the folder contents.

Step 4. Select and double-click the System32 folder to see its contents.

Step 5. Find and double-click NU_SR_Uninstall.exe

Step 6. After the setup gets executed, files services.exe and svchost.exe will get removed from the ZX_Ag and ZX_Wh folders within the System32 folder.

Step 7. This will ensure that the Agent has been successfully uninstalled from the target computer.

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5. Viewer Admin Account

You can create, modify, and delete Viewer Admin accounts to whom you can delegate monitoring rights of all or some selected computers.

5.1 Create Viewer Admin Account

To add a Viewer Admin account to monitor a host system, follow the below-written steps -

Step 1. Click **Create Viewer Admin Account** on the Home Screen.

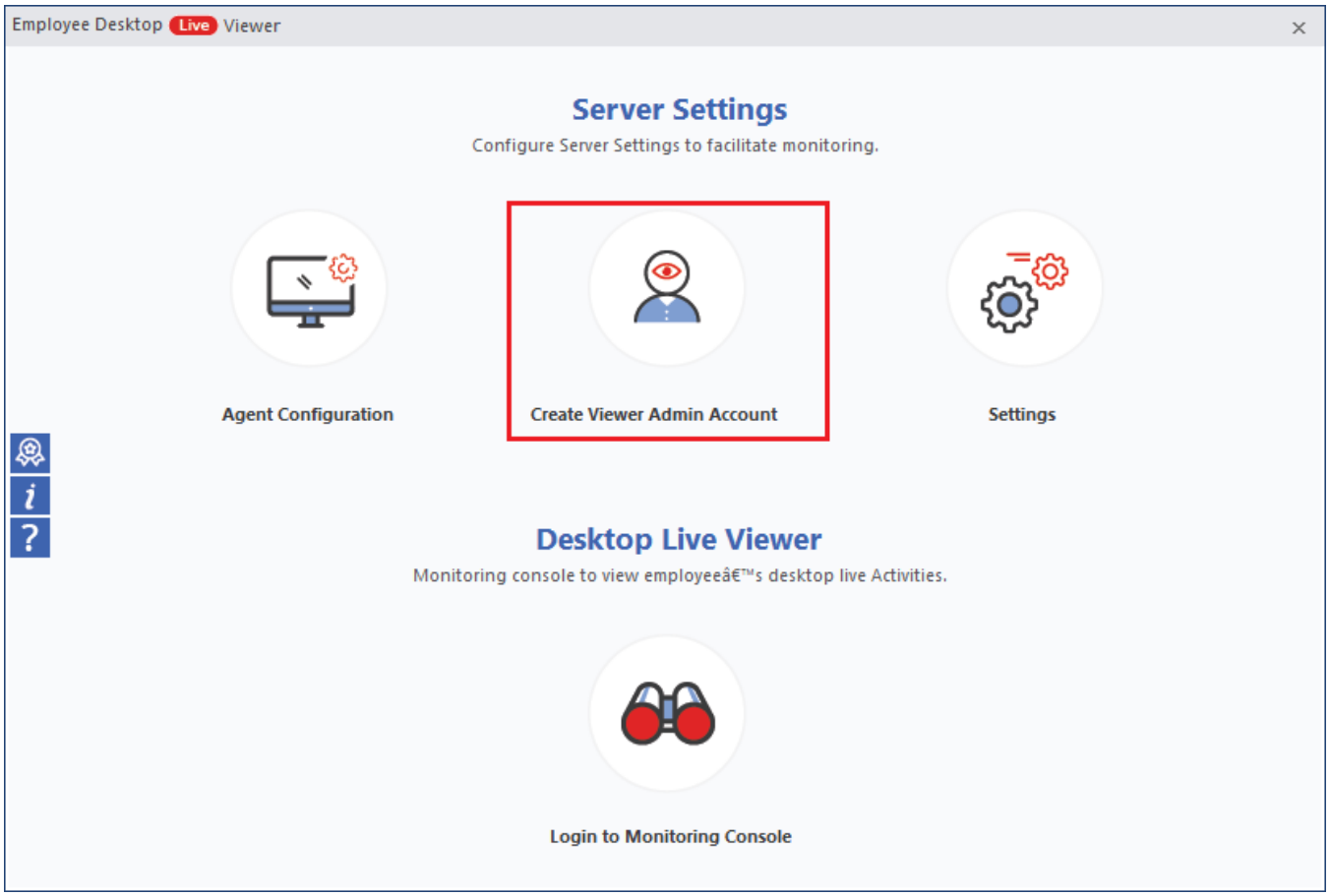

Figure 5.1 Viewer Admin Account

Step 2. Click **Add**.

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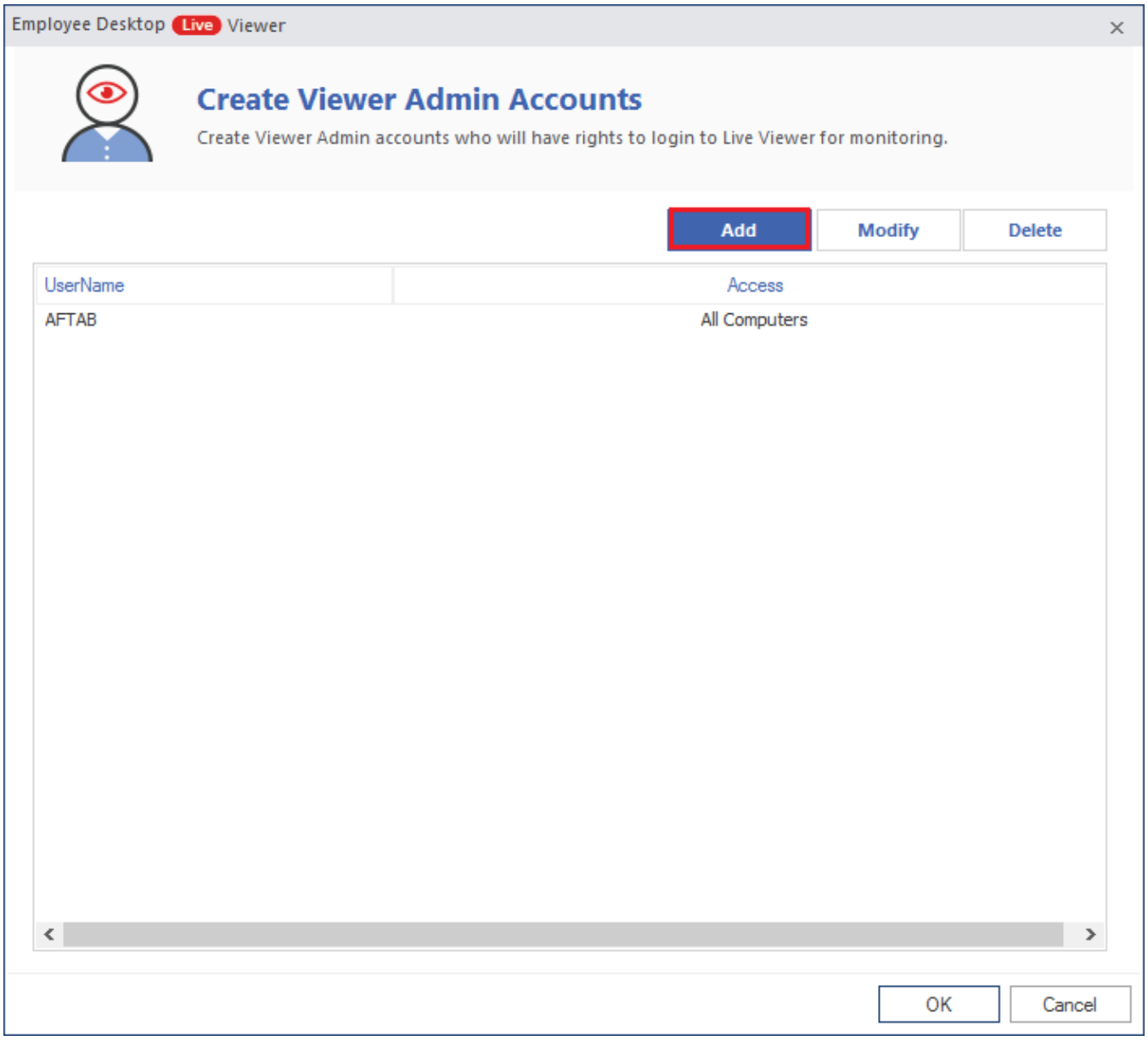

Figure 5.2 Add Admin

Step 3. Input a Name and Password and select the target computers you want this administrator to monitor.

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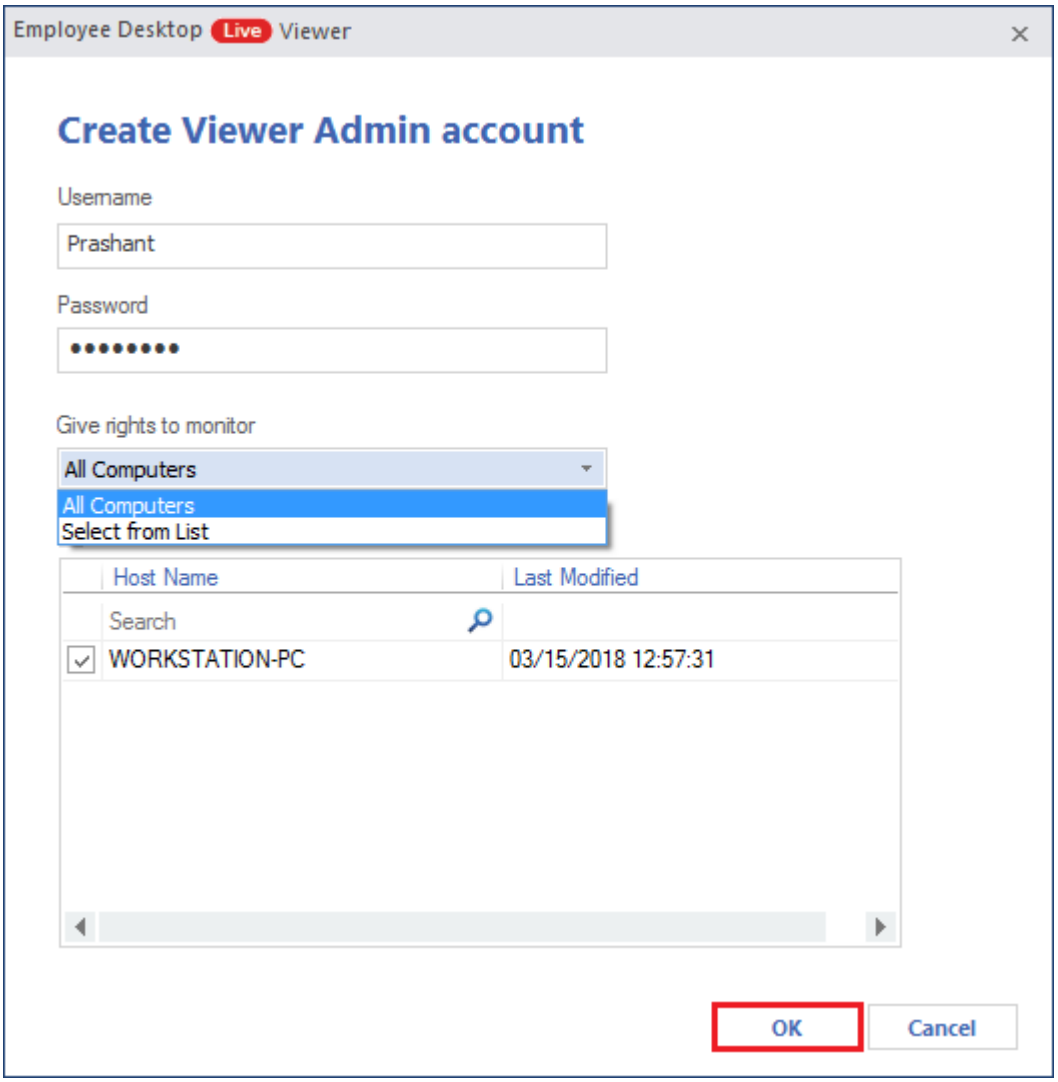

Figure 5.3 Input Admin details

The Viewer Admin account gets created. And it can monitor the assigned number of agent system(s) easily.

5.2 Modify Viewer Admin Account

To modify the Admin Account details, follow the steps -

Step 1. Select the Viewer Admin Account and click the **Modify** button.

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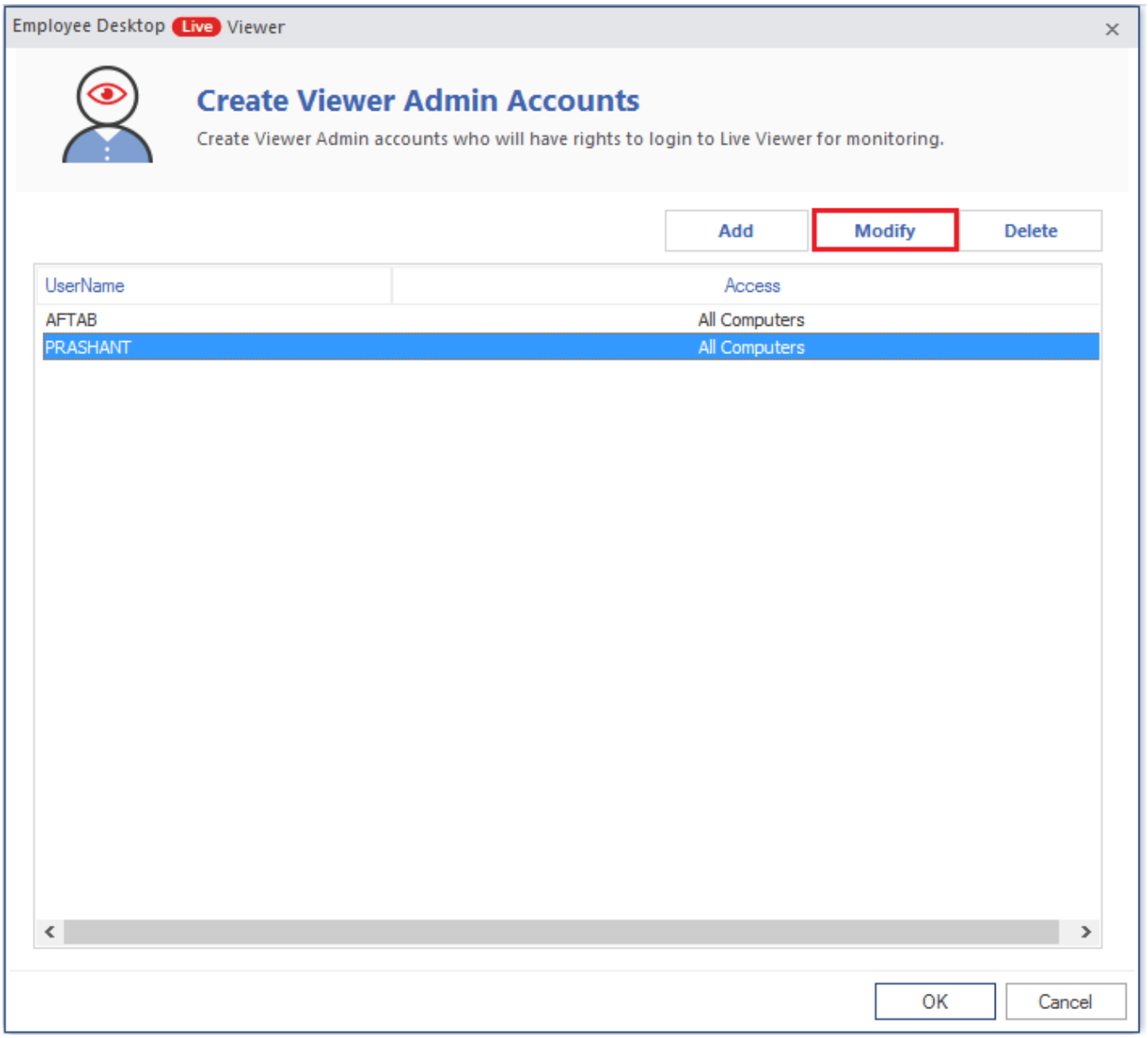

Figure 5.4 Modify Admin

Step 2. Here you can make the desired changes in the Administrator account details. Then click OK.

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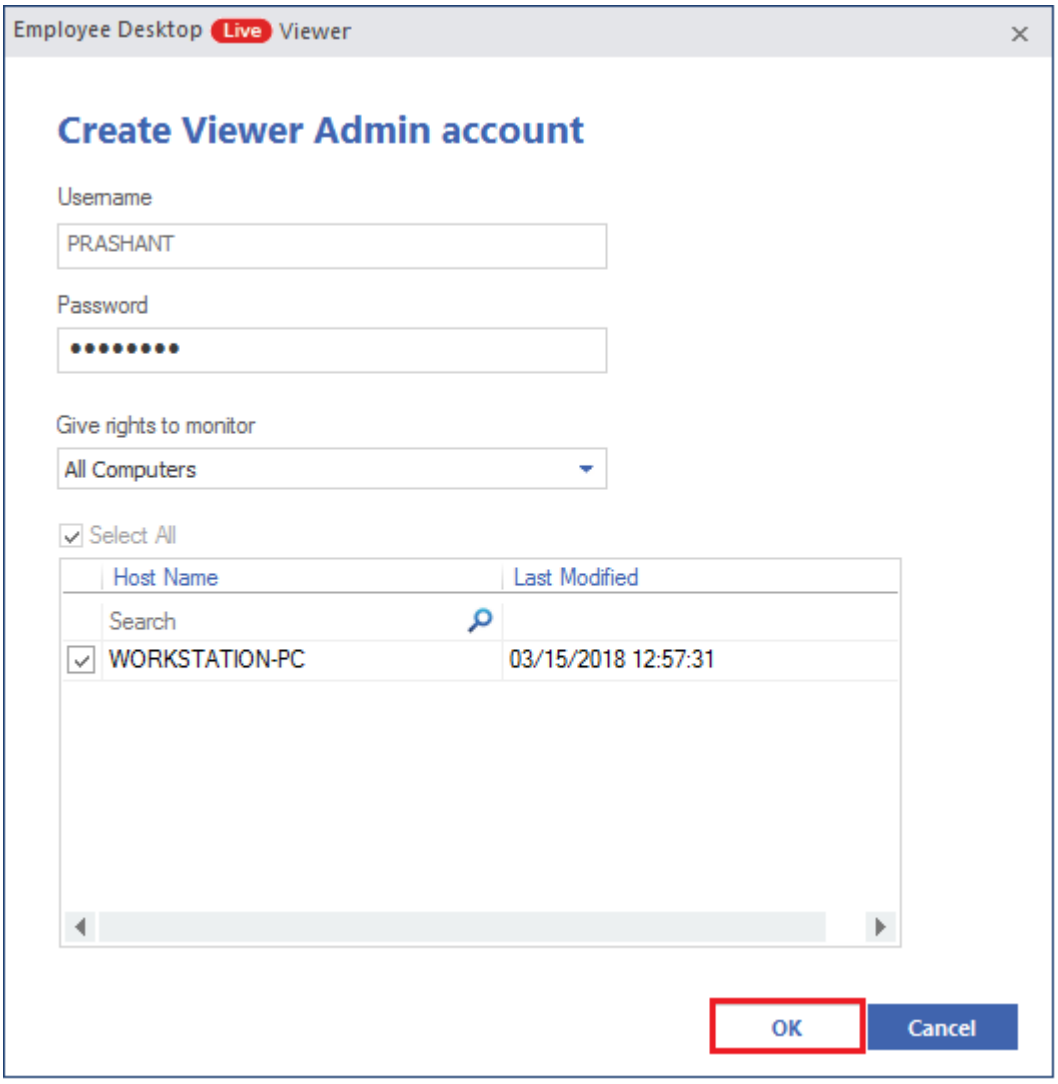

Figure 5.5 Change details

Now you can use the Administrator account with the changed details.

5.3 Delete Viewer Admin Account

You can delete any Viewer Admin Account using the following steps –

Step 1. Select an account and click **Delete** button.

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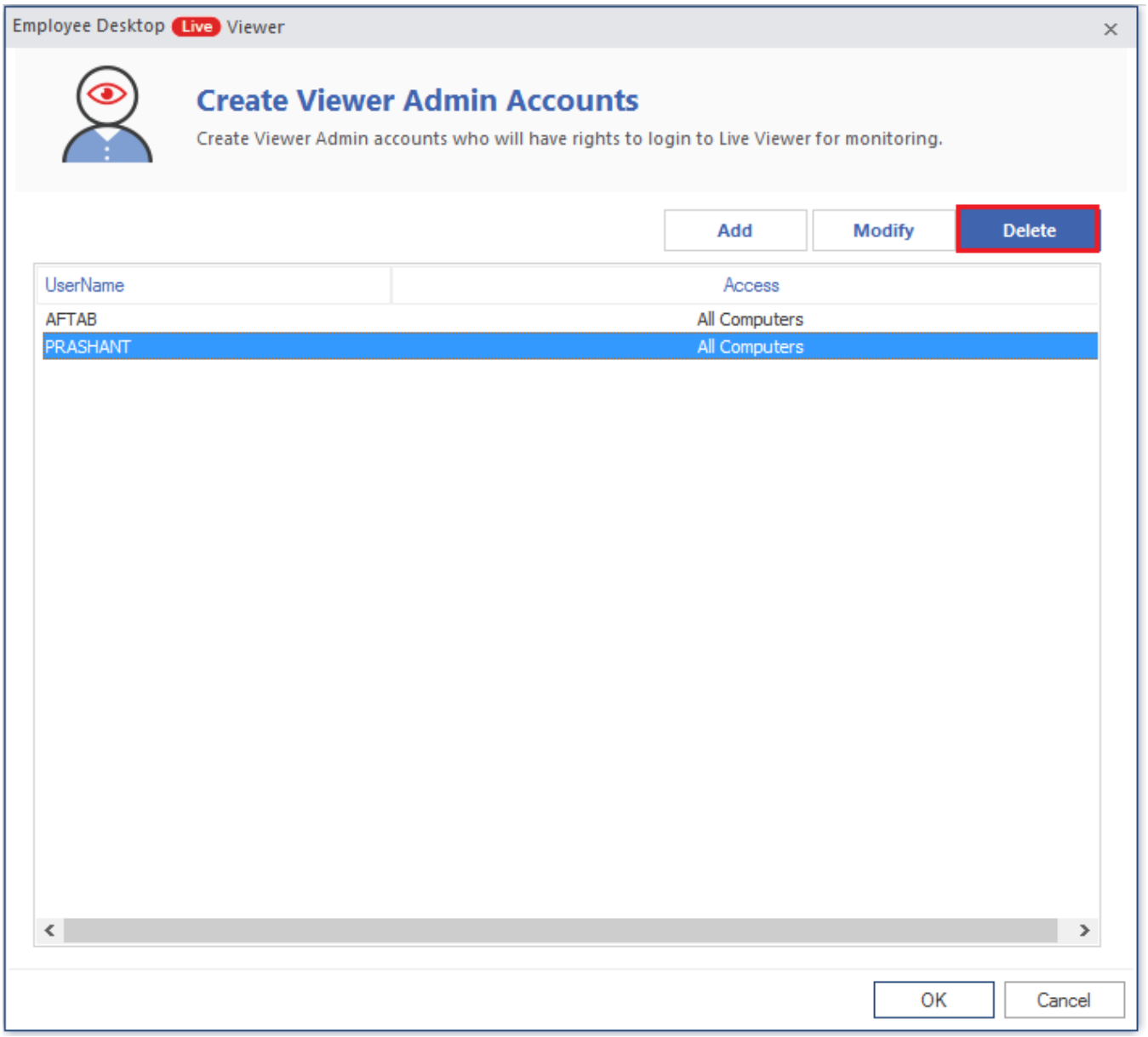

Figure 5.6 Select Account to Delete

Step 2. The wizard will ask for confirmation to delete the admin account. Click Yes

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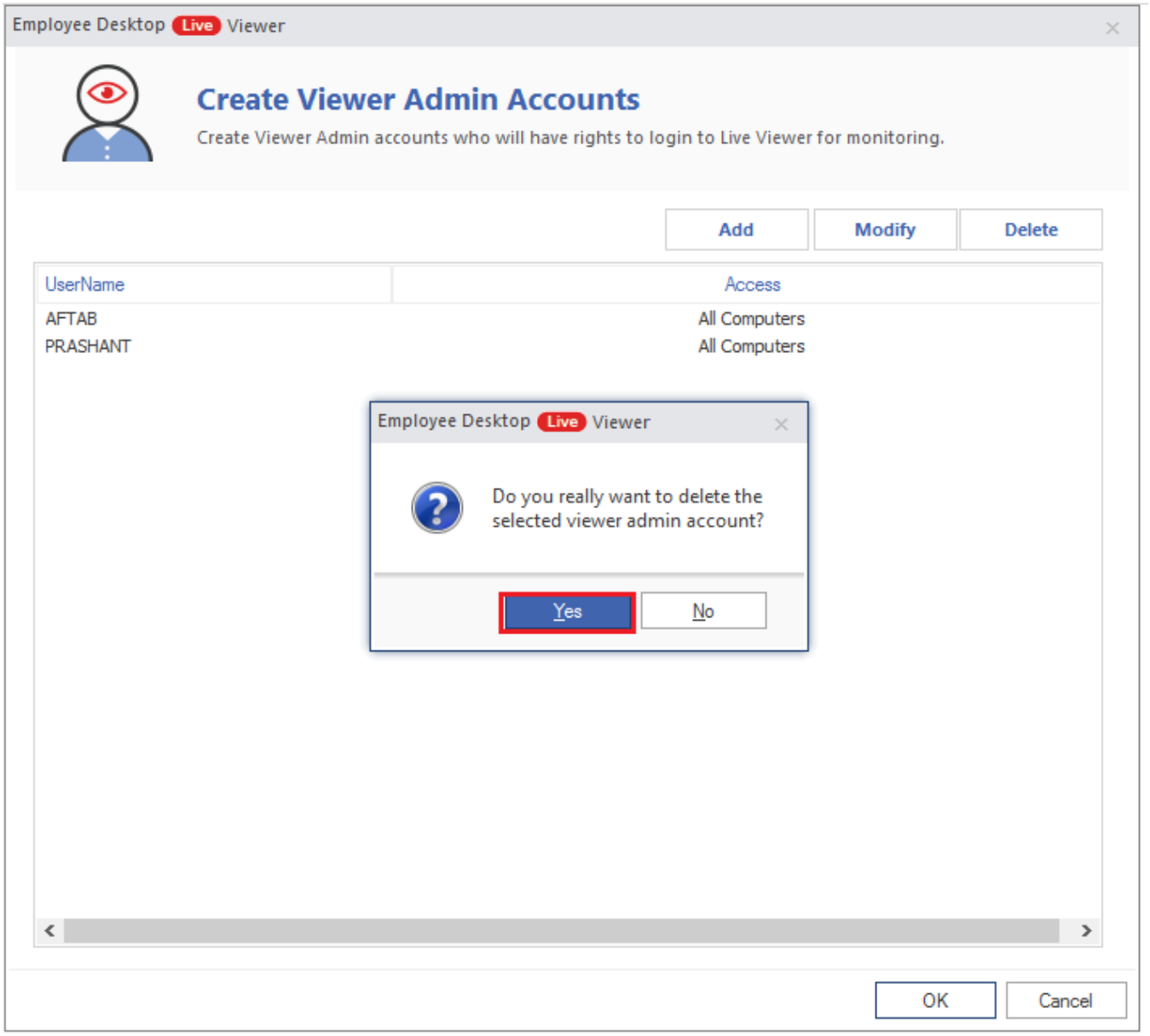

Figure 5.7 Click Yes to delete Admin

The admin account gets deleted.

6. Settings

The Employee Desktop Live Viewer tool has a plethora of advanced settings that help users to manage the monitoring job according to their requirements:

Step 1. Click the **Settings** option on the Home Screen.

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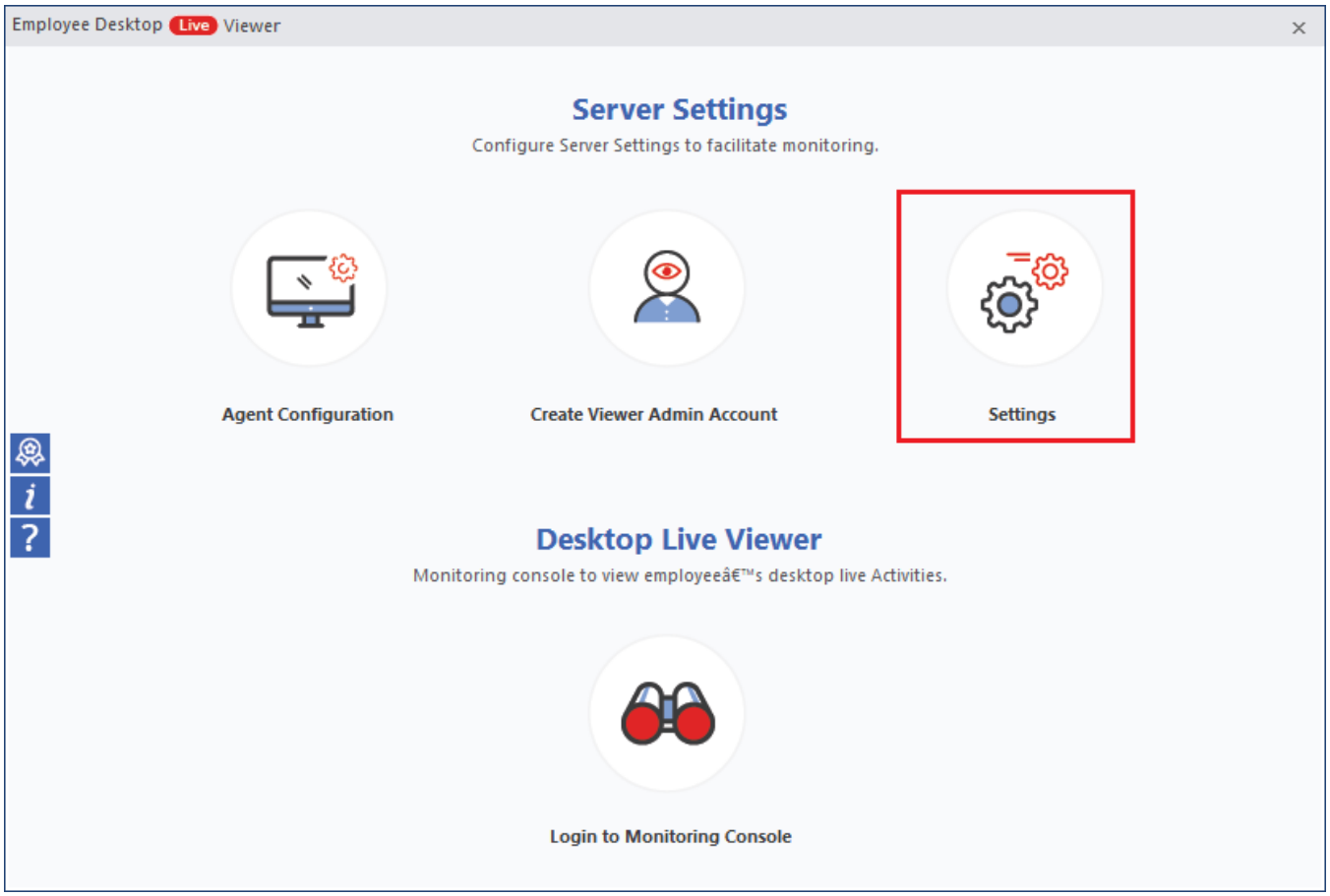

Figure 6.1 Settings

Step 2. In General Settings window, multiple settings available. You can change the settings if required.

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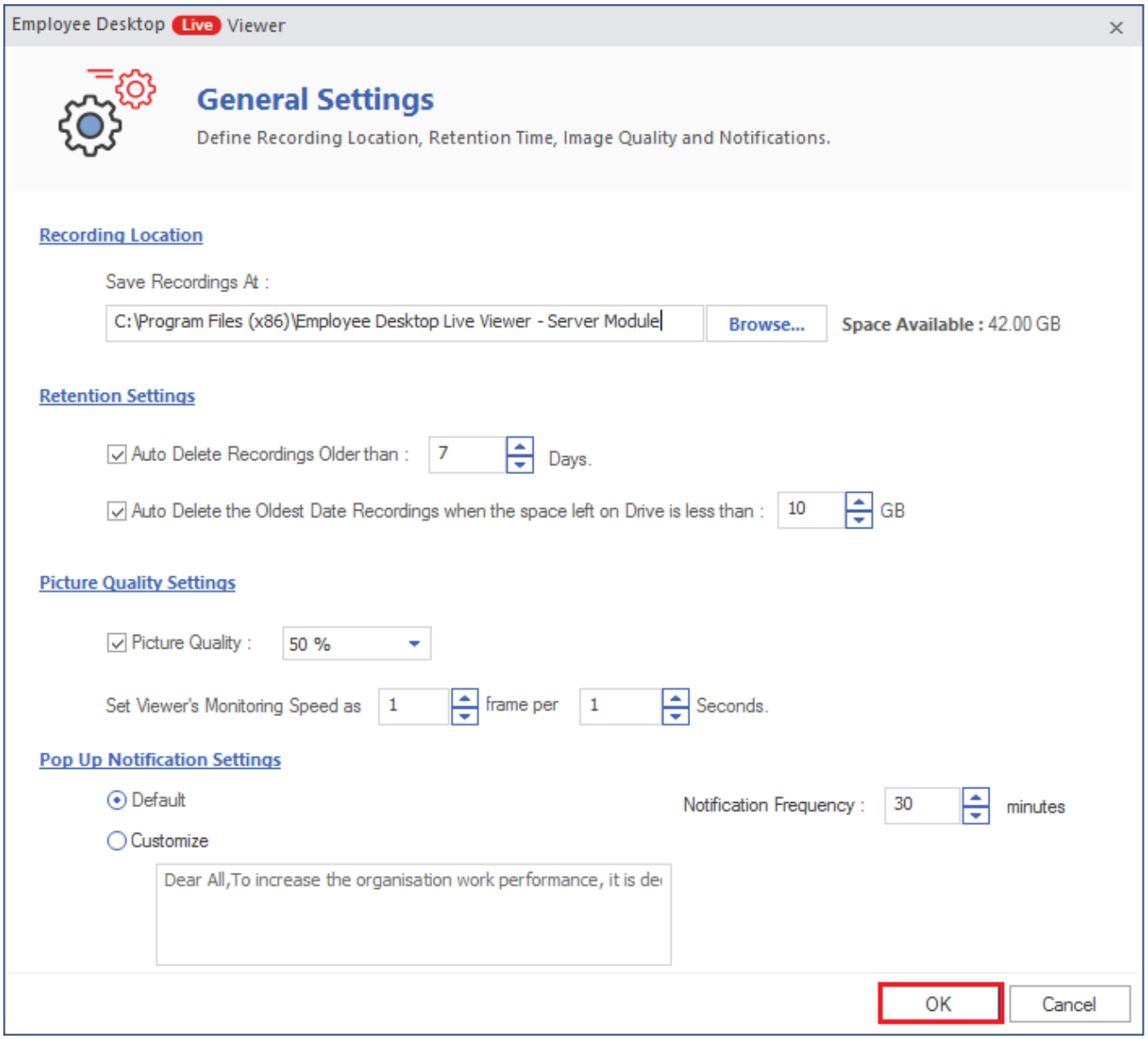

Figure 6.2 General settings

- Recording location

The recording location is the location where your recordings are saved. It also shows the available space.

- Retention settings

Retention settings denote the options to auto-delete the recordings.

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You can delete recordings older than the desired days. You can choose to delete the recordings as older as 60 days. Next option is to auto delete the oldest records when the space left on the drive in less than a specified limit. The maximum limit you can choose for this is 60 GB.

- Picture quality settings

The first option in Picture quality settings lets you select the picture quality as much as 100%.

The Second option lets you choose frame per seconds. The maximum frame limit is 6 and seconds limit is 60.

- Pop-up Notification settings

In pop-up-notification settings, you can customize the text which you want the user to see as a pop-up message at different intervals. The maximum Notification Frequency is 120 minutes.

7. Start Monitoring with Employee Desktop Live Viewer

After installing agents and creating Viewer Admins, you can now watch the activities on employee's computer without his/her knowledge. Just follow the steps here –

Step 1. Click **Login to Monitoring console** icon on the Home Screen.

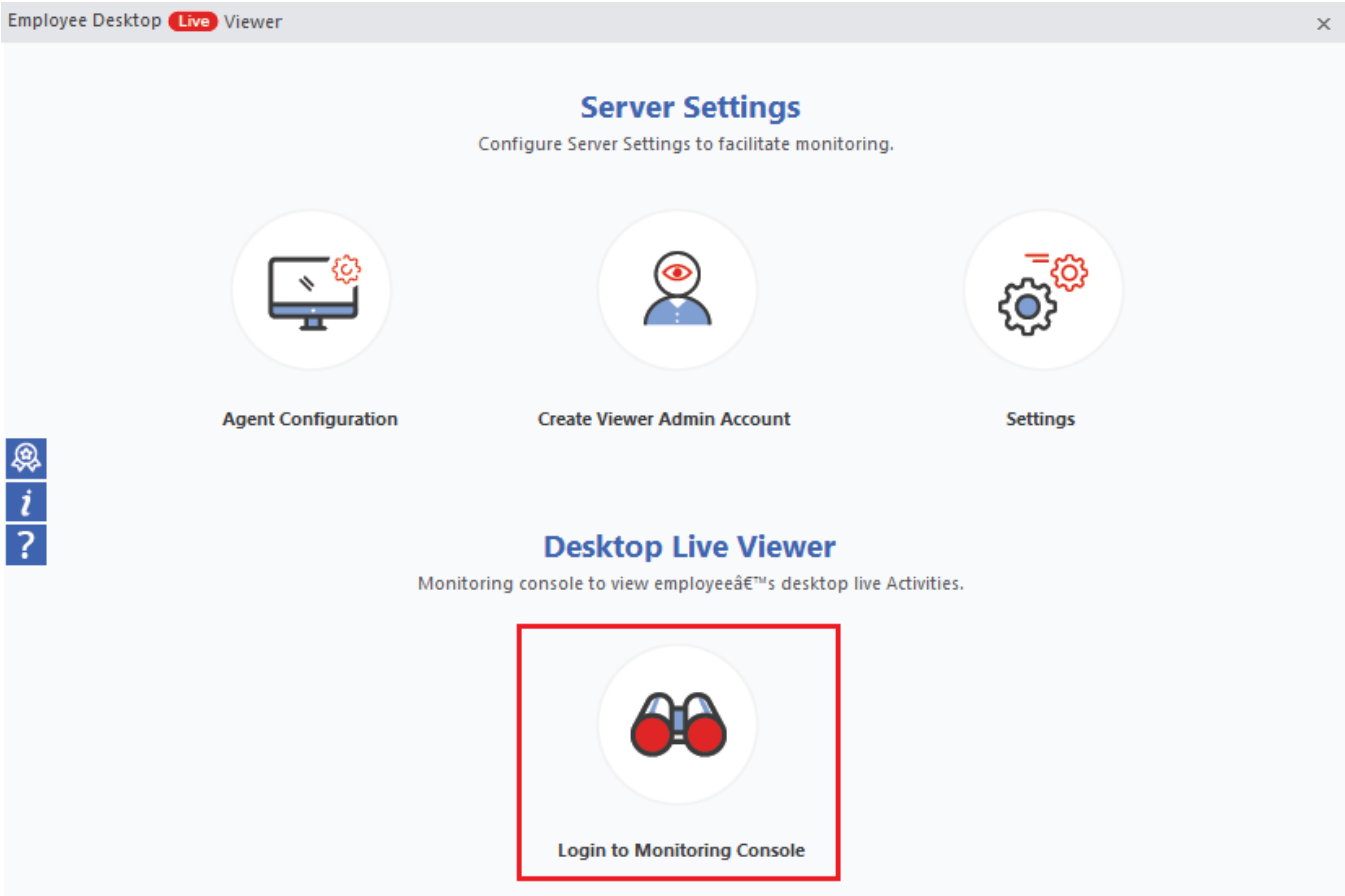

Figure 7.1 Monitoring console

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Step 2. Now input the **Viewer Admin account, password**, and **Server IP address**. Finally, click **Login.**

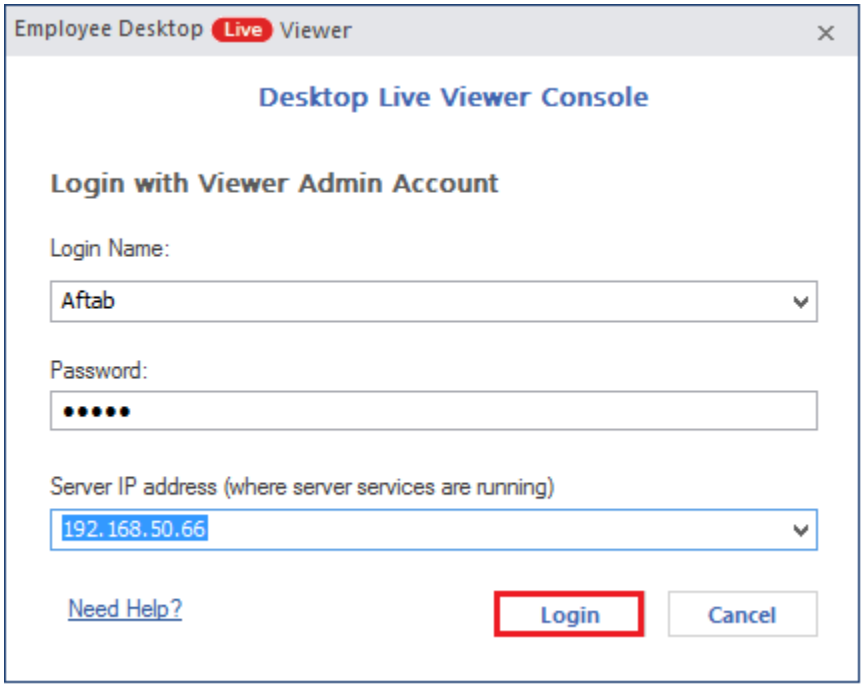

Figure 7.2 Login to Admin Account

Step 3. Now you are logged in. You can view all the computers on which you have the viewing rights.

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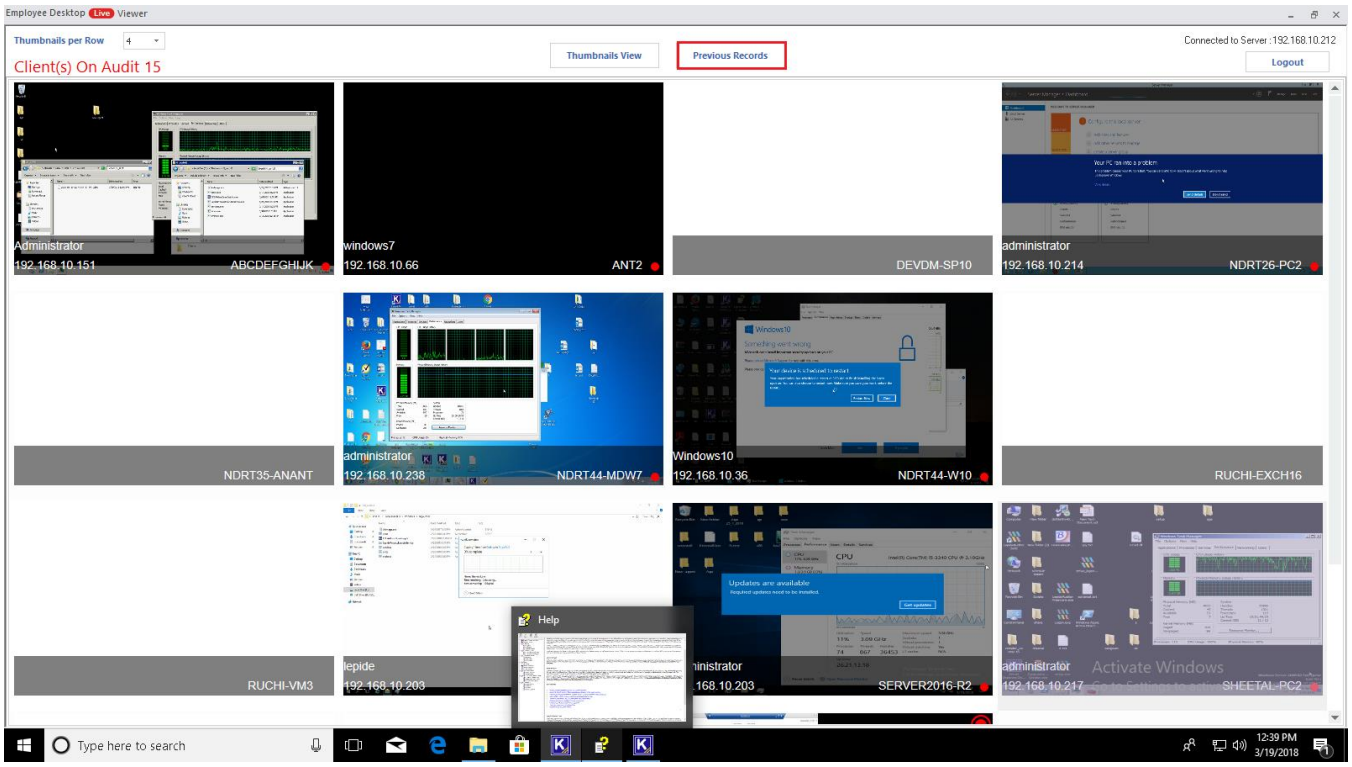

Figure 7.3 Thumbnail view

Here you can perform multiple actions after right-clicking any auditing computer icon-

- Lock the computer.
- Restart the computer.
- Log off the computer.
- Send a short message (maximum 200 characters).

Note: On the top-left hand, you can see a drop-down list **Thumbnails per view**. You can select maximum **06** screens per row.

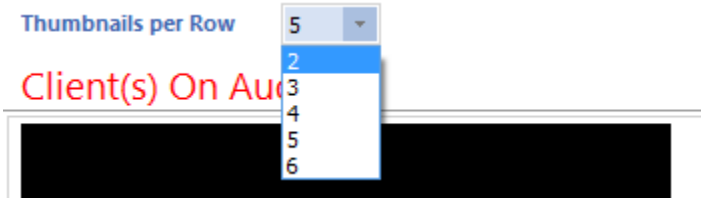

Figure 7.4 Thumbnails per row

If you change the settings of thumbnails per view, the desired changes will become live the next time you log in to the viewer.

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7.1 View previous records

Employee Desktop Live Viewer tool allows you watch previous records as well (videos are saved in .avi format). You can specify a date range and get all the videos of that period. The steps are:

Step 1. Click the **Previous records** button.

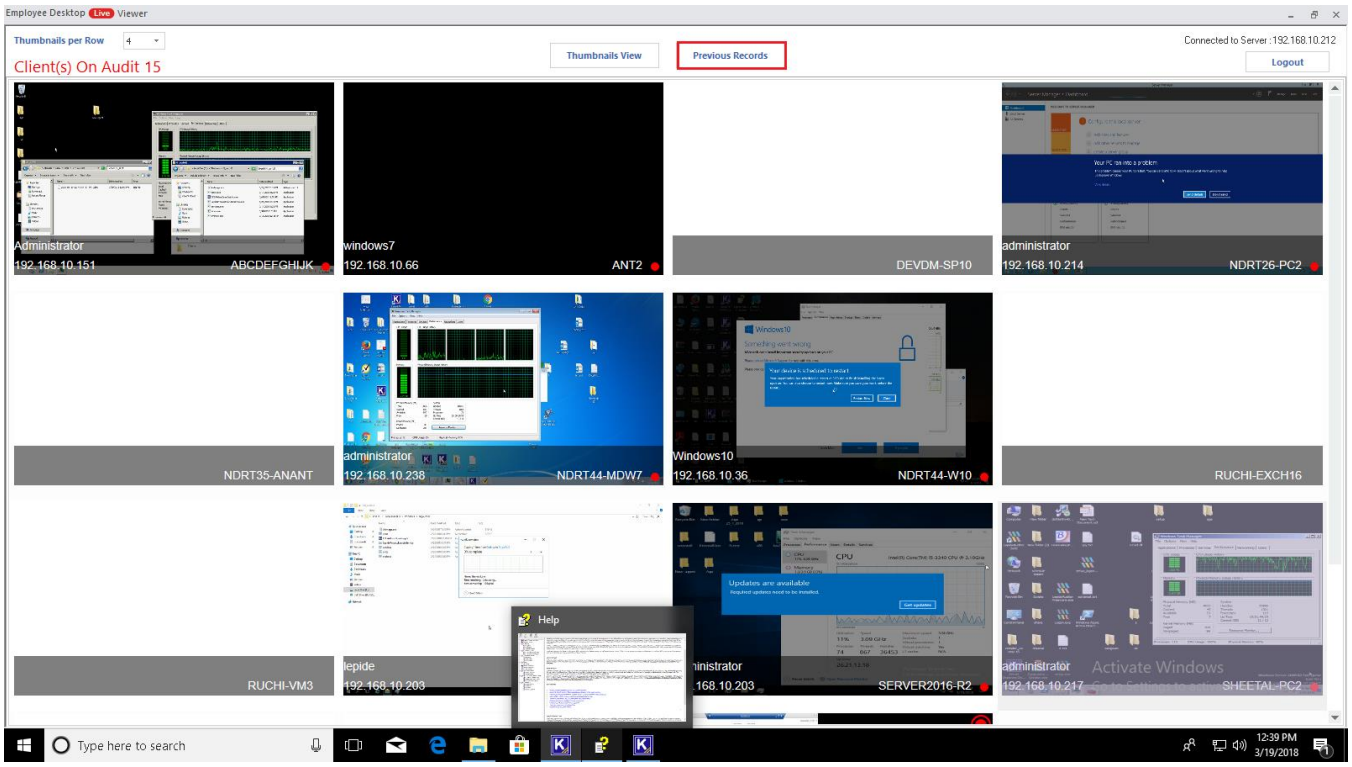

Figure 7.5 Previous records

Step 2. First, select a date range and click **Generate**. It will display all the videos available for different hosts. Select any host to see the number of video files available to download. As soon as you click the video file, it will start playing in the video player on the left-pane. Click **Download** to download the file.

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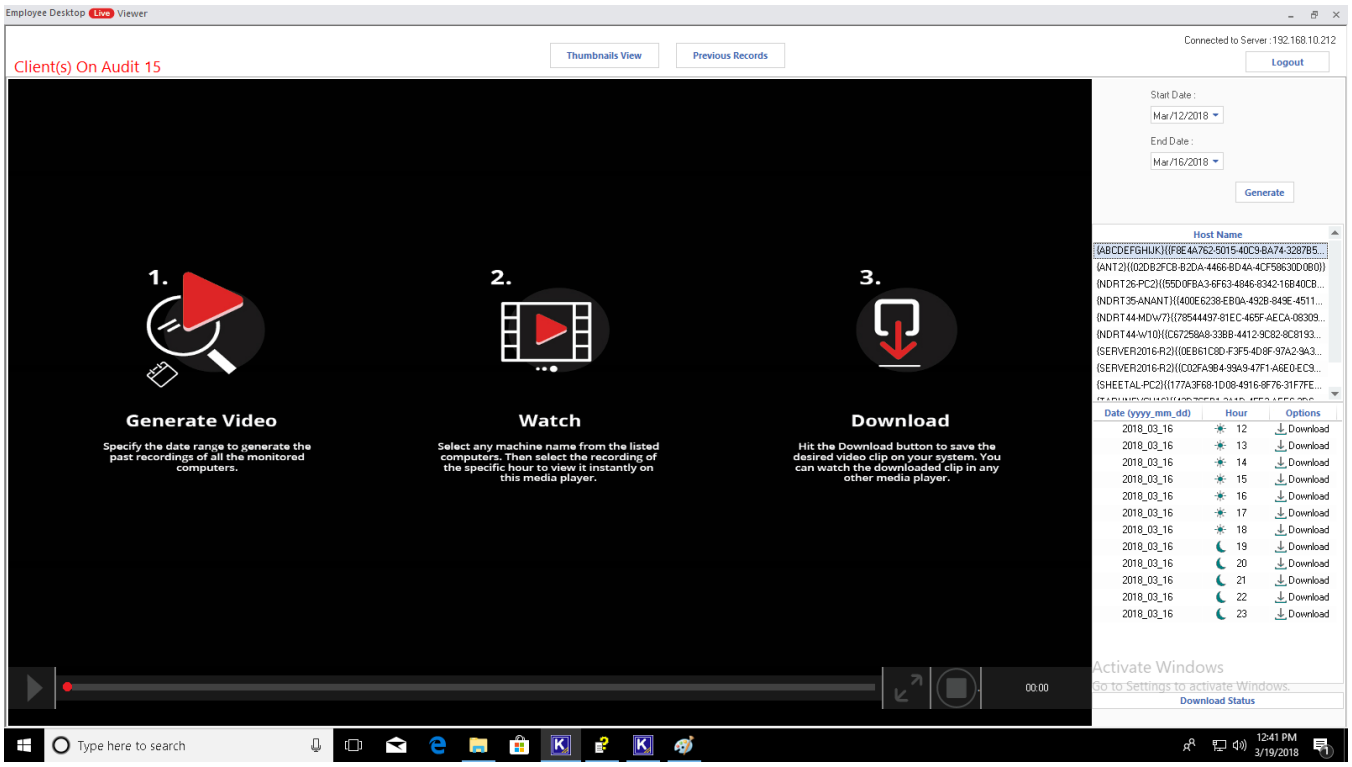

Figure 7.6 Download Video

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8. Conclusion

The Configuration Manual is handy to configure and use the program to monitor the daily activities of the employees of your organization. Learn more at https://www.nucleustechnologies.com/employee-desktop-live-viewer.html

9. Support

Connect to our experts immediately while facing any issues during installation, configuration, or associated matters.

Product Experts	*Technical Gurus*
USA/Canada: +1-800-814-0578	USA/Canada: +1-800-814-0578
UK/Europe: +44 (0) -845-594-3766	UK/Europe: +44(0)-800-088-5478
Rest of the World: +91 (0) -991-004-9028	Rest of the World: +91(0)-991-085-4291

Additionally, you can connect with us at https://www.nucleustechnologies.com/Contact.html to submit your query, or chat with one of our support team.

Moreover, you can write to us to the following email addresses:

- sales@nucleustechnologies.com (*for Sales Queries*)
- support@nucleustechnologies.com (*for Support Queries*)

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