

## MANUAL CUSTOMER PORTAL

*Online-Meetings and Remote Support. **Easy & secure.***

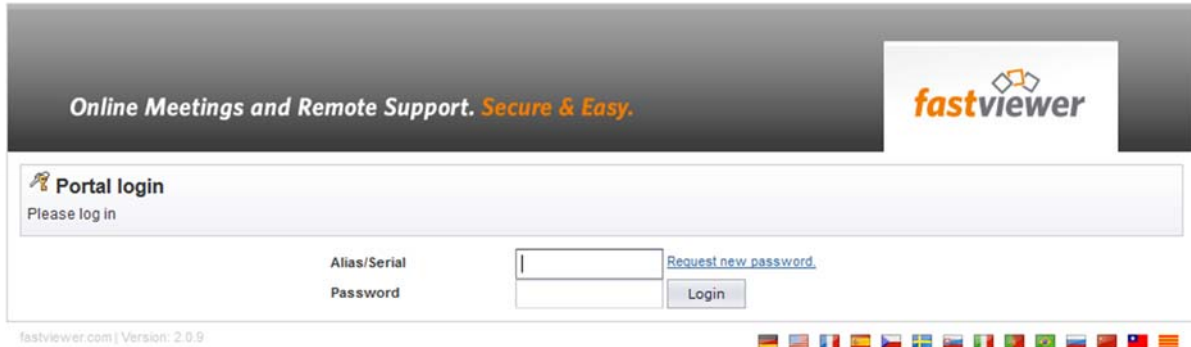
  
**fastviewer**

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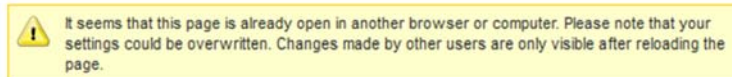
## Portal Login

To log in to your personal customer portal, you will need your license number, as well as the corresponding password, which you have received by e-mail. You get to the login page of the customer portal either via the [FastViewer homepage](#), by clicking on the customer portal button on the top right, via the link in your license e-mail or via the following URL: <https://portal.fastviewer.com/>



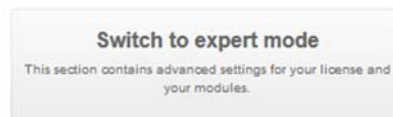
The screenshot shows the FastViewer customer portal login interface. At the top, a dark banner contains the text "Online Meetings and Remote Support. Secure & Easy." and the FastViewer logo. Below this is a white login box with the heading "Portal login" and the instruction "Please log in". It features two input fields labeled "Alias/Serial" and "Password", a "Login" button, and a link for "Request new password". At the bottom left of the page, it says "fastviewer.com | Version: 2.0.9", and at the bottom right, there is a row of small flags representing various countries.

Please note that several people can log in to the customer portal at the same time. This may mean that changed and saved settings may be overwritten by another user. In this case, however, you will receive an appropriate notification.



If you login the first time to the customer portal, the cover page will be in simple mode. Adapted for a quick start without changing settings or configuring the modules.

In order to configure the FastViewer solution and adapt it to your needs, please switch to the expert mode.




## My License

### Overview

After the login, you get to the **My license** page, where you can find all information about your FastViewer license.












**Online Meetings and Remote Support. Secure & Easy.**




My license ▾
General ▾
Settings
Download
Logs ▾
Logout


#### Overview

Here you can find your current account information as well as the status of your license. All changes can be made comfortably by clicking on "Edit". The program will be updated after you have downloaded the master and the client module again.

License number	1334627772	
Active	<input checked="" type="checkbox"/>	
Edition	Secure Advisor 	Instant Meeting 
Ad-hoc connections	1 Room : 100 Participants	
Remote connections	10 remote client(s)	
Creation date	2/7/2017	
Licensee	Your Company Ltd.	
Default Portal Mode	expert mode  <a href="#">Switch to simple mode</a>	
Alias for portal login		
Password for login	***** 	
Root password for user manager	***** 	
E-Mail address	name@fastviewer.com 	
Valid until	Unlimited	
Online log enabled 	<input checked="" type="checkbox"/> 	
Number of rows in lists	100 	
Maintenance contract	<input checked="" type="checkbox"/> 	
Maintenance start	2/7/2017	
Maintenance due	3/1/2017	
Maintenance end	-	

fastviewer.com | Version: 2.0.9 | Your Company Ltd. (1334627772)



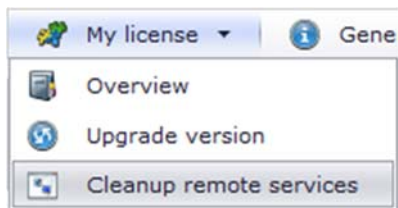
For example, you can activate the connection log, set an alias for your portal login, or change the password. In addition, you can also download your maintenance contract via the  icon.

## Upgrade version

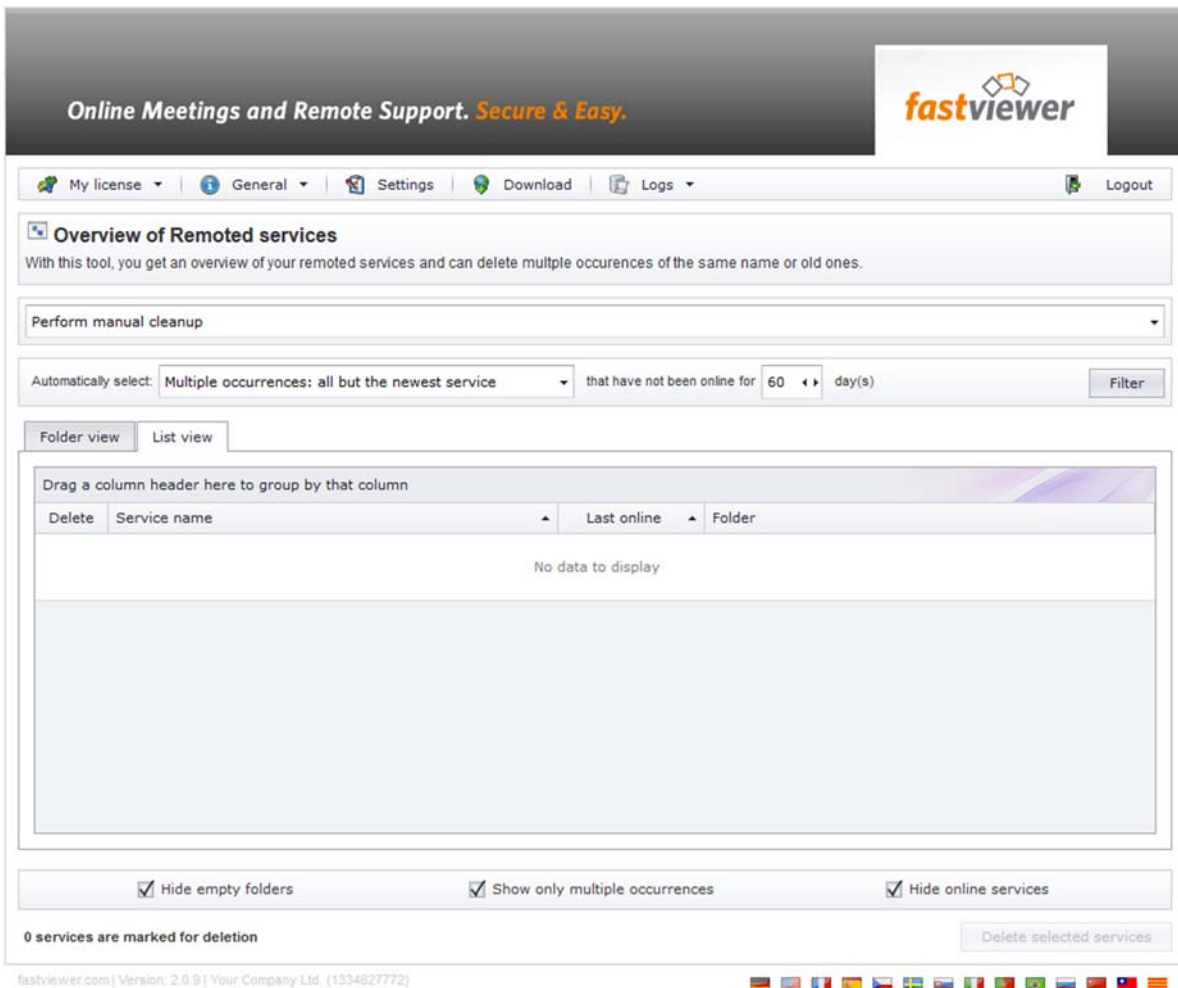


If you are using a **Secure Advisor** license or an **Instant Meeting** license with **Remote Option**, you will find the version upgrade section in the drop-down box. Here you have the possibility to update all already installed remote clients of the previous version 2 to the current version 3 of FastViewer.

## Cleanup remote services



If you are using a **Secure Advisor** license or an **Instant Meeting** license with **Remote Option**, you will also find the **Remote Services Cleanup** section in the drop-down box. Here you can manage your installed remote clients, manually deleting outdated or duplicate services, or setting up an automatic cleanup.

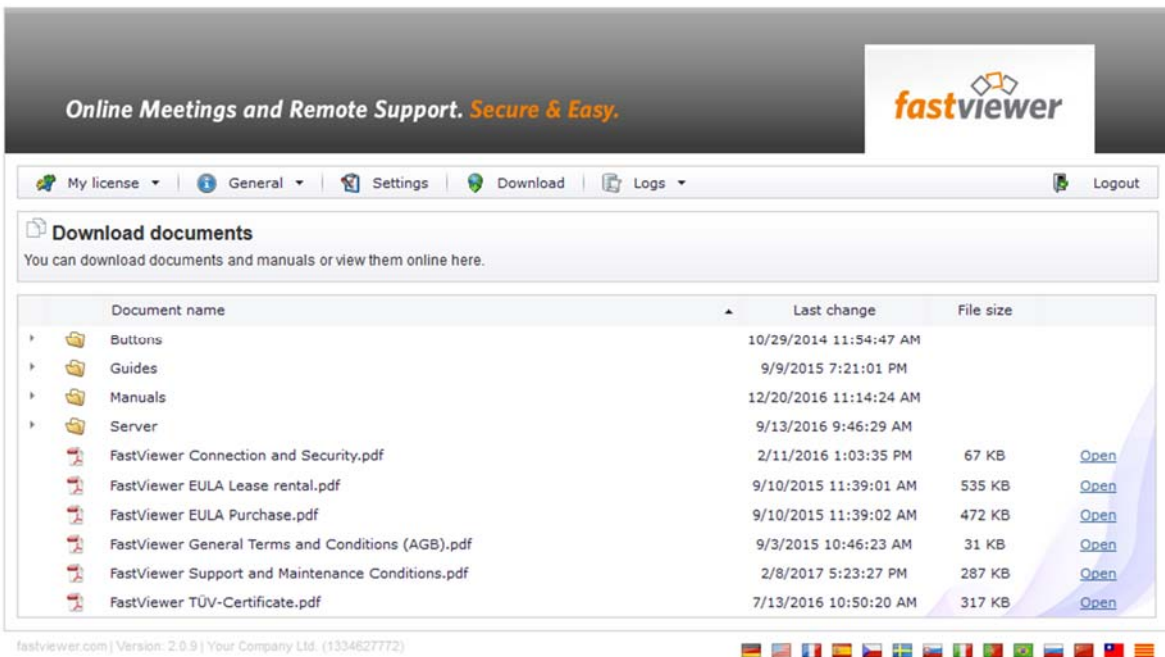


The screenshot shows the 'Overview of Remoted services' page in the FastViewer customer portal. The page has a dark header with the text 'Online Meetings and Remote Support. Secure & Easy.' and the FastViewer logo. Below the header is a navigation bar with links: 'My license', 'General', 'Settings', 'Download', 'Logs', and 'Logout'. The main content area is titled 'Overview of Remoted services' and includes a description: 'With this tool, you get an overview of your remoted services and can delete multiple occurrences of the same name or old ones.' There is a 'Perform manual cleanup' dropdown menu. Below this, there are filters: 'Automatically select: Multiple occurrences: all but the newest service' and 'that have not been online for 60 day(s)'. There are also checkboxes for 'Hide empty folders', 'Show only multiple occurrences', and 'Hide online services'. At the bottom, it says '0 services are marked for deletion' and there is a 'Delete selected services' button. The footer contains the text 'fastviewer.com | Version: 2.0.9 | Your Company Ltd. (1334627772)' and a row of flags representing various countries.

## General

### Documents

The Documents menu contains all important **manuals** and **instructions** for all FastViewer solutions, as well as basic documents such as GTCs, EULAs or certificates. In addition, we also provide you with our **client buttons** as a .zip file. You can easily integrate these into your homepage and thus provide your customers with a single click, the FastViewer customer module.



**Online Meetings and Remote Support. Secure & Easy.**

**fastviewer**

My license | General | Settings | Download | Logs | Logout

**Download documents**  
You can download documents and manuals or view them online here.

Document name	Last change	File size
Buttons	10/29/2014 11:54:47 AM	
Guides	9/9/2015 7:21:01 PM	
Manuals	12/20/2016 11:14:24 AM	
Server	9/13/2016 9:46:29 AM	
FastViewer Connection and Security.pdf	2/11/2016 1:03:35 PM	67 KB <a href="#">Open</a>
FastViewer EULA Lease rental.pdf	9/10/2015 11:39:01 AM	535 KB <a href="#">Open</a>
FastViewer EULA Purchase.pdf	9/10/2015 11:39:02 AM	472 KB <a href="#">Open</a>
FastViewer General Terms and Conditions (AGB).pdf	9/3/2015 10:46:23 AM	31 KB <a href="#">Open</a>
FastViewer Support and Maintenance Conditions.pdf	2/8/2017 5:23:27 PM	287 KB <a href="#">Open</a>
FastViewer TÜV-Certificate.pdf	7/13/2016 10:50:20 AM	317 KB <a href="#">Open</a>

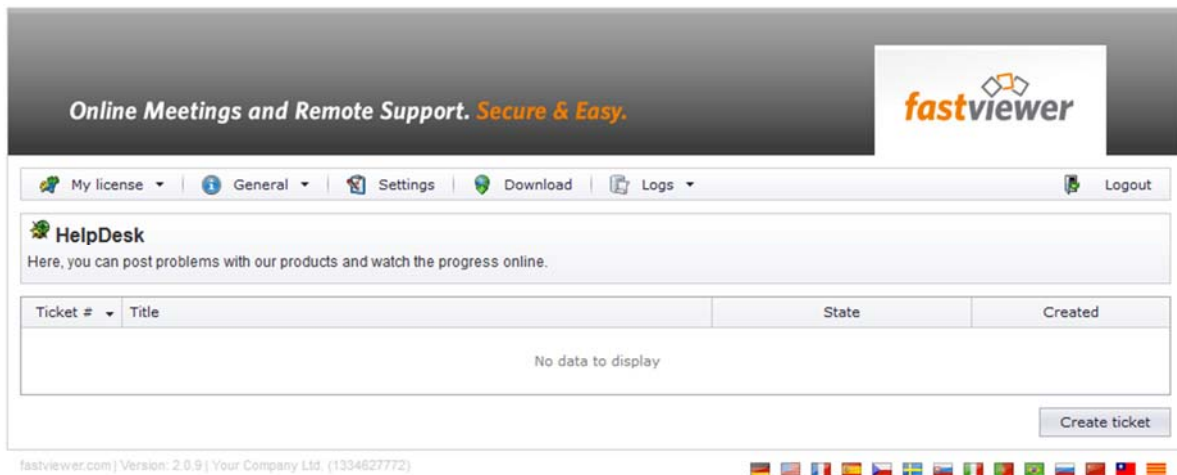
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Just click on the link „**Open**“ in order to view and / or download the **document**.

**Please note:** To read the documents you need Adobe Reader. You can download this from [here](#).

## HelpDesk

If you have any technical problems or issues with the FastViewer solutions, you can create a support ticket and also monitor their status here.



## Survey

Would you like to give feedback on our solutions or suggest improvements? The FastViewer **Survey** gives you the opportunity to share your opinion with us in a survey or to create a feature request.



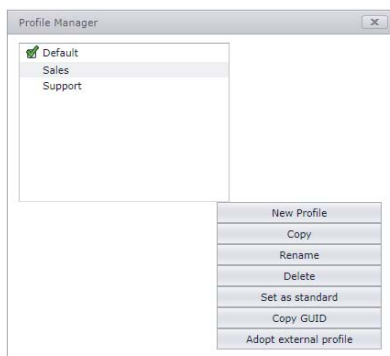
Please note: The front page of the survey is only available in German at the moment. For the English version of the Feature-Request click on the "Start"-Button and select the language.

## Settings

Here you can **configure** the FastViewer solutions **individually** and make all settings to **customize** the modules to your needs.

### Profile Manager

Current profile: Test Profile Profile Manager Save changes



Here you can select and configure different profiles e.g. for different users or use cases. Just click on the "**Profile Manager**" button and manage your profiles via the alongside dialog.

The following options are available:

- |               |                   |                          |
|---------------|-------------------|--------------------------|
| - New Profile | - Delete          | - Adopt external profile |
| - Copy        | - Set as standard |                          |
| - Rename      | - Copy GUID       |                          |

### Copy GUID

With this option, all profile settings can be copied and thus transferred to another FastViewer license.

### Adopt external profile

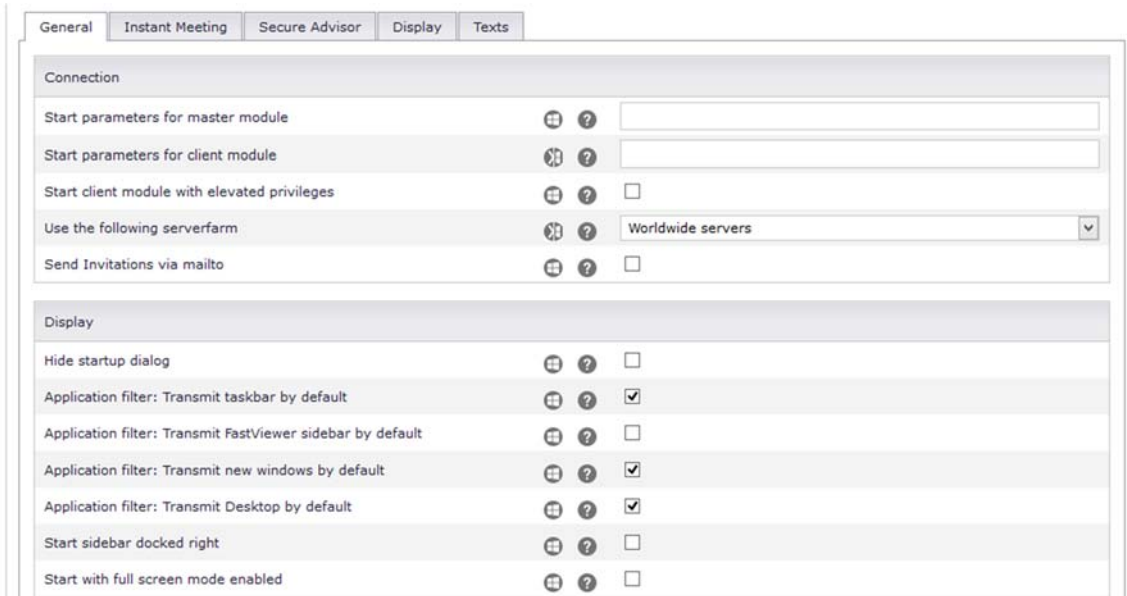
After entering the license number and the portal password of the affected (external) license, you can transfer individual profiles of this license to your portal. After selecting the respective profile, you can edit the profile name. With this name, the selected profile will be available in your FastViewer portal.

Via the navigation points, you can configure the various settings of your modules, depending on the solution you have purchased.

General Instant Meeting Secure Advisor Display Texts

## General

All settings here effect both solutions. For example, define start parameters and many more.



## Using Start Parameters

You can find an excerpt of the possible start parameters below. All parameters are listed in the main manual (page 23 ff):

[https://fastviewer.com/demo/FastViewer\\_Manual\\_V32.pdf](https://fastviewer.com/demo/FastViewer_Manual_V32.pdf)

`/record:"<C:\Recordings\Recording 1>"`

The session is automatically recorded from the start. When the session has ended, the recording is automatically stored under the specified path and name. In the above case under "C:\Recordings\Recording 1". With a Configuration, to save the recording automatically under a predefined path (e.g. network drive) the recording is first saved locally. Only after the session has been terminated the recording file will be stored at the given path. The FastViewer-Module stays in this case open until the transmission of the recording file has been finished. The transmission can't be completed if the FastViewer-Module is terminated, e.g. via task manager, before the transmission has been completed.

`/transport:http`

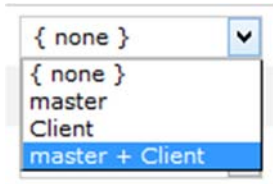
Specify the port via which the program communicates by default. In doing so you can select from fhttp fhhttps http, https and tcp. You can specify several protocols `" /transport:Protocol1, Protocol2,..."`

`/reAutoconnect:<Guid>`

Enables a direct connection to a specific remote client `/reAutoConnect: {GUID}` (alternative hostname). NOTICE: The GUID can be put out in the remote console with a right-click on the respective client.

## Instant Meeting

Define here, among other things, which tabs are displayed in the sidebar and which functions should be available.



You can set these via drop-down menu, either for both modules, master and client, for none or just one of them.

General	Instant Meeting	Secure Advisor	Display	Texts
Connection		Support	Conference	Presentation
Terminate connections without clients		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidebar		Support	Conference	Presentation
Show Tab: Audio		{ none }	master + Client	{ none }
Show Tab: Chat		master + Client	master + Client	master + Client
Show Tab: Telephone Conference		{ none }	master + Client	{ none }
Show Tab: Active Speaker (Mediaserver only)		{ none }	{ none }	{ none }
Show Tab: Fileboard		master + Client	master + Client	master + Client
Show Tab: Information		master + Client	master	master + Client
Show Tab: MyVideo		master + Client	master + Client	master + Client

## Secure Advisor

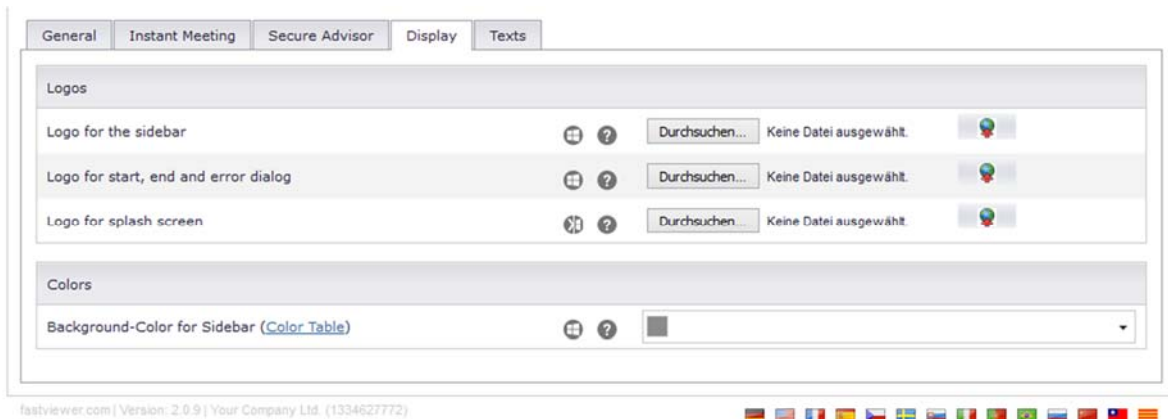
If you work with the FastViewer solution **Secure Advisor** or the additional **Remote option** (for Instant Meeting), you can make settings for e.g. FastProxy, logging or audio & video functions here.

General	Instant Meeting	Secure Advisor	Display	Texts
Startup				
Default for color mode		<input checked="" type="checkbox"/>	Normal	
Remote Manager: Start by default		<input type="checkbox"/>		
Enable P2P Connection		<input checked="" type="checkbox"/>		
Display				
Transmit Aero-Elements		<input type="checkbox"/>		
Logging				
Session Log at Client		<input type="checkbox"/>		
Path for session log		<input type="checkbox"/>	.\sessionlog\	
Refresh CPU % every x seconds		<input type="checkbox"/>	0	
Refresh system disk memory usage every x seconds		<input type="checkbox"/>	0	
Refresh main memory usage every x seconds		<input type="checkbox"/>	0	

## Display





















Make FastViewer to your own solution, simply by adapting it to your CI.

In the **Display** tab, you can upload your **logo** and display it in the sidebar as well as in the dialog windows. In addition, you can also define the color of the sidebar.





## Texts

Change here all displayed texts of your modules, such as the invitation mail texts or the texts of the various tabs of the sidebar.

General	Instant Meeting	Secure Advisor	Display	Texts
<b>Application</b>				
Application title	 	To View/Change, click on ...		
Title for client module start	 	To View/Change, click on ...		
Text for client module start	 	To View/Change, click on ...		
Text for client module end	 	To View/Change, click on ...		
URL for client module end	 	To View/Change, click on ...		
Show link to manual	 	<input checked="" type="checkbox"/>		
<b>Invitations</b>				
Invitation: Email Subject	 	To View/Change, click on ...		
Invitation: Email Body	 	To View/Change, click on ...		
Planned Conference: Email Subject	 	To View/Change, click on ...		
Planned Conference: Email Body	 	To View/Change, click on ...		

## Please note

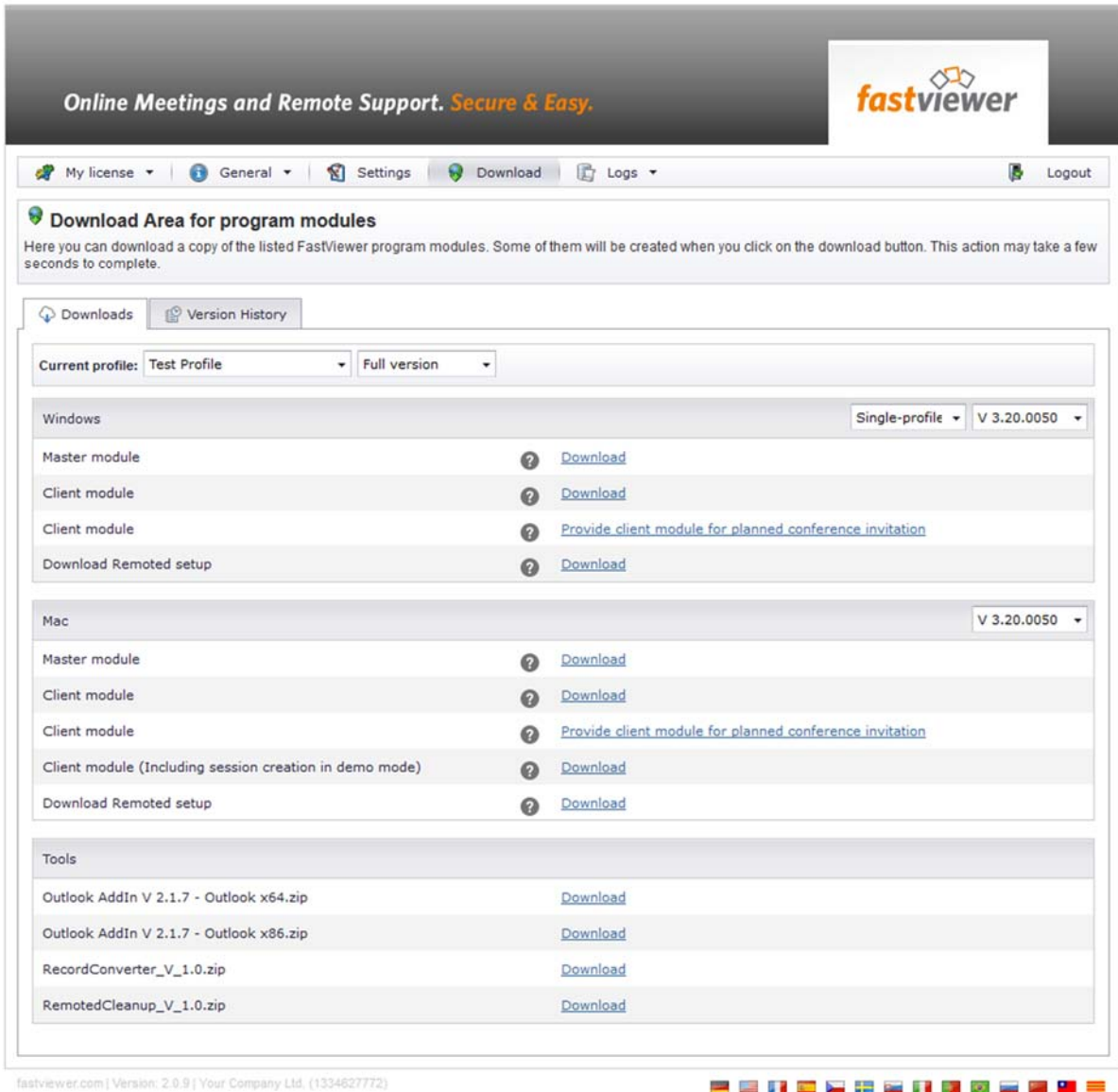
Please note that you always have to save your changes by clicking the "Save changes" button and then download the modules again so that the changes can affect.

For an explanation of the individual settings, simply move your mouse pointer over the  icon. Settings that affect both, the Windows and the Mac version, are marked with  icon.

## Download area

### Downloads

You can download the FastViewer modules here – of course always the latest version of FastViewer within an active maintenance contract. Depending on the platform, either for Windows or for Mac. In addition, we also provide you special tools for the FastViewer solutions free of charge.



The screenshot shows the 'Download Area for program modules' in the FastViewer customer portal. The interface includes a navigation bar with 'My license', 'General', 'Settings', 'Download', and 'Logs'. The main content area has tabs for 'Downloads' and 'Version History'. Under 'Downloads', there are dropdowns for 'Current profile' (set to 'Test Profile') and 'Full version' (set to 'Full version'). Below these, there are sections for 'Windows' and 'Mac', each with a 'Single-profile' dropdown and a version selector (set to 'V 3.20.0050'). Each section lists modules with 'Download' links: Master module, Client module, Client module (with a link to 'Provide client module for planned conference invitation'), and Download Remoted setup. A 'Tools' section at the bottom lists Outlook AddIn V 2.1.7 for x64 and x86, RecordConverter\_V\_1.0.zip, and RemotedCleanup\_V\_1.0.zip, each with a 'Download' link. The footer shows 'fastviewer.com | Version: 2.0.9 | Your Company Ltd. (1334627772)' and a row of flags.

**Current profile**

**Single-profile:**

**Multi-profile**

Select the profile, with the needed settings here (single-profile).

The modules contain the settings of this one specific profile.

The modules contain all profiles. In order to select one specific profile, you need to start the modules with the needed parameter:  
/configprofile:"profilname"

**Full- / Demo-Version**

Select the version you want to download – your full version or a 5-minute trail version.

#### Master module

This module provides the session number and initiates the sessions. It also includes your license and should not be passed on to third parties.

#### Client module

This module can be distributed as desired. For example, integrate it in your homepage, so that your participants can easily join your sessions.

#### Client module for planned conference invitation

Create a client module for the invitation function for planned conferences. The settings of the current profile were applied. Thus your customers simply click on the link in the invitation e-mail in order to join your session automatically.

#### Remoted Setup

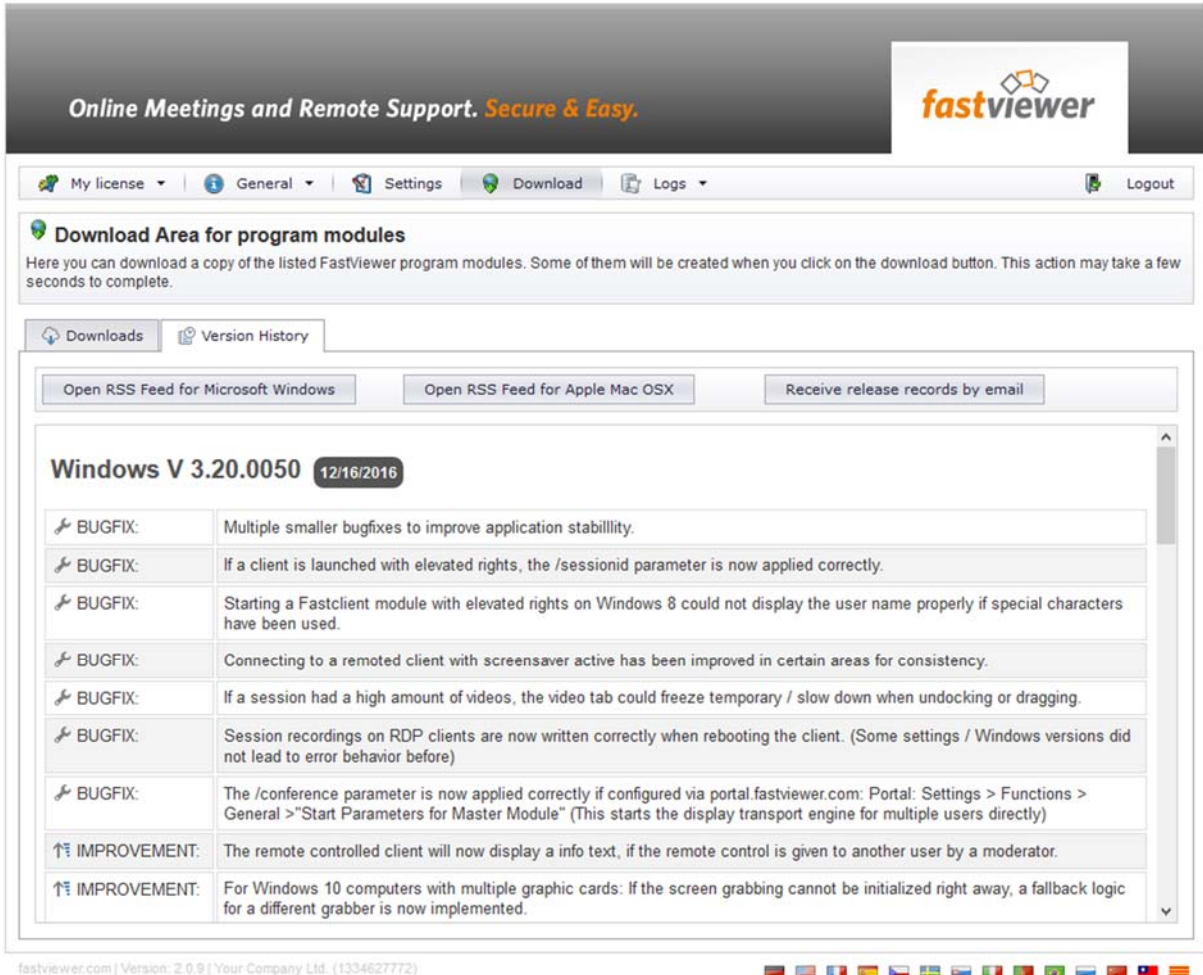
This setup is only available if you have a Secure Advisor license, or an Instant Meeting license with Remote option. This is a setup for installing the client as a service for unmanned remote maintenance.

#### Tools

We also offer additional tools for our solutions, such as the Outlook-AddIn or the Record Converter.

## Version History

In the version history, you will receive information about the changes that have occurred within the last version. This includes, for example, new functions or bug fixes.



The screenshot shows the 'Version History' tab selected in the 'Download Area for program modules' section. It displays the version 'Windows V 3.20.0050' dated '12/16/2016'. Below this, a list of changes is shown, categorized as 'BUGFIX' and 'IMPROVEMENT'.

Category	Description
BUGFIX	Multiple smaller bugfixes to improve application stability.
BUGFIX	If a client is launched with elevated rights, the /sessionid parameter is now applied correctly.
BUGFIX	Starting a Fastclient module with elevated rights on Windows 8 could not display the user name properly if special characters have been used.
BUGFIX	Connecting to a remoted client with screensaver active has been improved in certain areas for consistency.
BUGFIX	If a session had a high amount of videos, the video tab could freeze temporary / slow down when undocking or dragging.
BUGFIX	Session recordings on RDP clients are now written correctly when rebooting the client. (Some settings / Windows versions did not lead to error behavior before)
BUGFIX	The /conference parameter is now applied correctly if configured via portal.fastviewer.com: Portal: Settings > Functions > General > "Start Parameters for Master Module" (This starts the display transport engine for multiple users directly)
IMPROVEMENT	The remote controlled client will now display a info text, if the remote control is given to another user by a moderator.
IMPROVEMENT	For Windows 10 computers with multiple graphic cards: If the screen grabbing cannot be initialized right away, a fallback logic for a different grabber is now implemented.

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## RSS Feed / Release records by e- mail

Get informed about Updates from FastViewer via RSS Feed or RSS e-mail.

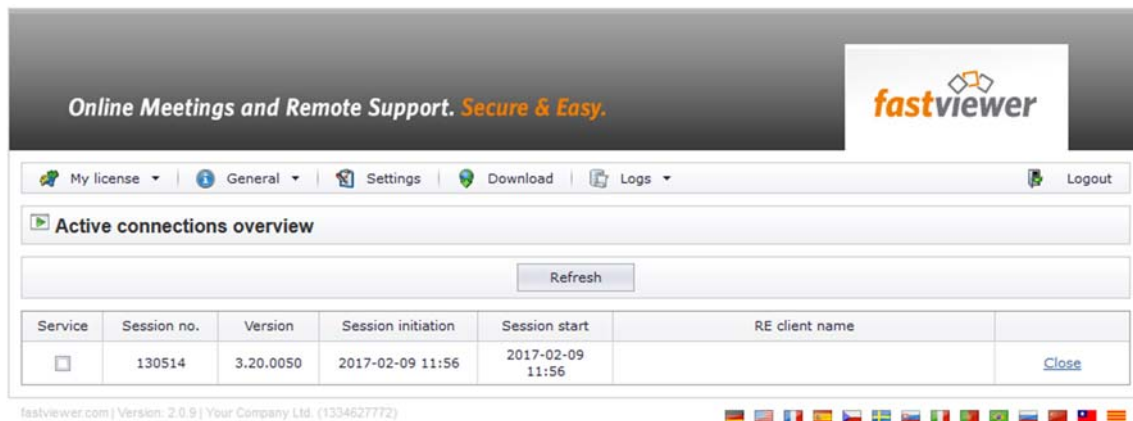
Create, for example, a dynamic bookmark in the web browser and get informed of the latest version at any time with only one mouse click.

Alternatively, you can subscribe to the FastViewer updates via RSS e-mail. Enter your e-mail address and you will receive an e-mail with every update.

## Logs

In the **Logs** area, you have the option to access and evaluate various information on the use of your license.

## Active connections



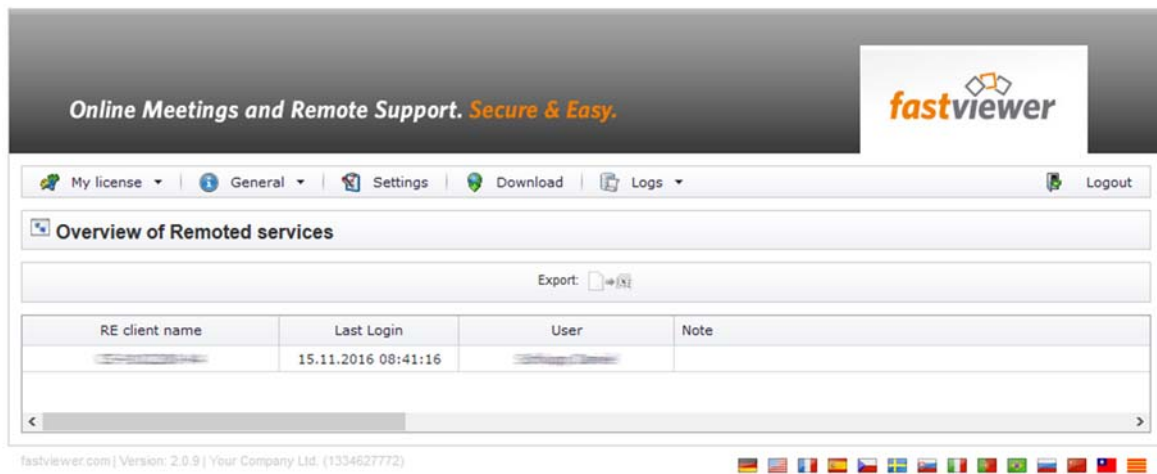
This menu item allows you to check your active connections. The following information is available:

<b>Service</b>	Indicates whether this connection is a remote client or not.
<b>Session no.</b>	The session number of the active session.
<b>Version</b>	The version of the used modules.
<b>Session initiation</b>	Shows the time the session was initiated.
<b>Session start</b>	Shows if a user is connected to the remote client right now.
<b>RE client name</b>	Shows the computer name, if the session is established to a remote client (unmanned support).

### Note about freely usable fields:

The fields are not intended to store sensitive data.

## Remote services overview



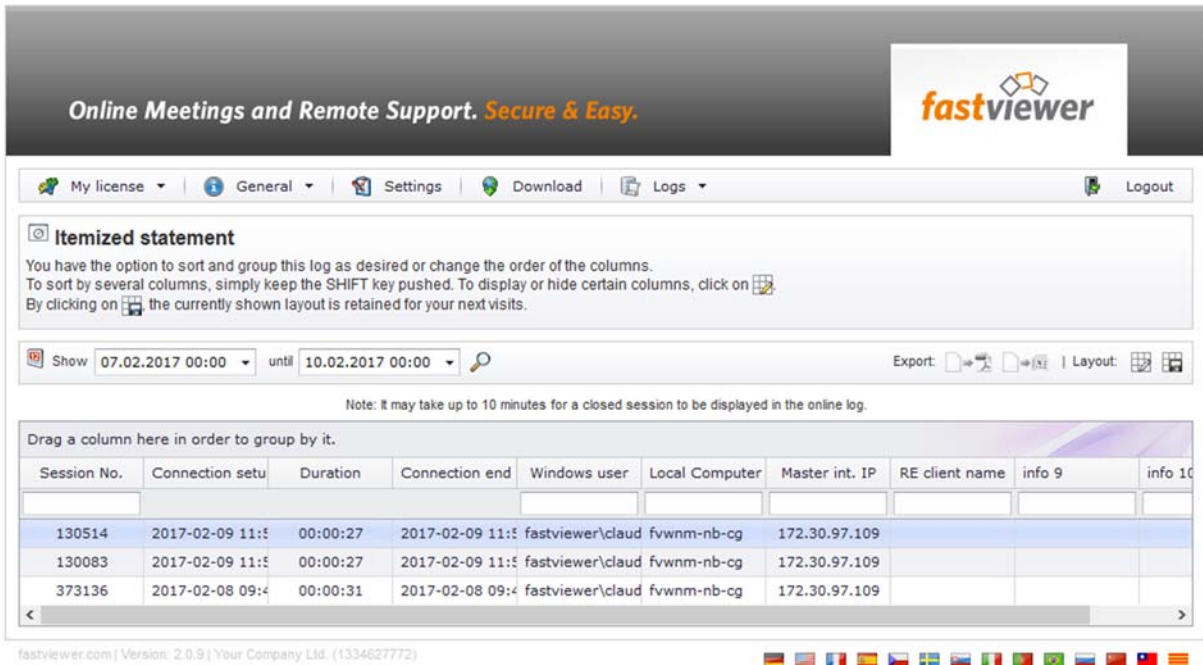
See all already installed remote clients here. The following information is shown:

RE client name	Name of the remote client.
Last Login	Time of the last login to this remote client.
User	User name, that was connected to the remote client lately.
Note	Information that was entered in the comment field in the settings of the remote client.
info 1 - info 10	Information of the info field, that can be entered in the settings of the remote client.

### Note about freely usable fields:

The fields are not intended to store sensitive data.

## Connection log



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**fastviewer**

My license | General | Settings | Download | Logs | Logout

**Itemized statement**

You have the option to sort and group this log as desired or change the order of the columns. To sort by several columns, simply keep the SHIFT key pushed. To display or hide certain columns, click on . By clicking on the currently shown layout is retained for your next visits.

Show 07.02.2017 00:00 until 10.02.2017 00:00 Export: Layout:

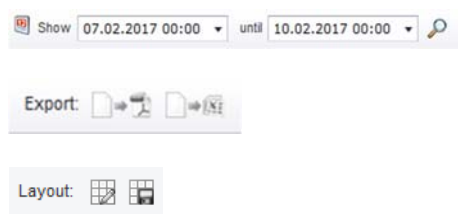
Note: It may take up to 10 minutes for a closed session to be displayed in the online log.

Drag a column here in order to group by it.

Session No.	Connection setup	Duration	Connection end	Windows user	Local Computer	Master int. IP	RE client name	info 9	info 10
130514	2017-02-09 11:5	00:00:27	2017-02-09 11:5	fastviewer\claud	fvwnm-nb-cg	172.30.97.109			
130083	2017-02-09 11:5	00:00:27	2017-02-09 11:5	fastviewer\claud	fvwnm-nb-cg	172.30.97.109			
373136	2017-02-08 09:4	00:00:31	2017-02-08 09:4	fastviewer\claud	fvwnm-nb-cg	172.30.97.109			

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In the connection log - if activated - all your FastViewer sessions are listed. The following configuration options are available within the log:



Show 07.02.2017 00:00 until 10.02.2017 00:00

Export:

Layout:

Set a specific period.

Download the list as PDF or CSV file.

Add, remove or arrange columns via drag and drop as desired and save the layout as standard.

**Please note:** You can activate the connection log in the portal area [My license](#) (See page 3 of this manual).

## Possible columns of the connection log:

Session No.	Session Number
Connection setup	Date/Time
Connection end	Date/Time
Duration	Hours/Minutes/Seconds
Version	Version of the Module
Customer Info	Optional input field of the client module
Master external IP	External IP-Adress of the Moderator
Master int. IP	Internal IP-Adress of the Moderator
Client IP	Client IP-Adress
participants	number of participants
Info/Start	Optional entry before starting the session
Info/end	Optional entry at the end of the session
Windows user	Windows user name
Local Computer Name	local computer name
User Name	Username according to the FastViewer user management

## Information that is logged only when using Remoted:

info 1-9	Freely fillable info fields in the Remoted Overview
RE User Name	Domain\Username of the Moderator
RE client name	Name of the remote computer in the remote overview
RE Computer Name	Name of the Remoted-computer – only Remoted V2.6

**Note about freely usable fields:** The fields are not intended to store sensitive data.

## Legal notices

FastViewer GmbH assumes no liability for any damage, loss or destruction of software, data or programs resulting from the use of FastViewer.

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The information contained in this document is based on the current software version used at press time. This may be changed at any time without notice and represents no commitment on the part of the seller.

The descriptions herein do not guarantee the availability of any described features in a legal sense.

FastViewer GmbH has exercised the utmost care while preparing this guide, but does not warrant the completeness or accuracy of the information in it and disclaims all liabilities for any technical or printing errors.

As far as possible, this document is gender neutral. In cases where the masculine form of address is used, this is done solely for simplicity, and the feminine form is always implicitly included.

If you have corrections or suggestions, please send us an e-mail.  
Thank you for your efforts.

More information on the **FastViewer** products can be found on the Internet at

[www.fastviewer.com](http://www.fastviewer.com)

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## Contact

Dear customer or prospect,

If you have questions about the product, please contact us.

**FastViewer Germany:**

Schwesterhausgasse 11  
92318 Neumarkt, Germany

phone: +49 (9181) 509 56 -0

fax: +49 (9181) 509 56 -29

e-mail: [info@fastviewer.com](mailto:info@fastviewer.com)

**Technical Support:**

If you need technical support  
please contact our hotline:

phone: +49 (9181) 509 56 -28

fax: +49 (9181) 509 56 -29

e-mail: [support@fastviewer.com](mailto:support@fastviewer.com)

[www.fastviewer.com](http://www.fastviewer.com)



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**Easy & secure.**