



# Install agent using distributor

A distributor is an unattended access agent that helps discover and manage the computers in the domain it is deployed in. It helps reduce the need for time-sensitive manual deployment processes. You can use a distributor to configure unattended access for a group of computers in a domain and install unattended access agents across multiple remote systems simultaneously.

## Install agents via distributor by following these steps

- Set up distributor
- Set up domain
- Add computer

## To Set Up a Distributor

1. Navigate to **Settings > Unattended Access > Deployment > Distributor**.

The screenshot shows the Zoho Assist web interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar has a search bar and various menu items, with 'Deployment via Distributor' highlighted in a red box. The main content area is titled 'Distributor' and shows a dropdown menu for 'My Department'. The heading is 'Install agents via Distributor'. Below this, there are three steps: '1. Setup Distributor', '2. Setup Domain', and '3. Add Computers'. The '1. Setup Distributor' step is highlighted. The text explains that a distributor is an unattended access agent that helps in discovering and managing the computers in a domain in which it is deployed. It instructs users to set up the distributor by sharing the agent link to the end-users or downloading the application directly on to their remote computer. A text box contains the link: 'https://assist.zoho.com/unattended?encapiKey=wSsVRa1%2F%2FkTzW%2F97mTKvJ%2B'. There are 'Copy' and 'Send' buttons below the link. Below this, there is an '(OR)' separator and the text 'Download and run the application on the remote computer.' with a 'Download' button.

2. Click **COPY** to copy the link to the clipboard. You can send the copied link via chat, IM or email.

The screenshot shows the Zoho Assist interface for configuring unattended access. The left sidebar contains navigation options like Search, Organization, General, Remote support, Unattended Access, Security & Compliance, and Integrations. The main content area is titled 'Distributor' and 'Install agents via Distributor'. It includes a progress bar with three steps: '1. Setup Distributor' (active), '2. Setup Domain', and '3. Add Computers'. A text box explains that a Distributor is an unattended access agent. Below this, instructions state to set up the Distributor by sharing the agent link. A text field contains the URL: `https://assist.zoho.com/unattended?encapiKey=wSsVRa1%2F%2FkTzW%2F97mTKvJ%2B`. The 'Copy' button is highlighted with a red box, and the 'Send' button is also visible. Below the link, there is an '(OR)' separator and a 'Download' button.

3. Click **SEND** to send the installer link via email.

This screenshot is identical to the one above, showing the same Zoho Assist interface. However, in this version, the 'Send' button is highlighted with a red box, indicating the next step in the process.

4. You can also customize the email and click **PREVIEW** to view the changes that you have made.

- a. Ask your customer to click on the shared link.
- b. Once the page opens up, ask them to click **Download**.
- c. Double click on the downloaded file and run the application.

- d. Once executed, the configured computer will be added to your list of devices.
  - e. After successful installation, you can set up and validate the domain by choosing a distributor.
5. Click **DOWNLOAD** to download the application directly on your computer.

The screenshot shows the Zoho Assist interface. The top navigation bar includes 'Zoho Assist', 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar has a search bar and categories like 'Organization', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The main content area is titled 'Distributor' with a dropdown menu set to 'My Department'. The sub-header is 'Install agents via Distributor'. A progress bar shows three steps: '1. Setup Distributor' (highlighted in blue), '2. Setup Domain', and '3. Add Computers'. Below the progress bar, a text box explains: 'A Distributor is an unattended access agent that helps in discovering and managing the computers in a domain in which it is deployed.' Below this, it says: 'Set up the Distributor by sharing the agent link to the end-users or download the application directly on to your remote computer.' A section titled 'Copy the link and share it to install the agent.' contains a text box with the URL: 'https://assist.zoho.com/unattended?encapiKey=wSsVRa1%2F%2FkTzW%2F97mTKvJ%2B'. There are 'Copy' and 'Send' buttons. Below this, there is an '(OR)' separator and the text: 'Download and run the application on the remote computer.' A 'Download' button is highlighted with a red box.

## Set Up a Domain

Configure the domain you want to discover devices in. After the domain is validated, you can add the computers to the list of devices and access them as required.

1. Choose a **Distributor** from the dropdown box.

The screenshot shows the Zoho Assist interface. The top navigation bar includes 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar lists various categories like 'Deployment via', 'Organization', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The main content area is titled 'Unattended Access' and contains a sub-section 'Distributor'. Below this, there are three steps: '1. Setup Distributor', '2. Setup Domain', and '3. Add Computers'. The '1. Setup Distributor' step is active. The instructions state: 'You can configure your computers for unattended access by setting up a distributor and a domain. After successful validation, you'll be able to add, access and manage computers present in that domain.' The form fields are: 'Choose Distributor' (dropdown menu with 'Select' selected), 'Domains Discovered' (dropdown menu with 'None' selected), 'Domain' (text input), 'Active Directory' (text input), 'Domain Controller Name' (text input), 'Admin User Name' (text input), and 'Password' (text input). A 'Proceed' button is at the bottom.

2. Select a **Domain** of your choice and enter the name of the domain.

The screenshot shows the Zoho Assist interface, similar to the previous one, but now on 'Step 2: Setup Domain'. The '2. Setup Domain' step is active. The instructions state: 'Configure the domain in which you want to discover the devices. After domain validation, you can add the computers to the list of devices and access them based on your requirement.' The form fields are: 'Choose Distributor' (dropdown menu with 'Select' selected), 'Domains Discovered' (dropdown menu with 'None' selected), 'Domain' (text input, highlighted with a red box), 'Active Directory' (text input), 'Domain Controller Name' (text input), 'Admin User Name' (text input), and 'Password' (text input). A 'Proceed' button is at the bottom.

3. Choose an appropriate **Domain Controller name**. Use a Host name instead of an IP address.

The screenshot shows the Zoho Assist interface with the 'Settings' tab selected. The 'Unattended Access' section is active, and the '2. Setup Domain' step is highlighted. The page contains the following elements:

- Header: Zoho Assist, Remote Support, Unattended Access, Live Camera Assistance, Reports, Settings, My Department.
- Left Sidebar: Search, Deployment via, Distributor, Deployment Link, Group Policy Object, Intune, Native Tool, Domains, Groups, Session Confirmation, Wake On LAN, Proxy, Security & Compliance, Integrations.
- Main Content: A progress bar with three steps: 1. Setup Distributor, 2. Setup Domain (active), 3. Add Computers.
- Instructions: "Configure the domain in which you want to discover the devices. After domain validation, you can add the computers to the list of devices and access them based on your requirement."
- Form Fields: Choose Distributor (dropdown), Domains Discovered (dropdown), Domain (text), Active Directory (text), Domain Controller Name (text, highlighted with a red box), Admin User Name (text), Password (text).
- Buttons: Proceed.

4. Choose an appropriate **Admin User name**. Enter a domain or an organizational user with administrative privileges. Do not add the domain name in front of the user name.

This screenshot is identical to the one above, showing the '2. Setup Domain' step. The 'Admin User Name' field is now highlighted with a red box, indicating the next step in the configuration process.

5. Set an appropriate **Password** and click Proceed.

zoho Assist Remote Support Unattended Access Live Camera Assistance Reports Settings My Department

Deployment via

**Distributor**

Deployment Link

Group Policy Object

Intune

Native Tool

Domains

Groups

Session Confirmation

Wake On LAN

Proxy

Security & Compliance

Integrations

You can configure your computers for unattended access by setting up a distributor and a domain. After successful validation, you'll be able to add, access and manage computers present in that domain.

1. Setup Distributor 2. Setup Domain 3. Add Computers

Configure the domain in which you want to discover the devices.  
After domain validation, you can add the computers to the list of devices and access them based on your requirement.

Choose Distributor

Domains Discovered

Domain

Active Directory

Domain Controller Name

Admin User Name

**Password**

Proceed

## To Add Computers

After successfully validating domain, you'll be able to add computers in that domain to the list of computers.

1. All the computers in the domain will be displayed by default. You can filter the list of computers to be displayed using the filter option, as shown above.
2. Click **Deploy Now** to deploy the unattended access agent immediately on the selected remote computer.

The screenshot shows the Zoho Assist interface for installing agents via a distributor. The navigation menu on the left includes Manage Devices, Domains, Deployment via, Distributor, Deployment Link, Group Policy Object, Intune, and Native Tool. The main content area is titled 'Install agents via Distributor' and includes a sub-header: 'You can configure your computers for unattended access by setting up a distributor and a domain. After successful validation, you'll be able to add, access and manage computers present in that domain.'

Three steps are outlined in a dark blue bar: 1. Setup Distributor, 2. Setup Domain, and 3. Add Computers. Below this, the 'Select computer(s) to add or deploy' section shows a domain of 'zohoassistesxi' with a total of 18 computers. A search bar contains 'Select All' and a dropdown menu is set to 'Yet to add'. A list of 18 computer names is displayed, each with an unchecked checkbox. At the bottom right, there are two buttons: 'Add and Deploy Later' and 'Deploy Now', with the latter highlighted by a red box.

3. Click **Select All** to select all the computers in the domain.

This screenshot is similar to the previous one, showing the 'Install agents via Distributor' screen. The 'Select All' checkbox in the search bar is now checked and highlighted with a red box. The 'Deploy Now' button remains highlighted with a red box. The rest of the interface, including the navigation menu and the list of 18 computers, is identical to the previous screenshot.

4. Select the computers you want to deploy the unattended access agent on and click **Add and Deploy Later** to add the computers to the list of devices.

zoho Assist Remote Support Unattended Access Live Camera Assistance Reports Settings My Department

## Install agents via Distributor

You can configure your computers for unattended access by setting up a distributor and a domain. After successful validation, you'll be able to add, access and manage computers present in that domain.

1. Setup Distributor 2. Setup Domain 3. Add Computers

Select computer(s) to add or deploy

Domain: zohoassistesxi Total: 18 Selected computer(s) : 7

Computer Name	Selected
<input type="checkbox"/> Select All	
<input type="checkbox"/> AS-W10X641809	
<input checked="" type="checkbox"/> AS-W10X641903	AS-W10X641903
<input type="checkbox"/> ASSIST-DC2016	
<input type="checkbox"/> ASSIST-SER2003	
<input checked="" type="checkbox"/> ASSIST-SER2008	ASSIST-SER2008
<input type="checkbox"/> ASSIST-SER2012	
<input type="checkbox"/> ASSIST-SRV2016	
<input checked="" type="checkbox"/> ASSIST-VISTAX64	ASSIST-VISTAX64
<input type="checkbox"/> ASSIST-W7X32	
<input checked="" type="checkbox"/> ASSIST-W7X64	ASSIST-W7X64
<input type="checkbox"/> ASSIST-W8X64	
<input type="checkbox"/> ASSIST-W8_1X32	
<input checked="" type="checkbox"/> ASSIST-W8_1X64	ASSIST-W8_1X64
<input checked="" type="checkbox"/> ASSIST-XPX64	ASSIST-XPX64
<input type="checkbox"/> WIN-6IXR3AECEGI	
<input checked="" type="checkbox"/> WIN-8U2XHA9TJNT	WIN-8U2XHA9TJNT
<input type="checkbox"/> WIN-LNIBGIDOV61	

**Note:**

1. The Add and Deploy later option will only add the computer to the list of devices.
2. The computers added to the list will be displayed on the Manage Devices page.

5. Once it is successfully configured, click **Connect** to access the remote computer.

Zoho Assist Remote Support Unattended Access Live Camera Assistance Reports Settings My Department

Search devices or active users Devices Recent Favorites

All Groups Total 2 Online 2 Offline 0

Device(s)	IP Address	Platform	Active Users	
Malcolm	121.244.91.20	Windows	malcolm-1234	Connect
WIN-1234A5678B	122.15.156.147	Windows	Administrator +1	Connect

**Note:**

- Bulk Deployment Manager is currently available only for Windows.