Remote Desktop Manager

USER MANUAL

For Windows

Version 10.1

Devolutions inc.

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Getting Started

Part

1 Getting Started

1.1 What is Remote Desktop Manager?

Description

Remote Desktop Manager is an application designed to manage all of your connections and credentials.

Remote Desktop Manager acts like a wrapper and a manager around existing technologies, and uses ***no*** proprietary protocols. All communications are established using either an external library or third party software.

Remote Desktop Manager is compatible with many tools and technologies, including: **Citrix**, **Dameware**, **FTP**, **Hyper-V**, **LogMeIn**, **Microsoft Remote Assistance**, **Microsoft Remote Desktop**, **PC Anywhere**, **Radmin**, **SSH**, **Sun Virtual Box**, **Team Viewer, Telnet**, **Terminal Services**, **Virtual PC**, **VMware**, **VNC**, **X Windows**, and more! In fact, if it has a command line interface, we can invoke it!

Steps to getting Remote Desktop Manager up and running.

Register Remote Desktop Manager

Remote Desktop Manager runs under a 30 trial, to register your licence key immediately, follow the steps in Register Enterprise Edition. If at the end of the trial you still haven't registered yet, no worries, we do not touch your data and you will have access to it as soon as you register a license.

Choose you data source type

Upon first launch, Remote Desktop Manager uses a SQLite data source. The data sources are explained in Data Sources Overview, but most of you should change this to one of the Advanced Data Sources, especially if you will be using Remote Desktop Manager in a team environment. You should also choose the authentication method you will use. Ideally, a user would not be allowed to connect directly to the database using other means. You may choose to have a little less security and an extremely easy operation by allowing to use SQL Server Data Source with Integrated Security.

Create security groups

Remote Desktop Manager's security groups are container for sessions, not for users. Please consult Security for a detailed explanation. Folders are closely tied with Security Groups, so there's an overlap in usage. The key points are:

- Security is inherited: child items and folders are covered by a parent folder's security group.
- Security is additive: a security group added to a sub folder does not override the parent, it adds to it.
- A folder has a **single** Security Group: use Shortcuts to work around that limitation.

Create a folder structure that reflects your organization

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The security aspect of your folder structure is covered above, just assign the security group to the folder when you create it. You must also know that a our Variables allow you to grab information from any folder above it. Remote Desktop Manager is made to prevent data duplication at all costs! If you enter the same IP address, host name, phone number, etc, more than one, it's an issue and you can eliminate duplicates that always end up being outdated.

Create Users and Assign permissions

Apart from when using Remote Desktop Manager Server (RDMS), you must create user accounts manually. When you do check the ***Administrator*** checkbox, that user can do anything he wishes in the system. ***Administrators*** are the only ones that can create ***Security Groups*** and other ***Users***.

Create templates and default settings

New entries are initialized with values from the Default Settings, therefore it is best to adapt these to your liking prior to creating a great number of sessions.

Create entries

Each entry type is quite different. Please consult Entry Overview for details on available types. We also recommend you consult Best Practices Overview

1.2 What Are Remote Access Technologies?

Description

Remote Access Technologies allow you to connect to a remote device in order to operate it from a distance.

Remote Desktop Manager Supports the Following Protocols

- FTP (File Transfer Protocol)
- HP RGS (HP Remote Graphics Software)
- HTTP/S (Hypertext Transfer Protocol)
- ICA (Independent Computing Architecture)
- RAW (Transmission Control Protocol)
- RDP (Remote Desktop)
- rLogin (rLogin)
- SSH (Secure Shell)
- Telnet (TELecommunication NETwork)
- VNC (Virtual Network Computing)
- And much more!

1.3 System Requirements

Minimum Requirements

- Windows XP (SP2 or later), 2003, Vista, 2008, 7, 8 and 2012
- Microsoft .NET Framework 3.5
- 800MHz processor
- 512MB RAM

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- 1024 x 768 screen resolution
- 100+ MB hard drive space

> .NET 4.0 does not contains the .NET Framework 3.5. You will need to install it separately.

64-bit Support

Remote Desktop Manager is compatible with all 64-bit versions of Windows, starting with Windows Vista SP1.

Terminal Services and Thin Client Support

Remote Desktop Manager can be installed on a Terminal Server machine, thin client and Windows XP Embedded as well.

1.4 Main Screen

Description

Here is Remote Desktop Manager main screen when using the ***Default (Ribbon)*** style. Two other styles exist as can be seen below. See the User Interface options topic for instructions on how to change the current style.

Settings

Default (Ribbon) User Interface Style

Read the following topics for more details on specific areas

- Quick Access Toolbar
- Ribbon / Menu
- Navigation Pane
- Content Area
- Panes (Footer)
- Status Bar

Default (menu) User Interface Style

Default (Menu) User Interface Style

As can be seen, the differences are only in the top pane area. The ***Ribbon*** has been replaced by a standard menu, and the ***Quick Access toolbar*** is not present.

Classic UI (v7.X) User Interface Style

Classic UI (v7.X) User Interface Style

The Classic UI is our previous version's default style. It uses no dockable panes and has a standard menu. Users that have been using Remote Desktop Manager for a long time may prefer this style for its minimalist interface that they are used to.

1.5 Creating a New Entry

Overview

To start using Remote Desktop Manager you must configure a session. There are many types of sessions; you should know what third party or technology you will use to connect remotely in order to choose the appropriate session type(s) that you plan on configuring.

Remote Desktop Manager supports the following session types:

- Citrix XenApp (ICA)
- Dameware Mini Remote Control
- FTP (Explorer, Filezilla and WinSCP)
- LogMeIn
- Microsoft Hyper-V
- Microsoft Remote Assistance
- Microsoft Remote Desktop (RDP)
- Microsoft Virtual PC
- Microsoft Virtual Server
- Microsoft Windows Virtual PC
- Putty (SSH, Telnet, RAW and rLogin)
- Radmin Viewer
- Oracle VirtualBox
- Symantec PC Anywhere
- Team Viewer
- VMware (ESXi, Player, vSphere, Workstation)
- VNC (UltraVNC, TightVNC, RealVNC and embedded)
- VPN (Cisco, Microsoft, SonicWall, TheGreenBow...)
- X Windows
- And many more by installing other add-ons

Creating a Session from the Context Menu

The easiest way to create a new session is by using the **Insert** key or from the Context Menu. On the main application window, simply right-click **Sessions** and select **Add** from the menu. To initialize a new

session, you can specify either the type of session, or a template. You will be prompted to customize your settings in the session property window . If you are unsure of the type of session you need, simply create a blank section and specify the session type at a later time.

Adding a new session

Creating a Session with Drag & Drop

You can also create a session by dragging & dropping an .rdp file in the main application window. When you do this, Remote Desktop Manager will ask you whether to import the content and create a new session, or create a session linked to the .rdp file. It's also possible to drag & drop the LogMeIn desktop shortcut to create a LogMeIn session.

> It is possible that drag & drop will not work because of your security settings. They may prevent applications running in different contexts from interacting. For example, if Remote Desktop Manager is running in an elevated context (administrator mode) and Internet Explorer is running in default mode, Windows will not allow you to drag a URL link in the application.

Creating a Session by Importing its Configuration

You can also import a session by using the Import Computer Wizard, or by importing it's configuration directly from any compatible applications supported by our import tools. You can learn more in the Import section.

1.6 Configuring an Entry

Description

Each entry type has its own specific settings. However, some settings are shared.

Session editing dialog

Description	
Name	The name of the session that appears in the sessions list. This will be copied to the host field as it's initial value because many times the computer name is entered here and can be used directly.
Group/Folder	This is used to organize the session in different folders, either in the tray icon context menu or in the tree view. Learn more here.
Display	Allows the session to be opened and embedded in Remote Desktop Manager, or externally. In the case of the latter, and if the application allows it, you may select the monitor on allows it will be displayed.
Security Group	In the Enterprise edition, allows the Administrator to assign a security group to a session, and therefore limit a subset users to view this session.
Credentials	Used to define the credential source: • Session-specific credentials: uses the username and password from the session type configuration. • Credential repository: links this session to an existing credential

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	repository entry. This is the solution that allows for reuse and lets you maintain the minimum number of entries whenever the credentials need updating. • Embedded credential entry: creates an embedded credential repository entry. It will be stored within this session's configuration

As well as the fields described above, additional tab pages contain many data fields and options for your sessions.

Description	
More (Tab Page)	Contains the following sections: Description, Keywords/Tags, Alternate Host, Tab Page Category/Color. The session description can be in plain text, in rich text format, or a website link.
VPN (Tab Page)	Used to optionally configure al VPN connection for use with the session. Please see VPN Overview for more details.
Sub Connections (Tab Page)	Contains the sub connections linked to this session. It's possible to use variables that refer to this session's fields, such as the host name, from within sub connections. This is useful for connecting to the same host with different protocols. Please see Sub Connections Overview for more details.
Information (Tab Page)	Contains different types of information related to the session, such as the Hardware, Contact and Custom Fields.
Events (Tab Page)	Contains a script or command line to be executed before or after establishing a connection. For example, this can be used to execute a batch file or an external application that prompts the user for more information, or to update a log on an external server. Please see Connection Events and Auto Typing Macro.
Logs (Tab Page)	Contains the session logs and other related options. For example, entering a comment when opening a session can be made mandatory. Please see Log Options
Attachments (Tab Page)	Manages the session attachments. Used to add, edit and delete the linked files. Please see Attachments Overview
Tools (Tab Page)	Contains all of the authentication settings related to the session tools (e.g. Services, Wake-on-LAN, Shutdown Remote Computer, etc.) available in the application. Please see Tools Overview
Advanced (Tab Page)	Contains advanced settings related to the session, such as the internal data source ID and session ID. These values can be used to invoke Remote Desktop Manager from a command line to open the session, or to run a batch modification. Please see Advanced settings

1.7 Establishing a Connection

Description

There are two possible modes for establishing a connection:

- From a configured connection in the connection list
- Using the quick connect feature, learn more about quick connect here.

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Depending on the mode, Remote Desktop Manager can use a completely different application or library. For example, the external mode for Remote Desktop will use the Microsoft Remote Desktop's client (mstsc.exe), and the embedded mode will use the ActiveX.

Configured Connection

You may open a Connection by many means:

- by double clicking it in the sessions list
- by pressing enter while the entry is focused
- by using the contextual menu (right-click).
- by using the commands in the ribbon.
- by using the commands in the dashboard.

All entry types have a default action associated with them, this action is executed when you use any means described above. The default action is often "Open", but you can modify it for certain entry types.

Via the menus, you may specify different connection options, such as:

- Full screen
- Embedded/External Display Mode
- Console or admin mode with the RDP protocol
- Force prompt for credentials
- Open with or without the configured VPN
- Open from a template

1.8 Security

Description

All passwords stored in the application database, and are encrypted using a strong encryption algorithm. As such, even if a user accesses the data directly in the database, it will be unreadable.

If you choose to store passwords locally, Remote Desktop Manager will use the same mechanism used by mstsc.exe (Microsoft Remote Desktop client), and the passwords will be stored in the Window Credential repository. You can access it from "User Account" in Windows. However, note that you will be unable to see the password because is has been encrypted by Windows.

What is the Windows Credential Manager?

The Windows Credential Manager allows you to store credentials, such as user names and passwords, which you use to log on to websites or other computers on a network. By storing your credentials, Windows can automatically log you on to websites or other computers. Credentials are saved in special folders on your computer called vaults. Windows and other programs (such as web browsers) can securely give the credentials in these vaults to other computers and websites.

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Windows Credential Vault

For information about saving credentials in a vault, see Credentials Overview. You can also learn more in the Windows Credential Manager section

U.S. Federal Government Approved Encryption

Our application integrates an Advanced Encryption Standard (AES) algorithm to protect your local files and your sensitive data in the database. A mix of our own private key and a master password (passphrase) is used to create a strong encryption key (256-bit key).

This cipher is regarded as being very secure. AES/Rijndael became effective as a U.S. Federal government standard and is approved by the National Security Agency (NSA) for top secret information.

Tips

It's also possible to enforce the security by:

- Using and Advanced Data Source and give restricted user access
- Enabling the encryption of the session in the Advanced Tab Page (Encrypt configuration in the data source)
- Using the Data Source Settings
- Using the Security Provider with a passphrase
- Choosing not to save password in the data source, which will prompt for the credential on the first connection

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Installation

Part

2 Installation

2.1 Client

2.1.1 Overview

Description

You can download Remote Desktop Manager either as a setup files or as a compressed (zip) file containing the binaries.

Installation

Depending on the downloaded media, either run the setup, or extract the files from the archive in any folder and launch the executable. If you wish to use a portable device please consult Portable (USB).

Licence

You have a 30 day trial of the Enterprise edition. If you possess a purchased licence for the Enterprise Edition, please follow the instructions at Register Enterprise Edition, if you want to disable the Enterprise Edition trial immediately please follow Register Standard Edition

Data Source

By default, a local data source has already been created using the SQLite format. You can add as many data sources as you require, please see Data Source Overview for more information.

To use a SQL Server/SQL Azure data source, please read the Configure SQL Server topic.

External Applications

Configure your installation path for all the external applications you plan to use. For example RealVNC, Putty, Filezilla, etc. Please consult Path for more information.

Terminal Services

Please consult the Terminal Services topic for full details.

To install on Windows 2003, please read the Microsoft RDP Troubleshooting topic.

2.1.2 Configuration File Location

Default Location

Remote Desktop Manager saves its configuration in a file named RemoteDesktopManager**.cfg**. This file

contains all of the application settings and configured data sources. All of the data source settings are encrypted for security reasons.

> You can retrieve the installation folder of Remote Desktop Manager by clicking File -> Options -> Advanced.
> An hyperlink will display the installation folder.

The configuration file can be in different folders depending on certain conditions:

Case	Configuration file location
Installed under "Program Files" or "Program Files (x86)"	**"%LocalAppData% \Devolutions\RemoteDesktopManager"**
Application running on Terminal Server	**"%AppData% \Devolutions\RemoteDesktopManager".** This is the roaming profile and avoids multi-user conflicts.
Other	Installation folder

> Having the configuration file in the installation folder allows you to run multiple versions of the application side-by-side.

Override the Default Path

There are two ways to change the folder where the configuration file is stored:

1. Create a file named **"Override.cfg"** in the application folder. Remote Desktop Manager opens this file and reads the first line. It should contain the desired installation folder (without the file name). If you wish to use the current installation path, put a period in the file. Here are a few examples:

Examples	
c:\RDM	The config file is saved in the designated folder.
.	The period is used to specify the Remote Desktop Manager installation folder.
%AppData% \Devolutions\RemoteDesktopManager	Specify the application roaming data folder.

2. By adding a key in the registry: **CurrentUser\SOFTWARE\RemoteDesktopManager, OptionPath**. Set the desired path in the key **OptionPath**. You must not include the file name in the value, just the path.

Default Configuration For Terminal Services Environment

Please refer to Terminal Services for details.

2.1.3 Ancillary Files

Description

Remote Desktop Manager generates a few ancillary files on workstations, here is the list and location of these files.

Layout Files

2.1.4 Portable (USB)

Description

Remote Desktop Manager can be used as a portable application. Here are some steps required to ensure that it runs correctly:

> The portable installation mode allows you to run multiple installs of Remote Desktop Manager. You can have multiple versions using various licenses and different configurations.

> Remote Desktop Manager stores the offline cache in your Windows profile and this cannot be changed for security reasons. Therefore if you are using an advanced data source, the offline file and the cache will be unavailable.

Procedure

> This is a "recipe" that ensures true portability and ease of maintenance. You can adapt it to your liking.

1. Download the "Binary Files" package of Remote Desktop Manager

2. Create a RemoteDesktopManager folder on your portable device.

3. In the installation folder created at step 2, create two folders

   3.1. a ***config*** folder
   3.2. a ***data*** folder

4. Unzip Remote Desktop Manager in the installation folder

5. Create a text file named `override.cfg` in the installation folder. Set the content of the file to `.\config`

6. Open Remote Desktop Manager and display the data sources window using ***File -> Data sources***

7. Delete the existing data source that was created automatically.

8. Create a new data source of a type that can be stored on your portable device: XML, SQLite

9. Configure the data source using a relative path so it is stored on the portable device: **.\Data\Connections.db**

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Data source saved relative to the installation folder

11. Configure your portable applications (Filezilla, Putty, UltraVNC, etc.) in the same manner (relative to the installation folder).

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Portable Putty installation path configuration

2.1.5 Terminal Services

Description

Remote Desktop Manager has excellent support for running under a Terminal Services environment. A master configuration file can be created to distribute settings for all new users of the system, or even to update existing user's configuration.

Roaming user profiles must be used for this procedure to apply.

Procedure

1. After installing Remote Desktop Manager, configure it as you prefer. We really recommend going through all the configuration options and finding the set of options that you wish to distribute. The data sources are of special interest because it is much better if they are configured by an administrator. You can even take the opportunity of locking the data sources to protect against any modification by the users. Please refer to Lock Data Source for more information.

2. When Remote Desktop Manager is configured to your liking, locate the configuration file. A simple trick is to go in ***File -> Options -> Advanced***, at the bottom of the form you will see a Hyperlink that will open the configuration folder. The file is RemoteDesktopManager.cfg

3. Make a copy of that file and rename it *default.cfg*

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4. Move that file in the installation folder of Remote Desktop Manager, if you have used the default installation settings, it is under %ProgramFiles(x86)%\Devolutions\RemoteDesktopManager.

Workflow

New users

Whenever a new user creates a profile on the system, Remote Desktop Manager detects the presence of the default.cfg file and uses it as a template to create the user's configuration file.

Existing users

Whenever Remote Desktop Manager is started and it detects a new default.cfg file, the following dialog will appear:

New default.cfg detected

By selecting ***Use new configuration (lose mine)***, the user's configuration is simply overwritten. If you only wish to update the Remote Desktop Manager licence key after a renewal, choose ***Retrieve new registration only***.

2.1.6 Custom Installer Service

2.1.6.1 Overview

Description

The Custom Installer Service of Remote Desktop Manager Online allows you to generate and download custom installation packages of Remote Desktop Manager with a choice of pre-configured settings like a data source or the registration key (serial number).

For more information regarding the custom installer service, please consult this web site.

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The Custom Installer Service uploads a configuration file to our online services. You should not use the service to redistribute passwords for data sources or a Remote Desktop Manager Online account.

For stability reasons in large installation bases, the latest official release is not available to the Custom Installer Service until a period or varying length during which we ensure that no major issues are present. This will allow your organization the time to perform integration testing on a few workstations before you upgrade all of your team.

The Custom Installer Service replicates the settings from the Remote Desktop Manager instance used to create the package and stores them in the package for distribution. You have control over which categories of settings that you are redistributing, but not discrete settings. It may be desirable to have a Remote Desktop Manager installation that is used specifically to create the Installation Package.

Use the ***File -> Online Account -> Custom Installer Manager*** to access the Custom Installer Service.

Custom Installer Manager

If you don't have any subscription for the Custom Installer, when you will click on New Package, you will see the following message:

Buy subscription

Please consult the Activate Custom Installer Subscription to activate your Custom Installer subscription.

Please consult these topics for the package creation:

- Create an Installation Package
- Download Package From Web

Consult the Installer File Generation topic for more information on the Remote Desktop Manager Installer file (.rdi) that can be created.

2.1.6.2 Activate Custom Installer Subscription (Register)

Description

Please ensure you have read and understood the content of Custom Installer Service Overview prior to subscribing to the service.

You need to create a Remote Desktop Manager Online account (free) to activate your Custom Installer Service. You also need to Custom Installer Manager license key.

1. Please go to https://online.remotedesktopmanager.com/

2. Go to ***Custom Installer -> Subscribe*** and enter in your serial number.

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Custom Installer Service registration

2.1.6.3 Create an Installation Package

Description

For stability reasons in large installation bases, the latest official release is not available to the Custom Installer Service until a period or varying length during which we ensure that no major issues are present. This will allow your organization the time to perform integration testing on a few workstations before you upgrade all of your team.

Please ensure you have read and understood the content of Custom Installer Service Overview prior to subscribing to the service.

The data sources you decide on redistributing should NOT contain identifiable credentials. Use of integrated security is highly recommended. You can also use environment variables for the username, and choose to not store the password.

Please consult Data sources Overview on the specifics for data sources.

Remote Desktop Manager may install required add-ons automatically when it detects that they are needed (configured in Application Start). If you need to customize an Add-on's settings, you must perform the modifications on your machine then create the installer package. It's settings will be distributed automatically.

Settings

1. Click on ***File -> Online Account -> Sign-in*** to connect to your Remote Desktop Manager Online account.

RDMO account

2. Click on ***Custom Installer Manager*** to create a new custom installer with specific settings.

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Custom Installer Manager

3. Click on the ***New Package*** button.

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New Package

4. Select the application version and enter a name for your package. By default the data source and option selection is performed while you go through the wizard steps, but you have the option of choosing an existing Remote Desktop Installer (rdi) file that was created as described in Installer File Generation. The file selection controls will be enabled if you select "Using existing Remote Desktop Installer (rdi) file. When your choices are made, click on ***Create***.

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Package Creation

5. If you create a new configuration, you can select what you want to include in your custom installer. After, click on ***Generate***.

> Do no redistribute data sources that contain identifiable credentials. For your convenience the description column displays the authentication mode of the data source.

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Package Generation

Registration information

Option	Description
Name	Company registration name
Email	Registration email if you use a generic address
Key	Serial key

Miscellaneous

Do not redistribute the RDMO credentials unless you want all of your users to have access to the online account used to create the installer package.

Option	Description
Saved installation paths	Preserve your installation paths configured for the external application
Saved templates	Includes your local templates in the custom installer
Filter history	Preserve your filter history
Quick connect history	Preserve your Quick connect history
Proxy settings	Includes your Internet proxy settings
RDMO Credentials	Includes your RDMO credentials

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6. The request is submitted to our online services and does take some time to complete. You will get a confirmation dialog that the package has been submitted successfully, and the form will display a clock icon that indicates that the package is being processed.

Downloading an Installation Package

Upon completion you will receive a confirmation email. The Custom Installer Manager form will also display a green check mark to indicate that the package has been generated successfully

You can choose to download the installer as a Windows Installer (MSI file) or as an executable (EXE file). If you prefer to download the installation package from our web site, please refer to Download Package From Web

> setup.exe is in fact what is called a ***bootstrapper,*** it will ensure the installer runs with the required privileges. Use the msi only if you know you are running with all rights and process elevation.

Download EXE or Download MSI

After you've downloaded your package, simply redistribute it for easy installation throughout your organization.

2.1.6.4 Download Package From Web

Description

> Please ensure you have read and understood the content of Custom Installer Service Overview prior to subscribing to the service.

As seen in Create an Installation Package, the Custom Installer Manager allows you to download the package directly from Remote Desktop Manager, but you also have the option of downloading your custom installer from our website. Open your ***email confirmation*** and click on the ***here*** hyperlink.

Email confirmation

Enter your registered email address and your password to login.

RDMO credentials

Click on ***Custom Installer***.

Custom Installer

Click on ***EXE*** or ***MSI*** in the download column to download the package on your computer.

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Download EXE

When the package is downloaded, you can start the installation.

2.1.6.5 Installer File Generation

Description

> Please ensure you have read and understood the content of Custom Installer Service Overview prior to subscribing to the service.

When creating an installation package with the Custom Installer Manager, users have to choose what data sources to distribute. Instead of having to perform the same selections for all future updates, which can be a source of errors, you can instead perform the selection once, and reuse the resultant file.

Settings

1. Click on ***File -> Online Account -> Installer File Generation.***

Installer File Generation

2. Select which data sources to include. You can also include the name and serial key for the registration.

Installer File Generation options

3. Clicking on ***Generate*** will display a file save dialog box for you to save your .rdi package.

Package.rdi

This file can be used in the Custom Installer Manager when creating an installation package.

Please consult Create an Installation Package topic for more information on how to create a Custom Installer package.

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2.1.7 Registration

2.1.7.1 Register Enterprise Edition

Description

To register or select a version, go in the menu ***Help -> Register Version***.

Register button

Enterprise Edition

After you receive our email with your serial number, you can register the application and unlock the Enterprise features.
Enter the user name and serial number exactly as noted in the email.

Registration Dialog

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2.1.7.2 Register Free Edition

Description

The Free Edition is indeed free, but does require registration in order to use it. To allow you to test it fully before you even have to divulge your email address to us, we have granted a 30 day grace period during which no registration is necessary.

Upon every application launch, this dialog will appear. It presents the number of days left in the grace period, and the choice of source for registration data.

Registration Dialog

Use registration from Remote Desktop Manager Online (RDMO)

Every holder of a RDMO account (which are also free) has been assigned licence keys for all of our free products. If you choose that option, upon pressing Ok a dialog will appear prompting for your login information. The licence key will be obtained automatically. You can also use the hyperlink to create your free account.

Use an existing RDMO account

As you can see in this image, you can enable ***Automatically sign-in at startup***, this will be important if you use a RDMO data source, or our Online Backup service. Enter you account information and we will obtain the serial automatically.

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RDMO account login

Create a new RDMO account

Click on the ***Create a free account*** hyperlink in either of the above forms to display the following registration form.

> RDMO Account registration is not complete until you have received the activation email and clicked on the ***Activate*** link. Attempting to complete the Remote Desktop Manager Free registration process will fail until you have confirmed your email address!

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Create RDMO account

Manually entering registration information

Sometimes you have gotten a licence key through our support or sales channels, or maybe you need to register the product on a **computer that does not have internet access**. Under these conditions you must enter the information manually.

If you need to obtain the serial from the RDMO account, login to https://online.remotedesktopmanager.com and click on the Serials button at the lower left. This will display your serials for the ***Free Editions*** of both ***Remote Desktop Manager*** and ***Password Vault Manager***.

RDMO Serials Section

2.2 Database

2.2.1 Upgrade

Description

This topic applies to installations with data sources that are using a database as their data store.

Some Remote Desktop Manager releases must alter the database structure. These are performed automatically for you but it is a best practice to perform a backup of your data source beforehand. Additionally, If you are in a team environment you must be the sole user connected to the database during the upgrade.

> The user performing the actions on this screen must have administrative privileges on the database management system. You must also be **SYSDBA** or **DB_OWNER**.

Settings

Data Sources Upgrade tab

Option	Description
Test Server	Test the connection with the server to validate if the proper information has been provided.
Create Database	Create the database on the SQL server.
Update Database	Update the database on the SQL server, you must have . Follow these steps for a successful version update: 1. Ensure you are the sole user of the database during the upgrade process. 2. Backup your database using the DBMS tools. 3. Open Remote Desktop Manager while logged on as a user with administrative rights. You must also be **SYSDBA** or **DB_OWNER**. 4. You may be prompted with an upgrade message when your data source is accessed. If so accept the upgrade. 5. Update the client software on all workstations.
Test Database	Test the connection to the database to validate if the proper information has

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	been provided. The test database uses the name of the database in the General tab.
Email Schema to Support	Helper to send your database schema to the Devolution's Support team.

Please consult topic Data Source Settings for more information.

2.3 Others

2.3.1 Add-ons

Description

Add-ons are used to extend the application. They are developed by using the Remote Desktop Manager SDK. There are multiple types of add-ons:

- Application tool add-ons
- Data source add-ons
- Import add-ons (Filezilla, SecureCRT, etc.)
- Session tools add-ons (remote shutdown, whois...)
- Session type add-ons (Java Web Start, SQL Management Studio, etc.)
- VPN add-ons (OpenVPN, Nortel VPN, etc.)
- Data entry add-ons

You can find the list here and download them directly from our website.

Add-on Manager

Consult the Add-on Manager topic for more details.

2.3.2 Configure SQL Server

Server Computer

1. Install SQL Server or SQL Server Express (that edition is free).

> Newly installed SQL Server instances do not allow remote connections. Please follow the directions in SQL Server.

> For added security, you can enable SSL Encryption to communicate with your instance of SQL Server.
> Please follow directions on http://support.microsoft.com/kb/316898

3. To create an empty database, select ***File -> Data Sources***, select ***Add*** then choose Microsoft SQL Server in the list.

4. Configure the connection and test it using ***Test Server***.

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SQL Server/SQL Azure data source configuration

5. Enter a name for the database and click ***Create Database*** in the ***Upgrade*** tab.

2.3.3 Embedded Firefox

Description

When running an embedded Firefox session, a third party is required to launch the browser. If its not installed you will be presented with a dialog to download a zip file. Unzip the content in a folder of your choice and use the ellipsis button to select the executable from the folder where you've unzipped the archive.

2.3.4 KeePass Plug-in

Preparing KeePass:

1. Make sure that KeePass is closed.

2. Open Remote Desktop Manager and add a new credential entry menu **Edit->Add->Add Credential Entry**.

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Add credential entry

3. From the list, select KeePass.

KeePass

4. Verify KeePass plug-in status. If installation is required, click the "Install Plug-In" button (For manual installation see next step).

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Install the KeePass plug-in

4. If manual installation is required,
   - Browse to http://remotedesktopmanager.com/Home/KeePassAddOn.
   - Download the Remote Desktop Manager Plug-in for Keepass.
   - Unzip in ***KeePass*** application folder.

The plugin will not work if the KeePass is installed on a network drive.

5. Restart KeePass.

Configuring a session in Remote Desktop Manager:

1. Create a new credential session (Menu->Edit->Add->Credential Repository).

New credential session

2. Select KeePass, and enter the Uuid. Click the "Check" button to confirm.

3. Use the newly-created credential entry in an existing session.

Use credential repository

Integrating KeePass with Remote Desktop Manager:

We’ve created a brief video on integrating KeePass with Remote Desktop Manager. Learn how to easily and efficiently create automatic logins for a Remote Desktop connection or any supported connection type (e.g. LogMeIn, Telnet, Citrix, VNC, TeamViewer , FTP, VPN, and more).

http://www.youtube.com/watch?v=OE876qZv_UU

2.4 Uninstall

Instructions

Remote Desktop Manager does not install anything in the Windows system directory, and the only registry settings created are for the auto run functionality and the installation path. As a result, Remote Desktop Manager can be uninstalled easily.

You can run the uninstaller if it was installed with the default setup file, or delete the installation folder directly if it was installed from the binaries.

You can also manually delete the content of **"%LocalAppData%\Devolutions\RemoteDesktopManager"** or **"%AppData%\Devolutions\RemoteDesktopManager"**

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Commands

Part

3 Commands

3.1 File

3.1.1 Go Offline/Online

Description

Go offline to connect to a local copy of the data source when the data source is not available. It can be used when a user is working from a disconnected network or when there is any kind of connectivity issue to the data source.

> This feature is only available when using an Advanced Data Source. There are also settings in both the data source and the user account that may prevent you from using the Offline Mode. Ask you administrator if the menu is not visible.

> There are security considerations to take into account when enabling the Offline Mode.

Remote Desktop Manager will prompt for offline mode when the application is unable to reach the data source.

You can manually activate the offline mode by using the menu ***File -> Go Offline***. When the connection is back online use the menu ***File -> Go Online*** or the refresh icon to reconnect to the data source.

3.1.2 My Data Source Information

Description

Use the ***File -> My Data Source Information*** to display the data source information details like the current username and the security accesses. The My Data Source Information screen will also give you the data source configuration information such as database version & the effective Offline Mode.

> The display of the My Data Source Information can be different depending of the Data Source Types.

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My Data Source Information - SQL Server data source

Settings

General

My Data Source Information - SQL Server General tab

The general tab will display information on the data source such as:

- Username
- Description
- Is administrator
- Allow offline mode
- Allow reveal password
- Allow drag-and-drop

Sessions

My Data Source Information - SQL Server Sessions tab

The sessions tab will display user rights on the sessions such as:

- Add sessions
- Edit sessions
- Delete sessions
- View session details
- View session information
- Import sessions
- Export sessions
- Allow add entry in root folder

Groups

My Data Source Information - SQL Server Groups tab

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The groups tab will display the groups and the rights into those groups that a user have in the data source.

Roles

My Data Source Information - SQL Server Roles tab

The roles tab will display the roles that the user is member of and the rights related to this role.

Offline Mode

The offline mode will display the size of the offline file along with the effective mode (disabled, read-only or writable). Hover the mouse over the offline mode to get the full offline mode display.

Offline Mode - tool tip

For more information see Offline Mode

3.1.3 Online Account

Description

Use ***File -> Online Account*** to create/connect Remote Desktop Manager to your Remote Desktop Manager Online (RDMO) account.

Settings

Online Account

Online account

Option	Description
Sign-in	Sign-in with your Remote Desktop Manager Online (RDMO) account that is already created.
Create a New Online Account	Create a new Remote Desktop Manager Online (RDMO) account.
Edit My Online Account	Edit your Remote Desktop Manager Online (RDMO) account.
Import Online Registration Serial	Import the serial from your Remote Desktop Manager Online (RDMO) account in the Serial Vault Manager.
Import Online Data Source Configurations	Import Online Data Source in the application.

Tools

Option	Description
Installer File Generation	Create a Remote Desktop Manager Installer File (.rdi). Consult topic Installer File Generation.
Custom Installer Manager	Consult topic Custom Installer Service.
View Custom Installer Subscription	Validate the Custom Installer Subscription. To active your subscription, consult Activate Custom Installer Subscription (Register).
Serial Vault Manager	Add your licenses in the Serial Vault to centralize your license key and to have them in Remote Desktop Manager Online (RDMO).

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Settings

Option	Description
Automatically sign-in at startup	Automatically sign-in to your Remote Desktop Manager Online (RDMO) account at the startup of the application.
Automatically sync data source list	Automatically sync the data source list from your Remote Desktop Manager Online (RDMO) account in the application.

3.1.4 Backup

Description

The Online Backup Service (available via subscription) allows you to automatically save your entries safely in an online storage space, and restore them in the event of problems.

The Online Backup Service is the simple, reliable and cost-effective way to avoid losing all of your valuable data and settings due to a human error or an equipment failure.

Available for both the Free Edition and Enterprise Edition, this affordable backup solution works with XML, Microsoft Access and SQLite data source in Remote Desktop Manager.

The PRO subscription adds event history to the BASIC subscription. For current pricing please visit http://remotedesktopmanager.com/remotedesktopmanager/Home/OnlineBackup

The Online Data is encrypted using a client key, therefore it is impossible for Devolutions to access your information.

Settings

1. On Remote Desktop Manager's main screen, on the bottom right corner, click on the backup logo to configure the automatic backup. If the logo is not active, it means you are currently on an unsupported data source.

Backup

The following form will appear

Remote Desktop Manager Online Backup

2. If you don't have a Remote Desktop Manager Online (RDMO) account, select **Create a free account** and fill in the information.

RDMO Account creation

3. Login with your Remote Desktop Manager Online (RDMO) account and check "Automatically sign-in at startup" so that the backup will be automatically enabled at your next startup.

Account login

For forgotten passwords or locked accounts you must go online to use the forgot password feature. Please visit https://online.remotedesktopmanager.com/ to proceed.

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4. Enter the serial for your subscription. You can click on **Buy** in order to purchase or you can request a trial on http://remotedesktopmanager.com/remotedesktopmanager/Home/OnlineBackup.

5. You will need to specify a unique backup name, for each of your desired data sources, which will be used to backup and restore the data source. Edit your data source settings, click on the Maintenance tab and fill-in the "Backup Name" field.

> You must perform this for all your XML,MS Access and SQLite data sources in order to be fully protected!

Backup Name

6. Once the backup name has been set, the Online Backup logo will display a green check mark showing that the backup is now enabled.

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Online Backup logo

> The automatic backup is executed in background, 30 seconds after any modification to the data source content.

Restore Instruction

1. To restore a data source from a backup, select it as the current data source.
2. Go to ***File -> Backup -> View History*** to display the list of your backups.
3. Select one from all the available restore points, this will enable the action buttons at the top.
4. Press on the restore button to restore your backup. Alternatively right-click on your chosen backup to display the restore popup menu.

Backup history

3.1.5 Refresh

Description

Use ***File -> Refresh*** to refresh your data source information. Performing a refresh will assure you that you will have the data source up to date.

Settings

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You can also perform a full refresh of your data source by holding the CTRL key + the refresh button.

Refresh button

3.1.6 Master Key

Description

Use ***File -> Change Master Key*** to encrypt the data files of the following data source:

- XML
- Dropbox

File -> Change Master Key

Settings

It is generally a good idea to apply a Master Key to your XML or Dropbox Data Sources, as it adds another layer of security protecting your Remote Sessions. It is highly advisable to implement the Master Key functionality of Remote Desktop Manager if you're using Remote Desktop Manager in a portable environment (i.e. USB Flash Drive, USB Hard Drive), or if the Data Source is the portable portion of the application.

The use of the Master Key function will stop unauthorized users from being able to easily see/access the stored Sessions within your Data Source.

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3.1.7 Data Sources

3.1.7.1 Overview

Description

Use ***File -> Data Sources*** to manage your data sources. Remote Desktop Manager supports multiple types of data sources. Some are only available with the Enterprise edition.

Please refer to the topic Data Source Types for more details on all types of data sources supported.

New data source

Settings

Add a new data source

Use the add button to create a new data source configuration.

Edit/Duplicate/Delete data source

Use buttons below to edit, duplicate or delete a data source configuration.

> Only the configuration will be deleted and the actual file or database will still be available.

Import/Export data source configuration

Use buttons below to import or export the data source configuration. The configuration will be exported in a .RDD file and you will be able to configure another workstation easily.

Lock data source

Use the Lock button to lock the data source with a password to prevent any modification of a data source configuration. This is useful when you have some sensitive credentials that you don't want to share with the user.

Unlock data source

Use the Unlock button to unlock an data source locked with a password.

On start up

Option	Description
Use default data source	Set the data source that you always want to open at start up.
Last used data source	Open with the last used data source.
Prompt for data source	A message box will be opened on startup for the data source selection.

3.1.8 Import

3.1.8.1 Overview

Description

Use the ***File -> Import*** option to import entries in Remote Desktop Manager.You can import many entry types, and this from a multitude of sources.
We support native import formats from many popular tools on the market. In case where we don't support the native format, or don't support the third party, we have wizards to import from a csv file.

> The import feature is only active if the import Permission has been enabled inside the user account.

Settings

Import option

Import Entries

Import Entries is use to import sessions store in file such like:

- .rdm (Remote Desktop Manager native export format)
- .pvm (Password Vault Manager native export format)
- .xml (it must be a specific format compatible with the application)

Import Computer Wizard

> The Import Computer Wizard is available in the Enterprise edition.

You can import computers from different sources.

These sources include:

- Network neighborhood
- Your current domain or another domain on your network
- List of computers from a file

Please refer to Import Computer Wizard for more information.

Importing from csv files

Three wizards are available to import content from csv files:

- Import Session
- Import Software Serials
- Import Login

Each wizard specifies the list of supported columns and identifies which are mandatory.

Please refer to Import CSV Wizards for more information.

Import from...

Consult topics below to import sessions, logins and contact from many tools:

- Import Sessions
- Import Logins
- Import Contacts

3.1.8.2 Import Computer Wizard

Description

This feature is only available when using an Advanced Data Source.

The Import Computer Wizard allows you to create sessions for computers using one of the following sources:

- Network neighborhood
- Active directory: your current domain or another domain on your network
- Host list: List of computers from a file

Overview

The wizard has a few major-steps:

1. select computers by using one of the three sources;
2. optionally apply a template from which to base new sessions on; and
3. optionally edit each newly created session prior to them being saved.

The template selection should not be overlooked, in fact its probably the most important step to ensure

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your newly created sessions are usable right after being created. In fact, you should divide the sessions being created in batches based on which template you need to apply, and import one batch at a time.

Workflow

Upon launching the wizard, you are prompted for the source to use.

The "Resolve IP address" option must be checked if you want to use the IP address in the host field of your sessions instead of the host name.

Refer to sections below depending on the chosen source.

Network Neighborhood

- The next screen will immediately be populated with the result of network discovery.

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- If you prefer your sessions to use the IP address instead of the Host name to connect to the devices, check the "select by IP address" option. This requires that the "Resolve by IP address" was selected in the first screen of the wizard.
- Select the computers for which you want to create session and proceed to Template Selection below. Multi-select is allowed by using CTRL-click and SHIFT-click.

Active directory

- The following screen allows you to select the domain to interrogate, after which you must press refresh to load the list of computers that are available.

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- After the query is executed, the results are displayed in the grid.

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- If you prefer your sessions to use the IP address instead of the Host name to connect to the devices, check the "select by IP address" option. This requires that the "Resolve by IP address" was selected in the first screen of the wizard.
- Select the computers for which you want to create session and proceed to Template Selection below. Multi-select is allowed by using CTRL-click and SHIFT-click.

Host list

- The following screen allows you to enter a list of hosts in an Edit control. If you prefer that your sessions use the IP address to connect to the hosts, you must enter the host name, a pipe, then the IP address.

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- Proceed to Template Selection below.

Template selection

- The template selection is an optional step, but its the only way that you have to choose a protocol type other then RDP. It also allows you to set your preferences and have them used by all the created sessions. In fact we recommend you import in batches for each of the session type that you need to import.

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- Follows the screen if you decide to use a template. It displays all of your templates so you can select the desired one.

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- If you intend to modify each of your imported sessions as they are created, check the "edit imported entry" option. Note that each session will be displayed sequentially so you can perform your modification and save. A batch edit is probably preferable if you have more then a few sessions to import.
- Press Finish to perform the import.

3.1.8.3 Import CSV Wizards

Description

The Import from CSV wizards allow you to perform a massive import from a CSV file. The following three wizards have been provided.

- Import Session Csv Wizard
- Import Software Serials Csv Wizard
- Import Login Csv Wizard

Please refer to each section below for details on their operation.

Import Session Csv Wizard

The first important step is not the first one, but rather the template selection step. It ensures your newly created sessions are usable right after being created. In fact, you should divide the sessions being created in batches based on which template you need to apply, and import one batch at a time.

The screen specifies what columns can be specified in the csv file, and the mandatory ones. All columns that are not recognized are simply ignored.

Once you select the Csv file to process, you are presented with the template selection screen.

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If you select a template as we suggest, you will see a list of templates available to your system

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If you wish to review each and every session as they are imported, you can check the "edit imported entry", but it is not really recommended for large numbers.

Press finish and the import will proceed.

Import Software Serials Csv Wizard

Import Login Csv Wizard

3.1.8.4 Import Sessions

Description

Use the ***File -> Import -> Import from | Session*** to import the sessions into Remote Desktop Manager.

The import feature is only active if the import Permission has been enable inside the user account.

Settings

Import Session menu

Import from Session

You can import your sessions from an existing application or an existing file format. Some application encrypt the data but it must be in plain text to allow the application to parse the content. Please note the all the entries will be imported in the current folder. For some applications it's not possible to extract the password.

The list of the supported applications includes:

- Dameware Mini Remote Control
- KeePass (.xml)
- KeePass (link)
- LogMeIn (Rss)
- Office (Word, Excel and Powerpoint)
- RDP Configuration (.rdp)
- Remote Desktop Manager Connection (.rdg)
- RoyalTS (v1 and v2)
- TeamViewer Manager
- Terminals
- mRemote
- VisionApp Remote Desktop (.vrd, .vre, vrb)

3.1.8.5 Import Logins

Description

Use the ***File -> Import -> Import from | Login*** to import different logins or credentials into Remote Desktop Manager.

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The import feature is only active if the import Permission has been enable inside the user account.

Settings

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Import Login menu

Import from Login

You can import the credentials from a wide array of formats exported by various password management solutions. The export content must not be encrypted in order to parse the content. Please note that all the entries will be imported in the current folder.

The list of the supported applications includes:

- 1Password (.csv)
- Aurora Password Manager/AES Password Manager (.csv)
- Dashlane (.csv)
- DataVault (.csv)
- KeePass (.csv)
- LastPass (.csv)
- Passpack (.xml)
- Password Agent (.xml)
- Password Depot (.csv)
- Password Safe (.psafe3)
- RoboForm (html passcard)
- SplashID (.csv)
- Sticky Passwords (.csv)

3.1.8.6 Import Contacts

Description

Use the ***File -> Import -> Import from | Contact*** to import contacts into Remote Desktop Manager.

> The import feature is only active if the import Permission has been enable inside the user account.

Settings

Import Contact menu

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Import from Contact

It's now possible to import the contact from different sources:
- Microsoft Outlook
- VCard.

Please note the all the entries will be imported in the current folder

> Microsoft Outlook contacts sub folders are also supported.

3.1.9 Export

3.1.9.1 Overview

Description

Use the ***File -> Export*** to export entries from Remote Desktop Manager. Below is a list of export options:

- Export All Entries (.rdm)
- Export All Host List (.csv)
- Export All Entries (.csv)
- Export All Entries (.html)
- Export All Entries (.xml) (It's exactly the same content as a .rdm file but with the XML extension)

> The export feature is only active if the import Permission has been enable inside the user account.

Settings

File -> Export

When using an Advanced Data Source, export capabilities can be disabled via security policies at the data source level (no one can export) or at a user level (particular users can't export). See Security Group Management for more information.

Export All Entries (.rdm)

Export all entries in a .rdm file that can be imported into any Remote Desktop Manager data source. You can also include the credentials in this export format and secure your file with a master key.

Export entries in .rdm

Export All Host List (.csv)

Export a simple host list in .csv format. You will be prompted to see if you want the export a slightly more detailed list including the following information: Host, Description, Display Name, Group, Security Group.

Export All Entries (.csv)

Export all entries using the .csv format file. For security reasons the .csv file will be contained within a password encrypted zip file. This type of security can be hacked using brute force attacks, it should be used only when the zip file will be under your exclusive control.

> Please note that the csv columns will vary depending on entry types being exported.

Export All Entries (.html)

Export all entries within a AES-256 to encrypt self contained html file. See Export Html Encrypted topic for more information.

Export All Entries (.xml)

Because it brought confusion to our user base, this export format has been converted to perform the exact same export as the "Export all entries", but it sets the file extension to .xml instead.

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3.1.9.2 Encrypted Html

Description

The Html Encrypted export format was designed to allow for simple & secure exports of entries. It allows for an .html export of the entry information while using symmetric encryption (AES-256) to encrypt sensitive information such as passwords. The file is an ultra portable self contained html file that requires no external script files or installs. As long as you have a web browser with JavaScript enabled you can get to your encrypted data.

> With a secure encrypted document you can freely send the information via email or any other protocol without compromising the sensitive data. Use the export as means of sharing or as a backup for sensitive information.

Settings

Select the entries to export or export all entries. ***Right-click*** and select ***Export -> Export Special -> Export All Entries (.html)*** or use ***File -> Export -> Export All Entries (.html)***. You will be prompted for a password for the symmetric encryption key. Select the filename for the new document. Once the export completes the file will open in your default browser.

> Ensure you do not forget the password as you will not be able to decrypt the data without it.

When exporting multiple entries all will contained within the same file. At decrypt time, each encrypted value must be decrypted individually for security reasons. Once you're done with the sensitive data simply hit ***F5*** to refresh the file or simply close it. Your data is now safe from prying eyes.

AES-256

We use AES-256 to encrypt/decrypt your sensitive data. Since the decryption is done entirely in the browser, there's no need for external tools, downloads or installs.

Encrypted value

Safe & Smart Virtual Backup

In addition, HTML Export using symmetric encryption is a great way to securely backup your passwords and other sensitive information. It allows you to share information via email, or simply send the file to your personal email account as a backup.

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3.1.10 Options

3.1.10.1 Overview

Description

Remote Desktop Manager has many options and they are available in the following topics:

- General
- Application Start
- Application Close
- Notification
- Proxy
- Quick Connect
- Custom Variables
-

3.1.10.2 General

3.1.10.2.1 General

Description

Use the ***File -> Options -> General*** to control application general settings.

General

Settings

Connection

Options	Description
Connection details refresh delay	Delay that occurs after pretty much every action in Remote Desktop Manager before the currently selected node is queried to display information in various tabs. Adjust this to adapt it to your environment.
Delay the initial connection	Use this option to delay the first connection to the data source if the computer is not hooked to the network at startup (thin client).
Open connection delay (after ping)	Use this option to delay the opening of a connection after a ping.
Allow multiple connections	Allows you to open multiple concurrent connections (tabs) to the same session. If not enabled, selecting "Open Session" will simply set the focus on the existing connection.

Is Online

Options	Description
Check for host availability	Hosts are pinged to determine if they are available. Host will be display in "red" in the tree view if not available.
Check is online	By default, the application checks if the host is online. Option can be turn on or off.
Online detection	Detection mode for the *is online* option, choose between ping or port scan.

Clipboard

Options	Description
Clear clipboard delay	Set the delay to empty the clipboard after a copy of an remote information.

MRU

Options	Description
Most recently used (max)	Indicate the maximum number of items to display in the list view. See MRU topic for more information on Most Recently Used.

3.1.10.2.2 Application Start

Description

Use the ***File -> Options -> General | Application Start*** to control application startup settings.

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Application Start

Settings

Application startup

Option	Description
Focus list on startup	The focus will be set on the entry list when application starts.
Show Splash screen	Application will display the splash screen on startup.
Force show Navigation pane list at startup	The Navigation pane list will be shown on start, even if it was hidden when the application was closed.
Startup window state	Indicate the display of the windows state at startup: • ***Last saved*** • ***Minimized*** • ***Maximized***
Missing Add-on directive	Indicate the display of the missing Add-on directive window: • ***Show dialog*** • ***Auto Install*** • ***Do nothing***

Auto update

Option	Description
Check for update at startup	Application will perform a verification for new releases availability.

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Include Beta versions	Application will include beta version in the update verification.

3.1.10.2.3 Application Close

Description

Use the ***File -> Options -> General | Application Close*** to control application close settings.

Application Close

Settings

Application Close

Option	Description
Ask confirmation on application close	Application will prompt you for confirmation when you attempt to close it.
Verify opened session on close	Application will warn you about running sessions when you attempt to close it.

3.1.10.2.4 Notification

Description

Use the ***File -> Options -> General | Notification*** to control application notification settings.

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Notification

Settings

Notification

Option	Description
Entry expiring delay	Set the number of days to receive a notification before an entry expires.
Warranty expiring delay	Set the number of days to receive a notification before a warranty expires.
Software renewal expiring delay	Set the number of days to receive a notification to renew a software.
Passport expiring delay	Set the number of days to receive a notification before your passport expires.

3.1.10.2.5 Proxy

Description

Use the ***File -> Options -> General | Proxy*** to control application proxy settings.

Proxy

Settings

Proxy

Option	Description
No Proxy	No proxy settings.
Bypass proxy server for local addresses	For local addresses, the proxy server will not be used.
System Default	Use the system default proxy.
Custom	Use a custom proxy by selecting the address and port. It's possible to built a list of exceptions with this option.

Credentials

Option	Description
Use specific credentials	Use specific credentials when custom is selected.

3.1.10.2.6 Quick Connect

Description

Use the ***File -> Options -> General | Quick Connect*** to control application Quick Connect settings. Consult the Quick Connect topic for more information.

Quick Connect

Settings

Quick Connect

Option	Description
Quick Connect prefix	Enter the prefix to add to the session name that is started in Quick Connect mode. This applies only to embedded sessions.
Open embedded by default (If embedded mode is available)	Quick connect sessions will be opened embedded if possible.
Sort quick connect entries	Organize the quick connect drop down items in alphabetic order.
Clear "Quick Connect" on exit	The application will not persist your quick connect information upon close.
Auto select text on focus	Select the complete text in the quick connect field when quick connect is selected.
History (max)	Indicates the maximum number of quick connect entries to maintain the history list displayed in the drop down.
Clear Quick Connect History	Use this button to clear the quick connect history drop down.

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3.1.10.2.7 Custom Variables

Description

Use the ***File -> Options -> General | Custom Variables*** to manage your own variable.

Custom Variables

Settings

Custom variables

The custom variables option has been implemented to customize your own variables in the application.

3.1.10.3 User Interface

3.1.10.3.1 User Interface

Description

Use the ***File -> Options -> User Interface*** to control what is displayed in Remote Desktop Manager's User Interface.

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User Interface

Settings

General

Options	Description
User Interface	Indicate the user interface mode: • ***Default (Ribbon)*** • ***Default (Menu)*** • ***Classic UI (v7.X)*** For more information see User Interface Style topic.
Language	Select your preferred language for the user interface.
Data source location	Select the position of your data source selection drop down: • ***Status bar*** • ***Navigation Pane (top)*** • ***Navigation Pane (bottom)*** • ***None***
Select ribbon on connection	Select a specific tab of the ribbon on connection. Select between: • ***Default*** • ***Home*** • ***Actions*** • ***Edit*** • ***Administration*** • ***Refactoring***

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	• ***Tools*** • ***Windows*** • ***Help***
Select ribbon on item select	Select a specific tab of the ribbon when an item is selected. Select between: • ***Default*** • ***Home*** • ***Actions*** • ***Edit*** • ***Administration*** • ***Refactoring*** • ***Tools*** • ***Windows*** • ***Help***
Wait progress mode	Display the wait progress information in a Window or Status bar. You can disable the wait progress by selecting None.
Use modern style	Remote Desktop Manager will be display with the Microsoft modern style interface.
Use touch UI	Remote Desktop Manager will be display and can be use with a touch User Interface.

The Data Source Location ***none*** setting is not supported in the Classic UI mode.

UI Options

Options	Description
Always on top	Keeps the application on top of all others.
Disable lock in quick toolbar	Disable the lock button in the quick access toolbar.
Disable ribbon quick toolbar	Disable the ribbon quick access toolbar.
Disable scrollbar theme	Disable scrollbar theme. This is useful if you have issue clicking on the toolbar.
Hide follow us	Hide the Follow Us section in the Help menu (Help -> Follow Us).
Highlight active tab page	
Remove carriage returns in all description columns.	Remove all the "Enter/Return" that can be present in the description column.
Show favorite icon in list	Favorite icon is overlaid on your session icon.
Show group in tab title	Display group in opened tab title.
Use entry color in tab text	
Use tab strip overflow (disable multiline tab pages)	When there are too many active tabs for the width of the application, having this option checked will result in a new line of tabs to appear. If unchecked then arrows will appear to indicate more tabs are present.

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3.1.10.3.2 Dashboard

Description

Use the ***File -> Options -> User Interface | Dashboard*** to control how the application display the sessions in the Dashboard.

Dashboard

Settings

General

Option	Description
Auto focus dashboard	When checked and an inactive entry is selected in the tree view, the corresponding dashboard is displayed and focus is immediately set on it.
Use classic dashboard	The classic dashboard will be display instead of the new dashboard with larger buttons.

Group

Option	Description
Display mode	Determine how the entries are display in the group dashboard. Choose between: • ***First level only:*** only the entries and the groups located directly in

	the selected group are listed. • ***All sessions:*** all the entries are listed including those contained in the sub-folders. • ***Default (all if not more than...):*** All entries will be display if not more than the select number when the Default option is active.

Session

Option	Description
Show Macro/Script/Tool panel	Display the Macro/Script/Tool panel in the dashboard when a session is selected.
Show Remote Management panel	Display the Remote Management panel in the dashboard when a session is selected.
Show Information panel	Display the Information panel in the dashboard when a session is selected.
Show Overview panel	Display the Macro/Script/Tool panel in the dashboard when a session is selected.

3.1.10.3.3 Filter

Description

Use the ***File -> Options -> User Interface | Filter*** to control application filter box and settings. See topic Search/Filter for more information.

Filter

Settings

Filter

Option	Description
Location	For the location of the filter box, you can choose between: • ***Status bar*** • ***Navigation pane (bottom)*** • ***Navigation pane (top)*** • ***None*** When None is selected, a dialog will appear when the shortcut is press.
Show filter dialog on double click	Double-click in the filter field to open the filter dialog box.
Clear filter on open connection	The filter is cleared each time a session is opened.
Disable smart expand on filter	When the smart expand is enabled, the application will remember on each keystroke which folders was opened, including the original state.

3.1.10.3.4 Keyboard

Description

Use the ***File -> Options -> User Interface | Keyboard*** to control how the application handles keyboard input.

Keyboard

Settings

Keyboard

On the left there are different shortcuts categories. This lightens the screen and allows you to focus on less shortcuts at the same time.

To configure a keyboard shortcut for an action, two controls are provided.

Keyboard Shortcuts

Shortcuts

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The first drop down is for the scope of the keyboard shortcut.

Option	Description
Default	Use default shortcut keys. Use the magnet in the status bar to disable the shortcut.
When not in session	Use the shortcut keys when the focus is not in a session.
Global hotkey	This create global window hot key. For example, you can use it to execute a macro when Remote Desktop Manager is not loaded.
None	Select the none item to remove any hot key for the corresponding action.

Currently no validation is performed as to your usage of the same key combination for two actions.

Other

Option	Description
Disable open with Enter key	Pressing the Enter key while an entry is selected will not open it.
Disable close on Escape key pressed	Pressing the Escape key while in a running session will not close it.

3.1.10.3.5 Navigation Pane

Description

Use the ***File -> Options -> User Interface | Navigation Pane*** to control application Navigation Pane display.

Navigation Pane

Settings

Navigation Pane

Option	Description
Show tab header	Display the tabs header in the Navigation Pane.
Show opened connections tab	Display the Opened Sessions tab in the Navigation Pane.
Show most recently used tab	Display the Most Recently Used tab in the Navigation Pane.
Show favorites tab	Display the Favorites tab in the Navigation Pane.
Show personal connections tab (if available)	Display the Private Vault tab in the Navigation Pane.
Show tools tab	Display the Tools tab in the Navigation Pane.
Default connect action	Select the default connect action between: • ***Default*** • ***Console*** • ***Fullscreen*** • ***External*** • ***Embedded*** • ***Prompt credential login*** • ***No VPN***

With Header

Header

Without Header

Without Header

3.1.10.3.6 Status Bar

Description

Use the ***File -> Options -> User Interface | Status bar*** to control information in the status bar.

Status Bar

Status Bar

Option	Description
Hide entry count label	Hide the total or entries configure in the data source.
Hide version label	Hide the version of the application.

3.1.10.3.7 Title Bar

Description

Use the ***File -> Options -> User Interface | Title bar*** to control application title bar.

Title bar

Settings

Application bar

Option	Description
Override application name	Display a custom title for the application title bar. Use this setting to get a unique identifier when you have multiple instances opened or when you use multiple versions side by side.
Show tab title	The application bar will append the caption of the current tab to the name to the title bar.

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Show tab title group	This will prefix the tab title name with the session group name. It will also appear in the application title bar.

3.1.10.3.8 Trayicon/Taskbar

Description

Use the ***File -> Options -> User Interface | Trayicon/Taskbar*** to control application tray icon and taskbar.

Trayicon/Taskbar

Settings

General

Option	Description
Show trayicon	Indicates if the Tray Icon is enabled.
Show in taskbar	Indicates if the application is visible in the Windows taskbar.
Reduce to trayicon/taskbar on close	Clicking on the X will minimize the application instead of closing it.
Always restore application on open session	When using the menu in the trayicon to launch a session and when application is minimized, enabling this option will restore application before launching the session.

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Trayicon menus

Option	Description
Include entry list menus	Includes the entries in the Tray Icon menu.
Included opened entry menus	Includes a sub-menu for opened sessions.
Include "Open New Remote Desktop" menu	Includes a menu to launch a new RDP session with mstsc.exe.
Include "Restore" menu	Includes a menu to restore application when it has been minimized.
Include "Maximize" menu	Includes a menu to maximize the application window to take the full area of the screen.
Include data source menus (only if more than one)	Includes a sub-menu for the data sources. This requires more than one data source to function.
Include "Quick Connect" menu	Includes a menu to perform a Quick Connect to a host.
Include configured tools menu	Includes sub menu listing all configured tools.
Include most recently used menu	Includes a menu that contain the Most Recently Used entries.
Include "Play list" menu	The Play List will appear in the tray icon menu.
Only show favorites entries in trayicon menu	Only the Favorite Entries will appear in the tray icon menu.
Show credentials in trayicon menu	Indicate if the credentials are listed in the tray icon menu.

3.1.10.3.9 Tree View

Description

Use the ***File -> Options -> User Interface | Tree View*** to control application tree view.

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Tree View

Settings

Tree View

Option	Description
Tree view item height	Specify the height of individual items in the Tree view. Valid values are between 16 and 32.
Shortcut overlay	Determine on which items the shortcut icon is visible. Choose between: • ***All*** • ***None*** • ***All except original***

UI Options

Option	Description
Allow tree view column sorting	Allows tree view columns to be sorted.
Auto focus tab on item select	When you select an entry in the tree view, the auto focus will change for the related item tab page.
Auto select item on tab focus	When you select a session tab, the session will be select in the tree view also.

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Collapse tree view clear filter	When you apply a filter and then clear it using the X button, having this option checked will automatically collapse the tree view.
Disable entry drag-and-drop	This setting disables moving entries with drag-and-drop. Use this option to avoid any unwanted session create by drag and drop by mistake.
Include root in collapse all	By default the application has many root nodes in the tree view. i.e. Sessions, Credentials, Macros/Scripts/Tools. Collapsing the tree view will also collapse every root nodes if this option is enabled. Only the children of the current root are affected by the command when this option is not enabled.
Load sub connection in tree view	Indicate if the sub connections appear under their parent in the tree view. You can use the sub-connection pane if you don't want them listed in the tree.
Merge credential list with sessions	Use this option if you want the credentials to appear within the list of Sessions instead of in their own root.
Open collapsed by default	The entry list will always be collapsed upon startup.
Tree view group (bottom)	This setting indicates if the Group/Folder entries are at bottom of the list instead of appearing first under their parent.
Use bold font in tree view	Indicate if the root level items are displayed using the bold attribute.

3.1.10.4 Type

3.1.10.4.1 Type

Description

Use the ***File -> Options -> Types*** to control settings applied to entries of the Session type.

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Session Type

Settings

General

Option	Description
Default monitor	Choose your preferred monitor from the list.
Credential entry action	Allows you to change the Default action executed when you launch the entry. Each entry can override this setting but this is the default behavior when "Default" is specified in the configuration. Allowed values are: • ***Default:*** The system default is "View Dashboard" • ***View Entry:*** Opens the entry in view mode • ***Copy password:*** Copies the password to the clipboard. Note that there is a delay after which the clipboard is cleared for safety purposes. Please see Advanced • ***View dashboard:*** Displays the Credential Entry dashboard for the current entry • ***Edit:*** Opens the entry in edition mode.
Collapse Navigation pane on open embedded	This will perform an automatic hide the navigation pane when an embedded session is launched.
Minimize on open session	This will automatically minimize of the application when an

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(external)	external session is launched.
Reconnect on double click	The application will reconnect remote host instead of focusing it when the node in the tree view is double clicked. It's only supported by the connections types.
Batch open wait interval	Specify the delay between each opening when multiple sessions are opened in batch.
Duplicate entry suffix	
Wake on LAN broadcast IP address	

3.1.10.4.2 RDP

Description

Use the ***File -> Options -> Types | RDP*** to control settings applied to a RDP session type.

RDP

Settings

Remote Desktop

Option	Description
RDP	Select the RDP version you wish to use.
Cache	Select the default RDP cache mode to use: • ***Full mode:*** The protocol is full Windows 8 Remote Desktop

	protocol. • ***Thin client:*** The protocol is limited to using the Windows 7 with SP1 RemoteFX codec and a smaller cache. All other codecs are disabled. This protocol has the smallest memory footprint. • ***Small cache:*** The protocol is the same as FullMode, except it uses a smaller cache. Change this mode to reduce the memory usage when you have multiple connections opened at the same time.
Force fit embedded RDP in windows	The application will force the resolution to fit inside the available content space.
Use old Remote Desktop Console Connection(before Windows XP SP3 and Vista SP1)	Use the connection console mode in external as it existed before Windows XP SP3 and Vista SP1. The most mstsc.exe parameter is different between theses two versions.
Allow remote connection to handle empty password	This will allow the connection even if the password is empty and let the RDP connection to handle the prompt for password. The application automatically prompt for the credentials when it detect an empty password and when this option is disabled. It can than reuse those credentials for an automatic logon.
Disabled embedded RDP error message	This will prevent the error message from a lost RDP connections to be displayed to the user.

Gateway

Option	Description
Use RDP gateway generic credentials	This will impose the usage of the generic credentials in the Windows Credential Repository instead of the domain credentials. Use for backward compatibility only.
Force full reconnect when Gateway is used	This will force a full reconnect of the session when a RD Gateway server is configure inside the RDP session.

3.1.10.4.3 ScreenConnect

Description

Use the ***File -> Options -> Types | ScreenConnect*** to control which version of ScreenConnect you want to use by default.

ScreenConnect

Settings

Version

Option	Description
Version	Indicate the default version of ScreenConnect that you want to use in the application: • ***Version 4.X and lower*** • ***Extension (Version 5 or higher):*** You need to install the extension from the ScreenConnect browser extension to use this version of ScreenConnect. See How-to Configure ScreenConnect 5 in Remote Desktop Manager.

3.1.10.4.4 SSH/Telnet

Description

Use the ***File -> Options -> Session Type | SSH/Telnet*** to control settings applied to SSH/Telnet session type.

SSH/Telnet

Settings

Putty

Option	Description
Telnet/SSH/rLogin/Raw	Used to select the default application: • ***Putty*** • ***Plink*** • ***Kitty***
Embedded Putty delay	When using "Old putty integration mode", this is the delay of time Remote Desktop Manager will pause after establishing an embedded putty connection. Adjust this if more initialization time is required.
Use old Putty integration mode	Use the previous of integrating Putty which was using a basic delay to detect that the application was ready. Use this if putty connections fail.

3.1.10.4.5 Web

Description

Use the ***File -> Options -> Session Type | Web*** to control settings applied to web session type.

Web

Settings

Web

Option	Description
Web	Choose your preferred web browser from the list. The Default value indicates to use the default web browser set on the computer.
IE Mode	Choose the emulation mode for Internet Explorer. Some web sites don't work well with old or new versions of Internet Explorer. Select between: • ***Internet Explorer 7*** • ***Internet Explorer 8*** • ***Internet Explorer 9*** • ***Internet Explorer 10*** • ***Internet Explorer 11*** • ***Default:*** The current version of Internet Explorer installed on the computer will be use.
Disable web browser script errors	This will prevent scripting errors to be displayed to the user.

Firefox

Option	Description
Engine	Choose the default embedded Firefox engine used by the

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	application. The possible values are: • ***MozNET (R19.8)*** • ***geckofx***

3.1.10.4.6 Others

Description

Use the ***File -> Options -> Session Type | Others*** to control settings applied to FTP, Teamviewer, VNC and VPN.

Others

Settings

FTP

Theses settings are applied to all the FTP session types.

Option	Description
FTP	Choose your preferred FTP application from the list: • ***Windows Explorer*** • ***Filezilla*** • ***WinSCP***

TeamViewer

Theses settings are applied to all the TeamViewer session types.
.

Option	Description
Auto format the TeamViewer ID	Indication to the application to automatically format the TeamViewer ID before invoking the command line. Some version of TeamViewer require a special formatting.

VNC

Theses settings are applied to all the VNC session types.

Option	Description
VNC	Choose your preferred VNC client from the list of supported clients: • ***RealVNC*** • ***TightVNC*** • ***UltraVNC*** • ***VNCViewer Plus***

VPN

Theses settings are applied to all the VPN types.

Option	Description
VPN default pause	Indicate the default delay in seconds after a VPN connection is established. Adjust this value if your VPN client requires more time to perform the initial setup. The default value is only used when the setting is set to -1 in the session itself.

3.1.10.5 Security

Description

Use the ***File -> Options -> Security*** to control application behaviour as it pertains to system security.

Application security (local)

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Application security (local)

Option	Description
No application password	The application will have any security enabled. However it's recommended to use the default Windows lock workstation feature.
Use application password	Enable the application level security and define a specific password to access the application.
Use Windows credentials as application password	Enable the application level security and requires the same password as your Windows password. The application needs an access to the domain to authenticate the user.

2-Factor authentication

2-factor authentication

Option	Description
Require Yubikey authentication	Use a Yubikey device to get access to the application when it starts or when it's locked.
Require Google Authenticator	Use a Google Autnenticator device to get access to the application when it starts or when it's locked.

Consult the Yubikey authentication topic or the Google Authenticator topic to learn how to configure the 2-factor authentication.

Lock

Lock

Option	Description
Lock application when minimized	Lock application when minimized in the taskbar.
Lock on idle	Automatically lock the application when it's not used after a determined number of time. The value is in minute.

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Locking the application

You can manually lock the application by clicking on ***File -> Lock Application*** or by pressing the Lock Application button in the Quick Toolbar.

Lock Application button

> The Lock Application button can be hidden by configuration. Check ***Disable lock in quick toolbar*** in ***File -> Options -> User Interface -> Advanced***

Unlocking the application

When you re-activate the application, you will prompted with the application login screen and you might have to enter your password, use the Yubikey or the Google Authenticator to get access to the main screen.

Unlock the application

Offline security

This section contains the global offline security settings.

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Offline security

Option	Description
Default security	The application uses an offline file is encrypted with a non-portable computed key hash.
Enhanced security	The application uses an offline file is encrypted with a hash of the non-portable computed key plus user specific password. This password is saved internally by default.
Prompt for offline access	This checkbox force the user to enter the password prior to accessing the offline data.

User template

This section contains the default values used when a new user is created in an data source. It's used as a template to simplify the batch creation process.

User template

See the User Permissions section for more details about the different fields.

3.1.10.6 Tools

Description

Use the ***File -> Options -> Tools*** to control application behaviour as it pertains to iLO, Mail to, Ping and Wake On Lan.

Tools

Settings

ILO/Server homepage

Option	Description
iLO/Server home page	Choose your preferred browser to connect to the iLO system.
Embedded	Indicate the default mode for opening the iLO or server home page. When checked, Please note the embedded will disable the browser selection drop down since only IE can be selected for now.

Mail To

The application allows you to send emails to various contacts as described in Contact. This section serves as a template for emails sent through system.

All variables are supported in the subject and in the body. This enables rich context sensitive emails.

Option	Description
Default subject	Default subject of the email.
Default body	Default body of the email.

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Mail to options

Ping

Option	Description
Execute continuous ping undocked	Indicate to undock the continuous ping window when executed.
Continuous ping wait time	Set the interval between the ping sequences.
Ping timeout	Set the timeout for the default ping operation.

Wake On LAN

Option	Description
WOL Port	Specify the default port for the Wake On LAN.

3.1.10.7 Path

Description

Use the ***File -> Options -> Path*** to change or specify the default path used by the third party that Remote Desktop Manager integrates. It also contains the default destination path for the screenshots, the local logs and the default directory for the document export.

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Path

Settings

Installation path

Please see Installation paths

Other

Option	Description
Screenshot	Specify a path to store the application screenshots available at **Action ->** Screenshot.
Application log	Specify a path to store the application logs available at **Help** -> Application Logs.
Save As Document	Specify a path to open a default folder when a document need to be saved. It's used for the attachment and the document entry type when you want to visualize it or extract it from the database.

3.1.10.7.1 Installation paths

Description

Use this section to specify the paths for each third party application that we support interfacing with.

Settings

Configure Installation Path

Remote Desktop Manager obviously knows about the default paths and executable names for the third parties that we have integrated, but we offer support for other scenarios as well:

- Non-default Installation of the third party
- New versions of the third party
- Multiple installations of the third party.

Default installation

For each third party application, Remote Desktop Manager will attempt to locate it using default installation paths. Typically as soon a you have a third party application installed using the default settings, you should see a message indicating the application is ready.

Application is ready label

We also have added a download link for your convenience.. Clicking on this link will bring you to the default site where you can locate and download the installer for the third party application.

Non-default installation

Click on the ellipsis button to browse for the executable when you have a local installation that is not

detected automatically. This will allow you to manually locate and specify the installation path for the third party.

New versions

Some third party applications offer different executable names. You can specify this alternate name by checking the ***Override default executable*** and specifying the new name with the file extension.

Override default executable check box and text area

Multiple installations

Enter both paths, but separate them by a semi-colon (;)

Upon usage of a session that uses that tool, Remote Desktop Manager will prompt you with the selection list and you will be able to pick the one that you wish to use.

```
C:\Program Files\Appsv1;D:\Program Files\Appsv2
```

3.1.10.8 Advanced

Description

Use the ***File -> Options -> Advanced*** tab to control application behaviour as it pertains to low level settings.

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Advanced

Settings

#

Advanced

Option	Description
Debug level	Set the level of debugging information that Remote Desktop Manager will capture. This should be modified only on request from a Devolutions support technician and it might slow down your system.

Other Options - Connections

Option	Description
Auto close embedded tab on disconnect	Automatically closes the tab for embedded sessions when they are disconnected.
Disable logoff confirmation message	When pressing the logoff button In a embedded RDP session, Remote Desktop Manager, will disconnect the session without the logoff confirmation message.
Disable multi-thread loading	This setting allow Remote Desktop Manager to use multiple thread to load the data. Disable this will decrease performance.
Ensure that KeePass is running	Validate that KeePass is running on your computer before accessing any KeePass data.
Open shortcut session silent	Disable the command line warning message when using a shortcut.
Use NTFS Encryption for Offline mode	When using Offline Mode, a local file is created to hold a copy of the data source. If this is enabled the local file is encrypted using the

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	built-in NTFS encryption of Windows. This setting may cause delays when accessing the data source because the local file is refreshed on every access.
Warn on multiple sessions open	When opening more then one session you'll be presented with a confirmation dialog. This typically occurs when doing an Open session on a group/folder.

Other Options - General

Option	Description
Allow multiple instances	Allows more than one instance of Remote Desktop Manager to run concurrently. This is not recommended.
Disable stack trace	Disable the stack trace details when an error happen in Remote Desktop Manager. This is a security feature.
Focus content on application activation	This will set focus on the last embedded session when the application is activated.
Force refresh before edit entry	This will perform a refresh of the entry just before entering in edit mode. This is useful in a multi-user environments with a shared data sources. This ensure that you are editing the most recent version of the entry.

Other Options - UI Options

Option	Description
Always show "Go Offline" button	It will always display the "Go Offline" button in the status bar when Offline Mode is active.
Disable custom images	This will disable the loading of any custom images in the tree view. Too many custom images could dramatically increase the size of the data source and increase the load time at the same time.
Expand all tree nodes on select credential entry	After creating a new credential entry the tree nodes are expanded automatically.
Hide last opened play list in play list management	This will not show the last opened play list at the startup in the play list dialog.
Hide version label	This will hide the version label from both the startup screen and from the main program window. Simply an option to lighten the interface.
Use old entry sort	Use the old entry sort from previous version of Remote Desktop Manager.

Information

Option	Description
Created on	Creation date of the Remote Desktop Manager configuration folder.
Source	Source of the Remote Desktop Manager configuration settings.
Path	Shortcut to access the configuration folder directly.
RDMO	RDMO Website address. Available in debug mode only.

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3.1.10.9 Import Options

Description

TBD

3.1.10.10 Export Options

Description

Use ***File -> Options -> Export Options*** to control the options to export your application configuration. Use this to easily transfer settings to another machine or share them with a colleague.

Export Options

Settings

Registration information

Option	Description
Name	Company registration name
Email	Registration email
Key	Serial key

Miscellaneous

Option	Description
Saved installation paths	Preserve your installation paths configured for the external application
Saved templates	Includes your local templates in the export
Filter history	Preserve your filter history
Quick connect history	Preserve your Quick connect history
Proxy settings	Includes your proxy settings
RDMO Credentials	Includes your Remote Desktop Manager Online credentials

Data Sources

> The data source configurations you select will be exported with the username/password as they are configured currently. If you are creating a file so you can quickly set up a new employee, you must take care of not giving away your credentials.

All your configured data sources will be displayed in this section. Select the one(s) that you want to include in the export.Please note that the content of the data source is not exported.

When your settings are customized to your liking, click on ***Export***. You will be prompted to save your settings in a RemoteDesktopManager.cfg file.

How to restore the settings

See Configuration File Location topic

3.1.10.11 Search Option Property

Description

TBD

3.1.11 My Account Settings

Description

Use ***File -> My Account Settings*** to configure the accounts settings that you use to connect on different web platforms. This allow you to setup your account settings one time and use it in the creation of your entries as many time as you want.

Settings

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My Account Settings

Option	Description
Password Manager Pro	Configure the username, workstation and token to connect on Password Manager Pro.
Pleasant Password Server	Configure the username and password to connect on Pleasant Password Server.
Secret Server	Configure the username to connect on Secret Server.

3.1.12 Templates

3.1.12.1 Templates

Description

This allows you to create predefined configuration available such as:

- Create a new session
- Quickly connect
- Open as a template
- Create an import wizard

Templates can be useful if you want to have predefine values when you create a specific entry.
It's possible to create Local templates and/or Shared Templates.

Templates are available in the options dialog or via the menu **File -> Templates -> Templates**

This allows you to create predefined templates that are available with the quick connect toolbar, or when you create or import a new session.

Templates

Settings

Local Template

Local templates are saved on the local computer, and are not available to other users.

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Local Template

Shared Template

Shared templates are saved in the database, and can be used by all the users.

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Shared Template

Usage

The template can be used in the following cases:

Creating a new session

New Entry dialog - Template selected

Running a Quick connect session

Import session wizard

Using the import session wizard, the second step allows you to use a template for the imported sessions.

Import session wizard

3.1.12.2 My Personal Credentials

Description

The *My Personal Credentials* feature is a single credential entry stored in your private area of the database.

It is typically used to hold the Windows credentials for your running session because Remote Desktop Manager cannot access them. If you cannot use integrated security then you must store your credentials in *My Personal Credentials*.

This allows you to centralize one special credential to replace or emulate the ones for your Windows session. When a password change is needed, you simple need to change it once in *My Personal Credentials*.

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Personal Credentials

My Personal Credentials can be selected in your entries under Credentials.

My Personal Credentials

For more information on credentials, please refer to the Credentials topic.

3.1.12.3 Default Settings

Description

This allows you to create, edit or reset your default that are used whenever a new entry is created. Every entry type is supported and can have a default template defined.

By editing your default template, you will be able to save settings that you want used at the creation of new entries.

All of the entry types are organized by category, as in the new entry dialog, in order to help you locate the entry type you want to customize.

- Session
- Credentials
- Group/Folder
- Contact
- Document

File - Templates

Settings

After selecting your category, a window will appear with all of the entry types for that category.

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Template management

No template defined

Notice that a ***[No default]*** notice is displayed below each type that does not have a default template defined.

No Default highlight

Selecting a type without a default will allow you to create a new template.

Template defined

All the entry types without the [No default] notice have a default template. You can double-click on the type to edit the template, or press the edit button.

Edit button detail

If you want to remove the default settings template, press the delete button.

Delete button detail

3.2 Home

3.2.1 Overview

Description

The Home menu will allow you to do some actions on the current session. The ribbon will display the following tab when the session is embedded.

Home tab

Consult topics below for more information on each sections:

- Connect
- Macros
- Clipboard
- VPN
- View
- Tools

3.2.2 Connect

Description

The Connect section in Home tab allow you to open\close\reconnect your sessions.

> Actions are different depending on your session type.

Settings

Connect

Open Session

Allow you to open your session. You can also select another mode to open your session with this option.

View Password

Allow you to see the session password

Close Session

Close the active session.

Reconnect

This perform a full reconnect on RDP session. This will completely close the session and reopen it.

Focus Session

Focus on the active session.

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Logoff

Logoff the RDP session. See Logoff topic if any problems.

3.2.3 Macros

Description

The Macros section in Home tab allow you to execute scripts or macros.

Settings

Macros

Execute

Execute the selected macro or script in the previous window or in the current tab.

Macro/Script

Displays a window where you can Select a macro or script, as well as the execution options.

3.2.4 Clipboard

Description

The Clipboard section in Home tab allow to copy data entries values in your clipboard such as:

- Username
- Password
- Domain
- Host Name
- URL

Settings

Clipboard

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When using an Advanced Data Source, the administrator can control in the Data Source Settings if copy passwords are permitted or not.

Username

Copy the username define in your session to the clipboard.

Password

Copy the password define in your session to the clipboard.
The password to clipboard most also be allowed for the feature to be available. Check "Allow copy credentials to clipboard" for the given session.

For security reasons, the clipboard will be cleared after **10** seconds when you copy a password. The delay can be configured via the system options, see Options for more information.

Clipboard clear notification

Domain

Copy the domain define in your session to the clipboard.

Host Name

Copy the host name define in your session to the clipboard.

URL

Copy the URL define in your session to the clipboard.

Copy/Paste

The copy/paste of an session entry is also possible. You can paste the session into a different data source or simply create a copy of it. It is an quick way to move/duplicate an item.

When using an Advanced Data Source the user must have Add Session rights to be able to copy/paste sessions.

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3.2.5 VPN

Description

The VPN section in Home tab allow to open/close a VPN without connecting or disconnecting the session.

Settings

VPN

This feature is enable when a VPN his configure inside your session.

Open VPN

Open a VPN that is configure inside a session before your start the connection to the session.

Close VPN

Close a VPN that is configure inside a session and leave the session open.

3.2.6 View

Description

The View section in Home tab will display multiple information on the remote session.

Settings

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View

Option	Description
Details	Display the connection details. See Details topic for more information.
Information	Display several information on the entry. See Information topic for more information.
Contact	Display the contact information. See Contact topic for more information.
Attachments	Display the attachments file. See Attachments topics for more information.
Logs	Display remote computer logs. See Logs topic for more information.
Password History	Display the password history for a session. See Password History topic for more information.
Entry History	Allows you to compare two entries and manage history revisions. See Entry History topic for more information.
ToDo	Allow you to manage ToDo's related to the session. See ToDo Actions topic for more information.

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View Macros/Scripts/Tools

For more information, please consult the Macros/Scripts/Tools Overview topic.

3.2.7 Tools

Description

The Tools section in Home tab allow to change the status of a session, create/delete favorite, create a Play List and Insert Log Comment.

Settings

Tools

Status

Locked Status

This allow the user who has locked the session to use it and block the others.

> The session will be locked for other users only. The holder of the lock can still use it. To prevent usage of a session by everybody you must disable it.

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Disabled Status

A disabled session can't be opened. It's mostly used when you don't want to delete it but avoid any unattended connection. It's also useful to disable an account for one of your former customer.

Warning Status

This status allows the session to be used, but displays a message to the user before it is opened.

Expired Status

An expired session can't be opened. It can be set manually or automatically if the session expiration date is set in his property.

Favorite

Please consult Favorite Entries topic for more information.

Create Play List

Please consult Play List topic for more information.

Insert Log Comment

Log comment

Add a log comment to the session that will be saved in the session log. To consult the session logs,

right-click on the session and select ***View -> Logs***.

3.2.8 Password History

Description

This feature requires an Advanced Data Source.

The Password History feature allows to view the password history for a session. The number of historical passwords to save is set in the Data Source Settings.

You must be an administrator of the data source to perform this action.

Settings

To display the password history, ***right-click*** on an entry and select ***View -> Password History***.

Password History

Password History view

3.2.9 Entry History

Description

This feature requires an Advanced Data Source.

Entry history feature allows for versioning of sessions while allowing for compares.

You must be an administrator of the data source to perform this action.

Settings

Session History

To display the session history, ***right-click*** on an entry and select ***View -> Entry History***.

Entry History view

The entry history view dialog allows you to compare two entries and manage history revisions. To compare, simply select any two entries then use the ***Compare*** button.
You can delete any history revision or the entire history using the ***Delete*** and ***Delete All*** buttons.

Entry history view

Compare session modifications

View Deleted Entries

Use the ***Administration -> other ->*** View Deleted to manage and resurrect deleted entries.

Deleted entries

3.3 Actions

3.3.1 Overview

Description

Actions are operations that can be performed on running sessions. The Actions menus are visible only when the operation is possible. The ribbon will display the following tab when the session is embedded.

Actions ribbon

Alternatively, the Actions are available by right-clicking on the tab of an embedded session.

Right-click on the tab of an embedded session.

The sections are:

- Connect
- Actions
- Commands
- Layout
- Settings
- Edit
- Screenshot

3.3.2 Connect

Description

The Connect actions allow you to reconnect\disconnect session(s).

> Actions are different depending on your session type.

Settings

Connect Actions

Reconnect

Quickly close the session, then re-open it automatically. Use it to update the resolution of your embedded RDP connections when you resize the window.

Close

Close the active session.

Close All

Close all the opened sessions.

Close All Other Tabs

Close all the opened sessions except the active one.

LogOff

Logoff the RDP session. See Logoff topic if any problems.

3.3.3 Actions

Description

The Actions section in Actions tab allow you to execute scripts or macros.

Settings

Actions\Actions

Execute

Execute the selected macro or script in the previous window or in the current tab.

Macro/Script

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Displays a window where you can Select a macro or script, as well as the execution options.

3.3.4 Commands

3.3.4.1 Overview

Description

The Commands are actions that you send to the remote session, they are therefore different depending on your session type.

Please refer to the following topics for more details:

- RDP
- VNC
- SSH Shell
- Telnet

> Session add-ons may add custom command in this section, they will not be documented in these topics, but rather in the add-on documentation.

3.3.4.2 RDP

Description

The commands for a RDP session allow you send remote commands to your host.

Settings

RDP Commands Actions

View Only

This will prevent the session from receiving any input from the keyboard or the mouse. This feature was requested to allow monitoring while preventing manipulation errors. Use it to have a read only access to the remote server.

Send Ctrl-Alt-Delete

Send the key combination CTRL+ALT+DELETE to the host.

Charms

On Windows 8 or Windows 2012 server, displays the Charms bar (Search, Share, Start, Devices, and Settings bar).

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App Bar

On Windows 8 or Windows 2012 server, displays the App bar to show navigation, commands, and tools.

Snap

On Windows 8 or Windows 2012 server, allows you to run two applications side-by-side.

Start Screen

Open the Start menu on the host computer.

App Switch

On Windows 8 or Windows 2012 server, switches from an application to another.

3.3.4.3 VNC

Description

The commands for a VNC session allow you send remote commands to your host.

Settings

VNC Commands Actions

Send Ctrl-Alt-Delete

Send the key combination CTRL+ALT+DELETE to the host.

Send Ctrl-Escape

Send the key combination CTRL+ESCAPE to the host to open the Start menu.

Send Alt-F4

Send the key combination ALT+F4 to the host to close an application.

Refresh Screen

Refresh the host screen.

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3.3.4.4 SSH Shell

Description

The commands for a SSH Shell session allow you send remote commands to your host.

Settings

SSH Shell Commands Actions

Find

Open a find window to search for specific words.

Copy All to Clipboard

Copy all selected text to the Clipboard.

Clear Scrollback

Clear the scrolling display that precedes the current line.

Reset Terminal

Reset host terminal connection.

Connection Information

Provides connection host information in a form as below.

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Connection Information

3.3.4.5 Telnet

Description

The actions for a Telnet session allow you send remote commands to your host.

Settings

Telnet Commands Actions

Find

Open a find window to search for specific words.

Copy All to Clipboard

Copy all selected text to the Clipboard.

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Clear Scrollback

Clear the scrolling display that precedes the current line.

Reset Terminal

Reset host terminal connection.

3.3.5 Layout

Description

The Layout actions allow you to view your session in various modes: *Undocked*, *Embedded*, view in *full screen* or in *work area* ***screen***.

> The Layout actions are only available in embedded mode. Actions may be different depending on your session type.

Settings

Layout Actions

Undock

Allow you undock your embedded session and move it anywhere outside Remote Desktop Manager or even on another monitor.

Embedded

Allow you to re-embed your session when your session is undocked.

Full Screen

Display your session in full screen outside Remote Desktop Manager. Use this action if you want to open your session in external mode using the RDP client.

Work Area Screen

This mode allows you to open the connection in full screen but to have also access to your local taskbar.

You need to select *Current work area size* in your RDP entry first.

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Current work area size

3.3.6 Settings

Description

The Settings actions allow you to apply settings such as smart sizing, Windows key on the remote computer and show footer.

> The Settings actions are only available in embedded mode. Actions may be different depending on your session type.

Settings

Settings Actions

Keep tab on disconnect

Your session tab will stay after a session disconnect. For more information, see Keep Tab Opened topic.

Smart Sizing

Enable or disable the RDP smart sizing.

Windows Key on the Remote Computer

When pressing the Windows key, it will send the function to your host instead of running it on your computer.

Show Footer

Remote Desktop Manager footer will be displayed inside your remote session.

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3.3.7 Edit

Description

The Edit actions allow you to create/edit/duplicate your active session.

> The Edit actions are only available in embedded mode.

Settings

Edit Actions

Properties

Opens the properties window of your session entry.

Save Session as

Prompts you to save your session on the same or different name.

Duplicate

Duplicates your active session in a new embedded screen.

3.3.8 Screenshot

Description

The Screenshot actions allow you to capture a screenshot of a running session.

> The Screenshot actions are only available in embedded mode.

Settings

Screenshot Actions

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Send to Clipboard

Performs a typical capture to the clipboard.

Save to File

Prompts for a file name, and saves the capture to that file.

Save to File and Open

Prompts for a file name, saves the capture to that file and opens the file using your default editor.

3.4 Edit

3.4.1 Batch Edit

Description

Use the ***Edit -> Batch Edit*** or the ***Batch Edit*** option in the context menu to change the settings of multiple sessions in one operation. It can be used for example to remove or update all of the credentials of a group of sessions.

Batch edit

You can also change:

- Host Name
- Credentials
- General Settings
- Session Type Settings
- User Specific Settings
- Local Machine Specific Settings

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- Security Group

Settings

Change Saved Host Name

Change Saved Host name

You can change multiple host names at the same time.

Change Saved Credentials

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Change Saved Credentials

You can change the configured credentials for multiple sessions in a batch. You can use the following options to change the credentials:

Option	Description
Use Specified credentials	Use a specific username, password and domain.
Use credential repository	Use a Credential entry linked entry which can can be external credentials like KeePass for example. This is very useful for sharing or reusing existing credentials among entries.
Use Inherited	Use the credentials of it's parent entry or group.
Use my personal credentials	This allows you to use one set of credentials to replace or emulate the ones from your Windows session. See My Personal Credentials topic.

Reset All Saved Credentials

This will clear existing credentials for the selected sessions.

Reset All Saved Passwords

This will clear existing passwords for the selected sessions.

Detect All MAC addresses

This will detect all MAC addresses for the selected sessions.

Edit Sessions (General Settings)

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General Settings

You can change common session settings. The session can be of any type, because a common set of options are shared among sessions. The following general settings can be changed:

- Group/Folder
- Display
- Allow show credentials (everybody)
- Image
- Description
- Keywords/Tags
- Tab Page Category/Color
- VPN
- Information (General, Hardware, Purchase, Notes, Custom Fields)
- Contact Information (Base, Address, Communication)
- Events
- Logs
- Tools
- Intel AMT
- Advanced Settings tab

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Edit Sessions (Session Type Settings)

Edit Sessions Session Type Settings is only available for specific session types like RDP.

Session Type Settings

Edit Sessions (User Specific Settings)

User Specific Settings

User Specific Settings can be modified in a batch if they're supported by the session type.

Edit Sessions (Local Machine Specific Settings)

Local Machine Specific Settings

Local Machine Specific Settings can be modified in a batch if they're supported by the session type.

Edit Sessions (Security Group)

Security Group

Use the ***Edit Sessions*** (Security Group) option to apply a new security group on multiple sessions.

3.4.2 Shortcut/Linked Entries

Description

There are a many scenarios where it makes sense for an entry to appear more than once in the UI. For example, you might want to:

- assign different access to the folder
- create a favorite folder with everything centralized
- reuse a document for different scenario.

Two shortcuts selected

Creating shortcuts is simplified by saving the entry once in the database, while linking it to more than one group. So when the application loads the data, it automatically creates a link to the original entry.

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Creating a Shortcut: Option 1

One way to create a shortcut is by using the menu **Edit->Create Shortcut...** or with the ribbon button

Context menu **Ribbon button**

Simply choose the destination folder for the shortcut. The application will automatically refresh and display the new shortcut in the list.

> There is no visual difference between the shortcut and the original entry. Therefore, you'll need to delete all entries to completely remove them.

Creating a Shortcut: Option 2

A second way to create a shortcut is via the session properties. Since the shortcut is based on a group list, simply add a session in multiple groups by setting two or more destinations, which are separated by ";". You can also use the browse button (…) and select more than one group by holding the Ctrl key while clicking on the tree node.

3.4.3 User Specific Settings

Description

Allows session setting override for a user. Several settings can be overridden, such as user name, password and display.

User Specific Settings

This feature is only available when using an Advanced Data Source. A setting on the data source allows usage of User Specific Settings, Contact your administrator if the menu is grayed out.

If both User Specific settings and Local Machine Specific Settings are defined on the same entry, Local Machine Specific Settings have dominance.

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User Specific Settings menu

User Specific settings indicator

For entries with defined ***User Specific Settings***, an indicator appears in the dashboard when you select the entry. You can simply click on the indicator to go to the Edit Entry (User specific settings) dialog.

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For Groups/Folders, you must have enabled the ***Show group details/description*** option to see the indicator.

Workflow

Sessions and Groups/Folders

In the majority of cases, this dialog will appear.

User Specific Settings

Please consult each specific override topics for more information:

- Credential Entry Overriding
- Credentials
- Display
- Screen Size
- Default Browser
- Keyboard
- Gateway

Credentials Entries

In the case of credential entries, please refer to Credential Entry Overriding.

My Personal credentials

For more information please consult My Personal Credentials

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3.4.3.1 Credential Entry Overriding

Description

The credential entry is a special case. When overriding using either User Specific Settings or Local Machine Specific Settings, a specialized dialog appears to allow you to override the original credentials.

Override Credential Entry dialog

Settings

To override the credentials, you must first check the ***Override credentials*** option. Then you enter the new credentials in the area below.

To stop overriding credentials, uncheck the ***Override credentials*** option.

3.4.3.2 Credentials

Description

Override Credentials will allow you to specify other credentials than the ones that are stored in an entry. You can choose from multiple sources according to your security practices and policies.

The Credentials override is available on all entry types.

Settings

Override Credentials

The following choices are offered depending on the type of entry being overridden, as well as the location of that entry.

Option	Description
Custom Credentials	Use a specific User name, Domain and Password.
Existing credential entry	Use an existing credential entry.
Embedded credential entry	Use Embedded credentials.
My personal credentials	Use the credentials stored in My Personal Credentials (Note 1)
Private Vault credential entry	Use an entry from your Private Vault. (Note 2)

Notes

1. For more information please consult My Personal Credentials

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2. The Private Vault credential entry is only available under the following conditions:

   2.1. The Private Vault is available for your data source, please consult Private Vault;
   2.2. You are overriding at the folder level;
   2.3. You are overriding a session that is itself in the Private Vault.

3.4.3.3 Display

Description

This allows you to select a different display mode for the session.

> The Display override is only available for ***Sessions***.

Settings

Override Display

Please consult Display Mode for information on available settings and their usage.

3.4.3.4 Screen Size

Description

Override Screen Size will allow you to customize the size of the local window that is hosting the remote session.

> Screen Size is only visible for ***RDP sessions***.

Settings

Override Screen Size

The settings being overridden by this are in the Display tab of the RDP sessions

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Display tab

3.4.3.5 Default Browser

Description

Override default browser will allow you to customize the internet default browser for a web browser session.

Override default browser is only visible for ***Web Browser sessions***.

Settings

Override default browser

Option	Description
Web browser application	Override the default web browser in the application. Select between: • Internet Explorer • Firefox

3.4.3.6 Keyboard

Description

Override keyboard will allow you to customize the keyboard redirection on the remote session.

> Override keyboard is only visible for ***RDP sessions***.

Settings

Override keyboard

Option	Description
On the local computer	Override the keyboard on the local computer.
On the remote computer	Override the keyboard on the remote computer.
In full screen mode only	Override the keyboard when remote session is in full screen mode only.

3.4.3.7 Gateway

Description

Override gateway will allow you to customize the RDP Gateway credentials to use on the remote session.

Override gateway is only visible for ***RDP sessions***.

Settings

Override gateway

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RDP Gateway credentials

Option	Description
Use custom credentials	Use a specific User name, Domain and Password.
Use credential repository	Uses a linked Credential Entry. See topic Credentials for more information.
Use my personal credentials	Use the credentials stored in My Personal Credentials.
Private Vault credential entry	Use an entry from your Private Vault.

3.4.4 Local Machine Specific Settings

Description

Allow session setting override for the local machine. Several settings can be overridden, such as user name, password and display.

Local Machine Specific Settings

This feature is only available when using an Advanced Data Source. A setting on the data source allows usage of Local Machine Specific Settings, Contact your administrator if the menu is grayed out.

Local Machine Specific Settings menu

Local Machine Specific settings indicator

For entries with defined ***Local Machine Specific Settings***, an indicator appears in the dashboard when you select the entry. You can simply click on the indicator to go to the Edit Entry (Local Machine specific settings) dialog.

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For Groups/Folders, you must have enabled the ***Show group details/description*** option to see the indicator.

Workflow

Sessions and Groups/Folders

In the majority of cases, this dialog will appear.

Local Machine Specific Settings

Please consult each specific override topic for more information.

Credentials
Display
Screen Size

Credentials Entries

In the case of credential entries, please refer to Credential Entry Overriding.

3.4.5 Settings

3.4.5.1 General

3.4.5.1.1 Display Mode

Description

Remote Desktop Manager provides two types of session:

- External
- Embedded/tabbed

Please note that some sessions will not support both modes. It depends on the integration and the availability of the third party application.

Display mode

Settings

External Mode

External mode session are opened as an external process, with no direct link to Remote Desktop Manager.

This mode usually launches the native application. For example, the native application for RDP is mstsc.exe. Typically, it's also possible to choose the destination monitor. Depending on the type of session, an external mode session view will be updated if Remote Desktop Manager can detect that its running.

External mode supports multiple monitor options

- Primary monitor
  This is the monitor that has marked as "main display" in Windows
- Secondary monitor
  The other non-primary monitor, obsolete, use Monitor #1,2,3,4 instead
- Current monitor
  The monitor that RDM is running in
- Configured
  see System Options
- Default
  don't move the application, leave it where it starts, let Windows decide.
- Monitor #1
- Monitor #2
- Monitor #3
- Monitor #4

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Monitor #1,2,3,4 are numbered from left to right, top to bottom and does not correspond to the numbers you see in Windows. See examples:

Example 1

Example 2

Example 3

Embedded/Tabbed Mode

An embedded session runs within the confines of the Remote Desktop Manager window, and displays tabs at the top of the window. This mode centralizes the opened session in the application, which makes it easy to switch from one to another.

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Web session opened in embedded mode

There are several session-specific actions available by right clicking (Context Menu) on the title of the tab.

You can also show the session footer (Description, Information, Logs, Attachments, DetailsYou, etc.) at the bottom of the screen, and capture a screenshot of the content.

Embedded session with the footer visible

Embedded/Tabbed Mode - Undocked

While the embedded mode is useful in some cases, you may prefer to move the content in an external window. If so, this can be easily done using the context menu. Remote Desktop Manager will create a new window to contain the tabbed session, and will allow you to move it anywhere else (i.e. on another screen).

To dock the content back to its original place, use the context menu by right clicking on the window icon.

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Undocked session window context menu

3.4.5.1.2 Security

Description

Assign a security group to the current entry.

Security group

3.4.5.1.3 Credentials

Description

The **Credentials** drop down defines where/how the entry will fetch its credentials.

Credentials

Settings

Option	Description
Default	Credentials are saved within the entry
Credential repository	Uses a linked **Credential Entry** in Remote Desktop Manager, which can can be external credentials like KeePass for example. Very useful for sharing or reusing credentials among entries.
Embedded	The session has its own credential entry embedded within it, which can be external like KeePass for example. The embedded credential can't be shared among other entries.
Inherited	The entry uses the credentials of it's parent entry or group.
My Personal Credentials	This allows you to use one set of credentials to replace or emulate the ones from your Windows session.

There is another possibility when using User Specific Settings or Local Machine Specific Settings. Please consultCredentials on how to use an entry from the Private Vault

3.4.5.2 More

3.4.5.2.1 Overview

Description

Please consult the following topics for more information on the sections of the More tab:

- Description
- Keywords/Tags
- Alternate Host
- User Interface

3.4.5.2.2 Description

Description

Remote Desktop Manager supports three description types:

- Text
- RTF
- URL

The description is displayed in **bold** on the dashboard.

Settings

Description section

Text

This is the most basic description, and is simply a text without formatting.

Plain text description

RTF

The RTF (Rich Text Format) description offers more formatting options, and allows you to change:

- Text color
- Font size
- Font style
- Text alignment

You can also create lists (numbered and bullets).

RTF description editor

The application will display the description exactly the way it was formatted in the editor.

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RTF text description

URL

The description may also be a link to a URL (e.g. on a server in the Intranet). By using session variables ($SESSION_ID$, $SESSION_NAME$, etc.), the web site can generate a HTML page dynamically. This lets you integrate an external system or a custom application.

External URL description

3.4.5.2.3 Keywords/Tags

Description

Add keywords or tags to allow searching.

Settings

Keywords/tags section

Searching

Include Keywords/Tags option must be enable.

Enable Include keywords/Tags

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3.4.5.2.4 Alternate Host

Description

Alternate host feature allows for easy handling of changes in network topology.

Settings

Alternate host section

For example when you have a laptop that is being used at home & at the office. You may need to connect differently for each location. No worries, let the system detect how to connect.

Alternate hosts

3.4.5.2.5 User Interface

Description

This section contains multiple settings related to the user interface.

Settings

User Interface section

Tab Page Category

Tab page category

Tab page category allows easy grouping of tabs. Once tab page categories have been assigned, the opened connections will be displayed grouped by category/subcategory within the Tab Groups window or in the tab control. Clicking on a session will activate it.
Clicking on a category will filter the opened sessions to only display session from that category/subcategory.

Much like the Group/Folder feature, a hierarchical structure can be defined by entering a backslash to indicate a sub-level.

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Color

Tab color

It's possible to change the default color of the tab page to easily identify it. When it's assigned, the application will color the border of the embedded window along with the actual tab when it's not selected. For example we could use green to identify production servers and red for development servers.

Tab Title

Tab title

Indicate a tab title to display this title instead of the name of the session. You can use the variable to add a prefix or a suffix.

Keep tab page opened on disconnect

Used to keep the tab page opened when the application detect a closed connection. See topic Keep Tabs Opened for more information.
This option can be change in multiple sessions at the same time using the Batch Edit feature.

Show in trayicon

Indicate the the sessions can be available in the Trayicon.

Include in shared favorites

Indicate that the session will be added to the shared Favorite.

Expire

Enter a date to change automatically the Status to "Expired" or to get the entry listed in the expired session report.

3.4.5.3 VPN

3.4.5.3.1 Overview

Description

A VPN connection can be configured in the session properties, in the VPN tab. The connection can be established automatically, manually or when a particular condition is met.

There are multiple natively supported VPN connection types, and many more are available through add-ons. Please consult VPN Add-ons for more information.

Although you can define your VPN details in the session, it's a best practice to link to an existing VPN session. Please refer to Link To Existing Session for more information.

Settings

VPN session configuration

Each VPN type has its own set of properties to configure, and you must know them in order to properly configure them.

VPN Opening mode

Option	Description
None	No VPN will be execute when the session is launched.
Always connect	Opens the VPN each time the session is launched.
Manual	The VPN is configured, but it must be opened manually from the session context menu or the dashboard.
Connect if unable to ping/ port scan	The application will try to ping the host or a configured address. If unable to reach the host, the VPN will be opened before launching the session.
Inherited	Will connect using VPN configured in the parent entry.
Ask for confirmation	Ask for a confirmation before opening the VPN.

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VPN Closing mode

Option	Description
On session close	Closes the VPN as soon as it detects that the session is closed. However, some session types' close events cannot be detected, and as such the VPN must be closed manually.
Manually later	The VPN must be closed manually from either the session context menu or the dashboard.
Confirm disconnect	The application will ask for a confirmation before closing the VPN when it detects that the current session is terminated.

VPN Type

Select which type of VPN that you want to configure inside your session. There are multiple natively supported VPN connection types, and many more are available through add-ons. Please consult VPN Add-ons for more information.

VPN Group

Please consult VPN Group topic for more information.

Credentials

Option	Description
Default	The VPN will use the credentials setup in the VPN tab.
Credential repository	Consult Credentials topic for more information.
My Personal credential	Consult My Personal Credentials topic for more information

VPN with Phonebook

You can configure a Phonebook inside a VPN entry. This VPN entry can use the Default Phonebook; a specific Phonebook; an embedded Phonebook; or a reference to a document of type Phonebook.

> This is only supported by the Microsoft VPN.

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Phonebook inside VPN

Please consult Phonebook topic for more information.

3.4.5.3.2 Link To Existing Session

Description

Any session can be set up to use entries of various types as its VPN definition. The benefit of doing this is that you can share your VPN settings with multiple sessions, and manage them in one place.

After selecting your desired option from the **Open** drop-down, simply select the value **Existing Session** in the VPN type combo box.

VPN configuration tab

The settings tab will now allow you to select an existing entry from the Session drop-down.

Details tab

Only SSH, VPN, Web or command line session type can be selected in the drop-down.

3.4.5.3.3 Post/Pre VPN Commands

Description

Post/Pre VPN Commands allows you to specify commands to be run after the VPN connection has been established and/or before the VPN connection is closed. You can specify custom commands or use the simple UI for defining route commands.

Enable

Enable the Post/Pre VPN Commands by selecting "After execute wait" - "For IP on adapter". This specifies that RDM will wait until the given adapter has acquired a valid IP.

VPN Advanced Tab

RDM will wait for the adapter named **<adapter name or blank>**. In most cases leave this field blank. Blank specifies that RDM will use the VPN name as the adapter name, works with most VPNs

(Microsoft for example) where the VPN is the adapter. In cases of a SonicWALL VPN where the adapter is only created once the VPN has been enabled/connected. In this case enter (part of) the adapter name, you can use the command line "route print" to quickly find the adapter name. Example: SonicWall Virtual

```
C:\Windows\system32>route print
===========================================================================
Interface List
 30...00 60 73 13 5a da ......SonicWALL Virtual NIC
 33...00 ff e9 85 c0 a4 ......TAP-Win32 Adapter V9
 15...74 e5 0b 30 00 a7 ......Microsoft Virtual WiFi Miniport Adapter #2
 14...74 e5 0b 30 00 a7 ......Microsoft Virtual WiFi Miniport Adapter
 13...74 e5 0b 30 00 a6 ......Intel(R) WiFi Link 1000 BGN
 11...84 8f 69 b7 6a 11 ......Realtek PCIe GBE Family Controller
 20...00 50 56 c0 00 01 ......VMware Virtual Ethernet Adapter for VMnet1
 21...00 50 56 c0 00 08 ......VMware Virtual Ethernet Adapter for VMnet8
  1...........................Software Loopback Interface 1
```

Route Print Output - Interface List

The "max -1 sec" specifies the time out in seconds that RDM will wait for the adapter. -1 is wait forever, if ever you have specified the wrong adapter name, the -1 option may hang the system.

Define Custom Command

With custom commands you can execute any command after the VPN connect or/and before VPN disconnect. The possibilities are endless. Below is an example that displays a message specifying that the gateway is up and specifies the IP. Simple but effective.

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Custom Command Example

Define Route Command

Define a route to be added/remove along with this VPN connection. The option to use or not the VPN's IP as the gateway allows you to direct a route away from the gateway to any IP. If you don't specify the "Use VPN IP" check box then the gateway must be manually specified.

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Route Command Example

Command Management

Add, edit or delete commands. Specify the order of the command execution. Disable all After Connect or Before Disconnect commands.

Route Command Example

The order of commands are reversed for the Before disconnect step. Example:
- **connect**
- **execute command A before action**
- **execute command B before action**
- **use vpn**
- **execute command B after action**
- **execute command A after action**
- **disconnect**

3.4.5.4 Information

3.4.5.4.1 Overview

Description

Please consult the following topics for more information on the sections of the Information tab:

- General
- Hardware
- Contact
- Purchase
- Notes
- Custom Fields
- Statistics

3.4.5.4.2 General

Description

The general tab allows you to specify the computer specific information such as operating system, MAC address and the hardware description. This will also enable certain actions within the dashboard for example the Wake On Lan.

Settings

General tab

Option	Description
Domain	Specify remote computer domain name.
MAC	Contains the remote computer MAC address and enable the Wake On Lan functionality.
IP	
OS	Specify remote computer Operating System. You can type another value if it's not listed.
Architecture	Specify the processor architecture between 32-bit or 64-bit.
Site	Indicate the physical site where the remote computer is located.
Blade	Indicate remote computer blade location.
Rack	Indicate in which rack the device is located.
Details	Indicate the details where the device is located.
Software	List all the softwares installed on the remote computer.
Is Hyper-V server	Indicate if the entry is a Hyper-V server and enable Hyper-V console in footer.
Is Terminal server	Indicate if the entry is a Terminal Server and enable Terminal console in footer.
Is virtual machine	Indicate if the entry is a virtual machine. You can specify the name as well.
Is VMware server	Indicate if the entry is a VMware server and enable VMware console in footer.
Is Jump Host	Indicate if the entry

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Is XenServer server	Indicate if the entry is a XenServer and enable XenServer console in footer.

3.4.5.4.3 Hardware

Description

The hardware tab allows you to specify the hardware information of the remote computer.

Settings

Hardware tab

Option	Description
CPU	Indicate the remote computer CPU model.
Memory	Indicate the remote computer memory amount and the memory type as well.
Monitors	Used to enumerate the list of monitors and the models.
Asset Tag	Indicate the remote computer asset tag.
Details	Indicate any other details related to the hardware. For example it could be the video

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	card or the hard disk sizes.

3.4.5.4.4 Contact

Description

The contact tab allows you to enter some contact information for the given entry. It's very useful when you are managing third party servers. It's also possible to link the entry to an existing contact.

Settings

Contact tab

Contact mode

- **Default:** enter the contact information directly in the entry.
- ***Reference:*** associate a contact to a contact entry. The contact information will be displayed in read-only.

Actions

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View Map

Enter the complete contact address and the View Map button will show you his location in Google Maps.

Email Contact

Enter the contact email address and click the Email Contact button to directly open your default mail application with his email.

Call (Skype)

Enter Skype contact username and click Call (Skype) button to contact it via Skype directly.

Open website

Enter the contact website and click the Open website button to go directly to it.

Searching

Most information on this tab can be used as a search criteria in the the Search/Filter area.

Search options menu, click on ... button.

Please refer to Contact for more information.

3.4.5.4.5 Purchase

Description

The purchase tab allows you to enter information related to the invoice or the purchase of the equipment.

Settings

Purchase tab

Option	Description
Date	Indicate the purchase date of the equipment.
Vendor	Specify the name of the vendor who has sold the equipment.
Serial number	Indicate the serial number associated with the equipment.
Expiration	Specify the expiration date of the warranty. This is used for the expired warranty report.
Service tag	Indicate the equipment service tag.
Service level	Indicate the technical service level purchased for this equipment.

3.4.5.4.6 Notes

Description

The notes tab allows you to enter any text notes related to the entry.

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Settings

Notes tab

3.4.5.4.7 Custom Fields

Description

The custom fields tab allows you to define custom properties and values that can then be access via variables ($CUSTOM_FIELD1$, $CUSTOM_FIELD2$, etc.) in child connections or Macros/Scripts/Tools.

> Custom field 1, 2 & 3 can be encrypted for enhanced security.
> When used with an Advanced Data Source users must have reveal password capabilities to be able to decrypt and view the value. Click on the small checkbox beside the text field to protect the content.

You must be an administrator or have the reveal password privileges to see protected values.

Custom Fields tab

3.4.5.4.8 Statistics

Description

The statistics tab provide different information about the entry incuding:

- The user who had created the entry
- The entry creation date
- The user who has performed the last update on the entry
- The last date when the entry was updated

Settings

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Statistics tab

3.4.5.5 Events

3.4.5.5.1 Overview

Description

Remote Desktop Manager gives you the flexibility to run operations before or after establishing a connection.

The operations are defined via the ***Events*** tab of the session properties window. Define a script or a command line and it will be execute at the appropriate time. You may also pass parameters, such as the session ID, the session name, or the configured username.

Settings

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Events tab

Before Connect

Option	Description
None	No script, command line or message prompt is execute before the connection.
Script	Select a script that will be execute before the opening of the session.
Command Line	Enter a command line that will be execute before the opening of the session.
Message Prompt	Enter a message that will be prompt before the connection.
Passcode	Enter a passcode to access the session after the message prompting.
Wait for exit	Will active the waiting time before disconnect on a timeout.
Run as administrator	Execute the script as an administrator.
Use default working directory	Use the default working directory when connect to the session.
Run in 64 bits mode	Execute the script in 64 bits mode
Wait timeout	Enter the time (in seconds) to disconnect when there a timeout.
Post execution pause	Pause the process that currently running. This is sometimes necessary in order to allow the process to complete a task.

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With ***Before connect*** events the only scripting file format is VBScript (.vbs).

After Connect

Option	Description
Execute automatically	Execute the macro or the link automatically at the session connection.
Initial wait	Enter the waiting time before the macro start to run.
Link	Link a predefined Macros/Scripts/Tools entry type to the session.
Default	Select "Default" to active the typing macro.
Typing macro	Please consult topic Auto Typing Macro.
macro password	Enter a password to execute the macro.
Delay time	Enter the delay time for the macro to run.

After Disconnect

Option	Description
None	No script, command line or message prompt is execute after disconnect.
Script	Select a script that will be execute when the session will be disconnect.
Command Line	Enter a command line that will be execute when the session will be disconnect.
Message Prompt	Enter a message that will be prompt at disconnect.
Wait for exit	Will active the waiting time before disconnect on a timeout.
Run as administrator	Execute the script as an administrator.
Use default working directory	Use the default working directory when disconnect from the session.
Run in 64 bits mode	Execute the script in 64 bits mode
Wait timeout	Enter the time (in seconds) to disconnect when there a timeout.
Post execution pause	Pause the process that currently running. This is sometimes necessary in order to allow the process to complete a task.

With ***Before disconnect*** events the only scripting file format is VBScript (.vbs).

3.4.5.5.2 Auto Typing Macro

Description

The Auto Typing Macro allows you to execute automatically a typing macro once a session has been established.

Auto typing macro

Typing Macro

Each key is represented by one or more characters. To specify a single keyboard character, use the character itself. For example, to represent the letter A, pass in the string "A" to the method. To represent more than one character, append each additional character to the one preceding it. To represent the letters A, B, and C, specify the parameter as "ABC".

Special keys

To specify characters that aren't displayed when you press a key, such as ENTER or TAB, and keys that represent actions rather than characters, use the codes in the following table.

Key	Code
BACKSPACE	{BACKSPACE}, {BS}, or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DEL or DELETE	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER}

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ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INS or INSERT	{INSERT} or {INS}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1	{F1}
F2	{F2}
F3	{F3}
F4	{F4}
F5	{F5}
F6	{F6}
F7	{F7}
F8	{F8}
F9	{F9}
F10	{F10}
F11	{F11}
F12	{F12}
F13	{F13}
F14	{F14}
F15	{F15}
F16	{F16}
Keypad add	{ADD}
Keypad subtract	{SUBTRACT}
Keypad multiply	{MULTIPLY}
Keypad divide	{DIVIDE}

To specify keys combined with any combination of the SHIFT, CTRL, and ALT keys, precede the key code with one or more of the following codes.

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Key	Code
SHIFT	+
CTRL	^
ALT	%

To specify that any combination of SHIFT, CTRL, and ALT should be held down while several other keys are pressed, enclose the code for those keys in parentheses. For example, to specify to hold down SHIFT while E and C are pressed, use "+(EC)". To specify to hold down SHIFT while E is pressed, followed by C without SHIFT, use "+EC".

Special commands

Commands	Description
{DELAY}	This command introduces a small delay of 300 ms (default value) before the next command.
{WINDOW:???}	This command focus a window containing the specified name after the semi colon.
{PREV-WINDOW}	Select the previous window before executing the remaining commands.

Macro Password

You can define a password that is to be used within the typing macro exclusively. Use the variable **$MACRO_PASSWORD$** to access the password.

3.4.5.6 Sub Connections

3.4.5.6.1 Overview

Description

Sub connections are used to share properties between groups of sessions (e.g. the host name). They're also used to regroup many connection types for a computer (e.g. the RDP/FTP/HTTP connection).

Settings

Sub connections are configured in the parent connection in the ***Sub Connections*** tab page. Use the predefined variables in the child session to get access to the parent settings. The most common usage is to reuse the host name and credentials from the parent within the sub connection.

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Sub connections tab page

Sub connections can also be added/created by first selecting a parent connection then with a simple right-click **Add -> Add...** or **Edit -> New Entry**.
You will be prompted with the following dialog:

New Sub Connection

Host entry types sub connections

Host entry types are very useful in serving as parents for sub connections. Please see Host topic for details.

Macros/Scripts/Tools sub connections

You can create a Macros/Scripts/Tools entry types as a sub connection.

3.4.5.7 Attachments

3.4.5.7.1 Overview

Description

With the Enterprise edition and an Advanced Data Source, you can add an attachment to an entry. The file is stored directly in the database. Please note that the file will not be available in Offline Mode.

Attachment list

The attachment can be any type and any size, depending on your bandwidth and database. You can also view a saved attachment from: the session context menu, the session properties, or directly on the dashboard.

The update button will allow you to update directly your selected document instead of deleting it. Use it to save your local modification after an edit.

3.4.5.8 Logs

3.4.5.8.1 Overview

Description

This feature requires an Advanced Data Source.

The Logs tab displays the usage/edition logs for the session.

It also has a feature to warn you if you attempt to open a session that is currently in use by another user of the ***same*** data source. The application uses the log to detect a opened connection.

There are also options to prompt for a comment, required or not, when a session is opened/closed.

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Logs tab

Settings

Settings

Option	Description
Warn if already opened	This setting will monitor all users of the current data source to verify if the session is already opened. This is to prevent "stealing" the session from this user. Most useful when using the administrative remote desktop licenses that allow only two connections at a time.
Prompt for comment on open	The program will prompt you for a comment when you open the session. The comment will appear in the log.
Open comment is required	Will force the user to enter an Open session comment.

Prompt for comment on close	The program will prompt you for a comment when you close the session. The comment will appear in the log.
Close comment is required	Will force the user to enter a Close session comment.

Logs

Option	Description
Date drop down	Choose the period of interest to you. You can select custom in order to enter specific dates.
Date time edit controls	Enabled when the date drop down is at ***Custom***. Enter the start date and end date in the controls.
Show Live session only (auto refresh)	This will hide the inactive sessions from the list. It will start a timer to auto-refresh the list periodically.
Time	Choose between Client Time, Local Time and UTC Time. Useful for distributed systems.
Refresh	Perform a manual refresh using this button.

Right click on the log entry to display the contextual menu to show the log details form, refer to Log Details for information on that form.

3.4.5.8.2 View Logs

Description

This feature requires an Advanced Data Source.

Allows for viewing session activity logs. The log viewer displays information about session activity. Things like open session durations, open/close comments, user who performed the action & action time.

Right-click View -> Logs

Log viewer

Right click on the log entry to display the contextual menu. It is described in Log Details

3.4.5.8.3 Log Details

Description

When you are viewing a entry usage log, either in the entry Options, or in View Logs (Accessible via **View -> View Usage Log (Database)**), you are presented with a contextual menu.

Log Entry Contextual Menu

Menu Items

- **Focus Session**: Set the focus on the corresponding entry in the navigation tree view.
- **View Details**: Display the information window for the log entry. see below for details.
- **View On Open Comment**: Displays the Open comment in a simplified window.
- **View On Close Comment**: Displays the Close comment in a simplified window.
- **Edit Notes...**: Edit the log entry note in a simplified window

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- **Flag as Closed**: Enabled only for open entries, will force the status to Closed
- **Refresh**: Performs a refresh of the log entry.
- **Export to Csv...**: Opens a dialog to export the content of the grid to a Csv file.
- **Export to Html...**: Opens a dialog to export the content of the grid to a Html file.
- **Export to Xml...**: Opens a dialog to export the content of the grid to a Xml file.

Details window

The Details window has three tabs: General, Details and Comments.

General Tab

The General tab display some session information to identify the entry, it also displays the session running time. Notes can be entered using the contextual menu in the log entry grid.

General Tab

Details tab

The details tab displays information on the User and computer from which the session was started, and on the destination host. It also displays information if the session was forcibly closed using the Close menu.

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Details tab

Comments tab

The Comments tab displays the On Open comment and On Close comment.

Comments tab

3.4.5.9 Tools

3.4.5.9.1 Overview

Description

The Tools tab allows you to define configure different settings used by the Macros/Scripts/Tools including the credentials when the remote credentials are required. For example it's used to execute a remote WMI query or a remote PowerShell script.

Settings

Tools tab

Credentials

Option	Description
Use default credentials	Indicate to use the default credentials. Please note that the application does not set anything and assume that the current Windows user has all the privilege required to execute the tool.
Use session credentials	Indicate to use the same credentials defined in the session directly or in the linked credential entry.
Use custom credentials	Use a specific username, password and domain.
Use credentials repository	Uses a Credential Entry linked which can also be an external credentials like KeePass. It's very useful for sharing or reusing the credential among entries.
Use my personal credentials	This allows you to use one set of credentials to replace or emulate the ones from your Windows session. See My Personal Credentials topic.

Settings

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Option	Description
Open VPN before execution	Specifies that the session defined VPN should be activated prior to running of the Macros/Scripts/Tools. The application will open it if it's not already opened.

Management Tools

Option	Description
iLO	Indicate the url to access iLO remote management system.
Home page	Indicate the url to access the home page of the remote machine.

Intel® AMT

Consult Intel® AMT topic for more information.

3.4.5.9.2 Intel® AMT

Description

Remote Desktop Manager has built-in Intel® AMT support. You can perform actions like reboot, power up/down or open KVM directly in Remote Desktop Manager.

> Since Remote Desktop Manager integrates Intel® AMT using UltraVNC, some functionality will be accessible depending on how you've configured Intel® AMT. For example the SMB mode is not supported in the Enterprise mode.

Settings

Select the Tools tab of a session and activate Intel® AMT support.

Management

Management

Option	Description
Prompt for credentials	Intel AMT will prompt for a username and password on every usage.

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Use custom credentials	Enter a specific username and password to access the Intel AMT functionalities.
Use credential repository	Select a credential from the repository and use it for the Intel AMT connection.

KVM

KVM

Option	Description
Same as AMT Management	Indicate that the same credentials will be used to connect on the KVM.
Prompt for credentials	The KVM will prompt for a username and password on every connection.
Use custom credentials	Used to specify a specific username and password to connect on the KVM.
Use credential repository	Select a credential from the repository and use it for the KVM connection.

Actions

You can access the Intel AMT functionalities by right-clicking on the session and selecting the menu **Intel® AMT -> ...**

Intel® AMT menu

3.4.5.10 Advanced

3.4.5.10.1 Overview

Description

The advanced tab holds the advanced session options.

Advanced tab

Settings

Miscellaneous

Option	Description

Sort priority	Controls where the session will reside within the sorted list/tree view. Descending order is used to display, therefore give a higher rating to have the session appear before.
Encrypt configuration in data source	By default only passwords are encrypted. When you enable this option the entire session configuration is also encrypted.
Allow password in variable	The default functionality of the $PASSWORD$ variable is only available when used via command line. This option will enable the $PASSWORD$ variable in all situations. This has major security repercussions if you have a system where not all users are allowed see the session password, therefore use with caution.
Force machine name as domain name	Send machine name as domain when supplying credentials. This is useful when the credentials you use are for the local machine only.
Embedded footer visible	On open session footer will be visible
Allow open multiple connections	When a connection is already open and you open it again, create a new instance instead of focusing the other session
User name format	Determines the username format. Useful when connecting to remote systems that have a single field for the username, but where you still need to send the domain name in order to authenticate. The possible values are: ***Default***: does not change the user name. ***Domain\Username***: formats the username by prefixing with the domain name. ***Username@Domain***: formats the username by appending the domain name.

Is Online

Option	Description
Check is Online	Check if the host is online and display host availability in tree view
Online Detection	Validate if host is available with a ping or port scan

Enabling this option can cause performance degradation on your system due to the continuous pinging. Use this feature accordingly.

IDs (Used on the Command line or in PowerShell scripts)

Option	Description
Data Source ID	Internal RDM data source ID. Used as a Command Line Arguments or when using RDM PowerShell extensions.
Session ID	Internal RDM session ID. Used as Command Line Arguments or when using RDM PowerShell extensions.
Command line	Fully defined command line to start this session via command line. Hit the copy button to copy the entire command line.
Create Desktop Shortcut	Automatically create a desktop shortcut.

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3.4.6 Variables

Description

Session variables can be used in any session configuration, or with any templates. They will be replaced by their corresponding values just prior to a connection.

View Variable List

You can select a variable by double clicking on it directly in the dialog. For ease of use there is an button at the bottom of the edition screen that allows you to select a variable to insert in the currently focused field.

> Variables are case-sensitive and must be typed in UPPERCASE.

Settings

Entry variables

The variables are classify under multiple tabs. Not all contexts are available depending on the entry being edited, for example the Parent tab is present only when editing a sub connection.

Current Entry

$PASSWORD$: For security reason, this is only available with the command line session type and some specific types. You must enable it in the advanced settings of the entry with "Allow password in variable" option.

For an Advanced Data Source, the administrator can disable usage of this variable for the whole data source.

Session variables

Option	Description
$CONTACT_DOMAIN$	Return the contact's domain
$CONTACT_PASSWORD$	Return the contact's password
$CONTACT_USERNAME$	Return the contact's username
$CUSTOM_FIELD1$	Return the custom field field 1 value
$CUSTOM_FIELD2$	Return the custom field field 2 value
$CUSTOM_FIELD3$	Return the custom field field 3 value

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$CUSTOM_FIELD4$	Return the custom field field 4 value
$CUSTOM_FIELD5$	Return the custom field field 5 value
$DATASOURCE_ID$	Return the data source id for the current session
$DOMAIN$	Return the domain found in the configured credentials
$HOST$	Return the host name if it's available (server name or IP addess…)
$HOST_WITH_PORT$	Return the host including the port if it's specified
$INFORMATION_COMPANY$	Return the company specified in information
$INFORMATION_EMAIL$	Return the email specified in information
$INFORMATION_MACHINE_NAME$	Return the machine name specified in information
IP	Return the IP specified in information
MAC	Return the MAC address specified in information
$MACHINE_DOMAIN$	Return the machine domain specified in information
$MACRO_PASSWORD$	Return the typing macro password
$NAME$	Return the entry name
$PASSWORD$	This variable is replaced by the password. It's only available when enabled in the advanced options
$PORT$	Return the host port if it's available and when it's not the default
$QUICK_CONNECT$	This variable is replaced by the quick connect value (Note). Use this variable when you create a template used specifically for the quick connect
$SERIAL$	Return the serial number from invoice tab
$SERVICE TAGS$	Return the service tag field specified in information
$TOOL_DOMAIN$	Return the tool domain
$TOOL_PASSWORD$	Return the tool password
$TOOLS_USERNAME$	Return the tool username
$SESSION_ID$	Return the current session id (guid)
$USERNAME$	Return the user name found in the configured credentials
$VIRTUAL_MACHINE_ID$	Return the virtual machine ID specified in information

Global variables

Option	Description
$APPLICATION_PATH$	Return the application path
$APPLICATION_USER$	Return the current data source logged user
$DATE$	Return the current date
$DATE_TEXT$	Return the current date in a text format to use in a file name. Ex: January 30th 2013 -> 20130130

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$DATE_TEXT_ISO$	Return the current date in a basic ISO 8601 format. EX: January 30th 2013 -> 20130130
$LOCAL_IP$	Return the local IP v4 address
$MY_MACHINE_NAME$	Return the current machine name
$PUBLIC_IP$	Return the public IP exposed on the internet
$TIME$	Return the current time
$TIME_TEXT$	Return the current time in a text format to use in a file name. EX: 8h15 30 -> 081530
$TIME_TEXT_ISO$	Return the text of the current time in the basic ISO 8601 format. EX: 8h15 30 -> 081530
$WORKAREA_HEIGHT$	Return the screen work area height
$WORKAREA_WIDTH$	Return the screen work area width

Parent

This context exists only when in a sub-connection. It returns the corresponding value taken from the parent entry.

$PARENT_PASSWORD$: For security reason, this is only available for use in the keyboard macro. If you must use the credentials stored in the parent to connect, you must choose **Parent** in the credentials drop down of the general tab.

Option	Description
$PARENT_CUSTOM_FIELD1$	Return the parent custom field field 1 value
$PARENT_CUSTOM_FIELD2$	Return the parent custom field field 2 value
$PARENT_CUSTOM_FIELD3$	Return the parent custom field field 3 value
$PARENT_CUSTOM_FIELD4$	Return the parent custom field field 4 value
$PARENT_CUSTOM_FIELD5$	Return the parent custom field field 5 value
$PARENT_DOMAIN$	Return the parent domain found in the parent configured credentials
$PARENT_HOST$	Return the parent host name if it's available (server name or IP address…)
$PARENT_HOST_WITH_PORT$	Return the parent host including the port if it's specified
$PARENT_INFORMATION_COMPANY$	Return the company specified in the parent information
$PARENT_INFORMATION_EMAIL$	Return the email specified in information
$PARENT_INFORMATION_MACHINE_NAME$	Return the machine name specified in information
$PARENT_IP$	Return the IP address specified in parent information.
$PARENT_MAC$	Return the MAC address defined
$PARENT_MACRO_PASSWORD$	Return the typing macro password

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$PARENT_NAME$	Return the session name
$PARENT_PASSWORD$	Return the password from the parent configured credentials. It's only available when enabled in the parent advanced options
$PARENT_PORT$	Return the host port if it's available (server name, IP address...)
$PARENT_SERIAL$	Return the serial number in the invoice tab
$PARENT_SERVICE_TAGS$	Return the service tag field located in the information tab
$PARENT_SESSION_ID$	Return the parent session id (guid)
$PARENT_USERNAME$	Return the user name from the parent configured credentials
$PARENT_VIRTUAL_MACHINE_ID$	Return the virtual machine ID specified in information

Environment Variables

This context allows you to access ***ANY*** environment variable defined in your system. The ones available in the form are the standard ones, but any value enclosed by the percent sign will be expanded using the Windows environment. You could use this to set a custom security token in your user profile and use it from within Remote Desktop Manager.

Option	Description
%ALLUSERSPROFILE%	C:\ProgramData
%APPDATA%	C:\Users\{username}\AppData\Roaming
%COMMONPROGRAMFILES%	C:\Program Files\Common Files
%COMMONPROGRAMFILES(x86)%	C:\Program Files (x86)\Common Files
%COMPUTERNAME%	{computername}
%COMSPEC%	C:\Windows\System32\cmd.exe
%HOMEDRIVE%	C:
%HOMEPATH%	\Users\{username}
%LOCALAPPDATA%	C:\Users\{username}\AppData\Local
%LOGONSERVER%	\\{domain_logon_server}
%PATH%	C:\Windows\system32;C:\Windows;C:\Windows\System32\Wbem;{plus program paths}
%PATHEXT%	.com;.exe;.bat;.cmd;.vbs;.vbe;.js;.jse;.wsf;.wsh;.msc
%PROGRAMDATA%	C:\ProgramData
%PROGRAMDATA%	%SystemDrive%\ProgramData
%PROGRAMFILES%	%SystemDrive%\Program Files
%PROGRAMFILES(X86)%	%SystemDrive%\Program Files (x86) (only in 64-bit version)

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%PROMPT%	Code for current command prompt format. Code is usually PG {Drive}:
%PSModulePath%	%SystemRoot%\system32\WindowsPowerShell\v1.0\Modules\
%PUBLIC%	%SystemDrive%\Users\Public
%SystemDrive%	C:
%SystemRoot%	%SystemDrive%\Windows
%TEMP%	%SystemDrive%\Users\{username}\AppData\Local\Temp
%TMP%	%SystemDrive%\Users\{username}\AppData\Local\Temp
%USERDOMAIN%	{userdomain}
%USERNAME%	{username}
%USERPROFILE%	%SystemDrive%\Users\{username}
%WINDIR%	C:\Windows

Computer/Hardware

The following context will find any Device, Printer and Workstation entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$COMPUTER_CUSTOM_FIELD1$	Return the computer custom field field 1 value
$COMPUTER_CUSTOM_FIELD2$	Return the computer custom field field 2 value
$COMPUTER_CUSTOM_FIELD3$	Return the computer custom field field 3 value
$COMPUTER_CUSTOM_FIELD4$	Return the computer custom field field 4 value
$COMPUTER_CUSTOM_FIELD5$	Return the computer custom field field 5 value
$COMPUTER_DOMAIN$	Return the computer domain found in the configured credentials
$COMPUTER_HOST$	Return the host name if it's available (server name, IP address…)
$COMPUTER_INFORMATION_COMPANY$	Return the company specified in the computer information
$COMPUTER_INFORMATION_EMAIL$	Return the information email
$COMPUTER_INFORMATION_MACHINE_NAME$	Return the information machine name
$COMPUTER_IP$	Return the IP Address
$COMPUTER_MAC$	Return the MAC address defined
$COMPUTER_NAME$	Return the session name
$COMPUTER_SERIAL$	Return the serial number in the invoice tab
$COMPUTER_SERVICE_TAG$	Return the service tag field located in the information tab
$COMPUTER_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

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Site

The following context will find any Site entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$SITE_CUSTOM_FIELD1$	Return the site custom field field 1 value
$SITE_CUSTOM_FIELD2$	Return the site custom field field 2 value
$SITE_CUSTOM_FIELD3$	Return the site custom field field 3 value
$SITE_CUSTOM_FIELD4$	Return the site custom field field 4 value
$SITE_CUSTOM_FIELD5$	Return the site custom field field 5 value
$SITE_DOMAIN$	Return the domain found in the configured credentials
$SITE_INFORMATION_COMPANY$	Return the company specified in the site information
$SITE_INFORMATION_EMAIL$	Return the information email
$SITE_INFORMATION_MACHINE_NAME$	Return the information machine name
$SITE_NAME$	Return the session name
$SITE_SERIAL$	Return the serial number in the invoice tab
$SITE_SERVICE_TAG$	Return the service tag field located in the information tab
$SITE_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Company

The following context will find any Company entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$COMPANY_CUSTOM_FIELD1$	Return the company custom field field 1 value
$COMPANY_CUSTOM_FIELD2$	Return the company custom field field 2 value
$COMPANY_CUSTOM_FIELD3$	Return the company custom field field 3 value
$COMPANY_CUSTOM_FIELD4$	Return the company custom field field 4 value
$COMPANY_CUSTOM_FIELD5$	Return the company custom field field 5 value
$COMPANY_DOMAIN$	Return the domain found in the configured credentials
$COMPANY_INFORMATION_COMPANY$	Return the company specified in the company information
$COMPANY_INFORMATION_EMAIL$	Return the information email
$COMPANY_INFORMATION_MACHINE_NAME$	Return the information machine name
$COMPANY_NAME$	Return the session name
$COMPANY_SERIAL$	Return the serial number in the invoice tab

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$COMPANY_SERVICE_TAG$	Return the service tag field located in the information tab
$COMPANY_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Domain

The following context will find any Domain entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$DOMAIN_CUSTOM_FIELD1$	Return the domain custom field field 1 value
$DOMAIN_CUSTOM_FIELD2$	Return the domain custom field field 2 value
$DOMAIN_CUSTOM_FIELD3$	Return the domain custom field field 3 value
$DOMAIN_CUSTOM_FIELD4$	Return the domain custom field field 4 value
$DOMAIN_CUSTOM_FIELD5$	Return the domain custom field field 5 value
$DOMAIN_DOMAIN$	Return the domain found in the configured credentials
$DOMAIN_INFORMATION_COMPANY$	Return the company specified in the domain information
$DOMAIN_INFORMATION_EMAIL$	Return the information email
$DOMAIN_INFORMATION_MACHINE_NAME$	Return the information machine name
$DOMAIN_NAME$	Return the session name
$DOMAIN_SERIAL$	Return the serial number in the invoice tab
$DOMAIN_SERVICE_TAG$	Return the service tag field located in the information tab
$DOMAIN_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Customer

The following context will find any Customer entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$CUSTOMER_CUSTOM_FIELD1$	Return the customer custom field field 1 value
$CUSTOMER_CUSTOM_FIELD2$	Return the customer custom field field 2 value
$CUSTOMER_CUSTOM_FIELD3$	Return the customer custom field field 3 value
$CUSTOMER_CUSTOM_FIELD4$	Return the customer custom field field 4 value
$CUSTOMER_CUSTOM_FIELD5$	Return the customer custom field field 5 value
$CUSTOMER_DOMAIN$	Return the domain found in the configured credentials
$CUSTOMER_INFORMATION_COMPANY$	Return the company specified in the customer information
$CUSTOMER_INFORMATION_EMAIL$	Return the information email

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$CUSTOMER_INFORMATION_MACHINE_NAME$	Return the information machine name
$CUSTOMER_NAME$	Return the session name
$CUSTOMER_SERIAL$	Return the serial number in the invoice tab
$CUSTOMER_SERVICE_TAG$	Return the service tag field located in the information tab
$CUSTOMER_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Identity

The following context will find any Identity entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
$IDENTITY_CUSTOM_FIELD1$	Return the identity custom field field 1 value
$IDENTITY_CUSTOM_FIELD2$	Return the identity custom field field 2 value
$IDENTITY_CUSTOM_FIELD3$	Return the identity custom field field 3 value
$IDENTITY_CUSTOM_FIELD4$	Return the identity custom field field 4 value
$IDENTITY_CUSTOM_FIELD5$	Return the identity custom field field 5 value
$IDENTITY_DOMAIN$	Return the domain found in the configured credentials
$IDENTITY_INFORMATION_COMPANY$	Return the company specified in the identity information
$IDENTITY_INFORMATION_EMAIL$	Return the information email
$IDENTITY_INFORMATION_MACHINE_NAME$	Return the information machine name
$IDENTITY_NAME$	Return the session name
$IDENTITY_SERIAL$	Return the serial number in the invoice tab
$IDENTITY_SERVICE_TAG$	Return the service tag field located in the information tab
$IDENTITY_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Database

The following context will find any Database entry type, as long as it's in the hierarchy above you current entry. If there are multiple matches it takes the entry closest in the hierarchy to the current entry.

Option	Description
DB_CUSTOM_FIELD1	Return the database custom field field 1 value
DB_CUSTOM_FIELD2	Return the database custom field field 2 value
DB_CUSTOM_FIELD3	Return the database custom field field 3 value
DB_CUSTOM_FIELD4	Return the database custom field field 4 value
DB_CUSTOM_FIELD5	Return the database custom field field 5 value

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DB_DOMAIN	Return the domain found in the configured credentials
$DB_INFORMATION_COMPANY$	Return the company specified in the database information
$DB_INFORMATION_EMAIL$	Return the information email
$DB_INFORMATION_MACHINE_NAME$	Return the information machine name
DB_NAME	Return the session name
DB_SERIAL	Return the serial number in the invoice tab
$DB_SERVICE_TAG$	Return the service tag field located in the information tab
$DB_VIRTUAL_MACHINE_ID$	Return the virtual machine ID

Custom fields

Custom fields can contain any data you require and can be accessed using the *_CUSTOM_FIELD* variables. Please refer to Custom Fields for details.

Quick Connect

The **$QUICK_CONNECT$** variable will be replaced by the value in the Quick Connect control as described in Quick Connect. It is only useful when a template connection is selected.

3.5 View

3.5.1 Panels

Description

That section of the ribbon controls the state of the Navigation pane.

Panels section of the View tab

Refer to the following topics for more information:

- All Entries
- Private Vault
- Opened Sessions
- Favorite Entries
- Most Recently Used Entries
- Application Tools
- ToDo List

3.5.2 View

Description

The view section allows access to specialized screens that show only a subset of your entries. These are useful mainly for installations with a great number of entries.

View section of the View tab

Refer to the following topics for more information:

- Play List
- Use Credential Entries
- Use VPN Entries
- Tab Groups
- Search/Filter
- Quick Access Toolbar

3.5.3 Logs

3.5.3.1 Usage Logs (Local)

Description

Remote Desktop Manager supports two types of logs:

- Local usage log, which is file based
- Global usage log, in a database

Local Session Log

A basic local logging system is automatically available by default. This allows the system administrator to view the log file for all session activities on the current machine. It's available on the local machine only via the menu **View Local Connection Log**.

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Local connection log

The log is written directly to a file in the settings folder.

3.5.3.2 Usage Logs (Global)

Description

The shared session log offers a more robust solution. Through it, it's possible to monitor an opened session for all users by using the SQL Server, or the Remote Desktop Manager Online data source. The log is available for a specific session in the context menu **View->Logs,** in the session configuration (Log tab page), and in the dashboard.

The log contains all the CRUD (add, edit and delete) operations, including the time and the username. It also contains all the details about the open/closed sessions, including those from the VPN.

Session logs

It's also possible to view in real time who is connected by ticking the checkbox "Show live session only." This will filter the list to display only the opened sessions in the grid.

The session log can be visualized in a global view by using the shared connection log (**View Shared Connection Log**). Use this view to find information for multiple sessions for a specific time, or for a specific user. The window is similar to a search tool and it offers multiple filter types, including:

- User name
- Machine name
- Time period

Shared connection log panel

3.5.4 Layout

Description

The Layout section holds commands to control the layout of various Remote Desktop Manager components.

Layout section of the View tab

> If you hide the Top Pane, you have two ways of restoring it. Either in the system menu (see Top Pane) or by using the keyboard shortcut for toggling its visibility. ALT-F11 by default.

3.5.5 Footer

Description

The Footer section allows you to show or hide the various panes that are provided with Remote Desktop Manager.

Footer Section of the View Tab

Although they are by default displayed in the footer, all those panes can be dragged and docked anywhere within Remote Desktop Manager.

3.5.6 Play List

Description

The Play List feature in Remote Desktop Manager is a lot like a music play list. The Play List can be used to create groups of sessions for a specific tasks or for security reasons. You can build your own Play Lists and start all entries from a Play List at the same time.

The Play List feature is accessible from ***View -> Play List***.

For more information, please consult the following topics:

- Actions
- Management
- Default at Startup

3.5.6.1 Actions

Description

You can create Local or Shared play List in Remote Desktop Manager. There's several methods to create or edit a Play List:

- Create Play List by selecting entries in the Navigation Panel
- Create Play List with Opened Tabbed Sessions
- Create Play List with No Selection
- Edit an existing Play List

Settings

Local Play List

Local Play List

Local Play List are saved on the local computer, and are not available to other users.

Shared Play List

Shared Play List

The Shared Play List are saved in the database, and can be used by all the users. The Shared Play List can be launched from the Navigation Panel as well as from the menu ***View -> Play List***.

Please consult the Play List Entry topic for more information on the Shared Play List session.

Actions

Create Play List by selecting entries in the Navigation Panel

Select the entries in the Navigation Panel.

Selected Entries

Click ***Create Play List*** in the Ribbon Menu.

Ribbon Menu

Click ***Select Entries in Navigation Pane***.

Selected Entries in Navigation Pane

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Provide a name to your Play List and click ***OK***.

Play List Editor

You can also use the context menu to create your ***Play List***. When your entries are selected, ***right-click*** on them in the Navigation Pane and select ***Play List -> Create Play List***.

The ***wait time*** is used to set the delay between opening of the different entries.

The ***Order*** button will allow you to set the opening order of the items inside your ***Play List***.

Create Play List with Opened Tabbed Sessions

Open all the sessions that you want in your Play List in Embedded/Tabbed mode.

Click ***Create Play List*** in the Ribbon Menu.

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Ribbon Menu

Click ***Opened Tabbed Sessions***.

Opened Tabbed Sessions

Provide a name to your Play List and click ***OK***.

Play List Editor

Create Play List with No Selection

Click ***Create Play List*** in the Ribbon Menu.

Ribbon Menu

Click ***No Selection***.

No Selection

Select the entries wanted in your Play List by checking the box beside the entry name.

Play List Editor

Provide a name to your Play List and click ***OK***.

Edit a existing Play List

You can edit a Play List by clicking ***View -> Play List***.

View - Play List

You will now be able to edit a Play List.

Play List Management

> You can also use the context menu to add an entry to an existing ***Play List***. When your entry is selected, ***right-click*** on it in the Navigation Panel and select ***Play List -> Add to Play List***.

3.5.6.2 Management

Description

There's 3 methods to use a Play List:

Option	Description

Open	Items will open using the mode defined in each session.
Open Embedded	Items will be all opened using the embedded mode
Select in Navigation Pane	Items will be selected in the Navigation Pane, this allows you to choose another command to run on the section as a second step.

Settings

Open items in default mode

Click ***View -> Play List -> Select your Play List -> Open***

Default Mode

Open items in Embedded mode

Click ***View -> Play List -> Select your Play List -> Open Embedded***

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Open Embedded

Open items with Select in Navigation Pane

Click ***View -> Play List -> Select your Play List -> Select in Navigation Pane***

Select in Navigation Pane

Then press ***Enter*** to select the entries.

3.5.6.3 Default at Startup

Description

A Play List can be set to be launched when Remote Desktop Manager is opened.

Settings

Default Play List at startup

To define a default Play List, click ***View -> Play List***. Then select your Play List in the ***Default at startup*** drop down.

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Default at startup

If you check the box ***Confirmation at startup,*** a confirmation window will be displayed before opening your Play List. You can then enable or disable sessions manually, or you can cancel the process completely.

Last opened connections at startup

The last opened connections option will offer to reopen the sessions that were opened at the time you closed Remote Desktop Manager. That Play List is maintained automatically at every Remote Desktop Manager closing.

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Last opened connections

3.5.7 ToDo List

3.5.7.1 Actions

Description

Create tasks in the ToDo List to help you follow what work needs to be performed by your staff.

Settings

Creation of a task

Click ***ToDo List*** in the View menu of the ribbon

ToDo List

Click ***Add new Todo***

Add new todo

Enter your task information, like the name of the task, the priority, the due date and the description.

Task Management

Tasks can be assigned to a user.

Assign Me

You can use the Assign to Me button , to set your identity instantly.

Status

Different status can be applied to a task:

- Assigned
- Canceled
- Closed
- Done
- In progress
- Open
- Postponed

3.5.7.2 Search

Description

When many tasks are created in Remote Desktop Manager, perform a search to filter our the list of displayed tasks. You can search by Due Date, User name or by Status

Search Filter

3.5.7.3 Export

Description

Tasks can be exported in different types of files for print or only for review.

How to export tasks

Before exporting tasks, you can perform a Search to filter out the task list.

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Right-Click on a task and select the file format.

Export options

Export file type

You can export tasks in these file formats

- CSV
- HTML
- XML

3.6 Administration

3.6.1 Data Source Settings

Description

This feature requires an Advanced Data Source.

Data source settings allows you to control many global aspects of the data source such as settings like Offline Mode, password policies & version management are available. You define general policies applicable for the whole data source.

This feature is accessible from ***Administration -> Data Source Settings***.

Settings

General

General tab

Option	Description
Allow user specific settings	Enables the use of user specific settings. See User Specific Settings for more information.
Allow local machine specific settings	Enables the use of local machine specific settings. See Local Machine Specific Settings for more information.
Disable shared favorites	Disable the shared Favorites and make them invisible for all users of the data source.
Disable Private Vault	Disable the usage of the Private Vault for all users of the data source.
Disable entry drag-and-drop	Entry group modification using the drag and drop will be disabled. Use this setting to avoid accidental drag and drop.
Allow log comments editing	Enable the log comment editing for all the users.
Disable stack trace	Disable the stack trace details when an error appears during the execution of the application.
Disable quick connect	Disable the usage of Quick Connect for all the users of the data source.
Offline mode	Set the global data source support for Offline Mode. Useful when using a VPN connection that makes using local network impossible.

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Expiration	Number of days that the local copy will be considered valid for the offline cache. You should go online prior to the end of that period to revalidate the data.
Force application security with Windows credentials	Require the users to authenticate with their Windows credentials at application startup.
Force application security with Google Authenticator	Require the users to authenticate with Google Authenticator application at Remote Desktop Manager startup.
Lock application when minimized	Lock application when minimized in the taskbar for all users of the data source.
Lock on idle	Automatically lock the application when it's not used after a determined number of time.

Password Policy

Password Policy tab

Option	Description
Disable password saving (shared)	Users will not be able to save passwords within session.
Disable password saving (local)	Users will not be able to save passwords using Windows credential vault. This is mostly used for the RDP sessions.

Disable password saving (tools)	Users will not be able to save passwords in the Tools tab of a session.
Disable password saving (user specific settings)	Users will not be able to save password in the User Specific Settings.
Disable password variable for all sessions	Renders **$PASSWORD$** variable unusable for this data source.
Disable password saving for data source access	Users will not be able to save a new password to access the data source.
Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter)	Controls if reveal password is enabled for authorized users.
Allow show credentials (if enabled in the entry)	Allow to show the credentials if the box "Allow show credentials (everybody)" is check inside the session.
Allow password in macro (send keys)	Renders **$MACRO_PASSWORD$** variable useless for this data source.
Password history	Indicates the maximum saved password history count. See Password History for more information.
Allow password for external system	Please consult Connecting External System

Version Management

Version Management tab

Option	Description
Disable auto update notification	Disable the auto update notification message. Use this when you want to manually update the application.
Minimal version	Force users of the data source to use a minimal version. Enter the entire version number (7.9.10.0) to force a specific version or use partial number for force a subset version (7.9). Use this to disable connecting to the data source with an older version.
Client install path/URL	Used in conjunction with the minimal version, once a minimal version requirement is not met the system will prompt the user that the version is not valid and it will open the link (path/URL) to download the new version.
Serial (Site/Global)	Easily distribute Site/Global serials to the entire organization. The application is updated with the license if it's newer then the registered one.
Hide serial number	The serial number will be hidden by default for all users connected to the data source.

System Message

System Message tab

Option	Description

System message	The message will be displayed every time the data source is opened or when the message changes. Use Ctrl+ENTER to create a new line.

Types

Types tab

Option	Description
Type Availability	You have the possibility to hide/exclude Session, Credential, Group, Contact or Document types to all the users of the data source.

Paths

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Paths tab

Option	Description
Default Templates	Indicate the default path to save the shared templates.

3.6.1.1 Allow password access from External System

Description

This feature requires an Advanced Data Source, but is not supported on Remote Desktop Manager Online.

Accessing passwords stored in your data source by querying the underlying database is not possible because of the encryption we apply to passwords. For those of you that need to access passwords directly in the database, for example by a CRM system, we have created a means to achieve this.

Settings

The session information, which is a XML structure, is stored in the ***Data*** field of the ***Connections*** table in the underlying database.

However getting the encrypted password from the database requires that the ***allow password for external system*** be configured.

Enable allow password for external system

Enter pass phrase & hit apply

Once a key is provided, this will cause the system to extract a copy of the password from our XML

structure, this will then be re-encrypted using the ***key*** you have provided and stored back into the ***UnsafePassword*** field of the ***Connections*** table.

Decryption Code

Use the following .net code to decrypt your passwords.

```
public static string Decrypt(string encryptedString, string key)
{
    if (string.IsNullOrEmpty(encryptedString))
    {
        return encryptedString;
    }

    try
    {
        TripleDESCryptoServiceProvider tripleDesCryptoServiceProvider = new TripleDESCryptoSer
        MD5CryptoServiceProvider cryptoServiceProvider = new MD5CryptoServiceProvider();

        string strTempKey = key;

        byte[] byteHash = cryptoServiceProvider.ComputeHash(Encoding.ASCII.GetBytes(strTempKey

        tripleDesCryptoServiceProvider.Key = byteHash;

        tripleDesCryptoServiceProvider.Mode = CipherMode.ECB;

        byte[] byteBuff = Convert.FromBase64String(encryptedString);

        string strDecrypted =
            Encoding.UTF8.GetString(
                tripleDesCryptoServiceProvider.CreateDecryptor().TransformFinalBlock(
                    byteBuff, 0, byteBuff.Length));

        return strDecrypted;
    }
    catch (Exception)
    {
        return null;
    }
}
```

3.6.2 Security Providers

Description

The security provider is responsible for encrypting the data in the database. It's available with an Advanced Data Source only.
Select the provider you wish, and configure it by using the menu ***Administration -> Security Provider***.

Regardless of the security provider you select, the password is encrypted at least once in the database. There is no password stored in clear text at any time.

Settings

Please note that changing a security provider when many sessions have previously been configured may take a bit of time.

Applying a new security provider does process the whole database, therefore we advise you to create a backup prior to this operation.

Security provider dialog

Option	Description
None	The session data is not encrypted at all except for the passwords.
Basic	All of the data is encrypted in the database with our own private key and it's impossible for an external system to access it.
Default	This is the legacy security provider. The data is encrypted if the session configuration is set accordingly to the advanced settings.
Shared passphrase	All of the data is encrypted with a mix of our key, a salt and the pass phrase you've entered. This is the most secure encryption, but if the pass phrase is lost, there is nothing that can do to recover the data.
Certificate	All data is encrypted using a certificate installed. See ***Certificate*** section for more details.

By using your own passphrase with any of the Advanced Data Sources, you ensure that nobody can read your session, even when people have a direct access to your database(s) or even a backup. You should always use this when you use SQL Azure or Remote Desktop Manager Online.

Certificate

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The certificate security provider encrypts the whole XML structure using AES with your certificate mixed with our own private key.

Certificate security provider

Option	Description
Location	Indicate the location of the certificate. Select between: • ***Current user*** • ***Local machine***
Store	Indicate the store location of the certificate. Select between: • ***Address book*** • ***Authorization root*** • ***Certificate authority*** • ***Disallowed*** • ***My*** • ***Root*** • ***Trusted people*** • ***Trusted publisher***
Thumbprint	Select a certificate that already exist to use it for the encryption.

Create Certificate

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Self Signed Certificate

Option	Description
Common name	Name of the certificate.
Key size (bits)	Indicates the key size (bits) of the certificate. Select between: • ***384*** • ***512*** • ***1024*** • ***2048*** • ***4096*** • ***8192*** • ***16384***
Valid from	Start date of the certificate.
Valid to	End date of the certificate.
Save to file (pfx)	Save the certificate into a pfx file and secure this certificate with a password.
Save to certificate store	Indicate the location and the store to save the certificate.

3.6.3 User Management

Description

This feature requires an Advanced Data Source.

In order to create users and assign rights, you must be administrator of not only Remote Desktop Manager, but also of the underlying database.

The users administration is available from the menu ***Administration -> Users***. Users management allows you to create, manage and assign rights to a user.

Settings

User Management

Create users

You can create a user using default security (specify the password) or Integrated Security. Consult the Permissions topic for more information on the rights that can be added to a user.

Not all Advanced Data Sources support the use of Integrated Security. SQL Server supports it natively. MySQL supports integrated security via Windows Authentication Plugin which is a commercial extension of MySQL.

You can assign different security options to the user, such as allow the user to use the Offline Mode.

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However, there is currently no way to inherit security rights from a group. They must be assigned individually for each user.

3.6.3.1 Integrated Security

Description

This feature requires an Advanced Data Source.

Integrated Security is the name Microsoft gives to the technology that uses your currently running session credentials and passes them automatically to the remote resources for authentication.

Settings

When in a Remote Desktop Manager dialog you check an "Integrated Security" checkbox, the password field will be disabled because the operating system will provide a cached copy automatically.

Integrated Security

When the option is enabled, an ellipsis button will either appear or be enabled. Clicking this button will display the ***Select User dialog***

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Select user dialog

> Ensure the appropriate domain is displayed in ***From this location*** because sometime the location defaults to the local computer. Click the ***Locations*** button to be able to browse for the domain instead.

When using Integrated Security, you currently running windows session must be from a user of that domain. If you need to use other credentials, Remote Desktop Manager must be started using the RUNAS command as described in Running Remote Desktop Manager as Another User.

Consult the Permissions topic for information on the rights that can be add to a user.

3.6.3.2 Permissions

Description

Remote Desktop Manager allows for advanced user rights management that allow you to control how a session is used. Note that some control's visibility depends on the active data source.

Add/Edit user dialog

Settings

Settings

Option	Description
Login	Login name for the user. When using Integrated Security you must

	select the user in the directory.
Description	Enter a description for the user.
Password	Password for the user. Disabled when using Integrated Security.
Administrator	Grants full administrative rights to the user. This is for the system as a whole.
Integrated security (Active Directory)	Specify to use Windows Integrated Authentication for authenticating to the data source. Applies only to SQL Server and RDMS, depending on their configuration. When checked, an ellipsis button appears to allow you to browse for the user account in the directory. Consult Integrated Security topic for more information.
Create SQL login and user	The system will create the login and user in SQL server. Disable this if you don't have sufficient privileges on the server to create them. Your organization's DBA will have to perform this steps manually.
Offline mode	Allows the user to enable the Offline Mode on the data sources. This also depends on the data source being configured to allow it. Choose between: • ***Disabled***: no offline cache allowed for that user • ***Read-only***: a read-only cache is allowed for Advanced Data Sources. • ***Read-Write***: an advanced cache, with change synchronization, is allowed for Advanced Data Sources.
Roles	Consult Role Management topic for more information. When a role need to be add to a user, a description column will help you to select the proper role.

General

Option	Description
Allow reveal password	Allows the user to use the Reveal Password command.
Allow drag-and-drop	Allows the user to move the sessions using drag-and-drop from other applications.
View details	Allows the user to see the content of the Details tab for all sessions.
View information	Allows the user to see the content of the Information tab for all sessions.
View shared logs	Allows the user to see the content of the Logs that apply to a session.
Import	Allows the user to Import sessions (Clipboard -> Paste as well). The import menu (***File -> Import***) and the import feature in the context menu will be grayed out if the option is not active.
Export	Allows the user to Export sessions (Clipboard -> Copy as well). The export menu (***File -> Export***) and the export feature in the context menu will be grayed out if the option is not active.

Edition

The edition section allows you to assign permissions. Controls are sometimes hidden depending on the data source or the state of other controls.

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The options directly above the grid are for **public** folders, meaning any folder that hasn't been assigned a security group. They also act as the most basic permission you can assign because they are needed in order to allow permissions for each of the security group listed below, when they are not checked the corresponding column of the grid is grayed out.

The public Add permission also displays the *Deny add entry in root folder*. This folder is named ***Sessions*** in your tree view and is in fact virtual, we created this option so you could control which users could create entries at the root.

Public folder permissions control the state of other controls

Option	Description
Add	Will grant the Add privilege for public groups. Also controls the visibility of the Add column in the Groups grid. The Add privilege need to be check if the user need to add sessions in the Private Vault.
Edit	Will grant the Add privilege for public groups. Also controls the visibility of the Edit column in the Groups grid. The Edit privilege need to be check if the user need to edit sessions in the Private Vault.
Delete	Will grant the Add privilege for public groups. Also controls the visibility of the Delete column in the Groups grid. The Delete privilege need to be check if the user need to delete sessions in the Private Vault.

For higher security, its a best practice to set security groups on ***all*** the root level folders. This ensures there are no public folders and that you have good control over the activity in your system.

All security groups are listed in the grid, and you can assign permissions using the corresponding columns.

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Granting the ***View*** permission does allow the right to also launch/open the sessions of that group.

Option	Description
View	Allows the user to View ***AND USE*** the entries for that security group.
Add	Allows the user to add entries in groups/folders for that security group.
Edit	Allows the user to Edit the entries for that security group.
Delete	Allows the user to Delete the entries for that security group.

3.6.4 Security Group Management

Description

This feature requires an Advanced Data Source.

All sessions without security groups are considered public!

Security groups are used to protect sessions from a subset of system users. Assign sessions to security groups then control who has access and how much control they have on each security group.

Security groups are used to classify sessions and restrict access to certain users. There is no direct relationship between Active Directory and Security Groups. By default, every session is created without an assigned security group, and therefore is visible to all connected users.

Each entry in the navigation pane can be assigned to a single security group. Best practices dictates you assign security groups to groups/folders and all the entries they contain will inherit the same group.

Settings

Create a security group

Security groups are created from the menu ***Administration -> Security Group -> Add Security Group*** .

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Security Groups tab

Security group dialog

Assign a security group to the session

Security groups can be assigned to entries using the property window. Each entry can only have one security group assigned. For easy maintenance, we recommend assigning security groups to groups/ folders which will result in the child entries to inherit the security group.

Session configuration - Security group

3.6.5 Role Management

Description

This feature requires an Advanced Data Source.

Roles in Remote Desktop Manager are mainly used to reduce the time taken to manage users. The management of permissions granted to roles are quite similar to the corresponding notions for users, but instead of a single user, they apply to all users to which you've assigned to the role.

Settings

Roles in Remote Desktop Manager

Roles in Remote Desktop Manager are simply permission sets that you assign to a user. You can assign multiple roles to each user and the end result it to union of all permissions.

To create a role, you need to go in ***Administration -> Roles.***

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Role Management

To assign role(s) to a user or to manage roles(s) for a user, you must go in ***Administration -> Users -> Create or Edit user ->*** click the ***Roles*** button.

Roles button

Consult the Permissions topic for information on the rights that can be add to a user.

Assign role to multiple users

It's possible to assign a role to multiple users at the same time. In ***Administration -> Roles***, click the button ***Assign Roles*** and select the users that you want them to have the selected role.
You can also click ***Select All*** or ***Unselect All***.

Assign role to multiple users

Roles in Remote Desktop Manager Server (RDMS)

Roles in RDMS are in fact links to Active Directory groups. By leveraging Active Directory integration you can easily define access rights for all domain users in your organization. Once a domain user log in the RDMS data source, their user account will be created if needed and users rights will be controlled by the defined groups.

> Please note that the Unsecured group permissions (the ones above the grid) are ignored. You must set them on each user individually.

RDMS roles

3.6.6 Deleted Entries

Description

The ***View deleted*** command allows you to view the deleted entries, as well as restoring them.

This feature requires an Advanced Data Source.

Manage Deleted Entries

If an entry is deleted and needs to be restored, use ***Resurrect Entry*** at the bottom of the window.

You can also permanently delete your deleted entries.

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View Deleted

Export deleted entries list

You can use the ***Right-click*** button on one or several lines to export them in CSV, HTML or XML format.

> Deleted entries can be resurrected as long as the Security Provider has not been changed since the delete action.

> Administrators can permanently delete some or all deleted entries.

3.6.7 Reports

3.6.7.1 Credential Report

Description

This report shows where credentials are used.

This feature requires an Advanced Data Source.

Credential Entry Usage Report

3.6.7.2 Entry Information Report

Description

This report displays the fields of the Information pane for entries.

This feature requires an Advanced Data Source.

Entry Information Report

Settings

Report settings

Selection

It is possible to run the report on all entries, or on currently selected entries in the navigation pane.

Desired tabs

You can choose which sub-tabs are selected for the report.

Options

- Skip empty tabs: empty tabs do not appear in the report.
- Skip empty fields: empty fields do not appear in the report.

3.6.7.3 Entry List Report

Description

This report shows a simplified list of all your entries. Entry names are in fact hyperlinks to drill down directly to the entry.

This feature requires an Advanced Data Source.

Entry List Report

Group/folder	Name	Description
Internal	david@secret	
Internal	Devolutions - VPN	
Internal	lastpass - integrated	
Internal	pdc@secret	
Internal	Ubuntu-Dev	
Internal	V-Devolutions1	
Internal	xenroot	
Internal\Cloud\AWS	S3 Devolutions	
Internal\Cloud\AWS	staging	CRON jobs and SYSLOG.
Internal\Cloud\Azure	staging	CRON jobs and SYSLOG.
Internal\Cloud\OpenStack	staging	CRON jobs and SYSLOG.
Internal\Dashboards	devolutions-aws	
Internal\Dashboards	devolutions-xen	
Internal\Dashboards	Hyper-V	
Internal\Dashboards	VMWare	
Internal\Public servers	Public Server-A serie	Same credential for all A-serie servers
Internal\Public servers	Public Server-B serie	Same credential for all B-serie servers
Internal\Public servers	Server-A-001	Movie server A thru E
Internal\Public servers	Server-A-002	Movie server F thru J
Internal\Public servers	Server-A-003	Movie server K thru O
Internal\Public servers	Server-A-004	Movie server P thru Z
Internal\Public servers	Server-B-001	Audio server Classical
Internal\Public servers	Server-B-002	Audio server Rock
Internal\Public servers	Server-B-003	Audio server Hits
Internal\Public servers	Server-B-004	Audio server Metal
Internal\Public servers	Server-B-005	Audio server Dance
Internal\Public servers	Server-C-001	Audio server Dance
Internal\Public servers	Server-C-002	Audio server Dance
Internal\Public servers	Server-C-003	Audio server Dance

Entry List Report

3.6.7.4 Entry Status Report

Description

This report show the lists of any entries with an assigned status.

This feature requires an Advanced Data Source.

Entry Status Report

Group/folder	Name	Status
Internal\Public servers	Server-B-001	Warning
Internal\Public servers	Server-B-002	Warning
Internal\Public servers	Server-B-003	Warning
Internal\Public servers	Server-B-004	Warning
Internal\Public servers	Server-B-005	Warning
Internal\Public servers	Server-C-001	Expired
Internal\Public servers	Server-C-002	Expired
Internal\Public servers	Server-C-003	Expired

Entry Status Report

3.6.7.5 Expired Entry List Report

Description

This report list all the expired entries with an expiration date. Before running the report, you need to select one of the following:

- Expired connections and warranties
- Expired connections
- Expired warranties

This feature requires an Advanced Data Source.

The report will display with the proper information depending of the selection.

Expired Entry List Report

Group/folder	Name	Expiration	Status
Internal\Public servers	Server-C-001	01/10/2013	Expired
Internal\Public servers	Server-C-002	01/10/2013	Expired
Internal\Public servers	Server-C-003	01/10/2013	Expired

Expired Entry List Report

3.6.7.6 Security Group Report

Description

This report displays the assigned security groups for all the entries. It's not an HTML report like the other reports.

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This feature requires an Advanced Data Source.

It is a recommended practice to run this report every time you change a security group or assign any user permissions.

Any entry without a security group is public, any user can use/edit/delete public sessions. In a typical team environment there should be no entries without a security group.

Security group report

The dialog has tabs that organizes the entries by types. Sub-connections are also included in this report and are prefixed with their parent name. You can use the edit button to quickly edit the selected entry.

3.6.7.7 VPN Reference Report

Description

This report shows the entries that are using VPN entries. Use this report to view all VPN entries, and the sessions that use them in their VPN tab.

This report will also display the SSH, VPN, Web or command line session type that are Linked to an existing session.

This feature requires an Advanced Data Source.

VPN Reference Report

Please consult VPN Overview topic for more information on VPN.

3.7 Refactoring

3.7.1 Overview

Description

The Refactoring tab is use to modify the structure of your sessions, create new entry or to convert an entry in another entry type.

Refactoring tab

Please consult the following topics for more information:

- Extract
- Convert To
- Template
- Sub Connection

3.7.2 Extract

Description

Use the ***Refactoring -> Extract*** section to perform an extract of credentials, VPN or contact to create an entry who will be link to the session.

Settings

Extract

Remote Desktop Manager currently supports 3 types of extraction refactoring:

- ***Credential Entry***: used to create a new credential entry and link it to the current session.
- ***VPN***: used to create a new VPN entry and link it to the current session.
- ***Contact***: used to create a new contact entry and link it to the current session.

As described, this doesn't modify the source session in any way.

3.7.3 Convert To

Description

Use the ***Refactoring -> Convert to*** section to convert the current entry into another entry type.

Settings

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Convert to

There are currently three ***Convert to*** types and their actions are enabled only when the source entry is compatible with the destination.

- ***Credential Entry***: Converts the entry to a credential entry.
- ***Data Entry***: Converts the entry to a data entry
- ***Web***: Converts the entry to a web entry.

When you select the refactoring you are presented with a dialog to enter a name for the new entry. You can also specify to keep the same folder. The dialogs are mostly the same for all three refactorings.

Conversion to web entry

3.7.4 Template

Description

The ***Refactoring -> Template*** is used to apply massive changes from a template, while offering to preserve a few of the existing field values. Whereas the batch update allows you to perform discrete changes, this is more of a bulk changes tool. It even allows to change the type of the entry, for example you could change multiple SSH Shell entries to PUTTY entries in one fell swoop.

Settings

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Template

Entry conversion with Template

Option	Description
Host	Preserves the host name.
Credentials	Preserves the credentials as defined in the General tab and in the **Options** group of the Tools tab.
Description	Preserves all of the information on the More tab.
VPN	Preserves all of the information on the VPN tab.
Information	Preserves all of the information on the Information tab.
Group/Folder	Preserves the Group/Folder.
Add template sub connections	Add the template to the current sub connections.
Clear current sub	Clear the current sub connections under the entry.

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connections	

3.7.5 Sub Connection

Description

The ***Refactoring -> Sub Connection*** allows you to set a connection under a parent connection, or to reverse the process. Please consult Sub Connection for more information.

Settings

Sub Connection
Sub Connection

Parent

Available for connections that are not parents themselves, this allows you to move a connection under a parent connection.

Un-parent

Available only for sub connections, this allows you to move a connection out from under a parent connection.

> If you want to move a sub connection under a new parent, it cannot be performed in a single action. You must first **Un-parent** it to be a standalone connection, then use the **Parent** command.

3.8 Tools

3.8.1 Add-on Manager

Description

The Add-on Manager is available in the ***Tools -> Add-on Manager*** menu. It is used to simplify the management and the installation of different add-ons. It lists all of the add-ons that are supported by the current version of the application.

Settings

Add-on Manager

The add-ons are classified by category (*session*, *import*, *data source*, etc.), and can be sorted according to their current status (*available*, *outdated*, *uninstalled*).

Add-ons that need be updated will be displayed with a special and clearly visible icon as seen below.

If the add-on does not require any special third party library, the manager will deploy it automatically after clicking the install button. A restart of the application will be required. The same procedure and limitation applies when uninstalling an add-on.

Add-ons State

The first column of the grid contains an icon indicating the state of the add-on.

Blank: Add-on not installed locally.

: Add-on installed and up to date.

: Add-on installed but not at the latest version.

Actions buttons

The visibility of the action buttons available on the form is toggled depending on the context. There are four buttons as follows.

Button highlight

Reinstall Add-On

Reinstall the add-on after getting a confirmation from the user. An application restart will be required.

Uninstall Add-On

Uninstalls the add-on after getting a confirmation from the user. An application restart will be required.

Download Sources

Launches the download of an archive containing the source code for the add-on.

Manual Installation

1. Click on the Manual Installation button, the following dialog will appear:

Manual Installation Dialog

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2. Click on the ***Open Application Folder*** button, a Windows explorer will open in the proper folder for your installation.
3. Click on ***Download the Zip*** button, this will launch the download of the zip archive.
4. Unzip all files in the installation folder opened at step 2.
5. Restart Remote Desktop Manager.
6. Create a new session with the newly installed add-on type, or use it if it's a custom tool or an import dialog.

Troubleshooting

If you cannot see the add-on in the session type list, verify that it is loaded in the About box, which is available from ***Help -> About*** menu. Also verify that the .dll file is in the Remote Desktop Manager folder.

Some add-ons are supported directly by Devolutions, and some others are developed by third parties. More information can be found in the Add-On forum.

3.8.2 Extensions Manager

Description

The Extensions Manager is available in the ***Tools -> Extensions Manager*** menu. It's use to simplified the installation of extensions in Remote Desktop Manager.

Settings

Browser Extensions

Browser Extensions

Option	Description
Chrome Extension	You can installed the Chrome Extension directly by clicking ***Install*** or follow the steps indicated in Chrome Extension topic.
Firefox Extension	You can installed the Firefox Extension directly by clicking ***Install*** or follow the steps indicated in Firefox Extension topic.
Internet Explorer Extension	You can installed the Internet Explorer Extension directly by clicking ***Install*** or follow the steps indicated in Internet Explorer Extension topic.

Others

Others Extensions

Option	Description
KeePass Plugin	You can installed the KeePass Plugin by clicking ***Install*** or follow the steps indicated in KeePass Plug-in topic.

3.8.3 Macro/Script/Tool Manager

Description

The Macro/Script/Tool Manager is available in the ***Tools -> Macro/Script/Tool Manager*** menu. It's simplifies the installation of any session script tool provided by the community.

Settings

Macro/Script/Tool Manager

Select the tool that you want to import from the list and click on ***Import Session Tool***. The tool will be imported in your current data source.

New Session script tool

Submit any interesting script to us at support@devolutions.net.

3.8.4 Translation Manager

Description

Use the ***Tools -> Translation Manager*** to easily translate resources used by our products.

The translation manager is in fact a cloud based translation repository, managed by an external application named *Devolutions Localizer*, developed by our team at Devolutions.

Settings

It requires an account that you can create here. Enter the requested information and submit the form. You will receive a confirmation email within 24 hours.

For more information on the localization process, read the Localizer topic.

3.8.4.1 Localizer

Description

The Devolutions Localizer is a ClickOnce application what will be installed in your application data folders and will check for updates automatically. It is used to manipulate the cloud based translation repository.

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Devolutions Localizer

Workflow

From the dashboard view you get a quick progress overview for each Resource file used by the application, simply choose the file you plan to work on and click the “Translate” button. You'll be presented with the following screen.

Localizer translation form

Here is a visual overview of the main features.

Localizer main features

3.8.5 PowerShell CmdLets

Description

Remote Desktop Manager supports Windows PowerShell. PowerShell is a powerful scripting shell that lets administrators automate Remote Desktop Manager.

Installing RDM PowerShell Cmdlet snapin

You have two ways of installing the RDM PowerShell Cmdlet snapin. The simplest, start PowerShell using the menu Tools -> PowerShell (RDM Cmdlet) from within RDM. This will automatically register the Cmdlet and load the snapin ready for use. The second is using a script similar to this:

set-alias installutil $env:windir\Microsoft.NET\Framework\v2.0.50727\installutil;installutil '**InstallPath**\RemoteDesktopManager.PowerShell.dll';Get-PSSnapin -Name *Remote.Desktop* -Registered | % { Write-Host "$_..." -NoNewline; if ((Get-PSSnapin -Name $_ -ErrorAction SilentlyContinue) -eq $null) { Write-Host "installing" -ForegroundColor Yellow; Add-PsSnapin $_ } else { Write-Host "already installed" -ForegroundColor Green; } }

Install & load snapin (you must change the installpath)

Registration must only be done the first time. From now on running the following script will suffice. Adding the following to your PowerShell profile will make things much simpler.

*Get-PSSnapin -Name *Remote.Desktop* -Registered | % { Write-Host "$_..." -NoNewline; if ((Get-PSSnapin -Name $_ -ErrorAction SilentlyContinue) -eq $null) { Write-Host "installing" -ForegroundColor Yellow; Add-PsSnapin $_ } else { Write-Host "already installed" -ForegroundColor Green; } }*

Load snapin

Note

RDM PowerShell Cmdlet snapin must run under the x86 architecture. Make sure you run the PowerShell (x86) version of PowerShell.

CmdLets

- Add-RDMRoleToUser
- Close-RDMSession
- Export-RDMSession
- Get-RDMCurrentDataSource
- Get-RDMDataSource
- Get-RDMDatasourceProperty
- Get-RDMPassword
- Get-RDMProperty
- Get-RDMRole
- Get-RDMSecurityGroup
- Get-RDMSession
- Get-RDMSessionDomain
- Get-RDMTemplate
- Get-RDMUser
- Get-RDMUsername
- New-RDMDataSource
- New-RDMLogComment
- New-RDMRole
- New-RDMSecurityGroup
- New-RDMsession
- New-RDMUser
- Open-RDMSession
- Remove-RDMDataSource
- Remove-RDMRole
- Remove-RDMRoleToUser
- Remove-RDMSecurityGroup
- Remove-RDMsession
- Remove-RDMUser
- Set-RDMCurrentDataSource
- Set-RDMDataSource
- Set-RDMDatasourceProperty
- Set-RDMPassword
- Set-RDMProperty
- Set-RDMRole
- Set-RDMRoleProperty
- Set-RDMSecurityGroup
- Set-RDMSecurityGroupProperty
- Set-RDMSession
- Set-RDMSessionDomain
- Set-RDMUser
- Set-RDMUserGroupRights
- Set-RDMUsername
- Set-RDMUserProperty
- Set-RDMUserSecurity
- Update-RDMUI

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3.8.5.1 PowerShell CmdLets Deprecated

Description

Remote Desktop Manager supports Windows PowerShell. PowerShell is a powerful scripting shell that lets administrators automate Remote Desktop Manager.

Installing RDM PowerShell Cmdlet snapin

You have two ways of installing the RDM PowerShell Cmdlet snapin. The simplest, start PowerShell using the menu Tools -> PowerShell (RDM Cmdlet) from within RDM. This will automatically register the Cmdlet and load the snapin ready for use. The second is using a script similar to this:

set-alias installutil $env:windir\Microsoft.NET\Framework\v2.0.50727\installutil;installutil '**InstallPath** \RemoteDesktopManager.PowerShell.dll';Get-PSSnapin -Name *Remote.Desktop* -Registered | % { Write-Host "$_..." -NoNewline; if ((Get-PSSnapin -Name $_ -ErrorAction SilentlyContinue) -eq $null) { Write-Host "installing" -ForegroundColor Yellow; Add-PsSnapin $_ } else { Write-Host "already installed" -ForegroundColor Green; } }
Install & load snapin (you must change the installpath)

Registration must only be done the first time. From now on running the following script will suffice. Adding the following to your PowerShell profile will make things much simpler.

*Get-PSSnapin -Name *Remote.Desktop* -Registered | % { Write-Host "$_..." -NoNewline; if ((Get-PSSnapin -Name $_ -ErrorAction SilentlyContinue) -eq $null) { Write-Host "installing" -ForegroundColor Yellow; Add-PsSnapin $_ } else { Write-Host "already installed" -ForegroundColor Green; } }*
Load snapin

Note

RDM PowerShell Cmdlet snapin must run under the x86 architecture. Make sure you run the PowerShell (x86) version of PowerShell.

CmdLets

- Close-RDM-Session
- Get-RDM-DataSource
- Get-RDM-Domain
- Get-RDM-Password
- Get-RDM-Property
- Get-RDM-Session
- Get-RDM-Template
- Get-RDM-UserName
- New-RDM-Session
- Open-RDM-Session
- Remove-RDM-Session
- Set-RDM-DataSource
- Set-RDM-Domain
- Set-RDM-Password
- Set-RDM-Property
- Set-RDM-Session
- Set-RDM-UserName

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3.8.5.1.1 Close-RDM-Session

SYNOPSIS

Close an opened session.

SYNTAX

Close-RDM-Session -Force [Force] <SwitchParameter> -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

You will be prompted to confirm the close.

PARAMETERS

-Force <SwitchParameter>

Forces close of the session without confirmation by the user. Optional.

-ID <Guid>

(Required) Specifies the GUID of the session to be closed.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Close-RDM-Session -detailed". For technical information, type "Get-Help Close-RDM-Session -full".

EXAMPLE 1

PS C:\> Close-RDM-Session -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force close of the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDM-Session; Close-RDM-Session $list[1].ID

Retrieves the list of available sessions, close the session at index 1.

EXAMPLE 3

PS C:\> Close-RDM-Session "{00000000-0000-0000-0000-000000000000}"

Close session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-DataSource
Get-RDM-Session
Set-RDM-DataSource

3.8.5.1.2 Get-RDM-DataSource

SYNOPSIS

Retrieve the list of available data sources.

SYNTAX

Get-RDM-DataSource [<CommonParameters>]

DESCRIPTION

Retrieve the list of available data sources. The current selected data source is marked with an "X".

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-DataSource -detailed". For technical information, type "Get-Help Get-RDM-DataSource -full".

EXAMPLE 1

PS C:\> $list = Get-RDM-DataSource; $list[0]

Retrieves the list of available data sources and displays the first item.

EXAMPLE 2

PS C:\> $list = Get-RDM-DataSource

Retrieves the list of available data sources.

EXAMPLE 3

PS C:\> $list = Get-RDM-DataSource; Set-RDM-DataSource $list[1].ID

Retrieves the list of available data sources and sets the current data source the the second element in the list.

RELATED LINKS

Set-RDM-DataSource

3.8.5.1.3 Get-RDM-Domain

SYNOPSIS

Get the domain from the specified session.

SYNTAX

Get-RDM-Domain -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the domain from the specified session.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the domain from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable,

WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Domain -detailed". For technical information, type "Get-Help Get-RDM-Domain -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDM-Domain $list[1].ID

Retrieves the list of available sessions and gets the domain from the the second element in the list.

EXAMPLE 2

PS C:\> Get-RDM-Domain "{00000000-0000-0000-0000-000000000000}"

Get the domain from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-Password
Get-RDM-Session
Get-RDM-Username
Set-RDM-Domain
Set-RDM-Password
Set-RDM-Username

3.8.5.1.4 Get-RDM-Passw ord

SYNOPSIS

Get the password from the specified session.

SYNTAX

Get-RDM-Password -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the password from the specified session. Session must be marked as "Allow show credentials" if not null is returned.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Password -detailed". For technical information, type "Get-Help Get-RDM-Password -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDM-Password $list[1].ID

Retrieves the list of available sessions and gets the password from the the second element in the list.

EXAMPLE 2

PS C:\> Get-RDM-Password "{00000000-0000-0000-0000-000000000000}"

Get the password from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-Domain
Get-RDM-Session
Get-RDM-Username
Set-RDM-Domain
Set-RDMPassword
Set-RDM-Username

3.8.5.1.5 Get-RDM-Property

SYNOPSIS

Get the value of property given a session ID and path.

SYNTAX

Get-RDM-Property -ID [ID] <Guid> -Path [Path] <String> -Property [Property] <String> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Path <String>

The path to the property being read (refernce RDM export xml). If top level property do not sepcify parameter or pass empty string [""] or $null

-Property <String>

(Required) Property to read(get).

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Property -detailed". For technical information, type "Get-Help Get-RDM-Property -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDM-Property -ID $list[1].ID -Path "MetaInformation" -

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Property "OS"

Retrieves the list of available sessions and then returns MetaInformation.OS value of the the second element in the list.

EXAMPLE 2

PS C:\> Get-RDM-Property "{00000000-0000-0000-0000-000000000000}" "MetaInformation" "OS"

Get the MetaInformation.OS value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3

PS C:\> Get-RDM-Property -ID "{00000000-0000-0000-0000-000000000000}" -Property "Group"

Get the Group value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-Session
Set-RDM-Property

3.8.5.1.6 Get-RDM-Session

SYNOPSIS

Retrieve the list of available sessions.

SYNTAX

Get-RDM-Session [<CommonParameters>]

DESCRIPTION

Retrieve the list of available sessions for the current selected data source. Session list contains a column "Session" that can be directly manipulated then updated. (see SetRDMSessionCommand for more detail).

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Session -detailed". For technical information, type "Get-Help Get-RDM-Session -full".

EXAMPLE 1

PS C:\> $list = Get-RDMS-ession; $list[0]

Retrieves the list of available sessions and displays the first item.

EXAMPLE 2

PS C:\> $list = Get-RDM-Session; $list[1].Session.Name = "New Name";Set-RDM-Session $list [1].Session

Retrieves the list of available sessions, modify the name of the second session, update the session.

EXAMPLE 3

PS C:\> Get-RDM-Session

Retrieves the list of available sessions.

RELATED LINKS

Get-RDM-DataSource
Set-RDM-DataSource
Set-RDM-Session

3.8.5.1.7 Get-RDM-Template

SYNOPSIS

Retrieve the list of available templates.

SYNTAX

Get-RDM-Template [<CommonParameters>]

DESCRIPTION

Retrieve the list of available templates. The current selected template is marked with an "X".

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Template -detailed". For technical information, type "Get-Help Get-RDM-Template -full".

EXAMPLE 1

PS C:\> $list = Get-RDM-Template; $list[0]

Retrieves the list of available templates and displays the first item.

EXAMPLE 2

PS C:\> $list = Get-RDM-Template

Retrieves the list of available templates.

RELATED LINKS

Set-RDM-DataSource

3.8.5.1.8 Get-RDM-UserName

SYNOPSIS

Get the username from the specified session.

SYNTAX

Get-RDM-Username -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the username from the specified session.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDM-Username -detailed". For technical information, type "Get-Help Get-RDM-Username -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDM-Password $list[1].ID

Retrieves the list of available sessions and gets the password from the the second element in the list.

EXAMPLE 2

PS C:\> Get-RDM-Username "{00000000-0000-0000-0000-000000000000}"

Get the username from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-Domain
Get-RDM-Password
Get-RDM-Session
Set-RDM-Domain
Set-RDM-Password
Set-RDM-Username

3.8.5.1.9 New-RDM-Session

SYNOPSIS

Create a new session instance.

SYNTAX

New-RDM-Session -Group [Group] <String> -Host [Host] <String> -Kind [Kind] <String> -Name [Name] <String> -TemplateID [TemplateID] <Guid> [<CommonParameters>]

DESCRIPTION

Create a new session instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDM-Session $s" to save the session.

PARAMETERS

-Group <String>

Session group.

-Host <String>

New session host.

-Kind <String>
(Required) New session kind. Must be on of the following:

"AddOn", "Agent", "ApplicationTool", "Aws", "Azure", "AzureQueueStorage", "AzureStorage", "AzureTableStorage", "CitrixWeb", "CommandLine", "Computer", "Contact", "Credential", "Customer", "Dameware", "Database", "DataEntry", "DataReport", "Document", "DropBox", "Ftp", "Group", "Host", "HpRgs", "HyperV", "ICA", "IntelAMT", "InventoryReport", "LogMeIn", "NotUsed2", "PCAnywhere", "PowerShell", "Putty", "Radmin", "RDPConfigured", "RDPFilename", "RemoteAssistance", "S3", "ScreenConnect", "Script", "SessionTool", "Shortcut", "SNMPReport", "SkyDrive", "TeamViewer", "TemplateGroup", "Undefined", "VirtualBox", "VirtualPC", "VMRC", "VMWare", "VMWareConsole", "VNC", "VPN", "WebBrowser", "WindowsVirtualPC", "XenServer", "XWindow"

-Name <String>
(Required) New session name.

-TemplateID <Guid>
Create session from template.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help New-RDM-Session -detailed". For technical information, type "Get-Help New-RDM-Session -full".

EXAMPLE 1

PS C:\> $session = New-RDM-Session -Name "New Sesion" -Host "myServer" -Kind "RDPConfigured";Set-RDM-Session $session

Create & save new session.

RELATED LINKS

Get-RDM-DataSource
Remove-RDM-Session
Set-RDM-DataSource
Set-RDM-Session

3.8.5.1.10 Open-RDM-Session

SYNOPSIS

Open the specified session.

SYNTAX

Open-RDM-Session -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Open the specified session.

PARAMETERS

-ID <Guid>
(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Open-RDM-Session -detailed". For technical information, type "Get-Help Open-RDM-Session -full".

EXAMPLE 1
PS C:\> $list = Get-RDM-Session; Open-RDM-Session -ID $list[1].ID

Retrieves the list of available sessions and opens the second element in the list.

EXAMPLE 2
PS C:\> Open-RDM-Session -ID "{00000000-0000-0000-0000-000000000000}"

Open the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDM-Session

3.8.5.1.11 Remove-RDM-Session

SYNOPSIS
Delete an existing session.

SYNTAX
Remove-RDM-Session -Force [Force] <SwitchParameter> -ID [ID] <Guid> -NoRefresh [NoRefresh] <SwitchParameter> [<CommonParameters>]

DESCRIPTION
You will be prompted to confirm the delete.

PARAMETERS
-Force <SwitchParameter>
Forces removal of the session without confirmation by the user. Optional.

-ID <Guid>
(Required) Specifies the GUID of the session to be deleted from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-NoRefresh <SwitchParameter>
Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

<CommonParameters>

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This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Remove-RDM-Session -detailed". For technical information, type "Get-Help Remove-RDM-Session -full".

EXAMPLE 1

PS C:\> Remove-RDM-Session -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force delete of the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDM-Session; Remove-RDM-Session $list[1].ID

Retrieves the list of available sessions, deletes session at index 1.

EXAMPLE 3

PS C:\> Remove-RDM-Session "{00000000-0000-0000-0000-000000000000}"

Delete session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-DataSource
Get-RDM-Session
Set-RDM-DataSource

3.8.5.1.12 Set-RDM-DataSource

SYNOPSIS

Set current active data source.

SYNTAX

Set-RDM-DataSource -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Set current active data source.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the data source to set as the current.

The value must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDM-DataSource -detailed". For technical information, type "Get-Help Set-RDM-DataSource -full".

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EXAMPLE 1

PS C:\> $list = Get-RDM-DataSource; Set-RDM-DataSource $list[1].ID

Retrieves the list of available data sources and sets the current data source the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDM-DataSource "{00000000-0000-0000-0000-000000000000}"

Set active data source to the data source with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-DataSource

3.8.5.1.13 Set-RDM-Domain

SYNOPSIS

Set the domain from the specified session.

SYNTAX

Set-RDM-Domain -Domain [Domain] <String> -ID [ID] <Guid> -NoRefresh [NoRefresh] <SwitchParameter> [<CommonParameters>]

DESCRIPTION

Set the domain from the specified session.

PARAMETERS

-Domain <String>

(Required) New domain name.

-ID <Guid>

(Required) Specifies the GUID of the session to get the domain from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-NoRefresh <SwitchParameter>

Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDM-Domain -detailed". For technical information, type "Get-Help Set-RDM-Domain -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Set-RDMSessionDomain -ID $list[1].ID -Domain "MyOtherDomain.com" -NoRefresh

Retrieves the list of available sessions and sets the domain from the the second element in the

list with no UI refresh.

EXAMPLE 2

PS C:\> Set-RDMSessionDomain "{00000000-0000-0000-0000-000000000000}" "MyOtherDomain.com"

Set the domain from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDM-Domain
Get-RDM-Password
Get-RDM-Session
Get-RDM-Username
Set-RDM-Password
Set-RDM-Username

3.8.5.1.14 Set-RDM-Passw ord

SYNOPSIS

Set the password from the specified session.

SYNTAX

Set-RDM-Password -ID [ID] <Guid> -NoRefresh [NoRefresh] <SwitchParameter> -Password [Password] <SecureString> [<CommonParameters>]

DESCRIPTION

Set the password from the specified session. Session must be marked as "Allow show credentials" if not null is returned.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-NoRefresh <SwitchParameter>

Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

-Password <SecureString>

(Required) Password as SecurString.

Use either "Read-Host -AsSecureString" or "ConvertTo-SecureString"

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDM-Password -detailed". For technical information, type "Get-Help Set-RDM-Password -full".

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EXAMPLE 1

PS C:\> Set-RDM-Password -ID "{00000000-0000-0000-0000-000000000000}" -Password (Read-Host -AsSecureString "Password")

Set the password from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Set-RDM-Password -ID $list[1].ID -Password (Read-Host -AsSecureString "Password")

Retrieves the list of available sessions and sets the password from the the second element in the list.

RELATED LINKS

Get-RDM-Domain
Get-RDM-Password
Get-RDM-Session
Get-RDM-Username
Set-RDM-Domain
Set-RDM-Username

3.8.5.1.15 Set-RDM-Property

SYNOPSIS

Set the value of property given a session ID and path.

SYNTAX

Set-RDM-Property -ID [ID] <Guid> -NoRefresh [NoRefresh] <SwitchParameter> -Path [Path] <String> -Property [Property] <String> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-NoRefresh <SwitchParameter>

Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

-Path <String>

The path to the property being read (refernce RDM export xml). If top level property do not sepcify parameter or pass empty string [""] or $null.

-Property <String>

(Required) Property to set.

-Value <Object>

(Required) New value.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Set-RDM-Property -detailed". For technical information, type "Get-Help Set-RDM-Property -full".

EXAMPLE 1
PS C:\> $list = Get-RDMSession; Set-RDM-Property -ID $list[1].ID -Path "MetaInformation" -Property "OS" -Value "Windows Server 2008 R2"

Retrieves the list of available sessions and then sets the MetaInformation.OS value of the the second element in the list.

EXAMPLE 2
PS C:\> Set-RDM-Property -ID "{00000000-0000-0000-0000-000000000000}" -Property "Group" -Value "My New Group Name"

Set the Group value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3
PS C:\> Set-RDM-Property "{00000000-0000-0000-0000-000000000000}" "MetaInformation" "OS" "Windows Server 2008 R2"

Set the MetaInformation.OS value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDM-Property
Get-RDM-Session

3.8.5.1.16 Set-RDM-Session

SYNOPSIS
Save/set the session.

SYNTAX
Set-RDM-Session -NoRefresh [NoRefresh] <SwitchParameter> -Session [Session] <Session> [<CommonParameters>]

DESCRIPTION
Save/set the session. Session must be first fetch via Session property of the Get-RDM-Session cmdlet or via the New-RDMSession result.

PARAMETERS
-NoRefresh <SwitchParameter>
Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

-Session <Session>
(Required) Session object, must be retrieved from Get-RDM-Session or created via New-

RDMSession.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Set-RDM-Session -detailed". For technical information, type "Get-Help Set-RDM-Session -full".

EXAMPLE 1
PS C:\> $session = New-RDM-Session -Name "New Sesion" -Host "myServer" -Kind "RDPConfigured";Set-RDMSession $session

Create & save new session.

EXAMPLE 2
PS C:\> $list = Get-RDM-Session; $list[1].Session.Name = "New Name";Set-RDM-Session $list[1].Session

Retrieves the list of available sessions, modify the name of the second session, update the session.

RELATED LINKS
Get-RDM-DataSource
Get-RDM-Session
Get-RDM-Username
Remove-RDM-Session
Set-RDM-DataSource

3.8.5.1.17 Set-RDM-UserName

SYNOPSIS
Set the username from the specified session.

SYNTAX
Set-RDM-Username -ID [ID] <Guid> -NoRefresh [NoRefresh] <SwitchParameter> -UserName [UserName] <String> [<CommonParameters>]

DESCRIPTION
Set the username from the specified session.

PARAMETERS
-ID <Guid>
(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-NoRefresh <SwitchParameter>
Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions (for optimization).

-UserName <String>
<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Set-RDM-Username -detailed". For technical information, type "Get-Help Set-RDM-Username -full".

EXAMPLE 1
PS C:\> $list = Get-RDMSession; Get-RDM-Password -ID $list[1].ID -Username

Retrieves the list of available sessions and gets the password from the the second element in the list.

EXAMPLE 2
PS C:\> Set-RDM-Username "{00000000-0000-0000-0000-000000000000}" "localadmin"

Set the username from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDM-Password
Get-RDM-Session
Get-RDMSessionDomain
Get-RDM-Username
Set-RDM-Domain
Set-RDM-Password

3.8.5.2 Add-RDMRoleToUser

SYNOPSIS
Add role to an user

SYNTAX
Add-RDMRoleToUser -Role [Role] <PSRoleInfo> -User [User] <PSUserInfo> [<CommonParameters>]

DESCRIPTION
Add role to an user

PARAMETERS
-Role <PSRoleInfo>
(Required) Role object, must be retrieved from Get-RDMRole or created via New-RDMRole.

-User <PSUserInfo>
(Required) User object, must be retrieved from Get-RDMSecurityGroup or created via New-RDMUser.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

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NOTES

For more information, type "Get-Help Add-RDMRoleToUser -detailed". For technical information, type "Get-Help Add-RDMRoleToUser -full".

EXAMPLE 1

PS C:\> Add-RDMRoleToUser -Role $role -User $user

Add role to an user.

RELATED LINKS

Get-RDMRole
Get-RDMUser
New-RDMRole
New-RDMUser
Set-RDMUser

3.8.5.3 Close-RDMSession

SYNOPSIS

Close an opened session.

SYNTAX

Close-RDMSession -Force [Force] <SwitchParameter> -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

You will be prompted to confirm the close.

PARAMETERS

-Force <SwitchParameter>

Forces close of the session without confirmation by the user. Optional.

-ID <Guid>

(Required) Specifies the GUID of the session to be closed.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Close-RDMSession -detailed". For technical information, type "Get-Help Close-RDMSession -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Close-RDMSession $list[1].ID

Retrieves the list of available sessions, close the session at index 1.

EXAMPLE 2

PS C:\> Close-RDMSession -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force close of the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3

PS C:\> Close-RDMSession "{00000000-0000-0000-0000-000000000000}"

Close session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMDataSource
Get-RDMSession
Set-RDMDataSource

3.8.5.4 Export-RDMSession

SYNOPSIS

Export RDM session to a file

SYNTAX

Export-RDMSession -ExportType [ExportType] <String> -IncludeCredentials [IncludeCredentials] <SwitchParameter> -Password [Password] <SecureString> -Path [Path] <String> -Sessions [Sessions] <Session[]> [<CommonParameters>]

DESCRIPTION

Export RDM session to a file

PARAMETERS

-ExportType <String>

(Required) File type for the export. Must be one of the following:

"CSV", "HTML", "XML"

-IncludeCredentials <SwitchParameter>

Include credentials in the export (Only available for the XML type).

-Password <SecureString>

(Required) Set a password to protect the file.

-Path <String>

(Required) Path where the file will be the saved. Must be finish:

"CSV: .zip", "HTML: .html", "XML: .xml"

-Sessions <Session[]>

(Required) Sessions object, must be retrieved from Get-RDMSession or created via New-RDMSession.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Export-RDMSession -detailed". For technical information, type "Get-Help Export-RDMSession -full".

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EXAMPLE 1

PS C:\> $sessions = get-rdmsession; $password = read-host -assecurestring "Password"; Export-RDMSession -Path C:\MyPath\MyFilename.html -Sessions $sessions -ExportType "HTML" -Password $password

Retrieves the list of available sessions and export them to a html file at C:\MyPath\Filename.html.

RELATED LINKS

3.8.5.5 Get-RDMCurrentDataSource

SYNOPSIS

Retrieve the active data source.

SYNTAX

Get-RDMCurrentDataSource [<CommonParameters>]

DESCRIPTION

Retrieve the active data source.

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMCurrentDataSource -detailed". For technical information, type "Get-Help Get-RDMCurrentDataSource -full".

EXAMPLE 1

PS C:\> $list = Get-RDMCurrentDataSource

The current active data sources.

RELATED LINKS

Set-RDMDataSource

3.8.5.6 Get-RDMDataSource

SYNOPSIS

Retrieve the list of available data sources.

SYNTAX

Get-RDMDataSource [<CommonParameters>]

DESCRIPTION

Retrieve the list of available data sources. The current selected data source is marked with an "X".

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

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NOTES

For more information, type "Get-Help Get-RDMDataSource -detailed". For technical information, type "Get-Help Get-RDMDataSource -full".

EXAMPLE 1

PS C:\> $list = Get-RDMDataSource; Set-RDMDataSource $list[1].ID

Retrieves the list of available data sources and sets the current data source the the second element in the list.

EXAMPLE 2

PS C:\> $list = Get-RDMDataSource; $list[0]

Retrieves the list of available data sources and displays the first item.

EXAMPLE 3

PS C:\> $list = Get-RDMDataSource

Retrieves the list of available data sources.

RELATED LINKS

Set-RDMDataSource

3.8.5.7 Get-RDMDatasourceProperty

SYNOPSIS

Get the value of property given for a dataSource.

SYNTAX

Get-RDMDatasourceProperty -DataSource [DataSource] <BaseConnectionDataSource> -Property [Property] <String> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-DataSource <BaseConnectionDataSource>

(Required) Specifies the datasource

-Property <String>

(Required) Property to set.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMDatasourceProperty -detailed". For technical information, type "Get-Help Get-RDMDatasourceProperty -full".

RELATED LINKS

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3.8.5.8 Get-RDMPassword

SYNOPSIS

Get the password from the specified session.

SYNTAX

Get-RDMPassword -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the password from the specified session. Session must be marked as "Allow show credentials" if not null is returned.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMPassword -detailed". For technical information, type "Get-Help Get-RDMPassword -full".

EXAMPLE 1

PS C:\> Get-RDMSessionPassword "{00000000-0000-0000-0000-000000000000}"

Get the password from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Get-RDMSessionPassword $list[1].ID

Retrieves the list of available sessions and gets the password from the the second element in the list.

RELATED LINKS

Get-RDMSession
Get-RDMSessionDomain
Get-RDMUsername
Set-RDMPassword
Set-RDMSessionDomain
Set-RDMUsername

3.8.5.9 Get-RDMProperty

SYNOPSIS

Get the value of property given a session ID and path.

SYNTAX

Get-RDMProperty -ID [ID] <Guid> -Path [Path] <String> -Property [Property] <String> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Path <String>

The path to the property being read (refernce RDM export xml). If top level property do not sepcify parameter or pass empty string [""] or $null

-Property <String>

(Required) Property to read(get).

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMProperty -detailed". For technical information, type "Get-Help Get-RDMProperty -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDMSessionProperty -ID $list[1].ID -Path "MetaInformation" -Property "OS"

Retrieves the list of available sessions and then returns MetaInformation.OS value of the the second element in the list.

EXAMPLE 2

PS C:\> Get-RDMSessionProperty -ID "{00000000-0000-0000-0000-000000000000}" -Property "Group"

Get the Group value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3

PS C:\> Get-RDMSessionProperty "{00000000-0000-0000-0000-000000000000}" "MetaInformation" "OS"

Get the MetaInformation.OS value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMSession
Set-RDMProperty

3.8.5.10 Get-RDMSecurityGroup

SYNOPSIS

Retrieve the list of available security groups.

SYNTAX

Get-RDMSecurityGroup [<CommonParameters>]

DESCRIPTION

Retrieve the list of available security groups for the current selected data source. Security group list contains a column "Session" that can be directly manipulated then updated. (see Set-RDMSessionCommand for more detail).

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMSecurityGroup -detailed". For technical information, type "Get-Help Get-RDMSecurityGroup -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSecurityGroup; $list[0]

Retrieves the list of available security groups and displays the first item.

EXAMPLE 2

PS C:\> $list = Get-RDMSecurityGroup; $list[1].Name = "New Name";Set-RDMSecurityGroup $list[1]

Retrieves the list of available security groups, modify the name of the second security group, update the security group.

EXAMPLE 3

PS C:\> Get-RDMSecurityGroup

Retrieves the list of available security groups.

RELATED LINKS

Get-RDMSecurityGroup
New-RDMSecurityGroup
Remove-RDMSecurityGroup
Set-RDMSecurityGroup
Set-RDMSecurityGroupProperty

3.8.5.11 Get-RDMSession

SYNOPSIS

Retrieve the list of available sessions.

SYNTAX

Get-RDMSession [<CommonParameters>]

DESCRIPTION

Retrieve the list of available sessions for the current selected data source.

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMSession -detailed". For technical information, type "Get-Help Get-RDMSession -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; $list[1].Name = "New Name";Set-RDMSession $list[1]

Retrieves the list of available sessions, modify the name of the second session, update the session.

EXAMPLE 2

PS C:\> $list = Get-RDMSession; $list[0]

Retrieves the list of available sessions and displays the first item.

EXAMPLE 3

PS C:\> Get-RDMSession

Retrieves the list of available sessions.

RELATED LINKS

Get-RDMDataSource
Set-RDMDataSource
Set-RDMSession

3.8.5.12 Get-RDMSessionDomain

SYNOPSIS

Get the domain from the specified session.

SYNTAX

Get-RDMSessionDomain -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the domain from the specified session.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the domain from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

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For more information, type "Get-Help Get-RDMSessionDomain -detailed". For technical information, type "Get-Help Get-RDMSessionDomain -full".

EXAMPLE 1

PS C:\> Get-RDMSessionDomain "{00000000-0000-0000-0000-000000000000}"

Get the domain from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Get-RDMSessionDomain $list[1].ID

Retrieves the list of available sessions and gets the domain from the the second element in the list.

RELATED LINKS

Get-RDMPassword
Get-RDMSession
Get-RDMUsername
Set-RDMPassword
Set-RDMSessionDomain
Set-RDMUsername

3.8.5.13 Get-RDMTemplate

SYNOPSIS

Retrieve the list of available templates.

SYNTAX

Get-RDMTemplate [<CommonParameters>]

DESCRIPTION

Retrieve the list of available templates. The current selected template is marked with an "X".

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMTemplate -detailed". For technical information, type "Get-Help Get-RDMTemplate -full".

EXAMPLE 1

PS C:\> $list = Get-RDMTemplate

Retrieves the list of available templates.

EXAMPLE 2

PS C:\> $list = Get-RDMTemplate; $list[0]

Retrieves the list of available templates and displays the first item.

RELATED LINKS

Set-RDMDataSource

3.8.5.14 Get-RDMUser

SYNOPSIS

Retrieve the list of available users.

SYNTAX

Get-RDMUser [<CommonParameters>]

DESCRIPTION

Retrieve the list of available users for the current selected data source.

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMUser -detailed". For technical information, type "Get-Help Get-RDMUser -full".

EXAMPLE 1

PS C:\> Get-RDMUser

Retrieves the list of available user.

EXAMPLE 2

PS C:\> $list = Get-RDMUser; $list[0]

Retrieves the list of available users and displays the first item.

EXAMPLE 3

PS C:\> $list = Get-RDMUser; $list[1].Description = "New Description";Set-RDMUser $list[1]

Retrieves the list of available users, modify the name of the second user, update the user.

RELATED LINKS

New-RDMUser
Remove-RDMUser
Set-RDMUser
Set-RDMUserProperty

3.8.5.15 Get-RDMUsername

SYNOPSIS

Get the username from the specified session.

SYNTAX

Get-RDMUsername -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Get the username from the specified session.

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PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMUsername -detailed". For technical information, type "Get-Help Get-RDMUsername -full".

EXAMPLE 1

PS C:\> Get-RDMSessionUserName "{00000000-0000-0000-0000-000000000000}"

Get the username from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Get-RDM-Password $list[1].ID

Retrieves the list of available sessions and gets the password from the the second element in the list.

RELATED LINKS

Get-RDMPassword
Get-RDMSession
Get-RDMSessionDomain
Set-RDMPassword
Set-RDMSessionDomain
Set-RDMUsername

3.8.5.16 New-RDMDataSource

SYNOPSIS

Create a new datasource instance.

SYNTAX

New-RDMDataSource -Name [Name] <String> -Type [Type] <String> [<CommonParameters>]

DESCRIPTION

Create a new datasource instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDMDatasource $s" to save the datasource.

PARAMETERS

-Name <String>

(Required) New datasource name.

-Type <String>

(Required) New datasource type. Must be on of the following:

"XML", "SQLite",

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help New-RDMDataSource -detailed". For technical information, type "Get-Help New-RDMDataSource -full".

RELATED LINKS
Set-RDMDataSource

3.8.5.17 New-RDMRole

SYNOPSIS
Create a new role instance.

SYNTAX
New-RDMRole -Description [Description] <String> -Name [Name] <String> [<CommonParameters>]

DESCRIPTION
Create a role instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDMRole $s" to save the role.

PARAMETERS
-Description <String>
Role description.

-Name <String>
(Required) New role name.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help New-RDMRole -detailed". For technical information, type "Get-Help New-RDMRole -full".

EXAMPLE 1
PS C:\> $role = New-RDMRole -Name "New Role" ;Set-RDMRole $role

Create & save new role.

RELATED LINKS
Get-RDMRole
Remove-RDMRole
Set-RDMRole
Set-RDMRoleProperty

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3.8.5.18 New-RDMSecurityGroup

SYNOPSIS

Create a new security group instance.

SYNTAX

New-RDMSecurityGroup -Description [Description] <String> -Name [Name] <String> [<CommonParameters>]

DESCRIPTION

Create a security group instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDMSecurityGroup $s" to save the security group.

PARAMETERS

-Description <String>

Security group description.

-Name <String>

(Required) New security group name.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help New-RDMSecurityGroup -detailed". For technical information, type "Get-Help New-RDMSecurityGroup -full".

EXAMPLE 1

PS C:\> $securityGroup = New-RDMSecurityGroup -Name "New SecurityGroup" ;Set-RDMSecurityGroup $securityGroup

Create & save new security group.

RELATED LINKS

Get-RDMSecurityGroup
New-RDMSecurityGroup
Remove-RDMSecurityGroup
Set-RDMSecurityGroup
Set-RDMSecurityGroupProperty

3.8.5.19 New-RDMsession

SYNOPSIS

Create a new session instance.

SYNTAX

New-RDMSession -Group [Group] <String> -Host [Host] <String> -Kind [Kind] <String> -Name [Name] <String> -TemplateID [TemplateID] <Guid> [<CommonParameters>]

DESCRIPTION

Create a new session instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDMSession $s" to save the session.

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PARAMETERS

-Group <String>
Session group.

-Host <String>
New session host.

-Kind <String>
(Required) New session kind. Must be on of the following:

"AddOn", "Agent", "ApplicationTool", "Aws", "Azure", "AzureQueueStorage", "AzureStorage", "AzureTableStorage", "CitrixWeb", "CommandLine", "Computer", "Contact", "Credential", "Customer", "Dameware", "Database", "DataEntry", "DataReport", "Document", "DropBox", "Ftp", "Group", "Host", "HpRgs", "HyperV", "ICA", "IntelAMT", "InventoryReport", "LogMeIn", "NotUsed2", "PCAnywhere", "PowerShell", "Putty", "Radmin", "RDPConfigured", "RDPFilename", "RemoteAssistance", "S3", "ScreenConnect", "Script", "SessionTool", "Shortcut", "SNMPReport", "SkyDrive", "TeamViewer", "TemplateGroup", "Undefined", "VirtualBox", "VirtualPC", "VMRC", "VMWare", "VMWareConsole", "VNC", "VPN", "WebBrowser", "WindowsVirtualPC", "XenServer", "XWindow"

-Name <String>
(Required) New session name.

-TemplateID <Guid>
Create session from template.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help New-RDMSession -detailed". For technical information, type "Get-Help New-RDMSession -full".

EXAMPLE 1

PS C:\> $session = New-RDMSession -Name "New Session" -Host "myServer" -Kind "RDPConfigured";Set-RDMSession $session

Create & save new session.

RELATED LINKS

Get-RDMDataSource
Remove-RDMSession
Set-RDMDataSource
Set-RDMSession

3.8.5.20 New-RDMUser

SYNOPSIS

Create a new user instance.

SYNTAX

New-RDMUser -Administrator [Administrator] <SwitchParameter> -CreateSQLServerLogin [CreateSQLServerLogin] <SwitchParameter> -Description [Description] <String> -IntegratedSecurity [IntegratedSecurity] <SwitchParameter> -Name [Name] <String> [<CommonParameters>]

DESCRIPTION

Create a user instance. The instance has not yet been saved. Assign the result to a variable then call "Set-RDMUser $s" to save the user.

PARAMETERS

-Administrator <SwitchParameter>
Grants full administrative rights to the user. This is for the system as a whole.

-CreateSQLServerLogin <SwitchParameter>
The system will create the login and user in SQL server.

-Description <String>
Enter a description for the user.

-IntegratedSecurity <SwitchParameter>
Set integrated security.

-Name <String>
(Required) Login name for the user

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help New-RDMUser -detailed". For technical information, type "Get-Help New-RDMUser -full".

EXAMPLE 1

PS C:\> $user = New-RDMUser -Name "New SecurityGroup" ;Set-RDMUser $user

Create & save new user.

RELATED LINKS

Get-RDMUser
Remove-RDMUser
Set-RDMUser
Set-RDMUserProperty

3.8.5.21 Open-RDMSession

SYNOPSIS

Open the specified session.

SYNTAX

Open-RDMSession -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

Open the specified session.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Open-RDMSession -detailed". For technical information, type "Get-Help Open-RDMSession -full".

EXAMPLE 1

PS C:\> Open-RDMSession -ID "{00000000-0000-0000-0000-000000000000}"

Open the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Open-RDMSession -ID $list[1].ID

Retrieves the list of available sessions and opens the second element in the list.

RELATED LINKS

Get-RDMSession

3.8.5.22 Remove-RDMDataSource

SYNOPSIS

Remove data source.

SYNTAX

Remove-RDMDataSource -DataSource [DataSource] <BaseConnectionDataSource> [<CommonParameters>]

DESCRIPTION

Remove data source.

PARAMETERS

-DataSource <BaseConnectionDataSource>

(Required) Specifies the data source to remove.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Remove-RDMDataSource -detailed". For technical information, type "Get-Help Remove-RDMDataSource -full".

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RELATED LINKS

3.8.5.23 Remove-RDMRole

SYNOPSIS

Delete an existing role.

SYNTAX

Remove-RDMRole -Force [Force] <SwitchParameter> -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

You will be prompted to confirm the delete.

PARAMETERS

-Force <SwitchParameter>

Forces removal of the role without confirmation by the user. Optional.

-ID <Guid>

(Required) Specifies the GUID of the role to be deleted from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Remove-RDMRole -detailed". For technical information, type "Get-Help Remove-RDMRole -full".

EXAMPLE 1

PS C:\> Remove-RDMRole "{00000000-0000-0000-0000-000000000000}"

Delete session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> Remove-RDMRole -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force delete of the role with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3

PS C:\> $list = Get-RDMRole; Remove-RDMRole $list[1].ID

Retrieves the list of available sessions, deletes role at index 1.

RELATED LINKS

Get-RDMRole
New-RDMRole
Set-RDMRole
Set-RDMRoleProperty

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3.8.5.24 Remove-RDMRoleToUser

SYNOPSIS

Remove a role to an user.

SYNTAX

Remove-RDMRoleToUser -Role [Role] <PSRoleInfo> -User [User] <PSUserInfo> [<CommonParameters>]

DESCRIPTION

Remove a role to an user.

PARAMETERS

-Role <PSRoleInfo>

(Required) Role object, must be retrieved from Get-RDMRole or created via New-RDMRole.

-User <PSUserInfo>

(Required) User object, must be retrieved from Get-RDMUser or created via New-RDMUser.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Remove-RDMRoleToUser -detailed". For technical information, type "Get-Help Remove-RDMRoleToUser -full".

EXAMPLE 1

PS C:\> Remove-RDMRoleToUser -Role $role -User $user

Remove role to an user.

RELATED LINKS

Add-RDMRoleToUser
Get-RDMRole
Get-RDMUser
New-RDMRole
New-RDMUser
Set-RDMUser

3.8.5.25 Remove-RDMSecurityGroup

SYNOPSIS

Delete an existing security group.

SYNTAX

Remove-RDMSecurityGroup -Force [Force] <SwitchParameter> -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION

You will be prompted to confirm the delete.

PARAMETERS

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-Force <SwitchParameter>
Forces removal of the security group without confirmation by the user. Optional.

-ID <Guid>
(Required) Specifies the GUID of the security group to be deleted from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Remove-RDMSecurityGroup -detailed". For technical information, type "Get-Help Remove-RDMSecurityGroup -full".

EXAMPLE 1
PS C:\> Remove-RDMSecurityGroup -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force delete of the security group with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2
PS C:\> $list = Get-RDMSecurityGroup; Remove-RDMSecurityGroup $list[1].ID

Retrieves the list of available security groups, deletes security group at index 1.

EXAMPLE 3
PS C:\> Remove-RDMSecurityGroup "{00000000-0000-0000-0000-000000000000}"

Delete security group with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDMSecurityGroup
New-RDMSecurityGroup
Remove-RDMSecurityGroup
Set-RDMSecurityGroup
Set-RDMSecurityGroupProperty

3.8.5.26 Remove-RDMsession

SYNOPSIS
Delete an existing session.

SYNTAX
Remove-RDMSession -Force [Force] <SwitchParameter> -ID [ID] <Guid> -Refresh [Refresh] <SwitchParameter> [<CommonParameters>]

DESCRIPTION
You will be prompted to confirm the delete.

PARAMETERS
-Force <SwitchParameter>
Forces removal of the session without confirmation by the user. Optional.

-ID <Guid>
(Required) Specifies the GUID of the session to be deleted from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Refresh <SwitchParameter>
Send refresh notification to Remote Desktop Manager application.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Remove-RDMSession -detailed". For technical information, type "Get-Help Remove-RDMSession -full".

EXAMPLE 1
PS C:\> Remove-RDMSession -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force delete of the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2
PS C:\> $list = Get-RDMSession; Remove-RDMSession $list[1].ID

Retrieves the list of available sessions, deletes session at index 1.

EXAMPLE 3
PS C:\> Remove-RDMSession "{00000000-0000-0000-0000-000000000000}"

Delete session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDMDataSource
Get-RDMSession
Set-RDMDataSource

3.8.5.27 Remove-RDMUser

SYNOPSIS
Delete an existing user.

SYNTAX
Remove-RDMUser -Force [Force] <SwitchParameter> -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION
You will be prompted to confirm the delete.

PARAMETERS
-Force <SwitchParameter>
Forces removal of the user without confirmation by the user. Optional.

-ID <Guid>

(Required) Specifies the GUID of the user to be deleted from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Remove-RDMUser -detailed". For technical information, type "Get-Help Remove-RDMUser -full".

EXAMPLE 1
PS C:\> Remove-RDMUser "{00000000-0000-0000-0000-000000000000}"

Delete security group with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2
PS C:\> $list = Get-User; Remove-RDMUser $list[1].ID

Retrieves the list of available users, deletes user at index 1.

EXAMPLE 3
PS C:\> Remove-RDMUser -ID "{00000000-0000-0000-0000-000000000000}" -Force

Force delete of the user with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS
Get-RDMUser
New-RDMUser
New-RDMUser
Remove-RDMUser

3.8.5.28 Set-RDMCurrentDataSource

SYNOPSIS
Set current active data source.

SYNTAX
Set-RDMCurrentDataSource -ID [ID] <Guid> [<CommonParameters>]

DESCRIPTION
Set current active data source.

PARAMETERS
-ID <Guid>
(Required) Specifies the GUID of the data source to set as the current.

The value must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help

about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMCurrentDataSource -detailed". For technical information, type "Get-Help Set-RDMCurrentDataSource -full".

EXAMPLE 1

PS C:\> Set-RDMCurrentDataSource "{00000000-0000-0000-0000-000000000000}"

Set active data source to the data source with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMDataSource; Set-RDMCurrentDataSource $list[1].ID

Retrieves the list of available data sources and sets the current data source the the second element in the list.

RELATED LINKS

Get-RDMDataSource

3.8.5.29 Set-RDMDataSource

SYNOPSIS

Set current active data source.

SYNTAX

Set-RDMDataSource -DataSource [DataSource] <BaseConnectionDataSource> [<CommonParameters>]

DESCRIPTION

Set current active data source.

PARAMETERS

-DataSource <BaseConnectionDataSource>

(Required) Specifies the GUID of the data source to set as the current.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMDataSource -detailed". For technical information, type "Get-Help Set-RDMDataSource -full".

EXAMPLE 1

PS C:\> $list = Get-RDMDataSource; Set-RDMDataSource $list[1].ID

Retrieves the list of available data sources and sets the current data source the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDMDataSource "{00000000-0000-0000-0000-000000000000}"

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Set active data source to the data source with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMDataSource

3.8.5.30 Set-RDMDatasourceProperty

SYNOPSIS

Set the value of property given for a datasource.

SYNTAX

Set-RDMDatasourceProperty -DataSource [DataSource] <BaseConnectionDataSource> -Property [Property] <String> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-DataSource <BaseConnectionDataSource>

(Required) Specifies the datasouce

-Property <String>

(Required) Property to set.

-Value <Object>

(Required) New value.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMDatasourceProperty -detailed". For technical information, type "Get-Help Set-RDMDatasourceProperty -full".

RELATED LINKS

3.8.5.31 Set-RDMPassword

SYNOPSIS

Set the password from the specified session.

SYNTAX

Set-RDMPassword -ID [ID] <Guid> -Refresh [Refresh] <SwitchParameter> -Password [Password] <SecureString> [<CommonParameters>]

DESCRIPTION

Set the password from the specified session. Session must be marked as "Allow show credentials" if not null is returned.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Refresh <SwitchParameter>
Send refresh notification to Remote Desktop Manager application.

-Password <SecureString>
(Required) Password as SecurString.

Use either "Read-Host -AsSecureString" or "ConvertTo-SecureString"

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMPassword -detailed". For technical information, type "Get-Help Set-RDMPassword -full".

EXAMPLE 1

PS C:\> Set-RDMSessionPassword -ID "{00000000-0000-0000-0000-000000000000}" -Password (Read-Host -AsSecureString "Password")

Set the password from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 2

PS C:\> $list = Get-RDMSession; Set-RDMSessionPassword -ID $list[1].ID -Password (Read-Host -AsSecureString "Password")

Retrieves the list of available sessions and sets the password from the the second element in the list.

RELATED LINKS

Get-RDMPassword
Get-RDMSession
Get-RDMSessionDomain
Get-RDMUsername
Set-RDMSessionDomain
Set-RDMUsername

3.8.5.32 Set-RDMProperty

SYNOPSIS

Set the value of property given a session ID and path.

SYNTAX

Set-RDMProperty -ID [ID] <Guid> -Refresh [Refresh] <SwitchParameter> -Path [Path] <String> -Property [Property] <String> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-ID <Guid>
(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Refresh <SwitchParameter>
Send refresh notification to Remote Desktop Manager application.

-Path <String>
The path to the property being read (refernce RDM export xml). If top level property do not sepcify parameter or pass empty string [""] or $null.

-Property <String>
(Required) Property to set.

-Value <Object>
(Required) New value.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMProperty -detailed". For technical information, type "Get-Help Set-RDMProperty -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Set-RDMSessionProperty -ID $list[1].ID -Path "MetaInformation" -Property "OS" -Value "Windows Server 2008 R2"

Retrieves the list of available sessions and then sets the MetaInformation.OS value of the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDMSessionProperty "{00000000-0000-0000-0000-000000000000}" "MetaInformation" "OS" "Windows Server 2008 R2"

Set the MetaInformation.OS value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

EXAMPLE 3

PS C:\> Set-RDMSessionProperty -ID "{00000000-0000-0000-0000-000000000000}" -Property "Group" -Value "My New Group Name"

Set the Group value from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMProperty
Get-RDMSession

3.8.5.33 Set-RDMRole

SYNOPSIS

Save/set the role.

SYNTAX

Set-RDMRole -Role [Role] <PSRoleInfo> [<CommonParameters>]

DESCRIPTION

Save/set the role. Role must be first fetch via role property of the Get-RDMRole cmdlet or via the New-RDMRole result.

PARAMETERS

-Role <PSRoleInfo>

(Required) Role object, must be retrieved from Get-RDMRoleSecurityGroup or created via New-RDMRole.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMRole -detailed". For technical information, type "Get-Help Set-RDMRole -full".

EXAMPLE 1

PS C:\> $role = New-RDMRole -Name "New Role" ;Set-RDMRole $role

Create & save new role.

RELATED LINKS

Get-RDMRole
New-RDMRole
Remove-RDMRole
Set-RDMRoleProperty

3.8.5.34 Set-RDMRoleProperty

SYNOPSIS

Set the value of property given to a role.

SYNTAX

Set-RDMRoleProperty -Property [Property] <String> -Role [Role] <PSRoleInfo> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Set the value of property given to a role.

PARAMETERS

-Property <String>

(Required) Property to set.

-Role <PSRoleInfo>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Value <Object>
(Required) New value.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Set-RDMRoleProperty -detailed". For technical information, type "Get-Help Set-RDMRoleProperty -full".

EXAMPLE 1
PS C:\> Set-RDMRoleProperty -Role "$role"-Property "Description" -Value "My New Description"

Set the description value for the role given.

EXAMPLE 2
PS C:\> $list = Get-RDMRole; Set-RDMRoleProperty -Role $list[1] -Property "Description" -Value "My description"

Retrieves the list of available role and then sets the description value of the the second element in the list.

RELATED LINKS
Get-RDMRole
New-RDMRole
New-RDMRole
Remove-RDMRole

3.8.5.35 Set-RDMSecurityGroup

SYNOPSIS
Save/set the security group.

SYNTAX
Set-RDMSecurityGroup -SecurityGroup [SecurityGroup] <PSSecurityGroupInfo> [<CommonParameters>]

DESCRIPTION
Save/set the SecurityGroup. SecurityGroup must be first fetch via SecurityGroup property of the Get-RDMSecurityGroup cmdlet or via the New-RDMSecurityGroup result.

PARAMETERS
-SecurityGroup <PSSecurityGroupInfo>
(Required) Security group object, must be retrieved from Get-RDMSecurityGroup or created via New-RDMSecurityGroup.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable,

WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMSecurityGroup -detailed". For technical information, type "Get-Help Set-RDMSecurityGroup -full".

EXAMPLE 1

PS C:\> $securityGroup = New-RDMSecurityGroup -Name "New SecurityGroup" ;Set-RDMSecurityGroup $securityGroup

Create & save new security group.

RELATED LINKS

Get-RDMSecurityGroup
New-RDMSecurityGroup
Remove-RDMSecurityGroup
Set-RDMSecurityGroup
Set-RDMSecurityGroupProperty

3.8.5.36 Set-RDMSecurityGroupProperty

SYNOPSIS

Set the value of property given to a security group.

SYNTAX

Set-RDMSecurityGroupProperty -SecurityGroup [SecurityGroup] <PSSecurityGroupInfo> -Property [Property] <String> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Protected values will always return null.

PARAMETERS

-SecurityGroup <PSSecurityGroupInfo>

(Required) Specifies the security group.

-Property <String>

(Required) Property to set.

-Value <Object>

(Required) New value.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMSecurityGroupProperty -detailed". For technical information, type "Get-Help Set-RDMSecurityGroupProperty -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSecurityGroup; Set-RDMSecurityGroupProperty -Group $list[1] -Property "Description" -Value "My description"

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Retrieves the list of available security groups and then sets the description value of the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDMSecurityGroupProperty -SecurityGroup "$securityGroup" -Property "Description" -Value "My New Description"

Set the description value for the security group given.

RELATED LINKS

Get-RDMSecurityGroup
New-RDMSecurityGroup
Remove-RDMSecurityGroup
Set-RDMSecurityGroup
Set-RDMSecurityGroupProperty

3.8.5.37 Set-RDMSession

SYNOPSIS

Save/set the session.

SYNTAX

Set-RDMSession -Refresh [Refresh] <SwitchParameter> -Session [Session] <Session> [<CommonParameters>]

DESCRIPTION

Save/set the session. Session must be first fetch via Session property of the Get-RDM-Session cmdlet or via the New-RDMSession result.

PARAMETERS

-Refresh <SwitchParameter>

Send refresh notification to Remote Desktop Manager application.

-Session <Session>

(Required) Session object, must be retrieved from Get-RDMSession or created via New-RDMSession.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMSession -detailed". For technical information, type "Get-Help Set-RDMSession -full".

EXAMPLE 1

PS C:\> $session = New-RDMSession -Name "New Sesion" -Host "myServer" -Kind "RDPConfigured";Set-RDMSession $session

Create & save new session.

EXAMPLE 2

PS C:\> $list = Get-RDMSession; $list[1].Name = "New Name";Set-RDMSession $list[1]

Retrieves the list of available sessions, modify the name of the second session, update the session.

RELATED LINKS

Get-RDMDataSource
Get-RDMSession
New-RDMSession
Remove-RDMSession
Set-RDMDataSource

3.8.5.38 Set-RDMSessionDomain

SYNOPSIS

Set the domain from the specified session.

SYNTAX

Set-RDMSessionDomain -Domain [Domain] <String> -ID [ID] <Guid> -Refresh [Refresh] <SwitchParameter> [<CommonParameters>]

DESCRIPTION

Set the domain from the specified session.

PARAMETERS

-Domain <String>

(Required) New domain name.

-ID <Guid>

(Required) Specifies the GUID of the session to get the domain from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Refresh <SwitchParameter>

Send refresh notification to Remote Desktop Manager application.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMSessionDomain -detailed". For technical information, type "Get-Help Set-RDMSessionDomain -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Set-RDMSessionDomain -ID $list[1].ID -Domain "MyOtherDomain.com" -Refresh

Retrieves the list of available sessions and sets the domain from the the second element in the list with UI refresh.

EXAMPLE 2

PS C:\> Set-RDMSessionDomain "{00000000-0000-0000-0000-000000000000}" "MyOtherDomain.

com"

Set the domain from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMPassword
Get-RDMSession
Get-RDMSessionDomain
Get-RDMUsername
Set-RDMPassword
Set-RDMUsername

3.8.5.39 Set-RDMUser

SYNOPSIS

Save/set the user.

SYNTAX

Set-RDMUser -User [User] <PSUserInfo> [<CommonParameters>]

DESCRIPTION

Save/set the user. User must be first fetch via user property of the Get-RDMUser cmdlet or via the New-RDMUser result.

PARAMETERS

-User <PSUserInfo>

(Required) User object, must be retrieved from Get-RDMUser or created via New-RDMUser.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMUser -detailed". For technical information, type "Get-Help Set-RDMUser -full".

EXAMPLE 1

PS C:\> $user = New-RDMUser -Name "New User" ;Set-RDMUser $user

Create & save new security group.

EXAMPLE 2

PS C:\> $list = Get-RDMUser; $list[1].Description = "New Name";Set-RDMUser $list[1]

Retrieves the list of available users, modify the name of the second user, update the user.

RELATED LINKS

Get-RDMUser
New-RDMUser
New-RDMUser
Remove-RDMUser

3.8.5.40 Set-RDMUserGroupRights

SYNOPSIS

Assign/set user permissions.

SYNTAX

Set-RDMUserGroupRights -Add [Add] <SwitchParameter> -Delete [Delete] <SwitchParameter> -Edit [Edit] <SwitchParameter> -SecurityGroup [SecurityGroup] <PSSecurityGroupInfo> -User [User] <PSUserInfo> -View [View] <SwitchParameter> [<CommonParameters>]

DESCRIPTION

Assign/set user permissions.

PARAMETERS

-Add <SwitchParameter>

Allows the user to add entries in groups/folders for that security group.

-Delete <SwitchParameter>

Allows the user to Delete the entries for that security group.

-Edit <SwitchParameter>

Allows the user to Edit the entries for that security group.

-SecurityGroup <PSSecurityGroupInfo>

(Required) Security group object, must be retrieved from Get-RDMSecurityGroup or created via New-RDMSecurityGroup.

-User <PSUserInfo>

(Required) User object, must be retrieved from Get-RDMUser or created via New-RDMUser.

-View <SwitchParameter>

Allows the user to View AND USE the entries for that security group.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMUserGroupRights -detailed". For technical information, type "Get-Help Set-RDMUserGroupRights -full".

EXAMPLE 1

PS C:\> $users = Get-RDMUser; $groups = Get-RDMGroup; Set-RDMUserGroupRights -user $users[1] -SecurityGroup $groups[0] -Add -Delete

Retrieves the list of available users and groups. Set permission add and delete to the second user of the list on the first group of the list

RELATED LINKS

Get-RDMUser
New-RDMUser
New-RDMUser

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Remove-RDMUser

3.8.5.41 Set-RDMUsername

SYNOPSIS

Set the username from the specified session.

SYNTAX

Set-RDMUsername -ID [ID] <Guid> -Refresh [Refresh] <SwitchParameter> -UserName [UserName] <String> [<CommonParameters>]

DESCRIPTION

Set the username from the specified session.

PARAMETERS

-ID <Guid>

(Required) Specifies the GUID of the session to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Refresh <SwitchParameter>

Send refresh notification to Remote Desktop Manager application.

-UserName <String>

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMUsername -detailed". For technical information, type "Get-Help Set-RDMUsername -full".

EXAMPLE 1

PS C:\> $list = Get-RDMSession; Get-RDMSessionPassword -ID $list[1].ID -Username

Retrieves the list of available sessions and gets the password from the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDMSessionUserName "{00000000-0000-0000-0000-000000000000}" "localadmin"

Set the username from the session with ID = "{00000000-0000-0000-0000-000000000000}".

RELATED LINKS

Get-RDMPassword
Get-RDMSession
Get-RDMSessionDomain
Get-RDMUsername
Set-RDMPassword
Set-RDMSessionDomain

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3.8.5.42 Set-RDMUserProperty

SYNOPSIS

Set the value of property given to a user.

SYNTAX

Set-RDMUserProperty -Property [Property] <String> -User [User] <PSUserInfo> -Value [Value] <Object> [<CommonParameters>]

DESCRIPTION

Set the value of property given to a user.

PARAMETERS

-Property <String>

(Required) Property to set.

-User <PSUserInfo>

(Required) Specifies the GUID of the user to get the password from.

Must be a valid GUID, in the form {00000000-0000-0000-0000-000000000000}.

-Value <Object>

(Required) New value.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Set-RDMUserProperty -detailed". For technical information, type "Get-Help Set-RDMUserProperty -full".

EXAMPLE 1

PS C:\> $list = Get-RDMUser; Set-RDMUserProperty -User $list[1] -Property "Description" -Value "My description"

Retrieves the list of available users and then sets the description value of the the second element in the list.

EXAMPLE 2

PS C:\> Set-RDMuserProperty -User "$user" -Property "Description" -Value "My New Description"

Set the description value for the user given.

RELATED LINKS

Get-RDMUser
New-RDMUser
New-RDMUser
Remove-RDMUser

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3.8.5.43 Set-RDMUserSecurity

SYNOPSIS

Assign/set user security settings.

SYNTAX

Set-RDMUserSecurity -AllowDragAndDrop [AllowDragAndDrop] <Nullable`1> -AllowRevealPassword [AllowRevealPassword] <Nullable`1> -CanExport [CanExport] <Nullable`1> -CanImport [CanImport] <Nullable`1> -CanViewDetails [CanViewDetails] <Nullable`1> -CanViewGlobalLogs [CanViewGlobalLogs] <Nullable`1> -CanViewInformations [CanViewInformations] <Nullable`1> -DenyAddInRoot [DenyAddInRoot] <Nullable`1> -OfflineMode [OfflineMode] <String> -User [User] <PSUserInfoBase> [<CommonParameters>]

DESCRIPTION

Assign/set user security settings.

PARAMETERS

-AllowDragAndDrop <Boolean>

Allows the user to move the sessions using drag-and-drop from other applications.

-AllowRevealPassword <Boolean>

Allows the user to use the Reveal Password command.

-CanExport <Boolean>

Allows the user to Export sessions.

-CanImport <Boolean>

Allows the user to Import sessions.

-CanViewDetails <Boolean>

Allows the user to see the content of the Details tab for all sessions.

-CanViewGlobalLogs <Boolean>

Allows the user to see the content of the Logs that apply to a session.

-CanViewInformations <Boolean>

Allows the user to see the content of the Information tab for all sessions.

-DenyAddInRoot <Boolean>

Do not send refresh notification back to Remote Desktop Manager.

This should be used when looping trough sessions.

-OfflineMode <String>

Allows the user to enable the Offline Mode on the data sources. Choose between:

Disabled : no offline cache allowed for that user

ReadOnly : a read-only cache is allowed for Advanced Data Sources.

ReadWrite : an advanced cache, with change synchronization, is allowed for Advanced Data Sources.

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-User <PSUserInfoBase>
(Required) User object, must be retrieved from Get-RDMUser or created via New-RDMUser.

<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Set-RDMUserSecurity -detailed". For technical information, type "Get-Help Set-RDMUserSecurity -full".

EXAMPLE 1
PS C:\> Set-RDMUserSecurity -user $user -CanImport $true -CanExport $true -AllowRevealPassword $false -OfflineMode "Read/Write"

Set user to allow it to import, export, not allow to reveal password and set offline mode to read/write and

RELATED LINKS
Get-RDMUser
New-RDMUser
New-RDMUser
Remove-RDMUser

3.8.5.44 Update-RDMUI

SYNOPSIS
Update RDM user interface.

SYNTAX
Update-RDMUI [<CommonParameters>]

DESCRIPTION
Update RDM user interface.

PARAMETERS
<CommonParameters>
This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES
For more information, type "Get-Help Update-RDMUI -detailed". For technical information, type "Get-Help Update-RDMUI -full".

EXAMPLE 1
PS C:\> Update-RDMUI

Update RDM user interface.

RELATED LINKS

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3.8.5.45 New-RDMLogComment

SYNOPSIS

Create a log comment.

SYNTAX

New-RDMLogComment -Comment [Comment] <String> -EndDateTime [EndDateTime] <Nullable`1> -Notes [Notes] <String> -Session [Session] <Session> -StartDateTime [StartDateTime] <DateTime> [<CommonParameters>]

DESCRIPTION

Create and insert a new log comment.

PARAMETERS

-Comment <String>

Log comment.

-EndDateTime <Boolean>

End date.

-Notes <String>

(Required) Log notes.

-Session <Session>

(Required) Session object, must be retrieved from Get-RDMSession or created via New-RDMSession.

-StartDateTime <DateTime>

(Required) Start date.

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help New-RDMLogComment -detailed". For technical information, type "Get-Help New-RDMLogComment -full".

EXAMPLE 1

PS C:\> $sessions = Get-RDMSession;$date = Get-Date;New-RDMLogComment -Comment "MyComment" -Notes "MyNotes" -Session $sessions[2] -StartDateTime $date -EndDateTime $date.AddDays(3)

Create & save a new log comment.

RELATED LINKS

3.8.5.46 Get-RDMRole

SYNOPSIS

Retrieve the list of available roles.

SYNTAX

Get-RDMRole [<CommonParameters>]

DESCRIPTION

Retrieve the list of available roles for the current selected data source..

PARAMETERS

<CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug, ErrorAction, ErrorVariable, WarningAction, WarningVariable,OutBuffer and OutVariable.For more information, type, "get-help about_commonparameters".

NOTES

For more information, type "Get-Help Get-RDMRole -detailed". For technical information, type "Get-Help Get-RDMRole -full".

EXAMPLE 1

PS C:\> $list = Get-RDMRole; $list[0]

Retrieves the list of available roles and displays the first item.

EXAMPLE 2

PS C:\> $list = Get-RDMRole; $list[1].Name = "New Name";Set-RDMRole $list[1]

Retrieves the list of available roles, modify the name of the second role, update the role.

EXAMPLE 3

PS C:\> Get-RDMRole

Retrieves the list of available role.

RELATED LINKS

New-RDMRole
Remove-RDMRole
Set-RDMRole
Set-RDMRoleProperty

3.8.6 Remote Desktop Manager Server Console

Description

The Remote Desktop Manager Server Console is available in the ***Tools -> Remote Desktop Manager Server Console*** menu. It's allow you to manage your Remote Desktop Manager Server data source. You can edit, upgrade or delete your data source from the console as well as managing your users, security groups and roles.

Settings

Remote Desktop Manager Console

Requirements

- You need to execute the Remote Desktop Manager client with "Run As Administrator".
- IIS needs to be installed as well.

3.8.7 Chocolatey Console

Description

The Chocolatey Console is available in the ***Tools -> Chocolatey Console*** menu. It's allow you to install all the supported applications from Chocolatey directly from Remote Desktop Manager.

> Chocolatey need to be installed on your computer to use the Chocolatey Console.

Settings

Chocolatey Console

Option	Description
	Install the selected application.
	Update the selected application.
	Uninstall the selected application.
	Refresh the Chocolatey details list.

Usage

During the installation, you will see the following window.

Installation

When the installation is completed, you will see a check mark in the ***Installed*** column.

autoit	3.3.12.0	3.3.12.0	☑

3.8.8 Password Generator

Description

The Password Generator is available in the ***Tools -> Password Generator*** menu. It's enables you to create random passwords that are secure and difficult to interpret or predict, due to a mix of uppercase and lowercase letters, numbers and punctuation symbols.

You can also create password generator templates to generate more rapidly your passwords. After that you have selected your mode and settings, you can create your template.

Settings

Use specified settings

Use specified settings

Choose all the character types you desire and generate passwords.

Readable password

Human readable password

Each generated password will be readable, but will not be a word in the dictionary.

Use a pattern

Use a pattern

Press the button and select any pattern you need to create your passwords. A list of the most recent used pattern will also be create.

The following are the supported patterns:

Key	Description	Sample
a	Lower-Case Alphanumeric	abcdefghijklmnopqrstuwxyz 0123456789
A	Mixed-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuwxyz 0123456789
b	Bracket	()[]{}<>
c	Lower-Case Consonant	bcdfghjklmnpqrstwxyz
C	Mixed-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ bcdfghjklmnpqrstwxyz
d	Digit	123456789
h	Lower-Case Hex Character	0123456789 abcdef
H	Upper-Case Hex Character	0123456789 ABCDEF

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l	Lower-Case Letter	abcdefghijklmnopqrstuwxyz
L	Mixed-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopq rstuwxyz
p	Punctuation	,.;:
s	Printable 7-Bit Special Character	!"#$%&'()*+,-./:;<=>?[\]^_{|}~
S	Printable 7-Bit ASCII	A-Z, a-z, 0-9, !"#$%&'()*+,-./:;<=>?[\]^_{|}~
u	Upper-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ
U	Upper-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789
v	Lower-Case Vowel	aeiou
V	Mixed-Case Vowel	AEIOU aeiou
x	High ANSI	From '~' to U255 (excluding U255)
z	Upper-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ
Z	Upper-Case Vowel	AEIOU
\	Escape (Fixed Char)	Use following character as is
{n}	Escape (Repeat)	Repeats the previous character n times
[x]	Custom character	Define a custom character sequence

Pronounceable password

Pronounceable password

The application will generate a password that is pronounceable.

Strong password

Strong password

The application will generate an 8 characters password with mixed case alphanumeric's and special characters.

3.8.9 SSH Key Generator

Description

The SSH Key Generator is available in the ***Tools -> SSH Key Generator*** menu. It's allow you the creation of key files.

Settings

SSH Key Generator

Generating a key

1. Choose your type of key: RSA or DSA.
2. Choose the desired key size. The available list is different for each key type.
3. Click on ***generate***, you will see a pop up message informing you that the newly generated key has been copied to the clipboard. The key will also be displayed in the central area.

Loading a private key

This feature will allow you import a key, in order to export in various formats.

Saving the public key

Saving the public key will generate a *.pub file. Simply enter a file name when prompted.

Saving the private key

Saving the private key will generate your choice of:

- PKCS #8 Private Key (*.pri)
- PuTTY Private Key (*.ppk)
- OpenSSH Private Key (*.pri)

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If you did not specify a passphrase you will have to confirm that this is what you desire.

3.8.10 Certificate Generator

Description

The Certificate Generator is available in the ***Tools -> Certificate Generator*** menu. It's allow you to create a self signed certificate which is an identity certificate that is signed by the same entity whose identity it certifies.

Settings

Self Signed Certificate

Option	Description
Common name	Name of the certificate.
Key size (bits)	Indicates the key size (bits) of the certificate. Select between: • ***384*** • ***512*** • ***1024*** • ***2048*** • ***4096*** • ***8192*** • ***16384***
Valid from	Start date of the certificate.

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Valid to	End date of the certificate.
Save to file (pfx)	Save the certificate into a pfx file and secure this certificate with a password.
Save to certificate store	Indicate the location and the store to save the certificate.
Location	Indicate the location of the certificate. Select between: • ***Current user*** • ***Local machine***
Store	Indicate the store location of the certificate. Select between: • ***Address book*** • ***Authorization root*** • ***Certificate authority*** • ***Disallowed*** • ***My*** • ***Root*** • ***Trusted people*** • ***Trusted publisher***

Self Signed Certificate

Option	Description
Store	Indicate the store where the certificate will be located.
Browse Store	Browse the store that is indicate in the store field.
Thumbprint	Display the certificate thumbprint.
View Certificate	Display the certificate that you have created.
Private Key	Display the certificate private key
View Private Key	View the private key file on your computer.

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3.8.11 Port Generator

Description

The Port Generator is available in the ***Tools -> Port Generator*** menu. It's allow you to generate ports for your connections.

Settings

Port generator

Option	Description
Boundaries	Determinate the port range to generate the ports between those 2 numbers.
Include well known ports	Include ports from range 0 to 1023. They are the well-known ports or system ports. They are used by system processes that provide widely used types of network services
Include registered ports	Include ports from range 1024 to 49151. They are assigned by IANA for specific service upon application by a requesting entity. On most systems, registered ports can be used by ordinary users.
Include ports used by others sessions	Include the ports that are already used by other sessions.

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3.8.12 Password Analyzer

Description

The Password Analyzer is available in the ***Tools -> Password Analyzer*** menu. It will display a strength indicator for all passwords that are stored with your various entries.

Settings

Password Analyzer

The dialog displays three tabs:

- Sessions
- Data Entry
- Credential

In a single glance you can see the strength ratings of your stored passwords.

The ***Edit*** button allow you to open the current entry so you can edit it.

If the ***Show all*** option is unchecked, only entries with actual passwords stored in them will be displayed.

The ***Forbidden Password*** will display the password that you have in your blacklist password.

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3.8.13 RDM Agent

Description

The RDM Agent is available in the ***Tools -> RDM Agent*** menu. The RDM Agent is a very powerful tool to run a PowerShell script on multiples machines or upgrade a script.

Settings

To launch a script through the RDM Agent, you need first to open an RDP connection on all the machines that you want to execute the script. Once opened, select all the opened session in the Navigation Panel, right-click on them and select Execute Script via Agent.

RDM Agent

Select the script type, set the script parameters and click on Execute.

Quick Script

Command Line

Option	Description
Run	Indicate the command line that you want to execute.
Use Default Working directory	Use the default working directory when connect to the session.
Run as Administrator	Elevates the process to run as an administrator.
Keep open	Keep the window open after the execution of the command line.

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PowerShell

Option	Description
Command	Indicate the PowerShell command that you want to execute.
Filename	Select a PowerShell file on the network or on the computer.
Arguments	Arguments that are appended to the Command.
Run as Administrator	Elevates the process to run as an administrator.
No exit	Does not exit after running startup commands.
No Profile	Does not load the Windows PowerShell profile.

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Run

Option	Description
Run	Select the program or file that you want to execute.
Arguments	Arguments that are appended to the Command.
Use Default Working directory	Use the default working directory when connect to the session.
Run as Administrator	Elevates the process to run as an administrator.

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Scripts/Tools

Option	Description
Script/Tool	Select a script or a tool session that you have already created in Remote Desktop Manager.

Script/Tools

Scripts/Tools

Search for a script or a tool that you want to execute through the RDM Agent.

Agent Status

Open a RDP session, right-click on this single session and select Agent Status. The Agent Status will show you that Remote Desktop Manager is installed on the remote computer or not, that the Remote Desktop Manager Agent is active or not and how many Remote Desktop Manager Jump sessions are opened.

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Agent Status

3.8.14 Terminal Playback (Ansi)

Description

The Terminal Playback (Ansi) is available in the ***Tools -> Terminal Playback (Ansi)*** menu.

Settings

Terminal Playback

Option	Description
Open	Select the ansi file that you want to open in the Terminal Playback.
	Select the font to display the Terminal Playback.
	See ***Options*** section.
Clear screen	Clear the screen to play another ansi file.

Options

Ansi Player options

Option	Description
Terminal name	Indicate the terminal name.
Encoding	Determinate the encoding that your want to use.
Auto wrap	Determinate what happen when text reaches the right-hand edge of the window. Select between: • ***On*** • ***Off*** • ***Dos***
Backspace wrap	This option allows you to choose what you want to do when you press backspace. Some terminals believe that the backspace key should send the same thing to the server as Control-H (ASCII code 8). Other terminals believe that the backspace key should send ASCII code 127 (usually known as Control-?) so that it can be distinguished from Control-H. Select between: • ***On*** • ***Off*** • ***Dos***
Force Non-destructive backspace	Allow to perform a normal backspace without deleting a character.
Ignore Substitute character	Ignore the substitute character that can be use in Putty.
Implicit Carriage return in Linefeed	Most servers send two control characters, CR and LF, to start a new line of the screen. The CR character makes the cursor return to the left-hand side of the screen. The LF character makes the cursor move one line down (and might make the screen scroll). Some servers only send LF, and expect the terminal to move the cursor over to the left automatically. If you come across a server that does this, you will see a stepped effect on the screen. if this happens

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	to you, try enabling the option, and things might go back to normal.

3.8.15 Putty Manager

Description

The Putty Manager is available in the ***Tools -> Putty Manager*** menu.

Settings

Putty Manager

Option	Description
Export	Export the sessions present in Putty Manager in a XML file. The sessions present in Putty Manager are the one that you have configured in Putty.
Import	Import sessions from a Putty XML file to have them in Putty Manager.
Refresh	Refresh the sessions list.
Select All	Select all the sessions.
Unselect All	Unselect all the sessions.

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3.8.16 Open New Remote Desktop

Description

The Open New Remote Desktop is available in the ***Tools -> Open New Remote Desktop*** menu. It's allow you to start an external Microsoft Remote Desktop Protocol (RDP) session directly from Remote Desktop Manager.

Settings

Microsoft RDP

Consult the Microsoft RDP topic for more information on the available options.

3.8.17 Local RDP/RemoteApp Manager

Description

Easily manage local RDP settings and configure RemoteApp.

If you run Remote Desktop Manager on a Windows Server 2008 machine the TS RemoteApp MMC console will be launched.

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If you are running on Windows Vista, the RemoteApp console built into Remote Desktop Manager will be launched. Why? RemoteApp functionality is available in Windows 7 but not the MMC console. Therefore instead of having to modify the required registry entries you can use the Remote Desktop Manager RemoteApp Manager.

Console

Tools -> Local RDP/RemoteApp Manager menu

Local RDP/RemoteApp Manager console

Remote Desktop Settings

Remote Assistance/Desktop System Properties

Remote Desktop

Allows you to modify the local RDP port.

Local RDP

Enable RemoteApp

- Start Remote Desktop Manager using Run as Administrator on the machine that you want to enable RemoteApp functionality
- Start RemoteApp Manager Console (Tools -> Local RDP/RemoteApp Manager)
- Enable RemoteApp on the machine.

RemoteApp settings

- Add a new RemoteApp

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NotePadd RemoteApp settings

- Configure a client RDP session to launch the NotePad RemoteApp

Create a RemoteApp Session

- Start Remote Desktop Manager
- Create new RDP Session

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New RDP Session

- Select the Programs tab

Programs Tab

- Enter name of the RemoteApp
- Save & launch the session, you will have the RemoteApp running locally.

3.9 Window

3.9.1 Overview

Description

The Window tab manages the different window layouts in Remote Desktop Manager.

Window tab

The sections are:

- Header
- Windows
- Tree View

3.9.2 Header

Description

The Header section allows you to display your windows in different mode.

Settings

Header section

Cascade

Displays the sessions in cascade mode.

Tile Horizontal

All the sessions will be displayed one under an other.

Tile Vertical

All the sessions will be displayed side by side.

Use Tabbed Header

Sessions are displayed in separate tabs instead of MDI windows.

3.9.3 Windows

Description

The Windows section allows you to close your sessions, switch between them or reset the application layout.

Windows section

Close

Close the active session tab.

Close All

Close all the opened session tabs.

Switch Window

Used to easily switch between the different opened sessions when you have multiple connections opened. All the tab pages including the dashboard will be listed in the drop down.

Reset Layout

Reset Layout

Option	Description
Windows layout	Resets window layout to the original state.
Navigation pane layout	Reset the Navigation pane layout and automatically switch to the tree view mode.
Quick access tool bar layout	Reset the Quick access tool bar buttons.
Filter settings	Reset the filter/search field.
Tree list columns	Remove all columns in the Navigation Pane except the name column.

3.9.4 Tree View

Description

The Tree View section allows you to expand or collapse your entry groups in the navigation panel.

Tree View section

Expand All

Expand all the groups in the Navigation pane when the Tree view mode is used.

Collapse All

Collapse all the groups in the Navigation pane when the Tree view mode is used.

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3.10 Help

3.10.1 Application Logs

Description

In case of error, you can verify the local application log, which is available from the menu in ***Help -> View Application Log***.

View Application Log button

Those logs are saved in in **%LocalAppData%\Devolutions\RemoteDesktopManager\RemoteDesktopManager.cfg**.

View Application Logs dialog

Increasing the Debug level

When requested by the Devolutions support team during a support process, you may be asked to increase the debug level of the application to a higher level.

You can increase the Debug level in File -> Options -> Advanced.

Advanced option

3.10.2 Diagnostic

Description

If you encounter a problem, you can run the system diagnostic available from the menu in ***Help -> Diagnostic***.

Diagnostic button

This will help us diagnose the problem that you might have.

System Diagnostic dialog

The administrator item could be the possible source for security problem. This happen often when a user has the SYSDBA or is DB_OWNER of the SQL Server database.

Some other issues could be related to the fact that the application is running in Terminal Services. However Remote Desktop Manager is fully compatible with Terminal Services.

FIPS related issue and solutions can be found in the specific FIPS (Encryption) troubleshooting section.

> Please read the Troubleshooting topic, it lists error messages and could contain the fix/ workaround for your problem.

3.10.3 Profiler

Description

Remote Desktop Manager has a built-in profiler to diagnose connectivity issues with a data source.

Displaying the Profiler window might slow down the operations on the data source. Proceed with care.

To diagnose startup issues, you can enable to profiler from the command line as described in Command Line Arguments

Procedure

1. Select ***Help -> Diagnostic***.

Profiler button

2. Move the window to the side in order to display the Remote Desktop Manager main window.

3. Refresh the data source by using the refresh button or by using ***File -> Refresh***. The Profiler data will appear in the Profiler window.

Holding the ***CTRL*** key while performing the refresh will force a full reload of the data source, thereby ignoring the cache.

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Performance profiling

4. Click on

to send the Profiler data logs to the Devolutions support team.

Send Trace to Support

Entry Types

Part

4 Entry Types

4.1 Overview

Description

Every item you see in the navigation is an Entry. Entries come in various flavors and are described in the following sections.

Sessions	
Data	
Contact	
Documents	
Group/Folder	
Credentials	
Synchronizer	
VPN	
Macros/Scripts/ Tools	

4.2 Sessions

4.2.1 Overview

Description

Remote Desktop Manager separates the connection types in four different categories:

- Remote connections
- Virtualization
- Cloud Explorer
- Others

Remote Connections

This category contains all of the connection types that are used to connect to a remote system, including computers, switches, VPNs or printers.

Virtualization

This category contains all of the virtualization connections, including the local virtual machines tools and server tools. Remote Desktop Manager supports tools from Microsoft, VMware, Oracle and more.

Cloud Explorer

This category contains all the cloud file browser integrated in Remote Desktop Manager.

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Other

This category contains many useful session types that are not directly supported, or those that are are neither a virtualization nor a remote connection. For example we find the command line, the text and the Windows Explorer session types in this group.

4.2.2 Types

4.2.2.1 Remote Connections

4.2.2.1.1 Citrix (Web)

Description

This entry is used to define and configure a 'Citrix Web' session.

- Auto Login (embedded mode only)
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Full Screen
- Support Host
- Show Opened Session
- Support Logging

Settings

Citrix Web

General

Option	Description

URL	Indicate the Citrix Web page URL
Web browser application	Allows you to choose you preferred internet browser. You can select between: • ***Internet Explorer*** • ***Firefox*** • ***Google Chrome*** • ***Apple Safari*** • ***Default:*** This setting means that the default browser of the machine is used.
Hide script errors	Hide script errors that can be present in some websites.

Login

Option	Description
Username	Enter the username to access the Citrix web URL.
Password	Enter the password to access the Citrix web URL.
Auto fill login	The auto fill login will be activate to login the session.

4.2.2.1.2 Citrix ICA/HDX

Description

This entry is used to define and configure a 'Citrix ICA/HDX' session.

- Auto Login (embedded mode only)
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Full Screen
- Support Host
- Show Opened Session
- Support Logging

Settings

Citrix connection type support two modes:

- Config file (ICA configuration file)
- Custom configuration

The custom configuration require the XenApp Client to be installed and the session to be in embedded mode. It uses the Citrix ActiveX to open the connection. The screen size, color depth and the encryption level can be customized.

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4.2.2.1.3 DameWare Mini Remote Control

Description

This entry is used to define and configure a 'DameWare Mini Remote Control' session.

- Auto Login
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Show Opened Session

Settings

Dameware Mini Remote Control

4.2.2.1.4 FTP

Description

This entry is used to define and configure a 'FTP/FTPS/SFTP/SCP' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Support Host
- Multi Monitor Support
- Show Opened Session

The FTP/FTPS/SFTP/SCP connection type support many external applications. Moreover it's also possible to use the built-in FTP and SFTP.

FTP/FTPS/SFTP/SCP

Settings

Please consult the following topics for more information:

- Supported applications
- Built-in FTP/FTPS

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- Built-in SFTP

4.2.2.1.4.1 Applications

Description

The FTP/FTPS/SFTP/SCP application mode allows you to configure an external application to perform FTP operations.

Settings

General Tab

General

Option	Description
Host	Enter the host name to connect.
Application	Select between the following applications: • ***FileZilla***: Free cross platform FTP software (See FileZilla on Wikipedia). • ***WinSCP***: Free open source client (See WinSCP on Wikipedia). When the WinSCP mode is selected as well as the FTP protocol, you can select between the following: • ***No encryption*** • ***SSL/TLS Implicit encryption*** • ***SSL Explicit encryption*** • ***TLS Explicit encryption***

Passive mode	Set the FTP mode to passive.
Anonymous	Connect on a remote machine which you do not have a login. This can be done using Anonymous.
FTP, SFTP, FTPS, FTPES, Session	Select the proper protocol to connect.
Username	Enter the username to connect to the host.
Password	Enter the password to connect to the host.
Directory	Set the initial directory to this value upon connection.
Session	Select the session that you want to use to connect. This option is active when the ***Session*** protocol is selected.
Other parameters	Indicate any parameters to connect.

4.2.2.1.4.2 Built-in FTP

Description

This entry type allows for plain FTP or FTP Secure (also known as FTP over SSL).

Settings

FTP Settings tab

FTP Settings

Option	Description
Host	Host name / IP address of host
Port	Port number to use

Anonymous	Connect on a remote machine which you do not have a login. This can be done using Anonymous.
Username	Enter the username to connect
Password	Enter the password to connect
Always ask for password	Always ask for password when connecting to the FTP.
Directory	Set the initial directory to this value upon connection.
Timeout (seconds)	Set the number of seconds before the connection timeout if the connection is not available.
Download speed	Specify a maximum download speed if desired. Useful to preserve network bandwidth for other applications.
Upload speed	Specify a maximum upload speed if desired. Useful to preserve network bandwidth for other applications.
Passive mode	Uses the FTP passive mode. By default it is ON, but you may have to turn it off depending on server options.
Use large buffers	This sets the communication library to attempt to optimize the transfer by adjusting network options. In many case you should see a performance improvement.
Allow copy operation	This option will enable the "Copy" menu to appear. The copy operation is in fact a download followed by an upload. Therefore is the remote content is highly sensitive for security reasons, or the operation can be detrimental to performance, it is best to disable the operation.
Mode Z	Activates ad-hoc compression if the server support its.
Show files in tree view	This enables showing the files in the left hand tree view instead of only in the file list.
Logging Level	Sets the level of information that is displayed in the logging window. Useful to diagnose problems. Select between: • ***Info*** • ***Debug*** • ***Verbose*** • ***Errors only***
Transfer type	Select between those 2 transfer type: • ***ASCII*** • ***Binary***

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Security Settings tab

Security Settings

Option	Description
Security type	Specify the security type used for the FTP connection. Select between: • ***No Security*** • ***Explicit TLS or SSL*** • ***Implicit TLS or SSL***
Allowed protocol	When ***Explicit*** or ***Implicit TLS/SSL*** is chosen, you can specify the protocol to use.
Allowed suites	Select between: • ***All cipher*** • ***Secure only***
Clear command channel	Credentials are encrypted, but not FTP commands themselves. This is only for the command channel.
Secure transfers	Indicates if encryption of the data itself is performed. Often the administrators need to protect only the credentials.
Client certificate	Browse for the file containing a certificate only if you want to authenticate using the certificate.

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Proxy settings tab

Proxy Settings

Option	Description
Proxy	Proxy server or IP address of the proxy server.
Port	Port number to use.
Bypass Proxy on local	Bypass the proxy server when connecting on a remote computer who has a local IP address.
Proxy type	Specify the proxy type to use. Select between: • ***Socks4*** • ***Socks4a*** • ***Socks5*** • ***HttpConnect*** • ***FtpSite*** • ***FtpUser*** • ***FtpOpen***
Authentication	Indicate the type of authentication. Select between: • ***Basic*** • ***NTLM***
Username	Enter the username to connect on the proxy.
Domain	Enter the domain to connect on the proxy.
Password	Enter the password to connect on the proxy.

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SSH Settings credential tab

SSH Settings - Credential

Option	Description
Host	Host name / IP address of host.
Port	Port number to use.
Username	Enter the username to connect on SSH.
Password	Enter the password to connect on SSH.
Always ask for password	Always ask for password when connecting to SSH.

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SSH Settings private key tab

SSH Settings - Private Key

Option	Description
Private key type	Select between: • ***No private key*** • ***File*** • ***Data*** • ***Repository***
Repository	When the ***repository*** private key type is selected, the repository option is available. Select the proper repository to use.
Passphrase	Enter the passphrase to connect.
Prompt for passphrase	Always ask for the passphrase.
File	
Private Key Data	

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Local tab

Local

Option	Description
Show local files	Show local file in left pane of window.
Local Path	Default local file path to open in local file left pane.

4.2.2.1.4.3 Built-in SFTP

Description

Built-in SFTP allows the use of SSH File Transfer Protocol (read more on Wikipedia).

> Only SSH v2 is supported. SSH v1 has inherent design flaws which make it vulnerable and it has been generally considered obsolete.

Settings

SFTP Settings tab

SFTP Settings

Option	Description
Host	Host name / IP address of host
Port	Port number to use
User name	Enter the username to connect
Password	Enter the password to connect
Always ask for password	Check in order to always prompt for the password when connecting.
Directory	Set the initial directory to this value upon connection.
Timeout (seconds)	Set the number of seconds before the connection timeout if the connection is not available.
Download speed	Specify a maximum download speed if desired. Useful to preserve network bandwidth for other applications.
Upload speed	Specify a maximum upload speed if desired. Useful to preserve network bandwidth for other applications.
Use large buffers	This sets the communication library to attempt to optimize the transfer by adjusting network options. In many case you should see a performance improvement.
Allow copy operation	This option will enable the "Copy" menu to appear. The copy operation is in fact a download followed by an upload. Therefore is the remote content is highly sensitive for security reasons, or the operation can be detrimental to performance, it is best to disable the operation.
Show files in tree view	This enables showing the files in the left hand tree view instead of only in the file list.

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Logging Level	Sets the level of information that is displayed in the logging window. Useful to diagnose problems. Select between: • ***Info*** • ***Debug*** • ***Verbose*** • ***Errors only***
Transfer type	Select between those 2 transfer type: • ***ASCII*** • ***Binary***

Proxy Settings tab

Proxy Settings

Option	Description
Proxy	Proxy server or IP address of the proxy server.
Port	Port number to use.
Bypass Proxy on local	Bypass the proxy server when connecting on a remote computer who has a local IP address.
Proxy type	Specify the proxy type to use. Select between: • ***Socks4*** • ***Socks4a*** • ***Socks5*** • ***HttpConnect*** • ***FtpSite*** • ***FtpUser*** • ***FtpOpen***
Authentication	Indicate the type of authentication. Select between:

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	• ***Basic*** • ***NTLM***
Username	Enter the username to connect on the proxy.
Domain	Enter the domain to connect on the proxy.
Password	Enter the password to connect on the proxy.

Private key tab

Private Key

Option	Description
Private key type	Select between: • ***No private key*** • ***File*** • ***Data*** • ***Repository***
Repository	When the ***repository*** private key type is selected, the repository option is available. Select the proper repository to use.
Passphrase	Enter the passphrase to connect.
Prompt for passphrase	Always ask for the passphrase.
File	
Private Key Data	

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Local tab

Local

Option	Description
Local Path	Default local file path to open in local file left pane.
Show local files	Show local file in left pane of window.

4.2.2.1.5 Host

Description

This entry is used to define and configure a generic host session that could be used as the parent for others. You can define a subset of templates to apply at the execution.

- Auto Login
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Show Opened Session

Since no session can be established with simply a Host entry, this is mostly useful to either apply templates, or to serve as a parent for sub-connections. Please see Templates or Sub connections Overview for more details.

Settings

General

Enter the Host name or IP address and credentials that apply to the Host.

Default Action

The Default Action is the one executed when either pressing enter, double-clicking or by using the Open Session command.

- **Choose template**: Will display a dialog allowing you to choose which template to apply.
  - **Select templates**: You can filter the list of templates by using this command. Using click and ctrl-click to make your selection.
- **Choose sub-connection to launch**: Will display a dialog allowing you to choose which Sub Connections to launch. If only one sub-connection exists, it will be launched automatically.

4.2.2.1.6 HP Remote Graphics Receiver

Description

This entry is used to define and configure a 'HP Remote Graphics Receiver' session.

- Auto Login
- Copy Password
- Credential Repository
- External Mode
- Show Opened Session
- Support Logging

Settings

4.2.2.1.7 Intel® AMT (KVM)

Description

This entry is used to define and configure a 'Intel® AMT (KVM)' session.

- Auto Login
- Credential Repository
- Multi Monitor Support
- Built in
- Embedded Mode
- Show Opened Session
- Copy Password
- Support Host
- Support AfterDisconnectEvent

Settings

4.2.2.1.8 LogMeIn

Description

LogMeIn remote access products use a proprietary remote desktop protocol that is transmitted via SSL. An SSL certificate is created for each remote desktop, and is used to cryptographically secure communications between the remote desktop and the accessing computer. You can find more information here.

Users access remote desktops using an Internet-based web portal and, optionally, the LogMeIn Ignition stand-alone application. The portal also provides status information for the remote computers and, optionally, remote computer management functions.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Show Opened Session
- Support Logging
- Support Reconnect

Automatic Login

You have two modes available to achieve the auto login in embedded view.

- LogMeIn Desktop shortcut (LogMeIn Pro only)
- LogMeIn portal with auto login (works with any LogMeIn account)

Settings

LogMeIn general tab

4.2.2.1.8.1 Desktop Shortcut

Description

Note: As stated on the LogMeIn web site (Comparison Chart) Desktop Shortcut is a Pro Edition feature.

1. Logon onto the LogMeIn website
2. Select the desired computer
3. Edit the computer settings in LogMeIn
4. Select the tab "Desktop Shortcut"
5. Drag and drop the computer icon in Remote Desktop Manager

LogMeIn - edit computer

4.2.2.1.8.2 Portal (Host Url)

Description

This connection method can be used with all versions of LogMeIn. This method requires the session to run "Embedded" and the use of Internet Explorer.

If you are using Internet Explorer 11, you need to change the IE emulation mode to Internet Explorer 10.
Please consult the LogMeIn troubleshooting topic for more information on how to proceed.

Settings

1. Logon onto the LogMeIn website
2. Right-Click the URL shortcut of a computer and use the copy command.
3. Paste in "LogMeIn portal (host URL)" field

LogMeIn - Home screen

LogMeIn Session - Settings

4. On the "Login" tab populate both "Portal Login" & "Host Login" information

LogMeIn Session - Login tab

4.2.2.1.9 Microsoft Remote Desktop (RDP)

4.2.2.1.9.1 Normal

Description

This entry is used to define and configure a 'Microsoft Remote Desktop (RDP)' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Full Screen
- Support Host
- Multi Monitor Support
- Show Opened Session
- Support AfterDisconnectEvent
- Support Logging
- Support Reconnect
- User Settings Can Be Overridden
- Batch Edit

Settings

General

General tab

Option	Description
Computer	Enter the name of the remote computer.
Port	Enter the port to access the remote computer. Set the port to 0 to use the default port.
RDP Type	Select the RDP session type. Select between: • ***Normal*** • ***Azure*** • ***Hyper-V (embedded only)***
Username	Enter the username to connect on the remote computer.
Domain	Enter the domain to connect on the remote computer.
Open console (Admin mode)	Connect to the console session of a server using Remote Desktop for Administration.
Always ask for credentials	Always ask for credentials when connecting to the remote computer.
Store password on the local computer	This will use the Windows Credential Manager. It is not the best option because it has the following limitations: • The Credential Manager will hold only one entry per host, therefore if you have multiple sessions towards the same host, the last saved entry will overwrite whatever was stored. • The one host limitation ignores the port, therefore multiple sessions towards the same host, but with different ports, will conflict as well. Last saved entry overrides whatever was stored.
Store password in the database	The password will be store in the database.

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With the Standard Edition, you can now save your credentials as long as you use an XML or a SQLite data source.

Display

Display tab

Option	Description
Remote Desktop Size	Select the prefer screen size on the remote computer.
Center on screen	Remote computer screen will be center in the middle of the screen.
Custom width	Specify a custom width number for the screen size.
Custom height	Specify a custom height number for the screen size.
Smart sizing (scale the client window display of desktop when resizing)	Scale the client window display of desktop when resizing.
Span on multiple screens if possible	Extend the remote computer screen on multiple screens when possible.
Fit embedded RDP window	The embedded display mode need to be select to be able to check "Fit embedded RDP window". This option is disable in external mode.
Use all my monitors for the remote session	Use all the monitors when connected on the remote computer.
Use advanced location (winposstr)	Determinate the position of the RDP window. This option is only available in external mode.
Colors	Select the color quality when connected on the remote computer.

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Display the connection bar when in full screen mode	Display the connection bar at the top of your screen in full screen size mode.
Connection bar pinned (full screen)	The connection bar can be pinned or unpinned when screen is in full size.

Local Resources

Local Resources tab

Option	Description
Remote computer sound	Indicate what to do with the sound on the remote computer. Select between: • ***Bring it this computer*** • ***Do not play*** • ***Leave at remote computer***
Remote audio recording	Indicate what to do with the audio recording on the remote computer. Select between: • ***Do not record*** • ***Record from this computer***
Keyboard	Windows key combination will be execute: • ***On the local computer*** • ***On the remote computer*** • ***In full screen mode only***
Local devices and resources	Select the devices and resources that you want to use on the remote computer. Select between: • ***Printers***

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	• ***Serial Ports*** • ***Hard drives*** • ***Clipboard*** • ***Prompt for selected resources (Only available in external mode)*** • ***Other supported Plug and Play (PnP) devices*** • ***Smart cards***
All drives	Select this option if you want all of your drives to be present on the remote computer.
Specific drives	Select one or more specific drive that you want to be present on the remote computer.

Programs

Programs tab

Option	Description
Start the following program on connection	Enable if you wish to specify a program to launch on the remote computer after the session is established.
Program path and filename	Specify the program path and filename to start after the session is established.
Start in the following folder	Specify the working folder used by the program at previous step.
Use RemoteApp (seamless mode)	Open an rdp connection, starts a specified program, maximizes the application window and runs without the windows desktop.

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Program	Specify the program for the RemoteApp.
Parameters	Specify the parameters for the RemoteApp.

Experience

Experience tab

Option	Description
Choose the connection speed to optimize performance	Specify the connection speed to use to optimize the remote session performance. Select between: • ***Default*** • ***Modem (56 kbps)*** • ***Low-speed broadcast (256 kbps - 2 Mbps)*** • ***Satellite (2-16 Mbps with high latency)*** • ***High-speed broadcast (2-10 Mbps)*** • ***WAN (>10 Mbps with high latency)*** • ***LAN (> 10 Mbps with low latency***)
Allow the following	The following options can be enable to be available on the remote computer: • ***Desktop background*** • ***Font smoothing*** • ***Desktop composition*** • ***Show contents of window while dragging*** • ***Menu and window animation*** • ***Themes*** • ***Bitmap caching*** • ***Redirect DirectX***

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	• ***Redirect video playback*** • ***Load plug-ins in embedded mode*** • ***Enable data compression*** • ***Detect network automatically*** • ***Detect bandwith automatically*** • ***Reconnect if connection is dropped***
Cache	Select the type of cache that will be use for the remote session: • ***Default:*** Use the value set in File -> Options -> Type -> RDP -> Cache. • ***Full mode:*** This protocol is full Windows 8 Remote Desktop protocol. • ***Thin client:*** This protocol is limited to using the Windows 7 with SP1 RemoteFX codec and a smaller cache. All other codecs are disabled. This protocol has the smallest memory footprint. • ***Small cache:*** This protocol is the same as ***Full mode***, except it uses a smaller cache.
Keep alive	Data will be sent to the remote computer to keep the session alive. You can determinate the time between that the data is send. This option is only available in embedded mode.

Connection

Connection tab

Option	Description
Server authentication verifies that you are connecting to the intended remote computer	If the actual verification does not meet minimum policy requirements, select what need to be done by the remote computer between the following: • ***Connect and don't warn me*** • ***Do not connect*** • ***Warn me***
Activate network level authentication (SingleSignOn)	Network Level Authentication completes user authentication before you establish a remote session and the logon screen appears. This is a more secure authentication method.
Automatically detect RD Gateway server settings	The RD Gateway server settings will be detected by the application automatically.
Use these RD Gateway server settings	Indicate the specific settings to connect on the RD Gateway server.
Server name	Enter the RD Gateway server name.
Logon method	Select the logon method between: • ***Ask for password (NTLM)*** • ***Smart card*** • ***Allow me to select later***
Open gateway only when unable to ping host	Establish a connection with the RD Gateway server only when it's not possible to ping the remote computer.
Bypass RD Gateway server for local addresses	Bypass the RD Gateway server when connecting on a remote computer who has a local IP address.
Use my RD Gateway credentials for remote computer	Use your personal RD Gateway credentials to connect on the remote computer.
Credentials	See ***RDP Gateway credentials*** section below.
Do not use RD Gateway server	Don't use any RD Gateway server to connect on the remote computer.

RDP Gateway credentials

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RDP Gateway Credentials

Option	Description
Use custom credentials	Use a specific User name, Domain and store the password on the local computer or store the password in the database.
Use credential repository	Uses a linked Credential Entry. See topic Credentials for more information.
Use my personal credentials	Use the credentials stored in My Personal Credentials.

Advanced

Advanced tab

Option	Description
Enable CredSSP support	RDP will use the Credential Security Support Provider (CredSSP) for the authentication on the remote computer. Select between: • ***Default*** • ***True*** • ***False***
Keyboard layout	Indicate the Remote Desktop keyboard layout that you want to use on the remote computer.
Minimal input send interval	Set the minimum time in milliseconds between the input is send to the remote computer.
Background input	The remote computer can accept input even when the focus is not on the session.
Use Thinstuff TSX Connection Client	Use Thinstuff TSX Connection Client instead of RDP to connect. Thinstuff TSX Connection Client need to be installed on the computer. This option is only available in external mode.
Full reconnect	Will perform a full reconnect on the remote computer if the connection has been lost because of a network disconnection.
Workspace ID	Enter the Workspace ID that contain the setting associate to the RemoteApp and Desktop ID.
Use redirection server	Redirect a remote computer to the RDP session host.
Alternate full address	Indicate an alternate name of the remote computer that you want to connect on.
Load balance info	Indicate the load balance info when the load balancing feature is enable on the RD Connection Broker.

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4.2.2.1.9.2 Azure RDP

Overview

RDP directly into an Azure role instance without having to use the Azure Management Console (https://windows.azure.com).

Settings

First, enable Azure RDP access by following these instructions:

http://msdn.microsoft.com/en-us/library/windowsazure/gg443832.aspx

Second, open the Azure Management Console (https://windows.azure.com) and select the deployment you would like to connect to. You'll need the DNS name (Computer), Role Name & Role IDs.

Azure Management Console

Third, create a new RDP session with the following values:

Computer: Azure DNS (the name of the Azure Role deployment)
Role Name: Azure role name
ID: The azure role ID (if you have 8 instances running, then 0 - 7 are the IDs)

Create Azure RDP session

Troubleshooting

Is RDP access configured in your Azure account?
http://msdn.microsoft.com/en-us/library/windowsazure/gg443832.aspx

4.2.2.1.9.3 Hyper-V RDP

Description

You can connect to a Hyper-V instance using RDP through the Hyper-V server. There is no need to enable RDP on the Hyper-V instance, because Remote Desktop Manager features two levels of authentication.

Auto login to the Hyper-V instance is not supported.

The credentials provided are for the Hyper-V server (not the instance).

Settings

Create Hyper-V RDP session

Create a new RDP session to the Hyper-V server. Input your login credentials prior to selecting the Hyper-V instance.

The Hyper-V enhanced sessions mode is supported in Remote Desktop Manager.

The Hyper-V session support the Hyper-V v2 with a Windows Server 2012 R2 destination.

Enhanced Session mode

Enhanced session mode allows redirection of local devices and resources from computers running Virtual Machine Connection.

Enhanced session mode provides the following capabilities:

- Display Configuration
- Audio redirection
- Printer redirection

- Full clipboard support (improved over limited prior-generation clipboard support)
- Smart Card support
- USB Device redirection
- Drive redirection
- Redirection for supported Plug and Play devices

You don't need a network connection to the Virtual Machine session like you would with RDP.

Troubleshooting

Ensure that your credentials include admin rights on the Hyper-V server. Also ensure that WMI ports are open, and that no firewalls are blocking connections.
http://blog.mpecsinc.ca/2009/06/hyper-v-error-access-denied-unable-to.html

Check to see whether Hyper-V Tools for Remote Administration are working: http://technet.microsoft.com/en-us/library/cc794756.aspx

Links

Hyper-V Dashboard

4.2.2.1.10 PC Anywhere

Description

Allow for a PC Anywhere connection via a .chf file.

- External mode
- Show opened session

Settings

PC Anywhere configuration

4.2.2.1.11 Radmin

Description

This entry is used to define and configure a 'Radmin' session.

> Since the Radmin command line does not support the password parameter, the application is unable to do an auto login. The only known workaround available is by using the auto typing macro feature.

Settings

4.2.2.1.12 Remote Assistance

Description

This entry is used to define and configure a 'Remote Assistance' session.

Settings

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4.2.2.1.13 ScreenConnect

Description

This entry is used to define and configure a 'ScreenConnect' session.

- Auto Login
- Copy Password
- Credential Repository
- External Mode
- Show Opened Session
- Support Logging

Consult the How-to Configure ScreenConnect 5 in Remote Desktop Manager topic if you want to configure an ScreenConnect 5 session.

Settings

General

General

Option	Description
Host	Enter the host of the ScreenConnect server.
Username	Enter the username of the ScreenConnect server.
Password	Enter the password of the ScreenConnect server.
Always ask for password	Always ask for password when connecting to ScreenConnect server.
Session name	Select or enter the machine name or session name to connect.
Always ask for session name	With this option the system will ask you which session you want to start each time you open the session.
Use session name as filter	Use the session name as a filter to reduce choices.
Connection type	Specify the connection type. Select between: • ***Guest*** • ***Host***
Auto create	If the sessions doesn't exist, it will be created with these settings.
Session group	Specify the session group. Select between: • ***User Sessions*** • ***Meetings***
Session type	Specify the session type. Select between: • ***Published*** • ***Secure Code*** • ***On invitation only***
Secure code	Specify the secure code to use. Only available when the Session Code session type is selected.

Invitation Emails

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Invitation emails

Option	Description
Invitation Emails	An invitation email will be sent at the session opening for each email in the list. One email per line need to be enter.

Settings

Settings

Option	Description
Version	Select the version of ScreenConnect that you want to use in the application. • ***Default:*** Use the default version of ScreenConnect that you have set in File -> Options-> Types -> ScreenConnect • ***Version 4.x and lower:*** Use the version 4 and lower of ScreenConnect. • ***Extension (Version 5 or higher):*** You need to install the extension from the ScreenConnect browser extension to use this version of ScreenConnect.

4.2.2.1.14 TeamViewer

Description

This entry is used to define and configure a 'TeamViewer' session.

- Auto Login
- Copy Password
- Credential Repository
- External Mode
- Show Opened Session
- Support Logging

Settings

4.2.2.1.15 Telnet, SSH, RAW, rLogin

Description

This entry is used to define and configure a 'Telnet, SSH, RAW, rLogin' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Show Opened Session
- Support Logging
- Support Reconnect

It's possible to use this connection with Putty or directly built-in:

Session sub-types

Settings

Please consult the following topics for more information:

- Putty
- Built-in Telnet
- Built-in SSH
- Built-in SSH Shell
- SSH Private Keys

4.2.2.1.15.1 Putty

Description

The Putty integration allows to re-use an existing session saved locally or a custom configuration. It also support the tabbed environment.

Settings

General

General

Option	Description
Session	Select the session configuration that you want to use.
Embedded session	Enter the host, port, username and password to connect.
Use these settings	Specify the following when ***Use these settings*** is selected: • ***Protocol: Select between Default, SSH, Telnet, rLogin and RAW.*** • ***Host*** • ***Port*** • ***Username*** • ***Password*** • ***Port Forwarding***
Session	Indicate the session to use for the connection.
Host	Enter the host name.
Port	Enter the port to connect.
Username	Enter the username to connect.
Password	Enter the password to connect.
Show debug information (embedded)	

After Login Commands

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After Login Commands

Much like keyboard macros, these command are simply sent to the remote host after the configurable delay. If the first 5 commands are not sufficient, simply use the More Commands text area and enter as many commands as needed and separate each one by a carriage return.

Advanced

Advanced

Option	Description
Application	Allows you to choose a different command line client. Select between: • ***Putty*** • ***PLink*** • ***Default: Indicates to use whatever was defined in File -> Options -> Types | SSH/Telnet.*** • ***Kitty***
Internet protocol	You can choose to use: • ***IPv4*** • ***IPv6***
Other parameters	Any parameter listed here will simply be appended to the command line used to launch the program.
Full screen (embedded mode only)	Connect in full screen the application when embedded mode is selected.

4.2.2.1.15.2 Built-in Telnet

Description

Telnet is a network protocol used to provide a bidirectional interactive text-oriented communication facility using a virtual terminal connection.

Settings

General

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General

Option	Description
Host	Enter the remote host name to connect on telnet.
Port	Enter the port to connect on telnet.
Username	Enter the username to connect on telnet.
Password	Enter the password to connect on telnet.
ID string (login:)	Used to indicate the login prompt as it appears in your terminal window. Change the default if your server uses a different prompt.
ID string (password:)	Used to indicate the password prompt as it appears in your terminal window. Change the default if your server uses a different prompt.
Use proxy	Use a proxy server to connect on telnet.
Use system proxy	Use the same proxy already configure in the application. See Proxy topic.
Bypass proxy server on local addresses	Bypass the proxy server on local IP addresses.
Proxy	Enter the proxy server name or address.
Port	Enter the proxy server port.
Proxy type	Specify the proxy type to use. Select between: • ***None*** • ***Socks4*** • ***Socks4a*** • ***socks5*** • ***HttpConnect***
Authentication	Select the type of authentication mode used to connect on the proxy server. Select between:

	• ***Basic*** • ***NTLM***
Username	Username to access the Proxy server. Only available when Socks5 proxy type is selected.
Domain	Domain to access the Proxy server. Only available when Socks5 proxy type is selected.
Password	Password to access the Proxy server. Only available when Socks5 proxy type is selected.
Use credential sessions	Select a Credential entry from the list.

Terminal

Terminal

Option	Description
Terminal name	Enter the terminal name
Encoding	Select the encoding that you want to use between: • ***iso-8859-1 Western European (ISO)*** • ***iso-8859-2 Central European (ISO)*** • ***iso-8859-4 Baltic (ISO)*** • ***iso-8859-5 Cyrillic (ISO)*** • ***iso-8859-7 Greek (ISO)*** • ***iso 8859-9 Turkish (ISO)*** • ***iso 8859-13 Estonian (ISO)*** • ***iso 8859-15 Latin 9 (ISO)*** • ***windows-1250 Central European (Windows)*** • ***windows-1251 Cyrillic (Windows)*** • ***windows-1253 Greek (Windows)***

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	• ***windows-1254 Turkish (Windows)*** • ***windows-1255 Hebrew (Windows)*** • ***windows-1256 Arabic (Windows)*** • ***windows-1257 Baltic (Windows)*** • ***windows-1258 Vietnamese (Windows)*** • ***IBM437 OEM United States*** • ***utf-8 Unicode (UTF-8)***
Auto wrap	With auto wrap mode on, if a long line of text reaches the right-hand edge, it will wrap over on to the next line so you can still see all the text.
Backspace wrap	Defines the behavior of backspace when the cursor in at the first column.
Force Non-destructive backspace	Indicate whether to treat the incoming destructive backspace characters (7F) as non-destructive backspace (08).
Ignore Substitute character	Indicate whether to ignore incoming substitute characters (1A) or replace them by a question mark.
Implicit Carriage return in Linefeed	Indicate whether a CR character is implied in any received LF.
Local echo	Indicate whether local echo is enabled.
Enhanced Shortcuts	When enabled, key combinations are added to the Page Up or Page Down keys to give a finer control over the scrolling operation. Pressing CTRL will scroll by one line, while pressing SHIFT will scroll half of the terminal height.
Font	Indicate the font that you want to use. You can also set it by default.
History	Indicate the maximum lines for the history.
Colors	Indicate the colors that you want to use for your session. Select between: • ***Monochrome*** • ***Terminal using color*** • ***Custom*** If you select ***Custom***, you can edit the following colors: • ***Background*** • ***Foreground*** • ***Bold*** • ***Single Underline*** • ***Double Underline***

Keyboard

Keyboard

Option	Description
New line sequence	Choose the new line sequence for outgoing data.
Cursor key mode	Choose the initial cursor key mode.
Backspace key	Choose the backspace key sequence for outgoing data
Home and End keys	Choose the behavior of Home and End keys. When set to ***Standard***, the actual behavior is determined by the ***Function keys*** mode.
Function keys	Choose the behavior of function keys that include F1-F20, Insert, Delete, Home, End, Page Up and Page Down. The ***Home and End Keys*** Mode takes precedence for the behavior of Home and End keys unless set to Standard.

Contextual menu for terminal window

Advanced

Advanced

Option	Description
Context menu in terminal	Will enable a contextual menu to control recording from a running session. Right-click anywhere in the terminal window to see the menu. You will be able to choose the format and you will be prompted for the file name. The contextual menu is represented below this table.
Specific file name	File name to use for an Ansi recording. You can use variables like DATE_TEXT to have a dynamic file name. i.e. c:\temp\$NAME$_$DATE_TEXT$_$TIME_TEXT$.ansi
Specific log file name (plain text)	File name to use for an plain text recording. You can use variables like DATE_TEXT to have a dynamic file name. i.e. c:\temp\$NAME$_$DATE_TEXT$_$TIME_TEXT$.txt
No recording	No recording of the session.

4.2.2.1.15.3 Built-in SSH

Description

Only SSH v2 is supported. SSH v1 has inherent design flaws which make it vulnerable and it has been generally considered obsolete.

Settings

General

General

Option	Description
Host	Enter the host name to connect on SSH Server.
Port	Enter the port to connect on SSH Server.
Username	Enter the username to connect on SSH Server.
Password	Enter the password to connect on SSH Server.
Always ask for password	Always ask for password when connecting to to SSH Server.
Local IP	Select the local IP address for the outgoing tunnel.
Local port	Select the local port for the outgoing tunnel.
Remote host	Enter the remote host name for the outgoing tunnel.
Remote port	Enter the remote port for the outgoing tunnel.

Private Key

Please consult SSH Private Keys

4.2.2.1.15.4 Built-in SSH Shell

Description

Only SSH v2 is supported. SSH v1 has inherent design flaws which make it vulnerable and it has been generally considered obsolete.

Settings

General

General

Option	Description
Host	Enter the remote host name to connect on telnet.
Port	Enter the port to connect on telnet.
Username	Enter the username to connect on telnet.
Password	Enter the password to connect on telnet.
Always ask for password	Always ask for a password when connecting with SSH Shell.
KeepAlive internal (minutes)	Data will be sent to the remote computer to keep the session alive. You can determinate the time between that the data is send.
Connection timeout (sec)	The connection will timeout when the connection is lost or unavailable after the period of time (in seconds) entered.
Use proxy	Use a proxy server to connect on telnet.
Use system proxy	Use the same proxy already configure in the application. See Proxy topic.
Bypass proxy server on local addresses	Bypass the proxy server on local IP addresses.
Proxy	Enter the proxy server name or address.
Port	Enter the proxy server port.
Proxy type	Specify the proxy type to use. Select between: • ***None***

	• ***Socks4*** • ***Socks4a*** • ***socks5*** • ***HttpConnect***
Authentication	Select the type of authentication mode used to connect on the proxy server. Select between: • ***Basic*** • ***NTLM***
Username	Username to access the Proxy server. Only available when Socks5 proxy type is selected.
Domain	Domain to access the Proxy server. Only available when Socks5 proxy type is selected.
Password	Password to access the Proxy server. Only available when Socks5 proxy type is selected.
Use credential sessions	Select a Credential entry from the list.

Terminal

Terminal

Option	Description
Terminal name	Enter the terminal name
Encoding	Select the encoding that you want to use between: • ***iso-8859-1 Western European (ISO)*** • ***iso-8859-2 Central European (ISO)*** • ***iso-8859-4 Baltic (ISO)*** • ***iso-8859-5 Cyrillic (ISO)*** • ***iso-8859-7 Greek (ISO)***

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	• ***iso 8859-9 Turkish (ISO)*** • ***iso 8859-13 Estonian (ISO)*** • ***iso 8859-15 Latin 9 (ISO)*** • ***windows-1250 Central European (Windows)*** • ***windows-1251 Cyrillic (Windows)*** • ***windows-1253 Greek (Windows)*** • ***windows-1254 Turkish (Windows)*** • ***windows-1255 Hebrew (Windows)*** • ***windows-1256 Arabic (Windows)*** • ***windows-1257 Baltic (Windows)*** • ***windows-1258 Vietnamese (Windows)*** • ***IBM437 OEM United States*** • ***utf-8 Unicode (UTF-8)***
Auto wrap	With auto wrap mode on, if a long line of text reaches the right-hand edge, it will wrap over on to the next line so you can still see all the text.
Backspace wrap	Defines the behavior of backspace when the cursor in at the first column.
Force Non-destructive backspace	Indicate whether to treat the incoming destructive backspace characters (7F) as non-destructive backspace (08).
Ignore Substitute character	Indicate whether to ignore incoming substitute characters (1A) or replace them by a question mark.
Implicit Carriage return in Linefeed	Indicate whether a CR character is implied in any received LF.
Local echo	Indicate whether local echo is enabled.
Enhanced Shortcuts	When enabled, key combinations are added to the Page Up or Page Down keys to give a finer control over the scrolling operation. Pressing CTRL will scroll by one line, while pressing SHIFT will scroll half of the terminal height.
Close window on disconnect	Close window on disconnect.
Exit command on disconnect	Exit command on disconnect.
Font	Indicate the font that you want to use. You can also set it by default.
History	Indicate the maximum lines for the history.
Colors	Indicate the colors that you want to use for your session. Select between: • ***Monochrome*** • ***Terminal using color*** • ***Custom*** If you select ***Custom***, you can edit the following colors: • ***Background*** • ***Foreground*** • ***Bold*** • ***Single Underline*** • ***Double Underline***

Keyboard

Keyboard

Option	Description
New line sequence	Choose the new line sequence for outgoing data.
Cursor key mode	Choose the initial cursor key mode.
Backspace key	Choose the backspace key sequence for outgoing data
Home and End keys	Choose the behavior of Home and End keys. When set to ***Standard***, the actual behavior is determined by the ***Function keys*** mode.
Function keys	Choose the behavior of function keys that include F1-F20, Insert, Delete, Home, End, Page Up and Page Down. The ***Home and End Keys*** Mode takes precedence for the behavior of Home and End keys unless set to Standard.

Private Key

Please consult SSH Private Keys

Recording

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Recording

There is a player available if you want to play a recorded session. You can download the Ansi Player from our site.

Option	Description
Context menu in terminal	Will enable a contextual menu to control recording from a running session. Right-click anywhere in the terminal window to see the menu. You will be able to choose the format and you will be prompted for the file name. The contextual menu is represented below this table.
Specific file name	File name to use for an Ansi recording. You can use variables like DATE_TEXT to have a dynamic file name. i.e. c:\temp\$NAME$_$DATE_TEXT$_$TIME_TEXT$.ansi
Specific log file name (plain text)	File name to use for an plain text recording. You can use variables like DATE_TEXT to have a dynamic file name. i.e. c:\temp\$NAME$_$DATE_TEXT$_$TIME_TEXT$.txt
No recording	No recording of the session.

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Contextual menu for terminal window

Advanced

Advanced

Option	Description
Host Key Algorithms	Enable required host keys algorithms: • ***Certificate*** • ***DSS*** • ***RSA***
Key Exchange Algorithms	Enable required key exchange algorithms: • ***DiffieHellmanGroup14SHA1*** • ***DiffieHellmanGroup1SHA1*** • ***DiffieHellmanGroupExchangeSHA1*** • ***DiffieHellmanGroupExchangeSHA256***
Encryption mode	Enable required encryption mode: • ***CBC*** • ***CTR***
Encryption Algorithms	Enable encryption algorithms:

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	• ***AES*** • ***Blowfish*** • ***RC4*** • ***TripleDES*** • ***Twofish***
Authentication Method	Enable authentication method: • ***GssapiWithMic*** • ***KeyboardInteractive*** • ***Password*** • ***PublicKey***
Mac Algorithms	Enable mac algorithms: ***MD5*** ***SHA1***

4.2.2.1.15.5 SSH Private Keys

Description

The private key settings apply to Built-in SSH and Built-in SSH Shell. They allow you to provide a key file instead of a password for SSH connections.

Private Key

Settings

Option	Description
Private Key Type	Select between: • ***No private key: No private key will be sent.***

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	• ***File: Allows you to select a key file to submit as credentials.*** • ***Data: Allows you to specify the textual data of the key. This results in the key being stored within the entry itself and eases distribution.*** • ***Repository: Allows you to specify a repository for the private key.***
Repository	Indicate the repository to use for private key. Available when repository private key type is selected.
Passphrase	Indicate a passphrase to use.
Prompt for passphrase	Always prompt for passphrase when connecting to SSH or SSH Shell.
File	Name of the file containing the key. You can use environment variables as in the screen capture above.
Private key	Indicate the private key

4.2.2.1.16 VNC

Description

This entry is used to define and configure a 'VNC' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Full Screen
- Support Host
- Multi Monitor Support
- Show Opened Session
- Support AfterDisconnectEvent
- Support Logging

Settings

4.2.2.1.16.1 Applications

Description

Supported applications in external mode are:

- RealVNC
- TightVNC
- UltraVNC

> Providing the password in external mode is only supported by UltraVNC.

Settings

4.2.2.1.16.2 Embedded UltraVNC

Description

Embedded UltraVNC is the recommended mode for the maximum of compatibility. It also support chat and file transfer while connected.

Settings

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Settings

Host

The host support a distinct syntax to specify the port and display number. They must be set as the server requires.

This syntax has been proven to work

{HOSTNAME}::{PORT}:{DISPLAY}. i.e. $HOST$::5902:2

4.2.2.1.17 VPN

Description

Consult this topic for more information about the VPN management.

4.2.2.1.18 Web Browser (HTTP/HTTPS)

Description

This entry is used to define and configure a 'Web Browser (http/https)' session. It allows you to open a browser, either external or embedded, to a site of your choice. More importantly, it can perform automatic login of most web sites.

Supported features

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- Auto Login
- Credential Repository
- Show Opened Session
- Built in
- Embedded Mode
- Support Logging
- Copy Password
- External Mode
- Support Reconnect

Settings

The display setting affects the content of the tabs because it changes the manner in which the browser is launched. The two possible values are Embedded or External.

Embedded: The browser window is embedded in Remote Desktop Manager. Content is displayed in a tab like an embedded session would be. Only two browsers can be embedded in this manner, namely Internet Explorer and Firefox.

External: Launches the browser as you would do normally, meaning the browser application is launched. Four browsers can be used in external mode, Internet Explorer, Firefox, Google Chrome and Apple Safari. The ***Default*** web browser option means that the computer default browser will be used.

4.2.2.1.18.1 Auto Login

Form Authentication

Login tab - Form authentication mode

Basic Authentication

Login tab - Basic authentication mode

4.2.2.1.18.2 Internet Explorer

Description

This entry is used to define and configure a 'Web Browser (http/https)' session with Internet Explorer. It allows you to open a Internet Explorer browser, either external or embedded, to a site of your choice. More importantly, it can perform automatic login of most web sites.

Settings

Embedded mode - General tab

IE embedded mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Assign Favicon to session	Helper utility to extract the favicon from the web site and assign it to the session. This helps you recognizing the proper entry in a large list.
Web browser application	Allows you to choose you preferred internet browser. Select between: • Internet Explorer • Firefox • Google Chrome
Tabs visible	Allow you to display the browser tabs inside your embedded session. Select between: • ***Automatic*** • ***Always*** • ***Never***
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Show Favicon	Display the favicon in the address bar of the embedded browser.
Hide script errors	Hide script errors that can be present in some websites.
Force 32-bit	Force the use of the 32-bit version of Internet Explorer.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

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Embedded mode - Login tab

IE embedded mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	This section is use to grab the Form ID, User name ID, Domain ID, Password ID and Login button ID (if available) from the website and import the information inside Remote Desktop Manager to help you connect on the website.

External mode - General tab

This feature requires the installation of the Internet Explorer Extension on your computer.

IE external mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Web browser application	Allows you to choose you preferred internet browser. You can select between: • Internet Explorer • Firefox • Google Chrome • Apple Safari • ***Default:*** This setting means that the computer default browser will be used.
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Open new browser session (no merge)	Internet Explorer ONLY, this will launch a new application even if one is already running.
Private session (incognito)	Incognito browsing will allow you to browse the internet without leaving a trace.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

External mode - Login tab

IE external mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Disable IE Automation	This option will force the application to use the web browser extension. Please consult Auto Fill topic for more information.
URL Encode Credentials	The credentials will be encode to be use in the URL.
Form login	Only available with IE or embedded mode.

4.2.2.1.18.3 Firefox

Description

This entry is used to define and configure a 'Web Browser (http/https)' session with Firefox. It allows you to open a Firefox browser, either external or embedded, to a site of your choice. More importantly, it can perform automatic login of most web sites.

Settings

Embedded mode - General tab

Firefox embedded mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Assign Favicon to session	Helper utility to extract the favicon from the web site and assign it to the session. This helps you recognizing the proper entry in a large list.
Web browser application	Allows you to choose you preferred internet browser. Select between: • Internet Explorer • Firefox • Google Chrome
Engine	Specify the Firefox engine that you want to use between: • ***MozNET (R19.8)*** • ***geckofx*** • ***Default***: This setting means that the default browser of the machine is used
Tabs visible	Allow you to display the browser tabs inside your embedded session. Select between: • ***Automatic*** • ***Always*** • ***Never***
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Show Favicon	Display the favicon in the address bar of the embedded browser.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website

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	entry.

> Running an embedded Firefox requires a third party that is available freely from our site. Upon first usage you will be presented with a dialog requesting the installation path of the third party. Please consult Embedded Firefox for more information.

Embedded mode - Login tab

Firefox embedded mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	This section is use to grab the Form ID, User name ID, Domain ID, Password ID and Login button ID (if available) from the website and import the information inside Remote Desktop Manager to help you connect on the website.

Embedded mode - Proxy tab

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Firefox embedded mode - Proxy tab

Option	Description
Default	Use the default system settings.
No Proxy	No proxy settings.
Use system proxy settings	Use the system proxy settings.
Manual proxy configuration	Configure manually the proxy and the port to connect.

External mode - General tab

This feature requires the installation of the Firefox Extension on your computer.

Firefox external mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Web browser application	Allows you to choose you preferred internet browser. You can select between: • Internet Explorer • Firefox • Google Chrome • Apple Safari • ***Default:*** This setting means that the computer default browser will be used.
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

External mode - Login tab

Firefox external mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	Only available with IE or embedded mode.

4.2.2.1.18.4 Google Chrome

Description

This entry is used to define and configure a 'Web Browser (http/https)' session with Google Chrome. It allows you to open a Google Chrome browser, either external or embedded, to a site of your choice. More importantly, it can perform automatic login of most web sites.

Settings

Embedded mode - General tab

Chrome embedded mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Assign Favicon to session	Helper utility to extract the favicon from the web site and assign it to the session. This helps you recognizing the proper entry in a large list.
Web browser application	Allows you to choose you preferred internet browser. Select between: • Internet Explorer • Firefox • Google Chrome
Tabs visible	Allow you to display the browser tabs inside your embedded session. Select between: • ***Automatic*** • ***Always*** • ***Never***
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Show Favicon	Display the favicon in the address bar of the embedded browser.
Ignore certificate errors	Ignore certificate errors that can be generated by websites.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

Embedded mode - Login tab

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Chrome embedded mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	This section is use to grab the Form ID, User name ID, Domain ID, Password ID and Login button ID (if available) from the website and import the information inside Remote Desktop Manager to help you connect on the website.

External mode - General tab

This feature requires the installation of the Google Chrome Extension on your computer.

Google Chrome external mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Web browser application	Allows you to choose you preferred internet browser. You can select between: • Internet Explorer • Firefox • Google Chrome • Apple Safari • ***Default:*** This setting means that the computer default browser will be used.
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Private session (incognito)	Incognito browsing will allow you to browse the internet without leaving a trace.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

External mode - Login tab

Google Chrome external mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	Only available with IE or embedded mode.

4.2.2.1.18.5 Apple Safari

Description

This entry is used to define and configure a 'Web Browser (http/https)' session with Apple Safari. It allows you to open a Apple Safari browser, in external mode, to a site of your choice. More importantly, it can perform automatic login of most web sites.

Settings

External mode - General tab

Apple Safari external mode - General tab

Option	Description
Web browser URL	URL of the website to open.
Web browser application	Allows you to choose you preferred internet browser. You can select between: • Internet Explorer • Firefox • Google Chrome • Apple Safari • ***Default:*** This setting means that the computer default browser will be used.
Enable web browser extension link	This is used in conjunction with the web browser extensions. Please consult Auto Fill topic for more information.
Template	Allow you to use predefine templates to connect on several popular websites.
Security Questions	Configure security questions that can be associate to a website entry.

External mode - Login tab

Apple Safari external mode - Login tab

Option	Description
Authentication mode	Allow to select the authentication mode. Select between: • ***Form*** • ***Basic:*** If this option is selected, the Form login section will be disable.
User name	Enter the user name to connect on the website.
Domain	Enter the domain to connect on the website.
Password	Enter the password to connect on the website.
Form login	Only available with IE or embedded mode.

4.2.2.1.19 X Window

Description

This entry is used to define and configure a 'X Window' session.

Settings

4.2.2.2 Virtualization

4.2.2.2.1 Amazon Web Services (AWS) Console

Description

The Amazon Web Services (AWS) console allows you to perform operations against the different AWS services.

AWS EC2 console

Although multiple services will be supported in the long run, currently only Amazon EC2 is implemented.

Prerequisites

Existing AWS account for the services supported by the console and currently valid access keys.

Settings

Enter a friendly name for the account and it's access keys.

AWS console - general settings

Workflow

EC2

The EC2 tab displays information about your instances, images, security groups and key pairs. The currently supported operations are against instances only.

- Start: start a stopped instance
- Stop: stop a running instance.
- Reboot: reboots a running instance
- Terminate: terminate a running instance.

> Performing a *Stop* followed by a *Start* will cause two hours of billing being charged to your account. One for the fraction you consumed before the *Stop*, and one for the part after the *Start*. A reboot on the other hand is seamless in that for the AWS infrastructure, the same machine was kept running. This is why we currently do not display a *Rebooting* state.

4.2.2.2.2 Citrix XenServer

Description

This entry is used to define and configure a 'XenServer' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- External Mode
- Show Opened Session

XenServer Console

Settings

Fill in the connection details

Simply type in the name / IP address of the host, and the desired port.

Workflow

The currently supported actions operate on existing Virtual Machines. They correspond exactly to the action available thru Citrix® XenCenter.

Troubleshooting

Before attempting connection from RDM, ensure connectivity is achieved using Citrix® XenCenter.

4.2.2.2.3 Microsoft Azure Console

Description

This allows for the management of Azure subscriptions within the Remote Desktop Manager application. Replicating most of the functionality available in the Silverlight application available from Microsoft (here).

Please note that at the moment only Cloud Services are supported.

This session uses the Windows Azure Service Management REST API to communicate with the Azure instances. Setup via the Microsoft Silverlight application is required prior to using the API. More information on the Management API is available here.

Settings

Setup - Upload Certificate to Azure Subscription

First we must configure the Azure subscription to allow the use of the Azure Service Management REST API.

1. Logon https://windows.azure.com using your Live account
2. Select **Hosted Services, Storage Accounts & CDN**

Hosted services, storage accounts & CDN

3. Select **Manage Certificates**

Manage certificates

4. Add a certificate for all subscriptions you want to manage. Any certificate will do. You can create one, if need be, with IIS or using the MakeCert tool.

Add certificate

5. Please note the thumbprint of the certificate(s) uploaded, they will be required when registering the subscription.

Specifications

Features	Availability
External mode	
Embedded mode	X
Show opened session	Embedded only
Batch edit	
User settings can be overridden	
Auto login	
Full screen	
Multi-monitor support	

Configuring Azure Subscription

Multiple Azure subscriptions can be managed within the same Azure Session. Simply add all subscription you wish to manage.

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Data entry Account settings

Add Subscription

Add Subscription - Test successful

Add Subscription - Test failed

Open Session

Working with Azure is much like working with the Azure Console (Silverlight). When you open the session the view on the left will load the Subscription information. Selecting a given node in the list will enable appropriate actions.

Please note. Unlike that Azure console, a refresh is not done every 30 seconds. Click refresh when needed to see that latest information. Refresh is done asynchronously, give it a few seconds to complete.

```
[Subscription]
    [Hosted Service]
            Certificates
                    [Certificate]
            [Deployment]
```

[Role]

[Role Instance]

Left (Azure session) - Right (Azure console)

Subscription detail

Hosted Service detail

Certificate detail

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Deployment detail

Role detail

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Role instance detail

Notes

All referenced certificates must be installed on the machine where you want to open the Azure session. Not having the certificate installed will cause the Azure session to fail while establishing the connection.

The certificate must be installed in Personal (Current User) not Computer.

If a user has access to Azure Management REST API certificate then that user could use the certificate to control, via Azure PowerShell management cmdlets or code, all (almost) aspects of the subscription.

4.2.2.2.4 Microsoft Azure Table Storage Explorer

Description

This entry is used to define and configure a 'Azure Table Storage Explorer' session.

Settings

4.2.2.2.5 Microsoft Hyper-V

Description

This entry is used to define and configure a 'Hyper-V' session. This connection type uses vmconnect.exe. We recommend to use the Hyper-V RDP for a built-in and embedded view support.

Settings

4.2.2.2.6 Microsoft Virtual PC

Description

This entry is used to define and configure a 'VirtualPC' session.

Settings

4.2.2.2.7 Microsoft Virtual Server

Description

This entry is used to define and configure a 'Virtual Server' session.

- Embedded Mode
- External Mode
- Support Host
- Show Opened Session
- Support Logging
- User Settings Can Be Overridden

Settings

4.2.2.2.8 Microsoft Windows Virtual PC

Description

This entry is used to define and configure a 'Windows Virtual PC' session.

Settings

4.2.2.2.9 Oracle VirtualBox

Description

This entry is used to define and configure a 'Oracle VirtualBox' session.

Settings

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4.2.2.2.10 VMware (Player, Workstation, vSphere)

Description

This entry is used to define and configure a 'VMware (Player, Workstation, vSphere)' session.

- Auto Login
- Copy Password
- Credential Repository
- External Mode
- Show Opened Session
- Support Logging

VMware Player

VMware Workstation

VMware Infrastructure and vSphere

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4.2.2.2.11 VMWare Console

Description

The VMWare Console allows basic administrative tasks of a VMWare host.

VMWare Console

Settings

General tab of the VMWare Console entry

Simply enter the host name or IP, the user name and the password of a user with administrative rights on the host.

Workflow

Using the toolbar at the top, or the contextual menu of the grid you can perform operations on Guests:

Contextual menu

Operations depend on the configuration of the host, please refer the VMWare's documentation on the meaning of each command.

On the toolbar, there is a Refresh button that will query the Host to display it's current state. You can also enable an Automatic refresh that will perform it periodically.

4.2.2.2.12 VMware Remote Console

Description

This entry is used to define and configure a 'VMware Remote Console' session.

- Auto Login
- Copy Password
- Credential Repository
- External Mode
- Multi Monitor Support
- Show Opened Session

Settings

4.2.2.3 Cloud Explorer

4.2.2.3.1 Amazon S3 Explorer

Description

This entry is used to define and configure a 'Amazon S3' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session

Settings

Choose between showing all buckets or a specific one. Enter the Bucket name carefully as it is case sensitive. Also enter the Access key ID and the Secret access key.

The **Show files in tree view** setting will include the files in the top-most tree view.

Show Files - OFF

Show Files - ON

The **Large icons for root** setting will change the appearance of the S3 buckets in the detail view.

Large icons - OFF

Large icons - ON

4.2.2.3.2 Dropbox

Description

This entry is used to define and configure a 'Dropbox' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session

Settings

General

General tab

Option	Description
Default directory	The directory to display by default (Optional).
Email	Email address of the Dropbox account.
Show files in tree view	This will display the files in the left-hand tree view instead of just in the right-hand list.
Validate with Dropbox	Button to validate the account status of the Dropbox account. When the button is press, a dialog box will appear and ask for the password of the dropbox account.
Use the current Dropbox session if available	This option will use the Dropbox account who has been already validated without any other validation.

Local

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Local tab

Option	Description
Show local files	Show local files in left pane of window.
Local path	Default local file path to open in local file left pane.

4.2.2.3.3 Microsoft Azure Storage Explorer

Settings

This entry is used to define and configure a 'Azure Storage Explorer' session.

Settings

Azure Storage Explorer

General

Option	Description
Account name	Enter the Azure Storage Explorer account name.
Account shared key	Enter the Azure Storage Explorer shared key.
Container	Enter the Blob container name.
Use SSL	Secure connection with SSL (https).
Use development storage	Check if you are connecting to the development storage.
Show files in tree view	Use tree view to display the storage files (display using hierarchy).
Use large image for root	Root image size.
Test connection	Press the test connection button to test the connection and validate that all the proper information has been enter correctly.

Local

Option	Description
Show local files	Show local file in left pane of window.
Local path	Default local file path to open in local file left pane.

Explorer

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Azure dashboard

4.2.2.3.4 Microsoft Azure Table Storage Explorer

Settings

This entry is used to define and configure a 'Azure Table Storage Explorer' session.

Settings

Azure Table Storage Explorer

Option	Description
Account name	Enter the Azure Table Storage Explorer account name.
Account shared key	Enter the Azure Table Storage Explorer shared key.
Use SSL	Secure connection with SSL (https).
Use development storage	Check if you are connecting to the development storage.
Test connection	Press the test connection button to test the connection and validate that all the proper information has been enter correctly.

4.2.2.3.5 SkyDrive Explorer

Settings

This entry is used to define and configure a 'SkyDrive Explorer' session.

Settings

SkyDrive Explorer

General

Option	Description
Windows Live ID	Enter the Windows Live ID to access SkyDrive Explorer.
Password	Enter the password to access SkyDrive Explorer.

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Always ask for password	Always ask for password when connecting to SkyDrive Explorer.
Show files in tree view	Use tree view to display the storage files (display using hierarchy).
Default directory	Default directory to access SkyDrive explorer.

Local

Option	Description
Show local files	Show local file in left pane of window.
Local path	Default local file path to open in local file left pane.

4.2.2.4 Others

4.2.2.4.1 Active Directory Console

Description

This entry is used to define and configure a 'Active Directory Console' session.

Settings

General

General

Option	Description
Mode	Select the mode that you want to use to retrieve the Active Directory

	information. Select between: • ***Custom*** • ***LDAP*** • ***My Domain***
Domain machine	Enter or select the domain machine name.
Domain	Enter the domain name.
OU/Container DN	Enter the OU (Container).
Test Connection	Test the connection with Active Directory
Username	Enter the username to connect on Active Directory. The username need to be in the domain admin group.
Password	Enter the password to connect on Active Directory.

User

User

Option	Description
Show users on the dashboard	Display the users on the dashboard. The display depend of your settings in the general tab.
Other filter	Indicate Active Directory LDAP Syntax Filters.
Preview	Preview the LDAP syntax of what will be display on the dashboard.

Computer

Computer

Option	Description
Show computers on the dashboard	Display the computers on the dashboard. The display depend of your settings in the general tab.
Resolve IP Adress	Resolve the IP Address of the computers. If you select a computer and click on Properties, the IP address will be displayed.
Type	Indicate the type of machines that you want to display. Select between: • ***All*** • ***Server***
Other filter	Indicate Active Directory LDAP Syntax Filters.
Preview	Preview the LDAP syntax of what will be display on the dashboard.

Group

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Group

Option	Description
Show groups on the dashboard	Display the AD groups on the dashboard. The display depend of your settings in the general tab.
Other filter	Indicate Active Directory LDAP Syntax Filters.
Preview	Preview the LDAP syntax of what will be display on the dashboard.

Printer

Printer

Option	Description
Show printers on the dashboard	Display the printers on the dashboard. The display depend of your settings in the general tab.
Other filter	Indicate Active Directory LDAP Syntax Filters.
Preview	Preview the LDAP syntax of what will be display on the dashboard.

Advanced

Advanced

Option	Description
Search scope	Determinate the search scope between: • ***Subtree: Search would return all objects subordinate to the base object including the base object to the complete depth of the tree underneath the base object.*** • ***One-Level: Search would only return the objects immediately subordinate to the base object of the search, but not the base object itself.***

Usage

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AD Console

The ***Active Directory Console user tab*** allow you the possibility to perform actions on Active Directory account such as:

- Reset Password
- Unlock User
- Disable User
- Enable User

The ***Active Directory Console computer tab*** allow you to import the computers from your domain directly in Remote Desktop Manager.

The ***Active Directory Console group tab*** display all the groups present in your Active Directory.

The ***Active Directory Console printer tab*** display all the printers present in your Active Directory.

4.2.2.4.2 Command Line

Description

This entry is used to define and configure a 'Command Line' session. The host and credentials can be used as parameters by using the related variables.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Multi Monitor Support
- Show Opened Session
- Support Logging

Settings

General

General tab

Option	Description
Run	Indicates the command to be execute.
Assign file icon to session	Will associate the icon of the program to the session.
Use Default Working directory	Choose to run from the system default working directory, or specify the working directory.
Wait for application to exit	Runs the command line synchronously, this means that the Remote Desktop Manager process will wait for the command line to return before resuming execution. This will cause Remote Desktop Manager to be unresponsive during that time.
Run as administrator	Elevates the process to run as an administrator.
Run in 64 Bits mode	Runs by using the 64 bit architecture.
Shell execute	Uses the shell execute mode. Please refer to the Windows documentation.
Process name	Indicate the process name.
Set default process name	Use default process name if you want your application to be listed in the opened sessions.
Embedded wait time	Indicate the embedded wait time of the command line.

Host and Credentials

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Host and Credentials tab

Option	Description
Host	Select the host computer to execute the command line.
User name	Enter the username to access the host computer.
Domain	Enter the domain to access the host computer.
Password	Enter the password to access the host computer.

Parameters

Parameters tab

Option	Description
Parameter name	Rename the custom parameter.
Type	Select between 3 types: • ***Unused: the default value is unavailable.*** • ***Text: The default value is display as a text.*** • ***Secured: The default value will be secured and not visible.***
Default value	Enter the default value.
View Command	Will display the command.

Run As

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Run As tab

Option	Description
Disabled	No Run As is performed.
Use session credentials	Use the same credentials as defined in the session.
Use custom credentials	Use specified custom credentials.
Use credential repository	Uses a linked Credentials Entry in Remote Desktop Manager, which can can be external credentials like KeePass for example. Very useful for sharing or reusing credentials among entries.
Use my personal credentials	Please consult My Personal Credentials for more information.

4.2.2.4.3 Data Report

Description

This entry is used to define and configure a 'Data Report' session. A Data Report is composed of a database connection string and a database query to be executed. The result is displayed in a read only grid with export capabilities. It's useful to quickly integrate data into the application.

- Auto Login
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session
- Support Logging

Workflow

Configure your connection string and the SQL query. You need to know how to write a SQL statement and this is database dependent.

Settings

General

General tab

Option	Description
Source	• **Default:** The connection string is defined directly within the session. • **Credential Entry:** Use a linked Connection String credential entry as the connection string. • **Inherited:** Navigate down the inheritance graph of the object to find the connection string. • **Prompt:** At open connection time, the system will prompt the user to select the desired Connection String from credential entry list.
Data source	Contains the data source type like ODBC, OLEDB or native. This value is read only and it's extracted from the connection string.
Data provider	Specify the provider used for the database access. This value is read only and it's extracted from the connection string.
Connection string	This value contains the database connection string and it can be hidden/encrypted for a better security.
Host	Contains the connection server name. This value is read only and it's extracted from the connection string.
User name	Contains the username used to access the database. This value is read only and it's extracted from the connection string. It is blank if you use Windows Authentication.
Password	Contains the username used to access the database. This value is read only and it's extracted from the connection string. It is blank if you use Windows Authentication.

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When the source is set to Prompt you will see a dialog box prior when you open the connection.
Only the Connection String credential entries from your data source are listed. Select the entry to use and the report will execute.

Parameters

Parameters tab

Using parameters is simple. Write your query with parameter place holders (@Param1 or ? depending of the data provider you use). On the **Parameters** tab define the parameter type and default value. On open of the session, you will be prompted you for the parameter values.

Parameter placeholders syntax depends on the chosen data provider.

Option	Description
.NET Framework Data Provider for SQL Server	Uses named parameters in the format @parametername.
.NET Framework Data Provider for OLE DB	Uses positional parameter markers indicated by a question mark (?).
.NET Framework Data Provider for ODBC	Uses positional parameter markers indicated by a question mark (?).
.NET Framework Data Provider for Oracle	Uses named parameters in the format: parmname.

Query

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Query tab

Enter the query in the **Query** tab, which features a SQL syntax-highlighted text box with line numbers. Must be compatible with the data provider.

> This supports multiple queries in the statement and will display the results in different tab pages.

Troubleshooting

While setting up the connection use the **Test Connection** button of the Connection Properties Window to ensure the connection is configured properly.

Use the **Exec Query** button on the **Parameters** tab to preview the result of the query.

More information is available in the Tips and Tricks Data Report topic.

4.2.2.4.4 Database

Description

This entry is used to define and configure a 'Database' session. Database sessions don't do much on their own. They only serve as a holder for a connection string. Add Data Report session to unlock its full potential.

- Auto Login
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session
- Support Logging

Settings

Database settings

Properties	
Source	Default, Credential entry or Inherited
Data source	Read only, extracted from the connection string.
Data provider	Read only, extracted from the connection string.
Connection string	The database connection string, can be hidden/encrypted for better security
Host	Connection server name. Read only, extracted from the connection string.
User name	Read only, extracted from the connection string. It is blank if you are use Windows Authentication.
Password	Read only, extracted from the connection string. It is blank if you are use Windows Authentication

Source	
Default	The connection string is defined within the session.
Credential Entry	Use a linked Connection String credential entry for the connection string.
Inherited	Navigate down the inheritance graph of the object to find the connection string.
Prompt	At open connection time, the system will prompt the user to select the desired Connection String credential entry.

Workflow

To create a Database session using a default data source, click on the **...** button to define your

connection string.

Connection properties

Make sure you select the appropriate data provider for the database you want to connect to. Hit the **Change...** button.

Select Data source & Data provider

Example:

SQL Server - **Microsoft SQL Server**, **.NET Framework Data Provider for SQL Server**
Oracle - **Oracle Database**, **.NET Framework Data Provider for Oracle**

Specify sever name, database name and all other required information for the chosen data provider.

Once you have a Database session you can add child Data Report sessions, set data source as Inherited.

The tree view should look something like this:

Sample Database session with child Data Report sessions.

Troubleshooting

While setting up the connection use the **Test Connection** button of the connection properties window to make sure connection is configure properly.

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4.2.2.4.5 Inventory Report

Description

This entry is used to define and configure a 'Inventory Report' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session

Settings

4.2.2.4.6 Play List

Description

This entry is used to define and configure a 'Shared PlayList' session.

Settings

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Option	Description
Play list	Create manually the Play List that you want to shared with other users.
Description	Enter a description for your Play List.
Import	Import a local Play List that already exist in your local Play List.
Export	Export the shared Play List to save it locally. This will create a new local Play List.
Wait time	The wait time is used to set the delay between opening of the different entries.

For more information on Play List, please consult the following topics:

- Actions
- Management
- Default at Startup

4.2.2.4.7 PowerShell

Description

This entry is used to define and configure a 'PowerShell' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Multi Monitor Support
- Show Opened Session
- Support Logging

Settings

The remote system must be configured to allow remote commands. Please consult Enable and Use Remote Commands in Windows PowerShell.

General

General tab

Option	Description
Command	Enter the PowerShell command.
Filename	Select a PowerShell file on the network or on the computer.
Arguments	Arguments that are appended to the Command.
No exit	Does not exit after running startup commands
No profile	Does not load the Windows PowerShell profile.
Non interactive (suppress error message)	Does not present an interactive prompt to the user.
Single thread apartment	Starts Windows PowerShell using a single-threaded apartment
Resize window	Force window resize (buffer & window).

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Load RDM CmdLet	Load RDM CmdLet Snap-in in the PowerShell session.
No Logo	Hides the copyright banner at startup.
Run as administrator	Run PowerShell command as a administrator.
Run in 64 bits mode	Run RDM CmdLet in 64 bits version.
Debug	Show debug

Host and Credentials

Host and Credentials

Option	Description
Host	Select the host computer to execute the Powershell command.
User name	Enter the username to access the host computer.
Domain	Enter the domain to access the host computer.
Password	Enter the password to access the host computer.

Run As

Run As

Option	Description
Disabled	No Run As is performed.
Use session credentials	Use the same credentials as defined in the session.
Use custom credentials	Use specified custom credentials.
Use credential repository	Uses a linked Credentials Entry in Remote Desktop Manager, which can can be external credentials like KeePass for example. Very useful for sharing or reusing credentials among entries.
Use my personal credentials	Please consult My Personal Credentials for more information.

4.2.2.4.8 SNMP Report

Description

This entry is used to define and configure a 'SNMP Report' session. SNMP Reports will provide you information from devices on your network such as routers, switches, servers, workstations, printers and more.

Remote Desktop Manager uses a specific tool (NET-SNMP) for the SNMP Report. You will be prompted to download it if it's not already installed on your computer.

You can use the following SNMP versions to run your SNMP reports entries

- SNMP Version 1
- SNMP Version 2c
- SNMP Version 3

Settings

SNMP Report General Tab

Option	Description
Host	Host name / IP address of host
SNMP version	Version of your SNMP (V1, V2c or V3)
Command	Determine the content of the report
Community	Community equal to the password. By default, the password is the word public
MIB Directory	Location of the directory for the MIB database
OIDs	Object identifier for an object in the MIB. This help you reduce the items in the report
Trim MIB names	Remove MIB names
Prompt for options	Options to change the command or to specify a OIDs before the report execution

Available Command

- List available OIDs and values
- Get specific OIDs values

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- Status of the host

> More commands can be added to Remote Desktop Manager upon request, please post a feature request on our forums.

OIDs examples

- sysDescr.0
- sysObjectID.0
- sysUpTimeInstance
- sysContact.0
- sysName.0

V3 Specific

> If your network uses the SNMP V3, you also need to enter information in the V3 Specific tab.

SNMP Report V3 Specific Tab

Option	Description
Authentication protocol	Choose between None, MD5 or SHA
Authentication passphrase	Authentication protocol password

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Privacy protocal	Choose between None or DES
Privacy passphrase	Privacy protocol password
Security engine ID	Part of the target host configuration
Security name	Part of the target host configuration
Context engine ID	Scanning engine to retrieve context-sensitive information from the target host
Context name	Scanning engine to retrieve context-sensitive information from the target host
Destination engine	Choose between Not specified, Boots and Time

Functions

Execution Logs

When a SNMP Report is open, at any time you can look at the bottom in the execution log window to see if the report has encountered a problem.

Execution Logs

Save

You can save the report or the execution log in a Text document to keep your information or to print it.

Save button

Refresh

The refresh button can be used to refresh your report or to generate a different report from the current one. You can change the Command and/or specify some OIDs.

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Refresh window

4.2.2.4.9 Terminal Server Console

Description

This entry is used to define and configure a 'Terminal Server Console' session.

Settings

Terminal Server

Option	Description
Host	Select the computer host that you want to connect on using the Terminal Server Console.
Auto refresh	Auto refresh the status of the computer host.

Usage

When you launch a terminal server console on a remote computer, you can perform several actions such as log off, shutdown or reboot.

Terminal Session

Option	Description
Log Off	Close the user session that is connected on the remote computer.
Shutdown	Shutdown the remote computer.
Reboot	Restart the remote computer.
Send Message	Send a message to the remote computer to advise the user who's working on it.
Refresh	Refresh the host computer information.

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4.2.2.4.10 SQL Server Management Studio

Description

This entry is used to define and configure a 'SQL Server Management Studio' session.

- Auto Login
- Built in
- Copy Password
- Credential Repository
- Embedded Mode
- Show Opened Session
- Support Logging
-
-

Settings

SQL Server Management Studio

4.2.2.4.11 Windows Explorer

Description

This entry is used to define and configure a 'Windows Explorer' session.

- Auto Login
- Copy Password
- Credential Repository
- Embedded Mode
- External Mode
- Multi Monitor Support

Settings

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4.3 Data

Description

Title	Description
Name	The name of the data entry that appears in the data entries list.
Group / folder	This is used to organize the data entry in different folders, either in the context menu or in the tree view. Learn more here.
Security Group	In the Enterprise edition, allows the Administrator to assign a security group to a data entry, and permit a subset of selected users to see this data entry.
Website	Url of the web page for this entry. Url will be used to navigate to the web site.
Machine name	Machine name
Employee	Employee name
More tab page	Contains the data entry description, the keyword entries and typing macro information. The data entry description can be in plain text, in rich text format, or a website link.
Information tab page	Contains different types of information related to the data entry, such as the machine specifications or some useful notes. Custom information can also be added.
Sub Connections tab page	Contains different types of entries or sessions that can be added to the data entry.
Advanced tab page	Contains more advanced settings related to the data entry.

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Data entry common settings

4.3.1 Overview

Description

Data entry types are used to store sensitive information like account information, serial numbers, credit card information into the data source.

Data entry

Refer to these topics for more information:

- Account
- Alarm Codes
- Bank Information
- Credit Card
- Email Account
- Note/Secure Note
- Other
- Passport
- Safety Deposit
- Software/Serial
- Wallet
- Web

4.3.2 Auto Fill

Description

Web browser auto fill via browser extension is available for Chrome, Firefox and Internet Explorer.

Installation

- Chrome Extension
- Firefox Extension
- IE Extension

Creating Data Entries/Sessions

Web & Account data entry types & Web Browser sessions support Auto Fill. They must how ever be configured to allow web browser extension links. The Url field must be the URL of the login page for the given page (Ex. http://login.live.com). You must also enable the **Enable web browser extension link** option.

Auto fill support

Troubleshoot

Data entries must be marked(checked) as "Enable web browser extension link" for auto fill feature to work.

If Remote Desktop Manager is configured with multiple data sources only the currently active data source will be queried.

When multiple data entries match the web site Remote Desktop Manager will prompt for you to select a specific data entry.

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Select specific data entry

4.3.2.1 Chrome Extension

Description

Remote Desktop Manager - Chrome Extension

Installation

1. Start Google Chrome web browser.

2. Go on Remote Desktop Manager Chrome extension to install the extension.

3. Click the **+ *Free*** button.

RDM for Chrome extension

4. Click ***Add*** to confirm the new extension.

Confirm New Extension

5. A window will appear at the top right to confirm that the installation was completed.

Installation confirmation

6. A Remote Desktop Manager icon will appear on the right corner of your browser. Click on the icon to connect Google Chrome with the application.

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RDM icon

7. Click on the ***Connect*** button.

Connect button

8. When the extension is properly installed, a confirmation box will appear.

RDMChrome

Usage

1. Open a web site that has been configured in Remote Desktop Manager.

2. Check the status of the extension

RDM extension

3. Right click in either the username or password field and select ***Fill User + Pass***.

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Fill User + Pass

Troubleshoot

If an error occurs the extension icon will show the error icon. Simply click on the icon for further information.

Sample Extension Error

4.3.2.2 Firefox Extension

Description

Remote Desktop Manager - Firefox Extension

Installation

1. Start Firefox.

2. Go here & download the .xpi file Remote Desktop Manager - Firefox Extension.

3. Click on ***OK*** to save the file.

RemoteDesktopManagerFirefox.xpi

4. Click on ***Tools -> Add-ons*** in Firefox and drag and drop the .xpi file in the window.

5. Click ***Install*** to confirm the installation of the Remote Desktop Manager - Firefox Extension.

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Firefox extension installation

6. Restart Firefox.

Restart Firefox

7. Click on ***Tools -> Add-ons*** in Firefox and validate that the Remote Desktop Manager - Firefox Extension has been installed.

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RDM extension management

Usage

1. Open Remote Desktop Manager if not already started.
2. Open a web site that has been configured in Remote Desktop Manager.
3. Right click in either the username or password field and select the fill option.

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Fill Username & Password

4. You will need to configure the Remote Desktop Manager for Firefox extension on first use.

Connect extension to RDM

5. Right click again.

6. Result.

Sample web site populated with Remote Desktop Manager auto fill feature

Troubleshoot

You may need to re-configure the Remote Desktop Manager for Firefox extension once in a while

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Re-connect Remote Desktop Manager extension

4.3.2.3 Internet Explorer Extension

Description

Remote Desktop Manager - Internet Explorer Extension

> Web browser auto fill is only available for Internet Explorer 8 or better.

Installation

1. Download (here) & install the Internet Explorer Extension.
2. Start Internet Explorer.
3. If prompted to enable, make sure to enable the add-on.

Remote Desktop Manager for IE

4. Restart Internet Explorer.

Usage

1. Open Remote Desktop Manager if not already started.

2. Open a web site that has been configured in Remote Desktop Manager, you should have the username & password automatically populated and both text boxes should now be light-blue.

Sample web site populated with Remote Desktop Manager auto fill feature

Troubleshoot

Double check that the add-on is in fact enabled. In Internet Explorer click on ***Tools -> Manage Add-ons***
.

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Enable/Disable Remote Desktop Manager for IE

4.3.3 Types

4.3.3.1 Account

Description

The Account data entry type is used for storing account information including user name, domain & password.

Settings

Account settings

Option	Secured	Description
User name		Username associated to the account.
Domain		Domain associated to the account.
Password	✔	Password associated to the account.
Enable web browser extension link		Data entry will be available for the auto fill feature.
Password only available to administrator		Must be administrator to be able to view/reveal password the password.
Advanced Settings		Manage web advanced settings such like username and password.

4.3.3.2 Alarm Codes

Description

The Alarm Codes data entry type is used for securely storing employee/alarm code pairings.

Settings

Alarm Codes settings

Option	Secured	Description
Employee		Enter employee name.
Alarm Code	✔	Enter the alarm code.
Is hidden		Is the alarm code hidden (secure). On export a hidden alarm code will be encrypted.
Employee code		Enter the employee code.
Note		Indicate a note on the alarm code.

4.3.3.3 Bank Information

Description

The Bank Information data entry is useful for storing sensitive banking information such as account number & PIN.

Settings

Bank Information settings

Option	Secured	Description
Bank name		Enter bank name.
Bank branch		Enter bank branch name.
Account type		Indicate the account type.
Account owner		Indicate the owner of the account.
Account number		Enter bank account number.
Routing number		Enter bank code.
PIN	✔	Enter bank account PIN number.
SWIFT		Enter SWIFT code if the bank is member of the SWIFT network.
Phone		Enter bank phone number.
Address		Enter bank address.

4.3.3.4 Credit Card

Description

The Credit Card data entry is useful for storing sensitive credit card information such as card number, PIN or CVC.

Settings

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Credit Card settings

Option	Secured	Description
Card owner		Credit card owner as it appears on the actual card.
Card type		Card type, choose from the list or type in the card type if it is not available in the list.
Card number	✔	Credit card number as it appears on the actual card.
Expiration	✔	Expiration date as it appears on the actual card.
Validation (CVC)	✔	The 3 or 4 digit security code as it appears on the back of the card.
PIN	✔	The PIN number for the card.
Password		Password associate with credit card.
Verified by		Online security requiring a password before every online purchase.
Secure code		3 digit security code as it appears on the back of the card.
Is hidden		Controls the security information for this card. If hidden is set all secured fields will be encrypted on export and hidden in view mode.

4.3.3.5 Email Account

Description

Securely store email account settings including POP3/IMAP/SMTP servers, user name & passwords.

Settings

General

Email General settings

Option	Secured	Description
Your name		Account name
Email		Email address
S/MIME		Does this email account require/use Secure/Multipurpose Internet Mail Extensions

POP3

Email POP3 settings

Option	Secured	Description
Host name		POP3 host name
Port		POP3 port, default 110
User name		POP3 user name

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Password	✔	POP3 password
SSL		POP3 requires SSL connection
Authentication		POP3 authentication mode

IMAP

Email IMAP settings

Option	Secured	Description
Host name		IMAP host name
Port		IMAP port, default 110
User name		IMAP user name
Password	✔	IMAP password
SSL		IMAP requires SSL connection
Authentication		IMAP authentication mode

SMTP

Email SMTP settings

Option	Secured	Description
Host name		SMTP host name
Port		SMTP port, default 110
My outgoing server (SMTP) requires authentication		Does the SMTP server require authentication
Use same settings as my incoming mail server		Use POP3 or IMAP settings for the outgoing server authentication
User name		SMTP user name
Password	✔	SMTP password
SSL		SMTP requires SSL connection
Authentication		SMTP authentication mode

4.3.3.6 Note/Secure Note

Description

Note data entry is a simple free form note allowing you to securely store any type of free from information.

Settings

Note/Secure note settings

Option	Secured	Description
Note	✔	Any free form RTF text
Is hidden		Controls the encryption of the note on export and view

4.3.3.7 Other

Description

The Other data entry type is used for securely storing name/value pairings of information.

Settings

Other settings

Option	Secured	Description
Name		Name of the settings
Value	✔	Value of the settings
Is hidden		Is the value hidden (secured). On export a hidden value will be encrypted

4.3.3.8 Passport

Description

The Passport data entry is useful for storing your passport information such as your passport number and its expiration date.

Settings

Passport settings

Option	Secured	Description
Last name		Last name on the passport
First / middle name		First / middle name on the passport
Gender		Male or Female
Passport number	✔	Passport number
Expiration		Expiration date on the passport
Country of issue		Country who issue the passport

4.3.3.9 Safety Deposit

Description

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The Safety Deposit data entry is used to store your safety deposit information.

Settings

Safety Deposit settings

Option	Secured	Description
Institution		Name of the institution
Address		Address of the institution
Customer Service Number		Customer service number
Box number		Personal Box number
Passcode	✔	Personal Passcode

4.3.3.10 Software/Serial

Description

Software/Serial is a data entry that provides the ability to store software serial number information. Including version, expiry date, name and license key.

Settings

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Software serial settings

Option	Secured	Description
Software		Software name
Version		Software version number
Licensed to		Name of person who register the license
Associated email		Email associate to the license
Purchase date		Purchase date of the license
Renewal date		Date to renew the license
Licenses		Single key or list of keys

4.3.3.11 Wallet

Description

The Wallet data entry is used to store your wallet information such as driver license or social security number.

Settings

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Wallet settings

Option	Description
Type	Select the type of wallet entry that you want between: • ***Driver license*** • ***Social security number*** • ***Membership***
Driver license	Enter the driver license
Social security number	Enter the social security number
Membership	Enter the membership

4.3.3.12 Web

Description

The Web data entry type is used for storing web site credential information including user name, & password.

Settings

Web settings

Option	Secured	Description
User name		The user name associated to the account
Domain		The domain associated to the account
Password	✔	The password associated to the account
Use credential repository		Use a credential repository to login
Password only available to administrator		Must be administrator to be able to view/reveal password the password
Enable web browser extension link		Data entry will be available for the auto fill feature

Templates

You can chose from over 55 pre-built templates to help eliminate guess work. For example:

- Facebook
- Hotmail
- LogMeIn
- Paypal
- Twitter

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Web site template list

4.4 Contact

Description

Contact entry types are used to manage your contacts in Remote Desktop Manager.

Settings

You can choose between 6 different types of contacts

	Contact type	Description
	Company	Used to define and configure a 'Company' contact.
	Customer	Used to define and configure a 'Customer' contact.
	Default	Used to define and configure a contact with no defined type. Use this type of entry if your contact does not fit in any other category.
	Employee	Used to define and configure a 'Employee' contact.

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	Family	Used to define and configure a 'Family' contact.
	Supplier	Used to define and configure a 'Supplier' contact.

Enter all the information related to a contact to create your entry.

Contact entry

View Map

Enter a complete address for a contact and the button will show you his location in Google Maps.

Email Contact

Enter a email address for a contact and click the button to send him directly a email.

Call (Skype)

Enter Skype username for a contact and click button to contact him via Skype directly.

Website

Enter a website for a contact and click button to open the contact website.

4.5 Documents

4.5.1 Certificate

Description

This entry is used to define and configure a 'Certificate' document entry.

Settings

Certificate document type

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

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4.5.2 Default

Description

This entry is used to define and configure a 'Default' document entry. Use this type whenever Remote Desktop Manager does not offer support for your specific file type.

Settings

Default document type

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

4.5.3 Image

Description

This entry is used to define and configure a 'Image' document entry. Image entry support the embedded mode.

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Settings

Image document type

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

4.5.4 Microsoft Office (Word, Excel, PowerPoint, Visio and OneNote)

Description

This entry is used to define and configure a 'Microsoft Office' document entry.
Word, Excel and PowerPoint support the embedded mode when both Remote Desktop Manager and MS Office are running using the 32 bit architecture.

Microsoft Office document types

- Word
- Excel
- PowerPoint

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- Visio
- OneNote'

Settings

Microsoft Office document type

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

4.5.5 PDF

Description

This entry is used to define and configure a 'PDF' document entry. PDF entries support the embedded mode.

Settings

General

PDF General tab

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

Other

Allows you to choose the PDF Viewer you want to use.

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PDF Other tab

Supported PDF Viewer

- Acrobat Reader
- PDF-XChange Viewer
- PDF-XChange Viewer Pro

4.5.6 Phonebook

Description

This entry is used to define and configure a 'Phonebook' document entry. It can be used for a VPN configuration.

Settings

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Phonebook document type

Link to file

Links to a file located on your PC or on your network.

Url

Open a file using a URL. You can also use your default Windows Credentials to open the file.

Stored in database

Select a file that will be stored in the database. Some data sources do not support this mode.

> If you update a document this will also save the new filename.

VPN with Phonebook

For more information on VPNs, refer to the VPN Overview topic.

4.5.7 Text

Description

This entry is used to define and configure a 'Text' document entry. We support the Rich Text format (RTF).

Settings

To configure a Text entry, you just need to type your text in the blank section.

Text document type

Preview text in description

Check this box if you want to display your text in the description field before opening your text file.

Preview text in description

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Description Field

Read Only

Check this box if you want to disallow the permission to edit your entry.

Read Only

4.6 Group/Folder

4.6.1 Overview

Description

Groups or folders are used to organize your entries in a logical way. It's possible to create an extensive hierarchy groups and sub groups, which Remote Desktop Manager will automatically sort alphabetically.

Groups can be created in two different ways:

- Via the session properties
- From the session tree view

You can assign a group type to simplify the organization or use variables (refer to the Variables topic for more info):

Group types

Creating Groups via the Entry Settings

Groups can be specified in the session properties. Simply fill this field with your desired group name, and Remote Desktop Manager will generate the corresponding tree structure. Use the backslash (\ ) to create a sub group.

Basic group structure

For example, "Office\Canada\Montreal" will create three nodes in the tree:

- Office
- Canada
- Montreal

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Modified group structure with a new node

Creating Groups from the Tree View

By right clicking the root node of a group or an existing session, a context menu appears allowing you to create a new group.

Add group from the session context menu

The "Add Group" dialog box will then prompt you to enter the name of the group, and choose its parent group.

Group edition dialog

Once a group is created, you can add a session by using the menu, or by dragging its node directly to the content of the group.

Multiple Groups

Add a entry in multiple groups by setting two or more destinations, which are separated by semicolons ";". You can also use the browse button (…) and select more than one group by holding the Ctrl key while clicking on the tree node.

Group/Folder Example

Shortcuts

To access your folder rapidly, you can create shortcuts on them. Please refer you to the Creating Shortcuts topic.

4.6.2 Types

4.6.2.1 Company

Description

This entry is used to organize a 'Company' group.

Settings

Company group tab

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

To access field from this group entry, you should use $COMPANY_ variables.
For more information, please consult the Variables topic.

4.6.2.2 Customer

Description

This entry is used to organize a 'Customer' group. Customer represent your client.

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Settings

Customer group tab

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $CUSTOMER_ variables.
> For more information, please consult the Variables topic.

4.6.2.3 Database

Description

This entry is used to organize a 'Database' group. The Database group provides a subset of the functionality offered by the Database session. See Database session for more information.

Settings

Database group tab

Enter the connection information if you wish the child entries to inherit from it. Press the ellipsis button to be able to select the data source and data provider. This will generate the connection string with the information you enter in the dialog.

> To access field from this group entry, you should use $DB_ variables.
> For more information, please consult the Variables topic.

4.6.2.4 Device

Description

This entry is used to organize a 'Device' group. A device group can be used for any types of devices such as a router, a switch or a firewall as example.

Settings

Device group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually.

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $COMPUTER_ variables.
> For more information, please consult the Variables topic.

4.6.2.5 Domain

Description

This entry is used to organize a 'Domain' group.

Settings

Domain Group Tab

Enter the domain name.

> To access field from this group entry, you should use $DOMAIN_ variables.
> For more information, please consult the Variables topic.

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4.6.2.6 Group/Folder

Description

This entry is used to organize the entries in a folder structure.

Settings

Group/Folder group tab

Enter the user name, domain and password for credentials that you wish to associate with that group.

If you wish for children entries to use the specified credentials, you need to set the ***Credentials*** setting to ***inherited*** in the session.

The folders in ***Credentials*** and ***Macros/Scripts/Tools*** must have children in order to appear.

If you type in a folder structure directly in an entry, "virtual" folders are created. You can edit those folders and transform them in "physical" folders.

4.6.2.7 Identity

Description

This entry is used to organize a 'Identity' group. Identity group is like a customer account that a customer gave you to access a certain session.

Settings

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Identity group tab

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $IDENTITY_ variables.
> For more information, please consult the Variables topic.

4.6.2.8 Printer

Description

This entry is used to organize a 'Printer' group.

Settings

Device group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually.

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $COMPUTER_ variables.
> For more information, please consult the Variables topic.

4.6.2.9 Server

Description

This entry is used to organize a 'Server' group.

Settings

Server group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually.

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $COMPUTER_ variables.
> For more information, please consult the Variables topic.

4.6.2.10 Site

Description

This entry is used to organize a 'Site' group. Site can be used used to specify a building, floor or department.

Settings

Site group tab

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $SITE_ variables.
> For more information, please consult the Variables topic.

4.6.2.11 Workstation

Description

This entry is used to organize a 'Workstation' group.

Settings

Workstation group tab

Use the ellipsis button to select from a list of discoverable computers or enter the name or IP address manually.

Enter the user name, domain and password.

If you wish for children entries to inherit them, you need to specify the ***inherited*** credentials setting in the session.

> To access field from this group entry, you should use $COMPUTER_ variables.
> For more information, please consult the Variables topic.

4.7 Credentials

4.7.1 Overview

Description

The credential repository is available in the Enterprise edition and allows you to set multiple sessions to use a specific set of credentials. This simplifies management by allowing you to maintain a single entry.

To create a credential entry, use the session's context menu and select ***Add -> Add Credential Entry***.

Settings

The ***Credentials*** branch is visible in the tree view under the session list by default (if the ***Merge credentials list with sessions*** option is not enabled in File -> Options -> User Interface -> Tree View).

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Credentials node from the tree view

Currently, the credential repository is available for the ***Sessions*** and ***VPN*** entry types. You can configure it to prompt you to select a set of credentials, which allows you to use multiple credentials for the same host.

Credential Entry dialog

There are multiple types of credentials, some of which require an external application. See the next topics for more details:

- Credential Redirection

- Firefox Password Manager
- Google Password Manager
- 1Password
- Apple Keychain
- Connection String
- KeePass
- LastPass
- Password Safe
- Password Vault Manager
- Passwordstate
- Pleasant Password Server
- Private Key
- Secret Server
- Username/Password
- Windows Credential Manager

4.7.2 Dynamic Credential Linking

Description

You can create a single credential entry for each external system below and use this credential in any entry type.

External Credentials System

- 1Password
- KeePass
- LastPass
- Password Safe
- PasswordState
- Secret Server
- Password Vault Manager

> A dynamic credentials link can also be applied to a Group/Folder or a VPN entry type if desired.

Settings

1. Create a credential entry and check "Always prompt with list"

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1Password settings

2. In a session definition, you must choose “Credential Repository” and then your credential entry created in the previous step. Notice that a new action appears just below the credential selection drop down.

Select from list

3. Select a credential in our standard dialog box

Credential Selection Dialog box

4. The link will change to the name of the credential

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Name of the credential

4.7.3 Types

4.7.3.1 Credential Redirection

Description

Some tools do not provide an Application Programming Interface to interact with them, or even support command line parameters. 1Password, Firefox Passsword Manager, Google Password Manager and LastPass are such tools.

In order to be able to leave all credentials in your platform of choice, and yet be able to use Remote Desktop Manager for your day to day operations, we've implemented a mechanism to request the credentials from your chosen credential repository, then redirect them to the resource you want to connect to.

This is achieved by running a local-access only applicative web server, then displaying a page that will allow you to store the credentials in your credential repository. Remote Desktop Manager will act to redirect the credentials from your chosen repository to the remote resource.

Pre-requisites

- Your tool of choice must be installed and work properly with the related browser extension
- The browser extension for your credential repository must be installed and enabled. Follow your repository documentation for details (see below for the URLs that are currently valid.

Procedure

There are three sections. First you create the credential entry in your repository, second you use a link to these credentials in a Remote Desktop Manager entry, and last you launch the session and use your provider to fill in the credentials.

We will use 1Password in our example, but the steps are the same for Lastpass.

> Your chosen tool may require to be unlocked once or multiple times depending on your configuration. These steps are not covered by this guide as it may change for each installation.

Creating the credential entry

- Create a new entry of the *1Password (Credentials)* type.
- Give it a name.
- Enter a label in the *Name ID* field. This must be unique within your 1Password repository. It will be used to identify the credentials and will be exposed as a subdirectory of the URL used to intercept the credentials.

- Optionally select a specific browser, or use the default one.
- Press the Enter Credentials button. This will launch the following sequence of events
  - Remote Desktop Manager displays the following dialog

  - The chosen browser is launched for a URL that looks like http://127.0.0.1:9999/david@windjammer/login.aspx. Notice the middle part is the *Name ID* entered previously
  - Enter your credentials to save in the browser

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- Depending on the configuration of your provider, you have to press a keyboard combination, or press on a button for the tool to save the credentials. Please refer to the documentation of your tool for more information.
- In your tool Save dialog, we recommend you give it the same name as the *Name ID* you entered previously

- In the web browser, press the submit button. This will close the browser after a delay.
- In Remote Desktop Manager, save your credential entry
- Using your password provider, confirm that the credentials are saved.

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Creating a session using the credential entry

- Create a new entry, we will use a RDP session for the example.
- Give it a name
- For *Credentials*, select *Credential repository*, then your newly created credential entry

- Specify the computer name or IP
- Save your session

Using the session

- Select your session then launch it. This will initiate the following sequence of events
  - Remote Desktop Manager will display this informative dialog

- The chosen browser is launched for the URL associated to the session
- Depending on your configuration, the credentials are entered automatically, or you have to press a key combination to initiate your tool. Please refer to the documentation of your tool for more information.

- In the web browser, press submit. The page will be closed after a delay
- The RDP session is launched and authentication is successful

See also

Lastpass downloads: https://lastpass.com/misc_download.php
1Password instructions: http://support.agilebits.com/kb/browser-extensions/how-to-install-and-update-the-browser-extensions

4.7.3.1.1 Firefox Passw ord Manager

Description

This entry is used to define and configure a 'Firefox Password Manager' credential entry. Use the credential from Firefox by creating an internal web server in Remote Desktop Manager to retrieve the information.

Settings

Firefox Password Manager

Please refer to Credential Redirection for full instructions.

4.7.3.1.2 Google Password Manager

Description

This entry is used to define and configure a 'Google Chrome Passwords' credential entry. Use the credential from Google Chrome by creating an internal web server in Remote Desktop Manager to retrieve the information.

Settings

Google Password Manager

Please refer to Credential Redirection for full instructions.

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4.7.3.2 1Password

Description

This entry is used to define and configure a '1Password' credential entry.

Integrated Mode

The integrated mode allows you to determine which database, password and credential you want to use in your 1Password entry.

1Password

Option	Description
Database	Complete path to access 1Password database.
Password	Enter the password to connect on 1Password database.
Always prompt for password	Always ask for password when connecting to 1Password.
Always prompt with list	Always prompt with the list of credentials when connecting.
Title	Credential selected in your database.
Uuid	Universal Unique Identifier.

Credential Redirection Mode

Please refer to Credential Redirection for full instructions.

Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

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4.7.3.3 Apple Keychain

Description

This entry is used to define and configure a 'Apple Keychain' credential entry.

Settings

Apple Keychain

Option	Description
Entry	Enter the name of the Keychain entry.

4.7.3.4 Connection String

Description

This entry is used to define and configure a 'Connection String' credential entry. Connection string credential entries are exactly the same as a Database Group with the exception that they are not limited by the inheritance hierarchy of groups & sessions. See Database session for more information.

Settings

Connection String

Option	Description
Data source	Contains the data source type like ODBC, OLEDB or native. This value is read only and it's extracted from the connection string.
Data provider	Specify the provider used for the database access. This value is read only and it's extracted from the connection string.
Connection string	This value contains the database connection string and it can be hidden/ encrypted for a better security.
Host	Connection server name.
Username	Username to connect on server.
Password	Password to connect on server.

4.7.3.5 KeePass

Description

This entry is used to define and configure a 'KeePass' credential entry. Use a KeePass plugin to send the credential to Remote Desktop Manager. The KeePass application must be running, and the database must be opened.

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Consult KeePass Plugin topic for the installation steps of the KeePass Plugin extension.

KeePass 1.X is not supported.

Settings

KeePass

Option	Description
Database	The default KeePass database is selected by Remote Desktop Manager.
Set database path manually	This option need to be check if you want to manually indicate the location of your database.
Always prompt with list	Always prompt with the list of credentials when connecting.
Uuid	Universal Unique IDentifier of the entry in the database.
Name	Name of the entry in the database.
Install Plug-in	Install the KeePass Plug-in on your computer.
More information (installation and	Provide information on the KeePass Plug-in.

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required settings)	
Allow view credentials action	Allows you to view the credentials action.

See topic Dynamic Credential for more information on Dynamic Credential Linking.

4.7.3.6 LastPass

Description

This entry is used to define and configure a 'LastPass' credential entry.

LastPass offers different features per subscription plans. Remote Desktop Manager supports certain features of each plans:

Standard: 2-Factor Authentication (Google Authenticator) and Secure Notes. The ones that contain both a UserName and Password are displayed in Remote Desktop Manager (Server, Email account, Database, Instant Messenger).

Premium: 2-Factor Authentication (YubiKey), please see LastPass Yubikey and mobile access section below

Enterprise: Shared Folders

Integrated Mode

The integrated mode allows you to determine which Account name, password and credential you want to use in your LastPass entry.

LastPass

Option	Description
Account name	LastPass account name (Email address).

Password	Password to access the LastPass account.
Always prompt for password	Always ask for password when connecting to LastPass.
Two factor	select the 2-Factor Authentication for the LastPass account. Select between: • ***None*** • ***Google Authenticator*** • ***Yubikey*** (please see LastPass Yubikey and mobile access section below)
Always prompt with list	Always prompt with the list of credentials accessible from LastPass.
Title	Use the ellipsis to select the credential in your LastPass database, its title will be displayed when there is a selection.

LastPass YubiKey and mobile access

Remote Desktop Manager uses the mobile interface of LastPass to perform its integration.

Within the LastPass options for YubiKey, one may be confusing but may have an impact on the perceived security of your account. If you decide to turn on the ***Permit Mobile Device Access*** setting, the YubiKey code is not required when you go through the mobile interface (https://lastpass.com/mobile) , this means that only your master password is needed, which in fact removes the benefits of two-factor authentication.
Remote Desktop Manager has not means to detect what options are enabled in your LastPass account, therefore it will prompt you for the YubiKey code which may lead you to think that it is validated, but it is simply ignored by LastPass' services. If you must enable ***Permit Mobile Device Access*** for any reason, you should set the two factor mode to ***None*** for your entries just as a clear indication that the YubiKey code is not required.

LastPass has a security feature to ***Restrict Mobile Devices*** that are using the mobile interface, we recommend strongly that you turn on the restrictive mode and authorize devices on a case by case basis. We have added the required features to identify your Remote Desktop Manager instance as a mobile device.

Please consult current LastPass documentation for the concepts presented above.

Credential Redirection Mode

Please refer to Credential Redirection for full instructions.

Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

4.7.3.7 Password Manager Pro

Description

This entry is used to define and configure a 'Password Manager Pro' credential entry.

Consult the How-to Configure Password Manager Pro in Remote Desktop Manager topic prior to the creation of an Password Manager Pro credential entry.

Settings

Password Manager Pro

Option	Description
Service URL	Enter the IP Address to connect to Password Manager Pro (ex: https://192.168.0.1).
Port	Enter the port to connect to Password Manager Pro. The default port is 7272.
Open website	Click Open website if you want to test the connection to Password Manager Pro.
Username	Select the username that has been created in My Account Settings.
Resource	Select the resource that you want to use.
Account	Select the account that you want to use.
Always prompt with list	Always prompt with the list of credentials when connecting.

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4.7.3.8 Password Safe

Description

This entry is used to define and configure a 'Password Safe' credential entry.

Settings

Password Safe

Option	Description
Database	Select the Password Safe database to use.
Group	Select the entry that you want to use in the database.
Title	Display the entry name that you have selected in the database.
Always prompt with list	Always prompt with the list of credentials when connecting.
More information	Provide more information on Password Safe company.

Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

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4.7.3.9 Password Vault Manager

Description

This entry is used to define and configure a 'Password Vault Manager' credential entry.

Settings

Password Vault Manager

Option	Description
Uuid	Universally Unique Identifier
Name	Name of the entry selected in PVM.
Auto close PVM if not opened	Close PVM if not opened.
Always prompt with list	Always prompt with credential list when connecting.

Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

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4.7.3.10 Passwordstate

Description

This entry is used to define and configure a 'Passwordstate' credential entry.

Settings

Password State

Option	Description
Service URL	Enter your Passwordstate website address.
Port	Indicate the port to connect on your Passwordstate website.
Open Website	Open your Passwordstate website.
API Key	The API Key can be one which is associated with a single Password List, or you can use the System Wide API Key to return all Password Lists.
API Key Help	Access the API Key help.
Always prompt with list	Always prompt with the list of credentials when connecting.
Password List	Select the appropriate password list.
Password	Select the appropriate password in the password list.
Validate	Validate if the connection to Passwordstate is properly configure.

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Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

4.7.3.11 Pleasant Password Server

Description

This entry is used to define and configure a 'Pleasant Password Server' credential entry.

Settings

Pleasant Password Server

Option	Description
Service URL	Enter the URL to connect on Pleasant Password Server.
Use "My Account Settings"	Use the username and password configure in My Account Settings to connect.
Username	Enter the username to connect on Pleasant Password Server.
Password	Enter the username to connect on Pleasant Password Server.
Always prompt with list	Always prompt with the list of credentials when connecting.
Credential	Credential selected in the database.

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4.7.3.12 Private Key

Description

This entry is used to define and configure a 'Private Key' credential entry.

Settings

Private Key

Option	Description
Private key type	Select the private key type to use. Select between: • ***No private key: No private key will be sent.*** • ***File: Allows you to select a key file to submit as credentials.*** • ***Data: Allows you to specify the textual data of the key. This results in the key being stored within the entry itself and eases distribution.***
Passphrase	Enter the passphrase to connect.
Prompt for passphrase	Always ask for passphrase when connecting.
File	Select the proper file key.
Private Key	Indicate the specific textual data of the key.

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4.7.3.13 Secret Server

Description

This entry is used to define and configure a 'Secret Server' credential entry.

> Integration with Secret Server requires its Web Services feature to be enabled. Please refer to the Secret Server documentation for details.

Settings

Secret Server

Authentication

As can be seen in the settings screen, there is no field to hold the password to Secret Server. When it is required to connect to Secret Server, the following dialog will appear to prompt you for the credentials.

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The password is cached in memory for the current session only.

General

Name	Description
Service URL	The URL of the Secret Server web services endpoint. Please see note below.
Organization	Required by Secret Server when using the online edition.
Domain	Required when Secret Server is configured for domain authentication.
Use "My Account Settings"	Use the username configure in My Account Settings to connect.
User name	User name for Secret Server, you will be prompted for the password when it is required.

Credential Selection

Name	Description
Standard Method	Allows you to select a secret from Secret Server that will be obtained dynamically upon usage.
Template	Clicking on the ellipsis button will display a list of secrets that you have access to. This control displays the name of the template for the selected secret.
Name	Clicking on the ellipsis button will display a list of secrets that you have access to. This control displays the name of the selected secret.
Test Settings	Allows you to test if the selected secret is accessible with your credentials
By secret name method	Allows you to select the secret to use by using its name.
Secret name	Partial or full name of the secret to use. Variables can be used, which means you could set up a naming structure for your secrets that would match the structure you used for your sessions.
Always prompt with list	Will prompt you with the secret list upon every use.

Notes

Secret Server Service URL

Secret server supports Windows Authentication depending on the version being used and the web server that hosts the application. The Service URL in that case would use the following form: <Secret Server URL>/winauthwebservices/sswinauthwebservice.asmx, please refer to the documentation of your edition of Secret Server to see if it is supported, and for how to enable it.

As soon as we detect that the endpoint being used is for Windows Authentication, it will be used seamlessly

Here is a procedure to obtain the proper service URL

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1. Log on the Secret Server web site of your local installation
2. Go in the administration -> Configuration section
3. Locate the View Webservices hyperlink
4. Right-click and copy the hyperlink
5. Paste the value in the Service URL field

Secret Server Genera Configuration tab

Username

Variables are supported in the user name field. If the names are similar across your domain and Secret Server you could do one of the following:

- %username%@%userdomain%, this uses windows environment variables that hold your identity
- %username%@somedomain.com, mix of environment and plain text

Dynamic Credential Linking

Please refer to Dynamic Credential for more information.

4.7.3.14 Username/Password

Description

This entry is used to define and configure a 'Username/Password' credential entry. Provide the username, domain and password to save the credential. This is the default credential type.

Settings

Username/Password

Option	Description
Username	Enter the username to connect.
Domain	Enter the domain to connect.
Always ask for password	Always ask for password when connecting.
Password	Enter the password to connect.

4.7.3.15 Windows Credential Manager

Description

This entry is used to define and configure a 'Windows Credential Manager' credential entry. Use an existing credential entry from the Windows Credential Manager (also called Windows vault).

Settings

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Windows Credential Manager

4.8 Synchronizer

Description

The synchronizers are a category of entries that can maintain Remote Desktop Manager in sync with a external data source. Typically, it will create sessions from what exists in the external data source.

The current version has two synchronizers:

1. ***Active Directory*** Synchronizer: create sessions from a whole domain or a specific ***OU*** container.
2. ***Comma-Separated Values*** Synchronizer: create sessions read from a csv file. That csv file is often generated by

Please consult these topics for details on each one.

Active Directory
Comma Separated Values

4.8.1 Active Directory

Description

The Active Directory Synchronizer will create sessions for computers located in your Active Directory structure.

4.8.1.1 Active Directory Sample Structure

Description

Here is the sample structure used in the Active Directory topic.

To create OU containers, you may have to change a policy, search on Microsoft's site for information applicable to the operating system of your domain controller.

Some AD structures use Advanced features of the mmc snapin, you must enable the ***Advanced Features*** toggle in the View menu.

Sample structure

4.8.2 Comma Separated Values

Description

TBD

4.9 VPN

4.9.1 Overview

Description

VPN entry is used to configure a VPN session who can be share through multiple entries.

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New VPN entry dialog

Consult topics below for more information on Remote Desktop Manager native VPN.

- Cisco VPN
- Microsoft VPN
- SonicWall VPN
- TheGreenBow

Multiple VPN Add-ons can be install in Remote Desktop Manager through the Add-on Manager.

For more information on how to manage VPN, please consult VPN Management topic.

4.9.2 Types

4.9.2.1 Cisco VPN

Description

This entry is used to define and configure a 'PDF' document entry. PDF entries support the embedded mode.

Settings

Cisco VPN

Option	Description
Profile	Select a Cisco profile from in the Cisco client directory. Only the profiles available in the Cisco folder can be used.
User name	Username to connect on the Cisco VPN.
Password	Password to connect on the Cisco VPN.
Always prompt for password	Indicate to not store the password and always prompt for it when connecting to the VPN.
No certificate password	Indicate the there is not certificate password.

Consult topic VPN Overview for more information on VPN Management.

4.9.2.2 Microsoft VPN

Description

This entry is used to define and configure a "Microsoft VPN" session. It integrates rasdial.exe and rasphone.exe

Settings

Microsoft VPN

Option	Description
VPN name	Name of the VPN.
Show console error	Display the console errors or messages during the connection. Use this setting to diagnose if any connection problem appears. The application will capture the command line trace and it will display the result.
Ignore error code	This will ignore the error code and allow you to continue. It will flag the VPN connection as failed.
User name	Username to connect on the Microsoft VPN.
Password	Password to connect on the Microsoft VPN.
Domain	Domain to connect on the Microsoft VPN.
Use rasphone (Connection Manager Administration Kit)	Used to open a VPN created with the Connection Manager Administration Kit or when you need to force the rasphone usage.
Default Phonebook	Use the default Phonebook on the computer usually located in %userprofile% \AppData\Roaming\Microsoft\Network\Connections\Pbk\rasphone.pbk
RAS phone number	Enter the remote access service phone number
Phone book	Select a phone book file to use for the connection. Specify a local file or network file to share it.

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Embedded Phone book	Embed the phonebook directly in the session to make it more portable. Please note that if you use the same phonebook for multiple VPN it's better to create a Phone Book Document to reduce the size of the database.
Phonebook document	Select a Phone Book Document entry from the list populated by the application.

Consult topic VPN Overview for more information on VPN Management.

4.9.2.3 SonicWall VPN

Description

This entry is used to define and configure a "SonicWall VPN" session with the SonicWall Global client. Use the SonicWall NetExtender add-on to use if with a SonicWall NetExtender VPN.

Settings

SonicWall VPN

Option	Description
Name	Enter the name of the connection. This must match an existing SonicWall profile.

User name	User name to connect on the SonicWall VPN.
Password	Password to connect on the SonicWall VPN.
Wait time	Enter a wait time between the attempt to open the VPN and the attempt to perform further action. Increase it if your VPN takes a long time to complete the connection process.

Consult topic VPN Overview for more information on VPN Management.

4.9.2.4 TheGreenBow

Description

This entry is used to define and configure a "TheGreenBow IPSEC VPN Client" session.

Settings

TheGreenBow

Option	Description
Existing session	Use a existing The Green Bow VPN Session.
Import session	Select the session to import inside the .tgb file.
Filename	Select the .tgb file to import in the application.

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Import password	Enter the password that was set in your export file from The Green Bow VPN Client.

Consult topic VPN Overview for more information on VPN Management.

4.10 Macros/Scripts/Tools

4.10.1 Overview

Description

The session script tools can be either a script, a command line, or a helper applicable to a selected session. Each can be configured and shared in the data source.

They are listed in the dashboard under the ***Macros/Scripts/Tools*** section or in the context menu under ***Macros/Scripts/Tools***.

Session tools are commonly used to retrieve an information, perform some action, change an item, or change a configuration on the session host.

> The Session Variables can be used as parameters for the Macro/Script/Tool.

Macro/Script/Tool Manager

Please consult Macros/Scripts/Tools Manager topic for more information.

Consult topics below for more details:

- AutoHotKey
- AutoIt
- Command Line
- Database Query
- Jitbit Macro Recorder
- Macro
- PowerShell (Local)
- PowerShell (Remote)
- PSExec
- Template
- VBScript
- WASP PowerShell
- WMI

4.10.2 Types

4.10.2.1 AutoHotKey

Description

This entry is used to integrate AutoHotKey freeware tool. It is used for automation, Hotkeys and scripting.

Settings

AutoHotKey entry configuration

Command file mode

The default mode is to run command files. Simply press the button to select your file.

The rest of the settings are as follows:

Properties	
Launch unconditionally	This is sometimes required because some hooks are not installed to preserve memory. Please consult the AutoHotKey manual.
Restart	Restarts the script if it is currently running.
Errors to StdOut	Errors messages are redirected to the standard output instead of displaying dialog.
Arguments	Parameters to send to your AutoHotKey script.
Working directory	Choose to run from the default working directory of AutoHotKey, or specify the working directory.
Wait for application to exit	Runs the script synchronously, this means that the RDM process will wait for the script to return before resuming execution. This will cause RDM to be unresponsive while the script runs.
Run as administrator	Elevates the process to run as an administrator.
Run in 64 Bits mode	Runs by using the 64 bit architecture.

Embedded script mode

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Choosing the Embedded Script radio button toggles the interface as follows.

Embedded script mode

Prerequisites

Local installation of AutoHotKey.

4.10.2.2 AutoIt

Description

This entry is used to integrate a 'AutoIt' macro/script/tool.

Settings

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4.10.2.3 Command Line

Description

This entry is used to integrate the Windows command line. It will execute a command on the local machine.

Settings

Command line entry configuration

Option	Description
Run	Indicates the command to be execute.
Assign file icon to session	Will associate the icon of the program to the session.
Working directory	Choose to run from the system default working directory, or specify the working directory.
Wait for application to exit	Runs the script synchronously, this means that the Remote Desktop Manager process will wait for the script to return before resuming execution. This will cause Remote Desktop Manager to be unresponsive while the script runs.
Open embedded/tabbed	Displays the command window in a tab within the application.
Run as administrator	Elevates the process to run as an administrator.
Run in 64 Bits mode	Runs by using the 64 bit architecture.
Run as different user	Run the process as a different user.
Shell execute	Uses the shell execute mode. Please refer to the Windows documentation.

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4.10.2.4 Database Query

Description

This entry is used to integrate a 'Database Query' macro/script/tool.

Settings

4.10.2.5 Jitbit Macro Recorder

Description

This entry is used to integrate a 'Jitbit Macro Recorder' macro/script/tool.

Settings

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4.10.2.6 Macro

Description

This entry is used to integrate a built-in macro.It uses the same keys/commands supported in Auto Typing Macro

Settings

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4.10.2.7 PowerShell (Local)

Description

This entry is used to integrate a 'PowerShell (Local)' session/script/tool.

Settings

PowerShell (Local)

Option	Description
Command Line	Enter the PowerShell command.
Assign file icon to session	Assign the file icon in the address bar of the session.
Working directory	Working directory to set for the script execution.
Wait for application to exit (Remote Desktop Manager will be unavailable)	Executes the script while the application waits for completion. Is it a synchronous operation therefore it will be unresponsive while the script runs.
Open embedded/tabbed	Open the PowerShell macro embedded.
Run as administrator	Run PowerShell macro as a administrator.
Resize window	Force window resize (buffer & window).
Run in 64 bits mode	Run CmdLet in 64 bits version.
Run as different user	Run the PowerShell macro as a different user.
Load RDM CmdLet	Load CmdLet Snap-in in the PowerShell session.
No exit	Leaves the PowerShell window open after the script has completed.
Debug	Show debug

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We suggest to use either relative paths or in general paths ***without spaces*** or use the PowerShell Session to execute a script with parameters. Here some examples:

- Macro that can use Session Variables:
.\Data\ConnectAfterReboot.ps1 -strHost $HOST$ -OpenRDMSession

- Session that can specify a filename and arguments:
.\data\New-RDM-Data.ps1
-AddNewOnly

4.10.2.8 PowerShell (Remote)

Description

This entry is used to integrate a 'PowerShell (Remote)' session/script/tool. It will execute a PowerShell command on the remote machine.

Settings

PowerShell (Remote)

Option	Description
Command Line	Enter the Powershell command.
Assign file icon to session	Assign the file icon in the address bar of the session.
Working directory	Working directory to set for the script execution.
Wait for application to exit (Remote Desktop Manager will be unavailable)	Executes the script while the application waits for completion. Is it a synchronous operation therefore it will be unresponsive while the script runs.
Open embedded/tabbed	Open the PowerShell macro embedded.

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Run as administrator	Run Powershell macro as a administrator.
Resize window	Force window resize (buffer & window).
Run in 64 bits mode	Run RDM CmdLet in 64 bits version.
Run as different user	Run the PowerShell macro as a different user.
Load RDM CmdLet	Load RDM CmdLet Snap-in in the PowerShell session.
No exit	Leaves the PowerShell window open after the script has completed.
Debug	Show debug

4.10.2.9 PSExec

Description

This entry is used to integrate a 'PSExec' macro/script/tool. A PS Exec command is sent to the remote machine. You can get more information from the Microsoft website here.

Settings

4.10.2.10 Template

Description

This entry is used to apply an existing template to an entry. By configuring a specific template, it's possible to open a session with a completely different connection type. The original parameters will be merged with the one from the specified template.

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Settings

4.10.2.11 VBScript

Description

This entry is used to integrate a 'VBScript' macro/script/tool.

Settings

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4.10.2.12 WASP PowerShell

Description

This entry is used to integrate a 'WASP PowerShell' macro/script/tool.

Settings

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4.10.2.13 WMI

Description

This entry is used to integrate a 'WMI' session/script/tool.

Settings

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Data Sources

Part V

5 Data Sources

5.1 Overview

Description

The data source is at the heart of Remote Desktop Manager, it is the container that holds all entries.

Settings

The data source can be a file or database and you can use multiple data sources at the same time as seen below. It needs to be configured on all the workstations.

Data source configurations

Multiple Data Sources

You can configure multiple data sources within the application. These data sources can be of mixed types but there is only one active at a time.

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It is possible to switch from one data source to another via the data source combo box.

Choose your current data source

Default Data Source

You may assign a default data source in the data source dialog. The default data source will be open when Remote Desktop Manager starts. This option is disabled if you activate the remember last data source settings. See the other section for more details.

Default data source

Re-open Last Data Source at Startup

Instead of selecting a default data source, you can check ***Remember and automatically open last used data source on startup*** and the last data source you used will open at startup. This is the default setting for the new application installation.

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Remember and automatically open last used data source on startup

Data Source Settings

The Advanced Data Source can contains some specific settings or global policies. Those settings are saved directly in the database. See Data Source Settings topic for more information.

5.1.1 Data Source Types

Description

Remote Desktop Manager supports multiple types of data source. To start, decide which data source you'll be using.

If you're running the Standard edition, you'll be running from the local data source which is a SQLite database by default.

Data Source Types

Name	Description	Pros and cons
Remote Desktop Manager Online	Remote Desktop Manager connects to Devolutions' online repository. For more information, please consult Remote Desktop Manager Online (RDMO) topic.	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, Offline Mode and security management Cons: • Not hosted internally • This will not be free permanently
SQLite	Remote Desktop Manager uses a SQLite database to store session information. For more information, please consult SQLite topic.	Pros: • Quick • Reliable • The database is free • Supports all features, such as attachments, connection log, Offline Mode and security management Cons: • SQLite needs to be installed
XML file storage	Remote Desktop Manager saves the settings directly in a file with the XML format. For more information, please consult XML topic.	Pros: • Easy backup • Can be edited manually or by an external system • Nothing to install Cons: • No possibility of sharing • No security management • There is a possibility for conflict or

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		data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Amazon S3 storage	Remote Desktop Manager saves the settings in a file located in an Amazon S3 bucket. Amazon S3 is a storage service for the Internet. It's designed to make cloud computing accessible to everyone. Amazon S3 provides a simple web services interface that can be used to store and retrieve any amount of data, at any time, from anywhere on the web. Remote Desktop Manager uses its API to persist your session settings. More details on cloud computing and Amazon S3 can be found at: http://aws.amazon.com/s3/ For more information, please consult Amazon S3 topic.	Pros: • Can be shared in read-only mode • Backups (by Amazon) are automatic Cons: • You must have an Amazon account and pay storage and transfer fees, although most would agree they are minimal. • No security management • There is a possibility of conflicts or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Dropbox	Remote Desktop Manager uses the Dropbox API to retrieve the XML file from the configured repository. For more information, please consult Dropbox topic.	Pros: • Can be shared in read-only mode • Backups (by Dropbox) are automatic • Storage infrastructure is free (if within your free storage quota) Cons: • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
FTP	Remote Desktop Manager uses an FTP connection to retrieve the XML file. For more information, please consult FTP topic.	Pros: • Can be shared in read-only mode • Easy to deploy online Cons: • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
MariaDB	Remote Desktop Manager uses MariaDB as a drop-in replacement for MySQL.	Pros: • Quick

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	For more information, please consult MariaDB topic.	• Reliable • The database is free and can be installed on Linux • Supports all features, such as attachments, connection log, Offline Mode and security management Cons: • MySQL needs to be installed
Microsoft Access	Remote Desktop Manager saves the settings in a Microsoft Access database on the local machine, or on a network share. Microsoft Access is a pseudo relational database management system from Microsoft, which combines the relational Microsoft Jet Database Engine with a graphical user interface and software development tools. For more information, please consult Microsoft Access topic.	Pros: • Easy setup • Can be shared • Easy backup Cons: • Slower than SQL Server • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Microsoft SQL Server/ SQL Azure	Remote Desktop Manager uses the power of SQL Server to save and manage all sessions. This is the recommended data source for a multi-user environment. For more information, please consult SQL Server/SQL Azure (MSSQL) topic.	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, Offline Mode and security management • SQL Server Express is free Cons: • SQL Server must be installed
MySQL	Remote Desktop Manager uses a mySQL database to store session information. For more information, please consult MySQL topic.	Pros: • Quick • Reliable • The database is free and can be installed on Linux • Supports all features, such as attachments, connection log, Offline Mode and security management Cons: • MySQL needs to be installed
Remote Desktop Manager Server	Remote Desktop Manager uses Remote Desktop Manager Server to store session information. For more information, please consult Remote Desktop Manager Server (RDMS)	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, Offline

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	topic.	Mode and security management • SQL Server Express is free • Active Directory integration Cons: •
SFTP	Remote Desktop Manager uses a Secure FTP connection to retrieve the XML file. For more information, please consult SFTP topic.	Pros: • Can be shared in read-only mode • Easy to deploy online Cons: • No security management • There is a possibility for conflict or data corruption to occur • Doesn't support all features, such as attachments, connection logs and security access
Web	Remote Desktop Manager uses a Web connection to retrieve the XML file. For more information, please consult Web topic.	Pros: • Easy backup • Can be edited manually or by an external system • Nothing to install Cons: • No possibility for sharing • Read-only • Doesn't support all features, such as attachments, connection logs and security access

Data Source Types

5.1.2 Import/Export Data Source

Description

You can simplify the deployment for multiple users by exporting and importing the data source configuration. The generated file will have a .rdd extension and will contains all the information to recreate the configuration. Please note that the .rdd file does not include the database content. Only the configuration is exported. Use the other Export functionalities to backup or copy the database content.

Use the data source dialog (**File->Data Sources...**) to access the import or export of the file.

Data source dialog

A locked data source can be exported and imported, but its content will not be accessible for use unless a password is entered when the data source is selected. See Lock Data Source for more information.

5.1.3 Lock Data Source

Lock Data Source

To protect sensitive data in your data source configuration (e.g. server URL or credentials), you may wish to lock the data source configuration before you install it for your users. You can do it by using the Lock/Unlock button from the toolbar.

Settings

Lock data source toolbar

The locked data source will required a password. The password must be specify when the lock is applied. Use the same password to unlock it or to modify the data source configuration.

Lock data source dialog

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There is **NO way** of unlocking the data source if the password is lost or forgotten. In such an event, you will need to configure a new data source. However the content of the database will not be lost.

5.1.4 Caching

Description

The caching mode will determine how the client will re-load entries when changes are detected. On large data sources caching is a must and will increase performance significantly.

This feature is only available when using an Advanced Data Source.

If you feel the cache is outdated, press CTRL while you click on refresh, this will force reading from the database to recreate the cache.

Settings

Modes

Data source configuration - Caching mode

Option	Description
Disabled	No client caching.
Simple	Simple caching is the legacy caching mode. Performance may suffer when connected to data sources containing many sessions. On a modification of data within a data source the server cache token is changed. When Remote Desktop Manager performs a refresh it will compare it's local cache token with the data source token. In the case where has changed the entire data source is reloaded.
Intelligent	Intelligent cache has the ability to handle many more sessions without experiencing performance degradation. In the case of intelligent cache each modification performs a token update on the server. When Remote Desktop Manager performs a refresh action it will query the data source for any changes (delta) of changes to be applied client side since it last checked the data source. The delta of the changes is then sent to the application and applied locally.

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	When first opening the data source Remote Desktop Manager will loaded the session from the offline file then refresh to get the up-to date information.

Storage

The client cache is persisted to disk in %LocalAppData%\Devolutions\RemoteDesktopManager\[GUID: DataSourceID]\Offline.db

The file is a SQLite database encrypted using a non-portable computed key hash.

> You can enhance the security of the offline file by setting the Enhanced security in the options. See topic Offline Security

> Depending on the configuration of the Caching Mode & the Offline Mode the Offline.db file may still exist since the file servers as a dual purpose caching & offline line support.

5.1.5 Offline

Description

The offline mode enables users to see/manipulate their sessions while disconnected from the data source. This is extremely useful for offsite personnel or when working in environments that have sporadic network availability.

- When connected via VPN to clients network
- Working from home
- Working offsite

> This feature is only available when using an Advanced Data Source.

Settings

Offline Modes

Data source configuration - Offline mode

Option	Description
Disabled	No offline use of the data.
Read-only	Session data can be browsed and launched while not communicating back to the data source.
Read/Write	Session data can be browsed/launched/modified.

Read/Write offline mode is not available with the Free and Basic subscription of Remote Desktop Manager Online (RDMO)

Not all functionality of Remote Desktop Manager is enabled while offline. Even when in read/write access mode you may not be able to perform all actions, for exemple documents uploaded to your data source are not cached locally. On the other hand, note that the Private Vault is available in offline mode.

Grant/Remove Offline

The offline mode is controlled at three levels:

- User permissions.
- Data source settings (server config)
- Data source configuration (local config)

A user most be granted Read/Write at all three levels to allow read/write privileges. See table:

User permissions	Data Source Settings	Data Source Configuration	Effective Access
Disabled or Read-only or Read/write	Disabled or Read-only or Read/write	**Disabled**	**Disabled**
Disabled or Read-only or Read/write	**Disabled**	Disabled or Read-only or Read/write	**Disabled**
Disabled	Disabled or Read-only or Read/write	Disabled or Read-only or Read/write	**Disabled**
Read-only or Read/write	Read-only or Read/write	**Read-only**	**Read-only**
Read-only or Read/write	**Read-only**	Read-only or Read/write	**Read-only**
Read-only	Read-only or Read/write	Read-only or Read/write	**Read-only**
Read/write	**Read/write**	**Read/write**	**Read/write**

You want to know the current effective Offline Mode while connected? See My Data Source Information

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5.1.5.1 Offline Read/Write

Description

Offline read/write enables the user to perform add, updates & deletes while the data source is offline. Those changes are saved locally and synced back to the data source once the data source becomes available.

> Not all functionality of Remote Desktop Manager is enabled while offline. Even when in read/write access mode, you may not be able to perform all actions. Note that the Private Vault feature is available in offline mode.

Once offline, the users security still apply. Add/Edit/Delete privileges granted by the system admin are respected. See User Management.

Workflow

- Connect to the data source.
- Go offline (disconnect network, shutdown service...)
- Edit any connection
- Connect your network or restart your service...
- Refresh or Go Online

You will be prompted with:

Offline Edits - sync changes

Use this dialog to accept/reject your offline changes.

You can use the Compare action to have a side by side comparison of your changes with the current live entry.

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Entries will be marked:

- Accept - when no changes have been detected
- Conflict - when changes have been detected

5.2 Types

5.2.1 Amazon S3

Description

Remote Desktop Manager saves the settings in a file located in an Amazon S3 bucket. Amazon S3 is storage for the Internet. It is designed to make web-scale computing easier for everyone.

Amazon S3 provides a simple web services interface that can be used to store and retrieve any amount of data, at any time, from anywhere on the web and Remote Desktop Manager uses this API to persist your session settings.

More details on cloud computing and and Amazon S3 can be found at: http://aws.amazon.com/s3/

Highlights

- This data source can be shared over the Internet between multiple locations.
- This is a file-based data source, based on the XML data source.

Although it can be shared between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a single user using multiple computers, not multiple users.

Settings

Consult Amazon S3 settings for more information on the configuration.

5.2.1.1 Settings

Settings

Connection

Amazon S3 Connection tab

Option	Description
Name	Name of the data source.
Access key ID	Contains the Amazon S3 Access Key ID.
Secret access key	Contains the Amazon S3 Secret access ID.
Bucket name	Name of the bucket created on Amazon S3 website and used by the application.
Key name (filename)	Name of the file that will used be store the data on Amazon S3.

Advanced

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Amazon S3 Advanced tab

Option	Description
Read-only	Set the data source in read only. No new entry can be created and the existing data cannot be edit.

5.2.2 Dropbox

Description

Remote Desktop Manager uses the Dropbox API to retrieve a XML file from the configured repository. There is no need to install the Dropbox client on the machine to open the data source. It is also possible to configure more than one Dropbox account on the same machine.

Highlights

- This data source can be shared over the Internet between multiple locations
- The data source supports auto refresh
- This is a file-based data source, based on the XML data source
- To avoid data corruption, the session list should be modified in one location at a time
- No need to have the Dropbox client installed to use the Dropbox data source
- Each Dropbox data source can use a different Dropbox account

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Although it can be shared between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a single user using multiple computers, not multiple users.

Settings

Consult Dropbox settings for more information on the configuration.

5.2.2.1 Settings

Settings

Connection

Dropbox Connection tab

Remote Desktop Manager support the 2-Factor Authentication of Dropbox. When the button ***Validate with Dropbox*** is press and the 2-Factor Authentication is enable in Dropbox, a first box will open and ask for the Dropbox account password. After, a second box will open to enter the security code. The security code can be receive by SMS or generate by Google Authenticator.

Option	Description

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Name	Name of the data source.
Email	Contains the email address associated with the Dropbox account.
Validate with Dropbox	Button to validate the email address with the Dropbox account.
Dropbox directory	Indicate the folder in Dropbox. It should not contains any drive since it's stored online. Leave it empty to use the default Dropbox root.
Filename	Indicate the filename used to store the data on the data source.

Advanced

Dropbox Advanced tab

Option	Description
Always ask for password	Always ask for password when connecting to the data source.
Use current Dropbox session if available	This option will use the Dropbox account who has been already validated without any other validation.
Disable reveal password	Disable the reveal password feature when a user access this data source.
Allow offline mode	Allow the data source to be used in Offline Mode.
Auto refresh	Set the interval to use between each automatic refresh.

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5.2.3 FTP

Description

Remote Desktop Manager downloads and uploads the session settings directly from file located on an FTP site.

Highlights

- This data source can be shared over the Internet between multiple locations
- This is a file-based data source, based on the XML data source

> Although it can be shared between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues.

Settings

Consult FTP settings for more information on the configuration.

5.2.3.1 Settings

Settings

Connection

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FTP Connection tab

Option	Description
Name	Name of the data source.
FTP Path	FTP server name to access the XML file.
Passive mode	Set the FTP mode to passive.
Username	Username used to access the FTP server.
Password	Password used to access the FTP server.
Filename	Indicate the remote folder and filename for data source XML.

Advanced

FTP Advanced tab

Option	Description
Always ask master key	Always ask the master key when connecting to the data source. The application will not store any password.

Security Settings

FTP Security Settings tab

Option	Description
Security type	Specify the security type used for the FTP connection.
Allowed protocol	Indicate the allowed FTP protocol.
Allowed suites	Indicate the allowed cipher suites.
Clear command channel	If the Clear Control Connection (CCC) setting is enabled, the FTP client connects to the server, negotiates a secure connection, authenticates (sends user and password) and reverts back to plaintext.
Secure transfers	Enable the secure transfers.
Client certificate	Specify the client certificate used for the authentication.

Proxy Settings

FTP Proxy Settings tab

Option	Description
Proxy	Enter the name of the Proxy Server.
Proxy type	Specify the proxy type to use.
Authenticatio n	Select the type of authentication mode used to connect on the proxy server such as Basic or NTLM.
Username	Username to access the Proxy server.
Domain	Domain to access the Proxy server.
Password	Password to access the Proxy server.

SSH Settings

FTP SSH Settings tab

Option	Description
Use FTP over SSH	Use FTP over SSH connection.
Host	Name of the host to access the FTP over SSH.
Username	Username to access the FTP Server over SSH.
Password	Password to access the FTP Server over SSH.
No private Key	Indicate that no private key is used.
Private key file	Specify the private key filename located on the local disk.
Private key data	Specify the private key data instead of the filename.

5.2.4 SFTP

Description

Remote Desktop Manager downloads and uploads the session settings directly from a XML file located on an Secure FTP.

Highlights

- This data source can be shared over the Internet between multiple users
- This is a file-based data source, based on the XML data source

> Although it can be shared between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a single user using multiple computers, not multiple users.

Settings

Consult SFTP settings for more information on the configuration.

5.2.4.1 Settings

Settings

Connection

SFTP Connection tab

Option	Description
Name	Name of the data source.
FTP Host	FTP server name to access the XML file.
Username	Username used to access the FTP server.
Password	Password used to access the FTP server.
Filename	Indicate the remote folder and filename for data source XML.

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Advanced

SFTP Advanced tab

Option	Description
Always ask master key	Always ask the Master key when connecting to the data source.

Proxy Settings

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SFTP Proxy Settings tab

Option	Description
Proxy	Enter the name of the Proxy Server.
Proxy type	Specify the proxy type to use. Select between: • ***Socks4*** • ***Socks4a*** • ***Socks5*** • ***HttpConnect*** • ***FtpSite*** • ***FtpUser*** • ***FtpOpen***
Authentication	Select the type of authentication mode used to connect on the proxy server. Select between: • ***Basic*** • ***NTLM***
Username	Username to access the Proxy server.
Domain	Domain to access the Proxy server.
Password	Password to access the Proxy server.

Private Key

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SFTP Private Key tab

Option	Description
No private Key	Indicate that no private key is used.
Private key file	Specify the private key filename located on the local disk.
Private key data	Specify the private key data instead of the filename.

5.2.5 Microsoft Access

Description

Remote Desktop Manager saves the settings in a Microsoft Access database, located on the local machine or on a network share.

Microsoft Access is a pseudo relational database management system from Microsoft, which combines the relational Microsoft Jet Database Engine with a graphical user interface and software development tools.

Highlights

- This data source supports the native Access database password (Note that the password must be set using Microsoft Access directly -- Remote Desktop Manager does not allow you to set or change the database, because it requires an exclusive connection to it)
- The Offline Mode is supported by this data source

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- The database can be shared by multiple users on a network drive, but the performance and the data integrity can't be guaranteed
- The Online Backup Service is available for this data source

This data source is **not recommended** since Microsoft has stopped providing support in the newest Windows version.

Entering a database password when creating the physical file has no effect. You must use Microsoft Access to set the password in the database file.

Settings

Consult Microsoft Access settings topic for more information on the configuration.

5.2.5.1 Settings

Settings

Connection

MS Access Connection tab

Option	Description
Name	Name of the data source.
Filename	Indicate the destination folder including data source file name. This needs to be an .mdb file extension.
Database password	Password to open the database. The application will not set the password. It needs to be applied with another tool like Microsoft Access directly.
Always ask password	Always ask for password when connecting to the data source.

Advanced

MS Access Advanced tab

Option	Description
Read-only	Set the data source in read only. No new entry can be created and the existing data cannot be edit.
Allow offline mode	Allow the data source to be use in Offline Mode.

Maintenance

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MS Access Maintenance tab

Option	Description
Backup name	Specify the backup name used by the Online Backup Service (available via subscription). It allows you to automatically save your sessions in a safe online storage space, and restore them in the event of problems.

5.2.6 SQLite

Description

Remote Desktop Manager's SQLite data source is ideal for single user stand alone situations. More powerful and more flexible than the XML file format, it also supports a few of the advanced data source options like Logs and Attachments.

Highlights

- Full connection log and attachments support
- The Online Backup Service is available for this data source

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All passwords are encrypted by default by Remote Desktop Manager. You can specify a custom password to fully encrypt the content of the SQLite database.

SQLite password recovery is not possible, the data will be unrecoverable is you cannot authenticate. Please ensure you backup the password in a safe place.

Settings

Consult SQLite settings topic for more information on the configuration.

Password management

You can specify a password to further encrypt your data. Specify it at creation time. If the data source already exists you can modify the password by using the ***File -> Manage Password*** dialog.

Change or clear the password of a SQLite data source.

Manage password dialog

5.2.6.1 Settings

Settings

Connection

SQLite Connection tab

Password recovery is not possible, the data will be unrecoverable if you cannot authenticate. Please ensure you backup the password in a safe place.

Option	Description
Name	Name of the data source.
Database	Indicates the filename of the SQLite database (.db).
Password	Password used to access the data source.
Secure with password	Secure the data source with a password. This is used to encrypt the database content and it cannot be recovered if lost.
Always ask password	Always ask for the password when connecting to the data source.

Advanced

SQLite Advanced tab

Option	Description
Auto refresh	Set the interval for the automatic refresh.
Command timeout	Waiting time before a command timeout.
Disable reveal password	Disable the reveal password feature when a user access this data source.
Disable caching	Entries will be reload in Simple mode in the data source. See Caching Mode topic for more information.
Advanced Settings	Use to directly modify the connection string value.

Maintenance

SQLite Maintenance tab

Option	Description
Backup name	Specify the backup name used by the Online Backup Service (available via subscription). It allows you to automatically save your sessions in a safe online storage space, and restore them in the event of problems.
Vacuum	Used to compress and clean up the current database file.

5.2.7 MariaDB

Description

Remote Desktop Manager uses MariaDB as a drop-in replacement for MySQL. It is only supported in the Enterprise edition.

Highlights

- The data can be shared on a MariaDB database installed on any Operating System MySQL supports
- Full connection log and attachments support
- Integrated Security support.

Settings

Consult MariaDB settings topic for more information on the configuration.

5.2.7.1 Settings

Settings

Connection

MariaDB Connection tab

Option	Description
Name	Name of the data source.
Host name	Name of the host (server name) where the data source will be store.
User	Username used to access the host server.
Password	Password used to access the host server.
Schema	Name of the schema (database) on the MySQL server.
Test Host	Test the connection with the host (server name) to validate if the proper information has been provided.
Test Schema	Test the connection with the schema to validate if the proper information has been provided.

Advanced

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MariaDB Advanced tab

Option	Description
Offline mode	Determine if you want to use this data source in Offline Mode. With this mode, the data source can be available in Read Only or in Read/Write mode.
Caching mode	Determine how the entries will be reloaded in the data source. See Caching Mode topic for more information.
Auto refresh	Set the interval for the automatic refresh
Connection timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Ping online method	Indicate the prefer ping online. Select between: • ***None*** • ***Port Scan***
Advanced Settings	Directly edit the connection string values.

Upgrade

MariaDB Upgrade tab

Option	Description
Test Host	Test the connection with the Host (server name) to validate if the proper information has been provided.
Create Schema	Create the schema (database) on the MariaDB server to use Remote Desktop Manager.
Update Schema	Update the schema (database) on the MariaDB server, if required, to use Remote Desktop Manager.
Test Schema	Test the connection with the schema (database) to validate if the proper information has been provided.
Email Schema to Support	Send your schema (database) to the Devolutions Support team.

5.2.8 Web

Description

Remote Desktop Manager reads the session settings directly from a file located on a web site.

Highlights

- This read-only data source can be shared over the Internet between multiple users

- This is a file-based data source, based on the XML data source
- Supports Windows authentication in IIS

Settings

Consult Web settings for more information on the configuration.

5.2.8.1 Settings

Settings

Connection

Web Connection tab

Option	Description
Name	Name of the data source.
URL filename	Indicate the web location of the data source and the name of data source file.
Username	Username used to access the data source.
Password	Password used to access the data source.

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5.2.9 XML

Description

Remote Desktop Manager saves the settings directly in a file with the XML format.

Highlights

- This is a very simple data source and it can be modified or generated by an external tool
- It's possible to configure an auto refresh interval.
- The Online Backup Service is available for this data source

> There is no conflict management for the configuration file. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a single user using multiple computers, not multiple users.

> All passwords are encrypted by default. You can specify a custom password (master key) to fully encrypt the content of the file.
>
> It's impossible to recover the data if the master key is lost. Please make sure to remember or backup the master key in a safe place.

Settings

Consult XML settings for more information on the configuration.

5.2.9.1 Settings

Settings

Connection

XML Connection tab

Option	Description
Name	Name of the data source.
Filename	Specify the full path of the XML file used to save the data. Relative paths and environment variables can be used as well.

Advanced

XML Advanced tab

Option	Description
Auto refresh on file change	Indicate if the application monitor the file changes to automatically refresh the data source.
Read-only	Set the data source in read only. No new entry can be created and the existing data cannot be edit.
Disable reveal password	Disable the reveal password feature when a user accesses this data source.
Always ask master key	Always ask the Master key before opening the data source. This is used to encrypt the XML content and it could not be recovered if lost.

Maintenance

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XML Maintenance tab

Option	Description
Backup name	Specify the backup name used by the Online Backup Service (available via subscription). It allows you to automatically save your sessions in a safe online storage space, and restore them in the event of problems.

5.2.10 Advanced Data Sources

Description

Advanced Data Sources are typically running on an advanced management system, either a Database Management System or our own Online Services.

This allows Remote Desktop Manager to support these features:

- Entry Attachments
- Audit and logging
- Advanced security with user and security group management
- Offline Mode (please see below for more details)

Currently the Advanced Data Sources are:

- SQL Server/SQL Azure (MSSQL)
- MySQL

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- Remote Desktop Manager Online (RDMO)
- Remote Desktop Manager Server (RDMS)

Common settings

Offline mode

The Offline Mode allows you to connect to a read-only copy of the data source when the live database is unavailable. It can be used when a user is working from a disconnected network or when there is any kind of connectivity issue to the data source.

> The offline mode file is first encrypted using our own private key mixed with some information taken from the local computer. This makes it impossible for a copy on another machine to be readable. By default it is also encrypted with Windows NTFS encryption. In this case, there is no key saved anywhere.

For added security, offline files are set to expire after a delay, the default expiry is set to 7 days but can be modified via the **Administration -> Data Source Settings**.

> We want to highlight that the offline cache is read only. For mobile workers we recommend creating a local data source. This allows you to create new entries, or, by using **Clipboard -> Copy** and **Clipboard -> Paste**, to copy entries between data sources and modify them as needed. When reconnecting to the data source you can use copy/paste again to update the online copy.

Prompt for offline mode on startup

Remote Desktop Manager will display a confirmation dialog when opening a data source for the first time. You can select to work offline or not.

Offline mode confirmation dialog

5.2.10.1 SQL Server/SQL Azure (MSSQL)

Description

Remote Desktop Manager uses the power of Microsoft SQL Server to save and manage all sessions. This is the recommended data source type for a multi-user environment.

Microsoft SQL Server 2005, 2008, 2008R2, 2012 and 2014 are supported (All editions except the compact).

We also support the following features:
- ***Always on availability group***
- ***Clustering***
- ***Log Shipping***
- ***Database mirroring***

See this Configure SQL Server topic for more details about how to configure SQL Server.

Highlights

- This data source allows user management with a superior security model
- The Offline Mode can be used when the server is unavailable, or when the user is on the road
- Full connection log and attachment support
- The data source supports an auto refresh at your preferred interval
- Microsoft SQL Azure can be used to create an online database. Get more detail on SQL Azure here

A proper database backup strategy should be implemented to minimize possible data loss, please refer to

To configure a SQL Server/SQL Azure data source, please read the Configure SQL Server topic.

Settings

Consult SQL Server/SQL Azure (MSSQL) settings topic for more information on the configuration.

5.2.10.1.1 Settings

Settings

Connection

SQL Connection tab

Option	Description
Name	Name of the data source.
Server	Name of the server where the data source will be store.
User	Username to access the SQL server.
Password	Password used to access the SQL server.
Database	Name of the database on the SQL server for the utilization of Remote Desktop Manager.
Test Server	Test the connection with the server to validate if the proper information has been provided.
Test Database	Test the connection with the database to validate if the proper information has been provided.

Advanced

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SQL Advanced tab

Option	Description
Offline mode	Determine if you want to use this data source in Offline Mode. With this mode, the data source can be available in Read Only or in Read/Write mode
Caching mode	Determine how the entries will be reload in the data source. See Caching Mode topic for more information.
Auto refresh	Set the interval for the automatic refresh
Connection timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Disable lock	Disable the option to lock the data source directly. You can still lock the application but you won't be prompted for the database password if this option is disabled.
Advanced Settings	Edit of the connection string values directly.

Upgrade

SQL Upgrade tab

Option	Description
Test Server	Test the connection with the server to validate if the proper information has been provided.
Create Database	Create the database on the SQL server to use Remote Desktop Manager.
Update Database	Update the database on the SQL server, if required to use Remote Desktop Manager.
Test Database	Test the connection with the database to validate if the proper information has been provided.
Email Schema to Support	Send your schema to the Devolutions Support team.

5.2.10.2 MySQL

Description

Remote Desktop Manager uses a MySQL database to store the session data. It is only supported in the Enterprise edition.

Highlights

- The data can be shared on a MySQL database installed on any Operating System MySQL supports.

- Full connection log and attachment support.
- Integrated Security support. (Requires a v5.5.16 commercial distribution of MySQL).

Settings

Consult MySQL settings for more information on the configuration.

Troubleshooting

Consult MySQL troubleshooting for more information.

5.2.10.2.1 Settings

Settings

Connection

MySQL Connection tab

Option	Description
Name	Name of the data source.
Host name	Name of the server where the data source will be store.
User	Username to access the MySQL server.
Password	Password to access the MySQL server.
Schema	Name of the schema on the MySQL server for the utilization of Remote Desktop

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	Manager.
Test Host	Test the connection with the Host (server) to validate if the proper information has been provided.
Test Schema	Test the connection with the schema to validate if the proper information has been provided

Advanced

MySQL Advanced tab

Option	Description
Offline mode	Determine if you want to use this data source in Offline Mode. In this mode, the data source can be available in Read Only or in Read/Write mode
Caching mode	Determine how the entries will be reload in the data source. See Caching Mode topic for more information.
Auto refresh	Set the interval for the automatic refresh
Connection timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Advanced Settings	Edit the connection string values directly.

Upgrade

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MySQL Upgrade tab

Option	Description
Test Host	Test the connection with the host (server) to validate if the proper information has been provided.
Create Schema	Create the schema on the MySQL server to use Remote Desktop Manager.
Update Schema	Update the schema on the MySQL server, if required, to use Remote Desktop Manager.
Test Schema	Test the connection with the schema to validate if the proper information has been provided.
Email Schema to Support	Send your schema to the Devolutions Support team.

5.2.10.3 Remote Desktop Manager Online (RDMO)

Description

Remote Desktop Manager Online is a hosted repository managed by Devolutions. Remote Desktop Manager connects directly to the data source over the Internet. For details on this service, please visit https://online.remotedesktopmanager.com.

Highlights

- No VPN required to access the data

- Full connection logs
- Hosted by Devolutions on Microsoft Windows Azure and Microsoft SQL Azure
- This data source allows user and security groups management
- The offline mode can be used when the Internet is unavailable, or when the user is on the road and disconnected

For information on how to obtain a trial subscription, please consult RDMO Trial. However if you have subscribed to our service and need to register, please consult RDMO Registration.

Settings

Refer to Remote Desktop Manager Online settings for more information on the configuration.

5.2.10.3.1 Activate Subscription (Register)

Description

1. Please go to https://online.remotedesktopmanager.com and make sure to have a valid account (free)

2. Go to: Current Data Source or create a new one with Add Data Source

Select or add a new Online Data Source

3. Click on the Subscribe button

Subscribe button

4. Enter your serial number

5. Use the Remote Desktop Manager client to add/edit/delete your entries

5.2.10.3.2 Activate Online Data Source Trial

Description

Requesting a trial for the Remote Desktop Manager Online (RDMO) service is quite easy.

1. Go online at https://online.remotedesktopmanager.com

2. Create a new data source

3. Enter the data source details

4. Click on the trial link

5. Choose the edition and press Apply

6. Open Remote Desktop Manager client and add the data source, more details in Remote Desktop Manager Online (RDMO)

7. Add/Edit/Remove users and security access, please see User Management

5.2.10.3.3 Settings

Settings

Connection

RDMO Connection tab

Option	Description
Name	Name of the data source.
Email	Email address used to connect online.
Always ask email	Always ask for email when connecting to the data source.
Create a new account	Create a new Remote Desktop Manager Online account.
Password	Password to connect to the data source.
Always ask password	Always ask for password when connecting to the data source.
Data source (Database)	Name of the data source created online. You must use the ellipsis button to select it from the list of online data sources available to the entered email.
Create a new data source online	Create a new Remote Desktop Manager Online data source.
Data Source ID	Unique Key to identify the data source.
Test Credentials	Test the credentials that you have configured to connect on Remote Desktop Manager Online.

Advanced

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RDMO Advanced tab

Option	Description
Offline mode	Determine if you want to use this data source in offline mode. In offline mode, the data source can be available in Read Only or in Read/Write mode. See Offline mode topic for more information.
Prompt for offline mode on startup	Set the interval for the automatic refresh.
Caching mode	Determine how the entries will be loaded from the data source. See Caching Mode topic for more information.
Auto refresh	Every time you will connect on your data source, you will be prompt to use the data source in offline mode.
Ping online method	Indicate the prefer ping online. Select between: • ***None*** • ***Web request***

5.2.10.4 Remote Desktop Manager Server (RDMS)

Description

Remote Desktop Manager Server is Devolutions' Enterprise grade self-hosted repository for storing and sharing your remote connections and credentials. You can find more information on the product's web site here.

Highlights

- High-end security server for your company
- Share your sessions with multiple users
- Can be deployed online
- Support Windows authentication and Active Directory group integration
- Client and server side caching optimization
- Requires the Remote Desktop Manager Enterprise client (included with the server license)

> Remote Desktop Manager Server supports only SQL Server as a data store at this time.

For more information please consult these topics

- Remote Desktop Manager Server Installation
- Security Checklist
- Automatic User Account Creation

Configure the server data source on all your client machines.

Enter a name of the data source and the URL for the server. Ensure you use the correct protocol if SSL is required by the server (https).

Consult Remote Desktop Manager Server settings topic for more information on the configuration.

Alternatively, you can export the data source information and then import the file in your client workstations as described Import/Export Data Source

5.2.10.4.1 Remote Desktop Manager Server Installation

Topology

Remote Desktop Manager Server is in fact a Web application. This allows for exposing its services on the Internet or simply an Intranet.

The recommended topology is to use two servers: a Database server and a Web server. Obviously, for small installations, a single server can be used, but resources will be shared between the two roles thereby lowering performance.

> Remote Desktop Manager Enterprise Edition must be installed on the web server in order to manage the Remote Desktop Manager Server application.

For active directory integration, you should join both servers to the domain.

How to install the server

Web Server Pre-requisites

Make sure Internet Information Services is installed with all the ASP.NET requirements.

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Windows features

Database server pre-requisites

Install SQL Server Express or Standard. Download SQL Server 2012 Express from Microsoft's site

Remote Desktop Manager has no requirements that would dictate what communication protocol is used, as well as many of the options offered to you by SQL Server. As long as the client workstation can connect to the SQL Server, Remote Desktop Manager will work. Also note that Microsoft has upped the default security in the 2012 version of SQL Server. The SA user is now initially disabled and you must understand each option when installing.

Remote Desktop Manager

1. Download and install Remote Desktop Manager on the web server. Download

2. Execute Remote Desktop Manager with elevated privileges (run as administrator).

3. From the menu **Tools > Remote Desktop Manager Server Console**, open the Remote Desktop

Manager Server console.

> All operations done through the console are done with the credentials used to launch Remote Desktop Manager. If you must use other credentials you must launch another window session. The RunAs command does not offer the option of starting a process with elevated privileges.

4. Deploy a new server instance.

Remote Desktop Manager Server - Console

5. Configure the server with the name settings and authentication mode.

Remote Desktop Manager Server settings

Authenticate mode	Description
Built-in user	The RDMS is used to authenticate the user. You must create the initial user through the console
Domain user	The domain is used to authenticate the user.
Local machine user	The application allows a local user to be authenticated unto the server.
Database user	The database is used to authenticate the user

6. Enter a serial, alternatively you can Request a trial

7. Optionally configure the email setting

SMTP Configuration page

8. Ensure the ASP.NET State service is started or set to automatically start. The State Service is require to maintain web session information between each call.

Auto Start Service

9. Select a zip file or use the automatic download. Choose a destination folder and an IIS virtual directory name.

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Source/Destination

10. Enter the database settings and create the database. You can reuse an existing database from a Remote Desktop Manager SQL Server data source and just upgrade it. It's 100% compatible.

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Create a database

11. Execute the final step and deploy the server.

12. You can test the server installation by opening the URL. e.g.: http://localhost/RDMS.

13. Configure users and security groups and add at least one administrator user account.

> You must create an administrator account if you've enabled the RDMS Authentication model. In other cases, the account name must match with the chosen authentication model. If you are unsure of the result, also enable RDMS authentication, create an administrator account and grant the Administration privilege to the account.
>
> After the successful authentication with the other model, the RDMS user account will have been created and you will be able to see how to format you account names. You can then disable the RDMS authentication model. Please see Automatic User Account Creation

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Configure users and security groups

User and Security Management

User management form

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14. Configure the data source on all the client machines that run Remote Desktop Manager

5.2.10.4.2 Security Checklist

Description

To reach the highest possible level of security you should adhere to the following guidelines.

General

- Use Windows Authentication exclusively

SQL Server

- Enable only the **Windows Authentication Mode**
- Communicate through an encrypted connection, this will require a certificate to be installed.

Web Server

- Configure the application pool to use domain credentials. This account will need to be added to SQL Server as a login.
- Serve content only through SSL (https).

5.2.10.4.3 Automatic User Account Creation

Description

When using Remote Desktop Manager Server authentication, obviously the user account need to be created beforehand in order to authenticate to the system. In all other cases (Domain user, Local machine user or Database user), there is not match found in RDMS with the user which is authenticating.

You can create the user beforehand and assign rights as you choose, but in the event that a user logs in while there is no account for him, RDMS will create the user account.

> User accounts created by the server have no rights other then logging on the system. They will be able to see and edit the objects that have no security defined.

After their first login, their account is created but you must assign them the rights you see fit. Depending on the authentication mode used, the user name may be prefixed by the domain name.

5.2.10.4.4 Settings

Settings

Connection

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RDMS Connection tab

Option	Description
Name	Name of the data source.
Server	Name of Remote Desktop Manager Server instance.
Username	Username to connect to the data source.
Password	Password to connect to the data source.
Test connection	Test the connection with Remote Desktop Manager Server to validate if the proper information has been provided.
Always ask username	Always ask for the username when connecting to the data source.
Always ask password	Always ask for the password when connecting to the data source.

Advanced

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RDMS Advanced tab

Option	Description
Offline mode	Determine if you want to use this data source in offline mode. In offline mode, the data source can be available in Read Only or in Read/Write mode.
Prompt for offline mode on startup	Every time you will connect on your data source, you will be prompt to use the data source in offline mode.
Caching mode	Determine how the entries will be reload in the data source. See Caching Mode topic for more information.
Auto refresh	Set the interval for the automatic refresh.
Disable lock	Disable the option to lock the data source.

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User Interface

Part

6 User Interface

6.1 Style

Description

Remote Desktop Manager supports different User Interface Styles (sometimes known as skins). These greatly influence the visual aspect of the User Interface as well as its mode of operation. Three styles currently exist as follows:

- Default (Ribbon)
- Default (Menu)
- Classic UI (v7.X)

Configuration

To select the UI style you must go in **File -> Options -> User Interface**.

User Interface

Existing styles

Default (Ribbon)

The latest style sports an advanced control called the ribbon. Icons and text make it easy to learn what features exist.

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Default (Menu)

Previous generation style, it holds a standard menu to invoke commands.

Classic UI (v7.X)

This style support minimal customization but requires minimal system resources to operate.

The Data Source Location set to none in File - > Options -> User Interface is not supported in Classic UI.

Customizing your UI

Customizable styles (Default Ribbon and Default Menu) have dockable areas that can be rearranged to your liking. Simply left-clicking then dragging the sub components will result in drop zones appearing. This allows you to drop the sub component where you choose, even outside of the main form if you'd like.

6.2 Top Pane

Description

The Top Pane is a container for the Quick Access Toolbar and the Ribbon / Menu. It's usefulness arises of the fact that it can be hidden to maximize the client area of the main form.

System menu icon

System menu

Click on this icon to display the system menu. Almost the same as any other Windows Application, but with the addition of the Top Pane toggle. This toggle will hide the Quick Access Toolbar and the Ribbon. This offers more display area for embedded sessions. If you hide the Top Pane using this toggle, or with the **View -> Layout -> Top Pane** command, this is one of the way to restore it. The other being the keyboard shortcut assigned to this command, namely Alt-F11.

6.2.1 Quick Access Toolbar

Description

The Quick Access Toolbar normally sits at the top of the application. It is composed of multiple parts

- System menu icon
- Favorite commands
- Quick Connect control
- Lock command

Quick Access Toolbar

Favorite commands

Favorite commands

Right-Clicking on any command will display a contextual menu. If you perform this on a command in the Quick Access Toolbar, the caption will be **Remove from Quick Access Toolbar**. If you perform this on a command in the ribbon, the caption will be **Add to Quick Access Toolbar**. Use this at your leisure to add or remove commands from this area.

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Quick Connect control

Please refer to Quick Connect for a detailed description.

Lock Command

This command will minimize the application. When you attempt to restore it you will be prompted for the password. This obviously applies only for data sources which are protected by a password.

6.2.1.1 Quick Connect

Description

Via the quick connect button, you can open an *ad-hoc* session by specifying the host and session type. It's also possible to create a template and use it. In the template you specify the desired default settings, and Remote Desktop Manager will apply them with the specified host.

Quick Connect Control

Settings

The control is composed of multiple sub controls.

Combo Box

This area is used either to type in the host information, or by using the drop down and selecting a host from your Quick Connect history.

Please consult the Quick Connect topic for settings that apply to the Quick connect history feature.

Host Selection

The ellipsis button will list network discoverable computer to allow you to select computer from the list. Please note that It takes some time to perform the discovery.

Type Selection

Quick connect - connection type selection

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Clicking on this button will allow you to choose either a connection type or an existing template. Selecting a type from the top area of the menu will simply launch the appropriate client and connect to the host. Selecting a template is quite powerful because you can specify all options: Credential, display mode, typing macros, etc. This template will be used to connect to the host using its settings.

Connect button

Click on the Connect button (green arrow) to launch the connection with your chosen configuration.

Quick Connect Variable

The **$QUICK_CONNECT$** variable can be used in a template to specify a replaceable value. It will be assigned at runtime with the content of the Quick Connect combo box. It is normally set in the Host field of a template, but it is also commonly used in the typing macro.

6.2.2 Ribbon / Menu

Description

Depending on your chosen UI style, commands are presented via the Ribbon or a standard menu.

Ribbon

Ribbon

The ribbon is composed of multiple tabs, which contains commands, further classified in sections.

There are two interesting commands at the top right area:

- Content selector: Allows you to choose the active tab in the dashboard area
- Minimize ribbon: Collapses the ribbon so it appears as a menu. Useful when trying to maximize the content area.

Collapsed ribbon

Menu

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Classic menu

The classic menu is exactly that: classic. It contains the same commands but presented in a menu fashion.

6.3 Navigation Panels

6.3.1 Overview

Description

The Navigation Pane is the core of Remote Desktop Manager's user interface.

The All Entries tab lists all the various entries (sessions, data entries, credentials entries, etc) and is the principal manner of launching sessions.

Navigation Pane

More details on each tab can be found below:

- All Entries
- Private Vault
- Opened Sessions
- Favorite Entries
- Most Recently Used Entries
- Application Tools

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6.3.2 All Entries

Description

The All Entries tab lists all existing entries. The view selection can be done in ***View -> All Entries***.

The visual structure can be:

- Tree View
- Tiles View
- List View
- Details View
- Large Icons View

Settings

Tree View

Use the F7 shortcut (default shortcut) to change the entry view to tree view.

The tree view offers the most flexible display mode. By focusing the control, you can activate the incremental search by typing letters and numbers. Use Ctrl+Up/Down to move to the next or previous matching entry and Backspace to delete the current incremental search.

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Tree view

Column Chooser

It's possible to specify the visible columns in the tree list view. Columns can be added in the Navigation Pane by right-clicking on the column Name in the Navigation Pane and selecting Column Chooser.

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Column Chooser

The following columns can be added:

- Description
- Expiration
- Host
- Ping
- Security
- Status
- Status Message
- Type
- Username

Tiles View

The Tiles view displays the sessions to see all of them next to one another.

Tiles view

List View

The list view displays the sessions as a list.

List view

The list view can contain a large number of session configurations. Use the filter box at the bottom of the screen to help you find what you need. Learn more about this feature here.

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Details View

The Details view displays multiple details on each sessions.

Detail view

Large Icons View

The Large Icon view displays sessions with large icons.

Large Icons view

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6.3.3 Private Vault

Description

The Private Vault is a user centric repository for entries of any type. It allows each user to create entries that only them can access.

> The Private Vault is currently only available for MSSQL, MySQL, and Remote Desktop Manager Server data sources.

Private Vault tab

A note on Credentials

Credentials in the Private Vault can be used in two ways:

1. From a session in the Private Vault
2. When using the Edit Entry (User Specific Settings).

These restrictions can easily be understood when you keep in mind that the Private Vault is in fact contained in the user area of the database. It must be used from within itself, or by using our extension mechanism that is user specific.

6.3.4 Opened Sessions

Description

The opened view shows currently opened sessions by type, and for the local machine only. You can focus and bring to front/close an opened session by double clicking it from the list. All of the embedded

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sessions are listed, and the external session will appear if Remote Deskop Manager is able to discover the specific type of session.

Local Opened Sessions

Local opened session view

Notes

- Remote Desktop Manager tries to detect opened sessions even if they weren't launched from the application. It uses the name of the process to accomplish this task.
- VPN sessions do not appear in the list.

Global Opened Sessions

With the SQL Server and Online data source, you can monitor currently running sessions, provided that they have been opened within Remote Desktop Manager.

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Global opened session view

For many reasons beyond our control, it's possible for a session to be terminated without Remote Desktop Manager knowing that this has taken place. This can happen, for example, if Remote Desktop Manager isn't running when another application ends. As a result, any terminated session will remain listed in the log. You may manually mark it as closed via the contextual menu.

To review a detailed log, double click on a session entry.

6.3.5 Favorite Entries

Description

This view contains all of your favorite sessions that have been configured in the current data source. This is useful when the number of managed entries becomes too great or if you must maintain a strict directory structure to hold your entries.

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Favorites Tab

Settings

There are two types of favorite sessions:

- Shared favorites
- Local favorites

> The yellow star is for a shared favorite and the blue star is for a local favorite.

Shared favorites are shared by all users who are connected to the data source, and are directly configured from the session.

Local favorites are flagged locally on the current machine by the current user. The settings are saved in the application settings.

Adding a Session to the Shared Favorites

Session settings dialog

You may add or remove a session from the shared favorites by editing its properties.

You can also use the context menu to include or remove a session from your favorites by ***right-clicking*** on the session and select ***Favorites*** or you can do it by clicking on ***Home*** and select ***Favorite*** in the Tools section.

Adding a Session to the Local Favorites

A local favorite can be added through the favorite.

You can also use the context menu to include or remove a session from your favorites by ***right-clicking*** on the session and select ***Favorites*** or you can do it by clicking on ***Home*** and select ***Favorite*** in the Tools section.

6.3.6 Most Recently Used Entries

Description

This view show the most recently used sessions for a specific data source on the local computer.

Most Recently Used

6.3.7 Application Tools

Description

This view shows all pre-configured tools. These tools are not specific to a session, and each is executed on the local computer. For specific session tools, see the session tools available in the context menu.

Tools (Local)

Settings

Available Tools

- Certificate Manager

- Command Prompt
- Computer Management
- Control Panel
- Device Manager
- Event Viewer
- Internet Information Services (IIS) Manager
- IP Config
- Open Network Connections
- Performance Monitor
- Registry Editor
- Services
- SQL Server Management Studio

Application Tools Add-Ons

You may add more application tools by using the SDK. These tools will be loaded when Remote Desktop Manager starts.

6.4 Content Area

Description

The content area contains the various dashboards to manage RDM, as well as embedded sessions. There is a single dashboard active at a time, depending on the currently selected node in the navigation panel.

Existing dashboards are described further in their own help topics

Sessions
Data Entries
Groups
Credentials
Macros/Scripts/Tools

6.4.1 Dashboards

6.4.1.1 Sessions

Description

The dashboard displays a quick view showing possible actions, or information for the current entry. It contains the same actions that are found in the context menu and the ribbon. It's also possible to access the Macros/Scripts/Tools available for the current selection.

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Dashboard for a specific session

6.4.1.2 Data Entries

Description

The dashboard displays a quick view showing possible actions, or information for the current data entry. It contains the same actions that are found in the context menu and the ribbon.

Data Entry

6.4.1.3 Groups

Description

The dashboard displays the group entries. It's possible to display the group details directly or display only the information regarding the selected item.

Groups

6.4.1.4 Credentials

Description

The dashboard displays a quick view showing possible actions, or information for the current credential entry. It possible to easily view which other entry use the current credential entry.

Credential

6.4.1.5 Macros/Scripts/Tools

Description

Session tools are available in the dashboard and in the session context menu ***Macros/Scripts/Tools***.

Settings

There are three types of tools:

- Built in tools
- Add-on session tools
- Session script tools

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Macros/Scripts/Tools

Built-in Tools

These tools are implemented directly in Remote Desktop Manager and are available without any installation or special configuration.

Option	Description
Computer Management	Opens the Computer Management snap-in for a remote machine.
Inventory Report	Open a Inventory Report for a remote machine.
SNMP Report	Open the SNMP Report for a device on the network.
Event Viewer	Open the Event Viewer for a remote machine.
Services	Open the Windows Services manager for a remote machine.
Server - Home Page	Opens a web page if a home page is configured in the Information tab of the session configuration.
Server - Remote Management (iLO)	Opens a web page, if a remote management link (e.g. iLO) is configured in the Information Tab of the session configuration.
Terminal Sessions	Opens the Remote Desktop Manager Terminal Services dashboard for the selected session, so that you can: • View opened sessions • View the running processes • Send a message • Restart the machine • Logoff the selected user

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	• Shutdown the machine
Wake On Lan	Sends the magic packet command for the Wake-on-LAN.
Continuous Ping	Opens the ping dialog of the selected host and performs a continuous ping.
Ping	Opens the ping dialog of the selected host and displays the result.
Port Scan	Execute a port scan of the selected entry and displays the result.
Trace Route	Display the route and measuring transit delays of packets across an network.
NetStat	Display network statistics to find problems on the network.

Add-on Session Tool

You can extend the built-in list using the SDK and installing the compiled add-on. The new tools will be displayed below the built-in tool list in the menu and the dashboard. By creating your own add-ons, you gain more control on the implementation including execution, configuration and monitoring.

You can use the Add-on Manager, or download them directly from our Website.

Macros/Scripts/Tools

The session script tool can be a script, a command line, or an helper applicable to a selected session. They can be configured and shared in the data source. They are listed in the dashboard under the session tool section. Those are useful when you need to execute the same command multiple times.

For more information, see topic Macros/Script/Tools.

6.4.1.5.1 Wake-on-LAN

Description

Wake-on-LAN is an Ethernet computer networking standard, which allows a computer to be turned on or woken up by a network message. This is an OS-agnostic feature that works by broadcasting a specially crafted “magic” packet at the data link layer. The target computer sits in a low-power state with only its network card switched on, and when it receives the magic packet, the network card “wakes up” the computer, powering it on and booting it up.

Wake-on-LAN is supported in the Enterprise edition of Remote Desktop Manager. Plus, the destination motherboard must support it, and it must be enabled. The computer must also be in the local area network (LAN) and not connected in a VPN.

An important thing to note is that Wake-on-LAN operates below the IP level. This means that the sending machine needs to be on the LAN, so we cannot send them over remote IP-based connections, such as over SSH or VPN. WOL broadcasts packets to the target computer over UDP. You can configure which port it uses, the default is 9. If you want to wake up a machine on a different subnet, your router must forward UDP port 9, or whatever you change the port assignment to. Most users do not have to configure their router or worry about this.

Enabling Wake-on-LAN

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The first step is to check that your computer supports Wake-on-LAN. There's a few things to check:

- Your network card must support Wake-on-LAN
- Your power supply must support Wake-on-LAN
- Wake-on-LAN must be enabled in BIOS
- Your router must be configured to forward broadcast packets
- Your OS must be configured to enable Wake-on-LAN

Configure Remote Desktop Manager

You must add a valid MAC address (Media Access Control address) in the session's configuration. The input field can be found in the **Information** tab and in the **Computer** child tab. The field name is MAC.

Session configuration - Wake-on-LAN

You can use the Discover button to automatically determine the MAC address. If this is unsuccessful, you will need to enter it manually.

About the MAC address discovery

The discovery process will initially attempt using the ARP protocol. This is fast and does not require authentication, but there are requirements on the network aspect that may not be met. If ARP was not successful, another attempt is made using WMI. This is slower and requires authentication. RDM will use the credentials as configured in the Connection Tab , or the credentials entered in the session tools tab (custom credentials or credential repository).

Use Wake-on-LAN

If the settings are correctly configured, you can invoke the Wake-on-LAN from the session's context menu, which can be found in the **Session Tools > Wake On Lan** menu.

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Session tools - Wake-on-LAN

6.5 Panes (Footer)

Description

Although the panes are by default in the footer, most tabbed windows can be moved around and docked to your liking. That applies to the Default (Ribbon) or Default (Menu) styles.

Use the View -> Footer commands to control the visibility of individual panes.

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Footer area

Docked example

Here is a personalized setup, for the keyboard shortcut enthusiast and that manages a great number of session using tab groups.

Personalized setup

6.5.1 Attachments

Description

Allows you to add an attachment to an entry. The file is stored directly in the database.

The file will not be available in the offline mode.

Only available with an Advanced Data Source

Attachment list

The attachment can be any type and size, depending on your bandwidth and on the data source. You can also view a saved attachment from:

- the session context menu;
- the session properties; or
- directly on the dashboard.

The update button will allow you to update directly your selected document. Use it to save your local modifications after an edit.

6.5.2 Description

Description

The Description pane displays the content of the Description field of the entry.

Description

6.5.3 Details

Description

The connection details can be found on the dashboard, and is a simple grid that lists complete session information. The grid supports the copy/paste feature. Exporting is not available.

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Dashboard | Details - DEVOLUTIONS-PDC

Description	Value
Always Ask for Resources	False
Authentication Level	ConnectDontWarnMe
Auto Reconnection	False
Connection Type	RDPConfigured
Console / Admin Mode	False
Data Source ID	a350631f-4368-4642-bb8e-76a5c2637ff1
Description	
Desktop Composition	False
Disable Bitmap Cache	False
Disable Cursor Setting	False
Disable Full Window Drag	False
Disable Menu Animations	False
Disable Themes	False
Disable Wallpaper	False
Display Monitor	Configured
Domain	
Font Smoothing	False
Group	Demo

Connection detail grid from the dashboard

6.5.4 Hyper-V Console

Dashboard

Remote Desktop Manager's Hyper-V Dashboard allows you to have quick glance at the Hyper-V instances running on the given Hyper-V server. Also allowing you to perform a few Hyper-V actions:

- Start
- Shutdown
- Save
- Pause
- Preview

Setup

Create a new RDP session to the Hyper-V server making sure you specify the proper login credentials.

Create RDP session

On the Information tab, select "Is Hyper-V Server"

Enable Hyper-V

Hyper-V Console View

Troubleshooting

Make sure you have specified credentials that have admin rights on the Hyper-V server, WMI ports are open and no firewalls are blocking the connections.
http://blog.mpecsinc.ca/2009/06/hyper-v-error-access-denied-unable-to.html

Does it work using Hyper-V Tools for Remote Administration? Try it.
http://technet.microsoft.com/en-us/library/cc794756.aspx

Links

Hyper-V RDP

6.5.5 Information

Description

The information tab contains a wide assortment of information on the entry. Some purely informative and some of operational nature. It contains multiple tabs in order to present as much information as possible.

Settings

Computer

The computer tab displays information that is mostly informative, as well as settings that indicate the entry is a dashboard that can be displayed in a separate pane.

Computer tab

Contact

The contact tab displays information on a person that has a link to the entry. It could be the technician managing a remote machine.

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Contact Tab

Notes

The notes tab contains only one control. A text area where you can enter any information you require.

Others

The others tab contains five custom fields. The reason behind having discrete fields is that they are available via Field Variables and can therefore be accessed in sub connections while being defined in the parent connection (see Sub Connections Overview).

For ease of use, the labels can be modified to reflect the data you intend to store in them. Clicking on the label allows you to enter any caption you desire, as you can see in this screen capture where the custom field has been re-labeled PK as it is meant to contain a private key.

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Other Tab

Statistics

The statistics tab simply displays some information on the creation and last modification of the entry.

Statistics Tab

6.5.6 Logs

Description

This pane displays the Usage Logs (Global) saved in the database.

> Only available with an Advanced Data Source

6.5.7 Sub Connections

Description

The Sub Connections tab is only visible when you have defined sub connections for the current entry.

Sub Connections Tab

Please refer to the Sub Connections Overview topic for more information.

6.5.8 Tab Groups

Description

Tab Groups are a functionality to help organize the running sessions. Evidently it is of use for those who run a lot of sessions concurrently.

Much like the Group/Folder feature that helps organize your sessions, a hierarchical structure can be easily implemented.

Tab groups in action

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Tab Groups - Filter on the Production category

All Tab Groups - no filter

Please refer to the More - User Interface topic for full details on this feature.

6.5.9 Terminal Services Console

Description

You need to check the "Is Terminal server" box to see the Terminal Service Dashboard by editing your session in the tab pages **Information->Computer**

Terminal Server Console

Pane

Dashboard

6.5.10 VMware Console

Dashboard

Remote Desktop Manager's VMware Dashboard allows you to have quick glance at VMware instances. Allowing you to perform many actions:

- Power on
- Power off
- Suspend
- Shut down guest
- Restart guest
- Connect
- Create new connection

Prerequisites

If you don't yet have the file VMware.Vim.dll & its associated dll files installed & registered on your system please download and install vSphere PowerCLI

Using any web browser navigate to your VMware server and install the associated SSL certificate.

Setup

Create a VMware vSphere Client or VMware Remote Console session (other session types will also work).

Set the host, username and password of the VMware server you want to connect.

VMware session information

Next, you need to check the "Is VMware server" box to activate the Vmware dashboard by editing your session in the tab pages **Information -> Computer**.

Enable VMware dashboard

VMware Console View

VMware Dashboard

Troubleshooting

If you get "ERROR System.IO.FileNotFoundException: Could not load file or Assembly "VMware.Vim, Version=5.0.0.0, Culture=neutral, PublicKeyToken=10980b081e887e9f"..."
Install vSphere PowerCLI

See also
VMware

6.5.11 XenServer Console

Description

Remote Desktop Manager's XenServer Dashboard allows you to have quick glance at XenServer instances.

Prerequisites

Nothing is required apart from your credentials to access a XenServer.

Settings

Information | Computer tab.

Create an RDP connection to your XenServer server, in addition check the "Is XenServer" checkbox on the **Information | Computer** tab.

Workflow

The console is essentially the same as the dashboard. Please refer to XenServer.

6.6 Status Bar

Description

The status bar rests at the bottom of the application. It is composed of multiple parts

- Search/Filter Area
- Remote Desktop Manager version label
- Navigation pane toggle
- Grab input toggle

Status bar

Search/Filter Area

Please consult the Search/Filter for detailed explanations.

Remote Desktop Manager version label

This displays the Edition and Version information for Remote Desktop Manager. Double click on the label to display the registration form.

Navigation pane toggle

This button toggles the visibility of the Navigation Pane. Much like the Top Pane of the Quick Access Toolbar, this allows more display area for embedded sessions. Its associated keyboard shortcut is Alt+F8

Grab input toggle

Please consult Grab Input for detailed explanations.

6.6.1 Search/Filter

Description

It is possible to apply a filter in the Navigation Pane tree view by typing some characters in the filter box. The filter is applied using the specified settings in the application Filter options.

> If the Navigation Pane tree view is hidden, a dialog will appear with the filtered content.

Settings

Search/Filter location

Search/Filter area

The search/filter location can be select in the Filter options of the application.

Ellipsis Button

Select the ellipsis button to display the options.

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Ellipsis button

The filter expression is matched against fields as selected in the filter options such as

- Sessions
- Group
- Type
- Host
- Username
- Domain
- Description
- Keywords/Tags
- Sub Connections
- Various Contact information fields (choose them in the sub menu)

It's possible to exclude results by choosing to display entries that match certain criteria:

- Session types (credentials, script tools, VPN, etc.)
- if the session is marked as a Favorites

A search by types can be execute to include Sessions, Data Entries, Contacts, Documents, Credentials Entries, VPNs and Macros/Scripts/Tools.

Search Types

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The Search Options will offer you the possibility to include the shortcuts, include the sub connections, show only the favorites and/or search with a

Search Options

Keyboard Shortcut

Use the keyboard shortcut CTRL+F to quickly set focus in the Search/Filter control. This can be disabled in File -> Options -> Keyboard.
You can set the focus back in the Navigation Pane by using the keyboard shortcut Ctrl-L, this also can be disable in the options.

Trayicon

Filter in trayicon

The search/filter is also available from the trayicon. Right-click on the Remote Desktop Manager trayicon and select Filter.

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Boolean Filter

Here a few implementation notes for the Boolean filter:

- We use the C# nomenclature (&& for AND, || for OR)
- Evaluated left-to-right
- No parentheses matching
- Double-quotes (") are not required or removed, they are part of the text filter, do not use them unless you are looking for a double-quote.
- Leading/trailing white-spaces are trimmed

Examples (this will work)

- Boise && Laptop
- Boise&&Laptop
- Boise && Laptop
- Baton Rouge || Boise && Laptop
- Laptop && Baton Rouge

Examples (this will not work as expected)

- Laptop && "Baton Rouge"

- Will work but filter for the string "Baton Rouge" and not the string Baton Rouge

- Laptop && (Baton Rouge || Boise)

- Will work but filter for Laptop and the string (Baton Rouge || Boise)

6.6.2 Grab Input

Description

The **grab keyboard input** is used to capture the keyboard shortcuts when a session is running. It can be disabled momentarily to ensure that the shortcut is sent to the running session.

Ctrl+F is a shortcut that often interferes. It is used to focus Remote Desktop Manager's search/filter toolbar. However it is almost always present in applications in the remote session and when you use the shortcut, Remote Desktop Manager sets the focus in the search/filter toolbar instead. This conflict can be avoided by disabling the feature.

Grab keyboard input

6.7 Tray Icon

Description

Remote Desktop Manager also lets you show the sessions list and more useful information in the Windows system tray. You can also customize the content.

Settings

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Right-click on the tray icon to access the context menu. You can click on the session you want to open or use the other menus. The application's options window contains many settings that enable you to customize the system tray icon settings. You can also disable it from here or change its default menu visibility.

Tray icon menu

Option	Description
Sessions List	Shows the sessions from the current data source. Sessions are listed by default, you it's also possible to include only those marked as favorites.
Refresh	Refresh the data source.
Opened Sessions	Lists all the opened sessions exactly like the opened sessions view.
Most Recently Used	Lists the Most Recently Used Entries.
Play List	Allow you to launch your Play List from the tray icon.
Data Sources	Lists the available Data sources and allows the user to switch dynamically from one to another. This section only appears if it's enabled and more than one data source is configured.
Tools	Lists all the configured tools like the configured tools View.

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Quick Connect	Prompts for the Quick Connect dialog to open an add-hoc connection with a specific type, or a selected template.
Filter	Launch the Search/Filter feature.
Maximize	Restore the application to full screen.
Restore	Restore the application from minimize.
Minimize	Minimize the application in the task bar.
Exit	Close the application

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How-to

Part

7 How-to

7.1 How-to Add a Web Link in Macros/Scripts/Tools Session

Description

It's possible to create a Macros/Scripts/Tools session that contain a web link. This Macro/Script/Tool can be launch from the Remote Desktop Manager dashboard.

Settings

1. Create a shared Template by clicking on ***File -> Templates -> Templates -> Add shared template***.

Shared Template

2. Select the ***Web Browser (http/https)*** session type.

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Web Browser session

3. Indicate the proper information in the template and click on ***OK***.

Template creation

4. After the creation of the template, create a ***Macro/Script/Tool -> Template*** session.

Macro/Script/Tool -> Template

5. Select the appropriate template and check the box ***Keep template host***.

Macro/Script/Tool template creation

6. You can now launch the web link (website) from the Dashboard.

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Dashboard

7.2 How-to Backup Remote Desktop Manager

Description

Backups are important in case of hardware failure.

A proper backup will cover both your ***data*** and your ***settings***.

Data

Your data is stored in your data source. Please consult Data Source Backups for more details.

Settings

You can export your settings via the Export Options wizard of Remote Desktop Manager.

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7.3 How-to Configure Password Manager Pro in Remote Desktop Manager

Description

You can create Password Manager Pro credential entries in Remote Desktop Manager, however Password Manager Pro need to be configure in the application prior to the utilization.

Settings

1. Connect to your Password Manager Pro (https://localhost:7272) using your admin account

Password Manager Pro

2. Inside Password Manager Pro, click on Admin and select Users

Users

3. Create a new API user

New API User

4. During the creation of your API User, you need to activate the REST API to have a API Auth Token key generated

API Token

> Copy the Auth token key in your clipboard. You will need it to configure Password Manager Pro in Remote Desktop Manager.

5. Now, you need to go inside Remote Desktop Manager and click on ***File -> My Account Settings -> Password Manager Pro***

My Account Settings

6. Click on ***New*** to create a Password Manager Pro account

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Accounts managing

7. Enter the API User that you have created in Password Manager Pro in the ***Username*** field, paste the Auth Token key that you have copied on step 4 in the ***Token*** field and click on ***OK***

Account Editor

8. You can now create a Password Manager Pro credential entry in Remote Desktop Manager

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Credential entry

7.4 How-to Configure Remote Desktop Manager Jump

Description

Remote Desktop Manager Jump is a simple and easy way to manage all of your sessions in a single data source (both jump hosts and internal machines). Once configured, simply open a Jump connection and Remote Desktop Manager will automatically open the RDP to the jump host, and then open the RDP to the internal machine.

Settings

1. Enable Remote Desktop Manager Jump by entering your Remote Desktop Manager Jump license in ***Help -> Register Version -> Jump*** tab

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Help -> Register Version

2. On the jump host, install Remote Desktop Manager and start RDM Agent. Don't forget to also register Remote Desktop Manager Jump on the host computer

RDM Agent

3. Set RDM Agent to Auto Start (right-click on the RDM Agent in the Tray Icon and select Auto Start

RDM Agent tray icon

4. Configure an RDP session for your Jump host. Set the computer name and the credentials and test the connection. In the Information tab, check the ***Is Jump Host*** checkbox

7.5 How-to Configure ScreenConnect 5 in Remote Desktop Manager

Description

It's possible to use ScreenConnect 5 in Remote Desktop Manager, however a ScreenConnect extension need to be installed prior to the utilization. After the extension installation, you can configure ScreenConnect 5 in Remote Desktop Manager.

Settings

1. Connect on ScreenConnect server and click on Admin

Admin tab

2. Click on Extensions in the Administration section and select Browse Online Extensions

Extensions

3. Install Remote Desktop Manager Extension

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Remote Desktop Manager Extension

4. Now that the extension is installed, you can create your ScreenConnect session. In the ***Settings*** tab, change the version for ***Extension (Version 5 or higher)***

Settings

5. You can also select ***Default*** in the drop down menu instead of ***Extension (Version 5 or higher).*** If you select ***Default***, you need to configure the version of ScreenConnect that you want to use in File -

> Options-> Types -> ScreenConnect

ScreenConnect option

7.6 How-to Configure the Google Authenticator 2-Factor Authentication

Description

Remote Desktop Manager allow you to use Google Authenticator to provide an additional security layer when the application starts.

Settings

> Before you start the configuration, make sure you have installed the Google Authenticator application on your Android device, Blackberry or on your Apple product (iPhone, iPad or iPod Touch).

1. Click on ***File -> Options -> Security*** and select ***Require Google Authenticator*** in the 2-Factor authentication section.

Google Authenticator

2. Click on ***Configure***.

Configure button

3. Scan the QR code on your screen with the Google Authenticator application to setup Remote Desktop Manager in Google Authenticator.
   When Remote Desktop Manager is configure in Google Authenticator, enter the Validation code provided by Google Authenticator in Remote Desktop Manager.

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Scan barcode

4. When the Validation code is entered, click on ***Validate,*** then ***OK***.

5. Relaunch Remote Desktop Manager to be prompted for the Google Authenticator code.

> Google Authenticator generates a new validation code every 30 seconds. There's a color indication that the end of the time window is approaching, please consult the application documentation for your device for full details.

7.7 How-to Configure the Yubikey 2-Factor Authentication

Description

Remote Desktop Manager allow you to configure a Yubikey to provide an additional security layer when the application starts.

Settings

> Before you start the configuration, make sure you have a Yubikey in your possession.

1. Insert the Yubikey into a USB port of your computer.

2. Click on ***File -> Options -> Security*** and select ***Require Yubikey authentication*** in the 2-Factor authentication section.

Yubikey authentication

3. Press and hold the gold button on the Yubikey to have a code filled in Remote Desktop Manager and click ***OK***.

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Yubikey Password

4. Relaunch Remote Desktop Manager to be prompted for a Yubikey code.

Yubikey code

5. Press and hold the gold button on the Yubikey and access will be granted.

7.8 How-to Disable Remote Desktop Manager Auto Update

Description

Remote Desktop Manager offers frequently new updates to release new features, improvements as well as fixes. If you don't want to receive the update notifications, you can disable it in the options.

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Settings

In Remote Desktop Manager, uncheck both options ***"Check for update at startup"*** and ***"Includes Beta versions"*** in File -> Options -> General | Application Start.

7.9 How-to Reinstall Remote Desktop Manager

Description

> Before reinstalling Remote Desktop Manager, you need to do a backup. Please consult How-to Backup topic.

Refer to the Installation Overview topic for details on the installation of Remote Desktop Manager.

Settings

After Remote Desktop Manager has been reinstalled on your computer, you need to copy your RemoteDesktopManager.cfg (that you had backed up) to the ***%LocalAppData%\Devolutions\RemoteDesktopManager folder. This is the default path.*** If you have not installed with the default settings, please consult Configuration File Location for instructions on locating your configuration folder.

Data

If you have moved the file based data sources to another relative path, you will have to edit the data source definitions to fix the paths.

7.10 How-to Send an Error Report

Description

When an application error occurs in Remote Desktop Manager, you can send the error report to the Devolutions' support team.

> The strength of Remote Desktop Manager comes in great part from its community of users and we depend on you to not only send in those reports, but to do it with as much information as possible. We often already have the solution, so please use your real email address.

Workflow

1. An error dialog appears in Remote Desktop Manager.

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Error Message

2. You can press on ***Details*** if you want to see more information on the error.

Details

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3. To send in the report, press ***Send Error Report***

Send Error Report

4. Fill in your information and add as many details as you can before pressing ***Send*** such as:

> It's really important that you enter your email address, name and company name before you send the report, so that the Devolutions support team can contact you.

- The feature that you were using;
- The steps that you performed to get the error;
- Has this error occurred more than once;
- Are you the only one in your team to have the error; etc.

7.11 How-to Send the Application Logs Report

Description

The Devolutions support team may ask for the application logs to help you in certain situation. Here how to send it to the support team.

Settings

1. Click on Help -> View Application Log

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View Application Log

2. Select the Report tab

Report tab

3. **Click on the *Send to Support* button**

Send to Support

4. Complete the email, company such as the name section and click on ***OK*** to send the report.

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Send message to Support

7.12 How-to Setup Remote Desktop Manager to Receive New Update

Description

Remote Desktop Manager offers frequently new updates to release new features, improvements as well as fixes. If you always want to use the latest version of Remote Desktop Manager, follow the steps below.

Settings

1. In the application, check both options ***"Check for update at startup"*** and ***"Includes Beta versions"*** in File -> Options -> General | Application Start.

2. Subscribe to the Announcements Forums to be aware of all the latest announcements on our products.

7.13 How-to Setup the Usage of the Session Credentials to Launch a Tool

Description

To run some tools, specific credentials need to be sent through the remote session. By default, the credential used by a tool are the one from the Windows session. Sometime with those credentials you don't have enough privileges to run the tool. This is why you need to use the credential of the session instead.

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Settings

You can specify the usage of the session credentials for a session in ***Tools –> Credentials –> Use session credentials***.

Use session credentials

We also recommend to configure your Default Settings of the entry types that need this setting by default.

7.14 How to Subscribe to the Announcements Forums

Description

You can be notified when new updates are available on our products by subscribing to the announcements forums on http://forum.devolutions.net

If you want to subscribe to the announcements for Remote Desktop Manager, click on the following link : http://forum.devolutions.net/forum20-remote-desktop-manager--announcements.aspx

After, click on ***watch this forum for new topics***.

Devolutions Forum

The procedure is the same for all forums, below are the Announcement forums that exist at this time for our various products.

- Remote Desktop Manager MAC:
http://forum.devolutions.net/forum43-remote-desktop-manager-mac--announcements.aspx

- Password Vault Manager:
http://forum.devolutions.net/forum27-password-vault-manager--announcements.aspx

- Password Vault Manager MAC:
http://forum.devolutions.net/forum47-password-vault-manager-mac--announcements.aspx

- Remote Desktop Manager Online:
http://forum.devolutions.net/forum31-remote-desktop-manager-online--announcements.aspx

- Remote Desktop Manager Server:
http://forum.devolutions.net/forum32-remote-desktop-manager-server--announcements.aspx

7.15 How-to Understand Remote Desktop Manager Folder Structure

Description

When you attempt to create a new folder under the ***Credentials*** folder in Remote Desktop Manager, the folder appears under the ***Sessions*** folder.

Remote Desktop Manager has a ***single*** folder structure. The folders are displayed in all three roots (***Sessions***, ***Credentials*** and ***Macros/Scripts/Tools***) depending on a few conditions. The folders in ***Credentials*** and ***Macros/Scripts/Tools*** must have children in order to appear.

If you type in a folder structure directly in an entry, "virtual" folders will be created. You can edit those

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folders which will transform them as "physical" folders.

For users with a large number of sessions, we recommend checking the ***Merge credential list with sessions*** option in File -> Options -> User Interface -> Tree View.

If you watch the "***Getting Started for Teams***" video on our Tutorials page, you will see that is a recommendation that we make for teams that manage a large number of entries.

7.16 How-to Understand Remote Desktop Manager Licensing

Description

> Licenses are calculated ***per user***, not per installation. There is no limitation on installing Remote Desktop Manager (laptop, desktop, home computer, etc) , as long as you have the proper number of licenses for the users of your system.

Depending on how many licenses are needed, there are 4 license bundles available:

- User
- Pack
- Site
- Global

User

For single users,. you will receive 1 license key per user license.

Pack

Available for 5, 10 and 15 users, you will receive a single licence key for the pack. The cost per licence is a little lower than the single user licence.

Site

With a Site license, you can have unlimited users in the same site (location). You will receive 1 license key and this key will grant a license for every users in the same location.

Global

With a global license, you can have unlimited users in unlimited locations. You will receive 1 license key and this key will grant a license for every users in every locations.

7.17 PowerShell

Description

Remote PowerShell allows you to run scripts on remote computers. This is an extremely powerful tool that can be used to extract a ton of information as well as modify the remote computer's settings.

Settings

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Please consult the following topics for some PowerShell How-to:

- Custom Export to CSV
- Remote Management
- Script Execution Policy

References

http://technet.microsoft.com/en-us/library/ee176949.aspx

http://www.howtogeek.com/117192/how-to-run-powershell-commands-on-remote-computers/

7.17.1 Extract TeamViewer ID

Description

You can use Powershell to extract the TeamViewer ID from a session.

Settings

Here a script to extract the TeamViewer ID from a session:

$sessions = Get-RDM-Session | where {$_.Session.Kind -eq "TeamViewer"}
$sessions[0].Session.GetProperty("TeamViewer", "ID")

7.17.2 Custom Export to CSV

Description

Many customers ask for a special export that would contain specific fields.

Settings

Here is a small script that can be used to generate URLs for our new web protocol handler. We generate a csv file that contains the name and the URL.

```
## get the data source ID, note that the "Create Web Url" button generates a different ID, but bot
$dsid = Get-RDM-DataSource | where {$_.IsCurrent -eq "X"} | select -expand "ID"
## get the RDP sessions, create a new object with the desired fields.
## Simply append "add-member" commands to include a new field
$s = Get-RDM-Session |
  where {$_.Session.Kind -eq "RDPConfigured"} |
  foreach {
    new-Object Object |
       Add-Member NoteProperty Name $_.Name -PassThru  |
       Add-Member NoteProperty URL "rdm://open?DataSource=$dsid&Session=$($_.ID)" -PassThru
  };
## save to csv, the field names are used as column headers.
$s | export-csv c:\temp\sessions.csv -notypeinformation;
```

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7.17.3 Remote Management

Description

Default settings disallow remote management calls, there is also the firewall that is blocking requests on the associated ports. Luckily a single PowerShell command will perform all the necessary adjustments without prompting you for each step.

Settings

In an elevated privileges PowerShell session, run the command below

```
Enable-PSRemoting -Force
```

7.17.4 Script Execution Policy

Description

By default, no scripts can be run on a new installations. No only must you enable script execution, but you must choose if you require scripts to have a digital signature.

Settings

In a PowerShell command window, type `Get-Help About_Signing` to see what is best for your scenario.

If you are satisfied by ***RemoteSigned***, simply type in `Set-ExecutionPolicy RemoteSigned` in an PowerShell se

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Support/Resources

Part VIII

8 Support/Resources

8.1 Command Line Arguments

Description

Remote Desktop Manager can be launched using a command line.

Some features are only available in the Enterprise edition.

Remote Desktop Manager also offers a Web Protocol Handler.

usage: RemoteDesktopManager.exe [parameters]

Parameters	Description
{filename [*.rdm,*.rdp]}	Open in embedded or external mode the connection from file name.
/Silent	Execute the application minimized in a system tray icon. This option cannot be combined with other parameters.
/Datasource:{datasource id}	Specify the data source id (available in the Advanced Tab of the session).
/Session:{session ID};{session ID}... /UserName:{username} /Domain:{domain} /Password:{password}	Specify one or more session IDs (available in the Advanced Tab of the session).
/ChangePassword:{new password}	Change the session password. Only available for Remote Desktop sessions and embedded passwords. The data source ID and the session ID are required.
/RegisterUser:"{registration user}"	Change the Remote Desktop Manager registration name. The value must be in double quotes.
/RegisterSerial:"{serial number}"	Change the Remote Desktop Manager serial number. The value must be in double quotes.
/Template:{template ID} /Host:{host name} /UserName:{username} /Domain:{domain} /Password:{password}	Open the template ID with the specified host name and an optional username/password. The template ID is the ***Session ID*** of the template (available in the Advanced Tab of the template).
/Profiler	Starts the profiler at start of application. Good for profiling the start process.
/Title:"{title}"	Specify a tab title when using an embedded session.
/Filter:{filter}	Execute the application with the filter filled with a parameter.
/TabPage: Dashboard	The Dashboard is selected at startup of the application.

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Usage

Example #1 - Open a template and connect to a host

```
"C:\Program Files (x86)\Devolutions\Remote Desktop Manager\RemoteDesktopManager.exe" /DataSource:1
```

Example #2 - Open a session

```
"C:\Program Files (x86)\Devolutions\Remote Desktop Manager\RemoteDesktopManager.exe" /DataSource:1
```

Example #3 - Register the application

```
"C:\Program Files (x86)\Devolutions\Remote Desktop Manager\RemoteDesktopManager.exe" /RegisterUser
```

8.2 Web Protocol Handler Support

Description

Web Protocol Handler (also called URL Protocol Handler) has been implemented in Remote Desktop Manager to be able to launch different parameters directly from a web browser. This can be very useful if you want to launch a session directly from your intranet, as example.

Settings

Here the parameters that can be use to build a Protocol Handler URL.

Parameters	Description
Data Source	Parameter to identify the data source.
Session	Parameter to identify the session.
Template	Parameter to identify the template.
Host	Parameter to identify the host.
Port	Parameter to identify the proper port to use.
Username	Parameter to identify the username.
Password	Parameter to identify the password.
Domain	Parameter to identify the domain.
Title	Indicate the title of the tab when a session is open. This can be very useful when several sessions are launch at the same time.
Filter	Start the application with a word in the Search/Filter field.
Tabpage	The Dashboard will be focus after opening of the application.

Usage

Example #1 - Open Remote Desktop Manager with the search/filter field populate and the focus is on the Dashboard

rdm://action?Filter=XXXXX&TabPage=Dashboard

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Example #2 - Open a RDP session

In the Advanced tab of a session, there a ***Create Web Url*** button.

Create Web Url

By clicking this button, an URL will be copy in the clipboard.

Url copied to clipboard

You can use this URL to open a session directly from your web browser.

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8.3 Follow Us

Overview

Get the hottest information about our products - tips and tricks, case studies and new release announcements!

This is not a marketing newsletter. We focus on the issues that matter to you, whether you're looking for up-to-the-minute software tutorials, additional outside resources, or a peek at how others are using our products.

Links		
	Facebook	http://facebook.remotedesktopmanager.com
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	RSS feeds	http://rss.remotedesktopmanager.com
	Twitter	http://twitter.remotedesktopmanager.com
	YouTube	http://youtube.remotedesktopmanager.com
	Blog	http://blog.remotedesktopmanager.com
	Google+	http://plus.remotedesktopmanager.com/
	Spicework	http://spice.devolutions.net
	Forum	http://forum.devolutions.net

8.4 Keyboard Shortcuts

Description

Here are the default keyboard shortcuts for various commands. These can be modified in **File -> Options -> Keyboard**. For more information please consult Keyboard

Actions

Action	Shortcut
Clipboard - Connection String	Ctrl+Alt+H
Clipboard - Domain	Ctrl+Alt+B
Clipboard - Host Name	Ctrl+H
Clipboard - Password	Ctrl+Shift+B
Clipboard - Url	Ctrl+Shift+H

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Clipboard - User Name	Ctrl+B
Execute Typing Macro	Ctrl+Shift+A

Edit

Action	Shortcut
Add Credential Entry	Alt+Shift+N
Add Data Entry	Ctrl+Alt+N
Add Group/Folder	Ctrl+Shift+N
Add Session	Ctrl+N
Delete Entry	Ctrl+Del
Duplicate Entry	Ctrl+D
Edit Entry	Ctrl+E
Edit Entry (Local Machine Specific Settings)	Ctrl+Alt+E
Edit Entry (User Specific Settings)	Ctrl+Shift+E
New Entry	Ins
Rename Entry	F2

General

Action	Shortcut
Filter	Ctrl+F
Focus Dashboard	Ctrl+Shift+L
Focus Tree/List	Ctrl+L
Help	F1
Quick Connect	Ctrl+Alt+Q
Refresh	F5

ImportExport

Action	Shortcut
Export Entry as Remote Desktop File (.rdp)	Ctrl+Shift+E
Export Selection (.rdm)	Ctrl+Alt+E
Import Entries (.rdm, .pvm, .vnc, .rdp)	Ctrl+Shift+I

View

Action	Shortcut
Dashboard	Alt+F6
Details	F12

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Entry List Pane	Alt+F8
Favorite Entries	F10
Footer Pane	Alt+Shift+F7
Grouped Tab Pane	Ctrl+Alt+F9
Header Pane	Alt+Shift+F6
Large Icons	F6
List	F4
Most Recent Used Entries	F9
Opened Sessions	F8
Status Bar	Alt+F7
Tabbed Entries Pane	Alt+F9
Tiles	F3
Top Pane	Alt+F11
Tree View	F7
View Usage Log (Local)	F11

8.5 Lexicon

Description

Remote Desktop Manager is a feature rich program that has an extensive set of functionality. Here are the major concepts that are important to understand in order to use the program to its full potential.

Data source

A container for entries. It can be a local file, a database (either local or shared), or our own *Remote Desktop Manager Online* service. You can use multiple distinct data sources in the program, although only one is considered active at one point in time. See data source Overview for more information.

Entry

All items in your data source are entries. There are multiple types and sometimes even sub-types. The entry is an abstract concept that serves as a container for all specific types.

Credential entry

A credential is used to control access to a resource by identifying the user. It can be a classic username/password pair held by the program, or even by an external source.

Data entry

A data entry is meant to contains various information like account information, emails, serial numbers. It's principal use in Remote Desktop Manager is to hold Web site information, from the URL to the credentials. This allows auto login on the specified web site.

Connection

Any type of entry that allows you to connect to a remote host, service or device is a connection. An

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address or name is normally used, as well as credentials.

Session

In Remote Desktop Manager infancy, it was mainly aimed at managing Microsoft Remote Desktop. A **Session** was a term that was in use back then to describe a connection to Microsoft Remote Desktop Services. It appears widely in our documentation, but the term **Connection** is broader in scope and is now our preferred term.

8.6 Technical Support

Standard Support plan

Support is solely through our online forums at http://forum.devolutions.net/.

Extended and Premium support plans

Subscribers of a paid support plan receive an email address and a plan ID. You should send your support requests to the appropriate email address and provide your plan ID on the subject line.

You also encouraged to find information and ask questions in our forums at http://forum.devolutions.net/. They contain years of relevant information and have the benefit or being enriched for the whole community when we post an answer.

Please consult our Support Policy for more information.

8.7 Add-on Documentation

8.7.1 Overview

Description

This section contains the documentation of the Add-ons for Remote Desktop Manager. Not all Add-ons are provided by Devolutions but we'll do our best to cover what we host in our add-on repository.

See Add-on Manager for more details on how to install or manage Add-ons.

See topics below for more information:

- AnyPlace Control Add-on
- AT&T Global Network Add-on
- Axel Viewer Add-on
- Bomgar Representative Console Add-on
- DbVisualizer Add-on
- NoMachine Add-on
- PenguiNet SSH Client Add-on
- SAP GUI Add-On
- Shutdown Application Tool Add-on
- SQL Server Management Studio Add-On

See VPN Add-ons for all the VPN Add-on.

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8.7.2 AnyPlace Control Add-on

Description

This entry is used to define and configure a "AnyPlace Control" session. Anyplace Control is a secure and a remote access software solution that allows you to administer and control a remote computer.

The AnyPlace Control entry type is available when the AnyPlace Control Add-on is installed.

Only "Connection via ID" method is supported.

Settings

AnyPlace Control

Option	Description

Host ID	Enter the hostname to connect on the remote computer.
Password	Enter the password to connect on the remote computer.

8.7.3 AT&T Global Network Add-on

Description

This entry is used to define and configure a "AT&T Global Network" session. With this add-on, if you're an AT&T Remote Access User (BIS, AVTS and ANIRA customers) you'll be able to connect to AT&T's more than 500,000 Wi-Fi hotspots in more than 100 countries. AT&T's total Wi-Fi footprint is comprised of both AT&T Wi-Fi branded locations and AT&T partner Wi-Fi locations across the world.

The AT&T Global Network entry type is available when the AT&T Global Network Add-on is installed.

Settings

AT&T Global Network

Option	Description
Profile name	Enter the profile name to connect on AT&T global network client.

Profile password	Enter the profile password to connect on AT&T global network client.
VPN password	Enter the VPN password to connect on AT&T global network client.
Additional parameter	Indicate any additional parameter to connect with AT&T global network client.

8.7.4 Axel Viewer Add-on

Description

This entry is used to define and configure a "Axel Viewer" session. This allows you to manage Axel devices overs a LAN/WAN.

The Axel Viewer entry type is available when the Axel Viewer Add-on is installed.

Settings

Axel Viewer

Option	Description
Host	Enter the name of the host.
Port	Enter a specific port to reach the host.

Use Telnet protocol	Use the telnet protocol to connect on the host computer.
Use VNC protocol (V3 only)	Use the VNC protocol to connect on the host computer.
Take automatically remote control	Take automatically the control of the remote computer.

8.7.5 Bomgar Representative Console Add-on

Description

This entry is used to define and configure a "Bomgar Representative Console" session.

With this Add-on you will be able to define a session that will can automatically:

- ***Login***
- ***Start a session with a search string (host/description)***
- ***Start a script from disk***
- ***Save a script within the session data to be able to start it on another workstation.***

The Bomgar Representative Console entry type is available when the Bomgar Representative Console Add-on is installed.

Settings

Bomgar Representative Console

Option	Description
Bomgar site	Enter the Bomgar site to login.
Username	Enter the username to access the Bomgar site.
Password	Enter the password to access the Bomgar site.
Starting method	***Start a pinned client session with a search string***: Start a client session with a search string. Indicate the Host/Description in the appropriate field. ***Start a script file name on local disk***: Start a script from disk. Indicate the script in the Script Filename field. ***Start a stored script in session***: Save a script within the session data to be able to start it on another workstation. Indicate the script in the Script Filename field.
Host/Description or Script Filename	See ***Starting method*** option.

8.7.6 DbVisualizer Add-on

Description

This entry is used to define and configure a "DbVisualizer" session. DbVisualizer is a universal database tool used by developers, DBAs and analysts. It can be used on all major operating systems to access a wide range of databases.

The DbVisualizer entry type is available when the DbVisualizer Add-on is installed.

Settings

Db Visualizer

Option	Description
Connection name	Enter the name of the connection.
Username	Enter the username to connect on the database.
Password	Enter the password to connect on the database.
SQL script file	Select the SQL script file (*.sql).
Preferences directory	Select the preferences directory on the computer.
Database encoding	Select the prefer database encoding.
Custom window title	Indicate the window title that you want to be display.

8.7.7 NoMachine Add-on

Description

This entry is used to define and configure a "NoMachine" session. This allows you to store in Remote Desktop Manager each NoMachine profile as a distinct session, so that you can connect automatically to different computers (exactly like RDP session).

The NoMachine entry type is available when the NoMachine Add-on is installed.

Settings

NoMachine entry

Option	Description
Starting method	**Using profile file name on local disk**: The session will be linked to an existing profile (file) on a computer and it will be dependent on it. **Using stored profile in session**: The data of an existing profile (file) will be stored directly in the session and it will be usable on any other computer that shares the data source.
Profile	Select the NoMachine profile to use for the connection.

8.7.8 PenguiNet SSH Client Add-on

Description

This entry is used to define and configure a "PenguiNet SSH Client" session. PenguiNet is a simple all-in-one SSH client for Windows. It also includes an SCP browser, so that you can easily transfer files with just a few mouse clicks.

The PenguiNet SSH Client entry type is available when the PenguiNet SSH Client Add-on is installed.

Settings

PeguiNet SSH Client - Profile name

Start method - Profile name

Option	Description
Profile name	Enter the profile name to connect on PenguiNet.
Start a Secure CoPy session (SCP)	Allow to start a Secure CoPy session (SCP). Secure CoPy or SCP is a means of securely transferring computer files between a local host and a remote host or between two remote hosts.

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PeguiNet SSH Client - Parameters

Start method - Parameters

Option	Description
Host	Indicate the name of the host to connect.
Port	Indicate the port that you may use to connect.
User name	Enter the username to connect with PenguiNet.
Password	Enter the password to connect with PenguiNet.
Protocol	Determinate the protocol that you want to use. Select between: • ***Telnet*** • ***SSH*** • ***SCP***
Terminal type	Determinate the terminal type that you want to use. Select between: • ***Linux*** • ***VT100*** • ***Xterm***
UTF-8	Allow you to use the UTF-8. The UTF-8 is a variable-width encoding that can represent every character in the Unicode character set.
Don't use SOCKS Server	Disallow the use of a SOCKS Server to connect with PenguiNet.

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8.7.9 SAP GUI Add-On

Description

This entry is used to define and configure a "SAP GUI" session. This allows you to start sessions selected from your saplogon.ini files located anywhere on your computer.

The SAP GUI entry type is available when the SAP GUI Add-on is installed.

Settings

SAP GUI

The SAP GUI add-on does not allow you to insert connection information manually without selecting a saplogon.ini file first.

Features

- Possibility to copy/create saplogon.ini independent sessions. If you're working in a not editable saplogon.ini environment (or daily refreshed due GroupPolicies from your Client-Team).
- Automatic logon and execute Transaction/Reports.

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- Support for Secure Network Connect (SNC).
- Connections over saprouter(s), handles Loadbalancing (Logongroups), etc.

Requirements

Installation of SAP GUI on Client required.

Limitations

Only external Sessions are possible.

See Add-on Manager for more details on how to install or manage Add-ons.

8.7.10 Shutdown Application Tool Add-on

Description

The Shutdown Application Tool allows you to shutdown or restart one or many computers at the same time.

The Shutdown Application Tool is available when the Shutdown Application Tool Add-on is installed.

Settings

The ***Shutdown Application Tool*** is accessible from the Dashboard under the ***Macros/Scripts/Tools*** section.

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Shutdown/Restart Computer in Dashboard

Usage

Select one or several computers that you want to restart or shutdown in the Navigation Pane and click on ***Shutdown/Restart Computer*** in the Dashboard.

Select the option that want those computer(s) to do, enter a comment and click on ***Execute***.

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Shutdown / Restart Computer

8.7.11 SQL Server Management Studio Add-On

Description

This entry is used to define and configure a "SQL Server Management Studio" session. This allows you to launch and perform authentication to an instance. Optionally you can select a database, as well as open a script in the editor. SQL Server Management Studio is primarily a GUI tool, if you need to run commands and exit automatically, you should look at the SQLCMD tool that comes with the Sql Server utilities.

The SQL Server Management Studio entry type is available when the SQL Server Management Studio Add-on is installed.

Settings

SQL Server Management Studio

Option	Description
Server/Instance	Indicate the full instance name. When a default instance as been used, normally you can put only the server name here
Database (Optional)	Used to indicate to select a database upon login.
Integrated Security (Active Directory)	Indicates to use your windows credentials to authenticate on the server.
Run as different user	Use a different user to authenticate on the server.
User name	When using Sql Server authentication, user name to use.
Password	When using Sql Server authentication, password to use.
Default query file (Optional)	Specifies a file that will be opened in the editor. Please see note below
Show splash screen	Indicates to let Sql Server Management Studio display its splash screen.

Note

On some systems, specifying a file to open in the editor has the side effect of preventing the Object Explorer from being connected. This renders the add-on useful only for when you want to run the script and exit soon after. If you need to use the Object Explorer do not specify a script file.

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SQL Server Management Studio

8.7.12 VPN Add-ons

8.7.12.1 Overview

Description

Multiple VPN Add-ons can be installed using Remote Desktop Manager Add-on Manager.

Consult topics below for more details on each VPN Add-ons:

- Avaya (Nortel)
- Barracuda NG Network
- Bitvise Tunnelier
- Check Point Endpoint Security
- Check Point VPN-1 SecureClient
- Cisco AnyConnect
- F5 Firepass SSL
- FEC Secure IPSec
- FortiClient
- Generic VPN
- Juniper Junos Pulse
- Juniper Network Connect
- Juniper WSAM
- Juniper-Netscreen
- NCP Secure Entry Client
- OpenVPN
- SecureCRT
- Shrew Soft
- SonicWall NetExtender
- WatchGuard Mobile
- WatchGuard SSL

8.7.12.2 Avaya (Nortel)

Description

Avaya (Nortel) VPN Add-on can be used to connect to your Avaya (Nortel) VPN session.

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This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.3 Barracuda NG Network

Description

Barracuda NG Network VPN Add-on can be used to connect to your Barracuda NG Network VPN session.

The Barracuda client uses an unorthodox mechanism to handle registry access. You must manually grant permissions to a registry key in order for your users to be able to use the profiles. Please see below for more information.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

Permission adjustment

You must grant Write permissions to the HKEY_USERS\.DEFAULT\Software\Phion\phionvpn key. If you are like most of us and are the admin of your workstation, you can just grant ***Full Control*** to the ***Users*** group of the workstation.

8.7.12.4 Bitvise Tunnelier

Description

Bitvise Tunnelier VPN Add-on can be used to connect to your Bitvise Tunnelier VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.5 Check Point Endpoint Security

Description

Check Point Endpoint Security Add-on can be used to connect to your Check Point Endpoint Security VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

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8.7.12.6 Check Point VPN-1 SecureClient

Description

Check Point VPN-1 SecureClient Add-on can be used to connect to your Check Point VPN-1 SecureClient VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.7 Cisco AnyConnect

Description

Cisco AnyConnect VPN Client Add-on can be used to connect to your Cisco AnyConnect VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.8 F5 Firepass SSL

Description

F5 Firepass SSL VPN Client Add-on can be used to connect to your F5 Firepass SSL VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.9 FEC Secure IPSec

Description

FEC Secure IPSec Client Add-on can be used to connect to your FEC Secure IPSec VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.10 FortiClient

Description

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FortiClient VPN/SSL Add-on can be used to connect to your FortiClient VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.11 Generic VPN

Description

Generic VPN Add-on can be used to connect to your Generic VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.12 Juniper Junos Pulse

Description

Juniper Junos Pulse VPN Add-on can be used to connect to your Juniper Junos Pulse VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.13 Juniper Network Connect

Description

Juniper Network Connect Add-on can be used to connect to your Juniper Network Connect VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.14 Juniper WSAM

Description

Juniper WSAM Add-on can be used to connect to your Juniper WSAM VPN session.

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This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.15 Juniper-Netscreen

Description

Juniper-Netscreen Add-on can be used to connect to your Juniper-Netscreen VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.16 NCP Secure Entry Client

Description

NCP Secure Entry Client Add-on can be used to connect to your NCP Secure Entry Client VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.17 OpenVPN

Description

OpenVPN Add-on can be used to connect to your OpenVPN VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.18 SecureCRT

Description

SecureCRT VPN Add-on can be used to connect to your SecureCRT VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

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8.7.12.19 Shrew Soft

Description

Shrew Soft VPN Client Add-on can be used to connect to your Shrew Soft VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.20 SonicWall NetExtender

Description

SonicWall NetExtender Add-on can be used to connect to your SonicWall NetExtender VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.21 WatchGuard Mobile

Description

WatchGuard Mobile VPN Add-on can be used to connect to your WatchGuard Mobile VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

8.7.12.22 WatchGuard SSL

Description

WatchGuard SSL VPN Add-on can be used to connect to your WatchGuard SSL VPN session.

This Add-on can be installed using the Add-on Manager.

For more information please consult VPN Overview.

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8.8 Best Practices

8.8.1 Overview

Description

The following recommendations are provided for new and experienced users alike. Remote Desktop Manager has a lot of flexibility and sometimes we are faced with so many choices that we aren't sure of the proper decision to make or its impacts. Read below to find out what our own AND the community's experience has shown is the preferred way of operating Remote Desktop Manager in various scenarios.

Most of these recommendations apply to the Enterprise Edition because the range of options is so much greater then the Standard Edition.

8.8.2 Backups

Description

It is recommended to always have a current backup of your data source. Since we support a wide range of data stores, you should use the best solution for you chosen data source.

SQLite
Our recommended backup solution is to subscribe to our Online Backup Service

XML
Our recommended backup solution is to subscribe to our Online Backup Service

Microsoft Access
Our recommended backup solution is to subscribe to our Online Backup Service

Microsoft SQL Server
We recommend creating a maintenance plan to perform automatic backups regularly. This video is a good start on the subject: Setting up a Maintenance Plan to Backup Databases

8.8.3 Security

Description

Remote Desktop Manager's security allows you to create a granular protection system that is quite flexible. With the flexibility comes at the price or sometimes making the wrong choices that increase the time involved in managing the system.

What follows are recommendations from our use of the system, as well as from users that have shared their ideas with us.

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Vocabulary

Your staff is organized in "teams", but to use a generic concept we'll use Tiers in our examples. Small organizations often have two tiers, but larger ones may have four.

- Tier 1 is often the top level system administrators. They have full control of everything.
- Tier 2 is for the staff that can see everything, but can edit only a subset of entries. They usually correspond to Service Desks, the senior staff, etc
- Tier 3 is for the staff that has limited visibility over the infrastructure. They have mostly read only rights, but may be able to edit sessions for certain groups. Help desks typically fall in that category, as well a junior staff members.
- Tier 4 is for read only access. Often for external consultants that come in for a mandate. They cannot see any passwords or entry details.

Recommendations

Do not replicate your AD groups.

Remote Desktop Manager groups are to separate **entries** (sessions, credentials, etc), not **users**. Tier 3 personnel may have access to Group A in a read only mode, Group B in read/write mode and not even see Group C, but Tier 2 personnel may have the right to edit everything. You will grant users the appropriate rights for each security group.

Create a folder structure much like your organization is managing its operations

Its best to separate by area of concerns. Think of your sessions and credentials and separate them by your wish to make them A - visible and B - editable to each of your tiers. Each "intersection" of privilege by a subset of your team means another root level folder.

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Once you have separated sessions into groups, create a root level folder for each group and give it a meaningful name. After that assign a security group the the root level folder.

That sounds too complicated? A short version for a Managed Service Company would be to have a Group for the ***Customers*** and one for their own infrastructure (lets name it using the name of your company, I'll use ***Internal*** in the documentation). Another version for a large corporation could have ***Production, Staging, Testing***.

After that, open the user to assign his rights for the group as described in Permissions

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Assign security groups to high level folders

If you need to assign security groups to a deep folder, or to a specific entry, then you are creating an exception. It may end up consuming a disproportionate amount of time to manage these exceptions. You should look at the possibility of creating a new folder to make things clear for everyone in your organization.

Use the shortcut feature to give different permissions for an entry.

As can be seen in Creating Shortcuts, an entry can appear under more then one folder. This is our recommended practice whenever you need to assign multiple permission sets to the same entry and you run into issues because its doesn't fit your security scheme.

8.8.4 Use Credential Entries

Description

One of Remote Desktop Manager's strengths is certainly its management of credentials. Although you can specify the credentials directly in the entry settings, you should rather use a credential entry. This has the following advantages.

- Credential entries can be used in multiple sessions
- Only that single credential entry must be maintained when modifications are required
- Permissions can be set on the use of the entry (when an Advanced Data Source is used)

8.8.5 Use VPN Entries

Description

Although you can specify the VPN details directly in the entry settings, you should rather use a VPN entry. This has the following advantages.

- VPN entries can be used in multiple sessions
- Only that single VPN entry must be maintained when modifications are required
- Permissions can be set on the use of the entry (when an Advanced Data Source is used)

For more information, please consult VPN Overview.

8.9 Tips And Tricks

Description

Our favorite tips and tricks are in this section.

If you have a suggestion for improving an existing tip or even to suggest a new one, please send a note to infos@devolutions.net.

8.9.1 32bit vs 64bit Editions of Remote Desktop Manager

Description

We now include both architectures as part of our installation, but, like many applications that integrate a lot of various third party tools/utilities, we must recommend using the 32-bit edition in most cases.

Why did we create a 64-bit edition?

The 64-bit edition was created to address memory issues that started occurring with the advent of Windows 8 and Windows Server 2012. In fact, these operating systems brought changes to the RDP protocol and each session now consumes a significant amount of memory in relation to the previous editions. Starting a RDP session used to consume 50-60 MB of memory, but the latest edition can go as high as 175 MB! You can imagine that users of RDM who used to launch 8-10 embedded sessions at the same time now faced an issue and simply ran out of addressable memory.

There was an interim solution for the 32-bit edition, namely to enable a setting to make 32-bit applications LargeMemory Aware, while this resolves some of our user's issues, we ultimately had to release a 64-bit edition.

Issues with the 64-bit edition

This changes comes at a price though, not all tools/libraries have a 64-bit editions, and this mean that some of the sessions that currently work under the 32-bit edition will stop working in the 64-bit edition.

We can't list all of the technologies we integrate with, but RDP, VNC, SSH, Telnet do work. Embedded web sessions even allow you full control over the architecture of the browser you use. So all is not lost. Most things will continue on working.

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There is a well-known performance issue with the 64-bit edition of the .Net framework itself though. Application startup can be quite lengthy compared to the 32-bit edition.

Course of action

We recommend you continue using the 32-bit edition unless you run into memory issues. If you do have memory issues, then use the 64-bit edition, but keep in mind that you may have to look for 64-bit editions of the technologies you use.

8.9.2 Allow Open Multiple Connections

Description

Remote Desktop Manager allow you to open multiple connections on the same remote session.

Solution

You can enable the "Allow open multiple connections" option in the ***Advanced tab*** of a session.

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Advanced tab

Option	Description
Default	***Allow open multiple connections*** will be enable if the option ***Allow multiple connections (Default)*** is check in File -> Options -> General.
True	***Allow open multiple connections*** will be active for this session only.
False	***Allow open multiple connections*** will be disable for this session only.

8.9.3 Automation via Windows PowerShell

Overview

The RDM snap-in allows for quick and robust automation of actions, such as add/edit/open of sessions. The possibilities are endless, and are limited only by your imagination – and, of course, the tool's functionality.

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Since its release, this highly-requested feature has become a very useful in solving user requests. A quick search through our forum reveals many ingenious usages of the cmdlets, such as automating the creation of Windows Start Menu shortcuts for every RDM session (link).

To learn more, you can find full RDM cmdlet documentation available via online help, or directly in PowerShell using the Get-Help cmdlet.

Example: Create Web Data Entry

Here's a simple example of the RDM PowerShell snap-in at work. We'll be covering how I imported all blog URLs from Google Reader.

1) I started by exporting my Google Reader subscriptions (via Google Takeaway).
2) Next, I loaded the file into an XmlDocument using Get-Content.
3) Finally, I created an RDM session for each node, and assigned the appropriate properties:

```
[xml]$rss = Get-Content C:\rss.xml;

foreach ($site in $rss.opml.body.outline)
{
      $session = New-RDM-Session -Name $site.Text -Kind "DataEntry"
      $session.Group = "RSS"
      $session.AddDataEntryKind(11 <# Web #>);
      Set-RDM-Session $session -NoRefresh;
      Set-RDM-Property -ID $session.ID -Path "DataEntry" -Property "Url" -Value $site.htmlUrl
}
```

Example: Reflect the group name as the company name

```
foreach ($list in Get-RDM-Session)
{
    $group = Get-RDM-Property -id $list.id -Property "Group";
    Set-RDM-Property -ID $list.ID -Path "MetaInformation" -Property "Company" -value $group -NoRef
}
```

Now, for you IT pros out there, this is a pretty simple example that you could do in your sleep! However, I merely wanted to illustrate how robust the feature is, and how you can use it to make your life easier and more productive.

Additional tips

Here are some additional tips to help you get the most out of the PowerShell snap-in:

- Use the –NoRefresh flag for faster script execution, especially in loops, since the UI isn't refreshed during the action.
- Use the Set-RDM-Property cmdlet to set almost any value within the session object. To find properties and paths, reverse engineer the session XML file format. Create a sample session in RDM and export it using the right click menu Import/Export -> Export Session (.rdm).... Once exported, open the .rdm file with your favorite editor. Browse the XML structure to find the property path and name.
- Use the AddDataEntryKind method to set the data entry kind to Web (11 in this case). This is not actually documented – it's just a bonus tip that we use here at Devolutions all the time!

So, how would you find more helpful tips like these? Simply visit our forum and ask! Plus, if the tool can't do what you need it to, we'll see what we can do to add it to a future release. In fact, most of the

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features we've built so far are a result of user requests for help and guidance.

8.9.4 Creating Shortcuts

Overview

There are a many scenarios where it makes sense for an entry to appear more than once in the UI. For example, you might want to:

- assign different access rights to the folder
- create a favorite folder with everything centralized
- reuse a document for different scenarios

However, doing this manually is time consuming, tedious and prone to error. But no longer!

Solution

Fortunately, Remote Desktop Manager makes creating shortcuts easy, simple and quick! It works by saving the entry once in the database, while linking it to more than one group. So when Remote Desktop Manager loads the data, it automatically creates a link to the original entry. You don't have to lift a finger – everything is done for you, to save your time and simplify your life.

Same Entry in Two Groups

Creating a Shortcut: Option 1

One way to create a shortcut is by using the menu **Edit->Create Shortcut...**

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Create Shortcut Command

Simply choose the destination folder for the shortcut. Remote Desktop Manager will automatically refresh and display the new shortcut in the list.

> There is no visual difference between the shortcut and the original entry. Therefore, you'll need to delete all entries to completely remove them.

Creating a Shortcut: Option 2

A second way to create a shortcut is via the session properties. Since the shortcut is based on a group list, simply add a session in multiple groups by setting two or more destinations, which are separated by semicolons ";". You can also use the browse button (…) and select more than one group by holding the Ctrl key while clicking on the tree node.

Group/Folder Example

8.9.5 Data Migration

Description

Many users start with the standard edition but end up migrating to the Enterprise edition. Here is the procedure to migrate the data between data sources.

The migration is simply an export from the origin data source, followed by an import in the destination data source.

Export

- Select the origin data source in the data source selection drop down.

Data source selection drop down

- Select **File -> Export -> Export All Entries (.rdm)**.

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Export sub menu

- Decide if you want to export credentials or not. For a typical migration you would check the option.

Export entries option dialog

- Save the file with the name and location of your choice.

Import

- Select the destination data source in the data source selection drop down.
- Select **File -> Import -> Import Entries (.rdm, *.pvm, .vnc, .rdp)**.

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Import sub menu

- In the Import Entries dialog, use the ellipsis button to browse for the data file exported in the previous section.

Import Entries dialog

- In the next dialog, you are presented with a list of all entries that are in the data file. Simply press ok to complete the process

Import Entries - session selection dialog.

8.9.6 Data Report

Description

The Data Report session type can be use to empower any/all users to generate reports, without having to grant them access to the actual server.

Settings

General

General Tab

Create a Data Report entry and define the connection string by either:

- Specify the connection in the entry itself
- Use a credential entry
- Inherited from a parent
- Prompt for credentials

Parameters

Parameters Tab

Specify the parameters by setting the name, type and default value of all parameters.

Query

Query Tab

Enter the query in the Query tab, which features a SQL syntax-highlighted text box with line numbers.

> Ensure that your DBA sets the proper security groups, and that each specific user(s) has access to it.

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8.9.7 Edit Hosts File

Description

IT technicians, as well as web developers, often need to edit the Windows hosts file. This requires starting your favorite editor using elevated privileges (obviously only if UAC is active), browsing for the hosts file which is deep in the windows folder and enclosed in a hidden folder on top of that.

For your own machine you can create a shortcut to achieve you goal, but our experience tells us that most people don't bother with it, ending up losing precious seconds every time they must modify the hosts file.

What better tool then one that you use every day, which is already running in the notification area, to implement a solution with. If the machines you work on have the same setup, this will work on all of them.

Simply create a session with the proper settings.

Edit Hosts session configuration

Steps

1. Create a new ***Command Line*** session.
2. Enter a session name
3. Check the ***Run as Administrator*** check box.

4. Using the ellipsis button, select your editor of choice in the ***Run*** text box.
5. Paste the following after the name of the program, ensure a blank space separates the two and include the double quotes. ***"c:\Windows\System32\drivers\etc\hosts"***

> If your editor is already running, it will not elevate the privileges. You should close it beforehand. I've implemented a AutoHotKey script that closes my editor of choice, but being that it shuts off without saving pending changes, its not a solution for the faint hearted. It depends on your chosen editor's reaction to the WM_QUIT message.

That's it. Simple and efficient. You can use this for any tool you use regularly. Paired with shared data source it makes for a powerful library of tools for your team.

Alternative if you want to use the Parameters tab

Some people want to use the parameters tab because, upon launching, it will display a dialog where you can confirm the value of the parameters and even allows you to change them for whole new values.

Steps 1-4 are the same
Step 5 - Enter ***"{1}"*** after the name of the executable, keeping a space between the two values and including the quotes.
Step 6 - Uncheck "***Use Shell Execute***"
Step 7 - In the parameters tab, set parameter # 1 type to ***"Text"***
Step 8 - Enter the following in the Default Value: ***c:\Windows\System32\drivers\etc\hosts***

Parameters tab

This is helpful if you mostly use the tool with a certain file, but occasionally need to edit another file. I'd rather have a separate entry for each file I commonly edit, but this shows how flexible Remote Desktop Manager really is.

8.9.8 Handling RDP Connections

Description

Remote Desktop Manager can manage .rdp file to open and connect the session immediately. Even if your application is close, you can open a .rdp file. The application will open and start your connection.

Settings

Remote Desktop Manager installation wizard

When an installation of Remote Desktop Manager is deployed, you can associate your .rdp file to the application. This will allow you to start directly a .rdp file from your computer inside Remote Desktop Manager.

.rdp file

If a .rdp file is launch, the session will start in Remote Desktop Manager. You can create a new entry with this session, by simply clicking on ***save session as*** from the edit section of the Actions tab.

8.9.9 HTML Export Using Symmetric Encryption

Overview

As we all know, email isn't secure. But it's convenient, fast and free – and so many of us ignore the security risks.

Yet when you step back and think about it, ask yourself: Would you ever think of sending cash through the regular mail? Even sending it through a courier is risky! But if you send sensitive information via email, that's pretty much what you're doing.

Fortunately, there's a solution!

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We've developed a feature that allows for symmetric encryption of sensitive information, so that it can then be securely sent via email (or any other protocol) while keeping the data safe.

This feature can also be used to save/export/backup sensitive information to disk.

How it works

The feature is simple and easy to use:

- Select one or multiple data entries
- Right-click Import/Export -> Export Data Entry -> Export Data Entry (.html)
- When prompted, enter a password
- Save the file to disk

And that's it! Your document is ready to be securely sent via email or any other protocol.

Export Multiple Entries

And what if you're exporting multiple data entries? To prevent prying eyes from seeing more than they should, each secured string must be individually decrypted. Someone is walking by your desk, simply hit F5 or close the file, and the information is secure again.

A Word about AES-256

We use AES-256 to encrypt/decrypt your sensitive data. Since the decryption is done entirely in the browser, there's no need for external tools, downloads or installs. Here's a snapshot of the encrypted values:

Html File Content

Safe & Smart Virtual Backup

In addition, HTML Export using symmetric encryption is a great way to securely – and virtually – backup your passwords and other sensitive information. It allows you to share information via email, or simply send the file to your personal email account as a backup. The possibilities are endless, and it's just another way that we're working hard to help you centralize it, secure it and simplify IT!

Printing

Sorry, decryption of the printed document isn't supported. We have yet to figure out a way to do this. If someone ever does please let us know.

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8.9.10 Identify Security Groups

Description

There are 3 methods to identify which security groups are associated to an entry.

Navigation tree view column

A ***Security*** column can be added in the Navigation Pane by right-clicking on the column Name in the Navigation Pane and selecting Column Chooser.
Double-Click on Security and the column Security will now be added and you would be able to see what security groups are apply to your entry.

Column Chooser

Security shield in entry properties

By Right-Clicking on your entry and select Edit Properties

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Edit entry for security group

Click on the green Shield at the bottom of the screen and the security right for your entry will appear

Green Shield

Security rights

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Security group report

By selecting the ***Administration -> Reports***

Reports in Administration tab

After, double-click on Security Groups Report

Security Groups Report

In the Security Group Report window, you will see a column for the Security Groups

Security Groups column

8.9.11 Keep Tabs Opened

Description

There is the possibility of keeping a tab open during a disconnect. This allows you to restart a remote device or simply keep your work area set up to resume quickly after a work interruption.

Workflow

Since this is for tabs, the session must be running embedded. You'll notice a new action in the settings section: "Keep tab on disconnect"

Ribbon

Simply enabling this action will allow you to perform a logoff or restart while keeping the tab present. A panel will replace the content of the session.

Connection Panel

This panel offers three actions:

- Close: You changed your mind and want to close the tab
- Connect: Connect the session
- Connect When Available: Pings the host until it becomes available, then connects the session.

You can even edit the session settings so the option is always enabled, you simple need to visit the More Tab and scroll down to the User Interface section

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More -> User interface

8.9.12 Microsoft VPN Phonebook Management

Description

The Microsoft VPN needs a Phonebook configured locally on your workstation to be able to establish a connection.

Settings

1. In a working folder on your computer, create a new text file and name it Phonebook.pbk (Change the extension)

Phonebook file

2. Double-click on your new Phonebook file to start the configuration, you will get an information dialog in which you must press ***OK***

Empty phonebook

3. Select "Workplace Network" to connect using a VPN

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Workplace network

4. Indicate the Internet address to connect to and click on ***Create***

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Address to connect

5. The new Phonebook is now created, use the properties button to perform the required adjustments

Phone creation completed

6. In Remote Desktop Manager, create a Phonebook document, you can choose to simply create a link to the file, or even better upload it to the data source. Save your document when done.

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Phonebook document entry

7. Create a new VPN entry of the Microsoft VPN subtype, and select the document from the previous step in the Phonebook document setting

Microsoft VPN entry

Any user that has access to these entries will be able to launch the VPN without having to perform additional configuration on their workstation.

8.9.13 Multiple Types of Connections on the Same Machines

Description

You have multiple sessions that use a different technology (ex: VNC or Team Viewer) than Microsoft RDP to establish the connection on your workstations. Sometimes you need to connect on those same workstations using Microsoft RDP, but you don't want to create new sessions in Remote Desktop Manager to achieve this.

Settings

1. Create a RDP shared template session in ***File -> Templates -> Templates -> Shared Templates***.

Shared templates

2. In the computer field, use the ***$HOST$*** variable and click on ***OK***.

RDP template

3. In the case that you need to launch a RDP session, click on ***Open with a Template*** in the ***Dashboard*** and select your template.

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Dashboard

8.9.14 Passcode Prompt When Opening an Entry

Description

Sometimes you want to ensure that your users are really opening the right session.

Workflow

In the Events tab, in the Before Connection section, when you select “Message Prompt”, you will notice a Passcode field.

Events tab

There is a field to enter a Message and another one for a Passcode. The idea is not to have another password to launch the session, but rather to act as a safeguard. For example, you could set the message to “Warning, this is a production server, type YES to continue” and set the Passcode to YES. This allows you to give just a little jolt when you attempt to launch the session!

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Passcode in action

8.9.15 Open RD Gateway Only when Unable to Ping Host

Description

Use your RD Gateway only when your host is unreachable.

Settings

In your Microsoft Remote Desktop (RDP) entry, under Connection, you can enable ***Open gateway only when enable to ping host,*** connectivity with the remote host will be tested to see if its reachable, if not, the RD Gateway will be used.

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Connection tab

> The method used to test connectivity will be the one set in the ***Advanced*** tab of the entry, ***Is Online*** section, ***Online Detection*** setting. Please see Advanced Settings Overview for more details.

8.9.16 RDP Session Time Limits

Description

When you close you RDP sessions, you may inadvertently (or willfully) leave your session running on the remote host. Depending on the programs you have left running, this can consume excessive resources and can be even interpreted as a security risk.

Windows allows you to control how *Remote Desktop Services* handle sessions through Group Policies. This can be administered on the host computer itself, or be pushed at the domain level for multiple hosts.

What follows is the procedure to perform on a single host computer.

Procedure

1. Launch "Edit group policy". (Press the windows key, and type "edit group policy", for Windows 8 it is in the ***Settings*** category)

2. Browse to:

Computer Configuration
Administrative Templates
Windows Components
Remote Desktop Services
Session Time limits

The settings are described as follows (when you alter the setting using the Group Policy Editor, you will see a detailed description)

Set time limit for disconnected sessions	This policy setting allows you to configure a time limit for disconnected Remote Desktop Services sessions. By default, Remote Desktop Services allows users to disconnect from a Remote Desktop Services session without logging off and ending the session.
Set time limit for active but idle Remote Desktop Services sessions	This policy setting allows you to specify the maximum amount of time that an active Remote Desktop Services session can be idle (without user input) before it is automatically disconnected.
Set time limit for active Remote Desktop Services sessions	This policy setting allows you to specify the maximum amount of time that a Remote Desktop Services session can be active before it is automatically disconnected.
End session when time limits are reached	This policy setting specifies whether to end a Remote Desktop Services session that has timed out instead of disconnecting it.

3. Double click on the setting (or right-click -> Edit), an edition form will appear

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4. Select ***Enabled***, this will enable the control in the lower section

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5. Choose your desired value from the list

6. Press Apply

7. Repeat for other settings as desired. Note that for true/false settings there is no control in the Options area. Just enabling the policy will activate the setting.

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From then on, all future sessions established on that host will follow these policy settings.

You may want to explore all the policies below Remote Desktop Services, you may find hidden gems that would help your organization.

8.9.17 Remote Install with PSExec

Description

When you need to perform a remote installation, you have multiple options. You could use a domain policy, a logon script or PSExec.

Depending on the way the security is configured on the remote computer, you may run into issues that even an administrator cannot install an application properly. For these cases, you need to run PSExec in the context of the system account. This option is not available (yet) in our PSExec wrapper, but you can easily use a Command Line (Macro/Script/Tool) instead.

> PSExec is a tool provided by Sysinternals. You must have it installed locally and available in your System Path for it to run successfully with our PSExec type. For the Command Line tool, you can specify the full path manually.
>
> Options exist to copy files remotely, please refer to PSExec documentation for further details.

Settings

1. Create the command line (Macro/Script/Tool) and give it a meaningful name.

2. Enter the PSExec command line as:
   PSExec \\$HOST$ -s -e msiexec /i {*path to msi*}

> The full path to the msi must be entered. A network share is recommended in this case.

Usage

The Macros/Scripts/Tools type are always run in the context of a session. In fact they use the information in the session to identify what host to run the tool against, that is why we used the $HOST$ variable.

For this reason, the first step is to select a session, any type of session will do (RDP, SSH, etc). After selecting the session, the dashboard will display the Macros/Scripts/Tools.

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Simply clicking on the tool will therefore launch it against the host linked to the currently selected session. You can select hosts and install in sequence.

8.9.18 Run as Another User

Description

Most of us use many different credentials. Be it a mobile warrior, a sysadmin that follows best practices and doesn't log on to his computer using his domain admin account, or even a safety conscious parent that creates limited accounts for the kids on the family computer. This requires the capability of starting an application under a different set of credentials while we are already logged on using our main credentials.

The problem is solved by using the Windows RunAs command.

> The RunAs command requires that the "Secondary Logon" service be running.

Settings

In Windows you can manually start any process as a different user using SHIFT + right-click to get the context menu.

SHIFT + right-click popup menu

The RunAs command has many parameters to change its behaviour, we wont cover them all here, but if you have an advanced scenario we suggest you consult the Windows help.

Options

You have two options when it comes to Run As:

- ***Built-In Run As***

  In Remote Desktop Manager, some sessions/tools types support the Run As functionality. For a complete list and configuration information see the Built-In Run As help topic.

- ***Manual Run As***

  Your session type is not supported and need help to manually configure Run As? See the Manual Run As help topic.

8.9.18.1 Built-in RunAs

Description

This article describes the built in method of using Run As. For sessions types that don't yet support the built in method you can follow the manual steps outlined here.

Settings

Supported Types

The following types currently support Run As

Option	Description
Session	• Command Line • PowerShell
Session Tool	• Command Line • PowerShell Local • PowerShell Remote • PSExec
Session Add-on	• SQL Server Management Studio

Session

PowerShell session - Run As tab

Sessions that support Run As will have a Run As tab where you specify which credentials to use when starting with Run As.

Option	Description
Disabled	no Run As is performed
Use session credentials	use the same credentials as defined in the session
Use custom credentials	use specified custom credentials
Use credential repository	use a link credential entry
Use my personal credentials	use a link private credential entry

Session Tool

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Command line tools

With tools session types you only need to specify **Run as different user**. At execution time the credentials we be resolved and used to start the Run As process.

Session Add-on

SQL Server Management Studio is the only Add-on that supports Run As. Configure it much you would a normal session.

SQL Server Management Studio - settings

Run As - configuration

Notes

Run as Different User and **Run As Administrator** are mutually exclusive.

Run as Different User doesn't allow for **Shell Execute**.

The ***NetOnly*** parameter is not supported in the built-in Run As support. If you must use the ***NetOnly*** parameter you must revert to the Manual Run As method.

Example: Command line session with Run as different user on the same workgroup/domain

1. Create a new Command Line session.
2. Set the command to ***CMD***.

3. Specify the Run As credentials.

4. Save the session.
5. Run the session.

8.9.18.2 Manual RunAs

Description

This article describes the manual method of using RunAs. Some types support built-in RunAs details are available here.

Settings

Scenarios

There are two major scenarios when using RunAs: the authentication server is accessible directly from you machine, or you need delayed authentication.

- ***Authentication server is locally accessible***
  This scenario is for when you are already authenticated on a domain/workgroup and you need to switch to another account of the same domain/workgroup.

- ***Delayed Authentication***
  This scenario is for when it is impossible to log on your machine using the other set of credentials.

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For example you need to connect to a client's domain using your laptop that is on your company's domain. This will require using the **/NETONLY** parameter of RunAs.

Examples

The RunAs command is invoked from an entry of the "Command line" type. Create the entry either by pressing the Insert key or by using the menus. Select the "Command line" type and enter a name for it.

Example 1: Running a command prompt as another user of the same workgroup/domain

1. You can use the ellipsis button to browse for the runas.exe command, but if you are in a shared data source and the session will be used on various operating systems, it's better to type in ***"%systemroot%\system32\runas.exe"*** because it will work on all of them.
2. Append ***/user:$DOMAIN$\$USERNAME$***, keeping it outside of the quotes. Note the use of two variables that will pull the appropriate value from other fields of the same session. For more information please consult the Variables topic.
3. Append the name of the executable you want to run. Enclose it in quotes if the full path contains spaces. In our case we can simply add ***CMD***,

4. Specify your credentials in the **Host and Credential** tab. Note that when you are not part of a domain, you should enter the computer name in the domain field.

5. In the Events tab you must define a typing macro

5.1. Set the Initial Delay to the lowest value that will allow the initial prompt to appear. On most

systems 1 second is sufficient

5.2. In the Typing macro field, enter the following: ***$PASSWORD${ENTER}***. For more information please consult Auto Typing Macro.

6. In the advanced tab, you must check "***Enable password in variable***".

When you run your session, a command prompt window appears requesting the password for the user. The Typing Macro will fill it in after the 1 second delay. After this, the command window that is running under the different credentials appears. Note that the title indicates the other identity.

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Example 2: Running SQL Server Management Studio as a user of a different domain/workgroup for using Windows Authentication

The are minor differences with Example 1, but here is the full procedure to make it easy to read

1. You can use the ellipsis button to browse for the runas.exe command, but if you are in a shared data source and the session will be used on various operating systems, it's better to type in ***"%systemroot%\system32\runas.exe"*** because it will work on all of them.
2. Append ***/netonly /user:$DOMAIN$\$USERNAME$***, keeping it outside of the quotes. Note the use of two variables that will pull the appropriate value from other fields of the same session. For more information please consult the Variables topic. Also note the use of the ***NetOnly*** parameter, it signals that the credentials will be used for network access only.
3. Append the name of the Management Studio executable and its parameters. All this needs to be within the same double quotes

3.1.SQL Server Management studio is located at "C:\Program Files (x86)\Microsoft SQL Server\110\Tools\Binn\ManagementStudio\Ssms.exe" on most machines, adapt to your situation if it's not the same.

3.2.My parameters look like this: ***-S sql.windjammer.loc -E***. -S is for the server name, -E is to use windows authentication, you can even specify the database using -d __DB_NAME__ (i.e. -d rdm)

The result is: "C:\Program Files (x86)\Microsoft SQL Server\110\Tools\Binn\ManagementStudio\Ssms.exe -S sql.windjammer.loc -E"

4. Uncheck "**Use Shell Execute**" (this must be done for most Windows Applications)

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7. Specify your credentials in the **Host and Credential** tab. Note that when you are not part of a domain, you should enter the computer name in the domain field.

8. In the Events tab you must define a typing macro

8.1.Set the Initial Delay to the lowest value that will allow the initial prompt to appear. On most

systems 1 second is sufficient

8.2. In the Typing macro field, enter the following: ***$PASSWORD${ENTER}***. For more information please consult Auto Typing Macro.

9. In the advanced tab, you must check "***Enable password in variable***".

Run the session and wait for Management studio to appear, attentive users will notice that it looks like you are running under your local credentials because of these...

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A simple query will prove that it worked, perform a ***SELECT SUSER_NAME()*** query.

8.9.19 Running Remote Desktop Manager as Another User

Description

Most of us use many different credentials. Be it a mobile warrior, a sysadmin that follows best practices

and doesn't log on to his computer using his domain admin account, or even a safety conscious parent that creates limited accounts for the kids on the family computer. This requires the capability of starting Remote Desktop Manager under a different set of credentials while we are already logged on using our main credentials. This will allows you to use Integrated security to connect to an Advanced Data Source .

These solutions require that the "Secondary Logon" service be running.

If the other account belongs to a domain different than the one from your workstation, solution A must be used.

Solution A - RunAs command

This solution is ideal if you do this often, you can a batch file with the command and simply type in your password when prompted.

The RunAs command has many parameters to change its behaviour, we wont cover them all here, but if you have an advanced scenario we suggest you consult the Windows help.

1. Open a command prompt
2. Type ***runas /netonly /user:{your user name here}.*** Usage of the ***NetOnly*** parameter signals that the credentials will be used for network access only. Ensure you user name is entered as your infrastructure requires. Typically its {domain}\{user}, i.e. windjammer\david
3. Append the full path to Remote Desktop Manager, typically %ProgramFiles(x86)% \Devolutions\Remote Desktop Manager\RemoteDesktopManager.exe, but you must ensure this is correct for your machine
4. When you press enter, you are prompted for the password, then the application will launch.

```
C:\tools>runas /netonly /user:windjammer\david "%ProgramFiles(x86)%\Devolutions\
Remote Desktop Manager\RemoteDesktopManager.exe"
Enter the password for windjammer\david:
```

RunAs command example

Solution B - Shift+Right Click on the shortcut or executable to Remote Desktop Manager

When you press Shift + Right Click on an executable, you'll notice an additional menu item for **Run as different user**.

Advanced contextual menu

You are presented with a logon form in which you must specify the username and password.

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8.9.20 SQL Server Data Source with Integrated Security

Overview

We will take you through a step by step guide on configuring and testing a Remote Desktop Manager deployment against a SQL Server data source using Integrated Security.

> Any user (domain, local machine or SQL user) that has a server role of `sysadmin` is automatically a administrator of Remote Desktop Manager.

Create the database

The first step is to create the database that will store all your entries.

File -> Data Sources -> Add a new Data Source

- Specify the Name, Server & Database
- Make sure you authenticate with a user that is part of the `sysadmin` role.

> If the logged-on Windows User is not part of the SQL Server `sysadmin` role, and you've configured the server to use SQL Server and Windows Authentication Mode, then use a SQL Server user (SA for example) that has the appropriate role assigned. You can then add yourself as a Remote Desktop Manager user after the fact and change the data source to use **Integrated security.**

- Press **Test Server** to test the connection to the server.
- Press **Create Database** to actually create the Remote Desktop Manager database.

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Create new data source

Press ok to close the dialog. In the navigation pane, select your newly created data source from the data source drop down.

Create the security groups and users

Administration -> Security Groups

Add some security groups. In the case I've added Admin, Production & Staging security groups. This will allow me to limit access to sessions to a subset of users.

> For more information on Security Groups & User management.

Security groups management

The next step is to add the other users.

User management

Administration -> Users -> Add User

- First check **Integrated security (Active Directory)** - this will enable the **...** button, click it & select the domain user you would like to add.
- In the General tab, check **Add**, **Edit** & **Delete**
- In the Groups check **View**, **Add**, **Edit** & **Delete** of the **Staging** security group.

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Add new domain user

> Keep **Create SQL Server Login and User** checked. This will in effect cause Remote Desktop Manager to map a new login to the domain account and link it to a user.
>
> You can uncheck this in the case where you've already added a login for the domain group for example. Since the user is part of the group in question they would be granted login privileges through the groups access, not through a user specific account. This would help minimize support tasks in SQL Server.

So now we've created a non-admin user that only has access rights to the Staging security group. Repeat for each user that needs access to this data source in Remote Desktop Manager.

Remote Desktop Manager for Client Workstations

Now we need to configure Remote Desktop Manager on other client workstations. You have a few options here:

- Create the data source just like you did the first time, making sure you've set **Integrated Security (Active Directory)**
- Export the data source from the initial workstation and import into Remote Desktop Manager on all client workstations.

- Use our Custom Installer service to help you distribute the application and personalize the installation process.

Testing

If you have a second set of domain credentials, you could use this trick to test locally. Running Remote Desktop Manager as Another User

Now in your Remote Desktop Manager that has admin rights, create a few sessions and assign them a security group (Admin, Production or Staging). Leave the security group blank for some sessions.

Now in Remote Desktop Manager running under a limited account, refresh the data source, you will only see the sessions that are part of the security group for which you've granted rights to this user.

8.9.21 SQL Server Maintenance Plans

Description

A Sql Server Instance is, sadly, not something you can simply install and run without proper care. Keeping the default values for new databases will almost certainly cause issues in the long run.

If maintenance is not performed regularly, the database files will grow and grow until the mere size of the files will decrease performance and finally reach a point where the client application appears unusable.

We are NOT a DBA shop. Asking the question "*What is the best maintenance plan I can implement?*" to seasoned DBAs will invariably result in an answer similar to "*It depends*".

These "pointers" are provided AS IS and we cannot be held responsible if they don't meet your requirements. You must consult a qualified database administrator to confirm your needs and how to meet them.

The backup strategy really depends on the amount of data you are comfortable with losing in the event of failure.

If you are comfortable with only being able to revert to last night's backup, you can set the DB to simple recovery model, and take a nightly full backup

If you want something a little more robust we have seen the following:

- a daily full backup of the DB
- more frequent backup of the transaction log, lets say every 4 hours starting at 06:00 and ending at 18:01 or 22:01
- a cleanup task to remove older backups

If you need to be able to recover data that is minutes in the past, then you really need a qualified DBA to help you.

Again, these are examples of how we've seen backups planned for non-critical systems. It does not meet your specific requirements and you must monitor: the time the backups take to complete; the free space left on the backup device; and so on and so on!

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Also, a backup strategy involves actually going thru the recovery process regularly to prove that it works.

If you look at our first ever sysadminotaur, (at http://blog.devolutions.net/2012/08/sysadminotaur.html) you can guess that we've heard of bad backup plans before...

> Backup plans must be monitored and Recovery plans must be enacted to confirm they actually work!

8.9.22 Tab Groups

Description

Remote Desktop Manager is great for running many sessions at once by using it's Embedded/Tabbed display mode. It's especially true when using multiple remoting technologies at the same time. No longer you have to dig in your task bar to locate the session of interest, you have all of them running in tabs in the same tool that you use to launch them.

But when you reach a certain number of running sessions, it may become difficult to identify them using only their name. To improve on the user experience for those of us that love embedded sessions, we created a feature to Filter the tab pages, it is called the *Tab Page Category*.

Embedded/Tabbed sessions

Settings

The setting is in the *More* tab of the session settings.

User Interface section of the More tab

Simply typing in a name will create a tab group when you launch the instance. You can see it in action

in the image below

Tab groups displayed - All selected

When the All group is selected, it performs no filtering. When you select another group, it hides all the sessions that do not match with the filter. In the example below, I've adjusted two sessions to have the same category.

Specific tab group selected

8.9.23 Team Tips

Overview

Here are 5 RDM team tips.

Security, Users & Groups

Sharing session information is great -- but controlling access is bliss.

Through RDM's Groups & Security settings, you can control access and user rights for specific sessions and actions.

Start by defining the groups, and assign users rights for each appropriate user. Keep in mind that once sessions are assigned to a security group, users must have access rights to them. Sessions without a security group are considered public.

Streamlined Deployment With Custom Installer

Okay: you're ready to deploy RDM and make everyone see you as the company hero. You've manually configured your data sources, specified your site license, and defined system options. You can feel the excitement coursing through your veins. You are on a mission!

But wait – before you go live, why not have us create a Custom Installer for you? Once we do that, your grateful team will only need to install the resulting MSI file to access their ready-to-use preconfigured RDM installation. You will be loved by one and all, perhaps with a parade, a state, or an award named after you.

Version Management

Here's a familiar scenario: your team has been using RDM for months or even years, and all is well. Then along comes a new version full of cool new features, and you think that everyone in your company should upgrade. Is this going to cause misery and perhaps rioting? No!

We've made is extremely easy. Simply open Administration -> Data Source Settings -> Version Management tab. Let me explain some of the settings.

- **Disable auto update** – This will disable the "New version" is available message. (You're welcome!)
- **Minimal version** – This specifies the minimal acceptable version. If a member of your team runs an RDM version below this level, they'll be prompted to upgrade.
- **Client install path/Url** – This improves install speed by downloading the MSI onto your local network, and lets all of your team members easily upgrade from this path. In short, this saves time and avoids installing the wrong version.
- **Serial (Site/Global)** – This is useful if you have a Site or Global License, and keeps you from having to manually set the key on every client.

Data Source Settings

The general tab of the Data Source Settings form allows you to easily control security aspects, such as allowing offline mode and specifying the expiration policy of offline data. A great team feature here is the System Message, which allows an administrator to inform users of upcoming system downtime, policy change, or anything else. Each user will get the message when they perform the next action (open, edit, refresh…) of the data source. Use it to display company confidentially clauses or, if you wish, create chaos with a message like the one above. A little bit of chaos is good for the soul.

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Remote Desktop Manager Server (RDMS)

Do you need Active Directory group or role management? Or perhaps you have offsite users who need to access the shared data source, but don't want to use a VPN connection? Maybe you want more security and caching? RDMS delivers all that and much more!

You can deploy RDMS internally or online to create an enterprise wide high-end data store. And RDMS comes with a complete Remote Dekstop Manager client Global License, which means an unlimited amount of users can use it worldwide. Find out more about RDMS at http://remotedesktopmanagerserver.com/.

8.9.24 Testing variables

Description

Remote Desktop Manager's Auto Typing Macro is really helpful to simulate user interaction. It's mostly used to perform automatic logon on web pages, but you can run advanced shell commands on various operating systems.

Sometimes you need to confirm exactly what will be sent when using our Variables.

A simple trick is to create a batch file that just types out whatever is sent on the command line.

Just copy the following in your favorite editor and save it as a command file, I named mine ***parrot.bat***

```
@echo off
echo.
echo.
echo %*
echo.
echo.
pause
```

After its a simple matter of creating a ***command line*** session and set the command line to the path of

the parrot.bat file, and add the variables right after.

```
"C:\tools\parrot.bat" $DOMAIN$ $IP$ $USERNAME$
```

Now when you run the entry, you will see exactly what values are sent.

A reminder that for the password to be available as a variable, you must go in the ***Advanced*** settings of the entry and check ***Allow password in variable***.

8.9.25 Use Differents Version of Same Application

Description

You have 2 differents version of an application installed on your workstation and you want to be able to use both versions inside Remote Desktop Manager.

Settings

When you configure your application installation path in File -> Options -> Path, separate the 2 paths by a ;

Remote Desktop Manager will prompt you with the selection list and you will be able to pick the one that you want to use.

Example

C:\Program Files\Appsv1;D:\Program Files\Appsv2

8.9.26 VPN

8.9.26.1 VPN Group

Overview

A VPN Group will regroup the entries which share the same VPN connection.

When multiple entries are members of the same VPN group and 2 or more of them are connected, the VPN connection will stay active until the last session disconnects.
The VPN group name needs to be exactly the same to ensure that Remote Desktop Manager increments the usage counter.

The VPN close mode need to be set to ***On sessions close*** to use this feature.

VPN Group

VPN groups are defined inside each individual entries under the VPN tab.

8.9.26.2 VPN Routing

Overview

Establishing a VPN connection using Remote Desktop Manager is easy. Unfortunately, adding routes has to be done manually. Wait for the adapter to connect, find the IP and add the desired routes. Even if you use a script (such as a Power Shell script), it's still a redundant time consuming task – and one you can certainly live without.

```
C:\Windows\system32>ROUTE ADD 10.1.2.5/32 100.77.183.56
 OK!

C:\Windows\system32>ROUTE PRINT
===========================================================
IPv4 Route Table
===========================================================
Active Routes:
Network Destination        Netmask          Gateway
          0.0.0.0          0.0.0.0      192.168.1.1    192
         10.1.2.5  255.255.255.255    100.77.183.56    192
        127.0.0.0        255.0.0.0         On-link
        127.0.0.1  255.255.255.255         On-link
  127.255.255.255  255.255.255.255         On-link
```

Solution

This feature is part of a larger concept called Post/Pre VPN Commands, and allows you to run any type of script or executable post-VPN-connect and pre-VPN-disconnect.

Workflow

1. Configure the VPN to wait until the adapter connects and gets assigned an IP (we'll be using the adapter's IP to define the routes).

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2. Click on Add to display the **Custom Pre/Post Connect VPN Commands** dialog.
3. Create a route definition by selecting **"Route (Add/Remove)**" radio item. Finally, set the IP and any other required information.

8.10 Troubleshooting

Description

Consult topics in this section for troubleshooting information:

- 2-Factor Authentication
- Data Sources
- MySQL
- SQL Server
- Remote Desktop Manager
- FIPS (Encryption)
- FortiClient
- Large Memory Aware Application
- LogMeIn
- Microsoft RDP
- Automatic Logon
- Logoff Access Denied
- Memory and Performance issues
- Protocol Error
- RD Gateway Credentials Prompt When Trying To Reconnect
- Offline Mode
- Performance
- Powershell
- Profiler
- Putty
- RPC
- Secure Note
- SSH
- User Interface
- VMWare
- VPN
- Web Browsers
- WMI

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8.10.1 2-Factor Authentication

With Google Authenticator, you are getting an Invalid Password error even though you are sure of entering the proper one.

The computer clock must be within a small error margin in order to generate the proper authenticator code. We recommend using a NNTP server in order to keep you computer clock synchronized.

You have lost the device

Your Remote Desktop Manager is set to authenticate with Yubikey or Google Authenticator. You no longer have the Yubikey key or the Google Authenticator and you want to turn off this option to connect on Remote Desktop Manager.

If you had installed using the default settings, the configuration file is ***%localappdata%\Devolutions\RemoteDesktopManager\RemoteDesktopManager.cfg***

You can choose to simply delete it, obviously all of you settings will be lost, alternatively you can open it and remove everything between the ***EncryptedDataSources*** tags. You will have to re-enter all of your data sources and point to either the file or database that you were using.


```
22  <EncryptedDataSources>
23    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
24    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
25    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
26    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
27    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
28    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
29    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
30    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
31    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
32    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
33    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
34    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
35    <string>gvnPAj/pQgv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHS2MuYa8tdu5E9E3EXraeAfo8NE5syVI
36    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
37    <string>gvnPAj/pQgv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHS2MuYa8tdu5E9E3EXraeAfo8NE5syVI
38    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
39    <string>GNvexSxqRcw+2rlkvSWJfGggayCDYZNjIp+4uXfMpsrV0Ue4U2me6vXQOumLkcy5w6FlfLzI2ri2+QQwvRZX7kzKOyQJVI
40    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
41    <string>SB8ec+PVfiJSo1mw93nSZ7al3imoRySDVs3PF1X9E182J2DBQ2L0BCGRLg7IjEZUANmAyoUYI4DRLO5/ZhTx4GggayCDYZ
42    <string>xhgm0NzbYbv8pgihFZIScZje/0IydutVHGAusA7q/zLBRebYqC0ZRT5nP4+ldbHSj5Qhexz3GzI9E3EXraeAfo8NE5syVI
43  </EncryptedDataSources>
```


Encrypted DataSources

```
22  <EncryptedDataSources>
23  </EncryptedDataSources>
```

Empty Encrypted DataSources

8.10.2 Data Sources

Errors

Unable to connect to a Data Source

1. The name of the data source is entered incorrectly.

2. The machine is unable to resolve the name of the data source host using DNS.

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3. opening a VPN had disconnected the local LAN or rendered the data source unreachable.

4. An Anti-virus or Firewall is blocking the application.

8.10.2.1 MySQL

Errors

Connecting to MySQL using a private certificate

1. Create SSL keys as described in Creating SSL Certs

2. Create a client certificate as described in Create a Client Certificate.

2.1. openssl pkcs12 -export -in client-cert.pem -inkey client-key.pem -certfile cacert.pem -out client.pfx

3. Grant privileges to the user as described in Grant Syntax

3.1. GRANT ALL PRIVILEGES ON test.* TO 'root'@'localhost' IDENTIFIED BY 'goodsecret' REQUIRE SSL;

4. Run certmgr.msc and import the client certificate in the user store

5. In the advanced settings or your MySQL data source set the following values

5.1. Certificate Store Location: CurrentUser
5.2. SSL Mode: Required

8.10.2.2 SQL Server

Errors

New SQL Server installation

On a new SQL Server installation, remote connections must be allowed manually. Follow these Directions to enable connectivity.

Unable to connect to SQL Server

1. Go in ***Help -> View Application Log*** to see if relevant error messages are present.

2. The name of the data source is wrong.

3. Is the SQL Server is up and running. (Are you able to ping the server ?)

4. Create a Universal Data Link (.udl) file to test your SQL Connection (see sections below).

5. Anti-virus or Firewall is blocking the application.

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Universal Data Link (.udl) file

This will test that the instance is allowing your **workstation** to connect. **Firewalls and anti-virus** software may still **prevent** Remote Desktop Manager from accessing the network even though the Universal Data Link test is conclusive,

Create a Universal Data Link (.udl) file

1. Open ***Windows Explorer***

2. Select the folder in which you want to store the ***.udl*** file

3. If you are running Windows 2000 or later, select ***New*** on the ***File*** menu, and choose ***Text Document***. A new file named ***New Text Document.txt*** appears in the directory. Rename this file, removing all spaces and changing its file extension to ***.udl***.

> A warning that changing file extensions can cause files to become unusable might appear. Disregard it.

If you are running Windows 98 and Windows NT systems with Microsoft Data Access Components (MDAC) installed, right-click the right pane, or results pane, select New, and choose Microsoft Data Link. A new file named New Microsoft Data Link.udl appears in the directory. You can rename this file.

Configure a universal data link (.udl) file

1. Double-click the universal data link (***.udl***) file. The ***Data Link Properties*** dialog box opens, displaying the following tabs: ***Provider, Connection, Advanced***, and ***All***. Choose ***Next*** to navigate from tab to tab.

2. On the ***Provider*** tab, select a database provider.

3. On the ***Connection*** tab, either select the data source name (DSN) of an available Provider, or enter a custom connection string. Valid DSNs for providers that are pre-defined on your system are displayed in the ***Use Data Source*** drop-down list.

4. Use the ***Advanced*** tab to view and set other initialization properties for your data.

5. Use the ***All*** tab to review and edit all OLE DB initialization properties available for your OLE DB provider.

6. Choose ***OK*** to save the connection string to the Universal Data Link (***.udl***) file.

Login failed for user Reason: Token-based server access validation failed

Finding the true reason for this is quite a process. A web search reveals so many things to attempt that you can get bogged down in many investigative steps. The thing to keep in mind is that the error message is misleading and the cause is often a simple thing.

The first step is to ensure that the issue is not unique to Remote Desktop Manager. Testing with a Universal Data Link file as shown above will prove that the workstation configuration is not the issue.

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When granting rights to the DB using AD group membership and one of your user has that error message, you must check privileges for ALL the AD groups that he belongs too. Anything with an explicit DENY must be evaluated carefully. The query below will help identify these occurrences.

```
select princ.*, perm.* from sys.server_principals princ, sys.server_permissions
 perm
where perm.grantee_principal_id = princ.principal_id
AND state_desc = 'DENY'
```

Login failed. The login is from an untrusted domain and cannot be used with windows authentication.

Error message

The following error message appear when you can't access Remote Desktop Manager data source with Integrated Authentication when connected to a Dialup VPN.

Solution

1. Locate your VPN connections (.pbk) file.
2. You can find it here: %APPDATA%\Microsoft\Network\Connections\Pbk or if you have it set to allow all users to use the connection, you can find it here: C:\ProgramData\Microsoft\Network\Connections\Pbk
3. Edit the .pkb file with a text editor and find the line UseRasCredentials=1
4. Disable this setting by changing the 1 to 0: UseRasCredentials=0

8.10.3 Remote Desktop Manager

Errors

Can't paste in any fields of Remote Desktop Manager

Webroot SecureAnywhere AntiVirus may cause the issue because of the Identity Protection module. Set remotedesktopmanager.exe to Allow and it will let you paste again in the application.

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Webroot SecureAnywhere AntiVirus

My mapped network drive(s) are not available when using Run As Administrator to launch Remote Desktop Manager

This is because of User Access Control (UAC), a built-in security layer of Windows. Effectively you are considered a different user with different preferences, the Mapped network drives being one such preference. In order to have the same mapped drives you have a few options

1. Using an elevated command prompt, recreate the same mapped drive(s) using the *NET USE {DRIVENAME} {SHARENAME} /PERSISTENT:YES* command
2. Modifying the registry to link connections between the accounts, see http://support.microsoft.com/kb/937624.

"Could not load file or assembly "System.EnterpriseServices.Wrapper.dll or one of its dependencies. The system cannot find the path specified."

This error is due to a corrupted Microsoft's .NET Framework 2.0 installation. We recommend that you try and repair the .NET Framework, or follow the instructions in the Microsoft Knowledge base article "How to repair an existing installation of the.NET Framework".

8.10.4 FIPS (Encryption)

Errors

"System.InvalidOperationException: This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms":

The problem could be related to the FIPS mode enabled.

Remote Desktop Manager uses the AES/Rijndael encryption and SHA-256 hashing algorithms, which are implemented by the Microsoft .NET Framework. If the local security policy on your system enforces FIPS compliant implementations, Remote Desktop Manager cannot run. As a result, you will receive this error message.

Solution 1

To fix this error, configure the local security policy on your system to allow FIPS non-compliant algorithm implementations. Here are the steps:

1. Go to Control Panel > Administrative Tools > Local Security Policy > Open Local Policies > Security Options
2. Disable the option “System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing.”

Some software (i.e. Cisco VPN Anyconnect) requires the use of FIPS. If this is your case, you must implement the alternative solution described below.

Solution 2

In the RDM installation folder, create a text file named ***RemoteDesktopManager.exe.config*** containing the following:

```
<configuration>
    <runtime>
        <enforceFIPSPolicy enabled="false"/>
    </runtime>
</configuration>
```

8.10.5 FortiClient

Error

The plugin of FortiClient is asking for the FortiSSLVPNClient.exe file, but with FortiClient 5.2.1, the file is not present in the installation folder.

The CLI for FortiSSL is not included anymore with the download of FortiClient. You need to download the tools related to the current version of FortiClient here.

However, you need to have a support plan with Fortinet to download the tools. If you don't have a support plan, try to contact Fortinet directly and ask them to send you the file.

The file FortiSSLVPNClient.exe need to be saved in the installation folder of FortiClient.

8.10.6 Large Memory Aware Application

Description

Remote Desktop Manager is currently a 32 bit application, this impacts the limits the amount of memory it can use to 2 Gb. This didn't cause issues until the coming of Window 8 and Windows Server 2012, rdp connections to these OS's consume a large amount of memory, typically 140-160 Mb per connection.

We are currently in the process of publishing a 64 bit version that will allow the application to use as much memory as is available, in the mean time, we've modified Remote Desktop Manager to allow it to access more memory, but this must be paired with a modification to your operating system.

You can perform this only if you have more then 2 Gb of RAM

Instructions

Windows XP/Server 2003

1. Right-click My Computer and select Properties. The System Properties dialog box will appear.

2. Click the Advanced tab.

3. In the Startup and Recovery area, click Settings. The Startup and Recovery dialog box will appear.

4. In the System startup area, click Edit. This will open the Windows boot.ini file in Notepad.

5. In the [Operating Systems] section, add the following switches to the end of the startup line that includes the /fastdetect switch: /3GB

6. Save the changes and close Notepad.

7. Click OK two times to close the open dialog boxes, and then restart the computer for the change to take effect.

Windows Vista, Windows 7, Server 2008

The memory parameter can be any value between 2048 (2 GB) and 3072 (3 GB). If you have 3Gb of RAM you must reserve some for your system. If you have 3 Gb of ram, allocate 2560 Mb, for 4 Gb systems use 3072.

1. Open command prompt with Administrator rights. To do this, go to Programs, Accessories, right-click on Command Prompt and select "Run as Administrator."

2. Enter the following at the prompt and press enter:

   bcdedit /set IncreaseUserVA 2560

3. Close the prompt and restart the computer.

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8.10.7 LogMeIn

Errors

COMException - Requested resource in use. (Exception from HRESULT: 0x800700AA)

Change the IE emulation mode in ***File -> Options -> Types | Web*** to use ***Internet Explorer 10***.

IE Mode

8.10.8 Microsoft RDP

The Microsoft RDP client is not working properly

The components of the Remote Desktop client are considered a core Windows feature, therefore there are no facilities to reinstall them. However, there is a tool to verify and repair system files.

> Running the SFC command takes a long time.

1. Open an elevated command prompt (right click on command prompt, and select Run As Administrator)
2. Run the command SFC /VERIFYONLY to verify the system files or SFC /SCANNOW to verify them and attempt a repair

Automatic Logon

Automatic logon troubleshooting is in the Automatic Logon topic.

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Errors

"Cannot copy <FileName>: Windows cannot find '%1!\|s!'. Check the spelling and try again, or try searching for the item by clicking the Start button and clicking search"

This is a bug in the Microsoft Remote Desktop Client. The workaround is to enable the Smart Card even if it's not required for the connection.

Unable to find mstsc.exe in Windows Vista

Vista 64-bit edition requires Service Pack 1

I receive an error when I try and get session details, or when I execute a logoff with an RDP session. How do I fix this?

Please read the information Logoff Access Denied.

Screen areas unresponsive in embedded sessions.

This most often occurs on systems that use a DPI setting of more than 100%. To disable scaling in RDM you must adjust the compatibility settings on the Windows shortcut for RDM.

1. Right-click on the shortcut to RDM
2. Select Properties
3. Go to the "Compatibility" tab
4. Check "Disable display scaling on high DPI settings"

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Compatibility tab

I have multiple sessions to the same computer with different credentials, but it always uses the last one I entered.

This issue stems from the fact that the Windows credential repository holds only one entry per Windows user for a remote computer. If you use the Embedded display mode and store the password in the database, you'll be able to work around that limitation.

The Windows shortcuts are being performed in the session but always on my computer.

You must configure the Keyboard setting in the Local Resources tab of the session settings. You can select "On the remote computer" or "In full screen only" according to your personal preferences.

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Copy/paste between a remote session and my local computer stopped working

This issue arises when a program called RDPClip becomes unstable. You can kill its process and launch a new instance.

1. Load up task manager (right click taskbar and select Task Manager)
2. Go to the Processes Tab
3. Select rdpclip.exe
4. Click End Process
5. Go to the Application Tab
6. Click New Process
7. Type rdpclip
8. Click Ok

Copy/paste operation WITHIN THE REMOTE HOST are extremely slow

As strange as it may seem, we've isolated the issue to "Serial Ports" being enabled. Turn off Serial port sharing and see if the performance is improved.

8.10.8.1 Automatic Logon

Description

Sometimes the automatic logon does not function and your credentials are requested by the remote system. Here are some steps to help identify the issue. Support for automatic logon was introduced on Windows 2003/XP, so ensure you are trying to connect to these or later versions. Windows 2000 does not support the automatic login.

RDP Sessions connect successfully when in external mode, but not in embedded mode.

This issue may be caused by a bad authentication negotiation because in some cases **Single Sign On** (SSO) requires **Network Level Authentication** (NLA). It can happen when prompting for credentials and when using automatic logon. Please activate "Network Level Authentication" in the Connection tab of your session.

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NLA

See also : Network Level Authentication, Configure NLA for Remote Desktop Services Connections

Ensure credentials are entered properly.

RDM allows for advanced credential management. Depending on your choice of: *Default*, *Credential Repository, Embedded or Inherited*, ensure the credentials are properly entered. Please see Credentials

Credential types

Ensure that "Always ask for credentials" is not checked.

Always ask for credentials

Ensure a system policy defined on the host is not requiring explicit credential entry

The host server can be configured to always require the credentials to be entered in an interactive manner by the user. Ask your system administrator to confirm this is the case.

Choose the instructions depending on the server operating system. Note that there are often multiple ways to configure the host (WMI, Scripting, etc), but the group policies are the preferred method. Therefore the links are for the articles describing group policy solutions when they are available.

Applies To	Link
Windows Server 2003, Windows Server 2003 R2, Windows Server 2003 with SP1, Windows Server 2003 with SP2	Configuring Terminal Services with Group Policy
Windows Server 2008	Group Policy Settings for Terminal Services in Windows Server 2008
Windows Server 2008 R2	Group Policy Settings for Remote Desktop Services in Windows Server 2008 R2
Windows 2012	The settings are on the Session Collection Properties. More info on the new Remote Desktop Services: Guide to configure the Quick Deployment: Test Lab Guide: Remote Desktop Services Session Virtualization Quick Start

Single Sign On works for TS Web Access, however, they cannot be shared across TS Web Access and TS or TS Gateway.

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You must adjust a group policy to allow that. Please follow the directions in http://blogs.msdn.com/b/rds/archive/2007/04/19/how-to-enable-single-sign-on-for-my-terminal-server-connections.aspx

8.10.8.2 Cannot Store Password on Local Computer

Description

In a Microsoft RDP session, you want to store the password on the local computer, however the "Save Password" button is grayed out.

Click on Start \ Run and type regedit to open the registry editor. Navigate to HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows NT\Terminal Services\DisablePasswordSaving key and change the value to 0.

8.10.8.3 Logoff Access Denied

Logoff Access Denied Error or *"Unable to enumerate remote sessions"*

This section describes the solution for the “access denied” error occurs when using qwinsta.exe/rwinsta.exe or WTSOpenServer Windows API function to access to a Windows XP SP2 PC.

The same thing happens when you are trying to connect to a Windows XP SP2 using Terminal Services Manager from a Windows 2003 Server. This is because qwinsta.exe command calls WTS functions (WTSOpenServer, WTSEnumerateSessions, …), you will encounter the same error when using either the command or the API.

Verify the following:

1. Ensure you have the correct credential

   Although you do not need to provide a username and a password when executing qwinsta.exe or WTSOpenServer, Windows use its stored credentials automatically, just like accessing a shared folder.

   The easiest way to confirm the credential is to use Explorer to access remote server’s C$ share. Also, you can use “net use” command.

   For those who want to connect to a remote server programmatically using WTSOpenServer API, WNetAddConnection2 function should be enough to make sure you got a piece of credential before calling WTSOpenServer function.

   Of course the user in the credential should be a use on the remote server who has enough privilege to carry out the operation.

2. Open RPC ports on firewall

   An API call involves connecting to a remote machine use RPC. In most cases the RPC service is running and you can confirm that from the service management interface. To open RPC ports, simply enable “File and Printer Sharing” in the Windows Firewall setting.

   (Generally, if the RPC is blocked by the firewall on remote machine, the error should be "1722

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RPC server is unavailable" rather then "5 Access denied")

3. Disable "Force Guest" log on

You can change this option from either local security policy or registry.

Local security policy: run secpol.msc > Secuirty Settings > Local Policies > Security Options > Network access: Sharing and security model for local accounts, and set to "Classic".

Registry: find "forceguest" item in HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa, and set it to 0.

The two ways are equivalent. If this option is set to 1, remote logged in user will be impersonated as Guest account (and if Guest account is disabled, login fails). Set it to 0 enables user logging in as themselves.

4. If you still receive “access denied” and it only happens when the remote OS is Windows XP SP2, it is very probably the following case

To confirm, you need a packet sniffer such as Wireshark (a great freeware).

When you use a sniffer to capture the SMB packets, you can see the authentication is OK (NTLM if workstation, Kerberos if Windows 2003 domain), but the RPC get nca_s_fault_access_denied (0×00000005) as error code.

This means the remote RPC component failed to execute the requested operation. It is because in Windows XP SP2, it is not allowed to operate on terminal service (Remote Desktop) through RPC by default. To modify this setting to enable Remote Desktop API through RPC, you need to find the following registry key:

HKLM\SYSTEM\CurrentControlSet\Control\Terminal Server

Then add a DWORD value named “AllowRemoteRPC” and change its value to 1.

8.10.8.4 Memory and Performance issues

Description

You can only run a few RDP sessions at the same time in Remote Desktop Manager and you want to know how to be able to open more sessions.

The amount of consumed memory is dictated by the remoting technology, and also for RDP, by the Operating System of the remote host. Windows 8 / 2012 sessions do take upwards of 150Mb, whereas the previous versions would consume around half of that.

This is something that we have no control over. You can look at Large Memory Aware Application or use the 64bit edition of Remote Desktop Manager, but please read 32bit vs 64bit Editions of Remote Desktop Manager.

RDP session initiation is slow, when using Remote Desktop Manager in a virtual environment

This situation is something that we also experience under those conditions (our testing environment

is virtualized and has minimal memory for each guests).

In the ***Experience*** tab of your RDP session, you need to disable everything that is not used. A good method is to select the ***Modem*** connection speed, this will disable all settings that are related to appearance. You can then turn on a single setting to see if it affects the performance negatively. Repeat until you find the combination that works best for you.

You use RDP in embedded mode and the remote session is extremely slow to respond. The session loads fine, but when you get logged-in the remote computer, it's become unresponsive. Mouse clicks, keyboard presses and application loading are extremely slow. In external mode, everything is running fine.

1. Disable your Anti-virus and test the connection to see of this make a difference. If you use Trend Micro Business Security, add ***RemoteDesktopManager.exe***, ***RemoteDesktopManager64.exe***, and ***Embedded32.exe*** to the Process Exception List under Preferences -> Global Settings and updated the Trend client. If you use Symantec Norton Internet Security, ensure you allow Remote Desktop Manager to access the internet in the Program Rules.

2. Uncheck all settings in the ***Local Resources*** tab.

3. Check ***Disable display scaling on high DPI settings*** in the options. Consult topic Microsoft RDP for more information.

4. Download and install Microsoft RDCMan to see if it's related to the RDP ActiveX. Remote Desktop Manager uses the same technology and this will ensure that your workstation does not have configuration issues.

Connections fail for some hosts

There are known security updates that have broken connectivity to a host, but they have been fixed in ulterior patches. If you keep the hosts always up to date then it should be something else. Sometimes the mapping of local devices will cause issues. Uncheck all settings in the ***Local Resources*** tab.

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Local Resources

8.10.8.5 Protocol Error

Errors

Because of a protocol error, this session will be disconnected. Please try connection to the remote computer again.

Error message

Solution 1

Uncheck Bitmap Caching and Themes under Experience tab

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Uncheck Themes and Bitmap caching

Solution 2

Close Remote Desktop Manager,rename default.rdp file in My Documents to default.old, restart Remote Desktop Manager and try to connect with RDP.

Solutions 3

Login in to the target machine,by directly going to the console of that server or by any tool like VNC so that we can get access to that machine.

After connecting:

1. ***Right Click*** on the Desktop
2. Select the ***Properties***
3. There ***DropDown*** the Themes and select the theme other than the current one.
4. Click on ***Apply***, ***OK***

Now try to connect that machine remotely.

8.10.8.6 RD Gateway Credentials Prompt When Trying To Reconnect

Description

This problem happen when you have RD Gateway configured with some credentials and you use the reconnect action. You get prompted for the RD Gateway credentials and the application does not reuse the existing settings.

Solution

To fix this issue, enable the ***Full reconnect*** option in the RDP session Advanced settings. This will force the complete disconnect/reconnect and it will resolve the issue.

Full reconnect in Advanced tab

8.10.9 Offline Mode

Errors

Missing Entries or Deleted entries still showing

You offline cache may be out of sync with the content of the data source. Press CTRL-F5 to have the cache invalidated. Versions 9 and below have to hold CTRL while they click on the refresh button.

System.Data.SQLite.SQLiteException: database disk image is malformed

System.Data.SQLite.SQLiteException (0x80004005): file is encrypted or is not a database

The offline file (offline.db) need to be deleted manually.

Click on ***File -> My Data Source Information*** and now hover over the file size. This will give you the full file path, something like ***%LocalAppData%\Devolutions\RemoteDesktopManager\GUID-DatasourceID\offline.db***.

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My Data Source Information

Close Remote Desktop Manager, delete the offline.db file and restart Remote Desktop Manager. This will force the application to recreate the offline file.

8.10.10 Performance

Startup

If you experience slow startup times there are a few things to try in order to reduce the time before the application is available for use. Please note that this is exceptional and occurs when your data source contains a great number of connections.

Slow startup on machines that are not connected to the internet.

For your security, we "sign" our program with a code signature. This results in the validity of the signature being checked at application startup. If the machine is not connected to the internet the application will wait for a response until a timeout occurs. For detailed explanations please read the following:

- Improving Application Start Up Time
- http://blogs.technet.com/b/markrussinovich/archive/2009/05/26/3244913.aspx

The workaround is to create a text file in Remote Desktop Manager installation folder, named ***RemoteDesktopManager.exe.config*** and containing the following:

```
<configuration>
    <runtime>
        <generatePublisherEvidence enabled="false"/>
    </runtime>
</configuration>
```

Refresh

This category affects all data source refreshes, therefore also the initial load at program startup.

Heavy usage of custom images

Custom images need to be stored in the data source, this results in the size of the configuration becoming problematic if there are too many entries using them. If that becomes the case it would be better to revert to built-in images.

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Heavy usage of RTF description

RTF in itself is not a real issue until you decide to embed images in the description. This results in the same problem as using custom images, namely the size of the configuration becoming too large. If that becomes the case, reduce the size of your descriptions.

Offline mode activated for data source

When you enable Offline mode (Data Source Settings or Overview), a local file is created and is kept in sync with the data source. This file is encrypted using the Windows built-in NTFS encryption which can cause delays in refreshing the local data file. This is rarely the case but seems to happen on computers on a domain which has been hardened by the network administrator. You can turn off usage of NTFS encryption in the application options

Advanced application options

Classic UI

The new Ribbon UI is modern and allows for infinite variations of panel organization, but it does take more calculations by the UI layer. On most system this is not a cause for noticeable performance slowdown, but on others setting the User Interface to Classic UI (v7.x) in the general options tab will definitely help.

8.10.11 Powershell

Error

When running PowerShell (RDM CmdLet) after deploying Remote Desktop Manager from the .zip file, you might see a error message like the following:

Exception occurred while initializing the installation:
System.IO.FileLoadException: Could not load file or assembly 'file:///D:\temp\9.1.10.0 \RemoteDesktopManager.PowerShell.dll' or one of its dependencies. Operation is not supported. (Exception from HRESULT: 0x80131515).

Exception occurred while initializing the installation:
System.IO.FileLoadException: Could not load file or assembly 'file:///D:\temp\9.1.10.0\RemoteDesktopManager.PowerShell.dll' or one of its dependencies. Operation is not supported. (Exception from HRESULT: 0x80131515).
Add-PsSnapin : The Windows PowerShell snap-in 'Remote.Desktop.Manager.9.1.10' is not installed on this computer.
At line:8 char:101
+ ... -eq $null) { Add-PsSnapin Remote.Desktop.Manager.9.1.10 }
+ ~~~

Properties of RemoteDesktopManager.PowerShell.dll

Error

Cannot load Windows PowerShell snap-in Remote.Desktop.Manager.10.0.4 because of the following error: Could not load file or assembly 'file:///C:\Program Files (x86)\Devolutions\Remote Desktop Manager\RemoteDesktopManager.PowerShell.dll' or one of its dependencies. This assembly is built by a runtime newer than the currently loaded runtime and cannot be loaded.

Solution

PowerShell v.4.0 need to be installed.

> If you want to know your PowerShell version, execute the following command: $PSVersionTable.

8.10.12 Profiler

Description

Please consult the Profiler topic for more information.

8.10.13 Putty

Errors

Putty in embedded mode doesn't work in the application

Remote Desktop Manager is not able to execute Putty in embedded mode when Team Viewer QuickConnect button is present in the title bar.

To resolve this issue, you need to disable the QuickConnect button in Team Viewer by unchecking the *Extra -> Options -> Advanced -> Show advanced options -> QuickConnect button -> Configure -> Show QuickConnect button* option.

This solution can also be applied to other applications such as Filezilla or Firefox as example.

8.10.14 RPC

Errors

The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)

This error may occur in the normal operation of RDM. The root causes are network connectivity or stopped windows services.

1) Ensure the host is properly identified (Name or IP address) and it is indeed running and accepting network traffic.

2) Ensure the host firewall allows inbound traffic for Windows Management Instrumentation.

3) Ensure the following services are started and are set to automatic startup type.

- TCP/IP NetBIOS Helper
- Remote Procedure Call (RPC)
- Windows Management Instrumentation

8.10.15 Secure Note

Error

The text in a SecureNote is not display properly.

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Secure Note

Change the IE emulation mode in ***File -> Options -> Types | Web*** to use ***Internet Explorer 10***.

IE Mode

8.10.16 SSH

Rebex.Net.SshException: Unsupported protocol version.

Only SSH v2 is supported. SSH v1 has inherent design flaws which make it vulnerable and it has been generally considered obsolete. Putty can be used for those situations where SSH v1 is required.

8.10.17 User Interface

The ribbon has been hidden and I don't know how to make it visible

You have two options: Use the **Alt-F11** shortcut or using the system menu of the application you can check the "Top Pane" command. Please see Top Pane for more information.

The tree view has disappeared from the navigation pane

The navigation pane can be displayed in many modes. You can select the tree view with **View -> All Entries -> Tree View** or use the default shortcut **F7**

View -> All Entries menu

The main form layout is broken

Use the Reset Layout to apply the default layout from the **Window** menu:

Reset Layout button

> The reset layout might not resolve all the issues. Close the application and delete the layout files (*.lyt) in **%LocalAppData%\Devolutions\RemoteDesktopManager** to completely restore the layout.

The quick access toolbar needs to be reset

Quick Access Toolbar

To reset the quick access toolbar, close the application and delete the file **remotedesktopmanager.qtb** in **%LocalAppData%\Devolutions\RemoteDesktopManager**

The navigation pane displays only my favorites

Only your favorites are displayed even though you are in the "**All Entries**" tab, the root node is also entitled "**Sessions - Favorites Only**"

You may have inadvertently enabled a filter. Click on the ellipsis button of the search filter box and deselect the **Show Only Favorites** menu item.

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8.10.18 VMWare

Errors

In the PowerShell window : error message appear but it is impossible to read them before the window closes

Remote Desktop Manager ultimately sends a few commands in an encoded script, you can open a PowerShell window and type the following commands sequentially. This way you will have time to see the error messages.

The first command ensures that the PowerCLI is registered properly on your system. If that fails, it may be because you are using the wrong architecture (32 vs 64 bit)

```
Add-PSSnapin vmware.vimautomation.core;
```

The second command connect with the server, a password prompt will appear

```
Connect-VIServer {server ip or name};
```

The third command launches the player in your default web browser

```
Open-VMConsoleWindow -VM "{virtual machine name}"
```

In the PowerShell window : There were one or many problem with the server certificates

You also see a message related to ***Set-PowerCLIConfiguration***. Please consult https://www.vmware.com/support/developer/PowerCLI/PowerCLI51/html/Set-PowerCLIConfiguration.html and make an informed decision as what is the best course of action when you take your security concerns into account. For users that are comfortable in leaving the default certificate on the VMware server, you can launch a PowerShell command window and run the following:

```
set-PowerCLIConfiguration -invalidCertificateAction "ignore" -confirm:$false
```

MissingMethodException : Method not found: 'Void VMware.Vim.VimClient..ctor()'

Error dialog

There has been a breaking change in the latest release of the PowerCLI, namely v5.5 R2. You need to upgrade Remote Desktop Manager to the latest version (at least v9.4 beta at the time of writing) to interface with that version of the PowerCLI successfully.

TypeLoadException : Could not load type 'VMware.Vim.VimClientImpl'

Error dialog

There has been a breaking change in the latest release of the PowerCLI, namely v5.5 R2. We have updated your version of Remote Desktop Manager to interface with that release of the PowerCLI, but you still have an older version. Please update your PowerCLI to v5.5 R2.

> If updating your PowerCLI is impossible at this time, we are hosting an older version of one of our libraries that will allow you to use the VMware console. You simply need to download it from here, and overwrite the one that is present in your installation folder. If you perform an update of Remote Desktop Manager you will have to repeat the process.

8.10.19 VPN

Errors

Missing opened VPN from list:

The opened VPN is not listed in Remote Desktop Manager. Unfortunately, there is no way for us to detect an already opened VPN session.

8.10.20 Web Browsers

Errors

Firefox in embedded mode doesn't work in the application

Remote Desktop Manager starts Firefox in a separate application (Embedded32.exe) and then re-parents the application inside Remote Desktop Manager.

Firefox does not work when Team Viewer QuickConnect button is present in the title bar.

To resolve this issue, you need to disable the QuickConnect button in Team Viewer by unchecking the *Extra -> Options -> Advanced -> Show advanced options -> Quick Connect button -> Configure -> Show Quick Connect button* option.

"AccessViolationException - Attempted to read or write protected memory."

When a crash occurs in Remote Desktop Manager while using some ActiveX in IE, it's often caused by Data Execution Prevention (DEP). DEP is a security feature included in Windows. It is

used to prevent an application or service from executing code from a non-executable memory region.

To fix this, simply change the DEP settings for the application as follows:

1. Right Click "My Computer" - Properties
2. Choose "Advanced System Settings"
3. Click the Advanced Tab
4. Click “Settings” under Performance
5. Select the tab "Data Execution Prevention"
6. Add RDM to the list

Launched external windows (such as IE) popup in the background

You may have noticed that when you launch items such as IE windows from within RDM, they pop-up in the background.

The **ForegroundLockTimeout** registry value for the User’s Profile has to be modified from the default of 200000 down to 0:

```
[HKEY_CURRENT_USER\Control Panel\Desktop]
"ForegroundLockTimeout"=dword:00000000
```

Please note that some programs that have an extensive library of add-ons (Like MS Word) may take the focus every time the add-on performs an action. You have to observe the reaction of your most used programs and judge what is the setup that works best for you.

Rendering

Embedded html content is not rendered with the latest Internet Explorer version

By default Remote Desktop Manager does not use the latest IE version (emulation mode). This can be changed in ***File -> Options -> Type | Web -> IE Mode***.

Please consult Web options topic for more information on IE mode.

8.10.21 WMI

Access Denied Errors

Ensure the user account has the permissions necessary to access a computer remotely. Securing a Remote WMI Connection (Windows)

You can also find troubleshoot tips in WMI Troubleshooting (Windows).

8.10.22 Synchronizers

8.10.22.1 Active Directory Synchronizer

General

*Entries a created with a *CNF:{GUID} suffix*

This is a problem caused by Multimaster replication of directory objects. When there are name collisions, the system automatically renames one of the accounts by appending CNF to indicate conflict resolution, and a GUID which is guaranteed to be unique.

There is a command to run to remove these objects, namely ***repadmin /removelingeringobject,*** please consult these references for the recipe to follow.

REF : http://technet.microsoft.com/en-us/library/bb727059.aspx, https://social.technet.microsoft.com/Forums/windowsserver/en-US/e9327be6-922c-4b9f-8357-417c3ab6a1af/cnf-remove-from-ad?forum=winserverDS

Duplicate entries created

Host name is appended with CNF, and the entry name also contains a GUID suffix

Please refer to Entries created with a CNF:{GUID} suffix above.

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