

PC-Duo Enterprise Overview & Pre-Requisites

This Quick Start Guide is designed to walk you through the installation, initial setup and configuration of the PC-Duo Enterprise software components. For additional guidance about specific use-cases not covered in this brief guide, or for questions regarding PC-Duo Remote Control in general, please contact Vector Networks Support at 1-800-330-5035 and we would be glad to assist.

The PC-Duo Host (**Host.msi**) is installed on each computer you would like to access, and the PC-Duo Master (**Master.msi**) is the “Viewer” that you use to connect to the Host computers. The PC-Duo Gateway (**Gateway.msi**) resides on a server between the Masters and Hosts, and serves as the “Hub” in the PC-Duo “Hub-and-Spoke” connectivity model. The Gateway is to be installed on any edition of Windows Server 2003/2008/2012.

Step 1 of 4: Installing the PC-Duo Gateway - Double-click Gateway.msi to begin the installation

- 1) Install both the “Gateway Administrator” and “Gateway Server” components. The “Gateway Administrator” component may be installed on other computers to allow you to remotely administer your Gateway.
- 2) The PC-Duo Gateway runs using a Windows Service Account, and by default the account name will be “DOMAIN\RemoteControlGateway”. The installer will create this domain account in AD for you.
- 3) If you are not in an Active Directory domain environment, the Gateway Service Account must be created manually in Windows Computer Management. The account does not have to be a local Administrator, but it will require the “Log on as a Service” right. After creating the account, open Computer Management -> Local Security Options -> User Rights Assignment -> Log on as a Service.

Step 2 of 4: Configuring the PC-Duo Gateway - Open the PC-Duo Gateway Administrator to begin

- 1) In the left pane, please expand “Gateway Server Settings”, right-click “Gateway Security” and visit Properties
 - a. Data Services Security – Add each Windows user account (or group) that you would like to give access to the Gateway for connecting to Host computers, starting with yourself
 - b. Settings Security – Add each Administrator to the list, or those who would be responsible for managing and configuring the PC-Duo Gateway settings, such as configuring the port the Gateway listens on, the license keys it uses
 - c. Session Security – List of accounts permitted to initiate and play back screen recordings
- 2) In the left pane, please right-click “General Settings” and visit Properties
 - a. Click “Automatically move newly discovered workstations from the “Unmanaged Hosts” group to the “All Hosts” Group”. As soon as a Host reports into your Gateway, it will be placed in the “All Hosts” group right away which makes them immediately accessible for connectivity from your Master. This step is completely optional.
 - b. Otherwise, once Hosts have reported into your PC-Duo Gateway, you would highlight the “Unmanaged Hosts” folder to see a list of Hosts, and then drag and drop each newly discovered Host into “All Hosts”
- 3) In the left pane, please expand “Managed Hosts”, right-click the “All Hosts” Group and visit Properties
 - a. On the “Group Security” tab, remove the Windows default user group “Everyone” and add yourself. The key mechanism on this tab is the “Visible” checkbox which can be used to hide or show a group from a user.
 - b. On the “Host Security” tab, add yourself to the list. To define a more granular remote access policy for a Master user, add them to the list and click “Advanced”. Highlight the account again and click “Edit” and you’ll see a list of individual PC-Duo functionality that may be enabled or disabled for this particular user.

Step 3 of 4: Installing and configuring the PC-Duo Host

- 1) Run the Host setup.exe on a computer you wish to connect to via PC-Duo Remote Control, and complete the setup.
- 2) Open the Host Control Panel, and click on the Gateway tab.
- 3) On the “Gateways” tab, click “Add Gateway” and input a “Station Specifier”
 - a. The “Station Specifier” may be any of the following: the Gateway’s IP, its computer name or DNS
 - b. Click the “OK” button and click “Apply”, which causes your Host to report to your Gateway
 - c. If you notice a cube with a colored dot inside, the Host is successfully communicating to your Gateway

Step 4 of 4: Installing and configuring the PC-Duo Master

- 1) Run the Master setup.exe on a computer you wish to use to connect to other computers, and complete the setup.
- 2) Open the PC-Duo Master program, and click the “Gateway Hosts tab” in the open Master program.
- 3) On your PC-Duo Master’s “Gateway Hosts” tab, click the “Manage” button and then click “New”
 - a. The “Display Name” is simply a label for your Gateway and you may title it anything you wish
 - b. The “Station Specifier” would be the Gateway’s IP (the same one you used when configuring the Host)
 - c. Click “OK” and then “Apply”, and click “Close” to dismiss the “Manage Gateways” list
- 4) Directly to the left of the “Manage” button, use the drop-down to select your Gateway
- 5) Now you should see a list of your Hosts – simply double-click a Host to connect!