



PC-Duo Web Console Operating Guide

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>), cryptographic software written by Eric Young (ey@cryptsoft.com), and compression software from the ZLIB project (<http://www.zlib.net>).

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Scope of This Document

This document includes information about operating the PC-Duo Web Console.

For information about installing and initially configuring the PC-Duo Web Console, please consult the *PC-Duo Web Console Installation Guide*.

For information about installing, configuring and operating the PC-Duo Gateway Server, please consult the *PC-Duo Gateway Administrator Guide*.

For information about installing, configuring and operating the PC-Duo Host application, please consult the *PC-Duo Host Guide*.

For information about installing, configuring and operating the standalone PC-Duo Master application, please consult the *PC-Duo Master Guide*.

For information about installing, configuring and operating the PC-Duo Deployment Tool for mass installation and configuration of the PC-Duo applications, particularly PC-Duo Host, please consult the *PC-Duo Deployment Tool Guide*.

Definitions

Below is a table of definitions for terms used commonly throughout this document:

Term	Definition
Account Users	Network administrators, helpdesk technicians, and other IT staff who need remote access to virtual and physical computers throughout the corporate network
Administrative Account	A type of account defined for the Web Console; Administrative Account will typically have access to all operational and administrative Sub Tabs, including Accounts, Analytics and Settings
Chat	A type of Service that allows local Host user to chat with any Account Users with Remote Desktop connection to that Host
Clipboard	A type of Service that allows local Host user and Account User to exchange data between desktops via copy-and-paste
Concurrent Users	A licensing mode in which the number of accounts in use at the same time are counted. Note: Only Account User Accounts actively logged into the Web Console and/or those with Remote Desktop connection Windows open with Input Control are considered to be in use
Connection Window	Popup window that provides view of a Host desktop through a Remote Desktop connection and may include other tools and services for Remote Control, Remote Management, Remote Printing, File Transfer, Chat
Deployment Tool	A standalone management application for mass deployment of the standalone Host application and/or changes to Host configuration; requires WMI if Host is not installed
Extension Tag	Custom information that can be attached to one or more Hosts; Extension Tags can be used to identify specific Hosts for custom scripts and/or automatic grouping rules
File Transfer	A type of Service that allows files to be dragged and dropped between a Host desktop and an Account User's desktop over a Remote Desktop connection
Gateway Connection	Secure persistent connection over proprietary network transport between a Host desktop and the Gateway Server, which can be used by Account Users to make Remote Desktop connection
Gateway Server	A standalone networking application that serves as the hub for all Remote Desktop connections with Hosts and Masters. It can be monitored and managed through the Web Console or the Gateway Administrator (through version 12.5).
Gateway Administrator	A standalone management application for managing the Gateway Server; cannot be used to open Remote Desktop connection Windows to Hosts
Group	A custom-defined collection of Hosts on the Gateway Server; one or more Groups can be defined, and Hosts can belong to one or more Groups beside the standard All Hosts group
Host	A standalone application that captures local screen display information in real time, compresses it and sends it over secure Remote Desktop connections to one or more Connection Windows running on Account User desktops; can also refer to any machine with Host software running.

	<p>The Host is an installed application that requires local administrator rights and a reboot to install kernel-level software; it runs as a service and allows for unattended access as long as the system is turned on.</p> <p>See below of other types of Host software available.</p>
Host on Demand (HOD)	Special, streamlined version of the Host that can be used by an end user to share his/her desktop instantly
Input Control	A type of Service that allows Account User to control mouse and keyboard input into the local Host desktop
Limited Admin Account	A special type of account defined for the Web Console; Limited Administrative Account will have read-only access to certain tabs in Web Console, such as Activity and Gateway, to determine which licenses are in use
Managed Hosts	Hosts that are reporting to the Gateway Server and have been designated to be managed (some Hosts can be reporting to Gateway and be designated as unmanaged)
Master	A standalone application that allows user to establish Remote Desktop connection to a Host, and to take advantage of services such as Remote Control, File Transfer, Remote Management and others
Master Account	A type of account defined for the Web Console; Master Account will typically have access to Home, Hosts and Recordings tabs to find Hosts, establish Remote Desktop connection and to make/playback recordings
Personal Account	A type of account defined for the Web Console; Personal Account will typically have access to Home, Hosts and Recordings tabs for one and only one Host for establishing Remote Desktop connection and to make/playback recordings
QuickConnect	Special button next to Hosts in the Active Hosts table on the home page and on the Members sub tab which will launch the Remote Desktop for that Host; enabled when the Gateway Server is in Concurrent User license mode
Recording	Feature of the Gateway Server that allows the desktop of any Host with a Gateway connection to be recorded for a user-defined period of time; recording files are stored at the Gateway Server for playback
Remote Access	Secure Remote Desktop connection to a virtual or physical computer desktop that supports screen sharing, file transfer, remote management and other support and collaborative services
Remote Desktop Connection	Secure connection over proprietary network transport between a Host desktop and an Account User desktop, over which one or more remote support or remote collaboration services can be delivered
Remote Management	A type of Service that allows Account User to employ Windows Management Instrumentation (WMI) commands to view/edit system settings and other information on the local Host machine
Remote Printing	A type of Service that allows Account User to redirect printing of documents on the local Host desktop to the Account User's local printer
Reverse Connection	A special type of Gateway connection in which the Host will actively maintain communication with the Gateway; helps to maintain persistent connection when firewall and/or NAT device is in network pathway
Unmanaged Hosts	Hosts that are reporting to the Gateway Server and have not been designated to be managed
VDI Host	Special type of Host that will run inside of Virtual Desktop Instances

What's New in 12.5

Below is a table of new features and capabilities being introduced by PC-Duo version 12.5:

Feature	Description
Host On Demand (HOD)	New type of Host that can be launched from the Share My Desktop button on the Web Console landing page. Enables desktop of any internet-accessible machine to be shared instantly. No local or network administrative privileges are required, and no reboot is necessary to run this new Host type
UAC Elevation	Master user can elevate Host on Demand process to high privilege level by providing administrator credentials to HOD remote desktop (see <i>PC-Duo Web Console Operating Guide</i>)
Host settings accessible from Web Console	Host settings for any Host connected to the Gateway can be viewed and/or edited by Account Users with appropriate credentials through the Web Console. No connection window to Host desktop required
Support for LDAPS	Encryption of connections between the PC-Duo Gateway and the domain controller(s) when doing Active Directory lookups (see <i>PC-Duo Gateway Server Guide</i>)
Web Console support for Safari, Chrome and Firefox	Web Console now supports Safari, Chrome and Firefox web browsers, in addition to Internet Explorer; helper apps may be required to enable Remote Desktop and other features (see <i>PC-Duo Web Console Installation Guide</i>)
WebSocket transport (WS, WSS)	In addition to the UDP, TCP and SSL transports already available, the Gateway Server now supports WebSocket (binary WebSocket over HTTP) and Secure WebSocket (binary WebSocket over HTTPS) transports to facilitate connections through corporate firewalls (see <i>PC-Duo Gateway Server Guide</i>)

Web Console Overview

PC-Duo Web Console is a component of the On-Demand and Enterprise Editions of the PC-Duo Remote Desktop solution from Vector Networks, Inc.

Web Console is a web application that runs on Microsoft Internet Information Services (IIS) and serves as the management user interface for the Gateway Server. It can be used as a replacement for or in conjunction with the standalone Gateway Administrator application.

In Concurrent User license mode (see *Gateway > Gateway Licenses* sub tab for more information about licensing), the Web Console can be used to launch the Remote Desktop to view/control Host desktops connected to the Gateway Server. In this way, the Web Console can be used as a replacement for or in conjunction with the standalone Master application.

The Web Console can also be used to launch the Host on Demand, a streamlined version of the Host that can enable anyone to share their desktop instantly with Account Users connected to the Gateway Server.

Web Console Landing Page

Account Users can access the Web Console by entering a URL provided by the network administrator to access the Web Console. The Account User will be presented with the Web Console landing page:



Below is a table of commands available on the Web Console landing page:

Command	Description
Browser	Click on this option to see a list of browser attributes; recommended browser is Internet Explorer 8.x or higher
Login As	Click on this option to access the Web Console with Windows credentials that are different from those used to login to Windows on this machine
Find A Desktop	Click on this option for one-click (single-sign on) access to the Web Console using the same Windows credentials as those used to login to Windows on this machine

Web Console Operating Guide

**Share My
Desktop**

Click on this option to install a special version of the Host to enable a Remote Desktop connection to this Host

Account Users

Account Users can access the Web Console using one of three different types of accounts:

- *Administrative Accounts*: This account type gives full access to all tabs in the Web Console. It is equivalent to combination of the standalone Gateway Administrator and Master applications.
- *Master Accounts*: This account type gives access to *Home*, *Hosts* and *Recordings* tabs in the Web Console. It is equivalent to the standalone Master application.
- *Personal Accounts*: This account type gives access to a single, pre-specified Host. It is ideal for granting employees and/or guests web-based access to their corporate PCs from home or road on a managed basis. It is equivalent to a standalone Master application restricted to access one and only one Host through the Gateway Server.

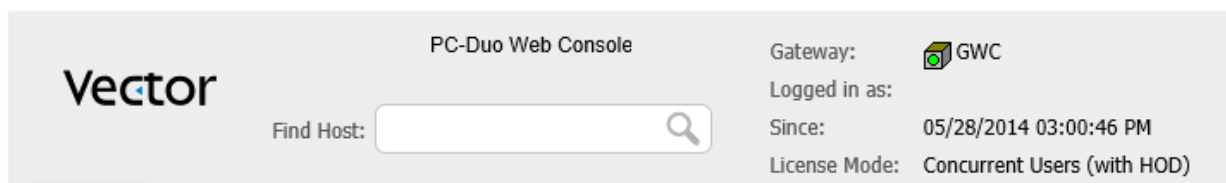
The following table shows the tabs available by account type:

Web Console Tabs	Administrative Account	Master Account	Personal Account
Home	Yes	Yes	Yes
Hosts	Yes	Yes	
Recordings	Yes	Yes	
Accounts	Yes		
Activities	Yes		
Analytics	Yes		
Gateway Server	Yes		



See the *Accounts* section for more detail about creating and managing Account Users for Web Console.


Common Header Fields

Each page of the Web Console starts with a header that contains a pre-defined set of fields and values.



Below is a table of fields and values presented in the header:

Field	Description						
[Custom Message]	This is a read-only text field above the Find Host search box which can be used to display system messages and announcements. Administrators can specify content to be published in this field on the <i>Web Console Settings</i> popup available from the menu bar. NOTE: Maximum text size is 90 characters.						
Gateway	Specifies the name of the Gateway Server that this Web Console is configured to work with.						
	 Indicates that Gateway connection is established						
	 Indicates that Gateway connection is not established						
Logged in as	Displays the Windows account (<Domain>\<Account Username>) used to access the Web Console						
Since	Displays the date & time when the Account User successfully logged into the Web Console						
License Mode	Type of license under which the Gateway Server is operating						
	<table> <tr> <td><i>Concurrent Users with HOD</i></td><td>Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.</td></tr> <tr> <td><i>Concurrent Users</i></td><td>Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.</td></tr> <tr> <td><i>Managed Hosts with HOD</i></td><td>Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the</td></tr> </table>	<i>Concurrent Users with HOD</i>	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.	<i>Concurrent Users</i>	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.	<i>Managed Hosts with HOD</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the
<i>Concurrent Users with HOD</i>	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.						
<i>Concurrent Users</i>	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.						
<i>Managed Hosts with HOD</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the						






		<p>Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.</p>
<i>Managed Hosts</i>		<p>Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page</p>
Find Host		<p>This search field enables the Account User to find a specific Host. It is a "Quick Search" text box in which you can enter all or part of a Host name, with an optional preceding and/or trailing wildcard character (*). The application will match the text or search pattern with known Host machines and present a dropdown list of matches. Choose a matching name or click on the magnifying glass icon to perform the search.</p>

Menu Bar

On the right hand side of the Menu Bar is a series of icons representing various global tasks that the Account User can execute:

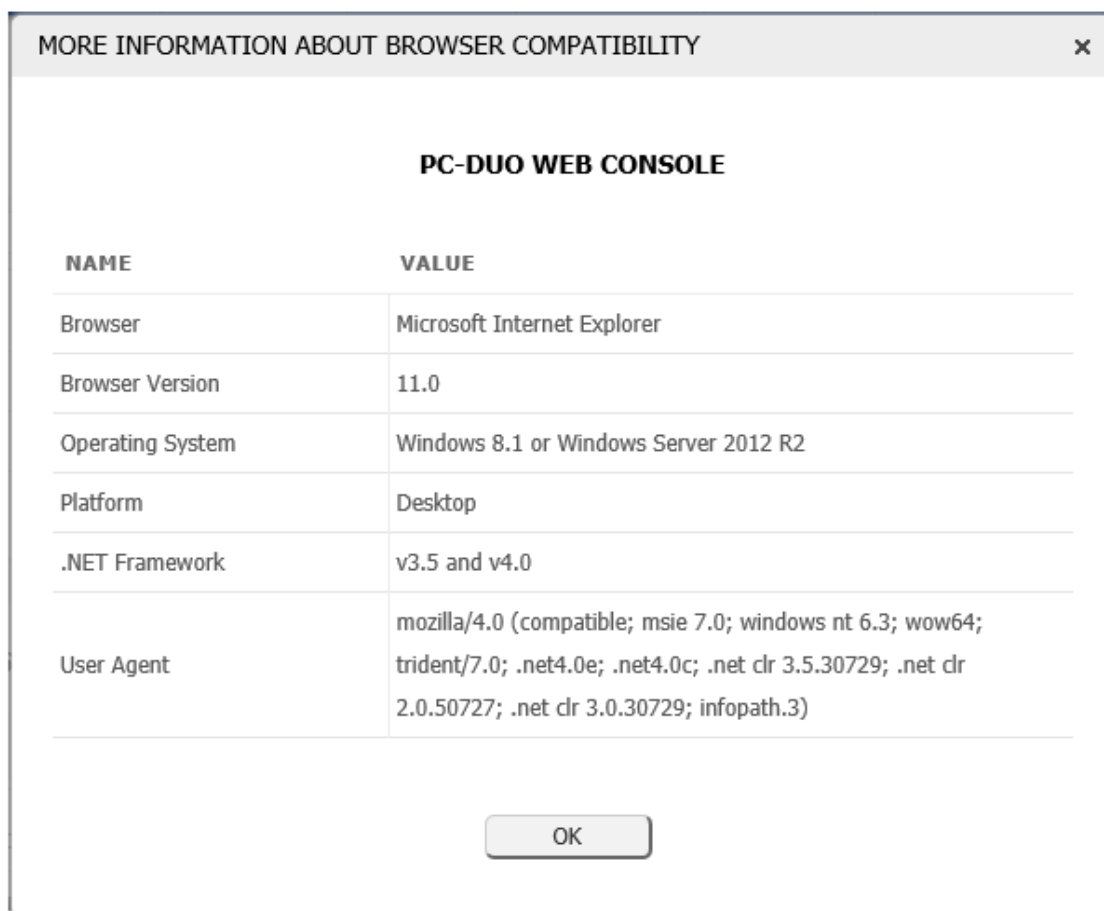


Below is a table of tasks and icons available on the Menu Bar:

Task	Icon	Description
Browser		Click on this icon to display a popup window with details about the compatibility of the browser being used to access the Web Console
Settings		Click on this icon to display a popup window with configuration options for the Web Console that apply to all Account Users, including a field for the system message that appears in the header. This icon is visible to Administrative Account Users only.
Info		Click on this icon to display a popup window with general information about this release of the Web Console, including version number.
Print		Click on this icon to display a popup window with a preview of the Web Console page that can be printed.
Logout		Click on this icon to display a popup window that will allow the Account User to log out of the Web Console.

Browser

The Web Console supports a variety of current web browsers, including Internet Explorer, Firefox, Chrome and Safari. For certain browsers, browser extensions may be required to enable features like Remote Desktop and Host on Demand. The Browser icon provides details about the compatibility of the browser being used by the Account User with the Web Console:



Below is a table of fields and values for the Browser Compatibility popup window:

Field Name	Value
Browser	Type of browser being used to access the Web Console
Browser Version	Version number of the browser being used to access the Web Console
Operating System	Operating system of the machine running the browser
Platform	Type of machine running the browser (usually Desktop)
.NET Framework	Version of .NET supported by machine running the browser (.NET required for QuickConnect popup window)
Account User Agent	Internal information about browser compatibility
OK	Click this button to dismiss the Browser Compatibility popup window

Web Console Settings

Administrative Account Users can change configuration settings for the Web Console that will affect all Account Users by clicking on the Settings icon in the Menu Bar. This will

take the Account User to the *Gateway Server > Web Console Settings* sub tab (see *Gateway Server > Web Console Settings* sub tab section later in this document).

Info

Account Users can view information about the Web Console by clicking on the Info icon in the Menu Bar.

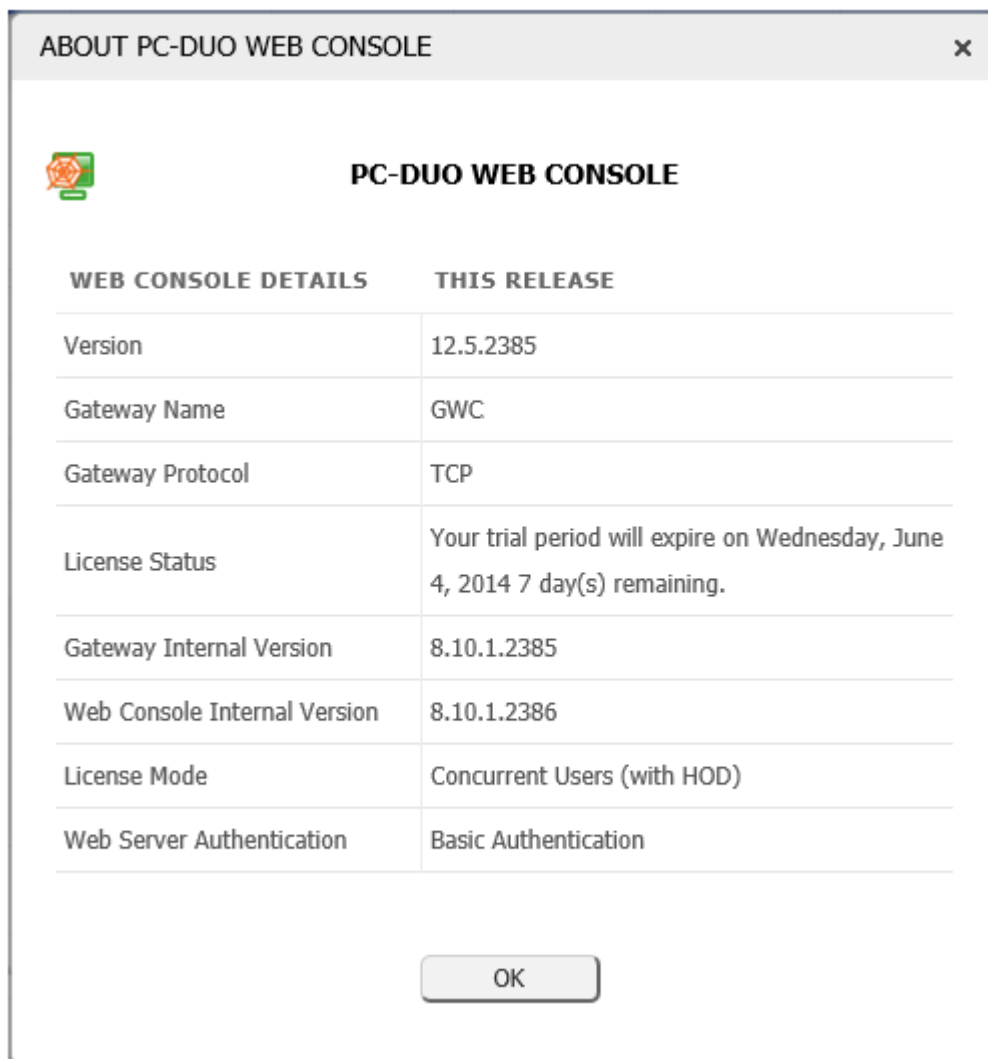
Below is a table of details and descriptions for the Web Console in the *About PC-Duo Web Console* popup:

Detail	Description
Version	Internal product version number
Gateway Server Name	Name of the Gateway Server to which the Web Console is connected
Gateway Server Protocol	Network protocol that the Web Console is using to communicate with the Gateway Server
License Status	If trial license, indicates when the trial is due to expire
Gateway Server Internal Version	Internal version number of the Gateway Server application
Web Console Internal Version	Internal version number of the Web Console application
License Mode	Type of license under which the Gateway Server is operating
	<i>Concurrent Users with HOD</i> Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.
	<i>Concurrent Users</i> Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.
	<i>Managed Hosts with HOD</i> Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.
	<i>Managed Hosts</i> Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time.

QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page

**Web Server
Authentication**

Type of authentication used to check credentials of prospective Web Console Account User



Print

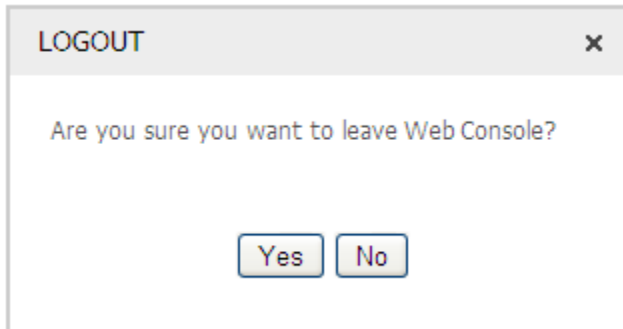
Account Users can print any page of the Web Console by clicking on the Print icon in the Menu Bar. A popup window will appear with a preview of the Web Console page to be printed. The Account User can confirm printing request by clicking on *Print* or cancel the request by clicking on *Cancel* at the top of the preview popup.

Logout

There are three ways in which Account Users can logout from the Web Console:

Web Console Operating Guide

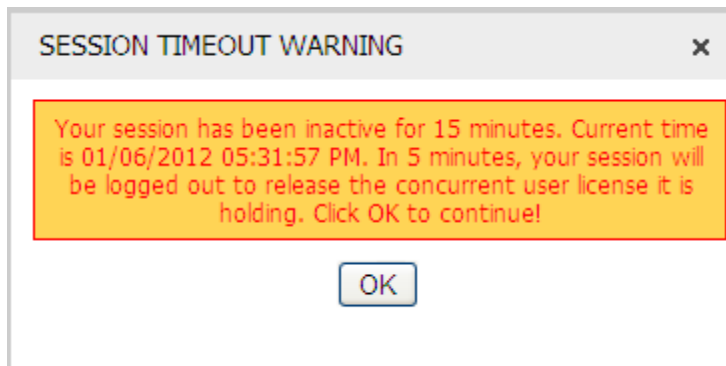
- 1) Clicking the Logout icon in the Menu Bar. The Account User can confirm the logout request by clicking on **Yes** or cancel the request by clicking on **No** in the confirmation popup.



- 2) Closing the browser window that was used to access the Web Console. In this case, no confirmation popup will appear.

Note: In this case, the Gateway Server may take up to 2 minutes to release the license after the browser is closed.

- 3) Account Users will be automatically logged off from Web Console after a period of inactivity (i.e. no input control to Host). A warning message will appear on the Account User's screen first, letting the Account User know how much idle time remains before logout is executed. Each of these time periods can be defined in the *Gateway > Gateway Settings > General* section.



Note: Logging out of the Web Console will not disconnect any Remote Desktop connections that the Account User may have opened. As a result, a license in use by any open Remote Desktop connection may still be in use. Only the license used to access the Web Console (if a different set of credentials were submitted to the Remote Desktop connection(s)) will be freed up when the Account User logs out or is logged out of the Web Console.

Home





























































The *Home* tab is a dashboard view of the current status and recent activities of the Gateway Server connected to the Web Console. It includes five tables to present a comprehensive snapshot of all the Remote Desktop-related activities occurring in your network on machines with Hosts configured to report to the Gateway Server.

The following table shows the tables available by account type:

Home Tab Tables	Administrative Account	Master Account	Personal Account
Active Hosts	Yes	Yes	Yes
Active Accounts	Yes		
Active Connections	Yes	Yes	
Most Recent Activities	Yes		
Gateway Server At A Glance	Yes		

Home > Active Hosts

The *Active Hosts* table shows a list of Hosts with active or recently active connections to the Gateway Server. By default, the list shows up to 10 entries sorted by connection time in descending order.



<div> <div>10</div> <div>ACTIVE HOSTS</div> </div>					
GROUP NAME: ALL HOSTS		SORT BY: RECENT CONNECTIONS			
HOST NAME		ADDRESS	CONNECTION	SERVICES	LAST CONNECT
DAR		192.1.1.11	 1   	    	10/09/2013 05:10:35 PM
LAX		192.1.1.15	 0   	    	10/01/2013 10:50:08 AM
MAP		192.1.1.14	 0   	    	10/01/2013 09:51:58 AM
VM-XP		192.1.1.13	 0   	    	06/18/2013 04:01:57 PM
VM-SRV		192.1.1.12	 0   	    	04/19/2012 12:26:04 PM
ROVER		192.1.1.10	 0   	    	
View All - Total(7)					

While the number of Host entries shown in the table at any one time is fixed at 10, the selection and order of Hosts displayed can be modified by changing one or both of the following criteria:

Criteria	Description
Group Name	A dropdown selection box that shows the list of Group types available on this Gateway Server (Default = <i>All Hosts</i>)
<i>All Hosts</i>	Persistent, system-defined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = <i>All Hosts</i>)
<i>Host on Demand</i>	Transient, system-defined Group that includes all Host on Demand instances connected to this Gateway Server (Group Name = <i>Host on Demand</i>)
<i>System</i>	Persistent, system-defined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = <i>System</i>)
<i>Terminal Services on <terminalserver></i>	Transient, system-defined Group that includes all Terminal Services Host sessions on <terminalserver> reporting to this Gateway Server (Group Name = <i>Terminal Services on <terminalserver></i>)

<i>Transient VDI Hosts</i>	Transient, system-defined Group that includes all Host instances running in virtual desktops that are reporting to this Gateway Server (Group Name = <i>Transient VDI Hosts</i>)
<i>Terminal Services Recordings</i>	Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = <i>Terminal Services Recordings</i>)
<i>Unmanaged Hosts</i>	Persistent, system-defined Group that includes all Hosts configured to report to this Gateway Server but not yet moved into the All Hosts Group (Group Name = <i>Unmanaged Hosts</i>)
<i>User Defined</i>	Persistent, user-defined Group that can be edited and/or deleted (Group Name = <i><User-defined Group name></i>)
Sort By	A dropdown selection box that shows a list of criteria that can be used to filter and determine the order of entries that are shown in the Active Hosts table (Default = <i>Recent Connections</i>)
<i>Recent Connections</i>	Sort all Hosts from Group specified in the Group Name field by Last Connect time in descending order
<i>Reverse Connections</i>	Sort all Hosts with active Reverse connections from Group specified in the Group Name field by Last Connect time in descending order
<i>Terminal Services Recordings</i>	Sort all Terminal Services Host sessions from Group specified in the Group Name field by Last Connect time in descending order
<i>Active Recordings</i>	Sort all Hosts with active recordings from Group specified in the Group Name field by Last Connect time in descending order

Below is a table of the fields, values and actions available for each Host entry:










Field	Description
Host Name	The name that will be assigned, after resolving any macros, to the Host application running on that machine (also known as Station)
	QuickConnect is disabled, probably because it is not licensed for this Account type. Check the <i>Gateway Server > Gateway Server Licenses</i> page to see if the Gateway Server is in Concurrent User license mode and if there are any Account User licenses available.
	QuickConnect is enabled. Click on this button to open a Remote Desktop to this Host and to use same credentials as those presented to the Web Console for logon. Use <i>Connect As...</i> command in the Host context menu to login to the Host with different credentials. Note: If QuickConnect is enabled but Remote Desktop cannot be opened, check the <i>Activity > Account Activity</i> page see if there any Account User licenses available. Note: Even if all available licenses are in use, a Remote Desktop to this Host can be opened in view only mode using either the











Connect For View Only or Connect For View Only As... commands from the Host context menu.

Note: QuickConnect icon may not appear if Account User is not authorized for this service, and/or Account User's browser does not have browser extension necessary to support Remote Desktop.



Click on this arrow to view the dropdown context menu for this Host. If the Gateway Server is in Concurrent User license mode, the *Connection...* commands in the Host context menu will be enabled; if not, they will be disabled.

Address	IP address of the Host in either IPv4 or IPv6 format.
Connection	A series of icons that indicate the current status of connections and services involving this Host
	Remote Desktop connection status = Active. Host type is persistent installed Host. Host has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is persistent installed Host. Host has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Host is Offline or Unreachable. Host type is persistent installed Host. Host has no Gateway connection; it is either offline or unreachable because it is off, not at last known network address, and/or there is a problem with authentication or authorization.
	Remote Desktop connection status = Active. Host type is transient Host on Demand instance. Host on Demand instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Host on Demand instance. Host on Demand instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Active. Host type is transient Terminal Services session Host instance. Host instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Terminal Services session Host instance. Host instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Active. Host type is transient Virtual Desktop Host instance. Host instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Virtual Desktop Host instance. Host instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.

	The number of Account Users with active Remote Desktop connections to this Host
	The Remote Desktop connection between the Host and the Gateway Server is enabled by a Reverse connection (usually means the Host is not in the same domain as the Gateway Server)
	The Remote Desktop connection between the Host and the Gateway Server is encrypted. See <i>Host Name > Security</i> to see details about the type of encryption being used
	The desktop for this Host is being recorded
Services	A series of icons that indicate current status of various services available during an active Remote Desktop connection with this Host
	Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control
	Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
	File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
	Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine
	Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it
	Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)
Last Connect	Date & time of the current or most recent Remote Desktop connection to the Host

Below is a table of other options available on this page:

Option	Description
View All	Go to <i>Hosts > Members</i> sub tab for the Group specified in Group Name dropdown box

Home > Active Hosts > Host Menu

A dropdown menu with options and actions available for the Host can be displayed by clicking on the dropdown icon (▼) next to the Host Name for each entry in the Active Hosts table.

ACTIVE HOSTS

GROUP NAME: ALL HOSTS SORT BY: RECENT CONNECTIONS

HOST NAME	ADDRESS	CONNECTION	SERVICES
DAR	192.1.1.11	0	
LAX	192.1.1.15	0	
VM-SRV	192.1.1.12	0	
ROVER	192.1.1.10	0	

ACTIONS...
CONNECTION...
RECORDING...
HOST SETTINGS
SECURITY
DETAILS

ACTIVE ACCOUNTS

Following table shows the options and actions available by account type with default permissions:

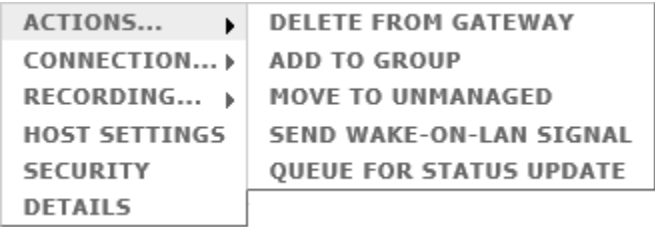
Host Menu	Administrative Account	Master Account	Personal Account
Actions	Yes	Yes	Yes
Connection	Yes, if licensed	Yes, if licensed	Yes, if licensed
Recording	Yes	Yes	Yes
Host Settings	Yes	Yes	Yes
Security	Yes		
Details	Yes	Yes	Yes

Note: Some options may not be available if Account User does not have permissions granted.

Below is a description of each menu option in more detail:

Home > Active Hosts > Host Menu > Actions

To manage this Host, an Administrative Account User can choose a command from the Actions submenu:

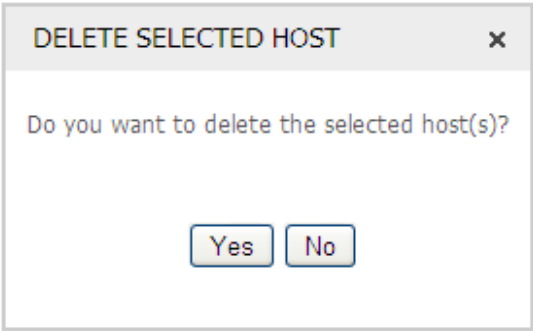


Following table shows the actions available for each Group type:

Actions	All Hosts	Custom Defined	Transient Hosts	Unmanaged Hosts
Delete From Gateway	Yes	Yes		Yes
Add To Group	Yes	Yes	Yes	
Move To Unmanaged	Yes	Yes		
Send Wake-On-Lan Signal	Yes	Yes		
Queue for Status Update	Yes	Yes		
Move to Managed				Yes

Home > Active Hosts > Host Menu > Actions > Delete From Gateway

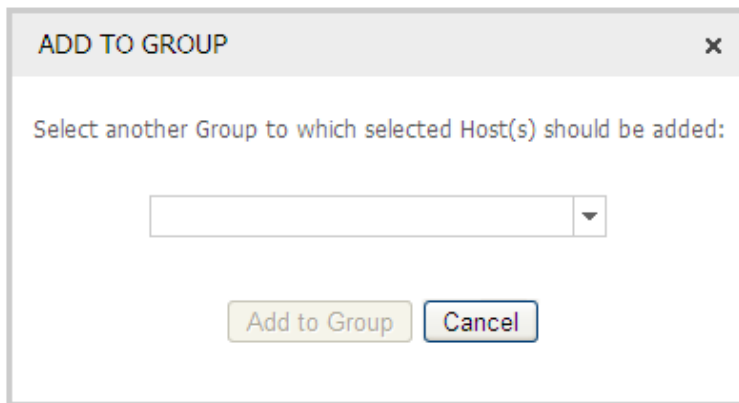
An Administrative Account User can permanently delete one or more Hosts from the Gateway Server by clicking on Yes in the confirmation popup:



Note: This action will remove the selected Host(s) from All Hosts Group and any other custom Groups.

Home > Active Hosts > Host Menu > Actions > Add To Group

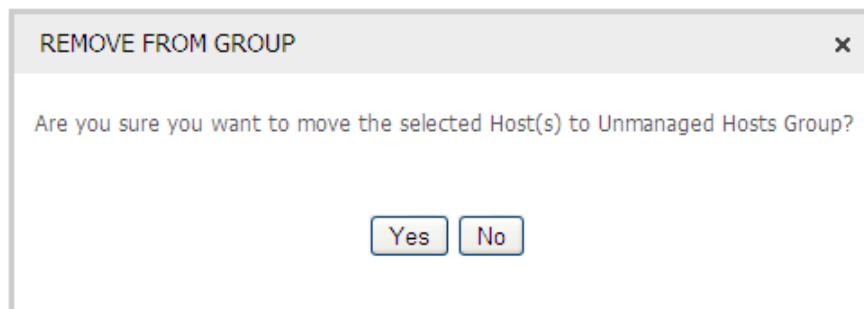
The Administrator can have one or more Hosts from this Group also report to another Group by selecting the target Group from the dropdown list and clicking on *Add to Group*:



Note: The selected Host(s) will continue report to the current Group

Home > Active Hosts > Host Menu > Actions > Move To Unmanaged

An Administrative Account User can move one or more Hosts from this Group to the Unmanaged Group by clicking on *Yes* in the confirmation popup:



Note: The selected Host(s) will be removed from the All Hosts Group and any custom Groups, and will appear only in the Unmanaged Group.

Home > Active Hosts > Host Menu > Actions > Send Wake-On-LAN Signal

If the Host machine is powered down in standby or hibernate mode, and Wake-On-LAN is enabled in its BIOS, then the Gateway Server can be instructed to send a WOL signal ("magic packet") to the last known MAC address for the Host machine in an attempt to

power it up. If successful, the Host service should also start up and report to the Gateway Server. It will then appear in and be accessible from the Web Console.

Home > Active Hosts > Host Menu > Actions > Queue For Status Update

If the status of the Host machine has not been updated, An Administrative Account User can request a status update by selecting this action. The Gateway Server will be instructed to request a status update from the specified Host.

Home > Active Hosts > Host Menu > Connection

The Connection submenu options are available when the Gateway Server is in Concurrent User license mode. By default, the Remote Desktop is not licensed and both the QuickConnect button and the Connection submenu options will be in grey and inactive:

If the Gateway Server is in Concurrent User license mode (see the *Gateway > Gateway Licenses* section below for more information), any Account User can open a Remote Desktop window to this Host by clicking on the QuickConnect button (will be active) or by selecting a command from Connection submenu:



See *Remote Desktop* section below for more information about Connection submenu options.

Home > Active Hosts > Host Menu > Recording

To create or view screen recordings for this Host, any Account User can choose a command from the Recording submenu:



Home > Active Hosts > Host Menu > Recording > Record

Any Account User can start a screen recording immediately by selecting the *Record* command on the submenu:

 A screenshot of a dialog box titled 'RECORD SELECTED HOST' with a close button (X) in the top right corner. Inside the dialog, the text 'Specify the desire length for the screen recording:' is displayed. Below this text, there is a label 'RECORDING SPAN:' followed by a numeric input field containing the value '1', a spinner control, and the word 'minutes'. At the bottom of the dialog, there are two buttons: 'Submit' and 'Cancel'.

Once the Account User clicks on the *Submit* button, the recording will start on the Gateway Server, and the recording icon will light up on the Active Hosts dashboard:

HOST NAME	ADDRESS	CONNECTION	SERVICES
ROVER 	192.1.1.10	 0   	     

Note: It is not necessary for the Account User to have a Remote Desktop connection to the Host in order to start a recording.

Below is a table of fields, values and actions available in the *Record* popup window for the Host:

Field	Description
Recording Span	Specify in minutes the desired length for the recording (Default = 1 minute)
Actions	Actions that can be taken for this recording

<i>Submit</i>	Start the recording and set the length of the recording to be equal to value in Recording Span field; close this popup
<i>Cancel</i>	Don't start a recording and close this popup

Home > Active Hosts > Host Menu > Recording > View Recordings

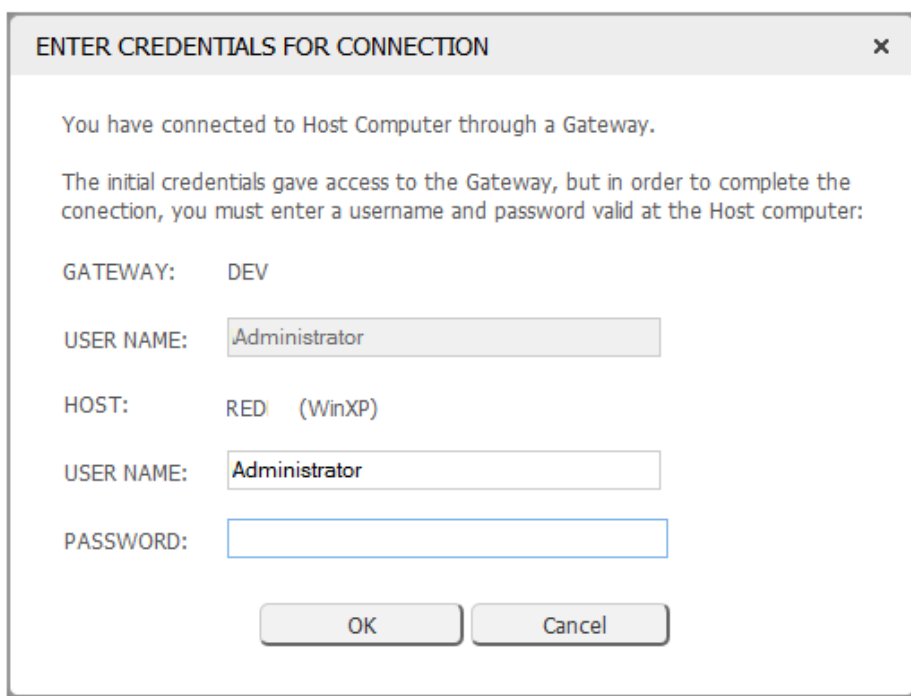
Any Account User can view a list of screen recordings available for this Host by selecting the *View Recordings* command on the submenu. The Account User will be taken to the *Recordings* tab, where table with a list of screen recordings will appear. The Account User can play any recording by clicking on the *Play* button, search for a particular recording, or delete one or more recordings on this page.

See *Recording Tab* for more information.

Home > Active Hosts > Host Menu > Host Settings

To view and/or edit configuration settings for this Host, any Account User can select the Host Settings option in the Host Menu.

Before the Account User can view or edit the Host settings, however, he/she must be authenticated by the Host (at this point, the Account User has only been authenticated by the Gateway Server). A security popup window will appear that will allow the Account User to provide credentials (Account Username and password) with access rights for this Host:



ENTER CREDENTIALS FOR CONNECTION [X]

You have connected to Host Computer through a Gateway.

The initial credentials gave access to the Gateway, but in order to complete the connection, you must enter a username and password valid at the Host computer:

GATEWAY: DEV

USER NAME: Administrator

HOST: RED (WinXP)

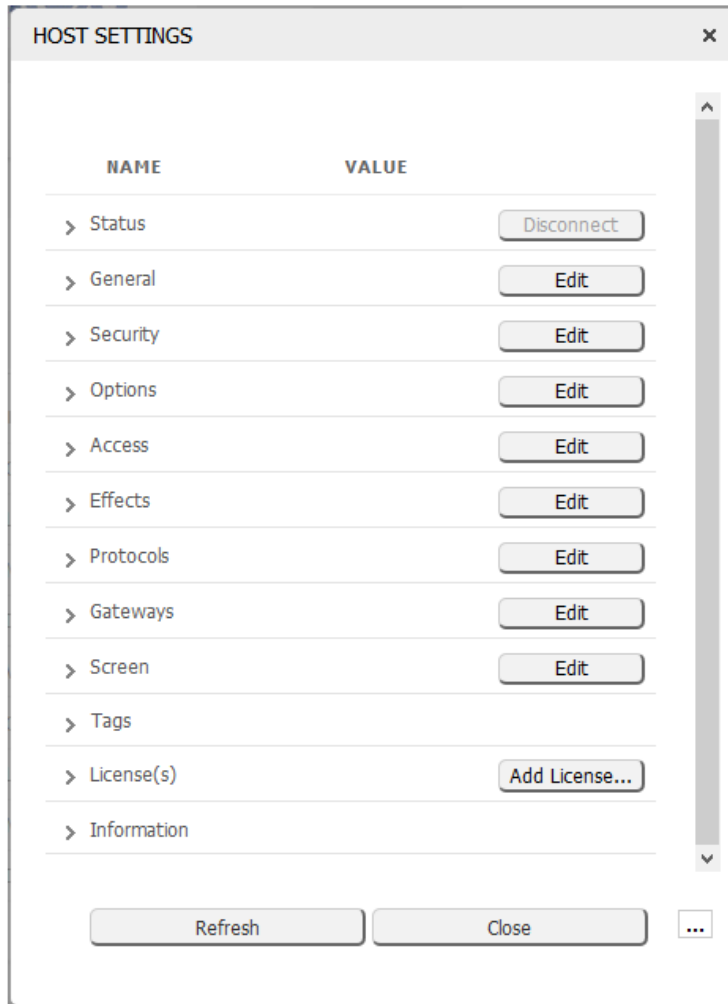
USER NAME: Administrator

PASSWORD:

OK Cancel

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Once the Account User submits valid credentials, the *Host Settings* popup window will appear:



NOTE: The *Host Settings* popup window is equivalent to the *Host Control Panel* (which is accessible from the tray icon in the lower right corner of the *Host* desktop).

There is a large number of configuration settings for the *Host*, and they are organized into the following subsections:

Subsection	Settings
Status	View Remote Desktop connection status; terminate an active Remote Desktop connection
General	Specify Host desktop display preferences for screen capture
Security	Specify authentication and authorization settings

Options	Specify keyboard and screen settings
Access	Specify network connection settings
Effects	Enable or disable visual effects
Protocols	Specify the network protocols and ports to use for communication with the Gateway Server
Gateway	Specify the Gateway Servers to which this Host should report
Screen	Specify desired screen capture technology to use, and in the case of user-mode screen capture, select bandwidth throttling options
Tags	Display custom information specified by the Administrator for this Host
Terminal Services	Specify configuration options for Host settings in Terminal Services template
Licenses	View and manage Host license keys
Information	View information about the Host software

NOTE: Certain subsections may not be visible if Account User does not have View permissions; the Edit button may not be enabled for certain subsections if Account User does not have Edit permissions.

NOTE: Terminal Services settings are not available in the Web Console view and are available only through the Host Control Panel on the local machine.

Home > Active Hosts > Host Menu > Host Settings > Status

The Status subsection shows details of all active Remote Desktop connections to this Host desktop:

NAME	VALUE
▼ Status	Disconnect
Connected To	fe80::52:3ec0: Gateway[GATEWAY] (authenticated as RemoteControlGateway via NTLM)

Below is a table of the fields, values and commands available on the Status subsection:

Field	Description
Connected to	If there is an active Remote Desktop connection through the Gateway Server to this Host, the network address, machine name, Account User and authentication method of the machine with the active Remote Desktop connection to this Host will appear; otherwise the field will show <none>.

Disconnect

If there is an active Remote Desktop connection, it can be terminated immediately by clicking on this button.

Home > Active Hosts > Host Menu > Host Settings > General

The General subsection includes settings for Host icons, and audio and visual cues on the Host desktop when a Remote Desktop connection is established:

▼ General		Edit
Station Name	ROVER	
When there is no connection	Icon	
When a connection is active	Icon	
Beep on connect/disconnect	Yes	
Beep while connected every	No	
Enable connect/disconnect notifications	Yes	
Enable file transfer notifications	No	
Show active users at connection start	No	

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

GENERAL

Station Name: GATEWAY (GWS)

Host appearance

When there is no connection: Icon

When a connection is active: Icon

Beeping

☐ Beep on connect/disconnect

☐ Beep while connected every 0 seconds

Popup notifications

☒ Enable connect/disconnect notifications


☐ Enable file transfer notifications

☐ Show active users at connection start

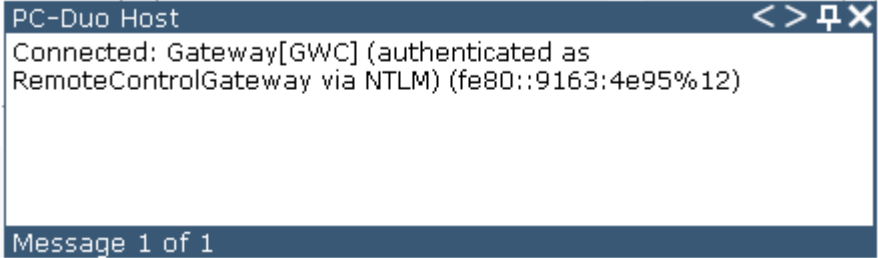
Apply Changes

Cancel

Below is a table of the fields, values and actions available on the *General* popup window:

Field	Description	
Station Name	Specify the name to be assigned to the Host running on this machine (also known as Station). To use macros to change the Station Name programmatically, see "Change Station Name" section in the <i>PC-Duo Host</i> manual.	
	Configure the Host icon to appear (Icon) or not appear (Hidden) in Host system tray (lower right corner of the Host desktop)	
	When there is no connection	The Host icon appears (or is hidden) when there is no active Remote Desktop connection
	When the connection is active	The Host icon appears (or is hidden) when a Remote Desktop connection is active.
Beeping	Set auditory cues to indicate when an Account User requests to open a Remote Desktop connection to this Host	
	Beep on connect/disconnect	Cause a quick series of three tones rising in pitch to sound on the Host desktop whenever a Remote Desktop connection is established. A series of tones falling in pitch will be made when the Remote Desktop connection is terminated (Default = <i>selected</i>)

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	<i>Beep while connected every ____ seconds</i>	Cause a short tone to sound periodically while a Remote Desktop connection to this Host is established. The interval between beeps can be set from 0 to 9999 seconds (Default = 0)
Popup notifications	Set visual cues that "popup" on Host desktop to indicate when certain events occur (also called "toast" notifications)	
		
	<i>Enable connect/disconnect notifications</i>	Enable popup notifications to appear on the Host desktop when a Remote Desktop connection to this Host is opened or closed (Default = <i>Selected</i>)
	<i>Enable file transfer notifications</i>	Enable popup notifications to appear on the Host desktop when file transfer operation to/from the Host has been initiated (Default = <i>Not selected</i>)
	<i>Show active users at connection start</i>	Display a popup window with list of Account Users with active Remote Desktop connections to this Host to when a new Remote Desktop connection is established. If hidden or closed, the tray icon context menu option <i>Show active users</i> can be selected to display the dialog and bring it to the front (Default = <i>Not selected</i>)
Actions	Actions that can be taken on this popup window	
	<i>Apply Changes</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window

Home > Active Hosts > Host Menu > Host Settings > Security

The Security subsection includes settings for Host authentication and other rights for Remote Desktop connections to this Host:

<div> <div>▼ Security</div> <div>Edit</div> </div>	
Authentication configuration	Require Windows authentication
Administrator password	Use same password to control access to Host settings
Allow remote administration (peer-to-peer)	No

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

SECURITY

Simple password configuration

☐ Allow connection with simple password

Password:

Confirm password:

☒ Use same password to control access to Host settings

☐ Use different password for Host settings

Settings password:

Confirm password:

☐ Allow remote administration (peer-to-peer)

Window authentication configuration

☒ Require Windows authentication

Set Permissions...

Apply Changes

Cancel

Below is a table of the fields, values and actions available on the Security popup window:

Field	Description
Simple password configuration	Select <i>Allow connection with a simple password</i> to use simple password to authenticate Account Users before allowing a Remote Desktop connection to this Host. Type in a password in the <i>Password</i> and <i>Confirm password</i> fields; if the field is blank, no password will be required. Access to Host settings can be controlled separately:
	<div><div><i>Use same password to control access to Host settings</i></div><div>Allow Account User to view/edit Host settings with the same simple password provided to establish the Remote Desktop connection</div></div>
	<div><div><i>Use different password for Host settings</i></div><div>Allow Account User to view/edit Host settings with a different password than that provided to establish the Remote Desktop connection. Type in a different password in the <i>Settings Password</i> and <i>Confirm Password</i> fields; if this option is selected and the field is blank, no password will be required</div></div>

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Allow remote administration (peer-to-peer)	Allow any Account User with Administrator privileges on your Host computer to view/edit the Host settings without logging in to the Gateway Server (i.e. use peer-to-peer Remote Desktop connection to go directly to the Host)				
Windows authentication configuration	<p>Select <i>Require Windows authentication</i> to use network credentials to authenticate Account Users before allowing a Remote Desktop connection to this Host. The Host will verify the credentials (username/password) of the Account User requesting access against those kept at the domain controller (usually in Active Directory). If the credentials match, a Remote Desktop connection will be established; if not, the Remote Desktop connection request will be refused</p> <hr/> <p><i>Set Permissions</i> View/edit Windows authentication configuration settings. One of the strongest features of this remote desktop solution is the availability of fine-grained permissions for Account Users and Groups of Account Users who want to access the Host remotely.</p> <p>See the <i>Host Operation > Security tab > Windows Authentication Configuration</i> section in the <i>PC-Duo Host Guide</i> for more detailed information about setting permissions for Account Users and Groups.</p>				
Actions	Actions that can be taken on this popup window				
	<table> <tr> <td><i>Apply Changes</i></td><td>Save changes and close the popup window</td></tr> <tr> <td><i>Cancel</i></td><td>Discard changes and close the popup window</td></tr> </table>	<i>Apply Changes</i>	Save changes and close the popup window	<i>Cancel</i>	Discard changes and close the popup window
<i>Apply Changes</i>	Save changes and close the popup window				
<i>Cancel</i>	Discard changes and close the popup window				

NOTE: Whenever possible, it is recommended that Windows authentication be used. Simple password authentication remains available for those cases in which Windows authentication is not appropriate or is unavailable (for example, Windows XP Home Edition does not support “classic” authentication security policy, and must use simple password).

Home > Active Hosts > Host Menu > Host Settings > Options

The Options subsection includes settings for default behavior when Remote Desktop connections to the Host are terminated and for suppressing local inputs (keyboard/mouse) when Remote Desktop connection is established:

<div> <div>▼ Options</div> <div>Edit</div> </div>	
Action on disconnect or termination	Lock workstation
Keyboard and mouse suppression	Never suppress the local keyboard and mouse

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

OPTIONS

Action on disconnect or termination

☐ None

☒ Lock workstation

☐ Reboot computer, terminating all programs

Keyboard and mouse suppression

☒ Never suppress the local keyboard and mouse

☐ Suppress local input, if the Master requests it

☐ Suppress the local keyboard and mouse at system startup

Apply Changes

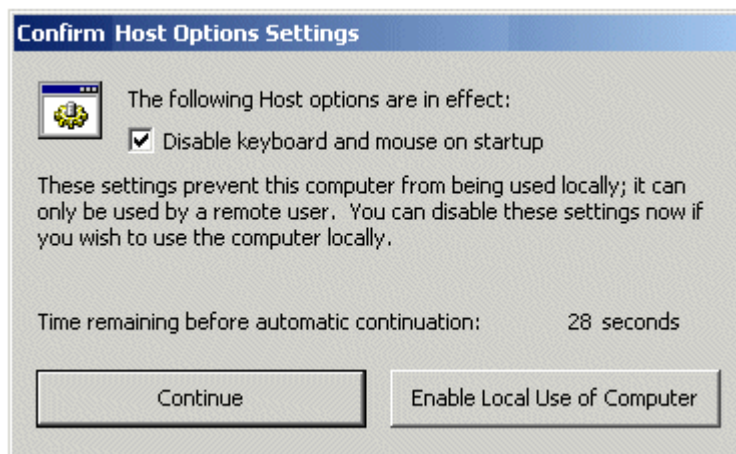
Cancel

Below is a table of the fields, values and actions available on the *Options* popup window:

Field	Description	
Action on disconnect or termination	Configure certain actions to occur on the Host computer when Remote Desktop connection is terminated (Default = <i>None</i>)	
	<i>None</i>	Terminating a Remote Desktop connection will result in no actions on the Host desktop
	<i>Lock workstation</i>	Terminating a Remote Desktop connection will result in locking the Host computer (it can be unlocked using Windows commands)
	<i>Reboot computer, terminating all programs</i>	Terminating a Remote Desktop connection will result in rebooting the Host computer
Keyboard and mouse suppression	Configure behavior of keyboard and mouse on the Host computer when Remote Desktop connection is open (Default = <i>Never suppress the local keyboard and mouse</i>)	
	<i>Never suppress the local keyboard and mouse</i>	Allow local keyboard and mouse will be enabled while Remote Desktop connection is established (i.e. both local and remote keyboard and mouse will be active)
	<i>Suppress local input, if the Master requests it</i>	Disable local keyboard and mouse and enable the remote keyboard and mouse, if remote Account User takes control while Remote Desktop connection is established (at Remote Desktop connection time, local keyboard and mouse are enabled and remote keyboard and mouse are disabled)

	<i>Suppress the local keyboard and mouse at the system startup</i>	Disable local keyboard and mouse and enable the remote keyboard and mouse when the Remote Desktop connection is established (i.e. only one keyboard and mouse will be active at any time; local keyboard and mouse are enabled when the Remote Desktop connection is established)
Actions	Actions that can be taken on this popup window	
	<i>Apply Changes</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window

Even if Host is configured to disable the local keyboard and mouse during a Remote Desktop connection, the local Host user will be presented a popup window which can be used to override such settings when Master requests access to the desktop:



The local Host user will have 30 seconds to click *Enable Local Use of Computer* and re-enable the local keyboard and mouse. If the local Host user clicks *Continue*, any preemptive settings configured at Host startup time (see checkbox options) will apply and the local keyboard and mouse may be disabled when the Remote Desktop connection is established.

Home > Active Hosts > Host Menu > Host Settings > Access

The Access subsection includes settings for access control, permissions and services available when a Remote Desktop connection is established:

▼ Access		Edit
Access restrictions	Permit connection	
Connection permission	No permission required	
Do not prompt for permission on locked or logon screens	Yes	
Input Control	Yes	
File Transfer	Yes	
Clipboard Transfer	Yes	
Remote Management	Yes	
Remote Printing	No	
Chat	Yes	

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

The screenshot shows the 'ACCESS' window with the following sections:

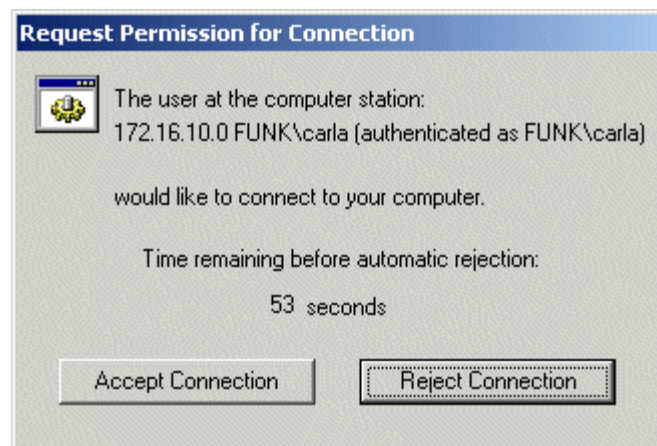
- Access restrictions:**
 - ☒ Permit connection
 - ☐ Lock out connection
 - ☐ Lock out or permit connection based on time zone: [Time Zone Settings...](#)
- Connection permission:**
 - ☒ No permission required
 - ☐ Permission must be granted by Host;
 - Host's user must respond within:
 - ☐ Permission requested from Host;
 - connection continues after:
 - ☒ Lock workstation if permission not explicitly granted
 - ☒ Do not prompt for permission on locked or logon screens
- Services enabled by default:**
 - ☒ Input Control
 - ☒ Clipboard Transfer
 - ☐ Remote Printing
 - ☒ File Transfer
 - ☒ Remote Management
 - ☒ Chat

Buttons at the bottom: **Apply Changes** and **Cancel**.

Below is a table of the fields, values and actions available on the Access popup window:

Field	Description
Access restrictions	Allow or disallow Account Users from establishing a Remote Desktop connection to this Host (<i>Default = Permit connection</i>)
<i>Permit connection</i>	Allow any authenticated Account Users to establish a Remote Desktop connection to this Host
<i>Lock out connection</i>	Disallow any Account Users from establishing a Remote Desktop connection to this Host
<i>Lock out or permit connection based on time zone</i>	Allow or disallow Remote Desktop connections at specific times on specific days; click on <i>Time Zone Settings</i> to configure when to allow or disallow such Remote Desktop connections See below for more information about <i>Time Zone Settings</i> .

Connection permission	Specify certain conditions that must be met before allowing a Remote Desktop connection to this Host (Default = <i>No permission</i>)
<i>No permission required</i>	Allow any authenticated Account Users to establish a Remote Desktop connection to this Host without any additional requirements
<i>Permission must be granted by Host</i>	<p>Do not allow Account Users to establish a Remote Desktop connection to this Host without permission granted by the remote Host user.</p> <p>When Account User requests a Remote Desktop connection, a popup window will appear on the Host asking for permission to allow the Remote Desktop connection:</p>



If the remote Host user selects *Reject Connection* or does not respond before specific time period elapses, the Remote Desktop connection request will be rejected.

If the Host Account User selects *Accept Connection* before the specific time period elapses, the Remote Desktop connection will be allowed.

NOTE: Even if this option is selected, the *Request Permission for Connection* popup window can be suppressed on the Host if the *Bypass connection permission* option is selected in the *Permission Entry* window under *Advanced Security Settings* (see “*Service Security tab*” in the *PC-DUO Host Guide*).

<i>Host's user must respond within:</i>	Specify the time period that the remote Host user will have to select <i>Accept Connection</i> ; otherwise Remote Desktop connection will be refused
<i>Permission requested from Host</i>	<p>Allow any authenticated Account Users to establish a Remote Desktop connection to this Host but only after giving the remote Host user the opportunity to accept or reject a Remote Desktop connection request.</p> <p>Same as <i>Permission must be granted by Host</i> except that if remote Host user doesn't respond in specified time period, the Remote Desktop connection request will be allowed.</p>
<i>Connection continues after:</i>	Specify the time period that the remote Host user will have to select <i>Reject Connection</i> ; otherwise

Remote Desktop connection will be allowed

Lock workstation if permission not explicitly granted

Lock the Host desktop prior to allowing a new Remote Desktop connection. This prevents the new Account User from seeing the current logged-in Account User's session unless he/she knows the credentials to unlock it (Default = *Selected*)

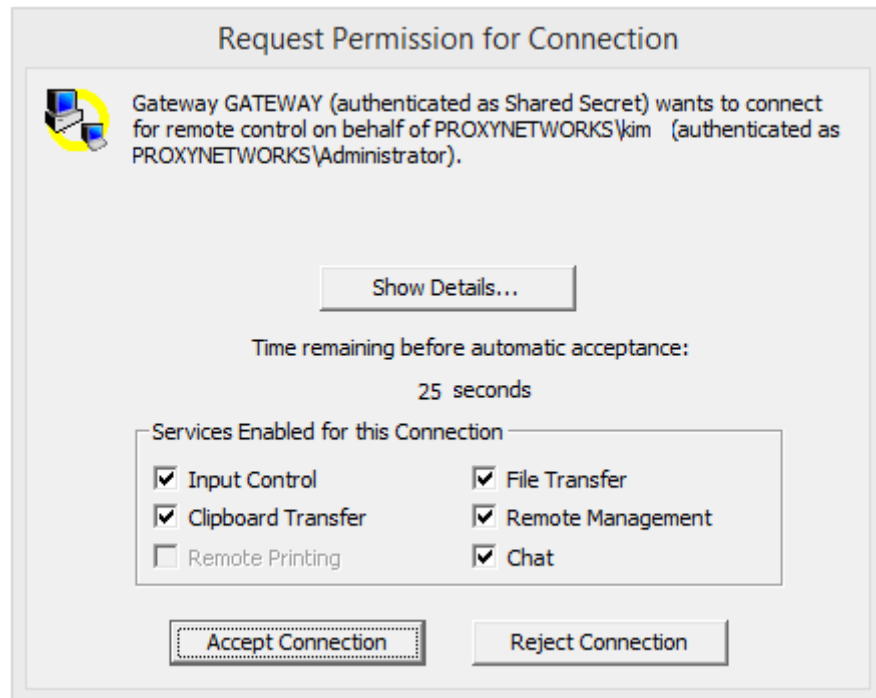
Do not prompt for permission on locked or logon screens

Select this option to suppress the permission to connect popup window from appearing on the Host desktop if Connection permission is set to either require or request permission from Host user

Services enabled by default

Specify which Host services should be enabled when Remote Desktop connection to this Host is established

NOTE: Local Host user will have a chance to enable/disable any of these services when he/she is prompted to accept Remote Desktop connection request from an Account User.



Input Control

If checked, allow Account User to have Input Control for Host desktop when Remote Desktop connection is established (Default = *Selected*)

Clipboard Transfer

If checked, allow content to be copied and pasted between Host desktop and Account User's desktop when Remote Desktop connection is established (Default = *Selected*)

Remote Printing

If checked, allow Account User to send content from Host desktop to local printer associated with Account User's machine when Remote Desktop connection is established (Default = *Not selected*)

<i>File Transfer</i>	If checked, allow content to be dragged and dropped between Host desktop and Account User's desktop when Remote Desktop connection is established (Default = <i>Selected</i>)
<i>Remote Management</i>	If checked, allow Account User to view and/or edit Windows Management Instrumentation (WMI) configuration settings for the Host desktop when Remote Desktop connection is established (Default = <i>Selected</i>)
<i>Chat</i>	If checked, allow chat sessions to be established between remote Host user and any Account Users with active Remote Desktop connections to this Host (Default = <i>Selected</i>)
Actions	Actions that can be taken on this popup window
<i>Apply Changes</i>	Save changes and close the popup window
<i>Cancel</i>	Discard changes and close the popup window

If *Access restrictions* is set to *Lock out or permit connection based on time zone*, then the Account User can set specific time periods each day when to allow or disallow Remote Desktop connections to this Host in the *Time Zone Settings* popup window:

TIME ZONE SETTINGS [X]

Lock out/Permit connection based on time zone:

To edit the times, select either Permit or Lock, and click in spaces below: ☐ Permit ☒ Lock

	AM												PM											
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Sunday	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	
Monday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	
Tuesday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	Red	
Wednesday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	Red	
Thursday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	Red	
Friday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	Red	
Saturday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Red	Red	Red	Red	

OK Cancel

In this example, Remote Desktop connections will be permitted from 6:30 AM to 6:00 PM on Monday through Saturday, and will be denied at all other times.

Below is a table of the fields, values and actions available on the Time Zone Settings popup window:

Field	Description
Lockout/Permit connection based on time zone:	The time map is divided into half-hour time slots for each day of the week. Each half-hour time slot is marked green or red as follows:
	<i>Permit (Green)</i> A green box indicates a Remote Desktop connection is permitted during a specified half-hour period
	<i>Lock (Red)</i> A red box indicates a Remote Desktop connection is not permitted during a specified half-hour period
Actions	Actions that can be taken on this popup window
	<i>OK</i> Save changes and close the popup window
	<i>Cancel</i> Discard changes and close the popup window

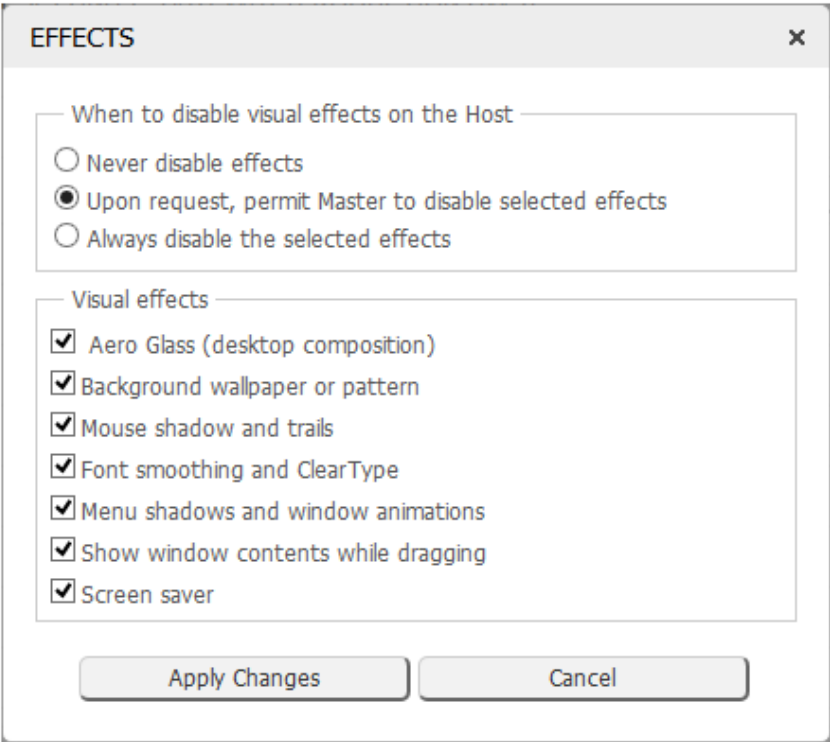
Home > Active Hosts > Host Menu > Host Settings > Effects

The Effects subsection includes settings for turning on/off visual effects on the Host desktop to improve performance of screen capture:

▼ Effects		Edit
	When to disable visual effects on the Host	Upon request, permit Master to disable selected effects
	Aero Glass (desktop composition)	Yes
	Background wallpaper or pattern	Yes
	Mouse shadow and trails	Yes
	Font smoothing and ClearType	Yes
	Menu shadows and window animations	Yes
	Show window contents while dragging	Yes
	Screen saver	Yes

By disabling certain visual effects, the amount of screen data that is captured and transmitted over the network can be greatly reduced, improving speed and performance.

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:



Below is a table of the fields, values and actions available on the Effects popup window:

Field	Description
When to disable visual effects on the Host	Choose one of the three general policy options below to determine whether or not visual effects should be enabled/disabled during screen capture (Default = <i>Upon request, permit Master...</i>)
	<i>Never disable effects</i> Enable all visual effects on Host desktop
	<i>Upon request, permit Master to disable selected effects</i> Allow the Account User to disable some or all visual effects on the Host desktop; the visual effects the Account User may disable will be checked in the <i>Visual Effects</i> section below
	<i>Always disable the selected effects</i> Disable some or all visual effects on the Host desktop when a Remote Desktop connection is established; the visual effects selected to be disabled will be checked in the <i>Visual Effects</i> section below
Visual effects	Select which visual effects should be enabled (checked) or disabled (checked) if either the second or third option is selected above (Default = <i>selected</i>)
	<i>Aero Glass (desktop composition)</i> If checked, turn off Aero Glass in the screen capture of the Host desktop that is presented to the Account User
	<i>Background wallpaper or pattern</i> If checked, turn off any wallpaper in the screen capture of the Host desktop that is presented to the Account User

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	<i>Mouse shadow and trails</i>	If checked, suppress representations of mouse movements in the screen capture of the Host desktop that is presented to the Account User
	<i>Font smoothing and ClearType</i>	If checked, suppress font modifications and/or Clear Type overlays on text in the screen capture of the Host desktop that is presented to the Account User
	<i>Menu shadows and window animations</i>	If checked, suppress menu shadows and window animations in the screen capture of the Host desktop that is presented to the Account User
	<i>Show window contents while dragging</i>	If checked, suppress window content while it is being dragged across the desktop in the screen capture of the Host desktop that is presented to the Account User
	<i>Screen saver</i>	If checked, turn off screen saver in the screen capture of the Host desktop that is presented to the Account User
Actions	Actions that can be taken on this popup window	
	<i>Apply Changes</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window

Home > Active Hosts > Host Menu > Host Settings > Protocols

The Protocols subsection includes network settings for Gateway connections to the Host:

▼ Protocols		Edit
	UDP network protocol	Port 1505 on address(es) fe80::52:3ec0:44e0::1, 127.0.0.1
	TCP/IP network protocol	Port 1505 on address(es) fe80::52:3ec0:44e0::1, 127.0.0.1
	IPX network protocol	<Not enabled>
	Use encryption	Yes

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

PROTOCOLS

Network protocol configuration

UDP/IP protocol

☒ Enabled

Standard

Port 1505 on address(es) fe80::da9c%10, ::1, 127.0.0.1

TCP/IP protocol

☒ Enabled

Standard

[Restrictions...](#)

Port 1505 on address(es) fe80::da9c%10, ::1, 127.0.0.1

IPX protocol

☐ Enabled

Standard

<Not enabled>

☒ Use encryption

[Select ciphers...](#)

Apply Changes

Cancel

Below is a table of the fields, values and actions available on the Protocols popup window:

Field	Description
Network protocol configuration	Check <i>Enabled</i> next to each network protocol that Gateway Server can use to establish a connection to the Host. Select <i>Standard</i> to specify default port number (1505 for UDP/IP and TCP/IP) on which the Host will be listening for a Gateway connection, or enter a custom port number. The list of ports and addresses on which the Host will be listening will appear in a box below each protocol
<i>UDP/IP protocol</i>	Allow the Gateway Server to use UDP/IP to connect to the Host; the standard port number is 1505
<i>TCP/IP protocol</i>	Allow the Gateway Server to use TCP/IP to connect to the Host; the standard port number is 1505 Grant or deny access over TCP/IP to specific IP addresses or range of IP addresses by clicking on <i>Restrictions...</i> (see below for more information)
<i>IPX protocol</i>	Allow the Gateway Server to use IPX to connect to the Host; specify a port number

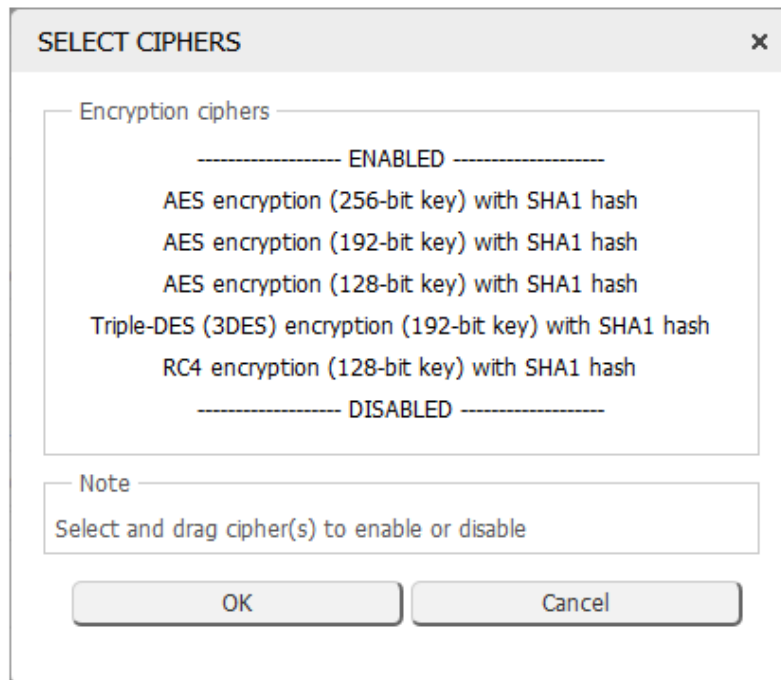
Use encryption

Ensure that Gateway connection between the Gateway Server and Host is protected with a mutually acceptable encryption algorithm

Select ciphers

When the Gateway Server requests a Remote Desktop connection to the Host, the two applications will negotiate to determine the highest level of encryption that is supported by both

The *Select ciphers* window lists the encryption ciphers that are supported by the Host in decreasing order of preference. Enable or disable ciphers by dragging and dropping them between the *ENABLED* and *DISABLED* sections of the window.

**Actions**

Actions that can be taken on this popup window

OK

Save changes and close the popup window

Cancel

Discard changes and close the popup window

NOTE: The Host can be installed on a computer that is also running the Gateway Server. Both programs can have the IP protocols enabled because each uses a different default port (Host uses 1505, Gateway Server uses 2303). However, the two programs will compete for the same default IPX port. Either disable (uncheck) IPX on the Protocols tab of Host, or choose an alternate port (other than Standard) for IPX in either the Host or Gateway Server.

Access to the Host over TCP can be restricted according to the IP address of the Gateway Server. The restrictions can be configured by clicking on *Restrictions* to bring up the following popup window:

TCP/IP ADDRESS RESTRICTIONS

TCP client address access restrictions

By default, all computers will be: ☒ Granted access ☐ Denied access

Except those listed below:

Add

ACCESS	TCP CLIENT ADDRESS[MASK]	ACTIONS
Denied	192.1.1.1[0.1.1.0]	Edit Remove

OK Cancel

Below is a table of the fields, values and actions available on the TCP/IP Address Restrictions popup window:

Field	Description
By default, all computers will be:	Specify general access policy for Account Users requesting access to this Host desktop (Default = <i>Granted access</i>)
	<i>Granted access</i> In general, allow all TCP/IP Remote Desktop connections to this Host from all IP addresses except those listed below
	<i>Denied access</i> In general, deny all TCP/IP Remote Desktop connections to this Host from all IP addresses except those listed below
Add	<div>Click on the <i>Add</i> button to create an exception to the general access policy defined above.</div> <div>If general access policy = <i>Granted access</i>, the clicking the <i>Add</i> button will create an exception that will be denied access.</div> <div>If general access policy = <i>Denied access</i>, the clicking the <i>Add</i> button will create an exception that will be granted access.</div> <div>See below for more details about adding exceptions.</div>
Except those listed below	Below is a list of fields, values and commands available for each exception to the general access policy:
	<div>Access</div> <div>Defines the type of access that applies to this exception; if general access policy = <i>Granted access</i>, the value of this field is <i>Denied</i>; if general access policy = <i>Denied access</i>, the value of this field is <i>Granted</i></div>

	<i>Denied</i>	If general access policy = <i>Granted access</i> , then effect of this exception is to deny access request from this network address
	<i>Granted</i>	If general access policy = <i>Denied access</i> , then effect of this exception is to allow access request from this network address
<i>TCP/IP Address [Mask]</i>	Displays the specific IP address subject to the type of access defined in exception above, or the subnet mask for a range of IP addresses that should be subject to the access exception; can be either IPv4 or IPv6 format	
<i>Actions</i>	Commands that can be taken to view/modify/delete this exception	
	<i>Edit</i>	View and/or modify configuration settings for this IP address
	<i>Remove</i>	Remove this IP address from the exception list
Actions	Actions that can be taken on this popup window	
	<i>OK</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window

To add an exception to the list, the Account User can click on the *Add* button in the popup window (if general access policy = *Granted access*, the popup window will enable Account User to create an exception that will be denied access; if general access policy = *Denied access*, the popup window will define exception(s) that will be granted access):

DENY ACCESS ON [X]

Type: ☒ Single computer (at one IPv4 address)

☐ Group of computers (by IPv4 subnet mask)

☐ Group of computers (by IPv4 start address & count)

☐ Single computer (at one IPv6 address)

☐ Group of computers (by IPv6 subnet mask)

Address:

Below is a table of the fields, values and actions available on the *Add Exception* popup window:

Field	Description										
Type	Specify the IP address(es) that should be subject to the exception defined above										
	<table> <tr> <td><i>Single computer (at one IPv4 address)</i></td><td>Define exception for single IPv4 address by typing in an IPv4 address in <i>Address</i> field</td></tr> <tr> <td><i>Group of computers (by IPv4 subnet mask)</i></td><td>Define exception for a group of IPv4 addresses by typing in an IPv4 address in the <i>Address</i> field and an IPv4 subnet mask in the <i>Mask</i> field</td></tr> <tr> <td><i>Group of computers (by IPv4 start address & count)</i></td><td>Define exception for a range of IPv4 addresses by typing in a starting IPv4 address in the <i>Address</i> field and the number of subsequent addresses to include in the range in the <i>Number of addresses</i> field</td></tr> <tr> <td><i>Single computer (at one IPv6 address)</i></td><td>Define exception for single IPv6 address by typing in an IPv6 address in <i>Address</i> field</td></tr> <tr> <td><i>Group of computers (by IPv6 subnet mask)</i></td><td>Define exception for a group of IPv6 addresses by typing in an IPv6 address in the <i>Address</i> field and an IPv6 subnet mask in the <i>Mask</i> field</td></tr> </table>	<i>Single computer (at one IPv4 address)</i>	Define exception for single IPv4 address by typing in an IPv4 address in <i>Address</i> field	<i>Group of computers (by IPv4 subnet mask)</i>	Define exception for a group of IPv4 addresses by typing in an IPv4 address in the <i>Address</i> field and an IPv4 subnet mask in the <i>Mask</i> field	<i>Group of computers (by IPv4 start address & count)</i>	Define exception for a range of IPv4 addresses by typing in a starting IPv4 address in the <i>Address</i> field and the number of subsequent addresses to include in the range in the <i>Number of addresses</i> field	<i>Single computer (at one IPv6 address)</i>	Define exception for single IPv6 address by typing in an IPv6 address in <i>Address</i> field	<i>Group of computers (by IPv6 subnet mask)</i>	Define exception for a group of IPv6 addresses by typing in an IPv6 address in the <i>Address</i> field and an IPv6 subnet mask in the <i>Mask</i> field
<i>Single computer (at one IPv4 address)</i>	Define exception for single IPv4 address by typing in an IPv4 address in <i>Address</i> field										
<i>Group of computers (by IPv4 subnet mask)</i>	Define exception for a group of IPv4 addresses by typing in an IPv4 address in the <i>Address</i> field and an IPv4 subnet mask in the <i>Mask</i> field										
<i>Group of computers (by IPv4 start address & count)</i>	Define exception for a range of IPv4 addresses by typing in a starting IPv4 address in the <i>Address</i> field and the number of subsequent addresses to include in the range in the <i>Number of addresses</i> field										
<i>Single computer (at one IPv6 address)</i>	Define exception for single IPv6 address by typing in an IPv6 address in <i>Address</i> field										
<i>Group of computers (by IPv6 subnet mask)</i>	Define exception for a group of IPv6 addresses by typing in an IPv6 address in the <i>Address</i> field and an IPv6 subnet mask in the <i>Mask</i> field										
Address	Specify an IPv4 or IPv6 address for exception or range of exceptions										
Mask*	Specify subnet mask for separating the IPv4 or IPv6 address into network prefix and host identifier; appears only if IPv4 or IPv6 option with subnet mask is specified										
Number of addresses*	Specify the number of sequential addresses that should be added to the address specified about to define the range of addresses that should be subject to the defined exception; appears only if IPv4 option with address & count is specified										
Actions	Actions that can be taken on this popup window										
	<table> <tr> <td><i>OK</i></td><td>Save changes and close the popup window</td></tr> <tr> <td><i>Cancel</i></td><td>Discard changes and close the popup window</td></tr> </table>	<i>OK</i>	Save changes and close the popup window	<i>Cancel</i>	Discard changes and close the popup window						
<i>OK</i>	Save changes and close the popup window										
<i>Cancel</i>	Discard changes and close the popup window										

* *Optional entry fields*

Home > Active Hosts > Host Menu > Host Settings > Gateways

The Host can be configured to report to one or more Gateway Servers. The Gateways subsection includes settings for each Gateway Server this Host should report to:

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▼ Gateways Edit	
Remote control and related services	No
Host administration and remote management	No
Host workstation ID	w={A9F72D52-460C3D0D8}
GWS (0x0)	gws via UDP/IP on 3032 at 192.1.1.21
GATEWAY (0x0)	gateway.com via UDP/IP at fe80::3ec0:%10
SUPPORT (0x0)	support.com via UDP/IP

The Account User can click on the *Edit* button to view and/or edit the configuration options for each Gateway Server:

GATEWAYS

Connection restrictions






















Require that connections come from a listed Gateway for:

☐ Remote control and related services
 ☐ Host administration and remote management

Note: do not check the Host administration box if you plan to use the Deployment Tool "Update Host Settings" feature.

Add Gateway...

Resend Status...

STATION SPECIFIER	PROTOCOL	ADDRESS	LAST STATUS	ACTIONS
 gws	UDP/IP on 3032	192.168.1.21	(0x0)	     
 gateway	UDP/IP	fe80::52:3ec0:	(0x0)	     
 support	UDP/IP on 2333	192.168.1.71	(0x0)	     







HOST WORKSTATION ID:






w={A9F72D52-B508-243D0D8}

Apply Changes

Cancel

Below is a table of the fields, values and actions available on the Gateway Servers popup window:

Field	Description
Connection restrictions	<p>Ensure that Remote Desktop services and/or administrative services to this Host can come only through a Gateway Server listed below (i.e. no peer-to-peer)</p> <hr/> <p><i>Remote control and related services</i> Ensure that remote support and collaboration services, including Input Control, File Transfer, Remote Printing and Chat, can only come from a listed Gateway Server (i.e. Remote Desktop connections and services requested on a peer-to-peer basis from a Master will be rejected)</p> <hr/> <p><i>Host administration and remote management</i> Ensure that administrative services, including Host Administration and Remote Management, can only come from a listed Gateway Server (i.e. not valid for peer-to-peer)</p>
Add Gateway	Click on this button to add an entry to the list of Gateway Servers with which this Host is allowed to communicate; see the <i>Gateway Connection Properties</i> popup window below for more details
Resend Status	Click on this button to cause the Host to recheck the status of its Gateway connections with all the listed Gateway Servers; the status icon in the first column of the table entries below will be updated to reflect the updated status
Gateway Details	Each entry in the Gateway Server list will have the following fields and values:
<i>Status</i>	The status of the Gateway connection between the Host and the listed Gateway Server will be indicated by one of the following status icons:
	Status OK, relationship to Gateway Server is OK, Reverse connection established
	Status OK, relationship to Gateway Server is OK
	Status unknown, possibly waiting for 'Resend'
	SSL certificate error; select entry and click 'View Error' for more information
	Error condition; see error code for more information
<i>Station Specifier</i>	The DNS name, Gateway Server name or network IP address for the listed Gateway Server
<i>Protocol</i>	The network protocol being used for communication between the Host and the listed Gateway Server; can be UDP/IP, TCP/IP, IPX, SSL, Web Sockets (WS) or Secure Web Sockets (WSS)
<i>Address</i>	The IP address of the listed Gateway Server; can be IPv4 or IPv6 format
<i>Last Status</i>	The last status of the Gateway connection between the Host and the listed Gateway Server, in internal format (for debug purposes)
<i>Actions</i>	<p>Following is a list of actions that can be taken to modify the list of Gateway Servers (the Host checks status in order)</p> <hr/> <p> View/edit the configuration settings for the Gateway connection with the listed Gateway Server</p>

	Delete this entry from list of Gateway Servers with which this Host should communicate
	View the details of the configuration settings for the listed Gateway Server
	Move the listed Gateway Server one spot down in the list of Gateway Servers
	Move the listed Gateway Server one spot up in the list of Gateway Servers
	Move the listed Gateway Server to the top of the list of Gateway Servers, so that it is the first Gateway connection that Host makes
Host Workstation ID	Unique internally generated identification number for the Host
Actions	Actions that can be taken on this popup window
<i>Apply Changes</i>	Save changes and close the popup window
<i>Cancel</i>	Discard changes and close the popup window

When the *Add Gateway Server* button is clicked, the *Gateway Connection Properties* popup window appears:

GATEWAY CONNECTION PROPERTIES

Gateway

PROTOCOL:

SSL

PORT:

Standard

STATION SPECIFIER:

Reverse connection mode

Never keep a reverse connection to this Gateway server

Always keep reverse connection to this Gateway server

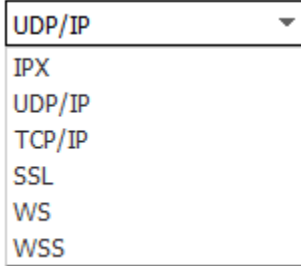
Automatically determine if reverse connection is necessary

View certificate ...

OK


Cancel

Below is a table of the fields, values and actions available on the *Gateway Connection Properties* popup window:

Field	Description
Gateway Server	Specify details about the new Gateway Server
<i>Protocol</i>	<p>Choose the network protocol that should be used to communicate with the new Gateway Server; options include <i>UDP/IP</i>, <i>TCP/IP</i>, <i>IPX SSL</i>, <i>Web Sockets (WS)</i> or <i>Secure Web Sockets (WSS)</i></p> 
<i>Port</i>	Specify a port number for the protocol selected above; or specify <i>Standard</i> to use default port number (default port number for UDP and TCP and WS is 2303; default port number for SSL and WSS is 443)
<i>Station Specifier</i>	Type in the DNS name, Gateway Server name or network IP address for the new Gateway Server
Reverse connection mode	Specify whether or not the Host should use a Reverse connection to communicate with the Gateway Server. With Reverse connection, the Gateway Server will be able to access the Host through firewalls and Net Address Translation (NAT) devices. The potential downside is that each Reverse connection requires some overhead to be established and maintained; the Gateway Server may have limited resources to support large number of concurrent Reverse connections (Default = <i>Automatically determine if Reverse connection is necessary</i>)
<i>Never keep a Reverse connection to this Gateway server</i>	Select this option when the Host and Gateway Server are on the same LAN and the Gateway Server can easily establish a Remote Desktop connection to the Host
<i>Always keep a Reverse connection to this Gateway server</i>	Select this option when the Host is not easily accessible by the Gateway Server, e.g. is behind a firewall and/or router with a NAT table. The Host will always use a Reverse connection to maintain communication with the Gateway Server.
<i>Automatically determine if Reverse connection is necessary</i>	Select this option to cause the Host to figure out if it needs a Reverse connection to communicate with the Gateway Server based upon its IP address.
View certificate	<p>Click on this option to view the SSL certificate for this Gateway Server. See <i>Gateway Server Installation > SSL certificates</i> section in the <i>PC-Duo Gateway Server Guide</i> for more details.</p> <p>NOTE: This command only appears when SSL-related protocols are selected (SSL, WSS).</p>
Actions	Actions that can be taken on this popup window

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OK	Save changes and close the popup window
Cancel	Discard changes and close the popup window

When the *View Details* button () is clicked for a listed Gateway Server, the *Gateway Connection Details* popup window appears:

GATEWAY CONNECTION DETAILS

Gateway

PROTOCOL: UDP/IP PORT: 3032

STATION SPECIFIER: gws

PROPERTY	VALUE
Key	1ce7839253d5
Display name	GWS
Network address	192.1.1.1
Control mode	Automatically determine if reverse connection is necessary
GUID	w={02032B-6FAC-4E0B-A8CAC}
Authenticated as	RemoteControlGateway
Last update	11/26/2013 10:49:00 AM
Last connect	11/26/2013 10:49:00 AM
Last status	0x0
Security model	Windows authentication (when available)
Active	No
Is control	No
Duplicate	No
Ordinal	0

OK

Below is a table of the fields, values and actions available on the *Gateway Connection Details* popup window:

Field	Description
Gateway	Identification details for the listed Gateway Server
	<i>Protocol</i> Network protocol being used to communicate with the listed Gateway Server; options are UDP/IP, TCP/IP, IPX or SSL
	<i>Port</i> Port number being used to communicate with the listed Gateway Server; if <i>Standard</i> , default port for UDP & TCP is 2303, and for SSL is 443
	<i>Station Specifier</i> The DNS name, Gateway Server name or network IP address for the listed Gateway Server
Property	Details about the Remote Desktop connection with the listed Gateway Server
	<i>Key</i> Internal identification number
	<i>Display Name</i> Name of the listed Gateway Server
	<i>Network Address</i> Network IP address of the listed Gateway Server; can be IPv4 or IPV6 format
	<i>Control Mode</i> Policy for Reverse connection mode
	<i>GUID</i> Unique internal identifier for the listed Gateway Server
	<i>Authenticated As</i> Windows account name that the listed Gateway Server has used to authenticate itself to the Host
	<i>Last Update</i> Time stamp of the last attempt by the Host to update status with the listed Gateway Server
	<i>Last Connect</i> Time stamp of the last Gateway connection from listed Gateway Server to this Host
	<i>Last Status</i> The last status of the Gateway connection between the Host and the listed Gateway Server, in internal format (for debug purposes)
	<i>Security Model</i> Security model in effect for authentication; options are Simple Password or Windows Authentication (preferred)
	<i>Active</i> For internal use
	<i>Is Control</i> For internal use
	<i>Duplicate</i> For internal use
	<i>Ordinal</i> For internal use
Actions	Actions that can be taken on this popup window
	<i>OK</i> Close the popup window

Home > Active Hosts > Host Menu > Host Settings > Screen

The Screen subsection includes settings for screen capture preferences:

Screen		Edit
Screen capture preference	User-mode	
Current user mode screen capture profile	High Quality/High Bandwidth	
Allow use of kernel-mode screen capture	Yes	

The Account User can click on the *Edit* button to view and/or edit any of these configuration options:

Below is a table of the fields, values and actions available on the Screen popup window:

Field	Description
Allow use of kernel-mode screen capture ...	<p>Allow the kernel-mode mirror display driver to be attached if kernel-mode screen capture is requested by Master or Gateway Server</p> <p>Note: When kernel-mode mirror display driver is in use, Aero Glass effects will be disabled in desktops of machines running Windows Vista or later</p> <p>Note: Kernel-mode mirror display driver will require local or system Administrator rights and reboot to install</p>

	<i>Attach kernel-mode mirror display driver at Host startup...</i>	Ensure that the mirror driver is pre-loaded at startup time, eliminating the need to attach/detach with each Remote Desktop connection to the Host
Prefer kernel-mode screen capture	Use kernel-mode screen capture driver for capturing the Host desktop; will require Aero Glass effects to be disabled	
Prefer user-mode screen capture	Use user-mode screen capture driver for capturing the Host desktop; will not require Aero Glass effects to be disabled	
	<i>Current user-mode screen capture profile</i>	Displays the user-mode screen capture profile currently in effect
	<div><div>High Quality/High Bandwidth ▾</div><div>High Quality/High Bandwidth</div><div>Medium</div><div>Medium-Low (recording)</div><div>Low (recording)</div><div>[Custom]</div></div>	
	See <i>Host Operation > Screen tab > Bandwidth Throttling</i> in the <i>PC-Duo Host Guide</i> for more information about user-mode screen capture profiles	
	<i>High Quality/High Bandwidth</i>	Highest image quality; unlimited bandwidth
	<i>Medium</i>	Medium image quality; bandwidth limited to 100 Kbyte/sec
	<i>Medium-Low</i>	Medium-low image quality; bandwidth limited to 60 Kbyte/sec
	<i>Low</i>	Low image quality; bandwidth limited to 30 Kbyte/sec
	<i>Custom</i>	User-defined settings for image quality, bandwidth and other parameters
	<i>Configure...</i>	Specify custom settings for image quality, bandwidth and other parameters of user-mode screen capture
Actions	Actions that can be taken on this popup window	
	<i>Apply Changes</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window

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When user-mode screen capture is selected, the amount of bandwidth used to capture and transmit the Host desktop to the Account User(s) can be restricted or "throttled" by configuring and applying a user-mode screen capture profile. The default profile is "High Quality/High Bandwidth" but other profiles corresponding to smaller bandwidth limits are available. See *Host Operation > Screen > Bandwidth Throttling* section of the *PC-Duo Host Guide* for more information about configuring user-mode screen capture profile properties.

USER MODE PROFILE PROPERTIES

Choose Profile

Choose a preconfigured profile from the list below, or choose [Custom] to create a custom profile.

High Quality/High Bandwidth

Imaging

Image Type: Hextile

Color Depth (24 bpp): Least 6 24 Best

Desktop Polling

Capture Rate (8): Lower 1 10 Higher

Foreground (10): Lower 1 10 Higher

Background (6): Lower 1 10 Higher

Bandwidth

Bandwidth Limit (unlimited): Lower Higher

OK Cancel

Home > Active Hosts > Host Menu > Host Settings > Tags

The Tags subsection includes details of any custom information attached to this Host:

▼ Tags		
	Custom_Group	User-defined custom group
	Host_User_Dept	Marketing

Tags are usually created by the administrator and contain custom information in the form of name-value pairs to help identify the Host. They are commonly used in conjunction with Grouping rules and/or automated configuration scripts.

Home > Active Hosts > Host Menu > Host Settings > License(s)

The Licenses subsection shows a list of license keys entered for this Host:

▼ License(s)		Add License...
	Host+Master Subscription Upgrade to v8.10	4120 0000 0000 0000 0000

The Account User can click on the *Add License* button to add a new license key:

ADD LICENSE KEY

✕

If you have a version upgrade license key, you must add both the original product license key (if not already shown) and the upgrade license key to unlock the software.

Please enter your license key exactly as you received in the space below:

OKCancel

Below is a table of the fields, values and actions available on the *Add License Key* popup window:

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Field	Description
Please enter your license key...	Enter the Host license key; the description of the key and the key number will be entered and displayed in the list above after the Account User clicks on <i>OK</i>
Actions	Actions that can be taken on this popup window
	<i>OK</i> Save changes and close the popup window
	<i>Cancel</i> Discard changes and close the popup window

Home > Active Hosts > Host Menu > Host Settings > Information

The Information subsection displays details of the version of Host software running on this Host:

▼ Information	
Host service version	8.10.1.2379

Below is a table of the fields, values and actions available in the Information subsection:

Field	Description
Host service version	Version of the Host software running on this Host machine

Home > Active Hosts > Host Menu > Security

By clicking on this menu option, the Account User will see a popup window with details about accounts that have access rights on this Host:

HOST SECURITY - DEMOROOM

Import New Account

TYPE	ACCOUNT NAME	HOST PERMISSION	SESSION PERMISSION	EFFECTIVE PERMISSION	ACTIONS
Allow	BUILTIN\Administrators	Edit Security	Edit Security	Full Control / Administration	View/Edit Remove
Allow	DEV\user21	Full User	Not Set	Full User	View/Edit Remove
Allow	BUILTIN\Event Log Read	Not Set	Not Set	Full User	View
Allow	NETWORKS\Engineering Security	Not Set	Not Set	Full Control / Administration	View

Displaying items 1 - 9 of 9

Apply Changes Cancel Changes Close

Below is a table of fields, values and actions available in the *Host Security* popup window for this Host:

Field	Description				
Type	Global setting for permissions defined for this account <table border="1"> <tr> <td><i>Allow</i></td><td>Grant this account permissions defined</td></tr> <tr> <td><i>Deny</i></td><td>Deny this account the permissions defined</td></tr> </table>	<i>Allow</i>	Grant this account permissions defined	<i>Deny</i>	Deny this account the permissions defined
<i>Allow</i>	Grant this account permissions defined				
<i>Deny</i>	Deny this account the permissions defined				
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console				
Host Permission	List of permissions allowed/denied on this Host for this account				
Session Permission	List of permissions allowed/denied on recordings of this Host for this account				
Effective Permission	Cumulative list of permissions allowed/denied on this Host for this account for any Gateway group that the Host belongs to				
Actions	Actions that can be taken on this account <table border="1"> <tr> <td><i>View/Edit</i></td><td>View/Edit permissions that this account has on this Host. A popup window with fine-grained permissions will appear.</td></tr> <tr> <td><i>Remove</i></td><td>Disable permissions that this account has on this Host. By clicking on this button, the account will be removed from this list.</td></tr> </table>	<i>View/Edit</i>	View/Edit permissions that this account has on this Host. A popup window with fine-grained permissions will appear.	<i>Remove</i>	Disable permissions that this account has on this Host. By clicking on this button, the account will be removed from this list.
<i>View/Edit</i>	View/Edit permissions that this account has on this Host. A popup window with fine-grained permissions will appear.				
<i>Remove</i>	Disable permissions that this account has on this Host. By clicking on this button, the account will be removed from this list.				

Below is a table of other options available on this popup:

Option	Description
Import New Account	Import new Account User to grant/deny permissions on this Host. See <i>Accounts > Import New Account</i> for more detail.

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Apply Changes	Confirm any changes to permissions or accounts authorized for this Host
Cancel Changes	Roll back any changes to permissions or accounts authorized for this Host
Close	Close the Security popup window for this Host

Below is a table of parameters and options available in the *Import New Account* popup window:

Field	Description
Permission Type	Global setting for permissions defined for this account
	<i>Allow</i> Grant this account permissions defined
	<i>Deny</i> Deny this account the permissions defined
Object Type	Specifies whether the Windows account to be enabled is for an individual Account User or Group of Account Users
	<i>User</i> Windows account for individual Account User
	<i>Group</i> Windows account for Group of Account Users
Location	Specifies where the Web Console should look to find Windows account for which you want to grant/deny permissions on this Host
Account Name	Type in at least two letters and click on <i>Check Names</i> button to get a dropdown list of all account names in the specified location that match; if only one account name matches, it will be entered in the account name field.

Actions	Actions that can be taken on this account
<i>Apply</i>	Save changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)
<i>Cancel</i>	Discard changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)

Home > Active Hosts > Host Menu > Details

By clicking on this menu option, the Account User will see a popup window with comprehensive set of additional details about this Host

HOST DETAILS - GATEWAY (PRODUCTION GWS)		×
GATEWAY SERVER		
PARAMETER	VALUE	
Display name	GATEWAY	
Host key	w={A9F752-4607-B508-D0D8}	
Protocol	IP	
Port	1505	
Station name	GATEWAY	
DNS name		
Network address	fe80::3ec0:%10	
Workstation ID	{a9f72d52-4607-b508-d0d8}	
Version	8.10.0.2230	
Platform	Win2008 R2(x64)	
MAC address	00155D	
Last update	11/22/2013 01:54:12 PM	
Last connect	11/22/2013 01:54:12 PM	
Last status	0x0	
Remote Control	No	
Clipboard	No	
File Transfer	No	
Remote Printing	No	
Remote Management	No	
Chat	No	
Group(s)		
Recording(s)		
Close		

Below is a table of fields, values and actions available in the *Details* popup window for this Host:

Parameter	Description
-----------	-------------

Display name	The Host station name with any macros resolved to their current values	
Host key	Internally generated number to uniquely identify this Host	
Protocol	Transport protocol used for Remote Desktop connections to this Host (usually <i>IP</i>)	
Port	Port used for Remote Desktop connections to this Host (default = <i>1505</i>)	
Station name	The name that will be assigned, after resolving any macros, to the Host application running on that machine (also known as Station)	
DNS name	The name of the Host machine as defined by Domain Name Server, if available	
Network address	IPv4 or IPv6 network address for the Host machine	
Workstation ID	Same as Host Key	
Version	Version number, including build, of Host software running on the Host machine	
Platform	Operating system running on the Host machine	
MAC address	Media Access Control (MAC) address for the network interface card(s) on the Host machine	
Last update	Date & time of last attempt to update status with Gateway Server	
Last connect	Date & time of the last successful connect and update status with the Gateway Server	
Last status	Result of last attempt by Gateway Server to update Remote Desktop connection status of the Host (in numeric format)	
	<i>0</i>	Remote Desktop connection status = OK
	<i>0x8A0C1009</i>	Host refused Remote Desktop connection (not configured to report to this Gateway Server?)
	<i>0x8A0C100A</i>	Host is offline
	<i>0xC004C001</i>	Host not found
	<i>0xC004C009</i>	Host requires password (shared secret out of synch?)
Remote Control	Yes	Remote viewing and input control available for this Host; otherwise, this service is not available.
Clipboard	Yes	Ability to copy-and-paste content to/from the clipboard for this Host; otherwise, this service is not available.
File Transfer	Yes	Ability to copy files and/or directories to/from this Host; otherwise, this service is not available.
Remote Printing	Yes	Ability to send a document from this Host to a printer connected to account machine; otherwise, this service is not available.
Remote Management	Yes	Ability to view/edit hardware, software, service, account, registry and other configuration information for this Host; otherwise, this service is not available.

Web Console Operating Guide

Chat	Yes	Ability to chat with Account User of this Host and any other Account Users connected to it; otherwise, this service is not available.
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Below is a table of other options available on this popup:

Option	Description
Group(s)	Go to a popup window that lists all Groups to which this Host is currently a member of. By default, the list will include at least the All Hosts Group
Recording(s)	Go to a popup window that lists any active recordings for this Host. Account User can change the recording length by editing the value in the Recording Span field and clicking on the Apply button. If there are no active recordings, this button will not be clickable
Close	Close the <i>Details</i> popup window for this Host

Home > Active Accounts
















The Active Accounts table shows a list of Account Users with active Gateway connections to the Gateway Server. In addition, any active Remote Desktop connections and applications used will be displayed. By default, the list shows up to 5 entries sorted by connection time in descending order.

ACTIVE ACCOUNTS

ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT ADDRESS	START TIME	CONNECTION MODE	LICENSES
Administrator	Administrative	192.168.1.1	11/22/2013 01:38:43 PM	    0	1 Details
paul	Administrative	71.7.3.1	11/22/2013 10:30:29 AM	    0	1 Details

[View All - Total\(2\)](#)

Below is a table of the fields and values for each active account entry:

Field	Description												
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console												
Account Type	One of three Web Console account types <table> <tr> <td><i>Administrative</i></td><td>Administrative Account User</td></tr> <tr> <td><i>Master</i></td><td>Master Account User</td></tr> <tr> <td><i>Personal</i></td><td>Personal Account User</td></tr> </table>	<i>Administrative</i>	Administrative Account User	<i>Master</i>	Master Account User	<i>Personal</i>	Personal Account User						
<i>Administrative</i>	Administrative Account User												
<i>Master</i>	Master Account User												
<i>Personal</i>	Personal Account User												
Connection Mode	The applications which are open and active on the Account User's desktop are indicated here <table> <tr> <td></td><td>Indicates that the Web Console application is open and connected to this Gateway Server</td></tr> <tr> <td></td><td>Indicates that the standalone Gateway Administrator application is open and connected to this Gateway Server</td></tr> <tr> <td></td><td>Indicates that the standalone Master application is open and connected to this Gateway Server</td></tr> <tr> <td></td><td>Indicates that Account User has Remote Desktop session (through Web Console) open to a Host</td></tr> <tr> <td></td><td>Indicates that Account User has a Connection Window (through standalone Master) open to a Host</td></tr> <tr> <td><#></td><td>Indicates the total number of Remote Desktop connections open</td></tr> </table>		Indicates that the Web Console application is open and connected to this Gateway Server		Indicates that the standalone Gateway Administrator application is open and connected to this Gateway Server		Indicates that the standalone Master application is open and connected to this Gateway Server		Indicates that Account User has Remote Desktop session (through Web Console) open to a Host		Indicates that Account User has a Connection Window (through standalone Master) open to a Host	<#>	Indicates the total number of Remote Desktop connections open
	Indicates that the Web Console application is open and connected to this Gateway Server												
	Indicates that the standalone Gateway Administrator application is open and connected to this Gateway Server												
	Indicates that the standalone Master application is open and connected to this Gateway Server												
	Indicates that Account User has Remote Desktop session (through Web Console) open to a Host												
	Indicates that Account User has a Connection Window (through standalone Master) open to a Host												
<#>	Indicates the total number of Remote Desktop connections open												
Licenses	Number of licenses currently being consumed by this Account User												

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Click on the *Details* link to get more specific information about which application(s) are assigned the license(s). See *Activity > Account Activity > Account Activity Detail* section for more information.

Below is a table of other options available on this page:




Option	Description
View All	Go to <i>Activity > Account Activity</i> page to see more details about currently active accounts

Home > Active Connections

The Active Connections table shows a list of Account Users with active Remote Desktop connections to one or more Hosts. By default, the list shows up to 5 entries sorted by connection time in descending order.



ACTIVE CONNECTIONS

SORT BY: RECENT CONNECTIONS			
ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT MACHINE	HOST NAME
NETWORKS\ak	Administrative	 mike	INTEGRATION
NETWORKS\ak	Administrative	 mike	DEMO2
NETWORKS\ak	Administrative	 mike	DEMO1




While the number of entries shown in the table at any one time is fixed at 5, the order of Account Users displayed can be modified by changing the following criteria:

Criteria	Description
Sort By	A dropdown selection box that shows a list of criteria that can be used to determine the order of Account Users that are shown in the Active Connections table (Default = <i>Recent Connections</i>).
<i>Recent Connections</i>	Sort all active Account Users according to connection time, most recent first

Below is a table of the fields and values for each entry:

Field	Description
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console
Account Type	One of three types of Web Console accounts
<i>Administrative</i>	Administrative Account User
<i>Master</i>	Master Account User
<i>Personal</i>	Personal Account User
Account Machine	Name of the Account User's machine

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		Indicates that Account User has Remote Desktop session (through Web Console) open to this Host
		Indicates that Account User has Remote Desktop connection Window session (through standalone Master) open to this Host
		Indicates that the Account User has input control for this Host desktop
Host Name	The name of the Host machine	
Since	Date & time when the Account User established Remote Desktop connection to the Host through the Gateway Server	

Below is a table of other options available on this page:

Option	Description
View All	Go to <i>Activity > Host Activity</i> page to see more details about currently active connections

Home > Recent Activities

The Recent Activities table shows a list of the most recent activities or services that have occurred through the Gateway Server. By default, the list shows the 5 most recent activities, sorted by time the activity was initiated, in descending order.



RECENT ACTIVITIES

FILTER BY: ALL SERVICES ▼

ACTIVITY TIME	HOST	ACTIVITY TYPE	ACCOUNT NAME	ACCOUNT TYPE
08/03/2012 05:27:58 PM	DEV	Clipboard	Admin	Administrative
08/03/2012 05:27:58 PM	DEV	Chat	Admin	Administrative
08/03/2012 05:27:57 PM	DEV	Remote Control	Admin	Administrative
08/03/2012 05:05:44 PM	DEMO	Remote Management	Admin	Administrative
08/03/2012 05:05:42 PM	DEMO	File Transfer	Admin	Administrative

While the number of activity entries shown in the table at any one time is fixed at 5, the selection of activities displayed can be modified by changing the following criteria:

Criteria	Description
Filter By	A dropdown selection box that shows a list of criteria that can be used to select the activities that are shown in the Recent Activities table (Default = <i>All Services</i>)
<i>All Services</i>	Show most recently active services through the Gateway Server
<i>Remote Control</i>	Show most recently active Remote Control (Input Control) services
<i>Clipboard</i>	Show most recently active Clipboard services
<i>File Transfer</i>	Show most recently active File Transfer services
<i>Remote Printing</i>	Show most recently active Remote Printing services
<i>Chat</i>	Show most recently active Chat services
<i>Remote Management</i>	Show most recently active Remote Management services

Below is a table of the fields, values and actions available for each activity entry:

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Field	Description
Activity Time	Date and time when activity was initiated through Gateway Server
Host Name	The name of the Host machine on which activity occurred; if activity is a service, the name of the Host machine on which the service was initiated
Activity Type	Description of activity; if activity is a service, type of service initiated
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console
Account Type	One of three types of Web Console accounts
	<i>Administrative</i> <i>Administrative</i>
	<i>Master</i> <i>Master</i>
	<i>Personal</i> <i>Personal</i>

Below is a table of other options available on this page:

Option	Description
View All	Go to <i>Analytics > Services Audit</i> page to generate a more comprehensive report of activities through the Gateway Server

Home > Gateway Server At-A-Glance

The Gateway Server At-A-Glance table provides a snapshot of the Gateway Server performance, including a real-time view of the account licenses in use:

 GATEWAY SERVER AT-A-GLANCE

GATEWAY SERVER: DEV	
LICENSE MODE: CONCURRENT USERS	
GATEWAY SERVER PARAMETER	VALUE
Administrative users (currently in use / maximum allowed)	1 / 999
Master users (currently in use / maximum allowed)	0 / 999
Personal users (currently in use / maximum allowed)	0 / 999
Limited Admin users (currently in use)	0
Number of active reverse connections	0
Number of active Masters	0
Number of active Master connection services	0
Number of active Hosts	0
Number of active Host connection services	0
Number of active recordings	0
Number of Gateway data service connections	2

Below is a table of Gateway Server status details:

Gateway Server Detail	Description	
Gateway Server	Name of the Gateway Server to which this Web Console is connected	
License Mode	Type of license under which the Gateway Server is operating	
	Concurrent Users with HOD	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on

	the Share My Desktop button on the Web Console landing page.
<i>Concurrent Users</i>	Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.
<i>Managed Hosts with HOD</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.
<i>Managed Hosts</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.

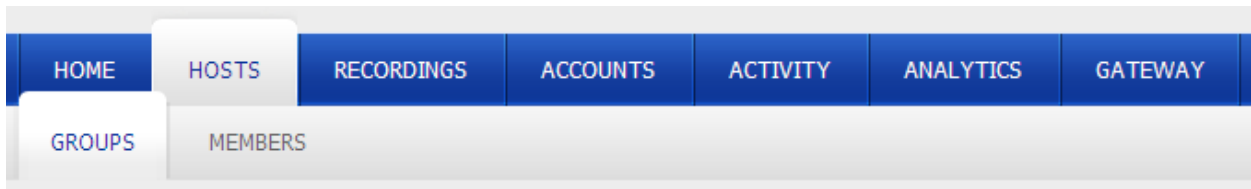
Below is a table of the parameters and values displayed in the Gateway Server At-A-Glance table:

Field	Description
Administrator users (currently in use / maximum allowed)	Number of Administrative Account Users currently logged on vs. number of concurrent Administrative Account Users allowed
Master users (currently in use / maximum allowed)	Number of Master Account Users currently logged on vs. number of concurrent Master Account Users allowed
Personal users (currently in use / maximum allowed)	Number of Personal Account Users currently logged on vs. number of concurrent Personal Account Users allowed
Limited Admin users (currently in use)	Number of Limited Admin Account Users currently logged on Note: Account Users with valid Administrative Account credentials who attempt to login when all Administrative Account licenses are in use will automatically be logged in as Limited Admin Account Users
Number of active reverse connections	Number of Hosts currently using a Reverse connection
Number of active Masters	Number of Master Account Users and/or standalone Master users currently connected to the Gateway Server

Number of active Master connection services	Number of Host services currently being used by all Master Account Users with active Remote Desktop connections
Number of active Hosts	Number of Hosts with active Remote Desktop connections
Number of active Host connection services	Number of Host services currently being used by all Account Users with active Remote Desktop connections
Number of active recordings	Number of Hosts currently being recorded
Number of Gateway data service connections	Number of Account Users and/or standalone Gateway Administrator applications currently connected to the Gateway Server

Hosts

The Hosts tab enables Administrative and Master Account Users to find, organize, edit and delete Hosts and Groups of Hosts.



Following table shows the Sub Tabs available by account type:

Host Sub Tabs	Administrative Account	Master Account	Personal Account
Groups	Yes	Yes	
Members - <Group>	Yes	Yes	

Hosts > Groups

The Groups sub tab displays a table of all Groups which the logged in Account User is authorized to see. Each Host that reports to the Gateway Server will appear in either the All Hosts Group (if configured to be managed by the Gateway Server) or the Unmanaged Hosts Group (if not configured to be managed by the Gateway Server).

Hosts that appear in the All Hosts Group can also be configured to report to one or more user-defined Groups. Special Host types, such as Terminal Services session Hosts, VDI Hosts and Hosts on Demand also report to system-defined Groups.

MANAGE GATEWAY GROUPS

GROUP NAME (A*/%G*/%N): [\(Quick Search\)](#)

GROUP TYPE: <All Group Types>

GROUP NAME	DESCRIPTION	GROUP TYPE	HOSTS	COMMANDS
All Hosts	System Group	All Hosts	14	
System	System Information	System Info	2	
Terminal Services Recordings	Recordings of terminal services sessions on all servers reporting to this Gateway	Terminal Services Recordings	1	
Terminal Services on INTEGRATION	Current terminal services sessions on the server named INTEGRATION	Transient Hosts	2	
OU=Computers	DEV(development.local)	User Defined	6	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Unmanaged Hosts	Unmanaged Hosts	Unmanaged Hosts	26	

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Below is a table of fields and values available for each Group:

Field	Description
Group Name	<p>Name of a Group defined on this Gateway Server. This field is editable for user-defined Groups. The following additional options are available from the dropdown Menu next to each Group entry:</p> <div> <div>MEMBERS</div> <div>SECURITY</div> </div> <p>Go to <i>Members</i> <Group Name> sub tab for list of Hosts currently configured to report to this Group</p> <div> <div>MEMBERS</div> <div>SECURITY</div> </div> <p>Go to <i>Security</i> popup to see security details for Account Users that have access rights to this Group</p> <p>Note: Visible only to Administrative Accounts</p>
Description	Brief description of the Group. This field is editable for user-defined Groups
Group Type	Group Type field can be one of six values below

<i>All Hosts</i>	Persistent, system-defined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = <i>All Hosts</i>)
<i>Host on Demand</i>	Transient, system-defined Group that includes all Host on Demand instances connected to this Gateway Server (Group Name = <i>Host on Demand</i>)
<i>System</i>	Persistent, system-defined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = <i>System</i>)
<i>Terminal Services on <terminalserver></i>	Transient, system-defined Group that includes all Terminal Services Host sessions on <terminalserver> reporting to this Gateway Server (Group Name = <i>Terminal Services on <terminalserver></i>)
<i>Transient VDI Hosts</i>	Transient, system-defined Group that includes all Host instances running in virtual desktops that are reporting to this Gateway Server (Group Name = <i>Transient VDI Hosts</i>)
<i>Terminal Services Recordings</i>	Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that no longer exist (Group Name = <i>Terminal Services Recordings</i>)
<i>Unmanaged Hosts</i>	Persistent, system-defined Group that includes all Hosts configured to report to this Gateway Server but not yet moved into the All Hosts Group (Group Name = <i>Unmanaged Hosts</i>)
<i>User Defined</i>	Persistent, user-defined Group that can be edited and/or deleted (Group Name = <User-defined Group name>)
Host Count	The number of Hosts currently assigned to this Group
Actions	Actions that can be taken on this Group. Note that actions appear only for Groups with Group Type = <i>User Defined</i> .
<i>Edit</i>	Edit Group Name and/or Description values. Edit boxes for Group Name and Description fields will appear, and Action buttons will change to Update and Cancel .
<i>Delete</i>	Delete this Group from the Gateway Server (any Hosts listed will continue to report to All Hosts Group and other user-defined Groups)
<i>Update</i>	Save changes to Group Name and/or Description values (activated when Edit button is clicked)
<i>Cancel</i>	Discard edits to Group Name and/or Description values (activated when Edit button is clicked)

Hosts > Groups > Group Menu

A dropdown menu with options and actions available for this Group can be displayed by clicking on the icon (▼) next to the Group Name for each entry in the Groups table.

**MEMBERS
SECURITY**

The following table shows the options and actions available by account type:

Group Menu	Administrative Account	Master Account	Personal Account
Members	Yes	Yes	
Security	Yes		

Below is a description of each menu option in more detail:

Hosts > Groups > Group Menu > Members

By clicking on this menu option, the Account User will go to the *Hosts > Members* sub tab. Note that the Group Name will be automatically filled in the sub tab label. Please see *Hosts > Members* sub tab for more information.

Hosts > Groups > Group Menu > Security

By clicking on this menu option, the Account User will see a popup window with a list of accounts that have access rights to this Group. Account User can manage security permissions for a Group similarly to the way in which he/she can manage security permissions for a Host. See *Home > Active Hosts > Host Name > Security* for more information about actions available.

Hosts > Groups > Add New Group

Administrative Account Users can create new user-defined Groups by clicking on the *Add New Group* button.

Add New Group

GROUP NAME	DESCRIPTION	GROUP TYPE	HOSTS	COMMANDS
<input type="text"/>	<input type="text"/>	User Defined	0	<input type="button" value="Insert"/> <input type="button" value="Cancel"/>

A new row will appear in the first line of the table, with blank text boxes under Group Name and Description, and *Insert* and *Cancel* buttons in the Commands column. The Account User can enter a user-defined name and description for the Group; when the *Insert* button is clicked, a new Group will be created with these values. In addition, the Group Type will be set to *User-defined* and the Host Count will initially be set to 0. The

Account User can go to the *Members* sub tab in the dropdown menu for this new Group to add new Hosts.

Hosts > Groups > Search For Group

When the number of Groups available on this Gateway Server is large, Account Users can use the search box to find a specific Group by entering the first few letters of the Group name and clicking on the *Search* button. The search field will automatically compare the Account User input with the first few letters of the names of Groups available and will display the ones that match in a drop down list. The Account User can click on the Search button at any time to see the contents of the drop down list appear in the Groups table, or select a specific Group from the dropdown list and then click on the *Search* button to see only that entry in the table.

MANAGE GATEWAY GROUPS

GROUP NAME	GROUP TYPE	HOSTS
All Hosts	All Hosts	7
System	System Info	2

The Account User can also enter any combination of the “wildcard” character (“*”) and letters to filter the search:

Field	Description
Group Name	Search field for Group name(s)
<Char(s)>*	Input one or more characters and then the wildcard to see list of Group names with initial letters matching the input characters (e.g. A* will list all Group names that start with an A).
<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Group names with letters matching the input characters (e.g. *G* will list all Group names that have a G somewhere in the name).
*<Char(s)>	Input the wildcard and then one or more characters to see list of Group names with ending letters matching the input characters (e.g. *N will list all Group names that end with an N).

By default, the search box is set to *Quick Search* mode. The Account User can switch to *Advanced Search* mode by clicking on the *Advanced Search* link. Additional search parameters will appear. The Account User can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameters will appear for *Advanced Search* on the *Group* sub tab:

MANAGE GATEWAY GROUPS

GROUP NAME (A*/%G*/%N):

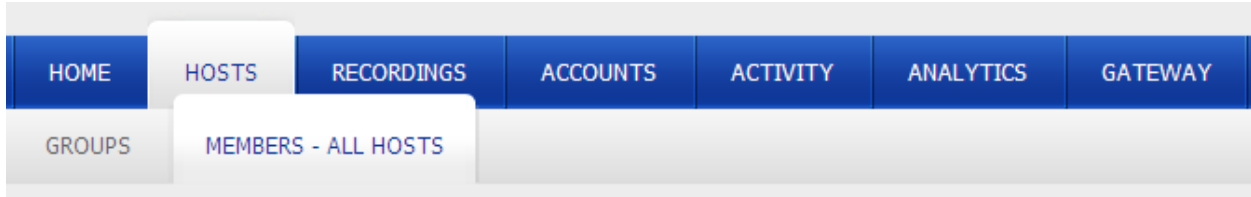
GROUP TYPE: User-defined

<All Group Types>
User-defined
System-defined




Parameter	Description
Group Type	Filter the list of Groups displayed by specifying one of the following Group Types (Default = <i>All Group Types</i>)
<i>User-defined</i>	User-defined Group that can be edited and/or deleted (Group Name = <i><User-defined Group Name></i>)
<i>System-defined</i>	System-defined Group that cannot be edited and/or deleted; system-defined Groups include: <ul style="list-style-type: none"> All Hosts (Group Name = <i>All Hosts</i>) System (Group Name = <i>System</i>) Host on Demand (Group Name = <i>Host on Demand</i>) Terminal Services on <terminalserver> (Group Name = <i>Terminal Services on <terminalserver></i>) Transient VDI Hosts (Group Name = <i>Transient VDI Hosts</i>) Terminal Services Recordings (Group Name = <i>Terminal Services Recordings</i>) Unmanaged Hosts (Group Name = <i>Unmanaged Hosts</i>)












Hosts > Members

The *Members* sub tab displays a table of all Hosts currently a member of the selected Group. By default, the *Members* sub tab is initially configured to show the All Hosts Group.



If the Account User selects the Members option from the dropdown menu for a Group on the *Groups* tab, the Hosts for that Group will appear in the *Members* sub tab table and the *Members* sub tab label will show the selected Group name (*Members - <Group Name>*).

Field	Description
Host Name	<p>The name that will be assigned, after resolving any macros, to the Host application running on that machine (also known as Station).</p> <p>The following actions are available from the dropdown menu for each Host entry:</p>
	<p>QuickConnect for Remote Desktop is disabled, probably because it is not licensed for this account type. Check the <i>Gateway Server > Gateway Server Licenses</i> page to see if Concurrent User license key is present and includes licenses for your account type.</p>
	<p>QuickConnect for Remote Desktop is enabled for this account. Click on this button to open a Remote Desktop to this Host and to use same credentials as those presented to the Web Console for single-sign on. Use <i>Connect As...</i> command in the Host dropdown menu to login to the Host with different credentials.</p> <p>If QuickConnect is enabled but Remote Desktop cannot be opened, check the <i>Activity > Account Activity</i> page see if there any available licenses for your account type.</p> <p>Note: <i>If QuickConnect is enabled but Remote Desktop cannot be opened, check the Activity > Account Activity page see if there any Account User licenses available.</i></p> <p>Note: <i>Even if all available licenses are in use, a Remote Desktop to this Host can be opened in view only mode using either the Connect For View Only or Connect For View Only As... commands from the Host context menu.</i></p> <p>Note: <i>QuickConnect icon may not appear if Account User is not authorized for this service, and/or Account User's browser does not have browser extension necessary to support Remote Desktop.</i></p>
	<p>Click on this arrow to view the dropdown context menu for this Host. If Remote Desktop is Licensed, the <i>Connection...</i> submenu options will be enabled; if not, they will be disabled.</p>

Address	IP address of the Host in either IPv4 or IPv6 format.
Connection	A series of icons that indicate the current status of connections and services involving this Host
	Remote Desktop connection status = Active. Host type is persistent installed Host. Host has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is persistent installed Host. Host has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Host is Offline or Unreachable. Host type is persistent installed Host. Host has no Gateway connection; it is either offline or unreachable because it is off, not at last known network address, and/or there is a problem with authentication or authorization.
	Remote Desktop connection status = Active. Host type is transient Host on Demand instance. Host on Demand instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Host on Demand instance. Host on Demand instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Active. Host type is transient Terminal Services session Host instance. Host instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Terminal Services session Host instance. Host instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = Active. Host type is transient Virtual Desktop Host instance. Host instance has active Gateway connection and one or more Account Users have active Remote Desktop connections to this Host.
	Remote Desktop connection status = OK. Host type is transient Virtual Desktop Host instance. Host instance has active Gateway connection but no Account Users have active Remote Desktop connections to this Host.
1	The number of Account Users with active Remote Desktop connection to this Host
	The Remote Desktop connection between the Host and the Gateway Server is enabled by a Reverse connection (usually means the Host is not in the same domain as the Gateway Server)
	The Remote Desktop connection between the Host and the Gateway Server is encrypted. See <i>Host Name > Security</i> to see details about the type of encryption being used

Web Console Operating Guide

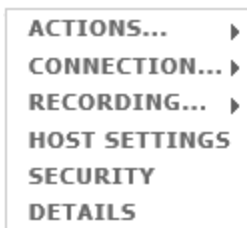


The desktop for this Host is being recorded

Version	Version number, including build, of the Host software running on the Host machine	
Status	Result of last attempt by Gateway Server to update status of the Gateway connection with the Host (in numeric format)	
	0	Gateway connection status = OK
	0x8A0C1009	Host refused Gateway connection (not configured to report to this Gateway Server?)
	0x8A0C100A	Host is offline
	0xC004C001	Host not found
	0xC004C009	Host requires password (shared secret out of synch?)
Last Connect	Date & time of the current or most recent Gateway connection to the Host	

Hosts > Members > Host Menu

A dropdown menu with commands for this Host can be displayed by clicking on the arrow (▼) next to the Host Name for each entry in the Members table.



Following table shows the options and actions available by account type:

Host Menu Options	Administrative Account	Master Account	Personal Account
Actions	Yes	Yes	Yes
Connection	Yes, if licensed	Yes, if licensed	Yes, if licensed
Recording	Yes	Yes	Yes
Host Settings	Yes	Yes	Yes
Security	Yes		
Details	Yes	Yes	Yes

Below is a description of each menu option in more detail:

Hosts > Members > Host Menu > Actions

See *Home > Active Hosts > Host Menu > Actions*.

Hosts > Members > Host Menu > Connections

See *Home > Active Hosts > Host Menu > Connections*.

Hosts > Members > Host Menu > Recording

See *Home > Active Hosts > Host Menu > Recording*.

Hosts > Members > Host Menu > Host Settings

See *Home > Active Hosts > Host Menu > Host Settings*.

Hosts > Members > Host Menu > Security

See *Home > Active Hosts > Host Menu > Security*.

Hosts > Members > Host Menu > Details

See *Home > Active Hosts > Host Menu > Details*.

Hosts > Members > Search For Host

When the number of Hosts available in this Group is large, Account Users can employ the search box to find a specific Host by entering the first few letters of the Host name and clicking on the *Search* button. The search field will automatically compare the Account User input with names of Hosts available and will display the ones that match in a drop down list. The Account User can click on the Search button at any time to see the contents of the drop down list appear in the Members table, or the Account User can select a specific Host from the list and then click on the *Search* button to see only that entry in the table.

MANAGE GATEWAY GROUP MEMBERS

HOST NAME: [\(Advanced Search\)](#)

The Account User can also enter any combination of the “wildcard” character (“*”) and letters to customize the search:

Field	Description
-------	-------------

Web Console Operating Guide

Host Name	Search field for Host name(s)
<Char(s)>*	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. A* will list all Host names that start with an A).
<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. *G* will list all Host names that have a G somewhere in the name).
*<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. *N will list all Host names that end with an N).

By default, the search box is set to *Quick Search* mode. The Account User can switch to *Advanced Search* mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The Account User can select/input values into one or more of these parameters to filter the results of the search.

MANAGE GATEWAY GROUP MEMBERS

HOST NAME (A*/*G*/*N):

Search

GROUP NAME:

All Hosts

HOST USER (A*/*G*/*N):

ADDRESS (192*/*.10.10*/*.101):

VERSION (8.*/*.0.15*/*.1810):

LAST CONNECT (From-To):

The following additional search parameters will appear for *Advanced Search* on the *Members* sub tab:

Parameter	Description
Group Name	Filter the list of Hosts displayed by specifying a Group name (Default = <i>All Hosts</i>)
Host User	Filter the list of Hosts displayed according to Account User logged-in to the Host(s)
<Char(s)>*	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. A* will list all Host names that start with an A).
<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. *G* will list all Host names that have a G somewhere in the name).

	<i>*<Char(s)></i>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. <i>*N</i> will list all Host names that end with an <i>N</i>).
Address	Filter the list of Hosts displayed by specifying all or part of an IPv4 or IPv6 address for the Host(s)	
	<i><Num(s)>*</i>	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. <i>192*</i> will list all Host names with IP address that start with 192...)
	<i>*<Num(s)>*</i>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. <i>*10.10*</i> will list all Host names that have a 10.10 sequence somewhere in the IP address)
	<i>*<Num(s)></i>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. <i>*.101</i> will list all Host names with IP address that end with .101)
Version	Filter the list of Hosts displayed by specifying all or part of a version number for the Host software running on the Host(s). Host version numbers follow the convention of <i><major release number>.<minor release number>.<maintenance build number>.<build number></i> . For example, the previously available release of Host software was 8.0.2.2012.	
	<i><Num(s)>*</i>	Input one or more numbers and then the wildcard to see list of Host names with version number matching the input characters (e.g. <i>8.*</i> will list all Host names with major version 8)
	<i>*<Num(s)>*</i>	Input wildcard, one or more numbers and then trailing wildcard to see list of Host names with version number matching the input characters (e.g. <i>*.15*</i> will list all Host names that have a minor release number that starts with 15)
	<i>*<Num(s)></i>	Input the wildcard and then one or more numbers to see list of Host names with version that has ending numbers that match the input characters (e.g. <i>*.1650</i> will list all Host names with build number that ends in 1650)
Last Connect	Filter the list of Hosts displayed by specifying a time range for the start of an active Gateway connection to the Host(s)	
	<i>From</i>	Specify earliest start time for Gateway connection
	<i>To</i>	Specify latest start time for Gateway connection

Host on Demand

The Host on Demand (HOD) is a web-based service that allows end users without any Host software to share their desktops instantly through the Gateway Server. Unlike the regular installed Host, no local or network administrative privileges are required, and no reboot is necessary to run the HOD. In addition, after the end user logs out of his/her Windows session, the HOD will be removed from the machine.

Following table shows some feature differences between HOD with the regular installed Host:

Host Feature	HOD	Installed Host
Installs as an application; requires a reboot	No	Yes
Requires local or network administrator privileges	No	Yes
Runs as a service; supports unattended access	No	Yes
Supports stealth mode (no visual or audio notifications for screen sharing)	No	Yes
Supports user-mode screen capture	Yes	Yes
Supports kernel-mode screen capture	No	Yes
Supports remote printing (32-bit only)	No	Yes
Supports remote management	No	Yes

The HOD is hosted by and delivered from the Gateway Server. A special license key is required to enable the Gateway Server to run the HOD, but once licensed, end users with access to the Web Console will be able to install as many instances of HOD as they like. Each HOD instance will report back to and be accessible only through the Gateway Server from which it was served.

NOTE: To turn on the HOD service in the Gateway Server, the *Share My Desktop* button must first be enabled in the *Host on Demand* section of the *Gateway > Gateway Settings* sub tab:

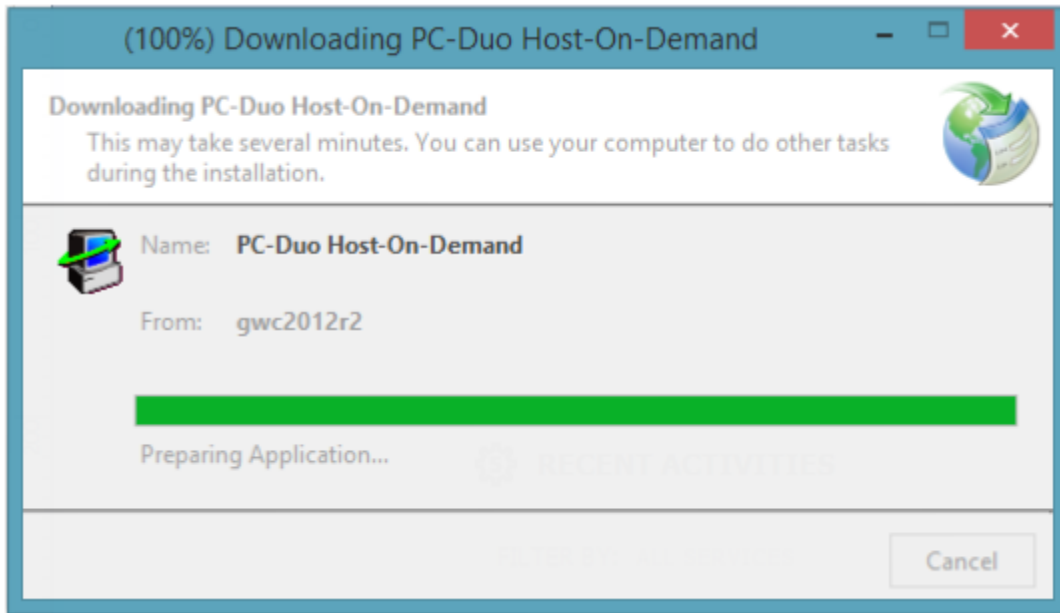
▼ Host on Demand		Top	Edit
Share My Desktop	Enabled		
Station name	%USER% on %NAME% (HOD)		
Connection permission	Requested		

Host on Demand > Run HOD

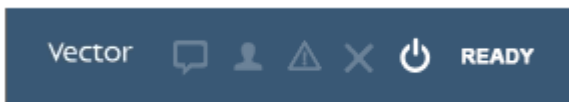
End users who wish to share their desktops without installing standalone Host software can take advantage of the Host on Demand service by clicking on the *Share My Desktop* button in the Web Console landing page:



This will cause a small, streamlined version of the Host called the Host on Demand to be delivered and run (not installed) on the end user's desktop. A progress window will appear to show status of the download process:








Host on Demand will run as a process in the end user's Windows session, so it does not require local or system administrative rights or reboot. Once running, the Host on Demand will automatically attempt to establish a Gateway connection with the Gateway Server (Host on Demand is hardwired to report only to the Gateway Server associated with the Web Console landing page) and a mini-control panel will appear at the top of the end user's desktop indicating the status of the Gateway connection:

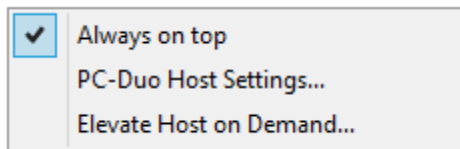


Below is a table of connection states and commands available in the HOD mini-control panel:

Status	Description
Connection Status	Indicates the status of the Gateway connection between the Host on Demand and its associated Gateway Server
	READY Indicates that Host has a good Gateway connection with the Gateway Server and is available for remote access
	SHARING Indicates that Host has a good Gateway connection with the Gateway Server and one or more Account Users have established a Remote Desktop connection for screen sharing and other services
	ERROR Indicates that Host was unable to establish or maintain a Gateway connection with the Gateway Server; check the Alert command for more details

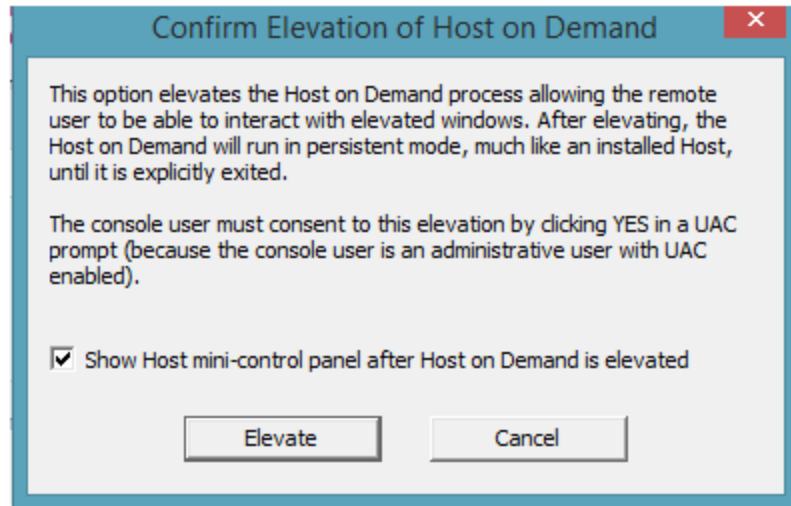
Commands	Actions that can be taken by the end user with respect to the Host on Demand process	
	Open a chat session with all Account Users that have active Remote Desktop connection to this Host on Demand process; enabled in Sharing state	
	View a list of Account Users with active Remote Desktop connections to this Host on Demand process; enabled in Sharing state	
	View more detail about failed Gateway connections between Host on Demand and its associated Gateway Server; enabled in Error state	
	Terminate any active Remote Desktop connections immediately (but keep Gateway connection with the Gateway Server active); enabled in Sharing state	
	Terminate any active Remote Desktop connections immediately and/or terminate the Gateway connection with the Gateway Server; remove Host on Demand from remote user's desktop and delete Host on Demand software completely from remote user's machine upon shutdown; enabled in Ready, Sharing and Error states.	

Additional commands are available by right clicking on the mini-control panel to bring up the following context menu:



Following are commands available from the HOD control panel context menu:


Commands	Description
Always on top	Keep the HOD mini-control panel on the top screen at all times; ensures that mini-control panel doesn't get lost behind another screen (Default = <i>selected</i>)
PC-Duo Host Settings	Go to PC-Duo control panel to see current configuration settings for the Host on the remote desktop
Elevate to allow input control of elevated windows	If the remote user logged into the local HOD machine does not have local or system administrator rights, the Account User with Input Control may not be able to execute certain commands if User Access Control (UAC) is turned on in Windows; this command will allow Account User to submit alternative set of credentials to get past UAC on the remote desktop. When selected, the following informational dialog will appear on the remote desktop:

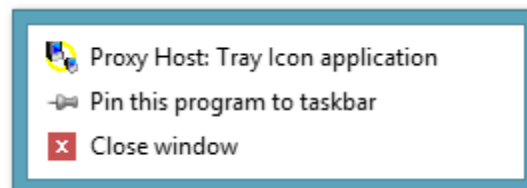


If the Elevate button is clicked, a UAC prompt will appear on the remote desktop and give the Account User the opportunity to enter valid administrative credentials for the Host machine.

If successful, the HOD session will automatically terminate and a new session will be started. In this case, however, the HOD will run with elevated permissions on the remote desktop. It will also be persistent, making it capable of withstanding a reboot and accessible when machine is unattended.

Unlike the non-elevated HOD, which runs as a transient process and will terminate when the local user logs out of Windows, the elevated HOD will come back as a persistent process and will withstand local user logging out of Windows or even a reboot of the HOD machine. It can only be dismissed

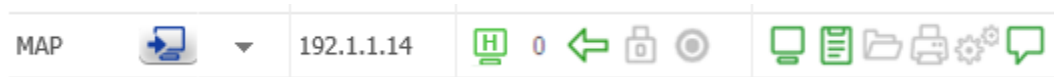
by clicking on the Terminate button in the HOD mini-control panel (), or by clicking on "Close Window" in the context menu of the task bar icon for HOD:



If administrator would like the elevated HOD process to remain, and minimize any incidental action that might cause the Terminate button to be pressed, the "Show Host mini-control panel..." option can be unselected in the Confirm Elevation dialog box shown above.

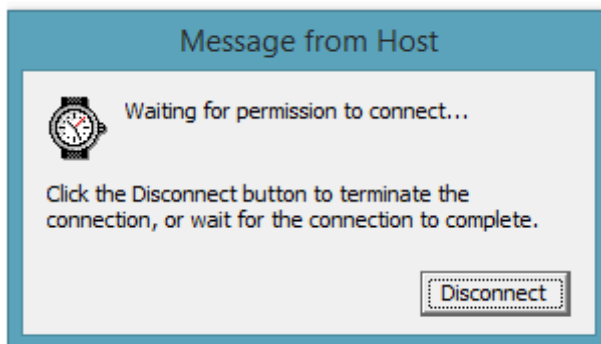
Host on Demand > Connect To HOD

If HOD establishes a good Gateway connection, it will appear on the Host list in the Web Console with similar 'Ready' status as that in the mini-control panel:

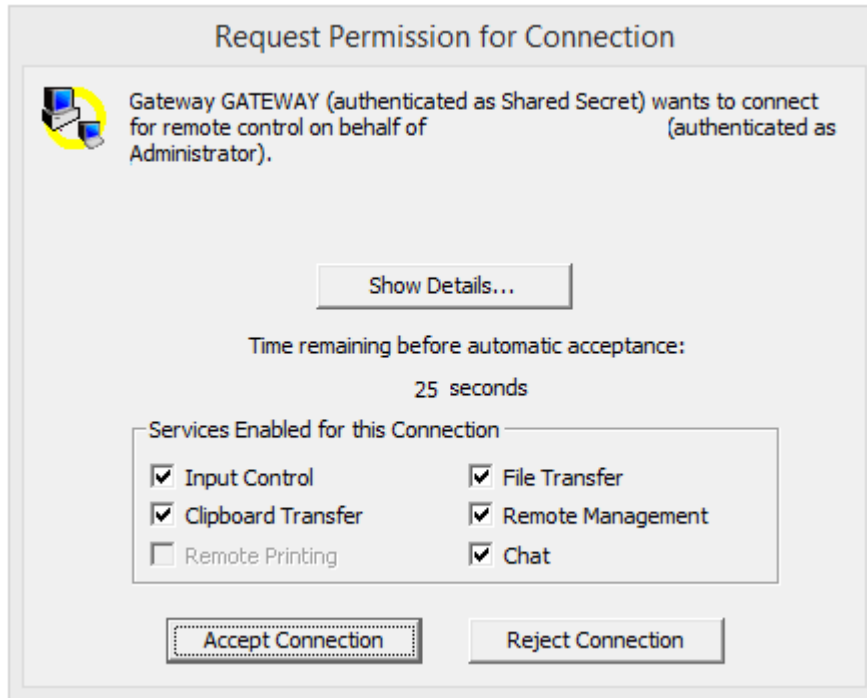


Any Account User with appropriate access rights can click on the QuickConnect button or select the Connection command from the Host context menu to establish a Remote Desktop connection with this HOD.

By default, the HOD is configured to require permission explicitly before allowing a Remote Desktop connection; as a result, the Account User will have to wait for the remote user on the HOD machine to accept or reject the request for connection:




Meanwhile, the remote user will be given the option to accept or reject the Remote Desktop connection request. If the remote user wants to accept the request and share his/her desktop, he/she can further specify exactly which services to allow the Account User to have:



If the remote user does not respond with the pre-defined waiting period (Default = 30 seconds), then request for connection will be rejected.

Note: Once remote user accepts connection request, he/she will not have another opportunity to enable/disable any services. The only option is to terminate the Remote

Desktop connection () and allow the Account User to re-establish it (at which time, the remote user will be able to reconsider which services he/she wants to enable for the Account User).

Host on Demand > Licensing Considerations

The Gateway Server, which hosts and delivers HOD as a service, requires a special license key to enable HOD as a feature. Once enabled, the Share My Desktop button on the Web Console landing page will be activated and can be used by end users to run HOD. Unlike the installed Host, the HOD does not require an end user license, so end users can run as many instances of HOD as they like without a license key.

Host on Demand > Licensing Considerations > Concurrent Users

In Concurrent User license mode, the Gateway Server will need a special license key to enable HOD. Once licensed, Account Users will be able to open as many Remote Desktop connections (with Input Control) to HOD-enabled machines as they want, until the limit on the total number of concurrent users is reached.

If the Gateway Server is licensed for HOD, then license mode fields in the Web Console menu bar and on the Gateway > Gateway Licenses page will show “CONCURRENT USERS WITH HOD”:

LICENSE ACTIVITY

GATEWAY SERVER: GATEWAY		
LICENSE MODE: CONCURRENT USERS (WITH HOD)		
ACCOUNT TYPE	LICENSES IN USE	NUMBER OF LICENSES
Administrative users	2	5
Master users	0	10
Personal users	0	25

If not, the license mode fields will show “CONCURRENT USERS” only:

LICENSE ACTIVITY

GATEWAY SERVER: GATEWAY		
LICENSE MODE: CONCURRENT USERS		
ACCOUNT TYPE	LICENSES IN USE	NUMBER OF LICENSES
Administrative users	2	5
Master users	0	10
Personal users	0	25

Host on Demand > Licensing Considerations > Managed Hosts

In Managed Hosts license mode, the Gateway Server will also need a special license key to enable HOD. Unlike the HOD key in Concurrent User license mode, however, the HOD key in Managed Hosts license mode will specify one or more “channels” for HOD. Each channel can be used by one and only one Account User to establish a Remote Desktop connection with Input Control to one HOD instance at a time; the channel will not be available again until the Remote Desktop connection is terminated.

If the Gateway Server has the appropriate HOD-enabled key, then license mode fields in the Web Console menu bar and in the License Activity section of the Gateway > Gateway Licenses page will show “MANAGED HOSTS WITH HOD”:

LICENSE ACTIVITY

GATEWAY SERVER: GATEWAY		
LICENSE MODE: MANAGED HOSTS (WITH HOD)		
TYPE	CURRENTLY IN USE	MAXIMUM ALLOWED
Non-Transient workstations	51	100
Terminal Services instances	0	20
Host-on-Demand instances	0	3
Transient VDI Hosts	0	20

In addition, the number of concurrent HOD channels allowed by license and currently in use will appear on the Host-on-Demand instances line.

For more information about HOD licensing, please contact a member of the Sales or Support team at Vector Networks, Inc.


Remote Desktop

The Remote Desktop is an application launched from the Web Console that provides the Account User a view of a Host desktop over a Remote Desktop connection.

The Remote Desktop is a feature available to Account Users only if the Gateway Server is in Concurrent User license mode (see *Remote Desktop > License Considerations* below for more detail). In Concurrent User license mode, the QuickConnect button and the Connection commands in the dropdown context menu next to each Host will be enabled in the Active Hosts section of the Web Console homepage and on the Hosts > Members sub tab:

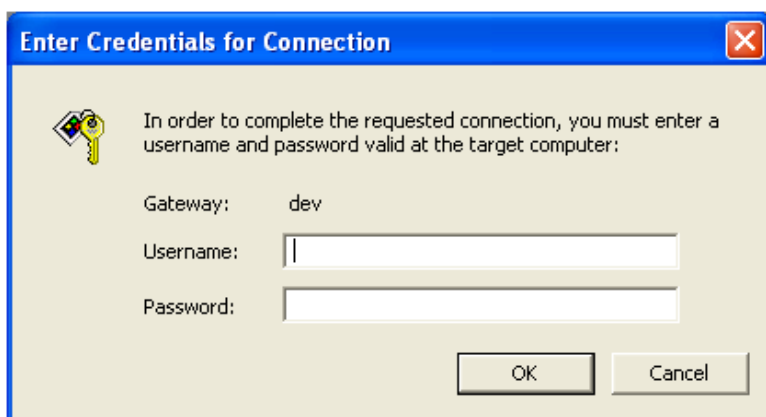


Below is a table of options for launching the Remote Desktop:

Command	Description
	QuickConnect button; establish a Remote Desktop connection with Input Control to this Host machine using same credentials that the Account User used to login to the Web Console
Connect	Establish a Remote Desktop connection with Input Control to this Host machine using same credentials that the Account User used to login to the Web Console
Connect As...	Establish a Remote Desktop connection with Input Control to this Host machine but prompt the Account User to provide new credentials for this Host
Connect For View Only	Establish a Remote Desktop connection for viewing only (no Input Control) to this Host machine using same credentials that the Account User used to login to the Web Console
Connect For View Only As...	Establish a Remote Desktop connection for viewing only (no Input Control) to this Host machine but prompt the Account User to provide new credentials for this Host
View Connection URLs	View fully specified URL for each of the connection options listed above

Below is an example of the window prompt that will appear for *Connect As...* and *Connect For View Only As...* commands:

Web Console Operating Guide

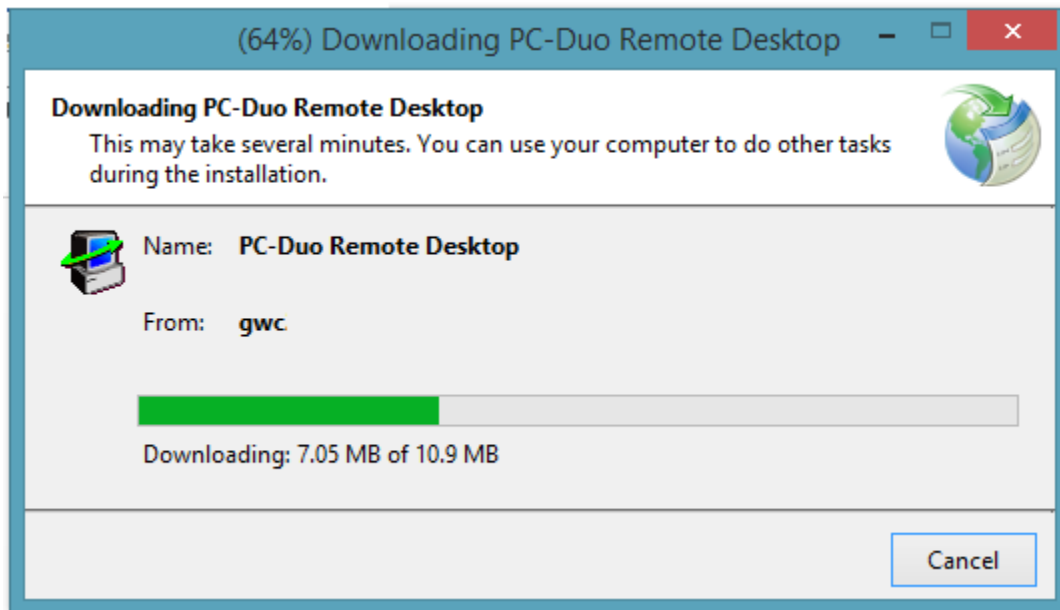


Depending on the Remote Desktop Authentication Mode setting in the *Gateway Server > Web Console Settings > Application Access – External* section (default = *Web Console User*), single sign-on (i.e. no prompt for credentials) may be enabled. Below is a table that describes various authentication and license usage scenarios involving the Remote Desktop:

Remote Desktop Authentication Mode Setting	Web Console credentials same as local machine credentials	Web Console credentials different than local machine credentials
Web Console User	<ul style="list-style-type: none"> • SSO (no prompt for credentials) • Only 1 license used 	<ul style="list-style-type: none"> • Account User will be prompted for credentials but username field will be pre-populated with login name used for Web Console • If pre-populated username is authenticated, only 1 license used; if a different username is authenticated, a new license will be used for Remote Desktop
Single Sign-On	<ul style="list-style-type: none"> • SSO (no prompt for credentials) • Only 1 license used 	<ul style="list-style-type: none"> • Account User will be prompted for credentials • If same username as that used for Web Console is authenticated, only 1 license used; if a different username is authenticated, a new license will be used for Remote Desktop
Always Prompt	<ul style="list-style-type: none"> • Account User will be prompted for credentials • If same username as that used for Web Console is authenticated, only 1 license used; if a different username is authenticated, a new license will be used for Remote Desktop 	<ul style="list-style-type: none"> • Account User will be prompted for credentials • If same username as that used for Web Console is authenticated, only 1 license used; if a different username is authenticated, a new license will be used for Remote Desktop

Remote Desktop > QuickConnect Window

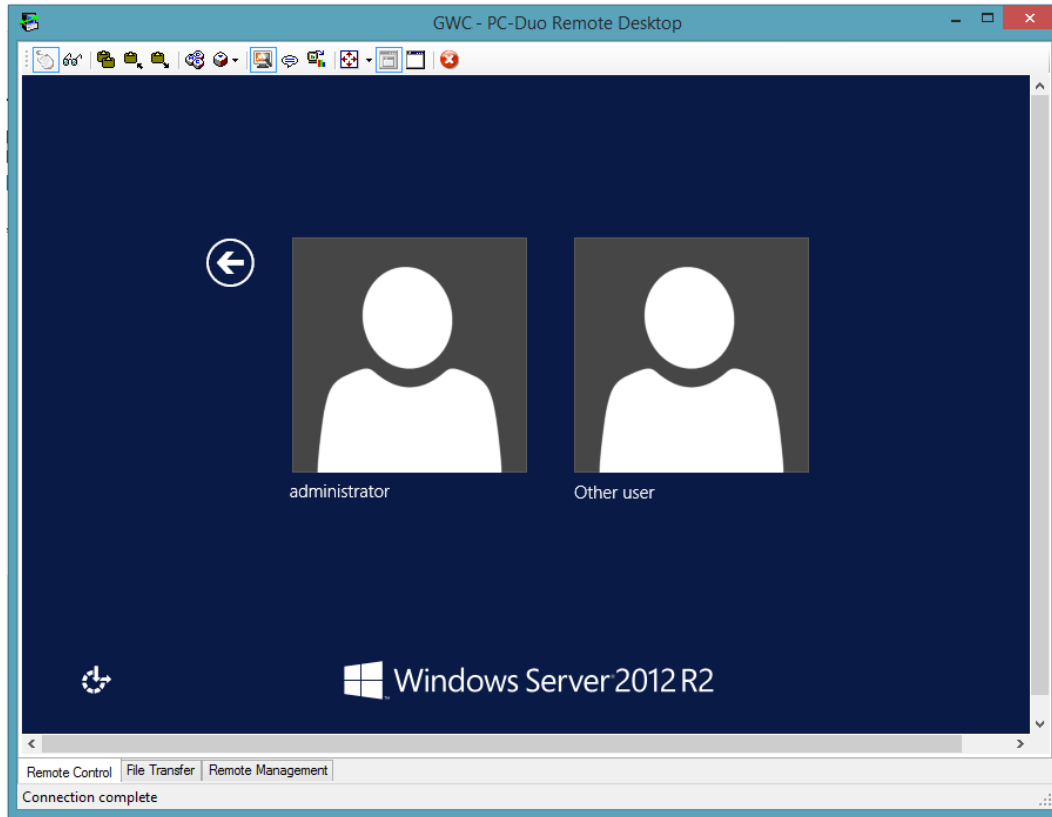
If Account User clicks on QuickConnect button or on one of the Connect commands in the Host context menu, a small, streamlined version of the Master Connection Window called the Remote Desktop will be delivered and run (not installed) on the Web Console user's desktop. A progress window will appear to show status of the download process:










When the download is completed, the Remote Desktop will automatically attempt to establish a connection with the selected Host through the Gateway. If successful, a view of the Host desktop will be displayed in a Remote Desktop window. A menu bar of commands and configuration options appear along the top, and sub tabs for each Remote Desktop service enabled for this Host are along the bottom.








Below is an example of the Remote Desktop window, with Remote Control (Input Control), File Transfer and Remote Management services enabled:

Web Console Operating Guide



Below is a table of menu bar icons available in the Remote Desktop window:

Option	Icon	
Input Control		Gives the Account User control of keyboard and mouse input for the Remote Desktop
View Only		Gives the Account User view of Host desktop but no input control (toggles with Input Control icon)
Auto Share Clipboard		Automatically synchronizes any new content in local machine clipboard with Host desktop clipboard, and vice versa
Get Clipboard		Get contents of clipboard on Host desktop and places it in clipboard on local machine
Send Clipboard		Send contents of clipboard on local machine to clipboard on Host desktop
Send <Ctrl><Alt>		Open the Windows Security dialog for the Host user to logoff, lock, go to Task Manager and other Windows options
Send Keystroke		Sends selected keystroke(s) to Host desktop
	<Ctrl><Alt>	Open the Windows Security dialog for the Host user to logoff, lock, go to Task Manager and other Windows options
	Windows+L	Lock Host desktop

	<i>PrintScreen</i>	Capture snapshot of entire Host desktop and copy to clipboard
	<i>Alt+PrintScreen</i>	Capture snapshot of currently active window on the Host desktop and copy to clipboard
	<i>F11</i>	Sends an F11 keystroke to the Host desktop to toggle between normal and full screen modes
Manage Visual Effects		Toggle on/off settings to manage the appearance of the Remote Desktop connection window (similar to Effects tab in the Host Control Panel)
Chat		Opens a chat window in which text messages can be send to Host desktop and any other Account Users connected to that Host desktop
Copy Graphics		Copies a selected region of the Host desktop to the clipboard on the Account User's machine
Full Screen		Expand the Remote Desktop connection window to fill the full screen of the Account User's machine
Fit 1-to-1		Specifies that one pixel of the Host desktop display corresponds to exactly one pixel in the Remote Desktop connection window
Fit to Window		Scales the image of the Host desktop display to fit the size of the Remote Desktop connection window
Close		Closes the Remote Desktop connection window and disconnects the Account User from the Host desktop

Remote Desktop > Licensing Considerations



















The Remote Desktop is an exclusive feature of the Gateway Server when it is in Concurrent User license mode. In this mode, the QuickConnect button and the Connect commands in the dropdown context menu next to each Host in the Active Hosts section of the Web Console homepage and on the Members sub tab will be enabled.

When an Account User is logged in to the Web Console, he/she will be assigned one license under the Concurrent User license model. While the license is being held by the Web Console, the Account User can launch as many Remote Desktop windows as he/she wants, as long as the same web browser is being used.

In the example below, the Administrative Account User AK is consuming one concurrent user license with the Web Console (see the green check mark under the LIC column); in addition, he has two Remote Desktops with Input Control open to two different Hosts, both under the same concurrent user license as the Web Console (no check mark under the LIC column):

ACTIVE ACCOUNT DETAIL

(Administrative) at 192.168.1.1

MODE	CONNECTED TO	SERVICES	START TIME	ACTION	LIC
~ProductNameRoot~ Web Console					
	Gateway	Gateway Data Services	07/27/2012	Disconnect	
Remote Desktop Services					
	 INTEGRATION	     	07/27/2012	Release Input Control	
	 DEMO	     	07/27/2012	Release Input Control	

If the Web Console times out, or the Account User logs out, but one or more Remote Desktops are still open, the license will transfer to an open Remote Desktop, unless the Remote Desktop is in View Only mode (in which case no concurrent user license will be consumed).

If a Remote Desktop is open and consuming a license, and the Account User switches to View Only mode, the license will be released; if the Account User is in View Only mode and no other application is using a license, and the Account User requests input control, it will only be granted if a license is available for that account type.

If the same credentials are used to login to the Web Console from a different browser on the same machine, and/or from a different machine, or if the Account User tries to connect to a Host using the *Connect As...* command and submits different credentials, another license will be consumed.

For more information about Remote Desktop and licensing, please contact a member of the Sales or Support team at sales@vector-networks.com.

Recordings

The Gateway Server can be used to create and store recordings of Host desktops. The *Recordings* tab enables Administrative and Master Account Users to find, playback or delete these screen recording files from the Web Console.

Recordings Tab	Administrative Account	Master Account	Personal Account
Recordings Tab	Yes	Yes	

To view a list of screen recordings for a particular Host, the Account User can type in the Host name into the Search field:

MANAGE HOST RECORDINGS

HOST NAME (HostName): [\(Advanced Search\)](#)
(Required)

ACTIONS ▼

Select one or more recordings to continue

<input type="checkbox"/>	STARTED BY	HOST USER	START TIME	DURATION	SIZE	ACTION
<input checked="" type="checkbox"/>	franklin	smart	07/12/2012 10:14:46 AM	1 min 0 sec	273 KB	<input type="button" value="Play"/>
<input checked="" type="checkbox"/>	franklin	smart	07/11/2012 03:39:52 PM	1 min 0 sec	204 KB	<input type="button" value="Play"/>
<input type="checkbox"/>	franklin	smart	06/19/2012 10:03:47 AM	3 min 58 sec	620 KB	<input type="button" value="Play"/>

Page Size

Displaying items 1 - 6 of 6

Below is a table of fields, values and actions available for each screen recording:

Field	Description
Started By	Name of account that started the screen recording
Host User	Account User logged into the Host machine when screen recording was started
Start Time	Date & time when the screen recording was started
Duration	Length of the screen recording (in minutes)
Size	Size of the screen recording file (in kilobytes)
Actions	Actions that can be taken on this screen recording

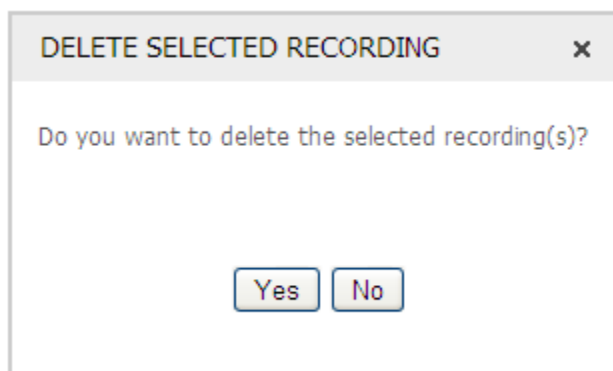
*Play*Play selected screen recording in a popup playback window

Recordings > Delete Recording

To delete screen recordings for this Host, click on the checkbox next to each entry, and then select the Delete Recordings command from the Actions dropdown menu:



The selected screen recording(s) will be permanently deleted from the Gateway Server if the Account User confirms the action in the popup window:



Recordings > Search For Recording

The Account User can find screen recordings for a particular Host by typing in all or part of the Host name into the Search field. If more than one Host name matches the Search field contents, the Account User will be presented with a dropdown list of matching Host names:

MANAGE HOST RECORDINGS

HOST NAME (HostName):

By default, the search box is set to Quick Search mode. The Account User can switch to Advanced Search mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The Account User can select/input values into one or more of these parameters to filter the results of the search.

MANAGE HOST RECORDINGS

HOST NAME (HostName):

START TIME (From-To):

STARTED BY ((A*/%G*/%N)\(A*/%G*/%N)):

RECORDING SPAN (From-To):

The following additional search parameters will appear for Advanced Search results:

Parameter	Description
Start Time	Filter the list of screen recordings displayed by specifying a time range for start time for recordings
	From Specify earliest start time for screen recording
	To Specify latest start time for screen recording
Started By	Filter the list of screen recordings displayed by specifying all or part of an account name (<Domain>\<Account Username>) that started the screen recordings
	<Char(s)>* Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. A* will list all account names that start with an A).
	<Char(s)> Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. *G* will list all account names that have a G somewhere in the name).

Web Console Operating Guide

	<i>*<Char(s)></i>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. <i>*N</i> will list all account names that end with an <i>N</i>).
Recording Span		Filter the list of screen recordings displayed by specifying a range for the length of the recordings in minutes
	<i>Min</i>	Minimum length of screen recording in minutes
	<i>Max</i>	Maximum length of screen recording in minutes

Accounts

The *Accounts* tab enables Administrative Account Users to create, edit and/or delete other Account Users for the Web Console. The Accounts tab is only visible to Administrative Account Users.

Accounts Tab	Administrative Account	Master Account	Personal Account
Accounts Tab	Yes		

All Account Users (except for Administrative Account Users) must be created in the Accounts tab before they can access the Web Console. The easiest way is to import individual or group Windows accounts from Active Directory or from the Account User's local system. This enables Account Users to use their Windows credentials to access the Web Console (or single-sign on, if the same credentials were used to login to Windows on the Account User's machine).

In the example below, four different Web Console accounts are defined; two individual Account Users and two group Account Users.





MANAGE WEB CONSOLE ACCOUNTS

ACCOUNT NAME ((A*/G*/N)\(A*/G*/N)):

Search

(Advanced Search)

Import New Account

	ACCOUNT NAME	ACCOUNT TYPE	ASSIGNED GROUP/HOST	LAST LOGIN	ACTIONS
	Administrator	Administrative		07/25/2012	<div>Edit</div> <div>Remove</div>
	masteruser	Master	All Hosts	07/25/2012	<div>Edit</div> <div>Remove</div>
	Domain Users	Administrative			<div>Edit</div> <div>Remove</div>
	Engineering	Master	Engineering		<div>Edit</div> <div>Remove</div>



1

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Displaying items 1 - 10 of 10

Below is a table of fields, values and actions available for each Account User:

Field	Description
Account Type	Icon indicates if this is an individual or group Windows account
	 Account User is an individual Windows account
	 Account User is a Windows security group
Account Name	<Domain>\<Username> or <Domain>\<Groupname> for the Account User

Web Console Operating Guide

Account Type	One of three types of Web Console accounts	
	<i>Administrator</i>	Administrative Account User
	<i>Master</i>	Master Account User
	<i>Personal</i>	Personal Account User
Assigned Group/Host	Name of the Group(s) or Personal Host(s) to which the Master or Personal Account User, respectively, has been granted access	
Last Login	Date & time when Account User last logged into the Web Console	
Actions	Actions that can be taken to manage this Web Console account	
	<i>Edit</i>	Change Account type (and assign Group if account type is Master, or Personal Host if account type is Personal) for this account
	<i>Remove</i>	Delete this Account User from the Web Console Note: This will also delete the Account User from the Gateway Server but from Active Directory or the local machine.

Because the Web Console accommodates both individual and group accounts, a Web Console Account User, when he/she attempts to login, may present Windows credentials that map to more than one Web Console Account User account. Below is a table that shows the order of precedence for the rules that the Web Console uses to determine which type of Web Console account the Account User will be assigned:

Rule	Description
1	<p>If the Web Console Account User presents credentials that match those of an existing Web Console individual account (i.e. the credentials presented at login are the same as those for the individual Windows account to which the Web Console account is linked), then the Web Console Account User will be granted access to use that Web Console account, as long as there is at least one available license for that account type (Administrator, Master, Personal).</p> <p>Note: An individual Windows account can only be associated with one and only one Web Console Account User account.</p> <p>Note: If the Account User credentials are found to match those associated with an Web Console individual account, any match with any group accounts will be ignored</p>
2	<p>If the Web Console Account User presents credentials that do not match those of any Web Console individual account, the Web Console will check to see if those credentials can be found in any Windows security group that has been linked to a Web Console group account.</p> <p>If the credentials are found to match those in more than one Windows security group, the Account User will be granted access to use the Web Console account with the account type that has the broadest access rights (i.e. Administrator, Master, Personal, in that order).</p>
3	<p>If the Account User credentials do not match those of any Web Console individual account, and are not found in any Windows security group linked to a Web Console group account, the Account User will be denied access to the Web Console.</p>

Accounts > Import New Account

Web Console Account Users must be created on the Accounts tab before they can access the Web Console. The administrator can click on the *Import New Account* button to import Windows accounts from Active Directory or from the Account User's local system:

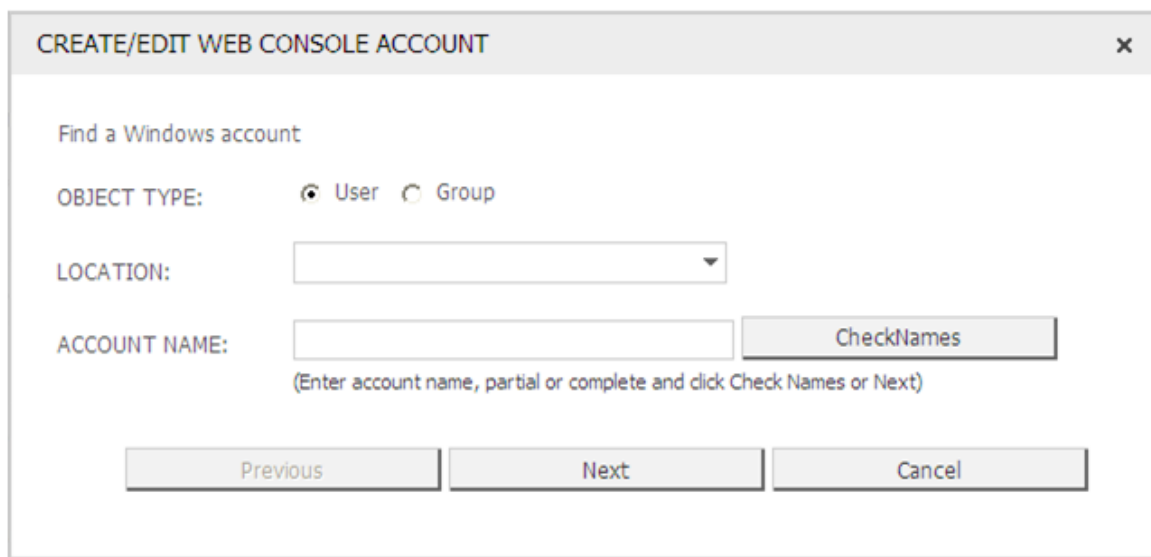
MANAGE WEB CONSOLE ACCOUNTS



ACCOUNT NAME ((A*/%G*/%N)\(A*/%G*/%N)): [\(Advanced Search\)](#)

Accounts > Import New Account > Find Windows Account

The first step of the account creation process is to identify the target Windows account that will be given access to the Web Console as either individual or group Account User:



CREATE/EDIT WEB CONSOLE ACCOUNT

Find a Windows account

OBJECT TYPE: ☒ User ☐ Group

LOCATION:

ACCOUNT NAME:

(Enter account name, partial or complete and click Check Names or Next)

By default, the Web Console will look in the Active Directory domain of the Gateway Server to find a target Windows account, and will display the domain name in the Location field. If Active Directory is not available, the Web Console will look in Local System on the Gateway Server machine.

The Account User can input the first few letters of the Windows login name into the Windows Account field to see a dropdown list of matches.

Accounts > Import New Account > Choose Account Type

Web Console Operating Guide

The second step of the account import process is to specify an account type for this new Web Console account.

If this is to be a new Administrative Account, the selected Windows account must meet one of the following 3 criteria:

- It is a domain Account User who is a member of the machine's Administrators group
- If Account User Access Control is turned on, it is a local machine account named "Administrator"
- If Account User Access Control is turned off, it is a local machine account which is a member of the machine's Administrators group

If none of the 3 criteria are met, an Administrative Account will still be created in the Web Console but it won't have the same access rights as other Administrative Accounts that do meet at least one of the 3 criteria.

CREATE/EDIT WEB CONSOLE ACCOUNT

• Account Name: |

Choose Account Type

CHOOSE AN ACCOUNT TYPE:

☒ Administrative ☐ Master ☐ Personal

The selected user will have full control over the Gateway only if that account meets one of the three criteria:

- Local machine account named "Administrator"
- Domain user who is a member of machine administrators group.
- If "User Access Control" is off, a local machine account who is member of the machine administrators group.

Previous Next Cancel

Accounts > Import New Account > Select Group (for Master only)

For new Master accounts, the third step of the account import process is to assign the new Master account access to a specific Group or Groups of Hosts. The Account User can select All Hosts from the dropdown list to give the new Master account the broadest access to available Hosts, or one or more other Groups to give Master account more limited access.

CREATE/EDIT WEB CONSOLE ACCOUNT [X]

- Account Name:
- Account Type: Master

Grant the Master account access to the Host(s) in the selected Group(s).

If no groups are selected, this account will not have security permissions set for it, but members of the account may have rights based on other account group memberships and permissions.

If a previous selected group is unselected, the security permissions for this account will be removed.

- ☐ All Hosts
- ☐ System
- ☐ grouptest1AAA
- ☐ Quality Assurance
- ☐ Engineering
- ☐ Sales
- ☐ CustomerCare
- ☐ Marketing
- ☐ North America

Previous Next Cancel

Accounts > Import New Account > Select Personal Host (for Personal only)

For new Personal accounts, the third step of the account import process is to grant the new Personal account access to a specific Host machine. The Account User can input the first few letters of the Host name and a dropdown list will appear with list of Host names that match.

CREATE/EDIT WEB CONSOLE ACCOUNT [X]

- Account Name: |
- Account Type: Personal

Grant Personal Account access to a Host

SELECT A HOST:

Previous Save Cancel

Accounts > Import New Account > Review

The final step of the account import process is to review the configuration information for the new account. If all the information is correct, click on *Save* to complete the process and create the new account. It will now appear in the Accounts table, where it can be edited or deleted.

CREATE/EDIT WEB CONSOLE ACCOUNT

Review Account information

- Account Name:
- Account Type: Personal
- Personal Host: DEMO

Previous

Save

Cancel

Accounts > Search For Account

When the number of accounts registered with the Web Console is large, Account Users can employ the search box to find a specific account by entering the first few letters of the account name (<Domain>\<Account Username>) and clicking on the *Search* button. The search field will automatically compare the Account User input with list of registered accounts and will display the ones that match in a drop down list. The Account User can click on the Search button at any time to see the contents of the drop down list appear in the Accounts table, or select a specific account from the list and then click on the *Search* button to see only that entry in the table.

MANAGE WEB CONSOLE ACCOUNTS

ACCOUNT NAME ((A*/%G*/%N)\(A*/%G*/%N)):

N|

NETWORKS\aprice

NETWORKS\asavage

Search

Import New Account

The Account User can also enter any combination of the “wildcard” character (“*”) and letters to customize the search:

Field	Description
Account Name	Search field for Account name (<Domain>\<Account Username>)
<Char(s)>*	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. <i>H*IA*</i> will list all account names with a domain name that starts with 'H' and a Account Username that starts with 'A').
<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. <i>*NET*IA*</i> will list all account names with domain name that has 'NET' somewhere in the string and a Account Username that starts with 'A').
*<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. <i>*IA*</i> will list all account names with any domain name and a Account Username that starts with 'A').

By default, the search box is set to Quick Search mode. The Account User can switch to Advanced Search mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The Account User can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameter will appear for *Advanced Search*:

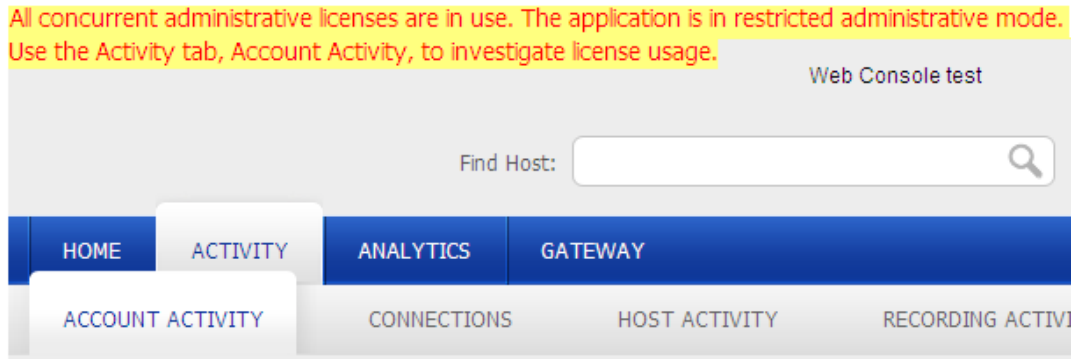
Parameter	Description
Account Type	Filter the list of accounts according to account type (Default = <i>All</i>)

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<i>All</i>	Show all Account Users
<i>Administrative</i>	Show only Administrative Account Users
<i>Master</i>	Show accounts only with Master Account Users
<i>Personal</i>	Show accounts only with Personal Account Users

Limited Administrative Account

If an Account User attempts to login to the Web Console using an Administrative account and all available Administrative account licenses are in use, the Account User will be granted access to the Web Console using a Limited Administrative account. This account type does not require a license but will give the Account User read-only access to the *Home*, *Activity*, *Analytics* and *Gateway* tabs to help identify and resolve any concurrency or licensing issues.



Activity

The Activity tab enables Administrative Account Users to monitor and track Host and account related activities occurring in your network in real-time. The Activity tab is only visible to Administrative Account Users.





Activity Sub Tabs	Administrative Account	Master Account	Personal Account
Active Accounts	Yes		
Active Connections	Yes		
Active Hosts	Yes		
Active Recordings	Yes		
Active Reverse Connections	Yes		
Pending Host Status Updates	Yes		







Activity > Active Accounts

The *Active Accounts* sub tab provides a real-time view of all the accounts that have one or more licenses currently in use.

ACTIVE ACCOUNTS





ADMINISTRATIVE USERS:		1/5
MASTER USERS:		0/10
PERSONAL USERS:		0/20

ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT ADDRESS	START TIME	CONNECTION MODE	LICENSES
NETWORKS\min	Administrative	192.168.1.1	08/06/2012	    0	1 Details


   1 Page Size 10    Displaying items 1 - 1 of 1

In the table header, the number of licenses in use and the total number of licenses available are shown by account type.




































Below is a table of fields, values and icons available for each entry in the Active Accounts table:

Parameter	Description
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console
Account Type	One of three types of Web Console accounts
	<i>Administrative</i> Administrative Account User
	<i>Master</i> Master Account User
	<i>Personal</i> Personal Account User
Account Address	IP address of the Account User's machine in either IPv4 or IPv6 format
Start Time	Date & time when the Account User logged into the Gateway Server using one of the Remote Desktop connection modes (applications) indicated below
Connection Mode	The applications which are open and active on the Account User's desktop are indicated here
	 Indicates that the Web Console application is open and connected to this Gateway Server
	 Indicates that the Gateway Administrator application is open and connected to this Gateway Server
	 Indicates that the Master application is open and connected to this Gateway Server
	 Indicates that Account User has Remote Desktop session (through Web Console) open to this Host

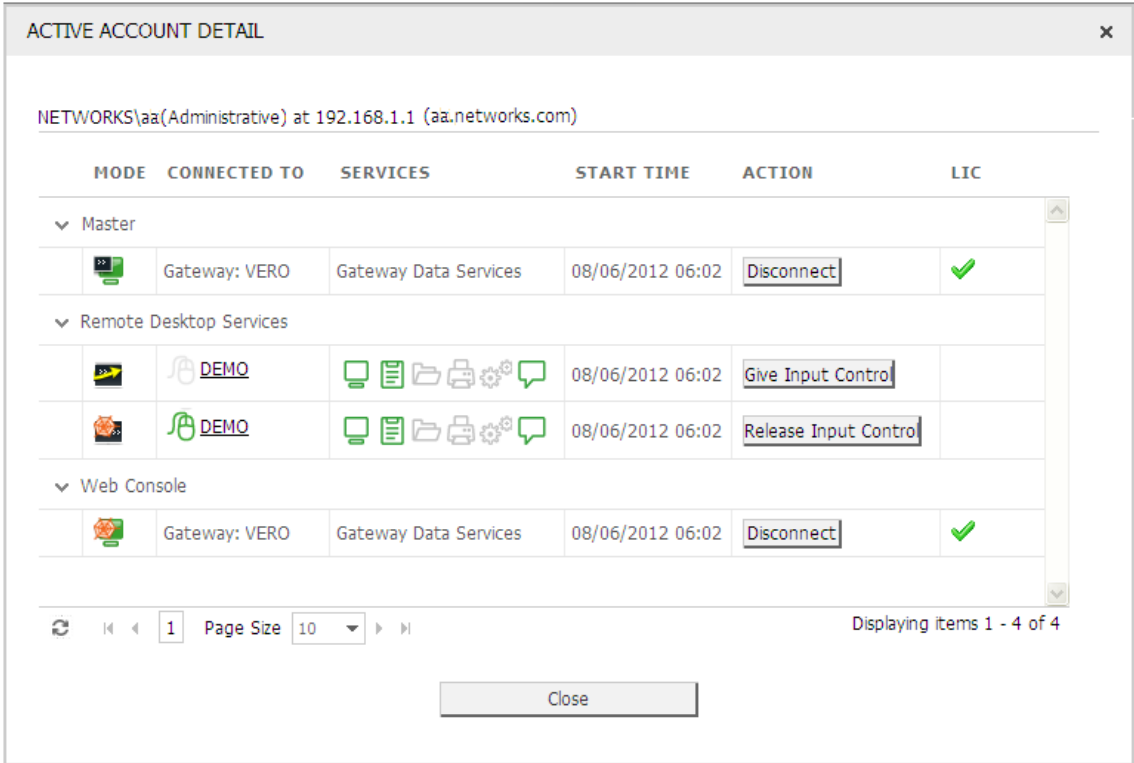
Web Console Operating Guide

	Indicates that Account User has Remote Desktop connection Window session (through Master) open to this Host
<#>	Indicates the total number of Remote Desktops (either Remote Desktops and/or Remote Desktop connection Windows) open to unique Hosts
Licenses	Number of licenses currently being used by this account. The value is usually equal to one, regardless of the number of Remote Desktops the account might have open. The license count might be greater than one if the Account User is using more than one Remote Desktop connection mode to the same Gateway Server at the same time

Below is a table of examples that show different ways an Account User can access the Gateway Server and/or open a Remote Desktop, and the combination of icons that would be activated.

Connection Mode	Description
     0	Indicates that the Web Console is open and connected to this Gateway Server, and there are no Remote Desktops open
     1	Indicates that the Web Console is open and connected to this Gateway Server, and one Remote Desktop has been opened through it
     0	Indicates that standalone Master application is open and connected to this Gateway Server, and there are no Remote Desktops open
     1	Indicates that standalone Master application is open and connected to this Gateway Server, and one Remote Desktop connection Window has been opened through it
     1	Indicates that the Web Console and Master application are open and connected to this Gateway Server, and that Remote Desktops (one Remote Desktop and one Remote Desktop connection Window) to the same Host are open (otherwise the count would be 2)
     2	Indicates that the Web Console and Master application are open and connected to this Gateway Server, and that Remote Desktops (one Remote Desktop and one Remote Desktop connection Window) to 2 different Hosts are open
     0	Indicates that standalone Gateway Administrator is open and connected to this Gateway Server


For each entry in the Active Accounts table, the *Details* link can be clicked to get a popup window with more information and commands to manage the remote desktop applications active for this Account User on this machine.















The following information is displayed in the header for each Active Account:


Parameter	Description
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console
(Account Type)	One of three types of Web Console accounts
	Administrative Administrative Account User
	Master Master Account User
	Personal Personal Account User
Account Address	IP address of the Account User's machine in either IPv4 or IPv6 format

Below is a table of fields, values and icons available for each remote desktop application that is active for this Account User on this machine:

Parameter	Description
Connection Mode	The applications which are open and active on the Account User's desktop are indicated here
	 Indicates that the Web Console application is open and connected to this Gateway Server

Web Console Operating Guide




















		Indicates that the Gateway Administrator application is open and connected to this Gateway Server
		Indicates that the Master application is open and connected to this Gateway Server
		Indicates that Account User has Remote Desktop session (through Web Console) open to this Host
		Indicates that Account User has Remote Desktop connection Window session (through Master) open to this Host
Connected To	Name of the Gateway Server or a specific Host that the account is connected to; if it is a Host, the Host name can be clicked to get a popup window with more details about the account's Remote Desktop connection to the Host machine	
		Indicates that this account has control over keyboard/mouse input for this Host
		Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host <i>Note: The Account User can grab input control by clicking on the mouse icon in the menu bar for the Remote Desktop for this Host.</i>
Services	A series of icons that indicate current status of various services available during an active Remote Desktop connection with this Host	
		Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine
		Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it
		Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)
	<i>Gateway Data Services</i>	Underlying Remote Desktop connection from Web Console, Gateway Administrator and/or Master to Gateway Server; enables Remote Desktop connections to and

	services from individual Hosts connected to that Gateway Server	
Start Time	Date & time when the Remote Desktop connection was started	
Actions	Commands to manage active applications for this Account User	
	Disconnect	Break Remote Desktop connection to Gateway Server from Web Console, Gateway Administrator or Master; usually results in freeing up a license
	Release Input Control	Convert an active Remote Desktop (via Web Console) or Remote Desktop connection Window (via Master) to view-only mode; usually results in freeing up a license, unless an application with Gateway Server Data Services Remote Desktop connection is active
	Give Input Control	Convert an active Remote Desktop (via Web Console) or Remote Desktop connection Window (via Master) from view-only mode to one with input control; usually results in requesting an additional license, unless an application with Gateway Server Data Services Remote Desktop connection is active
License		Indicates which application(s) are currently consuming a concurrent Account User license

Activity > Active Connections

The *Active Connections* sub tab provides a real-time view of all the Remote Desktop connections that each active Account User has to the Gateway Server and to any individual Hosts.

ACTIVE CONNECTIONS








CONNECTED TO	SERVICES	START TIME	ACTION	
▼ NT AUTHORITY\SYSTEM (Companion Service) via TCP from fe80::e4cf:b8%15				
Gateway: VERO	Gateway Data Services	08/02/2012	Disconnect	
▼  NETWORKS\aa (Web Console) via TCP from fe80::e4cf:b8%15				
Gateway: VERO	Gateway Data Services	08/06/2012	Disconnect	
▼  NETWORKS\aa (Master) via IP from 192.168.1.1				
Gateway: VERO	Gateway Data Services	08/06/2012	Disconnect	
 DEMO	    	08/06/2012	Give Input Control	
▼  NETWORKS\aa (Web Desktop) via SSL at 192.168.1.1				
 DEMO	    	08/06/2012	Give Input Control	
  1 Page Size 10  				
Displaying items 1 - 5 of 5				

The following information is displayed in the header for each active Account User:

Parameter	Description						
Account Name	<Domain>\<Username> for the Account User that has logged-in to the Web Console						
Application	The application (connection mode) that is active for this Account User						
	<table> <tr> <td><i>Companion Service</i></td><td>Indicates that Web Console is running and has an internal Remote Desktop connection to the Gateway Server</td></tr> <tr> <td><i>Web Console</i></td><td>Indicates that the Web Console application is open and connected to this Gateway Server</td></tr> <tr> <td><i>Gateway Administrator</i></td><td>Indicates that the Gateway Administrator application is open and connected to this Gateway Server</td></tr> </table>	<i>Companion Service</i>	Indicates that Web Console is running and has an internal Remote Desktop connection to the Gateway Server	<i>Web Console</i>	Indicates that the Web Console application is open and connected to this Gateway Server	<i>Gateway Administrator</i>	Indicates that the Gateway Administrator application is open and connected to this Gateway Server
<i>Companion Service</i>	Indicates that Web Console is running and has an internal Remote Desktop connection to the Gateway Server						
<i>Web Console</i>	Indicates that the Web Console application is open and connected to this Gateway Server						
<i>Gateway Administrator</i>	Indicates that the Gateway Administrator application is open and connected to this Gateway Server						

<i>Master</i>	Indicates that the Master application is open and connected to this Gateway Server
<i>Remote Desktop</i>	Indicates that Account User has Connection Window (through Remote Desktop) open to this Host
<i>Connection Window</i>	Indicates that Account User has Connection Window (through Master) open to this Host
Protocol	Protocol and port used for communication with the Host machine (TCP, UDP, SSL)
Host Address	IP address of the Account User's machine in either IPv4 or IPv6 format

Below is a table of fields, values and icons available for each active Remote Desktop connection that the Account User has:

Parameter	Description
Connected To	Name of the Gateway Server or a specific Host that the account is connected to; if it is a Host, the Host name can be clicked to get a popup window with more details about the account's Remote Desktop connection to the Host machine
	 Indicates that this account has control over keyboard/mouse input for this Host
	 Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host Note: The Account User can grab input control by clicking on the mouse icon in the menu bar for the Remote Desktop for this Host.
Services	A series of icons that indicate current status of various services available during an active Remote Desktop connection with this Host
	 Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control
	 Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
	 File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
	 Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine
	 Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it

Web Console Operating Guide



Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)

Gateway Data Services

Underlying Remote Desktop connection from Web Console, Gateway Administrator and/or Master to Gateway Server; enables Remote Desktop connections to and services from individual Hosts connected to that Gateway Server












Start Time

Date & time when the Remote Desktop connection was started

Activity > Active Hosts

The *Active Hosts* sub tab provides a real-time view of Host machines that are involved in active Remote Desktop connections with one or more accounts.





ACTIVE HOSTS

ACCOUNT MACHINE	ACCOUNT ADDRESS	PROTOCOL	ACCOUNT NAME	ACTIVITY	START TIME	
▼ DEMOROOM via IP 1505 at fe80::ae:615%15 <div>Disconnect</div>						
 mike	192.168.1.1	SSL 1241	NETWORKS\aa	     	08/06/2012 06:28:14 PM	
<div>  1 Page Size 10  </div>					Displaying items 1 - 1 of 1	

The following information is displayed in the header for each Active Host:



















Parameter	Description
Host Name	Host name
Protocol	Protocol and port used for communication with the Host machine
Host Address	IP address of the Host machine in either IPv4 or IPv6 format
Disconnect	Option to terminate one or more services immediately for all accounts connected to this Host. <i>Note: Terminating the Remote Control service will result in entire Remote Desktop connection being terminated.</i>

Below is a table of fields, values and icons available for each Account User and machine actively connected to this Host:

Parameter	Description
Application	The application (connection mode) being used to access this Host
	 Indicates that Account User has Remote Desktop session (through Web Console) open to this Host
	 Indicates that Account User has Connection Window session (through Master) open to this Host
Account Machine	Name of Account User's machine being used to access this Host
	 Indicates that this account has control over keyboard/mouse input for this Host
	 Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host

Web Console Operating Guide

Note: The Account User can grab input control by clicking on the mouse icon in the menu bar for the Remote Desktop for this Host.

Account Address	IP address of the Account User's machine in either IPv4 or IPv6 format												
Protocol	Protocol and port being used for communication by the Account User's machine												
Account Name	<Domain>\<Username> for the Account User that has logged-in to access this Host												
Services	<p>A series of icons that indicate current status of various services available during an active Remote Desktop connection with this Host</p> <table><tr><td></td><td>Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control</td></tr><tr><td></td><td>Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa</td></tr><tr><td></td><td>File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa</td></tr><tr><td></td><td>Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine</td></tr><tr><td></td><td>Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it</td></tr><tr><td></td><td>Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)</td></tr></table>		Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control		Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa		File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa		Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine		Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it		Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)
	Remote Control service is available for this Host. Account User can view Remote Desktop and exercise keyboard/mouse input control												
	Clipboard service is available for this Host. Account User can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa												
	File Transfer service is available for this Host. Account User can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa												
	Remote Printing service is available for this Host. Account User can send a document on the Host machine to a printer attached to the Account User's local machine												
	Remote Management service is available for this Host. Account User can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it												
	Chat service is available for this Host. Account User can send/receive instant messages to/from this Host (and to/from all other connected Account Users)												
Start Time	Date & time when the Remote Desktop connection from this Account User to this Host was started												

Activity > Active Recordings

The *Active Recordings* sub tab provides a real-time view of all the Host desktops that are actively being recorded.

ACTIVE RECORDINGS

HOST	HOST USER	STARTED BY	START TIME	SPAN	ACTIONS
VERO	Administrator	NETWORKS\aa	08/06/2012 06:56:17 PM	1 min	<div>Adjust</div> <div>Stop</div>
<div><div><div></div><div></div><div></div><div></div><div></div></div><div>1</div><div>Page Size</div><div>10</div><div></div><div></div></div> <div>Displaying items 1 - 1 of 1</div>					

Below is a table of fields, values and icons available for each license in use:

Parameter	Description
Host Name	Name of the Host machine with desktop being recorded
Host User	Windows login of the Account User logged-in to the Host machine
Started By	Name of account (<Domain>\<Account Username>) that initiated the recording of desktop of this Host
Start Time	Date & time when the recording started
Span	Planned length in minutes of the recording
Actions	Actions that can be taken on this active recording
	<div>Adjust</div> Adjust the planned length of the recording
	<div>Stop</div> Stop the recording

Activity > Active Reverse Connections

The *Active Reverse Connections* sub tab provides a real-time view of all active Reverse connections to the Gateway Server. A Host will use a Reverse connection to establish and maintain a Gateway connection to the Gateway Server if it is not located in the same domain (i.e. cannot reach the Active Directory being used by the Gateway Server.) This is often the case if the Host machine is located behind a different firewall or NAT device.

ACTIVE REVERSE CONNECTIONS

HOST	ADDRESS	PROTOCOL	STATUS	START TIME	ACTIONS
INTEGRATION\dv on INTEGRATION	192.168.1.8	IP 605	0x0	8/1/2012 7:29:38 PM	Disconnect

1 Page Size 10 Displaying items 1 - 1 of 1

Below is a table of fields, values and icons available for each Host with an active Reverse connection:

Parameter	Description
Host	Name of the Host machine with active Reverse connection to the Gateway Server
Address	IP address of the Host machine in either IPv4 or IPv6 format
Protocol	Protocol and port being used by the Host for the Reverse connection
Status	Status of the Reverse connection
	<i>0x0</i> Gateway connection status = Active.
Start Time	Date & time when the Reverse connection was started
Actions	Actions that can be taken on this Reverse connection
	<i>Disconnect</i> Terminate the Reverse connection from the Host to the Gateway Server immediately

Activity > Pending Host Status Updates

The *Pending Host Status Updates* sub tab provides a real-time view of all Hosts waiting for status update from the Gateway Server (which means their Gateway connection information may be stale).

PENDING HOST STATUS UPDATES

HOST	ADDRESS	PROTOCOL	STATUS	START TIME	ACTIONS
WIN7	fe80::f5b6:384:ca6:cc11%15	IP 1505	0x0	8/6/2012 7:06:49 PM	Disconnect
MAPLE	192.168.1.8	IP 1505	0x0	8/6/2012 7:06:49 PM	Disconnect

1 Page Size

10

Displaying items 1 - 7 of 7

Below is a table of fields, values and icons available for each Host with an active Gateway connection:

Parameter	Description
Host	Name of the Host machine scheduled for status update from the Gateway Server
Address	IP address of the Host machine in either IPv4 or IPv6 format
Protocol	Protocol and port being used by the Host to communicate with the Gateway Server
Status	Status of the Gateway connection
	<i>0x0</i> Gateway connection status = Active.
Start Time	Date & time when the Host update was scheduled
Actions	Actions that can be taken on this Gateway connection
	<i>Disconnect</i> Terminate the Gateway connection between the Host and the Gateway Server immediately

Analytics

The Analytics tab enables Administrative Account Users to configure and generate custom reports of Remote Desktop connection, service, recording and license activity in your network for audit and archive purposes. The Analytics tab is only visible to Administrative Account Users.

Analytics Sub Tabs	Administrative Account	Master Account	Personal Account
Connection History	Yes		
Services Audit Report	Yes		
Recordings Audit Report	Yes		
Licenses Audit Report	Yes		

Analytics > Connection History

The *Connection History* sub tab enables Account Users to generate a custom report of connections established to the Gateway Server by different applications.

CONNECTION HISTORY

CONNECTION MODE (Pro A*/%G*/%N) :

Search



ACCOUNT NAME ((A*/%G*/%N)\(A*/%G*/%N)) :



ACCOUNT ADDRESS (192*/%,10.10*/%,101) :

CONNECTION STATUS:

☒ All ☐ Successful ☐ Failed

START TIME (From-To) :

ACCOUNT NAME	CONNECTION MODE	ACCOUNT ADDRESS	START TIME	END TIME
	Web Console	fe80::fe80:b727%11	01/20/2012 02:26:30 PM	
	Web Console	fe80::198e:6c87%11	01/20/2012 01:30:11 PM	01/20/2012 01:54:04

Below is a table of fields and values available for each entry in the Remote Desktop connections Audit report:

Parameter	Description
Account Name	<Domain>\<Username> for the Account User that established the Gateway connection
Connection Mode	The application used to establish the Gateway connection
Account Address	IP address of the Account User's machine in either IPv4 or IPv6 format
Start Time	Date & time when the Gateway connection started (or attempted to start)
End Time	Date & time when the Gateway connection ended; if this field is blank, the Gateway connection is still active

The Account User can customize the Connection History report by specifying values in one or more of the parameters available in the search box:

Parameter	Description
Connection Mode	Filter the list of Gateway connections displayed by specifying all or part of an application used to establish the Gateway connection
	Web Console Indicates that the Web Console was used for this Gateway connection
	Gateway Administrator Indicates that the Gateway Administrator was used for this Gateway connection

Web Console Operating Guide

	<i>Master</i>	Indicates that the standalone Master was used for this Gateway connection
Account Name	Filter the list of Gateway connections displayed by specifying all or part of account name (<Domain>\< Username>) used to establish the Gateway connection	
	<i><Char(s)>*</i>	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. <i>A*</i> will list all a names that start with an A).
	<i>*<Char(s)>*</i>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. <i>*G*</i> will list all names that have a G somewhere in the name).
	<i>*<Char(s)></i>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. <i>*N</i> will list all names that end with an N).
Account Address	Filter the list of Gateway connections displayed by specifying all or part of an IP address for the Account User's machine	
	<i><Num(s)>*</i>	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. <i>192*</i> will list all Host names with IP address that start with 192...)
	<i>*<Num(s)>*</i>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. <i>*10.10*</i> will list all Host names that have a 10.10 sequence somewhere in the IP address)
	<i>*<Num(s)></i>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. <i>*.101</i> will list all Host names with IP address that end with .101)
Connection Status	Filter the list of Gateway connections displayed according to the success or failure of the Gateway connection attempt	
	<i>All</i>	Indicates that all Gateway connections should be included in results
	<i>Successful</i>	Indicates that only successful Gateway connection attempts should be included in results
	<i>Failed</i>	Indicates that only unsuccessful Gateway connection attempts should be included in results
Start Time	Filter the list of Gateway connections displayed by specifying a time range for starting or attempting to start a Gateway connection	
	<i>From</i>	Specify earliest start time for search range
	<i>To</i>	Specify latest start time for search range
End Time	Filter the list of Gateway connections displayed by specifying a time range for ending a Gateway connection	
	<i>From</i>	Specify earliest end time for search range
	<i>To</i>	Specify latest end time for search range

Analytics > Services History

The *Services History* sub tab enables Account Users to generate a custom report of services delivered through the Gateway Server.

SERVICES HISTORY

HOST NAME (A*/G*/N):

Search

PROTOCOL:

☒ All ☐ UDP/IP ☐ TCP/IP ☐ SSL

PORT (Port Number):

ACCOUNT NAME ((A*/G*/N)(A*/G*/N)):





h*\A*

ACCOUNT ADDRESS (192*/*.10.10*/*.101):

CONNECTION STATUS:

☒ All ☐ Successful ☐ Failed

START TIME (From-To):

1/20/2011 12:00 AM   1/21/2012 12:00 AM  

SERVICES:

☒ Remote Control ☒ Clipboard ☒ File Transfer
☒ Remote Printing ☒ Remote Administration ☒ Chat

ACCOUNT NAME	HOST NAME	SERVICE	START TIME	END TIME
HOOVER\Administrator	MAPLE	Chat	01/20/2012 12:00:41 PM	01/20/2012 02:37:02 PM

Below is a table of fields and values available for each entry in the Services History report:

Parameter	Description
Account Name	<Domain>\<Username> for the Account User that initiated the service request to the Host
Host Name	Name of the Host machine enabled to provide the service
Service	Name of the service activity
Start Time	Date & time when the service was enabled
End Time	Date & time when the availability of the service ended

The Account User can customize the Services History report by specifying values in one or more of the parameters available in the search box:

Parameter	Description
Host Name	Filter the list of services enabled by specifying all or part of the name of a Host that provided the services

Web Console Operating Guide

Protocol	Filter the list of services enabled by specifying a network protocol for the services	
	<i>All</i>	Include all services in the results, regardless of protocol
	<i>UDP/IP</i>	Include only services carried over UDP in the results
	<i>TCP/IP</i>	Include only services carried over TCP in the results
	<i>SSL</i>	Include only services carried over SSL in the results
Port	Filter the list of services enabled by specifying port number for the Host that provided the services	
Account Name	Filter the list of services enabled by specifying all or part of account name <Domain>\<Username> used to initiate the request for the service	
	<Char(s)>*	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. A* will list all a names that start with an A).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. *G* will list all names that have a G somewhere in the name).
	*<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. *N will list all names that end with an N).
Account Address	Filter the list of services enabled by specifying all or part of an IP address for the Account User's machine	
	<Num(s)>*	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. 192* will list all Host names with IP address that start with 192...)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. *10.10* will list all Host names that have a 10.10 sequence somewhere in the IP address)
	*<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. *.101 will list all Host names with IP address that end with .101)
Connection Status	Filter the list of services enabled according to the success or failure of the Remote Desktop connection attempt	
	<i>All</i>	Indicates that all Remote Desktop connections should be included in results
	<i>Successful</i>	Indicates that only successful Remote Desktop connection attempts should be included in results
	<i>Failed</i>	Indicates that only unsuccessful Remote Desktop connection attempts should be included in results
Start Time	Filter the list of services enabled by specifying a time range for enabling or attempting to enable a Remote Desktop connection	

	<i>From</i>	Specify earliest start time for search range
	<i>To</i>	Specify latest start time for search range
Services	Filter the list of services by specifying one or more services enabled by the Host	
	<i>Remote Control</i>	Include in the results any instances of Remote Control services enabled
	<i>Clipboard</i>	Include in the results any instances of Clipboard services enabled
	<i>File Transfer</i>	Include in the results any instances of File Transfer services enabled
	<i>Remote Printing</i>	Include in the results any instances of Remote Printing services enabled
	<i>Remote Management</i>	Include in the results any instances of Remote Management services enabled
	<i>Chat</i>	Include in the results any instances of Chat services enabled

Gateway

The *Gateway* tab enables Administrative Account Users to view and edit configuration settings, licenses and security for the Gateway Server. The Gateway tab is only visible to Administrative Account Users.

Gateway Sub Tabs	Administrative Account	Master Account	Personal Account
Gateway Settings	Yes		
Gateway Licenses	Yes		
Polling Ranges	Yes		
Gateway Accounts	Yes		
Web Console Settings	Yes		

Gateway > Gateway Settings

The *Gateway Settings* sub tab allows the Account User to view and edit configuration settings for the Gateway Server to which the Web Console is connected. See the *PC-Duo Gateway Server Guide* for more information about these settings.

Gateway Settings are organized into 8 subsections and are displayed on this page. Jump to a particular subsection by choosing it in the dropdown selection box.

GATEWAY SETTINGS

JUMP TO ▾

NAME	VALUE
> General	<div>Top</div> <div>Edit</div>
> Auditing	<div>Top</div> <div>Edit</div>
> Protocols	<div>Top</div> <div>Edit</div>
> Encryption	<div>Top</div> <div>Edit</div>
> Schedule	<div>Top</div> <div>Edit</div>
> Recording	<div>Top</div> <div>Edit</div>
> Network	<div>Top</div> <div>Edit</div>
> Grouping	<div>Top</div> <div>Edit</div>

Gateway > Gateway Settings > Jump To Menu

The Jump To menu provides quick access to different subsections of Gateway Settings:

JUMP TO ▾

GENERAL

AUDITING

PROTOCOLS

ENCRYPTION

SCHEDULE

RECORDING

NETWORK

GROUPING

Below is a table of fields, values and actions available in the Gateway Accounts table:

Field	Description
Name	Name of the Gateway Server setting
Value	Current value for this Gateway Server setting
Commands	Following commands are available to edit setting values
	<i>Edit</i> Edit one or more settings in this section
	<i>Top</i> Jump back to the top of the Gateway Server settings page

Gateway > Gateway Settings > General

Below is typical view of Gateway settings in the General subsection:

▼ General

PC-Duo Gateway Server version	12.5.2385
Station name	GWC
Automatically move newly discovered workstations from "Unmanaged Hosts" to the "All Hosts" group	No
Enable management of Hosts by logged-in usernames	No
Show logged-in users by username only (without domain names)	Yes
Automatically update status of "Managed Hosts" older than	30
Automatically delete Hosts with last connect time older than	120
Concurrent user mode logout warning (minutes)	15
Concurrent user mode logout additional (minutes)	5
Concurrent user mode input control timeout (minutes)	10

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the General subsection:

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GENERAL

Gateway station name: GATEWAY

Workstation-based Host management

☒ Automatically move newly discovered workstations from "Unmanaged Hosts" to the "All Hosts" group

User-based Host management

☐ Enable management of Hosts by logged-in usernames
☒ Show logged-in users by username only (without domain names)
☐ Automatically move newly discovered usernames from "Unmanaged Hosts" to the "All Hosts" group

Status updates for managed Hosts

☒ Update Host status every 30 minutes

Automatic Host cleanup

☒ Delete Hosts with last connect time older than 120 days

Concurrent user license mode inactivity timeouts

Warn users after 40 minutes
Log users out after an additional 10 minutes
Automatically release input control after 65 minutes

Apply Changes

Cancel

For more information about configuration options in the General subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Auditing

Below is typical view of Gateway settings in the Auditing subsection:

▼ Auditing

Log information to event log	No
Log information to text file	Yes
Only log failures	No
Audit log file name	C:\Program Files (x86)\Vector Networks\PC-Duo Gateway\AuditLogs
Maximum log file age (days)	40
Log file rollover frequency	Once weekly
Audit data provider	SQLOLEDB
Audit data source	(local)\SQLEXPRESS
Audit database	ProxyDb
Audit data connection	Open

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Auditing subsection:

AUDITING

Audit logging location

☐ Create entries in event viewer application log

☒ Create entries in text file in the directory: C:\Program Files (x86)\Vector Networks\PC-Duo Gateway\AuditLogs

Automatically start a new log file: Once weekly

Automatically delete log files older than (days): 40

Audit logging conditions

☐ Failed operations only ☒ All operations, successful or failed

Audit database connection

Provider: SQLOLEDB Data source: (local)\SQLEXPRESS Database: ProxyDb Connection: Open

Note

Pending text file directory changes will take effect at next Gateway server restart.

Apply Changes Cancel

For more information about configuration options in the Auditing subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Protocols

Below is typical view of Gateway settings in the Protocols section:

Web Console Operating Guide

▼ Protocols		Top	Edit
UDP network protocol	Port 2303 on address(es) fe80::da9c%10, 192.1.1.23, ::1, 127.0.0.1		
TCP/IP network protocol	Port 2303 on address(es) fe80::da9c%10, 192.1.1.23, ::1, 127.0.0.1		
SSL network protocol	Port 5001 on address(es) fe80::da9c%10, 192.1.1.23, ::1, 127.0.0.1		

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Protocols subsection:

PROTOCOLS

UDP/IP protocol

☒ Enabled
 Standard

Port 2303 on address(es) fe80::52:3ec0:44e0:da9c%10, 192.168.1.23, ::1, 127.0.0.1

TCP/IP protocol

☒ Enabled
 Standard
 [Bindings...](#)

Address Restrictions:
 [Other Clients...](#)
[Hosts...](#)

Port 2303 on address(es) fe80::52:3ec0:44e0:da9c%10, 192.168.1.23, ::1, 127.0.0.1

SSL protocol

☒ Enabled
 5001
 [View Cert...](#)
[Bindings...](#)

Address Restrictions:
 [Other Clients...](#)
[Hosts...](#)

Port 5001 on address(es) fe80::52:3ec0:44e0:da9c%10, 192.168.1.23, ::1, 127.0.0.1

Apply Changes

Cancel

For more information about configuration options in the Protocols subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Encryption

Below is typical view of Gateway settings in the Encryption section:

Encryption		Top	Edit
	Encrypt connection for Master control panel and Gateway admin	Yes	
	Encrypt connection for Host status and administration	Yes	
	Encrypt connection for Host Remote Control, File Transfer, Remote Printing, Clipboard, and administration	Yes	
	Encrypt connection for Master viewer Remote Control, File Transfer, Remote Printing, Clipboard, and administration	Yes	
	Use Secure LDAP (LDAPS://) for explicit queries against Active Directory	No	

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Encryption subsection:

ENCRIPTION

Use Encryption

☒ Gateway Data Services [Select ciphers...](#)
☒ Remote Desktop Services [Select ciphers...](#)
☒ Host status and administration
☒ Host connection services

Note

Data Services refer to reading or writing Gateway settings, enumerating Hosts and groups of Hosts, and other features of the Web Console and Gateway Server. Connection Services refer to services available through the Connection Window, including Remote Control, File Transfer, Remote Printing, Remote Administration, Clipboard and Chat.

Active Directory

PC-Duo accesses Active Directory implicitly (through operating system APIs like authentication) and explicitly to look up certain information. If your infrastructure is configured to support secure LDAP (LDAPS) on port 636, you can check this checkbox to have the Gateway and Web Console use LDAPS instead of LDAP.

☐ Use Secure LDAP (LDAPS://) for explicit queries against Active Directory

Apply Changes

Cancel

For more information about configuration options in the Encryption subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Schedule

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Below is typical view of Gateway settings in the Schedule section:

▼ Schedule	Top	Edit
Periodic tasks schedule	Daily @6:00 AM	

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Schedule subsection:

SCHEDULE

Periodic tasks schedule

☒ Once a day, on selected days of the week

☐ Periodically throughout the day, every day

☐ According to an advanced schedule

Starting at

☒ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday

Note

This is the schedule for periodic cleanup tasks which the Gateway automatically performs, including deleting old recordings and deleting old audit log files.

Apply Changes

Cancel

For more information about configuration options in the Schedule subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Recording

Below is typical view of Gateway settings in the Recording section:

▼ Recording

Recording directory	C:\Program Files (x86)\Vector Networks\PC-Duo Gateway\Data\Recordings
Maximum recorded session size (kilobytes)	2097151
Maximum recorded session duration (hours)	744
Automatically delete sessions older than (hours)	0
Minimum data size (KB) before criteria checked	100
Maximum data size (KB) after minimum met	3072
Maximum duration (seconds) after minimum met	300
Override Host screen capture settings	Yes
Prefer user mode screen capture	No
Current user mode screen capture profile	Medium-Low (recording)

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Recording subsection:

RECORDING

Recording file directory: C:\Program Files (x86)\Vector Networks\PC-Duo Gateway\Data\Recordings

Automatic checkpoint generation

Minimum data size (KB) before criteria checked

100

Maximum data size (KB) after minimum met

3072

Maximum duration (seconds) after minimum met

300

Limits

Maximum recorded session size (kilobytes)

2097151

Maximum recorded session duration (hours)

744

Automatically delete sessions older than (hours)

0

Screen capture preferences

☐ Use Host settings for screen capture preferences

☒ Override Host settings as follows:

☒ Prefer kernel mode, but use this profile for user mode

☐ Prefer user mode, and use this profile

"Medium-Low (recording)" [Configure...](#)

Apply Changes

Cancel

Web Console Operating Guide

For more information about configuration options in the Recording subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Network

Below is typical view of Gateway settings in the Network section:

<div> <div>▼ Network</div> <div>Top Edit</div> </div>	
"Local Network" address ranges	192.168.0.0[255.255.0.0],172.16.0.0 [255.240.0.0],FE80::/10,FEC0::/10,::1,10.0.0.0[255.0.0.0],127.0.0.1
"Local Network" address range exceptions	1.212.21.122
Trusted Device list	111.222.3.4

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Network subsection:

NETWORK

"Local Network" address ranges

Add Range...

ADDRESS RANGE	ACTIONS
10.0.0.0[255.0.0.0]	<div>Edit Range...</div> <div>Remove Range</div>
192.168.0.0[255.255.0.0]	<div>Edit Range...</div> <div>Remove Range</div>
172.16.0.0[255.240.0.0]	<div>Edit Range...</div> <div>Remove Range</div>
127.0.0.1	<div>Edit Range...</div> <div>Remove Range</div>
FE80::/10	<div>Edit Range...</div> <div>Remove Range</div>
FEC0::/10	<div>Edit Range...</div> <div>Remove Range</div>

Apply Changes

Close

For more information about configuration options in the Network subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Settings > Grouping

Below is typical view of Gateway settings in the Grouping section:

<div> <div>▼ Grouping</div> <div>Top</div> <div>Edit</div> </div>	
Global Host grouping policy	Additive: Host added to groups in matching rules; no group memberships removed
Global Host Grouping Group	Boston Sales Team

The Administrative Account User can click on the *Edit* button to view and/or edit any of these configuration options in the Grouping subsection:

GROUPING

Automatically group Hosts according to the following rules:

Add Active Directory rule...

Add IPv4 Address rule...

Add Tag rule...

RULE TYPE	CONDITION	GROUP	ACTION
Active Directory		OU=	<div>Remove</div>
IPv4 Address	192.1.1.1(10)	Boston Sales Team	<div>Remove</div>
Extension tag	Sales,_sales_	Boston Sales Team	<div>Remove</div>

Host grouping policy:

☒ Additive: Host added to groups in matching rules; no group memberships removed

☐ Named Groups: Host added to groups in matching rules and removed from groups named in non-matching rules; other group memberships unchanged

☐ Exclusive: Host added to groups in matching rules; removed from all other groups

☐ Exclusive If Matched: if Host matches any rules, acts as Exclusive; otherwise group memberships unchanged

☒ In all cases, if the Host doesn't match any rules, add it to the group:

Boston Sales Team

Apply Changes

Close

For more information about configuration options in the Grouping subsection of the Gateway Settings tab, please see *Gateway Configuration > Gateway Server Settings > General Settings* in the *PC-Duo Gateway Server Guide*.

Gateway > Gateway Licenses

The **Gateway Licenses** sub tab allows the Account User to view and edit license keys for the Gateway Server, and monitor their usage.

There are two types of licensing models for the Gateway Server:

License Modes	Description
Concurrent Users	<ul style="list-style-type: none">• Primary Gateway Server license mode for PC-Duo On-Demand Edition (PCE)• Counts and limits the number of concurrent Account Users by account type (Administrative, Master, Personal) that can logon to the Web Console or or open a Remote Desktop QuickConnect window (with Input Control) at the same time; when all available licenses for a particular account type are in use and another user of that account type requests access, he/she will be denied• Allows for unlimited use of all Host types (installed, TS, VDI, HOD)• Enables Remote Desktop options in the Web Console, including the QuickConnect button and the Connect commands on the Host context menu• Host on Demand service can be enabled with a special key; in this license mode, the use of HOD is unlimited• Will take precedence over any Managed Host license keys (even Concurrent User trial keys take precedence over permanent Managed Host keys)• Special internal category called Limited Admin is not counted but will be available to administrators when all Administrative account licenses are in use
Managed Hosts	<ul style="list-style-type: none">• Primary Gateway Server license mode for PC-Duo Enterprise Edition (PCE)• Counts and limits the total number of installed Hosts that can report to the Gateway; when the limit is reached, the next installed Host that tries to report to the Gateway Server will be denied (once a Host reports to a Gateway Server, it must be explicitly removed by the administrator)• Counts and limits the number of concurrent transient Host instances by Host type (TS, VDI or HOD) that can report to the Gateway Server at the same time; when the limit for any Host type is reached, the next Host instance of that type that tries to report to the Gateway Server will be denied• Remote Desktop options in the Web Console, including the QuickConnect button and the Connect commands on the Host context menu are not enabled• Host on Demand service can be enabled with a special key; Gateway Server will count and limit the number of concurrent HOD channels; when the limit for HOD channels reached, the next attempt to connect to an HOD Host through the Gateway Server will be denied• Will be ignored if any Concurrent User license keys are present (including trial keys)

Gateway > Gateway Licenses > Add New License Key

New license keys can be added by clicking on the *Add New License Key* button; a new line will appear in the license key table with a field to enter the new license key and command buttons to Insert (save) or Cancel the operation.

If the new license key is valid, it will be accepted and added to the table. If it is not valid, an error message will appear with an error code, if applicable.

License keys cannot be edited. If a change is desired, delete one or more keys and add new keys.

INSTALLED LICENSE(S)

Add New License Key

LICENSE KEY	DESCRIPTION	COMMANDS
<input type="text"/>		<div>Insert</div> <div>Cancel</div>
5130 0000 0000 0000 0000 0000	Managed Hosts	<div>Delete</div>
5140 0000 0000 0000 0000 0000	Concurrent Users	<div>Delete</div>

Below is a list of the parameters and values displayed in the *Installed Licenses* table:

Field	Description
License Key	Gateway Server license key(s) (for version 12.5.x and later)
Actions	Actions that can be taken on this license key. Note that by pressing the <i>Add New License Key</i> button, a new line will appear in the Installed License table and the <i>Insert</i> and <i>Cancel</i> buttons will be active.
	<div>Insert</div> Insert new license key. Note: The Gateway Server will attempt to validate the contents of the license key input field before accepting it.
	<div>Cancel</div> Cancel the input and turn to view only mode
	<div>Delete</div> Delete the license key

Note: Concurrent User license keys (even trial license keys) will take precedence over Managed Host license keys

Gateway > Gateway Licenses > License Activity

The second table on the *Gateway Licenses* sub tab shows aggregate number of licensed accounts by type and the number of licenses currently in use. This table is relevant when the Gateway Server is in Concurrent Users license mode.

Gateway > Gateway Licenses > License Activity > Concurrent Users

When the Gateway Server is in Concurrent User license mode, the License Activity table will show the number of licenses granted and the number of licenses in use by account type:

LICENSE ACTIVITY

GATEWAY SERVER: GATEWAY		
LICENSE MODE: CONCURRENT USERS (WITH HOD)		
ACCOUNT TYPE	LICENSES IN USE	NUMBER OF LICENSES
Administrative users	2	5
Master users	0	10
Personal users	0	25

In the table header, the following information is presented:

Field	Description
Gateway Server	The name of the Gateway Server to which this Web Console is attached
License Mode	Type of license in effect for Gateway Server
	<i>Concurrent Users with HOD</i> Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. In addition, Host on Demand is enabled, allowing remote users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.
	<i>Concurrent Users</i> Counts/limits the number of Account Users that can log into and use the Web Console concurrently. QuickConnect and Remote Desktop connection commands in Host context menu are enabled. Note, however, that Host on Demand is disabled and the Share My Desktop button is disabled on the Web Console landing page.

Gateway > Gateway Licenses > License Activity > Managed Hosts

When the Gateway Server is in Host license mode, the License Activity table will show the number of installed Hosts (non-transient) allowed to report to the Gateway Server and the total number currently reporting, and the number of transient Hosts by Host type (TS, HOD, and VDI) allowed to report to the Gateway Server at the same time and the total number currently reporting:

LICENSE ACTIVITY

GATEWAY SERVER: GATEWAY		
LICENSE MODE: MANAGED HOSTS (WITH HOD)		
TYPE	CURRENTLY IN USE	MAXIMUM ALLOWED
Non-Transient workstations	51	100
Terminal Services instances	0	20
Host-on-Demand instances	0	3
Transient VDI Hosts	0	20

In the table header, the following information is presented:

Field	Description				
Gateway Server	The name of the Gateway Server to which this Web Console is attached				
License Mode	Type of license in effect for Gateway Server				
	<table> <tr> <td><i>Managed Hosts with HOD</i></td><td>Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.</td></tr> <tr> <td><i>Managed Hosts</i></td><td>Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My</td></tr> </table>	<i>Managed Hosts with HOD</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.	<i>Managed Hosts</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My
<i>Managed Hosts with HOD</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. However, Host on Demand is enabled, allowing end users to share their desktops instantly by clicking on the Share My Desktop button on the Web Console landing page.				
<i>Managed Hosts</i>	Counts/limits the total number of installed Hosts that can report to the Gateway Server and be moved into the All Hosts group to be managed; also counts/limits the number of transient Host instances by Host type (TS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect button and Connect commands in Host context menu are disabled. In addition, Host on Demand is disabled and the Share My				

Web Console Operating Guide

Desktop button is disabled on the Web Console landing page

Gateway > Polling Ranges

The *Polling Ranges* sub tab allows the Account User to create, edit and delete network polling ranges for finding Hosts. The Account User can also request a refresh of the polling ranges to search for any newly available Hosts.

POLLING FOR HOSTS

Add New Polling Schedule

ADDRESS	PROTOCOL	SCHEDULE	RUNNING	RUNNING ADDRESS	COMMANDS
192.168.1.1(10)	UDP/IP	Daily @12:00 AM	No	found 24 hosts	<div>EditRemovePoll Now</div>
FF02::1	UDP/IP	Daily, 12 times, starting at 12:00 AM and repeating every 1 hours	No	found 0 hosts	<div>EditRemovePoll Now</div>

Below is a list of fields, values and commands available for each entry in the Polling Range table:

Field	Description
Address	IPv4 or IPv6 network address of target machine or start of range, with number of addresses in range in parentheses
Protocol	Network protocol to use for polling
	UDP/IP Use UDP protocol over IP
	TCP/IP Use TCP protocol over IP
Schedule	Specify port to use for polling (Default = Standard)
Running	Current status of polling (Default = No)
Running Address	If most recent execution of poll resulted in Hosts found, the number will be shown here
Commands	Commands available to manage polling ranges & schedules
	Edit Edit the polling range and/or schedule type, and/or change parameters
	Remove Delete this polling range and schedule
	Poll Now Execute polling on the specified target(s) now

Web Console Operating Guide

New polling ranges can be added by clicking on the *Add New Polling Schedule* button:

POLLING RANGE & SCHEDULE OPTIONS [X]

Protocol: UDP/IP Port: Standard

Polling Range Options

- ☒ Broadcast to IPV4 address
- ☐ Scan IPV4 address range
- ☐ Broadcast to IPV6 link-local multicast address
- ☐ Broadcast to IPV6 site-local multicast address
- ☐ Poll single computer (at one IPV6 address)

Address:

Polling Schedule

- ☒ Once a day, on selected days of the week
- ☐ Periodically throughout the day, every day
- ☐ According to an advanced schedule

Starting at: 12:00 AM [Clock Icon]

☒ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday
☒ Thursday ☒ Friday ☒ Saturday

Apply Changes Cancel

The following table shows options that can be specified when adding new polling ranges and schedules:

Field	Description
Protocol	Specify network protocol to use for polling
	<i>UDP/IP</i> Use UDP protocol over IP
	<i>TCP/IP</i> Use TCP protocol over IP
Port	Specify port to use for polling (Default = Standard)
Polling Range Options	Choose the type of polling range you want to search and specify target addresses and ranges

	<i>Broadcast to IPV4 address</i>	Enter IPV4 address for target machine you want to poll
	<i>Scan IPV4 address range</i>	Enter starting IPV4 address and the number of additional sequential addresses that you want to poll
	<i>Broadcast to IPV6 link-local multicast address</i>	Enter IPV6 address for a link-local address
	<i>Broadcast to IPV6 site-local multicast address</i>	Enter IPV6 address for a site-local address
	<i>Poll single computer IPV6</i>	Enter IPV6 address for target machine you want to poll
Polling Schedule Options	Choose a schedule for polling and specify parameters	
	<i>Once a day</i>	Execute polling once a day a specified time and on the specified days against the polling range selected above
	<i>Periodically</i>	Execute polling at each interval, starting with the specified time and continuing for as many times as specified, against the polling range selected above
	<i>Advanced</i>	Execute polling according to advanced schedule of months, days, hours and minutes

Gateway > Gateway Accounts

The *Gateway Accounts* sub tab allows the Account User to view and edit security permissions for Windows accounts authorized to have access to the Gateway Server.

GATEWAY ACCOUNTS

ACCOUNT OR ACCOUNT GROUP NAME
((A*/G*/N)\(A*/G*/N)):

ACCOUNT	ACCOUNT SID	PERMISSIONS
Everyone	S-1-1	<input type="button" value="Details"/>
Administrators	S-1-5	<input type="button" value="Details"/>
Domain Users	S-1-5-21	<input type="button" value="Details"/>

Page Size

Displaying items 1 - 10 of 14

Below is a table of fields, values and actions for each entry in the Gateway Accounts table:

Field	Description
Account	<Domain>\<Username> for the Account User that is authorized to access the Gateway Server; can be Windows account for individual Account User or for a Windows security group (e.g. Domain Administrators)
Account SID	Security ID number (as defined in the Gateway Server) for this account
Permissions	Permissions defined for this account
	<i>Details</i> Read only display of all permissions (Gateway permissions, Group permissions, Host permissions) that the Account User has on this Gateway Server See <i>Gateway Configuration > Gateway Server Settings > Gateway Security</i> in the <i>PC-Duo Gateway Server Guide</i> for more detail on permissions.

Below is a table of other commands available on this popup:

Option	Description
Gateway Security	Go to popup window that will enable the Account User to authorize a new Windows account to have access to the Gateway Server. See <i>PC-Duo Gateway Server Guide</i> for more details about specific permissions that can be granted or denied.

Gateway > Web Console Settings

The *Web Console Settings* sub tab allows the Account User to view and edit configuration settings specific to the Web Console.

WEB CONSOLE SETTINGS

JUMP TO ▾

NAME	VALUE
> General	<div>Top</div> <div>Edit</div>
> Application Access – Internal	<div>Top</div> <div>Edit</div>
> Application Access – External	<div>Top</div> <div>Edit</div>
> Host On Demand	<div>Top</div> <div>Edit</div>

Note: Host on Demand may not be visible if Gateway Server does not have HOD license.

Gateway > Web Console Settings > Jump To Menu

The Jump To menu provides quick access to different subsets of Web Console Settings. Click on the desired subset to go directly to those settings:

JUMP TO ▾

GENERAL

APPLICATION ACCESS – INTERNAL

APPLICATION ACCESS – EXTERNAL

HOST ON DEMAND

Below is a table of fields, values and actions available in the Web Console Settings table:

Web Console Operating Guide

Field	Description
Name	Name of the Web Console setting
Value	Current value for this Web Console setting
Commands	Following commands are available to edit setting values
	<i>Edit</i> Edit one or more settings in this section
	<i>Top</i> Jump back to the top of the Web Console Settings page

Gateway > Web Console Settings > General

This section shows current values for general configuration options of the Web Console.

Below is typical view of Web Console settings in the General subsection:

▼ General		Top	Edit
	Audit data update interval (minutes)	1	
	Default number of table rows	25	
	Hide disabled navigation tabs	Yes	
	Web Console message	Enter/Update your own message here	

The Administrative Account User can modify these settings by clicking on the Edit button:

GENERAL

Audit data update interval (minutes):

1

Default number of table rows:

25

Hide disabled navigation tabs:

☒ Yes ☐ No

Web Console message:

Update

Cancel

Below is a table of the Web Console settings and options in this subsection:

Setting	Description
Audit data update interval	Specify how often audit data should be written to logs (every 1 to 120 minutes; <i>Default</i> = 1)
Default number of table rows	Specify how many rows of data should be presented in Web Console tables (5, 10, 15, 20, 25 or 50; <i>Default</i> = 10)
Hide disabled navigation tabs	Specify whether or not disabled tabs and/or Sub Tabs in the menu bar should be shown to Account Users who might not have permissions to see them (<i>Default</i> = Yes)
Web Console message	Enter a custom message to appear in the header (above the search box) on each Web Console page

Gateway > Web Console Settings > Application Access - Internal

Rules for accessing the Web Console from within the same network can be different from those for accessing the Web Console from outside. This section shows settings and current values for accessing the Web Console from a machine in the same network.

Below is typical view of Web Console settings in the Application Access - Internal subsection:

▼ Application Access – Internal		Top	Edit
	Remote Desktop authentication mode	Web Console User	
	Remote Desktop Gateway protocol	WS 2303	
	Remote Desktop Gateway specifier (max 255 characters)	development.local	
	Remote Desktop URL	Access via HTTP	

The Administrative Account User can modify these settings by clicking on the Edit button:

Web Console Operating Guide

APPLICATION ACCESS – INTERNAL

Remote Desktop authentication mode:

☒ Web Console User
☐ Always Prompt
☐ Single Sign-on

Remote Desktop Gateway protocol:

WS|2303

Remote Desktop Gateway specifier (max 255 characters):

development.local

Remote Desktop URL:

☒ Access via HTTP (installation default, recommended if an untrusted certificate is used)
☐ Access via HTTPS (requires certificate trusted by all clients to be installed and configured)
☐ Access from the following location (max 255 characters):

http://

Update

Cancel

Below is a table of the Web Console settings and options in this subsection:

Setting	Description
Remote Desktop authentication mode	Specify which set of authentication credentials the Web Console should consider from Account Users in the same network (<i>Default = Single Sign-On</i>)
	<div>Web Console User</div> <div>Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials)</div>
	<div>Always Prompt</div> <div>Always prompt for credentials</div>
	<div>Single Sign-On</div> <div>Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials) , unless credentials used to login to Web Console are different than those used to login to local machine</div>
Remote Desktop Gateway protocol	Specify the network protocol and port for the Remote Desktop to use to communicate with the Gateway Server from inside the network
Remote Desktop Gateway specifier	Specify the name for the Remote Desktop to use to access to communicate with the Gateway Server from inside the network
Remote Desktop URL	Specify URL to access the Remote Desktop application from inside the network; should follow normal URL form <i>http(s)://<domain name>[<IP address>[:port>]</i> (<i>Default = Access via HTTP</i>)
	<div>Access via HTTP</div> <div>Recommended option if no certificate available or untrusted certificate is used</div>
	<div>Access via HTTPS</div> <div>Requires trusted certificate to be installed and configured</div>

Access from the
following location

Specific URL address to access the
Remote Desktop application

Note: The configuration options for accessing the Remote Desktop feature from within the network will also apply to accessing the Host on Demand features from within the network.

Gateway > Web Console Settings > Application Access - External

Rules for accessing the Web Console from outside the network can be different from those for accessing the Web Console from inside. This section shows settings and current values for accessing the Web Console from a machine outside the network.

Below is typical view of Web Console settings in the Application Access - External subsection:

Application Access – External		Top	Edit
Remote Desktop authentication mode	Web Console User		
Remote Desktop Gateway protocol	TCP 2303		
Remote Desktop Gateway specifier (max 255 characters)	development.local		
Remote Desktop URL	Access via explicit path		
Remote Desktop explicit URL	https://development.local		

The Administrative Account User can modify these settings by clicking on the Edit button:

APPLICATION ACCESS – EXTERNAL

Remote Desktop authentication mode:

☒ Web Console User
 ☐ Always Prompt
 ☐ Single Sign-on

Remote Desktop Gateway protocol:

TCP|2303

Remote Desktop Gateway specifier (max 255 characters):

development.local

Remote Desktop URL:

☐ Access via HTTP (installation default, recommended if an untrusted certificate is used)
 ☐ Access via HTTPS (requires certificate trusted by all clients to be installed and configured)
 ☒ Access from the following location (max 255 characters):

https://development.local

Update

Cancel

Web Console Operating Guide

Below is a table of the Web Console settings and options in this subsection:

Setting	Description
Remote Desktop authentication mode	Specify which set of authentication credentials the Web Console should consider from Account Users outside the network (Default = Single Sign-On)
	<i>Web Console User</i> Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials)
	<i>Always Prompt</i> Always prompt for credentials
	<i>Single Sign-On</i> Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials) , unless credentials used to login to Web Console are different than those used to login to local machine
Remote Desktop Gateway protocol	Specify the network protocol and port for the Remote Desktop to use to communicate with the Gateway Server from outside the network
Remote Desktop Gateway specifier	Specify the name for the Remote Desktop to use to access to communicate with the Gateway Server from outside the network
Remote Desktop URL	Specify URL to access the Remote Desktop application from outside the network; should follow normal URL form <i>http(s)://<domain name>[<IP address> [:port>]]</i> (Default = Access via HTTP)
	<i>Access via HTTP</i> Recommended option if no certificate available or untrusted certificate is used
	<i>Access via HTTPS</i> Requires trusted certificate to be installed and configured
	<i>Access from the following location</i> Specific URL address to access the Remote Desktop application

Note: The configuration options for accessing the Remote Desktop feature from outside the network will also apply to accessing the Host on Demand features from outside the network.

Gateway > Web Console Settings > Host on Demand

This section shows settings and current values for the Host on Demand feature.

Below is typical view of Web Console settings in the Host on Demand subsection:

▼ Host on Demand

Top

Edit

Share My Desktop	Enabled
Station name (max 80 characters)	%USER% on %NAME%
Connection permission	None
Connection permission timeout	10 seconds
Lock workstation if permission requested but not explicitly granted	No
JSON file delivery mode	File
Host extension tag	HOD=yes 1234
Host services enabled by default	Input Control, Clipboard Transfer, Remote Printing, Chat,

The Administrative Account User can modify these settings by clicking on the Edit button:

HOST ON DEMAND

Share My Desktop:

☒ Enabled
☐ Disabled

Station name (max 80 characters):

%USER% on %NAME%

Connection permission:

☒ None
☐ Required
☐ Requested

Connection permission timeout:

10 seconds

Lock workstation if permission requested but not explicitly granted:

☐ Yes
☒ No

JSON file delivery mode:

☒ File
☐ Inline

Host extension tag:

Name (max 128 characters) :

HOD

Value (max 1024 characters) :

yes 1234

Host services enabled by default:

☒ Input Control
☒ Clipboard Transfer
☐ Remote Printing

☐ File Transfer
☐ Remote Management
☒ Chat

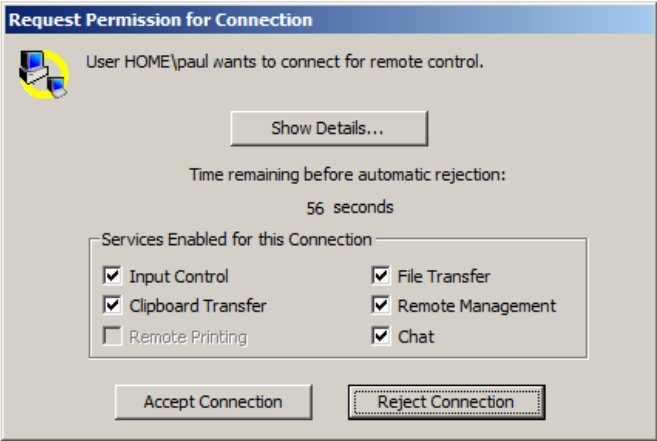
Update

Cancel

Web Console Operating Guide

Below is a table of the Web Console settings and options in this subsection:

Setting	Description
Share My Desktop	Set this to <i>Enabled</i> to activate the Share My Desktop button on the Web Console landing page (<i>Default = Disabled</i> , even if Gateway Server is licensed for HOD)
	<i>Enabled</i> Enable the Share My Desktop button on the Web Console landing page
	<i>Disabled</i> Disable the Share My Desktop button on the Web Console landing page
Station name	The name that will be assigned, after resolving any macros, to each new HOD instance (also known as Station)
Connection permission	Specify whether or not permission to connect should be required or requested from local Host user before Remote Desktop connection is established
	<i>None</i> No permission is required from local Host user before HOD accepts request for Remote Desktop connection
	<i>Required</i> Permission to connect is required from local Host user before HOD will accept request for Remote Desktop connection
	<i>Requested</i> Permission to connect will be requested from local Host user before HOD will accept request for Remote Desktop connection, but if no response is received within a timeout period (see below), HOD will accept request for Remote Desktop connection
Connection permission timeout	Specify the period of time that HOD should wait for local Host user to respond to a request for permission to connect before proceeding to allow connection to be established
Lock workstation if permission requested but not explicitly granted	Specify whether or not Host desktop should be locked if permission to connect has been requested by request was either denied or did not get a response from local Host user
	<i>Yes</i> Lock the Host desktop
	<i>No</i> Do not lock the Host desktop
JSON file delivery mode	If Web Console is behind a firewall, the location of the JSON file for Host on Demand can be pre-configured, eliminating the need to make an additional HTTP request. (<i>Default = File</i>)
	<i>File</i> Configure Host on Demand to request JSON file from Gateway server after it is downloaded to Host desktop

	<i>Inline</i>	Configure JSON file to be delivered along with the Host on Demand when it is requested from Gateway server
Host extension tag	Specify custom attribute for this HOD instance in format of a name-value pair	
	<i>Name</i>	Specify a custom name for this attribute (max size is 128 chars)
	<i>Value</i>	Specify a custom value for this attribute (max size is 1024 chars)
Host services enabled by default	Specify the Host services which will be enabled when remote user connects to Host on Demand desktop. If Host on Demand is configured for permission to connect, console user will have opportunity to modify the default configuration.	
		
Actions	Actions that can be taken on this popup window	
	<i>Update</i>	Save changes and close the popup window
	<i>Cancel</i>	Discard changes and close the popup window