

PC-DUO HOST SETTINGS CHECKLIST

The PC-Duo Host is the remote desktop client that gets installed on each computer you want to access. The Host client can be configured with a wide range of settings combinations to suit your company's needs, use cases and/requirements. The purpose of this document is to highlight each major area of the settings to be considered prior to a roll out. Additional assistance from Vector Networks is available to help achieve your ideal configuration if need be.

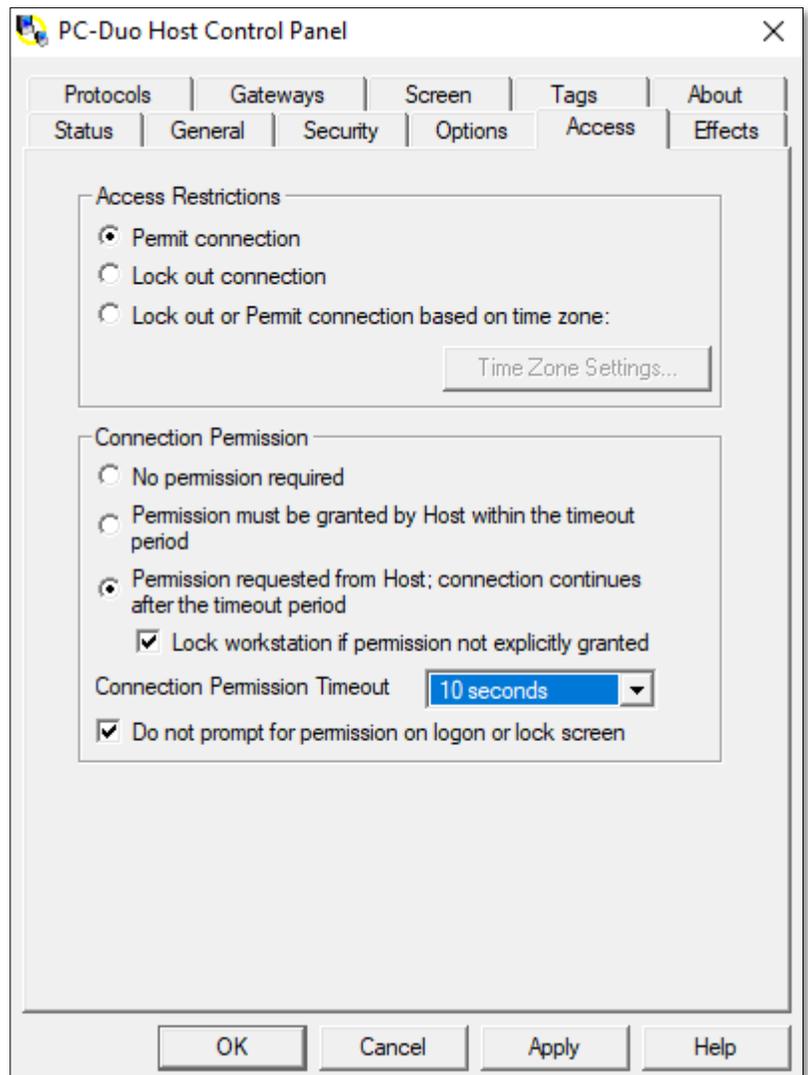
1. PERMISSION TO CONNECT OPTIONS

The PC-Duo Host Control Panel's **Access** tab includes three distinct **Connection Permission** options.

No permission required is the default, meaning that a technician using the PC-Duo Master or the PC-Duo Web Console can connect to the Host for remote control without user permission.

Permission must be granted by Host user within the timeout period only allows the connection to succeed if the Host user accepts the connection within the timeout timeframe.

Permission requested from Host; connection continues after the timeout period allows the connection to occur if the Host is unattended and the timeout expires, after having given the user the opportunity to accept or reject the connection. Think of it like knocking before entering.



With both, the Host can additionally lock the workstation if no response is given. The permission prompt can also be ignored if the Host machine is presently at the Windows logon or locked screen.

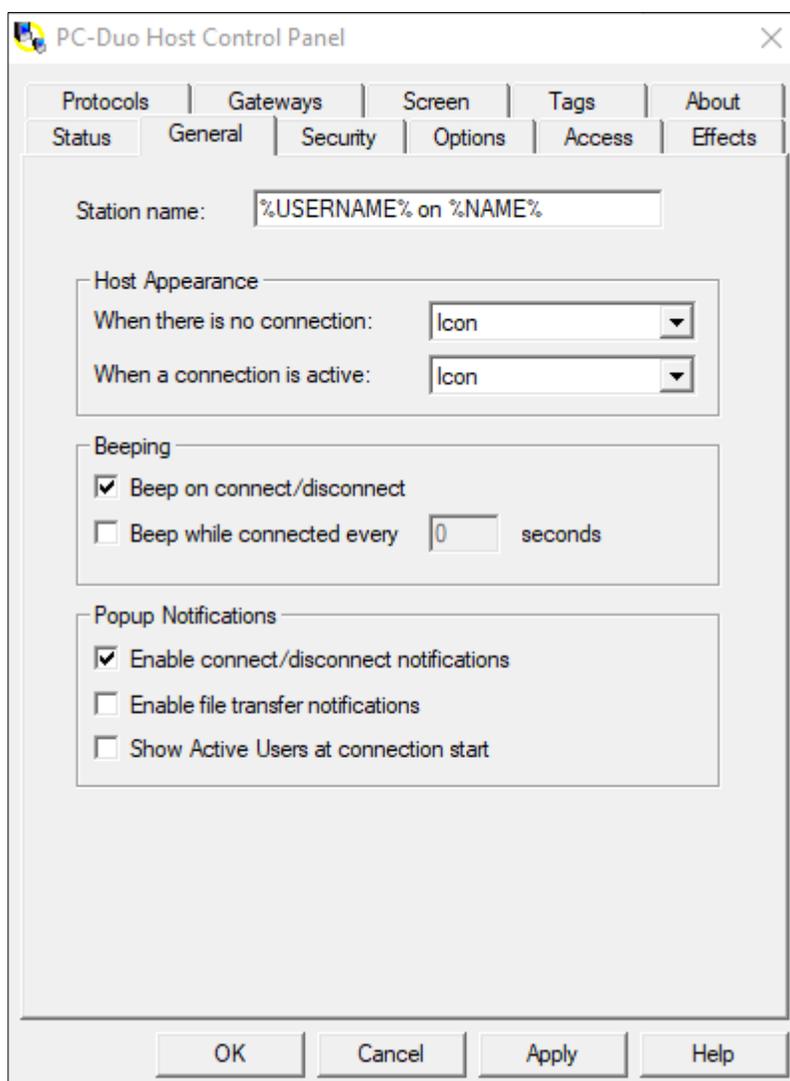
| Connection Permission Setting | Behavior | Preference |
|-------------------------------|--|------------|
| No Permission Required | Click & Connect | |
| Grant | Connect only with end-user approval | |
| Request | Connect with end-user approval then connect after "X" number of seconds if no response | |

2. NAMING CONVENTION, ICON APPEARANCE, CONNECTION BEEPS AND MORE

The PC-Duo Host Control Panel's **General** tab contains settings that primarily control how the Host behaves when connections are made and closed to it.

The **Station Name** field controls how the Host shows up in your console. The %USERNAME% on %NAME% string pulls the logged-in username along with the computer name and presents them in the fashion of "jsmith on PCNAME".

Host Appearance drop-downs control tray icon behavior. Set both values to **Icon** to keep it visible at all times, or only when connections are active. Set both values to **Hidden** to keep it invisible at all times. The tray icon color changes from yellow to green when a connection is in progress and can be a helpful cue to the end user that their machine is being remotely controlled.



Beep on Connect sends an audible chime to the Host computer when connections are opened or closed.

Popup Notifications when enabled will cause a message to appear in the bottom-right corner of the screen to indicate when users connect and disconnect from the machine.

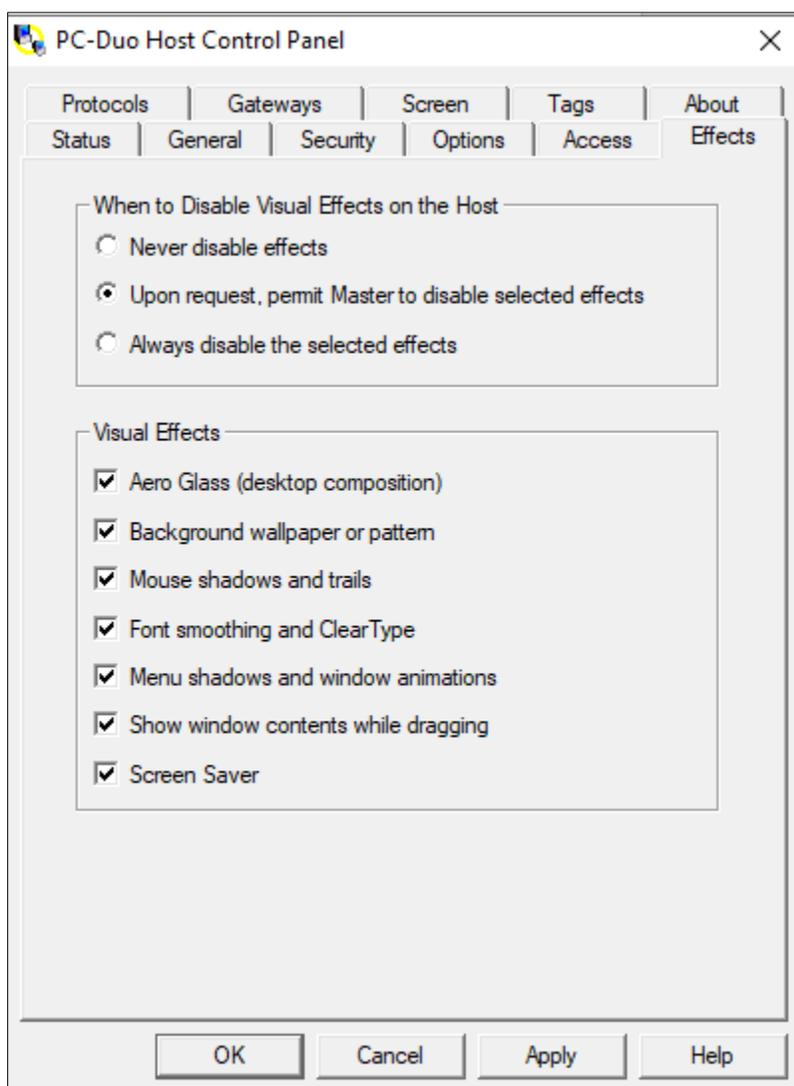
| Connection Behavior Setting | Available Values | Preference |
|---|---|------------|
| Tray Icon (Idle) | Hidden or Visible | |
| Tray Icon (Active) | Hidden or Visible | |
| Connection Notifications | Enabled or Disabled | |
| Beeps on Connect/Disconnect | Enabled or Disabled | |
| Show active users list on connect | Enabled or Disabled | |
| Connection Behavior Setting | How the Host is displayed | Preference |
| Show PC-Duo Hosts by PC name | DELL-XPS-123 (default) | |
| Show logged-in user and PC name | Jsmith is logged into DELL-XPS-123 | |
| Show logged-in user with domain and PC name | DOMAIN/jsmith is logged into DELL-XPS-123 | |
| Show first name followed by last name | John Smith | |
| Show first name followed by last name and the computer name | John Smith is logged into DELL-XPS-123 | |

3. EFFECTS AND CONNECTION OPTIMIZATION

The **Effects** tab on the PC-Duo Host Control Panel is used primarily to disable extra unnecessary Windows "effects" that can improve the overall performance and responsiveness as a result during the remote-control experience. Not all effects may be needed as sometimes the background contains helpful information about the location and identity of the computer.

The **When to Disable Visual Effects on the Host** setting defaults to **Upon request, permit Master to disable selected effects**. This means the Master user can decide on a connection-by-connection basis if they want the effects enabled or disabled during the connection.

Using **Never Disable Effects** leaves all effects un-touched.



The **Always disable the selected effects** disables each selected effect for each connection made to that Host.

The individual **Visual Effects** list can be preconfigured to ignore some effects but not others. Use this checklist to determine which effects are to be disabled.

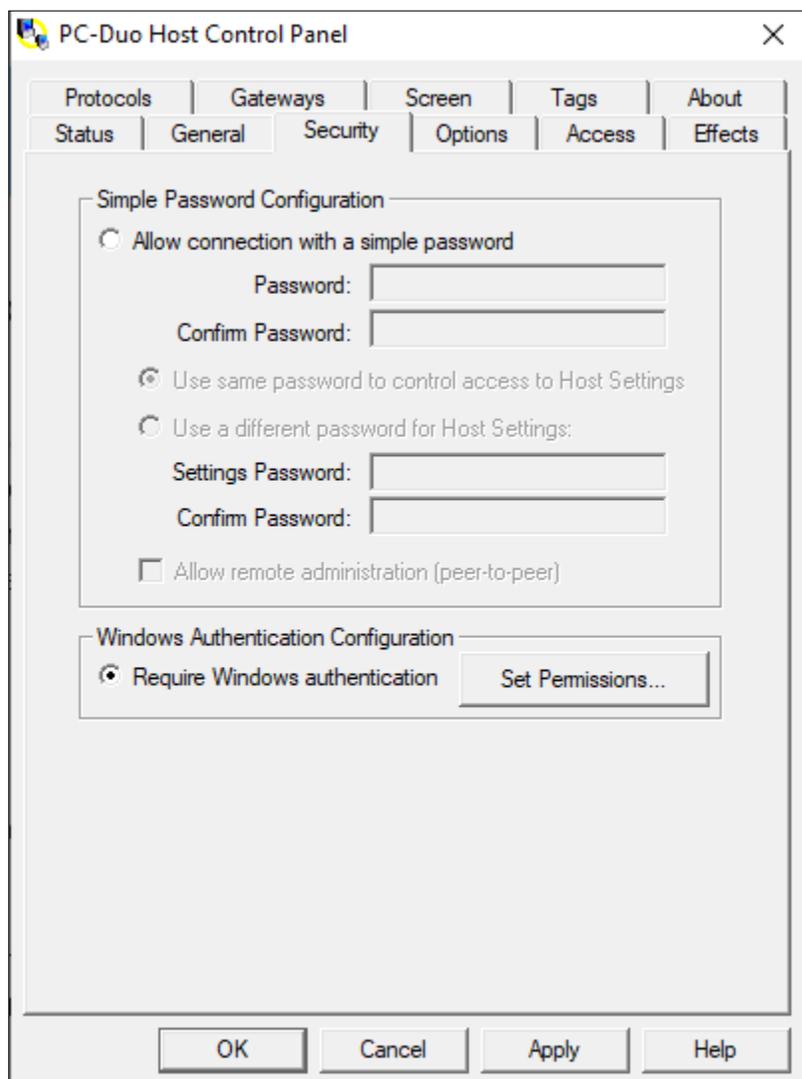
| Effects and Connection Optimization | Description | Preference |
|--|---|------------|
| Never disable effects | If enabled, no changes are made (Stealth mode) | |
| Upon request, Master user may choose effects | Master user can toggle effects on/off (default) | |
| Always disable selected effects | Selected items will always be ignored | |
| Screen Capture Modes | | |
| Kernel Mode Screen Capture | The default and optimal choice for most scenarios | |
| User Mode Screen Capture | For advanced use cases and/or special scenarios | |

4. EFFECTS AND CONNECTION OPTIMIZATION

The **Security** tab on the PC-Duo Host Control Panel is used for controlling access to the Host computer and Host Settings.

The **Simple Password Configuration** is for non-domain environments where you would otherwise be using the Windows Security Model. A simple password string can be set requiring PC-Duo Master users to supply this password when accessing the Host from the P2P Hosts tab. This password does not apply for Gateway-based connections. Optionally a Settings Password can be used that would then need to be specified in order to open the PC-Duo Host Control Panel.

Additionally, allow or disallow the Host to be contacted by the Deployment Tool when using its "Update Host Settings" capability later.



Windows Authentication Configuration is recommended for domain environments. By default, members of the machine's local administrators' group will have Full Control/Administration over the PC-Duo Host Control Panel. If your end users are not local administrators, no special instructions here apply. If they are, you can supply an alternate group such as domain administrators.

| Locking down the PC-Duo Host | Recommendation | Preference |
|------------------------------|--|------------|
| Windows Authentication | Recommended for domain environments | |
| Simple Password | Recommended for non-domain joined machines | |

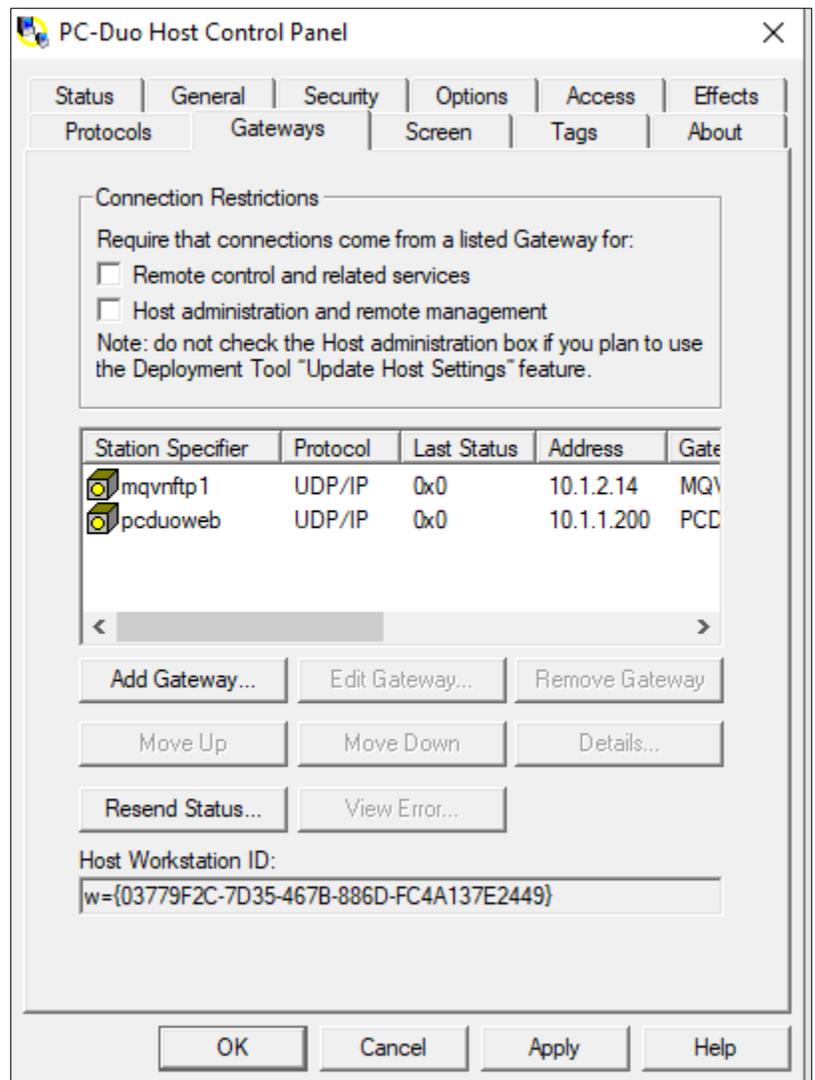
5. CONFIGURING THE HOST TO REPORT TO A RAS

The **Gateway** tab on the PC-Duo Host Control Panel is used for defining which Remote Access Server (RAS) the Host will make itself accessible for connectivity through. Note that this applies only to RAS Edition customers.

You can fill in your server address after clicking the **Add Gateway** button. Expected values for the address would be:

- support.mywebsite.com (external address)
 - Protocol: WSS
 - Port: 443 (default for WSS)
- servername.mywebsite.com (internal address)
 - Protocol: UDP or TCP
 - Port: 2303 (default for both)

It's recommended to supply both the internal and the external address if the Hosts will be, for example, laptops that may come and go from your company network. If the Host will be installed onto desktop computers that would never leave the RAS server's network, only the internal address is needed.



Connection Restrictions can be set to require that any incoming connection attempts must be made through the Gateway(s) that the Host is configured to report to. PC-Duo Masters will not be able to establish connections from the P2P Hosts tab – only the Gateway Hosts tab or from the PC-Duo Web Console.

The Host can also restrict incoming communication attempts from the PC-Duo Deployment Tool.

Need more help? Call 1-800-330-5035 or email support@vzor.cloud