

## PC-DUO RAS ULTRA QUICK START GUIDE: GETTING STARTED

- Windows Server 2016 or 2019 (VM is perfect) with 2 CPU, 4 GB memory, 50gb HDD space
- Generate a DNS alias for the server and install a matching certificate (i.e. support.acme.com or a wildcard like \*.yourwebsite.com)
- Port forward 443 to the server to use PC-Duo RAS externally

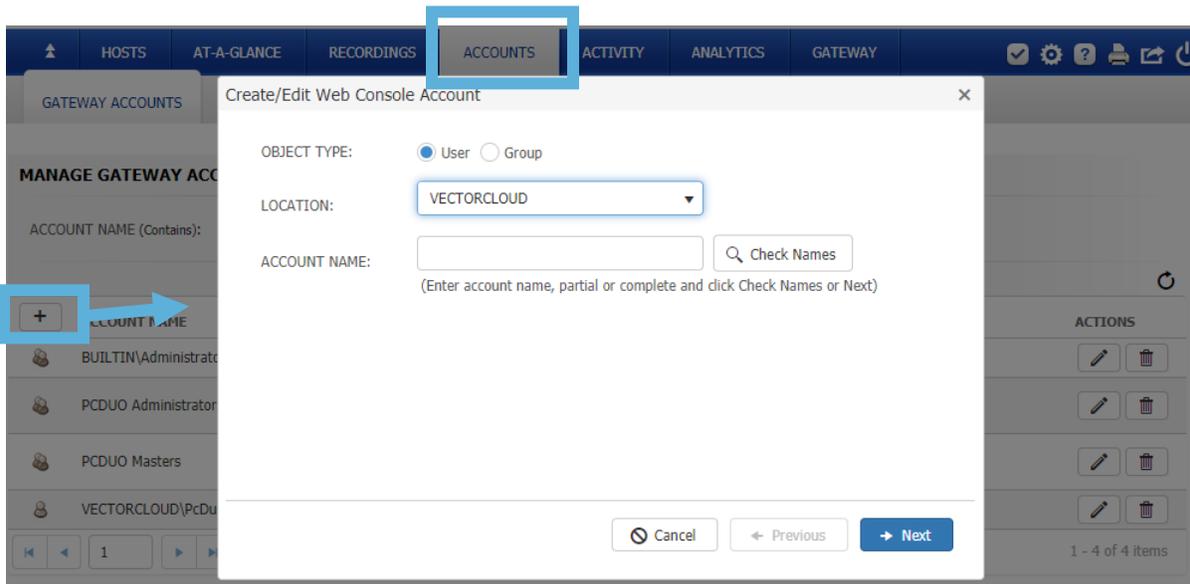
### DOWNLOADING AND INSTALLING PC-DUO RAS

- 1) Download the PC-Duo Remote Access Server (RAS) Edition software zip file from within the v13 folder at <ftp.PC-Duonetworks.com> and extract
- 2) Install **PC-DUOProServerProducts.exe** to begin
- 3) The installer will download and install SQL Express by default; hit **Next** or specify an existing SQL Server instance then click **Next**.
  - a. Enter the web address that you want your PC-Duo Web Console to be accessible at and click **Next**.
  - b. Equip the server with a certificate by choosing from a list of installed certificates and click **Next**.
  - c. The installer will ask you to create two service accounts (DOMAIN\RemoteControlGateway and DOMAIN\RemoteControlConsole). The installer will create accounts; supply a password for each and hit **Next** -> **Finish**.

### FIRST TIME LOGIN & ADDING TECHNICIANS

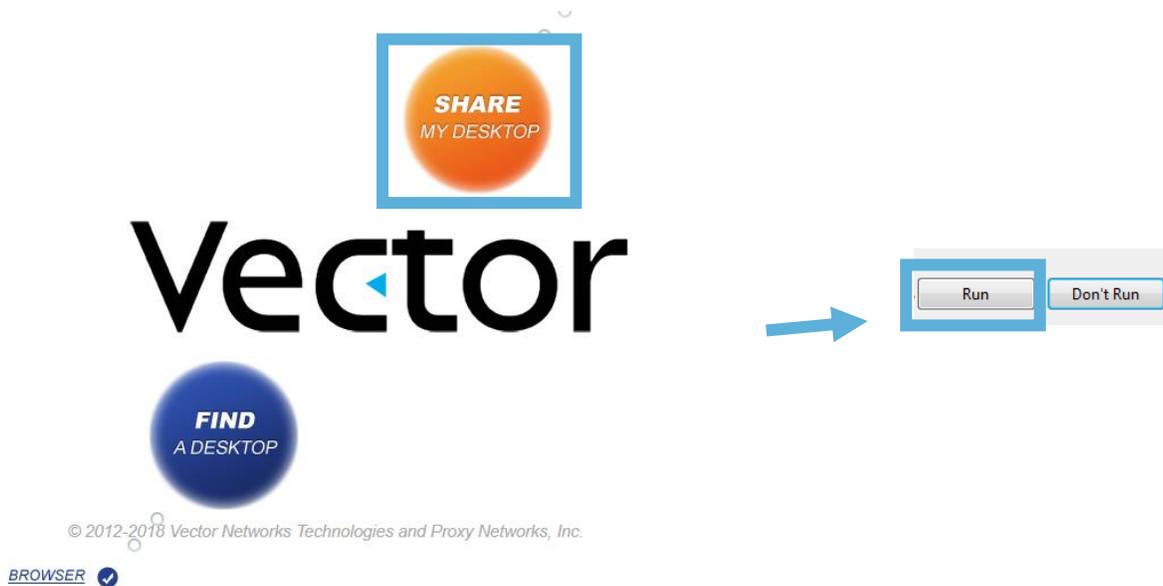
- 1) Visit your web console address using the one specified in step **3a**, log in using the local administrator account
- 2) Use the "**Accounts**" tab to import users or groups from your domain who will be using PC-Duo

*Illustration on the next page*



## SHARING A DESKTOP & CONNECTING TO IT

1. Launch the Host on Demand, click "Share my Desktop" on the PC-Duo Web Console landing page



2. All endpoints are in "My Hosts"; endpoints running the Host on Demand instances are in the Host on Demand group

Find Host

Suggestion list appears for up to 50 matches only

Navigation bar with tabs: HOSTS, AT-A-GLANCE, RECORDINGS, ACCOUNTS, ACTIVITY, ANALYTICS, GATEWAY. Includes utility icons for notifications, settings, help, print, share, and power.

My Hosts (My Hosts) interface showing a table of hosts with columns: HOST NAME, ADDRESS, CONNECTION, VERSION, STATUS. A context menu is open over the host 'DEMO - PCDUO v13 - https://pcduov13.vizor.cloud'.

HOST NAME	ADDRESS	CONNECTION	VERSION	STATUS
<input type="checkbox"/>			13.2.3763	OK
<input type="checkbox"/>			12.6.2613	OK
<input type="checkbox"/>			12.7.3018	OK
<input checked="" type="checkbox"/>	DEMO - PCDUO v13 - <a href="https://pcduov13.vizor.cloud">https://pcduov13.vizor.cloud</a>		13.2.3747	OK
<input type="checkbox"/>			12.6.2613	Offline
<input type="checkbox"/>			12.6.2613	OK
<input type="checkbox"/>			12.7.3065	OK

Context menu for 'DEMO - PCDUO v13 - https://pcduov13.vizor.cloud':

- Connection
  - Connect via ClickOnce
- Recording
  - Connect In Browser
- Management
  - Connect via Installed Master
- Details
  - Connect via ClickOnce for View Only
- Host Settings
  - Connect In Browser for View Only
- Security
  - Connect via Installed Master for View Only
- View Connection Link

3. Click based on the connection you want!

If you need help with your PC-Duo solution [call 1-800-330-5035](tel:1-800-330-5035) or email [support@vizor.cloud](mailto:support@vizor.cloud)