



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 (eay@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 a local Host user to chat with any Account Users with Master connections 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 Master 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 Master 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 Master 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 a Master connection
Gateway Server	A standalone networking application that serves as the hub for all connections with Hosts and Masters. It can be monitored and managed through the Web Console or the Gateway Administrator (through version 12.6).
Gateway Administrator	A standalone management application for managing the Gateway Server; cannot be used to open Connection s 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 a secure connection to one or more Masters running on Account User desktops; can also refer to any machine with Host software running. 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. See below of other types of Host software available.
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 a user to establish a 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 a remote control 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 control connection and to make/playback recordings
QuickConnect	Hyperlink for each Host in the Active Hosts table on the home page and on the Members sub tab which will launch the Master Connection Window 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 connection to a virtual or physical computer desktop that supports screen sharing, file transfer, remote management and other support and collaborative services
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 or from the Account User's desktop to the Host.
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
Host for VDI	Special type of Host that will run inside of transient Virtual Desktop Instances

What's New in 12.7

Below is a table of new features and capabilities being introduced by PC-Duo version 12.7:

Feature	Description
Security hardened Web Console	The PC-Duo Web Console has undergone a major security review and overhaul. Issues addressed include enhanced protection against Cross Site Request Forgery (CSRF), Cross-Site Scripting (XSS) attack, and SQL injection attacks.
Password guessing lockout	The PC-Duo Networking component now automatically locks out connection requests from any IP address that fails to authenticate after a certain number of attempts in a certain amount of time. This prevents scripted attempts to guess passwords.
Deploy and update pre-installed Master Gateway Configurations	The PC-Duo Deployment Tool now allows you to define one or more Gateway configurations to deploy along with the installation of the PC-Duo Master. Also, there is now the ability to define a new or updated set of Gateway configurations and push them out to existing installations of PC-Duo Master. Up until now, the installed Master was not ready for Gateway based connections until someone manually added a Gateway configuration.
Export / Import of Deployment Tool settings	You now have the ability to export and re-import important settings for the PC-Duo Deployment Tool via a JSON-formatted text file. This makes copying state from one machine to another much more straightforward.
Remote Printing module now available for download from the Web Console	The Remote Printing Support installation file can now be downloaded directly from the PC-Duo Web Console. This is extremely useful if you want to enable Remote Printing for the Host on Demand or on any machine that the Remote Printing support has not previously been installed.
Forms Authentication	In addition to Windows Authentication, the Web Console now supports Forms authentication. Basic authentication is no longer supported. This makes logout and "Login As" more robust and reliable. It also enables Apple products to work more reliably with the Web Console. From an end-user's perspective, Forms and Basic authentication methods are functionally equivalent.
Master auto-connect for Remote Printing is now optional	The installed Master now has an option to not auto-connect the Remote Printing service. This appears in the Options > Master Settings dialog, in a new tab "Remote Printing". This feature is added primarily to ensure that administrators/supervisors can continue to connect to a user/agent in a "stealth" manner, without them being alerted.
Selectively install Remote Printing	The Host and Master installers now make the Remote Printing feature optional. The installer dialog provides the option, with the default to install all components. The MSIEXEC command line also allows for this option.
Analytics default period now covers past 24 hours	Instead of displaying a 24-hour period covering 12:00 AM of the current day to 12:00 AM of the following day, "Analytics"

	reports will now default to showing the past 24-hours based on your local time zone.
Improved and more intuitive searching in Web Console	The global Find Host search box now behaves more like the extremely well received installed Master “filter” functionality. In addition, search boxes throughout the WC no longer require wildcard characters (“A*/G*/N”) to search for a partial name.
Host installation default settings improvement	In an effort to improve the user experience just out of the box, a clean installation of the PC-Duo Host will now have a default Station Name configured with the macro %NAME% instead of the machine name at time of installation. This change will allow the Host’s Station Name to automatically be updated if the machine name changes. Also, the IPX protocol will now be disabled by default.
Web Console’s “Host Details” popup includes more information	For convenience, and completeness, the “Host Details” dialog popup will now include the “Machine Name” and “User” information.
Gateway Server now verifies SPNs	When the Gateway server service starts, it now does a check to verify the registered SPNs for the Gateway service and audit logs any issues or errors. Also, the CheckSPNs utility program now has improved messaging.
Re-enabled Firefox ClickOnce support	Upon request to Vector Networks support team, a Web Console administrator can enable the Host on Demand and ClickOnce connection window to be available in the Firefox browser. Support for this browser had been halted when Microsoft withdrew their ClickOnce “addin”. We can now enable use of this browser with certain caveats.
Improved Host status reporting logic for multiple Gateway entries	Host logic to correctly report to a Gateway where multiple configurations refer to the same Gateway has been improved. Specifically the number of connections made by the Host to that Gateway have been reduced.
Updated iOS app published to the Apple app store	A new version of the “PROXY Remote” app for iOS has been published to the Apple app store. It includes support for Web Console Forms authentication mode, including credentials autofill. Minor defects have also been fixed around navigation and cancelation of Web Console validation while adding or editing a Web Console entry.
Web Console now has the option to display more rows per page	The Web Console had previously been restricted to showing a maximum of 50 rows per page. This has been expanded to now allow for 100, 150 and 250 rows per page. The setting for this is in the Web Console “Settings” page.
Updated SSL/TLS support	The latest OpenSSL libraries have been incorporated - (v1.0.2g). Customers with internet-facing Gateway Servers listening are encouraged to upgrade to this release.

Feature	Description
Official support for Windows 10	This release fully supports Microsoft’s Windows version 10 and the new Edge browser.

All new Remote Printing	The Remote Printing feature has been completely redesigned and re-written to remove all previous restrictions. Remote Printing no longer requires matching print drivers on Host and Master; can print both from Host to Master and from Master to Host; works on all Windows operating systems (desktop and server) and editions (x86 and x64) supported by PC-Duo v9.
Master on Demand for Macintosh	Native Macintosh application that provides Connection Window and Recording Playback functionality on the Macintosh. This application is downloaded and installed from the Web Console, and is launched when a "connect" link is selected in the Web Console.
Automatic reconnect to Hosts	Upon an unexpected dropped connection to a Host, both the installed and Windows ClickOnce Master will automatically attempt to reconnect to the Host.
Improved Host on Demand for Macintosh	Host for Macintosh has many improvements, including improved Permission to Connect user experience and support for recording the Host.
Significantly smaller Host on Demand download package	The download package for the Windows Host on Demand ClickOnce application has been reduced to almost a 3 rd of its former size, allowing for much faster downloads.
Updated iOS Master application	The Master for iOS application has been updated. It is now called, PC-Duo Master and is compatible with iOS 9. Both 32-bit and 64-bit binaries are now built. Included are various bug-fixes and enhancements to improve stability.
Ability to export data from the Web Console	You can now export tables directly from the Web Console to a CSV or XLSX file.
Asynchronous notifications in Web Console	The Web Console introduces a way for asynchronous notifications to be delivered to the user. When a notification is available, a new "Notification" icon appears in the top-level toolbar. Clicking on it provides details.
Expanded Host-side "toast" notifications	The "toast", or popup, notifications seen on the Host will now contain more information including timestamps. The "pin" behavior has also been improved to be more intuitive.
Smarter installation defaults	Installation defaults have been rethought and are now optimized to provide the best experience out of the box. This includes setting clipboard to auto-share, better Host settings for the Gateway's recording override feature, locking the workstation on disconnect for Hosts running server class operating systems. Note that upgrades will NOT have any settings changed as this pertains to fresh installs only.
Enhanced SSL/TLS support	The latest OpenSSL libraries have been incorporated and support for Perfect Forward Secrecy has been added.
Local cursor option	This is an option to show a locally drawn cursor. This feature is intended to address performance problems on network connections with very high latency.
Host tray icon Tooltip	Hovering over the PC-Duo Host icon in the Windows system tray now shows the station name of the Host for easy identification.

What's New in 12.6

Below is a table of new features and capabilities being introduced by PC-Duo version 12.6:

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 Master on Demand 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 installed 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 9.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
Share My Desktop	Click on this option to install a special version of the Host to enable a Master 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 installed 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 an installed Master application restricted to access one and only one Host through the Gateway Server.

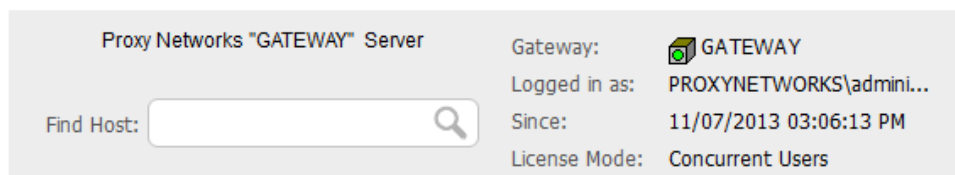
The following table shows the tabs available by account type:

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 Connect 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 Connect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect and Connect</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 Connect 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 Connect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect and Connect
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<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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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
Find Host		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. The application will match the text 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. Type more characters to refine the search.

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:

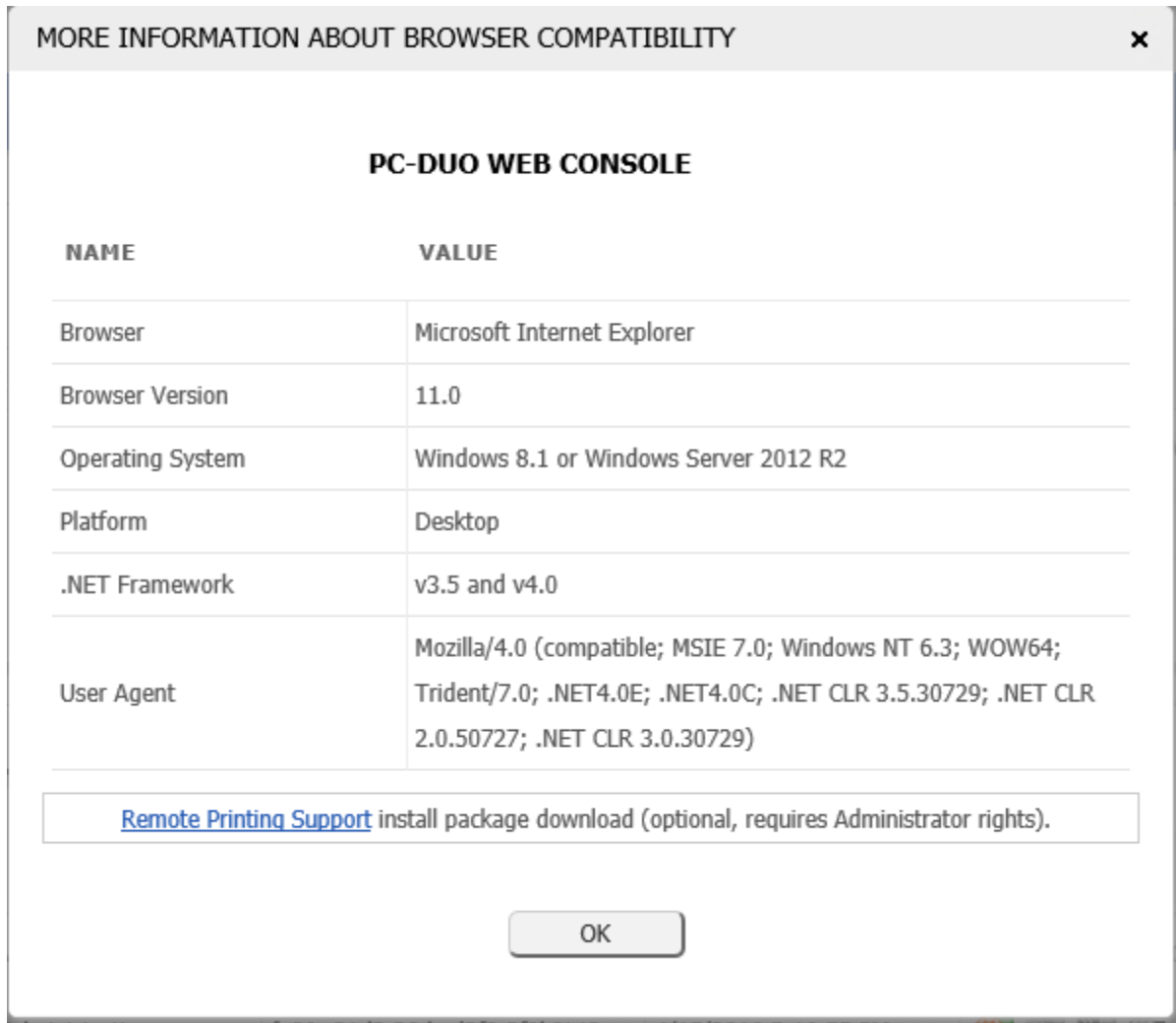


Below is a table of tasks and icons available on the Menu Bar:

Task	Icon	Description
Notifications		Presence of this icon indicates a notification is available. Clicking on this icon will display details of the notification. For example, if a recording fails because of insufficient disk space, the notification icon will appear and clicking on it will provide a warning message. <i>Note: This icon is only displayed on the menu bar if a notification message is available.</i>
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.
Export		Click on this icon to export the data on the page to a CSV or XLSX file. <i>Note: This icon is only displayed on pages which support being exported. See below for the list of pages which support Export.</i>
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 Master on Demand 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)
User Agent	Internal information about browser compatibility
OK	Click this button to dismiss the Browser Compatibility popup window
Remote Printing Support	Click this link to install the optional Remote Printing component if not already installed on this machine by other PC-Duo components

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 > Web Console Settings* sub tab (see *Gateway > 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 Name	Name of the Gateway Server to which the Web Console is connected
Gateway 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 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 Connect 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 Connect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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.

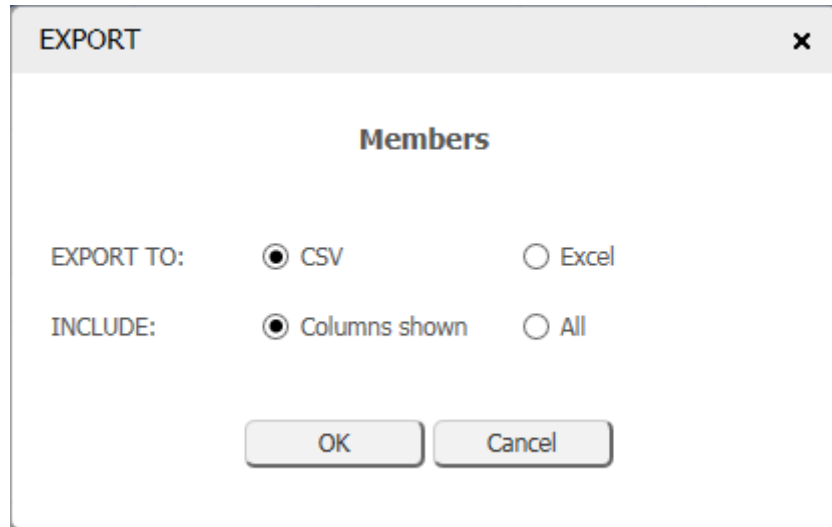
Export

Certain pages support the ability to export data to a CSV (comma-separated values) or XLSX (Excel open XML format) formatted file. These files will be generated by the Web Console server and downloaded to the Web Console user's desktop via the browser.

The following pages support the Export function:

- Hosts > Groups
- Hosts > Members
- Recordings
- Accounts
- Activity > Account Activity
- Activity > Connections
- Activity > Host Activity
- Activity > Recording Activity
- Activity > Reverse Connections
- Activity > Host Status Updates

When the export icon is clicked, a popup is displayed which allows the user to select file format and data selection options:



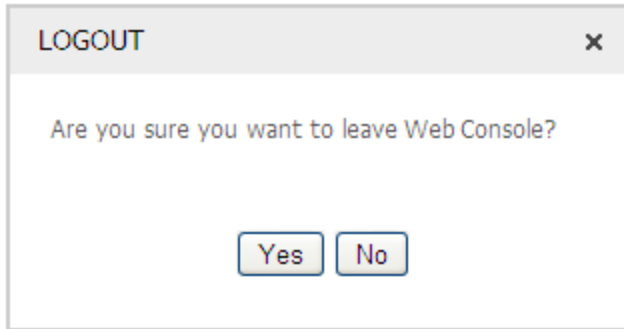
The image shows a dialog box titled "EXPORT" with a close button (X) in the top right corner. The main heading inside the dialog is "Members". Below this, there are two sections of radio button options. The first section is labeled "EXPORT TO:" and has two options: "CSV" (selected with a filled radio button) and "Excel" (unselected with an empty radio button). The second section is labeled "INCLUDE:" and has two options: "Columns shown" (selected with a filled radio button) and "All" (unselected with an empty radio button). At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Field	Description	
Export To	File format to generate	
	CSV	Comma-separated values format. Each column is delimited by a comma and properly escaped with quotation marks when appropriate.
	XLSX	Office Open XML format for opening within Microsoft Excel or other compatible spreadsheet software.
Include	Which data columns to include in the output	
	Columns shown	Just include the data columns visible in the browser view
	All	Include the visible columns plus extra data not shown in the browser view, but might be available elsewhere. For example, selecting 'All' when exporting the Host members of a Group will include information also displayed in the Details popup for each Host

Logout

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

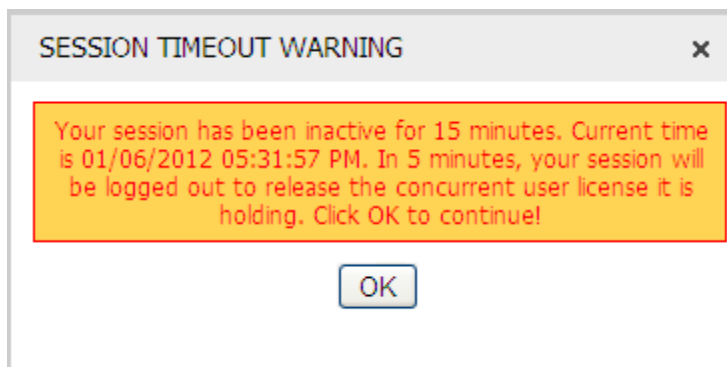
- 1) Clicking the Logout icon in the Menu Bar. The Account User can confirm the logout request by clicking on *Yes* or cancel the request by clicking on *No* in the confirmation popup.



- 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 Master connections that the Account User may have opened. As a result, a license in use by any open Master 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 Master(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 Access-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.

10

ACTIVE HOSTS

GROUP NAME: ALL HOSTS

FILTER BY RECENT: CONNECTIONS FOR SERVICES

HOST NAME	ADDRESS	CONNECTION	PLATFORM	VERSION	LAST TIMESTAMP
Proxy-Demo-Host2	184.72.89.134	 1    	Win2008	8.10.1.2423	1/21/2015 11:07:03 AM
DOMAIN\user4 on Demo-Host4	54.211.149.66	 1    	Win2008	8.10.0.2283	1/21/2015 10:43:22 AM
Administrator on IP-0AF059DB	54.224.17.252	 0    	Win2008	8.10.1.2430	1/21/2015 10:40:18 AM
ProxyDesktop	127.0.0.1	 0    	Win2008	8.10.2.2520	1/14/2015 9:54:29 AM
MTOKCVPRYM01	216.215.84.9	 0    	Win2012(x64)	8.10.0.2277	4/11/2014 9:47:21 AM
STC\ypawar on INPUDW005021A	10.208.126.7	 0    			
GJAMESOFFICE	192.154.113.42	 0    	Win8.1(x64)	8.10.1.2430	

[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>Host for RDS on <server></i>	Transient, system-defined Group that includes all Host for Remote Desktop Services instances on <server> reporting to this Gateway Server (Group Name = <i>Host for RDS Services on <server></i>)
<i>Host for VDI</i>	Transient, system-defined Group that includes all Host




	instances running in virtual desktops that are reporting to this Gateway Server (Group Name = <i>Host for VDI</i>)
<i>Recordings of Host for RDS</i>	Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that were part of a Host for RDS Group that no longer exists (Group Name = <i>Recordings of Host for RDS</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>Connections for Services</i>)
<i>Connections for Services</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>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)
Proxy-Demo-Host2	Clicking the Host (each Host is now a clickable hyperlink) will launch a connection. 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.
▼	Click on this arrow to view the dropdown context menu for this Host. If the Gateway Server is in Concurrent User license mode, the <i>Connection...</i> commands in the Host context menu will be enabled; if not, they will be disabled. Note: Even if all available licenses are in use, a Master connection to this Host can be opened in view only mode using either the <i>Connect For View Only</i> or <i>Connect For View Only As...</i> commands from the Host context menu.
▼	Click on this arrow to view the dropdown context menu for this Host. If the Gateway Server is in Concurrent User license mode, the <i>Connection...</i> 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
	Master connection status = Active. Host type is persistent installed Host. Host has active Gateway connection and one or more Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is persistent installed Host. Host has active Gateway connection but no Account Users have active Master connections to this Host.
	Master 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.
	Master 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 Master connections to this Host.
	Master 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 Master connections to this Host.
	Master connection status = Active. Host type is transient Host for RDS instance. Host instance has active Gateway connection and one or more Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is transient Host for RDS instance. Host instance has active Gateway connection but no Account Users have active Master connections to this Host.
	Master connection status = Active. Host type is transient Host for VDI instance. Host instance has active Gateway connection and one or more Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is transient Host for VDI instance. Host instance has active Gateway connection but no Account Users have active Master connections to this Host.
1	The number of Account Users with active Master connections to this Host
	The connection between the Host and the Gateway Server is a Reverse connection (usually means the Host is not in the same network as the Gateway Server)
	The 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

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		The Host is presently being recorded
		The Host is ready and available for recordings
		The Host is offline and cannot be recorded now
Version	Ex. 9.0.1.1234	Indicates the version of the Host software
Platform	Ex. Win7	Indicates the Host's operating system
Last Connect Date & time of the current or most recent connection for services		

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.

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

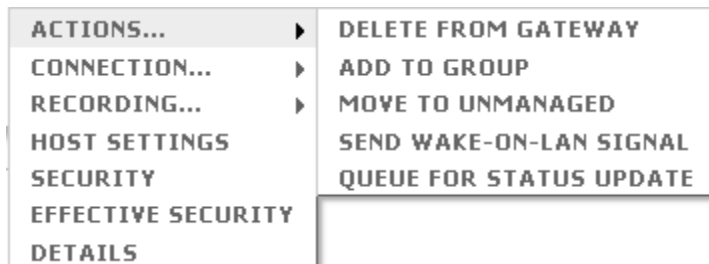
Host Menu	Administrative Account	Master Account	Personal Account
Actions	Yes	Yes	Yes
Connection	Yes, if licensed	Yes, if licensed	Yes, if licensed
Recording	Yes	Yes	Yes
Host Settings	Yes	Yes	Yes
Security	Yes		
Details	Yes	Yes	Yes

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:

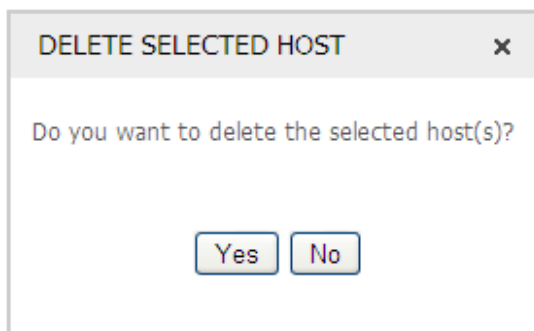


Following table shows the actions available for each Group type:

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

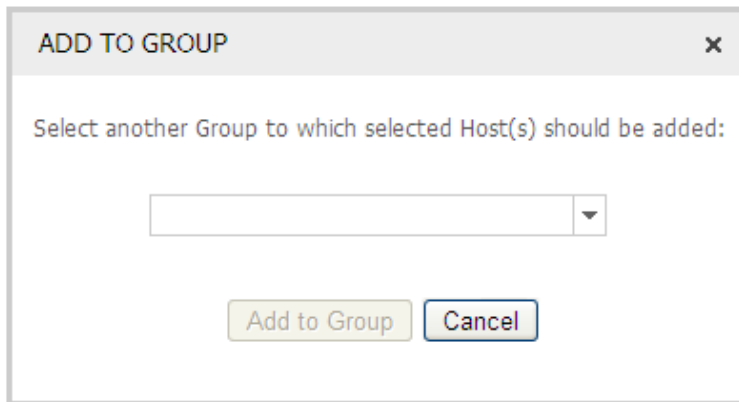
An Administrative Account User can permanently delete one or more Hosts from the Gateway Server by clicking on **Yes** in the confirmation popup:



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

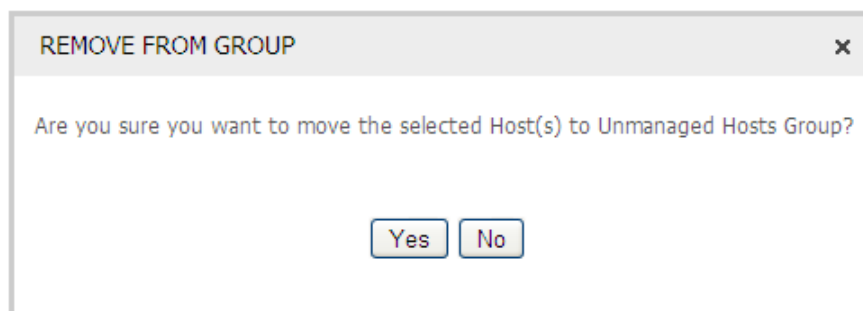
The Administrator can have one or more Hosts from this Group also report to another Group by selecting the target Group from the dropdown list and clicking on *Add to Group*:



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.

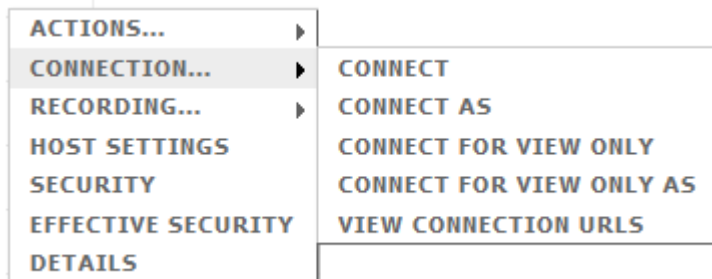
Home > Active Hosts > Host Menu > Actions > Queue For Status Update

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 Master is not licensed and both the QuickConnect link 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 Master window to this Host by clicking on the QuickConnect link (will be active) or by selecting a command from Connection submenu:



See Master 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:

RECORD SELECTED HOST

×

Specify the desire length for the screen recording:

RECORDING SPAN:

1

 minutes

Submit

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.

Note: It is not necessary for the Account User to have a Master 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
	<div>Submit</div> Start the recording and set the length of the recording to be equal to value in Recording Span field; close this popup
	<div>Cancel</div> Don't start a recording and close this popup

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

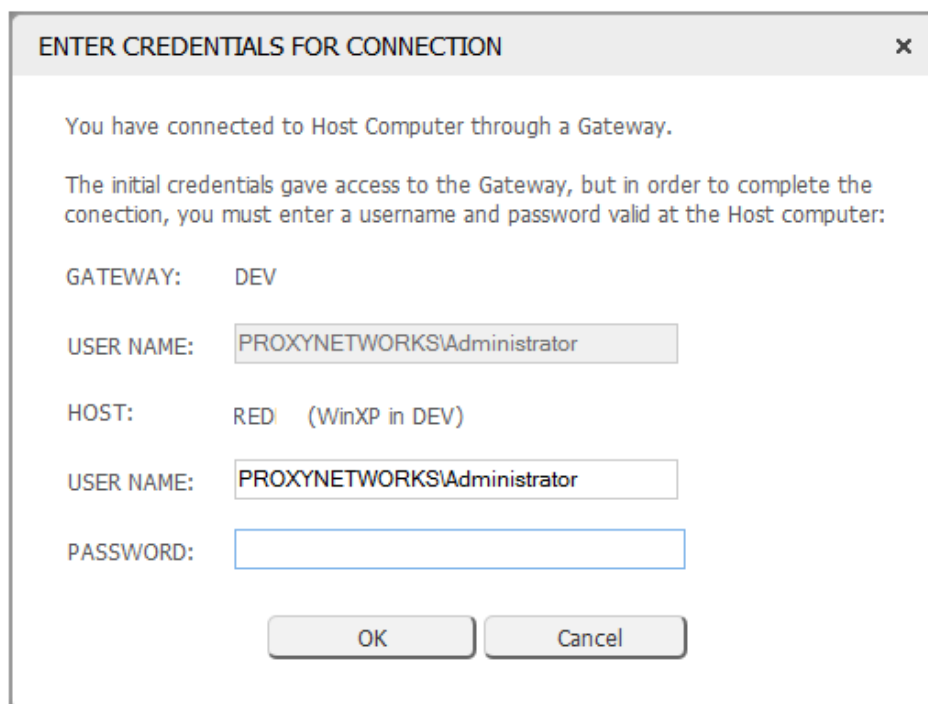
Any Account User can view a list of screen recordings available for this Host by selecting the *View Recordings* command on the submenu. The Account User will be taken to the *Recordings* tab, where table with a list of screen recordings will appear. The Account User can play any recording by clicking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

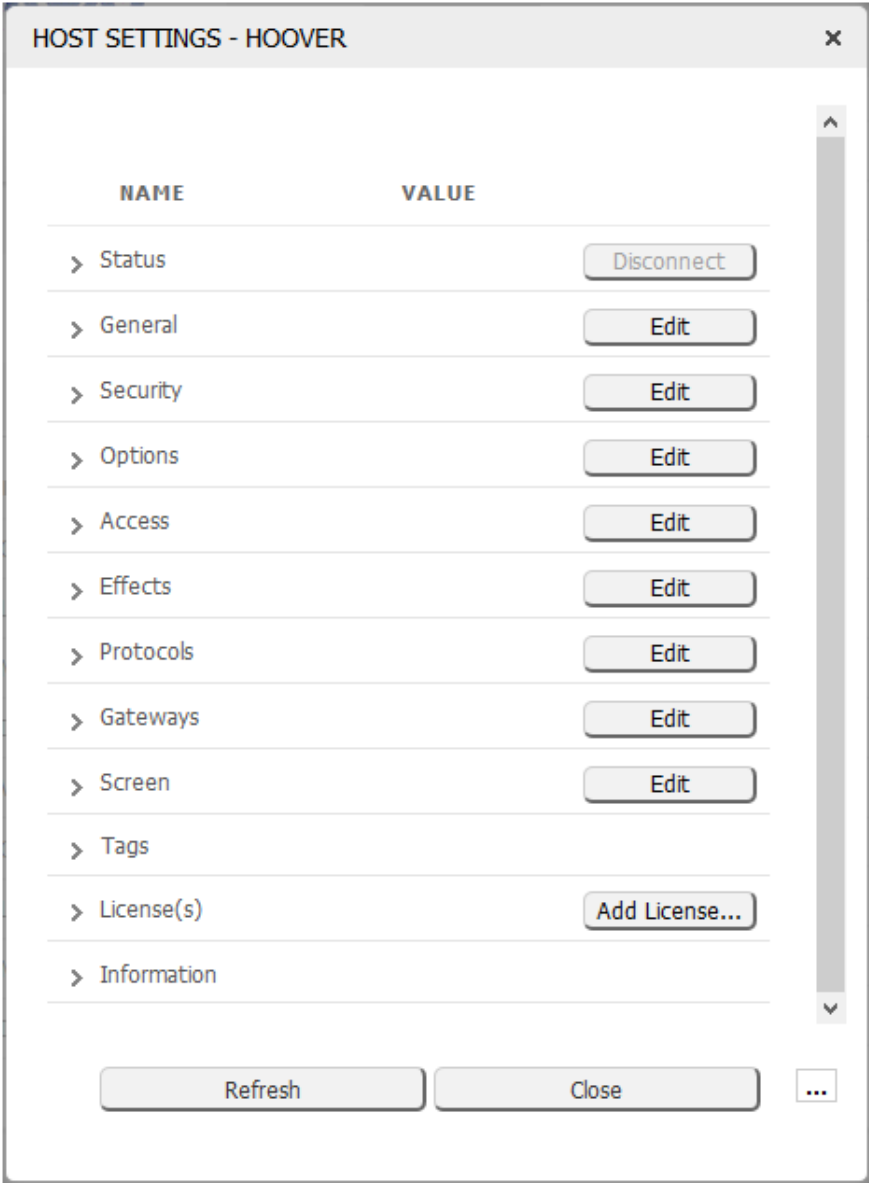
Before the Account User can view or edit the Host settings, however, he/she must be authenticated by the Host (at this point, the Account User has only been authenticated by the Gateway Server). A security popup window will appear that will allow the Account User to provide credentials (Account Username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



The image shows a Windows-style dialog box titled "ENTER CREDENTIALS FOR CONNECTION" with a close button (X) in the top right corner. The dialog contains the following text and fields:

- Text: "You have connected to Host Computer through a Gateway."
- Text: "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:"
- Field: "GATEWAY:" with the value "DEV".
- Field: "USER NAME:" with the value "PROXYNETWORKS\Administrator".
- Field: "HOST:" with the value "RED (WinXP in DEV)".
- Field: "USER NAME:" with the value "PROXYNETWORKS\Administrator".
- Field: "PASSWORD:" with an empty text box.
- Buttons: "OK" and "Cancel" at the bottom.

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 Master connection status; terminate an active Master connection
General	Specify Host desktop display preferences for screen capture
Security	Specify authentication and authorization settings
Options	Specify keyboard and screen settings

Web Console Operating Guide

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
Remote Desktop Services (RDS)	Specify configuration options for Host settings in Remote Desktop Services (RDS) 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: Remote Desktop 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 Master connections to this Host desktop:

NAME	VALUE
▼ Status	Disconnect
Connected To	fe80::52:3ec0: Gateway[GATEWAY] (authenticated as PROXYNETWORKS\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 Master connection through the Gateway Server to this Host, the network address, machine name, Account User and authentication method of the machine with the active Master connection to this Host will appear; otherwise the field will show <none>.
Disconnect	If there is an active Master 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 Master 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.	
Host appearance	Configure the Host icon to appear (Icon) or not appear (Hidden) in Host system tray (lower right corner of the Host desktop)	
		<i>When there is no connection</i> The Host icon appears (or is hidden) when there is no active Master connection
		<i>When the connection is active</i> The Host icon appears (or is hidden) when a Master connection is active.
Beeping	Set auditory cues to indicate when an Account User requests to open a Master connection to this Host	
	<i>Beep on connect/disconnect</i>	Cause a quick series of three tones rising in pitch to sound on the Host desktop whenever a Master connection is established. A series of tones falling in pitch will be made when the Master connection is terminated (Default = <i>selected</i>)

	<p><i>Beep while connected every ____ seconds</i></p> <p>Cause a short tone to sound periodically while a Master connection to this Host is established. The interval between beeps can be set from 0 to 9999 seconds (Default = 0)</p>
Popup notifications	<p>Set visual cues that "popup" on Host desktop to indicate when certain events occur (also called "toast" notifications)</p> 
	<p><i>Enable connect/disconnect notifications</i></p> <p>Enable popup notifications to appear on the Host desktop when a Master connection to this Host is opened or closed (Default = <i>Selected</i>)</p>
	<p><i>Enable file transfer notifications</i></p> <p>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>)</p>
	<p><i>Show active users at connection start</i></p> <p>Display a popup window with list of Account Users with active Master connections to this Host to when a new Master 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>)</p>
Actions	<p>Actions that can be taken on this popup window</p>
	<p><i>Apply Changes</i></p> <p>Save changes and close the popup window</p>
	<p><i>Cancel</i></p> <p>Discard changes and close the popup window</p>

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

The Security subsection includes settings for Host authentication and other rights for Master 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:

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 Master 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:
	<i>Use same password to control access to Host settings</i> Allow Account User to view/edit Host settings with the same simple password provided to establish the Master connection
	<i>Use different password for Host settings</i> Allow Account User to view/edit Host settings with a different password than that provided to establish the Master connection. Type in a different password in the Settings Password and Confirm Password fields; if this option is selected and the field is blank, no password will be required
Allow remote administration	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.

(peer-to-peer)	use peer-to-peer Master 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 Master 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 Master connection will be established; if not, the Master connection request will be refused</p>	
	<i>Set Permissions</i>	<p>View/edit Windows authentication configuration settings. One of the strongest features of the PC-Duo 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	
	<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 Master connections to the Host are terminated and for suppressing local inputs (keyboard/mouse) when Master 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 [X]

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

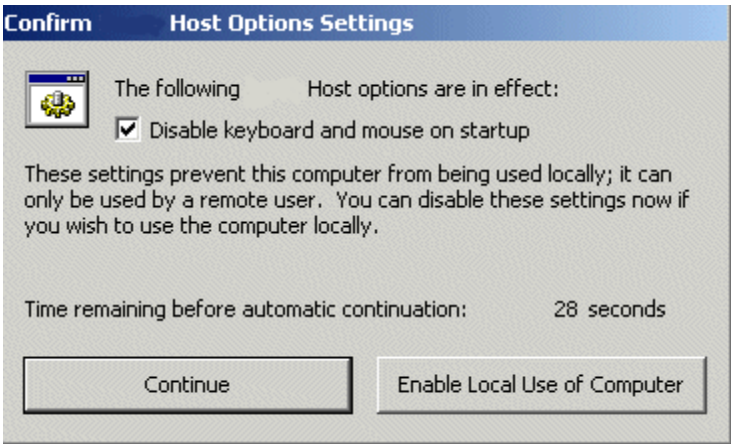
Apply Changes Cancel

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 Master connection is terminated (Default = <i>None</i>)	
	<i>None</i>	Terminating a Master connection will result in no actions on the Host desktop
	<i>Lock workstation</i>	Terminating a Master connection will result in locking the Host computer (it can be unlocked using Windows commands)
	<i>Reboot computer, terminating all programs</i>	Terminating a Master connection will result in rebooting the Host computer
Keyboard and mouse suppression	Configure behavior of keyboard and mouse on the Host computer when Master 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 Master 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 Master connection is established (at Master connection time, local keyboard and mouse are enabled and remote keyboard and mouse are disabled)
	<i>Suppress the local</i>	Disable local keyboard and mouse and enable the

	<i>keyboard and mouse at the system startup</i>	remote keyboard and mouse when the Master connection is established (i.e. only one keyboard and mouse will be active at any time; local keyboard and mouse are enabled when the Master 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 Master 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 Master 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:

Web Console Operating Guide

▼ 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:

ACCESS

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: 30 seconds

☐ Permission requested from Host;
connection continues after: 30 seconds

☒ Lock workstation if permission not explicitly granted

☒ Do not prompt for permission on locked or logon screens

Services enabled by default

☒ Input Control

☒ File Transfer

☒ Clipboard Transfer

☒ Remote Management

☐ Remote Printing

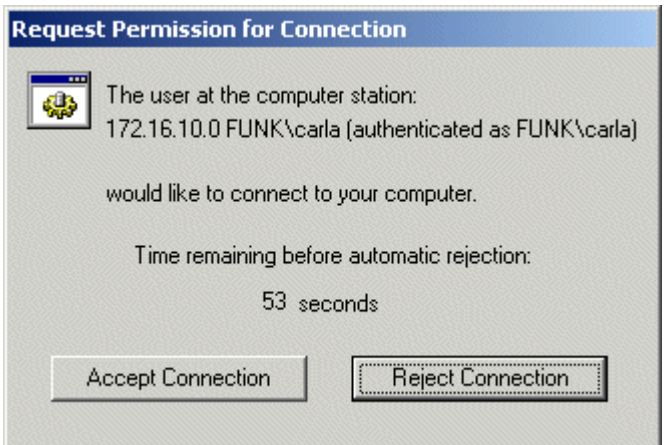
☒ Chat

Apply Changes

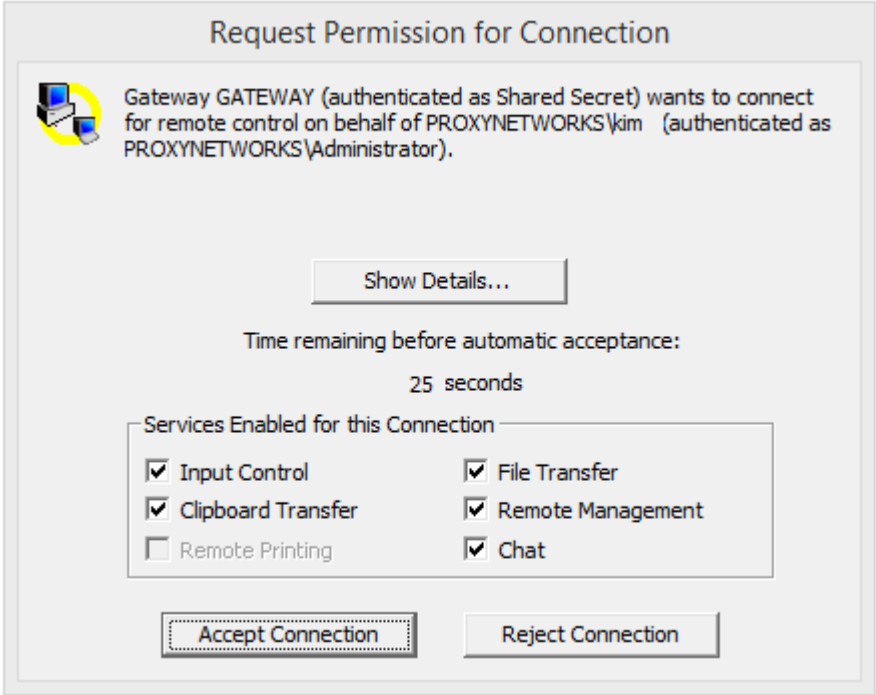
Cancel

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 Master connection to this Host (Default = Permit connection)
	<div>Permit connection</div> <div>Allow any authenticated Account Users to establish a Master connection to this Host</div>
	<div>Lock out connection</div> <div>Disallow any Account Users from establishing a Master connection to this Host</div>
	<div>Lock out or permit connection based on time zone</div> <div>Allow or disallow Master connections at specific times on specific days; click on <i>Time Zone Settings</i> to configure when to allow or disallow such Master connections See below for more information about <i>Time Zone Settings</i>.</div>
Connection	Specify certain conditions that must be met before allowing a Master connection to

permission	this Host (Default = <i>No permission</i>)	
	<i>No permission required</i>	Allow any authenticated Account Users to establish a Master connection to this Host without any additional requirements
	<i>Permission must be granted by Host</i>	Do not allow Account Users to establish a Master connection to this Host without permission granted by the remote Host user. When Account User requests a Master connection, a popup window will appear on the Host asking for permission to allow the Master connection:
		
	<p>If the remote Host user selects <i>Reject Connection</i> or does not respond before specific time period elapses, the Master connection request will be rejected.</p> <p>If the Host Account User selects <i>Accept Connection</i> before the specific time period elapses, the Master connection will be allowed.</p> <p>NOTE: Even if this option is selected, the <i>Request Permission for Connection</i> popup window can be suppressed on the Host if the <i>Bypass connection permission</i> option is selected in the <i>Permission Entry</i> window under <i>Advanced Security Settings</i> (see “<i>Service Security tab</i>” in the <i>PC-DUO Host Guide</i>).</p>	
	<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 Master connection will be refused
	<i>Permission requested from Host</i>	Allow any authenticated Account Users to establish a Master connection to this Host but only after giving the remote Host user the opportunity to accept or reject a Master connection request. Same as <i>Permission must be granted by Host</i> except that if remote Host user doesn't respond in specified time period, the Master connection request will be allowed.
	<i>Connection continues after:</i>	Specify the time period that the remote Host user will have to select <i>Reject Connection</i> ; otherwise Master connection will be allowed
	<i>Lock workstation if permission not</i>	Lock the Host desktop prior to allowing a new Master connection. This prevents the new Account User from seeing the current logged-in Account User's session unless he/she knows the

	<i>explicitly granted</i>	credentials to unlock it (Default = <i>Selected</i>)
	<i>Do not prompt for permission on locked or logon screens</i>	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	This field is present ONLY for Host on Demand hosts. Specify which Host services should be enabled when Master 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 Master connection request from an Account User.	



<i>Input Control</i>	If checked, allow Account User to have Input Control for Host desktop when Master connection is established (Default = <i>Selected</i>)
<i>Clipboard Transfer</i>	If checked, allow content to be copied and pasted between Host desktop and Account User's desktop when Master connection is established (Default = <i>Selected</i>)
<i>Remote Printing</i>	If checked, allow Account User to send content from Host desktop to local printer associated with Account User's machine when Master connection is established (Default = <i>Not selected</i>)
<i>File Transfer</i>	If checked, allow content to be dragged and dropped between Host desktop and Account User's desktop when Master 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 Master 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 Master 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 Master connections to this Host in the *Time Zone Settings* popup window:

In this example, Master 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 Master connection is permitted during a specified half-hour period

	<i>Lock (Red)</i>	A red box indicates a Master 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:

<div> <div>▼ Effects</div> <div>Edit</div> </div>	
	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 Master 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
	<i>Mouse shadow and</i> If checked, suppress representations of mouse

<i>trails</i>	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 [X]

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>

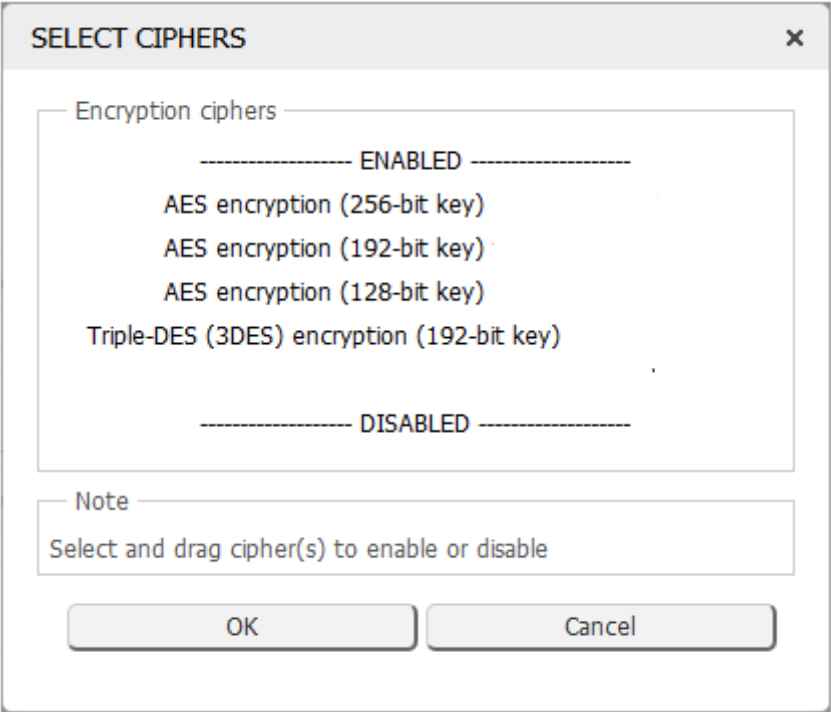
☒ Use encryption [Select ciphers...](#)

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	<p>When the Gateway Server requests a Master connection to the Host, the two applications will negotiate to determine the highest level of encryption that is supported by both</p> <p>The <i>Select ciphers</i> 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 <i>ENABLED</i> and <i>DISABLED</i> sections of the window.</p>



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 Master connections to this Host from all IP addresses except those listed below		
	<i>Denied access</i> In general, deny all TCP/IP Master connections to this Host from all IP addresses except those listed below		
Add	<p>Click on the <i>Add</i> button to create an exception to the general access policy defined above.</p> <p>If general access policy = <i>Granted access</i>, the clicking the <i>Add</i> button will create an exception that will be denied access.</p> <p>If general access policy = <i>Denied access</i>, the clicking the <i>Add</i> button will create an exception that will be granted access.</p> <p>See below for more details about adding exceptions.</p>		
Except those listed below	Below is a list of fields, values and commands available for each exception to the general access policy:		
	<table><tr><td>Access</td><td>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></td></tr></table>	Access	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>
	Access	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>	
<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

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:

OK

Cancel

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	
	<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	
	<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:

▼ 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.proxy	UDP/IP	fe80::52:3ec0:	(0x0)	     
	support.proxy	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	Ensure that Master services and/or administrative services to this Host can come only through a Gateway Server listed below (i.e. no peer-to-peer)
	<div>Remote control and related services</div> 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. Master connections and services requested on a peer-to-peer basis will be rejected)
	<div>Host administration and remote management</div> 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)
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>	Following is a list of actions that can be taken to modify the list of Gateway Servers (the Host checks status in order)
	View/edit the configuration settings for the Gateway connection with the listed Gateway Server
	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
Protocol	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>SSL</i> , <i>Web Sockets (WS)</i> or <i>Secure Web Sockets (WSS)</i>

UDP/IP

UDP/IP


TCP/IP

SSL

WS

WSS

	<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 Master 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		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. NOTE: This command only appears when SSL-related protocols are selected (SSL, WSS).
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

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	PROXYNETWORKS\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
Protocol	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 Master 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:

SCREEN ✕

Screen capture preferences

☒ Allow use of kernel-mode screen capture, which will disable Aero Glass

☐ Attach kernel-mode mirror display driver at Host startup, rather than for each connection

☐ Prefer kernel-mode screen capture

☒ Prefer user-mode screen capture

Current user-mode screen capture profile: "High Quality/High Bandwidth"

[Configure...](#)

Apply Changes

Cancel

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 ...	Allow the kernel-mode mirror display driver to be attached if kernel-mode screen capture is requested by Master or Gateway Server 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 Note: Kernel-mode mirror display driver will require local or system Administrator rights and reboot to install
	<div>Attach kernel-mode mirror display driver at Host startup...</div> <div>Ensure that the mirror driver is pre-loaded at startup time, eliminating the need to attach/detach with each Master connection to the Host</div>
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 data-bbox="761 420 1118 651"> </div> <p>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</p> <table> <tr> <td><i>High Quality/High Bandwidth</i></td><td>Highest image quality; unlimited bandwidth</td></tr> <tr> <td><i>Medium</i></td><td>Medium image quality; bandwidth limited to 100 Kbyte/sec</td></tr> <tr> <td><i>Medium-Low</i></td><td>Medium-low image quality; bandwidth limited to 60 Kbyte/sec</td></tr> <tr> <td><i>Low</i></td><td>Low image quality; bandwidth limited to 30 Kbyte/sec</td></tr> <tr> <td><i>Custom</i></td><td>User-defined settings for image quality, bandwidth and other parameters</td></tr> </table>	<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>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										

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.

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

▼ 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

When you purchase PC-Duo, you receive a license key to unlock the software.

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:

OK

Cancel

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

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
	<div>OK</div> Save changes and close the popup window
	<div>Cancel</div> 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 - WIN-HQGLUUCI48

Import New Account

TYPE	ACCOUNT NAME	HOST PERMISSION	SESSION PERMISSION	ACTIONS
Allow	BUILTIN\Administrators	Edit Security	Edit Security	<div>View/EditRemove</div>
Allow	PROXYPROGATEWAY\user	Visible	Visible	<div>View/EditRemove</div>
Allow	PROXYPROGATEWAY\Power Users	Remote Control	Visible	<div>View/EditRemove</div>

1

Displaying items 1 - 3 of 3

Please click Apply Changes to complete the process or click Cancel Changes to reset the changes made in this session.

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
-------	-------------

Web Console Operating Guide

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
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	
Actions	Actions that can be taken on this account	
	<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.
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

ADD NEW PERMISSION

PERMISSION TYPE:

☒ Allow ☐ Deny

OBJECT TYPE:

☒ User ☐ Group

LOCATION:

NETWORKS (networks.c...

ACCOUNT NAME:

CheckNames

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

Apply

Cancel

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 > Effective Security

By clicking on this menu option, the Account User will see a popup window displaying the cumulative list of permissions allowed/denied on this Host. Each entry shows the net effect of any individual Host and/or Gateway group security policies for each user or group.

TYPE	ACCOUNT NAME	HOST PERMISSION	SESSION PERMISSION	ACTIONS
Allow	BUILTIN\Administrators	Full Control / Administration	Full Control / Administration	View
Allow	PROXYPROGATEWAY\Administrator	Full Control / Administration	Full Control / Administration	View

Displaying items 1 - 2 of 2

Close

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 - MARATHON



GATEWAY SERVER PARAMETER	VALUE
Display name	MARATHON
Host key	w={5476FCD7-228F-4ED7-8F85-A3493E41F985}
Protocol	UDP/IP
Port	1505
Machine name	MARATHON
Station name	MARATHON
User	
DNS name	
Network address	192.168.1.159
Workstation ID	{5476fcd7-228f-4ed7-8f85-a3493e41f985}
Version	9.0.0.2809
Platform	Win2012 R2(x64)
MAC address	F251,080027003
Last status attempt	3/4/2016 4:55:45 PM
Last status connect	3/4/2016 4:55:45 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 Master connections to this Host (usually <i>IP</i>)
Port	Port used for Master connections to this Host (default = <i>1505</i>)
Machine name	The NETBIOS name of the Host
Station name	The name that will be assigned, after resolving any macros, to the Host application running on that machine (also known as Station)
User	The logged-in console user at the Host
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 Master connection status of the Host (in numeric format)
	<i>0</i> Master connection status = OK
	<i>0x8A0C1009</i> Host refused Master connection (not configured to report to this Gateway Server?)
	<i>0x8A0C100A</i> Host is offline
	<i>0xC004C001</i> Host not found at last known address
	<i>0xC004C009</i> Host was likely imaged and needs its security model with the Gateway to be reset. Either remove the Gateway and add it back or run <code>phsetup resetgateway:all</code> to clear this state.
	<i>0xc004c050</i> The DNS alias being contacted does not resolve properly
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 and vice versa; 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.
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.











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 Master 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
DEV\administrator	Administrative	fe80::9163:89fc:1e67:4e95%12	1/22/2015 7:12:20 PM	     0	1 Details
SRVD1\Administrator	Administrative	192.168.1.94	1/22/2015 6:48:27 PM	     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 Master session (via Master on Demand launched from Web Console) open to a Host</td></tr> <tr> <td></td><td>Indicates that Account User has a Master session (via installed Master) open to a Host</td></tr> <tr> <td><#></td><td>Indicates the total number of Master 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 Master session (via Master on Demand launched from Web Console) open to a Host		Indicates that Account User has a Master session (via installed Master) open to a Host	<#>	Indicates the total number of Master 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 Master session (via Master on Demand launched from Web Console) open to a Host												
	Indicates that Account User has a Master session (via installed Master) open to a Host												
<#>	Indicates the total number of Master connections open												
Licenses	Number of licenses currently being consumed by this Account User												

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 Master connections to one or more Hosts. By default, the list shows up to 5 entries sorted by connection time in descending order.



ACTIVE CONNECTIONS




ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT MACHINE	HOST NAME	SINCE
SRV01\Administrator	Administrative	  transam-pc	SRV02	1/22/2015 7:35:00 PM

[View All - Total\(1\)](#)

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>).		
	<table> <tr> <td><i>Recent Connections</i></td><td>Sort all active Account Users according to connection time, most recent first</td></tr> </table>	<i>Recent Connections</i>	Sort all active Account Users according to connection time, most recent first
<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						
	<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						
Account Machine	Name of the Account User's machine						
	<table> <tr> <td></td><td>Indicates that Account User has Master session (via Master on Demand launched from Web Console) open to a Host</td></tr> </table>		Indicates that Account User has Master session (via Master on Demand launched from Web Console) open to a Host				
	Indicates that Account User has Master session (via Master on Demand launched from Web Console) open to a Host						



Indicates that Account User has a Master session (via installed Master) open to a 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 Master 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 NAME	ACTIVITY TYPE	ACCOUNT NAME	ACCOUNT TYPE
1/22/2015 7:35:00 PM	INTEGRATION_VDI	Clipboard	SRV01\Administrator	Administrative
1/22/2015 7:35:00 PM	INTEGRATION_VDI	Chat	SRV01\Administrator	Administrative
1/22/2015 7:34:57 PM	INTEGRATION_VDI	Remote Control	SRV01\Administrator	Administrative

[View All](#)

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:

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: SRV01
LICENSE MODE: CONCURRENT USERS (WITH HOD)

GATEWAY SERVER PARAMETER	VALUE
Administrative users (in use / maximum allowed)	2 / 2
Master users (in use / maximum allowed)	0 / 10
Personal users (in use / maximum allowed)	0 / 25
Limited Admin users (in use)	0
Number of active reverse connections	2
Number of active Masters	1
Number of active Master connection services	3
Number of active Hosts	1
Number of active Host connection services	3
Number of active recordings	1
Number of Gateway data service connections	3

[View Gateway Settings](#)

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
<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 Connect 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 Connect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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.

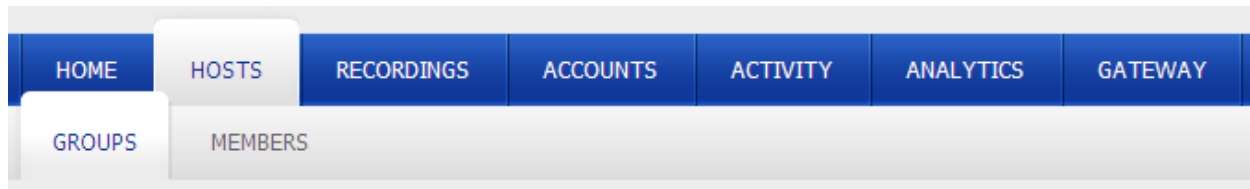
Below is a table of the parameters and values displayed in the Gateway Server At-A-Glance table:

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 Master connections

Number of active Hosts	Number of Hosts with active Master connections
Number of active Host connection services	Number of Host services currently being used by all Account Users with active Master 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 RDS session Hosts, VDI Hosts and Hosts on Demand also report to system-defined Groups.

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 SECURITY</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> <div>MEMBERS SECURITY</div> <p>Go to <i>Security</i> popup to see security details for Account Users that have access rights to this Group Note: Visible only to Administrative Accounts</p> </div>												
Description	Brief description of the Group. This field is editable for user-defined Groups												
Group Type	<p>Group Type field can be one of six values below</p> <table> <tr> <td><i>All Hosts</i></td><td>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>)</td></tr> <tr> <td><i>Host on Demand</i></td><td>Transient, system-defined Group that includes all Host on Demand instances connected to this Gateway Server (Group Name = <i>Host on Demand</i>)</td></tr> <tr> <td><i>System</i></td><td>Persistent, system-defined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = <i>System</i>)</td></tr> <tr> <td><i>Host for RDS on <server></i></td><td>Transient, system-defined Group that includes all Remote Desktop Services Host sessions on <server> reporting to this Gateway Server (Group Name = Host for RDS on <server>)</td></tr> <tr> <td><i>Host for VDI</i></td><td>Transient, system-defined Group that includes all Host instances running in virtual desktops that are reporting to this Gateway Server (Group Name = Host for VDI)</td></tr> <tr> <td><i>Recordings of Host for RDS</i></td><td>Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that no longer exist (Group Name = Recordings of Host for RDS)</td></tr> </table>	<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>Host for RDS on <server></i>	Transient, system-defined Group that includes all Remote Desktop Services Host sessions on <server> reporting to this Gateway Server (Group Name = Host for RDS on <server>)	<i>Host for VDI</i>	Transient, system-defined Group that includes all Host instances running in virtual desktops that are reporting to this Gateway Server (Group Name = Host for VDI)	<i>Recordings of Host for RDS</i>	Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that no longer exist (Group Name = Recordings of Host for RDS)
<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>Host for RDS on <server></i>	Transient, system-defined Group that includes all Remote Desktop Services Host sessions on <server> reporting to this Gateway Server (Group Name = Host for RDS on <server>)												
<i>Host for VDI</i>	Transient, system-defined Group that includes all Host instances running in virtual desktops that are reporting to this Gateway Server (Group Name = Host for VDI)												
<i>Recordings of Host for RDS</i>	Persistent, system-defined Group that includes all Host recordings created for any transient Host instances that no longer exist (Group Name = Recordings of Host for RDS)												

	<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>)
Host Count	The number of Hosts currently assigned to this Group	
Commands	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. Also, clicking the Group Name, a blue hyperlink, will also show you the members (Host computers) within that group.



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

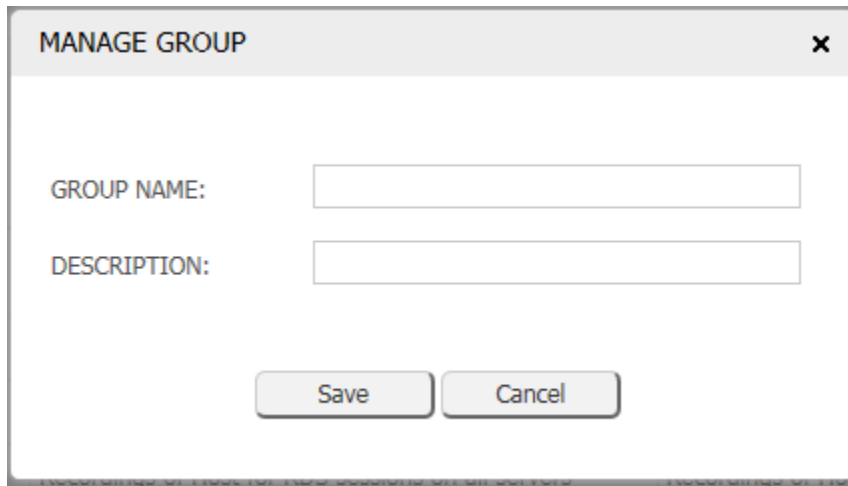
By clicking on this menu option, the Account User will go to the *Hosts > Members* sub tab. Note that the Group Name will be automatically filled in the sub tab label. Please see *Hosts > Members* sub tab for more information.

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. A popup will be displayed allowing the Account User to enter a user-defined name and description for the Group. Clicking the Save button will create a new Group with these values. Clicking the Cancel button will close the popup without adding a new Group.



For the new Group, 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 employ the search box to find a specific Group by entering some or all of the letters of the Group name and clicking on the *Search* button. The search field will automatically compare the Account User input with the names of the Groups available and will display the ones that match or contain that string.

MANAGE GATEWAY GROUPS

GROUP NAME (Contains):	<input type="text"/>	<input type="button" value="Search"/>
<input type="button" value="Add New Group"/>		

Field	Description
Group Name	Search field for Group name(s)

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:

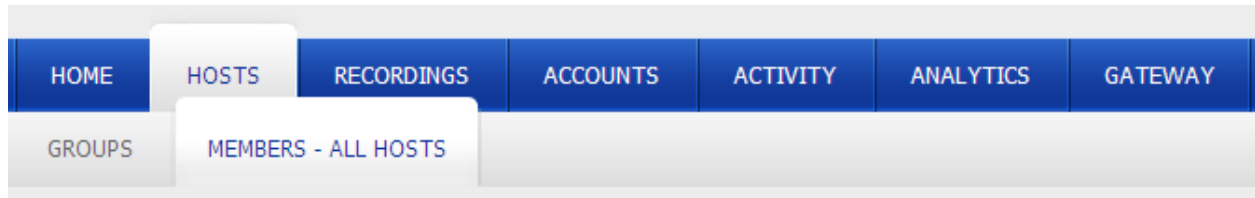
MANAGE GATEWAY GROUPS

GROUP NAME (Contains):	<input type="text"/>	<input type="button" value="Search"/>
GROUP TYPE:	<All Group Types>	
<input type="button" value="Add New Group"/>		







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>)Remote Desktop Services on <RDS server> (Group Name = <i>Host for RDS on <RDS server></i>)VDI Hosts (Group Name = <i>Host for VDI</i>)Remote Desktop Services Recordings (Group Name = <i>Recordings of Host for RDS</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.



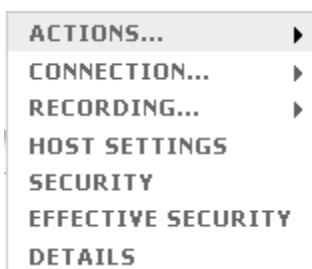
If the Account User selects the Members option from the dropdown menu for a Group on the *Groups* tab, the Hosts for that Group will appear in the *Members* sub tab table and the *Members* sub tab label will show the selected Group name (*Members - <Group Name>*).

Field	Description
Host Name	The name that will be assigned, after resolving any macros, to the Host application running on that machine (also known as Station).
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
	Master connection status = OK. Host type is persistent installed Host. Host has active Gateway connection but no Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is persistent installed Host. Host has active Gateway connection but no Account Users have active Master connections to this Host.
	Master 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.
	Master connection status = Active. Host type is transient Host for RDS instance. Host instance has active Gateway connection and one or more Account Users have active Master connections to this Host.Remote Desktop connections to this Host.
	Master 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 Master connections to this Host.
	Master connection status = Active. Host type is transient Host for RDS instance. Host instance has active Gateway connection and

	one or more Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is transient Host for RDS instance. Host instance has active Gateway connection but no Account Users have active Master connections to this Host.
	Master connection status = Active. Host type is transient Host for VDI instance. Host instance has active Gateway connection and one or more Account Users have active Master connections to this Host.
	Master connection status = OK. Host type is transient Host for VDI instance. Host instance has active Gateway connection but no Account Users have active Master connections to this Host.
1	The number of Account Users with active Master connections to this Host
	The 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 connection between the Host and the Gateway Server is encrypted. See <i>Host Name</i> > <i>Security</i> to see details about the type of encryption being used
	The Host is presently being recorded
	The Host is available and ready to be recorded
	The Host is offline and cannot be recorded
Platform	Indicates the operating system of the target Host machine
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 > Effective Security

See *Home > Active Hosts > Host Menu > Effective 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 some or all of the letters of the Host name and clicking on the *Search* button. The search field will automatically compare the Account User input with names of the Hosts available and will display the ones that match or contain that string.

MANAGE GATEWAY GROUP MEMBERS

HOST NAME (Contains):	<input type="text"/>	<input type="button" value="Search"/>	(Advanced Search)
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The Account User can enter any character(s) into the field to refine the search:

Field	Description
Host Name	Search field for Host name(s)

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 (Contains):	<input type="text"/>	<input type="button" value="Search"/>
GROUP NAME:	All Hosts ▼	
MACHINE NAME (Contains):	<input type="text"/>	
HOST USER (Contains):	<input type="text"/>	
ADDRESS (Contains):	<input type="text"/>	
VERSION (Contains):	<input type="text"/>	
LAST CONNECT (From-To):	<input type="text"/> <input type="button" value="⌵"/> <input type="button" value="⏪"/> <input type="text"/> <input type="button" value="⌵"/> <input type="button" value="⏩"/>	

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)
Machine Name	Filter the list of Hosts displayed according to the NETBIOS name
Address	Filter the list of Hosts displayed by specifying all or part of an IPv4 or IPv6 address for the Host(s)
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.
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 stop and its Host entry will be removed from the Gateway.

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 when pinned; supports unattended access	Windows Only	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	Windows Only *	Yes
Supports remote management	No	Yes

* Remote printing is supported in Host on Demand by manually installing an additional component.

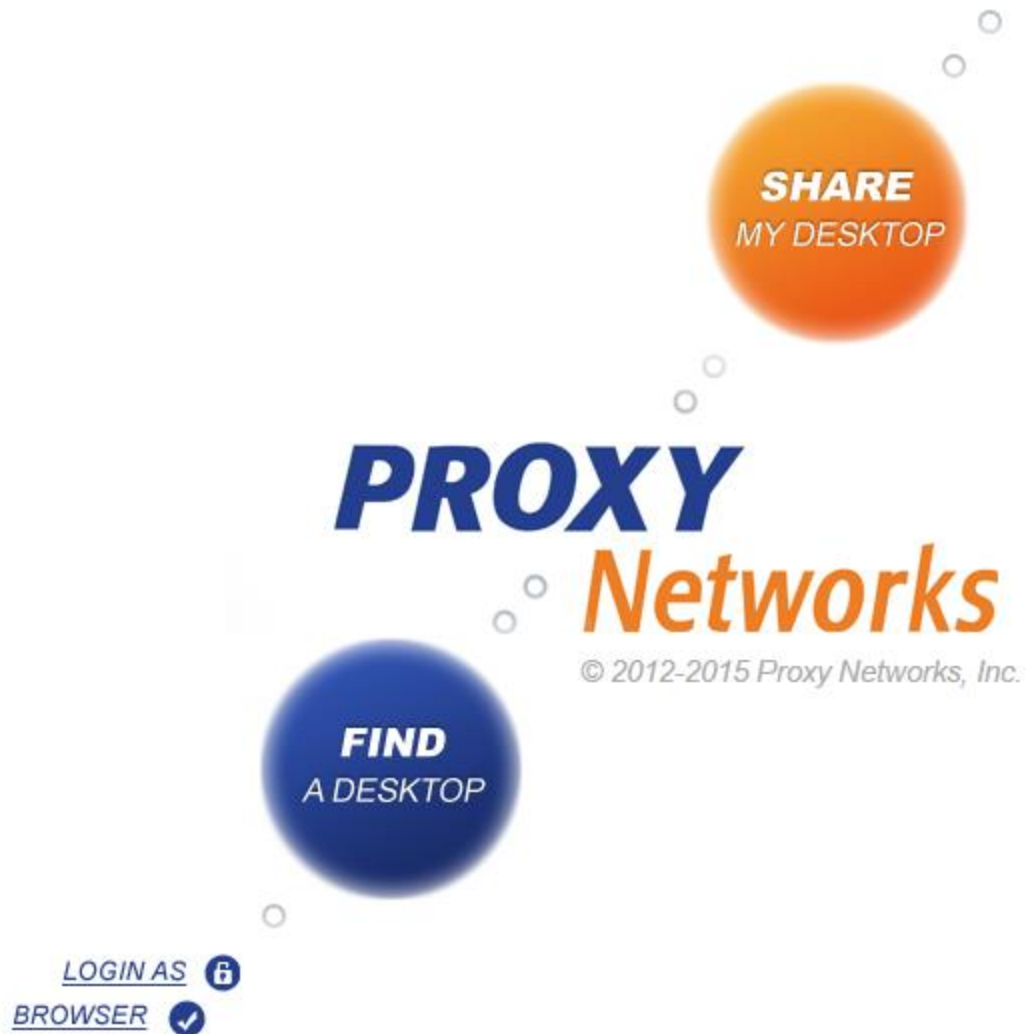
The HOD is hosted by and delivered from the Gateway Server. A special license key is required to enable the Gateway Server to run the HOD, but once licensed, end users with access to the Web Console will be able to install as many instances of HOD as they like. Each HOD instance will report back to and 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 > Web Console Settings* sub tab:

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

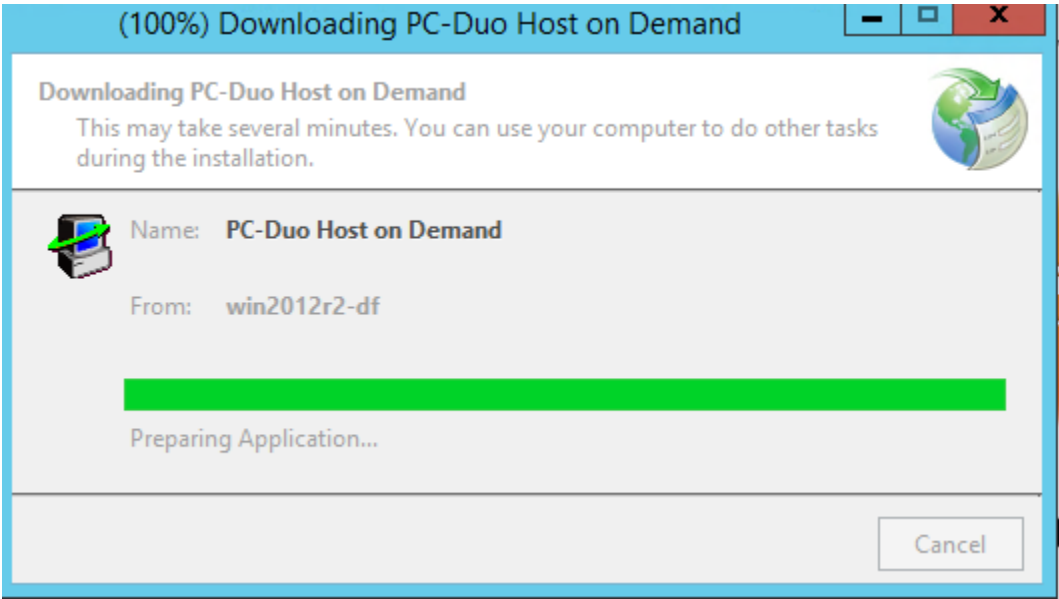
Host on Demand > Run HOD

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



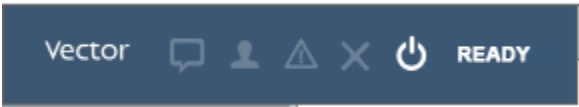
Host on Demand for Windows

If the Web Console user is running Windows, this will cause a small, streamlined version of the Host to be delivered and run (but 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:

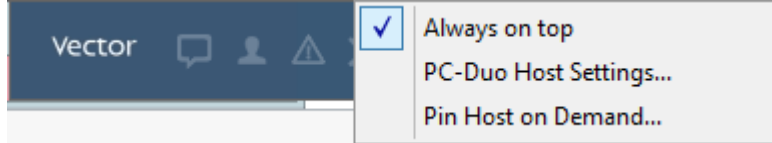


Below is a table of connection states and commands available in the Host on Demand for Windows mini-control panel:

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

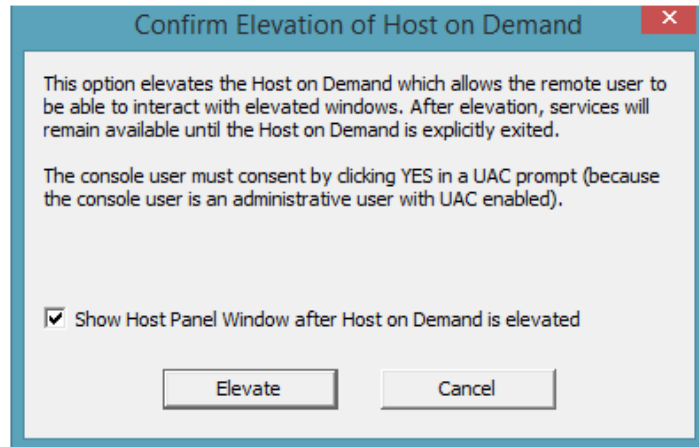
Alert command for more details	
Commands	Actions that can be taken by the end user with respect to the Host on Demand process
	Open a chat session with all Account Users that have an active Master connection to this Host on Demand instance; enabled in Sharing state
	View a list of Account Users with active Master connections to this Host on Demand instance; 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 Master connections immediately (but keep Gateway connection with the Gateway Server active); enabled in Sharing state
	Terminate any active Master connections immediately and/or terminate the Gateway connection with the Gateway Server; Host entry in Gateway is removed; 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 right-clicking the Host on Demand for Windows 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
Pin Host on Demand...	<p>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.</p> <p>When selected, the following informational dialog will appear on the remote desktop:</p>

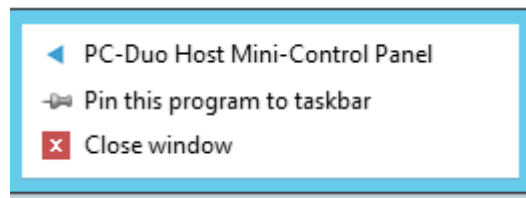


If the Elevate button is clicked, a UAC prompt will appear on the remote desktop and give the Account User the opportunity to enter valid administrative credentials for the Host machine.

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

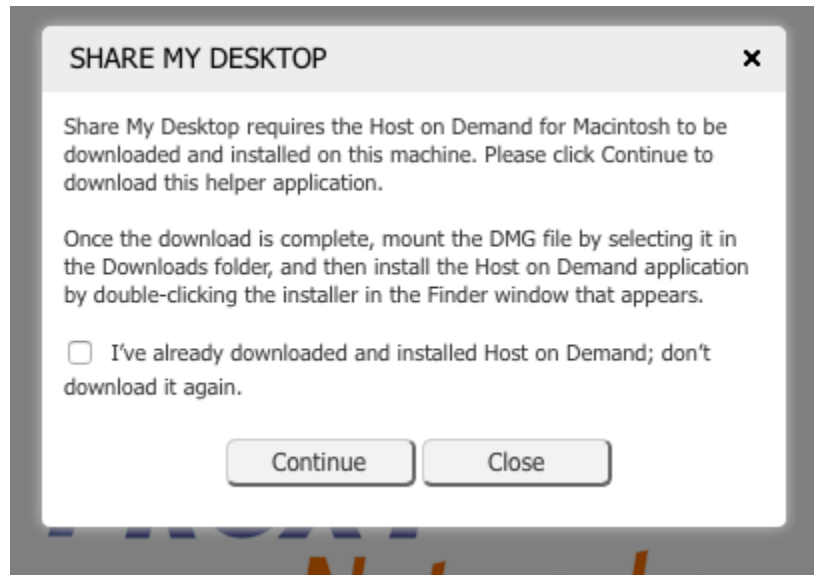
Terminate button in the HOD mini-control panel (⏻), or by clicking on "Close Window" in the context menu of the task bar icon for HOD:



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.

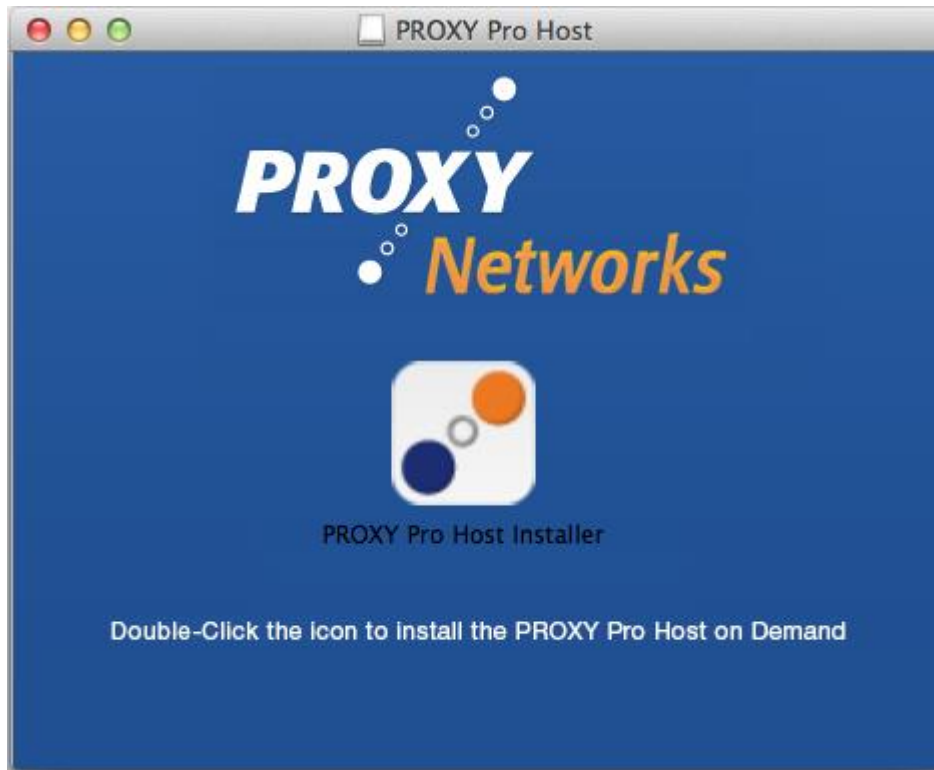
Host on Demand for Macintosh

If the Web Console user is running on a Macintosh, and it is the first time launching Host on Demand, the following message will appear to notify the user that an installer in the form of a DMG (disk image) file will be downloaded to the Web Console user's desktop:



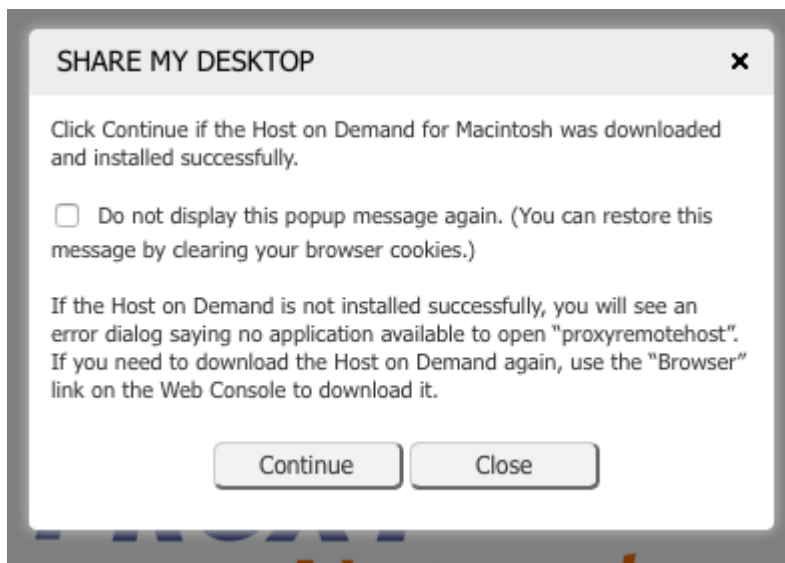
Clicking Continue will begin downloading the installer DMG into the Web Console user's Download folder. Alternatively, if the Host on Demand had already been downloaded and installed previously (from a different Web Console, for example), the box labelled "I've already downloaded and installed Host on Demand" may be checked. In this case, the download and install steps can be skipped, and clicking the Share My Desktop will launch the already installed Host on Demand.

Once the installer DMG has been downloaded, it must be opened by clicking the newly downloaded DMG file, located in the Web Console user's Downloads folder. After opening, it will present the installer application:



The user should double-click the PC-Duo Host Installer icon to install the application to their local Applications folder. Once the application has been installed, it can be launched from the Web Console by clicking on the Share My Desktop link.

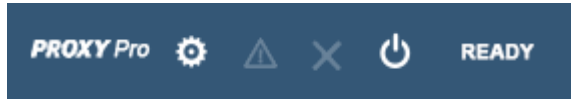
The first time this is done, the user will see a confirmation message to ensure the application was downloaded and installed correctly:









Web Console Operating Guide

The user should check the box labelled “Do not display this popup message again” to prevent the confirmation message from appearing again. Clicking Continue will launch the Host application.

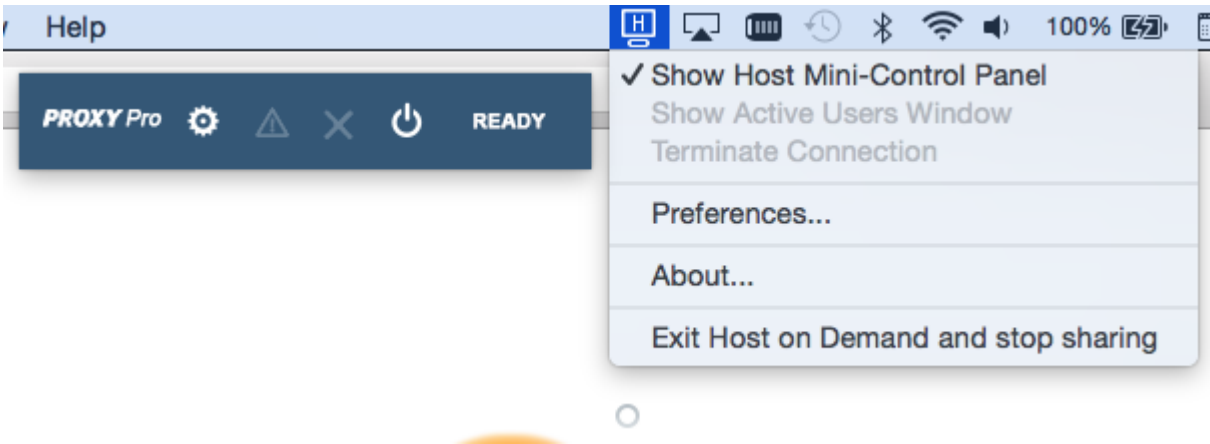
Once running, the Host will automatically attempt to establish a Gateway connection with the Gateway Server (Host on Demand is hardwired to report only to the Gateway Server associated with the Web Console landing page) and a mini-control panel will appear at the top of the end user’s desktop indicating the status of the Gateway connection:



Below is a table of connection states and commands available in the Host on Demand for Macintosh mini-control panel:

Status	Description
Connection Status	Indicates the status of the Gateway connection between the Host on Demand and its associated Gateway Server
	 Indicates that Host has a good Gateway connection with the Gateway Server and is available for remote access
	 Indicates that Host has a good Gateway connection with the Gateway Server and one or more Account Users have established a Master connection for screen sharing and other services
	 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
	 View more detail about failed Gateway connections between Host on Demand and its associated Gateway Server; enabled in Error state
	 Terminate any active Master connections immediately (but keep Gateway connection with the Gateway Server active); enabled in Sharing state
	 Terminate any active Master connections immediately and/or terminate the Gateway connection with the Gateway Server;

Additional commands are available in the Host menu by clicking on the menu bar icon:








Below is a table of command available in the Host menu:

Commands	Description
Show Host Mini-Control Panel	Keep the HOD mini-control panel on the screen at all times; (Default = <i>selected</i>)
Preferences	Go to PC-Duo control panel to see current configuration settings for the Host on the remote desktop
Exit Host on Demand and Stop sharing	Terminate any active Master connections immediately and/or terminate the Gateway connection with the Gateway Server

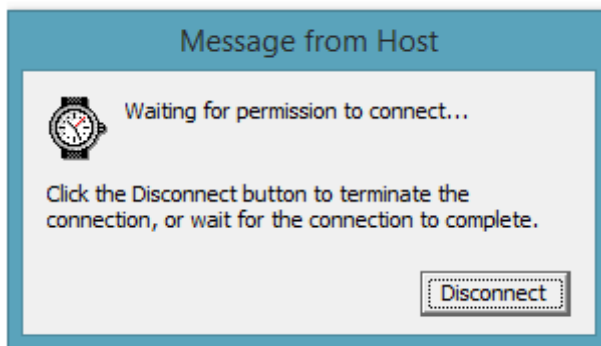
Host on Demand > Connect To HOD

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:

HOOVER ▾	192.168.1.79	 0    	Win2008 R2(x64)	8.10.2.2549	1/22/2015 6:22:09 PM
----------	--------------	---	-----------------	-------------	----------------------

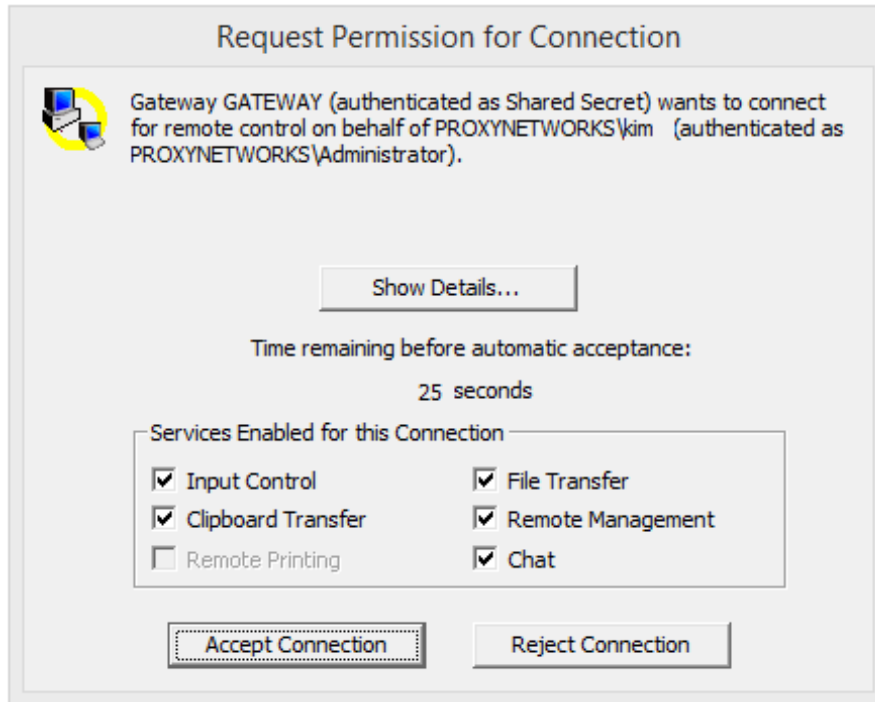
Any Account User with appropriate access rights can click on the QuickConnect link or select the Connect command from the Host context menu to establish a Master connection with this HOD.


By default, the HOD is configured to require permission explicitly before allowing a Master 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:



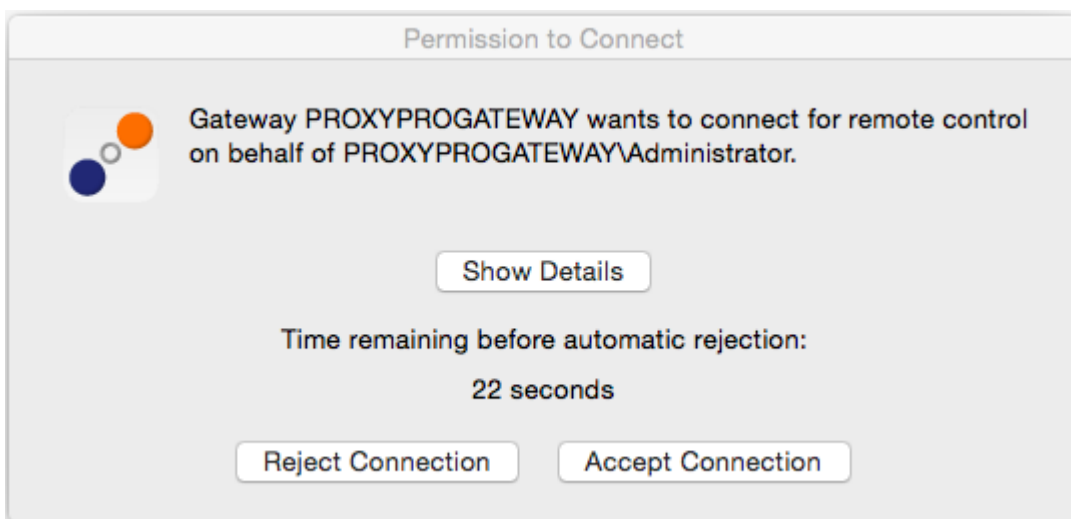
Meanwhile, the remote user will be given the option to accept or reject the Master connection request.

If the remote user is running Windows, and 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:



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 Master 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).

If the remote user is running on a Macintosh, only Accept Connection or Reject Connection options are available. Service selection is not available:



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

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 Master 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 Master connection with Input Control to one HOD instance at a time; the channel will not be available again until the Master 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: DOGFOOD LICENSE MODE: MANAGED HOSTS (WITH HOD)		
TYPE	CURRENTLY IN USE	MAXIMUM ALLOWED
Non-Transient workstations	22	200
Host for RDS	0	25
Host on Demand (session / pinned)	2 / 0	16
Host for VDI	1	50

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

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

Master on Demand

The Master is an application launched from the Web Console that provides the Account User a view of a Host desktop over a secure connection. The process of launching the Master in this manner via the Web Console interface is called Master on Demand.

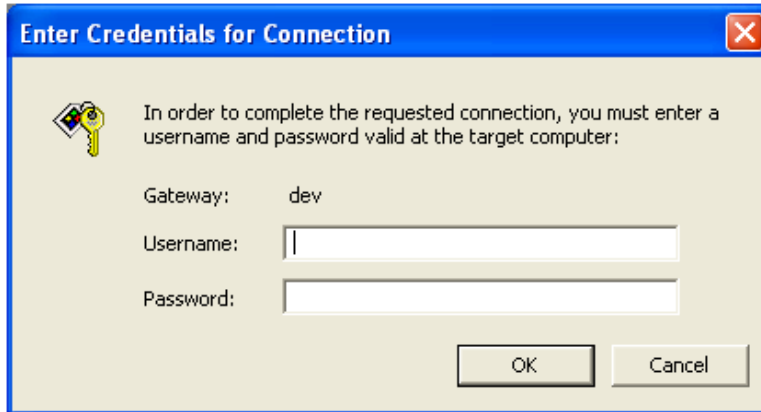
The Master on Demand is a feature available to Account Users only if the Gateway Server is in Concurrent User license mode (see *Master > License Considerations* below for more detail). In Concurrent User license mode, the QuickConnect and the Connect commands in the dropdown context menu next to each 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
Connect	Establish a Master 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 Master 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 Master 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 Master 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 on a Windows client:



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 Master:

Note: Master for Macintosh does not utilize local machine credentials. Therefore, behavior on the Macintosh platform is always as described in the “Web Console credentials different than local machine credentials” column below.

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

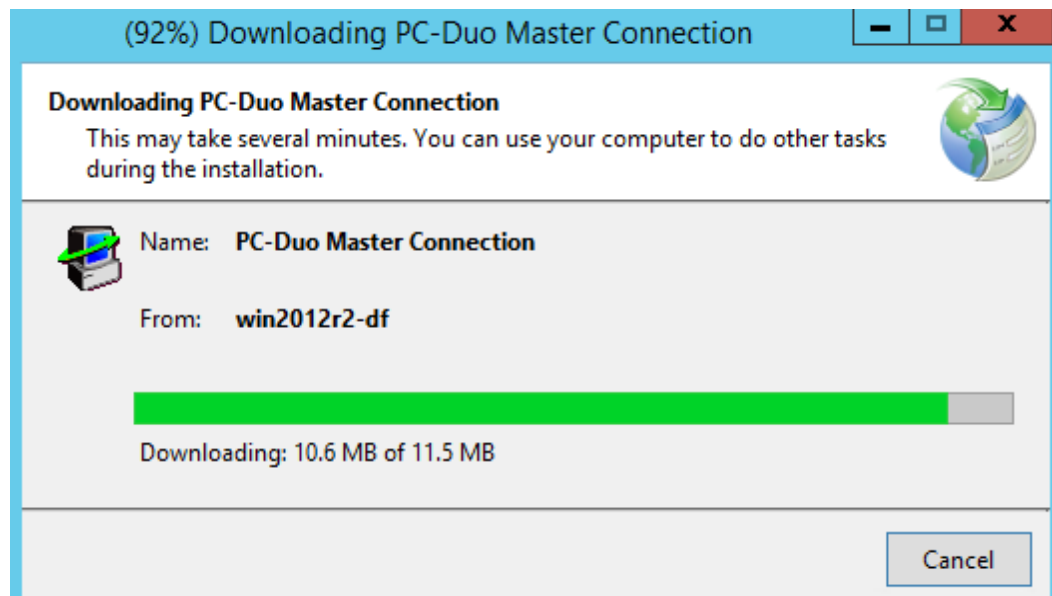
Master > QuickConnect Window

If the Account User clicks on the QuickConnect link or on one of the Connect commands in the Host context menu the Master software will be delivered to the Web Console user's desktop.

Master for Windows

If the Web Console user is running Windows, the Master will be delivered to and run (but not installed) on the Web Console user's desktop.

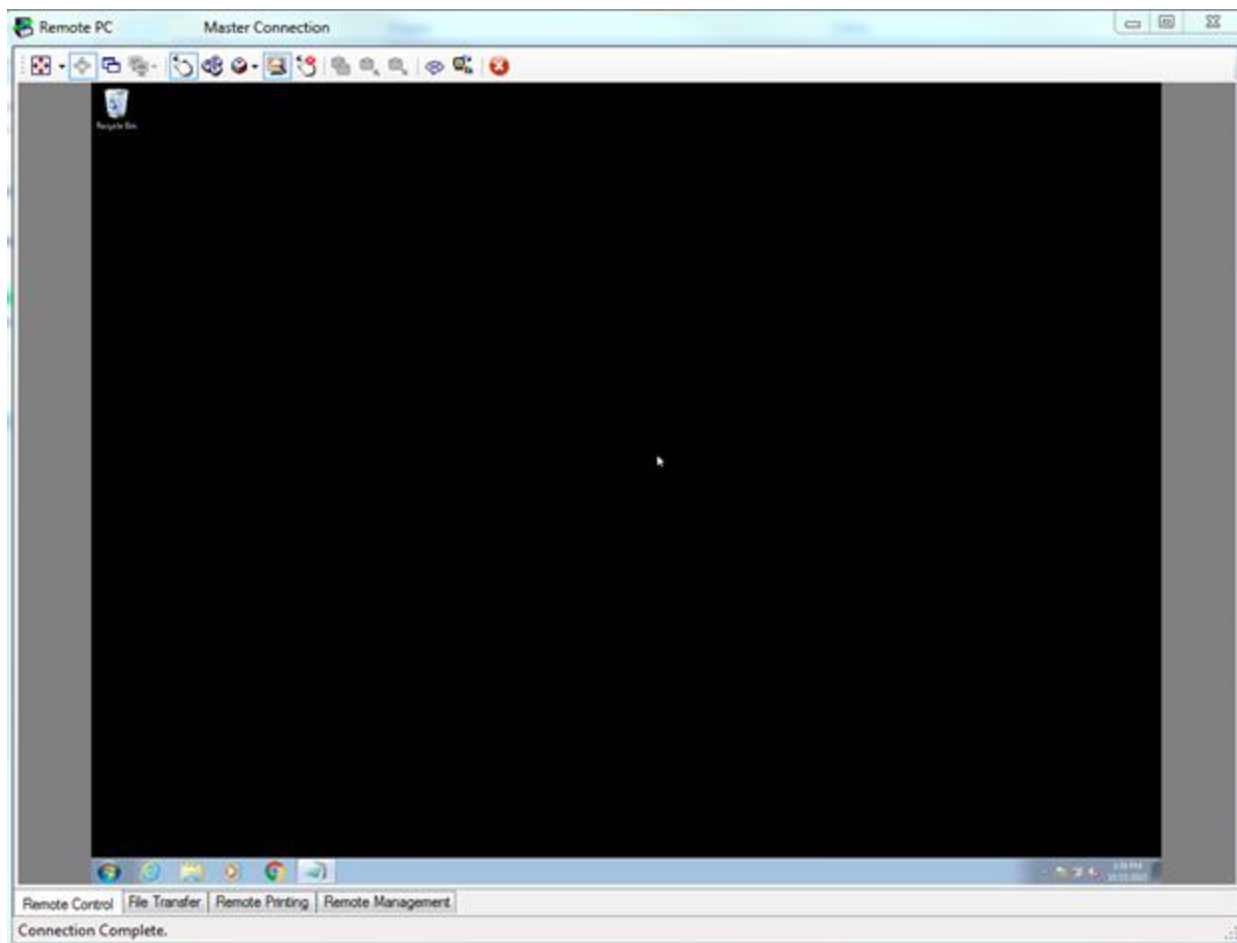
A progress window will appear to show status of the download process:









When the download is completed, the Master 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 Master Connection Window. A menu bar of commands and configuration options appear along the top, and sub tabs for each service enabled for this Host are along the bottom.










Below is an example of the Windows Master Connection Window, with Remote Control (Input Control), File Transfer, Remote Printing and Remote Management services enabled:

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Below is a table of menu bar icons available in the Master for Windows Connection window:

Option	Icon	
Input Control		Gives the Account User control of keyboard and mouse input for remote control
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
Keystrokes available when connected to a Windows Host		
<i>Ctrl+Alt+Del</i>		Open the Windows Security dialog for the Host user to logoff, lock, go to Task Manager and other Windows options
<i>Windows+L</i>		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
Keystrokes available when connected to a Macintosh Host (text in parenthesis indicates actual keystrokes sent to Host)		
<i>Command+Shift+3</i>		Take a screenshot of the entire Host screen
<i>Command+Shift+4</i>		Take a screenshot of a portion of the Host screen
<i>Command+Option+M</i>		Minimize all windows of front app
<i>F11</i>		Show desktop
<i>F12</i>		Show dashboard
<i>Mission Control</i>		Show mission control (fn+F3)
<i>Launchpad</i>		Show launch pad (fn+F4)
Manage Visual Effects		Toggle on/off settings to manage the appearance of the Host desktop (similar to Effects tab in the Host Control Panel)
Suppress Mouse/KB		Toggle on/off the Host user's ability to use their keyboard and mouse physically connected to their computer
Chat		Opens a chat window in which text messages can be sent 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 Master 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 Master Connection Window
Fit to Window		Scales the image of the Host desktop display to fit the size of the Master Connection Window
Monitor Select		When the Host machine has multiple monitors, use this drop-down to select monitor 1, monitor 2, or all

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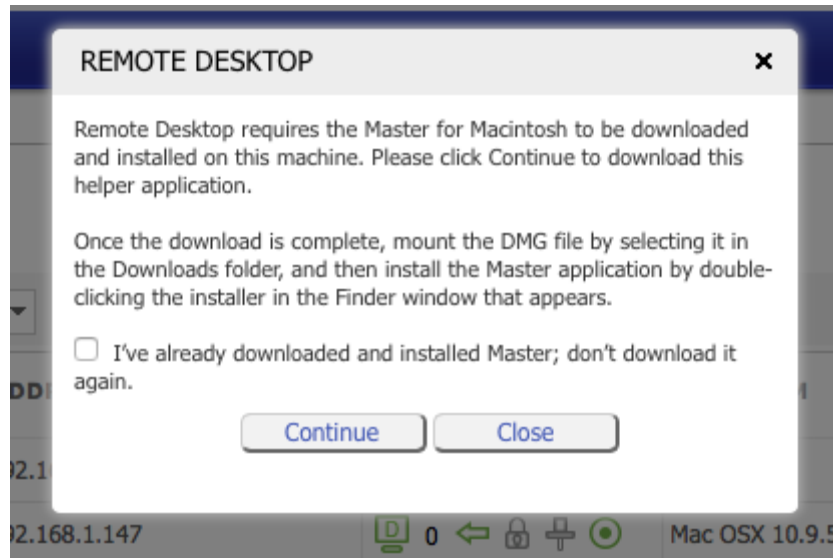
Close



Closes the Master Connection Window and disconnects the Account User from the Host desktop

Master for Macintosh

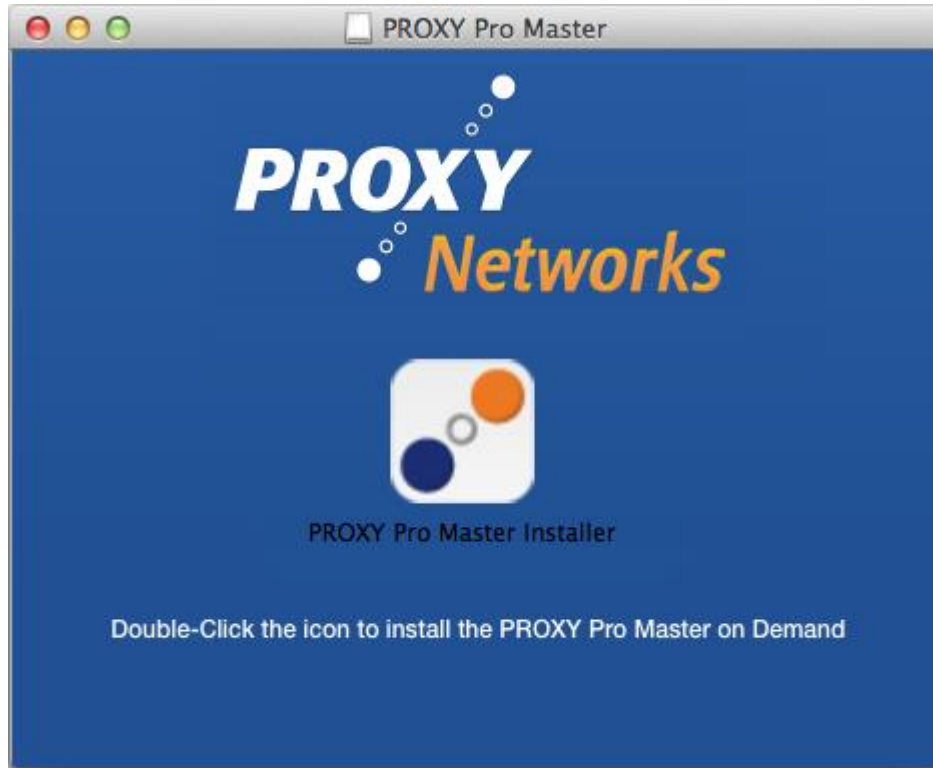
If the Web Console user is running on a Macintosh, and it is the first time accessing the Web Console, the following message will appear to notify the user that an installer in the form of a DMG (disk image) file will be downloaded to the Web Console user's desktop:



Clicking Continue will begin downloading the installer DMG into the Web Console user's Download folder. Alternatively, if the Master had already been downloaded and installed previously (from a different Web Console, for example), the box labelled "I've already downloaded and installed Master" may be checked. Then, after continuing, the next click of a Quick Connect button for a Host will launch the already installed Master application.

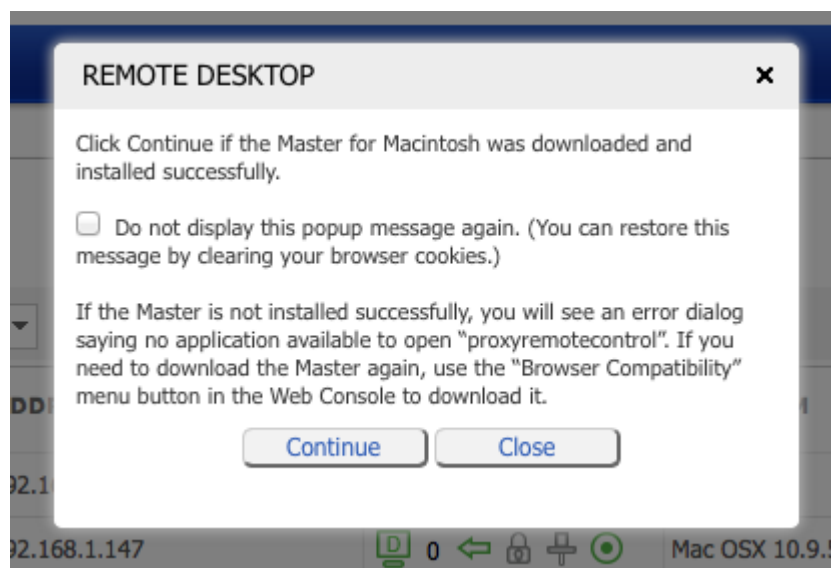
Once the installer DMG has been downloaded, it must be opened by clicking the newly downloaded DMG file, located in the Downloads folder. After opening, it will present the installer application:

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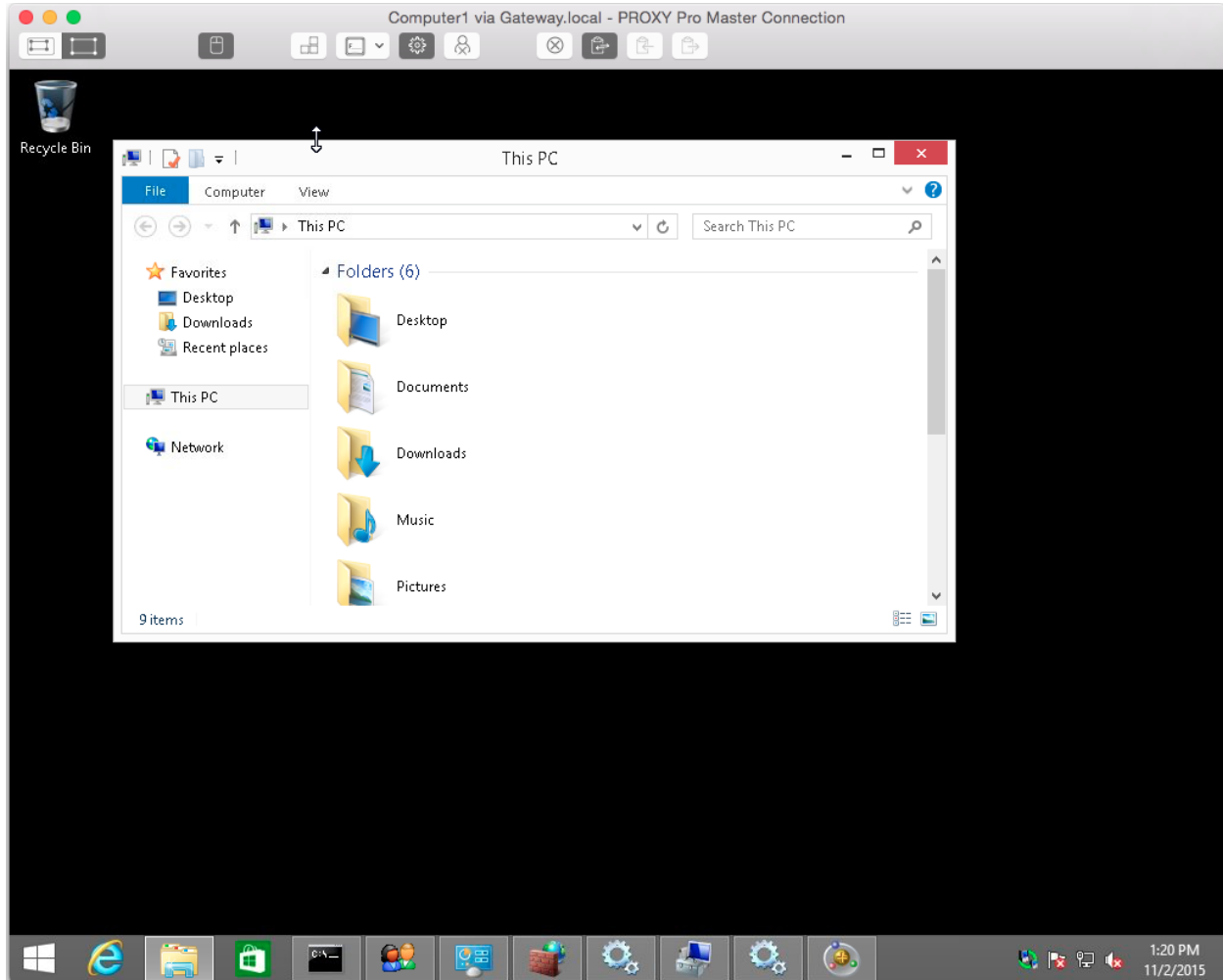
The user should double-click the Master Installer icon to install the application to their Applications folder. Once the application has been installed, it can be launched from the Web Console by clicking on a Host's QuickConnect link.

The first time this is done, the user will see a confirmation message to ensure the application was downloaded and installed correctly:



The user should check the box labelled “Do not display this popup message again” to prevent the confirmation message from appearing again. Clicking Continue will launch the Master application.

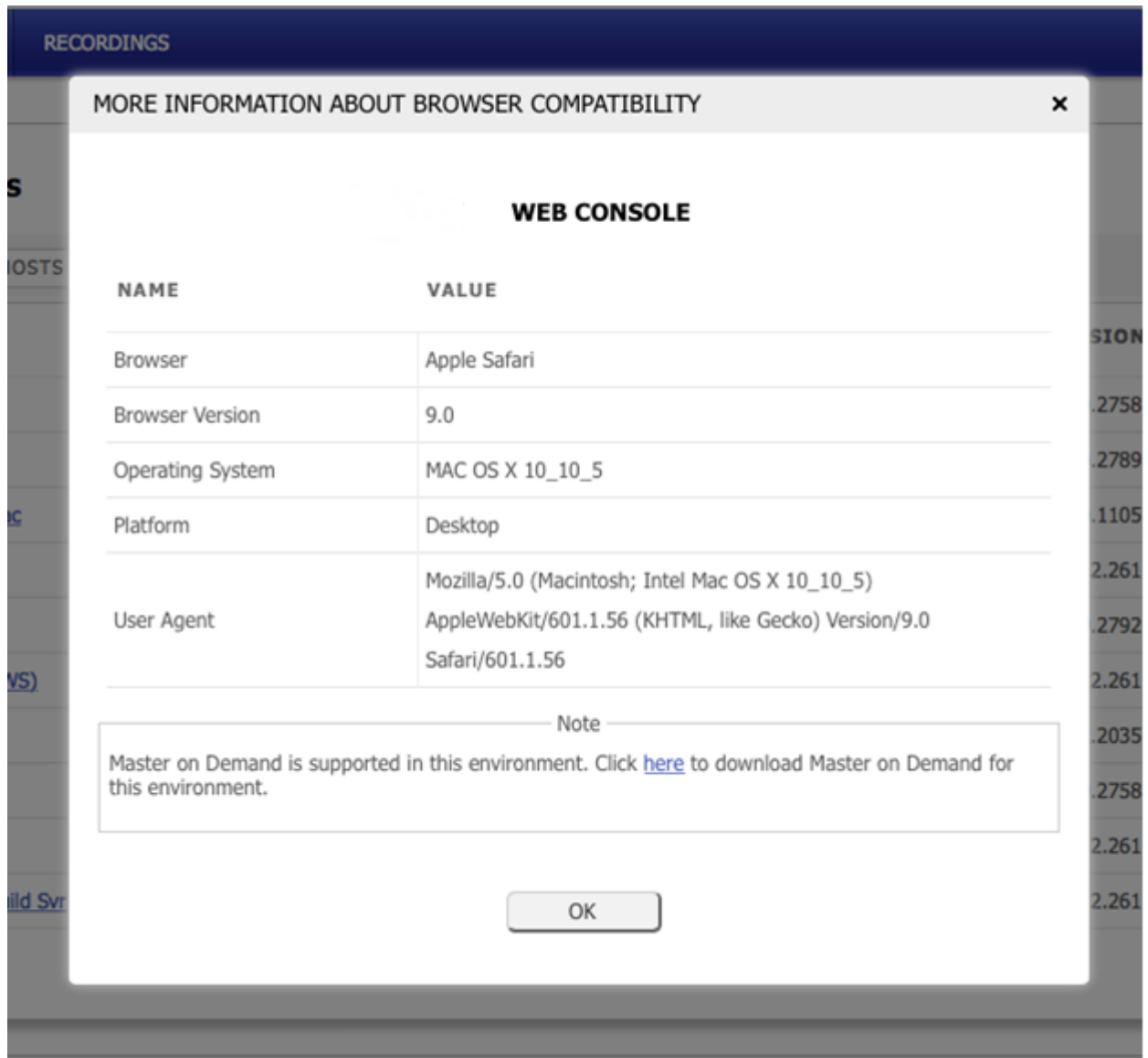
Below is an example of the Master for Macintosh window.






Manual Download




The Master DMG installer file can be downloaded manually. This might be required if, for example, the application was removed from the system. To download manually:

- Login to Web Console
- Click on the Browser check button in the menu bar (see Menu Bar section)
- Click the provided download link



Below is a table of menu bar icons available in the Macintosh Master window:

Option	Icon	
Input Control		Gives the Account User control of keyboard and mouse input for remote control
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+Del		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.



Keystrokes available when connected to a Windows Host

<i>Ctrl+Alt+Del</i>	Open the Windows Security dialog for the Host user to logoff, lock, go to Task Manager and other Windows options
<i>Windows+L</i>	Lock workstation
<i>PrintScreen</i>	Capture snapshot of entire Host desktop and copy to clipboard
<i>Alt+Print Screen</i>	Capture snapshot of active window and copy to clipboard
<i>NumLock</i>	Sends Num Lock key toggle to the Host.
<i>Pause/Break</i>	Sends Pause keystroke to the Host, sometimes used to pause scrolling output.
<i>Scroll Lock</i>	Send Scroll Lock key toggle to the Host.
<i>F11</i>	Sends an F11 keystroke to the Host desktop to toggle between normal and full screen modes
<i>F12</i>	Sends an F12 keystroke to the Host.

Keystrokes available when connected to a Macintosh Host.

<i>Command+Tab</i>	Switch to the next most recently used application
<i>Command+Shift+3</i>	Capture snapshot of entire Host desktop and save to a file.
<i>Command+Shift+4</i>	Capture snapshot of a portion of the Host desktop and save to a file.
<i>Command+Option+M</i>	Minimize all windows for front application
<i>F11</i>	Show desktop
<i>F12</i>	Show dashboard
<i>MissionControl</i>	Show mission control
<i>Launchpad</i>	Show launch pad

Manage Visual Effects		Toggle on/off settings to manage the appearance of the Host desktop (similar to Effects tab in the Host Control Panel)
Suppress Mouse/KB		Toggle on/off the Host user's ability to use their keyboard and mouse physically connected to their computer
Fit 1-to-1		Specifies that one pixel of the Host desktop display corresponds to exactly one pixel in the Master Connection

Window		
Fit to Window		Scales the image of the Host desktop display to fit the size of the Master Connection Window
Close		Closes the Master Connection Window and disconnects the Account User from the Host desktop

Master on Demand> Licensing Considerations

The Master on Demand is an exclusive feature of the Gateway Server when it is in Concurrent User license mode. In this mode, the connection hyperlinks 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, they 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 Master on Demand windows as they like and a single license would be used, as long as the same web browser is being used.

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

If a Master on Demand 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 Master on Demand 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 associated with a particular Host, the Account User can type in the Host name into the Search field.

MANAGE HOST RECORDINGS

HOST NAME (Contains):

Search

START TIME (From-To):

2/7/2016 12:00 PM

3/7/2016 12:00 PM

STARTED BY (Contains):

HOST USER (Contains):

RECORDING SPAN (From-To):

Enter value

Enter value

GROUP RESULTS BY:

☒ Station Name

☐ Started By

☐ Host User







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

Field	Description
Host Name	Name of the Host machine associated with screen recordings
Start Time	Date & time when the screen recording was started
Started By	Account User who initiated a screen recording
Host User	User logged into the Host machine when screen recording was started
Recording Span	Specify length of recordings
Group Results By	Station Name (Host), Started By (Account User), Host User (User)
Actions	Actions that can be taken on this screen recording
	<div>Play</div> <div>Play selected screen recording in a popup playback window</div>

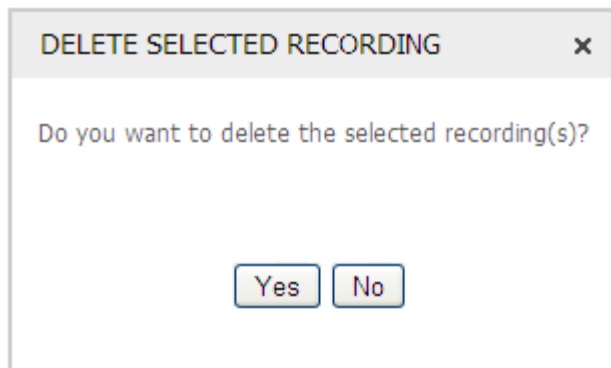
Recordings > Delete Recording

To delete screen recordings for this Host, click on the Delete button next to each entry, and then click Yes to confirm:

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	STATION NAME	STARTED BY	HOST USER	START TIME	DURATION	SIZE	ACTION
▼ Recordings on INTEGRATION							
	INTEGRATION_TS	SRV01\Administrator	Administrator	1/22/2015 6:31:33 PM	22 sec	69 KB	<input type="button" value="Play"/> <input type="button" value="Delete"/>
	 	Page Size <input type="text" value="10"/>	 	Displaying Items 0 - -8 of -8			







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. By default, clicking search will retrieve all recordings within the selected time period. You may use more search criteria to narrow down your search results.

MANAGE HOST RECORDINGS

HOST NAME (Contains):	<input type="text" value="a"/>	<input type="button" value="Search"/>
START TIME (From-To):	<input type="text" value="2/13/2013 12:00 PM"/>   <input type="text" value="3/7/2016 12:00 PM"/>  	
STARTED BY (Contains):	<input type="text"/>	
HOST USER (Contains):	<input type="text"/>	
RECORDING SPAN (From-To):	<input type="text" value="Enter value"/>  <input type="text" value="Enter value"/> 	
GROUP RESULTS BY:	<input checked="" type="radio"/> Station Name <input type="radio"/> Started By <input type="radio"/> Host User	

Parameter	Description
Start Time	Filter the list of screen recordings displayed by specifying a time range for start time for recordings
	<i>From</i> Specify earliest start time for screen recording
	<i>To</i> 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
Host User	Input one or more characters for the user account logged into the Host machine for recordings associated with that user
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)): [\(Advanced Search\)](#)

	ACCOUNT NAME	ACCOUNT TYPE	ASSIGNED GROUP/HOST	LAST LOGIN	ACTIONS
	Administrator	Administrative		07/25/2012	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
	masteruser	Master	All Hosts	07/25/2012	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
	Domain Users	Administrative			<input type="button" value="Edit"/> <input type="button" value="Remove"/>
	Engineering	Master	Engineering		<input type="button" value="Edit"/> <input type="button" value="Remove"/>

Page Size

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

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	
2	<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.

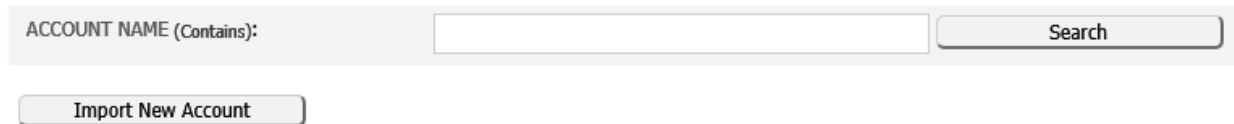
Because the Web Console accommodates both individual and group accounts, a Web Console Account User, when he/she attempts to login, may present Windows credentials that map to more than one Web Console Account User account. Below is a table that shows the order of precedence for the rules that the Web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

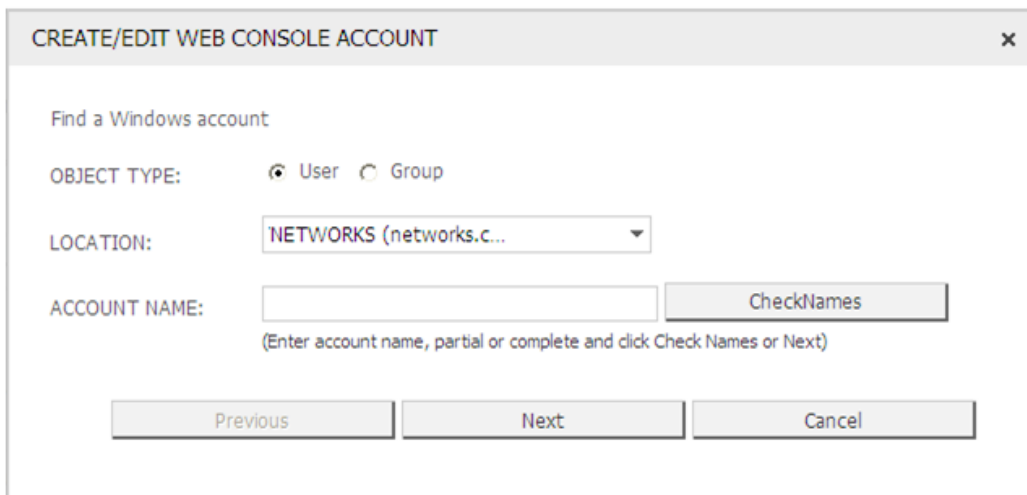
MANAGE WEB CONSOLE ACCOUNTS



ACCOUNT NAME (Contains):

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: NETWORKS (networks.c... ▼

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

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 [X]

- Account Name: NETWORKS\account

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.

Web Console Operating Guide

CREATE/EDIT WEB CONSOLE ACCOUNT [X]

- Account Name: NETWORKS\ak
- 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: NETWORKS\ak
- 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: NETWORKS\ak
- 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 some or all of the 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 the list of registered accounts and will display the ones that match or contain that string.

MANAGE WEB CONSOLE ACCOUNTS

ACCOUNT NAME (Contains):

Search

Import New Account

The Account User can enter any character(s) into the field to refine the search:

Field	Description
Account Name	Search field for Account name (<Domain>\<Account Username>)

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.

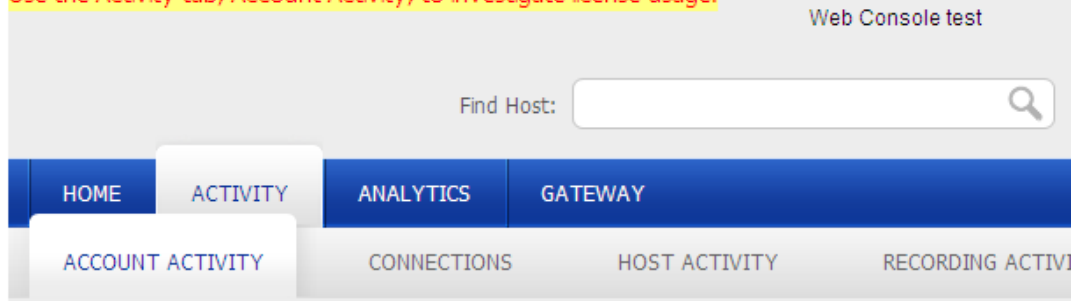
The following additional search parameter will appear for *Advanced Search*:

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

All concurrent administrative licenses are in use. The application is in restricted administrative mode. Use the Activity tab, Account Activity, to investigate license usage.



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 > Account Activity





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






ACTIVE ACCOUNTS

Administrative users (in use / maximum allowed): 1 / 2

Master users (in use / maximum allowed): 0 / 10

Personal users (in use / maximum allowed): 0 / 25













ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT ADDRESS	START TIME	CONNECTION MODE	LICENSES
SRV01\Administrator	Administrative	192.168.1.94	1/22/2015 6:48:27 PM	   	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 <table><tr><td>Administrative</td><td>Administrative Account User</td></tr><tr><td>Master</td><td>Master Account User</td></tr><tr><td>Personal</td><td>Personal Account User</td></tr></table>	Administrative	Administrative Account User	Master	Master Account User	Personal	Personal Account User		
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								
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 <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 Gateway Administrator application is open and connected to this Gateway Server</td></tr><tr><td></td><td>Indicates that the 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 this Host</td></tr></table>		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
	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								

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	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.






ACTIVE ACCOUNT DETAIL

MODE	CONNECTED TO	SERVICES	START TIME	ACTION	LIC
▼ Remote Desktop Services					
	 INTEGRATION_VDI		1/22/2015 7:35:00 PM	Give Input Control	
▼ PROXY Pro Web Console					
	Gateway: SRV01	Gateway Data Services	1/22/2015 6:48:27 PM	Disconnect	
   1 Page Size <input type="text" value="10"/>  					
Displaying items 1 - 2 of 2					




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
	<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

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
	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
























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Host	
Connected To	<p>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</p> <hr/> <div>  <p>Indicates that this account has control over keyboard/mouse input for this Host</p> </div> <hr/> <div>  <p>Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host</p> <p>Note: <i>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></p> </div> <hr/> <div> <p><i>Gateway Data Services</i></p> <p>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</p> </div>
Start Time	Date & time when the Remote Desktop connection was started
Actions	<p>Commands to manage active applications for this Account User</p> <hr/> <div> <p><i>Disconnect</i></p> <p>Break Remote Desktop connection to Gateway Server from Web Console, Gateway Administrator or Master; usually results in freeing up a license</p> </div> <hr/> <div> <p><i>Release Input Control</i></p> <p>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</p> </div> <hr/> <div> <p><i>Give Input Control</i></p> <p>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</p> </div>
License	<div>  <p>Indicates which application(s) are currently consuming a concurrent Account User license</p> </div>

Activity > Connections

The *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 (Proxy Companion Service) via TCP from fe80::e4cf:cbf0:3b:b8%15				
Gateway: VERO	Gateway Data Services	08/02/2012	Disconnect	
▼  NETWORKS\aa (Web Console) via TCP from fe80::e4cf:cbf0:3b: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
	<i>PC-Duo 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)








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Host Address IP address of the Account User's machine in either IPv4 or IPv6 format

Activity > Host Activity

The *Host Activity* 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::69de:471:ae:615%15 Disconnect						
  mike	192.168.1.1	SSL 1241	NETWORKS\aa	    	08/06/2012 06:28:14 PM	
◀ ◁ 1 Page Size 10 ▶ ▶						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
<p>Note: <i>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></p>	
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	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)
Start Time	Date & time when the Remote Desktop connection from this Account User to this Host was started

Activity > Recording Activity

The *Recordings Activity* 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	<button>Adjust</button>	<button>Stop</button>
1 Page Size 10 Displaying items 1 - 1 of 1						

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
	<i>Adjust</i> Adjust the planned length of the recording
	<i>Stop</i> Stop the recording

Activity > Reverse Connections

The *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
	<div>0x0</div> <div>Gateway connection status = Active.</div>
Start Time	Date & time when the Reverse connection was started
Actions	Actions that can be taken on this Reverse connection
	<div><i>Disconnect</i></div> <div>Terminate the Reverse connection from the Host to the Gateway Server immediately</div>

Activity > Host Status Updates

The *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 Audit	Yes		
Services Audit	Yes		
Recordings Audit	Yes		
Licenses Audit	Yes		

Analytics > Connection Audit

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

CONNECTIONS AUDIT

CONNECTION MODE (Contains):	<input type="text"/>	<input type="button" value="Search"/>
ACCOUNT NAME (Contains):	<input type="text"/>	
ACCOUNT ADDRESS (Contains):	<input type="text"/>	
CONNECTION STATUS:	<input checked="" type="radio"/> All <input type="radio"/> Successful <input type="radio"/> Failed	
START TIME (From-To):	<input type="text" value="3/6/2016 4:00 PM"/>  	<input type="text" value="3/7/2016 4:00 PM"/>  

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
	<i>Web Console</i> Indicates that the Web Console was used for this Gateway connection
	<i>Gateway Administrator</i> Indicates that the Gateway Administrator was used for this Gateway connection
	<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

Account Address	Filter the list of Gateway connections displayed by specifying all or part of an IP address for the Account User's machine	
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 Audit

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

SERVICES AUDIT

HOST NAME (Contains):	<input type="text"/>	<input type="button" value="Search"/>
PROTOCOL:	<input checked="" type="radio"/> All <input type="radio"/> UDP/IP <input type="radio"/> TCP/IP <input type="radio"/> SSL	
PORT (Port Number):	<input type="text"/>	
ACCOUNT NAME (Contains):	<input type="text"/>	
ACCOUNT ADDRESS (Contains):	<input type="text"/>	
CONNECTION STATUS:	<input checked="" type="radio"/> All <input type="radio"/> Successful <input type="radio"/> Failed	
START TIME (From-To):	3/6/2016 4:00 PM <input type="button" value="Calendar"/> <input type="button" value="Previous"/> 3/7/2016 4:00 PM <input type="button" value="Calendar"/> <input type="button" value="Previous"/>	
SERVICES:	<input checked="" type="checkbox"/> Remote Control <input checked="" type="checkbox"/> Clipboard <input checked="" type="checkbox"/> File Transfer <input checked="" type="checkbox"/> Remote Printing <input checked="" type="checkbox"/> Remote Management <input checked="" type="checkbox"/> Chat (Required)	

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

Web Console Operating Guide

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
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
Account Address	Filter the list of services enabled by specifying all or part of an IP address for the Account User's machine
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>TopEdit</div>
> Auditing	<div>TopEdit</div>
> Protocols	<div>TopEdit</div>
> Encryption	<div>TopEdit</div>
> Schedule	<div>TopEdit</div>
> Recording	<div>TopEdit</div>
> Auto Recording	<div>TopEdit</div>
> Network	<div>TopEdit</div>
> Grouping	<div>TopEdit</div>

Gateway > Gateway Settings > Jump To Menu

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

Web Console Operating Guide



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		Top	Edit
	PROXY Pro Gateway Server version	8.10.0.2230	
	Station name	GATEWAY	
	Automatically move newly discovered workstations from "Unmanaged Hosts" to the "All Hosts" group	Yes	
	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)	60	
	Concurrent user mode logout additional (minutes)	10	
	Concurrent user mode input control timeout (minutes)	65	

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

GENERAL [X]

Gateway station name:

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 minutes

Automatic Host cleanup

- ☒ Delete Hosts with last connect time older than days

Concurrent user license mode inactivity timeouts

Warn users after minutes

Log users out after an additional minutes

Automatically release input control after minutes

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		Top	Edit
Log information to event log	No		
Log information to text file	Yes		
Only log failures	No		
Audit log file name	C:\Program Files (x86)\Proxy Networks\PROXY Pro 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)\Proxy Networks\PROXY Pro 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:

▼ 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:

The screenshot shows a window titled "PROTOCOLS" with a close button (X) in the top right corner. The window contains three sections for configuring network protocols:

- UDP/IP protocol**:
 - Enabled: ☒ 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: ☒ 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: ☒ 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

At the bottom of the window are two buttons: "Apply Changes" and "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:

Web Console Operating Guide

▼ 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:

ENCRYPTION

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

PROXY Pro 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

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

6:00 AM

☒ 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:

Web Console Operating Guide

▼ Recording		Top	Edit
	Recording directory	C:\Program Files (x86)\Proxy Networks\PROXY Pro 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	Yes	
	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)\Proxy Networks\PROXY Pro 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

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 > Auto Recording

Auto Recording

Top

Edit

Enable Automatic Recording	Yes
Groups	All Hosts

Below is a typical view of the Auto Recording settings:

Web Console Operating Guide

AUTO RECORDING ✕

☒ Enable Automatic Recording

Note

If Automatic Recording is enabled, the Gateway will automatically record Hosts only under the following conditions:
Host is a member of one of the groups selected below
AND
Identity of user making remote control connection to Host is in the list of users or groups configured below.

Click group name to toggle selection of one or more groups: —

☒ All Hosts

☐ Host on Demand

☐ GRP1

☐ Terminal Services on INTEGRATION

☐ Transient VDI Hosts

☐ OU=Boston

[Clear group selection](#)

Select users and groups that may be recorded:

Select Users...

Apply Changes

Cancel

Gateway > Gateway Settings > Network

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

▼ Network		<div>Top</div> <div>Edit</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>
::1	<div>Edit Range...</div> <div>Remove Range</div>

"Local Network" address range exceptions

Add Range...

ADDRESS RANGE	ACTIONS
---------------	---------

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:

Grouping

TopEdit

Global Host grouping policy	Additive: Host added to groups in matching rules; no group memberships removed
Active Directory	PROXYNETWORKS(proxynetworks.com),OU=
IPv4 Address	192.168.1.1(50),GRP1
Extension tag	test_tag,test,GRP1

Web Console Operating Guide

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	PROXYNETWORKS	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 Counts and limits the number of concurrent Account Users by account type (Administrative, Master, Personal) that can logon to the Web Console 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, RDS, VDI, HOD) Enables Remote Desktop options in the Web Console, including the QuickConnect 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 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 (RDS, 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 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.

Web Console Operating Guide

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 v8.10	<div>Delete</div>
5140 0000 0000 0000 0000 0000	Concurrent Users v8.10	<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 12.6 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><div>Insert</div><div>Insert new license key.</div><div>Note: The Gateway Server will attempt to validate the contents of the license key input field before accepting it.</div></div>
	<div><div>Cancel</div><div>Cancel the input and turn to view only mode</div></div>
	<div><div>Delete</div><div>Delete the license key</div></div>

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 (RDS, HOD, and VDI) allowed to report to the Gateway Server at the same time and the total number currently reporting:

LICENSE ACTIVITY

GATEWAY SERVER: DOGFOOD LICENSE MODE: MANAGED HOSTS (WITH HOD)		
TYPE	CURRENTLY IN USE	MAXIMUM ALLOWED
Non-Transient workstations	22	200
Host for RDS	0	25
Host on Demand (session / pinned)	2 / 0	16
Host for VDI	1	50

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>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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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 (RDS, VDI, HOD) that can report to the Gateway Server at the same time. QuickConnect 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

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
	<div>UDP/IPUse UDP protocol over IP</div>
	<div>TCP/IPUse TCP protocol over IP</div>
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
	<div>EditEdit the polling range and/or schedule type, and/or change parameters</div>
	<div>RemoveDelete this polling range and schedule</div>

*Poll Now*Execute polling on the specified target(s) now

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"/>
BUILTIN\Administrators	S-1-5	<input type="button" value="Details"/>
PROXYNETWORKS\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>TopEdit</div>
> Application Access – Internal	<div>TopEdit</div>
> Application Access – External	<div>TopEdit</div>
> Host On Demand	<div>TopEdit</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:

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:

NAME	VALUE
▼ General Top Edit	
Audit data update interval (minutes)	1
Default number of table rows	10
Display Custom Style	No
Hide disabled navigation tabs	Yes
Web Console message	

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:

20

Display Custom Style:

☐ Yes ☒ No

Hide disabled navigation tabs:

☒ Yes ☐ No

Web Console message:

Proxy Web Console - Demo Environment

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 = 1</i>)
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 = 10</i>)
Display Custom Style	Toggle on/off rebranding/web console customizations
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 = Yes</i>)
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
Connection window authentication mode	Web Console User		
Gateway Server address (internal network)	SRV01.development.local		
Gateway Server protocol and port	TCP 2303		
URL to access helper components	Access via HTTP		

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

Web Console Operating Guide

APPLICATION ACCESS – INTERNAL



Connection window authentication mode:

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

Gateway Server address (internal network):

Example: proxy.company.com

Gateway Server protocol and port:

Example: UDP|2303, SSL|8443

URL to access helper components:

☒ 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):

Helper components are downloaded from the Web Console using the configured HTTP or HTTPS access. This is used only for the code components, and the actual data connection is made according to the Gateway Server configuration on this page. If the Web Console is accessible on HTTP port 80 (installation default), "Access via HTTP" works. If the Default Web Site or Web Console Apps site in IIS is bound to a different port number, the URL must be specified explicitly, for example "http://servername:81".

Update

Cancel

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

Setting	Description
Connection window authentication mode	Specify which authentication credentials the Connection Window should use to connect to the system; this controls whether an authentication prompt occurs when connecting through to a Host (<i>Default = Web Console User</i>)
	<i>Web Console User</i> If Windows console login is the same identity as used to login to Web Console, perform single-sign on (no prompt for credentials). If Windows console login is a different identity than used to login to Web Console, prompt for password for account used with Web Console.
	<i>Always Prompt</i> Always prompt for credentials. This prevents the account name used to connect to Web Console from appearing in any URLs.
	<i>Single Sign-On</i> Always attempt single-sign on using the Windows login identity. This may result in a credentials prompt, or different level of access than expected, if that identity is different from the one used to log in to Web Console.
Gateway Server port and protocol	Specify the port and protocol that the Gateway server is listening on that is accessible from inside the network
Gateway Server address (internal network)	Specify the address of the Gateway server that is accessible from inside the network
URL to access helper	Specify URL to access the connection window application from inside the network; should follow normal URL form

components	<i>http(s)://<domain name> <IP address> [:port>] (Default = Access via HTTP)</i>	
	<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 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
	Connection window authentication mode	Web Console User	
	Gateway Server address (external network)	SRV01.development.local	
	Gateway Server protocol and port	TCP 2303	
	URL to access helper components	Access via HTTP	

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

Web Console Operating Guide

APPLICATION ACCESS – EXTERNAL

Connection window authentication mode:

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

Gateway Server address (external network):

SRV01.development.local Example: proxy.company.com

Gateway Server protocol and port:

TCP|2303 Example: UDP|2303, SSL|8443

URL to access helper components:

Helper components are downloaded from the Web Console using the configured HTTP or HTTPS access. This is used only for the code components, and the actual data connection is made according to the Gateway Server configuration on this page. If the Web Console is accessible on HTTP port 80 (installation default), "Access via HTTP" works. If the Default Web Site or Web Console Apps site in IIS is bound to a different port number, the URL must be specified explicitly, for example "http://servername:81".

☒ 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://srv01

Update

Cancel

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

Setting	Description
Connection window authentication mode	Specify which authentication credentials the Connection Window should use to connect to the system; this controls whether an authentication prompt occurs when connecting through to a Host (<i>Default = Web Console User</i>)
<i>Web Console User</i>	If Windows console login is the same identity as used to login to Web Console, perform single-sign on (no prompt for credentials). If Windows console login is a different identity than used to login to Web Console, prompt for password for account used with Web Console.
<i>Always Prompt</i>	Always prompt for credentials. This prevents the account name used to connect to Web Console from appearing in any URLs.
<i>Single Sign-On</i>	Always attempt single-sign on using the Windows login identity. This may result in a credentials prompt, or different level of access than expected, if that identity is different from the one used to log in to Web Console.
Gateway Server port and protocol	Specify the port and protocol that the Gateway server is listening on that is accessible from outside the network
Gateway Server address (external network)	Specify the address of the Gateway server that is accessible from outside the network
URL to access helper	Specify URL to access the connection window application from outside the network; should follow normal URL form <i>http(s)://<domain name>[<IP address>[:port]]</i> (<i>Default = Access via HTTP</i>)

<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
☐ File Transfer
☒ Clipboard Transfer
☐ Remote Management
☐ Remote Printing
☒ Chat

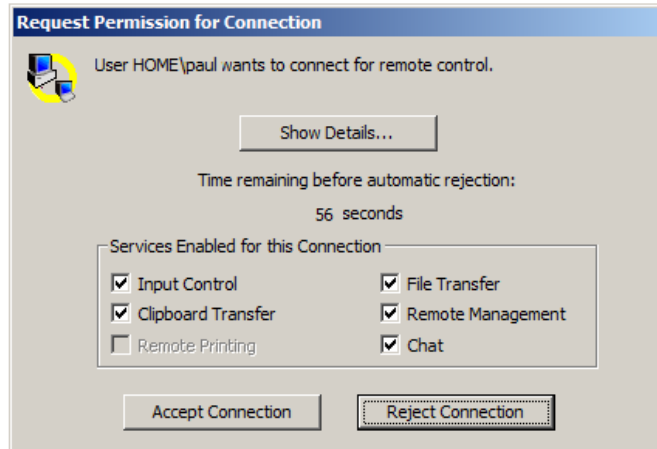
Update

Cancel

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		
	<table> <tr> <td><i>None</i></td><td>No permission is required from local Host user before HOD accepts request for Remote Desktop connection</td></tr> </table>	<i>None</i>	No permission is required from local Host user before HOD accepts request for Remote Desktop connection
<i>None</i>	No permission is required from local Host user before HOD accepts request for Remote Desktop connection		
	<table> <tr> <td><i>Required</i></td><td>Permission to connect is required from local Host user before HOD will accept request for Remote Desktop connection</td></tr> </table>	<i>Required</i>	Permission to connect is required from local Host user before HOD will accept 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		
	<table> <tr> <td><i>Requested</i></td><td>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</td></tr> </table>	<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
<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		
	<table> <tr> <td><i>Yes</i></td><td>Lock the Host desktop</td></tr> </table>	<i>Yes</i>	Lock the Host desktop
<i>Yes</i>	Lock the Host desktop		
	<table> <tr> <td><i>No</i></td><td>Do not lock the Host desktop</td></tr> </table>	<i>No</i>	Do not 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>)		
	<table> <tr> <td><i>File</i></td><td>Configure Host on Demand to request JSON file from Gateway server after it is downloaded to Host desktop</td></tr> </table>	<i>File</i>	Configure Host on Demand to request JSON file from Gateway server after it is downloaded to Host desktop
<i>File</i>	Configure Host on Demand to request JSON file from Gateway server after it is downloaded to Host desktop		
	<table> <tr> <td><i>Inline</i></td><td>Configure JSON file to be delivered along with the Host on Demand when it is requested from Gateway server</td></tr> </table>	<i>Inline</i>	Configure JSON file to be delivered along with the Host on Demand when it is requested from Gateway server
<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		
	<table> <tr> <td><i>Name</i></td><td>Specify a custom name for this attribute (max size is 128 chars)</td></tr> </table>	<i>Name</i>	Specify a custom name for this attribute (max size is 128 chars)
<i>Name</i>	Specify a custom name for this attribute (max size is 128 chars)		
	<table> <tr> <td><i>Value</i></td><td>Specify a custom value for this attribute (max size is 1024 chars)</td></tr> </table>	<i>Value</i>	Specify a custom value for this attribute (max size is 1024 chars)
<i>Value</i>	Specify a custom value for this attribute (max size is 1024 chars)		
Host services enabled by default	<p>Specify the Host services which will be enabled when remote user connects to Host on Demand desktop.</p> <p>NOTE: <i>Host for Macintosh supports only Input Control and Clipboard Transfer services.</i></p> <p>If Host on Demand is configured for permission to connect, console user will have opportunity to modify the default configuration.</p>		



NOTE: Host for Macintosh does not allow the console user to select services to enable.

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

Gateway > Web Console Settings -> Web Console Authentication

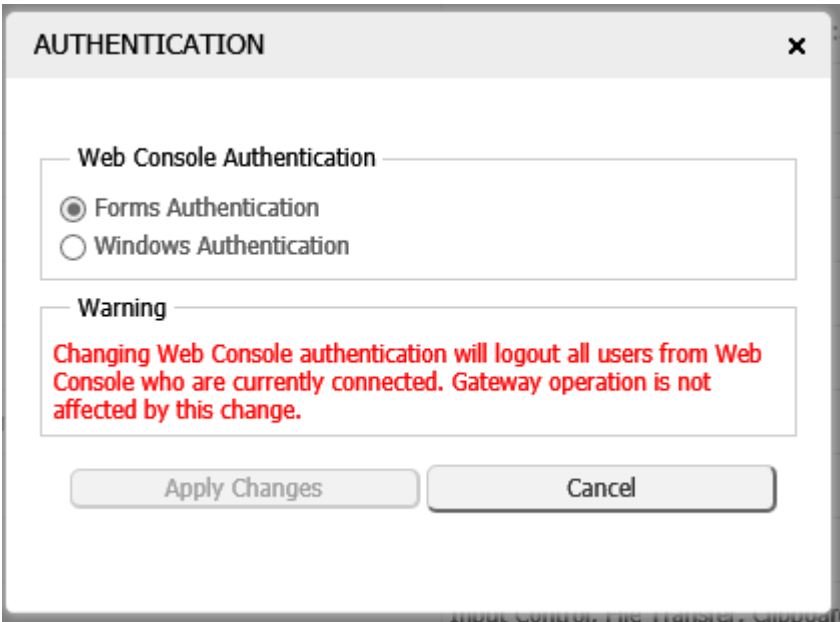
This section shows the current setting for the Web Console authentication method:

WEB CONSOLE AUTHENTICATION

Change Authentication

NAME	VALUE
Authentication	Forms Authentication

The Administrative Account User can modify these settings by clicking on the “Change Authentication” button:



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

Setting	Description
Forms Authentication	Forms Authentication – An ASP.NET authentication mode where a session cookie is issued as proof of authentication. This method is preferred over those built into the Web Browser because it works consistently, including supporting Logout and “Login-As”, and works reliably from Apple (Mac & iOS) devices. (Recommended)
Windows Authentication	Integrated Windows Authentication – Microsoft NTLM or Kerberos V5 authentication for use in environments desiring Single Sign-On capability

NOTE: When upgrading from v12.6 or earlier, if the existing web site is using Basic Authentication then it will be converted to Forms Authentication by the installer.

Rebranding & Customizing your PC-Duo Web Console

This section highlights the necessary changes to the PC-Duo Web Console to enable persisting UI customizations through the upgrade process.

The UI customization is implemented in both the PC-Duo Web Console landing page as well as the Web Console itself. The landing page customization is driven by a pattern of overwriting the css classes in a custom css file. This pattern is chosen for these reasons:

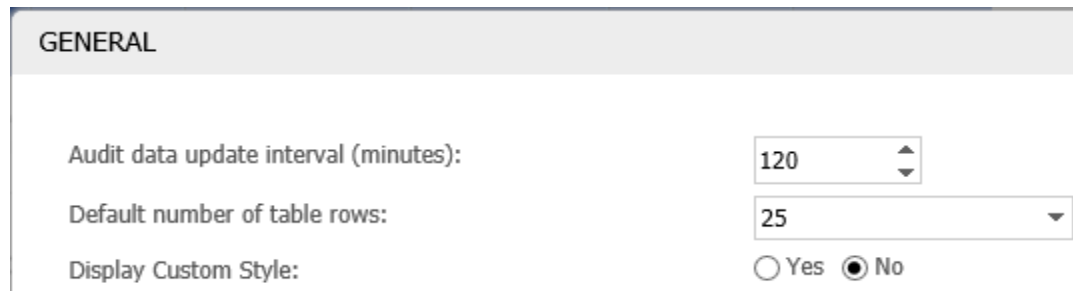
The custom css allows simple changes like displaying customized images on the landing page.

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The custom css allows a complete replacement of the main display of the landing page which can include images as well as separately written markup (.cshtml). To support this advanced customization, the markup of the body of the landing page has been componentized to a web control.

Customization of the landing page involves copying files and editing the custom css file. Customization of the wc section of the Web Console, on the other hand, involves simply copying four image files to a specific folder.

All of the UI customizations are controlled by a new Web Console setting, which turns the UI customization on or off. If no changes are made in terms of copying custom image files or editing the custom css file, and the customization flag is turned on, the Web Console UI shows the installed state.



GENERAL

Audit data update interval (minutes): 120

Default number of table rows: 25

Display Custom Style: ☐ Yes ☒ No

There are three empty folders added to the Web Console installation directories. The folders are added as empty during the initial installation to ensure that any files copied into these folders after the install are not touched by the subsequent upgrade installs. These folders are:

- **\\Vector Networks\\PC-Duo Web Console\\WebRoot\\Views\\Home\\Custom** – This folder will contain any overwritten html markup for the landing page body. Note: If the markup is being customized, along with the image files, the custom css file should contain the correct css class names that are used in the markup as well as the correct image file names matching the image files in the **\\Content\\Custom** folder.
- **\\Vector Networks\\PC-Duo Web Console\\WebRoot\\Content\\Custom** – This folder contains the customized image files (png format) for the landing page. Note: If only the image files are being customized and not the markup of the landing page body, the image sizes have to match, whereas the image file names should match the files names in css classes in the custom css file.
- **\\Vector Networks\\PC-Duo Web Console\\Web\\Content\\Custom** – This folder contains the image files (png format) for the wc section of Web Console. Note: The file names and image sizes cannot be changed at all in this case.

In addition to the three Custom folders, there is another folder that is added to the Web Console installation, namely **\\Vector Networks\\PC-Duo Web Console\\WebRoot\\CustomTemplate**, which contains the template files. These files are copies of the files that are installed with the default Web Console installation. The files in this folder are listed below:

- **_custom.cshtml**: This file contains the html markup for the body content of the landing page.
- **browser.png**: This file is the “Browser” link on the landing page.
- **find.png**: This file represents the enabled state of the “Find A Desktop” button on the landing page.
- **find_disabled.png**: This file represents the disabled state of the “Find A Desktop” button on the landing page.

- **help.png:** This file is used for the dots that appear above the “Share My Desktop” and the single dot that appears below the “Find A Desktop” button on the landing page.
- **loginas.png:** This file is the image for the “Login As” link on the landing page.
- **logoroot.png:** This file is the company logo that appears in the center of the landing page.
- **share.png:** This file represents the enabled “Share My Desktop” button on the landing page.
- **share_disabled.png:** This file represents the disabled state of the “Share My Desktop” button on the landing page.
- **Logo-v2.png:** This file represents the logo that appears in the left corner of the header in the wc section of Web Console. This file name and image size cannot be modified and there is no need to modify/override any custom css.
- The following three files collectively change the color of the primary navigation bar (default color is blue) that appears in the wc section of the Web Console. These files are to be considered as a single unit and should always be changed together. These file names and image sizes cannot be modified and there is no need to modify/override any custom css.
 - **menu-bg.png**
 - **menu-border.png**
 - **menu-bf2.png**
- **proxy.custom.css:** This file is the custom css file. The name of this file cannot be changed. This is the override file for customization of the landing page and has all the default css classes that can be overridden. Here is a brief description of the custom.css file. The custom css file is divided into individual classes. The classes are divided into sections in order of the images that are frequently modified. Each section has a header and one or two css classes. A css class has a name, which appears with a dot (“.”) in front of it, and a body that contains properties of the css class. Each css class has a comment delimiter before it and after it. Be sure to remove both comment lines completely to enable the css class. The header of the section briefly describes what the css class(es) in that section deal with. NOTE: if the custom css class is modified, the Web Console site has to be restarted on the IIS server as the bundling and minification of static resources (js and css files) take place at web application start time. A snapshot of the raw custom css is displayed below.

```

/*
THIS SECTION IS RELATED TO OVERRIDING SHARE IMAGES.
NOTE: ALL COMMENTS ARE REMOVED IN PAIRS OF TWO LINES - START AND END.
Share: Enabled Share button image. Enable this class if you override the Share image.
Noshare: Disabled Share button image. Enable this class if you override the share image
and provide a disabled share image in custom folder.
share.png dimensions: 133 x 133 px
share_disabled.png dimensions: 133 x 133 px
*/
/* REMOVE THIS LINE TO DISPLAY ALTERNATE IMAGE FOR Share
.Share
{
    background: url(share.png) no-repeat;
}
REMOVE THIS LINE TO DISPLAY ALTERNATE IMAGE FOR Share */
/* REMOVE THIS LINE TO DISPLAY ALTERNATE IMAGE FOR Noshare
.Noshare
{
    background: url(share_disabled.png) no-repeat;
}
REMOVE THIS LINE TO DISPLAY ALTERNATE IMAGE FOR Noshare */

```

Customization of the landing page requires these minimum steps:

1. Copy proxy.custom.css from **\\WebRoot\\CustomTemplate** to **\\WebRoot\\Content\\Custom**.

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2. Edit the custom css file in **\WebRoot\Content\Custom** to enable any css classes that are to be overridden based on which images are being replaced, as explained above.
3. If the customization is advanced and the landing page body is being re-written, then copy the **_custom.cshtml** from **\WebRoot\CustomTemplate to \WebRoot\Views\Home\Custom**.
4. Copy the respective images to **\WebRoot\Content\Custom** for the landing page images.
5. Copy the images for logo and/or menu background to **\Web\Content\Custom** for the wc section of Web Console.
6. Set the Web Console Settings flag to display customization to true.
NOTE: If the custom css is modified, make sure to restart the Web Console application on the IIS server.