Vector PCDUO

PC-Duo Web Console
Operating Guide

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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.*

PC-Duo Web Console overview

PC-Duo Web Console is a component of the Gateway Edition of the PC-Duo remote desktop solution. It is a web application that runs on Microsoft Internet Information Services (IIS) and works with the PC-Duo Gateway Server. It gives network administrators, IT managers, helpdesk professionals and authorized employees secure web-based access to remote PCs and servers in your corporate network.

The Web Console can be used in conjunction with or instead of the standalone PC-Duo Gateway Administrator and PC-Duo Master applications.
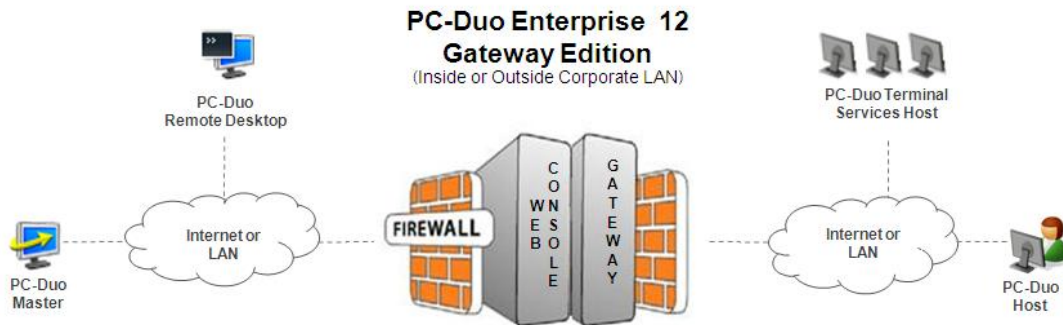
Login

When the user inputs the URL for the Web Console into a supported web browser (see *PC-Duo Web Console Installation Guide* for more information), the Web Console will respond by issuing a login challenge: A popup screen will appear and ask the user to enter username and password for a valid Web Console account. (See next section below for more information about user accounts for Web Console.)

If the username/password combination can be authenticated as a valid Web Console account, the user will be granted access to the Web Console and the appropriate Home page for that account will be displayed (see *PC-Duo Web Console Installation Guide* for more information about initially configuring accounts for access to the Web Console.).

User Accounts

The Web Console supports three different types of accounts:

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

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	Yes		

Accounts can be created by identifying a valid Windows account in the same Active Directory as that used by the Gateway Server, or on the local machine, and granting it one of the three roles defined above. An unlimited number of each type of account can be created but only the number of Administrator, Master and Personal accounts specified in the Gateway Server license key can run at any one time (see **Gateway > Gateway Licenses** subtab).

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
Gateway	Specifies the name of the Gateway Server that this Web Console is configured to work with.
	Indicates that connection to the Gateway Server is available
	Indicates that connection to the Gateway Server is not available
Logged in as	Displays the Windows account (<Domain>\<Username>) used to access the Web Console
Since	Displays the date & time when the user successfully logged into the Web Console
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 **Web Console Settings** popup available from the menu bar.

Find Host	This search field enables the user to find a specific Host. It is a "Quick Search" text box in which you can enter all or part of a Host name, with an optional preceding and/or trailing wildcard character ('*'). The application will attempt to match the text or search pattern entered 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. The result of this search is displayed in the **Hosts > Members** subtab with a list of matching entries

Menu Bar

On the left 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 icons and tasks available on the menu bar:

Icon		Description
Settings		This icon displays 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		This icon displays a popup window with general information about this release of the Web Console, including version number.
Print		This icon displays a popup window with a preview of the Web Console page that can be printed.
Logout		This icon displays a popup window that will allow the user to log out of the Web Console.

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.

Below is a table of settings and descriptions available in the **Web Console Settings** popup window:

Setting	Description		
Audit Date Update Interval	Specify the time in minutes between runs of the Gateway process that updates audit data that appears on the **Analytics** tab		
Gateway Message	Specify content of message to be published in this Gateway Message field in the Web Console header (maximum 90 chars)		
Hide disabled navigation tabs	Determines whether or not to show menu tabs that the account user is not authorized to access; pertains to Master and Personal account users (Default = *Yes*)		
		Yes	Hides menu tabs that the account user is not authorized to access
		No	Shows all menu tabs, even those that account user is not authorized to access
Remote Desktop Window Authentication Mode	Determines which set of credentials that the Web Console should use to open a Remote Desktop Window to a remote Host desktop (Default = *Web Console User*). This setting will apply to all account users.		
		Web Console User	The Web Console will present to the target Host the Windows account (<Domain>\<Username>) used to access the Web Console. The account user will have to re-submit the password to complete the authentication process. If the Host recognizes the credentials (because the credentials are in the same Active Directory as the Host or they are in the local machine running the Host), the Remote Desktop Window will be started.
			Note: If successful, this setting results in the account user using only one license to access both the Web Console and one or more Remote Desktop Windows.
		Always	The Web Console will present a blank authentication

	Prompt	popup window, which will give the account user to submit the credentials of his/her choice to the target Host. If the Host recognizes the credentials, the Remote Desktop Window will be started.
		Note: If the account user presents credentials other than those used to access the Web Console, the account user will use two licenses: One for accessing the Web Console and one for each set of different credentials accessing one or more Remote Desktop Windows.
	Single Sign-On (SSO)	The Web Console will present to the target Host the Windows domain\username and password used to login to the machine running the Web Console. If the Host recognizes the credentials (because the Web Console machine is in the same Active Directory as the Host), the Remote Desktop Window will be started.
		Note: If successful, this setting results in the account user using two licenses: One for accessing the Web Console and one for the local machine credentials used to access one or more Remote Desktop Windows.
Remote Desktop Window Gateway Protocol		Network protocol and port number that Gateway Server uses for Remote Desktop Windows to remote Host desktops
Remote Desktop Window Gateway Specifier		A DNS name, machine name or IP address which identifes the Gateway Server to which the Remote Desktop Window will connect for Gateway services. (Default = *<machine name>*)
Remote Desktop Window URL		URL that can be used to start a Remote Desktop Window to specified Host directly (i.e. outside of Web Console)

Info

Account users can view information about the Web Console by clicking on the Info icon in the menu bar.
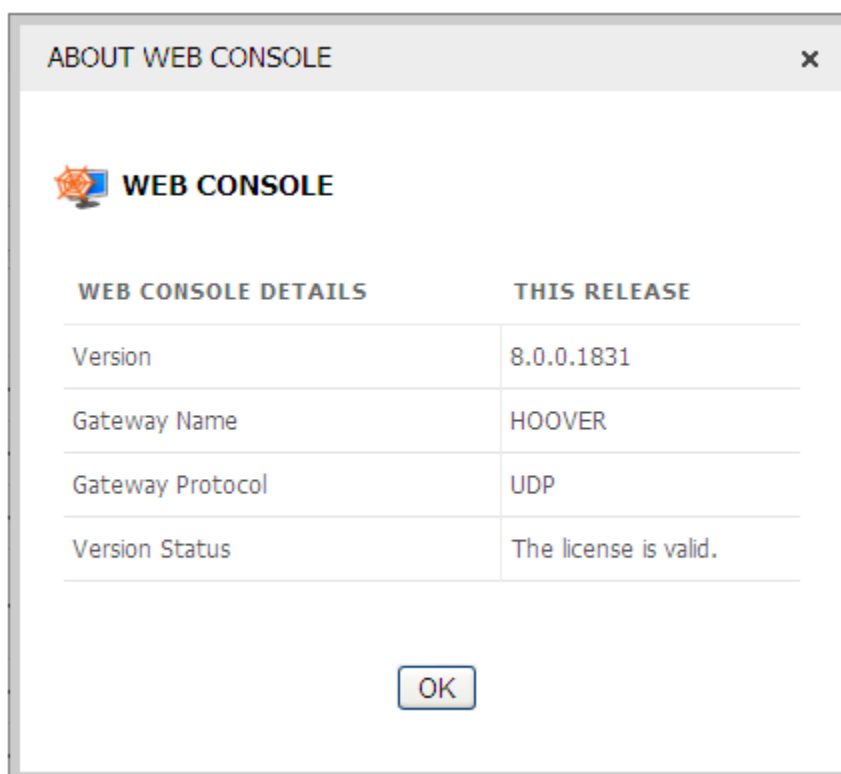
Below is a table of details and descriptions for the Web Console in the **About PC-Duo Web Console** popup:

Detail	Description
Version	Version number of the Web Console release that account user is running
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
Version Status	Official status of the Web Console release into which the user is logged in

Print

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

Logout

Account users can logout from the Web Console by clicking on 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.
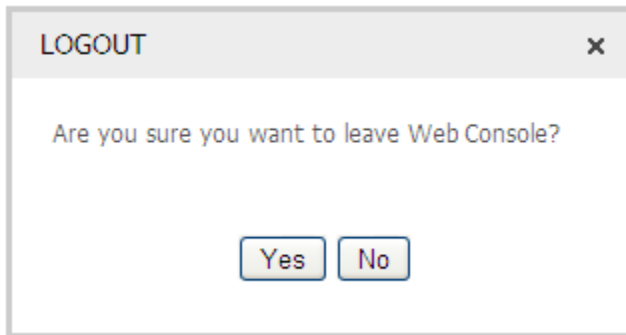
Account users can also logout by closing the browser window. In this case, no confirmation popup will appear.

Account users will be automatically logged off from Web Console after a period of 20 minutes of inactivity. A warning message will appear on the user's screen after 15 minutes, letting the user know that he/she will be automatically logged off if there is no activity within 5 minutes after the warning message appears.
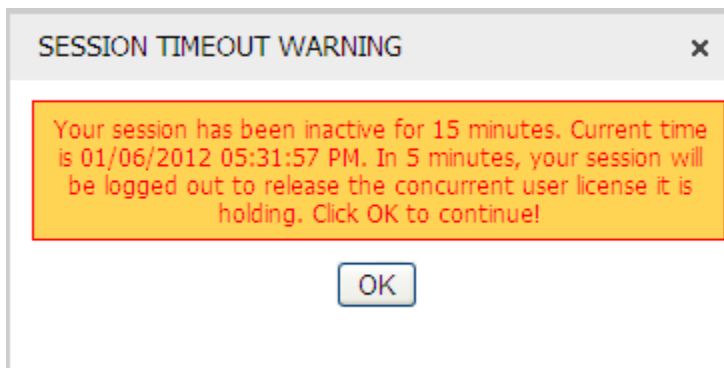
Note: Logging out of the Web Console will not disconnect any Remote Desktop Windows that the account user may have opened. As a result, the license in use by any open Remote Desktop Window will still be in use. Only the license used to access the Web Console (if a different set of credentials were submitted to the Remote Desktop Window(s)) will be freed up when the account user logs out of or is logged out of the Web Console.

Home Tab

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

The following table shows the tables available by account type:

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

Home > Active Hosts

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

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 more of the following criteria:

Criteria	Description	
Group Name	A dropdown selection box that shows the list of Groups available on this Gateway Server (Default = *All Hosts*)	
	All Hosts	Persistent, predefined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = *All Hosts*)
	System	Persistent, predefined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = *System*)
	Terminal Server Recordings	Persistent, predefined Group that contains Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = *Terminal Services Recordings*)
	Unmanaged Hosts	Persistent, predefined Group that includes all Hosts configured to report to but are not managed by the Gateway Server (Group Name = *Unmanaged Hosts*)
	Custom	Persistent, user-defined Group that can be edited and/or deleted (Group Name = *<Custom Group Name>*)
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 = *Recent Connections*)	

	Recent Connections	Sort all Hosts from Group specified in the Group Name field according to Connection Time, most recent first
	Reverse Connections	Select only Hosts with an active or recently active Reverse Connection and sort according to Connection Time, most recent first
	Terminal Server Sessions	Select only Hosts with Host Type equal to Transient (i.e. virtual desktop) and sort according to Connection Time, most recent first
	Active Recordings	Select only Hosts with sessions currently being recorded and sort according to Connection Time, most recent first

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

Field	**Description**	
Host Name	The name of the Host (also known as Station), as specified in the PC-Duo Host application running on that machine, that has been configured to report to the Gateway Server.	
	The following actions are available from the dropdown menu for each Host entry:	
	Details	Go to the **Details** popup to see more specific information about this Host
	Security	Go to the **Security** popup to see security details for accounts with authorized access to this Host
	Connect	Go to a **Remote Desktop Window** to view and control the desktop of this Host remotely; use authentication credentials as specified in the **Web Console Settings** popup
	Connect As	Go to a **Remote Desktop Window** to view and control the desktop of this Host remotely; give the account user opportunity to enter authentication credentials for this Host
	Record	Go to the **Record** popup to start a recording of the remote desktop of this Host and specify the recording length in minutes
	Delete from Gateway	Go to the **Delete From Gateway** popup to confirm permanent removal of this Host from the Gateway Server
	View Recordings	Go to the **Recordings** tab for a list of Recordings for this Host; only appears if there is at least one recording for this Host
Address	IP address of the Host in either IPv4 or IPv6 format.	
Connection	A series of icons that indicate the current status of various activities involving this Host	
		Connection status = Active. Host is permanently installed on remote machine. One or more account users currently connected to this Host for one or more services.
		Connection status = OK. Host is permanently installed on remote machine. Host can be reached but no accounts

	currently connected.
	Connection status = Host is Offline or Unreachable. Host is permanently installed on remote machine. Host 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.
	Connection status = Active. Host is transient Terminal Services Host instance. One or more user accounts currently connected to this Host instance for one or more services
	Connection status = OK. Host is transient Terminal Services Host instance. Host instance can be reached but no accounts currently connected
	Connection status = Host is Offline or Unreachable. Host is transient Terminal Services Host instance. Host instance 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.
1	The number of account users currently connected 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 **Host Name > Security** to see details about the type of encryption being used
◉	The remote desktop for this Host is being recorded
Services	A series of icons that indicate current status of various services available during an active connection with this Host
🖵	Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
📋	Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
📂	File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
🖨	Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
⚙	Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it

|	
🗨	Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
Last Connect	Date & time when the current or most recent connection to the Host was established to/from the Gateway

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

Option	Description
View All	Go to **Hosts > Members** subtab for the Group specified in Group Name dropdown box

Home > Active Hosts > Host Name Menu

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

```
DETAILS
SECURITY
CONNECT
CONNECT AS...
RECORD...
DELETE FROM GATEWAY
VIEW RECORDINGS
```
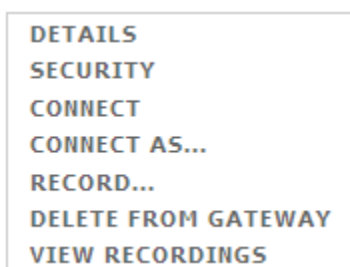
Following table shows the options and actions available by account type:

Host Name Menu	Administrative Account	Master Account	Personal Account
Details	Yes	Yes	Yes
Security	Yes		
Connect	Yes	Yes	Yes
Connect As	Yes	Yes	Yes
Record	Yes	Yes	Yes
Delete From Gateway	Yes		
View Recordings	Yes	Yes	Yes

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

Home > Active Hosts > Host Name > Host Details

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

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

Parameter	Description
Display Name	The name of the Host machine
Host Key	Internally generated 32-digit GUID to uniquely identify this Host
Protocol	Transport protocol used for connections to this Host (usually *IP*)
Port	Port used for connections to this Host (default = *1505*)
Station Name	The name of the Host machine as specified on the **General** tab of the Host Control Panel
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 of PC-Duo 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	
Last Connect	Date & time of the last successful connect and update status with the Gateway	
Last Status	Result of last attempt to update status with Gateway in numeric format	
	0	Connection status = OK
	0x8A0C1009	Host refused connection (not configured to report to this Gateway?)
	0x8A0C100A	Host is offline
	0xC004C001	Host not found
	0xC004C009	Host requires password (shared secret out of synch?)
Remote Control	*Yes*	Remote viewing and input control available for this Host; otherwise, this service is not available.
Clipboard	*Yes*	Ability to copy-and-paste content to/from the clipboard for this Host; otherwise, this service is not available.
File Transfer	*Yes*	Ability to copy files and/or directories to/from this Host; otherwise, this service is not available.
Remote Printing	*Yes*	Ability to send a document from this Host to a printer connected to account machine; otherwise, this service is not available.
Remote Management	*Yes*	Ability to view/edit hardware, software, service, account, registry and other configuration information for this Host; otherwise, this service is not available.
Chat	*Yes*	Ability to chat with 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 configured to report. 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. User can change the recording length by editing the value in the Recording Span field

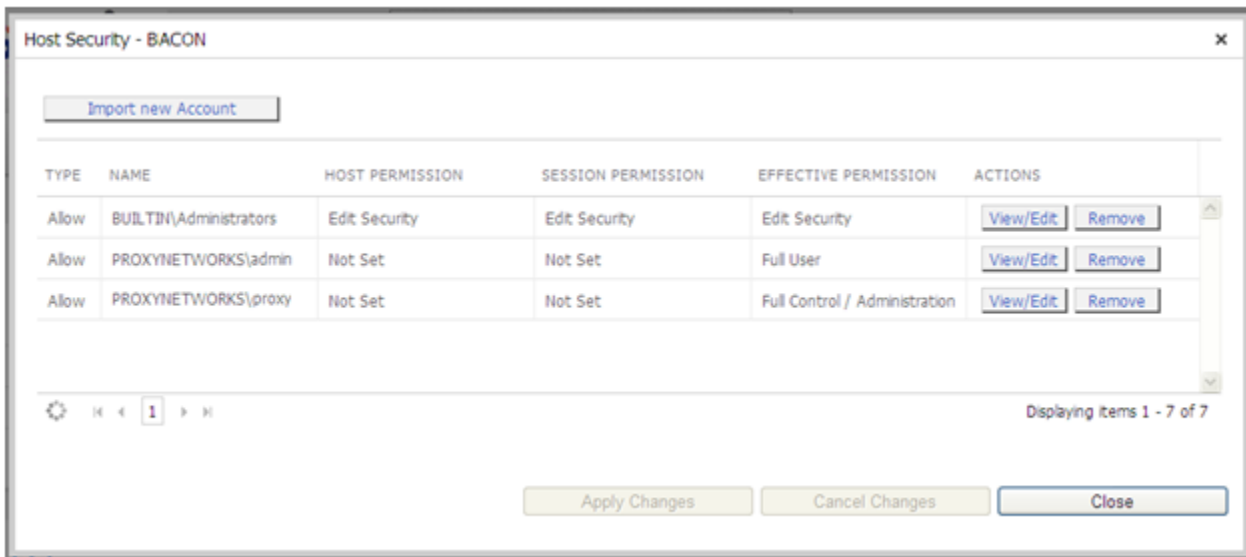|	and clicking on the Apply button. If there are no active recordings, this button will not be clickable
Close	Close the **Details** popup window for this Host

Home > Active Hosts > Host Name > Security

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

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

Field	Description	
Type	Global setting for permissions defined for this account	
	Allow	Grant this account permissions defined
	Deny	Deny this account the permissions defined
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Host Permission	List of permissions allowed/denied on this Host for this account	
Session Permission	List of permissions allowed/denied on recordings of this Host for this account	
Effective Permission	Cumulative list of permissions allowed/denied on this Host for this account or for any Windows security group that the account belongs to	

Actions	Actions that can be taken on this account	
	View/Edit	View/Edit permissions that this account has on this Host. A popup window with fine-grained permissions will appear.
	Remove	Disable permissions that this account has on this Host. By clicking on this button, the account will be removed from this list.
	Apply	Save changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)
	Cancel	Discard changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)

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

Option	Description
Import New Account	Go to popup window that will enable the user to create a new Web Console user account by identifying a target Windows account, importing it into the Web Console, and assigning it an account type. See **Accounts > Import New Account** 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

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

Field	Description	
Type	Global setting for permissions defined for this account	
	Allow	Grant this account permissions defined
	Deny	Deny this account the permissions defined
For This Location	Specifies where to find Windows account for which you want to grant/deny permissions on this Host	
	Local	Look on the local machine to find target Windows account.
	Active Directory	Look in Active Directory, if available, to find target Windows account.
Location Name	Name of Active Directory location	
Object Type	Specifies whether the Windows account is for an individual user or Windows group	
	User	Windows account for individual user
	Group	Windows account for group of users
Object Name	Type in at least two letters to see all Windows account names that match	

Home > Active Hosts > Host Name > Connect

The user can open a Remote Desktop Window to the Host desktop in a separate popup window by choosing **Connect** from the Host Name dropdown menu.
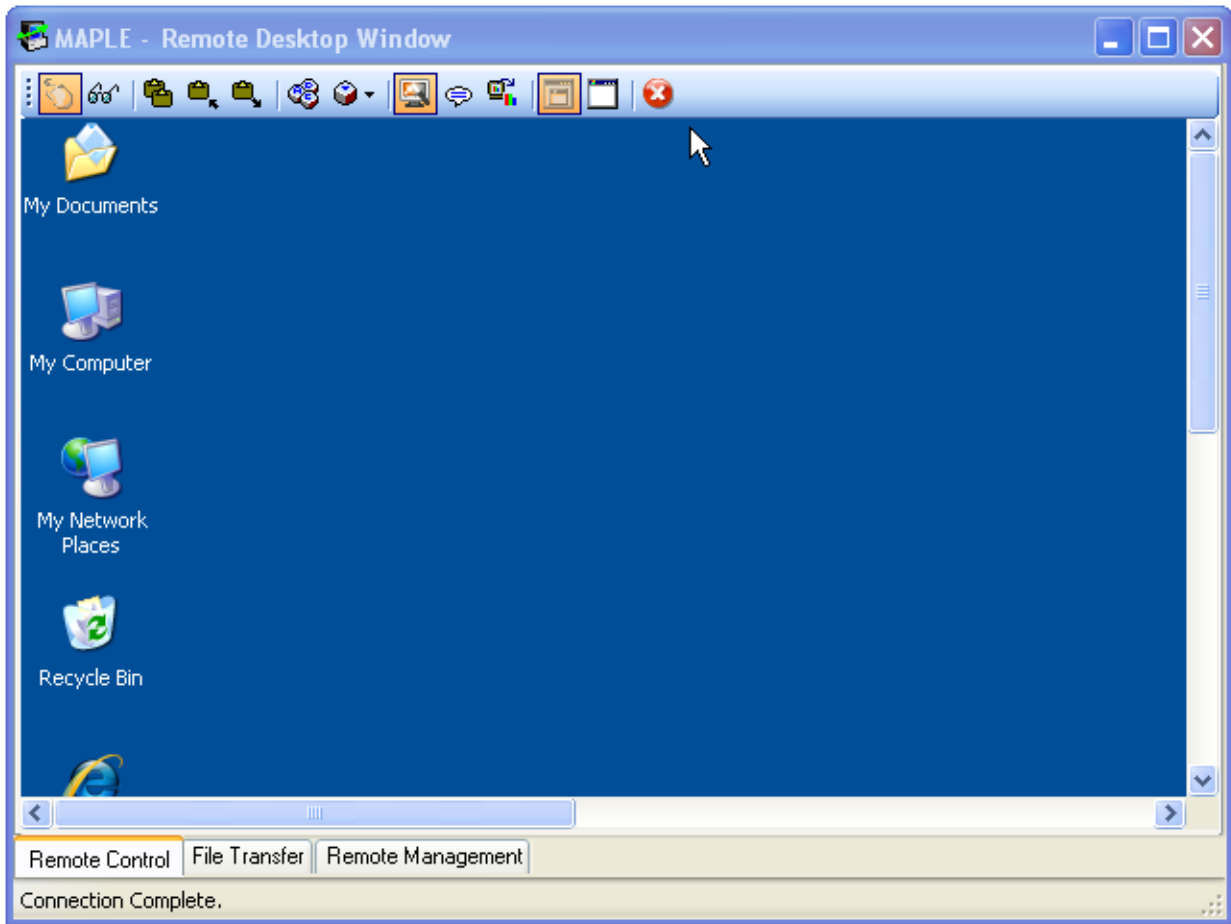
Depending on the Remote Desktop Window Authentication Mode setting in the **Web Console Settings** popup (default = *Web Console User*), single sign-on (i.e. no prompt for credentials) may occur. Below is a table that describes various authentication and license usage scenarios involving the Remote Desktop Window:

Remote Desktop Authentication Mode Setting	Web Console Credentials same as Local Machine Credentials	Web Console Credentials different than Local Machine Credentials
Web Console User	• SSO (no prompt for credentials) • Only 1 license used	• 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 Window
Single Sign-On	• SSO (no prompt for credentials)	• User will be prompted for credentials

	• Only 1 license used	• 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 Window
Always Prompt	• 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 Window	• 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 Window

Below is a table of menu bar icons available in the **Remote Desktop Window** popup to the Host desktop:

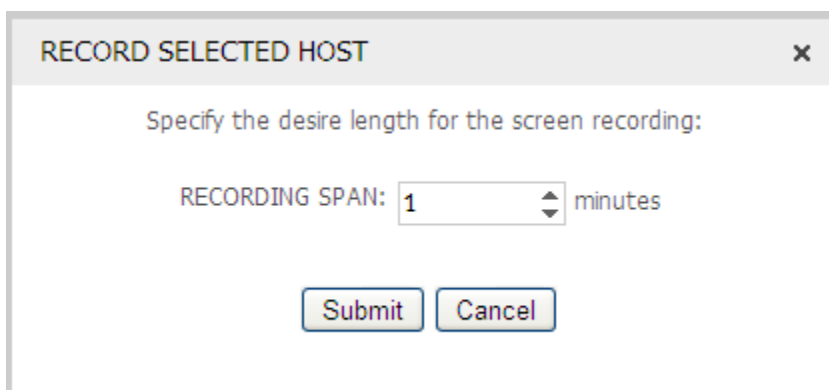| Option	Icon	
Input Control		Gives the user control of keyboard and mouse input for the remote desktop
View Only		Gives the user view of remote desktop but no input control (toggles with Input Control icon)
Auto Share Clipboard		Automatically synchronizes any new content in local machine clipboard with remote desktop clipboard, and vice versa
Get Clipboard		Get contents of clipboard on remote desktop and places it in clipboard on local machine
Send Clipboard		Send contents of clipboard on local machine to clipboard on remote desktop
Send <Ctrl><Alt><Del>		Brings up the Windows task manager on the remote desktop
Send Keystroke		Sends selected keystroke(s) to remote desktop
	<Ctrl><Alt><Del>	Open the Windows Security dialog for the remote Host to logoff, lock, go to Task Manager and other Windows options
	Windows+L	Lock remote Host desktop
	PrintScreen	Capture snapshot of entire desktop and copy to clipboard
	Alt+PrintScreen	Capture snapshot of active window and copy to clipboard
	F11	Sends an F11 keystroke to the remote Host to toggle between normal and full screen modes

Manage Visual Effects		Toggle on/off settings to manage the appearance of the Remote Desktop Window (similar to Effects tab in the Host Control Panel)
Chat		Opens a chat window in which text messages can be send to remote desktop and any other users connected to that remote desktop
Copy Graphics		Copies a selected region of the remote desktop to the clipboard on the local machine
Fit 1-to-1		Specifies that one pixel of the Host machine display corresponds to exactly one pixel in the Remote Desktop Window
Fit to Window		Scales the image of the Host machine display to fit the size of the Remote Desktop Window
Close		Closes the Remote Desktop Window and disconnects from the user from the Host machine

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

Option	Description
File Transfer	Drag and drop files or directories of files from local machine to the Host machine, and vice versa
Remote Management	View, and in some cases edit information about the Host machine, including hardware and software inventory, system settings, user accounts, processes, registry settings, power settings and much more

Home > Active Hosts > Host Name > Record

By clicking on this menu option, the user will see a popup window that can be used to start a Recording of the remote desktop for this Host:
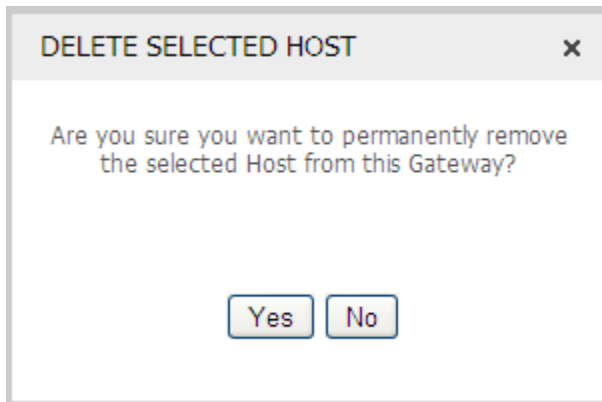

Below is a table of fields, values and actions available in the **Record** popup window for the Host:

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

Home > Active Hosts > Host Name > Delete From Gateway

By clicking on this menu option, the user will see a popup window that can be used to permanently remove this Host from the Gateway Server:

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

Field	Description	
Actions	Actions that can be taken to confirm or cancel the removal of this Host from the Gateway Server	
	Yes	Execute permanent removal and close this popup
	No	Don't remove the Host; close this popup

Home > Active Hosts > Host Name > View Recordings

By clicking on this menu option, the user will go to the **Recordings** tab. The Host Name field will automatically be populated with name of this Host, and any completed recordings will be displayed (see **Recordings** tab for more details).

Home > Active Connections

The Active Connections table shows a list of account users with Remote Desktop Windows open to one or more Hosts. By default, the list shows up to 5 entries sorted by connection time in descending order.

⊞ ACTIVE CONNECTIONS				
SORT BY: RECENT CONNECTIONS ▾				
ACCOUNT NAME	ACCOUNT TYPE	ACCOUNT MACHINE	HOST NAME	SINCE
IP-0AC23DBD\proxyadmin	Administrative	admin	CEDER	01/13/2012 03:55:43 PM
				View All - Total(1)

While the number of active account entries shown in the table at any one time is fixed at 5, the order of accounts 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 accounts that are shown in the Active Connections table (Default = *Recent Connections*).	
	Recent Connections	Sort all active accounts according to Connection Time, most recent first

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

Field	Description	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type	One of three types of Web Console accounts	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
Account Machine	IPv4 or IPv6 address of the account user's machine	
Host Name	The name of the Host to which this account is currently connected	
Since	Date & time when the account started Remote Desktop Window to the Host through the Gateway	

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

Option	Description
View All	Go to **Activity > Host Activity** 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.

ACTIVITY TIME	HOST NAME	ACTIVITY TYPE	ACCOUNT NAME	ACCOUNT TYPE
01/04/2012 03:39:14 PM	Test Host	File Transfer	IP-0AC23DBD\proxyadmin	Administrative
01/04/2012 03:38:11 PM	Test Host	Administration	IP-0AC23DBD\proxyadmin	Administrative
01/04/2012 03:37:28 PM	Test Host	Administration	IP-0AC23DBD\proxyadmin	Administrative
01/04/2012 03:37:10 PM	Test Host	Chat	IP-0AC23DBD\proxyadmin	Administrative
01/04/2012 03:37:10 PM	Test Host	Clipboard	IP-0AC23DBD\proxyadmin	Administrative

RECENT ACTIVITIES

FILTER BY: ALL SERVICES

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 = *All Services*)	
	All Services	Show most recent services active through the Gateway Server
	Remote Control	Show most recent Remote Control services active
	Clipboard	Show most recent Clipboard services active
	File Transfer	Show most recent File Transfer services active
	Remote Printing	Show most recent Remote Printing services active
	Chat	Show most recent Chat services active
	Remote Management	Show most recent Remote Management services active

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 Windows account that has logged-in to the Web Console
Account Type	Web Console account type

	Administrative	Administrative account
	Master	Master account
	Personal	Personal account

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

Option	Description
View All	Go to **Analytics > Services Audit** 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 shows statistics that provide a snapshot of the Gateway Server performance, as well as a real-time view of the account licenses in use.

GATEWAY SERVER AT-A-GLANCE

GATEWAY SERVER PARAMETER	VALUE
Administrative users (currently in use / maximum allowed)	2 / 2
Master users (currently in use / maximum allowed)	0 / 2
Personal users (currently in use / maximum allowed)	0 / 2
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	0
Number of gateway data service connections	2

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

Field	Description
Administrative users (currently in use / maximum allowed)	Number of Administrative accounts currently in use vs. number of concurrent Administrative accounts allowed
Master users (currently in use / maximum allowed)	Number of Master accounts currently in use vs. number of concurrent Master accounts allowed
Personal users (currently in use / maximum allowed)	Number of Personal accounts currently in use vs. number of concurrent Personal accounts allowed
Number of active reverse connections	Number of accounts currently connected to Hosts using a reverse connection
Number of active masters	Number of Master accounts and/or standalone Master applications currently connected to the Gateway Server
Number of active master connection services	Number of Host services currently being used by Master accounts
Number of active hosts	Number of Remote Desktop Windows to Host desktops currently open
Number of active host connection services	Number of services currently being requested by one or more Remote Desktop Window users

Number of active recordings	Number of Hosts currently being recorded
Number of Gateway data service connections	Number of Administrative accounts and/or standalone Gateway Administrators applications currently connected to the Gateway Server

Hosts Tab

The **Hosts** tab enables Administrative and Master account users to find, organize, edit and delete Hosts and Groups of Hosts.

Following table shows the subtabs available by account type:

Hosts Subtabs	Administrative Account	Master Account	Personal Account
Groups	Yes	Yes	
Members - *<Group>*	Yes	Yes	

Hosts > Groups Subtab

The **Groups** subtab displays a table of all Groups which the logged in account user is authorized to see. By default, Hosts configured to report to and be managed by the Gateway Server will appear in the All Hosts Group; Hosts configured to report to but not be managed by the Gateway Server will appear in the Unmanaged Hosts Group. Hosts in All Hosts Group can be configured to report to one or more custom Groups in addition to the All Hosts Group.

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

Field	Description	
Group Name	Name of a Group defined on this Gateway Server. This field is editable for custom Groups. The following additional options are available from the dropdown Menu next to each Group entry:	
	Members	Go to **Members <Group Name>** subtab for list of Hosts currently configured to report to this Group
	Security	Go to **Security** popup to see security details for accounts configured to have access to this Group (*Note: visible only to Administrative accounts)*
Description	Brief description of the Group. This field is editable for custom Groups	
Group Type	Group Type field can be one of six values below	
	All Hosts	Persistent, predefined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = *All Hosts*)
	System	Persistent, predefined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = *System*)
	Transient Hosts	Transient Group that is automatically created when a Terminal Services (Root) Host reports to this Gateway Server. When the Terminal Services Host injects a Host image into a Terminal Services session, the Host image will appear in this Group. The Host image will disappear when terminal session ends, and this Group will disappear when the Terminal Services Host is deactivated (Group Name = *Terminal Services on <Terminal Services (Root) Host>*)
	Terminal Server Recordings	Persistent, predefined Group that contains Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = *Terminal Services Recordings*)
	Unmanaged Hosts	Persistent, predefined Group that includes all Hosts configured to report to and not be managed by the Gateway Server (Group Name = *Unmanaged Hosts*)
	User Defined	Persistent, user-defined Group that can be edited and/or deleted (Group Name = *<Custom Group Name>*)
Host Count	The number of Hosts currently reporting to this Group	
Actions	Actions that can be taken on this Group. Note that actions appear only for Groups	

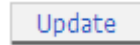|		with Group Type = *User Defined.*
	Edit	Edit Group Name and/or Description values. Edit boxes for Group Name and Description fields will appear, and Action buttons will change to **Update** and **Cancel**.
	Delete	Delete this Group from the Gateway Server (any Hosts listed will continue to report to All Hosts Group and other custom Groups)
	Update	Save changes to Group Name and/or Description values (activated when Edit button is clicked)
	Cancel	Discard edits to Group Name and/or Description values (activated when Edit button is clicked)
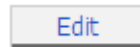
Hosts > Groups > Group Name Menu

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

```
MEMBERS
SECURITY
```

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

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

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

Hosts > Groups > Group Name > Members

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

Hosts > Groups > Group Name > Security

By clicking on this menu option, the user will see a popup window with a list of accounts that have access rights to this Group. 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 custom Groups by clicking on the **Add New Group** button.

A new row will appear in the first line of the table, with blank text boxes under Group Name and Description, and **Insert** and **Cancel** buttons in the Actions column. The user can enter a custom name and description for the Group; when the **Insert** button is clicked, a new Group will be created with these values. In addition, the Group Type will be set to *User Defined* and the Host Count will initially be set to *0*. The user can go to the **Members** subtab 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, users can use the search box to find a specific Group by entering the first few letters of the Group name and clicking on the **Search** button. The search field will automatically compare the user input with the first few letters of the names of Groups available and will display the ones that match in a drop down list. The user can click on the Search button at any time to see the contents of the drop down list appear in the Groups table, or select a specific Group from the dropdown list and then click on the **Search** button to see only that entry in the table.

The user can also enter any combination of the "wildcard" character ("*") and letters to filter the search:

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

|		
		characters (e.g. *G* will list all Group names that have a G somewhere in the name).
	<Char(s)>	Input the wildcard and then one or more characters to see list of Group names with ending letters matching the input characters (e.g. *N will list all Group names that end with an *N*).

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The 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** subtab:

Parameter	Description	
Group Type	Filter the list of Groups displayed by specifying one of the following Group Types (Default = *All Group Types*)	
	All Hosts	Persistent, predefined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = *All Hosts*)
	System	Persistent, predefined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = *System*)
	Transient Hosts	Transient Group that is automatically created when a Terminal Services (Root) Host reports to this Gateway Server. When the Terminal Services Host injects a Host image into a Terminal Services session, the Host image will appear in this Group. The Host image will disappear when terminal session ends, and this Group will disappear when the Terminal Services Host is deactivated (Group Name = *Terminal Services on <Terminal Services (Root) Host>*)
	Terminal Server Recordings	Persistent, predefined Group that contains Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = *Terminal Services Recordings*)
	Unmanaged Hosts	Persistent, predefined Group that includes all Hosts configured to report to and not be managed by the Gateway Server (Group Name = *Unmanaged Hosts*)
	User Defined	Persistent, user-defined Group that can be edited and/or deleted (Group Name = *<Custom Group Name>*)

Hosts > Members Subtab

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

HOME	HOSTS	RECORDINGS
GROUPS	MEMBERS - ALL HOSTS	
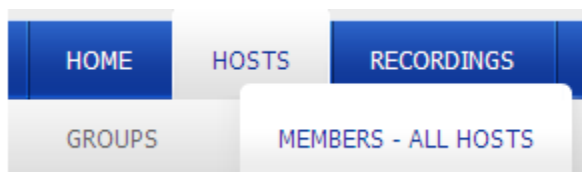
If the user selects the Members option from the dropdown menu for a Group on the **Groups** tab, the Hosts for that Group will appear in the **Members** subtab table and the **Members** subtab label will show the selected Group name (*Members - <Group Name>*).

Field	Description	
Host Name	The name of the Host (also known as Station), as specified in the PC-Duo Host application running on that machine, that has been configured to communicate with the Gateway Server. The following actions are available from the dropdown menu for each Host entry:	
	Details	Go to the **Details** popup to see more specific information about this Host
	Security	Go to the **Security** popup to see security details for accounts with authorized access to this Host
	Connect	Go to a **Remote Desktop Window** to view and control the desktop of this Host remotely; use authentication credentials as specified in the **Web Console Settings** popup
	Connect As	Go to a **Remote Desktop Window** to view and control the desktop of this Host remotely; give the account user opportunity to enter authentication credentials for this Host
	Record	Go to the **Record** popup to start a recording of the remote desktop of this Host and specify the recording length in minutes
	Delete from Gateway	Go to the **Delete From Gateway** popup to confirm permanent removal of this Host from the Gateway Server
	View Recordings	Go to the **Recordings** tab for a list of Recordings for this Host; only appears if there is at least one recording for this Host
Address	IP address of the Host in either IPv4 or IPv6 format.	
Connection	A series of icons that indicate the current status of various activities involving this Host	
		Connection status = Active. Host is permanently installed on remote machine. One or more account users currently connected to this Host for one or more services.

		Connection status = OK. Host is permanently installed on remote machine. Host can be reached but no accounts currently connected.
		Connection status = Host is Offline or Unreachable. Host is permanently installed on remote machine. Host 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.
		Connection status = Active. Host is transient Terminal Services Host instance. One or more user accounts currently connected to this Host instance for one or more services
		Connection status = OK. Host is transient Terminal Services Host instance. Host instance can be reached but no accounts currently connected
		Connection status = Host is Offline or Unreachable. Host is transient Terminal Services Host instance. Host instance 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.
	1	The number of account users currently connected 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 **Host Name > Security** to see details about the type of encryption being used
		The remote desktop for this Host is being recorded
Services	A series of icons that current status of various services available during an active connection with this Host	
		Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
		Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power

	settings on the Host machine, without having to turn on RPC to reach it
💬	Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
Last Connect	Date & time when the current or most recent connection to the Host was activated through the Gateway

Hosts > Members > Host Name Menu

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

```
DETAILS
SECURITY
CONNECT
CONNECT AS...
RECORD...
DELETE FROM GATEWAY
VIEW RECORDINGS
```
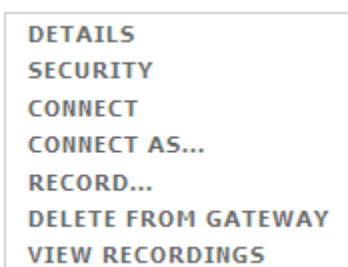
Following table shows the options and actions available by account type:

Members Subtab Menu	Administrative Account	Master Account	Personal Account
Details	Yes	Yes	Yes
Security	Yes		
Connect	Yes	Yes	Yes
Record	Yes	Yes	Yes
Delete From Gateway	Yes		
View Recordings	Yes	Yes	Yes

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

Hosts > Members > Host Name > Details

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

Hosts > Members > Host Name > Security

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

Hosts > Members > Host Name > Connect

See *Home > Active Hosts > Host Name > Connect*.

Hosts > Members > Host Name > Connect As

See *Home > Active Hosts > Host Name > Connect As*

Hosts > Members > Host Name > Record

See *Home > Active Hosts > Host Name > Record*.

Hosts > Members > Host Name > Delete From Gateway

See *Home > Active Hosts > Host Name > Delete From Gateway*.

Hosts > Members > Host Name > View Recordings

See *Home > Active Hosts > Host Name > View Recordings*.

Hosts > Members > Actions Menu

To manage Members of this Group, the user can select one or more Hosts by clicking on the checkbox next to the Host Name(s), and choosing a command from the Actions dropdown menu:
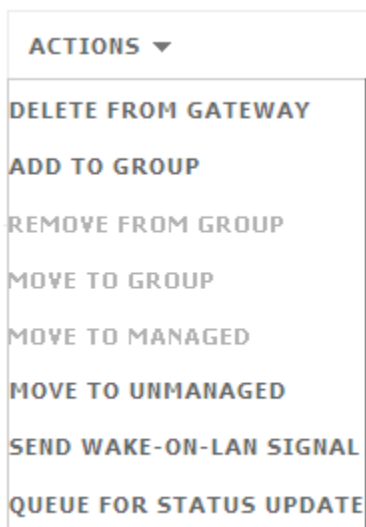
Following table shows the actions available for each Group type:

Actions	All Hosts	System	TS Recordings	Custom	Unmanaged
Delete From Gateway	Yes			Yes	Yes
Add To Group	Yes			Yes	
Remove From Group				Yes	
Move To Group					
Move To Managed					Yes
Move To Unmanaged	Yes			Yes	
Send WOL Signal	Yes			Yes	
Queue for Status Update	Yes			Yes	

Hosts > Members > Actions > Delete From Gateway
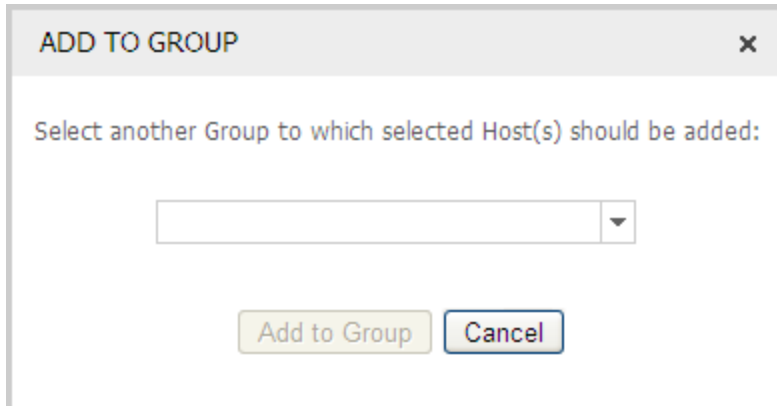
The user can permanently delete one or more Hosts from the Gateway Server by clicking on **Yes** in the confirmation popup:
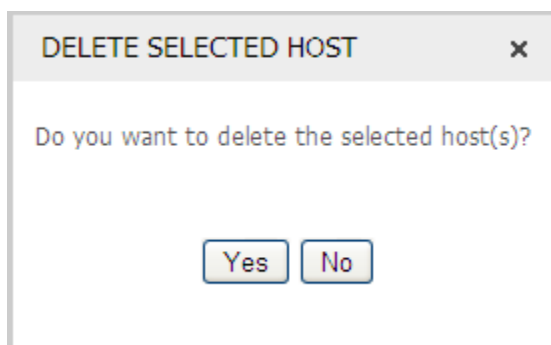
Note: This action will remove the selected Host(s) from All Hosts Group and any other custom Groups.

Hosts > Members > Actions > Add To Group

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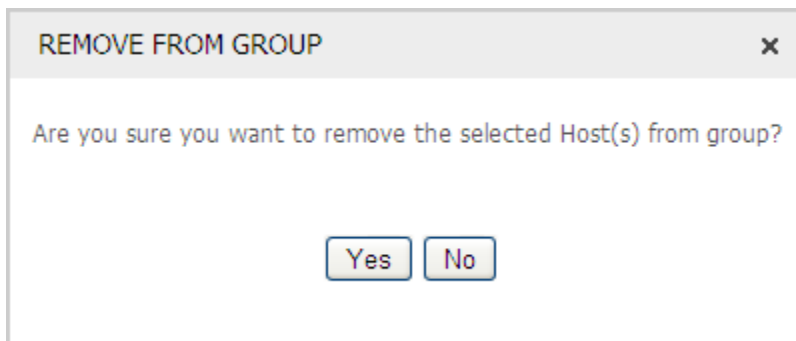
Note: The selected Host(s) will continue report to the current Group

Hosts > Members > Actions > Remove From Group

The user can permanently remove one or more Hosts from this Group by clicking on **Yes** in the confirmation popup:

Note: The selected Host(s) will continue to report to All Hosts and any other custom Groups

Hosts > Members > Actions > Move To Group

The user can move one or more Hosts from this Group to another Group by selecting the target Group from the dropdown list and clicking on **Move to Group:**
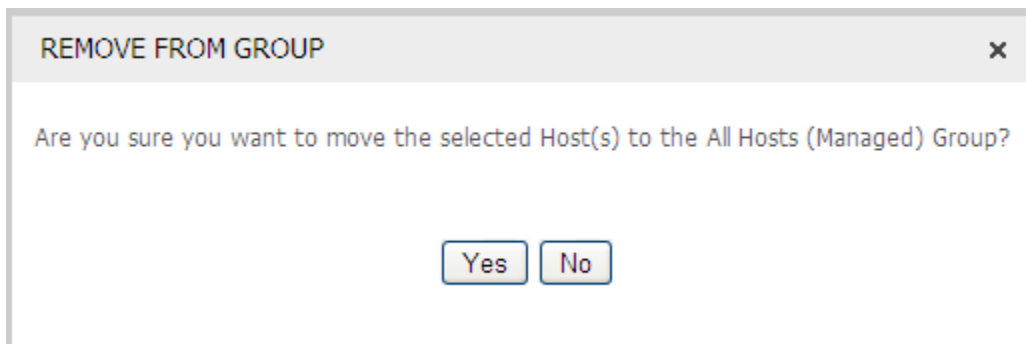
Note: The selected Host(s) will no longer report to the current Group

Hosts > Members > Actions > Move To Managed

The user can move one or more Hosts from the Unmanaged Hosts Group to the All Hosts Group by clicking on **Yes** in the confirmation popup:

Note: The selected Host(s) will now appear in the All Hosts Group and can be added to other custom Groups.

Hosts > Members > Actions > Move To Unmanaged

The user can move one or more Hosts from this Group to the Unmanaged Group by clicking on **Yes** in the confirmation popup:
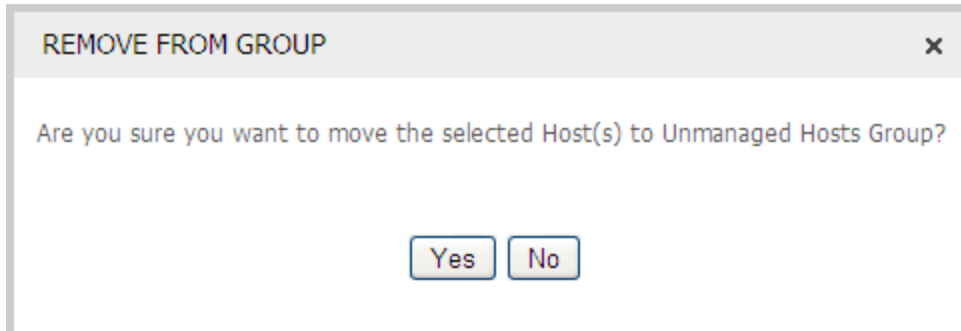
Note: The selected Host(s) will be removed from the All Hosts Group and any custom Groups, and will appear only in the Unmanaged Group.

Hosts > Members > 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.

Hosts > Members > Actions > Queue For Status Update

If the status of the Host machine has not been updated, the 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.

Hosts > Members > Search For Host

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

The user can also enter any combination of the "wildcard" character ("*") and letters to customize the search:

Field	Description

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

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

MANAGE GATEWAY GROUP MEMBERS

HOST NAME (A*/*G*/*N):	[ ] [Search]
GROUP NAME:	All Hosts ▾
HOST USER (A*/*G*/N*):	[ ]
ADDRESS (192*/*.10.10*/*.101):	[ ]
VERSION (8.*/*.0.15*/*.1810):	[ ]
LAST CONNECT (From-To):	[ ] ▦ ◀ [ ] ▦ ◀

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

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

	<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. *N will list all Host names that end with an N).
Address	Filter the list of Hosts displayed by specifying all or part of an IPv4 or IPv6 address for the Host(s)	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>*	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)
Version	Filter the list of Hosts displayed by specifying all or part of a version number for the PC-Duo Host software running on the Host(s). PC-Duo version numbers follow the convention of *<major release number>.<minor release number>.<maintenance build number>.<build number>.*	
	*<Num(s)>**	Input one or more numbers and then the wildcard to see list of Host names with version number matching the input characters (e.g. *12.** will list all Host names with major version 12)
	<Num(s)>	Input wildcard, one or more numbers and then trailing wildcard to see list of Host names with version number matching the input characters (e.g. **.15** will list all Host names that have a minor release number that starts with 15)
	**<Num(s)>*	Input the wildcard and then one or more numbers to see list of Host names with version that has ending numbers that match the input characters (e.g. **.1650* will list all Host names with build number that ends in 1650)
Last Connect	Filter the list of Hosts displayed by specifying a time range for the start of an active connection to the Host(s)	
	From	Specify earliest start time for connection
	To	Specify latest start time for connection

Recordings Tab

The **Recordings** tab enables Administrative and Master account users to find, play and delete screen recordings for desktops and Terminal Server sessions.

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

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

| Field	Description
Started By	Name of account that started the screen recording
Host User	Name of user logged into the Host machine when recording was started
Start Time	Date & time when the recording was started
Address	IP address of the Host machine that was recorded in either IPv4 or IPv6 format.
Duration	Length of the recording (in minutes)
Size	Size of the recording file (in megabytes)
Actions	Actions that can be taken on this recording
	Play Play selected recording in a popup playback window

Recordings > Delete Recording

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

ACTIONS ▾
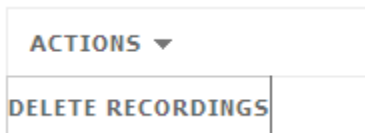
DELETE RECORDINGS

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

DELETE SELECTED RECORDING   ✕

Do you want to delete the selected recording(s)?

Yes   No
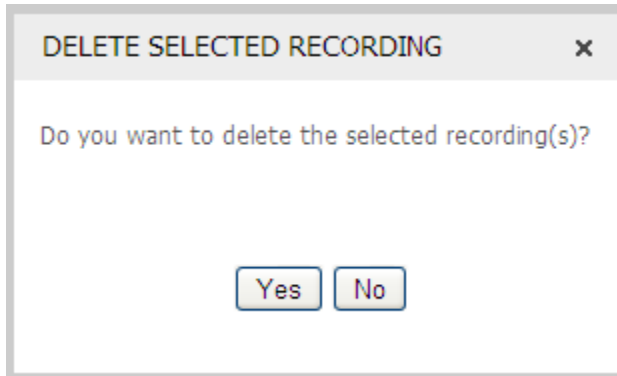
Recordings > Search For Recording

When the number of recordings available on this Gateway Server is large, users can employ the search box to find recordings for a specific Host by entering the first few letters of the Host name and clicking on the **Search** button. The search field will automatically compare the user input with names of Hosts available and will display the ones that match in a drop down list. The user can select a specific Host from the list and then click on the **Search** button to see all the recordings available for that Host in the table.

MANAGE HOST RECORDINGS

| HOST NAME (HostName) : | maple | Search |

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

MANAGE HOST RECORDINGS

HOST NAME (HostName) :	maple		Search
START TIME (From-To) :	12/13/2011 12:00 AM	1/14/2012 12:00 AM	
STARTED BY ((A*/*G*/*N)\(A*/*G*/*N)) :			
RECORDING SPAN (From-To) :	Enter value	Enter value	

The following additional search parameters will appear for **Advanced Search**:
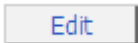
Parameter	Description	
Start Time	Filter the list of recordings displayed by specifying a time range for start time for recordings	
	From	Specify earliest start time for recording
	To	Specify latest start time for recording
Started By	Filter the list of recordings displayed by specifying all or part of an account name (<Domain>\<Username>) that started the recordings	
	<Char(s)>*	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *A** will list all account names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. **G** will list all account names that have a G somewhere in the name).
	*<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **N* will list all account names that end with an *N*).
Recording Span	Filter the list of recordings displayed by specifying a range for the length of the recordings in minutes	
	Min	Minimum length of recording in minutes
	Max	Maximum length of recording in minutes

Accounts Tab

The **Accounts** tab enables Administrative account users to find, create, edit or delete accounts registered with the Web Console. The **Accounts** tab is only visible to Administrative account users.

Accounts Tab	Administrative Account	Master Account	Personal Account
Accounts Tab	Yes		

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

Field	Description
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console
Account Type	One of three types of Web Console accounts
	Administrative Administrative account
	Master Master account
	Personal Personal account
Assigned Group/Host	Name of the Group or Personal Host to which the Master or Personal account, respectively, has been granted access
Last Login	Date & time when account user last logged into the Web Console
Actions	Actions that can be taken on this account
	Edit Change account type (and assign Group if account type is Master, or Personal Host if account type is Personal) for this account
	Remove Delete this account from the Web Console *Note: This will also delete the account from the Gateway Server but will not remove the account from Active Directory or the local machine.*

Accounts > Import New User

User accounts must be explicitly defined in the Web Console. To create new accounts, the administrator must find a valid Windows account in one of two places:

- Active Directory
- Local machine

The administrator can click on the **Import New User** button to bring up a wizard that will guide the administrator through the process of finding and configuring a new account:

Import New User

Accounts > Import New User > Lookup User

The first step of the account import process is to find the login name for the Windows account that will be given access to the Web Console:

CREATE/EDIT WEB CONSOLE ACCOUNT   ✕

Find a Windows account

LOOK IN: ○ Local System   ● Active Directory

LOCATION NAME: [   ]

WINDOWS ACCOUNT: [▼]
                    (Type in at least 2 letters)

[Previous   ]   [Next   ]   [Cancel   ]

By default, the Import New User process is configured to look in the Active Directory domain of the Gateway Server to find the target Windows account, and will display the domain name in the Location field.

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

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

CREATE/EDIT WEB CONSOLE ACCOUNT   ✕

- Account Name: IP-0AC23DBD\proxyadmin

Choose Account Type

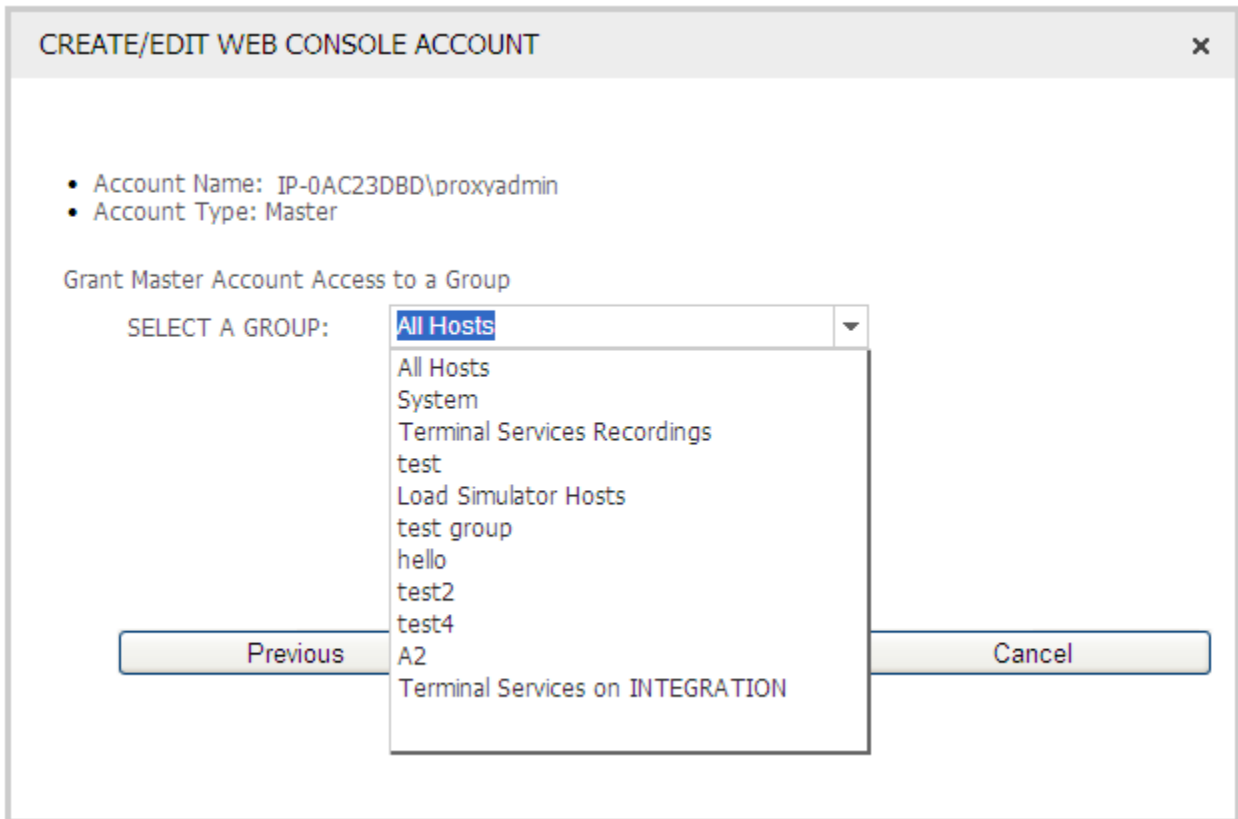CHOOSE AN ACCOUNT TYPE: ⦿ Administrative   ○ Master   ○ Personal

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 of Hosts. The user can select All Hosts from the dropdown list to give the new Master account the broadest access to available Hosts, or some other Group to give Master account more limited access.

CREATE/EDIT WEB CONSOLE ACCOUNT ✕

- Account Name: IP-0AC23DBD\proxyadmin
- Account Type: Master

Grant Master Account Access to a Group

SELECT A GROUP: **All Hosts** ▼

All Hosts
System
Terminal Services Recordings
test
Load Simulator Hosts
test group
hello
test2
test4
A2
Terminal Services on INTEGRATION

Previous   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 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   ✕

- Account Name IP-0AC23DBD\proxyadmin
- Account Type: Personal

Grant Personal Account access to a Host

SELECT A HOST: m
                        MAPLE

| Previous | Next | Cancel |

Accounts > Import New Account > Review (All New Accounts)

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: IP-0AC23DBD\proxyadmin
- Account Type: Personal
- Personal Host: MAPLE

Previous	Save	Cancel

Accounts > Search For Account

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

MANAGE WEB CONSOLE ACCOUNTS

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

          P IP-0AC23DBDRKS\dverma
          P IP-0AC23DBDRKS\remotecontrol
Import New User   P IP-0AC23DBDRKS\nonadmin
          P IP-0AC23DBDRKS\admin

The user can also enter any combination of the "wildcard" character ("*") and letters to customize the search:

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

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The 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 = *All*)	
	All	Show accounts with any account type
	Administrative	Show accounts only with Administrative account type
	Master	Show accounts only with Master account type
	Personal	Show accounts only with Personal account type

Restricted Administrative Account

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

Activity Tab

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 Subtabs	Administrative Account	Master Account	Personal Account
Account Activity	Yes		
Connections	Yes		
Host Activity	Yes		
Recording Activity	Yes		
Reverse Connections	Yes		

Activity > Account Activity Subtab

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

ACTIVE ACCOUNTS

ADMINISTRATIVE USERS:	2/2				
MASTER USERS:	0/2				
PERSONAL USERS:	0/2				
IP-0AC23DBDORKS\nonadmin	Administrative	192.168.1.95	1	01/13/2012 05:16:17 PM	0
IP-0AC23DBDORKS\admin	Administrative	192.168.1.95	1	01/13/2012 05:37:59 PM	1

⟳ ⊮ ◂ [1] Page Size [10 ▾] ▸ ⊯   Displaying items 1 - 2 of 2

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 Windows account that has logged-in to the Web Console
Account Type	One of three types of Web Console accounts
	Administrative Administrative account
	Master Master account
	Personal Personal account
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format
Licenses	Number of licenses currently being used by this account. The value is usually equal to one, regardless of the number of Remote Desktop Windows the account might have open. The license count might be greater than one if the user is using more than one connection mode to the same Gateway Server at the same time
Start Time	Date & time when the account user logged into the Gateway Server using one of the connection modes (applications) indicated below
Connection Mode	A series of icons that indicate which PC-Duo application (connection mode) is being used to access the Gateway
	Indicates that account user is accessing the Gateway Server using the Web Console
	Indicates that account user is accessing the Gateway Server using the standalone Gateway Administrator

	Indicates that account user is accessing the Gateway Server using the standalone Master
	Indicates that account user has one or more Remote Desktop Windows to Host desktops open (via either the Web Console or the standalone Master)
<#>	Indicates the number of Remote Desktop Windows open

Below is a table of examples that show different ways an account user can access the Gateway Server and/or open a Remote Desktop Window, and the combination of icons that would be activated. Each of these scenarios would typically use one account license.

| Connection Mode	Description
1	Indicates that account user is using Web Console to access the Gateway Server and has opened one Remote Desktop Window to a remote desktop
1	Indicates that account user is using standalone Master to access the Gateway Server and has opened one Remote Desktop Window to a remote desktop
0	Indicates that account user is using standalone Gateway Administrator to access the Gateway Server (Gateway Administrator does not support ability to open Remote Desktop Window)
0	Indicates that account user is using Web Console to access the Gateway Server but does not have any Remote Desktop Windows open
1	Indicates that account user one Remote Desktop Window open to a remote desktop but no other connections to the Gateway Server

Activity > Connections Subtab

The **Connections** subtab provides a real-time view of all the accounts with active connections to the Gateway Server or one or more Host machines.

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

Parameter	Description	
Account	<Domain>\<Username> of the Windows account with active connection to the Gateway Server or Host machine, including the following specifiers:	
	Account Name	<Domain>\<Username> for the Windows account that is connected to the Gateway Server
	Connection Mode	PC-Duo application (connection mode) that is being used for active connection
	Protocol	Network protocol that is being used for active connection; usually TDP or UDP
	Address	IP address of the user's machine in either IPv4 or IPv6 format
Connected To	Name of the Gateway Server or a specific Host that the account is connected to; if it is a Host, the Host name can be clicked to get a popup window with more details about the account's connection to the Host machine	
		Indicates that this account has control over keyboard/mouse input for this Host
		Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host *Note: The account user can grab input control by clicking on the mouse icon in the menu bar for the Remote Desktop Window for this Host.*

Services	Series of icons representing services available over this active connection	
		Remote Control service is available for this Host. User can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. 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. 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. 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. 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. User can send/receive instant messages to/from this Host (and to/from all other connected account users)
Start Time	Date & time when the connection was started	

Activity > Host Activity Subtab

The **Host Activity** subtab provides a real-time view of Host machines that are involved in active connections with one or more accounts.

ACTIVE HOSTS

	ACCOUNT MACHINE	ACCOUNT ADDRESS	PROTOCOL	ACCOUNT NAME	ACTIVITY	START TIME
∨ CEDER via IP|1505 at 19.16.1.7 Disconnect						
	🖱 vaio	19.16.1.7	TCP|49545	HOOVER\Administrator	🖥📄📁🖨⚙💬	01/10/2012 02:59:13 PM
	🖱 akim	19.16.1.9	TCP|4855	HOOVER\Administrator	🖥📄📁🖨⚙💬	01/10/2012 02:59:40 PM
↻ ⏮ ◂ [1] Page Size [10 ▾] ▸ ⏭						Displaying items 1 - 2 of 2

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

Parameter	Description	
Host name	Host involved in one or more active connections with following specifiers	
	Protocol/Port	Protocol used for connections to this Host (usually *TCP or UDP*)
	Port	Port used for connections to this Host (default = *1505*)
	Address	IP address of the Host in either IPv4 or IPv6 format
	Disconnect	Option to terminate one or more services immediately for all accounts connected to this Host. *Note: Terminating the Remote Control service will result in entire connection being discontinued.*
Account Machine	Name of account user's machine being used to view Remote Desktop Window to 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 *Note: The account user can grab input control by clicking on the mouse icon in the menu bar for the Remote Desktop Window for this Host.*
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format	
Protocol	Protocol and port being used for connection to this Host (usually *IP*)	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	

Services	A series of icons that current status of various services available during an active connection with this Host
	Remote control service is available for this Host. Account user can view remote screen 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 connection to this Host was started

Activity > Recording Activity Subtab

The **Recording Activity** subtab provides a real-time view of all the Hosts that have remote desktops that are actively being recorded.

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 remote desktop being recorded
Host User	Windows login of the user logged-in to the Host machine
Started By	Name of account (<Domain>\<Username>) that initiated the recording of remote 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
	Adjust — Adjust the planned length of the recording
	Stop — Stop the recording

Activity > Reverse Connections Subtab

The **Reverse Connections** subtab 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 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
IP-0AC23DBD\proxyadmin on INTEGRATION	19.16.1.8	IP|50616	0x0	1/10/2012 11:21:00 AM	Disconnect
CEDER	19.16.1.7	IP|1505	0x0	1/10/2012 11:20:59 AM	Disconnect

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Below is a table of fields, values and icons available for each active reverse connection:

Parameter	Description
Host Name	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
	0x0 Connection status = Active.
Start Time	Date & time when the reverse connection was started
Actions	Actions that can be taken on this reverse connection
	Disconnect Disable the reverse connection from the Host to the Gateway Server immediately

Analytics Tab

The **Analytics** tab enables Administrative account users to configure and generate custom reports of connection, service and recording activity in your network for audit and archive purposes. The **Analytics** tab is only visible to Administrative account users.

Analytics Subtabs	Administrative Account	Master Account	Personal Account
Connections Audit Report	Yes		
Services Audit Report	Yes		
Recordings Audit Report	Yes		

Analytics > Connections Audit Subtab

The **Connections Audit** subtab enables users to generate a custom report of connection activity through the Gateway Server.

CONNECTION HISTORY

CONNECTION MODE (A*/*G*/*N) :	
ACCOUNT NAME ((A*/*G*/*N)\(A*/*G*/*N)) :	*a*
ACCOUNT ADDRESS (192*/*.10.10*/*.101) :	
CONNECTION STATUS:	○ All ○ Successful ○ Failed
START TIME (From-To) :	1/20/2012 12:00 AM 1/21/2012 12:00 AM

Search

ACCOUNT NAME	CONNECTION MODE	ACCOUNT ADDRESS	START TIME	END TIME
DEV\admin	Web Console	fe80::fe80:6c87:61:b727%11	01/20/2012 02:26:30 PM	
IP-0AC23DBD\proxyadmin	Web Console	fe80::198e:6c87:61:6c87%11	01/20/2012 01:30:11 PM	01/20/2012 01:54:04

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

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

The user can customize the Connections Audit report by specifying values in one or more of the parameters available in the search box:

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

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

Analytics > Services Audit Subtab

The **Services Audit** subtab enables users to generate a custom report of services enabled through the Gateway Server.

SERVICES HISTORY

HOST NAME (A*/*G*/*N) :		Search
PROTOCOL:	⦿ All ○ UDP/IP ○ TCP/IP ○ SSL	
PORT (Port Number) :		
ACCOUNT NAME ((A*/*G*/*N)\(A*/*G*/*N)) :	h*\A*	
ACCOUNT ADDRESS (192*/*.10.10*/*.101) :		
CONNECTION STATUS:	⦿ All ○ Successful ○ Failed	
START TIME (From-To) :	1/20/2011 12:00 AM 1/21/2012 12:00 AM	
SERVICES:	☑ Remote Control ☑ Clipboard ☑ File Transfer ☑ Remote Printing ☑ Remote Administration ☑ Chat	

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

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

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

The user can customize the Services Audit 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	
	All	Include all services in the results, regardless of protocol
	UDP/IP	Include only services carried over UDP in the results
	TCP/IP	Include only services carried over TCP in the results

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

Control	services enabled
Clipboard	Include in the results any instances of Clipboard services enabled
File Transfer	Include in the results any instances of File Transfer services enabled
Remote Printing	Include in the results any instances of Remote Printing services enabled
Remote Management	Include in the results any instances of Remote Management services enabled
Chat	Include in the results any instances of Chat services enabled

Analytics > Recordings Audit Subtab

The **Recordings Audit** subtab enables users to generate a custom report of recordings created, managed and played through the Gateway Server.

RECORDING HISTORY

HOST NAME (A*/*G*/*N):	MAPLE
ADDRESS (192*/*.10.10*/*.101)	
STARTED BY ((A*/*G*/*N)\(A*/*G*/*N)):	
START TIME (From-To):	1/20/2011 12:00 AM 1/21/2012 12:00 AM

f524

ACTION	INITIATED BY	ACCOUNT ADDRESS	TIME
⌄ MAPLE-2012-01-01-00-28-46-001.PrxRec (HOST: MAPLE via IP|1505 at 19.1€.1.13)			
Recording Initiated	IP-0AC23DBD\proxyadmin	fe80::dcbc:fe80:1db8:a63e%10	01/01/2012 12:28:46 AM
Recording Completed	Gateway: HOOVER		01/01/2012 12:41:47 AM
Recording Played	IP-0AC23DBD\proxyadmin	192.168.1.95	01/02/2012 12:06:41 PM
Recording Deleted	HOOVER\Administrator	fe80::dcbc:fe80:1db8:a63e%10	01/02/2012 12:08:29 PM

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

Parameter	Description	
Recording File Name	Name of the recording file for the Host machine (Host name and network address are specified in parentheses)	
Action	The type of action initiated on the recording file	
	Recording Initiated	Start recording of the desktop of the specified Host machine
	Recording Completed	Stop recording of the desktop of the specified Host machine
	Recording Played	Play selected recording of the desktop of the specified Host machine
	Recording Deleted	Delete selected recording of the desktop of the specified Host machine from the Gateway Server
Initiated By	<Domain>\<Username> for the Windows account that requested the action on the recording file	
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format that initiated the action on the recording file	
Time	Date & time when the action on the recording file occurred	

The user can customize the Recordings Audit report by specifying values in one or more of the parameters available in the search box:

Parameter	Description		
Host Name	Filter the list of recordings displayed by specifying all or part of a Host machine that was recorded		
Address	Filter the list of recordings displayed by specifying all or part of an IP address for the Host machine that was recorded		
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)	
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)	
	*<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)	
Started By	Filter the list of recordings displayed by specifying all or part of a logged-in user for the account (<Domain>\<Username>) that started the recording		
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. *A** will list all Host names that start with an *A*).	
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. **G** will list all Host names that have a G somewhere in the name).	
	*<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. **N* will list all Host names that end with an *N*).	
Start Time	Filter the list of recordings displayed by specifying a time range for an action on the recording		
	From	Specify earliest start time for action	
	To	Specify latest start time for action	

Gateway Tab

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 Subtabs	Administrative Account	Master Account	Personal Account
Gateway Settings	Yes		
Gateway Licenses	Yes		
Gateway Accounts	Yes		

Gateway > Gateway Settings Subtab

The **Gateway Settings** subtab allows the user to view and edit configuration settings for the Gateway Server connected to the Web Console.

GENERAL ▼

AUDITING ▼

PROTOCOLS ▼

ENCRYPTION ▼

SCHEDULE ▼

RECORDING ▼

NETWORK ▼

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

Apply Changes   Cancel Changes

Each heading is the top of an expandable table of configuration options. Each table corresponds to a tab in the Gateway Settings section of the Gateway Administrator application.

If any changes are made in any of the tables, the following confirmation options will be activated:

Option	Description
Apply Changes	Confirm any changes to Gateway settings
Cancel Changes	Cancel any changes to Gateway settings and restore previous values

Gateway > Gateway Settings > General

For more information about the configuration settings on the General table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Auditing

For more information about the configuration settings on the Auditing table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Protocols

For more information about the configuration settings on the Protocols table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Encryption

For more information about the configuration settings on the Encryption table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Schedule

For more information about the configuration settings on the Schedule table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Recording

For more information about the configuration settings on the Recording table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

Gateway > Gateway Settings > Network

For more information about the configuration settings on the Network table, please refer to the Gateway Server Settings section in the *PC-Duo Gateway Server* Guide.

NETWORK

"Local Network" Address Ranges

| Add Range... | Add Common Ranges |

ADDRESS RANGE	COMMANDS	
10.0.0.0[255.0.0.0]	Edit Range...	Remove Range
192.168.0.0[255.255.0.0]	Edit Range...	Remove Range
172.16.0.0[255.240.0.0]	Edit Range...	Remove Range

Gateway > Gateway Licenses Subtab

The **Gateway Licenses** subtab allows the user to view and edit license information for the Gateway Server.

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.x and later)
Actions	Actions that can be taken on this license key. Note that by pressing the **Add New License Key** button, a new line will appear in the Installed License table and the **Insert** and **Cancel** buttons will be active.

Insert	Insert new license key. *Note: The Gateway Server will attempt to validate the contents of the license key input field before accepting it.*
Cancel	Cancel the input and turn to view only mode
Delete	Delete the license key

The second table on the **Gateway Licenses** subtab shows aggregate number of licensed accounts by type and the number of licenses currently in use.

LICENSE ACTIVITY

ACCOUNT TYPE	LICENSES IN USE	NUMBER OF LICENSES
Administrative users	2	2
Master users	0	2
Personal users	0	2

Field	Description
Account Type	Type of account licensed
Licenses in Use	The total number of licensed account currently in use by any PC-Duo application
Number of Licenses	The total number of licensed accounts enabled by all the valid version 12.x Gateway Server keys installed

Gateway > Gateway Accounts Subtab

The **Gateway Accounts** subtab allows the user to view and edit security permissions for Windows accounts authorized to have access to the Gateway Server.

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

Field	Description
Account	<Domain>\<Username> for the Windows account that is authorized to access the Gateway Server; can be Windows account for individual 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
	Details Show specific permissions defined for this account

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

| Option	Description
Gateway Security	Go to popup window that will enable the user to authorize a new Windows account to have access to the Gateway Server. See *PC-Duo Gateway Server Guide* for more details about specific permissions that can be granted or denied.
Apply Changes	Confirm any changes to permissions or accounts authorized for the Gateway Server
Cancel Changes	Roll back any changes to permissions or accounts authorized for the Gateway Server

Gateway > Gateway Accounts > Details

The specific permissions for each Gateway Account can be viewed by clicking on the **Details** button. The permissions are organized into 3 subtabs:

- Gateway Permissions
- Group Permissions
- Host Permissions

Gateway > Gateway Accounts > Details > Gateway Permissions

Gateway Permissions subtab shows the general level of authorization that the account has on the Gateway with respect to Data Services, Gateway Settings and Gateway Operations. To see and/or change any specific permissions, the user must click on the **Import New Account** button and then **View/Edit** button next to the account he/she is interested in. The general and specific permissions for each of the three areas are available in expandable tables. To see the list of specific permissions under any general permission, click on the icon to the left of the general permission to open it up:
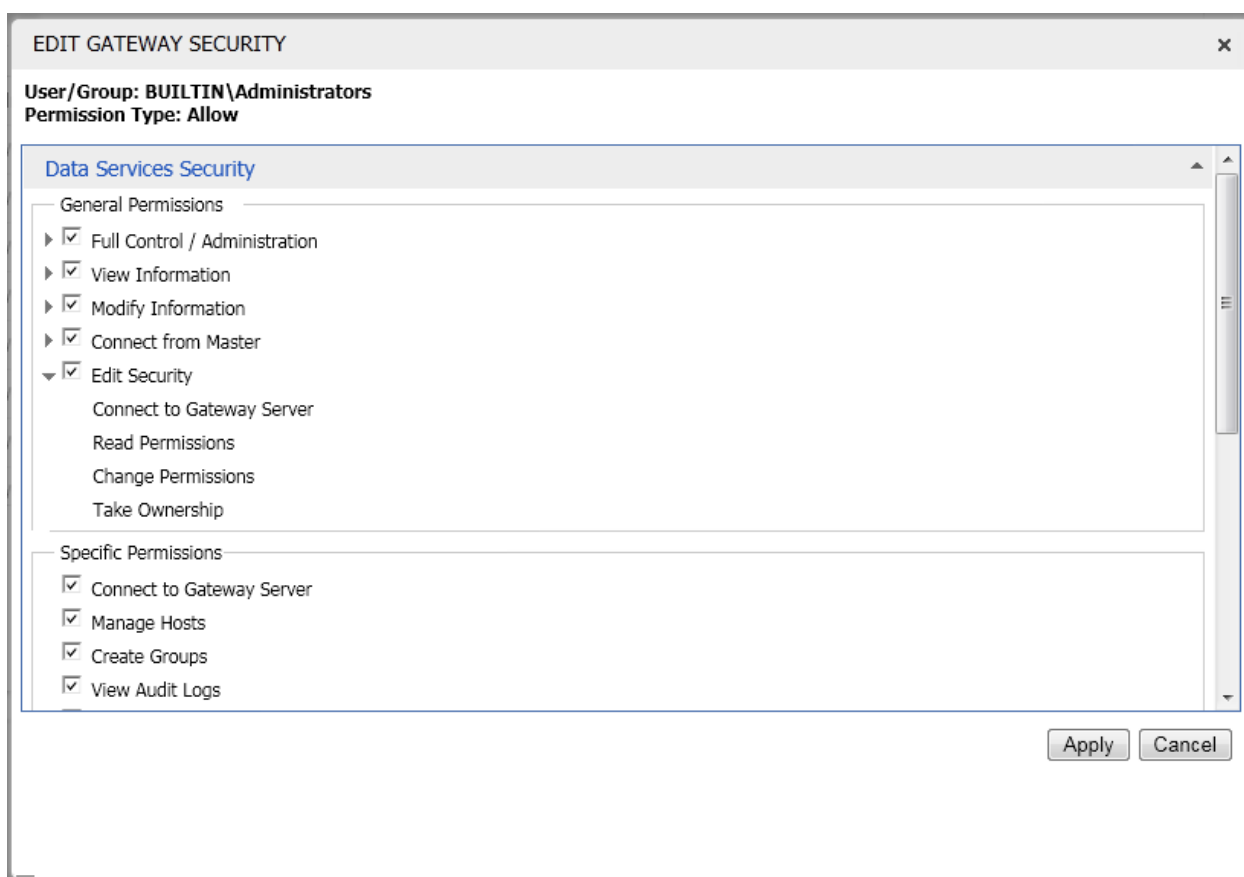
Gateway > Gateway Accounts > Details > Group Permissions

Group Permissions subtab shows the general level of authorization that any Windows groups to which the account belongs has on the Gateway with respect to Data Services, Gateway Settings and Gateway Operations. To see and/or change any specific permissions, the user must click on the **Import New Account** button and then **View/Edit** button next to the account he/she is interested in. The general and specific permissions for each of the three areas are available in expandable tables. To see the list of specific

permissions under any general permission, click on the icon to the left of the general permission to open it up.

Gateway > Gateway Accounts > Details > Host Permissions

Host Permissions subtab shows the general level of authorization that the account has on any Host machines with respect to the accessing the Host and recording the Host. To see and/or change any specific permissions, the user must go to the **Hosts > Members** subtab to find any Host that he/she might be interested in, and then choose the **Security** option from the dropdown list next to the Host name. The general and specific permissions for the Gateway Account on this Host can be viewed and/or edited by clicking on the **View/Edit** button.