



Remote Connections & Passwords. Everywhere!

# Product Overview





## Remote Desktop Manager (RDM) is the all-in-one management platform for any IT team

Remote Desktop Manager is an elegantly efficient solution for launching connections or conveniently viewing entries that have been centralized in your data source (database). It also saves all your remote connections, passwords and documents in a single, secure platform. With RDM, you can quickly and easily add, edit, delete, share, organize, and find your remote connections and passwords via an intuitive interface. Remote Desktop Manager is currently available in two editions: Free and Enterprise. The Free Edition is designed for single users, while the Enterprise edition is designed for teams.

Both **Free** and **Enterprise** editions  
are available on PC, Mac, Android, iOS  
and Amazon Fire OS

Remote Desktop Manager Enterprise edition allows you to connect to your data source, provided that it is accessible via network connection. RDM accesses the database directly using a client/server architecture, and it offers a variety of helpful features. Client licenses are required for each user, and multiple purchasing options are available, including: Single license (standalone or multiple users), Site license (unlimited users, single site) and Global license (unlimited users, multiple sites). Also, while Active Directory groups are not supported, Active Directory authentication is supported with SQL Server authentication (each user must be manually added into the SQL Server). The Enterprise edition is the most affordable solution and provides the easiest means of managing remote connections and passwords.

## RDM Features and Highlights

- ✓ Connect most popular session type (RDP, SSH, Web, VNC, Telnet, ARD, TeamViewer, LogMeIn and many more)
- ✓ More than 60 add-ons
- ✓ Securely connect to more than 25 VPN types
- ✓ Save and manage all your passwords
- ✓ Input credentials and automatically log in
- ✓ Access your data when offline
- ✓ Manage and restrict user access
- ✓ View connection logs
- ✓ Integrated console for Citrix XenServer, VMware, Microsoft Terminal Server, Hyper-V and Azure
- ✓ Easily execute macros or script files

# RDM System Requirements

Before proceeding with the RDM installation, **make sure you meet the following system requirements.**

Remote Desktop Manager offers you a 32-bit and a 64-bit version of Windows when installed. It can also be installed on Remote Desktop Services and on thin clients.

- Windows Vista SP2, 7 SP1, 8, 8.1 and 10
- Windows Server 2008 SP2, 2008 R2 SP1, 2012, 2012 R2 and 2016
- Microsoft .NET Framework 4.6
- 1 GHz processor
- 512MB RAM
- 1024 x 768 screen resolution
- 500+ MB hard drive space

## Manual Installation

If you wish to perform a manual installation, we offer a zip file for deployment. You must ensure other prerequisite software are installed on your computer.

These packages must be present prior to running Remote Desktop Manager installation:



### **.NET Framework 4.6**

<http://www.microsoft.com/en-ca/download/details.aspx?id=48130>



### **Visual C++ 2010 SP1 Redistributable x64**

<https://www.microsoft.com/en-ca/download/details.aspx?id=13523>



### **Visual C++ 2010 SP1 Redistributable x86**

<http://www.microsoft.com/en-ca/download/details.aspx?id=8328>



### **Visual C++ Redistributable for Visual Studio 2013 x86**

<https://www.microsoft.com/en-ca/download/details.aspx?id=40784>



### **Visual C++ Redistributable for Visual Studio 2013 x64**

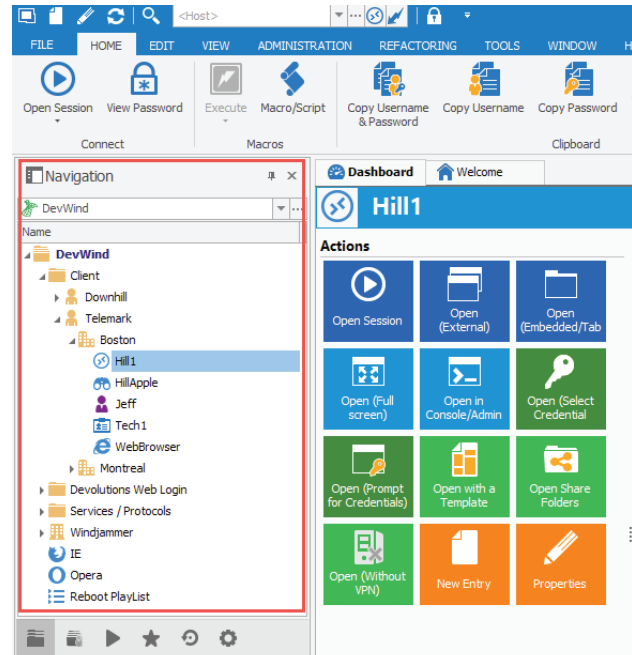
<https://www.microsoft.com/en-ca/download/details.aspx?id=40784>

## RDM Navigation Pane

The Navigation Pane is at the core of Remote Desktop Manager's user interface.

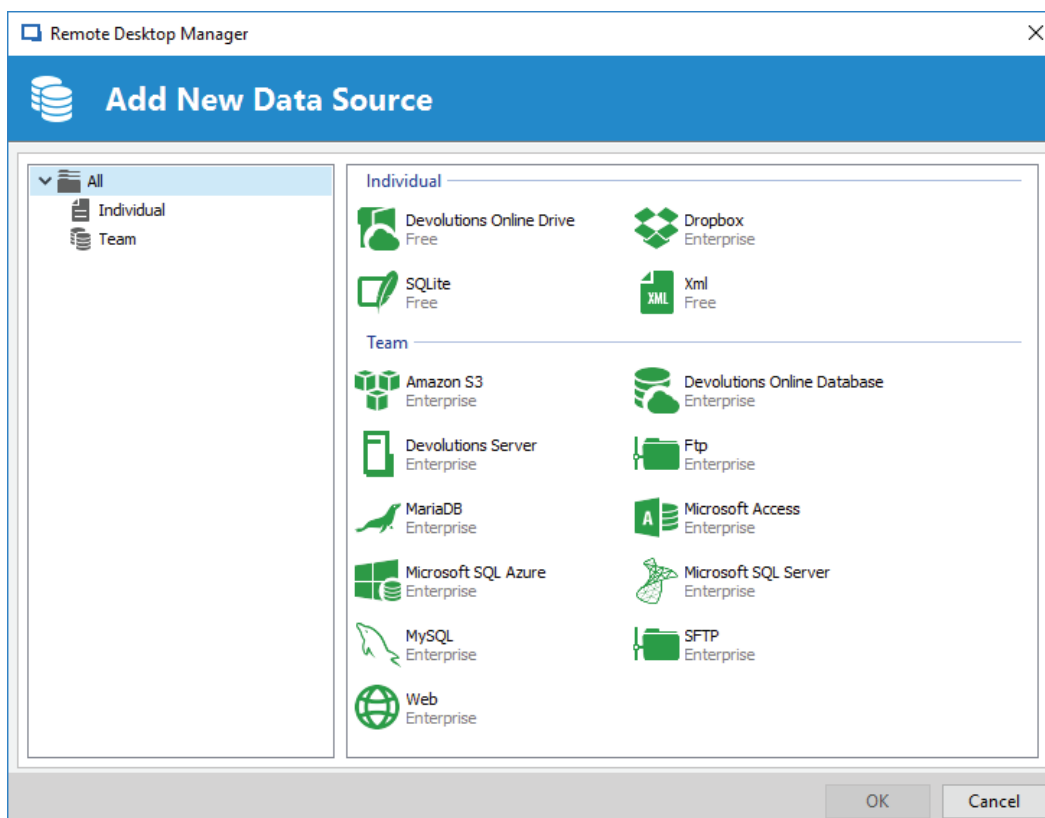


Simply recreate the same hierarchy as your office organization in your navigation pane for quick and easy management of all your entries.



## RDM Data Sources

Data Sources are at the heart of Remote Desktop Manager; they are the containers that hold all entries. The Data Source can be a file or a database, and you can define multiple data sources. When using RDM for the first time you'll be running from a local data source, which is an SQLite database.



Here is a list of all supported data sources in RDM:



- Ideal for single users operating multiple computers.
- Possible to configure an auto refresh interval.
- Online backup service available.
- Allow you to work offline.



- Store and synchronize your remote connections and credentials online.
- Access from anywhere via an Internet connection.
- Completely free with no session limitations.
- Ideal for single users operating multiple computers.



- No need to install the Dropbox client on the machine, it is a file-based data source.
- Meant for single users operating multiple computers.
- Possible to configure more than one Dropbox account on the same machine.
- Storage infrastructure is free.



- Ideal for single users and stand-alone situations.
- More powerful and more flexible than an XML file format.
- Supports connection logs and attachments.
- Online Backup Service is available for this data source.



- RDM saves the file located in an Amazon S3 bucket, it is a file-based data source.
- Can be shared over the Internet between multiple locations.
- Backups (by Amazon) are automatic.
- Ideal for single users operating multiple computers.

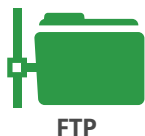


- Hosted repository managed by Devolutions.
- No VPN required to access data; it is accessible through the web.
- Role Based Security System (subscription required).
- Offline mode available when there is no Internet connection available.



- On-premises repository for storing and sharing your remote connections and credentials.
- High-end server for your company.
- Supports Windows authentication and Active Directory group integration.
- Optional local cache of connections.





- RDM downloads/uploads the session settings directly from the file located on an FTP site.
- Can be shared over the Internet between multiple locations.
- File-based data source, based on the XML data source.
- Easily deployed online.



- RDM uses MariaDB as a drop-in replacement for MySQL.
- Supports connection logs and attachments.
- Free database that can also be installed on Linux.
- Supports all features, including Offline Mode, role based security system and many more.



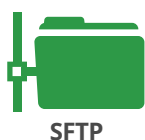
- Allows for user management with a superior role based security system.
- Offline Mode can be used when the server is unavailable or without Internet access.
- Supports connection logs, documents and an auto refresh at your preferred interval.
- Can be used to create an online database.



- RDM uses the power of Microsoft SQL Server to save and manage all sessions.
- Allows user management with a role based security system.
- Offline Mode can be used when the server is unavailable or when there is no internet access.
- Supports connection logs, attachments and an auto refresh at your preferred interval.



- RDM uses a MySQL database to store the session data.
- Free database that can also be installed on Linux.
- Supports all features, including Offline Mode, Security Management, and many more.
- Data can be shared on a MySQL database installed on any Operating System supported.



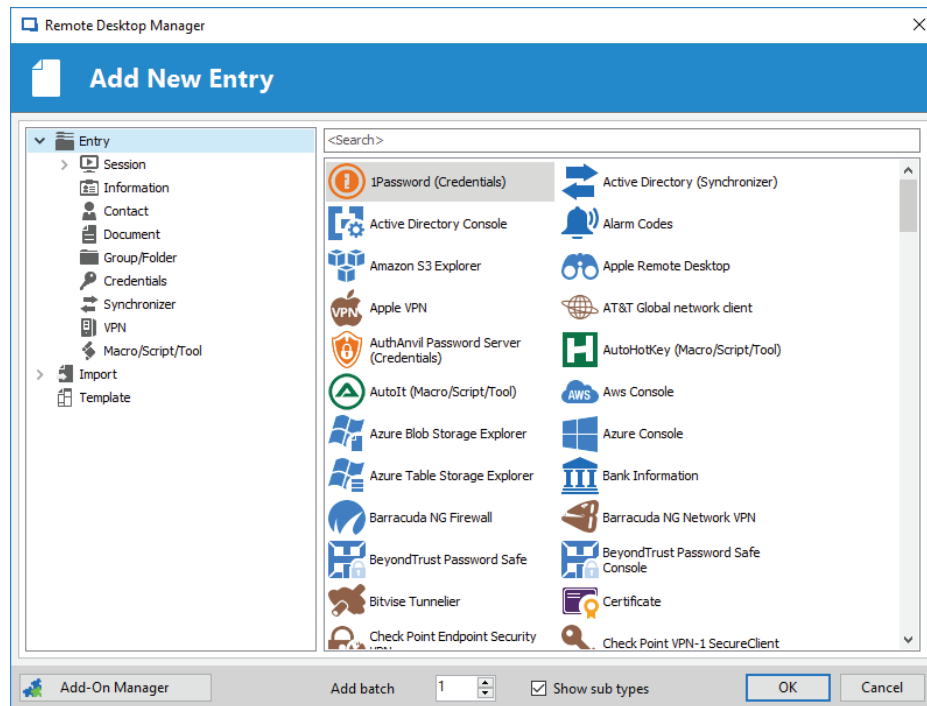
- RDM downloads/uploads session settings directly from an XML file located on a Secure FTP.
- Can be shared over the Internet between multiple users.
- File based data source, based on the XML data source.
- Easily deployed online.



- RDM reads the session settings directly from a file located on a web site.
- Read-only data source can be shared over the Internet between multiple users.
- Supports Windows authentication in IIS.
- Nothing to install.

# RDM Entry Types

Select your session type from our long list of supported entry types and quickly create new entries like remote sessions, VPNs, credentials, documents, synchronizers, and more.



Here is a list of session types:



- **Remote Connections:** RDM supports Remote connection types including computers, switches, VPNs or printers. It supports LogMeIn, RDP, ARD, VNC, SSH, TeamViewer, Citrix and many more.
- **Virtualization:** RDM supports virtualization connection types, including local virtual machine tools and server tools. It supports Azure, Oracle, Hyper-V, VMware, XenServer and many more.
- **Cloud Explorer:** RDM supports cloud file browsers that are integrated with RDM, such as Amazon, Azure, Dropbox and OneDrive.
- **Other:** RDM supports session types that are not directly supported, or those that are neither a virtualization nor a remote connection. For example: Command Line, Active Directory Console, PowerShell, File Explorer and many more.



#### Information type

- Information entry types are used to store sensitive information – such as alarm codes, bank information, login accounts, email account and more – directly in the data source.



#### Contacts type

- Contact entry types are used to manage your contacts, including your customers, employees, suppliers and more.



#### Document type

- Document entry types are used to store any type of document – PDF, email, Word, Excel and more – directly in the data source, or linked to an external document management system.



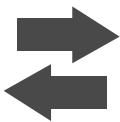
#### Group/Folder

- Groups or folders are used to organize your entries in a logical way, making entries easier to manage, at the same time enabling advanced features like applying credentials or even VPN settings to a whole folder.



#### Credentials

- Credentials allow you to set multiple sessions to use a specific set of credentials. RDM currently integrates with Zoho Vault, LastPass, Secret Server, KeePass, Dashlane and many more.



#### Synchronizers

- Synchronizer entry types are used to keep RDM in synch with an external data source, creating sessions from information obtained from the source. Our current synchronizers are Active Directory, CSV, Hyper-V, ScreenConnect, Spiceworks and VMware.



#### VPN

- VPN entry types are used to configure a VPN session that can be used by multiple entries like Cisco, SonicWall, SSH and many more.



#### Macro/Script tool type

- The Macro entry type can be a script, a command line, or a helper, which can be applied to a selected session. All the Macro types can be configured and shared in the data source.



# RDM, VPN and Add-Ons

RDM has more than 60 add-ons and can securely connect to more than 25 VPN types. The Add-on Manager is used to simplify the management and the installation of different add-ons. It lists all of the add-ons that are supported by the current version of the application.

There are multiple types of add-ons, all of which you can easily download directly from our website:

- Application tool add-ons
- Data source add-ons
- Import add-ons (Filezilla, SecureCRT, etc.)
- Session tools add-ons (remote shutdown, whois...)
- Session type add-ons (Java Web Start, SQL Management Studio, etc.)
- VPN add-ons (OpenVPN, Nortel VPN, SonicWall, Cisco AnyConnect, Barracuda, etc.)
- Data entry add-ons

**Remote Desktop Manager**

## Add-On Manager

**All**  
Session  
VPN  
Import  
Session Tool  
Application Tool  
Data Source  
Data Entry  
Other

**2X Client Add-on**  
by Devolutions.  
v2.2.0.0  
This Add-on can be used to start Application/Desktop of 2X Client.

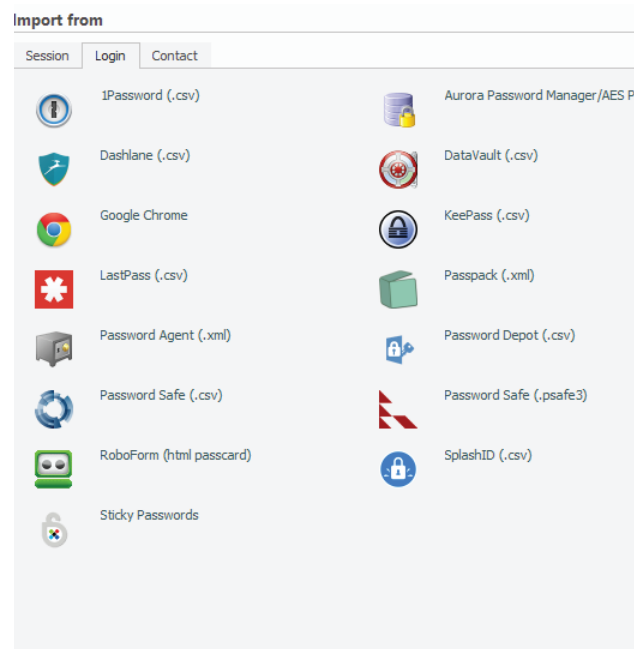
[Support](#)  
[View change history](#)

Filter: **All Status** Search:

	Name	Version	Release	Filename	Type
	2X Client Add-on	2.2.0.0	2014-06-11	Client2XAddOn.dll	Session
	Ammyy Admin Add-on	2.0.0.0	2014-06-11	AmmyyAdminAddOn.dll	Session
	AnyDesk Add-on	1.4.0.0	2017-03-06	AnyDeskAddOn.dll	Session
	Anyplace Control Add-on	2.0.0.0	2014-06-11	AnyplaceControlAddOn.dll	Session
	AT&T Global Network Client Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Atelier Wed AWRC Pro Add-on	2.0.0.0	2014-06-11	AWRCProAddOn.dll	Session
	Avaya (Nortel) VPN Add-on	2.0.0.0	2014-06-11	NortelVPNAdd-on.dll	VPN
	AxelViewer Add-on	2.0.0.0	2014-06-11	AxelViewerAddOn.dll	Session
	Barracuda NG Firewall Add-on	1.2.0.0	2015-01-09	BarracudaNGFirewallAddOn.dll	Session
	Barracuda NG Network VPN Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Bitvise SSH Client Add-on	2.0.0.0	2014-06-11	BitviseSSHClientAddOn.dll	Session
	Bitvise Tunnelier VPN Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Bomgar Representative Console Add-on	2.2.0.0	2015-09-30	BomgarConsoleAddOn.dll	Session
	Boztech VNCscan Import Add-on	2.5.0.0	2017-02-15	PowerToolsAddOn.dll	Import
	Check Point Endpoint Security Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Check Point Smart Console Add-on	1.1.0.0	2016-07-12	CheckPointSmartConsoleAddOn.dll	Session
	Check Point VPN-1 Secure Gateway Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Cisco AnyConnect VPN Client Add-on	3.0.27.0	2017-03-14	VPNAddOn.dll	VPN
	Cisco ASDM Add-on	2.3.0.0	2016-11-22	CiscoASDMAddOn.dll	Session
	Citrix NetScaler Add-on	1.2.0.0	2014-08-20	NetScalerAddOn.dll	Session
	Database .Net Session Add-on	2.0.0.0	2014-06-11	Database4NetAddOn.dll	Session
	DbVisualizer Add-on	2.0.0.0	2014-06-11	DbVisualizerAddOn.dll	Session
	Ericom Blaze Add-on	2.0.0.0	2014-06-11	EricomBlazeAddOn.dll	Session
	F5 FirePass SSL VPN Client Add-on	2.0.0.0	2014-06-11	F5FirePassSSLVPNAddOn.dll	VPN
	FastViewer Add-on	1.1.0.0	2016-07-05	FastViewerAddOn.dll	Session

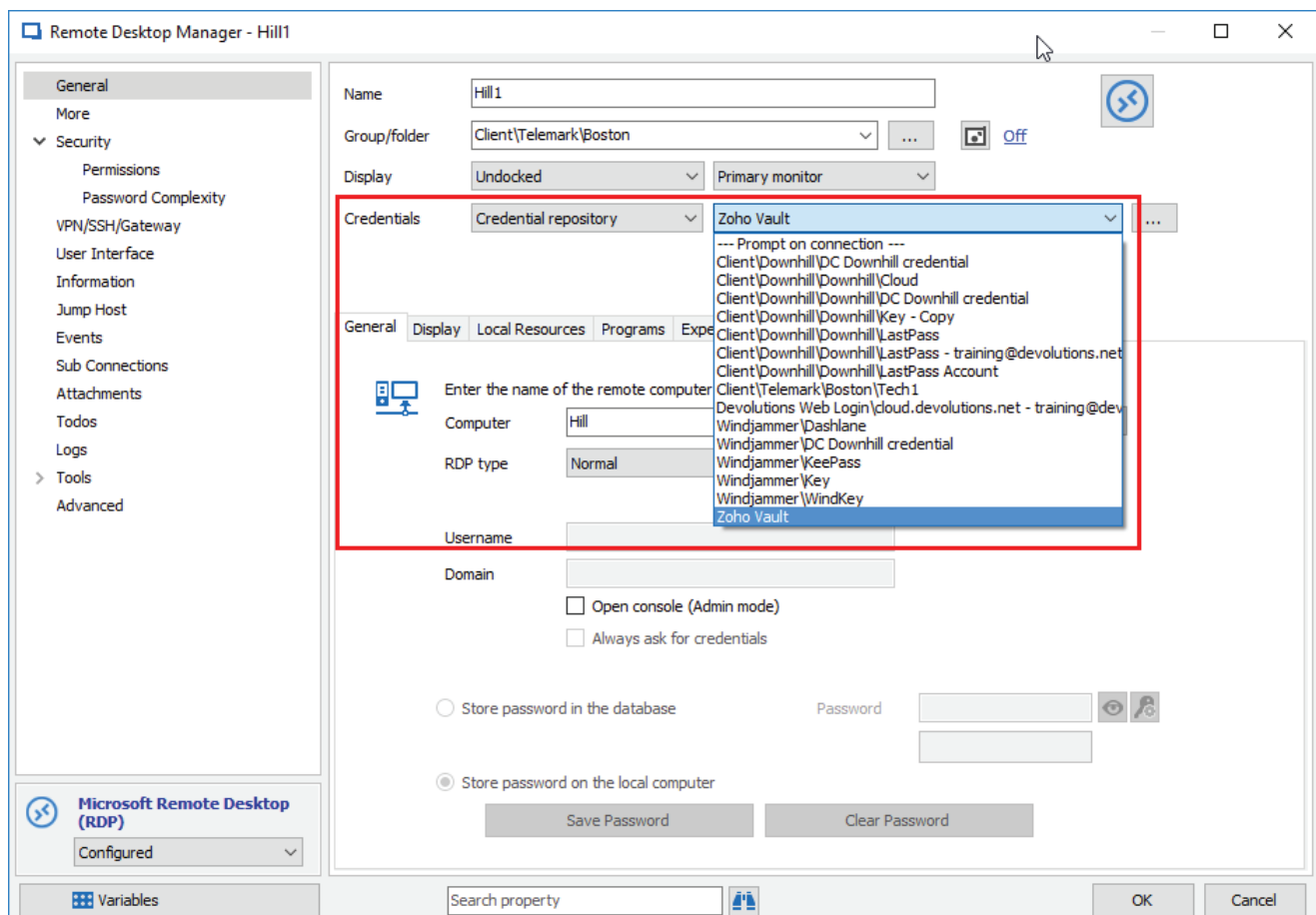
# RDM Credential Management

You can import your credentials from a wide array of formats exported by various password management solutions directly into Remote Desktop Manager using a simple import.



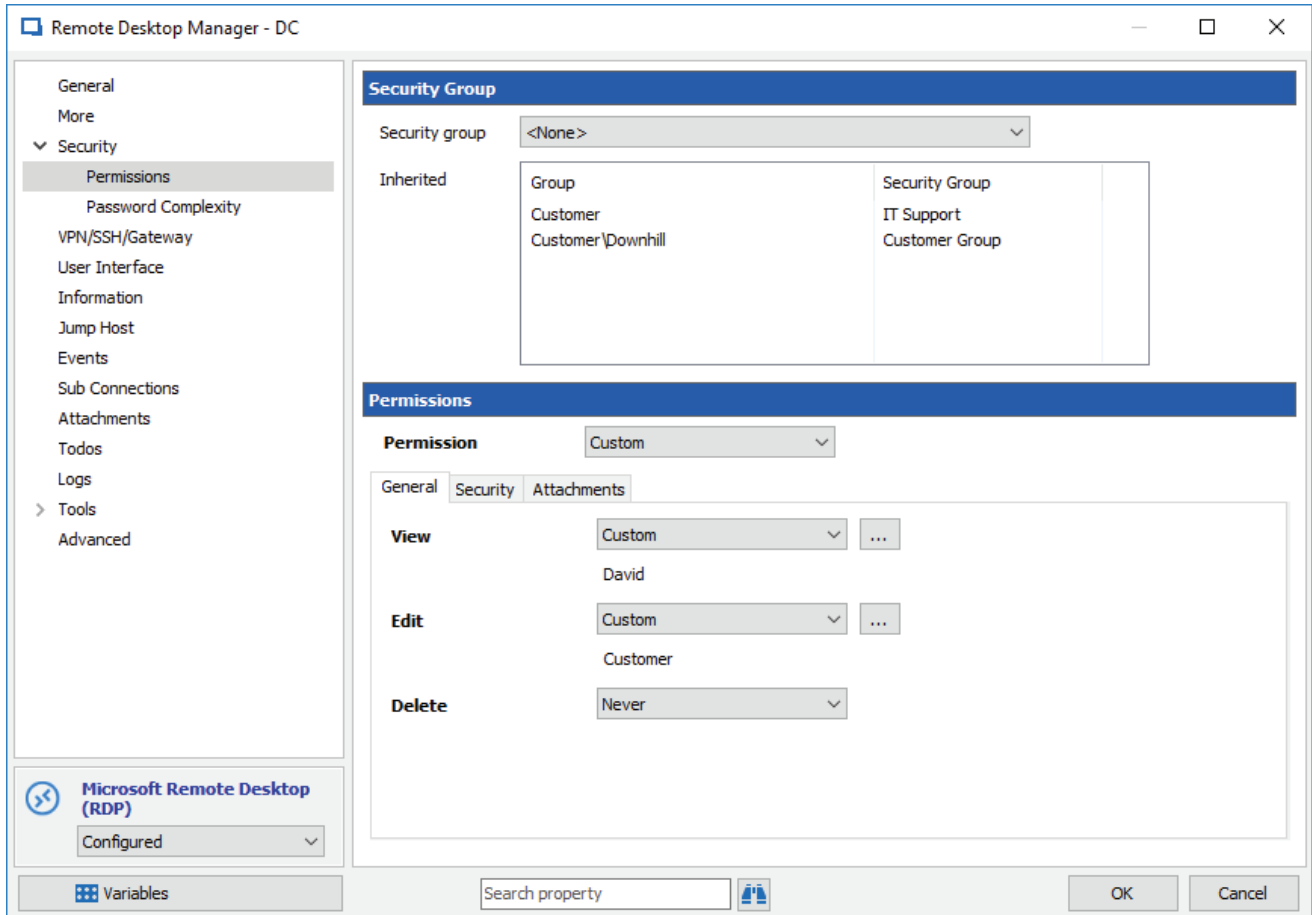
# RDM Credential Repository

Simplify connection management by allowing automatic login for various types of sessions. Use your credential repository to prompt you to select a set of credentials, allowing you to use multiple credentials for the same host



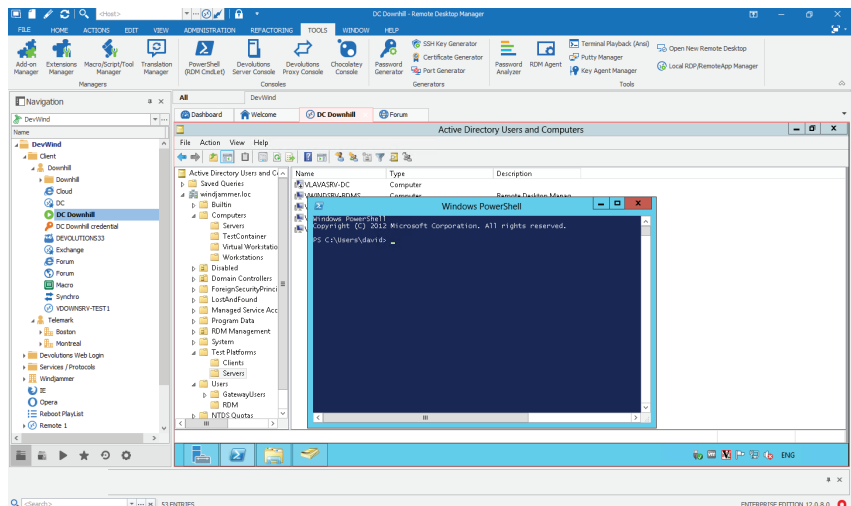
# Role Based Security System

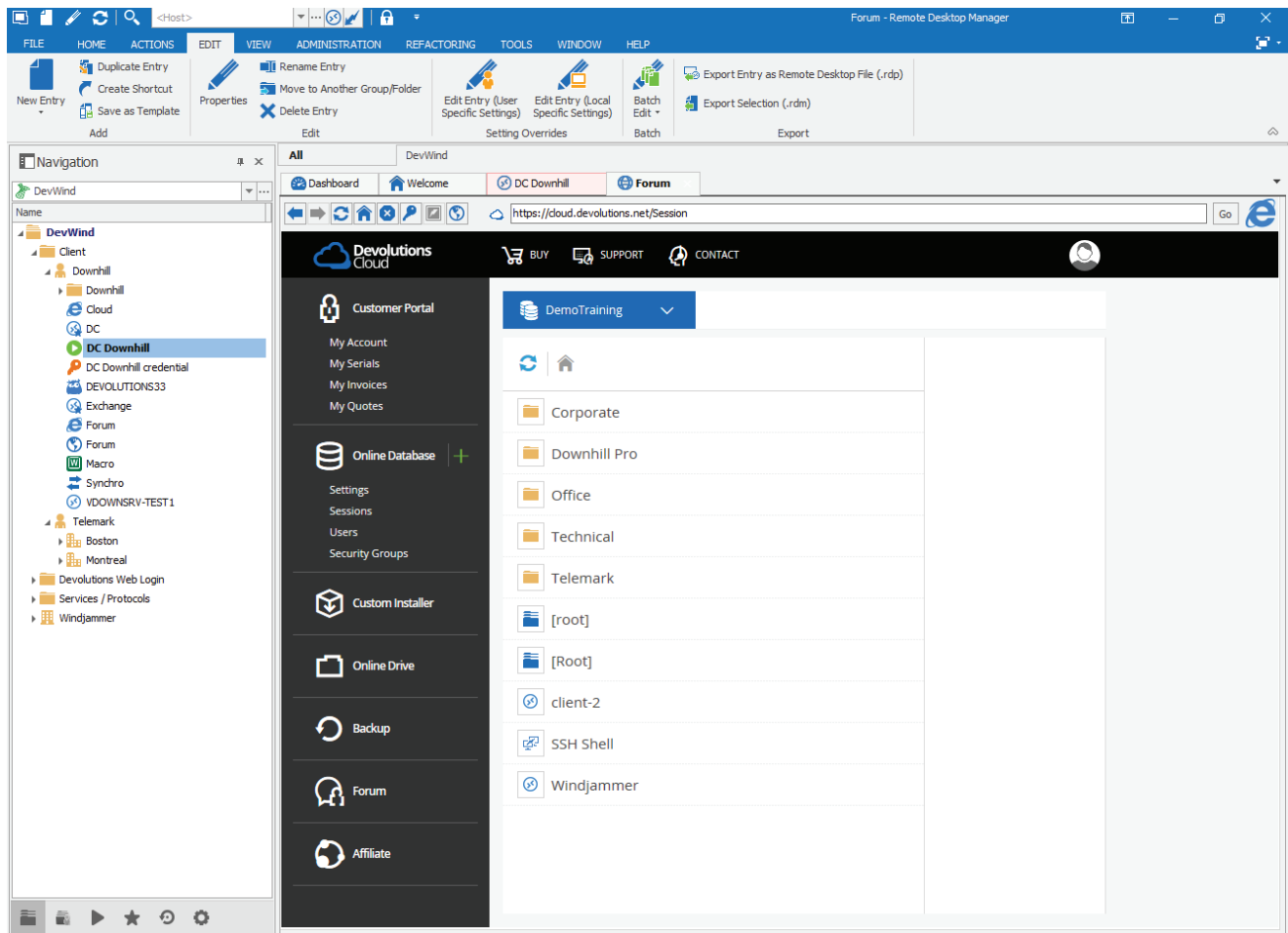
RDM Security allows you to create a granular protection system that is quite flexible, letting you select from a large set of rights.



## Launch a Connection

Click on one of your entries in your navigation pane to open your session. Use our embedded mode to run your session within the confines of Remote Desktop Manager and display tabs at the top of the window to easily switch from one session to another.







Control the IT Chaos

## Contact Us

For any questions, feel free to contact us:

Email: [sales@devolutions.net](mailto:sales@devolutions.net)

Phone: +1 844 463.0419

Monday to Friday 8 a.m. to 5 p.m. EST

## Head Office

**Devolutions inc.**

1000 Notre-Dame

Lavaltrie, QC J5T 1M1

Canada

