Remote Desktop Manager

Centralize, Manage and Secure Access to Remote Connections

Technical Specifications

Remote Desktop Manager (RDM) centralizes all remote connections in a single platform that can be securely shared between users and throughout an entire team, helping you configure and connect information, while also managing users and permissions.

With support for hundreds of integrated technologies — including multiple protocols and VPNs — along with built-in enterprise-grade password management tools, global and granular-level access controls, and robust mobile apps to complement desktop clients for Windows and Mac, RDM is a Swiss Army knife for remote access. RDM empowers IT departments to drive security, speed and productivity throughout the organization, while reducing inefficiency, cost and risk. Remote Desktop Manager is available in two editions: Free and Enterprise. While the Free edition is perfect for stand-alone users, the Enterprise edition is best suited for multiple users and teams.

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

RDM allows you to control the IT chaos by connecting to a data source that accesses the database directly using a client/server architecture. Monitor your IT environment from a single pane of glass, using a single source to deliver valuable information. Client licenses are required for each user and multiple purchasing options are available, including: Single license (one license per user), Site license (unlimited users on the same site/location, Country license (unlimited users within a specified country) and Global license (unlimited users, worldwide). While Active Directory groups are not supported in RDM, Active Directory authentication is supported with SQL Server authentication. RDM Enterprise edition allows you to scale across hundreds of different types of connections with wide-scale interoperability and technology agnosticism, providing a clear audit trail to prove the high level of security of each connection to customers and regulators.

System Requirements

Remote Desktop Manager requires the following prior to installation:

- **Windows Vista SP2, Windows 7 SP1, Windows 8, Windows 8.1 or Windows 10**

- **Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2 or Windows Server 2016**

- **Microsoft.NET Framework 4.6**

- **1GHz or faster processor**

- **512MB of RAM**

- **1024x768 screen resolution**

- **500+ MB hard drive space**

Remote Desktop Manager is compatible with all 64-bit versions of Windows. It can be installed on Terminal Services, and on a thin client.

Manual/Portable Deployment

If you wish to perform a manual installation, we offer a zip file for deployment. In this case, the prerequisites would need to be handled manually as well. The following 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 Data Sources

Data sources are at the heart of Remote Desktop Manager; they are the containers that hold all entries. Altough you may configure multiple data sources of mixed type within the application, only one may be active at a time. It is easy to switch from one data source to another. Upon first launch, RDM will be running from a local data source, which is an SQLite database.

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

XML

- Simple data source that can be modified or generated by an external tool.
- Ideal for single user using multiple computers, not multiple users.
- Possible to configure an auto refresh interval.
- Online backup Service available.

Devolutions Online Drive

- Stores and synchronizes your remote connections and credentials online.
- Access your sessions from anywhere via an Internet connection.
- Completely free and has no limitations as to how many sessions you might have.
- For single users since you will not be able to share files.

Dropbox

- No need to install the Dropbox client on the machine to open the data source.
- File-based data source, based on the XML data source.
- Meant for a single user using multiple computers, not multiple users.
- Possible to configure more than one Dropbox account on the same machine.

SQLite

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

Amazon S3

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

Devolutions Online Database

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

Devolutions Password Server

- Self-hosted repository for storing and sharing your remote connections and credentials.
- High-end security server for your company.
- Support Windows authentication and Active Directory group integration.
- Easily share your sessions with multiple users.

FTP

- 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.

MariaDB

- 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.

Microsoft SQL Azure

- 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.

Microsoft SQL Server

- 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.

MySql

- 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.

SFTP

- 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.

Web

- 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.

WebDav

- RDM downloads/uploads session settings directly from a file located on a WebDav site.
- Read-only data source can be shared between multiple users.
- Easy to deploy online.
- WebDav doesn't support any of the security management features.

Supported Technologies

Remote Desktop Manager is compatible with several relevant tools and integrates with the richest collection of supported connection types, including cloud-based solutions. Here is a complete list of all supported and integrated technologies:

Remote Connections

This category contains all of the connection types that are used to connect to a remote system including computers, switches, VPNs and printers.

- Apple Remote Desktop
- Filezilla
- FTP
- Host
- Microsoft RDP Gateway
- Microsoft Remote Desktop (RDP)
- Proxy Tunnel (HTTP, SOCKS4, SOCKS4A, SOCKS5)
- SCP
- Serial Port

- SFTP
- SSH Port Forward
- SSH Shell
- SSH Tunnel
- TeamViewer
- Telnet
- VNC
- VPN
- Wayk Now

- Web Browser (http/https)
- WebDAV
- WinSCP
- Active Directory Console
- BeyondTrust Password Safe
- BeyondTrust Password Safe Console
- Chrome Remote Desktop
- Citrix (Web)
- Citrix ICA/HDX
- ConnectWise Control (ScreenConnect)
- ControlUp
- DameWare Mini Remote Control
- Dell iDRAC
- DeskRoll
- Devolutions Proxy
- FTP (Third Party)
- HP Integrated Lights Out (iLO Web)
- Intel AMT (KVM)
- LogMeIn
- PowerShell Remote Console
- Radmin
- Remote Assistance
- Remote Desktop Commander
- Spiceworks
- Splunk
- TeamViewer Console
- TFTP
- X Window
- GoToAssist

Virtualization Console

This category contains all of the virtualization connections, including the local virtual machine tools and server tools.

- Amazon Aws Console
- Microsoft Azure Console
- Microsoft Hyper-V Console
- Microsoft RDS Console (Terminal Server)
- Oracle VirtualBox
- VMware (Player, Workstation, vSphere)
- VMware Console
- VMware Remote Console
- XenServer Console

Cloud Explorer

This category contains all the cloud file browsers integrated in Remote Desktop Manager.

- Amazon S3 Explorer
- Azure Blob Storage Explorer
- Box
- Dropbox Explorer
- Google Cloud
- Google Drive
- Microsoft Azure Table Storage Explorer
- Microsoft OneDrive Explorer

Other supported types

This category contains many useful session types that are not directly supported, or those that are neither a virtualization nor a remote connection.

- Command Line (External Application)
- Data Report
- Data Source (Shortcut)
- Database
- File Explorer
- Host (Macro/Script)

- Inventory Report
- Play List
- PowerShell
- Repository (shortcut)
- SNMP Report

Synchronizer

The Synchronizer family is a category of entries that can keep Remote Desktop Manager in sync with an external data source. It will create sessions from information obtained directly from the source.

- Active Directory
- Comma-separated values (CSV)
- ConnectWise Control (ScreenConnect)
- EC2 Synchronizer

- Entries (RDM, PVM)
- Hyper-V
- Spiceworks
- VMWare

VPN

The VPN category is used to configure a VPN session that can be shared through multiple entries. You may use our Add-On Manager to add up-to 25 other VPN types.

- Apple VPN
- Cisco VPN
- Custom
- Microsoft VPN

- Proxy Tunnel (HTTP, SOCKS4, SOCKS4A, SOCKS5)
- SonicWall VPN
- SSH
- TheGreenBow IPSEC VPN Client

Macros/Scripts/Tools

The Macros/Scripts/Tools category can be used to run against a host, and to run a macro through the RDM Agent. The session script tools can be either a script, a command line, or a helper applicable to a selected session. Each can be configured and shared in the data source.

- Typing Macro
- AutoHotKey
- AutoIt
- Database Query
- Jitbit Macro Recorder
- PowerShell (Local)
- PowerShell (Remote)
- VBScript

- WASP PowerShell
- Command Line
- PSExec
- SSH Command Line
- Template
- WMI
- Report

Remote Desktop Manager Entry Types

Securely store documentation, files, images, license keys and other information alongside your passwords and credentials.

Information

The Information category is used to store sensitive information in the data source.

- Login (Account)
- Login (Web)
- Note/Secure Note
- Alarm Codes
- Bank Information
- Credit Card
- Email Account

- Other (Custom)
- Passport
- Safety Deposit
- Software/Serials
- Wallet
- Wi-Fi Router
- Application Send Key

Contact

The Contact category is used to manage your contacts in Remote Desktop Manager.

- Company
- Customer
- Default
- Employee

- Family
- Supplier
- Support

Document

The Document category is used to store any type of document directly in the data source.

- Certificate
- Default
- Email
- Html
- Image
- Microsoft Excel
- Microsoft OneNote
- Microsoft PowerPoint
- Microsoft Visio
- Microsoft Word

- PDF
- Phonebook
- Text
- Text (RTF)
- Video
- Data Source Configuration (.rdd)
- Html Editor
- Rich Text Editor
- Spreadsheet Editor

Folder

The Folder category is used to organize your entries to represent your organizational structure.

- Folder
- Company
- Customer
- Database
- Device (router, switch, firewall, …)
- Domain

- Identity
- Printer
- Server
- Site
- Workstation
- Software

Password Management

Protect all your usernames, credentials and privileged accounts in a centralized vault that uses US federal government approved encryption. RDM integrates with an impressive list of existing password management software. Here is the complete list:

- Connection String
- Custom
- One-Time Password (OTP)
- Password List
- Private Key
- Username/Password
- 1Password
- AuthAnvil Password Server
- CyberArk AIM
- Dashlane
- KeePass
- LastPass
- PassPortal

- Password Manager Pro
- Password Safe
- Password Vault Manager
- Passwordstate
- Pleasant Password Server
- RoboForm
- Secret Server
- Sticky Password
- TeamPass
- True Key
- Windows Credential Manager
- Zoho Vault
- CyberArk

Add-On Manager

The Add-On Manager is used to simplify the management and the installation of different add-ons. Here is a list of all the add-ons that are supported by the current version of the application.

Session add-ons

- 2X Client

- Ammyy Admin

- AnyDesk
- Anyplace Control
- Atelier Wed AWRC Pro
- AxelViewer
- Barracuda NG Firewall
- Bitvise SSH Client
- Bomgar Representative Console
- Check Point Smart Console
- Cisco ASDM
- Citrix NetScaler
- Database .Net Session
- DbVisualizer
- Ericom Blaze
- FastViewer
- FlashFXP Session
- GateProtect Firewall Administration
- HeidiSQL
- HP Integrated Lights Out
- IBM i Access
- IBM Personal Communication
- ISL Light
- ISL Light Desk
- Java Web Start
- Microsoft Telnet Client
- MobaXterm
- MySQL Tools
- MySQL Workbench
- Navicat Premium
- Netop Guest
- NetSupport Manager
- NoMachine
- NX Client

- PenguiNet SSH Client
- PgAdmin III
- Power TermPro Session
- Proxy Networks - Proxy Master Session
- Remote Utilities Viewer
- RemoteAssistant365
- Royal TS
- RVTools
- Sandboxie
- SAP Hana
- SAP MaxDB Database Studio
- SAP NetWeaver
- SCCM 2012 Remote Control
- SecureCRT
- SecureFX
- SimpleHelp
- SmartFTP
- Sql Server Management Studio
- SuperMicro IPMI Utilities
- Supremo
- Tera Term Pro
- Teradici PCOIP Client
- TOAD
- Veeam
- VMware Horizon View Client
- Wezarp Client
- Winbox for Mikrotik
- X2Go
- Xmail Admin
- XManager
- Xshell
- ZOC

VPN add-ons

- ATT Global Network Client
- Avaya (Nortel) VPN
- Barracuda NG Network VPN

- Bitvise Tunnelier VPN
- Check Point Endpoint Security
- Check Point VPN-1 SecureClient

- Cisco AnyConnect VPN Client
- F5 FirePass SSL VPN Client
- FEC Secure IPSec Client
- FortiClient VPN/SSL
- Generic VPN
- IBM Softlayer VPN
- Juniper Junos Pulse VPN
- Juniper Network Connect
- Juniper WSAM
- Juniper-Netscreen

- NCP Secure Entry Client
- OpenVPN
- SecureCRT VPN
- Shrew Soft VPN
- SonicWall NetExtender
- Sophos VPN
- TunXten VPN Client
- WatchGuard Mobile VPN
- Watchguard SSL VPN

Import add-ons

- Boztech VNCScan Import
- Filezilla Import
- FlashFXP Import
- Import SmartFTP
- Proxy Networks – Proxy Master Import

- SAP Gui
- SAP Gui Import
- SecureCRT Import
- SecureFX Import
- WinSCP Import

Session Tool add-ons

- FlashFXP Session Tool
- SAP Gui Session Tool

- Shutdown Session Tool
- Who Is Session Tool

Application Tool add-ons

- FlashFXP ApplicationTool
- MySQL Workbench

- Shutdown Application Tool
- Who is Application Tool

Other add-ons

- Plug-in for Keepass

Extension Manager

The Extensions Manager is used to simplify the installation of web browser extensions in Remote Desktop Manager.

- Chrome Extension
- Firefox Extension
- Edge Extension
- Opera Extension

Two-Factor Authentication

Add an additional protection layer to your data source to ensure that only the right person has access by providing unambiguous identification of users through the combination of two different components. RDM provides multiple two-factor authentication options:

- Duo
- Google Authenticator
- Yubikey
- AuthAnvil

Import/Export

Securely import or export sessions, login and contacts directly in your Remote Desktop Manager account.

Session
Import sessions from other software into Remote Desktop Manager.

- Bookmarks (web)
- CoRD
- ConnectWise Control
- DameWare Mini Remote Control
- KeePass (.xml)
- KeePass (link)
- KeePass Legacy (.xml)
- LogMeIn (Rss)
- Microsoft Azure
- MobaXterm
- MPutty
- Office (Word, Excel and Powerpoint)
- PortForward (.csv)
- Putty
- RDP configuration (.rdp)
- RDTabs
- Remote Desktop Connection Manager (.rdg)
- RoyalTS
- SuperPutty (.xml)
- TeamViewer Manager
- Terminals
- mRemote
- VisionApp Remote Desktop (.vrd, .vre, .vrb, .rde, .csv)

Login

Import sessions from other software into Remote Desktop Manager.

- 1Password (.csv)
- Aurora Password Manager/AES Password Manager (.csv)
- Dashlane (.csv)
- DataVault (.csv)
- Google Chrome
- KeePass (.csv)
- LastPass (.csv)
- Passpack (.xml)

- Password Agent (.xml)
- Password Depot (.csv)
- Password Safe (.csv)
- Password Safe (.psafe3)
- RoboForm v7 (html passcard)
- RoboForm v8 (.csv)
- SplashID (.csv)
- Sticky Passwords

Contact

Import contacts from other software into Remote Desktop Manager.

- Outlook
- Real VNC

- VCard

Report

RDM's detailed reports help you evaluate your enterprise's level of information security and enhance control on access to privileged accounts.

- Credential Entry References
- Duplicate Entries
- Entry Information
- Entry List
- Entry Status
- Entry Validity
- Software Licenses
- VPN Groups
- VPN References
- Expiration Schedule
- Expired Entry List

- Expired Passports
- Expired Softwares
- Expired Warranties
- Activity Logs
- Check Outs
- Deleted Entries
- Password Analyzer
- Password Complexity
- Password Usage
- Permissions
- Security Groups

Devolutions

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