



Devolutions
Server

Privileged Access Management
for Small and Medium-Sized Businesses

User Manual

2022.2



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Overview

Part



1 Overview

1.1 What is Devolutions Server?

DESCRIPTION

This documentation is valid for version 2022.2.0.



Devolutions Server is an **on-premise** vault for storing and **sharing** information across your whole organization. Manage remote connections, credentials, and sensitive information with ease.

Use our **User Groups Based Access Control** to grant permissions in a granular fashion. Advanced logging of all user activity is included to offer visibility in all aspects of the solution.

Because of its Web Architecture you have the possibility to offer it only from your intranet or publish it on the Internet.

There are two ways of using Devolutions Server:



Web-Based Vault

Web browser access and Devolutions Web Login



Session Management

Using a client application (desktop or mobile)

Access vaulted resources from a web browser using a Client Access License (CAL). Credentials are managed directly from the web interface and no client application is required.

With the Devolutions Web Login browser extension, credentials can be automatically submitted when connecting to a website.

Access vaulted resources using our client applications which communicate with Devolutions Server web services. A local installation of a client application such as Remote Desktop Manager is required to manage the data source and its resources. Note that we offer Windows, macOS, Android and iOS editions.

Use any type of entry, manage all aspects of the data source and monitor user activity all in the same application.

Remote access technologies (RDP, VNC, etc.) are not supported within a web browser.

Unlike with web browser access, Remote Desktop Manager can launch sessions using remote access technologies.

HIGHLIGHTS



HIGH-END SERVER

Installed **on-premise** on an application server.
Store entries in an unlimited number of vaults



FULL ACTIVE DIRECTORY (AD) INTEGRATION

Users accessing the system will be granted permissions based on their membership in specific AD



WEB ARCHITECTURE

Implemented using a Web architecture so it can be exposed publicly on the

<p>and manage access to these entries with our User Groups Based Access Control.</p>	<p>groups, making user management almost seamless for organizations that use AD to manage teams.</p>	<p>Internet or only to your Intranet or private cloud.</p>
<div style="text-align: center;">  <p>TWO-FACTOR AUTHENTICATION</p> </div>	<div style="text-align: center;">  <p>EMAIL NOTIFICATIONS</p> </div>	<div style="text-align: center;">  <p>IP RESTRICTIONS</p> </div>
<p>Widest choice of Two-factor authentication (2FA) providers. Many providers can be enabled concurrently. They can selectively be enforced per user.</p>	<p>Optionally receive email notifications for various events on sessions, users, user groups, etc.</p>	<p>Controlling access to Devolutions Server from IP addresses / ranges, including GeolP restriction and IP allowlisting / blocklisting.</p>

1.2 System Requirements

MINIMUM REQUIREMENTS



Devolutions Server needs Microsoft .NET Framework 4.8 to function. Please adapt your environment depending on which version you are running.



Devolutions Server now verifies that the domain and forest functional levels are at least Windows Server 2012R2. This is essential when using Active Directory authentication.

DEPENDENCIES

- Microsoft SQL Server 2012/2014/2016/[2017/2019](#) (including Express editions).
- Azure SQL database is supported with SQL login accounts only. Azure Active Directory accounts are not supported.
- Windows 10, Windows 11, Windows Server 2012R2, 2016, 2019 and 2022.
- Windows Server 2012R2 domain and forest functional level or higher.
- Microsoft .NET Framework 4.8 (Please refer to the [requirements for the .Net Framework](#) for operating systems).
- Internet Information Services (IIS) 7.0 or better.
- Devolutions Server Console must be installed on the server to manage the Devolutions Server instance(s).

SERVER SIZING

Many customers often ask how to properly customize their servers for various topologies. This is essentially unreliable because the way the system is used has a significant impact on the resource usage of each node within the chosen [Topology](#).

The great majority of setups that we have observed work well with nodes of 4GB RAM and a dual CPU. Most of these are virtualized environments, so granting more resources is relatively simple.

For a proper estimate, the following aspects must be considered:

- Number of entries stored in your instance (server details, credentials, etc.).
- Churn of these entries; do you create entries daily or are they quite static?
- Number of concurrent users that connect to the Devolutions Server instance during peak times.
- Usage of information by the users. Are they launching 10 sessions at a time, doing a batch operation that takes a few minutes and then repeating the cycle, or are they opening only a few sessions but working within them all day long. This results in **write** operations to our logs, therefore the former case is more intensive than the latter.

64-BIT SUPPORT

Devolutions Server is compatible with all 64-bit versions of Windows.

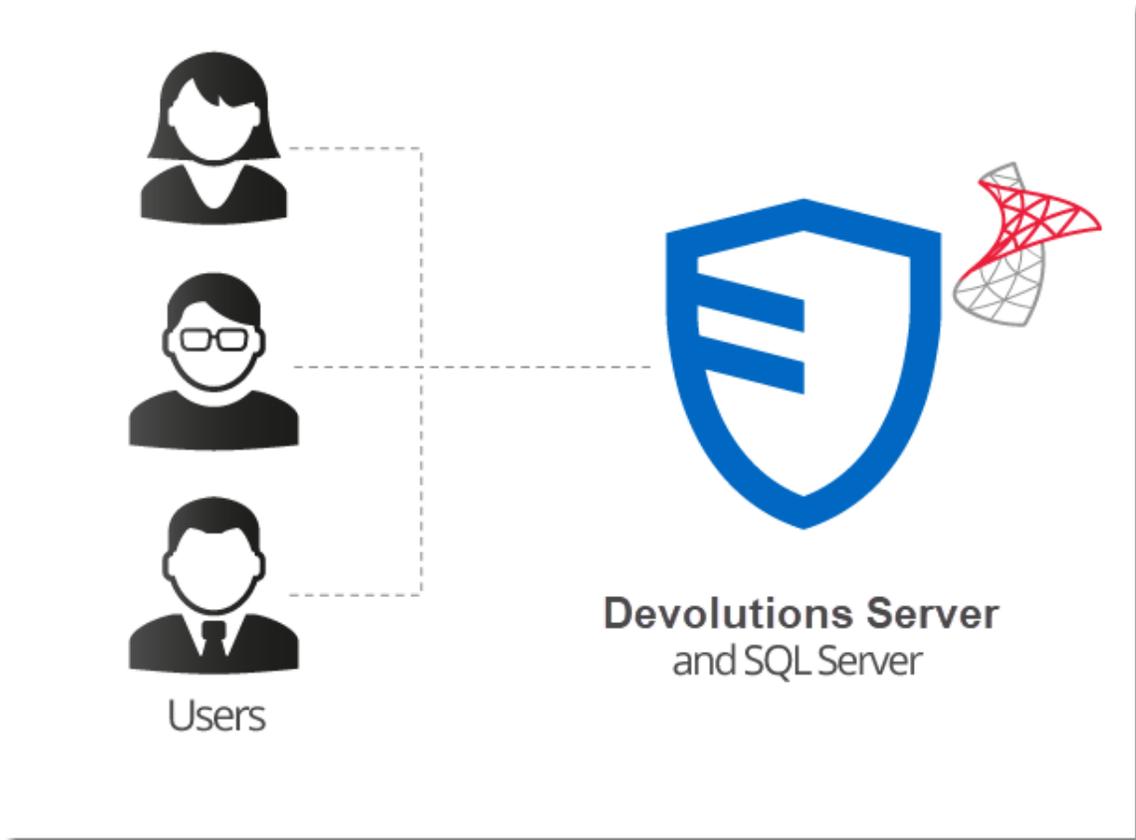
1.3 Topologies

DESCRIPTION

Devolutions Server instances can be installed through different topologies. The following are examples of different topologies serving various purposes.

SINGLE SERVER TOPOLOGY

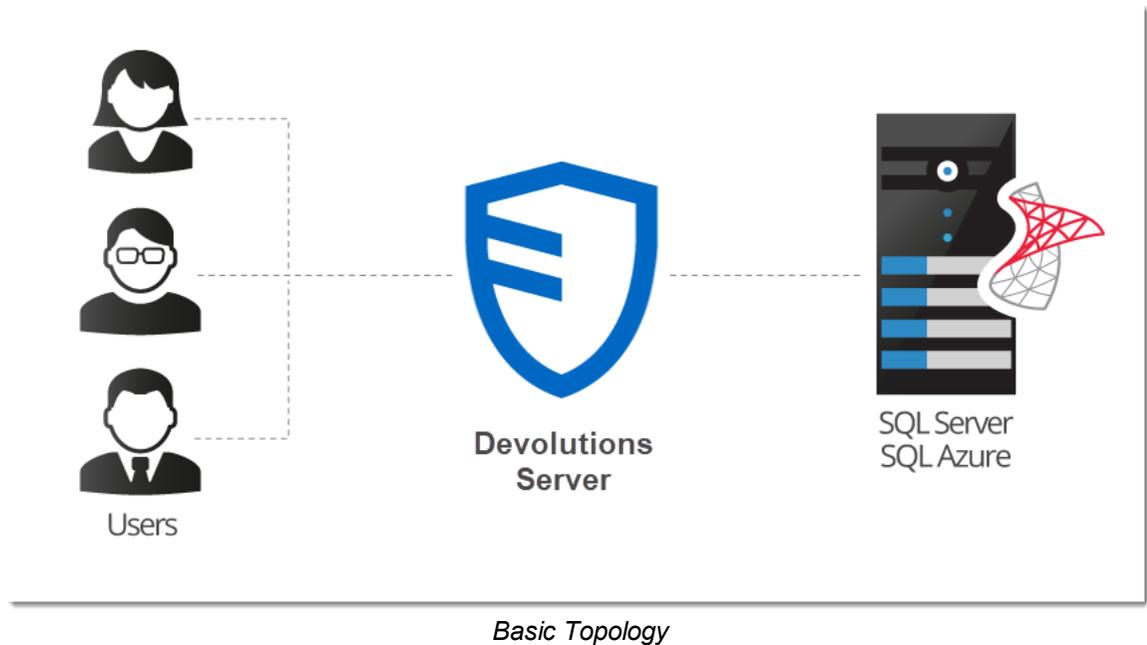
The Devolutions Server and the SQL Server can be installed on the same machine for a small team up to 20 users. Having Devolutions Server and SQL Server on the same machine could result in certain performance issues if you attempt to serve more than 20 users.



Single Server Installation

RECOMMENDED BASIC TOPOLOGY

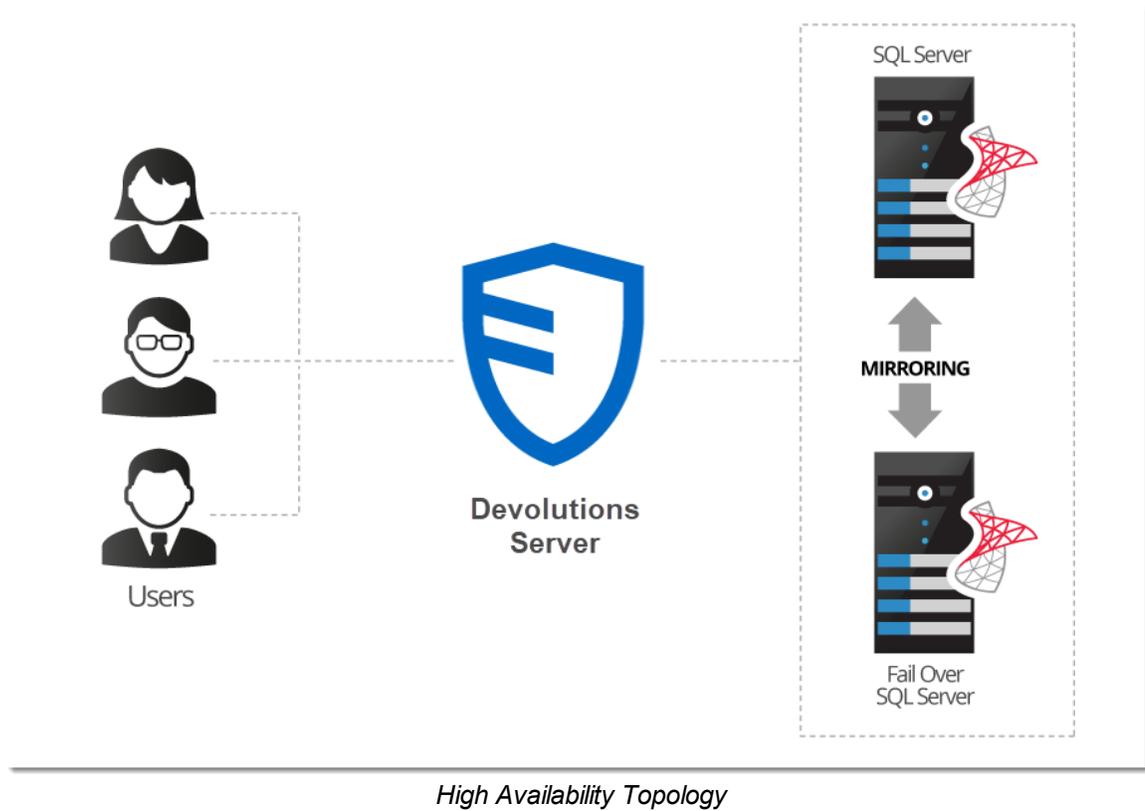
A recommended basic topology consists of two servers, one for the Devolutions Server and one for the SQL Database. By doing so, all queries are made by the SQL server and performance is less affected on the application server.



HIGH AVAILABILITY TOPOLOGY

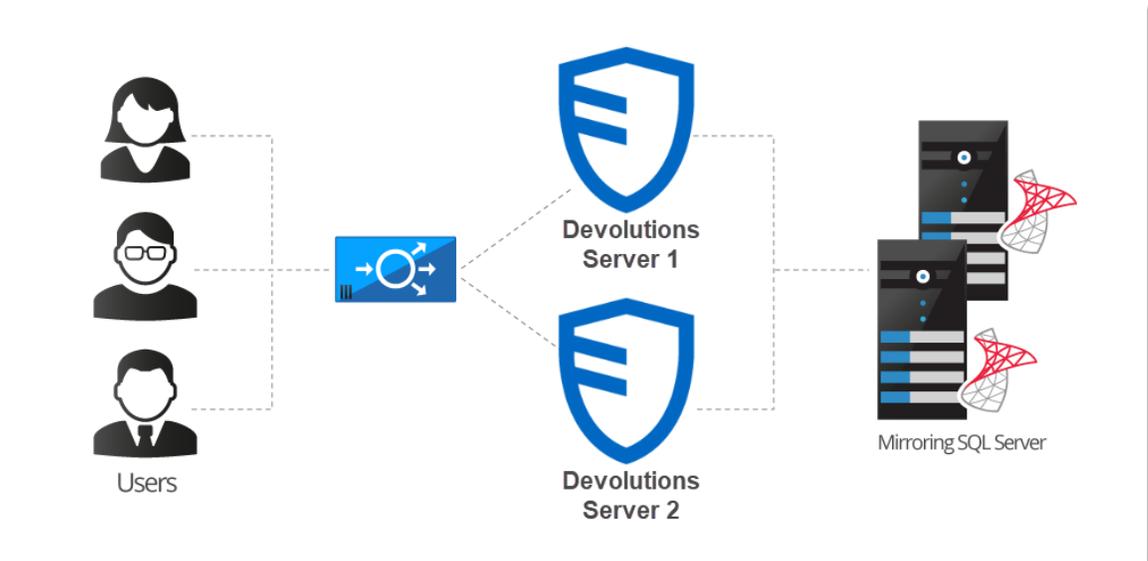
DATABASE LAYER ONLY

For a high availability of the database, Database Mirroring can be used which replicates data to a partner server. The failover partner server will be ready at anytime when the main server becomes unavailable. This ensures that the Devolutions Server is still accessing the data source and is transparent for Remote Desktop Manager users.



LOAD BALANCING TOPOLOGY

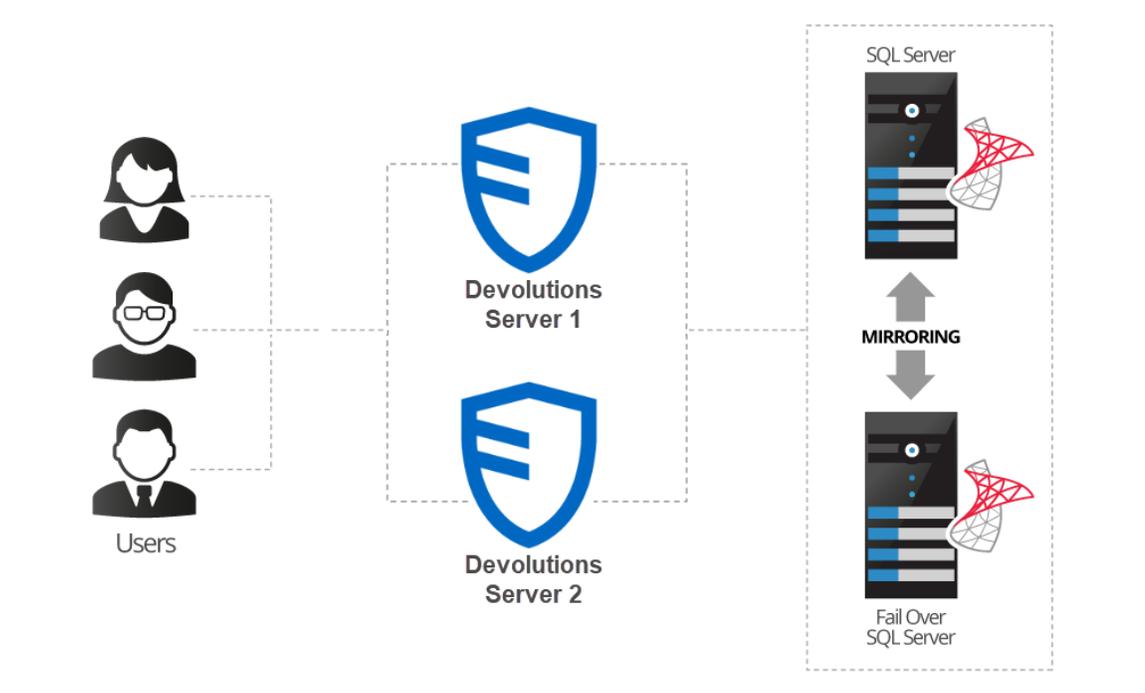
To ensure maximum performance of the Devolutions Server, it can be deployed as a load balancing Devolutions Server topology as illustrated in the image below. It can either be a physical or software load balancing system.



Load Balancing Devolutions Server Topology

DEVOLUTIONS SERVER INSTANCE MANUAL FAILOVER

For customers that do not wish to purchase a load balancer or are seeking a more simplified topology for their system, you can simply utilize two Devolutions Server instances on two different web servers and direct them to the same SQL Server database. By registering both instances as separate data sources in the client applications, users can manually toggle between servers in the scenario that one becomes unresponsive.



Manual Failover with Two Devolutions Servers

1.4 Fault Tolerance

DESCRIPTION

The Devolutions platform follows certain design guidelines to preserve full version history of your data, be it modifications or deletions. It also has an extensive logging layer to provide full visibility on the activity carried out while using the system. These design choices impact the choices offered to you when you wish to provide fault tolerance at the database level.

IMPACT ON TECHNOLOGICAL CHOICES

Because of all of the write operations that occur behind the scenes, you cannot have a topology other than ACTIVE/PASSIVE. The standby replica must be kept in sync at all times, but left untouched. There can be only ONE database in use at any one time. You can use both Microsoft technologies of mirroring or clustering, but it is key is that the replicated content is only accessed when the master content is unavailable.

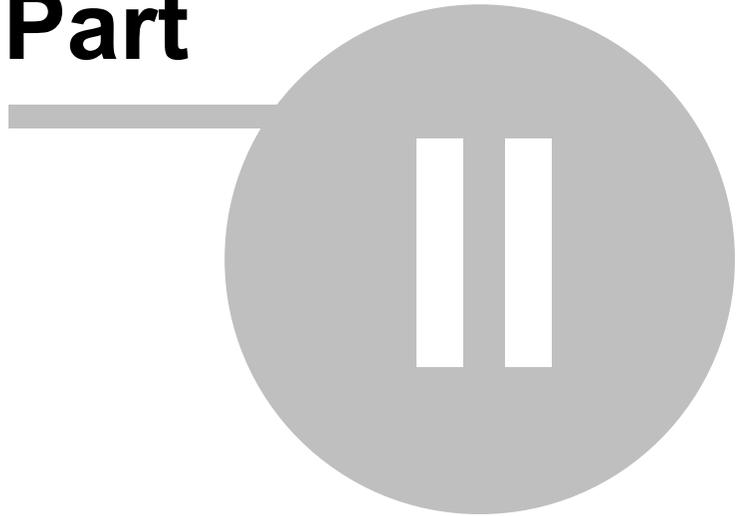
MIRRORING AS A WAY TO SHARE WITH DISTANT TEAMS

The consequence of keeping replicated data untouched means that replication is NOT the proper solution to use whenever you have multiple teams and you wish to share a set of master data across them. For this scenario it is best to use a mix of:

- [Synchronizers](#), particularly the one for RDM data.
- PowerShell scripting (to export a specific branch of your tree).

Getting Started

Part



2 Getting Started

DESCRIPTION



This topic is for **Devolutions Server - Enterprise Edition**. If you have purchased **Devolutions Server - Team Edition** instead, please consult [Getting Started - Team Edition](#).

After completing your purchase of Devolutions Server - Enterprise Edition, you will receive an email with **three** license serials. Each license serial allows for running a Devolutions Server instance. An instance is in itself a web server application which acts as a back-end for our client applications. You can think of it as a specialized database for your data. All instances can be installed on the same physical server or spread across many.

Devolutions Server can be installed through different [topologies](#).

DOMAIN REQUIREMENTS

These requirements apply especially if you intend to use Automatic User Account Creation (see [Authentication](#)) and/or User Groups to manage your instance.

✓	Create Active Directory groups to manage your instance. Typical examples are: RDM Admins, RDM Operators, RDM Users .
✓	Add domain users to the Active Directory groups.
✓	Create a VaultOwner account that will be the owner of the database. Performing upgrades with this account will ensure the proper rights are held.
✓	Create a VaultRunner account that will be used as the identity of the website. This will allow you to harden the permissions to what is minimally required.

CHECKLIST FOR INSTALLING AND RUNNING DEVOLUTIONS SERVER

SOFTWARE REQUIREMENTS ON THE SERVER HOSTING THE INSTANCE

✓	Microsoft .NET Framework 4.8.
✓	Microsoft SQL Server (see Database Instance) if you intend to host the solution on a single server (see Topologies).
✓	Internet Information Services (IIS) 7.0 or better (see this Microsoft topic for more information: Install IIS and ASP.NET Modules).

INSTALLATION STEPS

✓	Create a new instance of Devolutions Server (see Create Devolutions Server Instance).
✓	Create a Devolutions Server administrator account in the User Management .
✓	Create User Groups .
✓	Add domain users or built-in users (see User Management).

2.1 Security Checklist

DESCRIPTION

To achieve the highest level of security, you should adhere to the following guidelines.



These recommendations are valid ONLY if the Devolutions Server instance is hosted on an **intranet** EXCLUSIVELY. You must involve a person with knowledge of Internet security to safely host any application on the Internet. You need to protect the site from **Denial of Service** attacks using an appliance or a security module that is external to Devolutions Server.

GENERAL

- Use Windows Authentication exclusively.
- Ensure all LDAP communication uses [LDAP over SSL](#).

SQL SERVER

- Enable only the **Windows Authentication Mode**.
- Create a domain account that will be used to create the database (**VaultOwner**), as well as another account that will be used by the web server to connect to the database (**VaultRunner**). The latter must have only the minimal set of permissions to perform its tasks.
- Communicate **ONLY** through an encrypted connection, please see [Encrypting Connections to SQL Server](#).

WEB SERVER

- Configure the application pool to use domain credentials. This account will be added to the SQL Server as a login and be granted only the permissions that are needed (**VaultRunner**).
- Serve content through SSL (https). See [Configure SSL](#).

2.1.1 LDAP over SSL

DESCRIPTION

The LDAP over SSL (LDAPS) is a method to secure LDAP communications.

By default, LDAP communications between client and server are not encrypted. In some organizations, this could lead to a security breach.

Follow this link for further information [LDAP over SSL \(LDAPS\) Certificate](#).

2.1.2 Encrypting Connections to SQL Server

DESCRIPTION

To ensure that the communication between the Devolutions Server instance and the SQL Server database is encrypted, an extensive procedure must be followed on the SQL Server instance.

Please consult this Microsoft article that provides detailed instructions: [Enable encrypted connections to the Database Engine](#).

After proper configuration, the only modification required in Devolutions Server is to enable the **Use SQL Server encrypted connection** in the [Database](#) – **Advanced Settings** section of the instance settings.

2.2 Team Edition

DESCRIPTION

After the purchase of the **Devolutions Server - Team Edition**, an email is sent with the license serial. This key allows you to create a new instance of Devolutions Server.

The installation procedure is available at [Devolutions Server Installation](#)



Please check your junk/spam mail folder if you do not see the email in your inbox.

DOMAIN REQUIREMENTS

These requirements apply only if you intend to use Automatic User Account Creation (see [Authentication](#)) and/or User Groups to manage your instance.



Create Active Directory groups to manage your instance. Typical examples are: **RDM Admins**, **RDM Operators**, **RDM Users**.



Add domain users to the Active Directory groups.

CHECK LIST FOR INSTALLING AND RUNNING <%TITLEBE%>

SOFTWARE REQUIREMENTS ON THE SERVER HOSTING THE INSTANCE



Microsoft .NET Framework 4.8.



Microsoft SQL Server database (see [Database Instance](#)).



Information Services (IIS) 7.0 or better (see [Install IIS and ASP.NET Modules](#)).

INSTALLATION STEPS

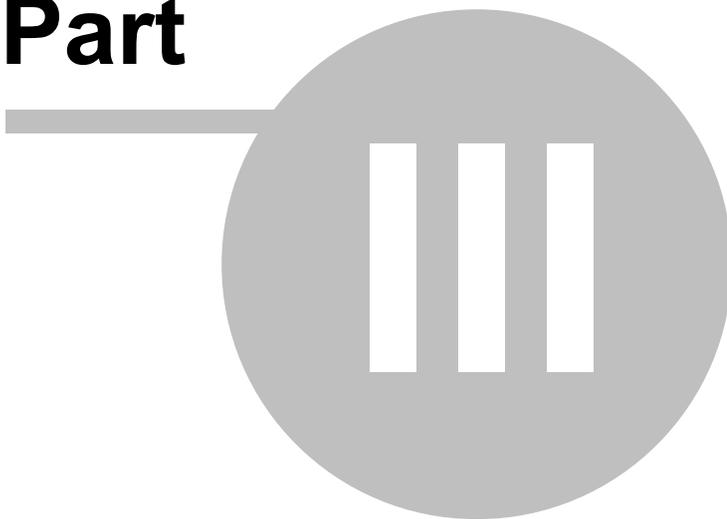


Create a new instance of Devolutions Server (see [Create Devolutions Server Instance](#)).

- ✓ Create a Devolutions Server administrator account in the [User Management](#).
- ✓ Create [User Groups](#).
- ✓ Add domain users or built-in users (see [User Management](#)).

Installation

Part



3 Installation

DESCRIPTION

TOPOLOGY



If you have just received your license serials, please refer to the [Getting Started](#) topic.

A Devolutions Server instance is actually a web application. This allows for exposing its services on the Internet or an Intranet.

The recommended [Topology](#) is the use of two servers: a Database server and a Web server. For smaller installations, a single server can be used, but resources will be shared between the two user groups, thereby affecting performance.



The Devolutions Server Console is now offered as a stand alone application. It is available on the [Devolutions download page](#).



Please ensure before starting the installation that you have **.NET 4.8** installed on your machine. Available to download from this Microsoft link: [.NET Framework 4.8 Offline Installer](#).



It's highly recommended to enable SSL Encryption in order to protect communication with the instance of the SQL Server. Please follow the instructions from Microsoft on [How to enable SSL encryption](#). Note that we recommend this be done **after** the initial setup is complete.



For full Active Directory integration, the application pool uses a domain identity. Both servers need to be joined to the domain.

INSTALL DEVOLUTIONS SERVER

WEB SERVER PREREQUISITES

Please refer to the appropriate topic depending on the operating system of the web server.

INSTALLING WEB USER GROUPS

Please refer to the [Installing Web User Groups Prerequisites](#) topic.



After you have installed the prerequisites, test the IIS installation by navigating to <http://localhost>. **Do not proceed further** if you do not see the IIS welcome screen. There are issues that must be resolved.

DATABASE SERVER PREREQUISITES

Please refer to the [Database Instance](#) topic.

CREATE DEVOLUTIONS SERVER INSTANCE

Please refer to the [Create Devolutions Server Instance](#) topic.

3.1 Installing Web User Groups Prerequisites

DESCRIPTION

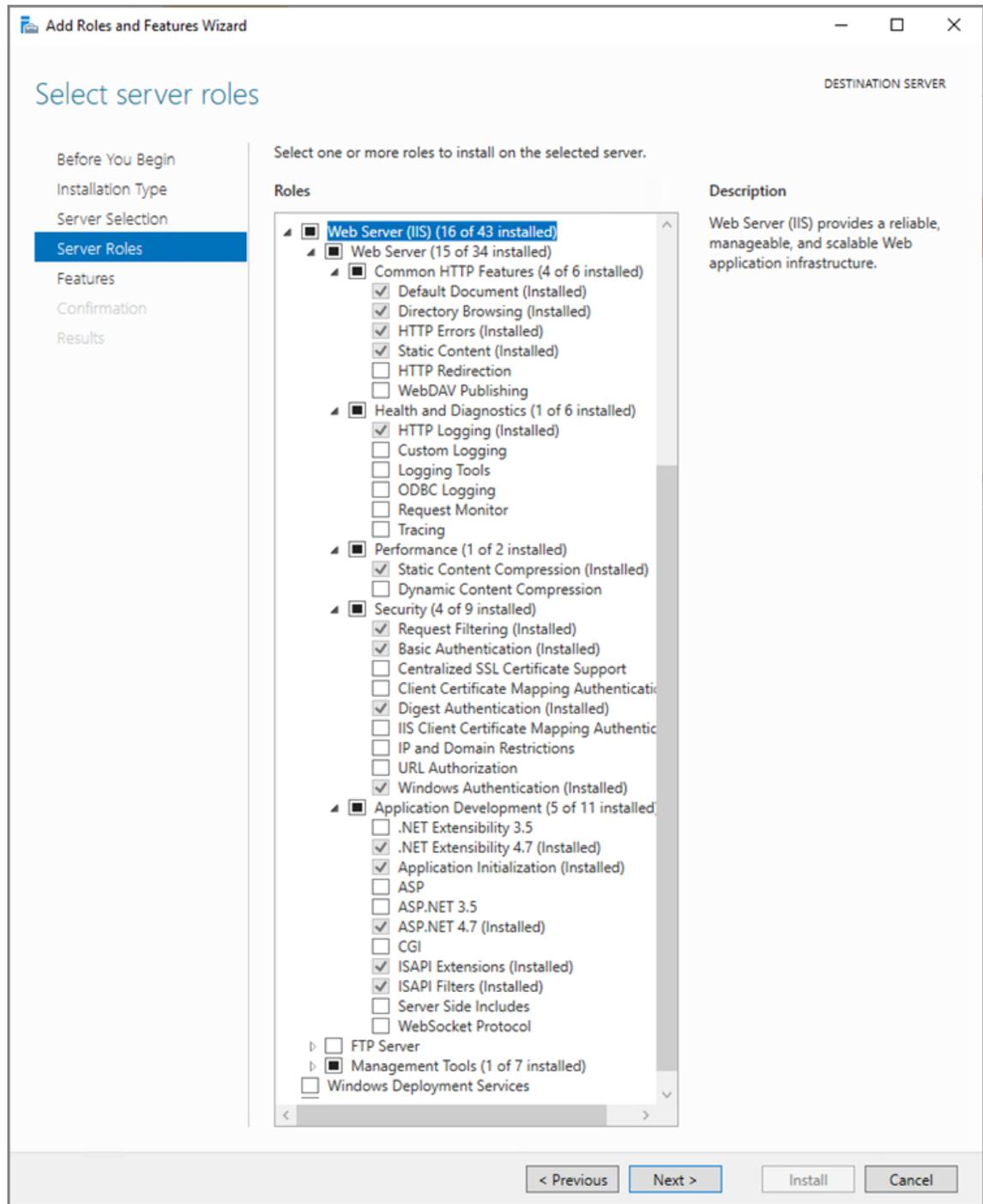


The installation of the Devolutions Server is supported by Windows 10, Windows 11, Windows Server 2012R2, 2016, 2019 and 2022.



As a web application, Devolutions Server requires the IIS Manager, the [URL Rewrite Module](#), the [Application Request Routing](#), the [ASP.Net 6.0](#) and specific Web User Groups on the machine on which it will be hosted.

It is possible to install these prerequisites, the IIS Manager and the URL Rewrite Module are included in the Devolutions Server Console or through an existing PowerShell script provided with Remote Desktop Manager Enterprise Edition for Windows.



Web Roles needed for Devolutions Server



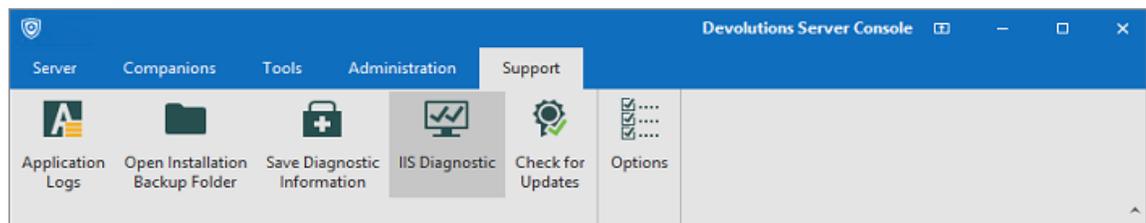
Installing prerequisites from [Devolutions Server Console](#) or from the PowerShell script require internet access to download [URL Rewrite Module](#), the [Application Request Routing](#) and [ASP.Net 6.0](#).

STEPS

Here are the two different methods available to install the prerequisites:

1. Devolutions Server Console.

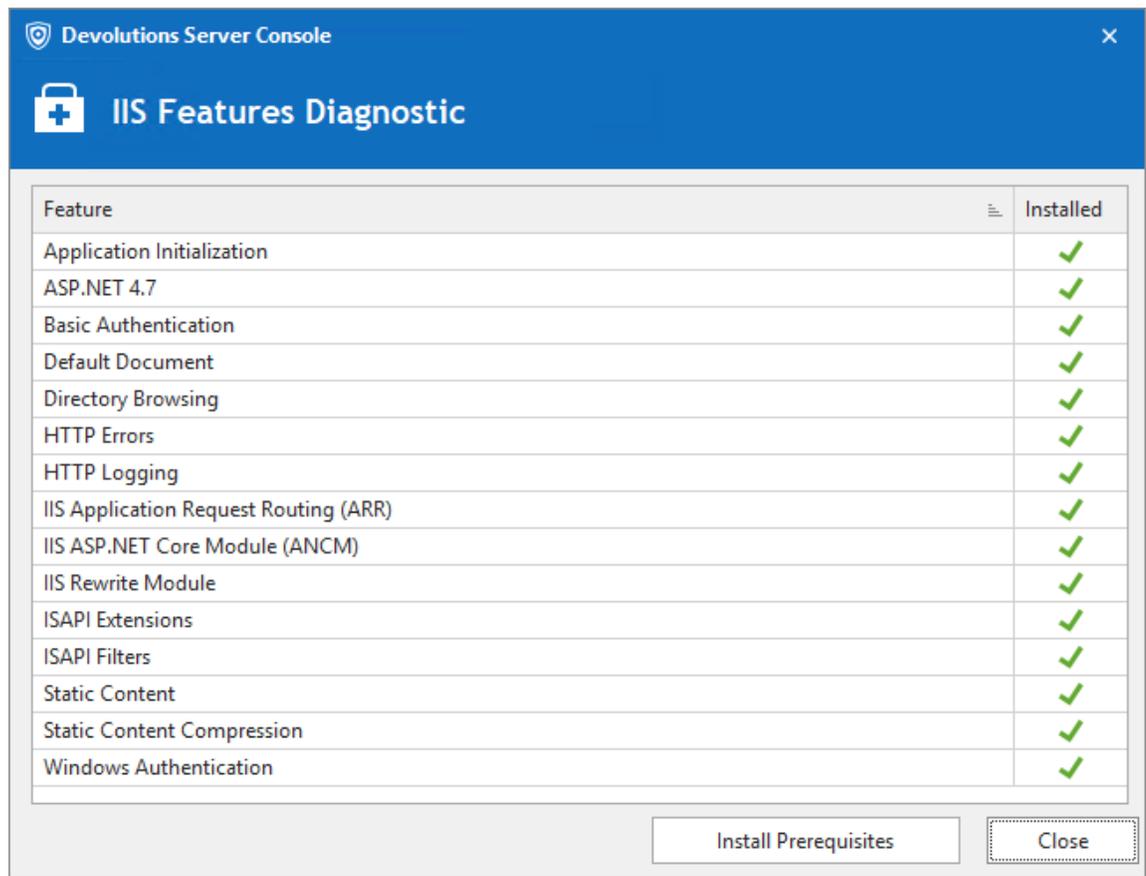
- a. Open the [Devolutions Server Console](#).
- b. Go in the **Support** tab and click on the **IIS Diagnostic** button.



- c. Click on the **Install Prerequisites** button to run the PowerShell script.



This window will only appear if a prerequisite is missing during a new installation or an update.



2. PowerShell command line

- a. Run Windows PowerShell with elevated privileges.
- b. Change the current path to the sub-folder Scripts that is located in the current installation folder of Devolutions Server Console. (***C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts***)

```

Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2016 Microsoft Corporation. All rights reserved.

PS C:\Windows\system32> cd 'C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts\'
PS C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts> dir

    Directory: C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts

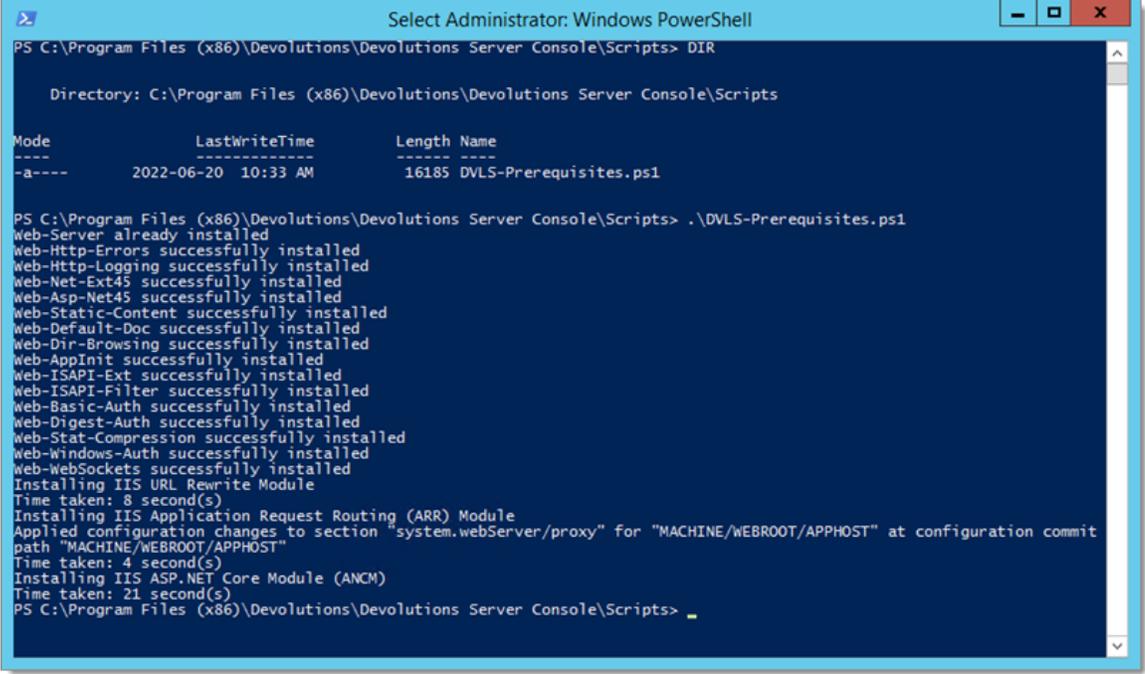
Mode                LastWriteTime         Length Name
----                -
-a----            2018-09-24  2:46 PM           5934 DVLS-Prerequisites.ps1

PS C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts>
  
```

Location of PowerShell script

- c. Run the script DVLS-Prerequisites.ps1.

- d. The script will install the missing web roles and these components : IIS URL Rewrite Module, IIS Application Request Routing Module and IIS [APS.Net](#) Core Module (.Net 6.0).



```
Select Administrator: Windows PowerShell
PS C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts> DIR

Directory: C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts

Mode                LastWriteTime         Length Name
----                -
-a----             2022-06-20 10:33 AM         16185 DVLS-Prerequisites.ps1

PS C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts> .\DVLS-Prerequisites.ps1
web-Server already installed
web-Http-Errors successfully installed
web-Http-Logging successfully installed
web-Net-Ext45 successfully installed
web-Asp-Net45 successfully installed
web-Static-Content successfully installed
web-Default-Doc successfully installed
web-Dir-Browsing successfully installed
web-Appinit successfully installed
web-ISAPI-Ext successfully installed
web-ISAPI-Filter successfully installed
web-Basic-Auth successfully installed
web-Digest-Auth successfully installed
web-Stat-Compression successfully installed
web-Windows-Auth successfully installed
web-WebSockets successfully installed
Installing IIS URL Rewrite Module
Time taken: 8 second(s)
Installing IIS Application Request Routing (ARR) Module
Applied configuration changes to section "system.webServer/proxy" for "MACHINE/WEBROOT/APPHOST" at configuration commit
path "MACHINE/WEBROOT/APPHOST"
Time taken: 4 second(s)
Installing IIS ASP.NET Core Module (ANCM)
Time taken: 21 second(s)
PS C:\Program Files (x86)\Devolutions\Devolutions Server Console\Scripts> _
```

3.2 Database Instance

DESCRIPTION

Devolutions Server has no requirement that would dictate which communication protocol is used, as well as many of the options offered to you by the chosen SQL Server instance. As long as the client workstation can connect to the SQL instance, Devolutions Server will run effectively. Please refer to the Microsoft Documentation in order to allow connectivity to the instance.

With Windows authentication, you must set the Application Pool identity to an account from the domain. We recommend creating a dedicated account for this purpose. Please refer to [Configure Devolutions Server to use integrated security](#) for instructions that need to be performed **after** creating the Devolutions Server instance.

3.2.1 On-Premise

DESCRIPTION

Install any edition of **Microsoft SQL Server**. Many of our customers with fewer than 30 users run successfully with the free edition called **SQL Server Express**. [Download SQL Server 2019 Express from Microsoft's site](#).

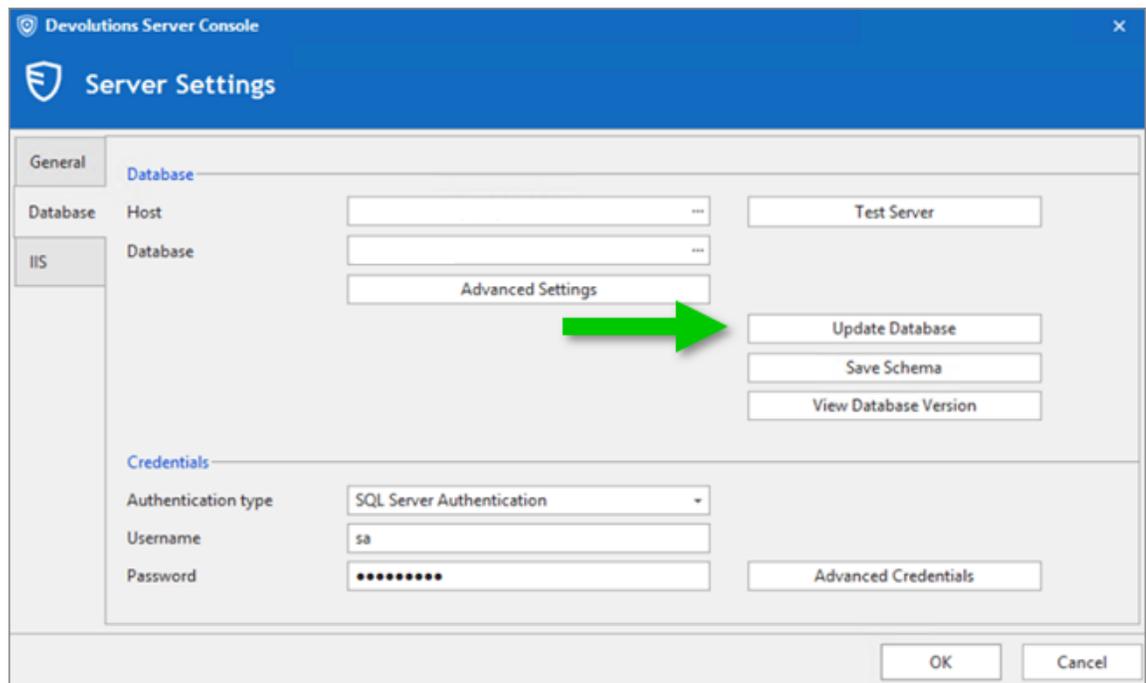
If full integration with Active Directory is required, you can decide to activate Windows Authentication solely. Please refer to the Microsoft [Authentication in SQL Server](#) for full details.

3.2.2 Microsoft Azure SQL

DESCRIPTION

Create an empty SQL database on your Microsoft Azure SQL portal. Provide enough privileged to an account you will use to update the database schema from the Devolutions Server Console.

Once all fields are properly configured in **Server - Edit - Database**, click on the **Update database** button to update the database schema.



Devolutions Server Console - Database

3.3 Create Devolutions Server Instance

DESCRIPTION



If you have recently received your serial licenses keys, please refer to the [Getting Started](#) topic.



For more information about any of the features in the deploy wizard, please consult their respective topic under the [Server Settings](#) chapter.

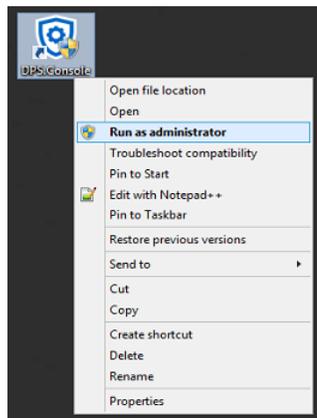
Multiple Devolutions Server instances can be hosted on the same server. Each instance resides in its own Web Application within IIS. The following steps are carried out using the **Devolutions Server Console**.

PROCEDURE

1. Install **Devolutions Server Console** on the web server. It is available from the [Download](#) page
2. Execute **Devolutions Server Console** with elevated privileges (run as administrator). This is performed by right-clicking on the application, and selecting **Run as administrator**.

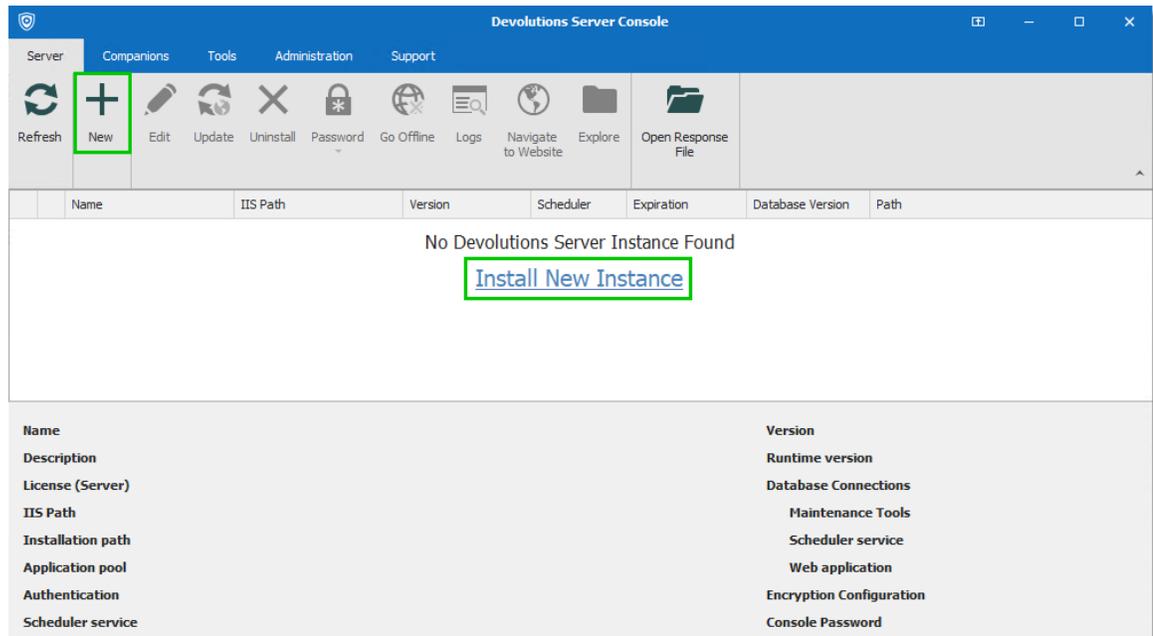


All operations performed through the console are done with the credentials used to launch **Devolutions Server Console**. If you must use other credentials, you will need to launch another Windows session. The RunAs command does not offer the option of starting a process with elevated privileges.



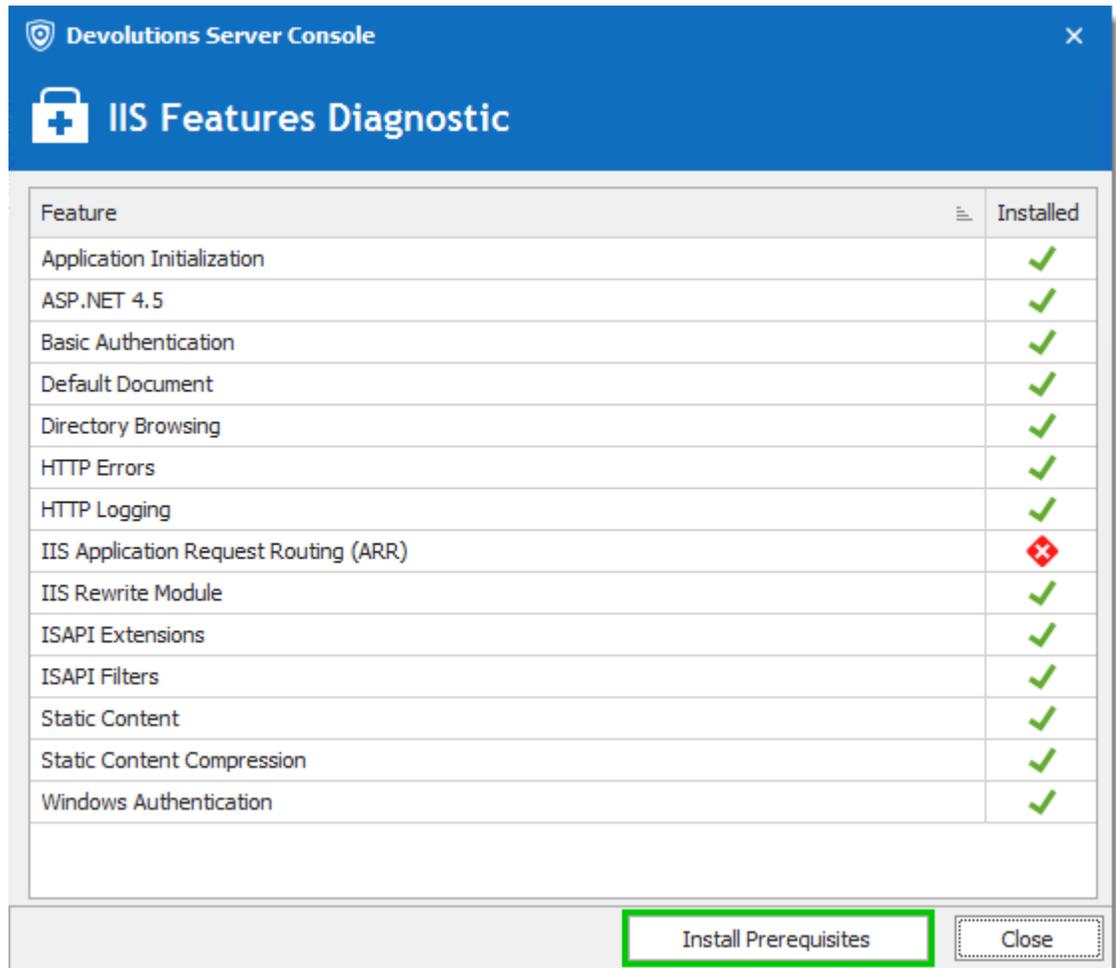
Run as administrator

3. In the **Devolutions Server Console**, click on the **+ New** button or the ***Install New Instance*** blue link to deploy a new server instance.



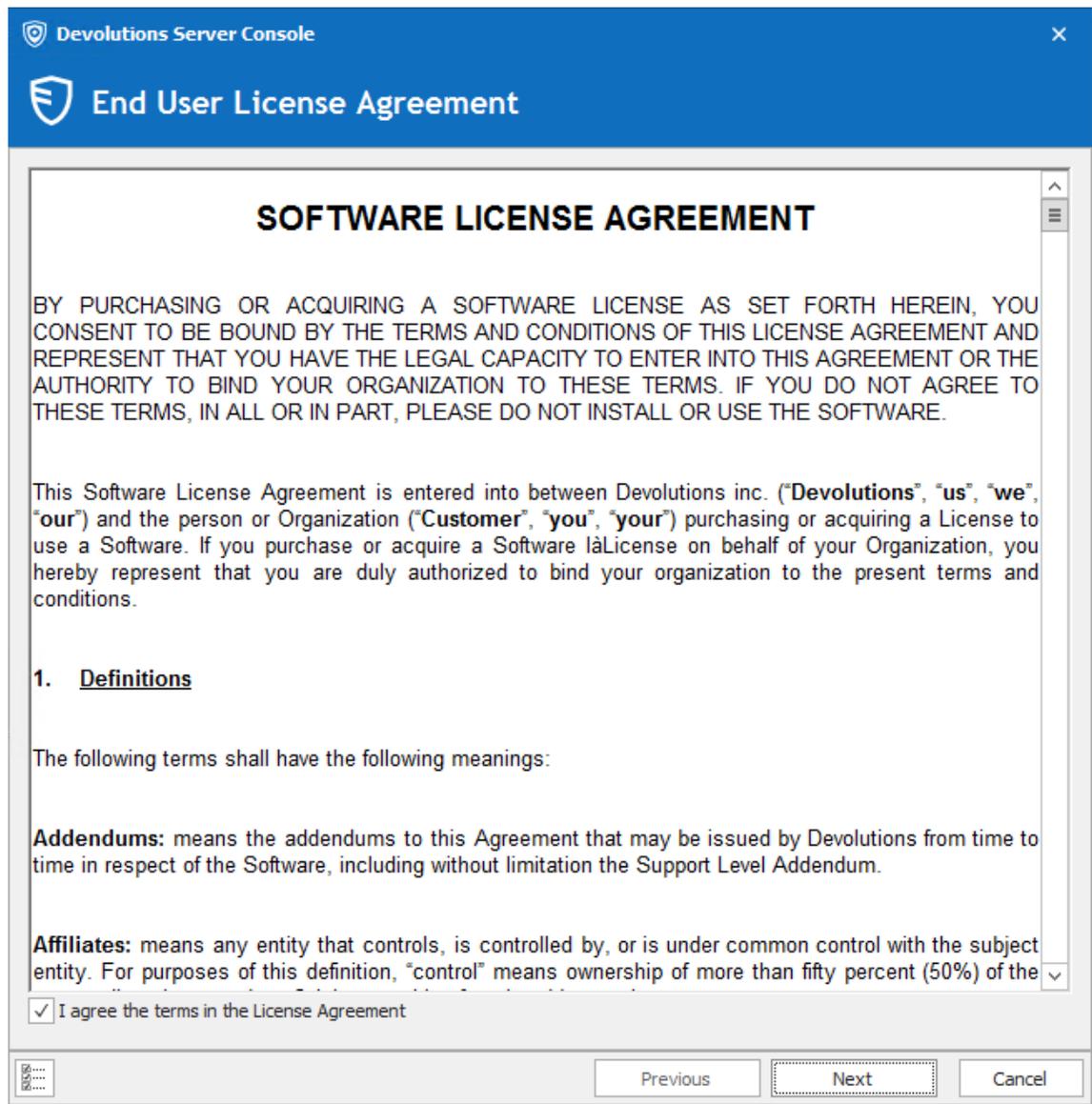
Deploy a new Devolutions Server

4. The first dialog will run diagnostics on the server to verify if the IIS Server has all the necessary Web User Groups prerequisites installed and is ready to run Devolutions Server. Missing features are marked with an ❖. The Install Prerequisites button will install all missing features using a PowerShell script. Click on Close to continue.



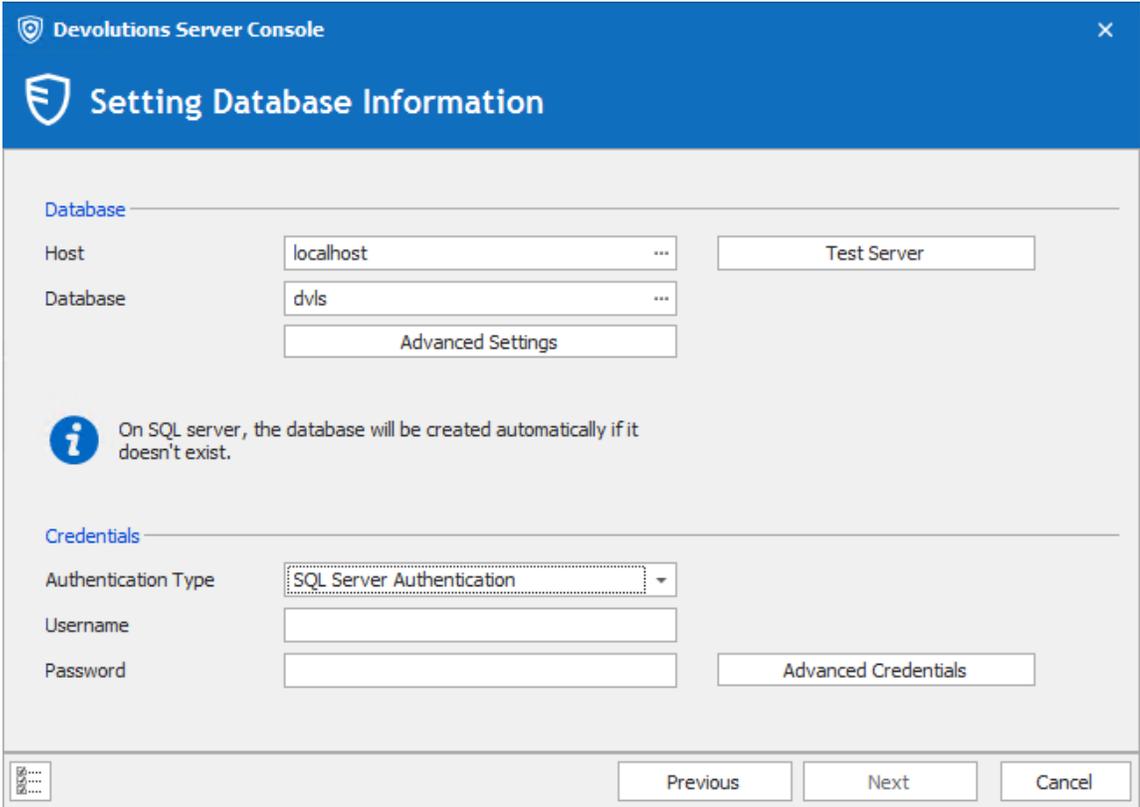
IIS Features Diagnostic Dialog

5. The License Agreement needs to be accepted to proceed.



Devolutions Server License Agreement Dialog

- Under **Database**, enter the server and database information. The user account used to create the database must have sysadmin privileges in the SQL Server instance. Consult the [Database](#) topic for more information. To use **Windows Authentication** to connect to the database, it is important to change the Application Pool Identity in the IIS Manager and set the proper permission of the service account on the SQL database. Please consult [How to Configure Devolutions Server to use integrated security](#). The following article about [Pre-Deployment Account Survey](#) describe which accounts that can be created prior to deploy Devolutions Server.



The screenshot shows the 'Setting Database Information' dialog box in the Devolutions Server Console. The dialog is titled 'Setting Database Information' and has a blue header bar with the Devolutions logo and the text 'Devolutions Server Console'. Below the header, there are two main sections: 'Database' and 'Credentials'. In the 'Database' section, there are input fields for 'Host' (containing 'localhost') and 'Database' (containing 'dvls'). To the right of these fields is a button labeled 'Test Server'. Below the input fields is a button labeled 'Advanced Settings'. In the 'Credentials' section, there is a dropdown menu for 'Authentication Type' (set to 'SQL Server Authentication'), and input fields for 'Username' and 'Password'. To the right of the 'Password' field is a button labeled 'Advanced Credentials'. At the bottom of the dialog, there are three buttons: 'Previous', 'Next', and 'Cancel'. A small 'Help' icon is visible in the bottom left corner.

Database Dialog

7. Under **General**, enter a custom **Name** and **Description**. Under **Serial**, provide a license serial that has been received by email upon buying the product. If you did not buy any Devolutions Server license yet, you may [Request a 30-days trial](#).

The screenshot shows the 'General Information' dialog box in the Devolutions Server Console. The dialog is titled 'General Information' and has a blue header. It is divided into three sections: 'General', 'License', and 'Information'. In the 'General' section, there are fields for 'Server Name' (containing 'Devolutions Server'), 'Server Description' (empty), and 'Enable telemetry' (unchecked). In the 'License' section, there is a 'Serial Key' field containing 'E' followed by a greyed-out area and 'Y'. In the 'Information' section, 'Edition' is 'Platinum' and 'Expiration' is '10/15/2033'. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons.

General and Registration Dialog

8. Under **Installation Source**, select to either **Download from the web (latest version)**, or **Install from zip file** available from the [Download](#) page.

The screenshot shows the 'Select Installation File' dialog box in the Devolutions Server Console. The dialog is titled 'Select Installation File' and has a blue header. It is divided into two sections: 'Installation Source' and 'Installation Destination'. In the 'Installation Source' section, there are two radio buttons: 'Download' (selected) and 'Install from zip file'. The 'Download' option has a dropdown menu showing '2022.1.6.0' and a 'Show Release Notes' button. The 'Install from zip file' option has an empty text field with a three-dot menu icon. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons.

Source Dialog

9. Under **General**, select the **Website**, **Web Application Name** and [Access URI](#) required to reach the Devolutions Server web page. Under **Installation Destination**, set the **Installation Folder** where the instance's files will be located. The process to run Web sites has been granted the proper permissions under **c:\inetpub\wwwroot**.

We recommend to create a new folder beneath it and create the Devolutions Server instance within this folder. Under **Application Pool**, set the Application Pool Name.



We do not recommend to set the installation folder to **C:\Program Files** or **C:\Program Files (x86)**. Devolutions Server is a web application and this could result in unwanted behavior and issues because IIS do not have enough permissions to run web applications that are located under those folders. If you want to set the web application folder in a location different than the default **C:\inetpub\wwwroot** folder, the **IIS_IUSRS** builtin local machine group will need **Read** and **Read & Execute** permissions on the entire Devolutions Server web application folder structure.

Devolutions Server Console

IIS Settings

General

Website: Default Web Site Create Website

Web Application Name: /dvls

Access URI: https vvwindsrv-dvls.windjammer.loc/dvls ...

i The access URI is the web URI used to reach Devolutions Server (https://contoso.com/dvls). Please refer to the [documentation](#) for more details

Installation Destination

Installation folder: c:\inetpub\wwwroot\dvls ...

Application Pool

Nome: dvls Configure

Security

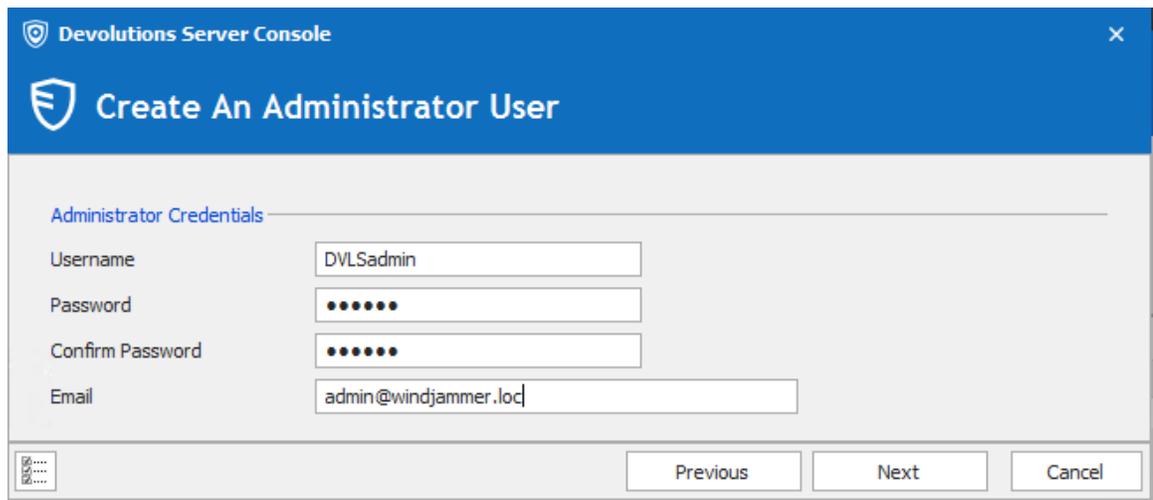
Disable HTTPS

Disable web.config encryption

Previous Next Cancel

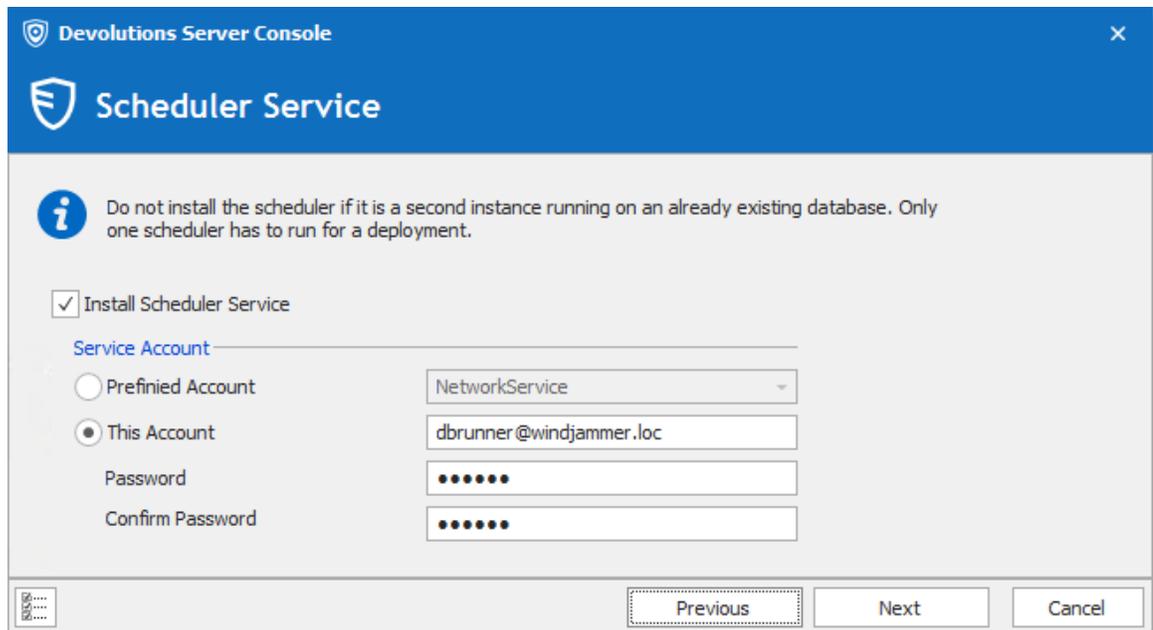
Destination dialog

- Under **Administration Credentials**, fill in the information to create a Devolutions Server Custom administrator account. All fields are required.



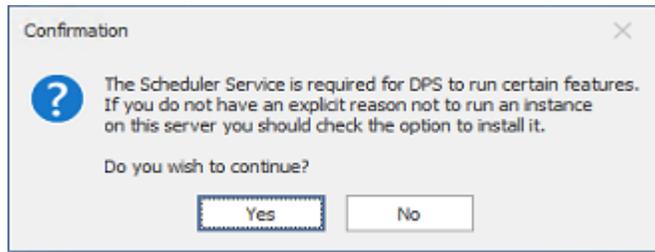
Create An Administrator User

11. Under **Scheduler Service**, when enabling the **Install Scheduler service** option, please set the proper Service Account. The following features depend on the Scheduler : [Backup manager](#), [Domain Users and Users Groups cache](#), [Office365 Users and User Groups cache](#), [Email notifications](#), [Cleanup Logs](#) and [Privileged Access Management](#).



Scheduler Dialog

12. Choosing to not install the Scheduler, you will get the following warning message.



Scheduler Warning

13. Under **Recovery Kit**, select the destination folder and file name of the Devolutions Server recovery kit file. Set a password to protect the Encryption Keys. If the **Include sensitive data** option is enabled, the SQL authentication credentials will be included in the recovery kit.

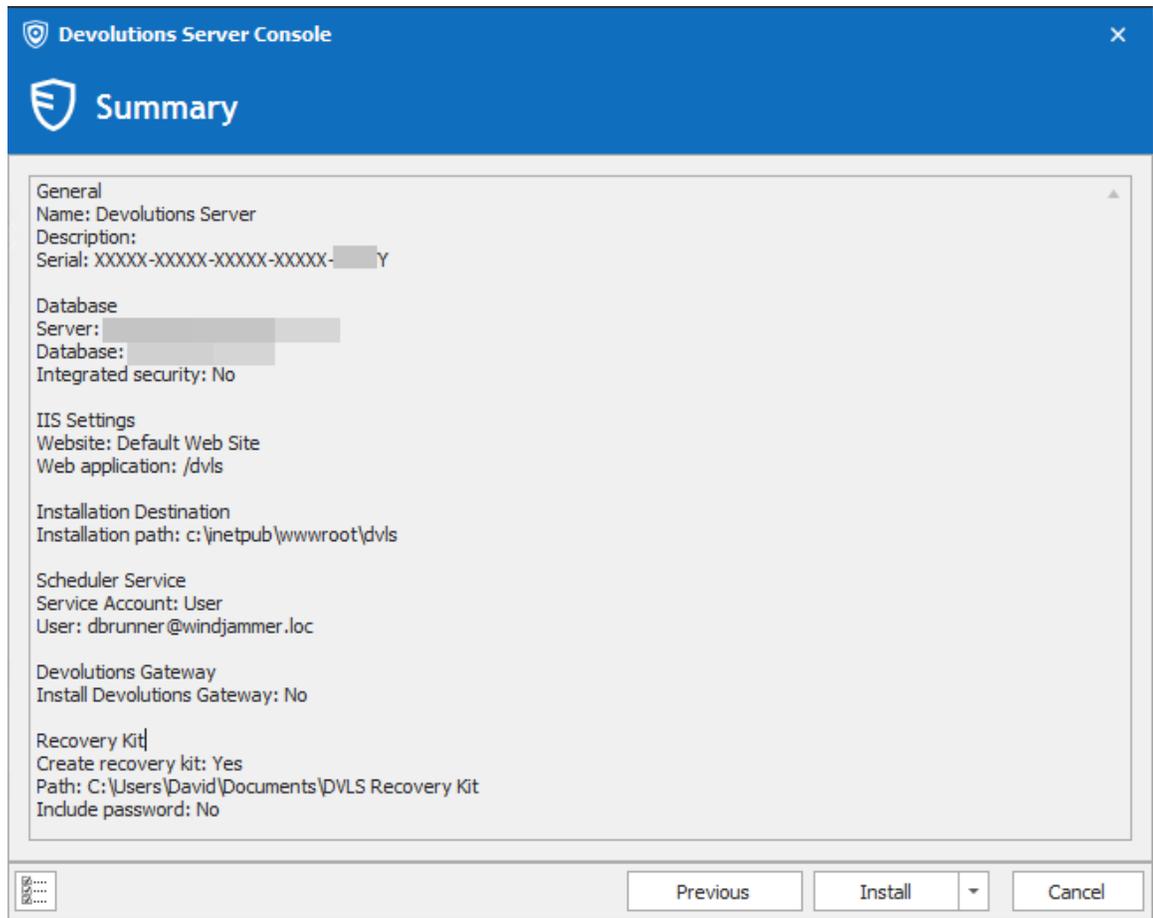


We recommend to protect the Recovery Kit file in a safe to avoid data loss if Devolutions Server has to be restored.

A screenshot of the "Devolutions Server Console" window, specifically the "Recovery Kit" section. The window has a blue header with the title "Recovery Kit" and a shield icon. Below the header, there is an information icon (i) and text: "The recovery kit contains the encryption keys files and the response file. It is highly recommend to create it. You should save it somewhere safe in case of an emergency." There are three main sections: "Create recovery kit" with a checked checkbox; "Export Path" with a text box containing "C:\Users\David\Documents\DVLS Recovery Kit" and a browse button (...); "Response File" with an unchecked checkbox for "Include sensitive data"; and "Encryption Keys" with two password fields, "Password" and "Confirm Password", both containing six dots. At the bottom, there are "Previous", "Next", and "Cancel" buttons, along with a small icon on the left.

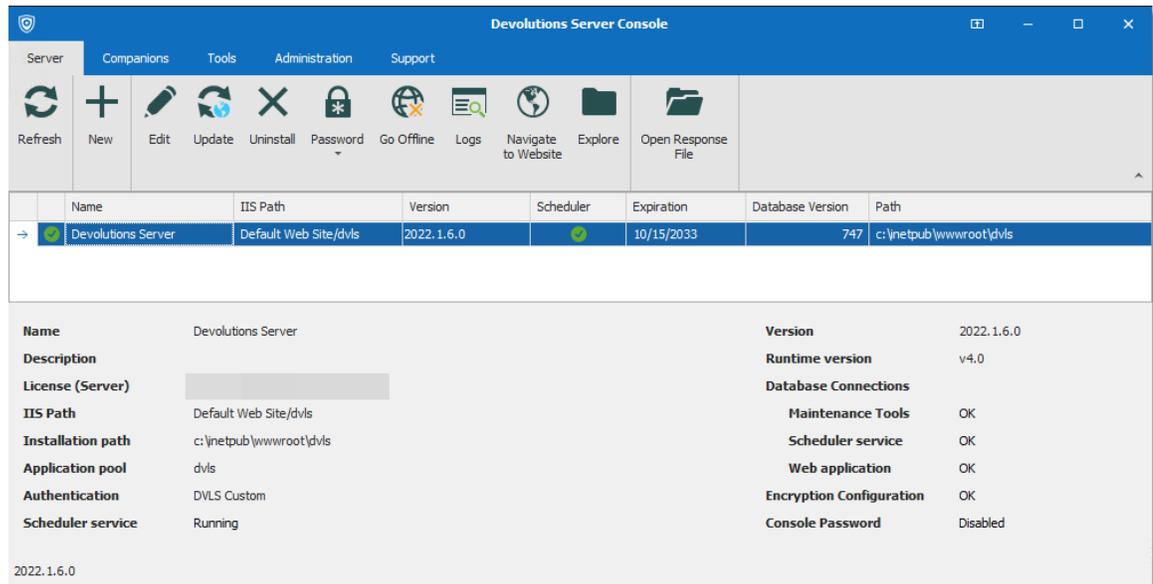
Backup the Encryption Keys Dialog

14. Under **Settings**, validate the configuration and click **Install**.



Settings Dialog

Once the installation is complete, a summary indicates if the Devolutions Server has been deployed correctly.



Devolutions Server Console

To test the connection from a client by creating a data source in Remote Desktop Manager. Please consult the [How to Configure Client Data Source](#) for more information.

3.4 Upgrading Devolutions Server

UPGRADE



Install the proper version of Devolutions Server Console before upgrading the Devolutions Server web application. It is available on the [Download page](#).



Since Devolutions Server 2019.x, most administrative features can only be managed from the web interface. Please see [Administration - Devolutions Server Settings](#).

It is highly recommended as a best practice to first deploy the new version of Devolutions Server to a staging instance and verify its stability before deploying it to your whole organization. If you do not have a staging instance we then recommend a limited roll-out to ensure the work flow is supported to your satisfaction prior to impacting your whole team.



These steps are intended to be achieved on a single server or a basic [topology](#). If your environment differs from these topologies, please contact us and we will guide you on how to upgrade Devolutions Server.

WORKFLOW



We highly recommend to test the upgrade process in a staging/test environment before upgrading your production instance.



The upgrade steps will be performed with Devolutions Server Console. You will need to upgrade your copy to the latest version that is matched with the target version of Devolutions Server that you are preparing to install. Please follow the steps carefully.



If you have elected to use **Integrated Security** for connecting to the database, you must perform the upgrade using a Windows user account that has full rights on the database. Ensure that the IIS Application Pool Identity and Scheduler accounts have enough privileges on the database. After an upgrading to a new version, new permissions are possibly required. Please contact us about the new permissions list.



If you have set the [Security Provider](#) on your current Devolutions Server, specific operations will need to be done before the upgrade. Please contact us for further details.



We recommend doing a backup of the Encryption Keys before any operation that could modify the information of the database or before the upgrade of Devolutions Server. Protect the Encryption Key file in a safe to avoid data loss if Devolutions Server has to be restored.

PREPARATION PHASE

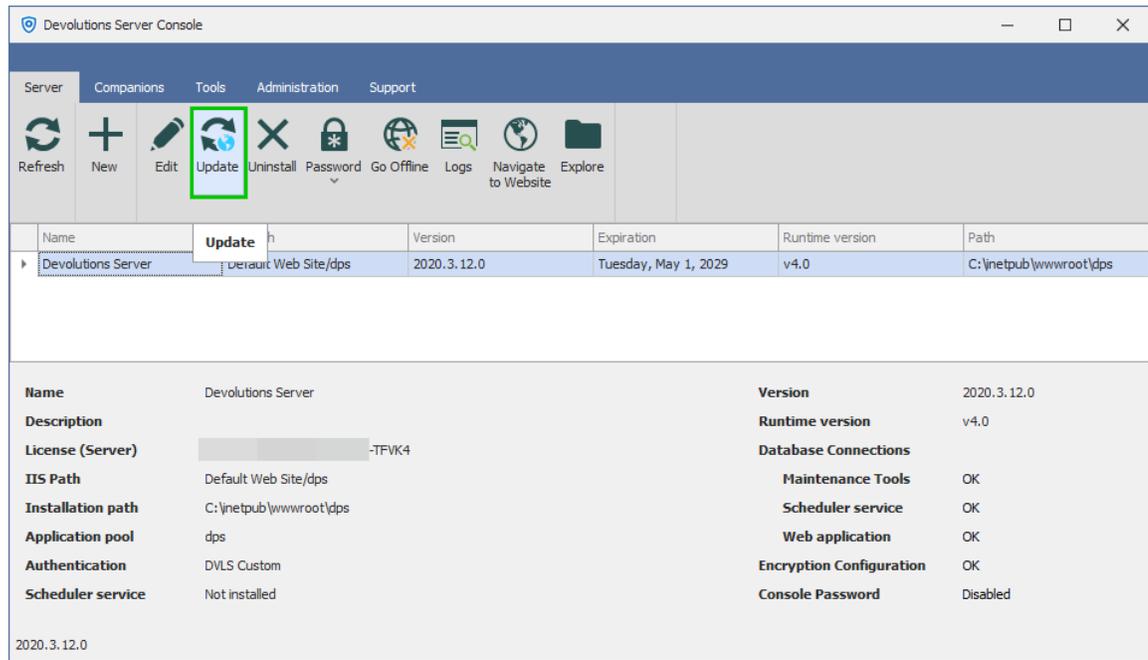
- Ensure that the instance users have the offline mode enabled and that they all perform a full refresh of the cache (CTRL+F5).
- Have your team switch to the offline mode in Remote Desktop Manager, allowing them to work while the system is down.
- Update the Maximal version of Remote Desktop Manager in **Administration - System Settings - Version Management - Maximal version**, if this option was set before the upgrade.

PHASE 1

- Perform a full backup of the database, take precautions against that backup file being deleted by a maintenance plan.
- Archive the content of the web application folder containing the Devolutions Server instance, move to a safe place.
- Install the proper version of Devolutions Server Console. In each of the sub-topics related to a specific version of Devolutions Server you will find the version of the client that you need.
- Devolutions Server Console must be run with elevated privileges.

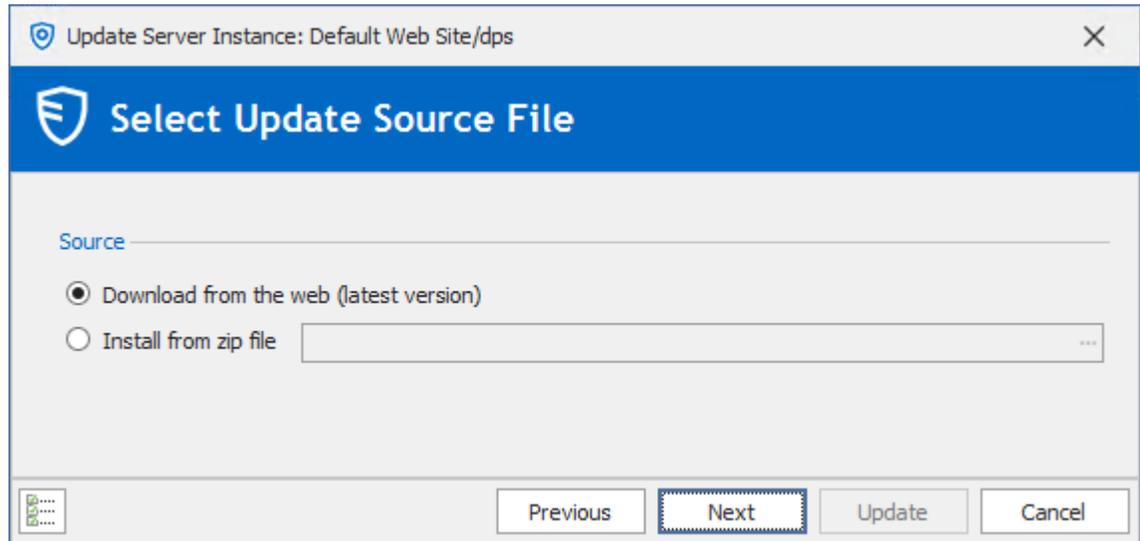
PHASE 2

1. Open the [Devolutions Server Console](#).
2. Select the instance that you wish to upgrade.
3. Set the instance in **Offline Mode** with the **Go Offline** button. On a High Availability/Load Balancing topology, all instances must be set to Offline mode before starting the upgrade process.
4. Click the **Upgrade Server** button.



Devolutions Server Console

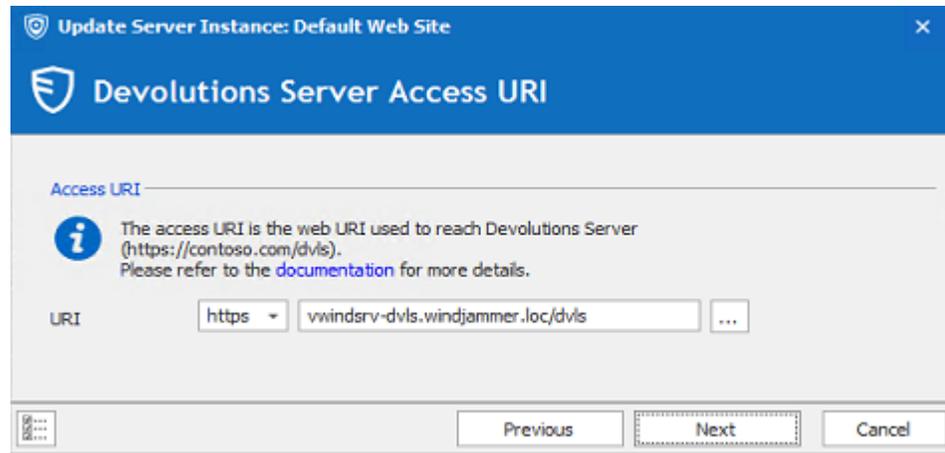
5. Select the **Upgrade Source**. You can either use the latest General Availability release that is available online automatically or specify the path to a zip file that you have downloaded yourself. Use this for beta releases or for earlier versions.



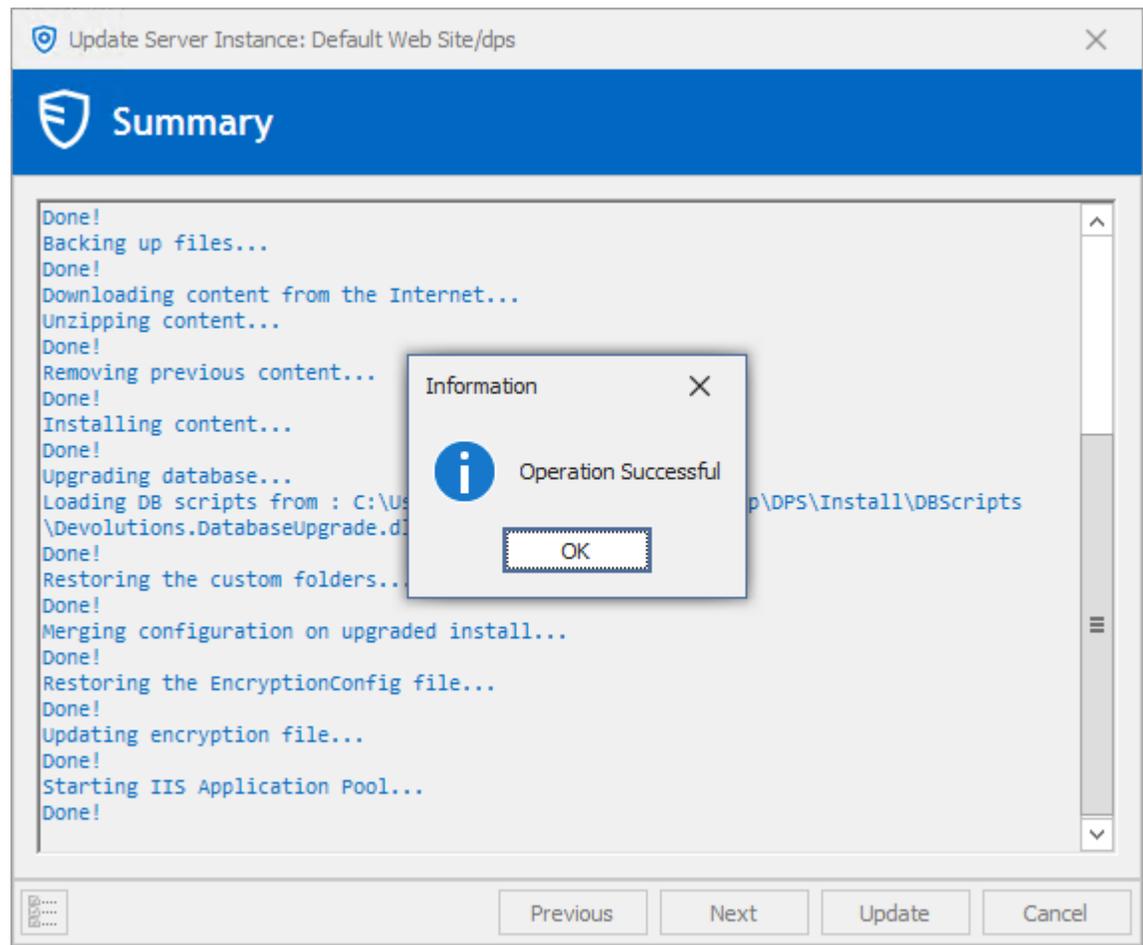
Devolutions Server Upgrade Wizard

6. Press **Next**.

7. **BREAKING CHANGE** If you upgrade from version 2021.2.14 or older to version 2022.1 or higher, you will have to provide the [Access URI](#) to reach the Devolutions Server web page.



8. Review the summary and press **Upgrade** if you are satisfied.



Upgrade completed

FINAL PHASE



The **Backup Folder** contains information about the configuration of the Devolutions Server instance prior to the upgrade. After a successful upgrade, you must ensure the content is either moved to a safe place, or deleted.



Our support department gets more and more urgent requests for assistance because of a rogue admin upgrading his own copy of Remote Desktop Manager and introducing a schema update for some new feature. This may prevent other users from using the system. We strongly recommend setting both the Maximal and Minimal versions allowed to connect to your instance.



If you have elected to use the Integrated Security for connecting to the database in the [Database](#) tab, ensure that the IIS Application Pool Identity and Scheduler accounts have enough privileges on the database. After an upgrading to a new version, new permissions are possibly required. Please contact us about the new permissions list.

- Have a user upgrade his workstation with the version of Remote Desktop Manager supported by the Devolutions Server version and test connectivity with the server instance.
- When you are satisfied with your tests, have the rest of the staff upgrade to the same version of Remote Desktop Manager.
- Update the Maximal/Minimal version of Remote Desktop Manager in ***Administration - System Settings - Version Management***.

3.5 Registration

DESCRIPTION

REQUEST A TRIAL

It is possible to request a 30-day trial to try Devolutions Server Enterprise version with all its features. For more information, please consult the [Trial Request](#) section.

If you decide not to register at the end of the 30-day trial, your data will not be altered or erased, and you will have full access to it once you provide a valid license serial.

DEVOLUTIONS SERVER REGISTRATION

Please refer to the [Devolutions Server Registration](#) topic to properly register your version.

DEVOLUTIONS SERVER FREE EDITION REGISTRATION

Devolutions Server Free Edition is targeted for small teams of 3 users and its features are similar to the Team edition. Registration is free. Please refer to the [Devolutions Server Registration Free Edition](#) section to properly register your version.

To learn more and compare the different versions available please visit our website: [Devolutions Server compare](#).

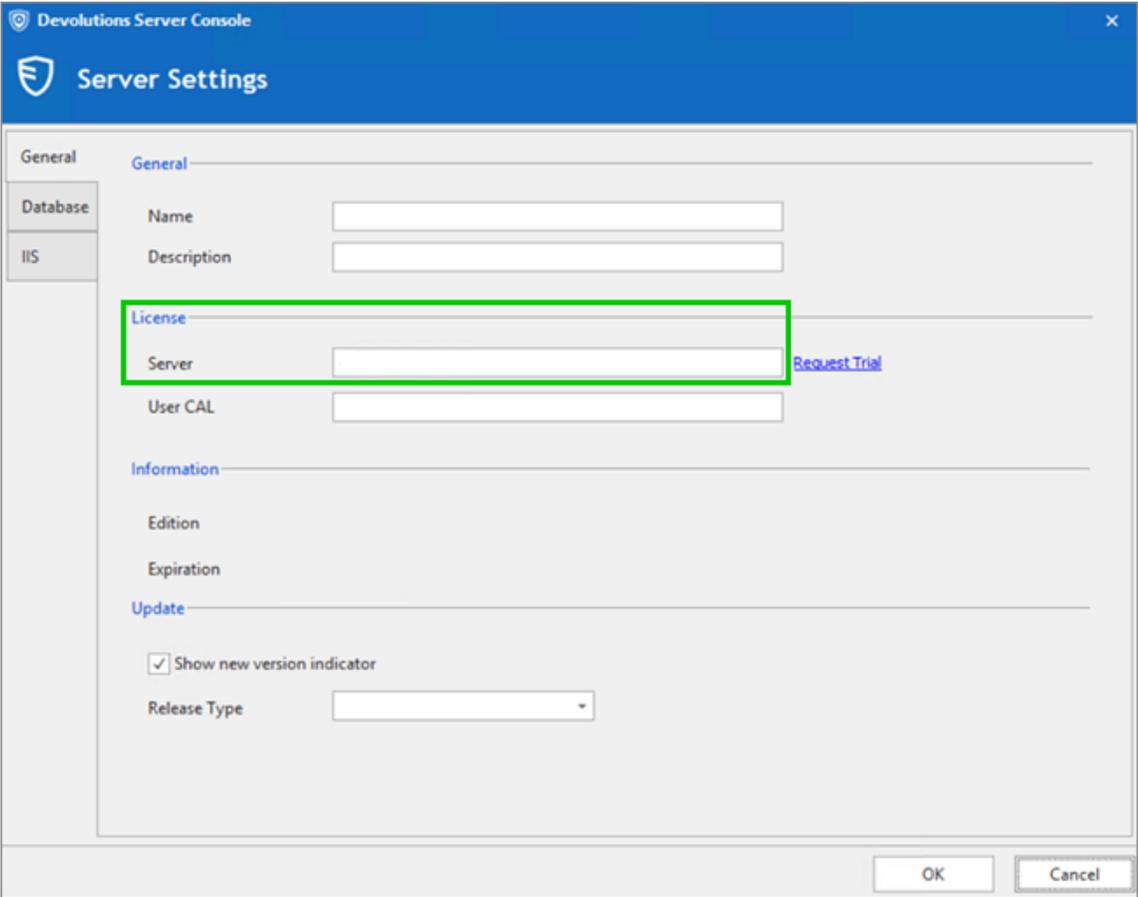
3.5.1 Register Devolutions Server License

DESCRIPTION

There are two methods to register your Devolutions Server license, with the [Devolutions Server console](#) or through the [Devolutions Server web interface](#).

DEVOLUTIONS SERVER CONSOLE

Register the Devolutions Server license in **Server - Edit - General - License**.



The screenshot shows the 'Server Settings' dialog box in the Devolutions Server Console. The 'License' section is highlighted with a green box. The 'Server' field is empty, and a 'Request Trial' link is visible next to it. Other fields include Name, Description, User CAL, Edition, Expiration, and Release Type.

Section	Field	Value
General	Name	
	Description	
	User CAL	
License	Server	
	User CAL	
Information	Edition	
	Expiration	
Update	<input checked="" type="checkbox"/> Show new version indicator	
	Release Type	

DEVOLUTIONS SERVER WEB INTERFACE

Register the Devolutions Server license in **Administration - Server Settings - General - Serial**.

Administration > Server Settings > General

GENERAL

Name

Description

Access URI

SERIAL

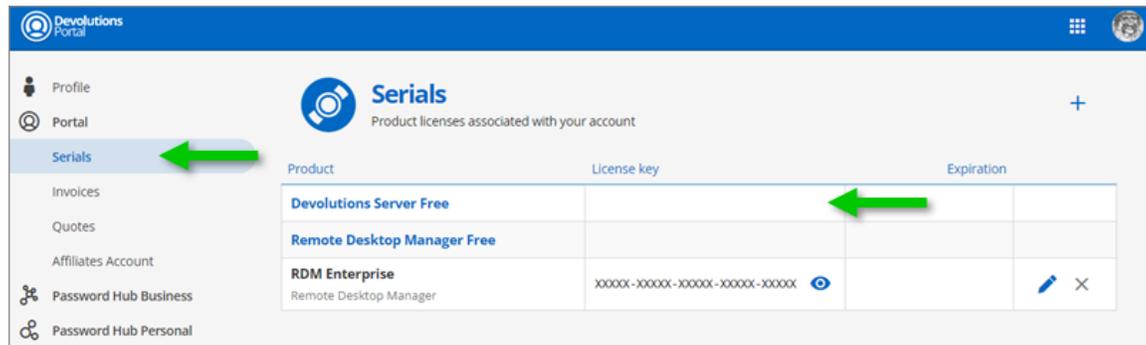
Server

3.5.2 Register Devolutions Server Free License

DESCRIPTION

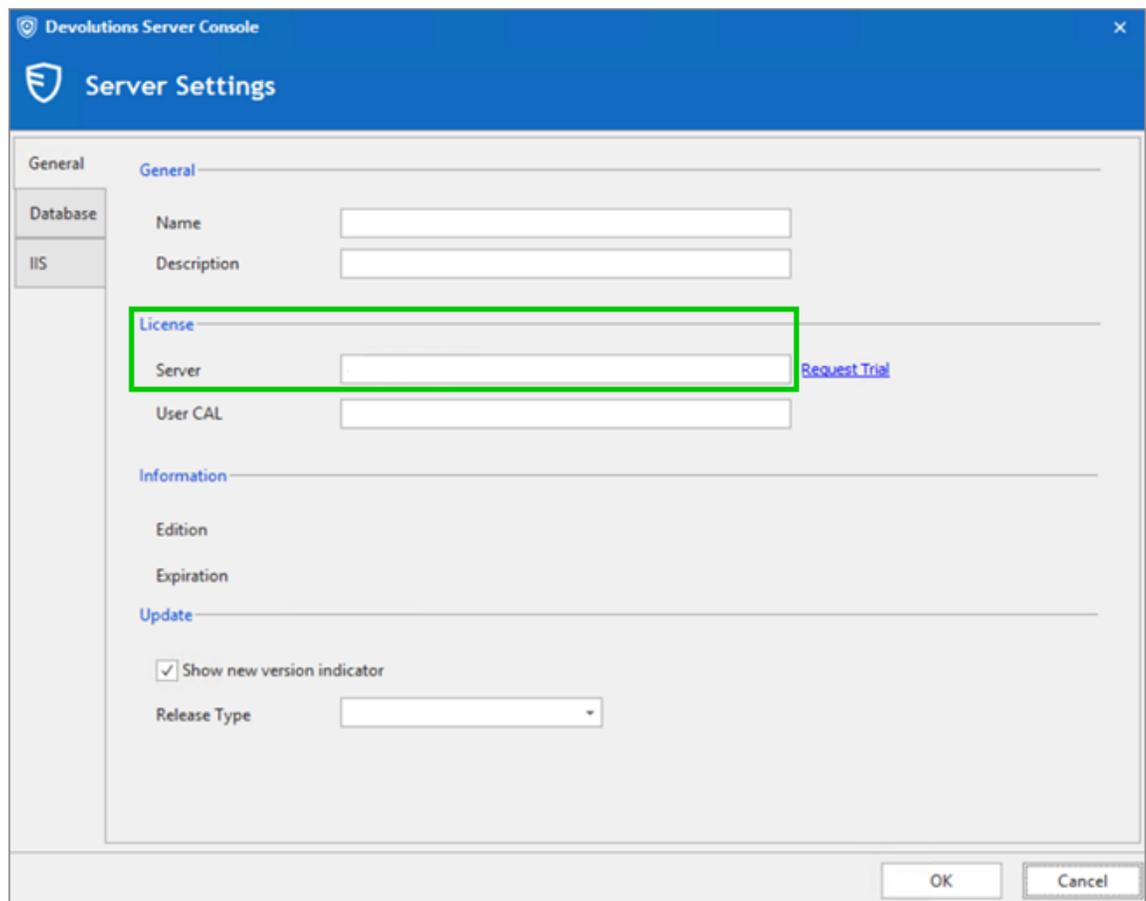
There are two methods to register your Devolutions Server Free license, with the [Devolutions Server console](#) or through the [Devolutions Server web interface](#).

Locate your Devolutions Server Free license in the **Serials** section of your [Devolutions Account](#).



DEVOLUTIONS SERVER CONSOLE

Register the Devolutions Server license in **Server - Edit - General - License**.



DEVOLUTIONS SERVER WEB INTERFACE

Register the Devolutions Server license in **Administration - Server Settings - General - Serial**.

The screenshot shows the 'Administration > Server Settings > General' page. It features three input fields under the 'GENERAL' section: 'Name', 'Description', and 'Access URI'. Below these is the 'SERIAL' section, which contains a single input field labeled 'Server'. The 'SERIAL' section and its input field are highlighted with a green border.

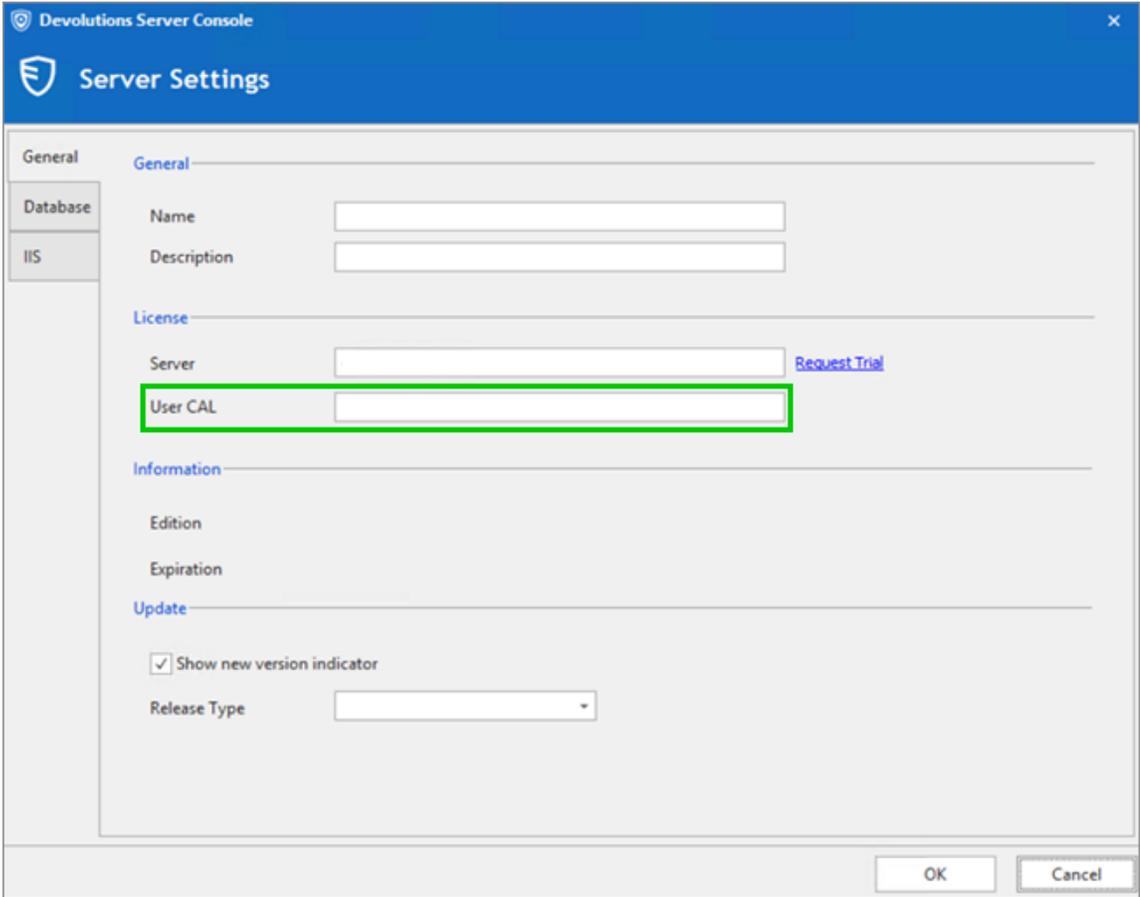
3.5.3 Register a User CAL License

DESCRIPTION

There are two methods to register your **User CAL** license, with the [Devolutions Server console](#) or through the [Devolutions Server web interface](#).

DEVOLUTIONS SERVER CONSOLE

Register your **User CAL** license in **Server - Edit - General - License**.



The screenshot shows the 'Server Settings' dialog box in the Devolutions Server Console. The 'License' section is highlighted with a green box, indicating the 'User CAL' field. The dialog box includes sections for General, Database, IIS, License, Information, and Update. The 'License' section contains fields for 'Server' (with a 'Request Trial' link) and 'User CAL'. The 'Update' section has a checked 'Show new version indicator' checkbox and a 'Release Type' dropdown menu. 'OK' and 'Cancel' buttons are at the bottom right.

DEVOLUTIONS SERVER WEB INTERFACE

Save your **User CAL** license in **Administration - Licenses**.



The screenshot shows the 'Administration > Licenses' web interface. A table lists licenses with columns for Product Name, Description, License, Is Active, and Capacity. A green arrow points to the '+' icon in the top right corner, indicating where to click to add a new license.

Product Name ↑↓	Description ↑↓	License ↑↓	Is Active ↑↓	Capacity ↑↓	
Remote Desktop Manager			✓	-	✎ 🗑️
Privileged Access Management			✓	-	✎ 🗑️
Devolutions Password Server Cal			✓	-	✎ 🗑️

3.5.4 End of License

DESCRIPTION

Some of our Devolutions Server users could wonder, what will happen with their data when the license expires.

SUBSCRIPTION

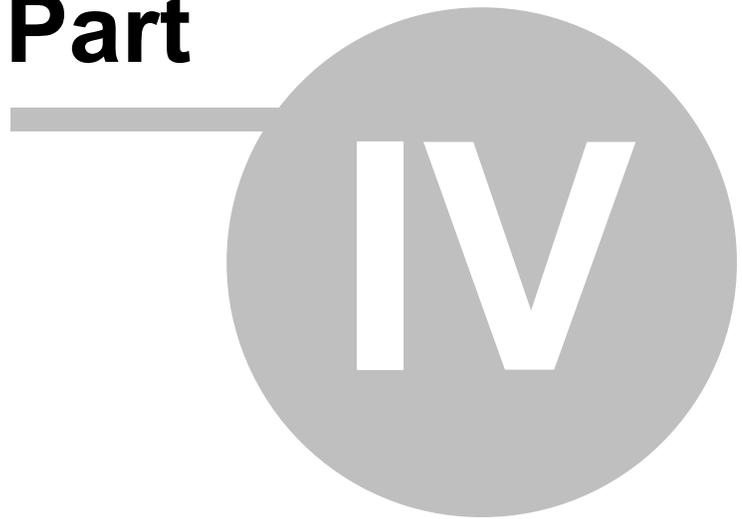
All Devolutions Server subscription plans offer software maintenance for the duration of the subscription time, which includes all major/minor upgrades and technical support.

You need to renew your subscription agreement upon expiry. If you don't renew your subscription, access to your data will be limited to view only.

That being said, you will be able to export your data if you choose to migrate to another type of data source than Devolutions Server.

Management

Part



4 Management

4.1 Devolutions Server Console

DESCRIPTION

Because Devolutions Server is in fact a web application, the management interface is provided by the Devolutions Server Console.

USAGE



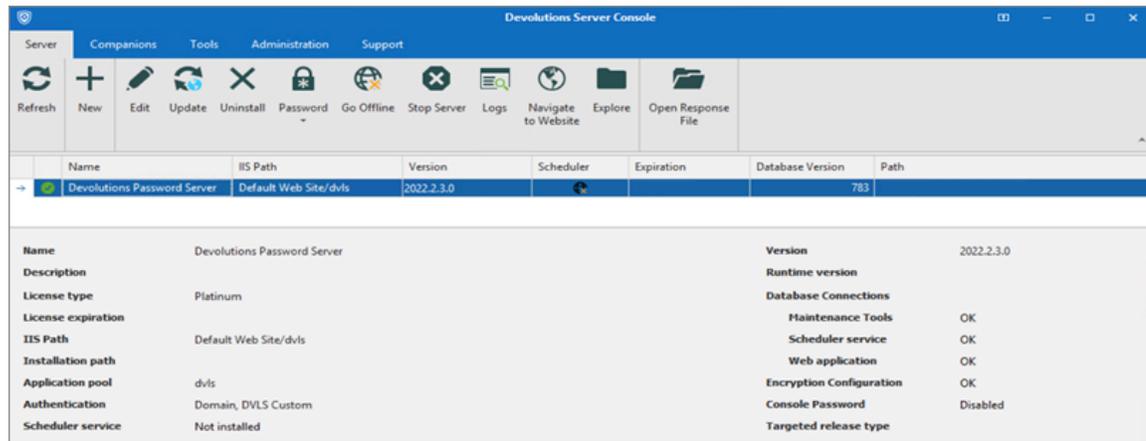
The Devolutions Server Console is now offered as a stand alone application. It is now available on the [Download page](#).



Since Devolutions Server 2019.x, many features can only be managed from the web interface. Please see [Administration - Server Settings](#).

The Devolutions Server Console manages the IIS metabase, it must be started with elevated privileges when the console needs to be used. Elevated privileges are granted when you use **Run as administrator** to launch the application. You can modify the shortcut to always start it in this manner.

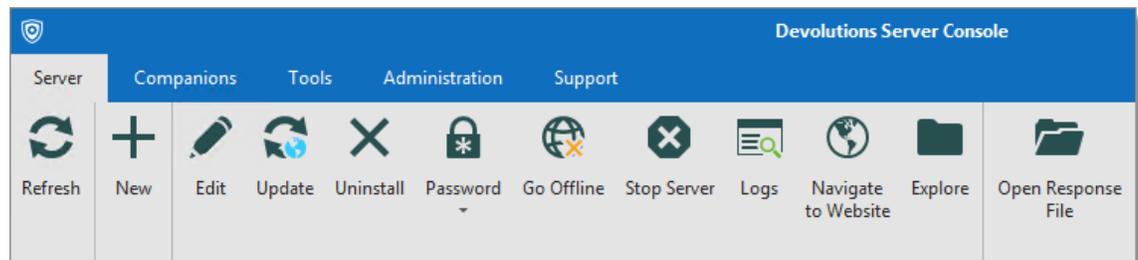
CONSOLE



Devolutions Server Console

SETTINGS

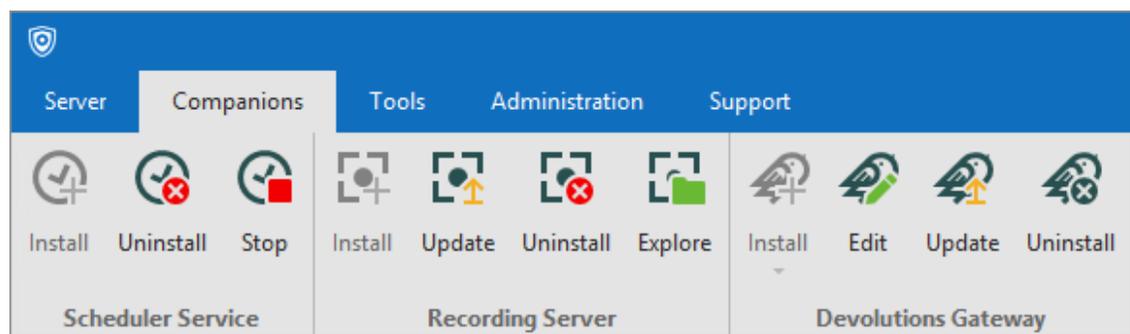
SERVER



Option	Description
Refresh	Refresh the list of Devolutions Server instances in the Devolutions Server Console.
New	Create a new Devolutions Server instance.
Edit	Edit the selected Devolutions Server instance's properties.
Update	Update the selected Devolutions Server instance.
Uninstall	Uninstall the selected Devolutions Server instance.

Password	Set, Change or Disable the Devolutions Server instance password.
Go Offline	Toggle the selected Devolutions Server instance to offline/online mode.
Stop Server / Start Server	Stop/Start the Devolutions Server IIS Application Pool.
Logs	View the Data Source Logs of the selected Devolutions Server instance.
Navigate to Website	Open the web interface in the default browser.
Explore	Open the file explorer and points it to the Devolutions Server instance installation folder.
Open Response File	Open a response file to run commands on the Devolutions Server instance.

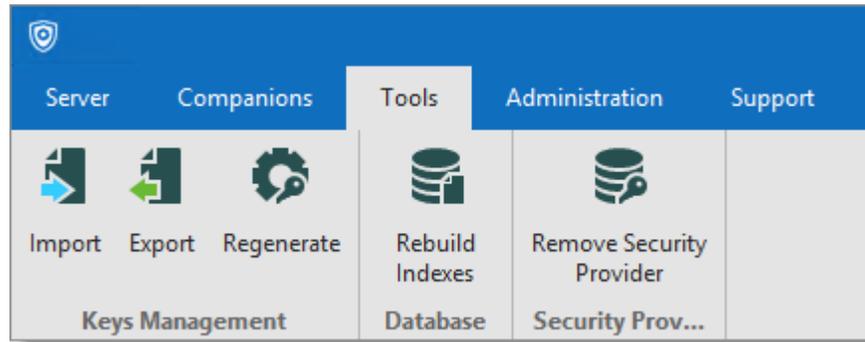
▼ COMPANIONS



Scheduler Service	Description
Install	Install the Scheduler Service.

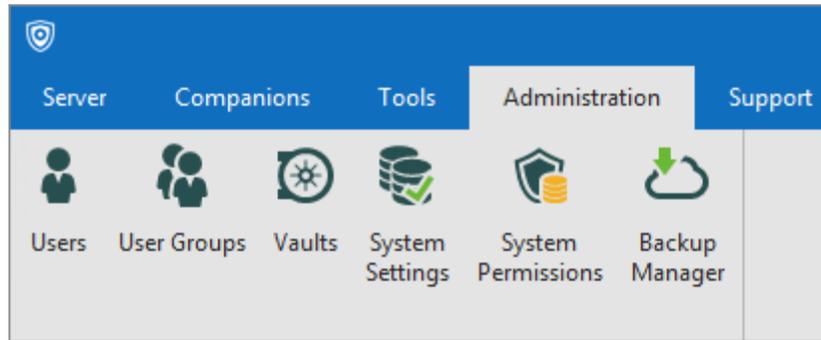
Uninstall	Uninstall the Scheduler Service.
Start/Stop	Start or Stop the Scheduler Service.
Recording Server	Description
Install	Install the Recording Service.
Update	Update the Recording Service.
Uninstall	Uninstall the Recording Service.
Explore	Browse the folder where the recording files are stored.
Devolutions Gateway	Description
Install	Install the Devolutions Gateway.
Edit	Edit the Devolutions Gateway configuration.
Update	Update the Devolutions Gateway.
Uninstall	Uninstall the Devolutions Gateway.

▼ TOOLS



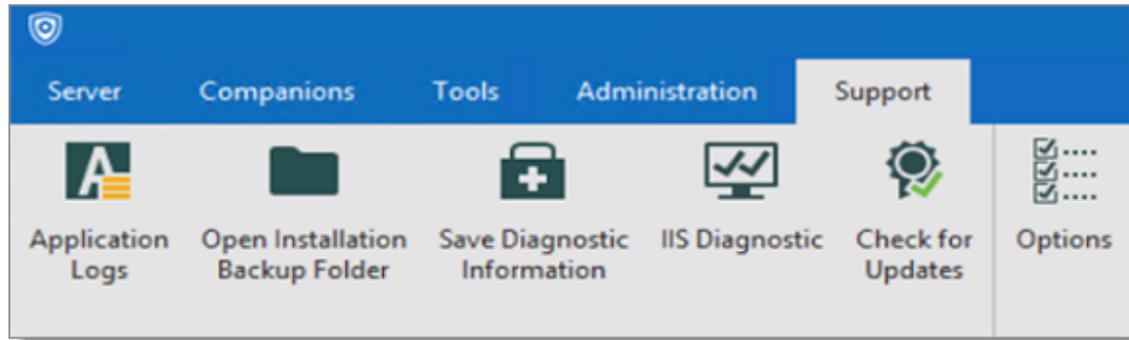
Keys Management	Description
Import	Import the encryption keys.
Export	Export the encryption keys.
Regenerate	Regenerate the encryption keys.
Database	Description
Rebuild Indexes	Rebuild indexes of the SQL database tables.
Security Provider	Description
Remove Security Provider	Remove the Security Provider that was previously used to encrypt a part of the data in the SQL database.

▼ ADMINISTRATION



Option	Description
Users	Will open the Users management page on the Devolutions Server web interface.
User Groups	Will open the User Groups management page on the Devolutions Server web interface.
Vaults	Will open the Vaults management page on the Devolutions Server web interface.
System Settings	Will open the System Settings page on the Devolutions Server web interface.
System Permissions	Will open the System Permissions page on the Devolutions Server web interface.
Backup manager	Will open the Backup Manager page on the Devolutions Server web interface.

▼ SUPPORT



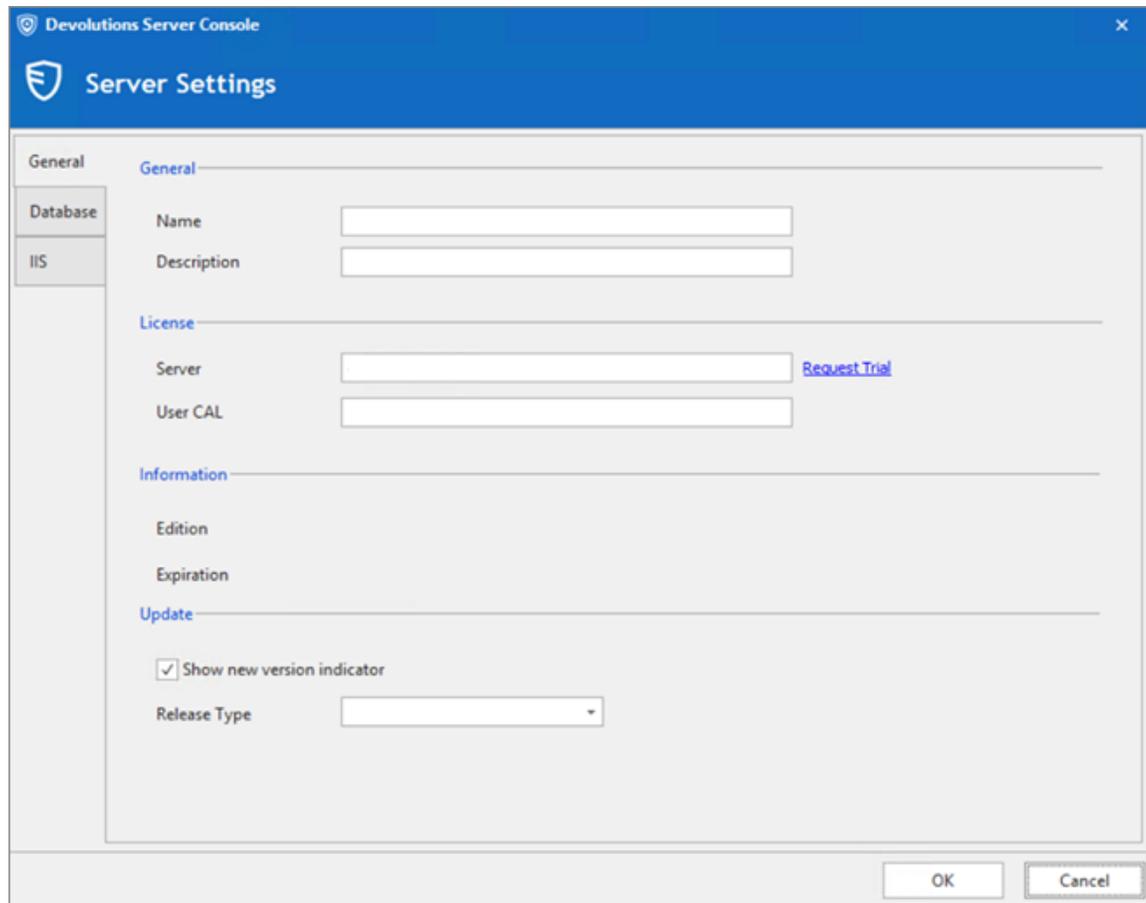
Option	Description
Application Logs	Open the Devolutions Server Console Application Logs dialog.
Open Installation Backup Folder	Open the Installation Backup Folder in the Windows File Explorer.
Save Diagnostic Information	Save the Diagnostic report in a text file.
IIS Diagnostic	Run the IIS Diagnostic.
Check For Update	Check for available updates for the Devolutions Server Console.
Options	Language setting and Update type options.

4.1.1 Devolutions Server Settings

4.1.1.1 General

DESCRIPTION

The **General** tab section contains the basics information of the Devolutions Server instance such as the **Name**, **Description**, **License**, etc.



The screenshot shows the 'Server Settings' dialog box in the Devolutions Server Console. The 'General' tab is selected. The dialog is divided into several sections: 'General' with 'Name' and 'Description' text boxes; 'License' with 'Server' and 'User CAL' text boxes and a 'Request Trial' link; 'Information' with 'Edition' and 'Expiration' labels; and 'Update' with a checked 'Show new version indicator' checkbox and a 'Release Type' dropdown menu. 'OK' and 'Cancel' buttons are at the bottom right.

Server Settings - General

SETTINGS

GENERAL

Option	Description
Name	Enter the name for your server, it will be displayed in the Content area.
Description	Enter a short description or additional information.

LICENSE

Option	Description
Server	Insert your serial registration number.
Request Trial	This will redirect you to our Devolutions Server page to request a free 30 days trial.
User CAL	Insert your Client Access License key.

INFORMATION

Option	Description
Edition	Display the Devolutions Server Edition according to your license key.
Expiration	Expiration date of the license for the product.

UPDATE

Option	Description
Show new version indicator	Display an overlay icon that an update is available.
Release Type	Select between Current , Beta or Long Term Support version.

4.1.1.2 Database

DESCRIPTION

The **Database** tab section contains the information of the SQL Server, the SQL credentials information and the database name used by Devolutions Server.

The screenshot shows the 'Server Settings' dialog box in the Devolutions Server Console, with the 'Database' tab selected. The dialog has a blue header with the Devolutions logo and the text 'Server Settings'. On the left, there is a sidebar with tabs for 'General', 'Database', and 'IIS'. The 'Database' tab is active. The main area contains several fields and buttons:

- Host:** A text input field with a dropdown arrow, currently empty.
- Database:** A text input field with a dropdown arrow, currently empty.
- Advanced Settings:** A button located below the Database field.
- Test Server:** A button located to the right of the Host field.
- Update Database:** A button located to the right of the Advanced Settings button.
- Save Schema:** A button located below the Update Database button.
- View Database Version:** A button located below the Save Schema button.
- Credentials:** A section header below the main fields.
- Authentication type:** A dropdown menu set to 'SQL Server Authentication'.
- Username:** A text input field containing 'sa'.
- Password:** A text input field with masked characters (dots).
- Advanced Credentials:** A button located to the right of the Password field.

At the bottom right of the dialog, there are 'OK' and 'Cancel' buttons.

Server Settings - Database

SETTINGS

DATABASE

Option	Description
Host	Name of the host where the database will be stored.

Option	Description
Database	Name of the database on the server.
Advanced Settings	Access the Advanced Settings .
Test Server	Test the connection with the server to validate if the proper information has been provided.
Test Database	Test the connection with the database to validate if the proper information has been provided.
Update Database	Update the database on the server.
Save Schema	Save the database schema in a file to allow sending it to the Devolutions Support team .
View Database Version	View what is the current database version.

CREDENTIALS



Note that the Integrated Security or Credentials settings affect how the Devolutions Server communicates with the SQL database. These options do not have any impact on how users will authenticate on the Devolutions Server instance.

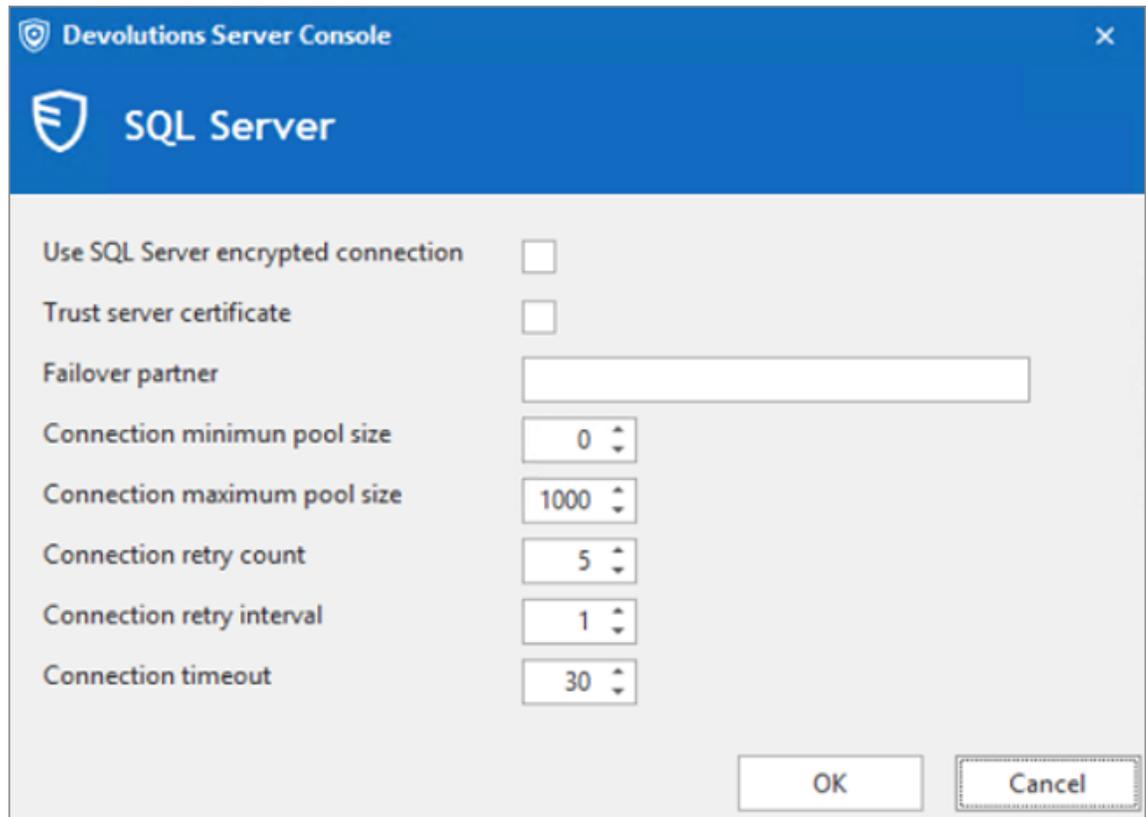
Option	Description
Authentication type	Select between Windows Authentication or SQL Authentication for authenticating to the database. In order for Windows Authentication to be used to connect to the database, you must set a domain account as the Application Pool identity in the IIS Manager.

Option	Description
Username	SQL login account username if SQL Authentication is selected as the authentication type.
Password	SQL login account password if SQL Authentication is selected as the authentication type.
Advanced Credentials	Access the Advanced Credentials that allows the Devolutions Server Console to communicate with the SQL database.

4.1.1.2.1 Advanced Settings

DESCRIPTION

The **Advanced Settings** contains advanced parameters that are used for the SQL database connection string.



Advanced Settings Dialog

SETTINGS

Option	Description
Use SQL Server encrypted connection	Use SSL to encrypt communication with the database.
Trust server certificate	Always trust the server certificate.
Failover partner	The name of the failover partner server if database mirroring is configured. This is used only for the initial connection as the principal server will return a name which will replace the configured value when different.

Option	Description
Connection minimum pool size	The minimum number of connections that are allowed in the pool.
Connection maximum pool size	The maximum number of connections that are allowed in the pool.
Connection retry count	Controls the number of reconnection attempts after the client identifies an idle connection failure. Valid values are 0 to 255. The default is 1 and 0 means do not attempt to reconnect.
Connection retry interval	Specifies the time between each connection retry attempt (ConnectRetryCount). Valid values are 1 to 60 seconds (the default is 10), applied after the first reconnection attempt. When a broken connection is detected, the client immediately attempts to reconnect; this is the first reconnection attempt and only occurs if ConnectRetryCount is greater than 0. If the first reconnection attempt fails and ConnectRetryCount is greater than 1, the client waits ConnectRetryInterval to try the second and subsequent reconnection attempts.
Connection timeout	The length of time (in seconds) to wait for a connection to the server before terminating the attempt and generating an error.

4.1.1.2.2 Advanced Credentials

DESCRIPTION

The **Advanced Credentials** are used to allow Devolutions Server to communicate with the SQL database.



Only SQL login accounts can be used.

For further information about these accounts, please see [Pre-Deployment Account Survey](#).

Devolutions Server Console

Management Tools
Used to update the database (add tables, modify fields...)

Username: sa Test Connection

Password: [masked]

Scheduler Service
Used by the scheduler service to manage recurrent tasks (notifications, checkouts, reports...)

Username: sa Test Connection

Password: [masked] Apply Least Permissions

Web Application
Used by the server to read and write the data in the database

Username: sa Test Connection

Password: [masked] Apply Least Permissions

OK Cancel

Advanced Credentials Dialog

SETTINGS

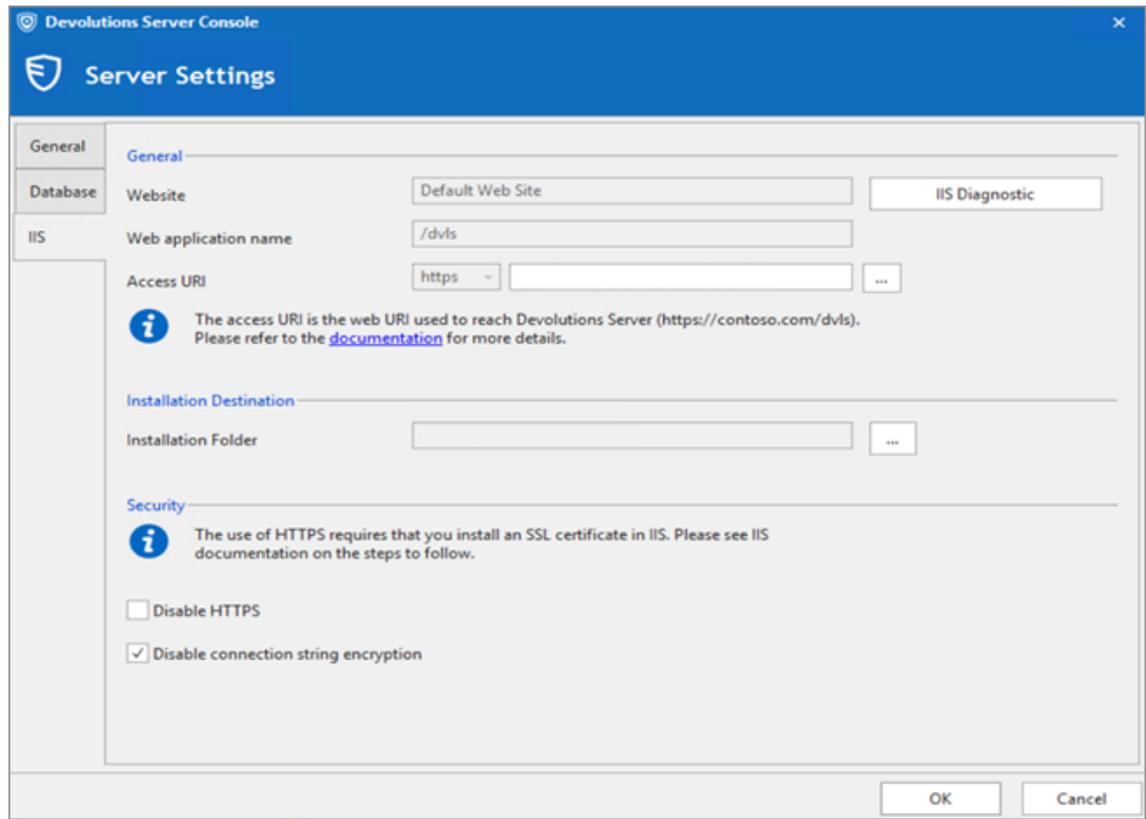
Option	Description
Management Tools	Credentials that allow the Devolutions Server Console to communicate with the SQL database. Must be an SQL account.

Option	Description
Scheduler Service	Credentials used for the Scheduler Service features (Backup Manager, Email Notifications, Secure Messaging, Domain Users and User groups cache, Azure AD cache). Must be an SQL account. If the Integrated Security option is enabled, the Username and Password fields are grayed out.
Web Application	Credentials used for the Web Application to communicate with the SQL database. Must be an SQL account. If the Integrated Security option is enabled, the Username and Password fields are grayed out.
Test Connection	Test against the SQL server the credentials set in the Username/Password fields. If the Integrated Security option is enabled, the button is grayed out.
Apply Least Permissions	Will execute an SQL statement to grant least permissions on the database for the Scheduler Service or the Web Application accounts.
Generate Script	Will generate an SQL script that can be run on the SQL database for the Scheduler Service or the Web Application accounts. Only available with Windows Authentication.

4.1.1.3 IIS

DESCRIPTION

The **IIS** settings are part of the prerequisite at the installation level. Most of what is found in this tab is automatically filled in by the information given while setting up your Devolutions Server, the IIS settings section is used more as an information source rather than configuration.



Server Settings - IIS

SETTINGS

GENERAL

Option	Description
Website	Name of the IIS website.
IIS Diagnostic	Opens the IIS Diagnostic dialog that list Devolutions Server prerequisites.
Web application name	Name of the IIS Application Pool.

Option	Description
Access URI	Web URI used to reach Devolutions Server web page.

INSTALLATION DESTINATION

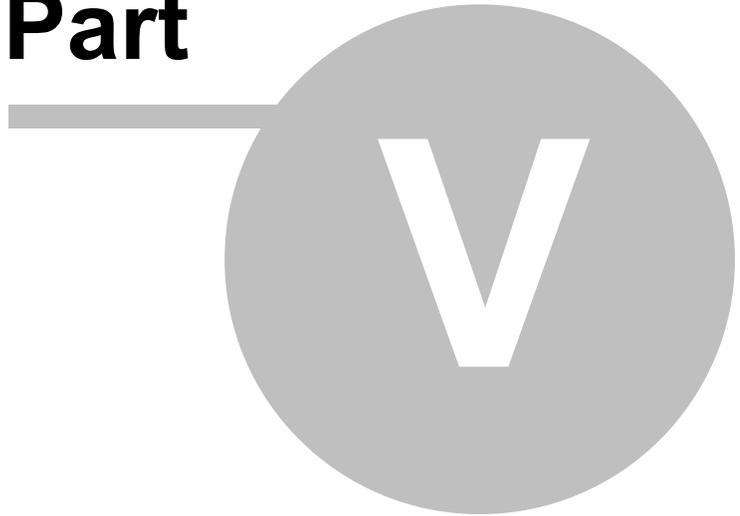
Option	Description
Installation Folder	Folder where the Devolutions Server web application files are located.

SECURITY

Option	Description
Disable HTTPS	Disable the use of the HTTPS for HTTP.
Disable connection string encryption	Activate this option if you wish to add an extra layer of security to your configuration by encrypting your file.

Web Interface

Part



5 Web Interface

DESCRIPTION

The Devolutions Server web interface offers a simplified interface for end-users to use and manage passwords from any web browser.

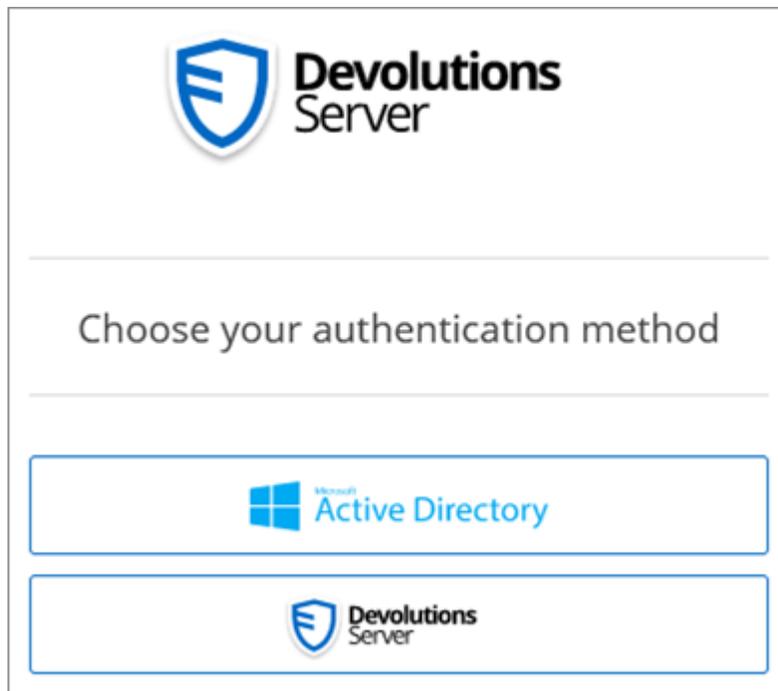
LOGIN PAGE

1. Open a web browser and navigate to the URL of the Devolutions Server instance.

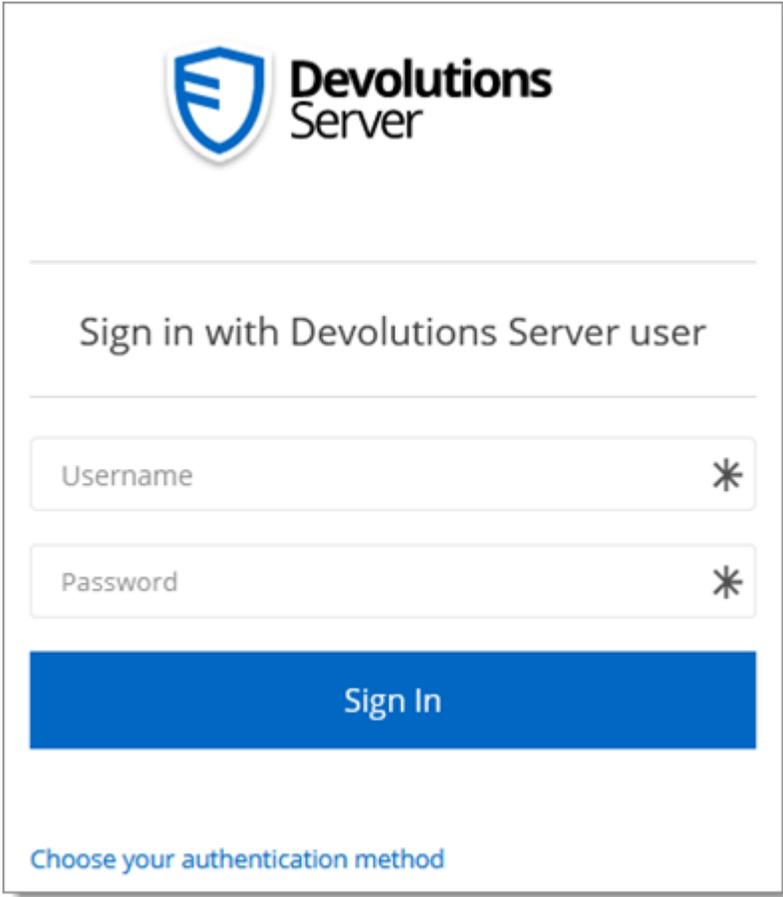


If the instance has been created with the default URL, it would be available at <https://<ServerName>/dvs>.

2. Choose your authentication method between Devolutions Server and Active Directory.



3. Enter the **Username** and **Password** of the chosen authentication method to connect. Devolutions Server authentication method shown here:



The image shows a login form for Devolutions Server. At the top left is the Devolutions Server logo, which consists of a blue shield with a white 'E' inside, followed by the text 'Devolutions Server'. Below the logo is a horizontal line, followed by the text 'Sign in with Devolutions Server user'. Another horizontal line follows. There are two input fields: 'Username' and 'Password', each with an asterisk (*) on the right side. Below these fields is a blue button with the text 'Sign In'. At the bottom of the form, there is a link that says 'Choose your authentication method'.

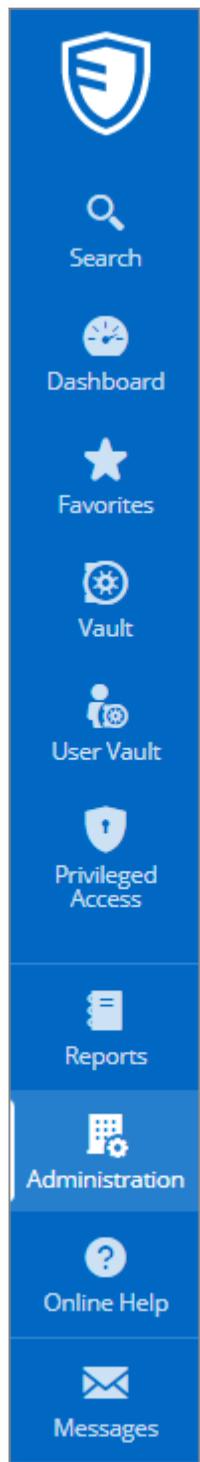
4. Click **Sign In**.

MENU

The **Menu** allow the user to navigate through the different sections.



It can only be expanded or collapsed, to hide the sections, by clicking the menu icon at the top-left corner when the web interface window display is smaller.

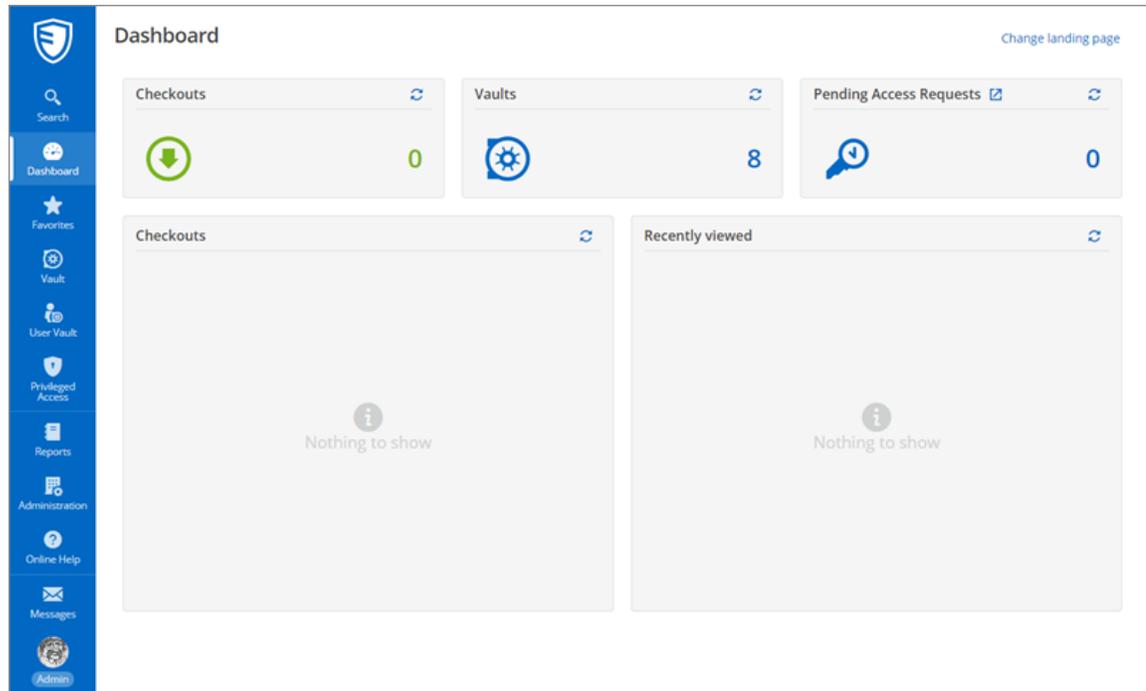


Menu

5.1 Dashboard

DESCRIPTION

The **Dashboard** section provides an overview of the available **Checkouts**, **Vaults**, **Pending Access Requests** and **Recently viewed** items.



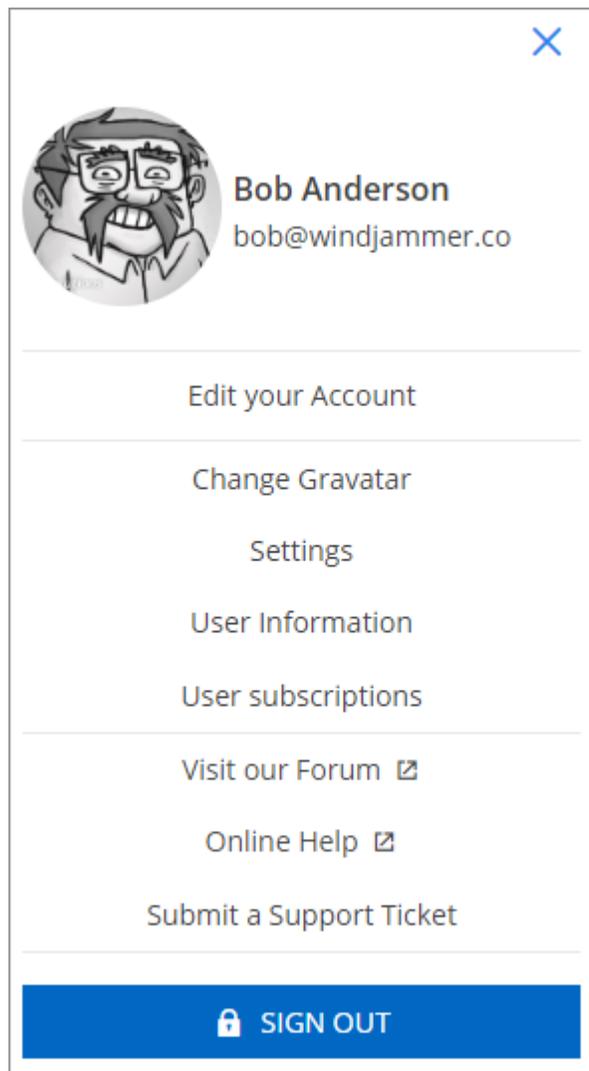
Dashboard

5.2 Account Menu

DESCRIPTION

To access the **Account Menu** of Devolutions Server, click on the initials or the Gravatar. From there, users can view their [User Information](#) or manage their [Account](#), [Settings](#), [Gravatar](#) and [Password](#) configuration. The menu also includes quick links to the [Devolutions Server Online Help](#), [Forum](#) and to [Submit a Support Ticket](#).

Sign out of Devolutions Server from the **Account Menu**.

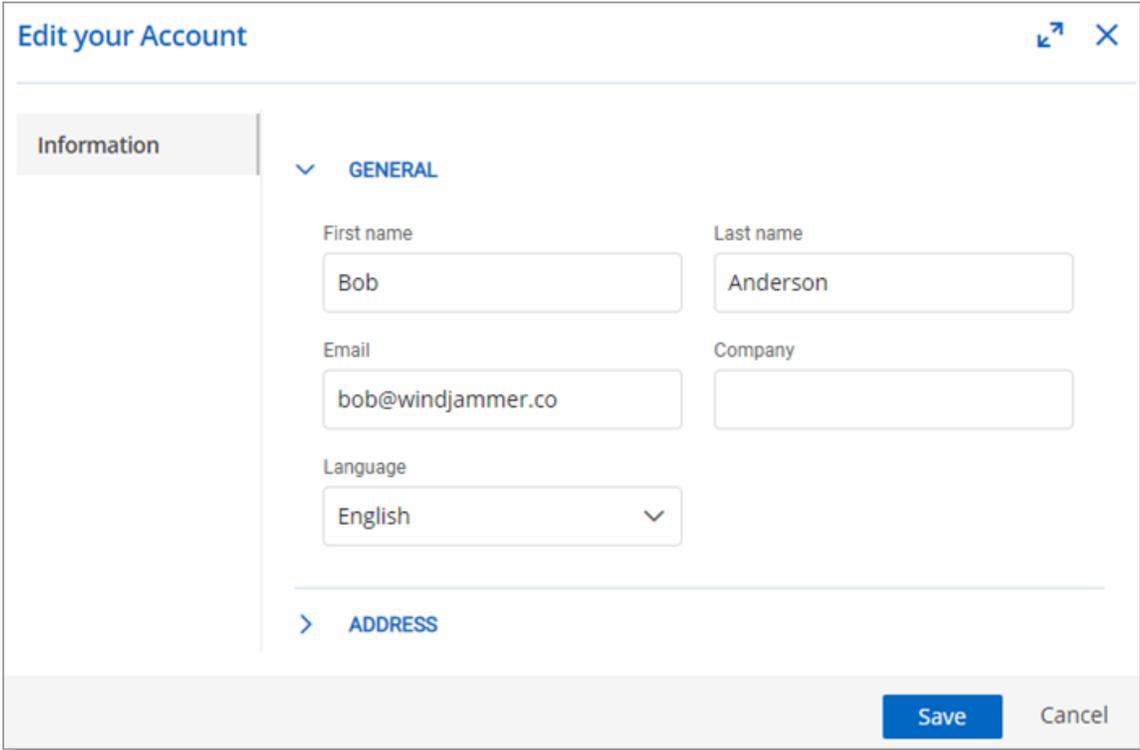


Account Menu

5.2.1 Edit your Account

DESCRIPTION

In the ***Edit your Account*** section, you can set the language of the Devolutions Server web interface and add or modify personal information like phone numbers, address and company name.



Edit your Account

Information

GENERAL

First name: Bob

Last name: Anderson

Email: bob@windjammer.co

Company:

Language: English

ADDRESS

Save Cancel

Edit your Account

5.2.2 Change Gravatar

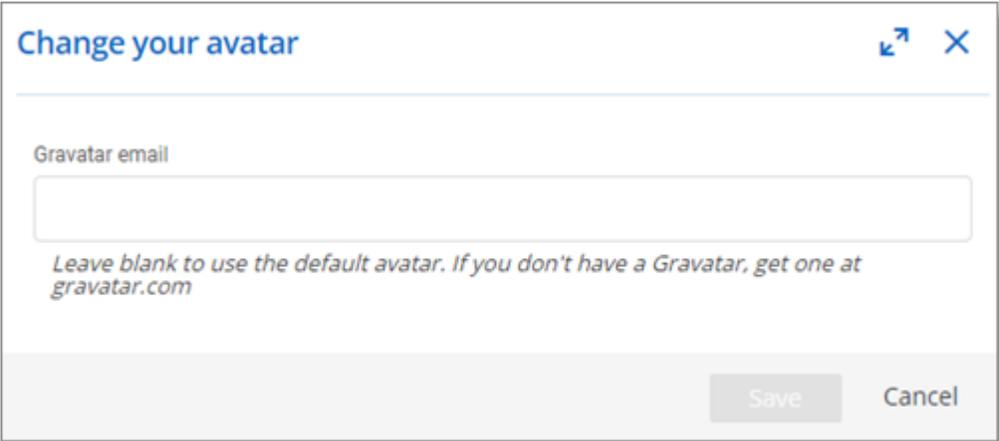
DESCRIPTION

The default user avatar in Devolutions Server is the user initials.



The use of an avatar, other than the initials, is only available when the option is enabled in **Administration - Server Settings - Features - Enable Gravatar**.

Users can change the avatar and use an image uploaded at [Gravatar](#) by entering the email associated with the Gravatar account.



Change your avatar

Gravatar email

Leave blank to use the default avatar. If you don't have a Gravatar, get one at gravatar.com

Save Cancel

Change your avatar

5.2.3 Change Password

DESCRIPTION

Allow users to modify their password for authenticating on Devolutions Server.



Feature only available with Devolutions Server custom account authentication method. Please see [Authentication](#) for more information.

Change your password

Change your password

Current password

New password

Confirm Password

Change password Cancel

Change your password

5.2.4 Settings

DESCRIPTION

In the **Settings** section, modify the user web interface elements.

Settings

Landing page
Dashboard

Launch connection with
Default

Grid page size
10

Date and time format
Default

Use vault image in tree view

Disable vault dashboard overview

Theme
Default

Save Cancel

User Interface Settings

Option	Description
Landing page	Choose the home page after sign on: <ul style="list-style-type: none">• Dashboard• Vault• User Vault

Option	Description
	<ul style="list-style-type: none">• Reports• Administration• Privileged Access
Launch connection with	Choose the application that opens remote connections: <ul style="list-style-type: none">• Default: Devolutions Launcher• Remote Desktop Manager• Devolutions Launcher
Grid page size	Choose the number of rows displayed in lists (e.g., reports) <ul style="list-style-type: none">• 10• 20• 50
Date and time format	Choose a format: <ul style="list-style-type: none">• Default: month/day/year• US• Custom
Use vault image in tree view	Enable to view the vaults images in the navigation pane.
Disable vault dashboard overview	Disable the vaults default dashboard view.
Theme	Choose a color theme:

Option	Description
	<ul style="list-style-type: none">• Default: machine's theme• Light• Dark

5.2.5 User Information

DESCRIPTION

Display the *User Information* rights and permission configuration.

User Information

GENERAL

Database User	bob@windjammer.loc
Description	Bob Anderson
Administrator	Yes
Allow offline mode	Yes
Allow drag-and-drop	Yes
Is Two Factor Configured	No
Emergency Code Authentication	Yes

ENTRIES

 Close

User Information

5.2.6 User Subscriptions

DESCRIPTION

Manage the **User Subscriptions** to entries notification settings.



An email is required to be saved in your [Account](#) for this feature to be available.

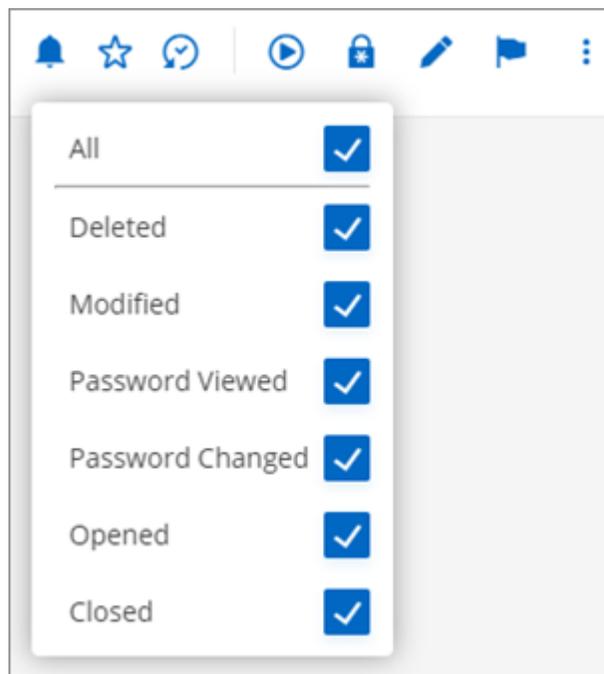
Entry ↑↓	Actions ↑↓	Modified On ↑↓
AD Sync With Folder	<ul style="list-style-type: none">- Deleted- Modified- Password Viewed- Password Changed- Opened- Closed	

<< 1 >>

User Subscriptions

To enable a notification;

1. Select an entry.
2. Click on the bell icon to open the menu.
3. Select from the list the actions requiring notification from this specific entry.

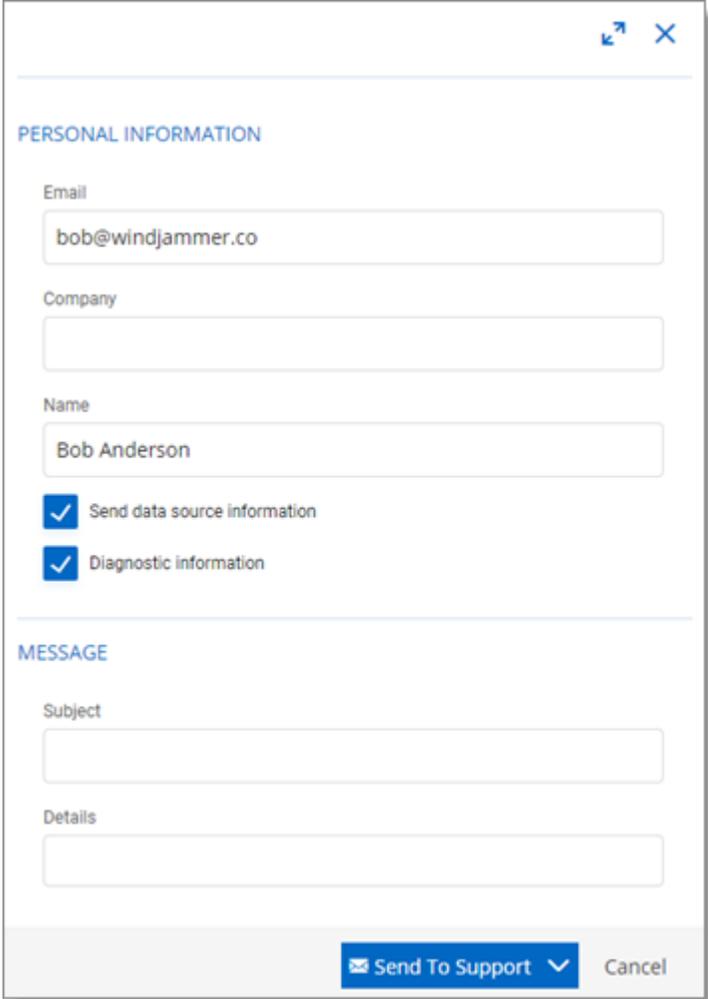


Notification

5.2.7 Submit a Support Ticket

DESCRIPTION

Submit the **Data Source** and **Diagnostic information**, by email, to the Devolutions Support team for assistance.



The screenshot shows a dialog box for submitting a support ticket. It is divided into two main sections: 'PERSONAL INFORMATION' and 'MESSAGE'. In the 'PERSONAL INFORMATION' section, there are input fields for 'Email' (containing 'bob@windjammer.co'), 'Company', and 'Name' (containing 'Bob Anderson'). Below these are two checked checkboxes: 'Send data source information' and 'Diagnostic information'. The 'MESSAGE' section has 'Subject' and 'Details' text areas. At the bottom, there is a blue button labeled 'Send To Support' with a dropdown arrow and a 'Cancel' button.

Submit a Support Ticket

To **Download the Zip** report of the information, click the arrow next to the **Send to Support** button.

5.3 Vaults

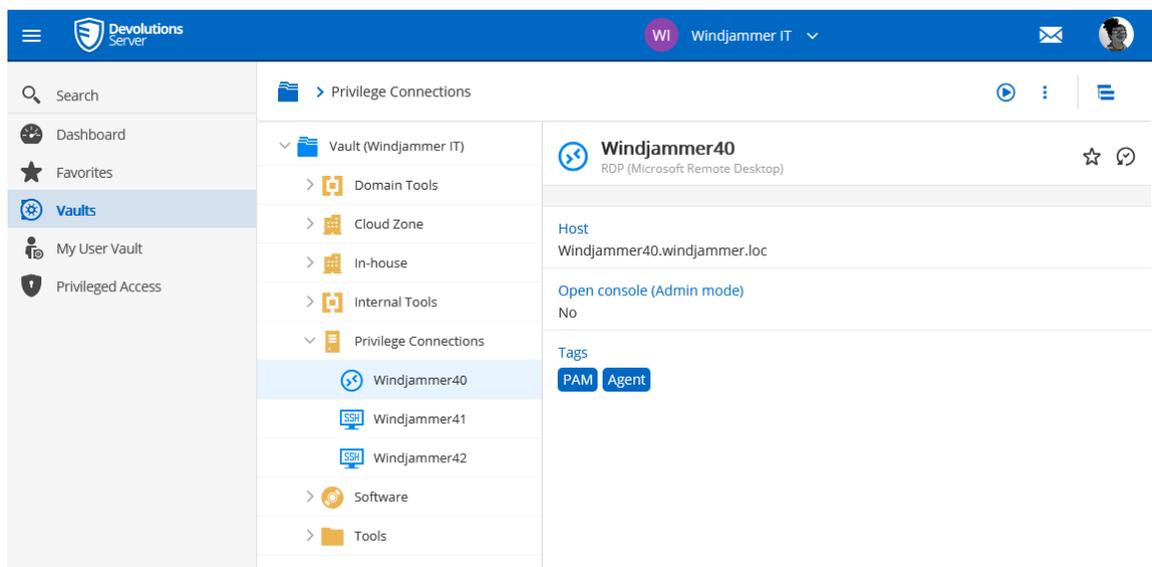
DESCRIPTION

The **Vaults** allows the users to [create entries](#) and manage the content of the data source. Vaults are containers that divide the data source into multiple compartments.

We recommend using vaults for improved organization and security. Vaults also help performance as they limit the amount of entries that load at once.

Vaults are divided in two parts:

- The **Navigation Pane** (left) lists the entries available in the data source (current Vault).
- The **Content Area** (right) displays information regarding the selected entry.

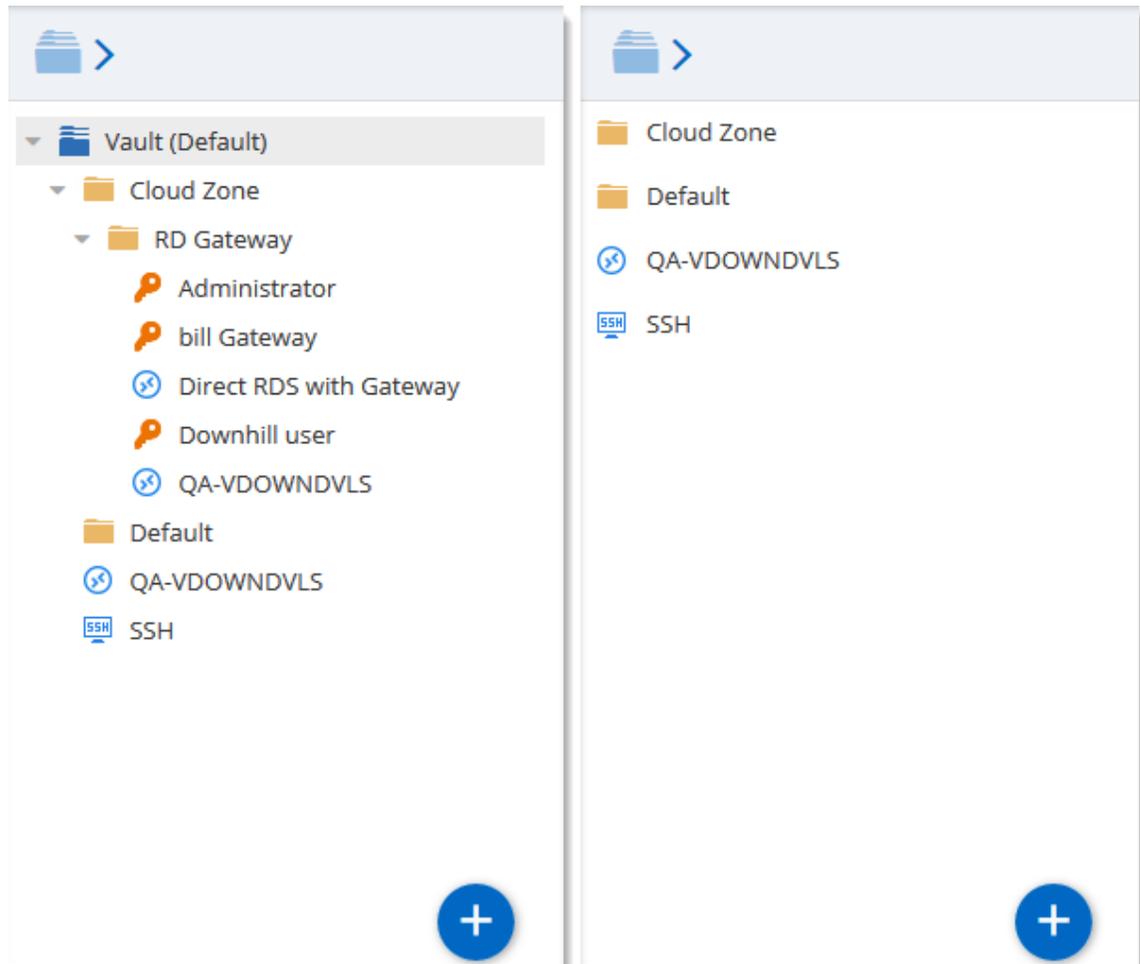


Vaults

NAVIGATION PANE

The **Navigation Pane** displays the entries available to the user. The **Navigation Pane** can display entries in two different manners:

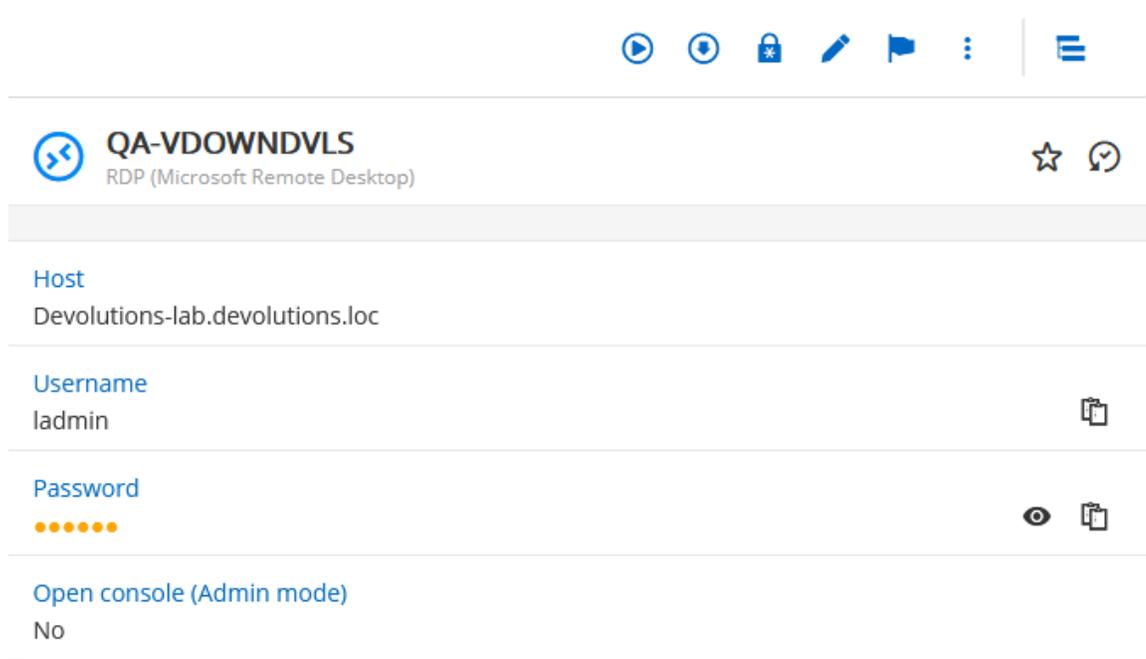
- **Tree View**
- **List View**



Navigation Pane - Tree View (left), List View (right)

DASHBOARD

The **Content Area** displays various information regarding the selected entry.



The screenshot shows the Devolutions web interface for a session named 'QA-VDOWNDVLS'. At the top, there is a toolbar with icons for play, refresh, lock, edit, status, and a menu. Below the toolbar, the session name 'QA-VDOWNDVLS' is displayed with a sub-label 'RDP (Microsoft Remote Desktop)'. To the right of the session name are a star icon and a refresh icon. The main content area is divided into sections: 'Host' with the value 'Devolutions-lab.devolutions.loc', 'Username' with the value 'ladmin' and a copy icon, 'Password' with a masked password '●●●●●●' and icons for view and copy, and 'Open console (Admin mode)' with the value 'No'.

Entry Overview

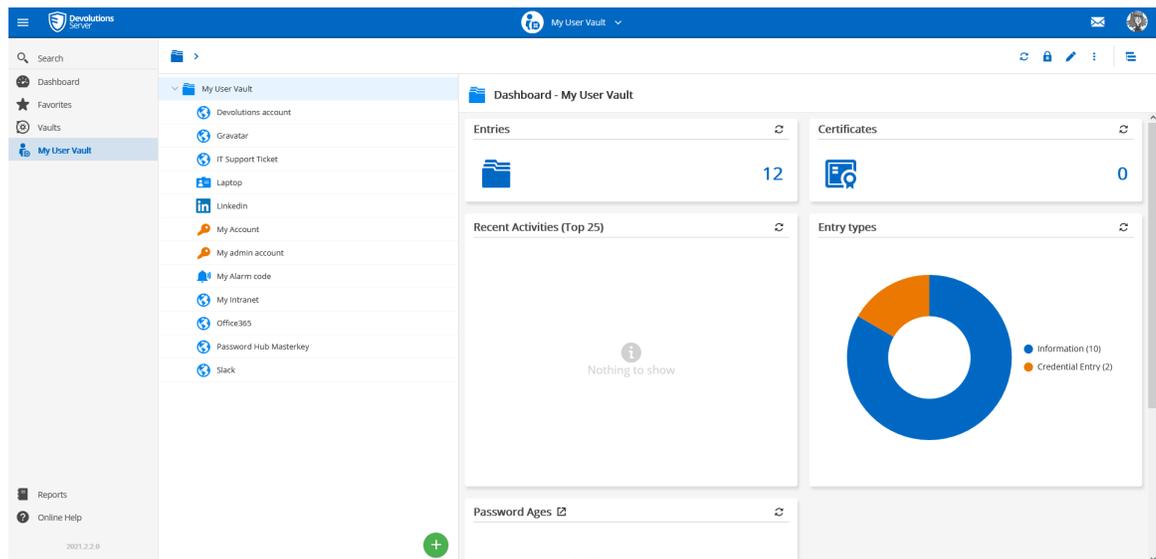
Option	Description
Open ▶	Open the session (Devolutions Launcher required).
Check Out 🔄	Check Out the session.
View Password 🔒	View the password of the selected entry.
Properties ✎	Edit the properties of the selected entry.
Status 🚩	Edit the status of the selected entry.
More ⋮	Display more options for the selected entry. <ul style="list-style-type: none"> • User Specific Settings • Save as Template • View Password History

Option	Description
	<ul style="list-style-type: none"> • Delete
Add to Favorites ☆	Add the selected entry to favorites.
Statistics 🔄	Hover the icon to view who has created/modified the entry.
View Password 👁	Display the password of the selected entry.
Copy to clipboard 📄	Copy the field of the selected entry (Usually Username or Password).

5.3.1 My User Vault

DESCRIPTION

The **User Vault** is a user centric **Vault** used to store private information, credentials and passwords. It allows each user to have their very own **User Vault**. The **User Vault** prevents users from using a non-secure tool to manage their personal passwords at work.



User Vault

5.3.2 Entries

DESCRIPTION

Manage, import, organize and save all your data with **Entries** and **Folders** in your Devolutions Server.

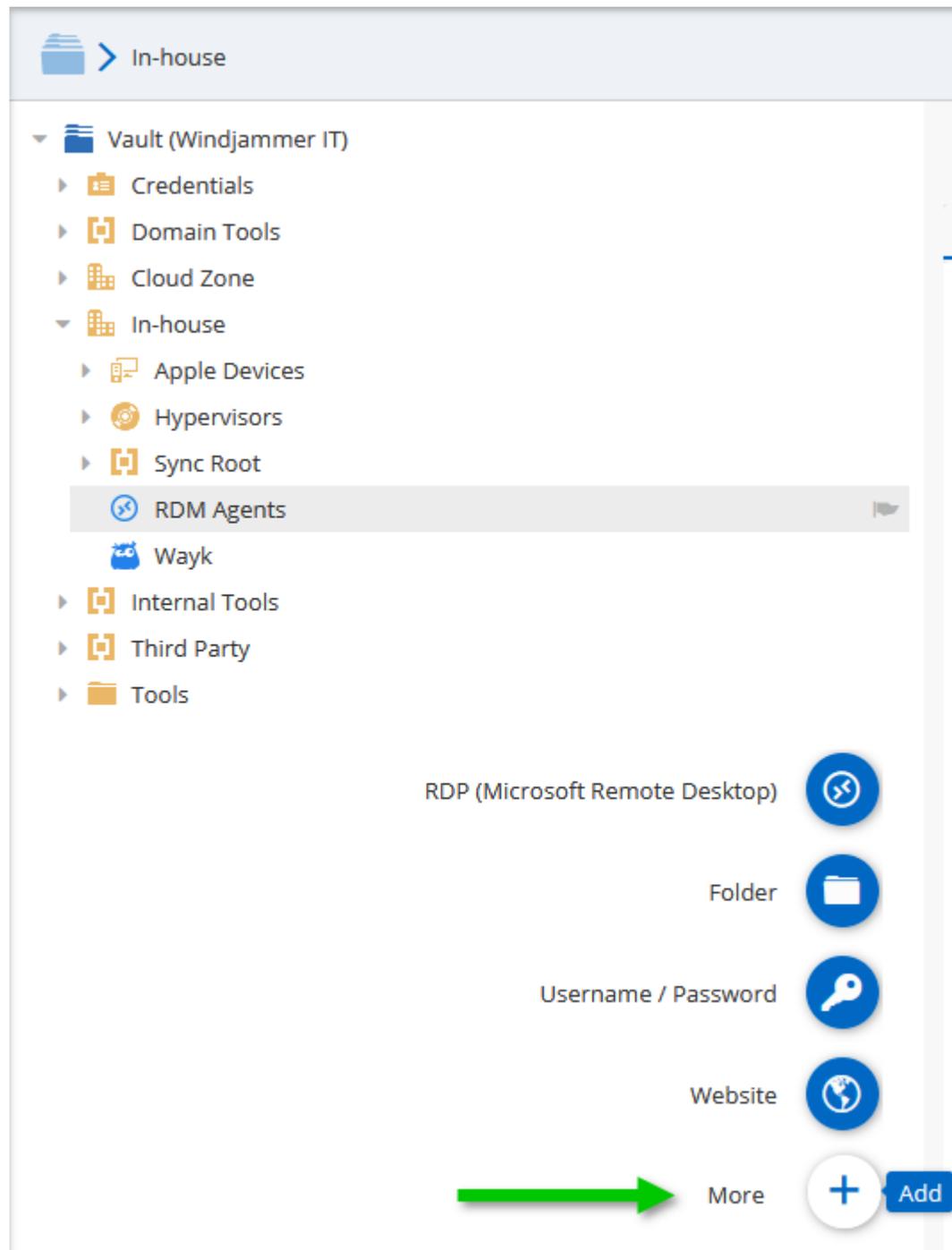
5.3.2.1 Create a New Entry

DESCRIPTION

Every item you see in your Vault and User Vault is an **Entry**. There are many type of entries that can be created directly in Devolutions Server web interface.

CREATING A NEW ENTRY

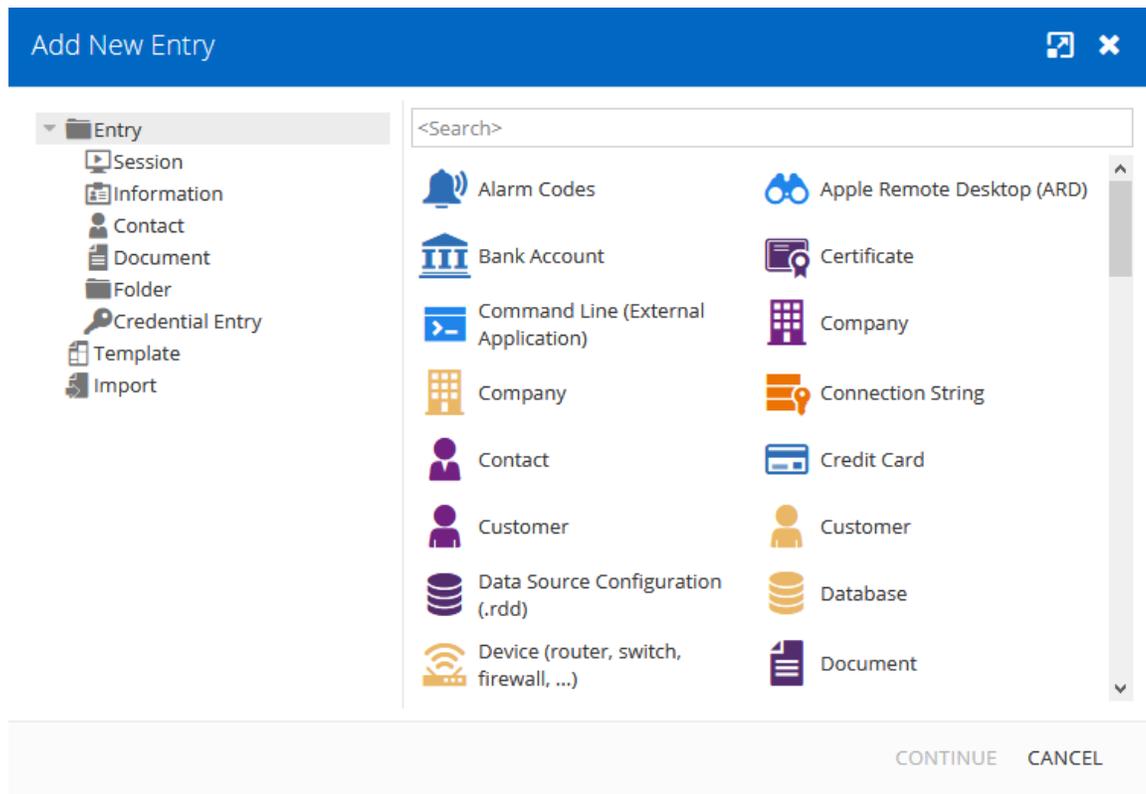
To create a new entry go in the Vaults page or User Vault page and then click on the **Add** button to create a new entry.



Add a new Entry

Moving the mouse over the **Add** button will display a list of shortcuts for common entries.

Entries come in various types, all serving different purposes for your convenience.



New Entry

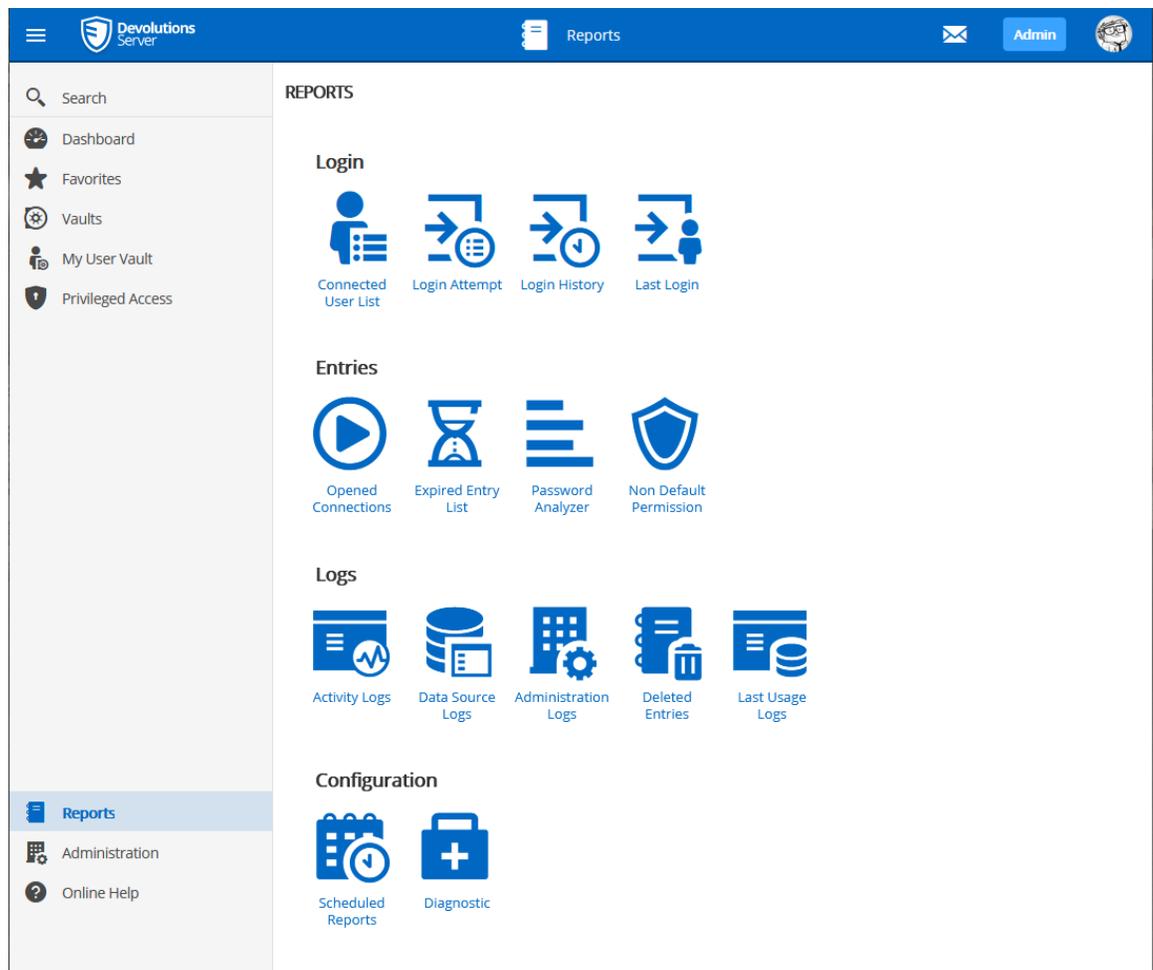
Option	Description
Session	Session type entries are used for connections.
Information	Information type entries are used to store all sorts of data, both sensitive or not.
Contact	Contact type entries are used to store information about particular individuals.
Document	Document type entries are used to store external files.
Folder	Folder entries are used to help you customize and compartmentalize your entries.
Credential Entry	Credential entries are used to store all sorts of credentials.

5.4 Reports

DESCRIPTION

The **Reports** is only available for administrators. It allows the administrator to consult different reports.

REPORTS



Reports

Login	Description
Connected User List	This displays the users that are currently connected to the Devolutions Server data source.
Login Attempt	This lists all unsuccessful logins to the Devolutions Server data source.
Login History	This displays the information of each user that has been connected to the Devolutions Server data source.
Last Login	This displays the last login information for each user per platform.
Entries	Description
Opened Connections	This lists all connections that are currently opened by users.
Expired Entry List	This displays the entries that are expired or should expire in the future.
Password Analyzer	This lists all entries containing encrypted passwords and displays their Strength.
Non Default Permission	This lists all permissions per vault.
Logs	Description
Activity Logs	The displays the information about session activity.
Data Sources Logs	This displays the logs of the Devolutions Server data source.
Administration Logs	This displays the Admin logs of the Devolutions Server data source.

Login	Description
Deleted Entries	This lists every entries deleted in the data source.
Last Usage Logs	This displays the time of the last modification of the entries.
Configuration	Description
Scheduling Reports	With this feature, you can set dates, filters and various customized settings to schedule recurring reports over any desire period.
Diagnostic	This will present a data source diagnostic report.

REPORT CUSTOMIZATION

Most of the reports available can be customized. It is possible to filter or sort the data, set the time interval or even export the report in a .CSV file.

FILTERING AND SORTING

Following the column title, the **sort button** offers to sort columns.

REPORTS > LOGIN HISTORY

Filter: Platform: Select Source: Select Authentication type: Select Last 7 Days

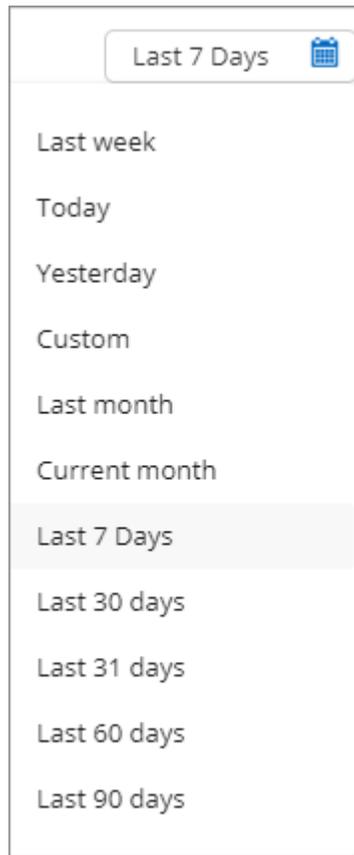
User	Creation Date	Last update date	Token expiration d...	Source	Platform	Version	Authentication Type
maurice@windjam...	8/23/2021 14:26	8/23/2021 14:26	8/24/2021 14:26	Web	Web	2021.2.2.0	Domain
maurice@windjam...	8/23/2021 13:49	8/23/2021 13:49	8/23/2021 14:26	Web	Web	2021.2.2.0	Domain
ellen@windjamme...	8/23/2021 13:40	8/23/2021 13:40	8/23/2021 13:49	Web	Web	2021.2.2.0	Domain
ellen@windjamme...	8/20/2021 15:22	8/20/2021 15:22	8/21/2021 15:22	Web	Web	2021.2.2.0	Domain
ellen@windjamme...	8/20/2021 15:15	8/20/2021 15:15	8/20/2021 15:22	Web	Web	2021.2.2.0	Domain
kelly@windjammer...	8/20/2021 15:15	8/20/2021 15:15	8/20/2021 15:15	Web	Web	2021.2.2.0	Domain
kelly@windjammer...	8/20/2021 15:15	8/20/2021 15:15	8/20/2021 15:15	Web	Web	2021.2.2.0	Domain
kelly@windjammer...	8/20/2021 15:10	8/20/2021 15:10	8/20/2021 15:15	Web	Web	2021.2.2.0	Domain
maurice@windjam...	8/20/2021 12:02	8/20/2021 12:02	8/20/2021 15:10	Web	Web	2021.2.2.0	Domain
kelly@windjammer...	8/20/2021 11:35	8/20/2021 11:35	8/20/2021 12:02	Web	Web	2021.2.2.0	Domain

10 << 1 2 3 >> 30 Results

Filtering and Sorting Reports

TIME INTERVAL

Select the **Time Interval** on which the report will be based on.



Time Interval button

5.4.1 Configuration

5.4.1.1 Scheduling Reports

DESCRIPTION

The Scheduled Reports will generate a report and send it by email to any selected user accounts. It could be an on demand report or a recurrent report based on a schedule (daily, weekly, monthly, yearly).

SETTINGS

The screenshot displays the 'Reports > SCHEDULED REPORTS' page in the Devolutions Server web interface. The main content is a calendar for August 2021. Most days in the calendar are marked with a red box containing the text '10:44a Expired'. A sidebar on the left provides navigation to various system components. On the right, a panel titled 'NEXT REPORTS TO RUN' shows a report that has expired, with a timestamp of 'a month ago 10:44am' and a link to view the 'Expired Entry List'.

Reports - Scheduling Reports

To create a new Scheduling Report, click on the Add button.

Event ↗ ✕

REPORT

General •

Activity Log ▼

Run report as an administrator

Recipients

Choose ▼ 👤 Me

Email Address

Title •

Start date/time •

08/27/2021 📅 00:00 🕒

Do not send when the report is empty

Save Cancel

Scheduling Report creation

Event

FILTER

Date
Last 7 Days

Message
Select

Vault
All vaults

Filter

RECURRENCE

Recurrence
None

Save Cancel

Scheduling Report creation

OPTIONS

The following options may vary according to the selected report.

General Option	Description
General	Select the report type that will be generated. These reports are available to be generated according to the chosen schedule.

General Option	Description
	<ul style="list-style-type: none"> • Administration Log • Activity Log • Data Source Log • Expired Entry List • Login Attempts • Login History • Last Login
Run report as an administrator	Will run the report with administrator privileges.
Recipients	Select all user accounts that will receive the report.
Email Address	If Run report as an administrator is enabled, a custom email address must be provided.
Title	Set the title of the report.
Start	Set the date and time when the report will be created.
Do not send when the report is empty	The report will not be sent to the recipients if the report contains no data.

FILTER OPTIONS

The filters available will depend on the selected report.

RECURRENCE OPTIONS

Option	Description
Recurrence	None, Daily, Weekly, Monthly, Yearly
Every ...	Set the the number for the recurrence.
End	<p>Set when the scheduled report will terminate.</p> <ul style="list-style-type: none">• End by Set this option and the date to stop the report at a specific moment.• End after Set this option to run this report a specific number of times.• No end date Set this option to get the report running indefinitely.

5.4.1.2 Diagnostic

DESCRIPTION

The Diagnostic report contains information such as the Devolutions Server and database version, the number of entries, the size of the data, etc. This report could be useful for troubleshooting or simply as an indication of your Devolutions Server content.

The screenshot shows the 'Reports - Diagnostic' page in the Devolutions Server interface. The page is divided into a left sidebar with navigation options and a main content area. The main content area displays a 'Data Source' section with a table of server information.

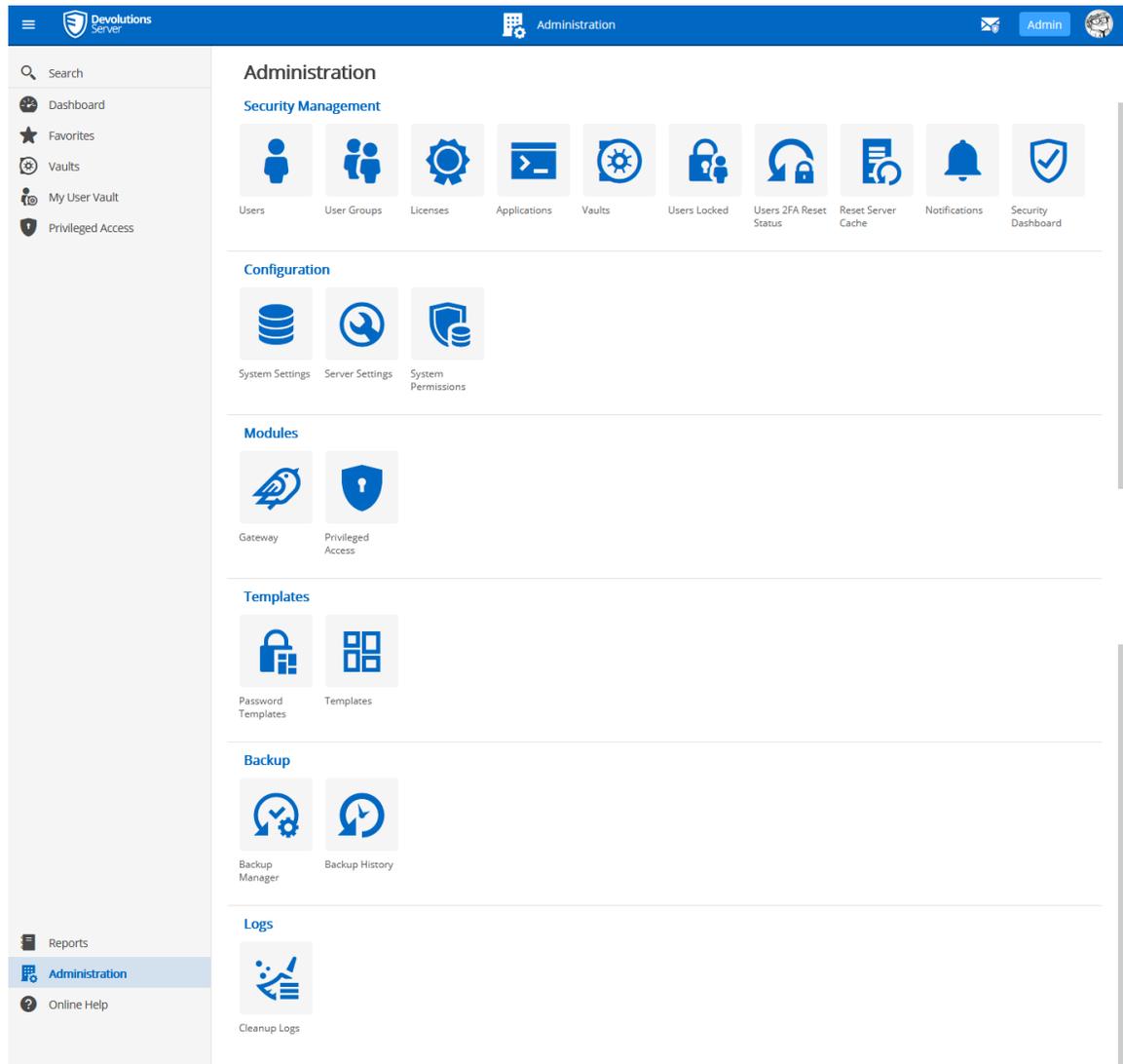
DATA SOURCE	
Server Name	new showcase
Server Information	Please do not modify this with permissions
Server Version	2021.2.2.0
Database Version	698
DNS Name	
Entries Size	380.5 kB
Settings Size	2.7 kB
User Specific Settings Size	0
Connection Protocol	https
Allow Connection States	Yes
Create read-only user	No
Only from this AD group	Vault - All Users
Vaults	7
entries	300
Items	300

Reports - Diagnostic

5.5 Administration

DESCRIPTION

The **Administration** section is only available for administrators. Here you can find the various necessities to probably manage and customize your settings, ranging from security to the Backup system.



Administration

5.5.1 Security Management

5.5.1.1 Users

DESCRIPTION

Users is where you can create, import and manage users. To access the user management, navigate to **Administration – Users**. Click on a user to configure specific settings and permissions.

SETTINGS

ADMINISTRATION > USERS +  

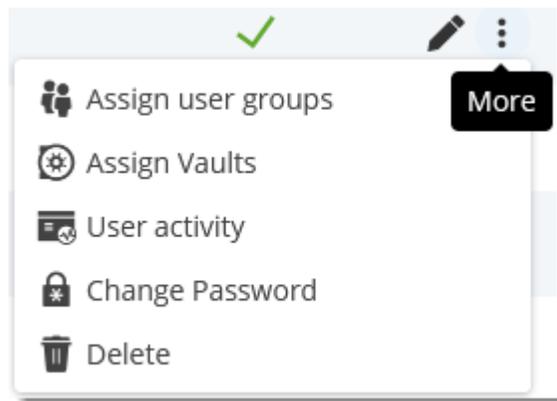
Filter Authentication type User type Is enabled

	Username ↓	Full name ↑	Authentication Typ...	User Type ↑	Last Login ↑	Is enabled ↑	
	Ted@downhillpro...	Ted O365	Office 365/Azure AD	User	3 years ago	✓	 
	phil@windjammer...	Phil Taylor	Domain	Administrator	a year ago	✓	 
	maurice@windjam...	Maurice Moss	Domain	Administrator	a minute ago	✓	 
	kelly@windjamme...	Kelly Slater	Domain	User	a month ago	✓	 
	ellen@windjamme...	Ellen Ross	Domain	User	23 days ago	✓	 
	ellen@downhillpr...	Ellen Ross O365	Office 365/Azure AD	User	3 years ago	✓	 
	bob@windjammer...	Bob Anderson	Domain	Administrator	13 days ago	✓	 
	Bill@downhillpro.x...		Office 365/Azure AD	User		✓	 
	allan@windjamme...	Allan Brewer	Domain	User	3 years ago	✗	 

Administration - Users

GLOBAL OPTIONS

Option	Description
	Add a user.
	Import users from LDAP or Azure.
	Refresh users list.



USER OPTIONS

Option	Description
	Edit user settings.
	Assign custom user groups to user account.
	Assign vaults to the user account.
	See user activity report.
	Change password for Custom accounts only.
	Delete user.

5.5.1.1.1 General

DESCRIPTION

Edit user
↗ ✕

General

Information

User Groups (4/13)

Application Access

Vaults (1/7)

Settings

Domain Informations

GENERAL

Authentication type

Domain

Username ●

User type

User license type

Enabled

Must change password at next logon

INFORMATION

First name

Last name

Email

Language

Edit Users - General

Option	Description
Authentication type	<p>Select the user's authentication type:</p> <ul style="list-style-type: none"> • Custom (Devolutions): create a user in Devolutions Server without creating an SQL login. • Domain : authenticate using the Active Directory user account. • Office365/Azure AD : authenticate using the Azure AD user account.

Option	Description
User (required)	User login name.
User type	Choose the user type: <ul style="list-style-type: none">• Administrator: grant full administrative rights to the user.• Read only user: grant only the View access to the user.• Restricted user: select which rights to grant to the user.• User: grant all basic rights to the user (Add, Edit, Delete).
User license type	Select the type of the license that the user has: <ul style="list-style-type: none">• Default: Connection Management.• Connection Management: for users who open remote connections.• Password Management: for users who only use Devolutions Server as a password manager.
Enabled	Check to activate the user.
Must change password at next logon	Check to force the user to change the password next time they log on.
First name	Enter the user's first name.
Last name	Enter the user's last name.
Email (required)	Enter the user's email address.

Option	Description
Langage	Language of the user's web interface.

5.5.1.1.2 Information

DESCRIPTION

The **Information** section is for optional information.

Edit user
↗ ×

- General
- Information**
- User Groups (4/12)
- Application Access
- Vaults (1/7)
- Settings
- Domain Information

INFORMATION

Company

Job title

Department

Gravatar email

ADDRESS

Address

State

Country

PHONE

Phone

Work

Mobile

Fax

Edit User - Information

5.5.1.1.3 Two Factor

DESCRIPTION

If you set two-factor authentication as [optional per user in Devolutions Server Settings](#), you then need to configure which 2FA method to use.

SETTINGS

1. Select the users 2FA **Type** from the list.

The screenshot shows the 'Edit user' dialog box with the 'Two Factor' tab selected. The 'Type' dropdown menu is open, displaying the following options: None (current), Authenticator (TOTP), Yubikey, SMS, Duo, and Radius. The 'None (current)' option is highlighted. The dialog box includes a sidebar with navigation options: General, Information, Two Factor, User Groups (4/12), Application Access, Vaults (1/7), Settings, and Domain Information. At the bottom right, there are 'Update' and 'Cancel' buttons.

Edit User - Two Factor

2. Choose if you **(a)** want the user to configure the 2FA next time they log in or **(b)** complete the set up now.

Edit user

- General
- Information
- Two Factor**
- User Groups (4/12)
- Application Access
- Vaults (1/7)
- Settings
- Domain Information

TWO FACTOR

Type
Authenticator (TOTP) ▼

Configure later by user A



Download
Setup

1. Scan this QR code with your mobile app or use the key and account name below to setup your account.



Key
GFYWSMRRLJEGQ6RU

Account name
B kelly@windjammer.loc

2. Submit the code given to you after scanning.

Validation code

Edit User - Two Factor

5.5.1.1.4 User Groups

DESCRIPTION

Assign users to a **User Groups**.

Edit user
↶ ↷ ✕

- General
- Information
- Two Factor
- User Groups (5/12)
- Application Access
- Vaults (1/7)
- Settings
- Domain Information

USER GROUPS (5/12)

Name ↑	Description ↑↓	Type ↑↓	i	☐
Show-IT Corp	Azure/Office365	Office 365		☐
WINDJAMMER\...		Active Directory		☐
WINDJAMMER\...		Active Directory		☐
WINDJAMMER\...	Members of thi...	Active Directory		☐
WINDJAMMER\...	Service Desk St...	Active Directory		☑
WINDJAMMER\...	The ones with t...	Active Directory		☐
WINDJAMMER\...	CAL Non-IT Users	Active Directory		☐
WINDJAMMER\...	To grant access...	Active Directory		☑
WINDJAMMER\...	To grant access...	Active Directory		☑
WINDJAMMER\...	Groups from IT ...	Active Directory		☑
WINDJAMMER\...	Password Vault ...	Custom		☑

Update
Cancel

Edit User - User Groups

Option	Description
User Groups	Check the Is Member box to assign the user group to the user. Only custom user groups can be assigned. Consult User Groups topic for more information.

DESCRIPTION

Allow or deny the user access to different applications and companion tools:

Edit user

- General
- Information
- Two Factor
- User Groups (5/12)
- Application Access**
- Vaults (1/7)
- Settings
- Domain Information

ACCESS

Remote Desktop Manager
Allow

Devolutions Web Login
Allow

Devolutions Launcher
Allow

Web
Allow

Cli
Allow

Scripting
Allow

Workspace
Allow

TIME-BASED ACCESS

Days
Any day

Time
Any time

Time zone
(UTC-05:00) Eastern Time (US & Canada)

Update Cancel

Edit User - Applications

Option	Description
Remote Desktop Manager	Allow user to access Devolutions Server through Remote Desktop Manager.
Devolutions Web Login	Allow user to auto fill username and passwords on websites with Devolutions Web Login.
Devolutions Launcher	Allow user to open remote connections with Devolutions Launcher.
Web	Allow user to use Devolutions Server web interface.
Cli	Allow user to use the Cli.
Scripting	Allow user to connect through Devolutions Server PowerShell Module .
Workspace	Allow user to use the Workspace mobile application.

TIME-BASED ACCESS

Option	Description
Days	<p>Allow access to the instance according to one of these values:</p> <ul style="list-style-type: none">• Any day• Week days• Weekends• Custom

Option	Description
Time	Allow access to the instance according to the given possibilities: <ul style="list-style-type: none">• Any time• Custom

5.5.1.1.6 Vaults

DESCRIPTION

Select which **vaults** the user has access to.

For more information, please consult the [vaults](#) topic.

Edit user ↶ ✕

General
Information
Two Factor
User Groups (4/12)
Application Access
Vaults (1/7)
Settings
Domain Information

VAULTS (1/7)

Filter

	Name ↑	Description ↑↓	Allow
DP	Downhill Pro	Customer since 2015	<input type="checkbox"/>
T	Telemark	Customer since 2017	<input type="checkbox"/>
WC	Windjammer Corp	Password Vault for non-ad...	<input type="checkbox"/>
WD	Windjammer Default	Default Repository - Shortc...	<input type="checkbox"/>
WI	Windjammer IT	For the IT departement excl...	<input type="checkbox"/>
WM	Windjammer Marketing	Special entries Various	<input checked="" type="checkbox"/>
WQ	Windjammer QA	Sand box	<input type="checkbox"/>

Update Cancel

Edit User - Vaults

5.5.1.1.7 Settings

DESCRIPTION

Edit user ↗ ✕

General

Information

Two Factor

User Groups (4/12)

Application Access

Vaults (1/7)

Settings

Domain Information

SETTINGS

Offline mode

Read-only ▼

Disabled

Read-only

Read/write

Update Cancel

Edit User - Settings

Allow the user to enable [Offline Mode](#) on the data source. The data source also needs to be configured to permit offline mode. There are 3 modes available:

Option	Description
Disabled	No offline cache allowed for the user.
Read-only	A read-only cache. The user will not be able to edit data in the data source. This mode is allowed for Advanced Data Sources only.
Read/Write	An advanced cache, with change synchronization. This mode is allowed for Advanced Data Sources only.

5.5.1.1.8 Domain Information

DESCRIPTION

Provides the user's domain information.

The screenshot shows a web interface for editing a user. The title is 'Edit user'. On the left is a sidebar with menu items: General, Information, Two Factor, User Groups (4/12), Application Access, Vaults (1/7), Settings, and Domain Information (which is selected). The main area shows the 'Domain Information' section with two input fields: 'Domain' containing 'windjammer.loc' and 'SID' containing 'S-1-5-21-[redacted]-2170'. Below the SID field is a 'Find on domain' button. At the bottom right of the main area are 'Update' and 'Cancel' buttons.

OPTION	DESCRIPTION
Domain	User's domain name.
SID	User domain security identifier.

FIND ON DOMAIN

Display the detailed user domain account information.

Kelly Slater ×

Domain
windjammer.loc

Name
Kelly Slater

Distinguished name
CN=Kelly Slater,OU=Standard,OU=Users,OU=Global,OU=Domain Accounts,DC

SID
S-1-5-21- -2170

SAM Account Name
kelly

User Principal Name
kelly@windjammer.loc

Close

Domain user account information

5.5.1.2 User Groups

DESCRIPTION

User Groups is where you can create, import and manage groups. To access the user group management, navigate to **Administration – User Groups**. Click on a user group to configure specific settings.

ADMINISTRATION > USER GROUPS



Filter Type Is administrator

Name ↑↓	Description ↑↓	Type ↑↓	Is administrator ↑↓	
Show-Corporate	Azure/Office365	Office 365		
Show-IT Corp	Azure/Office365	Office 365		
WINDJAMMERHelp Desk		Active Directory		
WINDJAMMERVHR		Active Directory		
WINDJAMMERVAM Approvers	Members of this group can approv...	Active Directory	✓	
WINDJAMMERVService Desk	Service Desk Staff - IT Department	Active Directory		
WINDJAMMERVault - Admins	The ones with the Administrator pr...	Active Directory	✓	
WINDJAMMERVault - Corporate	CAL Non-IT Users	Active Directory		
WINDJAMMERVault - Downhill	To grant access to the Downhill re...	Active Directory		
WINDJAMMERVault - Telemark	To grant access to the Telemark re...	Active Directory		

10 ▾

<< 1 2 >>

12 Results

User Groups

5.5.1.2.1 General

DESCRIPTION

User Group
↗ ✕

General

Vaults (0/7)

Settings

Domain Information

Authentication type

Domain
▾

Domain

windjammer.loc

Name ●

WINDJAMMER\Service Desk

Description

Service Desk Staff - IT Department

Is administrator

Update
Cancel

User Group - General

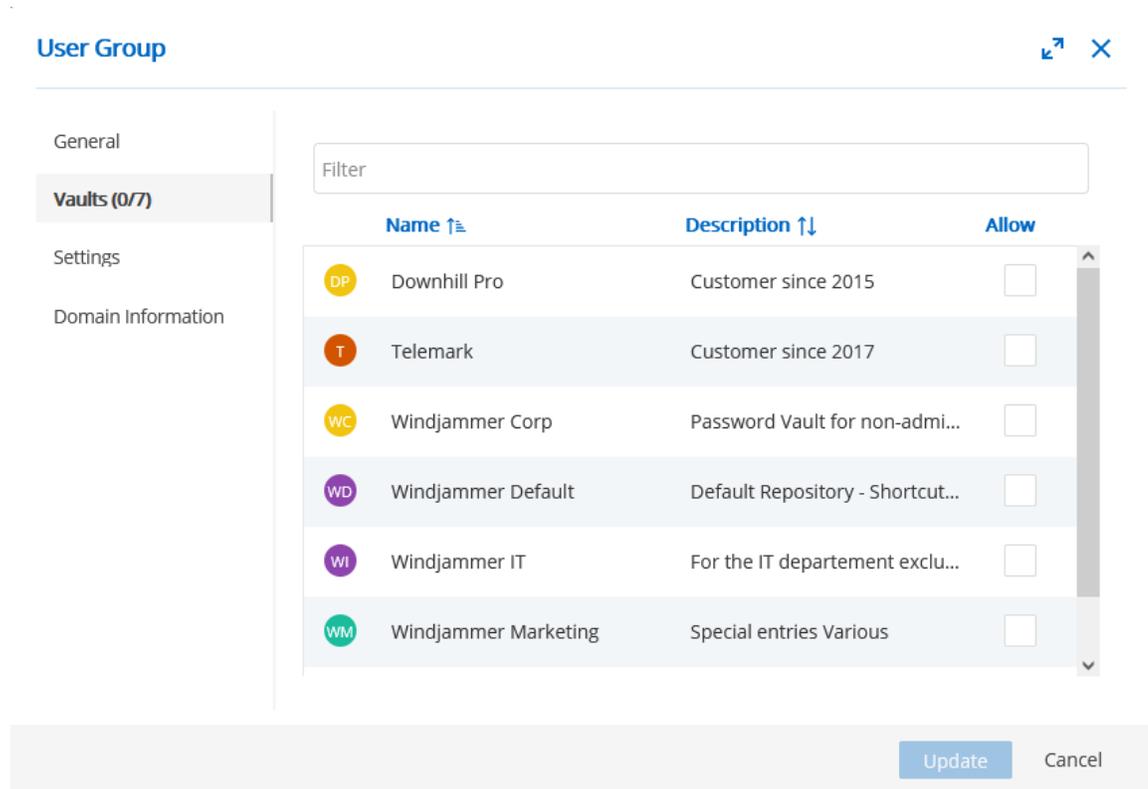
Option	Description
Authentication type	Select the user group's authentication type: <ul style="list-style-type: none"> • Custom (Devolutions): create a user group in Devolutions Server. • Domain : Active Directory group. • Office365/Azure AD : Azure AD group.
Domain	Name of the domain where the Active Directory group exist.
Name	Name of the user group.
Is administrator	When enabled, grant administrator rights to the members of the user group.

5.5.1.2.2 Vaults

DESCRIPTION

Select which **vaults** the user group has access to.

For more information, please consult the [vaults](#) topic.



User Group - Vaults

5.5.1.2.3 Settings

DESCRIPTION

Allow the user group to enable [Offline Mode](#) on the data source. The data source also needs to be configured to permit offline mode. There are 3 modes available.

The screenshot shows the 'User Group' settings dialog. On the left is a sidebar with 'Settings' selected. The main area shows the 'Offline mode' dropdown menu with 'Disabled' selected. Below the dropdown are 'Update' and 'Cancel' buttons.

User Groups - Settings

Option	Description
Disabled	No offline cache allowed for the user group.
Read-only	A read-only cache. The user group will not be able to edit data in the data source. This mode is allowed for Advanced Data Sources only.
Read/Write	An advanced cache, with change synchronization. This mode is allowed for Advanced Data Sources only.

5.5.1.2.4 Domain Information

DESCRIPTION

Provides the user group's domain information.

User Group ↶ ↷ ✕

- General
- Vaults (0/7)
- Settings
- Domain Information**

Domain

SID

Option	Description
Domain	User group's domain name.
SID	User group domain security identifier.

FIND ON DOMAIN

Display the detailed user group domain information.

Service Desk ✕

Domain

Name

Distinguished name

SID

Close

User Group Domain Information

5.5.1.3 Licenses

DESCRIPTION

Managing registration globally for all your users can be done with a license serial stored in Licenses section.

The screenshot shows the 'ADMINISTRATION > LICENSES' page. A table lists two licenses:

Product Name	Description	License	Is Active
CyberArk Integration	Module	DC[redacted]C2	<input checked="" type="checkbox"/>
Remote Desktop Manager	50 Users	YZV[redacted]F4	<input checked="" type="checkbox"/>

Navigation: << < 1 > >> 2 Results

Licenses

GENERAL

The 'Licenses - General' form includes the following fields and options:

- Assigned To:** A dropdown menu.
- GENERAL:**
 - License:** A text input field containing 'YZ[redacted]F4'.
 - Auto assign new users
- DETAILS:**
 - Remote Desktop Manager
 - Free upgrade until: 2022-09-30T19:59:59-04:00
 - 50 Users

Buttons: Add, Cancel

Licenses - General

Option	Description
License	License to be stored.

Option	Description
Auto assign new users	Will automatically assign the license key to every new user account.

ASSIGNED TO

Licenses ↗ ✕

General

Assigned To

Name	Description	Administrator	Has License	Assigned
allan@windj...	Allan Brewer			✓
Bill@downhil...				✓
bob@windja...	Bob Anderson	✓		✓
ellen@down...	Ellen Ross O...			✓
ellen@windj...	Ellen Ross			✓
kelly@windja...	Kelly Slater			✓
maurice@wi...	Maurice Moss	✓		✓

<< < 1 2 >>
11 Results

Available : 39
Assigned : 11

Licenses - Assigned to

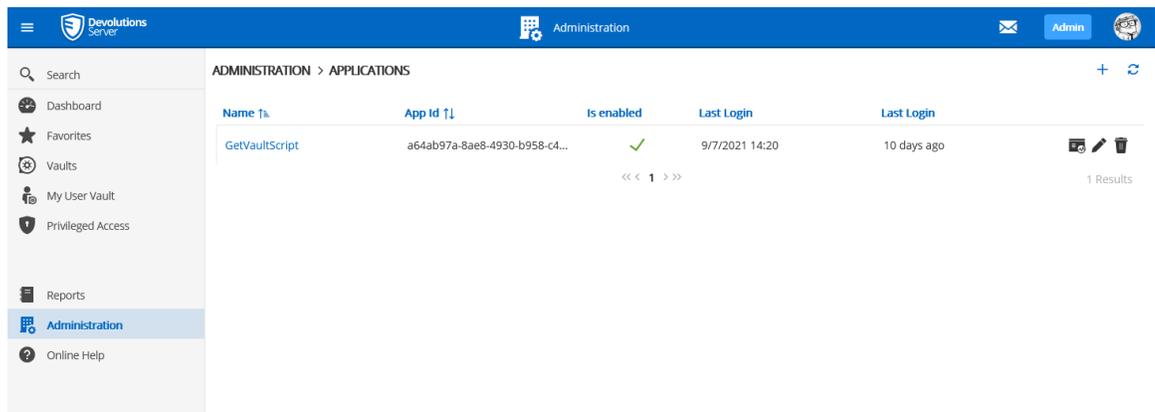
Option	Description
Filter	Filter the list based on the Name or Description column

Option	Description
Assign All	Assign the license to all accounts.
Assign Missing	Assign the license to accounts that are not already selected.
Clear All	Remove the license for all accounts.

5.5.1.4 Applications

DESCRIPTION

The Applications section will allow to create an application key to communicate with Devolutions Server through the [Devolutions Server PowerShell module](#).



Administration - Applications

Application
↶ ↷ ✕

General

Roles

Vaults

GENERAL

Copy the new Application Secret value. You won't be able to retrieve it once you leave this window.

Name •

Application key •

cb5add22-3ec1-47aa-ab9e-7490ab6c1940
📄

Application Secret •

EcyvdwD726PHaMLNtVnK2DAZ4LZyj2o2TWTByoxVziullwL4bj7oK55cEErBAi
📄

Enabled

Can save recordings

Add
Cancel

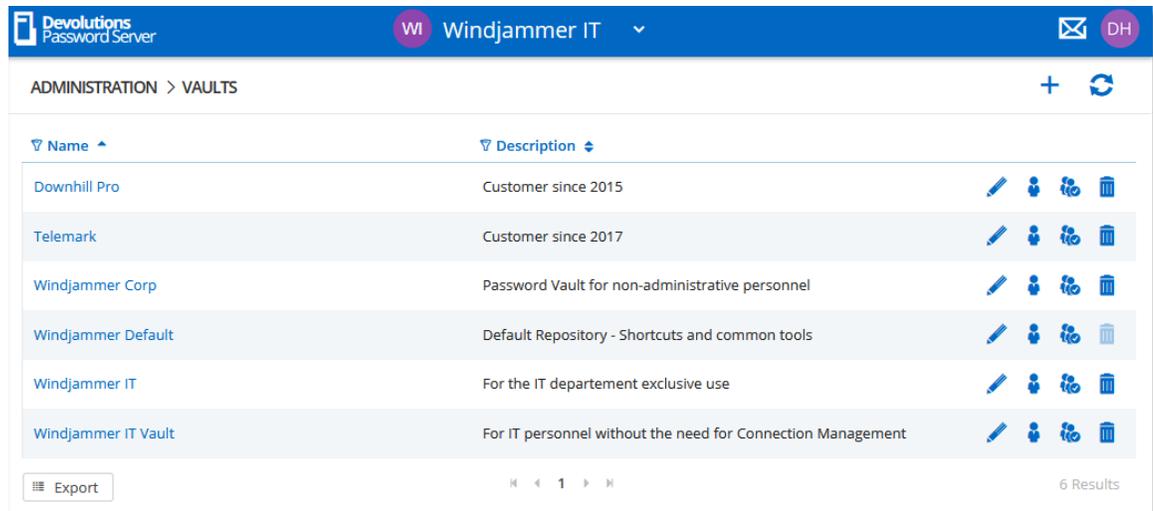
Administration - Applications - New Application

General	Description
Name	Display name of the Application key.
Application key	Application key to be use in the application to communicate with Devolutions Server instance.
Application Secret	Secret key to be use in combination with the Application key. Available only on Application key creation.
Enabled	Activate the Application key.
Can save recordings	Allow the Application key to save session's recordings.

5.5.1.5 Vaults

DESCRIPTION

The **Vaults** management allows to create and manage **Vaults**. To access the **Vaults** management, navigate to **Administration – Vaults**.



Name	Description	Actions
Downhill Pro	Customer since 2015	[Edit] [Add Users] [Refresh] [Delete]
Telemark	Customer since 2017	[Edit] [Add Users] [Refresh] [Delete]
Windjammer Corp	Password Vault for non-administrative personnel	[Edit] [Add Users] [Refresh] [Delete]
Windjammer Default	Default Repository - Shortcuts and common tools	[Edit] [Add Users] [Refresh] [Delete]
Windjammer IT	For the IT departement exclusive use	[Edit] [Add Users] [Refresh] [Delete]
Windjammer IT Vault	For IT personnel without the need for Connection Management	[Edit] [Add Users] [Refresh] [Delete]

Administration - Vaults

5.5.1.5.1 General

DESCRIPTION

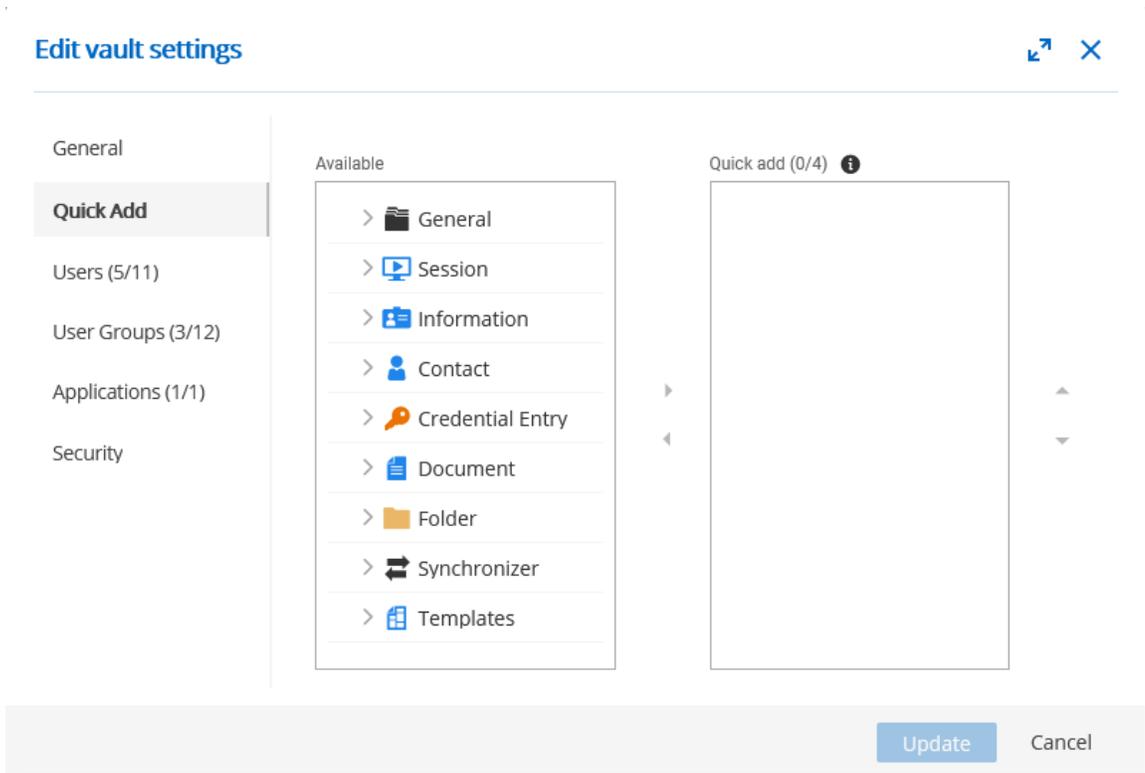
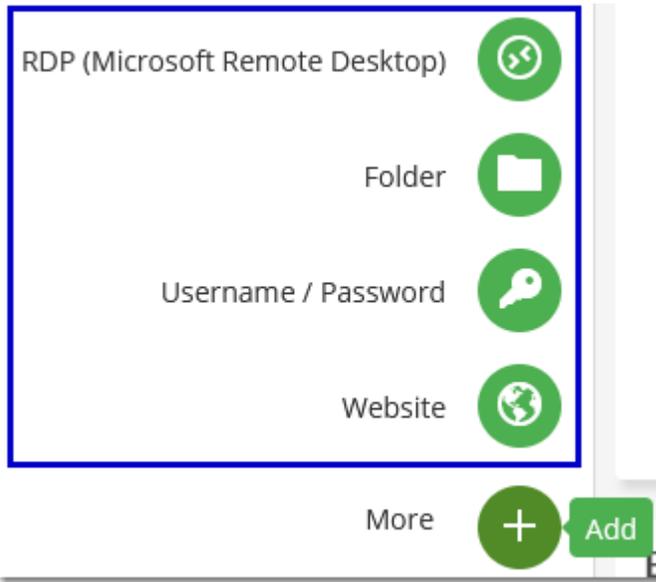
Vaults - General

Option	Description
Name	Vault's name.
Description	Vault's description.
Allow offline	Allow to have access to the vault in offline mode with Remote Desktop Manager. Please see the Offline mode topic for more information.

5.5.1.5.2 Quick Add

DESCRIPTION

Allow to customize the list of quick add buttons with preferred session types.



Vaults - Quick Add

Option	Description
Available	List of available session's types.

Option	Description
Quick add	List of the selected session's type that are available for the Quick add buttons.

5.5.1.5.3 Users

DESCRIPTION

Grant access to users on the vault.

Edit vault settings ↗ ✕

- General
- Quick Add
- Users (5/11)**
- User Groups (3/12)
- Applications (1/1)
- Security

Name	Description	Is administrator	Is Member
_admin		✓	<input checked="" type="checkbox"/>
_admin2			<input checked="" type="checkbox"/>
allan@windjamm...	Allan Brewer		<input type="checkbox"/>
Bill@downhillpro...			<input type="checkbox"/>
bob@windjamm...	Bob Anderson	✓	<input checked="" type="checkbox"/>
ellen@downhillpr...	Ellen Ross O365		<input type="checkbox"/>
ellen@windjamm...	Ellen Ross		<input type="checkbox"/>
kelly@windjamm...	Kelly Slater		<input type="checkbox"/>
maurice@windja...	Maurice Moss	✓	<input checked="" type="checkbox"/>

Update Cancel

Vaults - Users

Option	Description
Is member	Grant access to the user on the vault when enabled.

5.5.1.5.4 User Groups

DESCRIPTION

Grant access to user groups on the vault.

Edit vault settings ↗ ✕

	Name	Description	Is administrator	Is Member
General	Show-Corporate	Azure/Office365		<input type="checkbox"/>
Quick Add	Show-IT Corp	Azure/Office365		<input type="checkbox"/>
Users (5/11)	WINDJAMMER\H...			<input type="checkbox"/>
User Groups (3/12)	WINDJAMMER\HR			<input type="checkbox"/>
Applications (1/1)	WINDJAMMER\PA...	Members of this ...	✓	<input checked="" type="checkbox"/>
Security	WINDJAMMER\Se...	Service Desk Staf...		<input type="checkbox"/>
	WINDJAMMER\Va...	The ones with th...	✓	<input checked="" type="checkbox"/>
	WINDJAMMER\Va...	CAL Non-IT Users		<input type="checkbox"/>
	WINDJAMMER\Va...	To grant access t...		<input checked="" type="checkbox"/>

Update Cancel

Vaults - User Groups

Option	Description
Is member	Grant access to the user group on the vault when enabled.

5.5.1.5.5 Applications

DESCRIPTION

Grant access to applications on the vault.

Name	Application ID	Is Member
GetVaultScript	a64ab97a-8ae8-4930-b958-...	<input checked="" type="checkbox"/>

<< < 1 > >>

Update Cancel

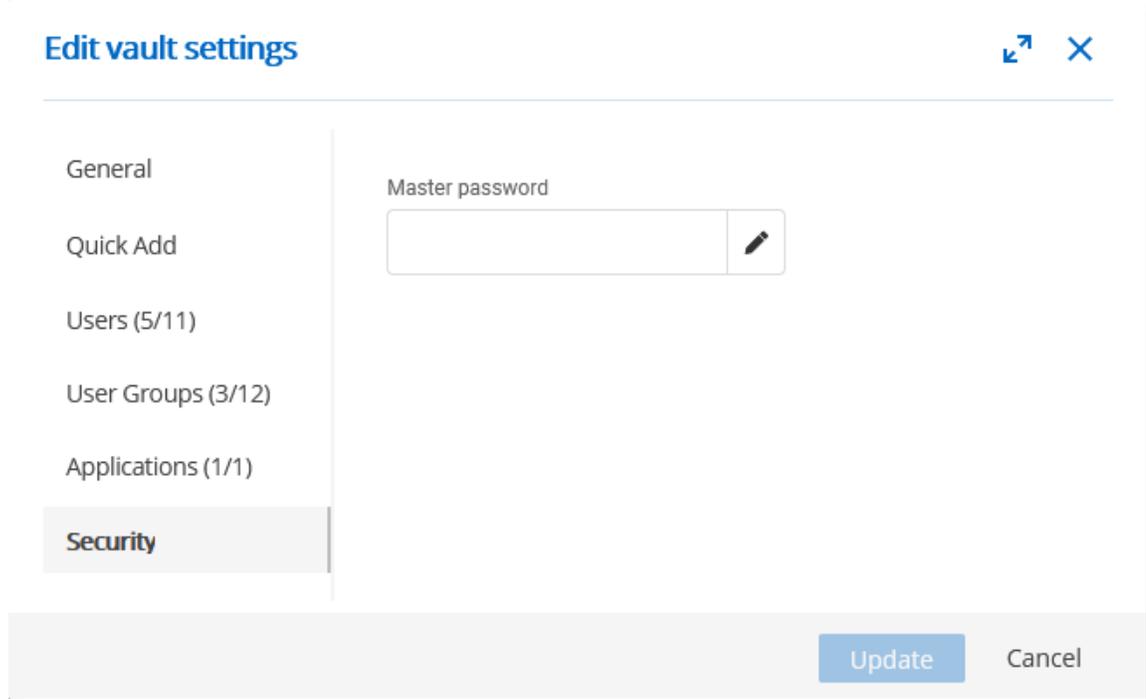
Vaults - Application

Option	Description
Is member	Grant access to the application on the vault when enabled.

5.5.1.5.6 Security

DESCRIPTION

Allow to protect the vault's modification from other administrator accounts.



The screenshot shows a web interface window titled "Edit vault settings" with a close button (X) and a refresh button (↶↷) in the top right corner. On the left, there is a sidebar menu with the following items: "General", "Quick Add", "Users (5/11)", "User Groups (3/12)", "Applications (1/1)", and "Security" (which is highlighted). The main content area is titled "Master password" and contains a text input field with a pencil icon to its right. At the bottom right of the dialog, there are two buttons: "Update" and "Cancel".

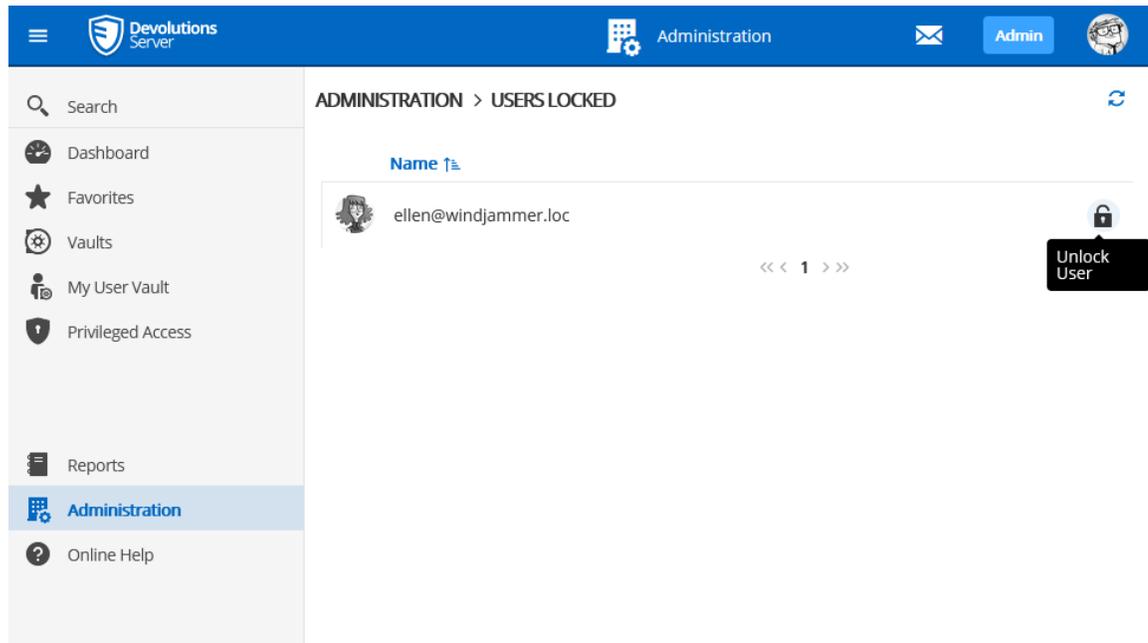
Vaults - Security

Option	Description
Master password	Master password to protect vault's modifications.

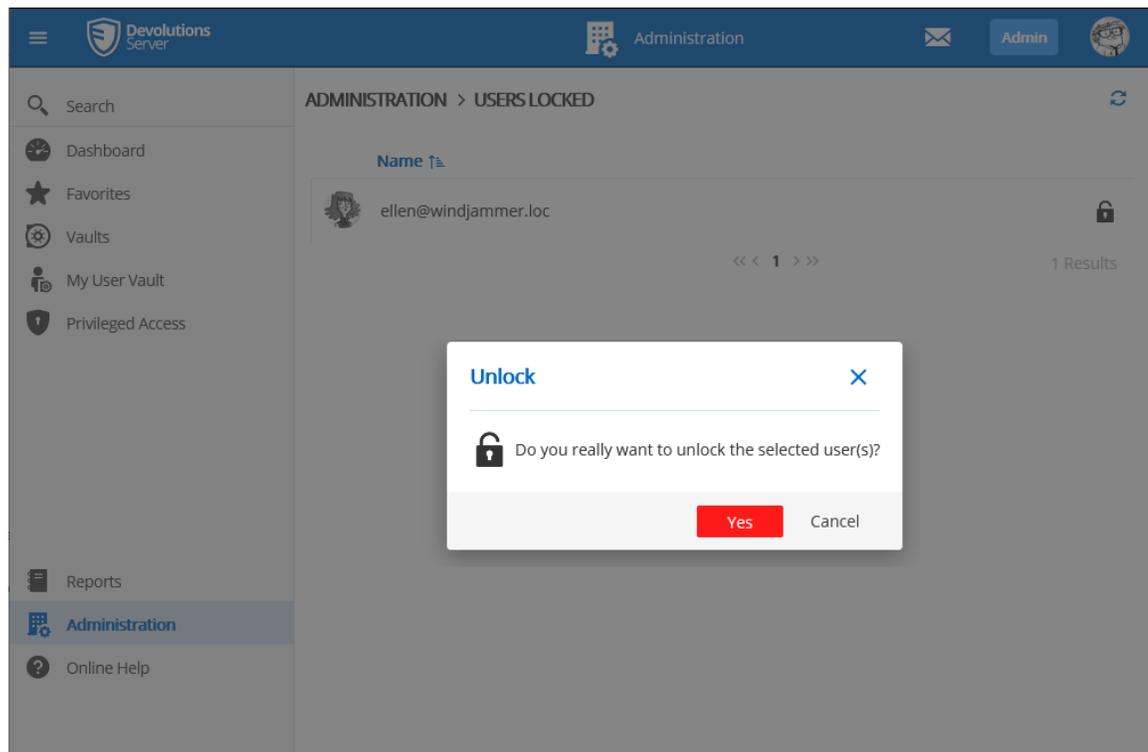
5.5.1.6 Users Locked

DESCRIPTION

The **Users Locked** allows to manage user accounts that has been locked after too many failed log in attempts. To access the **Users Locked** list, navigate to **Administration – Users Locked**.



Administration - Users Locked

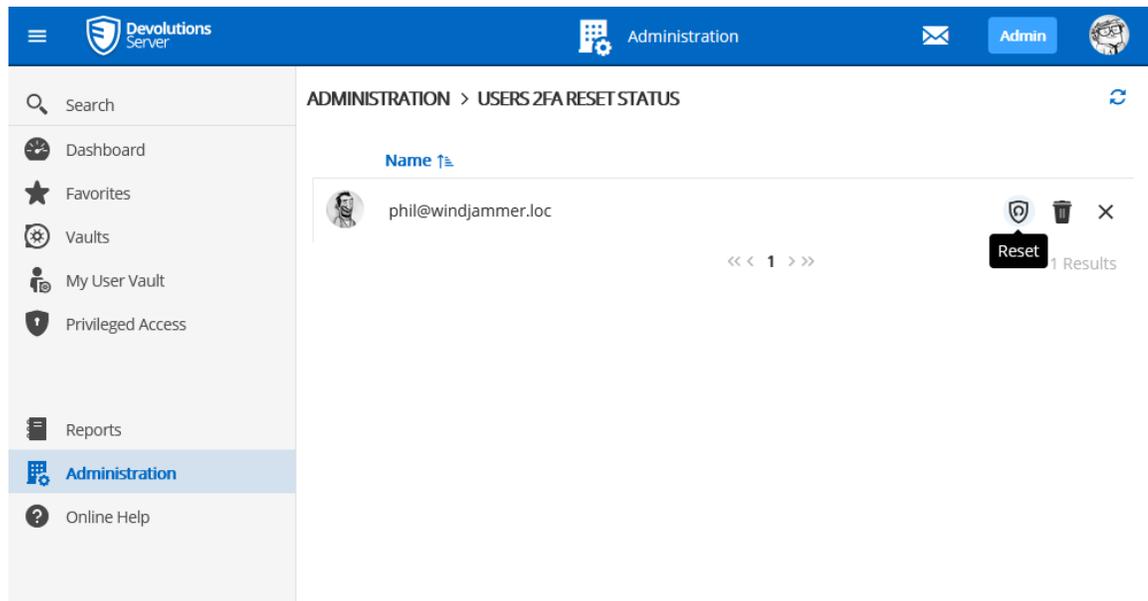


Unlock user account

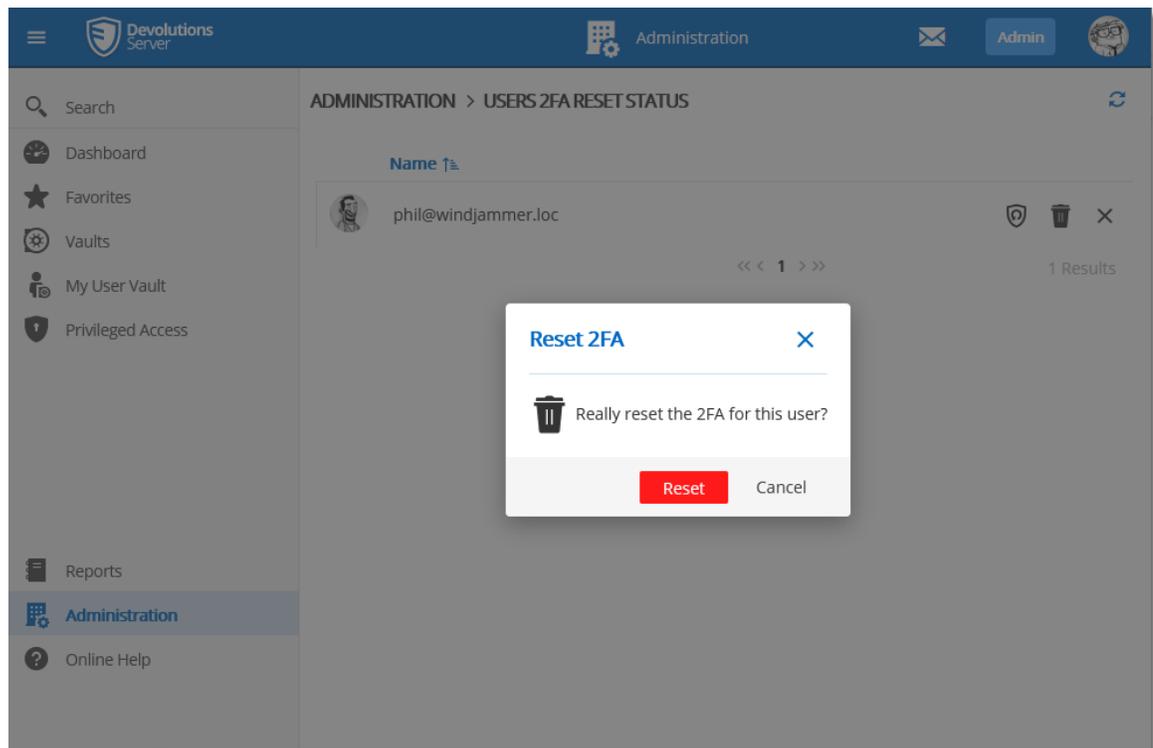
5.5.1.7 Users 2FA Status

DESCRIPTION

The **Users 2FA Status** section displays user accounts that have requested a 2FA reset. To access the list of users that ask for a 2FA reset, navigate to **Administration – Users 2FA Status**.



Administration - Users 2FA Reset Status

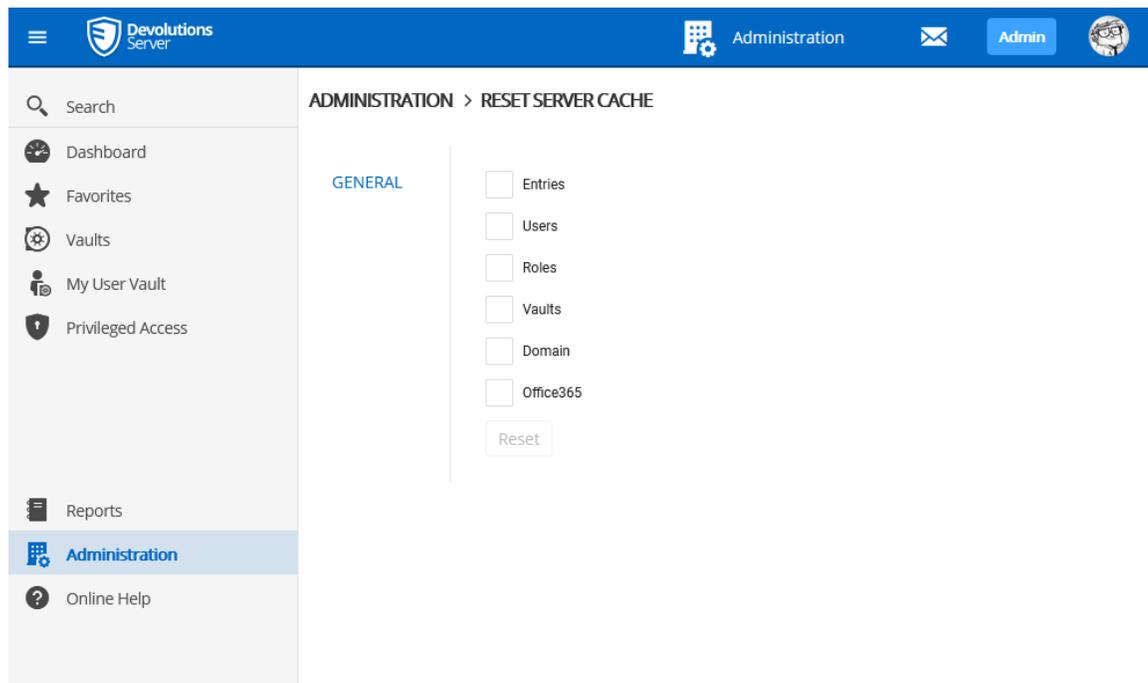


User 2FA Reset operation

5.5.1.8 Reset Server Cache

DESCRIPTION

Reset the **Server Cache** for specific elements.



Administration - Reset Server Cache

Option	Description
Entries User Groups Vaults Users	When selecting one of those options, when resetting the cache, it will pull back all the information from the database and put the information in the server's memory cache.
Domain Office365	When resetting the Domain or the Office365 cache, it will wipe out the information saved in the database and will reload all the users and groups memberships pulled from Active Directory or from Azure AD.

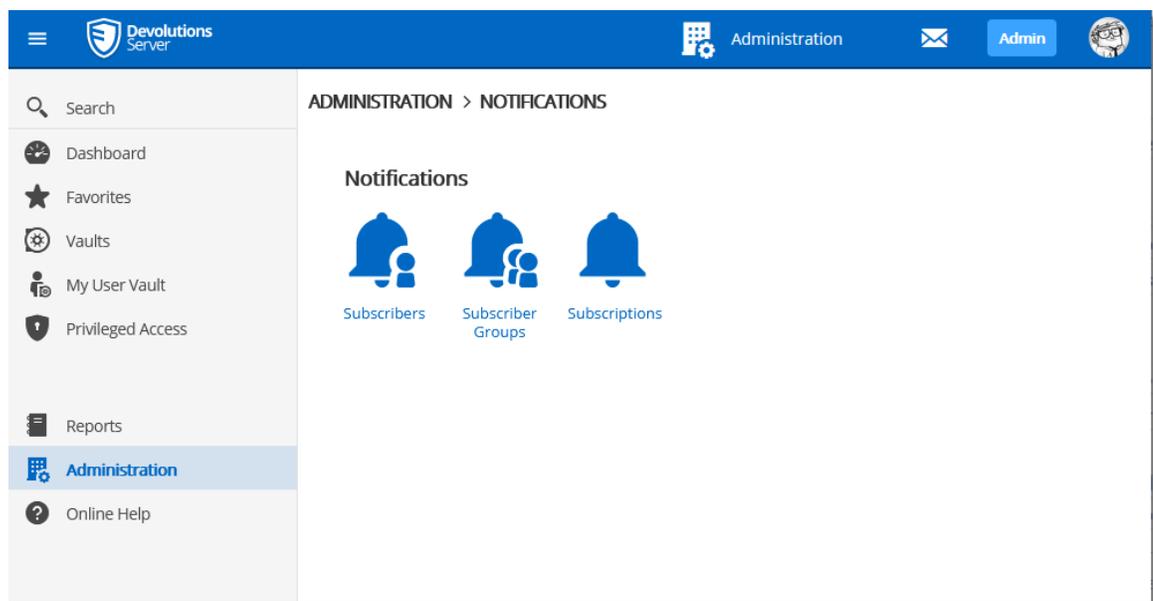
5.5.1.9 Notifications

DESCRIPTION



The [Email](#) feature must be enabled and properly configured to get the Notifications working.

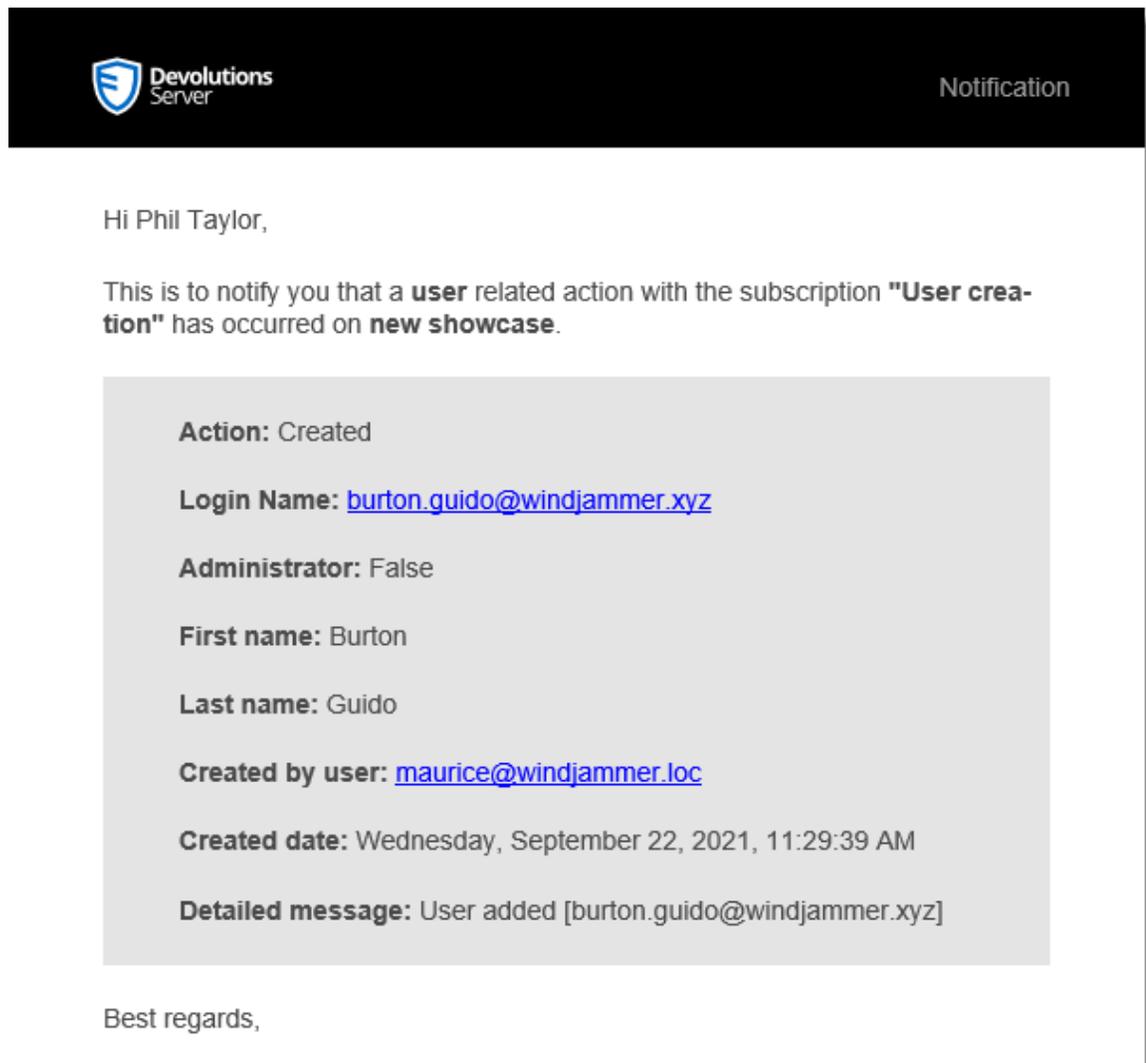
With Devolutions Server, it is possible to get email notifications based on user activities with the Notification features.



Notifications

To get the Notification working, at least a [Subscriber](#) and a [Subscription](#) need to be created. It is also possible to regroup Subscribers in [Subscriber Groups](#) to send notifications to a group of subscribers.

The following sample represents a notification email that has been received for an entry creation.



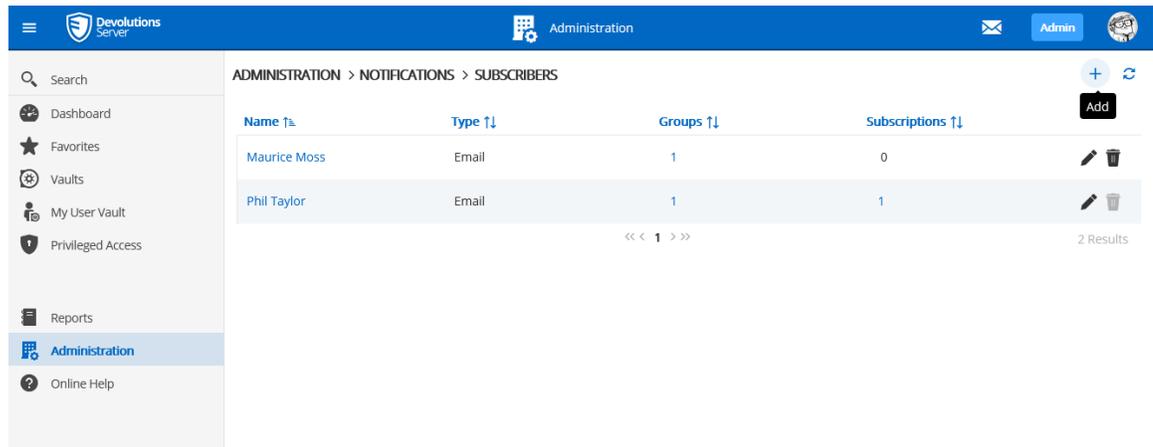
Email notification sample

5.5.1.9.1 Subscribers

DESCRIPTION

At least, one subscriber must exist to receive notifications about Devolutions Server activities.

To create a new Subscriber, click on the Add button.

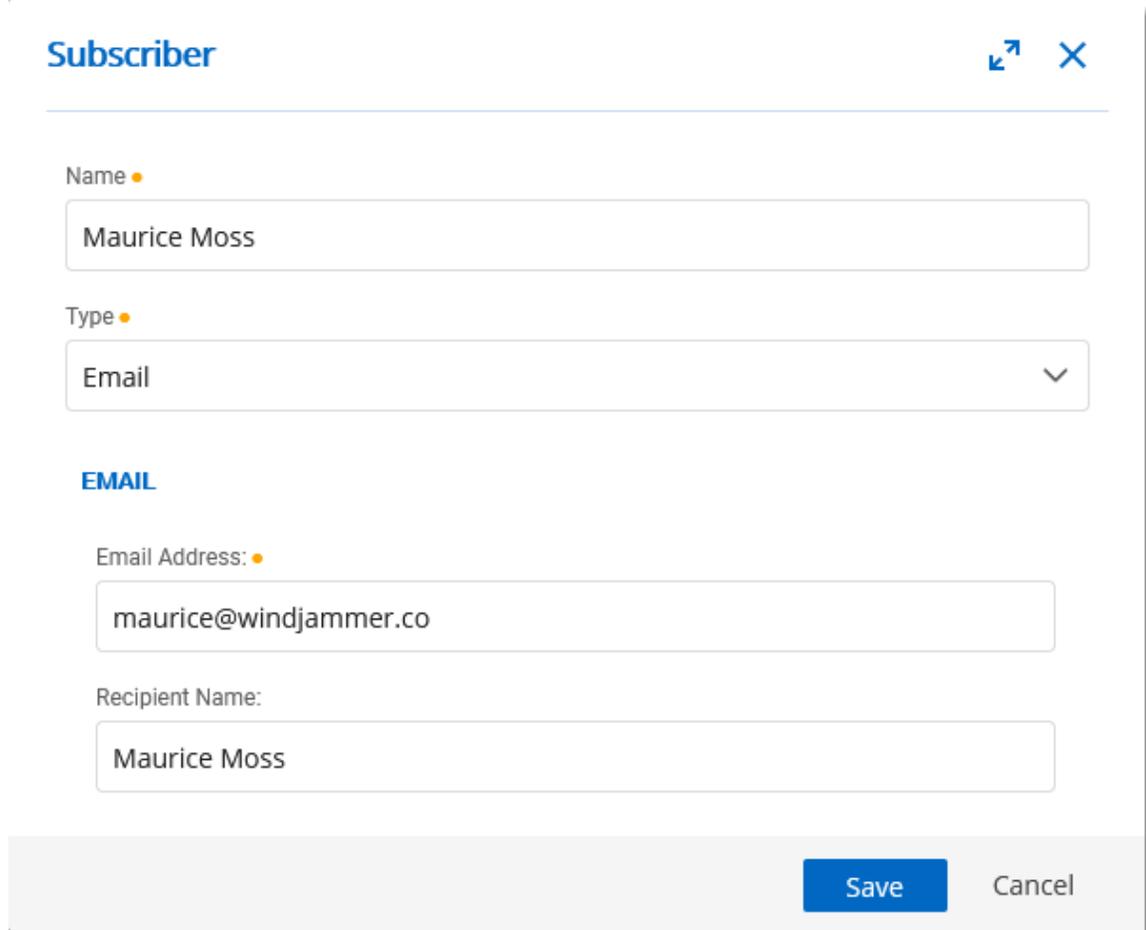


The screenshot shows the Devolutions Server Administration interface. The breadcrumb navigation is ADMINISTRATION > NOTIFICATIONS > SUBSCRIBERS. A table lists subscribers with columns for Name, Type, Groups, and Subscriptions. Two subscribers are listed: Maurice Moss and Phil Taylor. Maurice Moss has 1 group and 0 subscriptions. Phil Taylor has 1 group and 1 subscription. There are edit and delete icons for each row. A pagination bar shows '<< 1 >>' and '2 Results'. An 'Add' button is in the top right.

Name	Type	Groups	Subscriptions
Maurice Moss	Email	1	0
Phil Taylor	Email	1	1

Create a Subscriber

Fill in the information in the following fields.



The form is titled 'Subscriber' and contains the following fields:

- Name: Maurice Moss
- Type: Email
- EMAIL section:
 - Email Address: maurice@windjammer.co
 - Recipient Name: Maurice Moss

Buttons: Save, Cancel

Email Subscriber properties

Subscriber ↗ ✕

Name ●

Type ●

Syslog
▾

LOG TO SYSLOG SERVER

Use default i

Host Name: ●

Port: ●

9997
▲
▼

Protocol: ●

TCP
▾

Save
Cancel

Syslog Server Subscriber properties

Option	Description
Name	Display of the Subscriber.
Type	<ul style="list-style-type: none"> ● Email : The notification will be sent to an email address. <ul style="list-style-type: none"> ○ Email Address: Valid email address. ○ Recipient name: Email recipient name.

Option	Description
	<ul style="list-style-type: none"> • Syslog : The notification will be sent to a syslog server. <ul style="list-style-type: none"> ○ Use default: Will use the Syslog server configuration set in Logging. ○ Host name: Host name of the Syslog server. ○ Port: Port of the syslog server. ○ Protocol: Protocol (TCP or UDP) to communicate with the Syslog server.

5.5.1.9.2 Subscriber Groups

DESCRIPTION

The Subscriber Groups can be used to regroup [Subscribers](#) and allow to send [Subscriptions](#) to a group of people and/or syslog servers.

The screenshot shows the Devolutions Server Administration interface. The top navigation bar includes the Devolutions Server logo, the word 'Administration', and an 'Admin' button. The left sidebar contains a search bar and a menu with items: Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area shows the breadcrumb path 'ADMINISTRATION > NOTIFICATIONS > SUBSCRIBER GROUPS'. Below this is a table with the following data:

Name	Members	Subscriptions
IT Team	2	0

At the bottom right of the table, there is a pagination control showing '<< 1 >>' and a '1 Results' indicator.

Notifications - Subscriber Groups

Subscriber Group

Name •

IT Team

SUBSCRIBERS

Maurice Moss

Phil Taylor

+ Add Subscriber

Save Cancel

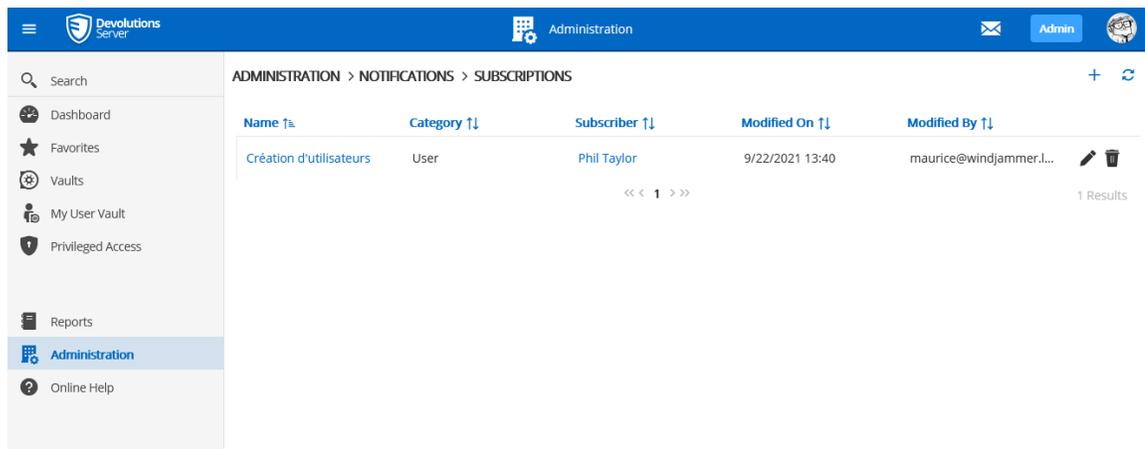
Subscriber Group properties dialog

Option	Description
Name	Name of the Subscriber Group.
Subscribers	List of subscribers that are member of the subscriber group. users and Syslog subscribers can be added in a subscriber group.

5.5.1.9.3 Subscriptions

DESCRIPTION

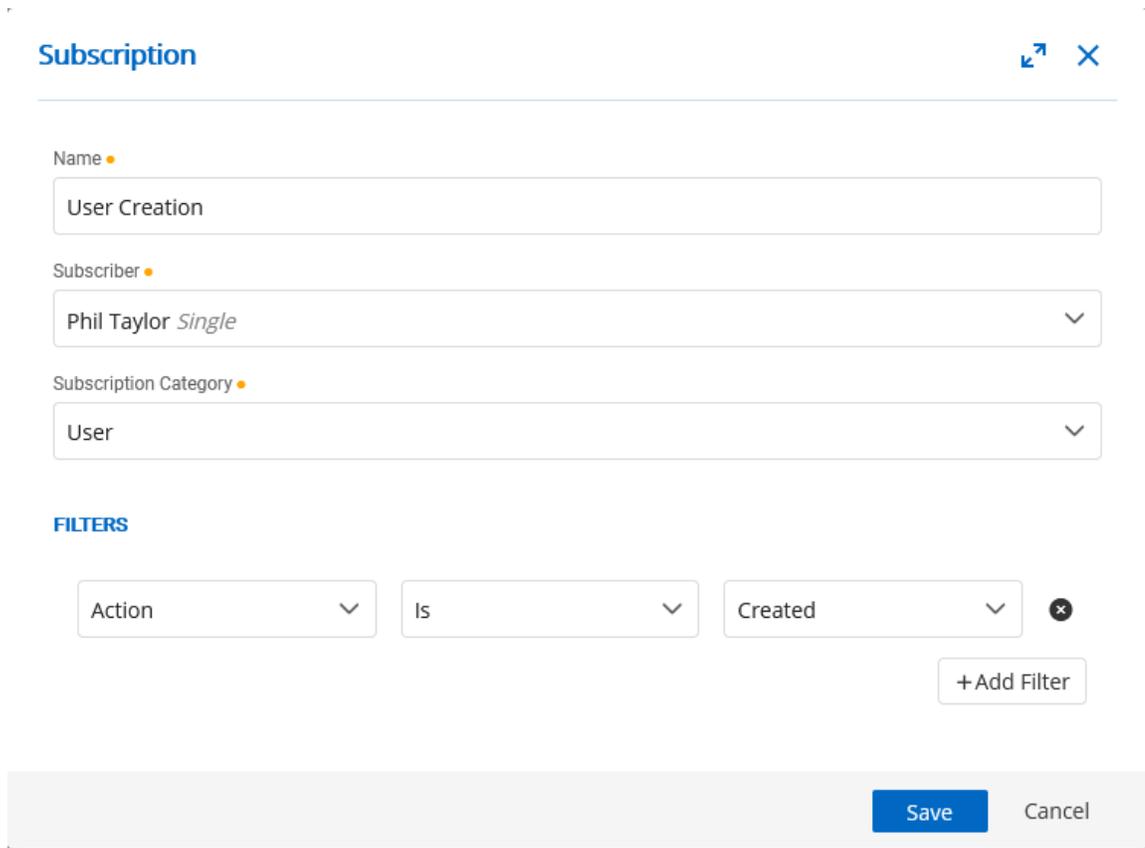
The subscriptions are intended to send email according to activities on Devolutions Server. It could be activities on entries, user accounts, system settings, etc.



The screenshot shows the 'ADMINISTRATION > NOTIFICATIONS > SUBSCRIPTIONS' page. A table lists subscription entries. The table has columns for Name, Category, Subscriber, Modified On, and Modified By. One entry is visible: 'Création d'utilisateurs' (User) created by 'Phil Taylor' on '9/22/2021 13:40' by 'maurice@windjammer.I...'. The interface includes a sidebar with navigation options like Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration, and Online Help.

Name ↑	Category ↑↓	Subscriber ↑↓	Modified On ↑↓	Modified By ↑↓
Création d'utilisateurs	User	Phil Taylor	9/22/2021 13:40	maurice@windjammer.I...

Notifications - Subscriptions



The 'Subscription' dialog box contains the following fields:

- Name: User Creation
- Subscriber: Phil Taylor *Single*
- Subscription Category: User

FILTERS

- Action: [dropdown]
- Is: [dropdown]
- Created: [dropdown]

+ Add Filter

Save Cancel

Subscription properties dialog

Option	Description
Name	Name of the Subscription.
Subscriber	One subscriber that will receive the notifications from the current subscription. A subscriber or a subscriber group can be selected.
Subscription Category	Category of the subscription. This can be one of the following possibilities. <ul style="list-style-type: none">• Entry• User• Vault• User Groups• PAM Privileged Account• PAM Provider• PAM Checkout• PAM Team Folder• System Settings• Administration Log• Data Source Log• Devolutions Gateway• PAM Checkout Policy• PAM OTP Template
Filters	The filters are tied to the subscription category and each of them has their own filters. You can add a filter

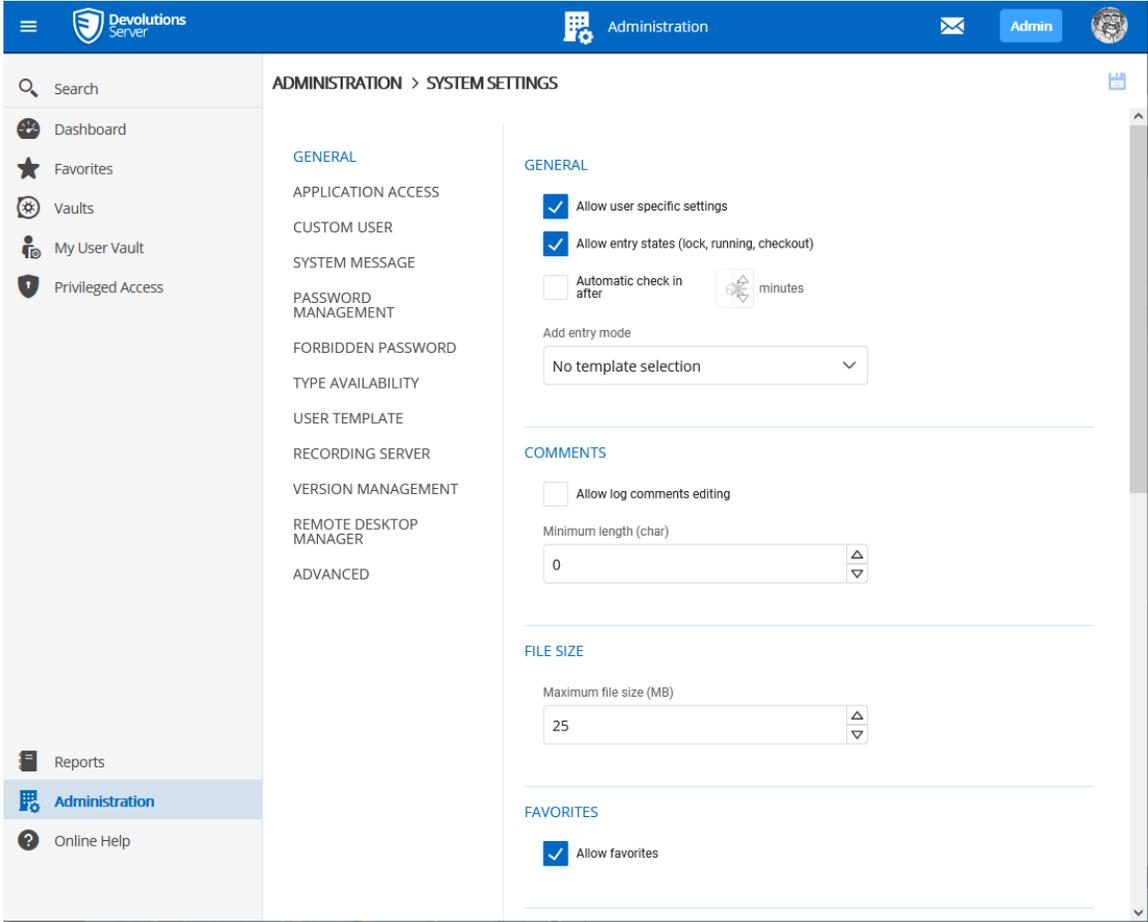
Option	Description
	with the Add Filter button. Be aware that the filters are cumulative.

5.5.2 Configuration

5.5.2.1 System Settings

DESCRIPTION

The System Settings allow the administrators control many global aspects of the Devolutions Server data source. Manage settings such as Password policy, Password Template, Type Availability, etc.



The screenshot displays the 'Administration > SYSTEM SETTINGS' page in the Devolutions Server interface. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (selected), and Online Help. The main content area is divided into a left-hand menu and a right-hand configuration panel.

ADMINISTRATION > SYSTEM SETTINGS

GENERAL

- APPLICATION ACCESS
- CUSTOM USER
- SYSTEM MESSAGE
- PASSWORD MANAGEMENT
- FORBIDDEN PASSWORD
- TYPE AVAILABILITY
- USER TEMPLATE
- RECORDING SERVER
- VERSION MANAGEMENT
- REMOTE DESKTOP MANAGER
- ADVANCED

GENERAL

- Allow user specific settings
- Allow entry states (lock, running, checkout)
- Automatic check in after minutes
- Add entry mode:

COMMENTS

- Allow log comments editing
- Minimum length (char):

FILE SIZE

- Maximum file size (MB):

FAVORITES

- Allow favorites

Administration - System Settings - General

5.5.2.1.1 General

DESCRIPTION

The General section of the System Settings allow the administrators to apply general policies for the whole data source.

The screenshot displays the 'Administration > SYSTEM SETTINGS' page in the Devolutions Server web interface. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (selected), and Online Help. The main content area is titled 'ADMINISTRATION > SYSTEM SETTINGS' and features a list of settings categories on the left: GENERAL, APPLICATION ACCESS, CUSTOM USER, SYSTEM MESSAGE, PASSWORD MANAGEMENT, FORBIDDEN PASSWORD, TYPE AVAILABILITY, USER TEMPLATE, RECORDING SERVER, VERSION MANAGEMENT, REMOTE DESKTOP MANAGER, and ADVANCED. The 'GENERAL' section is expanded, showing the following settings:

- GENERAL**
 - Allow user specific settings
 - Allow entry states (lock, running, checkout)
 - Automatic check in after minutes
 - Add entry mode:
- COMMENTS**
 - Allow log comments editing
 - Minimum length (char):
- FILE SIZE**
 - Maximum file size (MB):
- FAVORITES**
 - Allow favorites

Administration - System Settings - General

GENERAL

Option	Description
Allow user specific settings	Allow users to save User Specific Settings.

Option	Description
Allow entry states (Lock, Running, Checkout)	Allow entries to be locked when used or edited.
Automatic check in after	Allow to automatically checked in an entry after the defined time.
Add entry mode	Select if users are prompted to choose a template when creating a new entry. Select between: <ul style="list-style-type: none"> • Default • Template list (include blank) • Template list only • No template selection

COMMENTS

Option	Description
Allow log comments editing	Enable the log comment editing for all users.
Minimum length (char)	Minimum length in character for the comment.

FILE SIZE

Option	Description
Maximum file size (MB)	Limit the size of attachments and document entries to avoid to over load the data source.

FAVORITES

Option	Description
Allow favorites	Allows to flag entries as favorites.

USER VAULT

Option	Description
Allow User Vault	Allow users to use the User Vault .
Log User Vault activities	Include the logs of the User Vault for all users of the data source.
Allow credential repository in User Vault	Allow credential repository for sessions in the User Vault .

SECURITY

Option	Description
Vault Locked Status	Creates vaults with a restricted access by default.
Data Source Security	Enable the legacy security.
Events Settings	
Security - Time-Based Usage	Description
Time Zone	Select the time zone you are currently in.

Security - Time-Based Usage	Description
Days	<p>Select which days the session is available for. Select between:</p> <ul style="list-style-type: none">• Any day: the session can be used any day of the week or week-end.• Week days: the session can be used only the week days.• Week ends: the session can be used only the week ends.• Custom: manually select each day the session is available for.
Time of day	<p>Select the hours which the session is limited to. Select between:</p> <ul style="list-style-type: none">• Any time: the session can be used at any hour.• Custom: manually select the time frame the session is available for.

5.5.2.1.2 Application Access

DESCRIPTION

Allows to grant access to applications.

The screenshot shows the 'ADMINISTRATION > SYSTEM SETTINGS' page in the Devolutions Server web interface. The left sidebar contains navigation links: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is divided into two sections: 'APPLICATION ACCESS' and 'OPTIONS'. The 'APPLICATION ACCESS' section contains a table with the following data:

Application	Is Allowed	Default Access
Remote Desktop Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cli	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Devolutions Launcher	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scripting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Devolutions Web Login	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Workspace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

The 'OPTIONS' section includes a checked checkbox for 'Enable application access in user groups' and a 'Precedence' dropdown menu currently set to 'Allow'.

Administration - System Settings - Application Access

OPTIONS

Option	Description
Enable application access in user groups	Enable the Application Access parameters in the User Groups properties.
Precedence	Allow or Denied.

5.5.2.1.3 Custom User

DESCRIPTION

Allows to set the Password Policy for Devolutions Server Custom user accounts.

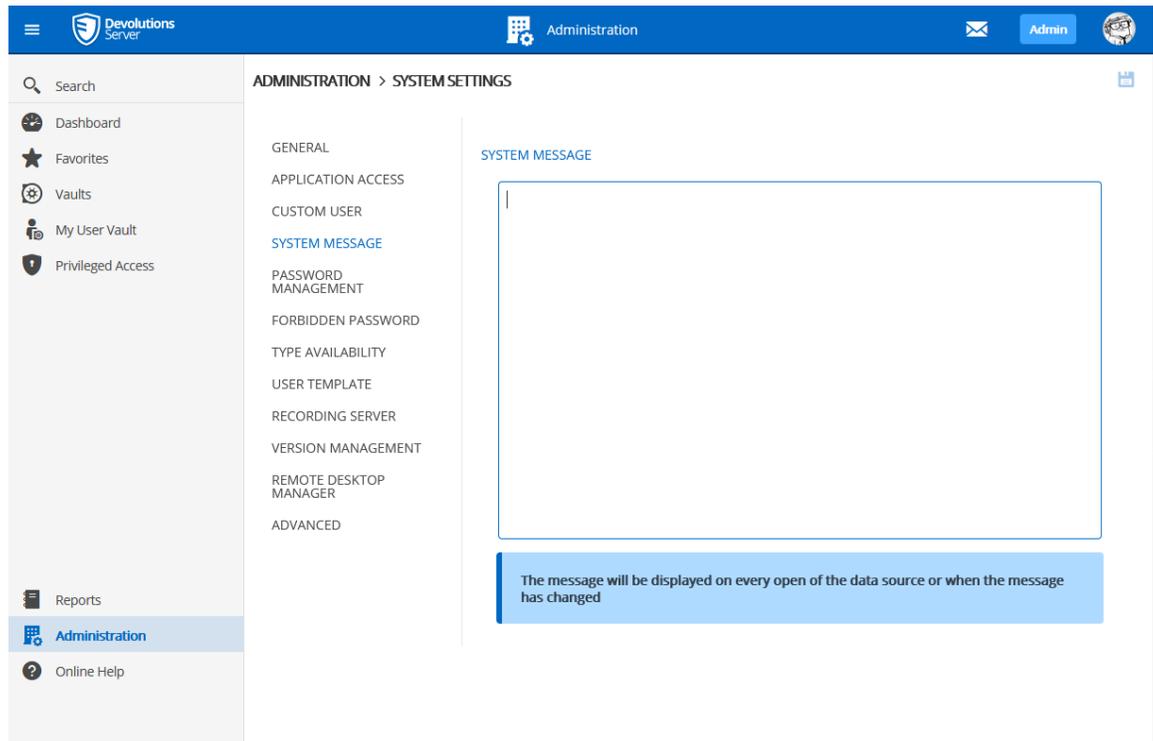
The screenshot displays the Devolutions Server Administration interface. The top navigation bar includes the Devolutions Server logo, the word "Administration", a mail icon, and an "Admin" button. A left sidebar contains a search bar and navigation links for Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled "ADMINISTRATION > SYSTEM SETTINGS" and features a list of settings categories on the left: GENERAL, APPLICATION ACCESS, CUSTOM USER, SYSTEM MESSAGE, PASSWORD MANAGEMENT, FORBIDDEN PASSWORD, TYPE AVAILABILITY, USER TEMPLATE, RECORDING SERVER, VERSION MANAGEMENT, REMOTE DESKTOP MANAGER, and ADVANCED. The "CUSTOM USER" category is selected, and the "PASSWORD POLICY" section is expanded. This section includes a "Password Template" dropdown menu set to "None", five checkboxes for password requirements (Minimum length, Minimum lowercase characters, Minimum uppercase characters, Minimum numeric characters, and Minimum symbols), each with a numeric input field set to 0, and a "Compromised password (pwned) check" dropdown menu also set to "None".

Administration - System Settings - Custom User

5.5.2.1.4 System Message

DESCRIPTION

The **System Message** allows to set a message that will be displayed every time a user connects on the Devolutions Server data source no matter which method will be used (web interface, Remote Desktop Manager).



Administration - System Settings - System Message

5.5.2.1.5 Password Management

DESCRIPTION

The **Password Policy** settings allow to set the minimal requirements for passwords that will be saved in the entries.

Administration - System Settings - Password Policy

Password	Description
Password History	Indicate the maximum saved password to keep in history.
Password strength calculator	Select the tool to use to analyze the password strength.
Advanced	Description
Disable password saving (shared)	Prevent users from saving passwords in entries.

Advanced	Description
Disable password saving (user specific settings)	Prevent users from saving passwords in the User Specific Settings.
Allow reveal credentials (if enabled in the entry)	Shows the credentials if the box "Allow show credentials (everybody)" is check inside the entry.
Disable password saving (tools)	Prevent users from saving passwords in the Tools tab of a session.
Allow password variable for all entries	Renders the \$PASSWORD\$ variable usable for this data source.
Allow password in macro (send keys)	Renders the \$MACRO_PASSWORD\$ variable usable for this data source.

Password Template	Description
Default template	Default password template used by the system. Password Templates can be created in Password Templates .
Force default template	Force the usage of the Default template.

Password Validation	Description
Forbidden password check	A verification of the password against the Forbidden Password list is done if enabled.
Password template check	<ul style="list-style-type: none"> • None: No template will be used when creating a password.

Password Validation	Description
	<ul style="list-style-type: none">• Required: When a user creates a password, he will get a warning that the password doesn't respect the template. The user cannot save the password.• Warning: When a user creates a password, he will get a warning that the password doesn't respect the template. The user can save the password.
Compromised (pwned) check	Verify if the used passwords have already been exposed to data breaches.

5.5.2.1.6 Forbidden Password

DESCRIPTION

Forbidden Passwords allow to create a list of blacklisted passwords to forbid usage in the application. Once set in this list, the password cannot be used anymore in the Devolutions Server data source.

The screenshot displays the 'ADMINISTRATION > SYSTEM SETTINGS' page for 'FORBIDDEN PASSWORD'. The interface includes a search bar and a navigation sidebar. The main settings area features a 'Case sensitive' checkbox (unchecked), a 'Verification Mode' dropdown menu (set to 'Exact match'), and a text input field containing a list of forbidden passwords: '123456,password,querty,654321,pwd,123qweasd'. Below the text field are 'Import' and 'Export' buttons.

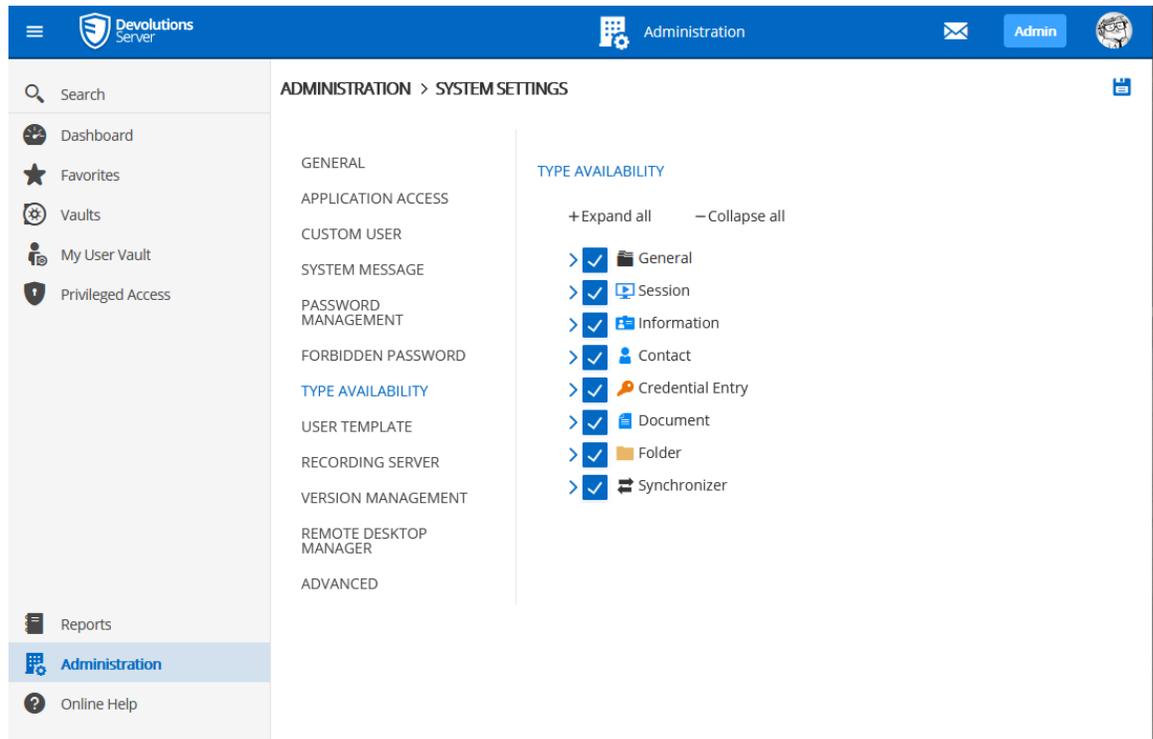
Administration - System Settings - Forbidden Password

Option	Description
Case sensitive	Make the verification mode case sensitive.
Verification mode	Select the verification mode between: Contains: the password will be forbidden if it contains a word in the blacklist. Exact match: the password will be forbidden if it matches a word in the blacklist.
Import	Import a list from your computer (*.pwd or .txt).
Export	Export your forbidden password list. By default the list will be exported in a password file format (.pwd).

5.5.2.1.7 Type Availability

DESCRIPTION

This section will allow to control the availability of the session, information, contact, document, folder, credential entry in Devolutions Server data source. Each section contains different entry types you can choose to be available.

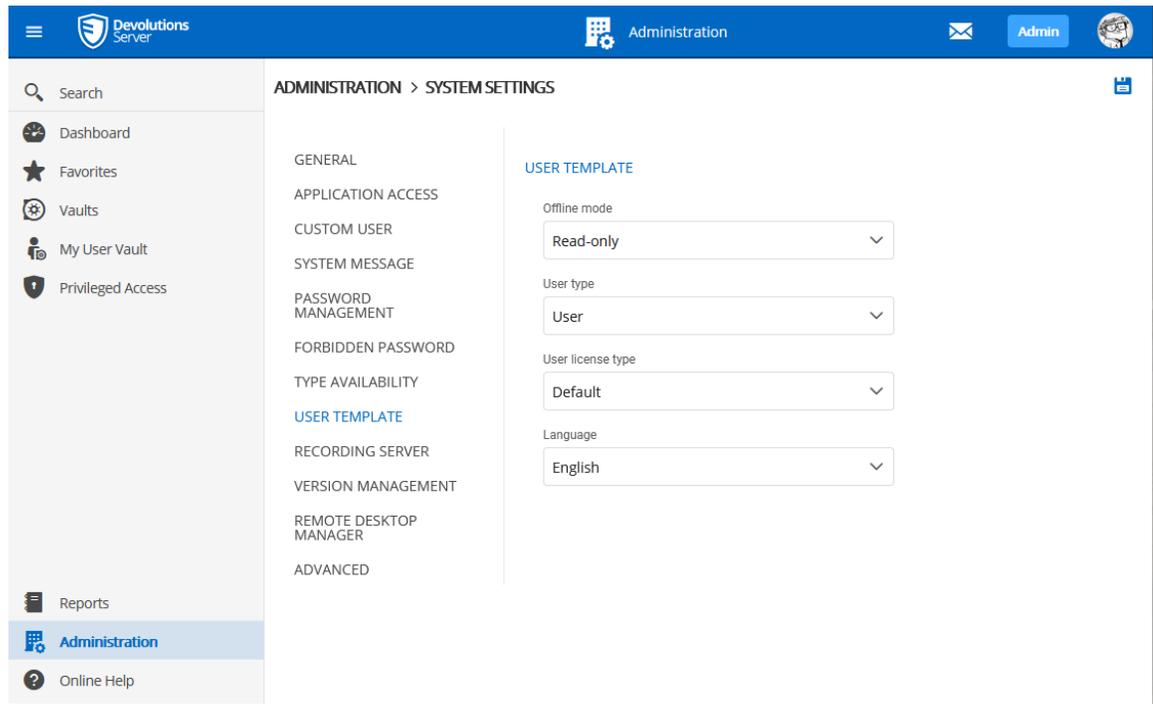


System Settings - Type Availability

5.5.2.1.8 User Template

DESCRIPTION

This section will set the user template for the [Automatic User Creation](#) feature.



System Settings - User Template

Option	Description
Offline mode	<p>This option will only affect Remote Desktop Manager application.</p> <p>The possible values are :</p> <ul style="list-style-type: none"> • Disabled • Read only • Read/write
User type	<p>Select the User type.</p> <p>The possible values are :</p> <ul style="list-style-type: none"> • Administrator • User • Read only user
User license type	<p>Select the type of the license that the user has:</p> <ul style="list-style-type: none"> • Default • Connection Management • Password Management

Option	Description
Langage	Select the user's default language.

5.5.2.1.9 Recording Server

DESCRIPTION

Display the Recording Server configuration. This feature can only be configured from the Devolutions Server Console.

The screenshot shows the Devolutions Server Administration console. The top navigation bar includes the Devolutions Server logo, the word 'Administration', and an 'Admin' button. The left sidebar contains a search bar and several menu items: Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled 'ADMINISTRATION > SYSTEM SETTINGS' and lists various configuration categories. The 'RECORDING SERVER' category is selected and expanded, showing the following settings:

- Enable recording server
- Server name:
- Port:
- Storage path:
- Authentication token:

Recording Server

5.5.2.1.10 Version Management

DESCRIPTION

The Version Management allows the administrators to manage the data source availability in other versions of Remote Desktop Manager for Windows, Mac and Linux.

Option	Description
Minimal version	Forces users of the data source to use a minimal version of Remote Desktop Manager. Enter the entire version number (2019.1.0.0) to force a specific version. Use this to disable connecting to the data source with an older version.
Minimal version custom message	Enter a custom message for the minimal version notification.
Maximal version	Forces users of the data source to use a maximal version. Enter the entire version number (2019.1.0.0) to force a specific version. Use this to disable connecting to the data source with a newer version.
Maximal version custom message	Enter a custom message for the maximal version notification.
Disable auto update notification	Disable the auto update notification message. Use this to manually update the application and prevent

Option	Description
	from getting notified when new versions are available.
Download URL	Use in conjunction with the minimal or maximal version, once a minimal or maximal version requirement is not met the system will prompt the user that the version is no longer valid and it will open the link (path/URL) to download the newer or older version.

5.5.2.1.11 Advanced

DESCRIPTION

The screenshot displays the Devolutions Server Administration web interface. The top navigation bar includes the Devolutions Server logo, a search icon, and the 'Administration' menu. The main content area is titled 'ADMINISTRATION > SYSTEM SETTINGS'. A list of settings categories is shown on the left, with 'ADVANCED' selected. The 'ADVANCED' section contains a single setting: 'Disable stack trace', which is currently unchecked. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help.

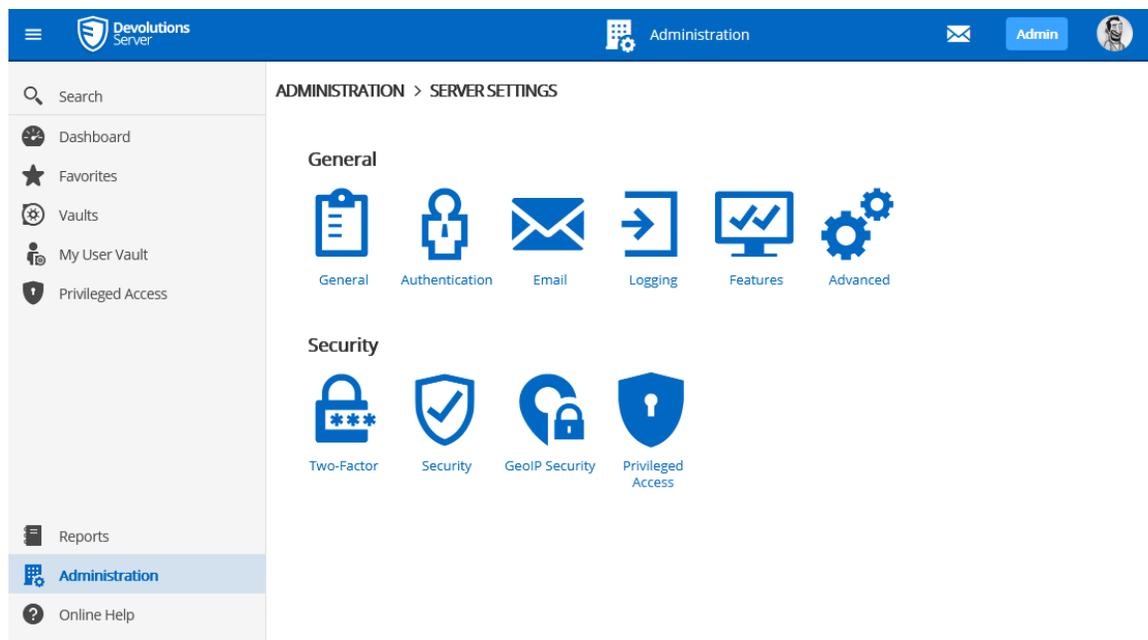
Administration - System Settings - Advanced

Option	Description
Disable stack trace	Disable the stack trace of Devolutions Server in Remote Desktop Manager's error logs.

5.5.2.2 Server Settings

DESCRIPTION

The **Devolutions Server Settings** page allows to manage the Devolutions Server configuration remotely.



Administration - Devolutions Server Settings

5.5.2.2.1 General

5.5.2.2.1.1 General

DESCRIPTION

The **General** section allows the Administrator to modify the name or the description of the Devolutions Server instance.

Administration - Devolutions Server Settings - General

SETTINGS

GENERAL

Option	Description
Name	Enter the name for your server, it will be displayed in the Content area.

Option	Description
Description	Enter a short description or additional information.
DNS Name	Name of the DNS server.

SERIAL

Option	Description
Serial	Insert your Devolutions Server serial registration number.
User CAL	Insert your Client Access License keys.
Launcher CAL	Insert your Launcher License keys.

5.5.2.2.1.2 Authentication

DESCRIPTION

The **Authentication** section allows the administrator to select which authentication types will be used to connect on Devolutions Server.

The screenshot shows the Devolutions Server Administration console. The breadcrumb navigation is ADMINISTRATION > SERVER SETTINGS > AUTHENTICATION. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled 'AUTHENTICATION MODES' and includes three checked options: 'Authenticate with domain user', 'Authenticate with Office365 user', and 'Authenticate with Devolutions Server custom user'. Below this is the 'WINDOWS AUTHENTICATION' section with one checked option: 'Enable Windows authentication'. A 'Configuration' section contains icons for 'Domains' and 'Office365'.

Administration - Devolutions Server Settings - Authentication

SETTINGS

AUTHENTICATION MODES



The machine hosting Devolutions Server must be joined to the configured domain for Windows Authentication to work.

Option	Description
Authenticate with domain user	The domain is used to authenticate the user.

Option	Description
Authenticate with Office365 user	AzureAD is used to authenticate the user.
Authenticate with Devolutions Server custom user	The Devolutions Server is used to authenticate the user. You must create the initial user through the console.
Enable Windows authentication	The application will use the current Windows authenticated user to authenticate to the Devolutions Server instance. To complete the activation of the feature, consult this page .

CONFIGURATION

Option	Description
Domain	Configure the Domain type.
Office365	Configure the Office365 type.

DESCRIPTION

The domain is used to authenticate the user. This is the most secure, flexible and easiest to manage. No need to sync users between the domain and Devolutions Server. With the **Automatic User Creation On First Login** option enabled, on first use of the Devolutions Server data source, the user will be created and be given access rights according to their role in the organization as defined on the domain. You simply need to grant appropriate permissions to your user groups in Devolutions Server. Upon authentication we will validate the AD groups to which the user belongs and for any that have a corresponding user group we will grant the permissions to the user.



The Multi Domain feature requires the Devolutions Server Platinum Edition license. Please see [Multi Domain](#) for more information about its configuration.

The screenshot displays the 'Administration' section of the Devolutions Server web interface, specifically the 'Configure Domain' settings page. The breadcrumb trail at the top reads 'ADMINISTRATION > SERVER SETTINGS > AUTHENTICATION > DOMAIN'. The page is divided into several sections:

- DOMAIN AUTHENTICATION:** Includes text input fields for 'Domain' (windjammer.loc), 'Display name' (windjammer.loc), and 'Administration credentials' (david@windjammer.loc). A blue 'Advanced Settings' button is located below these fields.
- LDAPS:** Features a radio button for 'Enable LDAPS' (unchecked), a selected 'Default' radio button, and an unchecked 'Custom' radio button with an adjacent numeric input field set to '0'.
- AUTOMATIC USER CREATION:** Contains a checked checkbox for 'Auto create user in DVLS', a 'User type' dropdown menu (set to 'User'), a 'Default Vault' dropdown menu (set to 'None'), an 'Only from this AD group' dropdown menu (set to 'Vault - All Users'), and a 'Username Format' dropdown menu (set to 'UPN').
- DOMAIN USERS AND USER GROUP CACHE:** Includes a checked checkbox for 'Enable domain cache feature', a 'Recurrence' dropdown menu (set to 'Interval'), and a section for 'Update users and user groups data every:' with 'Hours' (1) and 'minutes' (30) input fields.

The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The top navigation bar includes the Devolutions Server logo, 'Administration' title, and an 'Admin' button with a user profile icon.

Authentication - Configure Domain

SETTINGS

DOMAIN AUTHENTICATION

Option	Description
Domain	Specify the remote computer domain name.
Display name	<p>Specify the domain name that will be displayed in the application usage like informational messages.</p> <p>Specify the Active Directory Organizational Unit (OU) or Group to restrict the search in a specific area in the Active Directory structure. The format must be the distinguished name (CN=Users,DC=windjammer,DC=loc).</p>
Administration credentials	Add the credentials of a domain or service account to access the Active Directory forest and obtain user account information through LDAP queries. This account needs to be able to retrieve user account information and group memberships. It may requires higher privileges than being part of the Domain Users built-in Active Directory group. In most case, it should be sufficient.

LDAPS

Option	Description
Enable LDAPS	Enable the LDAP over SSL communication.
Port	<p>Default: LDAPS default communication port.</p> <p>Custom: Set a specific port value.</p>

AUTOMATIC USER CREATION

Option	Description
Auto create users in DVLS	Automatically create the domain user account in the Devolutions Server on the first login attempt.
User type	Choose between Read only user or User type account.
Default Vault	Will give access to that Vault to the user.
Only from this AD group	Will create automatically the user only if he is a member of this AD group.
Username Format	<p>Select the username format that will be created in the database.</p> <ul style="list-style-type: none"> • UPN : The user will be created using the UPN format ex: bill@windjammer.loc. • NetBios : The user will be created using the NetBios format ex: WINDJAMMER\bill. • Username : The user will be created using the SAM account name.

DOMAIN USERS AND USER GROUP CACHE

Option	Description
Enable domain cache feature	Enable the Domain users and user group cache.
Recurrence	<p>Interval: Refresh the cache based on the refresh rate set with Hours and minutes parameters.</p> <p>Daily: Refresh the cache based on the refresh rate set with Every X days and At parameters.</p>

Option	Description
Update users and user groups data every:	Will refresh the cache based on the selected refresh method.

DESCRIPTION



The Platinum Edition license is required to enable the Multi Domain feature. Contact our [sales department](#) for more information about the Platinum Edition.

The Multi Domain feature allows Devolutions Server to authenticate users from multiple domains.

The screenshot shows the Devolutions Server Administration interface. The top navigation bar includes the Devolutions Server logo, the word 'Administration', and a user profile 'Admin'. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area shows the breadcrumb trail 'Administration > Server Settings > Authentication > Domains'. Below this is a table with the following data:

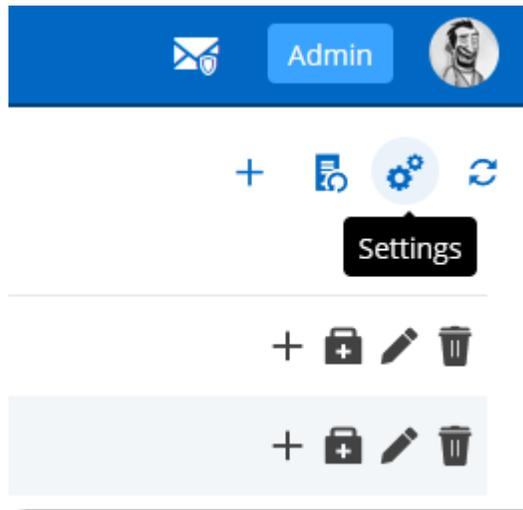
Name	Actions
acme.loc	+ + ✎ 🗑️
windjammer.loc	+ + ✎ 🗑️

At the bottom of the table, there are pagination controls: '<< 1 >>' and '2 Results'.

Multi Domain

DOMAIN USERS AND USER GROUPS CACHE

With the Multi Domain feature, the Domain users and user groups cache can be managed from the Domains page using the Settings button on the top right corner.



Settings

If the cache is enabled, it is enabled for all domains in the list.

A screenshot of the 'Settings' page in the Admin interface. The page title is 'Settings' with a close button (X) and a refresh button (↶↷). Below the title is the section 'DOMAIN USERS AND USER GROUP CACHE'. There is a checked checkbox labeled 'Enable domain cache feature'. Underneath is a 'Recurrence' dropdown menu set to 'Interval'. Below that is the text 'Update users and user groups data every:'. There are two input fields: 'Hours' with the value '1' and 'minutes' with the value '30'. Both fields have up and down arrow buttons. At the bottom right are 'Save' and 'Cancel' buttons.

Settings - Domain users and user groups cache

DESCRIPTION



Microsoft Azure Active Directory subscription is required to configure Office365 authentication in Devolutions Server. You need to create three new app registrations in Microsoft Azure Active Directory before completing the authentication settings. For more information about the app registrations, see [Azure portal configuration guide for Office 365 authentication](#).

The **Office365** tab allows Devolutions Server to authenticate users using **Office365 authentication**. All fields are mandatory except the Automatic User Creation section.

The screenshot displays the 'Administration' section of the Devolutions Server web interface, specifically the 'OFFICE365' configuration page. The breadcrumb trail is 'ADMINISTRATION > SERVER SETTINGS > AUTHENTICATION > OFFICE365'. The interface is divided into several sections:

- OFFICE365 PARAMETERS:** Contains a 'Tenant ID' field with the value '4c[redacted]5a' and an asterisk indicating it is required.
- NATIVE APPLICATION (RDM):** Includes fields for 'Client ID' (dd[redacted]ea), 'Resource ID' (00000002-0000-0000-c000-000000000000), and 'Redirect URI' (http:[redacted]).
- WEB APPLICATION:** Includes a 'Client ID' field with the value '21[redacted]90'.
- USERS AND USER GROUPS CACHE:** Includes fields for 'Client ID' (b9[redacted]d6), 'Redirect URI' (http:[redacted]), and a 'Secret key' field.
- AUTOMATIC USER CREATION:** Features a checkbox for 'Auto create domain users in database', a 'User type' dropdown menu set to 'User', and a 'Default Vault' dropdown menu set to 'Windjammer Default'.
- OFFICE365 USERS AND USER GROUP CACHE:** Includes a 'Recurrence' dropdown menu set to 'Interval', a section for 'Update users and user groups data every:' with 'Hours' set to 0 and 'minutes' set to 30, and a 'Test Connection' button.

The left sidebar contains navigation options: Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The top navigation bar shows 'Administration' and 'Admin'.

Authentication - Configure Office365

SETTINGS

OFFICE365 PARAMETERS

Option	Description
Tenant ID	The TenantID is the Directory ID of the Azure Active Directory.

NATIVE APPLICATION (RDM)

Option	Description
Client ID	Application ID of the Azure AD application.
Resources ID	resourceAppid from the Manifest of the Azure AD application.
Redirect URI	Redirect URI from the Azure AD application.

WEB APPLICATION

Option	Description
Client ID	Application ID from the web app section of the Azure AD application.

USERS AND USER GROUPS CACHE

Option	Description
Client ID	Application ID of the Azure AD application.

Option	Description
Redirect URI	Redirect URI from the Azure AD application.
Secret Key	Key from the Password generated in Settings - Keys of the Azure AD application.

AUTOMATIC USER CREATION

Option	Description
Auto create domain users in database	Automatically create the Office365 user account in the database on the first login attempt.
Create read-only user	Set the user account as a read-only account.
Default Vault	Will give access to that Vault to the user.

OFFICE365 USERS AND USER GROUPS CACHE

Option	Description
Update users and groups data every:	Set the hours and minutes period that the Office365 Users and User Groups Cache will be refreshed. Default value is set to 30 minutes.

5.5.2.2.1.3 Email

DESCRIPTION

Emails are sent by some features like Notification engine, by some of our 2 factor authentication providers, for internal secure messaging.

ADMINISTRATION > SERVER SETTINGS > EMAIL

GENERAL

Email enabled

SMTP CONFIGURATION

Host
smtp.mailserver.net *

Port
587

Username
mail-username

Password
.....

Connection security
Automatic based on port number

Send email as
dvls@yourbusiness.com

Email administrator
it_team@yourbusiness.com

Test Email

Administration - Devolutions Server Settings - Email

SETTINGS

GENERAL

Option	Description
Email enabled	Enable the Email feature.

SMTP CONFIGURATION

Option	Description
Host	Name or IP address of the SMTP server.
Port	Set the SMTP server port.
Username	Enter your username to connect to your SMTP server.
Password	Enter your password to connect to your SMTP server.
Connection security	Set a specific security for the connection to the mail server. Choose between : <ul style="list-style-type: none">• No encryption• Use SSL or TLS immediately (SMTPS)• Use TLS immediately after initial connect• Use TLS if server supports it after initial connect
Send email as	Sender email address.
Email administrator	Recipient email address that will receive the errors.
Test Email	Test your email settings.

5.5.2.2.1.4 Logging

DESCRIPTION

The **Logging** section allows the administrator to configure the logging features.

The screenshot displays the 'Administration' section of the Devolutions Server interface, specifically the 'LOGGING' settings page. The page is organized into several sections:

- GENERAL**:
 - Log debug information
 - Enable log translation
 - Language: English (dropdown menu)
 - Scheduler log path: (empty text input field)
- SYSLOG SERVER**:
 - Log to Syslog server
 - Heartbeat (minutes): 30 (spinners)
 - Host: (empty text input field)
 - Port: (empty text input field)
 - Protocol: TCP (dropdown menu)
- WINDOWS EVENT LOG**:
 - Event Log
- SLACK INTEGRATION**:
 - Post activity logs to Slack
 - Bot OAuth access token: (empty text input field)
 - Slack channel name: (empty text input field)

The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The top navigation bar includes the Devolutions Server logo, 'Administration' title, a mail icon, an 'Admin' button, and a user profile icon.

Administration - Devolutions Server Settings - Logging

SETTINGS

GENERAL

Option	Description
Log debug information	Enable the Devolutions Server instance logs. When enabled, this will raise the debug level and provide more log entries.
Language	Choose the language of the logs.
Scheduler log path	Set the destination path of the log file. We recommend to set this path outside of the Devolutions Server web application folder.

SYSLOG SERVER

Option	Description
Log to Syslog server	Send the logs to a Syslog Server.
Host	Enter your Syslog Server host to connect.
Port	Enter your Syslog Server port to connect.
Protocol	Select your preferred Protocol mode between: <ul style="list-style-type: none">• TCP• UDP

WINDOWS EVENT LOG

Option	Description
Event Log	Send the logs to Windows Event Log.

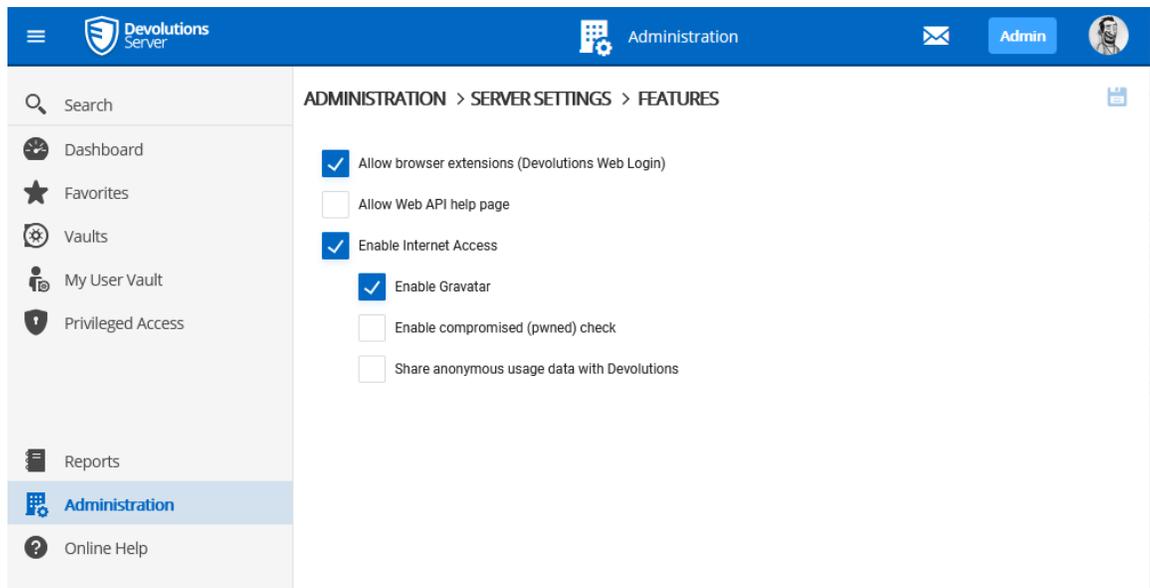
SLACK INTEGRATION

Option	Description
Post activity logs to Slack	Post the logs in a Slack channel.
Bot OAuth access token	Slack authentication access token.
Slack channel name	Name of the Slack channel where the logs will be posted.

5.5.2.2.1.5 Features

DESCRIPTION

The **Features** section section allows the administrator to configure the web interface features.



Administration - Server Settings - Features

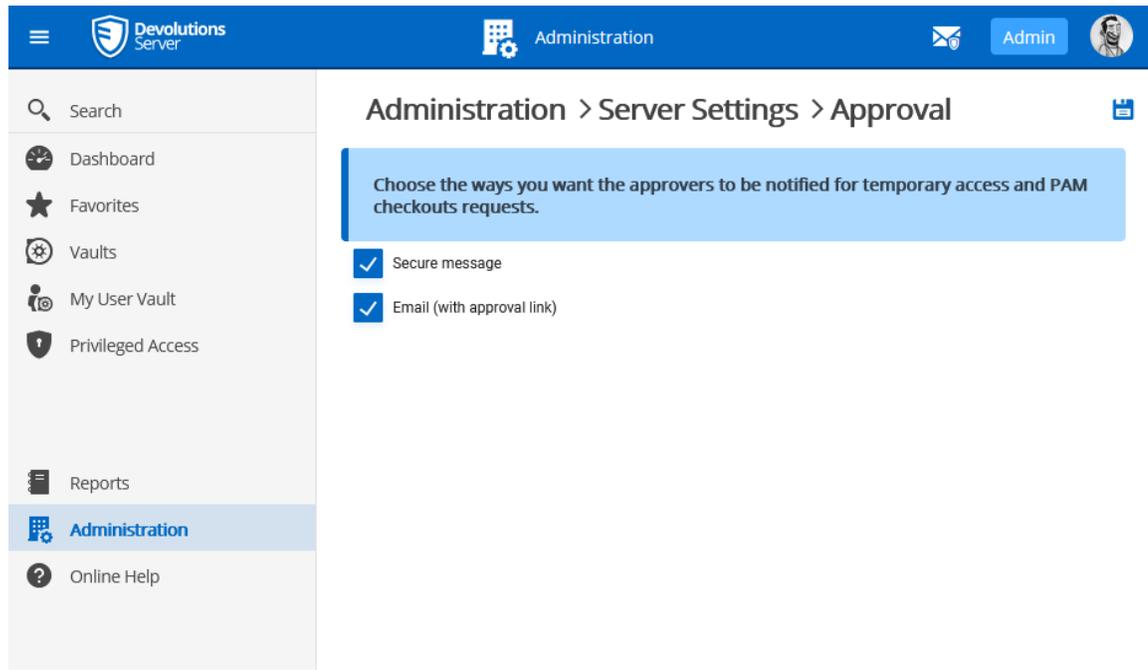
SETTINGS

Option	Description
Allow browser extensions (Devolutions Web Login)	Allow to save credentials in the Devolutions Server instance with Devolutions Web Login.
Allow Web API help page	
Enable Internet Access	<p>Allows Devolutions Server to communicate with external entities for the following options.</p> <ul style="list-style-type: none">• Enable Gravatar : fetch the user Gravatar icon.• Enable compromised (pwned) check : fetch in an external database if a password has been compromised.• Share anonymous usage data with Devolutions

5.5.2.2.1.6 Approval

DESCRIPTION

Defines the method to send approval messages for temporary access and PAM checkouts requests to approvers. The possibilities are by Secure Message, by Email or both.



Administration - Server Settings - Approval

5.5.2.2.1.7 Advanced

DESCRIPTION

The **Advanced** section allows the administrator to configure the **Token Valid Time** parameter and the [Labelling](#).

The screenshot displays the 'Administration > SERVER SETTINGS > ADVANCED' page in the Devolutions Server web interface. The left sidebar contains navigation items: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled 'ADMINISTRATION > SERVER SETTINGS > ADVANCED' and includes a sub-header 'ADVANCED'. The settings are as follows:

- Token valid time (minutes):** Input field with value 1440.
- Inactivity time (minutes):** Input field with value 240.
- User license type:** Dropdown menu set to 'Default'.
- Launch connection with:** Dropdown menu set to 'Devolutions Launcher'.
- Server Logo Large:** A dashed blue box with an upload icon and the text 'Drag and drop or click to upload'.
- Server Logo Small:** A dashed blue box with an upload icon and the text 'Drag and drop or click to upload'.

Administration - Devolutions Server Settings - Advanced

SETTINGS

FEATURES

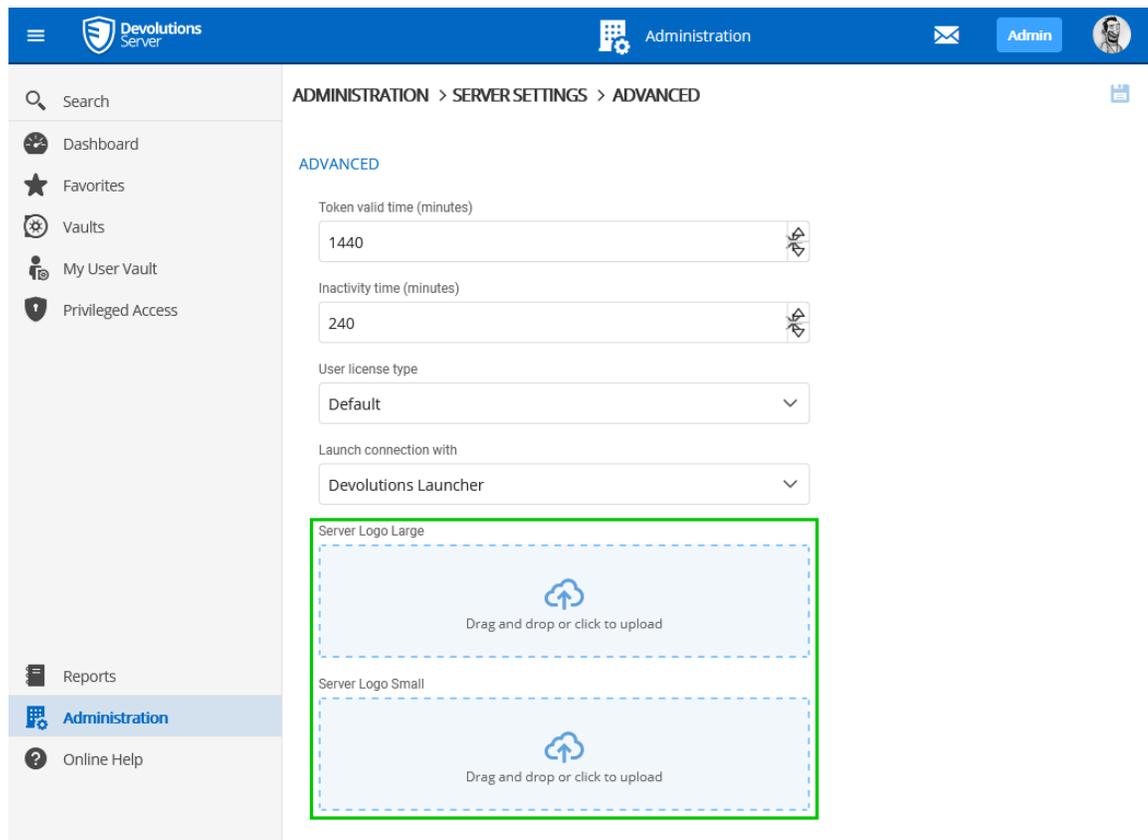
Category	Description
Token Valid Time (minutes)	This is the duration time of the token. At the expiration of the token, the user must again authenticate himself on the Devolutions Server instance.
Inactivity time (minutes)	Enter the delay for the user to be disconnected from the server if inactive. This value must be lower than the Token Valid Time parameter. This parameter is applied on the web interface or with the Devolutions Web Login.

Category	Description
	browser companion tool. It has no effect on Remote Desktop Manager.
User license type	Select the license type. Default is Connection Management .
Launch connection with	Sets the application that opens remote connections: Remote Desktop Manager or Devolutions Launcher. Default refers to Devolutions Launcher.
Server Logo Large / Server Logo Small	See the White Labeling Customizations page for more information.

DESCRIPTION

You can customize the Devolutions Server web interface logo's to better serve your own customers.

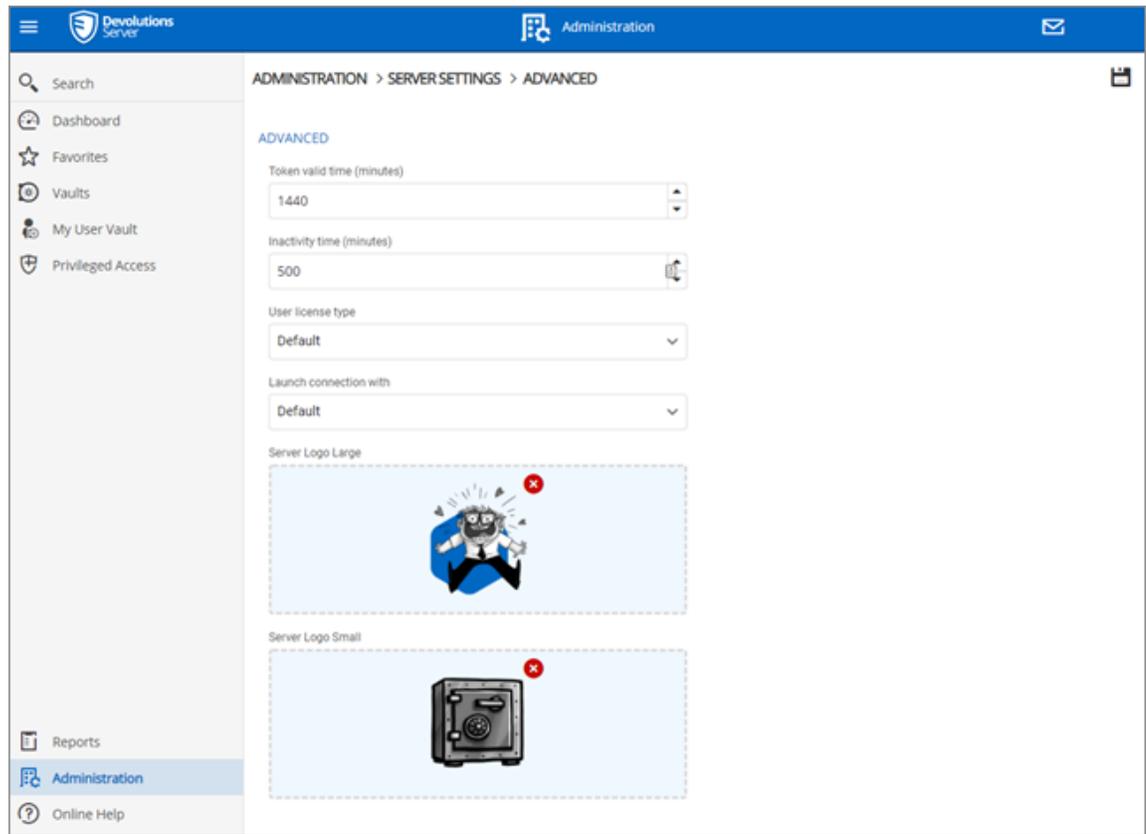
Branding is possible in **Administration - Server Settings - Advanced**.



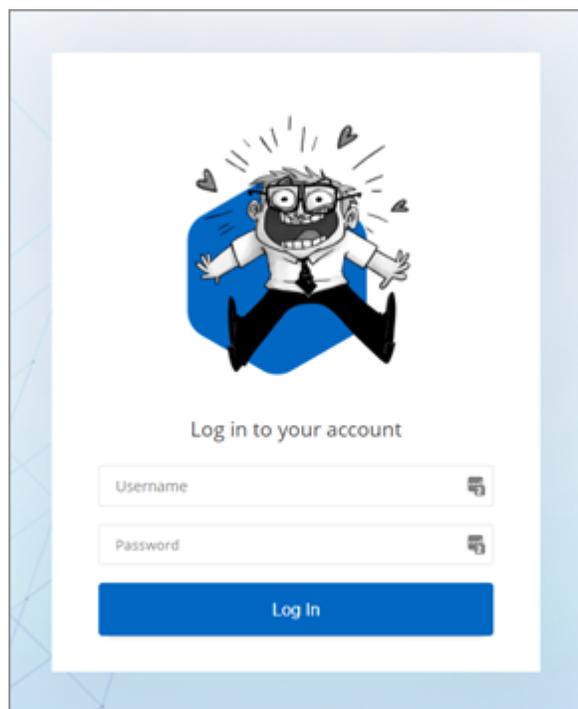
It is compatible with most popular file extension, like JPEG, GIF, PNG and TIFF.

Category	Description
Server Logo Large	This is the image for the login page with a max width of 300px. The height will be automatically set to observe the ratio of the image.
Server Logo Small	This is for the image in the toolbar with a max width of 145px and height of 40px.

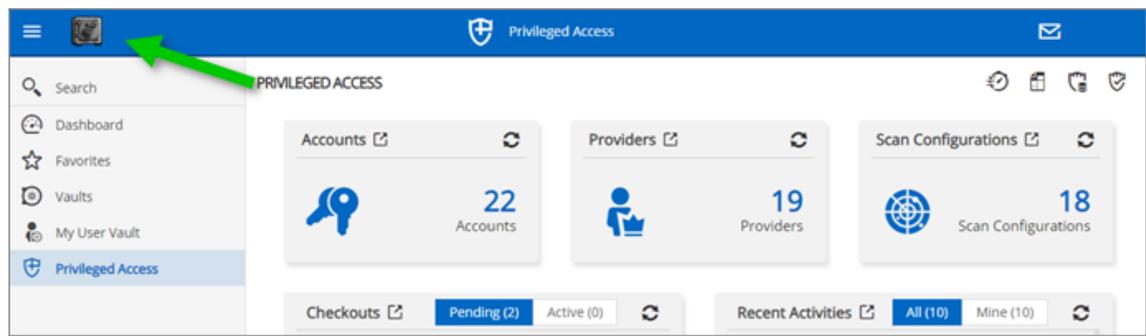
Here is an example of this feature with loaded images in the Administration settings.



The result for the Devolutions Server login page:



And for the toolbar logo:



5.5.2.2.2 Security

5.5.2.2.2.1 Two-Factor

DESCRIPTION



This feature is only available with Devolutions Server Enterprise or Platinum licenses.

Configure **Two-Factor Authentication** in Devolutions Server to add an extra layer of security to the application.

Devolutions Server supports 9 types of 2FA. You can configure a default 2FA type for your entire organization or configure 2FA by user. When 2FA is configured, users log in with their username/password as well as a 2FA product.

HOW TO CONFIGURE 2FA FROM THE WEB INTERFACE

SETTINGS

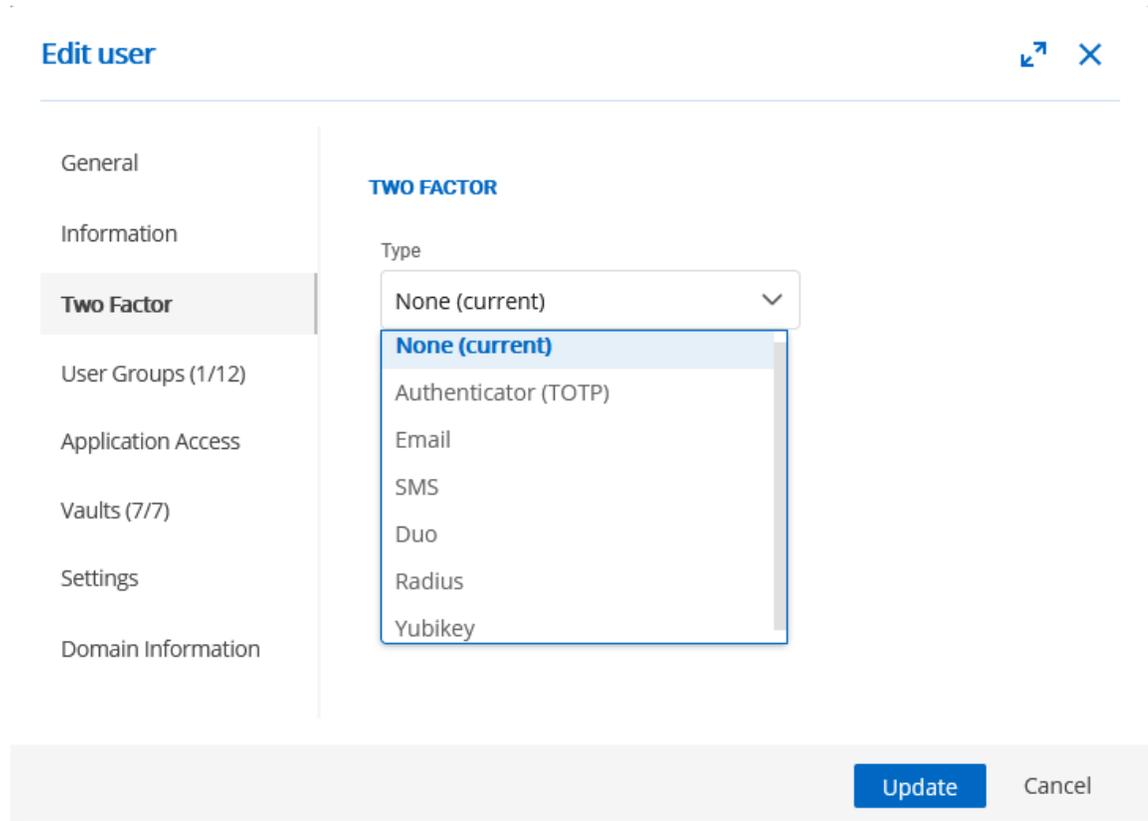
1. To access the 2FA configuration, go to **Administration – Devolutions Server Settings – Two-Factor**.
2. Choose how you want to enforce two-factor authentication in **2FA usage**.

Option	Description
None	2FA is not enforced.
Optional per user	<p>2FA is enforced on an individual basis. The administrator chooses who uses 2FA and what product or technology they use.</p> <p>Choose this option if not all users are set up for two-factor authentication.</p>
Required	2FA is enforced for all users. A default 2FA type is set for all users.

3. Select who receives 2FA reset requests from users. You can choose to send the email to all Devolutions Server **administrators** or a **specific email**.
4. If you chose to send reset requests to an email address instead of the Devolutions Server administrators, enter the email address in **specific email**.
5. Select the 2FA types users can authenticate with. Choose as many as necessary.
6. If you chose 2FA usage as **Required** in **step 3**, choose the **Default** 2FA type.
7. Select **alternate** ways to log in. These options will be offered when users do not have access to the usual method.

Administration - Devolutions Server Settings - Two-Factor

- When 2FA usage is set to **Optional per user**, the 2FA method must be configured in **Administration – Users – Two Factor** for each user. You can also set a 2FA type on the user if they are using a product different than the default method. See [Edit Users](#) for more information.



The screenshot shows the 'Edit user' interface with a sidebar on the left containing the following menu items: General, Information, **Two Factor**, User Groups (1/12), Application Access, Vaults (7/7), Settings, and Domain Information. The main content area is titled 'TWO FACTOR' and features a 'Type' dropdown menu. The dropdown is open, showing a list of options: 'None (current)' (highlighted in blue), 'Authenticator (TOTP)', 'Email', 'SMS', 'Duo', 'Radius', and 'Yubikey'. At the bottom right of the interface, there are two buttons: 'Update' and 'Cancel'.

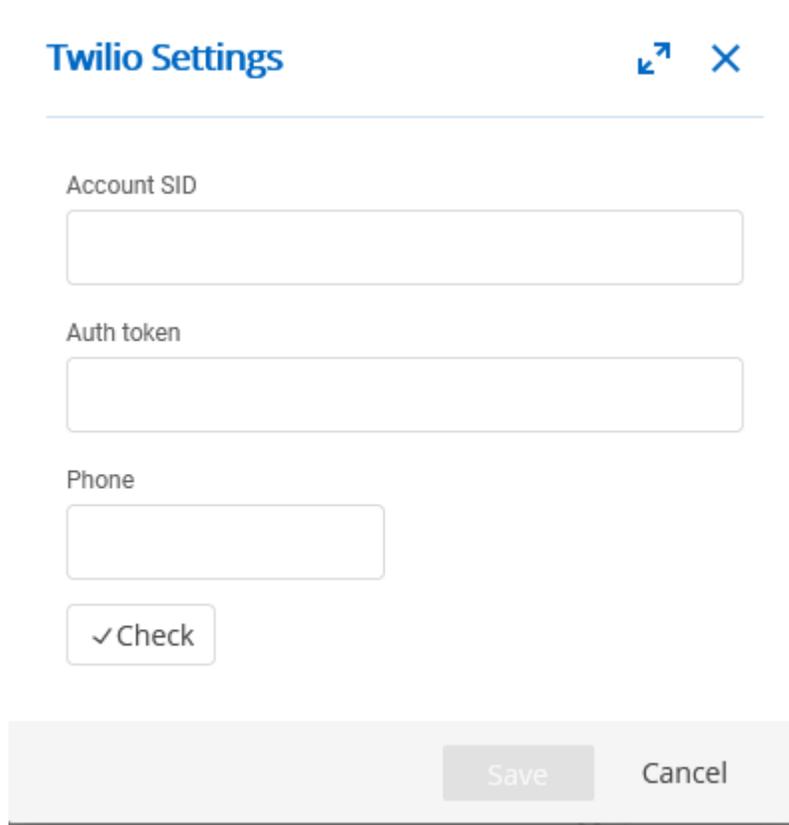
Edit User - Two Factor

OVERVIEW

The 2FA SMS will request the user to enter a code he has received on his mobile phone as its second component to access the data source.

There are two possible configuration available. To use the free version, do not fill in the Twilio settings.

The other available configuration is to configure Twilio. Please fill in the appropriate fields with the information from your Twilio subscription.



Twilio Settings

Account SID

Auth token

Phone

✓ Check

Save Cancel

Twilio Settings dialog

Option	Description
Account SID	Account SID of your Twilio account.
Auth token	Authorization token from your Twilio account.
Phone	Phone number.

DESCRIPTION

Backup codes are validation codes that provide users with one time access to Devolutions Server when they do not have access to their usual 2FA product or device. These must be generated before and kept safe in case of emergencies.

The **Administrator** enables the option and then users can generate their backup codes.

SETTINGS

ADMINISTRATOR - ENABLE BACKUP CODES

An administrator must enable backup codes as an alternate method of two-factor authentication. To turn on the option, go to **Administration – Devolutions Server Settings – Two-Factor**.

ADMINISTRATION > PASSWORD SERVER SETTINGS > TWO-FACTOR 

SafeNet

AuthAnvil

Radius

Vasco

DEFAULT

Default

Google Authenticator 

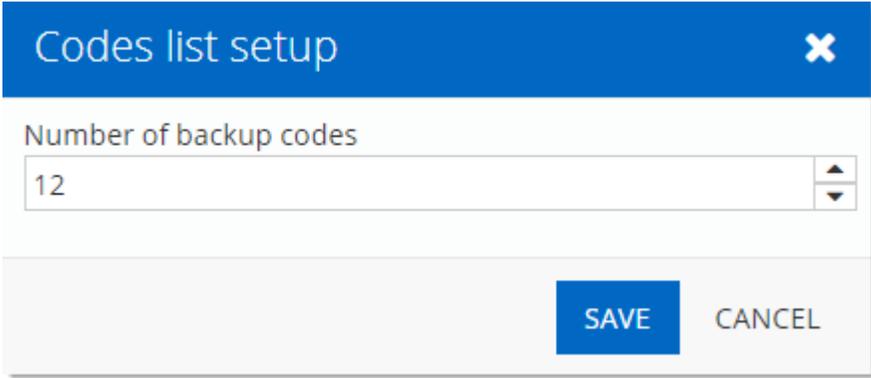
ALTERNATE

Email

Backup codes  [Configure](#)

Backup Codes - Two-Factor Authentication

Click **Configure** to set how many backup codes a user can generate.

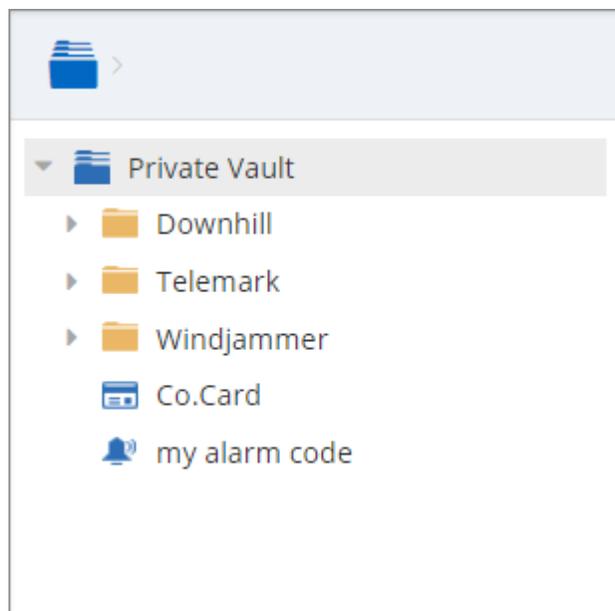


The image shows a dialog box titled "Codes list setup" with a close button (X) in the top right corner. Below the title bar, there is a label "Number of backup codes" followed by a text input field containing the number "12". To the right of the input field is a small spinner control. At the bottom of the dialog, there are two buttons: "SAVE" (highlighted in blue) and "CANCEL".

Configure the number of Backup Codes

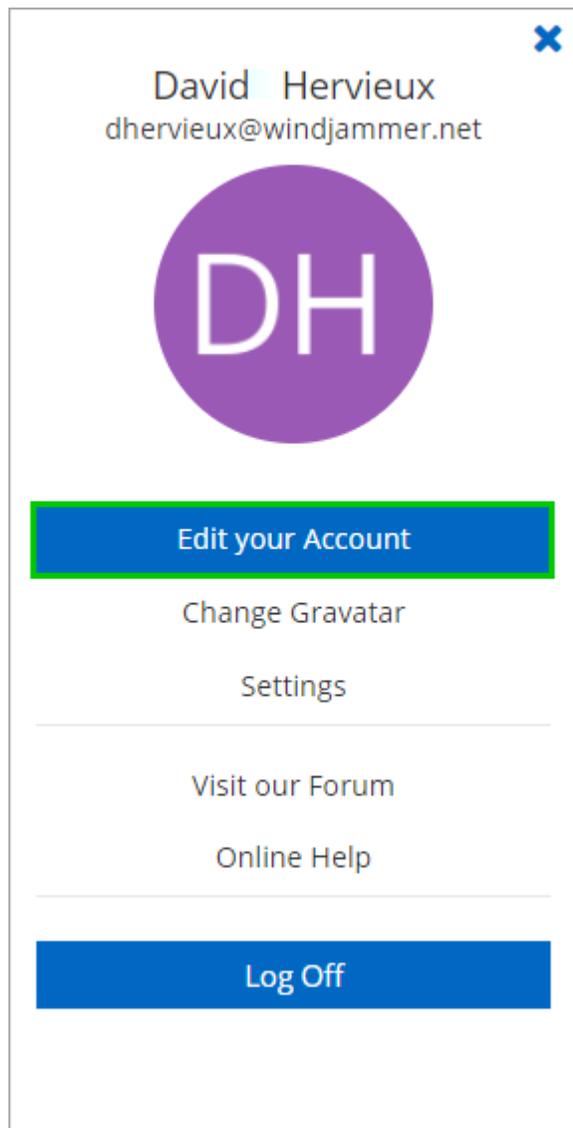
USER - GENERATE BACKUP CODES

1. To generate your backup codes, click your **avatar** in the top right corner.



Click user avatar

2. Click **Edit your Account**



Edit your Account - Account Settings

3. Click **Alternate 2FA** and then **(a)** click **Generate backup codes**. A list of backup codes are displayed **(b)**. The user can copy and paste the codes and store them elsewhere.

Edit your Account

INFORMATION

ALTERNATE 2FA

i Generating new backup codes invalidate any previously generated backup codes.

a [Generate backup codes](#)

b

Alternate Backup Codes
26373963
43656568
76896296
75223482
95644289
66496839
34396926
55372679
28698973
38929365
79397965
88577384

SAVE CANCEL

Alternate 2FA - Generate Backup Codes

5.5.2.2.2.2 Security

DESCRIPTION

The Security section allows the administrator to configure the allowed and denied IPs addresses.

The screenshot displays the 'Administration > Server Settings > Security' page in the Devolutions Server interface. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled 'IP' and includes the following settings:

- Allowed single IPs: [Text input field]
- Allowed masked IPs: [Text input field]
- Denied single IPs: [Text input field]
- Denied masked IPs: [Text input field]
- Force token public IP validation:
- Use X-Forwarded-For:
- Block Tor clients:

Below these settings is the 'AUTO LOCK' section:

- Enable automatic lock account:
- Attempt count: [Spin box]

Administration - Devolutions Server Settings - Security

SETTINGS

IP

Option	Description
Allowed Single IPs	If you wish to restrain the access to the Devolutions Server to only certain IPs address enter those here. If nothing is entered in this field all IPs address will be allowed to connect to the Devolutions Server.

Option	Description
Allowed Masked IPs	If you wish to restrain the access to only certain Masked IPs (dividing the host part of an IP address into a subnet and host address) on the Devolutions Server, enter those Masked IP address here.
Denied Single IPs	If you wish to deny access to the server from certain IPs address enter those in this field.
Denied Masked IPs	If you wish to deny access to the server from certain Masked IPs address (dividing the host part of an IP address into a subnet and host address) enter those in this field.
Force token public IP validation	
Use X-Forwarded-For	Enable the usage of X-Forwarded-For header for Deploy in an High Availability or Load Balanced Environment .
Block Tor clients	Block incoming traffic from TOR clients.

AUTO LOCK

Option	Description
Enabled auto lock	Automatically locks down the access to the Server after a predetermine number of failed attempt.
Attempt Count	Enter the number of failed attempts before locking down the Server.

5.5.2.2.2.3 GeolP Security

DESCRIPTION

The **GeolP Security** section allows the administrator to set IPs restriction based on the geographical location.

Administration - Devolutions Server Settings - GeolP Security

SETTINGS

Option	Description
GeolP Mode	<p>Choose your method of GeolP between:</p> <p>None: Will not be using GeolP security</p> <p>MaxMind: Use the MaxMind's GeolP database to look up the city, AS number and other information for an IP</p>

Option	Description
	address. Connect to your account by entering your User ID and License Key in the appropriate field and then select the countries you wish to grant access to your Devolutions Server.
User ID	User ID to connect on MaxMind.
License key	License key to connect on MaxMind.
Countries	Select all authorized countries to connect to the Devolutions Server instance.

5.5.2.2.2.4 Privileged Access Management

DESCRIPTION

This section is dedicated to enable and configure the Privileged Access Management.

ADMINISTRATION > PASSWORD SERVER SETTINGS > PRIVILEGED ACCESS

GENERAL

Enable PAM

SECURITY

FOLDER

Access

Everyone

CREDENTIALS

View sensitive information on checkout

Everyone

Credentials brokering

Everyone

CHECK OUT

Default approval mode

none

Default reason mode

none

Default checkout time (minutes)

20

[Privileged Access Management System Permissions Page](#)

Administration - Devolutions Server Settings - Privileged Access Management

SETTINGS

GENERAL

Option	Description
Enable PAM (Preview)	Enable the Privileged Access Management functionality.

SECURITY - FOLDER

Option	Description
Access	Possible values : <ul style="list-style-type: none">• Custom• Everyone• Never

SECURITY - CREDENTIALS

Option	Description
View sensitive information on checkout	Possible values : <ul style="list-style-type: none">• Custom• Everyone• Never
Credentials brokering	Possible values : <ul style="list-style-type: none">• Custom• Everyone• Never

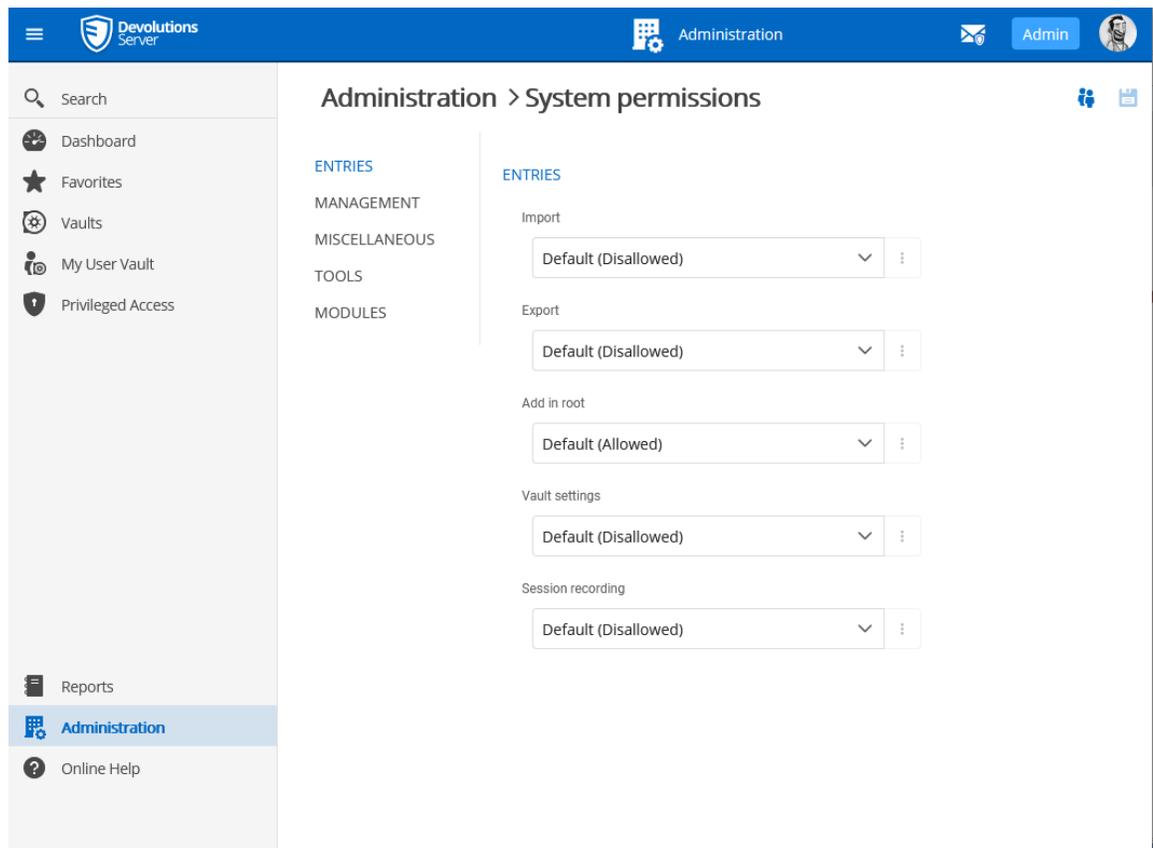
CHECK OUT

Option	Description
Default approval mode	Possible values : <ul style="list-style-type: none">• none• mandatory
Default reason mode	Possible values : <ul style="list-style-type: none">• none• mandatory• optional
Default checkout time (minutes)	

5.5.2.3 System Permissions

DESCRIPTION

The System Permissions allow to grant some administrative permissions to standard users without making them administrators. The **Default** setting inherits the permission set on the user or user groups. These are handled as you would permissions in an entry.



Administration - System Permissions

SYSTEM PERMISSIONS

- [Entries](#)
- [Management](#)
- [Miscellaneous](#)
- [Tools](#)
- [Privileged Access Management \(PAM\)](#)

5.5.2.3.1 Entries

DESCRIPTION

The administrative permissions regarding the Entries section are described below.

The screenshot displays the 'Administration > System permissions' page in the Devolutions Server interface. The left sidebar contains navigation options: Search, Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (highlighted), and Online Help. The main content area is titled 'Administration > System permissions' and features a left-hand menu with categories: ENTRIES, MANAGEMENT, MISCELLANEOUS, TOOLS, and MODULES. The right-hand panel, also titled 'ENTRIES', contains five settings, each with a dropdown menu and a three-dot menu icon:

- Import: Default (Disallowed)
- Export: Default (Disallowed)
- Add in root: Default (Allowed)
- Vault settings: Default (Disallowed)
- Session recording: Default (Disallowed)

Administration - System Permissions

Option	Description
Import	Restrain the import privilege to certain users.
Export	Restrain the export privilege to certain users.
Add in root	Restrain creating entries in root to certain users.
Vault settings	Restrain access to vault settings to certain users.
Session recording	Restrain access to the session recording feature.

5.5.2.3.2 Management

DESCRIPTION

The screenshot displays the 'ADMINISTRATION > SYSTEM PERMISSIONS' page. On the left, a navigation menu lists 'ENTRIES', 'MANAGEMENT' (highlighted), 'MISCELLANEOUS', 'TOOLS', and 'PAM'. The main content area is titled 'MANAGEMENT' and contains six sections, each with a dropdown menu set to 'Default (Disallowed)' and a three-dot menu icon:

- Users**
- Roles**
- Vault**
- Systems settings**
- Templates**
- Password templates**

Administration - System Permissions - Management

Option	Description
Users	Allow users/user groups to access the user management.
User groups	Allow users/user groups to access the user groups management.
Vault	Allow users/user groups to access the Vault management.
System Settings	Allow users/user groups to access System Settings.

Option	Description
Templates	Allow users/user groups to create and manage templates.
Password templates	Allow users/user groups to create and manage password templates.

5.5.2.3.3 Miscellaneous

DESCRIPTION

The screenshot shows the 'ADMINISTRATION > SYSTEM PERMISSIONS' page in the Devolutions Password Server interface. The left sidebar contains a navigation menu with 'ENTRIES', 'MANAGEMENT', 'MISCELLANEOUS' (highlighted), 'TOOLS', and 'PAM'. The main content area is titled 'MISCELLANEOUS' and contains several settings, each with a dropdown menu set to 'Default (Disallowed)' and a three-dot menu icon:

- Activity logs**: Default (Disallowed)
- Reports**: Default (Disallowed)
- Deleted entries**: Default (Disallowed)
- Data source logs**: Default (Disallowed)
- Administration logs**: Default (Disallowed)
- Check in (force)**: Default (Disallowed)

Administration - System Permissions - Miscellaneous

Option	Description
Activity logs	Allow users/user groups to view the activity logs.
Reports	Allow users/user groups to generate and view reports.
Deleted entries	Allow users/user groups to view and restore deleted entries.
Data source logs	Allow users/user groups to view the data source logs.
Administration logs	Allow users/user groups to view the administration logs.
Check in (force)	Allow users/user groups to be able to check in entries.

5.5.2.3.4 Tools

DESCRIPTION

The screenshot shows the Devolutions Password Server web interface. The top navigation bar is blue and contains the Devolutions Password Server logo, a user profile 'WI Windjammer IT', and a notification icon 'DH'. Below the navigation bar, the breadcrumb 'ADMINISTRATION > SYSTEM PERMISSIONS' is visible. The main content area is divided into a left sidebar and a main panel. The sidebar lists categories: ENTRIES, MANAGEMENT, MISCELLANEOUS, TOOLS (highlighted), and PAM. The main panel is titled 'TOOLS' and contains several configuration sections, each with a dropdown menu set to 'Default' and a three-dot menu icon to its right:

- Built-in tools (Wake On Lan, NetStat, Ping, ...)**: Default
- Macro/Script/Tool entry**: Default
- Remote tools**: Default
- Web management tools**: Default
- Console management tools**: Default (Disallow)

Administration - System Permissions - Tools

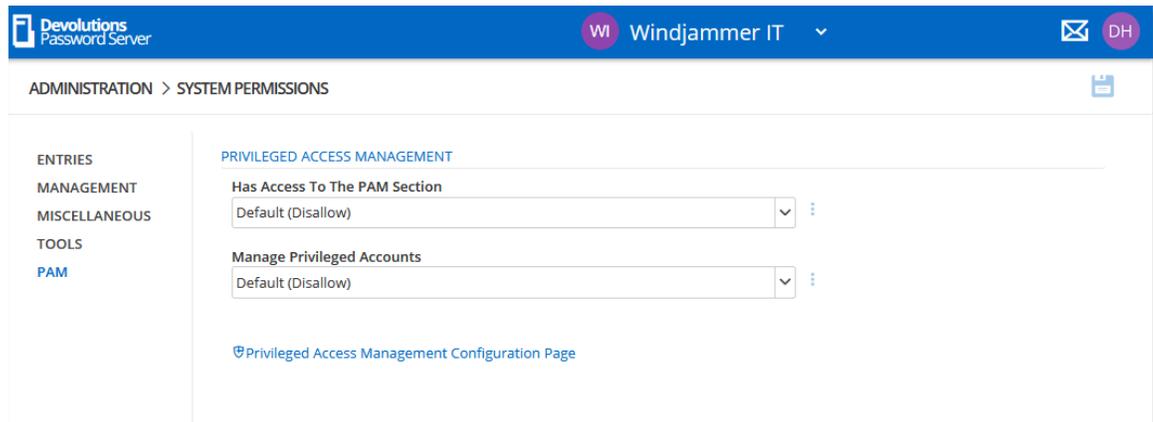
Option	Description
Built-in tools (Wake On Lan, NetStat, Ping, ...)	Allow users/user groups to use session related tools.
Macro/Script/Tool entry	Allow users/user groups to use Macro/Script/Tool entries.
Remote tools	Allow users/user groups to use remote tools.
Web management tools	Allow users/user groups to use web management tools.
Console management tools	Allow users/user groups to use console management tools.

5.5.2.3.5 Privileged Access Management

DESCRIPTION



To use these features you must first ensure they are enabled in the [Privileged Access Management](#) in the **Devolutions Server Settings**.



Administration - System Permissions - PAM

Option	Description
Has Access to the PAM Section	Determine who has access to the PAM section.
Manage Privileged Accounts	Determine who can managed the Privileged accounts.
Privileged Access Management Configuration Page	Links you to the Configuration page of the PAM.

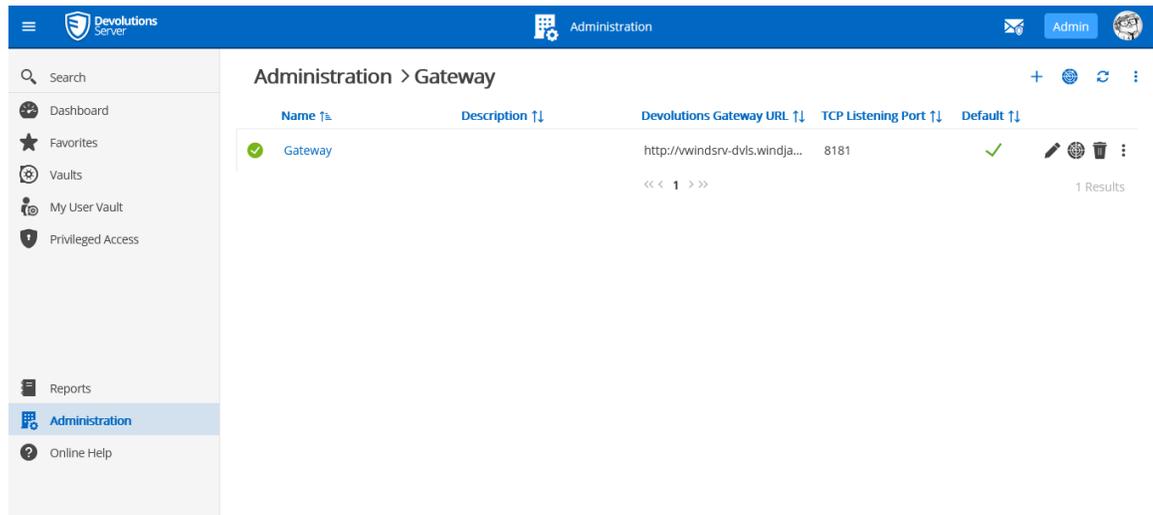
5.5.3 Modules

5.5.3.1 Gateway

DESCRIPTION

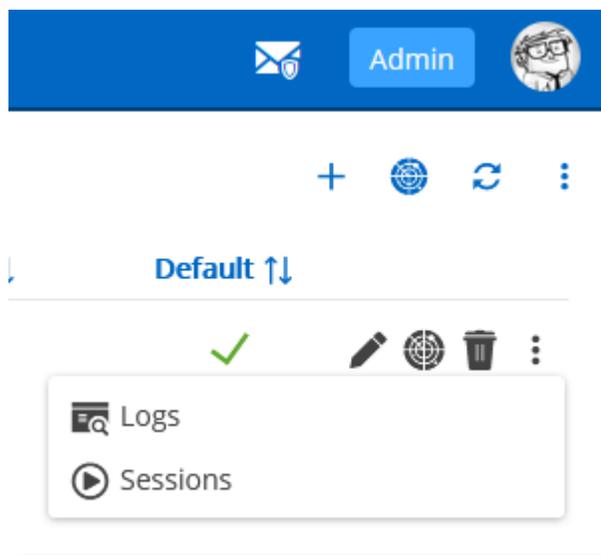
This section list the Devolutions Gateway installed that the Devolutions Server can connect through to access resources in segmented networks. Multiple Devolutions Gateway can be added to that list.

To install Devolutions Gateway, please see this topic [Devolutions Server Configuration](#)



Administration - Gateway

The following tools are available to monitor any Devolutions Gateway using the advanced menu.



Advanced menu

LOGS

This provides the logs of the selected Devolutions Gateway. The Download button allows to download the logs and save it in a .log text file.

Gateway - Logs ↗ ✕

```

2022-01-14 15:17:34:623885 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: da307fb4-54bf-4fe8-9b34-fd8b1cb882df, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:17:59:829049 INFO GET /jet/diagnostics/logs 200 OK (Duration_ms=2), request_id: 5cf6b39d-0244-4c93-9264-4ddd56730ec8, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:18:16:233069 INFO GET /jet/sessions 200 OK (Duration_ms=0), request_id: e81896fd-bd2d-40cc-9e86-f708190a0f5d, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:18:33:613797 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: d87e67c4-0178-4dd8-a04f-b14b81e905c3, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:19:34:655196 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: ee354aa1-d996-4fcd-bfbc-4cb6ca2393e9, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:20:33:647591 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: de810dea-c2e6-44cd-a642-b4aedcc1bd38, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:21:34:686646 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: 696adea4-c2a2-45a8-933f-cd00640cdfa7, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:22:33:680790 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: b947e713-2cce-42df-a99f-e6cc25f9a73b, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:23:34:702707 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: 0d2eedc8-ac01-4d1e-a217-040fc61689fd, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]
2022-01-14 15:24:33:711041 INFO GET /jet/health 200 OK (Duration_ms=0), request_id: 84ae775f-455f-44e3-a04a-5fb7ec1b1c13, listener: 0.0.0.0:7171, module: [devolutions_gateway::http::middlewares::log]

```

Download Close

Devolutions Gateway Logs

SESSIONS

This provide the list of current active sessions of the selected Devolutions Gateway.

Gateway - Active Sessions ↗ ✕

Launched by ↑↓	Destination ↕	Protocol ↑↓	Start Time ↑↓
No data to display			

Refresh Close

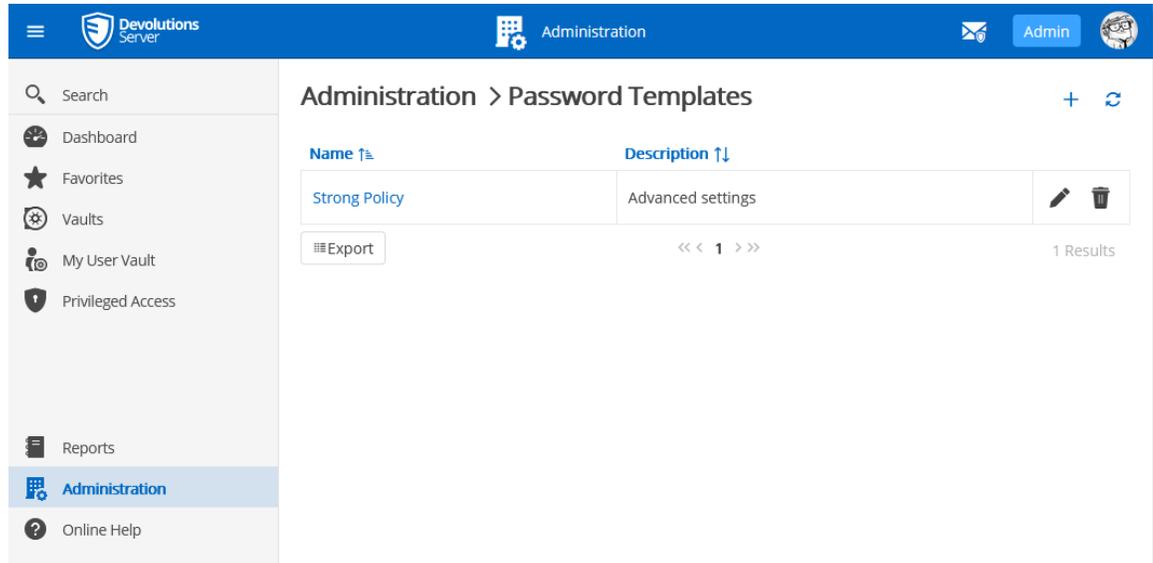
Devolutions Gateway Active sessions

5.5.4 Templates

5.5.4.1 Password Templates

DESCRIPTION

The **Password Templates** allow administrators to manage password templates.



Administration - Password Templates

Password Templates ↗ ✕

SECURITY

Name

Mode

Password length

<input checked="" type="checkbox"/> Upper-case (A, B, ...)	<input type="text" value="2"/>	<input checked="" type="checkbox"/> Digits (0, 1, 2, ...)	<input type="text" value="1"/>
<input type="checkbox"/> Underline (_)	<input type="text" value="0"/>	<input checked="" type="checkbox"/> Special (!, \$, %, &, ...)	<input type="text" value="1"/>
<input type="checkbox"/> High ANSI characters	<input type="text" value="0"/>	<input checked="" type="checkbox"/> Lower-case (a, b, c, ...)	<input type="text" value="1"/>
<input type="checkbox"/> Minus (-)	<input type="text" value="0"/>	<input type="checkbox"/> Space ()	<input type="text" value="0"/>
<input type="checkbox"/> Brackets ([] , () , < >)	<input type="text" value="0"/>	<input type="checkbox"/> XML Compliant	

Include the following characters

Exclude the following characters

PREVIEW

Password Count

No results found

Password Templates

Option	Description
Name	Name of the Password Template.
Mode	<ul style="list-style-type: none"> • Default • Advanced settings • Readable password • Use a pattern • Pronounceable password

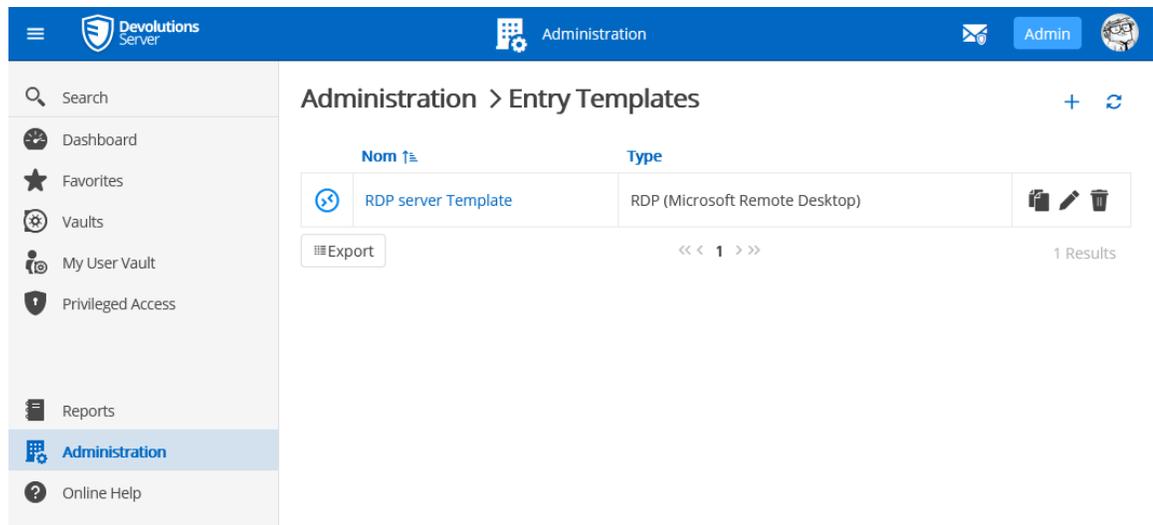
Option	Description
	<ul style="list-style-type: none"> • Strong password
Upper-case (A, B, C, ...)	Will include uppercase letters for password generation.
Underline (_)	Will include the underline (_) character for password generation.
High ANSI characters	Will include characters from '-' to U255 (excluding U255) for password generation.
Minus (-)	Will include the minus (-) character for password generation.
Brackets ([,], (,), <,>)	Will include brackets characters for password generation.
Digits (0, 1, 2, ...)	Will include digits for password generation.
Special (!, \$, %, &, ...)	Will include special characters for password generation.
Lower-case (a, b, c, ...)	Will include lowercase letters for password generation.
Space ()	Will include the space character for password generation.
XML Compliant	Will generate XML compliant passwords.
Also include the following characters	Add any other characters to be include for password generation.
Exclude the following characters	The characters listed in this field will not be used for password generation.

Option	Description
Password count	Number of passwords that will be generated.
Include the following characters	Forcefully including characters inside the password.
Exclude the following characters	Forcefully excludes characters from the password.

5.5.4.2 Entry Templates

DESCRIPTION

The **Entry Templates** allow administrators to manage entry templates. With this you can set preferences to how entries information will be filled when creating them.



5.5.5 Backup

5.5.5.1 Backup Manager

DESCRIPTION

The **Backup Manager** section allow administrators to configure the parameters to backup the database and the web application folder.

The screenshot shows the 'Administration > Backup Manager' configuration page in the Devolutions Server web interface. The page is organized into several sections: DATABASE CONFIGURATION, WEB CONFIGURATION, BACKUP ENCRYPTION ALGORITHM, NOTIFICATION, SCHEDULE, and ADVANCED. Each section contains various configuration options such as checkboxes for enabling backups, text input fields for file paths and passwords, a dropdown menu for encryption algorithms, checkboxes for notifications, and input fields for backup start times and frequencies.

Administration > Backup Manager

DATABASE CONFIGURATION

- Enable database backup
- Backup database file path:
- Backup database password:

WEB CONFIGURATION

- Enable web backup
- Backup web file path:
- Backup web file password:

BACKUP ENCRYPTION ALGORITHM ?

- Encryption algorithm:

NOTIFICATION

- Notify Administrator on backup failed
- Notify Administrator on backup success

SCHEDULE

- Backup start time:
- Repeat every:
 - Days:
 - Hours:

ADVANCED

- Database backup SQL timeout (Minutes):
- Keep number of backups:
- Copy only database backup

SETTINGS

Button	Description
Save	Save the latest modifications of the Backup schedule options.
Backup Now	Create immediately a backup of the SQL database and/or the web application folder.

DATABASE CONFIGURATION

Option	Description
Enable database backup	Activate the backup of the SQL database.
Backup database file path	<p>The path to the folder where the backup of the SQL database will be saved. We recommend to use a shared network folder with proper permissions set on it to be able to save the backup file.</p> <p>Note: As the backup command is running on the SQL Server and on the machine where Devolutions Server is hosted, this path must be accessible from that SQL Server too. Then we recommend configuring the database backup path using a UNC path.</p> <p>If a service account is set on the Scheduler service, the account needs write permission on the destination folder.</p>

WEB CONFIGURATION

Option	Description
Enable web backup	Activate the backup of the web application.
Backup web file path	<p>The path to the folder where the backup of the web application will be saved. We recommend to use a shared network folder with proper permissions set on it to be able to save the backup file.</p> <p>Note: If service accounts are set on the Scheduler service and on the IIS Application Pool Identity, both account need write permission on the destination folder.</p>

BACKUP ENCRYPTION ALGORITHM

Option	Description
Encryption algorithm	Encryption algorithm used to encrypt the backup if a backup password is set.

NOTIFICATION

Option	Description
Notify Administrator on failed backup	To send an email to the administrators when a backup process fails.
Notify Administrator on successful backup	To send an email to the administrators when a backup process succeeds.

SCHEDULE

Option	Description
Backup start time	Date and time when the backup will be automatically started.
Repeat every	The time interval when the backup will be repeated.

ADVANCED

Option	Description
Database backup SQL timeout (Minutes)	Number of minutes before a timeout in the SQL instance.
Keep number of backups	Number of the backup that will be kept in the backup folder.
Copy only database backup	A SQL Server backup that is independent of the sequence of conventional SQL Server backups. For more information, please see https://docs.microsoft.com/en-us/sql/relational-databases/backup-restore/copy-only-backups-sql-server .

5.5.5.2 Backup History

DESCRIPTION

The **Backup History** section displays the list of the backup that have been taken.

The screenshot shows the 'Administration > Backup History' page in the Devolutions Server web interface. The page features a left-hand navigation menu with options like Dashboard, Favorites, Vaults, My User Vault, Privileged Access, Reports, Administration (selected), and Online Help. The main content area displays a table of backup history with the following columns: Start date/time, End date/time, Notes, Filename, Database filename, and Success. The table contains 10 rows of data, all showing successful website backups completed on 5/3/2022 at various times. Below the table, there is an 'Export' button, a pagination control showing '1 2 3 4 5' with '289 Results' indicated.

Start date/time	End date/time	Notes	Filename	Database filename	Success
5/3/2022 14:00	5/3/2022 14:00	Website backup completed	c:\temp\		✓
5/3/2022 13:00	5/3/2022 13:00	Website backup completed	c:\temp\		✓
5/3/2022 12:00	5/3/2022 12:00	Website backup completed	c:\temp\		✓
5/3/2022 11:00	5/3/2022 11:00	Website backup completed	c:\temp\		✓
5/3/2022 10:00	5/3/2022 10:00	Website backup completed	c:\temp\		✓
5/3/2022 09:00	5/3/2022 09:00	Website backup completed	c:\temp\		✓
5/3/2022 08:00	5/3/2022 08:00	Website backup completed	c:\temp\		✓
5/3/2022 07:00	5/3/2022 07:00	Website backup completed	c:\temp\		✓
5/3/2022 06:00	5/3/2022 06:00	Website backup completed	c:\temp\		✓
5/3/2022 05:00	5/3/2022 05:00	Website backup completed	c:\temp\		✓

Administration - Backup List

Column	Description
Start Date/Time	Date and time when the backup process was started.
End Date/Time	Date and time when the backup process was stopped.
Notes	Message to inform the completion or the fail of the backup.
Filename	Path and name of the web application backup file.
Database Filename	Path and name of the SQL database backup file.
Success	A check mark will indicate a successful backup. An X will indicate that the backup has failed.

5.5.6 Logs

5.5.6.1 Cleanup Logs

DESCRIPTION

The Cleanup Logs functionality will allow to archive logs available in the database that are older than the selected period. And it can also delete these archived logs based on the selected time limit in the parameters.

Cleanup logs

Option	Description
Enable automatic cleanup	Enable the automatic cleanup logs feature to automatically archive and delete logs.
Run every day at	Set the time when the feature will run.

Option	Description
Use Archiving	If enable, the job will archive and delete logs based on the period selected in the two drop down lists.
Archive logs older than	Will archive logs that are older than the selected value in the drop down list. Possible choices : One month Three months Six months One year
Delete archived logs older than	Will delete all archived logs that are older than the selected value in the drop down list. Possible choices : Three months Six months One year Two years
Skip archiving and permanently delete	If enable, will not archive the logs and will permanently delete them
Delete Logs older than	Will permanently delete all logs older than the selected value in the drop down list. Possible choices : One month Three months Six months One year Two years
Advanced	Advanced configuration if for configuring the archiving and deletion operation on each logs separately.

5.5.6.1.1 Advanced configuration

DESCRIPTION

The advanced configuration allows to set individual clean up parameters for all different logs of Devolutions Server.

Backup Logs *

- Connection Logs
- Login Attempt
- Login history
- Message Logs
- Pam Logs
- User Info History

GENERAL

Use custom configuration

CONFIGURATION

Use archiving

Archive logs older than

One month

Delete archived logs older than

Three months

Skip archiving and permanently delete

Delete logs older than

OK Cancel

Cleanup Logs - Advanced configuration

Logs	Description
Backup Logs	Logs related to the Backup Manager .
Connection Logs	Logs related to all operations on entries like viewing a password, opening an entry, etc.
Login Attempt	Logs related to failed login attempts to Devolutions Server.
Login History	Logs related to all successful logins to Devolutions Server.
Message Logs	Logs related to data source logs of Devolutions Server.
PAM Logs	Logs related to the Devolutions Server PAM feature.
User Info History	Logs related to the user accounts update history.

General	Description
Use custom configuration	Allow to set specific archiving and deletion parameters for the selected log.

Configuration	Description
Use archiving	Use the archive operation to clean the logs.
Archive logs older than	Will archive logs that are older than the selected value in the drop down list.

Configuration	Description
	Possible choices : One month Three months Six months One year
Delete archive logs older than	Will delete all archived logs that are older than the selected value in the drop down list. Possible choices : Three months Six months One year Two years
Skip archiving and permanently delete	If enable, will not archive the logs and will permanently delete them
Delete Logs older than	Will permanently delete all logs older than the selected value in the drop down list. Possible choices : One month Three months Six months One year Two years

5.6 User Groups Based Security

DESCRIPTION

Devolutions Server user groups based security allows to create a granular protection system that is quite flexible. However, flexibility comes at a price and sometimes making the wrong choices could increase the time involved in managing the system.

The following recommendations are based on our experience with the system and the ideas shared by our community. Follow these guidelines, as they will help you to use the Devolutions Server user groups based security efficiently.

Here are the main key points of the user groups based security:

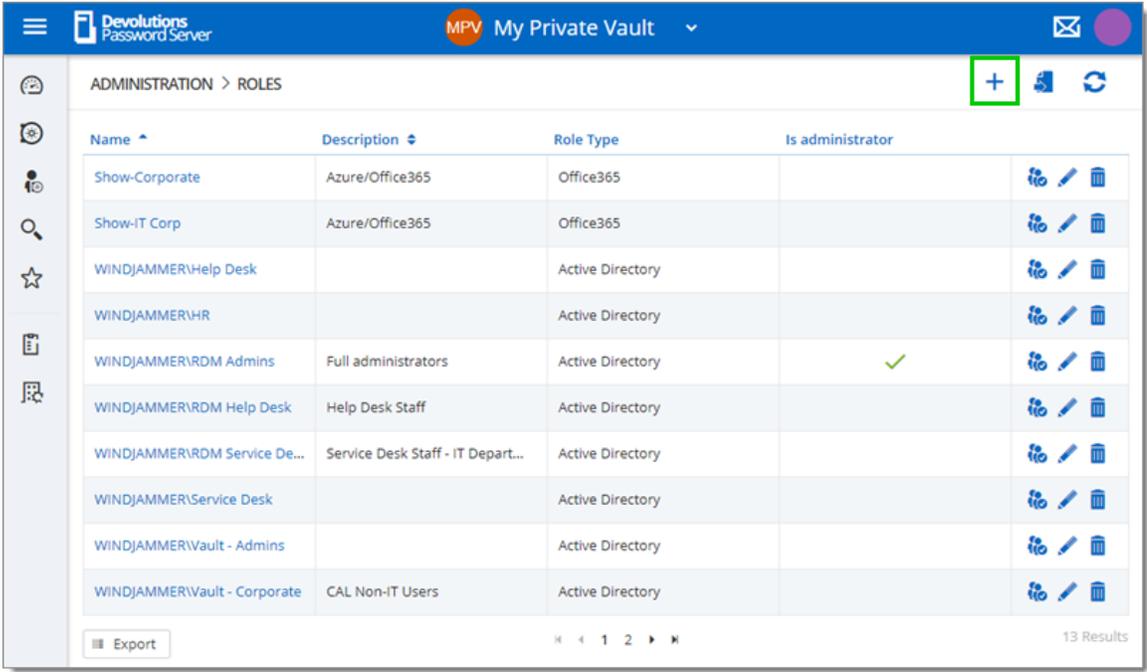
- **Security is inherited:** child items and folders are covered by a parent folder's security.
- **Permissions can be overridden:** a permission set on a sub folder will override the parent item's permission.
- **Permissions are granular:** multiple permissions can be set on entries at once.

USER GROUPS CONFIGURATION

When using Devolutions Server user groups based security, user groups are mostly used to control user access for multiple users at once.

CREATE THE USER GROUPS

To create user groups, navigate to **Administration – User Groups**, then click **+ Add**.



Name	Description	Role Type	Is administrator	
Show-Corporate	Azure/Office365	Office365		  
Show-IT Corp	Azure/Office365	Office365		  
WINDJAMMER\Help Desk		Active Directory		  
WINDJAMMER\HR		Active Directory		  
WINDJAMMER\RDM Admins	Full administrators	Active Directory	<input checked="" type="checkbox"/>	  
WINDJAMMER\RDM Help Desk	Help Desk Staff	Active Directory		  
WINDJAMMER\RDM Service De...	Service Desk Staff - IT Depart...	Active Directory		  
WINDJAMMER\Service Desk		Active Directory		  
WINDJAMMER\Vault - Admins		Active Directory		  
WINDJAMMER\Vault - Corporate	CAL Non-IT Users	Active Directory		  

Create a User Group

All settings can be left to default unless the user group contains only administrators. In this case, check the **Administrator** box when configuring the user group. Enter a name

for the user group, then click **OK**. For Active Directory groups, the domain must be provided like the following.

The screenshot shows a dialog box titled "Roles" with a blue header. On the left is a sidebar with menu items: GENERAL (selected), VAULTS, SETTINGS, and EMAIL NOTIFICATIONS. The main area contains the following fields:

- Name**: A text input field containing "WINDJAMMER/RDM Users" with a search icon on the right.
- Description**: An empty text input field.
- Is administrator**: A checkbox that is currently unchecked.

At the bottom right of the dialog are "OK" and "CANCEL" buttons.

Configure a User Group

To assign users to the user group, click , then check the Is Member box of the respective user. With a user group created from an Active Directory group, there is no need to assign users as it is automatically managed by Devolutions Server.

The screenshot shows a dialog box titled "Role Assignment - Service Desk" with a blue header. Below the header are "Unselect All" and "Select All" options. A table lists users with the following columns: Name, Description, Is administrator, and Is member.

Name	Description	Is administrator	Is member
_Administrator		✓	<input type="checkbox"/>
bill@windjammer.loc	Bill Preston	✓	<input checked="" type="checkbox"/>

Below the table is a pagination control showing "1" and "2 Results". At the bottom right are "UPDATE" and "CANCEL" buttons.

Assign a user to the User Group

USER CONFIGURATION

USER TEMPLATE

It is possible to change the default user template. To do so, navigate to **Administration – System Settings – User Template**. These settings control the default settings of a new user. The best practice is to disable all privileges.

CREATE THE USER

To create users, navigate to **Administration – Users**, then click **+ Add User**. Enter a **Login** for the user, select the **User** type and enter an email address.

GENERAL

Authentication type
Custom (Devolutions)

User

Password

User type
Read only user

User license type
Default

Enabled

Must change password at next logon

INFORMATION

First name

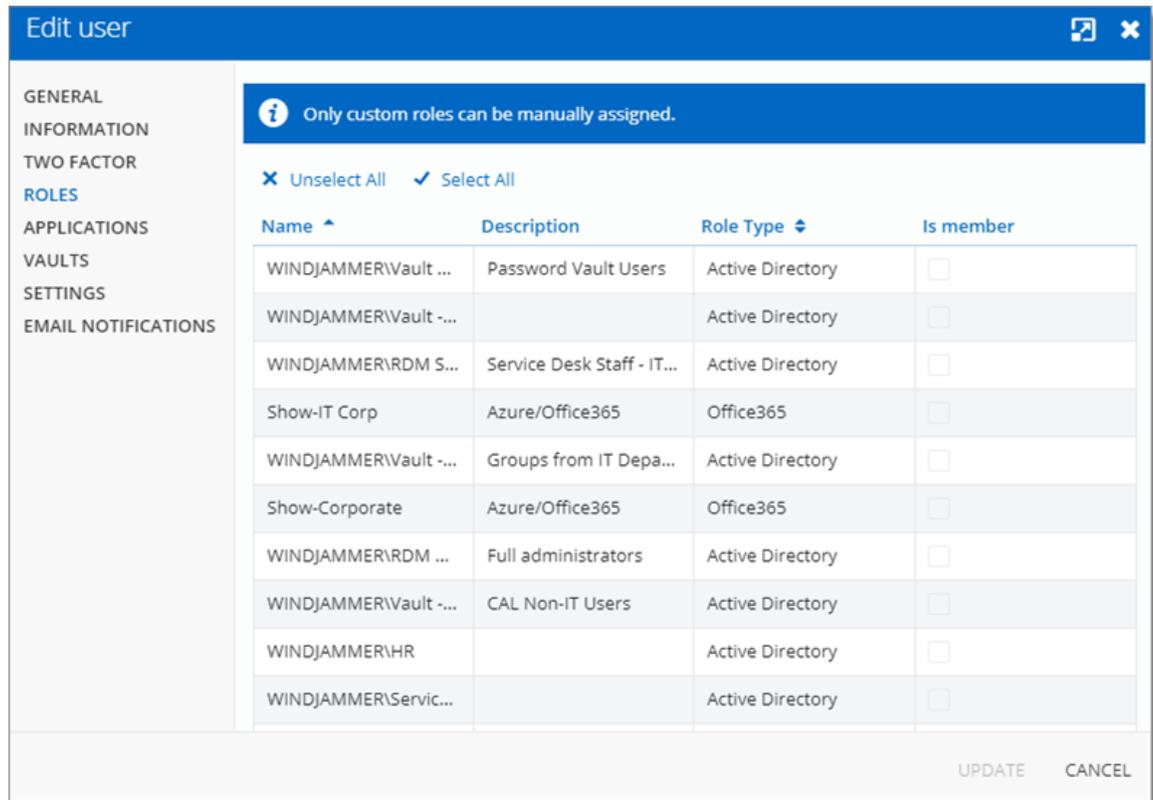
Last name

Email

ADD CANCEL

Create a user

A user can be assigned to multiple user groups at once by checking the **Is Member** box of the respective user groups in the **User Groups** section of the **User Management**. As part of the Active Directory integration, there is no need to assign users to those user groups as it is automatically managed by Devolutions Server.



ADMINISTRATORS

Administrators can do everything, regardless of the security. These users are usually the chief officers and senior management.

RESTRICTED USERS

Restricted users have limited access to resources. They usually have the **Add** and **Edit** rights only. These users can be mid or first level executives, such as service desk and help desk.

USERS

Users also have limited access to resources much like **Restricted users**. However, **Users** have by default the **Add**, **Edit** and **Delete** rights and can perform these actions on all unsecured entries.

READ ONLY USERS

Read only users can only view and use resources, but cannot edit them. These users are usually external consultants.

SELECT THE APPROPRIATE USER TYPE

When creating users, some key points must be taken into consideration. Ask yourself the following questions while configuring a new user:

➤ **Should they be able to access any resource without restriction?**

✓ **Administrators** can access any resource without restriction.

✓ Make a user administrator by selecting **Administrator** as the **User type** when creating the user.

The screenshot shows the 'Add user' dialog box. The 'User type' is set to 'Administrator'. The 'User' field contains 'david@windjammer.loc'. The 'User license type' is set to 'Default'. The 'Enabled' checkbox is checked. The 'Must change password at next logon' checkbox is unchecked. The 'INFORMATION' section has 'First name' and 'Last name' fields, and an 'Email' field with 'david@windjammer.loc'. The 'ADD' and 'CANCEL' buttons are at the bottom right.

Administrator user

➤ **Should they be able to add, edit, or delete entries?**

✓ Make a **Restricted user** by selecting **Restricted user** as the **User type** when creating the user.

✓Set up manually which rights are granted to the user.

GENERAL

Authentication type
Domain

User
ted@windjammer.loc

User type
Restricted user

User license type
Default

Enabled

Must change password at next logon

RIGHTS

Add Edit Delete

Add in root Move

INFORMATION

First name

Last name

Email
ted@windjammer.loc

ADD CANCEL

Restricted user

ENTRY CONFIGURATION

Access is granted or denied to users by setting permission on entries. **Permissions** can be set to users or user groups. The best practice is to grant permissions to user groups to control access for multiple users at once.

To set permissions on an entry, edit any entry, then navigate to the **Security – Permissions** section.

Wayk Now

GENERAL
MORE
SECURITY
USER INTERFACE
EMAIL NOTIFICATIONS
ADVANCED

Permission
Default

GENERAL SECURITY MORE ATTACHMENTS DOCUMENTATION

View
Inherited

Roles: WINDJAMMER\RDM Service Desk

Edit
Inherited (Never)

Delete
Inherited (Never)

View password
Inherited (Never)

Connect (Execute)
Inherited (Allowed)

UPDATE CANCEL

Entry's Permissions

Permissions are usually set on folders, and apply to all child entries. A best practice is to set all the permissions of the vault folder to **Never**. As a result, all permissions of all entries are denied by default.

Root

GENERAL
SECURITY

PERMISSIONS

Allow offline
True

Add in root
Never

Root properties
Never

Permission
Never

GENERAL SECURITY MORE ATTACHMENTS DOCUMENTATION

View
Default

Add
Default

Edit
Default

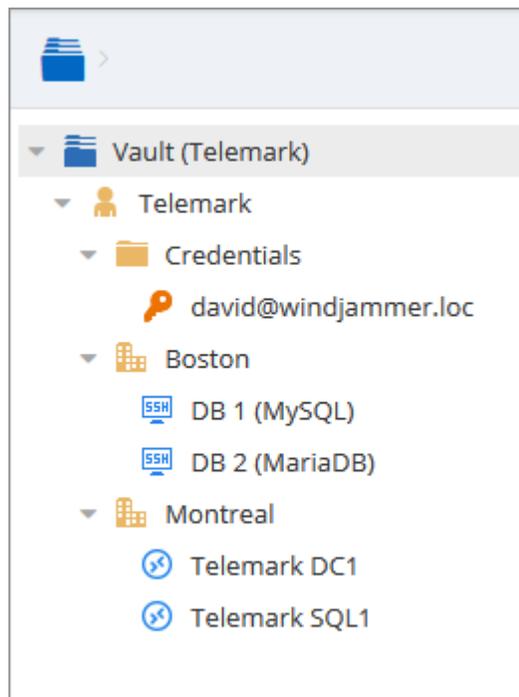
UPDATE CANCEL

Root Permissions

Access is denied to users by expressly granting the access to other users. In other words, all users that are not on the list of a permission have the access denied.

For a user to have access to a sub folder, the user must have at least the **View** permission on all parent folders.

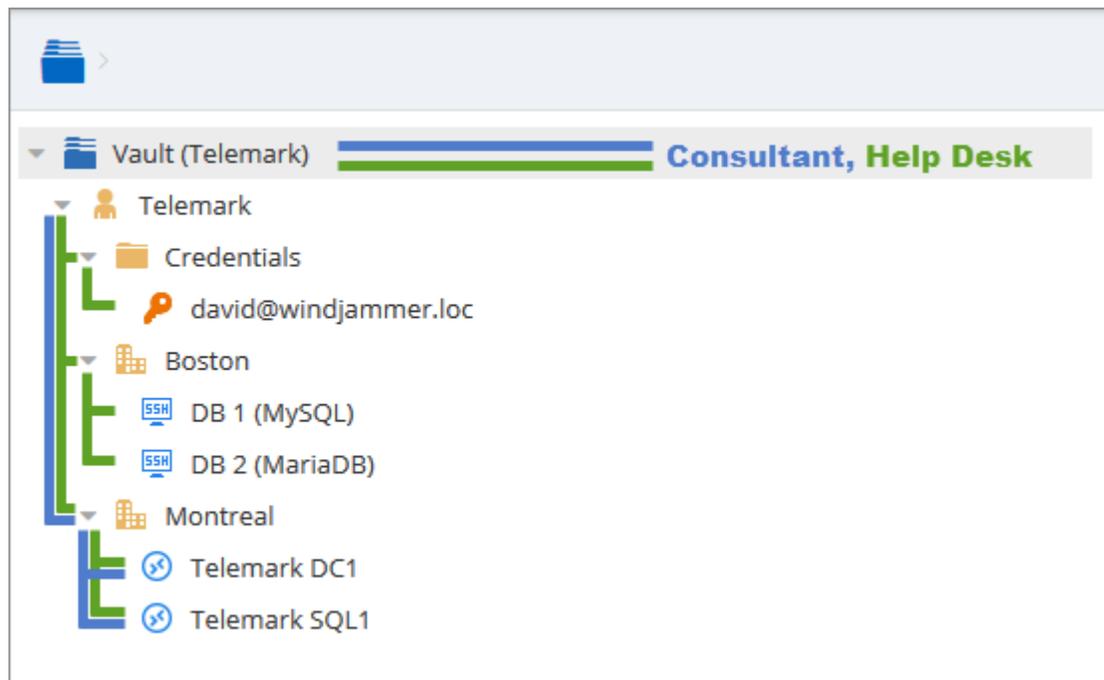
Consider the following structure:



Sample Structure

There are three levels of folders: the Vault, Telemark, and child items of Telemark.

Suppose that a user, such as a consultant, must have access to the Montreal folder only. The consultant must be granted the **View** permission on the Telemark folder as well. However, granting the **View** access to the Telemark folder gives to the consultant the permissions to view all child items of Telemark. To deny the **View** permissions for the consultant on specific child items, the **View** permissions of these items must be expressly set for other users.



Permissions Structure

5.6.1 Permissions

DESCRIPTION

The **Permissions** panel can be found in every entry properties in the **Security - Permissions** section.

It is also possible to allow administrators to grant administrative permissions to standard users without making them administrators with [System Permissions](#).

The user groups based permissions system can give a very accurate control of the security. Here is an overview of the permissions window:

Folder - Workstation 🔍 ✕

GENERAL

MORE

SECURITY

USER INTERFACE

EMAIL NOTIFICATIONS

ADVANCED

Permission 1

Custom

GENERAL
SECURITY
MORE
ATTACHMENTS
DOCUMENTATION

View 2

Everyone

Add 3

Custom

Roles: WINDJAMMERVault - IT Corp 4

Edit

Custom

Roles: WINDJAMMERVault - IT Corp

Delete

Default

View password

Custom

Roles: WINDJAMMERVault - IT Corp

Execute

Default

UPDATE CANCEL

Permissions Panel

Option	Description
1. Permission	<p>Sets the permission mode. This must be set to Custom in order to change the discrete permissions below. Select between:</p> <ul style="list-style-type: none"> • Inherited (Default): will inherit the permissions from the parent groups. • Custom: lets you specify a custom value for each of the permission. • Everyone: everyone will be granted all the permissions below.

Option	Description
	<ul style="list-style-type: none"> • Never: no one but the administrators will be granted the permissions
2. Discrete permissions	<p>Lets you choose who you want to grant permissions to. These combo boxes are available only if the above Permission combo box is set to Custom. Select between:</p> <ul style="list-style-type: none"> • Inherited (Default): will inherit the permissions from the parent groups/folders. • Custom: lets you specify a custom value for the permission. • Everyone: everyone will be granted the permission • Never: no one but the administrators will be granted the permission.
3. Users / User groups selector	<p>Lets you select Users / User Groups to be granted the permission. Available only if the permission is set to Custom.</p>
4. Current permission	<p>Displays the granted permission for the current entry.</p>

GENERAL

Folder - Workstation
🔍 ✕

GENERAL

MORE

SECURITY

USER INTERFACE

EMAIL NOTIFICATIONS

ADVANCED

Permission

Custom

GENERAL
SECURITY
MORE
ATTACHMENTS
DOCUMENTATION

View

Everyone

Add

Custom

Roles: WINDJAMMERVault - IT Corp

Edit

Custom

Roles: WINDJAMMERVault - IT Corp

Delete

Default

View password

Custom

Roles: WINDJAMMERVault - IT Corp

Execute

Default

UPDATE CANCEL

Permissions - General

Option	Description
Permission	Sets the permission mode. It must be set to Custom in order to change the permissions individually.
View	Allow users/user groups to view entries.
Add	Allow users/user groups to add entries
Edit	Allow users/user groups to edit entries.
Delete	Allow users/user groups to delete entries.

Option	Description
View password	Allow users/user groups to view entry password .
Connect (Execute)	Allow users/user groups to open entries.

SECURITY

Folder - Workstation

GENERAL
MORE
SECURITY
USER INTERFACE
EMAIL NOTIFICATIONS
ADVANCED

Permission
Custom

GENERAL SECURITY MORE ATTACHMENTS DOCUMENTATION

Edit permissions
Default

Entry history
Default

Password history
Default

UPDATE CANCEL

Permissions - Security

Option	Description
Edit permissions	Allow users/user groups to edit permissions.
Entry history	Allow users/user groups to view and use entry history .
Password History	Allow users/user groups to view the Password History .

MORE

Folder - Workstation

GENERAL
MORE
SECURITY
USER INTERFACE
EMAIL NOTIFICATIONS
ADVANCED

Permission
Custom

GENERAL SECURITY **MORE** ATTACHMENTS DOCUMENTATION

Remote tools
Default

Inventory
Default

UPDATE CANCEL

Permissions - More

Option	Description
Remote tools	Allow users/user groups to use Remote Tools .
Inventory	Allow users/user groups to use the Inventory Report tool.

ATTACHMENTS

Folder - Workstation

GENERAL
MORE
SECURITY
USER INTERFACE
EMAIL NOTIFICATIONS
ADVANCED

Permission
Custom

GENERAL SECURITY MORE ATTACHMENTS DOCUMENTATION

View attachments
Default

Add/edit/delete attachments
Default

UPDATE CANCEL

Permissions - Attachment

Option	Description
View attachments	Allow users/user groups to view attachments.
Add/edit/delete attachments	Allow users/user groups to add/edit/delete attachments.

DOCUMENTATION

Folder - Workstation

GENERAL
MORE
SECURITY
USER INTERFACE
EMAIL NOTIFICATIONS
ADVANCED

Permission
Custom

GENERAL SECURITY MORE ATTACHMENTS DOCUMENTATION

View documentation
Everyone

Edit documentation
Default

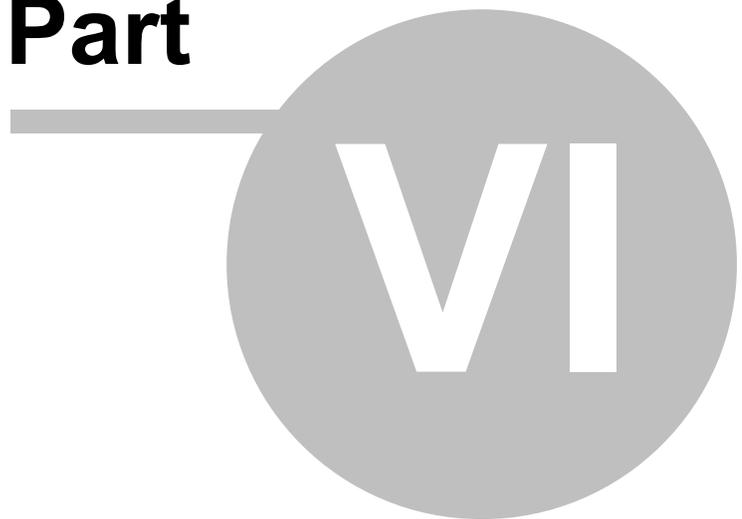
UPDATE CANCEL

Permissions - Documentation

Option	Description
View documentation	Allow users/user groups to view documentation.
Edit documentation	Allow users/user groups to edit documentation.

Privileged Access Management

Part



6 Privileged Access Management

DESCRIPTION



A license is now required to enable the Privileged Access Management module. Please contact our [sales department](#) for more information about the license.

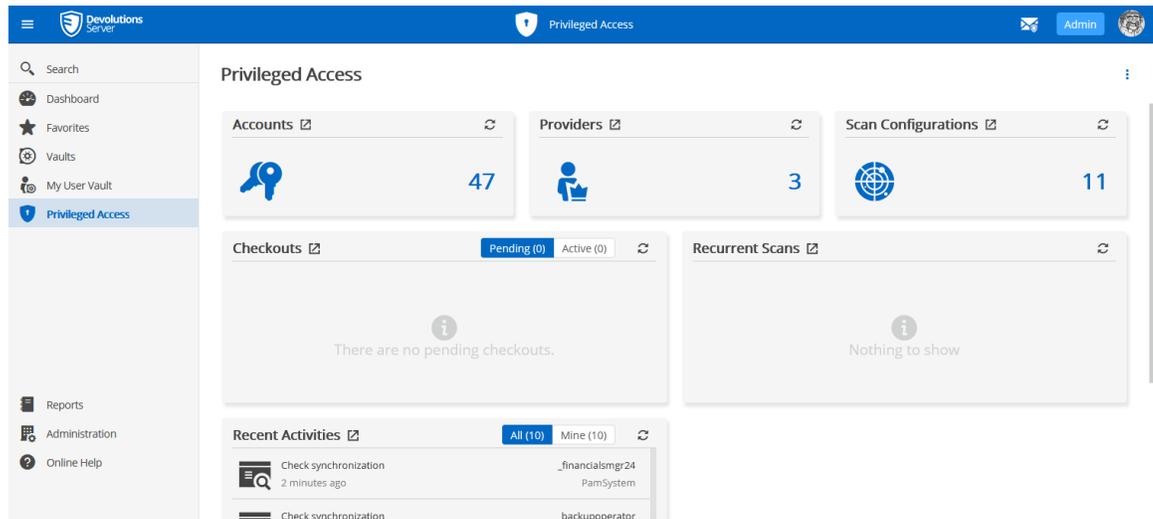
Devolutions Privileged Access Management solution provides all the following features. It is specifically designed to meet the needs of SMBs, providing enterprise-grade features to bring a level of protection usually only afforded to large organizations while at the same time being robust, easy to deploy and affordable.

1. Ease of deployment and management
2. Secure password vault
3. Logging and reporting
4. Built-in two-factor authentication
5. Access brokering
6. User Groups access control

For an overview of the Devolutions Privileged Access Management, please watch the following video.

PRIVILEGED ACCESS DASHBOARD

The Privileged Access Dashboard provides a quick overview of the available **Accounts**, **Providers**, **Scan Configurations**, current **Checkouts**, **Recurrent Scans** and the **Recent Activities**.



Privileged Access Management Dashboard

6.1 Getting Started

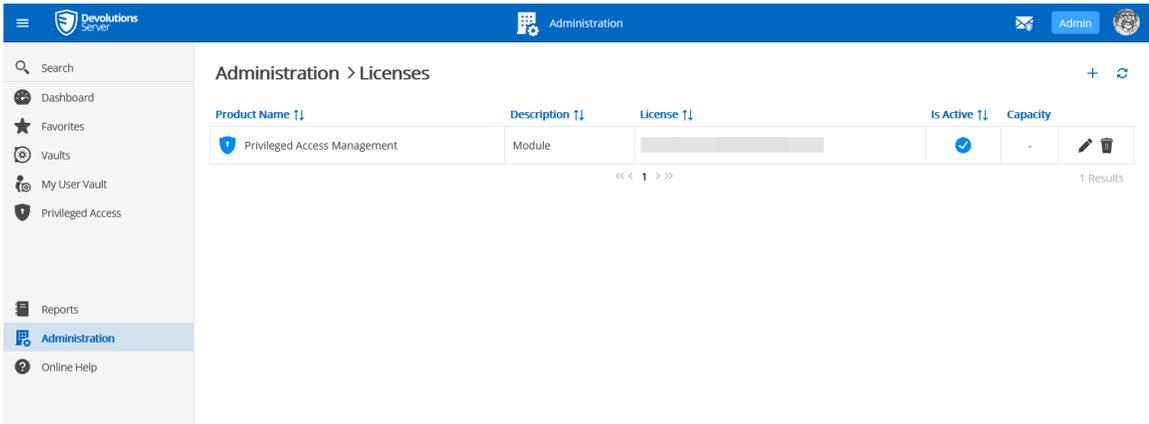
DESCRIPTION

In this topic, you will find the steps on how to get started with the **Privileged Access Management** features in Devolutions Server.

First, you will need to be logged as an administrator in your Devolutions Server.

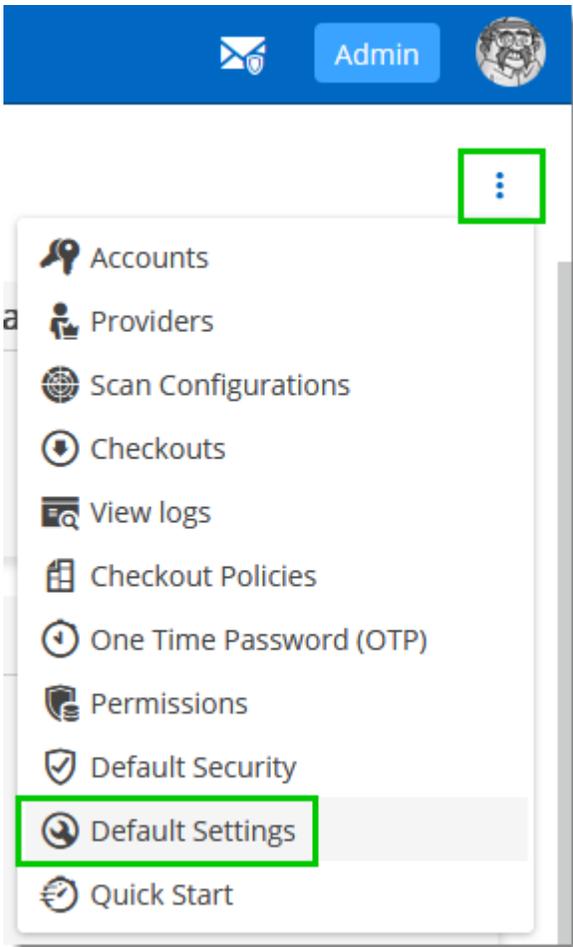
PAM SETTINGS CONFIGURATION

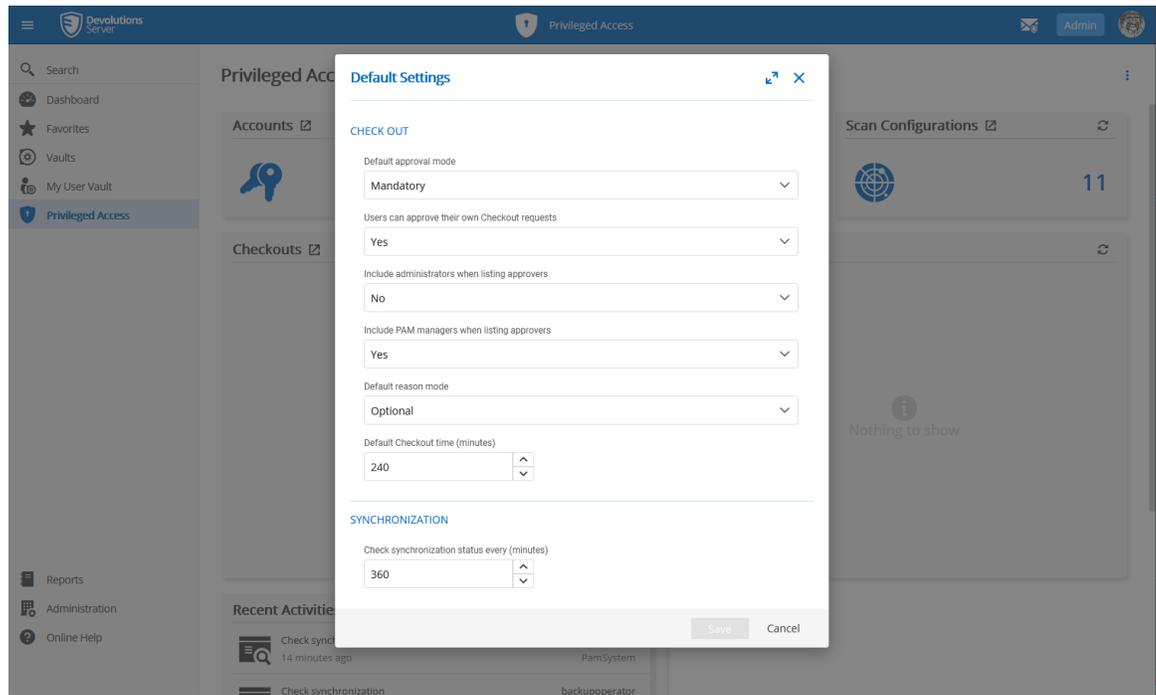
1. Head to **Administration -> Licenses**.
2. Add the Privileged Access Management license to make the Privileged Access side-panel appear on the left.



Enabling PAM

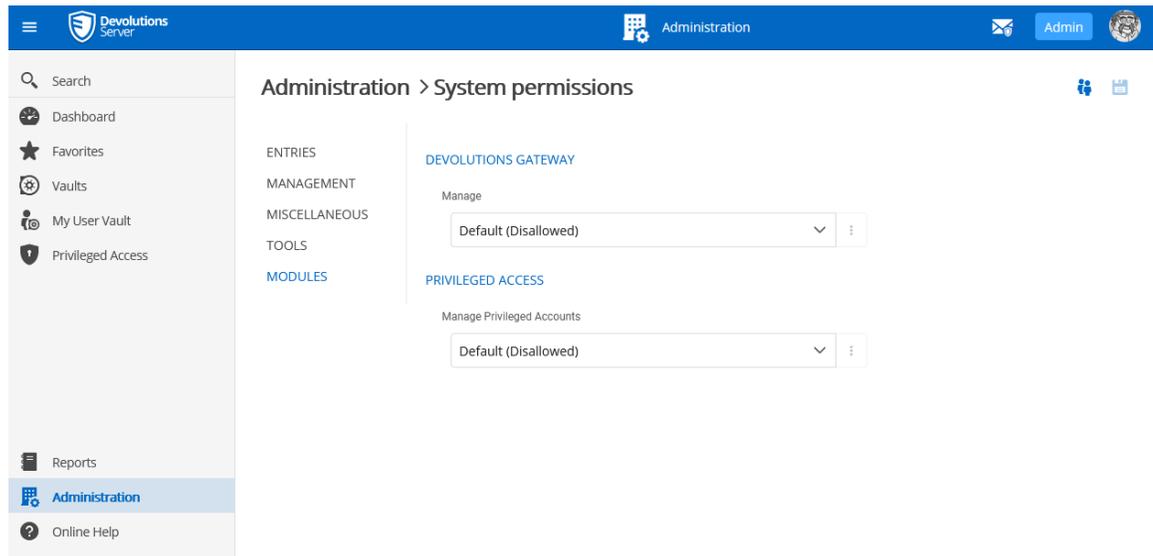
3. From the PAM Dashboard, configure the default settings for the [checkout system](#), [credentials brokering](#), [sensitive information access](#), default checkout times and synchronizations. The **Custom** setting allows user groups based access control.





4. Next, head to **Administration -> System Permissions -> Modules**.

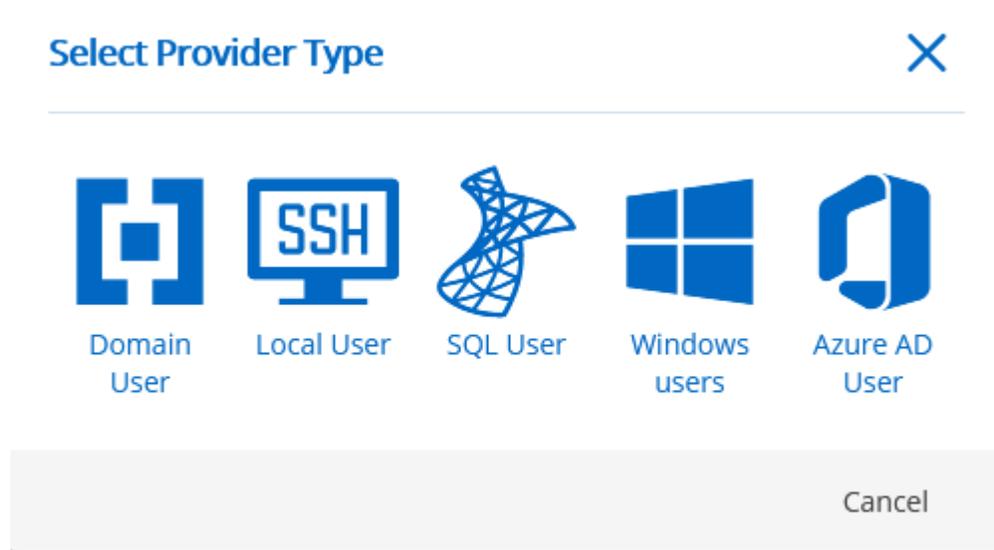
5. Configure the accesses to the PAM system for the users/admins and manage privileged accounts rights on who can edit the privileged entries. Then, click **Save**.



PAM Access configuration

ADD A PROVIDER

Back to the PAM section, add a provider of any of the 5 types : **Domain User** (AD), **Local User** (SSH), **SQL User**, **Windows users** or **Azure AD User**.



PAM Providers

When adding the provider, make sure you keep the **Add Team Folder** and **Add Scan Configuration** options checked.

Provider



GENERAL

Name •

PASSWORD SETTINGS

Password template used on generation

DOMAIN

Domain name

Protocol •

Port

CREDENTIALS

Make sure you keep a copy of the password, you will not be able to retrieve it later.

Username •

Password



For more information, please consult the [Providers](#) topic.

ADD A SCAN CONFIGURATION

1. Confirm that it is the good provider, domain and domain container (where the accounts are located).
2. Make sure the **Start Scan on Save** checkbox is selected.
3. Click **OK**.

Scan Configuration ✕

GENERAL

Name

CONFIGURATION

Provider

Domain name

Domain container

SCHEDULE

Recurrence

ACTIONS

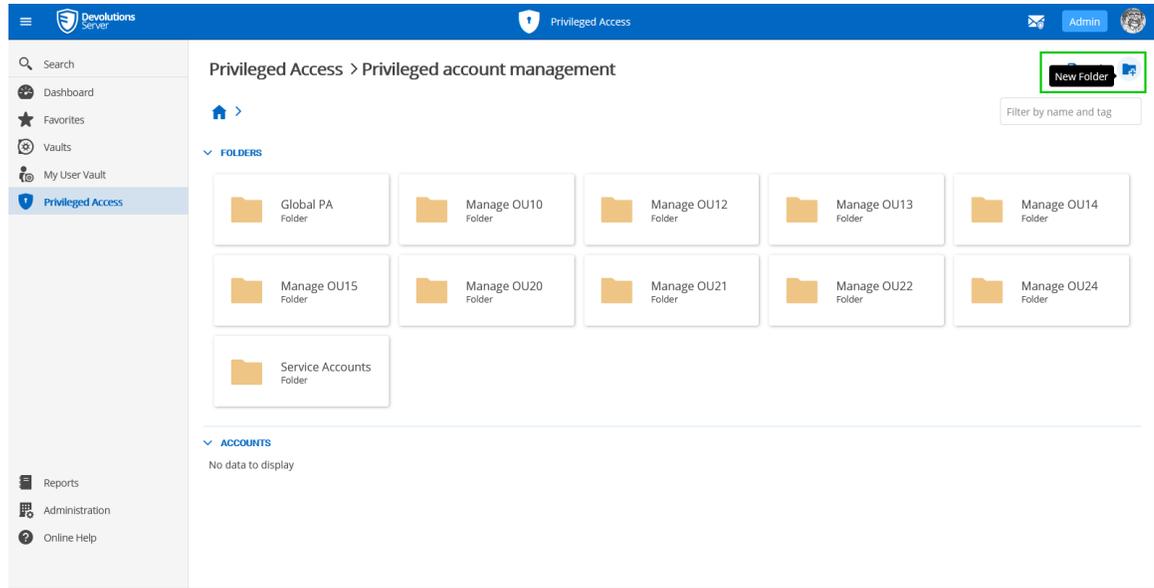
Start Scan on Save

PAM Scan Config

For more information, please refer to the [Scan Configurations](#) topic.

ADD FOLDERS IN THE ACCOUNTS SECTION

In the **Accounts** section of the PAM tab, you need to create a **Folder** to contain the accounts. You can customize that particular [folder's security options](#) if you don't want to give them the defaults you set during the initial configuration. You can also [customize the approvers on the folder](#) directly which will give you a list of the administrators.



PAM Create Folder

IMPORT ACCOUNTS FROM A SCAN

1. In the **Scan Configuration** section, click the result of your initial search.

Privileged Access > Account Discovery

Status	Name	Scan Type	Last Run Time	Next Run Time	Recurrent	Delta	Results
✓	ShowcaseOU21	Domain	2020-04-02 2:24 PM				3
✓	ShowcaseOU14	Domain	2020-01-20 5:05 PM				3
✓	ShowcaseOU24	Domain	2020-05-05 1:41 PM				3
✓	ShowcaseOU15	Domain	2021-05-28 2:40 PM				3
✓	ShowcaseOU12	Domain	2020-01-20 4:23 PM				3
✓	ShowcaseOU20	Domain	2020-01-20 5:10 PM				3
✓	Showcase	Domain	2022-02-03 2:51 PM				0
✓	ShowcaseOU22	Domain	2020-04-28 2:50 PM				3
✓	VWINDSRV-SQL	SQL	2021-05-28 2:42 PM				98
✓	ShowcaseOU10	Domain	2020-01-20 5:05 PM				3

12 Results

View Scan Results

2. Select all the accounts you want to import, and on the top right, click the **Import** button.

Privileged Access > Account Discovery > ShowcaseOU21

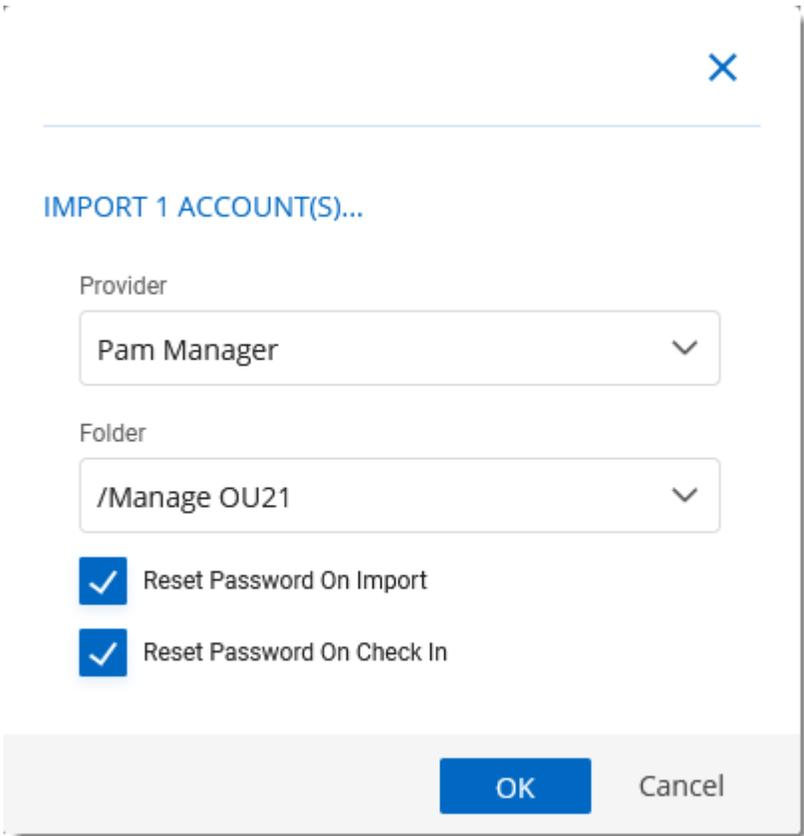
Container: [dropdown] Filter: [input]

	User Principal Name	NetBios Name	SAM Account Name	First Name	Last Name	Email	Container
✓	_backupoperator21@windjammer.loc	WINDJAMMER_backupoperator21	_backupoperator21	Backup	Operator		OU=Privileged,OU=ShowcaseOU21,O...
✓	.financialsmgr21@windjammer.loc	WINDJAMMER_financialsmgr21	.financialsmgr21	Financials	Manager		OU=Privileged,OU=ShowcaseOU21,O...
✓	_forestadmin21@windjammer.loc	WINDJAMMER_forestadmin21	_forestadmin21	Forest	Admin		OU=Privileged,OU=ShowcaseOU21,O...

Import Selected Accounts

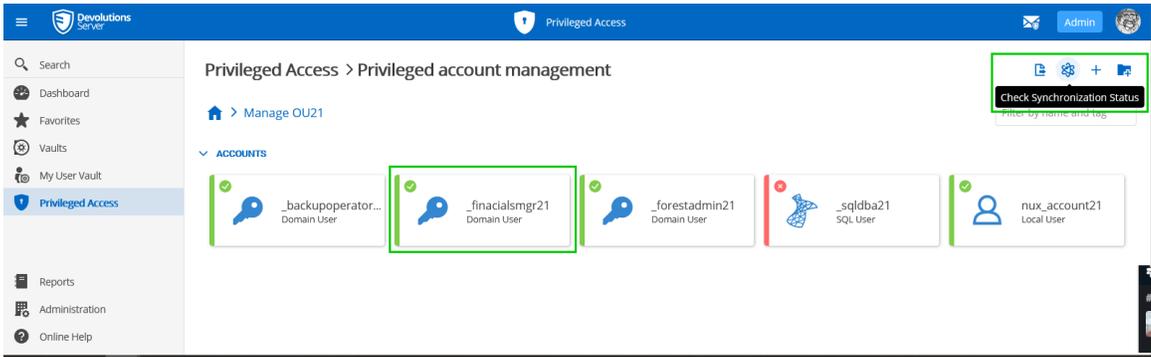
Import Selected Entries

3. You can put them in the folder of your choice. You can also choose whether to reset password on import or on check-in (recommended). That way, the password is safe the moment the user checks it back in.



Import Users

Once imported, you can click into the folder and manually check the **Synchronization Status** in the top right of the screen. You will know the accounts are well synchronized when the credentials have a green bar on the left.



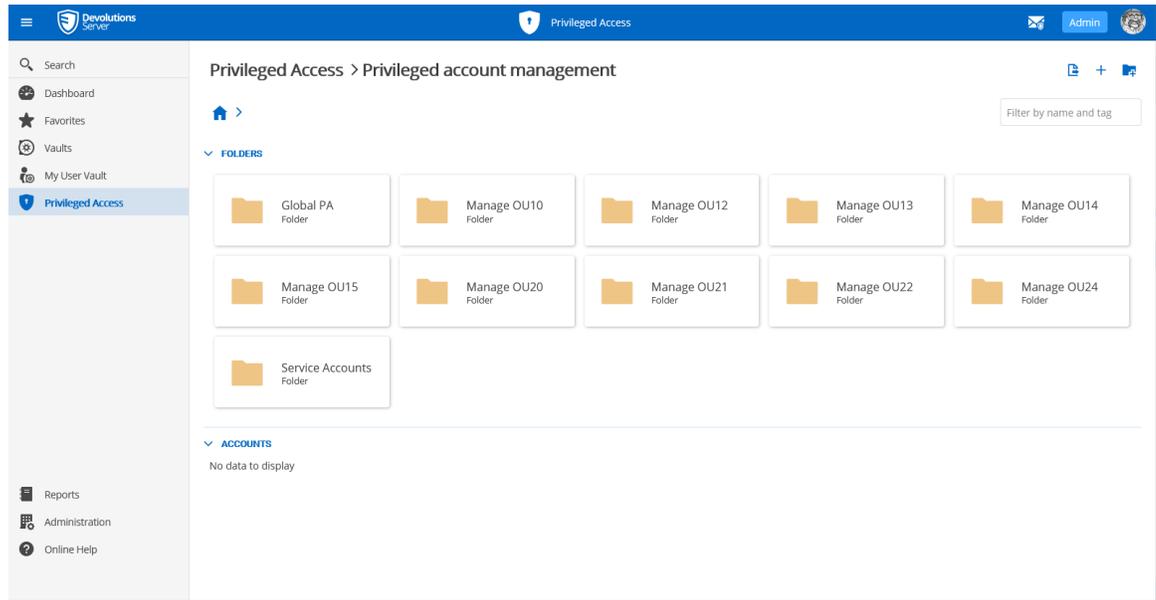
PAM Account Sync Check

You are now ready to use the privileged access management portion of Devolutions Server!

6.2 Accounts

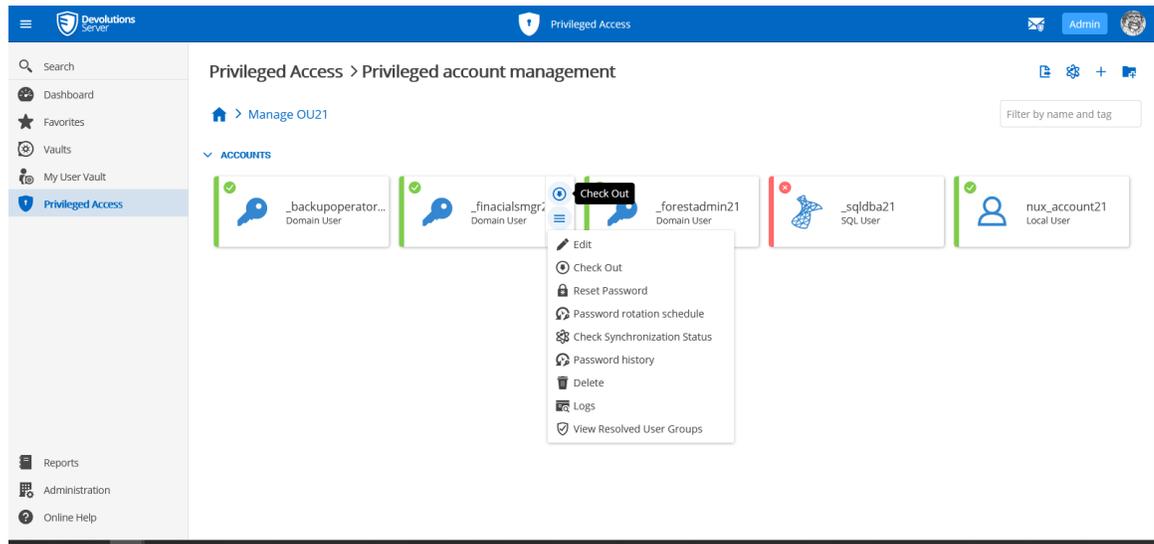
DESCRIPTION

The Accounts section allows to manage all privileged accounts within the Privileged Access Management solution. The accounts can be organized within folders or directly saved in the Root.



Accounts dashboard

For every privileged account, it is possible to manage the checkout/check-in process or to have access to many options described below.



Privileged Accounts folder content

MORE

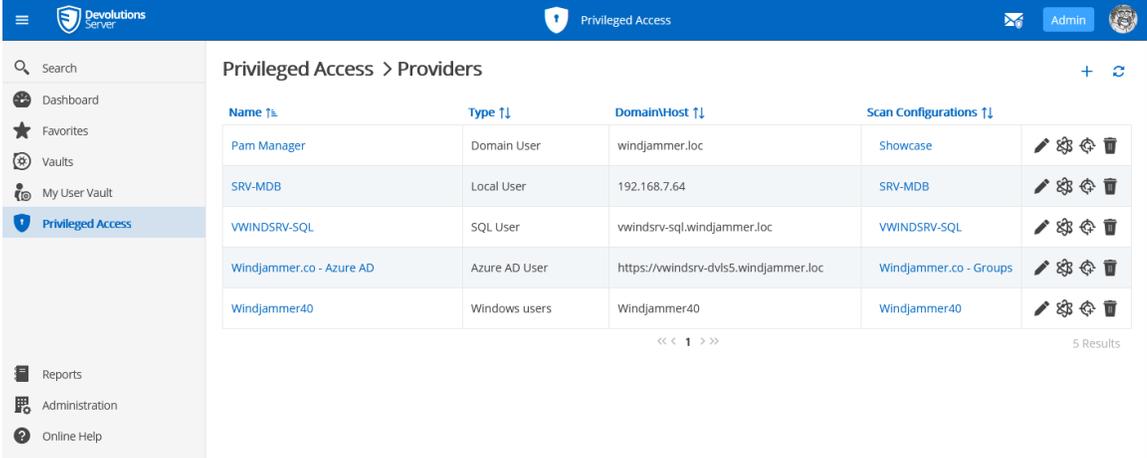
Option	Description
Edit	Edit the privileged account properties.
Check Out	Access and lock the privileged account.
Reset Password	Reset the password in Devolutions Server and in Active Directory or on the Local SSH machine.
Password rotation schedule	Reset the password based on a automated schedule.
Check Synchronization Status	Verify if the Provider can still access the account in the Domain or the Local SSH machine.
Password history	Open the Password history dialog.
Delete	Remove the account from the Privileged Account Management system without deleting it in the Domain or the Local SSH machine.

Option	Description
Logs	Open the Logs dialog which contains the account's activity.
View Resolved User Groups	Display the users that have access to the privileged account.

6.3 Providers

DESCRIPTION

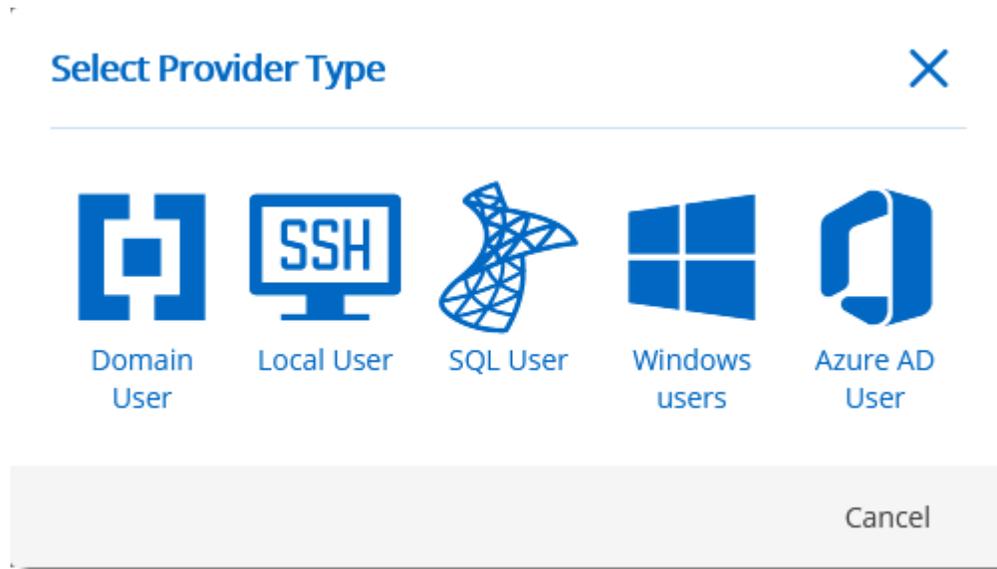
The usage of Providers is required to scan the Active Directory structure, your local network for SSH discovering, SQL accounts, Windows local accounts or Azure AD users and groups.



Name	Type	Domain/Host	Scan Configurations
Pam Manager	Domain User	windjammer.loc	Showcase
SRV-MDB	Local User	192.168.7.64	SRV-MDB
WWINDSRV-SQL	SQL User	wwindsrv-sql.windjammer.loc	WWINDSRV-SQL
Windjammer.co - Azure AD	Azure AD User	https://windsrv-dvls5.windjammer.loc	Windjammer.co - Groups
Windjammer40	Windows users	Windjammer40	Windjammer40

Providers dashboard

On the creation of a Provider, five choices are available: [Domain User](#), [SSH Local User](#), [SQL User](#), [Windows Users](#) and [Azure AD User](#). Multiple Providers can be created and can reach different domains as long as the Devolutions Server instance can communicate with the domain controller.



Provider Type dialog

6.3.1 Domain Provider

DESCRIPTION

The Domain Provider allows Devolutions Server to store the domain account credentials to be used for Active Directory accounts discovery or to achieve password rotation.

Provider
🗑️ ✕

GENERAL

Name ●

DOMAIN

Domain name

 +

Protocol ● **Port**

LDAP ▼

CREDENTIALS

i
 Make sure you keep a copy of the password, you will not be able to retrieve it later.

Username ●

Password

👁️ ⋮

Save
Cancel

Domain Provider dialog

GENERAL

Option	Description
Name	Display name of the Provider.

DOMAIN

Option	Description
Domain name	FQDN of the domain against where the scan or the password rotation will be executed.
Protocol	Protocol used to contact the domain controller. Select between: <ul style="list-style-type: none">• LDAP• LDAPS
Port	Set the port number used with the configured Protocol.

CREDENTIALS

Option	Description
Username	Username of the domain account.
Password	Password of the domain account.

6.3.2 Local SSH Provider

DESCRIPTION

The SSH Provider allows Devolutions Server to store the SSH local account credentials to be used for SSH accounts discovery or to achieve password rotation.

Provider ✕

GENERAL

Name •

HOST

Host

Port

CREDENTIALS

 Make sure you keep a copy of the password, you will not be able to retrieve it later.

Username •

Password
  

SSH Provider dialog

GENERAL

Option	Description
Name	Display name of the Provider.

HOST

Option	Description
Host	IP Address or host name where the SSH accounts are located.
Port	Set the port number used to communicate with the host.

CREDENTIALS

Option	Description
Username	Username of the SSH account.
Password	Password of the SSH account.

6.3.3 SQL Server Provider

DESCRIPTION

The SQL Provider allows Devolutions Server to store the SQL account credentials to be used for SQL accounts discovery or to achieve password rotation.

Provider 🔍 ✕

GENERAL

Name •

SERVER

Server name •

CREDENTIALS

i Make sure you keep a copy of the password, you will not be able to retrieve it later.

Username •

Password

SQL Provider dialog

GENERAL

Option	Description
Name	Display name of the Provider.

SERVER

Option	Description
Server	Hostname of the SQL Server

CREDENTIALS

Option	Description
Username	Username of the SQL account with rights to list accounts.
Password	Password of the SQL account.

6.3.4 Windows Users Provider

DESCRIPTION

The Windows Users Provider allows Devolutions Server to store the Windows account credentials to be used for Windows local accounts discovery or to achieve password rotation.

Provider



GENERAL

Name •

PASSWORD SETTINGS

Password template used on generation

HOST

Computer name •

Domain

CREDENTIALS

Make sure you keep a copy of the password, you will not be able to retrieve it later.

Username •

Password



6.3.5 Azure AD User

DESCRIPTION

The Azure AD User Provider allows Devolutions Server to store the Azure AD application information to be used for Azure AD accounts discovery or to achieve password rotation.

The screenshot shows a configuration window titled "Provider" with a close button (X) and a refresh button (circular arrow) in the top right corner. The window is divided into three sections: "GENERAL", "PASSWORD SETTINGS", and "SERVER".

- GENERAL**: A "Name" field contains "Windjammer.co - Azure AD".
- PASSWORD SETTINGS**: A dropdown menu for "Password template used on generation" is set to "Strong Policy".
- SERVER**: A blue warning banner reads "Make sure you keep a copy of the password, you will not be able to retrieve it later." Below this, there are four fields: "Tenant ID" (82 [redacted] 07), "Redirect URI" (https://vwindsrv-dvls5.windjammer.loc), "Client ID" (94 [redacted] 82), and "Secret key" (empty). A "Test Connection" button is located at the bottom right of the form area.

At the bottom of the window, there are "Save" and "Cancel" buttons.

Azure AD Users provider

6.4 Scan Configurations

DESCRIPTION

The Scan Configurations or Account Discovery is the configured instance that will discover accounts in a domain, a SQL server or SSH environment.

The screenshot shows the 'Privileged Access > Account Discovery' interface. It features a table with columns for Status, Name, Scan Type, Last Run Time, Next Run Time, Recurrent, Delta, and Results. The table lists five discovered accounts: Showcase (Domain), Windjammer.co - Groups (Azure AD), Windjammer40 (Windows), VWINDSRV-SQL (SQL), and SRV-MDB (Local Accounts). Each row includes a green checkmark in the Status column and a set of icons (eye, globe, pencil, trash) in the Results column.

Status	Name	Scan Type	Last Run Time	Next Run Time	Recurrent	Delta	Results
✓	Showcase	Domain	2022-02-14 4:43 PM	2022-02-15 4:43 PM	✓		6
✓	Windjammer.co - Groups	Azure AD	2022-01-27 1:26 PM			4 0 4	4
✓	Windjammer40	Windows	2022-02-09 9:49 AM			2 0 1	4
✓	VWINDSRV-SQL	SQL	2021-05-28 2:42 PM				98
✓	SRV-MDB	Local Accounts	2021-05-28 3:02 PM				45

Account Discovery dialog

On the creation of an Account Discovery, it is possible to choose between [Domain](#), [SQL Server](#), [SSH Local Accounts](#), [Windows Users](#) or [Azure AD User](#).



To see the results of the discovery process, click on the eye icon of the Account Discovery to see the list of accounts.

	↑↓ User Principal Name	↑↓ NetBios Name	↑↓ SAM Account Name	↑↓ First Name	↑↓ Last Name	↑↓ Email	↑↓ Container
<input checked="" type="checkbox"/>	_backupoperator21@windjammer.loc	WINDJAMMER_backupoperator21	_backupoperator21	Backup	Operator		OU=Privileged,OU=ShowcaseOU
<input checked="" type="checkbox"/>	_finacialsmgr21@windjammer.loc	WINDJAMMER_finacialsmgr21	_finacialsmgr21	Financials	Manager		OU=Privileged,OU=ShowcaseOU
<input checked="" type="checkbox"/>	_forestadmin21@windjammer.loc	WINDJAMMER_forestadmin21	_forestadmin21	Forest	Admin		OU=Privileged,OU=ShowcaseOU
<input type="checkbox"/>	_HRAdministrator21@windjammer.loc	WINDJAMMER_HRAdministrator21	_HRAdministrator21	HR	Administrator		OU=Privileged,OU=ShowcaseOU
<input type="checkbox"/>	_HROperator21@windjammer.loc	WINDJAMMER_HROperator21	_HROperator21	HR	Operator		OU=Privileged,OU=ShowcaseOU
<input type="checkbox"/>	_PrintOperator21@windjammer.loc	WINDJAMMER_PrintOperator21	_PrintOperator21	Print	Operator		OU=Privileged,OU=ShowcaseOU

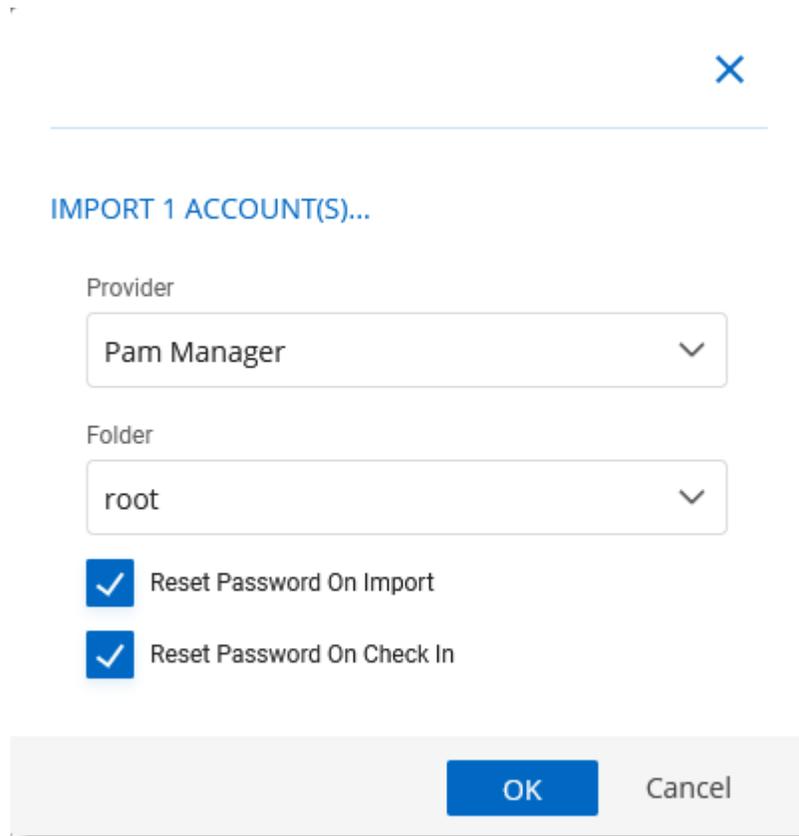
Account Discovery results dialog

In order to manage privileged accounts with the Devolutions Server PAM feature, select the accounts from the Account Discovery results page and click on the Import Selected Accounts button. Then the accounts will be available in Privileged Access - Accounts.

	↑↓ User Principal Name	↑↓ NetBios Name	↑↓ SAM Account Name	↑↓ First Name	↑↓ Last Name	↑↓ Email	↑↓ Container
<input checked="" type="checkbox"/>	_backupoperator21@windjammer.loc	WINDJAMMER_backupoperator21	_backupoperator21	Backup	Operator		OU=Privileged,OU=ShowcaseOU
<input checked="" type="checkbox"/>	_finacialsmgr21@windjammer.loc	WINDJAMMER_finacialsmgr21	_finacialsmgr21	Financials	Manager		OU=Privileged,OU=ShowcaseOU
<input checked="" type="checkbox"/>	_forestadmin21@windjammer.loc	WINDJAMMER_forestadmin21	_forestadmin21	Forest	Admin		OU=Privileged,OU=ShowcaseOU
<input type="checkbox"/>	_HRAdministrator21@windjammer.loc	WINDJAMMER_HRAdministrator21	_HRAdministrator21	HR	Administrator		OU=Privileged,OU=ShowcaseOU
<input checked="" type="checkbox"/>	_HROperator21@windjammer.loc	WINDJAMMER_HROperator21	_HROperator21	HR	Operator		OU=Privileged,OU=ShowcaseOU
<input type="checkbox"/>	_PrintOperator21@windjammer.loc	WINDJAMMER_PrintOperator21	_PrintOperator21	Print	Operator		OU=Privileged,OU=ShowcaseOU

Import Selected Accounts operation

On import, the [Provider](#), Destination Folder and Reset Password options can be set.



IMPORT 1 ACCOUNT(S)...

Provider
Pam Manager

Folder
root

Reset Password On Import

Reset Password On Check In

OK Cancel

Import Window

IMPORT

Option	Description
Provider	Select the Provider in the drop-down list.
Folder	Select the destination folder in the drop-down list.
Reset Password On Import	On import, the password will be reset.
Reset Password On Check-In	When the user will release the account on Check-In, the password will be reset.

6.4.1 Domain Account Discovery

DESCRIPTION

The Domain Account Discovery allows Devolutions Server to scan a domain area to find accounts. The accounts will not be automatically added in the Privileged Access Management folders.

Scan Configuration



GENERAL

Name

CONFIGURATION

Provider

Domain name

Domain container

SCHEDULE

Recurrence

Start

Every

Unit

ACTIONS

Start Scan on Save

GENERAL

Option	Description
Name	Display name of the Domain Account Discovery.

CONFIGURATION

Option	Description
Provider	Name of the Domain Provider.
Domain name	FQDN of the domain against where the scan or the password rotation will be executed.
Domain Container	Distinguished name of an Active Directory OU or group.

SCHEDULE

Option	Description
Recurrence	If enable, will run the Account Discovery on a regular basis depending on the schedule configuration.
Start	Starting date and hour of the Account Discovery recurrence.
Every	Number of Units.
Unit	Units of time.

ACTION

Option	Description
Start Scan on Save	If enabled, will start the account discovery scan on saving the modifications.

6.4.2 SSH Account Discovery

DESCRIPTION

The SSH Account Discovery allows Devolutions Server to scan the host to find accounts. The accounts will not be automatically added in the Privileged Access Management folders.

Scan Configuration ✕

GENERAL

Name

CONFIGURATION

Provider

 Ignore system users

SCHEDULE

 Recurrence

ACTIONS

 Start Scan on Save

SSH Account Discovery dialog

GENERAL

Option	Description
Name	Display name of the SSH Account Discovery.

CONFIGURATION

Option	Description
Provider	Name of the SHH Provider.
Ignore system users	Ignore the built-in system accounts.

SCHEDULE

Option	Description
Recurrence	If enable, will run the Account Discovery on a regular basis depending on the schedule configuration.
Start	Starting date and hour of the Account Discovery recurrence.
Every	Number of Units.
Unit	Units of time.

ACTION

Option	Description
Start Scan on Save	If enabled, will start the account discovery scan on saving the modifications.

6.4.3 SQL Account Discovery

DESCRIPTION

The SQL Account Discovery allows Devolutions Server to scan the host to find accounts. The accounts will not be automatically added in the Privileged Access Management folders.

Scan Configuration ✕

GENERAL

Name

CONFIGURATION

Provider

Database name

SCHEDULE

Recurrence

ACTIONS

Start Scan on Save

SQL Account Discovery dialog

GENERAL

Option	Description
Name	Display name of the SQL Account Discovery.

CONFIGURATION

Option	Description
Provider	Name of the SQL Provider.
Database Name	Name of the Database, the scan will list the accounts in that database

SCHEDULE

Option	Description
Recurrence	If enable, will run the Account Discovery on a regular basis depending on the schedule configuration.
Start	Starting date and hour of the Account Discovery recurrence.
Every	Number of Units.
Unit	Units of time.

ACTION

Option	Description
Start Scan on Save	If enabled, will start the account discovery scan on saving the modifications.

6.4.4 Windows Users Account Discovery

DESCRIPTION

The Windows Users Account Discovery allows Devolutions Server to scan the host to find accounts. The accounts will not be automatically added in the Privileged Access Management folders.

Scan Configuration ✕

GENERAL

Name

CONFIGURATION

Provider

Excluded accounts

Guest ✕ _admin ✕ Administrator ✕
DefaultAccount ✕

SCHEDULE

Recurrence

ACTIONS

Start Scan on Save

6.4.5 Azure AD User Account Discovery

DESCRIPTION

The Azure AD User Account Discovery allows Devolutions Server to scan the Azure AD to find accounts or groups. The accounts or groups will not be automatically added in the Privileged Access Management folders.

Scan Configuration ✕

GENERAL

Name

CONFIGURATION

Provider

Search mode

 2 ⌵ ⋮

SCHEDULE

Recurrence

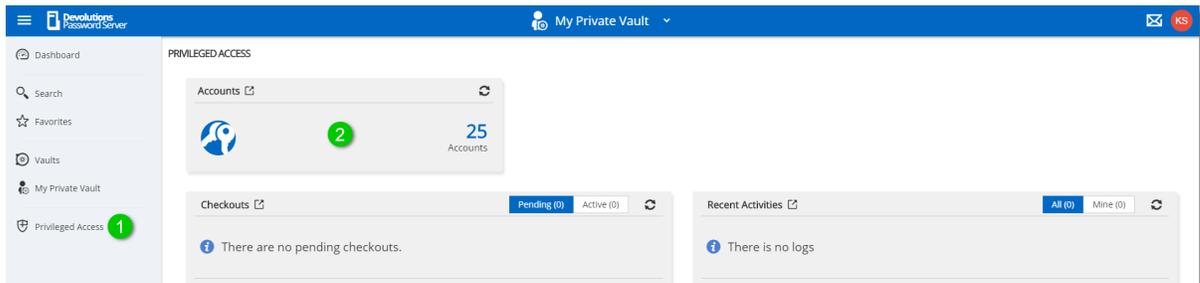
ACTIONS

Start Scan on Save

6.5 Checkout Process

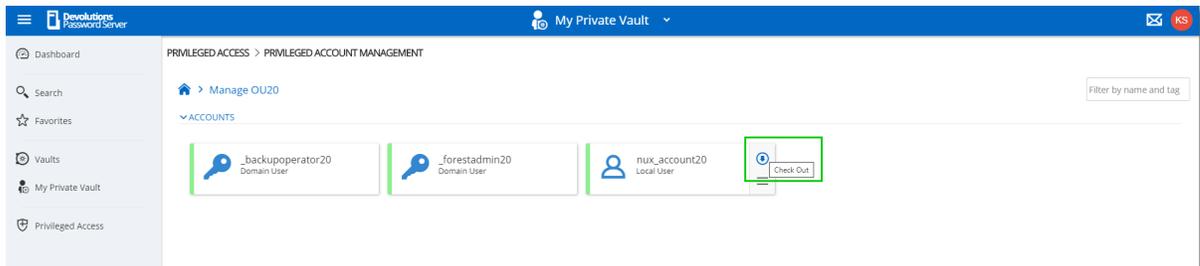
DESCRIPTION

1. To check out an entry requiring approbation, the user needs to go to the **Privileged Access** section on the Devolutions Server's webpage.
2. The user then clicks on the **Accounts** panel.



Privileged Access

The user then locates the account they want to check out for temporary use and clicks the **Check Out** button on the entry.



PAM Account Selection

A pop-up will appear requesting information on the checkout request to be sent to an administrator for approval.

Check Out - Request

Reason (Optional)

I need to checkout this account to access a secure server. Please approve.

Duration (in minutes)

Approver

[Request checkout](#) [Close](#)

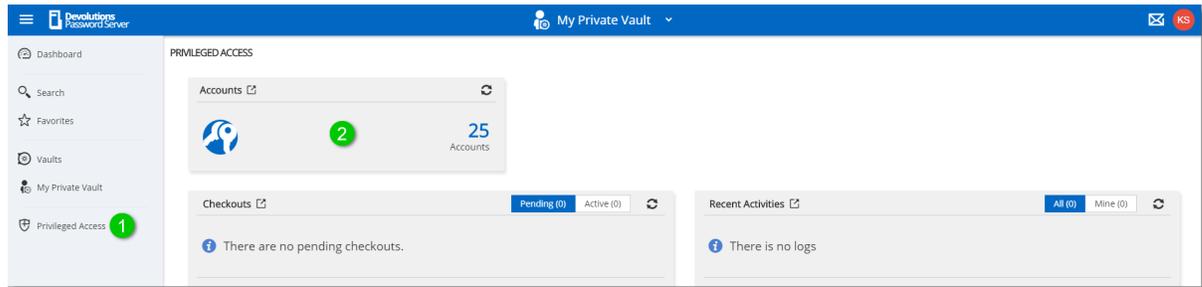
Checkout Request

Once the request is sent, the selected Approver will have the request in the **Checkout** field of his **Privileged Access** window.

The screenshot shows the Devolutions Privileged Access dashboard. The 'Checkouts' panel is highlighted with a green border and shows a pending request: 'Requested By: Kelly Slater, 2020-03-04 14:27, Account: nux_account20, Approver: Bob Anderson'. The dashboard also displays summary cards for Accounts (25), Providers (2), and Scan Configurations (6). The 'Recent Activities' panel shows 'There is no logs'.

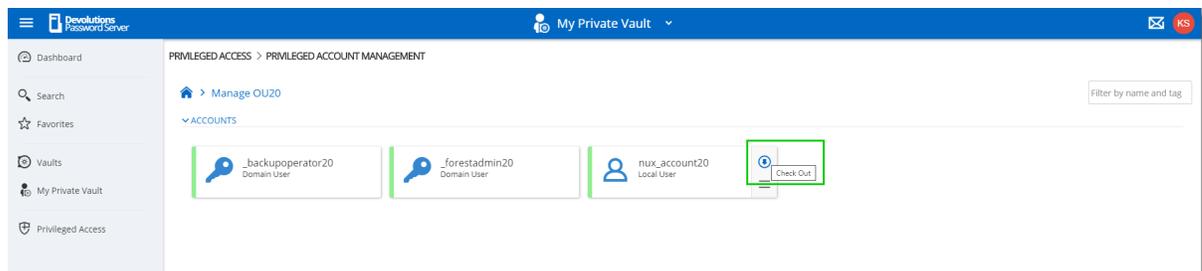
Checkout Request

1. To check out an entry requiring approbation, the user needs to go to the Privileged Access section on the Devolutions Server's webpage.
2. The user then clicks on the Accounts panel.



Privileged Access

The user then locates the account they want to Check Out for temporary use and clicks the **Check Out** button on the entry.



PAM Account Selection

A pop-up will appear requesting information on the checkout request to be sent to an administrator for approval.

Check Out - Request

Reason (Optional)

I need to checkout this account to access a secure server. Please approve.

Duration (in minutes)

Approver

[Request checkout](#) [Close](#)

Checkout Request

Once the request is sent, the selected Approver will have the request in the "Checkout" field of his **Privileged Access** window.

The screenshot shows the 'Privileged Access' dashboard. The 'Checkouts' section is highlighted with a green box and shows a pending request from Kelly Slater on 2020-03-04 at 14:27 for the account 'nux_account20', approved by Bob Anderson. The dashboard also displays statistics for Accounts (25), Providers (2), and Scan Configurations (6). The 'Recent Activities' section shows 'There is no logs'.

Checkout Request

The approver gets the following pop-up when clicking on the request where it's possible to either **Approve** or **Deny** the request and leave an optional message.

Checkout request: nux_account20 - Status: Pending ✕

Checkout Owner
Kelly Slater

Requested Approver
Bob Anderson

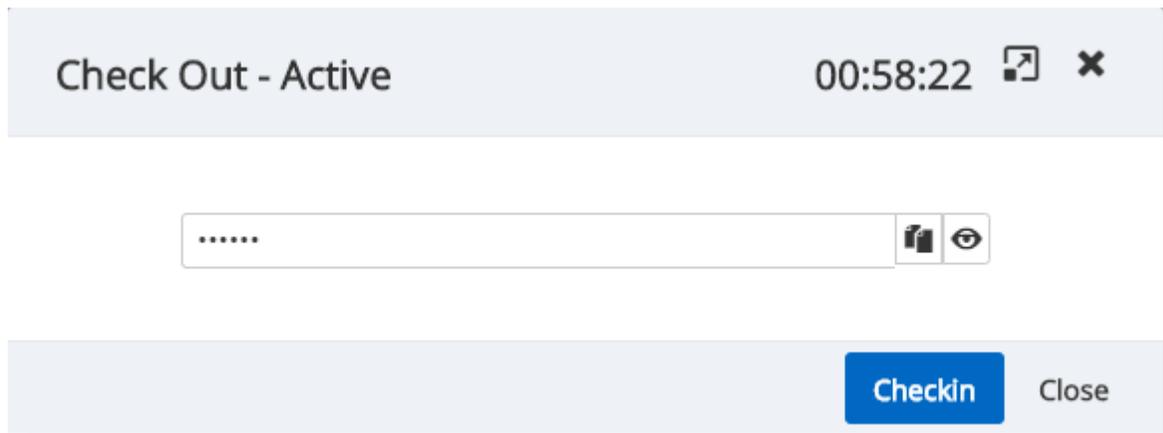
Checkout Reason
I need to checkout this account to access a secure server. Please approve.

Duration (in minutes)
60

Approver Message

Approve/Deny Window

If the request is denied, the user will see that their request on the account is no longer pending and was denied in the recent activity field of the main **Privileged Access** page. If approved, they will be able to access the account by clicking on the same button they used to submit the request. They'll now get this **Active Checkout** window instead of the request one :



Checkout Active

Once done with the account, they can use the **Checkin** button on the last window to release their hold on the checkout.

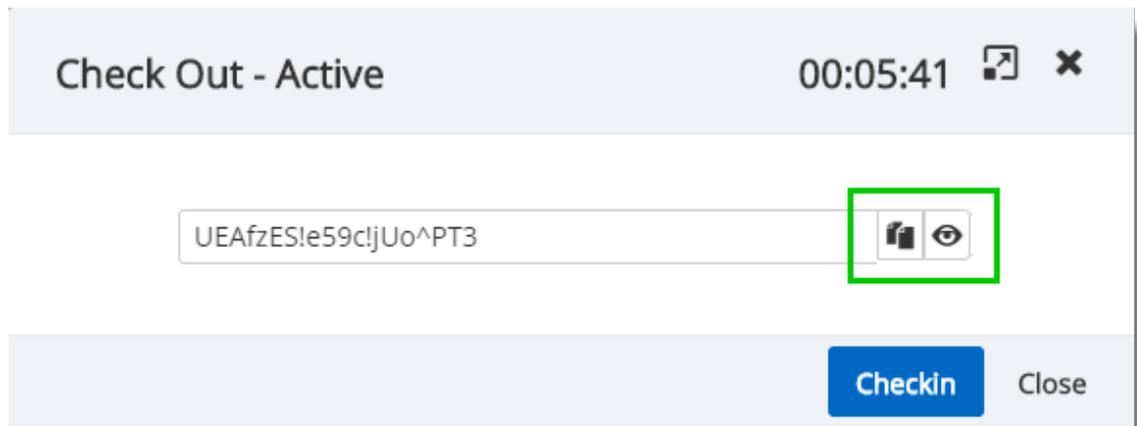
Privileged accounts' passwords are automatically changed on check-in if the corresponding option is enabled.

6.6 View Sensitive Data vs Account Brokering

DESCRIPTION

It is important to learn the differences between the 2 sets of permissions known as **View sensitive data on checkout** and **Credential Brokering**. In this topic, you will find an explanation of the way they're used.

Giving access to **View Sensitive Data on Checkout** to a user will let that user see the password when the entry is checked out.

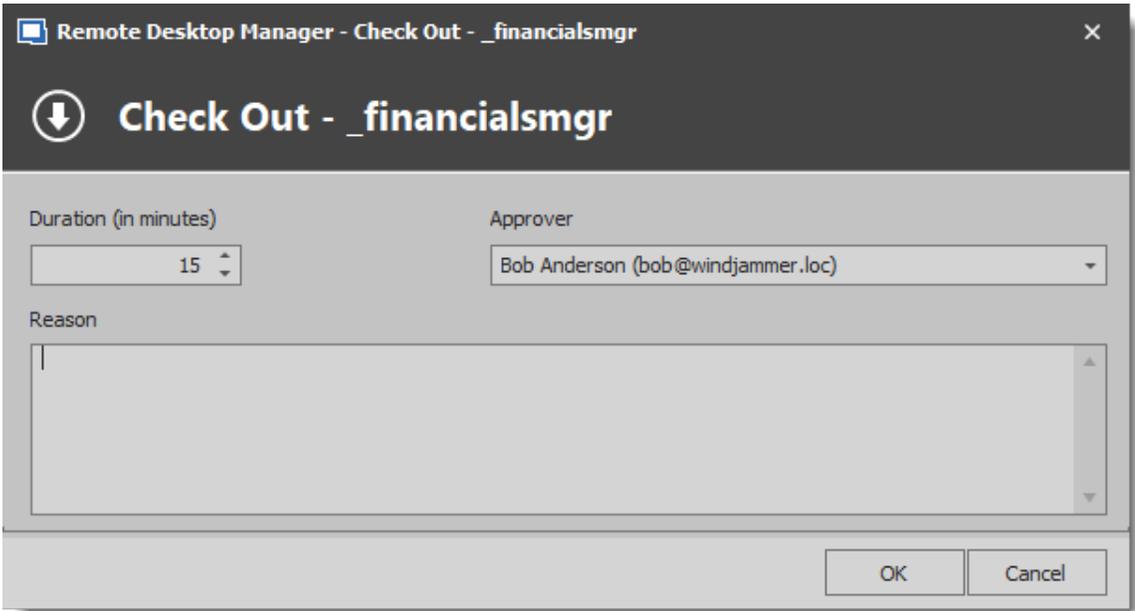


With Access



Without access

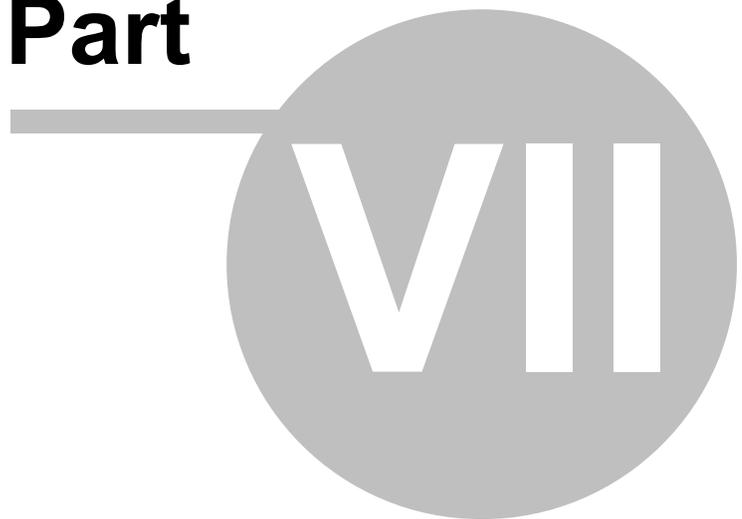
Credential Brokering lets a user check out credentials for a session from Remote Desktop Manager directly on the entry itself. When opening the session that requires a privileged account, a pop-up can appear with the **checkout request** window if the entry requires approval. Following the approval, the user will be able to launch the session successfully. Otherwise, the entry will be used seamlessly to open the session.



Credential Brokering Checkout Request

Devolutions Gateway

Part



7 Devolutions Gateway

7.1 Overview

DESCRIPTION



Devolutions Gateway provides authorized just-in-time access to resources in segmented networks.

Key benefits of Devolutions Gateway include:

- Reduce exposure to internal network resources with just-in-time RDP connections through the Devolutions Gateway.
- Replace static VPN and firewall rules with dynamic access rules controlled by Devolutions Server.
- Enhance security by giving remote access, or access to specific applications, in separate network segments on demand.
- Improve productivity by eliminating the need to update VPN or firewall rules for temporary access.

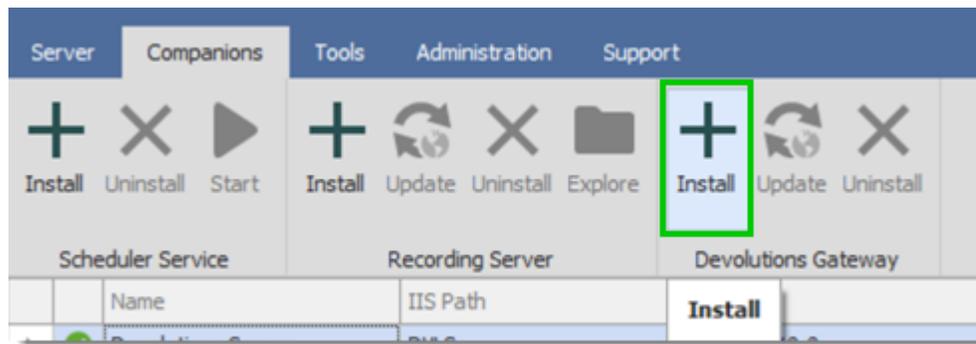
7.2 Devolutions Server Configuration

DESCRIPTION

This topic describes how to configure Devolutions Server to connect on Devolutions Gateway.

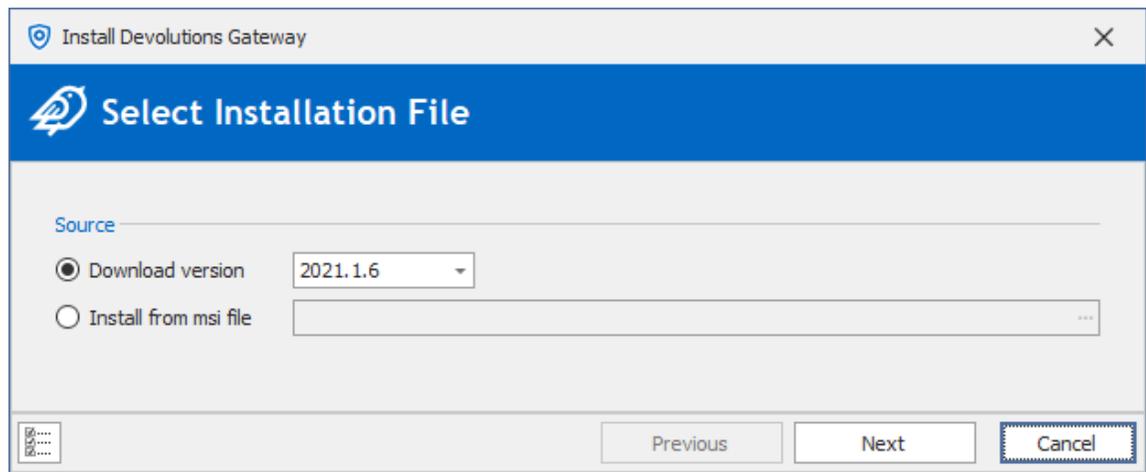
STEPS

1. From the Devolutions Server Console, click on the Companions tab and then Install the Devolutions Gateway.



2. You can either download the latest version, or retrieve the msi file from GitHub if you do not have Internet access.

<https://github.com/Devolutions/devolutions-gateway/releases>



3. You can then specify the configuration.

The screenshot shows a window titled "Install Devolutions Gateway" with a sub-header "Devolutions Gateway Listeners". An information icon and text state: "Devolutions Gateway can be deployed in many different ways, please refer to the [documentation](#) for more details."

External url

Protocol	https	Address	vorionsrv-dgw.orion.loc	Port	7171
----------	-------	---------	-------------------------	------	------

Devolutions Gateway Listeners

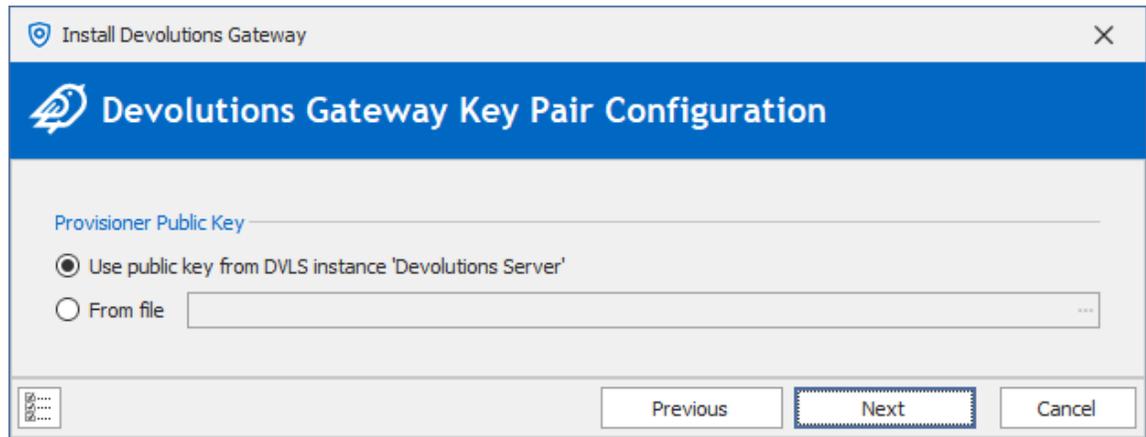
Listener Type	Protocol	Address	Port
HTTP listener	https	0.0.0.0	7171
TCP listener	tcp	0.0.0.0	8181

Certificate Configuration

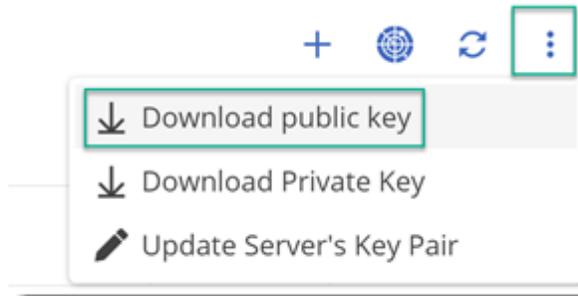
Field	Value
Certificate file	C:\cert\wildcard_vorion.pfx
Certificate password	●●●●●●●●
Private key file	

Navigation buttons: Previous, Next, Close.

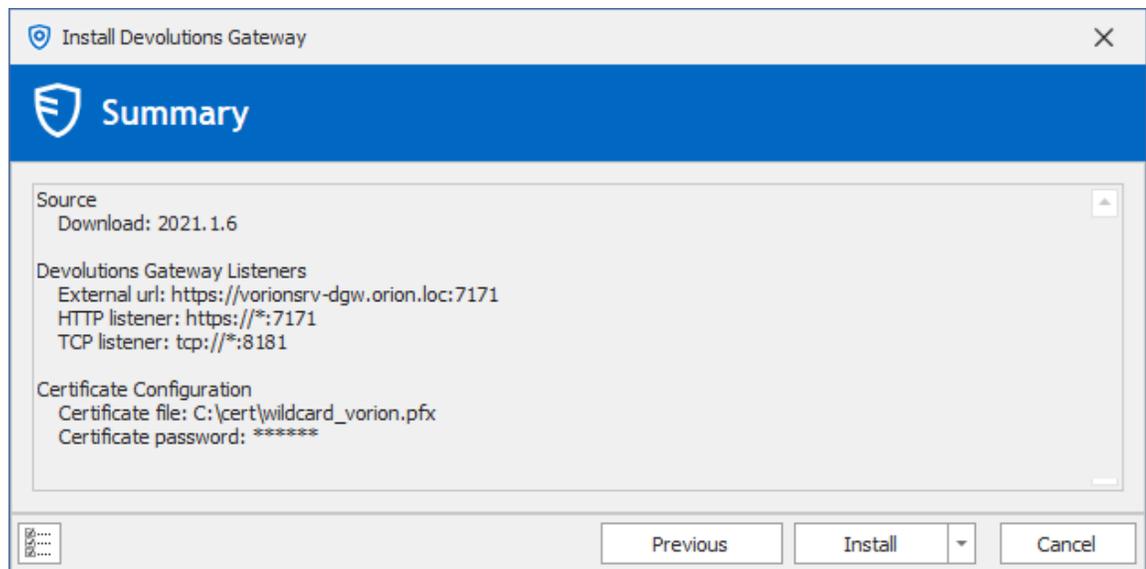
- a. External URL: URL to reach the Devolutions Gateway from the RDM client. The port can be set as per your requirements, we will use 7171 since the Devolutions Gateway is installed on the same server as Devolutions Server.
 - b. HTTP Listener: HTTP(s) port to reach the Devolutions Gateway. If the Devolutions Gateway is placed behind a Load balancer, it can be set to use HTTP, if the Devolutions Gateway is directly accessible, you can (and should) specify an SSL certificate (see last section).
 - c. TCP Listener: port used for the RDP sessions, and eventually the SSH sessions.
 - d. Certificate configuration: required if the HTTP Listener is set to HTTPS.
4. If the Devolutions Gateway is installed on the same server as the instance of Devolutions Server, you can use the first option for the Key Pair.



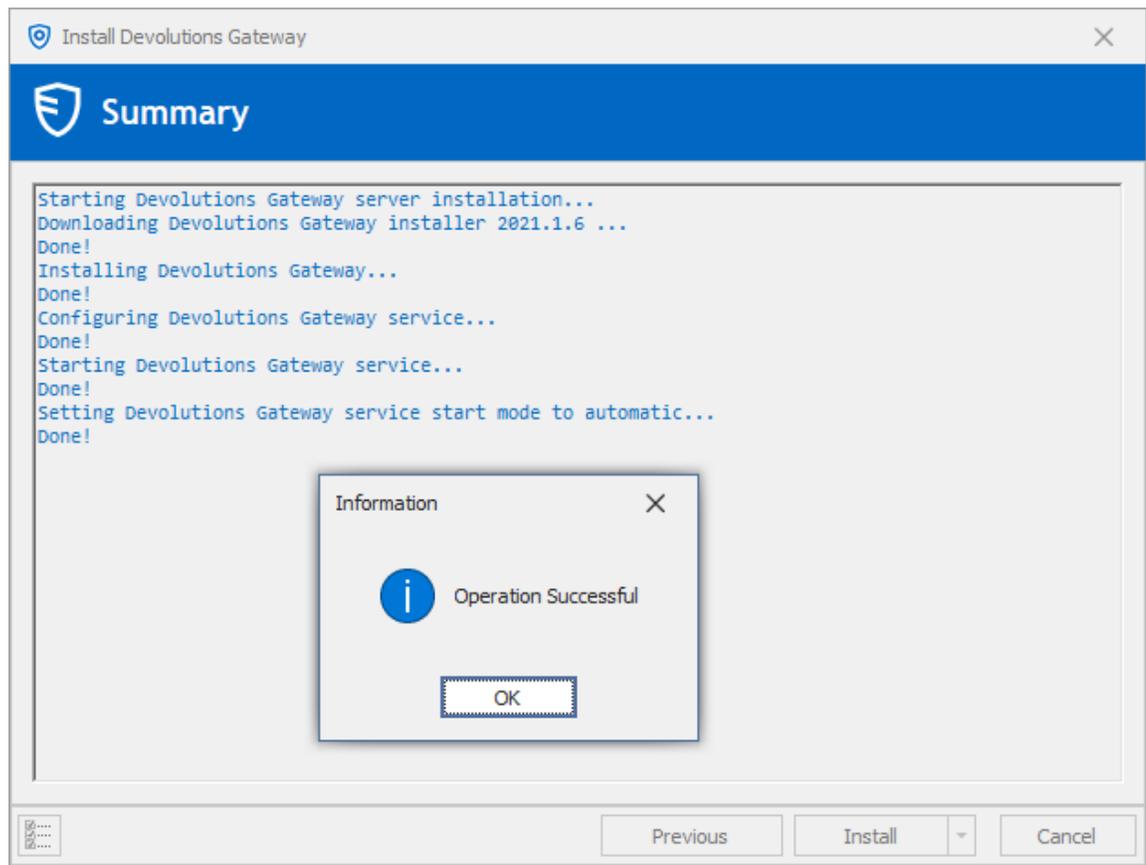
If the Devolutions Gateway is installed on another server, you can download the Public Key from the web interface of Devolutions Server (Administration > Gateway).



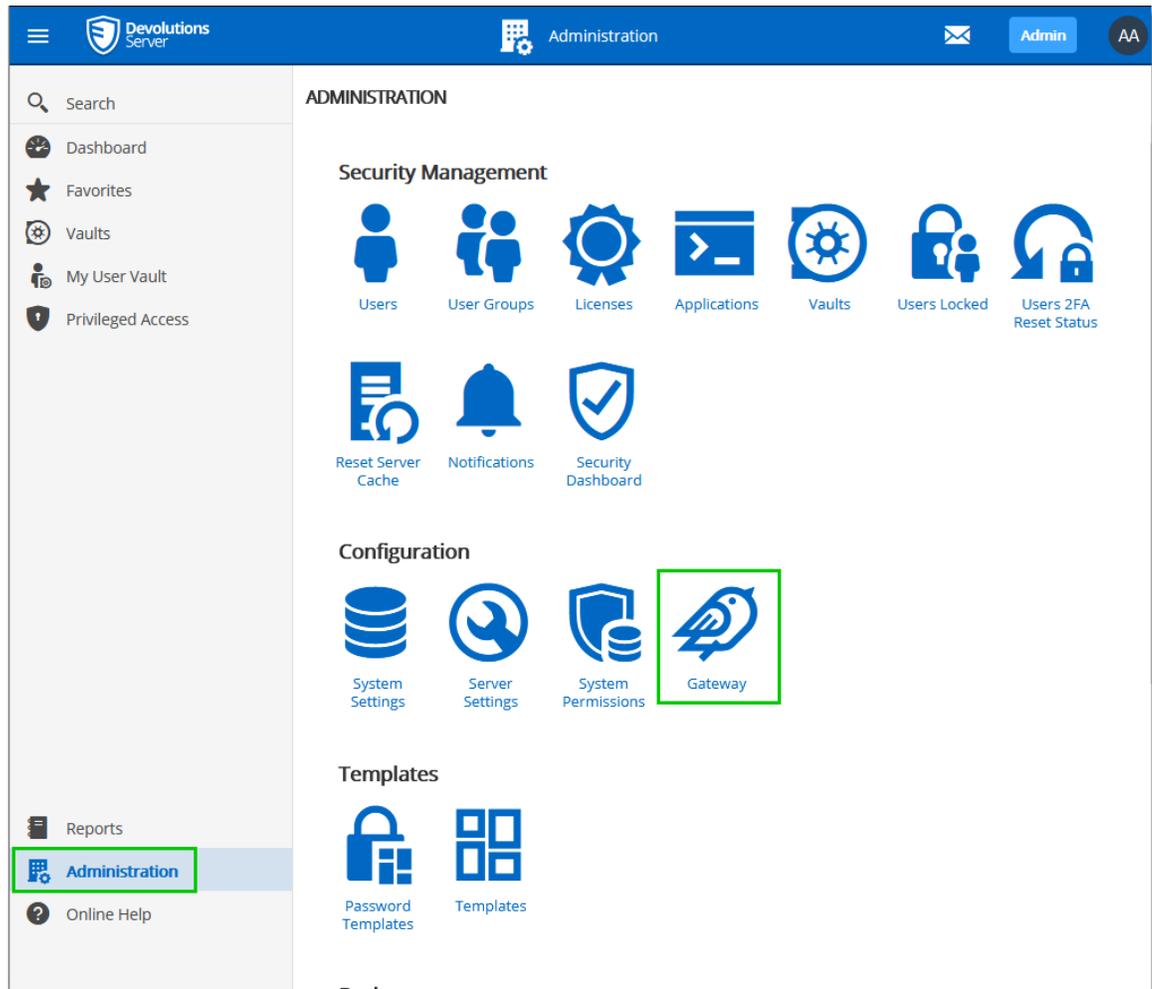
5. Validate the information and click Install.



6. The Devolutions Gateway service will then be installed.

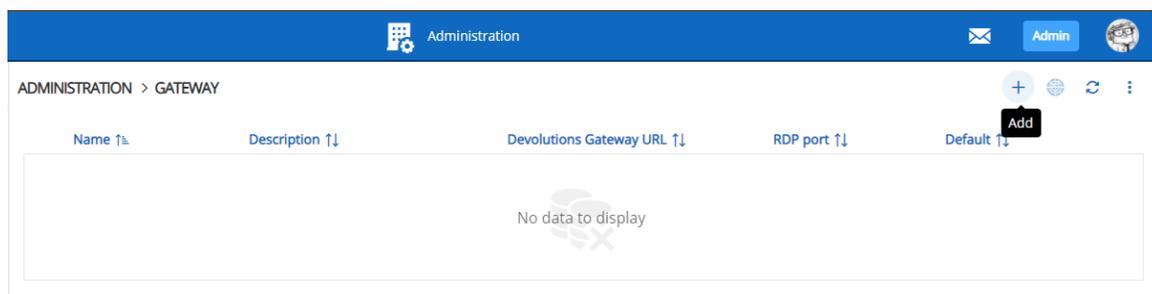


7. On the Devolutions Server web interface, connect with an administrative account.
8. Go in Administration - Gateway.



Administration

9. Click on the Add button on the top right corner.



Administration - Gateway

10. Enter the following information.

- a. Name : Name of the Devolutions Gateway that will be displayed in Remote Desktop Manager.

- b. Description : Description of the gateway.
- c. Set as default : If enabled, this gateway will be selected when configuring Remote Desktop Manager.
- d. Devolutions Gateway URL : Use the same URL configured in the PowerShell script with Set-DGatewayHostname cmdlet (see above step 4).
- e. TCP Listening Port: Set the port with the same TCP port value configured in the console

Gateway

Name •
DVLS Gateway

Description
Gateway for DVLS

Set as default

Devolutions Gateway URL •
https://vorionsrv-dgw.orion.loc:7171 Test Connection

TCP Listening Port
8181 Auto-Detect

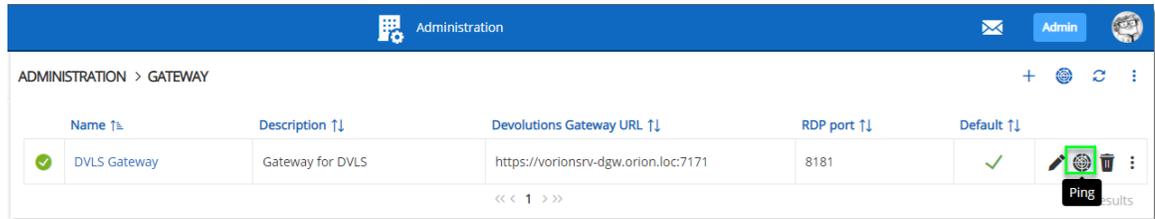
Generated token duration (minutes) 5 Health check interval (minutes) 60

Save Cancel

Gateway configuration dialog

11. Click on Save.

12. The Devolutions Gateway should now be visible in the list. It is possible to verify the status of the gateway with the Ping button.



Administration - Gateway

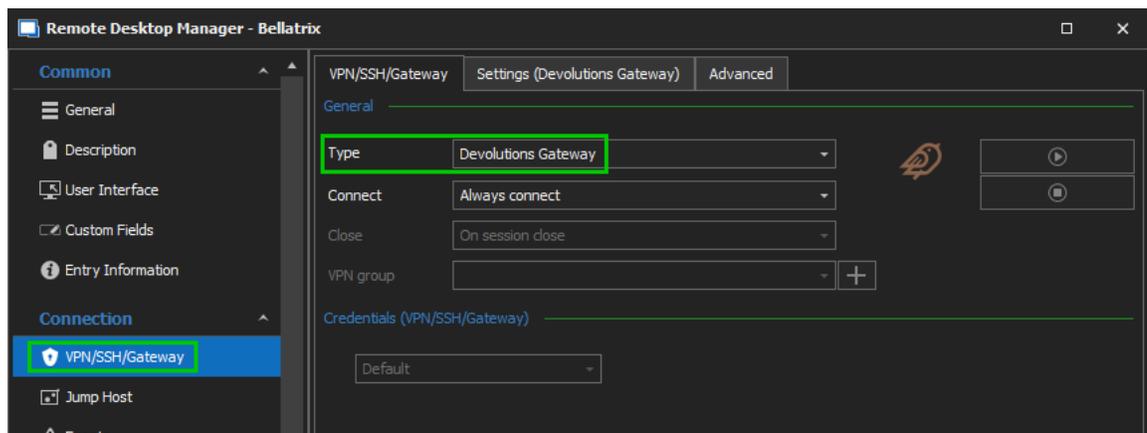
7.3 Remote Desktop Manager Configuration

DESCRIPTION

The following instructions explain how to use Devolutions Gateway in a RDP session.

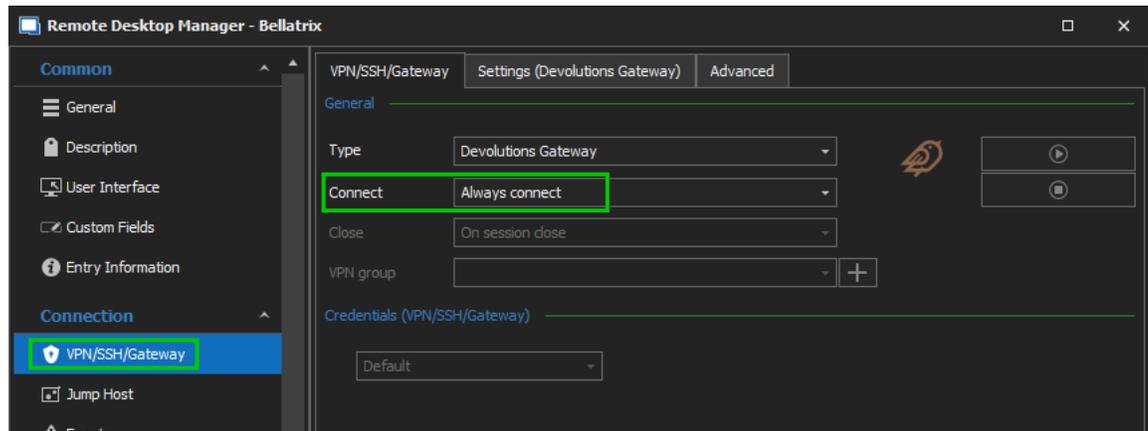
STEPS

1. Select an RDP session and open its properties dialog.
2. Go in VPN/SSH/Gateway
3. In the VPN/SSH/Gateway tab, set the **Type** option to Devolutions Gateway.

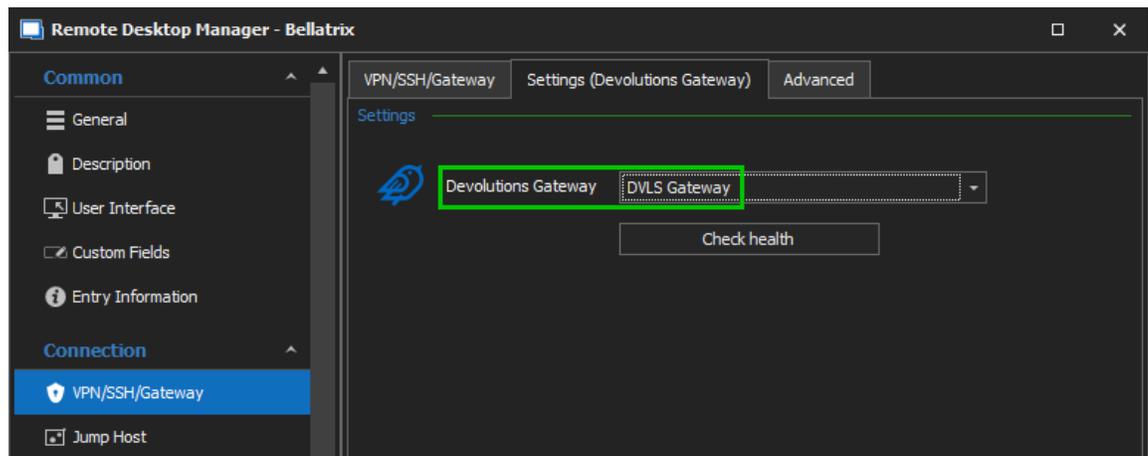


VPN/SSH/Gateway

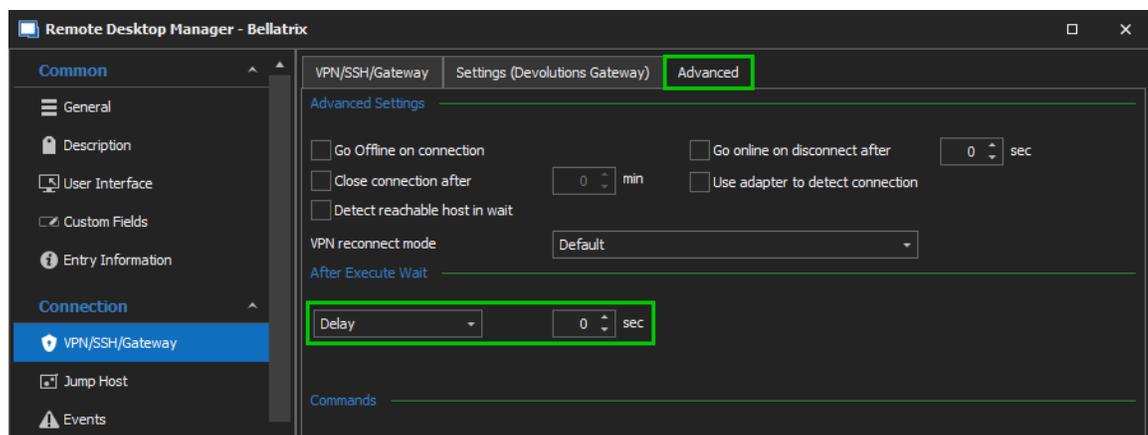
4. In the VPN/SSH/Gateway tab, set the **Connect** option to Always connect.



5. In the Settings (Devolutions Gateway) tab, select the gateway configured in [Devolutions Server Configuration](#).



6. To remove the 5 seconds delay when opening a connection, set the Delay value to 0 in the Advanced tab.



7. Once the RDP session is connected, the following log entry should be in the Devolutions Server Data Source Logs.

REPORTS > DATA SOURCE LOGS 📄 ↻

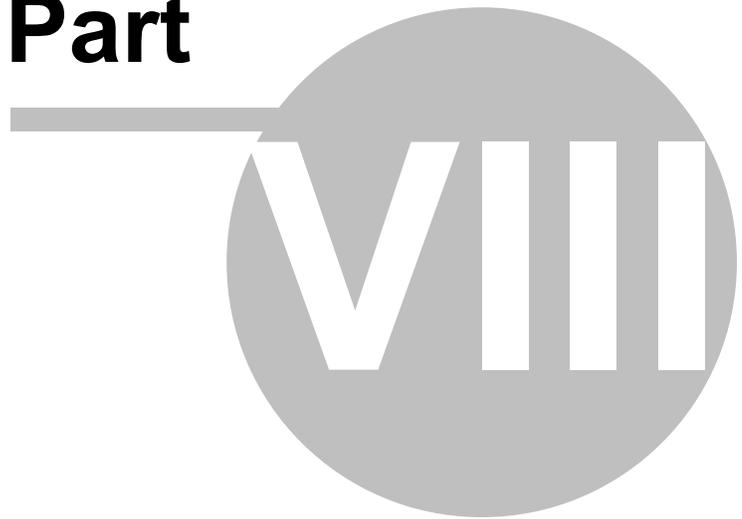
Filter Message type Select 📅 Today

	Date ↓	Title ↑↓	User ↑↓	Type	Server Name ↑↓
⌵	7/9/2021 3:31 PM	Devolutions Gateway	_administrator	Information	Password Server - 00:50:...
Message A devolutions gateway token has been generated from gateway 'DVLS Gateway' towards the host 'bellatrix.orion.loc' by '_administrator'.					

Reports - Data Source Logs

Devolutions Web Login

Part



8 Devolutions Web Login

8.1 Overview

DESCRIPTION



Devolutions Web Login is a web browser password plugin used in conjunction with Remote Desktop Manager, Devolutions Server and Password Hub, which allows users to securely inject passwords into websites using credentials stored in their vaults.

It gives system administrators full control over the management of passwords, without affecting the user's productivity.

 <p>Remote Desktop Manager</p> <p>Centralize, Manage and Secure Remote Connections</p>	 <p>Devolutions Server</p> <p>Secure, Manage and Monitor Access to Privileged Accounts</p>	 <p>Password Hub</p> <p>Vault and Manage Business-User Passwords</p>
<p>Remote Desktop Manager centralizes all remote connections on a single platform that is securely shared between users and across the entire team.</p>	<p>Devolutions Server lets you control access to privileged accounts and manage remote sessions through a secure solution that can be deployed on-premises.</p>	<p>Password Hub is a secure and cloud-based password manager for teams.</p>



Advanced users, other browser extensions, or even JavaScript injection can all result in the password being read from the password edit control, even if it displays dots instead of the password. Any use of an external browser must be carefully weighed against your security requirements.

8.2 Installation

DESCRIPTION

Devolutions Web Login is a free browser extension companion tools. It does require one of our products to function at this time.

Click on the browser link below to start the installation of Devolutions Web Login plugin:

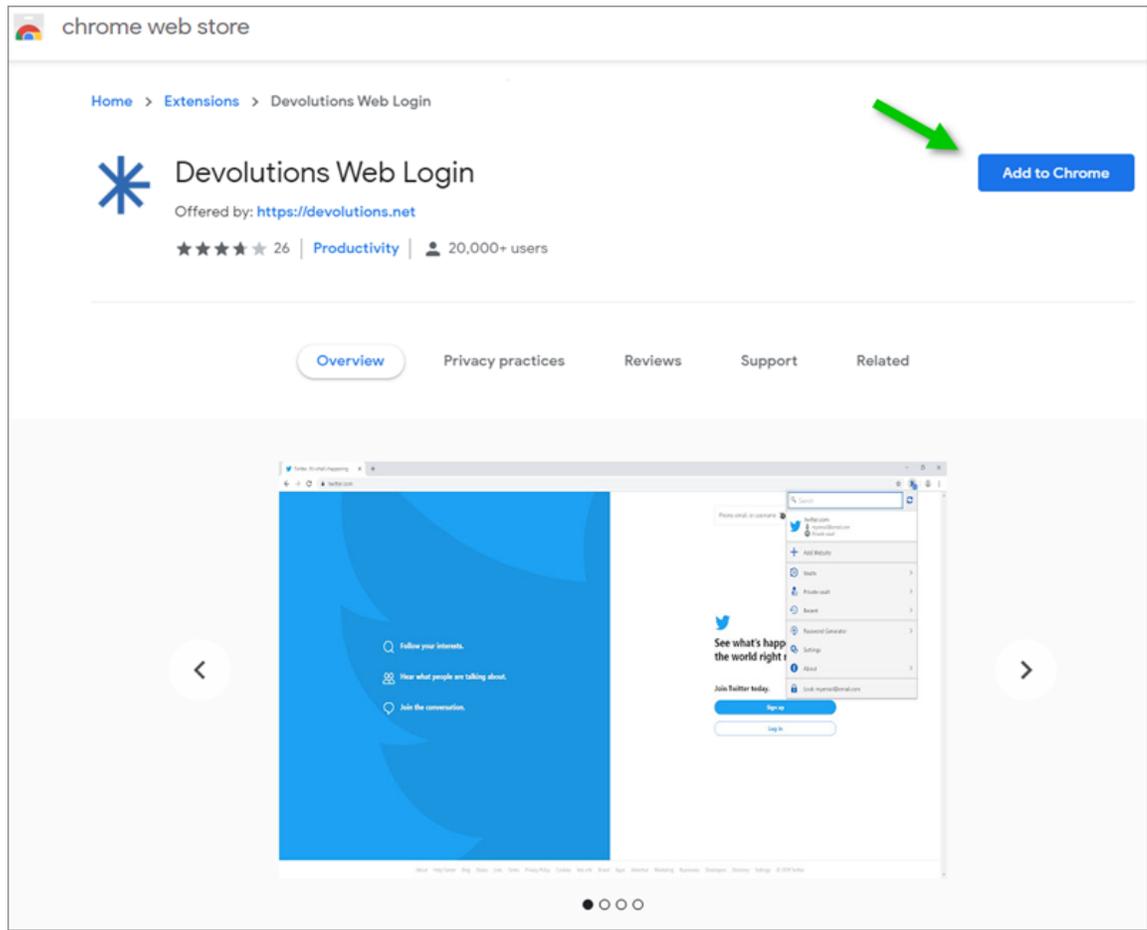
- [Chrome](#)
- [Firefox](#)
- [Edge](#)
- [Opera](#)

8.2.1 Chrome

DESCRIPTION

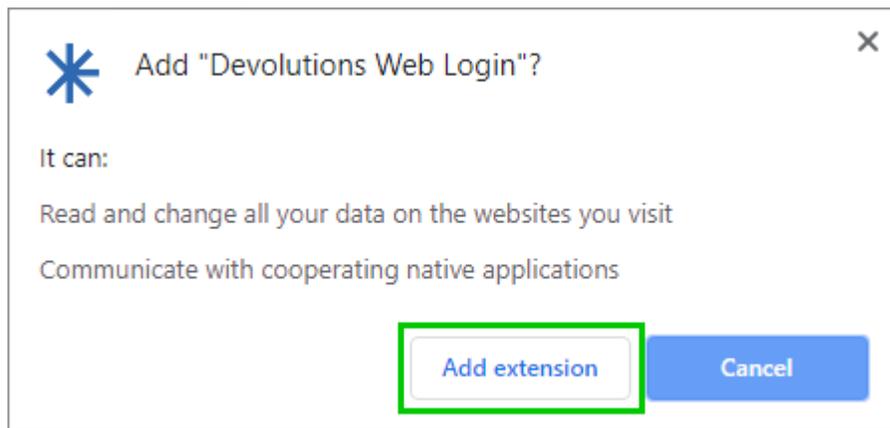
Follow the steps below to complete the installation of Devolutions Web Login in the Chrome web browser.

1. Open Chrome.
2. Navigate to [Devolutions Web Login extension](#) or use the link from our [Website](#).
3. Click the **Add To Chrome** button.



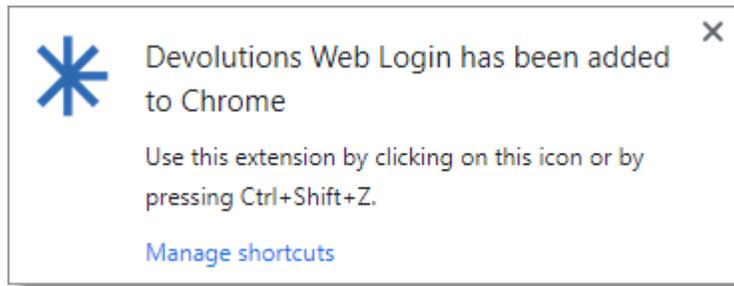
Devolutions Web Login Chrome Web Store

4. Click **Add extension** in the confirmation dialog.

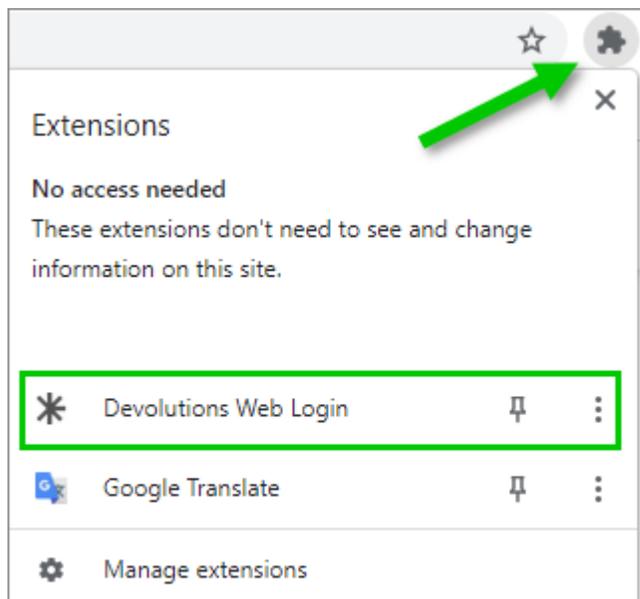


Extension Installation Confirmation

Once installed a confirmation box will appear.



5. Click the Chrome extension button and **Pin** Devolutions Web Login to finish the installation.



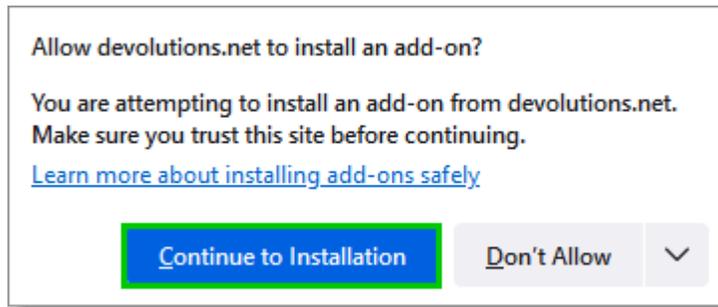
Devolutions Web Login Extension Button

8.2.2 Firefox

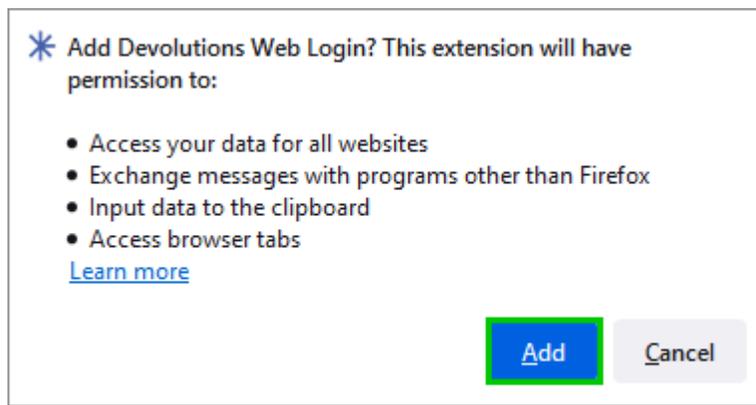
DESCRIPTION

Follow the steps below to complete the installation of Devolutions Web Login in the Firefox web browser.

1. Open a Firefox window.
2. Download the extension from our [Devolutions Web Login](#) website page.
3. Click **Continue to Installation** in the confirmation dialog.

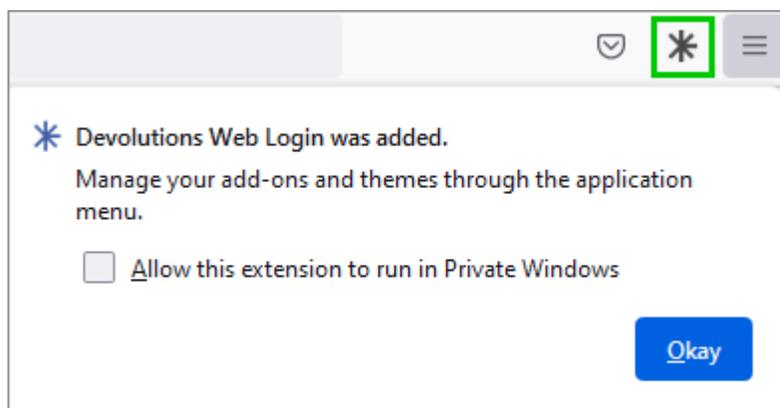


4. Click **Add**, when prompted to add Devolutions Web Login to the extension.



Add the Extension

5. Once installed, access the extension by clicking * in the top-right corner of Firefox.



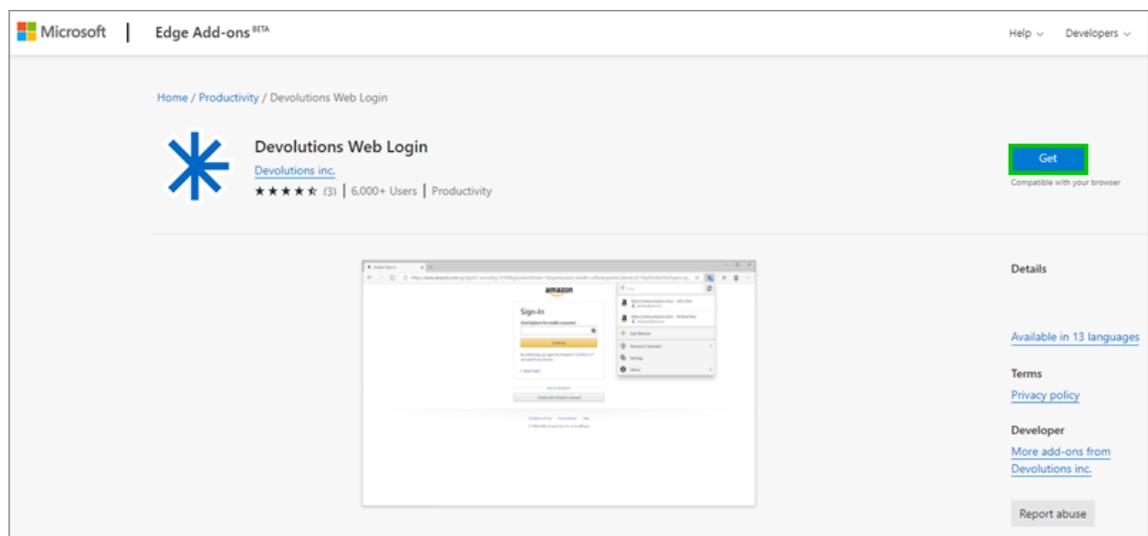
Devolutions Web Login Extension Button

8.2.3 Edge

DESCRIPTION

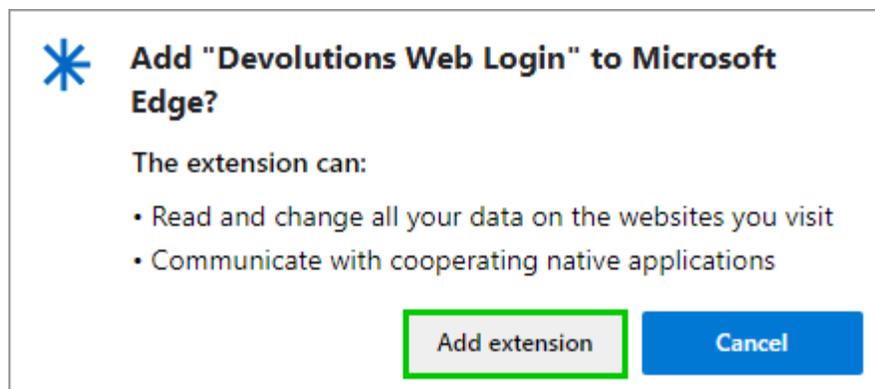
Here are the steps to install Devolutions Web Login on Microsoft Edge.

1. Open a Microsoft Edge window.
2. Download the extension from [Devolutions Web Login](#) website page.
3. Click **Get**.



Chrome Web Store

4. Add the extension to Microsoft Edge.



Add Devolutions Web Login to Microsoft Edge Beta

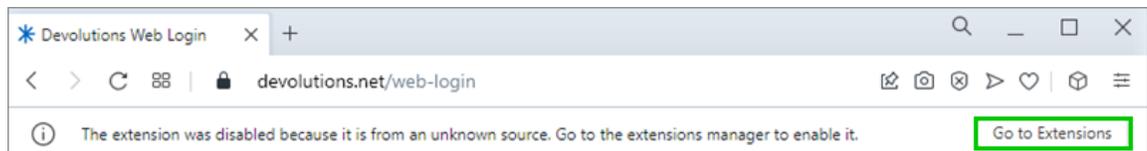
The extension is installed. Access it by clicking * in the top-right corner of the Microsoft Edge web browser.

8.2.4 Opera

DESCRIPTION

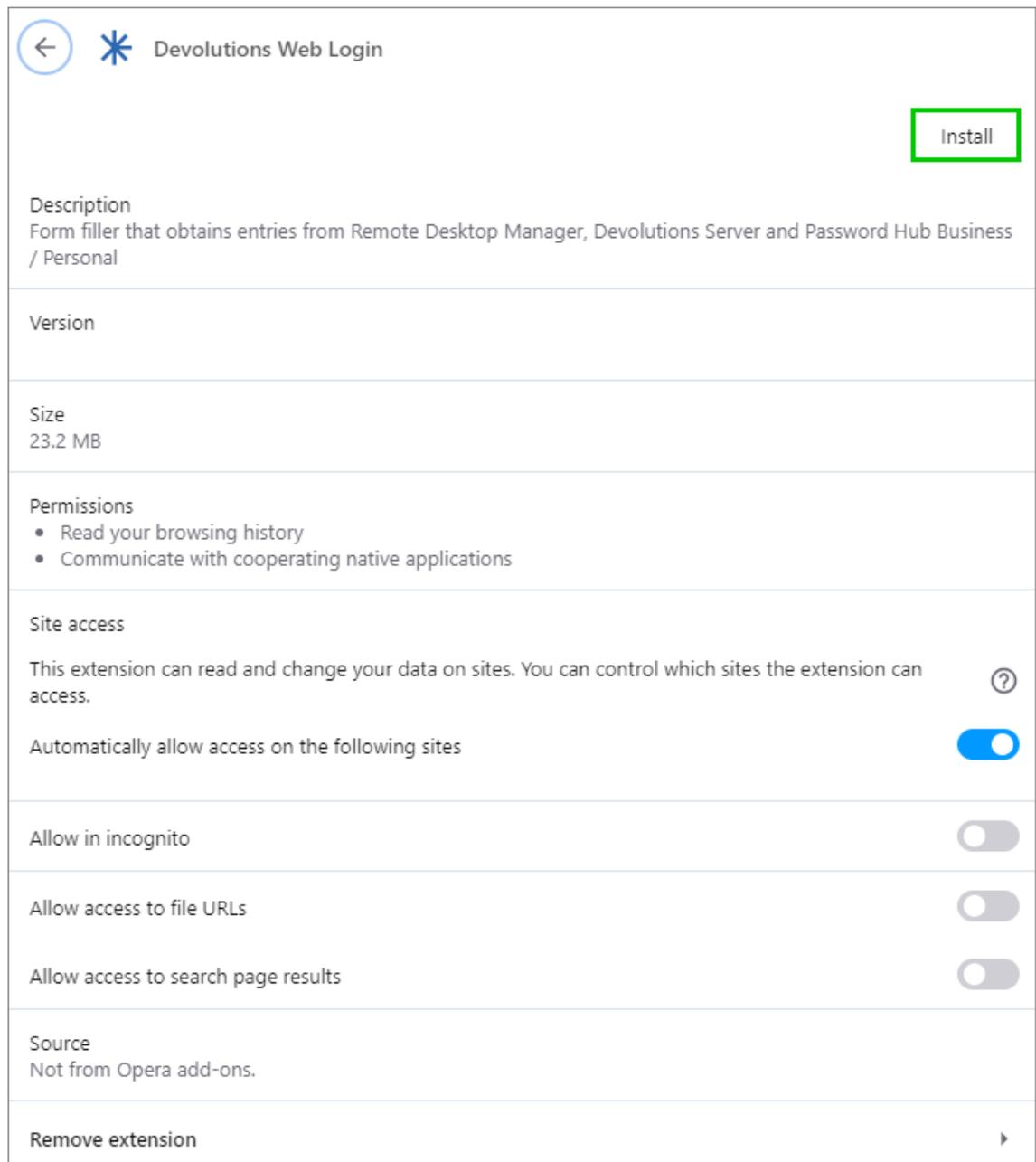
Follow the steps below to complete the installation of Devolutions Web Login in the Opera web browser.

1. Open Opera.
2. Download the extension of [Devolutions Web Login](#) from our website page.
3. Click on **Go to Extension** from the information panel at the top or click on the Extension button



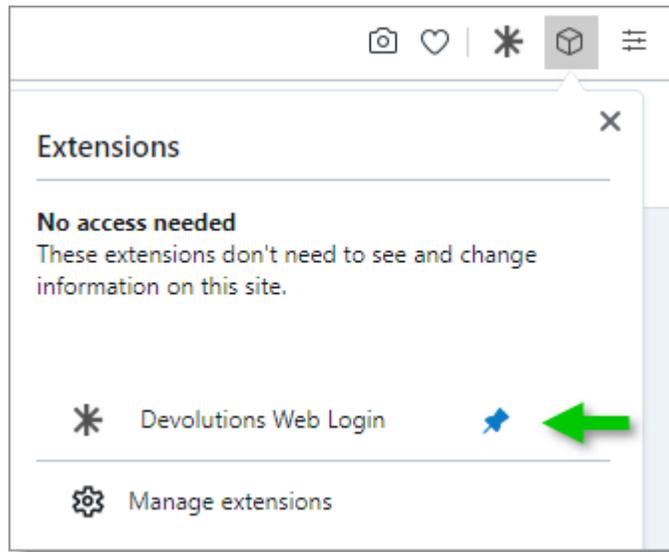
Opera Extensions Enabling

4. Click **Install** and the **Yes, install** pop up.



Opera Install Window

5. Click on the **Extensions** button of the browser and **Pin** the Devolutions Web Login extension.



Access the extension by clicking * in the top-right corner of Opera.

8.3 First Login

8.3.1 Password Hub Business Login

DESCRIPTION

FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

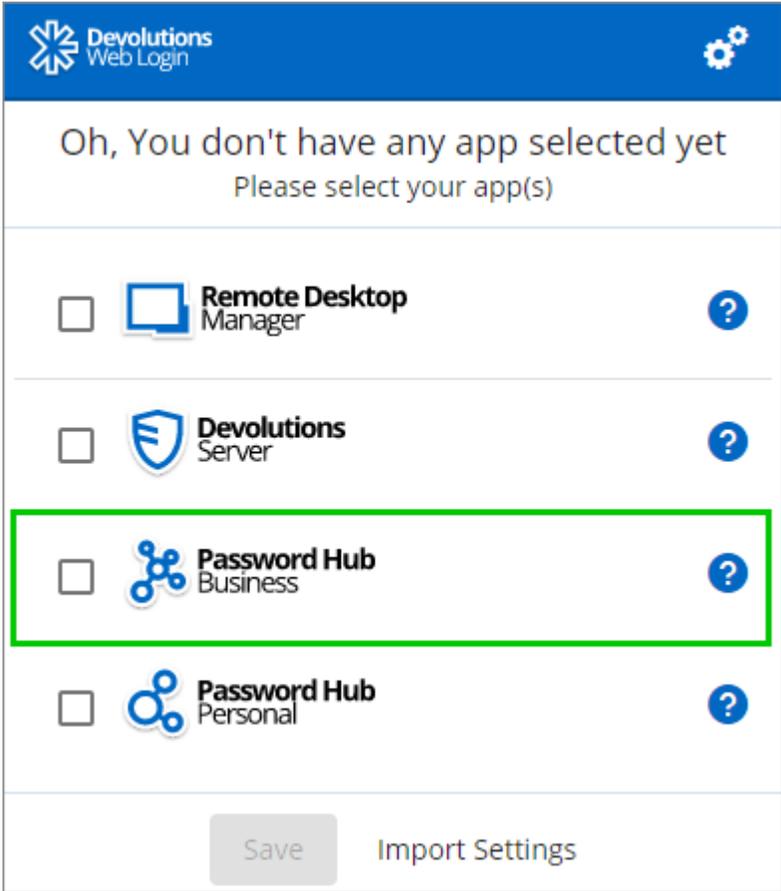
Follow these steps to connect Password Hub Business to Devolutions Web Login extension:

1. Click on **Devolutions Web Login** * extension at the top right corner of your browser.



A Password Hub Business access is required to continue.

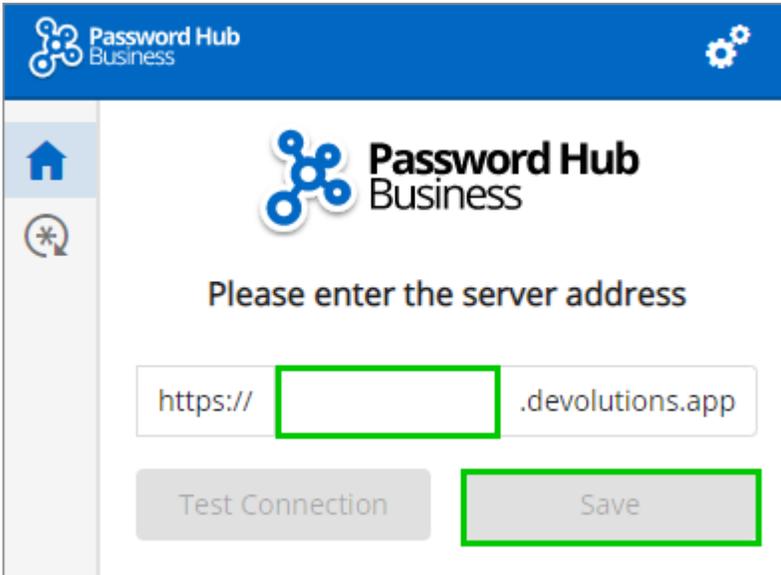
2. Choose **Password Hub Business** in the list and **Save**.



The screenshot shows the Devolutions Web Login interface. At the top, there is a blue header with the Devolutions logo and the text "Devolutions Web Login". Below the header, a message reads: "Oh, You don't have any app selected yet Please select your app(s)". A list of four applications is displayed, each with a checkbox, an icon, the application name, and a help icon (a question mark in a blue circle). The applications are: Remote Desktop Manager, Devolutions Server, Password Hub Business, and Password Hub Personal. The "Password Hub Business" row is highlighted with a green rectangular border. At the bottom of the list, there are two buttons: "Save" and "Import Settings".

First Login

3. Enter your Password Hub Business server address and **Save**.



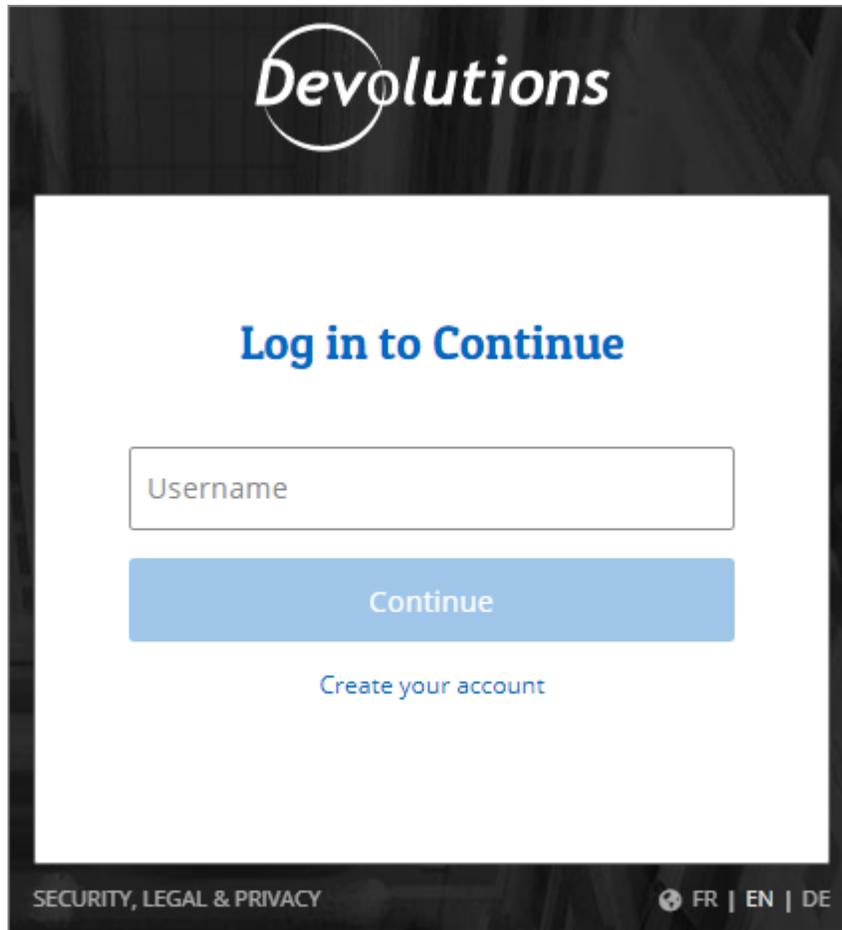
The screenshot shows the Password Hub Business configuration screen. At the top, there is a blue header with the Password Hub Business logo and the text "Password Hub Business". Below the header, there is a sidebar with a home icon and a search icon. The main content area features the Password Hub Business logo and the text "Please enter the server address". Below this, there is a text input field containing "https://" followed by a green-bordered empty input box, and ".devolutions.app". At the bottom, there are two buttons: "Test Connection" and "Save", with the "Save" button highlighted by a green rectangular border.

4. **Log in** to your Devolutions Account.



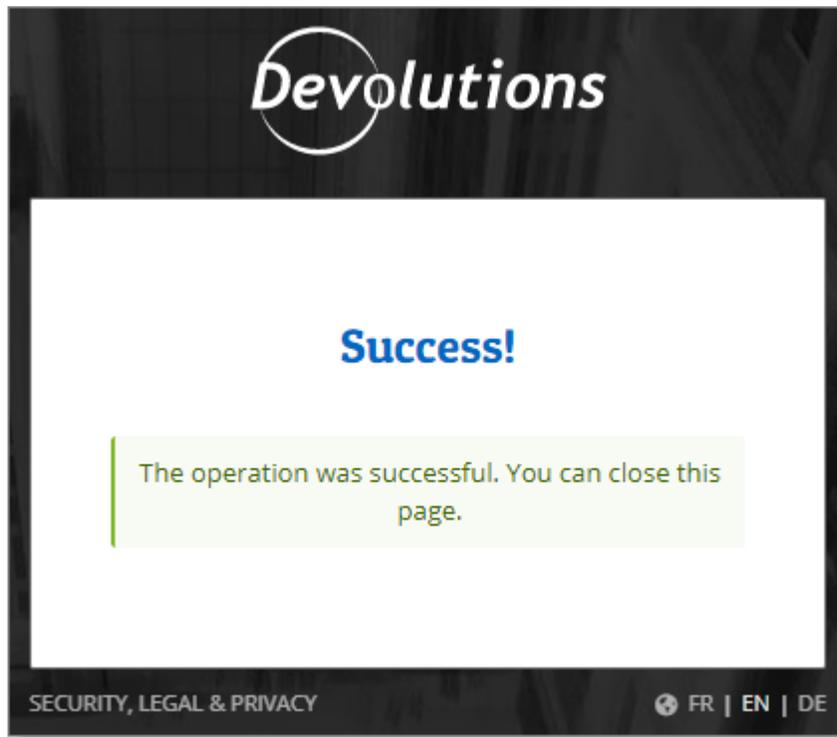
Log In

5. Enter the credentials from your Devolutions Account to continue.

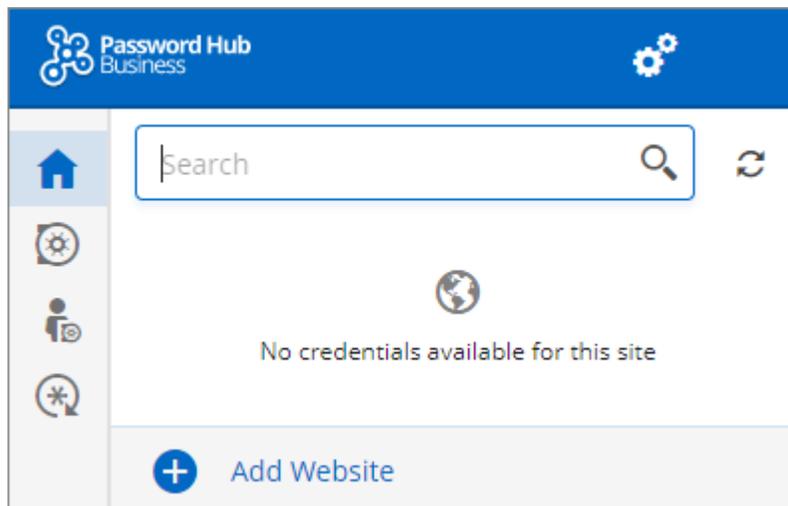


Devolutions Account Login

6. When complete, a log in confirmation message will appear.

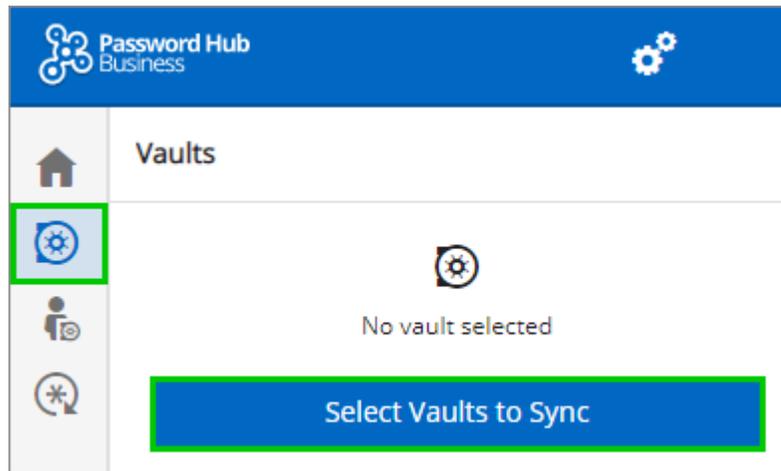


7. If you click on the * icon, you can validate that Devolutions Web Login is now connected to your Password Hub Business.

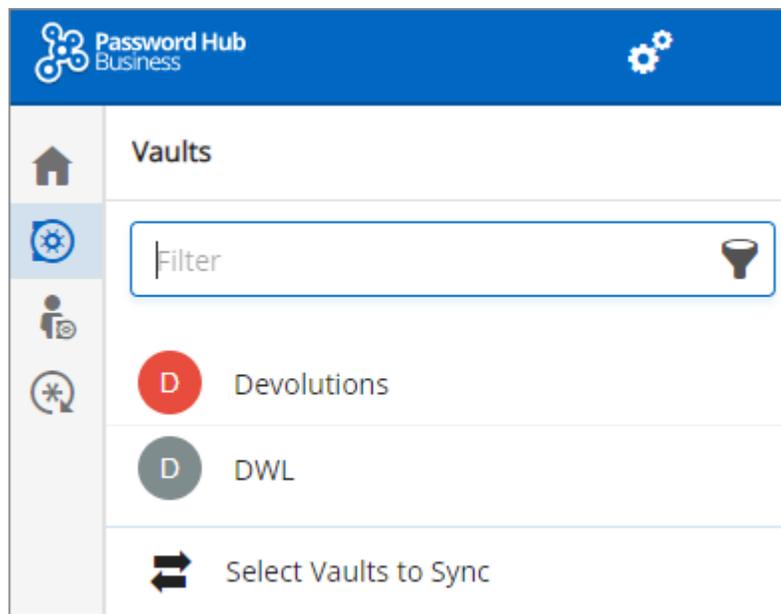


Devolutions Web Login Connected to Password Hub Business

8. To select the vaults to be synchronized, click on the **Vaults** icon and the **Select Vaults to Sync** button. Afterward, you click on the **Select all** button, or refine your view by adding a check mark next to the specific vaults to synchronize.



9. When done selecting your vaults, click on the **Select Vaults to Sync** at the top of the panel, to get the following view.



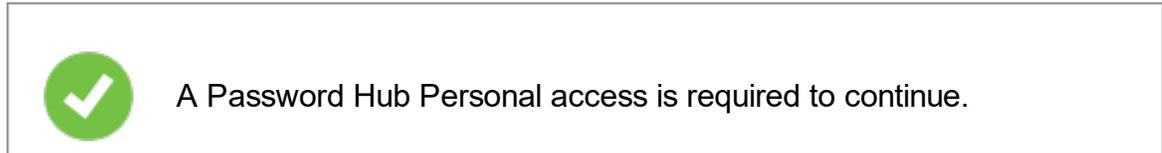
8.3.2 Password Hub Personal Login

DESCRIPTION

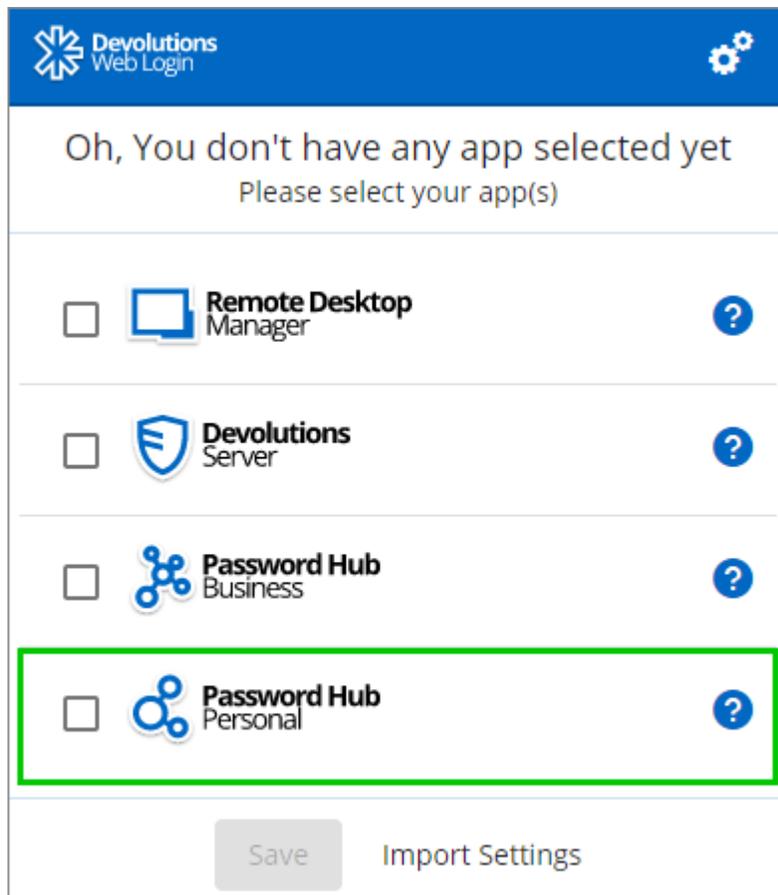
FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

Follow these steps to connect Password Hub Personal to Devolutions Web Login extension:

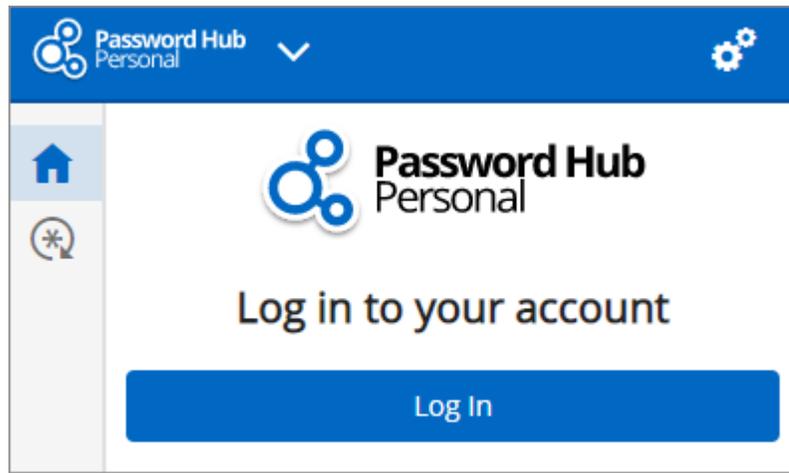
1. Click on **Devolutions Web Login** * extension at the top right corner of your browser.



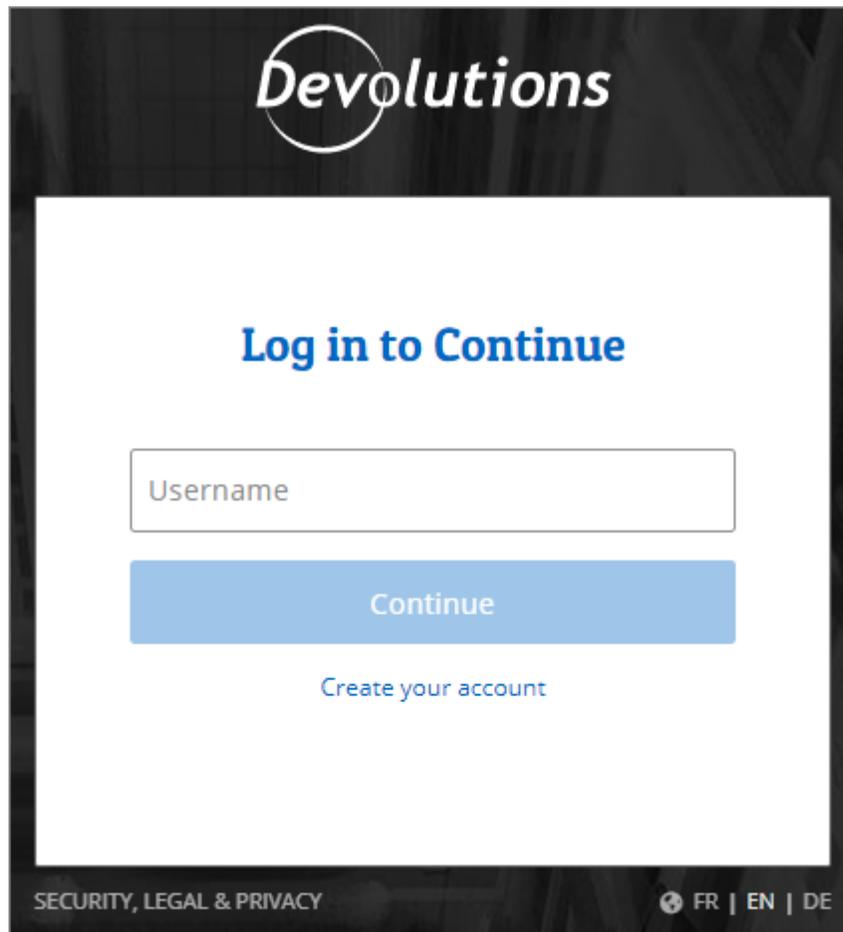
2. Choose **Password Hub Personal** in the list and **Save**.



3. **Log in** to your account.

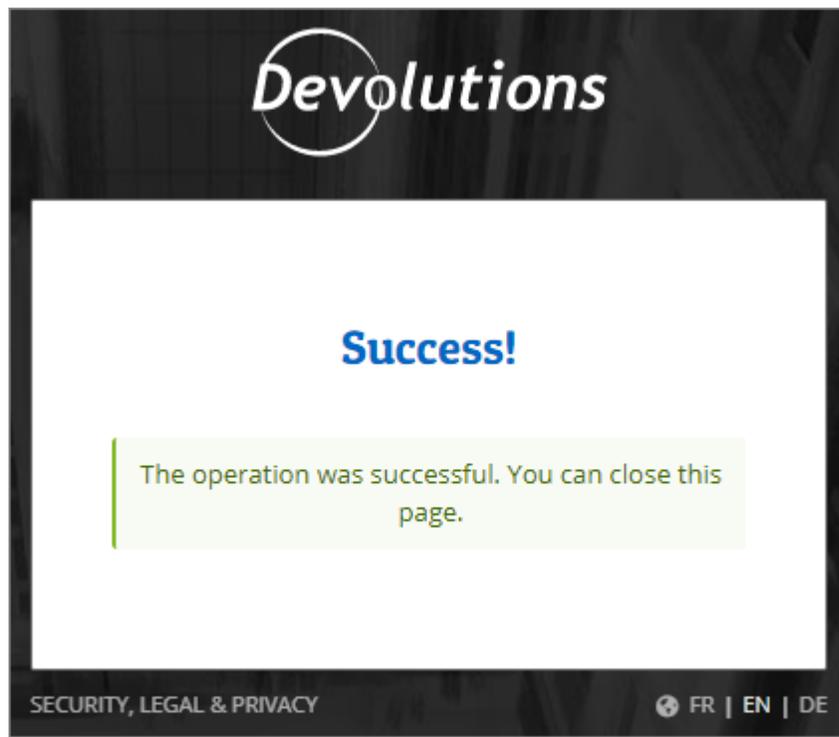


4. Enter the credentials from your Devolutions Account to continue.

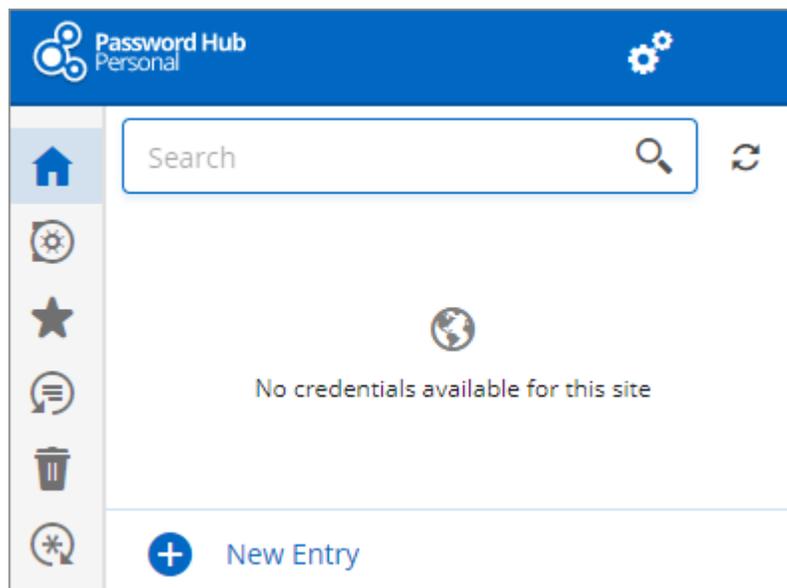


Devolutions Account Login

5. When complete, a log in confirmation message will appear.



6. If you click on the * icon, you can validate that Devolutions Web Login is now connected to your Password Hub Personal.



8.3.3 Devolutions Server Login

DESCRIPTION

FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

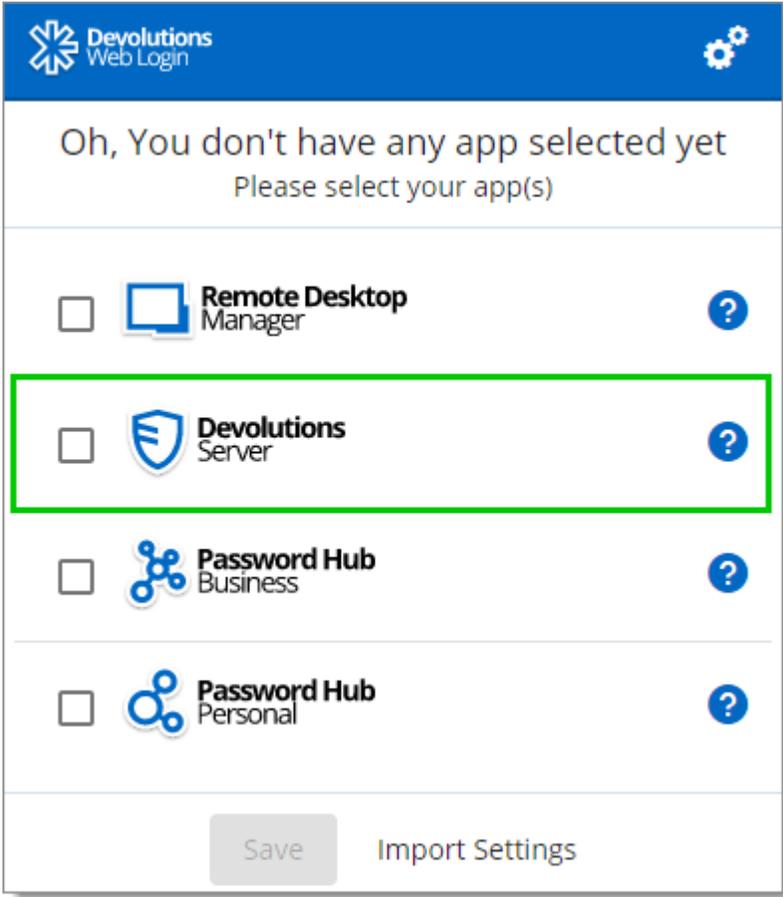
Follow these steps to connect Devolutions Server to Devolutions Web Login extension:

1. Click on **Devolutions Web Login** * extension at the top right corner of your browser.



A Devolutions Server access is required to continue.

2. Choose **Devolutions Server** in the list and **Save**.

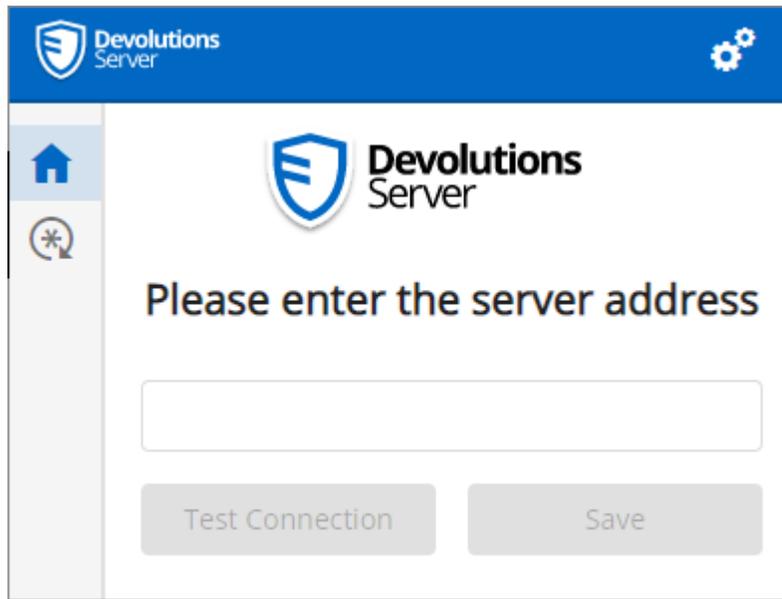


The screenshot shows the Devolutions Web Login interface. At the top, there is a blue header with the Devolutions logo and the text "Devolutions Web Login". Below the header, a message reads: "Oh, You don't have any app selected yet Please select your app(s)". A list of four applications is displayed, each with a checkbox, an icon, the application name, and a help icon (a question mark in a blue circle). The "Devolutions Server" application is highlighted with a green border. At the bottom of the list, there are two buttons: "Save" and "Import Settings".

Application	Selected	Help
Remote Desktop Manager	<input type="checkbox"/>	?
Devolutions Server	<input type="checkbox"/>	?
Password Hub Business	<input type="checkbox"/>	?
Password Hub Personal	<input type="checkbox"/>	?

First Login

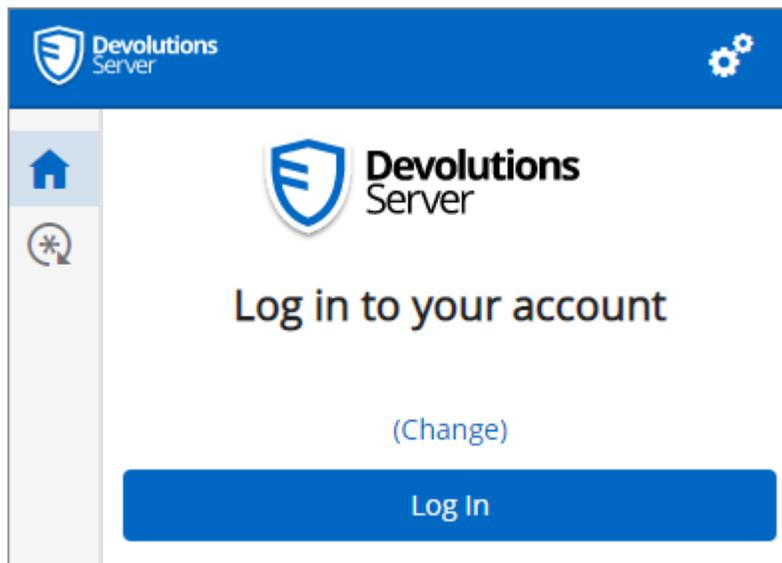
3. Enter the address of your server. You will need to input the same information that you would use to connect to the web interface of your Devolutions Server. Test the connection to validate it, then **Save**.



The screenshot shows the 'Server Address' configuration page in the Devolutions Server web interface. The page has a blue header with the 'Devolutions Server' logo and a settings icon. A left sidebar contains a home icon and a search icon. The main content area features the 'Devolutions Server' logo, the text 'Please enter the server address', a text input field, and two buttons: 'Test Connection' and 'Save'.

Server Address

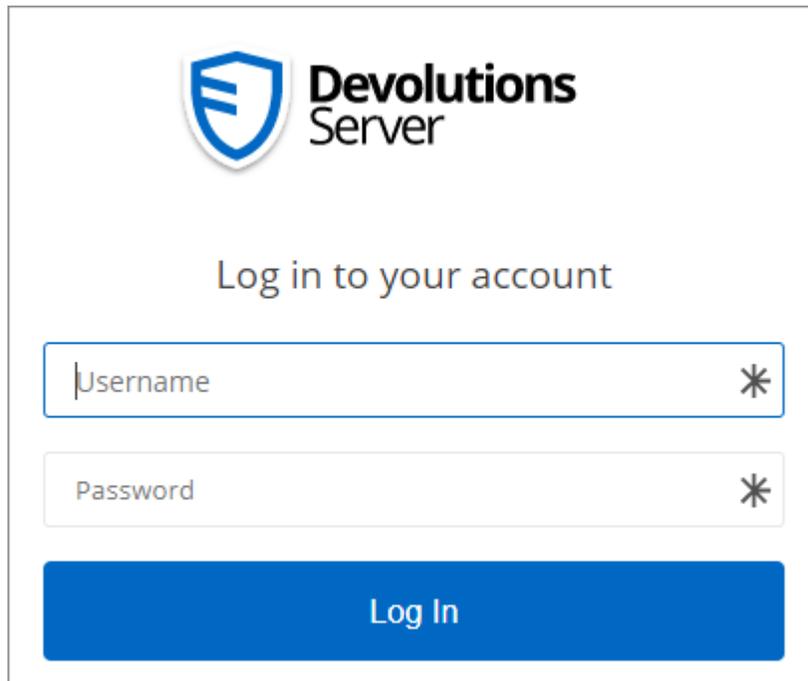
4. Click **Log In**.



The screenshot shows the 'Log in to your account' page in the Devolutions Server web interface. The page has a blue header with the 'Devolutions Server' logo and a settings icon. A left sidebar contains a home icon and a search icon. The main content area features the 'Devolutions Server' logo, the text 'Log in to your account', a link '(Change)', and a blue 'Log In' button.

Devolutions Web Login Login

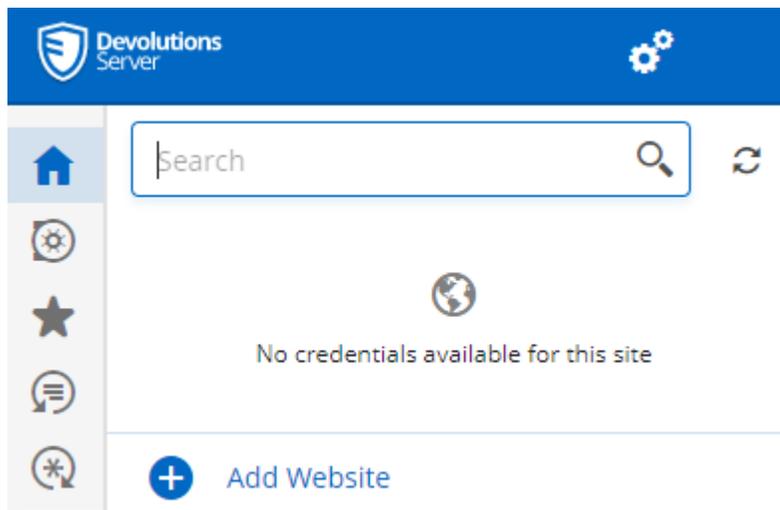
5. Enter your Devolutions Server credentials and click **Log in**.



The image shows the login interface for Devolutions Server. At the top left is the Devolutions Server logo, which consists of a shield icon with three horizontal lines inside, followed by the text "Devolutions Server". Below the logo is the text "Log in to your account". There are two input fields: "Username" and "Password", each with a small asterisk icon on the right side. Below the input fields is a blue button labeled "Log In".

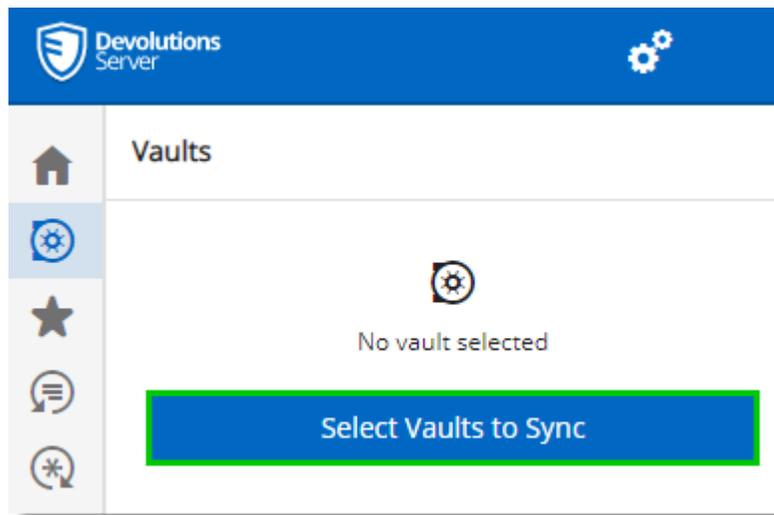
Devolutions Server Login

6. If you click on the * icon, you can validate that Devolutions Web Login is now connected to your Devolutions Server.

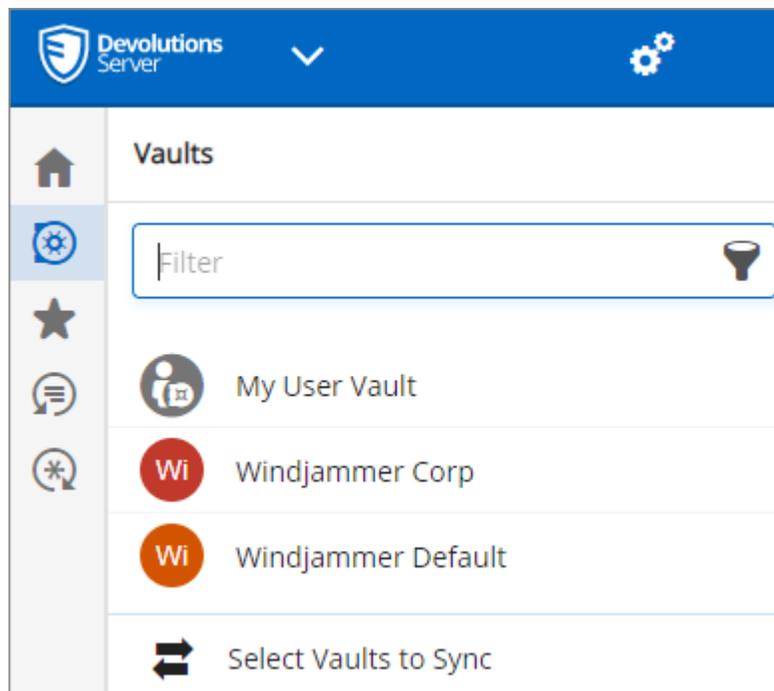


Devolutions Web Login Connected

7. To select the vaults to be synchronized, click on the **Vaults** icon and the **Select Vaults to Sync** button. Afterward, you click on the **Select all** button, or refine your view by adding a check mark next to the specific vaults to synchronize.



- When done selecting your vaults, click on the **Select Vaults to Sync** at the top of the panel, to get the following view.



8.3.4 Remote Desktop Manager Login

DESCRIPTION

FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

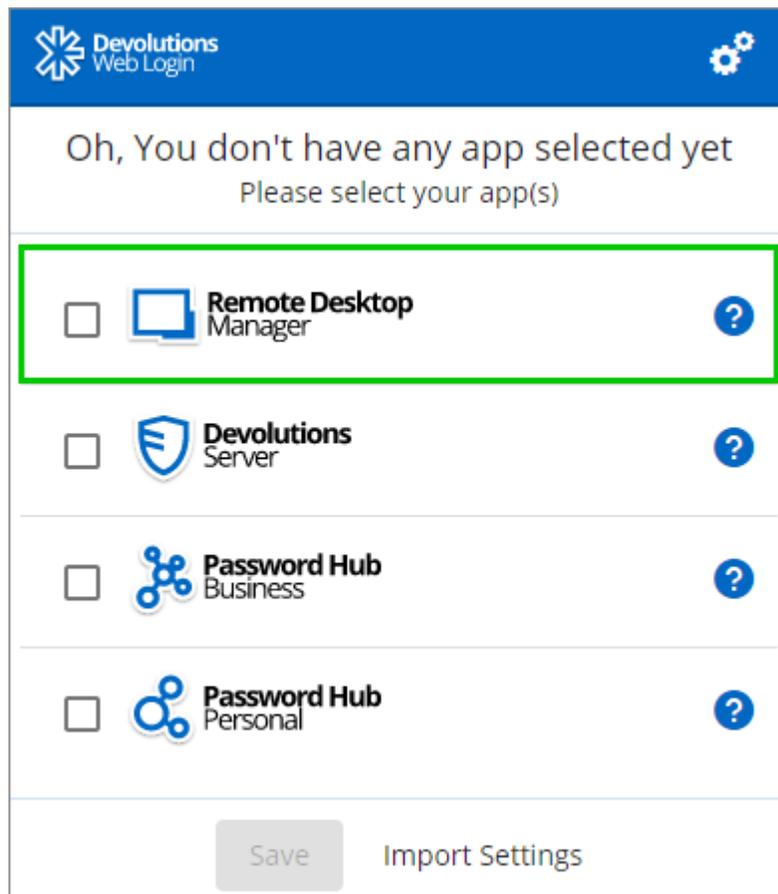
Follow these steps to connect your Remote Desktop Manager to Devolutions Web Login extension, you will be prompted to pair the two applications.

1. Click on Devolutions Web Login * extension at the top right corner of your browser.



Remote Desktop Manager must be installed and running to continue.

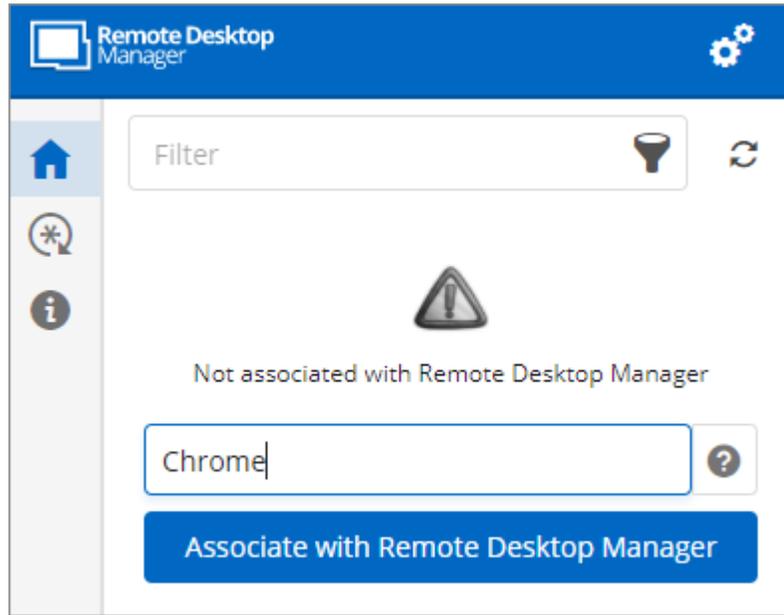
2. Choose **Remote Desktop Manager** in the list and **Save**.



3. Enter a name, for this association, in the text box.



This name can be used to identify a particular association and to deny access to it from Remote Desktop Manager. The default name is the name of the web browser running Devolutions Web Login.

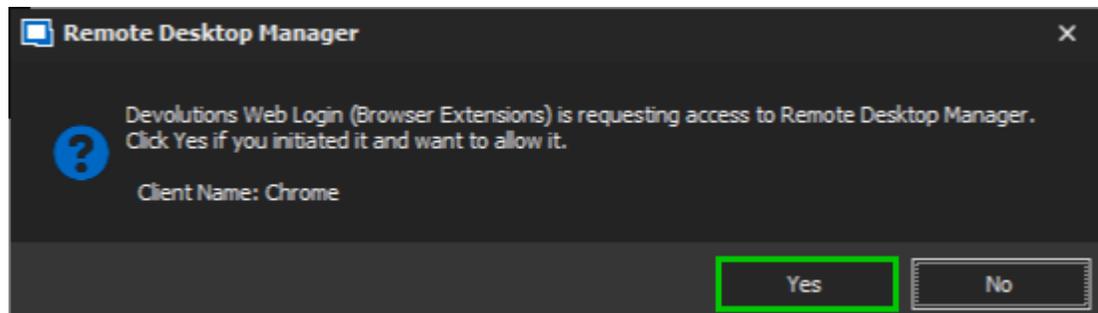


4. Click on **Associate with Remote Desktop Manager**.

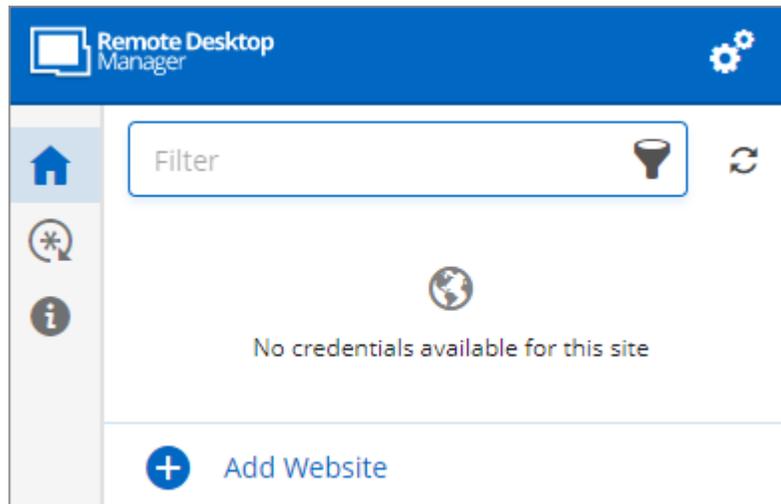


A popup window should appear on Remote Desktop Manager asking if the request was actually sent by you.

5. Click **Yes** in Remote Desktop Manager to accept the association request.



6. If you click on the * icon, you can validate that Devolutions Web Login is now paired to your Remote Desktop Manager.

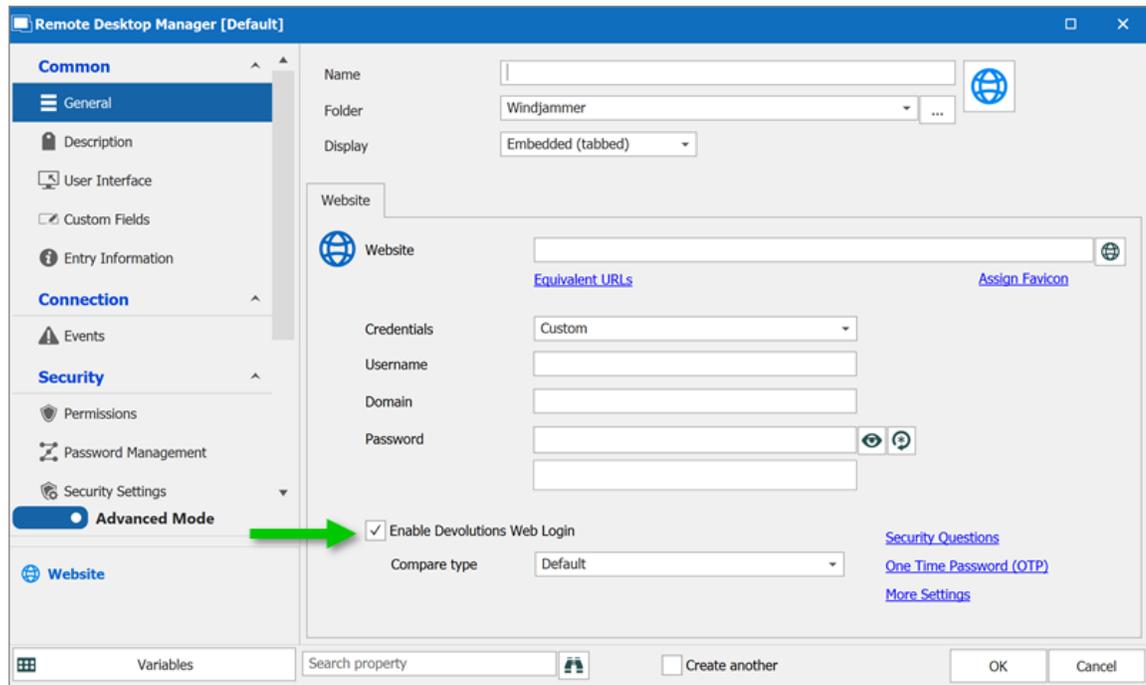


Note that, while Remote Desktop Manager can handle multiple associations (e.g., multiple browsers), Devolutions Web Login can only be paired to a single instance of RDM at any time.

8.3.4.1 Enable Devolutions Web Login

DESCRIPTION

Checkmark ***Enable Devolutions Web Login*** in Remote Desktop Manager entries to allow Devolutions Web Login extension to retrieve the credentials when connecting to its respective website.



Enable Devolutions Web Login

8.4 Exploring Devolutions Web Login

8.4.1 Menu

DESCRIPTION

The user interface **Devolutions Web Login** is slightly different in appearance when connected to Remote Desktop Manager, Devolutions Server or Password Hub Business and Personal.

See below a list of the menu and information available from the Devolutions Web Login extension:

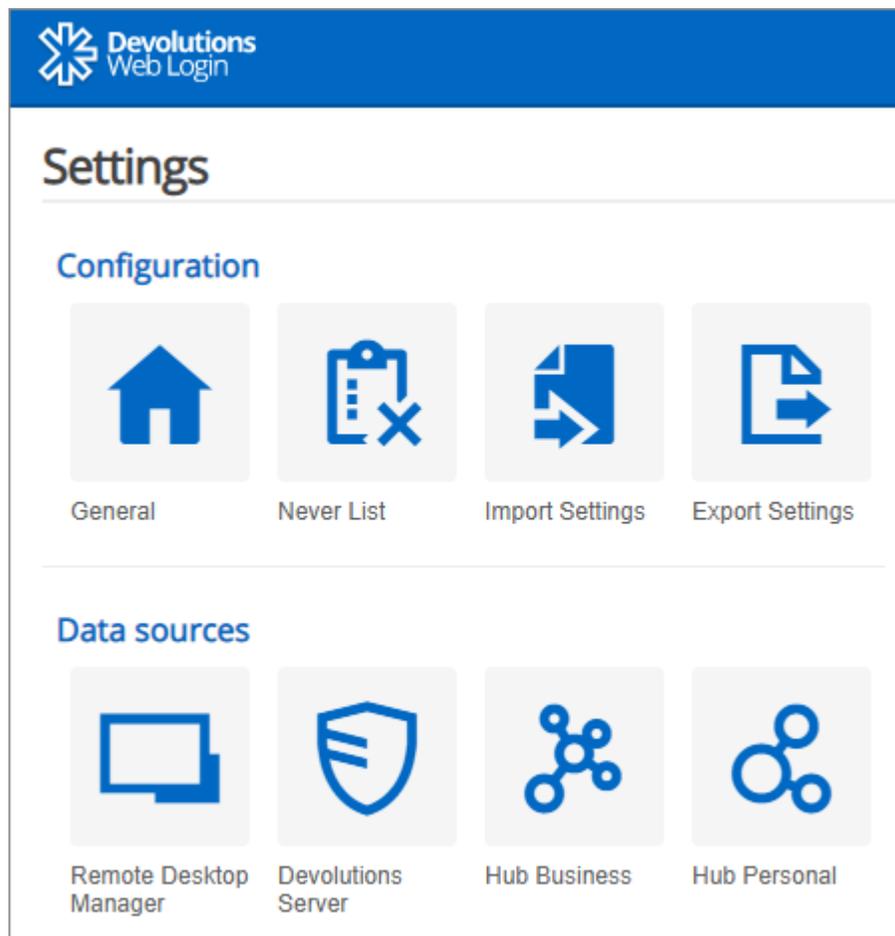
- Refine the credential list available with the **Filter** search bar.
- **Add Website** from Devolutions Web Login in a specific folder located in a vault or your User Vault.
- **Visualize the credential** stored in the vaults if you are connected with Devolutions Server or Password Hub.

- Browse **Recent** entry or **Favorites**.
- Use the **Password generator** to create custom and more secure credentials.
- Set Devolutions Web Login [Settings](#).

8.4.1.1 Settings

DESCRIPTION

Devolutions Web Login settings are separated in two categories, [Configuration](#) and [Data sources](#).



Devolutions Web Login Settings

CONFIGURATION

The **General** settings are about the user interface and interaction.

- Show Devolutions Web Login extension icon in the credentials fields.
- Show the prompt when saving credentials on new login.
- Show the context menu options.
- Color the fields that are filled with Devolutions Web Login
- Set the color **Theme** of the application.
- Disable the analytics telemetry in the **Advanced** setting.

The **Never list** displays the list of websites, added locally, to which the user will never be prompted to save credentials.

- Type can range from: **Never add site, Never autofill, Never do anything to Never show icons in fields.**
- Matching options are: **Base domains, Host, Starts with, RegEx** and **Exact.**

The **Import / Export Settings** allows to save and transfer your currently set preferred settings.

- Import setting from other browsers or users.
- Choose to export Devolutions Web Login **Settings, Password Generator** template and the **Never List.**

DATA SOURCES

The data sources settings are used to customize Devolutions Web Login interactions with [Remote Desktop Manager](#), [Devolutions Server](#) and [Password Hub](#) Business or Personal.

REMOTE DESKTOP MANAGER

GENERAL OPTIONS	DESCRIPTION
Enable Remote Desktop Manager app	Retrieve entries from Remote Desktop Manager when the application is open.

GENERAL OPTIONS	DESCRIPTION
Use default port (19443)	Communicate with the default port 19443 between the application.
Add entry in User Vault by default	Save new entries in the User Vault.
Destination folder	Choose the folder where the credentials are stored in the vault.

ACTION OPTIONS	DESCRIPTION
Automatically retrieve credentials on page load	Devolutions Web Login automatically search for credentials in the data source when connecting to a website. If disabled, click on the Devolutions Web Login extension icon to manually retrieve credentials.
Automatically fill in credentials on load	Fill automatically the credentials when loading a web page.
Automatically submit the form after filling	Submit the credentials automatically when the fields are filled.

ADVANCED OPTIONS	DESCRIPTION
Application key	Secure the port with an application key by using the same code in Remote Desktop Manager and Devolutions Web Login. Navigate to File - Options - Browser Extensions in Remote Desktop Manager to set the application key.

ADVANCED OPTIONS	DESCRIPTION
Enable native messaging	Exchange messages with a native application installed on the user's computer.
Use legacy API	Use the old browser extension API for compatibility with older versions of Remote Desktop Manager.

DEVOLUTIONS SERVER

GENERAL OPTIONS	DESCRIPTION
Enable Devolutions Server	Retrieve entries from Devolutions Server.
Destination folder	Choose the folder where the credentials are stored in the vault.
Server URL	Enter the URL of the Devolutions Server instance to connect to.

ACTION OPTIONS	DESCRIPTION
Automatically retrieve credentials on page load	Devolutions Web Login automatically search for credentials in the data source when connecting to a website. If disabled, click on the Devolutions Web Login extension icon to manually retrieve credentials.
Automatically fill in credentials on load	Fill automatically the credentials when loading a web page.
Automatically submit the form after filling	Submit the credentials automatically when the fields are filled.

ADVANCED OPTIONS	DESCRIPTION
Default compare type	Set a default comparing option type.
Sync all available vaults	Enable to synchronize all the available vaults from Devolutions Server.

PASSWORD HUB BUSINESS AND PERSONAL

GENERAL OPTIONS	DESCRIPTION
Enable Password Hub	Retrieve entries from Password Hub.
Server URL (Business only)	Enter the URL of the Password Hub instance to connect to.

ACTION OPTIONS	DESCRIPTION
Automatically fill in credentials on load	Fill automatically the credentials when loading a web page.
Automatically submit the form after filling	Submit the credentials automatically when the fields are filled

ADVANCED OPTIONS	DESCRIPTION
Devolutions Account login	Set your Devolutions Account login URL.
Show favicon	Display the Devolutions Web Login favicon.
Default compare type	Set a default comparing option type.
Sync all available vaults (Business only)	Enable to synchronize all the available vaults from Devolutions Server.

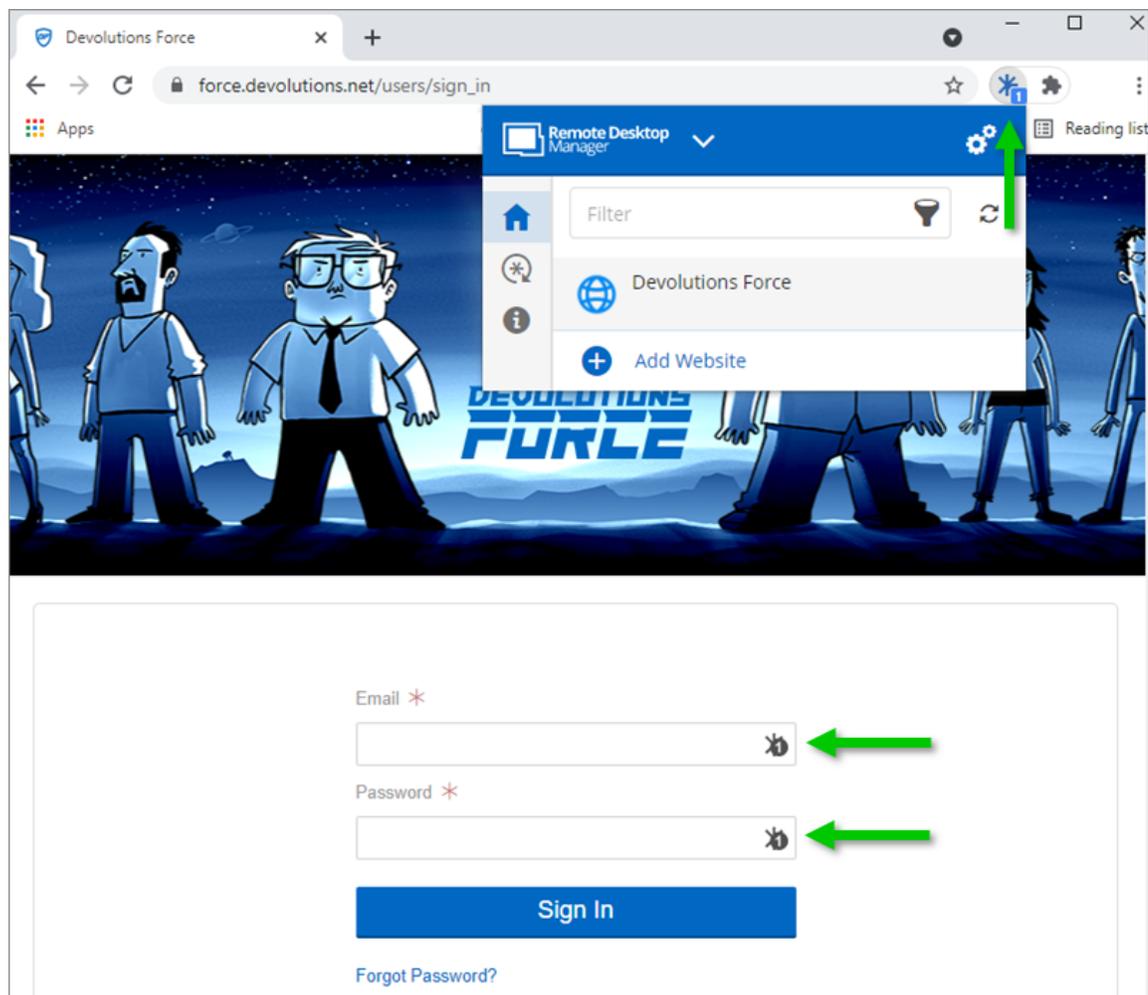
8.4.2 Retrieve Credentials

DESCRIPTION

Once configured in your Devolutions product, credentials are automatically detected by **Devolutions Web Login** when connected to their respective applications.

LOG IN TO A WEBSITE

Select an entry from the list in Devolutions Web Login or click on the icon in the credential field of the browser to fill in the login information and connect to the website.



Automatic Log In

8.4.3 Secure Devolutions Web Login

DESCRIPTION

In Remote Desktop Manager version 2021.1 and higher, we changed how our browser extension, Devolutions Web Login, communicates with Remote Desktop Manager to fill in credentials inside web pages. We did these changes to increase the security of this feature. Follow this [link](#) for the steps.

If you are using a version prior to 2021.1 and as mentioned in the Devolutions Web Login [Overview](#) topic, installing the extension in a Terminal Services environment can introduce security risks. In such environments, each user must have a distinct port assigned, as well as an application key to prevent any other Devolutions Web Login from listening in.

If you insist on using it, it is critical that each user is assigned a distinct port. An application key must be set as well. The first client application that starts will be able to use the port exclusively. ALL Devolutions Web Login calling on that port will get the responses unless an application key is set. Follow this [link](#) for the steps.

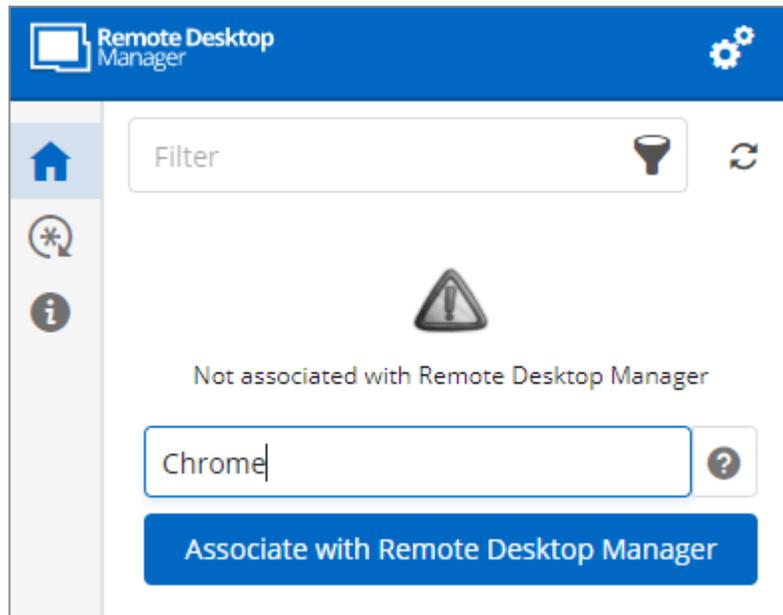
HOW TO SET UP DEVOLUTIONS WEB LOGIN FOR VERSION 2021.1 AND HIGHER



An application key is mandatory if you are using Devolutions Web Login on a Terminal server. Please follow the steps describe [here](#).

When you will first open Devolutions Web Login and choose to use it with Remote Desktop Manager, you will be prompted to pair the two applications.

1. Enter a name, for this association, in the text box.



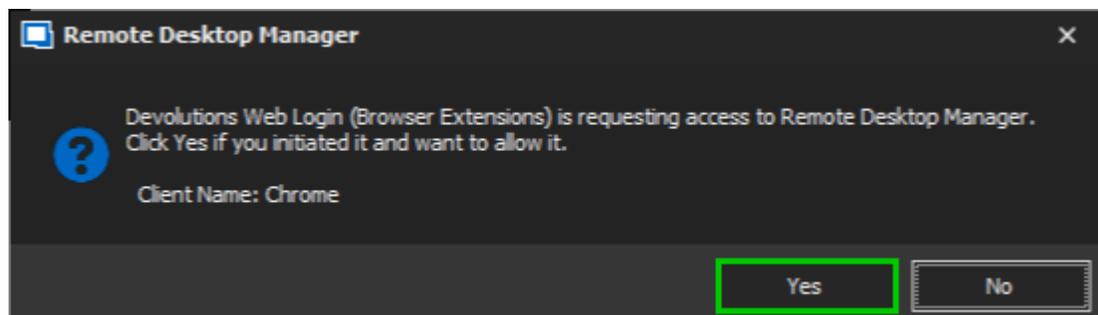
This can be used to identify a particular association and to deny access to it from Remote Desktop Manager. The default name is the name of the web browser running Devolutions Web Login.

2. Click on **Associate with Remote Desktop Manager**.



A popup window should appear on Remote Desktop Manager asking if the request was actually sent by you.

3. Click **Yes** to accept the association request.



You are now paired.



Note that, while Remote Desktop Manager can handle multiple associations (e.g., multiple browsers), Devolutions Web Login can only be paired to a single instance of RDM at any time.

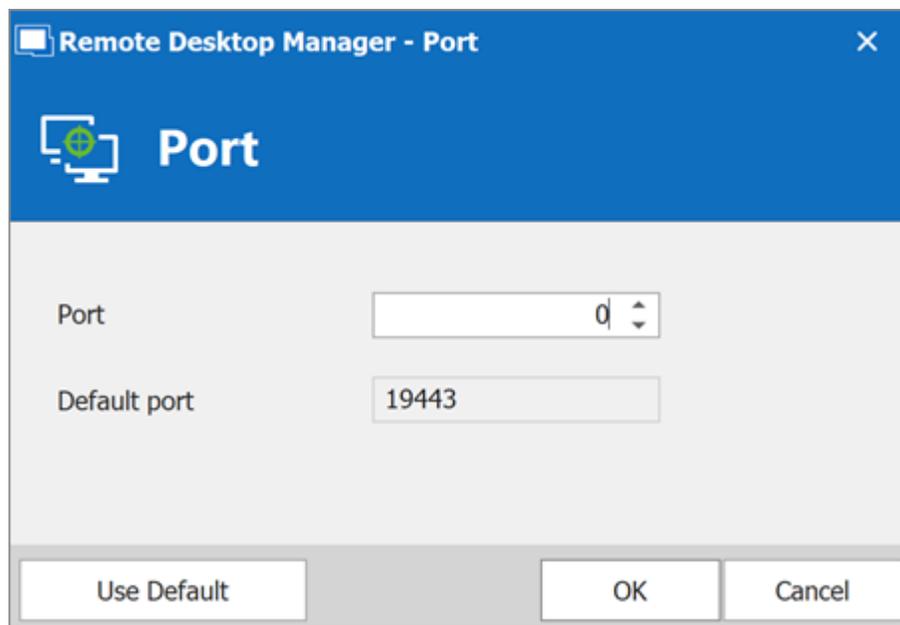
HOW TO SET UP DEVOLUTIONS WEB LOGIN FOR VERSION LOWER THAN 2021.1 AND FOR TERMINAL SERVER



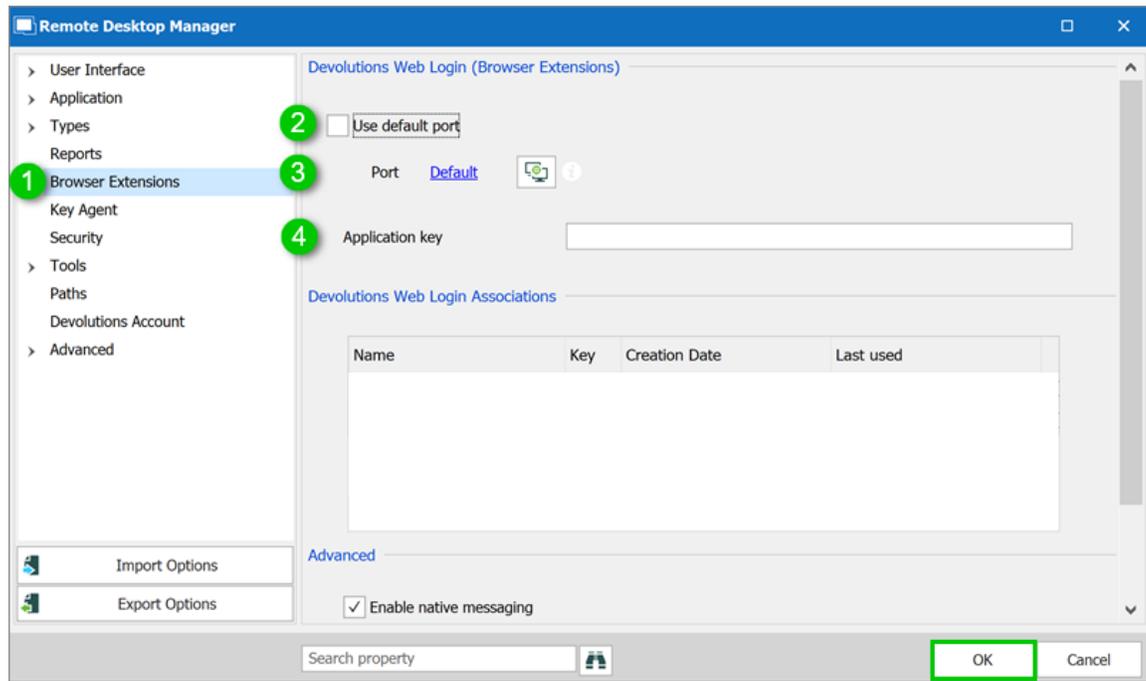
The application key is displayed in clear text, it must be kept secret by the user.

To enable the security layer in Remote Desktop Manager, follow these steps:

1. Navigate to **File - Options - Browser Extensions**.
2. Uncheck **Use default port**.
3. Click **Default** to enter a custom port and **OK** when done.

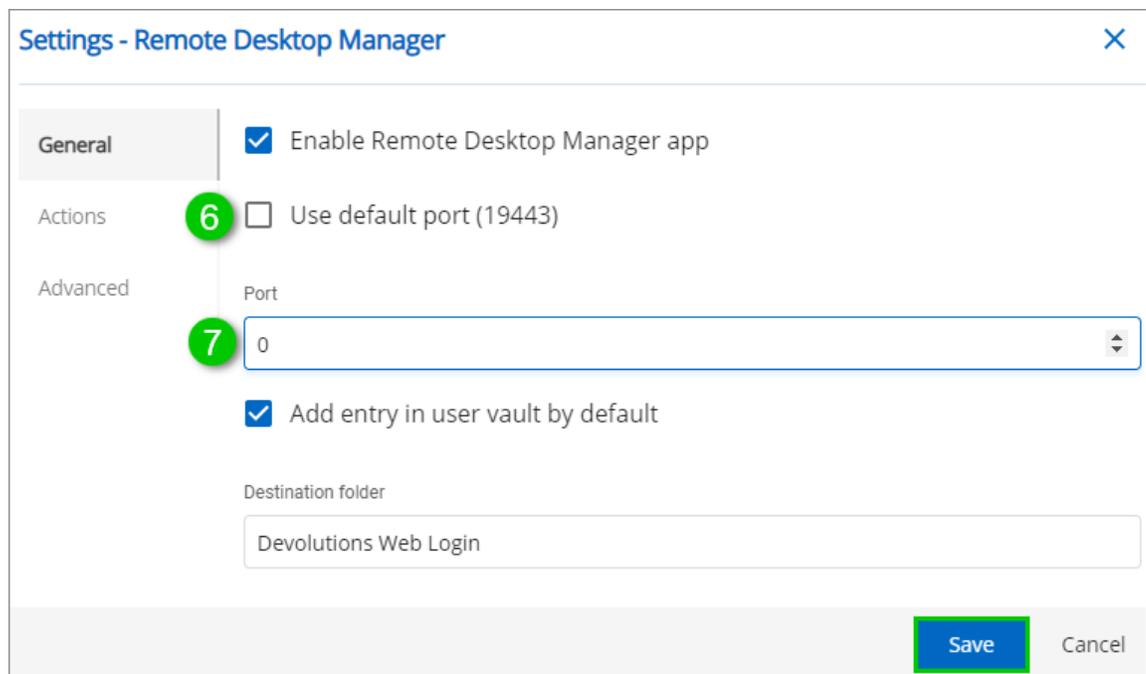


4. Type an **Application key** then click **OK** to save.

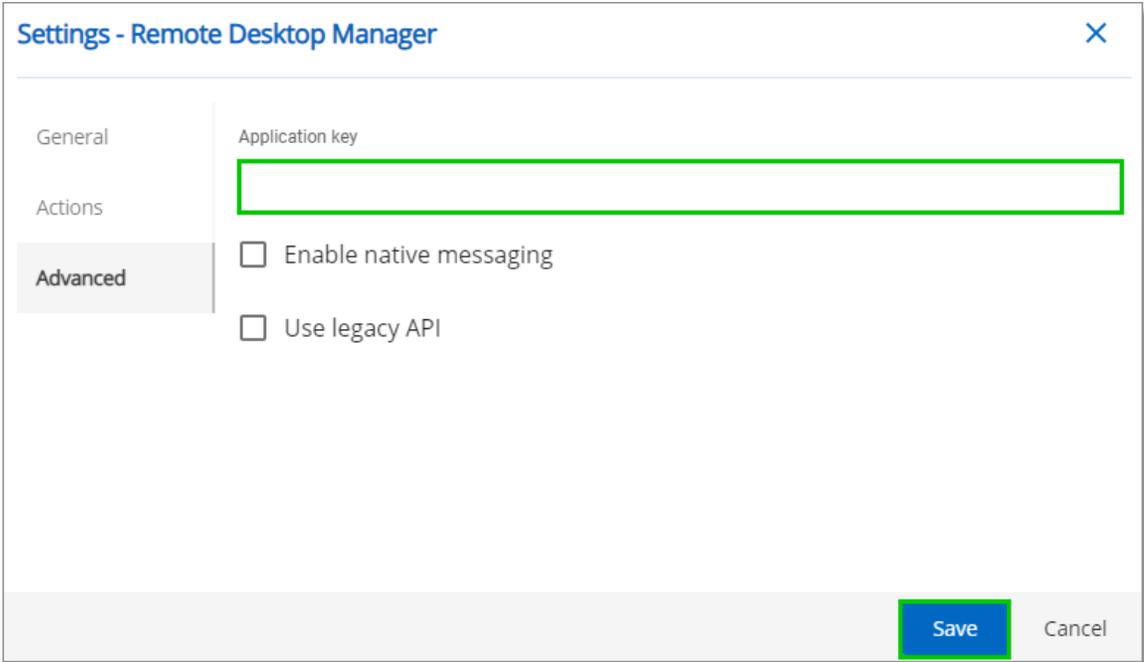


Remote Desktop Manager Browser Extensions Options

5. In your browser, click the Devolutions Web Login icon * and go to **Settings - Data sources - Remote Desktop Manager**.
6. Disable **Use default port**.
7. Enter the custom port created earlier in Remote Desktop Manager and **Save**.



- Click **Advanced** and enter the same **Application key** as Remote Desktop Manager, **Save**.



Settings - Remote Desktop Manager

General

Application key

Actions

Advanced

Enable native messaging

Use legacy API

Save Cancel

Devolutions Web Login Settings for Remote Desktop Manager

8.4.3.1 Unpair a Browser Extension

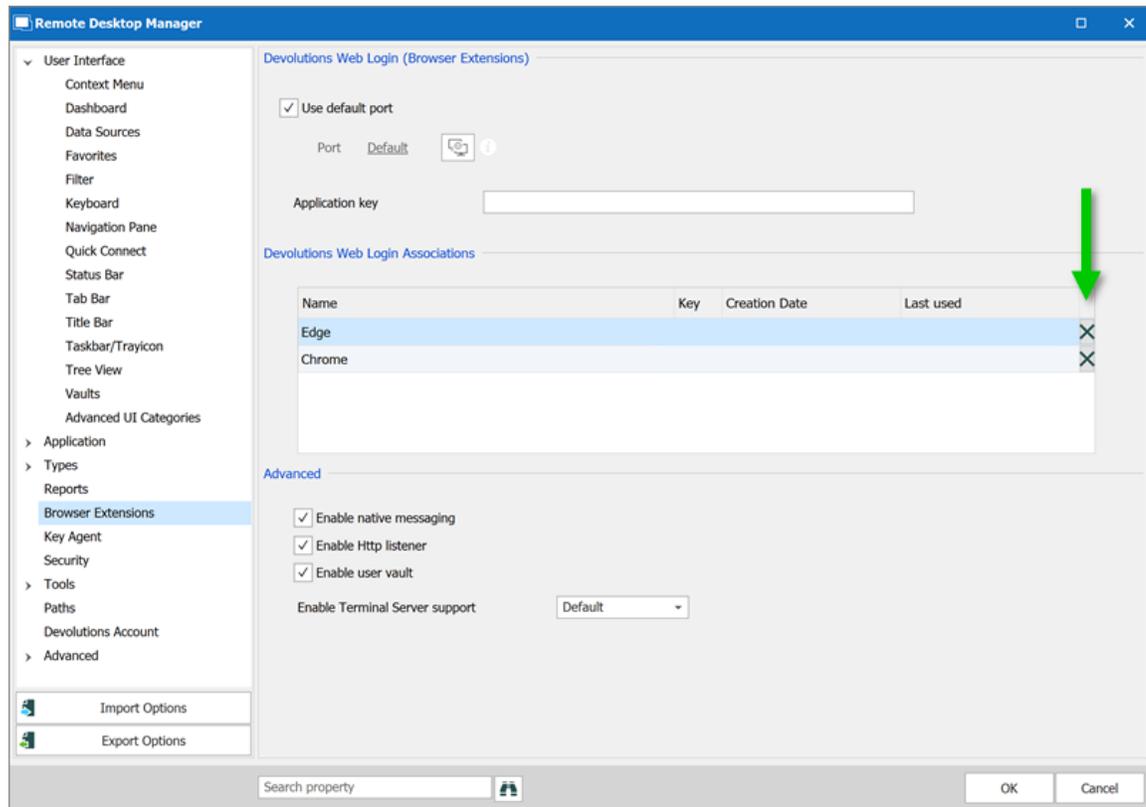
DESCRIPTION

In the event you want to deny access to Remote Desktop Manager from a previously paired browser extension, you need to delete it from Remote Desktop Manager.

- In RDM go to **File - Options - Browser Extensions**.
- In the **Devolutions Web Login Associations** section click the **X** button of the entry in the list and click **OK** to save the modifications.



In the **Devolutions Web Login Associations** section, you will find a list of each association made to Remote Desktop Manager including some information to identify them. This includes the name specified at the time of association (which defaults to the web browser's name), a part of the encryption key used between the two, it's creation date and the date when it was last used.



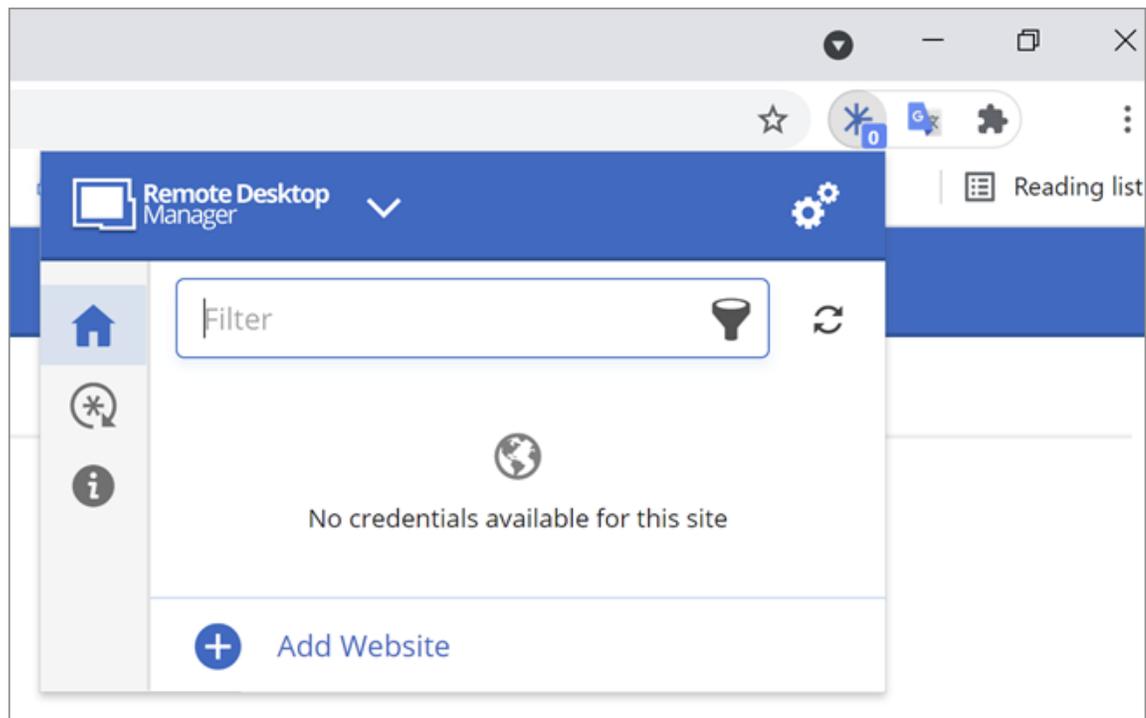
8.4.4 Keyboard Shortcuts

DESCRIPTION

Here is the list of keyboard shortcuts available for Devolutions Web Login:

CTRL+SHIFT+Z

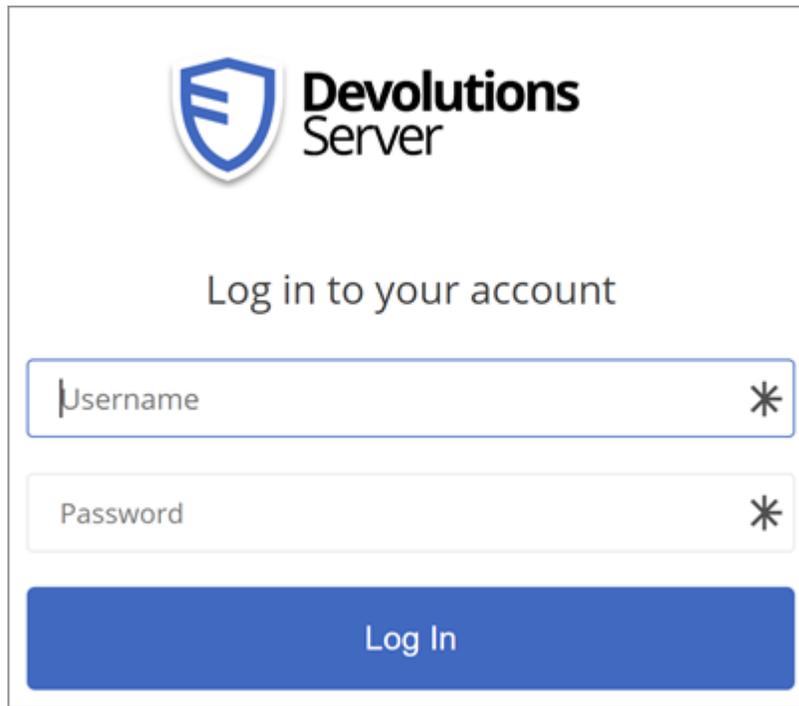
Use this key shortcut to open Devolutions Web Login window in your active browser.



Devolutions Web Login in Chrome

CTRL+SHIFT+Y

Use it to autofill your credential when only one is available for an entry.

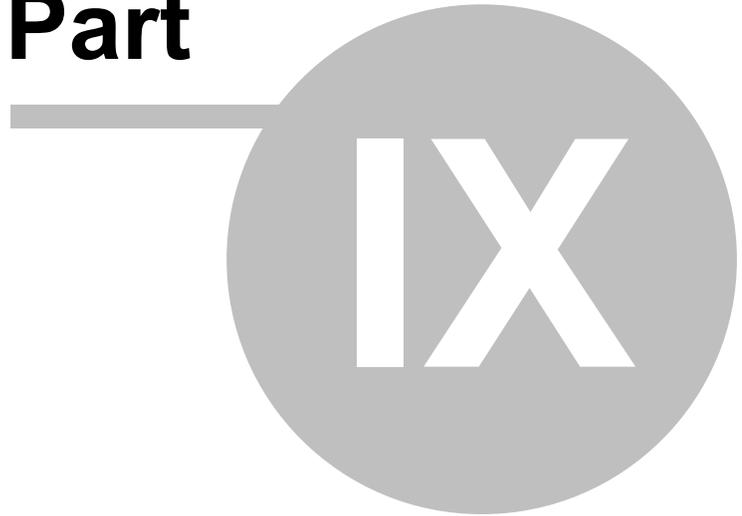


The image shows a login form for Devolutions Server. At the top left is the Devolutions Server logo, which consists of a blue shield icon with a white 'E' inside, followed by the text 'Devolutions Server' in a bold, sans-serif font. Below the logo is the text 'Log in to your account'. There are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. Both fields have a blue border and a blue asterisk icon on the right side. Below the input fields is a blue button with the text 'Log In' in white.

One Credential Login with Devolutions Web Login

Devolutions Launcher

Part



9 Devolutions Launcher

9.1 Overview

DESCRIPTION



Devolutions Launcher is a companion tool for Devolutions Server and Password Hub Business. It can launch multiple remote sessions simultaneously, while giving system administrators full control. It is available on Windows only.

 <p>Devolutions Server</p> <p>Secure, Manage and Monitor access to Privileged Accounts</p>	 <p>Password Hub Business</p> <p>Vault and Manage business-user Passwords</p>
<p>Devolutions Server is an on-premise vault for storing and sharing information across your whole organization. Manage remote connections, credentials, and sensitive information with ease.</p>	<p>Password Hub Business is a cloud-based solution created for IT administrators and their users to store and share information across the whole organization. You can access and manage sensitive information in your vaults from anywhere, with any supported web browser.</p>

9.2 Installation

9.2.1 Prerequisites

DESCRIPTION

MINIMUM GENERAL REQUIREMENTS

Devolutions Server 2019.1.X.X or later.

Most recent browsers are supported and so is Internet Explorer 11 or above.

MINIMUM PLATFORM REQUIREMENTS

WINDOWS

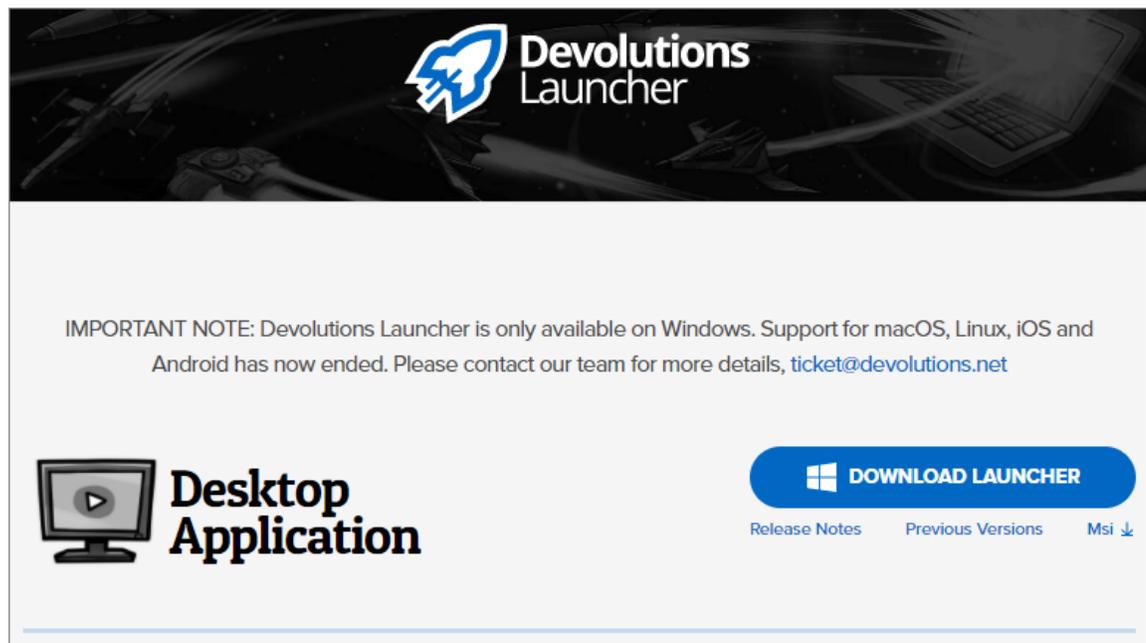
- Windows 8 or later
- Microsoft .NET Framework 4.8
- 1GHz or faster processor
- 2GB of RAM
- 100MB hard drive space

9.2.2 Download and Installation

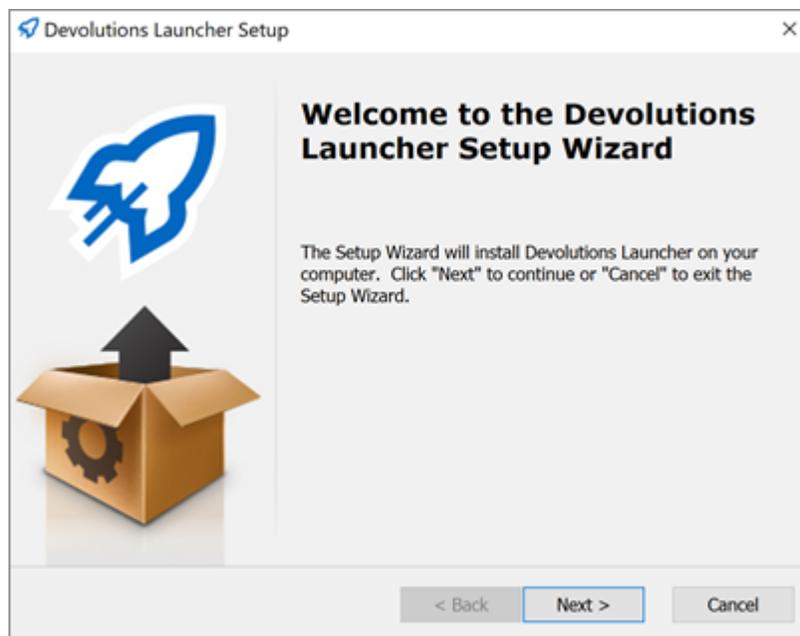
DESCRIPTION

Follow these steps to download and install Devolutions Launcher:

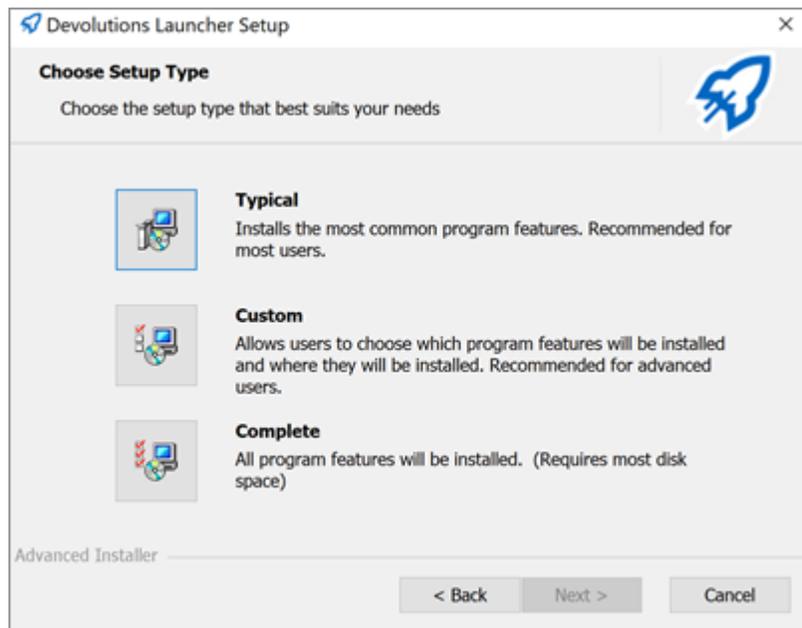
1. Download [Devolutions Launcher](#) or search the companion tools in the products section of our [Devolutions](#) website.



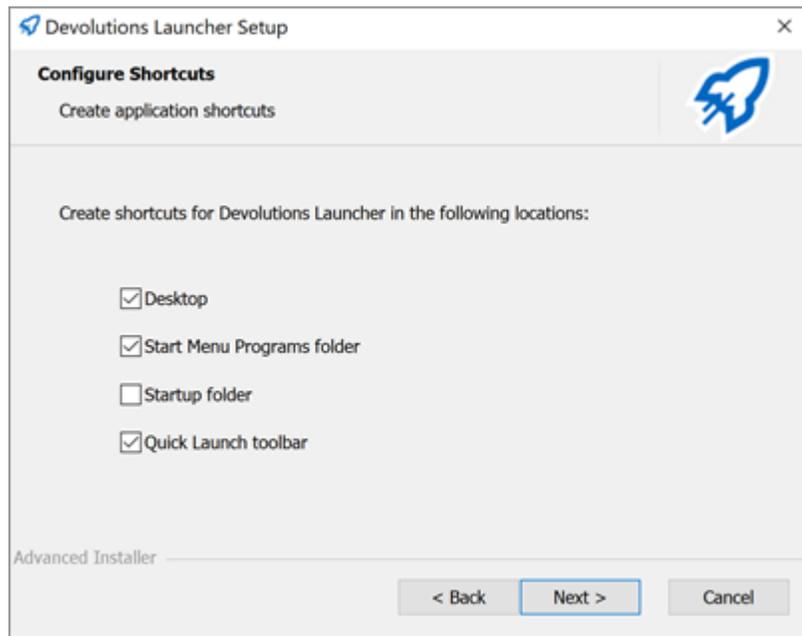
2. Launch the executable file.
3. Click **Next** on the welcome page.



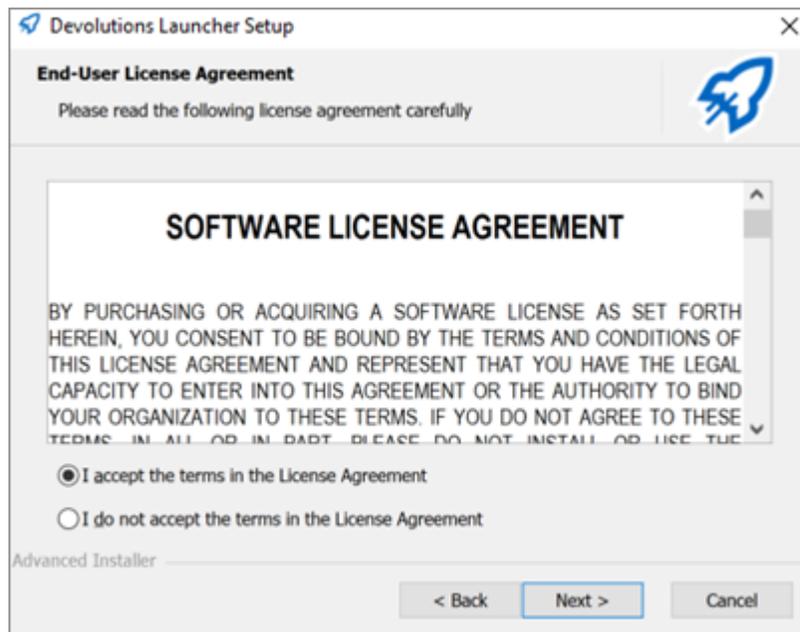
4. Choose the setup type.



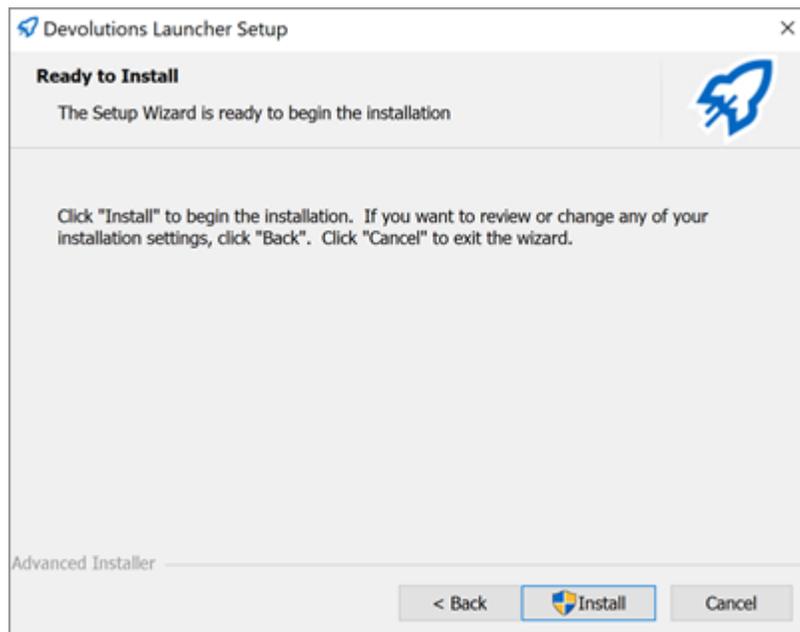
5. Select the shortcuts for Devolutions Launcher.



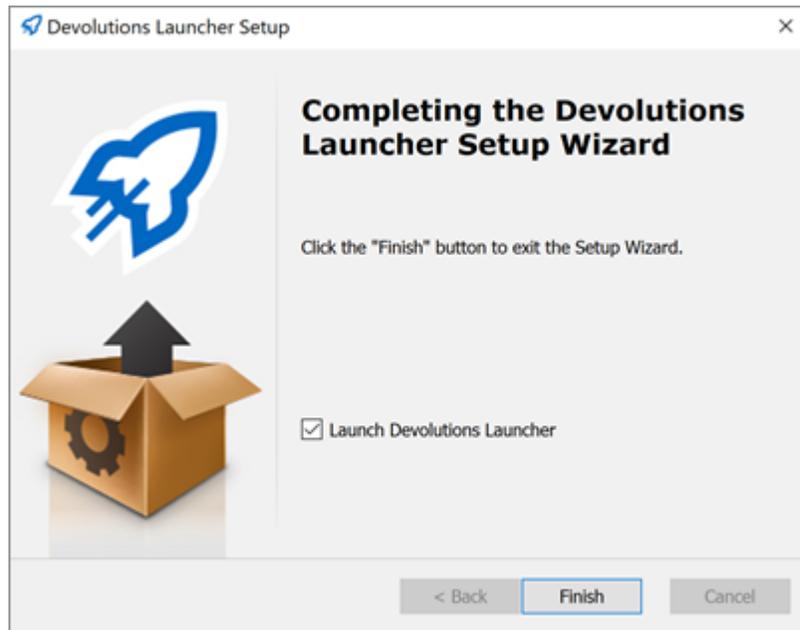
6. Accept the terms of the Software license agreement and click **Next**.



7. Click **Install**.



8. Click **Finish** to complete the installation.



9.3 Configuration and Settings

9.3.1 Launcher License Registration

DESCRIPTION

Register and assign your Devolutions Launcher license serial.

- [Password Hub Business Launcher license](#)
- [Devolutions Server Launcher license](#)

PASSWORD HUB BUSINESS LAUNCHER LICENSE

To register a **Launcher** license, in Password Hub Business, you need to add a **Product Licenses** and assign it to the users.

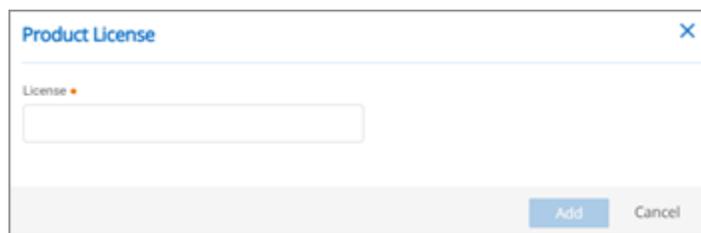


Only **Administrators** and users with permissions in the **System Permissions** section will have access to register a license in Password Hub Business.

1. Go to **Administration - Licenses**.
2. Click the **Add** button.



3. Paste the **License** and click **Add**.



4. Click the **Edit** button next to the product **Launcher** license.

Administration >

Licenses

Password Hub Business 



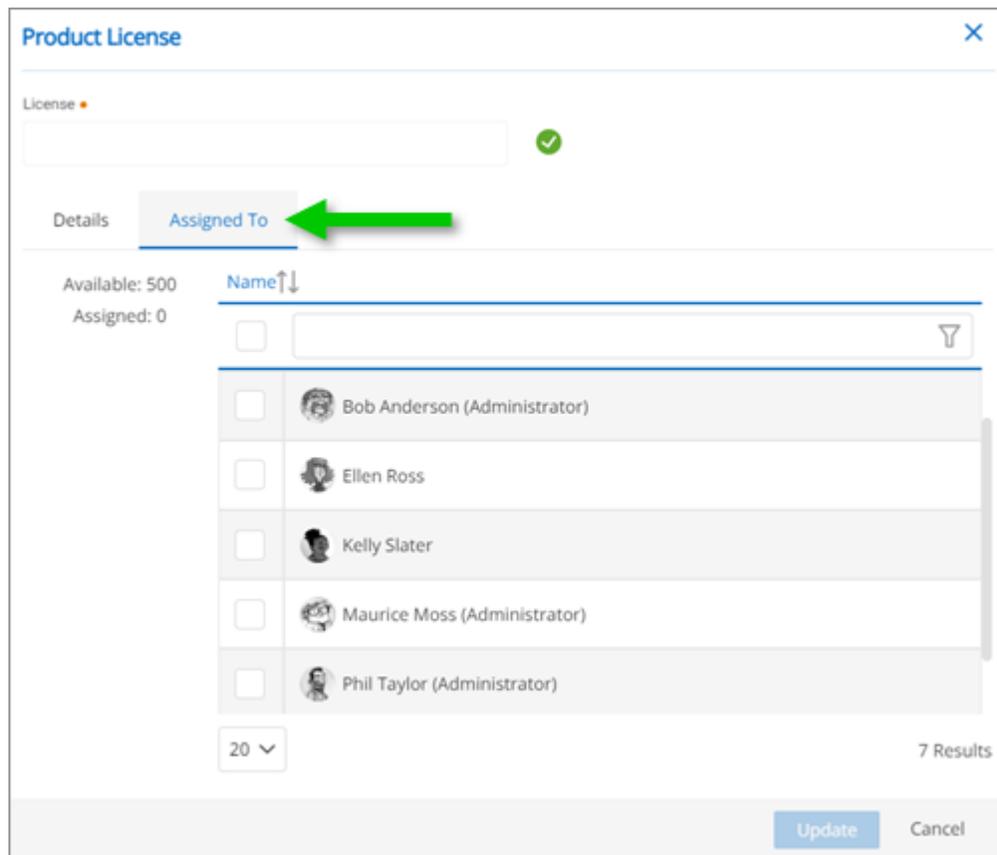
Expiration:
Type:
Maximum users:

Additional Product Licenses

Product Name↑↓	Type↑↓	License	Expiration↑↓	Users	
 Remote Desktop Manager				4 / 10	 
 Launcher Client Access License	Site				 



5. Click **Assigned To** and manage your users license access.

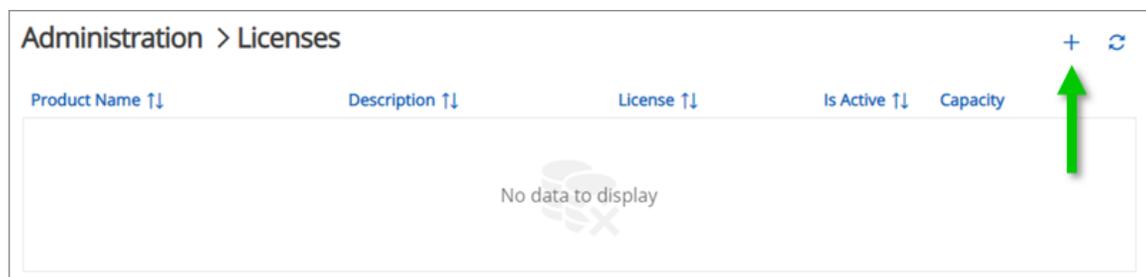


6. Click **Update** to save.

DEVOLUTIONS SERVER LAUNCHER LICENSE

To register a **Launcher** license, in Devolutions Server, you need to add a **Licenses** and assign it to the users.

1. In the web interface, of Devolutions Server, go to **Administration - Licenses**.
2. Click the **Add** button.



3. Paste the **License**.
 - a. You have the option to check **Auto assign new users**.

Licenses

General

Assigned To

GENERAL

License

Auto assign new users

DETAILS

Launcher Cal

Free upgrade until:

Update Cancel

4. In the **Assigned To** section, manage your users license access.

Licenses

General

Assigned To

Bob

Nom	Description	Administrateur	Licence	Assignée
bob@windjammer.l	Bob Anderson	✓		<input type="checkbox"/>

<< 1 >> 18 Results

Available : 500
Assigned : 0

Assign All Assign Missing Clear All

Add Cancel

5. Click **Add** to save.

9.3.2 Devolutions Password Hub

9.3.2.1 Hub Source Selection

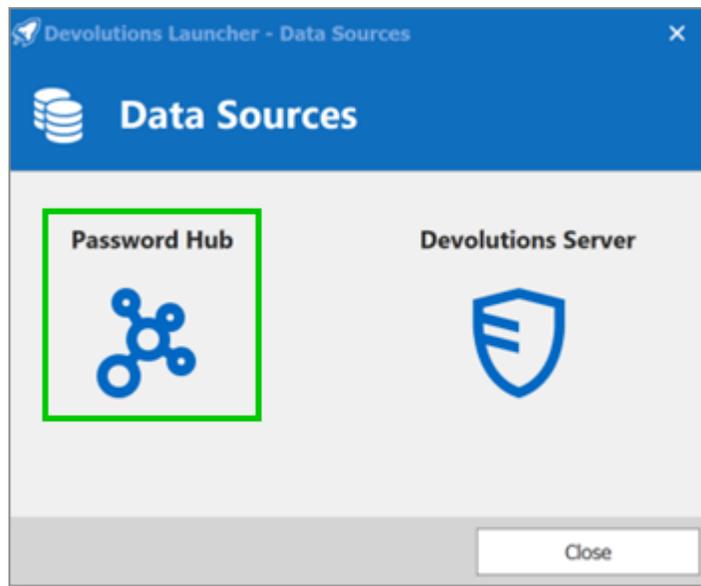
DESCRIPTION

When you finish the installation of Devolutions Launcher, you are prompted to choose a web source between Password Hub and Devolutions Server.



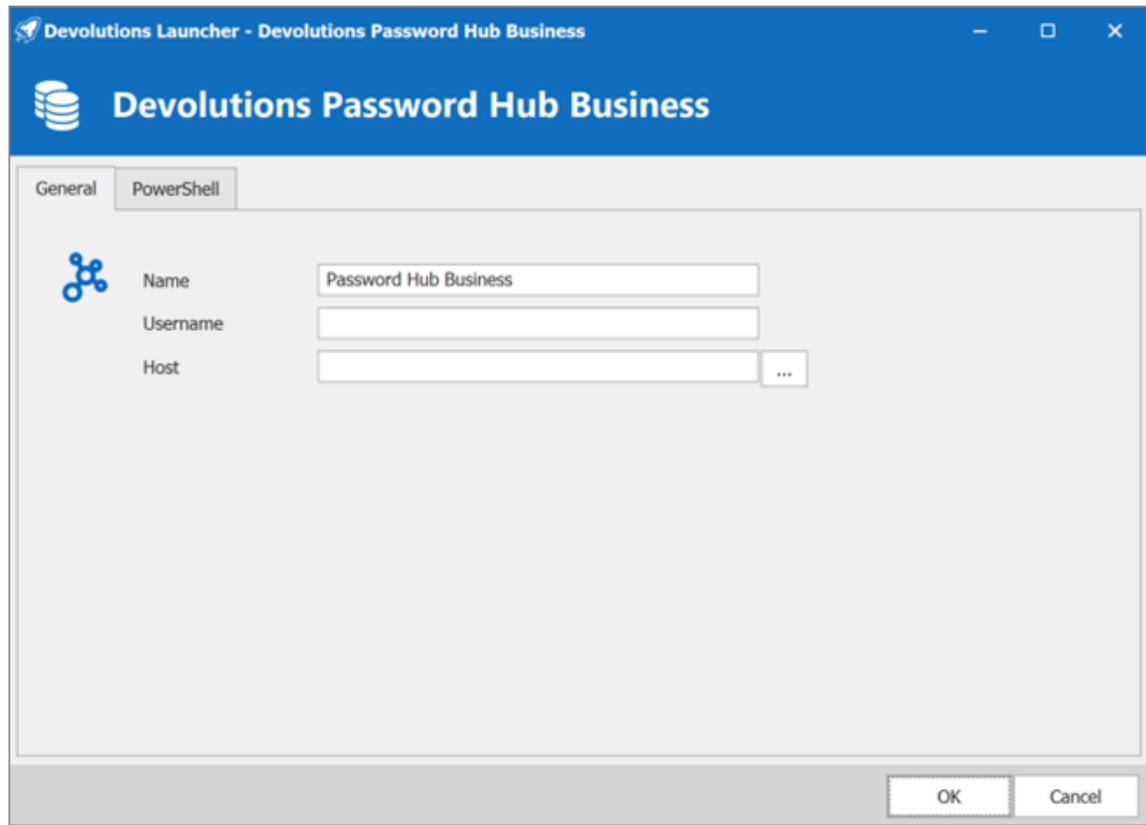
Web Source Selection is available in the **Settings - Data Sources** of Devolutions Launcher.

1. Choose **Password Hub**.



Choose a Data Sources

2. Enter your Devolutions Account **Username** and follow the authentication process.



3. Next to the **Host** field click on the 3 dots to select your Password Hub Business data source and click **OK** to save.

You can close the **Data Sources** window, you are now connected to your Password Hub Business with Launcher.

9.3.3 Devolutions Server

9.3.3.1 Devolutions Server Data Source Selection

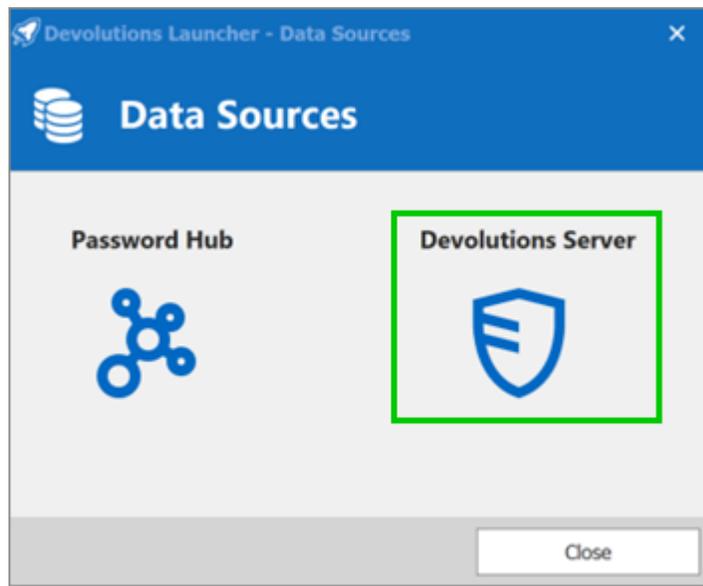
DESCRIPTION

When you finish the installation of Devolutions Launcher, you are prompted to choose a web source between Password Hub and Devolutions Server.



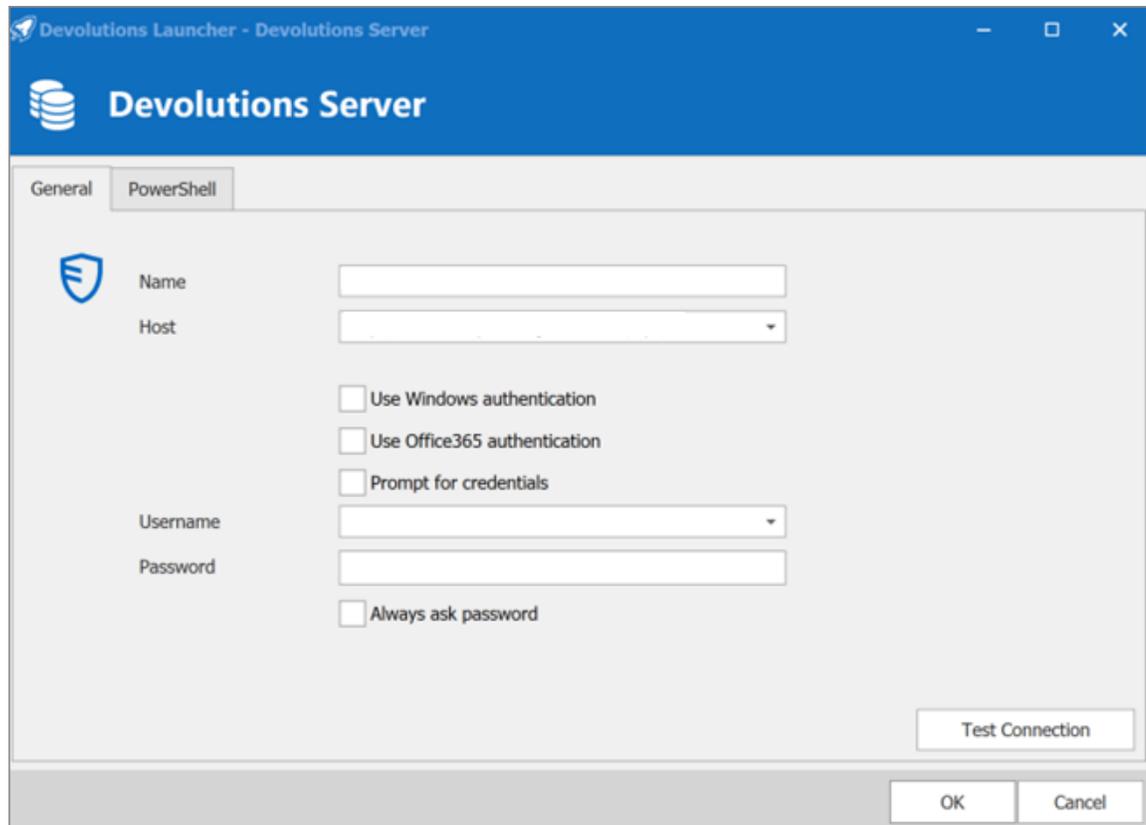
Web Source Selection is available in the **Settings - Data Sources** of Devolutions Launcher.

1. Choose **Devolutions Server**.



Choose a Data Sources

2. In the **Host** field enter the Devolutions Server web address and fill in your credentials. Click **OK** to save.



You can close the **Data Sources** window, you are now connected to your Devolutions Server with Launcher.

9.3.3.2 Launcher and Devolutions Server Synchronization

DESCRIPTION

Devolutions Launcher and Devolutions Server must be configured together to work. Launch connections can be set for all users in [Devolutions Server Server Settings](#) or individually in [Account Settings](#).

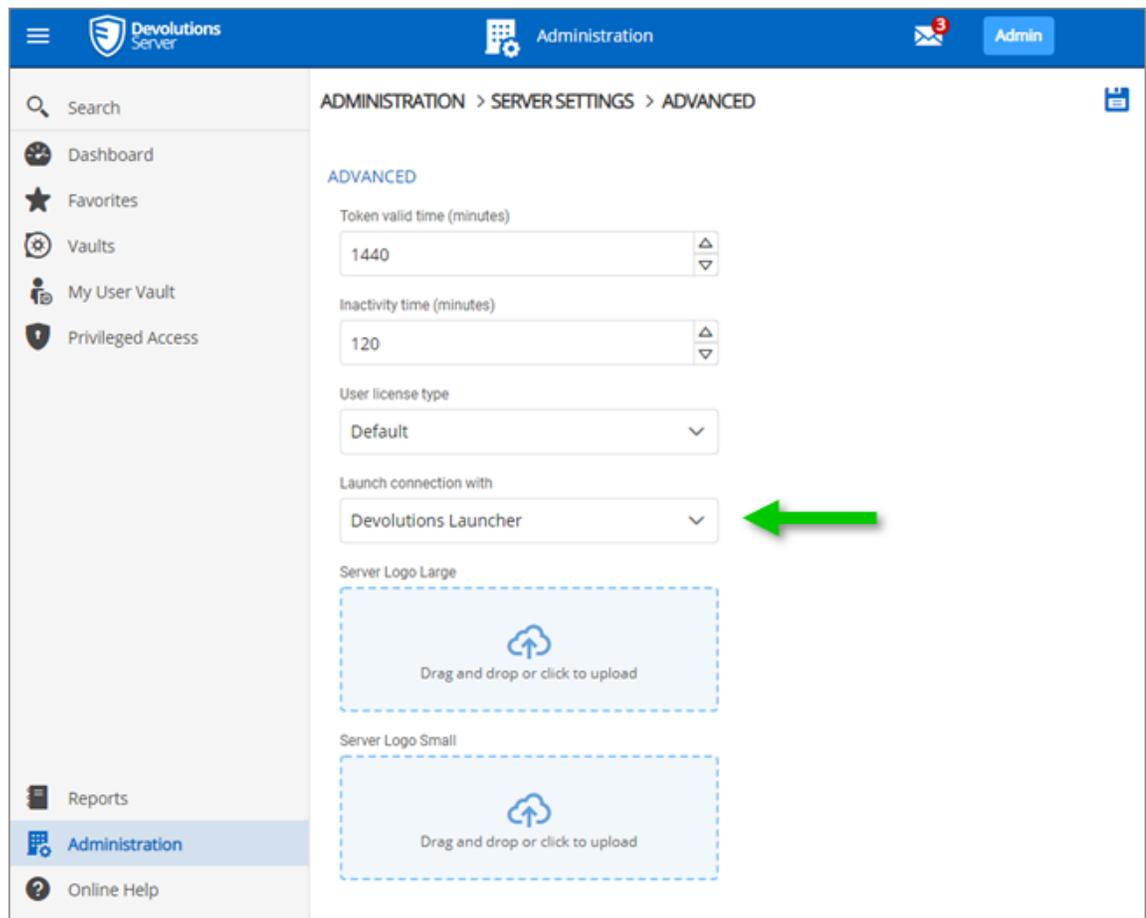


You need to at least log in once to Devolutions Launcher for the companion tool to launch your sessions from Devolutions Server.

SERVER SETTINGS

This method sets how all users launch remote connections.

In **Administration - Server Settings - Advanced** use the **Launch connection with** the drop-down menu to select **Devolutions Launcher**.

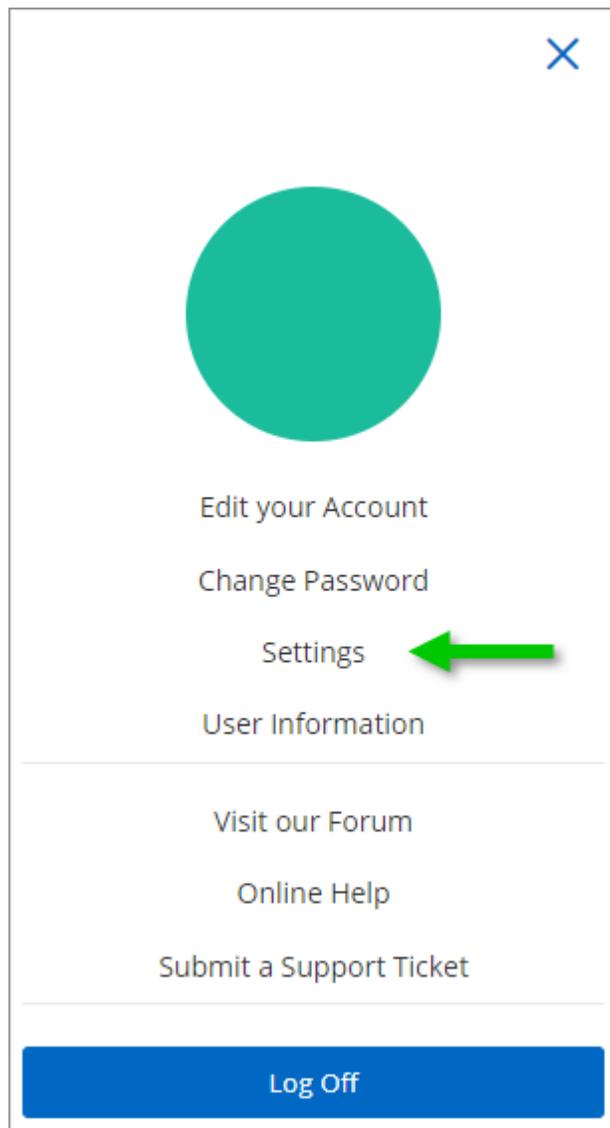


Administration - Server Settings - Advanced

ACCOUNT SETTINGS

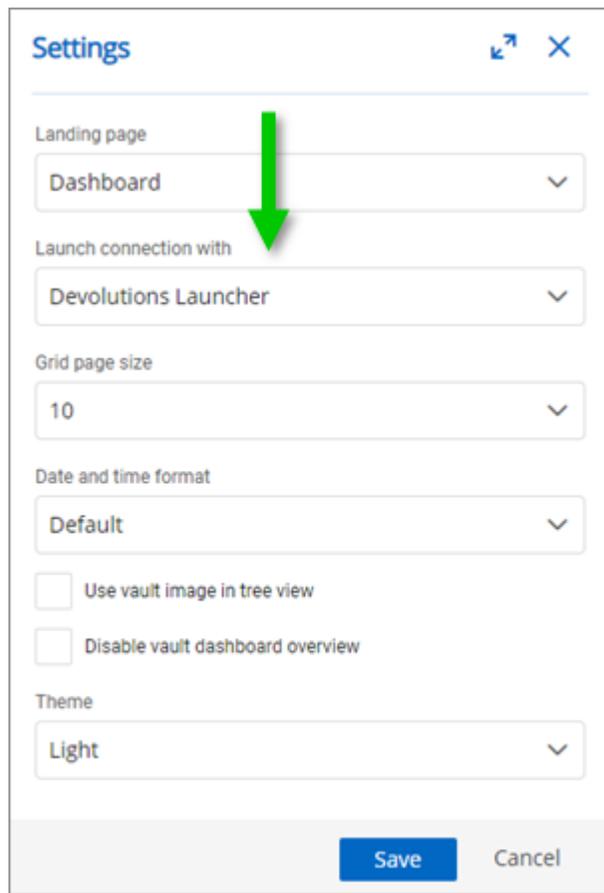
This method sets how individual users open remote connections.

1. Click the **User avatar** in the upper right corner.
2. Click **Settings**.



User Settings

3. Choose **Devolutions Launcher** from the drop-down menu **Launch connection with** and **Save**.



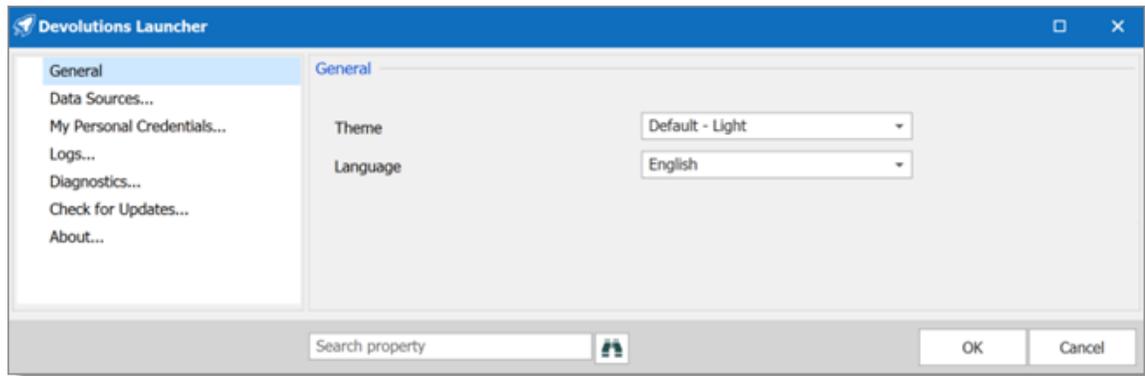
Settings - Launch connection with Devolutions Launcher

9.3.4 Launcher Settings

DESCRIPTION

GENERAL

In the **General** section, you can personalize the color **Theme** of Devolutions Launcher and the **Language**. You will need to close the application to activate the new settings.



Devolutions Launcher Settings - General

DATA SOURCES

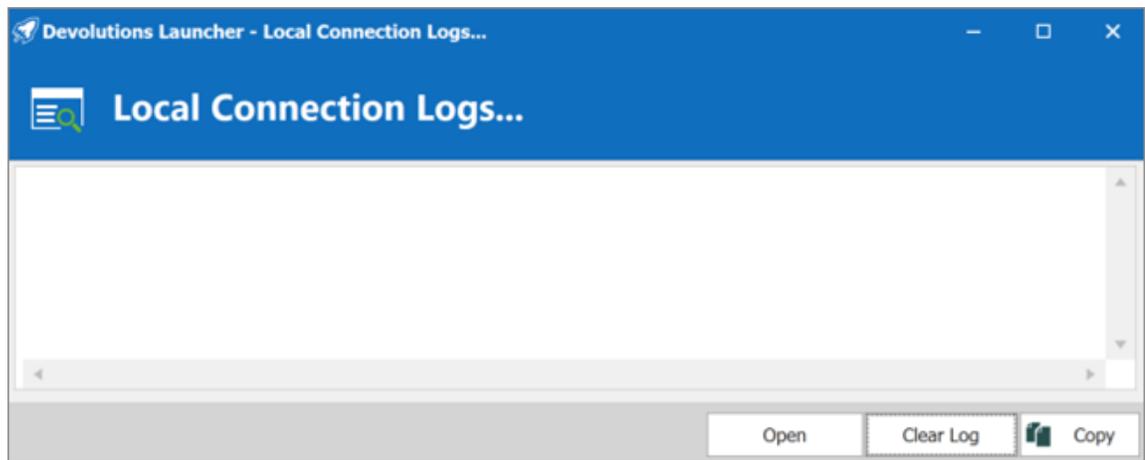
Connect to a data sources.

MY PERSONAL CREDENTIALS

Add a personal credential to your Devolutions Launcher from the **Credential Entry** list.

LOGS

The information in the **Logs** section is primarily for administrators and application developers. You can locate the log file by clicking the **Open** button or following the link provided at the bottom of the **Local Connection Logs** window.



Devolutions Launcher Settings - Logs

DIAGNOSTICS

In this section you can access the **System Diagnostic** of the application and launch the **Profiler** for debugging purpose.

You can also validate the data source information and the policies applied.

CHECK FOR UPDATES

Validate and download new Launcher versions.

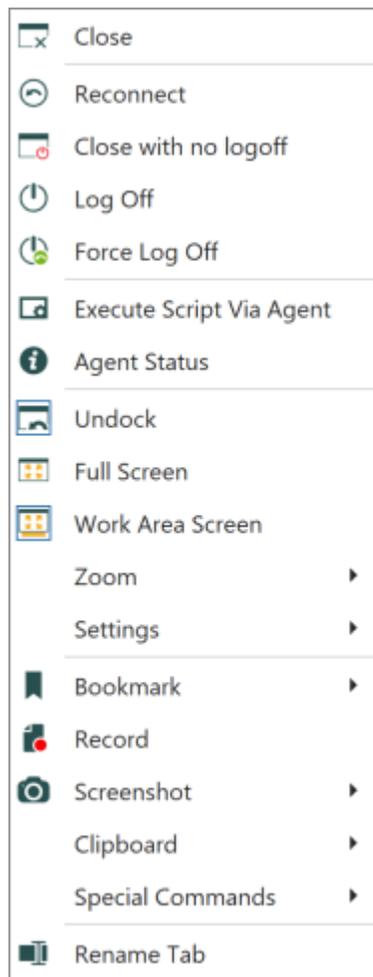
ABOUT

View Devolutions Launcher installed version and information.

9.3.5 Launcher Session Menu

DESCRIPTION

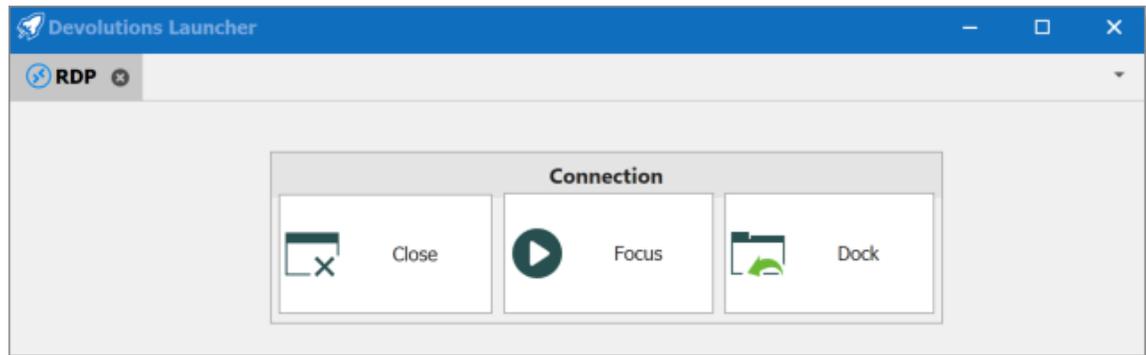
To access the Launcher session menu, right click on an open session tab.



DOCKING

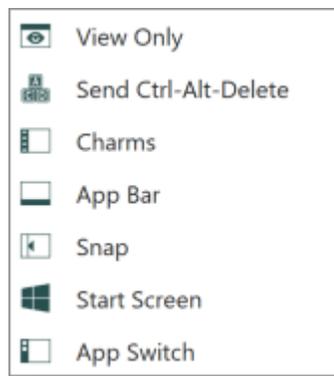
To undock a session in Launcher, right click the tab to open the selection menu and click **Undock**.

A shortcut menu becomes available to manage the undock window.



CTRL-ALT-DELETE

To use the shortcut Ctrl-Alt-Delete in a session, right click on the session tab to open the selection menu. Click **Special Commands - Send Ctrl-Alt-Delete**.



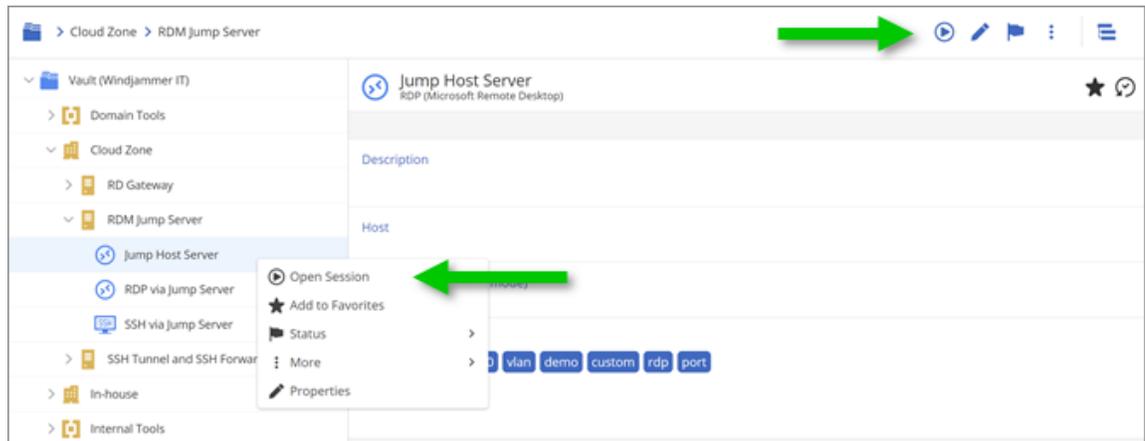
9.4 Utilization

9.4.1 How to Open a Session

DESCRIPTION

OPEN A SESSION WITH DEVOLUTIONS SERVER

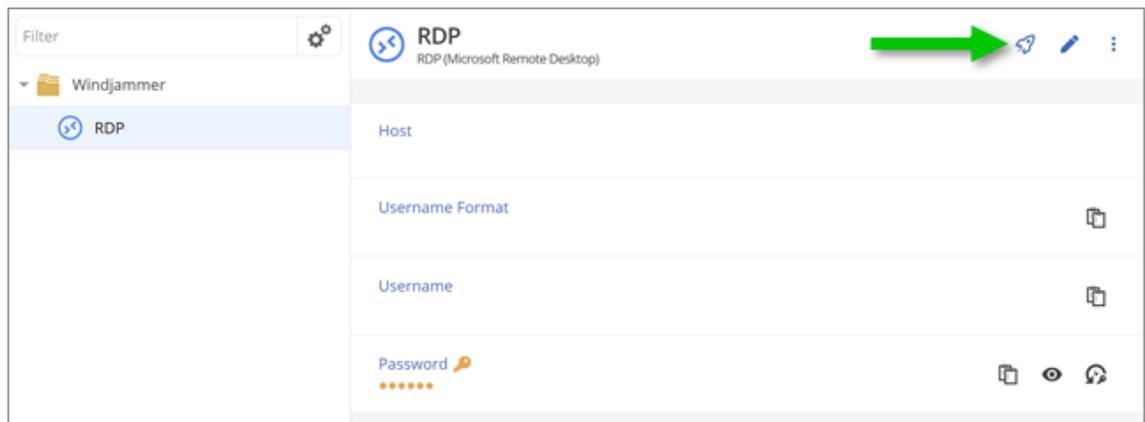
Select an entry and click the **Open session** button or right-click to get the contextual menu with the same option.



Open a Devolutions Server session

OPEN A SESSION WITH PASSWORD HUB

Select an entry and click the **Devolutions Launcher** icon.



Open a Password Hub session

Support/Resources

Part



10 Support/Resources

10.1 FAQ (Frequently Asked Questions)

DESCRIPTION

WHAT IS DEVOLUTIONS SERVER?

Devolutions Server is a specialized data source for our various client applications of the **Remote Desktop Manager** platform.

WHY BUY DEVOLUTIONS SERVER?

Ideal for businesses that would prefer to store their data in-house, want to deploy their own SSL certificate or firewall or who needs Active Directory integration with user groups management.

WHAT ARE THE KEY BENEFITS OF DEVOLUTIONS SERVER?

Devolutions Server is installed on your hardware, in your environment, or with your ISP to give you total control of everything, including:

- Active Directory integration
- User Groups management
- Hardware
- Operating System
- Firewall / Application Delivery
- Load Balancing / Fault tolerant environment for the web server layer.
- Database, including clustering / failover capabilities.
- Backups

- SSL certificates

Devolutions Server also offers an improved security model, as database access is limited to the server and no direct connection is established. This secure architecture is a significant improvement over standard client-server architecture. (SQL Server data source)

CAN I GET A TRIAL OF DEVOLUTIONS SERVER?

Yes - [Request a trial](#)

DOES DEVOLUTIONS SERVER INCLUDE A CLIENT LICENSE OF REMOTE DESKTOP MANAGER?

Devolutions Server does not include any client licenses.

IS DEVOLUTIONS SERVER SUBSCRIPTION BASED?

Yes, Devolutions Server is subscription based. You can subscribe for one (1) year or three (3) years at a time. Giving you unlimited client connectivity for that period of time.

WHAT IF I NO LONGER WANT/NEED A DEVOLUTIONS SERVER? IS MY DATA STILL ACCESSIBLE?

You need to renew your subscription agreement upon expiry. If you don't renew your subscription, access to your data will be limited to view only. That being said, you will be able to export your data if you choose to migrate to another type of data source than Devolutions Server.

CAN I UPGRADE FROM A SQL SERVER DATA SOURCE TO DEVOLUTIONS SERVER?

No, we recommend creating a new Devolutions Server instance and export the data from the SQL data source and import it in the new Devolutions Server

instance. Contact us at service@devolutions.net for more information on the migration process.

10.2 Technical Support

Hours: Monday to Friday 7:30 a.m. to 6:00 p.m. EST

Knowledge Base: Find helpful information and procedures regarding our [products](#).

Email: service@devolutions.net

Forum: <https://forum.devolutions.net/>

Language: English-Français-Deutsch

Phone: +1 844 463.0419

EXTENDED AND PREMIUM SUPPORT PLANS

Subscribers of a paid support plan have received a plan ID. You should send your plan ID in your tickets.

Please consult our [Support Policy](#) for more information.



10.3 Tutorials

DESCRIPTION

Our tutorials are published on the [Devolutions YouTube channel](#).

Our focus is to deliver quality information as soon as possible after the release of a new or modified feature.

Please use our [forums](#) if documentation is missing or plain wrong, we will do our best to correct the situation.



Contact Us

For any questions, feel free to contact us:

Support: service@devolutions.net

Phone: +1 844 463.0419

Monday to Friday 7:30 a.m. to 6 p.m. EST

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**WHERE IT
MEETS SECURITY**