

Remote Connections & Passwords. Everywhere!





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Overview



1 Overview

1.1 Remote Desktop Manager

DESCRIPTION



Remote Desktop Manager for Mac is an application designed to centralize all your connections and credentials. Most connections are established using either an external library or third party software.

Remote Desktop Manager for Mac is compatible with several relevant tools and technologies, including: **Apple Remote Desktop, Citrix, FTP, Hyper-V, LogMeIn, Microsoft Remote Desktop, SSH Shell, TeamViewer, Telnet, VNC**, and more! In fact, if it possesses a command line interface, we can invoke it.

🜔 Watch Video

THE REMOTE DESKTOP MANAGER ECOSYSTEM

Remote Desktop Manager comes in two Editions:

Free	For individuals only, no information can be shared with colleagues. The most popular remote access technologies are supported, and passwords can be stored securely.				
Enterprise	Used by teams, this edition offers permissions, security groups, advanced logging, etc. Typically uses a Database Management System for storing the information and sharing it according to your security requirements. Devolutions also offers two specialized services for either Cloud-Base storage, or to get full Active Directory Integration.				

Remote Desktop Manager is also offered on multiple platforms as can be seen below.



Purchasing an Enterprise license grants the right to use ALL the various platforms.

You must use a desktop application to create a team data source. This explains why the mobile applications are free. They do allow for simple usage by an individual much like the Free Edition, but they can only use, **not manage**, a Team data source.

Windows	Х	x
macOS	Х	x
iOS		X (Free App)
Android		X (Free App)

1.2 System Requirements

Remote Desktop Manager for Mac requires the following prior to installation.

MINIMUM REQUIREMENTS

- macOS Sierra (10.12)
- 1 GHz or faster processor
- 512MB RAM
- 1440 x 900 screen resolution
- 500+ MB hard drive space

1.3 Security

DESCRIPTION

All passwords stored in the application database are encrypted using a strong encryption algorithm, to the extent that if a user attempts to access the data directly in the database, it will be considered unreadable.

If you choose to store passwords locally, Remote Desktop Manager will use the same mechanism used by mstsc.exe (Remote Desktop Manager client), which stores the passwords in the Window Credential repository. Passwords can be retrieved from "User Account" in Windows. It must be noted that the password will not be able to be viewed due to an encryption by Windows. Please refer to Windows Credential Manager for more information.

For information regarding storing credentials in a vault, see Credentials Overview.

U.S. FEDERAL GOVERNMENT APPROVED ENCRYPTION

Our application integrates an Advanced Encryption Standard (AES) algorithm to protect your local files and your sensitive data in the database. A mix of our own private key and a master password (passphrase) is used to create a strong encryption key (256-bit key).

This cipher is incredibly secure. AES/Rijndael became effective as a U.S. Federal Government standard and is approved by the National Security Agency (NSA) for top secret information.

TIPS

Encryption of data while in transit is offered natively by our cloud services. Whenever you decide to use an on-premise solution, implementing encryption of data in transit must be implemented by using the tools involving your chosen technologies. Most customers that have security concerns already choose one of the supported <u>Advanced Data</u> <u>Sources</u>, follow instructions specific to the chosen solution.

The encryption is *built-in* the application and is therefore the same for *all* copies of the software in circulation. It is **imperative** that you follow our recommended steps and apply a <u>Security Provider</u> to encrypt not only the passwords, but also *all of the connection data* that is stored in the data source. This will give you protection over your data at rest, using a key under your **exclusive** control.

We recommend you follow these steps to ensure security:

- Using an <u>Advanced Data Source</u> and granting user access and assigning permissions.
- Using encrypted communication with the database when available.
- Using the <u>Data Source Settings</u> to control many setting that have an impact on security.
- Using the <u>Security Provider</u> to encrypt entries completely instead of just the password.
- If using the offline mode, add your own <u>password</u> to add an additional layer of protection to the local cache.
- Require a <u>password</u> to launch the application, even require two factor authentication.
- If your data source supports it, choose not to save password in the data source, which will prompt for the credential on the first connection.

1.4 The Devolutions Platform

DESCRIPTION

Our platform offers multiple products to help in managing all of aspects of an IT infrastructure.

The flagship product is Remote Desktop Manager, the strongest edition surely being for the Windows operating system.

Remote Desktop Manager	Application to manage remote access technologies, passwords, documents and shared information.	Windows, macOS, iOS, Android
<u>Remote</u> <u>Desktop</u> <u>Manager</u> <u>Agent</u>	Tool used to run commands on remote systems. It listens for commands from a master Remote Desktop Manager. It resolves a lot of issues brought on by remote management, in particular removing the need to use Microsoft's WinRM and managing lists of <i>TrustedHosts</i> .	Windows
<u>Remote</u> <u>Desktop</u> <u>Manager Jump</u>	Feature that uses the Remote Desktop Manager Agent to launch any of our supported technologies on a remote Windows Host. It transforms it in what is called alternatively a Jump Server, or Bastion Server, or Service Host.	Windows
<u>Devolutions</u> <u>Server</u>	Enterprise Grade storage system for creating a centralized database for your team. Integrates with AD and is installed on-premises.	Windows
Devolutions Proxy	Tool that allows our non-windows client applications to trigger remote execution of commands on Windows hosts through the proxy.	Windows
Devolutions Web Login	Web browser extension technology that interacts with our Remote Desktop Manager and Password Vault Manager. Once properly installed in your browser, the Devolutions Web Login will help you keep track of your passwords and automatically log you in on every website.	Windows, macOS

Getting Started



2 Getting Started

2.1 Using Remote Desktop Manager

DESCRIPTION

Remote Desktop Manager is highly flexible and can work for both individuals and teams. Please follow the checklist that applies to your environment:

- <u>Checklist for Individuals</u>: For individuals but also for teams of three users or less that do not want to implement security.
- <u>Checklist for Teams</u>: For a team environment that wishes to implement security.

2.2 Checklist for Individuals

DESCRIPTION

Here's a checklist to help you get started with Remote Desktop Manager for individuals.

Step 1 - Register your license: • Enterprise Registration • Trial Registration	Remote Desktop Manager Enterprise Edition grants you a 30 day trial. If you decide not to register by 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 license key.

Step 2 - Add your Data Source and set up your Devolutions account and a master key.	Warning: When choosing any data source type that is not on-premises, you need to think of the safety of the data at rest and during transport. we strongly recommend that you further encrypt your data by applying a Master key for file-based solutions, or a Security Provider for <u>Advanced Data Sources</u> . This will ensure that the data will be unreadable by no one but you. Upon first launch, Remote Desktop Manager for Mac uses an SQLite data source. The data sources are elaborated further in <u>Data Sources Overview</u> , but to help in choosing the data source that is right for your requirements please see <u>Choosing your data source</u> (Individuals).
Step 3 - Setup you <u>Devolutions</u> <u>Online Backup</u>	The <u>Devolutions Online Backup</u> allows you to securely backup your information for selected data sources. The backup is automatically executed 30 seconds after any modifications made to the data source content. It is best practice to always back up your data source.
Step 4 - Create your Default Settings	In <i>File - Options</i> you can set options for Remote Desktop Manager and create default settings Templates. Each entry type is supported and can have a default template defined to fit your requirements.
Step 5 - Create your folder structure	Top level folders are at the foundation of a solid security structure. Your folder structure (Folder entries) should represent your company structure.
Step 6 - <u>Import</u> <u>your data</u>	The final step is to Import all of your data into Remote Desktop Manager. You can import your sessions, logins and contacts in a few easy steps.

2.2.1 Select the Data Source - Individuals

DESCRIPTION

This topic is for individuals.

To make choosing the data source type easier, we are presenting a set of concerns and the list of data sources that can serve in that context. If you have multiple concerns simply create the intersection of all sets to isolate a list of choices.



When choosing any data source type that is not **on-premises**, you need to think of the safety of the data at rest and during transport. we strongly recommend that you further encrypt your data by applying a Master key for file-based solutions, or a Security Provider for <u>Advanced Data</u> <u>Sources</u>. This will ensure that the data will be unreadable by **no one** but you.

Devolutions Password Hub Personal		x			
SQLite	Х			х	
XML	Х			Х	
<%DODV%>		Х	х	х	
Dropbox		х	х		Note 1

FTP, SFTP	х		Х		Note 1
WebDav	х		Note 2		Note 2
<%DS%> - Basic		Х	х	х	3 users

NOTE 1

There is absolutely no protection in the case of data contention issues. The last one writing to the file will win! This is for single users with multiple computers, not for multiple users using the data concurrently.

NOTE 2

The master xml is maintained by a single user and synchronized to a web site that is hosted as per your requirements. Accessing the data through a URL ensures it is read-only for other users.

2.3 Checklist for Teams

DESCRIPTION

We have created a checklist to help you getting started with Remote Desktop Manager for Mac when working in a team environment.

Step 1 - Register your license: • <u>Enterprise</u> <u>Registration</u> • <u>Trial</u> <u>Registration</u>	r Remote Desktop Manager Enterprise Edition grants you a 30 day trial. If you decide not to register by 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 license key.
Step 2 - Select your <u>Data</u> <u>Source - for</u> <u>teams</u>	Warning: When choosing any data source type that is not on-premises, you need to think about the safety of the data at rest and during transport. We strongly recommend that you further encrypt your data by applying a master key for file-based solutions, or a <u>Security Provider</u> for <u>Advanced Data Sources</u> . This ensures only you can read the data. Upon first launch, Remote Desktop Manager uses a local SQLite data source. For help selecting a data source tailored to your needs, please see <u>Choosing your data</u> <u>source (Teams)</u> .
Step 3 - Select your <u>Security</u> <u>Provider</u>	Select your Security Provider before importing or creating any data in your database so nobody can read your entry configuration data, even when people have a direct access to your database.
Step 4 - Create your folder structure.	Top level folders are at the foundation of a solid security structure. Your folder structure (Folder entries) should represent your company structure. For example, you can create a folder for your Production team, one for your Staging team and one for your Testing team.
Step 5 - Create your <u>Default</u> <u>Settings</u>	In <i>File - Templates</i> you can set options for Remote Desktop Manager and create default settings Templates. Each entry type is supported and can have a default template defined to fit your requirements.

Step 6 - <u>Create</u> <u>Users</u>	Remote Desktop Manager supports advanced User Management. User accounts must be created manually by an administrator of the database.
Step 7 - <u>Create</u> <u>User Groups</u>	Create User groups to easily manage your security system. You can then assign users to User groups, making it easy to grant permissions to a set of users instead of having to manage permissions individually.
Step 8 - Create Entries	An Entry is how you save information about your sessions (e.g. RDP, SSH connections), credentials, websites, VPNs, Synchronizers and documents.
Step 9 - Grant Permissions	Once your users are created you can then grant Permissions for user groups based access control. The permissions granted on the folder can be inherited by each entry set under that folder.
Step 10 - <u>Import</u> <u>your Data</u>	The final step is to Import all of your data into Remote Desktop Manager. You can import your sessions, logins and contacts in a few easy steps.

2.3.1 Select the Data Source type - Teams

DESCRIPTION

This topic is for teams that need the functionality offered by our Enterprise Edition.

When choosing any data source type that is not **on-premise**, you need to think of the safety of the data both at **rest** and during **transport**. We strongly recommend that you further encrypt your data by applying a Master key for file-based solutions, or a Security Provider for <u>Advanced</u> <u>Data Sources</u>. This will ensure that the data will be unreadable by **no one** but you.

To make choosing the data source type easier, we are presenting a set of concerns and the list of data sources that can serve in that context. If you have multiple concerns simply create the intersection of all sets to isolate a list of choices.

The database is not accessible to end users.	х	[note 1 & note 2]	[note 1]	[note 1]	[note 1]	[note 1]
Active Directory accounts used for authentication	Х	x				
Active Directory group membership used to assign permissions	Х					
The data is stored on-premises	Х	Х		Х		
Activity Logs	Х	Х	Х	Х		х
Data accessible globally	[note 3]	[note 4]	Х	[note 4]	х	х

Optional local cache of connections	х	х	х	Х	Х	Х

NOTES

NOTE 1

The administrators can create accounts for end users without divulging the passwords. A locked data source definition is imported for each end user. This obviously requires a lot of manual operations by the administrator.

NOTE 2

Integrated Security is the name of a Microsoft technology that does not sends credentials to get access to a SQL Server instance, but rather the token resulting from authentication in your Windows computer. This option is not available in RDM for macOS. This therefore allows the users to connect directly to the database using other tools. It should not be used if you need to prevent direct access to the database.

Our SQL Server data source offers a third option, namely the Custom (Devolutions) user type. It allows for the user to be impersonated and therefore not be made aware of the credentials used to connect to the database. Please consult User Management for details.

NOTE 3

You should not expose a Devolutions Server instance to the Internet without being able to protect it from DDoS attacks. Strong passwords must be used as well as obscure account names that are not easily inferred using social data mining.

NOTE 4

You can indeed expose a database to the Internet, but you must use SSL/TLS to encrypt traffic, you must ALSO protect against DDoS attacks. Cloud services, like Azure or Amazon Web Services, have that concern in the forefront. The default settings of the firewall should be to block everything, you will then open only the most limited set of ports, while filtering on a short list of acceptable origins for requests.

2.4 Creating a New Entry

OVERVIEW

When getting started with Remote Desktop Manager for Mac, you must first configure your entries. There are many type of entries; you should know what third party or technology you will use to connect remotely in order to choose the appropriate entry type(s) that you plan on configuring.

CREATING A NEW ENTRY FROM THE NEW ENTRY MENU

1. The simplest way to create a new entry is through the *Edit* Ribbon menu and *New Entry*.



Add a New Entry

2. Select the type of entry or template you wish to create.

Amazon AWS Console Apple Remote Desktop Beyond Trust Password Safe Console Citrix (Web) Citrix (Web) Data Source Shortcut	Amazon S3 Azure Storage Explorer BeyondTrust Password Safe Command Line Dell iDrac
Apple Remote Desktop Beyond Trust Password Safe Console Citrix (Web) Data Source Shortcut	Azure Storage Explorer ReyondTrust Password Safe Command Line Dell iDrac
Beyond Trust Password Safe Console Citrix (Web) Data Source Shortcut	BeyondTrust Password Safe Command Line Dell iDrac
Citrix (Web)	Command Line
Data Source Shortcut	Dell iDrac
Devolutions Proxy	Dropbox Explorer
File Explorer	Filezilla
FTP	FTP (Third Party)
	Cancel
	Evolutions Proxy File Explorer FTP FTP

Entry type

3. You will be prompted to customize your settings in the session property window.

Session								
E General		General	Settings	Advanced				
🙃 Apple Remote Desktop								
>> More	Host				Browse	•		
Security	Port	Default						
VPN/SSH/Gateway		Set the port f	to 0 to use th	e default port				k
User Interface	Username							~
Information	Password				•	8		
Events								
📽 Sub Connections								
Attachments								
E. Logs								
Arrow Remote Tools								
器 Wake on LAN								
🔍 Advanced								
Veriekles						Canaal	Orrest	
variables						Cancel	Create	
		Sessio	n settings	s				

CREATING A SESSION VIA IMPORT MENU

You can also import a session by using the Import menu in *File - Import*. For more information, refer to the <u>Import</u> topic.

2.5 Establishing a Connection

DESCRIPTION

There are two modes to establish a connection:

- From a configured connection in the connection list.
- Using the quick connect feature, please refer to Quick Connect.

CONFIGURED CONNECTION

You may open a Connection through the following method:

- By double clicking within the sessions list.
- By using Enter while the entry is focused.
- By using the contextual menu (right-click).
- By using the commands in the ribbon.

All entry types have a default action associated with them, this action is executed when you use any means described above. The default action is indicated "Open", but can be modified for certain entry types.

Via the menus, you may specify different connection options, such as:

- Full screen
- Embedded/External Display Mode

- Console or admin mode with the RDP protocol
- Force prompt for credentials
- Open from a template

Installation



3 Installation

3.1 Client

DESCRIPTION

Remote Desktop Manager for Mac can be downloaded as a .dmg file.

INSTALLATION

Depending on the downloaded media, either run the setup, or extract the files from the archive in any folder and launch the executable. If you wish to use a portable device, or run multiple independent copies of the application, please consult Portable (USB).

LICENCE

Remote Desktop Manager for Mac Enterprise Edition comes with a 30 day-trial. If you possess a purchased license of the Enterprise Edition, please follow the instructions at <u>Register Enterprise Edition</u>. To register the Free Edition, please refer to the <u>Register Free Edition</u>.

DATA SOURCE

By default, a local data source has already been created using the SQLite format. You may add as many data sources as needed, please see <u>Data Source Overview</u> for more information.



3.1.1 Ancillary Files

DESCRIPTION

Remote Desktop Manager for Mac generates ancillary files on your workstation. The table below lists out an example of ancillary files and their locations.

As described in <u>Configuration File Location</u>, the default path for most of these files are customizable. For this reason, we use the **%CONFIG%** variable to denote when a file is stored in a configuration folder that can be relocated, or **%PROFILE%** to indicate that they are stored in the local profile. By default, these point to the **same exact folder**. The only method to separate them is by using a customized configuration.

The **Override** column indicates if an available mechanism can relocate the files of that category elsewhere.

Configuration File(s) (*.cfg, *.ext)	%CONFIG%	None
Data File(s) (*.xml, *db)	%CONFIG% or custom path	None
Default Settings	%CONFIG%	Data source settings
Layout Files (*.lyt)	%CONFIG%	None
Log Files (*.log, *.debug)	%CONFIG%	None
Offline/Cache data (offline.db)	%PROFILE% \{Datasource}	Use application directory for online cache
Local Play lilsts	%PROFILE% \{Datasource}\Playlists	Use for application directory for local playlist
Local Templates	They are serialized directly in the configuration file of the application	None

SUMMARY

Themes %CONFIG% None		Themes	%CONFIG%	None
----------------------	--	--------	----------	------

3.1.2 Configuration File Location

DESCRIPTION

Remote Desktop Manager for Mac saves its configuration in a file named RemoteDesktopManager.cfg.

This encrypted file contains all the application settings and configured data sources.

You can find the configuration file by following these steps:

- 1. Open Finder
- 2. Click Go in the menu
- 3. Select Go to folder
- 4. Paste this path: ~/Library/Application Support
- 5. Open the folder: com.devolutions.remotedesktopmanager
- 6. Locate the RemoteDesktopManager.cfg or RemoteDesktopManagerFree.cfg file

In order for us to provide you a secure link to share your file, send an email to <u>ticket@devolutions.net</u>.



3.1.3 Registration

DESCRIPTION

REMOTE DESKTOP MANAGER FOR MAC ENTERPRISE EDITION

Please refer to the <u>Register Enterprise Edition</u> topic to properly register your version. If you decide not to register by the end of a 30 days trial, your data will not be altered or erased, and you will have full access to it once you provide a valid license serial.

REQUEST A TRIAL

Remote Desktop Manager for Mac Enterprise Edition grants you a 30 day trial upon initial setup.

REMOTE DESKTOP MANAGER FOR MAC FREE EDITION

Remote Desktop Manager for Mac Free Edition similar to the Enterprise edition, the Remote Desktop Manager for Mac must be registered following the 30 day trial period to ensure continued use. Registration is free of charge. Please refer to the <u>Register</u> <u>Free Edition</u> section to properly register your version.

DEVOLUTIONS SERVER

Consult Create Devolutions Server Instance to register a new Devolutions Server instance. If you want to activate your renewal license key, consult How-To Activate Your Renewal Subscription for Devolutions Server.

DEVOLUTIONS ONLINE DATABASE

Please consult Online Database Registration to register a new <u>Devolutions Online</u> <u>Database</u>.

3.1.3.1 Register Enterprise Edition

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DESCRIPTION

Remote Desktop Manager can be registered by <u>manually providing a license serial</u> or with a <u>license serial stored in a data source</u>.

It is possible to request a trial to try Remote Desktop Manager for Mac for 30 days. If you decide not to register the application with an Enterprise Edition license serial at the end of the 30 days period, your data will not be altered or erased, and you will have full access to it once you provide a license serial.

MANUAL REGISTRATION

Remote Desktop Manager Enterprise license serials are delivered by email.

- 1. Locate the email and copy the serial.
- 2. Open Help Register Product.



Help - Register Product

3. Enter the Name, Email, and Serial number from the email, then click **OK**.

Serial:	Request Trial
Use registration from data source	
O Enterprise Edition	
Name:	
Email:	
Serial	

Register Enterprise Edition

REGISTRATION FROM THE DATA SOURCE

When the license serial is stored in the <u>Licenses</u> of an <u>Advanced Data Source</u>, there is no need to register Remote Desktop Manager for Mac as the license serial is retrieved directly from it. When launching the application for the first time, simply add the data source containing the serial.

FOR ADMINISTRATORS

To add a license serial, navigate to Administration - Licenses.

File Home Edit View Administration	Tools Window Help					
System System Security Users	Licenses Security Groups (Legacy)	Vaults Roles	Vault F Settings	Reports Deleted Entries	Change Password	Pack Data Source (Optimize)

Administration - Licenses

In Licenses, click on Add License. Enter the license serial and click OK.

Isers	Name	Description	Is Active
ecurity Groups (Le	2	1 User	0
aults			
oles			
icense			

User ans Security Management - License

3.1.3.2 Free Edition

Remote Desktop Manager for Mac Free Edition requires a free registration after 30 days to be able to continue the use of the application.

The **Register the Application** window will display at each Remote Desktop Manager launch until you have registered the product license. It shows the number of remaining days and your registration choice.

	Use registration	from Devolutions Account	
	Name:		
	Serial:		
	Register later		
You have 30 days left to register (free).			
	Create a Free Ac	count View the Enterprise Features	
?		Close Application OK	

Register the Application

USE REGISTRATION FROM DEVOLUTIONS ACCOUNT

Every owner of a Devolutions Account is assigned a free license serial for Remote Desktop Manager in their Customer Portal.

To get a Devolutions Account, click on Create a Free Account in the register window

To register your application follow these steps:

- 1. Select Use registration from Devolutions Account.
- 2. Click **Ok**.
- 3. Fill in your credentials and **Continue**.

Devolutions	
Log in to continue	
Password	
Continue	
Forgot Password Create Account	

Devolutions Account Login

The license serial will be retrieved automatically.

REGISTER THE FREE EDITION WITHOUT AN INTERNET CONNECTION

In the event that you need to register the application without an internet connection, the information must be entered manually. You will need the license serial from your <u>Customer Portal</u>

Log in to Customer Portal and click on My Serials.


Customer Portal - My Serials

Copy the license serial for the Free Remote Desktop Manager Edition.

Devolutions			II 🔞
<mark>⊘ My Portal</mark> ~	Product licer	rials ises associated with your account	+
My Serials	Vour Free product	lisoncos	
My Invoices	RDM FREE	licenses	
My Quotes			
My Affiliates Account	Information	License key	Expiration
Password Hub		No results.	

Free Product Licenses

Paste the license serial, enter an email address and press Ok.

	OUse registration from Devolutions Account									
	O Use serial	1								
	Name:									
	Serial:									
	Register later									
	You have 30 days left to register (free).									
	Create a Free Account View the Enterprise Features									
?	Close Application OK									

Register Manually



DESCRIPTION

When launching Remote Desktop Manager for the first time, the application registration window is displayed. If you are not ready to buy Remote Desktop Manager, you must request a trial to use the application. The trial is valid for 30 day, after which the application cannot be used unless a valid Remote Desktop Manager Enterprise Edition license serial is provided.



STEPS

- 1. Request from our website your <u>Free 30 day trial</u> or click in the **Register the Application** window the **Request Trial** link.
- 2. Copy the trial license serial that you will receive in a confirmation email from Devolutions.

- 3. In Remote Desktop Manager navigate to *Help Register Product*, select *Enterprise Edition trial* and paste the serial from your confirmation email.
- 4. Click *OK*.

Serial:	Request Trial
OUse registration from data source	
Enterprise Edition	
Name:	
Email:	
Serial:	

Register Enterprise Edition trial license

3.1.3.4 Register from Devolutions Account

DESCRIPTION

It is possible to register the product with a license serial stored in a Devolutions Customer Portal.

When creating a Devolutions Account a free license serial is provided for the free edition of our product. License serials purchased for the enterprise edition can be stored in the My Serials section of the Devolutions Customer Portal.

Devolution Customer P	s ortal 🖁 Buy	🕢 Support 🗔	Contact				
👌 Customer Portal	-	_					
My Account	MY SERIALS Add a I	icense					
My Serials							
My Invoices	Your Free product licen	ses					
My Quotes	RDM FREE	1188V-GELXA-F16OP-25XW	Q-78RR4				
Online Database	DVM EDEE	1188V-GELKP-OT956-HOW	HU-NXH24				
😧 Custom Installer							
📫 Online Drive	Use the Serial Vault to st	ore all your software licenses					
O Backup	Denducte			Casial		Funication	
G Forum	Products		License name	Serial		Expiration	
Affiliates	Remote Desktop Manag	er	Enterprise	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	0	Thursday, March 1st 2018, 12:00:00 am	1

Devolutions Customer Portal - My Serials

1. To register the product, navigate to Help - Register Product.



2. In the Select your application edition window, select Use registration from Devolutions Account. Enter your Devolutions Account credentials.

	OUse registration	from Devolutions Account
	Use serial	
	Name:	
	Serial:	
	Register later	
	You have 30 days	left to register (free).
	Create a Free Ac	View the Enterprise Features
?		Close Application OK

Registration Devolutions Account

3.2 Database Upgrade

DESCRIPTION

This topic applies to installations with data sources that are using a database as their data store.

Some Remote Desktop Manager for Mac releases must alter the database structure. These are performed automatically for you but it is a best practice to perform a backup of your data source beforehand. Additionally, If you are in a team environment you must be the sole user connected to the database during the upgrade.



The user performing the actions on this screen must have administrative privileges on the database management system. You must also be **SYSDBA** or **DB_OWNER**.



Perform a database backup and ensure that you can quickly perform a restore if the need arises



If your organization allows for a read/write offline cache, ensure that all of your users have merged their offline edits.

STEPS

Follow these steps for a successful version update:

1. Ensure you are the sole user of the database during the upgrade process. If you environment allows for offline use, have your team switch to the offline mode; or have them switch to another datasource

2. Backup your database using the database tools.

3. Open Remote Desktop Manager for Mac while logged on as a user with administrative rights. You must also be SYSDBA or DB_OWNER.

4. You may be prompted with an upgrade message when your data source is accessed. If so accept the upgrade **or** using *File - Data sources*, locate and edit your data source to upgrade.

Data sources									
RDMO - Internal		Connection	Settings	Advanced	Upgrad	e Privat	te Vault		
RDMO - Network	Name:	Windjammer			S	QL Server	٥		
RDMO - Trainor	Server:	vwindsrv-sql.windja (Local) or IP or Server r	ammer.loc name						
Windjam		Database login			0				
Windjam - King	User: Domain:	David							
Windjam - Ted	Password:	✓ Save password			8				
Windjammer	Database:	WindjamDatabaseT	raining			Browse			
Windjammer	Two factor:	None							
₩ XML + - (*) ₽ • •\$\$			Test Serve	r se					
On start up: Last used data source	0						Cance	el l	ОК
		Edit your d	lata sou	rce					

5. Switch to the *Upgrade* tab, then click on Update Database

Connection Settings Advanced Upgrade Private Vault
Test Server Create Database Update Database Test Database View upgrade script
Cancel OK

Upgrade tab - Upgrade Database

Option	Description
Test Server	Test the connection with the server to validate if the proper information has been provided.
Create Database	Create the database on the SQL server.
Update Database	 Follow these steps for a successful version update: 1. Ensure you are the sole user of the database during the upgrade process. 2. Backup your database using the DBMS tools. 3. Open Remote Desktop Manager for Mac while logged on as a user with administrative rights. You must also be SYSDBA or DB_OWNER. 4. You may be prompted with an upgrade message when your data source is accessed. If so accept the upgrade.

	5. Update the client software on all workstations.
Test Database	Test the connection to the database to validate if the proper information has been provided. The test database uses the name of the database in the General tab.
View upgrade script	Allow viewing the updated script before the launch of the database update.

- 6. Wait for a success message
- 7. Close the dialog
- 8. Ensure your Remote Desktop Manager for Mac is currently using that data source
- 9. Press CTRL-F5 to force a full refresh

10. Validate the content and perform a check of the technologies that are most critical in your environment.

11. Update the client software on all workstations.

3.3 Configure SQL Server

SERVER COMPUTER

1. Install SQL Server or SQL Server Express (that edition is free).



Newly installed SQL Server instances do not allow remote connections. Please follow the directions in SQL Server.



For added security, you can enable SSL Encryption to communicate with your instance of SQL Server.

Please follow directions on http://support.microsoft.com/kb/316898

2. To create an empty database, select *File - Data Sources* - *Add* +

+ *		Test Server Test Database
On start up:	Last used data source	

Data sources

3. Choose Microsoft SQL Server in the list.

All Individual Team	ÛÛ	Amazon S3 Enterorise	2	Devolutions Online Database Free
	8	Devolutions Online Drive	1	Devolutions Server Enterprise
	₩	Dropbox Enterorise	ł	Ftp Enterorise
	4	MariaDB Enterorise	ð	Microsoft SQL Server Enterprise
	~	11.001		0000
				Cancel OK

4. Configure the connection and run a test using *Test Server*.

	Connection	Settings	Advanced	Upgrade	Private Vault	
Name:	SQL Server				SQL Server	0
Server:	[enter ip or	server name]			
	(Local) or IP or	Server name				
	Database lo	ogin		0		
User:					Editable	
Domain:						
	Save pass	sword				
Password:				8		
Database [.]					Browse	
Tatabase.	Nana				Diowsein	
I wo factor:	None					
		Tes	st Server			
		Test	Database			
		1031				
					Cancel	ОК
		SQL Server	Data Source	Configuratio	n	

SQL Server data source configuration

3.4 Uninstall

INSTRUCTIONS

Move Remote Desktop Manager for Mac to the trash to uninstall the application.

You also need to delete the *com.devolutions.remotedesktopmanager* folder to removed all the application local files from your computer. This folder is located in *Macintosh HD*/Users/Username/Library/Application Support

The com.devolutions.remotedesktopmanager folder contain the following files:

- Configuration file (RemoteDesktopManager.cfg)
- Layout configuration file (RemoteDesktopManager.lyt)
- Application logs (RemoteDesktopManager.log)
- Default XML data source
- Default SQLite data source

User Interface



- 4 User Interface
- 4.1 Main Screen

DESCRIPTION

Below is an illustration of Remote Desktop Manager for Mac's main screen.



Main Screen

Refer to the the following topics for additional details:

- Quick Access
- Navigation Pane
- Content Area
- Footer
- 4.2 Style

DESCRIPTION

Remote Desktop Manager for Mac supports different User Interface Styles (sometimes known as skins). These greatly influence the visual aspect of the User Interface as well as its mode of operation. Two styles currently exist:

- Ribbon
- Classic

CONFIGURATION

To select the User Interface style you must go in File - Preferences - User Interface.

••••	¥ 🔒					Dashboard - Remote Desktop M	lanager	
File Home Edit	View Administration	Refactori	ing Tools	Window	Help			
Go Offline Lock Application	My Data Source Information	Refresh	Data Sources	Import -	Export -	Preferences My Account Settings -	Templates	
>> Windjammer		_			Us	ser Interface		
Windjammer			文 🗡		0			
🔻 📰 Downhill Pro	General User Interface Ses	sion Type S	ecurity Tools	Cloud Adv	anced			
🔑 administrato	Context Menu		Conoral					
🚱 Downhill DB	User Interface 👍	-	General		_			
🚱 Downhill DC	Dashboard		User interf	ace:		Ribbon		
🐼 Downhill We	Favorites					Hide footer		
🔒 Training	Title Bar		Language:			English	0	
🔻 🛔 Telemark	Menu Bar							
Credentials	Tree View		Navigation	toggle loca	ation:	Toolbar (right)		
Boston	Tree view		Navigation tab location:		n:	Navigation pane (bottom)	0	
User Interface - Options								

RIBBON

The ribbon is Remote Desktop Manager for Mac default style that sports an advanced control called ribbon. Icons and text makes it easy to learn what feature exists.

File Home Edit View Adminis	tration Refactoring	g Tools W	indow Help						
Go Offline Lock Application My Data Source Information	Cloud Account -	Data Im Sources	port - Export -	Preferences	My Account Settings •	Templates	Quit		
🏷 DevWind 🗘 🗘 🎄	Dashboard								
Sessions Glient Devolutions Web Login	🏫 номе								
 Services / Protocols Windjammer 	Actions			Ad	ministration	٦			
🕑 IE 📌 Opera	1	_					i.		
E Reboot PlayList	New Entry	Add Session	Add Group/ Folder		Users	Security Groups	Roles	Root (Settings)	Data Source Settings
Server PlayList	E		2						
 test Zoho Vault 	Add Information	Add Document	Add Credential Entry						
	2	-	P	0					
	Add Contact	Add Macro/ Script/Tool	Lock Application						
	Data Sources								
						= 0	0.2		
						= ~	0 -1		
늘 📾 Þ 🛨 😳									

RDM main screen - Ribbon style

CLASSIC

Classic is Remote Desktop Manager for Mac previous generation style, it holds a standard menu to invoke commands.



4.3 Quick Access

DESCRIPTION

The **Quick Access** Toolbar normally sits at the top of the application. It is composed of multiple parts:

- Favorite commands
- Quick Connect
- Search
- Lock application



Quick Access Toolbar

SETTINGS

FAVORITE COMMANDS

•••	🖋 🖌 🔒	Dashboard - Re	
Qui	ick Access - Favorite	commands	
Command	Description		
	Create a new e	ntry in your current data	source.

Open the properties window of your selected entry.

QUICK CONNECT

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Quick Access - Quick Connect

Please refer to Quick Connect

SEARCH



Please refer to Search

LOCK APPLICATION



Quick Access - Lock Application

Please refer to Lock Application

4.3.1 Quick Connect

DESCRIPTION

Via the *Quick Connect* feature, you can open an ad-hoc session by specifying the host and session type. It's also possible to create a template and have the connection established with it. In the template you set the desired settings, and Remote Desktop Manager will apply them when connecting to the specified host.

SETTINGS

The *Quick Connect* feature is accessible from the menu *View - Quick Connect* or via the *Quick Connect* button located in the Remote Desktop Manager for Mac <u>Toolbar</u>.

•••	🖌 🔒	Dashboard - Remote Desktop Manager

Quick Connect

Enter the Host (IP Address), User name as well as the Password and click on *Connect*.

The **Browse** button will list network discoverable computer to allow you to select computer from the list. Listing network discoverable devices is a lengthy operation.

Host:	Browse 🐼
Username:	
Password:	•
	Cancel Connect
	Quick Connect combo box

You can also select a previous host name by clicking on the 🗹 arrow.

The connection with the remote computer will automatically be established.

Ċ	*	Dashboard	Ø Quick connect	- 192.16							
		1									
		Recycle Bin	à			Server Mana	ager		_	D X	
			€∋∙	Server M	anager 🕨	Dashboard	Manage	Tools	View	Help	
			🛄 Dashboard		WELCOME T	to server manager Connection	t			^	

4.3.2 Search

DESCRIPTION

It is possible to apply a filter in the <u>Navigation Pane</u> tree view by typing some characters in the filter box. The filter is applied using the specified settings in the application Filter options.

SETTINGS

The **Search** filter is accessible from the Remote Desktop Manager for Mac Quick Access <u>Toolbar</u>.

User Interface	55



Click on the arrow in the Search box to display your search options.

Dashboard - Remote Desktop Manager	
Preferences My Account Settings • • • Quit	Include Group Include Type Include Host Include Username Include Description ✓ Include Description ✓ Include Keywords/Tags Include Contact Information
	Type Search Options

Search box - Dropdown options

The filter expression is matched against fields as selected in the filter options such as:

- Group
- Type
- Host
- Username
- Domain
- Description
- Keywords/Tags
- Contact Information

It's possible to exclude results by choosing to display entries that match certain criteria:

- Session types (credentials, script tools, VPN, etc.)
- If the session is marked as a Favorites

A search by types can be executed to include Sessions, Data Entries, Contacts, Documents, Credentials Entries, VPNs, Macros/Scripts/Tools, Show Sync.

	Include Group Include Type Include Host
	Include Username Include Domain Include Description ✓ Include Keywords/Tags Include Contact Information ►
 ✓ Show Sessions ✓ Show Data Entries ✓ Show Contacts ✓ Show Documents ✓ Show Credential Entries ✓ Show VPNs ✓ Show Macros/Scripts/Tools 	Type Search Options

The Search Options will offer you the possibility to include the shortcuts, the sub connections, show only the favorites and/or make the search case sensitive.



Search - Search Options

4.4 Ribbon

DESCRIPTION

Depending on your chosen User Interface style, commands are presented via the *Ribbon* or a standard menu.

RIBBON

The *Ribbon* is composed of multiple tabs, which contains commands, further classified in sections.

File H	lome Edit	View Admi	nistration	Refactoring	Tools	Window	Help				
Go Offline	Lock Application	My Data Source Information	Cloud Account -	Refresh	Data Sources	Import -	Export -	 Preferences	My Account Settings -	Templates	Quit
Ribbon											

For more information on menu tab please see:

- File
- <u>Home</u>
- Edit
- <u>View</u>
- Administration
- Tools
- Window
- <u>Help</u>

4.5 Navigation Pane

DESCRIPTION

The *Navigation Pane* is one of the main components of Remote Desktop Manager user interface. It lists all the available entries in the current data source, allows to switch to another data source or repository, and perform actions on entries.



Navigation Pane

At the bottom of the Navigation Pane you will notice different icons which will open different view/tabs in your Navigation Pane. To learn more about each tab, follow the links below:

- <u>Vault</u>
 <u>My User vault</u>
 <u>Opened Sessions</u>
 Favorite *
- Most Recently Used

4.5.1 Vault

DESCRIPTION

The *Vault* lists all the various entries (sessions, information entries, credentials entries, etc) and is the principal way of launching sessions.



4.5.2 My User vault

DESCRIPTION

The **User vault** is a user centric vault for entries of any type. It allows each user o create entries that only them can access.

To create a new entry in your User vault, simply click on User vault in your Navigation Pane and create your new entry directly from there.



Navigation pane - User vault

A NOTE ON CREDENTIALS

Credentials in the User vault can be used in two ways:

- 1. From a session in the User vault.
- 2. When using the User Specific Settings feature

These restrictions can easily be understood when you keep in mind that the User vault is in fact contained in the user area of the database. It must be used from within itself, or by using our extension mechanism that is user specific.

4.5.2.1 User vault Search

DESCRIPTION

The **User vault Search** allows to link a User vaultcredential entry to a session by providing the name of the credential entry. Once the credential is found it will automatically be used to open your remote session.

SETTINGS

1. Create a credential entry in the User vault.



User vault

2. Set the Global Availability property of the User vaultcredentials to Available.

Credentials			
 General Username / Password More Security User Interface Information Sub Connections Attachments Advanced 	Name: Folder: Global Availability:	David Default ✓ Available Unavailable Allow reveal credentials (everybody)	Browse
Variables			Cancel Save

Global Availability

Available	Make the credential entry available for User vault search
Default	Use the setting defined in File - Options - Types - Credentials - Global Availability
Unavailable	Ignore the credential entry when using the User vault search

3. In the remote session, set the Credentials property to User vault search and enter the exact name of the User vault credential. The search is not case sensitive, if more than one entry has the same name or if no entry matches the searched name, you will be prompted with a list of all available User vault credentials. Variables are supported as well.

Session						
General	Nama					
Microsoft Remote Desktop (RDP)	Name:	Downhill DC				
>> More	Folder:	Downhill Pro		\$	Browse	
Security	Display:	Embedded (tabbed)	Primary monitor	\$		
VPN/SSH/Gateway						
User Interface	Credentials:	Private vault search	David			
Information						
Events						
🛸 Sub Connections						
Ø Attachments						
C. Logs						
A Remote Tools						
器 Wake on LAN						
C Advanced						
Variables				Cance		Save

RDP Session - User vault Search

4. Open the session as you would normally proceed. Once the credential is found it will automatically be used to open the remote session.

The User vault is linked to the database user. Another user will never be able to see your User vault credentials even when the *Global Availability* is set to *Available*.

4.5.3 Opened Sessions

DESCRIPTION

The **Opened Sessions** shows currently running sessions by type for local machine only. You can focus and bring to front/close any opened session by selecting it from the list. All of the embedded sessions are listed and the external sessions will appear if Remote Desktop Manager for Mac is able to discover the specific type of session.

LOCAL SESSIONS



Local opened session view

NOTES

- Remote Desktop Manager for Mac tries to detect opened sessions even if they weren't launched from the application. It uses the name of the process to accomplish this task.
- VPN sessions will not appear in the list.

GLOBAL OPENED SESSIONS

With the SQL Server and Remote Desktop Manager for Mac data source you can monitor currently running sessions if they have been opened within Remote Desktop Manager for Mac.

0	Local sessions	💽 Global sessi	ons		
Туре	Title	Start Time	Machine	Username	Version
Ø	WebBrowser	8/26/2015 10	devolutions33-2.devolutions.loc		2.5.5.0
S	Windsrv	8/26/2015 10	devolutions33-2.devolutions.loc		2.5.5.0
S	DC Downhill	8/26/2015 10	devolutions33-2.devolutions.loc		2.5.5.0
•	Test Apple	8/21/2015 9:	Devolutions33-2.local		2.5.5.0

🚔 📾 🕨 ★ 🧿



For many reasons beyond our control, it's possible for a session to be terminated without Remote Desktop Manager for Mac knowing that this has taken place. This can happen, for example, if Remote Desktop Manager for Mac isn't running when another application ends. As a result any terminated session will remain listed in the log. You may manually mark it as closed via the contextual menu.

To review a detailed log, double click on a session entry.

4.5.4 Favorite Entries

DESCRIPTION

The Favorites tab contains entries flagged as favorite by the current user. Favorites are not shared and they roam with the user profile.

This is useful when the number of managed entries becomes too great or when a strict directory structure must be maintained.



Favorites Tab

4.5.5 Most Recently Used Entries

DESCRIPTION

This tab show the most recently used sessions for a specific data source on the local computer.

Name	Parameters	Date
🥭 WebBrowser	https://cloud	2015-08-26 11
🐼 Windsrv	vwindsrv-sql	2015-08-26 11
🕟 DC Downhill	DC	2015-08-26 11
🕟 Exchange	Exchange	2015-08-26 10
📑 Blog		2015-08-26 9:
🐼 Hill	Hill	2015-08-24 11
🙃 Test Apple	macmini2	2015-08-21 9:
	<u> </u>	
	i 🗟 Þ ★	•
	Most Recently Use	d

By default, 10 items will be kept in the most recently used entries history.

4.6 Content Area

DESCRIPTION

The *Content Area* contains the various dashboards to manage Remote Desktop Manager for Mac as well as embedded sessions. There is a single dashboard active at a time depending on the currently selected node in the navigation pane.

Existing dashboards are described further in their own help topics:

- <u>Sessions</u>
- Information Entries
- Groups
- Credentials
- <u>Macros/Scripts/Tools</u>

4.6.1 Dashboard

DESCRIPTION

The **Dashboard** displays commands and information related to the selected entry. The dashboard is context sensitive and its content depends on the type of the selected entry.

Dashboard				
S Downhill DB	1			⊐ ★
Actions Open Session	Open (External)	Open (Embedded/	Overview Image: Downhill DB 1 Microsoft Remote Desktop (RDP) FOLDER Downhill Pro DESCRIPTION Display Override in June	
Screen)	Open in Console/Admin	Credential	HOST VDOWNSRV-SQL	
Open (Prompt for Credentials) EEE Open VPN Only Edit Entry	Open with a Template Close VPN Only	Open Share Folders	•	

Dashboard for credential entry

For more information about the dashboard of a specific type of entry, please consult the following topics:

- <u>Sessions</u>
- Information entries
- GroupsFolders
- Credentials
- 4.6.1.1 Session

DESCRIPTION

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The dashboard displays a quick view showing possible actions, or information for the selected entry. It contains the same actions that are found in the context menu and the ribbon.



Dashboard of a selected session

Once your session is open you will see that the Actions in the Dashboard will change.

Dashboard 🔗 Do	ownhill DB 1								
S Downhill DB	1								□★
Actions			= 📰 🗲	🗘 🚯 Macr	os/Scripts/T	ools			
Close	Open Session	Open (External)	Inventory	Wake On Lan	Continuous	Ping	Trace Route	>_ PowerShell	
-	0	N	Report	M	Ping	Ū			
Open (Embedded/	Focus Session	Open (Full screen)	show ip	unix watch					
Open in	P Open (Select	Open (Prompt							
Console/Admin	Credential	for Credentials)							
E	~	HD							
Open with a Template	Open Share Folders	Open VPN Only							
Ę	4								
Close VPN Only	New Entry	Edit Entry							



4.6.1.2 Information

DESCRIPTION

The dashboard displays a quick view showing possible actions and information for the currently selected information entry. It contains the same actions that are found in the context menu and the ribbon.

Dashboard				
Exchange	Admin			숪
Actions		Overview		
Add Information	Edit Entry	Exchange Ad Data (Login (Account))	Imin	
	,	GROUP	Telemark\Boston	
•		WEBSITE	www.devolutions.net	
View	Navigate URL	EMPLOYEE	Stan	
2		USERNAME	the user	
Copy Username	Copy Password	DOMAIN	the domain	
		PASSWORD	•••••	
æ				
View Password				

Dashboard for a selected information entry

4.6.1.3 Folder

DESCRIPTION

The dashboard displays the folder's entries. It's possible to display the group details directly or only the information regarding the selected entry in the dashboard.

If the option

70

Dashb	oard				
	Clien	t			
6		Entries			
	Nam	e	Parameter	User	
Ŧ	Clie	nt\Downhill\Dow			
	🔑 Clou	bu		jknafo@devol	
	P DC I	Downhill creden		David	
	👂 Key	- Copy		test@test	
	\star Last	Pass			
	\star Last	Pass - training			
	\star Last	Pass Account			
v	Clier	nt\Downhill			
	🚯 Cisc	o AnyConnect		Training	
	🔗 Cisc	o AnyConnect	vwindsrv-sql	David	
	🥭 Clou	bu	https://www.i		
	🔗 DC		dc.windjamm		
	🔗 DC I	Downhill	DC		
	P DC I	Downhill creden		David	
	🝯 DEV	OLUTIONS33	DEVOLUTION		
	🔗 Excl	hange	Exchange		

Dashboard of a selected Group folder

4.6.1.4 Credentials

DESCRIPTION

The dashboard displays a quick view showing possible actions or information for the current credential entry. It's possible to easily view which entries use the current credential entry.

Dashboard							
P DC Downhill c	redential						
Actions	a a		0	Overvie	w		
≘i⊡ ≱i⊡ ∳i⊟ Name	Parameter	User Description	•	DC D Client Usern	Downhill cred	dential d David *****	

Dashboard of a selected credential

4.6.1.5 Dashboard tabs

DESCRIPTION

The Dashboard tabs allows you to quickly view information directly in your Dashboard regarding your selected entry. The available Dashboard tabs depends on the type of entry that is selected.

Dashboard							
S Downhill We	eb 1	•					⊡ ☆
Actions			2	= # \$ 0 0 nt	iormation		
ightarrow	>			General Software	OS:		
Open Session	Open (External)	Open (Embedded/		Hardware Contact	IP:		MAC:
	_			Purchase	Domain:	Arch	nitecture:
×		- P		Custom Fields	Site:		Blade:
Open (Full screen)	Open in Console/Admin	Open (Select Credentials)		III Statistics	Rack:		Details:
			•		🗌 Is virtual ma	chine	
٩	1	•			Se	rver:	~
Open (Prompt for Credentials)	Open with a Template	Open Share Folders			r I	Гуре:	~
	!!						
Open (Without	Open VPN Only	Close VPN Only					

Dashboard tabs
For more information on the Dashboard tabs please see:

- Overview
- Documentation
- Macros/Script/Tools
- Remote Tools
- Information

4.6.1.5.1 Overview

DESCRIPTION

The **Overview** tab displays information related to your selected entry directly in your dashboard. The information it displays depends on the type of entry that is selected.

🔵 🖩 🖇 🔉 🚯 Overview							
Downhill Web 1 Microsoft Remote Desktop (RDP)							
FOLDER	Downhill Pro						
DESCRIPTION	Display Override in June						
HOST	vdownsrv-dvls						

Dashboard tabs - Overview

4.6.1.5.2 Documentation

DESCRIPTION

The **Documentation** tab allows to store information about resources in the data source. To access an entry's documentation, select an entry in the Navigation pane, then select the Documentation tab in the dashboard.



The *Documentation* feature is encrypted **only** for the data source Devolutions Server. If you are using data sources like MySQL, MariaDB, SQL Server or SQL Azure, the *Documentation* feature is **not** encrypted.

The Documentation feature is not available offline.

Contraction
View Editor History
Welcome to the documentation section.
Here, you can easily store information regarding resources. With the support of Markdown, a <i>lightweight</i> and easy to use markup language, documenting has never been easier! Within this page, you can get a quick glance at what Markdown has to offer. Edit this page to see how this formatting was done, or click here to get the complete Markdown reference.
Here are some of markdown features
Llooding 1
Page 🗘 ••• 🕂 🚉

Dashboard tabs - Documentation

4.6.1.5.3 Macros/Scripts/Tools

DESCRIPTION

Session tools are available in the dashboard tabs and in the session context menu **Macros/Scripts/Tools.**

SETTINGS

There are three types of tools:

- Build in tools
- Add-on session tools
- Session script tools

	🔉 🚯 Macr	os/Scripts/T	ools			
	**	₽ ₽	F		>_	
Report	wake On Lan	Ping	Ping	Irace Houte	PowerSnell	
show ip	unix watch					

Dashboard tabs - Macros/Scripts/Tools

BUILT-IN TOOLS

These tools are implemented directly in Remote Desktop Manager and are available without any installation or special configuration.

Inventor y Report	Open a Inventory Report for a remote machine.
Wake On Lan	Sends the magic packet command for the Wake-on-Lan.
Continu ous Ping	Opens the ping dialog of the selected host and performs a continuous ping.
Ping	Opens the ping dialog of the selected entry and displays the result.
Trace Route	Display the route and measuring transit delays of packets across a network.

4.6.2 Embedded Sessions

DESCRIPTION

The *Embedded* display mode allows you to open multiple sessions as tabs within Remote Desktop Manager, similar to the tabs in your standard web browser. Embedded sessions are one of the 3 available display modes, the other 2 being *External* and *Undocked*.

Session		
General	Name: Downhill DC	
Microsoft Remote Desktop (RDP)	Folder - ····-	Ś
>> More	External Distance in the second secon	
Security	Undocked	
VPN/SSH/Gateway		
User Interface	Credentials: Private vault search 🖸 David	
Information		
Events		
Sub Connections		
Ø Attachments		
E. Logs		
Arr Remote Tools		
🗄 Wake on LAN		
Advanced		
Variables	Cancel	

Display Mode Settings

The embedded display mode allows you as well to split the dashboard in order to display multiple sessions at once. For more information please consult our <u>Split View</u> topic.

4.6.2.1 Split Windows

DESCRIPTION

Within a Remote Desktop Manager embedded session is the option to display multiple tabbed windows simultaneously. As illustrated below, select and hold down on a tab and drag it towards the center of the screen to access the four-sided directional control. Aim the directional control to anchor the tab on the top, bottom, left or right of the adjacent tab.

File Home Actions Edit View Administration	on Refactoring Tools Window Help	
Open Session - View Password	Copy Username Copy Username Copy Username Copy Username Copy Username Copy Username Password Copy Host Copy URL Copy Domain	Paste Open VPN Close VPN Status • Kernove Play List • Insert Log Comment
脧 Windjammer 🗘 🖒 🕏	Dashboard 🕟 Downhill DB 1	O Downhill DC
▼ Windjammer	🐡 🖻	
V 📰 Downhill Pro		
🔑 administrator@downhill	Recycle Bin (-) Server Manager • Dashboard	
💽 Downhill DB 1		
💽 Downhill DC		
🐼 Downhill Web 1	Bashboard WELCOME TO SERVER MANAGER	(()
🔒 Training	Local Server	
Telemark	All Servers	DC
Windjammer	File and Storage Services ▷	
	QUICK START	Pas
	Remote	Recet
	Deskto	ricot.
		Sign
	4	How
	CA Backup	Sign-
	LEARN MORE	
	cert1 POLES AND SERVER GROUDS	
	RDMPSMod RDMPSImp	📲 Windov
		vindov
		0 4
	Display Override in June	0.4
📄 Default 🗘 🖒 🌞		
🚔 📾 Þ 🛨 🖸		
	54 entries	Enterprise Edition 5.3.0.0

Split Window - Drag and Drop

4.7 Panes (Footer)

DESCRIPTION

The Footer section display various panes that are provided with Remote Desktop Manager for Mac.

Dashboa	ard									
8	Exchange									
Ac	tions				\$ 0	0	≡	Macros	s/Scripts/Too	ols
	lacksquare	—		×	Ê	9		*	₽ <u></u>	Ъ,
	Open Session	Open (External)	Open (Embedded/	Open (Full screen)	Invento Repo	ory rt	w	ake On Lan	Continuous Ping	Ping
		1	P	Ē						
c	Open in Console/Admin	Open (Select Credential	Open (Prompt for Credentials)	Open with a Template						
	4	₽.	탄	E),						
	Open Share Folders	Open (Without VPN)	Open VPN Only	Close VPN Only						
	1									
	New Entry	Edit Entry								
					≡	Θ,	. 0) « <mark>0</mark>		
Display	Override Augus	st								

Footer options

Please consult the following topics for more information:

- Description
- Information
- Sub Connections
- 4.7.1 Description

DESCRIPTION

The **Description** pane displays the content of the Description field of the entry. Enable the description pane by selecting **View - Footer - Description** in the ribbon.



4.7.2 Information

DESCRIPTION

The *Information* footer pane contains a wide assortment of information on the entry. Some purely informative and some of operational nature. It contains multiple tabs in order to present as much information as possible.

SETTINGS

GENERAL

The *General* tab allows you to specify the computer specific information such as operating system, MAC address and the hardware description. For more information please consult General topic.

Ű.						् 🚺 ሩ			
	General Software Hardware Contact Purchase Notes Custom Fields Statistics	OS: IP: Domain: Site: Rack:	ual machine Server:			MAC: Architecture: Blade: Details:		Discover	
			Type:			~			
	Footer - Information								

SOFTWARE

The **Software** tab allows you to list all software installed on the remote computer. For more information please consult Software topic.

	General Software Hardware Contact Purchase Notes Custom Fields	Software:	
dil	Statistics	Server roles:	

Information - Software

HARDWARE

The *Hardware* tab allows you to specify the hardware information of the remote computer. For more information please consult Hardware topic.

	General Software	CPU:			~
Ģ	Hardware Contact	Socket:	0 C Total physical cores:	0	٥
2	Purchase		Total logical cores:	0	٢
	Notes Custom Fields	Memory:			~
ılıl	Statistics	Monitors:			
		Drives: Asset Tag: Details:			



CONTACT

The *Contact* tab displays information on a person that has a link to the entry. It could be the technician managing the remote machine. For more information please consult Contact topic.

General Software	Contact: D	efault 🗘		
Gontact Contact Purchase Notes Custom Fields Statistics	First name: Middle name: Gender:	Unspecified :	Last name: Prefix: Job title: Customer #:	
	Company: Address: City: State: Zip code:		Email: Home phone: Work phone: Mobile: Fax: Skype:	
	Country:	v	Website:	0

Information - Contact

PURCHASE

The *Purchase* tab allows you to enter information related to the invoice or the purchase of the equipment. For more information please consult Purchase topic.

Genera	l re	Purchase			
Hardwa	t t	Date:	2018-05-30	٢	Age:
PurchaNotes	se	Vendor:	Default	٢	
Custon	n Fields				
III Statisti	CS	Serial number:			
		Warranty			
		Expiration: Service tag:	2018-05-30	:	Remaining:

Information - Purchase

NOTES

The *Notes* tab contains only one control. A text area where you can enter any information you require.

General Software Hardware Contact Purchase Notes Custom Fields Statistics	

Information - Notes

CUSTOM FIELDS

The *Custom* tab contain five custom fields. The reason behind having discrete fields is that they are available via Field Variables and can therefore be accessed in sub connections while being defined in the parent connection (see Sub Connections Overview).

General Software Hardware Contact Purchase Notes Custom Fields III Statistics	Custom Custom Custom Custom	
	Custom	

Information - Custom Fields

STATISTICS

The Statistic tab simply displays some information on the creation and last modification of the entry. For more information please consult the Statistic topic.



Information - Statistics

4.7.3 Sub Connections

DESCRIPTION

The *Sub Connections* footer pane is used when having define sub connections for your current entry.

	≡	۵,	0	4
S Devolutions				
🖆 Stan@windjammer				

Footer - Sub Connections

Please refer to the Sub Connections topic for more information.

Data Sources



5 Data Sources

DESCRIPTION

The data source is at the heart of Remote Desktop Manager for Mac, it is the container that holds all of your entries.

SETTINGS

The data source can be a file or a database and you use multiple data sources at the time, as seen below. They need to be configured on all workstations.



Data Sources

CREATE A NEW DATA SOURCE

Please consult our <u>Create a new data source</u> topic for more information.

MULTIPLE DATA SOURCES

You can configure multiple data sources within the application. These data sources can be of mixed types but there is only one active at a time. It is possible to switch from one data source to another via the data source combo box.



OPEN DATA SOURCE AT STARTUP

You may assign a data source to open automatically when Remote Desktop Manager for Mac starts.

Use default data source	Set the data source that you always want to open at start up.
Last used data source	Open with the last used data source.
Prompt for data source	A message box will open on startup for the data source selection.

DATA SOURCE SETTINGS

The <u>Advanced Data Sources</u> can contain specific settings or global policies. Those settings are saved directly in the database, see Data Source Settings topic for more information.

5.1 Create a New Data Source

SETTINGS

CREATE A NEW DATA SOURCE

1. To create a new data source click on the *setting* button next to the data source box.



2. Click on the *plus* to create a new data source.

Data sources			
DevWind	Name:	Connection Backup	,
DevWindPat	Database:	/Users/jknafo/Library/Application Supp	ort/
Local Data Source	Password:	Secure with password	
MySQL	Two factor:	Always ask password	
On start up: Last used data so	ource ᅌ		

3. Select the data source type you wish to create and click on OK.

All Individual Team	00 0	Amazon S3 Enterprise	2	Devolutions Online Database Enterorise
	8	Devolutions Online Drive	٦	Devolutions Server Enterprise
	₩	Dropbox Enterorise	ł	Ftp Enterprise
	1	MariaDB Enterorise	ð	Microsoft SQL Server Enterprise
	~		•	0.570
				Cancel

Select your data source type

4. Configure all your connection settings. You can verify the validity of the information entered by using *Test Server* or *Test Credentials* (depending on the type of data source you are creating).

(Connection Settings Advanced Upgrade	
Name:	DevWind	SQL Server ᅌ
Server:	vwindsrv (Local) or IP or Server name	
	Database login	
User:	David	Editable
Domain:		
Password:	Save password	
Database:	new	Browse
Two factor:	None	
	Test Server	
	Test Database	
	Cancel	ОК

SQL Server - Connection tab

5. If using an existing Database, click on the *ellipsis* next to *Database* to select your database and then click on *Test Database* to verify it's working properly.

(Connection Settings Advanced Upgrade	
Name:	DevWind	SQL Server ᅌ
Server:	vwindsrv (Local) or IP or Server name	
	Database login	
User:	David	Editable
Domain:	Cove password	
Password:	••••••	
Database:	new	Browse
Two factor:	None	
	Test Server	
	Test Database	
	Cancel	ОК

SQL Server - Connection tab - Browse

6. If you wish to create a new Database, click on the *Upgrade* tab and then select *Create Database*.

Connection Settings Advanced Upgrad	e
Test Server	-
Create Database	-
Update Database	
Test Database	
View upgrade script	
ID: 5084660D-55ED-49D2-96E1-98B3/CEC6030	
Cancel	ОК
Upgrade tab - Create Database	

7. Once you have completed all the steps, you can select your newly created data source by clicking on the arrow next to the data source combo box.



5.2 Data Source Types

DESCRIPTION

Remote Desktop Manager for Mac supports multiple type of data source. To start, decide which data source you'll be using.



DATA SOURCE TYPES

Devolutio ns Online	Remote Desktop Manager for Mac connects to Devolutions	Pros:

Database	Online Database vault.	QuickReliable
	Note that there are different subscription levels for that product. The Basic is appropriate for micro teams (up to 3 users), whereas the Professional and Enterprise editions are for larger teams.	 Secure Shareable Cons: Cannot be hosted on premises
	For more information, please consult <u>Online Database</u> topic.	
Devolutio ns Online Drive	Remote Desktop Manager for Mac uses Devolutions Online Drive to store and synchronize your sessions. Access your sessions from anywhere using a simple Internet connection.	Pros: • Quick • Reliable • The service is free Cons: • No possibility for sharing • No security management
Devolutio ns Server	Remote Desktop Manager for Mac uses Devolutions Server to store session information.	Pros: • Quick • Reliable

6	For more information, please consult <u>Devolutions Server</u> topic.	 Secure Supports all features, such as attachments, connection logs, Offline mode and security management Active Directory integration Cons: Installation required
Dropbox	Remote Desktop Manager for Mac uses the Dropbox API to retrieve the XML file from the configured repository. For more information, please consult Dropbox topic.	 Pros: Can be shared in read-only mode Backups (by Dropbox) are automatic Storage infrastructure is free (if within your free storage quota) Cons: No security management There is a possibility for conflict or data corruption to occur Doesn't support all features, such as attachments, connection logs and security management

		• The Dropbox integration uses the Dropbox SDK, so any features that are exclusive to the Business or Enterprise editions are NOT supported.
MariaDB	Remote Desktop Manager for Mac uses MariaDB to save and manage all sessions. This is one of the available data source for a multi-user environment. For more information, please consult <u>MariaDB</u> topic.	 Pros: Quick Reliable The database is free and can be installed on Linux Supports all features, such as attachments, connection logs, Offline mode and security management Cons: MySQL needs to be installed
Microsoft SQL Azure	Remote Desktop Manager uses the Microsoft cloud platform to save and manage all sessions. For more information, please consult our SQL Azure topic.	 Pros: Quick Reliable Secure Supports all features, such as attachments, connection logs, Offline mode and security management

		Cons: • Microsoft Azure needs to be configured.
Microsoft SQL Server	Remote Desktop Manager for Mac uses SQL Server to save and manage all sessions. This is one of the available data source for a multi-user environment. For more information, please consult <u>SQL Server (MSSQL)</u> topic.	Pros: • Quick • Reliable • Secure • Supports all features, such as attachments, connection log, Offline mode and security management • SQL Server Express is free Cons: • SQL Server must be installed
MySQL	Remote Desktop Manager for Mac uses a MySQL database to save and manage all sessions. This is one of the available data source for a multi-user environment. For more information, please consult <u>MySQL</u> topic.	 Pros: Quick Reliable The database is free and can be installed on Linux Supports all features, such as attachments, <u>connection logs</u>, Offline mode and <u>security management</u>

		Cons: • MySQL needs to be installed
Devolutio ns Password Hub Business	Remote Desktop Manager connects to the Devolutions Password Hub Business vault. Note that there are different subscription levels for this product. For more information, please see the <u>products features and</u> <u>highlights</u> and consult our <u>topic</u> .	Pros: • Quick • Reliable • Secure • Shareable Cons: • Cannot be hosted on premises • No offline mode
Devolutio ns Password Hub Personal	Remote Desktop Manager uses Devolutions Password Hub Personal to store and synchronize your sessions. Access your sessions from anywhere using a simple Internet connection. For more information, please consult our <u>Password Hub</u> <u>Personal</u> topic.	Pros: • Quick • Reliable • The service is free Cons: • No possibility for sharing • No offline mode
SQLite	Remote Desktop Manager for Mac uses a SQLite database to store session information.	Pros: • Quick

	For more information, please consult <u>SQLite</u> topic.	 Reliable The database is free Supports all features, such as attachments, <u>connection logs</u> Cons: No possibility for sharing No security management
WebDav	Remote Desktop Manager for Mac uses an HTTP connection to retrieve the XML file on a WeDav server. For more information, please consult our <u>WebDav</u> topic.	 Pros: Can be shared in read-only mode Easy to deploy online Cons: No security management
XML	Remote Desktop Manager for Mac saves the settings directly in a file with the XML format. For more information, please consult <u>XML</u> topic.	 Pros: Easy backup Can be edited manually or by an external system Nothing to install
		Cons: • No possibility of sharing

	 No security management There is a possibility for conflict or data corruption to occur Doesn't support all features, such as attachments, <u>connection logs</u> and <u>security</u> <u>management</u>

5.2.1 Advanced Data Sources

DESCRIPTION

Advanced Data Sources are typically running on an advanced management system, either a Database Management System or our own Devolutions Online Services.

This allows Remote Desktop Manager for Mac to support these features:

- Document uploads and Entry Attachments
- Audit and logging
- Advanced security with User Management and Security Group Management
- Offline mode
- 2-Factor Authentication

Currently the Advanced Data Sources are:

- Devolutions Server
- <u>MariaDB</u>
- <u>MySQL</u>

- Online Database (Only the Professional and Enterprise subscriptions levels)
- SQL Server (MSSQL)
- Devolutions Password Hub Business

5.2.1.1 Devolutions Server

DESCRIPTION



Devolutions Server is a self-hosted repository for storing and sharing your remote connections and credentials. You can find more information on the product's web site <u>here</u>.

HIGHLIGHTS

- High-end security server for your company.
- Share your sessions with multiple users.
- Can be deployed online.
- Support Windows authentication and Active Directory group integration.
- Client and server side caching optimization.
- Requires the Remote Desktop Manager for Mac Enterprise client installed for management.



Devolutions Server supports only SQL Server as a data store at this time.

For more information, please consult these topics

- Devolutions Server installation instructions
- Devolutions Server Security Checklist

CONFIGURE THE SERVER DATA SOURCE ON ALL YOUR CLIENT MACHINES.

Enter a name of the data source and the URL for the server. Ensure you use the correct protocol if SSL is required by the server (https).

Alternatively, you can export the data source information and then import the file in your client workstations as described <u>Import/Export Data Source</u>.

SETTINGS

CONNECTION

	Connection	Settings	Advanced	Private Vault		
Name:	Devolutions server					
Server:	http://127.0.0.1/dvls				<u> </u>	Browse
User name:	Dave	~	🗌 Always	ask user name	•	
Password:	•••••		🗌 Always	ask password		
	Test connection					
				C	Cancel	ОК

Devolutions Server Connection tab

Name	Name of the data source.
Server	Name of Devolutions Server instance.
Username	Username to connect to the data source.

Password	Password to connect to the data source.
Test connection	Test the connection with Devolutions Server to validate if the proper information has been provided.
Always ask username	Always ask for the username when connecting to the data source.
Always ask password	Always ask for the password when connecting to the data source.

SETTINGS

Conn	ection Settings	Advanced	Private Vault	
Repository:	Default		* Č	
			Can	CCEL OK

Devolutions Server - Settings tab

ADVANCED

0///	
Offline mode:	Prompt for offline mode on startup
Caching mode:	Intelligent 🗘
Ping online method:	None
Remote tools access mode:	Auto go offline Default
	Manage Cache
	Cancel OK

Devolutions Server - Advanced tab

Offline mode	Determine if you want to use this data source in Offline mode. In offline mode, the data source can be available in Read Only or in Read/Write mode.
Prompt for offline mode on startup	Every time you will connect on your data source, you will be prompt to use the data source in offline mode.
Caching mode	Determine how the entries will be reload in the data source. See <u>Caching Mode</u> topic for more information.
Ping online method	Indicate the prefer ping online. Select between:<i>None</i><i>Web request</i>
Auto go offline	If the ping online method doesn't work it will automatically go offline.

Remote tools access mode	Select your remote tools access mode between: • Local • Via data source
Manage Cache	Manage your cache on your computer to analyse, vacuum, repair or delete it. This can be very helpful when experiencing offline issues. For more information please follow this <u>link</u> .

USER VAULT

	Connection Settings Advanced Private Vault					
Connection type:	Default					
	Cancel OK					
Devolutions Server - User vault						
Connection type	Select the type of User vault to use. Select between:					
Default: use the default User vault which is stored in						

database.

	<i>None</i> : disable the User vault for all users.
	Online Drive : use a Devolutions Online Drive file (*.dod) as a User vault.

5.2.1.2 MariaDB

DESCRIPTION



Remote Desktop Manager for Mac uses MariaDB as a drop-in replacement for MySQL. It is only supported in the Enterprise edition.



For added security, you can enable SSL Encryption to communicate with your instance of MariaDB Server.

HIGHLIGHTS

- The data can be shared on a MariaDB database installed on any Operating System MySQL supports.
- Full connection log and attachments support.

SETTINGS

CONNECTION

	Connection	Advanced	Upgr	ade	Private	Vault		
Name:	MariaDB							
Host name:	192.			Port:	3306	0		
User:	david			🗌 Edit	table			
	🗸 Save passwor	ď						
Password:	•••••		8					
Schema:	rdm			Sele	ect			
Two factor:	None							
		Test Host						
		Test Schema]					
						Cancel	ОК	

MariaDB - Connection tab

Name	Name of the data source.
Host name	Name of the host (server name) where the data source will be store.
Port	Enter the port of the server name where the data source will be store.
User	Username used to access the host server.
Save password	Save the password to automatically connect to the data source without being prompted for the password every time.
Password	Password used to access the host server.

Schema	Name of the schema (database) on the MySQL server.
Two factor	Enable the <u>2-Factor Authentication</u> to access your data source.
Test Host	Test the connection with the host (server name) to validate if the proper information has been provided.
Test Schema	Test the connection with the schema to validate if the proper information has been provided.

ADVANCED

Conn	ection Advanced Upgrade Private Vault	
Offline mode:	Disabled 🗘 Prompt for offline mode on startup	
Caching mode:	Intelligent	
Auto refresh:	O Sec Disable lock	
Connection timeout:	30 C sec	
Command timeout:	60 🗘 sec	
Ping online method:	None	
	✓ Auto go offline	
	Manage Cache	
	Advanced Settings	
		-
	Cancel OK	
		_

Maria DB - Advanced tab
Offline mode	Determine if you want to use this data source in Offline mode. With this mode, the data source can be available in Read Only or in Read/Write mode.
Prompt for offline mode on startup	Every time you will connect to your data source, you will be prompted to use the data source in offline mode.
Caching mode	Determine how the entries will be reloaded in the data source. See <u>Caching Mode</u> topic for more information.
Auto refresh	Set the interval for the automatic refresh.
Connection timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Ping online method	Indicate your prefer ping online method. Select between: None Port Scan
Auto go offline	If the ping online method doesn't work it will automatically go offline.
Manage Cache	Manage your cache on your computer to analyse, vacuum, repair or delete it. This can be very helpful if you have offline issues. For more information please follow this <u>link</u> .
Advanced Settings	Directly edit the connection string values.

UPGRADE

Connection	Advanced	Upgrade	Private Vault	
C	Test Host			
Cr	eate Schema			
Up	date Schema			
Т	est Schema			
View	upgrade script			
			Cancel	ОК

MariaDB - Upgrade tab

Test Host	Test the connection with the Host (server name) to validate if the proper information has been provided.
Create Schema	Create the schema (database) on the MariaDB server to use Remote Desktop Manager for Mac.
Update Schema	Update the schema (database) on the MariaDB server, if required, to use Remote Desktop Manager for Mac.
Test Schema	Test the connection with the schema (database) to validate if the proper information has been provided.
View upgrade script	Display the upgrade script.

USER VAULT

(Connection	Advanced	Upgrade	Private Vault		
Connection type:	De	fault				3
				Cancel	ОК	

MariaDB - User vault

Connection type	Select the type of User vault to use. Select between:
	Default : use the default User vault which is stored in the database.
	<i>None</i> : disable the User vault for all users.
	Online Drive : use a Devolutions Online Drive file (*.dod) as a User vault.

5.2.1.3 MySQL

DESCRIPTION

ĥ

Remote Desktop Manager for Mac uses a MySQL database to store the session data. It's only supported in the Enterprise edition.

For added security, you can enable SSL Encryption to communicate with your instance of MariaDB Server.

Please follow directions given in those links:

https://dev.mysql.com/doc/connector-net/en/connector-net-tutorialsssl.html

HIGHLIGHTS

- The data can be shared on a MySQL database installed on any Operating System MySQL supports.
- Full connection log and attachment support.
- Integrated Security support. (Requires a v5.5.16 commercial distribution of MySQL).

SETTINGS

CONNECTION

	Connection Advanced Upgrade Private Vault
Name:	муsqц
Host name:	192 Port: 3306 C
	Integrated security (Active Directory) Integrated security requires v5.5.16 commercial distributions of MySQL
User:	root Editable
	✓ Save password
Password:	····· <i>P</i>
Schema:	RDM1 Select
Two factor:	None
	Test Host
	Test Schema
	Cancel

MySQL - Connection tab

Name	Name of the data source.
Host name	Name of the server where the data source will be store.
Port	Enter the port to connect on MySQL server.
Integrated Security	When enabling the Integrated Security, the user and password field will be disabled because the operating system will provide a cached copy automatically. Please see <u>Integrated Security</u> for more information.

User	Username to access the MySQL server.
Password	Password to access the MySQL server.
Schema	Name of the schema on the MySQL server for the utilization of Remote Desktop Manager for Mac.
Two factor	Enable the <u>2-Factor Authentication</u> to access your data source.
Test Host	Test the connection with the Host (server) to validate if the proper information has been provided.
Test Schema	Test the connection with the schema to validate if the proper information has been provided

ADVANCED

Conn	ection Advanced Upgrade Private Vault
Offline mode:	Disabled
	Prompt for offline mode on startup
Caching mode:	Intelligent
Auto refresh:	0 0 sec
	Disable lock
Connection timeout:	30 0 sec
Command timeout:	60 🗘 sec
Ping online method:	None
	V Auto go offline
	Manage Cache
	Advanced Settings
	Cancel OK

My SQL - Advanced tab

Offline mode	Determine if you want to use this data source in Offline mode. In this mode, the data source can be available in Read Only or in Read/Write mode.
Prompt for offline mode on startup	When Remote Desktop Manager for Mac is start, you will be prompt to go offline or not.
Caching mode	Determine how the entries will be reload in the data source. See <u>Caching Mode</u> topic for more information.
Auto refresh	Set the interval for the automatic refresh.

Disable lock	Disable the option to lock the data source directly. You can still lock the application but you won't be prompted for the database password if this option is disabled.
Connection timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Ping online method	Indicate your prefer ping online method. Select between: • None • Ping • Port Scan
Auto go offline	If the ping online method doesn't work it will automatically go offline.
Manage Cache	Manage your cache on your computer to analyse, vacuum, repair or delete it. This can be very helpful if you have offline issues. For more information please follow this <u>link</u> .
Advanced Settings	Edit the connection string values directly.

UPGRADE

Connection Advanced Up	grade Private Vault	
Test Host		
Create Schema		
Update Schema		
Test Schema		
View upgrade script		
	Cancel	ОК

MySQL - Upgrade tab

Test Host	Test the connection with the host (server) to validate if the proper information has been provided.
Create Schema	Create the schema on the MySQL server to use Remote Desktop Manager for Mac.
Update Schema	Update the schema on the MySQL server, if required, to use Remote Desktop Manager for Mac.
Test Schema	Test the connection with the schema to validate if the proper information has been provided.

View upgrade script	Display the upgrade script.

USER VAULT

	Connection	Advanced	Upgrade	Private Vault	
Connection type:	Def	fault			
				Cancel	ОК

MySQL - User vault

Connection type	Select the type of User vault to use. Select between:

Default : use the default User vault which is stored in the database.
<i>None</i> : disable the User vault for all users.
Online Drive : use a Devolutions Online Drive file (*.dod) as a User vault.

5.2.1.4 Online Database

DESCRIPTION

Please consult topic Online Database for information on this service.

SETTINGS

CONNECTION

	Connection Private Vault Advanced		
Name:	DODB - DemoTraining		
Email:	jknafo@devolutions.net		
Password:	Always ask email Create a new account		
	Always ask password		
Data source (Database):	DemoTraining Select Create a new data source online		
Data Source ID:	a28504		
Server:	https://cloud.devolutions.net		
Two factor:	None		
	Navigate website		
	Cancel OK		

Devolutions Online Database - Connection tab

Name	Name of the data source.
Email	Email address used to connect online.
Always ask email	Always ask for email when connecting to the data source.
Password	Password to connect to the data source.
Always ask password	Always ask for password when connecting to the data source.

Data source (Database)	Name of the data source created online. You must use the ellipsis button to select it from the list of online data sources available to the entered email.
Data Source ID	Unique Key to identify the data source.
Server	Enter the server hostname.
Two factor	Enable the <u>2-Factor Authentication</u> to access your data source.
Navigate website	Navigate directly to the Devolutions Account website.

ADVANCED

Connecti	on Private Vault A	dvanced
Offline mode:	Disabled	
	Prompt for offline mo	de on startup
Caching mode:	Intelligent	O
Ping online method:	None	O
	Disable lock	
	Manage Cache	
		Cancel OK

Devolutions Online Database - Advanced tab

Offline mode	Determine if you want to use this data source in offline mode. In offline mode, the data source can be available in Read Only or in Read/Write mode.
Prompt for offline mode on startup	Set the interval for the automatic refresh.
Caching mode	Determine how the entries will be loaded from the data source. See <u>Caching Mode</u> topic for more information.
Ping online method	Indicate the prefer ping online. Select between: • <i>None</i>

	• Web request
Manage cache	Manage your cache on your computer to analyse, vacuum, repair or delete it. This can be very helpful if you have offline issues. For more information please follow this <u>link</u> .

USER VAULT

	Connection Private Vault Advanced
Connection type:	Default ✓ None Online Drive
	Cancel
	Develutions Online Database User vault

Devolutions Online Database - User vault

Connection type	Select the type of User vault to use. Select between:
	Default : use the default User vault which is stored in the database.
	<i>None</i> : disable the User vault for all users.
	Online Drive : use a Devolutions Online Drive file (*.dod) as a User vault.

5.2.1.4.1 Activate Subscription (Register)

DESCRIPTION

Please consult topic <u>Online Database Subscription Activation</u> for information on this service.

5.2.1.4.2 Activate Online Data Source Trial

DESCRIPTION

Please consult topic <u>Online Database Trial Subscription Activation</u> for information on this service.

5.2.1.5 Password Hub Business

DESCRIPTION

Devolutions Password Hub Business, for businesses who need to share passwords and credentials within their organization.

Please consult our <u>website</u> for more information on this service.



To start your free Devolutions Password Hub Business trial today click <u>here</u>.

SETTINGS

GENERAL

	General	VPN	Advanced	
Name:		_		
Username:				
Host:				*
				Cancel OK

Name	Name of the data source.
Username	Your Devolutions Account email address.
Host	Copy in the <i>Host</i> your Devolutions Password Hub Business URL (ex: https://windjammer.devolutions.app/) or click on the gear to get a drop down list to select from.

VPN

Open a VPN to access your data prior to connecting to your <%DS%>.

	General VPN Advanced	
Type:	On first connect	
RDM File:		* 🕑
Override credentials		
Username:		
Domain:		
Password:		
		0
		Cancel

ADVANCED

Set the interval for the automatic refresh.

	General VPN Advanced	
Auto refresh	600 C sec	
		Cancel

5.2.1.6 SQL Server (MSSQL)

DESCRIPTION

Remote Desktop Manager for Mac uses the power of Microsoft SQL Server to save and manage all sessions.

Supported Microsoft SQL Server:

- 2019 on Windows and Linux (all editions)
- 2017 on Windows and Linux (all editions)
- 2016 Service Pack 2
- 2014 Service Pack 3
- 2012 Service Pack 4

We also support the following features:

- Always on availability group
- Clustering
- Log Shipping
- Database mirroring

HIGHLIGHTS

- Supports user management with a superior security model.
- Supports Offline mode for when the server or network is unavailable.
- Supports full entry logs and attachments.



A proper database backup strategy should be implemented to minimize possible data loss, please refer to Backups topic.

Active directory in a SQL Server data source is no longer supported in Remote Desktop Manager for macOS.

Depending on the Recovery Model of the underlying database, some maintenance operations may have to be scheduled to run regularly in order to maintain the health of the database. Please consult <u>Recovery Model</u>.



Using **Database Login** is inherently less secure because it means that the end user can connect directly to the database using any tool available. We do have table and column level security, but security conscious organizations would consider this unacceptable. It is recommended to use our **Custom login** model.

CONFIGURATION

Consult the <u>Configure SQL Server</u> topic for more information on the configuration.

SETTINGS

CONNECTION

	Connection	Settings	Advanced	Upgrade	Private Vault)
						_
Name:	DevWind				SQL Server	0
Server:	vwind					
	(Local) or IP or	Server name		_		
	Database lo	gin		<u></u>		
User:	David				Editable	
Domain:						
	Save pass	word				
Password:				8		
, aconorai						
Database:	new				Browse	
Two factor:	None					
		Tes	st Server			
		Test	Database			
					Canaal	014
					Cancel	OK

SQL Server - Connection tab

Name	Name of the data source.
Server	Name of the server where the data source will be store.
SQL Server	Select your data source between the SQL Server or SQL Azure.
Login Mode	Specify the authentication mode to use. Select between: Database login

	Custom login
User	Username to access the SQL server.
Domain	Domain to access the SQL server.
Save password	By saving the password for your data source you will connect automatically to your SQL Server without having to enter your password every time.
Password	Password used to access the SQL server.
Database	Name of the database on the SQL server for the utilization of Remote Desktop Manager for Mac.
Two factor	Enable the <u>2-Factor Authentication</u> to access your data source.
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.

SETTINGS

Connection S	ettings	Advanced	Upgrade	Private Vault	
Repository: Auto refresh: Ping online method:	Default 0 None Auto go Disable	o offline lock		* C	
				Cancel	ОК

SQL Server - Settings tab

Repositor y	If using Repositories click on the ellipsis to select the proper Repository.
Auto refresh	Set the interval for the automatic refresh.
Ping online method	Indicate the prefer ping online method. Select between: • <i>None</i> • <i>Ping</i>

	• Port scan
Auto go offline	Use the data source in offline mode when the ping method does not respond.
Disable lock	Disable the option to lock the data source directly. You can still lock the application but you won't be prompted for the database password if this option is disabled.

ADVANCED

Connection	Settings	Advanced	Upgrade	Private Vault	
Offline mode:	Read/writ	te	0		
Caching mode:	Intelligen	tor offline mo	de on startu	D	
Connection timeout:	30 0	sec			
Command timeout:	60 0	sec			
	Allow be	eta database	upgrade		
	Mana	ge Cache			
	Advanc	ed Settings			
				Cancel OK	

SQL Server - Advanced tab

Offline mode	Determine the Offline mode availability. Select between: • <i>Disabled</i> • <i>Read-only</i> • <i>Read/write</i>
Prompt for offline mode on startup	Ask to use the data source in offline mode when the user connects to the data source.

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Caching mode	Determine how the entries will be reloaded in the data source. For more information, please consult the <u>Caching Mode</u> topic.
Auto refresh	Set the interval for the automatic refresh.
Connectio n timeout	Waiting time before a connection timeout.
Command timeout	Waiting time before a command timeout.
Allow beta database upgrade	Allow beta upgrade of the database (when using a beta version of Remote Desktop Manager).
Manage Cache	Manage your cache on your computer to analyse, vacuum, repair or delete it. This can be very helpful if you have offline issues. For more information please follow this <u>link</u> .
Advanced Settings	Edit the connection string values directly.

UPGRADE

Connection	Settings	Advanced	Upgrade	Private Vault
	Te	st Server		
	Creat	te Database		
	Updat	te Database		
	Test	Database		
	View up	arade script		
	view up	grade script		
				Cancel

SQL Server - Upgrade tab

Test Server	Test the connection with the server to validate if the proper information has been provided.
Create Database	Create the database on the SQL server to use Remote Desktop Manager.
Update Database	Update the database on the SQL server, if required to use Remote Desktop Manager.
Test Database	Test the connection with the database to validate if the proper information has been provided.

View upgrade script	If you wish to to process Database upgrade by hand instead of automatically you may use the upgrade script to do so.

USER VAULT

Connection	Settings	Advanced	Upgrade	Private Vault	
Connection type:	✓ Default None Online D	rive			
				Cancel OK	

SQL Server - User vault

Туре	Select the type of User vault to use. Select between:

	Default: use the default User vault, which is stored in the database.
	<i>None</i> : disable the User vault for all users.
	Online Drive : use a Devolutions Online Drive file (*.dod) as a User vault.

5.2.1.6.1 Configure SQL Server

DESCRIPTION

1. Install SQL Server or SQL Server Express.



Newly installed SQL Server instances do not allow remote connections. Please follow the directions in <u>SQL Server</u>.

For added security, you can enable SSL Encryption to communicate with your instance of SQL Server. However, due to a framework limitation, this is not compatible with our iOS and Android versions of Remote Desktop Manager for Mac. Please follow directions on <u>https://support.microsoft.com/en-us/kb/316898</u>.

2. Click on the *setting* button in the Navigation Pane or go in *File - Data Sources*.



3. Click on the *plus* to Add a New Data Source.

		RDMO - DemoTraini	Domain:		
		RDMO - Devolutions	Deceword	Save password	9
		a	Password.		
		RDMO - Devolutions	Database:	Nere	Browse
	2	RDMO - DODB Free	Two factor:	None	
		DOD - DODB Lab		Test Server	
(+)-			Test Database	
_					
C	On star	t up: Last used data sou	rce ᅌ		

Data Source - Add a new data source

4. Select Microsoft SQL Server.

All Individual Team	00 U	Amazon S3 Enterprise	2	Devolutions Online Database Enterprise
	5	Devolutions Online Drive Free	٦	Devolutions Server Enterorise
	₩	Dropbox Enterorise	ł	Ftp Enterprise
	1	MariaDB Enterprise	()	Microsoft SQL Server Enterprise
	~	11.00		0.770
				Cancel OK
		Select SQL Server of	lata sour	ce

5. Provide the connection information for the SQL Server with a user having enough privileges to create the database.

	Connection	Settings	Advanced	Upgrade	Private Vault)
Name:	DevWind				SQL Server	0
Server:	vwind: (Local) or IP or Se	erver name				
	Database log	in		0		
User:	David				Editable	
Domain:						
December	Save passw	ord				
Password:	•••••			~		
Database:	new				Browse	
Two factor:	None					
		Tes	st Server			
		Test	Database			
					Cancel	ОК

SQL Server data source configuration

6. Select the *Upgrade* tab and click the *Create Database* button. If the database is already created on the SQL Server, press the *Update Database* button to create the appropriate tables in the database.

Connection Settings Advanced Upgrade Private Vault	
Test Server	
Update Database	
View upgrade script	
Cancel	ОК

SQL Server - Upgrade tab

7. Once the database is created, create a Remote Desktop Manager administrator account via the <u>Administration - Users</u> menu.

If the database is created using a system administrator (example: SA), we recommend to keep this user only for the database creation and the <u>database upgrade</u>. A Remote Desktop Manager administrator account must be created first. Then, regular users are created with this administrator account.

8. Connect to the SQL Server data source with the Remote Desktop Manager administrator account. To do so, go in *File - Data Source* and click on the setting button to edit the data source used to create the database and change the login information for the administrator account created with Remote Desktop Manager.

-	Connection Settings Advanced Upgrade	
Name:	DevWind	SQL Server ᅌ
Server:	(Local) or IP or Server name	
	Database login	
User:	rdmadministrator	Editable
Domain:		
	Save password	
Password:	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
Database:	new	Browse
Two factor:	None	
	Test Server	
	Test Database	
	Cancel	ОК

SQL Server - Connection tab - User

The SQL Server data source is now correctly configured.

5.2.1.6.2 Recovery Model

DESCRIPTION

SQL Server backup and restore operations occur within the context of the recovery model of the database. Recovery models are designed to control transaction log maintenance. A recovery model is a database property that controls how transactions are logged, whether the transaction log requires (and allows) backing up, and what kinds of restore operations are available. Three recovery models exist: *simple*, *full*, and *bulk-logged*. Typically, a database uses the full recovery model or simple recovery model. A database can be switched to another recovery model at any time.

If the Recovery Model is set to Full, it is critical that regular backup of BOTH the database and the transaction log are performed Not performing these backup will result in the database files to increase in size at an alarming rate. This will severely impact the performance in the long run.

•

For further information regarding SQL Recovery Models, refer to <u>https://msdn.microsoft.com/en-CA/library/ms189275.aspx</u>.

5.2.1.6.3 Encrypting Connections to SQL Server

DESCRIPTION

To ensure that the communication between Remote Desktop Manager for Mac and the SQL Server database is encrypted, an extensive procedure must be followed on the SQL Server instance.

Please consult this Microsoft technet article that provides detailed instruction: Encrypting Connection so SQL Server (technet).

After it has been properly configured, the only modification to perform in Remote Desktop Manager is to set a property in the Advanced Settings of the data source.

Procedure

1. Create or edit an SQL Server data source, access the Advanced tab and click the Advanced Settings button
| Connection | Settings Advanced | Opgrade Private Vau | lt |
|---------------------|---------------------|---------------------|----|
| Offline mode: | Read/write | O | |
| Caching mode: | Intelligent | con startup | |
| Connection timeout: | 30 🗘 sec | | |
| Command timeout: | 60 🗘 sec | | |
| (| Allow beta database | upgrade | |
| (| Manage Cache | | |
| | Advanced Settings | \supset | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | Cancel | ОК |

SQL Server - Advanced tab

2. Set the **Encrypt** property value to **true**. Click on **OK** to validate.

Setting Name	Value
Connection Lifetime	
Encrypt	true
Failover Partner	
Load Balance Timeout	
Max Pool Size	
Min Pool Size	
Network Library	
Packet Size	
Replication	
TrustServerCertificate	
Workstation ID	
	Cancel

SQL Server - Advanced Settings

5.2.2 Dropbox

DESCRIPTION

Remote Desktop Manager for Mac uses the Dropbox API to retrieve a XML file from the configured repository. There is no need to install the Dropbox client on the machine to open the data source. It is also possible to configure more than one Dropbox account on the same machine.



The Dropbox integration uses the Dropbox SDK, so any features that are exclusive to the Business or Enterprise editions are NOT supported.

HIGHLIGHTS

- This data source can be shared over the Internet between multiple locations
- The data source supports auto refresh
- This is a file-based data source, based on the XML data source
- To avoid data corruption the session list should be modified in one location at a time
- No need to have the Dropbox client installed to use the Dropbox data source
- Each Dropbox data source can use a different Dropbox account



Although it can be shared between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a *single user using multiple computers, not multiple users*.

SETTINGS

CONNECTION

	Connection Advanced	
Name:	Dropbox	
Mode:	Account	0
Email:		
Account status:	The account is not validated yet.	
	Validate with Dropbox	
Dropbox directory:		
File name:	connections.xml The file will be created if it does not exist Compress database file	
	(Cancel OK

Dropbox - Connection tab

Remote Desktop Manager for Mac support the 2-Factor Authentication of Dropbox. When the button *Validate with Dropbox* is press and the 2-Factor Authentication is enable in Dropbox, a first box will open and ask for the Dropbox account password. After, a second box will open to enter the security code. The security code can be received by SMS or generated by Google Authenticator.

Name	Name of the data source.
Mode	Select the mode that is preferred to configure the data source. Select between: • Account

	• Local
Email	Contains the email address associated with the Dropbox account.
Validate with Dropbox	Validate the email address with the Dropbox account.
Dropbox directory	Indicate the folder in Dropbox. It should not contains any drive since it's stored online. Leave it empty to use the default Dropbox root.
Filename	Indicate the filename used to store the data on the data source.
Compress database file	Activate this option if you wish to compress your database file.

ADVANCED

Auto refresh:	Connection Advanced Always ask for password Disable reveal password Allow offline mode 300 300 C Manage Cache Manage Cache
ID:	
	Cancel OK

Dropbox - Advanced tab

Always ask for password	Always ask for password when connecting to the data source.
Disable reveal password	Disable the reveal password feature when a user access this data source.
Allow offline mode	Allow the data source to be used in Offline mode.
Auto refresh	Set the interval to use between each automatic refresh.
Manage Cache	You can clear the output, analyse, repair or delete the cache of your Dropbox. For more information please follow this <u>link</u> .

5.2.3 Online Drive

DESCRIPTION

The Online Drive stores and synchronizes your remote connections and credentials data in our Cloud services. You can access your sessions from anywhere via an Internet connection.

It is an online file storage service dedicated to a single file type, Remote Desktop Manager's connection list. Online Drive is completely free and has no limitations as to how many sessions you might have, it is for **single users** as it cannot share files.

Please consult topic Online Drive for information on this service.



Since this service is hosted in the cloud, we strongly recommend that you further encrypt your data by applying a Master key. This will ensure that the file will be unreadable by no one but you.



Even thought this is a cloud service, you MUST use our Online Backup service to keep history of your data. Devolutions offers a free backup service, and we do not maintain multiple versions of the Online Drive content. This makes it critical that you enable the backup feature. This service will keep multiple versions of your file and is the best option.

SETTINGS

CONNECTIONS

Name: Devolutions Online Drive Email: training@devolutions.net Password: •••••••• Password: ••••••• Always ask for password Forgot password Create a free account Browse Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net		Connection Backup Configuration	on Advanced
Name: Devolutions Online Drive Email: training@devolutions.net Password: Forgot password Always ask for password Forgot password Create a free account Create a free account Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net			
Email: training@devolutions.net Password: Forgot password Always ask for password Create a free account Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net	Name:	Devolutions Online Drive	
Password: •••••••• Always ask for password Create a free account Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net	Email:	training@devolutions.net	
 Always ask for password Create a free account Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net 	Password:	•••••	Forgot password
Create a free account Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net		Always ask for password	
Filename: connections.dod Browse The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net Server: Server:		Create a free account	
The file will be created if it does not exist Test Connection Server: https://cloud.devolutions.net	Filename:	connections.dod	Browse
Test Connection Server: https://cloud.devolutions.net		The file will be created if it does not exist	
Server: https://cloud.devolutions.net		Test Connection	
	Server:	https://cloud.devolutions.net	S

Online Drive - Connection tab

Name	Name of the data source.
Email	Contains the email address associated with the Devolutions Account.
Password	Password used to access the Devolutions Account.
Forgot password	Click this link if you have forgotten the password associated to the Devolutions Account. This will redirect you to the Devolutions Account web page to reset your password.
Always ask for password	Prompts for the password every time a connection to the Online Drive is attempted.
Create a free account	Create a new Devolutions Online account.

Filename	Indicate the filename used to store the data on the data source.
Test Connection	Test the connection with Devolutions Online Drive to validate if the proper information has been provided.

BACKUP

Please consult the <u>Online Backup</u> topic for more information on this service.

	Connection	Backup Configuration	Advanced
	_		
Online Backup	<u></u>		
Backup name:		Select	
Learn more a	bout Online Ba	ckup	

Online Drive - Backup Configuration

Backup	Choose the backup mode. Select between:
	 <i>None</i>: No backup of your data source will be created. <i>Online Backup</i>: An Online Backup (using <u>Online Backup</u> Service) will automatically be created.
	,

	• Save to file : Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.
Backup name	Specify the backup name that will allow you to automatically save your sessions in a safe online storage space and restore them in the event of problems.

ADVANCED

	Connection	Backup Configu	ation Advanced		
Disab Allow Alway Master key:	ole reveal passw offline mode ys ask master k	vord ey			
	custom images	S			
Auto refresh:	30	0			
Cle		e			
				Cancel	ОК
			A 1 1 1 1		

Online Drive - Advanced tab

Disable reveal password	Disable the reveal password feature when a user access this data source.
Allow offline mode	Allow the data source to be used in Offline mode.

Always ask master key	Always ask for master key when connecting to the data source.
Master key	Enter the Master key that will be used before opening the data source.
Allow custom images	Allows the user to use custom images. Too many custom images could dramatically increase the size of the data source and increase the load time at the same time.
Auto refresh	Set the interval for the automatic refresh
Clear Offline Cache	Clear the offline cache on your computer. This can be very helpful when encountering offline issues.

5.2.4 Password Hub Personal

DESCRIPTION

Devolutions Password Hub Personal, for individual users who want to secure personal passwords in a secure vault for free.

Please consult our <u>website</u> for more information on this service.

SETTINGS

GENERAL

	General	VPN	Advanced)	
Name:				Create an account for free	
Username:					
				Cance	ОК

Name	Name of the data source.
Username	Your <u>Devolutions Account</u> email address. You can create one for free, just follow the link provided.

VPN

Open a *VPN* to access your data prior to connecting to your <%DS%>.

RDM File:	on mot connect			* 🕞
Override credentials				-
Username:				
Domain:				
Password:				

ADVANCED

This is the **Server** address.

	General VPN Advanced
Server:	
	Cancel

5.2.5 SQLite

DESCRIPTION

Remote Desktop Manager for Mac SQLite data source is *ideal for single user in a stand alone situations*. More powerful and more flexible than the XML file format, it also supports a few of the advanced data source options like Logs and Attachments.

HIGHLIGHTS

- Full connection log and attachments support
- The Online Backup Service is available for this data source



All passwords are encrypted by default by Remote Desktop Manager for Mac. You can specify a custom password to fully encrypt the content of the SQLite database.



Password recovery is not possible, the data will be unrecoverable if you cannot authenticate. Please ensure you backup the password in a safe place.

SQLite supports an unlimited number of simultaneous readers, but will only allow one writer at any instant in time. For this reason Remote Desktop Manager for Mac does not support sharing an SQLite data source between several users by storing it on a network drive. If you want to share your data and work in a team environment with your colleagues, please use one of the <u>Advanced Data Sources</u>. Please consult <u>SQLite.org</u> for more information.

PASSWORD MANAGEMENT

You can specify a password to further encrypt your data, you must enter your password when creating your SQLite data source.

SETTINGS

CONNECTION

		Connection	Backup	Advanced	Maintenance	
		Connection	Баскир	Auvanceu	Maintenance	·
Name	SQLite					
Database	lutions.remo	tedesktopmana	ger/Conne	ctions1.db	Browse	
	Secure wi	th password				
Password	:					
	Always as	k password				
Two factor	None					
D:						
						Cancel

SQLite - Connection tab

Name	Name of the data source.
Database	Indicates the filename of the SQLite database (.db).
Password	Specify a password to further encrypt your data source.
Secure with password	Secure the data source with a password. This is used to encrypt the database content and it cannot be recovered if lost.
Always ask password	Always ask for the password when connecting to the data source.
Two Factor	Enable the 2-Factor Authentication to access your data source.

BACKUP

		Connection	Backup	Advanced	Maintenance)	
Online Backup	D	0					
Backup name:			Select	:			
	Learn More	About Online B	ackup				
						Cancel	ОК

SQLite - Backup tab

	DESCRIPTION
Backup	 Select between: <i>None</i>: No backup of your data source will be created. <i>Online Backup</i>: An Online Backup (using Online Backup
	 Service) will automatically be created. Save to file: Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.
Backup name	Specify the backup name that will allow you to automatically save your sessions in a safe online storage space and restore them in the event of problems.

ADVANCED

	Connection	Backup	Advanced	Maintenance)
Auto refresh:	0	Sec			
Command timeout:	60 0	sec			
	Disable reve	eal passwo hing	rd		
	_ Diouble due	Advancer	Sattings		
		Auvanced	Settings		
ID:					
					Cancel



Auto refresh	Set the interval for the automatic refresh.
Command timeout	Waiting time before a command timeout.
Disable reveal password	Disable the reveal password feature when a user access this data source.
Disable caching	Entries will be reload in Simple mode in the data source. See <u>Caching Mode</u> topic for more information.
Advanced Settings	Use to directly modify the connection string value.

MAINTENANCE

	Connection	Backup	Advanced	Maintenance]	
		Manage	SQLite File			
		Va	cuum			
D:						
					Cancel	OK



Manage SQLite File	Manage all your SQLite file to analyse, vacuum, repair or delete them. For more information please follow this <u>link</u> .
Vacuum	Used to compress and clean up the current database file.

5.2.6 WebDav

DESCRIPTION

With the WebDav data source, Remote Desktop Manager for Mac downloads and uploads the session settings directly from a file located on a WebDav site.

Settings

	Connection	Advanced	
Name:	WebDav		
Host:			Port: 80 👳
	Use SSL		
Username:			
Password:		•	
	Always ask for password		
Directory:			
Filename:			
	Read-only		
			Cancel OK

WebDav - Connection tab

Name	Name of the data source.
Host	Host name or IP address of the remote device.
Port	Port of the remote device.
Use SSL	Use an SSL connection.
Username	Account username to access the remote device.
Password	Password to access the remote device.
Always ask for password	Always ask for the password when connecting to the data source.

Directory	Enter the starting directory.
Filename	Enter the file name. If it does not exist, it will automatically be created.
Read-only	Set the data source in read only. No new entry can be created and the existing data can't be edit.

5.2.7 XML

DESCRIPTION



Remote Desktop Manager for Mac saves the settings directly in a file with the XML format.

HIGHLIGHTS

- It is a free data source.
- It's possible to configure an auto refresh interval.
- The <u>Online Backup Service</u> is available for this data source.



Although it can be share between multiple locations, there is no conflict management for the configuration. If you share with other users you may get update conflicts and run into issues. This data source type is meant for a single user using multiple computers, not multiple users.



All passwords are encrypted by default. You can specify a custom password (master key) to fully encrypt the content of the file.It's impossible to recover the data if the master key is lost. Please make sure to remember or backup the master key in a safe place.

SETTINGS

CONNECTION

	Connection Backup Advanced
Name:	XML
File name:	olutions.remotedesktopmanager/Connections.xml Browse
	The file will be created if it does not exist
ID:	
	Cancel
	XML - Connection tab

Name	Name of the data source.
Filenam e	Specify the full path of the XML file used to save the data. Relative paths and environment variables can be used as well.

BACKUP

	Connection Backup	Advanced		
Online Backup	0			
Backup name: Learn more about	Select Online Backup			
ID:				
			Cancel	ОК



Backup	Choose between:
	• <i>None</i> : No backup of your data source will be created.
	 Online Backup: An Online Backup (using Online Backup Service) will automatically be created.
	 Save to file: Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.
Backup name	Specify the backup name that will allow you to automatically save your sessions in a safe online storage space and restore them in the event of problems.

ADVANCED

Connection Backup	p Advanced
 Auto refresh on file change Read-only Disable reveal password Always ask master key Master key: Allow custom images 	
	Cancel

XML - Advanced tab

OPTION	DESCRIPTION
Auto refresh on file change	Indicate if the application monitor the file changes to automatically refresh the data source.
Read-only	Set the data source in read only. No new entry can be created and the existing data cannot be edit.
Disable reveal password	Disable the reveal password feature when a user accesses this data source.
Always ask master key	Always ask the Master key before opening the data source. This is used to encrypt the XML content and it could not be recovered if lost.
Master key	Enter the Master key that will be used before opening the data source.
Allow custom images	This will enable the loading of any custom images in the tree view.

5.3 Import/Export Data Source

DESCRIPTION

To simplify deployment for multiple users, it is possible to export and import data source configurations. The generated .rdd file contains all the information to recreate the configuration. Please note that the .rdd file does not include the database content. Only the configuration is exported. Use the entries <u>Export</u> functionality to backup or copy the database's content.

Use the data source dialog (*File-Data Sources...*) to access the import or export of the file.J

5	Devolutions Online Drive		Connection Backup Advanced
٦	Devolutions server	Name:	Devolutions Online Drive
	Devilling	Email:	jknafo@devolutions.net
ſ		Password:	••••• Forgot password
P	DevWindPat		Always ask for password Create a Free Account
>	Dropbox	Filename:	Browse
	Instal Data Causes		The file will be created if it does not exist
Į			Test Connection
1_	MariaDB	Server:	https://cloud.devolutions.net

Data Sources - Import/Export

A locked data source can be exported and imported, but its content will not be accessible for use unless a password is entered when the data source is selected. See <u>Lock Data Source</u> for more information.

5.4 Lock Data Source

LOCK DATA SOURCE

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To protect sensitive data in your data source configuration (e.g. server URL or credentials), you may wish to lock the data source configuration before you deploy it to your users. You can do it by using the Lock/Unlock button from the toolbar.

SETTINGS

Devolutions Online Drive		Connection	Backup Adv	anced	
Devolutions server	Name:	Devolutions Online Drive			
	Email:	jknafo@devolutions.net			
	Password:	****		Forgot password	
DevWindPat		Always ask for password			
		Create a Free Account			
	Filename:			Browse	
		The file will be created if it does	not exist		
		Test Connection			
MariaDB	Server:	https://cloud.devolutions.net		× (5)	
- * • • • • • • • •					

Data Sources - Lock data source

The locked data source will require a password to be unlocked which must be specified when the lock is applied. Use the same password to unlock it in order to modify the data source configuration.

Password:	•••••		
Re-enter password:	•••••		
		Cancel	Lock
	Lock data source dialog		

There is **NO way** of unlocking the data source if the password is lost or forgotten. In such an event, you will need to configure a new data source. However the content of the database will **not** be lost.

5.5 2-Factor Authentication

DESCRIPTION

This feature is only available for the following data sources: <u>SQLite</u>, <u>Devolutions Online Database</u>, <u>Devolutions Server</u>, <u>MariaDB</u>, <u>SQL Server</u> and <u>MySQL</u>.

The **2-Factor Authentication (2FA)** provides unambiguous identification of users by means of the combination of two different components. These components may be something that the user knows or something that the user possess.

The use of two-factor authentication is used to prove one's identity is based on the premise that an unauthorized actor is unlikely to be able to supply both factors required for access. If in an authentication attempt at least one of the components is missing or supplied incorrectly, the user's identity is not established with sufficient certainty then access to the asset being protected by two-factor authentication will remain blocked.

Remote Desktop Manager has implemented two-factor authentication to our data sources using <u>Google Authenticator</u>, <u>Yubikey</u> and <u>Duo</u>.

1. When creating your data source select your 2-Factor Authentication method. To modify the option, click on *None*.

	Connection A	dvanced	Upgrade	
Name:	DevWind			
Server:	(Local) or IP or Server name	9		
	Integrated security (/	Active Direct	tory)	
User:	David			Editable
Domain:				
Password:	Save password		8	
Database:	new			Browse
Two factor:	None			Diowsciii
	Te	est Server		
	Tes	t Database		
ID: 354F4BC2-6	9FD-44E8-9E59-4659A	C056135		
			Cancel	ОК
	SQL Server	- Connectior	n tab	

2. In the next window click on *Change*.

>	2-Factor Configuration	
Туре:	None Change	
		Close
	Two Factor Configuration	

3. Choose the type of 2-Factor Authentication you wish to use from our supported providers.

9	2-Factor Configuration	
Туре:	✓ None Google Authenticator Yubikey Duo	
		Close

Two-Factor Configuration

4. Once you have selected your 2-Factor Authentication click on save to start the configuration.

For more information on the different 2-Factor Authentication method please see:

- Google Authenticator
- Yubikey
- <u>Duo</u>
- 5.5.1 Google Authenticator

DESCRIPTION

Remote Desktop Manager for Mac allows you to use *Google Authenticator* as a <u>2-</u> <u>Factor authentication</u> to provide an additional security layer when opening a data source.

SETTINGS

Before you start the configuration, make sure you have installed the <u>Google Authenticator</u> application on your Android device, Blackberry or on your Apple product (iPhone, iPad or iPod Touch).

1. Select Google Authenticator as your 2-Factor Authentication and click on Apply.



2-Factor Configuration - Google Authenticator

2. Once you have installed the application, scan the QR code on your screen with the Google Authenticator application to set up Remote Desktop Manager for Mac in Google Authenticator. When Remote Desktop Manager for Mac is configured with Google Authenticator, enter the Validation code provided by Google Authenticator and click on *Validate*.

Goog	le Authenticator Setup
Secret key:	H2bh/PQeWB
Account:	354F4BC2-89FD-44E8-9E59-4659AC056135
Validation code:	
	Cancel Validate

Google Authenticator Setup

2. Relaunch Remote Desktop Manager for Mac and select the protected data source to be prompted for the Google Authenticator code.



Google Authenticator generates a new validation code every 30 seconds. Please consult your device application documentation for more details.

5.5.2 Yubikey

DESCRIPTION

Remote Desktop Manager for Mac allows you to configure a Yubikey as a <u>2-Factor</u> <u>authentication</u> to provide an additional layer of security when opening a selected data source.



SETTINGS



Before you start the configuration, make sure you have a <u>Yubikey</u> in your possession.

1. Select Yubikey as your 2-Factor Authentication, click on *Apply*.

3	2-Factor Configuration	
Туре:	Yubikey Apply Cancel	
		Close
	2-Factor Configuration	

2. Insert the Yubikey into a USB port of your computer and hold the gold button on the Yubikey to have the code filled in the field and click on **Save**.

Ø	Yubikey setup
Yubikey:	
	Cancel Save

Yubikey Authentication

3. Relaunch Remote Desktop Manager for Mac and select your protected data source to be prompted for the Yubikey code.

0	Application login	
	Yubikey	
	Cancel OK	
	Yubikey Application login	

5.5.3 Duo

DESCRIPTION

Remote Desktop Manager for Mac allows you to configure a Duo Authentication to provide an additional security layer when opening a selected data source.

SETTINGS



Before you start the configuration make sure you have created yourself a Duo account and also have installed the Duo application on your compatible device.

There is three methods to use the authentication with Duo: by land line, by text message or with their application.

1. Before starting, you will need to add the application *Auth API* from your Duo account.



2. In Remote Desktop Manager for Mac select your Data source and in the Two Factor option click on *None* to change your Two factor Authentication mode. In the next window click on *Change*.

		Connection	Advanced	Upgrade	
	Name:	DevWind			1
	Server:	vwindsrv-sql			
		(Local) or IP or Server	name		
		Integrated secu	rity (Active Dire	ctory)	
	User:	David			Editable
	Domain:				
		Save password			
	Password:	•••••		8	
	Databas	new			Browse
	Two factor:	None			
			Test Server		
		(Test Database	•	
ID:	354748C2-4	0FD-44E8-0E58-4	658AC056135		
				Cancel	ОК
		SQL	Connection Setti	ngs	

3. Select Duo as your Two factor authentication. And then click on *Apply*

>	2-Factor Configuration	
Туре:	Duo Apply Cancel	0
		Close

2-Factor Configuration

4. All the information necessary to fill in the Duo Settings fields will be generated by your Duo account.

Auth API					
Set up Instructions See the <u>Auth API doc</u> Not the sysadmin?	Setup Instructions See the Auth API documentation to integrate Duo into your custom application. Not the sysadmin? Add him/her as a Duo administrator				
Details					
Treat your secret key like a password. Don't write it down or share it with anyone.					
Integration key Secret key API hostname	DI5JYQ4F5 Click to view api-				
	Auth ADI from Due consumt				

Auth API from Duo account

5. Copy and paste all the information in Remote Desktop Manager for Mac and click on *Check* to validate the information.

Duo S	Settings	
Integration key:		
Secret key:		
API Hostname:		
Duo username:		
Check		Cancel OK
	Duo Settings	

5. Click on save to authenticate yourself with your Duo account that has just been activated.

6. If you have more than one device connected to your Duo account, select the device you wish to use for your 2-Factor authentication.

- 7. Select the method by which you would like to receive your Passcode.
- Duo Push: The code is "pushed" to your Duo application
- Send SMS: You will receive the code by SMS on your registered phone number
- *Phone*: You will receive a phone call and a computer generated voice will dictate the code to you.

Once you have completed all the steps, you will be prompted with the Duo Authentication every time you connect to your secured data source.

5.6 Caching

DESCRIPTION

The caching mode will determine how the client will re-load entries when changes are detected. On large data sources caching is a must and will increase performance significantly.



This feature is only available when using an Advanced Data Source.



If the cache is outdated, press CTRL+Refresh or CTRL+F5 to refresh the local cache. This will force reading from the database to recreate the cache.

SETTINGS

The *Caching* mode option can be access via the *File - Data Sources - Edit Data Source - Advanced* tab of an <u>Advanced Data Source</u>.

MODES

Connection	Settings Advanced Upgrade			
Offline mode:	Read/write			
Caching mode:	Prompt for offline mode on startup Intelligent			
Connection timeout:	30 🗘 sec			
Command timeout:	60 🗘 sec			
	Manage Cache Advanced Settings			
50B4660D-55ED-49D2-96E1-98B37CEC6030				
	Cancel OK			

Data source settings - Advanced tab

Disabled	No client caching.
Simple	Simple caching is the legacy caching mode. Performance may suffer when connected to data sources containing many sessions. On a modification of data within a data source the server cache token is changed. When Remote Desktop Manager for Mac performs a refresh it will compare it's local cache token with the data source token.
Intellige nt	Intelligent cache has the ability to handle many more sessions without experiencing performance degradation. In the case of intelligent cache each modification performs a token update on the server. When Remote Desktop Manager for Mac performs a refresh action it will query the data source for any changes (delta) of changes to be applied client side since it last checked the
data source. The delta of the changes is then sent to the application and applied locally.	

When first opening the data source Remote Desktop Manager for Mac will loaded the session from the offline file then refresh to get the up-to date information.	

STORAGE

You can find the configuration file by doing a right click on your *Finder* - *Go to Folder* and in the Folder dialog type ~/Library.

You can then follow the path *Application Support/com.devolutions.remotedesktopmanager* select the pertaining database where you will find the *offline.db* file.

The file is a SQLite database encrypted using a non-portable computed key hash.



You can enhance the security of the offline file by setting the Enhanced security in the *Data Sources Preferences - <u>Offline Security</u>*.



Depending on the configuration of the Caching Mode and of the Offline Mode the Offline.db file may still exist since the file has as a dual purpose caching and offline line support.

5.7 Manage Cache

DESCRIPTION

This option allows you to manage your cache which decides how the client will re-load entries when changes are detected. On large data sources caching is a must and will increase performance significantly. This feature is only available when the offline engine is set to use SQLite. We are phasing out this engine because of multiple issues reported by customers.



The Manage Cache options should only be used <u>upon request from our</u> <u>Support Team</u> when experiencing cache issue.

SETTINGS

output

Th Ca	ne <i>Manage Cache</i> option will only be available when using an SQLite ache.
м 😽	anage Cache
Connections Database ve CachelD : Offline expin Settings : Properties Key	s rows : rrsion : y date : Value
Clear outp	Analyse Vacuum Repair Delete
	Close
	Manage Cache
Clear	Clear the output window.

Analyse	Analyze will generate a report of everything that is contained in the cache. It will read the offline data and perform a read/write test to verify if the offline file is valid.
Vacuum	This will run an SQLite command to reduce your cache size. The Vacuum should only be used <i>after trying to execute a Repair</i> of your cache. If the repair hasn't solved your issue running a Vacuum will usually solve issues when dealing with a corrupted cache.
Repair	The repair will run four different SQLite commands to repair a corrupted cache: • PRAGMA integrigy_check • REINDEX DatabaseInfo • REINDEX Connections • REINDEX Properties
Delete	This option will delete the physical file (offline.db). Please not that this will <u>empty your Offline mode cache, always verify that your</u> database is available before running a Delete.

5.8 Vault

DESCRIPTION

Repositories are compartments held in a single database. Instead of handling the whole data source as a single block of data, repositories handle a smaller subset. As a result, Repositories allows you to manage a massive amount of entries as you normally would, without experiencing diminished performance. Since the database isn't broken into multiple smaller databases, you only have to maintain a single set of users, security groups and user groups.

Connection	Settings Advanced Upgrade
Repository:	Default 📀 🖒
Auto refresh:	0 🗘 sec
Ping online method:	None
	 Auto go offline Disable lock
A2621BF2-D488-4746-AE2	2C-39E48730E95F
	Cancel
Data	Source settings - Settings tab



A locked data source can be exported and imported, but its content will not be accessible for use unless a password is entered when the data source is selected. See <u>Lock Data Source</u> for more information.

To learn more about Repositories please follow this link.

Commands



6 Commands

6.1 File

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DESCRIPTION

The *File* menu contains several actions available to you regarding your data source. The options will change depending on the data source you are currently using.



See the following topics to learn more about each setting:

- Go Offline
- Lock Application
- My Data Source Information
- Devolutions Account
- <u>Refresh</u>
- Data Sources
- Manage Passwords
- Import
- Export
- Preferences
- My Account Settings
- Templates

6.1.1 Go Offline

DESCRIPTION

Go offline connects to a local copy of the data source when the data source is not available. It can be used when a user is working from a disconnected network or when there is any kind of connectivity issues with the data source.



There are settings in both the data source and the user account that may prevent you from using the Offline Mode. Ask you administrator if the menu is not visible.



There are security considerations to take into account when enabling the Offline Mode.

Remote Desktop Manager will prompt for offline mode when the application is unable to reach the data source.

You can manually activate the offline mode by using the menu *File - Go Offline*. When the connection is back online use the menu *File - Go Online* or the *Refresh* icon to reconnect to the data source.

Some options will not be available in the Offline mode:

- Documents.
- Attachments and logs.
- User management (Add/Edit/Delete users).

OFFLINE MODE

In the **Data Source** tab of the **My Data Source Information** the offline mode displays the size of the offline file along with the effective mode (disabled, read-only or writable). Hover the mouse over the offline mode to get the full offline mode display.

Data Source	Information					
Server:						vwindsrv-sql.windjammer.loc
Database:	v1.280					new
Is DB owner:						×
Is System DBA:						\$
Offline mode:	172.0 KB					Read/write
Department:						Data source settings: Read/write User settings: Read/write
		General	Sessions	Groups	Roles	Data source config: Read/write
Username:						David

My Data Source Information - Offline Mode

6.1.2 Lock Application

DESCRIPTION

The *Lock Application* button allows you the possibility to lock the application for security reasons when you're not in front of your computer.

SETTINGS

The *Lock Application* button is only available when a password has been setup to open the application. You can setup an application password in <u>File - Preferences - Security</u>.

When a password has been setup, you can click on the *Lock Application* button to lock the application.



To unlock or open the application, the application password is required.



Enter application password

6.1.3 My Data Source Information

DESCRIPTION

Use the *File - My Data Source Information* to display the data source information details like the current username and security access. The *My Data Source Information* screen will also give you the data source configuration information such as database version and the effective Offline mode.

The display of My Data Source Information can be different depending on the <u>Data Source Types</u>.

SETTINGS

GENERAL

Data Source Information	
Server:	
Database:	
Is DB owner:	4
Is System DBA:	۵
Offline mode:	Read/write
Department:	
General Entries Security Groups (Legacy) Roles	
User:	
Description:	
Is administrator:	× .
Allow offline mode:	×
Allow drag-and-drop:	*

My Data Source Information - General tab

The *General* displays information on the data source such as:

- Username
- Description
- Is administrator
- Allow offline mode
- Allow reveal password
- Allow drag-and-drop

SESSIONS

Data Source Informa	ation	
Server:		indjammer.loc
Database:	v1.280	new
Is DB owner:		✓
Is System DBA:		۵
Offline mode:	172.0 KB	Read/write
Department:		
	(enera Sessions groups Roles
Add sessions:		× .
Edit sessions:		✓
Delete sessions:		× .
View session details:		✓
View session information:		× .
Č 🛛 🛃		

My Data Source Information - Sessions

The **Sessions** tab will display user rights on the sessions such as:

- Add sessions
- Edit sessions
- Delete sessions
- View session details
- View session information
- Import sessions
- Export sessions
- Allow add entry in root folder

GROUPS

Data Source Information	n				
Server:					
Database:	v1.280				new
Is DB owner:					
Is System DBA:					🔶 📐
Offline mode:	172.0 KB				Read/write
Department:					
	0	General	Sessions Groups	Roles	
Group Name Rights					
C 🖾 🛃					

The *Groups* tab displays which rights the user has into which security groups.

My Data Source Information - Groups

USER GROUPS

The *Roles* tab displays the roles that the user is a member of and the rights related to those roles.

				General	Sessions	Groups	Roles
tole Name	Rights	Client Group	Internal Group	test	Windjamr	ner	



6.1.4 Devolutions Account

DESCRIPTION

Use **File - Devolutions Account** to create/connect Remote Desktop Manager for Mac to your Devolutions Account.

File Ho	me Edit	View	Administrat	ion Tools	Window	Help		
Lock Application	My Data Sou Informatio	irce	Devolutions Account •	Refresh	Data Sources	Import +	Export •	v ✓ Preferences
2			Sign-in					
Create Devolutions Account					ount			

File - Devolutions Account

Sign-in	Sign-in your Devolutions Account.
Sign-out	Sign-out of your Devolutions DODB account.
Create a New Account	Create a new Devolutions Account.
Edit Account	Edit your Devolutions Account
Learn more	Automatically direct you to our <u>Devolutions Online Help</u> .

6.1.5 Backup

DESCRIPTION

Please consult topic Online Backup for information on this service.

6.1.5.1 Refresh

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DESCRIPTION

Use *File - Refresh* to refresh your data source information. Performing a refresh will assure you that your data source is up to date.

A Refresh may also help when experiencing Cache issues.

SETTINGS

You can also perform a refresh of your data source by holding the Command plus R button.

File	Home	Edit	View	Admin	istration	Refactoring	g Tools	Window	Help	
Go Offi	ine Ap	Lock Lock	My Data S Informa	Source	Cloud Account -	Refresh	Data Sources	import -	Export -	

File - Refresh

6.1.5.2 Settings

DESCRIPTION

The <u>Online Backup</u> allows you to backup your <u>Devolutions Online Drive</u>, <u>SQLite</u> or an <u>XML</u> data source in a safe online storage. The backup option is available through the *File - Backup* menu.

SETTINGS

SIGN IN

1. Click on File - Backup - Sign-in to Sign-in with your Devolutions Account.

VIEW SUBSCRIPTION

2. Click on *File - Backup - View Subscription* to activate your Online Backup subscription

<u></u>	Devolutions Online Backup		
Devolutio	ons Cloud		
On	Log off		1
ల	jknafo@devolutions.net		
Settings			
Backup	p name:	Select	•
		Cancel	OK
	Online Backup subscription	n	

3. Specify a unique backup name, for each of your desired data source, which will be used to backup and restore the data source.

Settings				
Backup name:	Backup		Select	×
	Default name			
			Cancel	ОК
			Cunton	
		Backup name		

.

EXECUTE BACKUP

4. Once the backup name has been set, perform a change in the data source to properly activate the Online Backup and then click on *File - Execute Backup*

VIEW HISTORY

5. Click on *File - Backup - View History* to validate that the Online Backup has been configured properly

<u></u>	Devolutions	Online Backup						
ID	Date	Lleername	Machine Name	Note	Entry count	Item count	Mode	
00001	2015-05-25 1	:10 PM ifdagenais	devolutions31.lo	cal	4	4	Automatic	
		, see genale						
★₽₽>	- 0							
							Clo	ose
			View F	listory				

You must perform this for all your <u>SQLite</u> or <u>XML</u> data source in order to be fully secured.

The automatic backup is executed in the background every 30 seconds after any modification to the content of the data source is made.

6.1.5.3 Restore

DESCRIPTION

You may need to restore a backup of your <u>Devolutions Online Drive</u>, <u>SQLite</u> or an <u>XML</u> data source at some point. The restore option is accessible from the menu *File - Backup - Restore*.

Before being able to restore a backup, you **MUST** create an empty data source and define the backup name before being able to use it. A quick step is written below:

• Create a new <u>Devolutions Online Drive</u>, <u>SQLite</u> or an <u>XML</u> data source in *File - Data Sources*.

SETTINGS

- 1. To restore a data source from a backup, select it as the current data source
- 2. Click on File Backup Restore to display the list of all your backup

	Devolutions Online	Backup					
ID	Date	User	Machine Name	Note	Entry Count	Item Count	Mode
00004	2015-07-21 9:26 AM		Devolutions33-2.I		6	6	Manual
00003	2015-07-20 3:47 PM	and the second sec	devolutions33-2.d		6	6	Automatic
00002	2015-07-20 3:47 PM		devolutions33-2.d		5	5	Automatic
00001	2015-07-20 3:46 PM		devolutions33-2.d		4	4	Manual
						Cance	al Ok
		Dev	olutions Online Bac	kun			

- 3. Select the backup you want to restore and click on OK.
- 4. The Online Backup wizard will display a brief description of the backup as well as the restore destination.

estore source		Restore destination
ID: Date: Username: Machine name: Entry count: Item count: Mode: Note:	00003 Select 2015-07-20 3:47 PM devolutions33-2.devolutions.lc 6 6 Automatic	 Current data source Perform a backup data source before restoring the selected backup New data source Name: File with encryption Master key:

- 5. Click on **OK** to complete your backup restore.
- 6.1.6 Data Sources
- 6.1.6.1 Overview

DESCRIPTION

Use *File - Data Sources* to manage your data sources. Remote Desktop Manager for Mac supports multiple types of data sources however some of them are only available in the Enterprise edition.

Please refer to the topic <u>Data Source Types</u> for more details on all of our supported data sources.

	Data sources			
6	Devolutions Online Driv		Connection Advanced Upgrade	
B	DevWind	Name:	DevWind	
ð	DevWindJames	Server:	Local) or IP or Server name	
ð	DevWindStan	User:	David Editab	le
ð	GangBang	Domain:	A Save password	
	Local Data Source	Password:		
	RDMO - Demo-RDM	Database:	new Browse)
2	RDMO - Demotest	Two factor:	None Test Server	
	RDMO - DemoTraining		Tast Database	
+ -	* 6 2 - • 8 8 •		iest Database	
On star	t up: Last used data source	e 🗘		Cancel OK

Your active Data sources

SETTINGS

i

ADD A NEW DATA SOURCE

Use the button 🛨 to create a new data source configuration.

DELETE AND EDIT A DATA SOURCE

Use buttons **I** to delete or edit a data source configuration.

Only the configuration will be deleted, the actual file or database will still be available.

DUPLICATE DATA SOURCE

Use the button 🖆 to duplicate a data source configuration.

LOCK DATA SOURCE

Use the Lock button let to lock the data source with a password to prevent any modification of a data source configuration. This is useful when you have some sensitive credentials that you don't want to share with the user.

UNLOCK DATA SOURCE

Use the Unlock button is to unlock a data source locked with a password.

IMPORT DATA SOURCE

Use the Import button 🖭 to import a data source.

EXPORT DATA SOURCE

Use the Export button 🖭 to export one of your data source.

ON START UP

Remote Desktop Manager for Mac will automatically open the last used data source on startup *or* your can set a selected data source to open on startup.

6.1.7 Manage Password

DESCRIPTION

You can apply a Master Key to encrypt the data files of the following data source:

- <u>XML</u>
- Dropbox

Data source password	
Password: Re-enter:	8
We won't be able to recover your data if you lose your password. Please ensuthat you remember or backup your password in a safe place.	ıre
No Password Cancel OK	

Master Key

It is generally recommended to apply a Master Key to your XML or Dropbox Data Sources as it adds another layer of security protecting your Remote Sessions.

The use of a Master Key function will stop unauthorized users from being able to easily see/access the stored Sessions within your Data Source.

If you ever lose your master key it will be impossible for us to recover your data. Please ensure that you remember or backup your master key in a safe place.

- 6.1.8 Import
- 6.1.8.1 Overview

DESCRIPTION

Use the *File - Import* option to import entries in Remote Desktop Manager for Mac.You can import multiple entry types from a multitude of sources. We support native import formats from many popular tools on the market and in case we don't support the native format or the third party, we have wizards available to import from a csv file.



The import feature is only active if the import <u>Permission</u> has been enabled inside the user account.

SETTINGS



IMPORT ENTRIES

Import Entries is use to import sessions store in files such as:

- .rdm (Remote Desktop Manager native export format)
- .xml (it must be a specific format compatible with the application)

IMPORT COMPUTER ASSISTANT

You can import computers from different sources. These sources includes:

- Network neighborhood
- Host list

IMPORT SESSIONS FROM

Please consult <u>Import Sessions</u> topic for more information.

6.1.8.2 Import Sessions

DESCRIPTION

Use the *File - Import - Import Sessions From* to import sessions into Remote Desktop Manager for Mac.

SETTINGS



IMPORT SESSIONS FROM

You can import your sessions from an existing application or an existing file format. Some application encrypt the data which makes it impossible to parse the content, therefore you must use a plain text export format. Please note that all of the entries will be imported in the current folder. For some applications it might be impossible to extract the password.

You can import sessions from the following applications:

- CoRD
- Jump Desktop (.jdz)
- Remote Desktop Connection Manager (.rdg)
- RDP Configuration (.rdp)
- visionApp Remote Desktop (.vrd, .vre, .vrb, .rde, .csv)

6.1.9 Export

204

6.1.9.1 Overview

DESCRIPTION

Use the *File - Export* to export entries from Remote Desktop Manager for Mac. Below is a list of export options:

- Export All Entries (.rdm)
- Export Selection (.rdm)
- Export Entry as Remote Desktop File (.rdp)
- Export Special (All entries .csv, .html, .xml and All Selection (.csv, .html, .xml)



The export feature is only active if the import <u>Permission</u> has been enabled inside the user account



The only appropriate format to import the entries back into Remote Desktop Manager is the .rdm format.

SETTINGS



When using an <u>Advanced Data Source</u>, export capabilities can be disabled via security policies at the data source level (no one can export) or at a user level (particular users can't export). See <u>Security Group</u> <u>Management</u> for more information.

EXPORT ALL ENTRIES (.RDM)

Export all entries in a .rdm file that can be imported into any Remote Desktop Manager for Mac data source. You can also include the credentials in this export format and secure your file with a master key.

By default the credentials are NOT included. It's critical to check the *Credentials* option in order for the exported data to include the credentials.



By default the credentials are NOT included. It's critical to check the *Credentials* option in order for the exported data to include the credentials.

Credentials			•
		Cancel	ОК
	Export all entries (.rdi	m)	

EXPORT SELECTION (.RDM)

Export the selected session in a .rdm file that can be imported into any Remote Desktop Manager for Mac data source. You can also include the credentials in this export format and secure your file with a master key.

EXPORT ENTRY AS REMOTE DESKTOP FILE (.RDP)

Export the selected entry in a .rdp file to easily use it outside Remote Desktop Manager for Mac.

EXPORT SPECIAL (.CSV)

Export entries using the .csv format file. For security reasons the .csv file will be contained within a password encrypted zip file. This type of security can be hacked using brute force attacks, it should be used only when the zip file is under your exclusive control.

Please note that the csv columns will vary depending on entry types being exported. This makes it the wrong format if ever you want to import the data back in Remote Desktop Manager. Use this only to migrate to another system.

EXPORT SPECIAL (.HTML)

Export all entries within a AES-256 to encrypt self contained html file. See Export Html Encrypted topic for more information.

EXPORT SPECIAL (.XML)

Because it brought confusion to our user base, this export format has been converted to perform the exact same export as the "Export all entries" but sets the file extension to .xml instead.

6.1.9.2 Export Html Encrypted

DESCRIPTION

The Html Encrypted export format was designed for simple and secure exports of entries. It allows for an html export of the entry information while using symmetric encryption (AES-256) to encrypt sensitive information such as passwords. The file is an ultra portable self contained html file that requires no external script files or installs. As long as you have a web browser with JavaScript enabled you can get to your encrypted data.



With a secure encrypted document you can freely send the information via email or any other protocol without compromising the sensitive data. Use the export as means of sharing or as a backup for sensitive information.

SETTINGS

Select the entries to export or export all entries. *Right-click* and select *Export -Export Special - Export All Entries (.html)* or use *File - Export - Export All Entries (.html)*. You will be prompted for a password for the symmetric encryption key. Select the file name for the new document. Once the export is completed the file will open in your default browser.

Ensure you do not forget the password as you will not be able to decrypt the data without it.

When exporting multiple entries that are all contained within the same file, at decrypt time, each encrypted value must be decrypted individually for security reasons. Once you're done with the sensitive data simply hit F5 to refresh the file or simply close it. Your data is now safe from prying eyes.

AES-256

We use AES-256 to encrypt/decrypt your sensitive data. Since the decryption is done entirely in the browser, there's no need for external tools, downloads or installs.



Encrypted value

SAFE & SMART VIRTUAL BACKUP

In addition, HTML Export using symmetric encryption is a great way to securely backup your passwords and other sensitive information. It allows you to share information via email, or simply send the file to your personal email account as a backup.

6.1.10 Preferences

Description

There are multiple options available to manage and customize your Remote Desktop Manager for Mac in the menu *File - Preferences*.

	General
💽 🛃 眚	🐨 💥 🗢
General User Interface Session Typ	be Security Tools Advanced
General	General
Application Start	
Application Close	Allow multiple connections (Default)
Quick Connect	
Custom Variables	

File - Preferences

Please see the following topics for more information each tab:

- General
- User Interface
- <u>Session Type</u>
- <u>Security</u>
- <u>Tools</u>
- Advanced

6.1.10.1 General

DESCRIPTION

Use *File - Preferences - General* to configure options related to the functionality of the application.

SETTINGS

				General			
General	User Interface	Session Type	Security Tools	Advanced			
Gener	ral		Connert				
Applic	cation Start		General				
Application Close		Allow multiple connections (Default)					
Quick	Connect						
Custo	m Variables						

Preferences - General

GENERAL

Allow Multiple connections (Default)	Allows you to open multiple concurrent connections (tabs) within the same session. If not enabled, selecting Open Session will simply set the focus on the existing connection.

APPLICATION START

Check for updates at startup	Application will perform a verification for new releases available at startup.

APPLICATION CLOSE

Ask confirmation on application close	Application will prompt you for confirmation when attempting to close.
Verify opened session on close	Application will warn you about running sessions when attempting to close.

QUICK CONNECT

Open embedded by default (if available)	Open the session in embedded mode by default if the embedded mode is available.

CUSTOM VARIABLES

Custom Variables	Custom variables option has been implemented to customize your own variables in the application. Click on the plus sign to create a new variable to use. Enter the name and the value of the variable.

6.1.10.2 User Interface

DESCRIPTION

Use *File - Preferences - User Interface* to configure options related to the user interface.

SETTINGS

• • •	Use	r Interface
General User Interface Types I	Frowser Extensions Security Tools Advanced	
User Interface	Conoral	
Context Menu	General	
Clipboard	User interface:	Ribbon
Dashboard		Hide footer
Favorites	Language:	English
Keyboard	Navigation toggle location:	Toolbar (right)
Menu Bar and Dock	Navigation tab location:	Navigation pane (bottom)
Search Field	Data source location:	Navigation page (top)
Shortcuts		
Tab Bar	Vault location:	Navigation pane (bottom)
Title Bar		Use overlapping navigation
Tree View	Maximum tab width:	280 0
		Use bold title in selected tab
	Advanced	
	Allow tabs to be rearranged	
	Allow tabs to leave the tab bar	
	Save "Mask the password" value in View Pass	sword window
	Show to der name in tab title	

Preferences - User Interface

CONTEXT MENU

Include Properties Menu	Display the Properties menu in the context menu when a session is selected.
Use legacy edit context menu	Use the Legacy theme edit context menu (old Remote Desktop Manager interface).

USER INTERFACE

User Interface	Choose between the Classic and the Ribbon User Interface.
Hide footer	When using the Ribbon User Interface select this option to hide your footer.
Language	Select Remote Desktop Manager for Mac default application language.
Navigation toggle location	Specify the default location of the toolbar: • <i>Toolbar (right)</i> • <i>Toolbar (left)</i>
Navigation tab location	Specify the default location of the Navigation tab between: • <i>Navigation Pane (top)</i>
	Navigation Pane (bottom)
Data Source location	Specify the location of the data source on your screen between:

	 Navigation Pane (top) Navigation Pane (bottom) Status bar
	• None
Show the tab bar on undocked windows	Display the tab bar when the session is undocked.
Allow tabs to be rearranged	Allow tabs to be moved from one position to another in the tab bar.
Allow tabs to leave the tab bar	Tabs can be move out of the tab bar.

DASHBOARD

Auto Focus Dashboard	When option is activated if an active entry is selected in the tree view the corresponding dashboard is displayed and focus is immediately set on it.
Use classic dashboard overview	The classic dashboard will be displayed instead of the new dashboard with larger buttons.

MENU BAR

Show icon in menu bar	Shows the icon in the menu bar.
Include entry list menus	Includes the entries in the list menu.
Include opened entry menus	Includes a sub-menu for opened sessions.
Include Show/Hide menu	Includes a menu to show and hide certain options.
Include "Maximize" menu	Includes a menu to maximize the application window to take the full area of the screen.
Include data source menus (only if more than one)	Includes a sub-menu for the data sources. This requires more than one data source to function.
Include "Quick Connect" menu	Includes a menu to perform a Quick Connect to a host.
Include most recently used menu	Includes a menu that contain the Most Recently Used entries.
Include "Play list" menu	The Play List will appear in the menu.
Only show favorites entries in icon menu	Only the Favorite Entries will appear in the menu.
Show credentials in icon menu	Indicate if the credentials are listed in the menu.

TREE VIEW

Shortcut overlay	Determine on which items the shortcut icon is visible. Choose between:
	• All
	• None
	• All except original
Disable entry drag-and- drop	This setting disables moving entries with drag-and- drop. Use this option to avoid any unwanted session create by drag and drop by mistake.
Merge credential list with sessions	Credentials will appear within the list of Sessions instead of in their own vault.
Merge session tool list with sessions	Session tool list will appear within the list of Sessions instead of in their own vault.

6.1.10.3 Session Type

DESCRIPTION

Use File - Preferences - Session Type to control settings applied to Session entries.

SETTINGS

	Session Type
	🐨 💥 🌰 🤁
General User Interface Session Type	Security Tools Cloud Advanced
Session Type	
Credentials	General
RDP	Default close all action: Default
ScreenConnect	
Others	

Preferences - Session Type

SESSION TYPE

Default close all action	Select the Default action for the Close all button when multiple tabs are open at the same time in the dashboard:
	 Disconnect (disconnect all opened tab connected session)
	 Log off (Log off all opened tab session)
	Default (Close all opened tab sessions)

CREDENTIALS

Global Availability	Define the default setting of the Global Availability for the <u>User vault</u> Search between:
• Available	

• Unavailable	

RDP

Screen sizing mode	You can choose a preferred screen sizing mode for your RDP session between:
	• Scrollbar
	Smart reconnect
	Smart sizing
	Server resolution
	• None
Display	Determinate the preferred display for the session. Select between:
	• Default
	• External
	• Embedded (tabbed)
	• Undocked
	You can then choose the preferred monitor to display on:
	• <i>Primary monitor:</i> This is the monitor that is marked as main display in Windows

	DESCRIPTION	
	• Secondary monitor: The other non-primary monitor, osbolete, use Monitor 1, 2, 3 or 4 instead	
	• Current monitor: The monitor that RDM is running in	
	Configured: See Systems Options	
	• Default: Will not move the application, it will be Windows default mode	
	• <i>Monitor 1:</i> Monitor 1 is primary	
	Monitor 2: Monitor 2 is primary	
	• <i>Monitor 3:</i> Monitor 3 is primary	
	Monitor 4: Monitor 4 is primary	
	• <i>Monitor 5:</i> Monitor 5 is primary	
	Monitor 6: Monitor 6 is primary	
Activate sandboxing	The sandboxing isolate the RDP connection in another process. This is more stable and more reliable since it's an independent application embedded in RDP. This means that RDP can more easily recover from a a disconnection or a fatal error.	
Use OpenGL		
	If using OpenGL on your Mac activate this option to enhance your screen performance.	
RDP Engine	If using OpenGL on your Mac activate this option to enhance your screen performance. Select between:	
RDP Engine	If using OpenGL on your Mac activate this option to enhance your screen performance. Select between: • Default	
RDP Engine	If using OpenGL on your Mac activate this option to enhance your screen performance. Select between: • Default • V2	
RDP Engine	If using OpenGL on your Mac activate this option to enhance your screen performance. Select between: • Default • V2 • V3	

Gateway Transport	Select between:
	• Auto
	• Http
	• RPC

OTHERS

Screen display	When using ARD session you will be prompt to know which screen display to use. By default it will take the primary screen.

6.1.10.4 Security

DESCRIPTION

Use *File - Preferences - Security* to configure the security of the application.

• • •	Security	
General User Interface Session Type	e Security Tools Cloud Advanced	
Application security (local)		
	• No application password	
	Use application password	
New application password:		
Confirm password:		
oonnin puoonora.		
	Use computer credentials as application password	
2-Factor Authentication		
Require Yubikey authenti	cation	
Yubikey:		
Require Google Authentic	cator	
Configure		
Override account name:		
If you change the ad reconfigure Google	ccount name, you will have to Authenticator	
Lock		
Lock application when mi Lock application when id	inimized Ie	
	Revert	Apply

Preferences - Security

APPLICATION SECURITY

No application password	No password will be requested to access the application.
Use application password	Define a specific password to access the application.
Use computer credentials as application password	Requires the same credential as your computer credential to access the application.

2-FACTOR AUTHENTICATION

Require Yubikey authentication	Use a Yubikey device to get access to the application when it starts or when it's locked.
Require Google Authenticator	Use a Google Authenticator device to get access to the application when it starts or when it's locked.
Override account name	If you wish to use a different Google Authenticator account than the one previously linked to your RDM account, you could override the account name but you will have to reconfigure Google Authenticator.

LOCK

6.1.10.5 Tools

DESCRIPTION

Use *File - Preferences - Tools* to configure the delay of time before the tool timeout.

General User Interface Session Type	Toc	bls
Tools Remote Management Remote Tools	Bonjour Services search timeout: Ping Ping timeout: Wake On LAN WOL Port: Valuomatically close messages:	1,000 C 100 C 7 C 10 C

Preferences - Tools

TOOLS

Services search timeout	Indicate the time that the Bonjour service will search before the service timeout.
Ping timeout	Indicate the time before the ping service timeout.
WOL Port	Indicate the time before the Wake on LAN service timeout.
Automatically close messages	Indicate the time before the message window automatically closes.

REMOTE MANAGEMENT

Event Log	Select the preferred event log to be open by default when launching the remote event on a remote computer:
	• All
	Application
	• Security
	• System
	DFS Replication
	Directory Service
	• DNS Server
	Hardware Events
	Internet Explorer
	Key Management Service
	Windows PowerShell
Event Type	Select the preferred event type to be open by default when launching the remote event on a remote computer:
	• All
	• Error
	• Warning
	• Information
	Security Audit Success
	Security Audit Failure
Time Range	Define the time range for the Remote Event:

	• Last week
	• Today
	• Yesterday
	• Last Month
	Current Month
	• Last 7 days
	• Last 30 days
	• Last 31 days
	• Last 60 days
	• Last 90 days

6.1.10.6 Advanced

DESCRIPTION

Use **Remote Desktop Manager - Preferences - Advanced** to modify the advanced settings of Remote Desktop Manager for Mac.

General User Interface Session Type Security Tools Cloud Advanced	vanced
Debug level: 0 Flags	
Connection	
 Auto close embedded tab on disconnect Disable logoff confirmation message Use Secret Server Legacy Interface 	
General	
 Confirm on drag and drop move Disable AppleScript Enable Action Queue 	
UI Options	
Disable custom images	

Preferences - Advanced

Debug level	Set the level of debugging information that Remote Desktop Manager for Mac will capture. This should only be modified upon request from a Devolutions support technician and could slow down your system.
Auto close embedded tab on disconnect	When a session is disconnected, the embedded tab will automatically close.
Disable logoff confirmation message	When pressing the logoff button In a embedded RDP session, Remote Desktop Manager, will disconnect the session without the logoff confirmation message.
Use Secret Server Legacy Interface	Enable if you wish to use the Secret Server Legacy Interface (meaning the way it used to look as oppose to it's current look).

Confirm on drag and drop move	Every time executing a drag and drop a confirmation window will be prompted to confirm the move.
Disable AppleScript	AppleScript is enabled by default, if you wish you can disable it here.
Enable Action Queue	The Enable Action Queue is a default option. If you are experiencing performance issues with Remote Desktop Manager for Mac our Support team might ask you to disable the Action Queue but we wouldn't recommend doing so without a request from one of our Support team member.
Disable custom images	Disable the loading of any custom images in the tree view. Too many custom images could dramatically increase the size of the data source and increase the load time at the same time.

6.1.11 My Account Settings

DESCRIPTION

Use *File - My Account Settings* to configure different accounts that can be used to connect on different web platforms. This allow you to setup your account settings one time and use it in the creation of your entries as many time as you want. You can also manage your Personal Credentials, Personal Private Key and your User Specific Settings List.



File - My Account Settings

My Personal Credentials	Please consult My Personal Credentials topic for more information.
My Personal Private Key	With a Personal Private Key configure, you can select My Personal Private Key in the drop down menu to use this key instead of typing your private key every time.
Password Manager Pro	Configure the username, workstation and token to connect on Password Manager Pro.
Pleasant Password Server	Configure the username and password to connect on Pleasant Password.
Secret Server	Configure the username to connect on Secret Server.
AuthAnvil Password Server	Configure the Organization ID, username and password to connect to your AuthAnvil Password Server account.

6.1.12 Templates

DESCRIPTION

Templates are available from the menu File - Templates.



This allows you to create predefined configuration such as:

- Create a new session
- Quickly connect
- Open as a template

Templates can be useful if you want to have predefined values when you create a specific entry.

This allows you to create predefined templates that are available with the quick connect toolbar or when creating or importing a new session.

SETTINGS

Tem Tem	nplates	
Туре	Name	Source
S	Default template	Shared
e	Web Browser Template	Shared
		Close

Simply click on *Templates* and then click on *Add Template* to create a new template.

Templates - Create a New Template

You can choose to create a *Local templates* or a *Shared Templates*.

Type Nar Shared Local Shared Shared Shared Shared Shared
Det Shared Local Shared Shared Shared Shared
C Webrowser remplate Shared

Select Shared or Local template

Local Template	Local templates are saved on the local computer and are not available to other users.
Shared Template	Shared templates are saved in the database and can be used by every users.

USAGE

Templates can be used in the following cases:

CREATING A NEW ENTRY

When creating a new entry, select *Template* to have access to your previously created template, click on the one you wish to use to create your new entry.



6.1.12.1 Default Settings

DESCRIPTION

You can access the default session settings from *File - Template - Default session settings.*

This allows you to edit or reset your default settings that are used whenever a new entry is created. Every entry type is supported and can have a default template defined.

By editing your default template you will be able to save settings often used when creating new entries.

SETTINGS

NO TEMPLATE DEFINED

Notice that a **[No default]** notice is displayed below each type that doesn't have a default template defined.

Ē	Default type template management
Q Search	
S	Microsoft Remote Desktop (RDP) [No default]
ł	Native FTP [No default]
Va	VNC [No default]
•	Apple Remote Desktop [No default]
	Command Line
1	
	Close
	Template - No default

TEMPLATE DEFINED

All entry types without the **[No default]** notice may have a default template defined for them. You can double-click on the type to edit the template or press the edit button.

Ē	Default type template management								
Q Search									
8	Microsoft Remote Desktop (RDP) [No default]								
-	Native FTP [No default]								
Va	VNC [No default]								
•	Apple Remote Desktop [No default]								
	Command Line								
	Close								

Type - Edit button

If you want to remove the default settings template, press the delete button.

ł	Native FTP [No default]
Va	VNC [No default]
•	Apple Remote Desktop [No default]
	Command Line
	Type - Delete button

6.1.12.2 Default Credential Settings

DESCRIPTION

You can access the default session settings from *File - Templates - Default credential settings.*

This allows you to edit or reset your credential default settings that are used whenever a new entry is created. Every credential type is supported and can have a default template defined.

By editing your default template, you will be able to save settings that you want used at the creation of new entries.

SETTINGS

NO TEMPLATE DEFINED

Notice that a **[No default]** notice is displayed below each credential type that doesn't have a default template defined.

	Default type template management	
	Q Search	
۶	Username / Password [No default]	
- ?	Connection String [No default]	
P	Private Key [No default]	
Ó	Apple Keychain [No default]	
<u>.</u>	LastPass	
/		
		Close
	Default Tomplata No default	Close

TEMPLATE DEFINED

All the Credentials without the **[No default]** notice has a default template. You can double-click on the type to edit the template or press the edit button.



If you wish to remove the default settings template press the delete button.



6.2 Home

DESCRIPTION

The *Home* ribbon allows you to apply an action to the currently selected entry. The actions available in the ribbon will depend on the type of entry that is selected in your Navigation Pane.

	1	¥ 🔒						Da	shboard - Rer	note Deskto	p Manager			
File Ho	ome Edit	View Ad	dministratior	n Refa	ctoring	Tools	Window	Help						
Open Session -	View Password	Execute -	Copy Username	Copy Password	Copy Host Name	Copy UF	RL Copy Domain	Copy	Paste	Open VPN	Close VPN	Status • Favorite •	New	Insert Log Comment

Home Ribbon menu - RDP embedded session selected

SETTINGS

OPEN SESSION

Open session opens your selected session. Click on the drop-down menu to select the way you want your session to open, depending on the type of session you have selected the menu will be different.

VIEW PASSWORD

View your selected session password.

EXECUTE

Execute a selected macro or script in the current tab.

COPY

For more information on all the copy options please see <u>Clipboard</u>.

OPEN VPN

This feature is enabled when a VPN is configured inside your session, it will open a VPN before starting the connection to the session.

CLOSE VPN

This feature is enabled when a VPN is configured inside your session, it will close a VPN while leaving the session open.

STATUS

For more information please see Status.

FAVORITE

For more information please see Favorite.

NEW PLAYLIST

For more information please see Playlist.

INSERT LOG COMMENT

Add a log comment to the session that will be saved in the session logs, for more information please see <u>Insert Log Comment</u>.

6.2.1 Clipboard

DESCRIPTION

The *Copy* options in the *Home* ribbon holds the options to copy data entry values in your clipboard such as:

- Username
- Password
- Domain
- Host Name
- URL



When using an <u>Advanced Data Source</u>, the administrator can control the copy passwords rights in the <u>Data Source Settings</u>.

SETTINGS



Home - Copy options

COPY USERNAME

Copy the username define in your session to the clipboard.

COPY PASSWORD

Copy the password define in your session to the clipboard. The copy password to clipboard feature must be enabled in order to be accessible. Check the *Allow Reveal Password* in the <u>User Management Privileges</u>.

COPY HOST NAME

Copy the host name define in your session to the clipboard.

COPY URL

Copy the URL define in your session to the clipboard.

COPY DOMAIN

Copy the domain define in your session to the clipboard.

COPY/PASTE

The copy/paste of a session entry is also possible. You can paste the session into a different data source or simply create a copy of it. It is a quick way to move/duplicate an item.



6.2.2 Status

DESCRIPTION

The *Status* allows you to change the status of a session.



Edit	This will allow you to write a session status message that will be displayed every time a user open a session.
Default	This will set the status back to its default setting.

Locked	This allow the user who has locked the session to use it and block the others
Disabled	A disabled session can't be opened. It's mostly used when you don't want to delete it but avoid any unattended connection. It's also useful to disable an account for one of your former customer.
Warning	This status allows the session to be used, but displays a message to the user before it is opened.
Expired	An expired session can't be opened. It can be set manually or automatically if the session expiration date is set in his property.
<u> </u>	



If using the *Locked* option, the session will be locked for other users only but the holder of the lock can still use it.

6.2.3 Favorite

DESCRIPTION

This is useful when the number of managed entries becomes too great or if you must maintain a strict directory structure to hold your entries. You can create a list of your Favorite entries to make it easier to access them.

ote Deskto	p Manager					
Open VPN	Close VPN	Status -	Favorite -	New	Insert Log Comment	
			Add to	Favorite:	s (Shared)	
		_	Add to	Favorites	s (Local)	
		Home	- Favorite			



SETTINGS

There are two types of favorite sessions:

- **Shared favorites**: Shared by all users who are connected to the data source, and are directly configured from the session.
- Local favorites: Flagged locally on the current machine by the current user. The settings are saved in the application settings.

The blue star indicates a shared favorite and the yellow star a local favorite.



ADDING A SESSION TO THE FAVORITES

Select your entry in your Navigation Pane and then click on *Favorites* to add the entry to your Shared or Local list. You could also select your entry, do a right click and then select



VIEW FAVORITES

To view a list of all your favorite entries, click on the star at the bottom of your Navigation Pane.



Insert Log Comment

6.2.4

DESCRIPTION

You can add a log comment to the session that will be saved in the session log. Select your entry in the Navigation Pane and then click on *Home - Insert Log Comment*.



Home - Insert Log Comment

To consult the session log you can right-click on the session and select View - Log or when editing the session in the tab Logs you will see your session log with your Log Comment as well.

 Microsoft Remote Desktop (RDP) More VPN/SSH/Gateway User Interface Information Events Sub Connections Attachments Logs Advanced Open VPN before Open Comment Log Date End Date/Time Open session 2015-12-14 11:38:38 AM 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:32 AM Open session 2015-12-14 11:37:32 AM Open session 2015-12-14 11:37:32 AM Open session 2015-12-14 11:37:35 AM 	Refree Active Time
 More Warn in already opened VPN/SSH/Gateway User Interface Information Events Sub Connections Attachments Logs Advanced Open VPN before On Open Comment Log Date Babla Colse-12-14 11:38:38 AM Open session 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:05 AM 	Refree Active Time
VPN/SSH/Gateway User Interface Information Events Sub Connections Advanced Open version of the comment is required User Interface Date Last week © 2015-12-08 ° To 2015-12-15 ° Show live session only (auto refresh) Local time © Open VPN before 2015-12-14 11:38:38 AM 2015-12-14 11:39:12 AM 3 Test 1234 Open session 2015-12-14 11:37:05 AM Doten session 2015-12-14 11:37:05 AM	Refre: Active Time
User Interface Open comment is required Information Prompt for comment on close Sub Connections Close comment is required Advanced Date Logs Date Advanced Open VPN before Open session 2015-12-14 11:38:38 AM Open session 2015-12-14 11:38:38 AM Open session 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:05 AM	Refre: Active Time
Information Events Sub Connections Attachments Logs Date Last week © 2015-12-08 © To 2015-12-15 © Show live session only (auto refresh) Local time © Message On Open Comment Log Date End Date/Time A Deate View Defore Deate 2015-12-14 11:38:38 AM 2015-12-14 11:39:12 AM 3 Test 1234 Open session 2015-12-14 11:37:05 AM 2015-12-14 11:37:05 AM	Refre: Active Time
Events Close comment is required Sub Connections Logs Attachments Date Last week 2015-12-08 To 2015-12-15 Show live session only (auto refresh) Local time Copen VPN before 2015-12-14 End Date/Time Advanced Open VPN before 2015-12-14 11:42:49 AM Open session 2015-12-14 11:38:38 2015-12-14 11:39:12 AM 3 Test 1234 2015-12-14 11:38:38 2015-12-14 11:37:05 AM 2015-12-14 11:37:05 AM Open session 2015-12-14 11:37:05 AM 2015-12-14 11:37:05 AM	Refree Active Time
Sub Connections Attachments Logs Advanced Advanced Logs Concernment Log Date Last week 2 2015-12-08 0 To 2015-12-15 Local time Concernment Log Date End Date/Time A Dens session 2015-12-14 11:38:38 AM 2015-12-14 11:37:05 AM Dens session 2015-12-14 11:37:05 AM Dens Session 2015-12-14 11:37:05 AM Dens Concernment Concernmen	CRefree Active Time
Advanced Date Last week © 2015-12-08 © To 2015-12-15 © Show live session only (auto refresh) Local time © Show live session only (auto refresh) Local time © Message On Open Comment Log Date End Date/Time A Open VPN before 2015-12-14 11:38:38 AM 2015-12-14 11:39:12 AM 3 Test 1234 Open session 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:05 AM Den session 2015-12-14 11:37:05 AM	Refree Active Time
Advanced Show live session only (auto refresh) Local time C Show live session only (auto refresh) Local time C Message On Open Comment Log Date End Date/Time A Open VPN before 2015-12-14 11:42:49 AM Open session 2015-12-14 11:42:49 AM Open session 2015-12-14 11:38:38 AM 2015-12-14 11:39:12 AM 3 Test 1234 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:05 AM 2015-12-14 11:37:32 AM 2 Entry edited 2015-12-14 11:37:05 AM	C Refree Active Time
Message On Open Comment Log Date End Date/Time A Open VPN before 2015-12-15 9:50:32 AM blabla 2015-12-14 11:42:49 AM Open session 2015-12-14 11:42:49 AM Open session 2015-12-14 11:32:38 AM 2015-12-14 11:32:32 AM 3 Test 1234 2015-12-14 11:33:32 AM Open session 2015-12-14 11:37:08 AM 2015-12-14 11:37:32 AM 2 Entry edited 2015-12-14 11:37:05 AM 2015-12-14 11:37:05 AM 2 2	Active Time
Open VPN before 2015-12-15 9:50:32 AM blabla 2015-12-14 11:42:49 AM Open session 2015-12-14 11:38:38 AM Test 1234 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:08 AM Entry edited 2015-12-14 11:37:05 AM	9:12 AM 34 sec
blabla 2015-12-14 11:42:49 AM Open session 2015-12-14 11:38:38 AM 2015-12-14 11:37:38 AM 2015-12-14 11:37:37 AM 2015-12-14 11:37:37 AM	:12 AM 34 sec
Open session 2015-12-14 11:38:38 AM 2015-12-14 11:39:12 AM 3 Test 1234 2015-12-14 11:38:32 AM 2015-12-14 11:38:32 AM 3 Open session 2015-12-14 11:37:08 AM 2015-12-14 11:37:32 AM 2 Entry edited 2015-12-14 11:37:05 AM 2 2	:12 AM 34 sec
Test 1234 2015-12-14 11:38:32 AM Open session 2015-12-14 11:37:08 AM 2015-12-14 11:37:32 AM Entry edited 2015-12-14 11:37:05 AM 2015-12-14 11:37:05 AM	
Open session 2015-12-14 11:37:08 AM 2015-12-14 11:37:32 AM 2 Entry edited 2015-12-14 11:37:05 AM 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 2 3	
Entry edited 2015-12-14 11:37:05 AM	:32 AM 24 sec
Open session 2015-12-14 11:35:45 AM 2015-12-14 11:36:01 AM 1	:01 AM 16 sec
Open session 2015-12-09 2:58:10 PM 2015-12-09 2:58:25 PM	25 PM
Entry edited 2015-12-08 9-10-19 AM	

6.3 Action

DESCRIPTION

The *Actions* ribbon contains operations that can only be performed on a running session. The Actions menu will not be visible if there is no active running session. For our example we are running an RDP session, the ribbon will display the following tab when the session is in embedded mode.

•••	🕒 O 🧯 🖋 🦉 WindjamRDP - Remote Desktop Manager												
File Home	Actions E	dit View	Administrati	on Refa	ctoring Tool	s Window	Help						
Reconnect CI	X X	II Close All Other Tab	LogOff Is	Execute -	CD Send Ctrl-Alt- Delete	Charms	App Bar	Start Screen	App Switch	View Only	Keep tab on disconnect	Save Session as	Suplicate

Actions Ribbon

Alternatively, the *Actions* are also available by right-clicking on the tab of an embedded session.

SETTINGS

CONNECT

The Connect actions allows you to reconnect\disconnect from one or multiple session(s) simultaneously. Actions are different depending on your selected session type.

Reconnect	Quickly close the session and then re-open it automatically. Use it to update the resolution of your embedded RDP connections when you resize the window.
Close	Close the active session.
Close All	Close all the opened sessions.
Close All Other tabs	Close all the opened sessions except the active one.
Logoff	Logoff the active session.

Execute	Execute the selected macro or script in the previous window or in the current tab.

COMMANDS

The Commands are actions sent to the remote session, they are therefore different depending on your session type.

Send Ctrl+Alt+Del ete	Send the key combination CTRL+ALT+DELETE to the host.
Charms	On Windows 8 or Windows 2012 server, displays the Charms bar (Search, Share, Start, Devices, and Settings bar).
App Bar	On Windows 8 or Windows 2012 server, displays the App bar to show navigation, commands, and tools.
App Switch	On Windows 8 or Windows 2012 server, switches from one application to another.
View Only	Prevent the session from receiving any input from the keyboard or the mouse. This feature was requested to allow monitoring while preventing manipulation errors. Use it to have a read only access to the remote server.

Keep tab on disconnect	Your session tab will stay open after a session disconnect.
Save Session as	Save your open session as a new entry.
Duplicate	Open a duplicate tab your opened session.

6.4 Edit

DESCRIPTION

The *Edit* ribbon contains operations to rapidly Add, Edit, Overrides, Batch Edit or Export entries.

😑 😑 🧯 🖋 💋 Dashboard - Remote Desktop Manager											
File I	Home Edit	View	Administratio	n Ref	actoring Tool	s Windo	w Help				
New Entry	y Duplicate Entry	Create Shortcut	Save as Template	Edit Entry	Move to Another Group/Folder	Delete Entry	Edit Entry (User Specific Settings)	Edit Entry (Local Specific Settings)	Batch Edit	Export Entry as Remote Desktop File (.rdp)	Export Selection (.rdm)
Edit ribbon											

To learn more please see:

- Add Entries
- Edit Entries
- <u>Setting Overrides</u>
- Batch Edit
- Export
- 6.4.1 Add Entries

DESCRIPTION

The *Add* options lets you quickly create new entries, duplicate them, create shortcut or rapidly save your entry as a template.

SETTINGS



New Entry	Create a new entry (session, group/folder, data entry, credentials, etc).
Duplicate Entry	Create a duplicate of your entry.
Create Shortcut	Link your entry to more than one group. See <u>Shortcut/Linked</u> Entries for more information.
Save as Template	Save your selected entry as a local or shared template.

6.4.1.1 Shortcut Entries

DESCRIPTION

There are many scenarios where it makes sense for an entry to appear more than once in the Navigation Pane. For example, you might want to:

- Assign different access to the folder;
- Create a favorite folder with everything centralized;
- Reuse a document for different scenarios.



Creating shortcuts is simplified by saving the entry once in the database while linking it to more than one group. So when the application loads the data, it automatically creates a link to the original entry.

CREATING A SHORTCUT: OPTION 1

One way to create a shortcut is by doing a right-click on the chosen entry and then using the menu *Edit-Create Shortcut...*



Context menu - Create Shortcut

Another way to create a shortcut is using the *Edit menu - Create Shortcut*.



There is no visual differences between the shortcut and the original entry. Therefore, you'll need to delete all entries to completely remove them.

CREATING A SHORTCUT: OPTION 2

A second way to create a shortcut is via the session properties. Since the shortcut is based on a group list, simply add a session in multiple groups by setting two or more destinations, and separating them by a semi-colon ";". You can also use the browse

button (\ldots) and select more than one group by holding the Ctrl key while clicking on the tree node.

Session				
General				
Microsoft Remote Desktop (RDP)	Name:	Client 1		
>> More	Group/folder:	Client\Telemark\Montreal;Client\Telemark\B	oston 🕑	Browse
Security	Display:	Embedded (tabbed)	Primary monitor 🗘	
VPN/SSH/Gateway				
User Interface	Credentials:	Inherited		
2	Er	ntry Group/Folder		

6.4.2 Edit Entries

DESCRIPTION

The Edit options is used to Edit one of your entry. You may edit the properties, rename your entry or quickly delete your entry.

•	•	1	ø	*						Dast	nboard ·
File	Hor	ne	Edit	View	Administra	tion R	factoring	Tools	Window	Help	
New Ent	try	Dupli Ent	icate try	Create Shortcut	Save as Template	Edit Entry	Move to Ar Group/Fo	nother older	Delete Entry	Edit Entry (User Specific Settings)	Edit En Specific
Edit options											

Edit Entry	Edit the options of your selected entry.
Move to Another Group/Folder	Move your selected entry to another Group or Folder.
Delete Entry	Delete your selected entry. A confirmation window will appear to confirm the deletion of the entry.

6.4.3 Entry Credentials Options

DESCRIPTION

Multiple options are available to use for *Credentials* in your Remote Desktop Manager entries.

Name:			(
Folder:			2 🛠 🗋
Jump:	Off		
Display:	Embedded (tabbed)	C Default	\$
edentials	/ Default		
	Credential repository		
	Embedded		
	Innerited My personal credentials		
	None		
	User vault search		

Default (Custom)	This option allows to enter custom credentials in the <i>General</i> section of the entry.
Credential repositery (Linked in Vault)	Link your entry to use an existing <i>Credential</i> entry in the same vault.
Embedded	You can embed a specific <i>Credential</i> entry that would require, for example, specific information than just using the <i>Custom</i> option available in the entry itself.
Inherited	The credentials used by this entry will be inherited and defined by climbing up the navigation tree until it has access to a set of credentials in a parent folder.
My personal credentials	Will use the credentials set in My personal credentials feature. This allows you to centralize one credential to replace or emulate the ones for your Windows session.

None	No credentials will be allowed to be saved or linked to this entry.
Find by name (User vault search)	Will search your <i>User Vault</i> for the name specified. If the box is left empty, when launch, a <i>Credential list</i> will open with all available <i>Credentials</i> entry from your <i>User Vault</i> .

6.4.4 Move to Another Group/Folder

DESCRIPTION

If you wish to move an entry under a different Group or Folder you have the option of selecting your entry with your mouse and move it under the right Group or Folder, but to avoid easily made mistakes and move it under the wrong Group we highly suggest to use the option *Move to Another Group/Folder*.

SETTINGS

1. Select your entry in your Navigation Pane and then use the menu *Edit - Move to Another Group/Folder*



Move to Another Group/Folder

2. Select the Folder or Group under which you want to move your entry and then click on *Select*.
| ▼ Sessions | | | |
|------------------|-------------|-----------|--------|
| Credentials | | | |
| Sownhill | | | |
| Group 1 | | | |
| Group 2 | | | |
| Group 3 | | | |
| III Hill | | | |
| Private | | | |
| Technoriaht | | | |
| Querrant Querran | | Orned | Optost |
| Current Group | | Cancel | Select |
| | Select Grou | up/Folder | |

6.4.5 Setting Overrides

DESCRIPTION

Setting Overrides options are used to override the user specific settings or the local specific settings of a session.

SETTINGS



Edit - Setting Overrides

Edit Entry (User Specific Settings)	Allows session setting override for a user. For more information see User Specific Settings.
Edit Entry (Local Specific Settings)	Allow session setting override for the local machine. For more information see Local Machine Specific Settings.

User Specific Settings 6.4.5.1

DESCRIPTION

Allows session setting override for a user. Several settings can be overridden, such as user name, password or display.

In your **Navigation Panel** select the entry you wish to override and then do a right click Edit - Edit Entry (User Specific Settings) or in the Ribbon simply select Edit - Edit Entry (User Specific Settings).



Edit - Edit Entry (User Specific Settings)

SETTINGS

•

This feature is only available when using an<u>Advanced Data Source</u>. A setting on the data source allows usage of User Specific Settings. Contact your administrator if the menu is grayed out.

If both User Specific Settings defined on the same entry, Lo	and Local Machine Specific ocal Machine Specific Settin	c Settings are gs have priority.
User Specific settings		
General	Settings More VPN	
Display 🗘	Primary monitor	
Override credentials		
Custom		
Username:		
Domain:		
Password:	•	
Existing credential entry:		Srowse
Embedded credential entry:	Set	
O My personal credentials:	0	
O Private Vault credential entry:	Prompt on connection	Browse

User Specific settings

Please consult each tabs for more information:

- Override Credentials
- General
- Settings

- <u>More</u>
- <u>VPN</u>
- 6.4.5.1.1 Override credentials

DESCRIPTION

Override Credentials allows you to specify other credentials than the one stored in an entry. You can choose from multiple sources according to your security practices and policies.



GENERAL

Simply check the **Override credentials** and select your credential to start overriding your credentials. To stop overriding credentials uncheck the **Override credentials** option.

🄏 Use	er Specific setting	S						
		General	Settings	More	VPN			
Display		٥	Primary n	nonitor		٥		
🗸 Override	credentials							
9 0	Custom							
-	Username:							
	Domain:							
	Password:			•	1			
0	Existing credential e	ntry:					٥ (Browse
0	Embedded credentia	l entry:	Set					
0	My personal credent	ials:	0					
0	Private Vault credent	tial entry:	Prom	ot on con	nection		۵ (Browse

User Specific Settings - Override credentials

The following choices are offered depending on the type of entry being overridden, as well as the location of that entry.

Custom	Use a specific User name, Domain and Password.
Existing credential entry	Use an existing credential entry.
Embedded credential entry	Use an Embedded credential entry.
My personal credentials	Use the credentials stored in My Personal Credentials

User vault credential entry	Use a <u>User vault</u> credential entry.

6.4.5.1.2 General

DESCRIPTION

The General tab allows you to override the Display mode and the credentials.

SETTINGS

DISPLAY



User Specific settings		
General	Settings More VPN	_
Display Embedded (tabbed)	Primary monitor 🗘	
Override credentials		_
Oustom		
Username:		
Domain:		
Password:	•	
Existing credential entry:		S Browse
Embedded credential entry:	Set	
O My personal credentials:	0	
O Private Vault credential entry:	Prompt on connection	S Browse

Display Override

Please consult Display Mode for more information on available settings and their usage.

CREDENTIAL

For more information on Override credentials follow this link.

6.4.5.1.3 Settings

DESCRIPTION

The **Settings** tab allows you to override the screen size, the gateway and your hard drives.

SETTINGS

SCREEN SIZE

Override screen size is only visible for RDP sessions.

Override Screen Size allows you to customize the size of the local window hosting the remote session.

🔏 Use	er Specific settings
	General Settings More VPN
🗹 Override	screen size
P	Remote desktop size Default
	Custom width 0 Custom height 0 0
	Screen sizing mode: Scrollbar
Override	gateway
<u>(</u>	Credentials
Override	hard drives
2	 Redirect all disk drives Redirect Home folder Redirect specific folders Configure

User Specfic settings - Override screen size

Remote desktop size	Indicate the proper window size.
Custom width	Define the custom width of the window.
Custom height	Define the custom height of the window.
Screen sizing mode	You can select the screen sizing mode between:

• Scrollbar
Smart reconnect
Smart sizing
Server resolution
None

GATEWAY

Override gateway allows you to customize the RDP Gateway credentials used on the remote session. You must select the new credentials to be used, to learn more about the options for credentials override please follow this <u>link</u>.



🔏 Use	er Specific settings					
		General	Settings	More	VPN	
Override	screen size					
	Remote desktop size	Default			٥	
-	Custom width	0	Custom	n height	0	٢
	Screen sizing mode:	Scrollba	ır		0	
Override	gateway					
			Credentials	, 🔺		
Override	hard drives					
	Redirect all d Redirect Hom Redirect spec	isk drives ne folder cific folder	s C	onfigure		

User Specific settings - Override gateway

HARD DRIVES

Override hard drives allows you to customize the RDP hard drives that are shared with the remote desktop connection.



🔏 Us	er Specific settings					
		General	Settings	More	VPN	
Override	e screen size					
	Remote desktop size	Default			0	
	Custom width	0	Custom	height	0	0
	Screen sizing mode:	Scrollba	r		٥	
Override	e gateway					
<u></u>			Credentials			_
🔽 Override	e hard drives					1
<u>.</u>	Redirect all d Redirect Hom Redirect spec	isk drives ne folder cific folders	s Co	onfigure		

User Specific settings - Override hard drives

Redirect all disk drives	Share all of your hard drives in the remote session.
Redirect Home folder	Share your home folders in the remote session.
Redirect specific folders	Share one or more specific hard drives that you want in the remote session.

6.4.5.1.4 More

DESCRIPTION

Override from the tab More allows you to keep the tab page of your session open even when disconnecting.

SETTINGS



User Specific Settings - More tab

6.4.5.1.5 VPN

DESCRIPTION

When using a VPN on your session this allows you to override the VPN credentials.

SETTINGS

Select the credentials you wish to use to override your VPN credentials. Fore more information on the credentials please see <u>Override credentials</u>.

The User vault credential entry is only available under the following conditions:

- 1. the User vault is available for your data source;
- 2. You are overriding at the folder level;
- 3. You are overriding a session that is itself in the User vault.

User Specific setting	js
	General Settings More VPN
Override credentials	
Custom	
Username:	
Domain:	
Password:	
Existing credential e	entry: Srowse
Embedded credenti	al entry: Set
My personal creden	tials:
OPrivate Vault creden	ntial entry: Prompt on connection 🗘 Browse
	User Specific settings - VPN
Remote desktop size	Indicate the proper window size.
Custom width	Define the custom width of the window
Custom height	Define the custom height of the window.

6.4.5.2 Local Machine Specific Settings

DESCRIPTION

Allow session setting override for the local machine. Several settings can be overridden such as user name, password and display.

LOCAL MACHINE SPECIFIC SETTINGS

This feature is only available when using an <u>Advanced Data Source</u>. A setting on the data source allows usage of Local Machine Specific Settings, Contact your administrator if the menu is grayed out.

In the majority of cases this dialog will appear.

Local Specific set	tings						
	General	Settings	More	VPN			
Display	\$	Primary	monitor		٢		
🗹 Override credentials							
🕒 💿 Custom							
Username:							
Domain:							
Password:			•	8			
Existing credenti	al entry:				:	٥ (Browse
Embedded crede	ential entry:	Set					
My personal crea	dentials:	0					
Private Vault cree	dential entry:	Prom	npt on co	nnection		0	Browse

Local Specific Settings

Please consult each specific override topic for more information.

- Override Credentials
- General
- <u>Settings</u>
- <u>More</u>
- <u>VPN</u>

6.4.6 Batch Edit

DESCRIPTION

Use the *Edit - Batch Edit* or the *Batch Edit* option in the context menu to change the settings of multiple sessions in one operation. It can be used for example to remove or update all of the credentials of a group of sessions.

	Dasboard - Remote Desktop Manager					
Window	/ Help					
Delete Entry	Edit Entry (User I Specific Settings) S	Edit Entry (Local Specific Settings)	Batch Edit	Export Entry as Remote Desktop File (.rdp)	Export Selection (.rdm)	
			Chang Chang Reset Reset	e Saved Host Name. e Saved Credentials. All Saved Credentials All Saved Passwords	 	
			Batch	Actions		
		×	Edit Se Edit Se Edit Se Edit Se	essions (General Sett essions (Session Type essions (User Specifi essions (Security Gro	ings) e Settings) c Settings) up)	
en (External)	Open	Open (Full				

Batch Edit

You could also change:

- Host Name
- Credentials
- Passwords
- General Settings
- Session Type Settings
- User Specific Settings
- Security Group

ADVANCED SEARCH

You can select multiple entries by using **Command** and mouse click. For a method with a little more power, use our <u>Advanced Search</u> dialog, accessible from **View** - **Advanced Search**. The Advanced Search allows you to select multiple criteria at once.

	Search Settings	19 item
	ocaren octaligo	Load
Connection type	Microsoft Remote Desktop (RDP)	Save
Nega		Save As
None		Export
None	0	
		Search
None	3	
Name	Description	
RDP		
DC	Display Override August	
Client 1	Display Override August	
Client 2	Display Override August	
TM - Client 1	Display Override August	
CCH Tupped DDM Clies	1	

Advanced Search

After you've tweaked your criteria to get the results you want, press on **Select in Navigation Pane** and then **Action - Batch Edit**.

SETTINGS

CHANGE SAVED HOST NAME

	Change your host names	
Host na	me:	
	Cancel	Save
	Change Saved Host Name	

You can change multiple host name at the same time.

CHANGE SAVED CREDENTIALS

You can change the configured credentials for multiple sessions in a batch.

Change you	r credentials		
Use specified credent	ials		
✓ Username:			
✓ Password:		•	
✓ Domain:			
OUse credential reposit	ory		
Credentials:	Prompt on connection	•	Browse
	All	Change	
OUse inherited			
OUse my personal cred	entials		
Use private vault sear	ch		
Search string:			
None			
	Change Saved credentials		

Use specified credentials	Use a specific username, password and domain.
Use credential repository	Use a Credential entry linked entry which can can be external credentials like KeePass for example. This is very useful for sharing or reusing existing credentials among entries.
Use inherited	Use the credentials of it's parent entry or group.
Use my personal credentials	This allows you to use one set of credentials to replace or emulate the ones from your Windows session. See My Personal Credentials topic.
Use User vault search	Use credentials stored in your User vault.
None	Do not use any credentials.

RESET ALL SAVED CREDENTIALS

Clear all existing credentials for the selected sessions.

RESET ALL SAVED PASSWORDS

Clear all existing passwords for the selected sessions.

EDIT SESSIONS (GENERAL SETTINGS)

🔏 🛛 Batch Edit			
General More VPN/SSH/Gateway Events	Override Group/folder:	Client\Telemark\Boston	V Browse
■ Logs ③ Advanced	Display:	Undocked	Primary monitor
	Override	Allow reveal credentials (everybod	y):
	Image:	\odot	

Batch Edit - General Settings

Edit Sessions (General Settings) allows you to change common sessions settings simultaneously. The session can be of any type, because a common set of options are shared among sessions. The following common general settings can be changed:

- Group/Folder
- Display
- Allow show credentials (everybody)
- Image
- Description
- Keywords/Tags
- VPN
- Events
- Logs
- Advanced Settings tab

EDIT SESSIONS (SESSION TYPE SETTINGS)

Edit Sessions session types	s Session Tyj like RDP.	pe Setting	gs is only a	vailable for	specific
孩 Batch Edit					
General Display	Local Resources	Programs	Experience	Connection	Advanced
				Edit logo	n settings in batch
Computer name:					Browse
Port:	Default	6			
	Set the port to	0 to use the	default port		
Username:					
Domain:					
Password:					02
	Open conso Always ask	ole (Admin mo for credentia	o de) Is		
RDP type:	Normal		\$		
RDP Engine:	Default		0		
	Datah F				

Batch Edit - Session Type

EDIT SESSIONS (USER SPECIFIC SETTINGS)

User Specific Settings can be modified in a batch if they're supported by the session type.

User Specific setti	ngs						
	General	Settings	More	VPN			
Dieplay	^	Drimony	monitor		^		
Override credentials	~	Primary	morntor		~		
Custom							
Username:							
Domain:							
Password:			•	2			
Existing credentia	al entry:					٥	Browse
Embedded crede	ntial entry:	Set					
My personal cred	entials:	0					
Private Vault cred	lential entry:	Prom	pt on cor	nnection	۱	٥	Browse

Batch Edit - User Specific settings

EDIT SESSIONS (SECURITY GROUP)

Use the Edit Sessions (Security Group) option to apply a new security group on multiple sessions.

Select from list		
	O	

Batch Edit - Security Group

6.4.6.1 Batch Actions

DESCRIPTION

Use the *Edit - Batch Edit - Batch Actions* to change the settings of multiple sessions in one operation. It can be used for a batch action command on a group of sessions.



SETTINGS

GENERAL

Batch action selection	
All General Web SSH	Q. Search
	Cancel OK
	Batch action - General

Custom AppleScript	Run a custom Applescript command on multiple selected sessions all at once to update the properties.
Detect Mac Addresses	It will scan all of your sessions in your current database to detect if there is any mac addresses.

WEB

These options will only work for Web Browser session					
Batch action selection					
All General Web SSH	Q Search Discover HTML Autofill Set Default HTML Autofill				
	Cancel OK				
Batch Action - Web					

Discover HTML Autofill	Once you have selected your web browser sessions and run the batch action, it will automatically fill in the HTML login information.

Set Default HTML Autofill	Once you have selected your web browser sessions and run the batch action, it will automatically fill in the Username ID and Password ID fields with the default values.

5	Session							
≡	General			G	eneral	Login		
	🕀 Web Browser (http/https)							
>>	More			Credentials	Autofill	Html Control ID		
٢	Security	Profile:	Default		1	3		
	VPN/SSH/Gateway							
	User Interface	Form ID:						Default
0	Information	Username ID:						Discover
	Events	Domain ID:					-	
e4	Sub Connections	Password ID:					-1	
0	Attachments	Login button ID:						

Web Browser Html Control ID settings

SSH

Jatch action	n selection		
All General Web SSH	Q Search Convert Putty/Rebex Session To Convert SSH/Telnet/PortForward SSH/Telnet/PortForward Session Image: Convert SSH/Telnet/PortForward		
	Cancel OK Batch Action - Web		
Convert Putty/Rebex	It will automatically convert your selected Putty/Rebex sessions into SSH/Telnet/PortForward sessions.		

Session to SSH/Telnet/Por tForward Session	
Convert SSH/Telnet/Por tForward Session to Putty/Rebex Session	It will automatically convert your selected SSH/Telnet/PortForward sessions into Putty/Rebex sessions.

6.4.7 Play List

DESCRIPTION

The Play List feature in Remote Desktop Manager for Mac is a lot like a music play list. The Play List can be used to create groups of sessions for a specific task or for security reasons. You can build your own Play List and start all entries from a Play List at the same time.

The Play List feature is accessible from View - Play List.



For more information, please consult the following topics:

- <u>Actions</u>
- <u>Management</u>
- Default at Startup

6.4.7.1 Actions

DESCRIPTION

You can create Local or Shared play List in Remote Desktop Manager. There's several methods to create or edit a Play List:

- Create Play List by selecting entries in the Navigation Panel
- Create Play List with Opened Tabbed Sessions
- Create Play List with No Selection
- Edit an existing Play List

SETTINGS

LOCAL PLAY LIST

Local Play List is saved on the local computer and is not available to other users.

Play List Management	
Local Shared Private Vault	
€≡	
Morning	
Default at startup Last opened connections 🗘 🗹 Confirmation at startup	
Select in Navigation Pane Open Embedded Open	Close
Play List Management - Local Play List	

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SHARED PLAY LIST

The *Shared Play List* is saved in the database and can be used by all users. The Shared Play List can be launched from the Navigation Pane as well as from the menu *View - Play List*.

Please consult the Play List Entry topic for more information on the Shared Play List session.

Play List Managemer	ıt		
	Loca	Shared Private Vault	
Server PlayList			
+ - まご 宿 Select in Navigation Pane	Open Embedded	Open	Close
Play	List Management - Shar	red Play List	

USER VAULT PLAY LIST

The **User vault Play List** is saved inside your User vault which is a user centric repository, it allows each user to create Play List that only them can access.

Commands	281
----------	-----

Play List Management		
	Local Shared Private Vault	
Reboot PlayList		
+ - 泰 C @		
Select in Navigation Pane Open Embe	edded Open	Close
Play List Manageme	ent - User vault Play List	

ACTIONS

CREATE PLAY LIST BY SELECTING ENTRIES IN THE NAVIGATION PANE

1. Select the entries for your Play List in your Navigation Pane using Command + click.



2. Right click in your Navigation Pane and select Play List - Create Play List.



3. Choose if you wish to save your Play List Locally, Shared or in your User vault.

How do you want to save your new play list?							
	Local						
	Shared						
	Private Vault						
	Cancel						

Save Play List

4. Then click on **Selected Entries in Navigation Pane**.

≣	Please select the default selection for the new play list
_	Selected Entries in Navigation Pane
	Opened Tabbed Sessions
	No Selection
	Close

Selected Entries in Navigation Pane

3. You will notice that all your preselected entries from your Navigation Pane are already selected in the Play List Editor. Provide a name and a short description for your Play List and click *OK*

Play List Editor	
Name: Server Play List	
Description:	1000 û ms
- Consisten	Select All
V Sessions	Unselect All
Downhill	Expand All
Cisco AnyConnect	
□ Ø RDP	Collapse All
C Exchange	
E Forum	
Synchro	
Tech1	
	Cancel OK
Play List Editor	
The <i>wait time</i> is used to set the	e delay between opening different entr

You could also create a new Play List by using the *View - Play List* and then clicking on the plus to create a New Play List.

Play List Management	
Local Shared Private Vault	
Morning	
Default at startup Last opened connections 📀 🗹 Confirmation at startup	
Select in Navigation Pane Open Embedded Open	Close
Create a New Play List	

CREATE PLAY LIST WITH OPENED TABBED SESSIONS

1. Open all the sessions you wish to add to your new Play List in Embedded mode.

2. Right click in your Navigation Pane and select *Play List - Create from Opened Sessions.*



3. Select if you wish to save your Play List Locally, Shared or in your User vault.

I	How do you want to save your new play list?
	Local
	Shared
	Private Vault
	Cancel
	Orace Direction

Save Play List

3. You will notice that your opened sessions are already preselected in your Play List Editor. Provide a name and a short description to your Play List and click *OK*.

Play List Editor	
Name: Cloud List] 🖽
Description:	1000 🗘 ms
▼ Sessions	Select All
Client	Unselect All
T Downhill	Expand All
Cisco AnyConnect	Collapse All
Cloud Cloud C DC DC DC Downhill E DEVOLUTIONS33 Exchange C Forum Synchro	
	Cancel

Play List Editor

CREATE PLAY LIST WITH NO SELECTION

1. Right click in your Navigation Pane and select Play List - Create Play List.

DevWind	\$ Č	*	Dashboard	Todo					
 Sessions Client Downhill 			5 DC	;					
 ► ■ Downhill ► ♦ Cisco AnyConnet € Cloud 	ct		Actio	ons		P	Ē		
 ᢙ DC OC Downhill ▲ DEVOLUTIONS 	Open Se Open wi	electi ith Pa	on (3 Entrie arameters	es) ←	2	Open (Select Credential	Open Share Folders	Open (Without VPN)	
🚱 Exchange	New Ent Duplicat Add	try te En	try	►		Close VPN Only	New Entry	Edit Entry	
Tech1	Edit Favorite Play List) 		Create Play	List		
√VDOWNSRV-TE Clipboard ▶ ▲ Telemark Macros/Scri		rd /Scrip	ots/Tools			Create from Add Selection	Opened Sess on to Existing	ened Sessions o Existing Play List (3 Entries)	
Devolutions web Log Services / Protocols	View		Create	e Play L	is:	Play List Ma	nagement		

2. 3. Choose if you wish to save your Play List Locally, Shared or in your User vault.

≣	How do you want to save your new play list?
	Local
	Shared
	Private Vault
	Cancel

Save Play List

3. In Entry - Play List - Create Play List select the option No Selection.



≣	Please select the default selection for the new play list.						
	Selected Entries in Navigation Pane						
	Opened Tabbed Sessions						
-	No Selection						
	Close						
	No Selection						

2. Select the entries you wish too add to your Play List by checking the box beside the entry name. Provide a name and a short description to your Play List and click *OK*.

PI	ay List Editor			
Name: Description:	PlayList		E	
			100	00 û ms
▼ Sessions				Select All
	nts		88	Unselect All
▼ 🕅 D	ownhill pro		F	xpand All
	Cloud			
	OD DC		0	ollapse All
	Sector Exchange			
	Forum			
	Test LastPass			
V 🕅 Te	lemark			
	ODC			
	2 VNC			
Vin Win	djammer			
	dc			
	F a strate			
		Can	cel	ОК

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Play List Editor

EDIT AN EXISTING PLAY LIST

1. You can edit a Play List in View - Play List.

A Dashboard - Remote Deskto Administration Refactoring Tools Window Help Edit View Q, := •• ~ Play List View Credential Favorite Most Recent Todo List Advanced Quick ate Opened ult Sessions Entries Used Entries Search Entries Connect View - Play List

2. Select the Play List you wish to modify and then click on the wheel to edit the entry.

Play list management	
Local Shared Private Vault	
LastOpened RDM Entries	
+- <mark>*</mark> 0@	
Default at startup Last opened connections	
Select in Navigation Pane Open Embedded Open Close	,

Play List Management - Edit

6.4.7.2 Management

DESCRIPTION

There's 3 way to Open a Play List:

Open	Items will open using the specified mode in each session.
Open Embedded	Items will all open using the embedded mode.
Select in Navigation Pane	Items will be selected in the Navigation Pane, this allow you to choose another command to run on the section as a second step.

OPEN ITEMS IN DEFAULT MODE

In View - Play List and select the Play List to open and click on Open

Play list	st management	
	Local Shared Private Vault	
LastOpened	RDM Entries	
+ - ★ Ĉ 個 Default at startup	Last opened connections 🖸 🗸 Confirmation at startup	
Select in Naviga	ation Pane Open Embedded Open	Close
	Open Default Mode	

OPEN ITEMS IN EMBEDDED MODE

In View - Play List select the Play List to open and click on Open Embedded.

Play list	t management	
	Local Shared Private Vault	
LastOpened	RDM Entries	
+ - 条 C 值		
Default at startup	Last opened connections Confirmation at startup	
Select in Naviga	ation Pane Open Embedded Open	Close
	Open Embedded Mode	

OPEN ITEMS WITH SELECT IN NAVIGATION PANE

In *View - Play List* select the Play List to open and click on *Select in Navigation Pane*. Then select the desired entries in your *Navigation Pane* using Command + click.

Local Shared Private Vault LastOpened RDM Entries
LastOpened RDM Entries
+ - 幸 ご 値 Default at startup Last opened connections ◇ ✓ Confirmation at startup
Select in Navigation Pane Open Embedded Open Close

Select in Navigation Pane

MENU

You can use the menu in the Play List Management for multiple options.

Play list	t management	
	Local Shared Private Vault	
LastOpened	RDM Entries	
Default at startup	Last opened connections	
Select in Naviga	ation Pane Open Embedded Open	Close
	Play List Management Menu	

SETTINGS

	DESCRIPTION
+	Create a new Play List.
	Delete an existing Play List.
*	Edit the selected Play List.
Ċ	Refresh your Play List Management.
徻	Copy the selected Play List.

6.4.7.3 Default at Startup

DESCRIPTION

DESCRIPTION

A Play List can be set to be launched when Remote Desktop Manager for Mac is opened.

SETTINGS

DEFAULT PLAY LIST AT STARTUP

To define a default Play List, click *Edit - Play List - Play List Management*. Then select your Play List in the *Default at startup* drop down.

Play li	ist management	
	Local Shared Private Vault	
LastOpened	RDM Entries	
+ - 杂 C 僧 Default at startup	No default Last opened connections LastOpened V RDM Entries Confirmation at starture	2
Select in Navi	gation Pane Open Embedded Open	Close

Default at startup



If you check the **Confirmation at startup** box a confirmation window will be displayed before opening your Play List. You can then enable or disable sessions manually or you can cancel the process completely.

The last opened connections option will offer to reopen the sessions that were opened at the time you closed Remote Desktop Manager for Mac. That Play List is maintained automatically at every Remote Desktop Manager for Mac closing.

6.4.8 Export Entry

DESCRIPTION

Use the Export options to export selected entries from Remote Desktop Manager for Mac.

SETTINGS

111	Dashboard - Remote Desktop Manager		
Edit View Administration R	tefactoring Tools Window Help		
plicate Create Save as Edit Entr	y Move to Another Group/Folder Entry Oser Specific Settings)		
	Edit ribbon - Export options		
Export Entry as Remote Desktop File (.rdp)	Export your selected entries in a Remote Desktop File (.rdp) format.		
Export Selection (.rdm)	xport Selection rdm) Export your selected entries in a .rdm file that can then be imported into any Remote Desktop Manager for Mac data source. You could choose to include the credentials of you entry in your export format and secure your file with a master key.		

6.5 View

DESCRIPTION

The *View* ribbon is used to control different feature regarding the views, layout and logs of Remote Desktop Manager for Mac.



Refer to the following topics for more information:

- All Entries
- User vault
- Opened Sessions
- Favorite Entries
- Most Recent Used Entries
- Todo List
- Avanced Search
- Play List
- View Credential Entries
- Quick Connect
- View Usage Log
- Navigation

6.5.1 Todo List

DESCRIPTION

ToDo lists helps you follow the work that needs to be done by your staff on specific entries.

To view a complete list of all the current Todo List in your current data source click on Todo List in the View ribbon.



To learn more about Todo List please see:

- <u>Add</u>
- Search
- Export
- 6.5.1.1 Add

DESCRIPTION

Create tasks in the ToDo List to help you follow what work needs to be performed by your staff.

SETTINGS

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CREATION OF A TASK

1. In the View ribbon click on ToDo List.

••	•	- /	×	£			
File	Home	e Edit	View	Administra	tion Refac	toring Too	ls Window
All Entri	es	Private Vault	Opened Session	Favorite s Entries	Most Recent Used Entries	Todo List	Advanced Search
				View ribbon	- Todo List	-	

2. Click on Add new Todo

Dashboard Usage	e Log Todo			
Dashboard Due Date	Last 7 Days	≎ 2015-07-14 С То	2015-07-21	
Status		\$		
Username		٢	Search	
Name	Status	Entry	Priority Assigned To	Due Date Creation Date
ToDo	Assigned	DC	1 david	2015-04-16
	C Auto refresh		≡ ©, A ≪	
		Add new	todo	

Add new todo

Enter your task information, like the name of the task, the priority, the due date and the description.

🚺 Task	management
Name:	
Entry:	Cloud
Priority:	1 Creation date: 2015-07-21 Creation date: 2015-07-21
Description:	
	Task
User:	Current user Status: Assigned
Comment:	
	Cancel OK
Task Manager	ment



CURRENT USER

You can use *Current user* to set your identity instantly.

STATUS

Different status can be applied to a task:

- Assigned
- Canceled
- Closed
- Done

- In progress
- Open
- Postponed
- 6.5.1.2 Search

DESCRIPTION

When multiple tasks are created in Remote Desktop Manager for Mac, perform a search by clicking on the Search button to filter out the list of displayed tasks.

Reshboard Todo)						
Due Date	Last 7 Days	٥	2016-12-06 🗘	To 2016-12-1	3 0		
Status			٢				
Username			٢	Searc	ch		
Name		Status	Entry	Priority	Assigned To	Due Date	Creation Date
	Auto	refresh					
			Todo Se	earch			

You can filter your search by Due Date, User name or by Status.

Todo	filter			
Due Date	Last 7 Days	≎ 2015-07-14	Сто	2015-07-21
Status		\$		
Username		٥		
			Cancel	ОК
		Todo filter		

6.5.1.3 Export

DESCRIPTION

Tasks can be exported in different types of files for printing or for reviewing.

HOW TO EXPORT TASKS

Before exporting tasks, you can perform a <u>Search</u> to filter out the task list.

Right-Click on a task and select the file format.

Dashboard Todo					
Due Date	Last 7 Days	٢	2016-12-06 🗘 To	2016-	12-13 🗘
Status			٢		
Username			٥		Search
Name	Status		Entry	Pric	ority Assigned To
Reboot Server	Assigned		Edit		David
			Assign User		
			Status	•	
			Locate Related E	ntry	
			Export to Csv		
			Export to Xml		

Export Todo List

Export options

EXPORT FILE TYPE

You can export tasks in these file formats:

- CSV
- HTML
- XML
- 6.5.2 Advanced Search

DESCRIPTION

The *Advanced Search* feature allows you to make powerful searches with multiple criteria at once. You can then easily select your search result in your Navigation Pane.

• •		Advan Search			
R Advanced Sear	ch				
	County	Cottings			18 items
	Search	Settings		Load	
Connection type ᅌ	Microsoft Remote Desktop (R	RDP) ᅌ		Save	
New				Save As	
None				Export	
None					
				Search	
None ᅌ					
Name	Description				
🕟 RDP					
🕟 DC	Display Override August				
OC Downhill	Display Override August				
🐼 Exchange	Display Override August				
S Client 2	Display Override August				
🧭 TM - Client 1	Display Override August				
🧭 SSH Tunnel RDM Client					
DDD through CCU Tuppel					
			Reset	Select in Navigation Pan	е

Advanced Search

SETTINGS

Name	You can select between different criteria to tweak your search:
	• Name
	Connection type
	Contact Reference
	Creation date
	Custom field
	Description
	• Domain
	• Group

	• Host
	• Is favourite
	• Keywords/tags
	• Last update date
	• Name
	• OS
	Password strength
	Security group
	Server role
	• Status
	• Username
Load	Load searches that has been previously saved.
Save	Allows you to save your search locally and reuse it.
Save As	Use to save a previously saved search but under another name.
Export	Export the entries of your search result as a Csv, Html, Xls or Xml file. Sensitive information will be encrypted using AES.
Search	Once you have selected your search criteria click on Search to display the search result.
Reset	Reset all your fields to proceed with a new Search.

Select in Navigation Pane	Select your search result in your Navigation Pane. This option can be used in combination with a Batch Edit.

There will be a drop-down list next to certain fields (ex: Name) to give you search options for:

- **Contains** any name that includes the characters you have entered, anywhere in the field name.
- Starts With any name beginning with the characters you have entered.
- Ends With any name ending with the characters you have entered.
- *Exact Expression* will find names that match every character you have entered, exactly as entered.

6.5.3 View Usage Log

DESCRIPTION

The shared session log offers a robust log solution. Through it, it's possible to monitor an opened session for all users that are using an <u>Advanced data sources</u>. The log is available for specific sessions in the context menu *View-Logs*, in the session properties (Log tab page), and in the dashboard.

SETTINGS

The log contains all the CRUD (add, edit and delete) operations, passwords being viewed, credentials being used by other sessions, etc...

🗹 Date:	Yesterday	ᅌ 2016-12-14 🔾 То	2016-12-14 🗘			
Username:		Machine name:				~
Message:		 On Open Comment 	s:			~
Group/Folde	r:	 On Close Commen 	ts:			~
Group	Connection	Message	On Open Comment	Log Date	End Date/Time	Ac
	Server PlayList	New entry added		2016-12-13 4:50 PM		
Client\Telemark\	Client 1	Entry edited		2016-12-13 4:03 PM		
Client\Telemark\	Client 1	Entry shortcut deleted		2016-12-13 4:03 PM		
	My personal credentials	Exported entry (Native)		2016-12-13 10:51 AM		
Client\Telemark\	Client 1	New entry shortcut added		2016-12-13 8:30 AM		
Client\Telemark\	Client 1	Entry edited		2016-12-13 8:30 AM		
Client\Downhill\	LastPass Account	Entry edited		2016-12-13 8:30 AM		
Client\Downhill\	LastPass - training@d	Entry edited		2016-12-13 8:30 AM		
Client\Downhill\	LastPass	Entry edited		2016-12-13 8:30 AM		
Client	Cloud	Entry deleted		2016-12-13 8:29 AM		
Client\Telemark\	Firefo	Entry deleted		2016-12-13 8:29 AM		

View - Log - Usage Log

You can use the *View Logs* to find information for multiple sessions for a specific time or for a specific user. The window is similar to a search window and offers multiple filter types, including:

- Time period
- User name
- Machine name
- Message
- Group/Folder
- Open or Close comments

Here is a list of the columns found in your Usage Log.

Group	The Group/Folder where your entry is situated.
Connection	The connection being used to open your entry.
Message	Indicate the action that was done on your entry or session.

On Open Comment	The Open Comment is defined in the Log tab of your session, to learn more please see Logs Options.
On Close Comment	The Close Comment is defined in the Log tab of your session, to learn more please see Logs Options.
Log Date	Indicate the date and time your session was opened or your entry was edited.
End Date/Time	Indicate the date and time when the session or entry was closed.
Active Time	Only available for sessions in embedded mode. It will record your session active time, meaning the time your session was opened in embedded mode and you were active in your session. If your session is opened but your view is on your Dashboard tab and not on your session tab, no Active Time will be recorded. (Please see Note 1)
Duration	Only available for sessions in embedded mode. When sessions are opened in embedded mode the Duration time will be recorded, meaning that even if your view is on your Dashboard and you are not actively working in your session but your session tab is opened, Duration will record how long it was opened for. (Please see Note 1)
User	Indicate the Windows user name and domain.
Database user name	Indicate the database user name.
Connection user	Indicate the Connection user.
Machine	Indicate the machine name.

Connection Type	Indicate the connection type that was used.

6.6 Administration

DESCRIPTION

The Administration ribbon is only available for the Administrator of the data source since it is mostly used to manage settings and users of a data source. If the options are grayed out contact your administrator.

Also most features contained in the Administration menu requires an <u>Advanced Data</u> <u>Source</u>.



Administration ribbon

Refer to the following topics for more information:

- <u>System Settings</u>
- Security Provider
- User Management
- User Groups
- Vault Settings
- Deleted Entries
- <u>Reports</u>
- <u>Change Password</u>

6.6.1 Data Source Settings

DESCRIPTION

Data Source Settings is available from Administration - Data Source Settings.

Data source settings allows you to control many global aspects of the data source, such as Offline Mode, password policies and version management. properties. You can define general policies applicable for the whole data source.



SETTINGS

Data Source Setting	JS
Password Policy Password Complexity Version Management	General Image: Allow user specific settings Image: Allow local specific settings Image: Disable private vault Image: Disable private vault
Serial System Message Custom Variables	Offline mode Read/write Comparison Read/write Read/
	Lock application when minimized Lock on idle

Data Source Settings

For more information on the different options held in the Data Source settings please see:

<u>General</u>

- Password
- Version Management
- Serial
- System Message
- <u>Custom Variables</u>
- 6.6.1.1 General

DESCRIPTION

In the *General* side menu, you will be able to manage different right access specific to the data source.

Data Source Settings	
General Password Policy Password Complexity Version Management Serial	General Image: Allow user specific settings Image: Allow local specific settings Disable stack trace Disable private vault Include private vault logs Offline
System Message Custom Variables	Offline mode Read/write © Expiration 7 C days Security Lock application when minimized Lock on idle 0 C minutes

Data Source Settings - General

GENERAL

Allow user specific	Enables the use of user specific settings. See <u>User</u>

setttings	Specific Settings for more information.
Allow local machine specific settings	Enables the use of local machine specific settings.
Disable User vault	Disable the usage of the User vault for all users of the data source.
Disable entry drag- and-drop	Entry group modification using the drag and drop will be disabled. Use this setting to avoid accidental drag and drop.
Disable stack trace	Disable the stack trace details when an error appears during the execution of the application.
Include User vault logs	Include the logs for the User vault for all users of the data source.

OFFLINE

Offline mode	Set the global data source support for Offline Mode. Useful when using a VPN connection that makes using local network impossible.
Expiration	Number of days that the local copy will be considered valid for the offline cache. You should go online prior to the end of that period to re-validate the data.

SECURITY

Lock application when minimized	Automatically lock the application when minimized in the taskbar for every user of the data source.
Lock on idle	Automatically lock the application when it is not used after a determined number of minutes.

6.6.1.2 Password Policy

DESCRIPTION

Password Policy allows you to manage the different password policy and settings for your data source. For more information regarding the Password Complexity follow this link.

Some of these settings could be overridden using Group Policies. For more information see How to modify Group Policy Templates.

SETTINGS

Data Source Setting	gs
General ▼ Password Policy Password Complexity Version Management Serial System Message Custom Variables	 Disable password saving (shared) Disable password saving (user specific settings) Disable password saving for data source access Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter) Allow reveal credentials (if enabled in the entry) Allow password in macro (send keys) Password history 5 2 items
	Close

Data Source Settings - Password Policy

Disable password saving (shared)	Users will not be able to save passwords within session.
Disable password saving (user specific settings)	Users will not be able to save password in the User Specific Settings.
Disable password saving for data source access	Users will not be able to save a new password to access the data source.
Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter)	Controls if reveal password is enabled for authorized users.
Allow reveal credentials (if enabled in the entry)	Allow to show the credentials if the box "Allow show credentials (everybody)" is check inside the session.
Allow password in macro (send keys)	Renders \$MACRO_PASSWORD\$ variable useless for this data source.
Password history	Indicates the maximum saved password history count. See Password History for more information.

6.6.1.2.1 Password Complexity

DESCRIPTION

This security setting determines whether passwords must meet predetermined complexity requirements that has been configured in your Data source settings. Complexity requirements are enforced when passwords are changed or a new entry is created. If this policy is enable then new passwords must meet some of the following minimum requirements:

• Minimum length

- Minimum lowercase characters
- Minimum uppercase characters
- Minimum numeric characters
- Minimum symbols

SETTINGS

The settings set in the Password Complexity Data source will determine what is the Default value of the Session settings.

Data Source Sett	ings			
General Ceneral Cenera	Enabled: Validation:	True Required	0	
Serial System Message Custom Variables	Name REQUIREMENT - REQUIREMENT -	TEAM A TEAM B		~
				Close

Data Source Settings - Password Complexity

ENABLED

The Enable option set in the data source settings will determine the Default option of your Password Complexity session entry.

True	Enable the use of the Password Complexity requirements, doing so will force users of the data source to meet the password requirement set by the administrator of the data source.
False	Disable the Password Complexity requirements.
Inherited	Inherit the usage set in the parent folder. When using Inherited you will have to set a password to use as Inherited in the top folder of the entry.

VALIDATION

If the usage is enabled and you try to change or create a password for one of your entry, the reaction will depend on the chosen Validation mode.

The validation option determined in the data source settings will determine the Validation Default option of your Password Complexity session entry.

None	Will not use any kind of validation when changing or creating a new password.
Warn	Will warn you that your password does not comply with the Password Complexity requirements but will allow you to continue with that password or to edit it.
Required	The requirements of the Password Complexity are mandatory.
Inherited	Inherit the usage set in the validation folder. When using Inherited you will have to set a password to use as Inherited in the top folder of the session entry.

CREATE

You must create your own Password Complexity requirements template to then apply them to your sessions. Click on the plus button to create your Password Complexity template, enter a name and the desired requirements.

Password Complexity			
Name:			
Minimum length		0	٢
Minimum lowercase characters		0	٢
Minimum uppercase characters		0	٢
Minimum numeric characters		0	٢
Minimum symbols		0	٢
	Cancel	ОК	

Data Source Settings - Password Complexity

6.6.1.3 Version Management

DESCRIPTION

You can manage your Remote Desktop Manager versions for Windows, Mac, Android or IOS.

VERSION MANAGEMENT

General	Мас		
Password Policy	Disable auto update notification		
Version Management	Minimal version Current Ex: 1.0.0.0		
Serial	Maximal version Current		
System Message	Download LIRI :		
Custom Variables			
	Allow access from PVM (Mac)		
	Windows		
	Minimal version 10.5.5.0 ex: 5.8.3		
	Maximal version		
	Download URL:		
	Allow access from RDM (Windows)		
	Allow access from PVM (Windows)		
	Android		
	Allow access from RDM (Android)		
	Allow access from PVM (Android)		
	IOS		
	✓ Allow access from RDM IOS		
	Allow access from PVM IOS		

Version Management tab

Disable auto update notification	Disable the auto update notification message. Use this when you want to manually update the application and not get notify when new versions are available
Minimal version	Force users of the data source to use a minimal version. Enter the entire version number (7.9.10.0) to force a specific version or use partial number to force a subset version (7.9). Use this to disable connecting to the data source with an older version.

Maximal version	Force users of the data source to use a maximal version. Enter the entire version number (7.9.10.0) to force a specific version or use partial number to force a subset version (7.9). Use this to disable connecting to the data source with a newer version.
Download URL	Used 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.
Allow access from RDM	Disable option to exclude some client on different platform like Windows, Mac, IOS or Android.
Allow access from PVM	Disable option to deny access to your data source from Password Vault Management.

6.6.1.4 System Message

DESCRIPTION

Enter a system message for other users of the same data source to see when opening Remote Desktop Manager.

SYSTEM MESSAGE

Data source sett	ings
General	
Password Policy	
Version Management	
Serial	
System Message	
Custom Variables	The message will display on every open of the data source and when the message has changed.
	Clear

System Message tab

System message	The message will be displayed every time the data source is opened or when the message changes. Use Ctrl+ENTER to create a new line.	
Clear	Delete the system message.	

6.6.1.5 Custom Variables

DESCRIPTION

You can define your own custom variables to use in your data source configuration.

CUSTOM VARIABLES

Data source settings				
General Password Policy Version Management Serial System Message Custom Variables	Name	Value	Description	
Close				
Custom Variables tab				
Custom Variables	Add a new custom variable to use in your data source configuration or with any templates.			

6.6.2 Security Provider

DESCRIPTION

The security provider is available from *Administration - Security Provider*. The security provider is responsible for encrypting the data in the database.



By using a Security Provider, you ensure that nobody can read your entry configuration data, even when people have a direct access to your database(s) or a backup. You should always use this when you use a data source that is not local, especially when using Devolutions Online Database.

SETTINGS



Please note that changing a security provider on a data source with a great number of entries is a lengthy operation.



Applying a new security provider does process the whole database, therefore we advise you to create a backup prior to this operation.

1. Click on *Change security settings* to change the security provider.



Security Provider - Change security settings

2. Select your new security type from the drop down menu.

Security P	rovider	
Security type:	Default	0
	Apply Cancel	
•	This is default security mode. The Xml is not encrypted by default. The session must be configured to enable the encryption. Please note that the password are always encrypted.	
		Close
0		

Security Provider - Security type

None	The session data will not be encrypted except for the passwords.
Basic	All of the data is encrypted with a key stored in Remote Desktop Manager and it's impossible for an external system to access it.
Default	This is the legacy security provider. The data is encrypted if the entry configuration is set accordingly in the advanced settings of the entries.
Shared passphrase	See below for more details.
Certificate	See below for more details.

SHARED PASSPHRASE



If the passphrase is lost, there is **nothing** that can be done to recover the data. Always copy it to a secure location when putting it in place.

All of the entries configuration data is encrypted with a mix of key stored in Remote Desktop Manager for Mac and the passphrase you've entered. The passphrase is required only when configuring the data source.

CERTIFICATE

If you have chosen Certificate as your Security Provider, it will encrypt the entry configuration data with a mix of key stored in Remote Desktop Manager and the private key contained in the certificate.

Security Provider			
Thumbprint: Sele			
Certificates must have a private key in order to be shown			
	Cancel OK		
Certificate Security Provider			
Thumbprint	Select a certificate that already exist to use it for the encryption.		

6.6.3 Licenses

DESCRIPTION

Centralize your *License* serial in the same place for easy access and managing.



Administration - Licenses



SETTINGS

User and Se	curity Management		
Users	Name	Description	Is Active
Security Groups (Le		1 User	0
Vaults			
Roles			
License			
	+ 🛠 🔔 - 🖒		
			Close

You can manage your licenses in Administration - Licenses.

User and Security Management - License

6.6.4 User Management

DESCRIPTION

The **User management** is available from the menu **Administration - Users**. Users management allows you to create, manage and assign rights to a user.



Administration - Users

Remote Desktop Manager for Mac allows for advanced user right management allowing you to control how a session is employed by each user. Note that some visibility control will depend on the active data source. There is currently no way to inherit security rights from a group as they must be assigned individually for each user. If using the <u>Devolutions Server</u> you will then be able to use Integrated Security with Active Directory.





In order to create users and assign rights, you must be administrator of not only Remote Desktop Manager for Mac, but also of the underlying database.



Not all <u>Advanced Data Sources</u> support the use of Integrated Security. To learn more please see <u>Integrated Security</u>.

SETTINGS

CREATE USERS

To create a new user click on the \pm . You can create a user using default security (specifying the password) or <u>Integrated Security</u>. Consult the <u>Permissions</u> topic for more information on the rights that can be added to a user. You can assign different security options to the user such as allow the user to use the Offline mode.
Users	Name	∧ Description	
Jser Groups	WINDJAMMER\a	dministrator	
/aulta	WINDJAMMER\b		
auits	WINDJAMMER\d	avid	
icense	WINDJAMMER\la	dmin	
	WINDJAMMER\te	d	
	+ - * · ·		

User and Security Management

Not all <u>Advanced Data Sources</u> support the use of <u>Integrated Security</u>. If using the <u>Devolutions Server</u> you will then be able to use Integrated Security with Active Directory. To learn more please see <u>Integrated</u> <u>Security</u>.

USER MANAGEMENT SETTINGS

GENERAL

1

User Managemen	t	
General Information	General	
User Groups Privileges	ID:	1368020B-84ED-4385-8277-7F6C3393DDCC
Permissions Vaults Settings	Authentication type: Login:	Database
Application Access		Integrated security
	Email:	
	Password:	
		Create database login/user Administrator

User Management - General

Authentication type	 Select your Authentication type between: <i>Custom (Devolutions)</i>: If you wish to add an extra layer of security without using Integrated Security or without having to create new SQL login in your SQL Server the Custom Authentication type will be your best option. You will only need to create one SQL account within the SQL Server. <i>Database (SQL Server)</i>: Authenticate using the SQL login from your SQL Server.
Login	Login name for the user. When using <u>Integrated Security</u> you must select the user in the directory.
Integrated security	Specifies to use the Windows Integrated Authentication to authenticate to the data source. Applies only to SQL Server and Devolutions Server, depending on their configuration. When checked, an ellipsis button appears to allow you to browse for the user account in the directory. Consult <u>Integrated</u> <u>Security</u> topic for more information.
Email	Insert the user's email address.

Password	Enter the user Password. This field is disabled when using <u>Integrated Security</u> .
Administrator	Grants full administrative rights to the user. This is for the system as a whole.

INFORMATION

Enter all the information needed regarding your new user.

General		
Information	Information	
User Groups Privileges Permissions Vaults Settings Application Access	First name: Last name: Company: Gravatar email:	
	Address	
	Address:	
	Phone	
	Phone: Work: Mobile: Fax:	
	Ca	ncel OK

User Management - Information

USER GROUPS

General			
Information	Roles		
Jser Groups Privileges	Name	a Description	Is Member
Parmieges	Name	Description	is member
Joulte	Administratio	n	U
attings	Administrator		U U
onlication Access	OfflineDisable	3	U U
ppiroditori nocess	OfflineReadO	niy	
			Select All
			Unselect All

User Management - User Groups

User Groups	Consult User Groups Management topic for more information. When a user group needs to be added to a user, a description column will help you to select the proper user group.

PRIVILEGES

🔓 User Managem	ent
General	Course l
Information	General
Oser Groups Privileges	Allow drag-and-drop
Permissions Vaults Settings Application Access	View View View details View asset Activity logs
	Import / Export
	 ✓ Import ✓ Export

User Management - Privileges

Allow reveal password	Allows the user to use the Reveal Password command.
Allow drag- and-drop	Allows the user to move the sessions using drag-and-drop from other applications.
View details	Allows the user to see the content of the Details tab for all sessions.
View information	Allows the user to see the content of the Information tab for all sessions.
View shared logs	Allows the user to see the content of the Logs that applies to a session.
Import	Allows the user to <u>Import</u> sessions (<u>Clipboard</u> - Paste as well). The import menu (File - Import) and the import feature in the context menu will be grayed out if the option is not active.
Export	Allows the user to Export sessions (<u>Clipboard</u> - Copy as well).

The export menu (File - Export) and the export feature in the context menu will be grayed out if the option is not active.

PERMISSIONS

The *Permissions* section allows you to assign permissions. Controls are sometimes hidden depending on the data source or the state of other controls.

Consult the <u>*Permissions*</u> topic for more information on rights that can be added to a user.

🔓 User Manageme	ent				
General Information User Groups Privileges Permissions Vaults Settings	Rights Add Edit Delete				
Application Access	Groups				
	Group Name	∧ View	Add	Edit	Delete
	Support				
				Cance	н ок

User Management - Permissions

SETTINGS

Ser Managem	ent
General Information	General
User Groups Privileges Permissions	Offline mode: Read/write
Vaults Settings Application Access	

User Management - Settings

Allow the user to enable the Offline Mode on the data sources. This also depends on the data source being configured to allow it. You can choose between:

Disabled	No offline cache allowed for that user.
Read-only	A read-only cache is allowed for <u>Advanced Data Sources</u> .
Read/Write	An advanced cache, with change synchronization, is allowed for <u>Advanced Data Sources</u> .

6.6.4.1 Permissions

DESCRIPTION

The *Permissions* section allows you to assign permissions. Controls are sometimes hidden depending on the data source or the state of other controls.

SETTINGS

PERMISSIONS

Information	Rights					
User Groups	Add					
Permissions	Z Edit					
Vaults Settings	Delete					
Application Access	Groups					
	Group Name	^ View	Add	Edit	Delete	

User Management - Permissions

The options directly above the grid are for **<u>public</u>** folders, meaning any folder that hasn't been assigned a security group will be assigned those rights. They also act as the most basic permission you can assign because they are needed in order to allow permissions for each of the security group listed below, when they are not checked the corresponding column of the grid is grayed out.

View	Allows the user to View AND USE the entries for that security group.
Add	Allows the user to add entries in group/folders for that security group. Will also grant the Add privilege for public groups. Also controls the visibility of the Add column in the Groups grid. The Add privilege need to be check if the user need to add sessions in the User vault.

Edit	Allows the user to edit entries in groups/folders for that security group. Will also grant the Edit privilege for public groups. Also controls the visibility of the Edit column in the Groups grid. The Edit privilege need to be check if the user need to edit sessions in the User vault.
Delete	Allows the user to delete entries in groups/folders for that security group. Will also grant the Delete privilege for public groups. Also controls the visibility of the Delete column in the Groups grid. The Delete privilege need to be check if the user need to delete sessions in the User vault.



For higher security, its a best practice to set security groups on **all** the vault level folders. This ensures there are no public folders and that you have good control over the activity in your system.

All security groups are listed in the grid, and you can assign permissions using the corresponding columns.



Granting the *View* permission does allow the right to also launch/open the sessions of that group.

6.6.4.2 Integrated Security

DESCRIPTION

Integrated Security is the name Microsoft gives to the technology that uses the credentials of your current running session and passes them automatically to the remote resources for authentication.



This feature requires a MySQL or Devolutions Server data source.

SETTINGS

In the **User Management** window when activating the **Integrated Security** checkbox, the password field will be disabled because the operating system will provide a cached copy automatically.

User Management		
General Information Roles Privileges Permissions Repositories Settings	General ID: Authentication type: Login: Email: Password:	6B51EC90-51DF-463B-AE2F-9C17BE7AEAE2 Database

User Management - Integrated Security

When using Integrated Security, you're currently running windows session must be from a user of that domain.

6.6.5 Security Group Management

DESCRIPTION

The Security Group Management is available from the menu *Administration - Security Groups*.

Security groups are used to protect sessions from a subset of system users. Assign sessions to security groups then control who has access and how much control they have on each security group.

Security groups are used to classify sessions and restrict access to certain users. There is no direct relationship between Active Directory and Security Groups. By default, every session is created without an assigned security group, and therefore is visible to all connected users. Each entry in the navigation pane can be assigned to a single security group. Best practices dictates that you assign security groups to groups/folders that way all the entries they contain will inherit the same security group.

Security groups are used to protect sessions from a subset of system users. Assign sessions to security groups then control who has access and how much control they have on each security group.



This feature requires an <u>Advanced Data Source</u>.

All sessions without security groups are considered public, meaning anyone with access to the Data Source will be able to see all your entries.

SETTINGS

CREATE A SECURITY GROUP

Security groups are created from the menu Administration - Security Group.

Remote Desktop Manager's security groups are container for sessions, not for users. Folders are closely tied with Security Groups, so there's an overlap in usage. The key points are:

- **Security is inherited**: child items and folders are covered by a parent folder's security group.
- **Security is additive**: a security group added to a sub folder does not override the parent, it adds to it.
- A folder has a single Security Group: use Shortcuts to work around that limitation.

1. Click on the plus to create a new Security Group.

User and Sec	urity Management	
Users	•	
Security Groups	Name	Description
Repositories	DownhillGroup	
Polos	ServicesGroup	
Roles	TelemarkGroup	
	(+)- * # C	
		Close
	Coourity Croumon /	1 alal

Security Groups - Add

2. A Security Group Management dialog will appear. Enter a name and a short description of your new Security Group.

🭺 Secu	irity Management
ID:	9F7667B7-135C-4A44-A701-D7B6AA24CDA1
Name:	TechGroup
Description:	Security Group for all IT Tech
	Cancel
	Security Management dialog

3. Assign the appropriate <u>permissions</u> for each user for your newly created Security Group.

Name: TechGroup						
ers						
Name	^ Admini	strator View	Add	Edit	Delete	Add Rights
David		 Image: A state of the state of	v	v	V	
red						View Only
Patrick						Remove Right
Scott						itemore right
39		 Image: A start of the start of	v	v	v	

Security Group Rights

4. Security groups can then be assigned to entries using the property window. Each entry can only have one security group assigned. For easy maintenance we recommend assigning security groups to groups/folders which will result in the child entries to inherit the security group.

Session					
E General					
S Microsoft Remote Desktop (RDP)	•	General	Permissions	Password Complexity	
>> More	<u> </u>		Security Group	Permissions	
🎯 Security	Security group:	TechGroup			0
VPN/SSH/Gateway					_
User Interface	Inherited:	Group		Security Group	
Information					
Events					
Sub Connections					
	Session	Securitv Grou	a		

6.6.6 User Groups Management

DESCRIPTION

User Groups in Remote Desktop Manager for Mac are mainly used to reduce the time taken to manage users. The management of permissions granted to user groups are quite similar to the corresponding notions for users, but instead of a single user, they apply to all users to which you've assigned the user groups.



Administration - User Groups

This feature is only available with an <u>SQL Server</u> and a <u>Devolutions</u> <u>Server</u> data source.

USER GROUPS IN REMOTE DESKTOP MANAGER FOR MAC

User groups in Remote Desktop Manager for Mac are simply permission sets that you assign to a user. You can assign multiple user groups to each user and the end result is the union of all permissions.

1. Create a new user groups in *Administration - User Groups* and click on the *plus* to create a new one.

ber and	Security Management	
Users	Name	Description
User Groups	🔒 Administration	
Vaulte	Administrator	
vauits	OfflineDisable	
License	OfflineReadOnly	
	OfflineReadWrite	
	+ - * 2 0	
		Close

Add User Group

USER GROUPS MANAGEMENT

GENERAL

The *General* side menu is used to define general information about the new user group.

User Group Mana	gement	
Privileges Permissions Vaults Settings	General ID: Name: Description:	84927ED1-AEF0-42C1-8D8F-B6F866937500

User Group Management - General

Login	The Login name is the name displayed in your User Groups list.
Descriptio n	Enter a short description of your new User group.

PRIVILEGES

The *Privileges* side menu lets you add particular privileges to the user groups. These privileges needs to be enabled for certain features to be available to users like the rights to import or export sessions.

🚷 User Group	Management
General	
Privileges	General
Permissions Vaults Settings	Allow drag-and-drop
	View
	View details View asset Activity logs
	Import / Export
	Import Export

User Group Management - Privileges

	DESCRIPTION
Allow reveal password	Allows the user to use the Reveal Password command.
Allow drag- and-drop	Allows the user to move the sessions using drag-and-drop from other applications.
View details	Allows the user to see the content of the Details tab for all sessions.
View information	Allows the user to see the content of the Information tab for all sessions.
View shared logs	Allows the user to see the content of the Logs that applies to a session.
Import	Allows the user to <u>Import</u> sessions (Clipboard - Paste as well). The import menu (File - Import) and the import feature in the context menu will be grayed out if the option is not active.
Export	Allows the user to Export sessions (Clipboard - Copy as well).

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The export menu (File - Export) and the export feature in the context menu will be grayed out if the option is not active.

PERMISSIONS

Use the *Permissions* side menu to assign the View, Add, Edit and Delete permissions to your User groups. For more information please see the <u>Permissions</u> topic.

General Privileges	Groups				
Permissions					
/aults	Name	View	Add	Edit	Delete
Settings	Support				

User Group Management - Permissions

SETTINGS

The **Settings** side menu lets you define the Offline mode rights for your User Groups.

User Group Mana	igement	
General Privileges	Settings	
Permissions Vaults Settings	Offline mode: Disabled	

User Group Management - Settings

Disabled	No offline cache allowed for that user group.
Read-only	A read-only cache is allowed for <u>Advanced Data Sources</u> .
Read/Write	An advanced cache, with change synchronization, is allowed for <u>Advanced Data Sources</u> .

ASSIGN A USER GROUPS

To assign user group to a user or to manage user groups for a user go in *Administration - User groups* and click on *Assign user groups*.

Users	Name	
User Groups	🔒 Administration	
/aults	Administrator	
·	OfflineDisable	
License	Contraction of the second seco	

User and Security Management - User Groups

It's possible to assign a user group to multiple users at the same time. Select the users you wish to apply the selected user group or you can simply click **Select All** or **Unselect All**.

Name: Administra	tion			
ers				/
lame	 Description 	Administrator	Is Member	Select All
VINDJAMMER\admini:	strator	 Image: A second s		
VINDJAMMER\bill				- Onselect All
VINDJAMMER\david				
VINDJAMMER\ladmin				
VINDJAMMER\ted				

User Group Assignment

USER GROUPS IN DEVOLUTIONS SERVER

User groups in Devolutions Server are in fact links to Active Directory groups. By leveraging Active Directory integration you can easily define access rights for all domain users in your organization. Once a domain user log in the Devolutions Server data source, their user account will be created if needed and users rights will be controlled by the defined groups.



Please note that the Unsecured group permissions (the ones above the grid) are ignored. You must set them on each user individually.

For more information please see **Devolutions Server User Groups Management**.

6.6.7 Vault Settings

DESCRIPTION

The *Vault Settings* serve as an extra layer of security that can be added to your Vault folder.



Administration - Vault Settings

SETTINGS

Vault Settings allows you to set a permission on your top-level folder (the vault folder), giving you the option of having all of your folders inherit the permissions set on the vault folder, saving you time by not having to define permissions on each top layer folder.

Click on *Administration - Vault Settings*. At the moment the only option you will be able to change is to override the credentials for all your entries. You can select to override your credentials with existing credentials or define a new one.

Vault Settings	
Properties E General User Interface Permissions Password Management	Root name: Credentials: Default
 Security Settings Session Recording Settings 	Username: Domain: Password:

Vault Settings - General

This feature is presently under construction as we are working hard on adding the Permissions feature which will allow you to make more changes directly from the Vault. We will update the information as soon as it is available.

6.6.8 View Deleted

DESCRIPTION

The *Administration - View deleted* option allows you to view the deleted entries as well as restoring them.

•••	I I I	£					0	Dashboard -	Remote Desktop
File Home	Edit View	Admin	istration	Refactoring	Tools	Window	Help		
Data Source Settings	Security Provider	Users	Security Groups	Repositories	Roles	Root (Settings	View Delete	ed reports	Change Current User Password
			Adm	ninistration - \	∕iew De	leted			

This feature is only available when using an Advanced Data Source.

•

Administrators can permanently delete some or all deleted entries.



Deleted entries can be restored as long as they haven been permanently deleted and as long as the Security Provider has not been changed since the deleted action.

SETTINGS

MANAGE DELETED ENTRIES

The **View deleted** will generate a list containing all the entries previously deleted from your data source. You may resurrect an entry, meaning it will become an active entry again and will be shown in your data source. You may also chose to permanently delete your entries, once you have permanently deleted your entries you won't be able to resurrect them afterward.

Name:		OpenVPN		Action: Delete			Shared templat
Connection type: Credential		d	Group:	SQL			
Username:				Created on:			
Data source	user:	admin		Modified on:			
Action	Sess	ion Type	Name	Group	Shared Template	Created On	Modified On
Delete	Cred	dential	OpenVPN	SQL		3/19/2015 9:37:5	9/21/2015 4:02:0
Delete	Grou	up	IPC Mississauga	IPC Mississa		9/14/2015 10:44:	9/21/2015 10:58
Delete	Grou	up	Global Passwords	IPC Mississa		9/14/2015 10:46:	9/21/2015 10:58
Delete	Grou	up	Switches	IPC Mississa		9/14/2015 10:47:	9/21/2015 10:58
Delete	Grou	up	Documents	IPC Mississa		9/14/2015 10:46:	9/21/2015 10:58
Delete	Grou	up	Network	IPC Mississa		9/14/2015 10:47:	9/21/2015 10:58
Delete	Grou	up	Routers	IPC Mississa		9/14/2015 10:47:	9/21/2015 10:58
Delete	Grou	up	User	[Firma] - [Do		7/21/2015 6:53:2	9/14/2015 2:52:2
Delete	Grou	up	Windows Server - RDP	[Firma] - [Do		7/21/2015 6:57:4	9/14/2015 2:52:2
Delete	Grou	up	Windows VMs - RDP	[Firma] - [Do		7/21/2015 6:57:4	9/14/2015 2:52:2
Delete	Grou	up	Administrator	[Firma] - [Do		7/21/2015 6:57:4	9/14/2015 2:52:2
Doloto	0.00	-	Lloor	[Eirmal [Do		7/01/0015 6.50.0	0/14/0015 0-50-0

View Deleted

Resurrect Entry	Restore an entry in your database.
Delete	Permanently delete the selected deleted entry.
Delete All	Permanently delete all deleted entries.

6.6.9 Reports

DESCRIPTION

The *Reports* section automatically generate reports regarding your credentials, entries, logs and security. You will also have the option to export your generated report which is a way to execute and export reports through a command line.

😐 😐 🖉 🖉 🖉	A				Dashboard - Remote Desktop
File Home Edit View	Administration	Refactoring	Tools	Window	Help
Data Source Settings Provider	Users Security Groups	Repositories	Roles	Root (Settings)	View Reports hange Current Deleted User Password

Administration - Reports

They are 3 different types of reports:

- <u>Credential Entry References</u>
- Entry List
- VPN References



6.6.9.1 **Credential Entry References Report**

DESCRIPTION

Generate a report to show in which Group/Folder credentials entries are used.



Credential Entry References Report

6.6.9.2 Entry List Report

DESCRIPTION

Generate a report to show a simplified list of all your entries; the Name column contains hyperlinks to the entry.

C 🗄 🖷		
Èntry List		Remote Desktop Manager
Group/folder	Name	Description
	Reboot PlayList	
	Remote 1	Display Override August
	Server PlayList	
	test	
	test	
Client\Downhill	Cisco AnyConnect	Display Override August
Client\Downhill	Cloud	Display Override August
Client\Downhill	DC	Display Override August
Client\Downhill	DC Downhill	Display Override August
Client\Downhill	DEVOLUTIONS33	
Client\Downhill	Exchange	Display Override August
Client\Downhill	VDOWNSRV-TEST1	Display Override August
Client\Downhill\Downhill	Cloud	Display Override August
Client\Downhill\Downhill	DC Downhill credential	Display Override August
Client\Downhill\Downhill	Key - Copy	Display Override August
	l actDace	Dienlay Override August

Entry List Report

6.6.9.3 VPN References Report

DESCRIPTION

Generate a report showing all VPN entries and the sessions using them in the VPN tab.

This report also displays SSH, VPN, Web or Command Line session type that are Linked to an existing session.

VPN References	Remote Desktop Manager
Consult me first\Devolutions - VPN	
Test platforms\Domain joined\Windjammer Domain\Client-1	
Consult me first\Devolutions - VPN	
Test platforms\Domain joined\Windjammer Domain\Client-1	
Roadshow\VMServer (Proxy)	
Roadshow\\$COMPUTER_HOST\$ Roadshow\Client-1	
Test platforms\No Domain\VDEVOSRV-TST	
Infrastructure\acomba	
Test platforms\Services\RDP through SSH\dc.windjammer (through ssh tunnel)	
 Test platforms\Services\RDP through SSH\dc.windjammer (through ssh tunnel) 	
VPN Reference Report	

Please consult VPN Overview topic for more information on VPN.

6.6.10 Change Current User Password

DESCRIPTION

You may change the password of the current user of the data source in *Administration - Change Current User Password*.



Administration - Change Current User Password

Remote Desktop Manager			
Ghange yo	our password		
Old password: New password: Confirm Password:			
	Cancel OK		

Change your password

6.7 Tools

DESCRIPTION

The *Tools* tab contains your Add-on and Extensions manager as well as your Devolutions Server Console, Generators and multiple useful tools.

File Ho	me Edit	View	Administration	Refactoring	Tools
8	E.				
Password Generator	Password Analyzer				

Tools ribbon

To learn more please see:

- Password Generator
- Password Analyzer
- 6.7.1 Password Generator

DESCRIPTION

The **Password Generator** enables you to create random passwords that are secured and difficult to interpret or predict due to a mix of uppercase and lowercase letters, numbers and punctuation symbols.

You can also create password generator templates to generate more rapidly your passwords. After you have selected your mode and settings, you can create your template.

Password Generator is available in Tools - Password Generator.



Tools - Password Generator

SETTINGS

USE SPECIFIED SETTINGS

Choose all the character types you desire and generate a password.

Password generat	or	
Template: Default template Mode: Use specified setting	Add D	elete
Password length: 8 ↓ ↓ ✓ Upper-case (A, B, C,) ✓ Lower-case (a, b, c,) ✓ Digits (0, 1, 2,) Minus (-) Also include the following characteries	0 1 Underline (_) 0 2 Space () 0 2 Special (!, \$, %, &&,) 0 2 Brackets ([,], {, }, (,), <, >) naracters	0 0
IvPOHmET UEygnEuO OboVZCC7 63QmZi8b FE7rdL28 NpMyRQ7B vq5gVU84 NOVEMBER papa MIKE yankee	Strong ROMEO I QUEBEC I seven I BRAVO	Generate Copy to Clipboard
Forbidden Password		Close
	Password generator - Use speci	ified settings

READABLE PASSWORD

Each generated password will be readable, but will not be a word in the dictionary.

Template: Mode:	Default template Image: Add Readable password Image: Add	Delete
Syllables: Numeric: Symbols:		
em3#		Generate
a8~		Copy to Clipboard
ai@3		
3i%0		
/an6~		
017 06*		
	Strong	
na I echo I m	ike I three I pound	

USE A PATTERN

Press the 🕐 button and select any pattern you need to create your passwords. A list of the most recent used pattern will also be create.

_		
/ 8 F	Password generator	
Template: Mode:	Default template Image: Add Delete Use a pattern Image: Add Delete	
Pattern:	Pa\$\$w0rd\$	
🗹 Shuffle	characters	
d\$w\$\$P7r0		Generate
\$rwP\$\$08u		Copy to Clipboard
\$0wP\$nr\$3		copy to chipbourd
wP\$110r\$\$		
w\$0r\$r6\$P		
w\$\$Pc04\$r		
22\$0r\$Pw\$		
	Very Strong	
delta I dollar I	whiskey I dollar I dollar I PAPA I seven I romeo I zero	
Forbidd	en Password	Close
	Descurred approximately a pottory	

Password generator - User a pattern

The following are the supported patterns:

а	Lower-Case Alphanumeric	abcdefghijklmnopqrstuvwxyz 0123456789
Α	Mixed-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcd efghijklmnopqrstuvwxyz 0123456789
b	Bracket	()[]{}<>
с	Lower-Case Consonant	bcdfghjklmnpqrstvwxyz
С	Mixed-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ bcdfghjklmn pqrstvwxyz
d	Digit	123456789

h	Lower-Case Hex Character	0123456789 abcdef
н	Upper-Case Hex Character	0123456789 ABCDEF
I	Lower-Case Letter	abcdefghijklmnopqrstuvwxyz
L	Mixed-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcd efghijklmnopqrstuvwxyz
р	Punctuation	 ,-,,
S	Printable 7-Bit Special Character	!"#\$%&'()*+,/:;<=>?[\]^_{ }~
S	Printable 7-Bit ASCII	A-Z, a-z, 0-9, !"#\$%&'()*+,/:;<=>?[\]^_{ }~
u	Upper-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ
U	Upper-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789
v	Lower-Case Vowel	aeiou
v	Mixed-Case Vowel	AEIOU aeiou
x	High ANSI	From '~' to U255 (excluding U255)
z	Upper-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ
z	Upper-Case Vowel	AEIOU

	DESCRIPTION	SAMPLE
١	Escape (Fixed Char)	Use following character as is
{n}	Escape (Repeat)	Repeats the previous character n times
[X]	Custom character	Define a custom character sequence

PRONOUNCEABLE PASSWORD

The application will generate a password that is pronounceable.

Password generator	
Template: Default template Image: Add Delete Mode: Pronounceable password Image: Image: Add Image: Image: Image: Add Image: I	
Password length: 8 C Case mode: Mixed case C ✓ Digits More pronounceable Also include the following characters	
Nit2FaVu4 GogSher4 Ux2DiYef5 Rhic5Phogh0 OZif9Sop6 GhopynChoj2 ThiHavTuv2 Strong	Generate Copy to Clipboard
NOVEMBER I india I tango I two I FOXTROT I alpha I VICTOR I uniform I four	
Forbidden Password	Close

Password generator - Pronounceable password

STRONG PASSWORD

The application will generate an 8 characters password with mixed case alphanumerics and special characters.

🔏 Р	Password generator	
Template: Mode:	Default template Image: Add Delete Strong password Image: Add Delete	
wE018^Kk 3ICUi1i. fFO70Gv\ QW53z3Q- nY1.0Cu9 D0oQQ{t0 n7D\$\$5We		Generate Copy to Clipboard
whiskey I ECH	Very Strong HO I zero I one I eight I caret I KILO I kilo	
Forbidd	len Password Password generator - strong password	Close

Password generator - strong passwo

FORBIDDEN PASSWORD

You can generate your own list of forbidden password in the application.

8	Forbid	den pas	sword				
passw 12345	vord 6						
Imp	ort	Export					
					Cancel	ОК	
			Forbidden	password			

6.7.2 Password Analyzer

DESCRIPTION

The **Password Analyzer** is available in **Tools - Password Analyzer** menu. It will display the strength indicator for all passwords stored in your data source.

File H	lome	Edit	View	Administratio	on Refactor	ring Tools
Password Generator	Pass	sword				

Tools - Password Analyzer

SETTINGS

Password ana	alyzer				
		Session	n		
Name	Group	Since	Expiration	Occurance	Password Strength
DC Downhill	Downhill	2015-07-22, 9:23 AM	M	3	Popular
DC Downhill credential	Downhill	2015-08-21, 10:42 A	λM	3	Popular
Firefox	Hill	2015-07-28, 4:45 PM	N	1	Good
WindKey	Windsrv	2015-08-21, 10:57 A	AM	1	Strong
DC Downhill credential		2015-08-21, 9:49 AM	N	3	Popular
Edit Show all	Forbid	den Password			Close

Password Analyzer

In a single glance you can see the strength ratings of all your stored passwords.

Edit	Allows you to open the current entry so you can edit it.

Show all	When option is unchecked, only entries with actual password stored in them will be displayed.
Forbidden Password	Display the password that you have in your blacklist password.

6.8 Window

DESCRIPTION

The Window menu allows you to manage the overall display of Remote Desktop Manager for Mac.

SETTINGS

File Home	Edit	View	Administration	Refactoring	Tools	Window	Help			
Reset Clo	Se All	Close	Expand All Co	llapse All						
			Windows ri	bbon						
Reset Layout		Use the Reset Layout to apply the default layout settings.								
Close All		Close all the opened session tabs.								
Close		Close the active session tab.								
Expand All		Expand all the groups in the Navigation pane when the Tree view mode is used.								
Collapse All	Collapse all the groups in the Navigation pane when the Tree view mode is used.									
--------------	---									

6.9 Help

DESCRIPTION

The *Help* tab contain links to our Devolutions web site and Online Help. It also includes all the links to follow us on different social media platform. Our Support team might also ask you to perform some operations that you will find in the *Help* tab.

File Home Edit View	Administration Refactoring Tools Window Help						
Online Help Register Home	Page View Application Diagnostic Profiler Contact Us Visit our Log Check for Updates						
	Help ribbon						
Online Help	Send you directly to our Windows Remote Desktop Manager Online Help.						
Register Version	Enter your Trial or Enterprise license to register your Remote Desktop Manager version. For more information please see <u>Register Enterprise Edition</u> or <u>Register Trial Edition</u> .						
Home Page	Send you directly to our Devolutions web site Home page.						
View Application Log	To learn more please see <u>Application Logs</u> .						

Diagnostic	To learn more please see <u>Diagnostic</u> .
Profiler	To learn more please see <u>Profiler</u> .
Contact Us	Automatically opens an email with our Support Devolutions address ready to be sent to us.
Visit our Forum	Sends you directly to our Forum.
Check for Updates	Verify if the latest version of Remote Desktop Manager for Mac is install on your computer. If not, the latest version can be install directly from this option.
About	Open a window containing multiple information regarding Remote Desktop Manager. It will display your Remote Desktop Manager version and your license information (if you are administrator).

6.9.1 Application Logs

DESCRIPTION

In case of error, you can verify the local application log, which is available from the menu in *Help - View Application Log*

File	Home	Edit	View	Administration	Refactorin	g Tool:	s Window	Help		
Online H	leip R	egister /ersion	A Home Page	View Application Log	Diagnostic	Profiler	Contact Us	Visit our Forum	Check for Updates	(1) About
					Help ribbo	on				

SETTINGS

Those logs are saved in *Macintosh HD/Users/Username/Library/Application Support/com.devolutions.remotedesktopmanager/RemoteDesktopManager.log.* You can view it as a list which can then be filter by Date, Message, Version, Info, Error or Error Silent.

Rem	note Desktop Mar	nager		
at System.Da at A.c1b7e8ca at A.c1b7e8ca at A.ceab52a at A.ceab52a at A.ceab52a at A.c7578ffe at Devolution at Devolution at Devolution at A.cf7391ea at A.cf7391ea	ta.Common.DbConn af3fa8e5fb77cc57c0 af3fa8e5fb77cc57c0 a10186db1bf78ba62 a10186db1bf78ba62 a10186db1bf78ba62 04e54206df0ee87c s.RemoteDesktopMa s.RemoteDesktopMa s.RemoteDesktopMa ac3051280550fc2b9 ac3051280550fc2b9	ection.System.Data.ID 0e8d5e1c.c39230bfba 0e8d5e1c.c22d4a1ec1 eb7026c0e.cef78167e eb7026c0e.ce3576d8 eb7026c0e.c6e9891d 61b04a633.c6e9891d inager.Managers.Sessi inager.Managers.Sessi 5b031ac78.cf80ac407 5b031ac78.cf80ac407	bConnection.BeginTransaction ae58e82f6cde144ef34e3c1d (3be21e06379dbefaac5c63b (eb9ffc583a78042755e842e5 81130503990c14e8c44ce4ae f8595050f1d701dea0ad75600 f8595050f1d701dea0ad75600 onMenuManager.EditConnect onMenuManager.MnuEditCon onMenuManager.MnuEditCon ofScce562eb8254151c47d3e24 f5cce562eb8254151c47d3e24	n () [0x00000] i System.String (System.String (() [0x0003d] ir 6d (Devolutions. 0 (Devolutions.F 0 (Devolutions.F 0 (Devolutions.F ionOverride (De nectionOverride 4[ceaa9d1a764] 4[ceaa9d1a764]
Сору	Clear Log	Open		Close
		Application I	oas	

INCREASING THE LOG LEVEL

When requested by a Devolutions employee during a support process, you may be asked to increase the log level of the application to a higher level.

This can be done via *File - Preferences - <u>Advanced</u>* section.

General User Interface Session Type Security Tools Cloud Advanced	Advanced
Debug level: 0 Connection	
Auto close embedded tab on disconnect	
Disable logoff confirmation message	
Lise Secret Server Legacy Interface	
ose occiet ociver Legacy interface	
General	
Confirm on drag and drop move	
Disable AppleSeriet	
Enable Action Queue	
UI Options	
Disable sustem images	
Disable custom images	
Advanced - Debug Level	

6.9.2 Diagnostic

DESCRIPTION

If you encounter a problem with Remote Desktop Manager you can run a system diagnostic, which is available in *Help - Diagnostic*. This could help diagnose or give a pointer to what kind of issues you might be experiencing.



SETTINGS

SYSTEM

The administrator item could be the possible source for security problem. This happens often when a user has the SYSDBA or is DB_OWNER of the SQL Server database.

Some other issues could be related to the fact that the application is running in Terminal Services. However Remote Desktop Manager is fully compatible with Terminal Services.

FIPS related issues and solutions can be found in the specific FIPS (Encryption) troubleshooting section.

System Diagnostic System Sessions Data Source Mac OS X Version 10.11.6 (Build 15G1004) Is administrator Is system administrator Is database administrator Application Communicator is running Workspace size 1156	× × •
System Sessions Data Source Mac OS X Version 10.11.6 (Build 15G1004) Is administrator Is administrator Is system administrator Is database administrator Application Communicator is running Workspace size 1156	> > > > > > >
Mac OS X Version 10.11.6 (Build 15G1004) Is administrator Is system administrator Is database administrator Application Communicator is running Workspace size	 ✓ ✓ ✓ ✓
Is administrator Is system administrator Is database administrator Application Communicator is running	✓♦✓
Is system administrator Is database administrator Application Communicator is running	♦✓
Is database administrator Application Communicator is running 1156	~
Application Communicator is running	
Workspace size 1156	~
Workspace size	462
Action Queue enabled	~
Supports Automatic Graphics Switching	•
Is Internet Connected	~
Allow multiple instances	•
Debug level	0
Running since Running since: 2 day 19 hour 3	9 min
Launch Profiler Send	Close

System Diagnostic - System

SESSIONS

The **Sessions** tab contains information regarding your RDP, ARD and VNC sessions held in your Data Source.

•••	Ş	System Diagn	ostic		
System Diagr	nostic				
	System	Sessions	Data Source		
RDP					
Sandboxing enabled					× .
Is using OpenGL					۰.
ARD					
Is using OpenGL					٠.
VNC					
Is using OpenGL					•
Launch Profiler				Send	Close

System Diagnositc - Sessions

DATA SOURCE

The Data Source tab contains information regarding your Data Source, including the number of entries it contains, the size of your data source, the number of custom images and the offline state.



Data source Data source Data source User specto Offline: Entries/I Sessions Data ent Credent: Sub com Document Contacts >Sub to Session	cce type: cce size: cce setting ific sett tems: s: tries: ials: nections: ts:	System S gs size: ings size: 60/60 32 2 12 12 1 2	Session	s Data S Microsof 112.5 KB 952 Byte 315 Byte True (Re	Gource	erver	
Groups/ > Tota	s: total: tools: folders: al:	1 50 2 9 60					
RTF notes	ages:		0				

System Diagnostic - Data Source

6.9.3 Profiler

DESCRIPTION

Remote Desktop Manager for Mac has a built-in profiler to diagnose connectivity issues with a data source.

Too many custom images could dramatically increase the size of the data source and cause load time issue.

PROCEDURE

1. Select *Help - Profiler*.



2. Move the window to the side in order to display the Remote Desktop Manager main window and refresh the data source by using the refresh button or by using *File - Refresh*.



Perfromance Profiling

3. The Profiler data will appear in the *Performance Profiler* window.

•••	Perfor	mance Profiling		
Performance	Profiling			
Profiler level: 1	Performation C Flags.	Debug only		
* Connection cache up to o LoadConnections [Microso DisposeAndClearConne LoadConnections [Microso * Connection cache up to o LoadConnections [Microso bisposeAndClearConne LoadConnections [Microso * Connection cache up to o LoadConnections [Microso DisposeAndClearConne LoadConnections [Microso	late ft SQL Server : DevWind] ctions : 4 ms ft SQL Server : DevWind] late ft SQL Server : DevWind] ctions : 0 ms ft SQL Server : DevWind] late ft SQL Server : DevWind] ctions : 0 ms ft SQL Server : DevWind]	 : 23 ms : 5 ms : 6 ms		
	Add Marker	Send Trace to Support	Clear Log	6
	Performan	ce Profiling result		

4. Click on **Send Trace to Support** in order to send the Profiler data logs to our Devolutions support team. You can add a Marker when running multiple tests to separate them.

	Pr	erformance Profiling		
🚺 Performa	ance Profiling			
	Perf	ormance Debug only		
Profiler level:	1 0 F	lags		
LoadConnections [] DisposeAndClea LoadConnections [] * Connection cache LoadConnections [] DisposeAndClea LoadConnections [] * Connection cache LoadConnections [] DisposeAndClea LoadConnections []	Wicrosoft SQL Server : Devi rConnections : 4 ms Microsoft SQL Server : Devi 9 up to date Microsoft SQL Server : Devi	Wind] Wind] : 23 ms Wind] Wind] : 5 ms Wind] Wind] : 6 ms		
		*		
	Add Marker	Send Trace to Suppo	ort Clear Log	6
	Ser	nd Trace to Support		

DEBUG ONLY

To learn more about the debug option please see **Debug only**.

6.9.3.1 Debug only

DESCRIPTION

TOPIC UNDER CONSTRUCTION

Sometimes when an issue occurs while using Remote Desktop Manager for Mac, the support personnel may ask you to turn on debugging and send the information back. Here are two procedures that you can follow.



Any debug level other then zero will slow down the application and write a lot of information in the application logs. As soon as you have completed the diagnostics you should revert back the debug level to zero.

SETTINGS

Use the debugging method whenever you need to diagnose the start-up or initial connection.

1. Start by clicking on Help - Profiler. Move the window aside to clear the main window of Remote Desktop Manager for Mac

File	Home	Edit	View	Administr	ation	Refactorin	g Tools	Window	Help		
? Online H	elp Re Ve	gister ersion	Home Page	View Apr Lo	plication	Diagnostic	Profiler	Contact Us	Visit our Forum	Check for Updates	About
者 Dev	Wind			0 0	*	• •			Р	erformance	e Profiling
Sess	ions										
v illi	Client	/nhill ownhill	I			🚺 Pe	rformand	ce Profilin	g		
	⊳ 🚯 C	isco Ar	nyConnect						Perf	ormance	Debug only
	C 🔇	loud				Profiler lev	ol· 1			lage	
	🚱 D	с				Fromeriev	1			lugo	
	🐼 D	C Dow	nhill								
	🔑 D	C Dow	nhill crede	ntial							
	🍯 D	EVOLU	TIONS33								
	🚱 E	xchang	le								

Perfromance Profiling

2.In the **Debug only** tab, click on the ellipsis button and activate the proper debug categories.



Help - Profiler - Debug only

3. In Remote Desktop Manager for Mac, click on Flags to check what perform the action that is under investigation.

Debug Level	
 Channel listener Connection cache Debug Devolutions Online Drive Http browser linker Load connections detailed Offline mode Offline security Profile manager RDM Agent (Jump) Show log silent Stop watch 	
	Cancel

Performance Profiling - Debug level

4. Then, click on **Send trace to support**. In the following dialog, ensure you specify enough information to link the report to the appropriate ticket, if the process was started from the forum include your forum user name.

• • •	Performance Profiling
Performance Profiling	
Debug level:	Performance Debug only C Flags
Add Marke	er Send Trace to Support Clear Log
	Send trace to support

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Devolutions Web Login



7 Devolutions Web Login

7.1 Overview

DESCRIPTION

Devolutions Web Login is a web browser password plugin used in conjunction with Remote Desktop Manager, Devolutions Server and Devolutions 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.

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



Warning for all Remote Desktop Manager users:

The **Devolutions Web Login (DWL)** was created for a normal desktop environment. It uses Inter-process communication (IPC) with the client application. Using it on a remote desktop server introduces a level of risk that may be unacceptable for corporate users.

Safe usage of **DWL** requires a manual configuration of both **RDM** and **DWL** on each user profiles. For more information about the subject visit our <u>Secure Devolutions Web Login</u> topic.

7.2 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

7.2.1 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 <u>Devolutions Web Login extension</u> or use the link from our <u>Website</u>.
- 3. Click the *Add To Chrome* button.

n chrome v	veb store
Home >	Extensions > Devolutions Web Login
*	Devolutions Web Login Add to Chrome Offered by: https://devolutions.net ★★★★ ★ 26 Productivity 20,000+ users
	Overview Privacy practices Reviews Support Related
	C
	• • • • •

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

7.2.2 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 <u>Devolutions Web Login</u> website page.
- 3. Click *Continue to Installation* in the confirmation dialog.



Continue to Installation

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

7.2.3 Edge

DESCRIPTION

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

- 1. Open Microsoft Edge Beta.
- 2. Click on *Extensions* in the menu of the browser.



Microsoft Edge Beta Menu

3. Allow extensions from other stores.



Allow Extensions

4. Allow Non Microsoft Store Extensions.



Allow Non Microsoft Store Extensions

- 5. Follow the extension from <u>Devolutions Web Login</u> website page to the Chrome Web Store.
- 6. Click Add to Chrome.

a chrome v	web store
Home >	Extensions > Devolutions Web Login
*	Devolutions Web Login Add to Chrome Offered by: https://devolutions.net * * * * 23 Productivity * 14,590 users
	Overview Reviews Support Related
	C

Chrome Web Store

7. Add the extension to Microsoft Edge Beta.



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 Beta web browser.

7.2.4 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 <u>Devolutions Web Login</u> from our website page.
- 3. Go to *Browser Settings* in the easy setup of Opera.
- 4. Drag and drop the .crx file from step 2 from the downloads in the web browser.
- 5. Click on *Go to Extension* from the information panel at the top.



Opera Extensions Enabling

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

384

Cerciption Form filler that obtains entries from Remote Desktop Manager and Devolutions Password Server Version 2019.2.0.0 Size 11.6 MB Permissions • Ready our browsing history • Communicate with cooperating native applications Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow in incognito Allow access to file URLs Source Not from Opera add-ons. Remove extension		
Permissions • Read your browsing history • Communicate with cooperating native applications Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	← ★ Devolutions Web Login	Install
Version 2019.2.0.0 Size 11.6 MB Permissions • Read your browsing history • Communicate with cooperating native applications Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow in incognito Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	Description Form filler that obtains entries from Remote Desktop Manager and Devolutions Password Server	
Size 11.6 MB Permissions • Read your browsing history • Communicate with cooperating native applications Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow in incognito Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	Version 2019.2.0.0	
Permissions • Read your browsing history • Communicate with cooperating native applications Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow in incognito Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	Size 11.6 MB	
Site access This extension can read and change your data on sites. You can control which sites the extension can access. Automatically allow access on the following sites Allow in incognito Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	Permissions Read your browsing history Communicate with cooperating native applications	
Automatically allow access on the following sites Image: state of all control which sheet the extension can access. Allow in incognito Image: state of all control which sheet the extension can access. Allow access to file URLs Image: state of all control which sheet the extension can access. Allow access to file URLs Image: state of all control which sheet the extension can access. Allow access to file URLs Image: state of all control which sheet the extension can access. Source Not from Opera add-ons. Remove extension Image: state of all control which sheet the extension can access.	Site access	
Allow in incognito Image: Comparison of the URLs Allow access to file URLs Image: Comparison of the URLs Allow access to search page results Image: Comparison of the URLs Source Not from Opera add-ons. Image: Comparison of the URLs Remove extension Image: Comparison of the URLs	Automatically allow access on the following sites	
Allow access to file URLs Allow access to search page results Source Not from Opera add-ons. Remove extension	Allow in incognito	
Allow access to search page results Source Not from Opera add-ons. Remove extension	Allow access to file URLs	
Source Not from Opera add-ons. Remove extension	Allow access to search page results	
Remove extension	Source Not from Opera add-ons.	
	Remove extension	

Opera Install Window

- 7. Access the extension by clicking * in the top-right corner of Opera.
- 7.3 First Login
- 7.3.1 Password Hub

DESCRIPTION

FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

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

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



A Devolutions Password Hub access is required to continue.

 Choose *Devolutions Password Hub* in the list and *Save*. You could at this point import settings; the option will also be available in the <u>Settings</u> menu after the log in.



First Login

3. *Log in* to your account.



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

Devolut	tions
Log in to co	ontinue
Password	
Continu	e
Forgot Password	Create Account

Devolutions Account Login

5. Unlock the vault with your master key.



Devolutions Web Login will recognize automatically the Password Hub linked to your Devolutions account. Click *Change* to modify the URL.

Devolutions Web Login is now connected to your vaults.



Devolutions Web Login Connected to Devolutions Password Hub

7.3.2 Devolutions Server

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*. You could at this point import settings; the option will also be available in the <u>Settings</u> menu after the log in.



First Login

3. Enter the server address. Test the connection to validate it, then Save.



Server Address

4. Press the Log In after you saved the address.



Devolutions Web Login Login

5. Enter your Devolutions Server credentials and log in.

Devolut Passwor	t ions rd Server
Log in to your	account
Username	*
Password	*
Log In	
	v 2019.1.20.0

Devolutions Server Login

Devolutions Web Login is now connected to your vaults.



Devolutions Web Login Connected

7.3.3 Remote Desktop Manager

DESCRIPTION

FIRST LOGIN WITH DEVOLUTIONS WEB LOGIN

Follow these steps to connect your Remote Desktop Manager to Devolutions Web Login extension:

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*. You could at this point import settings; the option will also be available in the <u>Settings</u> menu after the log in.



First Login

You will be automatically connected to your vaults.



Devolutions Web Login Connected

7.4 Exploring Devolutions Web Login

7.4.1 Menu

DESCRIPTION

The user interface **Devolutions Web Login** is slightly different in appearance when connected to Remote Desktop Manager, Devolutions Server or Devolutions Password Hub.

See below a list of the menu and information available from the Devolutions Web Login extension:

- Refine the credential list available with the **search**.
- Add a 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 Devolutions Password Hub.
- Browse recently used entry or favorites.

- Use the **password generator** to create custom and more secure credentials.
- Set Devolutions Web Login settings.
- 7.4.1.1 Settings

DESCRIPTION

Devolutions Web Login settings are separated in two categories, <u>Configuration</u> and <u>Data sources</u>.

		/eb Login
Settings		
Configuration	I	
General	Never List Import / Export	
Data sources		
RDM	DPS HUB	

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.
- Color the fields that are filled with Devolutions Web Login
- Disable the analytics 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 too Never show icons in field.
- Matching options are: Base domains, Host, Starts with, RegEx and Exact.

To remove a website from the never list click the *trash can* icon next to it. To edit an entry, delete it and create another.

The *Import / Export* setting 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 <u>Remote Desktop Manager</u>, <u>Devolutions Server</u> and <u>Devolutions Password Hub</u>.

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 <i>File – Options – Browser</i> <i>Extensions</i> 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.	

DEVOLUTIONS PASSWORD HUB

GENERAL OPTIONS	DESCRIPTION
Enable Devolutions Password Hub	Retrieve entries from Devolutions Password Hub.
Server URL	Enter the URL of the Devolutions 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.

7.4.2 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 to fill in the login information and connect to the website.



Automatic Log In

7.4.2.1 Remote Desktop Manager

DESCRIPTION

Checkmark *Enable web browser extension link* in Remote Desktop Manager entries to allow Devolutions Web Login extension to retrieve the credentials when connecting to its respective website.

Remote Desktop Manager	[Customer Success]			•	×
Information					
General More Password Management Security Settings User Interface Information Events Advanced	Name I Folder Display En	nbedded (tabbed)	•		
	Website Website Credentials Username Domain Password	Equivalent URLs Default			
🕀 Website	Compare type	r extension link Default	Security Questions One Time Password Settings (OTP) More Settings		
The Variables	Search property	n	Create another OK	Can	cel

Enable web browser extension link

7.4.3 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 <u>link</u> for the steps.

If you are using a version prior to 2021.1 and as mentioned in the Devolutions Web Login <u>Overview</u> 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 <u>link</u> 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 <u>here</u>.

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.

7 F	liter	0
	•	
	Not associated with Remote Desktop Manager	
Cł	nrome	9
	Associate with Remote Desktop Manager	
+	Add Website	
()	Password Generator	>
Q,	Settings	
0	About	>



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. Enter a custom port.
- 4. Type an *Application key* then click *OK*

Remote Desktop Manager			×
 ✓ General Application Start Application Close Notification Proxy (Web) Custom Variables > User Interface > Types Reports Browser Extensions Key Agent Security > Tools Path Cloud > Advanced 	Devolutions Web Login (Browser Extensions)		
Import Options			
Export Options			
	Search property OK	Cano	el

Remote Desktop Manager Browser Extensions Options

- 5. In your browser, click the Devolutions Web Login icon **★** and go to **Settings Data sources RDM**.
- 6. Disable Use default port.
- 7. Enter the custom port created earlier in Remote Desktop Manager and Save.

Settings - RDN	Λ
General	Enable Remote Desktop Manager app
Actions	Use default port (19443)
Advanced	Port 7
	Add entry in user vault by default
	Destination folder
	Devolutions Web Login
	Save Cancel

8. Click *Advanced* and enter the same *Application key* as Remote Desktop Manager.

Settings - RDM	
General	Application key
Actions	
Advanced	Enable native messaging
	Use legacy API
	Save Cancel

Devolutions Web Login Settings for Remote Desktop Manager

7.4.3.1 Unpair a Browser Extension

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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.

- 1. In RDM go to File Options Browser Extensions.
- 2. 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.

7.4.4 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 auto-fill your credential when only one is available for an entry.

Dev Pass	olutions sword Server
Log in to Username	your account
Password	Log In
	v 2019.2.7.0

One Credential Login with Devolutions Web Login

Technical Support



8 Technical Support

Hours: Monday to Friday 7:30 a.m. to 6:00 p.m. EST

Knowledg Find helpful information's and procedures regarding our <u>products</u>. **e Base:**

Email: ticket@devolutions.net

Forum: <u>https://forum.devolutions.net/</u>

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EXTENDED AND PREMIUM SUPPORT PLANS

Subscribers of a paid support plan receive an email address and a plan ID. You should send your support requests to the appropriate email address and provide your plan ID in the subject line.

Please consult our <u>Support Policy</u> for more information.





Contact Us

For any questions, feel free to contact us: **Support:** ticket@devolutions.net **Phone:** +1 844 463.0419 Monday to Friday 7:30 a.m. to 6 p.m. EST

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