Remote Control 5.6 Setup Guide

A remote control solution designed for Network Administrators

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Quick Start Guide

If you have not done it already, download the latest version of IntelliAdmin Remote Control from here:

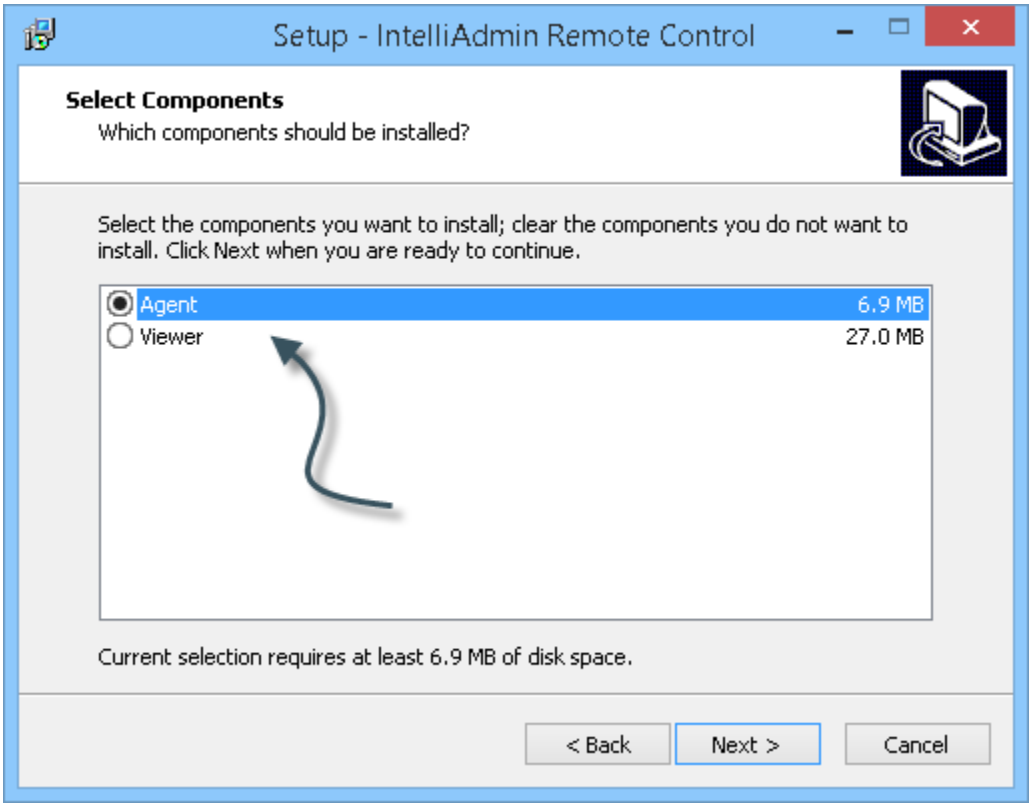
http://www.intelliadmin.com/setupex.exe

The software consists of two components: an agent, and a viewer.

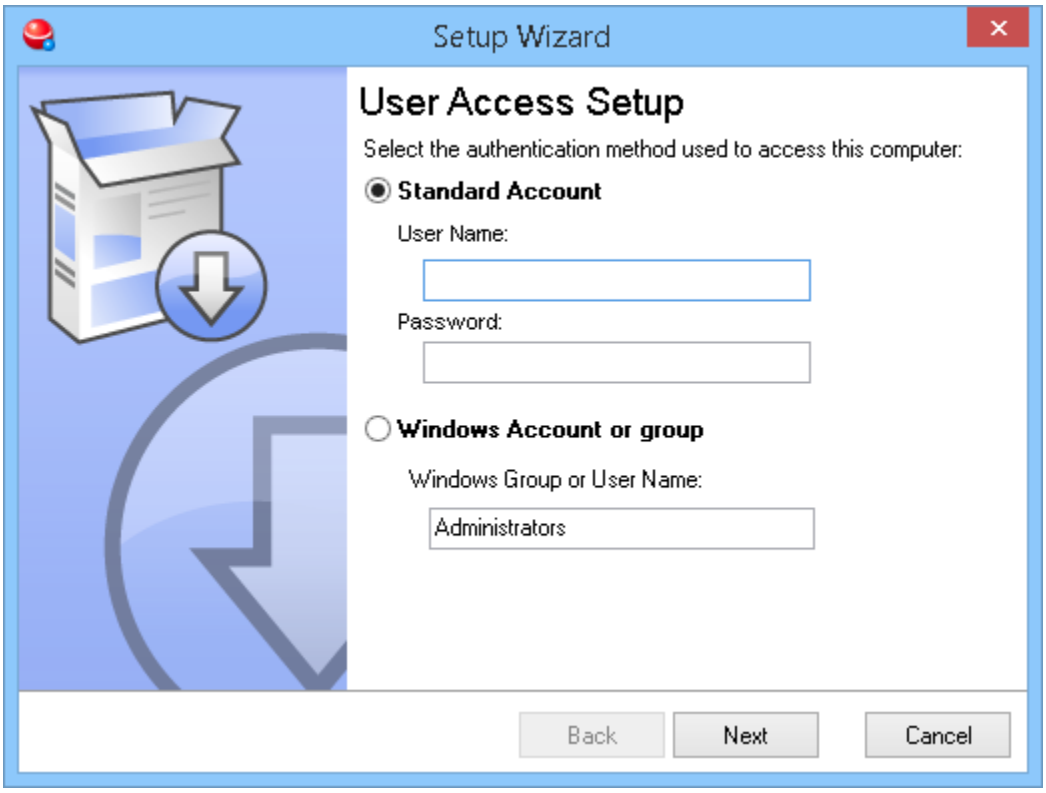
The agent is installed on the machine, or machines you would like to control. The viewer is then used to connect and control those remote machines.

In many cases it is not necessary to install the agent. If you have windows administrator access to the remote machine and it is on your LAN, the viewer will automatically push the agent to the remote machine for you (As long as file and printer sharing is enabled)

Let us begin by installing the agent on the machine you would like to control. Download and install the setup package, and pick the agent install option:



Once you have finished the install the setup program will ask you what type of username you would like to use:

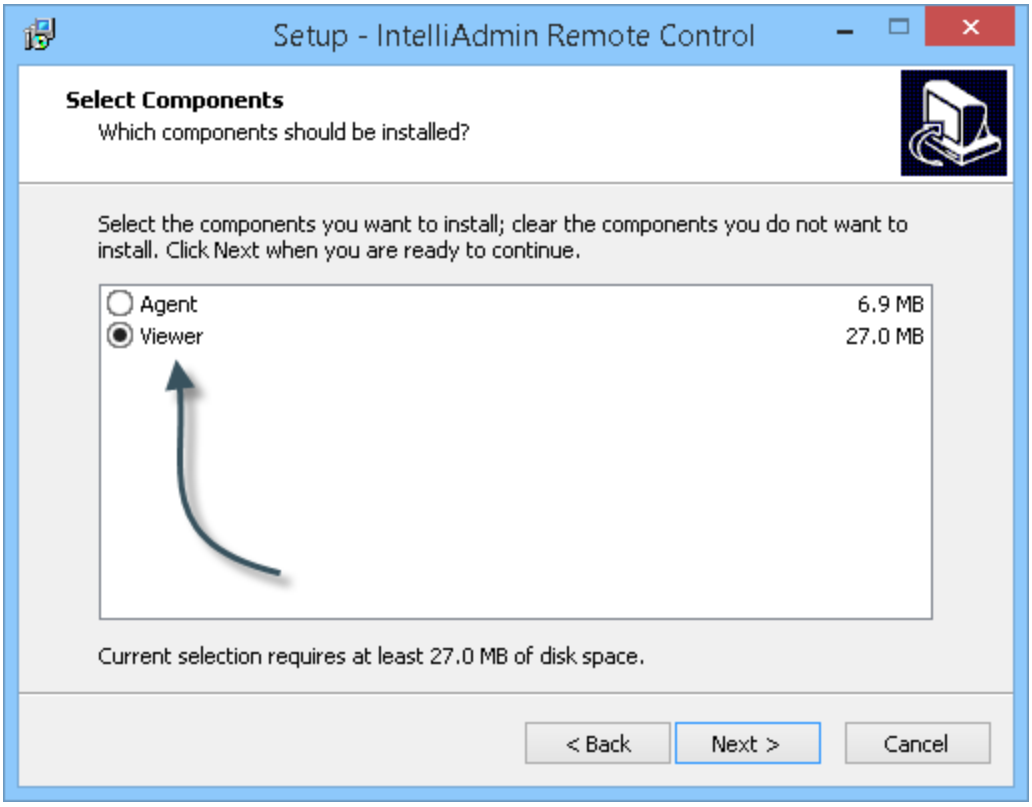


1. Standard Account- this selection allows you to pick any username and password combination to control the machine. (Does not use the Windows security system for authentication)

2. Windows Account or group – this selection allows you use windows to authenticate. Any Windows username or group will work. If a group is selected, any member of that group will be allowed to access the machine.

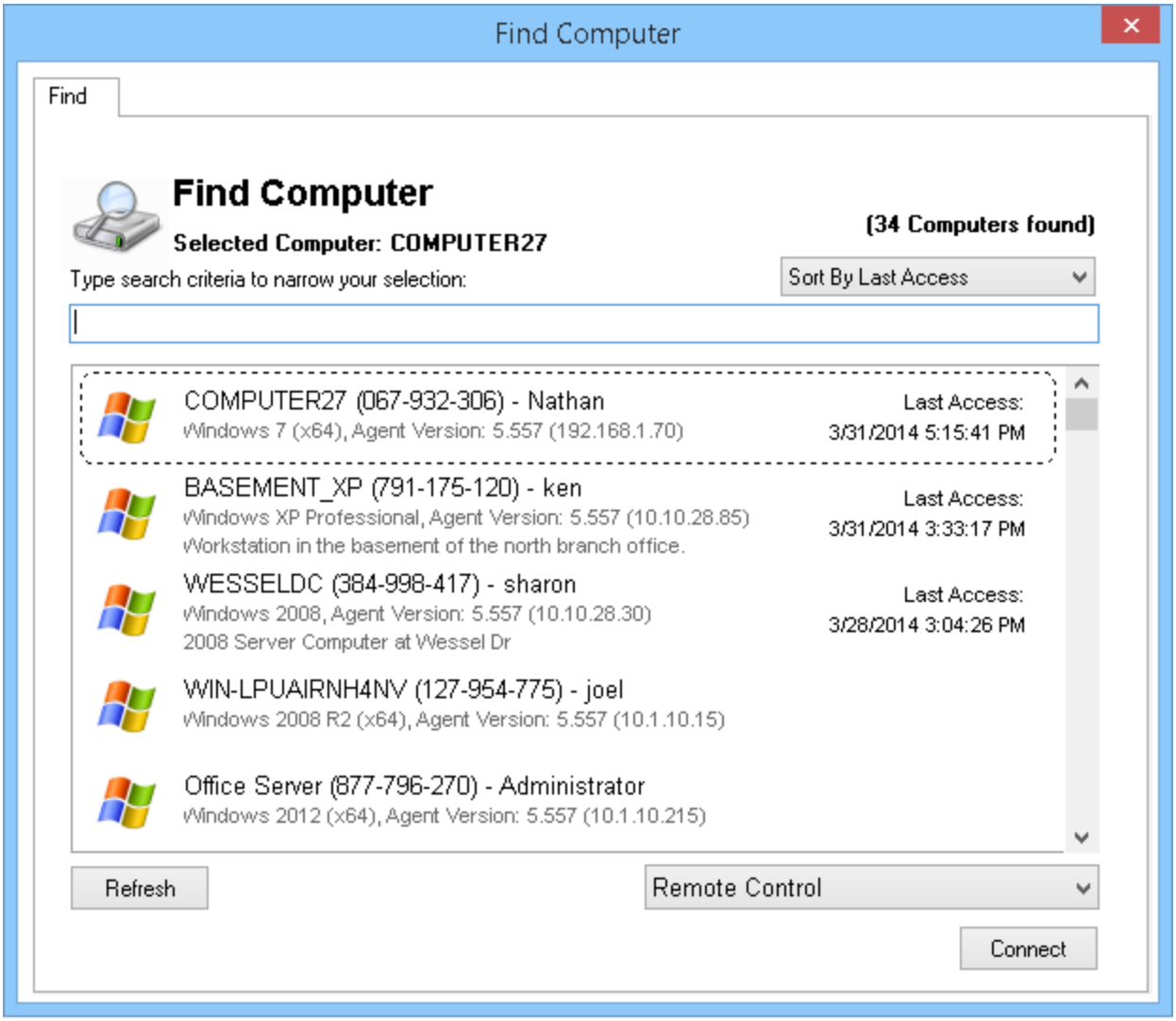
Now that you have installed the agent, you can connect to it from the viewer.

Move over to that computer now, and install the viewer software. Run the setup package again, and pick the viewer option:



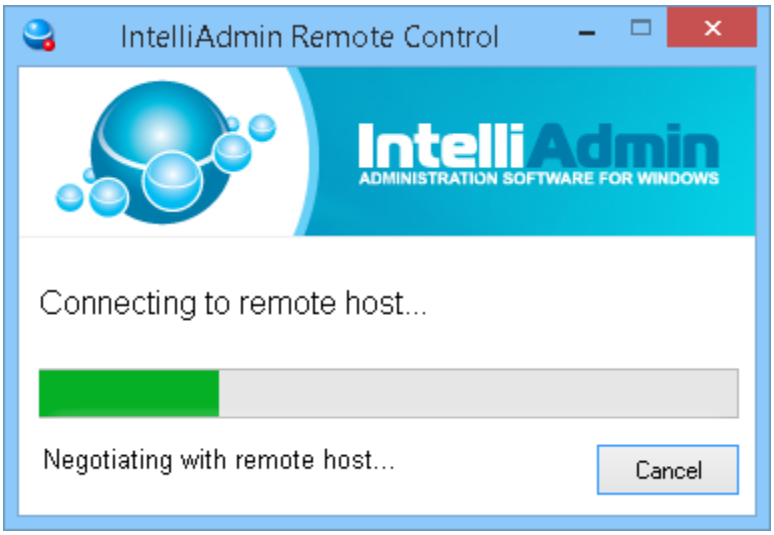
Once you have completed the setup wizard, the viewer connect window will be displayed:

To connect, you can type in a hostname or IP in that edit box, or click on the find button to search for computers on your local network:

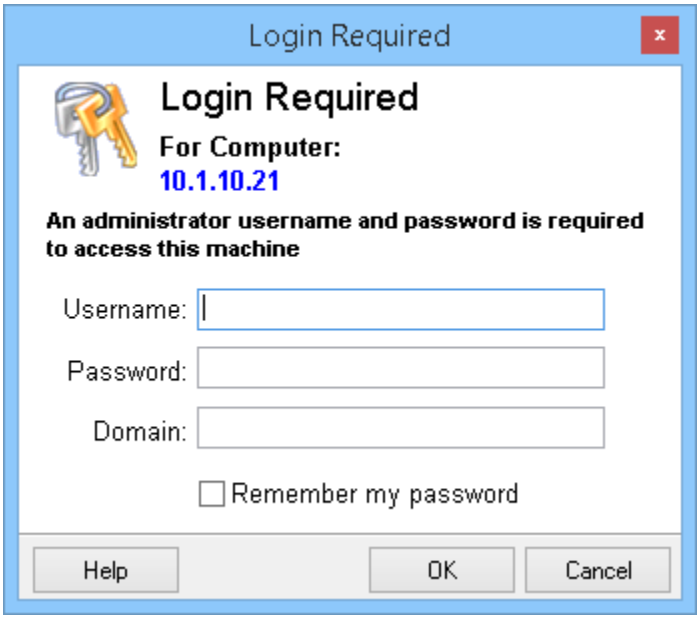


Select a computer from the list, or start typing text to find the name of the computer you are looking for and click connect.

Remote Control, will start trying to connect to the remote computer



When you connect, the remote control client will ask for the password:

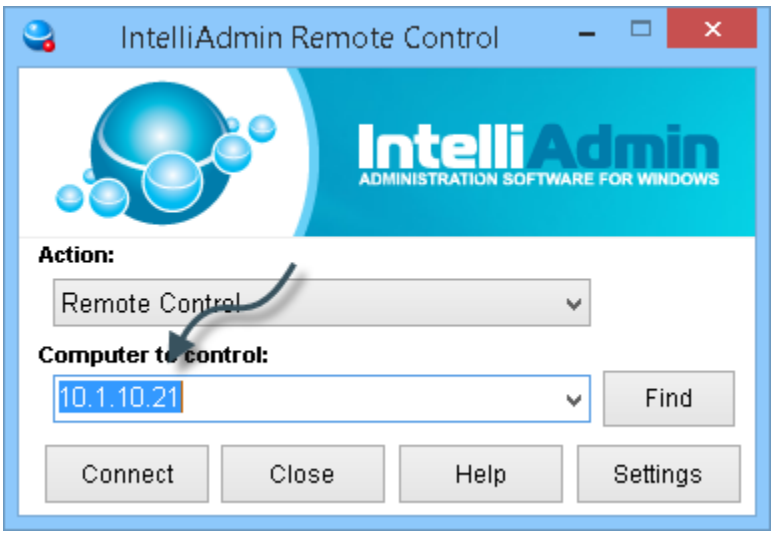


Type in your username and password, and you will be connected to the remote computer. When this happens, the viewer will automatically save the name of the current user, operating system, and service pack – making it easier to find the machine the next time you connect.

This concludes the quick start guide. Continue to read for more detailed information about Remote Control. If you have any questions, please free to email us at support@intelliadmin.com

Connecting to a remote host

To connect to a remote host, type the host name or IP address of the machine in the connect window, and press connect:

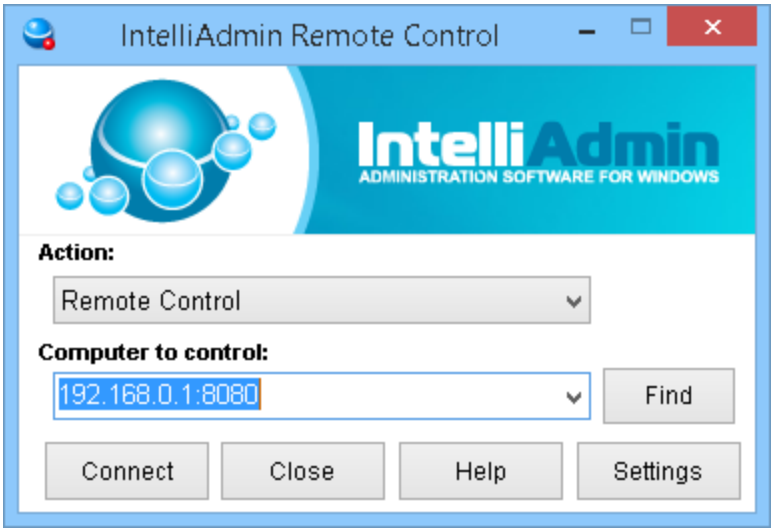


To connect successfully, the remote control agent software must be installed on the remote machine, or file and printer sharing needs to be properly configured to allow automatic agent installation.

Alternate Ports

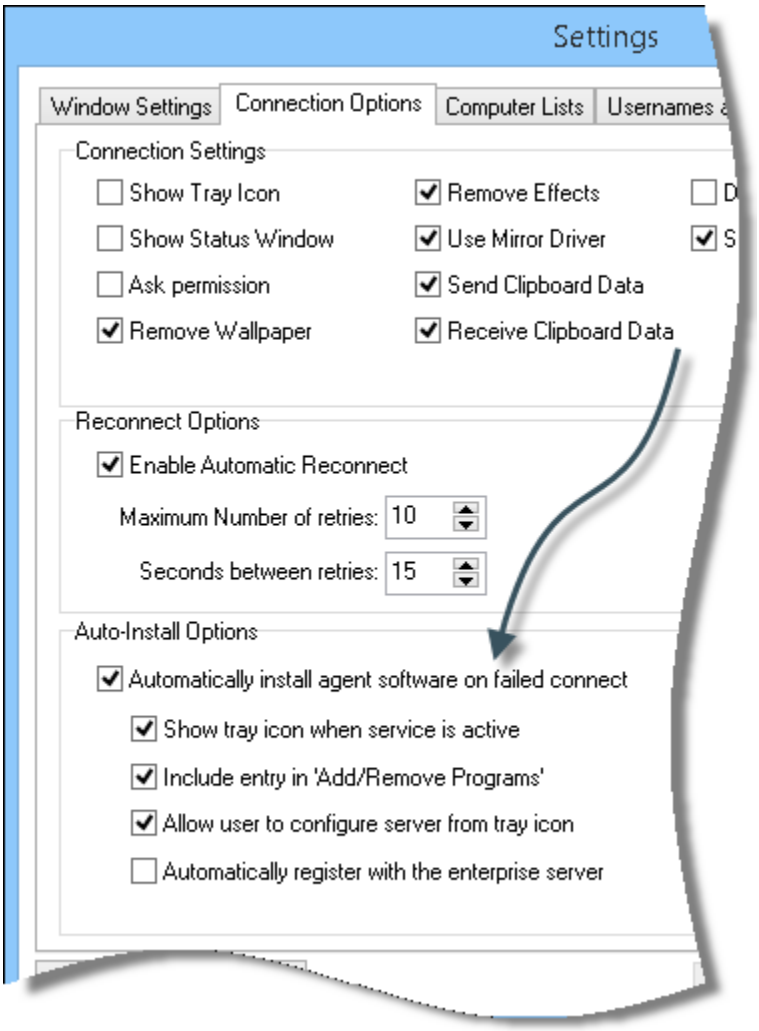
Sometimes you may have an agent that is configured to listen on a port other than the default 2792 (TCP) port. In this case, you can specify a port by placing it after the host name with a colon.

For Example, if we wanted to connect to 192.168.0.1 on port 8080, it would have this syntax:



Automatic Installation of the Agent

The viewer can automatically install the agent over your local area network. This feature is enabled by default. You can enable or disable it in the settings window:



This feature has a few requirements:

-You need to have local administrator rights on the remote machine.
-Your password must be set. Blank passwords will be denied.
-File and printer sharing must be properly configured, and allowed in the firewall

Security features in newer version of Windows disable file and printer sharing by default. This is needed for the automatic install process.

These articles will walk you through re-enabling it:

File and printer sharing in Windows 8

File and printer sharing in Windows 7

File and printer sharing in Vista

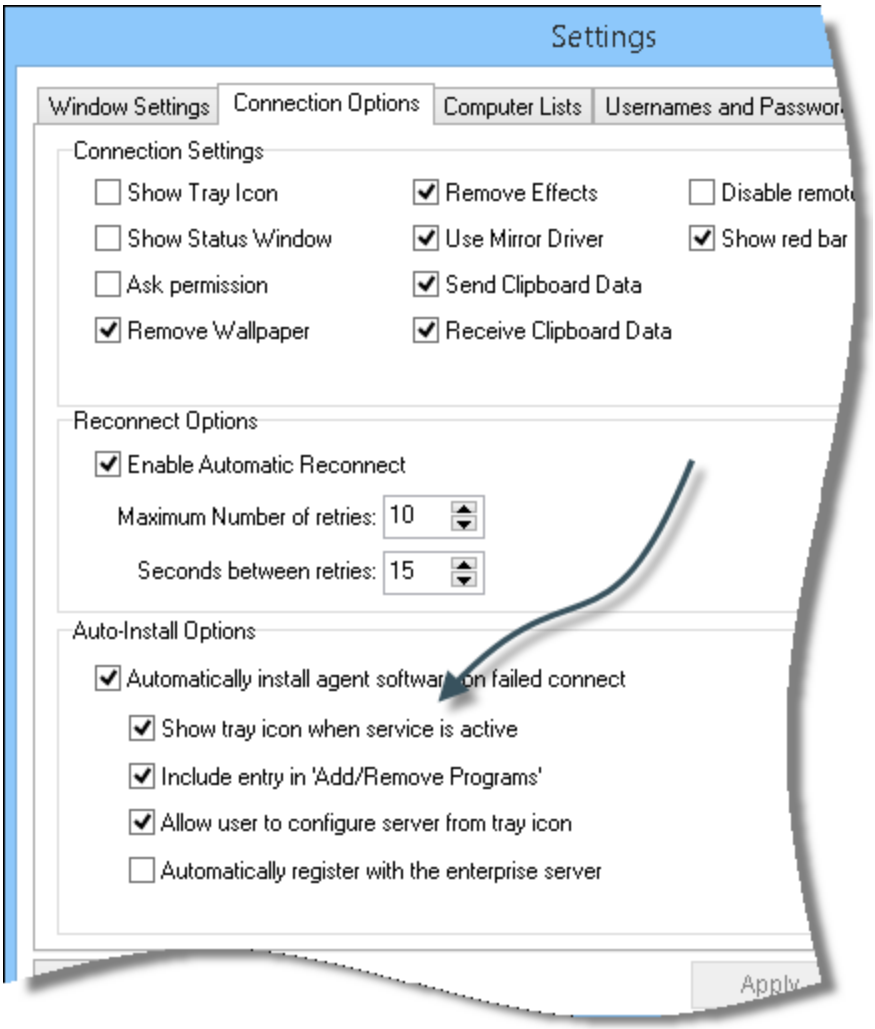
File and printer sharing is Windows XP

If you have a larger network, you can make these changes using group policy. This article shows you how to do it:

Using group policy to enable file and printer sharing

To initiate an automatic install, simply type in the name of the computer you would like to control, and click connect:

The configuration that will be pushed during the install, can be changed in the viewer settings, under the connection options:



With these settings you can:

-Disable/Enable the configure button on the information window that is displayed when the user clicks on the tray icon of the agent

-Disable/Enable the tray icon that is shown when the remote control service is active (Not to be confused with the blinking connected tray icon)

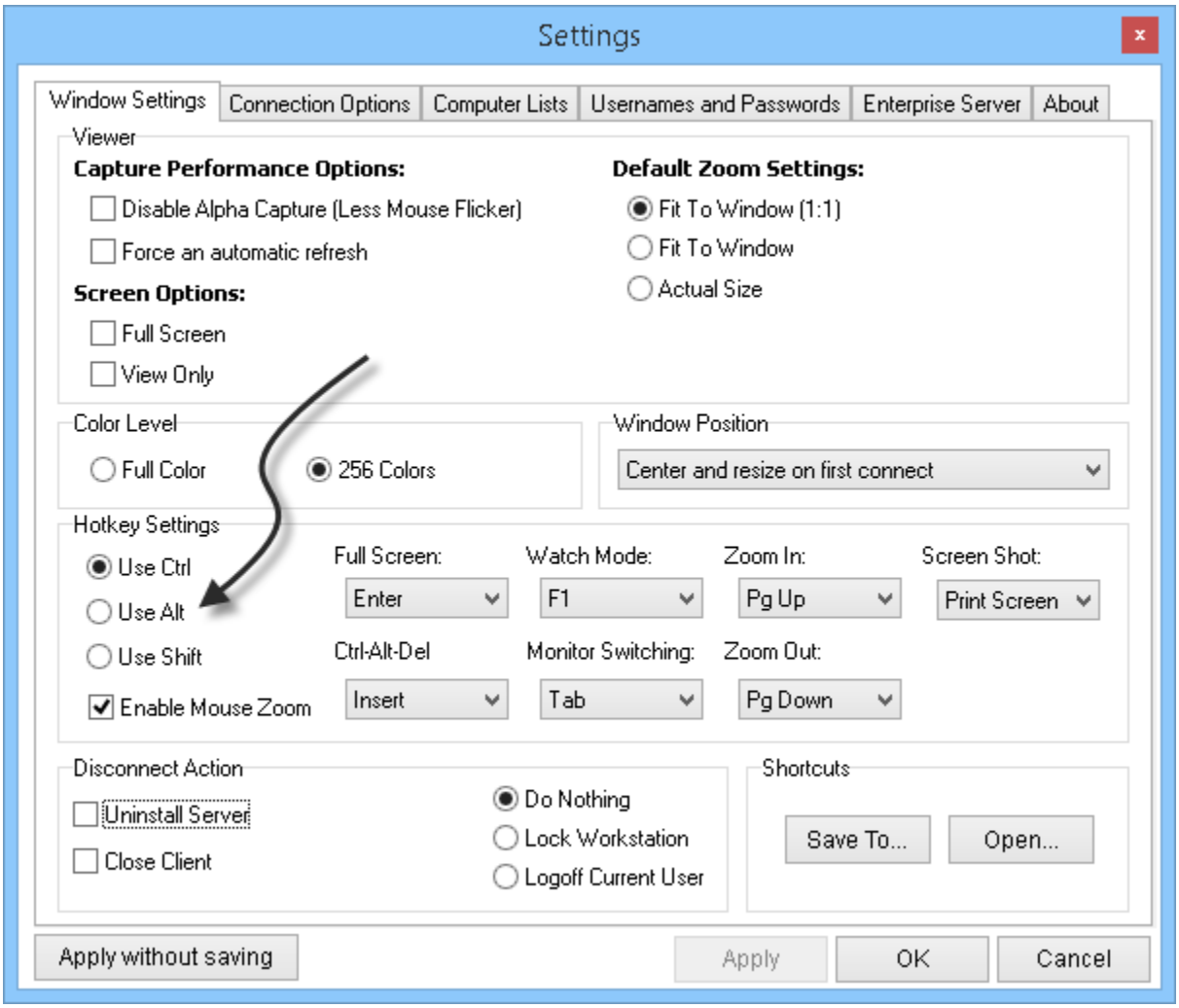
-Disable/Enable the uninstall application in "Add/Remove" programs on the remote machine.

-Get the remote agent to automatically register with your Enterprise server

Hotkeys

Hotkeys are a great way to save time. There are 7 hotkeys that can be customized, plus additional mouse support.

You can set the hot key modifier to Ctrl, Shift, or Alt. The modifier is the key you hold down to activate the actual hotkey itself:



The hotkeys available are:

Full Screen – Allows you to toggle full screen

Ctrl-Alt-Del – Sends the control, alternate, delete key sequence.

Watch Mode – Allows you to toggle watch mode

Monitor Switching – Cycles through the remote computers' monitors.

Zoom In – Zooms in the current view

Zoom Out – Zooms out the current view

Screen Shot – Takes a screen shot and allows you to save as a jpeg file.

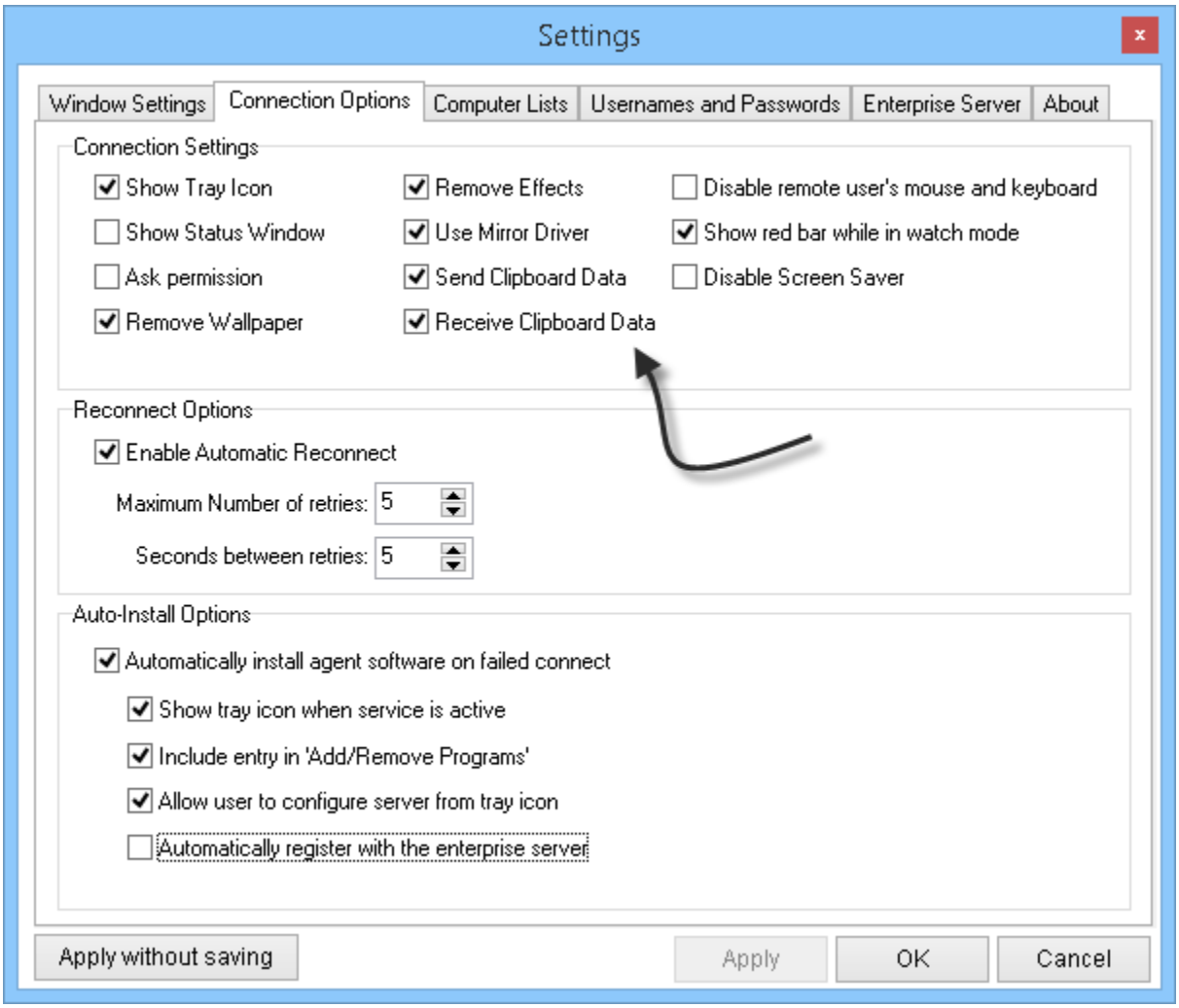
In addition to the hotkeys themselves, the mouse also has hotkey functionality. If you hold down the hotkey modifier (Ctrl, Alt, or Shift) and drag the window around, it will allow you to scroll the window.

If you hold down the modifier key, and use the mouse wheel it will allow you to zoom in and out.

Disabling Copy and Paste

Sometimes it is necessary to disable copy and paste between you and the remote host.

You can determine what directions are allowed in the settings:

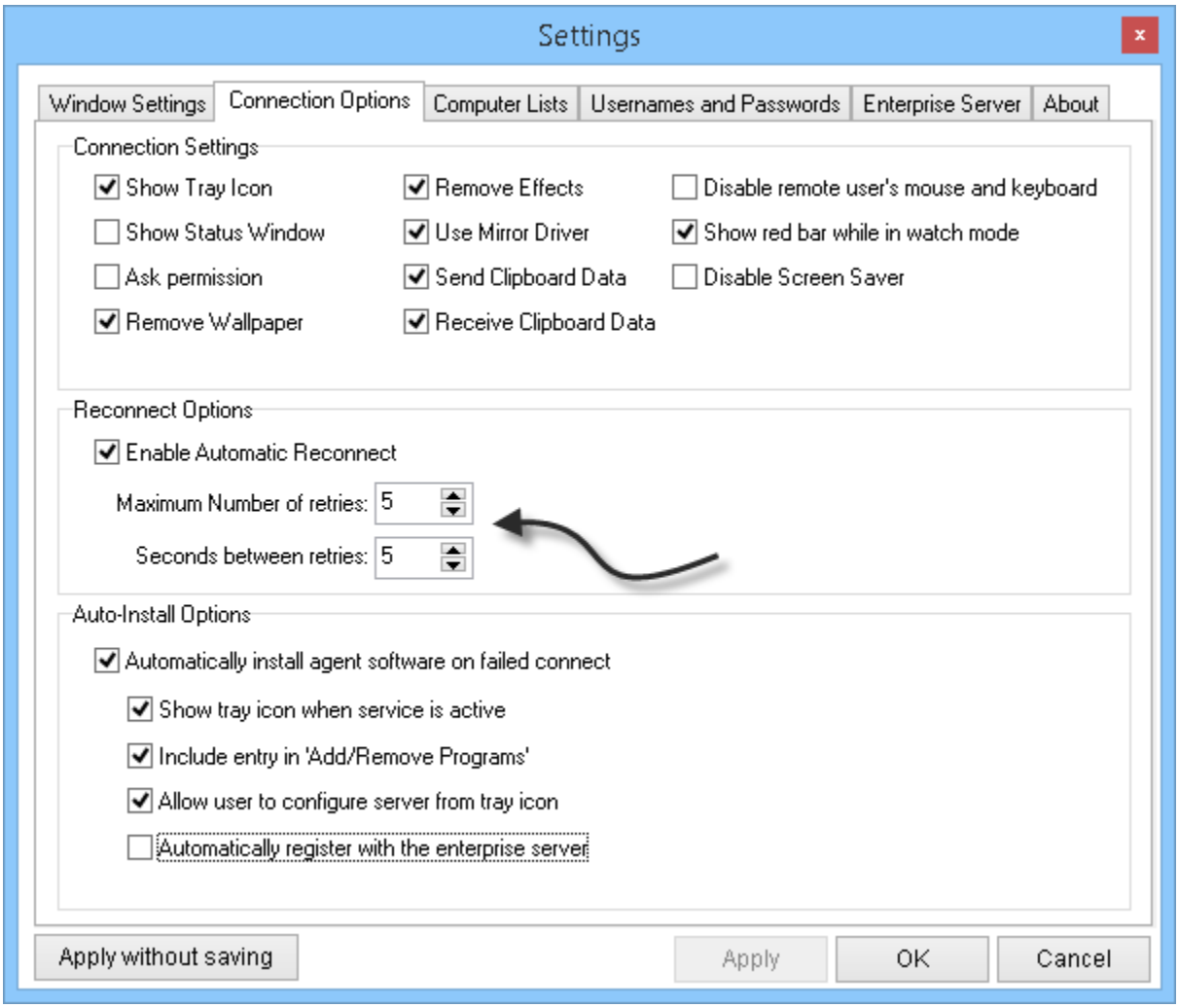


This allows you to disable sending, or receiving of clipboard data – depending on your security needs.

Automatic Reconnect

When a connection is lost, the viewer will try to automatically reconnect to the remote host. Sometimes you might want it to try longer because the remote machine takes longer to reboot, or get back online.

You can modify the reconnect options in the settings:



Computer Lists

The computers that are shown in the find window can be pulled from a number of locations. The options for this are in the settings window, under the 'Computer Lists' tab.

You can add computers to this list programmatically using XML files.

The files could be local, on a network share, or on a webserver.

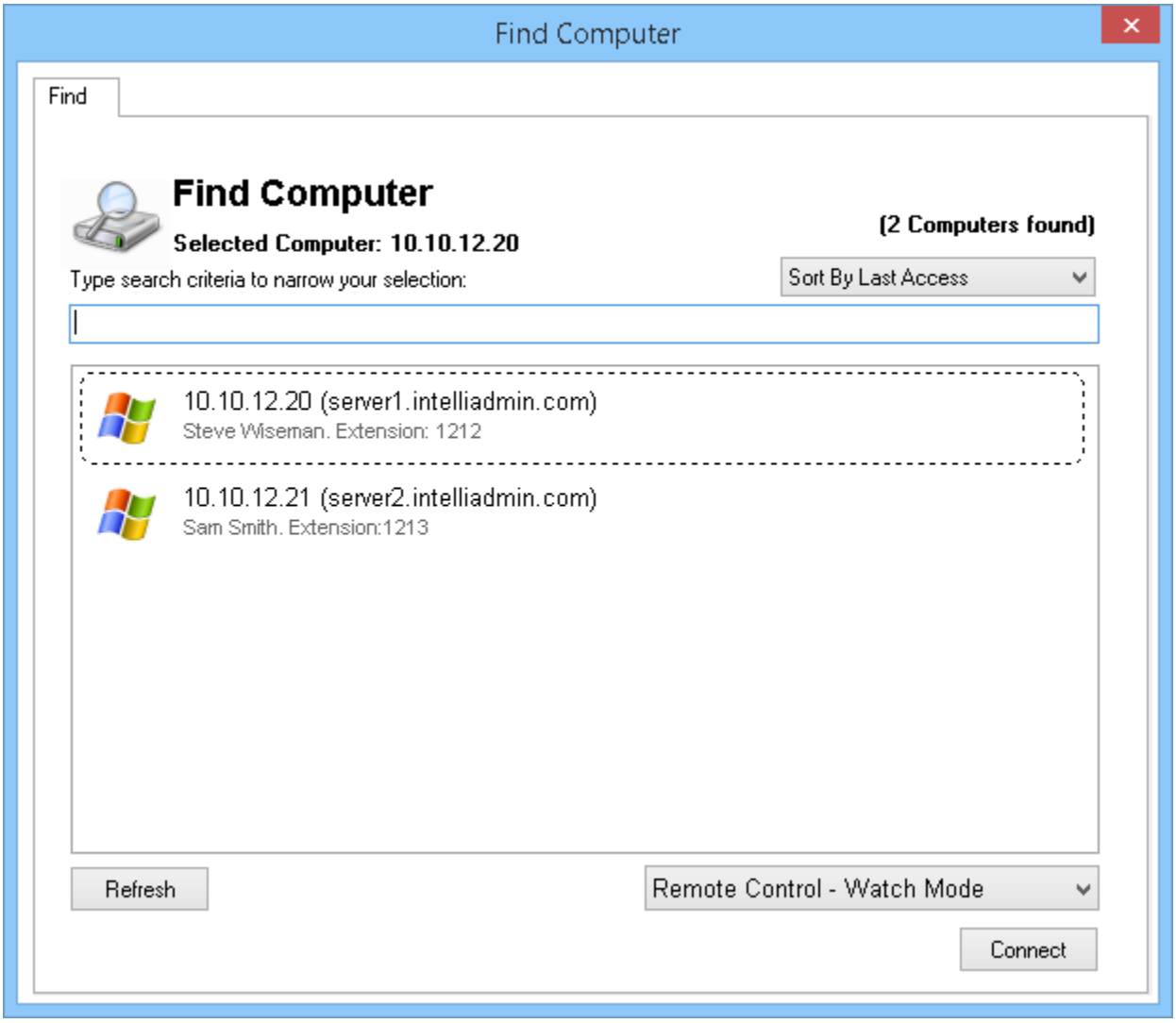
Here is an example XML file:

```
<?xml version="1.0" encoding="UTF-8"?>
<computer>
 <host>10.10.12.20</host>
 <friendlyname>server1.intelliadmin.com</friendlyname>
 <description>Steve Wiseman. Extension: 1212</description>
</computer>
<computer>
 <host>10.10.12.21</host>
 <friendlyname>server2.intelliadmin.com</friendlyname>
 <description>Sam Smith. Extension:1213</description>
</computer>
```

Each computer is indicated by the <COMPUTER> tag. The supported sub tags for each computer entry are:

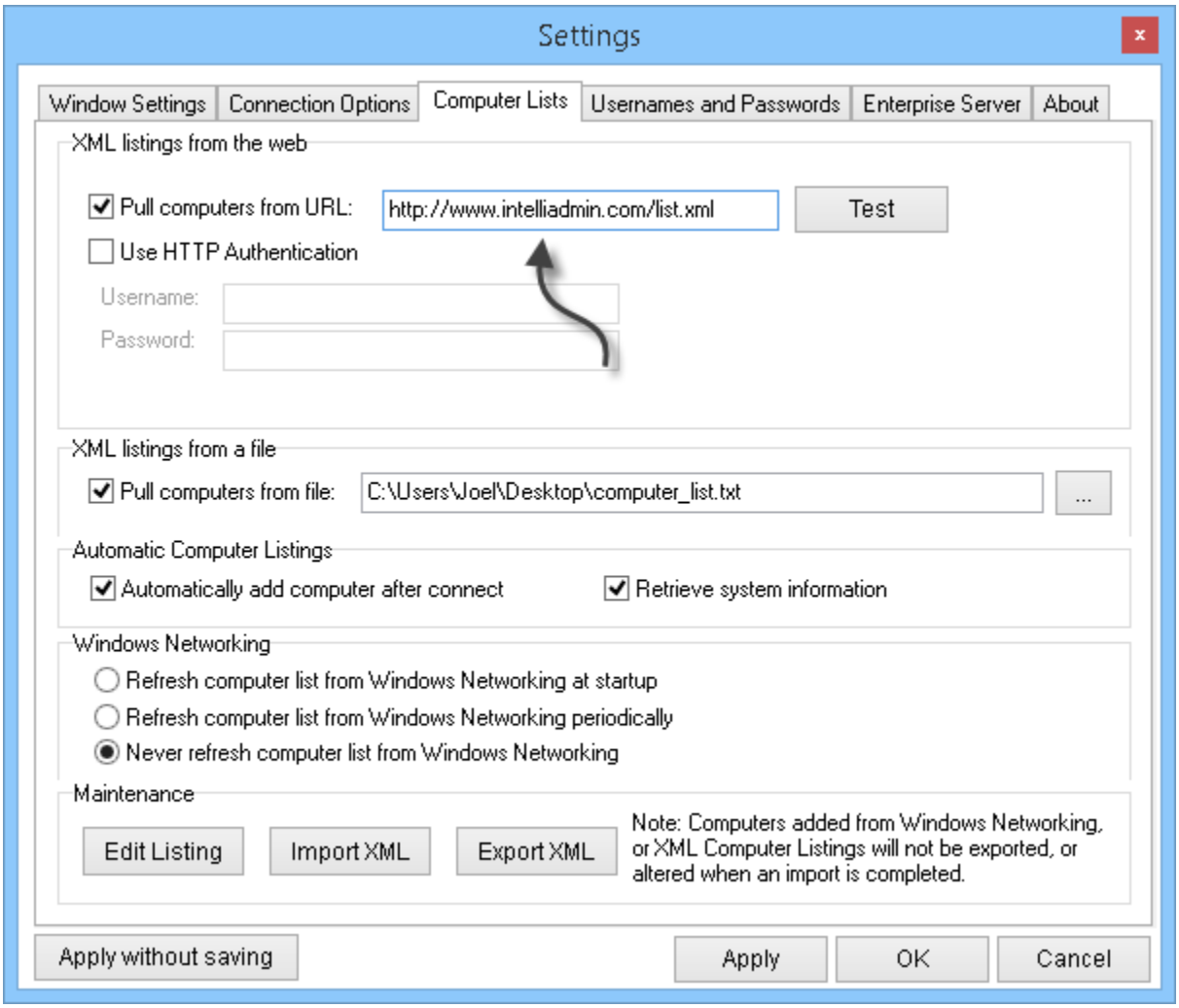
{HOST} – The host that the viewer will connect to.
{FriendlyName} – A name that is displayed to the user
{Description} – A full description of the host

In the previous XML example, we have two computers. Here is how they would show up in the viewer:



Note that information such as the operating system, service pack, and username are not provided by the XML file. This information is provided automatically by the agent to the viewer after you connect to a computer at least once.

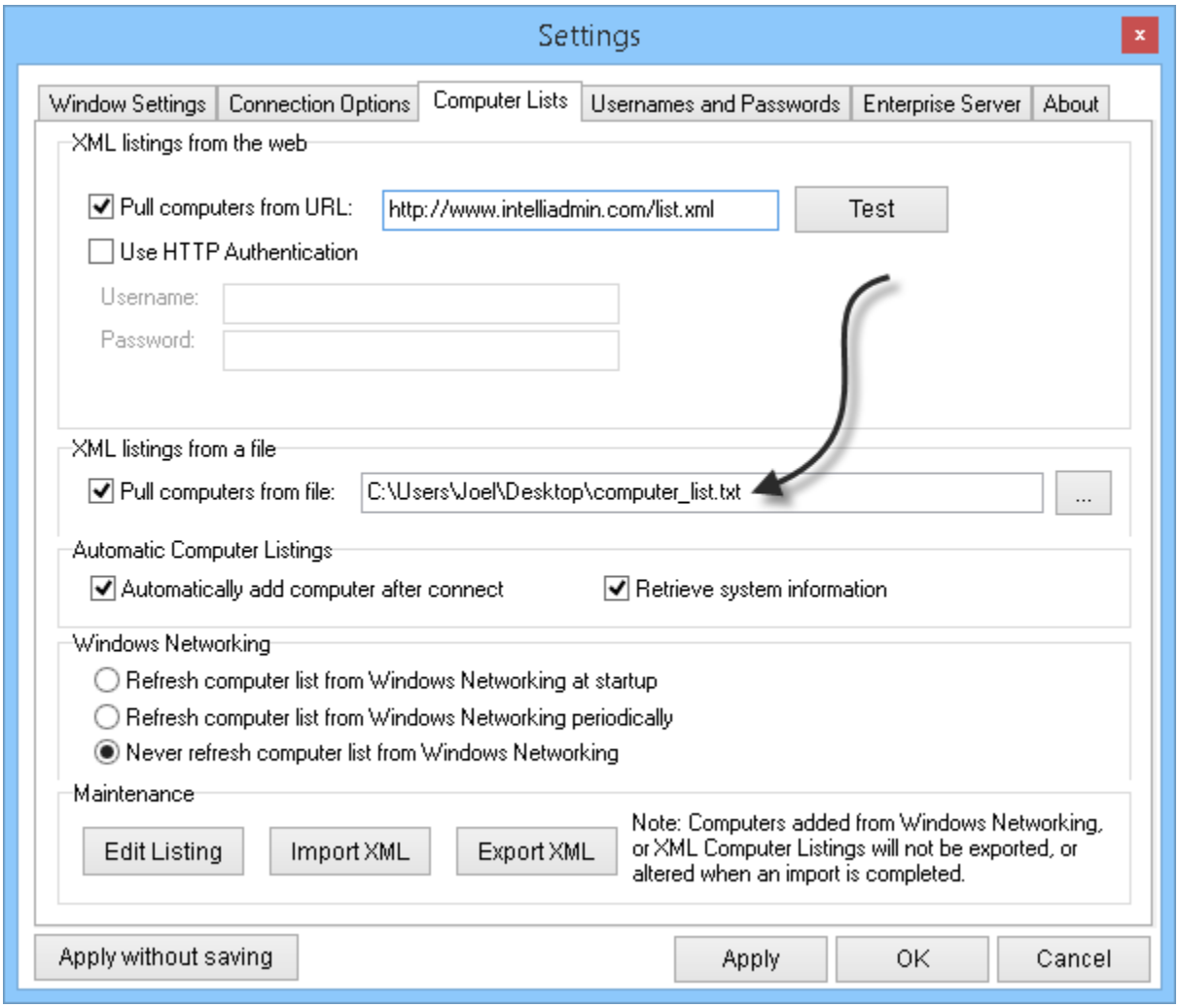
There are a few different ways an XML file can be used to pull computers for the find window. The first is HTTP, or HTTPS. The viewer will check this URL for computers each time the user opens the find window.



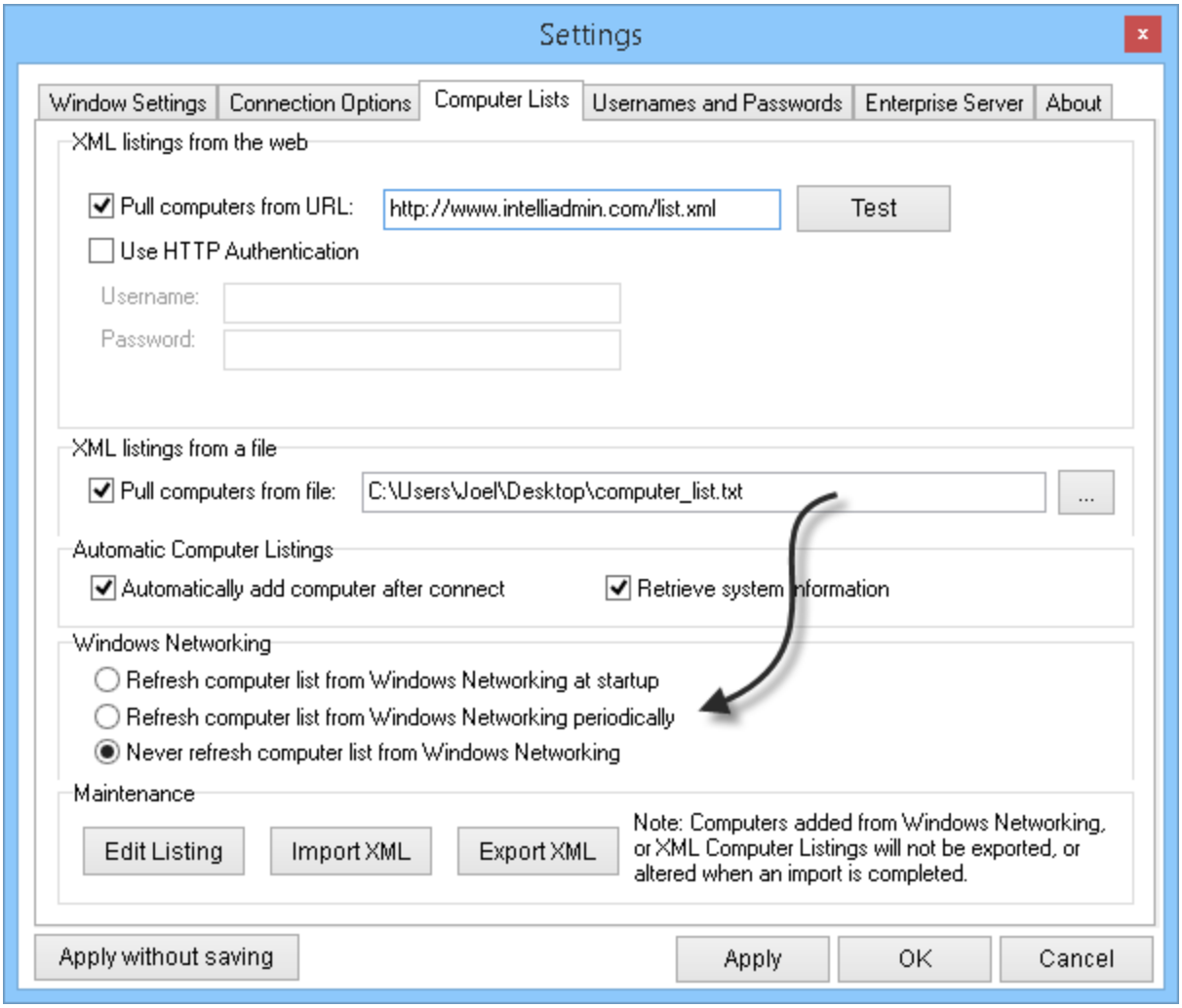
Once you have entered a URL, you can click on the test button to make sure it works properly.

Note that Internet Explorer settings are used to determine proxy values.

Another way to provide a list of computers, is using a local file, or a file on a network share. The viewer will load the file each time the find button is clicked:

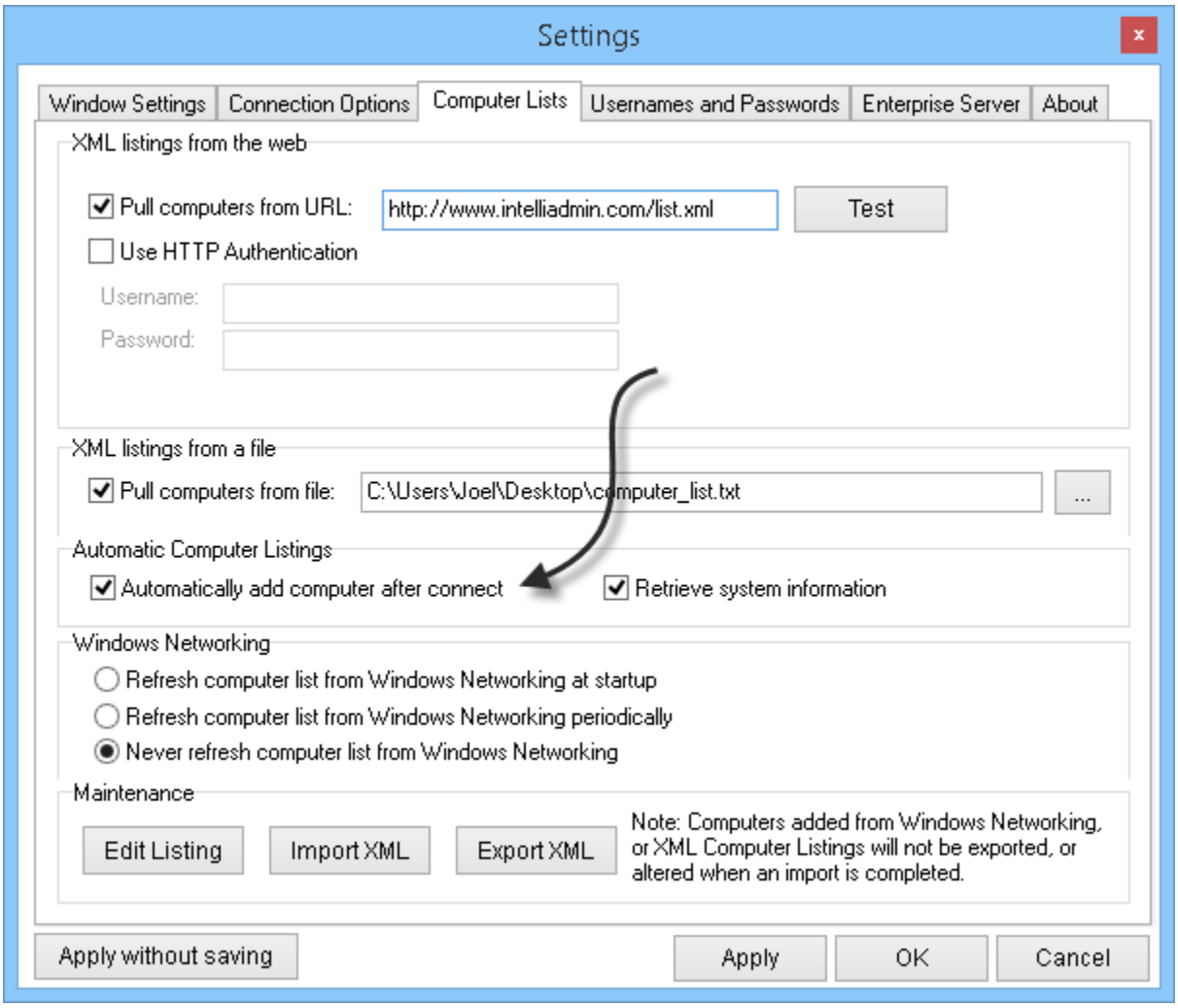


The viewer will periodically search the windows network for computer names. If you want to disable this, or only search when the application is launched, you can easily configure this option:

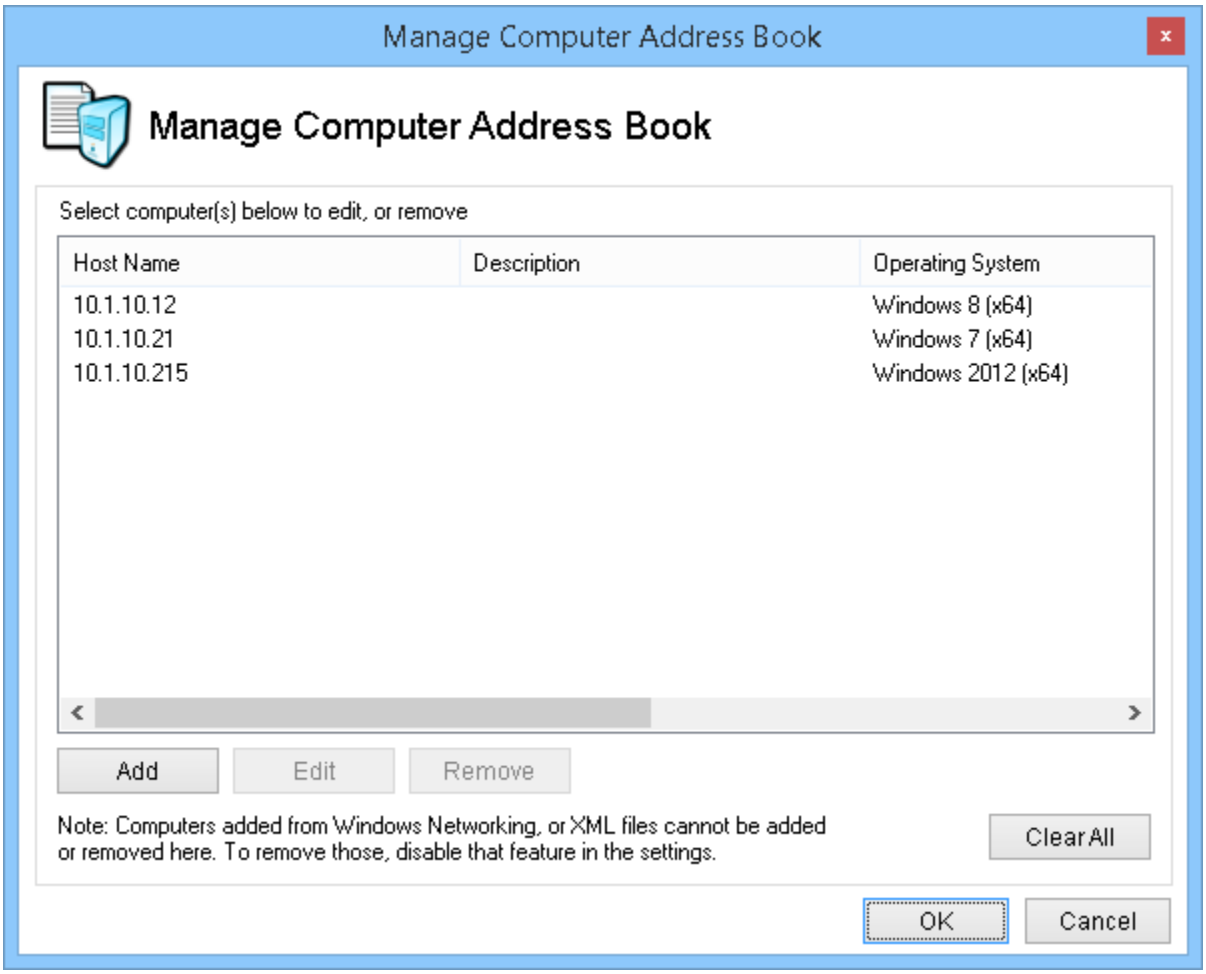


When the viewer connects to the remote server, it will automatically add the hostname, and other information to a local database. This information will then show up in the find window.

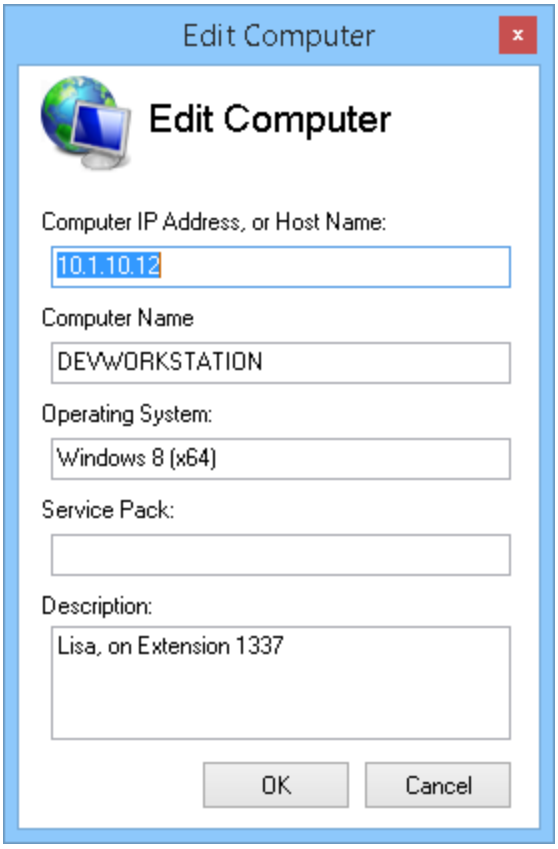
It pulls the current username, computer name, operating system, and service pack. All of this can be used to quickly find the host. You can disable this by changing the settings under the "Automatic Computer Listings" section:



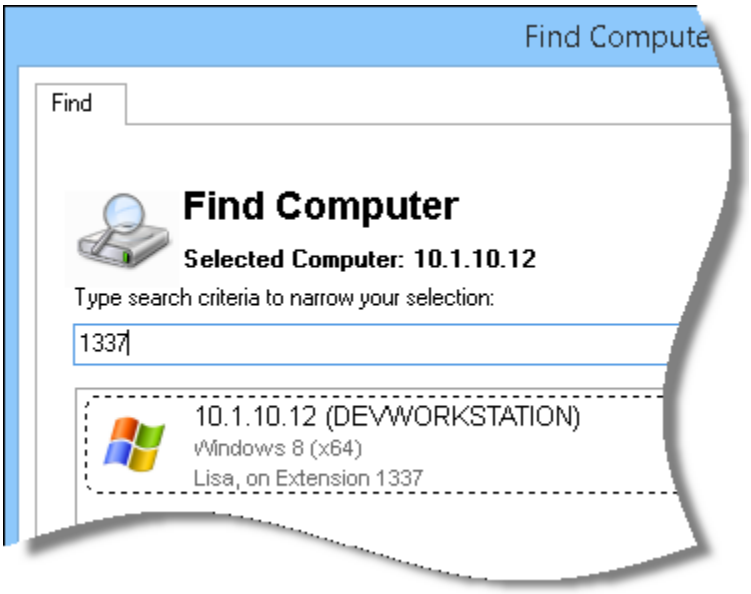
Computers in the find window can be edited. To manage the computer entires, click on the "Edit Listing" button in the settings window. It will bring up the address book management:



You can manually edit current computer listings, and add new ones by clicking on the add or edit button:

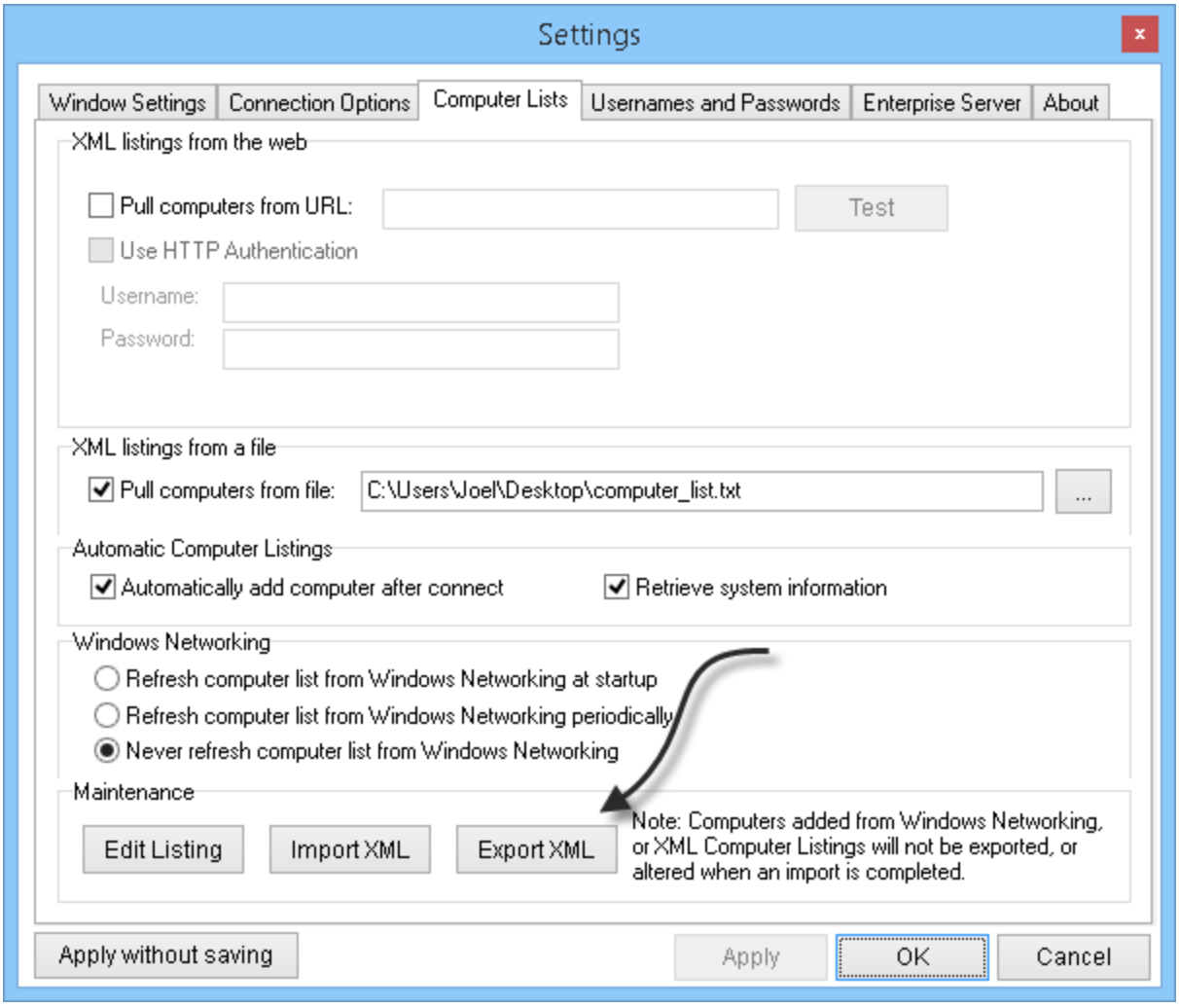


Note that all items are searchable. In the above example, there is a phone extension. Now you can search by that extension number:

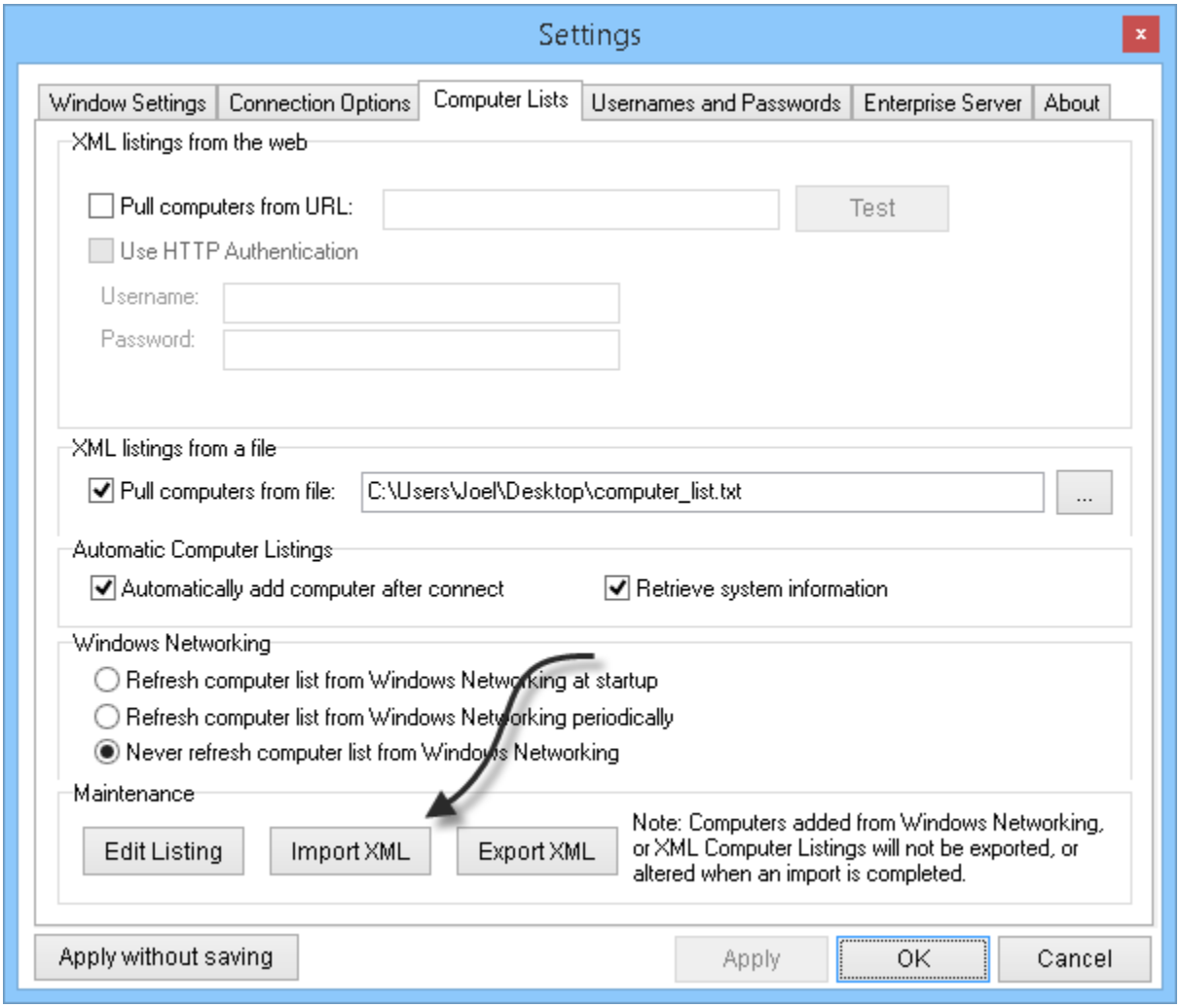


Backing up and Restoring Computer Lists

Computer information is stored automatically in the viewer when you connect to remote hosts. Sometimes you may want to move this information to another computer. You can back it up by exporting it to XML:



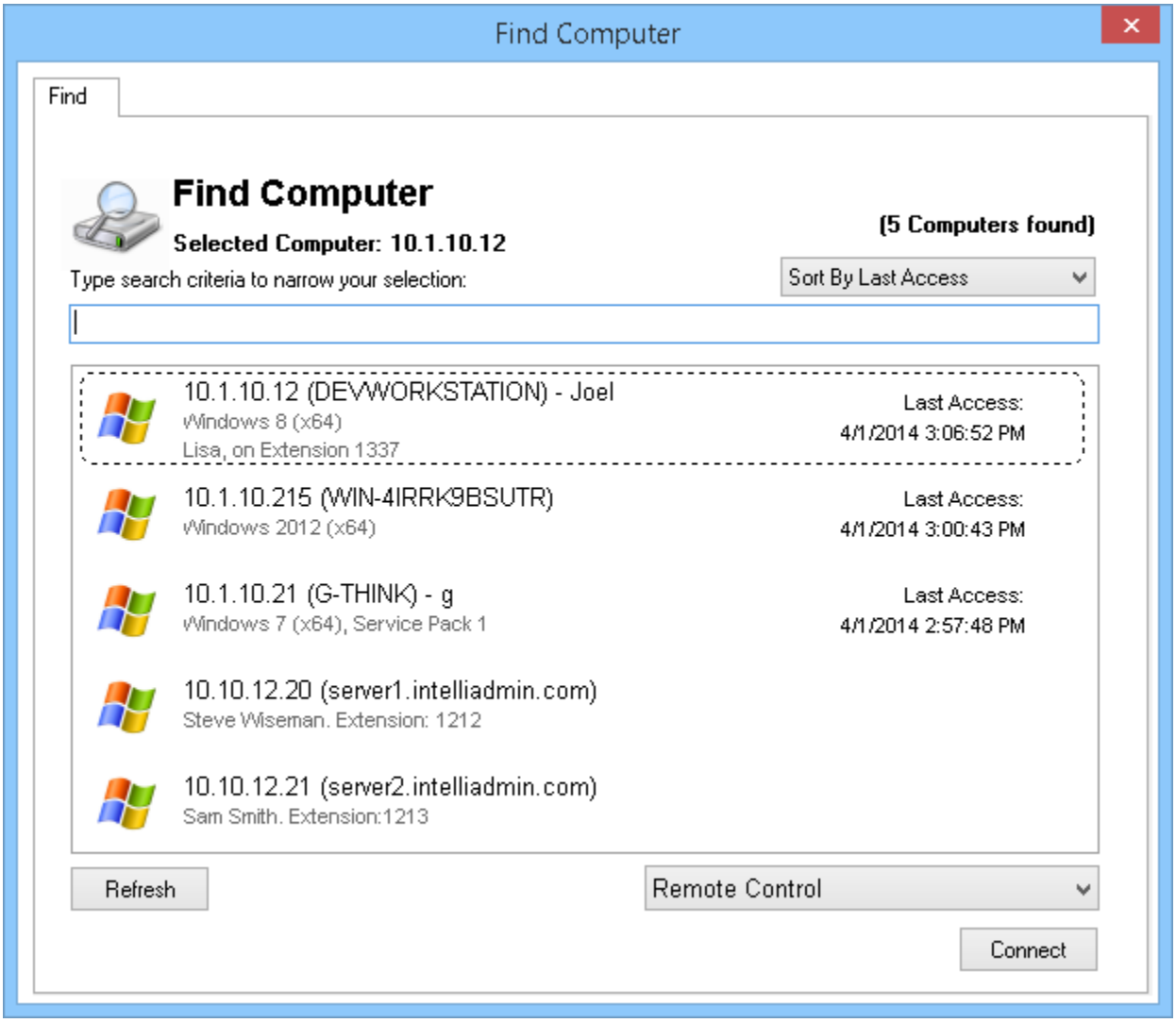
If you want to load a previous packup, restore it by clicking on the import XML button:



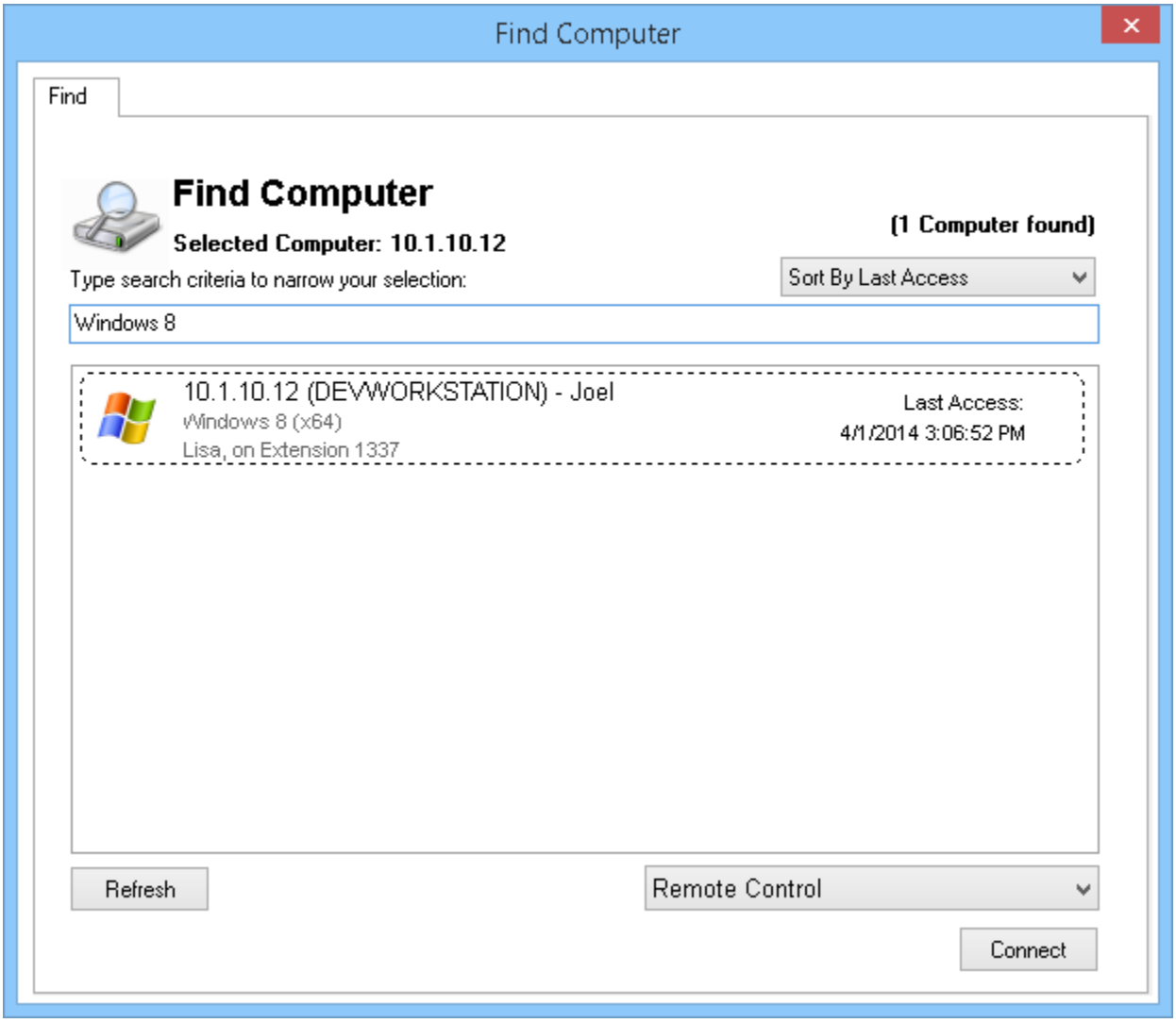
Finding Computers

To find computers on your local network, or computers you have connected to before – simply click the find button:

A find window will be displayed and it is sorted by the last time you accessed them:



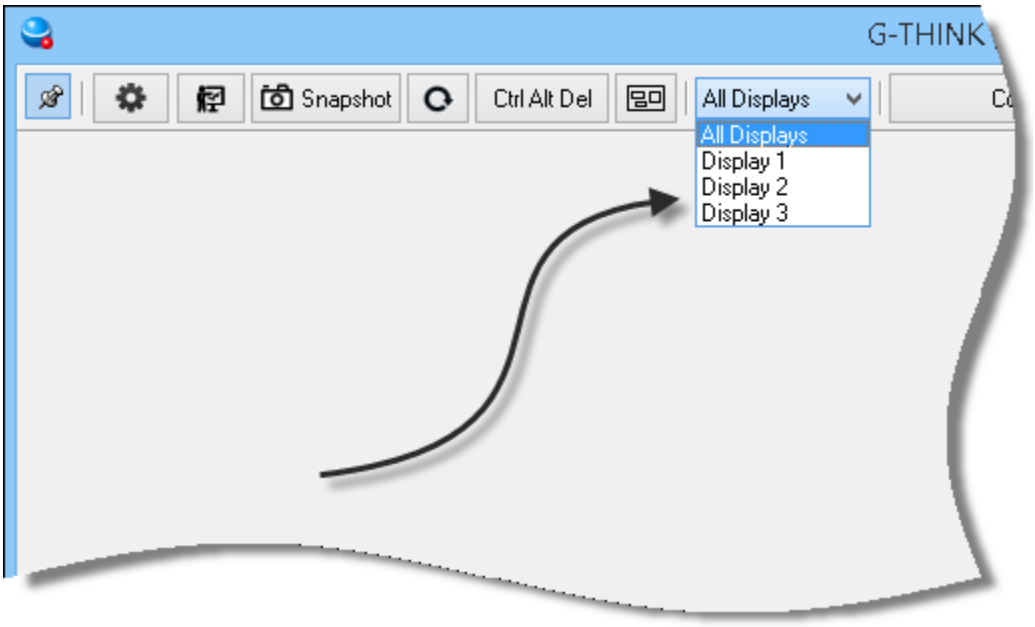
If you want to narrow down the list, simply start typing any information related to the computer you want to find, and only computers that match will be displayed:



Multiple Monitor Support

When you are connected to a remote system that has more than one monitor, you can view an individual monitor, or all of them at once.

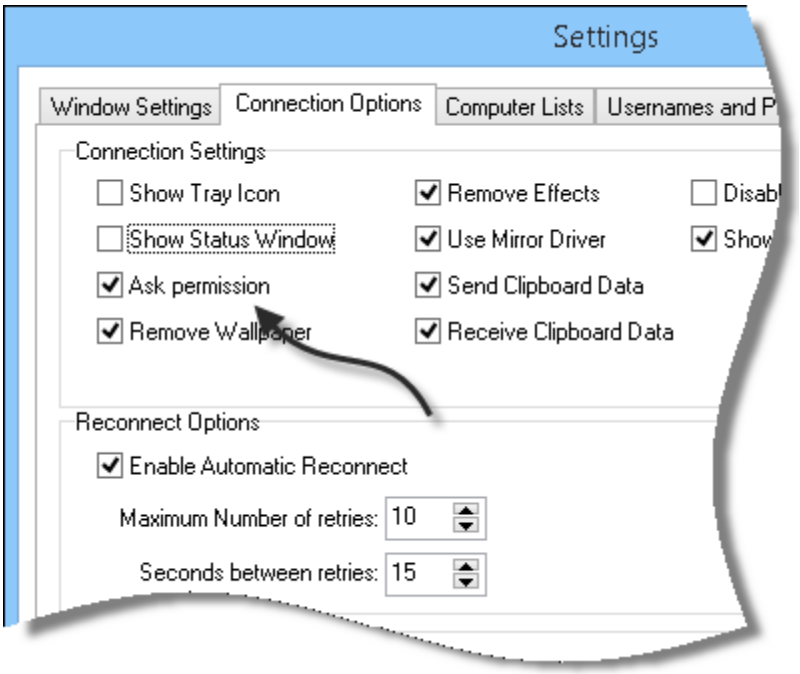
This is done by selecting the monitor at the top of the viewer:



You can also cycle through the monitors by holding Ctrl and pressing Tab. (This hotkey can be changed in the settings)

Request Permission before Connecting

You can ask the remote user for permission before connecting. To do this, simply check the "Ask Permission" checkbox in the viewer, under connection options in the settings:



If you want to force this option (lock it down), group policy is the best way. This article will walk you through it.

When you connect, you will be asked to wait until the user gives you permission:

The remote user will see a window that asks for permission:

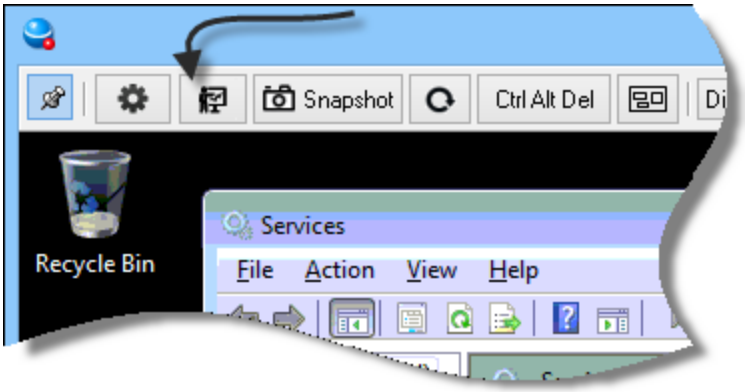
If the remote user accepts your request, you will immediately gain access to the remote machine. If they reject your request, you will see a window like this:

Watch Mode – Keeping users from knowing you are connected

There are times when you need to observe a remote machine, and keep the remote user from knowing you are connected. This can be achieved using 'Watch Mode'.

Watch Mode can be enabled by changing the connection action before you connect:

Or, it can be turned on after you connect by pressing the 'Spy Mode' button at the top of the viewer:



You can also toggle it by using the keyboard combination of Ctrl-F1 (This can be changed in the main settings page)

If you are noticing the watch mode button is not showing in the viewer, it could be disabled for a few reasons:

-The remote machine is running an agent with a build number that is before 5.531

-The user account has a policy restriction in place not allowing watch mode

-The user account has a policy forcing them to show a status window, tray icon, or view only

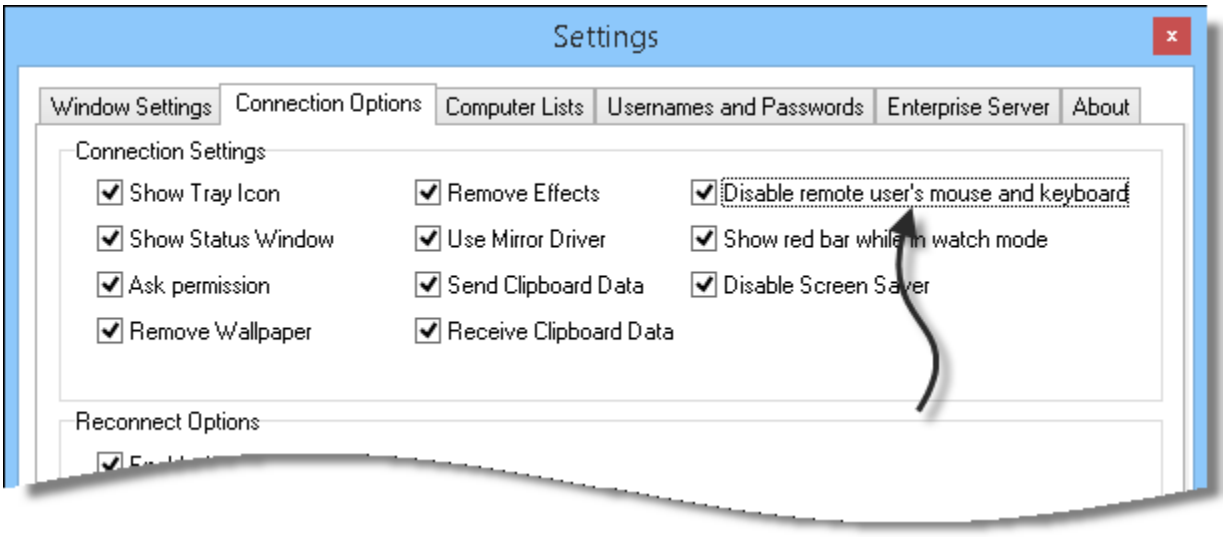
-A policy is set to ask permission before connecting

The reason for not allowing watch mode in these situations is to prevent its operation when a covert connection is not possible.

If you have an organizational policy that does not allow a feature like watch mode, you can use group policy to prevent it from being used.

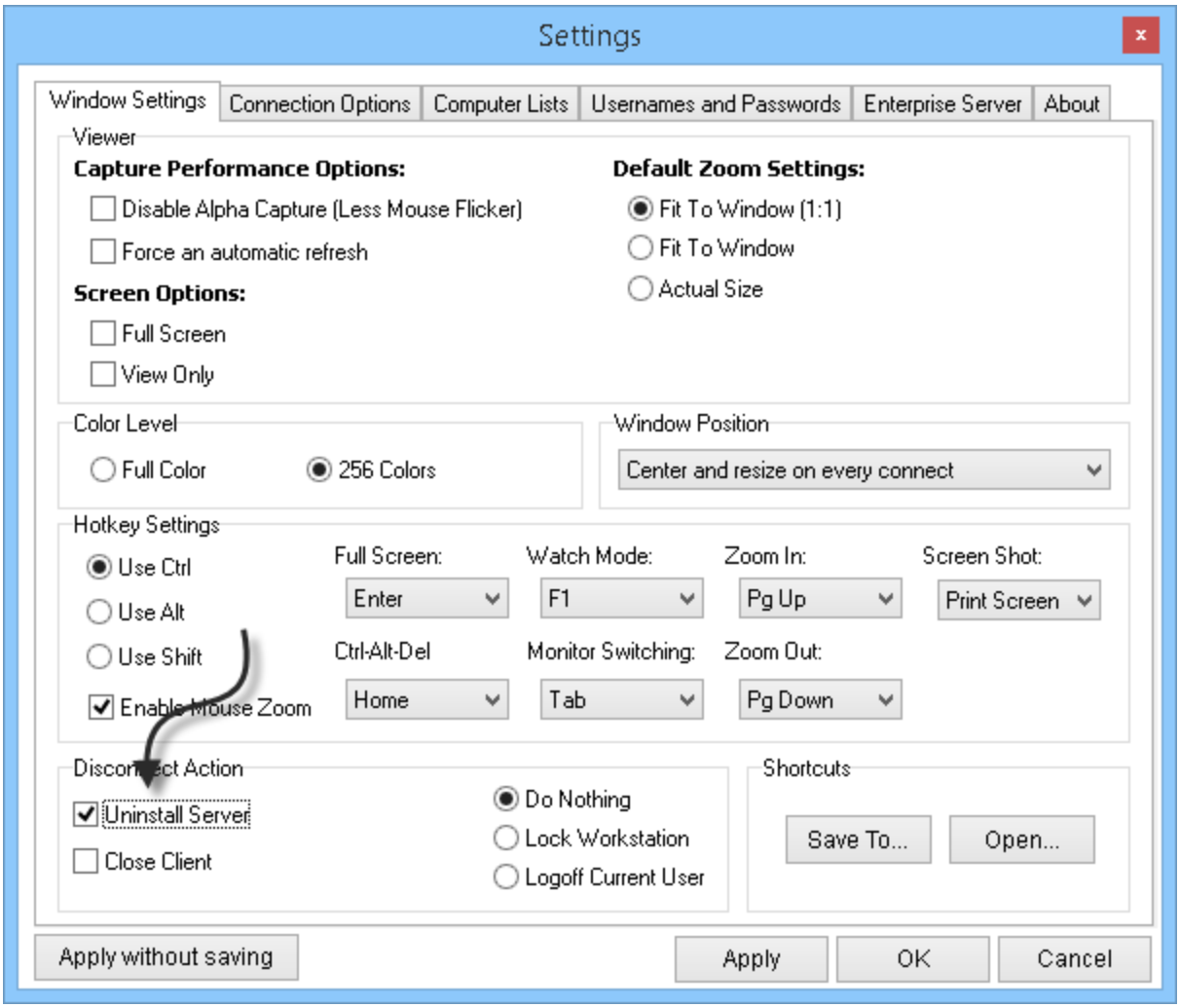
Disabling remote user input

There are times when you want to keep remote users from typing on the keyboard, or moving the mouse. You can prevent this by picking the "Disable remote user's mouse and keyboard" option:



Uninstalling Agent Software on Disconnect

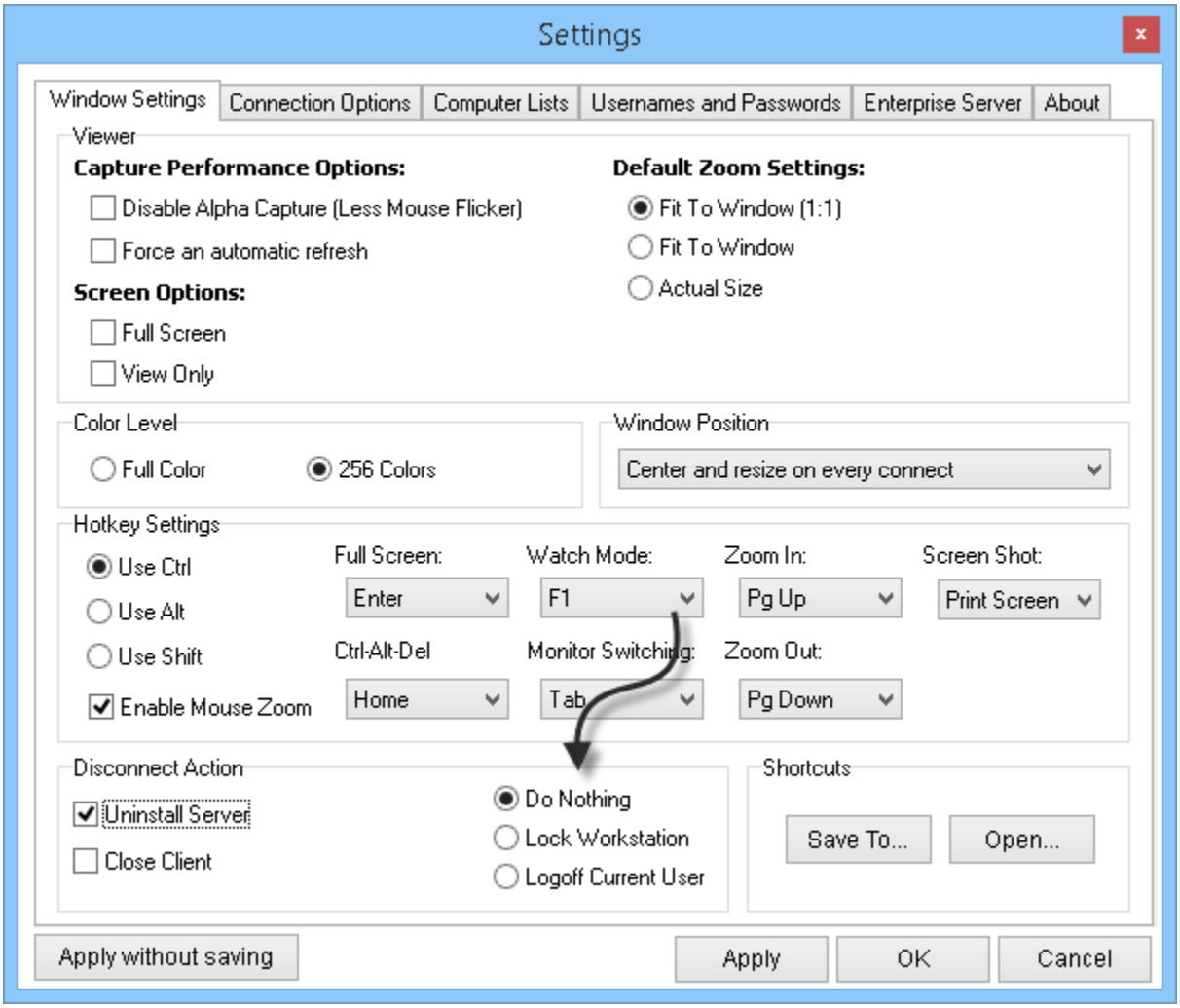
If the remote agent is on your local area network, you can tell the viewer to remove it when disconnecting. Just pick the option under the disconnect action group:



If the agent files are in use, the viewer will mark them to be deleted on the next system reboot.

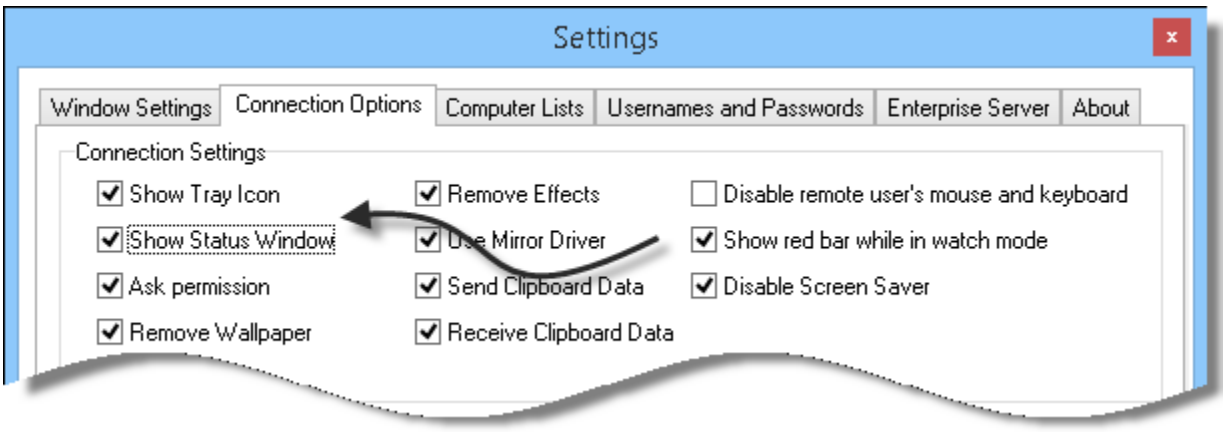
Locking, or Logging off on Disconnect

You can lock the workstation or even logoff the current user when you disconnect. Just pick the appropriate option under the disconnect action group in the settings:



Active Connection Indicators

The tray icon, and status window are visual indicators shown to the user when you are connected. These can be enabled by visiting the connection options tab of the settings:

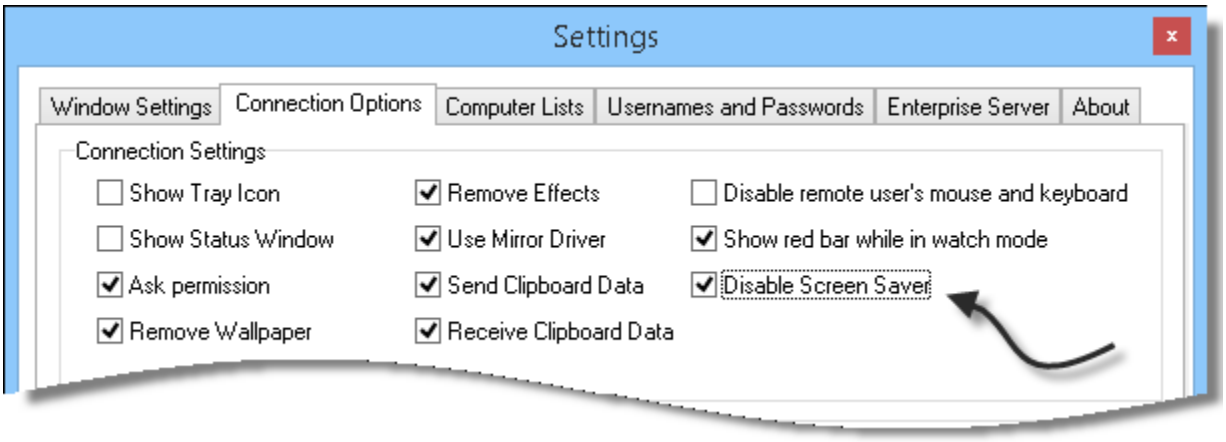


The status window will start at the top right of the primary monitor, and will automatically move to get out of the way of your mouse:

The tray icon will be displayed down by the time. It will blink red and blue to indicate that you are connected:

Disabling the remote screen saver

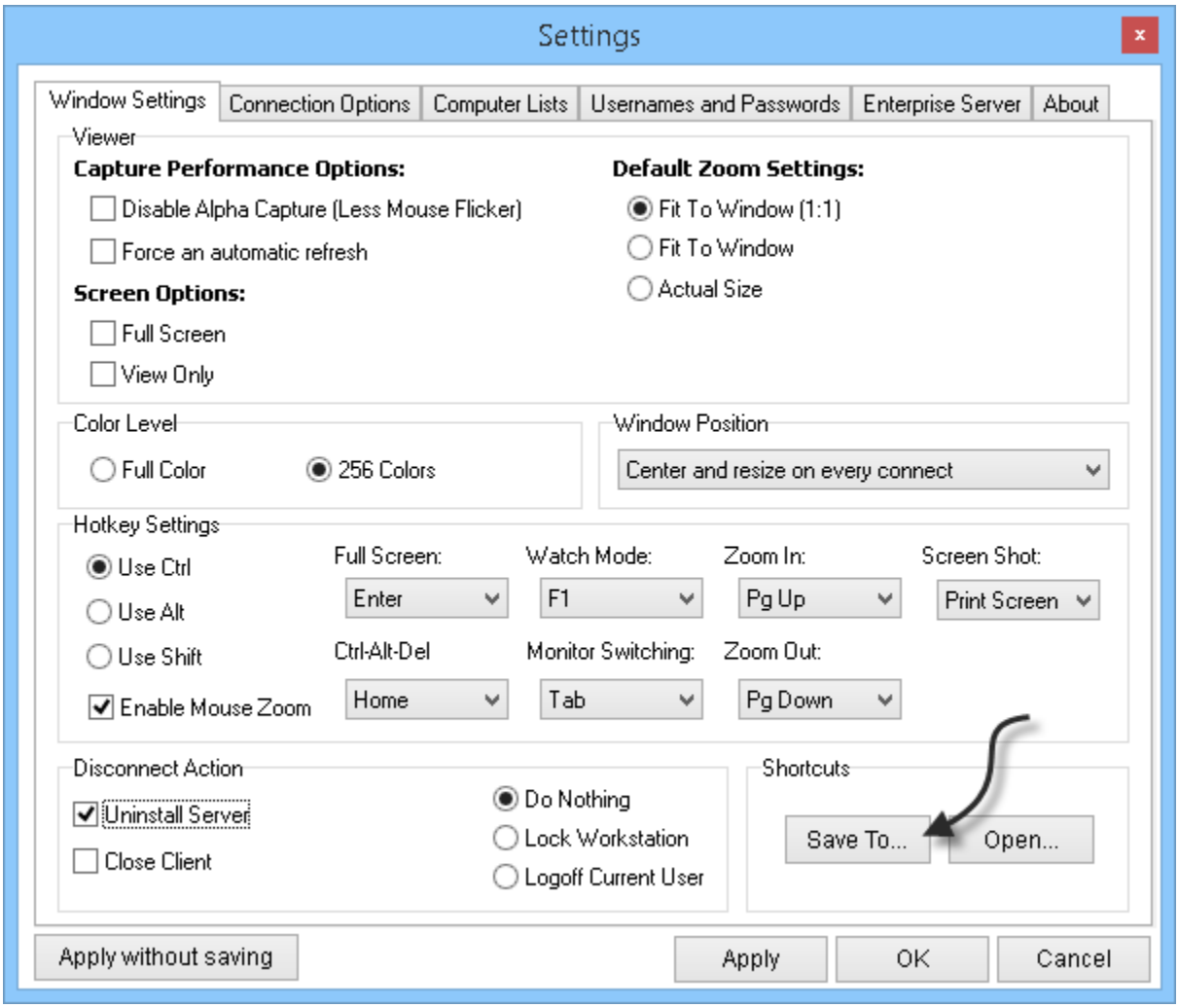
When you are connected to a remote machine, you might not want the screen saver to activate. To prevent it from activating while you are connected, simply check the disable screen saver option in the settings:



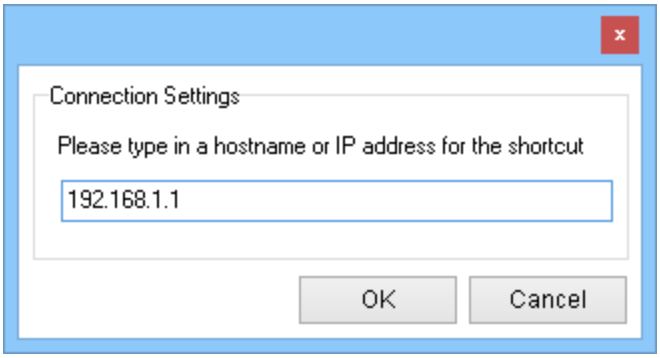
When this option is enabled, the screen saver will not activate until you have disconnected from the remote host.

Creating Shortcuts

If you want to create a shortcut to a remote machine, pick the settings you would like to embed in that shortcut. Instead of applying them or pressing OK, click the "Save To" button in the settings:



You will then be asked for the host name that will be saved inside the shortcut:

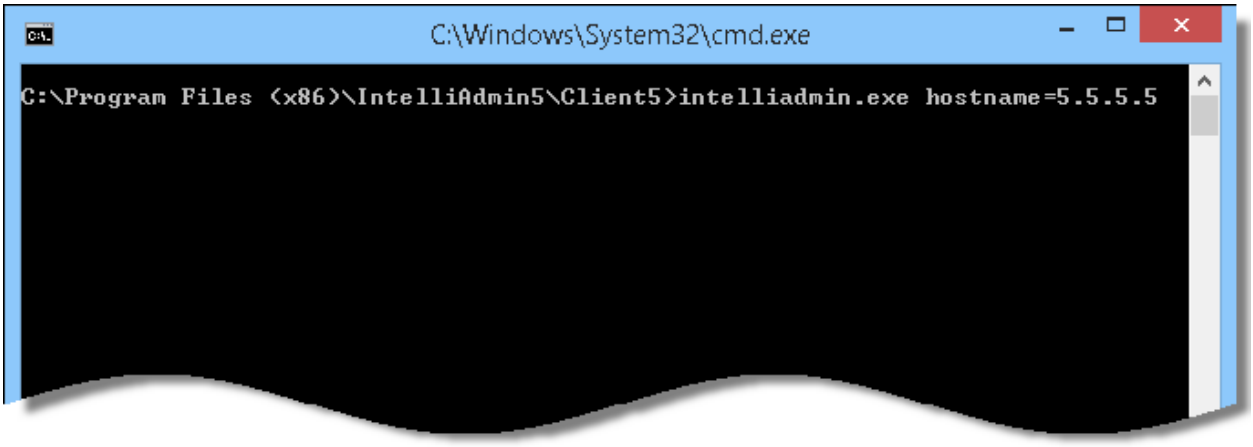


Once the shortcut is saved, you can simply double click on the icon to connect

When the connection is launched, it will read the custom settings and automatically connect to the specified host.

Launching From the Command Line

Remote Control 5 can be called with arguments in the format of name=value. For example, if we wanted to connect to 5.5.5.5' on launch, it would look like this:



Another way to use command line arguments is to launch it via the URL iadmin://

Like this:

iadmin://10.10.27.65

The URL follows windows specifications for Internet URLs. If you want to set additional parameters, you need to use this format:

iadmin://computer1?Name1=Value1&Name2=Value2&Name3=Value3

Supported variables that can be set from the command line, or a URL:

HostName - The hostname IntelliAdmin will connect to when launched (TEXT)

FullScreen - Viewer will be maximized to full screen when connected (TRUE/FALSE)

ShowTray - Displays the tray icon to the remote user (TRUE/FALSE)

WatchMode – Enables or disables watch mode on connect (TRUE/FALSE)

DisableScreenSaver – Enables or disables the remote screen saver. (TRUE/FALSE)

ShowStatus - Displays a status window at all times while an administrator is connected (TRUE/FALSE)

RequestAccess - Asks permission from the remote user before controlling their machine. (TRUE/FALSE)

AutoUninstall - Automatically removes the agent after disconnect (TRUE/FALSE)

AllowInstall - Automatically installs agent if connection fails (TRUE/FALSE)

ExitOnDisconnect - Closes client on disconnect (TRUE/FALSE)

LogOff - Log off system after disconnect (TRUE/FALSE)

LockWorkstation - Lock workstation after disconnect (TRUE/FALSE)

DisableRemoteInputs - Disable mouse and keyboard for remote user while connected (TRUE/FALSE)

DisableLocalInputs - Do not send mouse or keyboard events to remote machine (TRUE/FALSE)

DisableEffects - Disable user interface effects that tend to slow down remote control screen updates (TRUE/FALSE)

RemoveWallpaper - Turn off wallpaper while connected to remote users machine (TRUE/FALSE)

DisableAlphaCapture - Turn off alpha capture when controlling remote host (TRUE/FALSE)

ColorDepth - Set the color Depth that the remote machine is displayed. (0=TrueColor, 1 = 256 Colors, 2 = 64 Colors, 3 = 16 Colors)

InstallServerTrayIcon - Indicates the default setting of the server tray icon when the client installs the server software (TRUE/FALSE)

InstallShowUninstall - Indicates that when installing the server, show an entry in add/remove programs if set to true. (TRUE/FALSE)

InstallShowConfigureButton - Indicates that when installing the server, the configure button should be displayed if set to true. (TRUE/FALSE)

MirrorDriver – Tells the viewer to use the mirror driver when set to true. (TRUE/FALSE)

AutomaticRefresh – Tells the viewer to automatically refresh the screen every ½ second when set to true. (TRUE/FALSE)

DisableScreenSaver – Tells the viewer to prevent the screen saver from activating on the remote machine when set to true. (TRUE/FALSE)

ReconnectMax – Indicates the maximum number of times the viewer should try reconnecting when a connection is lost. (Integer)

ReconnectInterval – The number of seconds between reconnects. (Integer)

ReconnectInterval – The number of seconds between reconnects. (Integer)

SendClipboard – Allows the viewer to send the clipboard data to the remote host when set to true. (TRUE/FALSE)

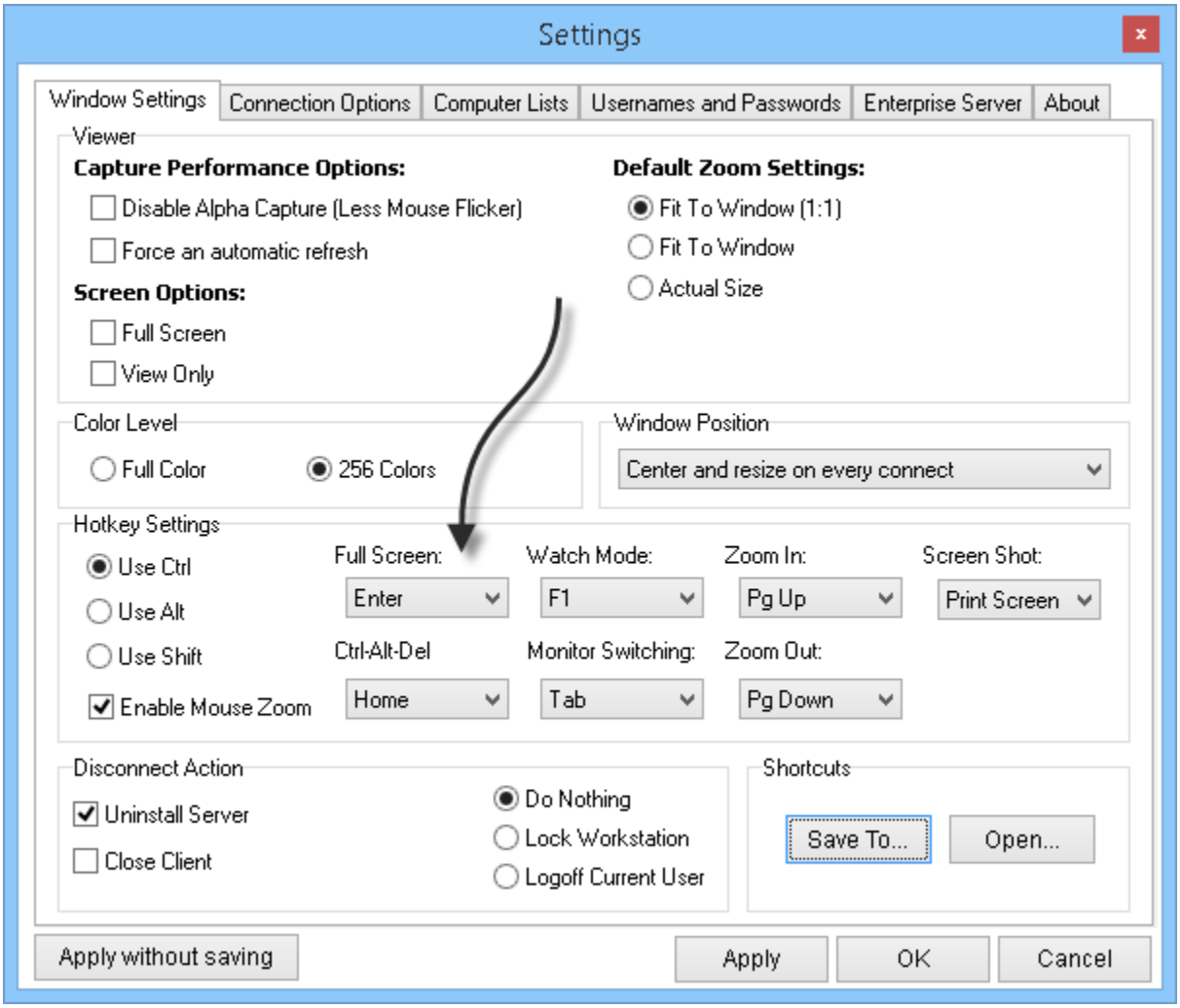
RecvClipboard – Allows the viewer to receive clipboard data from the remote host when set to true. (TRUE/FALSE)

WatchModeBar – Shows the red bar at the top of the viewer when watch mode is active. (TRUE/FALSE)

MouseZoom – Enables the mouse zoom feature that will zoom in and out when the primary hotkey is held down. (TRUE/FALSE)

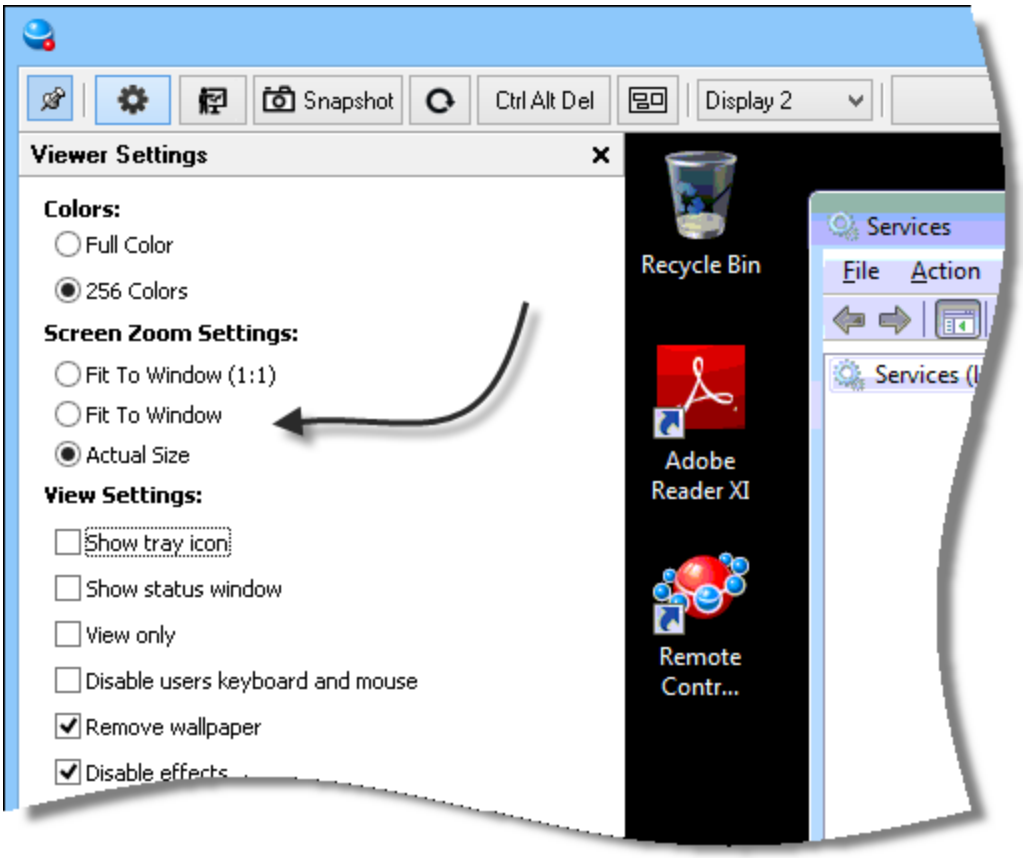
Viewing in full screen

The viewer can easily be switched to full screen mode by pressing Ctrl-Enter. This is the default setting. It can be changed if you want to use a different key combination. Just go to settings, and pick the key you would like to use:



Stretching the view of the remote host

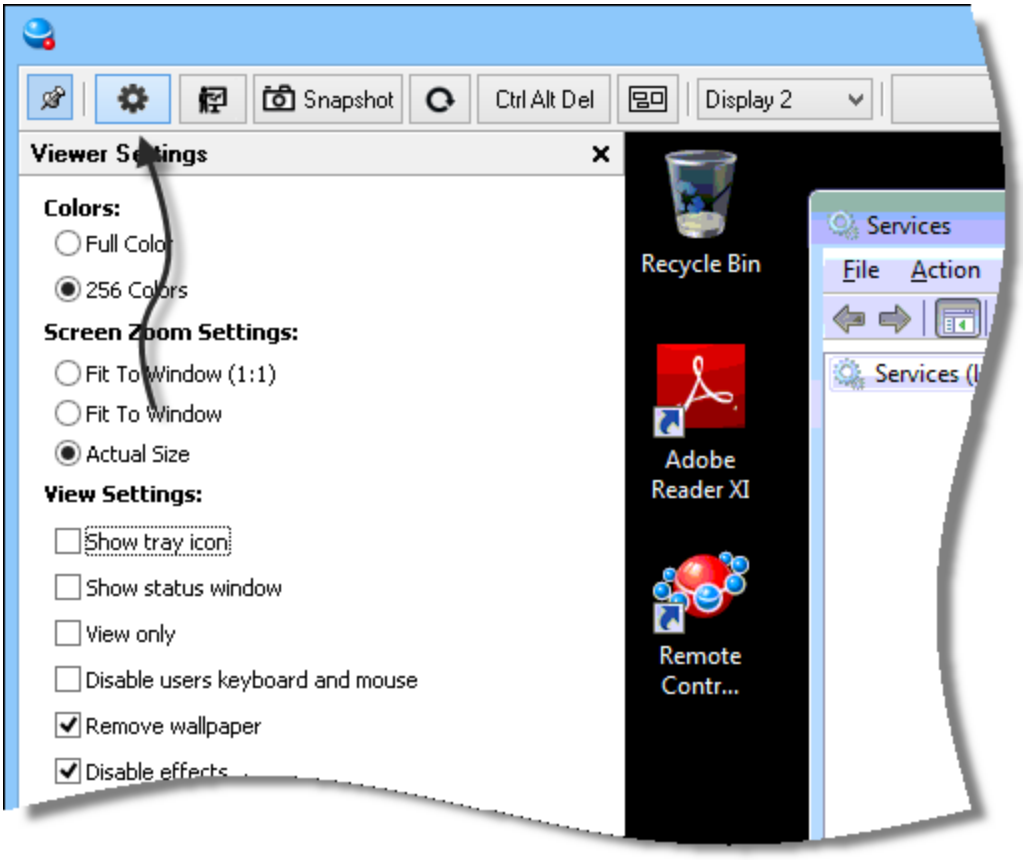
Once you are connected to the remote host, you can tell the viewer to stretch the view to fit the current window. Just click the settings button at the top of the viewer window, and pick your options:



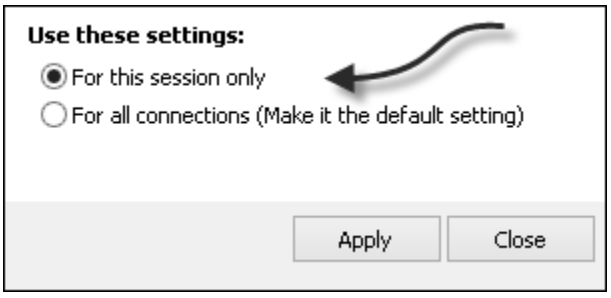
You can fine tune the stretch by forcing a 1:1 aspect ratio, or even allow smaller screens to zoom to the size of your viewer.

Apply Settings While Connected

If the agent is at least version 5.531, you can apply settings while connected. Just click the settings button in the top left of the viewer:



You can apply the settings to just this remote control session, or make them default by picking the appropriate option at the bottom:



Resolving screen refresh issues

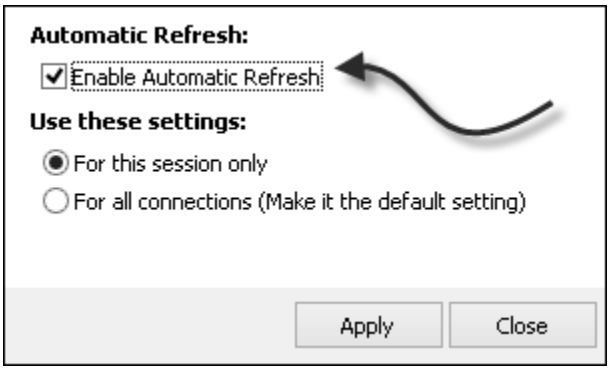
Some applications make it difficult for our remote control agent to capture changes on the screen. There are two ways you can resolve this.

First you can install the mirror driver. The mirror driver is software that sits between the video card and all other applications. It allows Remote Control to grab all screen changes efficiently. You can install it by downloading the setup package from here:

http://www.intelliadmin.com/setupex.exe

Install this package on remote machines where you need the mirror driver. After a reboot, remote control will be able to use it to grab screen changes.

Another option is to automatically refresh the screen at a regular interval. You can pick this in the main settings, or in the viewer settings while connected:

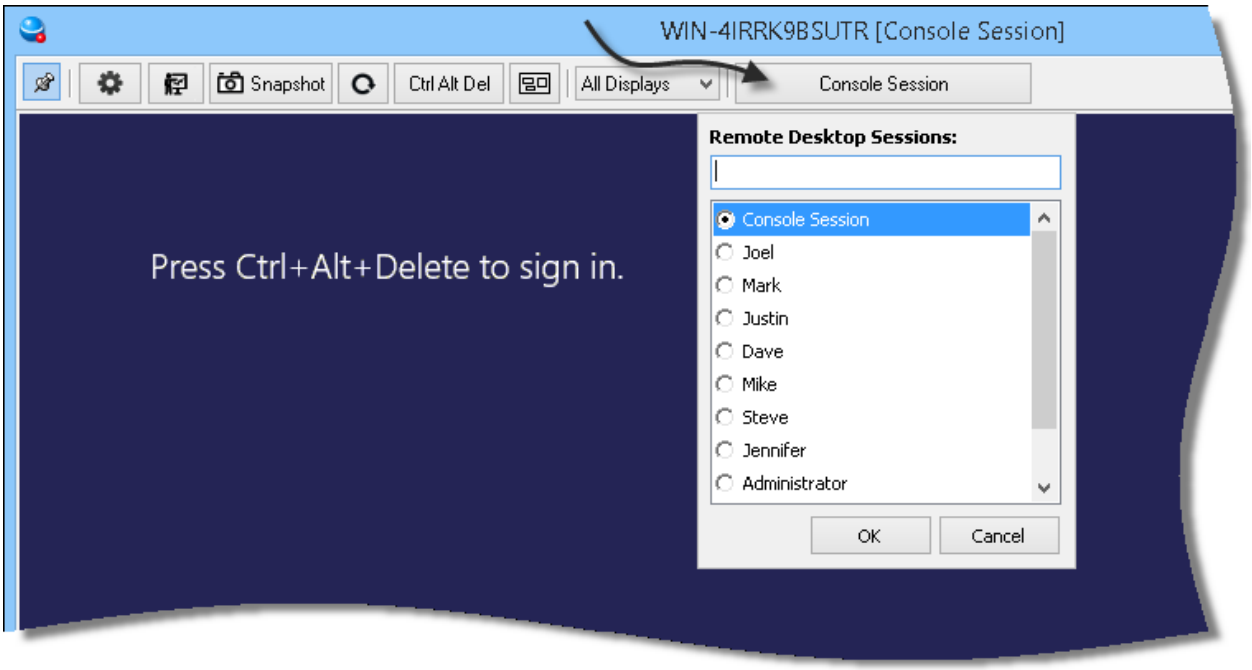


This should only be used as a last resort, since using this on older machines will take up quite a bit of CPU time.

Controlling Remote Desktop Sessions

When you connect to a remote machine, it is possible to 'jump' into any active remote desktop session and control them just like the desktop.

To do this, click on the button that says "Console Session". It will show you the list of currently active remote desktop sessions on the remote machine:

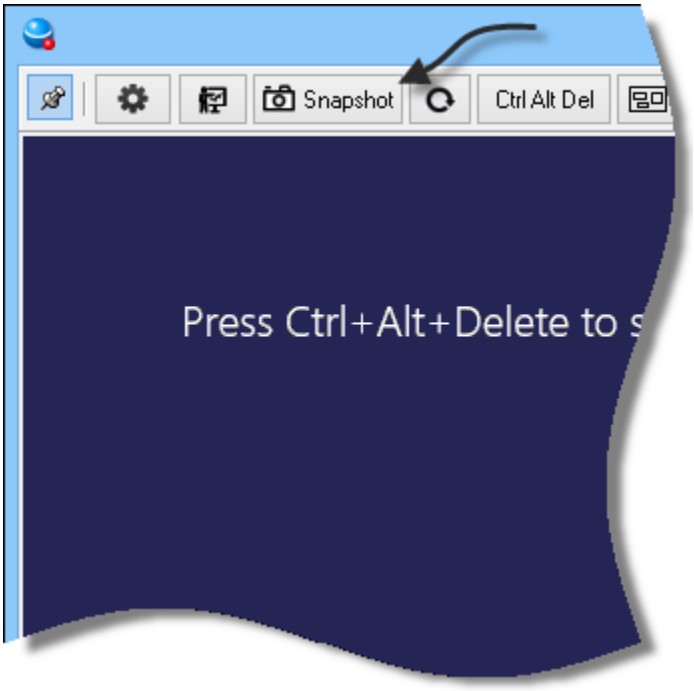


If you have a long list, the edit box will allow you to narrow it down. Just start typing and it will only show the session names that match.

Once you select the session, the viewer will automatically switch to that users' desktop.

Capturing the Screen

The viewer can capture the current screen and save it as a jpeg file. To grab a screen shot of the current view, just click the snapshot button at the top of the viewer:

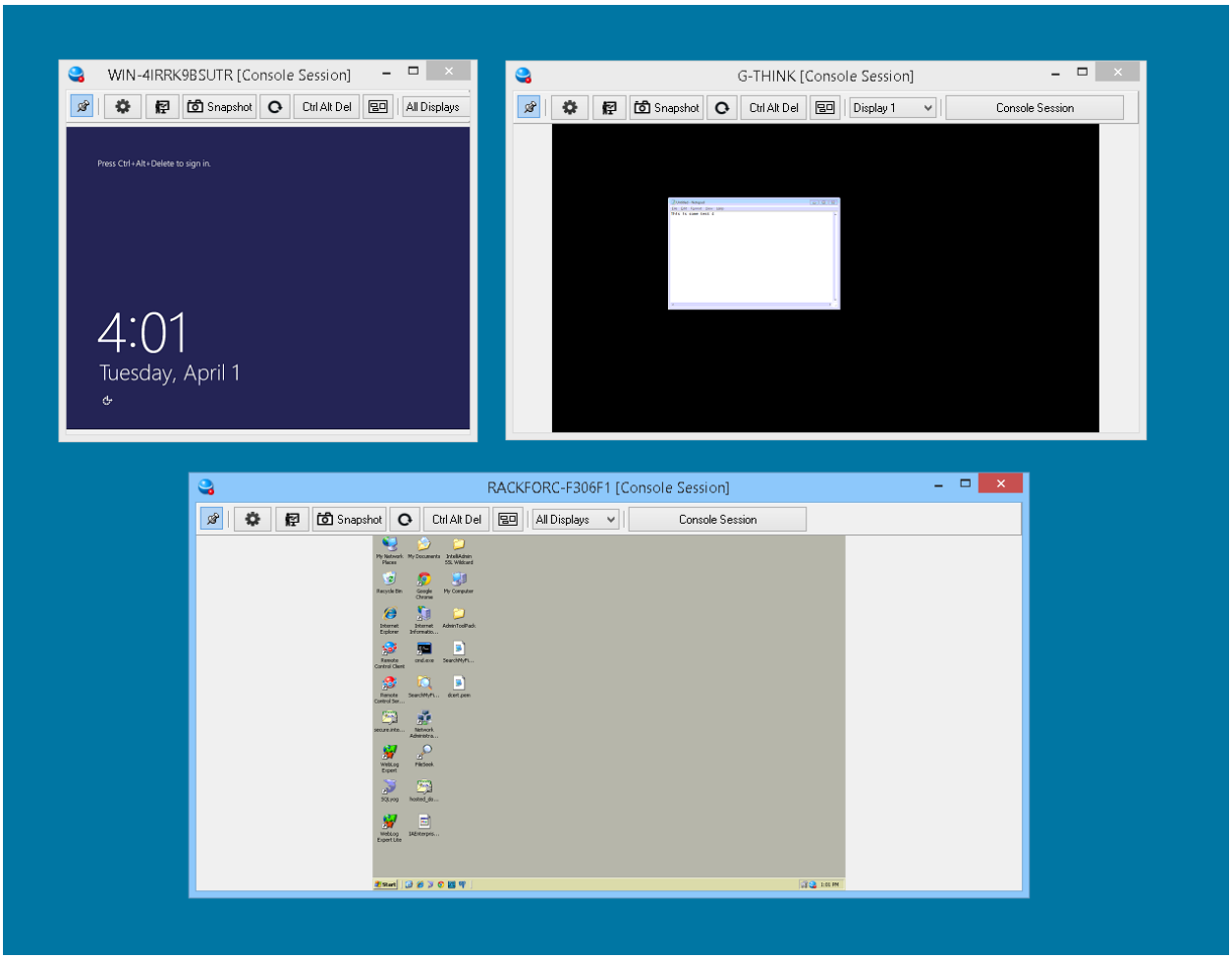


Another way is to use the hotkey. The default setting for this is Ctrl + Print Screen.

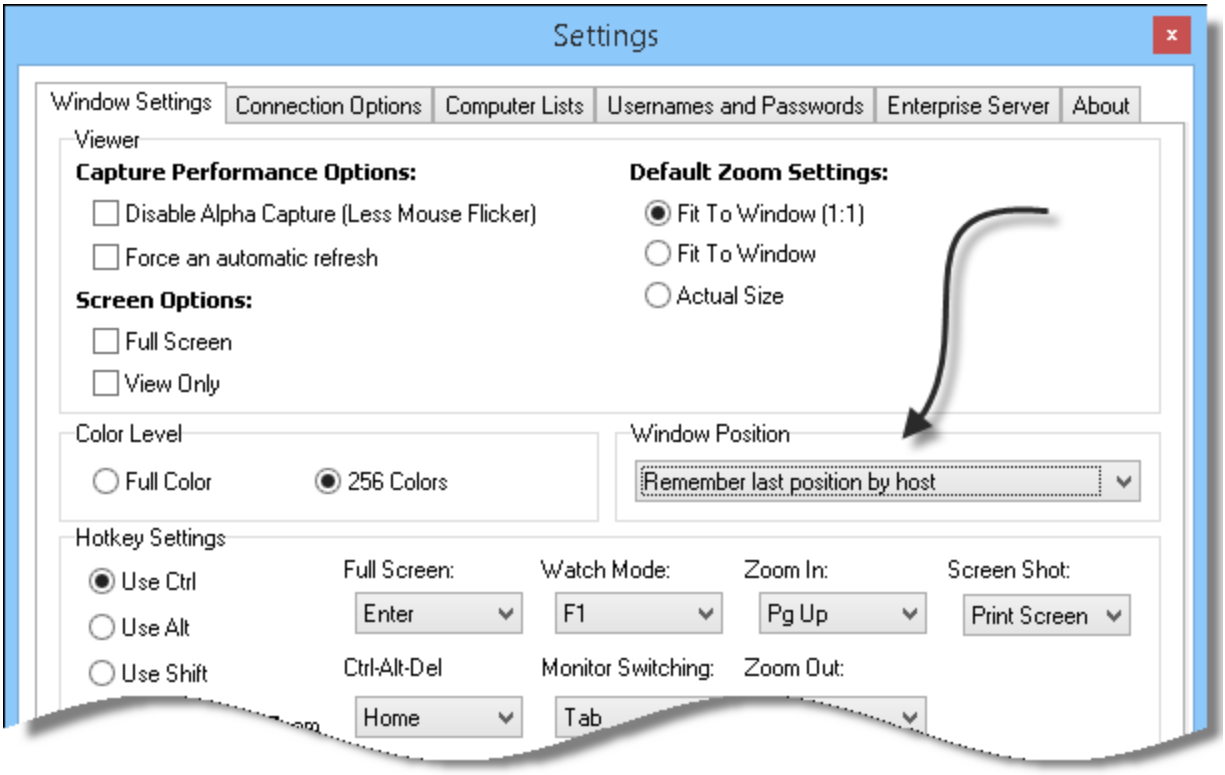
Saving your screen positions

You can configure the viewer to remember screen positions by the host you are connected to.

For example, if you have a few computers you connect to all the time, you might want to arrange them on your screen in a specific way:



If you go into settings, and pick the option that says “Remember Last Position by Host”:



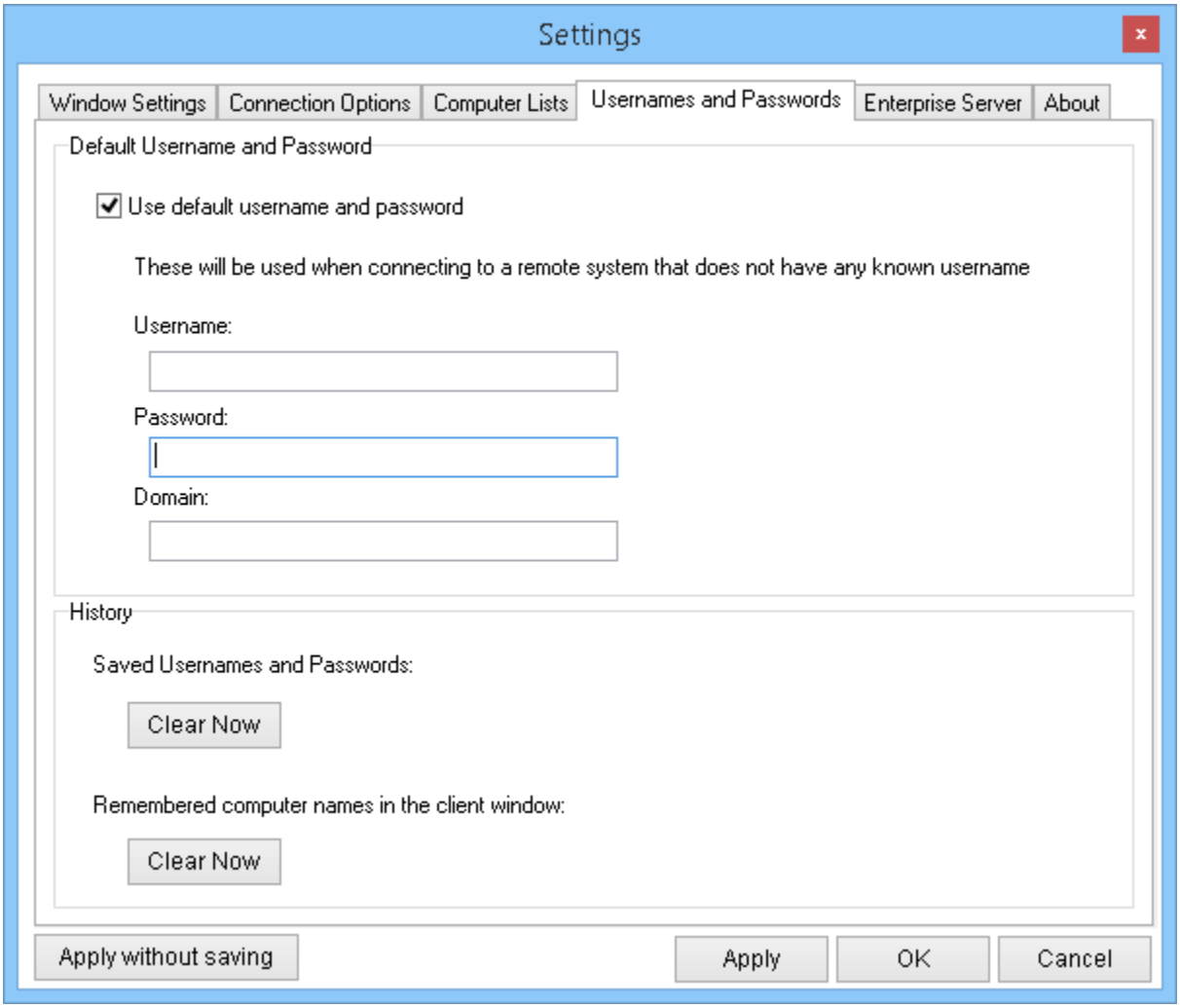
The viewer will then remember the position, and move it back each time you connect.

Passwords

If you are using windows accounts for authentication, make sure the username has a password set or it will reject it for security reasons.

If you are using the viewer to control computers on a domain, you can set a default username and password so it does not constantly ask for your credentials.

To set the default username and password, open the settings form and go to the 'Usernames and Passwords' tab. Check the option that says "Use default username and password". After it is checked you can enter your default credentials:



Resolving Connection Problems

There can be a few reasons why you cannot connect to a remote computer:

-A firewall or router is blocking port 2792

-The remote machine is not running the IntelliAdmin Remote Control Agent

-Antivirus software is blocking it.

If the remote machine is not running the agent, you can get on the remote computer and install it manually from this download link:

http://www.intelliadmin.com/setupex.exe

Another way to install the agent is pushing it from the viewer over your local area network. File and printer sharing needs to be enabled and added as an exception in the firewall, or windows will block the install. These articles will walk you through this:

File and printer sharing in Windows 8

File and printer sharing in Windows 7

File and printer sharing in Vista

File and printer sharing is Windows XP

If you are still having trouble connecting, please make sure your anti-virus software is not blocking the agent.

Send us an email at support@intelliadmin.com and we will be glad to help out.