

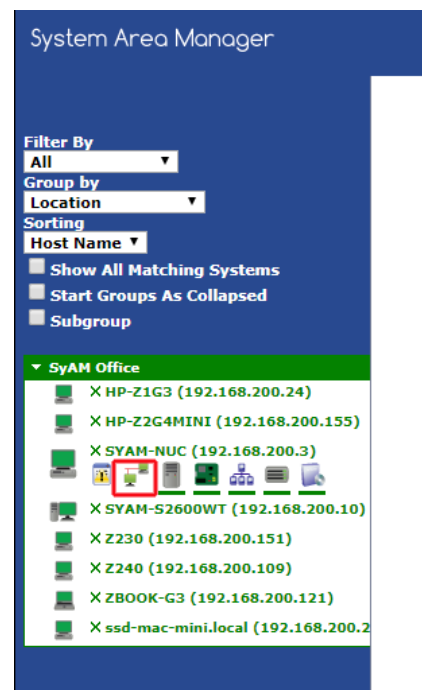
The Remote Console feature in SyAM V4.67 and above has been greatly improved to work in all Browsers and without the requirement of a Java plugin

Remote Console from System Area Manager

Log into the System Area Manager, and then select the location, function or operating system to bring up the management tree view

Select the target system you wish to take remote control of in the management tree

Click on the second icon “Remote Management”



Now click on the enable button to start the Remote Console

Once running, click on the Launch Console button

Remote Console

Current State:



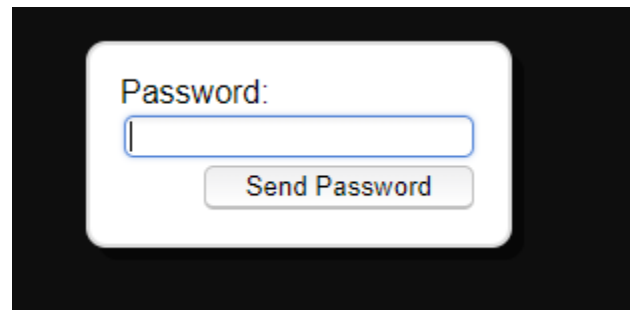
Running



A new browser window will open as it connects to the target system

Enter the Remote Console password to authenticate (Default is 1234). This can be set through the Remote Console Template in Management Utilities

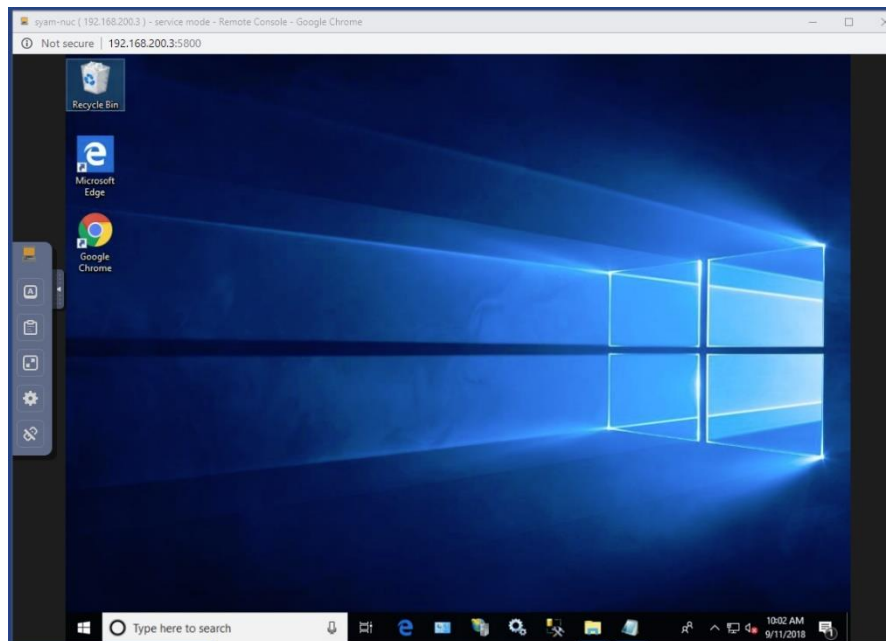
If you have changed the password from the default, entering 1234 will give you a view only remote connection



Once Authenticated, you will be then be presented with the remote target system. This is interactive, so you can see what the user is doing, or you can take control.

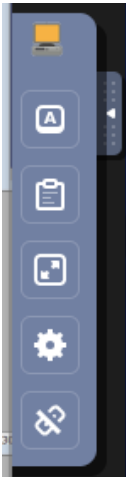
Multiple technicians can access remote console at once if collaboration is required to resolve the issue.

On the left side is the menu. You can click the disconnect button (lowest button) once you wish to stop the remote console session



Menu Button Options

The menu offers different options



Key Press

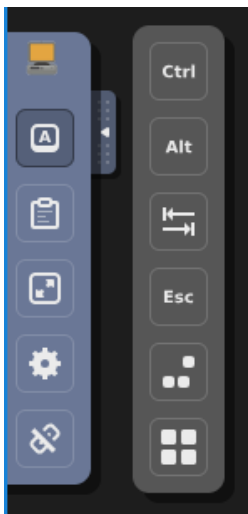
Clipboard

Full Screen

Settings

Disconnect

The Key Press options are



Control

Alt

Tab

Escape

CTRL Alt Del

Windows Key

When using remote console on a mobile device three additional buttons will appear.

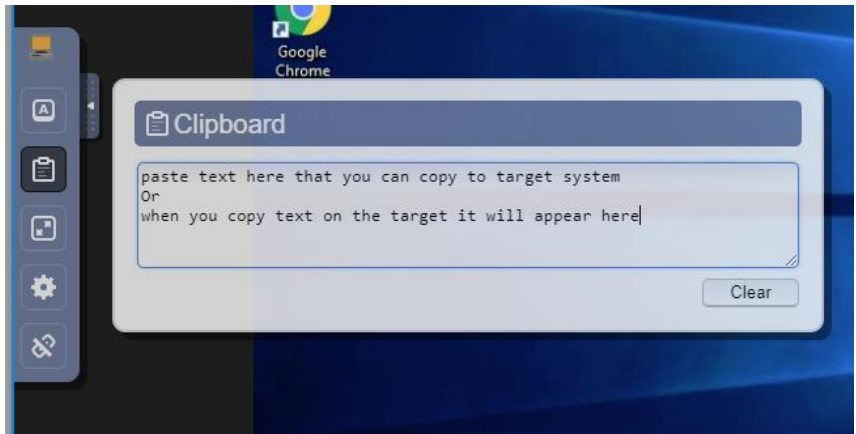


The first button allows you to disable the dragging of windows when you drag your finger across the display

The second button allows you to select the mouse function of your finger on the screen, left mouse button, scroll wheel and right mouse button

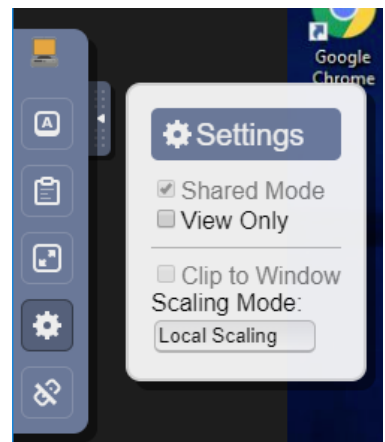
The last button opens up the keyboard function for the mobile device

The clipboard allows you to paste text between the target and your browser



The settings allow you to enable view only or set up the scaling

By selecting local scaling, you scale the remote screen the size of browser screen



Remote Console in Site Manager

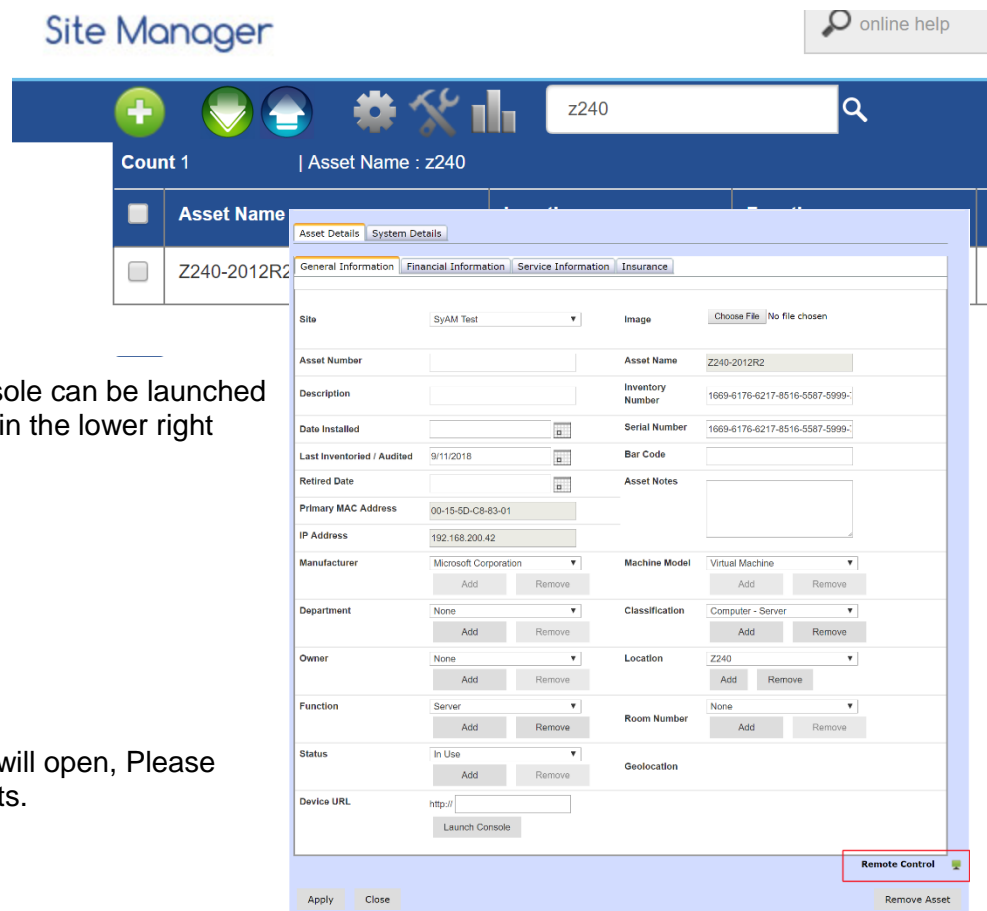
Remote Console can be launched in several areas within Site Manager

Asset Details

Search and select the name of the target system.

Click on the asset to open the details panel. If the system is powered on, the remote console can be launched by clicking the icon in the lower right corner.

A new browser tab will open, Please wait while it connects.



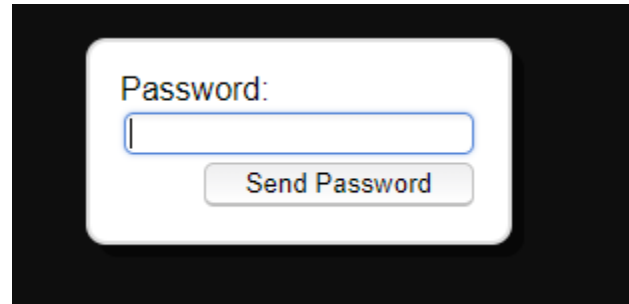
The screenshot shows the Site Manager interface. At the top, there is a search bar with 'z240' entered. Below the search bar, the 'Asset Name' column shows 'Z240-2012R2'. The 'Asset Details' panel is open, displaying various fields for the asset. The 'Remote Control' icon is highlighted in a red box in the bottom right corner of the details panel.

Please be patient as Site Manager makes the Remote connection to System Area Manager (this may take up to 60 seconds)...

Once connected you will have a password screen

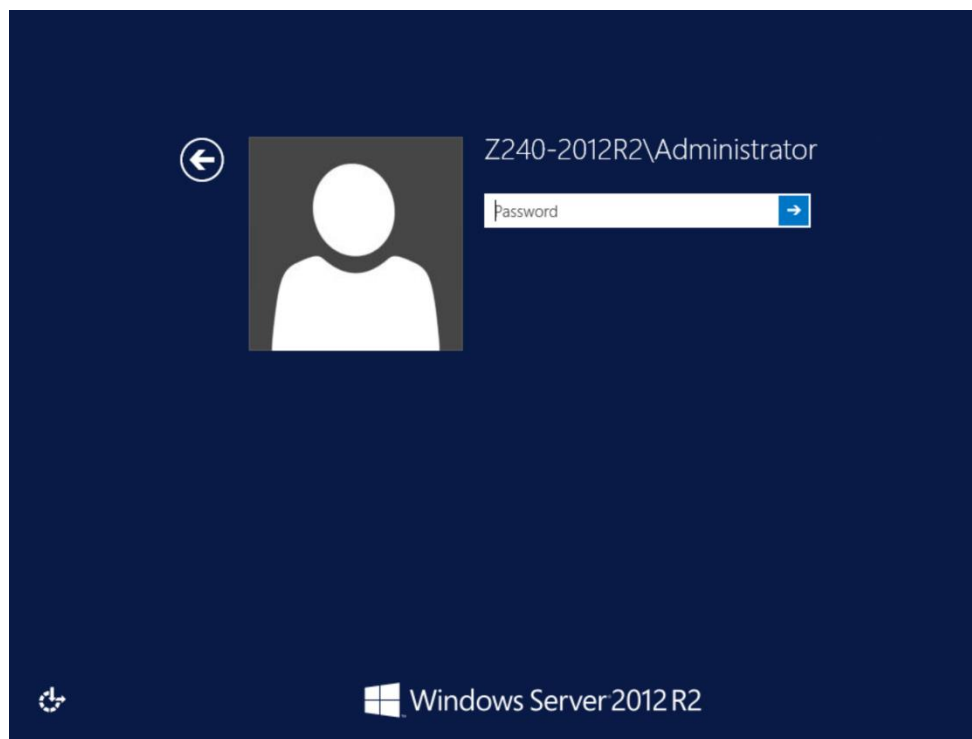
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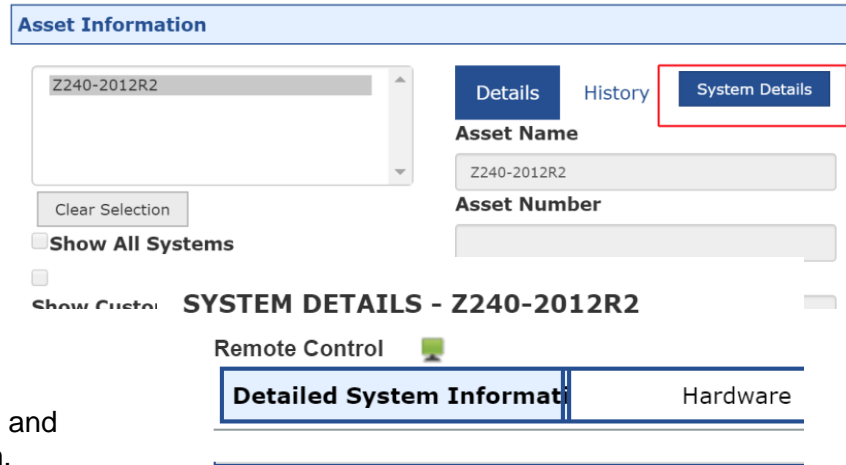
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Ticketing

When an asset is assigned to a ticket, you can access the asset remotely from this screen.

Within the Ticket Details, click on the System Details




Now Click on the Remote-Control Icon

A new browser tab will open and connect to the target system.

Site Summary

You can also access the Remote Console via the Site Summary information. Click on a health state and the systems representing that health will be shown below. You can click on the total to list all the systems below. You can also filter the system by location, function, operating system or health

Machine Name	IP Address	Location	Operating System	Remote Control					
Server									
Z240-2012R2 (System Area Manager)	192.168.200.42	Z240	Microsoft Windows Server 2012 R2 Standard 64-bit						

Find the system you wish to access and click on the remote-control icon to launch the remote console.



Remote Console Settings Template

Settings can be applied to target systems to control passwords, polling, and controls for users to be prompted when remote connection is being made.

Remote Console Settings Template

Define remote console settings for systems in your network.

Template Name:

Incoming Connections

Accept Incoming Connections

Password (limited to 8 characters):

Update Handling

Poll Full Screen (recommended for x64 targets)

Poll Foreground Window

Poll Window Under Cursor

Accept Remote Console Connection Options

Display Connection Window

AutoAccept

Timeout (seconds): AutoReject

Connection Settings

Disable Remote Keyboard and Pointer

Remove Desktop Wallpaper



Default Settings for Remote Console (Ultravnc.ini)

When a new Remote Console Template is programmed the ultravnc.ini file is edited based on the new parameters. Below are the default settings when initially installed.

```
[ultravnc]
passwd=EE5B0E48C8FE97716D
passwd2=EE5B0E48C8FE97716D
[admin]
UseRegistry=0
MSLogonRequired=0
NewMSLogon=0
DebugMode=0
Avilog=0
accept_reject_mesg=
DebugLevel=0
DisableTrayIcon=1
LoopbackOnly=0
UseDSMPlugin=0
AllowLoopback=1
AuthRequired=1
ConnectPriority=1
DSMPlugin=
AuthHosts=
DSMPluginConfig=
AllowShutdown=1
AllowProperties=1
AllowEditClients=0
FileTransferEnabled=1
FTUserImpersonation=1
BlankMonitorEnabled=0
BlankInputsOnly=0
DefaultScale=1
CaptureAlphaBlending=0
BlackAlphaBlending=0
primary=1
secondary=0
SocketConnect=1
HTTPConnect=1
XDMCPConnect=0
AutoPortSelect=0
PortNumber=5900
```



HTTPPortNumber=5801
IdleTimeout=0
RemoveWallpaper=1
RemoveAero=1
QuerySetting=2
QueryTimeout=10
QueryAccept=1
QueryIfNoLogon=0
InputsEnabled=1
LockSetting=0
LocalInputsDisabled=0
EnableJapInput=0
kickrdp=0
clearconsole=0
[admin_auth]
group1=
group2=
group3=
locdom1=0
locdom2=0
locdom3=0
[poll]
TurboMode=0
PollUnderCursor=0
PollForeground=0
PollFullScreen=1
OnlyPollConsole=0
OnlyPollOnEvent=0
MaxCpu=0
EnableDriver=0
EnableHook=0
EnableVirtual=0
SingleWindow=0
SingleWindowName=