About This Book

Welcome to the Remote Desktop Agent User's Guide.

This Book includes information to help you customizing the Remote Desktop User Interface and also contains procedures that show you how to carry out various tasks with the Remote Desktop Agent.

- 'The Remote Desktop Agent' familiarizes you with the Program Window of the Agent application.
- 'Customizing the Agent' helps you to configure Remote Desktop Agent for your special demands.
- 'Setting Permissions' provides assistance for controlling access to the Agent on your computer.
- 'Performing audio communication' shows you how you can talk to the user on the distant computer by using your sound card, microphone and network cable.

Controlling Auditing of Connections

Auditing allows you to create a log of all successful or failed connections to this computer. This feature is only available when running on Windows NT.

To enable or disable auditing:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Settings Tab.
3. Check the boxes 'Successful connections' or 'Failed connections' in the group 'Auditing' to enable auditing of successful or failed connection attempts.
4. Click OK to close the Options dialog box and save the settings.

Tip

- For Help on an item, click the at the top of the dialog box, and then click the item.

About Permissions

Setting permissions on the Remote Desktop Agent allows you to specify the access that a group or user has to your computer by using the Remote Desktop Controller.

Remote Desktop uses four predefined permissions which are combinations of five more detailed user rights to control access to a computer.

Predefined Remote Desktop Permissions:

No Access	The user or group can not connect to this computer.
Full Control	The user or group can connect to the computer, change the agent configuration and security and can delete the Remote Desktop service.
Administer	The user or group can connect to the computer, change the agent configuration and security but cannot delete the Remote Desktop service.
Execute	The user or group can connect to the computer, but cannot change any configuration or security or delete the Remote Desktop service.

Note: Permissions are available only when running the Agent on Windows NT.   When running on Windows 95, Remote Desktop provides security through password protection.

Allowing Remote Control of the Computer

Besides permissions and password security, the Remote Desktop Agent provides another way to control access to your computer: You can temporarily disable the Agent or you may require Remote Desktop to let you manually acknowledge any connection attempts.

Access control modes:

- **Always** grants access to any user that has the permission to connect.
- **On acknowledgement**: When somebody tries to connect to the computer, a dialogbox apears and asks you to accept or deny the connection attempt.
- **Never**: All connection attempts will be refused.

To configure access control:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Settings Tab.
3. Check one of the boxes 'Always', 'On acknowledgement' or 'Never' in the box 'Allow Remote Control...'.
4. Click OK to close the Options dialog box and save the settings.

Tip

- For Help on an item, click the ? at the top of the dialog box, and then click the item.

Controlling Access to the Computer

To control access to your computer, you can add or remove user names to the Agent's access control list. This list contains all users or groups that you want to be able to connect to your computer or to configure the agent. Every single entry of the access control list consists of a user name and a permission that defines, which tasks the user may perform on your local Remote Desktop Agent.

To add users or groups to the access control list:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Security Tab, which displays the access control list in the box "permissions"
3. In the box "Users and Groups", open the Domain or Computer (by double clicking it) that contains the User or Group to add to the access control list.
4. Click the name of the User or Group to add to the list.
5. Click the Add button to add the User or Group to the access control list. The Entry is added to the list with default permissions.
6. Click OK to save your settings and close the Options dialog box.

To remove users or groups from the access control list:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Security Tab, which displays the access control list in the box "permissions"
3. In the box "Permissions", click the name of the User or Group to remove from the access control list.
4. Click the Remove button to remove the User or Group from the access control list.
5. Click OK to save your settings and close the Options dialog box.

Notes:
- Only Users or Groups that are explicitly listed in the access control list have access to your local Remote Desktop Agent. Access for all other Users or Groups is denied by default.
- The entries of the access control list are evaluated from top to bottom. When a User requests access to the Agent, the permissions are cumulated for the User's entry and all entries of the Groups he/she is a member of.
- To allow access for a group and lock out single group members, you can give permissions to the Group entry and add other entries with a explicit 'No Access' permission.

See also:
- Setting Permissions for Users or Groups
- About Permissions

Setting Permissions

To describe the type of access that a User has to your Computer, the Remote Desktop Agent uses <u>Permissions</u>. When you add Users or Groups to the access control list of the Agent, Remote Desktop gives them default permissions. If these defaults do not satisfy your requirements, you can change them by using the following procedure:

To change permissions for an entry in the access control list:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Security Tab, which displays the access control list in the box "permissions"
3. In the box 'Permissions', click the name of the User or Group to change.
4. In the box 'Type Of Access' select the appropriate <u>Permission</u>.
5. Click OK to save your settings and close the Options dialog box.

Tip
- For Help on an item, click the
 at the top of the dialog box, and then click the item.

Security on Windows 95

To provide security on Windows 95, Remote Desktop relies on passwords instead of <u>permissions</u> (as on Windows NT).

The Agent uses two passwords to control access:

- The administrative password, which has to be entered to configure the agent and to change any password.
- The remote control password, which must be known by any user who wants to connect to your computer by using the Remote Desktop controller.

To change passwords:

1. Select the Options command in the Settings menu to display the Options dialog box.

2. Activate the Security Tab.

3. Enter the administrative password, which enables you to change all passwords of the Remote Desktop Agent and to change the settings.

4. In the boxes 'Change administrative password' and 'Change remote control password', type in the new passwords and confirm them by entering them a second time into the confirmation text boxes.

5. Click OK to save your settings and close the Options dialog box.

Note: The Settings Tab of the Options dialog box remains disabled until you enter the administrative password (if any) into the Security Tab.

To make an Audio Communication

After you have configured your audio devices once, you have to press a hotkey for starting audio communication to a connected Remote Desktop Controller.

There are several possible hotkey types available. You can use a mouse button, a key combination or a push button as an hotkey.

The key must be pressed as long as you like to speak with the user on the other computer. You can speak into the microphone and the information is transferred to the other computer during pressing the key.

To change Audio Quality

You can change the recording quality for audio communication. The recording quality is defined by the sampling rate in KHz, the sampling resolution in Bits and the number of channels   (stereo/mono). By default, Remote Desktop uses 11025 samples per second with a 8 bit resolution in mono. This is similar to telephone quality. When increasing the audio recording quality, you should keep in mind that higher quality results in significantly higher data rates having to be transmitted over the network or modem.

To change recording quality:

1. Select the Audio command in the Settings menu to display the Audio options dialog box.
2. Activate the Devices Tab.
2. Choose the recording quality using the slider.
    The description of the selected quality appears below the slider.
3. Click OK to save your changes.
4. Click OK again to close   the Audio options dialog box.

Tips
- For Help on an item, click the
 at the top of the dialog box, and then click the item.

To select a Hotkey for Audio Communication

To start audio communication on the Remote Desktop Controller, you have to press a key. This dialog allows you to define this key. The key must be pressed as long as you like to talk to the user on the other computer. You can speak into the microphone and the information is transferred to the other computer during pressing the key.

You can choose a key (or a combination of keys) on the keyboard of your computer or you can use a mouse button.

To define a key as the Audio Hotkey:

1. Select the Audio command in the Settings menu to display the Audio options dialog box.
2. Activate the Hotkey Tab.
3. Click the radio button "Keyboard"
4. Click the edit box near the radio button and press the key combination that you want to use. The key description is displayed in this field.
5. Click OK to save your changes and to close   the Audio options dialog box.

To define a mouse button as the Audio Hotkey:

1. Select the Audio command in the Settings menu to display the Audio options dialog box.
2. Activate the Hotkey Tab.
3. Click the radio button "Mouse Button"
4. In the combo box beside   the radio button select the mouse button that you want to use.
5. Click OK to save your changes and to close   the Audio options dialog box.

Tip
- 	For Help on an item, click the
 at the top of the dialog box, and then click the item.

Talking to the Remote User

If both connected computers are equipped with audio interface (sound card) you can do audio conversation with Remote Desktop with your computers.

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For transmission of audio informnation to the remote computer:

1. Press the key on your keyboard or the mouse key you have defined for audio transmission in configuration.
2. Speak into the microphone.
3. Release the transmission key.

The audio information recorded by microphone is transmitted over the network and you can hear this sounds on the connected computers.

Most of available audio interfaces do not support recording and playing at the same time. Therefore if a user presses the audio hotkey, he cannot receive information from another user at the same time.

The status bar indicates an active transmission by showing a "Trans." Indicator. If there is a "Recv." Indicator on the status bar, the connected user transmits audio information to the controller.

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Select the preferred recording device from this list.

Select the preferred playback device from this list.

Select the desired audio quality from this list. If your soundcard and network support this quality level, then Remote Desktop will use it for audio transmission.

Check this box to choose a key on your keyboard as the audio hotkey.

Displays the label of the audio hotkey. To change it, press any key when this box has the input focus.

Check this box to let Remote Desktop create a log of all successful connections.

Check this box to let Remote Desktop create a log of all failed connection attempts.

Check this box if you want the Agent Window to be started minimized.

Check this box if you want the Agent Window to be started always as top window.

Check this box if you want to save the actual size of the Agent's Window.

Check this box if you want the Agent Window to be started at the left/right side of the desktop.

Check this box if you want to allow all connection to this computer based on the user security settings only.

Check this box if you want to be asked for accepting the requested connection to this computer.

Check this box if you do not allow any connections to this computer at the moment.

About Remote Desktop

The REMOTE DESKTOP project was started at FIM, a research institute at the University of Linz, Austria. The project itself was initiated in 1993 by Gerhard Eschelbeck with his team Andreas Schlemmer, Peter Blaimschein and Johannes Mayr.

If you have any comments or questions regarding Remote Desktop, we invite you to contact McAfee at the following Internet address:

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You can also write or phone us at:

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Starting the Agent

The Remote Desktop Agent is started automatically when a connection to your computer is established. When connected, you can use the Agent window to enter textual messages or talk to the other user by using your audio hardware.

To customize the agent settings or to control access to your computer, you can also start the agent manually.

Depending on the operating system, there are two ways to start the Agent:

On Windows NT:

1. Open the Remote Desktop Program Group.
2. Double click on the Remote Desktop Agent Icon.

On Windows 95:

1. Click the Start Button.
2. On the Start Menu, click 'Programs'.
3. Click 'Remote Desktop'.
4. Click 'Remote Desktop Agent'.

Using the Menu Bar

The Menu Bar is positioned on top of the application window directly below the title bar. It includes menu titles that hide popup menus. These popup menus become visible if a menu title is selected.

With a Mouse

To select a menu with the mouse, click a menu title on the Menu Bar. The corresponding popup menu that displays menu commands becomes visible.

You can select a menu command by clicking it. If you dont want to select a command, then click outside the area of the menu to remove it from the screen.

With the Keyboard

There are two ways for selecting a menu with **keyboard**:

Press the **Alt** - key to activate the menu bar. Use the cursor keys to select the menu title and press the **Enter** key.

Note that always one character of a menu title is underlined. Press **Alt** together with the underlined character to display the corresponding menu.

Any menu contains a set of commands. If there are three dots   (...) following the menu command there is an additional dialog box opened on selecting this command. A command without ellipses is performed directly after selection.

Using the Toolbar

The Toolbar contains buttons for fast selection with the mouse. Any button corresponds to a menu command. Thereby you have fast access to important menu commands.

The Remote Desktop Toolbar contains the following commands:

Moves the selected data into the clipboard.
Copies the selected data into the clipboard.
Displays the 'Customize' dialog box that lets you configure the Remote Desktop Agent user interface.
Displays the 'Audio Settings' dialog box that customizes the Audio features.
Displays the Topics of Remote Desktop Help.

Note: Depending on the state of the Remote Desktop   Agent, some toolbar buttons are grayed (inactive). This means, that the corresponding command is not available at this time.

The Status Bar

The Status Bar is positioned at the bottom of the application window. It displays messages for users aid as well as information about internal program process.

If you use the cursor keys in the Menu Bar for selecting a menu, Remote Desktop displays additional information about the command in the left part of the Status Bar.

The three panes in the right part of the Status Bar display actual operating modes of the active connection window.

Working with the Agent Window

The program window of the Agent is used to communicate with the user at the other computer. You can also use it to configure the agent and set permissions.

The main part of the agent window is occupied by the toolbar and the chat pane.

The Chat Pane

The Chat Pane is used for textual communication between the controlling and the controlled computer. The user can enter textual information, which will be displayed on the other computer. This allows to exchange information additionally to remote control. (e.g. instructions for the connected user.)

The Chat Pane is divided into two parts. The upper part is the input window, the other one is used for printing text from the controlling user.

You can input text in your own way and any position. You can change and delete text as you know from text editors like windows notepad. Scrollbars are used for displaying a selected area. Both fields can are limited to 4000 characters.

For typing text into the Chat Pane, first click with the mouse into the upper field. The caret appears and you can start inserting text. All input characters are sent directly to the Chat Pane of the connected computer.

Closing a connection

If you like to close a connection, you can simply close the Agent window. Closing a connection can take a few seconds, because the Agent is waiting until the Remote Desktop Controller at the other computer has shutdown the connection successfully.

Other ways to close a connection:

- Select Exit in the File Menu

Positioning the program window

The Remote Desktop Agent lets you change a number of settings to define the initial position of the program window after startup.

You can either save the window location in the computer's registry and restore the window at this location next time, or let the Agent move the window to any corner of the screen.

Additionally, you can make the agent window stay on top of all other windows so that it cannot be overlapped by any other window.

To let the Agent save and reuse the program window position:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. In the Settings Tab, check the box 'Save Size' in the group 'Agent Window'.
3. Click OK to close the Options dialog box and save the new settings.

To let the Agent move the program window to a corner of the screen:

1. Select the Options command in the Settings menu to display the Options dialog box.
2. Activate the Settings Tab.
3. Check the box 'Auto Position' in the group 'Agent Window'.
4. Check one of the boxes 'left' or 'right' to position the window at the left or right lower corner of the screen next time the Agent is started.
5. Click OK to close the Options dialog box and save the new settings.

To make the program window a 'topmost' window :

1. Select the Options command in the Settings menu to display the Options dialog box.
2. In the Settings Tab, check the box 'Always on top' in the group 'Agent Window' to move the program window in front of all other windows.
3. Click OK to close the Options dialog box and save the new settings.