

*Devolutions*



**Remote Desktop  
Manager**

# TECHNICAL SPECIFICATIONS

# OVERVIEW

IT departments are buried under the weight of managing and controlling access to an ever-growing inventory of on-site and off-site servers, computers and devices. The answer to alleviate the burden is a robust and efficient remote connection management solution.

IT teams need to evolve to a place where they can monitor their IT environment from a single pane of glass, using a single source to deliver valuable information. Remote Desktop Manager uses its powerful capabilities to provide incomparable control and visibility over your IT environment by centralizing all remote connections, passwords and privileged accounts in a single platform that can be securely shared between users and throughout an entire team.

## SYSTEM REQUIREMENTS

Remote Desktop Manager needs Microsoft .Net Framework 4.7.2 to function.

### Dependencies

- Windows 7 SP1, Windows Server 8.1 or Windows 10
- Windows Server 2008 SP2, 2008 R2 SP1, 2012 R2 or 2016
- Microsoft .NET Framework 4.7.2
- 1 GHz processor or faster
- 512MB RAM
- 1024x768 screen resolution
- 500+ MB hard drive space

### Terminal Services and Thin Client Support

Remote Desktop Manager can be installed on Terminal Services and thin client.

### 64-Bit Support

Remote Desktop Manager is compatible with all 64-bit versions of Windows.

### Manual/Portable Deployment

Deploying manually using our zip file is documented as being a Portable (USB) deployment. In this case, the prerequisites will need to be handled manually as well.

## RDM Security Specifications with SQL Server/Azure

<b>Data Protection</b>	<ul style="list-style-type: none"><li>• Possibility of adding your security provider for certificate or passphrase encryption. Sensitive data is encrypted at rest when using either encryption.</li><li>• AES is used for encryption.</li></ul>
<b>Authentication Methods</b>	<ul style="list-style-type: none"><li>• <b>SQL Server:</b> Username Password, Active Directory (integrated security)</li><li>• <b>SQL Azure:</b> Username Password, Active Directory (password, integrated, integrated with MFA)</li></ul>
<b>Two-Factor Authentication</b>	<ul style="list-style-type: none"><li>• Google Authenticator</li><li>• Duo</li><li>• AuthAnvil</li><li>• Yubikey</li></ul>
<b>Data Transmission</b>	Support for encrypted communications over TLS.
<b>Access Control</b>	<ul style="list-style-type: none"><li>• Time-based</li><li>• Role-based (RBAC)</li><li>• DAC</li></ul>
<b>Logging &amp; Monitoring</b>	<ul style="list-style-type: none"><li>• Audit trails</li></ul>
<b>Offline Access</b> (with Remote Desktop Manager clients only)	<ul style="list-style-type: none"><li>• Encrypted by default</li><li>• Support for passphrase</li></ul>

# TECHNICAL SPECIFICATIONS

## REMOTE DESKTOP MANAGER DATA SOURCES

Data sources are at the heart of Remote Desktop Manager; they are the containers that hold all entries. Although you may configure multiple data sources of mixed types within the application, only one may be active at a time. It is easy to switch from one data source to another. Upon first launch, RDM will run from a local data source, which is an SQLite database.

### Here is a list of all supported data sources in RDM:

<b>XML (Free)</b>	<ul style="list-style-type: none"><li>• Simple data source that can be modified or generated by an external tool.</li><li>• Ideal for single users who use multiple computers; not ideal for multiple users.</li><li>• Possible to configure an auto refresh interval.</li><li>• Online Backup Service available.</li></ul>
<b>Devolutions Online Drive (Free)</b>	<ul style="list-style-type: none"><li>• Stores and synchronizes remote connections and credentials online.</li><li>• Access sessions from anywhere via an Internet connection.</li><li>• Completely free and no limitations on the number of sessions it supports.</li><li>• For single users since it doesn't support file sharing.</li></ul>
<b>Dropbox (Free)</b>	<ul style="list-style-type: none"><li>• No need to install the Dropbox client on the machine to open the data source.</li><li>• File-based data source based on the XML data source.</li><li>• Meant for single users who use multiple computers; not meant for multiple users.</li><li>• Possible to configure more than one Dropbox account on the same machine.</li></ul>
<b>SQLite (Free)</b>	<ul style="list-style-type: none"><li>• Ideal for single users and stand-alone situations.</li><li>• More powerful and more flexible than other data sources; XML file format.</li><li>• Supports connection logs and attachments.</li><li>• Online Backup Service is available.</li></ul>

<b>Google Drive (Free)</b>	<ul style="list-style-type: none"> <li>• Download/upload the session settings directly from a file located on an FTP site.</li> <li>• Easily deployed online.</li> <li>• Need a Google account to access Google Drive.</li> <li>• File-based XML data source.</li> </ul>
<b>WebDav (Free)</b>	<ul style="list-style-type: none"> <li>• RDM downloads/uploads session settings directly from a file located on a WebDav site.</li> <li>• Read-only data source can be shared between multiple users.</li> <li>• Easy to deploy online.</li> <li>• WebDav doesn't support any of the security management features.</li> </ul>
<b>Devolutions Online Database</b>	<ul style="list-style-type: none"> <li>• Hosted repository managed by Devolutions.</li> <li>• No VPN required to access the data; it is accessible through the web.</li> <li>• Role-based security system (subscription is required).</li> <li>• Offline mode available when there is no Internet connection.</li> </ul>
<b>Devolutions Password Server</b>	<ul style="list-style-type: none"> <li>• Self-hosted repository for strong passwords and for sharing your remote connections and credentials.</li> <li>• High-end security server for your company.</li> <li>• Supports Windows authentication and Active Directory group integration.</li> <li>• Easily share your sessions with multiple users.</li> </ul>
<b>MariaDB</b>	<ul style="list-style-type: none"> <li>• RDM uses MariaDB as a drop-in replacement for MySQL.</li> <li>• Supports connection logs and attachments.</li> <li>• Free database that can also be installed on Linux.</li> <li>• Supports all features, including Offline Mode, role-based access control system and many more.</li> </ul>
<b>Microsoft SQL Azure</b>	<ul style="list-style-type: none"> <li>• Allows the management of users with a superior role-based access control system.</li> <li>• Offline Mode can be used when the server is unavailable or when there is no Internet access.</li> <li>• Supports connection logs, attachments and an auto-refresh at your preferred interval.</li> <li>• Can be used to create an online database.</li> </ul>
<b>Microsoft SQL Server</b>	<ul style="list-style-type: none"> <li>• RDM uses the power of Microsoft SQL Server to save and manage all sessions.</li> <li>• Allows user management with a role-based access control system.</li> <li>• Offline Mode can be used when the server is unavailable or when there is no Internet access.</li> <li>• Supports connection logs, attachments and an auto-refresh at your preferred interval.</li> </ul>
<b>MySQL</b>	<ul style="list-style-type: none"> <li>• RDM uses a MySQL database to store the session data.</li> <li>• Free database that can also be installed on Linux.</li> <li>• Supports all features, including Offline Mode, Security Management, and many more.</li> <li>• Data can be shared on a MySQL database installed on any supported Operating System.</li> </ul>

# SUPPORTED TECHNOLOGIES



Remote Desktop Manager is compatible with several relevant tools and integrates with the richest collection of supported connection types, including cloud-based solutions.

You can easily configure multiple remote connections that are securely shared between users in a centralized repository, allowing you to launch them simultaneously and to quickly switch between machines. Here is a complete list of all supported and integrated technologies.



## REMOTE CONNECTIONS

This category contains all the connection types that are used to connect to a remote system, including computers, switches, VPNs and printers.

- Active Directory Dashboard
- Apple Remote Desktop (ARD)
- BeyondTrust Password Safe
- BeyondTrust Password Safe Dashboard
- Chrome Remote Desktop
- Citrix (Web)
- Citrix ICA/HDX
- CloudBerry Remote Assistant
- ConnectWise Control (ScreenConnect)
- ControlUp
- CyberArk PSM Connection
- CyberArk PSM Server
- DameWare Mini Remote Control
- Dell iDRAC
- DeskRoll
- GoToAssist
- Host
- HP Integrated Lights Out (iLO Web)
- Intel AMT (KVM)
- LogMeIn
- Microsoft RDP Gateway
- Microsoft Remote Desktop (RDP)
- PowerShell Remote Console
- Proxy Tunnel (HTTP, SOCKS4, SOCKS4A, SOCKS5)
- Radmin
- Remote Desktop Commander
- Serial Port
- Spiceworks
- Splunk
- SSH Port Forward
- SSH Shell
- SSH Tunnel
- TeamViewer
- TeamViewer Dashboard
- Telnet
- TFTP
- VNC
- VPN
- Wayk Now
- Web Browser (http/https)
- X Window
- Windows Admin Center

## SYNCHRONIZER

The Synchronizer family is a category of entries that can keep Remote Desktop Manager in sync with an external data source. It will create sessions through information obtained from the source.

- Active Directory
- Comma-separated values (CSV)
- ConnectWise Control (ScreenConnect)
- EC2 Synchronizer
- Entries (.RDM, .PVM)
- Hyper-V
- KeePass XML Synchronizer
- Spiceworks
- VMware

## OTHER SUPPORTED TYPES

This category contains other session types that can be used.

- Command Line (External Application)
- Data Report
- Data Source (Shortcut)
- Database
- Host (Macro/Script)
- Inventory Report
- Play List
- PowerShell
- Smart Folder
- SNMP Report
- Vault (shortcut)

## FILE BROWSER

This category contains all the File Browser session types that are used to connect to a cloud remote system.

- Amazon S3 Explorer
- Azure Blob Storage Explorer
- Box
- Dropbox Explorer
- File Explorer
- Filezilla
- FTP (Third Party)
- Google Cloud
- Google Drive
- Microsoft Azure Table Storage Explorer
- Microsoft OneDrive Explorer
- SCP
- SFTP
- WebDav
- winSCP

## MACROS/SCRIPTS/TOOLS

The session script tools can be either a script, a command line, or a helper that is applied to a selected session. Each tool can be configured and shared in the data source. Session tools are commonly used to retrieve information, perform an action, change an item, or change a configuration on a session.

- AutoHotKey
- Autolt
- Command Line
- Database Query
- Jitbit Macro Recorder
- PowerShell (Local)
- PowerShell (Remote)
- PSEXec
- Report Typing Macro
- SSH Command Line
- Template
- VBScript
- WASP PowerShell
- WMI

## VPN

Remote Desktop Manager offers integrated VPN connection management. The VPN entry is used to configure a VPN, and one VPN entry can be linked to multiple sessions. You may use our Add-On Manager to add up to 25 other VPN types.

- Apple VPN
- Barracuda NG Network VPN
- Cisco VPN
- Microsoft VPN
- Proxy Tunnel (HTTP, SOCKS4, SOCKS4A, SOCKS5)
- SonicWall VPN
- SSH
- TheGreenBow IPSEC VPN Client

## VIRTUALIZATION CONSOLE

This category contains all the virtualization session types that are used to connect to a virtual remote system.

- Amazon AWS Dashboard
- Microsoft RDS Dashboard (Terminal Server)
- Microsoft Hyper-V Dashboard
- Oracle VirtualBox
- VMware (Player, Workstation, vSphere)
- VMware Dashboard
- VMware Remote Console
- XenServer Dashboard

# REMOTE DESKTOP MANAGER ENTRY TYPES



Securely store documentation, files, images, license keys and other information alongside your passwords and credentials.



## INFORMATION

Information entries are used to store information that is meant to be shared with other users of the data source.

- Alarm Codes
- Application Send Key
- Bank Account
- Credit Card
- Cryptocurrency Cold Storage
- Email Account
- Other (Custom)
- Passport
- Safety Deposit
- Secure Note
- Software License
- Wallet
- Website
- Wireless Router

## FOLDER

Folders are used to organize your entries. You can set permissions on folders to limit who can access the folder and what those users can do.

- Company
- Customer
- Database
- Device (router, switch, firewall, ...)
- Domain
- Folder
- Identity
- Printer
- Server
- Site
- Software
- Workstation



## DOCUMENT

Document entry types are used to store any type of document directly in the data source.

- Certificate
- Data Source Configuration (.rdd)
- Document
- Email
- HTML
- HTML Editor
- Image
- PDF
- Phonebook
- Rich Text Editor
- Spreadsheet Editor
- Text
- Text Editor
- Video

## CONTACT

Contact entry types are used to manage your contacts in Remote Desktop Manager.

- Company
- Contact
- Customer
- Employee
- Family
- Supplier
- Support


## CREDENTIALS

Credentials entries are used to store account information such as usernames, passwords, domain, etc. They are grouped in a credential repository, a collection of all the credentials stored in the data source. RDM integrates with an impressive list of existing password management software.


- 1Password
- AuthAnvil Password Server
- Bitwarden
- Connection String
- Custom
- CyberArk
- CyberArk AIM
- Dashlane
- Devolutions Password Hub
- Devolutions Password Server
- KeePass
- Keeper
- LastPass
- Mateso Password Safe
- One-Time Password (OTP)
- PassPortal
- Password List
- Password Manager Pro
- Password Safe
- Passwordstate
- Pleasant Password Server
- Private Key
- RoboForm
- Secret Server
- Sticky Password
- TeamPass
- True Key
- Username/Password
- Windows Credential Manager
- Zoho Vault



# ADD-ON MANAGER



The Add-On Manager is used to simplify the management of different add-ons. Here is a list of all the add-ons that are supported by the current version of the application.



## SESSION ADD-ONS

- 2X Client
- Ammy Admin
- AnyDesk
- Anyplace Control
- AWRC Pro
- AxelViewer
- Barracuda NG Firewall
- Bitvise SSH Client
- Bomgar Representative Console
- Check Point Smart Console
- Cisco ASDM
- Citrix NetScaler
- Database .Net Session
- DbVisualizer
- Ericom Blaze Client
- FastViewer
- FlashFXP
- GateProtect Firewall Administration Client
- HeidiSQL
- HP Integrated Lights Out (iLo Application)
- IBM i Access
- IBM Personal Communications
- IperiusRemote
- ISL Light
- ISL Light Desk
- Java Web Start
- MobaXterm
- MS Telnet
- MySQL GUI Tools
- MySQL Workbench
- Navicat Premium
- Netop Guest
- NetSupport Manager
- NoMachine
- NX Client
- PenguNet SSH Client
- PgAdmin III
- Power TermPro
- Proxy Networks – Proxy Master
- Remote Utilities Viewer
- RemoteAssistant365
- Royal TS
- RVTools
- Sandboxie

- SAP Frontend Server (SAP GUI)
- SAP Hana Studio
- SAP MaxDB Database Studio
- SAP NetWeaver
- SCCM 2012 Remote Control
- SecureCRT
- SecureFX
- SimpleHelp
- SmartFTP
- Splashtop
- SQL Server Management Studio
- SuperMicro IPMI Utilities
- Supremo
- Tera Term Pro
- Teradici PCoIP Client
- TOAD
- Veeam
- VMware Horizon View Client
- Wezarp Client
- Winbox
- X2Go Client
- XMail Manager
- XMail Admin
- XManager
- Xshell
- ZOC

## VPN ADD-ONS

- AT&T Global Network Client
- Avaya (Nortel) VPN Client
- Barracuda NG Network VPN
- Bitwise Tunnelier 4.40 (remote only)
- Check Point Endpoint Security VPN
- Check Point VPN-1 SecureClient
- Cisco AnyConnect VPN Client
- F5 FirePass SSL VPN Client
- FEC Secure IPSec Client
- FortiClient VPN/SSL
- Generic VPN
- IBM Softlayer VPN Client
- Juniper Junos Pulse VPN
- Juniper Network Connect VPN
- Juniper WSAM Launcher VPN

- Juniper NetScreen
- NCP Secure Entry Client
- OpenVPN GUI
- SecureCRT VPN
- Shrew Soft VPN Client
- SonicWall NetExtender
- Sophos VPN
- tunXten VPN Client
- WatchGuard Mobile VPN
- WatchGuard SSL VPN
- XshellPVN

## IMPORT ADD-ONS

- Boztech VNCSan Import
- Filezilla Import
- FlashFXP
- Firefox Import
- ISL Always on Import
- Proxy Networks – Proxy Master
- SAP GUI Addon-Import
- SecureCRT Import
- SecureFX Import
- SmartFTP Import
- WinSCP Import

## SESSION TOOL ADD-ONS

- SAP GUIT Addon - NIPing
- Remote Shutdown
- Whols

## APPLICATION TOOL ADD-ONS

- FlashFXP
- Proxy Networks – Proxy Master
- Remote Shutdown
- SQL Server Management Studio
- TOAD
- Whols

# REPORT




RDM's detailed reports help evaluate your enterprise's level of information security and enhance control over access to privileged accounts.




- Activity Logs
- Checkouts
- Credential Entry References
- Deleted Entries
- Duplicate Entries
- Entry Information
- Entry List
- Entry Status
- Entry Validity
- Expiration Schedule
- Expired Entry List
- Expired Passports
- Expired Software
- Expired Warranties
- Last Usage Logs
- Password Analyzer
- Password Complexity
- Password Usage
- Permissions
- Roles
- Security Groups
- Software Licenses
- Users
- Vault (Users and Roles)
- VPN Groups
- VPN References

# IMPORT / EXPORT



Securely import or export sessions, login credentials and contacts directly into your Remote Desktop Manager account. We support native import formats from many popular tools on the market. In case we don't support the native format, or don't support the third party, we have wizards to import from a .csv file.



## SESSION

- Bookmarks (web)
- CoRD
- ConnectWise Control
- DameWare Mini Remote Control
- KeePass (.xml)
- KeePass (link)
- KeePass Legacy (.xml)
- LogMeIn (RSS)
- Microsoft Azure
- MobaXterm
- MTPuTTY
- Office (Word, Excel, PowerPoint)
- Other (Custom) (.csv)
- PortForward (.csv)
- PuTTY
- RDP Configuration (.rdp)
- RDTabs
- Remote Desktop Connection Manager (.rdg)
- RoyalTS
- SuperPuTTY (.xml)
- TeamViewer Manager
- Terminals
- mRemote
- VisionApp Remote Desktop (.vrd, .vre, .vrb, .rde, .csv)

## LOGIN

- 1Password (.csv)
- Aurora Password Manager/AES Password Manager (.csv)
- Dashlane (.csv)
- DataVault (.csv)
- EnPass
- Google Chrome
- KeePass (.csv)
- LastPass (.csv)
- Passpack (.xml)
- Password Agent (.xml)
- Password Depot (.csv)
- Password Safe (.csv)
- Password Safe (.psafe3)
- RoboForm v7 (HTML passcard)
- RoboForm v8 (CSV)
- SplashID (.csv)
- Sticky Passwords

## CONTACTS

- Outlook
- Real VNC
- VCard

# EXTENSIONS MANAGER

The Extensions Manager is used to simplify the installation of Devolutions Web Login. This web browser extension can be installed in the following browsers:

- Chrome
- Firefox
- Microsoft Edge Beta
- Opera



# TWO-FACTOR AUTHENTICATION

Add a layer of protection to your data source to ensure that only the right person has access through the combination of two different components. RDM provides multiple two-factor authentication options:

- Duo
- Google Authenticator
- Yubikey
- AuthAnvil



# Remote Desktop Manager

## THE SWISS ARMY KNIFE OF REMOTE ACCESS

“When you see Remote Desktop Manager for the first time, it will be immediately apparent that this product was created by engineers, for engineers. This isn’t a fancy client for end users, this is a tool for use by system administrators, consultants, and service providers.”



— Gabe Knuth, Independent Industry Analyst,  
[brianmadden.com](http://brianmadden.com)



### CONTACT US

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