



**Remote Desktop  
Manager**

Remote Connections & Passwords.  
Everywhere!

 **for macOS**

# User Manual

2022.1

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# Overview

**Part**



# 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.



### THE REMOTE DESKTOP MANAGER ECOSYSTEM

Remote Desktop Manager comes in two Editions:

<b>Free</b>	For individuals only, no information can be shared with colleagues. The most popular remote access technologies are supported, and passwords can be stored securely.
<b>Enterprise</b>	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 <b>your</b> security requirements. Devolutions also offers two specialized services for either Cloud-Based 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.

PLATFORM	FREE EDITION	ENTERPRISE EDITION
Windows	X	X
macOS	X	X
iOS		X (Free App)
Android		X (Free App)

## 1.2 System Requirements

### DESCRIPTION

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

### MINIMUM REQUIREMENTS

- macOS Sierra (10.12)
- 1 GHz or faster processor
- 4GB 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 Windows 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 [Advanced Data Sources](#), 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 [Security Provider](#) 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 [Advanced Data Source](#) and granting user access and assigning permissions.
- Using encrypted communication with the database when available.
- Using the [Data Source Settings](#) to control many setting that have an impact on security.
- Using the [Security Provider](#) to encrypt entries completely instead of just the password.
- If using the offline mode, add your own [password](#) to add an additional layer of protection to the local cache.
- Require a [password](#) 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.

APPLICATIONS	DESCRIPTION	INSTALLATION
<b>Remote Desktop Manager</b>	Application to manage remote access technologies, passwords, documents and shared information.	Windows, macOS, iOS, Android
<a href="#"><u>Remote Desktop Manager Agent</u></a>	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
<a href="#"><u>Remote Desktop Manager Jump</u></a>	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
<a href="#"><u>Devolutions Server</u></a>	Enterprise Grade storage system for creating a centralized database for your team. Integrates with AD and is installed on-premises.	Windows
<b>Devolutions Proxy</b>	Tool that allows our non-windows client applications to trigger remote execution of commands on Windows hosts through the proxy.	Windows
<b>Devolutions Web Login</b>	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

**Part**



## 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:

- [Checklist for Individuals](#): For individuals but also for teams of three users or less that do not want to implement security.
- [Checklist for Teams](#): 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.

CHECKLIST FOR INDIVIDUALS (ENTERPRISE EDITION)	DESCRIPTION
Step 1 - Register your license: <ul style="list-style-type: none"><li>• <a href="#">Enterprise Registration</a></li><li>• <a href="#">Trial Registration</a></li></ul>	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.

CHECKLIST FOR INDIVIDUALS (ENTERPRISE EDITION)	DESCRIPTION
Step 2 - Add your Data Source and set up your Devolutions account and a master key.	<p>Warning: When choosing any data source type that is not <b>on-premises</b>, 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 <a href="#">Advanced Data Sources</a>. This will ensure that the data will be unreadable by <b>no one</b> but you.</p> <p>Upon first launch, Remote Desktop Manager for Mac uses an SQLite data source. The data sources are elaborated further in <a href="#">Data Sources Overview</a>, but to help in choosing the data source that is right for your requirements please see <a href="#">Choosing your data source (Individuals)</a>.</p>
Step 3 - Setup you <a href="#">Devolutions Online Backup</a>	<p>The <a href="#">Devolutions Online Backup</a> 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.</p>
Step 4 - Create your Default Settings	<p>In <b>File - Options</b> 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.</p>
Step 5 - Create your folder structure	<p>Top level folders are at the foundation of a solid security structure. Your folder structure (Folder entries) should represent your company structure.</p>
Step 6 - <a href="#">Import your data</a>	<p>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.</p>

## 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 [Advanced Data Sources](#). This will ensure that the data will be unreadable by **no one** but you.

DATA SOURCE	LOCAL	SELF-HOSTED	CLOUD BASED	SHARED BETWEEN YOUR COMPUTERS	WORKS OFFLINE	MULTI-USER
Devolutions Password Hub Personal			X			
SQLite	X				X	
XML	X				X	
Dropbox			X	X		Note 1

## 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.

CHECKLIST FOR TEAMS	DESCRIPTION
Step 1 - Register your license: <ul style="list-style-type: none"><li>• <a href="#">Enterprise Registration</a></li><li>• <a href="#">Trial Registration</a></li></ul>	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 <a href="#">Data Source - for teams</a>	Warning: When choosing any data source type that is not <b>on-premises</b> , 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

CHECKLIST FOR TEAMS	DESCRIPTION
	<p><a href="#">Security Provider</a> for <a href="#">Advanced Data Sources</a>. This ensures <b>only you</b> can read the data.</p> <p>Upon first launch, Remote Desktop Manager uses a local SQLite data source. For help selecting a data source tailored to your needs, please see <a href="#">Choosing your data source (Teams)</a>.</p>
Step 3 - Select your <a href="#">Security Provider</a>	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 <a href="#">Default Settings</a>	In <b>File - Templates</b> 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 - <a href="#">Create Users</a>	Remote Desktop Manager supports advanced User Management. User accounts must be created manually by an administrator of the database.
Step 7 - <a href="#">Create User Groups</a>	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.

CHECKLIST FOR TEAMS	DESCRIPTION
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 - <a href="#">Import your Data</a>	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 [Advanced Data Sources](#). 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.

CONCERN	Devolutions Server	SQL SERVER	Azure SQL
The database is not accessible to end users.	X	[note 1 & note 2]	[note 1]

CONCERN	Devolutions Server	SQL SERVER	Azure SQL
Active Directory accounts used for authentication	X	X	
Active Directory group membership used to assign permissions	X		
The data is stored on-premises	X	X	
Activity Logs	X	X	X
Data accessible globally	[note 3]	[note 4]	X
Optional local cache of connections	X	X	X

## 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 send 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 has 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.

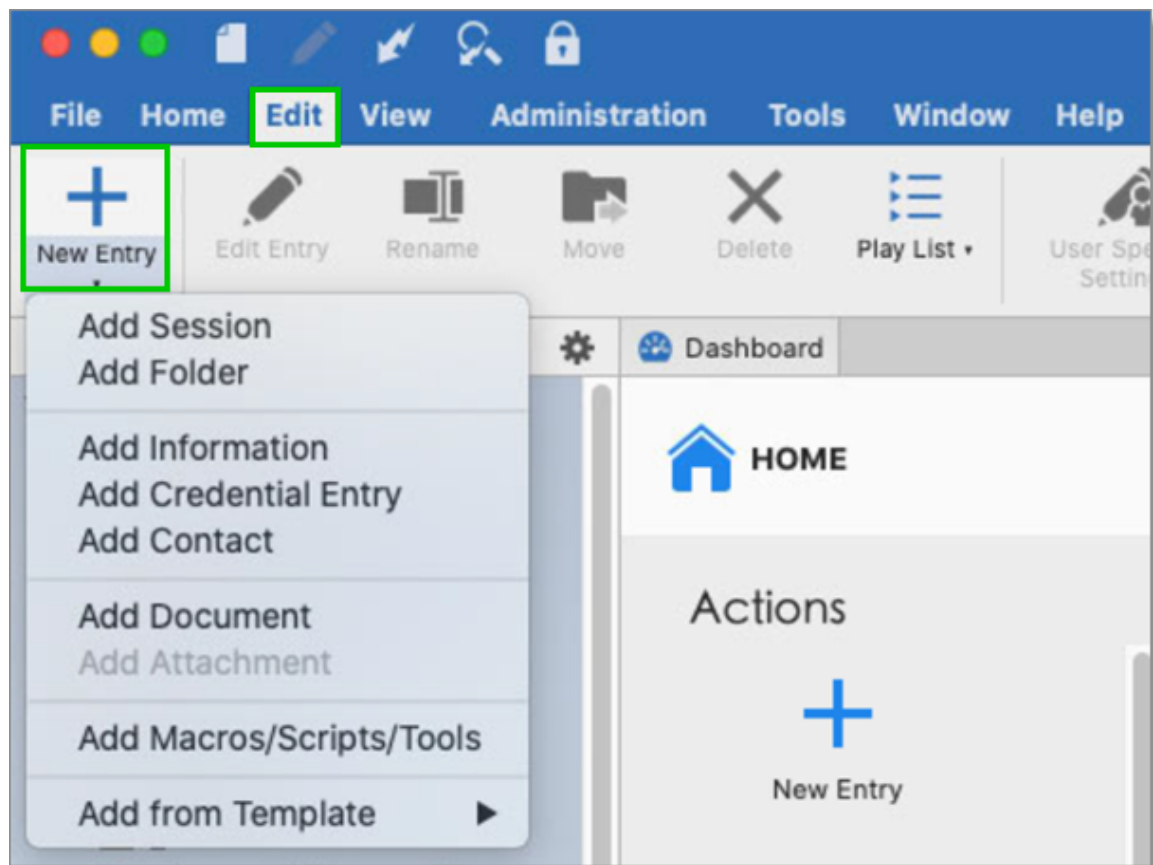
## 2.4 Creating a New Entry

### DESCRIPTION

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.

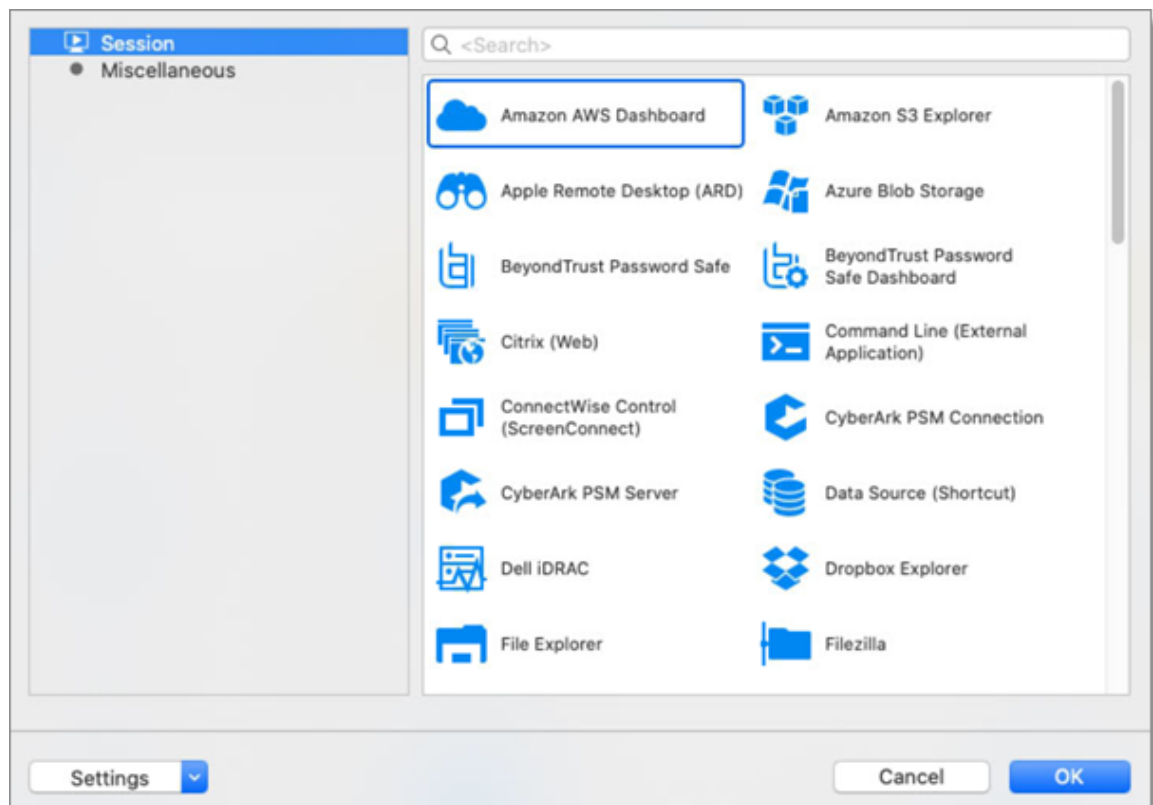
### CREATING A NEW ENTRY FROM THE NEW ENTRY MENU

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



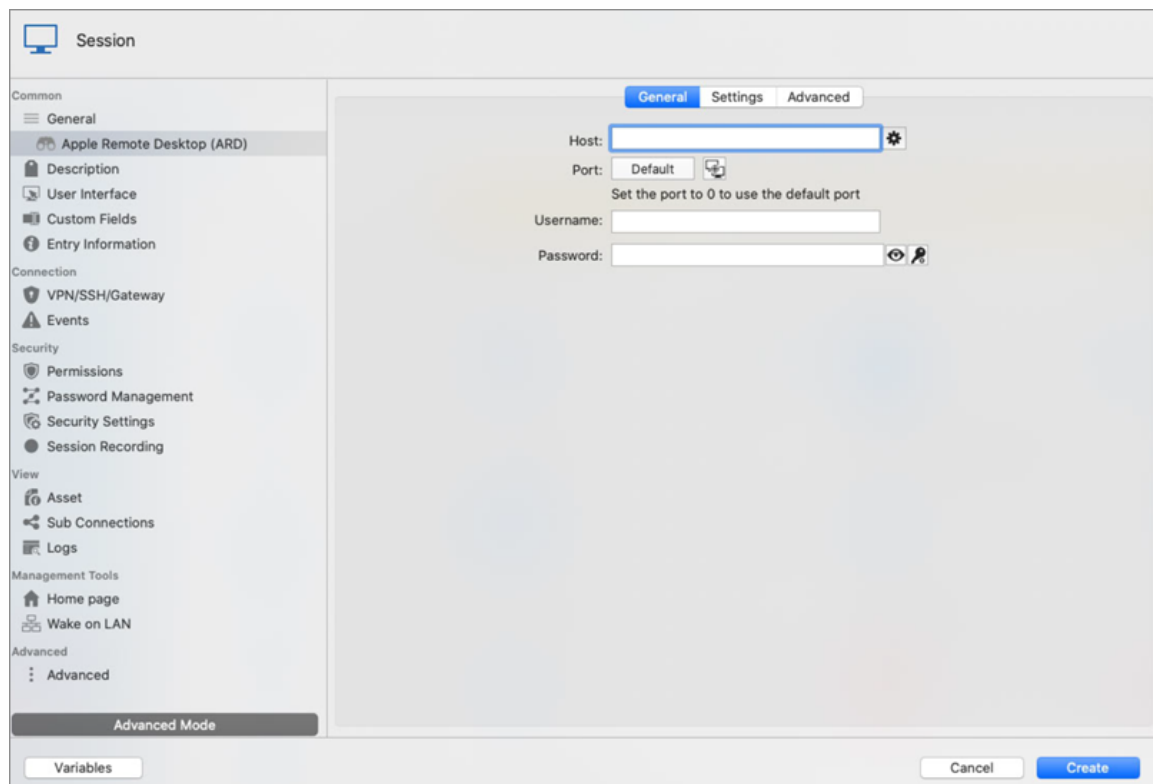
*Add a New Entry*

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



*Entry type*

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

*Session settings*

## 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 [Import](#) 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.

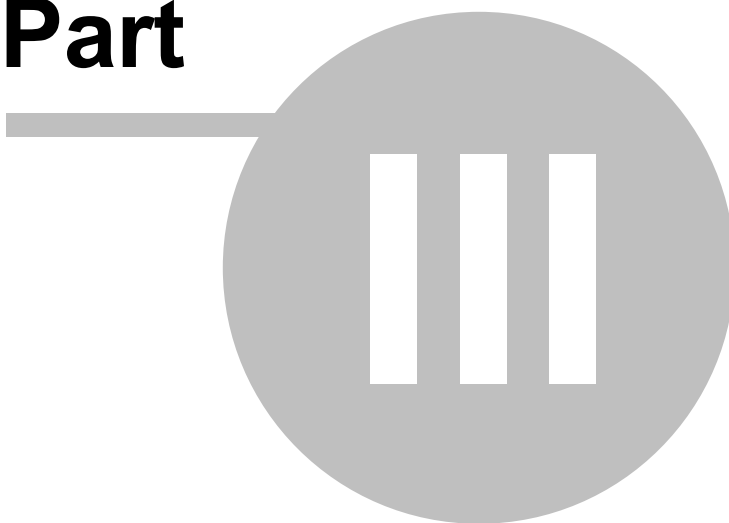
All entry types have a default action associated with them, this action is executed when you use any means described above. The default action is indicated "Open", but can be modified for certain entry types.

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

**Part**



## 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 [Register Enterprise Edition](#). To register the Free Edition, please refer to the [Register Free Edition](#).

#### 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 [Data Source Overview](#) for more information.



To use a SQL Server/Azure SQL data source, please read the [Configure SQL Server](#) topic.

#### 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 [Configuration File Location](#), 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.

## SUMMARY

FILE(S)	LOCATION	OVERRIDE SOURCE
Configuration File(s) (* .cfg, * .ext)	%CONFIG%	None
Data File(s) (* .xml, * .db)	%CONFIG% or custom path	None
Default Settings	%CONFIG%	Data source settings
Encryption (* .enc, * .enb)	%CONFIG%	None
Layout Files (* .lyt)	%CONFIG%	None
Log Files (* .log, * .debug)	%CONFIG%	None
Local Play lists	%PROFILE% \{Datasource}\Playlists	Use for application directory for local playlist
Local Templates	They are serialized directly in the configuration file of the application	None



Offline/Cache data (offline.db)	%PROFILE%\{Datasource}	Use application directory for online cache
Sensitive (*.stv, *.stb)	%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 file contains most of the application settings.

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 [service@devolutions.net](mailto:service@devolutions.net).



### 3.1.3 Registration

## DESCRIPTION

### REMOTE DESKTOP MANAGER FOR MAC ENTERPRISE EDITION

Please refer to the [Register Enterprise Edition](#) 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 [Register Free Edition](#) 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.

### 3.1.3.1 Register Enterprise Edition

## DESCRIPTION

Remote Desktop Manager can be registered by [manually providing a license serial](#) or with a [license serial stored in a data source](#).

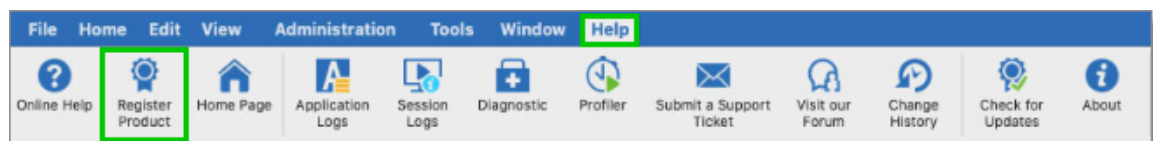


It is possible to request a trial to try Remote Desktop Manager for Mac for 30 days. If you decide not to register the application with an Enterprise Edition license serial at the end of the 30 days period, your data will not be altered or erased, and you will have full access to it once you provide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

## MANUAL REGISTRATION

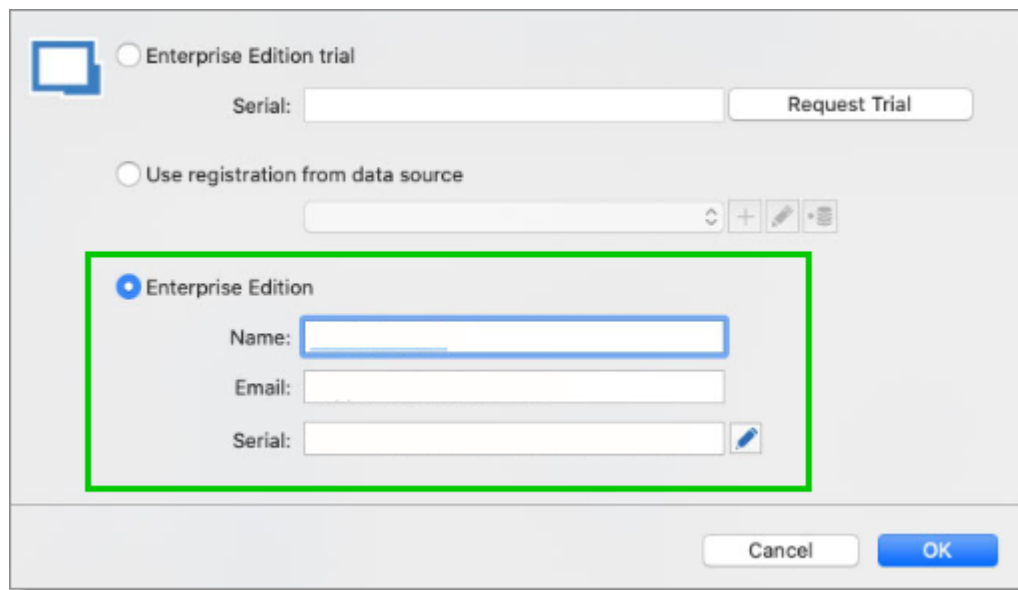
Remote Desktop Manager Enterprise license serials are delivered by email.

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**.



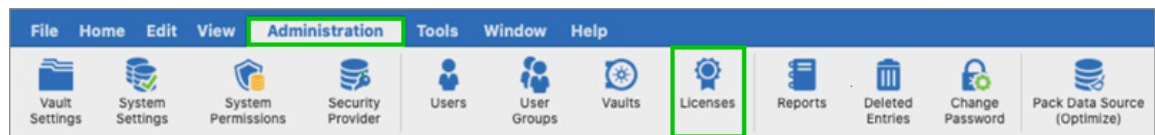
*Register Enterprise Edition*

## REGISTRATION FROM THE DATA SOURCE

When the license serial is stored in the [Licenses](#) of an [Advanced Data Source](#), 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.

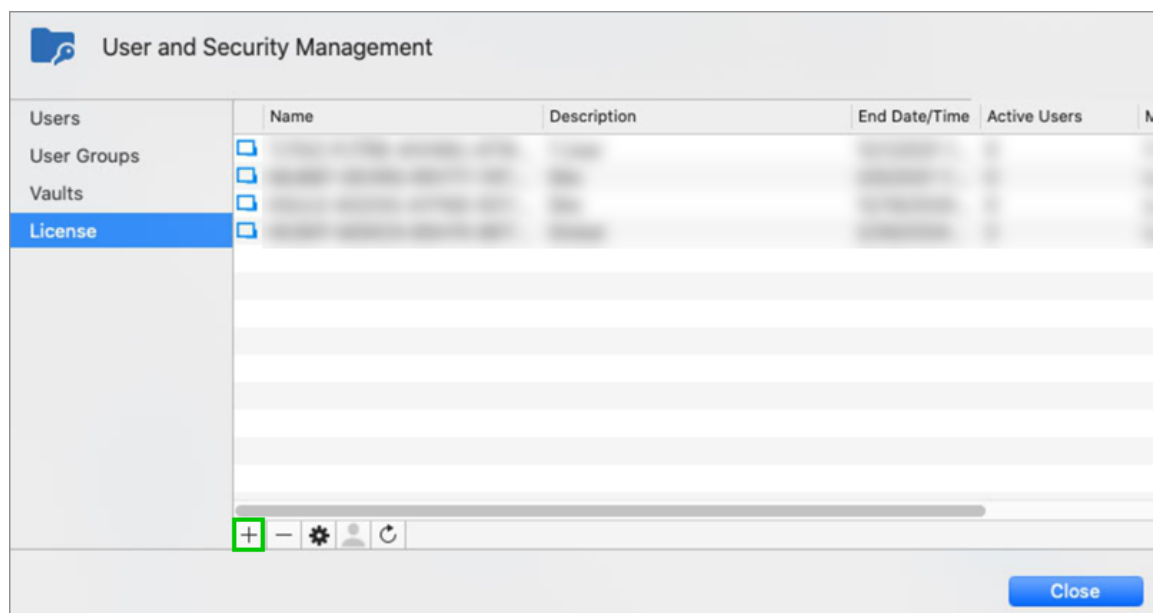
## FOR ADMINISTRATORS

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



*Administration - Licenses*

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



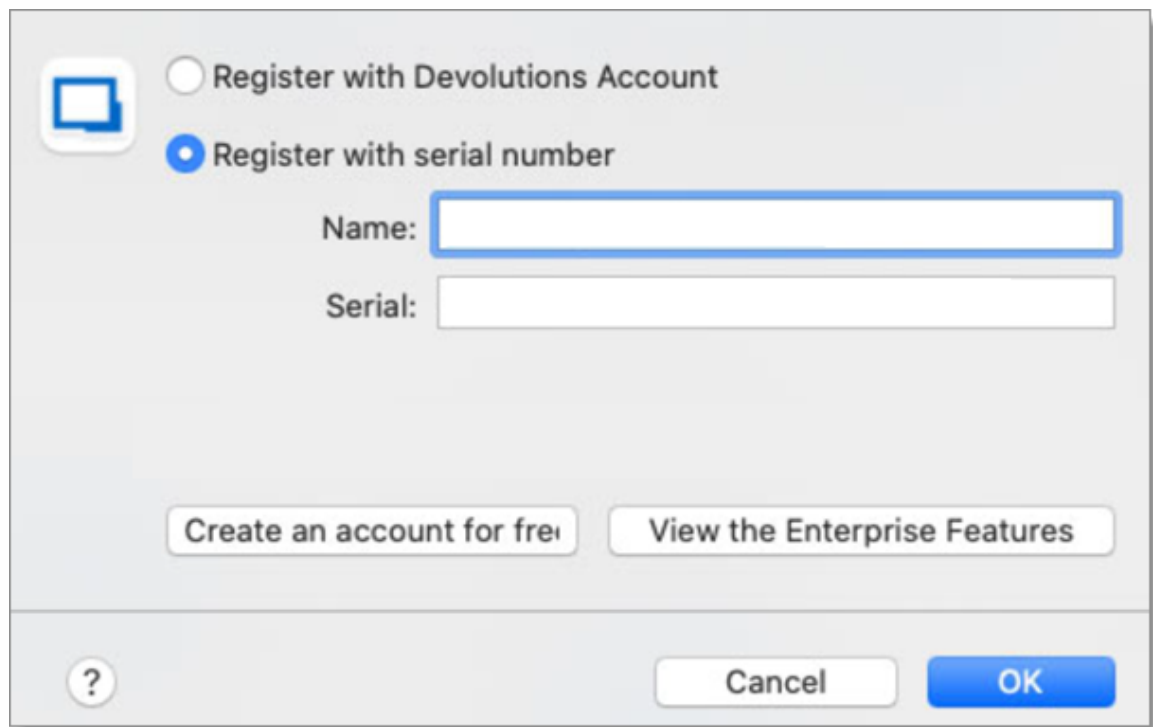
*User and Security Management - License*

### 3.1.3.2 Free Edition

## DESCRIPTION

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.



*Register the Application*

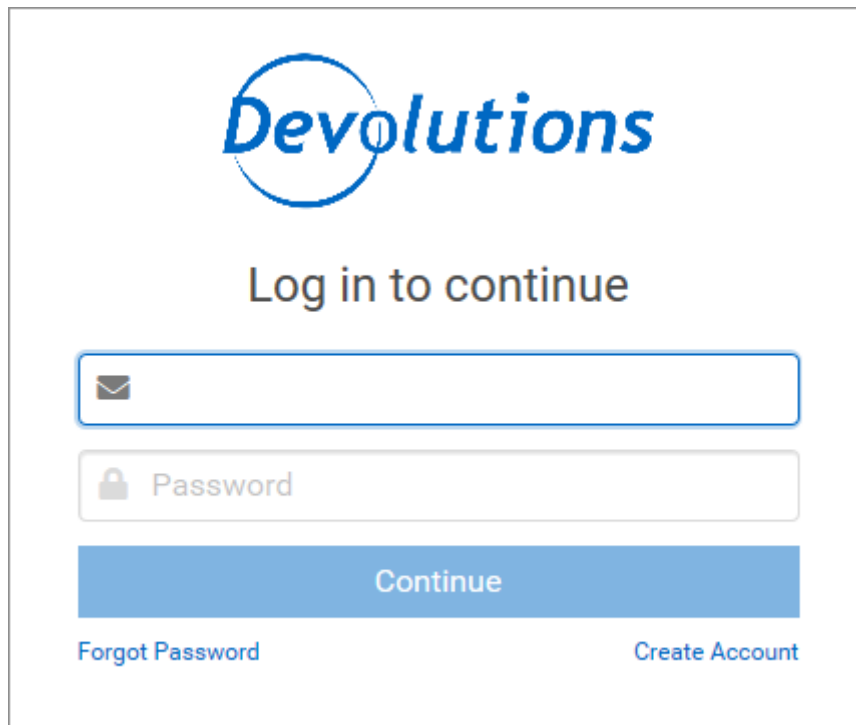
## USE REGISTRATION FROM DEVOLUTIONS ACCOUNT

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**.

The image shows a login interface for Devolutions. At the top is the Devolutions logo, which consists of the word "Devolutions" in a blue, italicized sans-serif font, with a blue circle around the letter "o". Below the logo is the text "Log in to continue" in a dark gray sans-serif font. Underneath this text are two input fields. The first field is for an email address, indicated by a small envelope icon on the left. The second field is for a password, indicated by a small lock icon on the left and the word "Password" in a light gray font. Below these fields is a large blue button with the word "Continue" in white. At the bottom of the login area, there are two links: "Forgot Password" on the left and "Create Account" on the right, both in a blue sans-serif font.

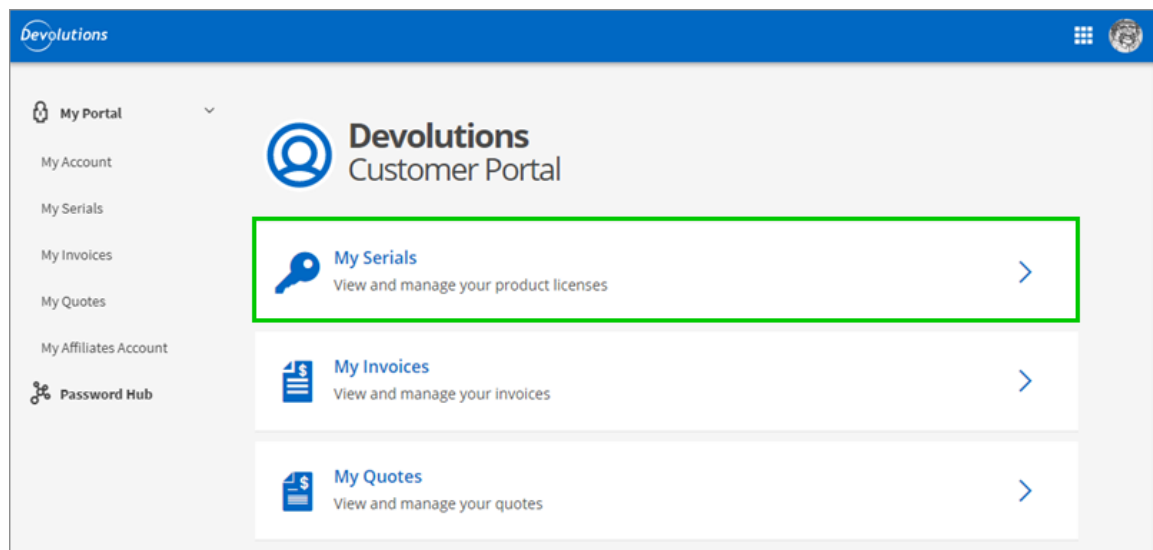
*Devolutions Account Login*

The license serial will be retrieved automatically.

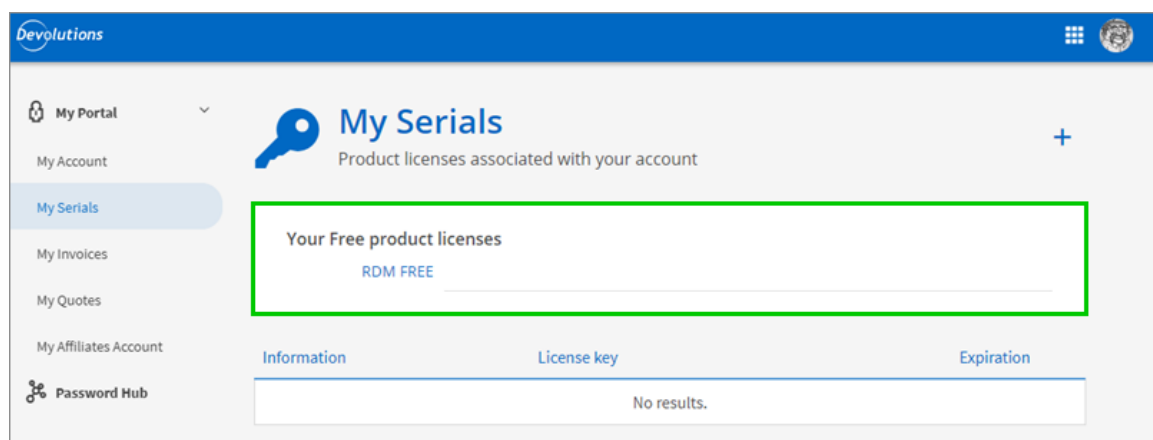
## REGISTER THE FREE EDITION WITHOUT AN INTERNET CONNECTION

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 [Customer Portal](#)

Log in to [Customer Portal](#) and click on **My Serials**.

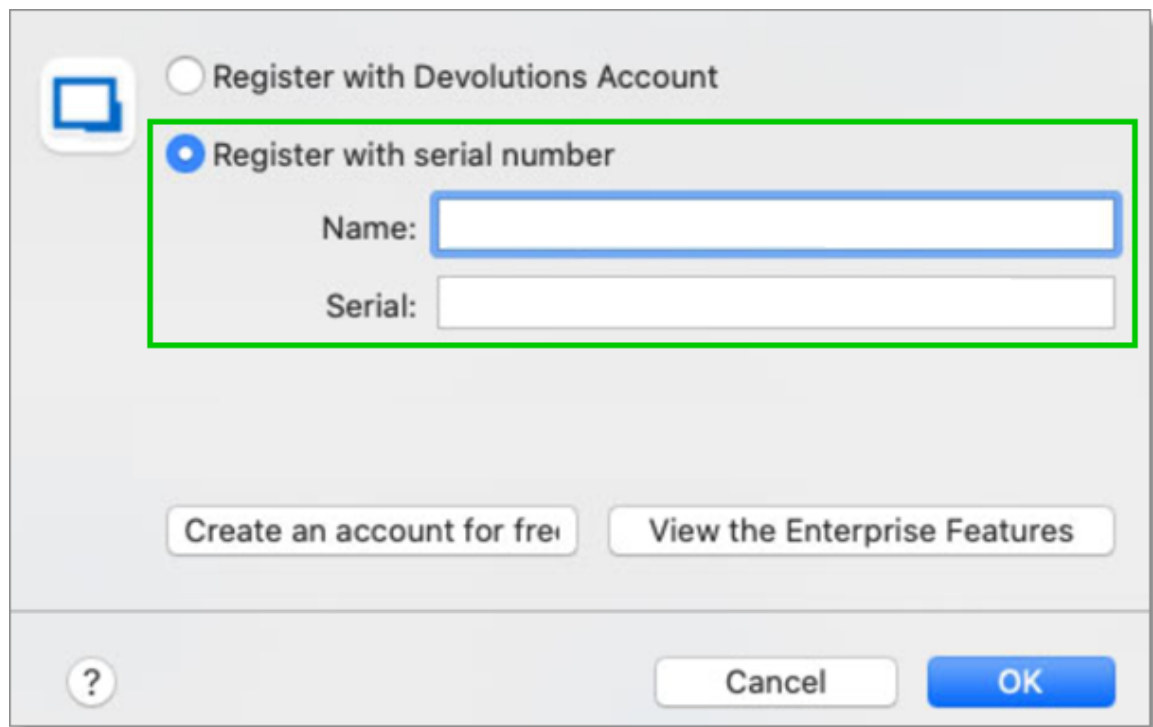
*Customer Portal - My Serials*

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

*Free Product Licenses*

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





*Register Manually*

### 3.1.3.3 Trial Request

## 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.



Request your Remote Desktop Manager Enterprise 30 day trial from our [website](#).

## STEPS

1. Request from our website your [Free 30 day trial](#) 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**.

The screenshot shows a macOS-style dialog box titled "Register Product". It has three radio button options: "Enterprise Edition trial" (selected and highlighted with a green border), "Use registration from data source", and "Enterprise Edition". The "Enterprise Edition trial" option has a "Serial:" label and a text input field, followed by a "Request Trial" button. The "Use registration from data source" option has a dropdown menu with a plus icon, a minus icon, and a "Data Source" icon. The "Enterprise Edition" option has "Name:", "Email:", and "Serial:" labels with corresponding text input fields. The "Serial" field has a small blue pencil icon to its right. At the bottom right are "Cancel" and "OK" buttons.

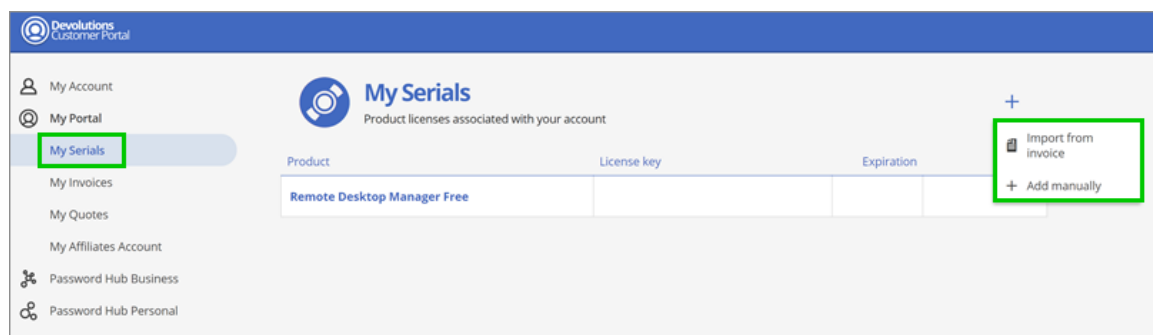
*Register Enterprise Edition trial license*

#### 3.1.3.4 Register from Devolutions Account

### DESCRIPTION

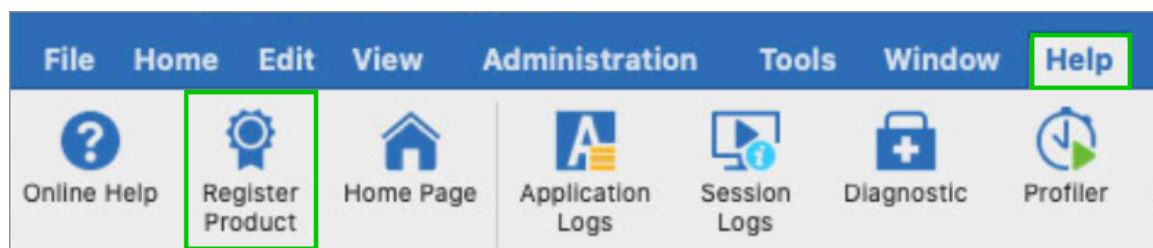
It is possible to register the product with a license serial stored in a Devolutions Customer Portal.

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.



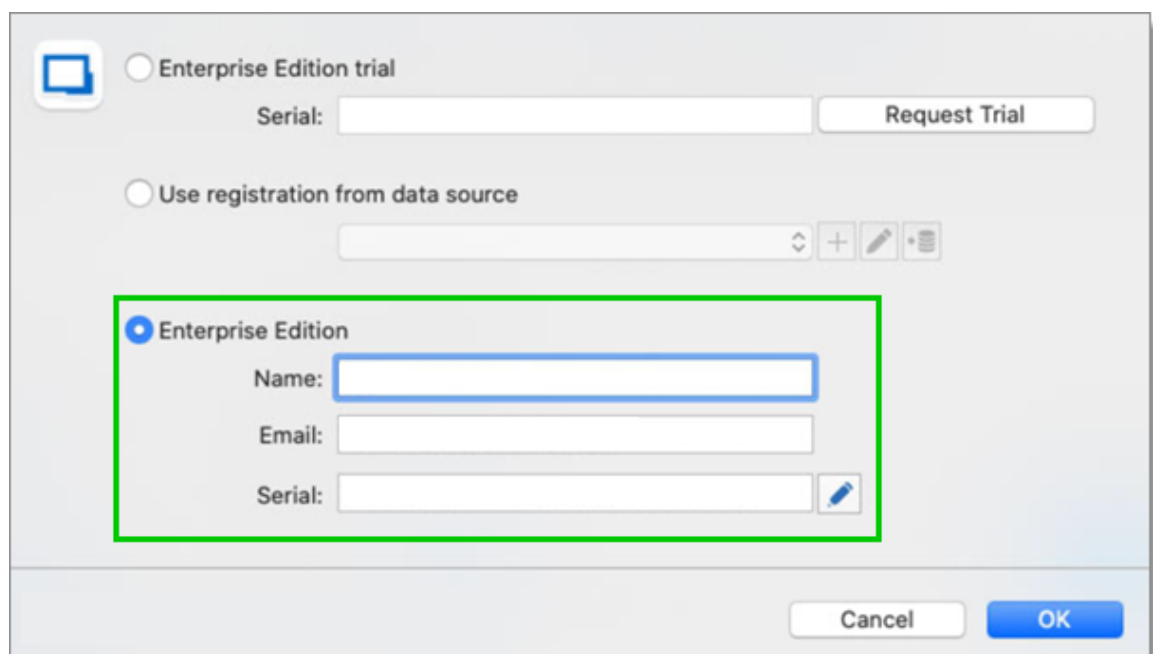
*Devolutions Customer Portal - My Serials*

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



*Register Product*

2. In the **Register Product** window, select **Enterprise Edition**. Enter your Devolutions Account credentials.



*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



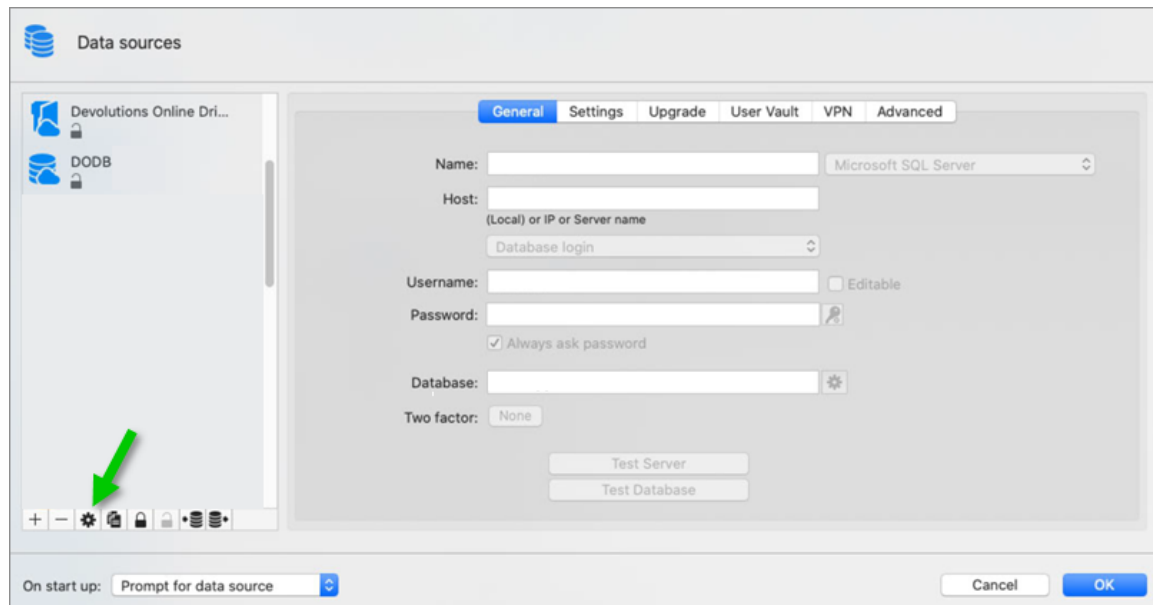
If your organization allows for a read/write offline cache, ensure that all of your users have merged their offline edits.

### STEPS

Follow these steps for a successful version update:

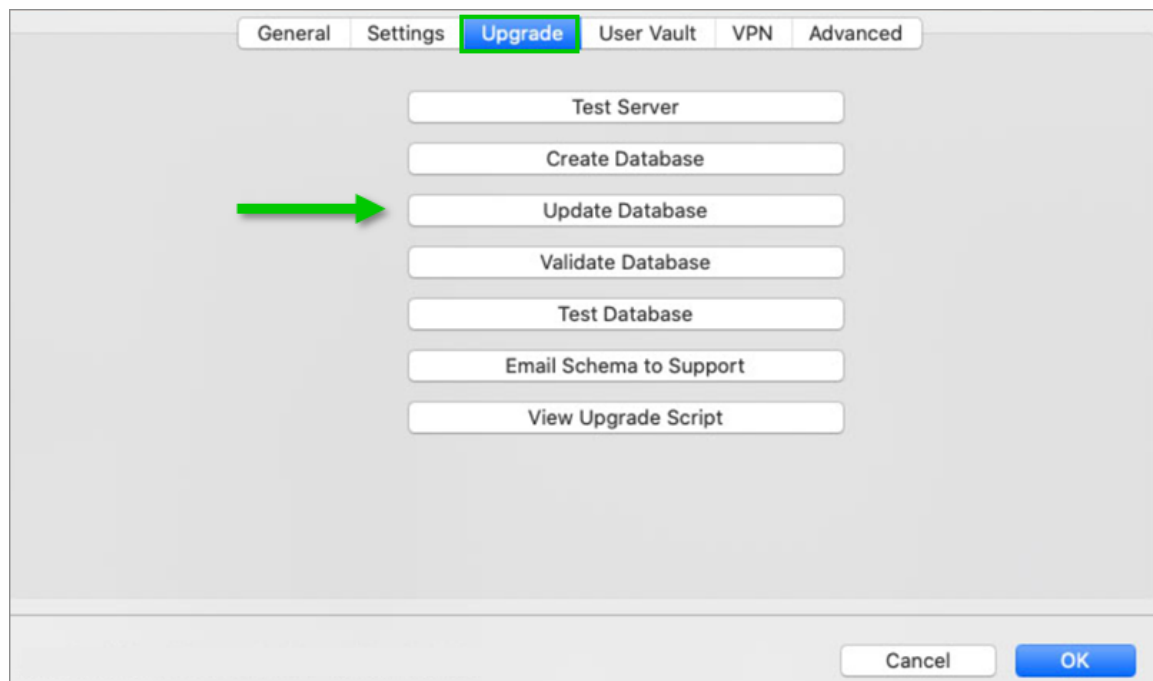
1. Ensure you are the sole user of the database during the upgrade process. If your environment allows for offline use, have your team switch to the offline mode; or have them switch to another datasource
2. Backup your database using the database tools.
3. Open Remote Desktop Manager for Mac while logged 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.



*Edit your data source*

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



*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	<p>Follow these steps for a successful version update:</p> <ol style="list-style-type: none"><li>1. Ensure you are the sole user of the database during the upgrade process.</li><li>2. Backup your database using the DBMS tools.</li><li>3. Open Remote Desktop Manager for Mac while logged on as a user with administrative rights. You must also be <b>SYSDBA</b> or <b>DB_OWNER</b>.</li><li>4. You may be prompted with an upgrade message when your data source is accessed. If so accept the upgrade.</li><li>5. Update the client software on all workstations.</li></ol>
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

#### DESCRIPTION

#### SERVER COMPUTER

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



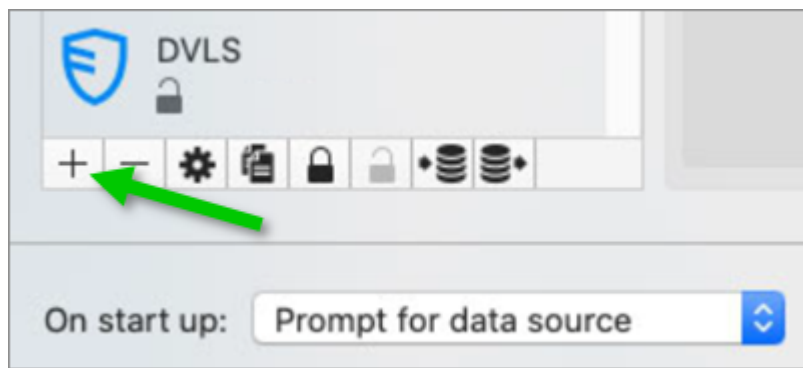
Newly installed SQL Server instances do not allow remote connections. Please follow the directions in SQL Server.



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

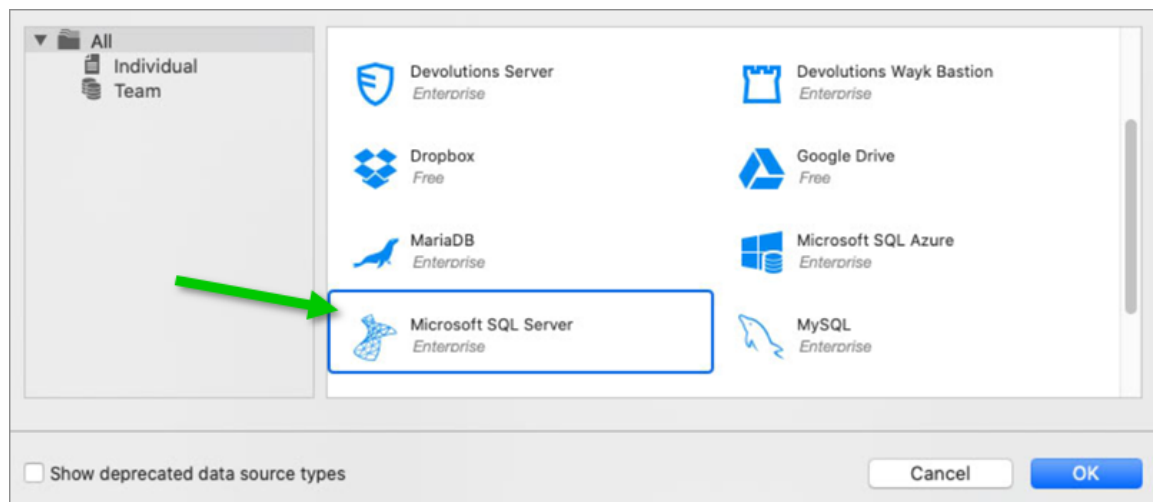
Please follow directions on <http://support.microsoft.com/kb/316898>

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

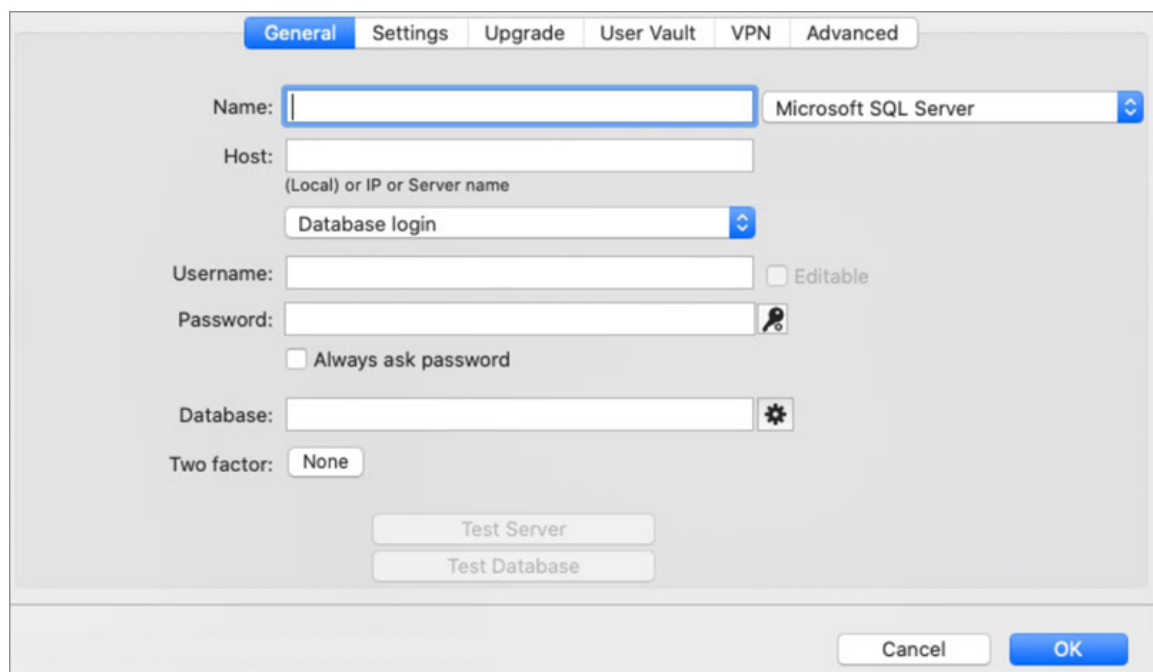


*Data sources*

3. Choose Microsoft SQL Server in the list.



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



SQL Server Data Source Configuration

## 3.4 Uninstall

### DESCRIPTION

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



---

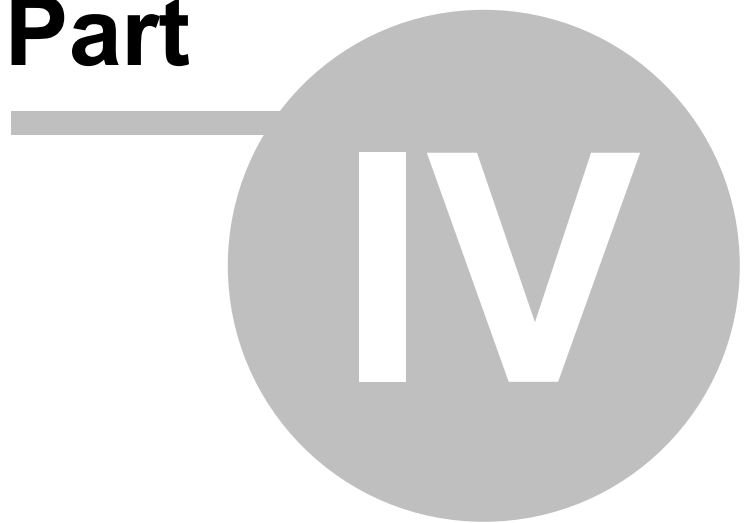
You also need to delete the ***com.devolutions.remotedesktopmanager*** folder to removed all the application local files from your computer. This folder is located in ***Macintosh HD/Users/Username/Library/Application Support***

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

**Part**

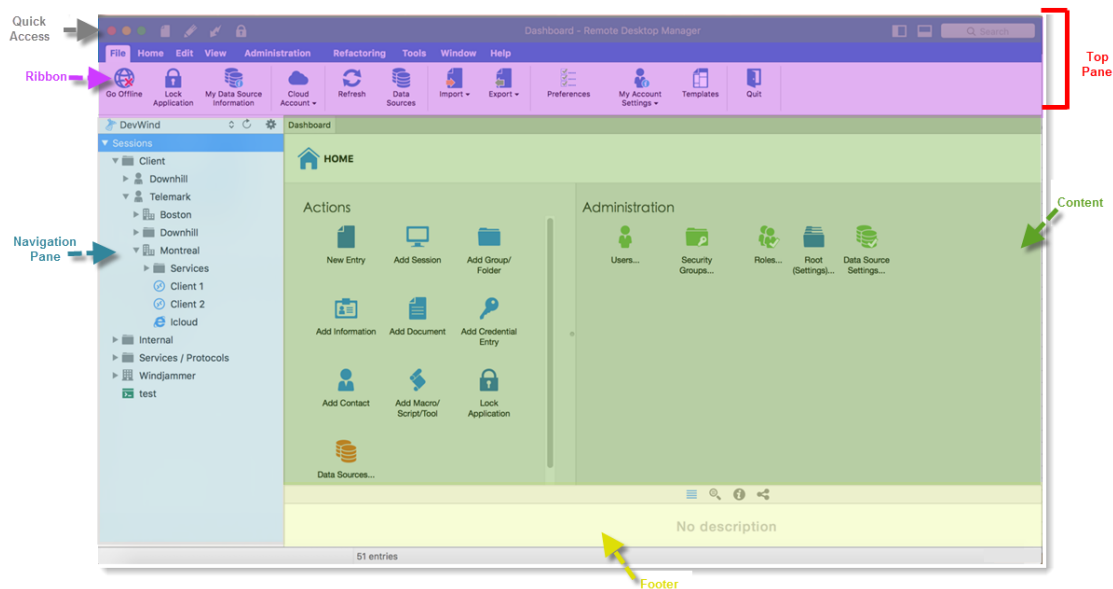


## 4 User Interface

### 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

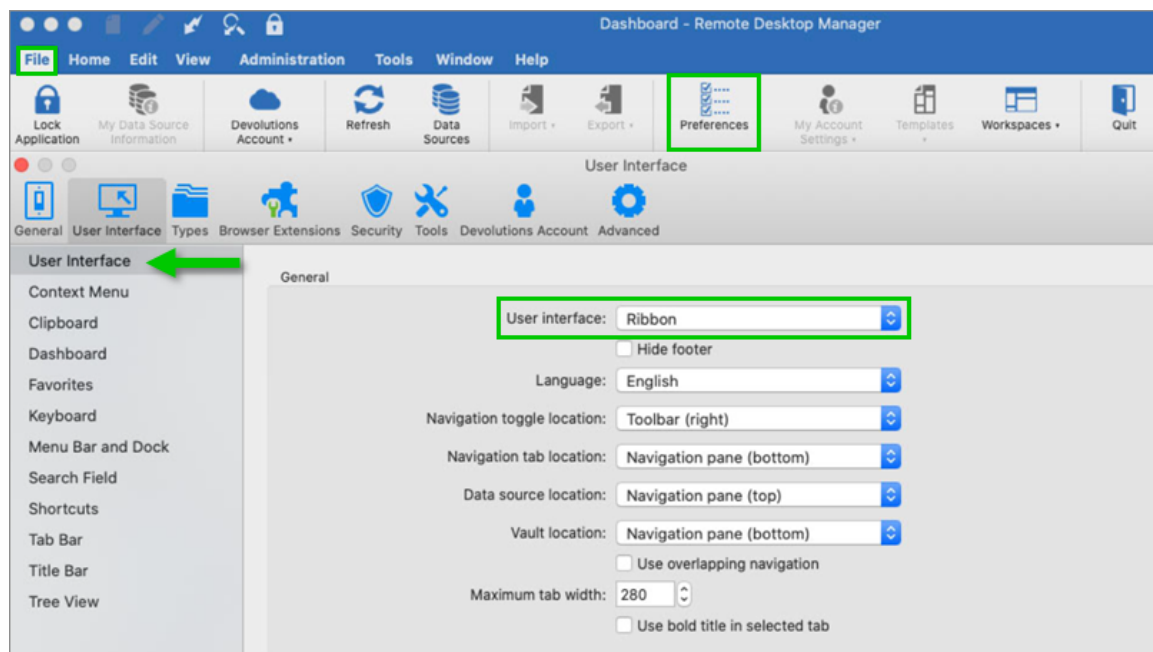
### DESCRIPTION

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

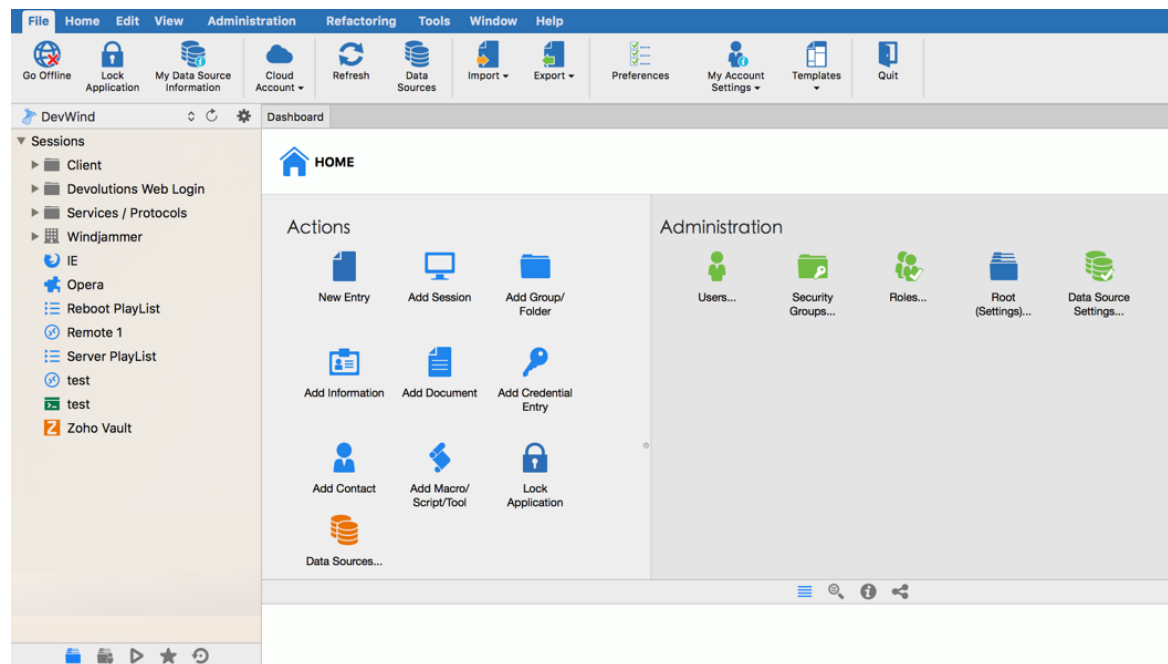
To select the User Interface style you must go in **File - Preferences - User Interface**.



*User Interface - Options*

### RIBBON

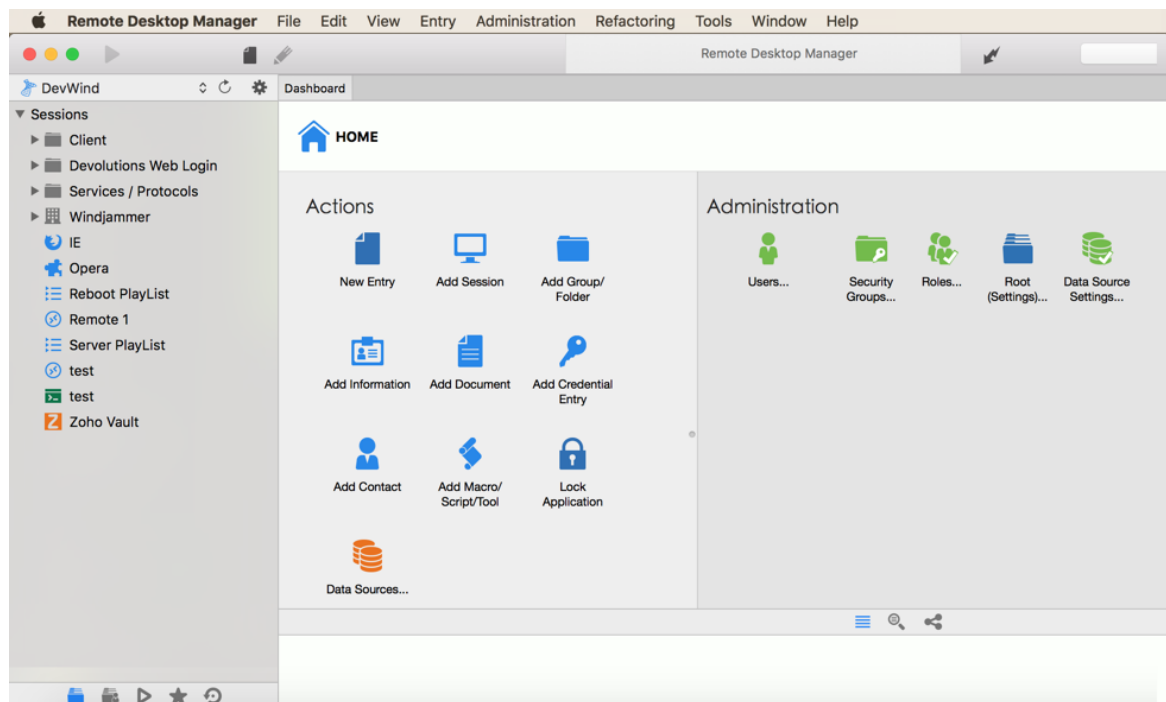
The ribbon is Remote Desktop Manager for Mac default style that sports an advanced control called ribbon. Icons and text makes it easy to learn what feature exists.



*RDM main screen - Ribbon style*

## CLASSIC

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



*RDM main menu - Classic style*

## 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



Quick Access - Favorite commands

Command	Description
	Create a new entry in your current data source.
	Open the properties window of your selected entry.

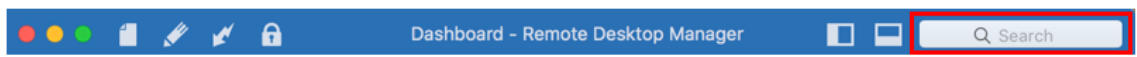
### QUICK CONNECT



Quick Access - Quick Connect

Please refer to [Quick Connect](#)

### SEARCH



Quick Access - 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

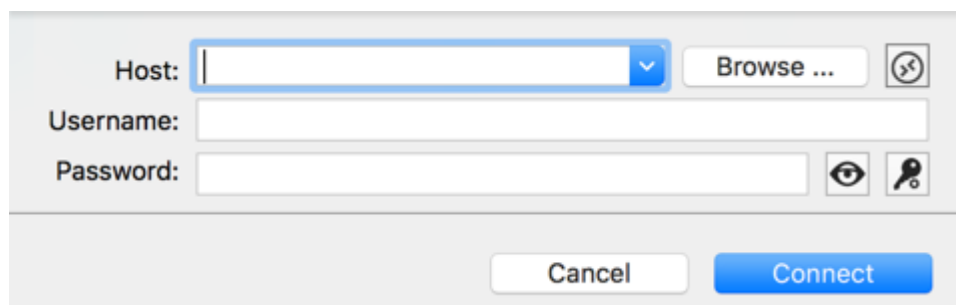
The **Quick Connect** feature is accessible from the menu **View - Quick Connect** or via the **Quick Connect** button located in the Remote Desktop Manager for Mac [Toolbar](#).




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.

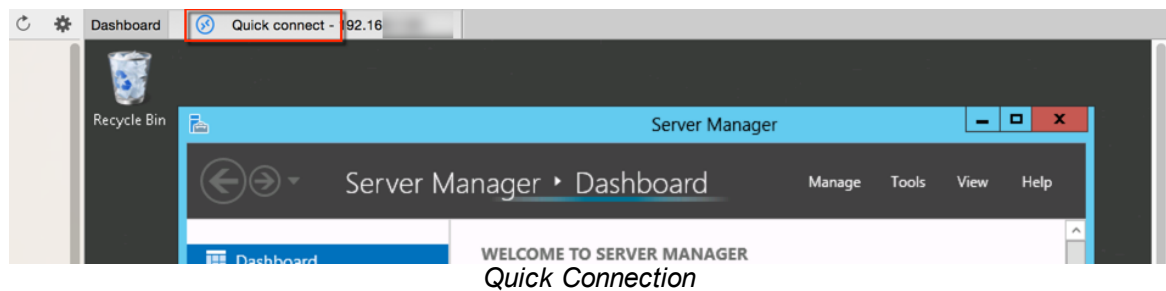


Quick Connect combo box

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



The connection with the remote computer will automatically be established.



### 4.3.2 Search

## DESCRIPTION

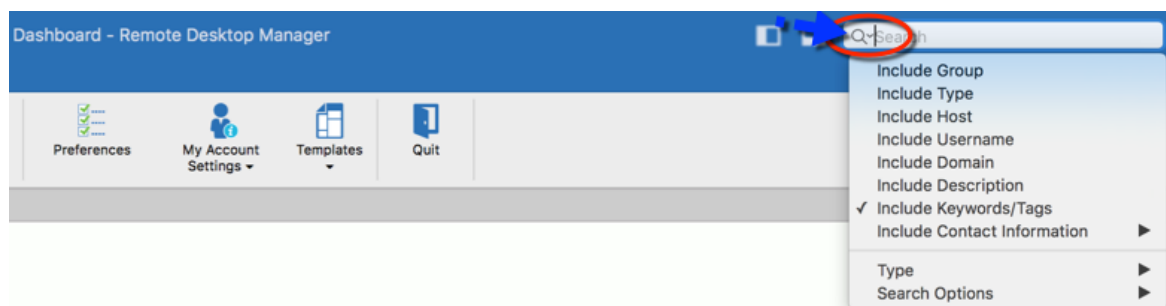
It is possible to apply a filter in the [Navigation Pane](#) tree view by typing some characters in the filter box. The filter is applied using the specified settings in the application Filter options.

## SETTINGS

The **Search** filter is accessible from the Remote Desktop Manager for Mac Quick Access [Toolbar](#).



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



Search box - Dropdown options

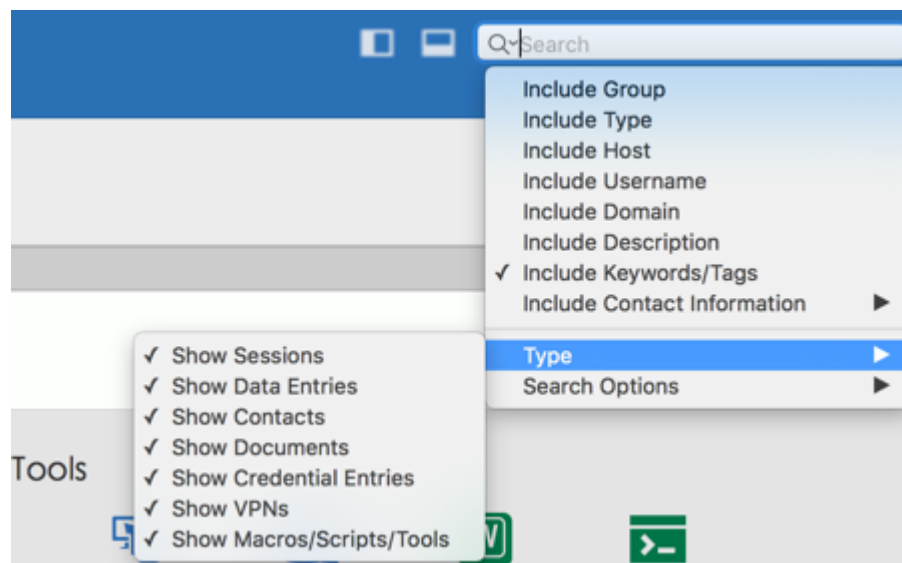
The filter expression is matched against fields as selected in the filter options such as:

- 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:

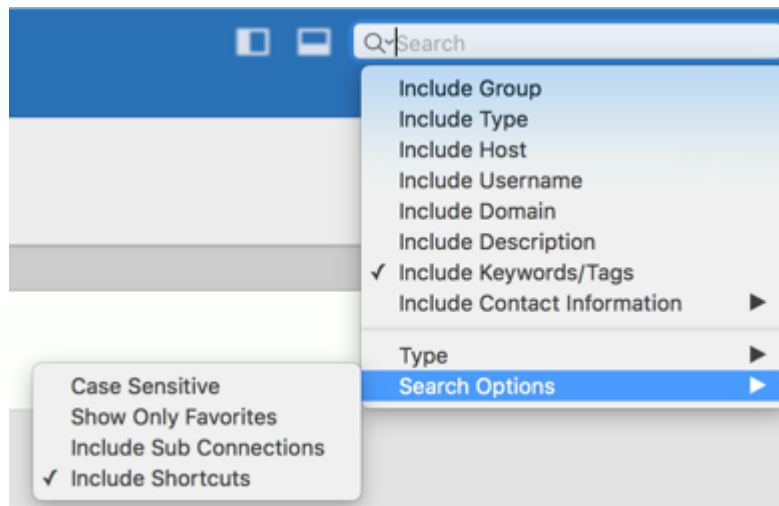
- Session types (credentials, script tools, VPN, etc.)
- If the session is marked as a Favorites

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



Search - Type

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.



*Ribbon*

For more information on menu tab please see:

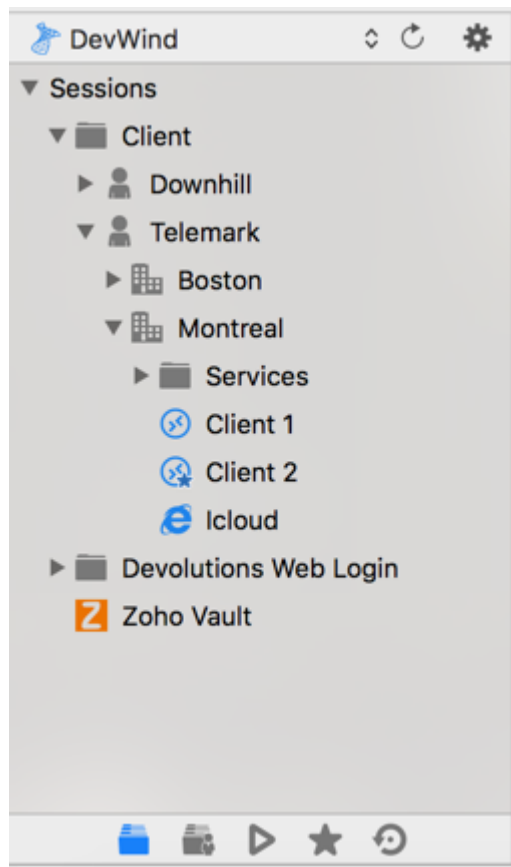
- [File](#)
- [Home](#)
- [Edit](#)

- [View](#)
- [Administration](#)
- [Tools](#)
- [Window](#)
- [Help](#)

## 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*

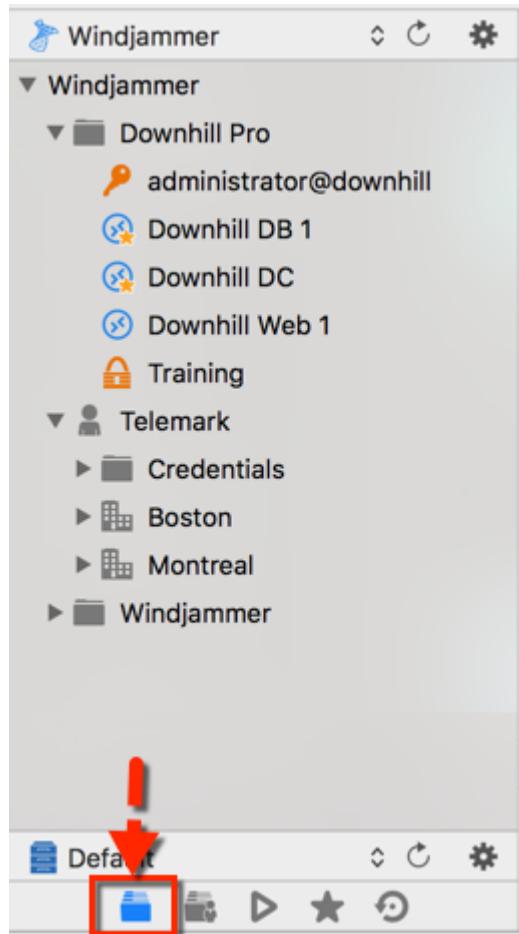
At the bottom of the Navigation Pane you will notice different icons which will open different view/tabs in your Navigation Pane. To learn more about each tab, follow the links below:

- [Vault](#) 
- [My User Vault](#) 
- [Opened Sessions](#) 
- [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.



Navigation Pane - Vault

### 4.5.2 My User Vault

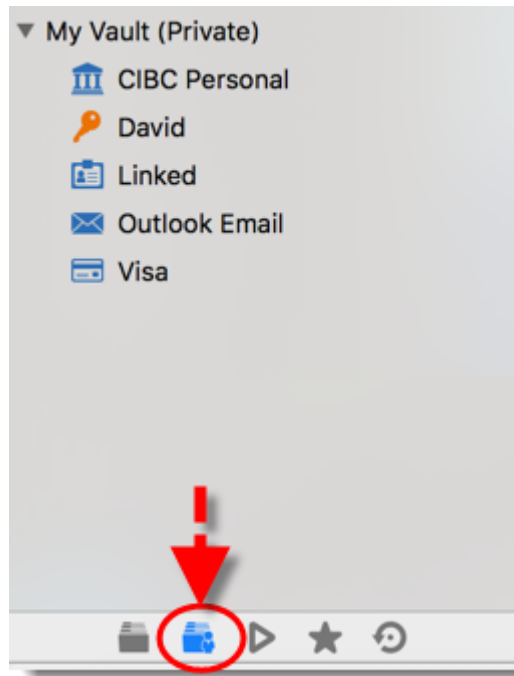
#### DESCRIPTION

The ***User Vault*** is a user centric vault for entries of any type. It allows each user to create entries that only they 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.



The User Vault is only available for all [Advanced Data Sources](#).



*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.

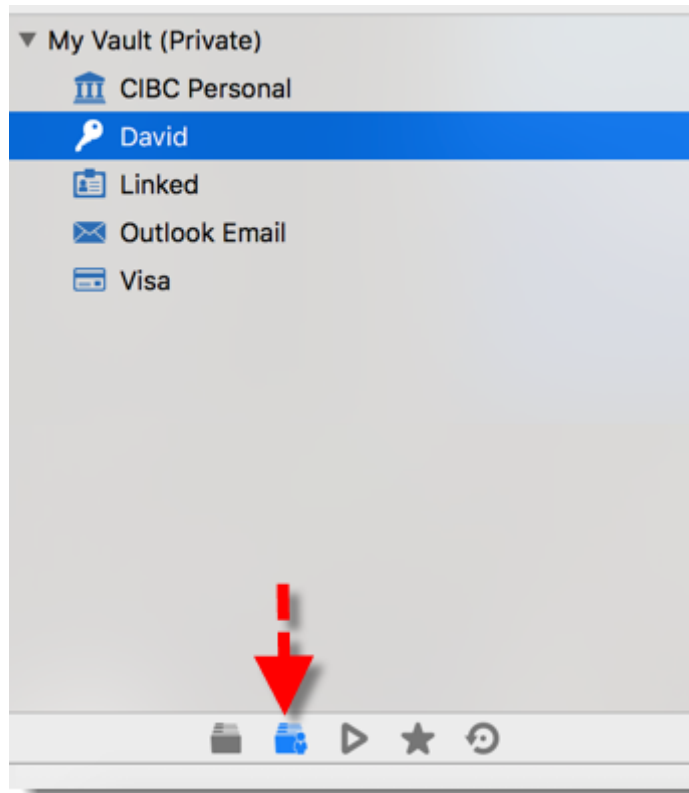
#### 4.5.2.1 User Vault Search

### DESCRIPTION

The **User Vault Search** allows to link a User Vault credential 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

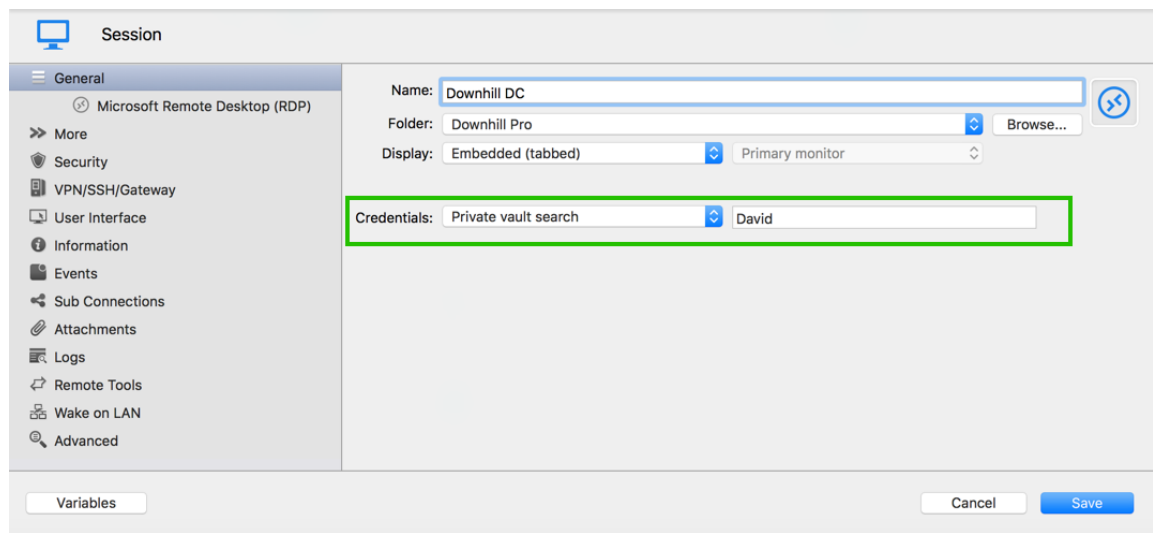
1. Create a credential entry in the **User Vault**.



*User Vault*

2. 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.





*RDP Session - User Vault Search*

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



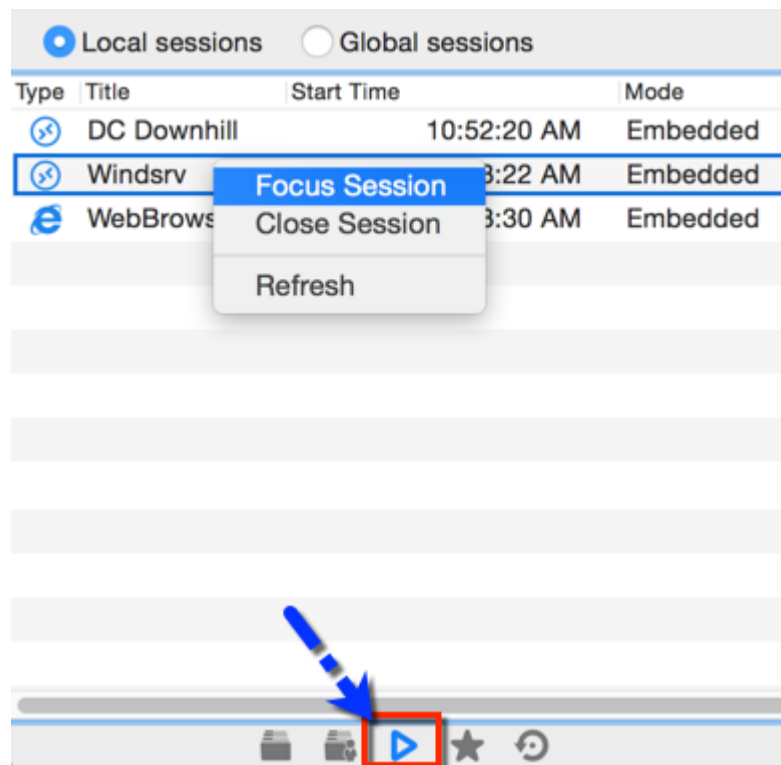
The User Vault is linked to the database user. Another user will never be able to see your User Vault credentials.

### 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



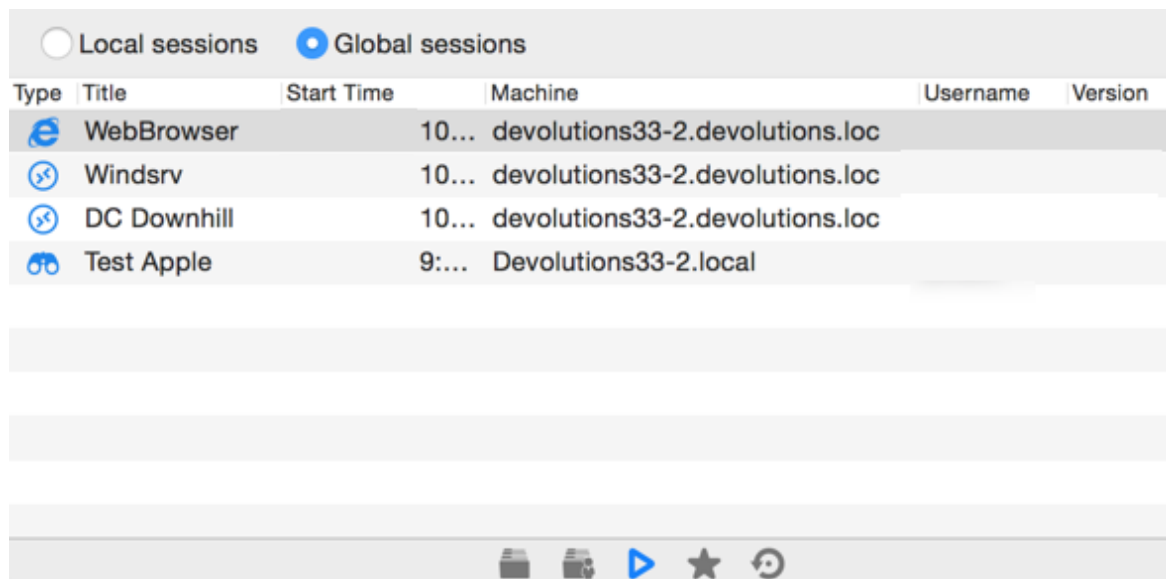
*Local opened session view*





## 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.



Type	Title	Start Time	Machine	Username	Version
	WebBrowser	10...	devolutions33-2.devolutions.loc		
	Windsrv	10...	devolutions33-2.devolutions.loc		
	DC Downhill	10...	devolutions33-2.devolutions.loc		
	Test Apple	9:...	Devolutions33-2.local		

*Global opened session view*

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.

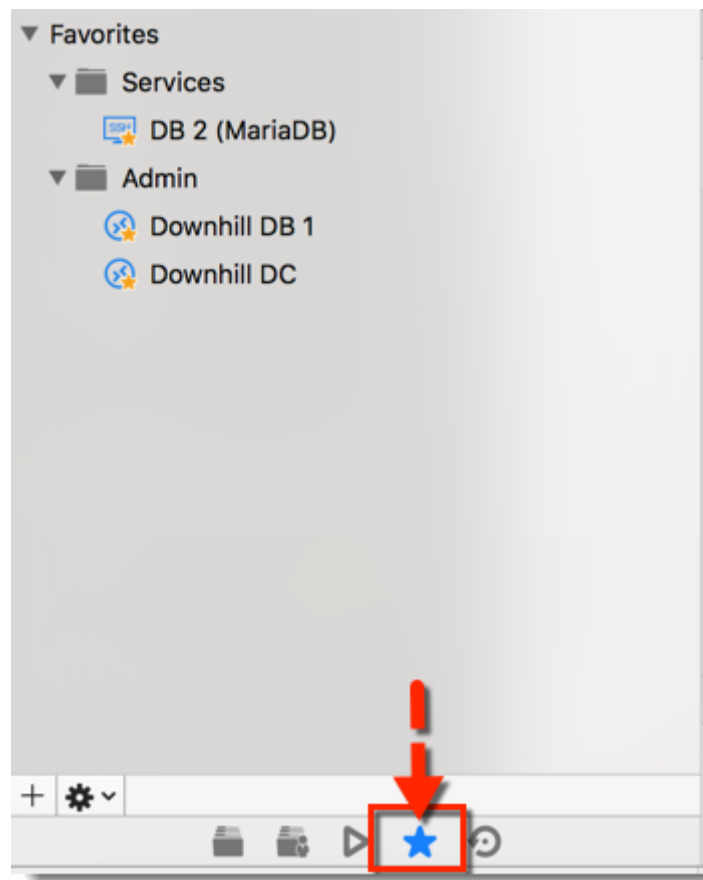
To review a detailed log, double click on a session entry.

#### 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.

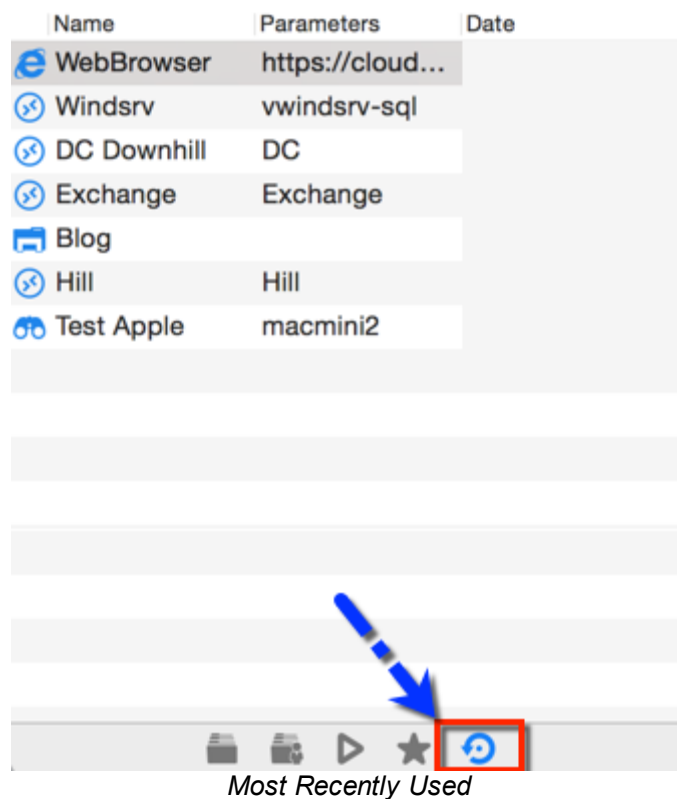


*Favorites Tab*

#### 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.



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:

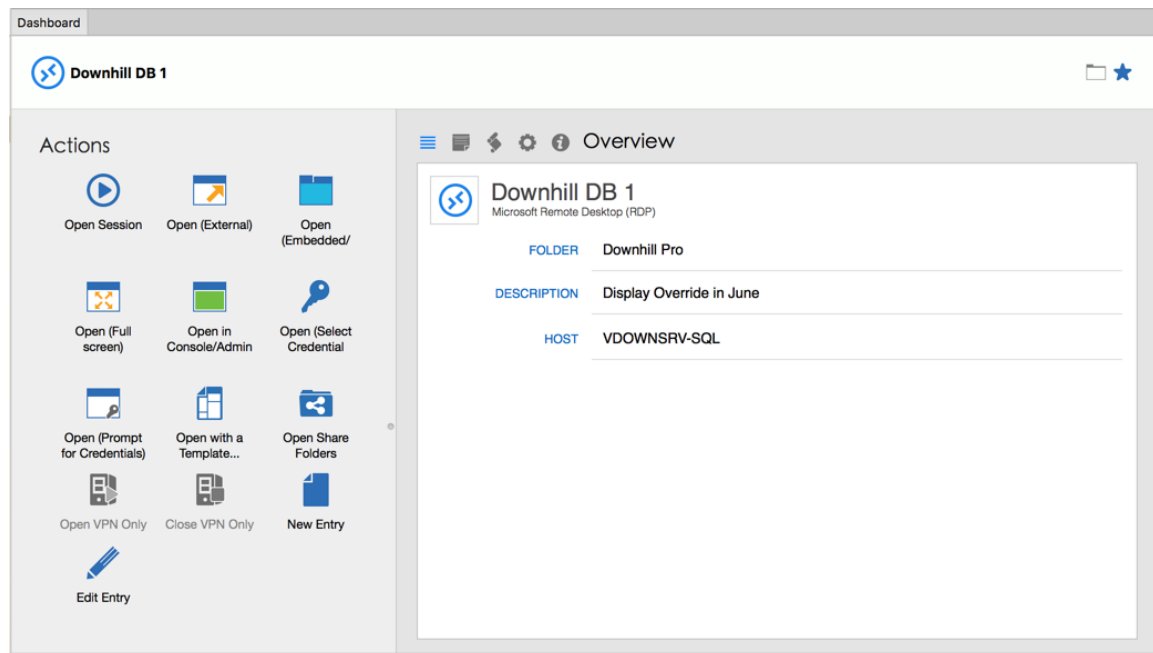
- [Sessions](#)
- [Information Entries](#)
- [Groups](#)
- [Credentials](#)

- [Macros/Scripts/Tools](#)

#### 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 for credential entry*

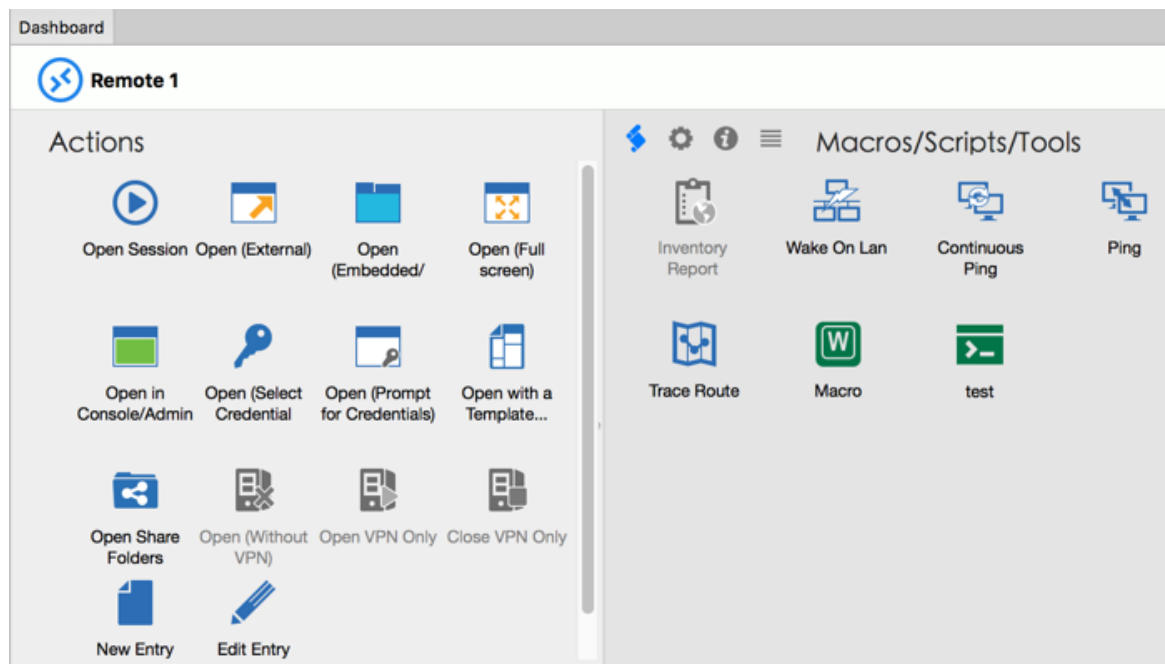
For more information about the dashboard of a specific type of entry, please consult the following topics:

- [Sessions](#)
- [Information entries](#)
- [GroupsFolders](#)
- [Credentials](#)

#### 4.6.1.1 Session

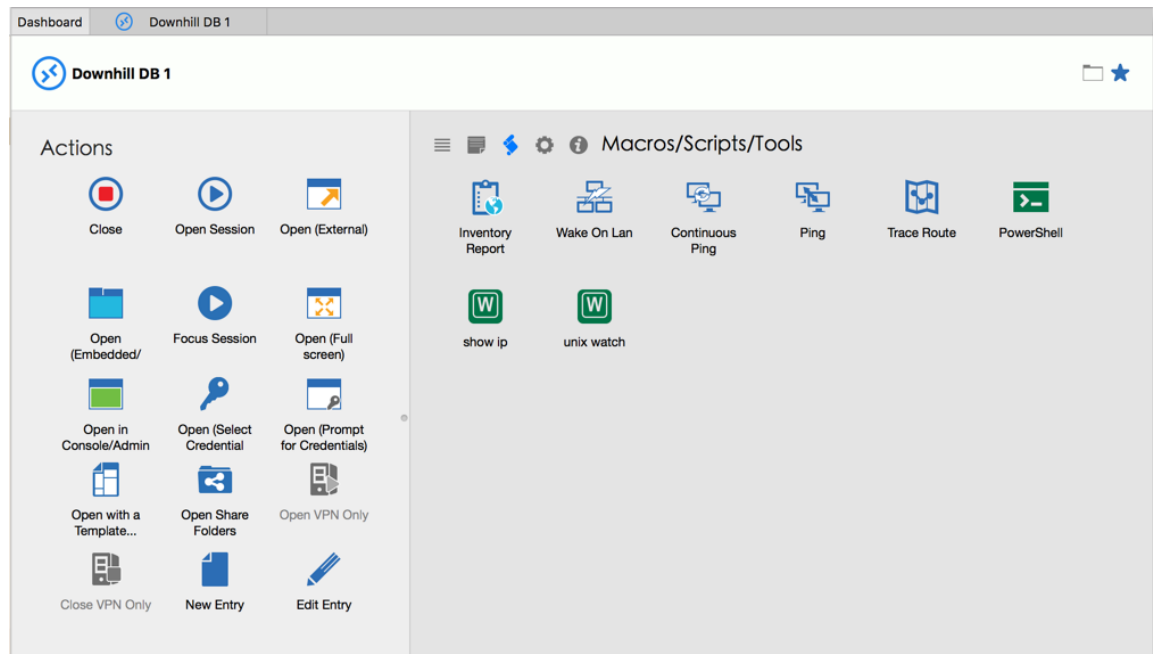
### DESCRIPTION

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.



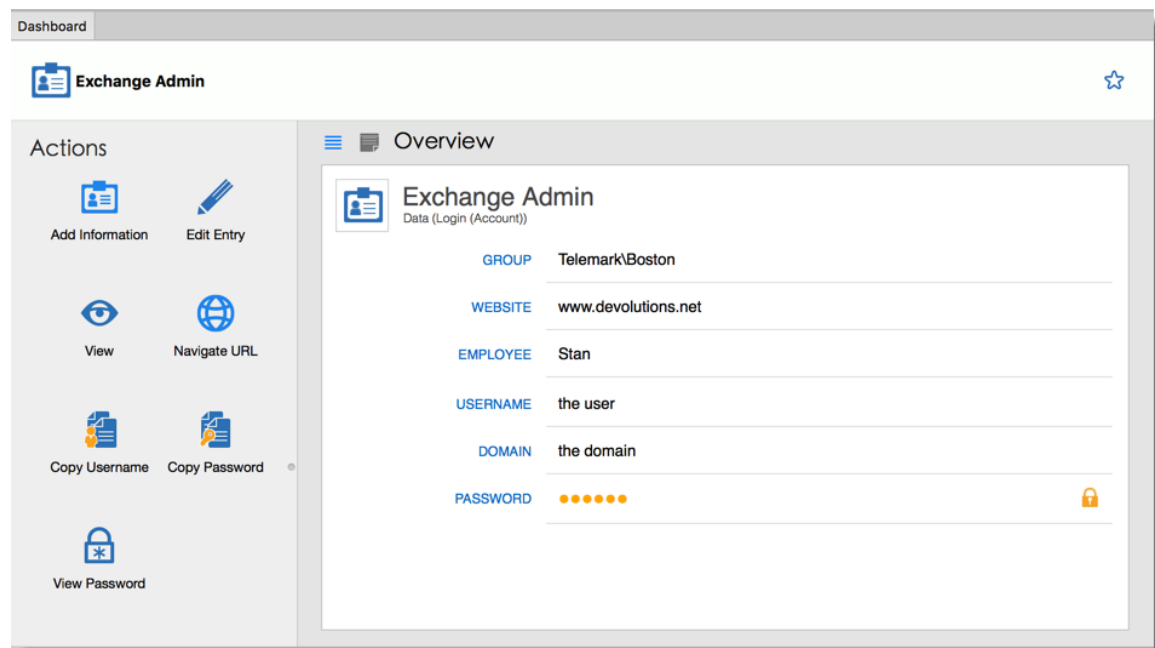
*Dashboard for an open session*

#### 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.



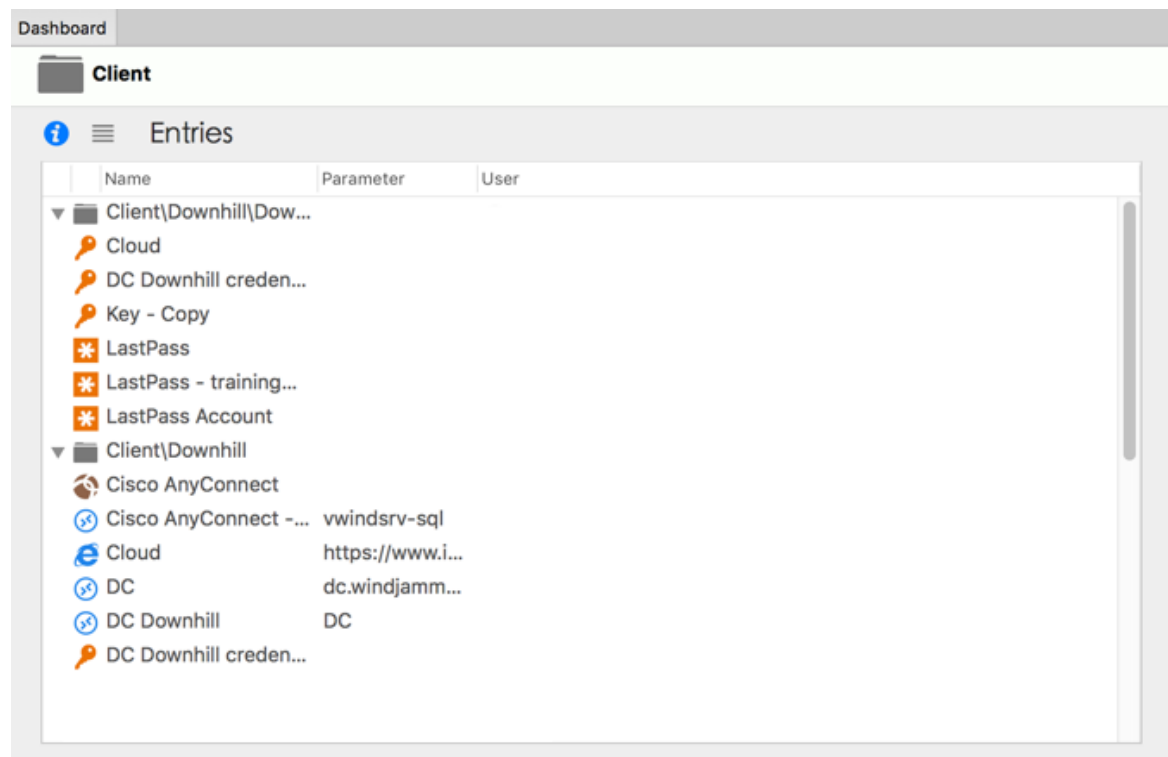


*Dashboard for a selected information entry*

#### 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.

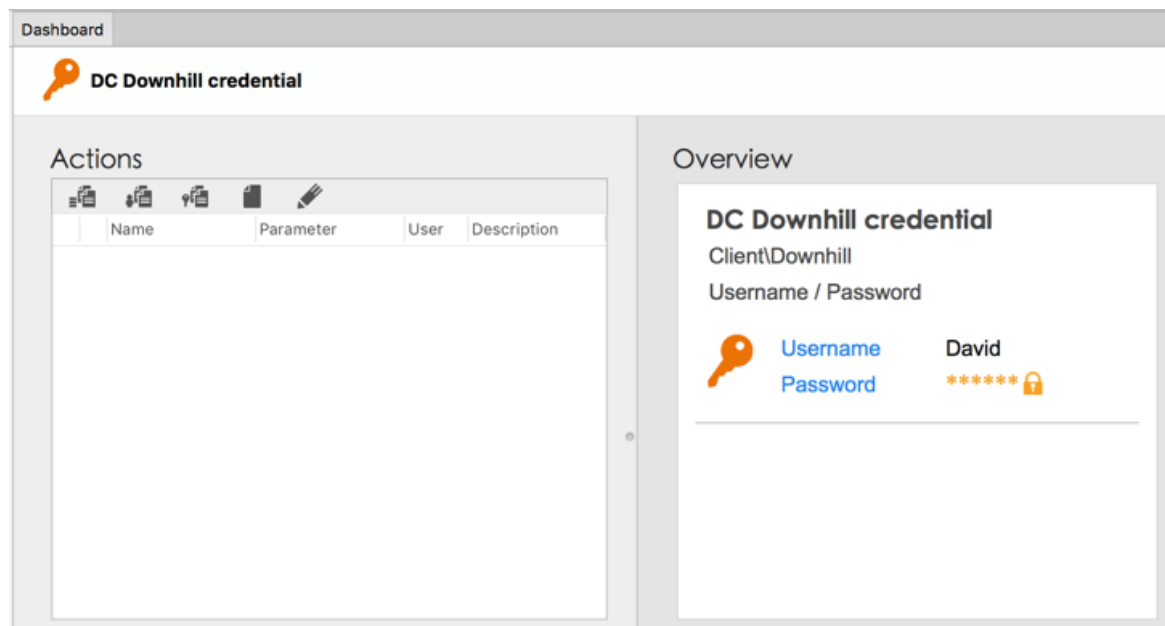


*Dashboard of a selected Group folder*

#### 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.

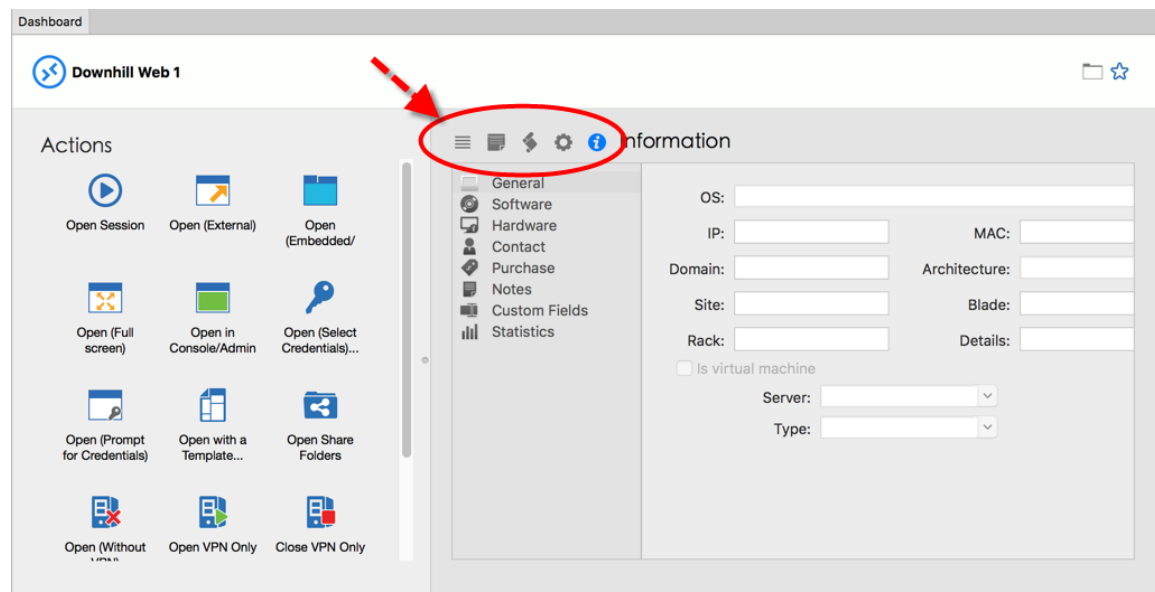


*Dashboard of a selected credential*

#### 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 tabs*

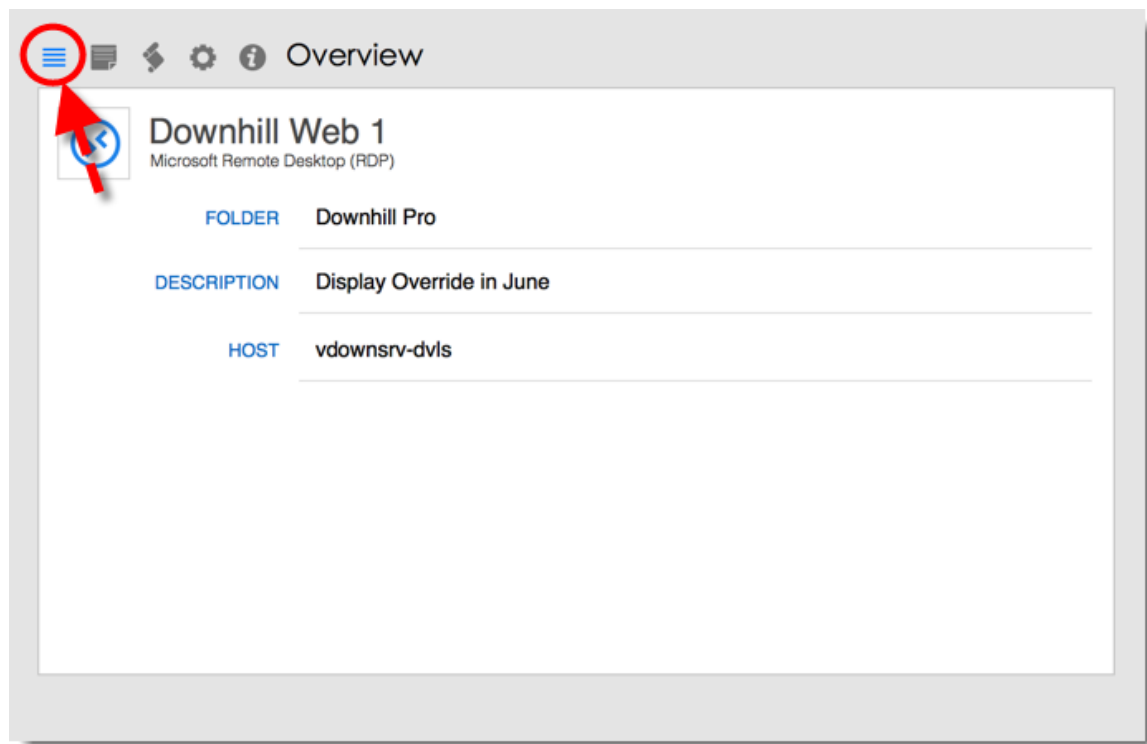
For more information on the Dashboard tabs please see:

- 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.



*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.

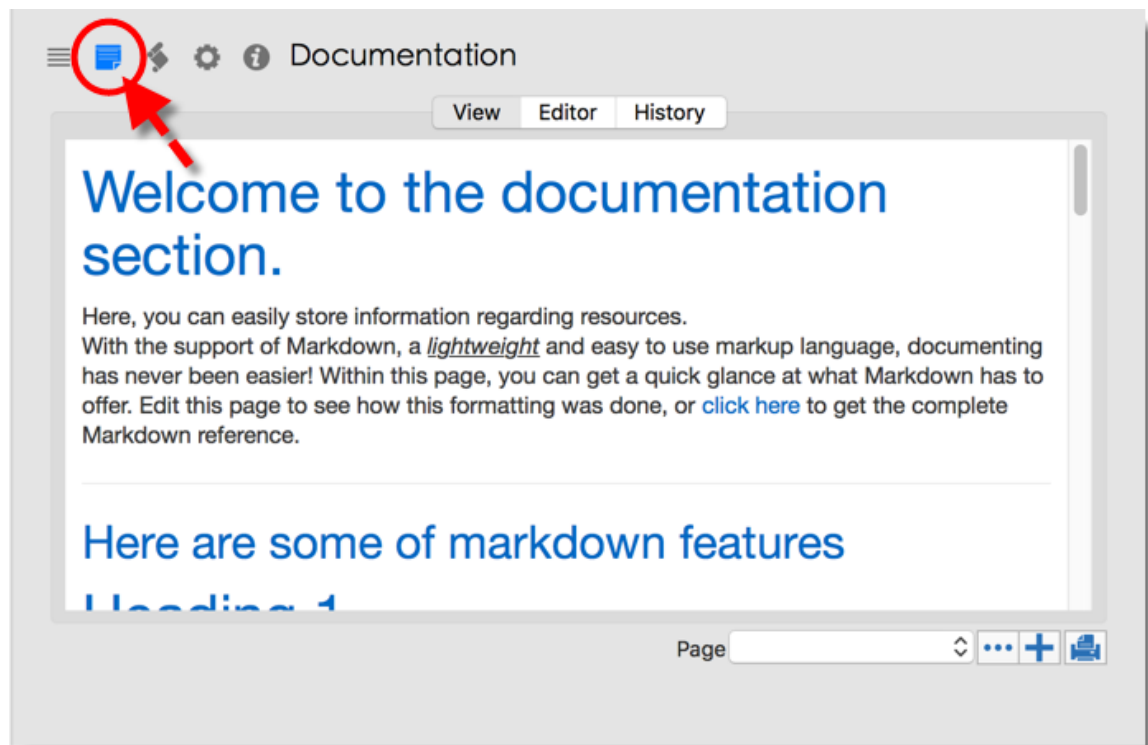


The **Documentation** feature is encrypted **only** for the data source Devolutions Server. If you are using data sources like SQL Server or Azure SQL, the **Documentation** feature is **not** encrypted.



The feature for using **Documentation** in offline mode is available for documents that are stored in the database.

Enable the **Synchronize document to offline** in the **Security Settings**. This property is set to be inherited by default.



*Dashboard tabs - Documentation*

#### 4.6.1.5.3 Macros/Scripts/Tools

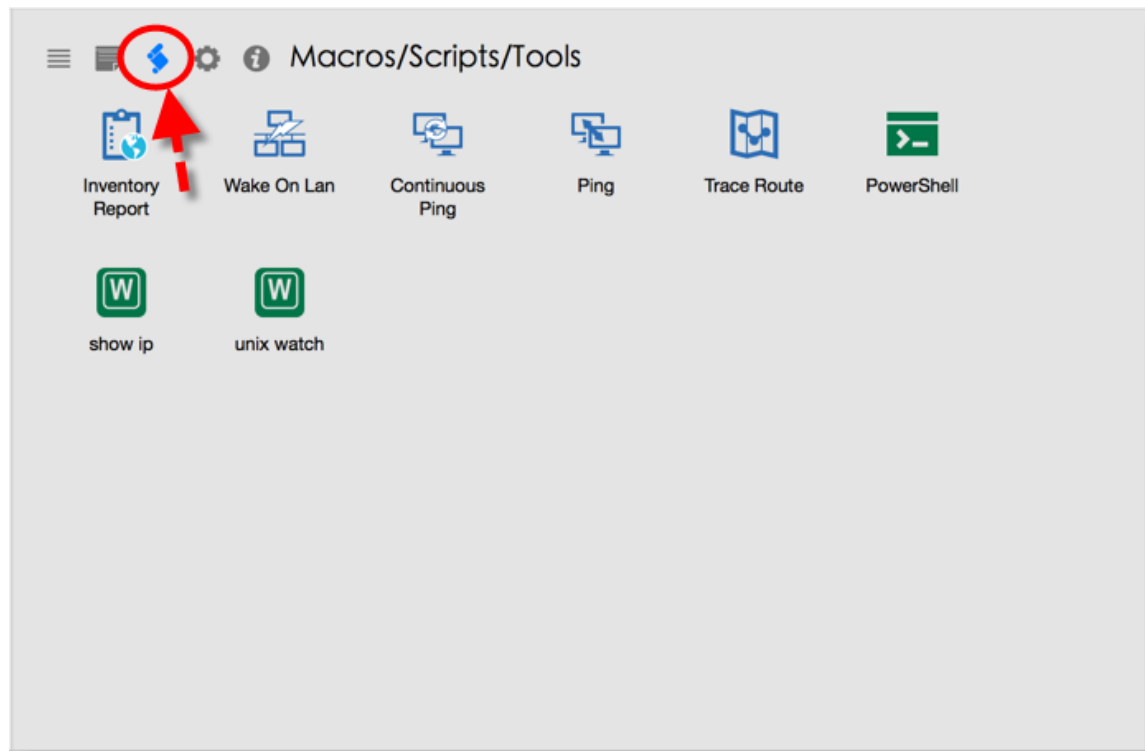
## DESCRIPTION

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



*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.

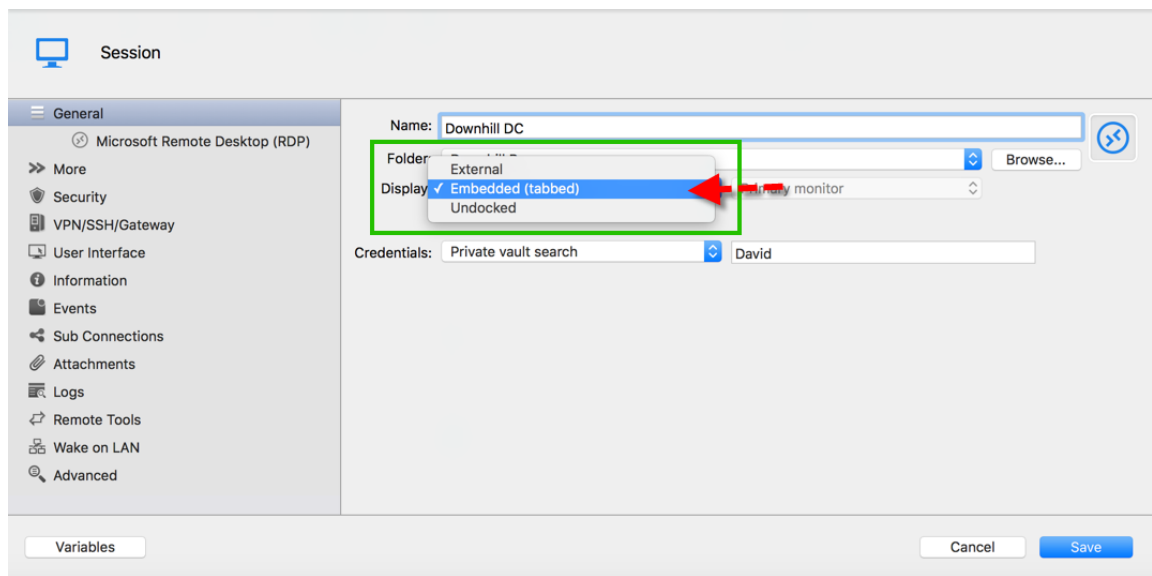
OPTION	DESCRIPTION
<b>Inventory Report</b>	Open a Inventory Report for a remote machine.
<b>Wake On Lan</b>	Sends the magic packet command for the Wake-on-Lan.

OPTION	DESCRIPTION
<b>Continuous Ping</b>	Opens the ping dialog of the selected host and performs a continuous ping.
<b>Ping</b>	Opens the ping dialog of the selected entry and displays the result.
<b>Trace Route</b>	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**.



Display Mode Settings

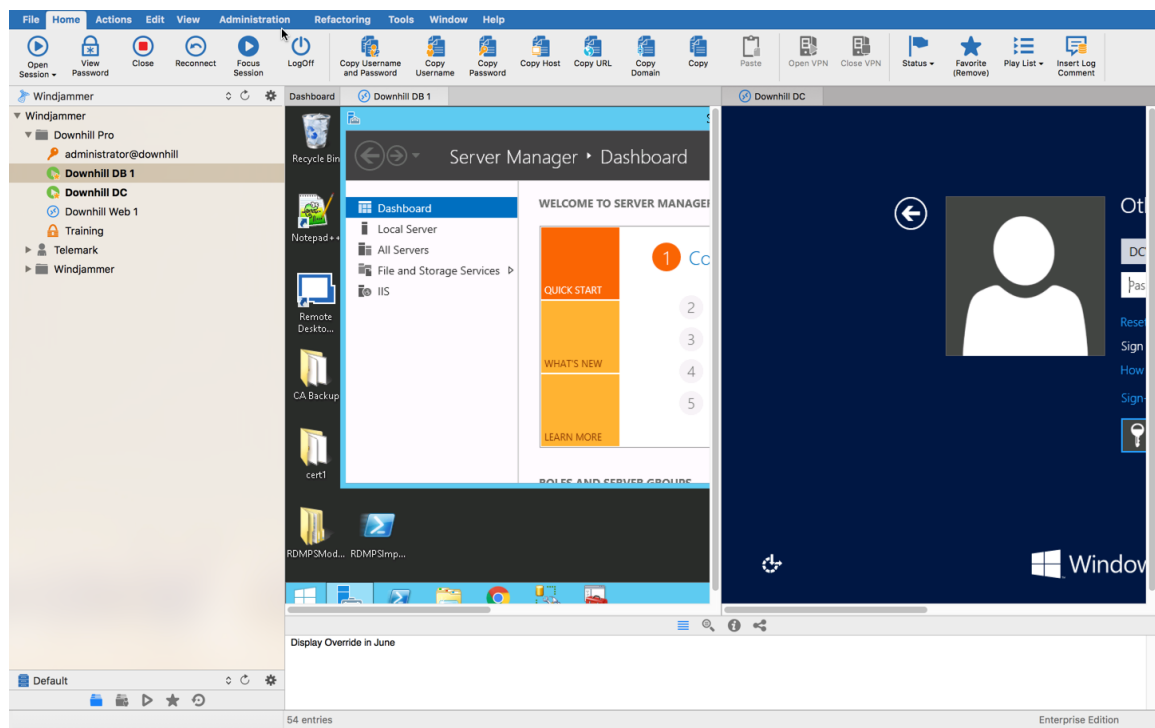


The embedded display mode allows you as well to split the dashboard in order to display multiple sessions at once. For more information please consult our [Split View](#) topic.

#### 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.

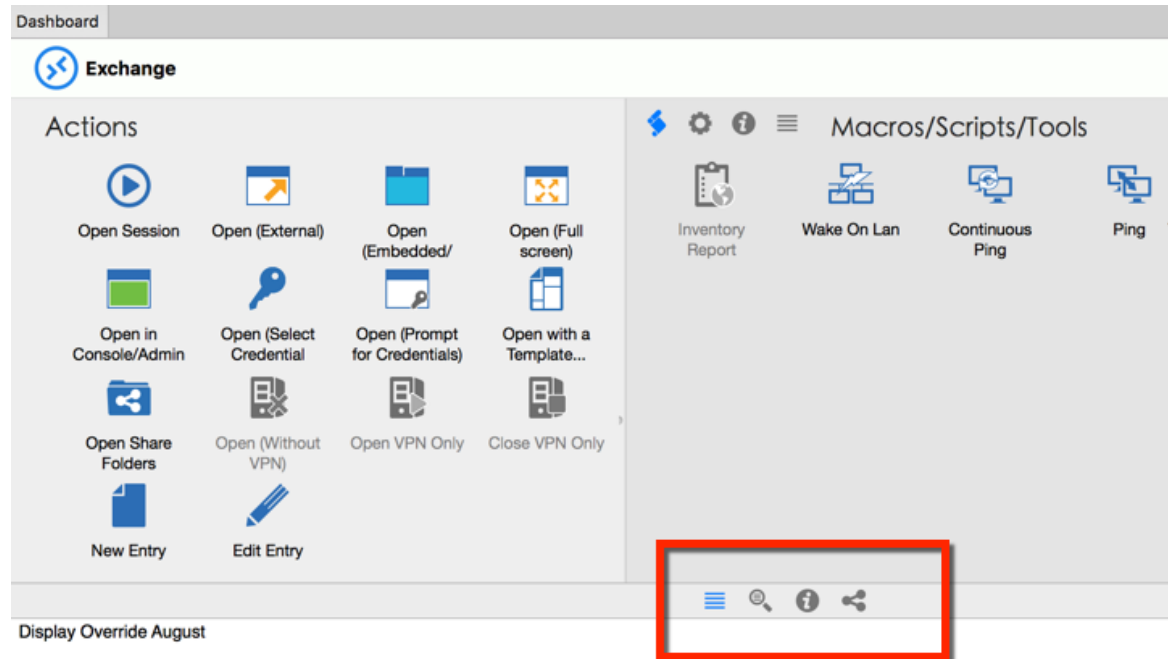


*Split Window - Drag and Drop*

## 4.7 Panes (Footer)

### DESCRIPTION

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



*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

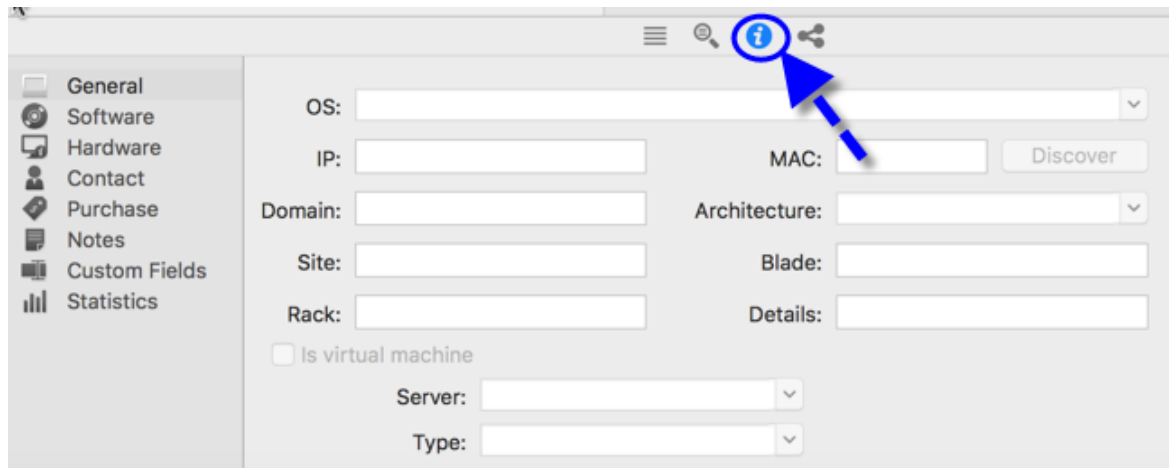
#### DESCRIPTION

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

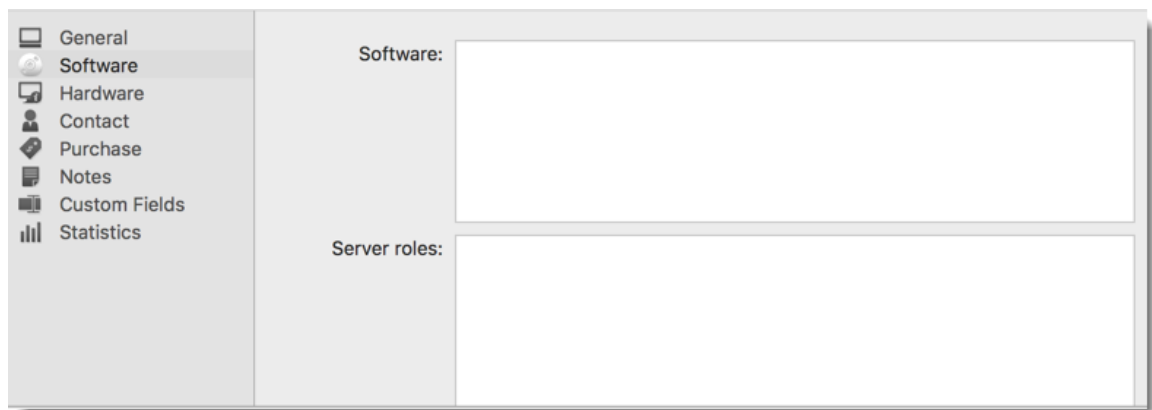
#### GENERAL

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.

*Footer - Information*

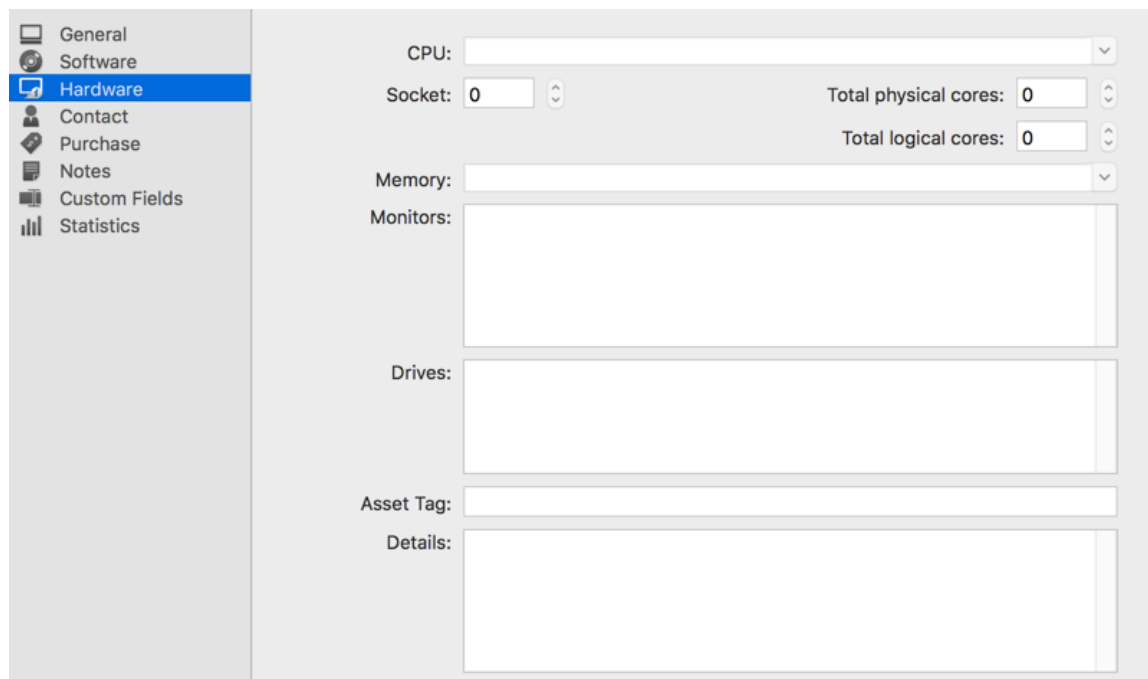
## SOFTWARE

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

*Information - Software*

## HARDWARE

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



The screenshot shows a software configuration window with a sidebar on the left and a main content area on the right. The sidebar contains the following menu items: General, Software, Hardware (highlighted in blue), Contact, Purchase, Notes, Custom Fields, and Statistics. The main content area is titled 'Hardware' and contains the following fields:

- CPU: A dropdown menu.
- Socket: A text input field with the value '0' and a small up/down arrow icon.
- Total physical cores: A text input field with the value '0' and a small up/down arrow icon.
- Total logical cores: A text input field with the value '0' and a small up/down arrow icon.
- Memory: A dropdown menu.
- Monitors: A large empty rectangular box.
- Drives: A large empty rectangular box.
- Asset Tag: A text input field.
- Details: A large empty rectangular box.

*Information - Hardware*

## 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.

*Information - Contact*

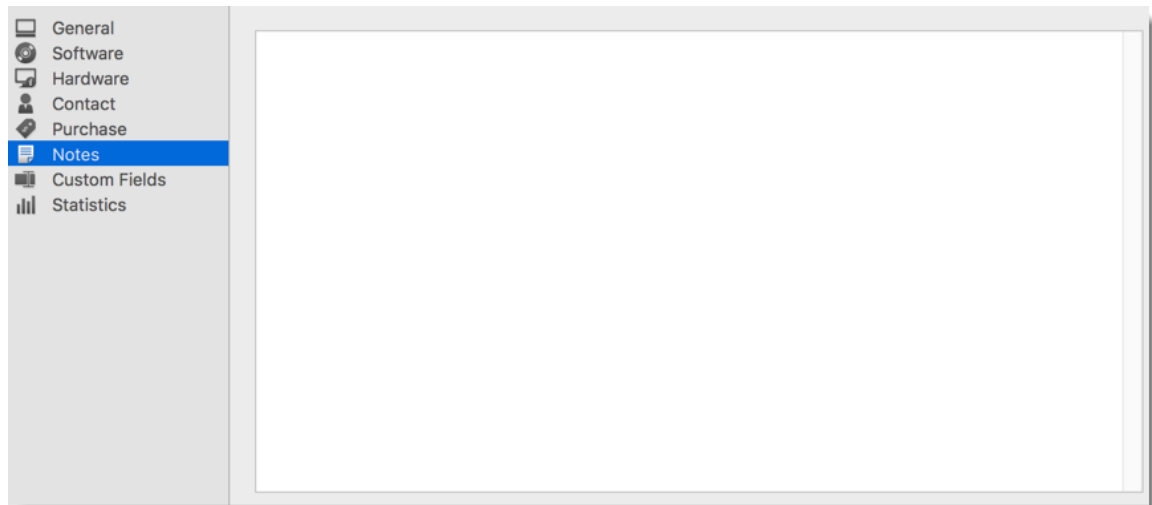
## PURCHASE

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.

*Information - Purchase*

## NOTES

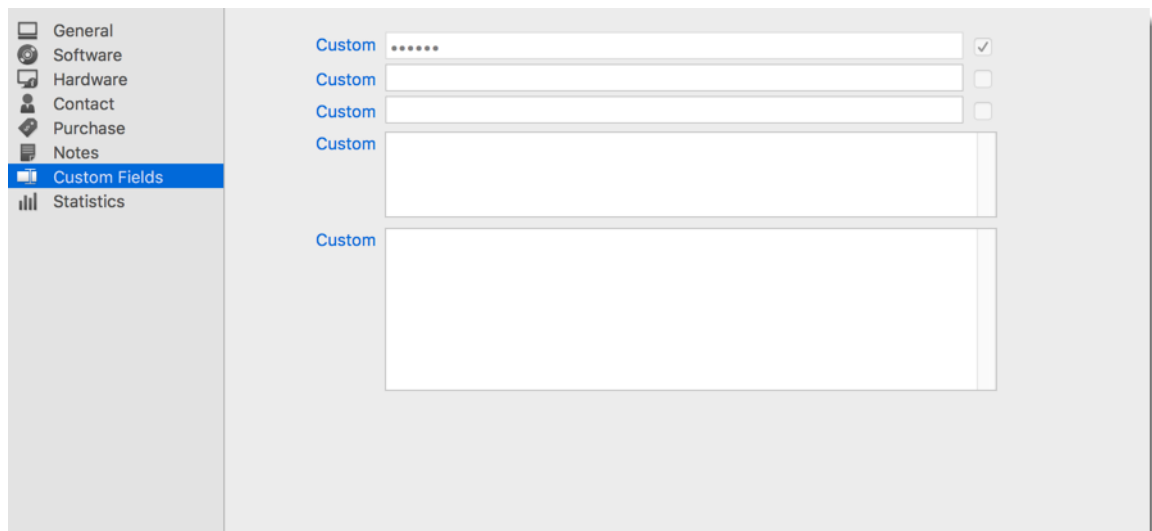
The **Notes** tab contains only one control. A text area where you can enter any information you require.

The screenshot shows a software interface with a sidebar on the left containing several tabs: General, Software, Hardware, Contact, Purchase, Notes, Custom Fields, and Statistics. The 'Notes' tab is currently selected and highlighted in blue. The main area of the interface is a large, empty white text box with a vertical scrollbar on the right side, intended for entering notes.

*Information - Notes*

## CUSTOM FIELDS

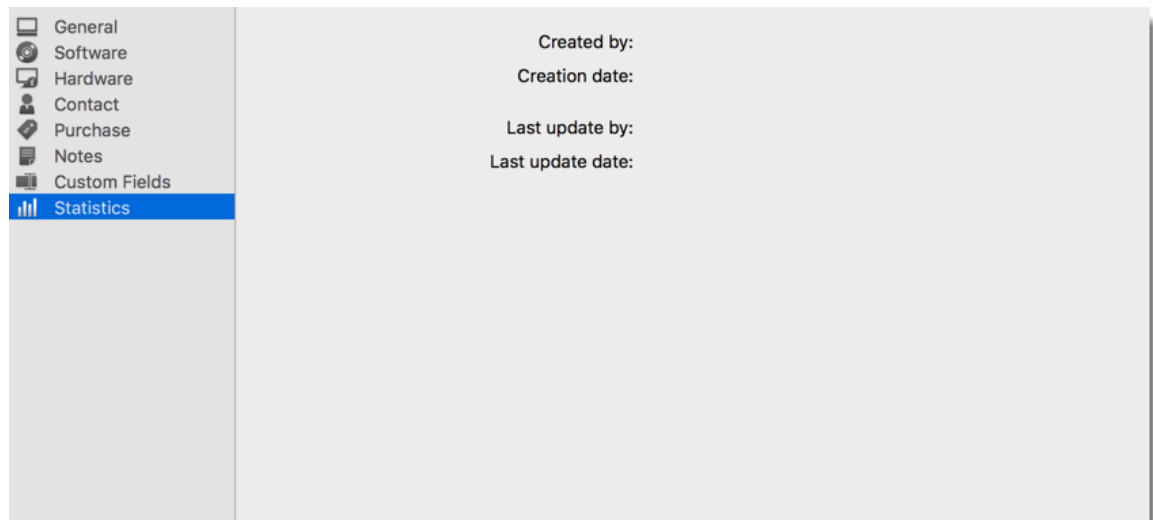
The **Custom** tab contain five custom fields. The reason behind having discrete fields is that they are available via Field Variables and can therefore be accessed in sub connections while being defined in the parent connection (see Sub Connections Overview).

The screenshot shows the same software interface as before, but with the 'Custom Fields' tab selected and highlighted in blue in the sidebar. The main area contains five custom fields, each consisting of a label 'Custom' in blue text followed by a text input field. The first field has a password mask '\*\*\*\*\*' and a checked checkbox to its right. The second, third, and fourth fields have empty input fields and unchecked checkboxes. The fifth field has a larger, empty text area instead of a single-line input field.

*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.

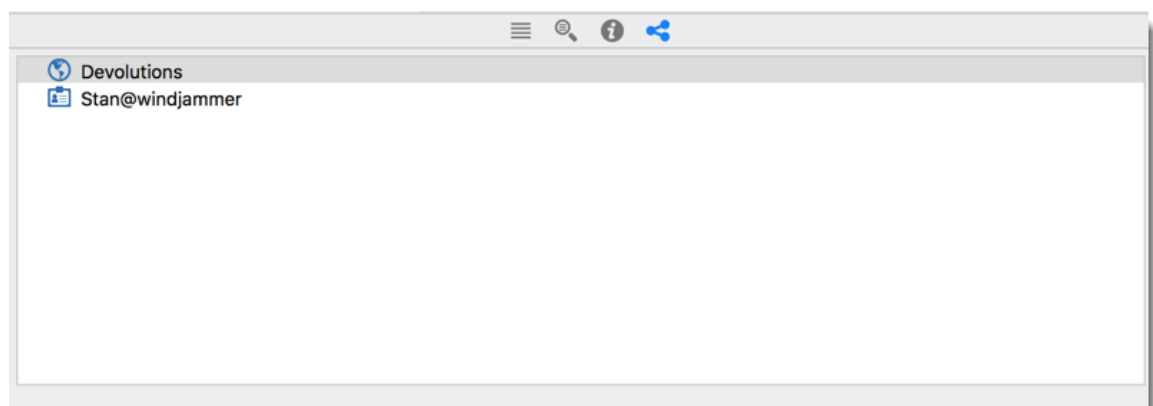


*Information - Statistics*

### 4.7.3 Sub Connections

## DESCRIPTION

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



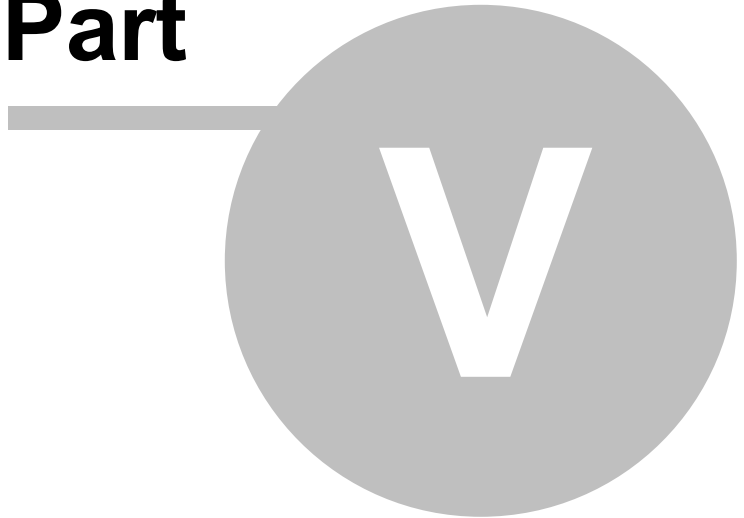
*Footer - Sub Connections*



Please refer to the Sub Connections topic for more information.

# Data Sources

**Part**



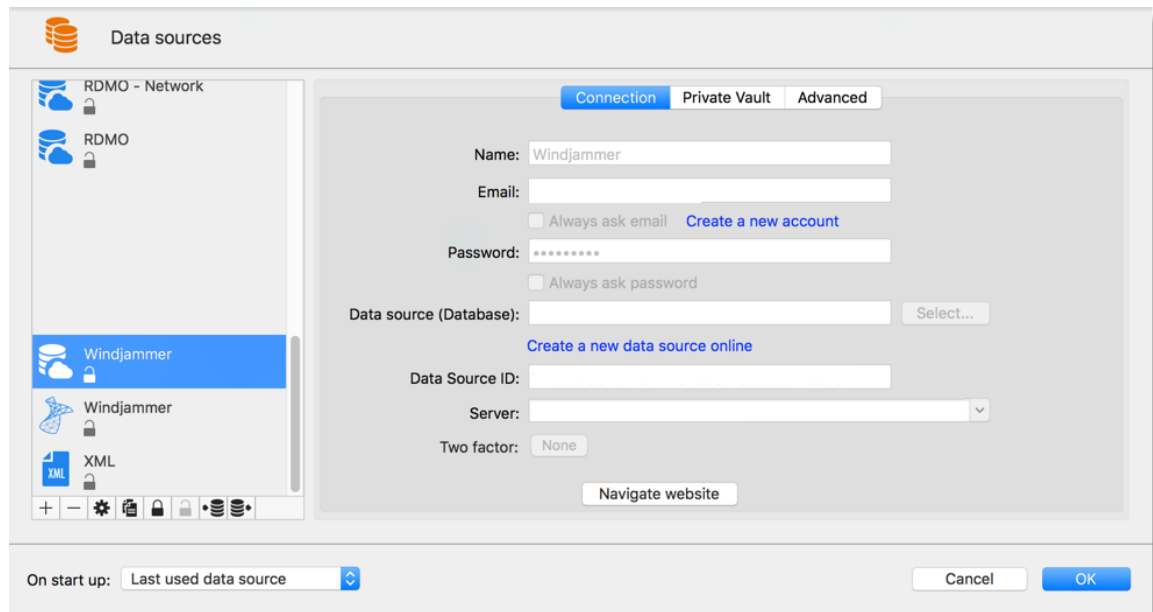
## 5 Data Sources

### 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.



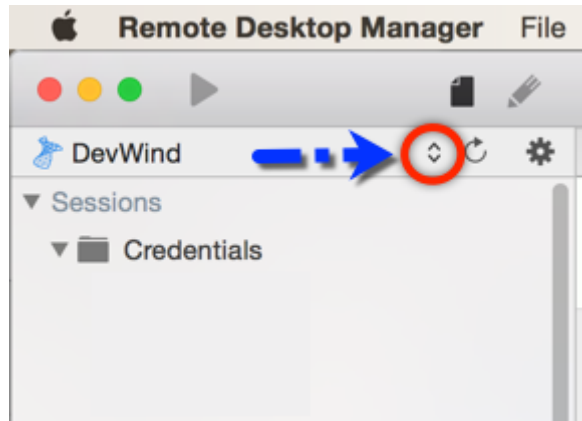
*Data Sources*

### CREATE A NEW DATA SOURCE

Please consult our [Create a new data source](#) 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.



*Choose your current data source*

## OPEN DATA SOURCE AT STARTUP

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

OPTION	DESCRIPTION
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

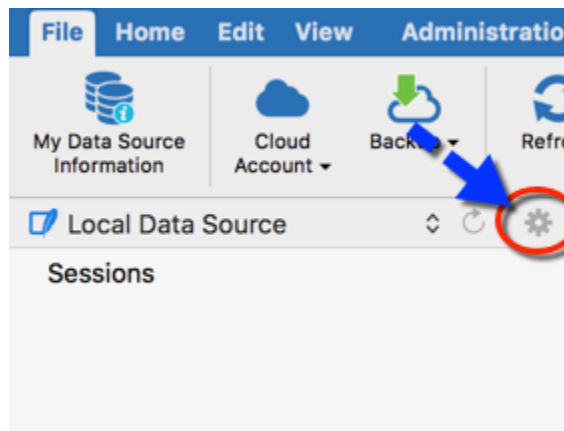
The [Advanced Data Sources](#) can contain specific settings or global policies. Those settings are saved directly in the database, see Data Source Settings topic for more information.

## 5.1 Create a New Data Source

### DESCRIPTION

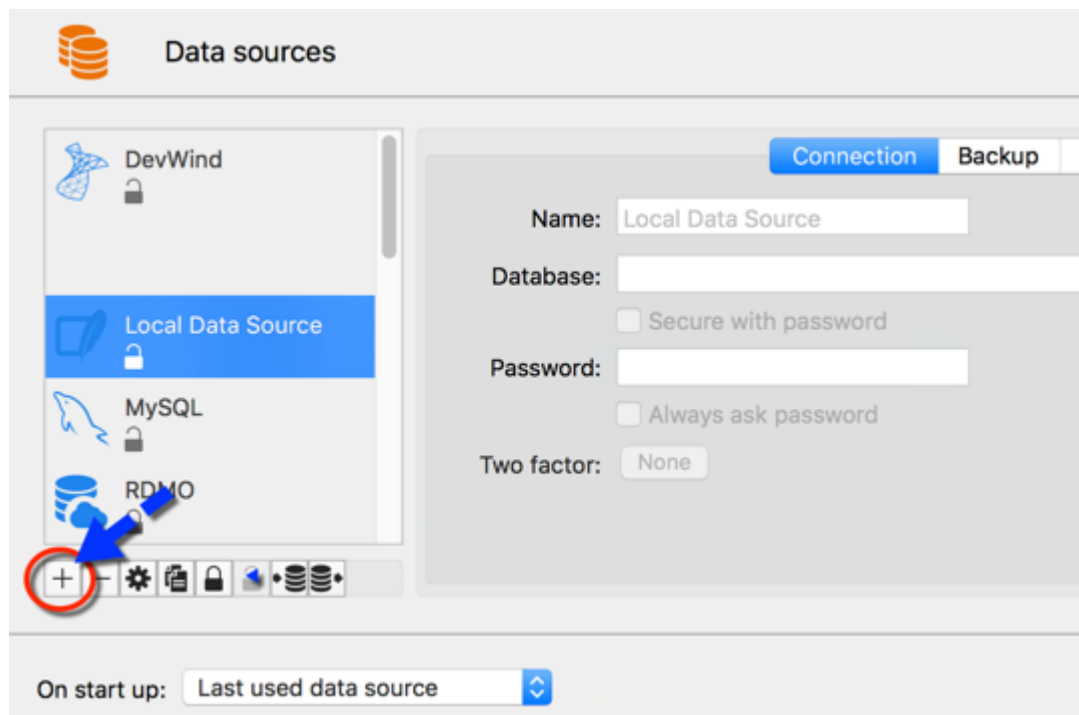
#### CREATE A NEW DATA SOURCE

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



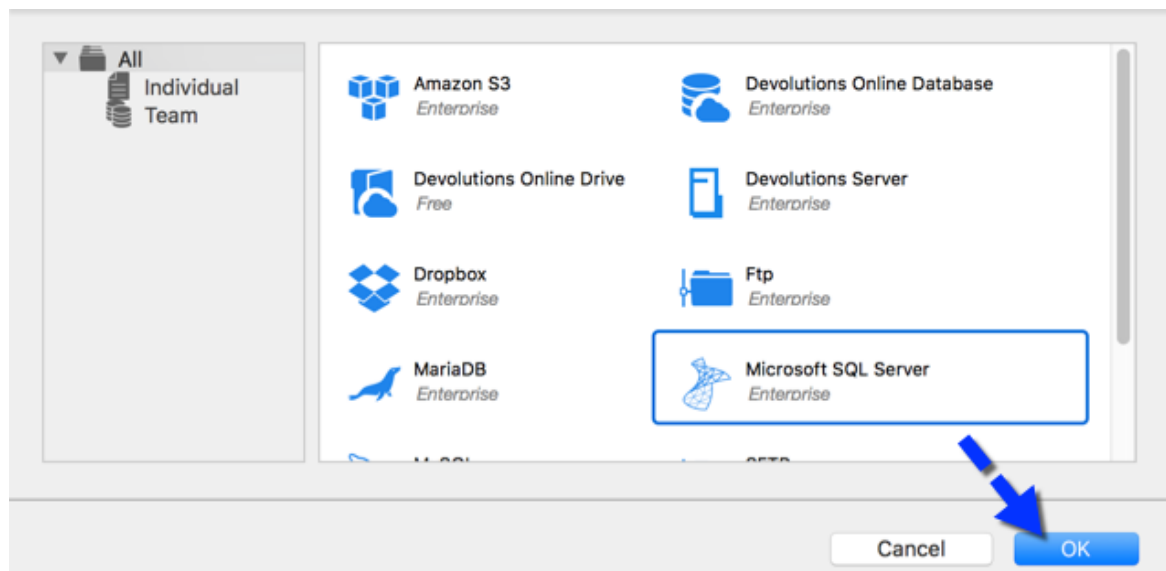
*Data Source Setting button*

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



Create a new data source

3. Select the [data source type](#) you wish to create and click on **OK**.



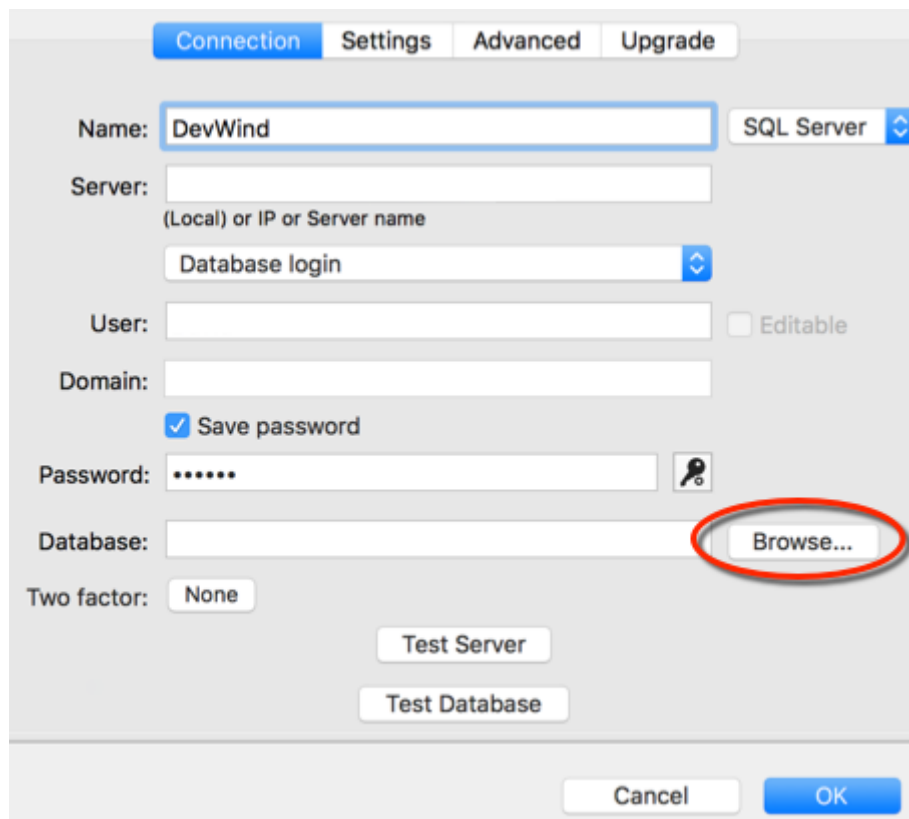
Select your data source type

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).

The screenshot shows the 'SQL Server - Connection tab' dialog box. It has four tabs: 'Connection' (selected), 'Settings', 'Advanced', and 'Upgrade'. The 'Name' field is 'DevWind'. The 'Server' field is empty, with a hint '(Local) or IP or Server name'. The 'Database login' is a dropdown menu. The 'User' field is empty, with an 'Editable' checkbox. The 'Domain' field is empty. The 'Save password' checkbox is checked. The 'Password' field is masked with dots. The 'Database' field is empty, with a 'Browse...' button. The 'Two factor' dropdown is set to 'None'. At the bottom, there are 'Test Server' and 'Test Database' buttons, with 'Test Server' circled in red. 'Cancel' and 'OK' buttons are at the bottom right.

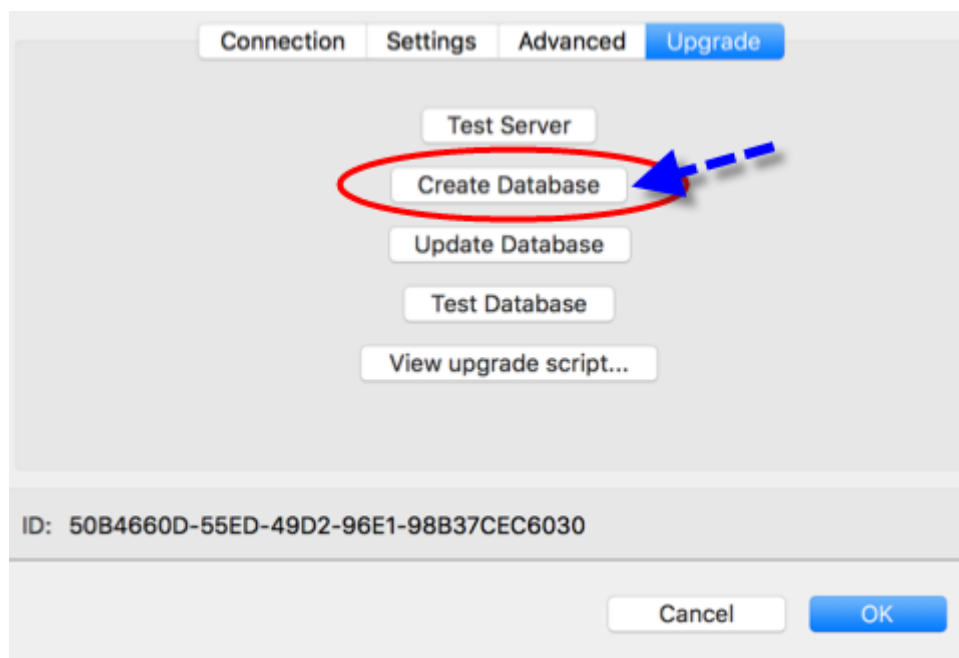
SQL Server - Connection tab

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.



SQL Server - Connection tab - Browse

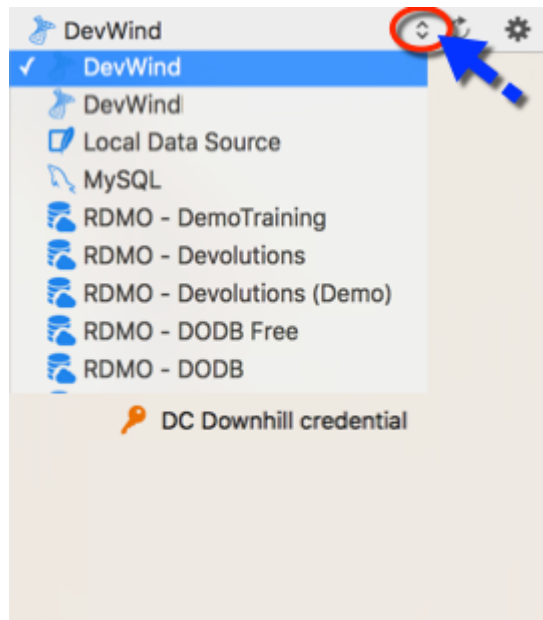
6. If you wish to create a new Database, click on the **Upgrade** tab and then select **Create Database**.



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.



*Select your active data source*

## 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.







Upon initial installation , you will be running from a local data source which is an SQLite database.


### DATA SOURCE TYPES

NAME	DESCRIPTION	PROS AND CONS
<b>Devolutions Online Drive</b>  	<p>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.</p> <p>For more information, please consult <a href="#">Online Drive</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• The service is free</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• No possibility for sharing</li> <li>• No security management</li> </ul>
<b>Devolutions Server</b>  	<p>Remote Desktop Manager for Mac uses Devolutions Server to store session information.</p> <p>For more information, please consult <a href="#">Devolutions Server</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• Secure</li> <li>• Supports all features, such as attachments, connection logs, Offline mode and security management</li> <li>• Active Directory integration</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• Installation required</li> </ul>
<b>Dropbox</b>	<p>Remote Desktop Manager for Mac uses the Dropbox API to retrieve the XML file from the configured repository.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Can be shared in read-only mode</li> </ul>

NAME	DESCRIPTION	PROS AND CONS
	<p>For more information, please consult <a href="#">Dropbox</a> topic.</p>	<ul style="list-style-type: none"> <li>• Backups (by Dropbox) are automatic</li> <li>• Storage infrastructure is free (if within your free storage quota)</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• No security management</li> <li>• There is a possibility for conflict or data corruption to occur</li> <li>• Doesn't support all features, such as attachments, connection logs and security management</li> <li>• The Dropbox integration uses the Dropbox SDK, so any features that are exclusive to the Business or Enterprise editions are NOT supported.</li> </ul>
<p><b>Microsoft Azure SQL</b></p> 	<p>Remote Desktop Manager uses the Microsoft cloud platform to save and manage all sessions.</p> <p>For more information, please consult our Azure SQL topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• Secure</li> <li>• Supports all features, such as attachments, connection logs, Offline mode and security management</li> </ul>

NAME	DESCRIPTION	PROS AND CONS
		<p>Cons:</p> <ul style="list-style-type: none"> <li>• Microsoft Azure needs to be configured.</li> </ul>
<b>Microsoft SQL Server</b>  	<p>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.</p> <p>For more information, please consult <a href="#">SQL Server (MSSQL)</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• Secure</li> <li>• Supports all features, such as attachments, connection log, Offline mode and security management</li> <li>• SQL Server Express is free</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• SQL Server must be installed</li> </ul>
<b>Devolutions Password Hub Business</b>  	<p>Remote Desktop Manager connects to the Devolutions Password Hub Business vault.</p> <p>Note that there are different subscription levels for this product.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• Secure</li> <li>• Shareable</li> </ul> <p>Cons:</p>

NAME	DESCRIPTION	PROS AND CONS
	For more information, please see the <a href="#">products features and highlights</a> and consult our <a href="#">topic</a> .	<ul style="list-style-type: none"> <li>• Cannot be hosted on premises</li> <li>• No offline mode</li> </ul>
<b>Devolutions Password Hub Personal</b> 	<p>Remote Desktop Manager uses Devolutions Password Hub Personal to store and synchronize your sessions. Access your sessions from anywhere using a simple Internet connection.</p> <p>For more information, please consult our <a href="#">Password Hub Personal</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• The service is free</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• No possibility for sharing</li> <li>• No offline mode</li> </ul>
<b>SQLite</b> 	<p>Remote Desktop Manager for Mac uses a SQLite database to store session information.</p> <p>For more information, please consult <a href="#">SQLite</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"> <li>• Quick</li> <li>• Reliable</li> <li>• The database is free</li> <li>• Supports all features, such as attachments, <a href="#">connection logs</a></li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• No possibility for sharing</li> <li>• No security management</li> </ul>

NAME	DESCRIPTION	PROS AND CONS
<b>XML</b> 	<p>Remote Desktop Manager for Mac saves the settings directly in a file with the XML format.</p> <p>For more information, please consult <a href="#">XML</a> topic.</p>	<p>Pros:</p> <ul style="list-style-type: none"><li>• Easy backup</li><li>• Can be edited manually or by an external system</li><li>• Nothing to install</li></ul> <p>Cons:</p> <ul style="list-style-type: none"><li>• No possibility of sharing</li><li>• No security management</li><li>• There is a possibility for conflict or data corruption to occur</li><li>• Doesn't support all features, such as attachments, <a href="#">connection logs</a> and <a href="#">security management</a></li></ul>

### 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](#)
- [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 [here](#).

### 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 [Import/Export Data Source](#).

## SETTINGS

### CONNECTION

The screenshot shows the 'Connection' tab of the 'Devolutions Server' settings window. The window has four tabs: 'Connection' (selected), 'Settings', 'Advanced', and 'Private Vault'. The 'Connection' tab contains the following fields and controls:

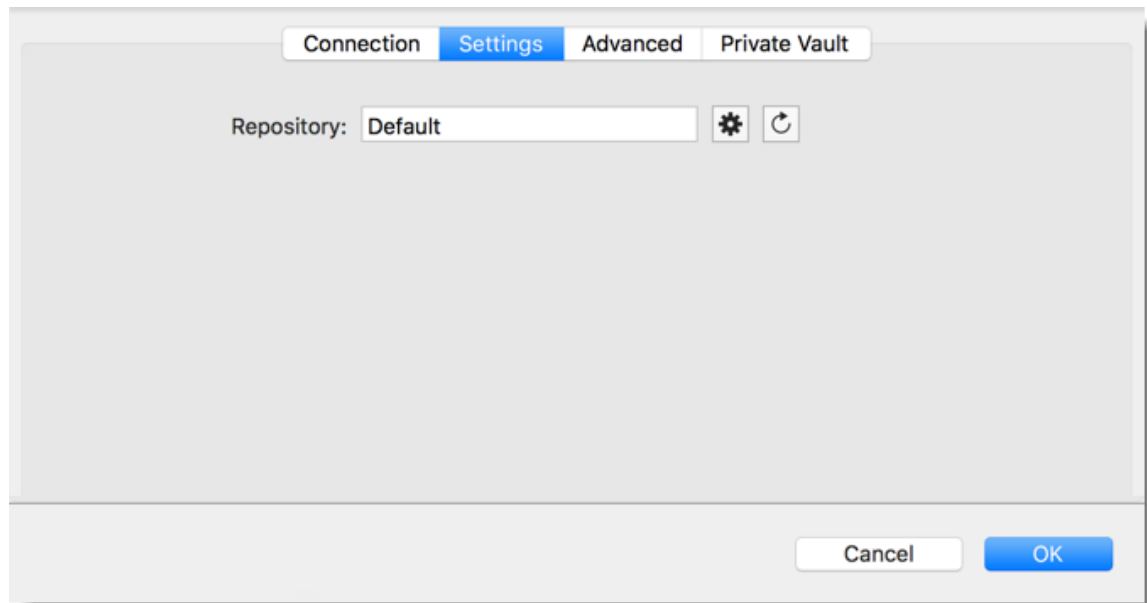
- Name:** A text input field.
- Server:** A text input field with a dropdown arrow on the right and a 'Browse' button.
- User name:** A text input field with a dropdown arrow on the right, and a checkbox labeled 'Always ask user name'.
- Password:** A password input field (masked with dots) with a checkbox labeled 'Always ask password'.
- Test connection:** A button located below the password field.
- Buttons:** 'Cancel' and 'OK' buttons are located at the bottom right of the window.

*Devolutions Server Connection tab*

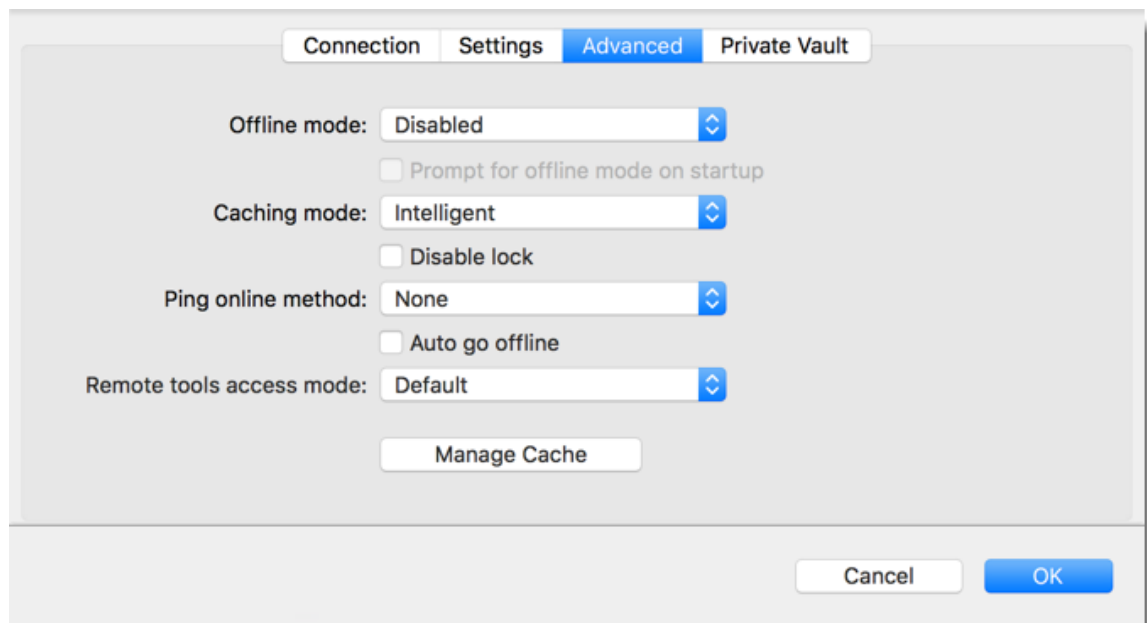


OPTION	DESCRIPTION
<b>Name</b>	Name of the data source.
<b>Server</b>	Name of Devolutions Server instance.
<b>Username</b>	Username to connect to the data source.
<b>Password</b>	Password to connect to the data source.
<b>Test connection</b>	Test the connection with Devolutions Server to validate if the proper information has been provided.
<b>Always ask username</b>	Always ask for the username when connecting to the data source.
<b>Always ask password</b>	Always ask for the password when connecting to the data source.

## SETTINGS

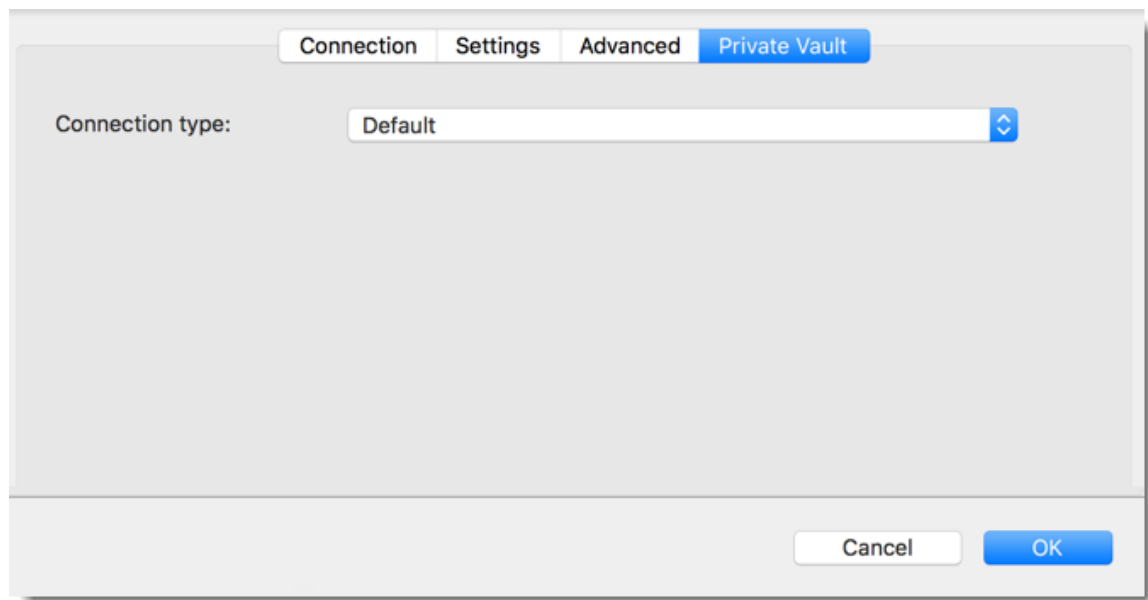
*Devolutions Server - Settings tab*

## ADVANCED

*Devolutions Server - Advanced tab*

OPTION	DESCRIPTION
<b>Offline mode</b>	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.
<b>Prompt for offline mode on startup</b>	Every time you will connect on your data source, you will be prompt to use the data source in offline mode.
<b>Caching mode</b>	Determine how the entries will be reload in the data source. See <a href="#">Caching Mode</a> topic for more information.
<b>Ping online method</b>	Indicate the prefer ping online. Select between: <ul style="list-style-type: none"><li>• <b>None</b></li><li>• <b>Web request</b></li></ul>
<b>Auto go offline</b>	If the ping online method doesn't work it will automatically go offline.
<b>Remote tools access mode</b>	Select your remote tools access mode between: <ul style="list-style-type: none"><li>• <b>Local</b></li><li>• <b>Via data source</b></li></ul>
<b>Manage Cache</b>	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 <a href="#">link</a> .

## USER VAULT

*Devolutions Server - User Vault*

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

#### 5.2.1.2 Password Hub Business

### DESCRIPTION

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

Please consult our [website](#) for more information on this service.



To start your free Devolutions Password Hub Business trial today click [here](#).

## SETTINGS

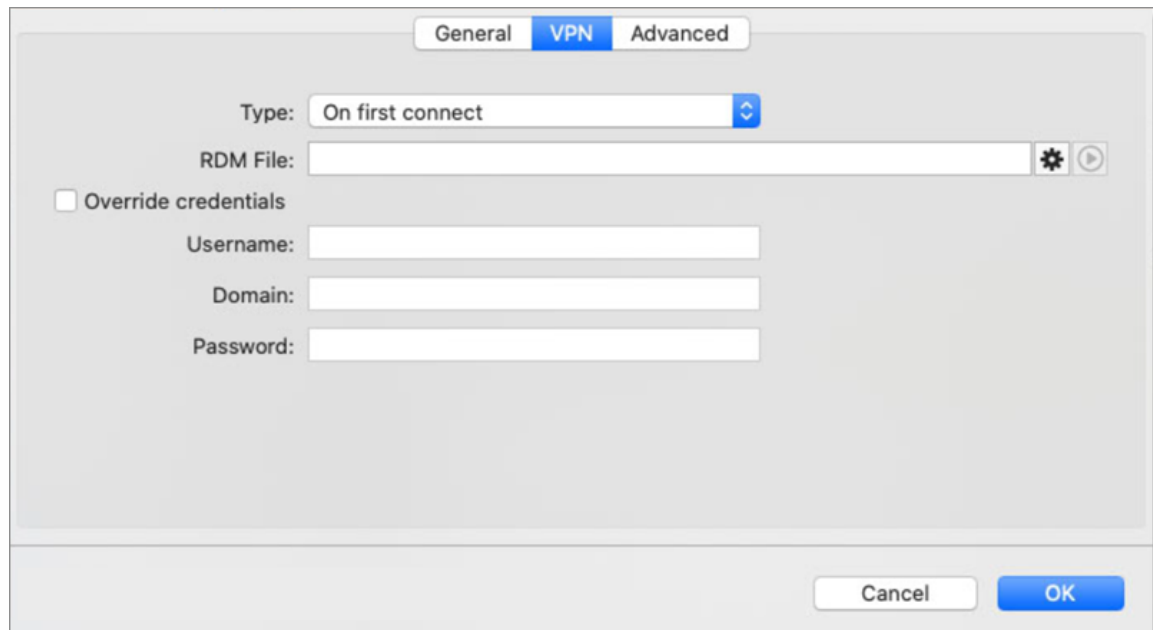
### GENERAL

The screenshot shows a 'General' settings window with three tabs: 'General', 'VPN', and 'Advanced'. The 'General' tab is active. It contains three input fields: 'Name:', 'Username:', and 'Host:'. The 'Host' field has a gear icon to its right. At the bottom right are 'Cancel' and 'OK' buttons.

OPTION	DESCRIPTION
Name	Name of the data source.
Username	Your <a href="#">Devolutions Account</a> email address.
Host	Copy in the <b>Host</b> your Devolutions Password Hub Business URL (ex: <a href="https://windjammer.devolutions.app/">https://windjammer.devolutions.app/</a> ) 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 Devolutions Password Hub.



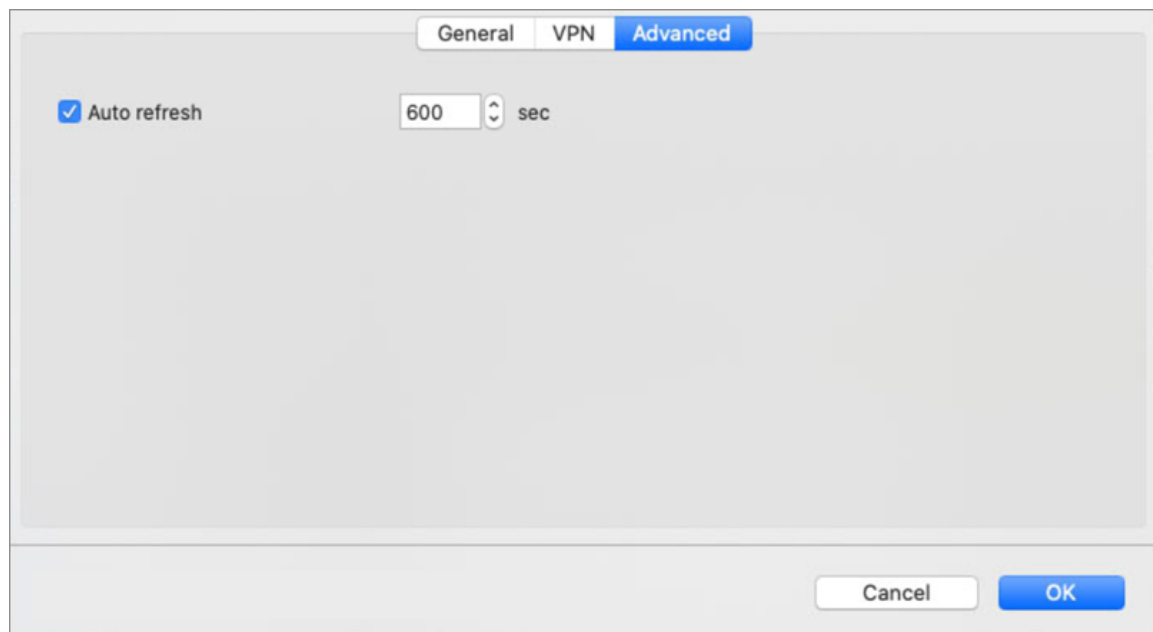
The screenshot shows the 'VPN' tab of the Remote Desktop Manager configuration window. The window has three tabs: 'General', 'VPN' (selected), and 'Advanced'. The 'VPN' tab contains the following fields and controls:

- Type:** A dropdown menu set to 'On first connect'.
- RDM File:** A text input field with a gear icon and a play button icon to its right.
- Override credentials:** An unchecked checkbox.
- Username:** A text input field.
- Domain:** A text input field.
- Password:** A text input field.

At the bottom right of the window are 'Cancel' and 'OK' buttons.

## ADVANCED

Set the interval for the automatic refresh.



#### 5.2.1.3 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 [Recovery Model](#).



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.



Creating Contained Database Users as mentioned in this [article](#) is the supported method with SQL Always On availability group.

## CONFIGURATION

Consult the [Configure SQL Server](#) topic for more information on the configuration.

## SETTINGS

## CONNECTION

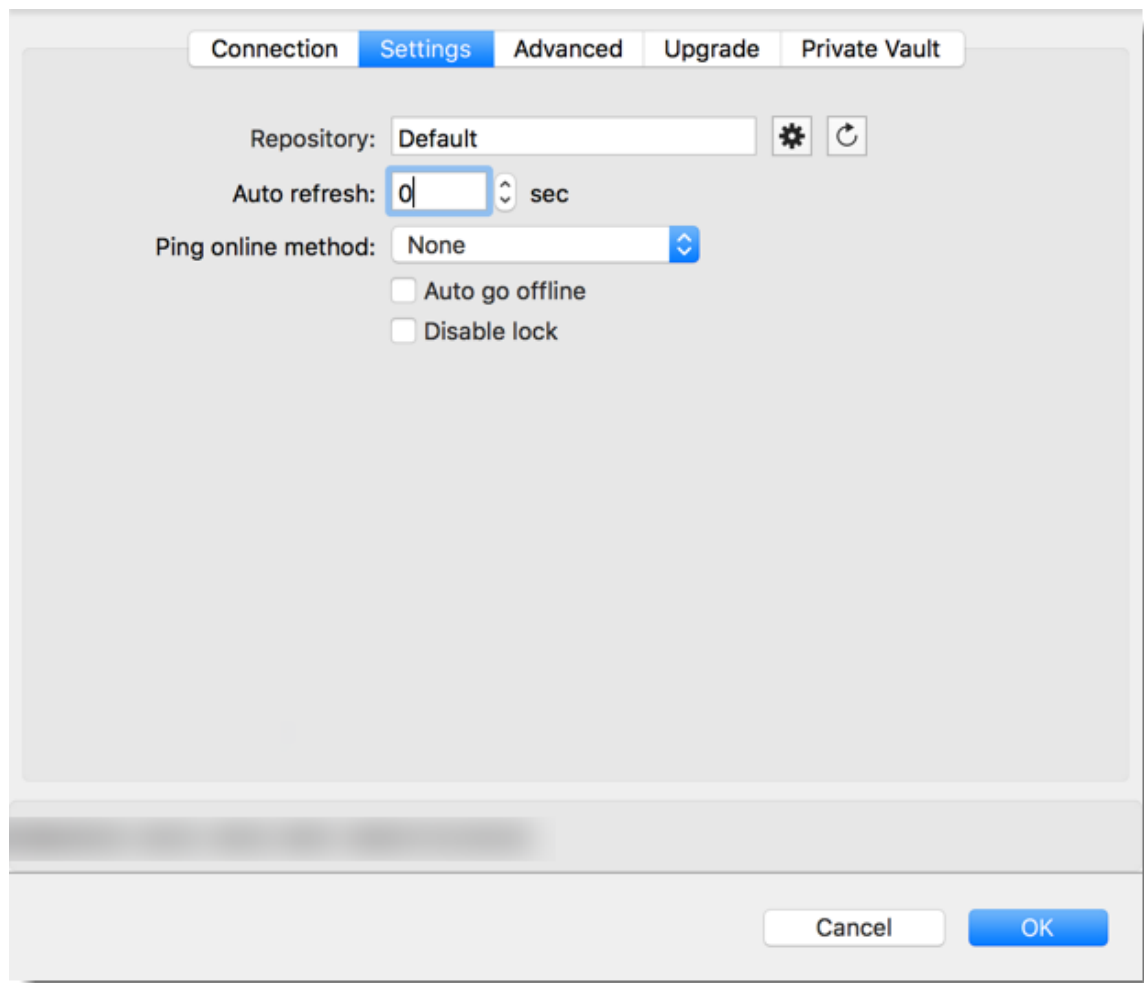
The screenshot shows the 'Connection' tab of the 'SQL Server' configuration window. The 'Name' field is filled with 'DevWind'. The 'SQL Server' dropdown is set to 'SQL Server'. The 'Server' field is empty with a hint '(Local) or IP or Server name'. The 'User' field is empty, and the 'Editable' checkbox is unchecked. The 'Domain' field is empty. The 'Password' field is masked with dots, and the 'Save password' checkbox is checked. The 'Database' field is empty, and the 'Browse...' button is visible. The 'Two factor' dropdown is set to 'None'. At the bottom, there are 'Test Server' and 'Test Database' buttons. The bottom right corner has 'Cancel' and 'OK' buttons.

SQL Server - Connection tab

OPTION	DESCRIPTION
<b>Name</b>	Name of the data source.
<b>Server</b>	Name of the server where the data source will be store.
<b>SQL Server</b>	Select your data source between the SQL Server or Azure SQL.
<b>Login Mode</b>	Specify the authentication mode to use. Select between: <ul style="list-style-type: none"> <li>• Database login</li> </ul>

OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• Custom login</li></ul>
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 <a href="#">2-Factor Authentication</a> 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

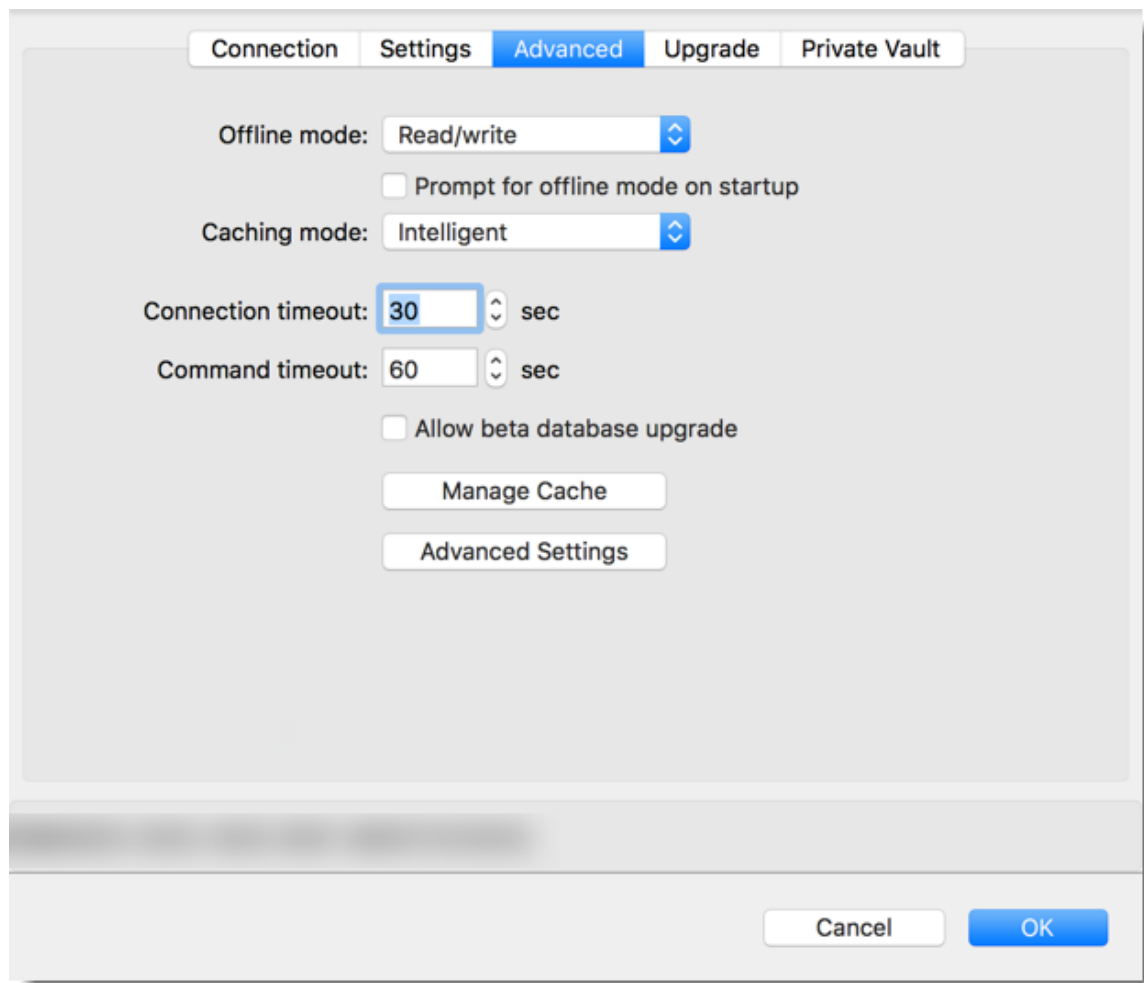


SQL Server - Settings tab

OPTION	DESCRIPTION
<b>Repository</b>	If using Repositories click on the ellipsis to select the proper Repository.
<b>Auto refresh</b>	Set the interval for the automatic refresh.
<b>Ping online method</b>	Indicate the prefer ping online method. Select between: <ul style="list-style-type: none"> <li>• <i>None</i></li> <li>• <i>Ping</i></li> </ul>

OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• <i>Port scan</i></li></ul>
<b>Auto go offline</b>	Use the data source in offline mode when the ping method does not respond.
<b>Disable lock</b>	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

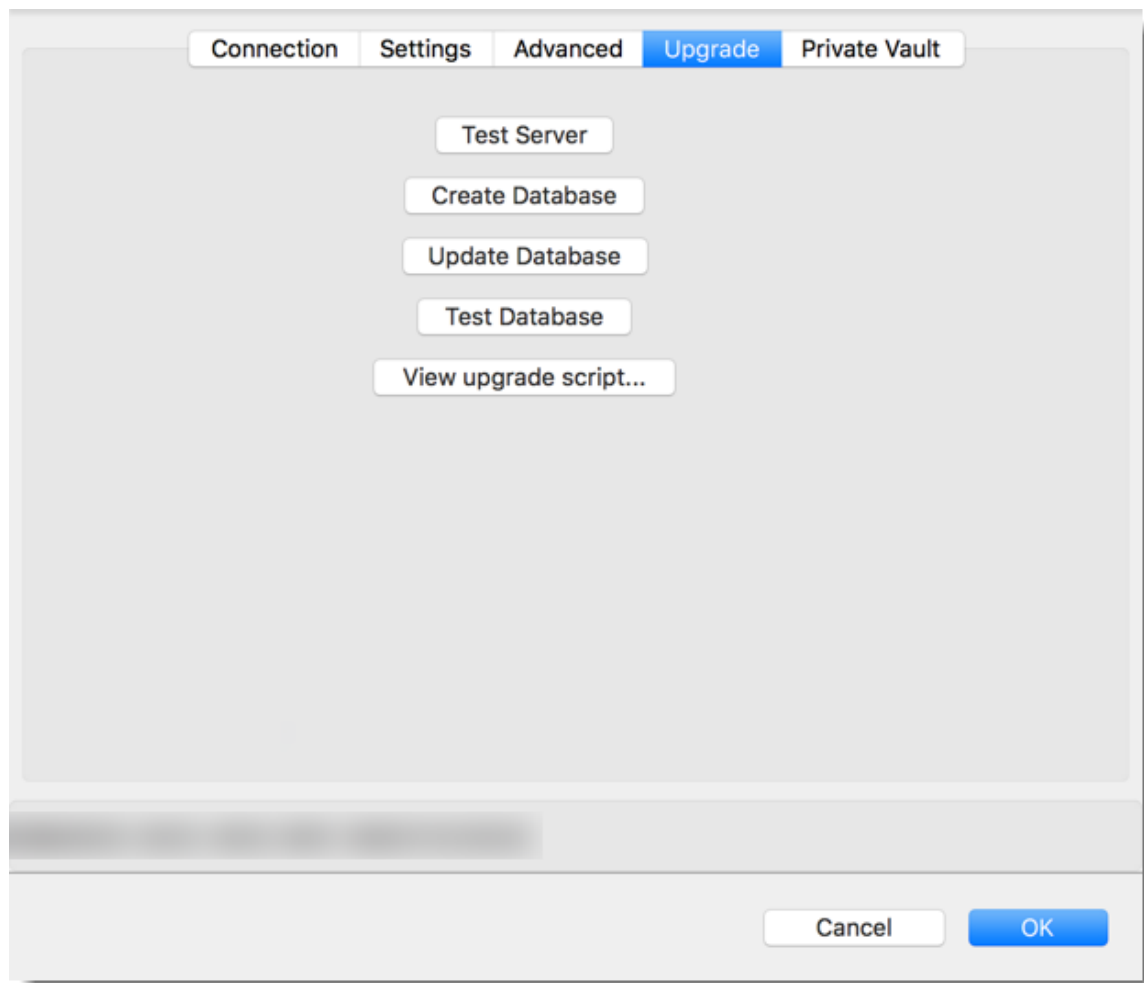


SQL Server - Advanced tab

OPTION	DESCRIPTION
<b>Offline mode</b>	Determine the Offline mode availability. Select between: <ul style="list-style-type: none"><li>• <b>Disabled</b></li><li>• <b>Read-only</b></li><li>• <b>Read/write</b></li></ul>
<b>Prompt for offline mode on startup</b>	Ask to use the data source in offline mode when the user connects to the data source.

OPTION	DESCRIPTION
<b>Caching mode</b>	Determine how the entries will be reloaded in the data source. For more information, please consult the <a href="#">Caching Mode</a> topic.
<b>Auto refresh</b>	Set the interval for the automatic refresh.
<b>Connection timeout</b>	Waiting time before a connection timeout.
<b>Command timeout</b>	Waiting time before a command timeout.
<b>Allow beta database upgrade</b>	Allow beta upgrade of the database (when using a beta version of Remote Desktop Manager).
<b>Manage Cache</b>	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 <a href="#">link</a> .
<b>Advanced Settings</b>	Edit the connection string values directly.

## UPGRADE

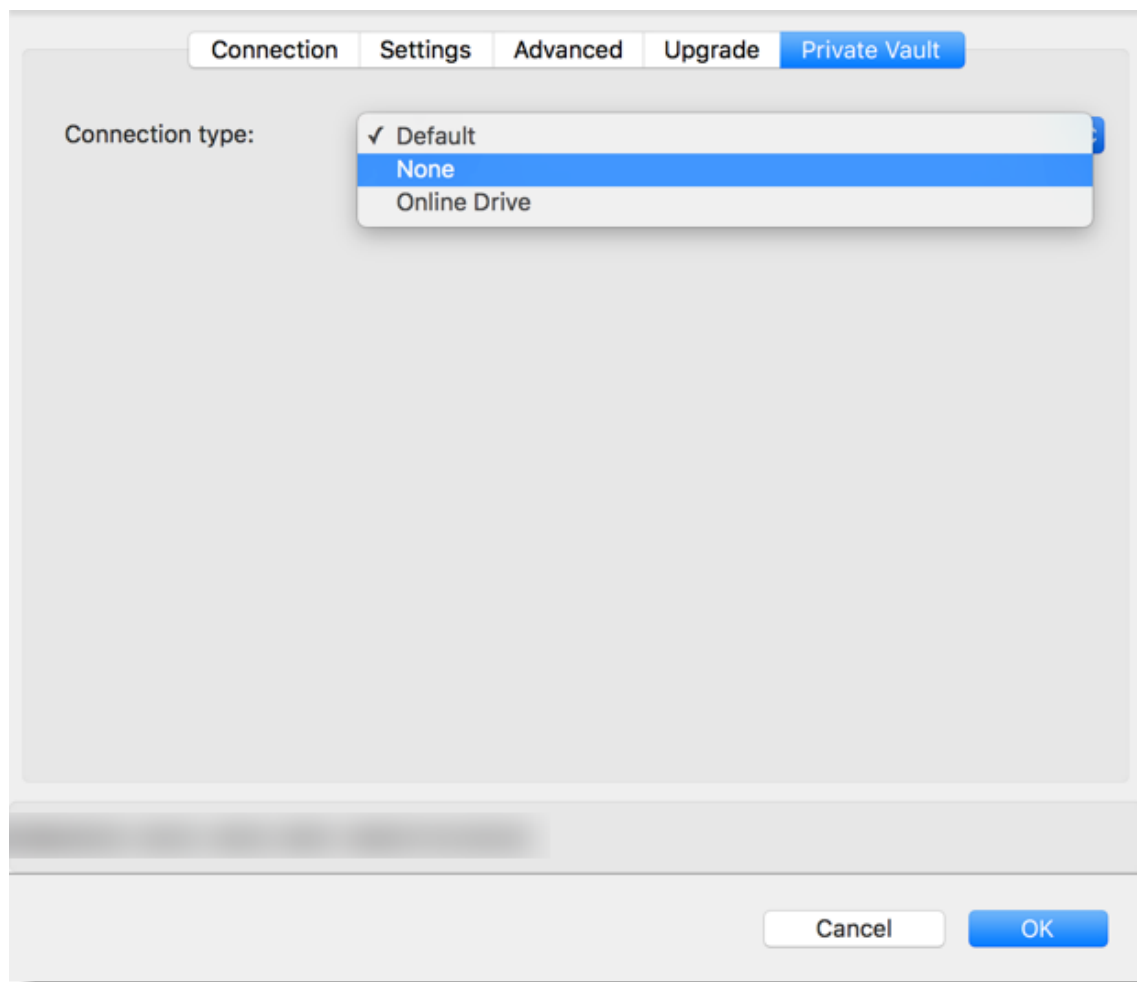
*SQL Server - Upgrade tab*

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



OPTION	DESCRIPTION
<b>Test Database</b>	Test the connection with the database to validate if the proper information has been provided.
<b>View upgrade script...</b>	If you wish to to process Database upgrade by hand instead of automatically you may use the upgrade script to do so.

## USER VAULT



SQL Server - User Vault

OPTION	DESCRIPTION
Type	<p>Select the type of User Vault to use. Select between:</p> <p><b>Default:</b> use the default User Vault, which is stored in the database.</p> <p><b>None:</b> disable the User Vault for all users.</p> <p><b>Online Drive:</b> use a Devolutions Online Drive file (*.dod) as a User Vault.</p>

#### 5.2.1.3.1 Configure SQL Server

## DESCRIPTION

1. Install SQL Server or SQL Server Express.

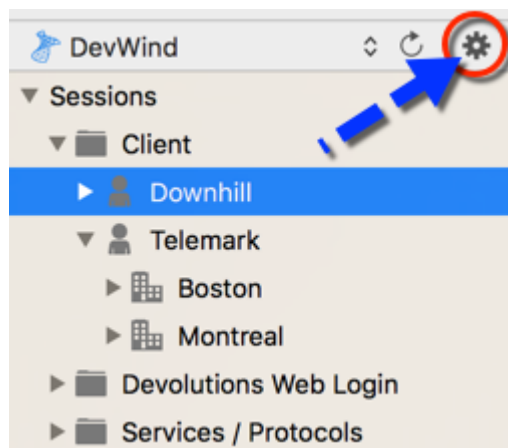


Newly installed SQL Server instances do not allow remote connections. Please follow the directions in [SQL Server](#).



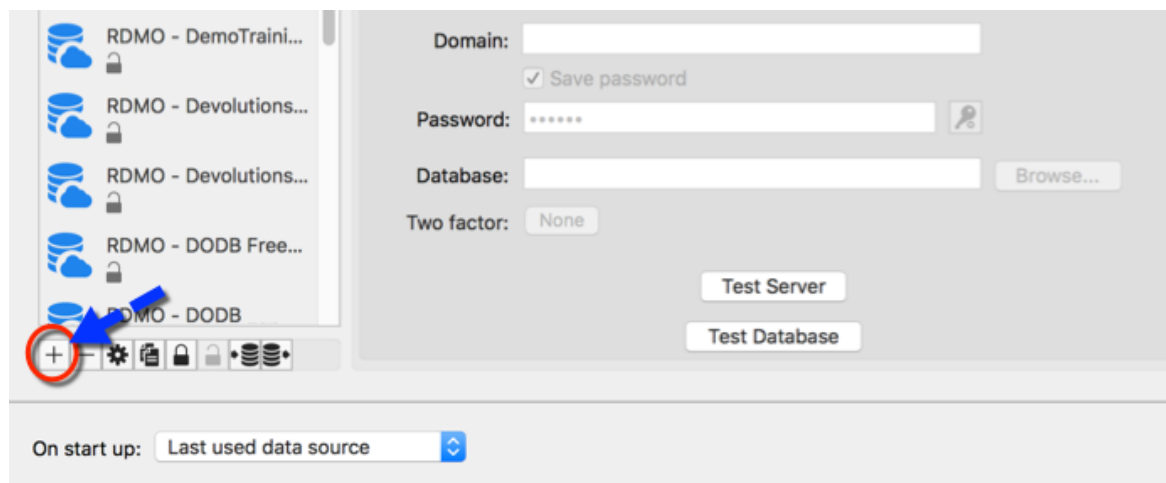
For added security, you can enable SSL Encryption to communicate with your instance of SQL Server. However, due to a framework limitation, this is not compatible with our iOS and Android versions of Remote Desktop Manager for Mac. Please follow directions on <https://support.microsoft.com/en-us/kb/316898>.

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



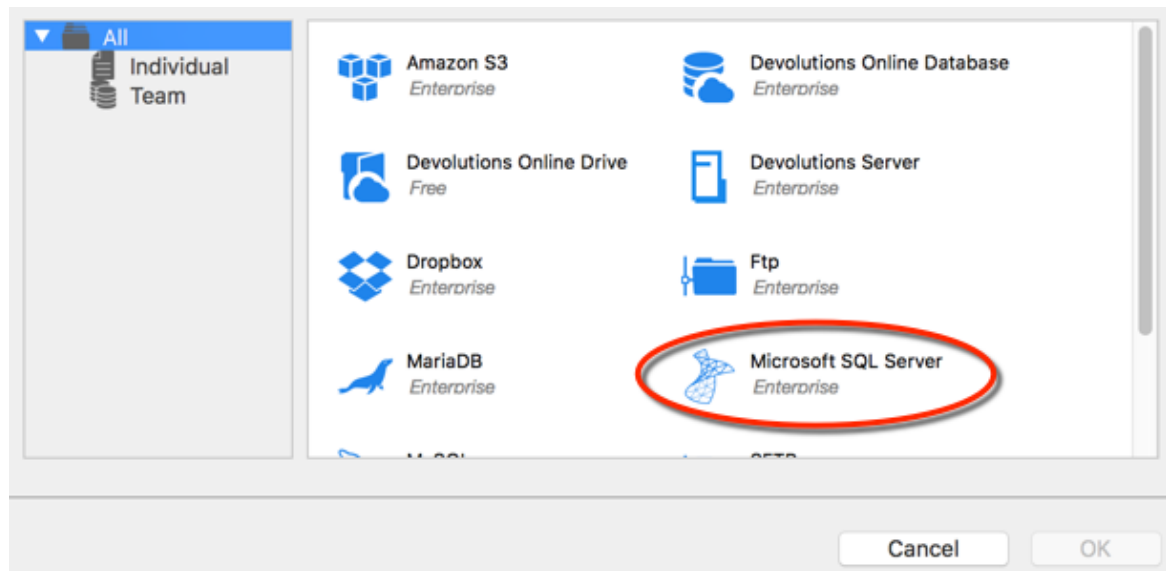
*Setting button*

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



*Data Source - Add a new data source*

4. Select **Microsoft SQL Server**.



*Select SQL Server data source*

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

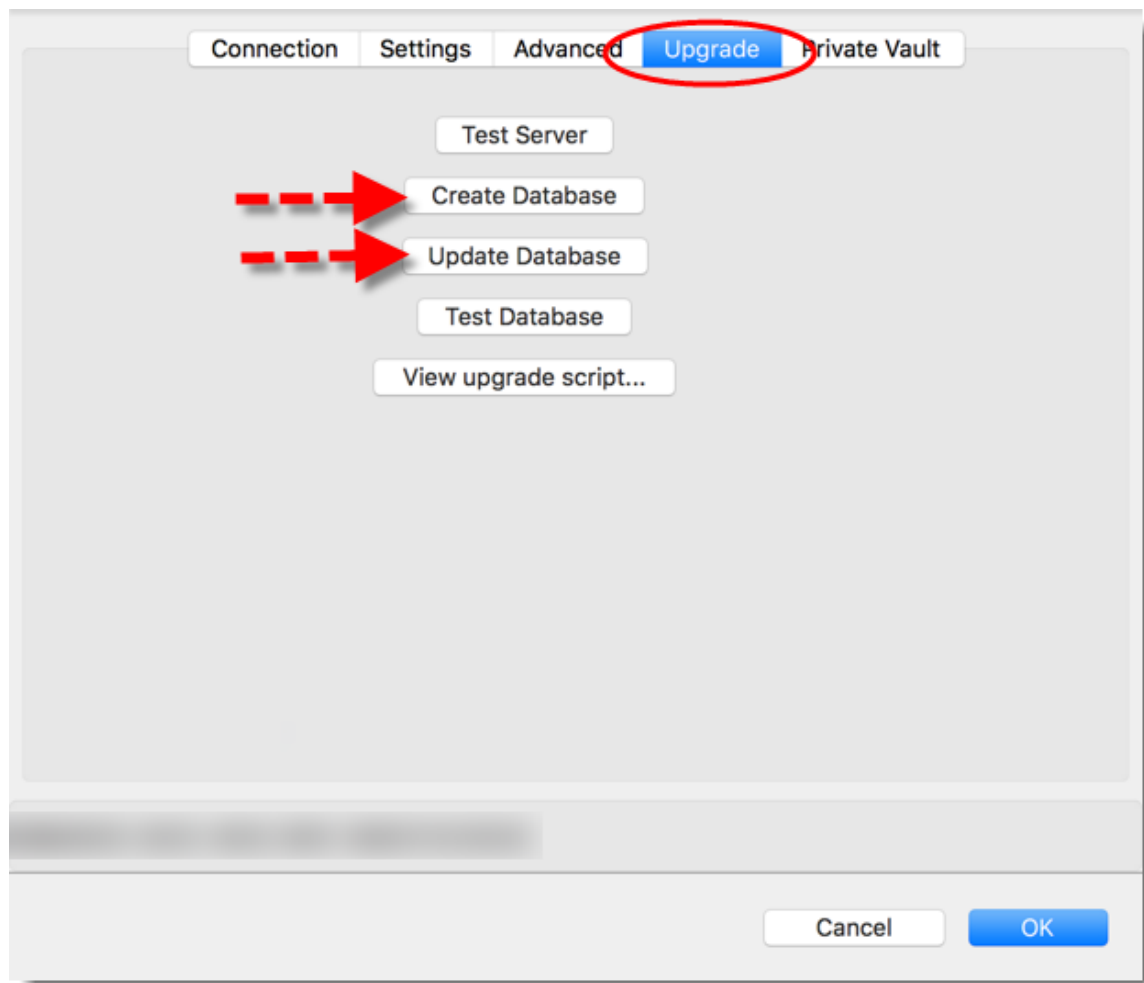
The screenshot shows a configuration window for a data source. At the top, there are five tabs: 'Connection' (selected), 'Settings', 'Advanced', 'Upgrade', and 'Private Vault'. The 'Connection' tab contains the following fields and controls:

- Name:** A text box containing 'DevWind'.
- Server:** A text box with the placeholder '(Local) or IP or Server name' below it.
- Database login:** A dropdown menu currently showing 'Database login'.
- User:** A text box with an 'Editable' checkbox to its right.
- Domain:** A text box.
- Save password:** A checked checkbox.
- Password:** A masked text box (dots) with a key icon to its right.
- Database:** A text box with a 'Browse...' button to its right.
- Two factor:** A dropdown menu currently showing 'None'.

At the bottom of the configuration area are two buttons: 'Test Server' and 'Test Database'. At the very bottom of the window are 'Cancel' and 'OK' buttons.

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.



SQL Server - Upgrade tab

7. Once the database is created, create a Remote Desktop Manager administrator account via the [Administration - Users](#) 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 [database upgrade](#). 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.

The screenshot shows the 'Connection' tab of a dialog box for configuring a data source. The 'Name' field is 'DevWind' and the 'Server' type is 'SQL Server'. The 'Server' field is empty, with a hint '(Local) or IP or Server name'. The 'Database login' dropdown is set to 'SQL Server'. The 'User' field is highlighted with a red rectangle and is currently empty. The 'Domain' field is empty. The 'Save password' checkbox is checked. The 'Password' field is masked with dots. The 'Database' field is empty, with a 'Browse...' button next to it. The 'Two factor' dropdown is set to 'None'. There are 'Test Server' and 'Test Database' buttons. At the bottom are 'Cancel' and 'OK' buttons.

SQL Server - Connection tab - User

The SQL Server data source is now correctly configured.

#### 5.2.1.3.2 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 <https://msdn.microsoft.com/en-CA/library/ms189275.aspx>.

#### 5.2.1.3.3 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.

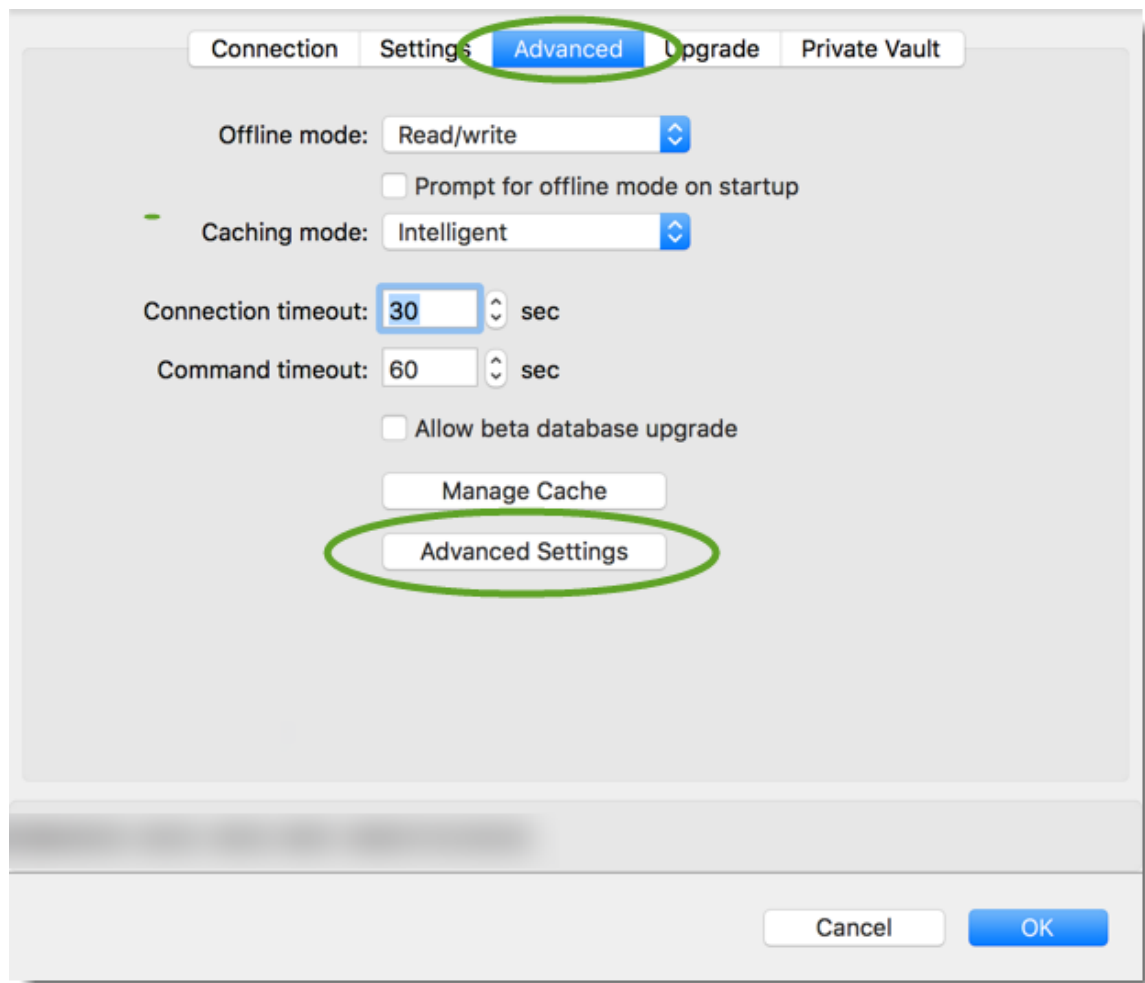
Please consult this Microsoft technet article that provides detailed instruction: Encrypting Connection so SQL Server (technet).

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

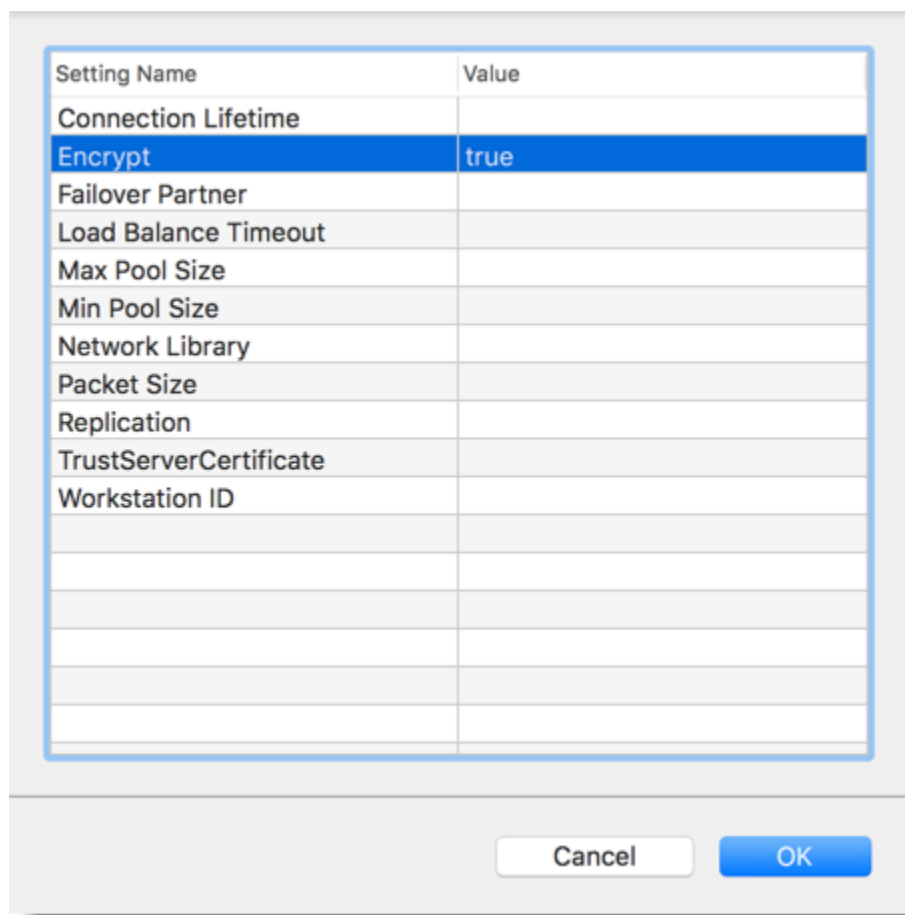
1. Create or edit an SQL Server data source, access the Advanced tab and click the Advanced Settings button





SQL Server - Advanced tab

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

*SQL Server - Advanced Settings*

#### 5.2.1.4 Azure SQL

### DESCRIPTION



With the Microsoft Azure SQL data source, Remote Desktop Manager uses the Microsoft cloud platform to save and manage entries.

The following features are also supported:

- **Always on availability group**
- **Clustering**
- **Log shipping**
- **Database mirroring**

## MINIMUM REQUIREMENT FOR AZURE SQL DATABASE FOR RDM

Microsoft Azure SQL offers different service tier in their purchase model for DTUS.

We recommend at minimum a Standard tier package S0 for 5 users and more.

Visit their website for more information.

## HIGHLIGHTS

- Supports user management with a superior security model.
- Supports offline mode for when the server or network is unavailable.
- Supports entry logs and attachments.
- [Get more information on Microsoft Azure SQL.](#)



For Azure AD authentication, download and install the “Microsoft Active Directory Authentication Library for Microsoft SQL Server”.

Please download it here : <https://www.microsoft.com/en-us/download/details.aspx?id=48742>.



A proper database backup strategy should be implemented to prevent possible data loss. Please refer to the Backups topic.

## CONFIGURATION

Consult the [Configure Azure SQL](#) topic for more information on the configuration.

## SETTINGS

### GENERAL

General Settings Upgrade User Vault VPN Advanced

Name:  Microsoft SQL Azure

Host:   
(Local) or IP or Server name

Database login

Username:  ☐ Editable

Password:

☐ Always ask password

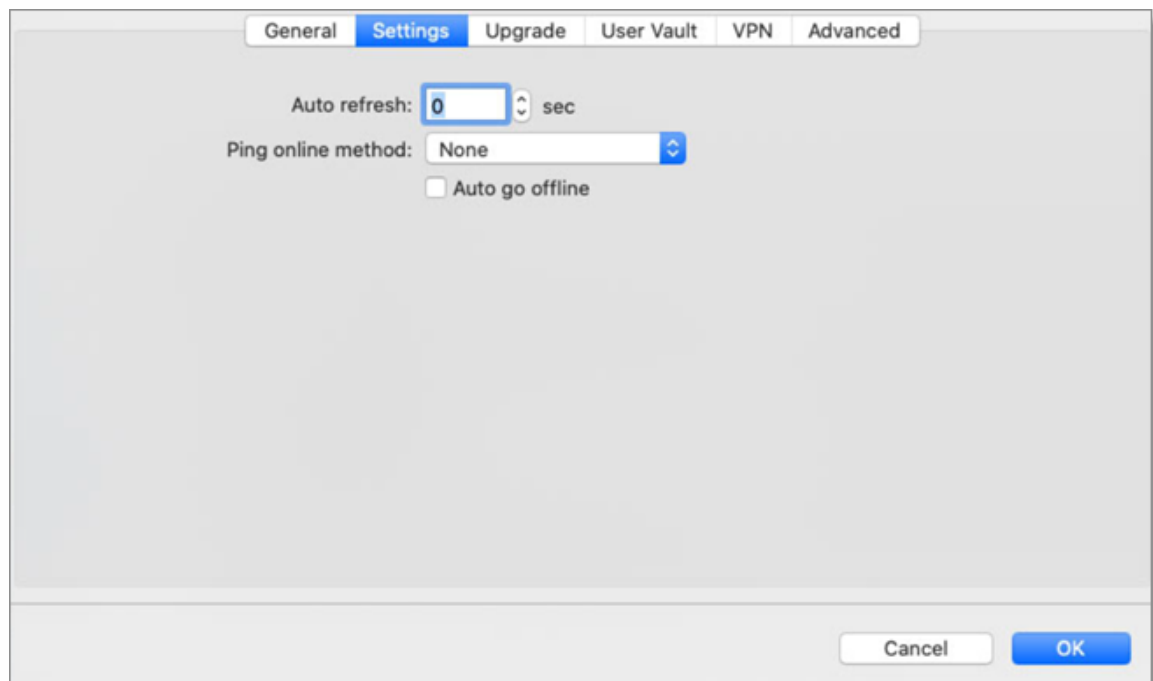
Database:

Two factor:

OPTION	DESCRIPTION
Name	Enter a name for the data source.
Host	Enter the server hostname or IP address.

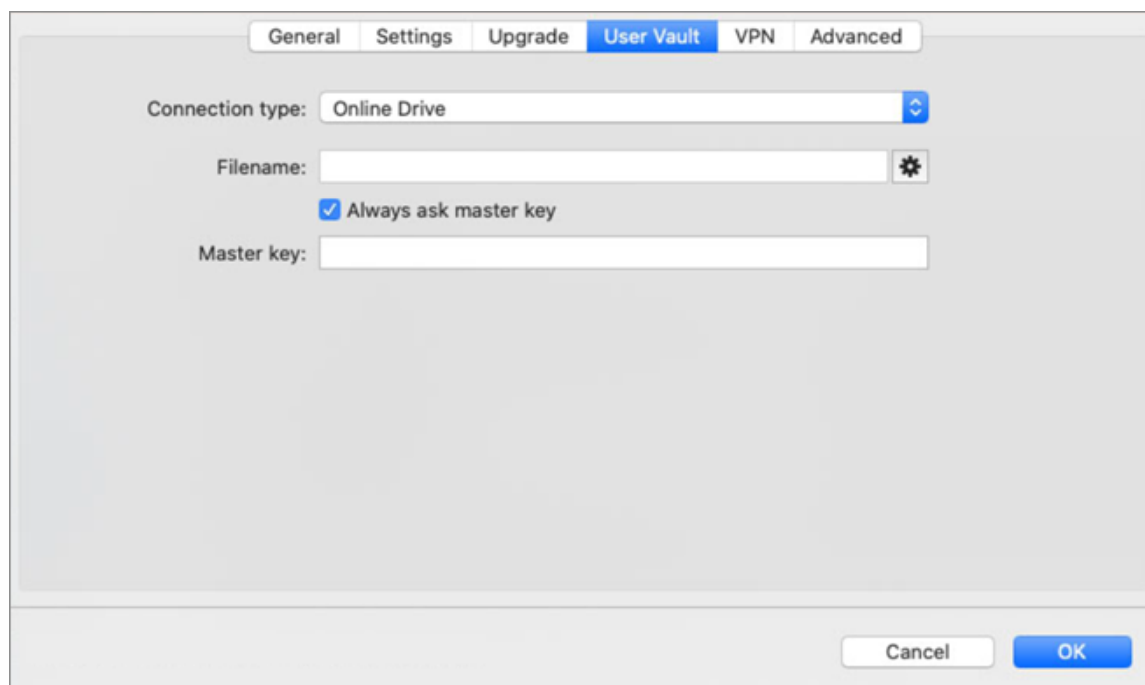
OPTION	DESCRIPTION
Login mode	Specify the authentication mode to use.
Username	Enter the username to access the Azure SQL database.
Password	Enter the password to access the Azure SQL database.
Always ask password	Prompt for the password when a user connects to the data source.
Database	Enter the name of the Azure SQL database.
Two factor	Enable the <a href="#">2-Factor Authentication</a> .
Test Database	Test the connection with the database to validate if the proper information has been provided.

## SETTINGS



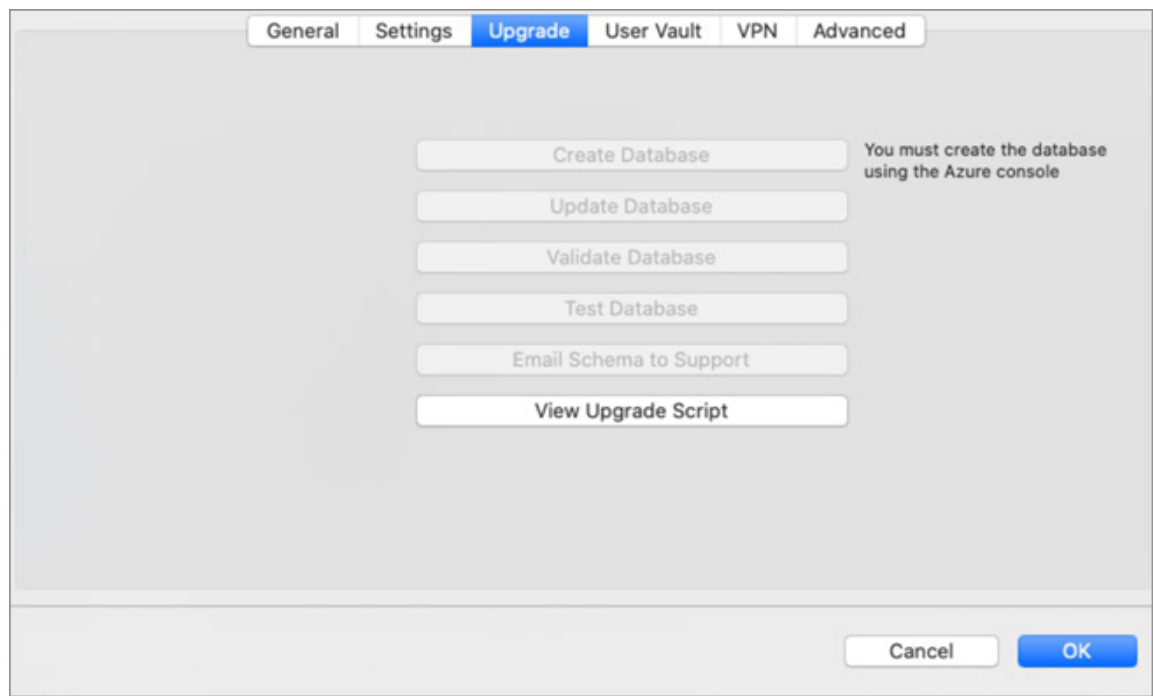
OPTION	DESCRIPTION
Auto refresh	Set the automatic refresh interval.
Ping online method	Indicate the preferred ping online method. Select between: <ul style="list-style-type: none"><li>• None</li><li>• Port Scan</li></ul>
Auto go offline	Use the data source in offline mode when the ping method does not respond.

## USER VAULT



OPTION	DESCRIPTION
Type	<p>Select the type of User Vault to use. Select between:</p> <ul style="list-style-type: none"><li>• <b>Default:</b> use the default User Vault, which is stored in the database.</li><li>• <b>None:</b> disable the User Vault for all users.</li><li>• <b>Online Drive:</b> use a Devolutions Online Drive file (*.dod) as a User Vault.</li></ul>

## UPGRADE



OPTION	DESCRIPTION
<b>Create Database</b>	Create the database on the SQL server to use Remote Desktop Manager.
<b>Update Database</b>	Update the database on the SQL server, if required to use Remote Desktop Manager.
<b>Test Database</b>	Test the connection with the database to validate if the proper information has been provided.
<b>Email Schema to Support</b>	Send your schema to the Devolutions Support team.

## VPN

Open a VPN to access your data prior to connecting to your **Microsoft Azure SQL** database.



The screenshot shows a settings window with tabs: General, Settings, Upgrade, User Vault, VPN (selected), and Advanced. The VPN tab contains the following fields and controls:

- Type: On first connect (dropdown menu)
- RDM File: [text field] [gear icon] [play icon]
- ☐ Override credentials
- Username: [text field]
- Domain: [text field]
- Password: [text field]

At the bottom right are Cancel and OK buttons.

## ADVANCED

The screenshot shows the Advanced settings window with tabs: General, Settings, Upgrade, User Vault, VPN, and Advanced (selected). The Advanced tab contains the following fields and controls:

- Caching mode: Intelligent (dropdown menu)
- ☐ Prompt for offline mode on startup
- Connection timeout: 5 [spin box] sec
- Command timeout: 60 [spin box] sec
- ☐ Allow beta database upgrade
- Manage Cache [button]
- Advanced Settings [button]

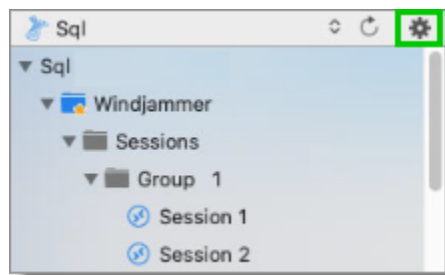
At the bottom right are Cancel and OK buttons.

OPTION	DESCRIPTION
<b>Caching mode</b>	Determines how the entries will be reloaded in the data source. For more information, please consult the <a href="#">Caching</a> topic.
<b>Connection timeout</b>	Set the delay of the connection timeout.
<b>Command timeout</b>	Set the delay of the command timeout.
<b>Allow beta database upgrade</b>	Allow beta upgrade of the database (when using a beta version of Remote Desktop Manager).
<b>Manage Cache</b>	Manage the data source cache. On large data sources caching is a must and will increase performance significantly.
<b>Advanced Settings</b>	Edit the connection string values directly.

#### 5.2.1.4.1 Configure Azure SQL

### DESCRIPTION

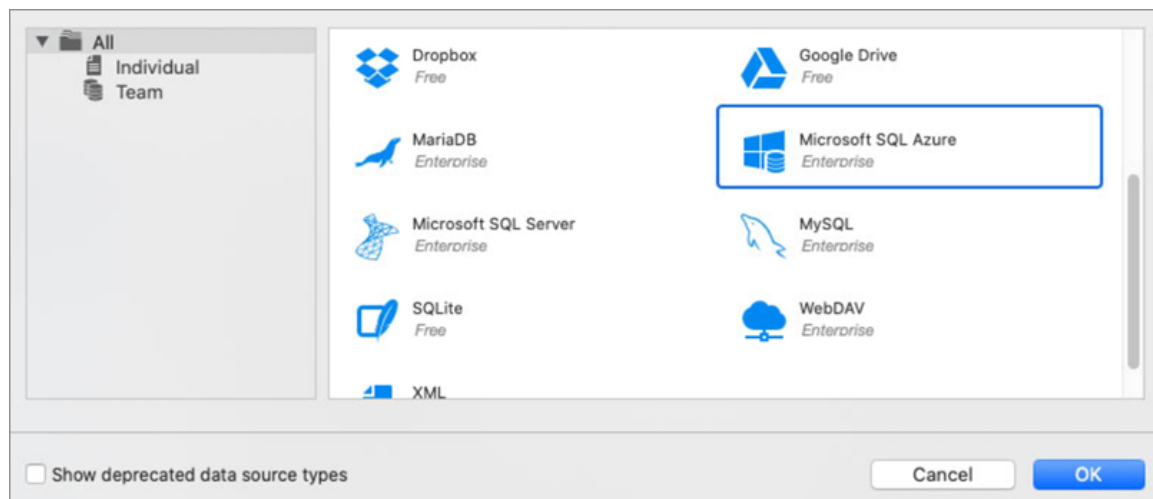
1. Make sure you have a valid Azure SQL subscription to be able to create your database.
2. Click on the gear button in the navigation pane or go to **File - Data sources**.



3. Click on the plus sign to create a new data source.



4. Select **Microsoft Azure SQL**.



5. Configure the connection to your Azure SQL with a user with sufficient privileges to create the database.

General Settings Upgrade User Vault VPN Advanced

Name:  Microsoft SQL Azure

Host:   
(Local) or IP or Server name

Database login

Username:  ☐ Editable

Password:

☐ Always ask password

Database:

Two factor:

Test Database

Cancel OK

- Click on the **Upgrade** tab and press the **Create Database** button. If the database is already created on Azure SQL, press the **Update Database** button to create the appropriate tables in the database.

General Settings Upgrade User Vault VPN Advanced

Create Database Update Database

Validate Database

Test Database

Email Schema to Support

View Upgrade Script

You must create the database using the Azure console

Cancel OK

- Once the database has been created, create a Remote Desktop Manager administrator account via the **Administration - Users menu**.



If your database was created using a Super User (example: SA), we recommend that you keep this user only for the creation of the database and/or for the upgrade of the database. A Remote Desktop Manager administrator account must first be created, and then users must be created with this Remote Desktop Manager administrator account.

8. Log in to the Azure SQL data source with the Remote Desktop Manager administrator account. To do this, go to **File - Data source** and click on the settings button to edit your SQL data source. Then enter the Remote Desktop Manager administrator account that you created in the username.

You can now start creating your sessions or creating your users.

## 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:

Mode:

Email:

Account status: The account is not validated yet.

Dropbox directory:

File name:

The file will be created if it does not exist

☐ Compress database file

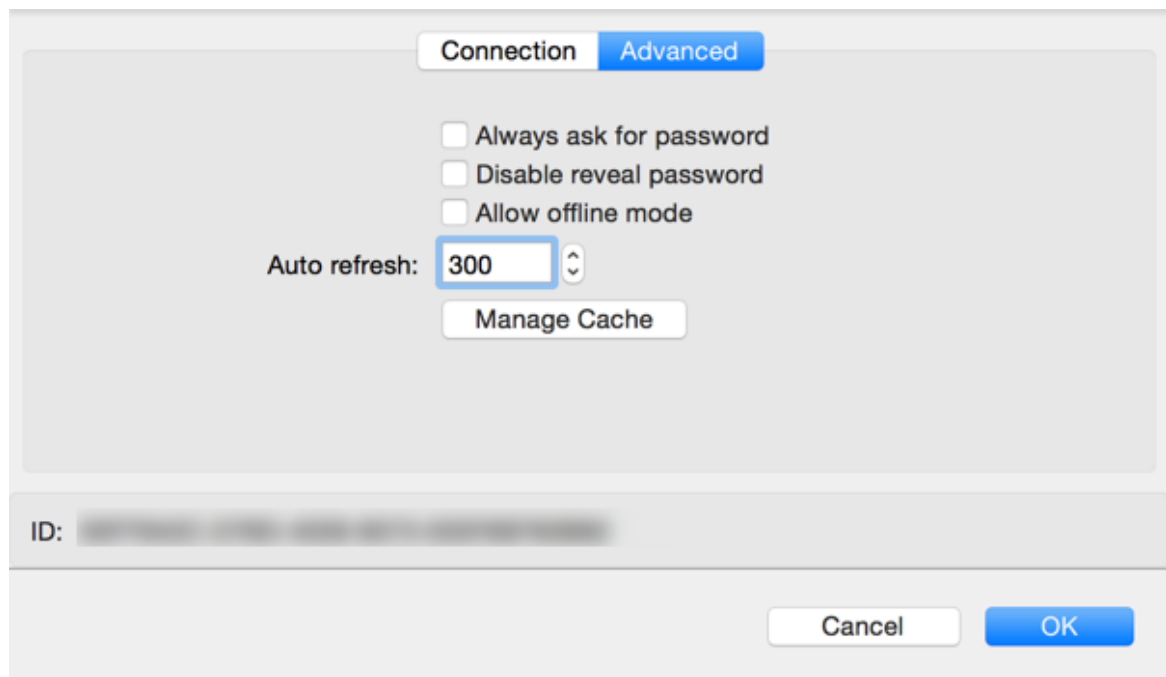
Dropbox - Connection tab



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.

OPTION	DESCRIPTION
<b>Name</b>	Name of the data source.
<b>Mode</b>	Select the mode that is preferred to configure the data source. Select between: <ul style="list-style-type: none"><li>• <b>Account</b></li><li>• <b>Local</b></li></ul>
<b>Email</b>	Contains the email address associated with the Dropbox account.
<b>Validate with Dropbox</b>	Validate the email address with the Dropbox account.
<b>Dropbox directory</b>	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.
<b>Filename</b>	Indicate the filename used to store the data on the data source.
<b>Compress database file</b>	Activate this option if you wish to compress your database file.

## ADVANCED

*Dropbox - Advanced tab*

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



### 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 though 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

#### GENERAL

General Backup VPN Advanced

Name:  [Create an account for free](#)

Username:

Connection mode:

Application password:

Filename:

The file will be created if it does not exist

Master key:

☒ Always ask master key

Server:

ID: B38AA0B6-0125-4827-9B9F-F6781A793183

Cancel OK

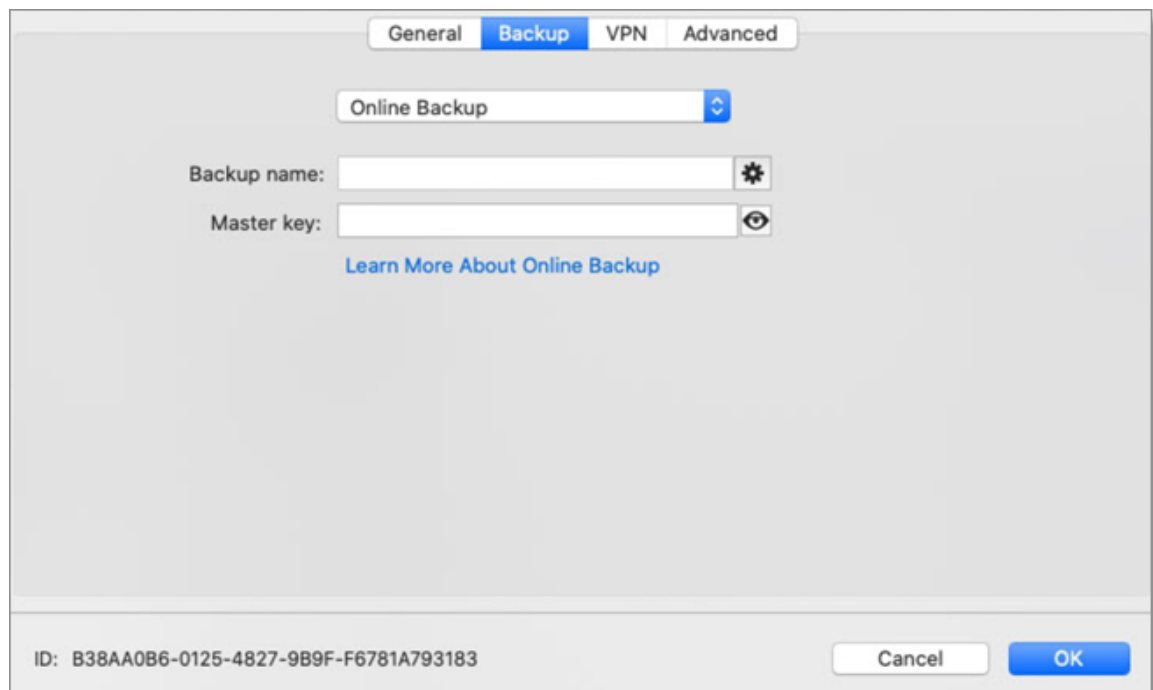
Online Drive - General tab

OPTION	DESCRIPTION
<b>Name</b>	Enter the name of the data source.
<b>Create an account for free</b>	Create a new Devolutions Account.
<b>Username</b>	Enter your Devolutions Account username.
<b>Connection mode</b>	Choose the Default or <a href="#">Application password</a> method.
<b>Application password</b>	Enter your <a href="#">Application password</a> .
<b>Always ask for password (default only)</b>	Prompts for the password every time a connection to the Devolutions Online Drive is attempted.

OPTION	DESCRIPTION
Filename	Indicate the filename used to store the data on the Devolutions Online Drive.
Master key	Contains a master key to access the data source.
Always ask master key	Ask for the master key every time a connection to the Devolutions Online Drive is attempted.

## BACKUP

Please consult the [Online Backup](#) topic for more information on this service.



*Online Drive - Backup*

OPTION	DESCRIPTION
Backup	Choose the backup mode. Select between:

OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• <b>None:</b> No backup of your data source will be created.</li><li>• <b>Online Backup:</b> An Online Backup (using <a href="#">Online Backup Service</a>) will automatically be created.</li><li>• <b>Save to file:</b> Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.</li></ul>
<b>Backup name</b>	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.

## VPN

Open a VPN to access your data prior to connecting to your **Devolutions Online Drive**.

The screenshot shows the 'VPN' tab of the Remote Desktop Manager configuration window. The window has four tabs: 'General', 'Backup', 'VPN' (selected), and 'Advanced'. The 'VPN' tab contains the following fields and controls:

- Type:** A dropdown menu set to 'On first connect'.
- RDM File:** A text input field with a gear icon and a play button icon to its right.
- ☐ **Override credentials**
- Username:** A text input field.
- Domain:** A text input field.
- Password:** A text input field.

At the bottom of the window, there is a status bar with the ID: B38AA0B6-0125-4827-9B9F-F6781A793183, and two buttons: 'Cancel' and 'OK'.

## ADVANCED

General Backup VPN **Advanced**

☐ Disable reveal password  
☐ Allow offline mode  
☐ Allow custom images

Auto refresh: 30

Clear Offline Cache

ID: B38AA0B6-0125-4827-9B9F-F6781A793183

Cancel OK

*Online Drive - Advanced tab*

OPTION	DESCRIPTION
<b>Disable reveal password</b>	Disable the reveal password feature when a user access this data source.
<b>Allow offline mode</b>	Allow the data source to be used in Offline mode.
<b>Allow custom images</b>	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.
<b>Auto refresh</b>	Set the interval for the automatic refresh
<b>Clear Offline Cache</b>	Clear the offline cache on your computer. This can be very helpful when encountering offline issues.

## 5.2.4 Password Hub Personal

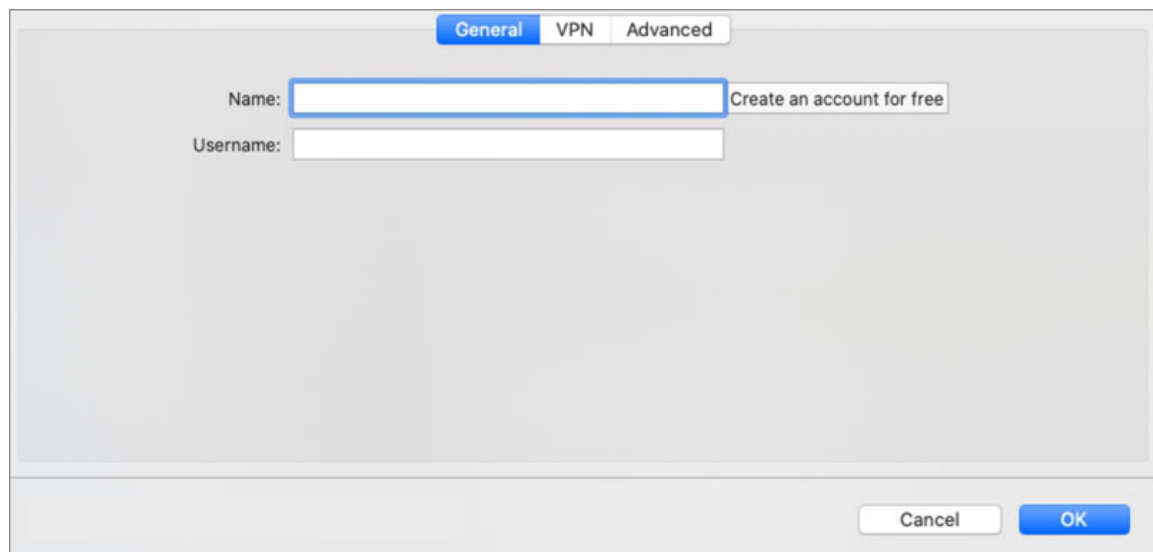
### DESCRIPTION

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

Please consult our [website](#) for more information on this service.

### SETTINGS

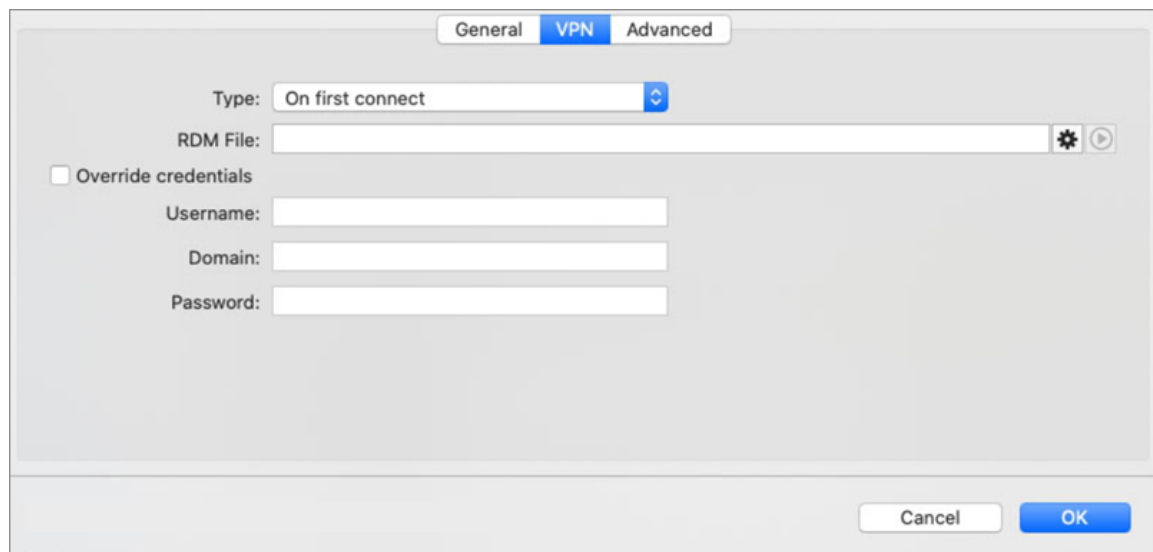
#### GENERAL



OPTION	DESCRIPTION
Name	Name of the data source.
Username	Your <a href="#">Devolutions Account</a> 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 Devolutions Password Hub.

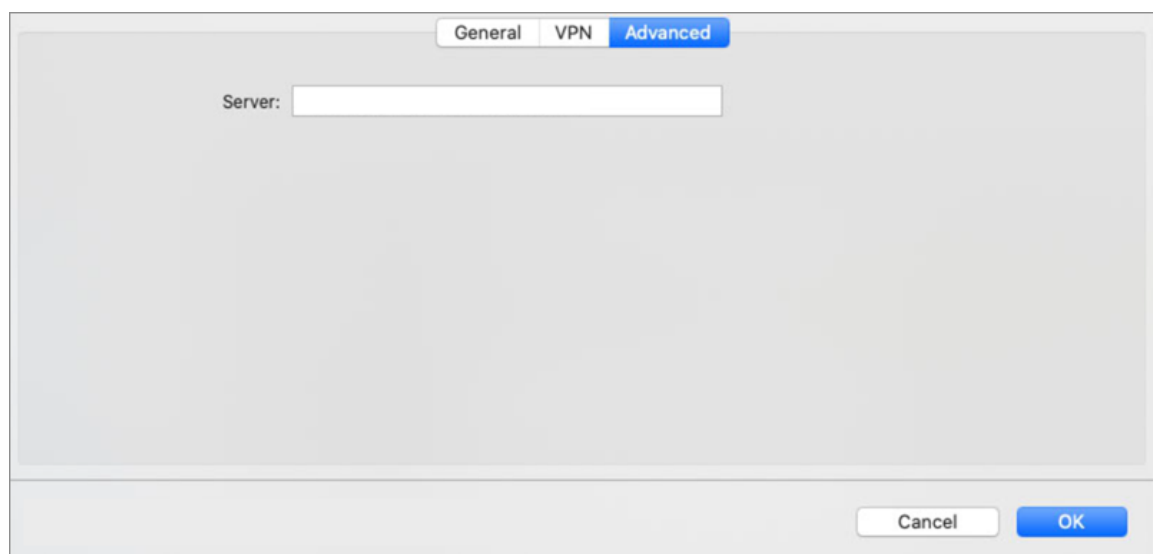


The screenshot shows a dialog box with three tabs: General, VPN, and Advanced. The VPN tab is selected. It contains the following fields and controls:

- Type: A dropdown menu set to "On first connect".
- RDM File: A text input field with a gear icon and a play icon to its right.
- ☐ Override credentials
- Username: A text input field.
- Domain: A text input field.
- Password: A text input field.
- Buttons: Cancel and OK at the bottom right.

## ADVANCED

This is the **Server** address.



The screenshot shows the same dialog box with the Advanced tab selected. It contains the following field and controls:

- Server: A text input field.
- Buttons: Cancel and OK at the bottom right.

### 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 [Advanced Data Sources](#). Please consult [SQLite.org](https://www.sqlite.org) 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

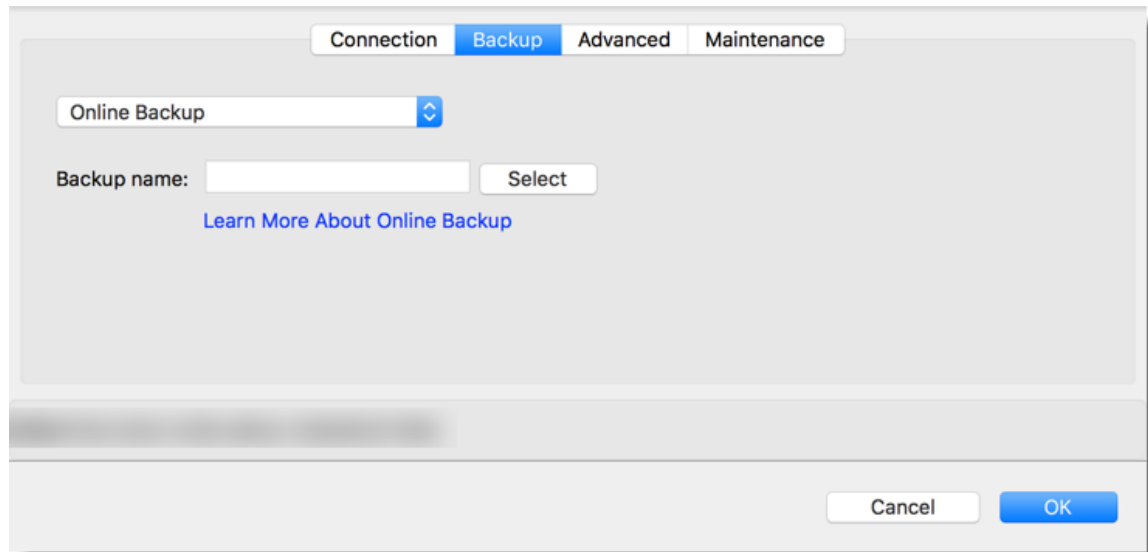
### CONNECTION

The screenshot shows a 'Connection' dialog box for SQLite. It has four tabs: 'Connection' (selected), 'Backup', 'Advanced', and 'Maintenance'. The 'Name' field is 'SQLite'. The 'Database' field is 'devolutions.remotedesktopmanager/Connections1.db' with a 'Browse...' button. There are checkboxes for 'Secure with password' and 'Always ask password'. The 'Password' field is empty. The 'Two factor' dropdown is set to 'None'. At the bottom right are 'Cancel' and 'OK' buttons.

SQLite - Connection tab

OPTION	DESCRIPTION
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 <a href="#">2-Factor Authentication</a> to access your data source.

## BACKUP



SQLite - Backup tab

OPTION	DESCRIPTION
<b>Backup</b>	Select between: <ul style="list-style-type: none"><li>• <b>None</b>: No backup of your data source will be created.</li><li>• <b>Online Backup</b>: An Online Backup (using Online Backup Service) will automatically be created.</li><li>• <b>Save to file</b>: Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.</li></ul>
<b>Backup name</b>	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 sec

☐ Disable reveal password

☐ Disable caching

Advanced Settings...

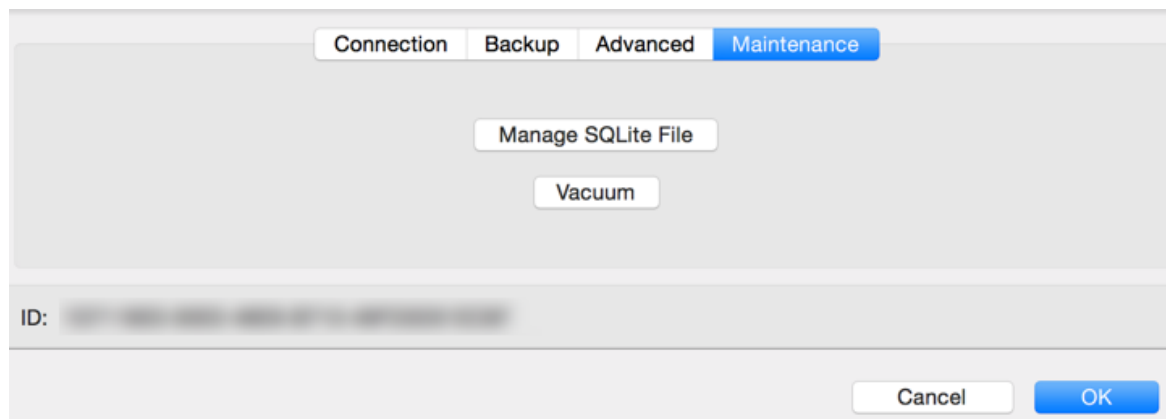
ID: [blurred]

Cancel OK

SQLite - Advanced tab

OPTION	DESCRIPTION
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 <a href="#">Caching Mode</a> topic for more information.
Advanced Settings	Use to directly modify the connection string value.

## MAINTENANCE

*SQLite - Maintenance tab*

OPTION	DESCRIPTION
<b>Manage SQLite File</b>	Manage all your SQLite file to analyse, vacuum, repair or delete them. For more information please follow this <a href="#">link</a> .
<b>Vacuum</b>	Used to compress and clean up the current database file.

### 5.2.6 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 [Online Backup Service](#) is available for this data source.



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.



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

XML - Connection tab

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

## BACKUP

The screenshot shows the 'Backup' tab of the Remote Desktop Manager settings window. At the top, there are three tabs: 'Connection', 'Backup' (which is selected and highlighted in blue), and 'Advanced'. Below the tabs, there is a dropdown menu currently set to 'Online Backup'. Underneath this, there is a text field labeled 'Backup name:' followed by a 'Select' button. A blue link that says 'Learn more about Online Backup' is positioned below the text field. At the bottom left, there is an 'ID:' label followed by a blurred text field. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

XML - Backup tab

OPTION	DESCRIPTION
<b>Backup</b>	<p>Choose between:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> No backup of your data source will be created.</li> <li>• <b>Online Backup:</b> An Online Backup (using Online Backup Service) will automatically be created.</li> <li>• <b>Save to file:</b> Your backup will be saved to a chosen file but will not automatically do backup every 30 seconds.</li> </ul>
<b>Backup name</b>	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

The screenshot shows a dialog box with three tabs: 'Connection', 'Backup', and 'Advanced'. The 'Advanced' tab is active. It contains the following options:

- ☐ Auto refresh on file change
- ☐ Read-only
- ☐ Disable reveal password
- ☒ Always ask master key
- Master key:
- ☐ Allow custom images

At the bottom right, there are 'Cancel' and 'OK' buttons.

*XML - Advanced tab*

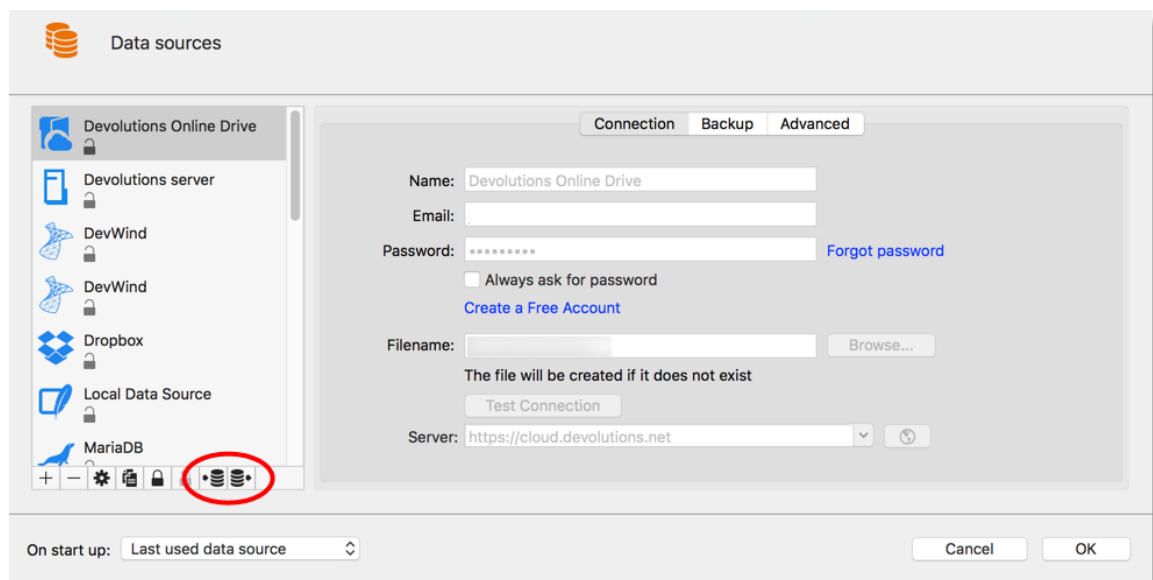
OPTION	DESCRIPTION
<b>Auto refresh on file change</b>	Indicate if the application monitor the file changes to automatically refresh the data source.
<b>Read-only</b>	Set the data source in read only. No new entry can be created and the existing data cannot be edit.
<b>Disable reveal password</b>	Disable the reveal password feature when a user accesses this data source.
<b>Always ask master key</b>	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.
<b>Master key</b>	Enter the Master key that will be used before opening the data source.
<b>Allow custom images</b>	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 [Export](#) 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.



*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 [Lock Data Source](#) for more information.

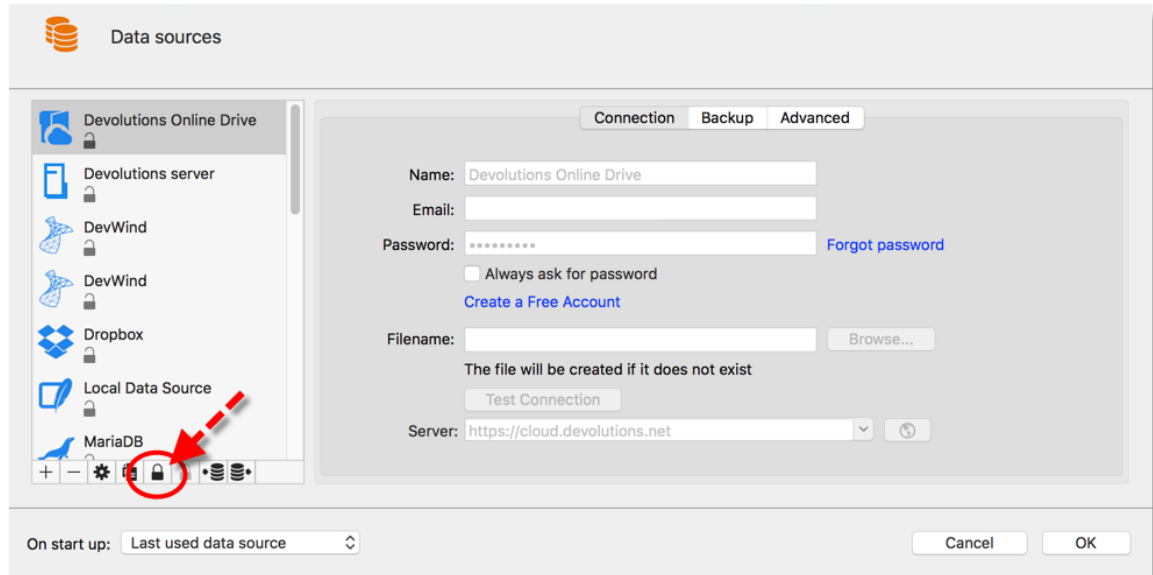
## 5.4 Lock Data Source

### DESCRIPTION



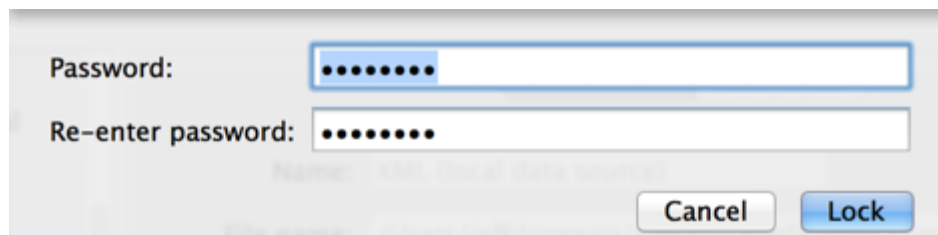
To protect sensitive data in your data source configuration (e.g. server URL or credentials), you may wish to lock the data source configuration before you deploy it to your users. You can do it by using the Lock/Unlock button from the toolbar.

## SETTINGS



*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.



*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: [SQLite](#), [Devolutions Server](#), [SQL Server](#).

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 [Google Authenticator](#), [Yubikey](#) and [Duo](#).

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

The screenshot shows the 'SQL Server - Connection tab' dialog box. It has three tabs: 'Connection' (selected), 'Advanced', and 'Upgrade'. The 'Name' field is 'DevWind'. The 'Server' field is empty with a hint '(Local) or IP or Server name'. There is an unchecked checkbox for 'Integrated security (Active Directory)'. The 'User' field is 'David' with an 'Editable' checkbox. The 'Domain' field is empty. The 'Password' field is masked with dots and has a 'Save password' checkbox checked. The 'Database' field is 'new' with a 'Browse...' button. The 'Two factor' dropdown is set to 'None' with a blue arrow pointing to it. There are 'Test Server' and 'Test Database' buttons. At the bottom, there is an ID: 354F4BC2-69FD-44E8-9E59-4659AC056135, and 'Cancel' and 'OK' buttons.

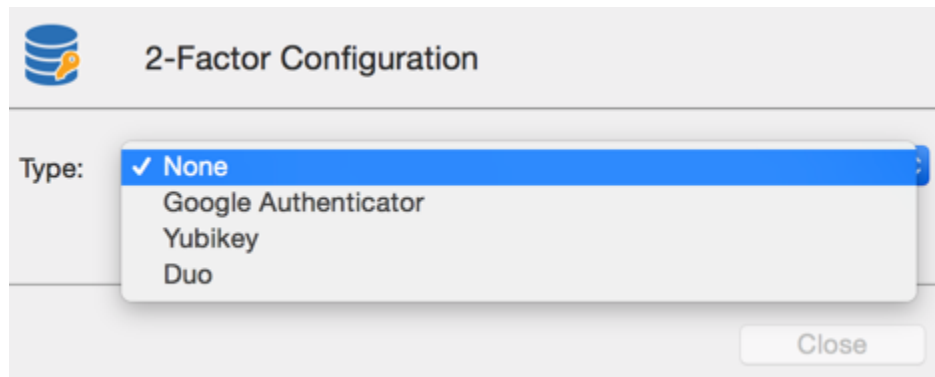
*SQL Server - Connection tab*

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

The screenshot shows the '2-Factor Configuration' dialog box. It has a title bar with a database icon and the text '2-Factor Configuration'. The 'Type' is set to 'None'. There is a 'Change' button with a blue arrow pointing to it. At the bottom right, there is a 'Close' button.

*Two Factor Configuration*

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



*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](#)
- [Duo](#)

### 5.5.1 Google Authenticator

## DESCRIPTION

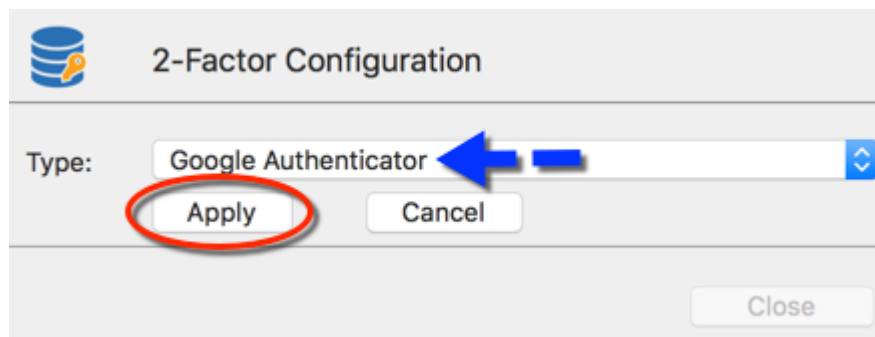
Remote Desktop Manager for Mac allows you to use **Google Authenticator** as a [2-Factor authentication](#) to provide an additional security layer when opening a data source.

## SETTINGS



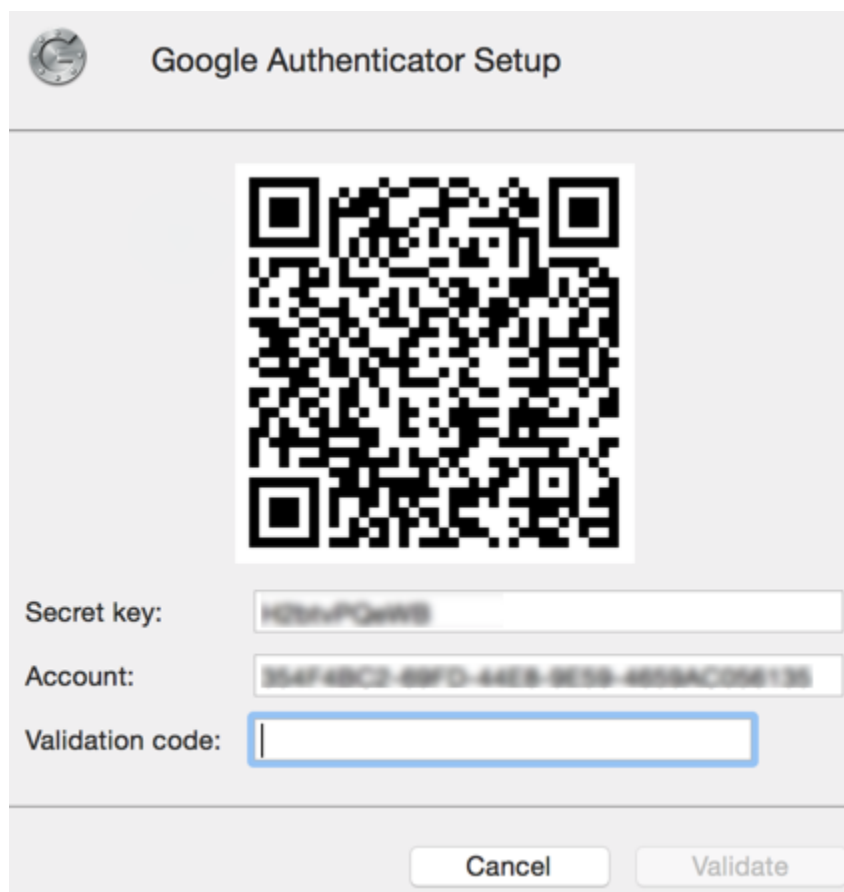
Before you start the configuration, make sure you have installed the [Google Authenticator](#) application on your Android device, Blackberry or on your Apple product (iPhone, iPad or iPod Touch).

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**.



*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 [2-Factor authentication](#) to provide an additional layer of security when opening a selected data source.



Remote Desktop Manager only support the Yubico OTP at this time.

#### SETTINGS



Before you start the configuration, make sure you have a [Yubikey](#) in your possession.

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

2-Factor Configuration

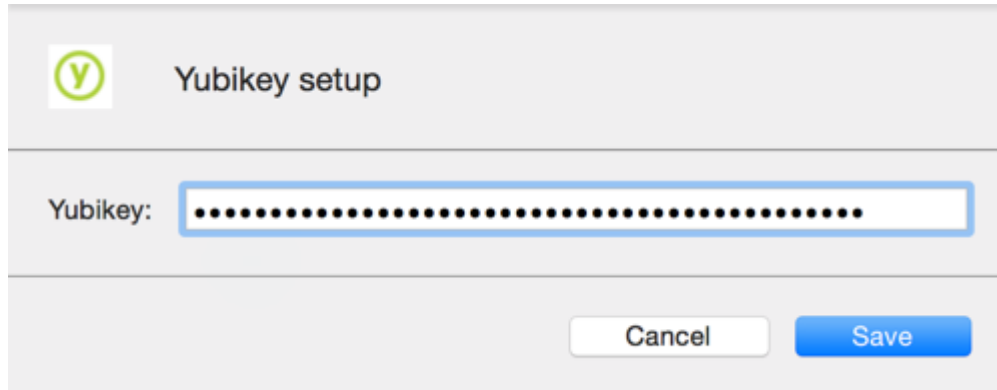
Type: Yubikey

Apply Cancel

Close

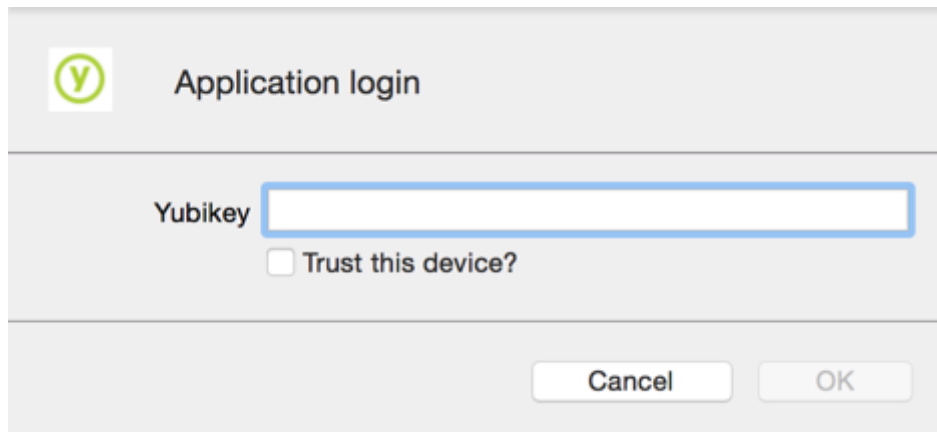
2-Factor Configuration

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**.

A dialog box titled "Yubikey setup" with a green Yubikey logo. It contains a label "Yubikey:" followed by a text input field filled with dots. At the bottom right are "Cancel" and "Save" buttons.

*Yubikey Authentication*

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

A dialog box titled "Application login" with a green Yubikey logo. It contains a label "Yubikey" followed by an empty text input field. Below the input field is a checkbox labeled "Trust this device?". At the bottom right are "Cancel" and "OK" buttons.

*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.

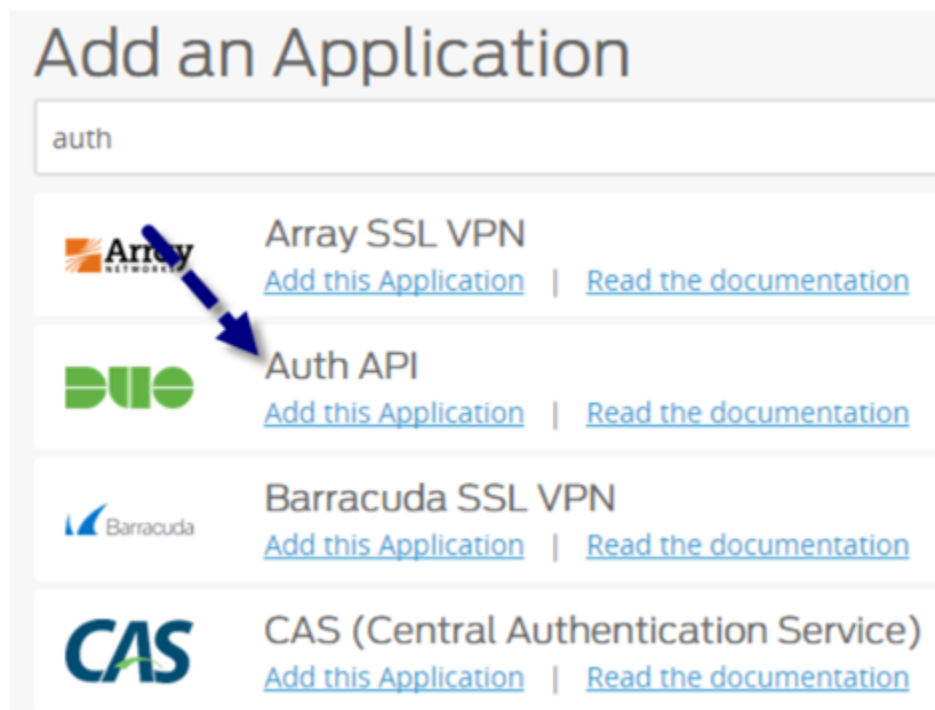
## SETTINGS



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.



*Add Application - Duo*

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

Server: vwindsrv-sql  
(Local) or IP or Server name

☐ Integrated security (Active Directory)

User: David ☐ Editable

Domain:

☒ Save password

Password: .....

Database: new Browse...

Two factor: None

Test Server

Test Database

ID: 354F4BC2-8BFD-44E8-9C58-4B5BAC08135

Cancel OK

SQL Connection Settings

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

2-Factor Configuration

Type: Duo

Apply Cancel

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

**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	DI5JYQ4F5...
Secret key	<a href="#">Click to view</a>
API hostname	api-6a1e4b69.duosecurity.com

### 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 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](#).

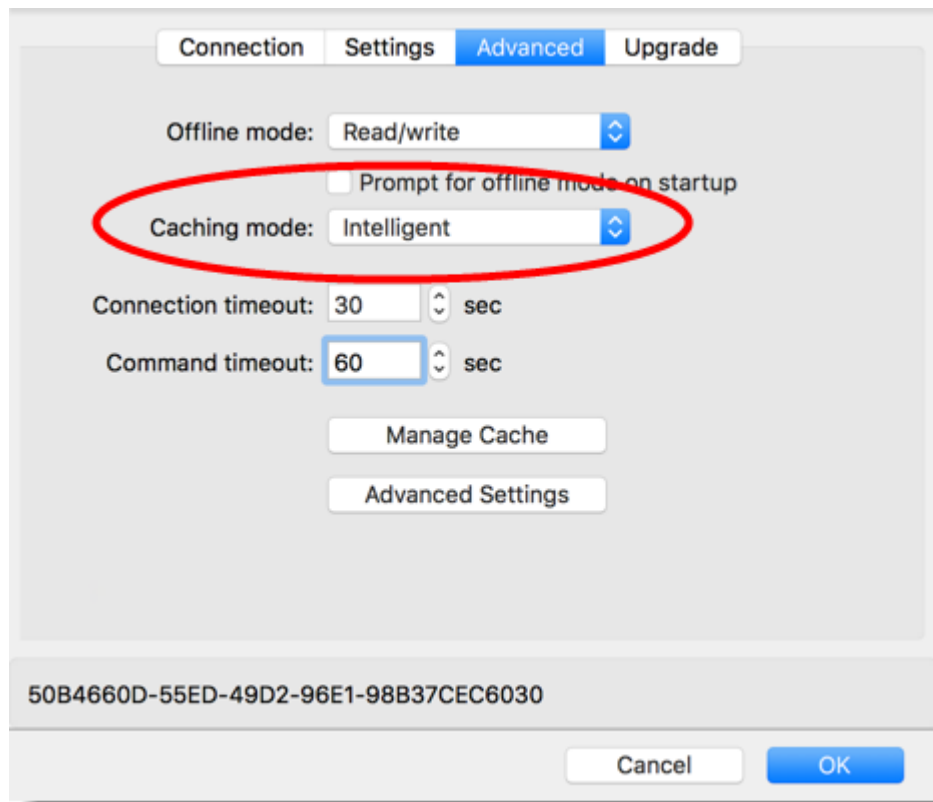


If the cache is outdated, press CTRL+Refresh or CTRL+F5 to refresh the local cache. This will force reading from the database to recreate the cache.

### SETTINGS

The **Caching** mode option can be access via the **File - Data Sources - Edit Data Source - Advanced** tab of an [Advanced Data Source](#).

## MODES



*Data source settings - Advanced tab*

OPTION	DESCRIPTION
<b>Disabled</b>	No client caching.
<b>Simple</b>	<p>Simple caching is the legacy caching mode. Performance may suffer when connected to data sources containing many sessions.</p> <p>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.</p>

OPTION	DESCRIPTION
<b>Intelligent</b>	<p>Intelligent cache has the ability to handle many more sessions without experiencing performance degradation.</p> <p>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.</p> <p>When first opening the data source Remote Desktop Manager for Mac will load the session from the offline file then refresh to get the up-to date information.</p>

## 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*** - [Offline Security](#).



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 **upon request from our Support Team** when experiencing cache issue.

### SETTINGS



The **Manage Cache** option will only be available when using an SQLite cache.


**Manage Cache**

Connections rows :

Database version :

CacheID :

Offline expiry date :

Settings :

Properties

=====

Key	Value
-----	

Clear output

Analyse

Vacuum

Repair

Delete

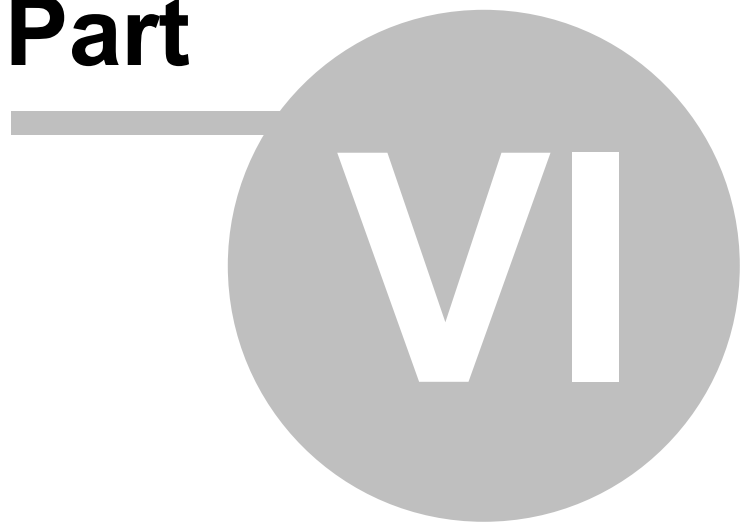
Close

Manage Cache

OPTION	DESCRIPTION
<b>Clear output</b>	Clear the output window.
<b>Analyse</b>	Analyse 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.
<b>Vacuum</b>	This will run an SQLite command to reduce your cache size. The Vacuum should only be used <b><i>after trying to execute a Repair</i></b> of your cache. If the repair hasn't solved your issue running a Vacuum will usually solve issues when dealing with a corrupted cache.
<b>Repair</b>	<p>The repair will run four different SQLite commands to repair a corrupted cache:</p> <ul style="list-style-type: none"><li>• PRAGMA integrity_check</li><li>• REINDEX DatabaseInfo</li><li>• REINDEX Connections</li><li>• REINDEX Properties</li></ul>
<b>Delete</b>	This option will delete the physical file (offline.db). Please note that this will <b><u>empty your Offline mode cache, always verify that your database is available before running a Delete.</u></b>

# Commands

**Part**



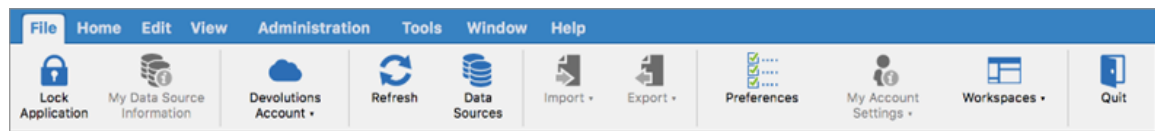


## 6 Commands

### 6.1 File

#### 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.



*File Menu*

See the following topics to learn more about each setting:

- [Go Offline](#)
- [Lock Application](#)
- [My Data Source Information](#)
- [Devolutions Account](#)
- [Refresh](#)
- [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.

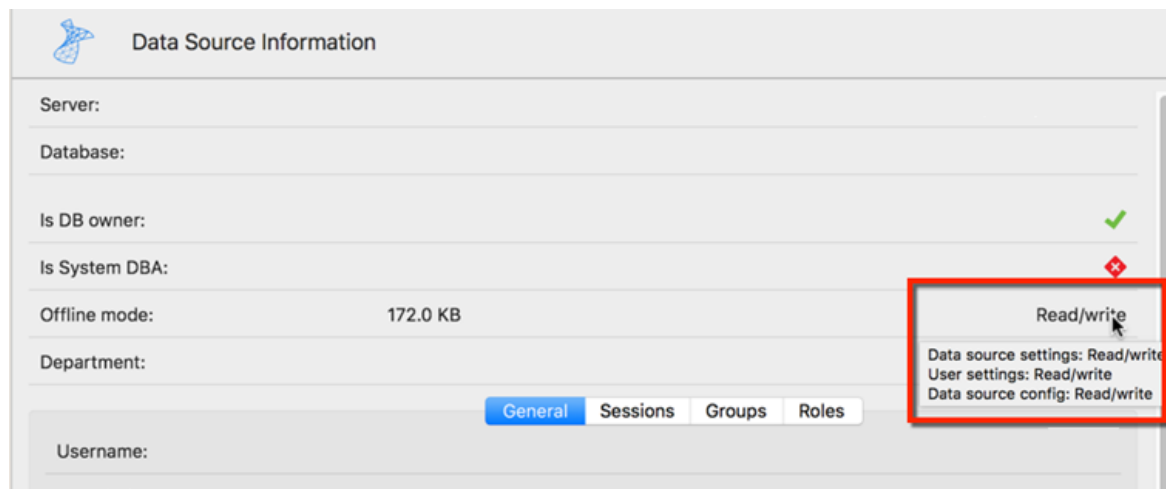
You can manually activate the offline mode by using the menu **File - Go Offline**. When the connection is back online use the menu **File - Go Online** or the **Refresh** icon to reconnect to the data source.

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.



*My Data Source Information - Offline Mode*

## 6.1.2 Lock Application

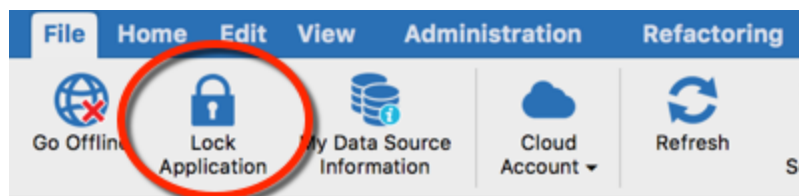
### DESCRIPTION

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 [File - Preferences - Security](#).

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



*File - Lock Application*

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



### 6.1.3 My Data Source Information

#### DESCRIPTION

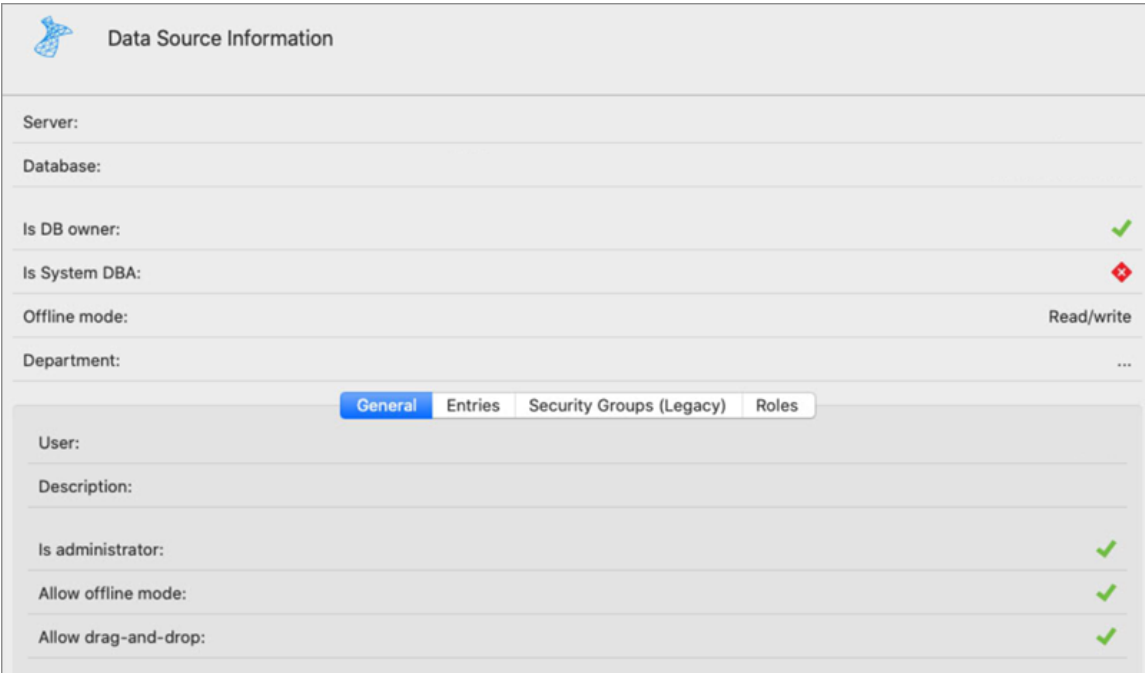
Use the **File - My Data Source Information** to display the data source information details like the current username and security access. The **My Data Source Information** screen will also give you the data source configuration information such as database version and the effective Offline mode.



The display of My Data Source Information can be different depending on the [Data Source Types](#).

#### SETTINGS

#### GENERAL



**Data Source Information**

Server:

Database:

Is DB owner: ✓

Is System DBA: ✗

Offline mode: Read/write

Department: ...

**General** | Entries | Security Groups (Legacy) | Roles

User:

Description:

Is administrator: ✓

Allow offline mode: ✓

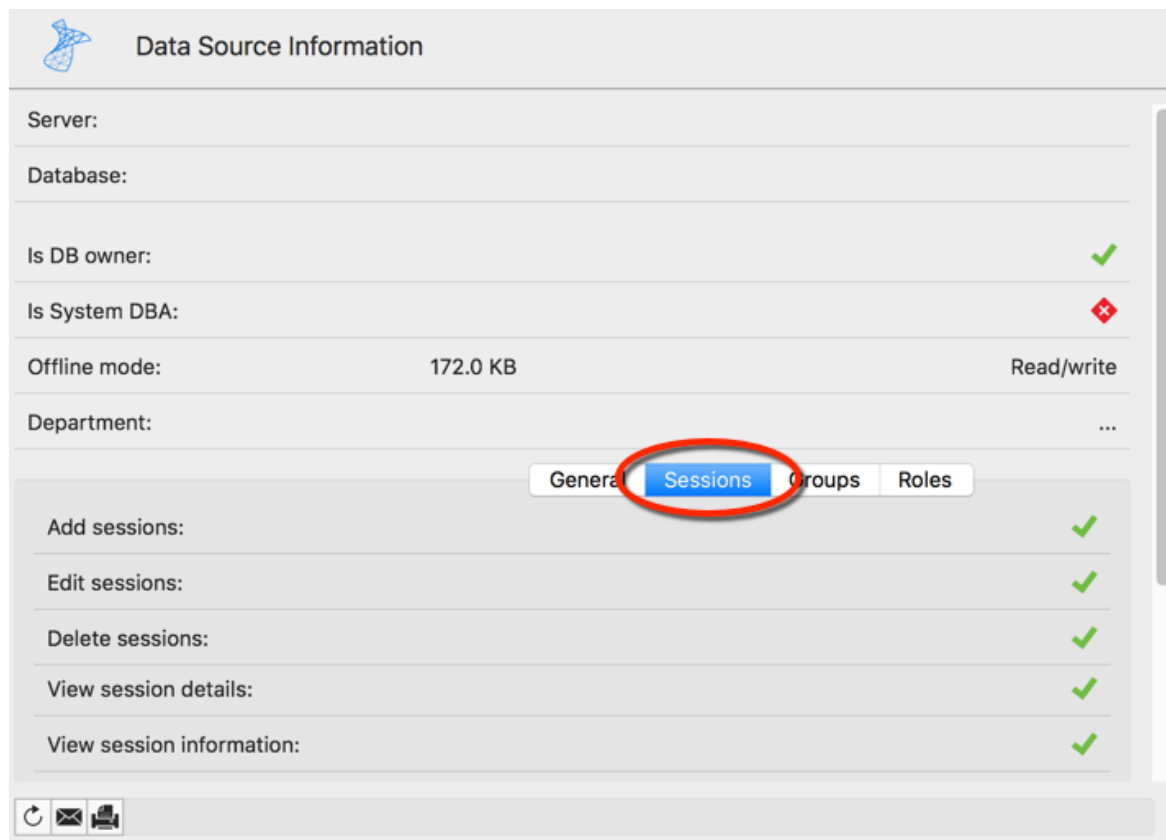
Allow drag-and-drop: ✓

*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



*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

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

Data Source Information

Server:

Database:

Is DB owner: ☒

Is System DBA: ☐

Offline mode: 172.0 KB Read/write

Department: ...

General Sessions **Groups** Roles

Group Name	Rights

*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.

Data Source Information

General Sessions Groups **Roles**

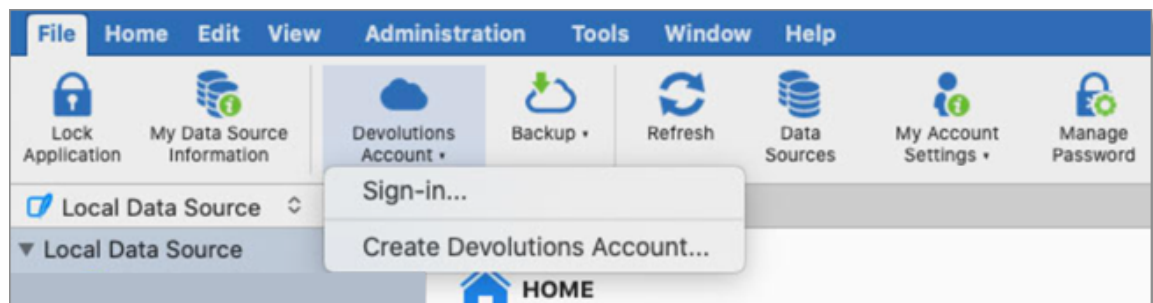
Role Name	Rights	Client Group	Internal Group	test	Windjammer

*Data Source Information - Roles*

### 6.1.4 Devolutions Account

#### DESCRIPTION

In **File - Devolutions Account** create and connect your Remote Desktop Manager to your Devolutions Account. The Devolutions Account is free for customers.



*File - Devolutions Account*

OPTION	DESCRIPTION
Sign-in	Sign-in your Devolutions Account.
Sign-out	Sign-out of your Devolutions Account.
Create Devolutions Account	Create a new Devolutions Account.

### 6.1.5 Backup

#### DESCRIPTION

Please consult topic [Online Backup](#) for information on this service.



### 6.1.5.1 Refresh

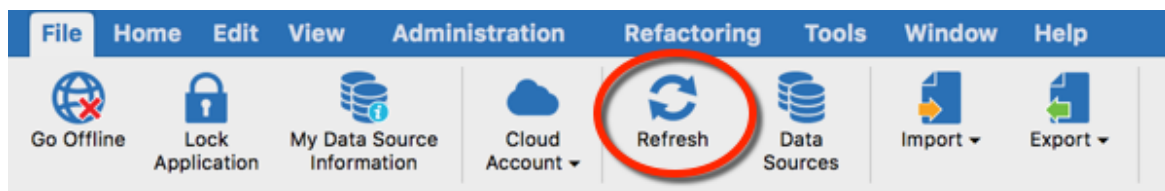
## DESCRIPTION

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 - Refresh

### 6.1.5.2 Settings

## DESCRIPTION

The [Online Backup](#) allows you to backup your [Devolutions Online Drive](#), [SQLite](#) or an [XML](#) data source in a safe online storage. The backup option is available through the **File - Backup** menu.

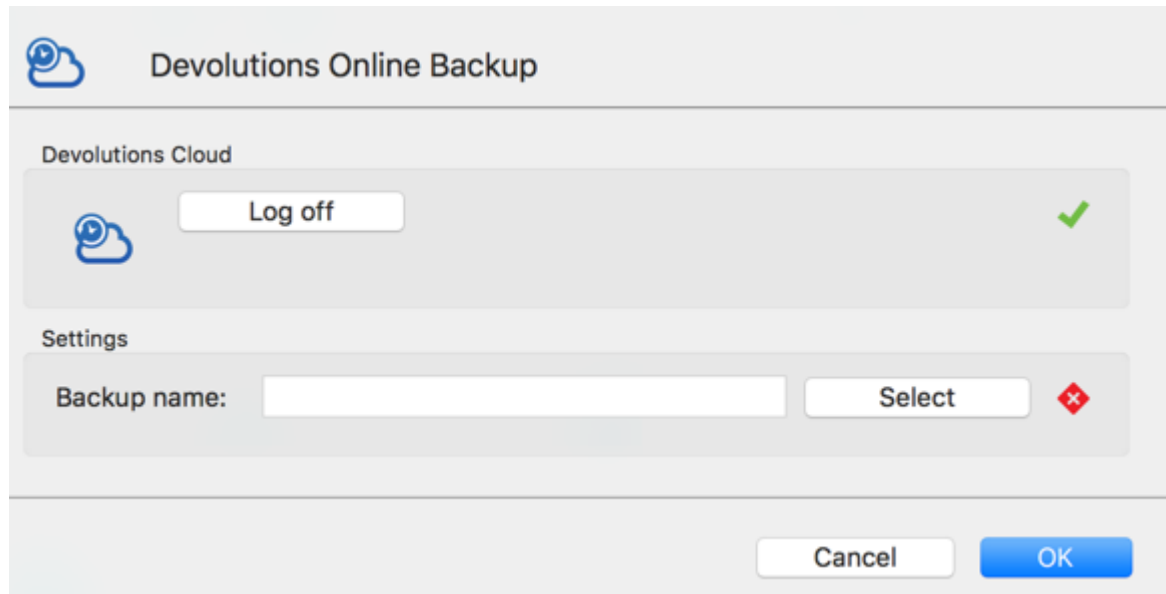
## SETTINGS

## SIGN IN

1. Click on **File - Backup - Sign-in** to Sign-in with your [Devolutions Account](#).

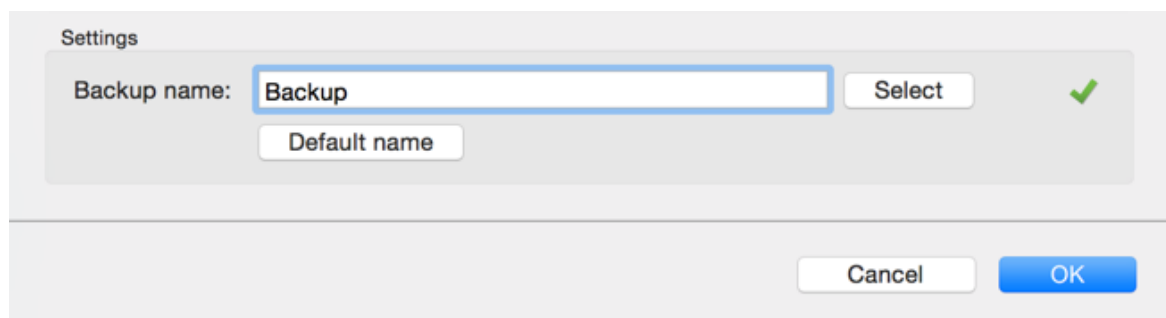
## VIEW SUBSCRIPTION

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



*Online Backup subscription*

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



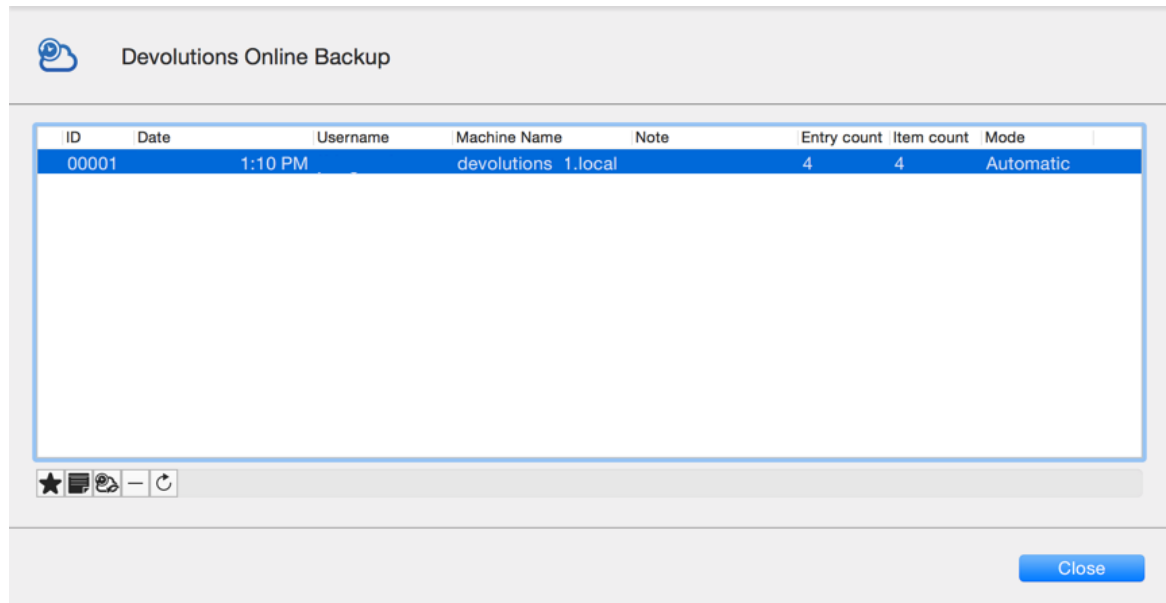
*Backup name*

## 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

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



*View History*



You must perform this for all your [SQLite](#) or [XML](#) 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 [Devolutions Online Drive](#), [SQLite](#) or an [XML](#) data source at some point. The restore option is accessible from the menu **File - Backup - Restore**.

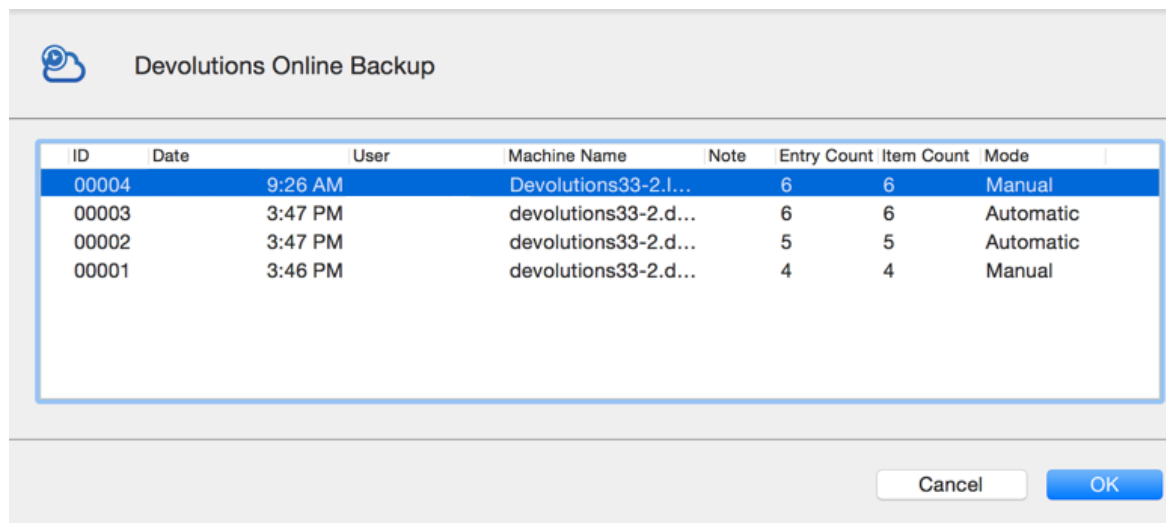


Before being able to restore a backup, you **MUST** create an empty data source and define the backup name before being able to use it. A quick step is written below:

- Create a new [Devolutions Online Drive](#), [SQLite](#) or an [XML](#) 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*

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.

Devolutions Online Backup

Restore source

ID: 00003 Select

Date: 3:47 PM

Username:

Machine name: devolutions33-2.devolutions.lc

Entry count: 6

Item count: 6

Mode: Automatic

Note:

Restore destination

☒ Current data source

☒ Perform a backup data source before restoring the selected backup

☐ New data source

Name:

☐ File with encryption

Master key:  👁 🔑

Cancel OK

*Backup Wizard*

5. Click on **OK** to complete your backup restore.

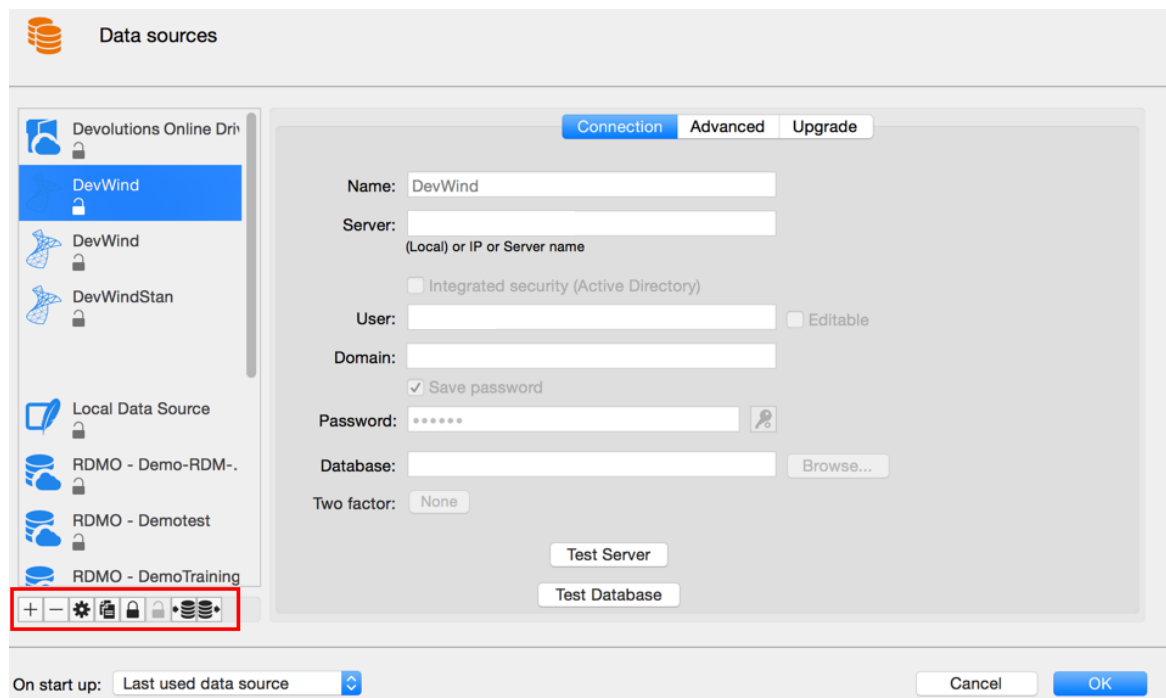
## 6.1.6 Data Sources

### 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 [Data Source Types](#) for more details on all of our supported data sources.




*Your active Data sources*

## SETTINGS

### ADD A NEW DATA SOURCE

Use the button  to create a new data source configuration.

### DELETE AND EDIT A DATA SOURCE

Use buttons  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  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  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** you can set a selected data source to open on startup.

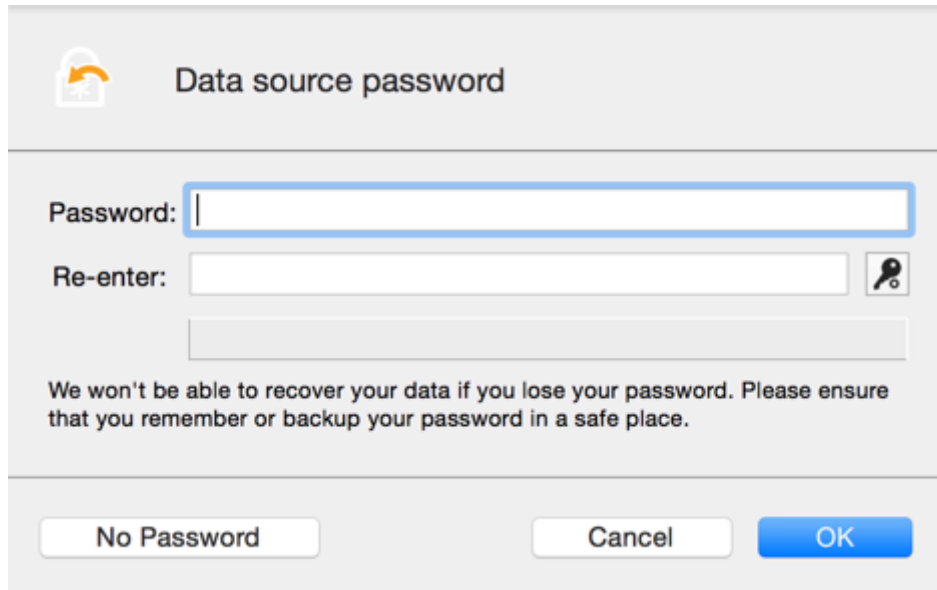
### 6.1.7 Manage Password

## DESCRIPTION

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

- [XML](#)

- [Dropbox](#)



#### *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

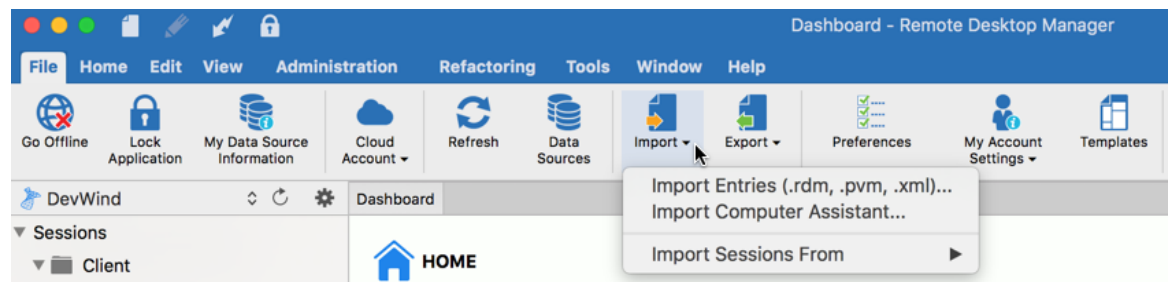
Use the **File - Import** option to import entries in Remote Desktop Manager for Mac. You can import multiple entry types from a multitude of sources. We support native import formats from many popular tools on the market and in case we don't support the native format or the third party, we have wizards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





The import feature is only active if the import [Permission](#) has been enabled inside the user account.

## SETTINGS



*File - Import*

## 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

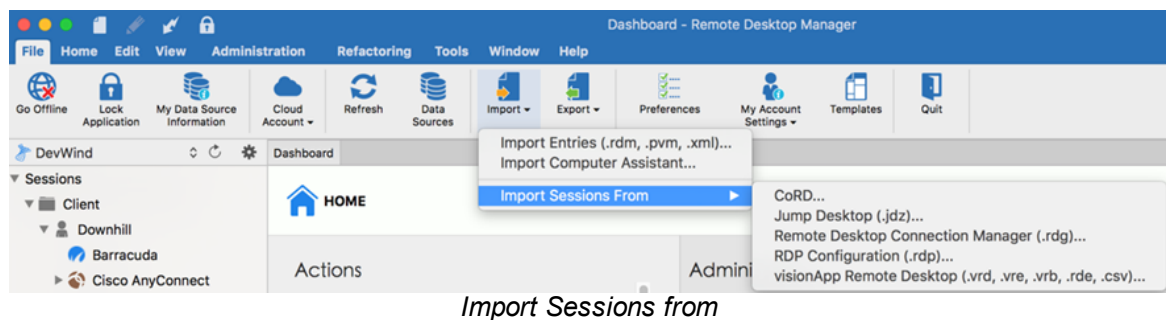
Please consult [Import Sessions](#) topic for more information.

### 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

### 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))

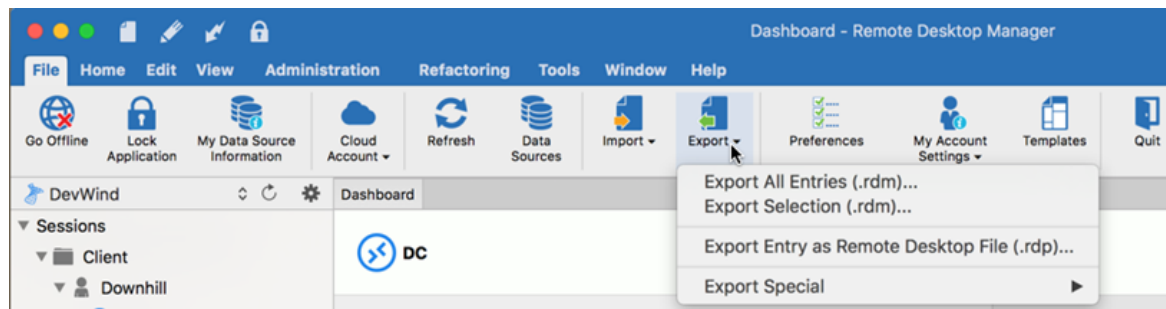


The export feature is only active if the import [Permission](#) has been enabled inside the user account



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

## SETTINGS



*File - Export*



When using an [Advanced Data Source](#), 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 [Security Group Management](#) 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.

A screenshot of the 'Export all entries (.rdm)' dialog box. It features two checkboxes: 'Credentials' and 'Use Master Key'. The 'Credentials' checkbox is checked, while 'Use Master Key' is unchecked. To the right of the 'Use Master Key' checkbox is a text input field, a toggle icon (an eye), and a key icon. At the bottom right, there are 'Cancel' and 'OK' buttons.

*Export all entries (.rdm)*

## 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.

```
<tr>
  <td class="label Password">Password</td>
  <td class="value Password">
    <span id="dff570b2-5fb1-459b-af38-0fcb4f677484" data="U2FsdGVkX1/TAub+TpB+UrMU2m1RSVdiU8FP7tPnXAaBLZdvSV9IiM2AKdIv0Siv">
      <a class="encrypted" onclick="javascript:decryptText('dff570b2-5fb1-459b-af38-0fcb4f677484')">*****</a>
    </span>
  </td>
</tr>
```

*Encrypted value*

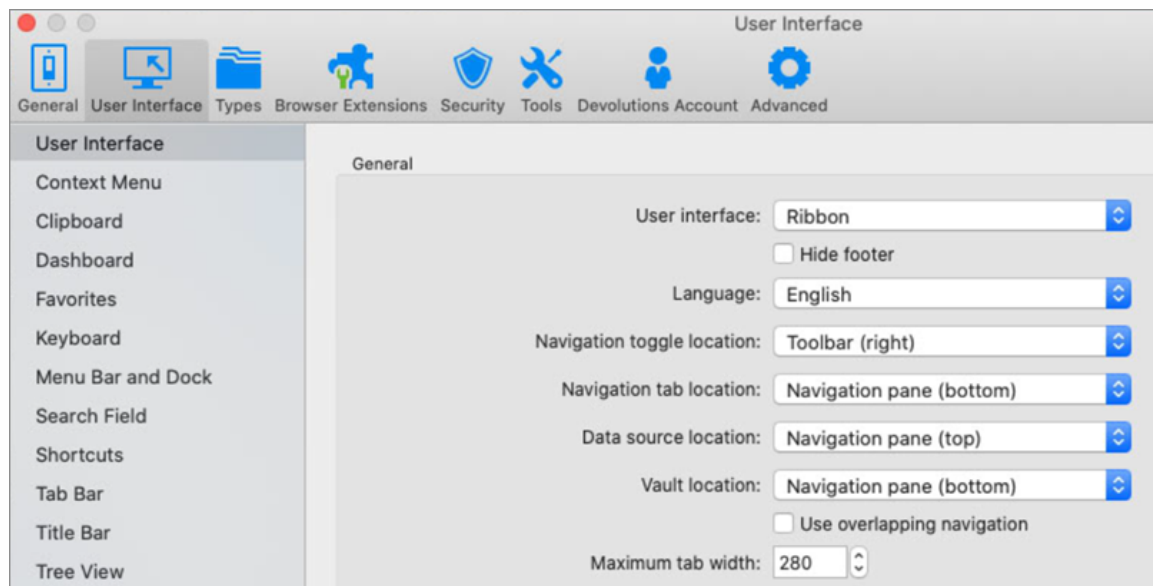
## SAFE & SMART VIRTUAL BACKUP

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**.



*File - Preferences*

Please see the following topics for more information each tab:

- [General](#)
- [User Interface](#)
- [Types](#)
- [Security](#)
- [Tools](#)

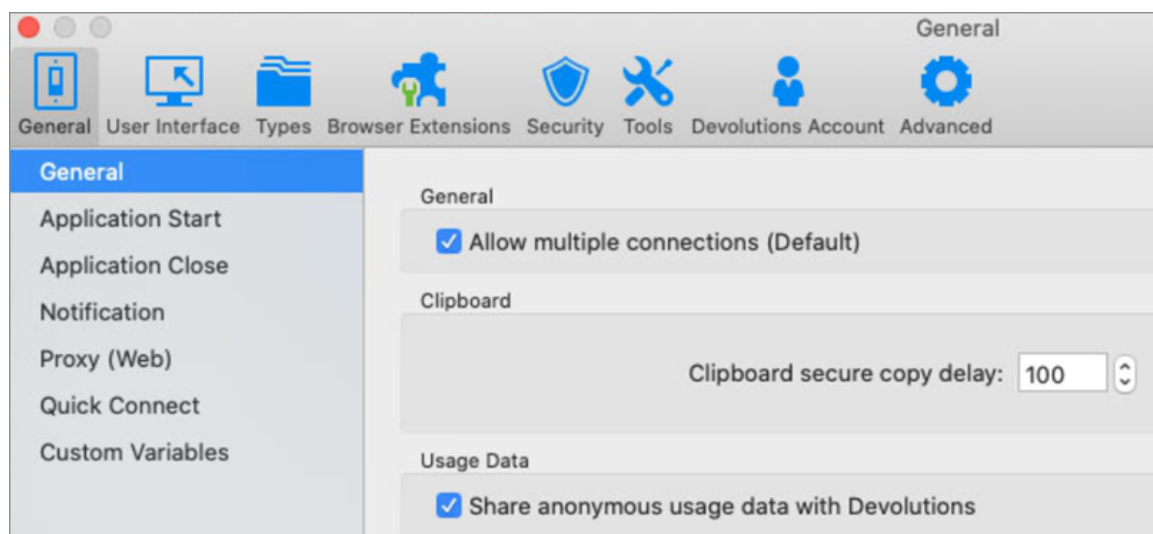
- [Advanced](#)

#### 6.1.10.1 General

## DESCRIPTION

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

## SETTINGS



## GENERAL

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



## APPLICATION START

OPTION	DESCRIPTION
<b>Check for updates at startup</b>	Application will perform a verification for new releases available at startup.

## APPLICATION CLOSE

OPTION	DESCRIPTION
<b>Ask confirmation on application close</b>	Application will prompt you for confirmation when attempting to close.
<b>Verify opened session on close</b>	Application will warn you about running sessions when attempting to close.

## QUICK CONNECT

OPTION	DESCRIPTION
<b>Open embedded by default (if available)</b>	Open the session in embedded mode by default if the embedded mode is available.

## CUSTOM VARIABLES

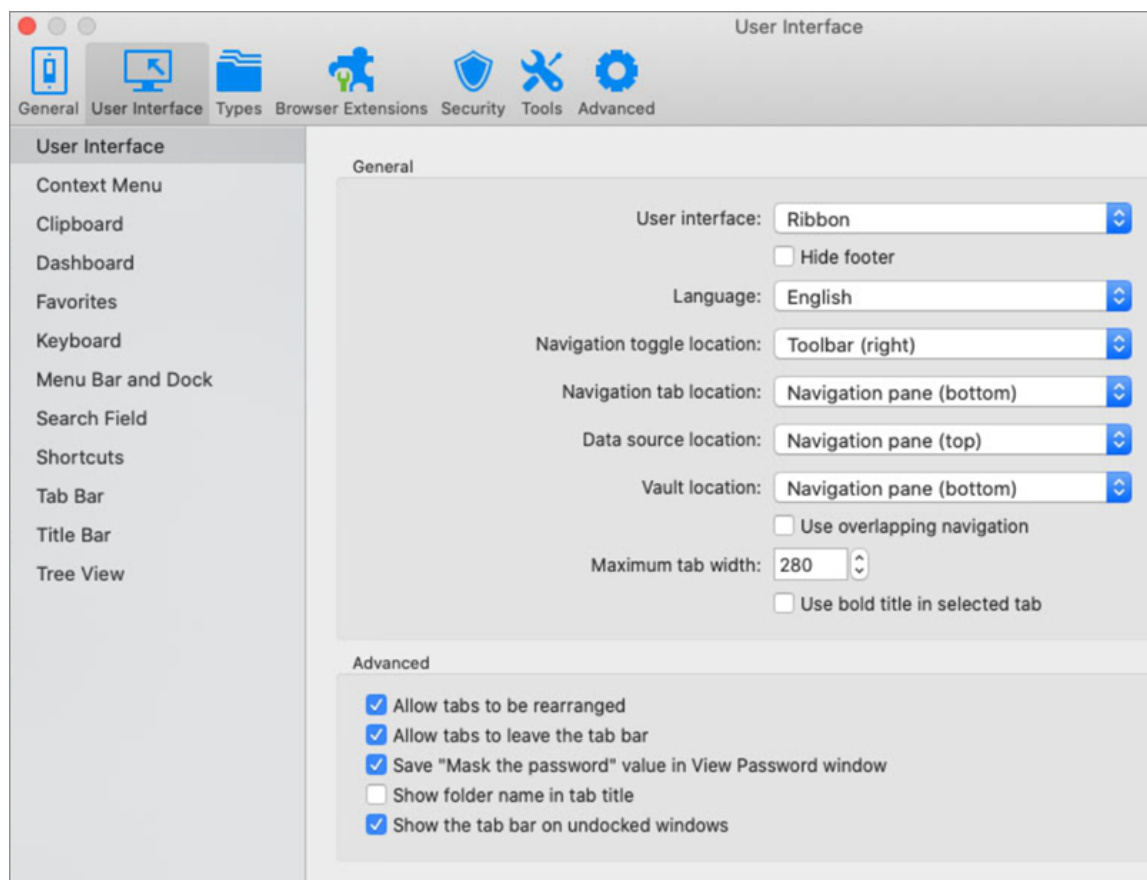
OPTION	DESCRIPTION
Custom Variables	Custom variables option has been implemented to customize your own variables in the application. Click on the plus sign to create a new variable to use. Enter the name and the value of the variable.

#### 6.1.10.2 User Interface

### DESCRIPTION

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

### SETTINGS



*Preferences - User Interface*

## CONTEXT MENU

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

## USER INTERFACE

OPTION	DESCRIPTION
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: <ul style="list-style-type: none"><li>• <b>Toolbar (right)</b></li><li>• <b>Toolbar (left)</b></li></ul>
Navigation tab location	Specify the default location of the Navigation tab between: <ul style="list-style-type: none"><li>• <b>Navigation Pane (top)</b></li><li>• <b>Navigation Pane (bottom)</b></li></ul>
Data Source location	Specify the location of the data source on your screen between: <ul style="list-style-type: none"><li>• <b>Navigation Pane (top)</b></li><li>• <b>Navigation Pane (bottom)</b></li><li>• <b>Status bar</b></li><li>• <b>None</b></li></ul>
Show the tab bar on undocked windows	Display the tab bar when the session is undocked.

OPTION	DESCRIPTION
<b>Allow tabs to be rearranged</b>	Allow tabs to be moved from one position to another in the tab bar.
<b>Allow tabs to leave the tab bar</b>	Tabs can be move out of the tab bar.

## DASHBOARD

OPTION	DESCRIPTION
<b>Auto Focus Dashboard</b>	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.
<b>Use classic dashboard overview</b>	The classic dashboard will be displayed instead of the new dashboard with larger buttons.

## MENU BAR

OPTION	DESCRIPTION
<b>Show icon in menu bar</b>	Shows the icon in the menu bar.
<b>Include entry list menus</b>	Includes the entries in the list menu.
<b>Include opened entry menus</b>	Includes a sub-menu for opened sessions.

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

## TREE VIEW

OPTION	DESCRIPTION
<b>Shortcut overlay</b>	Determine on which items the shortcut icon is visible. Choose between:

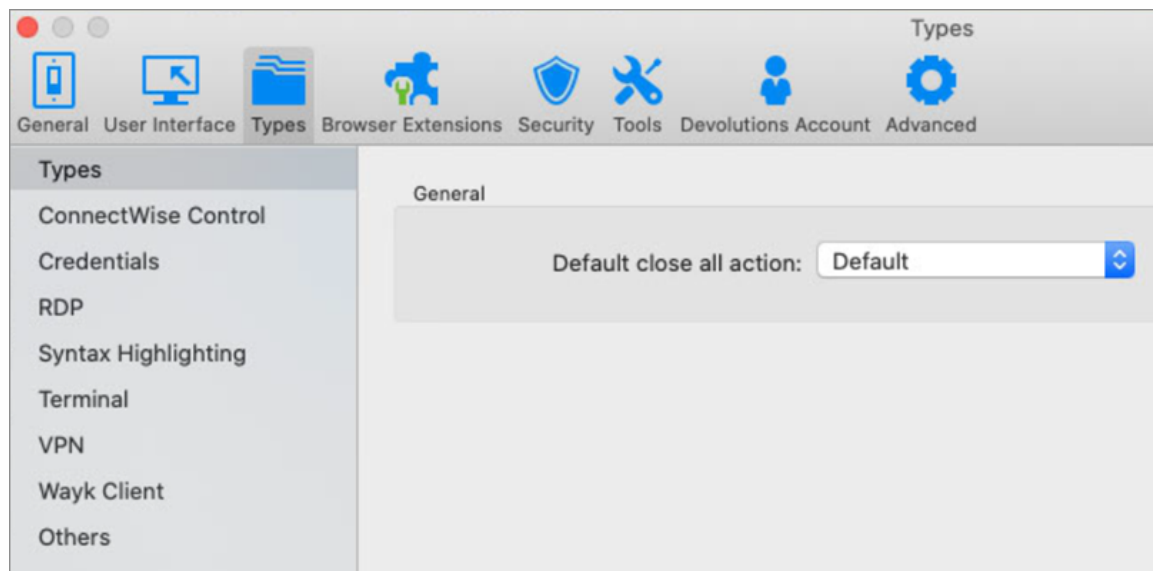
OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• <i>All</i></li><li>• <i>None</i></li><li>• <i>All except original</i></li></ul>
<b>Disable entry drag-and-drop</b>	This setting disables moving entries with drag-and-drop. Use this option to avoid any unwanted session create by drag and drop by mistake.
<b>Merge credential list with sessions</b>	Credentials will appear within the list of Sessions instead of in their own vault.
<b>Merge session tool list with sessions</b>	Session tool list will appear within the list of Sessions instead of in their own vault.

### 6.1.10.3 Types

## DESCRIPTION

Use ***File - Preferences - Types*** to control settings applied to Session entries.

## SETTINGS

*Preferences - Types*

## SESSION TYPE

OPTION	DESCRIPTION
<b>Default close all action</b>	<p>Select the Default action for the <b>Close all</b> button when multiple tabs are open at the same time in the dashboard:</p> <ul style="list-style-type: none"><li>• <b>Disconnect</b> (<i>disconnect all opened tab connected session</i>)</li><li>• <b>Log off</b> (<i>Log off all opened tab session</i>)</li><li>• <b>Default</b> (<i>Close all opened tab sessions</i>)</li></ul>

## CREDENTIALS



OPTION	DESCRIPTION
<b>Global Availability</b>	<p>Define the default setting of the Global Availability for the <a href="#">User Vault</a> Search between:</p> <ul style="list-style-type: none"><li>• <b>Available</b></li><li>• <b>Unavailable</b></li></ul>

## RDP

OPTION	DESCRIPTION
<b>Screen sizing mode</b>	<p>You can choose a preferred screen sizing mode for your RDP session between:</p> <ul style="list-style-type: none"><li>• <b>Scrollbar</b></li><li>• <b>Smart reconnect</b></li><li>• <b>Smart sizing</b></li><li>• <b>Server resolution</b></li><li>• <b>None</b></li></ul>
<b>Display</b>	<p>Determinate the preferred display for the session. Select between:</p> <ul style="list-style-type: none"><li>• <b>Default</b></li><li>• <b>External</b></li><li>• <b>Embedded (tabbed)</b></li><li>• <b>Undocked</b></li></ul> <p>You can then choose the preferred monitor to display on:</p>

OPTION	DESCRIPTION
	<ul style="list-style-type: none"> <li>• <b>Primary monitor:</b> This is the monitor that is marked as main display in Windows</li> <li>• <b>Secondary monitor:</b> The other non-primary monitor, obsolete, use Monitor 1, 2, 3 or 4 instead</li> <li>• <b>Current monitor:</b> The monitor that RDM is running in</li> <li>• <b>Configured:</b> See Systems Options</li> <li>• <b>Default:</b> Will not move the application, it will be Windows default mode</li> <li>• <b>Monitor 1:</b> Monitor 1 is primary</li> <li>• <b>Monitor 2:</b> Monitor 2 is primary</li> <li>• <b>Monitor 3:</b> Monitor 3 is primary</li> <li>• <b>Monitor 4:</b> Monitor 4 is primary</li> <li>• <b>Monitor 5:</b> Monitor 5 is primary</li> <li>• <b>Monitor 6:</b> Monitor 6 is primary</li> </ul>
<b>Activate sandboxing</b>	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.
<b>Use OpenGL</b>	If using OpenGL on your Mac activate this option to enhance your screen performance.
<b>RDP Engine</b>	Select between: <ul style="list-style-type: none"> <li>• <b>Default</b></li> </ul>

OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• V2</li><li>• V3</li><li>• V4</li></ul>
Gateway Transport	Select between: <ul style="list-style-type: none"><li>• Auto</li><li>• Http</li><li>• RPC</li></ul>

## OTHERS

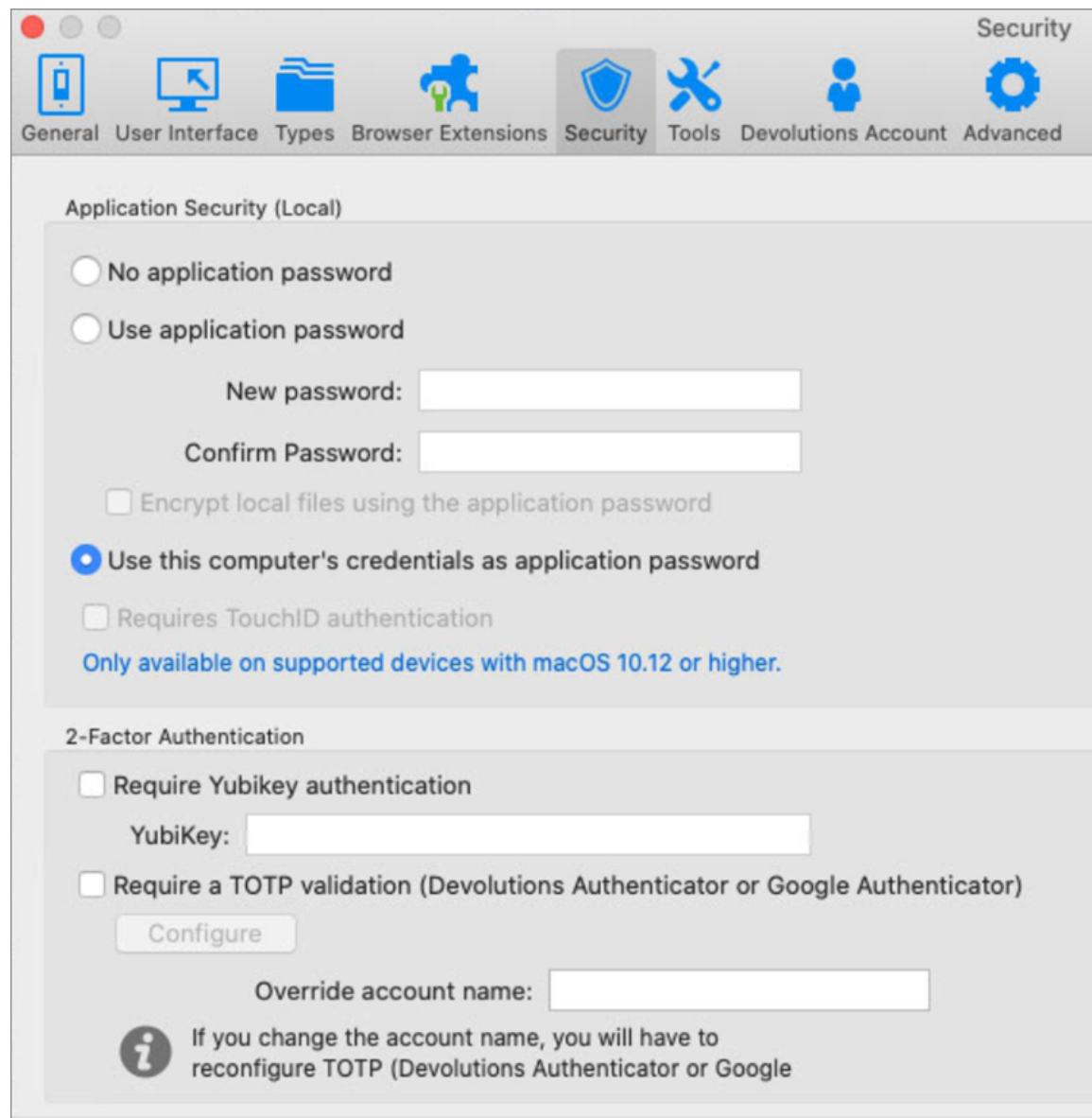
OPTION	DESCRIPTION
Screen display	When using ARD session you will be prompt to know which screen display to use. By default it will take the primary screen.

### 6.1.10.4 Security

## DESCRIPTION

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

## SETTINGS

*Preferences - Security*

## APPLICATION SECURITY

OPTION	DESCRIPTION
No application password	No password will be requested to access the application.

OPTION	DESCRIPTION
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

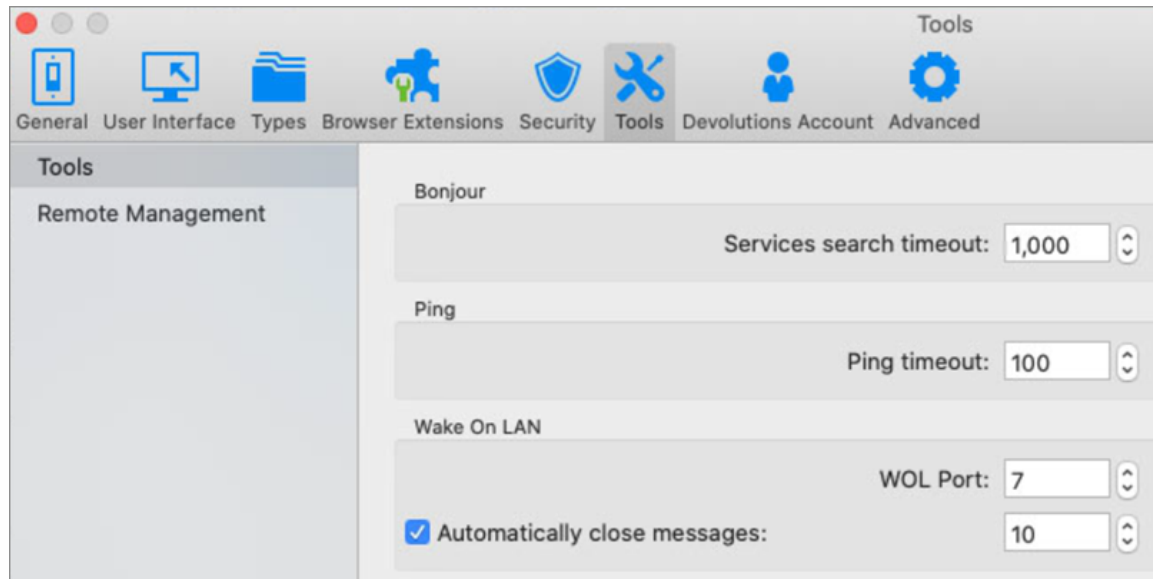
OPTION	DESCRIPTION
<b>Require Yubikey authentication</b>	Use a Yubikey device to get access to the application when it starts or when it's locked.
<b>Require Google Authenticator</b>	Use a Google Authenticator device to get access to the application when it starts or when it's locked.
<b>Override account name</b>	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.

### 6.1.10.5 Tools

## DESCRIPTION

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

## SETTINGS



Preferences - Tools

## TOOLS

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

## REMOTE MANAGEMENT

OPTION	DESCRIPTION
<b>Event Log</b>	<p>Select the preferred event log to be open by default when launching the remote event on a remote computer:</p> <ul style="list-style-type: none"><li>• <i>All</i></li><li>• <i>Application</i></li><li>• <i>Security</i></li><li>• <i>System</i></li><li>• <i>DFS Replication</i></li><li>• <i>Directory Service</i></li><li>• <i>DNS Server</i></li><li>• <i>Hardware Events</i></li><li>• <i>Internet Explorer</i></li><li>• <i>Key Management Service</i></li><li>• <i>Windows PowerShell</i></li></ul>
<b>Event Type</b>	<p>Select the preferred event type to be open by default when launching the remote event on a remote computer:</p> <ul style="list-style-type: none"><li>• <i>All</i></li><li>• <i>Error</i></li><li>• <i>Warning</i></li><li>• <i>Information</i></li><li>• <i>Security Audit Success</i></li><li>• <i>Security Audit Failure</i></li></ul>

OPTION	DESCRIPTION
Time Range	<p>Define the time range for the Remote Event:</p> <ul style="list-style-type: none"><li>• <i>Last week</i></li><li>• <i>Today</i></li><li>• <i>Yesterday</i></li><li>• <i>Last Month</i></li><li>• <i>Current Month</i></li><li>• <i>Last 7 days</i></li><li>• <i>Last 30 days</i></li><li>• <i>Last 31 days</i></li><li>• <i>Last 60 days</i></li><li>• <i>Last 90 days</i></li></ul>

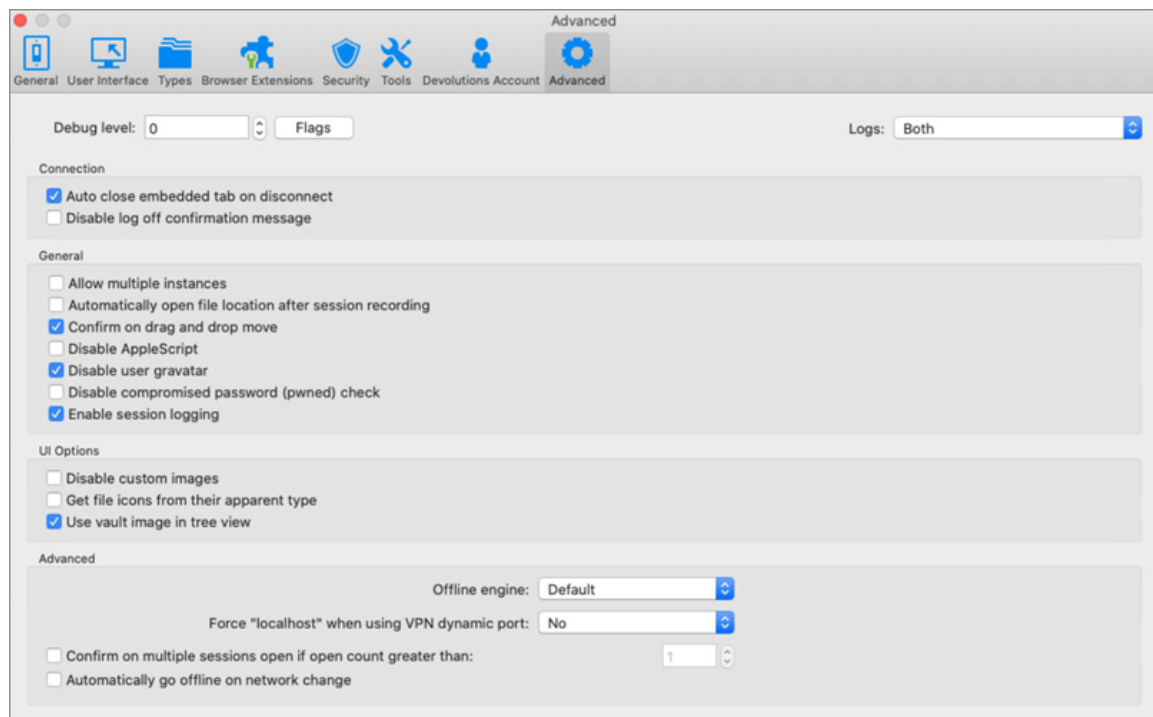
#### 6.1.10.6 Advanced

### DESCRIPTION

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

### SETTINGS





*Preferences - Advanced*

OPTION	DESCRIPTION
<b>Debug level</b>	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.
<b>Auto close embedded tab on disconnect</b>	When a session is disconnected, the embedded tab will automatically close.
<b>Disable logoff confirmation message</b>	When pressing the logoff button In a embedded RDP session, Remote Desktop Manager, will disconnect the session without the logoff confirmation message.
<b>Use Secret Server Legacy Interface</b>	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).

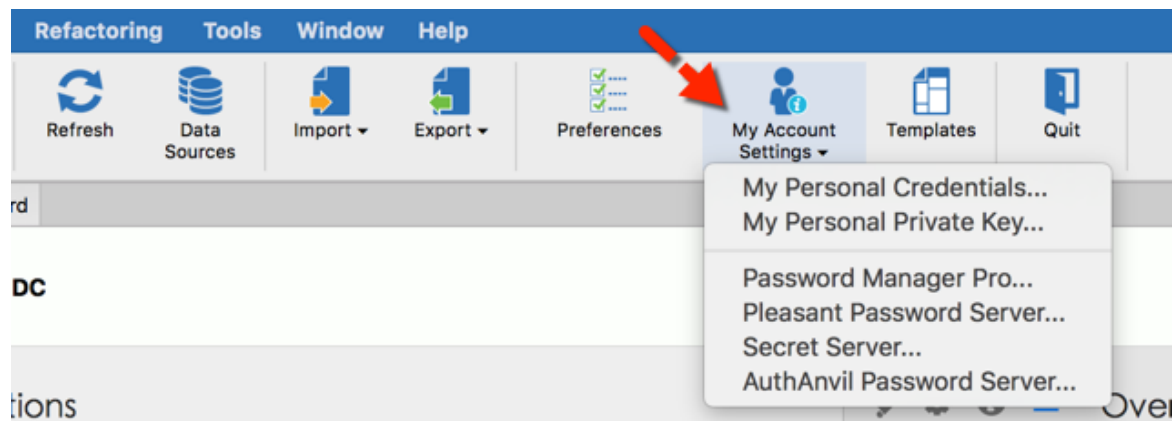
OPTION	DESCRIPTION
<b>Confirm on drag and drop move</b>	Every time executing a drag and drop a confirmation window will be prompted to confirm the move.
<b>Disable AppleScript</b>	AppleScript is enabled by default, if you wish you can disable it here.
<b>Enable Action Queue</b>	The Enable Action Queue 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.
<b>Disable custom images</b>	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.

#### SETTINGS



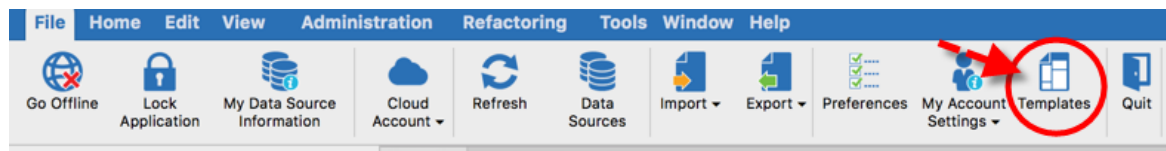
*File - My Account Settings*

OPTION	DESCRIPTION
<b>My Personal Credentials</b>	Please consult My Personal Credentials topic for more information.
<b>My Personal Private Key</b>	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.
<b>Password Manager Pro</b>	Configure the username, workstation and token to connect on Password Manager Pro.
<b>Pleasant Password Server</b>	Configure the username and password to connect on Pleasant Password.
<b>Secret Server</b>	Configure the username to connect on Secret Server.

## 6.1.12 Templates

### DESCRIPTION

Templates are available from the menu **File - Templates**.

*File - Templates*

This allows you to create predefined configuration such as:

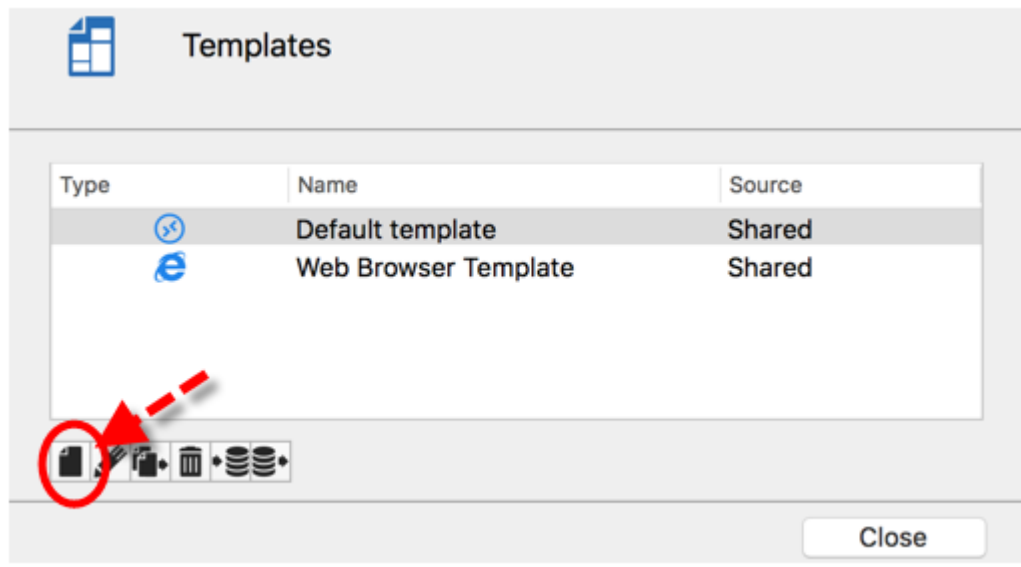
- Create a new session
- Quickly connect
- Open as a template

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

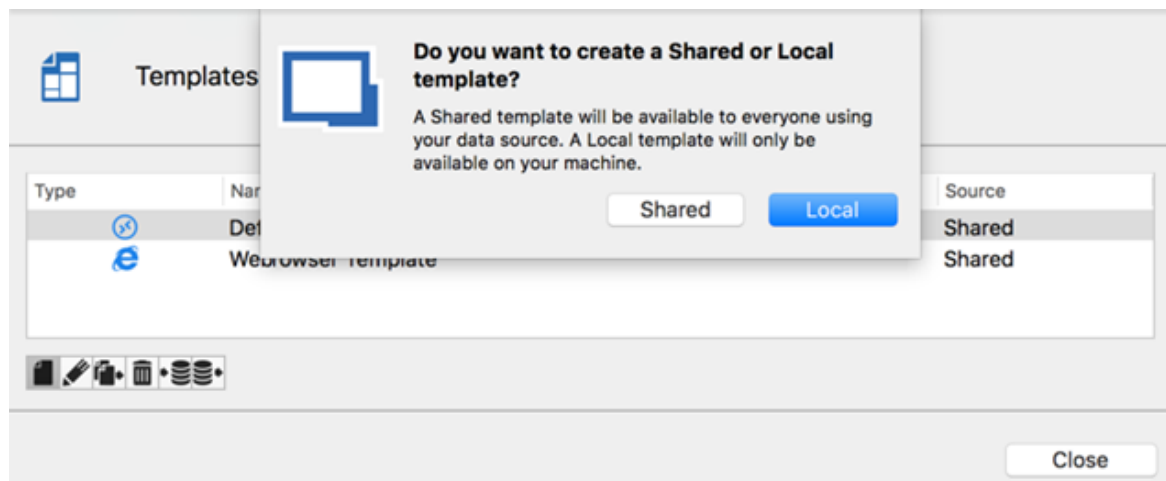
This allows you to create predefined templates that are available with the quick connect toolbar or when creating or importing a new session.

## SETTINGS

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**.



Select Shared or Local template

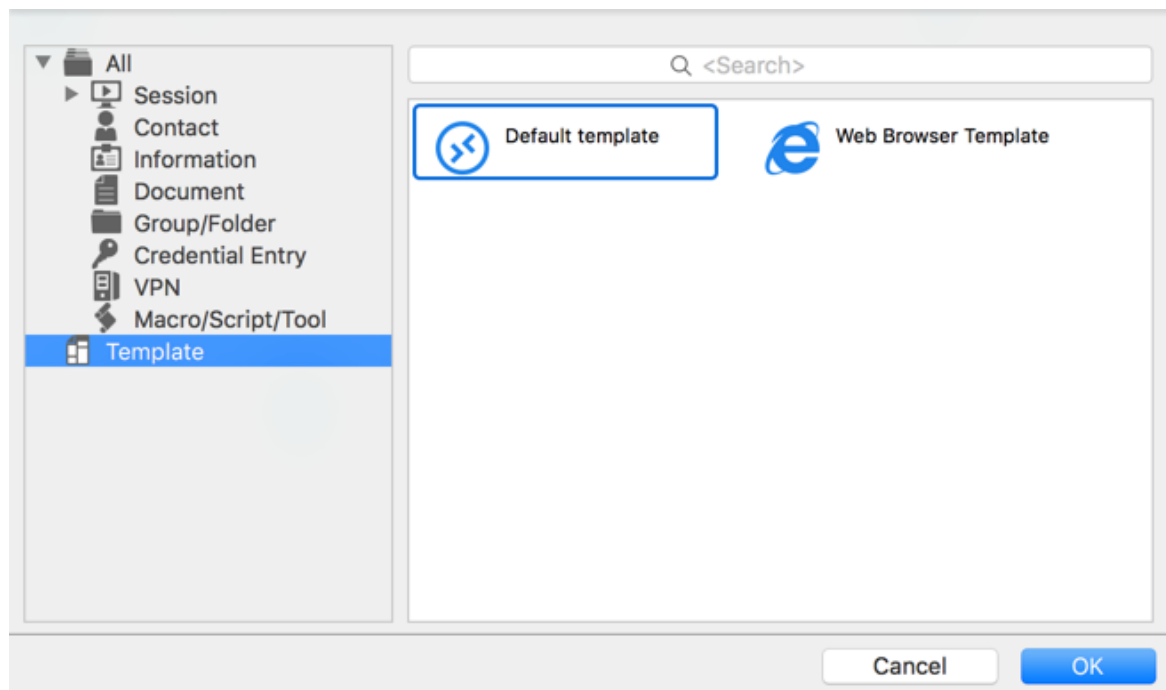
OPTION	DESCRIPTION
Local Template	Local templates are saved on the local computer and are not available to other users.
Shared Template	Shared templates are saved in the database and can be used by every users.

## 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.



Create a new entry - Template

#### 6.1.12.1 Default Settings

### DESCRIPTION

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

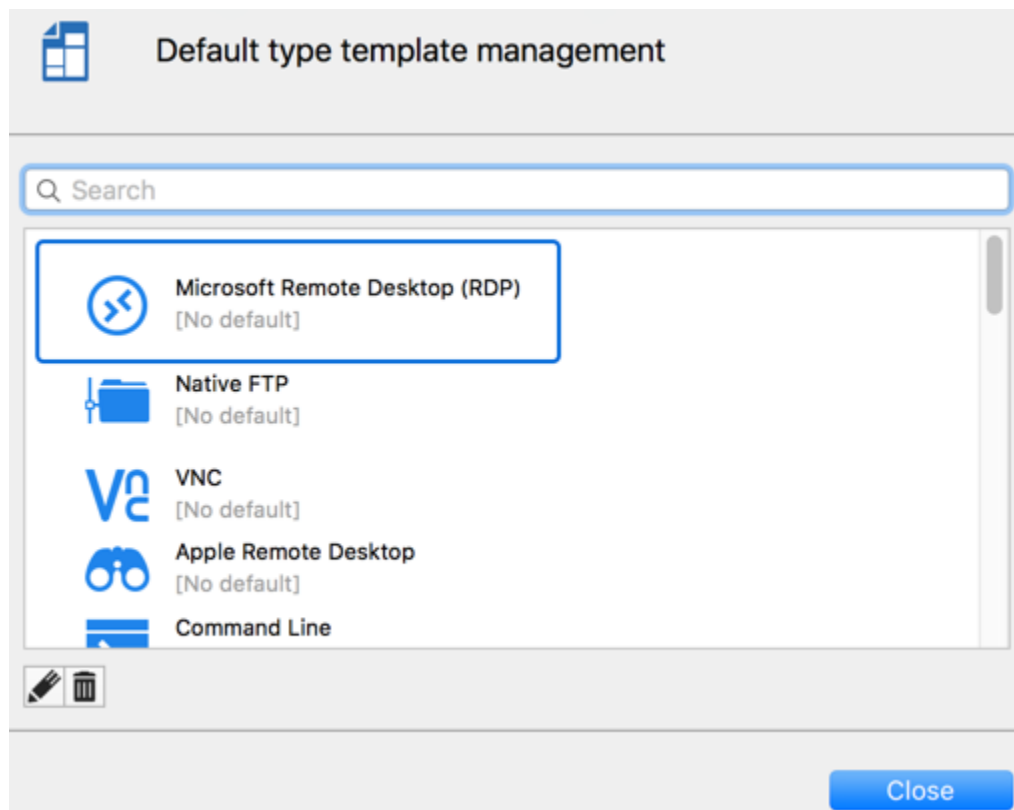
This allows you to edit or reset your default settings that are used whenever a new entry is created. Every entry type is supported and can have a default template defined.

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

### SETTINGS

### NO TEMPLATE DEFINED

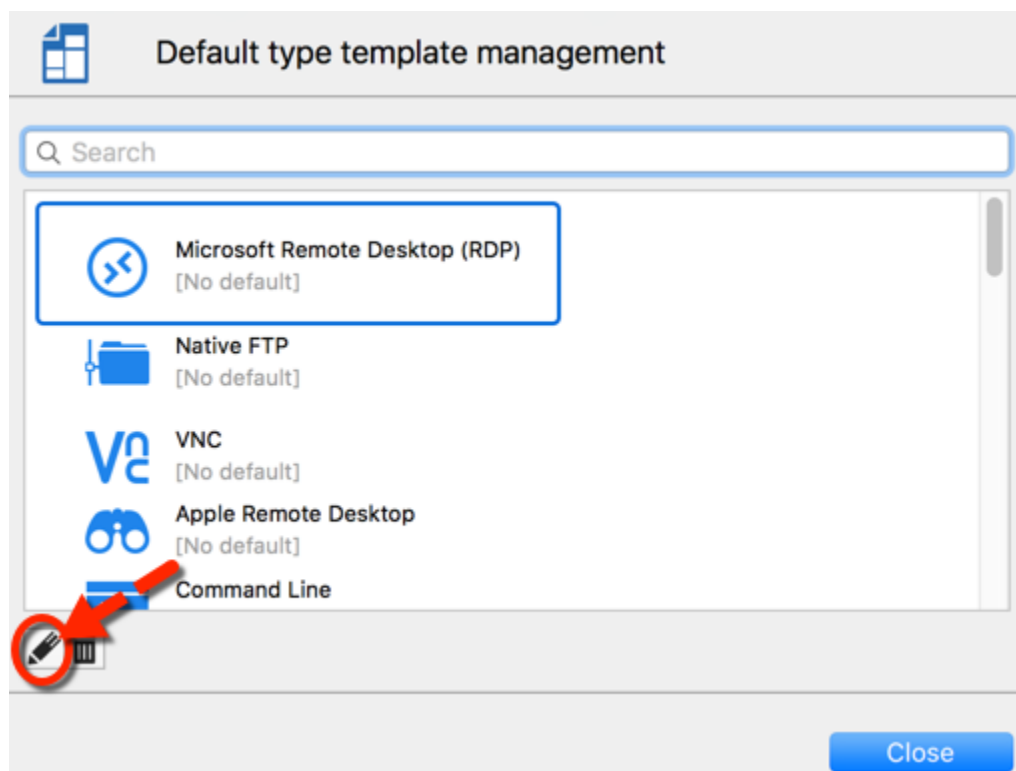
Notice that a **[No default]** notice is displayed below each type that doesn't have a default template defined.



*Template - No default*

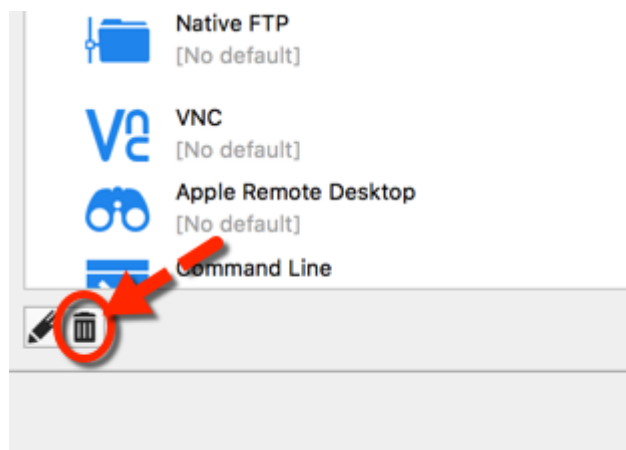
## TEMPLATE DEFINED

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.



Type - Edit button

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



Type - Delete button

#### 6.1.12.2 Default Credential Settings

### DESCRIPTION



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

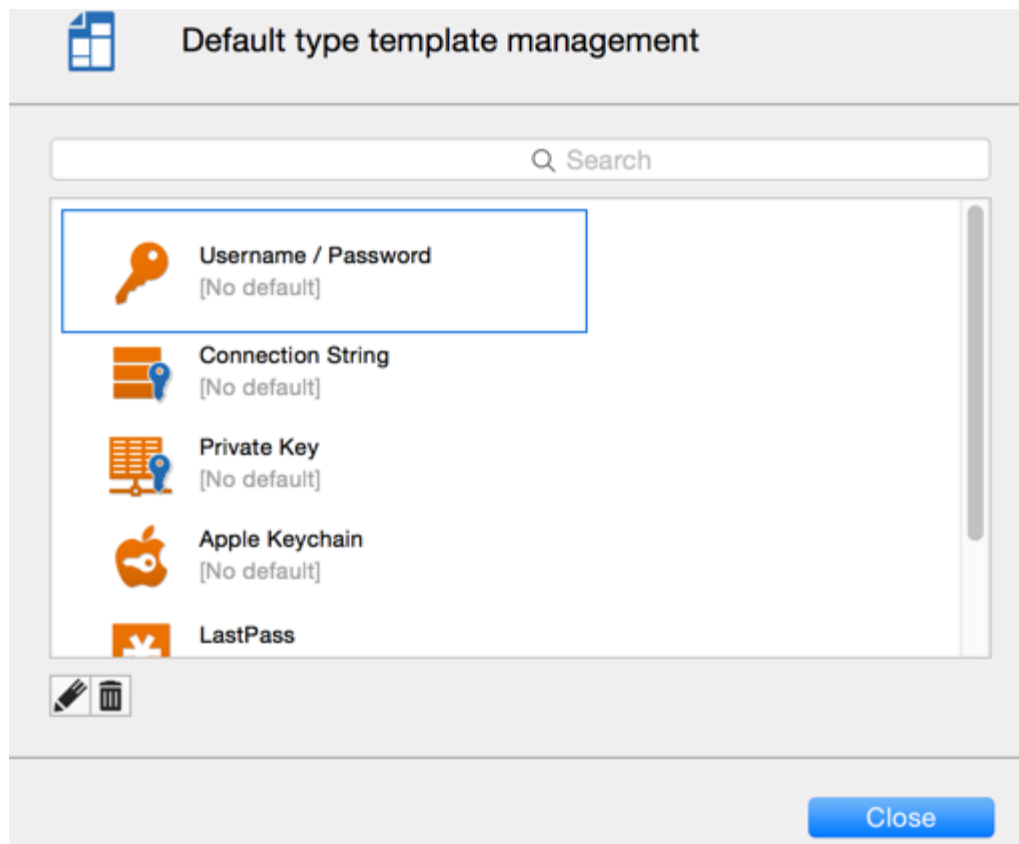
This allows you to edit or reset your credential default settings that are used whenever a new entry is created. Every credential type is supported and can have a default template defined.

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

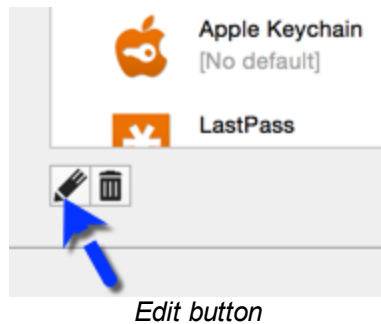
Notice that a ***[No default]*** notice is displayed below each credential type that doesn't have a default template defined.



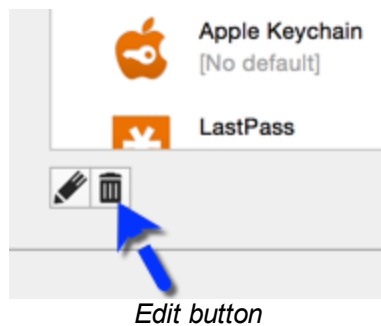
*Default Template - No default*

## 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.



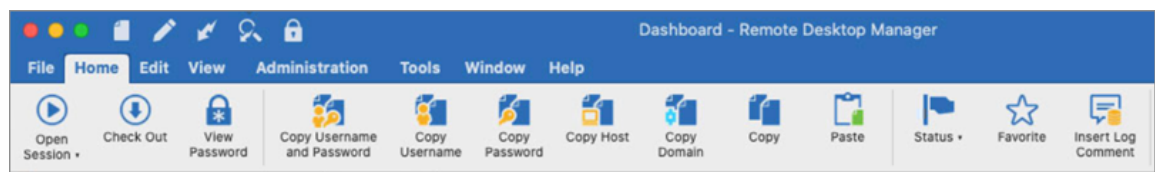
If you wish to remove the default settings template press the delete button.



## 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.



*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 [Clipboard](#).

### 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 [Insert Log Comment](#).

### 6.2.1 Clipboard

#### DESCRIPTION

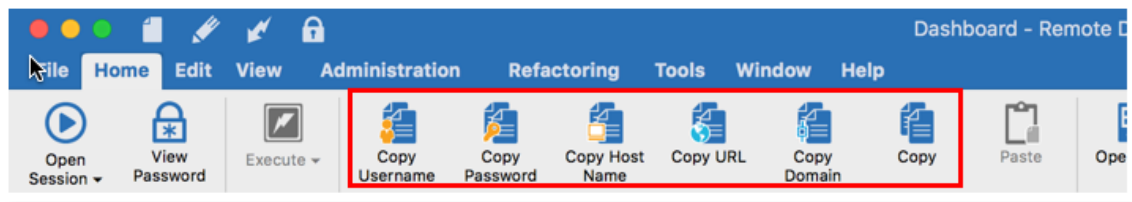
The **Copy** options in the **Home** ribbon holds the options to copy data entry values in your clipboard such as:

- **Username**
- **Password**
- **Domain**
- **Host Name**
- **URL**



When using an [Advanced Data Source](#), the administrator can control the copy passwords rights in the [Data Source Settings](#).

## 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 [User Management Privileges](#).

### 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.



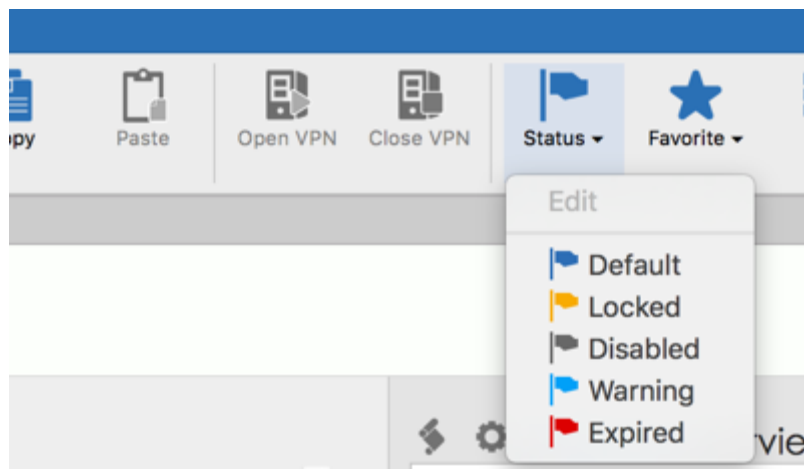
When using an [Advanced Data Source](#), the user must have Add Session rights in the [User Management](#) to be able to copy/paste sessions.

## 6.2.2 Status

### DESCRIPTION

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

### SETTINGS



Home - Status

OPTION	DESCRIPTION
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.

OPTION	DESCRIPTION
<b>Locked</b>	This allow the user who has locked the session to use it and block the others
<b>Disabled</b>	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.
<b>Warning</b>	This status allows the session to be used, but displays a message to the user before it is opened.
<b>Expired</b>	An expired session can't be opened. It can be set manually or automatically if the session expiration date is set in his property.

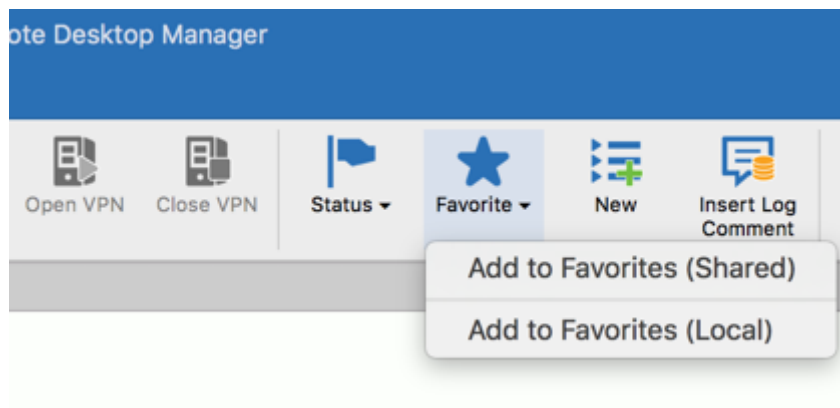


If using the **Locked** option, the session will be locked for other users only but the holder of the lock can still use it.

### 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.



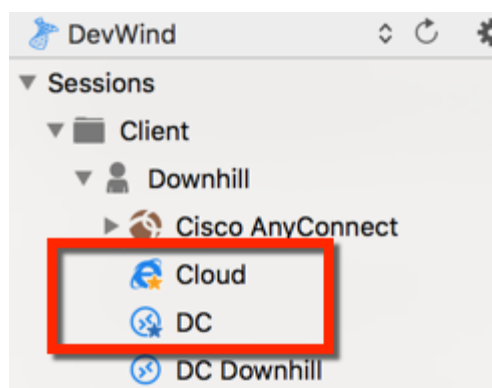
Home - Favorite

## 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.

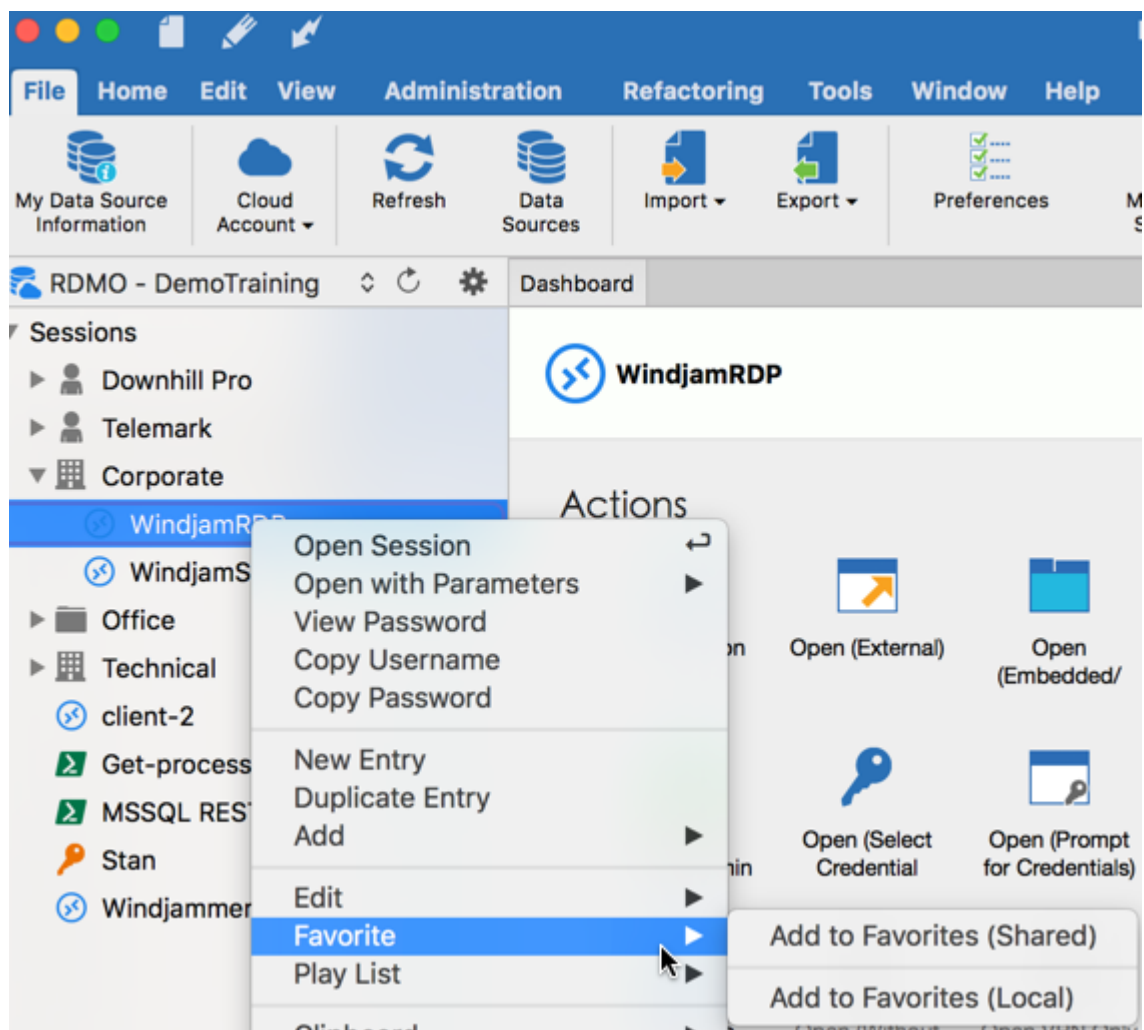


Local and Shared favorite

## 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

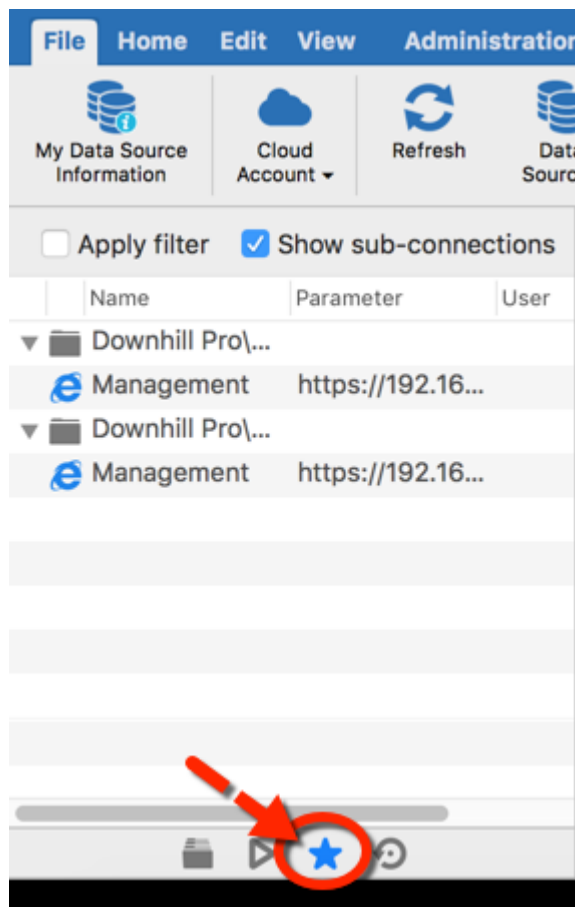




*Add to favorite*

## VIEW FAVORITES

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

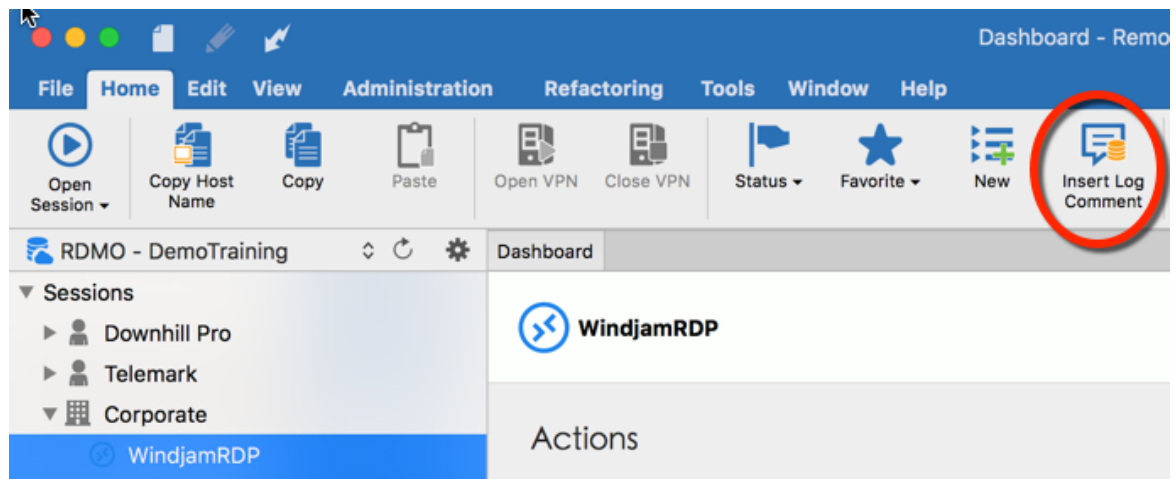


*View Favorite List*

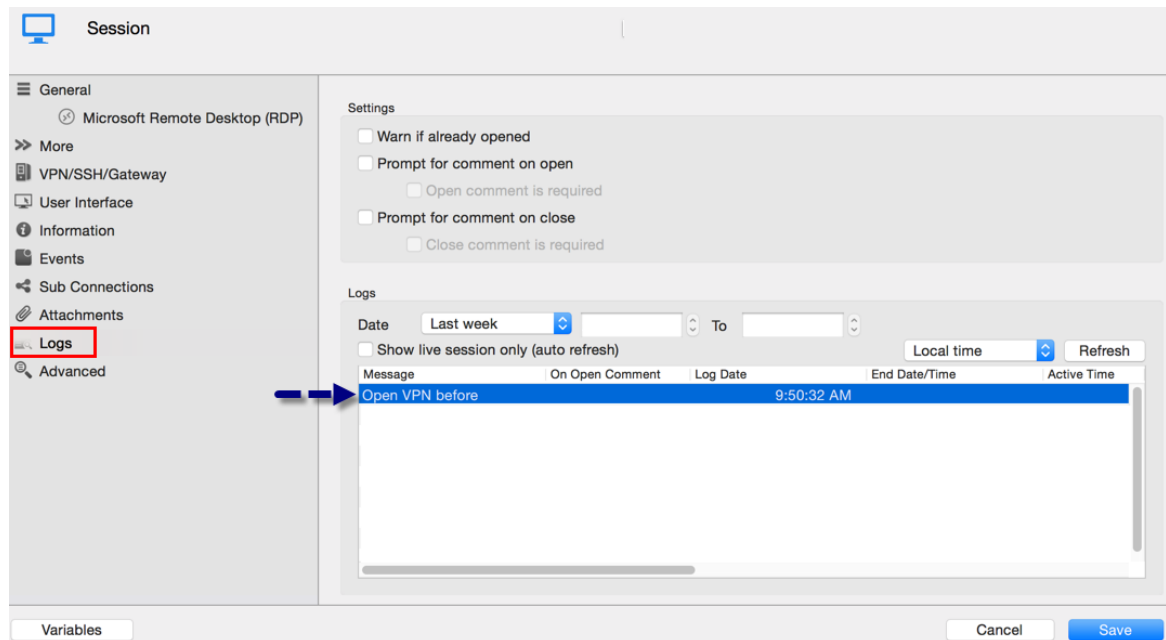
#### 6.2.4 Insert Log Comment

##### 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*

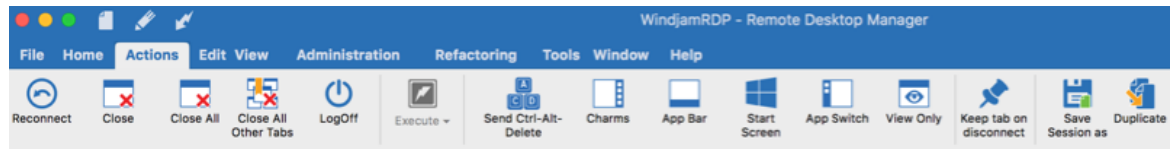
To consult the session log you can right-click on the session and select **View - Log** or when editing the session in the tab Logs you will see your session log with your Log Comment as well.

*Session Logs*

## 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.



*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.

OPTION	DESCRIPTION
<b>Reconnect</b>	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.
<b>Close</b>	Close the active session.
<b>Close All</b>	Close all the opened sessions.
<b>Close All Other tabs</b>	Close all the opened sessions except the active one.
<b>Logoff</b>	Logoff the active session.

OPTION	DESCRIPTION
<b>Execute</b>	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.

OPTION	DESCRIPTION
<b>Send Ctrl+Alt+Delete</b>	Send the key combination CTRL+ALT+DELETE to the host.
<b>Charms</b>	On Windows 8 or Windows 2012 server, displays the Charms bar (Search, Share, Start, Devices, and Settings bar).
<b>App Bar</b>	On Windows 8 or Windows 2012 server, displays the App bar to show navigation, commands, and tools.
<b>App Switch</b>	On Windows 8 or Windows 2012 server, switches from one application to another.
<b>View Only</b>	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.

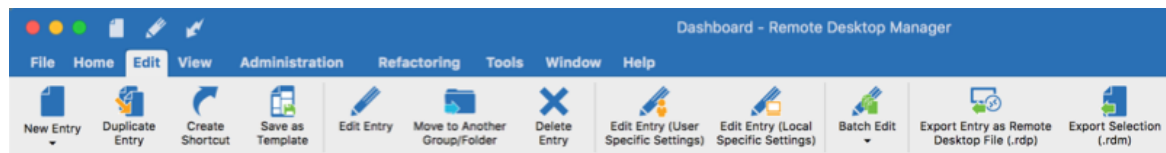
## SETTINGS

OPTION	DESCRIPTION
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.



*Edit ribbon*

To learn more please see:

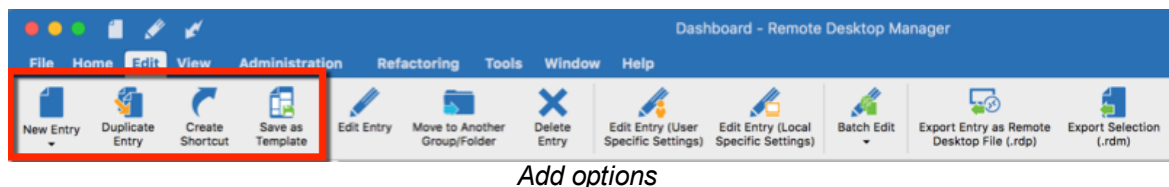
- [Add Entries](#)
- [Edit Entries](#)
- [Setting Overrides](#)
- [Batch Edit](#)
- [Export](#)

### 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



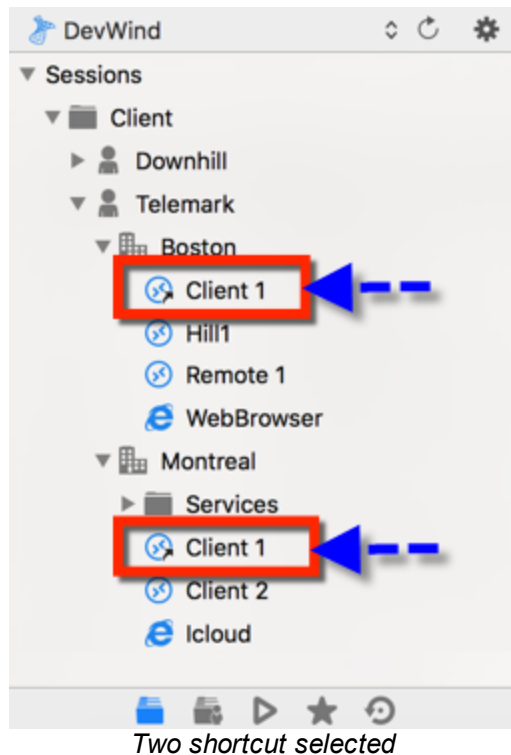
OPTION	DESCRIPTION
<b>New Entry</b>	Create a new entry (session, group/folder, data entry, credentials, etc...).
<b>Duplicate Entry</b>	Create a duplicate of your entry.
<b>Create Shortcut</b>	Link your entry to more than one group. See <a href="#">Shortcut/Linked Entries</a> for more information.
<b>Save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

#### 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.

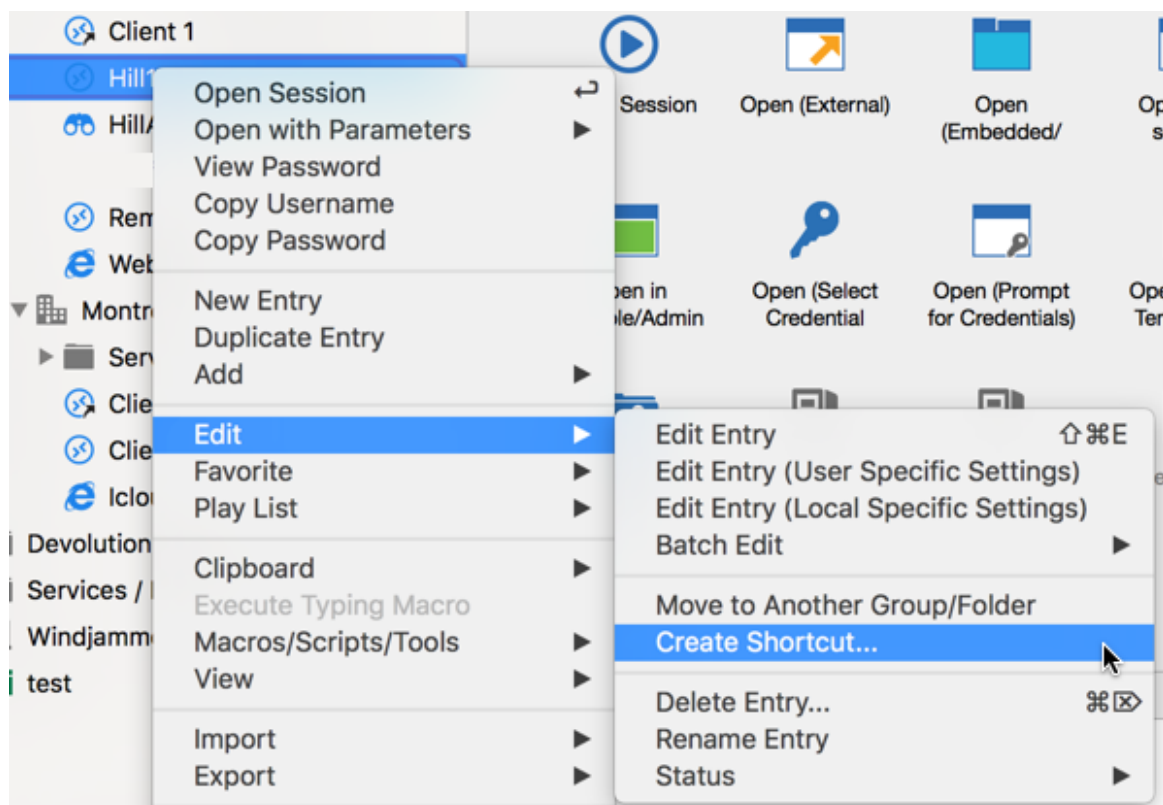


Creating shortcuts is simplified by saving the entry once in the database while linking it to more than one group. So when the application loads the data, it automatically creates a link to the original entry.

## CREATING A SHORTCUT: OPTION 1

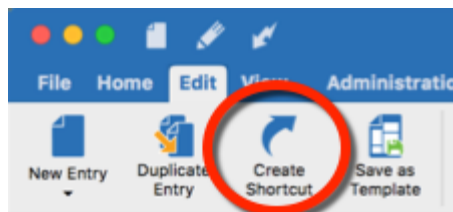
One way to create a shortcut is by doing a right-click on the chosen entry and then using the menu **Edit-Create Shortcut...**





Context menu - Create Shortcut

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



Edit ribbon - Create Shortcut

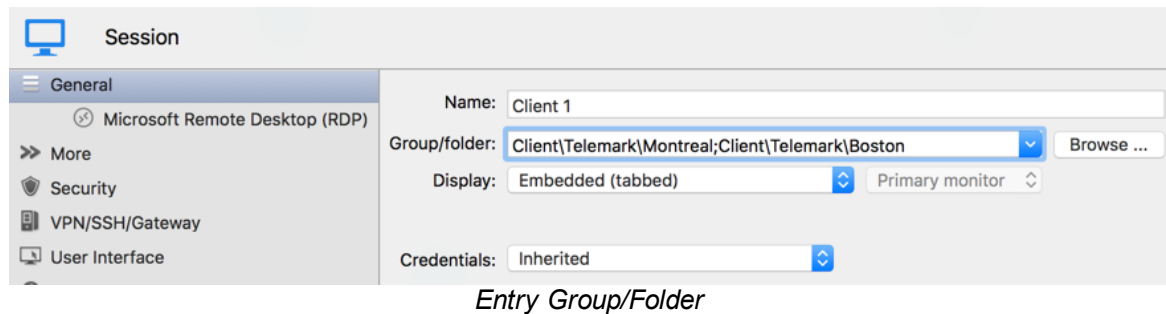


There is no visual differences between the shortcut and the original entry. Therefore, you'll need to delete all entries to completely remove them.

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

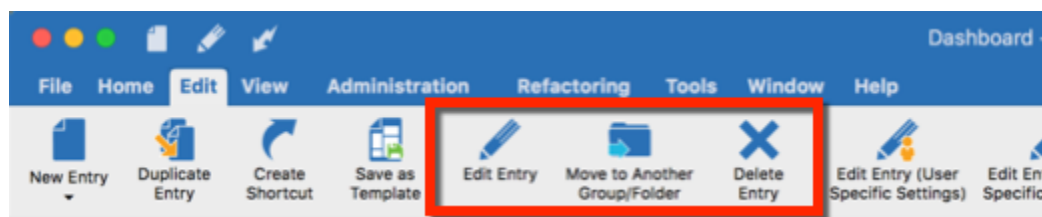


## 6.4.2 Edit Entries

### 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.

### SETTINGS



OPTION	DESCRIPTION
<b>Edit Entry</b>	Edit the options of your selected entry.
<b>Move to Another Group/Folder</b>	Move your selected entry to another Group or Folder.

OPTION	DESCRIPTION
<b>Delete Entry</b>	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.

The screenshot shows the configuration window for a Remote Desktop Manager entry. The 'Credentials' dropdown menu is open, displaying the following options: Custom (checked), Linked (Vault), Embedded, Inherited, My personal credentials, None, and Find by name (User Vault). Other visible fields include 'Name' (text input), 'Folder' (text input with a dropdown arrow), 'Jump' (set to Off), 'Display' (set to Embedded (tabbed)), and a 'Default' button.

OPTION	DESCRIPTION
<b>Custom</b>	This option allows to enter custom credentials in the <b>General</b> section of the entry.
<b>Linked (Vault)</b>	Link your entry to use an existing <b>Credential</b> entry in the same vault.
<b>Embedded (Legacy)</b>	Embed a <b>Credential</b> entry in the entry itself. This mode is deprecated and not recommended. Please review other options available.

OPTION	DESCRIPTION
<b>Inherited</b>	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.
<b>My personal credentials</b>	Will use the credentials set in <b>My personal credentials</b> feature. This allows you to centralize one credential to replace or emulate the ones for your Windows session.
<b>None</b>	No credentials will be allowed to be saved or linked to this entry.
<b>Find by name (User Vault)</b>	Will search your <b>User Vault</b> for the name specified. If the box is left empty, when launch, a <b>Credential list</b> will open with all available <b>Credentials</b> entry from your <b>User Vault</b> .

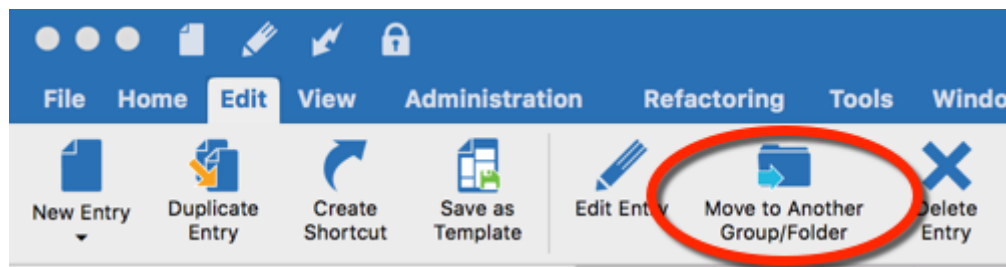
#### 6.4.4 Move to Another Group/Folder

### 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**.

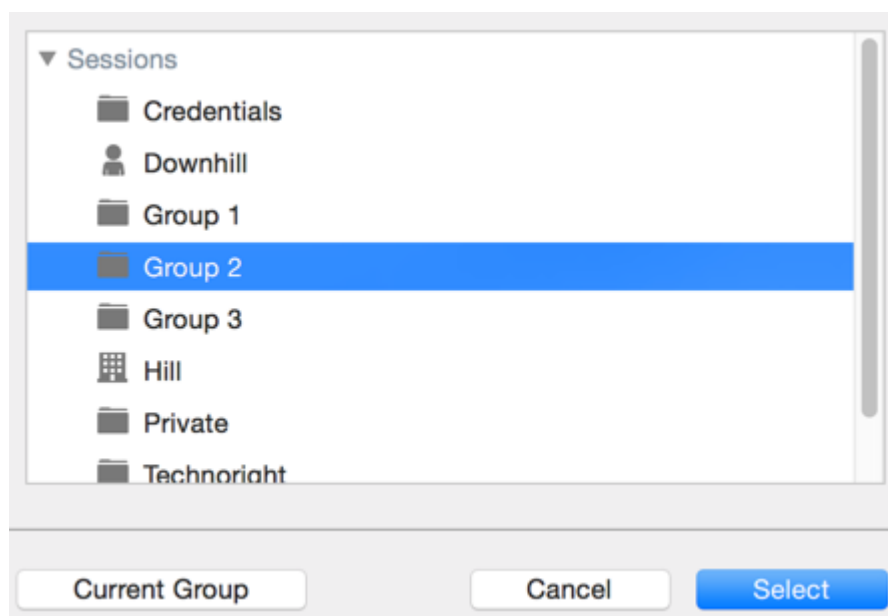
### SETTINGS

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**.



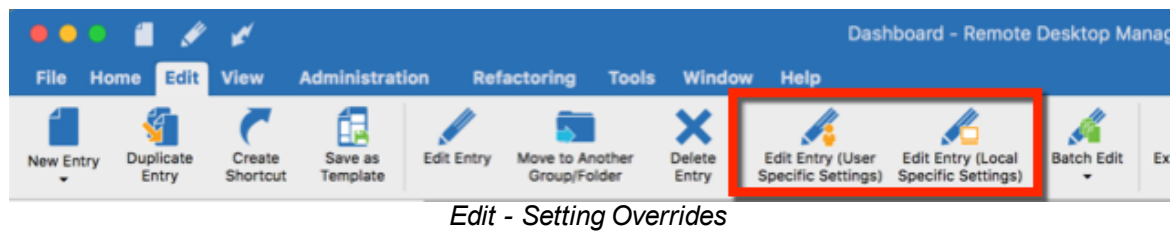
*Select Group/Folder*

### 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



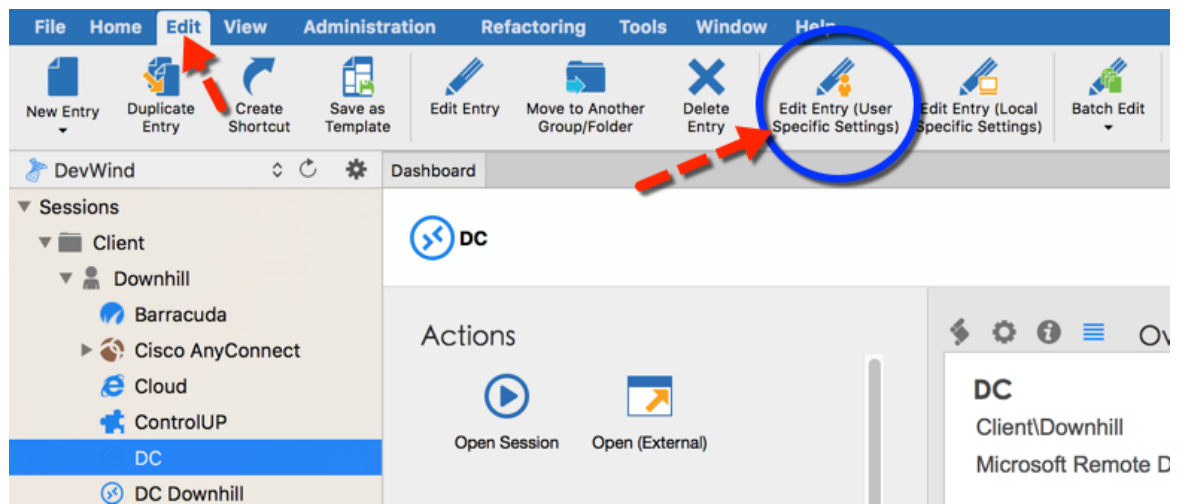
OPTION	DESCRIPTION
<b>Edit Entry (User Specific Settings)</b>	Allows session setting override for a user. For more information see User Specific Settings.
<b>Edit Entry (Local Specific Settings)</b>	Allow session setting override for the local machine. For more information see Local Machine Specific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

#### 6.4.5.1 User Specific Settings

### 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 [Advanced Data Source](#). 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 and Local Machine Specific Settings are defined on the same entry, Local Machine Specific Settings have priority.

**User Specific settings**

General Settings More VPN

☐ Display  Primary monitor

☐ Override credentials

☒ Custom

Username:

Domain:

Password:

☐ Existing credential entry:

☐ Embedded credential entry:

☐ My personal credentials:

☐ Private Vault credential entry:

*User Specific settings*

Please consult each tabs for more information:

- [Override Credentials](#)
- [General](#)
- [Settings](#)
- [More](#)
- [VPN](#)

#### 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.



The Override credentials is available for all type of entries.

## GENERAL

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

A screenshot of the 'User Specific settings' window. The window has a title bar with a pencil and person icon. Below the title bar are four tabs: 'General' (selected), 'Settings', 'More', and 'VPN'. The 'General' tab contains several settings. At the top, there is a 'Display' checkbox and a dropdown menu set to 'Primary monitor'. Below that is the 'Override credentials' checkbox, which is checked. Underneath this is a key icon and a radio button labeled 'Custom' which is selected. To the right of the 'Custom' radio button are three input fields: 'Username:', 'Domain:', and 'Password:'. The 'Password:' field has two icons to its right: an eye icon and a key icon. Below these fields are four radio button options: 'Existing credential entry:', 'Embedded credential entry:', 'My personal credentials:', and 'Private Vault credential entry:'. Each option has a corresponding control: a dropdown menu, a 'Set...' button, a gear icon, and a dropdown menu with '--- Prompt on connection ---' respectively. To the right of each of these four options is a 'Browse ...' button.

*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.

OPTION	DESCRIPTION
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 <a href="#">User Vault</a> credential entry.

## 6.4.5.1.2 General

## DESCRIPTION

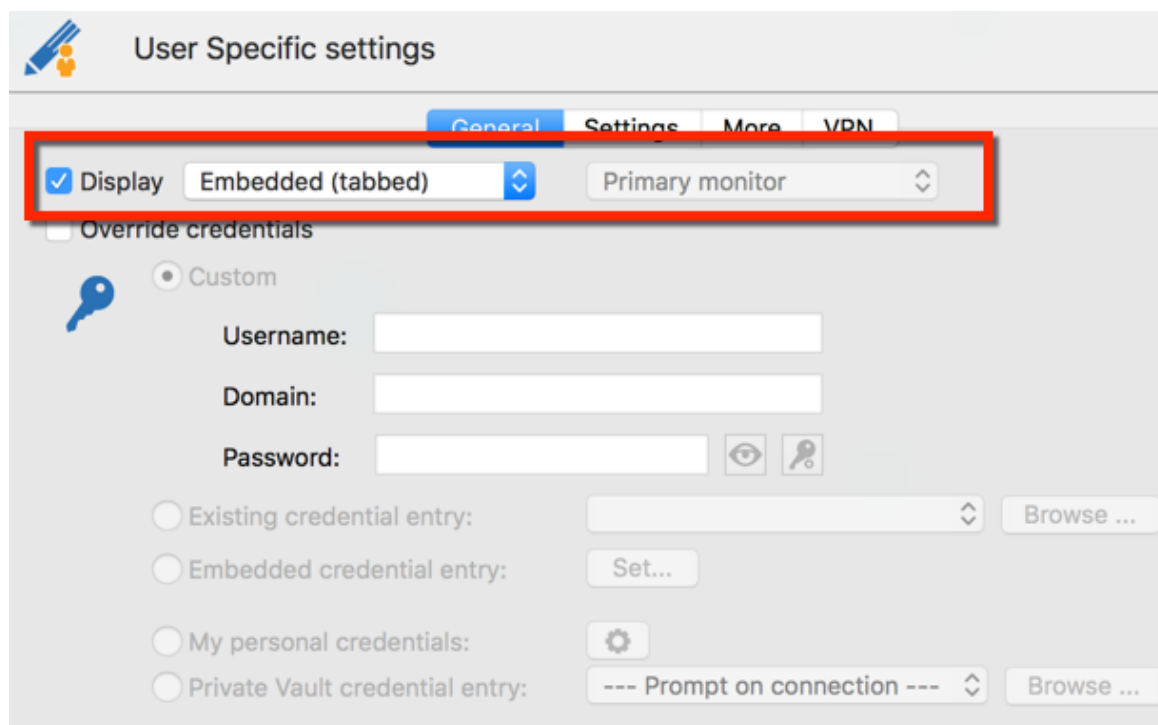
The **General** tab allows you to override the Display mode and the credentials.

## SETTINGS

### DISPLAY



The **Display override** is only available for Sessions entry type.



User Specific settings

General Settings More VPN

☒ Display Embedded (tabbed) Primary monitor

☐ Override credentials

☒ Custom

Username:

Domain:

Password:

☐ Existing credential entry:

☐ Embedded credential entry:

☐ My personal credentials:

☐ Private Vault credential entry: --- Prompt on connection ---

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.

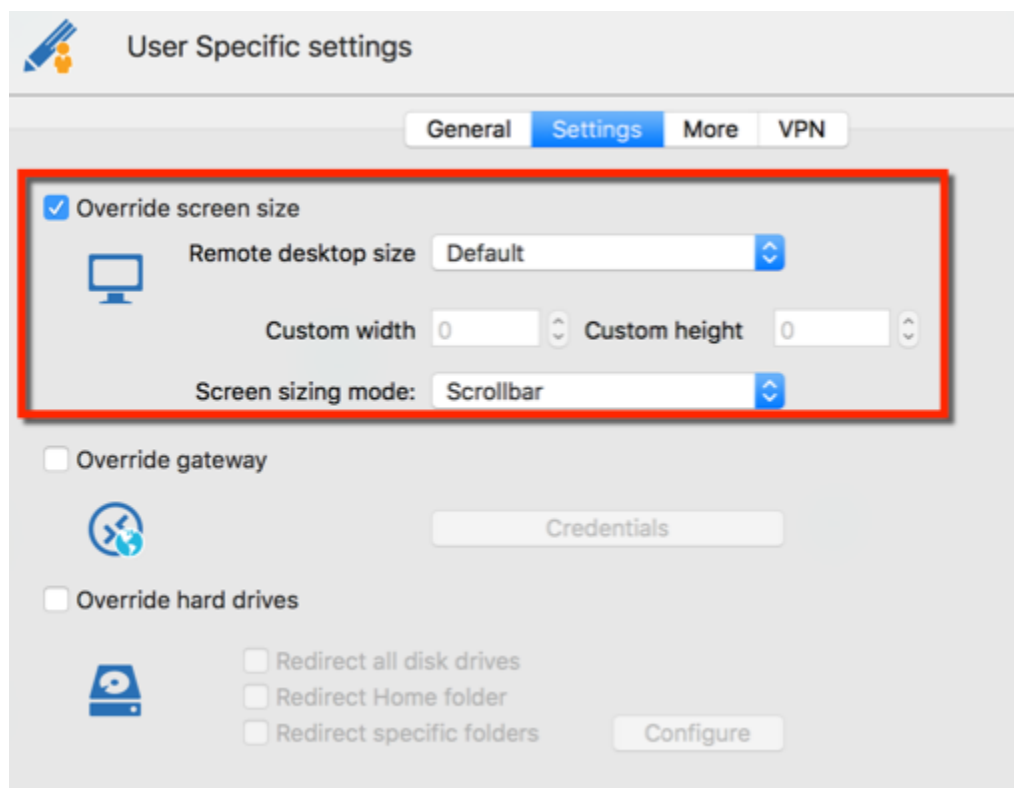
## SETTINGS

## 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.



*User Specific settings - Override screen size*

OPTION	DESCRIPTION
Remote desktop size	Indicate the proper window size.
Custom width	Define the custom width of the window.

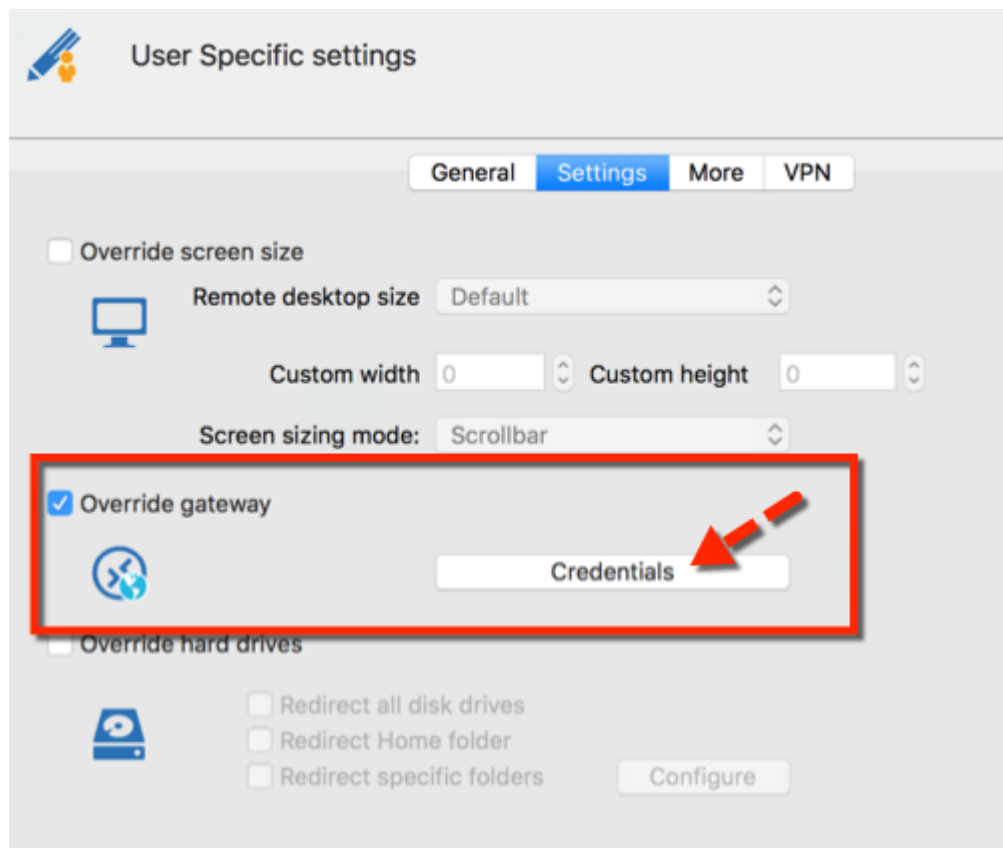
OPTION	DESCRIPTION
Custom height	Define the custom height of the window.
Screen sizing mode	<p>You can select the screen sizing mode between:</p> <ul style="list-style-type: none"><li>• Scrollbar</li><li>• Smart reconnect</li><li>• Smart sizing</li><li>• Server resolution</li><li>• None</li></ul>

## 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 [link](#).



**Override gateway** is only visible for RDP sessions.



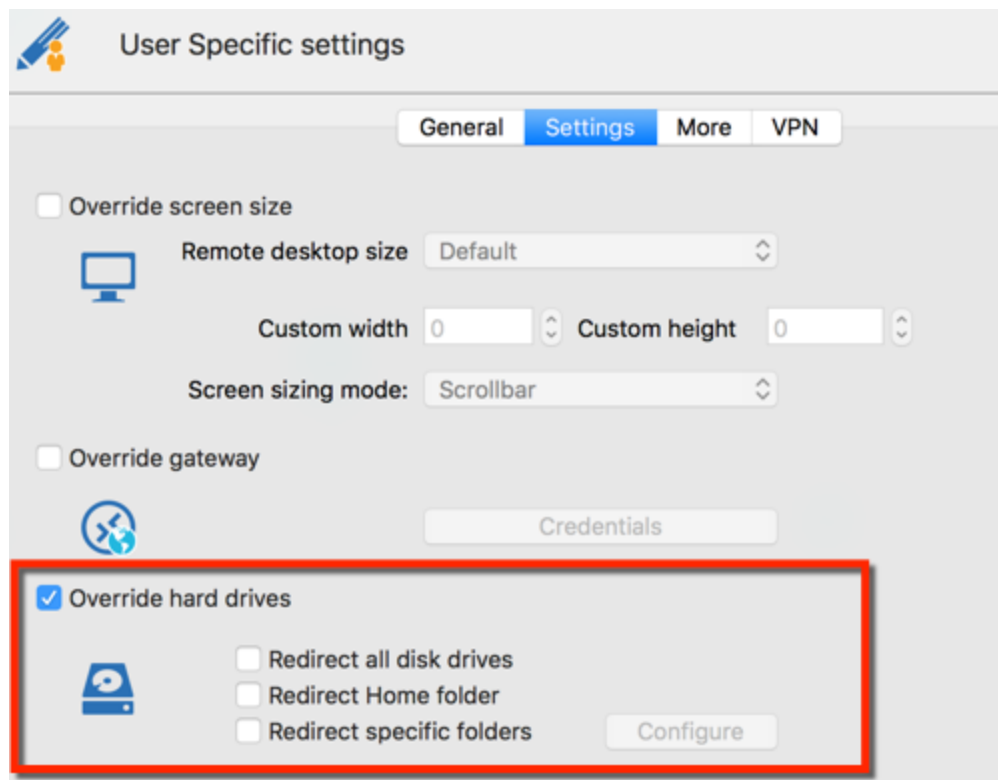
*User Specific settings - Override gateway*

## HARD DRIVES

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



**Override hard drives** is only visible for RDP sessions.



*User Specific settings - Override hard drives*

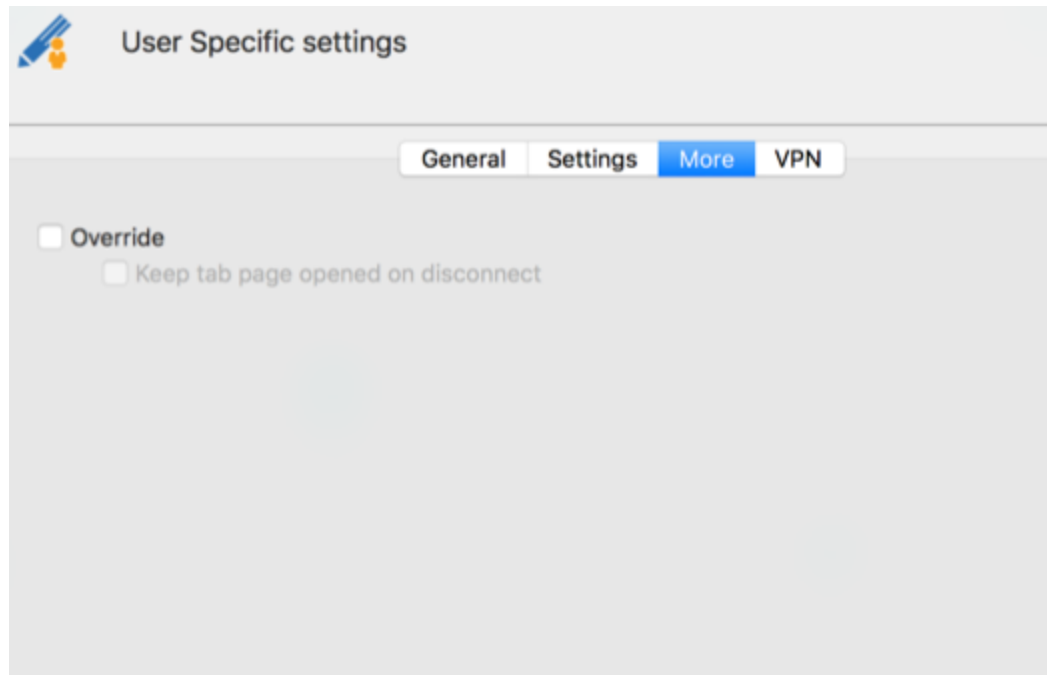
OPTION	DESCRIPTION
<b>Redirect all disk drives</b>	Share all of your hard drives in the remote session.
<b>Redirect Home folder</b>	Share your home folders in the remote session.
<b>Redirect specific folders</b>	Share one or more specific hard drives that you want in the remote session.

#### 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

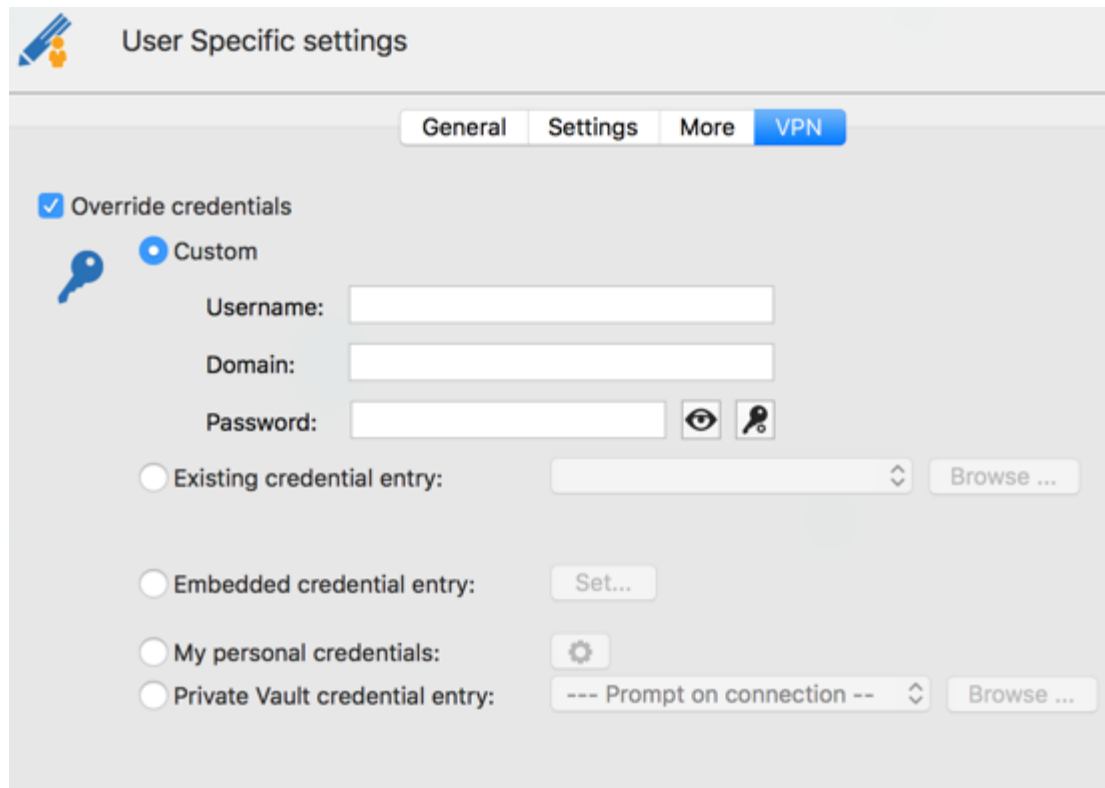
Select the credentials you wish to use to override your VPN credentials. For more information on the credentials please see [Override credentials](#).

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 settings - VPN*

OPTION	DESCRIPTION
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 [Advanced Data Source](#). 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 Settings*

Please consult each specific override topic for more information.

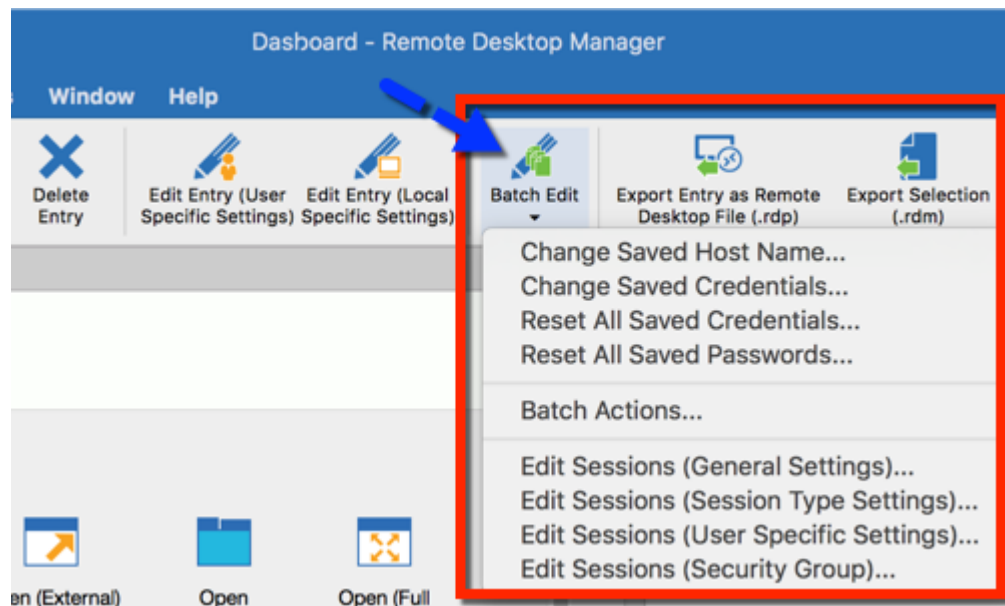
- [Override Credentials](#)
- [General](#)
- [Settings](#)
- [More](#)

- [VPN](#)

## 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.



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 [Advanced Search](#) dialog, accessible from **View - Advanced Search**. The Advanced Search allows you to select multiple criteria at once.

Advanced Search

19 items

Search Settings

Connection type: Microsoft Remote Desktop (RDP)

None

None

None

Load

Save

Save As

Export

Search

Name	Description
<input checked="" type="checkbox"/> RDP	
<input checked="" type="checkbox"/> DC	Display Override August
<input checked="" type="checkbox"/> Client 1	Display Override August
<input checked="" type="checkbox"/> Client 2	Display Override August
<input checked="" type="checkbox"/> TM - Client 1	Display Override August
<input checked="" type="checkbox"/> SSH Tunnel RDP Client	

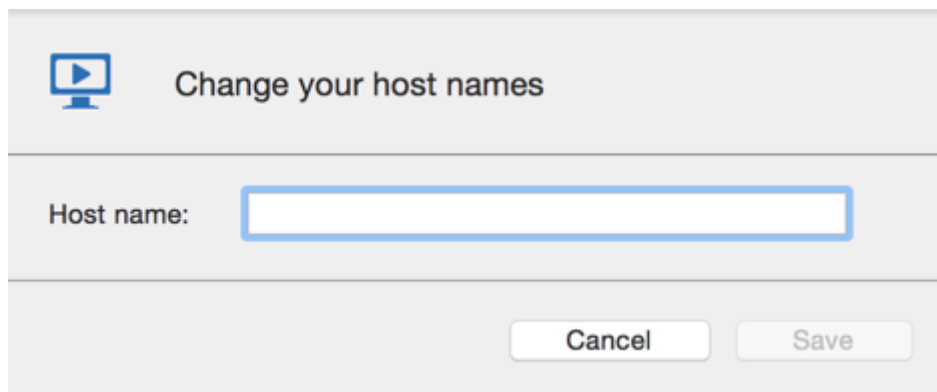
Reset Select in Navigation Pane

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



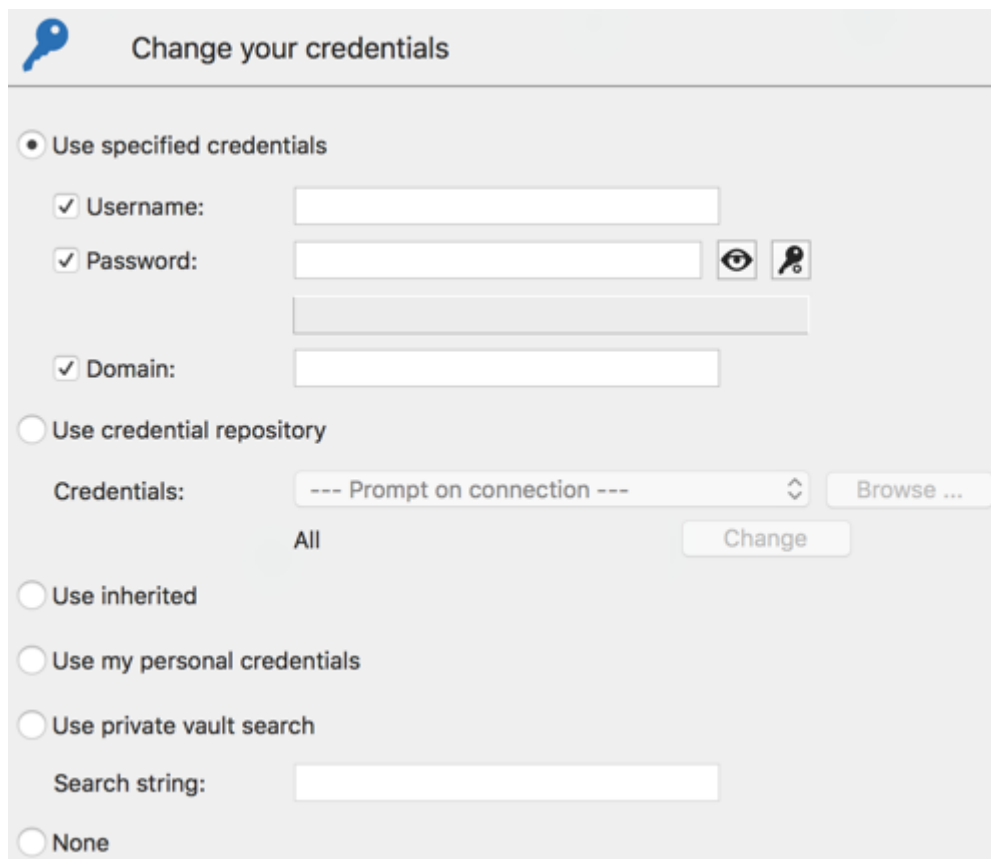
A dialog box titled "Change your host names" with a monitor icon. It contains a "Host name:" label followed by a text input field. At the bottom are "Cancel" and "Save" buttons.

*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.



A dialog box titled "Change your credentials" with a key icon. It has several sections:

- Use specified credentials** (selected):
  - ☒ Username: [text input]
  - ☒ Password: [text input] [eye icon] [key icon]
  - [text input]
  - ☒ Domain: [text input]
- Use credential repository** (unselected):
  - Credentials: [dropdown: --- Prompt on connection ---] [Browse ...]
  - All [Change]
- Use inherited** (unselected)
- Use my personal credentials** (unselected)
- Use private vault search** (unselected):
  - Search string: [text input]
- None** (unselected)

*Change Saved credentials*

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

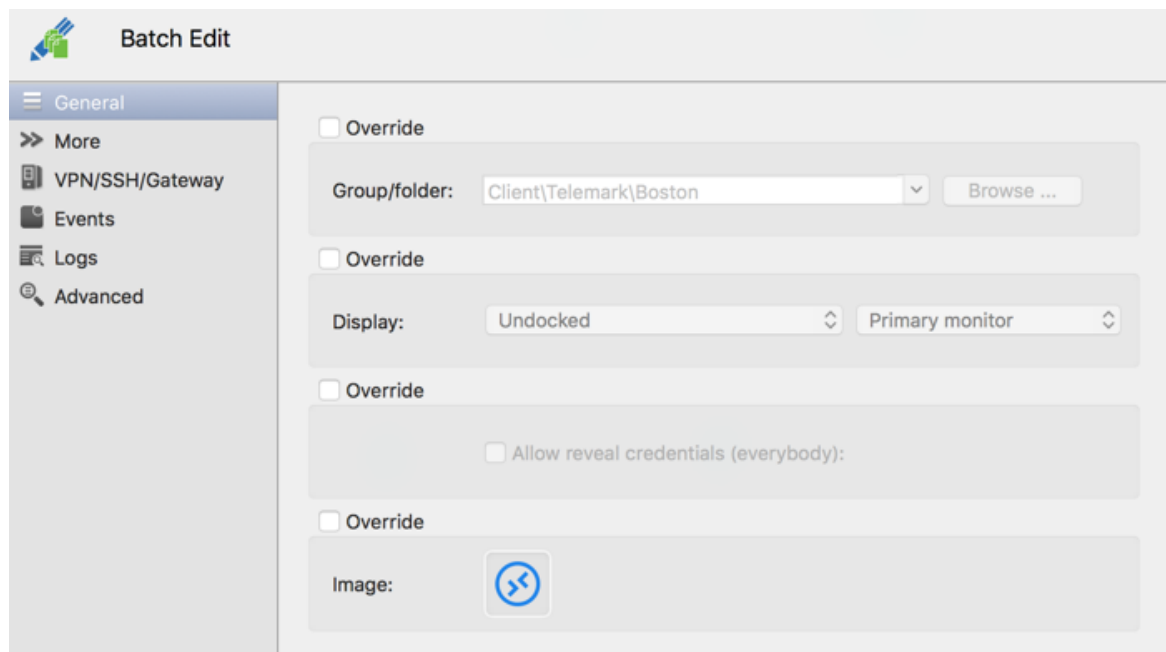
## RESET ALL SAVED CREDENTIALS

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 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 Type Settings** is only available for specific session types like RDP.

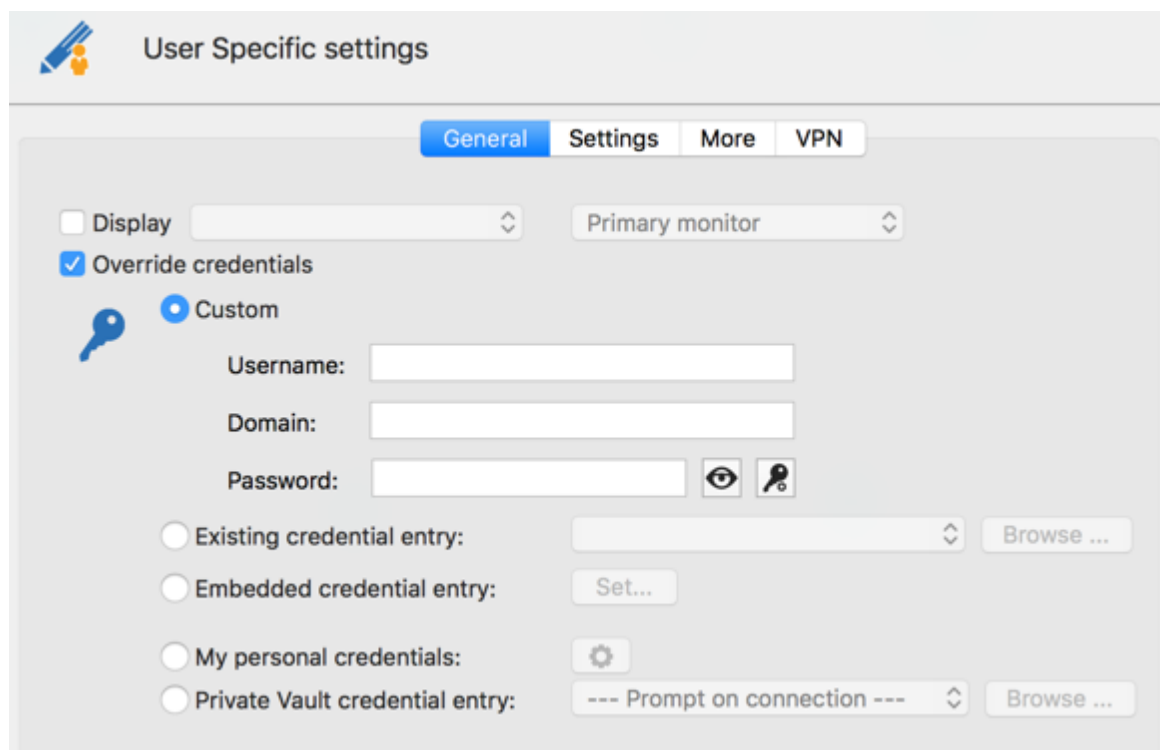
The image shows a 'Batch Edit' dialog box with a title bar and a close button. Below the title bar are several tabs: 'General', 'Display', 'Local Resources', 'Programs', 'Experience', 'Connection', and 'Advanced'. The 'General' tab is selected. In the top right corner of the dialog, there is a checkbox labeled 'Edit logon settings in batch'. The main area contains several input fields and options: 'Computer name:' with a text box and a 'Browse ...' button; 'Port:' with a 'Default' button, a port selection icon, and a note 'Set the port to 0 to use the default port'; 'Username:', 'Domain:', and 'Password:' each with a text box; 'Open console (Admin mode)' and 'Always ask for credentials' as checkboxes; 'RDP type:' with a dropdown menu showing 'Normal'; and 'RDP Engine:' with a dropdown menu showing 'Default'. There are also eye and key icons next to the password field.

*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 settings**

**General** Settings More VPN

☐ Display  Primary monitor

☒ Override credentials

☒ Custom

Username:

Domain:

Password:

☐ Existing credential entry:

☐ Embedded credential entry:

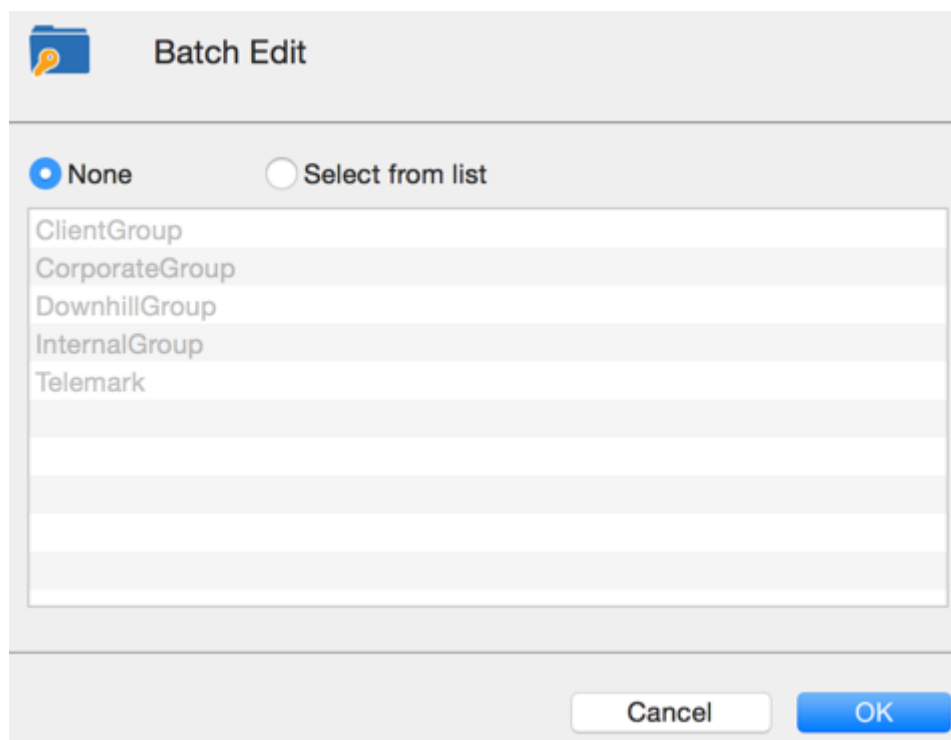
☐ My personal credentials:

☐ Private Vault credential entry:

*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.

*Batch Edit - Security Group*

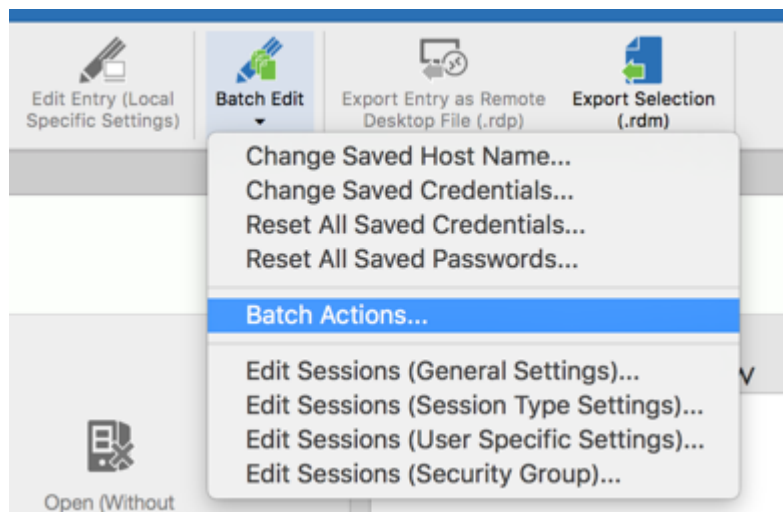
#### 6.4.6.1 Batch Actions

### 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.



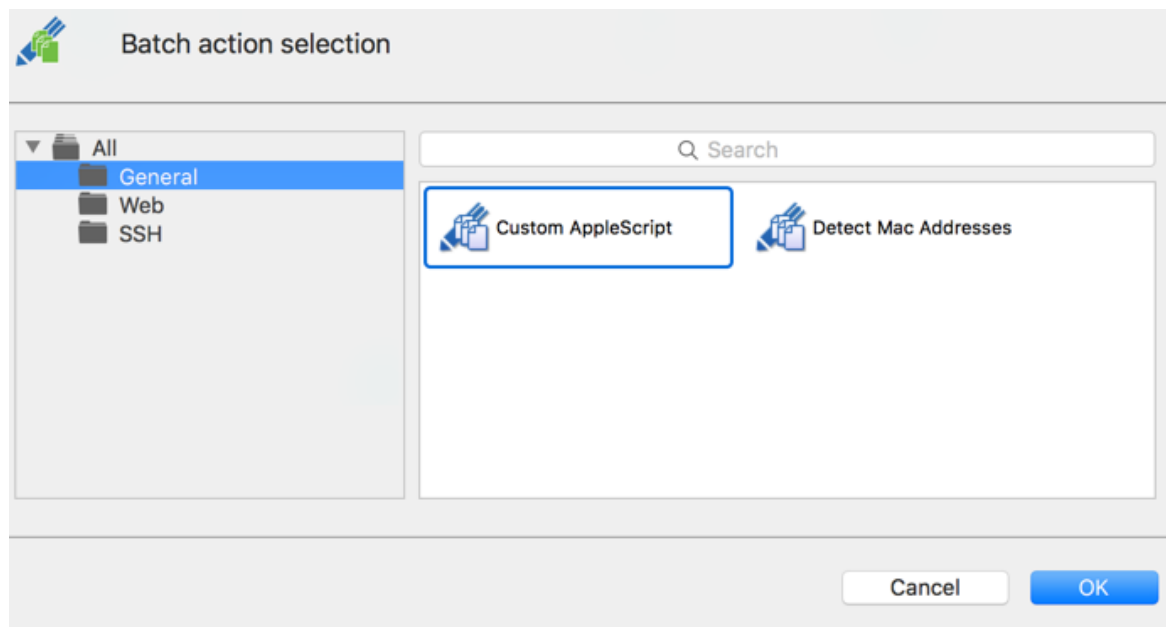
**Batch Actions** are only applied to entries currently selected in your navigation pane.



*Batch Edit - Batch Actions*

## SETTINGS

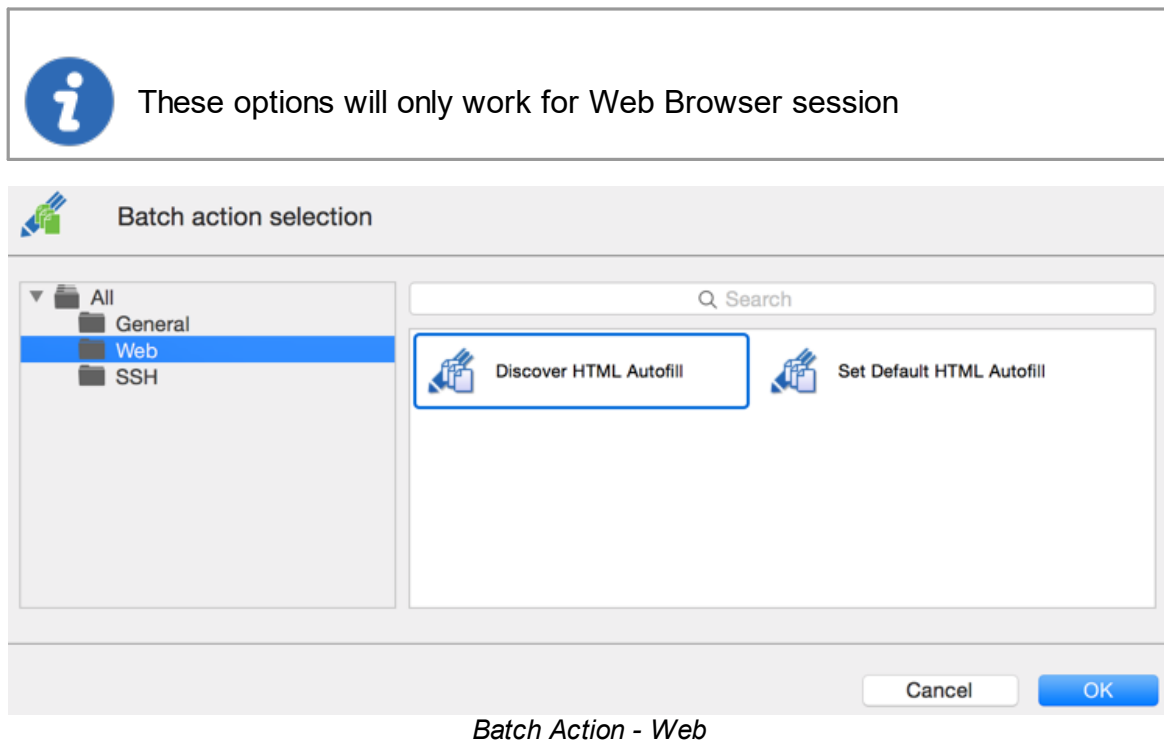
### GENERAL



*Batch action - General*

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

## WEB



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

OPTION	DESCRIPTION
<b>Set Default HTML Autofill</b>	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.

The screenshot shows the 'Session' window with the 'Web Browser (http/https)' section selected. The 'Html Control ID' tab is active, displaying configuration fields for a web browser session. The 'Profile' is set to 'Default'. Fields for 'Form ID', 'Username ID', 'Domain ID', 'Password ID', and 'Login button ID' are present, with 'Default' and 'Discover' buttons for the first two. The left sidebar shows various session management options like General, Security, VPN/SSH/Gateway, etc.

*Web Browser Html Control ID settings*

## SSH

The screenshot displays the 'Batch action selection' dialog. On the left, a tree view shows 'All', 'General', 'Web', and 'SSH' (selected). The main area contains a search bar and two batch actions. The first action, 'Convert Putty/Rebex Session To SSH/Telnet/PortForward Session', is highlighted with a blue border. The second action is 'Convert SSH/Telnet/PortForward Session To Putty/Rebex Session'. 'Cancel' and 'OK' buttons are at the bottom right.

*Batch Action - Web*

OPTION	DESCRIPTION
<b>Convert Putty/Rebex</b>	It will automatically convert your selected Putty/Rebex sessions into SSH/Telnet/PortForward sessions.

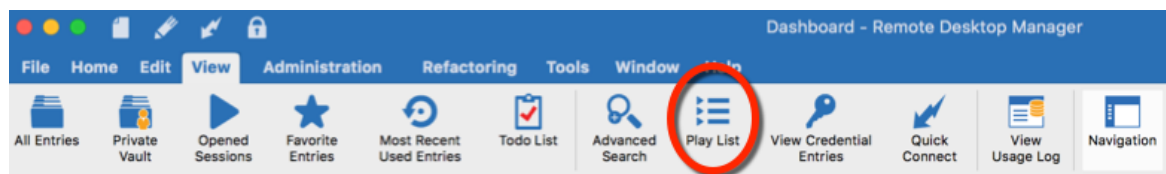
OPTION	DESCRIPTION
Session to SSH/Telnet/PortForward Session	
Convert SSH/Telnet/PortForward Session to Putty/Rebex Session	It will automatically convert your selected SSH/Telnet/PortForward sessions into Putty/Rebex sessions.

#### 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**.



View ribbon - Play List

For more information, please consult the following topics:

- [Actions](#)
- [Management](#)
- [Default at Startup](#)

#### 6.4.7.1 Actions

### DESCRIPTION

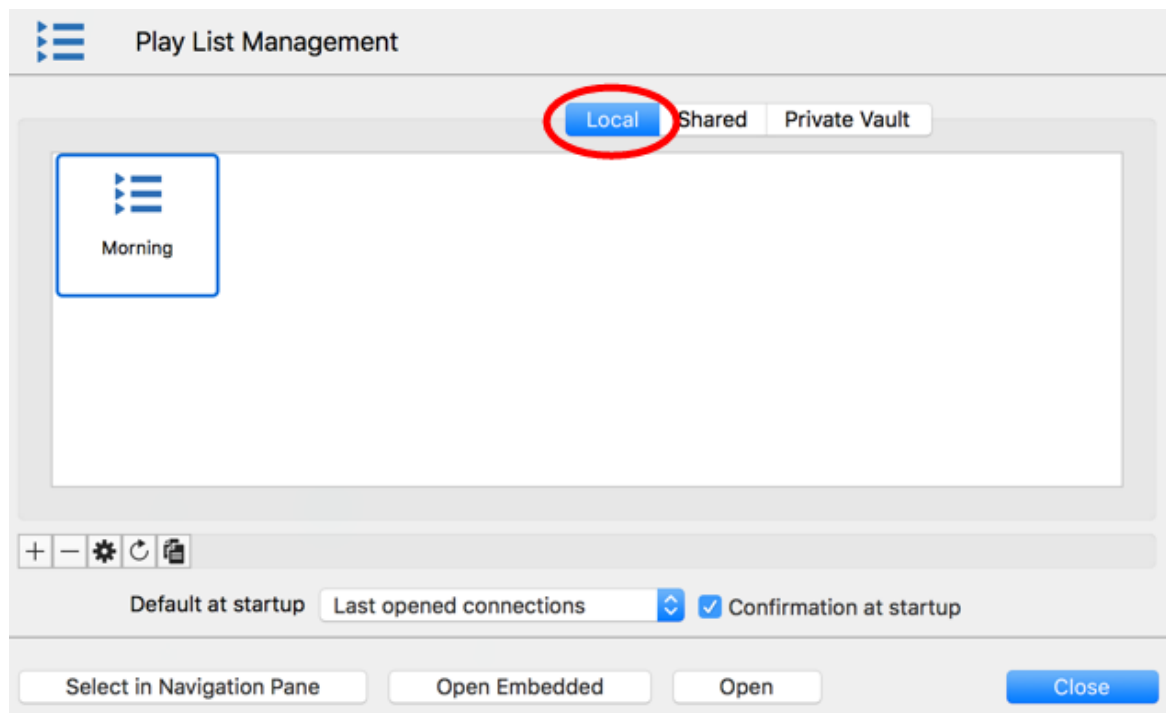
You can create Local or Shared play List in Remote Desktop Manager. There's several methods to create or edit a Play List:

- 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.



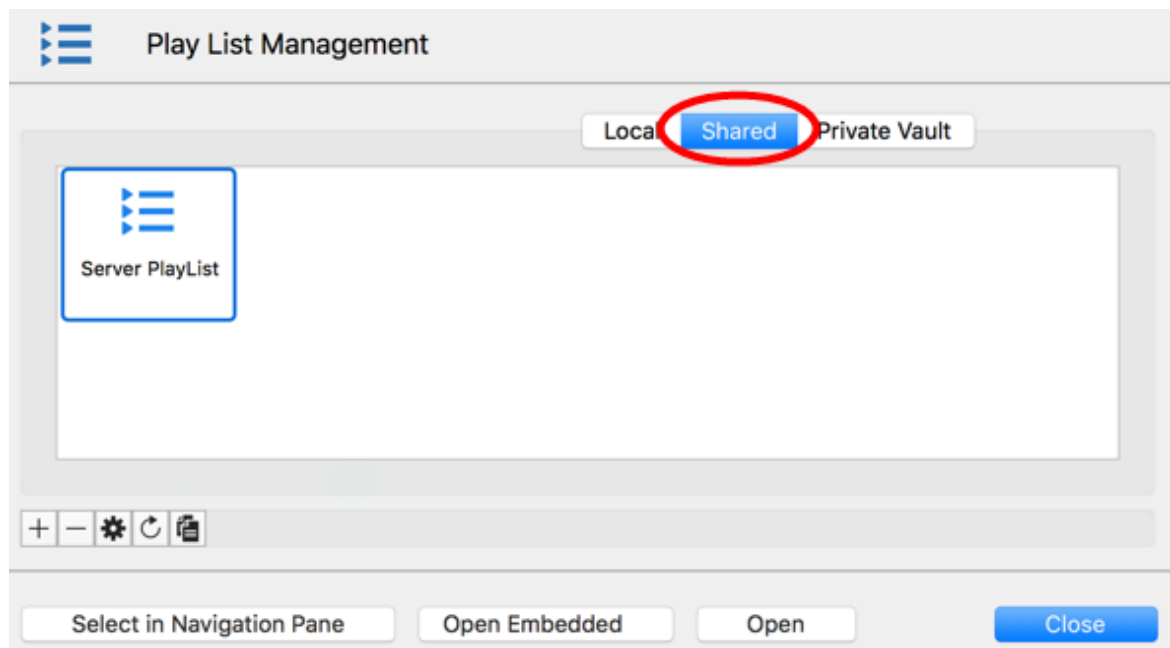
*Play List Management - Local Play List*

## 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.

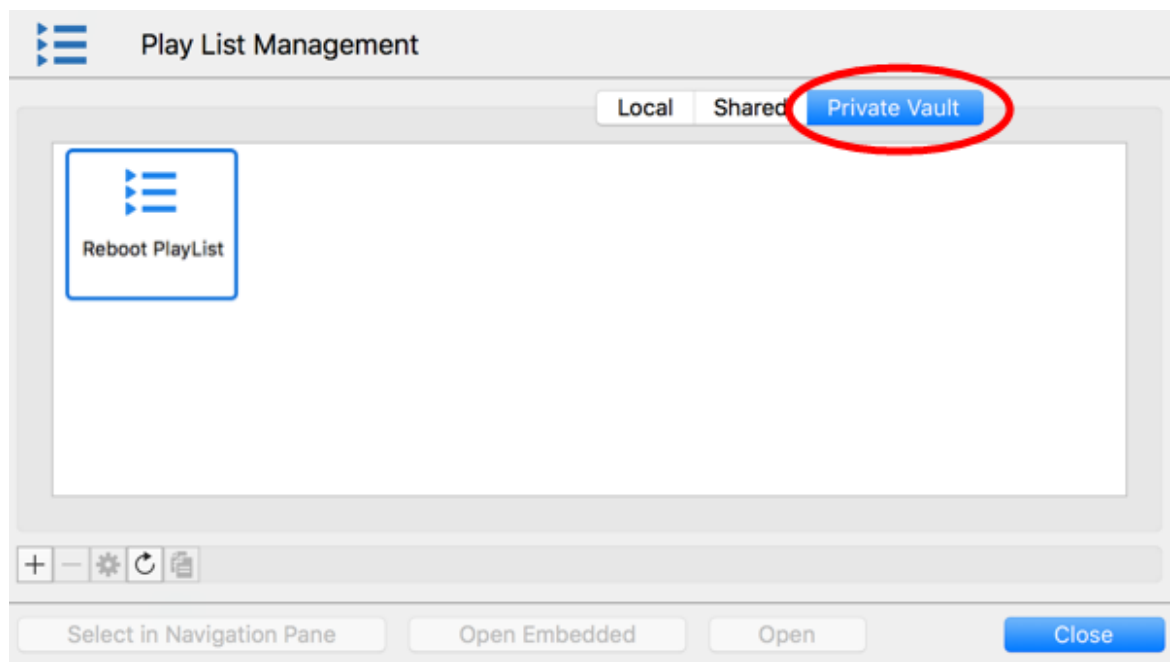




*Play List Management - Shared Play List*

## 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.

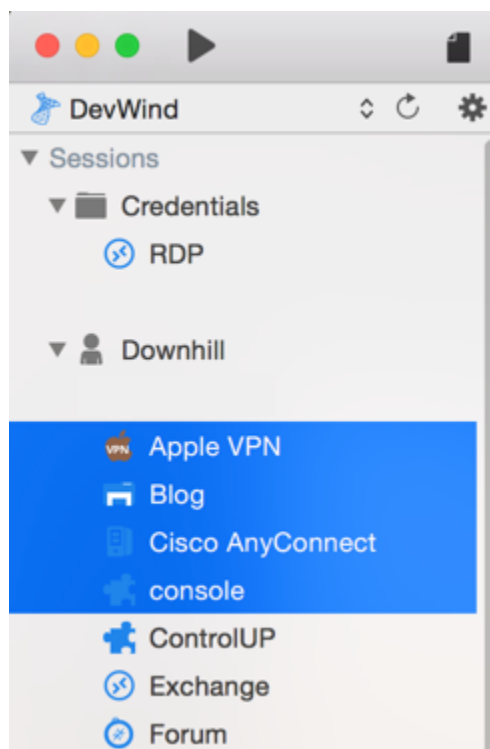


*Play List Management - User Vault Play List*

## ACTIONS

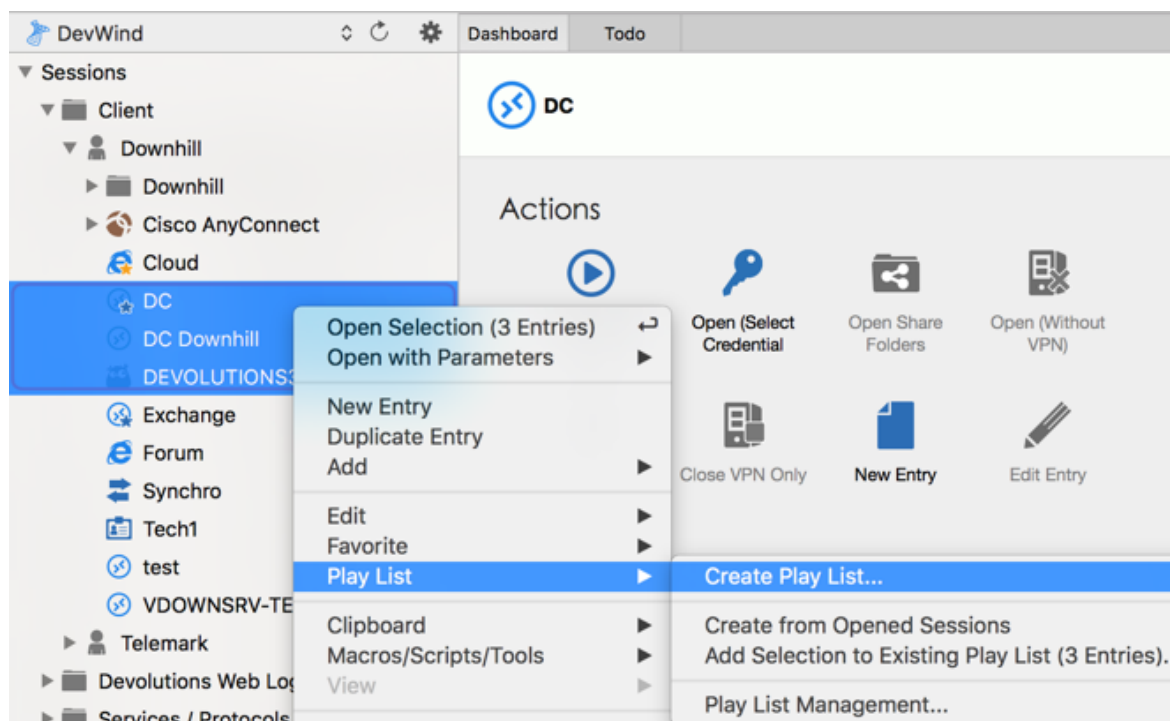
### CREATE PLAY LIST BY SELECTING ENTRIES IN THE NAVIGATION PANE

1. Select the entries for your Play List in your Navigation Pane using Command + click.



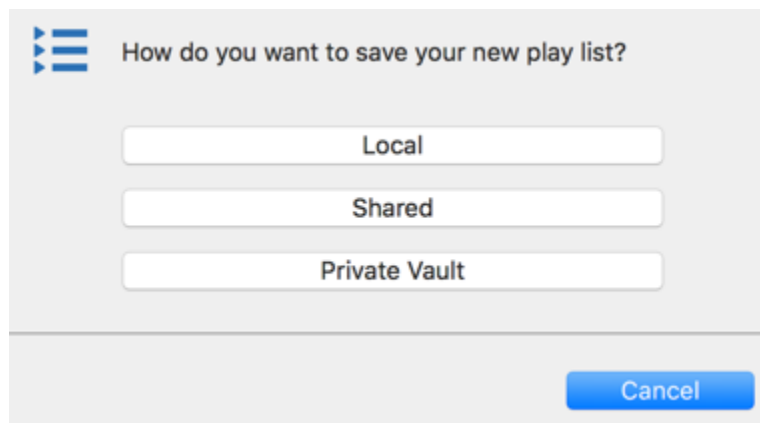
*Navigation Pane*

2. Right click in your Navigation Pane and select **Play List - Create Play List**.



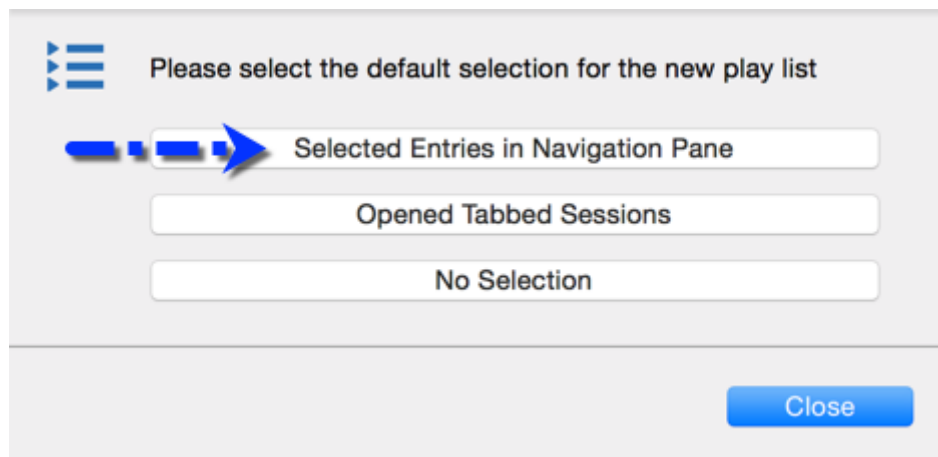
Create Play List

3. Choose if you wish to save your Play List Locally, Shared or in your User Vault.



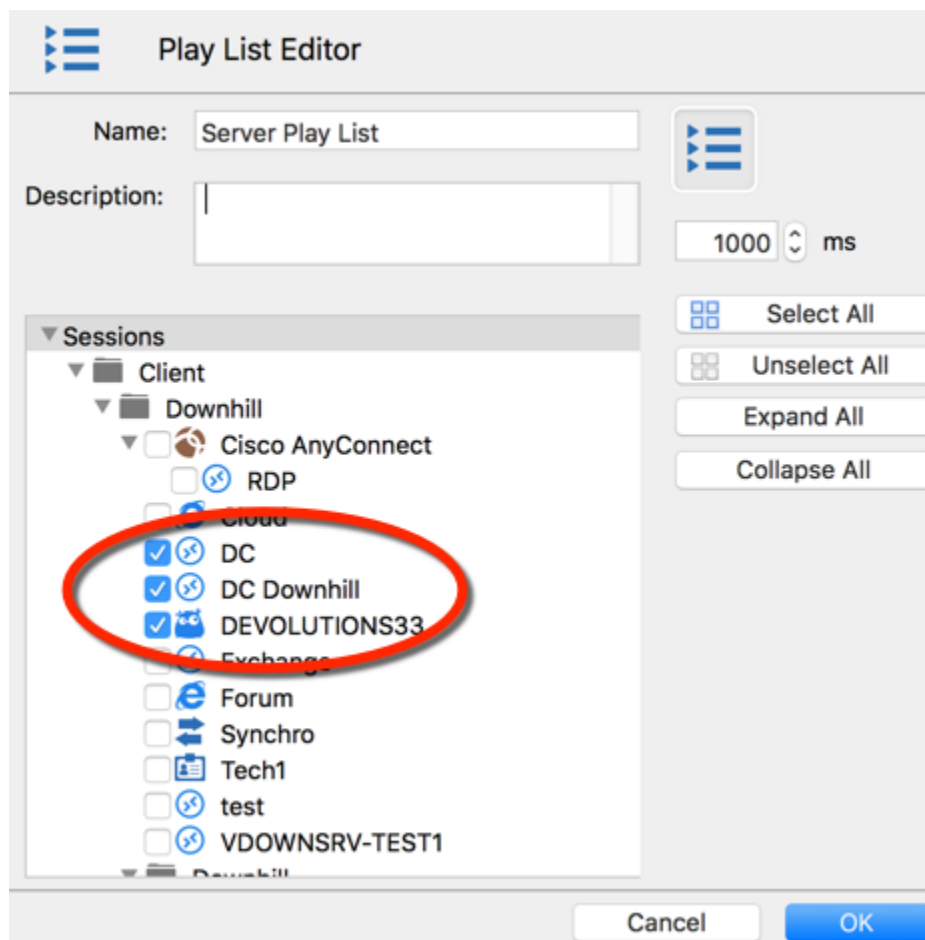
Save Play List

4. Then click on **Selected Entries in Navigation Pane**.



*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**

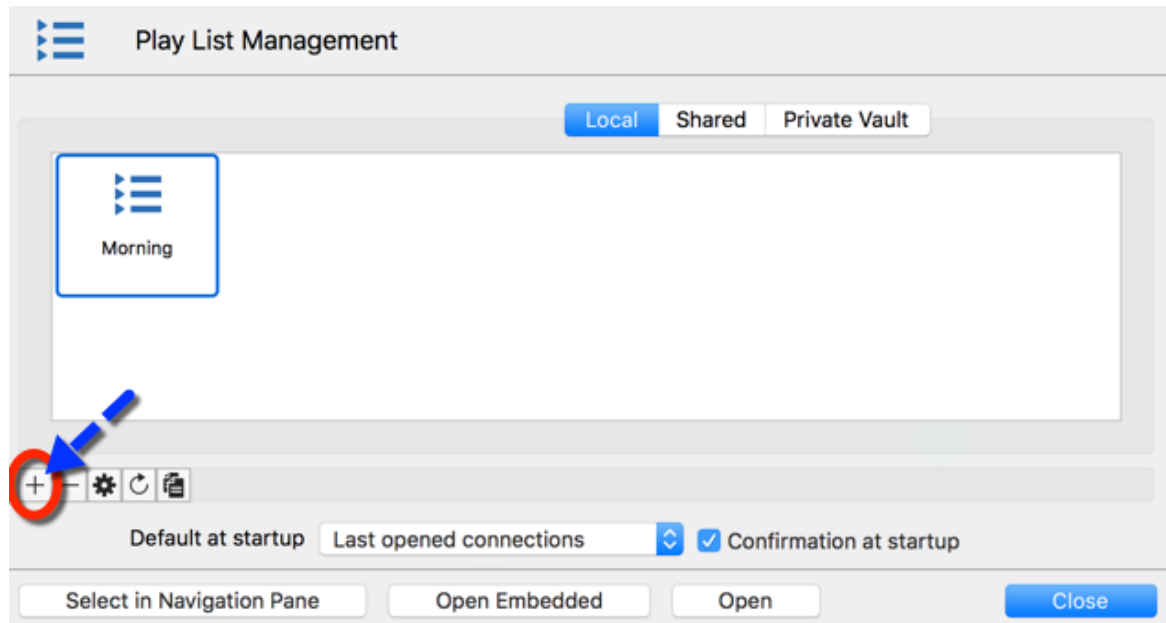


*Play List Editor*



The **wait time** is used to set the delay between opening different entries.

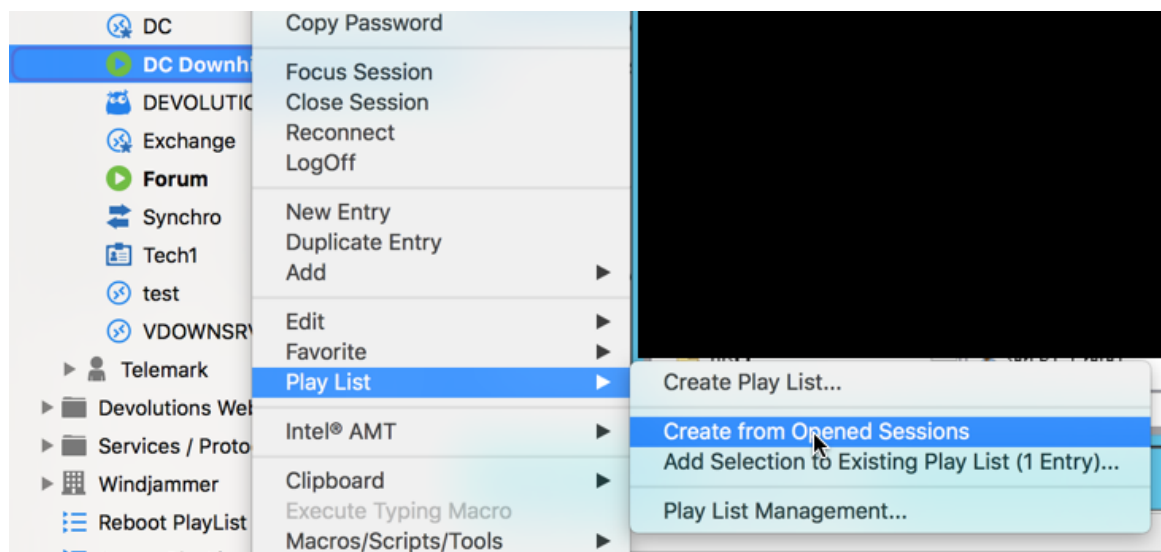
You could also create a new Play List by using the **View - Play List** and then clicking on the plus to create a New Play List.



*Create a New Play List*

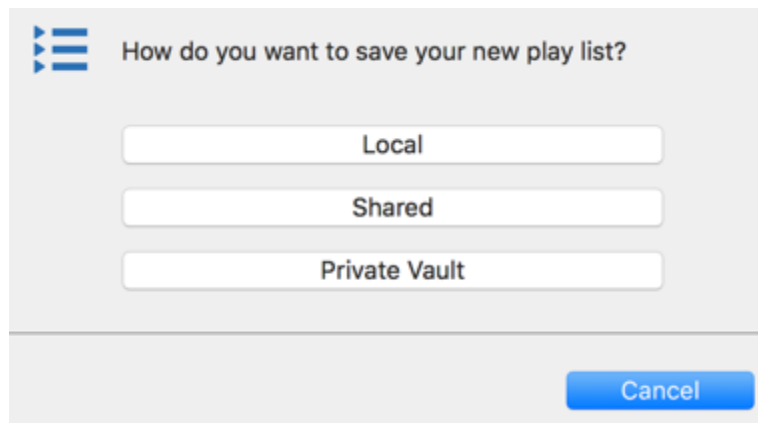
## CREATE PLAY LIST WITH OPENED TABBED SESSIONS

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**.



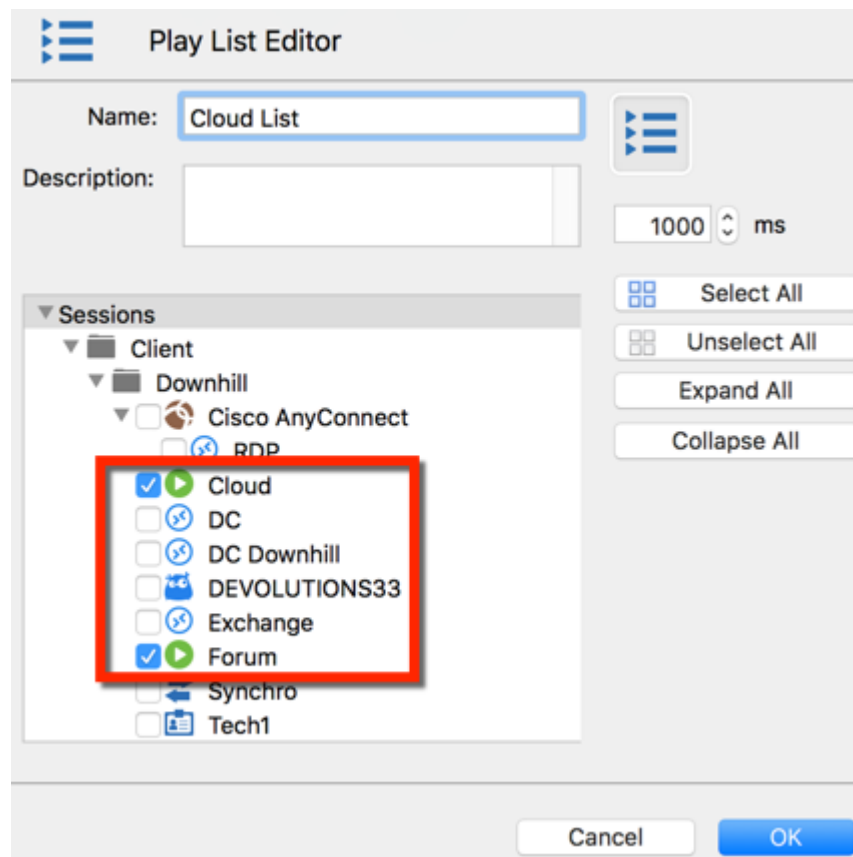
*Play List - Create from Opened Sessions*

3. Select if you wish to save your Play List Locally, Shared or in your User Vault.



*Save Play List*

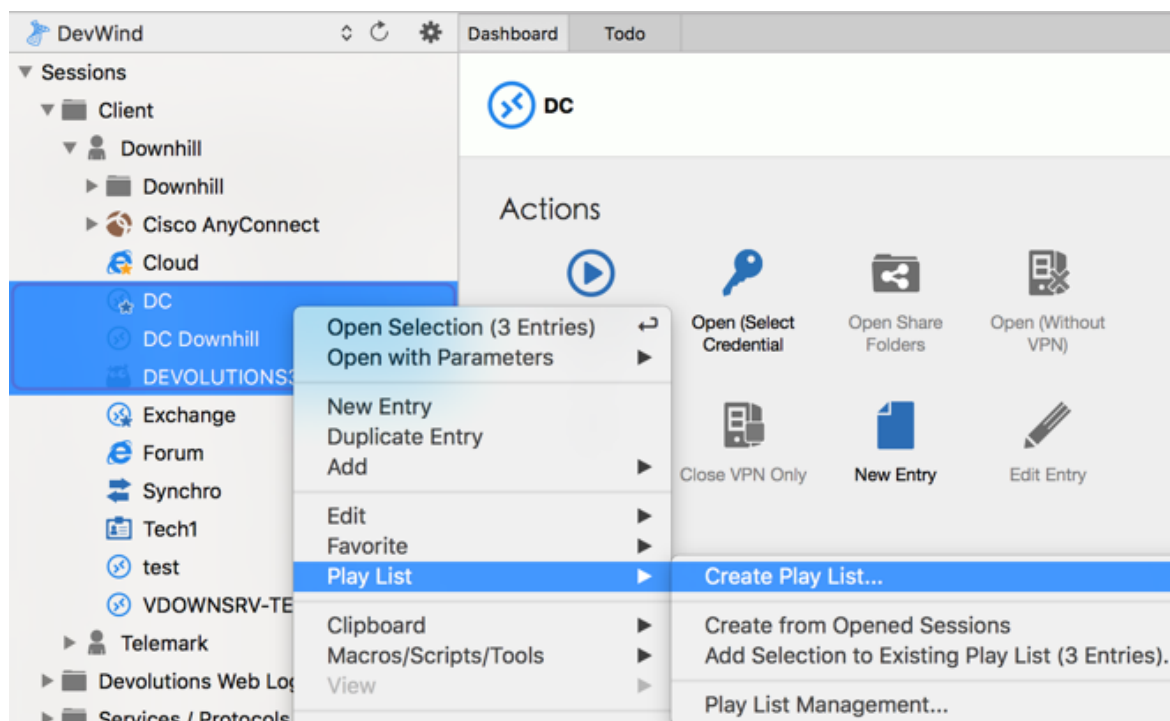
3. You will notice that your opened sessions are already preselected in your Play List Editor. Provide a name and a short description to your Play List and click **OK**.



*Play List Editor*

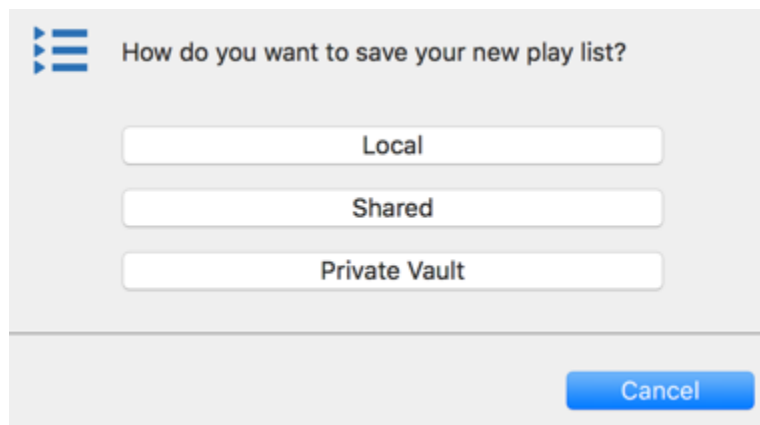
## CREATE PLAY LIST WITH NO SELECTION

1. Right click in your Navigation Pane and select ***Play List - Create Play List.***



Create Play List

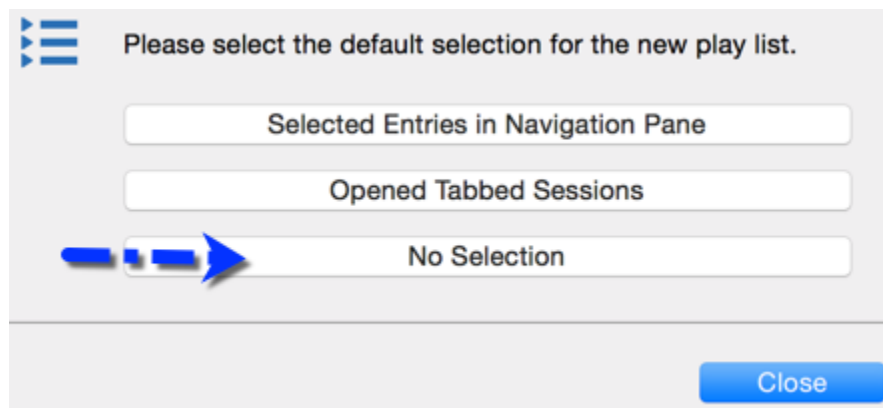
2. 3. Choose if you wish to save your Play List Locally, Shared or in your User Vault.



Save Play List

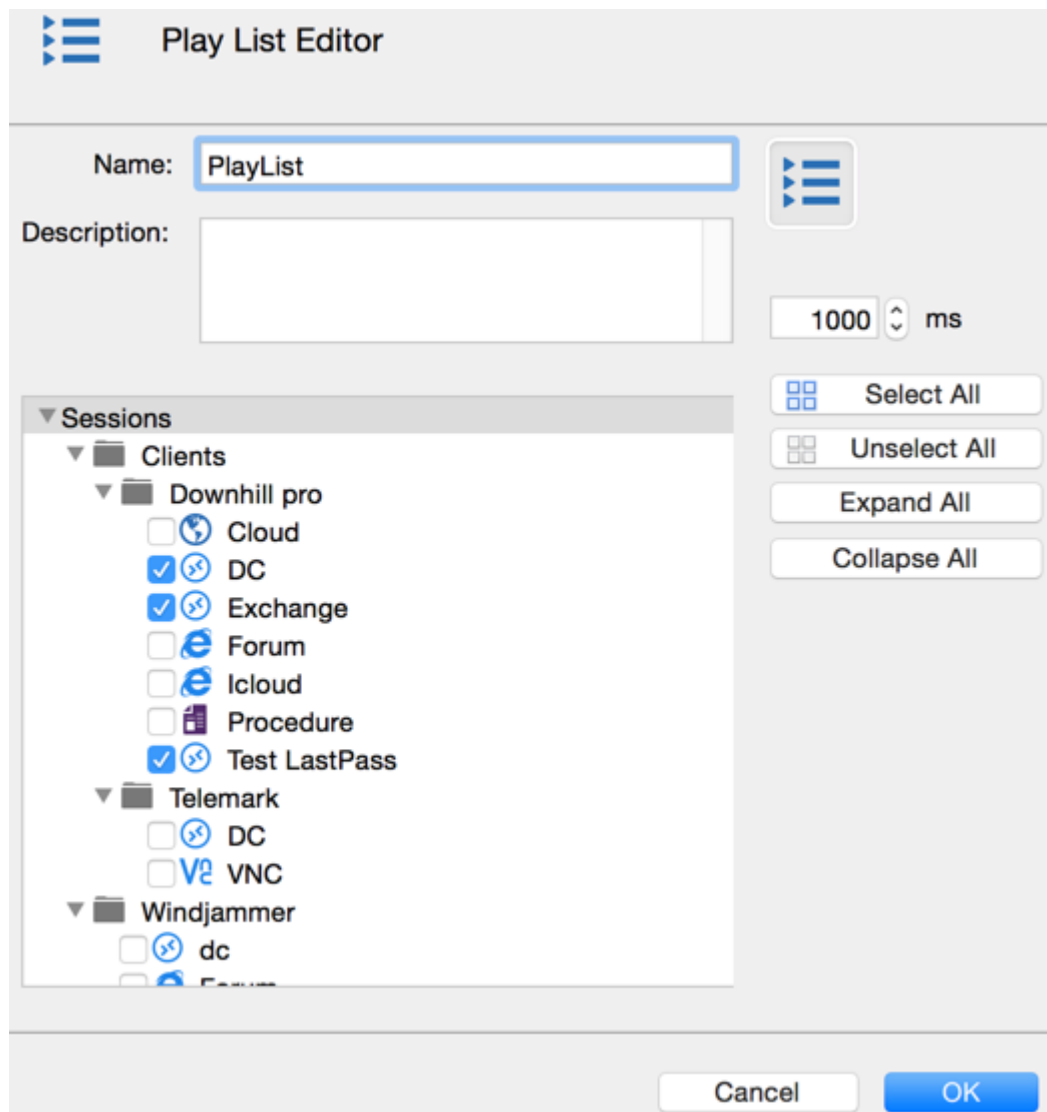
3. In **Entry - Play List - Create Play List** select the option **No Selection**.





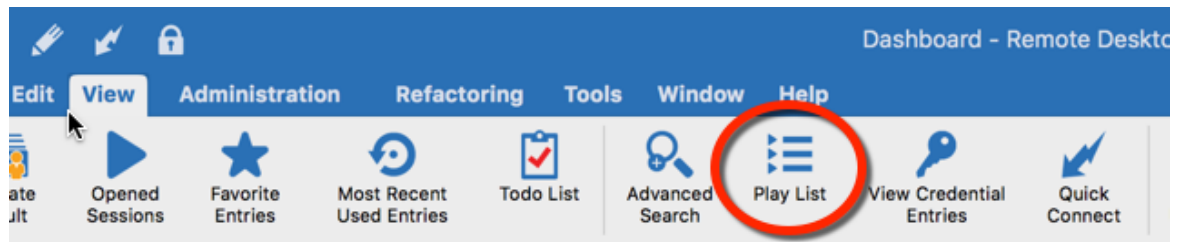
*No Selection*

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**.

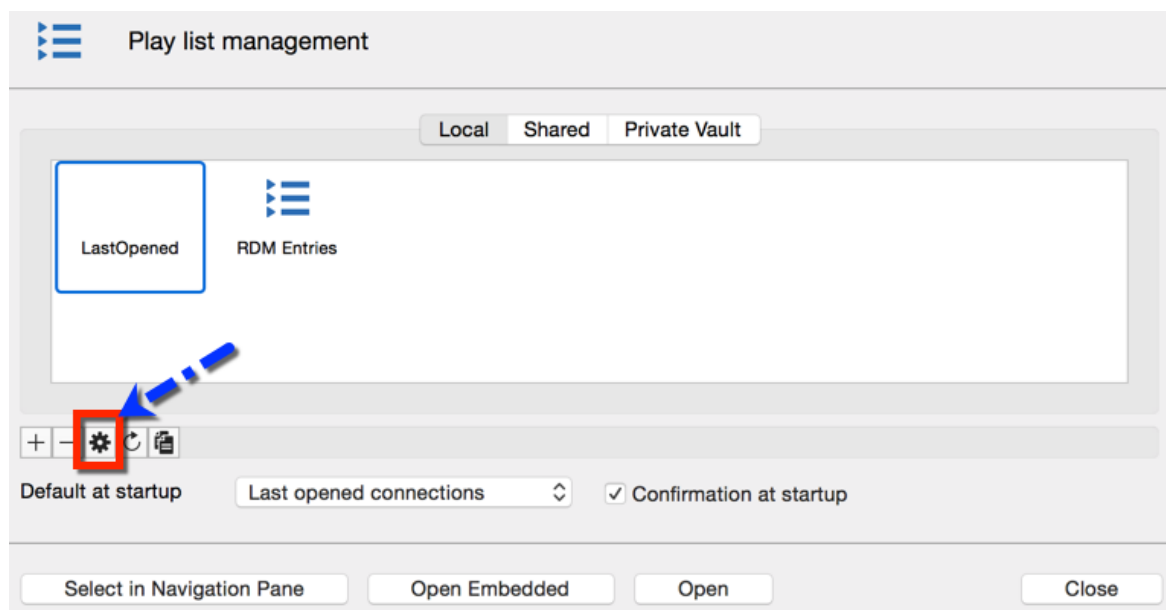


*Play List Editor***EDIT AN EXISTING PLAY LIST**

1. You can edit a Play List in **View - Play List**.

*View - Play List*

2. Select the Play List you wish to modify and then click on the wheel to edit the entry.

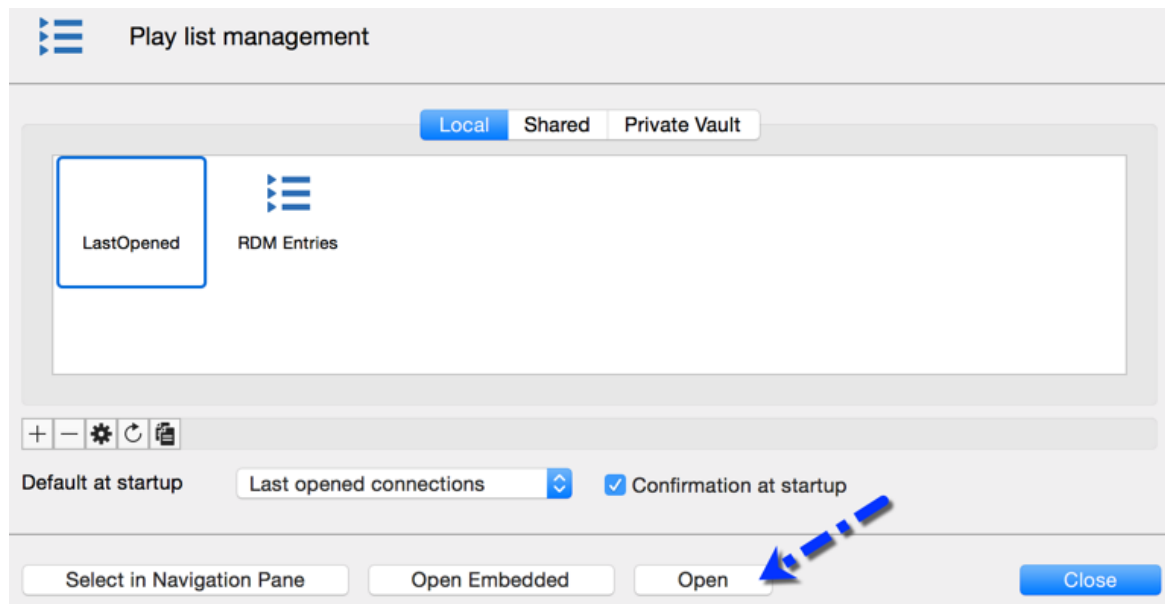
*Play List Management - Edit***6.4.7.2 Management****DESCRIPTION**

There's 3 way to Open a Play List:

OPTION	DESCRIPTION
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

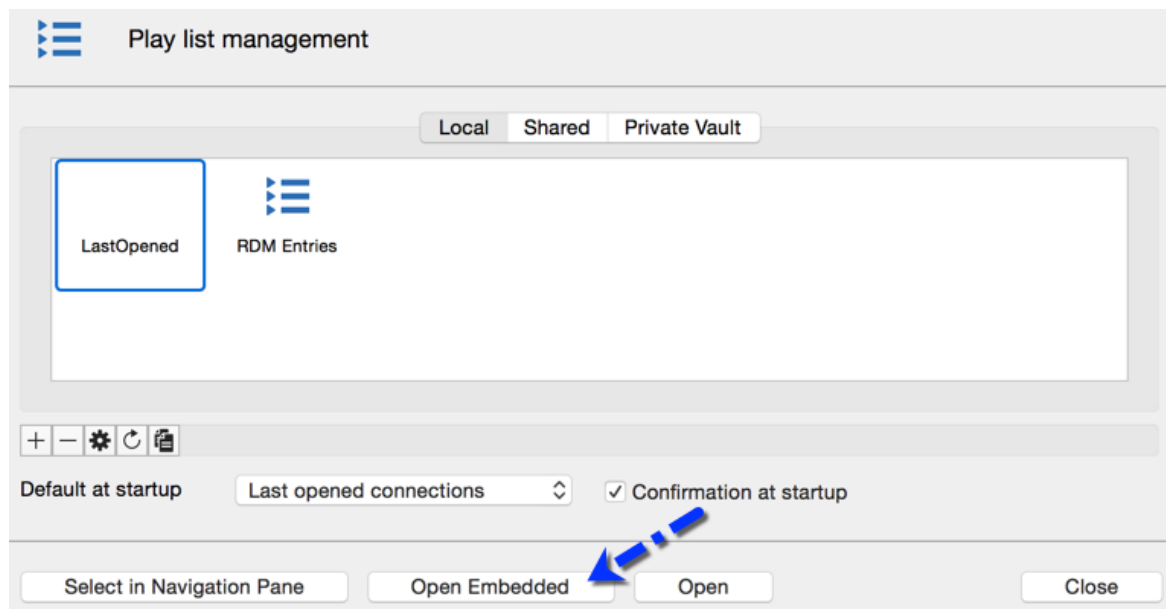
In **View - Play List** and select the Play List to open and click on **Open**



*Open Default Mode*

## OPEN ITEMS IN EMBEDDED MODE

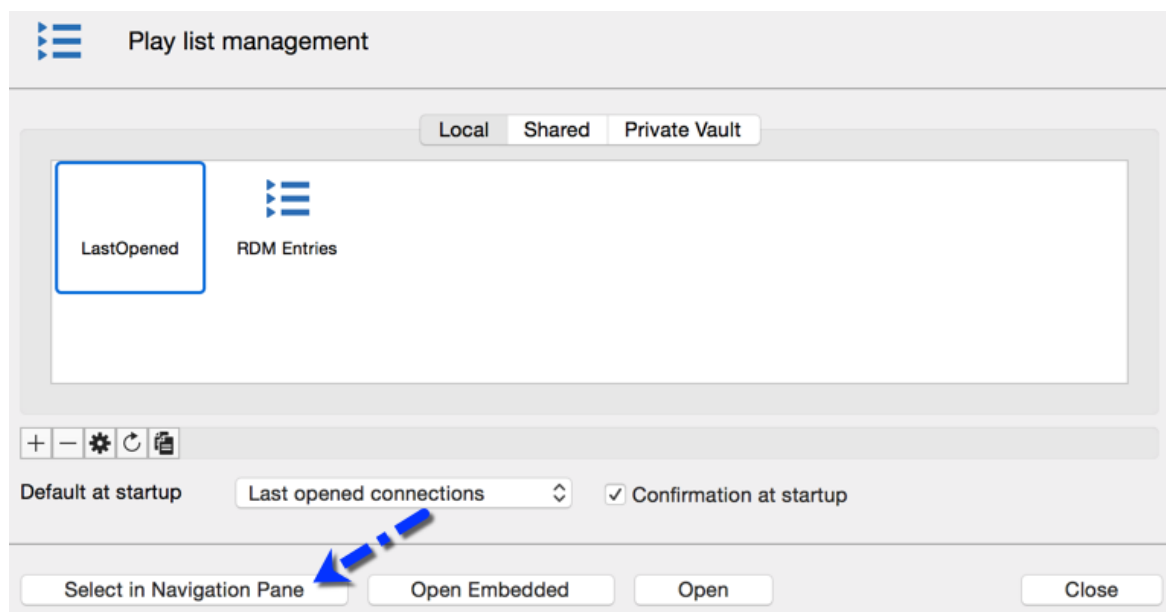
In **View - Play List** select the Play List to open and click on **Open Embedded**.



*Open Embedded Mode*

## OPEN ITEMS WITH SELECT IN NAVIGATION PANE

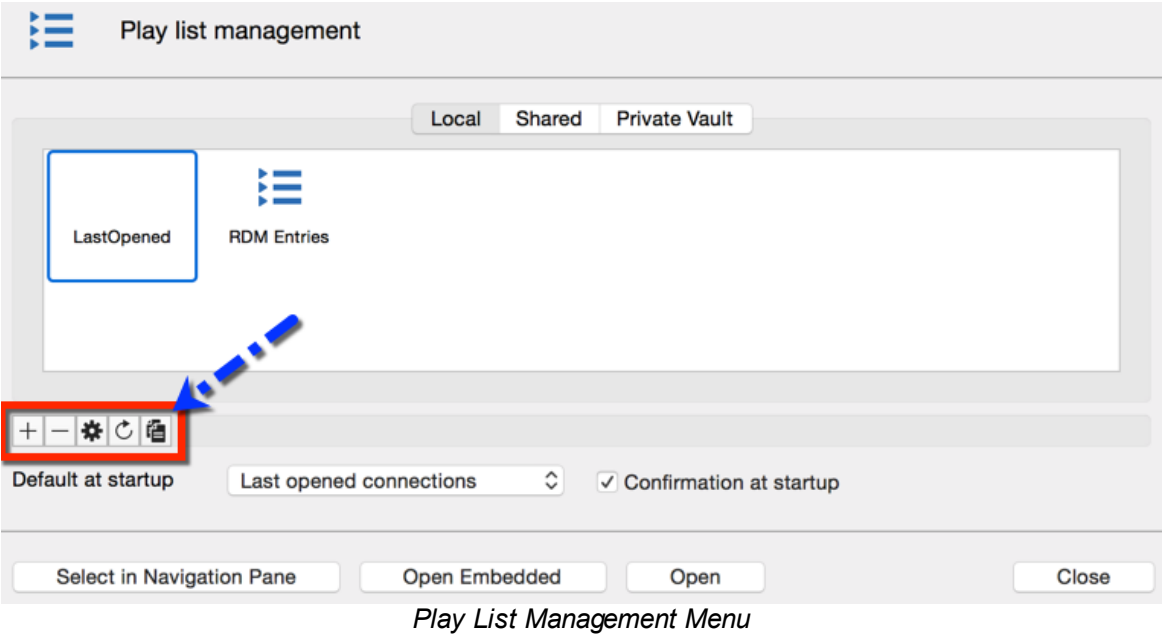
In **View - Play List** select the Play List to open and click on **Select in Navigation Pane**. Then select the desired entries in your **Navigation Pane** using Command + click.








*Select in Navigation Pane*

MENU

You can use the menu in the Play List Management for multiple options.



SETTINGS

OPT ION	DESCRIPTION
	Create a new Play List.
	Delete an existing Play List.
	Edit the selected Play List.
	Refresh your Play List Management.
	Copy the selected Play List.

### 6.4.7.3 Default at Startup

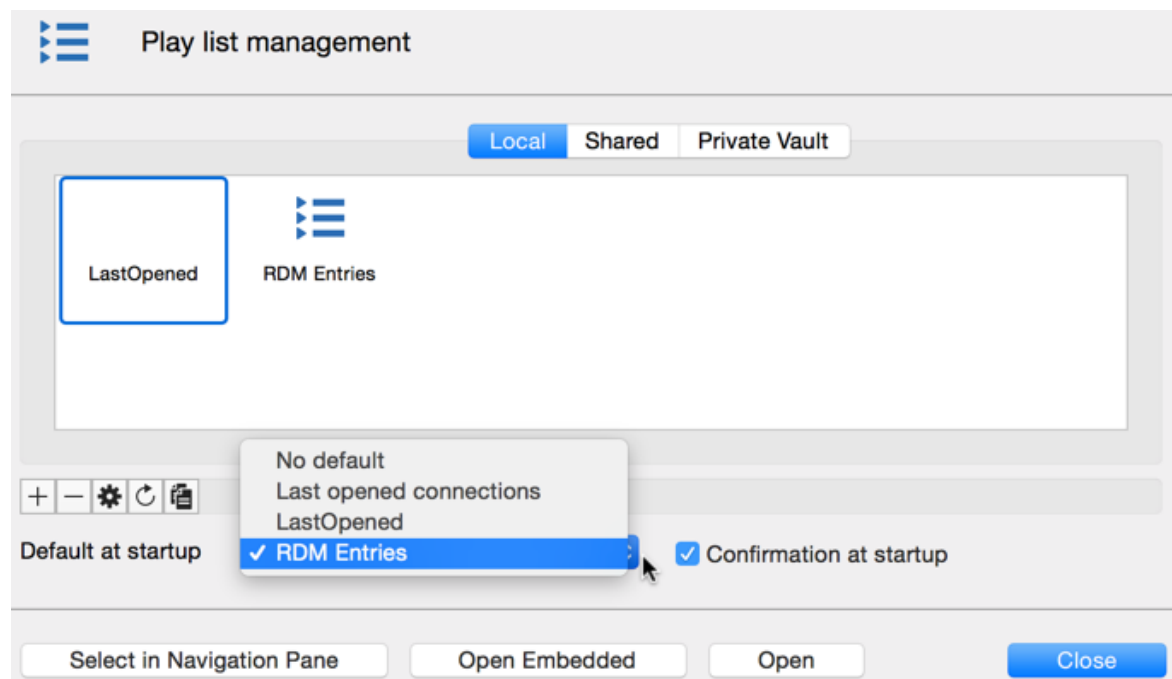
## DESCRIPTION

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.



*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.

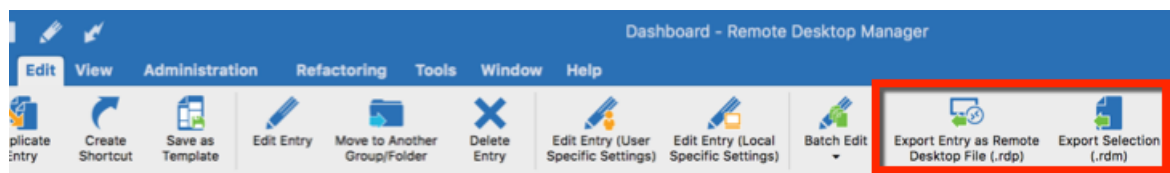
The last opened connections option will offer to reopen the sessions that were opened at the time you closed Remote Desktop Manager for Mac. That Play List is maintained automatically at every Remote Desktop Manager for Mac closing.

## 6.4.8 Export Entry

### DESCRIPTION

Use the Export options to export selected entries from Remote Desktop Manager for Mac.

### SETTINGS



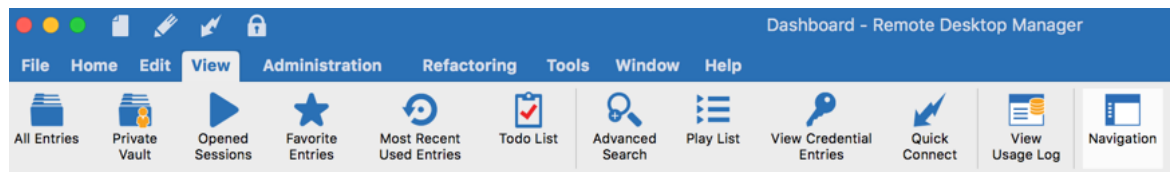
*Edit ribbon - Export options*

OPTION	DESCRIPTION
<b>Export Entry as Remote Desktop File (.rdp)</b>	Export your selected entries in a Remote Desktop File (.rdp) format.
<b>Export Selection (.rdm)</b>	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 your 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.



*View ribbon*

Refer to the following topics for more information:

- [All Entries](#)
- [User Vault](#)
- [Opened Sessions](#)
- [Favorite Entries](#)
- [Most Recent Used Entries](#)
- [Todo List](#)
- [Advanced Search](#)
- [Play List](#)
- [View Credential Entries](#)
- [Quick Connect](#)
- [View Usage Log](#)
- [Navigation](#)

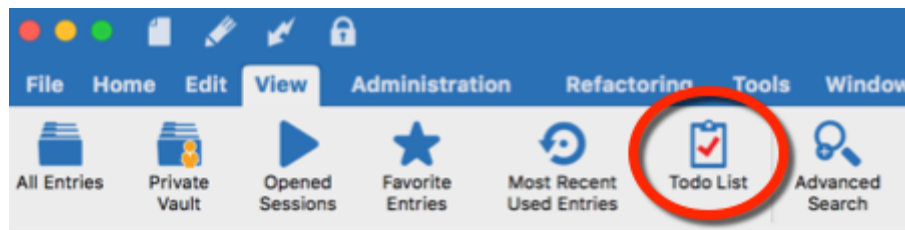


## 6.5.1 Todo List

### 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.



*View ribbon - Todo List*



This feature is only available for the following data sources: [Devolutions Server](#), [SQL Server](#) and [SQLite](#).

To learn more about Todo List please see:

- [Add](#)
- [Search](#)
- [Export](#)

### 6.5.1.1 Add

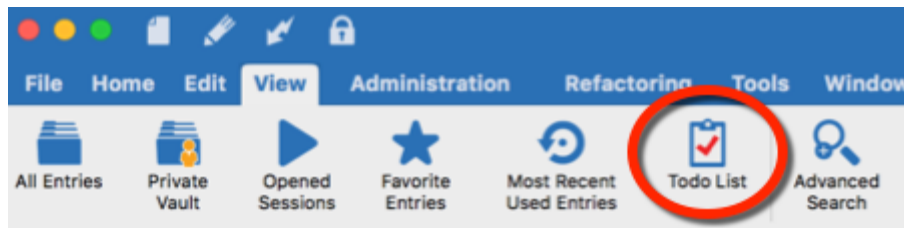
### DESCRIPTION

Create tasks in the ToDo List to help you follow what work needs to be performed by your staff.

## SETTINGS

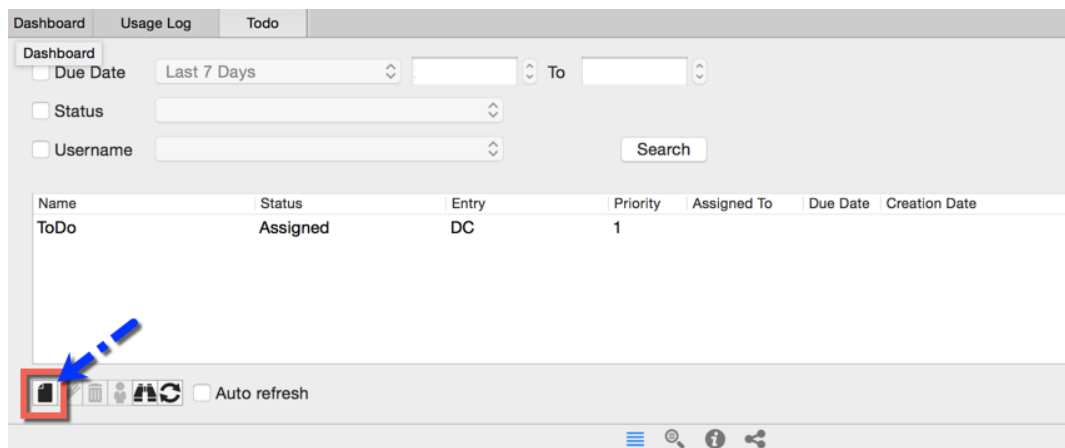
### CREATION OF A TASK

1. In the **View** ribbon click on **ToDo List**.



View ribbon - ToDo List

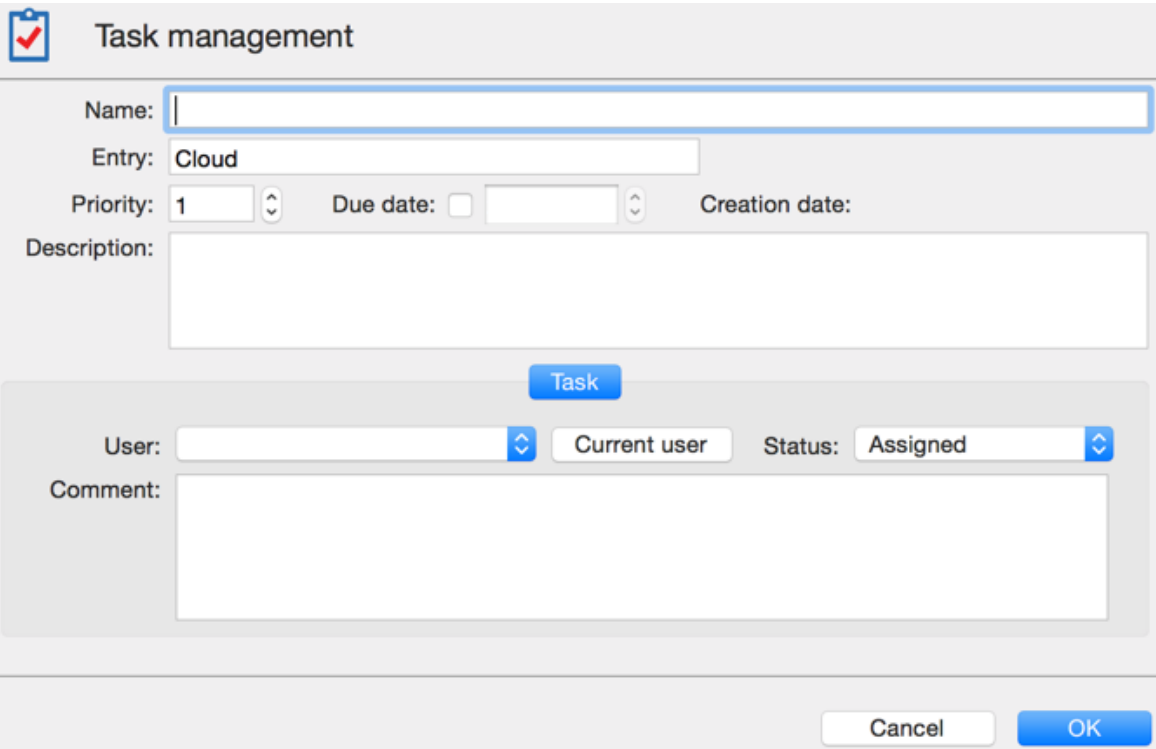
2. Click on **Add new Todo**



Add new todo

*Add new todo*

Enter your task information, like the name of the task, the priority, the due date and the description.



The image shows a 'Task management' dialog box. It has a title bar with a clipboard icon and the text 'Task management'. The main area contains several fields: 'Name' (a text input), 'Entry' (a dropdown menu with 'Cloud' selected), 'Priority' (a dropdown menu with '1' selected), 'Due date' (a date picker), and 'Creation date' (a date picker). Below these is a large 'Description' text area. A blue 'Task' button is centered below the description. Below the 'Task' button are 'User' (a dropdown menu with 'Current user' selected) and 'Status' (a dropdown menu with 'Assigned' selected). At the bottom is a 'Comment' text area. At the very bottom of the dialog are 'Cancel' and 'OK' buttons.

*Task Management*



Tasks can be assigned to a user.

## CURRENT USER

You can use ***Current user*** to set your identity instantly.

## STATUS


Different status can be applied to a task:

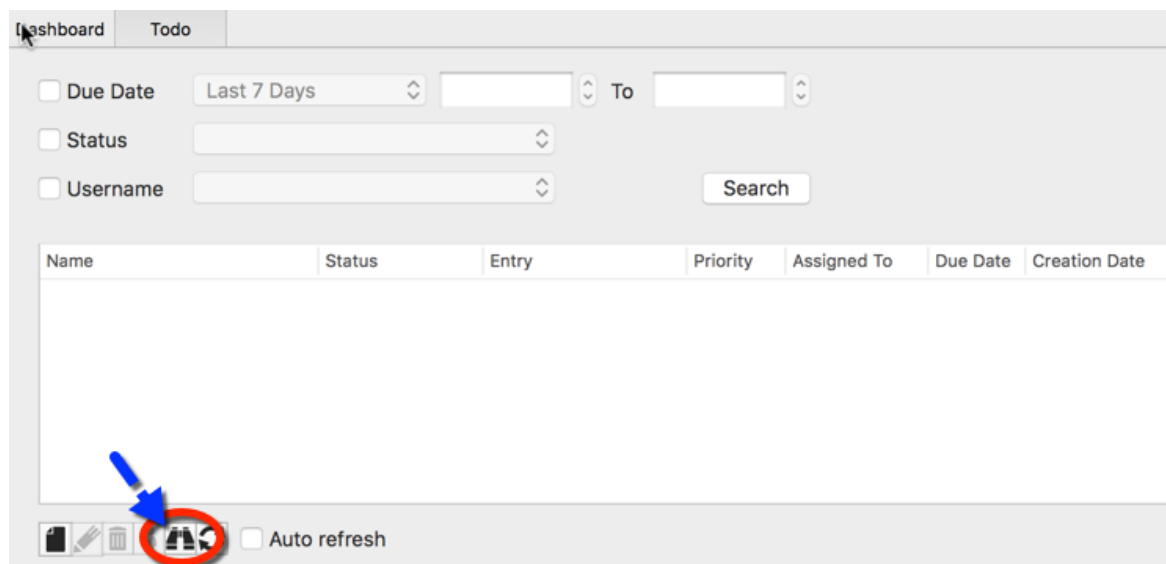
- Assigned
- Canceled
- Closed
- Done

- In progress
- Open
- Postponed

### 6.5.1.2 Search

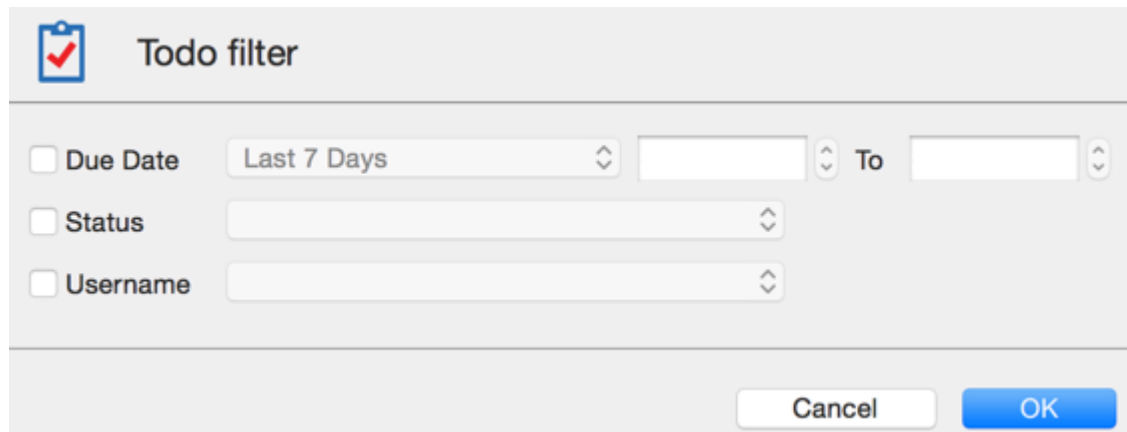
## DESCRIPTION

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.



*Todo Search*

You can filter your search by Due Date, User name or by Status.

*Todo filter*

### 6.5.1.3 Export

## DESCRIPTION

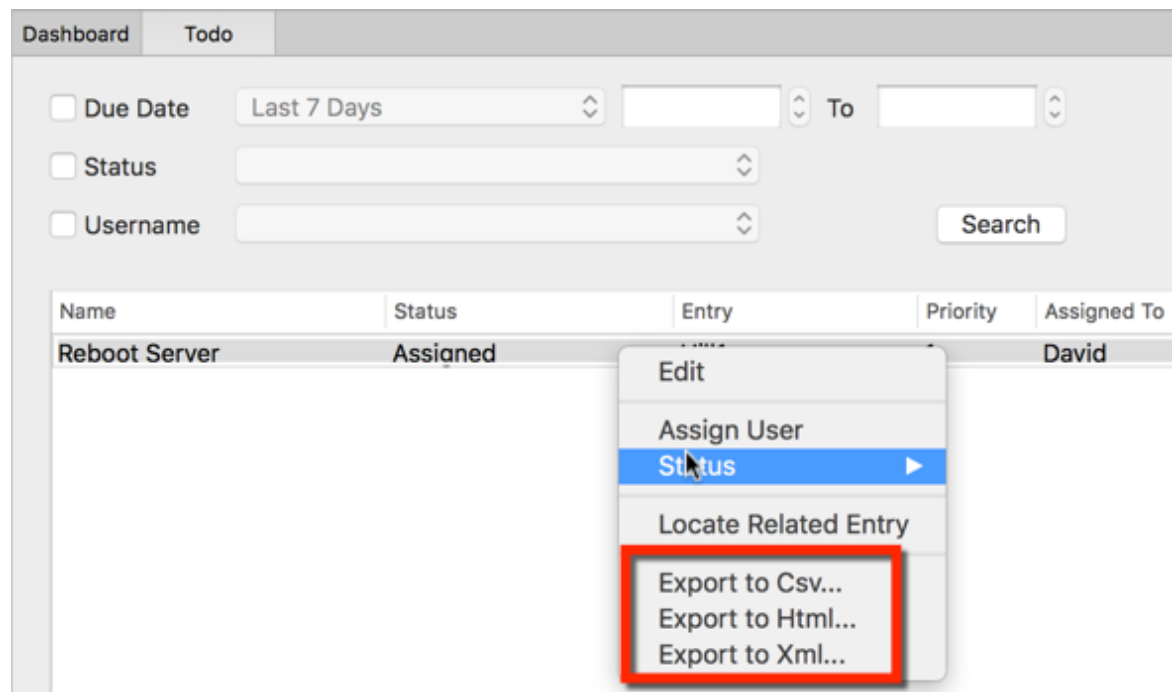
Tasks can be exported in different types of files for printing or for reviewing.

## HOW TO EXPORT TASKS



Before exporting tasks, you can perform a [Search](#) to filter out the task list.

**Right-Click** on a task and select the file format.



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

Advanced Search

18 items

Search Settings

Connection type Microsoft Remote Desktop (RDP)

None

None

None

Load

Save

Save As

Export

Search

Name	Description
RDP	
DC	Display Override August
DC Downhill	Display Override August
Exchange	Display Override August
Client 2	Display Override August
TM - Client 1	Display Override August
SSH Tunnel RDM Client	
RDP through SSH Tunnel	

Reset Select in Navigation Pane

Advanced Search

## SETTINGS

OPTION	DESCRIPTION
<b>Name</b>	<p>You can select between different criteria to tweak your search:</p> <ul style="list-style-type: none"> <li>• <b>Name</b></li> <li>• <b>Connection type</b></li> <li>• <b>Contact Reference</b></li> <li>• <b>Creation date</b></li> <li>• <b>Custom field</b></li> <li>• <b>Description</b></li> <li>• <b>Domain</b></li> <li>• <b>Group</b></li> </ul>

OPTION	DESCRIPTION
	<ul style="list-style-type: none"><li>• <i>Host</i></li><li>• <i>Is favourite</i></li><li>• <i>Keywords/tags</i></li><li>• <i>Last update date</i></li><li>• <i>Name</i></li><li>• <i>OS</i></li><li>• <i>Password strength</i></li><li>• <i>Security group</i></li><li>• <i>Server role</i></li><li>• <i>Status</i></li><li>• <i>Username</i></li></ul>
<b>Load</b>	Load searches that has been previously saved.
<b>Save</b>	Allows you to save your search locally and reuse it.
<b>Save As</b>	Use to save a previously saved search but under another name.
<b>Export</b>	Export the entries of your search result as a Csv, Html, Xls or Xml file. Sensitive information will be encrypted using AES.
<b>Search</b>	Once you have selected your search criteria click on Search to display the search result.
<b>Reset</b>	Reset all your fields to proceed with a new Search.



OPTION	DESCRIPTION
<b>Select in Navigation Pane</b>	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 [Advanced data sources](#). 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...

Group	Connection	Message	On Open Comment	Log Date	End Date/Time	Activ
	Server PlayList	New entry added				
Client\Telemark\...	Client 1	Entry edited				
Client\Telemark\...	Client 1	Entry shortcut deleted				
	My personal credentials	Exported entry (Native)				
Client\Telemark\...	Client 1	New entry shortcut added				
Client\Telemark\...	Client 1	Entry edited				
Client\Downhill\...	LastPass Account	Entry edited				
Client\Downhill\...	LastPass - training@d...	Entry edited				
Client\Downhill\...	LastPass	Entry edited				
Client	Cloud	Entry deleted				
Client\Telemark\...	Firefo	Entry deleted				

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.

OPTION	DESCRIPTION
<b>Group</b>	The Group/Folder where your entry is situated.
<b>Connection</b>	The connection being used to open your entry.
<b>Message</b>	Indicate the action that was done on your entry or session.

OPTION	DESCRIPTION
<b>On Open Comment</b>	The Open Comment is defined in the Log tab of your session, to learn more please see Logs Options.
<b>On Close Comment</b>	The Close Comment is defined in the Log tab of your session, to learn more please see Logs Options.
<b>Log Date</b>	Indicate the date and time your session was opened or your entry was edited.
<b>End Date/Time</b>	Indicate the date and time when the session or entry was closed.
<b>Active Time</b>	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)
<b>Duration</b>	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)
<b>User</b>	Indicate the Windows user name and domain.
<b>Database user name</b>	Indicate the database user name.
<b>Connection user</b>	Indicate the Connection user.
<b>Machine</b>	Indicate the machine name.

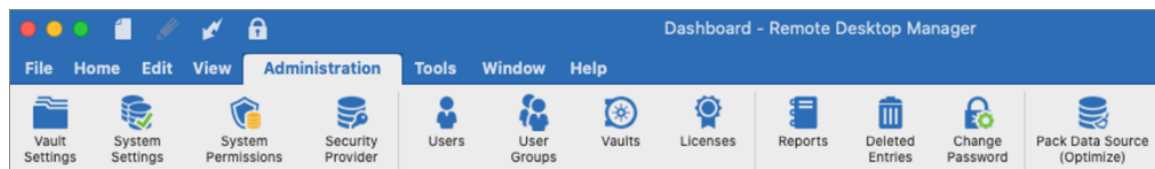
OPTION	DESCRIPTION
Connection Type	Indicate the connection type that was used.

## 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 [Advanced Data Source](#).



*Administration ribbon*

Refer to the following topics for more information:

- [System Settings](#)
- [Security Provider](#)
- [User Management](#)
- [User Groups](#)
- [Vault Settings](#)
- [Deleted Entries](#)
- [Reports](#)
- [Change Password](#)

## 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.



This features requires an [Advanced Data Source](#).

### SETTINGS

*Data Source Settings*

For more information on the different options held in the Data Source settings please see:

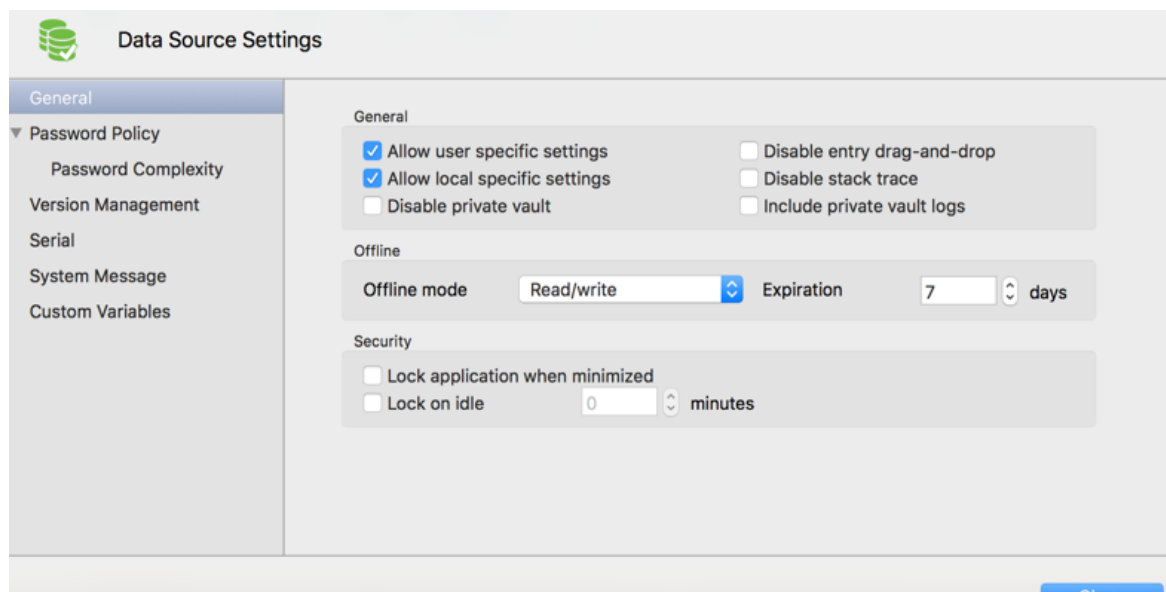
- [General](#)

- [Password](#)
- [Version Management](#)
- [Serial](#)
- [System Message](#)
- [Custom Variables](#)

#### 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*

## GENERAL

OPTION	DESCRIPTION
<b>Allow user specific settings</b>	Enables the use of user specific settings. See <a href="#">User Specific Settings</a> for more information.
<b>Allow local machine specific settings</b>	Enables the use of local machine specific settings.
<b>Disable User Vault</b>	Disable the usage of the User Vault for all users of the data source.
<b>Disable entry drag-and-drop</b>	Entry group modification using the drag and drop will be disabled. Use this setting to avoid accidental drag and drop.
<b>Disable stack trace</b>	Disable the stack trace details when an error appears during the execution of the application.
<b>Include User Vault logs</b>	Include the logs for the User Vault for all users of the data source.

## OFFLINE

OPTION	DESCRIPTION
<b>Offline mode</b>	Set the global data source support for Offline Mode. Useful when using a VPN connection that makes using local network impossible.
<b>Expiration</b>	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

OPTION	DESCRIPTION
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

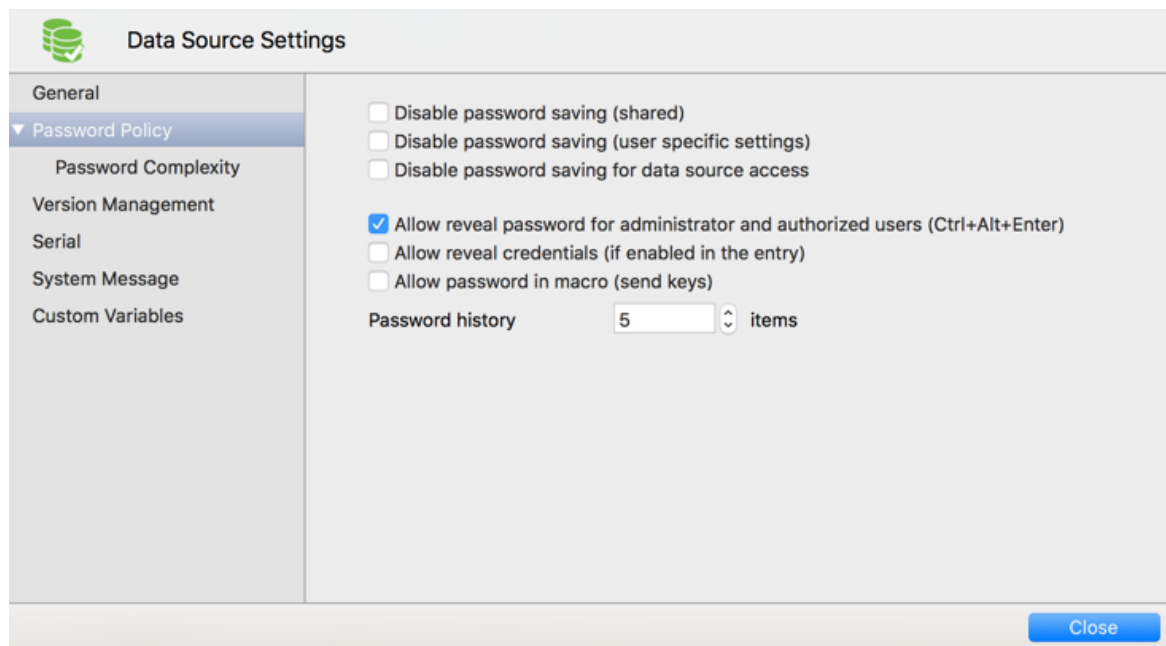
## DESCRIPTION

**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 Settings**

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  items

Close

*Data Source Settings - Password Policy*

OPTION	DESCRIPTION
<b>Disable password saving (shared)</b>	Users will not be able to save passwords within session.
<b>Disable password saving (user specific settings)</b>	Users will not be able to save password in the User Specific Settings.
<b>Disable password saving for data source access</b>	Users will not be able to save a new password to access the data source.
<b>Allow reveal password for administrator and authorized users (Ctrl+Alt+Enter)</b>	Controls if reveal password is enabled for authorized users.
<b>Allow reveal credentials (if enabled in the entry)</b>	Allow to show the credentials if the box "Allow show credentials (everybody)" is check inside the session.

OPTION	DESCRIPTION
<b>Allow password in macro (send keys)</b>	Renders <b>\$MACRO_PASSWORD\$</b> variable useless for this data source.
<b>Password history</b>	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.

The screenshot shows the 'Data Source Settings' window with the 'Password Complexity' tab selected. On the left sidebar, the navigation menu includes 'General', 'Password Policy', 'Password Complexity' (highlighted), 'Version Management', 'Serial', 'System Message', and 'Custom Variables'. The main area contains two dropdown menus: 'Enabled' set to 'True' and 'Validation' set to 'Required'. Below these is a list box titled 'Name' containing two entries: 'REQUIREMENT - TEAM A' and 'REQUIREMENT - TEAM B'. At the bottom of the list box are icons for adding (+), removing (-), and settings (gear). A 'Close' button is located at the bottom right of the window.

*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.

Option	Description
<b>True</b>	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.
<b>False</b>	Disable the Password Complexity requirements.
<b>Inherited</b>	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

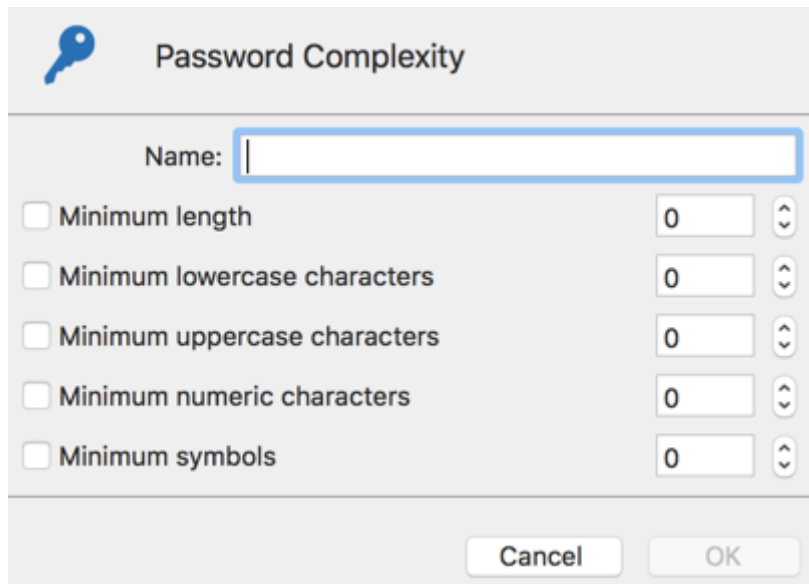
If the usage is enabled and you try to change or create a password for one of your entry, the reaction will depend on the chosen Validation mode.

The validation option determined in the data source settings will determine the Validation Default option of your Password Complexity session entry.

OPTION	DESCRIPTION
<b>None</b>	Will not use any kind of validation when changing or creating a new password.
<b>Warn</b>	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.
<b>Required</b>	The requirements of the Password Complexity are mandatory.
<b>Inherited</b>	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.



The dialog box is titled "Password Complexity" and features a key icon. It contains a "Name:" label followed by a text input field. Below this, there are five rows of settings, each with a checkbox, a label, a numeric input field set to "0", and a spinner icon. The settings are: "Minimum length", "Minimum lowercase characters", "Minimum uppercase characters", "Minimum numeric characters", and "Minimum symbols". At the bottom right, there are "Cancel" and "OK" buttons.

Setting	Value
Minimum length	0
Minimum lowercase characters	0
Minimum uppercase characters	0
Minimum numeric characters	0
Minimum symbols	0


*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


**Data source settings**

General  
Password Policy  
**Version Management**  
Serial  
System Message  
Custom Variables

**Mac**

☐ Disable auto update notification

☐ Minimal version  Current Ex: 1.0.0.0

☐ Maximal version  Current

Download URL:

☒ Allow access from RDM (Mac)

☒ Allow access from PVM (Mac)

**Windows**

☐ Disable auto update notification

☐ Minimal version  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

Close

Version Management tab

OPTION	DESCRIPTION
<b>Disable auto update notification</b>	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..
<b>Minimal version</b>	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.

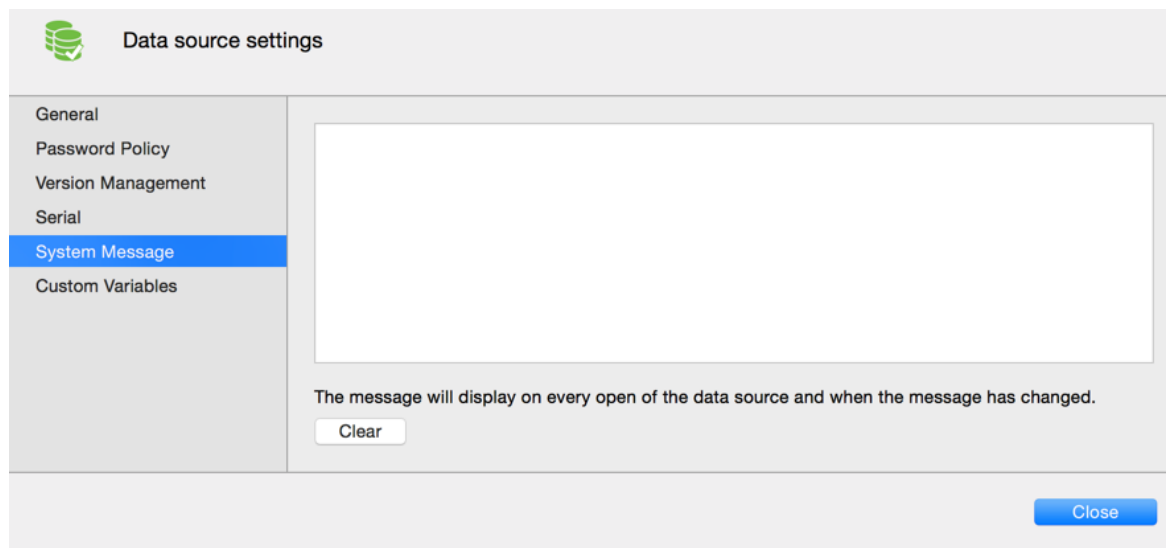
OPTION	DESCRIPTION
<b>Maximal version</b>	Force users of the data source to use a maximal version. Enter the entire version number (7.9.10.0) to force a specific version or use partial number to force a subset version (7.9). Use this to disable connecting to the data source with a newer version.
<b>Download URL</b>	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.
<b>Allow access from RDM</b>	Disable option to exclude some client on different platform like Windows, Mac, IOS or Android.
<b>Allow access from PVM</b>	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

*System Message tab*

OPTION	DESCRIPTION
<b>System message</b>	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.
<b>Clear</b>	Delete the system message.

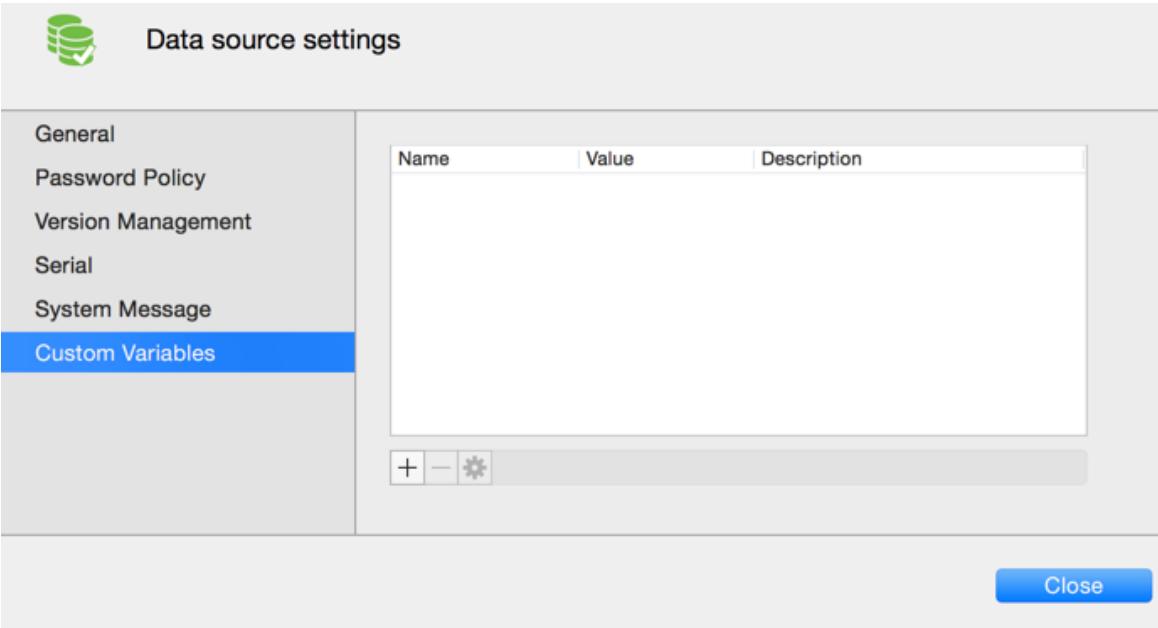
#### 6.6.1.5 Custom Variables

### 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*

OPTION	DESCRIPTION
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.



This features requires an [Advanced Data Source](#).



Regardless of the security provider you've selected, the passwords that are stored in the data store are **ALWAYS** encrypted using AES 256 bit encryption.



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.

## SETTINGS

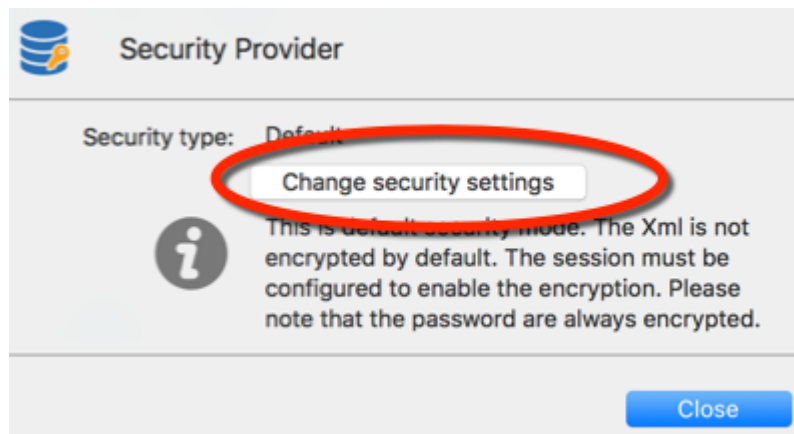


Please note that changing a security provider on a data source with a great number of entries is a lengthy operation.



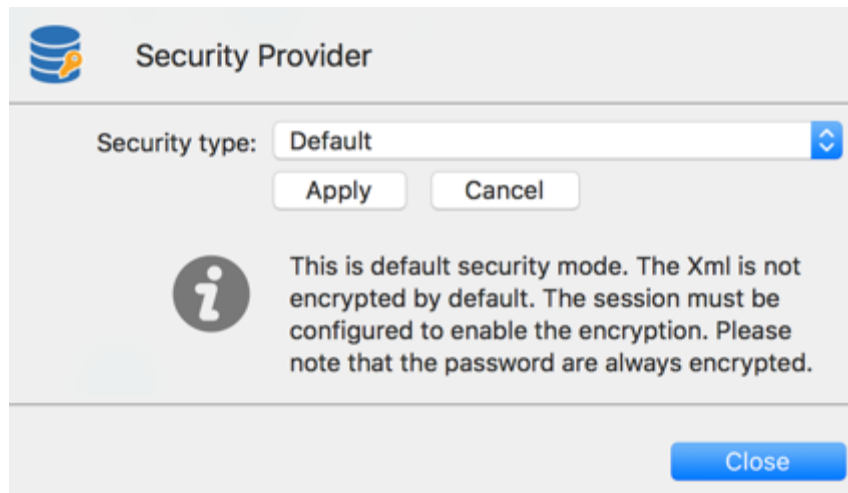
Applying a new security provider does process the whole database, therefore we advise you to create a backup prior to this operation.

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 Provider - Security type

OPTION	DESCRIPTION
<b>None</b>	The session data will not be encrypted except for the passwords.
<b>Basic</b>	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.
<b>Default</b>	This is the legacy security provider. The data is encrypted if the entry configuration is set accordingly in the advanced settings of the entries.
<b>Shared passphrase</b>	See below for more details.
<b>Certificate</b>	See below for more details.

## SHARED PASSPHRASE

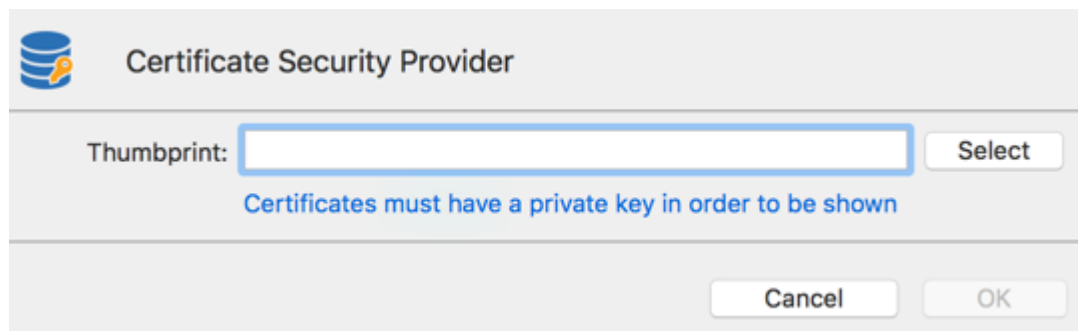


If the passphrase is lost, there is **nothing** that can be done to recover the data. Always copy it to a secure location when putting it in place.

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.

A dialog box titled "Certificate Security Provider" with a database icon. It contains a "Thumbprint:" label followed by a text input field and a "Select" button. Below the input field is a blue message: "Certificates must have a private key in order to be shown". At the bottom right are "Cancel" and "OK" buttons.

*Certificate Security Provider*

OPTION	DESCRIPTION
Thumbprint	Select a certificate that already exist to use it for the encryption.

### 6.6.3 Licenses

## DESCRIPTION

Managing Remote Desktop Manager registration globally for all your users can be done with a license serial stored in an advanced data source such as Devolutions Server, Microsoft SQL Server or Azure SQL.



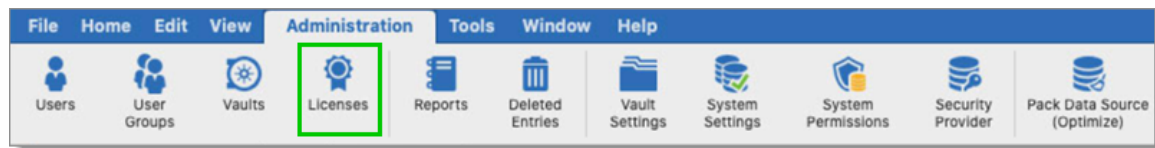
It is possible to request a trial to try Remote Desktop Manager for 30 days. If you decide not to register the application at the end of the 30 days period, your data will not be altered or erased, and you will have full access to it once you provide a valid license serial.



If you have more than one license, our [Sales team](#) can provide a co-terminated renewal to facilitate your license management.

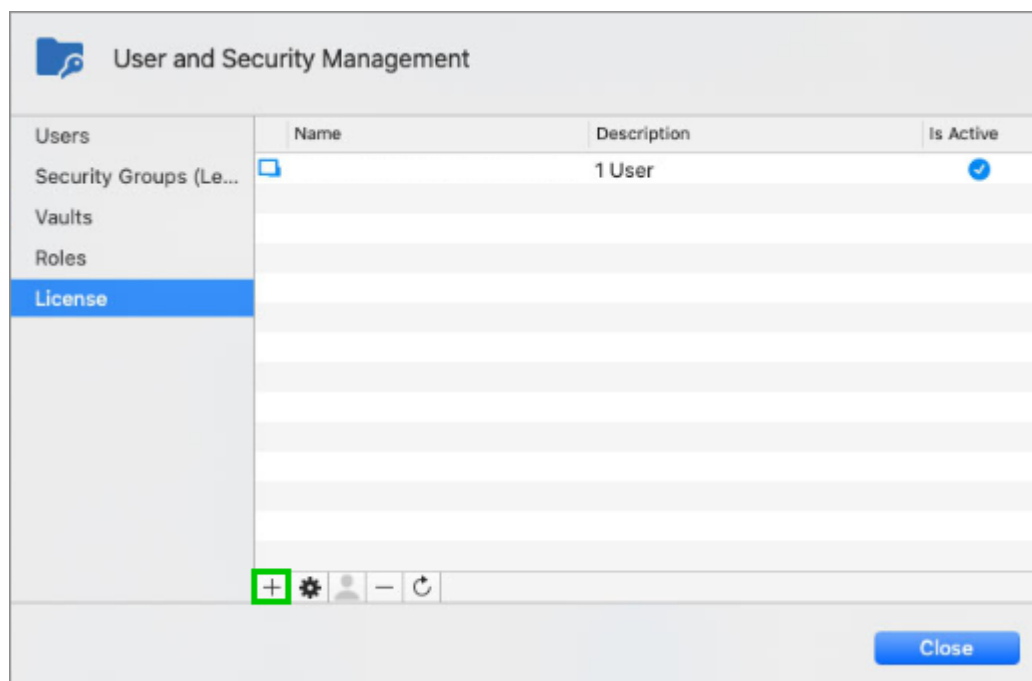
When the license is stored in an Advanced Data Source, there is no need to register Remote Desktop Manager as the license serial is retrieved directly from it. When launching the application for the first time, add the data source containing the serial.

1. To add a Remote Desktop Manager license serial, navigate to **Administration - Licenses**.



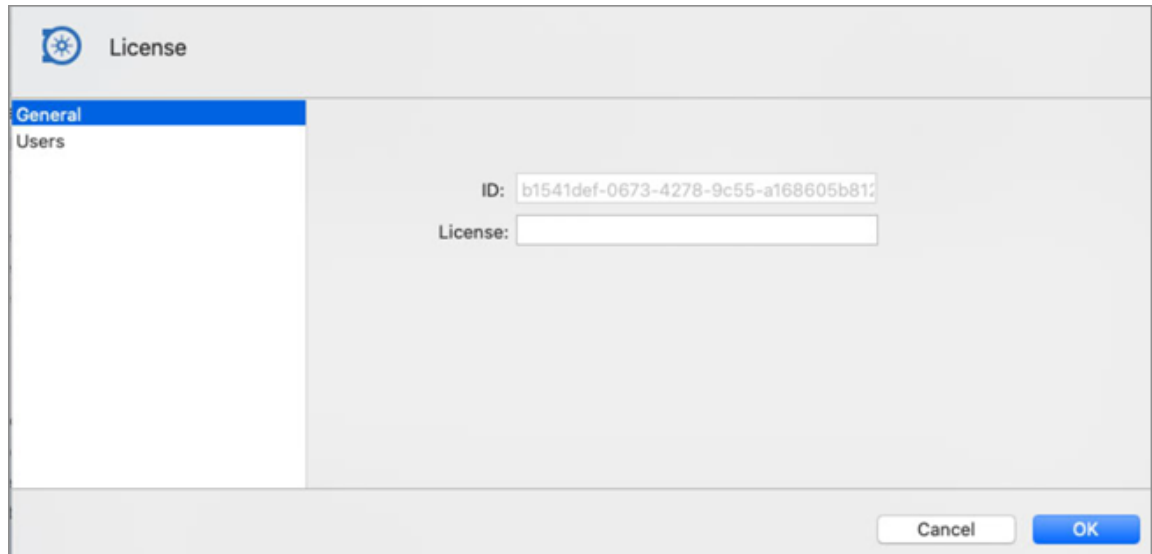
*Administration - Licenses*

2. In **License**, click on **Add License**.



*User and Security Management - License*

3. Enter the Remote Desktop Manager license serial and click on **Users**.



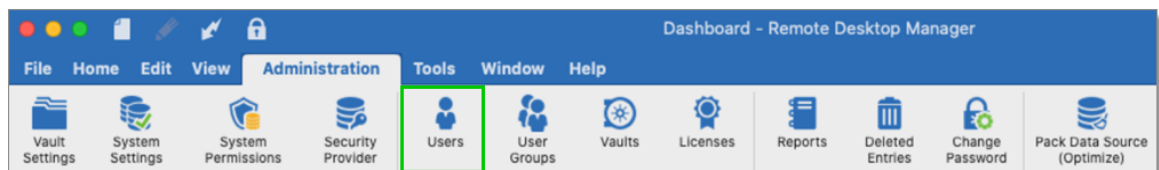
4. In the **Assigned** column, check next to each user you wish to grant a license or use the global action buttons. Click **OK** to save.

Your license is now saved in the advanced data source.

## 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 [Devolutions Server](#) you will then be able to use Integrated Security with Active Directory.



This feature requires an [Advanced Data Source](#).




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.

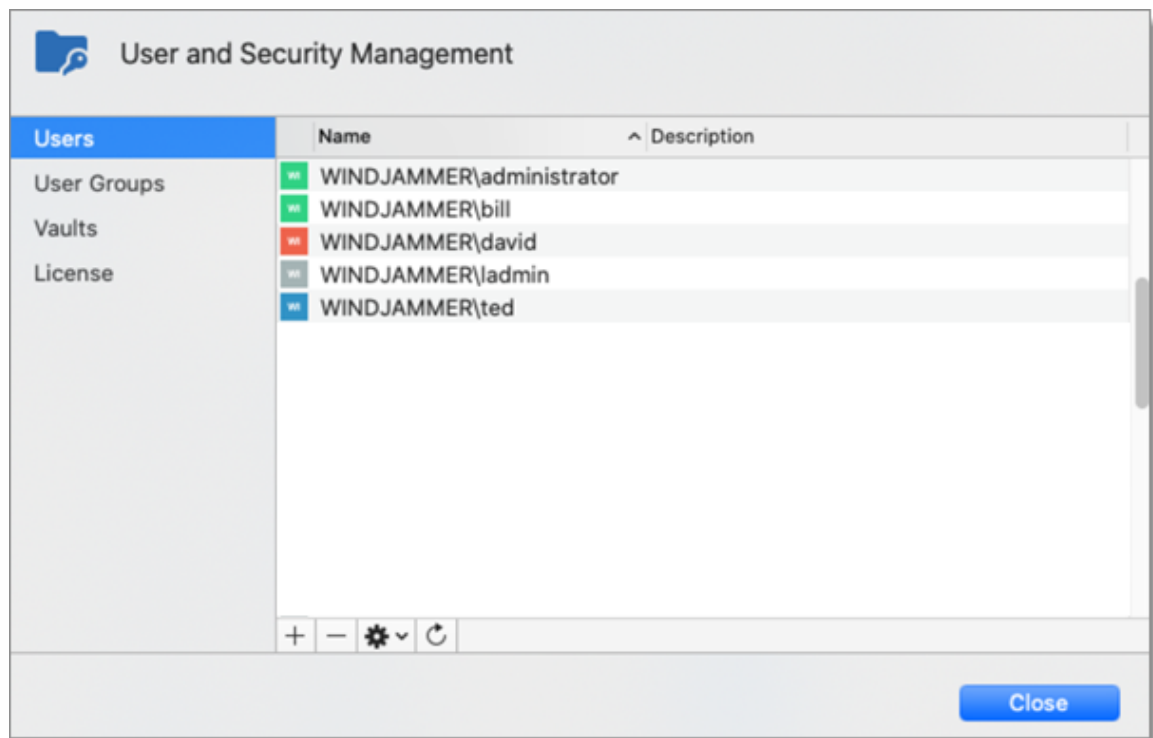


Not all [Advanced Data Sources](#) support the use of Integrated Security. To learn more please see [Integrated Security](#).

## SETTINGS

### CREATE USERS

To create a new user click on the . You can create a user using default security (specifying the password) or [Integrated Security](#). Consult the [Permissions](#) 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.

*User and Security Management*

Not all [Advanced Data Sources](#) support the use of [Integrated Security](#). If using the [Devolutions Server](#) you will then be able to use Integrated Security with Active Directory. To learn more please see [Integrated Security](#).

## USER MANAGEMENT SETTINGS

### GENERAL



**User Management**

**General**

Information  
User Groups  
Privileges  
Permissions  
Vaults  
Settings  
Application Access

General

ID: 1368020B-84ED-4385-8277-7F6C3393DDCC

Authentication type: Database

Login:

☐ Integrated security

Email:

Password:

☒ Create database login/user

☐ Administrator

*User Management - General*

OPTION	DESCRIPTION
<b>Authentication type</b>	<p>Select your Authentication type between:</p> <ul style="list-style-type: none"> <li>• <b>Custom (Devolutions)</b>: 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.</li> <li>• <b>Database (SQL Server)</b>: Authenticate using the SQL login from your SQL Server.</li> </ul>
<b>Login</b>	Login name for the user. When using <a href="#">Integrated Security</a> you must select the user in the directory.
<b>Integrated security</b>	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 <a href="#">Integrated Security</a> topic for more information.
<b>Email</b>	Insert the user's email address.

OPTION	DESCRIPTION
Password	Enter the user Password. This field is disabled when using <a href="#">Integrated Security</a> .
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.

**User Management**

General  
**Information**  
User Groups  
Privileges  
Permissions  
Vaults  
Settings  
Application Access

**Information**

First name:   
Last name:   
Company:   
Gravatar email:

**Address**

Address:   
State:   
Country:

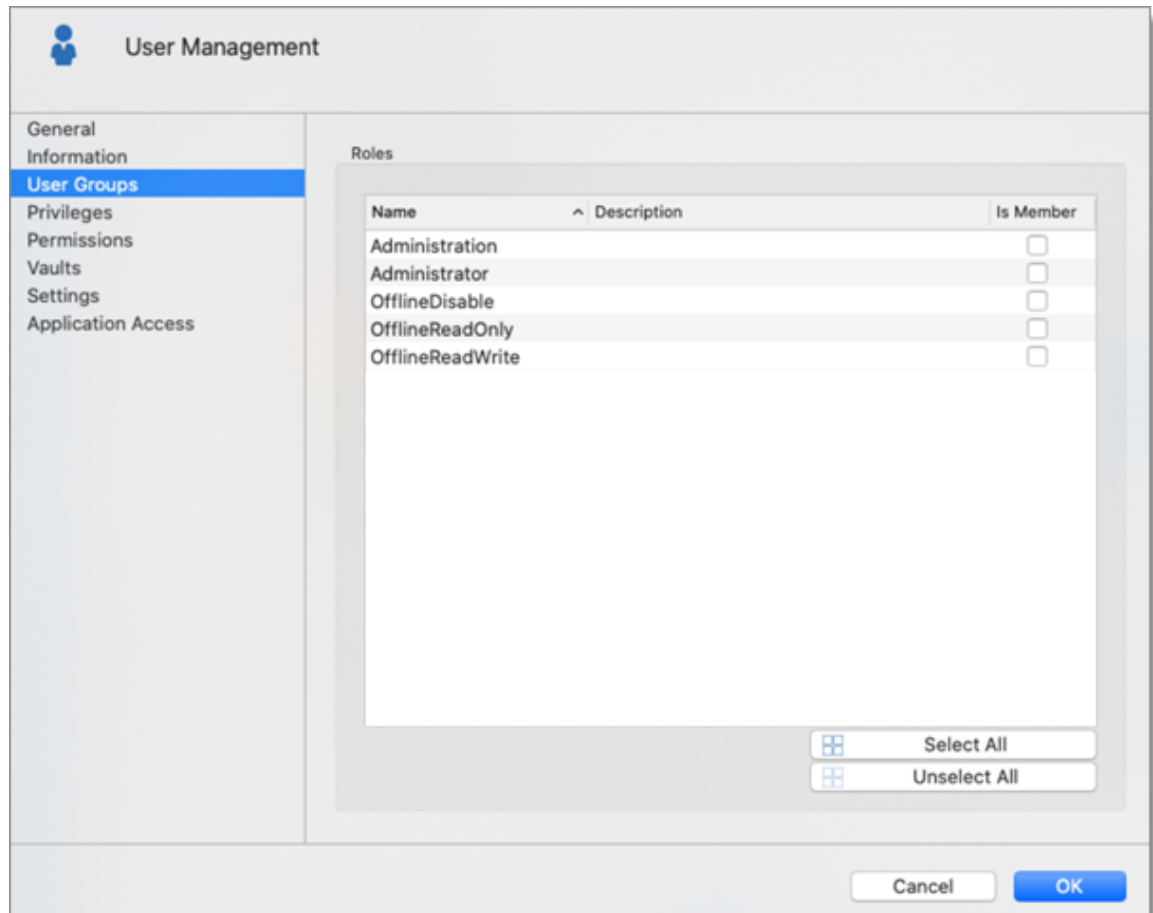
**Phone**

Phone:   
Work:   
Mobile:   
Fax:

Cancel OK

*User Management - Information*

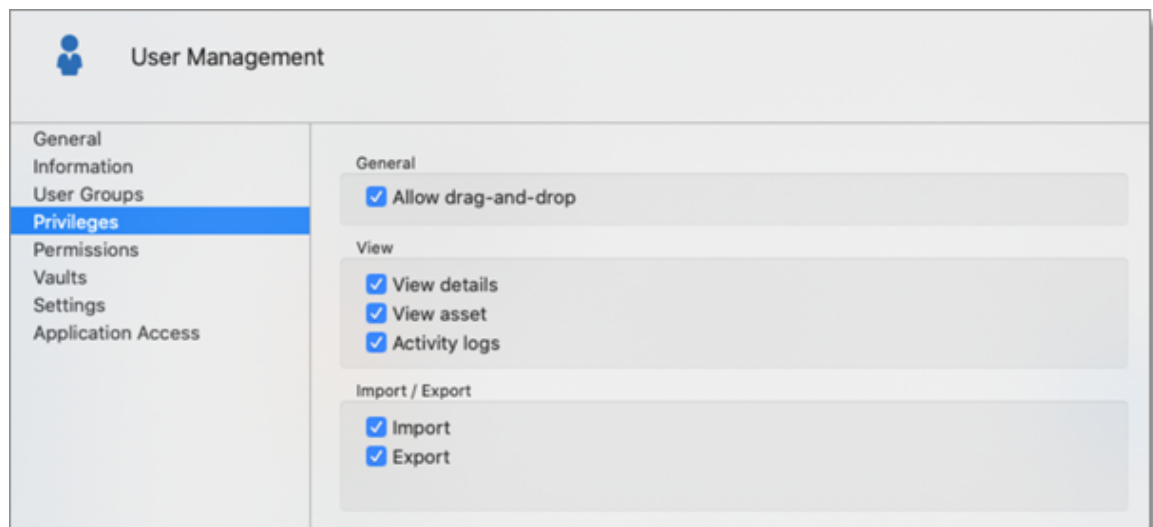
## USER GROUPS



*User Management - User Groups*

OPTION	DESCRIPTION
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 Management - Privileges*

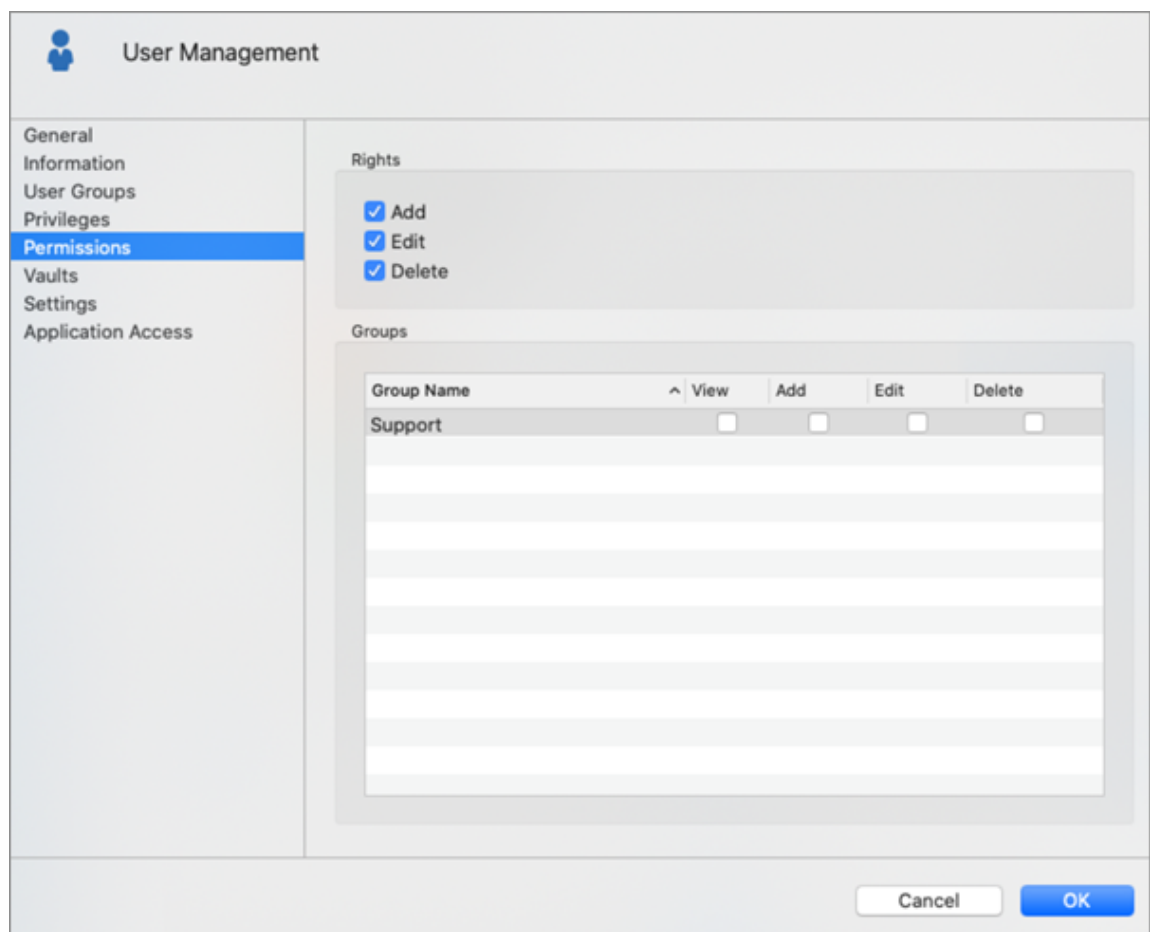
OPTION	DESCRIPTION
<b>Allow reveal password</b>	Allows the user to use the Reveal Password command.
<b>Allow drag-and-drop</b>	Allows the user to move the sessions using drag-and-drop from other applications.
<b>View details</b>	Allows the user to see the content of the Details tab for all sessions.
<b>View information</b>	Allows the user to see the content of the Information tab for all sessions.
<b>View shared logs</b>	Allows the user to see the content of the Logs that applies to a session.
<b>Import</b>	<p>Allows the user to <a href="#">Import</a> sessions (<a href="#">Clipboard</a> - Paste as well).</p> <p>The import menu (File - Import) and the import feature in the context menu will be grayed out if the option is not active.</p>

OPTION	DESCRIPTION
Export	Allows the user to <a href="#">Export</a> sessions ( <a href="#">Clipboard</a> - 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

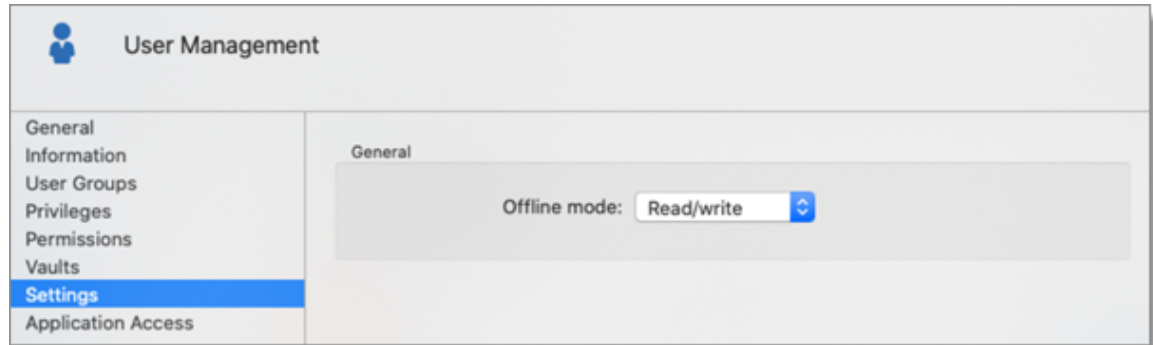
The **Permissions** section allows you to assign permissions. Controls are sometimes hidden depending on the data source or the state of other controls.

Consult the [Permissions](#) topic for more information on rights that can be added to a user.



*User Management - Permissions*

## SETTINGS



*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:

OPTION	DESCRIPTION
Disabled	No offline cache allowed for that user.
Read-only	A read-only cache is allowed for <a href="#">Advanced Data Sources</a> .
Read/Write	An advanced cache, with change synchronization, is allowed for <a href="#">Advanced Data Sources</a> .

### 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

**User Management**

General  
Information  
User Groups  
Privileges  
**Permissions**  
Vaults  
Settings  
Application Access

**Rights**

☒ Add  
☒ Edit  
☒ Delete

**Groups**

Group Name	View	Add	Edit	Delete
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel OK

*User Management - Permissions*

The options directly above the grid are for **public** 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.

OPTION	DESCRIPTION
<b>View</b>	Allows the user to View <b>AND USE</b> the entries for that security group.
<b>Add</b>	Allows the user to add entries in group/folders for that security group. Will also grant the Add privilege for public groups. Also

OPTION	DESCRIPTION
	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.
<b>Edit</b>	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.
<b>Delete</b>	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 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.

The screenshot shows the 'User Management' window with the 'General' tab selected. The 'Authentication type' is set to 'Database'. The 'Login' field is empty. The 'Integrated security (Active Directory)' checkbox is checked and circled in red. The 'Email' and 'Password' fields are also empty. At the bottom, there are checkboxes for 'Create SQL Server Login and User' (checked) and 'Administrator' (unchecked).

*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

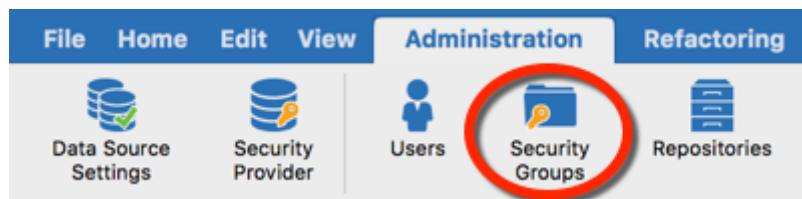
The Security Group Management is available from the menu **Administration - Security Groups**.

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.



Administration - Security Groups



This feature requires an [Advanced Data Source](#).



***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

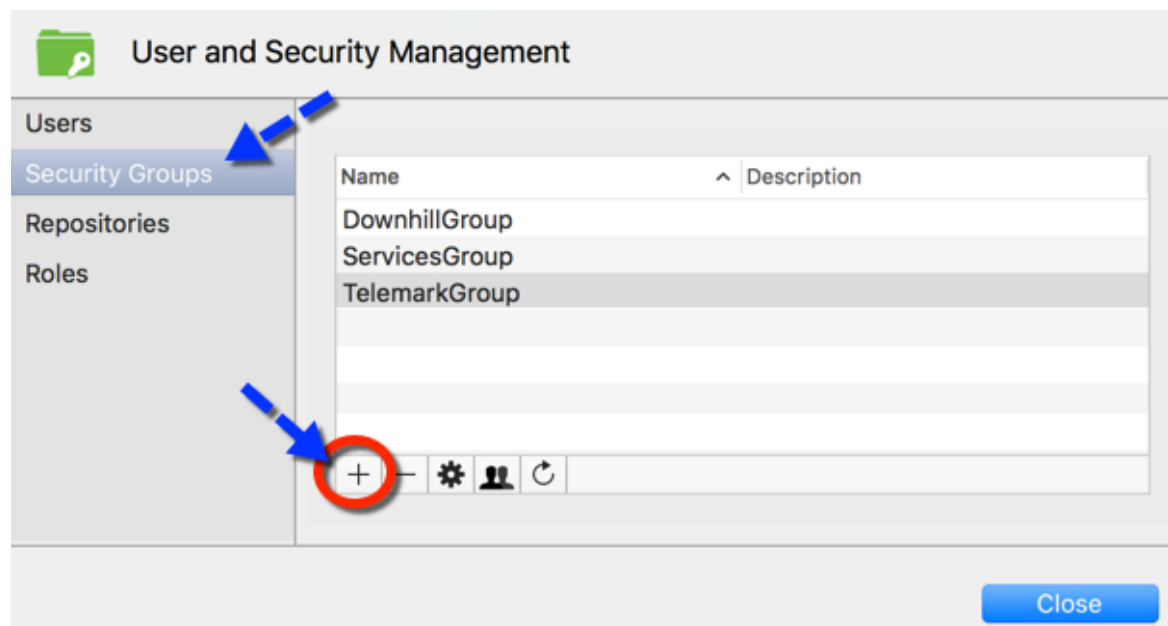
### CREATE A SECURITY GROUP

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:

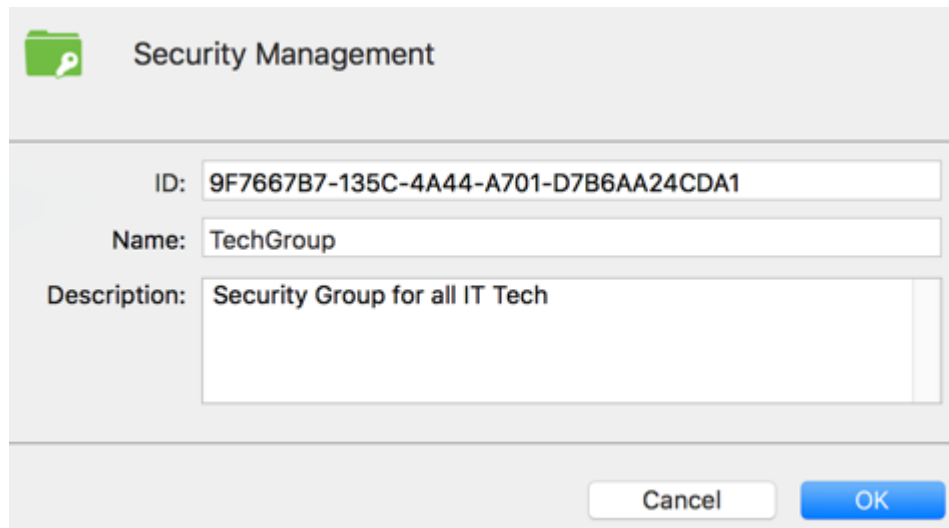
- **Security is inherited:** child items and folders are covered by a parent folder's security group.
- **Security is additive:** a security group added to a sub folder does not override the parent, it adds to it.
- **A folder has a single Security Group:** use Shortcuts to work around that limitation.

1. Click on the plus to create a new Security Group.



Security Groups - Add

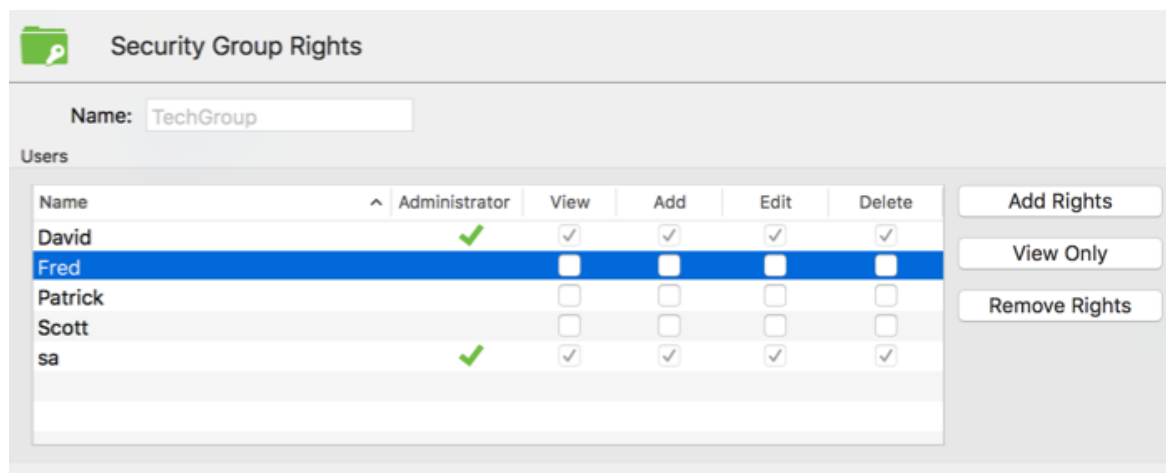
2. A Security Group Management dialog will appear. Enter a name and a short description of your new Security Group.



The Security Management dialog box features a title bar with a green folder icon and the text "Security Management". Below the title bar, there are three input fields: "ID:" with the value "9F7667B7-135C-4A44-A701-D7B6AA24CDA1", "Name:" with the value "TechGroup", and "Description:" with the value "Security Group for all IT Tech". At the bottom right, there are two buttons: "Cancel" and "OK".

*Security Management dialog*

3. Assign the appropriate [permissions](#) for each user for your newly created Security Group.

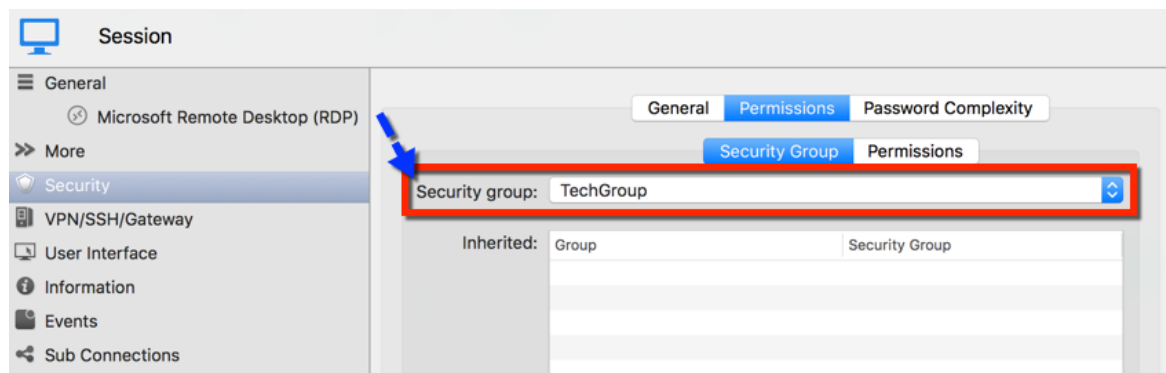


The Security Group Rights dialog box has a title bar with a green folder icon and the text "Security Group Rights". Below the title bar, there is a "Name:" field with the value "TechGroup". Under the "Users" section, there is a table with columns: "Name", "Administrator", "View", "Add", "Edit", and "Delete". The table lists five users: David, Fred, Patrick, Scott, and sa. Fred is selected, highlighted in blue. To the right of the table are three buttons: "Add Rights", "View Only", and "Remove Rights".

Name	Administrator	View	Add	Edit	Delete
David	✓	✓	✓	✓	✓
Fred					
Patrick					
Scott					
sa	✓	✓	✓	✓	✓

*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.

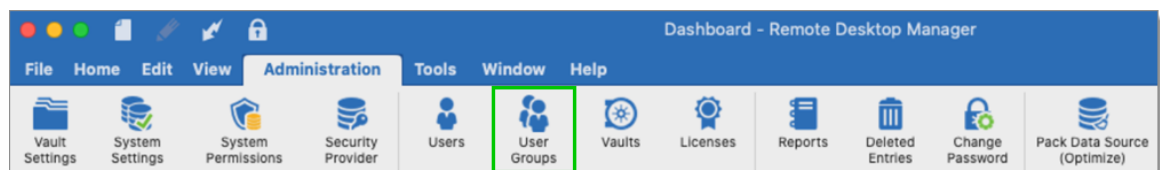


Session Security Group

## 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

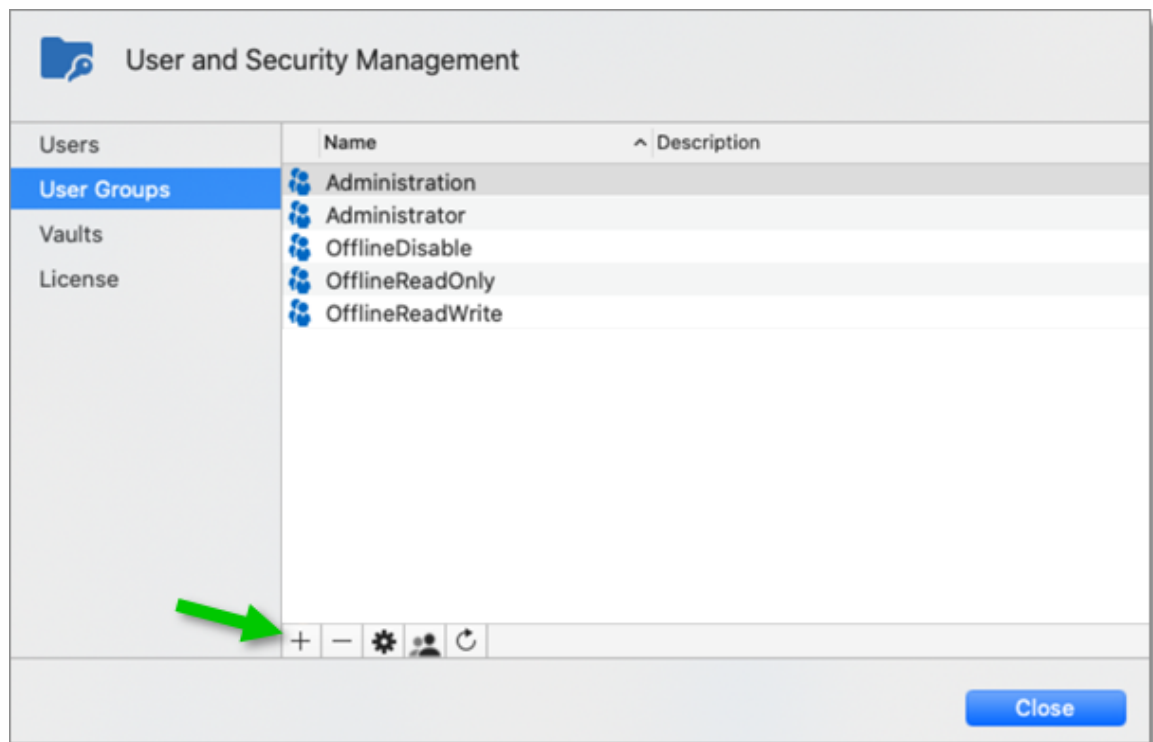


This feature is only available with an [SQL Server](#) and a [Devolutions Server](#) data source.

## 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.

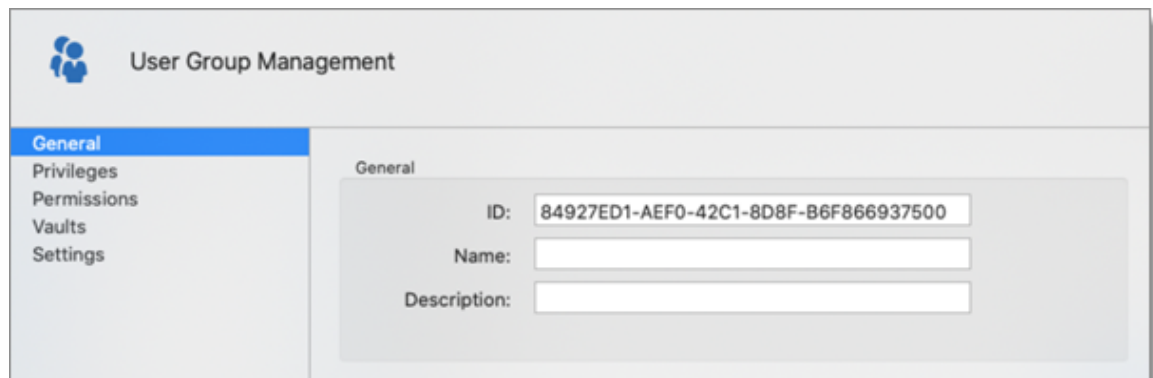
1. Create a new user groups in **Administration - User Groups** and click on the **plus** to create a new one.

*Add User Group*

## USER GROUPS MANAGEMENT

### GENERAL

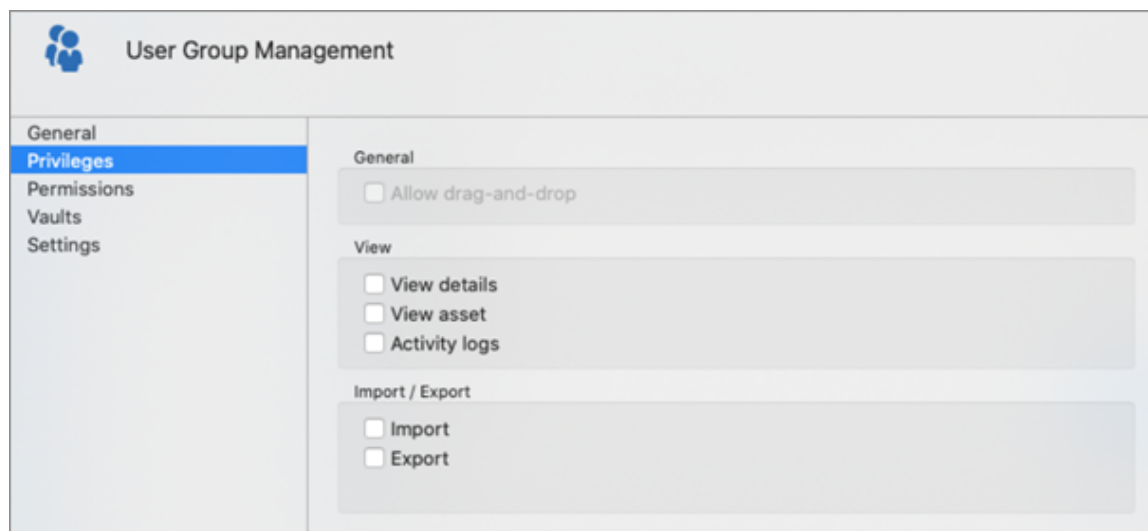
The **General** side menu is used to define general information about the new user group.

*User Group Management - General*

OPTION	DESCRIPTION
Login	The Login name is the name displayed in your User Groups list.
Description	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 need to be enabled for certain features to be available to users like the rights to import or export sessions.



*User Group Management - Privileges*

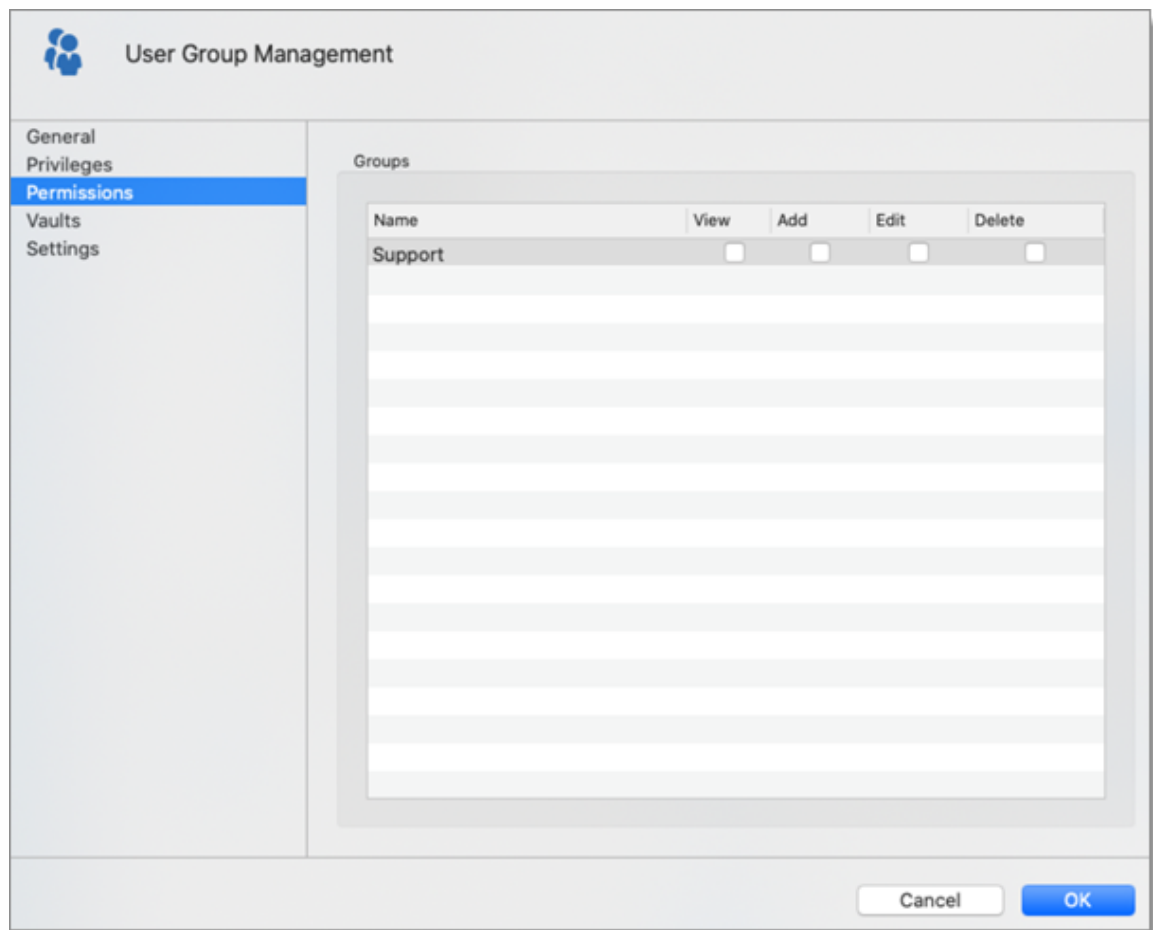
OPTION	DESCRIPTION
Allow reveal password	Allows the user to use the Reveal Password command.
Allow drag-and-drop	Allows the user to move the sessions using drag-and-drop from other applications.

OPTION	DESCRIPTION
<b>View details</b>	Allows the user to see the content of the Details tab for all sessions.
<b>View information</b>	Allows the user to see the content of the Information tab for all sessions.
<b>View shared logs</b>	Allows the user to see the content of the Logs that applies to a session.
<b>Import</b>	<p>Allows the user to <a href="#">Import</a> sessions (Clipboard - Paste as well).</p> <p>The import menu (File - Import) and the import feature in the context menu will be grayed out if the option is not active.</p>
<b>Export</b>	<p>Allows the user to <a href="#">Export</a> sessions (Clipboard - Copy as well).</p> <p>The export menu (File - Export) and the export feature in the context menu will be grayed out if the option is not active.</p>

## 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 [Permissions](#) topic.

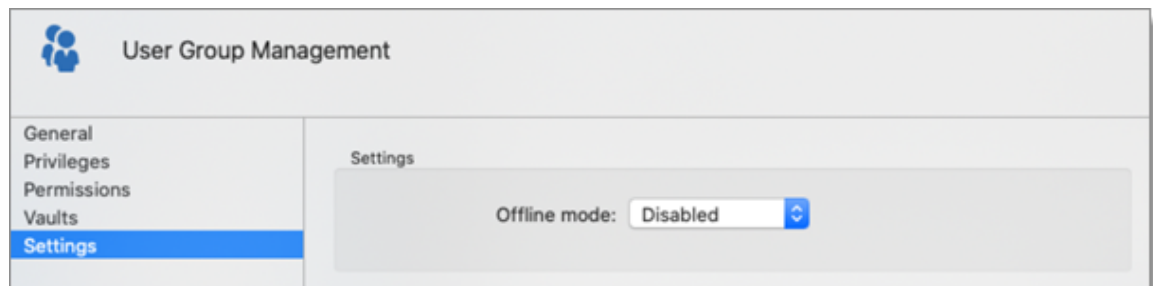




*User Group Management - Permissions*

## SETTINGS

The **Settings** side menu lets you define the Offline mode rights for your User Groups.

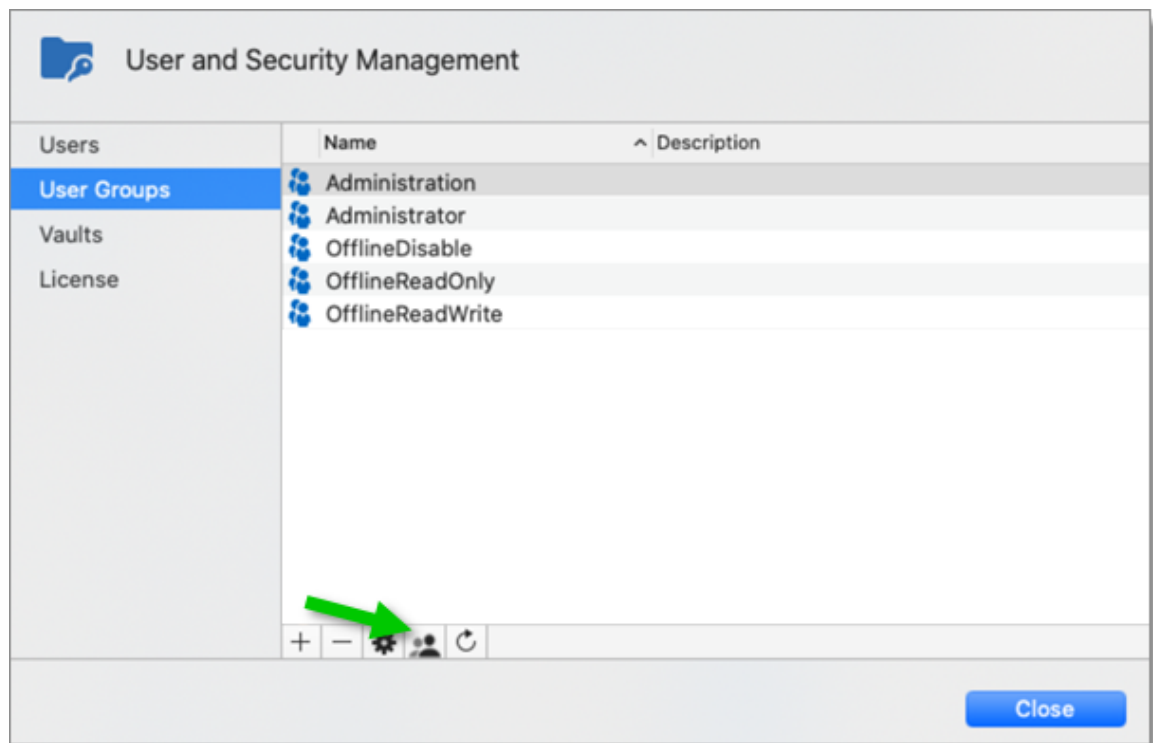


*User Group Management - Settings*

OPTION	DESCRIPTION
Disabled	No offline cache allowed for that user group.
Read-only	A read-only cache is allowed for <a href="#">Advanced Data Sources</a> .
Read/Write	An advanced cache, with change synchronization, is allowed for <a href="#">Advanced Data Sources</a> .

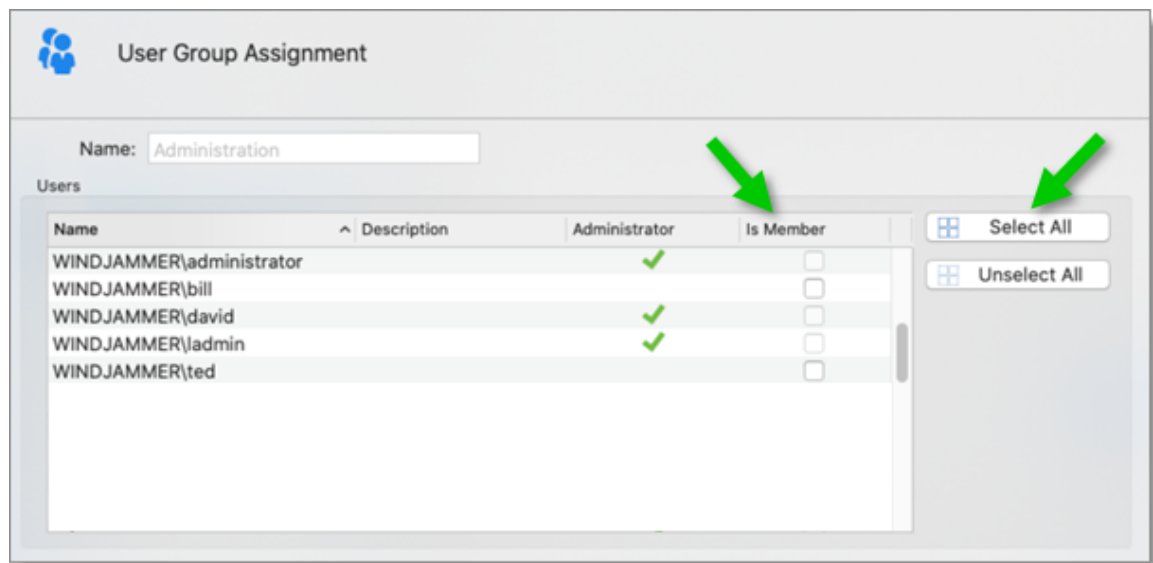
## ASSIGN A USER GROUPS

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**.



*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**.



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.



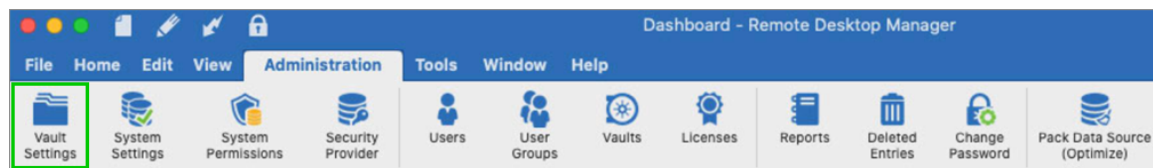
Please note that the Unsecured group permissions (the ones above the grid) are ignored. You must set them on each user individually.

For more information please see [Devolutions Server User Groups Management](#).

### 6.6.7 Vault Settings

#### DESCRIPTION

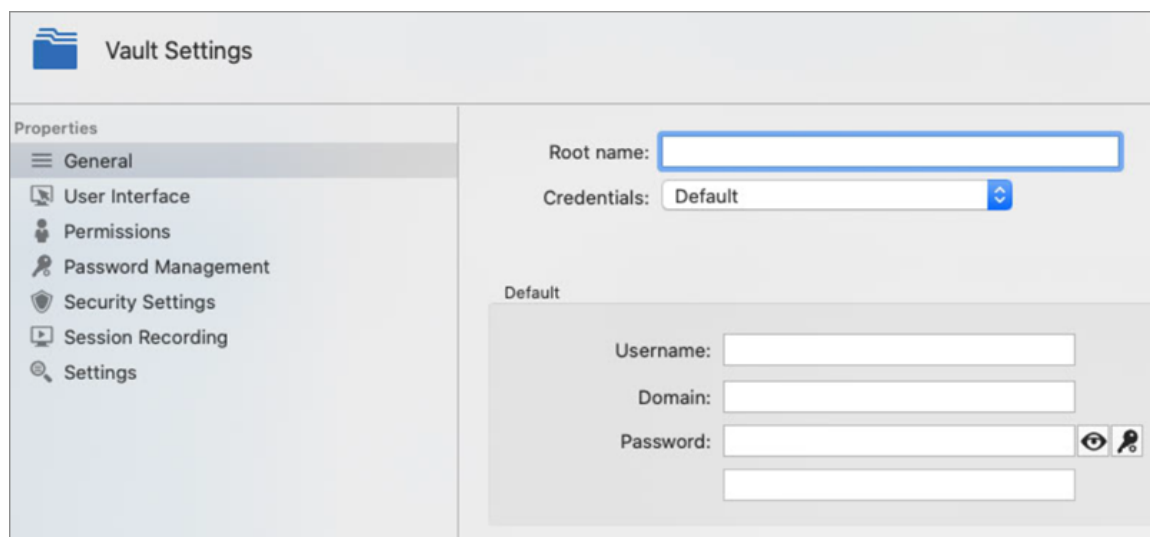
The **Vault Settings** serve as an extra layer of security that can be added to your Vault folder.

*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 - 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.



*Administration - View Deleted*



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't 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 choose to permanently delete your entries, once you have permanently deleted your entries you won't be able to resurrect them afterward.

 Deleted entries

Name:

Action: 
☐ Shared template

Connection type:

Group:

Username:

Created on:

Data source user:

Modified on:

Action	Session Type	Name	Group	Shared Template	Created On	Modified On
Delete	Credential	OpenVPN	SQL	<input checked="" type="checkbox"/>		
Delete	Group	IPC Mississauga	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	Global Passwords	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	Switches	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	Documents	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	Network	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	Routers	IPC Mississa...	<input type="checkbox"/>		
Delete	Group	User	[Firma] - [Do...	<input type="checkbox"/>		
Delete	Group	Windows Server - RDP	[Firma] - [Do...	<input type="checkbox"/>		
Delete	Group	Windows VMs - RDP	[Firma] - [Do...	<input type="checkbox"/>		
Delete	Group	Administrator	[Firma] - [Do...	<input type="checkbox"/>		
Delete	Group	User	[Firma] - [Do...	<input type="checkbox"/>		

View Deleted

OPTION	DESCRIPTION
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

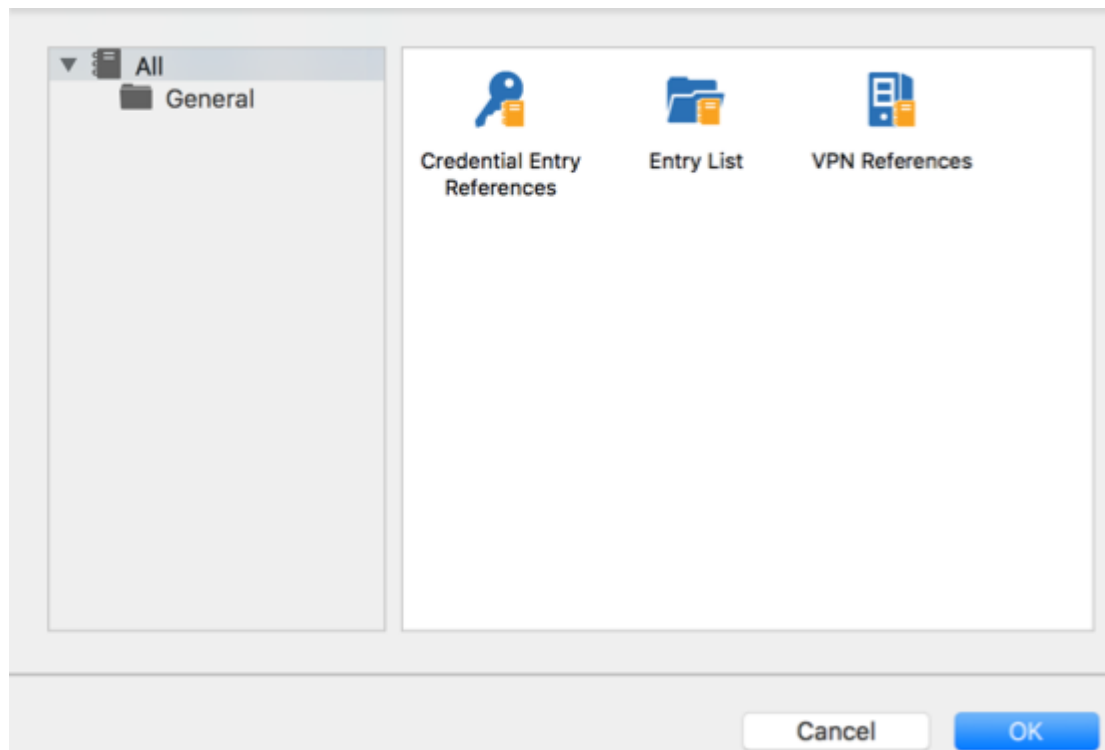
The **Reports** section automatically generate reports regarding your credentials, entries, logs and security. You will also have the option to export your generated report which is a way to execute and export reports through a command line.



Administration - Reports

They are 3 different types of reports:

- [Credential Entry References](#)
- [Entry List](#)
- [VPN References](#)

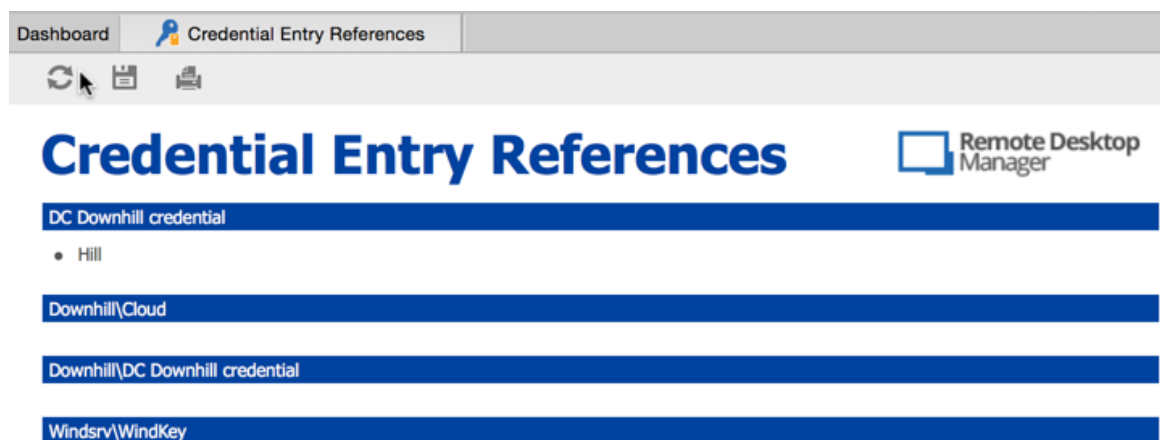


Administration - Reports

#### 6.6.9.1 Credential Entry References Report

### DESCRIPTION

Generate a report to show in which Group/Folder credentials entries are used.



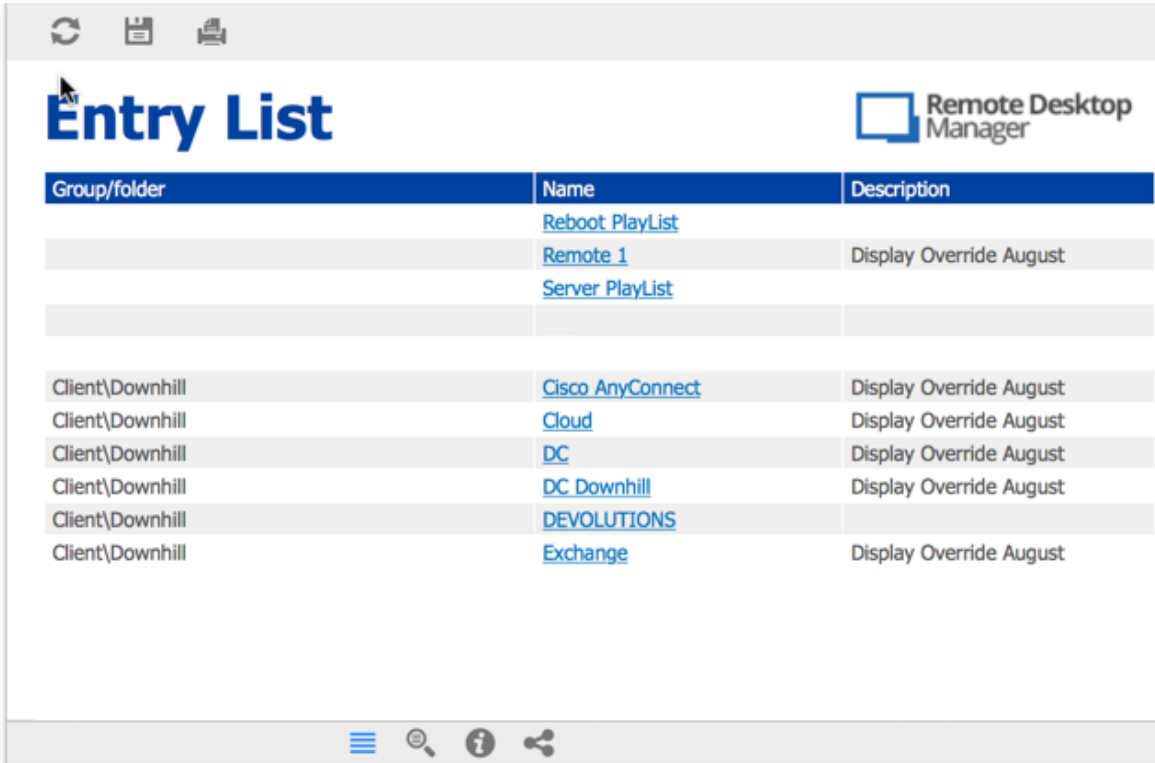
## *Credential Entry References Report*

### 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.





Group/folder	Name	Description
	<a href="#">Reboot PlayList</a>	
	<a href="#">Remote 1</a>	Display Override August
	<a href="#">Server PlayList</a>	
Client\Downhill	<a href="#">Cisco AnyConnect</a>	Display Override August
Client\Downhill	<a href="#">Cloud</a>	Display Override August
Client\Downhill	<a href="#">DC</a>	Display Override August
Client\Downhill	<a href="#">DC Downhill</a>	Display Override August
Client\Downhill	<a href="#">DEVOLUTIONS</a>	
Client\Downhill	<a href="#">Exchange</a>	Display 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



### 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)

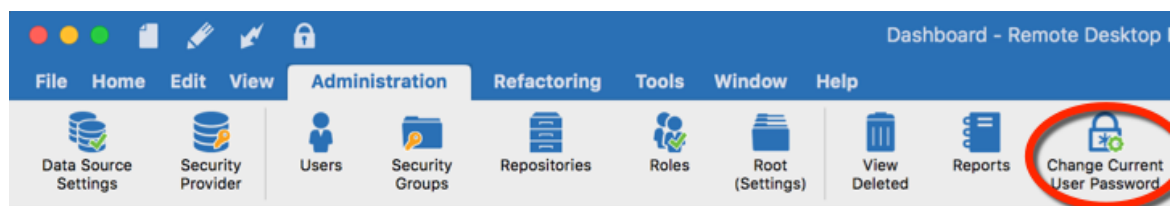
- Test platforms\Services\RDP through SSH\dc.windjammer (through ssh tunnel)

*VPN Reference Report*

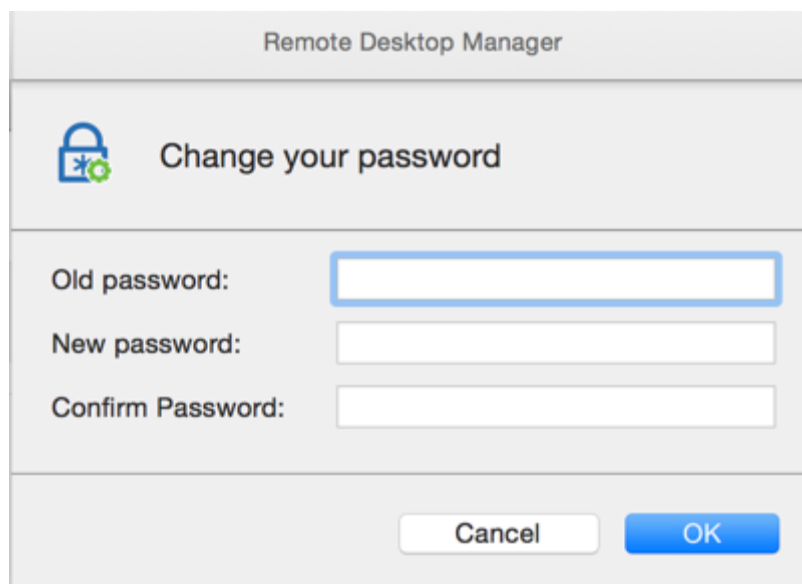
## 6.6.10 Change Current User Password

### 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*



*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.



To learn more please see:

- [Password Generator](#)
- [Entry Security Analyzer](#)

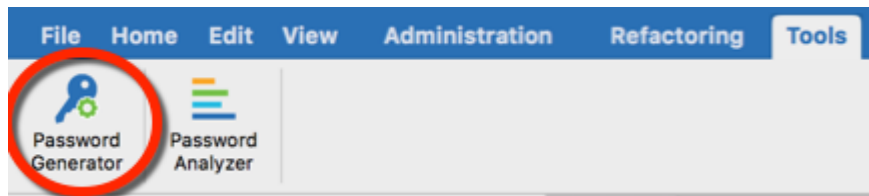
### 6.7.1 Password Generator

#### 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**.

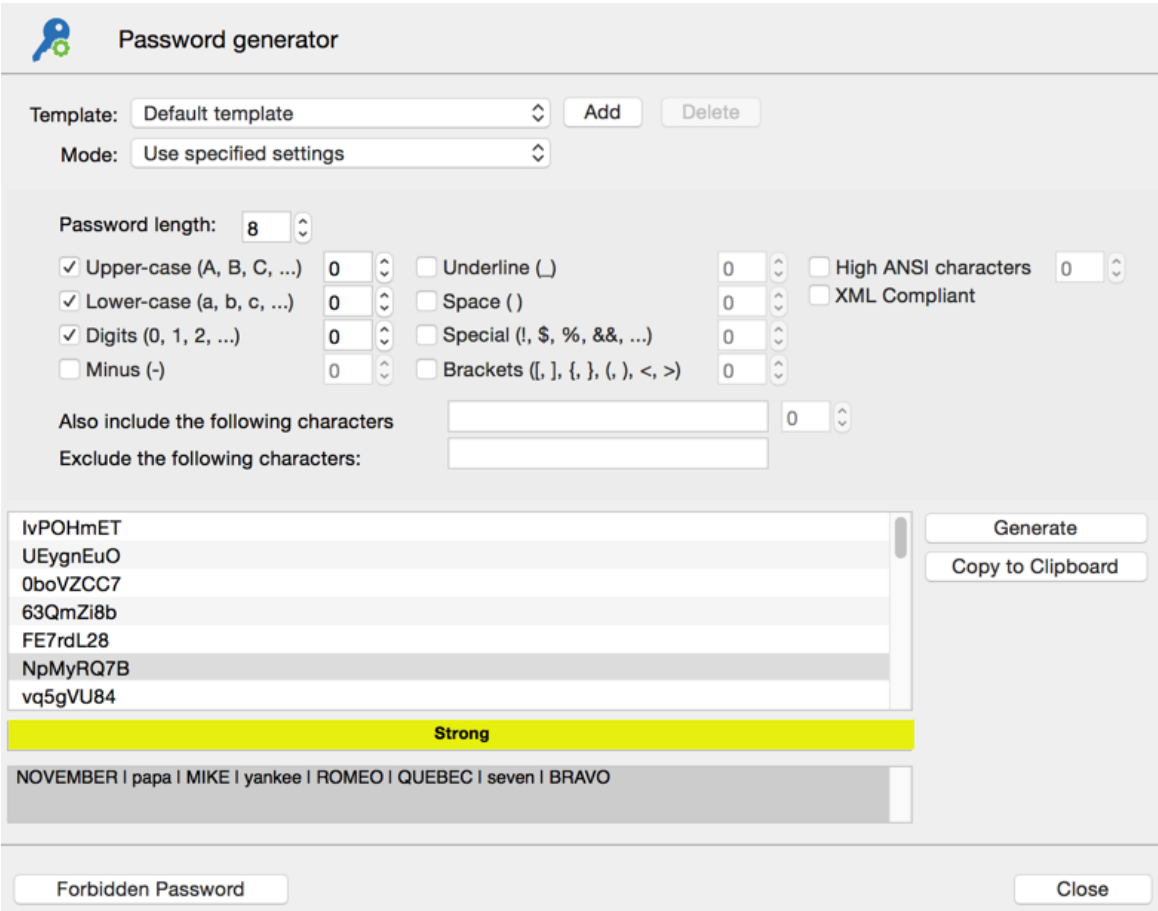


*Tools - Password Generator*

#### SETTINGS

#### USE SPECIFIED SETTINGS

Choose all the character types you desire and generate a password.



**Password generator**

Template: Default template Add Delete

Mode: Use specified settings

Password length: 8

☒ Upper-case (A, B, C, ...) 0 ☐ Underline ( \_ ) 0 ☐ High ANSI characters 0

☒ Lower-case (a, b, c, ...) 0 ☐ Space ( ) 0 ☐ XML Compliant 0

☒ Digits (0, 1, 2, ...) 0 ☐ Special (!, \$, %, &, ...) 0

☐ Minus ( - ) 0 ☐ Brackets ( [ , ] , { , } , ( , ) , < , > ) 0

Also include the following characters:  0

Exclude the following characters:

lvPOHmET  
UEygnEuO  
0boVZCC7  
63QmZi8b  
FE7rdL28  
NpMyRQ7B  
vq5gVU84

**Strong**

NOVEMBER | papa | MIKE | yankee | ROMEO | QUEBEC | seven | BRAVO

Generate Copy to Clipboard

Forbidden Password Close

*Password generator - Use specified settings*

## READABLE PASSWORD

Each generated password will be readable, but will not be a word in the dictionary.

Password generator

Template: Default template Add Delete

Mode: Readable password

Syllables: 1

Numeric: 1

Symbols: 1

Generate

Copy to Clipboard

lem3#

Ca8~

Gi@3

Gi%0

wah6~

Pu1?

Go6\*

Strong


lima | echo | mike | three | pound

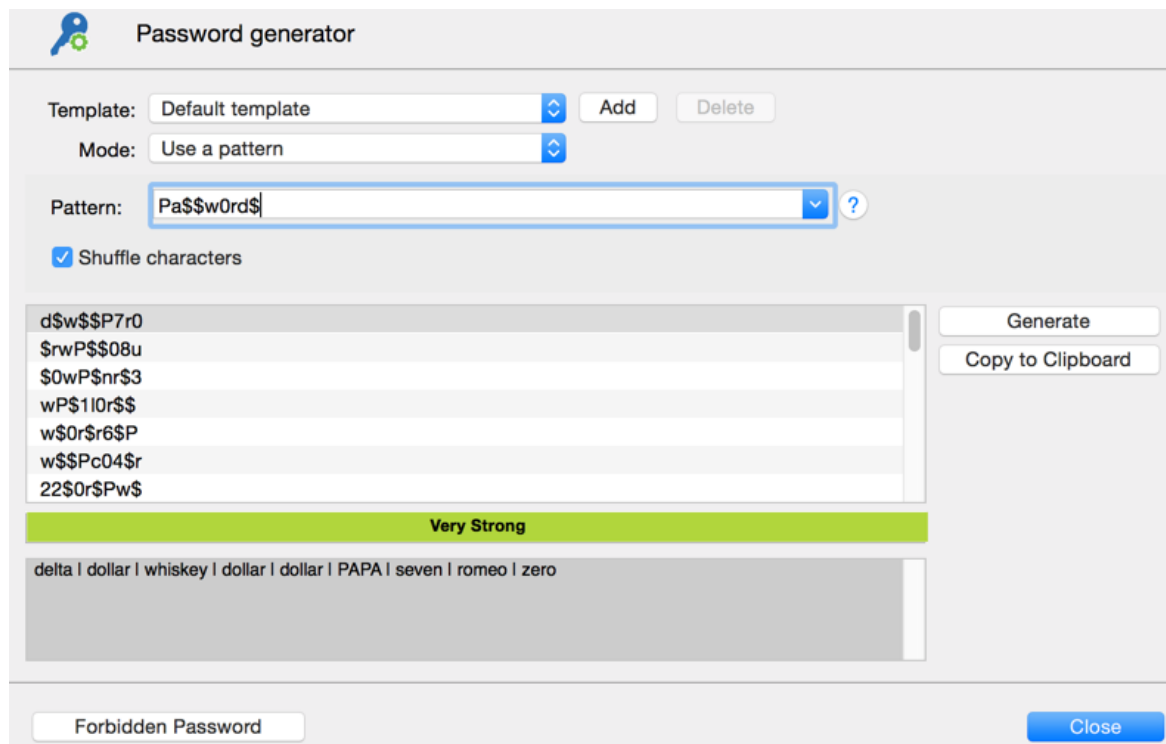
Forbidden Password

Close

*Password generator - Readable password*

## 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.



**Password generator**

Template:

Mode:

Pattern:

☒ Shuffle characters

**Very Strong**

delta | dollar | whiskey | dollar | dollar | PAPA | seven | romeo | zero

*Password generator - User a pattern*

The following are the supported patterns:

KEY	DESCRIPTION	SAMPLE
<b>a</b>	Lower-Case Alphanumeric	abcdefghijklmnopqrstuvwxyz 0123456789
<b>A</b>	Mixed-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
<b>b</b>	Bracket	()[]{}<>
<b>c</b>	Lower-Case Consonant	bcd fghjklmnpqrstvwxyz
<b>C</b>	Mixed-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ bcd fghjklmnpqrstvwxyz
<b>d</b>	Digit	123456789


KEY	DESCRIPTION	SAMPLE
<b>h</b>	Lower-Case Hex Character	0123456789 abcdef
<b>H</b>	Upper-Case Hex Character	0123456789 ABCDEF
<b>l</b>	Lower-Case Letter	abcdefghijklmnopqrstuvwxyz
<b>L</b>	Mixed-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz
<b>p</b>	Punctuation	,.::
<b>s</b>	Printable 7-Bit Special Character	!"#\$%&'()*+,-./:;<=>?[\]^_{}~
<b>S</b>	Printable 7-Bit ASCII	A-Z, a-z, 0-9, !"#\$%&'()*+,-./:;<=>?[\]^_{}~
<b>u</b>	Upper-Case Letter	ABCDEFGHIJKLMNOPQRSTUVWXYZ
<b>U</b>	Upper-Case Alphanumeric	ABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789
<b>v</b>	Lower-Case Vowel	aeiou
<b>V</b>	Mixed-Case Vowel	AEIOU aeiou
<b>x</b>	High ANSI	From '~' to U255 (excluding U255)
<b>z</b>	Upper-Case Consonant	BCDFGHJKLMNPQRSTVWXYZ



KEY	DESCRIPTION	SAMPLE
<b>Z</b>	Upper-Case Vowel	AEIOU
<b>\</b>	Escape (Fixed Char)	Use following character as is
<b>{n}</b>	Escape (Repeat)	Repeats the previous character n times
<b>[x]</b>	Custom character	Define a custom character sequence

## PRONOUNCEABLE PASSWORD

The application will generate a password that is pronounceable.

 Password generator

Template:

Mode:

Password length:

Case mode:

☒ Digits

☐ More pronounceable

Also include the following characters

Nit2FaVu4  
 GogSher4  
 Ux2DiYef5  
 Rhic5Phogh0  
 OZif9Sop6  
 GhopynChoj2  
 ThiHavTuv2

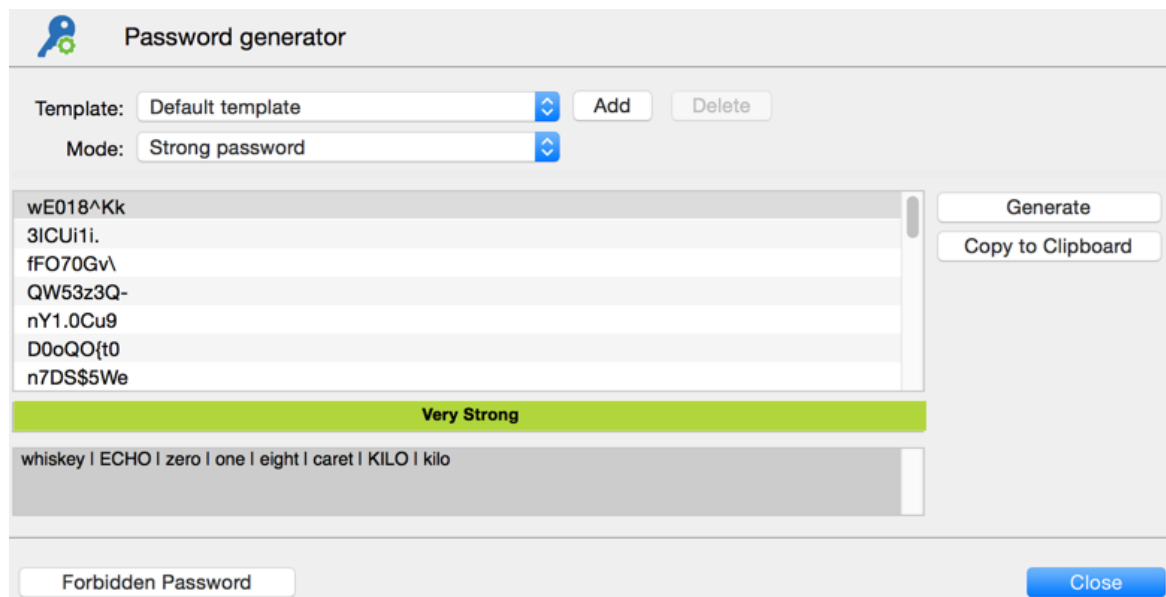
**Strong**

NOVEMBER | india | tango | two | FOXTROT | alpha | VICTOR | uniform | four

*Password generator - Pronounceable password*

## STRONG PASSWORD

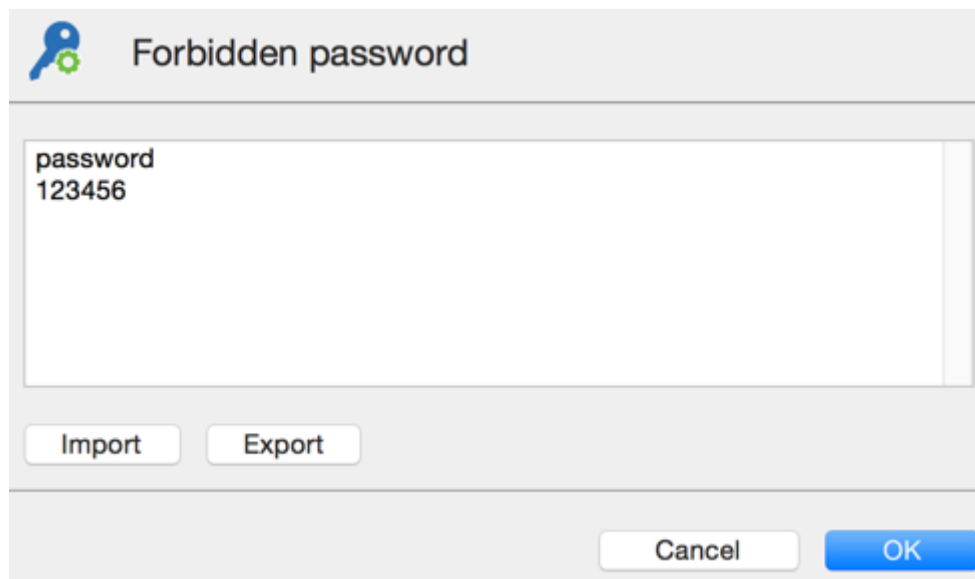
The application will generate an 8 characters password with mixed case alphanumerics and special characters.



*Password generator - strong password*

## FORBIDDEN PASSWORD

You can generate your own list of forbidden password in the application.

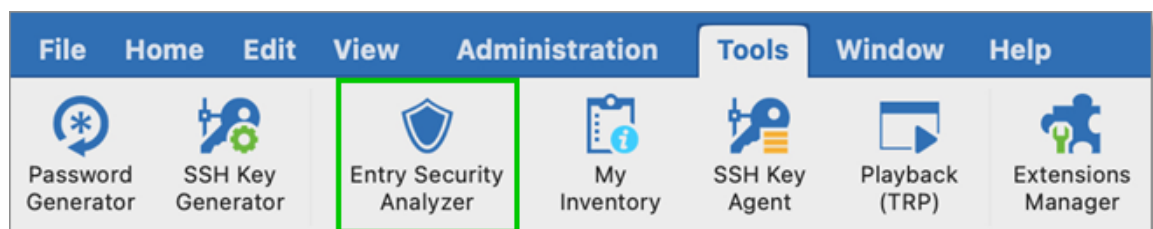


*Forbidden password*

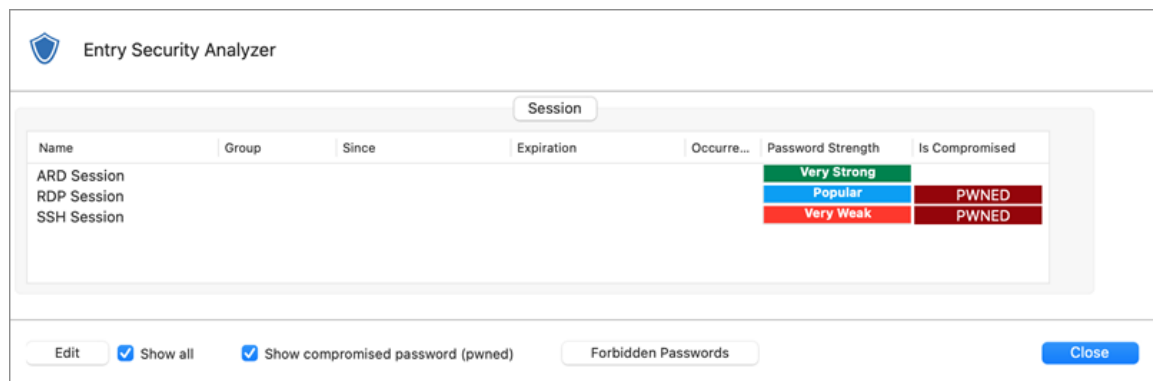
## 6.7.2 Entry Security Analyzer

### DESCRIPTION

The **Entry Security Analyzer** is available in the **Tools** menu. It will display the strength indicator for all passwords stored in your data source.



### SETTINGS



In a single glance you can see the strength ratings of all your stored passwords.

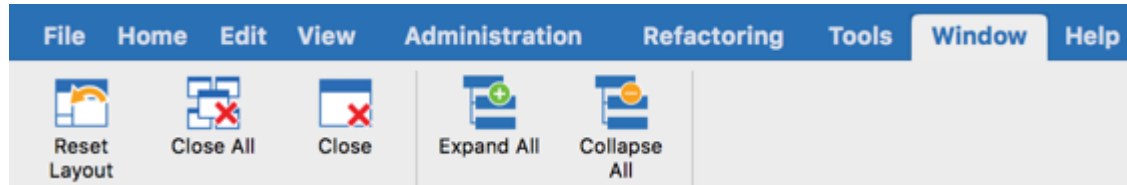
OPTION	DESCRIPTION
<b>Edit</b>	Allows you to open the current entry so you can edit it.
<b>Show all</b>	When option is unchecked, only entries with actual password stored in them will be displayed.
<b>Show compromised password (pwned)</b>	Show if the password has been pwned. A <a href="#">pwned password</a> is a password that has been exposed in data breaches (i.e., they are owned/pwned by hackers).
<b>Forbidden Passwords</b>	Display the password that you have in your blacklisted forbidden password.

## 6.8 Window

### DESCRIPTION

The Window menu allows you to manage the overall display of Remote Desktop Manager for Mac.

## SETTINGS



*Windows ribbon*

OPTION	DESCRIPTION
<b>Reset Layout</b>	Use the Reset Layout to apply the default layout settings.
<b>Close All</b>	Close all the opened session tabs.
<b>Close</b>	Close the active session tab.
<b>Expand All</b>	Expand all the groups in the Navigation pane when the Tree view mode is used.
<b>Collapse All</b>	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.



Help ribbon

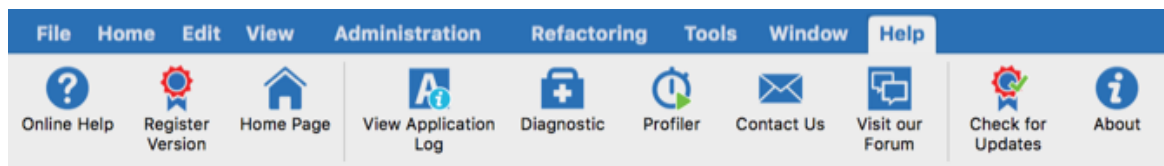
OPTION	DESCRIPTION
<b>Online Help</b>	Send you directly to our Windows Remote Desktop Manager Online Help.
<b>Register Version</b>	Enter your Trial or Enterprise license to register your Remote Desktop Manager version. For more information please see <a href="#">Register Enterprise Edition</a> or <a href="#">Register Trial Edition</a> .
<b>Home Page</b>	Send you directly to our Devolutions web site Home page.
<b>View Application Log</b>	To learn more please see <a href="#">Application Logs</a> .
<b>Diagnostic</b>	To learn more please see <a href="#">Diagnostic</a> .
<b>Profiler</b>	To learn more please see <a href="#">Profiler</a> .
<b>Contact Us</b>	Automatically opens an email with our Support Devolutions address ready to be sent to us.
<b>Visit our Forum</b>	Sends you directly to our Forum.
<b>Check for Updates</b>	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.
<b>About</b>	Open a window containing multiple information regarding Remote Desktop Manager. It will display your Remote

OPTION	DESCRIPTION
	Desktop Manager version and your license information (if you are administrator).

### 6.9.1 Application Logs

#### DESCRIPTION

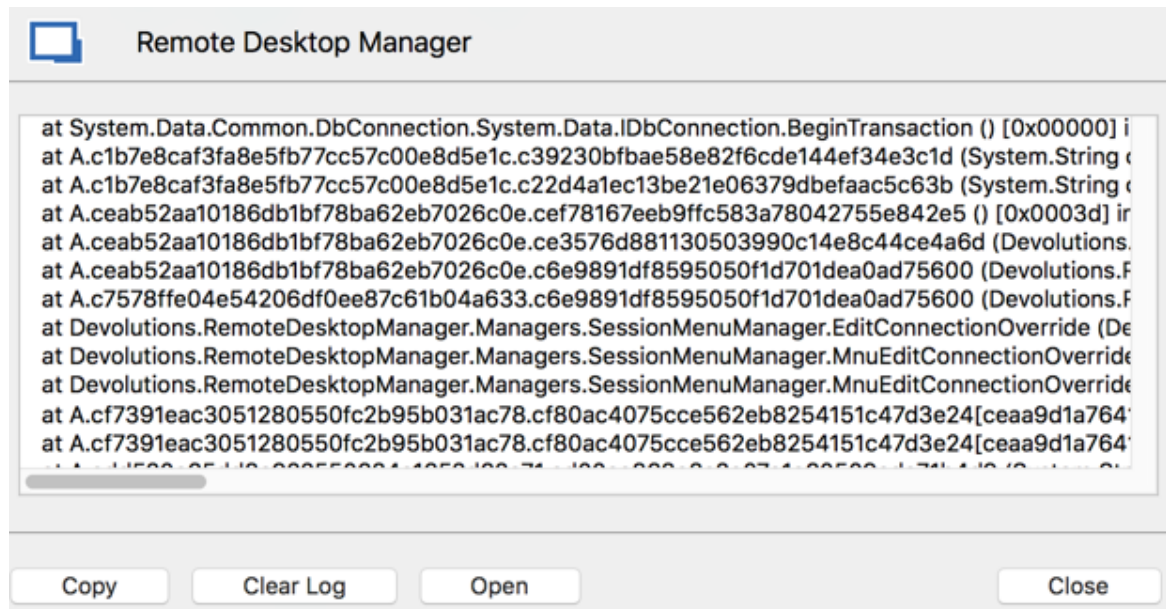
In case of error, you can verify the local application log, which is available from the menu in **Help - View Application Log**



Help ribbon

#### 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.

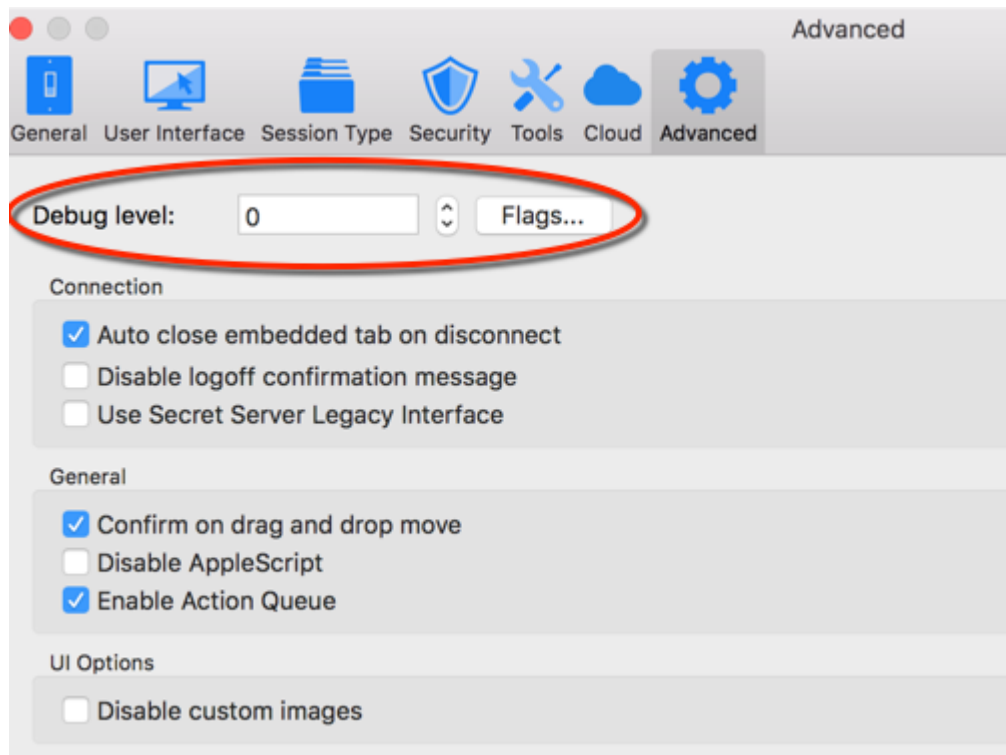
*Application Logs*

## 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 - [Advanced](#)** section.



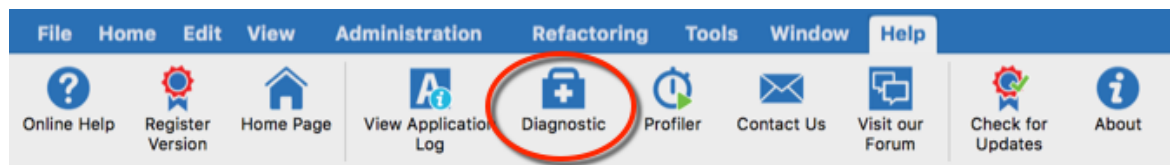


Advanced - Debug Level

## 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.



Help - Diagnostic

### 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.

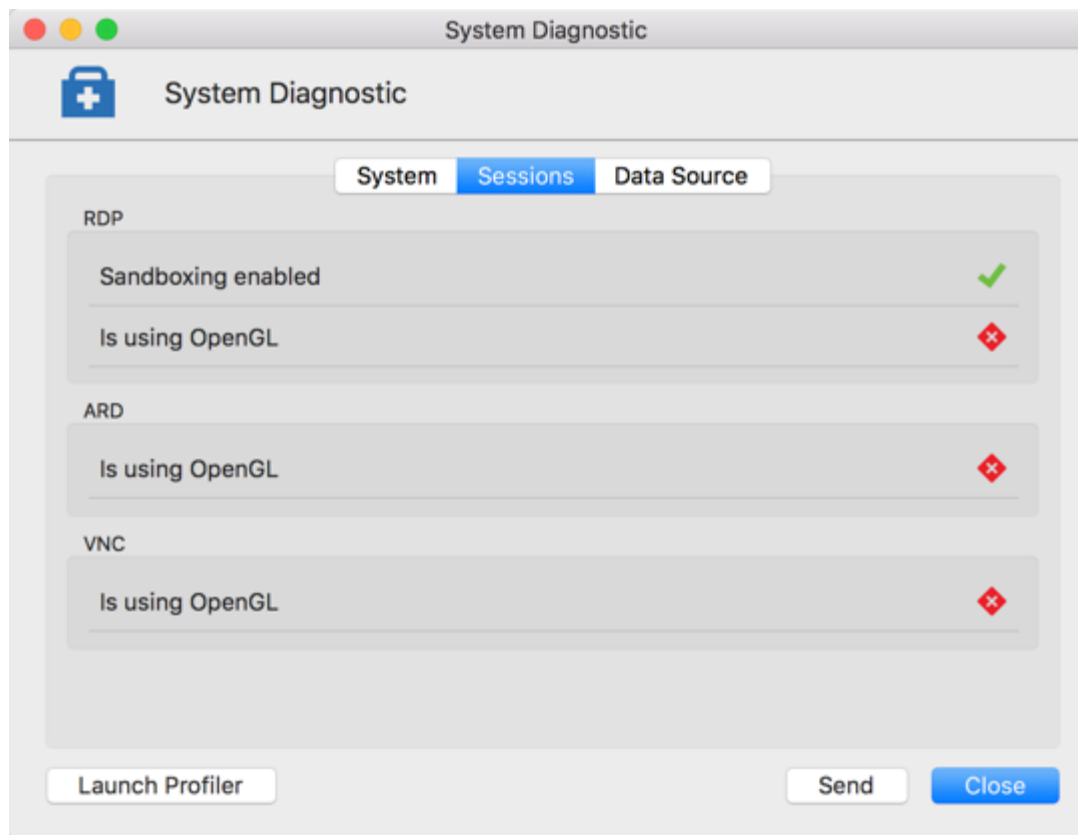
FIPS related issues and solutions can be found in the specific FIPS (Encryption) troubleshooting section.



System Diagnostic - System

## SESSIONS

The **Sessions** tab contains information regarding your RDP, ARD and VNC sessions held in your Data Source.



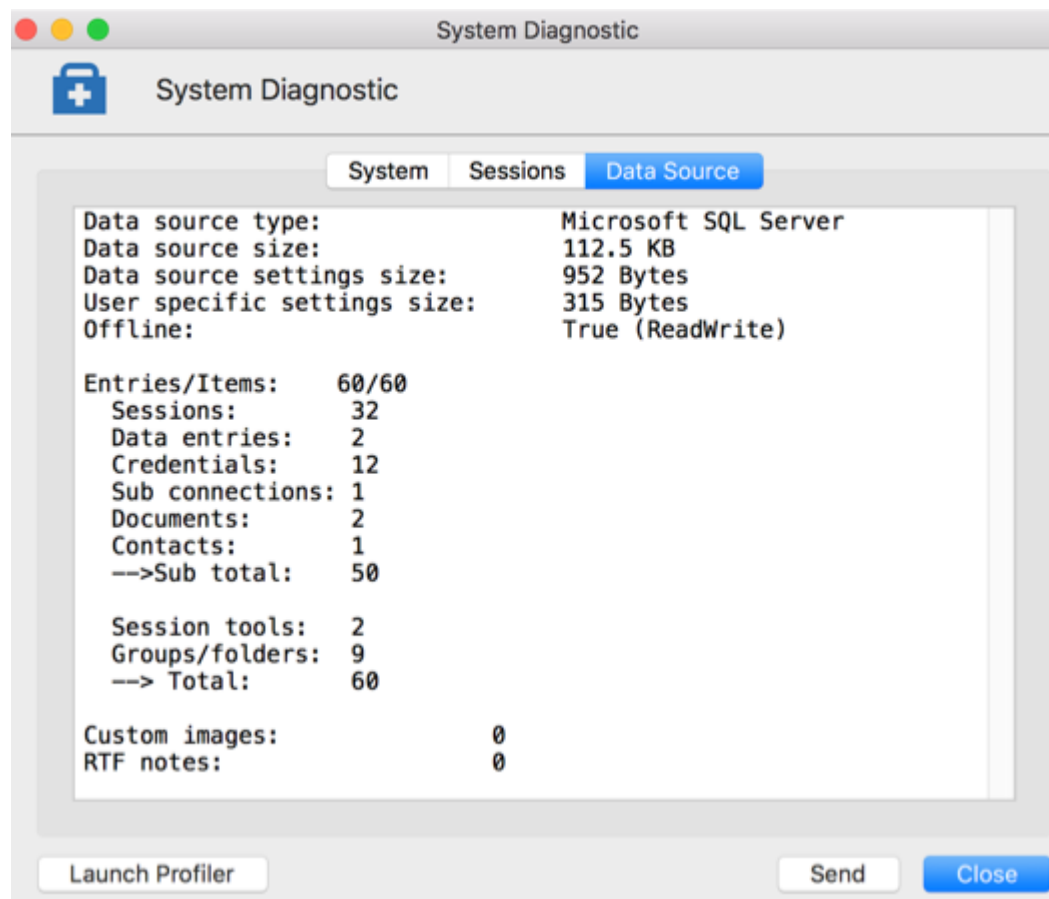
*System Diagnostic - Sessions*

## 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.



Too many custom images could dramatically increase the size of the data source and cause load time issue.



System Diagnostic - Data Source

### 6.9.3 Profiler

## DESCRIPTION

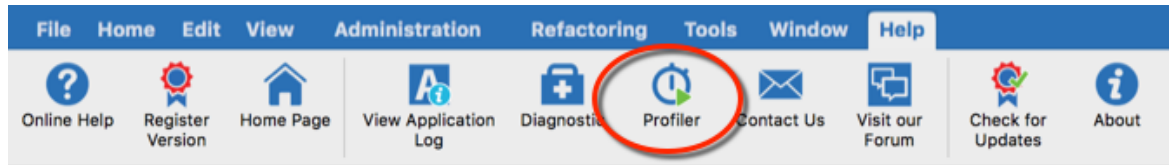
Remote Desktop Manager for Mac has a built-in profiler to diagnose connectivity issues with a data source.



Too many custom images could dramatically increase the size of the data source and cause load time issue.

## PROCEDURE

1. Select **Help - Profiler**.

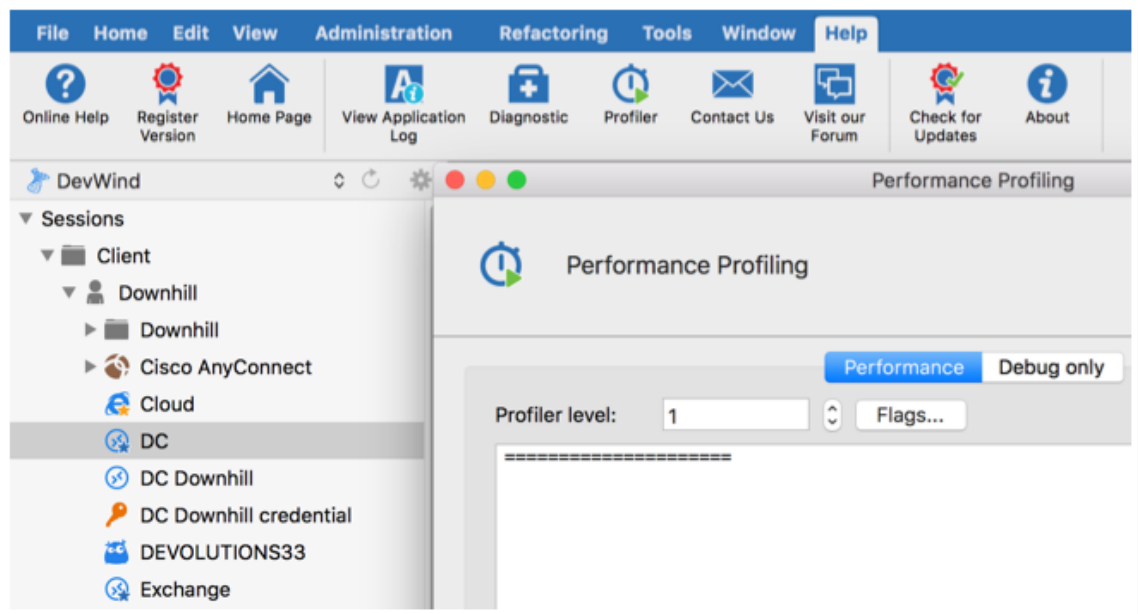


*Help - Profiler*

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**.

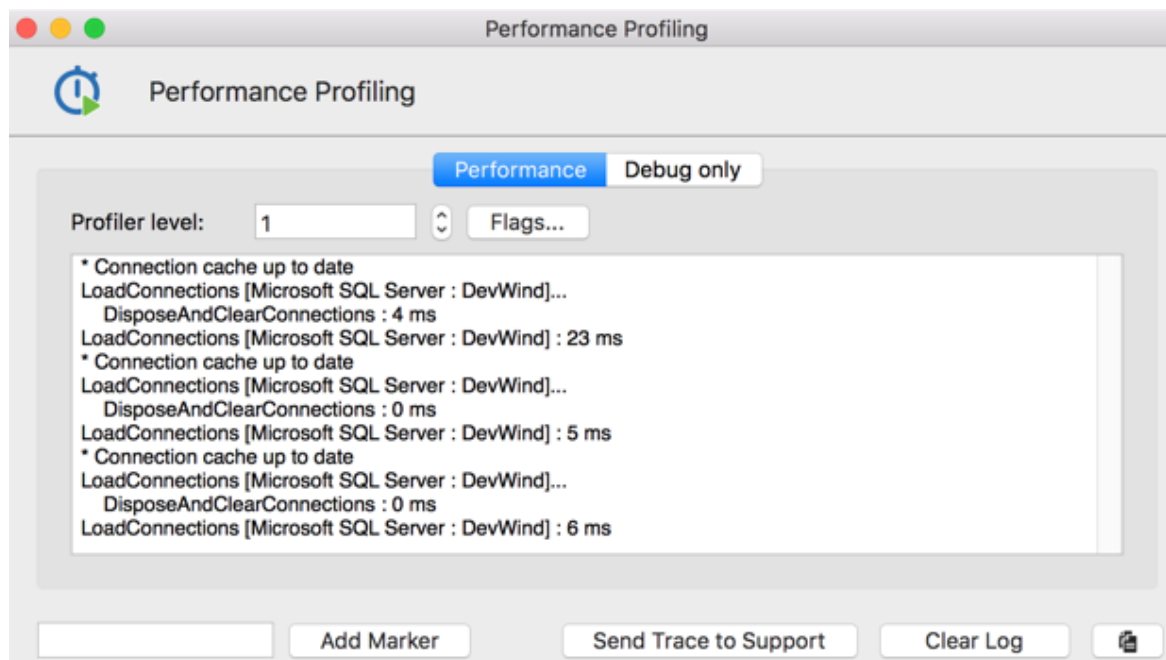


Holding the **CTRL** key while performing the refresh will force a full reload of the data source, thereby ignoring the cache.



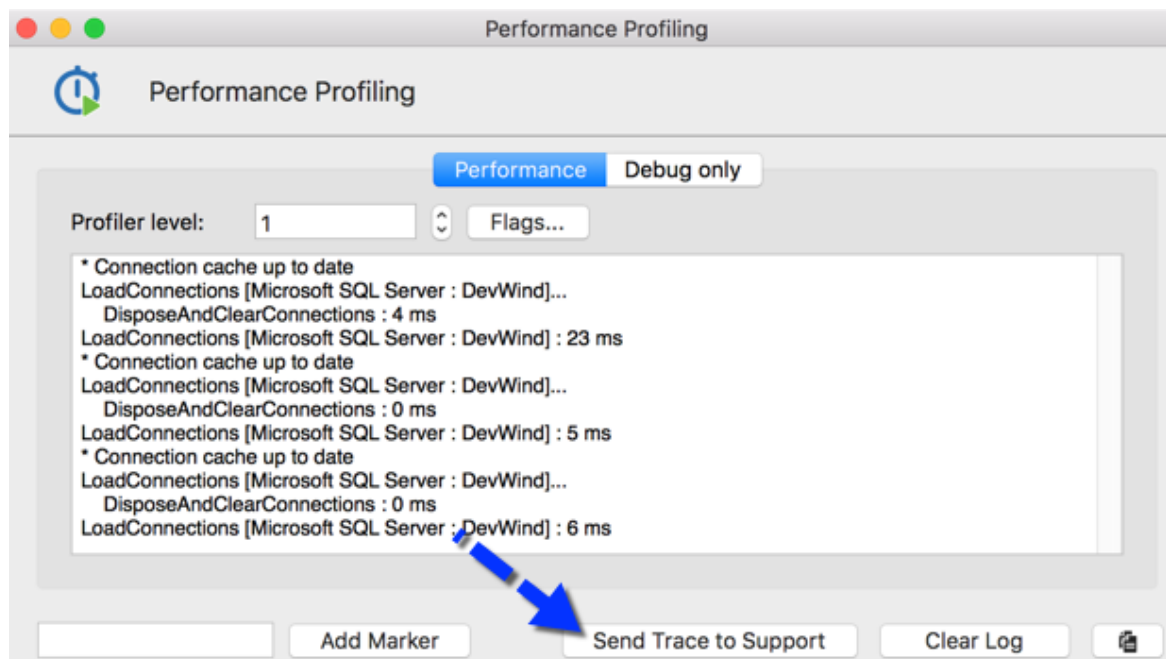
*Performance Profiling*

3. The Profiler data will appear in the **Performance Profiler** window.



*Performance 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.



*Send Trace to Support*

**DEBUG ONLY**

To learn more about the debug option please see [Debug only](#).

#### 6.9.3.1 Debug only

### DESCRIPTION

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.

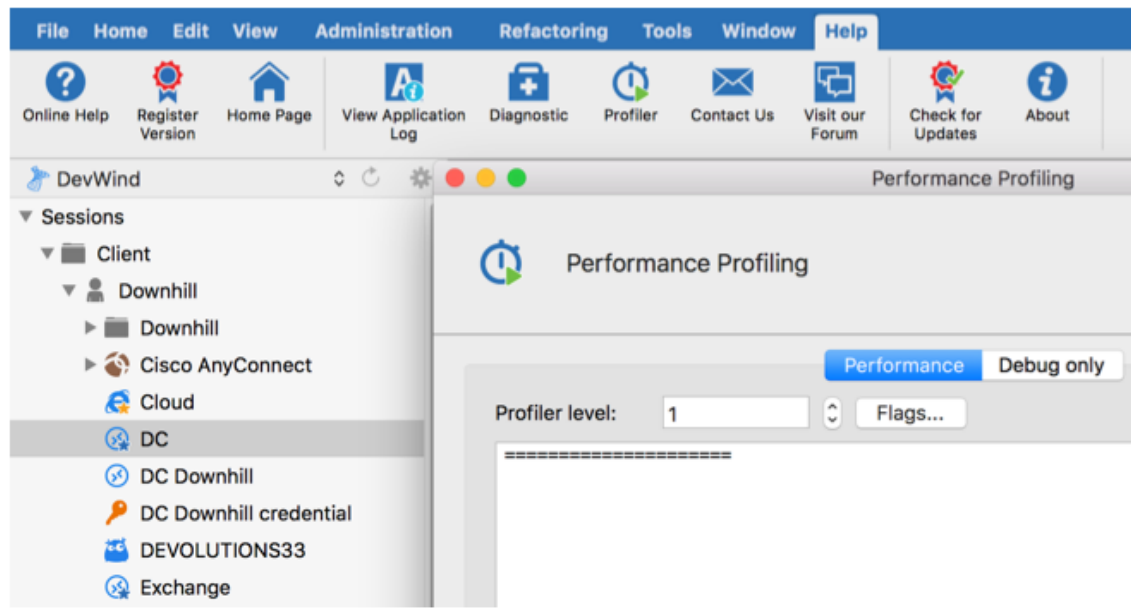


Any debug level other than zero will slow down the application and write a lot of information in the application logs. As soon as you have completed the diagnostics you should revert back the debug level to zero.

### SETTINGS

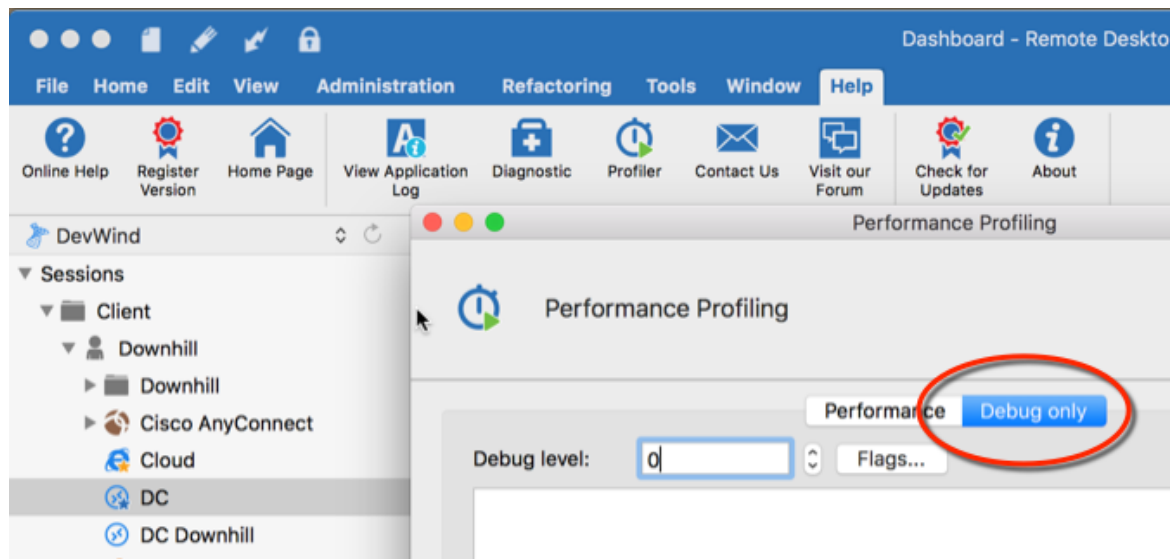
Use the debugging method whenever you need to diagnose the start-up or initial connection.

1. Start by clicking on Help - Profiler. Move the window aside to clear the main window of Remote Desktop Manager for Mac



*Performance Profiling*

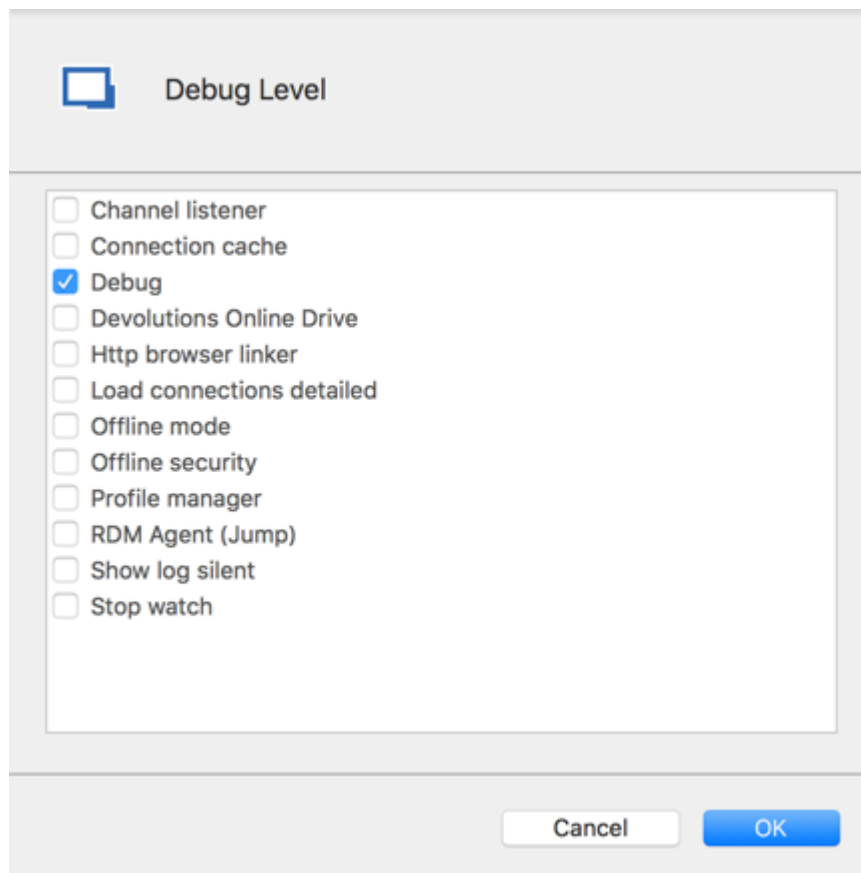
2. In the **Debug only** tab, click on the ellipsis button and activate the proper debug categories.



*Help - Profiler - Debug only*

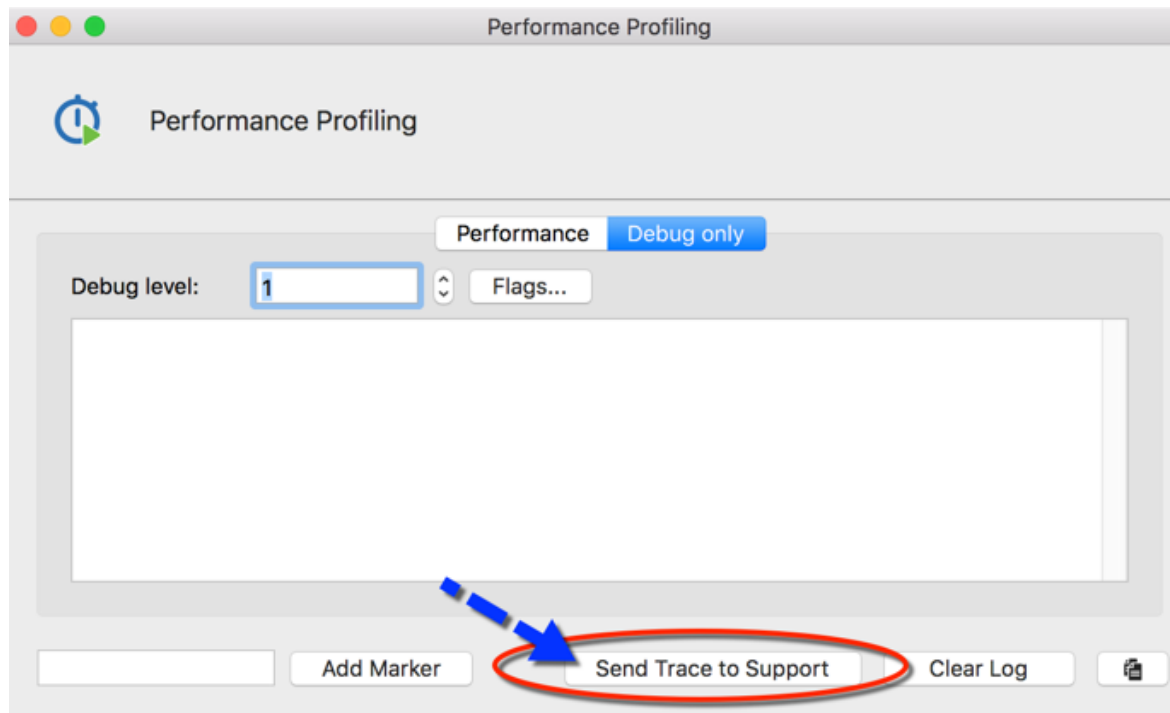
3. In Remote Desktop Manager for Mac, click on Flags to check what perform the action that is under investigation.





*Performance Profiling - Debug level*

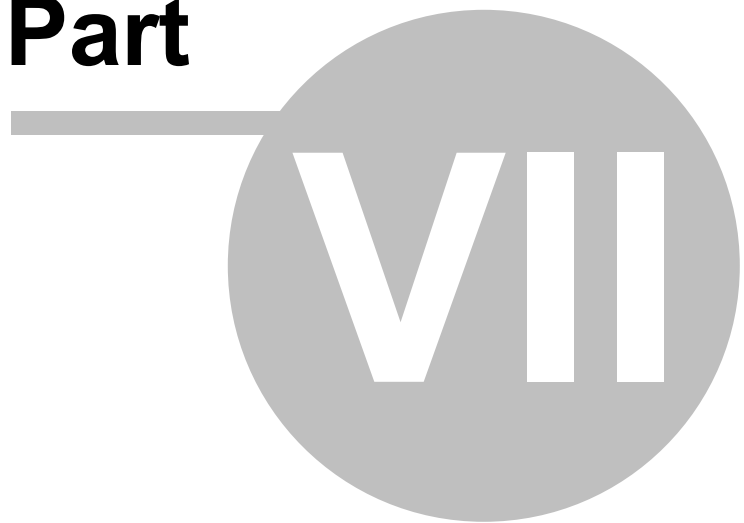
4. Then, click on **Send trace to support**. In the following dialog, ensure you specify enough information to link the report to the appropriate ticket, if the process was started from the forum include your forum user name.



*Send trace to support*

# Devolutions Web Login

**Part**



## 7 Devolutions Web Login




### 7.1 Overview

#### DESCRIPTION



**Devolution Web Login** is a web browser password plugin used in conjunction with Remote Desktop Manager, Devolutions Server and 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.

 <p><b>Remote Desktop Manager</b></p> <p>Centralize, Manage and</p> <p>Secure Remote Connections</p>	 <p><b>Devolutions Server</b></p> <p>Secure, Manage and Monitor</p> <p>Access to Privileged Accounts</p>	 <p><b>Password Hub</b></p> <p>Vault and Manage</p> <p>Business-User Passwords</p>
<p>Remote Desktop Manager centralizes all remote connections on a single platform that is securely shared between users and across the entire team.</p>	<p>Devolutions Server lets you control access to privileged accounts and manage remote sessions through a secure solution that can be deployed on-premises.</p>	<p>Password Hub is a secure and cloud-based password manager for teams.</p>



Advanced users, other browser extensions, or even JavaScript injection can all result in the password being read from the password edit control, even if it displays dots instead of the password. Any use of an external browser must be carefully weighed against your security requirements.

## 7.2 Installation

### DESCRIPTION

**Devolution 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 Devolution Web Login plugin:

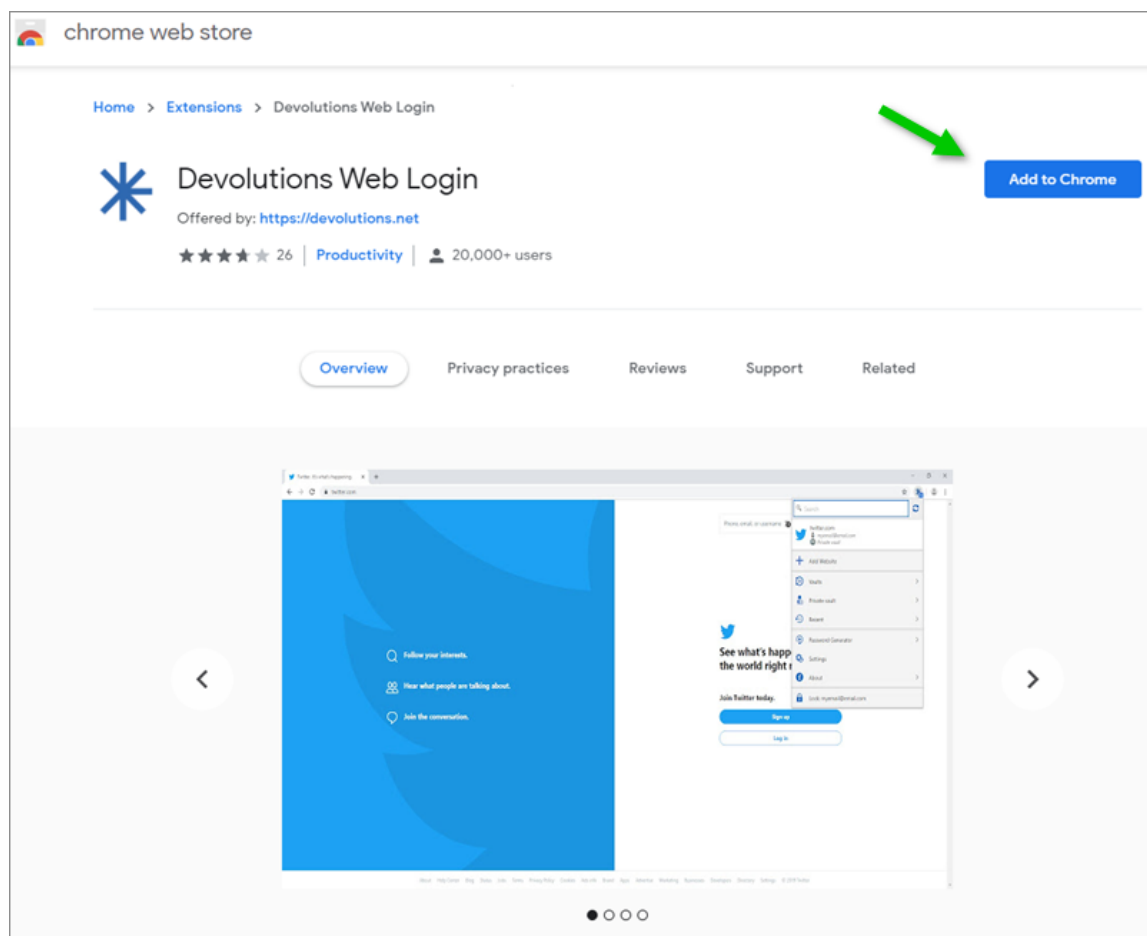
- [Chrome](#)
- [Firefox](#)
- [Edge](#)
- [Opera](#)

### 7.2.1 Chrome

#### DESCRIPTION

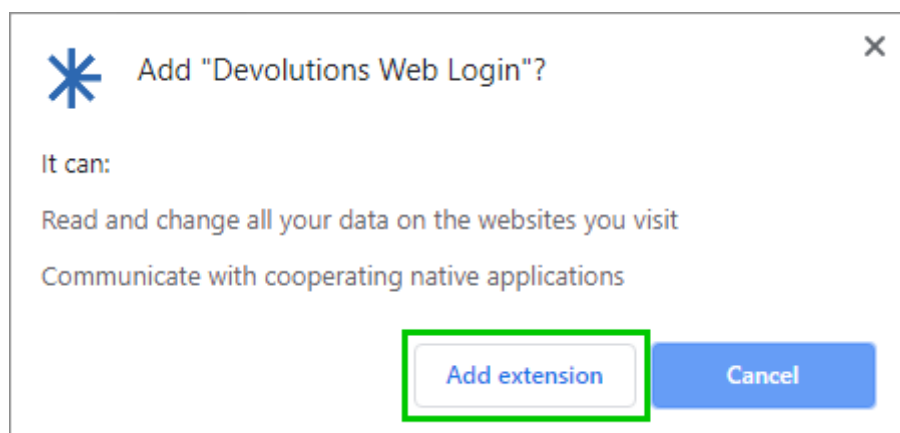
Follow the steps below to complete the installation of Devolution Web Login in the Chrome web browser.

1. Open Chrome.
2. Navigate to [Devolution Web Login extension](#) or use the link from our [Website](#).
3. Click the **Add To Chrome** button.



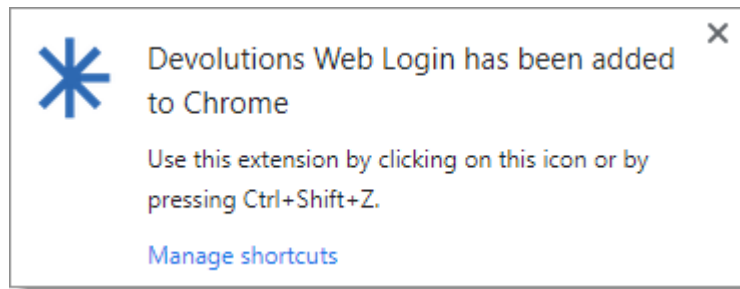
*Devolutions Web Login Chrome Web Store*

4. Click **Add extension** in the confirmation dialog.

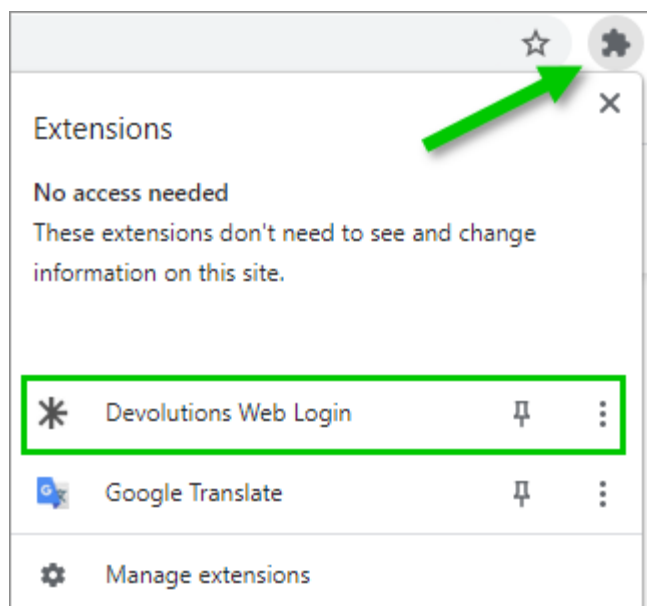


*Extension Installation Confirmation*

Once installed a confirmation box will appear.



5. Click the Chrome extension button and **Pin** Devolution Web Login to finish the installation.



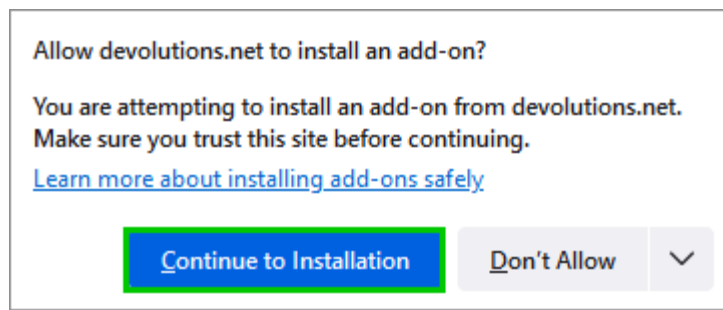
*Devolution Web Login Extension Button*

## 7.2.2 Firefox

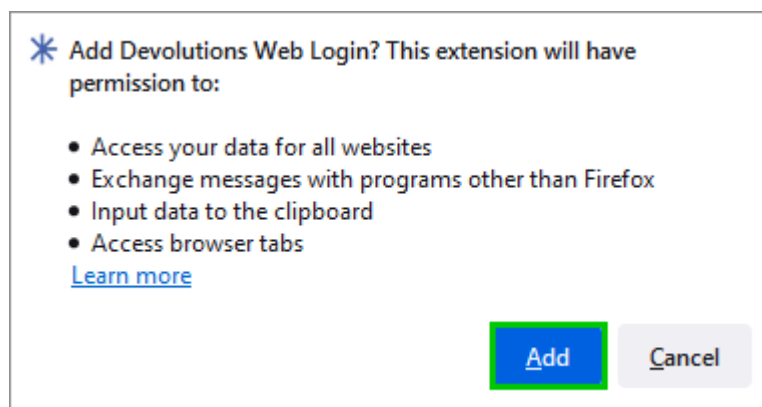
### DESCRIPTION

Follow the steps below to complete the installation of Devolution Web Login in the Firefox web browser.

1. Open a Firefox window.
2. Download the extension from our [Devolution Web Login](#) website page.
3. Click **Continue to Installation** in the confirmation dialog.

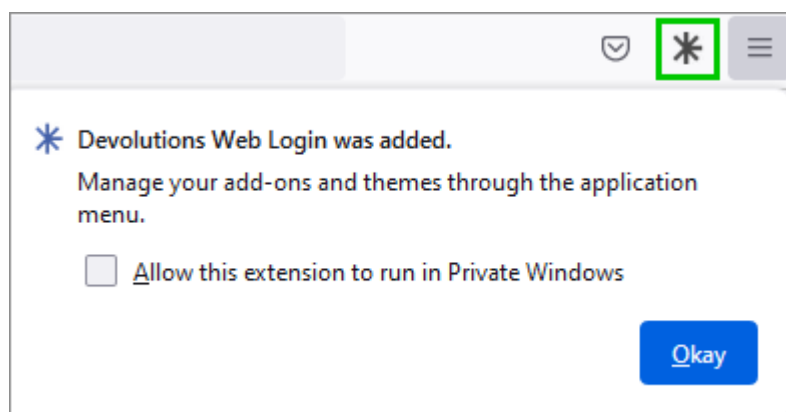


4. Click **Add**, when prompted to add Devolution Web Login to the extension.



*Add the Extension*

5. Once installed, access the extension by clicking \* in the top-right corner of Firefox.



*Devolution Web Login Extension Button*

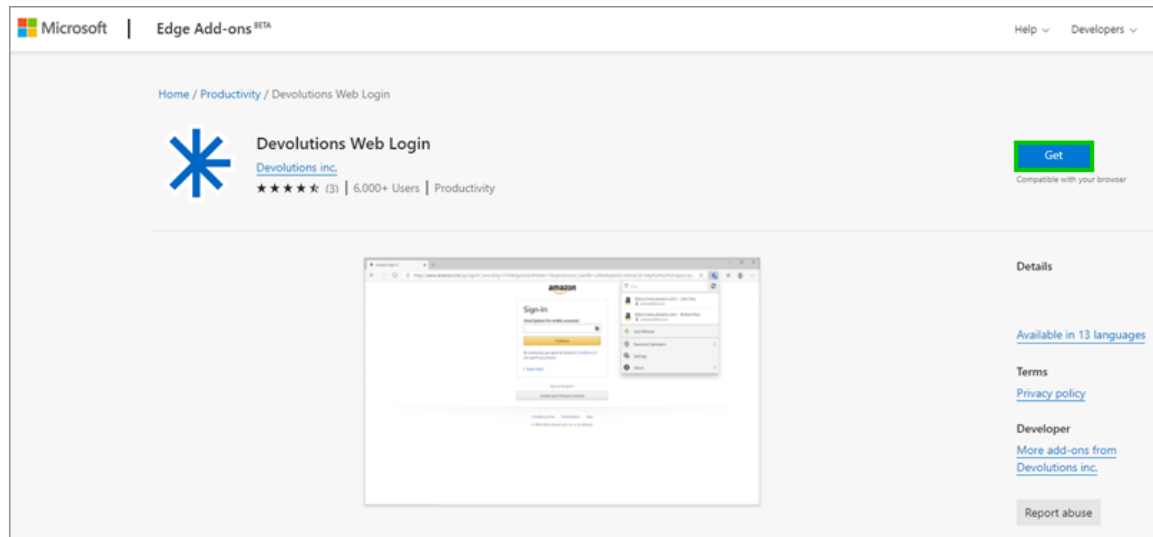


### 7.2.3 Edge

## DESCRIPTION

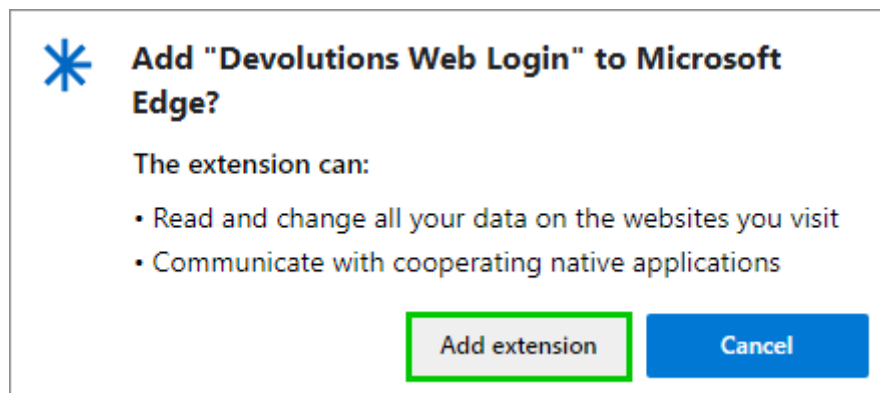
Here are the steps to install Devolution Web Login on Microsoft Edge.

1. Open a Microsoft Edge window.
2. Download the extension from [Devolution Web Login](#) website page.
3. Click **Get**.



*Chrome Web Store*

4. Add the extension to Microsoft Edge.



*Add Devolution Web Login to Microsoft Edge Beta*

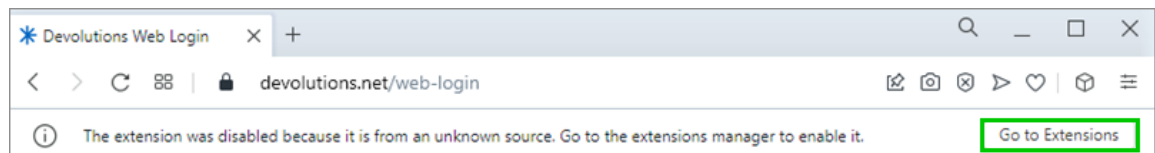
The extension is installed. Access it by clicking \* in the top-right corner of the Microsoft Edge web browser.

## 7.2.4 Opera

### DESCRIPTION

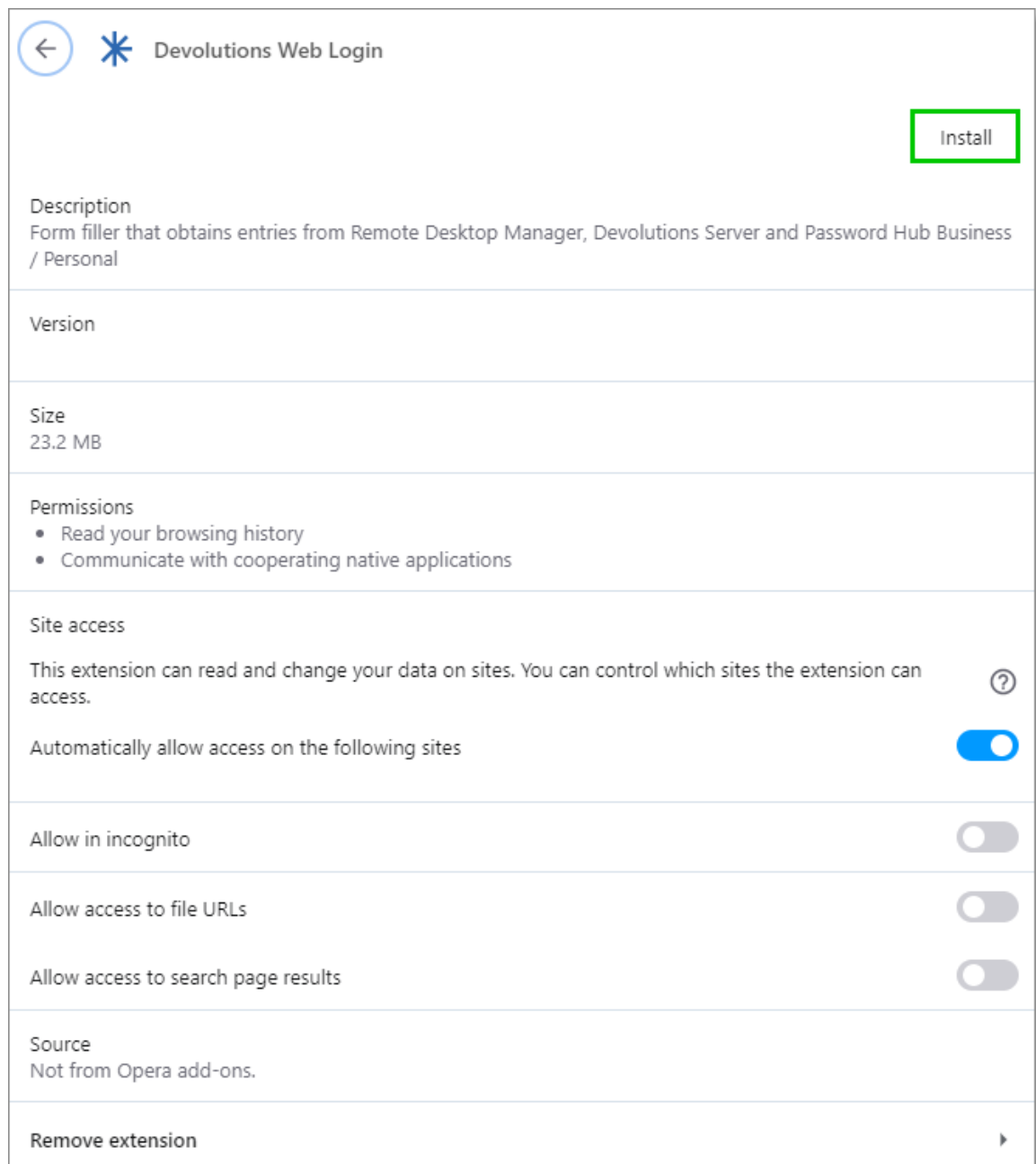
Follow the steps below to complete the installation of Devolution Web Login in the Opera web browser.

1. Open Opera.
2. Download the extension of [Devolution Web Login](#) from our website page.
3. Click on **Go to Extension** from the information panel at the top or click on the Extension button



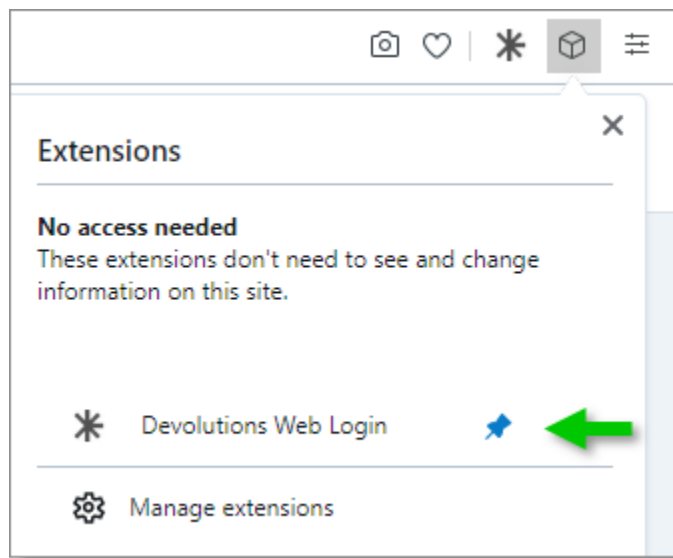
*Opera Extensions Enabling*

4. Click **Install** and the **Yes, install** pop up.



*Opera Install Window*

5. Click on the **Extensions** button of the browser and **Pin** the Devolution Web Login extension.



Access the extension by clicking \* in the top-right corner of Opera.

## 7.3 First Login

### 7.3.1 Password Hub Business Login

#### DESCRIPTION

#### FIRST LOGIN WITH DEVOLUTION WEB LOGIN

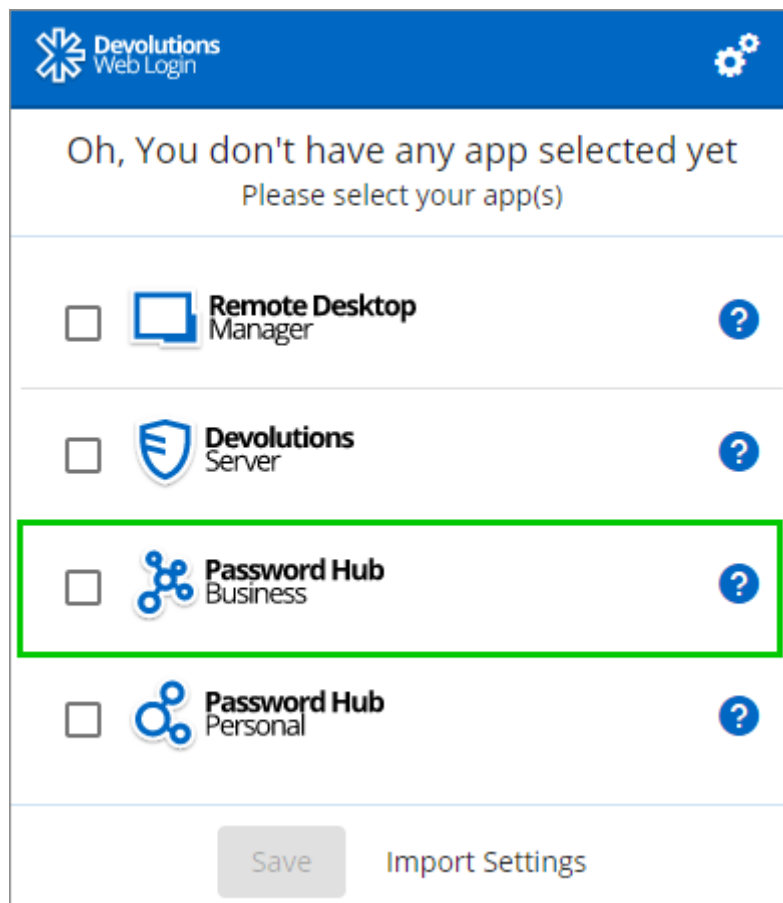
Follow these steps to connect Password Hub Business to Devolution Web Login extension:

1. Click on **Devolution Web Login** \* extension at the top right corner of your browser.



A Password Hub Business access is required to continue.

2. Choose **Password Hub Business** in the list and **Save**.



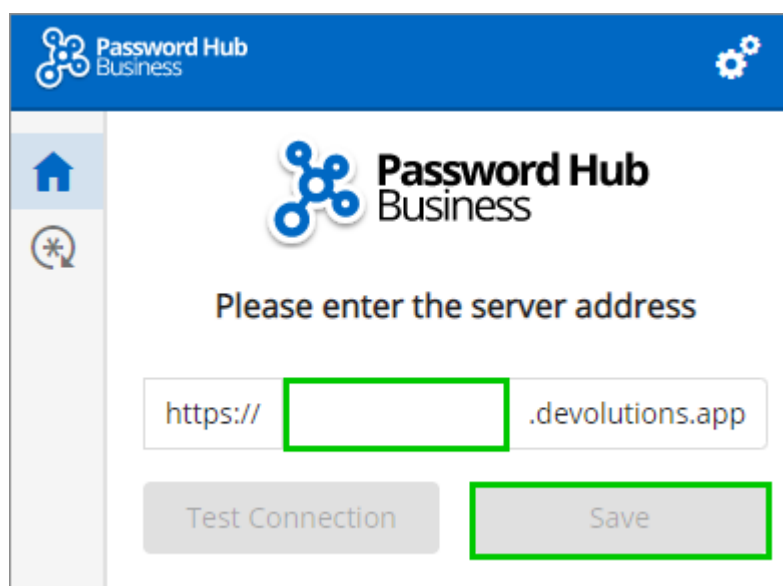
The image shows the 'Devolutions Web Login' interface. At the top, there's a blue header with the Devolutions logo and a settings gear icon. Below the header, a message says 'Oh, You don't have any app selected yet' and 'Please select your app(s)'. There are four app options listed, each with a checkbox, an icon, the app name, and a help icon (a blue circle with a question mark). The 'Password Hub Business' option is highlighted with a green rectangular border. At the bottom, there are two buttons: 'Save' and 'Import Settings'.

App	Selected
Remote Desktop Manager	<input type="checkbox"/>
Devolutions Server	<input type="checkbox"/>
Password Hub Business	<input type="checkbox"/>
Password Hub Personal	<input type="checkbox"/>

Buttons: Save, Import Settings

*First Login*

3. Enter your Password Hub Business server address and **Save**.



The image shows the 'Password Hub Business' configuration screen. It has a blue header with the Password Hub Business logo and a settings gear icon. On the left, there's a sidebar with a home icon and a magnifying glass icon. The main area has the Password Hub Business logo and the text 'Please enter the server address'. Below this, there's a text input field with the placeholder 'https://' and '.devolutions.app'. The input field is highlighted with a green rectangular border. At the bottom, there are two buttons: 'Test Connection' and 'Save'. The 'Save' button is highlighted with a green rectangular border.

Text input field:

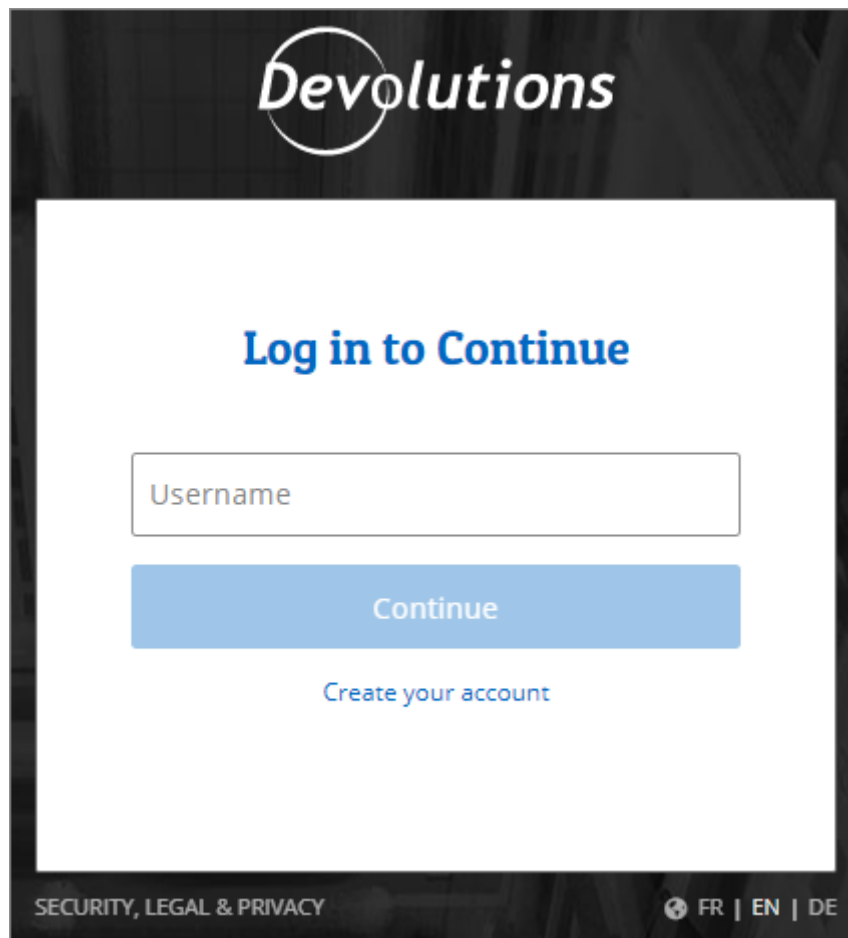
Buttons: Test Connection, Save

4. **Log in** to your Devolutions Account.



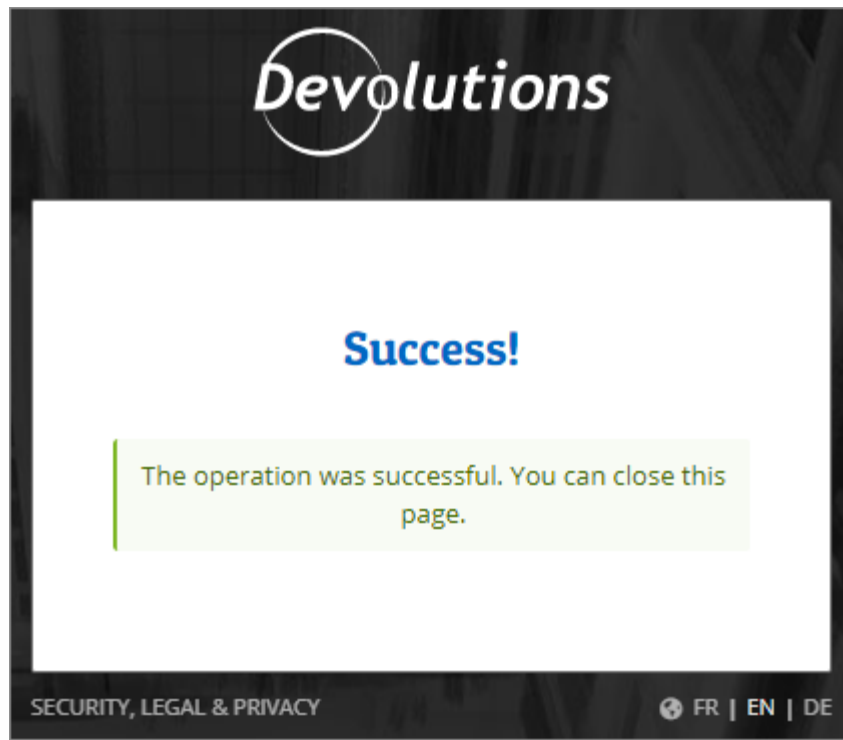
*Log In*

5. Enter the credentials from your Devolutions Account to continue.

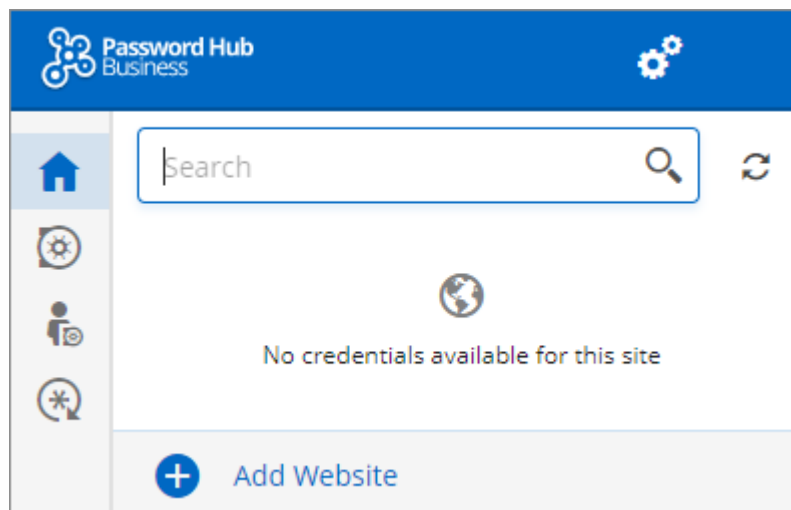


*Devolutions Account Login*

6. When complete, a log in confirmation message will appear.

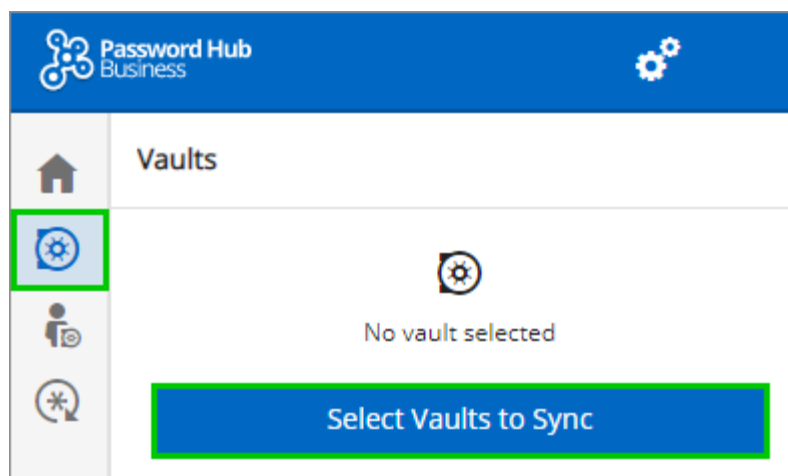


7. If you click on the \* icon, you can validate that Devolution Web Login is now connected to your Password Hub Business.

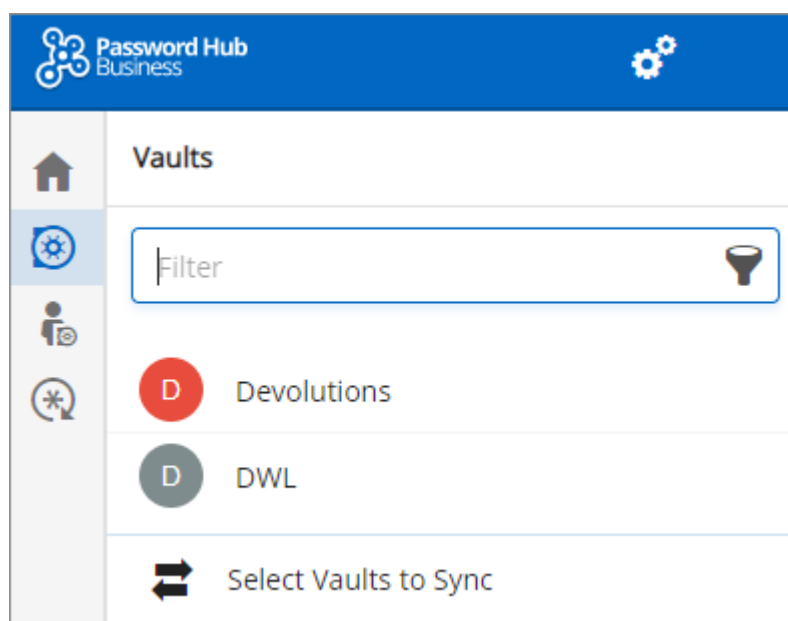


*Devolution Web Login Connected to Password Hub Business*

8. To select the vaults to be synchronized, click on the **Vaults** icon and the **Select Vaults to Sync** button. Afterward, you click on the **Select all** button, or refine your view by adding a check mark next to the specific vaults to synchronize.



9. When done selecting your vaults, click on the **Select Vaults to Sync** at the top of the panel, to get the following view.



### 7.3.2 Password Hub Personal Login

#### DESCRIPTION

#### FIRST LOGIN WITH DEVOLUTION WEB LOGIN



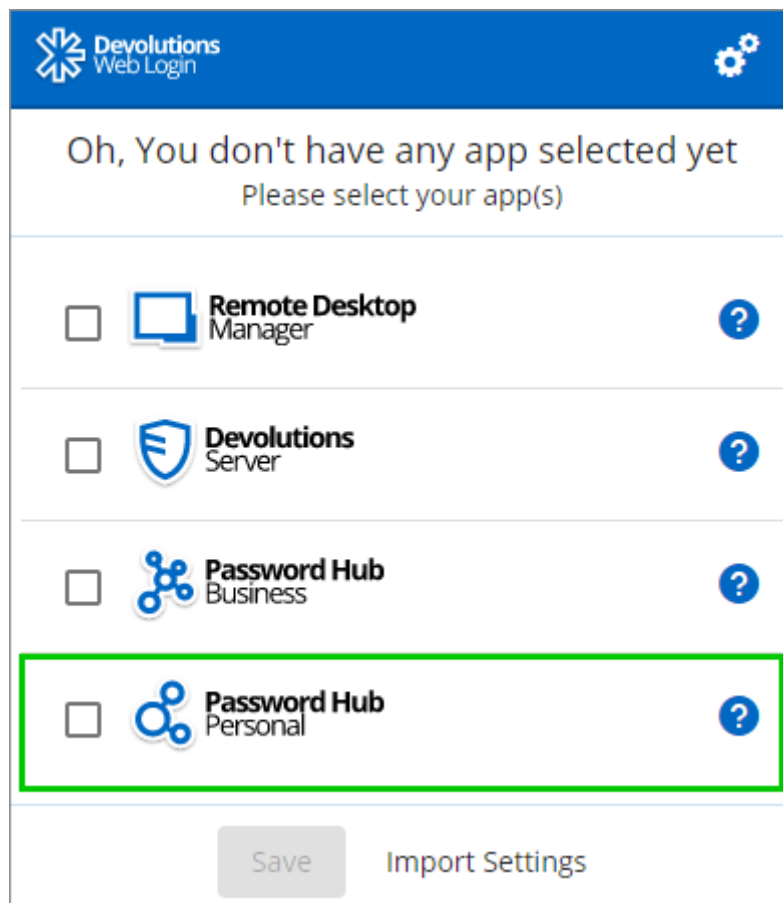
Follow these steps to connect Password Hub Personal to Devolutions Web Login extension:

1. Click on **Devolutions Web Login** \* extension at the top right corner of your browser.

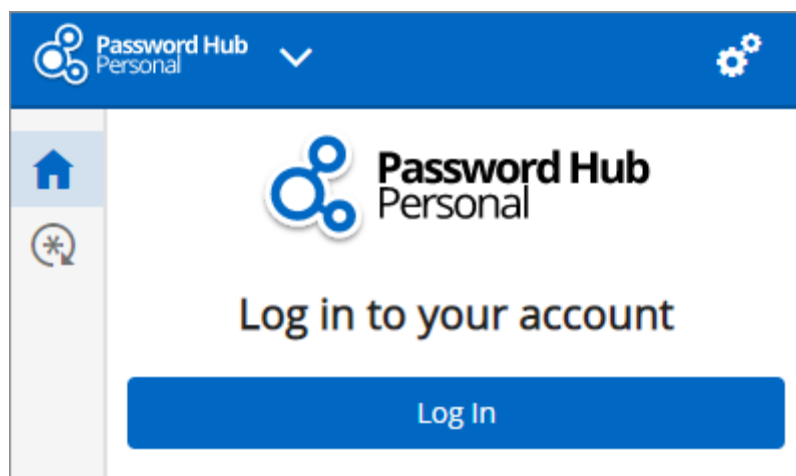


A Password Hub Personal access is required to continue.

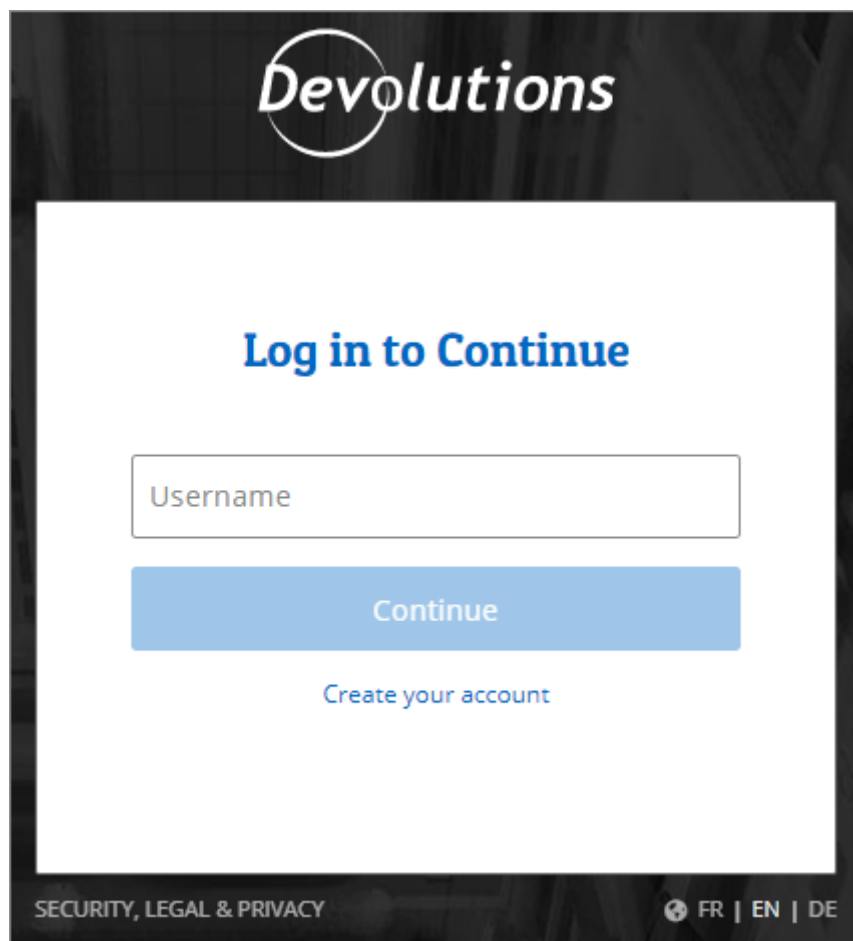
2. Choose **Password Hub Personal** in the list and **Save**.



3. **Log in** to your account.

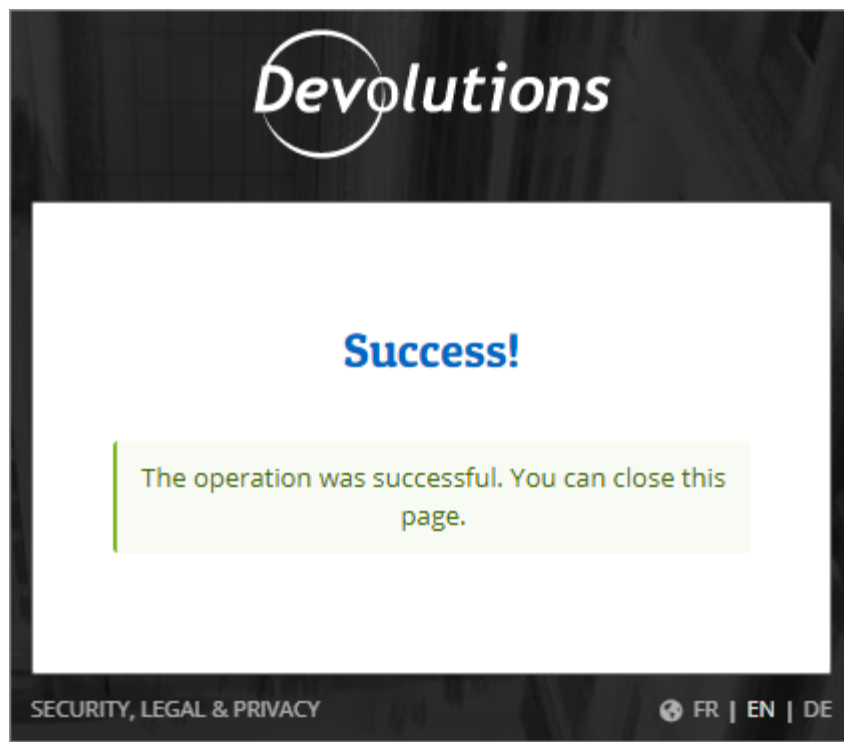


4. Enter the credentials from your Devolutions Account to continue.

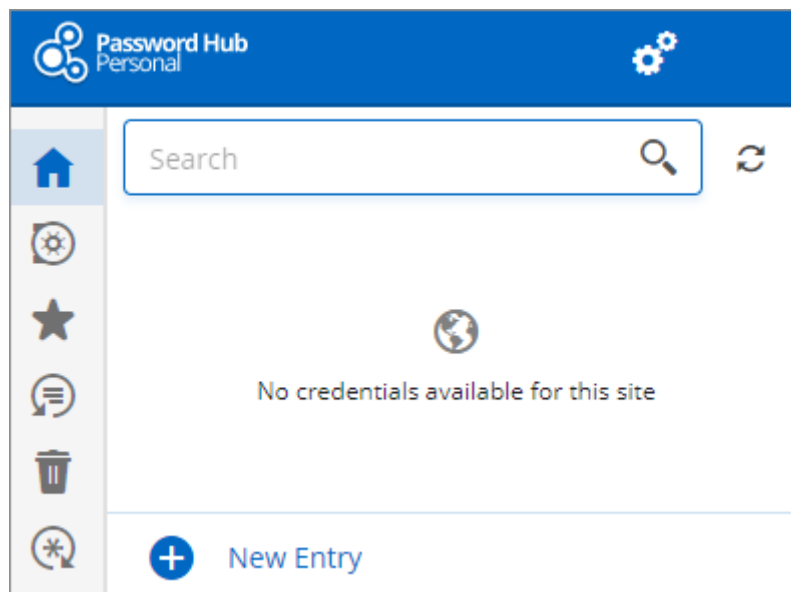


*Devolutions Account Login*

5. When complete, a log in confirmation message will appear.



6. If you click on the \* icon, you can validate that Devolution Web Login is now connected to your Password Hub Personal.



### 7.3.3 Devolutions Server Login

## DESCRIPTION

### FIRST LOGIN WITH DEVOLUTION WEB LOGIN

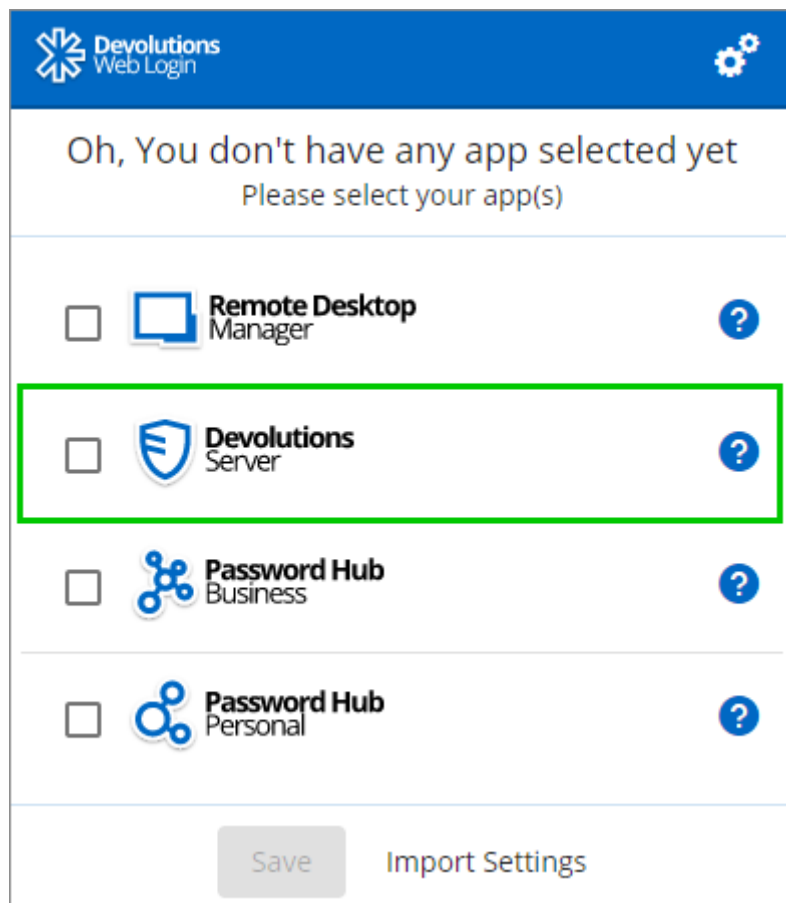
Follow these steps to connect Devolutions Server to Devolution Web Login extension:

1. Click on **Devolution 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**.



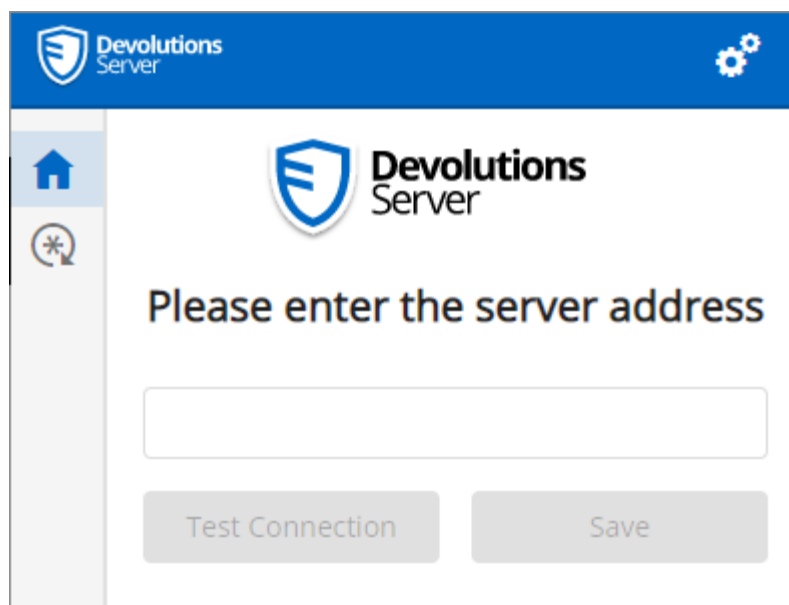
The image shows the 'Devolutions Web Login' interface. At the top, there is a blue header with the Devolutions logo and a gear icon. Below the header, a message reads: 'Oh, You don't have any app selected yet Please select your app(s)'. A list of four applications is displayed, each with a checkbox, an icon, the application name, and a help icon (a blue circle with a question mark). The 'Devolutions Server' option is highlighted with a green rectangular border. At the bottom of the list, there are two buttons: 'Save' and 'Import Settings'.

App Selection	App Name	Help Icon
<input type="checkbox"/>	Remote Desktop Manager	?
<input type="checkbox"/>	Devolutions Server	?
<input type="checkbox"/>	Password Hub Business	?
<input type="checkbox"/>	Password Hub Personal	?

Buttons: Save, Import Settings

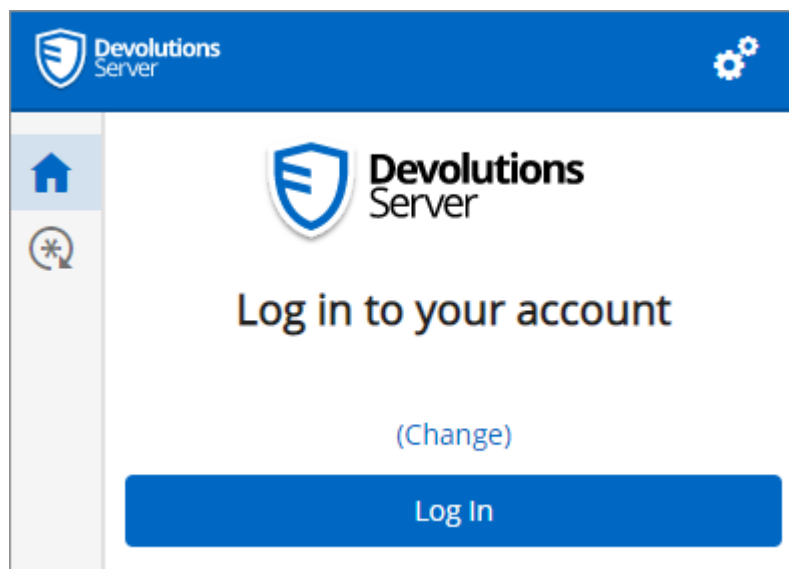
*First Login*

3. Enter the address of your server. You will need to input the same information that you would use to connect to the web interface of your Devolutions Server. Test the connection to validate it, then **Save**.

The screenshot shows the Devolutions Server web interface. At the top is a blue header with the Devolutions Server logo and a settings gear icon. On the left is a sidebar with a home icon and a magnifying glass icon. The main content area has the Devolutions Server logo and the text 'Please enter the server address'. Below this is a text input field. At the bottom are two buttons: 'Test Connection' and 'Save'.

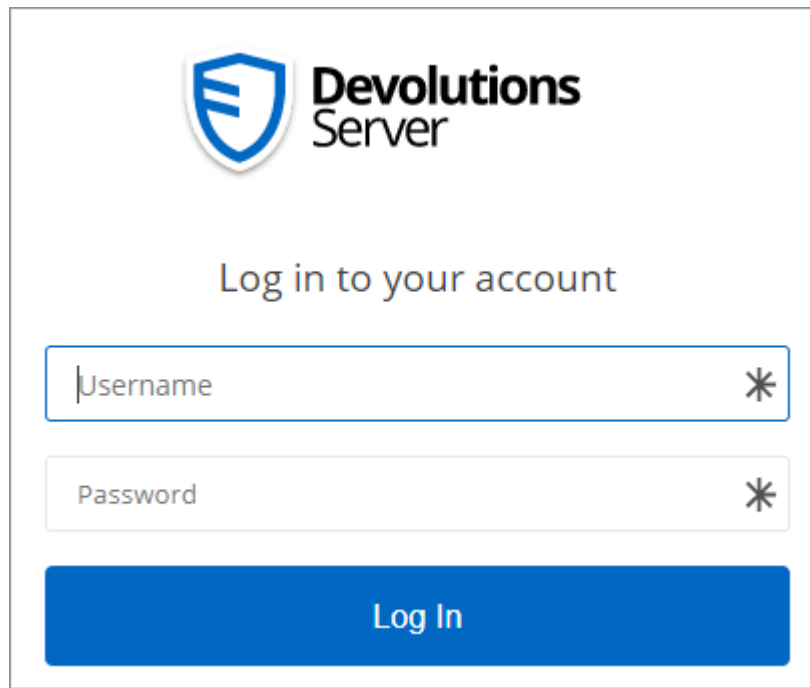
*Server Address*

4. Click **Log In**.

The screenshot shows the Devolutions Server web interface. At the top is a blue header with the Devolutions Server logo and a settings gear icon. On the left is a sidebar with a home icon and a magnifying glass icon. The main content area has the Devolutions Server logo and the text 'Log in to your account'. Below this is a link '(Change)' and a large blue button labeled 'Log In'.

*Devolution Web Login Login*

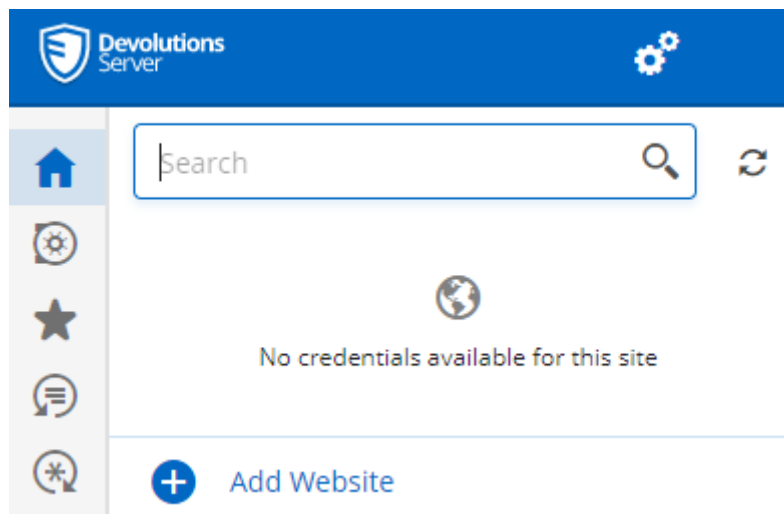
5. Enter your Devolutions Server credentials and click **Log in**.



The image shows the Devolutions Server login interface. At the top is the Devolutions Server logo, which consists of a blue shield icon with a white 'E' inside, followed by the text 'Devolutions Server'. Below the logo is the text 'Log in to your account'. There are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. Both fields have a blue asterisk icon on the right side. Below the input fields is a large blue button with the text 'Log In' in white.

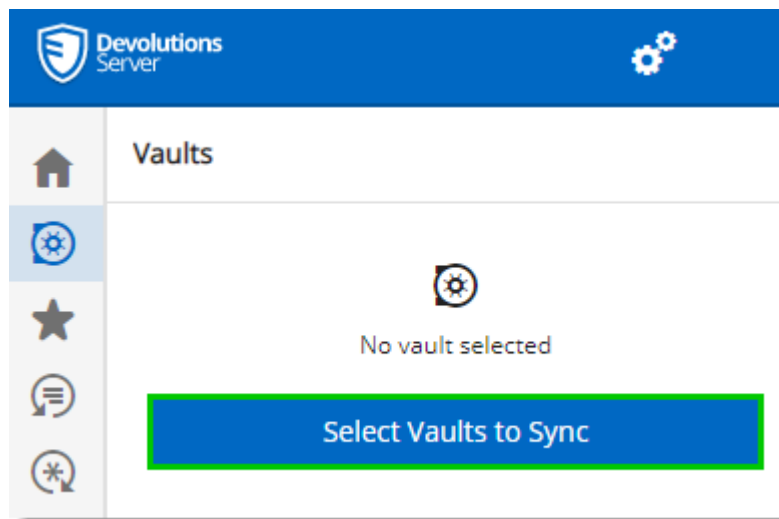
*Devolutions Server Login*

6. If you click on the \* icon, you can validate that Devolution Web Login is now connected to your Devolutions Server.

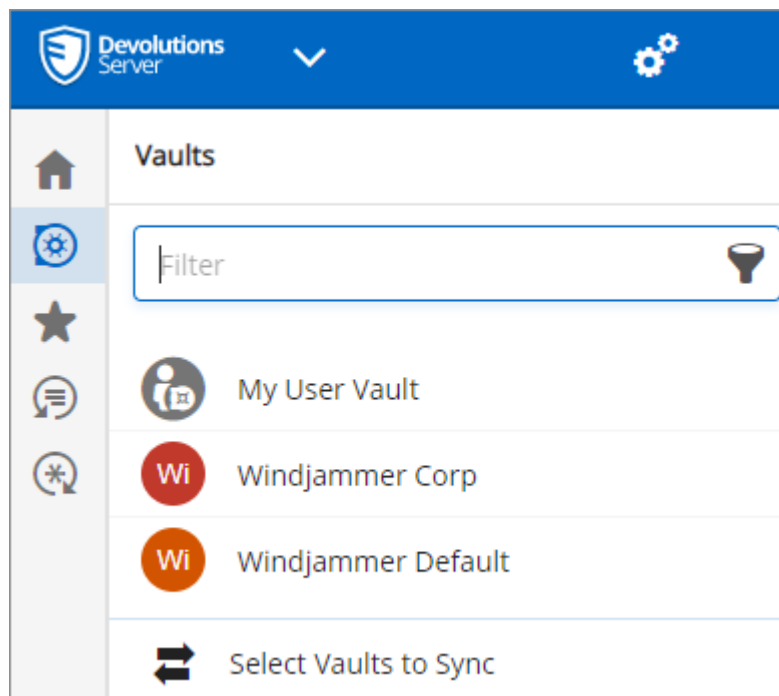


*Devolution Web Login Connected*

7. To select the vaults to be synchronized, click on the **Vaults** icon and the **Select Vaults to Sync** button. Afterward, you click on the **Select all** button, or refine your view by adding a check mark next to the specific vaults to synchronize.



8. When done selecting your vaults, click on the **Select Vaults to Sync** at the top of the panel, to get the following view.



### 7.3.4 Remote Desktop Manager Login

#### DESCRIPTION



## FIRST LOGIN WITH DEVOLUTION WEB LOGIN

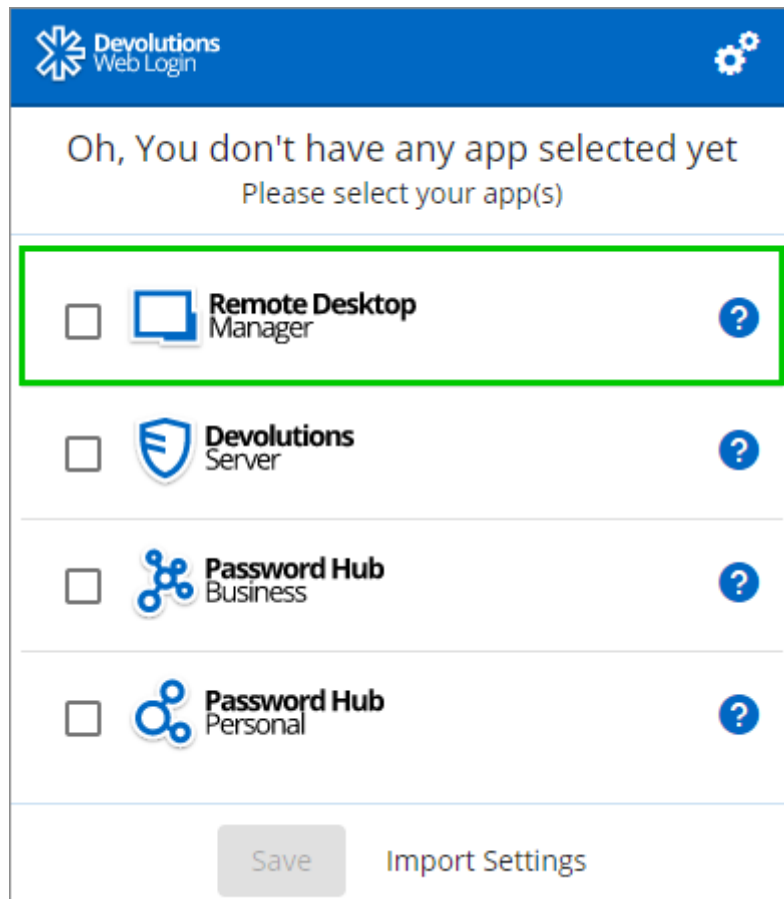
Follow these steps to connect your Remote Desktop Manager to Devolution Web Login extension, you will be prompted to pair the two applications.

1. Click on Devolution Web Login \* extension at the top right corner of your browser.



Remote Desktop Manager must be installed and running to continue.

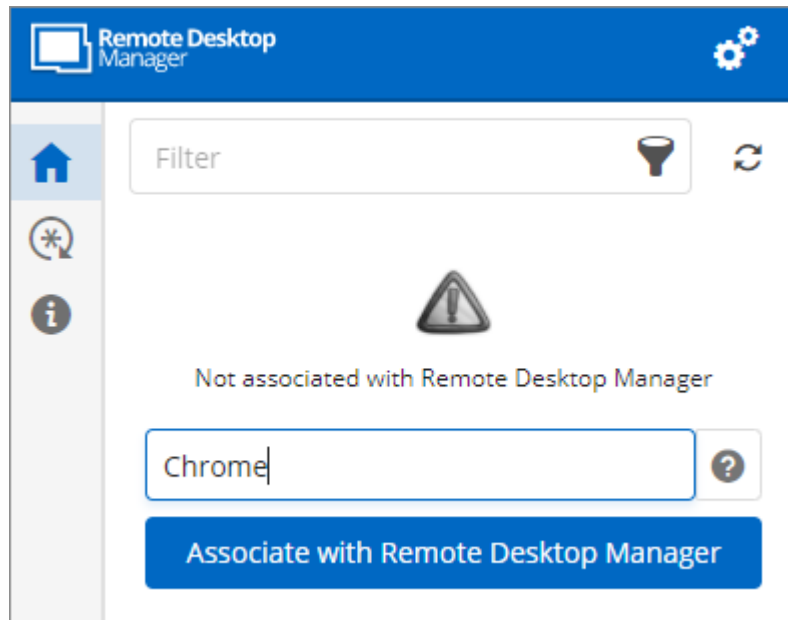
2. Choose **Remote Desktop Manager** in the list and **Save**.



3. Enter a name, for this association, in the text box.



This name 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 Devolution Web Login.

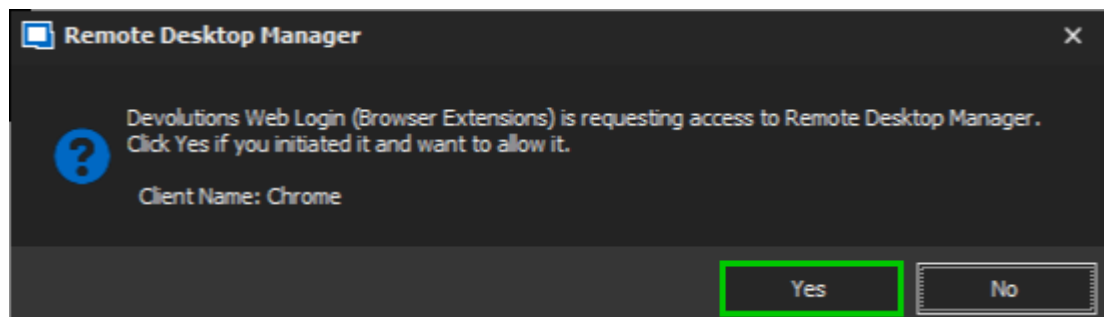


4. Click on **Associate with Remote Desktop Manager**.

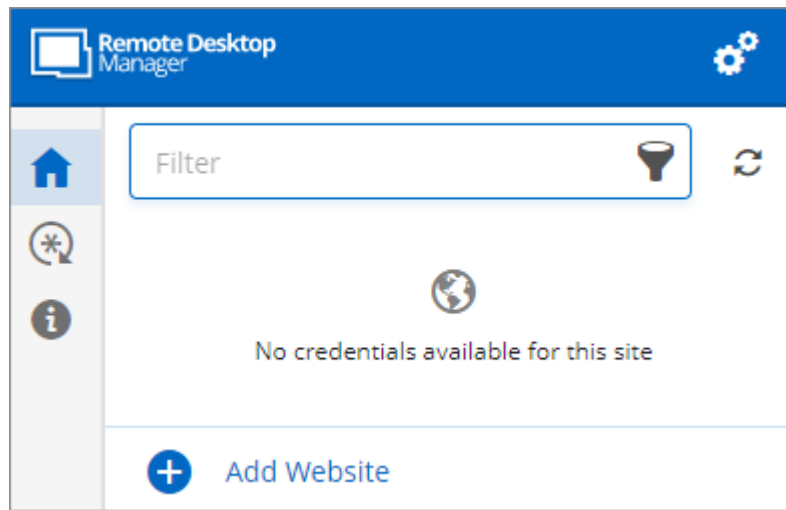


A popup window should appear on Remote Desktop Manager asking if the request was actually sent by you.

5. Click **Yes** in Remote Desktop Manager to accept the association request.



6. If you click on the \* icon, you can validate that Devolution Web Login is now paired to your Remote Desktop Manager.

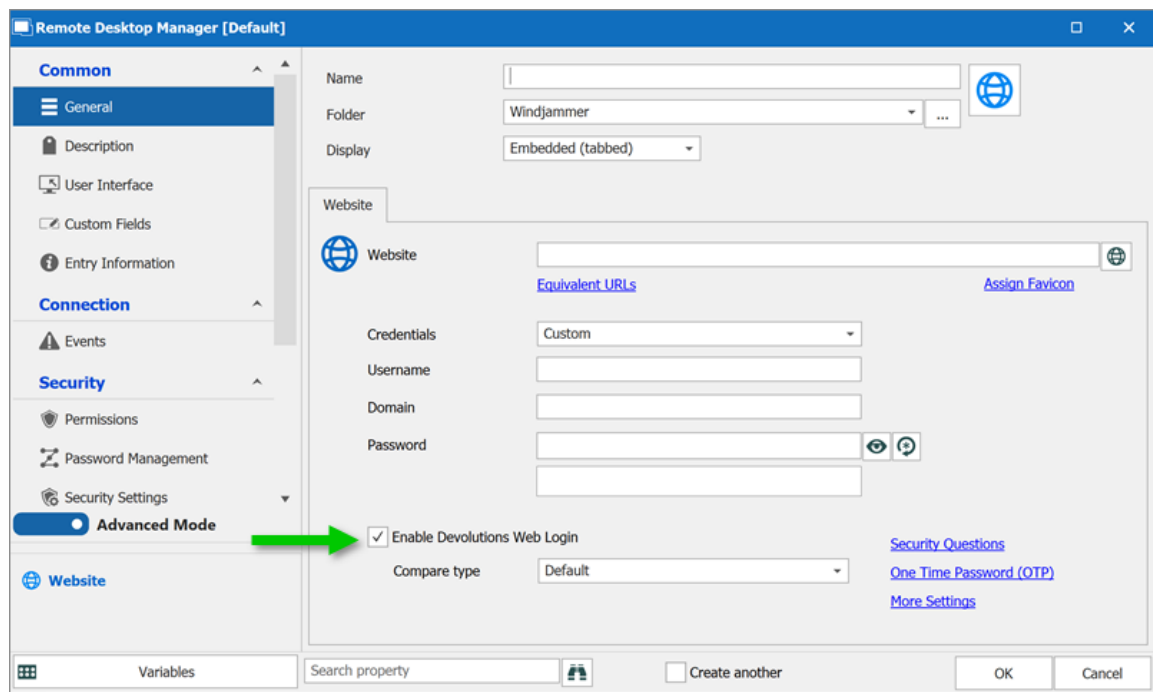


Note that, while Remote Desktop Manager can handle multiple associations (e.g., multiple browsers), Devolution Web Login can only be paired to a single instance of RDM at any time.

#### 7.3.4.1 Enable Devolutions Web Login

### DESCRIPTION

Checkmark ***Enable Devolution Web Login*** in Remote Desktop Manager entries to allow Devolution Web Login extension to retrieve the credentials when connecting to its respective website.



*Enable Devolutions Web Login*

## 7.4 Exploring Devolutions Web Login

### 7.4.1 Menu

#### DESCRIPTION

The user interface **Devolution Web Login** is slightly different in appearance when connected to Remote Desktop Manager, Devolutions Server or Password Hub Business and Personal.

See below a list of the menu and information available from the Devolution Web Login extension:

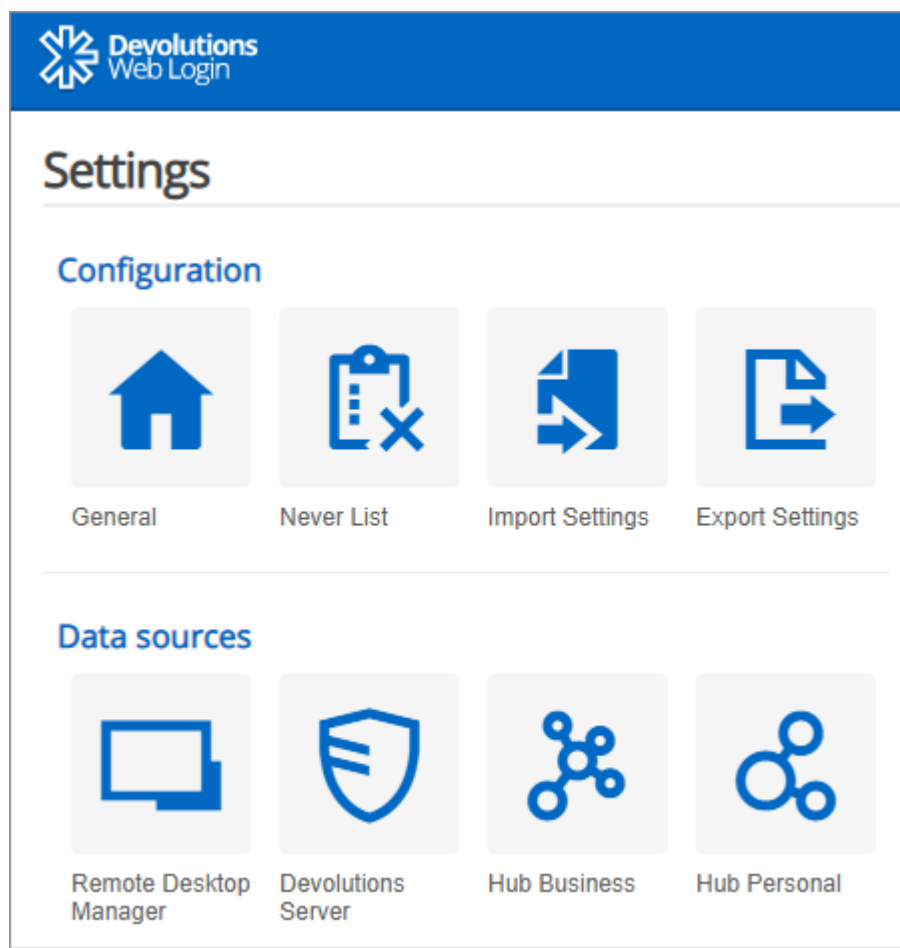
- Refine the credential list available with the **Filter** search bar.
- **Add Website** from Devolution Web Login in a specific folder located in a vault or your User Vault.
- **Visualize the credential** stored in the vaults if you are connected with Devolutions Server or Password Hub.

- Browse **Recent** entry or **Favorites**.
- Use the **Password generator** to create custom and more secure credentials.
- Set Devolution Web Login [Settings](#).

#### 7.4.1.1 Settings

### DESCRIPTION

Devolution Web Login settings are separated in two categories, [Configuration](#) and [Data sources](#).



*Devolution Web Login Settings*

### CONFIGURATION

The **General** settings are about the user interface and interaction.

- Show Devolution Web Login extension icon in the credentials fields.
- Show the prompt when saving credentials on new login.
- Show the context menu options.
- Color the fields that are filled with Devolution Web Login
- Set the color **Theme** of the application.
- Disable the analytics telemetry 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 to Never show icons in fields.**
- Matching options are: **Base domains, Host, Starts with, RegEx** and **Exact**.

The **Import / Export Settings** allows to save and transfer your currently set preferred settings.

- Import setting from other browsers or users.
- Choose to export Devolution Web Login **Settings, Password Generator** template and the **Never List**.

## DATA SOURCES

The data sources settings are used to customize Devolution Web Login interactions with [Remote Desktop Manager](#), [Devolutions Server](#) and [Password Hub](#) Business or Personal.

## 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	<p>Devolution Web Login automatically search for credentials in the data source when connecting to a website.</p> <p>If disabled, click on the Devolution Web Login extension icon to manually retrieve credentials.</p>
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 Devolution Web Login.

ADVANCED OPTIONS	DESCRIPTION
	Navigate to <b>File - Options - Browser Extensions</b> in Remote Desktop Manager to set the application key.
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	<p>Devolution Web Login automatically search for credentials in the data source when connecting to a website.</p> <p>If disabled, click on the Devolution Web Login extension icon to manually retrieve credentials.</p>



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
Default compare type	Set a default comparing option type.
Sync all available vaults	Enable to synchronize all the available vaults from Devolutions Server.

## PASSWORD HUB BUSINESS AND PERSONAL

GENERAL OPTIONS	DESCRIPTION
Enable Password Hub	Retrieve entries from Password Hub.
Server URL (Business only)	Enter the URL of the 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
<b>Devolutions Account login</b>	Set your Devolutions Account login URL.
<b>Show favicon</b>	Display the Devolution Web Login favicon.
<b>Default compare type</b>	Set a default comparing option type.
<b>Sync all available vaults (Business only)</b>	Enable to synchronize all the available vaults from Devolutions Server.

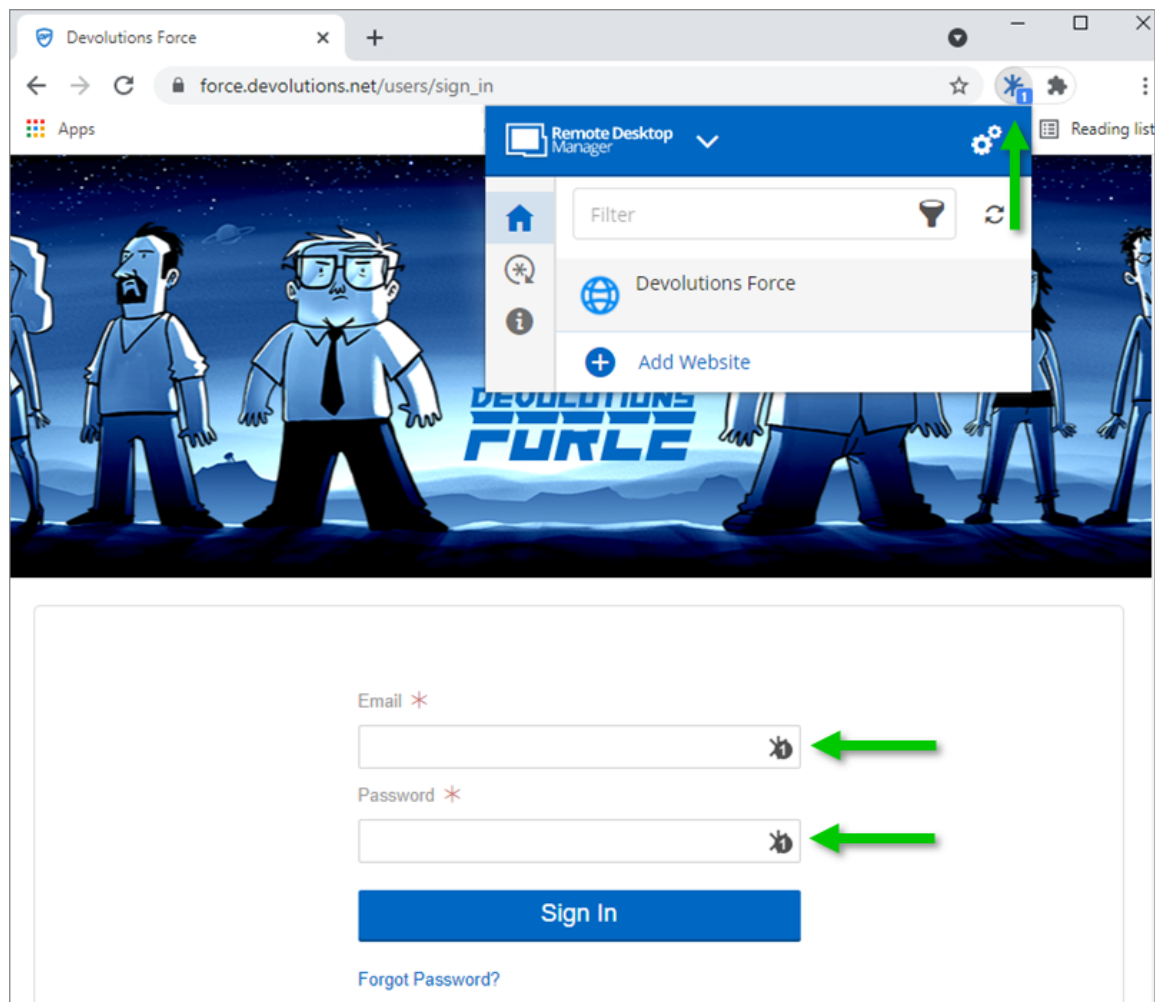
#### 7.4.2 Retrieve Credentials

### DESCRIPTION

Once configured in your Devolutions product, credentials are automatically detected by **Devolution Web Login** when connected to their respective applications.

### LOG IN TO A WEBSITE

Select an entry from the list in Devolution Web Login or click on the icon in the credential field of the browser to fill in the login information and connect to the website.

*Automatic Log In*

### 7.4.3 Secure Devolutions Web Login

#### DESCRIPTION

In Remote Desktop Manager version 2021.1 and higher, we changed how our browser extension, Devolution 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 [link](#) for the steps.

If you are using a version prior to 2021.1 and as mentioned in the Devolution Web Login [Overview](#) 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 Devolution 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 Devolution Web Login calling on that port will get the responses unless an application key is set. Follow this [link](#) for the steps.

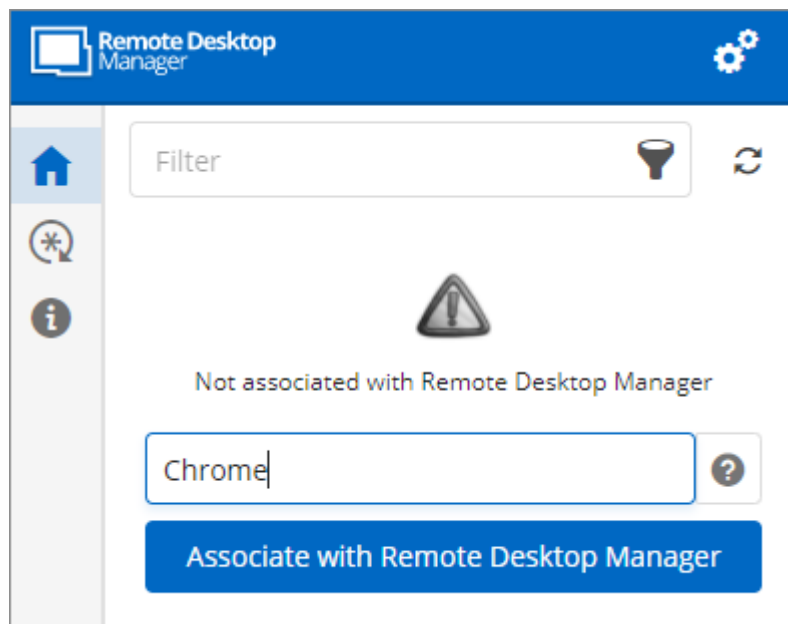
## HOW TO SET UP DEVOLUTION WEB LOGIN FOR VERSION 2021.1 AND HIGHER



An application key is mandatory if you are using Devolution Web Login on a Terminal server. Please follow the steps describe [here](#).

When you will first open Devolution 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.



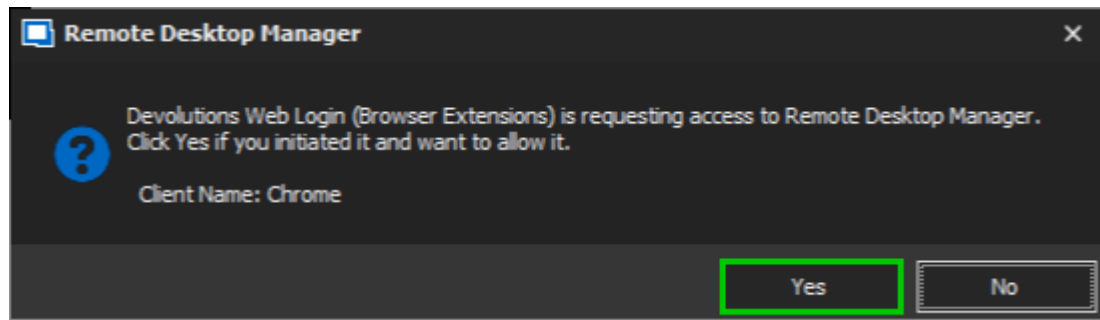
This can be used to identify a particular association and to deny access to it from Remote Desktop Manager. The default name is the name of the web browser running Devolution Web Login.

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), Devolution Web Login can only be paired to a single instance of RDM at any time.

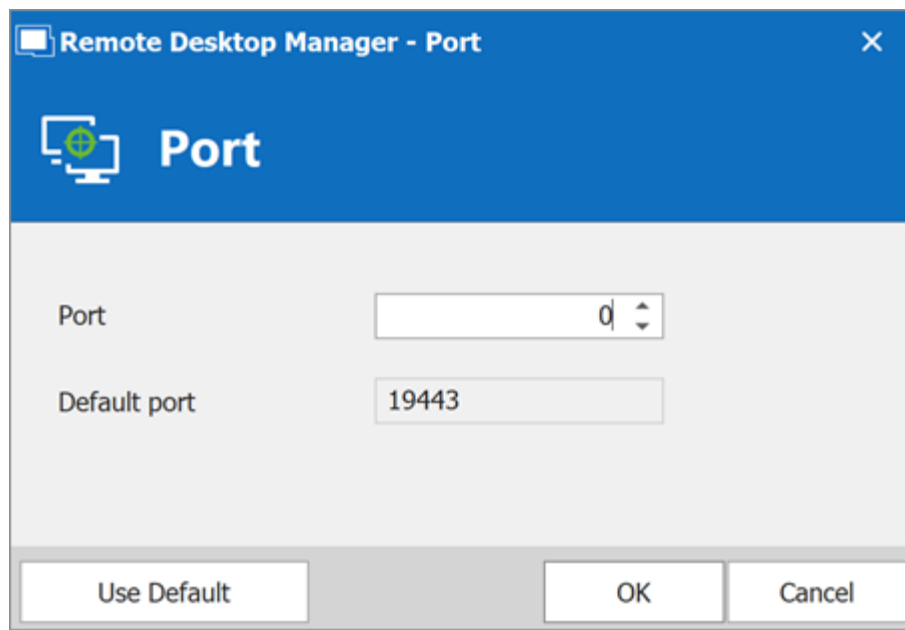
## HOW TO SET UP DEVOLUTION WEB LOGIN FOR VERSION LOWER THAN 2021.1 AND FOR TERMINAL SERVER



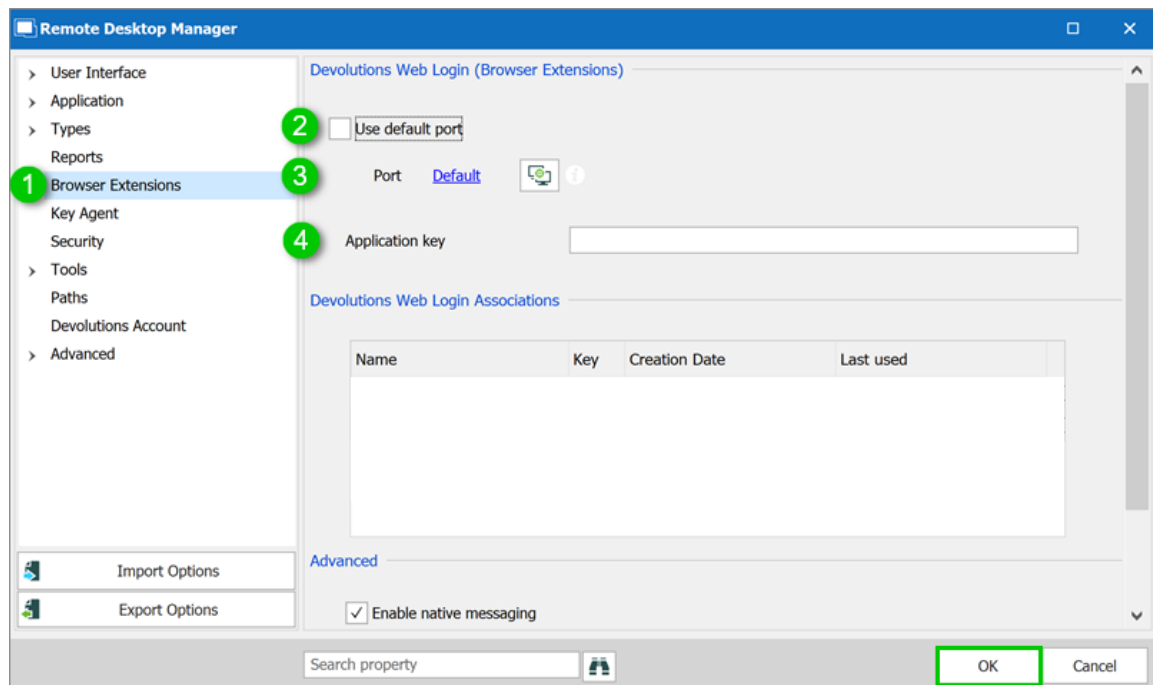
The application key is displayed in clear text, it must be kept secret by the user.

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. Click **Default** to enter a custom port and **OK** when done.



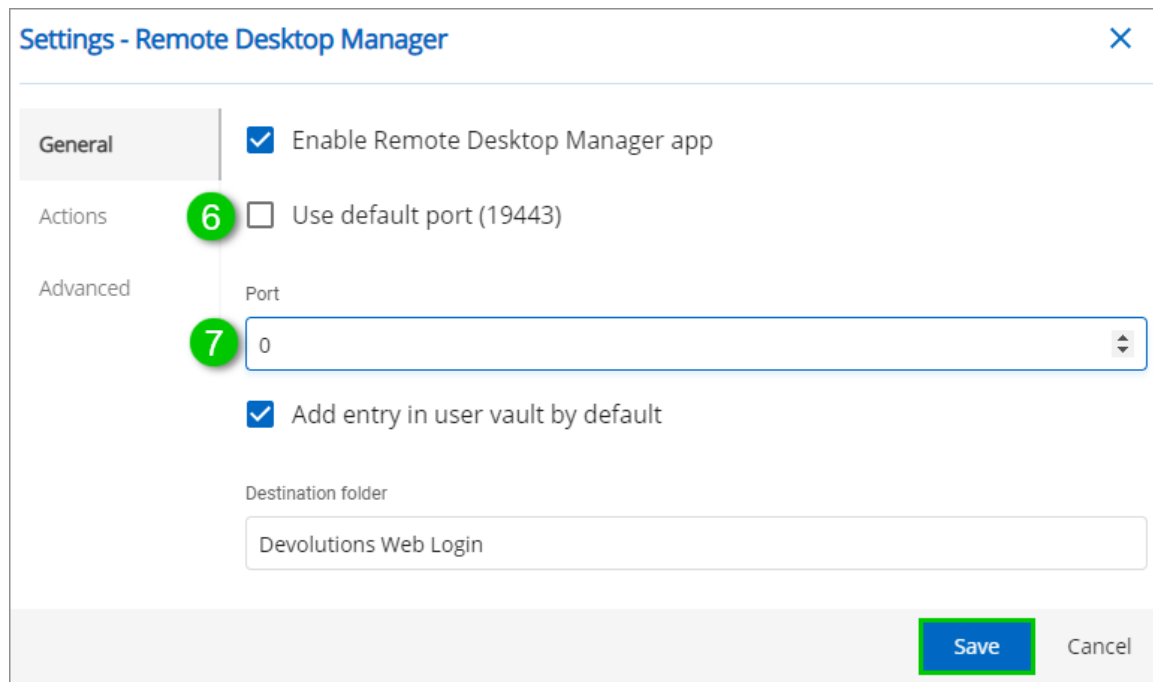
4. Type an **Application key** then click **OK** to save.



*Remote Desktop Manager Browser Extensions Options*

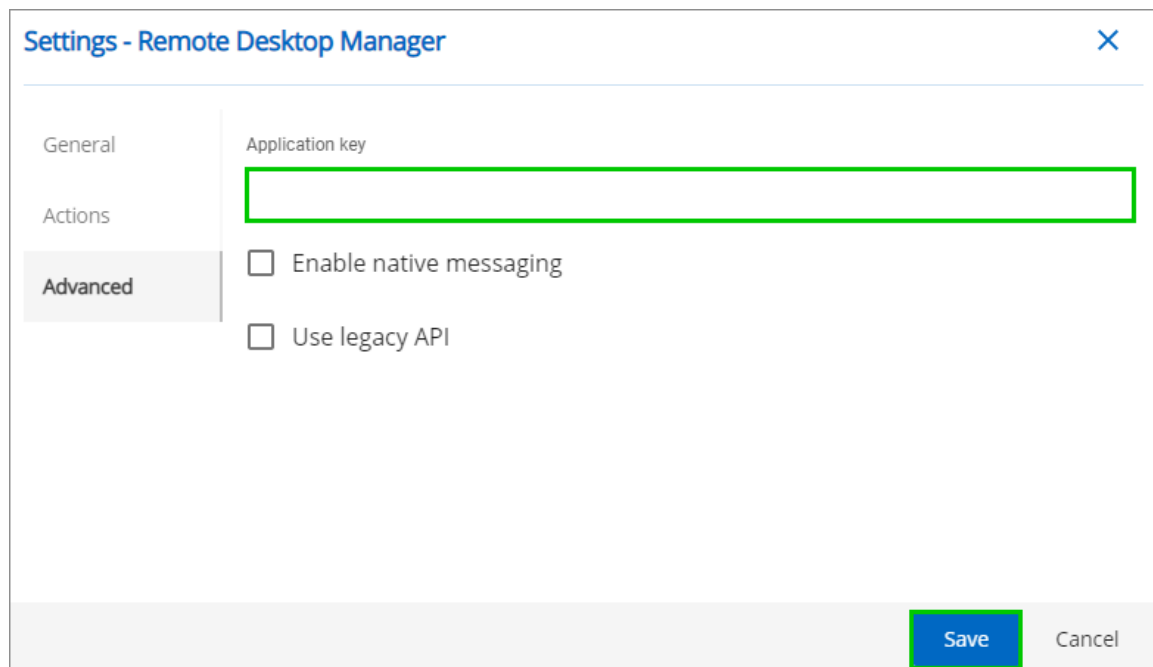
5. In your browser, click the Devolution Web Login icon \* and go to **Settings - Data sources - Remote Desktop Manager**.
6. Disable **Use default port**.

7. Enter the custom port created earlier in Remote Desktop Manager and **Save**.



The screenshot shows the 'Settings - Remote Desktop Manager' dialog box with the 'General' tab selected. The 'Enable Remote Desktop Manager app' checkbox is checked. The 'Use default port (19443)' checkbox is unchecked, and a green circle with the number 6 is next to it. The 'Port' field is highlighted with a green circle and the number 7, and it contains the value '0'. The 'Add entry in user vault by default' checkbox is checked. The 'Destination folder' field contains the text 'Devolutions Web Login'. The 'Save' button is highlighted with a green box.

8. Click **Advanced** and enter the same **Application key** as Remote Desktop Manager, **Save**.



The screenshot shows the 'Settings - Remote Desktop Manager' dialog box with the 'Advanced' tab selected. The 'Application key' field is highlighted with a green box. The 'Enable native messaging' and 'Use legacy API' checkboxes are unchecked. The 'Save' button is highlighted with a green box.

*Devolution Web Login Settings for Remote Desktop Manager*

### 7.4.3.1 Unpair a Browser Extension

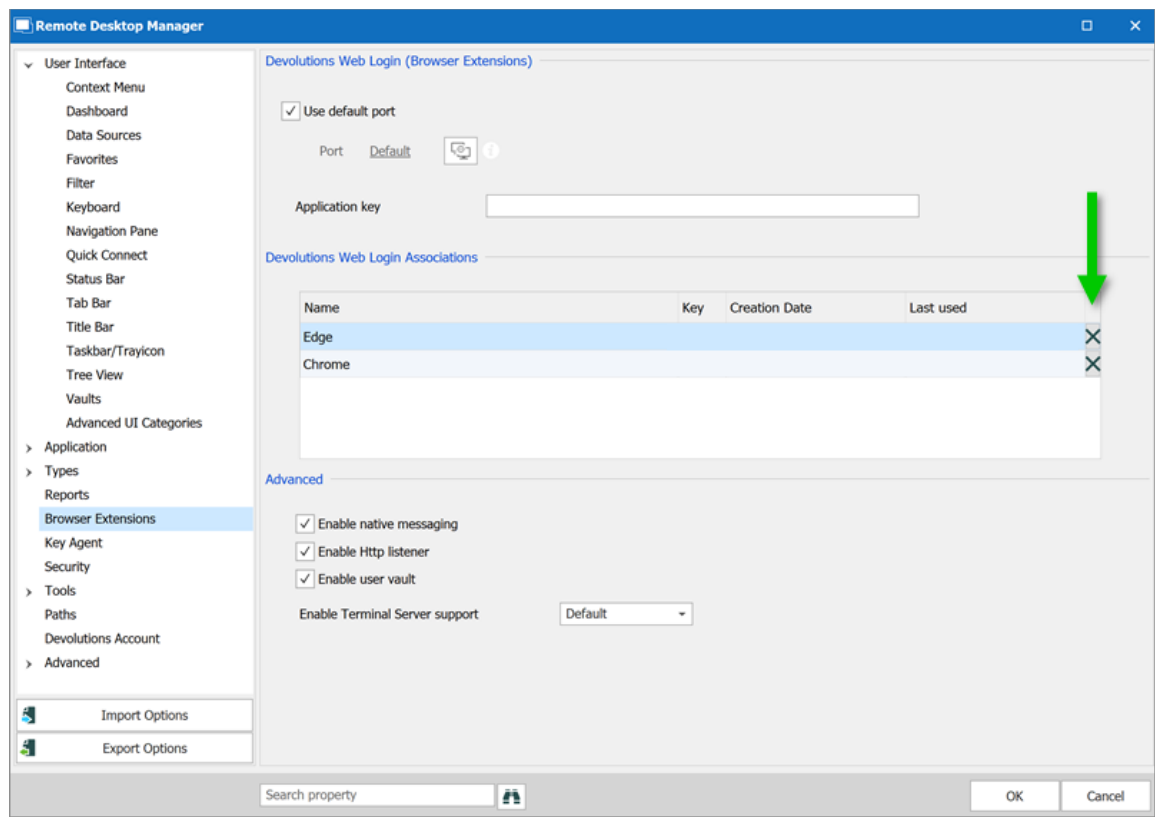
## DESCRIPTION

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 **Devolution Web Login Associations** section click the **X** button of the entry in the list and click **OK** to save the modifications.



In the **Devolution 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, its creation date and the date when it was last used.





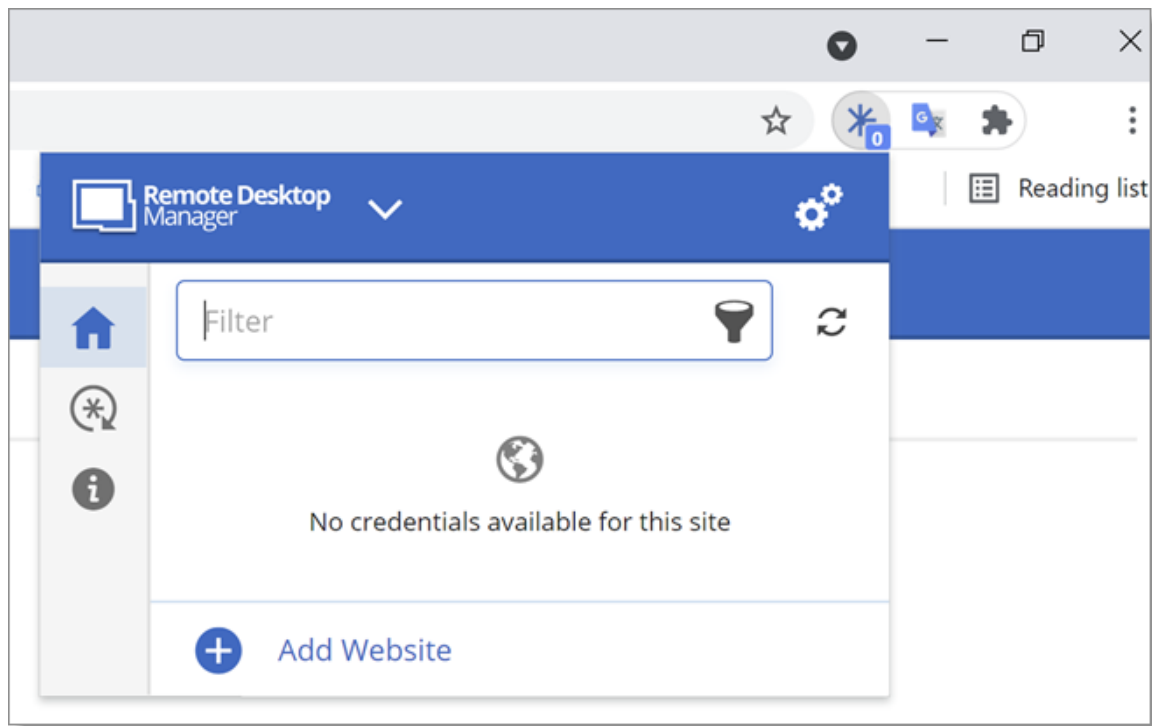
## 7.4.4 Keyboard Shortcuts

### DESCRIPTION

Here is the list of keyboard shortcuts available for Devolution Web Login:

#### **CTRL+SHIFT+Z**

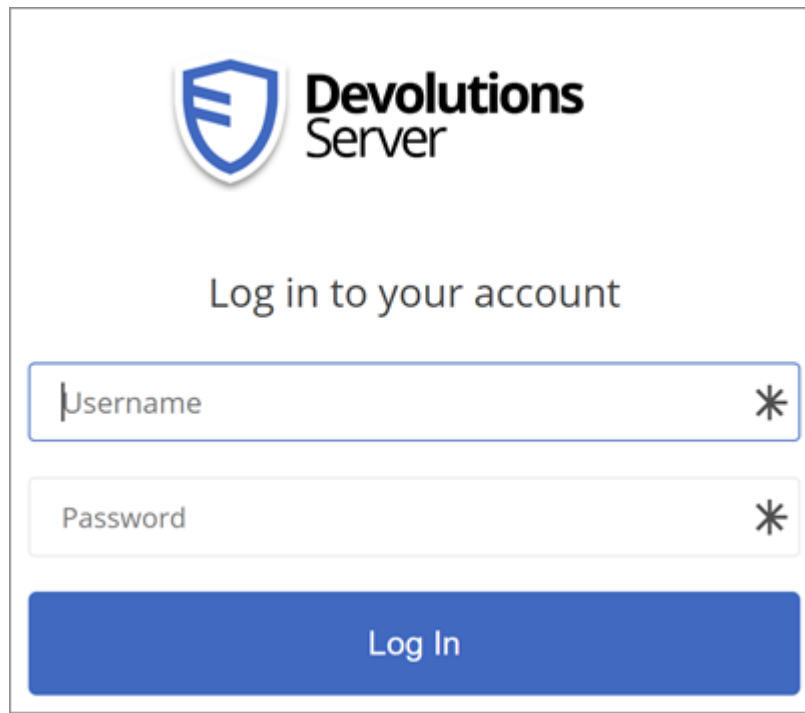
Use this key shortcut to open Devolution Web Login window in your active browser.



*Devolution Web Login in Chrome*

#### **CTRL+SHIFT+Y**

Use it to autofill your credential when only one is available for an entry.

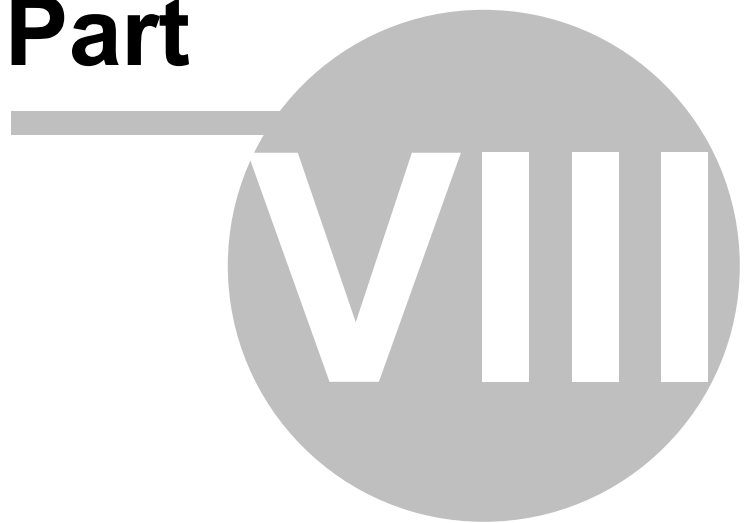


The image shows a login window for Devolutions Server. At the top left is the Devolutions Server logo, which consists of a blue shield icon with a white 'E' inside, followed by the text 'Devolutions Server' in a bold, sans-serif font. Below the logo is the text 'Log in to your account'. There are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. Both fields have a blue border and a blue asterisk icon on the right side. Below the input fields is a large blue button with the text 'Log In' in white.

*One Credential Login with Devolution Web Login*

# Technical Support

**Part**



## 8 Technical Support

### DESCRIPTION

**Hours:** Monday to Friday 7:30 a.m. to 6:00 p.m. EST

**Knowledge Base:** Find helpful information's and procedures regarding our [products](#).

**Email:** [service@devolutions.net](mailto:service@devolutions.net)

**Forum:** <https://forum.devolutions.net/>

**Language:** English-Français-Deutsch

**Phone:** +1 844 463.0419

### 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 [Support Policy](#) for more information.





## Contact Us

For any questions, feel free to contact us:

**Support:** [service@devolutions.net](mailto:service@devolutions.net)

**Phone:** +1 844 463.0419

Monday to Friday 7:30 a.m. to 6 p.m. EST

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**WHERE IT  
MEETS SECURITY**