

Remote Desktop in RMM

Administrators may require remote access to computers during troubleshoot operation.

There are several third party tools available establish a remote connection between host and client.

Comodo RMM have 'Remote Desktop' tool to provide remote access to customer endpoints. Remote Desktop enables both administrators and customers access the computer same time. Let us discuss 'Remote desktop' in detail.

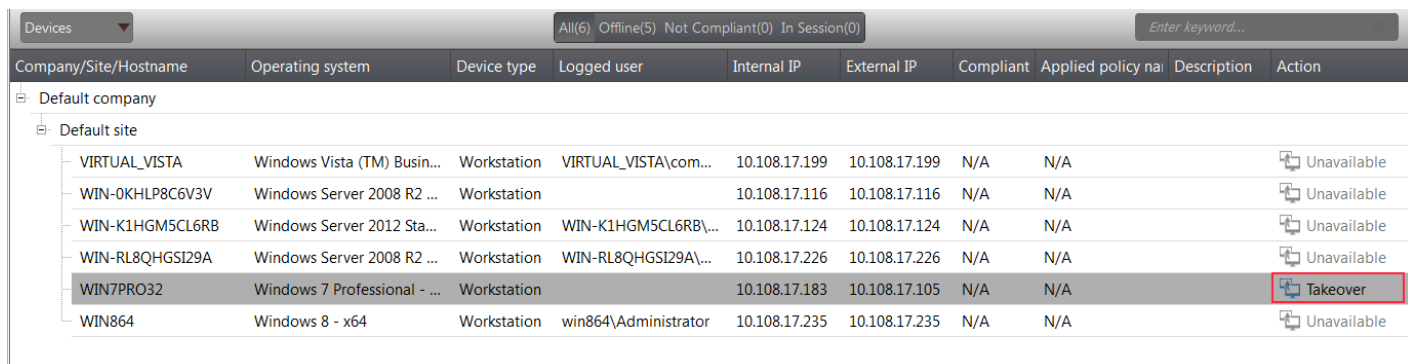
Precondition - Customer devices should have been added to RMM .

1. Login into RMM

Login using username and password.

2. Establish session with endpoint

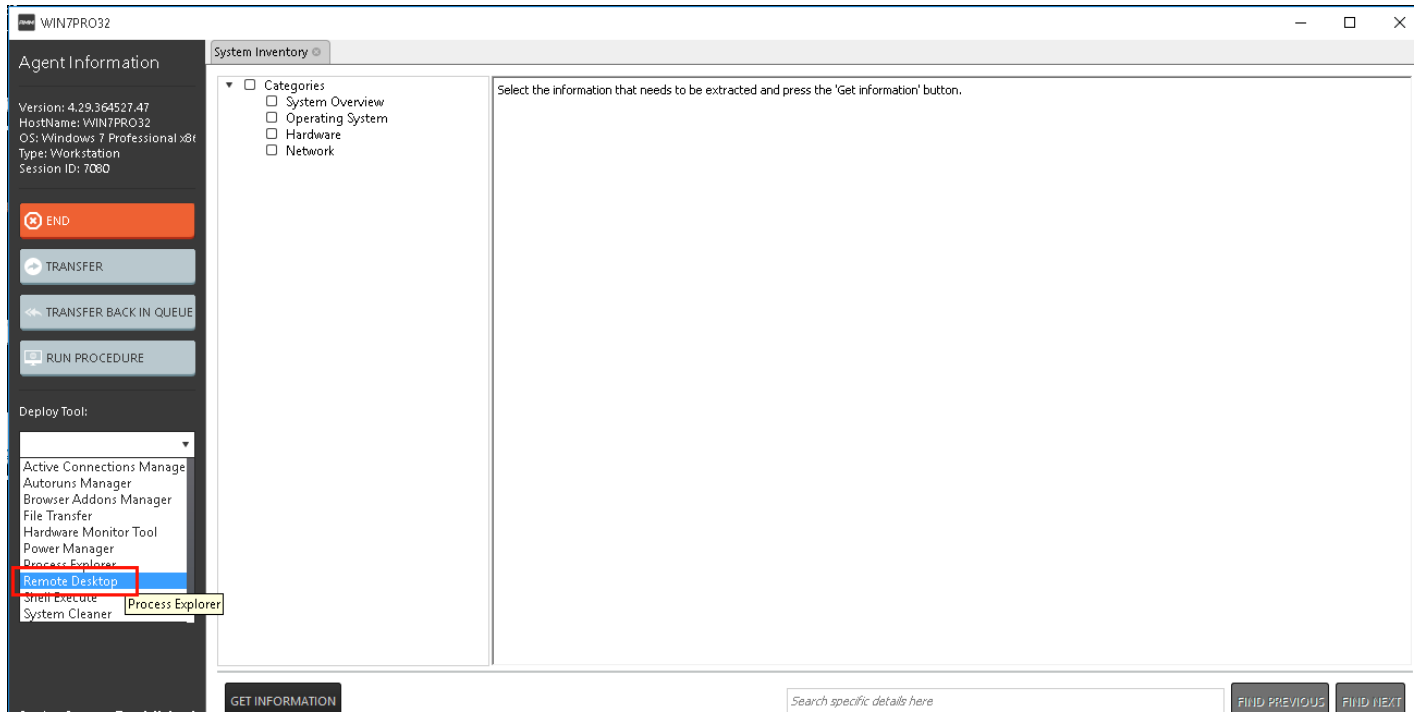
Click 'Takeover' button in the endpoint shown under 'Devices' tab to connect remote session with customer.

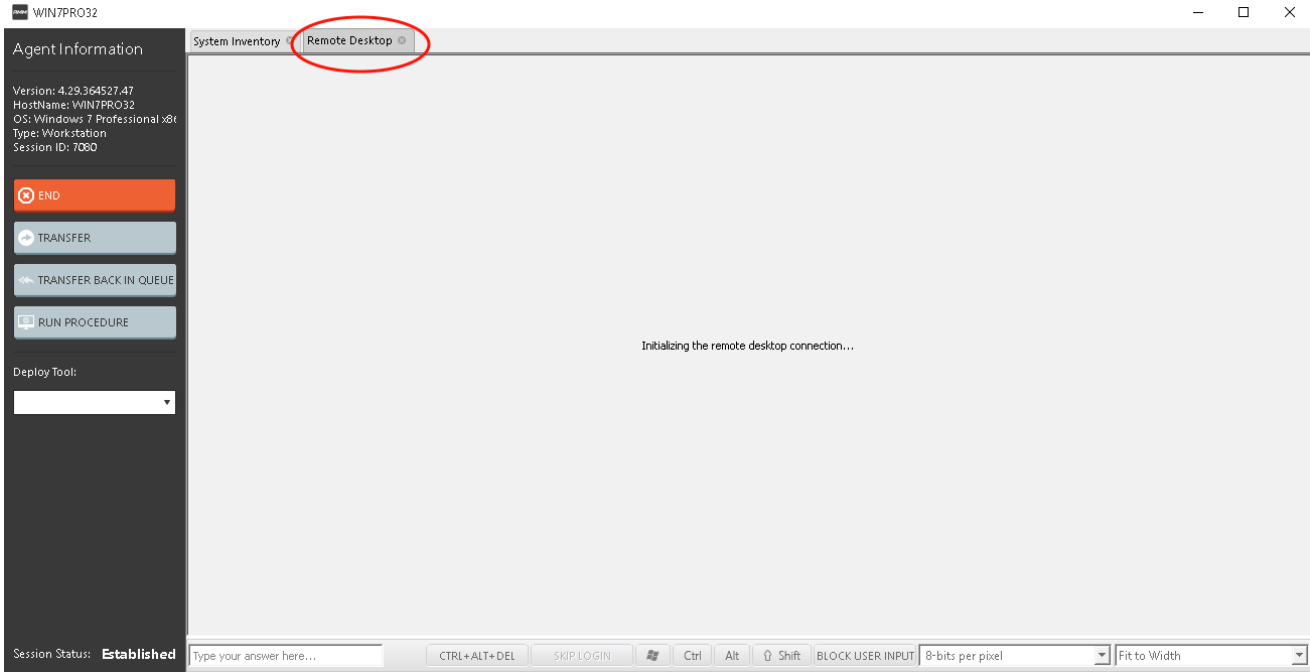


Company/Site/Hostname	Operating system	Device type	Logged user	Internal IP	External IP	Compliant	Applied policy na	Description	Action
Default company									
Default site									
VIRTUAL_VISTA	Windows Vista (TM) Busin...	Workstation	VIRTUAL_VISTA\com...	10.108.17.199	10.108.17.199	N/A	N/A		Unavailable
WIN-0KHLP8C6V3V	Windows Server 2008 R2 ...	Workstation		10.108.17.116	10.108.17.116	N/A	N/A		Unavailable
WIN-K1HGM5CL6RB	Windows Server 2012 Sta...	Workstation	WIN-K1HGM5CL6RB\...	10.108.17.124	10.108.17.124	N/A	N/A		Unavailable
WIN-RL8QHGS129A	Windows Server 2008 R2 ...	Workstation	WIN-RL8QHGS129A\...	10.108.17.226	10.108.17.226	N/A	N/A		Unavailable
WIN7PRO32	Windows 7 Professional - ...	Workstation		10.108.17.183	10.108.17.105	N/A	N/A		Takeover
WIN864	Windows 8 - x64	Workstation	win864\Administrator	10.108.17.235	10.108.17.235	N/A	N/A		Unavailable

3. Deploy 'Remote Desktop' tool.

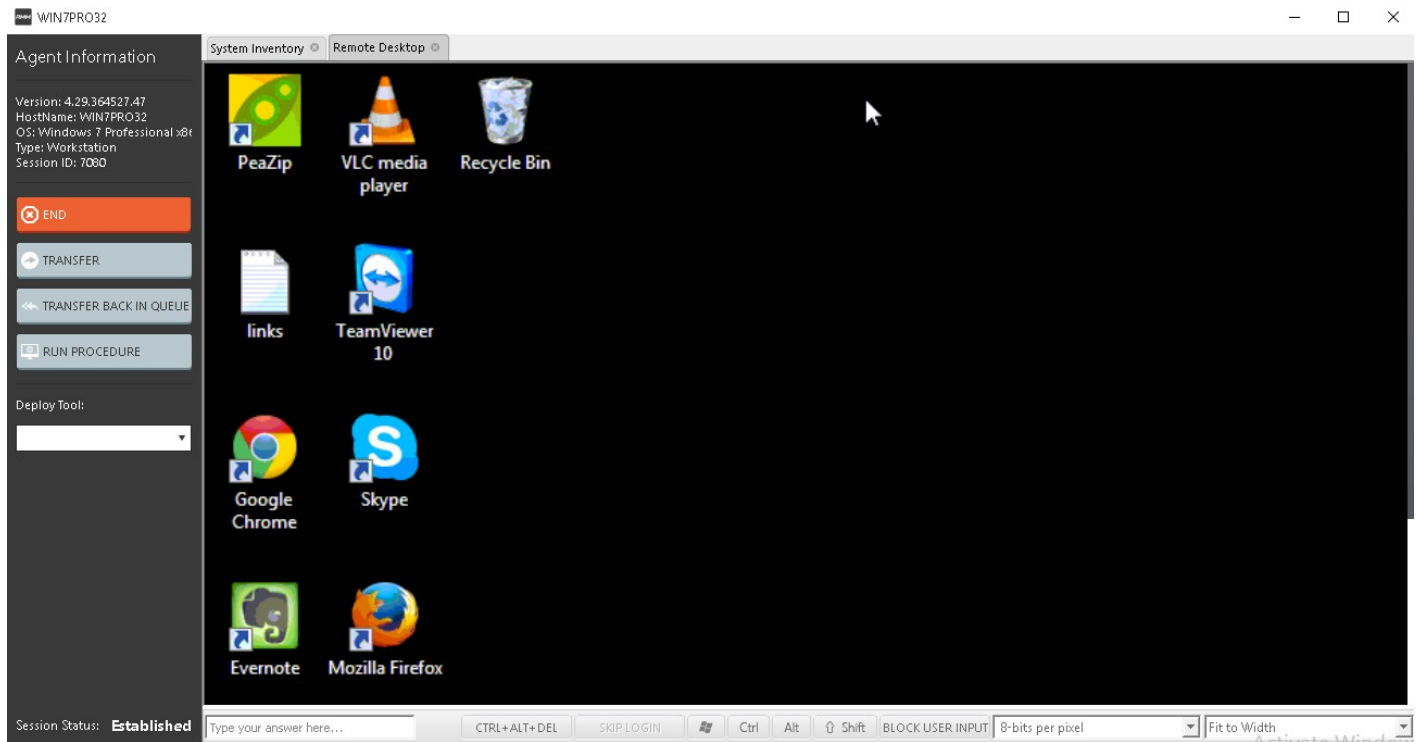
Click 'Remote Desktop' from the drop down options available under deploy tool to get remote access in the support session window.





4. Access remote computer

Access remote computer through deployed 'Remote Desktop' tool.



Use the buttons in the bottom of the Remote Desktop tool to use it.

