Recast

Configure and Use Remote Control

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The remote control functionality requires the Agent to run, regardless of the type of entitlement, device, or user.

The **Remote Control** function can be found in the following locations:

- **Manage** > **Identities** > **Users**
- **Manage** > **Identities** > **Users** > **Overview**
- **Manage** > **Identities** > **Devices**
- **Manage** > **Identities** > **Devices** > **Overview**

Prerequisites

- Remote control software, such as TeamViewer, BeyondTrust (formerly Bomgar), TightVNC, UltraVNC

Example 1: Create a Setup Store Managed Package and Remote Control package for TeamViewer

NOTE: TeamViewer installers (MSI files) for both 32-bit and 64-bit versions of Windows are available in the Application Workspace Setup Store.

To create an Application Workspace Setup Store Managed Package for TeamViewer:

1. In your Application Workspace Setup Store connector, navigate to **Overview** > **Resources**, and search for TeamViewer.
2. Double-click on it or select it and then click **Create package** in the table toolbar.
3. In the **Create package** window that opens, under **Overview**:
    - Enter a name for your new package or keep the default name.
    - In **Package type**, select 'Managed'.
    - In **Publish**, select 'Production'.
    - In **Setup details**, click **Next**.
    - In **Dependencies**, click **Next**.
    - In **Customize**, configure TeamViewer using enterprise best practice settings, otherwise click **Next**.
    - In **Entitlements**, add the user/device you want to control remotely. In the **Add entitlement** window, set **Stage** to 'Production' and **Publish** to 'Hidden'.
    - In **Summary**, uncheck the **Modify package after creation** box and click **Finish**.

Once you set up the managed package, create a **Remote Package** for TeamViewer.

To create a Remote Control Package for TeamViewer:

1. Navigate to **Manage** > **Packages**.
2. Click **Add** and select **Remote control** from the package type list.
3. In **Launch** configure the following:

- In **Process**, write `${ProgramFiles}\TeamViewer\TeamViewer.exe`. For this type of package, Application Workspace automatically creates a filter based on the value you insert in this field. Any later change to the actions does not impact the filter. So in case of any typo, for example, you have to change the filter manually.
- Select the **Use local file icon** checkbox.
- Click **Next**.

4. In **Overview**, enter the desired package name and click **Next**.
5. In **Entitlements**, add the user(s) who should have permission to remote control devices. In the **Add entitlement** dialog box, set **Stage** to **Production** and **Publish** to **Hidden**.
6. In **Summary**, uncheck the **Modify package after creation** box and click **Finish**.

Example 2: Create a Setup Store Managed Package and Remote Control package for TightVNC

NOTE: TightVNC installers (MSI files) for both 32-bit and 64-bit versions of Windows are available in the Application Workspace Setup Store.

To create an Application Workspace Setup Store Managed Package for TightVNC:

1. In your Application Workspace Setup Store connector, navigate to **Overview** > **Resources**, and search for TightVNC.
2. Double-click on it or select it and then click **Create package** in the table toolbar.
3. In the **Create package** dialog box that opens, in **Overview**:
   - Enter a name for your new package or keep the default name.
   - In **Package type**, select *Managed*.
   - In **Publish**, select *Production*.
   - In **Setup details**, click **Next**.
   - In **Dependencies**, click **Next**.
   - In **Customize**, configure TightVNC using enterprise best practice settings. The **Customization Wizard** allows you to set options such as the password for remote control access. For further details on installing TightVNC, consult the official TightVNC documentation .
   - In **Entitlements**, add the user/device you want to control remotely. In the **Add entitlement** dialog box select **Stage** to *Production* and **Publish** to *Hidden*.
   - In **Summary**, uncheck the **Modify package after creation** box and click **Finish**.

Once you set up the managed package, create a **Remote Package** for TightVNC.

To create a Remote Control Package for TightVNC:

1. Navigate to **Manage** > **Packages**.
2. Click **Create** in the table toolbar.

3. In the window than opens, select **Remote control** as the package type.
4. In **Launch**, configure the following:
    - In **Process**, write `${ProgramFiles}\TightVNC\tvnviewer.exe`. For this type of package, Application Workspace automatically creates a filter based on the value you insert in this field. Any later change to the actions does not impact the filter. So in case of any typo, for example, you must change the filter manually.
    - Select the **Use local file icon** checkbox.
    - Click **Next**.
5. In **Overview**, enter the desired package name and click **Next**.
6. In **Entitlements**, add the user(s) who should have permission to remote control devices. In the **Add entitlement** dialog box, set **Stage** to **Production** and **Publish** to **Hidden**.
7. In **Summary**, uncheck the **Modify package after creation** box and click **Finish**.

> The `admin` username is granted remote control privileges by default, but you can grant any user the same privileges.
> See Access Policies for more information.

Using Remote Control

Once the package is set up, you're ready to launch the remote control software.

To use Remote Control:

1. Navigate to the user or device you wish to control remotely.
2. Click the **Remote Control** button.
3. In the window that opens, in the **Package** field, select the remote control type of package you previously configured and **Confirm**.

The remote control software will launch.