


Set up and use remote control

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Overview

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

The  Remote Control button can be found in the following locations:

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

Before you can use the remote control, a few configurations need to be completed. This document outlines those steps in detail.

Choose a remote control software

First, select the remote control software you wish to use.

Examples:


- TeamViewer
- Bomgar (now BeyondTrust)
- TightVNC
- UltraVNC

For the following examples, we are using TeamViewer and TightVNC.

TeamViewer example

Create an Application Workspace Setup Store Managed Package for TeamViewer

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

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** 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 TeamViewer using enterprise best practice settings, otherwise click **Next**.

- 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**.

Create a Remote Control Package for TeamViewer


Once the managed package is created, follow these steps to create a remote control type of 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**.

TightVNC example

Create an Application Workspace Setup Store Managed Package for TightVNC

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

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**.

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- 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**.

Create a Remote Control Package for TightVNC

Once the managed package is created, follow these steps to create a **Remote Package** for TightVNC:

1. Navigate to **Manage > Packages**.
2. Click **+ Create** in the table toolbar
3. In the dialog box that opens, in **Type** select **Remote control** from the package type list.
4. In **Launch**, configure the following:
 - In **Process**, write `${ProgramFiles}\TightVNC\tnvviewer.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, navigate to the user or device you wish to remote control and follow the below instructions:

1. Click the **Remote Control** button.
2. In the the dialog box that opens:
 - In the **Package** field, select the remote control type of package you previously configured.
 - Click **Confirm** to proceed.

The remote control software will launch.

Recast
