PROXY Pro Web Console Operating Guide

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/), cryptographic software written by Eric Young (eay@cryptsoft.com), and compression software from the ZLIB project (http://www.zlib.net/).

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Scope of This Document

This document includes information about operating the PROXY Pro Web Console.

For information about installing and initially configuring the PROXY Pro Web Console, please consult the *PROXY Pro Web Console Installation Guide.*

For information about installing, configuring and operating the PROXY Pro Gateway Server, please consult the *PROXY Pro Gateway Administrator Guide.*

For information about installing, configuring and operating the PROXY Pro Host application, please consult the *PROXY Pro Host Guide.*

For information about installing, configuring and operating the standalone PROXY Pro Master application, please consult the *PROXY Pro Master Guide.*

For information about installing, configuring and operating the PROXY Pro Deployment Tool for mass installation and configuration of the PROXY Pro applications, particularly PROXY Pro Host, please consult the *PROXY Pro Deployment Tool Guide.*

PROXY Pro Web Console overview

PROXY Pro Web Console is a component of the Enterprise Edition of the PROXY Pro remote desktop solution. It is a web application that runs on Microsoft Internet Information Services (IIS) and works with the PROXY Pro Gateway Server. It gives network administrators, IT managers, helpdesk professionals and authorized employees secure web-based access to remote PCs and servers in your corporate network.

The Web Console can be used in conjunction with or instead of the standalone PROXY Pro Gateway Administrator and PROXY Pro Master applications.

Web Console Homepage

Users can find the Web Console by entering a URL into a supported web browser (usually Internet Explorer, but see *PROXY Pro Web Console Installation Guide* for more information). The user will be presented with the Web Console homepage:

Below is a table of links available from the Web Console homepage:

Link	Description
Browser Check	Click on this option to see a list of browser attributes; recommended browser is Internet Explorer 8.x or higher
Login As	Click on this option to access the Web Console with Windows credentials that are different from those used to login to Windows on this machine
Find A Desktop	Click on this option for one-click (single-sign on) access to the Web Console using the same Windows credentials as those used to login to Windows on this machine
Share My Desktop (Beta)	Click on this option install a special version of the Host to provide remote access for this user's Windows session only ***Note****: This feature is not yet available. Please contact Proxy Networks for more information.*
Help	Click on this option to get more information about the Web Console.

Users will also return to this homepage when they log out of the Web Console, or if their Web Console sessions are automatically disconnected because of a period of inactivity (timeout).

User Accounts

User can access the Web Console using one of three different types of accounts:

- **Administrative Accounts**: This account type gives full access to all tabs in the Web Console. It is a web-based alternative to the standalone PROXY Pro Gateway Administrator application.
- **Master Accounts**: This account type gives access to **Home**, **Hosts** and **Recordings** tabs in the Web Console. It is a web-based alternative to the standalone PROXY Pro Master application.
- **Personal Accounts**: This account type gives access to a single, pre-specified Gateway Host. It is ideal for granting employees web-based access only to their corporate PCs from home or road on a managed basis. It is equivalent to a standalone PROXY Pro Master application restricted to access one and only one Host through a Gateway.

The following table shows the tabs available by account type:

Web Console Tabs	Administrative Account	Master Account	Personal Account
Home	Yes	Yes	Yes
Hosts	Yes	Yes	
Recordings	Yes	Yes	
Accounts	Yes		
Activities	Yes		
Analytics	Yes		
Gateway	Yes		

Accounts can be created by identifying a valid Windows account in the same Active Directory as that used by the Gateway Server, or on the local machine, and granting it one of the three roles defined above. An unlimited number of each type of account can be created but only the number of Administrator, Master and Personal accounts specified in the Gateway Server license key can run at any one time (see **Gateway > Gateway Licenses** subtab).

Common Header Fields

Each page of the Web Console starts with a header that contains a pre-defined set of fields and values.

Below is a table of fields and values presented in the header:

Field	Description	
Message	This is a read-only text field above the Find Host search box which can be used to display system messages and announcements. Administrators can specify content to be published in this field on the **Web Console Settings** popup available from the menu bar.	
Gateway	Specifies the name of the Gateway Server that this Web Console is configured to work with.	
		Indicates that connection to the Gateway Server is available
		Indicates that connection to the Gateway Server is not available
Logged in as	Displays the Windows account (<Domain>\<Username>) used to access the Web Console	
Since	Displays the date & time when the user successfully logged into the Web Console	
Web Desktop	Indicates whether or not the Web Desktop feature is licensed	
	Licensed	Web Desktop is enabled; the Quick Connect button ( ) and Host Menu > Connection commands are activated
	Not Licensed	Web Desktop is not enabled; the Quick Connect button ( ) and Host Menu > Connection commands are not activated
Find Host		This search field enables the user to find a specific Host. It is a “Quick Search” text box in which you can enter all or part of a Host name, with an optional preceding and/or trailing wildcard character ('*'). The application will attempt to match the text or search pattern entered with known Host machines and present a dropdown list of matches. Choose a matching name or click on the magnifying glass icon to perform the search. The result of this search is displayed in the **Hosts > Members** subtab with a list of matching entries

Menu Bar

On the left hand side of the menu bar is a series of icons representing various global tasks that the account user can execute.

Below is a table of icons and tasks available on the menu bar:

Icon	Description	
Settings		This icon displays a popup window with configuration options for the Web Console that apply to all account users, including a field for the system message that appears in the header. This icon is visible to Administrative account users only.
Info		This icon displays a popup window with general information about this release of the Web Console, including version number.
Print		This icon displays a popup window with a preview of the Web Console page that can be printed.
Logout		This icon displays a popup window that will allow the user to log out of the Web Console.

Web Console Settings

Administrative account users can change configuration settings for the Web Console that will affect all account users by clicking on the Settings icon in the menu bar. This will take the user to the **Gateway > Web Console Settings** subtab (see *Gateway > Web Console Settings subtab* section later in this document).

Info

Account users can view information about the Web Console by clicking on the Info icon in the menu bar.

Below is a table of details and descriptions for the Web Console in the **About PROXY Pro Web Console** popup:

Detail	Description	
Version	Version number of the Web Console application	
Gateway Name	Name of the Gateway Server to which the Web Console is connected	
Gateway Protocol	Network protocol that the Web Console is using to communicate with the Gateway Server	
License Status	If trial license, indicates when the trial is due to expire	
Gateway Internal Version	Internal Proxy Networks version number of the Gateway Server application	
Web Console Internal Version	Internal Proxy Networks version number of the Web Console application	
License Mode	Type of license under which the Gateway is operating	
	Concurrent Users	Counts/limits the number of users that can log into and use the Web Console concurrently
	Managed Hosts	Counts/limits the number of Hosts that can report to the Gateway and be moved into the All Hosts group to be managed
Web Server	Type of authentication used to allow access to the Web Console (Default =	

Authentication	Windows Authentication)

Print

Account users can print any page of the Web Console by clicking on the Print icon in the menu bar. A popup window will appear with a preview of the Web Console page to be printed. The account user can confirm printing request by clicking on **Print** or cancel the request by clicking on **Cancel** at the top of the preview popup.

Logout

Account users can logout from the Web Console by clicking on the Logout icon in the menu bar. The account user can confirm the logout request by clicking on **Yes** or cancel the request by clicking on **No** in the confirmation popup.

Account users can also logout by closing the browser window. In this case, no confirmation popup will appear.

Account users will be automatically logged off from Web Console after a period of 20 minutes of inactivity. A warning message will appear on the user's screen after 15 minutes, letting the user know that he/she will be automatically logged off if there is no activity within 5 minutes after the warning message appears.

Note: Logging out of the Web Console will not disconnect any Web Desktops that the account user may have opened. As a result, the license in use by any open Web Desktop will still be in use. Only the license used to access the Web Console (if a different set of credentials were submitted to the Web Desktop(s)) will be freed up when the account user logs out of or is logged out of the Web Console.

Home Tab

The **Home** tab is a dashboard view of the current status and recent activities of the Gateway Server connected to the Web Console. It contains four tables to present a comprehensive snapshot of all the remote desktop-related activities occurring in your network on machines with Hosts configured to report to the Gateway Server.

The following table shows the tables available by account type:

Home Tab Tables	Administrative Account	Master Account	Personal Account
Active Hosts	Yes	Yes	Yes
Active Accounts	Yes		
Active Connections	Yes	Yes	
Most Recent Activities	Yes		
Gateway At A Glance	Yes		

Home > Active Hosts

The Active Hosts table shows a list of Hosts with active or recently active connections through the Gateway Server. By default, the list shows up to 10 entries from the All Hosts Group sorted by connection time in descending order.

While the number of Host entries shown in the table at any one time is fixed at 10, the selection and order of Hosts displayed can be modified by changing one or more of the following criteria:

Criteria	Description	
Group Name	A dropdown selection box that shows the list of Groups available on this Gateway Server (Default = *All Hosts*)	
	All Hosts	Persistent, predefined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = *All Hosts*)
	System	Persistent, predefined Group that includes two virtual Hosts: Gateway Server At-A-Glance and Gateway Server Performance (Group Name = *System*)
	Terminal Services on <terminalserver>	Transient, predefined Group that contains Terminal Services Host sessions on this Terminal Server (Group Name = *Terminal Services on <terminalserver>*)
	Transient VDI Hosts	Transient, predefined Group that contains Hosts installed in virtual desktop images (Group Name = *Transient VDI Hosts)*
	Terminal Services Recordings	Persistent, predefined Group that contains Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = *Terminal Services Recordings*)
	Unmanaged Hosts	Persistent, predefined Group that includes all Hosts configured to report to but are not managed by the Gateway Server (Group Name = *Unmanaged Hosts*)
	Custom	Persistent, user-defined Group that can be edited and/or

		deleted (Group Name = <*Custom Group Name*>)
Sort By	A dropdown selection box that shows a list of criteria that can be used to filter and determine the order of entries that are shown in the Active Hosts table (Default = *Recent Connections*)	
	Recent Connections	Sort all Hosts from Group specified in the Group Name field according to Connection Time, most recent first
	Reverse Connections	Select only Hosts with an active or recently active Reverse Connection and sort according to Connection Time, most recent first
	Terminal Server Sessions	Select only Hosts with Host Type equal to Transient (i.e. virtual desktop) and sort according to Connection Time, most recent first
	Active Recordings	Select only Hosts with sessions currently being recorded and sort according to Connection Time, most recent first

Below is a table of the fields, values and actions available for each Host entry:

Field	Description	
Host Name	The name of the Host (also known as Station), as specified in the PROXY Pro Host application running on that machine, that has been configured to report to the Gateway Server.	
		Quick Connect for Web Desktop is disabled, probably because it is not licensed for this account type. Check the Gateway > Gateway Licenses page to see if Concurrent User license key is present and includes licenses for your account type.
		Quick Connect for Web Desktop is enabled for this account. Click on this button to open a Web Desktop to this Host and to use same credentials as those presented to the Web Console for single-sign on. Use **Connect As…** command in the Host dropdown menu to login to the Host with different credentials. If Quick Connect is enabled but Web Desktop cannot be opened, check the Activity > Account Activity page see if there any available licenses for your account type. ***Note***: Even if all available licenses for your account type are in use, you can open a Web Desktop to this Host in view only mode using either the **Connect For View Only** or **Connect For View Only As…** commands from the Host dropdown menu.
		Click on this arrow to view the dropdown context menu for this Host. If Web Desktop is Licensed, the **Connection…** submenu options will be enabled; if not, they will be disabled. See below for more detail about Host context menu options.
Address	IP address of the Host in either IPv4 or IPv6 format.	
Connection	A series of icons that indicate the current status of various activities involving this Host	

		Connection status = Active. Host is permanently installed on remote machine. One or more account users currently connected to this Host for one or more services.
		Connection status = OK. Host is permanently installed on remote machine. Host can be reached but no accounts currently connected.
		Connection status = Host is Offline or Unreachable. Host is permanently installed on remote machine. Host is either offline or unreachable because it is off, not at last known network address and/or there is a problem with authentication or authorization.
		Connection status = Active. Host is transient Terminal Services Host instance or VDI Host. One or more user accounts currently connected to this Host instance for one or more services
		Connection status = OK. Host is transient Terminal Services Host instance or VDI Host. Host instance can be reached but no accounts currently connected
	1	The number of account users currently connected to this Host using either Web Desktop (via Web Console) or Connection Window (via Master)
		The connection between the Host and the Gateway Server is enabled by a reverse connection (usually means the Host is not in the same domain as the Gateway Server)
		The connection between the Host and the Gateway Server is encrypted. See **Host Name > Security** to see details about the type of encryption being used
		The remote desktop for this Host is being recorded
Services	A series of icons that indicate current status of various services available during an active connection with this Host	
		Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
		Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC

		to reach it
		Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
Last Connect	Date & time when the current or most recent connection to the Host was established to/from the Gateway	

Below is a table of other options available on this page:

Option	Description
View All	Go to **Hosts > Members** subtab for the Group specified in Group Name dropdown box

Home > Active Hosts > Host Menu

A dropdown menu with options and actions available for the Host can be displayed by clicking on the icon (▾) next to the Host Name for each entry in the Active Hosts table.

Following table shows the options and actions available by account type:

Host Menu	Administrative Account	Master Account	Personal Account
Actions	Yes		
Connection	Yes, if licensed	Yes, if licensed	Yes, if licensed
Recording	Yes	Yes	Yes
Security	Yes		
Details	Yes	Yes	Yes

Below is a description of each menu option in more detail:

Home > Active Hosts > Host Menu > Actions

To manage this Host, an Administrative account user can choose a command from the Actions submenu:

Following table shows the actions available for each Group type:

Actions	All Hosts	TS Hosts	VDI Hosts	Custom	Unmanaged
Delete From Gateway	Yes			Yes	Yes
Add To Group	Yes			Yes	
Move To Unmanaged	Yes			Yes	
Send WOL Signal	Yes			Yes	
Queue for Status Update	Yes			Yes	

***Note**: Actions submenu will not appear for transient-type TS Hosts or VDI Hosts because these actions are not applicable.*

Hosts > Members > Host Menu > Actions > Delete From Gateway

The user can permanently delete one or more Hosts from the Gateway Server by clicking on **Yes** in the confirmation popup:

Note: This action will remove the selected Host(s) from All Hosts Group and any other custom Groups.

Hosts > Members > Host Menu > Actions > Add To Group

The user can have one or more Hosts from this Group also report to another Group by selecting the target Group from the dropdown list and clicking on **Add to Group**:

Note: The selected Host(s) will continue report to the current Group

Hosts > Members > Host Menu >Actions > Move To Unmanaged

The user can move one or more Hosts from this Group to the Unmanaged Group by clicking on **Yes** in the confirmation popup:

Note: The selected Host(s) will be removed from the All Hosts Group and any custom Groups, and will appear only in the Unmanaged Group.

Hosts > Members > Host Menu >Actions > Send Wake-On-LAN Signal

If the Host machine is powered down in standby or hibernate mode, and Wake-On-LAN is enabled in its BIOS, then the Gateway Server can be instructed to send a WOL signal (“magic packet”) to the last known MAC address for the Host machine in an attempt to power it up. If successful, the Host service should also start up and report to the Gateway Server. It will then appear in and be accessible from the Web Console.

Hosts > Members > Host Menu >Actions > Queue For Status Update

If the status of the Host machine has not been updated, the user can request a status update by selecting this action. The Gateway Server will be instructed to request a status update from the specified Host.

Home > Active Hosts > Host Menu > Connection

The Connection submenu options are applicable to the Web Desktop, an optional add-on feature of the Web Console that provides one-click access to remote desktops. By default, the Web Desktop is not licensed and both the Quick Connect button and the Connection submenu options will be in grey and inactive:

If the Web Desktop is licensed (see the **Web Desktop > Licensing Considerations** section below for more information), the Quick Connect button and the Connection submenu options will be active:

See **Web Desktop** section below for more information about Connection submenu options.

Home > Active Hosts > Host Menu > Recording

By clicking on this menu option, the user will see a popup window that can be used to start a Recording of the remote desktop for this Host:

Below is a table of fields, values and actions available in the **Record** popup window for the Host:

Field	Description	
Recording Span	Specify in minutes the desired length for the recording (Default = 1 minute)	
Actions	Actions that can be taken for this recording	
	Submit	Start the recording and set the length of the recording to be equal to value in Recording Span field; close this popup
	Cancel	Don't start a recording and close this popup

Home > Active Hosts > Host Menu > Security

By clicking on this menu option, the user will see a popup window with details about accounts that have access rights on this Host:

Below is a table of fields, values and actions available in the **Host Security** popup window for this Host:

Field	Description	
Type	Global setting for permissions defined for this account	
	Allow	Grant this account permissions defined
	Deny	Deny this account the permissions defined
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Host Permission	List of permissions allowed/denied on this Host for this account	
Session Permission	List of permissions allowed/denied on recordings of this Host for this account	
Effective Permission	Cumulative list of permissions allowed/denied on this Host for this account or for any Windows security group that the account belongs to	
Actions	Actions that can be taken on this account	
	View/Edit	View/Edit permissions that this account has on this Host. A popup window with fine-grained permissions will appear.
	Remove	Disable permissions that this account has on this Host. By clicking on this button, the account will be removed from this list.
	Apply	Save changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)
	Cancel	Discard changes to permissions that this account has on this Host (appears in popup when View/Edit button is clicked)

Below is a table of other options available on this popup:

Option	Description
Import New Account	Go to popup window that will enable the user to create a new Web Console user account by identifying a target Windows account, importing it into the Web Console, and assigning it an account type. See **Accounts > Import New Account** for more detail.
Apply Changes	Confirm any changes to permissions or accounts authorized for this Host
Cancel Changes	Roll back any changes to permissions or accounts authorized for this Host
Close	Close the Security popup window for this Host

Below is a table of parameters and options available in the **Import New Account** popup window:

Field	Description	
Permission Type	Global setting for permissions defined for this account	
	Allow	Grant this account permissions defined
	Deny	Deny this account the permissions defined
Object Type	Specifies whether the Windows account to be enabled is for an individual user or Windows group	
	User	Windows account for individual user
	Group	Windows account for group of users
Location	Specifies where the Web Console should look to find Windows account for which you want to grant/deny permissions on this Host	
Account Name	Type in at least two letters and click on **CheckNames** button to dropdown list of all account names in the specified location that match; if only one account name matches, it will be entered in the account name field.	

Home > Active Hosts > Host Menu > Host Details

By clicking on this menu option, the user will see a popup window with comprehensive set of additional details about this Host

Below is a table of fields, values and actions available in the **Details** popup window for this Host:

Parameter	Description
Display Name	The name of the Host machine
Host Key	Internally generated 32-digit GUID to uniquely identify this Host
Protocol	Transport protocol used for connections to this Host (usually *IP*)
Port	Port used for connections to this Host (default = *1505*)
Station Name	The name of the Host machine as specified on the **General** tab of the Host Control Panel
DNS Name	The name of the Host machine as defined by Domain Name Server, if available

Network Address	IPv4 or IPv6 network address for the Host machine	
Workstation ID	Same as Host Key	
Version	Version number, including build, of PROXY Pro Host software running on the Host machine	
Platform	Operating system running on the Host machine	
MAC Address	Media Access Control (MAC) address for the network interface card(s) on the Host machine	
Last Update	Date & time of last attempt to update status with Gateway	
Last Connect	Date & time of the last successful connect and update status with the Gateway	
Last Status	Result of last attempt by Gateway to update connection status of the Host (in numeric format)	
	0	Connection status = OK
	0x8A0C1009	Host refused connection (not configured to report to this Gateway?)
	0x8A0C100A	Host is offline
	0xC004C001	Host not found
	0xC004C009	Host requires password (shared secret out of synch?)
Remote Control	*Yes*	Remote viewing and input control available for this Host; otherwise, this service is not available.
Clipboard	*Yes*	Ability to copy-and-paste content to/from the clipboard for this Host; otherwise, this service is not available.
File Transfer	*Yes*	Ability to copy files and/or directories to/from this Host; otherwise, this service is not available.
Remote Printing	*Yes*	Ability to send a document from this Host to a printer connected to account machine; otherwise, this service is not available.
Remote Management	*Yes*	Ability to view/edit hardware, software, service, account, registry and other configuration information for this Host; otherwise, this service is not available.
Chat	*Yes*	Ability to chat with user of this Host and any other account users connected to it; otherwise, this service is not available.

Below is a table of other options available on this popup:

Option	Description
Group(s)	Go to a popup window that lists all Groups to which this Host is currently configured to report. By default, the list will include at least the All Hosts Group

Recording(s)	Go to a popup window that lists any active recordings for this Host. User can change the recording length by editing the value in the Recording Span field and clicking on the Apply button. If there are no active recordings, this button will not be clickable
Close	Close the **Details** popup window for this Host

Home > Active Accounts

The Active Connections table shows a list of account users with Web Desktops open to one or more Hosts. By default, the list shows up to 5 entries sorted by connection time in descending order.

Below is a table of the fields and values for each active account entry:

Field	Description	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type	One of three types of Web Console accounts	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
Connection Mode	The applications which are open and active on the account user's desktop are indicated here	
		Indicates that the Web Console application is open and connected to this Gateway
		Indicates that the Gateway Administrator application is open and connected to this Gateway
		Indicates that the Master application is open and connected to this Gateway
		Indicates that user has Web Desktop session (through Web Console) open to a Host
		Indicates that user has Connection Window session (through Master) open to a Host
	<#>	Indicates the total number of remote desktops (either Web Desktops and/or Connection Windows) open to unique Hosts
Licenses	Number of licenses currently being consumed by this account Click on the *Details* link to get more specific information about which application(s) are assigned the license(s). See **Activity > Account Activity > Account Activity Detail** section for more information.	

Below is a table of other options available on this page:

Option	Description
View All	Go to **Activity > Account Activity** page to see more details about currently active accounts

Home > Active Connections

The Active Connections table shows a list of account users with Web Desktops open to one or more Hosts. By default, the list shows up to 5 entries sorted by connection time in descending order.

While the number of active account entries shown in the table at any one time is fixed at 5, the order of accounts displayed can be modified by changing the following criteria:

Criteria	Description	
Sort By	A dropdown selection box that shows a list of criteria that can be used to determine the order of accounts that are shown in the Active Connections table (Default = *Recent Connections*).	
	Recent Connections	Sort all active accounts according to Connection Time, most recent first

Below is a table of the fields and values for each active connection entry:

Field	Description	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type	One of three types of Web Console accounts	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
Account Machine	Name of the user's machine	
		Indicates that user has Web Desktop session (through Web Console) open to this Host
		Indicates that user has Connection Window session (through Master) open to this Host

	Indicates that the user has input control on this Host
Host Name	The name of the Host to which this account is currently connected
Since	Date & time when the account started Web Desktop to the Host through the Gateway

Below is a table of other options available on this page:

Option	Description
View All	Go to **Activity > Host Activity** page to see more details about currently active connections

Home > Recent Activities

The Recent Activities table shows a list of the most recent activities or services that have occurred through the Gateway Server. By default, the list shows the 5 most recent activities, sorted by time the activity was initiated, in descending order.

ACTIVITY TIME	HOST NAME	ACTIVITY TYPE	ACCOUNT NAME	ACCOUNT TYPE
08/03/2012 05:27:58 PM	DEV	Clipboard	PROXYNETWORKS\ak	Administrative
08/03/2012 05:27:58 PM	DEV	Chat	PROXYNETWORKS\ak	Administrative
08/03/2012 05:27:57 PM	DEV	Remote Control	PROXYNETWORKS\ak	Administrative
08/03/2012 05:05:44 PM	DEMO	Remote Management	PROXYNETWORKS\ak	Administrative
08/03/2012 05:05:42 PM	DEMO	File Transfer	PROXYNETWORKS\ak	Administrative

While the number of activity entries shown in the table at any one time is fixed at 5, the selection of activities displayed can be modified by changing the following criteria:

Criteria	Description	
Filter By	A dropdown selection box that shows a list of criteria that can be used to select the activities that are shown in the Recent Activities table (Default = *All Services*)	
	All Services	Show most recent services active through the Gateway Server
	Remote Control	Show most recent Remote Control services active
	Clipboard	Show most recent Clipboard services active
	File Transfer	Show most recent File Transfer services active
	Remote Printing	Show most recent Remote Printing services active
	Chat	Show most recent Chat services active
	Remote Management	Show most recent Remote Management services active

Below is a table of the fields, values and actions available for each activity entry:

Field	Description
Activity Time	Date and time when activity was initiated through Gateway Server
Host Name	The name of the Host machine on which activity occurred. If activity is a service, the name of the Host machine on which the service was initiated

Activity Type	Description of activity. If activity is a service, type of service initiated	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type	Web Console account type	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account

Below is a table of other options available on this page:

Option	Description
View All	Go to **Analytics > Services Audit** page to generate a more comprehensive report of activities through the Gateway Server

Home > Gateway Server At-A-Glance

The Gateway Server At-A-Glance table shows statistics that provide a snapshot of the Gateway Server performance, as well as a real-time view of the account licenses in use.

GATEWAY SERVER AT-A-GLANCE

GATEWAY SERVER:	VERO
LICENSE MODE:	CONCURRENT USERS
WEB DESKTOP:	LICENSED

GATEWAY SERVER PARAMETER	VALUE
Administrative users (currently in use / maximum allowed)	1 / 5
Master users (currently in use / maximum allowed)	0 / 10
Personal users (currently in use / maximum allowed)	0 / 20
Limited Admin users (currently in use)	0
Number of active reverse connections	1
Number of active masters	0
Number of active master connection services	0
Number of active hosts	0
Number of active host connection services	0
Number of active recordings	0
Number of gateway data service connections	2

View Gateway Settings

Below is a table of Gateway Server status details:

Gateway Detail	Description	
Gateway Server	Name of the Gateway Server to which this Web Console is connected	
License Mode	Indicates the License Mode under which the Gateway Server is operation	
	Concurrent Users	Counts/limits the number of users that can log into and use the Web Console concurrently

	Managed Hosts	Counts/limits the number of Hosts that can report to the Gateway and be moved into the All Hosts group to be managed
Web Desktop	Indicates whether or not the Web Desktop feature is licensed	
	Licensed	Web Desktop is enabled; the Quick Connect button ( ) and Host Menu > Connection commands are activated
	Not Licensed	Web Desktop is not enabled; the Quick Connect button ( ) and Host Menu > Connection commands are not activated

Below is a table of the parameters and values displayed in the Gateway Server At-A-Glance table:

Field	Description
Administrative users (currently in use / maximum allowed)	Number of Administrative accounts currently in use vs. number of concurrent Administrative accounts allowed
Master users (currently in use / maximum allowed)	Number of Master accounts currently in use vs. number of concurrent Master accounts allowed
Personal users (currently in use / maximum allowed)	Number of Personal accounts currently in use vs. number of concurrent Personal accounts allowed
Limited Admin users (currently in use)	Number of Limited Admin accounts current in use \ ***Note**: Users with valid Administrative account credentials who attempt to login when all Administrative account licenses are in use will automatically be allowed access as Limited Admin*
Number of active reverse connections	Number of accounts currently connected to Hosts using a reverse connection
Number of active masters	Number of Master accounts and/or standalone Master applications currently connected to the Gateway Server
Number of active master connection services	Number of Host services currently being used by Master accounts
Number of active hosts	Number of Web Desktops to Host desktops currently open
Number of active host connection services	Number of services currently being requested by one or more Web Desktop users
Number of active recordings	Number of Hosts currently being recorded
Number of Gateway data service connections	Number of Administrative accounts and/or standalone Gateway Administrators applications currently connected to the Gateway Server

Hosts Tab

The **Hosts** tab enables Administrative and Master account users to find, organize, edit and delete Hosts and Groups of Hosts.

Following table shows the subtabs available by account type:

Hosts Subtabs	Administrative Account	Master Account	Personal Account
Groups	Yes	Yes	
Members - *<Group>*	Yes	Yes	

Hosts > Groups Subtab

The **Groups** subtab displays a table of all Groups which the logged in account user is authorized to see. By default, Hosts configured to report to and be managed by the Gateway Server will appear in the All Hosts Group; Hosts configured to report to but not be managed by the Gateway Server will appear in the Unmanaged Hosts Group. Hosts in All Hosts Group can be configured to report to one or more custom Groups in addition to the All Hosts Group.

Below is a table of fields and values available for each Group:

Field	Description	
Group Name	Name of a Group defined on this Gateway Server. This field is editable for custom Groups. The following additional options are available from the dropdown Menu next to each Group entry:	
	MEMBERS SECURITY	Go to **Members <Group Name>** subtab for list of Hosts currently configured to report to this Group
	MEMBERS SECURITY	Go to **Security** popup to see security details for accounts configured to have access to this Group (*Note: visible only to Administrative accounts)*
Description	Brief description of the Group. This field is editable for custom Groups	
Group Type	Group Type field can be one of six values below	
	All Hosts	Persistent, predefined Group that includes all Hosts configured to report to and be managed by the Gateway Server (Group Name = *All Hosts*)
	System	Persistent, predefined Group that includes two virtual Hosts:

		Gateway Server At-A-Glance and Gateway Server Performance (Group Name = *System*)
	Transient Hosts	Transient Group that is automatically created when a Terminal Services Host or a VDI Host reports to this Gateway Server. This Group will automatically be removed when the Terminal Services Host or the VDI Host is deactivated (Group Name = *Terminal Services on <Terminal Services (Root) Host, or Transient VDI Hosts>*)
	Terminal Services Recordings	Persistent, predefined Group that contains Host recordings created for any transient Host instances that were part of a Terminal Services Group that no longer exists (Group Name = *Terminal Services Recordings*)
	Unmanaged Hosts	Persistent, predefined Group that includes all Hosts configured to report to and not be managed by the Gateway Server (Group Name = *Unmanaged Hosts*)
	User Defined	Persistent, user-defined Group that can be edited and/or deleted (Group Name = *<Custom Group Name>*)
Host Count	The number of Hosts currently reporting to this Group	
Actions	Actions that can be taken on this Group. Note that actions appear only for Groups with Group Type = *User Defined*.	
	Edit	Edit Group Name and/or Description values. Edit boxes for Group Name and Description fields will appear, and Action buttons will change to **Update** and **Cancel**.
	Delete	Delete this Group from the Gateway Server (any Hosts listed will continue to report to All Hosts Group and other custom Groups)
	Update	Save changes to Group Name and/or Description values (activated when Edit button is clicked)
	Cancel	Discard edits to Group Name and/or Description values (activated when Edit button is clicked)

Hosts > Groups > Group Menu

A dropdown menu with options and actions available for this Group can be displayed by clicking on the icon (▼) next to the Group Name for each entry in the Groups table.

The following table shows the options and actions available by account type:

Group Menu	Administrative Web Account	Master Web Account	Personal Web Account
Members	Yes	Yes	

Security	Yes

Below is a description of each menu option in more detail:

Hosts > Groups > Group Menu > Members

By clicking on this menu option, the user will go to the **Hosts > Members** subtab. Note that the Group Name will be automatically filled in the subtab label. Please see **Hosts > Members** subtab for more information.

Hosts > Groups > Group Menu > Security

By clicking on this menu option, the user will see a popup window with a list of accounts that have access rights to this Group. User can manage security permissions for a Group similarly to the way in which he/she can manage security permissions for a Host. See *Home > Active Hosts > Host Name > Security* for more information about actions available.

Hosts > Groups > Add New Group

Administrative account users can create new custom Groups by clicking on the **Add New Group** button.

A new row will appear in the first line of the table, with blank text boxes under Group Name and Description, and **Insert** and **Cancel** buttons in the Actions column. The user can enter a custom name and description for the Group; when the **Insert** button is clicked, a new Group will be created with these values. In addition, the Group Type will be set to *User Defined* and the Host Count will initially be set to *0*. The user can go to the **Members** subtab in the dropdown menu for this new Group to add new Hosts.

Hosts > Groups > Search For Group

When the number of Groups available on this Gateway Server is large, users can use the search box to find a specific Group by entering the first few letters of the Group name and clicking on the **Search** button. The search field will automatically compare the user input with the first few letters of the names of Groups available and will display the ones that match in a drop down list. The user can click on the Search button at any time to see the contents of the drop down list appear in the Groups table, or select a specific Group from the dropdown list and then click on the **Search** button to see only that entry in the table.

The user can also enter any combination of the “wildcard” character (“*”) and letters to filter the search:

Field	Description	
Group Name	Search field for Group name(s)	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of Group names with initial letters matching the input characters (e.g. *A** will list all Group names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Group names with letters matching the input characters (e.g. **G** will list all Group names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of Group names with ending letters matching the input characters (e.g. **N* will list all Group names that end with an *N*).

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The user can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameters will appear for **Advanced Search** on the **Group** subtab:

Parameter	Description	
Group Type	Filter the list of Groups displayed by specifying one of the following Group Types (Default = *All Group Types*)	
	User Defined	Persistent, user-defined Group that can be edited and/or deleted (Group Name = <*Custom Group Name*>)
	System Defined	Persistent, system-defined Group that cannot be edited and/or deleted; system-defined Groups include: • All Hosts (System Group) • System (System Information) • Terminal Services Recordings (Terminal Services Recordings) • Terminal Services on <terminal server> (Transient Hosts) • Transient VDI Hosts (Transient Hosts) • Unmanaged Hosts (Unmanaged Hosts)

Hosts > Members Subtab

The **Members** subtab displays a table of all Hosts currently configured to report the selected Group. By default, the **Members** subtab is initially configured to show the All Hosts Group.

If the user selects the Members option from the dropdown menu for a Group on the **Groups** tab, the Hosts for that Group will appear in the **Members** subtab table and the **Members** subtab label will show the selected Group name (*Members - <Group Name>*).

Field	Description	
Host Name	The name of the Host (also known as Station), as specified in the PROXY Pro Host application running on that machine, that has been configured to communicate with the Gateway Server. The following actions are available from the dropdown menu for each Host entry:	
		Quick Connect for Web Desktop is disabled, probably because it is not licensed for this account type. Check the Gateway > Gateway Licenses page to see if Concurrent User license key is present and includes licenses for your account type.
		Quick Connect for Web Desktop is enabled for this account. Click on this button to open a Web Desktop to this Host and to use same credentials as those presented to the Web Console for single-sign on. Use **Connect As…** command in the Host dropdown menu to login to the Host with different credentials. If Quick Connect is enabled but Web Desktop cannot be opened, check the Activity > Account Activity page see if there any available licenses for your account type. ***Note***: Even if all available licenses for your account type are in use, you can open a Web Desktop to this Host in view only mode using either the **Connect For View Only** or **Connect For View Only As…** commands from the Host dropdown menu.
		Click on this arrow to view the dropdown context menu for this Host. If Web Desktop is Licensed, the **Connection…** submenu options will be enabled; if not, they will be disabled.
Address	IP address of the Host in either IPv4 or IPv6 format.	
Connection	A series of icons that indicate the current status of various activities involving this Host	
		Connection status = Active. Host is permanently installed on remote machine. One or more account users currently connected to this Host for one or more services.

		Connection status = OK. Host is permanently installed on remote machine. Host can be reached but no accounts currently connected.
		Connection status = Host is Offline or Unreachable. Host is permanently installed on remote machine. Host is either offline or unreachable because it is off, not at last known network address and/or there is a problem with authentication or authorization.
		Connection status = Active. Host is transient Terminal Services Host instance or VDI Host. One or more user accounts currently connected to this Host instance for one or more services
		Connection status = OK. Host is transient Terminal Services Host instance or VDI Host. Host instance can be reached but no accounts currently connected
	1	The number of account users currently connected to this Host using either Web Desktop (via Web Console) or Connection Window (via Master)
		The connection between the Host and the Gateway Server is enabled by a reverse connection (usually means the Host is not in the same domain as the Gateway Server)
		The connection between the Host and the Gateway Server is encrypted. See **Host Name > Security** to see details about the type of encryption being used
		The remote desktop for this Host is being recorded
Version	Version number, including build, of the PROXY Pro Host software running on the Host machine	
Status	Result of last attempt by Gateway to update connection status of the Host (in numeric format)	
	0	Connection status = OK
	0x8A0C1009	Host refused connection (not configured to report to this Gateway?)
	0x8A0C100A	Host is offline
	0xC004C001	Host not found
	0xC004C009	Host requires password (shared secret out of synch?)
Last Connect	Date & time when the current or most recent connection to the Host was established through the Gateway	

Hosts > Members > Host Menu

A dropdown menu with commands for this Host can be displayed by clicking on the arrow (▼) next to the Host Name for each entry in the Members table.

Following table shows the options and actions available by account type:

Host Menu Options	Administrative Account	Master Account	Personal Account
Actions	Yes		
Connection	Yes, if licensed	Yes, if licensed	Yes, if licensed
Recording	Yes	Yes	Yes
Security	Yes		
Details	Yes	Yes	Yes

Below is a description of each menu option in more detail:

Hosts > Members > Host Menu > Actions

See *Home > Active Hosts > Host Menu > Actions*.

Hosts > Members > Host Menu > Connections

See *Home > Active Hosts > Host Menu > Connections*.

Hosts > Members > Host Menu > Recording

See *Home > Active Hosts > Host Menu > Recording*.

Hosts > Members > Host Menu > Security

See *Home > Active Hosts > Host Menu > Security.*

Hosts > Members > Host Menu > Details

See *Home > Active Hosts > Host Menu > Details*.

Hosts > Members > Search For Host

When the number of Hosts available in this Group is large, users can employ the search box to find a specific Host by entering the first few letters of the Host name and clicking on the **Search** button. The search field will automatically compare the user input with names of Hosts available and will display the ones that match in a drop down list. The user can click on the Search button at any time to see the contents of the drop down list appear in the Members table, or the user can select a specific Host from the list and then click on the **Search** button to see only that entry in the table.

The user can also enter any combination of the “wildcard” character (“*”) and letters to customize the search:

Field	Description	
Host Name	Search field for Host name(s)	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. *A** will list all Host names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. **G** will list all Host names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. **N* will list all Host names that end with an *N*).

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The user can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameters will appear for **Advanced Search** on the **Members** subtab:

Parameter	Description	
Group Name	Filter the list of Hosts displayed by specifying a Group name (Default = *All Hosts*)	
Host User	Filter the list of Hosts displayed according to user logged-in to the Host(s)	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. *A** will list all Host names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. **G** will list all Host names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. **N* will list all Host names that end with an *N*).
Address	Filter the list of Hosts displayed by specifying all or part of an IPv4 or IPv6 address for the Host(s)	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)

Version	Filter the list of Hosts displayed by specifying all or part of a version number for the PROXY Pro Host software running on the Host(s). PROXY Pro version numbers follow the convention of *<major release number>.<minor release number>.<maintenance build number>.<build number>.* For example, the previously available release of PROXY Pro software was 8.0.8.2012.	
	*<Num(s)>**	Input one or more numbers and then the wildcard to see list of Host names with version number matching the input characters (e.g. *8.** will list all Host names with major version 8)
	<Num(s)>	Input wildcard, one or more numbers and then trailing wildcard to see list of Host names with version number matching the input characters (e.g. **.15** will list all Host names that have a minor release number that starts with 15)
	**<Num(s)>*	Input the wildcard and then one or more numbers to see list of Host names with version that has ending numbers that match the input characters (e.g. **.1650* will list all Host names with build number that ends in 1650)
Last Connect	Filter the list of Hosts displayed by specifying a time range for the start of an active connection to the Host(s)	
	From	Specify earliest start time for connection
	To	Specify latest start time for connection

Web Desktop (Optional)

The Web Desktop is an optional feature of the Web Console which allows users to request remote access to a Host-enabled machine on-demand through the Web Console. In this regard, the Web Console with the Web Desktop enabled is a web-based version of the standalone Master application and its Connection Window feature.

The Web Desktop is enabled by adding one or more Enterprise Edition license keys to the Gateway Server (usually with '5048' prefix). The Enterprise Edition license key will specify the number of Administrative, Master and/or Personal accounts that will be allowed to use the Web Desktop service at the same time (i.e. concurrently, which is why this is called the Concurrent User license model).

If one or more Enterprise Edition license keys are present, then for account types enabled by the license keys, the following commands will be enabled in the dropdown context menu for each Host in the Active Hosts table on the Home tab and on the **Hosts > Members** subtab for each Gateway Group:

Below is a table of Web Desktop commands activated by the Enterprise Edition license keys:

Command	Description
	Quick Connect button; will attempt to share screen and establish remote control keyboard/mouse to this Host machine using same credentials as those used to login to the Web Console. Effectively equivalent to **Connect** command.
Connect	Attempt to share screen and establish remote control keyboard/mouse to this Host machine using same credentials as those used to login to the Web Console.
Connect As…	Attempt to share screen and establish remote control keyboard/mouse to this Host machine but prompt the user to provide new credentials for this Host.
Connect For View Only	Attempt to share screen of this Host machine for viewing only (no input control) using same credentials as those used to login

	to the Web Console.
Connect For View Only As…	Attempt to share screen of this Host machine for viewing only (no input control) but prompt the user to provide new credentials for this Host.

Below is an example of the window prompt that will appear for **Connect As...** and **Connect For View Only As...** commands:

Web Desktop > Authentication Options

Depending on the Web Desktop Authentication Mode setting in the **Web Console Settings** popup (default = *Web Console User*), single sign-on (i.e. no prompt for credentials) may occur. Below is a table that describes various authentication and license usage scenarios involving the Web Desktop:

Remote Desktop Authentication Mode Setting	Web Console Credentials same as Local Machine Credentials	Web Console Credentials different than Local Machine Credentials
Web Console User	• SSO (no prompt for credentials) • Only 1 license used	• User will be prompted for credentials but Username field will be pre-populated with login name used for Web Console • If pre-populated Username is authenticated, only 1 license used; if a different Username is authenticated, a new license will be used for Web Desktop
Single Sign-On	• SSO (no prompt for credentials) • Only 1 license used	• User will be prompted for credentials • If same Username as that used for Web Console is authenticated, only 1 license used; if a different Username is

		authenticated, a new license will be used for Web Desktop
Always Prompt	• User will be prompted for credentials • If same Username as that used for Web Console is authenticated, only 1 license used; if a different Username is authenticated, a new license will be used for Web Desktop	• User will be prompted for credentials • If same Username as that used for Web Console is authenticated, only 1 license used; if a different Username is authenticated, a new license will be used for Web Desktop

Web Desktop > Menu Options

Below is an example of the Web Desktop window, with remote control, file transfer and remote management:

Below is a table of menu bar icons available in the Web Desktop window:

Option	Icon	
Input Control		Gives the user control of keyboard and mouse input for the remote desktop
View Only		Gives the user view of remote desktop but no input control (toggles with Input Control icon)
Auto Share Clipboard		Automatically synchronizes any new content in local machine clipboard with remote desktop clipboard, and vice versa
Get Clipboard		Get contents of clipboard on remote desktop and places it in clipboard on local machine
Send Clipboard		Send contents of clipboard on local machine to clipboard on remote desktop
Send <Ctrl><Alt><Del>		Open the Windows Security dialog for the remote Host to logoff, lock, go to Task Manager and other Windows options
Send Keystroke		Sends selected keystroke(s) to remote desktop
	<Ctrl><Alt><Del>	Open the Windows Security dialog for the remote Host to logoff, lock, go to Task Manager and other Windows options
	Windows+L	Lock remote Host desktop
	PrintScreen	Capture snapshot of entire desktop and copy to clipboard
	Alt+PrintScreen	Capture snapshot of active window and copy to clipboard
	F11	Sends an F11 keystroke to the remote Host to toggle between normal and full screen modes
Manage Visual Effects		Toggle on/off settings to manage the appearance of the Web Desktop (similar to Effects tab in the Host Control Panel)
Chat		Opens a chat window in which text messages can be send to remote desktop and any other users connected to that remote desktop
Copy Graphics		Copies a selected region of the remote desktop to the clipboard on the local machine
Full Screen		Expand the Web Desktop to fill the full screen of the local machine
Fit 1-to-1		Specifies that one pixel of the Host machine display corresponds to exactly one pixel in the Web Desktop
Fit to Window		Scales the image of the Host machine display to fit the size of the Web Desktop

Close		Closes the Web Desktop and disconnects from the user from the Host machine

Below is a table of other options available in this window:

Option	Description
File Transfer	Drag and drop files or directories of files from local machine to the Host machine, and vice versa
Remote Management	View, and in some cases edit information about the Host machine, including hardware and software inventory, system settings, user accounts, processes, registry settings, power settings and much more

Web Desktop > Licensing Considerations

The Web Desktop is licensed according to the Concurrent User license model, which counts/limits the number of Web Console accounts that can use the Web Desktop feature at the same time.

In the example above, the 5040 key is Concurrent User license key that will enable the Web Desktop. Note the following in this example:

- The Managed Host key will be ignored if Concurrent User key is present
- The Concurrent User key will allow 1 Administrative, 5 Master and up to 20 Personal account users to use the Web Desktop feature at the same time
- The Administrative and Master account users can generate as many Web Desktops as they want on the machine and web browser that they are using to access the Web Console, and they will only consume one license.

  In the example below, the Administrative account user AK has the Web Console application and two Web Desktops open in the same browser on the same

machine; all three activities are supported under one license, which is currently assigned to the Web Console

- If the same credentials are used to login to the Web Console from a different browser on the same machine, and/or from a different machine, or if the user tries to connect to a Host using the **Connect As…** command and submits different credentials, another license will be consumed

- If the Web Console times out, or the user logs out, but a Web Desktop is still open, the license will transfer to the open Web Desktop, unless the Web Desktop is in View Only mode

- If a Web Desktop is open and consuming a license, and the user switches to View Only mode, the license will be released; if the user is in View Only mode and no other PROXY Pro application is using a license, and the user requests input control, it will only be granted if a license is available for that account type

Recordings Tab

The **Recordings** tab enables Administrative and Master account users to find, play and delete screen recordings for desktops and Terminal Server sessions.

Recordings Tab	Administrative Account	Master Account	Personal Account
Recordings Tab	Yes	Yes	

Below is a table of fields, values and actions available for each recording:

Field	Description
Started By	Name of account that started the screen recording
Host User	Name of user logged into the Host machine when recording was started
Start Time	Date & time when the recording was started
Duration	Length of the recording (in minutes)
Size	Size of the recording file (in megabytes)
Actions	Actions that can be taken on this recording
	Play — Play selected recording in a popup playback window

Recordings > Delete Recording

To delete recordings for this Host, click on the checkbox next to each entry, and then select the Delete Recordings command from the Actions dropdown menu:

The selected recording(s) will be permanently deleted from the Gateway Server if the user confirms the action in the popup window:

Recordings > Search For Recording

When the number of recordings available on this Gateway Server is large, users can employ the search box to find recordings for a specific Host by entering the first few letters of the Host name and clicking on the **Search** button. The search field will automatically compare the user input with names of Hosts available and will display the ones that match in a drop down list. The user can select a specific Host from the list and then click on the **Search** button to see all the recordings available for that Host in the table.

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The user can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameters will appear for **Advanced Search**:

Parameter	Description	
Start Time	Filter the list of recordings displayed by specifying a time range for start time for recordings	
	From	Specify earliest start time for recording
	To	Specify latest start time for recording
Started By	Filter the list of recordings displayed by specifying all or part of an account name (<Domain>\<Username>) that started the recordings	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *A** will list all account names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. **G** will list all account names that have a G somewhere in the name).
	**<Char(s)>*	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **N* will list all account names that end with an *N*).
Recording Span	Filter the list of recordings displayed by specifying a range for the length of the recordings in minutes	
	Min	Minimum length of recording in minutes
	Max	Maximum length of recording in minutes

Accounts Tab

The **Accounts** tab enables Administrative account users to find, create, edit or delete user accounts for the Web Console. The **Accounts** tab is only visible to Administrative account users.

Accounts Tab	Administrative Account	Master Account	Personal Account
Accounts Tab	Yes		

Access to the Web Console is managed through explicitly defined user accounts linked to valid individual or group Windows accounts. This enables users to use their Windows credentials to access the Web Console (or single-sign on, if the same credentials were used to login to Windows on the user's machine); this also enables administrators to manage access to the Web Console by managing individual and group Windows accounts in Active Directory or on the local system.

In the example below, 4 Web Console user accounts are defined; two individual accounts and two group accounts.

Below is a table of fields, values and actions available for each account:

Field	Description	
Account Type	Icon indicates if this is an individual or group Windows account	
		Account is for an individual Windows user
		Account is for a Windows security group
Account Name	<Domain>\<Username> or <Domain>\<Groupname> for the Windows account	
Account Type	One of three types of Web Console accounts	
	Administrative	Administrative account

	Master	Master account
	Personal	Personal account
Assigned Group/Host	Name of the Group or Personal Host to which the Master or Personal account, respectively, has been granted access	
Last Login	Date & time when individual account user last logged into the Web Console	
Actions	Actions that can be taken to manage this Web Console account	
	Edit	Change account type (and assign Group if account type is Master, or Personal Host if account type is Personal) for this account
	Remove	Delete this account from the Web Console *Note: This will also delete the account from the Gateway Server but will not remove the account from Active Directory or the local machine.*

Because the Web Console accommodates both individual and group accounts, a Web Console user, when he/she attempts to login, may present Windows credentials that map to more than one Web Console user account. Below is a table that shows the order of precedence for the rules that the Web Console uses to determine which account the user should be assigned:

Rule	Description
1	If the Web Console user presents credentials that match those of an existing Web Console individual account (i.e. the credentials presented at login are the same as those for the individual Windows account to which the Web Console account is linked), then the Web Console user will be granted access to use that Web Console account, as long as there is at least one available license for that account type (Administrative, Master, Personal). ***Note***: An individual Windows account can only be associated with one and only one Web Console user account. ***Note***: If the user credentials are found to match those associated with an Web Console individual account, any match with any group accounts will be ignored, even if
2	If the Web Console user presents credentials that do not match those of any Web Console individual account, the Web Console will check to see if those credentials can be found in any Windows security group that has been linked to a Web Console group account. If the credentials are found to match those in more than one Windows security group, the user will be granted access to use the Web Console account with the account type that has the broadest access rights (i.e. Administrative, Master, Personal, in that order).
3	If the user credentials do not match those of any Web Console individual account, and are not found in any Windows security group linked to a Web Console group account, the user will be denied access to the Web Console.

Accounts > Import New Account

Web Console user accounts must be explicitly defined and linked to an individual or group Windows account. The administrator can click on the **Import New Account** button

to bring up a wizard that will guide the administrator through the process of finding and configuring a new account:

Accounts > Import New User > Lookup User

The first step of the account creation process is to identify the target Windows account that will be given access to the Web Console as either individual (user) or group Windows account.

By default, the Web Console will look in the Active Directory domain of the Gateway Server to find a target Windows account, and will display the domain name in the Location field. If Active Directory is not available, the Web Console will look in Local System on the user's machine.

The user can input the first few letters of the Windows login name into the Windows Account field to see a dropdown list of matches.

Accounts > Import New Account > Choose Account Type

The second step of the account import process is to specify an account type for this new Web Console account.

If this is to be a new Administrative account, the selected Windows account must meet one of the following 3 criteria:

- It is a domain user who is a member of the machine's Administrators group
- If User Access Control is turned on, it is a local machine account named "Administrator"
- If User Access Control is turned off, it is a local machine account which is a member of the machine's Administrators group

If none of the 3 criteria are met, an Administrative account will still be created in the Web Console but it won't have the same access rights as other Administrative accounts that do meet at least one of the 3 criteria.

Accounts > Import New Account > Select Group (for Master only)

For new Master accounts, the third step of the account import process is to assign the new Master account access to a specific Group or Groups of Hosts. The user can select All Hosts from the dropdown list to give the new Master account the broadest access to available Hosts, or one or more other Groups to give Master account more limited access.

Accounts > Import New Account > Select Personal Host (for Personal only)

For new Personal accounts, the third step of the account import process is to grant the new Personal account access to a specific Host machine. The user can input the first few letters of the Host name and a dropdown list will appear with list of Host names that match.

Accounts > Import New Account > Review (All New Accounts)

The final step of the account import process is to review the configuration information for the new account. If all the information is correct, click on **Save** to complete the process and create the new account. It will now appear in the Accounts table, where it can be edited or deleted.

Accounts > Search For Account

When the number of accounts registered with the Web Console is large, users can employ the search box to find a specific account by entering the first few letters of the account name (<Domain>\<Username>) and clicking on the **Search** button. The search field will automatically compare the user input with list of registered accounts and will display the ones that match in a drop down list. The user can click on the Search button at any time to see the contents of the drop down list appear in the Accounts table, or select a specific account from the list and then click on the **Search** button to see only that entry in the table.

The user can also enter any combination of the “wildcard” character (“*”) and letters to customize the search:

Field	Description	
Account Name	Search field for Account name (<Domain>\<Username>)	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *H*\A** will list all account names with a domain name that starts with ‘H’ and a username that starts with ‘A’).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. ***NET*\A** will list all account names with domain name that has ‘NET’ somewhere in the string and a username that starts with ‘A’).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **\A** will list all account names with any domain name and a username that starts with ‘A’).

By default, the search box is set to **Quick Search** mode. The user can switch to **Advanced Search** mode by clicking on the link *Advanced Search*. Additional search parameters will appear. The user can select/input values into one or more of these parameters to filter the results of the search.

The following additional search parameter will appear for **Advanced Search**:

Parameter	Description	
Account Type	Filter the list of accounts according to account type (Default = *All*)	
	All	Show accounts with any account type
	Administrative	Show accounts only with Administrative account type
	Master	Show accounts only with Master account type
	Personal	Show accounts only with Personal account type

Restricted Administrative Account

If a user attempts to login to the Web Console using an Administrative account and all available Administrative account licenses are in use, the user will be granted access to the Web Console using a Restricted Administrative account. This account type does not require a license but will give the user to read-only access to the **Home**, **Activity**, **Analytics** and **Gateway** tabs resolve any concurrency or licensing issues.

Activity Tab

The **Activity** tab enables Administrative account users to monitor and track Host and account related activities occurring in your network in real-time. The **Activity** tab is only visible to Administrative account users.

Activity Subtabs	Administrative Account	Master Account	Personal Account
Account Activity	Yes		
Connections	Yes		
Host Activity	Yes		
Recording Activity	Yes		
Reverse Connections	Yes		
Host Status Update	Yes		

Activity > Account Activity Subtab

The **Account Activity** subtab provides a real-time view of all the accounts that have one or more licenses currently in use.

In the table header, the number of licenses in use and the total number of licenses available are shown by account type.

Below is a table of fields, values and icons available for each entry in the Active Accounts table:

Parameter	Description	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type	One of three types of Web Console accounts	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format	
Start Time	Date & time when the account user logged into the Gateway Server using one of the connection modes (applications) indicated below	
Connection Mode	The applications which are open and active on the account user's desktop are indicated here	
		Indicates that the Web Console application is open and connected to this Gateway
		Indicates that the Gateway Administrator application is open and connected to this Gateway
		Indicates that the Master application is open and connected to this Gateway
		Indicates that user has Web Desktop session (through Web Console) open to this Host
		Indicates that user has Connection Window session

		(through Master) open to this Host
	<#>	Indicates the total number of remote desktops (either Web Desktops and/or Connection Windows) open to unique Hosts
Licenses	Number of licenses currently being used by this account. The value is usually equal to one, regardless of the number of Web Desktops the account might have open. The license count might be greater than one if the user is using more than one connection mode to the same Gateway Server at the same time	

Below is a table of examples that show different ways an account user can access the Gateway Server and/or open a remote desktop, and the combination of icons that would be activated.

Connection Mode	Description
0	Indicates that the Web Console is open and connected to this Gateway, and there are no remote desktops open
1	Indicates that the Web Console is open and connected to this Gateway, and one Web Desktop has been opened through it
0	Indicates that standalone Master application is open and connected to this Gateway, and there are no remote desktops open
1	Indicates that standalone Master application is open and connected to this Gateway, and one Connection Window has been opened through it
1	Indicates that the Web Console and Master application are open and connected to this Gateway, and that remote desktops (one Web Desktop and one Connection Window) to the same Host are open (otherwise the count would be 2)
2	Indicates that the Web Console and Master application are open and connected to this Gateway, and that remote desktops (one Web Desktop and one Connection Window) to 2 different Hosts are open
0	Indicates that standalone Gateway Administrator is open and connected to this Gateway

Activity > Account Activity > Active Account Detail

For each entry in the Active Accounts table, the Detail link can be clicked to get a popup window with more information and commands to manage the PROXY Pro applications active for this account user on this machine.

The following information is displayed in the header for each Active Account:

Parameter	Description	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to the Web Console	
Account Type (in parentheses)	One of three types of Web Console accounts	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format	

Below is a table of fields, values and icons available for each PROXY Pro application that is active for this user with this account name on this machine:

Parameter	Description	
Connection Mode	The applications which are open and active on the account user's desktop are indicated here	
		Indicates that the Web Console application is open and connected to this Gateway
		Indicates that the Gateway Administrator application is open and connected to this Gateway
		Indicates that the Master application is open and connected to this Gateway

		Indicates that user has Web Desktop session (through Web Console) open to this Host
		Indicates that user has Connection Window session (through Master) open to this Host
Connected To	Name of the Gateway Server or a specific Host that the account is connected to; if it is a Host, the Host name can be clicked to get a popup window with more details about the account's connection to the Host machine	
		Indicates that this account has control over keyboard/mouse input for this Host
		Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host *Note: The account user can grab input control by clicking on the mouse icon in the menu bar for the Web Desktop for this Host.*
Services	A series of icons that indicate current status of various services available during an active connection with this Host	
		Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
		Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it
		Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
	Gateway Data Services	Underlying connection from Web Console, Gateway Administrator and/or Master to Gateway; enables connections to and services from individual Hosts connected to that Gateway
Start Time	Date & time when the connection was started	
Actions	Commands to manage active applications for this account user	
	Disconnect	Break connection to Gateway Server from Web Console, Gateway Administrator or Master;

		usually results in freeing up a license
	Release Input Control	Convert an active Web Desktop (via Web Console) or Connection Window (via Master) to view-only mode; usually results in freeing up a license, unless an application with Gateway Data Services connection is active
	Give Input Control	Convert an active Web Desktop (via Web Console) or Connection Window (via Master) from view-only mode to one with input control; usually results in requesting an additional license, unless an application with Gateway Data Services connection is active
License	✔	Indicates which application(s) are currently consuming a concurrent user license

Activity > Connections Subtab

The **Connections** subtab provides a real-time view of all the connections that each active account user has to the Gateway and to any individual Hosts.

The following information is displayed in the header for each active account user:

Parameter	Description	
Account Name	PROXY Pro Host name	
Application	The PROXY Pro application (connection mode) that is active for this account user	
	Proxy Companion Service	Indicates that Web Console is running and has an internal connection to the Gateway
	Web Console	Indicates that the Web Console application is open and connected to this Gateway
	Gateway Administrator	Indicates that the Gateway Administrator application is open and connected to this Gateway
	Master	Indicates that the Master application is open and connected to this Gateway
	Web Desktop	Indicates that user has Web Desktop session (through Web Console) open to this Host
	Connection Window	Indicates that user has Connection Window session (through Master) open to this Host
Protocol	Protocol and port used for communication with the Host machine (TCP, UDP, SSL)	
Host Address	IP address of the account user's machine in either IPv4 or IPv6 format	

Below is a table of fields, values and icons available for each active connection that the account user has:

Parameter	Description	
Connected To	Name of the Gateway Server or a specific Host that the account is connected to; if it is a Host, the Host name can be clicked to get a popup window with more details about the account's connection to the Host machine	
		Indicates that this account has control over keyboard/mouse input for this Host
		Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host *Note: The account user can grab input control by clicking on the mouse icon in the menu bar for the Web Desktop for this Host.*
Services	A series of icons that indicate current status of various services available during an active connection with this Host	
		Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
		Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it
		Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
	Gateway Data Services	Underlying connection from Web Console, Gateway Administrator and/or Master to Gateway; enables connections to and services from individual Hosts connected to that Gateway
Start Time	Date & time when the connection was started	

Activity > Host Activity Subtab

The **Host Activity** subtab provides a real-time view of Host machines that are involved in active connections with one or more accounts.

The following information is displayed in the header for each Active Host:

Parameter	Description
Host Name	PROXY Pro Host name
Protocol	Protocol and port used for communication with the Host machine
Host Address	IP address of the Host machine in either IPv4 or IPv6 format
Disconnect	Option to terminate one or more services immediately for all accounts connected to this Host. ***Note***: *Terminating the Remote Control service will result in entire connection being discontinued.*

Below is a table of fields, values and icons available for each account user and machine actively connected to this Host:

Parameter	Description	
Application	The PROXY Pro application (connection mode) being used to access this Host	
		Indicates that user has Web Desktop session (through Web Console) open to this Host
		Indicates that user has Connection Window session (through Master) open to this Host
Account Machine	Name of account user's machine being used to access this Host	
		Indicates that this account has control over keyboard/mouse input for this Host
		Indicates that this account is in view only mode and does not have control over keyboard/mouse input for this Host *Note: The account user can grab input control by clicking on the mouse icon in the menu bar for the Web Desktop for this*

	Host.	
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format	
Protocol	Protocol and port being used for communication by the account user's machine	
Account Name	<Domain>\<Username> for the Windows account that has logged-in to access this Host	
Services	A series of icons that indicate current status of various services available during an active connection with this Host	
		Remote Control service is available for this Host. Account user can view remote desktop and exercise keyboard/mouse input control
		Clipboard service is available for this Host. Account user can cut-and-paste content into his/her local clipboard and send to the clipboard on the remote Host machine, or vice versa
		File Transfer service is available for this Host. Account user can drag-and-drop a file, files or directory of files from his/her machine and send to the remote Host machine, or vice versa
		Remote Printing service is available for this Host. Account user can send a document on the Host machine to a printer attached to the account user's local machine
		Remote Management service is available for this Host. Account user can view and in some cases edit information about hardware, software, system settings, resources, services, accounts, processes, registry, events and power settings on the Host machine, without having to turn on RPC to reach it
		Chat service is available for this Host. Account user can send/receive instant messages to/from this Host (and to/from all other connected account users)
Start Time	Date & time when the connection from this account user to this Host was started	

Activity > Recording Activity Subtab

The **Recording Activity** subtab provides a real-time view of all the Hosts that have remote desktops that are actively being recorded.

Below is a table of fields, values and icons available for each license in use:

Parameter	Description	
Host Name	Name of the Host machine with remote desktop being recorded	
Host User	Windows login of the user logged-in to the Host machine	
Started By	Name of account (<Domain>\<Username>) that initiated the recording of remote desktop of this Host	
Start Time	Date & time when the recording started	
Span	Planned length in minutes of the recording	
Actions	Actions that can be taken on this active recording	
	Adjust	Adjust the planned length of the recording
	Stop	Stop the recording

Activity > Reverse Connections Subtab

The **Reverse Connections** subtab provides a real-time view of all active reverse connections to the Gateway Server. A Host will use a reverse connection to establish and maintain a connection to the Gateway Server if it is not located in the same domain (i.e. cannot reach the Active Directory being used by the Gateway Server.) This is often the case if the Host machine is located behind a different firewall or NAT device.

Below is a table of fields, values and icons available for each active reverse connection:

Parameter	Description	
Host	Name of the Host machine with active reverse connection to the Gateway Server	
Address	IP address of the Host machine in either IPv4 or IPv6 format	
Protocol	Protocol and port being used by the Host for the reverse connection	
Status	Status of the reverse connection	
	0x0	Connection status = Active.
Start Time	Date & time when the reverse connection was started	
Actions	Actions that can be taken on this reverse connection	
	Disconnect	Disable the reverse connection from the Host to the Gateway Server immediately

Activity > Host Status Update Subtab

The **Host Status Update** subtab provides a real-time view of all Hosts waiting for status update from the Gateway (which means their connection information may be stale).

PENDING HOST STATUS UPDATES

HOST	ADDRESS	PROTOCOL	STATUS	START TIME	ACTIONS
WIN7	fe80::f5b6:384:ca6:cc11%15	IP|1505	0x0	8/6/2012 7:06:49 PM	Disconnect
MAPLE	192.168.1.8	IP|1505	0x0	8/6/2012 7:06:49 PM	Disconnect

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Below is a table of fields, values and icons available for each active reverse connection:

Parameter	Description	
Host	Name of the Host machine scheduled for status update from the Gateway Server	
Address	IP address of the Host machine in either IPv4 or IPv6 format	
Protocol	Protocol and port being used by the Host to communicate with the Gateway	
Status	Status of the Gateway connection	
	0x0	Connection status = Active.
Start Time	Date & time when the Host update was scheduled	
Actions	Actions that can be taken on this Gateway connection	
	Disconnect	Disable the reverse connection from the Host to the Gateway Server immediately

Analytics Tab

The **Analytics** tab enables Administrative account users to configure and generate custom reports of connection, service, recording and license activity in your network for audit and archive purposes. The **Analytics** tab is only visible to Administrative account users.

Analytics Subtabs	Administrative Account	Master Account	Personal Account
Connections Audit Report	Yes		
Services Audit Report	Yes		
Recordings Audit Report	Yes		
Licenses Audit Report	Yes		

Analytics > Connections Audit Subtab

The **Connections Audit** subtab enables users to generate a custom report of connection activity through the Gateway Server.

Below is a table of fields and values available for each entry in the Connections Audit report:

Parameter	Description
Account Name	<Domain>\<Username> for the Windows account that established the connection
Connection Mode	The PROXY Pro application used to establish the connection
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format
Start Time	Date & time when the connection started (or attempted to start)
End Time	Date & time when the connection ended; if this field is blank, the connection is still active

The user can customize the Connections Audit report by specifying values in one or more of the parameters available in the search box:

Parameter	Description	
Connection Mode	Filter the list of connections displayed by specifying all or part of a PROXY Pro application used to establish the connection	
	PROXY Pro Web Console	Indicates that the Web Console was used for this connection
	PROXY Pro Gateway Administrator	Indicates that the Gateway Administrator was used for this connection
	PROXY Pro Master	Indicates that the standalone Master was used for this connection

Account Name	Filter the list of connections displayed by specifying all or part of account name (<Domain>\<Username>) used to establish the connection	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *A** will list all a names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. **G** will list all names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **N* will list all names that end with an *N*).
Account Address	Filter the list of connections displayed by specifying all or part of an IP address for the account user's machine	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)
Connection Status	Filter the list of connections displayed according to the success or failure of the connection attempt	
	All	Indicates that all connections should be included in results
	Successful	Indicates that only successful connection attempts should be included in results
	Failed	Indicates that only unsuccessful connection attempts should be included in results
Start Time	Filter the list of connections displayed by specifying a time range for starting or attempting to start a connection	
	From	Specify earliest start time for search range
	To	Specify latest start time for search range
End Time	Filter the list of connections displayed by specifying a time range for ending a connection	
	From	Specify earliest end time for search range
	To	Specify latest end time for search range

Analytics > Services Audit Subtab

The **Services Audit** subtab enables users to generate a custom report of services enabled through the Gateway Server.

Below is a table of fields and values available for each entry in the Services Audit report:

Parameter	Description
Account Name	<Domain>\<Username> for the Windows account that initiated the service request to the Host
Host Name	Name of the Host machine enabled to provide the service
Service	Name of the service activity
Start Time	Date & time when the service was enabled
End Time	Date & time when the availability of the service ended

The user can customize the Services Audit report by specifying values in one or more of the parameters available in the search box:

Parameter	Description	
Host Name	Filter the list of services enabled by specifying all or part of the name of a Host that provided the services	
Protocol	Filter the list of services enabled by specifying a network protocol for the services	
	All	Include all services in the results, regardless of protocol
	UDP/IP	Include only services carried over UDP in the results
	TCP/IP	Include only services carried over TCP in the results

	SSL	Include only services carried over SSL in the results
Port	Filter the list of services enabled by specifying port number for the Host that provided the services	
Account Name	Filter the list of services enabled by specifying all or part of account name <Domain>\<Username> used to initiate the request for the service	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *A** will list all a names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. **G** will list all names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **N* will list all names that end with an *N*).
Account Address	Filter the list of services enabled by specifying all or part of an IP address for the account user's machine	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)
Connection Status	Filter the list of services enabled according to the success or failure of the connection attempt	
	All	Indicates that all connections should be included in results
	Successful	Indicates that only successful connection attempts should be included in results
	Failed	Indicates that only unsuccessful connection attempts should be included in results
Start Time	Filter the list of services enabled by specifying a time range for enabling or attempting to enable a connection	
	From	Specify earliest start time for search range
	To	Specify latest start time for search range
Services	Filter the list of services by specifying one or more services enabled by the Host	
	Remote	Include in the results any instances of Remote Control

Control	services enabled
Clipboard	Include in the results any instances of Clipboard services enabled
File Transfer	Include in the results any instances of File Transfer services enabled
Remote Printing	Include in the results any instances of Remote Printing services enabled
Remote Management	Include in the results any instances of Remote Management services enabled
Chat	Include in the results any instances of Chat services enabled

Analytics > Recordings Audit Subtab

The **Recordings Audit** subtab enables users to generate a custom report of recordings created, managed and played through the Gateway Server.

Below is a table of fields and values available for each entry in the Recordings Audit report:

Parameter	Description	
Recording File Name	Name of the recording file for the Host machine (Host name and network address are specified in parentheses)	
Action	The type of action initiated on the recording file	
	Recording Initiated	Start recording of the desktop of the specified Host machine
	Recording Completed	Stop recording of the desktop of the specified Host machine
	Recording Played	Play selected recording of the desktop of the specified Host machine
	Recording Deleted	Delete selected recording of the desktop of the specified Host machine from the Gateway Server
Initiated By	<Domain>\<Username> for the Windows account that requested the action on the recording file	
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format that initiated the action on the recording file	
Time	Date & time when the action on the recording file occurred	

The user can customize the Recordings Audit report by specifying values in one or more of the parameters available in the search box:

Parameter	Description	
Host Name	Filter the list of recordings displayed by specifying all or part of a Host machine that was recorded	
Address	Filter the list of recordings displayed by specifying all or part of an IP address for the Host machine that was recorded	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)
Started By	Filter the list of recordings displayed by specifying all or part of a logged-in user for the account (<Domain>\<Username>) that started the recording	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of Host names with initial letters matching the input characters (e.g. *A** will list all Host names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of Host names with letters matching the input characters (e.g. **G** will list all Host names that have a G somewhere in the name).
	**<Char(s)>	Input the wildcard and then one or more characters to see list of Host names with ending letters matching the input characters (e.g. **N* will list all Host names that end with an *N*).
Start Time	Filter the list of recordings displayed by specifying a time range for an action on the recording	
	From	Specify earliest start time for action
	To	Specify latest start time for action

Analytics > Licenses Audit Subtab

The **Licenses Audit** subtab enables users to generate a custom report of attempts to log into the Web Console when all available Web Console licenses are in use.

Note: *If a user with valid Administrator account credentials attempts to log into the Web Console when all Administrative account licenses are in use, the user will be allowed access to the Web Console in view-only Limited Administrative account mode (i.e. will only see the Account Activity page).*

Below is a table of fields and values available for each entry in the Licenses Audit report:

Parameter	Description	
Account Name	<Domain>\<Username> for the Windows account that has attempted to log into the Web Console	
Account Type	One of three types of Web Console accounts or special Limited Admin account	
	Administrative	Administrative account
	Master	Master account
	Personal	Personal account
	Limited Admin	Administrative account limited to view-only mode of Account Activity page
Account Address	IP address of the account user's machine in either IPv4 or IPv6 format	
Service	Type of service provided, if any, when all available licenses are in use (usually Limited Admin role)	
Max License	Number of available licenses in use when user attempted to login	
License Exceed Time	Date & time when the license count was exceeded	

The user can customize the Licenses Audit report by specifying values in one or more of the parameters available in the search box:

Parameter	Description	
Service	Filter the list of login incidents displayed by specifying the type of login attempted	
	All	Show all accounts
	Gateway Admin	Show only attempts to login to Web Console or Gateway Administrator
	Master	Show only attempts to connect to a remote desktop with input control or switch from view only to input control
	Limited Admin	Show only attempts to login as Administrator which defaulted to Limited Admin because all Admin accounts were in use
Account Name	Filter the list of login incidents by specifying all or part of account name <Domain>\<Username> used to initiate the login	
	*<Char(s)>**	Input one or more characters and then the wildcard to see list of account names with initial letters matching the input characters (e.g. *A** will list all a names that start with an *A*).
	<Char(s)>	Input wildcard, one or more characters and then trailing wildcard to see list of account names with letters matching the input characters (e.g. **G** will list all names that have a G somewhere in the name).
	**<Char(s)>*	Input the wildcard and then one or more characters to see list of account names with ending letters matching the input characters (e.g. **N* will list all names that end with an *N*).
Account Address	Filter the list of login incidents by specifying all or part of an IP address for the Host machine from which the login was attempted	
	*<Num(s)>**	Input one or more numbers (no more than 3 numbers without a dot) and then the wildcard to see list of Host names with IP address matching the input characters (e.g. *192** will list all Host names with IP address that start with 192…)
	<Num(s)>	Input wildcard, one or more numbers (no more than 3 numbers without a dot) and then trailing wildcard to see list of Host names with IP address matching the input characters (e.g. **10.10** will list all Host names that have a 10.10 sequence somewhere in the IP address)
	**<Num(s)>*	Input the wildcard and then one or more numbers (no more than 3 numbers without a dot) to see list of Host names with ending numbers that match the input characters (e.g. **.101* will list all Host names with IP address that end with .101)
Start Time	Filter the list of login incidents by specifying a time range for the login attempt	
	From	Specify earliest start time for action
	To	Specify latest start time for action

Gateway Tab

The **Gateway** tab enables Administrative account users to view and edit configuration settings, licenses and security for the Gateway Server. The **Gateway** tab is only visible to Administrative account users.

Gateway Subtabs	Administrative Account	Master Account	Personal Account
Gateway Settings	Yes		
Gateway Licenses	Yes		
Polling Ranges	Yes		
Gateway Accounts	Yes		
Web Console Settings	Yes		

Gateway > Gateway Settings Subtab

The **Gateway Settings** subtab allows the user to view and edit configuration settings for the Gateway Server to which the Web Console is connected. See the *PROXY Pro Gateway Server Guide* for more information about these settings.

Gateway Server settings are organized into 8 subsections and are displayed on this page. Jump to a particular subsection by choosing it in the dropdown selection box.

Gateway > Gateway Settings > Jump To Menu

The Jump To menu provides quick access to different subsections of Gateway Server settings. Click on the desired subsection to go directly to those settings:

Below is a table of fields, values and actions available in the Gateway Accounts table:

Field	Description	
Name	Name of the Gateway Server setting	
Value	Current value for this Web Console setting	
Commands	Following commands are available to edit setting values	
	Edit	Edit one or more settings in this section
	Top	Jump back to the top of the Web Console Settings page
	Apply Changes	Save changes to one or more settings in this section
	Cancel	Cancel changes to any settings in this section and return to view mode

Gateway > Gateway Settings > General

For more information about the configuration settings in the General section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the General section:

General	
PROXY Pro Gateway Server Version	8.0.2.1976 **BETA** (16-July-2012)
Station Name	H**
Automatically move newly discovered workstations from "Unmanaged Hosts" to the "All Hosts" group	No
Enable management of Hosts by logged-in usernames	No
Show logged-in users by username only (without domain names)	Yes
Automatically update status of "Managed Hosts" older than	30
Automatically delete Hosts with last connect time older than	120
Concurrent User Mode Logout Warning (minutes)	15
Concurrent User Mode Logout Additional (minutes)	5
Concurrent User Mode Input Control Timeout (minutes)	10

Gateway > Gateway Settings > Auditing

For more information about the configuration settings in the Auditing section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Auditing section:

Auditing	
Log Information to Event Log	No
Log Information to Text File	Yes
Only Log Failures	No
Audit Log File Name	C:\Program Files (x86)\Proxy Networks\
Maximum Log File Age (days)	40
Log File Rollover Frequency	once weekly
Audit Data Provider	SQLOLEDB
Audit Data Source	(local)\SQLEXPRESS
Audit Database	ProxyDb
Audit Data Connection	Open

Gateway > Gateway Settings > Protocols

For more information about the configuration settings in the Protocols section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Protocols section:

Protocols	
UDP Network Protocol	Port 2503 on address(es) fe80::cbf0:cbf0:: 192.168.1.1, ::1, 127.0.0.1
TCP/IP Network Protocol	Port 2503 on address(es) fe80::cbf0:cbf0:: 192.168.1.1, ::1, 127.0.0.1
SSL Network Protocol	Port 5553 on address(es) fe80::cbf0:cbf0:: 192.168.1.1, ::1, 127.0.0.1

Gateway > Gateway Settings > Encryption

For more information about the configuration settings in the Encryption section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Encryption section:

Encryption	
Encrypt Connection for Master Control Panel and Gateway Admin	Yes
Encrypt Connection for Host Status and Administration	Yes
Encrypt Connection for Host Remote Control, File Transfer, Remote Printing, Clipboard, and Administration	Yes
Encrypt Connection for Master Viewer Remote Control, File Transfer, Remote Printing, Clipboard, and Administration	Yes

Gateway > Gateway Settings > Schedule

For more information about the configuration settings in the Schedule section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Schedule section:

Schedule	
Periodic Tasks Schedule	Daily @6:00 AM

Gateway > Gateway Settings > Recording

For more information about the configuration settings in the Recording section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Recording section:

Recording	
Recording Directory	C:\Program Files (x86)\Proxy Networks\PROXY Pro Gateway\Data\Recordings
Maximum recorded session size (kilobytes)	2097151
Maximum recorded session duration (hours)	744
Automatically delete sessions older than (hours)	0
Minimum data size (KB) before criteria checked	100
Maximum data size (KB) after minimum met	3072
Maximum duration (seconds) after minimum met	300
Override Host Screen Capture Settings	Yes
Prefer User Mode Screen Capture	No
Current User Mode Screen Capture Profile	Medium-Low (recording)

Gateway > Gateway Settings > Network

For more information about the configuration settings in the Network section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Network section:

Network	
"Local Network" Address Ranges	10.0.0.0[255.0.0.0],192.168.0.0[255.255.0.0],172. [255.240.0.0],127.0.0.1,FE80::/10,FEC0::/10,::1

Gateway > Gateway Settings > Grouping

For more information about the configuration settings in the Grouping section, please refer to the Gateway Server settings section in the *PROXY Pro Gateway Server* Guide.

Below is typical view of Gateway Server settings in the Grouping section:

Grouping		Edit	Top
	Global Host Grouping Policy	Put Host in Specific Group	
	Global Host Grouping Group	TEST2	
	IPv4 Address	2.4.5.67(23),Engineering	
	Extension Tag	Region,NothWest,Marketing	
	Active Directory	PROXYNETWORKS (proxynetworks.com),OU=	

Gateway > Gateway Licenses Subtab

The **Gateway Licenses** subtab allows the user to view and edit license key information for the Gateway Server, Web Console and Web Desktop.

Following table is quick reference guide to the different keys that can be managed in this section:

License Modes & Lic Key Prefix	Description
Concurrent Users **(License Key Prefix: 5048)**	• Enterprise Edition key • Gateway Server is enabled to find/manage Hosts in or outside of network • Web Console is enabled for administration and configuration of Gateway Server, Hosts, Groups, security, etc. • Web Console is also enabled for Web Desktop (i.e. Connect/Connect As options available in Host context menu). • The license model is Concurrent User Accounts, and the total number of concurrent Web Desktops enabled for mouse/keyboard input (full remote control) is equal to the sum of concurrent user accounts for all 5048 keys shown here. • These keys do not require 5010 keys to be present. If one or more of these keys are present, any 5010 keys will be ignored.
Managed Hosts **(License Key Prefix: 5010)**	• Gateway Edition key • Gateway Server is enabled to find/manage Hosts in or outside of network • Web Console is enabled for administration and configuration of Gateway Server, Hosts, Groups, security, etc. only • Web Desktop is not enabled • The license model is Managed Hosts, and the total number of managed Hosts is equal to the sum of Hosts specified in all the 5010 keys shown here. • If any 5048 keys are present, these keys will be ignored.

Gateway > Gateway Licenses > Add New License Key

New license keys can be added by clicking on the **Add New License Key** button; a new line will appear in the license key table with a field to enter the new license key and command buttons to Insert (save) or Cancel the operation.

If the new license key is valid, it will be accepted and added to the table. If it is not valid, an error message will appear with an error code, if applicable.

License keys cannot be edited. If a change is desired, delete one or more keys and add new keys.

Below is a list of the parameters and values displayed in the **Installed Licenses** table:

Field	Description	
License Key	Gateway Server license key(s) (for version 8.x and later)	
Actions	Actions that can be taken on this license key. Note that by pressing the **Add New License Key** button, a new line will appear in the Installed License table and the **Insert** and **Cancel** buttons will be active.	
	Insert	Insert new license key. *Note: The Gateway Server will attempt to validate the contents of the license key input field before accepting it.*
	Cancel	Cancel the input and turn to view only mode
	Delete	Delete the license key

Gateway > Gateway Licenses > License Activity

The second table on the **Gateway Licenses** subtab shows aggregate number of licensed accounts by type and the number of licenses currently in use. This table is relevant when the Gateway Server is in Concurrent Users license mode.

In the table header, the following data is presented:

Field	Description	
Gateway Server	The name of the Gateway Server to which this Web Console is attached	
License Mode	Type of license in effect for Gateway Server	
	Concurrent Users	Gateway Server monitors/limits number of concurrent accounts connected to the Gateway Server
	Managed Hosts	Gateway Server monitors/limits number of Hosts reporting

		to and available through the Gateway Server
Web Desktop	The status of the Web Desktop feature in the Web Console	
	Licensed	Web Desktop feature is licensed and **Connect/Connect As** commands activated in Host dropdown menu; enabled by 5048 license key. In most cases, Gateway Server license mode is Concurrent Users.
	Not Licensed	Web Desktop feature is not licensed and **Connect/Connect As** commands are deactivated in Host dropdown menu; requires 5048 license key. In most cases, Gateway Server license mode is Managed Hosts.

LICENSE ACTIVITY

GATEWAY SERVER: DEV
LICENSE MODE: CONCURRENT USERS
WEB DESKTOP: LICENSED

ACCOUNT TYPE	LICENSES IN USE	NUMBER OF LICENSES
Administrative users	2	10
Master users	0	20
Personal users	0	30
Limited Admin users	0	

Field	Description	
Account Type	Type of account licensed	
	Administrative	Has full access to Web Console for all configuration and management functions
	Master	Has access to Web Console to find Hosts and, if Web Desktop is enabled, connect to them for remote control
	Personal	Has access to Web Console a specific Host and, if Web Desktop is enabled, connect to it for remote control
	Limited Admin	If all Administrative licenses are in use, and another user with valid Admin credentials tries to log into Web Console, they will be granted access as Limited Admin, with access only to the Active Accounts page
Licenses in Use	The total number of licensed account currently in use by any application	
Number of Licenses	The total number of licensed accounts enabled by all the valid version 5048 Gateway Server keys (Enterprise Edition)	

Gateway > Polling Ranges Subtab

The **Polling Ranges** subtab allows the user to create, edit and delete network polling ranges for finding Hosts. The user can also request a refresh of the polling ranges to search for any newly available Hosts.

POLLING FOR HOSTS

Add New Polling Schedule

ADDRESS	PROTOCOL	SCHEDULE	RUNNING	RUNNING ADDRESS	COMMANDS
192.168.1.1(100)	UDP/IP	Daily @12:00 AM	No	found 24 hosts	Edit Remove Poll Now
FF02::1	UDP/IP	Daily, 12 times, starting at 12:00 AM and repeating every 1 hours	No	found 0 hosts	Edit Remove Poll Now

Gateway > Polling Ranges > Add New Polling Schedule

New polling ranges can be added by clicking on the **Add New Polling Schedule** button:

POLLING RANGE & SCHEDULE OPTIONS ×

Protocol: UDP/IP Port: Standard

Polling Range Options

- Broadcast to IPV4 Address
- Scan IPV4 Address Range
- Broadcast to IPV6 link-local multicast address
- Broadcast to IPV6 site-local multicast address
- Poll Single Computer (at one IPV6 address)

Address:

Polling Schedule

- Once a day, on selected days of the week
- Periodically throughout the day, every day
- According to an Advanced schedule

Starting at 12:00 AM

☑ Sunday ☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday ☑ Saturday

Apply Changes Cancel

The following table shows options that can be specified for configuring polling ranges and schedules:

Field	Description	
Protocol	Specify network protocol to use for polling	
	UDP/IP	Use UDP protocol over IP
	TCP/IP	Use TCP protocol over IP
Port	Specify port to use for polling (Default = Standard)	
Polling Range Options	Choose the type of polling range you want to search and specify target addresses and ranges	
	Broadcast to IPV4 Address	Enter IPV4 address for target machine you want to poll
	Scan IPV4 Address Range	Enter starting IPV4 address and the number of additional sequential addresses that you want to poll
	Broadcast to IPV6 link-local multicast address	Enter IPV6 address for a link-local address
	Broadcast to IPV6 site-local multicast address	Enter IPV6 address for a site-local address
	Poll single computer IPV6	Enter IPV6 address for target machine you want to poll
Polling Schedule Options	Choose a schedule for polling and specify parameters	
	Once a day	Execute polling once a day a specified time and on the specified days against the polling range selected above
	Periodically	Execute polling at each interval, starting with the specified time and continuing for as many times as specified, against the polling range selected above
	Advanced	Execute polling according to advanced schedule of months, days, hours and minutes

Below is a list of fields, values and commands available for each entry in the Polling Range table:

POLLING FOR HOSTS

Add New Polling Schedule

ADDRESS	PROTOCOL	SCHEDULE	RUNNING	RUNNING ADDRESS	COMMANDS
192.168.1.1(100)	UDP/IP	Daily @12:00 AM	No	found 21 hosts	Edit Remove Poll Now
FF02::1	UDP/IP	Daily, 12 times, starting at 12:00 AM and repeating every 1 hours	No	found 0 hosts	Edit Remove Poll Now

Field	Description	
Address	IPv4 or IPv6 network address of target machine or start of range, with number of addresses in range in parentheses	
Protocol	Network protocol to use for polling	
	UDP/IP	Use UDP protocol over IP
	TCP/IP	Use TCP protocol over IP
Schedule	Specify port to use for polling (Default = Standard)	
Running	Current status of polling (Default = No)	
Running Address	If most recent execution of poll resulted in Hosts found, the number will be shown here	
Commands	Commands available to manage polling ranges & schedules	
	Edit	Edit the polling range and/or schedule type, and/or change parameters
	Remove	Delete this polling range and schedule
	Poll Now	Execute polling on the specified target(s) now

Gateway > Gateway Accounts Subtab

The **Gateway Accounts** subtab allows the user to view and edit security permissions for Windows accounts authorized to have access to the Gateway Server.

Below is a table of fields, values and actions available in the Gateway Accounts table:

Field	Description
Account	<Domain>\<Username> for the Windows account that is authorized to access the Gateway Server; can be Windows account for individual user or for a Windows security group (e.g. Domain Administrators)
Account SID	Security ID number (as defined in the Gateway Server) for this account
Permissions	Permissions defined for this account
	Details — Show specific permissions defined for this account

Below is a table of other options available on this popup:

Option	Description
Gateway Security	Go to popup window that will enable the user to authorize a new Windows account to have access to the Gateway Server. See *PROXY Pro Gateway Server Guide* for more details about specific permissions that can be granted or denied.
Apply Changes	Confirm any changes to permissions or accounts authorized for the Gateway Server
Cancel Changes	Roll back any changes to permissions or accounts authorized for the Gateway Server

Gateway > Gateway Accounts > Details

The specific permissions for each Gateway Account can be viewed by clicking on the **Details** button. The permissions are organized into 3 subtabs:

- Gateway Permissions
- Group Permissions
- Host Permissions

Gateway > Gateway Accounts > Details > Gateway Permissions

Gateway Permissions subtab shows the general level of authorization that the account has on the Gateway with respect to Data Services, Gateway Settings and Gateway Operations. To see and/or change any specific permissions, the user must click on the **Import New Account** button and then **View/Edit** button next to the account he/she is interested in. The general and specific permissions for each of the three areas are available in expandable tables. To see the list of specific permissions under any general permission, click on the icon to the left of the general permission to open it up:

Gateway > Gateway Accounts > Details > Group Permissions

Group Permissions subtab shows the general level of authorization that any Windows groups to which the account belongs has on the Gateway with respect to Data Services, Gateway Settings and Gateway Operations. To see and/or change any specific

permissions, the user must click on the **Import New Account** button and then **View/Edit** button next to the account he/she is interested in. The general and specific permissions for each of the three areas are available in expandable tables. To see the list of specific permissions under any general permission, click on the icon to the left of the general permission to open it up.

Gateway > Gateway Accounts > Details > Host Permissions

Host Permissions subtab shows the general level of authorization that the account has on any Host machines with respect to the accessing the Host and recording the Host. To see and/or change any specific permissions, the user must go to the **Hosts > Members** subtab to find any Host that he/she might be interested in, and then choose the **Security** option from the dropdown list next to the Host name. The general and specific permissions for the Gateway Account on this Host can be viewed and/or edited by clicking on the **View/Edit** button.

Gateway > Web Console Settings Subtab

The **Web Console Settings** subtab allows the user to view and edit configuration settings specific to the Web Console.

Gateway > Web Console Settings > Jump To Menu

The Jump To menu provides quick access to different subsets of Web Console Settings. Click on the desired subset to go directly to those settings:

Below is a table of fields, values and actions available in the Web Console Settings table:

Field	Description
Name	Name of the Web Console setting
Value	Current value for this Web Console setting
Commands	Following commands are available to edit setting values
	Edit — Edit one or more settings in this section

Top	Jump back to the top of the Web Console Settings page
Update	Save changes to one or more settings in this section
Cancel	Cancel changes to any settings in this section and return to view mode

Gateway > Web Console Settings > General

This section shows settings and current values for general features and functions for all users of the Web Console.

Below is typical view of Web Console settings in the General section:

NAME	VALUE
General	Edit Top
Audit Data Update Interval (minutes)	2
Default Number of Table Rows	20
Hide Disabled Navigation Tabs	Yes
Web Console Message	Enter/Update your own message here

Below is a table of the settings in this section and their configuration options:

Setting	Description
Audit Data Update Interval	Specify how often audit data should be written to logs (every 1 to 120 minutes; Default = 1)
Default Number of Table Rows	Specify how many rows of data should be presented in Web Console tables (5, 10, 15, 20, 25 or 50; Default = 10)
Hide Disabled Navigation Tabs	Specify whether or not disabled tabs and/or subtabs in the menu bar should be shown to account users who might not have permissions to see them (Default = Yes)
Web Console Message	Enter a custom message to appear in the header (above the search box) on each Web Console page

Gateway > Web Console Settings > Application Access - Internal

Rules for accessing the Web Console from within the same network can be different from those for accessing the Web Console from outside. This section shows settings and current values for accessing the Web Console from a machine in the same network.

Below is typical view of Web Console settings in the Application Access - Internal section:

Application Access – Internal		Edit	Top
Web Desktop Authentication Mode	Web Console User		
Web Desktop Gateway Protocol	SSL|5443		
Web Desktop Gateway Specifier	<default>		
Web Desktop URL	<default>		

Below is a table of the settings in this section and their configuration options:

Setting	Description	
Web Desktop Authentication Mode	Specify which set of authentication credentials the Web Console should consider from users in the same network (Default = Single Sign-On)	
	Web Console User	Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials)
	Always Prompt	Always prompt for credentials
	Single Sign-On	Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials) , unless credentials used to login to Web Console are different than those used to login to local machine
Web Desktop Gateway Protocol	Specify the network protocol and port for the Web Desktop to use to communicate with the Gateway from inside the network	
Web Desktop Gateway Specifier	Specify the name for the Web Desktop to use to access to communicate with the Gateway from inside the network	
Web Desktop URL	Specify URL to access the Web Desktop application from inside the network; should follow normal URL form *http(s):///<domain name>|<IP address> [:port>]*	

Gateway > Web Console Settings > Application Access - External

Rules for accessing the Web Console from outside the network can be different from those for accessing the Web Console from inside. This section shows settings and current values for accessing the Web Console from a machine outside the network.

Below is typical view of Web Console settings in the Application Access - External section:

Application Access – External		Edit	Top
Web Desktop Authentication Mode	Always Prompt		
Web Desktop Gateway Protocol	SSL|5401		
Web Desktop Gateway Specifier	<default>		
Web Desktop URL	<default>		

Below is a table of the settings in this section and their configuration options:

Setting	Description	
Web Desktop Authentication Mode	Specify which set of authentication credentials the Web Console should consider from users outside the network (Default = Single Sign-On)	
	Web Console User	Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials)
	Always Prompt	Always prompt for credentials
	Single Sign-On	Single-sign on using same credentials as those used to login to Web Console (no prompt for credentials) , unless credentials used to login to Web Console are different than those used to login to local machine
Web Desktop Gateway Protocol	Specify the network protocol and port for the Web Desktop to use to communicate with the Gateway from outside the network	
Web Desktop Gateway Specifier	Specify the name for the Web Desktop to use to access to communicate with the Gateway from outside the network	
Web Desktop URL	Specify URL to access the Web Desktop application from outside the network; should follow normal URL form *http(s)://<domain name>|<IP address> [:port>]*	