

## Remote Control Workstations Using LANDesk

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### Gateway web page (users that are not on state network – works similar to GoToAssist)

If you need or want to remote control a computer that has no LANDesk remote control agent on it, you can use LANDesk. This will also work if you are on a computer that does not have the LANDesk console installed on it, such as your home computer. This means that if you want to remote control another computer, the computer you are using does not need to have any LANDesk product already installed on it, nor does the remote target computer.

If you have not used the Remote Gateway before, please follow instructions to set it up (see instructions below) before directing users to this webpage. You need the RCViewer installed on your machine.

#### Directions to Give to Users:

- Direct the remote user to <http://dii.vermont.gov/remote> -- email this link to users if needed!!
  - Have them click on the link within that page: <http://ent-ldmg.state.vt.us/client/OnDemand.php> and have them Run the program when prompted. (*this page is accessible from non-State networks as well as State networks*).

After a minute or two, they will show up on your list of Clients (see below).

#### Set up Remote Console Client for Gateway Use

**You (the technician)** will click here: <http://ent-ldmg.state.vt.us/client/RCViewer.exe> and choose Run.

You will see a new icon on your desktop called “LANDesk Remote Control Viewer”. Run that program, and then enter your Gateway credentials (*snip 1 below*). Your username will be your first initial and last name, examples: msmith (for Mike Smith) or jdoe (for John Doe), etc.

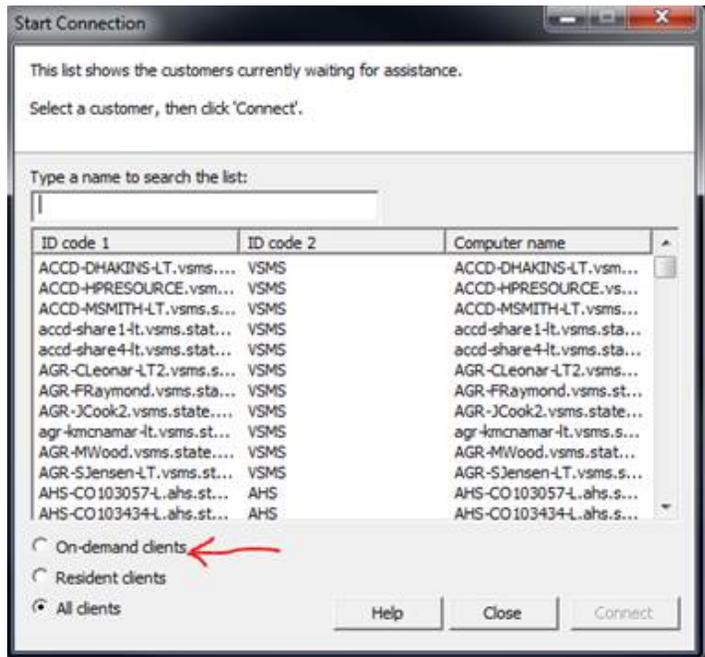


Find their computer name, select it and click Connect (*snip 2 below*).

You will now be connected to them. Once you close out of the remote session, the program will automatically uninstall from their computer.



(1)



(2)

## LDMS Console – computers on state network

If you are on the State network, If you go here, <https://ent-ldms-core/remote/frameset.aspx>, you will be automatically logged in to the web console for LDMS.\*\* From there, you will be able to search for computer names and subsequently remote to them with LANDesk via a right-click menu. You can search for machines with wildcards. For example, if you are looking for AHSCO103375L, you can type **\*10337\*** in the search box and hit Enter or click Find. (this is a quicker way to connect, involving no interaction with the customer – just letting them know you’re going to connect)



\*\*If you get an error logging in, please submit a Request Service ticket so that your credentials can be added.