

Remote Control

If you are having problems using remote control, please check the following settings.

From Administration, client settings (right click your custom client setting or default client settings) Click properties, on the right be sure Remote tools is checked. On the left click Remote Tools. Your selections should look like this:

Default Settings



Specify settings that apply to all clients in the hierarchy, and can be modified by custom settings.

Specify remote control settings on client computers.

Device Settings



Enable Remote Control on clients

Enabled

Configure Settings

Firewall exception profiles

Domain,Private,Public

Users can change policy or notification settings in Software Center

No

Allow Remote Control of an unattended computer

Yes

Prompt user for Remote Control permission

Yes

Prompt user for permission to transfer content from shared clipboard

No

Grant Remote Control permission to local Administrators group

Yes

Access level allowed

Full Control

Permitted viewers of Remote Control and Remote Assistance

(none)

Set Viewers ...

Show session notification icon on taskbar

Yes

Show session connection bar

Yes

Play a sound on client

Beginning and end of session

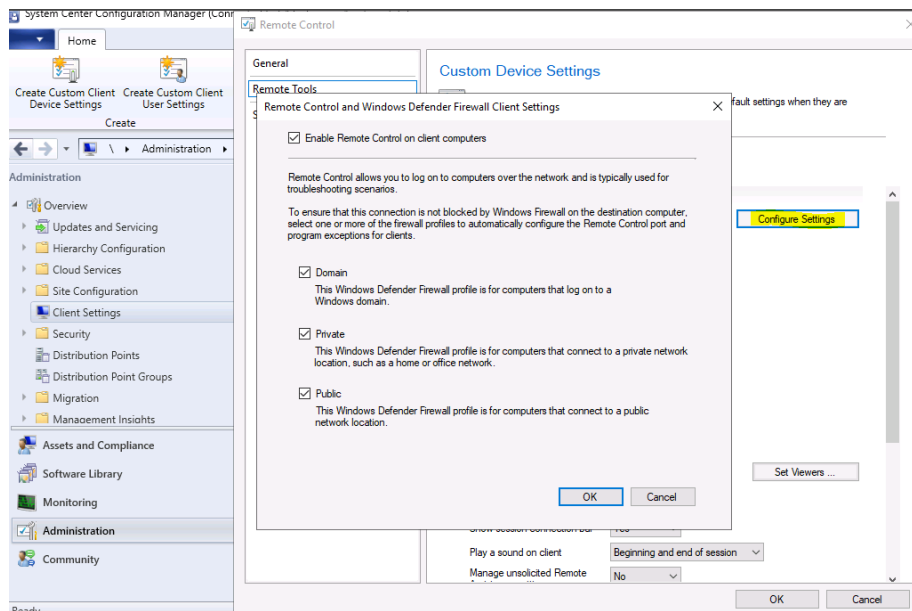
Manage unsolicited Remote

No

OK

Cancel

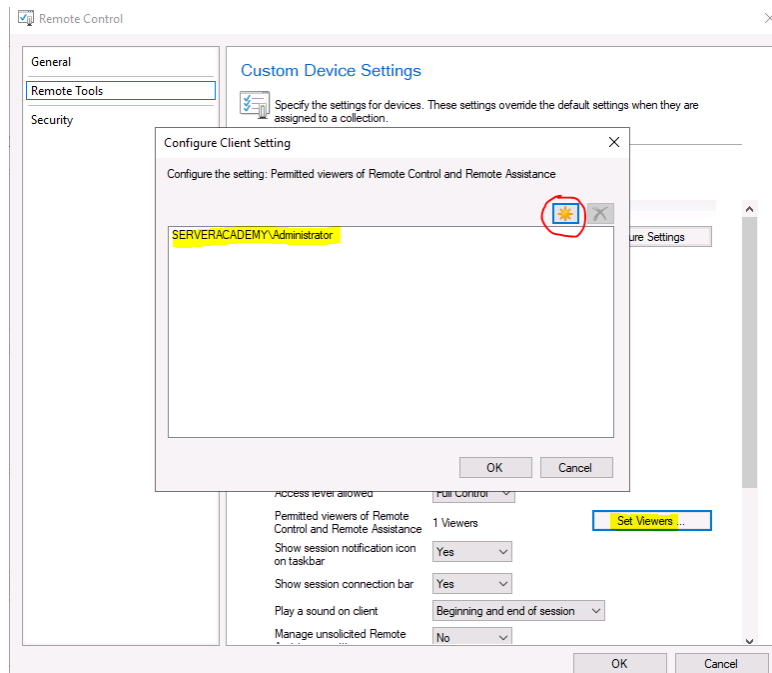
Click Configure settings (Configure Firewall)



Click Ok

Now click set viewers

You can add administrator and domain administrator



Click OK 2X