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Backstage mode

Last updated: Jul 24, 2024

Available for these licenses: Standard   Premium   Access

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Introduction

Backstage mode allows hosts to access a remote machine without disrupting the user. While hosts can run commands from the Host page, Backstage mode provides a simple, time-saving interface to access important troubleshooting tools including:

- ScreenConnect File Manager – A custom file explorer that allows for copy-and-paste file transfer
- PowerShell
- Windows command prompt
- Computer Management
- Registry Editor
- Event Viewer
- Services
- Resource Monitor
- System Information
- Windows Defender Firewall
- Notepad

Backstage also includes a search feature and a start menu to browse the existing applications and folders on the machine. Use the taskbar to quickly access installed applications, search, and pinned applications.
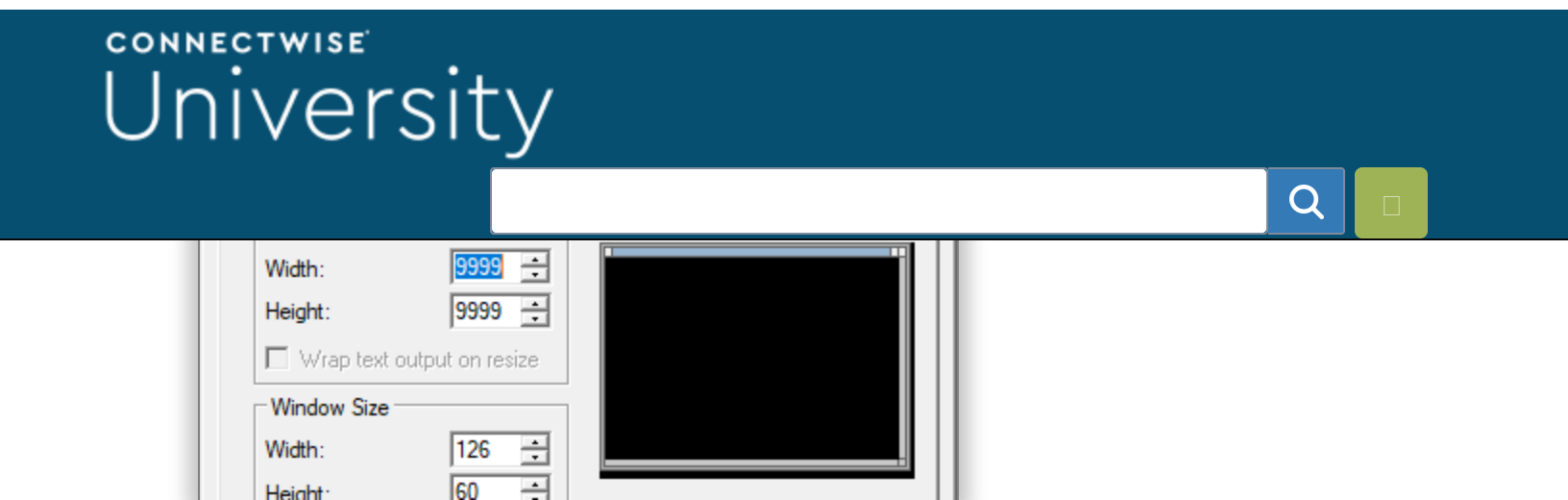
Requirements

> **Note:** While we do our best to support end-of-life operating systems, we cannot guarantee successful performance of Backstage in all cases.

- You must also have a license that includes the logon session switching feature.
- Backstage mode is only available when you connect to Windows machines with a support or an access session.
- The user must have two permissions to enter backstage mode: **SwitchLogonSession** and **EnableBackstageLogonSession**.

Limitations

- Backstage mode does not have the full capabilities of a normal user account.
- As this is a limited environment, some programs will not run in Backstage mode.
- We cannot guarantee how applications outside of the CMD and PowerShell windows will respond to running in Backstage mode.
- The cursor is not visible in the CMD and PowerShell windows.
- Only 20 windows are visible on the taskbar
- If you're unable to scroll in the Powershell window, try adjusting the buffer size.

    1. Right-click the Powershell icon in the toolbar and select **Properties.**
    2. Click the **Layout** tab.

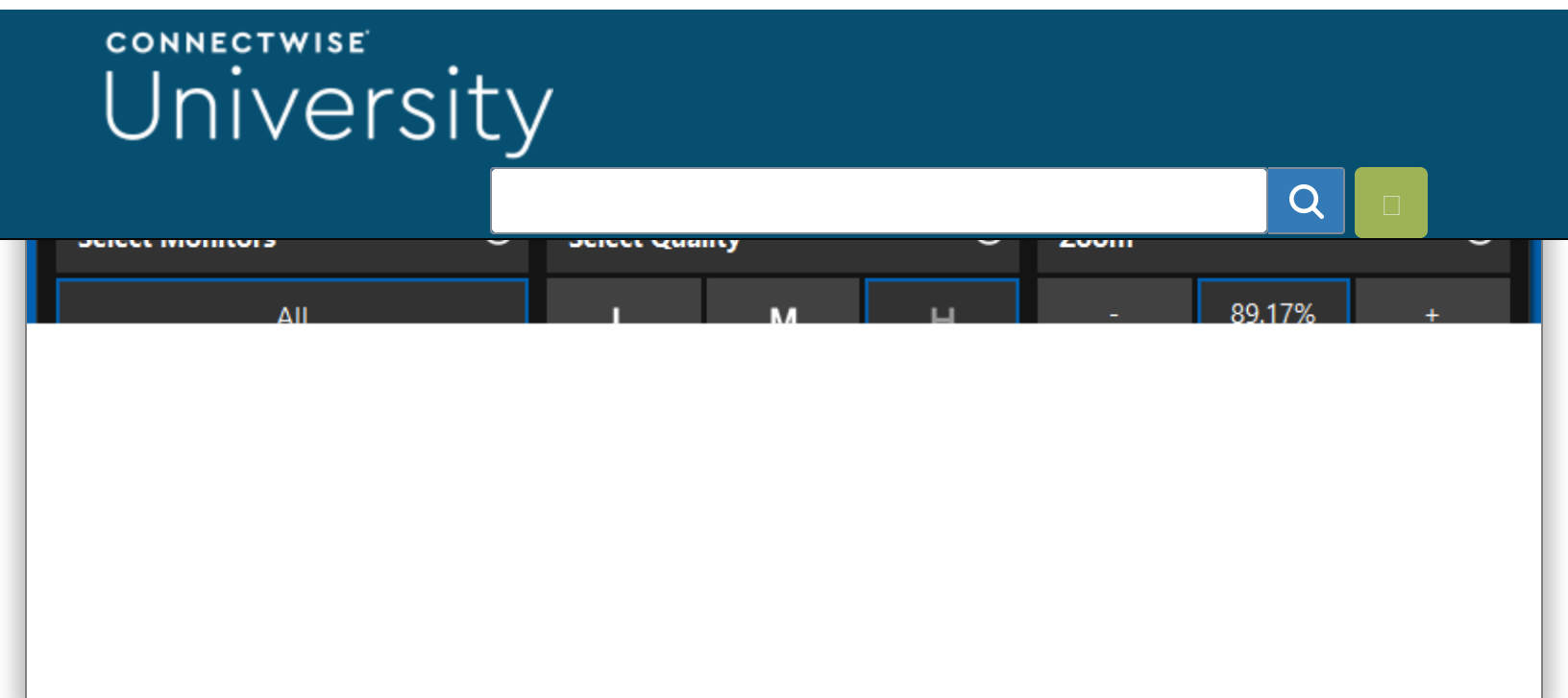4. Click **OK.**

Enter Backstage mode from the host client

1. Connect to a session

Connect to a support session or an access session.

2. Select **View** > **Select Logon Session** > **[Backstage]**

Enter Backstage mode from the host client's View menu. Under **Select Logon Session**, select **[Backstage]**.

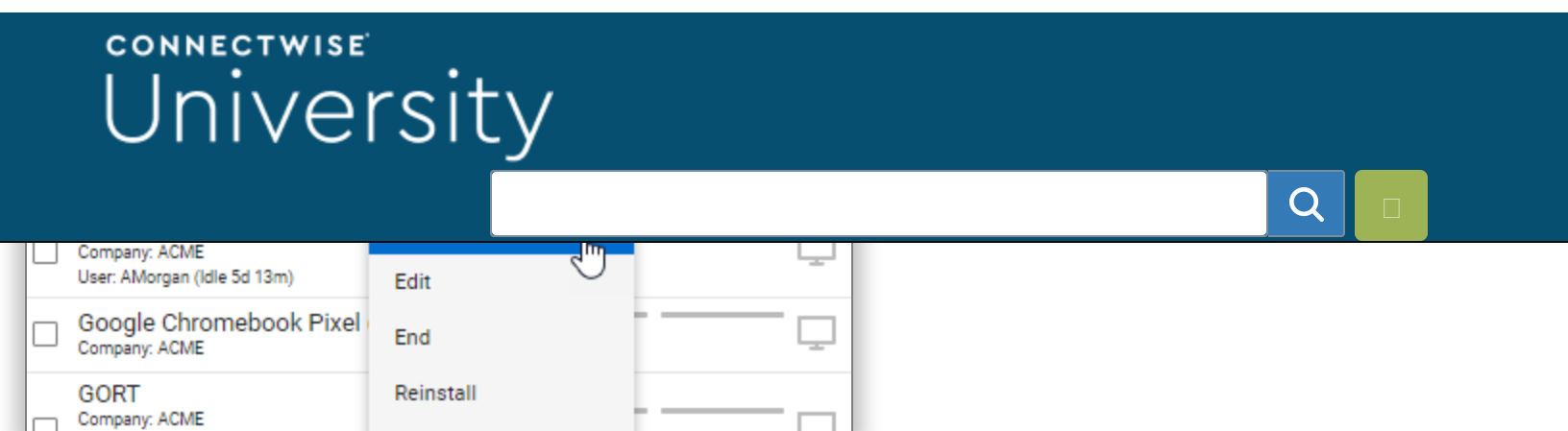> **Note:** Switching to Backstage will unblank a guest's screen and unblock the guest's input.

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Select Monitors   Select Quality   Zoom

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3. Use the start menu and the taskbar to interact with the machine
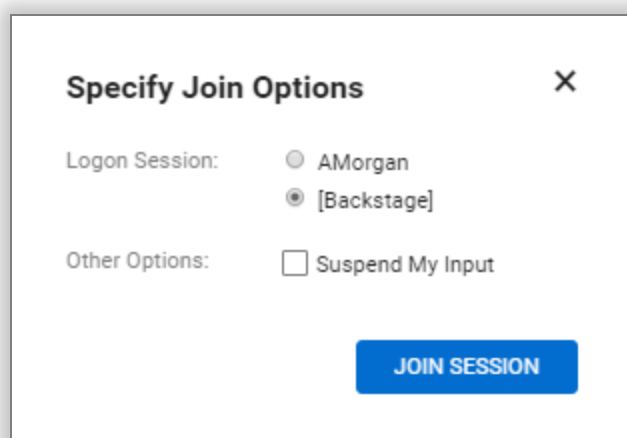
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> **Note:** Using the Advanced Configuration Editor, you can set which programs open automatically in Backstage mode.

Enter Backstage mode directly from the Host page

1. Right-click on an access session

2. Select **Join with Options**

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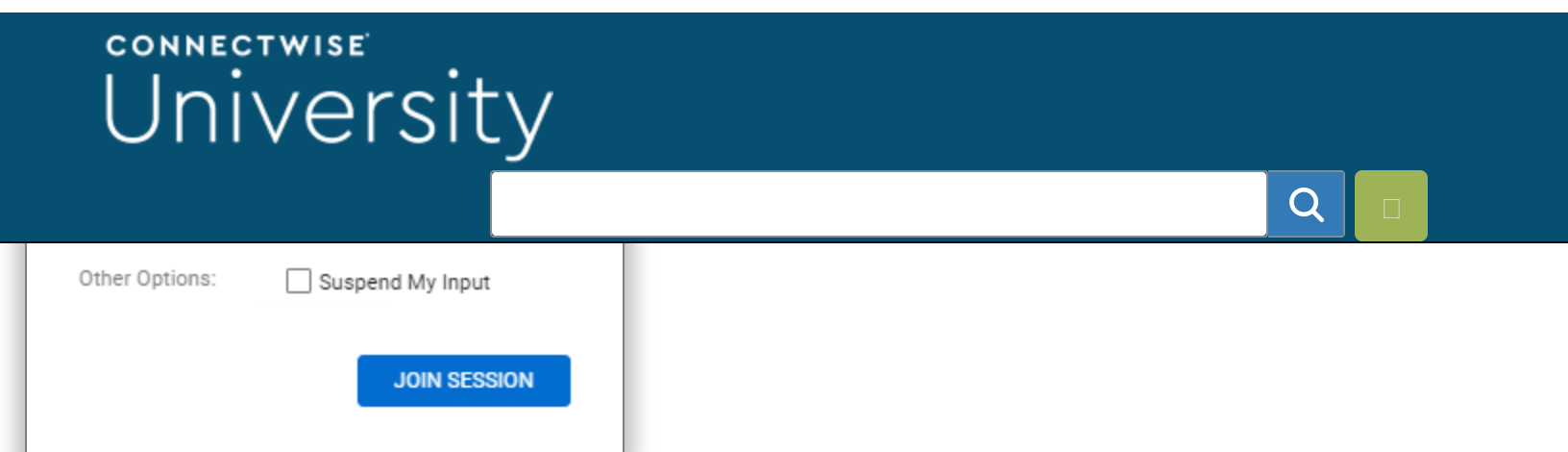

3. Select **[Backstage]**

4. Click **Join Session**

Shortcut to Backstage mode from the Host page

1. Press **Shift**+**double click** on an access session

2. Select **[Backstage]**

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Other Options: ☐ Suspend My Input

JOIN SESSION

3. Click **Join Session**

Tips & tricks

Transfer files using the ScreenConnect File Manager

To transfer files to a specific directory, open the ScreenConnect File Manager from the toolbar. Navigate to the desired folder, and then copy-and-paste files to and from the file manager window.

Run tools from the Toolbox menu

Store single executables, such as a file manager or batch file, in your personal or shared toolbox to assist you in Backstage mode.

Set Backstage mode as default connection type

Use the Advanced Configuration Editor to set backstage as the default connection type. When joining a session from the host page, it will automatically connect in Backstage mode.

Exit Backstage mode

To exit Backstage mode, close your session or switch to another logon session from the View menu.

Change the start menu icon

If you have uploaded your own image for the resource string ApplicationIcon32, you'll see your own image for the start menu. If you change your icon later, you'll need to send a reinstall to the machine, terminate the process **ScreenConnect.WindowsBackstageShell.exe** on the machine, and then reconnect.

Common CMD prompt commands

Here are some common commands that you can use to open system applications in Backstage mode.

Application	Command
Computer Management	@start compmgmt
Disk Cleanup	@start cleanmgr
Event Viewer	@start eventvwr
Registry Editor	@start regedit
Resource Monitor	@start resmon
User Management	@start lusrmgr

Disable access to Backstage mode

To disable the Backstage feature, remove the **EnableBackstageLogonSession** permission from a user's role.

1. Open the Administration > Security page

From the Host page, click **Admin**, and then select **Security.**

2. Under **Roles,** find a role to edit and click **Edit**

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What's next

Learn about some Backstage mode tips and tricks!

◄ View menu | Change guest monitor resolution ▶

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