

# Backstage mode

Last updated: Jul 24, 2024

Available for these licenses:

Standard

Premium

Access

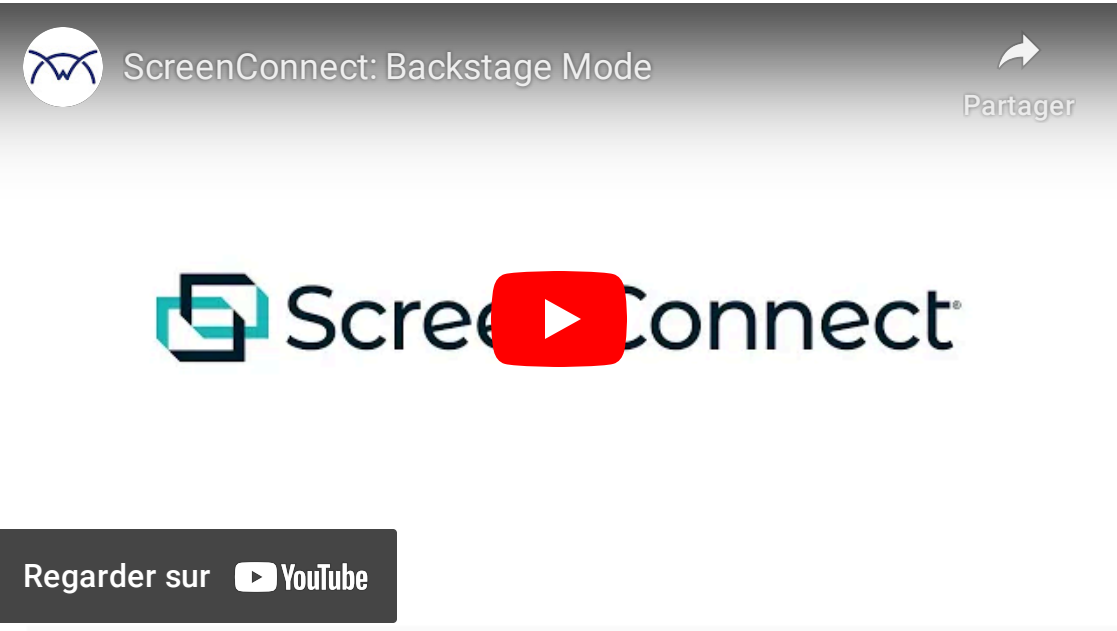
+ Table of contents

## 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.
-

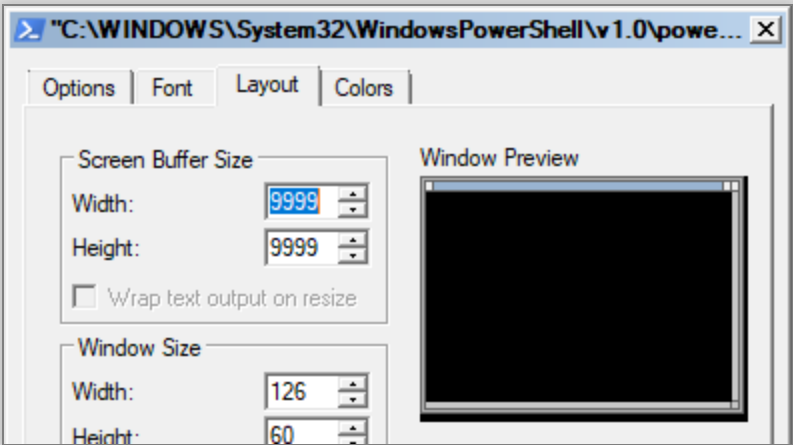
CONNECTWISE

University

Q

Live Chat

- If you're unable to scroll in the Powershell window, try adjusting the buffer size.
  - Right-click the Powershell icon in the toolbar and select **Properties**.
  - Click the **Layout** tab.
  - Adjust the screen buffer size by increasing the height, width, or both.



- Click **OK**.

## Enter Backstage mode from the host client

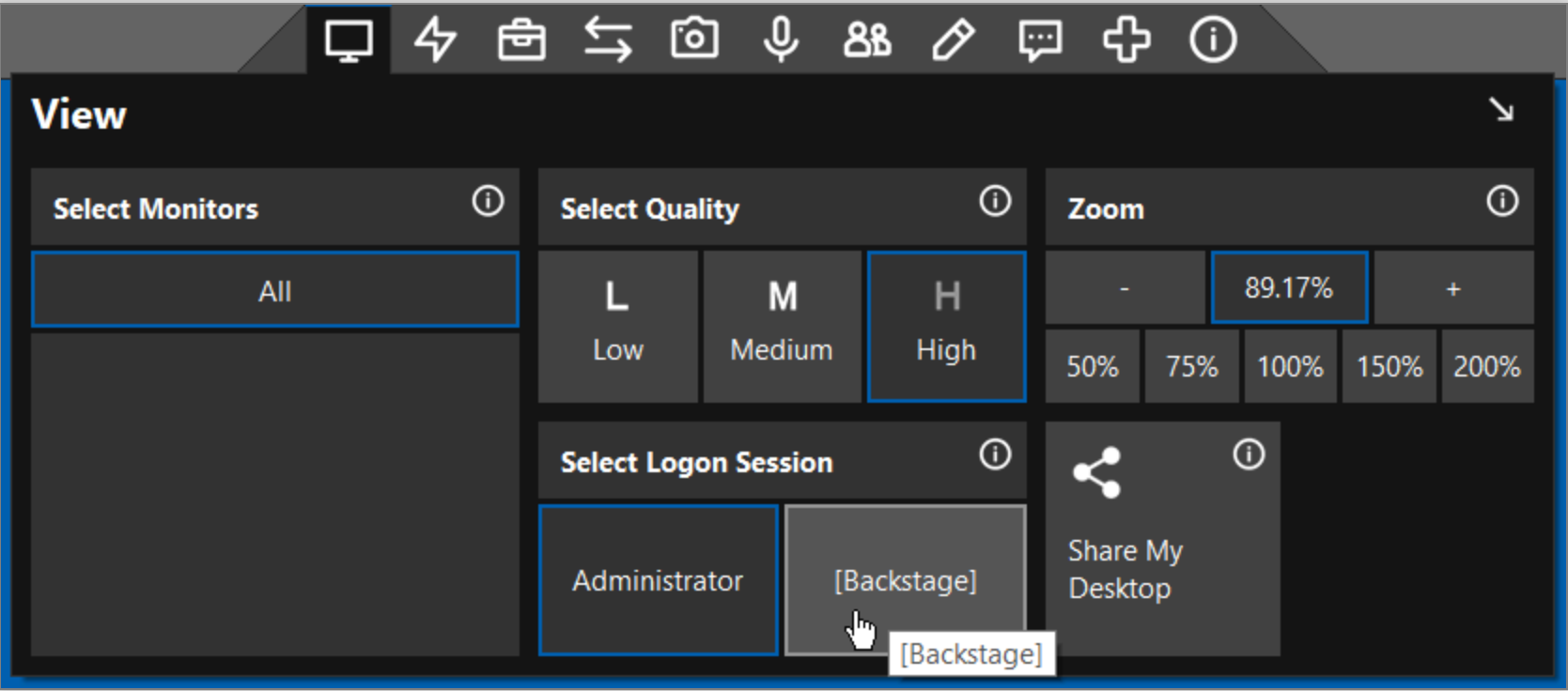
### 1. Connect to a session

Connect to a support session or an access session.

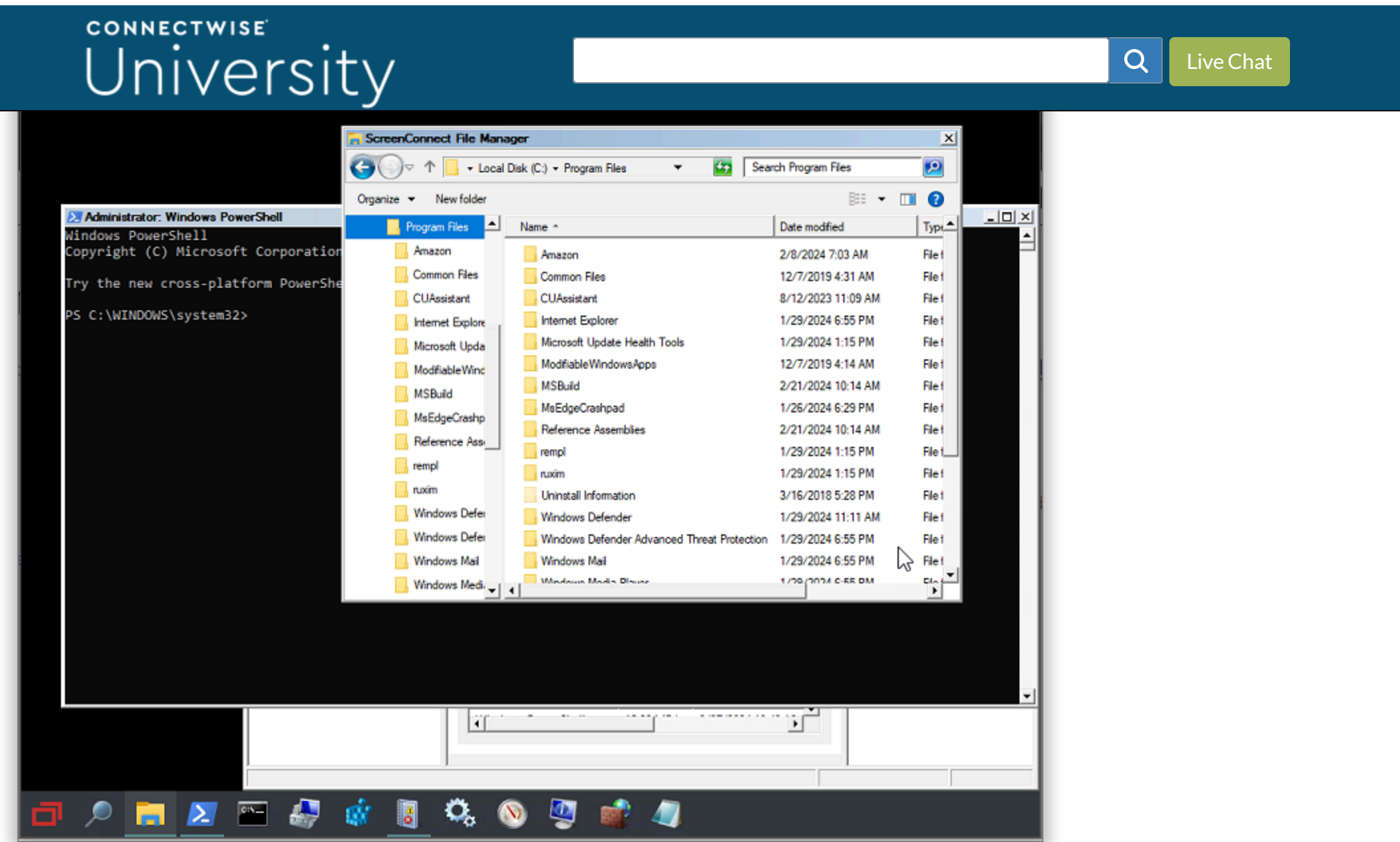
### 2. Select **View > Select Logon Session > [Backstage]**

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](#).



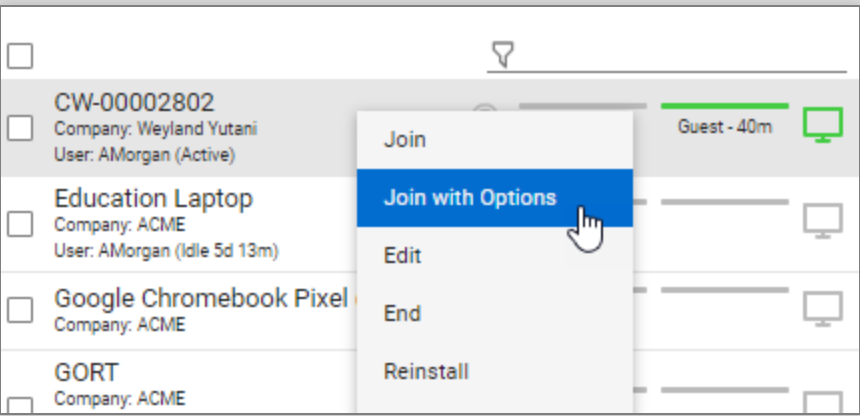
### 3. Use the start menu and the taskbar to interact with the machine



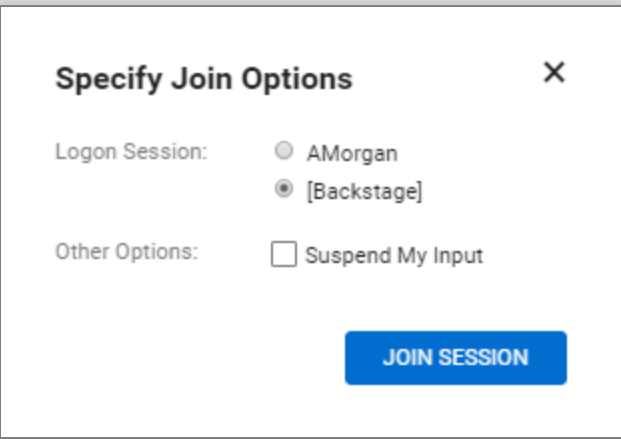
**Note:** Using the [Advanced Configuration Editor](#), you can set which programs open automatically in Backstage mode.

## Enter Backstage mode directly from the Host page

- 1. Right-click on an access session
- 2. Select **Join with Options**



- 3. Select **[Backstage]**



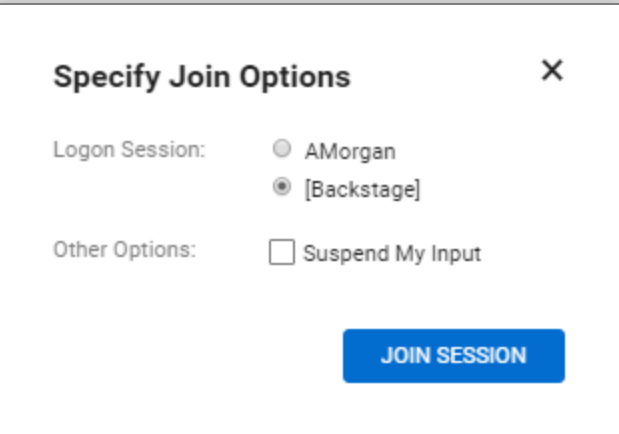
CONNECTWISE  
University

Q

Live Chat

## Shortcut to Backstage mode from the Host page

1. Press **Shift+double click** on an access session
2. Select **[Backstage]**



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.

### Auto-consent when accessing Backstage

By default, if the [consent-to-connect prompt](#) is enabled, a user grants consent, and a technician switches a session to Backstage mode, a technician will not be able to connect. To solve this, administrators can turn on the **Auto Consent To Backstage** setting in the [Advanced Configuration Editor](#).

### 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.

<div>CONNECTWISE</div> <div>University</div>		<div></div>	<div>Q</div>	<div>Live Chat</div>
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**

### 3. Deselect the **EnableBackstageLogonSession** permission

### 4. Select **Save Role**

## What's next

Learn about some [Backstage mode tips and tricks!](#)

[◀ View menu](#) | [Change guest monitor resolution ▶](#)

Was this article helpful? 😊 Yes ☹ No 💬 Leave feedback -- *You last rated this article on Nov 25, 2023, 12:18 AM*

## Recommended articles

- 

[Connect to an iOS device \(legacy mode\)](#)
- 

[Control a remote machine from an Android device](#)
- 

[Control an Android mobile device](#)
- 

[View an Android screen with live-capture mode](#)

[ConnectWise.com](#)

[University Help](#)

[Contact Us](#)

Live Chat