

User Manual



Devolutions Server

A self-hosted repository for Remote Desktop Manager

v3.0

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Getting Started

Part

I

1 Getting Started

1.1 What is Devolutions Server?

Description



Devolutions Server is a self-hosted repository for storing and sharing remote connections, credentials and sensitive information. Used in combination with a compatible Client application, it extends the Client capabilities to create an Enterprise wide high-end data store.

Being a repository, you absolutely must use one of our clients in order to use it. These are:

- 1) Remote Desktop Manager
 - a) [Remote Desktop Manager Enterprise - Windows Edition](#)
 - b) [Remote Desktop Manager Enterprise - Mac Edition](#)
 - c) [Remote Desktop Manager - Android Edition](#)
- 2) Password Vault Manager
 - a) [Password Vault Manager Enterprise - Windows Edition](#)
 - b) [Password Vault Manager Enterprise - Mac Edition](#)

Highlights

- High-end security server for your company;
- Share your sessions, credentials, sensitive data with multiple users while adhering to permissions that you assign;
- Implemented as a Web application so it can be deployed to the Web or only to your Intranet if you prefer;
- Support Windows authentication and Active Directory integration;
- Client and server side caching;
- 100% compatible with the SQL Server data source.

Usage scenarios

There are two specific reasons to use Devolutions Server within an organization:

1. A middle layer is required in order to isolate the client applications from the database. This may be required in order to be compliant with a security norm at the corporate or legal level. (HIPAA, PCI, etc.)
2. The assignment of rights and permissions must come from membership in one or many AD Groups. This allows management exclusively by assigning users in AD groups after the linkage between the instance and the AD structure is put in place.

Installation

Please consult [Installing Devolutions Server](#) to get your system up and running.

1.2 Features

Overview

Features	Descriptions
Maximum session count	Unlimited Note 1
Database connection	Behind server
Caching <ul style="list-style-type: none"> • Server caching • Client-side caching 	X X
Multi-user support	X
Windows authentication (Active Directory)	X
Group integration (Active Directory)	X
Security management <ul style="list-style-type: none"> • Built-in Database user support • Security groups • Role management • Per session security access (view, add, edit, delete) • Custom database encryption with passphrase • Per user settings / credentials • Per machine settings / credentials 	X X X X X X X
Connection logs	X
Document attachments: Word, Excel, PDF, Visio ...	X

Notes

Note 1

Although we do not limit the number of sessions that you will store in your instance, there comes a point where the performance is severely impacted by the sheer volume of data that must be exchanged between the client and server. This is made worse by using Custom images and sizable notes being stored within the sessions. The solution is to balance sessions between multiple data sources, thereby making each data source easier to handle.

1.3 Security Checklist

Description

To reach the highest possible level of security you should adhere to the following guidelines.



These recommendations are valid **ONLY** if you will make the Devolutions Server instance on your **Intranet EXCLUSIVELY**. You must involve a person with knowledge of internet security to safely host **any** application on the Internet. You need to protect the site from **Denial Of Service** attacks using an appliance or a security module that is external to Devolutions Server.

General

- Use Windows Authentication exclusively.

SQL Server

- Enable only the **Windows Authentication Mode**
- Create a domain account to be the owner of the database, and another that will be used by the web server to connect to the database.
- Communicate **ONLY** through an encrypted connection, this will require a certificate to be installed.

Web Server

- Configure the application pool to use domain credentials. This account will need to be added to SQL Server as a login.
- Serve content only through SSL (https). See [Configure SSL](#)

1.4 System Requirements

Minimum Requirements

- Microsoft .Net Framework 4.5.1
- For operating systems, please refer to the [requirements for the .Net Framework](#) as it is the driving force behind the requirements of our applications.
- 500+ MB hard drive space

64-bit Support

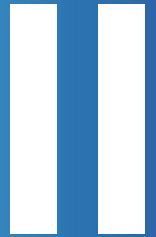
Devolutions Server is compatible with all 64-bit versions of Windows.

Dependencies

- Microsoft SQL Server 2008/2012/[2014](#) (even the Express editions)
- Internet Information Services (IIS) 7.0 or better
- [Remote Desktop Manager Enterprise - Windows Edition](#) installed on the server.

Management

Part



2 Management

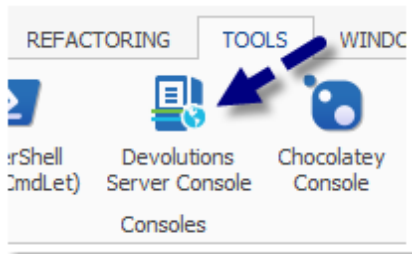
2.1 Devolutions Server Console

Description

Because Devolutions Server is in fact a web application, the management interface is provided by **Remote Desktop Manager Enterprise - Windows Edition**. A single license of that product will be provided if your existing licenses do not already include that product. The management interface is called the Devolutions Server Console.

Console

1. Because the Devolutions Server Console in fact manages the IIS metabase, Remote Desktop Manager Enterprise - Windows Edition must be started with elevated privileges when the console needs to be used. Elevated privileges are granted when you use "**Run as Administrator**" to launch the application. You can modify the shortcut to always start it in this fashion if you prefer.
2. Select **Tools - Devolutions Server Console**



Menu

Devolutions Server - Console						
Name	Web Application Name	Version	Expiration	Website	Runtime Version	Path
DVLS2500	/DVLS2500	2.5.0.0	No expiration	Default Web Site	v4.0	C:\inetpub\wwwroot\DVLS2500
DVLS252	/DVLS252	2.5.2.0	No expiration	Default Web Site	v4.0	C:\inetpub\wwwroot\DVLS252

Devolutions Server Console

Actions

- [New](#)
- Modify
- Delete
- Refresh
- [Upgrade](#)
- [Manage Users](#)
- [Manage Groups](#)
- [Manage Roles](#)
- [View web client](#)
- View Logs

- Explore Content of web site directory
- Register the Devolutions Server as a Data Source
- [Server Diagnostic](#)

2.2 Authentication

Description

Devolutions Server supports multiple authentication models.

Authenticate with Devolutions Server user

The ASP.NET membership framework is used to authenticate the user with its hashed password in the database.

Authenticate with domain user



The server hosting the instance must be joined to a domain in order to achieve domain authentication at this time.

The domain is used to authenticate the user. The domain authentication is the most secure, flexible and easiest to manage. No need to sync users between the domain and Devolutions Server. On first use of the Devolutions Server data source, the user will be created and be given access rights according to their role in the organization as defined on the domain. Make sure you grant appropriate permissions to your domain roles in Devolutions Server.

Authenticate with local machine user

The application allows a local user (on the Devolutions Server host) to be authenticated into the instance, even through the web interface.

Authenticate with database user

The application allows SQL Server user accounts to authenticate on the Devolutions Server instance.

2.3 Automatic User Account Creation

Description

When using authentication models other than **Active Directory**, obviously a user account needs to be created beforehand in order to grant access to the system.

When you are using **Active Directory** authentication, two choices are offered to you:

1. You can choose to create the user account manually, just as with the other authentication models; or
2. Enable **Automatic Account Creation**, and let Devolutions Server create user accounts as soon as they are authenticated by the domain you've linked the instance to.

After the account is created, rights and permissions are assigned either manually to the user account, or through membership in AD groups for which you have created a role mapping.



User accounts created by the server have no rights other than logging on the system. They will be able to see and edit the objects that have no security defined. You must ensure that all sessions are protected, typically this is achieved by ensuring that all root level folders have a security group assigned to them.

Depending on the authentication mode used, the user name may be prefixed by the domain name, and the exact naming convention is controlled by the domain. For instance, for a **WINDJAMMER** domain that is registered as **windjammer.loc**, we have no way of knowing beforehand what form will be reported by the AD services. It is recommended to always enable both Devolutions Server authentication initially and create an Administrator account for the initial phase of implementation.

2.4 Security

Description

The Security section of the Devolutions Server Console allows you to manage your instance. These management features are exactly the same as the one offered under the **Administration** tab of the various Desktop Clients, when they are connected to that instance as a Data source.

Since the latter is the one you will spend most of your time using, whenever a new instance is created, we recommend creating an administrative user, then register the instance as a data source in your Desktop Client of choice. This will bring you in a more familiar territory and will help you get around more quickly.

If you are indeed using full AD integration, whereas the assignment of permissions comes mostly from AD Group membership, then the roles are the mechanism that make this work.

The sections below are to cover the basic management features if you cannot use a desktop client.

- [Security Group Management](#)
- [User Management](#)
- [Role Management](#)

2.4.1 Security Group Management

Description

Security Groups are used to assign a security scheme to folders or sessions. There is no direct relationship between Active Directory and Security Groups. By default, every session is created without a security group, and is visible to all connected users. You can grant permissions against a group to a user account or to a role.

Steps:

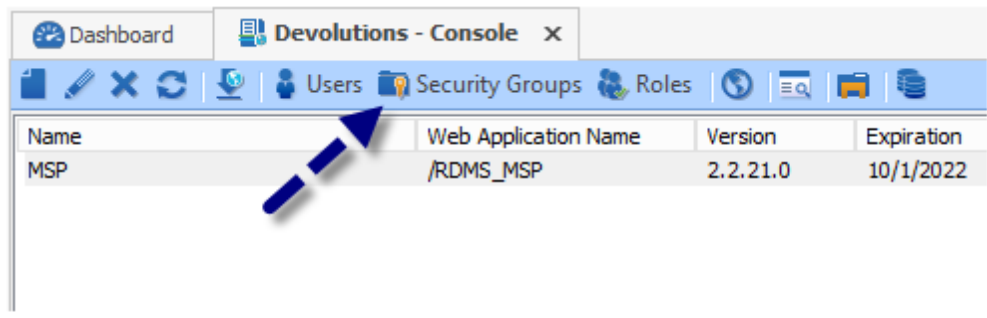
1. Create the security groups
2. Assign the security group to the session
3. Create the required users

4. Link the security group to a user

Notes: All sessions without security groups are considered public.

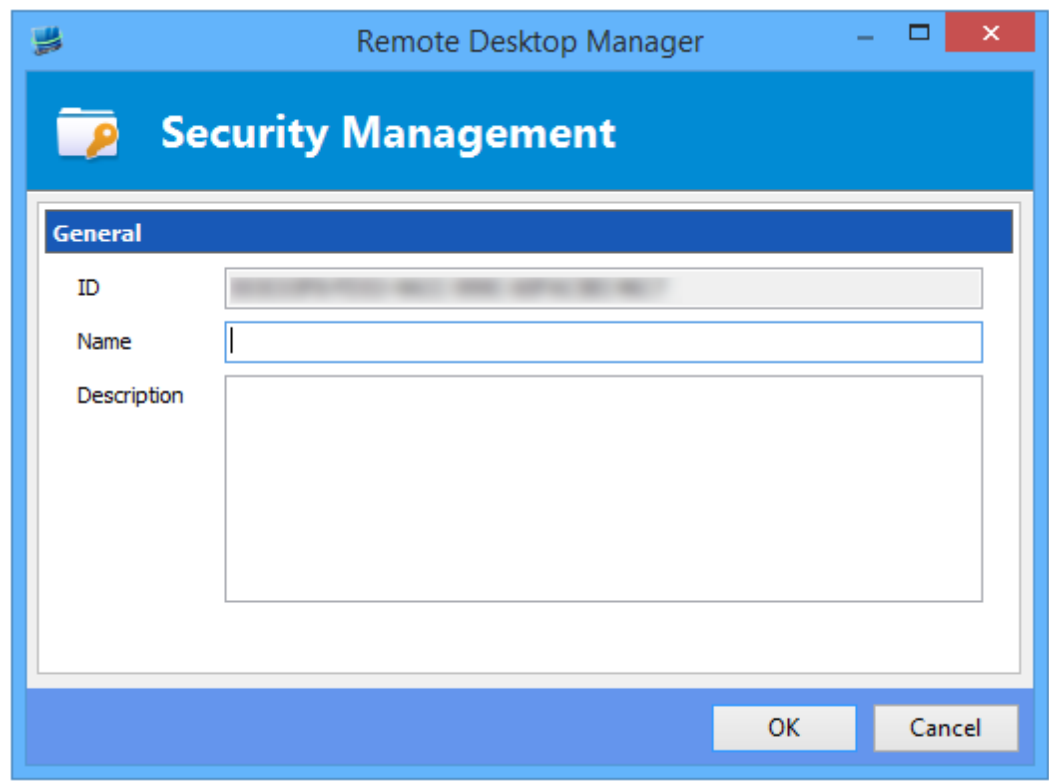
Creating Security Groups

Security groups are created from the menu **Security Groups**.



Edit the data source security groups

Enter a name and a description for the security group. The name must be unique

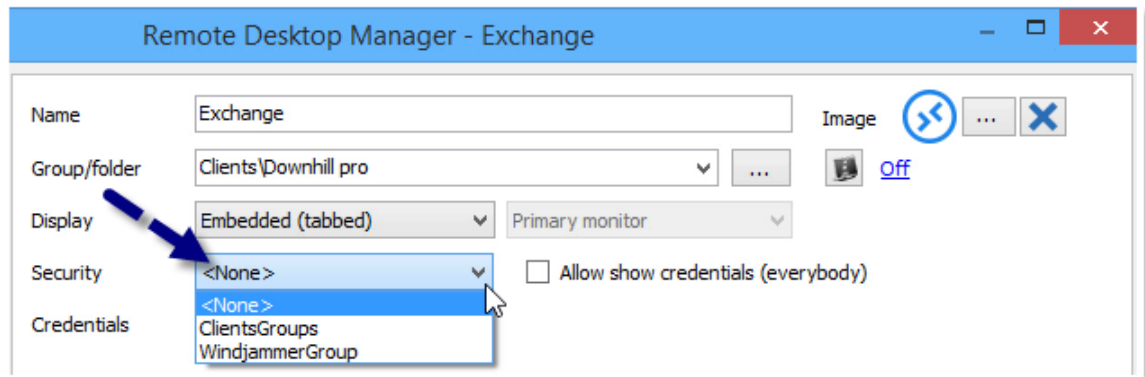


Security group dialog

Assigning a Security Group to a Session

Security groups can be assigned to sessions using the session's property window. Each session can

only have one security group assigned.

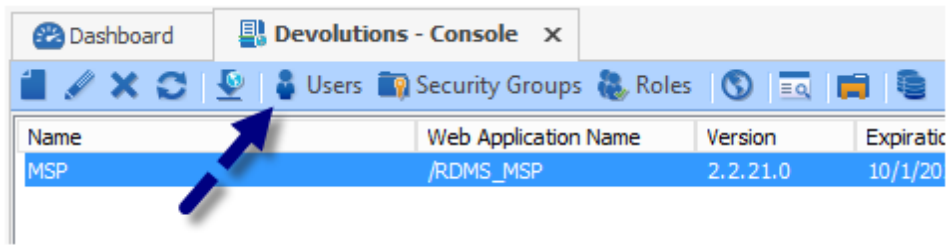


Session configuration - security group

2.4.2 User Management

Description

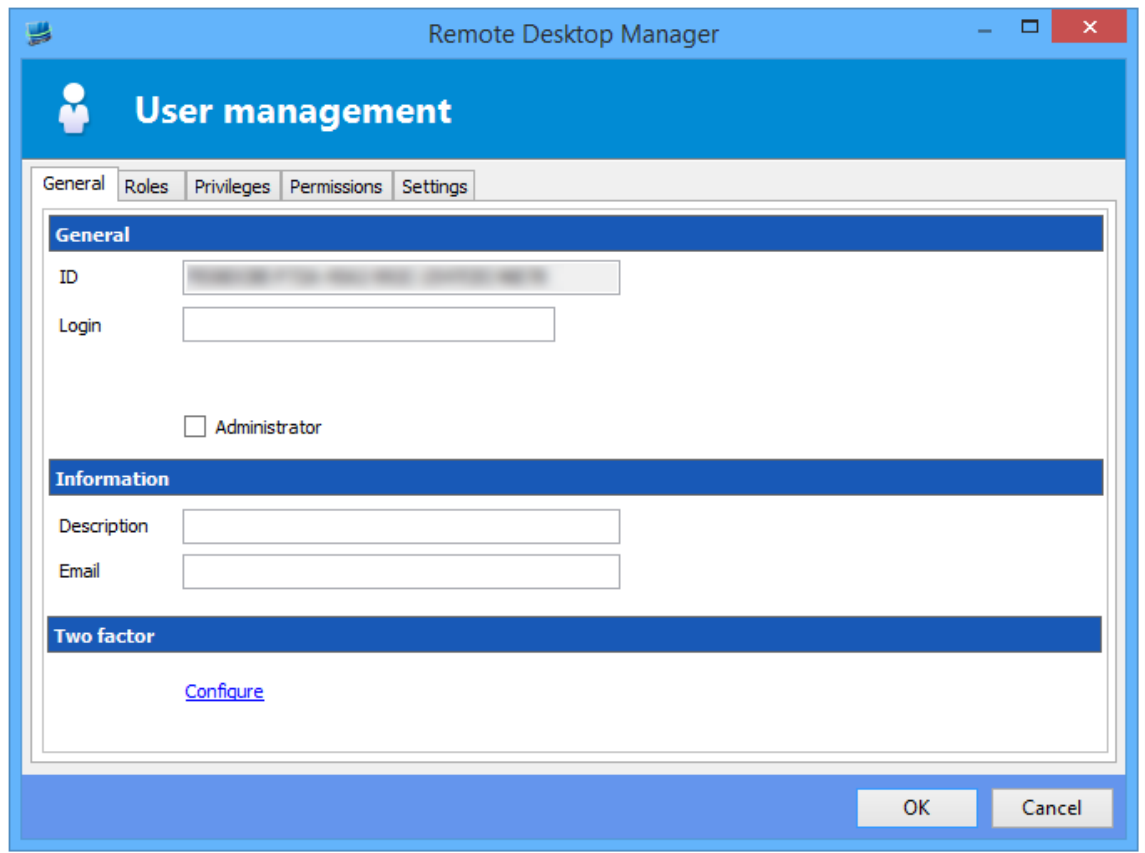
With the Devolutions Server data source, you can create users and grant them permissions. You must be administrator of the database to create users and assign rights. The user administration is available from the menu **Users - Add User** or from the Devolutions Server Console when executed locally on the server.



Edit the data source users

Adding a User

If you wish, you can create a user linked to a domain or a built-in user. Domain users are created automatically the first time they log-on. They don't have any rights except what is public.

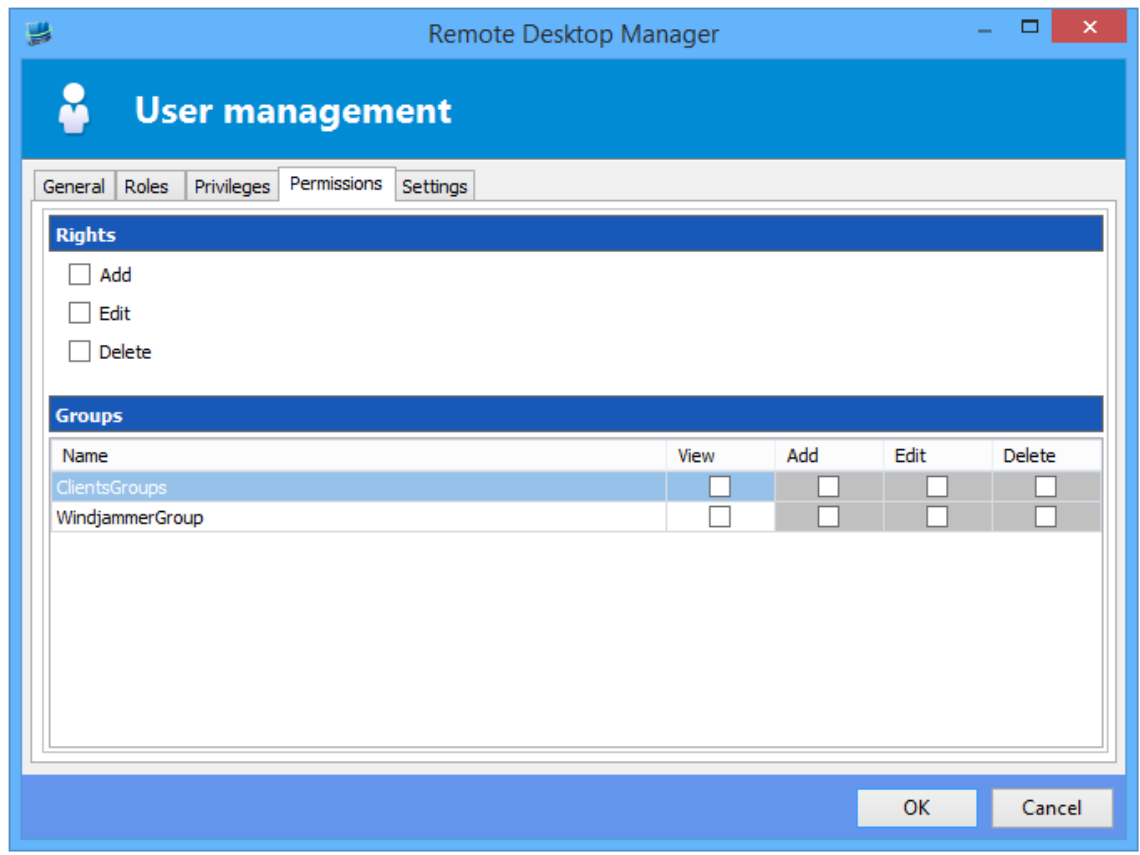


The screenshot shows a window titled "Remote Desktop Manager" with a "User management" dialog box open. The dialog box has a blue header with a user icon and the title "User management". Below the header is a tabbed interface with tabs for "General", "Roles", "Privileges", "Permissions", and "Settings". The "General" tab is selected and contains three sections: "General", "Information", and "Two factor". The "General" section has fields for "ID" (with a blurred value), "Login", and a checkbox for "Administrator". The "Information" section has fields for "Description" and "Email". The "Two factor" section has a "Configure" link. At the bottom right of the dialog box are "OK" and "Cancel" buttons.

User dialog

Linking a Security Group to a User

You can manage the rights and groups in the **Permissions** tab. A user with administrator rights has access to all of the configured sessions from all groups.



User Permissions

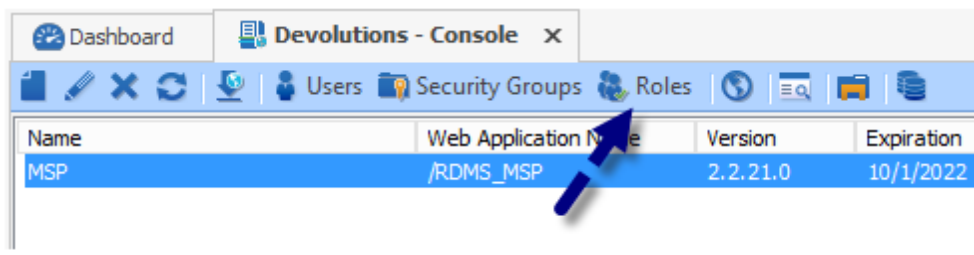
Linking a Role to a User

Roles are assigned when the user is authenticated from the Domain.

2.4.3 Role Management

Description

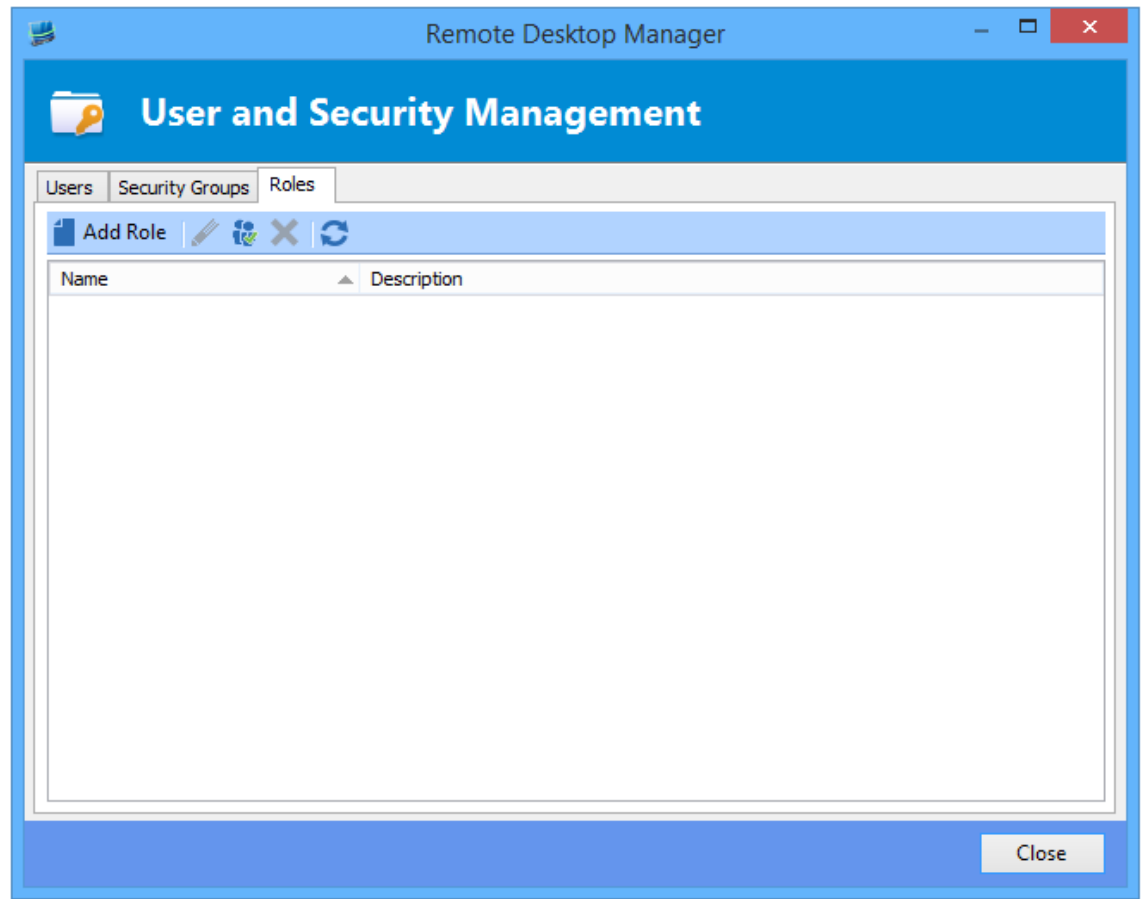
Role management is only available when the Domain authentication is enabled. This allows the server to link an Active Directory (AD) group to a role in Devolutions Server. All the role settings are applied to the users that are member of the AD group.



Edit the data source roles

Roles can be edited from the Devolutions Server Console locally on the server or from a remote data

source by using the menu **Roles**.



Role editor dialog

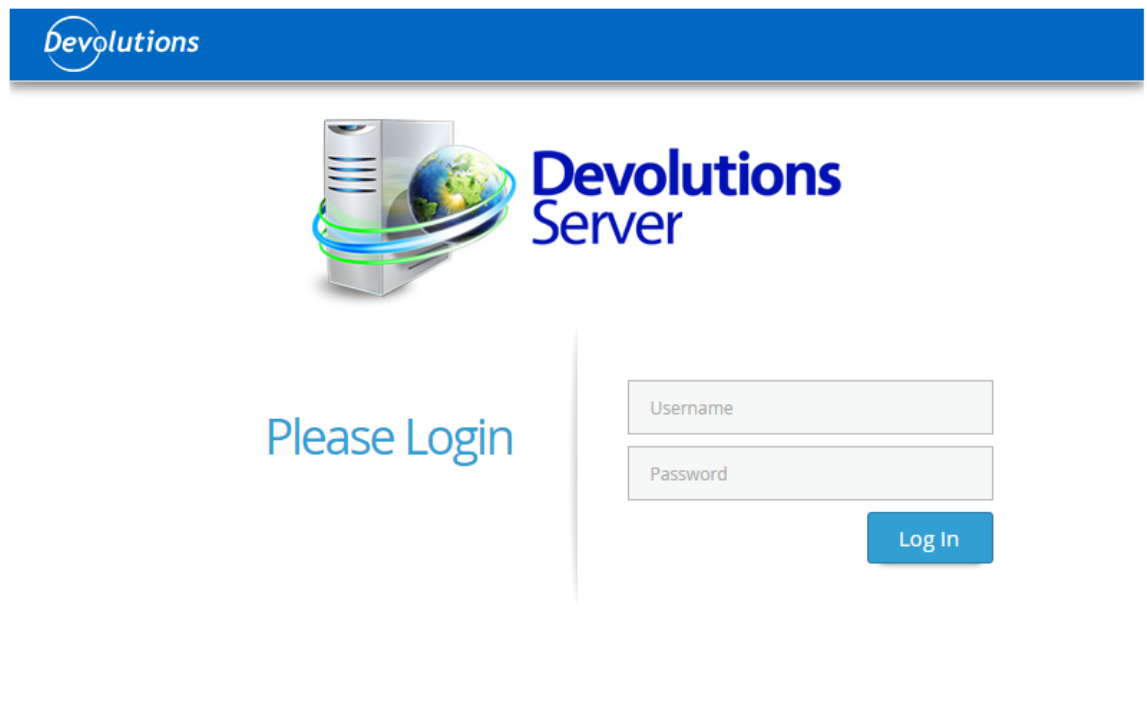
2.5 Web Client

Description

Because of documented vulnerabilities of web browsers, particularly their extensions, we do not perform any password decryption in a web browser. The web interface is *feature-limited* purposefully and you must use the client to perform any modification to entries.

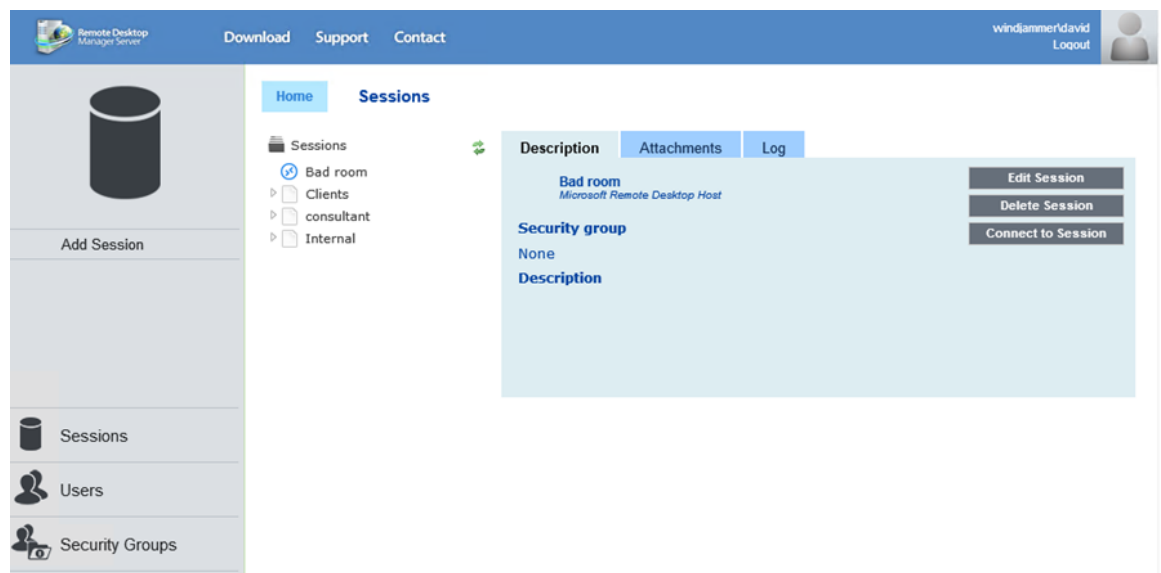
Home page

Open a browser to the URL that you have chosen for your Devolutions Server instance. If you have followed the default settings for a first installation, it should normally be available at <http://localhost/dms>.



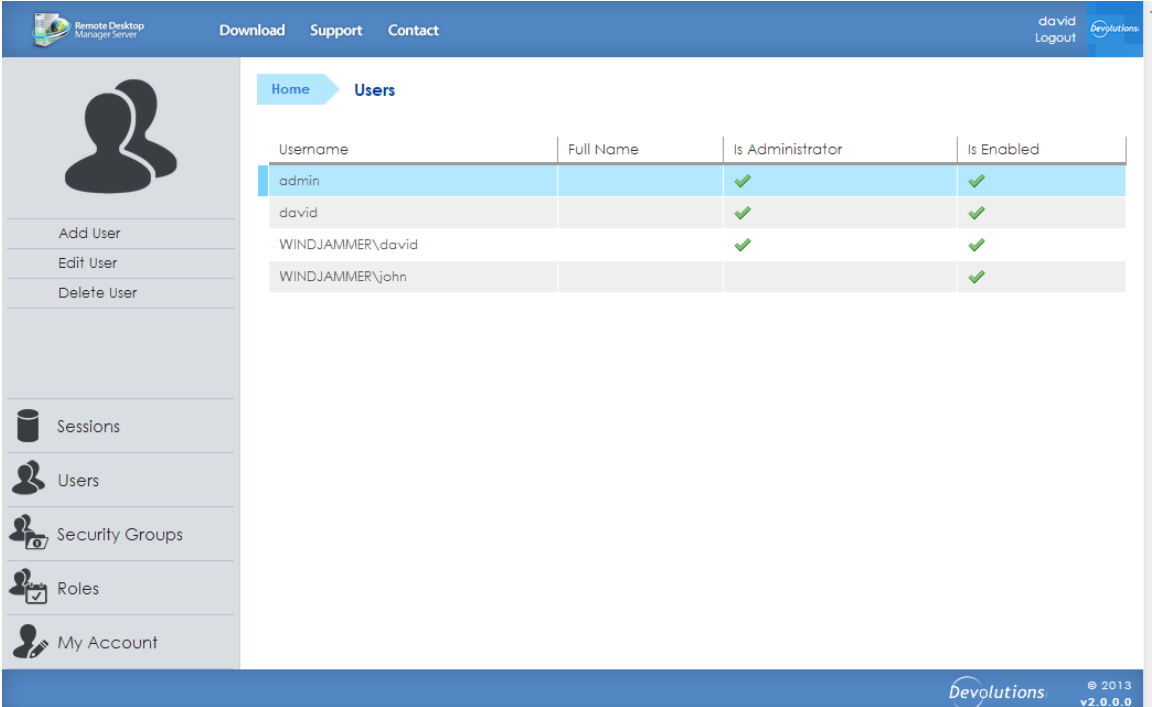
Web client

View/Modify Sessions



View/Modify sessions

View/Modify Users



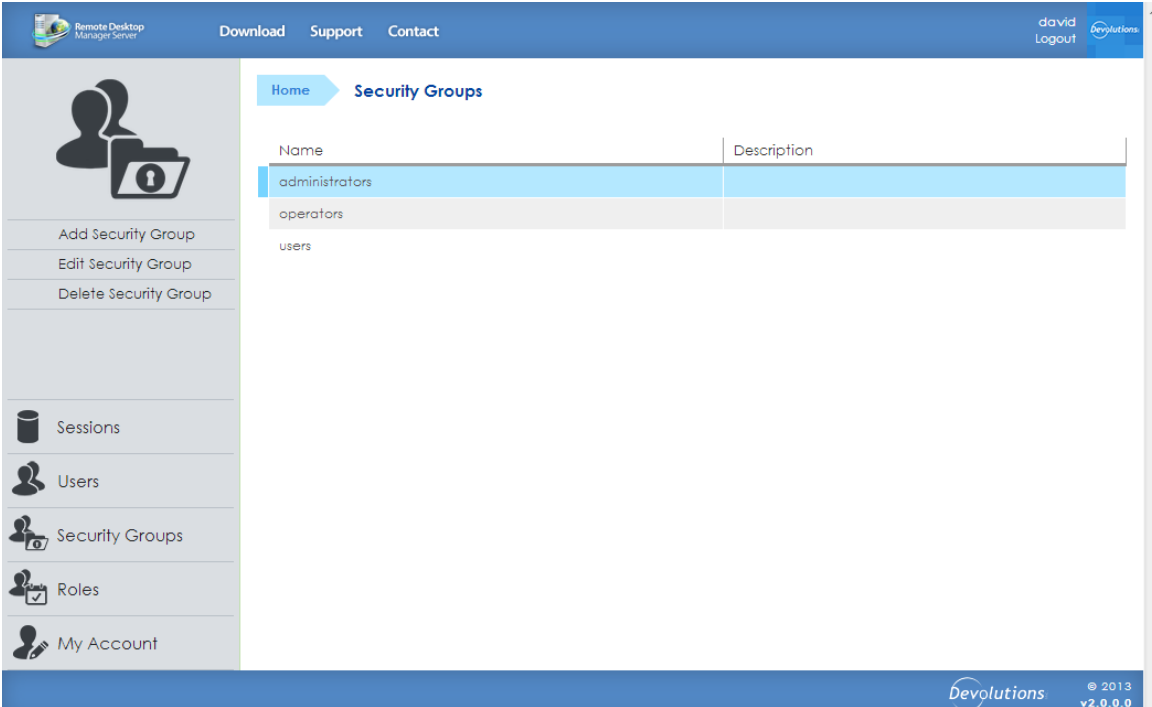
The screenshot shows the 'Remote Desktop Manager Server' web interface. The top navigation bar includes 'Download', 'Support', and 'Contact' links, along with a user profile 'david' and a 'Logout' button. The left sidebar contains a menu with 'Add User', 'Edit User', 'Delete User', 'Sessions', 'Users', 'Security Groups', 'Roles', and 'My Account'. The main content area is titled 'Users' and displays a table of active users.

Username	Full Name	Is Administrator	Is Enabled
admin		✓	✓
david		✓	✓
WINDJAMMER\david		✓	✓
WINDJAMMER\john			✓

The footer of the interface shows the 'Devolutions' logo, the year '© 2013', and the version 'v2.0.0.0'.

View/Modify users

View/Modify Security Groups



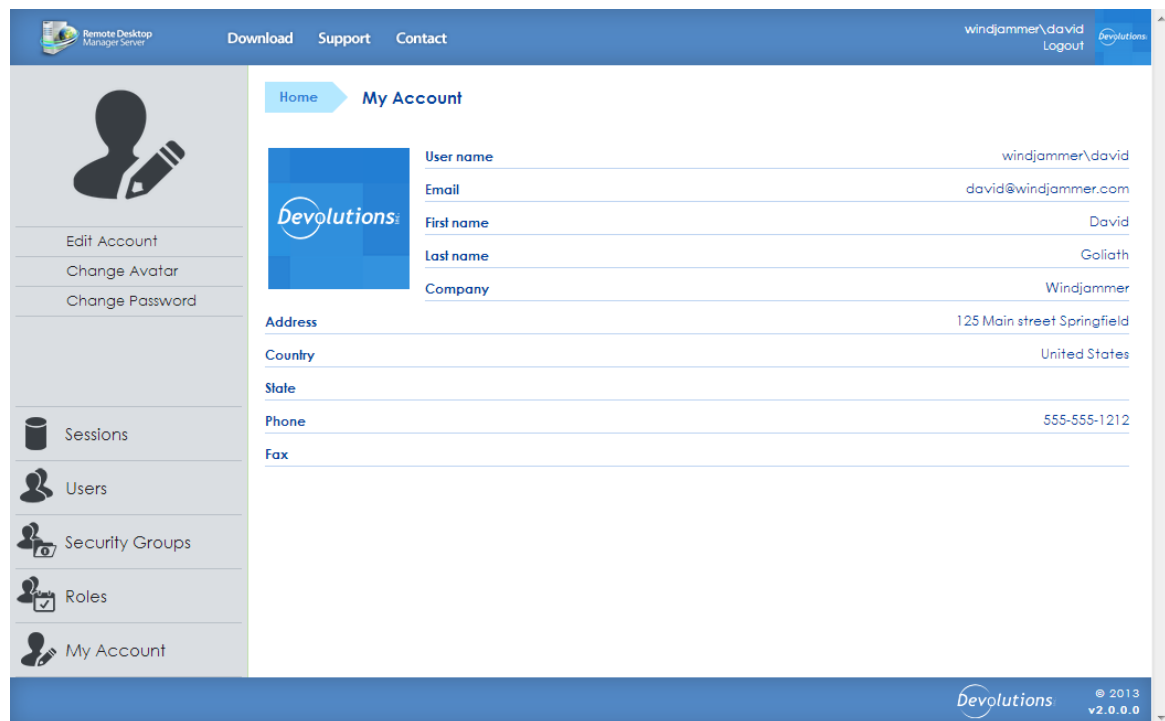
The screenshot shows the 'Remote Desktop Manager Server' web interface with the 'Security Groups' page selected. The top navigation bar and left sidebar are identical to the previous screenshot. The main content area displays a table of security groups.

Name	Description
administrators	
operators	
users	

The footer of the interface shows the 'Devolutions' logo, the year '© 2013', and the version 'v2.0.0.0'.

View/Modify security groups

View/Modify Account



Remote Desktop Manager Server

Download Support Contact

windjammer\david Logout

Home My Account

User name windjammer\david

Email david@windjammer.com

First name David

Last name Goliath

Company Windjammer

Address 125 Main street Springfield

Country United States

State

Phone 555-555-1212

Fax

Edit Account

Change Avatar

Change Password

Sessions

Users

Security Groups

Roles

My Account

© 2013 Devolutions v2.0.0.0

View/Modify account

Installation

Part



3 Installation

3.1 Installing Devolutions Server

Topology

Devolutions Server is in fact a Web application. This allows for exposing its services on the Internet or simply on your Intranet.

The recommended topology is to use two servers: a Database server and a Web server. Obviously, for small installations, a single server can be used, but resources will be shared between the two roles thereby lowering performance.



Remote Desktop Manager Enterprise - Windows Edition must be installed on the web server in order to manage the Devolutions Server web application.



Please ensure before starting the installation that you have .NET 4.5.1 installed on your machine.



It's highly recommended to enable SSL Encryption to protect communication with the instance of SQL Server. Please follow directions on <http://support.microsoft.com/kb/316898>



For full active directory integration, whereas the application pool uses a domain identity, both servers need to be joined to the domain.

How to install the server

Web Server pre-requisites

Please refer to the appropriate topic depending on the operating system of the web server.

[Web role - Install pre 2012R2](#)

[Web role - Install 2012R2](#)



After you've installed the pre-requisites, test the IIS install by browsing to <http://localhost>, if you do not see the IIS welcome screen go no further, you have issues to resolve beforehand.

Database server pre-requisites

Please refer to [Database Instance](#)

Create Devolutions Server Instance

Please refer to [Create Devolutions Server instance](#)

3.1.1 Web role - Install pre 2012R2

Description

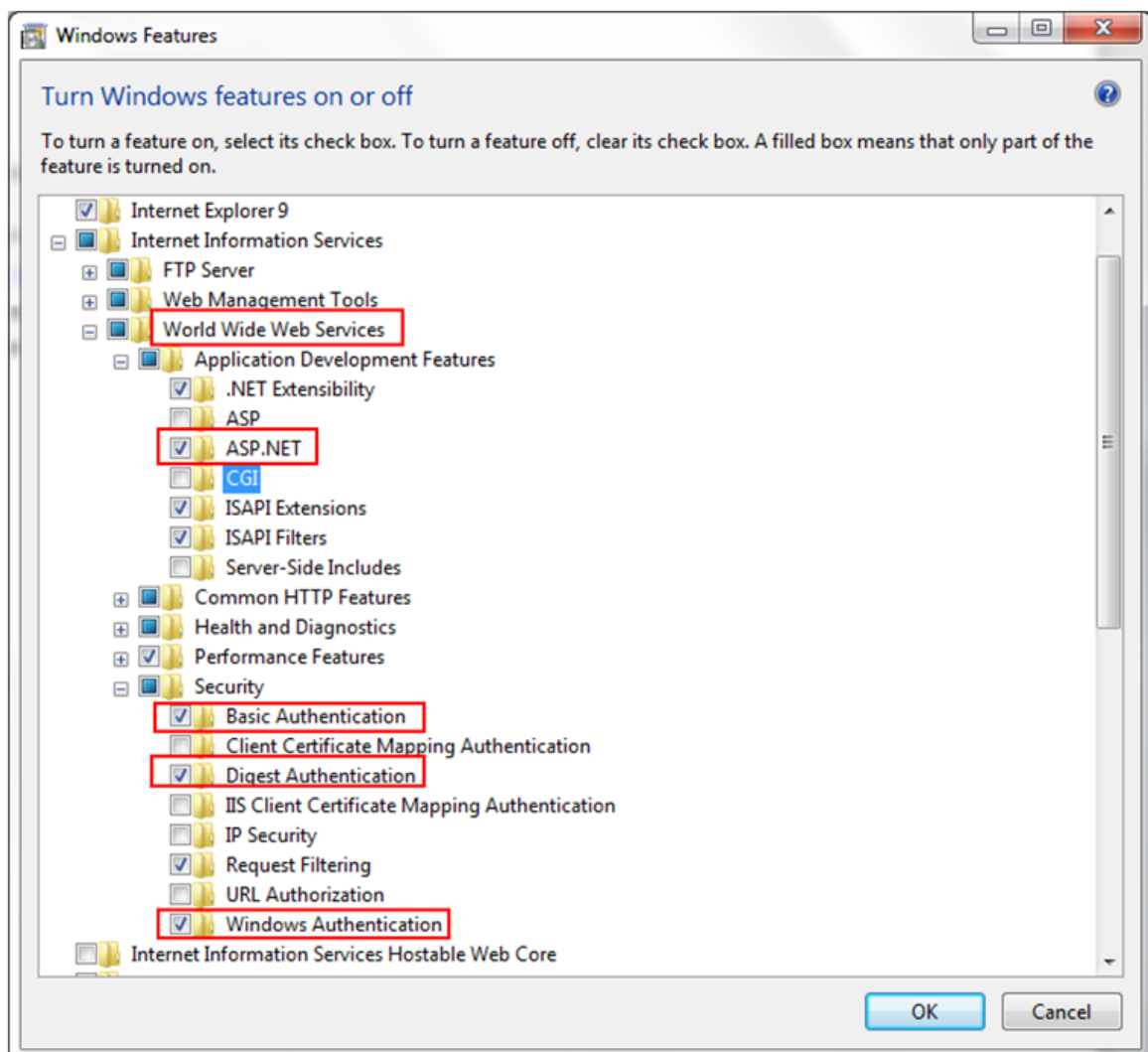
These are the first version instructions that are applicable to server running Windows 2008 up to 2012 (R1)



We recommend using the web platform installer to install the .NET framework. .NET 4.5 is an "in-place" upgrade of the framework and it is complex to determine which version is install.

Web Server Pre-requisites

Make sure Internet Information Services is installed with all the ASP.NET requirements.



Windows features

3.1.2 Web role - Install 2012R2

Description

These instructions apply to Windows 2012 R2. Configuration of the Web server in that release is a significant departure from previous versions.

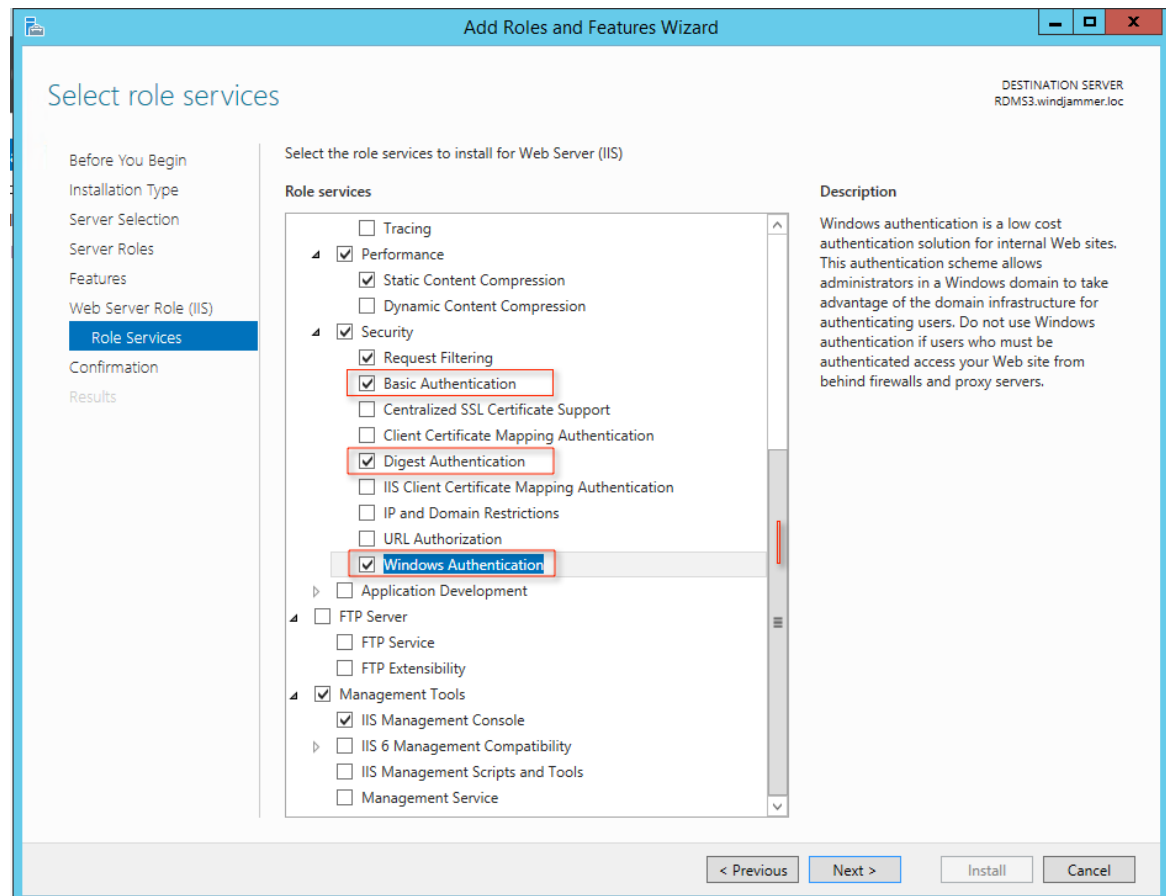
These steps are mostly manual at this time. They were performed on a Windows 2012 R2 image that had been installed from the DVD image and had the Windows Updates applied.

Install the Web Server Role

Using the Roles and Features wizard, add the Web Server Role.

Add missing Role services

In the Security branch, enable the following authentication services: Basic, Digest, and Windows.



Web Server services

Install ASP.Net

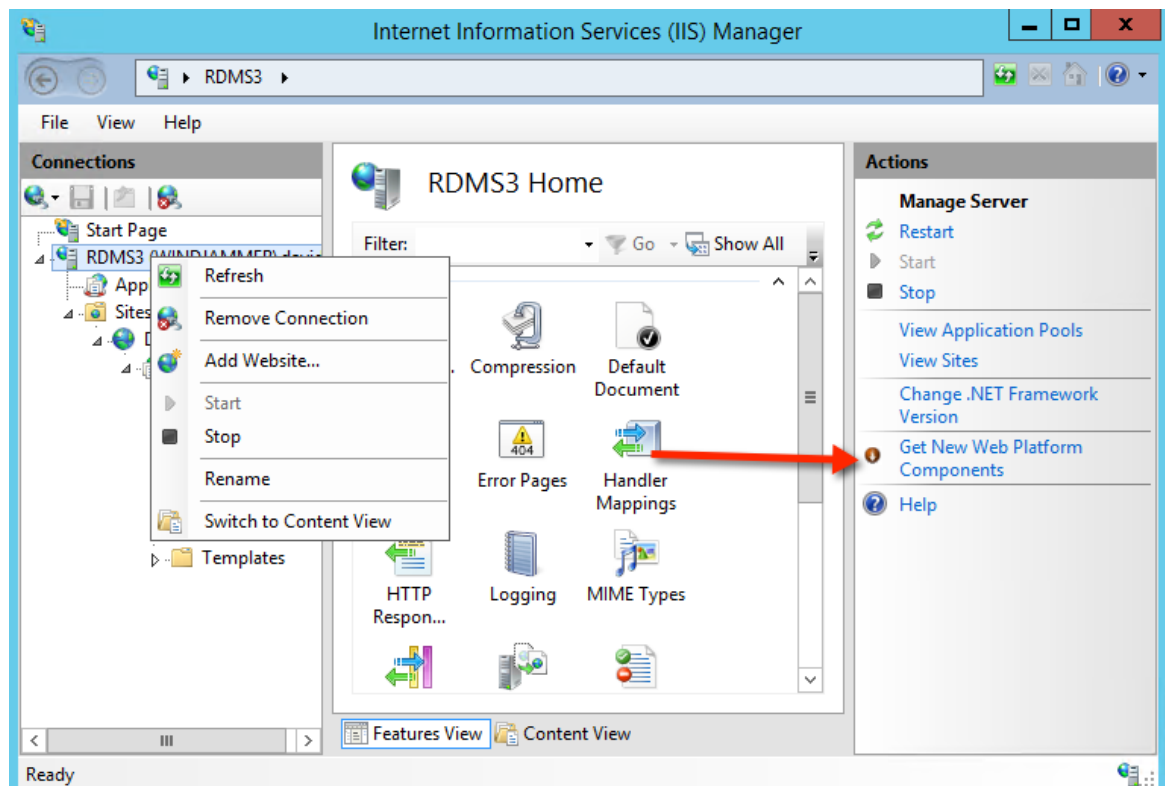


We recommend using the web platform installer to install the .NET framework. .NET 4.5 is an "in-place" upgrade of the framework and it is complex to determine which version is install.

Make sure that ASP.Net 4.5 is installed on your Windows server.

Register ASP.NET in IIS

This is easiest with the Web Platform Installer. In IIS Manager, when you select the server node, you will see a Get New Web Platform Components. Use this to install the Web Platform Installer.



IIS Manager with Command to install WPI

When you launch the WPI, highlight the Products category and browse for Asp.net registration, Add it, then press Install.

Allow for configuration personalization by web Applications.

New to this release, configuration is locked down at the root of the web site. Since Devolutions Server requires specific directives, we need to allow for web applications to adapt the configuration at their level.

This is easiest when using the APPCMD executable. Open an elevated command prompt (Run As Administrator). Set the working folder to `%windir%\system32\inetsrv\` and run the following two commands.

```
appcmd.exe unlock config -section:system.webServer/handlers
appcmd.exe unlock config -section:system.webServer/modules
```

3.1.3 Database Instance

Description

Install SQL Server Express or Standard. [Download SQL Server 2014 Express from Microsoft's site](#).

If full integration with Active Directory is required, you can decide to only activate Windows Authentication. Please refer to the [MSDN online help](#) for full details.

Under Windows authentication, you will have to set the Application Pool identity to an account from the domain. We recommend creating a dedicated account for that purpose. Please refer to [Configure Devolutions Server to use integrated security](#) for instructions that you will have to perform **AFTER** creating the Devolutions Server instance.

Devolutions Server has no requirements that would dictate what communication protocol is used, as well as many of the options offered to you by SQL Server. As long as the client workstation can connect to the SQL Server instance, Devolutions Server will work. Please refer to the Microsoft Documentation in order to allow connectivity to the instance.

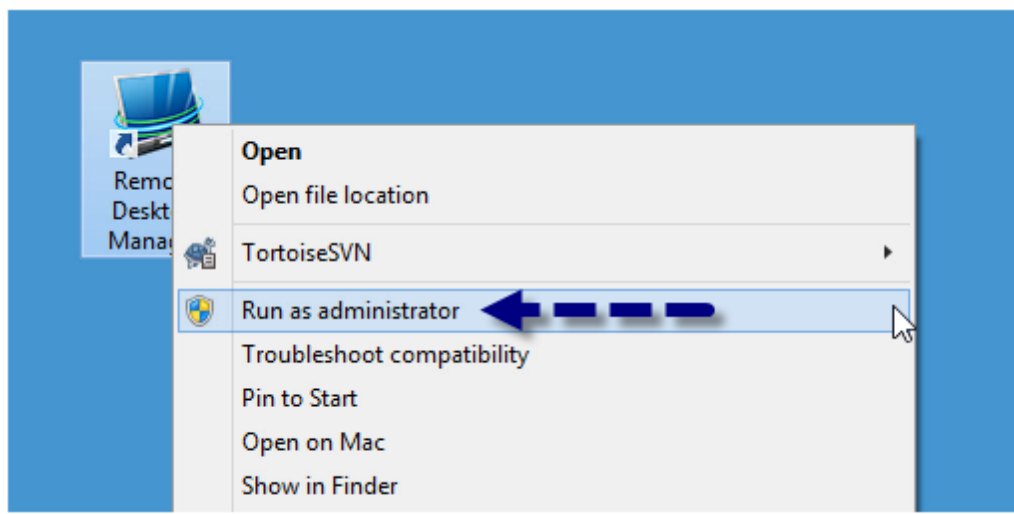
3.1.4 Create Devolutions Server instance

Description

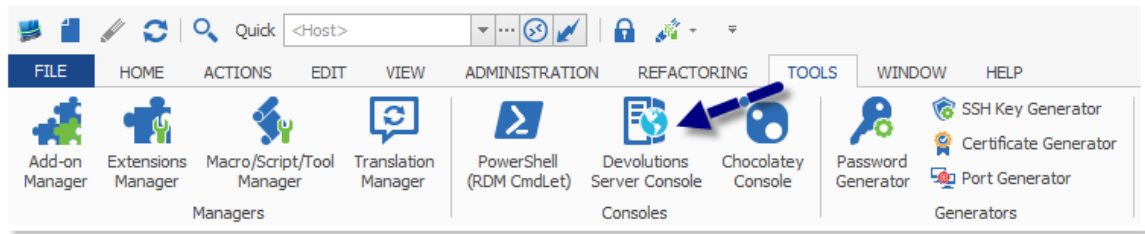
The Devolutions Server product can host multiple instances that will each reside in their own Web Application within IIS. The following steps are carried out using the Remote Desktop Manager Enterprise - Windows Edition.

Procedure

1. Install **Remote Desktop Manager Enterprise - Windows Edition** on the web server. It is available from the [Download](#) page
2. Execute Remote Desktop Manager Enterprise - Windows Edition with elevated privileges (run as administrator), to do so right click on the application and select **Run as administrator**.

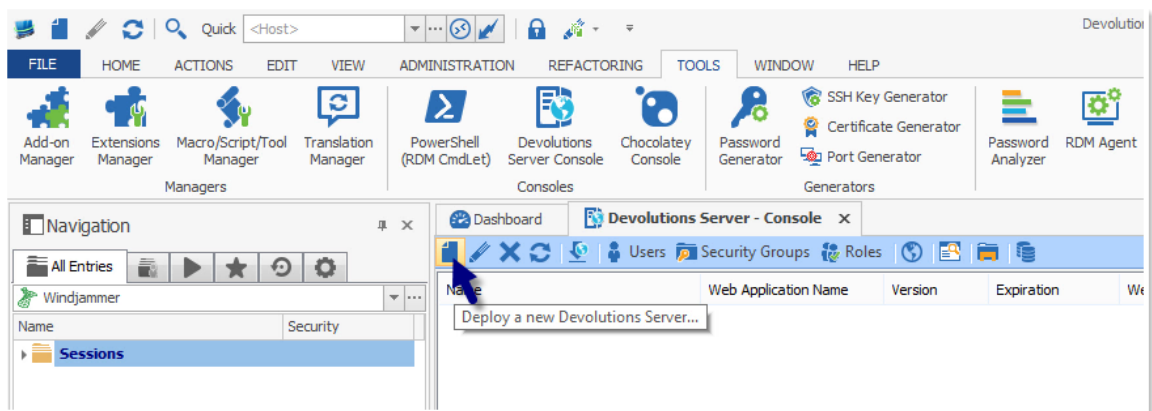


3. Open the console by using **Tools > Devolutions Server Console**.



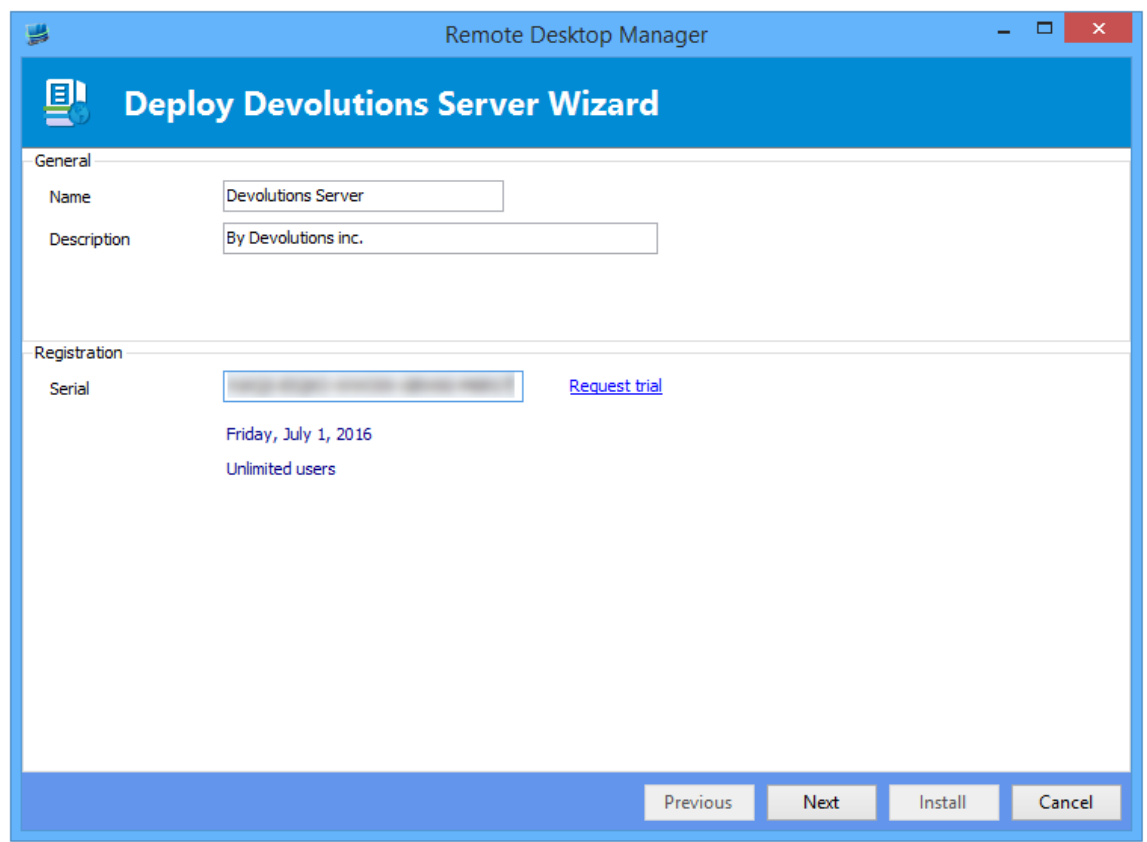
All operations done through the console are done with the credentials used to launch Devolutions Server. If you must use other credentials then you must launch another window session. The RunAs command does not offer the option of starting a process with elevated privileges.

4. Deploy a new server instance.

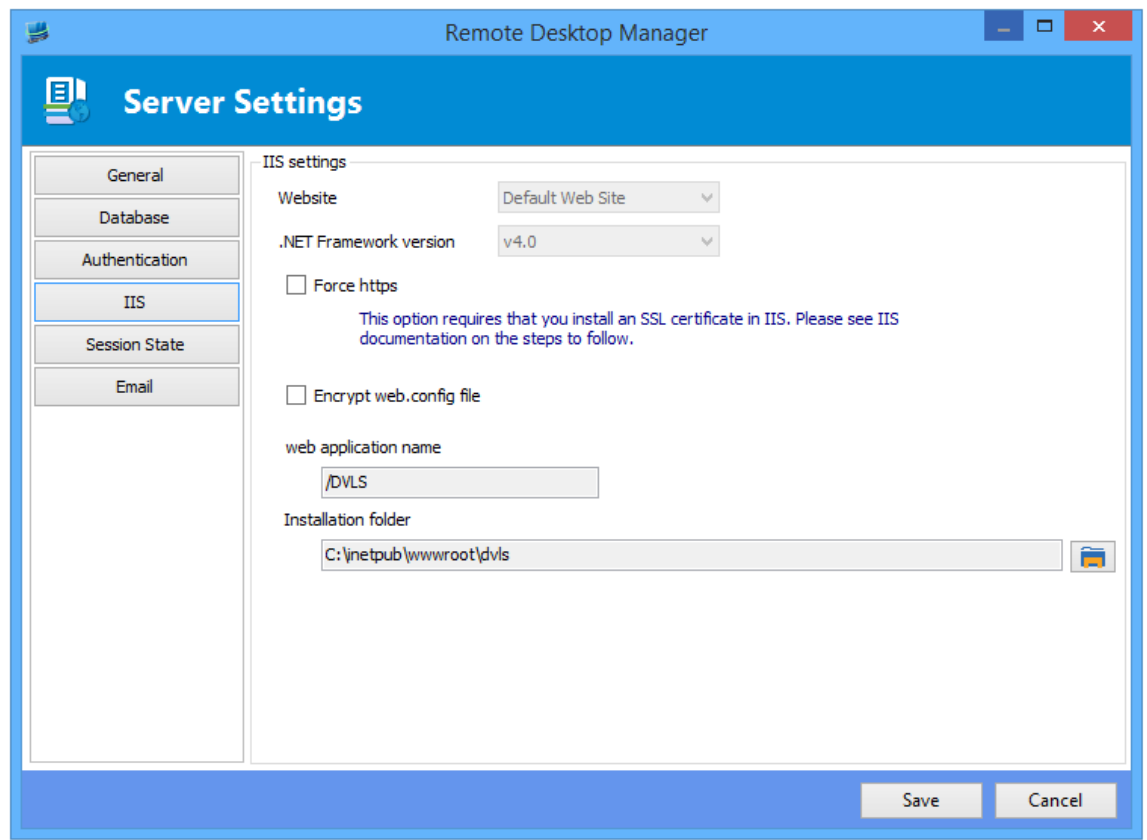


Devolutions Server Console

5. Configure the instance by personalizing the name and description. Enter a serial registration key, alternatively you can [Request a trial](#)

**Devolutions Server Installation Wizard**

6. Select a zip file or use the automatic download. Choose a destination folder and an IIS virtual directory name. The process to run Web sites has been granted the proper permissions under c:\inetpub\wwwroot, we recommend you create a new folder under it and create the Devolutions Server instance under that folder.

**Source/Destination**

7. Enter the Server and Database settings and create the database. You can reuse an existing database from a desktop applications and just upgrade it, it's 100% compatible. If you wish to use integrated security to connect to the database please consult [Configure Devolutions Server to use integrated security](#).

Remote Desktop Manager

Deploy Devolutions Server Wizard

Database

Server: ... (Local) or IP or Server name

User: ☐ Integrated security [Help](#)

Password:

Database: ...

☐ Use SQL Server encrypted connection

☐ Trust server certificate

Caching mode:

Failover partner:

Test Server

Create Database

Test Database

Update Database

Email Schema to Support

[View database version](#)

Previous Next Install Cancel

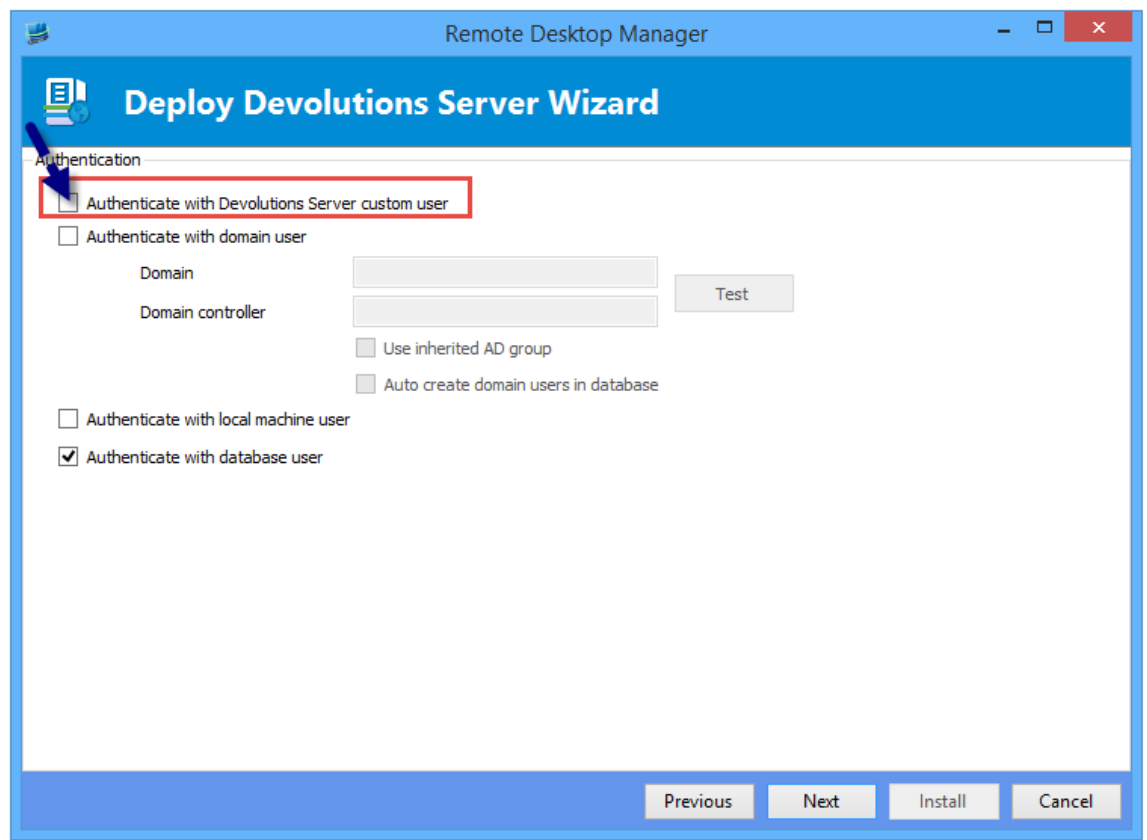
Create a database

Database

Settings	Description
Server	Name of the server.
User	Username to access the database.
Integrated security	If activated it will disabled the password field because the operating system will provide a cached copy automatically.
Password	Password used to access the database.
Test Server	Test the connection with the server to validate if the proper information has been provided.
Database	Name of the database to access.
Create Database	Create a new database on your server.
Test Database	Test the connection with the database to validate if the proper information has been provided.
Update Database	Update the database on the server.
Use SQL Server encrypted connection	Will use the SQL encrypted connection.
Trust Server certificate	Will always trust the specify server certificate used for the authentication.
Caching mode	Disabled: No client caching.

	<p>Simple: Simple caching is the legacy caching mode. Performance may suffer when connected to data sources containing many sessions.</p> <p>Intelligent: Intelligent cache has the ability to handle many more sessions without experiencing performance degradation.</p>
Failover partner	Enter the initial principal server and database in the connection string and the failover partner server.
Email Schema to Support	Helper to send your database schema to the Devolutions Support team.
View database version	Will show you what is your database version.

8. You must choose the authentication options. For the initial setup we recommend to always enable **Authenticate with Devolutions Server custom user**. You will guarantee connectivity for the first steps and you can later disable it.

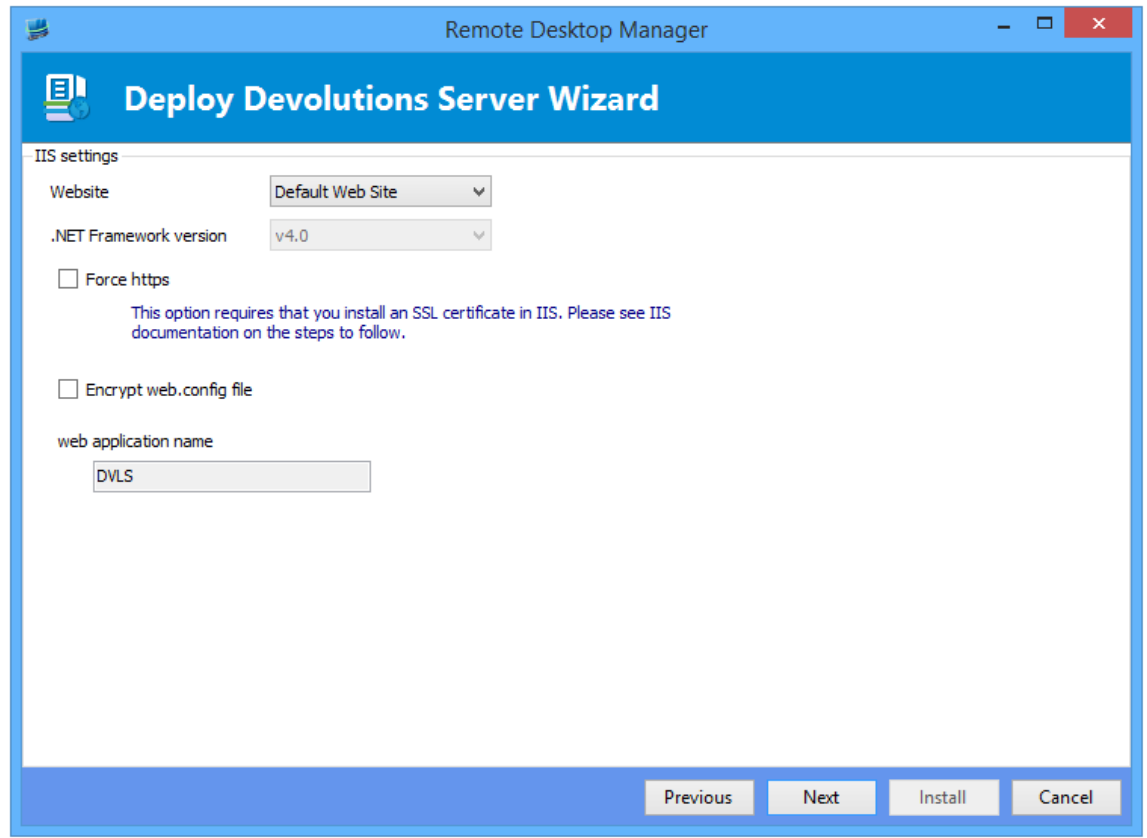


Devolutions Server settings

Authenticate mode	Description
Devolutions Server custom user	The Devolutions Server is used to authenticate the user. You must create the initial user through the console.
Authenticate with domain user	The domain is used to authenticate the user.
Authenticate with local machine user	The application allows a local user to be authenticated on the server.

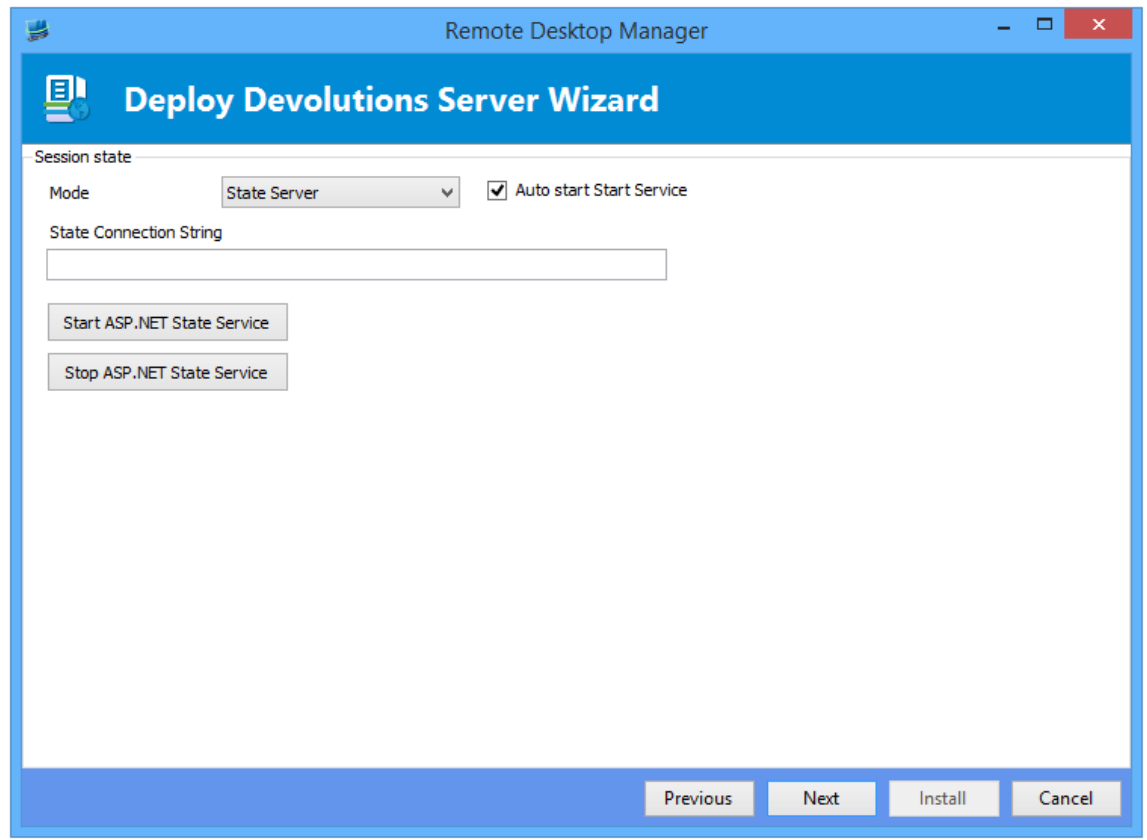
Authenticate with database user	The database is used to authenticate the user
---------------------------------	---

9. Make sure the Internet Information Services (IIS) is installed as it is a pre-requisite for the installation of Devolutions Server.



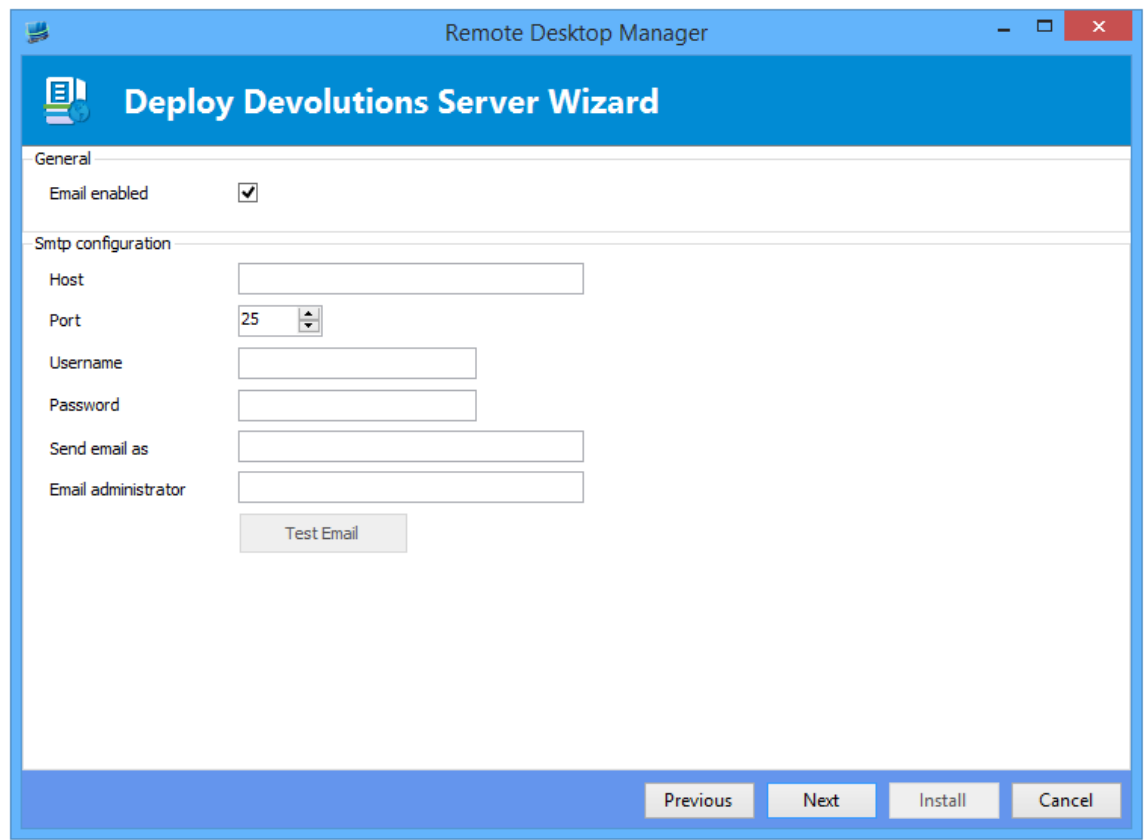
IIS Settings

10. Ensure the ASP.NET State service is started or set to automatically start. The State Service is required to maintain web session information between each call. If you press on Start ASP.NET State Service and the response is "Service is not installed", this means that ASP.NET has not been installed.



ASP.Net State Service configuration

11. Configure the email settings. You can choose to disable this feature completely by using the check box.



The screenshot shows a window titled "Remote Desktop Manager" with a sub-header "Deploy Devolutions Server Wizard". The window is divided into two main sections: "General" and "Smtp configuration".

General section:

- "Email enabled" is checked with a checkbox.

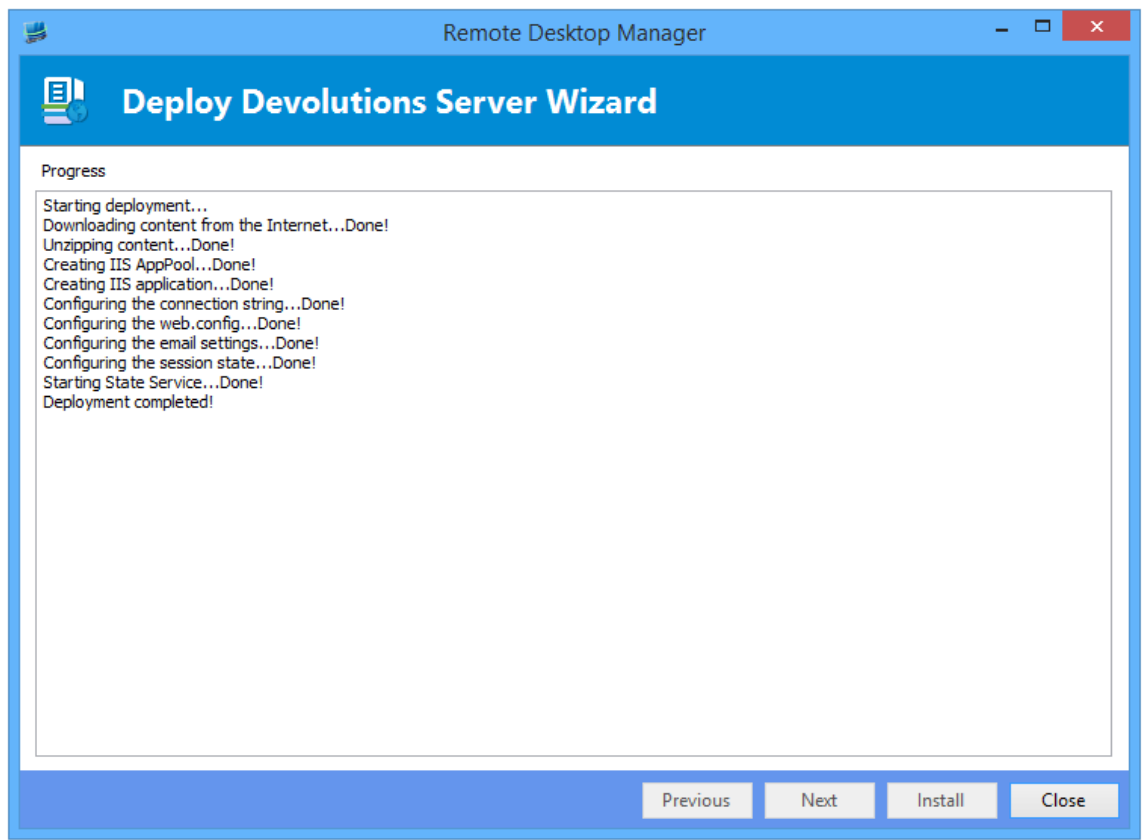
Smtp configuration section:

- "Host": A text input field.
- "Port": A spinner box set to "25".
- "Username": A text input field.
- "Password": A text input field.
- "Send email as": A text input field.
- "Email administrator": A text input field.
- "Test Email": A button.

At the bottom of the window, there are four buttons: "Previous", "Next", "Install", and "Cancel".

SMTP Configuration page

12. Once all the steps are done you can click on ***Install***. When the installation is completed a window will open to confirm that the deployment of the server has been performed.

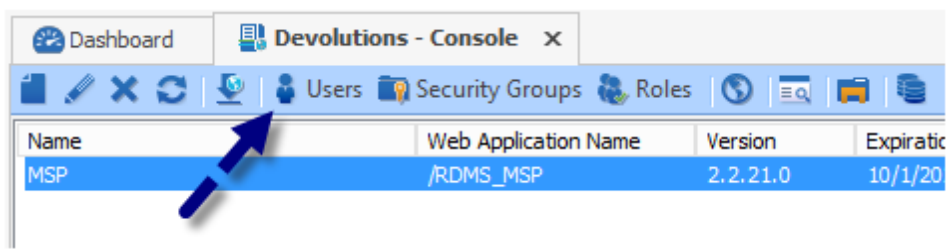


13. You can test the server installation by opening the URL. e.g.: <http://localhost/Devolutions Server>.
14. Configure users and security groups and add at least one administrator user account.

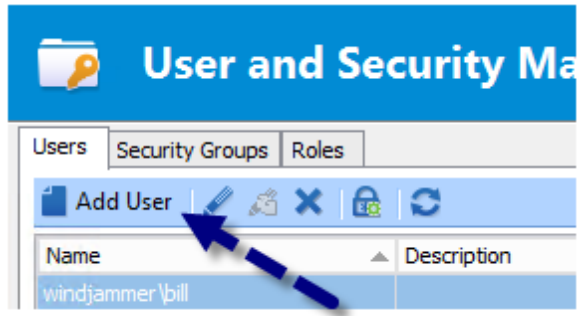


You must create an administrator account if you've enabled the Devolutions Server Authentication model. In other cases, the account name must match with the chosen authentication model. If you are unsure of the result, also enable Devolutions Server authentication, create an administrator account and grant the Administration privilege to the account.

After the successful authentication with the other model, the Devolutions Server user account will have been created and you will be able to see how to format your account names. You can then disable the Devolutions Server authentication model. Please see [Automatic User Account Creation](#)



Configure users and security groups



User and Security Management

 A screenshot of the 'Remote Desktop Manager' window, specifically the 'User management' form. The window has a blue title bar with the text 'Remote Desktop Manager'. Below the title bar is a blue header with a user icon and the text 'User management'. Under the header are five tabs: 'General', 'Roles', 'Privileges', 'Permissions', and 'Settings'. The 'General' tab is selected. The form is divided into three sections: 'General', 'Information', and 'Two factor'. The 'General' section contains an 'ID' field with the value 'DB9C3FDE-F668-43BB-B0A7-5743327B8273', a 'Login' field, and an 'Administrator' checkbox. The 'Information' section contains a 'Description' field and an 'Email' field. The 'Two factor' section contains a 'Configure' link. At the bottom right of the form are 'OK' and 'Cancel' buttons.

User management form

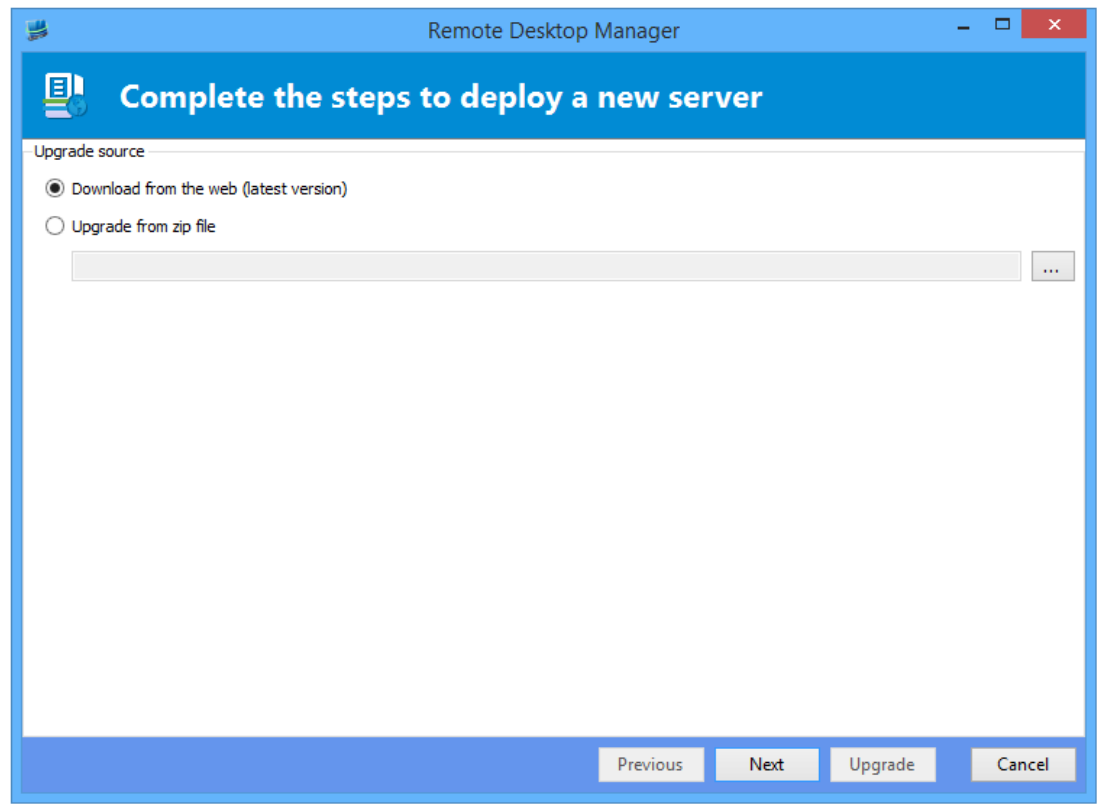
15. Configure the data source on all the client machines.

3.2 Upgrading Devolutions Server

Upgrade

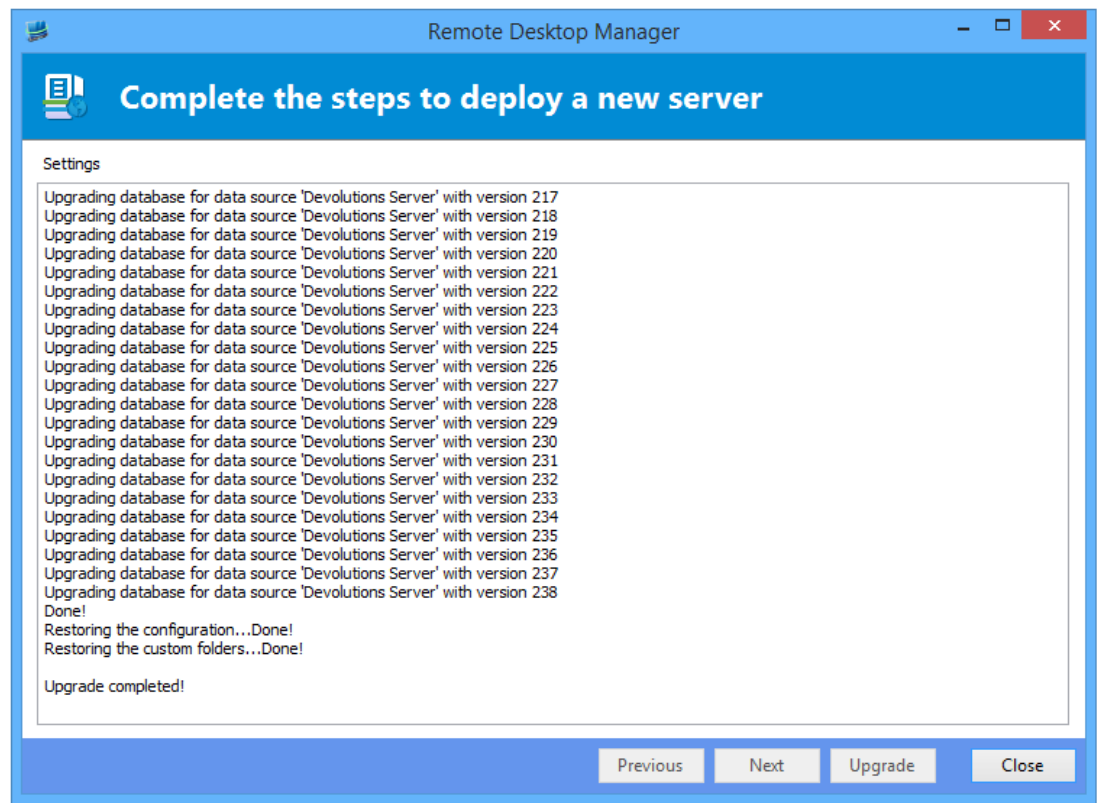
1. Open the [Devolutions Server Console](#).
2. Select the instance that you wish to upgrade.
3. Click the Upgrade button.

4. Select upgrade source. You can either use the latest General Availability release that is available online automatically, or specify the path to a zip file that you have downloaded yourself. Use this for beta releases or for earlier versions.



Upgrade source

5. Press **Next**.
6. Review the summary and press **Upgrade** if you are satisfied.



Upgrade completed successfully

How To

Part

IV

4 How To

4.1 Configure Client Data Source

Create Devolutions Server data source

1. Select **File - Data Sources**.
2. New Data Source.
3. Select the Devolutions Server data source.
4. Specify settings.



If you specify %USERDOMAIN%\%USERNAME% in the user text area, the value of the corresponding environment variables will be used.

Remote Desktop Manager

Devolutions Server

Connection Advanced

Name Devolutions Server

Server [Server Name]

Username David ☐ Always ask username

Password [Masked Password] ☐ Always ask password

Two factor [Two Factor Field]

[Test Connection](#)

ID C175517E-339C-4FF8-8348-5B7FA1ACC2ED

OK Cancel

Data source settings

Notes

If the server is configured to only allow SSL, ensure you specify the protocol by using https:// in the Server field.

4.2 Configure Devolutions Server to use integrated security

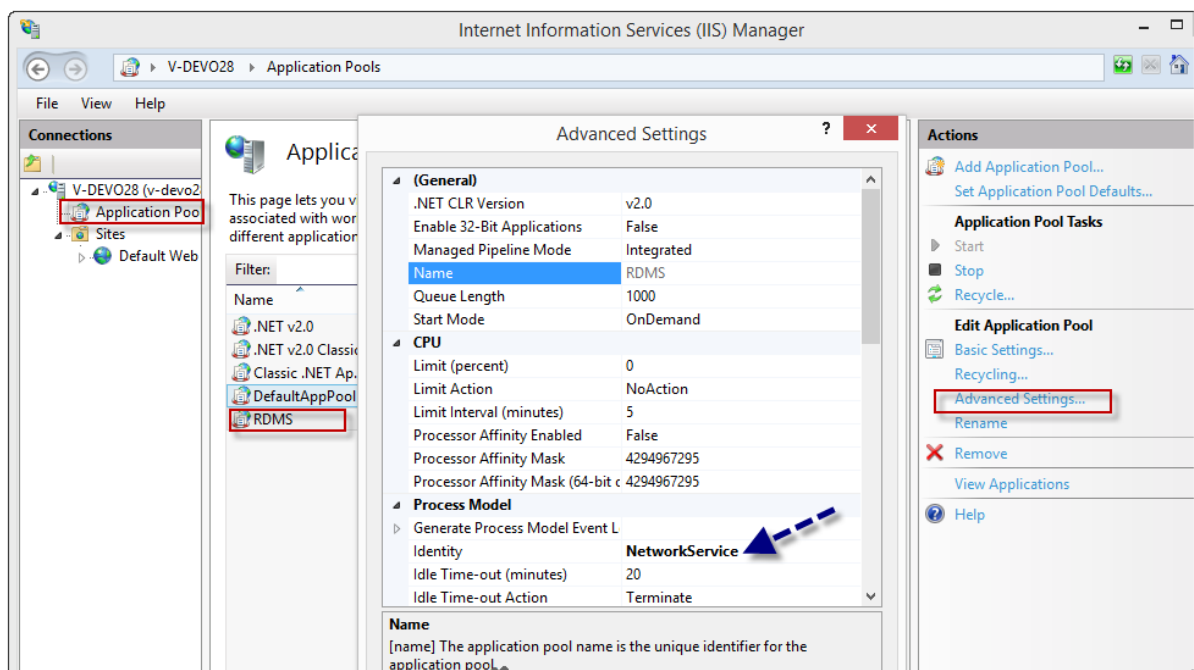
Description

In order for integrated security to be used to connect to the database, you must set a domain account as the Application pool identity.

Steps

To make these instructions simpler, we will name the domain account **DBRunner**, please adapt to your requirements.

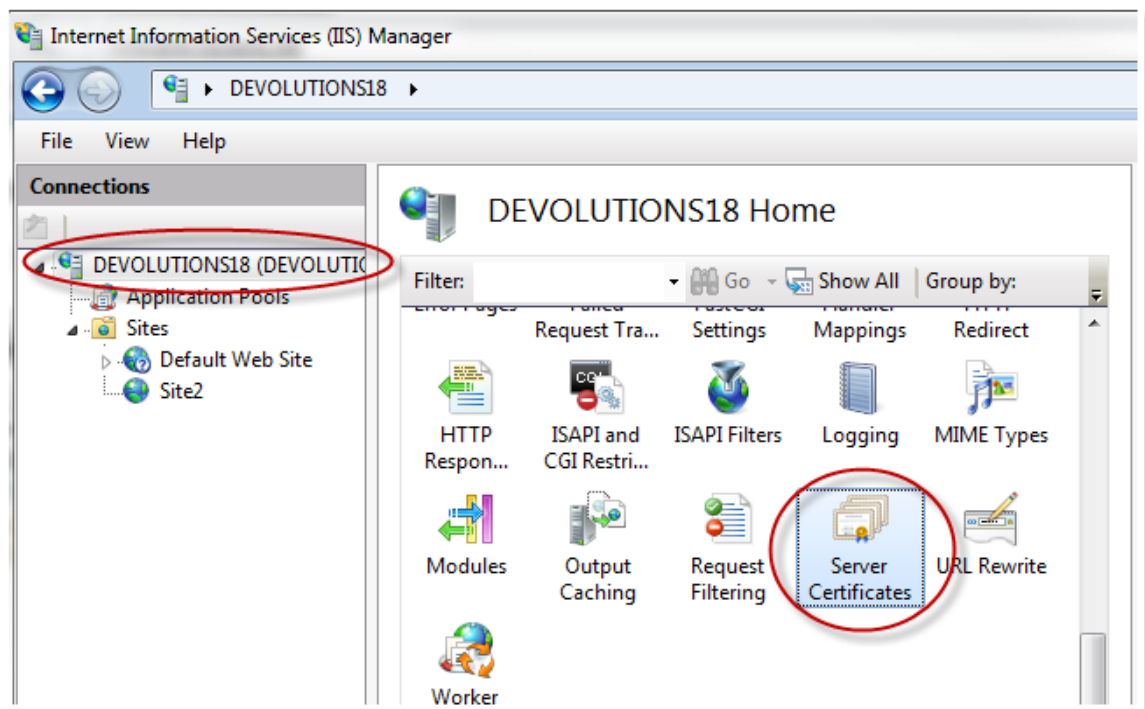
- Create the DBRunner account in the domain;
- Grant access to the SQL Server instance to DBRunner;
- Grant access to the database to DBRunner;
- In IIS Manager, expand the Application pool section and locate the application pool used by your Devolutions Server site. Normally it has the same name;
- In the advanced settings, edit the **Identity** setting to set the DBRunner account.



4.3 Configure SSL

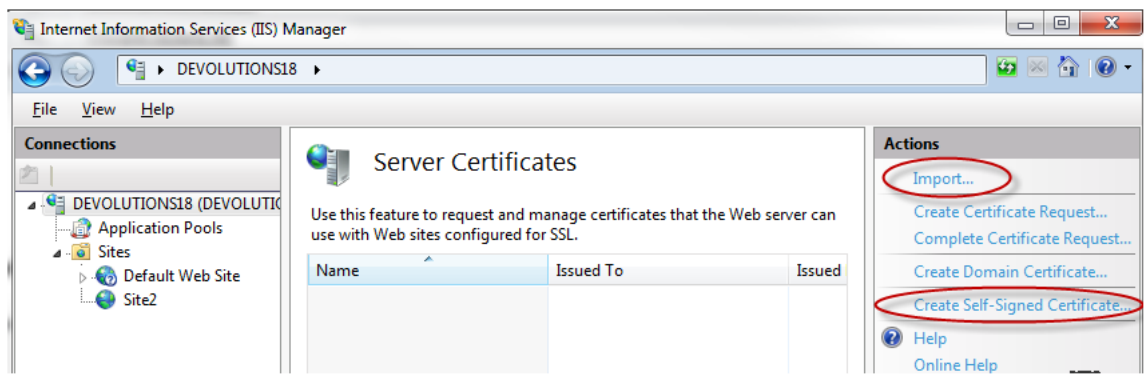
Import Certificate or Create Self-Signed Certificate

1. Select the server node in the tree view and double-click the **Server Certificates** feature in the list view:



Server certificates

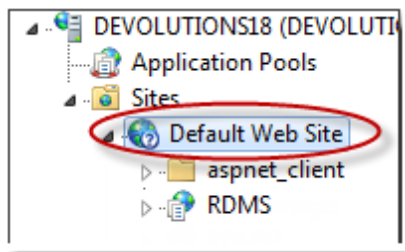
2. Click **Import Certificate...** in the **Actions** pane Or Click **Create Self-Signed Certificate...** in the **Actions** pane.



Follow the wizard

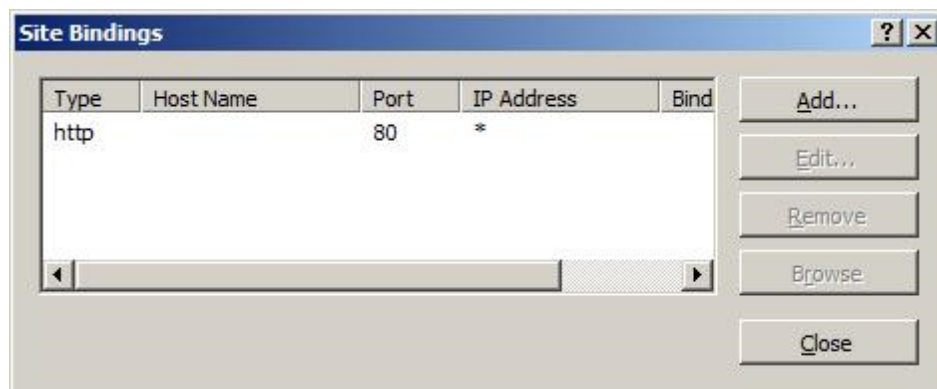
Create an SSL Binding

1. Select the web site in the tree view.



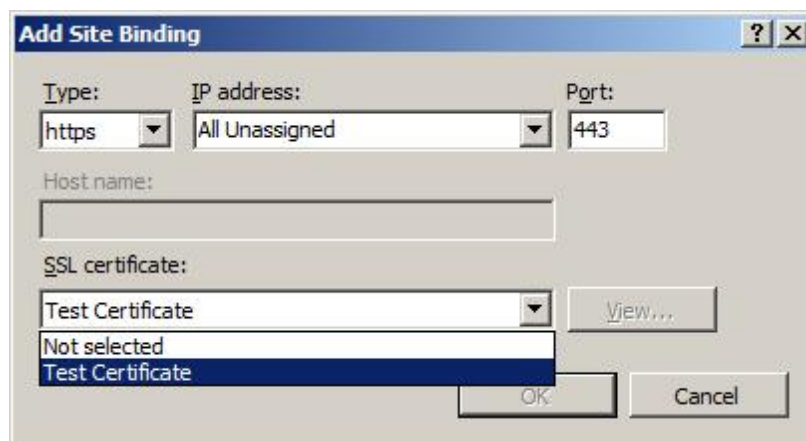
Select web site

2. Click **Bindings...** in the **Actions** pane. This brings up the bindings editor that lets you create, edit, and delete bindings for your Web site. Click **Add...** to add your new SSL binding to the site.



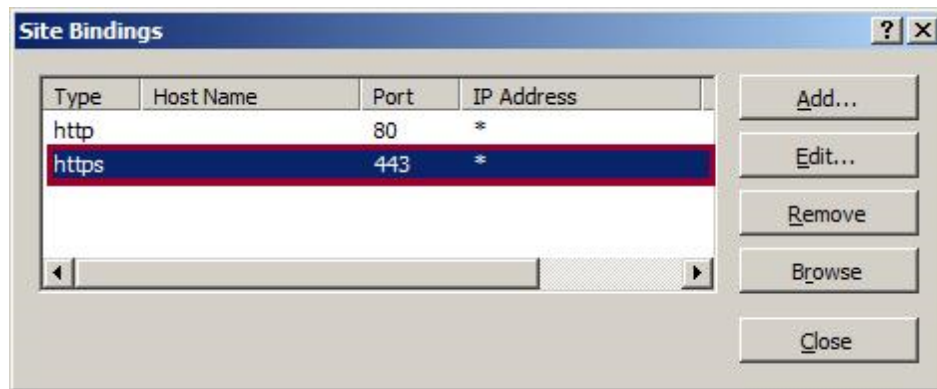
Add binding

3. Select **https** in the **Type** drop-down list. Select the self-signed certificate you created in the previous section from the **SSL Certificate** drop-down list and then click **OK**.



Define https binding

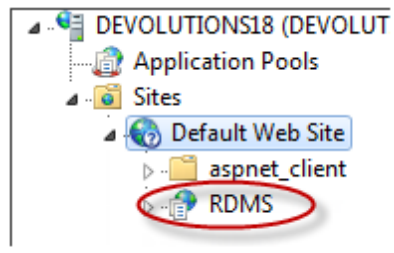
4. Now you have a new **SSL** binding on your site.



The new binding

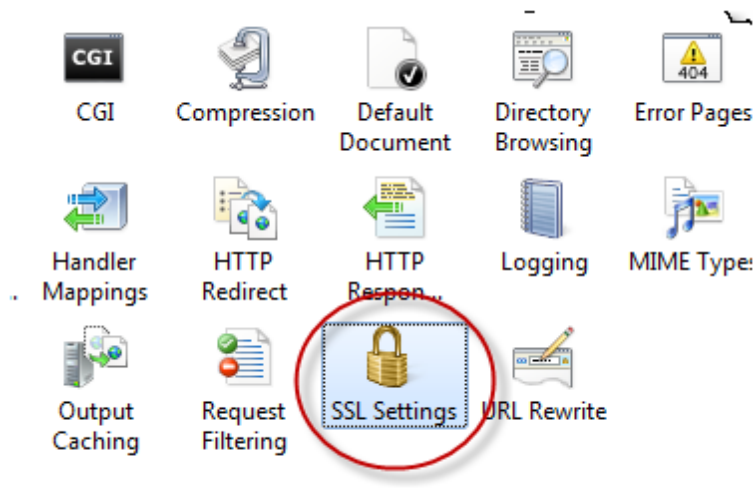
Configure SSL Settings in IIS

1. Select a Devolutions Server application in the tree view.



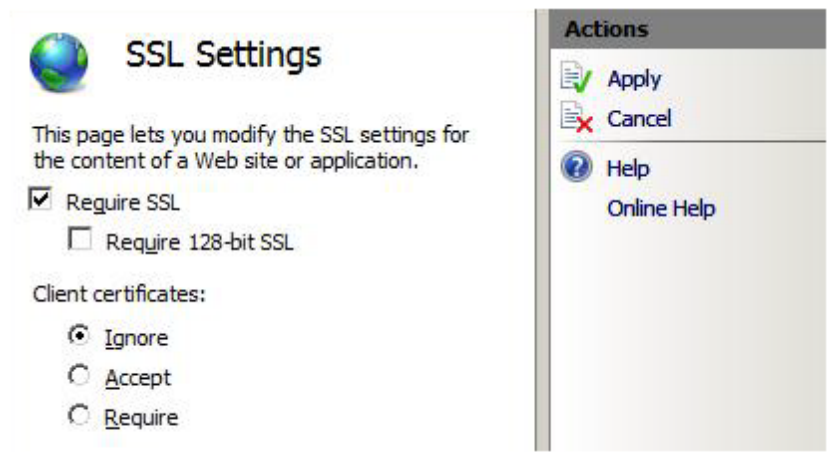
Select application

2. Click on **SSL Settings**



SSL settings

3. Configure SSL settings if you want your site to require SSL, or to interact in a specific way with client certificates. Click the site node in the tree view to go back to the site's home page. Double-click the **SSL Settings** feature in the middle pane. Select **Require SSL** and click **Apply**.



SSL settings

Modify the Devolutions Server configuration

1. Start any text editor (notepad) using right click Run as Administrator
2. Open the file "web.config" found in the Devolutions Server install directory
3. locate this line in the file
`<add key="ForceHttps" value="false" />`
4. Modify value from false to **true**
5. Save the file

Configure SSL Settings in RDM Client

1. Select **File - Data Sources**
2. Edit the Devolutions Server data source
3. Change the server url to start by https://

4.4 How-To Activate Your Renewal Subscription

Description

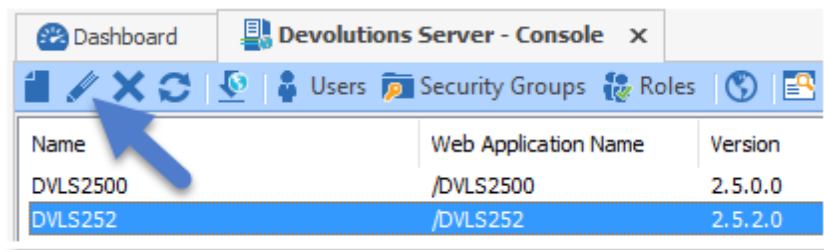
The Devolutions Server subscription is a yearly subscription. Every year, you need to renew your Devolutions Server subscription to continue using it. With the renewal, a new license key is provided and need to be enter in your server configuration.

Settings



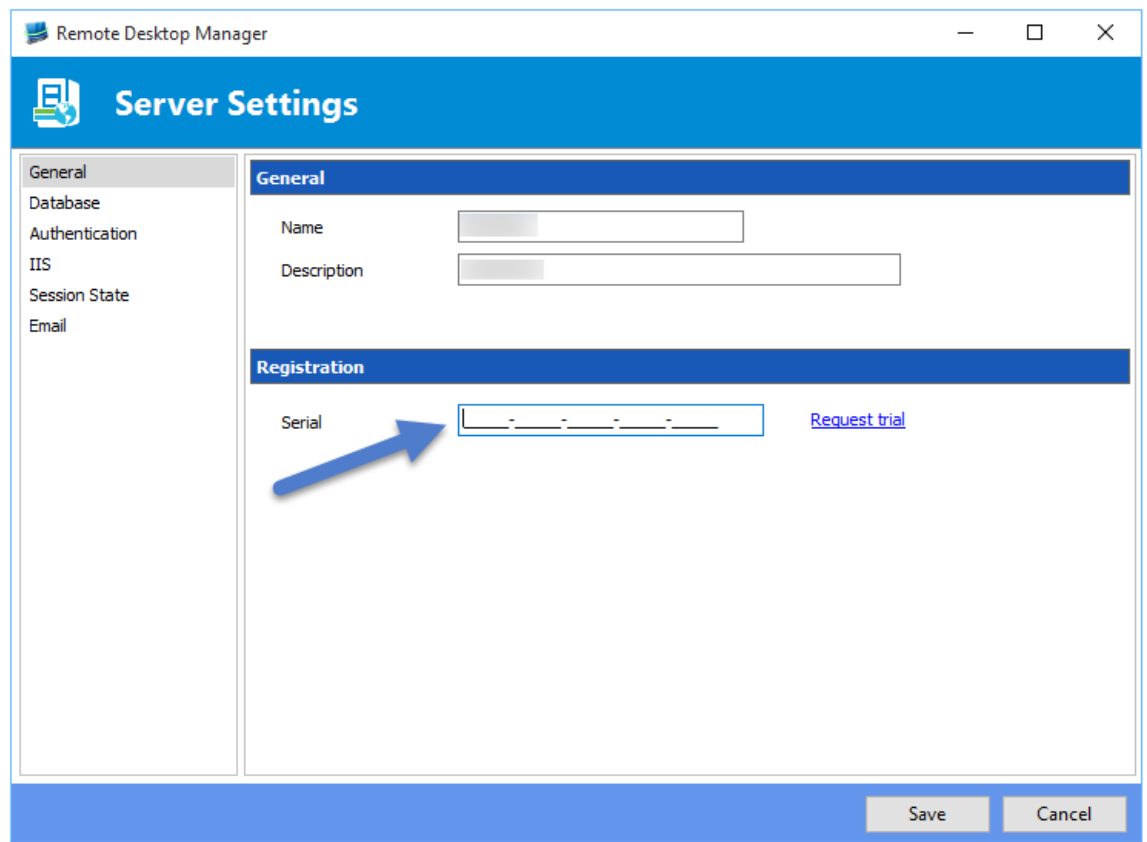
Remote Desktop Manager Enterprise - Windows Edition must be started with elevated privileges when the console needs to be used.

Click on **Tools -> Devolutions Server Console** menu and edit your Devolutions Server instance.



Edit

Replace the existing license key by the new one that you have received by email in the **General - Registration** section.



General

Support/Resources

Part

V

5 Support/Resources

5.1 Technical Support

Contact Us

Holders of a valid license obtain our Extended Support plan for Devolutions Server. Please email any questions or suggestions to support@devolutions.net. We also offer Premium support for an additional price.

You are also encouraged to find information and ask questions in our forums at <http://forum.devolutions.net/>. They contain years of relevant information and have the benefit of being enriched for the whole community when we post an answer.

5.2 Troubleshooting

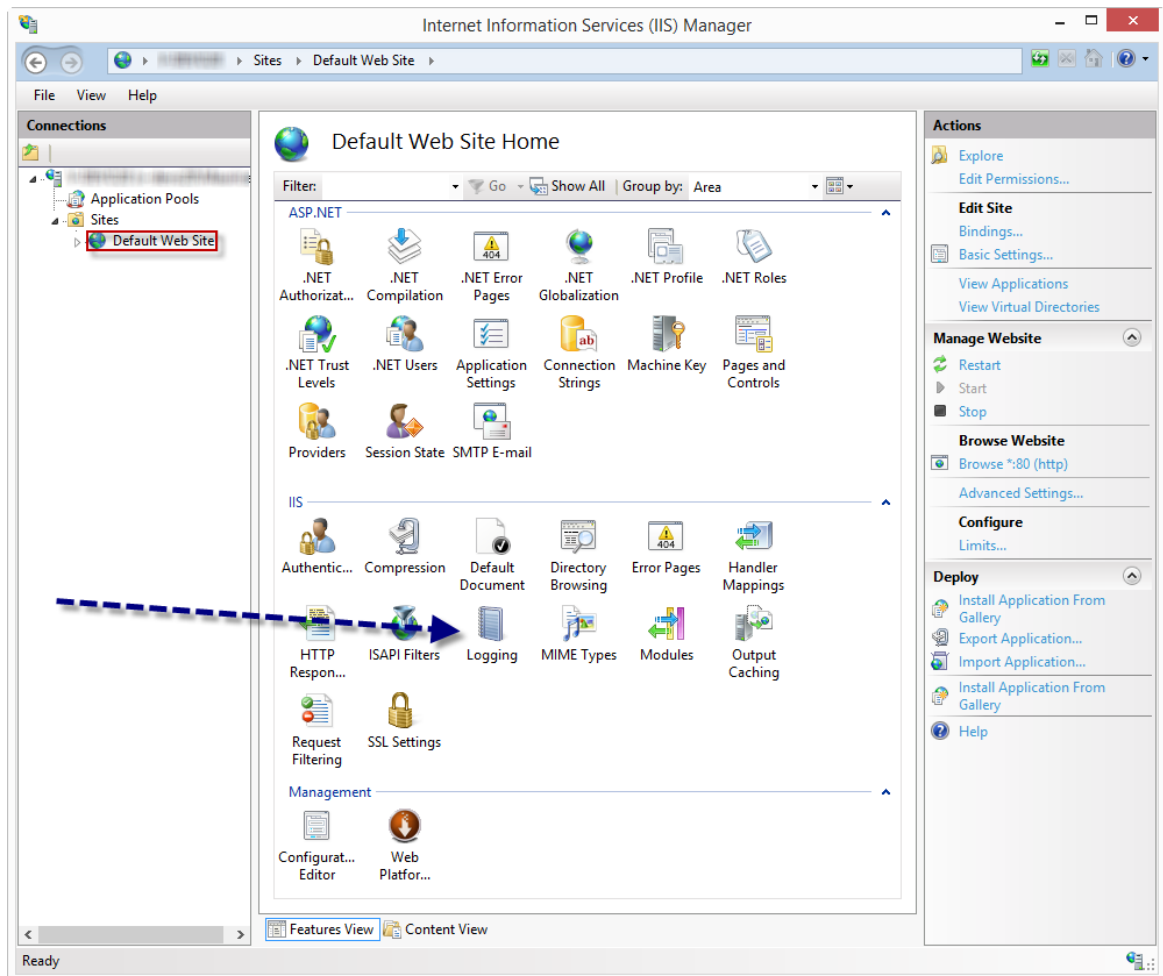
5.2.1 IIS Logging

Description

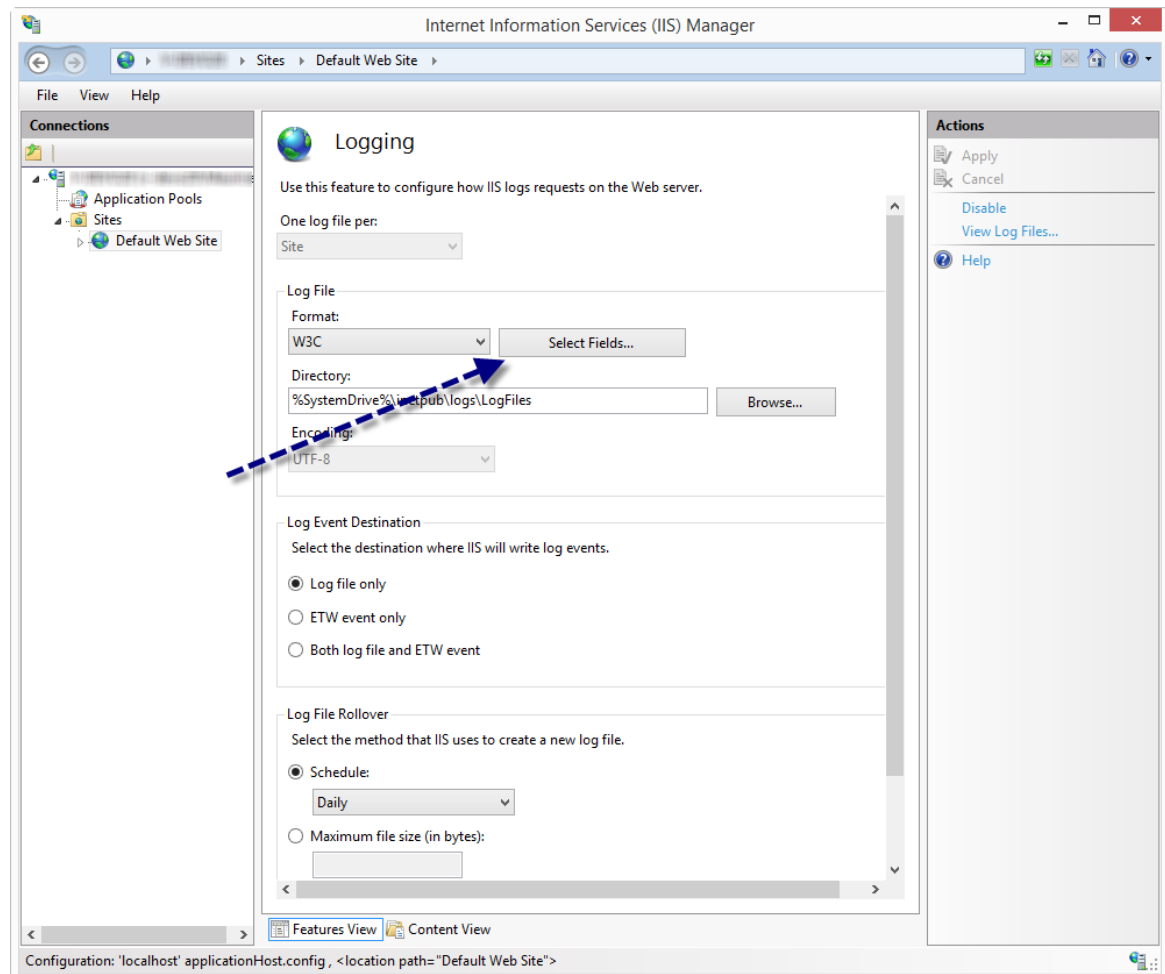
Here is the description of desired settings when we troubleshoot a performance/connectivity issue related to the client application.

IIS Web Site Logging

1. Open IIS Manager and go in the Logging settings.

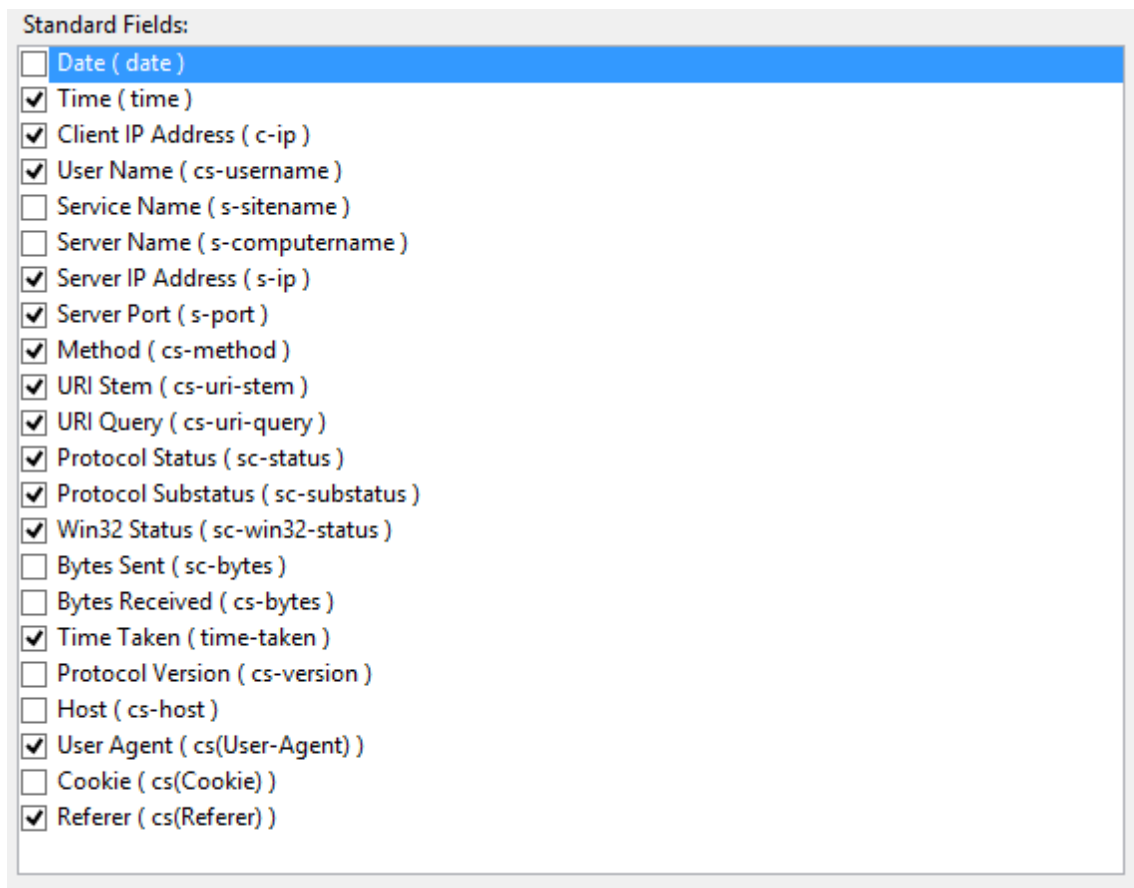
**IIS Manager**

2. Click on Select Fields



Logging panel

3. We recommend that the following fields be selected:



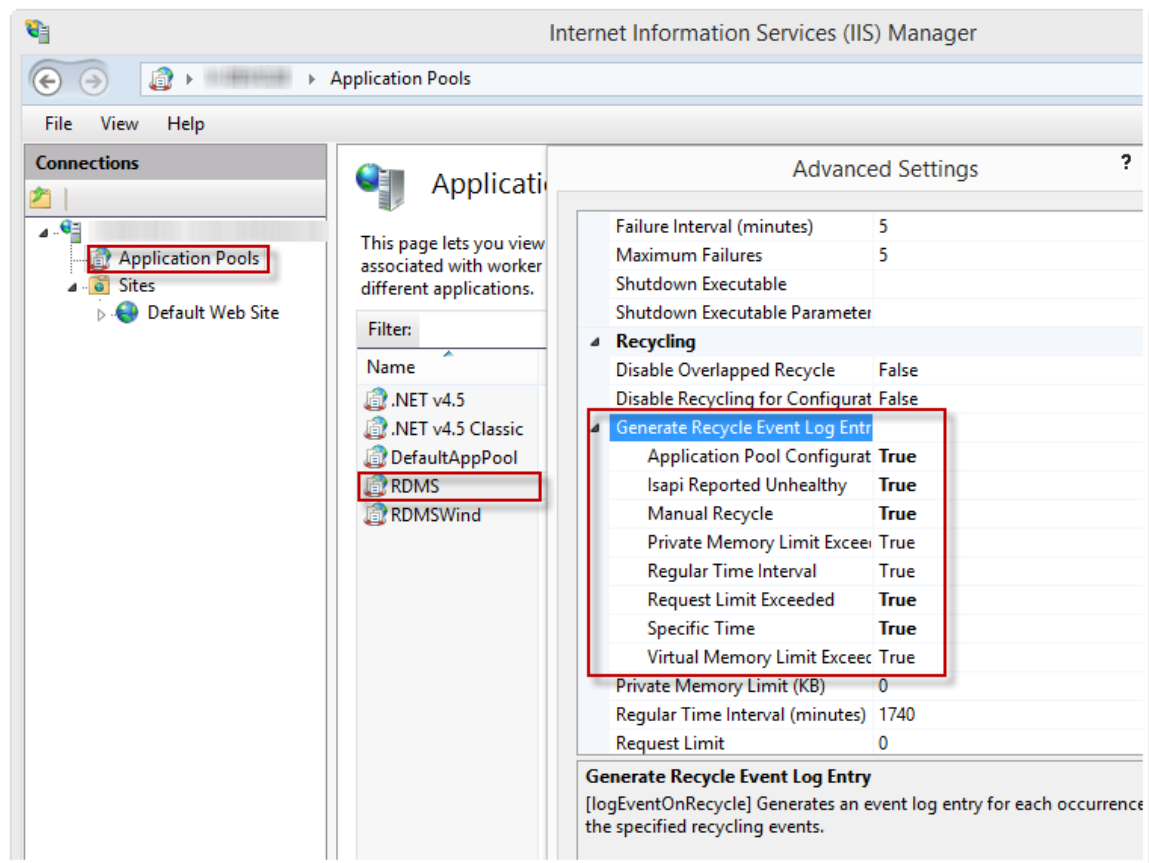
Standard Fields:

- ☐ Date (date)
- ☒ Time (time)
- ☒ Client IP Address (c-ip)
- ☒ User Name (cs-username)
- ☐ Service Name (s-sitename)
- ☐ Server Name (s-computername)
- ☒ Server IP Address (s-ip)
- ☒ Server Port (s-port)
- ☒ Method (cs-method)
- ☒ URI Stem (cs-uri-stem)
- ☒ URI Query (cs-uri-query)
- ☒ Protocol Status (sc-status)
- ☒ Protocol Substatus (sc-substatus)
- ☒ Win32 Status (sc-win32-status)
- ☐ Bytes Sent (sc-bytes)
- ☐ Bytes Received (cs-bytes)
- ☒ Time Taken (time-taken)
- ☐ Protocol Version (cs-version)
- ☐ Host (cs-host)
- ☒ User Agent (cs(User-Agent))
- ☐ Cookie (cs(Cookie))
- ☒ Referer (cs(Referer))

Field selection dialog

Application pool recycle

The application pool that is in fact running the instance can be restarted for a multitude of reasons. It may be useful to know when those **recycles** occur as well as the reasons. Go in the **Application pools** section of the **IIS manager**, then open the **Advanced settings** for your application pool. Enable all of the **Recycle events**, it will create a log entry in the Windows Event Log.



Advanced settings for an Application Pool.

5.2.2 Server Diagnostic

Description

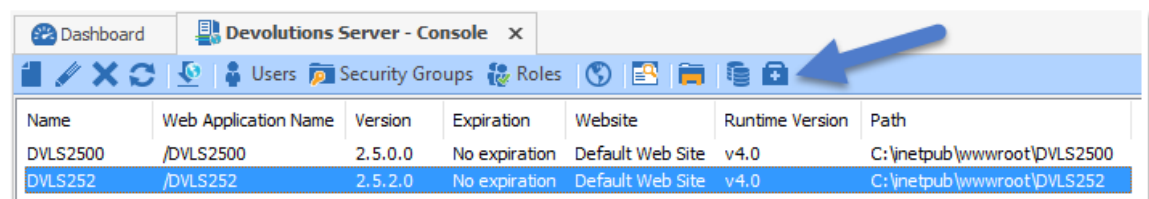
The server diagnostic validates if all the necessary IIS features are enabled to run Devolutions Server properly.

Settings



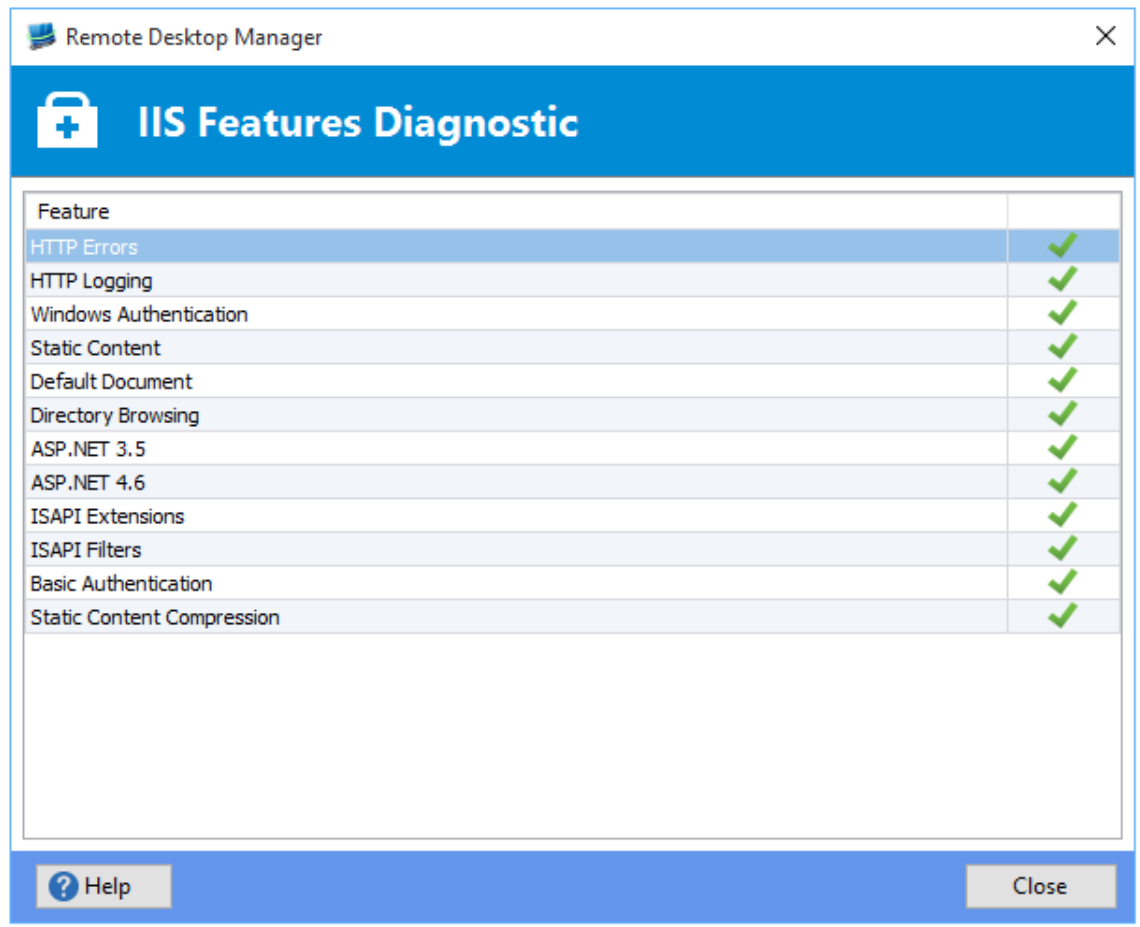
Remote Desktop Manager Enterprise - Windows Edition must be started with elevated privileges when the console needs to be used.

The server diagnostic is available from the **Tools -> Devolutions Server Console** menu



Devolutions Server Console

This diagnostic will verify if all the ISS features are on and installed properly.



Server Diagnostic

FAQ (Frequently Asked Questions)

Part

VI

6 FAQ (Frequently Asked Questions)

What is Devolutions Server?

Devolutions Server is similar to Devolutions Cloud, except that it is designed for a private hosting internally or over the Internet.

Why buy Devolutions Server?

Ideal for businesses that would prefer to store their data in-house, want to deploy their own SSL certificate or firewall, or who need Active Directory integration with role management.

What are the key benefits of Devolutions Server?

Devolutions Server is installed on your hardware, in your environment, or with your ISP to give you total control of everything, including:

- Active Directory integration
- Role management
- Hardware
- Operating System)
- Firewall / Application Delivery
- Load Balancing / Fault tolerant environment for the web server layer.
- Database, including clustering / failover capabilities.
- Backups
- SSL certificates

Devolutions Server also offers an improved security model, as database access is limited to the server and no direct connection is established. This secure architecture is a significant improvement over standard client-server architecture. (SQL Server data source)

Can I get a trial of Devolutions Server?

Yes - [Request a trial](#)

Does Devolutions Server include a client license of Remote Desktop Manager?

Devolutions Server has a few editions. Each comes with a number of client licenses for Remote Desktop Manager Enterprise. A separate purchase is not required. This comes with the maintenance plan for as long as the Devolutions Server subscription is kept current.

I've already purchased a Remote Desktop Manager client license. Can I receive a credit?

Yes, please let us know prior to purchasing and we will credit you the full amount of your purchase price towards a subscription of Devolutions Server. The amount may be prorated depending on the date of initial purchase at Devolutions' discretion.

Is Devolutions Server subscription based?

Yes, Devolutions Server is subscription based. You can subscribe for one (1) year or three (3) years at a time. Giving you unlimited client connectivity for that period of time.

What if I no longer want/need a Devolutions Server? Is my data still accessible?

Yes, once your Devolutions Server subscription is expired you can keep on using all your clients since you have a Global license. However the Devolutions Server data source will no longer be accessible therefore you will need to connect directly to the DB via a SQL Server data source. Keep in mind that you will no longer be getting client updates via a maintenance plan unless you purchase such plan.

I don't like your subscription based model. Do I have any other options?

[Contact us](#) we may be able to help.

Can I upgrade from a SQL Server data source to Devolutions Server?

Yes, the underlying SQL server database structure for the SQL Server data source is a subset of the Devolutions Server database structure. When installing/configuring the Devolutions Server simply specify the existing database and choose upgrade.

Note: Before executing any database modification it is always a good idea to make sure you have a proper backup of the database.

Can I downgrade from a Devolutions Server down to SQL Server data source?

Yes, since the database for Devolutions Server is a superset of the SQL Server data source. Simply connect to the database using the SQL Server data source and all will work as it did before. Keep in mind that not all Devolutions Server features will be accessible when using the SQL Server data source.

Follow Us

Part










VII

7 Follow Us

Overview

Get the hottest information about our products - tips and tricks, case studies and new release announcements!

This is not a marketing newsletter. We focus on the issues that matter to you, whether you're looking for up-to-the-minute software tutorials, additional outside resources, or a peek at how others are using our products.

Links		
	Facebook	http://facebook.devolutions.net
	LinkedIn	http://linkedin.devolutions.net
	RSS feeds	http://rss.devolutions.net
	Twitter	http://twitter.devolutions.net
	YouTube	http://youtube.devolutions.net
	Blog	http://blog.devolutions.net
	Google+	http://plus.devolutions.net/
	Spicework	http://spice.devolutions.net/
	Forum	http://forum.devolutions.net/