



Remote Administrator™ v2.1

Radmin is the fastest remote control software. It is ideal for helpdesk and network management.

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Famatech LCC

Web site: www.radmin.com

E-mail: support@radmin.com (technical support)

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INTRODUCTION

What is Radmin?

Radmin is a remote control program that lets you work on another computer remotely through your own. You see the remote computer's screen in a resizable window on your own monitor or as the full screen. Your mouse and keyboard control the remote computer so you can work on the remote computer just as if you were sitting right at it.

The remote computer can be anywhere on the Internet or in your local network. You don't need a fast network connection. Even with a **MODEM** the screen update speed is an acceptable 5-10 screen updates per second. If the remote computer is on your **LOCAL NETWORK** the typical speed is from 100 to 500 screen updates per second.

Often while working in Radmin's full-screen mode, you forget that you are working on a **REMOTE** computer!



Radmin working...

Radmin Structure

Radmin consists of two parts:

- The **server** on the remote computer that sends the remote computer's screen display.
- The **client**—also called the viewer—that shows the remote screen display on your own monitor.

To get started you need to run Radmin server on the remote computer. Then run Radmin client on your own computer. The current version of Radmin requires a **TCP/IP connection** between both computers, so you'll need to set this up if they are not already connected.

What Makes It different from other systems

The speed: Radmin is much faster than every other remote control system available. For example, we tested the widely used VNC (AT&T's Virtual Network Computing) and found that Radmin is 150 times faster!

Radmin outperforms every other known remote control system, including **pcAnywhere**, **Timbuktu**, **LapLink**, etc.

The test was performed on:

Server: 800 X 600 65535 colors, OS - WindowsNT 4.0 Service pack 4

Client: 800 X 600 256 colors, OS - Windows95

Ethernet 10Mbit local network.

What's new in the version 2.1?

New features in v2.1:

- Extended "Ask user to allow incoming connection" options. In earlier versions the default answer for incoming connection was "yes". Since v2.1 you have the opportunity to choose "no" as the default. Optional "time out" value.
- Enhanced File transfer mode:
 - File Transfer resuming after abnormal disconnection
 - Progress bar
 - Show date, time, attributes in detailed view of File Transfer
 - Sorting files support
 - "Replace File" confirmation dialog
 - Disk names support
 - Icons support
 - Saving of File Transfer window size and position, view and sorting modes
 - File properties dialog
 - Improved interface
 - Other small changes
- All data is encrypted with 128 bit strong crypto in any connection mode
- Writing to Event Log support
- Remote shutdown improving

- About box on the server side
- Program dialogs optimization
- Some useful registry settings for system administrators -disabling some server functions such as telnet, file transfer, control, the possibility of changing server settings by a user
- Interface changes

Features

Run as a Service

Radmin server can work as a SERVICE under Win9x, ME, NT4.0 and Win2000. This lets you log a user on or off remotely.

Multiple Connections Support

Radmin server supports simultaneous multiple connections to the same remote screen.

Full-Screen, Scaled and Windowed View Modes

Full-screen mode shows the remote screen full-size on your own monitor.

Scaled mode lets you see the remote screen in a window on your monitor scaled to the remote screen's defined size.

Video Hook Driver Technology is Used

Radmin uses video hook kernel mode drivers under Windows NT to capture screen changes. This boosts the speed to hundreds of screen updates per second.

File Transfer

Lets you transfer files easily between computers with Windows Explorer like interface.

Remote Shutdown

Now you don't have to connect in the Full Control mode.

Telnet Server

Radmin server provides Telnet access to remote computers (except on Win9x/ME).

Windows NT Security Support

You can allow remote control, remote view, telnet and file transfer access to specific users or user groups from an NT domain. If a user

logged into a WinNT domain connects to Radmin server, the user's current username/password are employed by Radmin viewer to authorize a connection to the Radmin server.

Password Protection

If Windows NT security support is switched off, access to a remote computer is controlled by a password. Radmin uses a challenge-response password authentication method based on 128 bit strong encryption.

128 Bit Strong Encryption of All Data Streams.

In the version 2.1 encryption is always enabled, it causes just 5% performance loss.

IP Filter

Allows an access to the Radmin server only from specified IP addresses and subnets.

Radmin Supports High-Resolution Modes

Display resolutions up to 2048 X 2048 X 32 bit color are supported by Radmin.

System requirements

No special requirements for hardware:

If your computer can run Windows 95 or higher, the program will run.
It even runs on a 386 with 8 MB RAM.

NOTE: Radmin still operates successfully when the display, mouse and keyboard are disconnected from the remote computer, however some computers do not boot successfully without a keyboard plugged in.

For all operating systems (Win9x/ME/NT/2000):

The computer must have TCP/IP installed, the most-used protocol for networking computers.

Windows NT 4.0:

Service pack 4 or higher is required.

Administrator rights are required, if video hook driver or Remote Administrator service are installed.

Windows 2000:

Administrators rights are required, if **Radmin** is installed as service.

Technical support

If you have any problems installing or using **Radmin**, we can suggest you various resources to help you at no charge:

- This manual and the help on your installation media contains all the information you need to solve the problem you may have.
- You can and send your problem reports to our support stuff **support@radmin.com**.
- Visit our World Wide Web server at **http://www.radmin.com**.

SECURITY

Radmin security

A lot of attention was paid to security issues in the **Radmin** design. Here is some reasons that the Radmin operation is completely secure:

- **Radmin 2.1** supports WindowsNT/2000 **user level security**. You can give the right of remote control to some specific users or user groups.
- If Windows NT security support is switched off, access to a remote computer is restricted by password. **Remote Administrator** uses a challenge-response password authentication method (MD5 and Twofish crypto algorithms are used). This method is similar to the authentication method used in Windows NT, but uses more powerful security keys.
- **Remote Administrator** work in encrypted mode, where all data, including screen images, mouse movements and keypresses are encrypted. **128 bit Twofish encryption** is used. Twofish crypto is distinguished for its combination of speed, flexibility and conservative design.
- **Remote Administrator server** has a logging feature. All actions are written to the **log file**. Event Log support is also included.
- **Remote Administrator server** has a **IP-filter table**. If you use this you can get **Radmin** server access only from the specified IP addresses and networks.
- **Remote Administrator** has a self testing code defense, which protects the code from changing.

NT security

To view or change **Radmin** security settings activate '*Options for Remote Administrator server*' and choose '*Set password*'... Click '*Enable NT security*' and then '*Permissions*'. The '*Registered users*' window allows you to change the security features for a **Radmin** connection. You can grant or deny permissions, it is typically done on the basis of NT User Group membership.

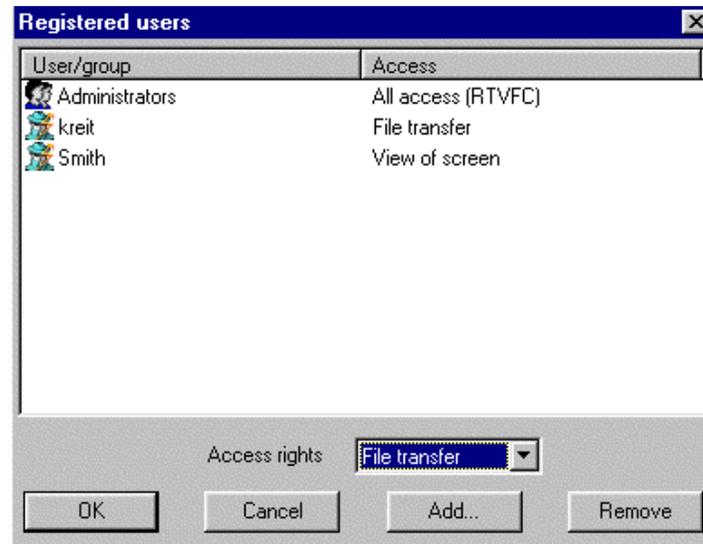


Enabling NT security

The '*Registered users*' window allows you to change the security features for **Radmin** connection. You can grant or deny permissions that is typically done on the basis of the NT User Group membership.

It's possible to choose between five access rights: **Redirect**, **Telnet**, **File transfer**, **Full control of screen** and **View of screen**.

To grant permissions from trusted domains you have to create a local group and add members from another domains.. '*Add user/group dialog*' will allow to configure Radmin NT security permissions for just created local group that contains users from trusted domains.



'Registered users'

IP filter

This feature restricts access to the Radmin server only from specified IP addresses and subnets. Set the IP filter from the 'Options' menu of the 'Settings for Radmin server' (from start menu group).

Example:

Subnet 192.168.1.xx
Computer 192.168.1.67

To permit an access for a whole subnet you should set:

Filter IP - 192.168.1.0
Mask - 255.255.255.0

If $IP \text{ AND } MASK == \text{FILTER IP}$ the connection is successful, else you get '*Client I/O error*'.

Setting/Changing a password for Radmin server

You can set and change the Radmin server password directly from the *Settings for Radmin Server*.

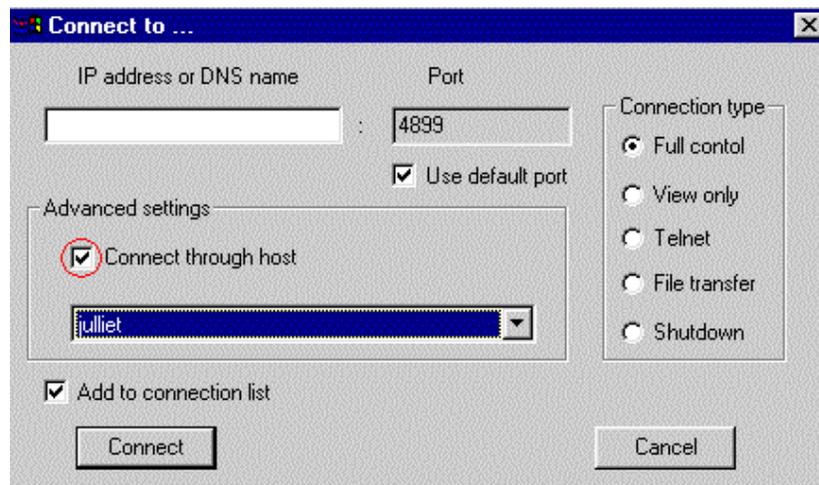


Setting the password...

If your server runs under WinNT4.0/2000 you can enable NT security support in the Radmin server settings. You will be able to give users and user groups various rights to access the server (Full control/View only/Telnet/File transfer/Redirect).

Redirect right

This right allows to users to use only **Connect through** option.



Selecting 'Connect through' option...

Avoid redundant permissions! This permission may be granted if a computer provides access to another PC. It's especially helpful for system administrators to ensure additional security. A user who is granted redirect right can use 'Connect through host' option

INSTALLATION

Before installation

Two computers need to be connected by TCP/IP, either on a local network or the Internet. Radmin must be installed on each computer.

Before installation for all users:

Uninstall any earlier version of Radmin, before installing a newer version.

For Windows 2000 Users:

You need administrator rights to install Radmin Server as a service.

For Windows NT 4.0 Users:

You need administrator rights to install Radmin Server as a service and install the driver.

Before installing Radmin's video hook driver be sure that any other Remote Control software that uses video hook driver technology has been removed. Running more than one video hook driver can lead to a system crash while booting.

Sample applications that use a video hook driver: **NetMeeting 3.0+**, **SMS**, **Timbuktu**. If a problem occurs while booting with the Radmin driver, you can press the '1' (number one) key repeatedly during booting and the Radmin driver will not load.

Installing Radmin files

- Unpack the installation files.
- Run **radmin21.exe** from the unpacked distribution.
- Follow the setup instructions.

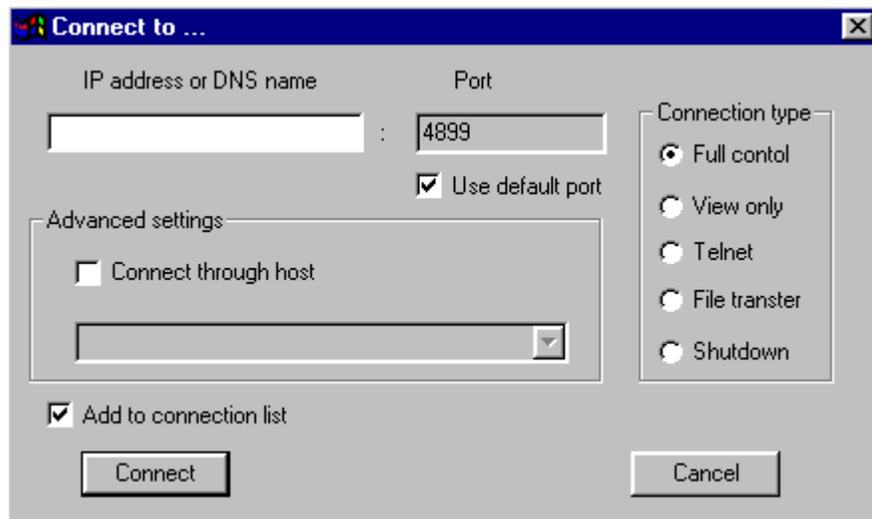
After installation the **Radmin server** or the **Radmin client** (viewer) can be started from Start menu.

You can also start the 'Settings for Radmin Server' from a menu. There you can set the Radmin Server to load at Windows start-up, designate a password for network access to Radmin server and other options..

Setting up the connection

Run Radmin server on the remote computer. If Radmin server is working, the tray icon should appear on the Windows toolbar. When the cursor is over this tray icon you can see the list of computer IP addresses. Double-clicking opens the connection list. The icon can be disabled in Radmin server settings using 'Hide Tray Icon' option.

On the local computer run Radmin viewer. Select 'Conection/Connect to...' from the menu. In the 'IP address or DNS name' entry specify the IP address (example: 10.0.0.1) or DNS name (example: *comp1.company.com*) of the remote computer.



'Connect to...' menu

Modem to modem connection

Remote Administrator doesn't work with a modem directly. To use it in a modem to modem connection you need to configure **Dial-Up networking** on both the server and client sides.

Radmin uses a **TCP/IP** connection between computers. So, you need to set this service up on both computers.

On the server side you need to install the **Dial-Up networking server**. This is a standard component of Win98 and a component of **MS Plus!** in **Win95**, if you have **Win9x/ME**. Use **RAS** if you have **WinNT**. Then configure the server to use **TCP/IP** protocol.

On the client side install **Dial-Up networking**, then configure **Dial-Up networking** to use only the **TCP/IP** protocol.

Then you should make a call using **Dial-Up networking**. After connecting you can find the IP address of the remote server in the properties of the Dial-Up connection (as usual some tray icon appears). Alternatively, you can find this address in the DialUp monitor from the control panel.

Use this **IP address** as the host address to connect to the server using the **Radmin viewer**. As a rule in a modem to modem connection 192.168.55.1 IP address is used.

Working with a serial port/null modem connection

First install the modem driver (Null modem/Dial-Up networking serial/Communication cable between two computers) if not already installed.

Then configure the system as with **Modem to modem connection**.

Connection through Internet

You can establish a connection between the remote and local computers through the Internet as well as a local network connection. The only problem might be the IP address on the server side. It could be dynamically assigned, so you need to get it after the connection to the Internet and pass it somehow to the client side.

- 1) Install **Radmin** on both computers.
- 2) Run **Radmin server** on the remote computer.
- 3) Connect the remote computer to the **Internet**.
- 4) People from the remote side must tell you the **IP address** of the remote computer.
- 5) Connect the local computer to the internet.
- 6) Run **Radmin viewer** on the local computer, click menu '*Connect/Connect to*', enter the IP address of the remote computer.

Connection through the firewall

Radmin uses 4899 **TCP** port by default. You can open such a port on the firewall.

Another solution is to change the Radmin port number—on both the server and the viewer—to the value of a port that is already open on your firewall.

If your firewall works under Windows you can install and start the Radmin server on it. Then you can connect using 'Connect through host feature of the viewer.

Sometimes only the router has a public IP address. In this case you have to configure 'Forwarding' on a router/firewall

Sample TCP/IP settings for a one segment local network

To set IP addresses in the one segment local network you can go to the TCP/IP settings of the network card on the first computer

set IP address to *10.0.0.1*, set subnet mask to *255.255.255.0*

on the second computer

set IP address to *10.0.0.2*, set subnet mask to *255.255.255.0*.

...

Try to ping one computer from another.

example:

ping 10.0.0.1

USING REMOTE ADMINISTRATOR

Telnet access

Telnet access to Win9x/ME is not supported because of limitations of the *command.com* - command prompt interpreter in Win95/98/ME.

Some Win32 console applications use direct access to the console. Such applications can't work via the telnet mode, because the telnet mode on the server uses standard i/o streams to interact with the application. Just do not run such applications via telnet. You can run such applications in Remote Screen mode.

Finding the IP address

In the Start/Run dialog enter *command.com*. Then at the command prompt enter: *ipconfig.exe* (*winipcfg.exe* for Win95)

Another way to know the IP address of the computer is to move your mouse pointer over the Radmin server tray icon. It will show you the list of IP addresses..

Log file

All actions can be written to the logfile, you can allow it from the '*Options*' menu of '*Settings for Radmin server*' (from start menu group). Event Log support for WinNT4.0/2000 is also included.

Port option

The server port number and address can be specified from the '*Options*' menu of *Settings for Remote Administrator server*. The default port number is '*4899*'.

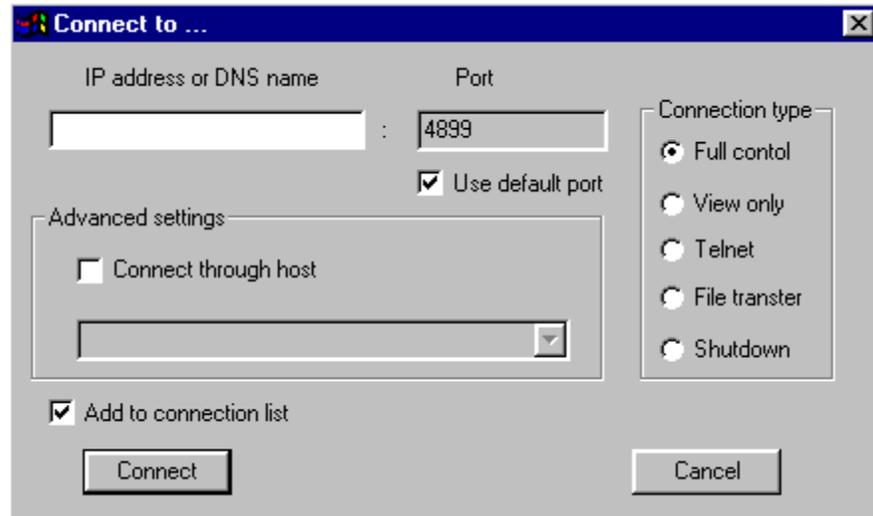
Connection menu

You can make a new connection or use connections that were used before. By default all connections are added to the connection list. The connection modes are set directly from the Remote Administrator viewer menu.



Radmin viewer window

You can use either 'Connect to...' or 'New' options to establish a connection. 'Connect to...' option allows to set or disable 'Connect through' feature, to set the connection type, the port number.



'Connect to...' menu

'Connect through host' option

This lets you connected through an intermediate host when there is no direct TCP/IP connection with the computer you want to administer, but an intermediate computer (or host) does have a direct TCP/IP connection to both your target computer and to your computer. Radmin server must be running on such an intermediate (host) computer for this to work.

Example: You have a local network without a direct connection to the Internet. However, there is

one computer on that network that does has a direct connection to the Internet. If you install Radmin server on that computer to make it an intermediate host, you can connect the other computers in the local network to the Internet through that intermediate host.

Note: If NT security permissions are used, it's advisable to grant users **Redirect Right**.

Full-screen text mode

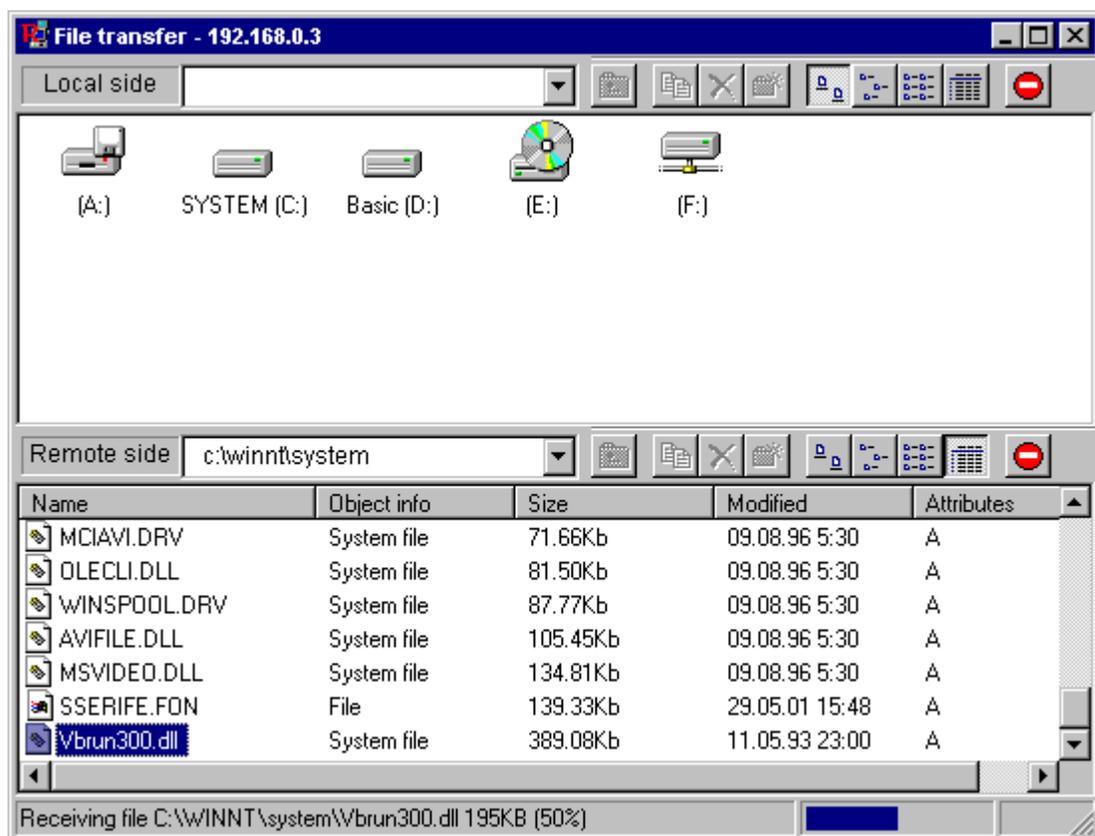
Currently, Radmin cannot register screen changes when the remote computer is in full-screen text mode. Drawing on the screen isn't performed by the GDI (Graphic Display Interface) when the remote computer is in that mode.

Windows works with full-screen text modes in an undocumented way via a video port driver.

File transfer

This feature was added in version 2.0.

Choose the 'File transfer' option from the 'Mode menu' or press the button on the toolbar. The interface of Radmin's file transfer is similar to Windows Explorer except it works with two windows—local and remote.



File Transfer

You can choose to display file icons on the toolbar buttons.

To copy a file or folder you can drag-and-drop it. Or use the 'Copy' button on the toolbar. Or right-click and chose 'copy' on the menu that appears. Use the Stop option to cancel a file transfer.

Switching between normal and full-screen modes

Press F12. It switches between normal, stretch and full-screen modes.

If you want to send F12 to a remote computer, use 'Send F12' from the RScreen window menu.

When the remote computer screen is larger than the local one you can use mouse 'scrolling' feature (just move your mouse to the screen edges) to navigate within this larger screen. However it is possible to stretch the RScreen window to see the whole screen of the remote computer. You can set the window size as you like using this feature..

Send Ctrl-Alt-Del command

To send Ctrl-Alt-Del to a remote computer, use 'Send Ctrl-Alt-Del' from the Remote Screen window menu.

This feature works in the 'Full control' connection type.

Note: This feature works only when the remote computer is running Windows NT4.0/2000 and the Radmin server is registered as a system service on the remote computer.

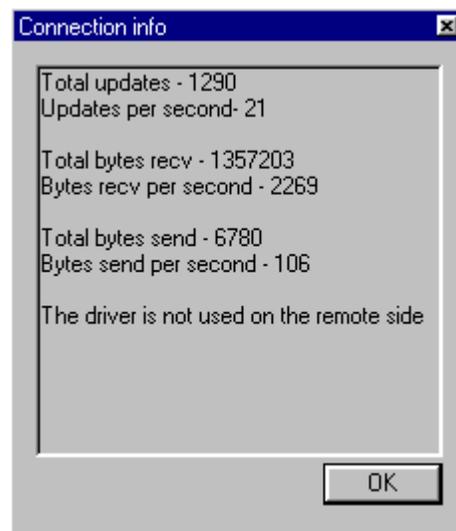
You can also use Ctrl-Alt-F12 for a quick send.

'Send key' option

You can use this option for sending such commands as '*Ctrl-Esc*', '*F12*', '*Ctrl-F12*', '*Alt-F12*', '*Ctrl-Alt-F12*'.

Statistics of the connection

Use '*Connection info*' entry from the RScreen window menu to monitor updates per sec, bytes per sec etc.



Current connection information

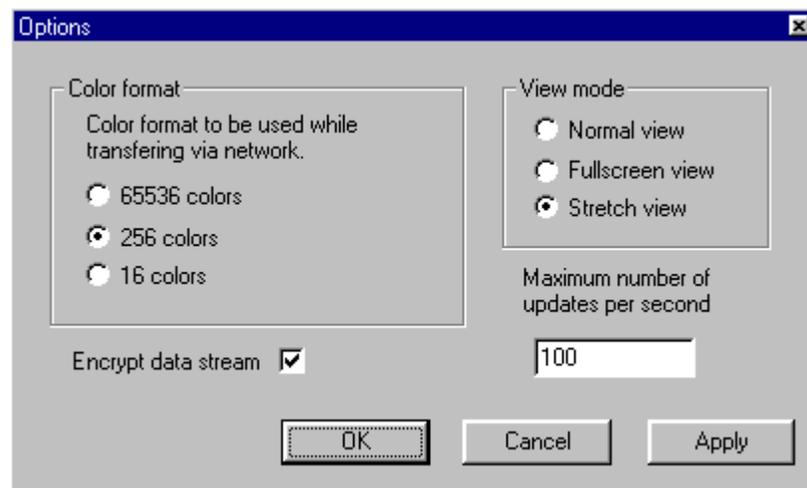
'Options' dialog

If you have a high processor load on the remote computer, set the '*max screen updates per second*' entry to a smaller value in the '*Options*' dialog of the RScreen window menu. If your remote computer works under Win9x/ME (or under WinNT, without the video hook driver installed) the Radmin server can cause a high processor load when the '*Maximum updates per second*' value is set to values bigger than 50.

To speed up, you can disable wallpaper on the remote computer. Also, you can set 'Color format' to '16 colors' mode in the Options dialog of the Remote Screen window. Note, if you are connected via a modem you can't have update rates higher than 10 per second, just because signals can't go there and back more than 10 times per second (ping > 100ms).

If you use Win9x/ME OS on the remote side, the speed depends on the screen resolution of the remote computer. So set a lower screen resolution on the remote computer. Also set a lower color format 8bpp (256 colors) or 16bpp (65536 colors). On some systems 8bpp is faster, on others 16bpp. Make sure your update speed is not limited by the '*Maximum updates per second*' field from the option dialog of the RScreen window.

If you use WinNT on the remote side without the video hook driver installed, note that with the video hook driver Radmin works about 10 times faster and uses much less processor time.



'Options' dialog'

Get and set clipboard commands

To get the remote clipboard:

1. Select text for example in the Remote Screen.
2. Execute standard command "copy" or ctrl-c.
3. Click *Get clipboard* from RScreen menu.
4. Execute standard command "paste" or ctrl-v on the local computer.

To send the local clipboard:

1. Select text for example in the Local Screen
2. Execute standard command "copy" or ctrl-c.
3. Click *Set clipboard* from RScreen menu.
4. Execute standard command "paste" or ctrl-v on the remote computer

Shutdown command

This feature lets you turn off, restart, switch off and log off the remote computer.

It is available from the RScreen menu and from the Radmin viewer mode menu.



Shutdown menu

Stop Remote Administrator server

You can use the shortcut from the Remote Administrator folder to stop Radmin server or just enter in the command-line prompt: `r_server.exe /stop`

Command-line switches

Radmin viewer command-line switches

`radmin.exe /copyphonebook` - creates Radmin 2.x phonebook from Radmin 1.11 phonebook.

Radmin viewer has command line options, which enable you to get connected to the host without using a phonebook.

Usage: `radmin.exe /connect:xxxxx:nnnn other_options`

Examples:

`radmin.exe /connect:server:1000 /fullscreen /encrypt`

`radmin.exe /connect:10.0.0.100:4000 /telnet`

`radmin.exe /connect:server /through:gate`

Options:

`/connect:xxxxx:nnnn` - specify an address and a port of the server. This option is required for connection without a phonebook.

`/through:xxxxx:nnnn` - specify an address and a port of the intermediate server

By default, connection mode is '*Full control*' (see remote screen, send mouse and keyboard input)

To specify other connection modes use switches:

`/noinput` - specify a *View only* connection mode (view of remote screen).

`/shutdown` - specify a *Shutdown* connection mode

`/file` - specify a *File* connection mode

`/telnet` - specify a *Telnet* connection mode

These switches are used in '*Full control*' and '*View only*' modes:

`/fullscreen` - specify the fullscreen view mode

`/hicolor` - specify a 65536 color format, while transferring via a network.

`/locolor` - specify a 16 color format, while transferring via a network.

`/updates:nn` - specify a maximum number of screen updates per second

`/encrypt` - specify to encrypt data stream

Other switches:

`/unregister` - delete already entered key for Remote Administrator.

`/?` - shows help screen

Radmin server command-line switches

Radmin server has several command line switches. Normally, all settings can be set through the installation process or by using 'Radmin server setup' and the user need not use any of the command line switches.

These switches are intended to be used by System Administrators. Using these switches you can manually install/uninstall parts of Radmin, such as the service and the driver, or set a password and a port number.

Usage: `r_server.exe <switches>`

`/setup` - shows a dialog box in which you can install the service and a driver, or set a password and a port number for the server.

Example: *r_server.exe /setup*

[/port:xxxx] [/pass:xxxx] - if there are no other switches specified, except /port and /pass, r_server runs as the Radmin server, with a password and a port from the a command line or from the registry, if corresponding switch is not present.

Example: *r_server.exe*

Example: *r_server.exe /pass:mypass*

Example: *r_server.exe /port:5505*

Example: *r_server.exe /port:3333 /pass:qwerty*

/save [/port:xxxx] [/pass:xxxx] - saves the password and the port in the default program settings in the registry. If you do not specify the port or/and the password using this option, the default port and/or the empty password will be saved.

Example: *r_server.exe /port:5505 /pass:qwerty /save*

This saves values of the port and password in the registry, these values will be used, when *r_server.exe* is executed without parameters (/pass or /port) in the command line.

Example: *r_server.exe /save*

This saves the default port and the empty password in the registry .

/install - install the service (Win9x/ME/NT4.0 or Win2k) and a driver (WinNT)

IMPORTANT NOTE: To be installed, the driver (raddrv.dll) must be placed in the System32 directory which is in your Windows directory

Example: *r_server.exe /install*

/uninstall - uninstall the service and a driver, if present.

Example: *r_server.exe /uninstall*

/installservice - install the service only (Win9x/ME/WinNT or Win2k)

Example: *r_server.exe /installservice*

/uninstallservice - uninstall the service only

NOTE : Failure to remove the service usually indicates that it was not installed.

Example: *r_server.exe /uninstallservice*

/installdrv -to install the driver (works only in WinNT)

IMPORTANT NOTE: To be installed, the driver (raddrv.dll) must be placed in System32 directory which is in your windows directory

Example: *r_server.exe /installdrv*

/uninstalldrv - uninstall the driver only.

NOTE : Failure to remove the driver usually indicates that it was not installed.

Example: *r_server.exe /uninstalldrv*

/silence - do not show 'error' or 'ok' message boxes,
in */install*, */uninstall* or */save* commands.

/stop - stops Radmin server. This command can stop service and application as well. To stop service under WinNT your user must have rights to do it.

/? - shows a help screen.

/unregister - delete an already entered key for Radmin.

Radmin phonebook

Our phonebook is stored in the registry. You can run regedit.exe.

Export all subkeys from the path

HKEY_CURRENT_USER\Software\RAdmin\v2.0\Clients

to a file. You can import such registry file to other computers to copy phonebook.

If you would like to upgrade your old phonebook use this command
`radmin.exe /copyphonebook` - creates Radmin2.x phonebook from Radmin1.11 phonebook.

Registering/Unregistering Radmin

If Radmin is run beyond its 30 day trial period, the message "Evaluation period has expired, enter the registration code to continue using the program" is displayed.

The registration information must be entered on both the viewer and server sides.

To register the Radmin viewer press the 'ENTER CODE' button and enter your registration code. You need to highlight your registration code and press CTRL-C. Then go to the registration edit box and press CTRL-V. Press enter.

Note: Be sure to select the entire code, that is about 80 characters long.

To register the Radmin server remotely, right-click the icon in the Radmin viewer connection list and choose 'Set registration code'. Then follow the prompts. You can also do it from Radmin Server About box.

To de-register Radmin:
`radmin.exe /unregister`
`r_server.exe /unregister`

Multilanguage support

Visit our website to download language resources : www.radmin.com

All you need is to put the ****.lng file and unzip help_**.zip (if present) into Radmin directory. For example, to install German language support you have to place 1031.lng file in *C:/Program Files/Radmin* or other folder.

We are going to translate the documentation to all the languages listed on our website. So visit it in the future for the updates.



Switching to German...

FREQUENTLY ASKED QUESTIONS

1. How can I send Ctrl-Alt-Delete to the remote computer?

If you want to send Ctrl-Alt-Del key to a remote computer, just press Ctrl-Alt-F12, also you can use '*Send Ctrl-Alt-Del*' entry from the Remote Screen window menu. This feature will work only when the remote computer OS is WindowsNT and the Radmin server runs as a system service on the remote computer. This feature will work in '*Full control*' connection type.

You can also use *Ctrl-Alt-F12* hotkey.

2. I can not connect to the Radmin server. What can I do?

Test, that you can get connected with the remote host via TCP/IP: Type in the command prompt:
ping remote_host_name

Example: *ping 10.0.0.1*

Example: *ping myserver.mycompany.com*

Make sure, that **radmin** server is running on the remote computer. Make sure that you are connecting to the correct port, that is the port on which the **radmin** server is waiting for the incoming connection.

You can also find the solution using logfile. It can be turned on and off from the '*Options*' of Remote Administrator server setup menu.

NOTE: Click [here](#) if you use proxy/firewall.

3. I'm getting an error 'Client I/O Error', when trying to connect to Radmin server. What can I do?

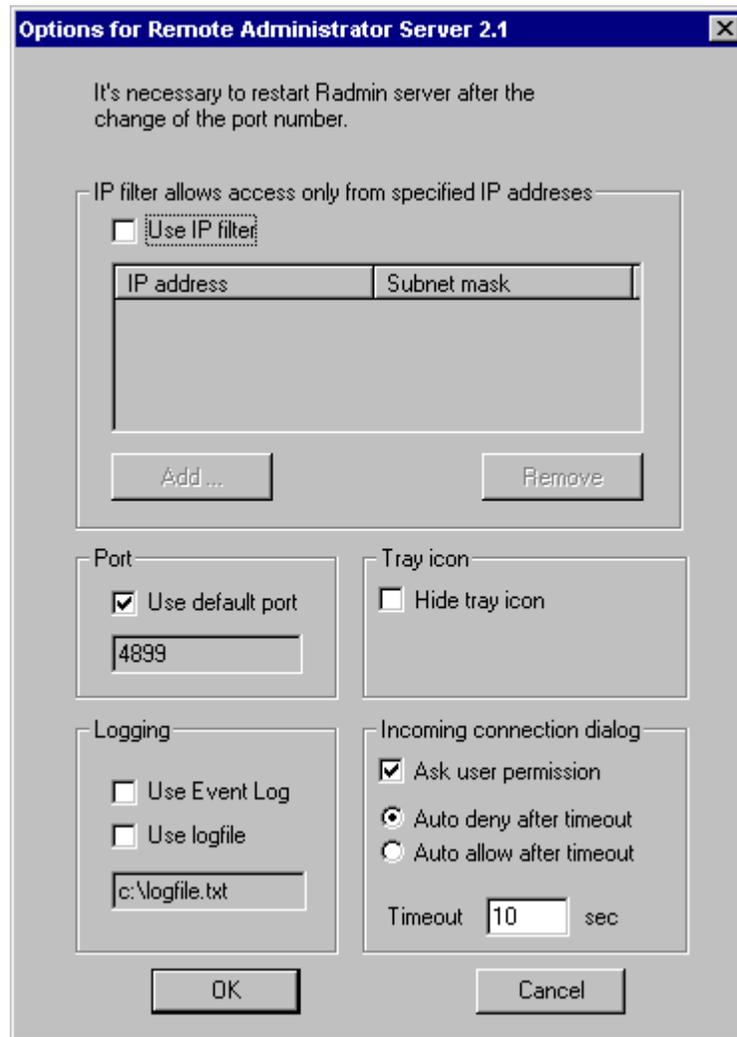
This error usually means that connection is broken by the server side due to IP filter restriction on the server. To see and change your IP filter settings, you can run '**Radmin server setup**' from the Start menu on the server side.

4. How can I print during a remote session?

You can use printer sharing from '*Microsoft networking*'. Add your local printer as remote printer to the remote computer and while printing select to print on your computer. This can be a solution.

5. How can I hide Radmin Tray icon from desktop?

Just run Remote Administrator server settings from Programs menu. Then click '*Options*'. After that you can select 'Hide Tray icon' option.



Hiding Radmin Tray icon...

6. Are 1.1 and 2.1 Radmin versions compatible?

Supporting Radmin 1.11 clients with Radmin 2.1 servers is impossible, because Radmin 2.x server allows multiple simultaneous remote control connections to the one screen, while Radmin 1.11 clients requires an exclusive access to the server. This will "keep away" another Radmin 2.x clients during 1.11 client connection.

Supporting Radmin 1.11 servers by Radmin 2.x client means for us just including viewer from Radmin v1.11 to the package of Radmin 2.x. But you can use the viewer from Radmin 1.11 package ! The viewer from Radmin 1.11 package can be used together with Radmin 2.x installed on the computer.

CONTACT US

Feel free to contact us. All registered users of Remote Administrator can get free technical support. You can also ask your questions about Remote Administrator purchasing and inform us about your propositions if there are any.

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