



RDM+

Remote Desktop for Mobiles

**RDM+ Desktop for Windows
Getting Started Guide**

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Introduction

RDM+ (Remote Desktop for Mobiles) is a communication tool that gives you the unique ability to connect to a remote computer from your mobile device. With RDM+ you can observe the remote desktop on the screen of your handheld and perform usual keyboard and mouse operations. While using RDM+ you can send and receive mail, browse the Internet, edit files copying, cutting, pasting documents from one folder to another and do hundreds of things that you usually do sitting at your home or office computer.

RDM+ software consists of two components: the desktop part and the client module.

1. The desktop part (RDM+ Desktop) should be installed on the remote computer.
2. The client module (RDM+ Client) should be installed on your mobile device.

To work with your computer through the mobile device, you should install both these components.

Appendix A provides the information about downloading and installation of RDM+ Client on your mobile device. In every RDM+ Client you will also find directions on how to work with a mobile client.

System requirements

RDM+ Desktop will work on any Windows-based computer with minimal requirements to hardware resources. The desktop part will work on Microsoft Windows 2000 / XP / 2003 / Vista / 2008/ 7 or higher. Most of internal commands use WMI (Windows Management Instrumentation) functions for operating. We recommend installation of all latest OS service packs and updates for correct work of the internal commands.

Security

RDM+ works in encrypted mode where all data, screen images, mouse movements and keys are encrypted by 3DES (Triple DES) algorithm with 128 bits key. The 3DES key is generated randomly each time at opening a session. This provides the most secure remote access solution. The desktop part on a remote computer has a logging feature where all connections are written to the log file.

1. Installing RDM+ Desktop on a computer

You should install RDM+ Desktop on all computers which you're going to access remotely. Run the installation executable file **rdmplus_desktop.exe** and follow the instructions of the installation wizard to completely install the product.

You can download this file from our site: www.rdmplus.com/rdm/bb/download.html

Note: For correct work of the desktop, you should install this software with the account having administrator privileges on the local computer.

Bonjour service

Bonjour by Apple Inc. is needed for automatic discovery of the computer with RDM+ Desktop in the local network and direct connection to it. If there is no Bonjour on your computer you will be offered to install it during the RDM+ installation process.

Note: Without Bonjour you can connect through RDM+ Online Service only but direct connection in the local network is unavailable! Remember that direct connection in the local network is faster than through RDM+ Online Service.

Display driver

RDM+ Desktop uses the video hook driver for fast and efficient notification of screen changes. The driver uses a mirroring technology for the Windows OS family. This technology eliminates the use of the CPU for intensive screen blitting, resulting in a big speed boost and very low CPU load.

The video hook driver will be installed and used with RDM+ software by default. But you can disable this driver in RDM+ Desktop or uninstall it at all. Without video hook driver RDM+ will be capturing the screenshots in usual way for Windows OS using standard blitting function.

You can completely uninstall the video hook driver without uninstalling RDM+ Desktop. For that, open the directory in which RDM+ software has been installed (the default installation directory is "\Program Files\RDM+\\" on a system disk) and run the file **uninstall_video_driver.bat**.

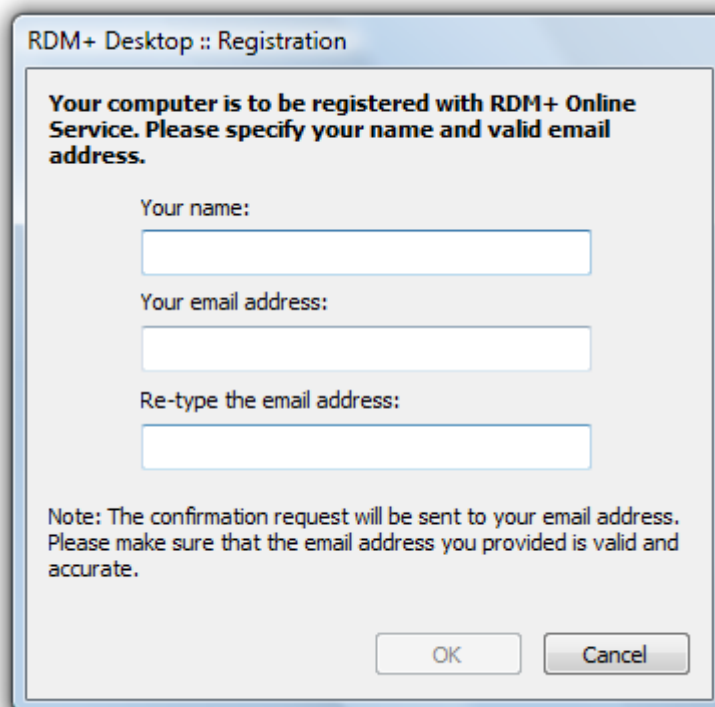
Note: After uninstalling the driver, you should reboot your computer to complete uninstalling process.

RDM+ Desktop supports computer configurations with multiple displays starting from version 4.5. Please pay attention that RDM+ Client on your mobile device must also support this feature.

2. Preparing for remote connection

Computer registration in RDM+ Online Service

If your computer isn't registered in RDM+ Online Service, you should fill the registration form while installing the desktop application.



The image shows a registration dialog box titled "RDM+ Desktop :: Registration". The text inside reads: "Your computer is to be registered with RDM+ Online Service. Please specify your name and valid email address." Below this, there are three input fields: "Your name:", "Your email address:", and "Re-type the email address:". At the bottom, there is a note: "Note: The confirmation request will be sent to your email address. Please make sure that the email address you provided is valid and accurate." and two buttons: "OK" and "Cancel".

Note: Please specify an existing email address in registration form. You will receive an automatic notification about registration to this email address.

Each computer has a special computer number assigned at registration in the service. If connection to RDM+ Online Service is established and the registration completes successfully, the unique computer number will be assigned to your computer. You will see this number in the

desktop with title 'RDM+ computer number'. 

You can also check the registration by pressing **Details** button in RDM+ Desktop window.

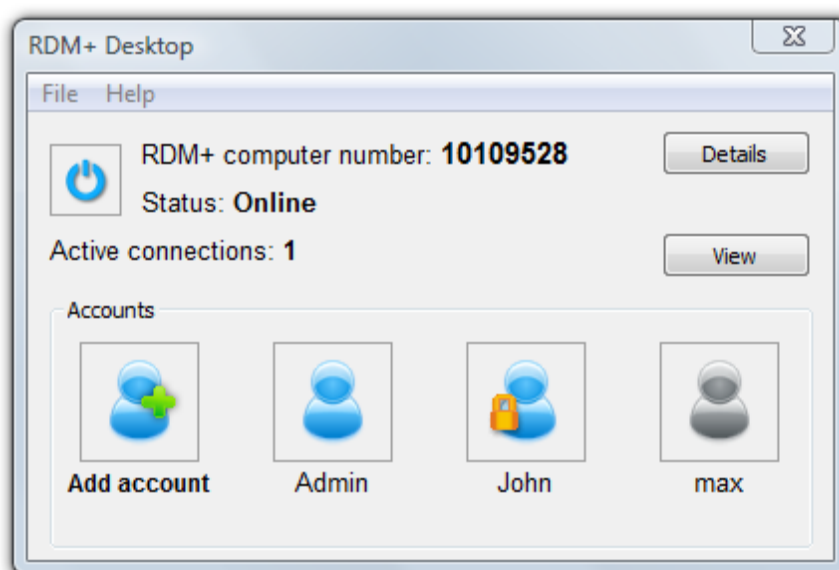
If the connection to the RDM+ Online Service wasn't successful, please verify proxy settings (File - Settings).

RDM+ Desktop connects to RDM+ Online Service as usual Web browser (using HTTP requests through port 80) and it doesn't require direct access to the computer or other special router settings. But if the proxy server is used in your local network, you should specify proxy settings. For that, go to the **Settings** window, press **Proxy** button and enter all required information. Details about proxy settings, you can get to know from your network administrator.

Account creation

To be able to connect with your computer, you need to create a new account in RDM+ Desktop and to denote afterwards the same account in a computer list of the mobile phone client.

In order to create the new account, press **Add account** button and enter the required information into the appeared form. You can add up to three accounts.



In the dialog window, you should enter a new account name and a password (use any account name and password). The account name is case insensitive but the password is case sensitive!

Note: In the computer list of the client module you should enter the password exactly as it was specified in RDM+ Desktop. If you forget the account data the Support Team of SHAPE Services won't be able to inform you of this data because it is stored in RDM+ Desktop on your computer only. In this case you would need to get back to your computer to look at the account and change the password.

To change the options of existing account just click on it. The following options are available for existing accounts:

Account is disabled

If you select this checkbox the user account will remain in account list and all its settings will be stored, but you won't be able to connect with the remote computer using this account. The account becomes grey.

Read only access

If you select **Read only access** checkbox you will be able to view the remote desktop but you won't be able to make changes or control the remote desktop. Any commands from the client will be ignored. Mouse and keyboard control will be disabled. The account is marked with a lock.

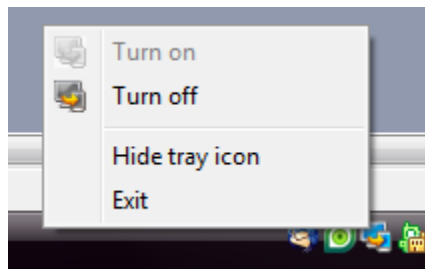
Note: You can delete the account by pressing **Delete account** button in the Edit account window.

3. RDM+ Desktop window

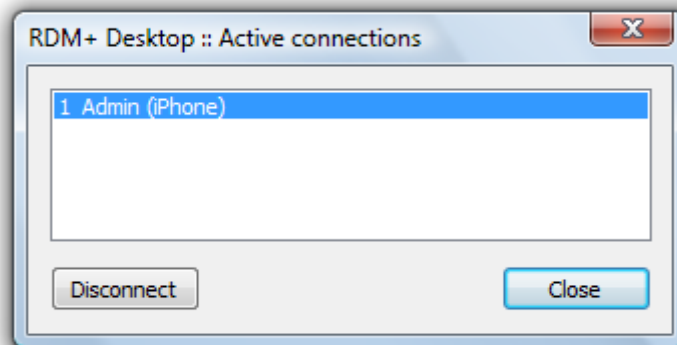
In order to connect to the computer, you should have RDM+ Desktop to be running on your computer and there should be 'Online' or 'Local network' status in the Desktop. The status is written on the top of RDM+ Desktop window. Please read more about RDM+ statuses in the Statuses section below.

Add the computer to the computer list in RDM+ Client installed on your mobile device. All information you need is on the top of the RDM+ Desktop window (computer number and account).

Note: If you want to be sure that no-one can connect to your computer; press **power button** on the top left corner of the application window to go Offline. To make the desktop accessible from any mobile device, turn it on by pressing the button again. You can also do it in the menu File and in the context menu (right click on RDM+ Desktop tray icon).









You can also discover how many clients are connected to your computer simultaneously if you look at Active connections row. To learn about current mobile connections in details press **View** button. If you want to disconnect the mobile client select it from the list of current connections and press **Disconnect** button.



Statuses

The status of RDM+ Desktop is written in the top part of the application window. You can also check the status by looking at the tray icon. Here are all possible statuses of RDM+ Desktop.

-  **Online.** The computer is available in a local network and over the Internet.
-  Somebody is connected to the computer over the local network or over the Internet.
-  **Local network.** The computer is available in a local network.
-  Somebody is connected to the computer over the local network.
-  **Offline.** The computer is unavailable. No mobile clients can connect to it.
-  **Connection error.** This may be a temporary network problem. RDM+ Desktop will try to resolve the issue automatically.

4. RDM+ Desktop settings

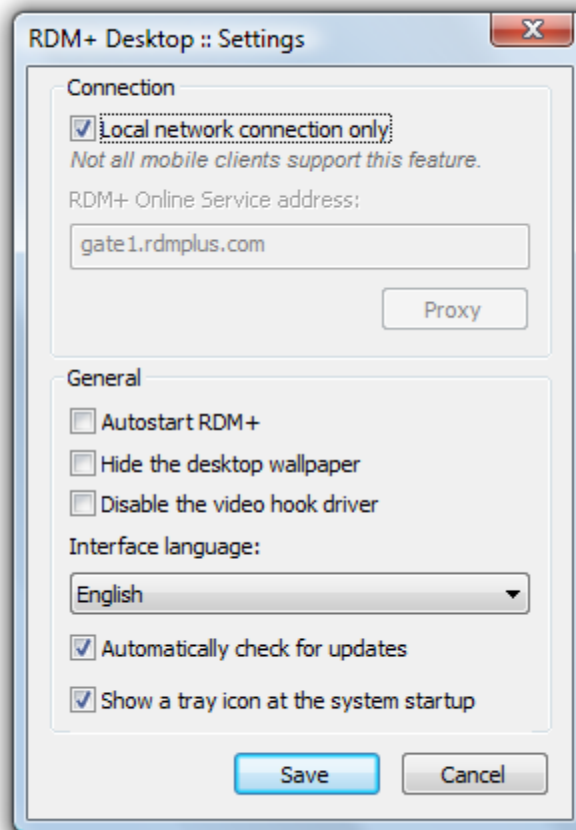
To change any settings of RDM+ Desktop click **File - Settings**.

RDM+ Online Service address

If you want to connect to the computer over the local network, select "Local network connection only". Otherwise the address of RDM+ Online Service can be specified in the corresponding field. Usually the address is already denoted by default and you should not make any changes.

Proxy settings

If in your local network the proxy server is used, you should specify the proxy settings before connecting to RDM+ Online Service. For that, click the button "Proxy" and enter all required information. Details about proxy settings, you can get to know from your network administrator.



Hide desktop wallpaper

You can increase the connection speed if you select the checkbox. This is because of the smaller size of the desktop picture to pass. The desktop wallpaper will be restored as soon as you disconnect from the remote computer. This option is ON by default.

Disable video hook driver

The video hook driver is installed and used by default. You can disable this driver or uninstall it at all if any problems occur. Without video hook driver RDM+ Desktop will capture screenshots in a usual way (using BitBlt function).

Automatically check for updates

The option is turned on by default so you don't have to worry about the new updates for the application. You can also check for updates any time you want by selecting Check for updates item in the Help menu.

Show a tray icon at the system startup

If the checkbox is selected, RDM+ Desktop icon will be shown in a system tray at the system startup. Otherwise RDM+ service starts but the RDM+ Desktop icon is not shown in the system tray (stealth mode).

Appendix A – Downloading RDM+ Client

RDM+ Web client

Point any browser to web.rdmplus.com Sign up for RDM+ Web service and connect to your computer remotely.

RDM+ Web service is also available from Apple iPhone and iPod Touch at iphone.rdmplus.com Sing in with your RDM+ Web account.

RDM+ Client for Apple iPhone and iPod Touch

1. Go to App Store on your iPhone or iPod Touch and download RDM+.
2. Or find RDM+ on iTunes Store and download it to your computer. Then connect your iPhone to the computer and iTunes will sync applications automatically.

RDM+ Client for iPad

1. Go to App Store on your iPad and download RDM+.
2. Or find RDM+ on iTunes Store and download it to your computer. Then connect your iPad to the computer and iTunes will sync applications automatically.

RDM+ Client for BlackBerry handheld

1. Point your BlackBerry browser to bb.rdmplus.com. Scroll down to highlight **Download** and select **Get Link** from the menu. Download the client and reboot your device.
2. If for some reason you can't download the client module directly, download RDM+ Client (.zip file) from www.rdmplus.com to your computer. Unzip the file.

Connect your BlackBerry to the computer. Run BlackBerry Desktop Manager on your computer, choose Application Loader, browse into a folder with rdmplus.alx file, select it and start the file uploading. The icon of RDM+ application appears on your device.

RDM+ Client for Java-enabled phone and Symbian OS device

1. You can download the client directly to your mobile device. The WAP download location is: wap.rdmplus.com
2. If for some reason you can't download the client module directly, or error occurs at download, you can download RDM+ Client (.zip file) from our site www.rdmplus.com

RDM+ Client for Windows Mobile device

1. Download the client from wm.rdmplus.com directly to your handheld and install it.
2. If for some reason you can't download the client module directly, download RDM+ Client (.exe file) from www.rdmplus.com to your computer. Connect your mobile device to the computer and start the program installation. (You need Microsoft ActiveSync to be installed on your computer.)

RDM+ Client for Palm OS device

1. Download RDM+ Client (.prc file) from www.rdmplus.com on your computer.
2. Connect your mobile device to the computer and install RDM+ using Palm Desktop or the other application for transferring files to Palm.

Support

You can find more information about RDM+ on our site: www.rdmplus.com

Support form for further assistance: www.rdmplus.com/rdm/bb/support.html