



Panda Remote Control

# Administrator's Guide

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# 1. Introduction

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Requirements  
Installation  
Permissions

Panda Remote Control is the name of the tool developed by Panda Security to allow you to access your network computers remotely from your Web console.

With Panda Remote Control, you'll be able to troubleshoot issues on your computers without having to physically be at their keyboard. Additionally, it is also very useful for those partners who want to be able to resolve security problems on their customers' computers without these having to intervene and with minimal impact on their activity.

Panda Remote Control is available in the [Endpoint Protection](#), [Endpoint Protection Plus](#) and [Adaptive Defense 360](#) consoles for those customers who purchase it.

Endpoint Protection Web page:

<http://www.pandasecurity.com/enterprise/solutions/cloud-office-protection/>

Endpoint Protection Plus Web page:

<http://www.pandasecurity.com/enterprise/solutions/cloud-office-protection-advanced/>

Adaptive Defense 360 Web page:

<http://www.pandasecurity.com/enterprise/solutions/adaptive-defense-360/Adaptive%20Defense%20360.htm>



Panda Remote Control only supports Windows computers.

## 1.1. Requirements

### For the administrator

Access to the following URLs:

*eu01.rc.pandasecurity.com (port 443)*

*ams01.rc.pandasecurity.com (port 443)*

### For the user

To be able to install Panda Remote Control, Endpoint Protection version 7.65 or later, or Adaptive Defense 360 version 2.3.5 or later, must be installed on the network computers.

Prior to installing the tool, it is necessary to check that localhost port 5901 can be accessed on the user's computer.



The installation process will continue even if the port cannot be accessed. However, once complete, the Remote Control feature won't work until the port is open.

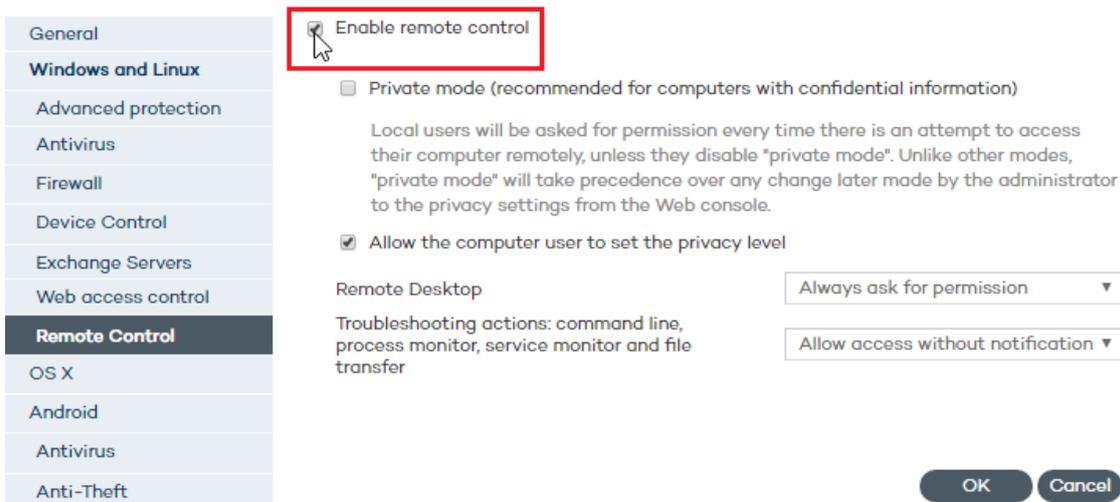
Access to the following URLs:

*dir.rc.pandasecurity.com (port 443)*

eu01.rc.pandasecurity.com (port 8080)  
ams01.rc.pandasecurity.com (port 8080)

## 1.2. Installation

Panda Remote Control will install automatically the first time that you enable the Remote Control option in the settings of the configuration profile of the group that the remote computers belong to.



Then, as soon as the computers on the network connect to our servers, they will be informed of the existence of changes to their protection profile which they must apply. The Panda Remote Control installation process is seamless for end users.

### 1.2.1 Installation check

After the installation has finished, if you want to verify that the service required to install and run Panda Remote Control is correctly installed and running on the user's computer, follow the steps below:

1. Check the eHorus Display Manager Windows service.
2. If it is stopped, try to start it.
3. If you cannot start it, check the ehorus\_agent.log file. Check to see if there is any VNC server application installed on the host. If there is, delete it, stop it, or change the listening port.



The eHorus Display Manager service uses localhost port 5900. If the port is busy, it won't be possible to start the service.

### 1.2.2 Troubleshooting

Refer to section *Possible access errors* in this guide for more information about the errors that may occur when trying to remotely access a computer with Panda Remote Control installed.

### 1.2.3 Who can use Panda Remote Control?

Only users with Total Control or Security Administrator permissions. Users with Monitoring

permissions won't be able to use Panda Remote Control.

# 2. Features

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Remote Desktop  
Troubleshooting actions

## 2.1. Remote Desktop

Access and take control of your network computers to carry out all necessary actions to resolve issues.

## 2.2. Troubleshooting actions

### 2.2.1 Command Line

Troubleshoot issues on a remote computer via the Windows command line.

### 2.2.2 Process Monitor

Monitor, start and stop the processes run by the applications installed on a remote computer.

### 2.2.3 Service Monitor

Monitor, start and stop the services run by the operating system installed on a remote computer.

### 2.2.4 File Transfer

View and transfer files to a remote computer, and also receive files from it.

Refer to section *Remote Access: Practical Cases* for detailed information about these features.

# 3. Settings

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Enabling Remote Control

Private mode

Preventing users from setting the privacy level of  
their computers

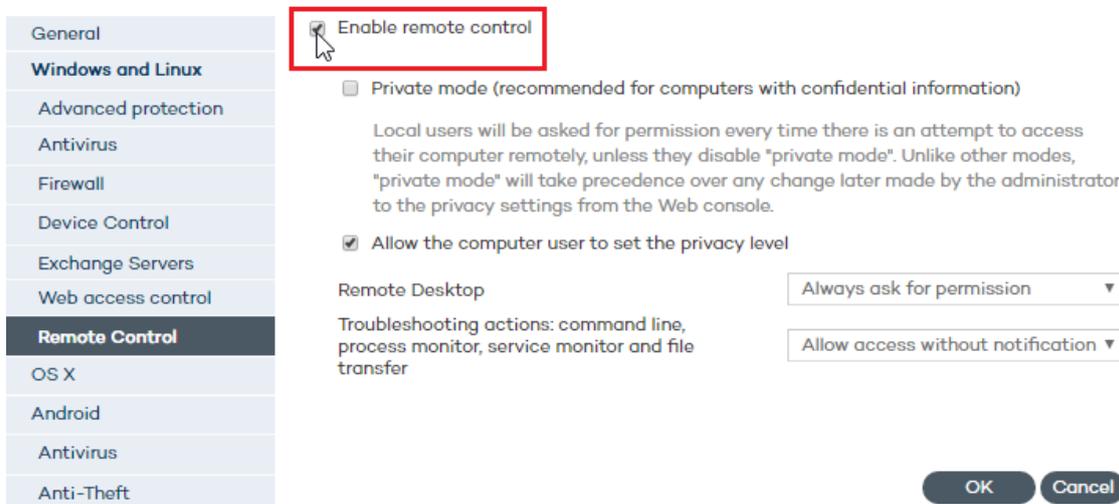
Allowing users to set the privacy level of their  
computers

### 3.1. Enabling Remote Control

The Remote Control feature is only available for the protection profiles of Windows computers.

To access the Remote Control settings, go to Settings > Add profile > Windows and Linux > Remote Control.

The following window will be displayed:



Select the option to enable the Remote Control feature.

Once enabled, Panda Remote Control will install automatically on every computer in the group whose protection profile you are configuring, as soon as the installation agent receives the relevant command from our servers.

Then you can start configuring Panda Remote Control.

The first thing you must do is decide the mode in which Panda Remote Control will work:

- Private mode
- Administrator mode: It is the administrator who sets the privacy level of the computers on the network
- User mode: The computer user sets the privacy level of their computer

These operating modes are explained in the next sections.

### 3.2. Private mode

Bear in mind that if you, as the administrator, enable Remote Control in private mode for a

security profile, all computers in the profile will be in private mode. From then on, every time an attempt is made to access one of those computers remotely, or take a troubleshooting action on them, the user of the target computer will be asked to allow or deny the action.

Once enabled, private mode takes priority over any changes made by the administrator to the privacy settings from the Web console.

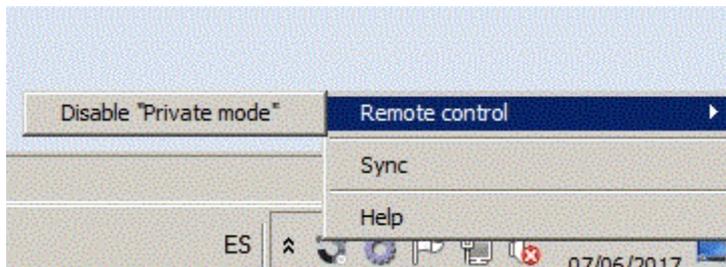
### 3.2.1 Enabling/disabling private mode from the end user's computer

Obviously, for a user to be able to enable/disable private mode, it must have been previously enabled by the administrator from their Web console.

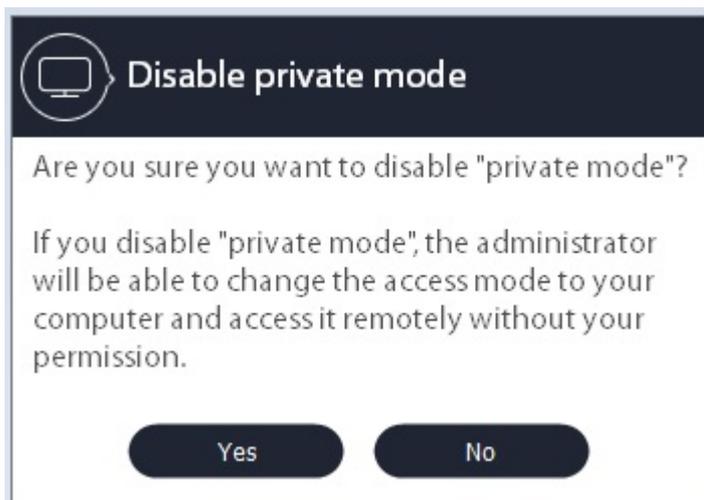
End users can enable/disable private mode from their computers, via the start menu located next to the system clock.

#### How to disable private mode

1. Right-click the protection icon in the bottom right corner of the screen, next to the system clock. The start menu will be displayed.
1. Select **Remote control**.
2. Click **Disable private mode**.



The following message will be displayed:



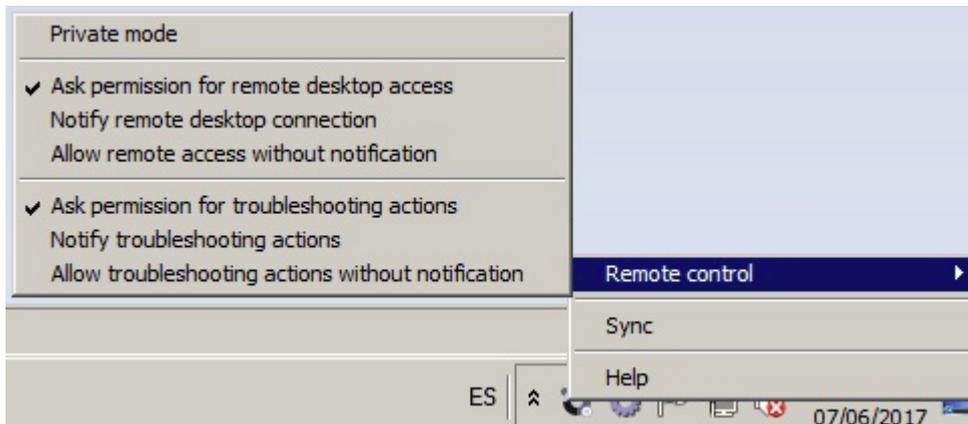
**If the end user disables private mode, they will be able to enable it at any time**, provided the administrator has not modified the Remote Control settings for the relevant protection profile from their Web console.

For example, **if the administrator disables private mode in their Web console, and the end**

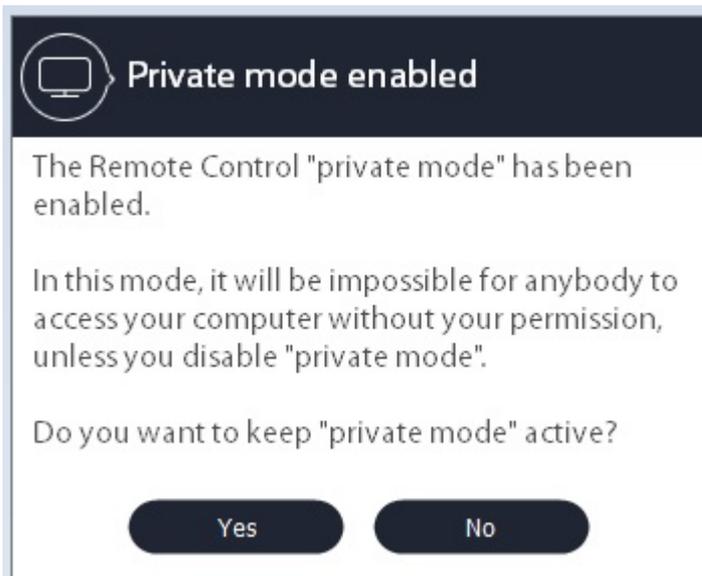
user disables it too from the local console, the computer will behave according to the settings defined in the Web console, and the user won't be able to enable private mode again until they are authorized to do so by the administrator.

### How to enable private mode

If the end user disables private mode, they can go to the start menu to enable it again or change the behavior of the Panda Remote Control services.



If private mode is enabled, the following message will be displayed:



## 3.3. Administrator mode: The administrator does not allow computer users to set the privacy level of their computers

### 3.3.1 Remote Desktop

Administrators can choose among three options when defining the privacy level to apply when accessing a remote computer:

#### Always ask for permission

The remote user will be asked for permission every time an administrator wants to connect to their computer.

**Just notify**

The remote user will be informed every time their computer is being accessed.

**Allow access without notification**

The remote computer will be accessed and there won't be any notifications.

If the administrator modifies these settings in their Web console, the changes will be applied to the remote user's computer as soon as it connects to our servers.

**3.3.2 Troubleshooting actions**

In addition to the privacy settings affecting the Remote Desktop tool, administrators can configure the privacy levels to apply when taking troubleshooting actions to solve the problems found on users' computers.

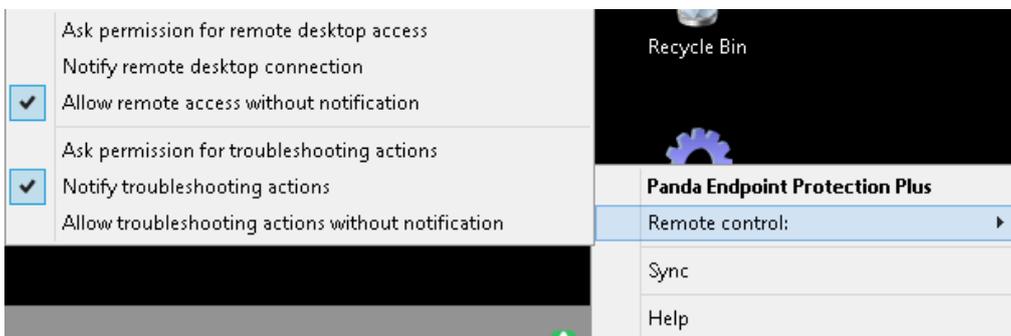
The available options are similar to those for the Remote Desktop feature: ask for permission before taking the action, notify the action only, and remote access without notification.

**3.4. User mode: The administrator allows computer users to set the privacy level of their computers**

In this case, it is the user who decides the privacy level to apply to allow or deny remote access to their computer.

The steps the user must take are:

1. Right-click the protection icon (located in the lower right hand corner of the screen, next to the system clock). A start menu will be displayed.
2. Select **Remote Control**.
3. Select the configuration option to apply to the Remote Desktop tool and the troubleshooting actions.



# 4. Accessing computers

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Viewing computers with Panda Remote Control installed

Remote access from the Computers window

Remote access from the Computer details window

Once you have enabled the Remote Control feature and set the privacy level, you will be able to access those computers on which Panda Remote Control is installed.

### 4.1. Viewing computers with Panda Remote Control installed

To install Panda Remote Control you must first enable it, as described in the *Settings* section. Follow these steps to view those computers on which Panda Remote Control is installed:

1. Click the Computers menu.
2. Select one of the following two tabs: Protected computers or Unprotected computers.

Check the icon in the **Remote access** column:  (Remote Control active)

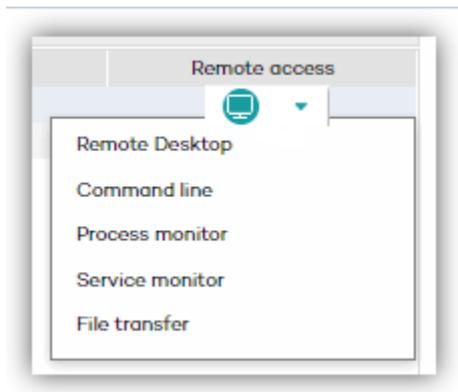
or  (Remote Control inactive).

If Panda Remote Control is enabled in private mode, the icon displayed will be 

Computer	Protection update	Knowledge update	Protection	Last connection	Remote access
<a href="#">AG2008R2ENT51</a>				6/21/2017 10:48:52 AM	
<a href="#">AG764ENG50</a>				6/20/2017 7:37:11 PM	
<a href="#">EXCHSERVER5</a>				6/21/2017 9:39:29 AM	
<a href="#">VMBETAW10ACT</a>				6/21/2017 10:04:33 AM	
<a href="#">VMBETA-W8132</a>				6/20/2017 5:10:37 PM	
<a href="#">W10RS1-PRO64-1</a>				6/21/2017 8:44:19 AM	

### 4.2. Accessing computers remotely

Click the icon to access the remote computer's desktop or perform a troubleshooting action on it.



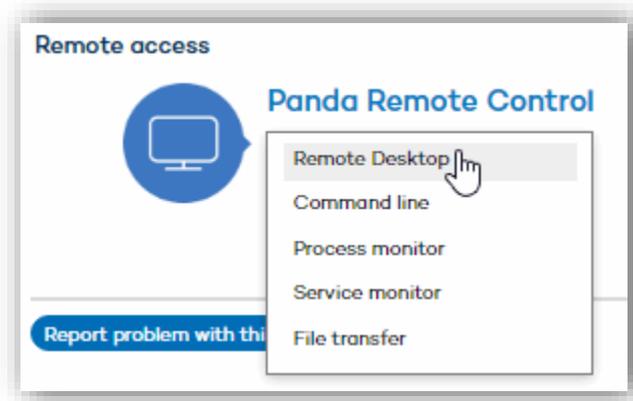
Refer to section *Features* for more information about the different options provided by Panda Remote Control. Refer to section *Remote Access: Practical Cases* for detailed information about how to use each option.

### 4.3. Remote access from the Computer details window

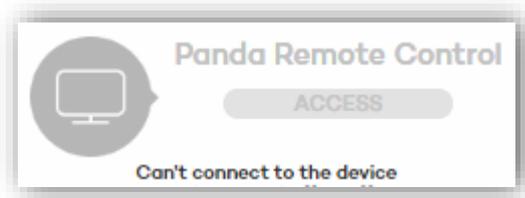
You can also access a computer remotely from the **Computer details** window.

To do that, go down to the **Remote access** section, and click the **Access** button next to the Panda Remote Control icon.

Next, open a remote desktop connection or select a troubleshooting action.



If you don't have authorization to access the computer remotely, the button will be grayed out.



If Panda Remote Control is enabled in private mode, the icon displayed will be



# 5. Possible access errors

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- Panda Remote Control is disabled
- Panda Remote Control is not installed on the  
computer
- The computer is offline
- Incompatible agent version
- There is already an active Remote Control  
session

As previously mentioned, you can access a computer remotely from the **Computers** window (**Protected computers** and **Unprotected computers** tabs), or from the **Remote access** section in the **Computers details** window.

Both windows display the Panda Remote Control icon. This icon will look differently depending on whether Panda Remote Control is enabled or not.

**In the Computers window**

The Panda Remote Control icon in the **Remote access** column will look like this:

-  : Remote Control enabled
-  : Remote Control disabled
-  : Remote Control in private mode

**In the Computer details window**

The remote access button next to the Panda Remote Control icon will look like this:

-  → Remote Control enabled
-  → Remote Control disabled

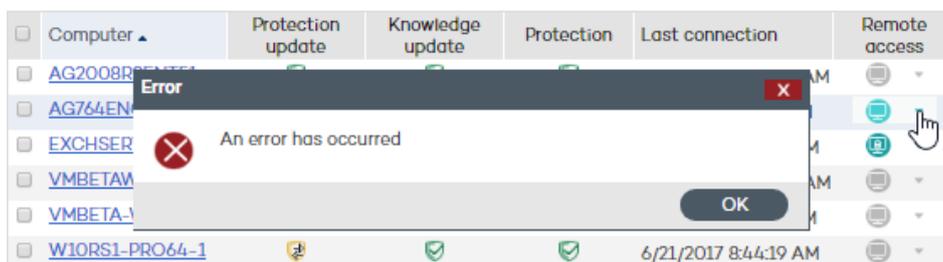
If the user that is trying to access the remote computer doesn't have Total Control or Security Administrator permissions, the icon will be grayed out.



Remember that for the Remote Control feature to be installed on a computer, you must have enabled it in the configuration profile that the computer belongs to.

Once enabled, Panda Remote Control will install automatically on every computer in the group whose protection profile you have configured, as soon as the installation agent receives the relevant command from our servers. For more information, refer to the *Settings* section in this guide.

The following sections deal with the errors that may occur when trying to access a remote computer using Panda Remote Control, that is, after clicking the Remote Control icon in the **Computers** window (or in the **Computer details** window):



### 5.1. Panda Remote Control is disabled

The Remote Control feature is disabled in the settings of the computer's configuration profile.

### 5.2. Panda Remote Control is not installed on the computer

The Remote Control feature is not installed on the remote computer. Clicking the icon will display a message reporting this situation.

### 5.3. The computer is offline

The computer is not connected to our servers. Clicking the icon will display a message reporting this situation.

### 5.4. Incompatible agent version

The version of the protection agent installed on the computer is not compatible with the Panda Remote Control version.



Remember that to install Panda Remote Control, Endpoint Protection version 7.65 or later (or Adaptive Defense 360 version 2.3.5 or later) must be installed on the network computers.

### 5.5. There is already an active Remote Control session

If you click the icon but a Remote Control session is already open or another administrator is already connected to the remote computer, a message will be displayed reporting this situation.



Remember that in order to use the Remote Control feature you need to have Total Control or Security Administrator permissions. If you have Monitoring permissions, you will not be able to use the Remote Control feature.

# 6. Remote Access: Practical Cases

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Remote Desktop  
Command Line  
Process Monitor  
Service Monitor  
File Transfer

## 6.1. Remote Desktop

- Open a remote desktop connection from the **Computers** or **Computer details** windows. Refer to section *Accessing computers* in this guide for more information.
- A window will open displaying the remote computer's desktop.
- On the top-right section of the screen, you'll see a button bar:



These buttons allow you to take the following actions:

- Minimize the button bar.
- Take a screenshot.
- Access the remote desktop clipboard to copy/paste items between the local computer and the remote computer.
- Pass a key sequence (CTRL-ALT-DEL and others).
- Enable full screen mode.

### 6.1.2 Minimizing the button bar

Click  . Click  to maximize the bar again.

### 6.1.3 Taking a screenshot.

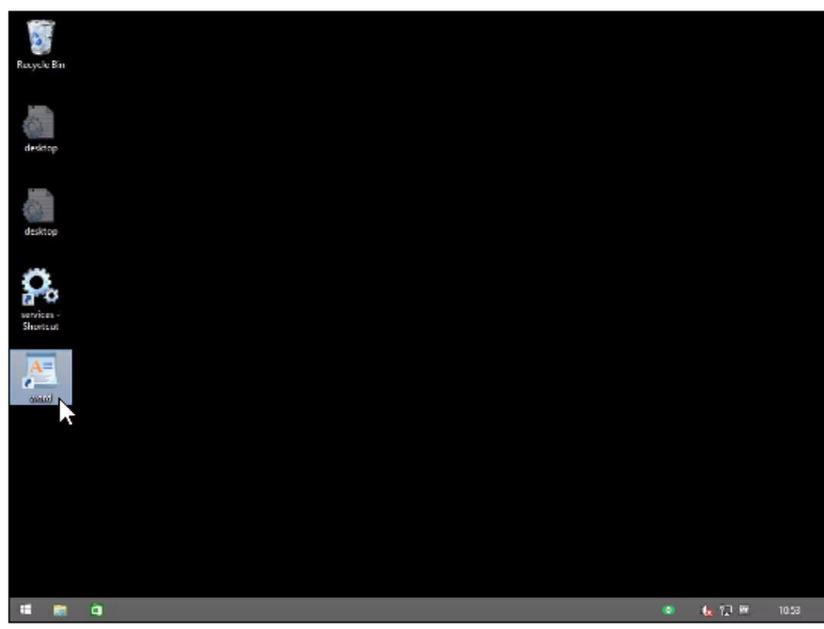
Click  . The screenshot will be automatically saved to the local computer's 'Downloads' folder.

### 6.1.4 Accessing the clipboard

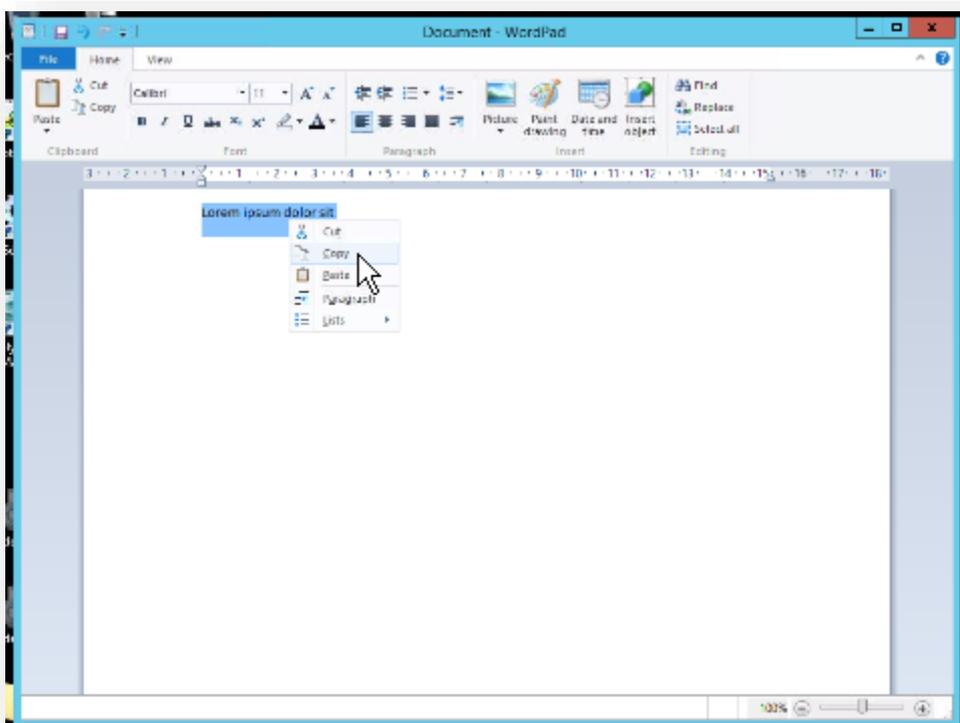
#### Copying items from the remote computer to the local computer

Example:

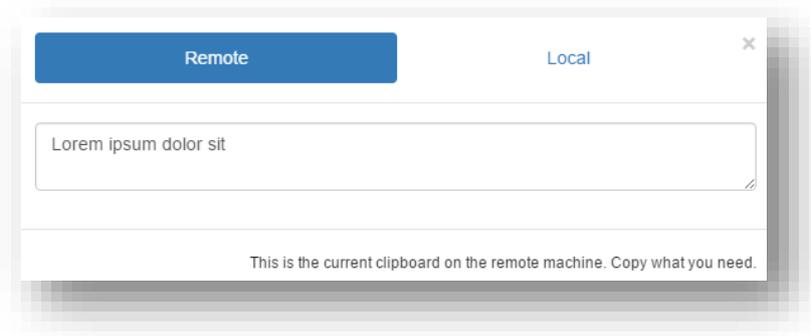
Open a text document on the remote computer.



Enter some text in the document, select it and click **Copy**.



Click  to access the remote computer's clipboard. You will see the text you have just copied.



Select the text and click **Copy**.

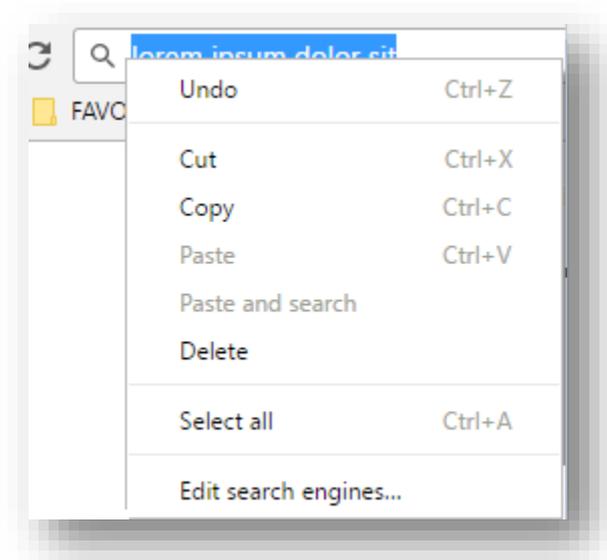
Go back to the local computer and open a text document or a Web browser session. Paste the text you copied from the remote computer's clipboard.

### Copying items from the local computer to the remote computer

#### Example:

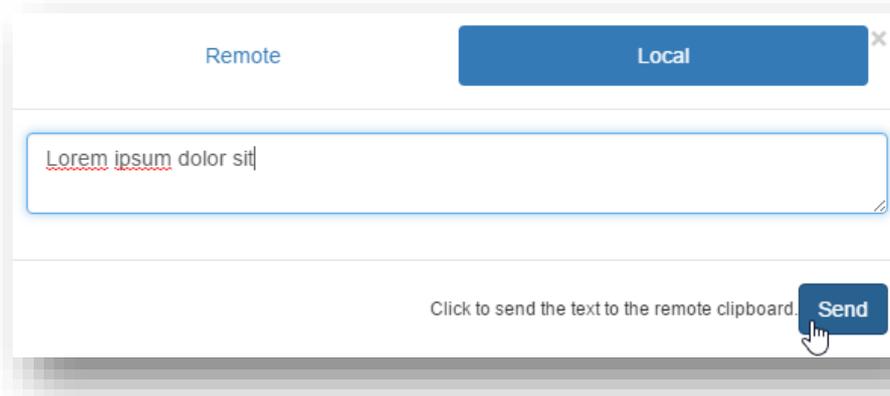
On the local computer, open a Web browser session or a text document and enter the text that you want to copy to the remote computer. In this example we'll use a Web browser session.

Select the text and click **Copy**.



Click  and select **Local**.

Paste the text you have just copied, click **Send** and close the window.



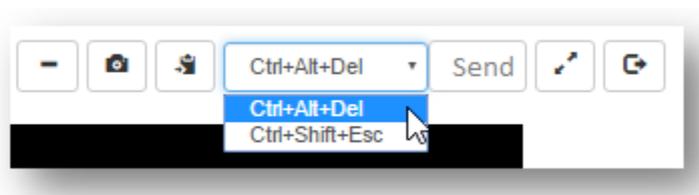
This will place the text on the remote computer's clipboard.

On the remote computer, open a text document and paste the text to it.



### 6.1.5 Passing a key sequence

From the toolbar, select the key sequence that you want to pass to the remote computer.

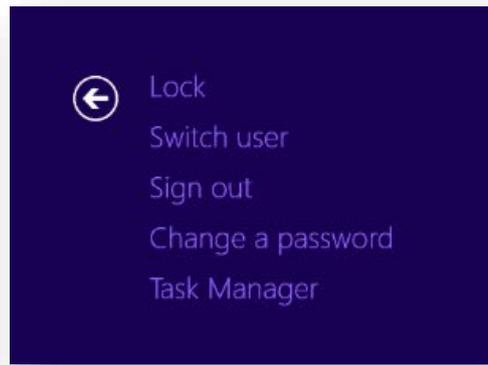


Example:

Select **Ctrl + Alt + Del**.

Click **Send**.

The remote computer will display the screen that lets you lock the screen, switch user, sign out, change a password and open the Task Manager.

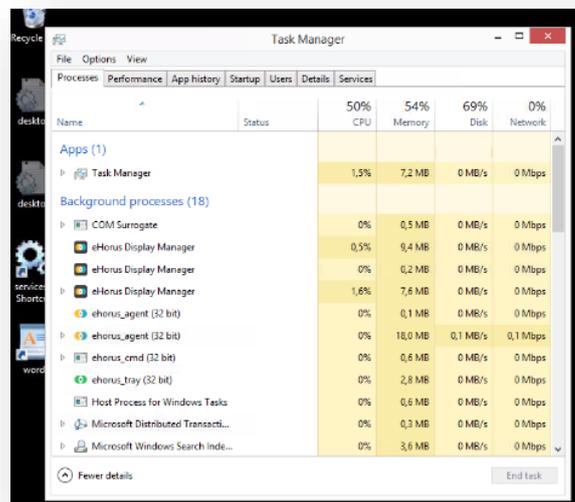


### Example:

Select Ctrl + Shift + Esc.

Click **Send**.

The remote computer will open the Windows Task Manager.



## 6.1.6 Enabling full screen mode

To view the remote desktop in full screen mode, follow these steps:

1. Before activating the remote desktop connection, press F11. This will switch your Web browser to full screen mode.

2. Next, click  to open the remote desktop connection.

3. Once the connection has been established, click .

Use the  button to toggle full screen mode on and off.

## 6.1.7 Logging out



Use the  button to log out of the remote computer.

## 6.2. Command Line

This tool lets you access the remote computer via the Windows command line.

Access the remote computer from the **Computers** or **Computer details** windows. Refer to section *Accessing computers* in this guide for more information.

The Command Prompt window will be displayed. Enter the appropriate commands to take the actions you choose.

Example:

```
C:\>dir
Volume in drive C has no label.
Volume Serial Number is 9AFF-56AC

Directory of C:\

22/08/2013  17:22  <DIR>          PerfLogs
17/10/2016  14:58  <DIR>          Program Files
09/01/2015  09:31  <DIR>          Program Files (x86)
25/02/2014  13:15  <DIR>          Users
18/10/2016  09:32  <DIR>          Windows
             0 File(s)      0 bytes
             5 Dir(s) 26.852.114.432 bytes free

C:\>
```

## 6.3. Process Monitor

Access the remote computer from the **Computers** or **Computer details** windows. Refer to section *Accessing computers* in this guide for more information.

A window will open with information about every process run by the remote computer's operating system or by the applications used by the computer user.

Panda Remote Control lets you monitor, start and stop those processes.

### 6.3.1 Monitoring processes

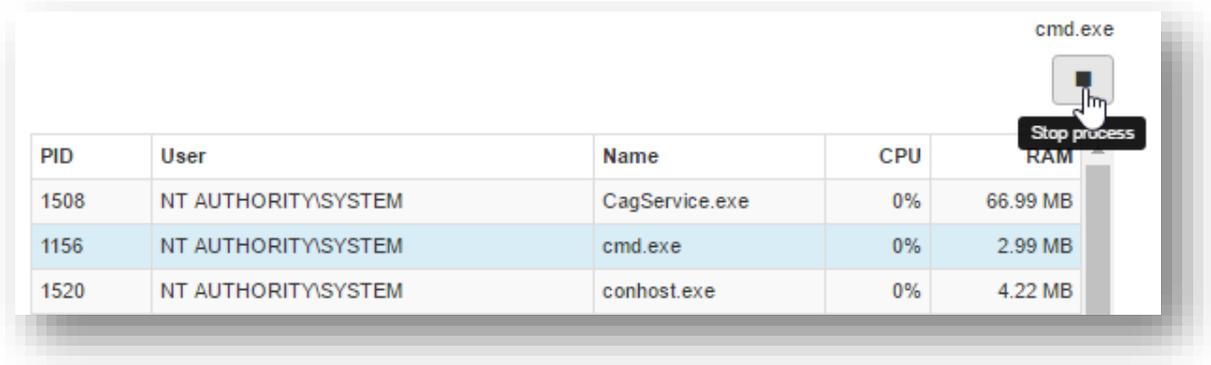
The information is divided into several columns:

- PID: The process ID
- User: The system account that launched the process in question
- Process name

- CPU: The percentage of the computer's CPU that is being used by the process
- RAM: The amount of RAM used by the process

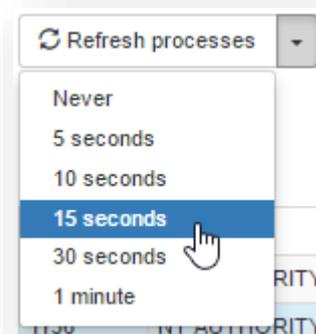
### 6.3.2 Stopping processes

Select the process that you want to stop and click  .



### 6.3.3 Refreshing processes

Use the options in the drop-down menu to set the frequency to refresh the list of running processes.

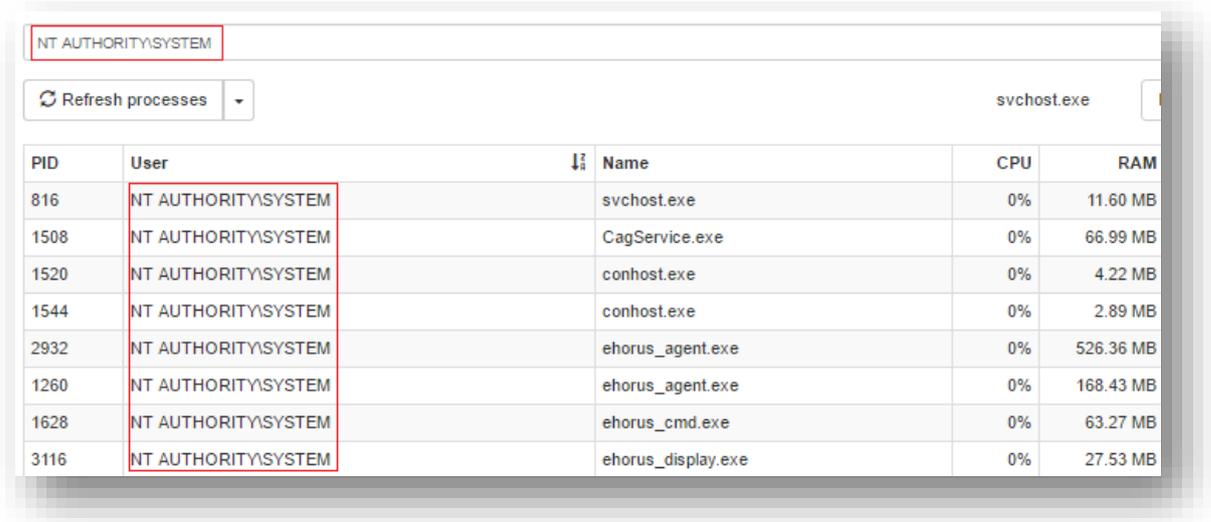


### 6.3.4 Filtering processes

You can filter the processes displayed by their PID, name or user.

Example:

Show only those processes launched by NTAUTHORITY\SYSTEM:



PID	User	Name	CPU	RAM
816	NT AUTHORITY\SYSTEM	svchost.exe	0%	11.60 MB
1508	NT AUTHORITY\SYSTEM	CagService.exe	0%	66.99 MB
1520	NT AUTHORITY\SYSTEM	conhost.exe	0%	4.22 MB
1544	NT AUTHORITY\SYSTEM	conhost.exe	0%	2.89 MB
2932	NT AUTHORITY\SYSTEM	ehorus_agent.exe	0%	526.36 MB
1260	NT AUTHORITY\SYSTEM	ehorus_agent.exe	0%	168.43 MB
1628	NT AUTHORITY\SYSTEM	ehorus_cmd.exe	0%	63.27 MB
3116	NT AUTHORITY\SYSTEM	ehorus_display.exe	0%	27.53 MB

## 6.4. Service Monitor

- Access the remote computer from the **Computers** or **Computer details** windows. Refer to section *Accessing computers* in this guide for more information.

A window will be displayed showing the services installed on the remote computer. Panda Remote Control lets you monitor, start and stop those services.

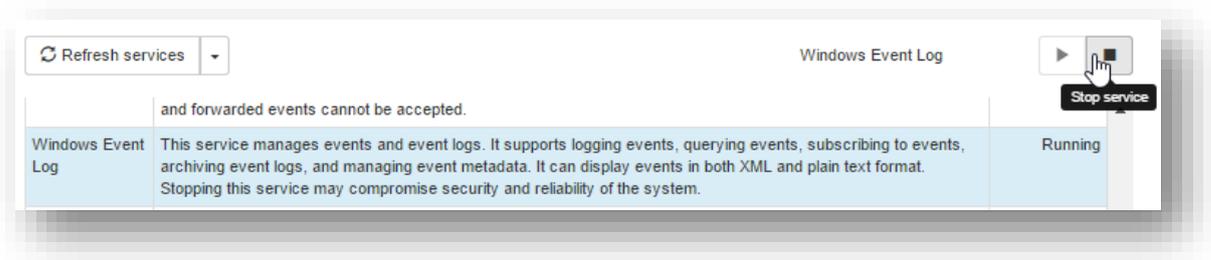
### 6.4.1 Monitoring services

The information is divided into the following columns:

- Service name
- Service description
- Service status

### 6.4.2 Stopping services

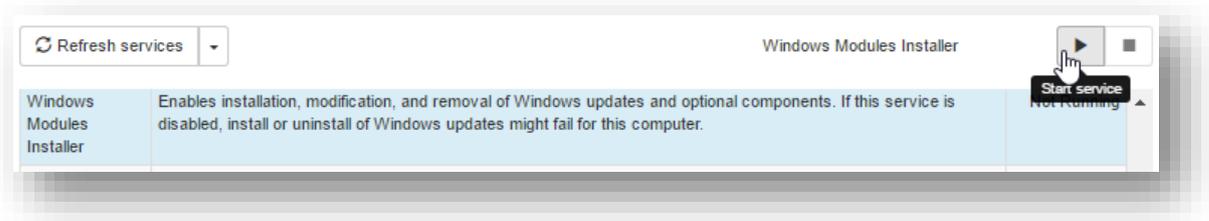
Select the service that you want to stop and click  .



Service Name	Description	Status
Windows Event Log	This service manages events and event logs. It supports logging events, querying events, subscribing to events, archiving event logs, and managing event metadata. It can display events in both XML and plain text format. Stopping this service may compromise security and reliability of the system.	Running

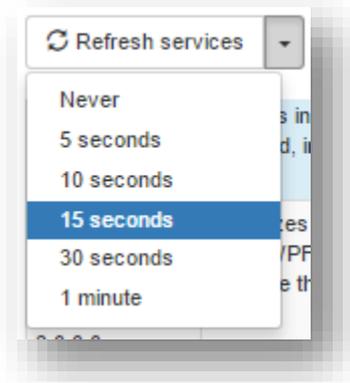
### 6.4.3 Starting services

Use the  button to start a stopped service.



#### 6.4.4 Refreshing services

Use the options in the drop-down menu to set the frequency to refresh the list of services.

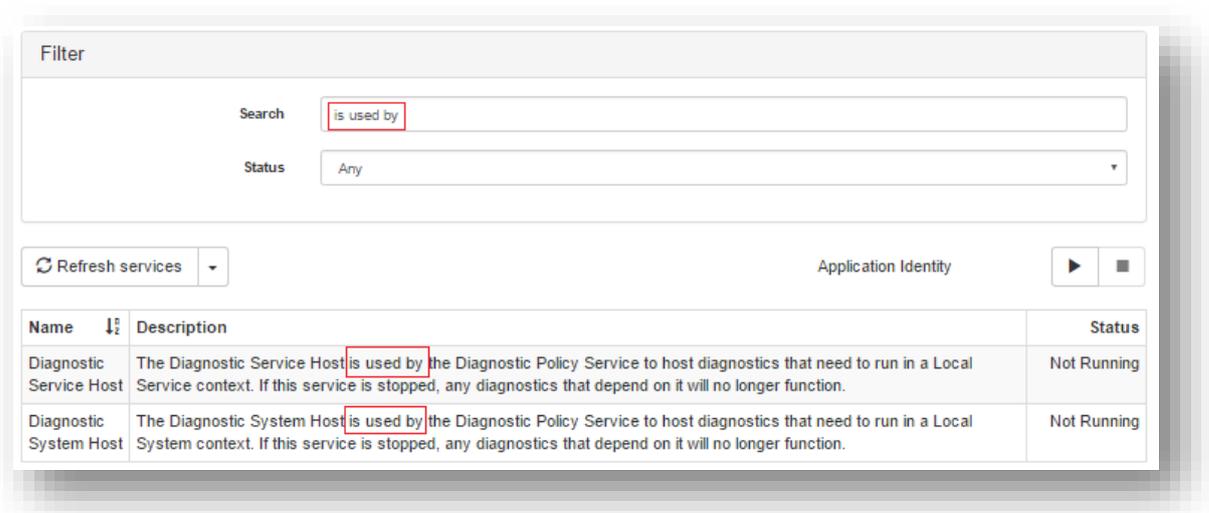


#### 6.4.5 Filtering services

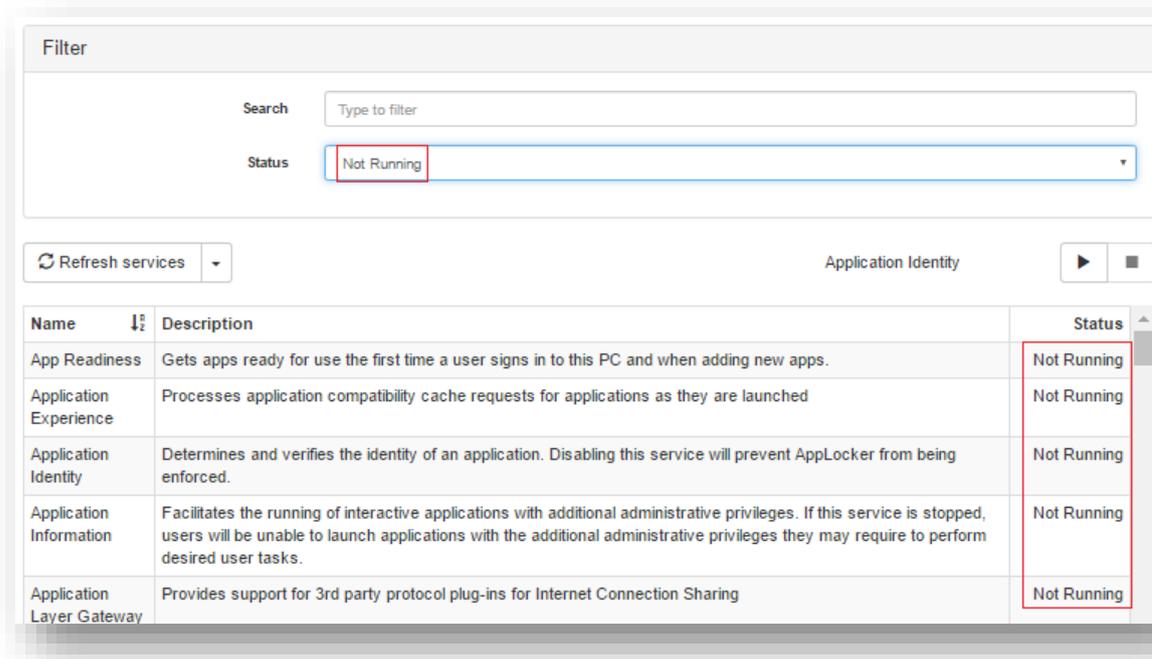
Use the filtering tool to search for specific services. You can filter services by content and/or service status.

##### Filtering by content

Enter the text that the tool will look for in the service description:



## Filtering by service status



Filter

Search

Status Not Running

Refresh services  Application Identity

Name	Description	Status
App Readiness	Gets apps ready for use the first time a user signs in to this PC and when adding new apps.	Not Running
Application Experience	Processes application compatibility cache requests for applications as they are launched	Not Running
Application Identity	Determines and verifies the identity of an application. Disabling this service will prevent AppLocker from being enforced.	Not Running
Application Information	Facilitates the running of interactive applications with additional administrative privileges. If this service is stopped, users will be unable to launch applications with the additional administrative privileges they may require to perform desired user tasks.	Not Running
Application Layer Gateway	Provides support for 3rd party protocol plug-ins for Internet Connection Sharing	Not Running

## 6.5. File Transfer

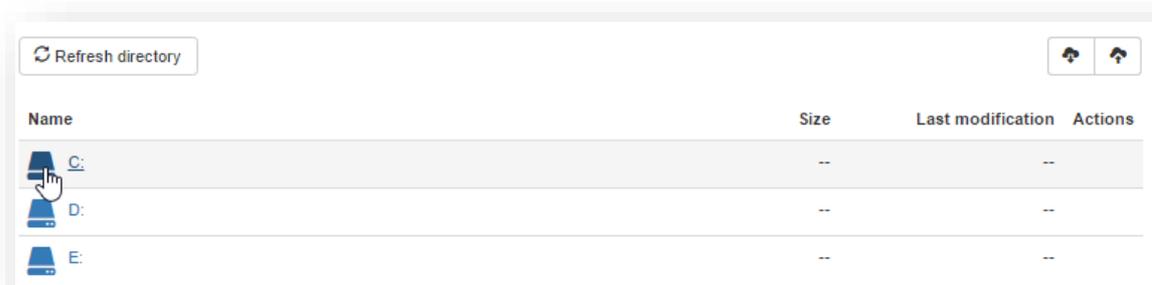
Access the remote computer from the **Computers** or **Computer details** windows. Refer to section *Accessing computers* in this guide for more information.

A Panda Remote Control window will open for you to transfer files between the local computer and the remote computer.

### 6.5.1 Transferring files from the remote computer to the local computer

#### Find the file

First, select the drive that contains the file (C: in our example).



Refresh directory

Name	Size	Last modification	Actions
 C:	--	--	
 D:	--	--	
 E:	--	--	

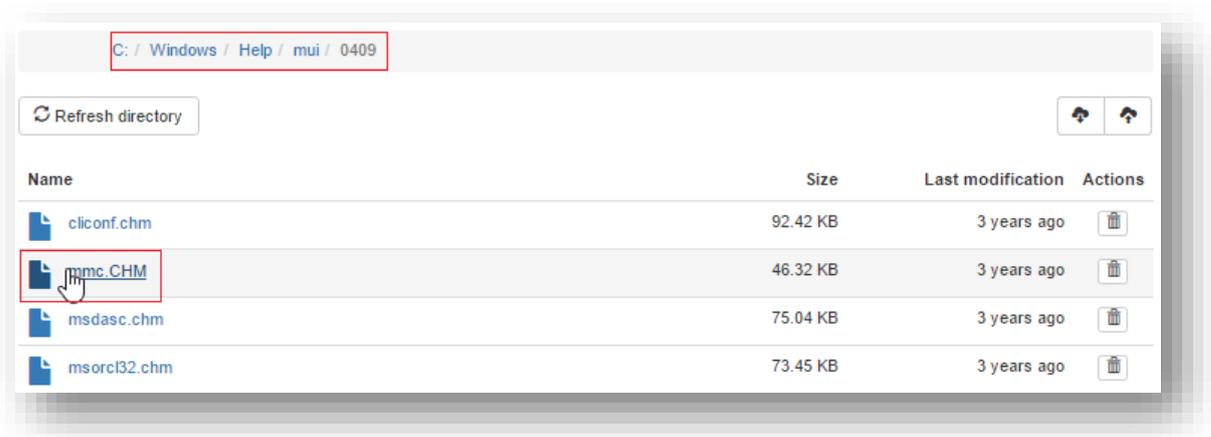
Next, browse through the different folders until you find the file that you want to transfer to the local computer (file **mmc.chm** in our example).

As a general rule, the information displayed in the different windows is this:

- Drive, folder or file name.

- Drive, folder or file size.
- Date when the drive, folder or file was last modified.
- Actions that the administrator can take on the selected file.

The bar at the top shows the path you are on:

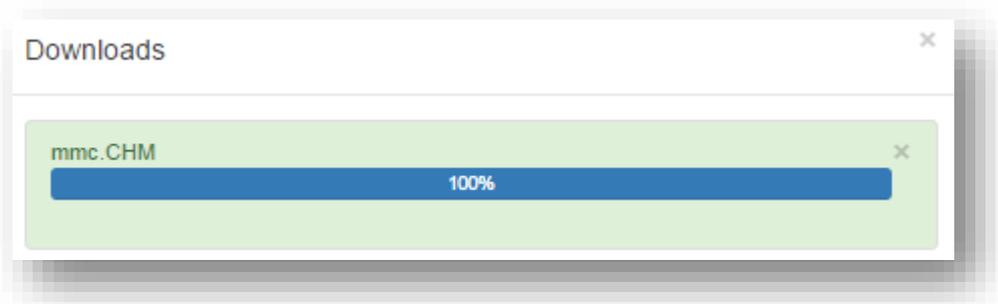


The **Actions** column displays an icon indicating that, in our example, only one action is possible: delete the file.



### Download the file

Click the name of the file to download. The tool will start downloading the file automatically. A download progress bar will be shown.

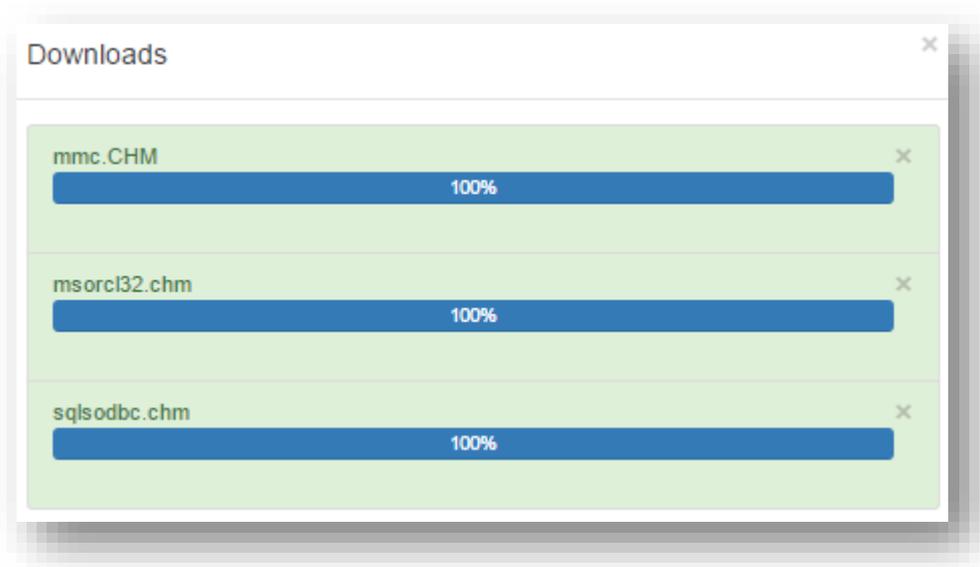


The downloaded file will be saved to the local computer's 'Downloads' folder. You can view all of your requested downloads and their progress percentage in the Downloads list.

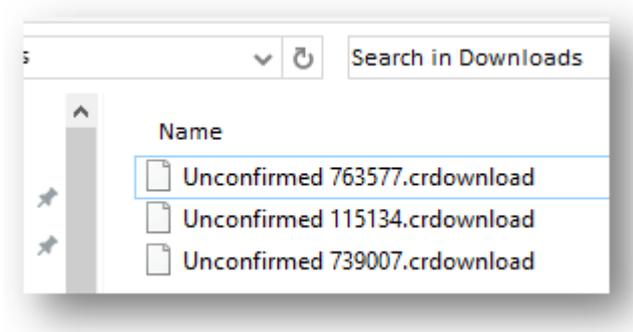
You can access this list at any time, by clicking the following icon:



For example, if you download two more files (**write.exe** and **credits.rtf**), once the download processes are over, the list will look like this:

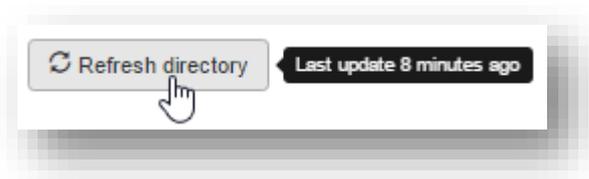


All downloaded files can be found in the local computer's 'Downloads' folder.



### Refresh folder

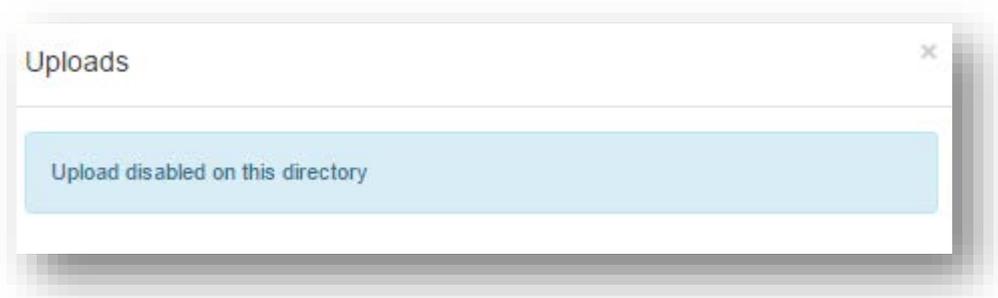
Use this option to refresh the folders so that they display the latest changes. Placing the mouse pointer over the button will display a message indicating the last time the folder was refreshed.



## 6.5.2 Transferring files from the local computer to the remote computer

Bear in mind that you might not be authorized to take this action on some files on your

computer. If that's the case, clicking the  icon to launch the process will display the following message:

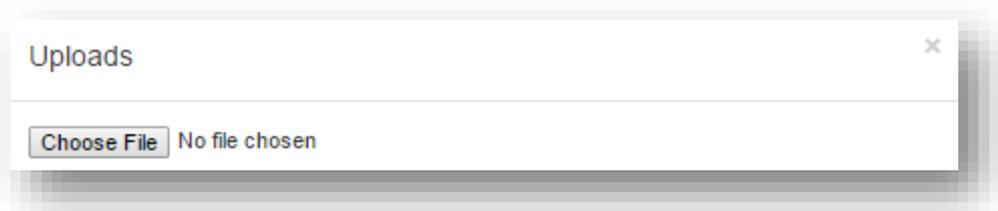


On the remote computer, browse to the folder where you want to download the file transferred from the local computer.

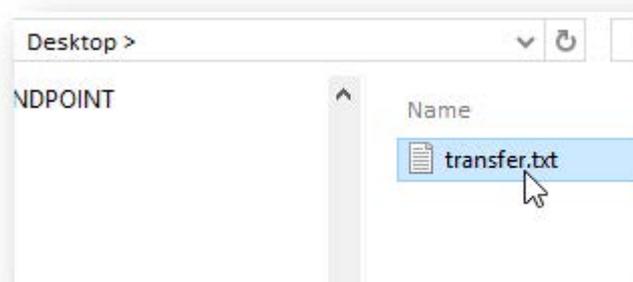
In our example, the following path: C:/Windows/Help

Click the  icon.

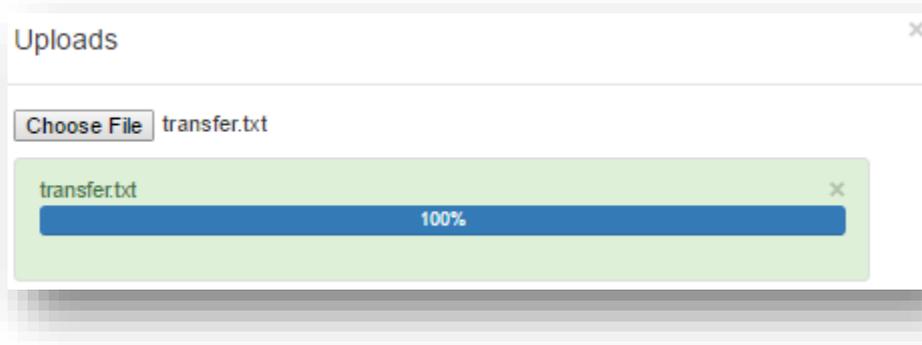
Click **Select file...**



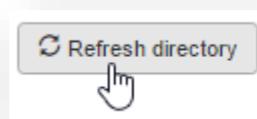
...and find the file that you want to transfer on the local computer (in this case, **transfer.txt**).



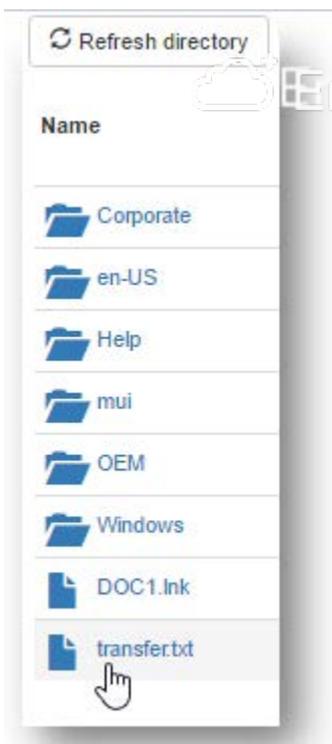
Double-click the file or select it and click **Open**. The file transfer window will be displayed.



When the transfer process is complete, refresh the folder by clicking the following button:



The file you transferred (**transfer.txt**) will appear in the folder you selected in the previous step.



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