

Working with the Remote Tools

<https://campus.barracuda.com/doc/89620914/>

About Remote Tools

Barracuda Managed Workplace provides many remote tools to make fixing problems on customer computers easier. These tools are real-time and can be used without interfering with the user's session.

Use the remote tools to create real-time remote sessions on any **WMI**-enabled Windows device monitored by the Onsite Manager or with a Device Manager installed.

Remote Tools Requirements

Both the target computer and the technician's computer must trust the SSL certificate in use by the Service Center and SCMessaging websites.

The target computer must have the following:

- **Microsoft .NET Framework** 3.5 or higher
- Ability to run automated scripts on the target device, which means it must be WMI-enabled and be able to access the **\$ADMIN** share

The technician's computer must have the following:

- a user account and role set up to have permissions to **Remote Management Tools**
- Silverlight-capable browser

- In Barracuda Managed Workplace R2, the remote tools only worked on devices where a Device Manager was installed or on the Onsite Manager machine. Now, these tools work on any **WMI**-enabled device monitored by Onsite Manager.
- The remote tools are not supported on Windows 2000 computers since **.NET** 3.5 is required on the target device. Windows 2000 does not support **.NET** 3.5.

Event Viewer Use to view event logs that can be viewed via the local **Event Viewer**. This tool is useful for troubleshooting. See [Using Event Viewer](#).

File Manager Use to manage files on a user's computer. You can also use this tool to upload files from your computer to the target computer or download files from the target computer to your

computer. See [Using File Manager](#).

Local Users and Groups Use to manage user accounts and groups on a user's computer. See [Using Local Users and Groups](#).

Reboot Manager Use to restart or shutdown a user's computer, including forced restart and shutdown. See [Using Reboot Manager](#).

Process Explorer Use to find software running on a computer (for example, a process associated with the operating system, a desktop session and so on). See [Using Process Explorer](#).

Remote CMD Prompt Use to start Windows command line interface (CMD.EXE), which enables you to list the contents of a directory or run commands such as **ping**, **ipconfig**, **dir**, **netstat**, among other things. See [Using Remote CMD Prompt](#).

Screenshot Use to capture a screenshot of the user's computer. See [Using Screenshot](#).

Startup Manager Use to manage the Windows startup procedure and control which programs to automatically start up for all users or individual users. See [Using Startup Manager](#).

Windows Services Manager Use to view services that are running on a user's computer. See [Using Windows Services Manager](#).

- Barracuda Managed Workplace allows unauthenticated proxy settings for remote communications.
- All communications between the target device and the technician's device can be secured through the use of **HTTPS** for **SCMessaging**.

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