

Initiating a Remote Control Session Using Remote Desktop

<https://campus.barracuda.com/doc/90440582/>

Remote Desktop must be enabled on the target device. See Microsoft Help and Support.

1. In Service Center, click **Status > Devices**.
2. Locate the device to which you want to initiate a remote control session.
3. Click the device name and then click **Remote Control** from the right sidebar.
4. If an **Internet Explorer** dialog box appears, warning you that the page is accessing information that is not under its control, click **Yes**.
5. In the **Remote Services** section, from the **Service** list, select **Remote Desktop**.
6. Confirm the **Remote Machine IP address** is correct.
7. Confirm the **Remote Machine Port** is correct.

This port is used between Onsite Manager and the device. Communications between Onsite Manager and Service Center occur over **HTTP** or **HTTPS**.
8. To redirect local drives from the tech device to the remote device, which allows for easier file transfers between the tech device and the remote device, select the **Redirect Local Drives** check box.
9. To connect to console, and log into the server as if you were sitting directly in front of it rather than creating a brand new session, select the **Connect to Console** check box.
10. Click **Connect**.
11. If a prompt appears warning that a program is executing, click **OK** to continue.

See Also

- [Initiating a Remote Control Session Using Remote Assistance](#)
- [Initiating a Remote Control Session Using VNC, Telnet, or PuTTY](#)
- [Initiating a Remote Control Session Using Onsite Manager Utilities](#)
- [Initiating a Remote Session to Access Intel® AMT-Enabled Devices](#)
- [Initiating a Remote Session to Access Intel® AMT-Enabled Devices with Intel® KVM](#)
- [Initiating a Remote Control Session by Launching TeamViewer](#)
- [Initiating a Remote Control Session by Launching LogMeIn Pro](#)
- [Initiating a Remote Control Session by Launching ScreenConnect](#)
- [Initiating a Remote Control Session by Launching a Third-Party Remote Control Tool](#)

© Barracuda Networks Inc., 2021 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.