

Configuring Remote Control for End User

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This article addresses what to do when the default End User role doesn't allow the user remote control capability. If the user must have remote control capability, it must be configured from Role Management and User Management.

User management consists of two parts:

- Roles - defines what features are available to users.
- User object access - defines what objects (i.e. devices, groups, or sites) are available to users.

To begin, configure the end user's role:

1. In Service Center, click **Configuration > Users & Roles > Role Management**.
2. Click the **End User** link.
3. Click the **Permissions** tab.
4. Enable the following permissions for the role:

Modify Role - End User

Role Information Members **Permissions**

Select All Clear All

Permission	Read	Modify
Device Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Remote Control Access		
<input type="checkbox"/> Onsite Manager Utilities		
<input type="checkbox"/> Remote Management Tools		
<input type="checkbox"/> Mobile Devices		
<input type="checkbox"/> Wipe		
<input type="checkbox"/> Lock		
<input type="checkbox"/> Set/Remove Passcode		
<input type="checkbox"/> Mark As Lost/Found		
<input type="checkbox"/> Lost Device Actions		
Alerts	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Receive Alert Notifications		
<input type="checkbox"/> Receive Escalation Notifications		
Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Central Dashboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Search	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Alerts Viewer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Network Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Onboarding Overview	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cloud Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Patch Management	<input type="checkbox"/>	<input type="checkbox"/>
Overview	<input type="checkbox"/>	<input type="checkbox"/>
Patch Approval	<input type="checkbox"/>	<input type="checkbox"/>
Reports	<input type="checkbox"/>	<input type="checkbox"/>
Settings	<input type="checkbox"/>	<input type="checkbox"/>
Windows Update Agent Policies	<input type="checkbox"/>	<input type="checkbox"/>
Approval Groups	<input type="checkbox"/>	<input type="checkbox"/>
Configuration	<input type="checkbox"/>	<input type="checkbox"/>
Policy Sets	<input type="checkbox"/>	<input type="checkbox"/>
Policy Modules / Service Modules	<input type="checkbox"/>	<input type="checkbox"/>
Groups	<input type="checkbox"/>	<input type="checkbox"/>
Monitor & Alert Rules	<input type="checkbox"/>	<input type="checkbox"/>
Alert Categories	<input type="checkbox"/>	<input type="checkbox"/>
Alert Schedule	<input type="checkbox"/>	<input type="checkbox"/>
Power Management	<input type="checkbox"/>	<input type="checkbox"/>
Intel® vPro™	<input type="checkbox"/>	<input type="checkbox"/>
User Management	<input type="checkbox"/>	<input type="checkbox"/>
Role Management	<input type="checkbox"/>	<input type="checkbox"/>
System Settings	<input type="checkbox"/>	<input type="checkbox"/>
Service Desks	<input type="checkbox"/>	<input type="checkbox"/>
System Log Viewer	<input type="checkbox"/>	<input type="checkbox"/>
Trouble Tickets	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Can be assigned Trouble Tickets		
Site Assignment	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Automatically Assign New Sites		
Reporting	<input type="checkbox"/>	<input type="checkbox"/>
Categories	<input type="checkbox"/>	<input type="checkbox"/>
Reports	<input type="checkbox"/>	<input type="checkbox"/>
Delivery Schedules	<input type="checkbox"/>	<input type="checkbox"/>
AVG Antivirus	<input type="checkbox"/>	<input type="checkbox"/>
Status	<input type="checkbox"/>	<input type="checkbox"/>
Configuration	<input type="checkbox"/>	<input type="checkbox"/>
Automation	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>
Calendar	<input type="checkbox"/>	<input type="checkbox"/>
Help	<input type="checkbox"/>	<input type="checkbox"/>
Partner Portal Links	<input type="checkbox"/>	<input type="checkbox"/>
Site Management	<input type="checkbox"/>	<input type="checkbox"/>
Sites	<input type="checkbox"/>	<input type="checkbox"/>
SNMP Inventory	<input type="checkbox"/>	<input type="checkbox"/>
Windows Inventory	<input type="checkbox"/>	<input type="checkbox"/>
Update Center	<input type="checkbox"/>	<input type="checkbox"/>
Wake-on-LAN	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Next, create the end user account in Service Center and define the role and object access:

1. In Service Center, click **Configuration > Users & Roles User Management**.
2. Click the **Create User Account** link.
3. Enter the user's information in the fields provide and click **Save**.
4. Select the **Roles** tab.
5. Click **Select Role**.
6. Select **End User** from the list and click **OK**.
7. Select the **Object Access** tab.
8. Click **Add**.
9. From the list, choose one of the following:
 - **Device** - to provide access to a device.
 - **Group** - to provide access to one or more groups of devices.
 - **Site** - to provide access to one or more sites.
10. In the pop-up, select **Device, Group, or Site**, and then click the **Filter** button.
11. Select the devices, groups, or sites, then click **Add**.
12. Click **Save**.

The end user can now log in and access the remote control using the following steps:

1. Send the end user a direct link to the remote control options. For example:
`http://SCURL/RemoteManagement/aDevic...e&SelectedTab= Remote.`
2. End user clicks the link to log in to Service Center with the user name, password, and VARdomain (if Service Center is hosted).
3. From the Service list, the end user must select one of the following:
 - **Remote Desktop** (for Windows machines)
 - **VNC** (for MACs)
4. Click **Connect**.
5. Enter the network or machine log in information.

Figures

1. RC.png

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