

Troubleshooting Remote Desktop Connections

<https://campus.barracuda.com/doc/98217353/>

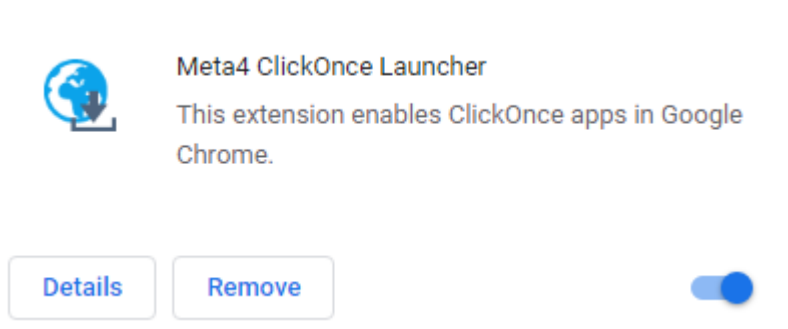
Barracuda RMM Support Note

Please be advised that as of the release of Barracuda RMM 2023.3 on July 24, 2023, we have developed our applet to manage Remote Desktop Connection transport.

You will need to download the Barracuda RMM Control Client by logging into your Service Center, and at the top right (beside your name), there is a computer icon you can click on.

The following article is used to troubleshoot Remote Desktop Connections found in the Remote Control menu on each Barracuda RMM. This can be used when errors exist for any inability to connect. Examples include the "Application cannot be started" or errors stating that a ClickOnce extension needs to be installed. Barracuda RMM requires this to utilize RDP sessions, but the Barracuda RMM Support Team does not support the extension suggestions found below.

How to Remove the existing ClickOnce extension



Google Chrome

1. Click the **Hamburger** Menu in the top right.
2. Select **Settings**.
3. Select **Extensions**.
4. Remove the **Meta4 ClickOnce Launcher**.
5. Reinstall from the Chrome Store.

Microsoft Edge (based on Chromium)

1. Click the **Hamburger** Menu in the top right.

2. Select **Extensions**.
3. Remove the **Meta4 ClickOnce Launcher**.
4. Reinstall from the Chrome Store.
 - Must allow extensions from other stores.

Barracuda RMM Support Note

As of January 19th, 2023, we recommend removing the Meta4 ClickOnce extension and installing the Windows Remix ClickOnce Helper extension we have been testing can be found [here](#).

ClickOnce for Mozilla Firefox

As Barracuda RMM no longer supports Meta4 ClickOnce for Firefox, support recommends using Breez ClickOnce for Firefox, found [here](#).

Clearing the Remote Cache

Method 1

In an admin-level command prompt, run the following command to clear the ClickOnce application cache: `rundll32 dfshim CleanOnlineAppCache`

Method 2

In an admin-level command prompt, run the following command to rename the ClickOnce plugin cache: `ren %localappdata%\Apps\2.0 2.0.old`

Method 3

1. On the computer initiating the Remote Control connection, browse the following folder:

C:\Users\{USERNAME}\AppData\Local\Apps

2. Delete, move, or rename the 2.0 folder.
3. Once the 2.0 folder has been deleted, moved, or renamed, refresh the web browser with the service center dashboard and launch the connection.

Logs Support will like to see

If you cannot connect, our support team will want to see specific logs from the Onsite Manager and the Technician's system. Please follow these logs

- Tech System:
 - MWRemoteAccess logs from %LocalAppData% (eg. C:\Users\tim\AppData\Local)
- Onsite Manager:
 - OMNetworkServiceTrace logs from C:\Program Files (x86)\Level Platforms\Onsite Manager\Logs

Figures

1. app2.png

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