

WinLock

Remote Administrator

User's Manual

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Chapter 1. Introduction

About WinLock Remote Administrator

WinLock Remote Administrator, centralized remote management and monitoring solution. It helps quickly configure remote WinLock and WinLock Professional clients via network, lock remote workstations, and apply security profiles by means of easy-to-use interface.

Being a client-server application, Remote Administrator allows the administrator to control the network installations of WinLock without leaving the computer.

A free mobile version for Android devices is available on [Google Play](#).

By means of this tool, administrators can:

- manage WinLock settings on-the-fly,
- enable or disable protection,
- pause protection,
- send pop-up messages,
- shutdown, lock, or reboot the remote computer,
- scan network for active WinLock clients,
- capture screenshots of remote desktop or webcam,
- run programs or open files on remote client,
- and more..

With comprehensive encrypted protocol Remote Administrator allows fast and secure communication between multiple machines and can be safely deployed in any environment.

An easy-to-use graphical user interface provides consistent information about remote clients, remote management, and security restrictions. New hosts can be added to the list on-the-fly, and be controlled remotely, with extreme ease.

System requirements

- Any PC computer running Windows 2000 and higher.
- At least 12 MB of free space on the hard disk.
- A TCP/IP capable network.

Checking for updates

We are committed to providing updates and improvements to our software, and delivering them to our customers. You can use the Check for Updates feature to ensure that your copy is the most up-to-date version available. You must be connected to the Internet to use this feature.

To check for updated software:

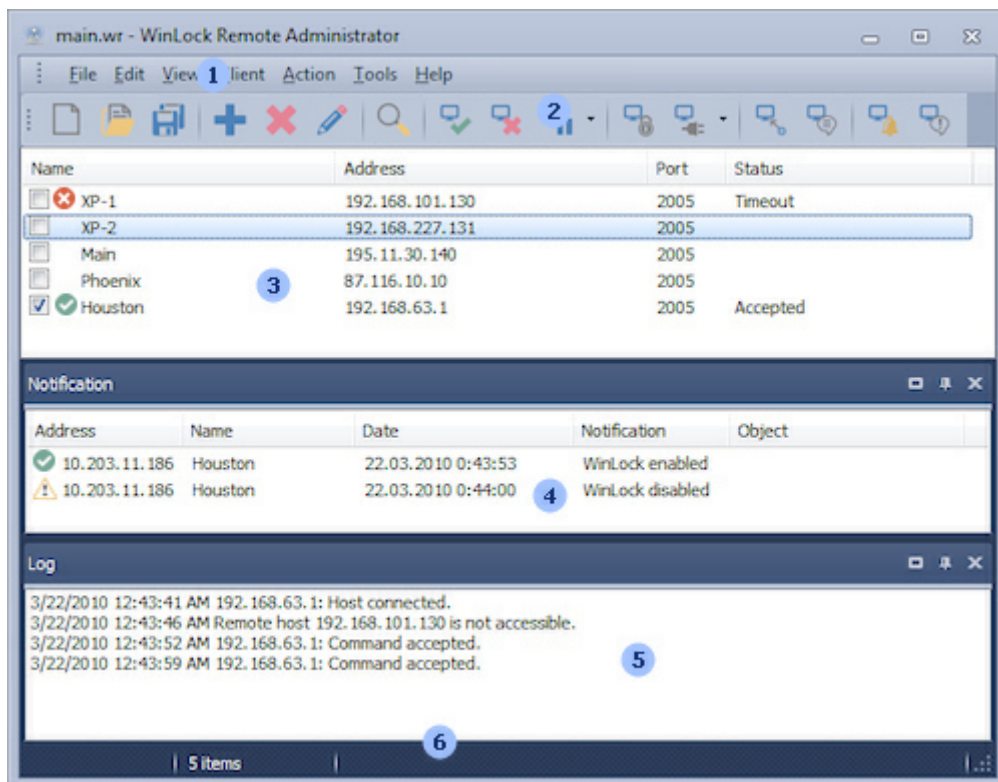
- In main menu, click **Help**.
- Click **Check for Updates**.

Chapter 2. Using Remote Administrator

Overview

WinLock Remote Administrator includes two components: Remote Administrator and Profile Manager. Remote Administrator control the network installations of WinLock, Profile Manager provides the ability to create WinLock configuration profiles (.wrp files) that can be applied to each remote host by Send Profile command.

The main window of Remote Administrator looks like the following:.



Numbers in this picture show the main parts of the program:

1. Main menu.
2. Toolbar.
3. Remote clients.
4. Notifications.
5. Log.
6. Status bar.

Remote clients

Using the remote clients, you can access the listing of all remote WinLock installations.

To add a new client, on the **Client** menu click **Add** and enter the following info:

- **Name** - the name of the remote computer.
- **Address** - can contain an IP address in dotted-decimal form, such as "129.71.2.4".
- **Port** - the client's port number.
- **Password** - password to access the remote computer.
- **Resolve** - click to get the name by IP address and vice versa.

Create a new list

You can create as many lists as you want.

- To create a new list, on the **File** menu, click **New**.
- To merge .wr files click **File/Merge**.

Open a list

- On the **File** menu, click **Open**.
- In **Look in**, click the drive that contains the list you want to open.
- Locate the list, click it, and then click **Open**.

Tip: you can open a list you opened recently by clicking its name on the **File/Reopen** menu.

Save changes to a list

- On the **File** menu, click **Save**.
- To save the file with a new name, on the **File** menu, click **Save As**, type a different name in **File name**, and then click **Save**.

Import and Export

- You can import clients from the comma-separated (.csv) file. Each string in the file should contain name, IP address, port, and password. The values should be separated by comma (,) or semicolon (;).
- To export to .csv file, on **File** menu click **Export**.

Merge

- To merge two client lists, on the **File** menu, click **Merge**.

Scan for active clients

- Click **Client/Scan Network** to find all active WinLock clients in your network. Scan uses broadcast IP address of your network.

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- Click **Client/Scan Network** to find all active WinLock clients in your network.
- Scan uses *broadcast IP* address of your network. Click **Broadcast IP** to get broadcast IP for all available networks.

Actions

Remote Administrator provides the following sets of actions:

- **Enable** - enables remote WinLock application.
- **Disable** - disables remote WinLock application.
- **Pause** - pauses protection of the remote computer.
- **Lock** - locks the remote computer.
- **Unlock** - unlocks previously locked computer.
- **Shutdown** - shuts the remote computer down.
- **Instant Lock** - hides current open window on remote computer. Windows locked with Instant Lock are only able to be restored with the correct WinLock password. To restore all previously locked windows, click **Unlock All**.
- **Send Profile** - sends .wrp profile that was created in Profile Manager to remote host.
- **Send Message** - sends pop-up message to the remote client.
- **Change Password** - changes the password on remote client.
- **Reset USB key** - disables the USB authentication on remote client.
- **Run** - runs executable, or open a file on remote computer.
- **Send License Key** - sends the license key to the remote WinLock client.
- **Show Remote Configuration** - displays the state of remote WinLock application.
- **Ping** - checks the status of remote client: connected (WinLock client is active), disconnected (WinLock client doesn't respond), or not available (remote host is not accessible).
- **Update Notification IP** - your server has a new IP address? Use this command to update it on a remote client to continue to get notifications. You can enter multiple IPs (should be separated by comma or semicolon). Select **Add** to add a new IP to the list, or select **Replace** to replace a list of IPs with a new one.
- **Capture Remote Desktop** - displays the screenshot of remote client's desktop. To save the screenshot, right-click and select Save As.
- **Web Camera Snapshot** - displays the snapshot remote webcam.

- **View Remote Log** - displays the remote client's log.

Notifications

WiLock monitors changes to the Windows shell, and optionally sends notifications to remote administrator. These notifications will be displayed under notification pane.

To enable notifications on remote client:

- Enable remote administration.
- Enter remote address under **Remote Administration**.
- Enable logging.

Preferences

Password protection

Password protection allows you to restrict the access to the Remote Administrator. If password protection is enabled, Remote Administrator can be accessed only by those who possess the correct password. To enable password protection, select **Password protection** check box, then enter the password in **Password** and re-enter it in **Confirm password**.

Default file

Default clients list that will be opened automatically when you start Remote Administrator.

Sound

Enables sound effects.

Automatically check for updates

Automatically checks for program updates.

Timeout

Specifies the amount of time (in seconds) to wait for a response from the remote client.

Notifications

- **Enable remote notifications** - select this check box to accept notifications from remote WinLock clients.
- **Save notifications to a file** - select this check box to store all incoming notifications to a file.

Profile Manager

Profile Manager provides the ability to create remote configuration profiles (.wrp files) that can be applied to each remote client using **Send Profile** command.

All Profile Manager options have three states:

- **Selected** - the option will be activated on the remote host.
- **Cleared** - the option will be turned off on the remote host.
- **Unchanged** - the state of this option will not be changed.

Appendix A. Registration and technical support

Purchase

You may try out Remote Administrator without any costs for the period of 30 days. If you wish to keep on using it after this period, you should purchase a license.

Registration gains access to the some advanced features:

- Unlimited number of remote clients.
- Merge clients.
- Send License Key command.
- Lifetime license to the current version.
- One year of free upgrades.
- Free online technical and customer support.

If you wish to become a registered Remote Administrator user, all you need to do is make a payment via [online order page](#).

Online purchase available for all payment options, including Credit Card, PayPal, Fax, Check, Wire Transfer, and Purchase Order.

Technical support

Before you contact us, please do the following:

- Be sure that you're doing everything right. We all make mistakes sometimes: be attentive.
- Look at the Help file: it may already contain an answer to your question.
- Visit Remote Administrator home page in the Internet at <http://www.crystaloffice.com>. It's a good chance that you'll find the newer version of Remote Administrator there.

If you still have a problems with Remote Administrator, or if you have questions or comments, please e-mail to support@crystaloffice.com. Make sure that your message contains a valid return address. In particular, be sure to remove the "anti-spamming" parts, if any, from your return address.

When reporting problems, please include the following information:

- Which OS are you running?
- Remote Administrator version (see the "About" dialog).
- Description of the problem (as much detail as possible so we can duplicate the problem).

We'll try to help you as fast as possible, usually in one or two business days.

Feedback

We welcome your opinion about our software. Your feedback is important to us in order to get an idea of how to make our software a better product for you. So if you have a grand idea for a new feature, or a better way of doing something, please drop us a note. Please visit the Remote Administrator home page to download the latest version and find out more about our software.