Setup RustDesk unattended Access for Remote Support

RustDesk is a free Remote Destop Software, which we use to login to remote systems. The main advantage of RustDesk over other Remote Desktop Connections is, that is does interfere with installed GPUs (eg. installing a Virtual GPU), therefore not interfering with PLAYDECK during Remote Access.

1. To get started, download our customized RustDesk from our website. This version will use our private RustDesk server (and not the public server) to protect your data and improve the connection speed. https://get.remote-joy-event-media.de/

2. Once you start RustDesk for the first time, you will need to install it. Please deactivate "Install virtual display driver", which might interfere with PLAYDECK.

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Your Desktop	
Your desktop can be accessed with this ID and password.	Control Remote Desktop
	525 Installation
One-time Password	
C 🔪	Installation Path: C:\Program Files\RustDesk Change Path
	Recent Se
Dura ta UAC Durat Dark ana	2. Create start menu shortcuts
not work properly as the	1 Create desktop icon
remote side in some cases. To avoid UAC, please click the button below to install	Install virtual display driver which is used when you have no physical displays.
RustDesk to the system.	End-user license agreement
	By starting the installation, you accept the license agreement.
Install	Service Cancel Accept and Install Run without install

3. After re-starting RustDesk, you will not need to activate "Start Service". This is important to elevate priviliges to e.g. open the device manager. After that you need to setup a permanent password: Click on the Edit Icon next to "One-time Password".

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Your Desktop Your desktop can be accessed with this ID and password. ID	Control Remote Desktop	
2.	Recent Sessions Favorites Discovered Address Book	୯ ∷ ≓
	Service is not running <u>Start Service</u>	

4. Then click on "Unlock Security Settings" and scroll down.

🧿 🏫 Home	🔧 Settings	
Settings		Unlock Security Settings
🕸 General	Pe	ermissions
🔒 Security		Custom
🕒 Network		Enable Keyboard/Mouse
🖵 Display		Enable Clipboard
온 Account	×	Enable File Transfer
 About 		Enable Audio Enable TCP Tunneling
🧿 🏫 Home	🗸 Settings	Enable Remote Restart
Settings		
	Pa	assword
🐯 General		Accept sessions via both
🔒 Security	C) Use one-time password
G Network		One-time password length: 💿 6 🔿 8 🔿 10
🖵 Display	0	Use permanent password
온 Account		Set permanent password
(i) About		Hide connection management window
	С) Use both passwords

5. Please send us your ID together with your permanent password to ${\tt support@playdeck.tv}$

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Your Desktop Vour desktop can be accessed with this ID and password. ID * 733 263 One-time Password - C /	Control Remote Desktop	
	Recent Sessions Favorites Discovered Address Book	Q :: =
	Ready	

6. (Optional) If possible, please start RustDesk on a secondary PC (No need to install) and test the connection to the System you have setup for remote support. Now thru this remote connection, on the secondary system, please try to:

- Open Device Manager
- Open Task Manager
- Open NVidia Panel
- Copy any File to this Folder: c:\Program Files
- (x86)\JoyEventMedia\Playdeck\

These tests make sure, that all needed support actions can be done remotely. If is likely, that any Anti-Malware or other Protection software breaks the connection. In that case please de-activate those Tools temporarily for the remote support session.