AKRDC v3.1.0 user guide

AKRDC user guide

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AKRDC user guide

The user guide is under construction, do not hesitate to contact support@anykode.com if you have any question.

 You can also ask your questions on http://www.facebook.com/anykoderdc

Description

AKRDC is a Remote Desktop Control software compatible with the RFB protocol (a VNC Client).

The application is developed by ANYKODE, a French company.

AKRDC is tested with several VNC servers like TightVNC, UltraVNC, RealVNC (without encryption), X11VNC (without encryption), Ubuntu Remote Desktop (and some other servers ready with the RFB protocol...)

Languages:

- English, French, Russian, Italian, German, Spanish, Japanese, Korean (please contact us if a translation is not good)

Files Transfer for TighVNC and UltraVNC (and X11VNC in UltraVNC mode) servers only right now:

- Transfer (download and upload) files and complete directories structure.
- Compressed files transfer stream (akRDC PRO only).
- Compressed directory files list (with TightVNC server, akRDC PRO only)
- Create / Delete directories.
- Delete files.

Function keys:

- 3 buttons mouse (tap)
- Mouse wheel emulation (VOLUME up/down keys)
- Drag&drop (long tap)
- Double click (double tap)
- Keyboard, quick keys (CTRL C, CTRL V, CTRL ALT DEL (see page 11) ...)
- Special keys (F1, F2, ESC ...)
- Zoom
- Network band optimization
- Configuration Import / export
- Supports UltraVNC repeater/proxy in mode 1

RFB Protocol implementation:

- supports TIGH, RAW, COPYRECT, RRE, HEXTILE and ZRLE encodings
- VNC password (DES encrypted authentication)
- MS-Logon authentication (for UltraVNC server)
- Ultra VNC proxy / repeater in mode 1

2 VNC servers matrix

VNC servers Matrix

Description

We describe here VNC servers specificities, and what to do to make AKRDC can work with those servers. For more information about files transfer feature, check this topic (see page 10). Today AKRDC does not supports encrypted protocol, so disable this feature from your server to be able to test connect.

AKRDC support:

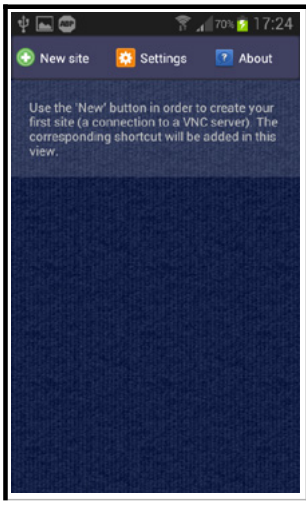
VNC server	RFB / version	Description	Files transfer	Auto detection
Tight VNC	3.8 / 2.5 +	Recommended: supports all commons encoding and the server is very stable. Run it as a service if you want the CTRL ALT DEL works (see page 11).	YES	YES
Ultra VNC	3.8 / 1.0.6 +	Supports all commons encoding. Run it as a service if you want the CTRL ALT DEL works (see page 11).	YES	YES
X11 VNC	3.6 / ?	Does not support the TIGH encoding and produces a lot of black screen updates ... Do not forget to disable the encryption.	YES if you set the **UltraVNC** mode.	NO
Tiger VNC	3.8	By our side, the server crashes every time we connect/disconnect ...	NO	NO
Real VNC 4	4.0	Very old version, supports minimum encodings	NO	YES
Real VNC Personnal/PRO	4.1	You must choose encryption modes **Always off** or **Prefer off**	NO	YES

3 Create a connection shortcut

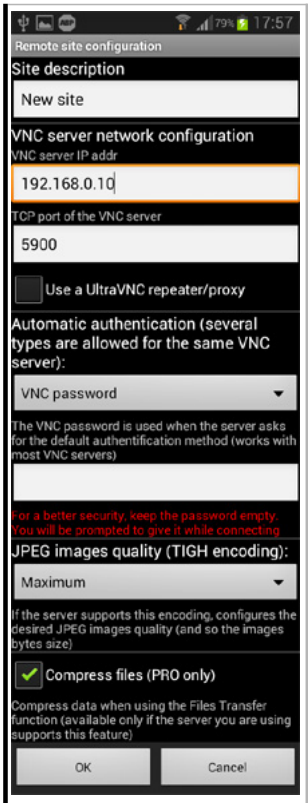
Create a site.

Description

A site is a shortcut that contains all information required to establish a connection to a VNC server. The configuration requires you are familiar with IP network configuration and port redirection ...



When you start AKRDC for the first time, the shortcut list is empty. Press the **New site** button (or use menu) to create the first site.



Site description: this is the name to be displayed on the main view. *My computer at home*, *Work computer*, *The server* etc.

VNC server network configuration:

- VNC server IP addr: IP address of your running VNC server.
- TCP port: the TCP port on which the server is listening.

WIFI: if your device and your computer are on the same WIFI network, use the IP addr of the VNC server directly.

3G/4G: your device is not on the same network than the VNC server (public network / private network). The VNC server is probably behind a router or an internet box.

- You have to know the router/internet box public IP addr: connect to http://www.utrace.de from your computer (the one that embeds the VNC server)
- Assuming you want to use the default TCP port 5900: from your router / internet box, create a **port forwarding** from the port 5900 to your server private IP addr on port 5900.
- Now, you can use the public IP addr and port 5900 in your site configuration.
- What will happen when you will try to connect: you device will connect to [public IP]:5900 -> your router/box will forward IP messages to [private IP]:5900
- 3G/4G : Tutorial to create a port forwarding

Use a repeater/proxy:

UltraVNC provides a proxy repeater (more information here). You can configure AKRDC to dialup with the proxy. Note:

- As for a direct server connection, the proxy IP addr depends of WIFI / 4G configuration: use the port forwarding if needed.
- When using a proxy, the site's IP add is the [private] one (the proxy and the VNC server are on the same private network).

Automatic authentication:

- You can define the VNC password and/or the [Domain\User] password to be used automatically at the connection phase. If you prefer to not store those information, keep those fields empty. In this latest case, you will be prompted to give login information at the connection phase.
- Most of VNC servers BAN your IP addr if login information are bad several times for the same minute. In this case, you will not be able to reconnect until the BAN shuts down !

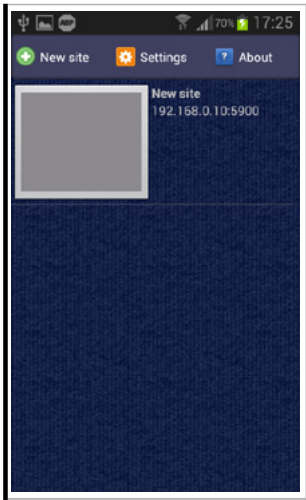
JPEG images quality:

This feature is used when the server supports the TIGH encoding. You can configure images weight or disable the JPEG encoding.

Compress files:

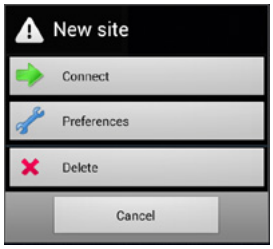
Allows files/files list to be compressed while using the files transfer (see page 10). This feature is available for AKRDC PRO only.

Press OK to save the site.



The new site is now available in the main view. Its preview is empty.

- Tap on the gray box or on the text to open the menu:



- Click on the **Connect** button to connect to your VNC server. If connection and login information are correct, the control session window (see page 8) opens.

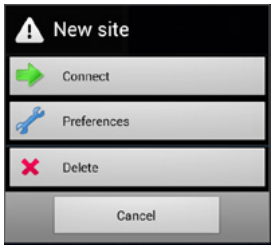
While exiting the session, the site's preview is updated and saved.

4 Remote control session

Remote control session.

Description

Tap on the site's preview or on the text on its right to open the site's menu:



Click on the Connect button to connect to your VNC server. If connection and login information are correct, the control session windows opens:

	**Zoom +/- :** makes the view to zoom in/out. **Keyboard:** toggle the keyboard visibility. Depending of the VNC server implementation and the OS behind, it is possible that some chars are not sent correctly ... **Quick keys:** opens a tool bar that allows to send usual function keys like TAB, ENTER, ESC F1, F2 etc ... **Fast Keys:** proposes to send quickly usual CTRL + [key] like CTRL C, CTRL X, CTRL ALT DEL (see page 11) etc ... **Mouse buttons:** shows how screen taps have to be interpreted **Refresh:** force the VNC server to refresh the entire screen : useful while using the 'Visible Region' screen update method. Also, if a memory exception was raised, this feature allows to re-update the entire screen. **Device files transfer:** opens the files transfer (see page 10) window from your device files system (to send files to the VNC server). **Remote files transfer:** opens the files transfer (see page 10) window from the VNC server's files system (to retrieve files from the VNC server). If the files transfer is not available, an information message is displayed.

Mouse emulation	Choose from the Mouse buttons which physical button has to be emulated (left click for example) then:
	• **Simple** tap: emulates *mouse click*
	• **Long click**: emulates a *mouse down* (for capturing a scroll bar or a window title bar for example)
	  • Move your finger to make *the cursor to move*
	  • Up your finger to emulate a *mouse up*
	• **Double tap**: emulates a *double click*
	• **device's VOLUME key:** emulates the wheel up/down

Menu / back buttons	• The **menu button** displays the view menu
	• According to your current configuration, the **back button**:
	  • asks to quit the current session or,
	  • emulates the Escape Key (default)

5 Files transfer

Files transfer

Description

- This feature is fully working with TightVNC 2.5+ and UltraVNC 1.0.5+ (partially with X11 VNX)
- You have to enable the feature on your VNC server (activated by default in most cases)
- **A lot of Linux servers pretend to implement Ultra/Tight files transfer protocol: in most cases they are using a derivated work based on very old protocols that are no longer supported since several years. In this case AKRDC is not able to detect those servers correctly and then disable the files transfer feature.**

AKRDC Files transfer compatibility (tested with ...)

VNC server	RFB / version	Description	Remarks
Tight VNC	3.8 / 2.5 +	Auto detects the if the files transfer is enabled on server side	Services enumeration is done automatically by the server
Ultra VNC	3.8 / 1.0.6 +	Auto detects the if the files transfer is enabled on server side	No service enumeration, simple deduction
X11 VNC	3.6 / ?	Assumes **the server emulates the UltraVNC Files transfer**. If this is not the case, AKRDC is able to crash or freeze.	No service enumeration, no way to auto detect the server capabilities

To activate the files transfer, you have to initialize a remote control session (see page 8) with the server, and then click on the button **Device files transfer** or **Remote files transfer** (the two latest buttons in the view).

6 Troubleshooting

Troubleshooting

Description

Keyboard & Keys

The CTRL ALT DEL doesn't work:

To make the CTRL ALT DEL command to work, run the VNC server (Tight VNC or UltraVNC) as a service (so not in application mode), and allow the CTRL ALT DEL feature in your system: Tutorial here

Remove view

The remote view screen is completely black

Disable the hardware acceleration from the application settings. For example, If you are using 2 monitors on your computer, the generated bitmap is too much large for the hardware acceleration. Also, on some devices, bitmap size must be a power of two, that does not match PC screen size.

Ultra VNC

The second monitor is not displayed:

By default the second monitor is not captured by UltraVNC.

You can activate it by editing the ultravnc.ini file (http://www.uvnc.com/docs/uvnc-server.html)

Keys to change in the file:

primary=1

*secondary=**1***

When using multi-monitors (driver required) you can define the default behavior. Show only primary/secondary or both

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