PROXY Pro Host Settings Pre-Deployment Checklist

The PROXY Pro Host is the remote desktop client that gets installed on each computer to be remotely accessed. The Host client can be configured with a wide range of settings combinations to suit a company's needs, use cases and/or requirements. The purpose of this document is to highlight each major area of the settings to be considered prior to a roll out. Additional assistance from Proxy Networks Support is available to help achieve your ideal configuration.

1. PERMISSION TO CONNECT OPTIONS

The Proxy Host Control Panel's **Access** tab includes three distinct **Connection Permission** options.

No permission required is the default, meaning that a technician using the PROXY Pro Master or the Proxy Web Console can connect to the Host for remote control without user permission.

Permission must be granted by Host user within the timeout period only allows the connection to succeed if the Host user accepts the connection within the timeout timeframe.

Permission requested from Host; connection continues after the timeout period allows the connection to occur if the Host is unattended and the timeout expires, after having given the user the opportunity to accept or reject the connection. Think of it like knocking before entering.

With both, the Host can additionally lock the workstation if no response is given. The permission prompt can also be ignored if the Host machine is presently at the Windows logon or locked screen.
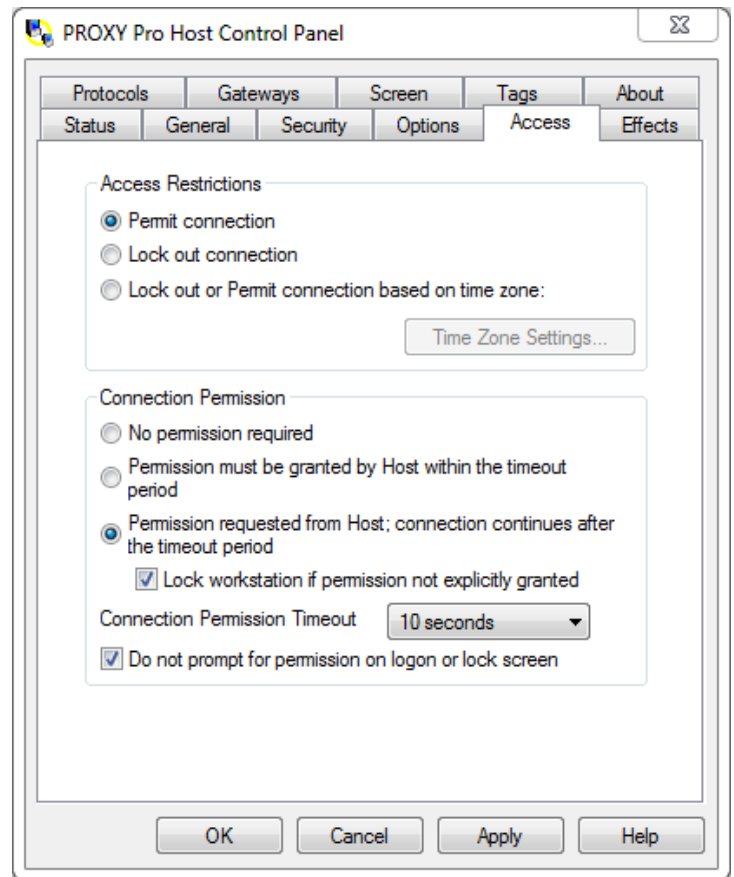
Connection Permission Setting	Behavior	Preference
No Permission Required	Click & Connect	
Grant	Connect only with end-user approval	
Request	Connect with end-user approval then connect after "X" number of seconds if no response	

Notes

## 2. NAMING CONVENTION, ICON APPEARANCE, CONNECTION BEEPS AND MORE

The Proxy Host Control Panel's **General** tab contains settings that primarily control how the Host behaves when connections are made and closed to it.

The **Station Name** field controls how the Host shows up in your console. The %USERNAME% on %NAME% string pulls the logged-in username along with the computer name and presents them in the fashion of "jsmith on PCNAME".

Host Appearance drop-downs control tray icon behavior. Set both values to **Icon** to keep it visible at all times, or only when connections are active. Set both values to **Hidden** to keep it invisible at all times. The tray icon color changes from yellow to green when a connection is in progress and can be a helpful cue to the end user that their machine is being remotely controlled.

Beep on Connect sends an audible chime to the Host computer when connections are opened or closed.

Popup Notifications when enabled will cause a message to appear in the bottom-right corner of the screen to indicate when users connect and disconnect from the machine.
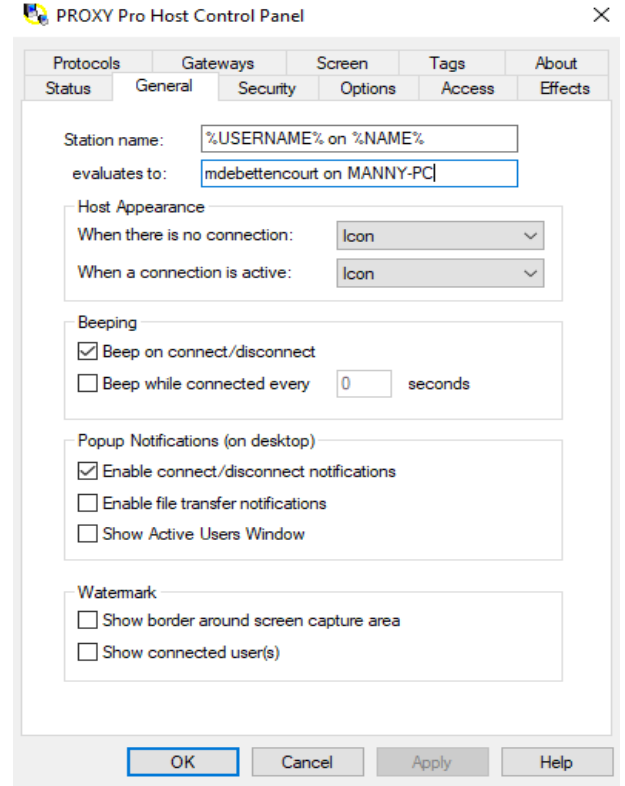
Connection Behavior Setting	Available Values	Preference
Tray Icon (Idle)	Hidden or Visible	
Tray Icon (Active)	Hidden or Visible	
Connection Notifications	Enabled or Disabled	
Beeps on Connect/Disconnect	Enabled or Disabled	
Show active users list on connect	Enabled or Disabled	
Show watermark border upon connection	Enabled or Disabled	
Show watermark text box of active users on connect	Enabled or Disabled	
Connection Behavior Setting	How the Host is displayed	Preference
Show Proxy Hosts by PC name	DELL-XPS-123 (default)	
Show logged-in user and PC name	Jsmith is logged into DELL-XPS-123	
Show logged-in user with domain and PC name	DOMAIN/jsmith is logged into DELL-XPS-123	
Show first name followed by last name	John Smith	
Show first name followed by last name and the computer name	John Smith is logged into DELL-XPS-123	

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3. EFFECTS AND CONNECTION OPTIMIZATION

The **Effects** tab on the Proxy Host Control Panel is used primarily to disable extra unnecessary Windows "effects" that can improve the overall performance and responsiveness as a result during the remote control experience. Not all effects may be needed as sometimes the background contains helpful information about the location and identity of the computer.

The **When to Disable Visual Effects on the Host** setting defaults to **Upon request, permit Master to disable selected effects**. This means the Master user can decide on a connection-by-connection basis if they want the effects enabled or disabled during the connection.

Using **Never Disable Effects** leaves all effects un-touched.

The **Always disable the selected effects** disables each selected effect for each connection made to that Host.

The individual **Visual Effects** list can be preconfigured to ignore some effects but not others. Use this checklist to determine which effects are to be disabled.
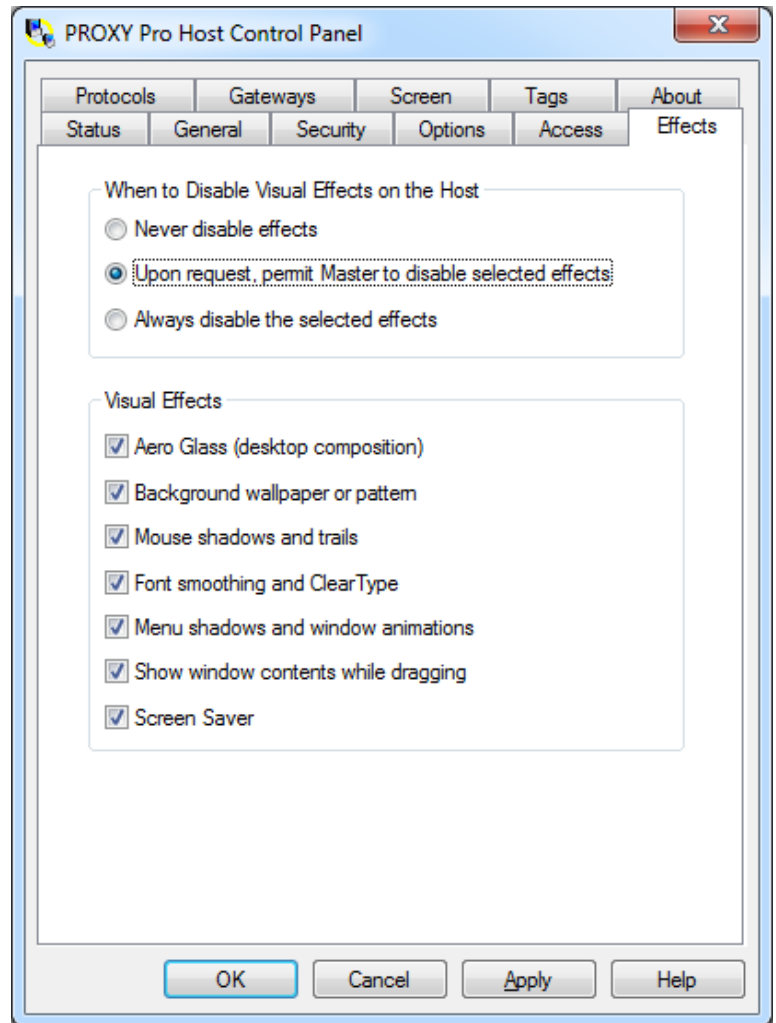
Effects and Connection Optimization	Description	Preference
Never disable effects	If enabled, no changes are made (Stealth mode)	
Upon request, Master user my choose effects	Master user can toggle effects on/off (default)	
Always disable selected effects	Selected items will always be ignored	
Screen Capture Modes		
Kernel Mode Screen Capture	The default and optimal choice for most scenarios	
User Mode Screen Capture	For advanced use cases and/or special scenarios	

Notes

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4. EFFECTS AND CONNECTION OPTIMIZATION

The **Security** tab on the Proxy Host Control Panel is used for controlling access to the Host computer and Host Settings.

The **Simple Password Configuration** is for non-domain environments where you would otherwise be using the Windows Security Model. A simple password string can be set requiring PROXY Pro Master users to supply this password when accessing the Host from the P2P Hosts tab. This password does not apply for Gateway-based connections. Optionally a Settings Password can be used that would then need to be specified in order to open the Proxy Host Control Panel.

Additionally, allow or disallow the Host to be contacted by the Deployment Tool when using its "Update Host Settings" capability later.

Windows Authentication Configuration is recommended for domain environments. By default, members of the machine's local administrators group will have Full Control/Administration over the Proxy Host Control Panel. If your end users are not local administrators, no special instructions here apply. If they are, you can supply an alternate group such as domain administrators.
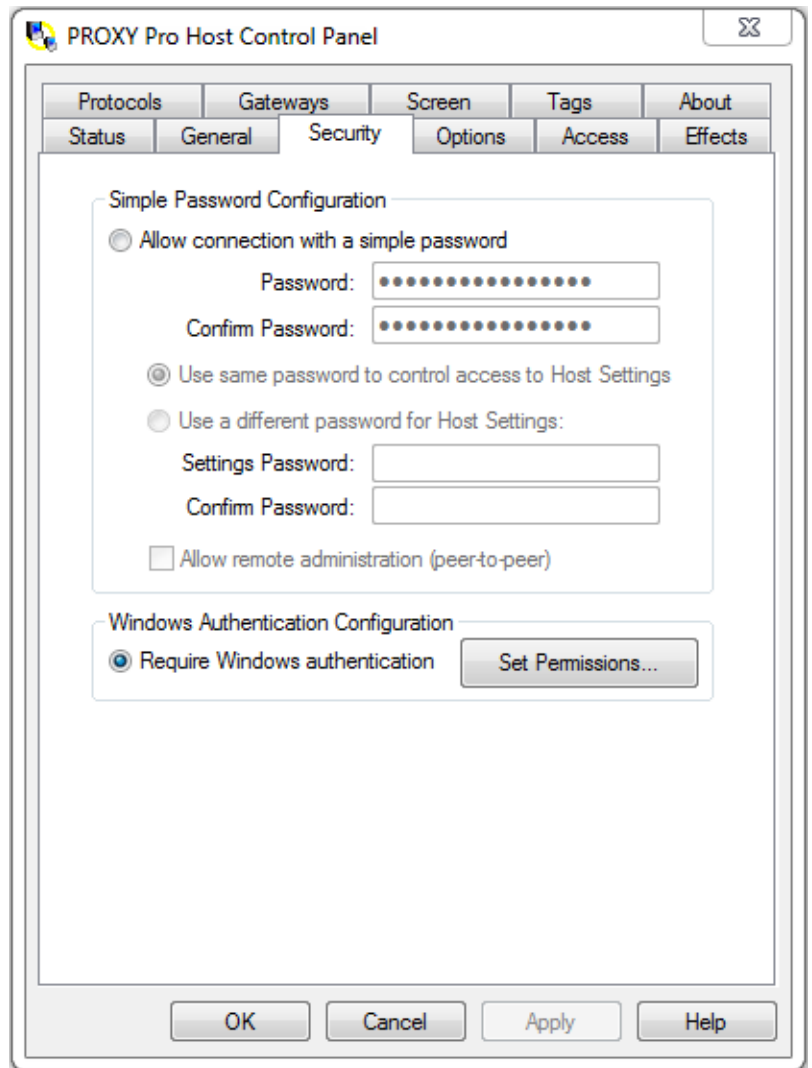
Locking down the Proxy Host	Recommendation	Preference
Windows Authentication	Recommended for domain environments	
Simple Password	Recommended for non-domain joined machines	

Notes

5. CONFIGURING THE HOST TO REPORT TO A RAS SERVER

The **Gateway** tab on the Proxy Host Control Panel is used for defining which RAS server the Host will make itself accessible for connectivity through. Note that this applies only to RAS Edition customers.

You can fill in your server address after clicking the **Add Gateway** button. Expected values for the address would be:

- support.mywebsite.com (external address)
  - Protocol: WSS
  - Port: 443 (default for WSS)
- servername.mywebsite.com (internal address)
  - Protocol: UDP or TCP
  - Port: 2303 (default for both)

It's recommended to supply both the internal and the external address if the Hosts will be, for example, laptops that may come and go from your company network. If the Host will be installed onto desktop computers that would never leave the RAS server's network, only the internal address is needed.

Connection Restrictions can be set to require that any incoming connection attempts must be made through the Gateway(s) that the Host is configured to report to. PROXY Pro Masters will not be able to establish connections from the P2P Hosts tab – only the Gateway Hosts tab or from the Proxy Web Console.
The Host can also restrict incoming communication attempts from the PROXY Pro Deployment Tool.
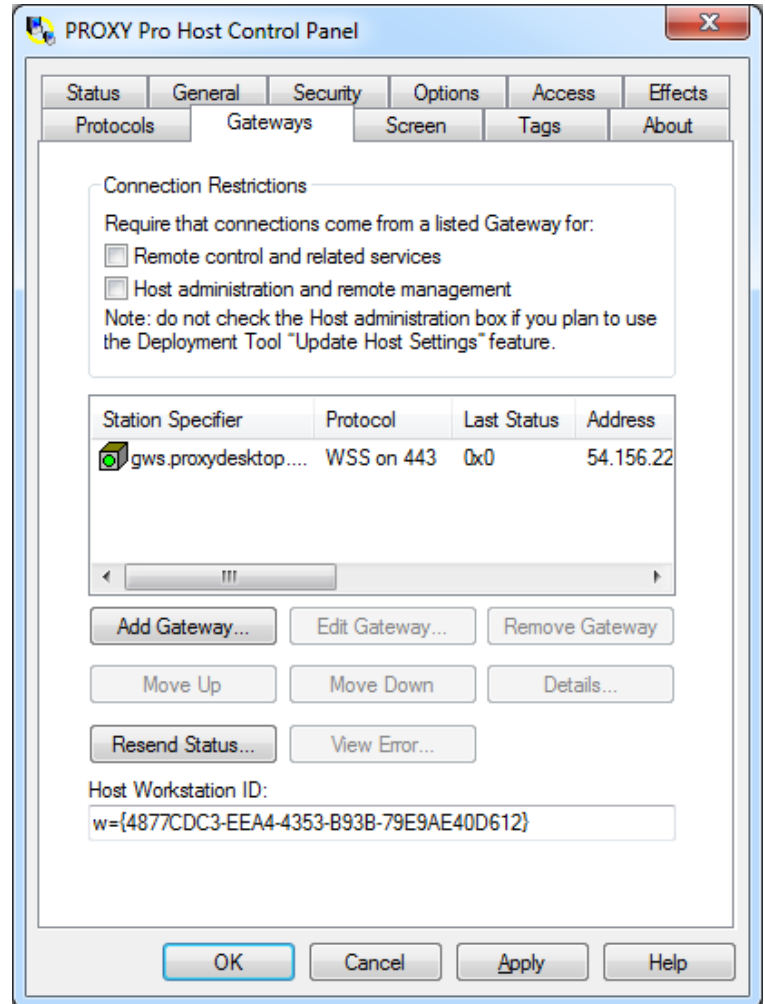
Notes

Need more help?
For a complete listing of all available PROXY Pro Host-side settings, including additional Station Name values and more, please visit the Proxy Host Manual PDF included in any Proxy Networks software zip file.

The Proxy Networks Support Team would like to ensure a smooth deployment and operation of Proxy Networks software for all our customers and you are welcome to check with us at any point for help, guidance, best practices and training. For technical assistance, write to support@proxynetworks.com, submit a ticket at proxynetworks.com or give our Support Line a call at 617-453-2710 for any immediate issues or questions. *Last Revised: 11/29/2021*