Welcome to PROXY Pro RAS!

Orientation & Usage Guide for New Master Users

This guide introduces PROXY Pro RAS to new Master Account users and its focus is to help establish bearings. In this document readers will receive an orientation of the web console, a tour of the connection window with callouts to each of the important functions and buttons everybody ought to be aware of. Proxy Networks would like everyone to have a successful, positive and productive experience using the software, and we hope this guide helps readers extract the most out of it.

The Proxy Networks Support Team would like your experience with Proxy to be smooth and they are available to help ensure everything goes well by phone at 617 453 2700 or by emailing our support desk at support@proxynetworks.com.

Standard PROXY Pro Usage Topics Covered Within

Part 1) Introducing PROXY Pro RAS
  – Components, Licensing, Account Types
Part 2) Logging into the PROXY Pro RAS Environment
  – From a browser or from the installed Master viewer
Part 3) Tour of the Proxy Web Console Tabs
  – Summary and Takeaways for each of the 3 tabs
Part 4) Sharing a Device
  – How to share a device on any platform
Part 5) Connecting to a Device
  – How to connect to a device from any platform
Part 6) Introducing the Connection Windows: PROXY Pro Master (PC and Mac), ClickOnce and HTML5
  – Tour of the installed PROXY Pro Master and explanation of buttons
  – Tour of the ClickOnce Master and explanation of buttons
  – Tour of the HTML5 Master and explanation of buttons
  – Tour of the Mac Master and explanation of buttons
Part 7) Connecting to and testing with the installed PROXY Pro Host
  – Downloading, installing, configuring and testing
Part 8) Connecting to and testing with the installed PROXY Pro Host for Mac
  – Downloading, installing, configuring and testing

Advanced PROXY Pro Topics and Additional Resources

Below is a partial list of supplementary documentation, quick start guides, product manuals and other helpful resources that usually become relevant and can be especially helpful when taking testing or managing Proxy to the next level.

Each can be found on our documentation page at https://www.proxynetworks.com/documentation

- PROXY Pro Datasheet
- PROXY Pro SLA
- PROXY Pro InfoSec Policy
- PROXY Pro Azure AD Integration
- PROXY Pro Host Manual (Windows, Mac, Android, iOS)

- PROXY Pro Deployment Tool Quick Start Guide
- PROXY Pro Host Settings Guidelines
- PROXY Pro Host Settings Management Tips
- PROXY Pro Host Stealth Mode Guidelines
- PROXY Pro Host for Mobile: MDM Guidelines

1) Introducing PROXY Pro

PROXY Pro RAS is a fast, reliable and secure remote desktop software platorm from Proxy Networks. There are two sets of components – the PROXY Pro Web Components and the optional complimentary Installed Components. The software can be tested with the Host on Demand only (invoked by the **SHARE** button on the Proxy Web Console landing page) and connecting to them can be done fully from the Proxy Web Console. But, we encourage exploring the PROXY Pro Host, the installed client as well as our PROXY Pro Master, our installed viewer. The Installed Components compliment the Web Components and they are available for download from any Proxy Networks software zip file here: https://products.proxynetworks.com/downloads/

PROXY Pro Web Components

ClickOnce Master (Windows): The primary connection window utilizes Microsoft's ClickOnce technology to deliver the installation-free fully featured connection window.

Mac Master (Mac): The primary connection window for Mac downloads and runs, closely equivalent to the Master for PC.

HTML5 Master (Any platform): The secondary connection window that launches within a browser tab, works on any platform.

PROXY Pro Host on Demand (Any platform): The temporary Host, invoked by the SHARE button on the landing page, intended for attended sessions.

Installed Components (Optional)

PROXY Pro Master (Windows): The traditional viewer Proxy has had since the beginning is also available and supported for use with PROXY Pro (in addition to the web console).

PROXY Pro Host (Windows or Mac): The installed Host runs in the background and allows for attended or unattended sessions.

PROXY Pro Deployment Tool: Create a settings template for the Host; generate transform.mst to deploy with.

The manuals for each component are available at https://www.proxynetworks.com/documentation.

The ClickOnce technology was developed by Microsoft a few years ago and was chosen as the delivery mechanism for the connection window and the Host on Demand components. It was chosen because our software components could be run in an installation-free mode that, best of all, did not require admin rights. The ClickOnce browser plugin is included in IE, was included in Edge and is now an optional component for both the Edge and Chrome browsers. For the fully-featured experience with Proxy, we recommend using the ClickOnce plugin by clicking the "More Tools" button on the Proxy Web Console landing page.

When a connection to a Host is launched, and the ClickOnce plugin is not detected, instead of failing to connect Proxy will launch the connection to the desired Host within a browser tab using the HTML5 Master. The HTML5 Master will also be the connection mode you'll be in by default on any non-Windows device like Chromebooks, iPads and Androids.

Licensing is determined by the number of concurrent users and there are two types of users – Administrative account users and Master account users. Each customer has a single Administrative account license, typically associated with the director of IT, an support manager or similar, and then some greater number of Master account licenses to accommodate each of the members of the support and/or helpdesk team. Master account users may login to see, support and connect to Host computers to view, remote control, transfer files, chat, copy/paste clipboard content and related remote desktop capabilities. However, they cannot create Host groups, move Hosts in and out of groups, set security around them, change settings to do with the software as these are functions and capabilities left up to Administrative account users. With these licensing model notes in mind, you'll notice that the tour of the Web Console has a slightly different view based on the account type you're logged in as.

Part 2) Logging into the PROXY Pro Environment

PROXY Pro RAS Edition customers hosting it on-premise can confirm the address with their IT department, and if we're hosting RAS for you we'll be sure to provide that address during ramp-up time.

What we are providing is a web-based remote desktop console intended to be used for on-the-fly support sessions with the Host on Demand, and can also be tested with the installed PROXY Pro Host client and the installed PROXY Pro Master viewer. Some customers prefer the look and feel of a modern web-based UI and some prefer an installed viewer that doesn't involve the web browser. The latest software zip file can be downloaded from https://products.proxynetworks.com/downloads/
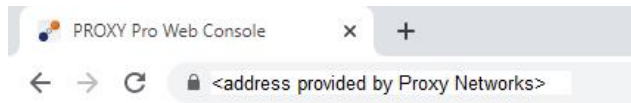
When you arrive at your PROXY Pro RAS Environment, it'll be within your browser at a web address provided to you by Proxy Networks. On the landing page, there are four points of interest:
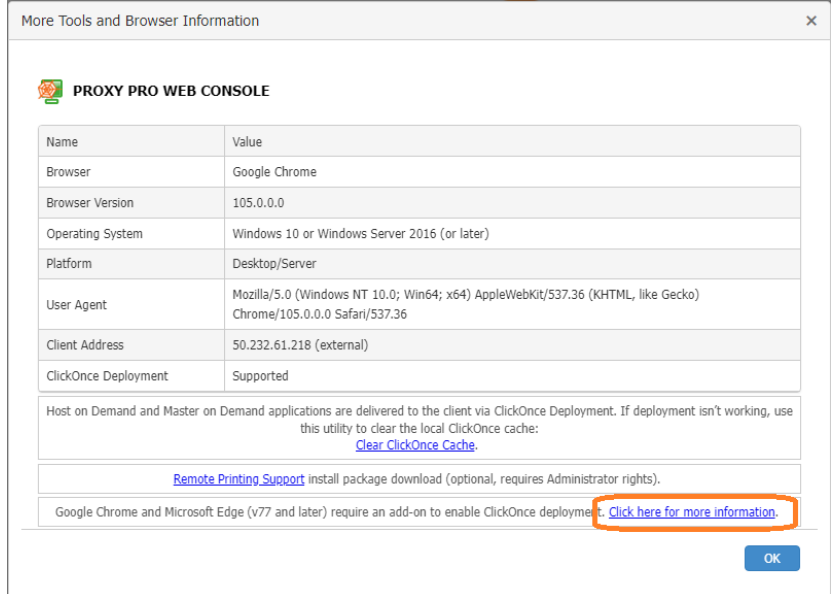
(1) The **SHARE** button will download and launch the Host on Demand client, allowing the device to be connected to and remote controlled.

(2) The **LOGIN** button will prompt you for credentials – please use the username and password provided to you by Proxy Networks in order to connect to shared devices (section 2).

(3) The **Quick Connect PIN** box will launch a connection to a Host associated with that PIN (assuming successful authentication). The Host on Demand, when launched, presents a 6-digit code to the user and inputting it launches a connection to that Host.

(4) The **More Tools** hyperlink offers the ClickOnce plugin, recommended for the fully functional connection window. Also offers the optional component Remote Printing, available for download.

The **More Tools** link will launch a Browser Information dialog box, shown on the right. It will tell you if the browser supports ClickOnce.

If the ClickOnce cache becomes corrupt, we provide a utility to fix that. If the Host on Demand fails with a launch error, this utility fixes most errors.

Optionally, use the Remote Printing driver to redirect print jobs from one side to the other.

But most importantly, use the "Click here for more information" button to get the ClickOnce plugin, circled right. It offers the fully featured connection window on PC and is recommended for the best, most complete experience.

PROXY PRO WEB CONSOLE

Name	Value
Browser	Google Chrome
Browser Version	105.0.0.0
Operating System	Windows 10 or Windows Server 2016 (or later)
Platform	Desktop/Server
User Agent	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/105.0.0.0 Safari/537.36
Client Address	50.232.61.218 (external)
ClickOnce Deployment	Supported

Host on Demand and Master on Demand applications are delivered to the client via ClickOnce Deployment. If deployment isn't working, use this utility to clear the local ClickOnce cache: Clear ClickOnce Cache.

Remote Printing Support install package download (optional, requires Administrator rights).

Google Chrome and Microsoft Edge (v77 and later) require an add-on to enable ClickOnce deployment. Click here for more information.

Part 3) Tour of the PROXY Pro Web Console Tabs

Master account users will be able to see and interact with three tabs, shown below. They will be able to find, connect to and take remote control of any of the Hosts within the Managed Hosts groups as designated by an Administrative user. They are permitted to view the At-a-Glance tab for an alternate view of the Hosts, and the Recordings tab allows for playback of past screen recordings taken of Hosts and can export to .WMV as desired.

Each customer has at least one Administrtative account license and then some greater number of Master accounts to accommodate members of the helpdesk or IT teams. With this baseline information stated, let's proceed with the tour.

The following several pages dive into each of the available tabs, what they are for and what information is generally useful to know about each. The quick takeaways for each of the Proxy Web Console tabs are:

- **Hosts Tab**: Primary dashboard to find Hosts and connect to them, and view status.
- **At-A-Glance Tab**: Provides additional information about Hosts.
- **Recordings Tab**: Search for recordings, play them back, optionally export to .WMV.

Although these four tabs are unavailable to Master users, we thought you should be aware of them:

- **Accounts Tab**: Define which users can login and what groups of Host computers they are permitted to connect to.
- **Activity Tab**: A snapshot in time showing connections in progress, recordings in progress and license utilization.
- **Analytics Tab**: Generate reports showing who connected to what and when.
- **Gateway Tab**: Administrative users can set back end settings like auto-timeouts, grouping rules and other preferences.

Part 3.1) PROXY Pro Web Console: Hosts Tab

(1) The top-most navigation bar displayed below shows each of the tabs available to a Master account user.

(2) The global "Find Host" box can be used to locate and then connect to a Host if you know some of the characters in the Host's Station Name value, usually the computer name and/or username - useful to find and connect to Hosts quickly.

(3) The secondary controls on the navigation bar are, from left to right: Check Browser Compatibility (which offers the ClickOnce browser plugin for the full experience), Online Documentation, Print, Export to CSV or Excel, and Logout.

(4) Each of the groups of Hosts are presented in Managed Host Groups. Click a group and the Hosts in that group will be displayed. Administrative users can set which groups are available to Master users.

(5) The center-most pane displays each of the Host computers in the group selected from (4).
-   The **HOST NAME** column shows each Host by computer name or usename – click to connect.
-   The **CONNECTION** column indicates state information. The most important takeaways would be that Gray means the Host is offline, Green means it's online & ready and solid green means there's a connection to it in progress.
-   The **PIN** column displays the 6-digit code associated with the Host; input this value into the Connect by PIN box on your Proxy Web Console landing page to be connected directly to that Host.
-   The **ADDRESS** column will indicate the IP address of the Host.
-   The **VERSION** column, not shown, indicates the Host's software version number.
-   The **LAST CONNECT** column, not shown, provides a timestamp showing the last time and date there was a connection.

(6) Actions/Right-Click will have several options as shown. The default mode is Connect via Clickonce, and Connect in Browser launches it wihin a browser tab (HTML5) and the third connects to the Host with the installed Master, if one is present. This alleviates the need to download the ClickOnce component. A tour of each of the connection windows is found later in this document. Though the Master isn't necessary to be installed, it is a failsafe option that delivers the complete fully featured experience and is recommended if using the ClickOnce Master, which requires the browser plugin, is not an option. The second set of connection links are the same as the first three but in View Only mode.

The **View Connection URLs** link presents a convenient set of hyperlinks for each of the 6 menu items. Each URL remains static – save them for later or even as bookmarks to commonly accessed Hosts – a quick way to access a Host. This of course requires successful authentication.

Part 3.2) PROXY Pro Web Console: At-A-Glance Tab

Similar to the Hosts tab, the At-A-Glance tab presents Host information at the top, such as the availability status, address, platform (operating system), Host software version and the last time the server heard from the Host.

(1) The global "Find Host" box can be used to locate and then connect to a Host if you know some of the characters in the Host's Station Name value, usually the computer name and/or username - useful to find and connect to Hosts quickly.

(2) The top-most navigation bar displayed shows each of the tabs available to Master users.

(3) The secondary controls on the navigation bar are, from left to right: Check Browser Compatibility (which offers the ClickOnce browser plugin for the full experience), Online Documentation, Print and Logout.

(4) Use the Group Name drop-down to view a list of Hosts contained within the group, displayed in the next section.

(5) The center-most pane displays each of the Host computers in the group selected from (4).
- The **HOST NAME** column shows each Host by computer name or usename – click to connect.
- The **ADDRESS** column will indicate the IP address of the Host.
- The **CONNECTION** column indicates state information. The most important takeaways would be that Gray means the Host is offline, Green means it's online & ready and solid green means there's a connection to it in progress.
- The **PIN** column displays the 6-digit code associated with the Host; input this value into the Connect by PIN box on your Proxy Web Console landing page to be connected directly to that Host.
- The **PLATFORM** column ondicates the Host's operating system.
- The **VERSION** column indicates the Host's software version number.
- The **LAST TIMESTAMP** column provides a timestamp showing the last time and date there was a connection.

(6) **Actions/Right-Click** will have several options as shown. The default mode is Connect via Clickonce, and Connect in Browser launches it wihin a browser tab (HTML5) and the third connects to the Host with the installed Master, if one is present. This alleviates the need to download the ClickOnce component. A tour of each of the connection windows is found later in this document. Though the Master isn't necessary to be installed, it is a failsafe option that delivers the complete fully featured experience and is recommended if using the ClickOnce Master, which requires the browser plugin, is not an option. The second set of connection links are the same as the first three but in View Only mode.

The **View Connection URLs** link presents a convenient set of hyperlinks for each of the 6 menu items. Each URL remains static – save them for later or even as bookmarks to commonly accessed Hosts – a quick way to access a Host. This of course requires successful authentication.

Part 3.3) Proxy Web Console: Recordings Tab

The Recorings tab is for retrieving past recordings and playing them back. Additionally, use the filter button to search for them based on the user who initiated them, the Host associated with the recorings, with a custom date range and more.
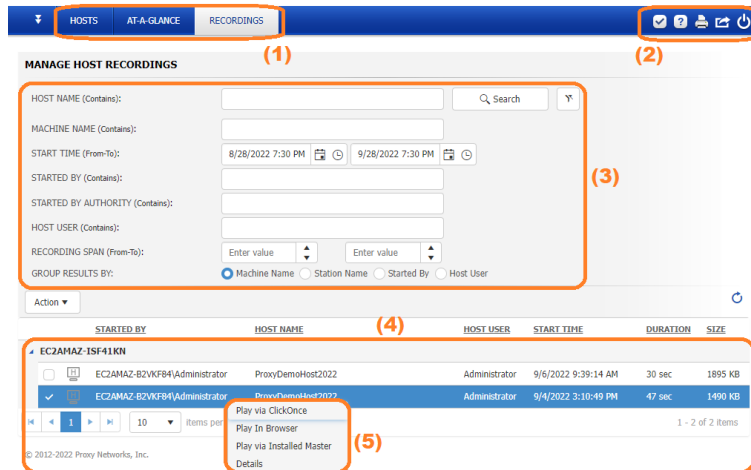
(1) The top-most navigation bar displays each tab.

(2) The secondary controls on the navigation bar are, from left to right: Check Browser Compatibility (which offers the ClickOnce browser plugin for the full experience), Online Documentation, Print and Logout.

(3) Note the range of available search criteria – input a Host name associated with the recordings to search for them or search for recordings by the user who initiated them, within what timeframe and more

(4) Search results are displayed beneath

(5) Similar to right-clicking a Host -> Connection to see the three connection options (ClickOnce, HTML5, Master), the recordings playback system offers these same three choices.

Additionally, delete the recording or view recording properties like timestamp, session ID, issued by and other details.

The ClickOnce recording playback window, shown, has a toolbar with a row of controls starting with Play, Pause, Play Slow (.5x), Play Normal Speed, Play at 2X, Play at 4X.

Use the cursor to reposition the playback bar to choose a particular point in time to view.

Sizing controls are presented that include Full Screen, Fit 1:1, Fit to Window, Minimize and Pause, Select Host Monitor, Next Monitor – all of which can make playback more optimally fit your screen.

Last, note buttons for Copy Screenshot, Export to WMV and Disconnect.

A similar playback window appears when Play via Browser is launched, with a slightly reduced capabilities (vs the Installed Master or ClickOnce as its playing back here within a browser tab.
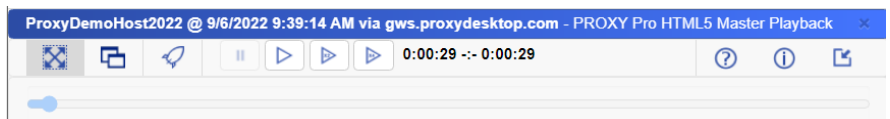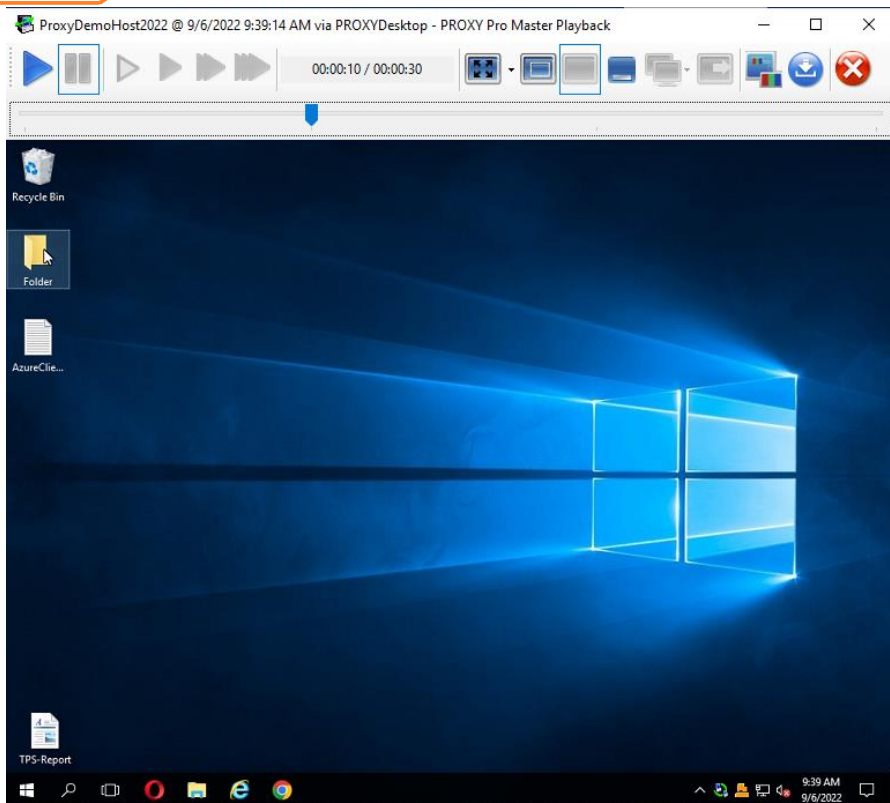
Part 4) Sharing a Device via SHARE button

The Host on Demand is a temporary remote desktop client designed for attended support scenarios. It's invoked by the user by clicking the orange **SHARE** button on the Proxy Web Console landing page. It works on both PC and Mac for full remote control and works for remote view (view only) on mobile platforms like iOS, Android and Chromebook.

Below are some fast facts about the Host on Demand.
- Allows the device to be connected to on the fly without any installation necessary.
- It does not require admin rights nor a reboot in order to run and allow the machine to be controlled on PC.
- It can be "elevated" by right-clicking and choosing PIN Host on Demand. It will relaunch and upon reconnecting, the user may now perform software installs, interact with UAC prompts and anything that requires elevation.
- When pinned (Elevated), the Host on Demand will restart with Windows and continue to run until closed.
- Right-click the HOD panel, click Host Settings while holding SHIFT to modify settings. For example, click the "Access" tab to set it to "No permission required" so that if the machine is rebooted, the HOD will restart and not require permission to connect. Sessions revert to defaults if it is closed and re-launched.
- Supported on PC, Mac, iOS, Android and Chromebook – guides specific to each platform are referenced at the end.

Upon launch, you'll immediately notice the mini Host Control Panel toolbar at the top center of the screen, and then a PROXY Pro Host PIN box presented in the center, both shown below.
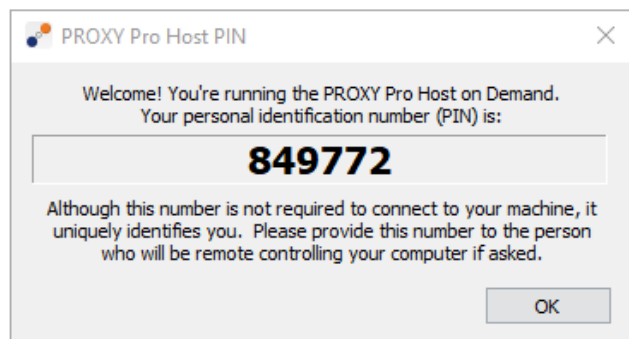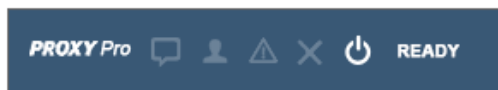
The PIN uniquely identifies a device and will show up in the Proxy Web Console with this PIN code associated with it. Note that by default, an active Host on Demand will appear in the fashion of "USER on COMPUTERNAME (PIN)".

When Proxy Networks began supporting mobile devices, the majority of those devices had generic and sometimes nondescript device names.

A better way was needed to differentiate one device from another, so each device will be given a PIN when shared.

Assuming the user who launches the Host on Demand can supply this PIN to the PROXY Pro user, they have what they need in order to find and then connect to it.

The installed PROXY Pro Host is ideal on company issued computers, as it runs in the background and is always reporting in. It allows for connectivity in attended or unattended scenarios, whereas the Host on Demand is for scenarios where the Host will not be installed, mainly to provide a method to support personal or non-company devices. The persistent and non-persistent Host options and full platform support hopefully present a convenient method to support a wide range of devices.

- On Windows: Visit the Proxy Web Console landing page and click **SHARE**. If ClickOnce is detected, a dialog box with a "Run" / "Don't Run" dialog will appear – click Run. If ClickOnce is not detected, it will download as an .exe – run it.
- On Mac: Visit the Proxy Web Console landing page and click **SHARE**.
- On iOS: Visit the Proxy Web Console landing page and click **SHARE**. First time use will direct you to the app store – once installed, click **SHARE** which will launch Host for Mobile app.
- On Android/Chromebook: Visit the Proxy Web Console landing page and click **SHARE**. First time use will direct you to the app store – once installed, click **SHARE** which will launch Host for Mobile app.

Part 5) Connecting to a Shared Device a Device – via Host on Demand and installed Host

There are three ways to connect to Hosts – here they are!

a) The easiest way to get connected to another machine is to ask a user to visit your landing page and hit **SHARE**. This will download and activate the Host on Demand which presents a 6-digit code to them, which they read off to you or email you. Insert that code into the Quick Connect PIN box on the landing page and a connection to that machine will immediately launch (upon successfully authenticating).

b) Connecting by PIN is intended to be a convenient quick way to get connected to another user's device, but is not the only option. Instead, log into the Proxy Web Console and make note of the following Managed Hosts Groups. In particular, the Host on Demand group will list any/all shared devices that are either PC or Mac. Beneath, see the Mobile Hosts group which would list any/all shared devices that are iOS, Android and Chromebook. They appear as blue clickable hyperlinks – click to connect. Any regular installed Hosts will appear in the top level group and can be moved to other groups – more on that later.

c) Third, we support the use of, and encourage testing with the PROXY Pro Master, our installed viewer. After installing Master.msi from the software zip file, the following brief one-time configuration is necessary.
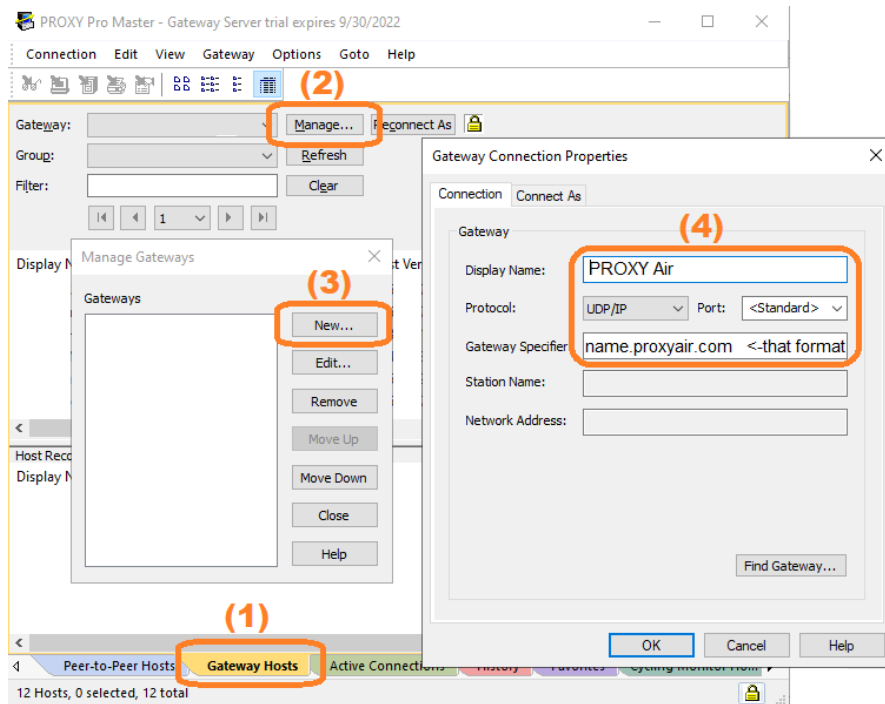
To configure the PROXY Pro Master:

(1) Click the Gateway Hosts tab.

(2) Click the Manage… button.

(3) Click New to add the new Gateway.

(4) Please input the connectivity information:
- Display Name is title for the server

- Protocol should be set to WSS.

- Port should be set to 443, the default port associated by <Standard> when WSS is used.

- The Gateway Specifier will be the same address provided except without https://.

-Optionally on the Connect As tab, input the username and password provided to you and you will not be prompted for authentication each time the Master is opened.

A list of Host will be presented – double-click to connect. A number of right-click options are available to explore such as Screen recording, connecting for File Transfer, adding commonly accessed devices to the Favorites tab and more.

Part 6) Introducing the Connection Windows: PROXY Pro Master (PC and Mac), ClickOnce and HTML5

PROXY Pro supports all mainstream platforms and has been architected to "just plain work" in every scenario possible. Given that our platform support goes beyond Windows, the connection window interface will differ slightly based on the platform used. When using PROXY Pro on PC, the ClickOnce Master will provide the full experience just like the installed Master, our classic viewer since the beginning. The ClickOnce Master is available on IE by default, in Edge with the ClickOnce plugin, and Chrome with the ClickOnce plugin. ClickOnce is available from the "More Tools" hyperlink found on any Proxy Web Console landing page. If ClickOnce is not detected on the system when a connection is launched, PROXY will deliver the connection within a browser tab leveraging the HTML5 Master. If you see the HTML5 Master on PC, just note that you are not receiving the full, complete experience as you would with the ClickOnce or Installed Master and we do recommend testing with each to determine which is best for you.

The installed PROXY Pro Master can be installed on your system and when you right-click a Host to connect, use the Connect -> Connect in Master option, it can then become the default connection method (over ClickOnce and HTML5). When a connection ls launched, it'll call up a copy of the locally installed Master which avoids the need to use ClickOnce and the slightly less feature rich HTML5, which is really intended for use on phones and tablets – Android, iOS and Chromebook. Upon attempting to launch a connection from Mac for the first time, the web console will offer the download of the Master installation file for Mac.

Quick Facts & Take-Aways about Each of the 4 Viewers

Using the installed PROXY Pro Master is ideal when a customer…
- Primarily uses Windows computers to connect to other devices.
- Likes the idea of an installed viewer (as opposed to something web based).
- Prefers to always have full, complete product functionality.

Using the installed Mac Master is ideal when a customer…
- Primarily uses Macs to connect to other devices.
- Prefers using the Mac Master instead of the HTML5 Master.

Using the ClickOnce Master is ideal when a customer…
- Primarily uses Windows computers to connect to other devices.
- Prefers not to install a viewer like the Master.
- Prefers having complete functionality over the HTML5 Master.
- Prefers that connections launch within their own window as opposed to within a browser tab.
- Is willing and able to install the required ClickOnce browser plugin on Edge or Chrome.

Using the HTML5 Master is ideal when a customer…
- Primarily uses Android, iOS or Chromebooks to connect to other devices.
- Prefers not to install a viewer like the Master on their Windows PC.
- Prefers not to install any browser plugin like ClickOnce on their Windows PC
- Prefers that connections launch and are contained within a web browser tab

With this information in mind, let's introduce the different connection windows and the key takeaways in the next section.

Part 6) (Continued) Introducing the Connection Windows: Master (PC and Mac), ClickOnce and HTML5

In this section we'll highlight the most important takeaways about each of the viewers.

PROXY Pro Master Connection Window

(1) The installed Master is the most feature rich, has a complete menu bar to explore – the full range of options are available.

(2) The toolbar represents each of the connection controls and we'll dive into each button next.

(3) Note the tabs at the bottom for File Transfer, Remote Printing, Remote Management – offering the complete experience.
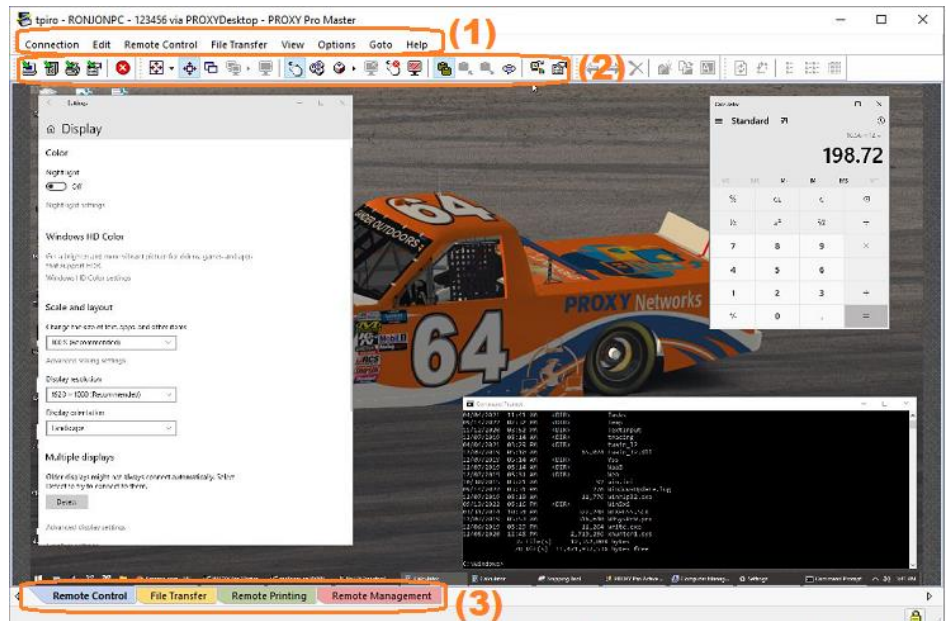
ClickOnce Master Connection Window

(1) The toolbar is complete with all available functions just like the installed Master.

(2) Just like the installed Master, note the tabs at the bottom for File Transfer, Remote Printing and Remote Management, providing an equally complete experience.

Requires the ClickOnce plugin – click the More Information button on the landing page or the blue checkmark on the web console to get the plugin.
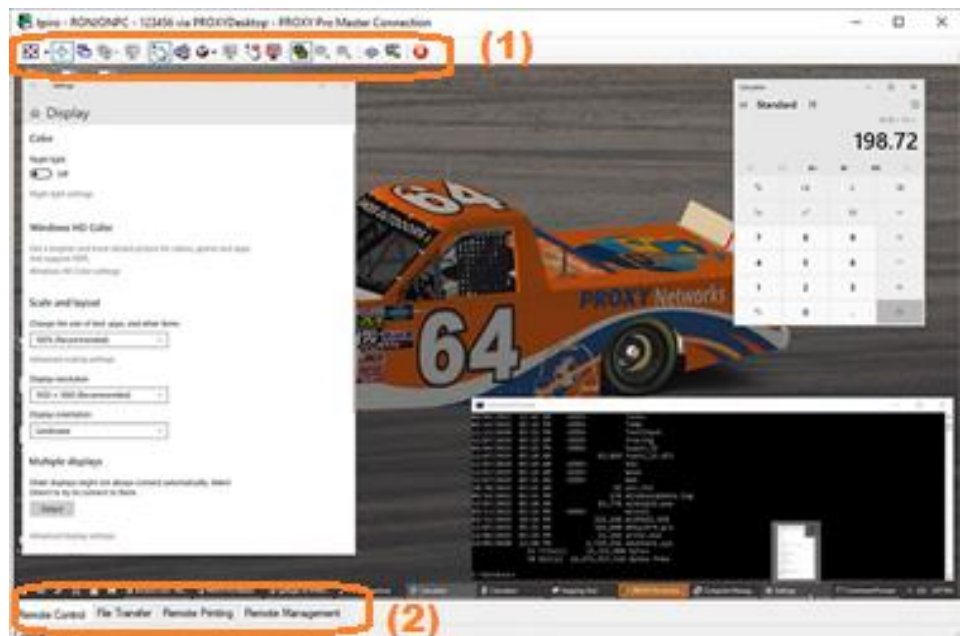
Part 6) (Continued) Introducing the Connection Windows: Master (PC and Mac), ClickOnce and HTML5

The HTML5 Connection Window

(1) All primary controls located along the top of the screen and will launch within a browser tab, works on all platforms.

When using a device like iOS, Chromebook or Android to connect to another device, this is the interface one would see on those platforms.

Also worth noting, this method works on any and all platforms.
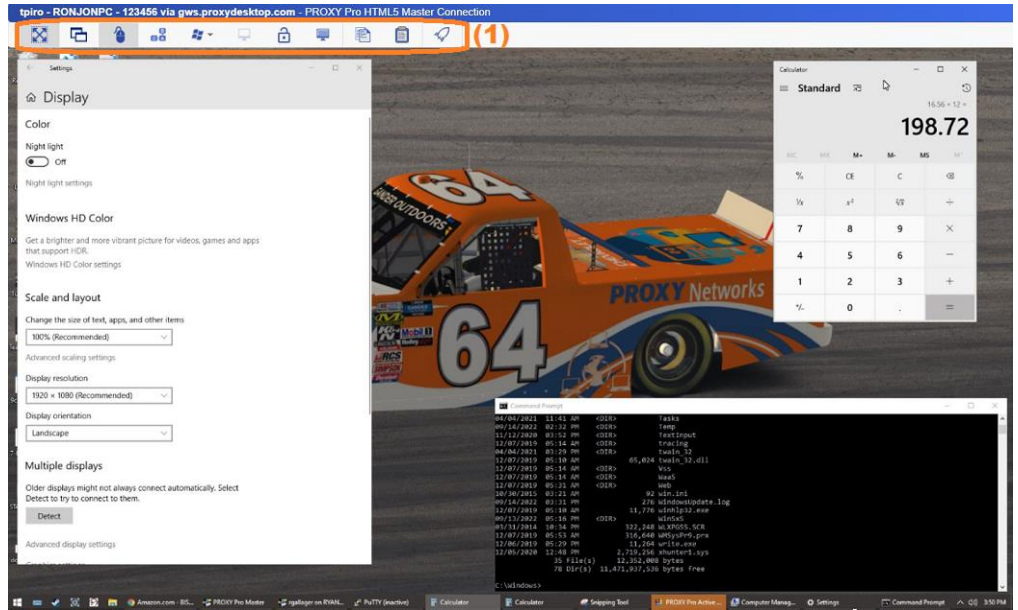
The Mac Master Connection Window:

(1) All screen sizing controls grouped together in the center

(2) Input Control, Clipboard and more are located to the right

The Mac Master will be available for download when attempting to connect from a Host from a Mac.

Mac users may prefer that connections to Hosts launch within their own native windows. Contrast to the HTML5 Master, which opens connections to Hosts within a browser tab.

Proxy Networks, Inc. | PROXY Pro Master User Orientation Guide (Revised 12/13/22) | 1-877-PROXY-US
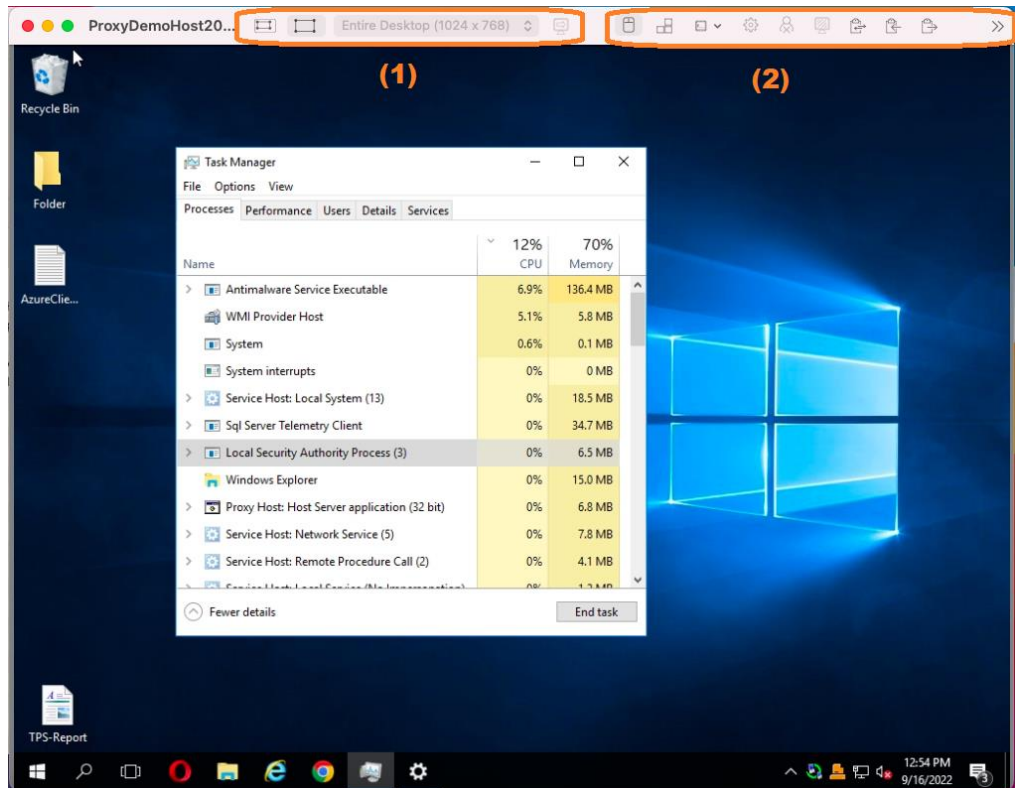
Part 6.1) Tour of the Connection Window Functions: PROXY Pro Master & ClickOnce Master

This section covers key takeaways about the installed PROXY Pro Master along with what each function is useful for.

Shown to the right is a snippet of the installed PROXY Pro Master's connection window toolbar. Below please find additional detail and context about each item.

Note the **File Transfer** tab located at the bottom of the window.
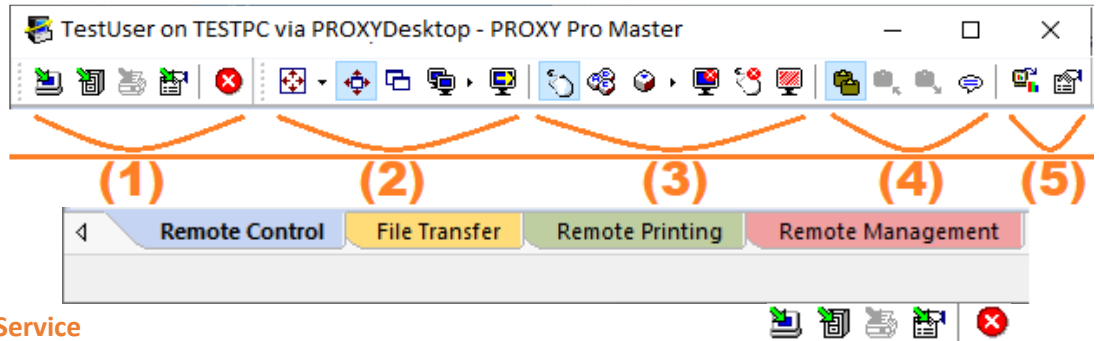
(1) Navigation between each PROXY Service

From left to right, **Remote Control, File Transfer, Remote Printing, Remote Management** and **Disconnect**. Each button is a shortcut to one of the Proxy "services". As an alternative to using these buttons, note that clicking each tab at the bottom left of the connection window can also take you to each respective service when you need to move a file or directory using the **File Transfer** tab, or using the **Remote Management** tab to restart a service, kill a process look oat Windows logs or similar.

(2) Screen Sizing Options & Monitor Selection

If both the target Host and your own machine have matching screen resolutions, **Full Screen** works great. When that isn't appropriate, try the **Fit to Window** mode, as it permits dragging the edges of the connection window and Proxy will auto-scale the Host's screen resolution to the window. The **Fit 1:1** mode has Proxy capturing the target machine's resolution to match your own resolution at a 1:1 ratio, ideal when screen resolutions match. The **Monitor Select** drop-down will list each connected monitor, click to view each, along with a view-all button to see all, and the **Next Monitor** cycles through each.

(3) Taking Keyboard & Mouse Control, Sending Keystrokes and More

From left to right, **Input Control, Send CAD, Send Keystroke, Toggle Visual Effects, Toggle Input Suppression, Blank Screen.** Use the **Input Contro**l button to grab mouse and keyboard control, click it again to enter View Only mode (hotkey toggle=12). Use the **Send CTRL+ALT+DEL** to log into Windows and similar or try CTRL+ALT+BACKSPACE, Proxy's shortcut keystroke. The **Send Keystroke** option list includes Windows+L, Print Screen, Alt+Print Screen (to capture the active window), F11, F12. The **Toggle Visual Effects** button permits a Master user to disable a Host's Visual Effects like disabling wallpaper if the Host is configured to allow it. Check the target Host's Proxy Host Control Panel -> Effects tab if this button is gray – the Host needs to be set to the Permit value in order to allow connected users to toggle effects. The **Suppress Host Input** button will disable the Host computer's local keyboard and mouse until this has been toggled, or once the user has disconnected from the Host. The **Blank Host Screen** button presents a message on the Host console indicating that it is being remotely controlled by an administrator through PROXY Pro Host, which also disables the keyboard and mouse, active until toggled or upon disconnect.

(4) Clipboard Sharing and Chat

From left to right, **Auto-Share Clipboard**, **Get Clipboard from Host**, **Send Clipboard to Host**, **Chat**, **Copy Graphics Screen**, and **Settings**. The first three buttons control how copying and pasting clipboard content shall behave between your own computer and a Host computer you are connected to. In this case, **Automatic Clipboard Sharing** is disabled, so one may copy and paste back and forth manually by clicking the **Get Clipboard from Host** button to move its content to your own computer, or use **Send Clipboard to Host** to move clipboard content on your local machine to the Host's clipboard. Use **Chat** to initiate a chat session with the Host user and the **Copy Graphics Screen** button is equivalent to a screen snipping tool for grabbing screen snippets – draw a box on the Host and it's on your clipboard. The **Settings** button brings up the installed Master's preferences menu – we encourage exploring what connection defaults you find most useful.

Part 6.1.1) Tour of the Connection Window Functions: PROXY Pro Master & ClickOnce Master

Below is a list of each of the functions, their respective buttons along with a brief description & purpose of each.

Function	Icon	Description
(A) Full Screen Mode		Click to view the Host's desktop in full-screen mode.
(B) Fit To Window Mode		Click to view the Host's desktop within the window size.
(C) Fit One-to-One		View the Host screen at a 1:1 resolution mapping.
(D) Monitor Select		Click to view primary, secondary or all monitors.
(E) Next Monitor		Click to cycle through to the next monitor.
(F) Take Input Control		Click to take control of the Host machine's keyboard and mouse.
(G) Send Ctrl+Alt+Del		Click to send the Control + Alt + Delete keystroke combination.
(H) Send Keystroke		Sends one of the below keystroke(s) to remote desktop.
	Ctrl+Alt+Del	Click to send the Control + Alt + Delete keystroke combination.
	Windows+L	Lock remote Host desktop.
	PrintScreen	Capture snapshot of entire desktop and copy to clipboard.
	Alt+PrntScrn	Capture snapshot of active window and copy to clipboard.
	F11	Toggle between normal and full screen modes.
(I) Toggle Visual Effects		Toggle visual effects on/off (e.g. Host wallpaper).
(J) Disable Host's KB/Mouse		Toggle the Host user's ability to use their keyboard and mouse.
(K) Blank Host Screen		Toggle the Host from sending screen output to the console user.
(K) Auto-share clipboard		While enabled, copy and paste clipboard content freely back and forth.
(L) Get Clipboard from Host		If auto-share clipboard is off, click to get clipboard content from Host.
(M) Send Clipboard to Host		If auto-share clipboard is off click to send clipboard content to the Host.
(N) Chat		Open a chat window to communicate via text with the end user.
(O) Copy Graphics		Select an area on the Host's screen to be pasted into mspaint or Word.
(P) Close		Closes the Remote Desktop Window and terminates the connection.

Part 6.2) Tour of the Connection Window Functions: HTML5 Master

This section covers what readers should know about the ClickOnce Master along with what each function is useful for.

The HTML5 Master works within a browser tab and is supported on all platforms. It was developed to be the UI for mobile devices such as iOS, Android, Chromebook.
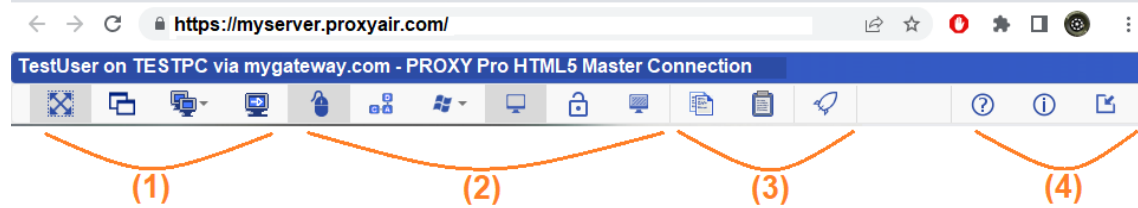
(1) Screen Sizing Options & Monitor Selection

From left to right, **Fit to Window, Fit 1:1, Monitor Select** (choose one to be centered in the connection window) and **Next Monitor**. Each button can be used to help optimize the manner in which the remote Host's screen(s) are presented. If both the target Host and your own machine have matching screen resolutions, **Full Screen** works perfectly every time and is achieved with the F11 key which fullscreens the browser tab. When full screen is not appropriate, try the **Fit to Window** mode, as it permits dragging the edges of the browser tab's window itself – reposition as needed. The **Fit 1:1** has Proxy capturing the target machine's resolution to match your own resolution at a 1:1 ratio, ideal when screen resolutions match. The **Monitor Select** drop-down will list each connected monitor, click to view each, along with a view-all button to see all, and the **Next Monitor** cycles through each.

(2) Taking Keyboard & Mouse Control, Sending Keystrokes and More

From left to right, **Input Control, Send CAD, Send Keystroke, Toggle Visual Effects, Toggle Input Suppression, Blank Screen.** Use the **Input Contro**l button to grab mouse and keyboard control, click it again to enter View Only mode. Use the **Send CTRL+ALT+DEL** to log into Windows and similar. The **Send Keystroke** option list includes Windows+L, Print Screen, Alt+Print Screen (to capture the active window), F11, F12. The **Toggle Visual Effects** button permits a Master user to disable a Host's Visual Effects like disabling wallpaper if the Host is configured to allow it. Check the target Host's Proxy Host Control Panel -> Effects tab if this button is gray – the Host needs to be set to the Permit value in order to allow connected users to toggle effects. The **Suppress Host Input** button will disable the Host computer's local keyboard and mouse until this has been toggled, or once the user has disconnected from the Host. The **Blank Host Screen** button presents a message on the Host console indicating that it is being remotely controlled by an administrator through PROXY Pro Host, which also disables the keyboard and mouse, active until toggled or upon disconnect.

(3) Copying & Pasting Clipboard Content

From left to right, **Copy Clipboard to Host**, **Get Clipboard from Host**. Instead of automatic clipboard sharing like with the installed Master and ClickOnce Master, click the **Copy Clipboard to Host** button to bring local clipboard content to the Host. Or, use the **Get Clipboard from Host** button to move clipboard content from the Host to your local computer. This works for text only in the context of the HTML5 Master, but you can transfer files of up to 26mb using the uploader interface. The third icon launches a copy of the installed Master if one is detected, should one want to perform functions not available in the HTML5 Master.
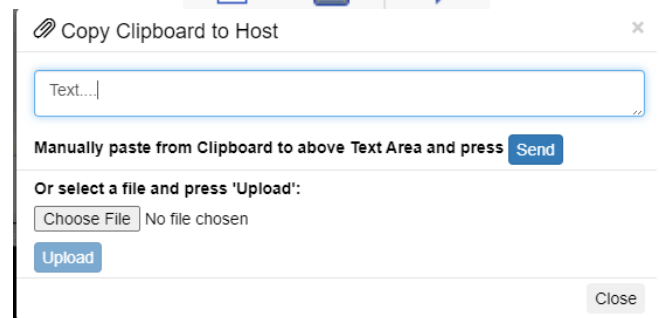
Part 6.2.1) Tour of the Connection Window Functions: HTML5 Master

Below is a list of each of the functions, their respective buttons along with a brief description & purpose of each.

Function		Description
(A) Use Fit to Window Mode		Click to view the Host's machine's desktop within the window size.
(B) Use Fit One-to-One Mode		View the Host screen at a 1:1 resolution mapping.
(C) Monitor Select		Click to view primary, secondary or all monitors.
(D) Cycle to Next Monitor		On multi-monitor Hosts, click to view the next monitor.
(E) Take Input Control		Click to take control of the Host machine's keyboard and mouse.
(F) Ctrl+Alt+Del Keystroke		Send Control + Alt + Delete keystroke to Host.
(G) Send Windows Keystroke		Send commands such as Print Screen, C+A+D, Windows Lock.
(H) Toggle Visual Effects		Enable or disable visual effects (like wallpaper).
(I) Disable Host Mouse & KB		Toggle the Host user's ability to use their keyboard and mouse.
(J) Blank Host Screen		Toggle the Host from sending screen output to the console user.
(K) Send Clipboard to Host		Paste clipboard contents to Host.
(L) Get Clipboard from Host		Copy clipboard contents from Host.
(M) Launch PROXY Pro Master		Launch a local copy of the PROXY Pro Master (if installed).
(N) Connection Window Help		Click this icon to get help with basic topics.
(O) Show/Hide Header		Enables or disables the blue bar showing the machine identity.
(P) Show/Hide Toolbar		Enables or disables the toolbar containing the row of buttons.

Part 6.3) Tour of the Connection Window Functions: Mac Master

This section covers what readers should know about the Mac Master along with what each function is useful for.

The Mac Master delivers connections to Hosts that launch within separate windows like on PC. It can be used instead of the HTML5 Master or in conjunction and we encourage trying both.

(1) Screen Sizing Options & Monitor Selection

From left to right, **Fit 1:1, Fit to Window, Monitor Select** (choose one to be centered in the connection window) and **Next Monitor**. Each button can be used to help optimize the manner in which the remote Host's screen(s) are presented. If both the target Host and your own machine have matching screen resolutions, **Full Screen** works perfectly every time. When full screen is not appropriate, try the **Fit to Window** mode, as it permits dragging the edges of the connection window itself. The **Fit 1:1** has Proxy capturing the target machine's resolution to match your own resolution at a 1:1 ratio, ideal when screen resolutions match. The **Monitor Select** drop-down will list each connected monitor, click to view each, along with a view-all button to see all, and the **Next Monitor** cycles through each.

(2) Taking Keyboard & Mouse Control, Sending Keystrokes and More

From left to right, **Input Control, Send CAD, Send Keystroke, Toggle Visual Effects, Toggle Input Suppression, Blank Screen.** Use the **Input Contro**l button to grab mouse and keyboard control, click it again to enter View Only mode. Use the **Send CTRL+ALT+DEL** to log into Windows and similar. The **Send Keystroke** option list includes Windows+L, Print Screen, Alt+Print Screen (to capture the active window), F11, F12 among others. The **Toggle Visual Effects** button permits a Master user to disable a Host's Visual Effects like disabling wallpaper if the Host is configured to allow it. Check the target Host's Proxy Host Control Panel -> Effects tab if this button is gray – the Host needs to be set to the Permit value in order to allow connected users to toggle effects. The **Suppress Host Input** button will disable the Host computer's local keyboard and mouse until this has been toggled, or once the user has disconnected from the Host. The **Blank Host Screen** button presents a message on the Host console indicating that it is being remotely controlled by an administrator through PROXY Pro Host, which also disables the keyboard and mouse, active until toggled or upon disconnect.

(3) Copying & Pasting Clipboard Content + Disconnect

The first three buttons control how copying and pasting clipboard content shall behave between your own computer and a Host computer you are connected to. In this case, **Automatic Clipboard Sharing** is enabled, so copy and paste freely back and forth. If disabled, one can manually send and receive clipboard content. Use the **Get Clipboard from Host** button to move its content to your own computer, or use **Send Clipboard to Host** to move clipboard content on your local machine to the Host's clipboard. Last, the **Disconnect** button is found on the right which will terminate the connection and the connection window will close.

Part 6.3.1) Tour of the Connection Window Functions: Mac Master

Below is a list of each of the functions, their respective buttons along with a brief description & purpose of each.

		Entire Desktop (1024 x 768) ⇅	🖥		🖱	⊞	⬚ ⌄	⚙	👤	▨	⮂	⮈	⮊	⊗
A	**B**	**C**	**D**		**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**

(A) Use Fit One-to-One Mode		Click to view the Host's machine's desktop within the window size.
(B) Use Fit-to-Window Mode		View the Host screen at a 1:1 resolution mapping.
(C) Monitor Select		Click to view primary, secondary or all monitors.
(D) Display Next Host Monitor		On multi-monitor Hosts, click to view the next monitor.
(E) Take Input Control		Click to take control of the Host machine's keyboard and mouse.
(F) Ctrl+Alt+Del Keystroke		Send Control + Alt + Delete keystroke to Host.
(G) Send Windows Keystroke		Send commands such as Print Screen, C+A+D, Windows Lock.
(H) Toggle Visual Effects		Enable or disable visual effects (like wallpaper).
(I) Disable Host Mouse & KB		Toggle the Host user's ability to use their keyboard and mouse.
(J) Blank Host Screen		Toggle the Host from sending screen output to the console user.
(K) Auto Share Clipboard		While enabled, copy and paste clipboard content freely back and forth.
(L) Get Clipboard from Host		Paste clipboard contents to Host.
(M) Send Clipboard to Host		Copy clipboard contents from Host.
(N) Disconnect		Close and exit the connection.

# Part 7) Testing with the installed PROXY Pro Host

This section will cover the process of getting the traditional Host installed and configured to report to a PROXY Pro server. Please be sure to download the latest version our downloads page at https://products.proxynetworks.com/downloads/. Although it's not covered here, we have supplementary documentation covering each of the Host Settings in depth and another for creating an install package containing custom Host settings and deploying it to large groups of machines.

Begin by installing the Host-x64.msi on the machine you wish to test with. Once installed, open the Proxy Host Control Panel to the "Gateways" tab and click "Add Gateway". The Station Specifier would be the server address in the form of sample.address.com. Select the WSS protocol and hit OK – the Host will now report itself to your server.
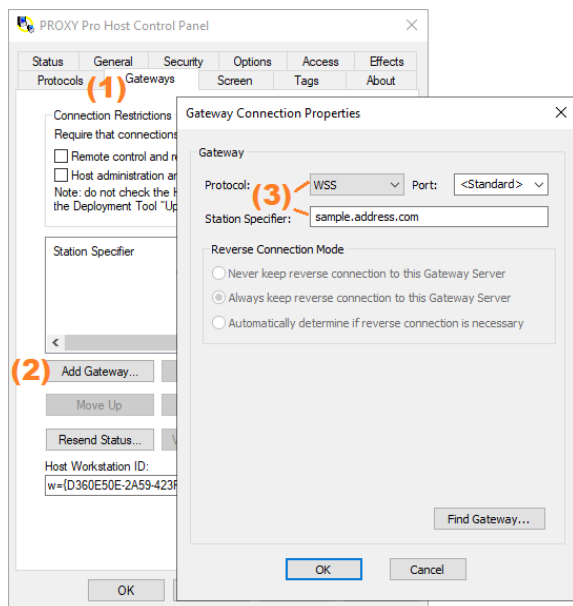
Begin by installing the Host-x64.msi, accepting all defaults. Once installed, open the Proxy Host Control Panel.

(1) Click the "Gateways" tab.

(2) Click the "Add Gateway…" button.

(3) Enter the PROXY Pro connectivity information (address/protocol).

(4) A cube with a green dot means the Host is successfully communicating with the server – look for it in the web console or Master.
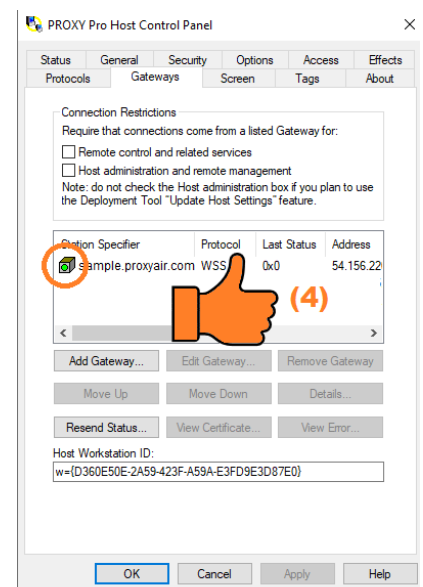
Beyond configuring the Host to report to your server, be aware of the following partial list of Host Settings.
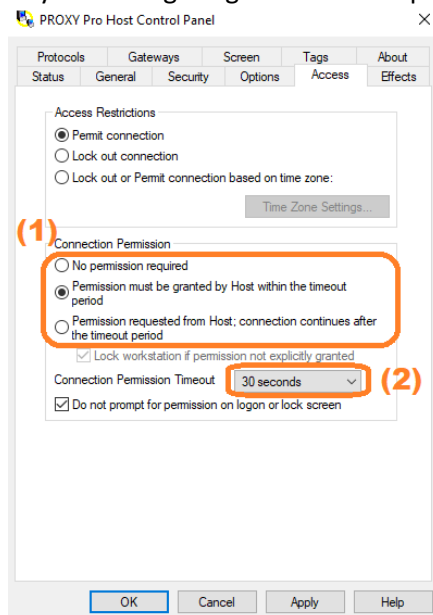
(1) Connect without asking user, connect only with user consent, request to connect, succeeds if not explicitly denied.

(2) Set the timeout value if either the Grant or Request option is chosen.

(3) Station Name controls how Hosts appear.

(4) Host Tray Icon can be visible or hidden.

(5) Connect with an audible chime.

(6) Toggle Connection Notifications.

(7) Toggle Connection Watermark.

19
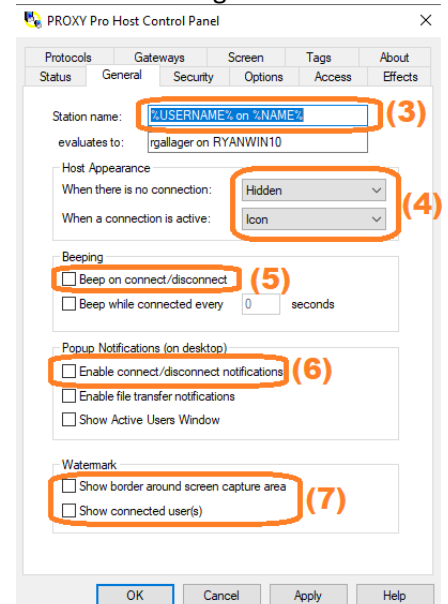
Part 8) Testing with the installed PROXY Pro Host for Mac

The PROXY Pro Host for Mac User Manual is available from https://www.proxynetworks.com/documentation

This page will cover the process of getting the Host installed on Mac and configured to report to a PROXY Pro server. The PROXY Pro Host for Mac (PKG) can be downloaded directly by visiting the PROXY Pro landing page and simply clicking the **SHARE** button. This will bring up a page with a Download button if there is no Host already installed. Click Download, let the software (PKG file) download, then click the downloaded file to open it. This runs the Host installer, which guides the user through installing the software. Or, grab it here: https://products.proxynetworks.com/wcapps/proxy/v100/PROXYProHost.pkg

After installation there are no settings by default but there are a few easy paths forward to get the Gateway information populated into the Host:
• Click **SHARE** from the Proxy Web Console landing page
• Click the "Click here to launch it now" link if the page was left open

To manually configure it, open the Proxy Host Control Panel from the menu bar Host Control Panel and click Preferences, shown on the right:

PROXY Pro Host Control Panel for Mac Overview: When opened, notice each of the five tabs. The Host for Mac Manual covers each in full detail, but the important takeaways start with the Station Name field on the **General** tab, which defines how the Host presents itself to the Web Console & Master. The **Gateway** tab represents which servers its configured to report to, modify screen capture variables on the **Screen** tab, set connection mode on the **Access** tab and set extension tags (for auto-grouping) via the **Tags** tab.

Configuring the Host to report into the server manually: Although the Gateway connectivity information can be included automatically or by a clicking the **SHARE** button, it may be important to know that you can manually set the server address on the Host. From the **Gateway** tab, hit the + button to add a new Gateway. Enter the address and select the WSS protocol; <Standard> implies port 443 when the WSS protocol is selected. Click OK and the Host will report itself in. The Host is now accessible!
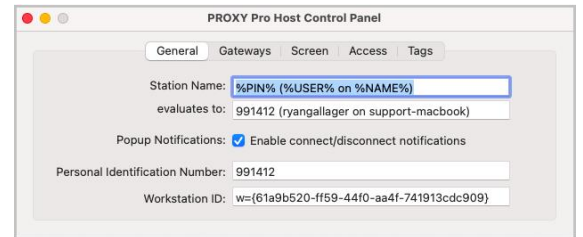
Configuring the Host's Permission to Connect Setting: Although this setting can be included automatically, it may be important to know that the Host can be set to allow connections without any consent (No Permission Required), require that consent must be granted (Grant) or that the connection is requested and will establish if not explicitly denied (Request). If either Grant or Request is used, set an appropriate timeout.

Required Permissions specific to Mac:
There are two permissions that need to be granted to the Host application on any modern Mac.
1) Starting with macOS Mojave (10.14), System Preferences > Security & Privacy, Accessibility, a permission to "control your computer" is present. The PROXY Pro Host will appear in this list as "PROXY Pro Host" and must be granted the right to control your computer to provide input control services.
2) Starting with macOS Catalina (10.15), System Preferences > Security & Privacy, Screen Recording, a permission to "record the screen" is present. The PROXY Pro Host will appear in this list as "PROXY Pro Host" and must be granted the right to record the screen to provide remote view/control services.
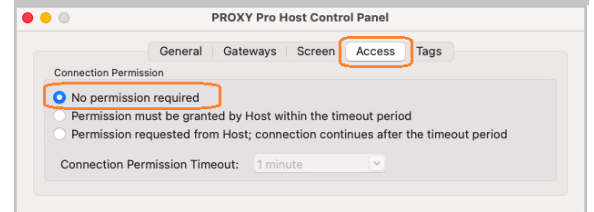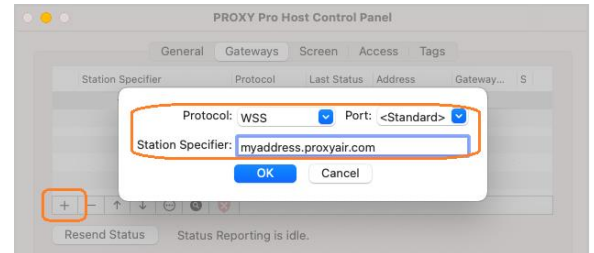
Thank you!

We sincerely hope the information contained within this orientation guide was "just about right" and helps get new users warmed up to using PROXY Pro quickly. For those seeking additional information, we have a documentation page that covers a wide range of topics. Below we'll point out a few that are usually relevant:

Each of these and more can be found on our documentation page at https://www.proxynetworks.com/documentation

- PROXY Pro Datasheet
    - Feature comparison between our products
- PROXY Pro SLA
    - Service level agreement terms, conditions and related information
- PROXY Pro InfoSec Policy
    - Information about the Information Security policy
- PROXY Pro Azure AD Integration
    - Steps to integrate Azure AD authentication into PROXY Pro
- PROXY Pro Host Manual (Windows, Mac, Android, iOS)
    - The complete product manuals for the Host on each platform
- PROXY Web Console Operations Guide
    - The complete product manual for the Proxy Web Console usage and administration
- PROXY Pro Deployment Tool Quick Start Guide
    - Steps to use our tool to create a deployment package for the Host
- PROXY Pro Host Settings Guidelines
    - Proxy Networks makes recommendations on which Host Settings are appropriate
- PROXY Pro Host Settings Management Tips
    - Guidelines for rolling out changes to Host Settings once they have been deployed
- PROXY Pro Host Stealth Mode Guidelines
    - Steps to use Proxy in a stealth mode scenario
- PROXY Pro Host for Mobile: MDM Guidelines
    - Steps to roll out the Host for Mobile app with server connectivity details included

Beyond our documentation page, we have a library of YouTube content covering various topics from product demos, particular feature sets, administration tips and more.

The Proxy Networks YouTube Channel: https://www.youtube.com/c/ProxyNetworks

The Proxy Networks blog will post periodic updates about the product: https://www.proxynetworks.com/blog

We hope you find Proxy useful, effective and that you enjoy using it! Let us ensure your use of Proxy is successful. Our teams are available by email at sales@proxynetworks.com and support@proxynetworks.com and live by phone at 1-877-PROXY-US.