

Radmin Application Management

Installation and Configuration

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AuthID: SE.PP

1. Purpose

This document describes how to install and run Radmin remote control application server on the terminal and Radmin remote control viewer from the support person's side.

2. Background

Radmin is a remote control program that lets you work on computers that are using FBB terminals or BGAN terminals remotely located. You view the remote computer's screen in a resizable window on your own monitor, or as the full screen. Your mouse and keyboard control the remote computer so you can work on the clients computer as if you were sitting right in front of it.

The Radmin system includes two applications:

- Radmin Server, (rserv33.exe) which is installed on a remote computer.
- Radmin Viewer, (rview33.exe) used on the local computer that shows the remote pc's screen display on your own monitor.

To get started, make sure Radmin Server is running on the remote computer. Then run Radmin Viewer on the local computer and connect to the remote computer via the existing TCP/IP connection.

NOTE: This application will not work when using a Regular Access (Default Access Type) solution provided by Stratos. The user must use the Transparent Access, Nat'd Access or Private Network Solution Type offered by Stratos when using this application. The terminal needs to be issued a routable IP address to use with this application.

If you are using a Thrane & Thrane terminal you must configure Port Forwarding on the default port 4899 when in router mode or configure the terminal to use bridged or modem mode.

Link to download: Access to <http://www.radmin.com/download/index.php> and download both Radmin server and Viewer.

3. StratosTrench™ Configuration

StratosTrench™ in Stratos Dashboard™ needs to be configured to enable Internet to Mobile traffic (blocked by default). The Radmin application was tested using a Background IP session on the BGAN. Public IP addresses (Transparent Access or Nat'd Access) must be used for Radmin application to establish the connection between Radmin Server (Computer to be supported) and Radmin Client (The supporter side) when the request is routed via the public internet do. Follow the steps below to insure that you have configured the Stratos Trench correctly. Once you have logged into the Stratos Dashboard go to.

NOTE: Stratos Trench can also be configured to only allow port 4899 to and from the mobile if required.

1. **Reports > Cards** search for your sim card.
2. Under the Data Service Configuration box click on the '**Default User Profile**'

Card Details

The screenshot shows the 'Card Details' configuration page. At the top, there is an 'Actions' section with a dropdown menu labeled 'Action: Please choose an action'. Below this are four expandable sections: 'Subscription (click to expand)', 'SIM Card Details (click to expand)', 'Package Configuration (click to expand)', and 'Data Service Configuration'. The 'Data Service Configuration' section is expanded, displaying a list of settings:

ChatCard Data allowed	Yes
Maximum Streaming Speed	Streaming Symmetrical 256
Allowed User Profiles	accept any User Profile
Default User Profile	ts10
Password	
IP Address EMEA	212.165. . .
IP Address Americas / AsiaPac	212.165. . .
Current Sessions on Trench	0

Figure 1: Card Details

Once you are in the Details Screen for the User Profile.

3. Click the drop down menu aside of Trench Rules and choose '**Specify Custom Rules for this User Profile**'.
4. Click '**Ok**'

Details for User Profile ts10

User Name: ts10
Password: [Redacted]
Access Type: Transparent Access
Description: Transparent Access provides you with access to the internet. Your terminal is accessible from the internet on the same IP address as the one used for traffic from the terminal to the internet (no address translation). You can choose for static or dynamic IP addresses

Update by End-user Allowed:
Customer ID: [Redacted]
SIM Card: 90111211
Default:
Maximum Streaming Speed Allowed: Streaming Symmetrical 256
Billing Profile: [Redacted]
Trench Rules: Specify Custom Rules for this User Profile
[Show current rules...](#)
Subscription: UP_TA
APN: xantic.bgan.inmarsat.com
Current Sessions: 0
Accept SIM cards: accept any SIM card
IP Address:

Routing	Type	IP Address	Subscription
EMEA	static	212.165...	subscr info: TASPUIP
Americas/AsiaPac	static	212.165...	subscr info: TASPUIPFR
China	dynamic		subscr info: TADPUIPFRCHN

Actions: OK Finish

Figure 2: Details for User Profile

- The screen below should open and the profile will need to be configured to Permit All, from Mobile to Internet as well as Internet to Mobile.

Trench Firewall Rules for User Profile rd

You have chosen not to use a Rule Set, but to define specific Trench Firewall Rules for this User Profile. Before continuing the order for this user profile.

Choose from predefined rules

- All
- All TCP
- All UDP
- All ICMP
- All IP Protocols
- Email
- SMTP
- POP3
- IMAP
- Secure SMTP
- File Transfer
- HTTP
- FTP
- Web Browsing
- HTTP
- HTTPS
- FTP
- StratosNet Accelerator
- Client and Clientless Application

Add Mobile To Internet

Add Internet To Mobile

Your current rule list

- From Mobile to Internet**
 The following connections are denied
 The following connections are permitted
 - All
 - All IP Protocols
 All other connections are denied
- From Internet to Mobile**
 The following connections are denied
 The following connections are permitted
 - All
 - All IP Protocols
 All other connections are denied

Figure 3: Trench Firewall Rules for User Profile

- After you have configured the User Profile click on **'Continue'** and then **'Confirm'** the changes.

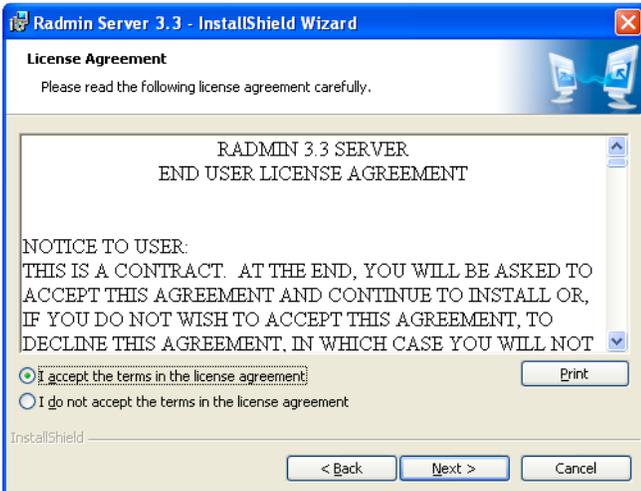
NOTE: You must close any active data sessions and start a new data session for the User Profile to be applied.

4. Installation (Radmin Server)

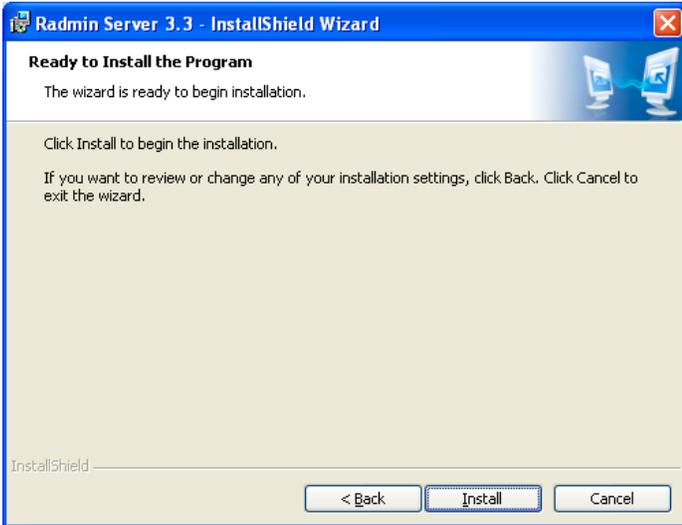
- Install Radmin Server 3.3 (rserv33.exe) on the remote computer.
- Run the installer downloaded from Radmin download page
- Click **'Next'** to continue



- Accept the terms in the license agreement and click **'Next'**



- 5. Click **'Install'** to proceed with the installation



- 6. When the installation is completed, click **'Configure user access rights for Radmin Server'** and click **'Finish'**



5. Configuration (Radmin Server)

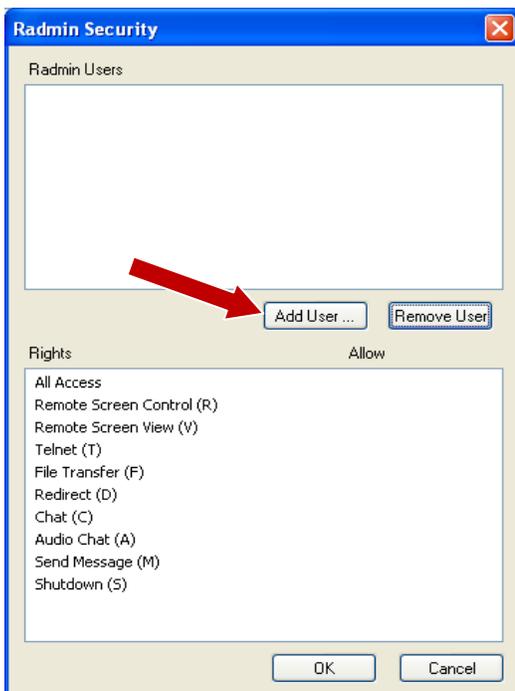
1. The console **'Settings for the Radmin Server'** will start up when the installation completes. Click **'Permissions'**



2. Select **'Radmin security'** and click **'Permissions'**



3. Click **'Add User'** to create a new user for the support person that will connect to this server



4. Create a login name and a password and click **'OK'**



Add New Radmin User

User name: IT

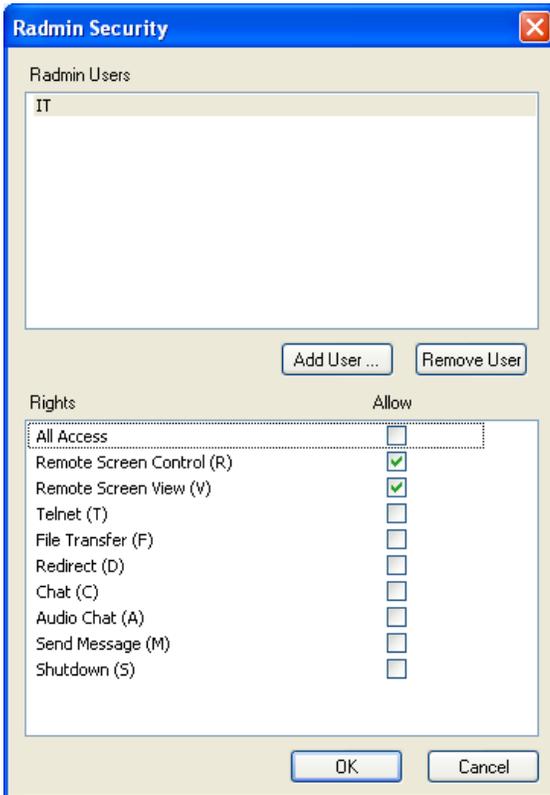
Password: ●●●●●●

Confirm password: ●●●●●●

OK Cancel

5. Go back to **'Radmin Security'** and choose the users Rights
- Select **'Remote Screen Control (R)'**
 - Select **'Remote Screen View (V)'**
 - Click **'OK'**

NOTE: Please refer to Help by clicking the button **'Help'** on the settings for Radmin Server to obtain more information on the other rights shown below.



Radmin Security

Radmin Users

IT

Add User... Remove User

Rights Allow

All Access	<input type="checkbox"/>
Remote Screen Control (R)	<input checked="" type="checkbox"/>
Remote Screen View (V)	<input checked="" type="checkbox"/>
Telnet (T)	<input type="checkbox"/>
File Transfer (F)	<input type="checkbox"/>
Redirect (D)	<input type="checkbox"/>
Chat (C)	<input type="checkbox"/>
Audio Chat (A)	<input type="checkbox"/>
Send Message (M)	<input type="checkbox"/>
Shutdown (S)	<input type="checkbox"/>

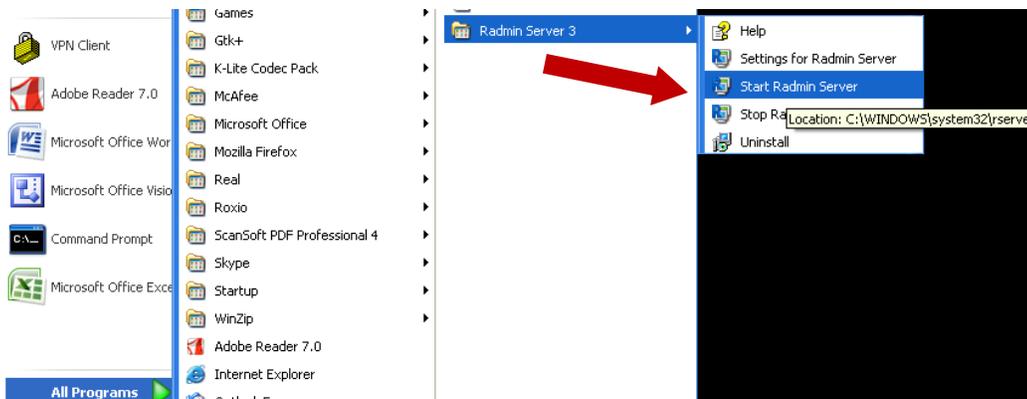
OK Cancel

6. Radmin server starts automatically by default. To make sure Radmin has started, right click the **'Radmin Server Icon'** on the Windows toolbar. If you do not see the Radmin Icon in the Window's taskbar you will need to manually start the Radmin server by following the instruction below.

- a. If the server has started, there is an option to **'Stop Radmin Server'** in the Window's taskbar also.

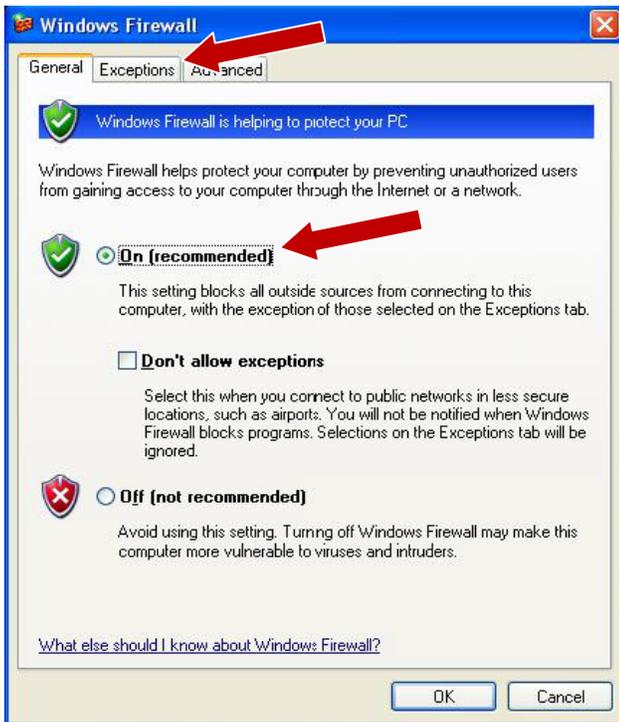


- b. Otherwise, start the Radmin server by going to **Start > Programs > Radmin Server 3 > Start Radmin Server**

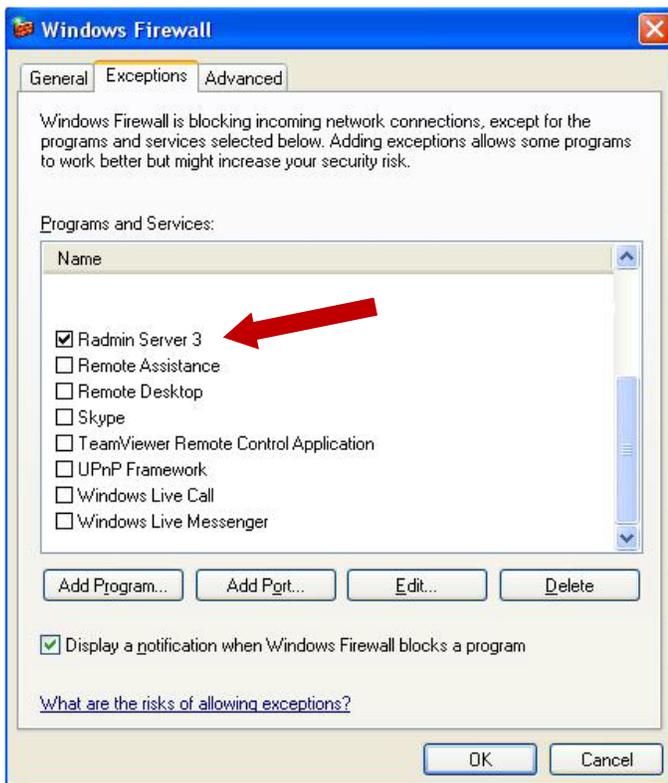


- c. Windows firewall should be turned on for security. To make sure Radmin Server has been granted an exception rule for access from the remote support side, go to **Start > Control Panel > Windows Firewall**

- i. Select '**On (Recommended)**' and deselect '**Don't allow exceptions**'
- ii. Then select the tab '**Exceptions**'

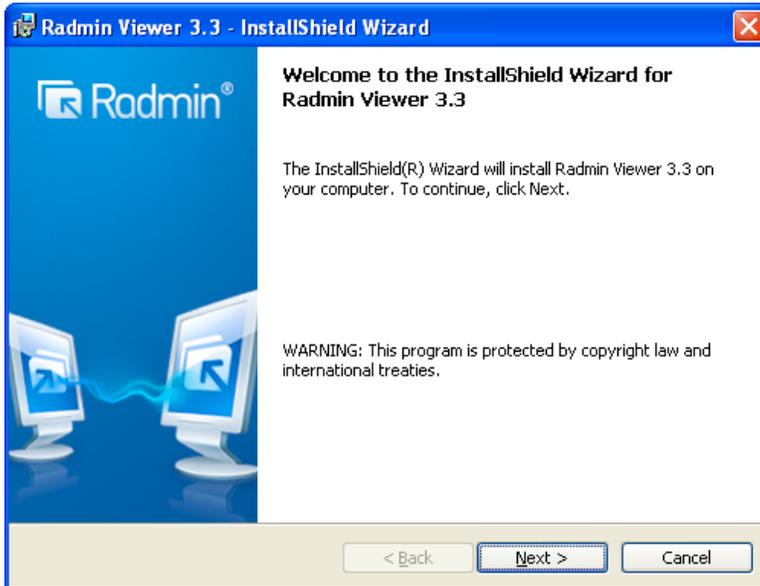


- iii. Select '**Radmin Server 3**' in the tab '**Exceptions**' and click '**OK**'



6. Installation (Radmin Viewer)

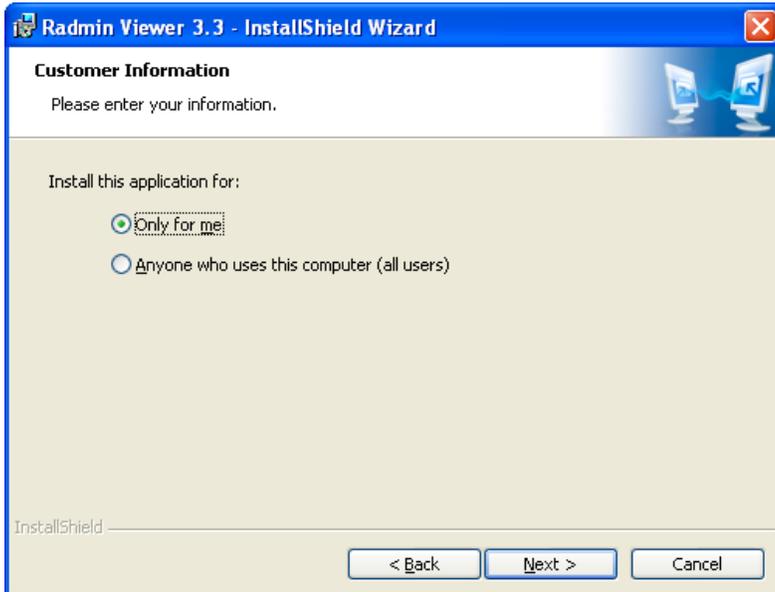
1. Install Radmin Viewer 3.3 (rview.exe) on the computer (The support side).
2. Run the installer downloaded from Radmin download page
3. Click '**Next**' to continue



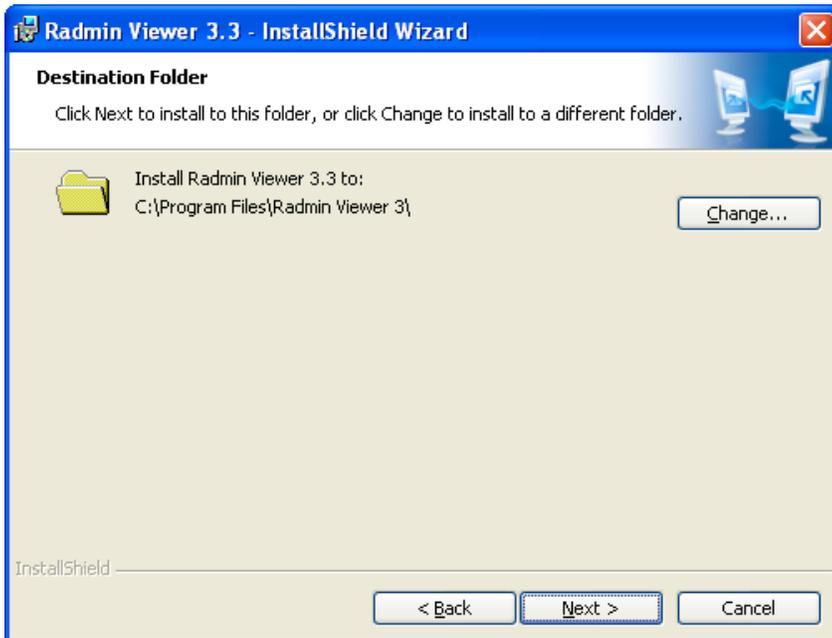
4. Accept the terms in the license agreement and click '**Next**'



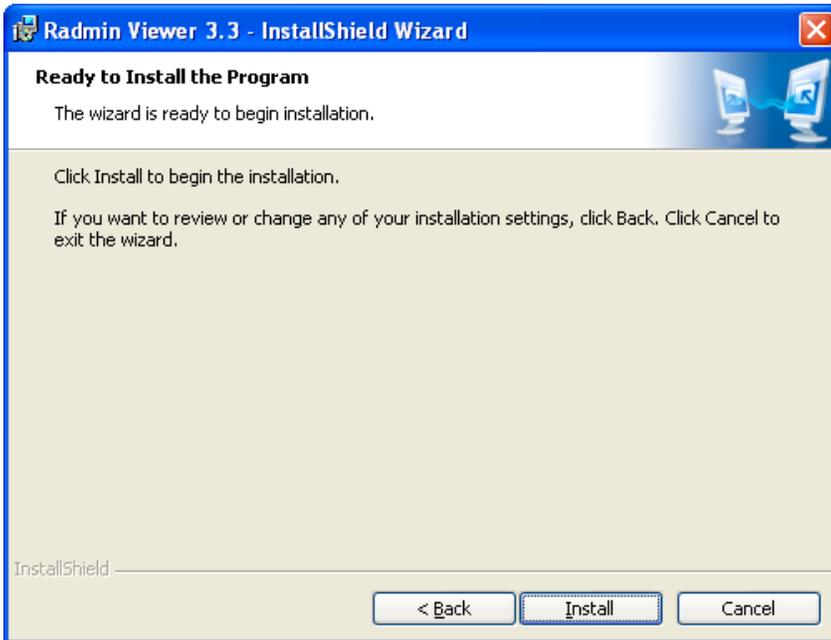
5. Choose **'Only for me'** if only one IT support person is supposed to connect remotely to the Radmin Server 3.3. Otherwise, choose **'Anyone who uses this computer (all users)'** and click **'Next'**



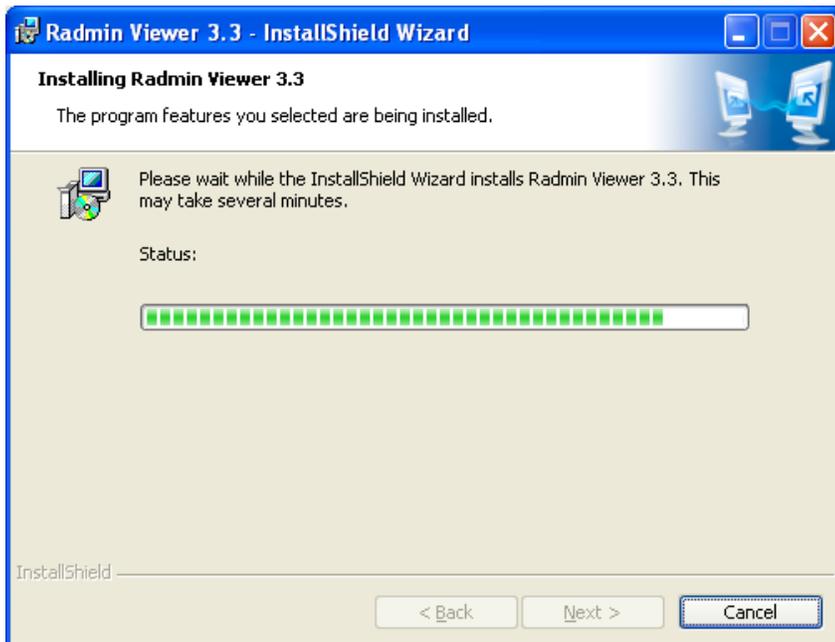
6. Click **'Next'** to continue to install the viewer



7. Click 'Install' to continue



8. The Installation process will continue to install

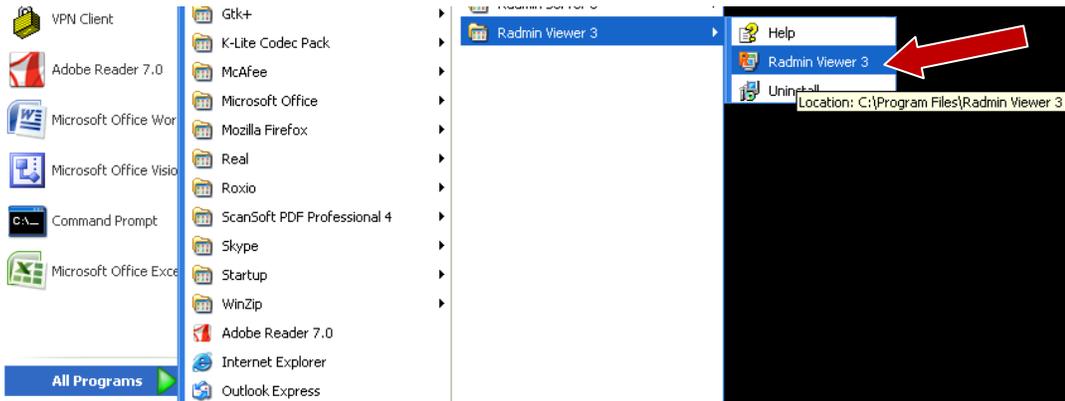


9. The installation is complete. Click **'Finish'**

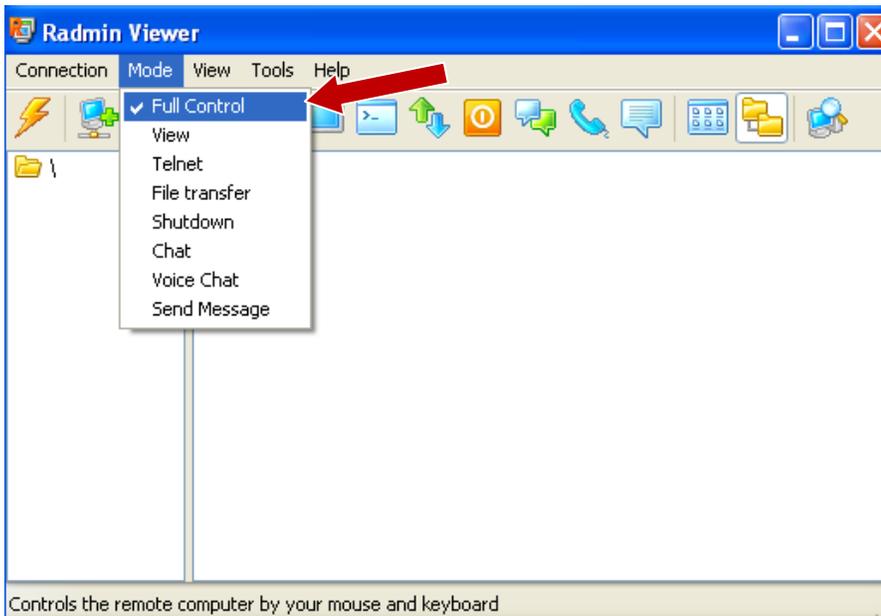


7. Remote Connection

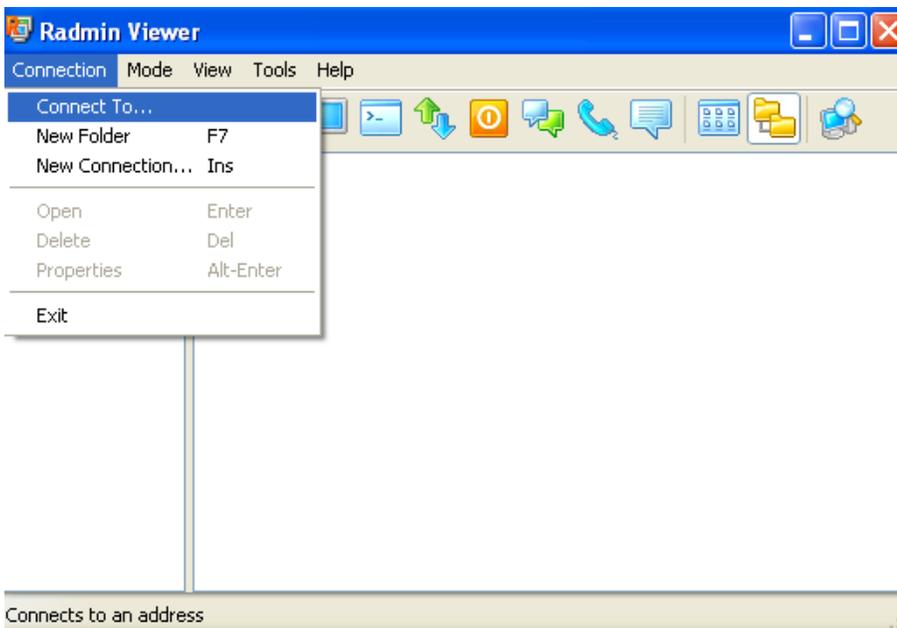
1. To start the viewer, go to Start > Programs > Radmin Viewer 3 > and select Radmin Viewer 3



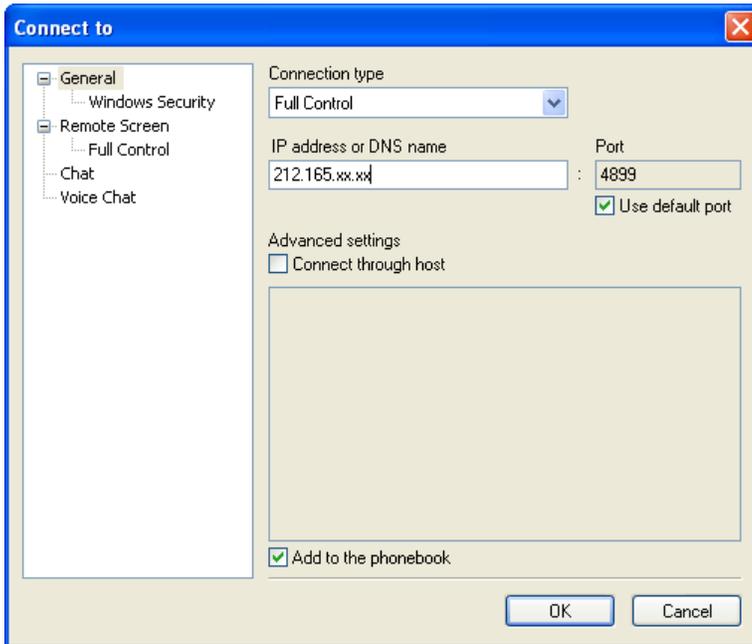
- The Radmin Viewer will appear. Select **'Mode'** on the menu and choose **'Full Access'** this will insure that the mouse cursor on the support persons computer will move in the viewer window of the remote computer and allow the support person to perform remote support



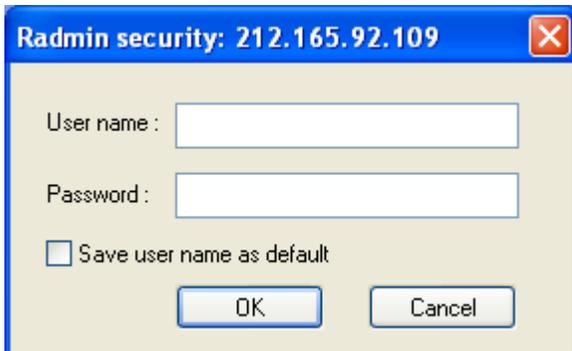
- Then select **Connection > Connect To...** in the menu



4. Type in the public IP (Static/Dynamic) provided by the remote client, use the **Default port 4899** which is configured in the server's side and then click '**OK**'



5. Enter the user name and password that was created in steps 3 and 4 on page 7
 a. Click '**OK**' after the credentials are entered



- b. The Radmin Viewer will try to connect to the remote computer. If the connection is established successfully, a window showing the remote desktop will appear.