

Remote Maintenance & Getting Started

What should I do if remote access (VNC/RDP/PMAD) isn't working?

- Check the TightVNC service on the affected machines.
- Remote access is not available if the computer appears offline (grayed out); if this is the case, check the status of the medullaagent service on the machine.
- If your default SSH port is not 22, ensure that the following file includes your IP address and the SSH port you are using: **C:\Program Files\Medulla\bin\reversessh.bat**
If this is not the case, then a change must be made on your server in the file: **/etc/pulse-xmpp-agent/reverse_ssh_on.ini.local**

You must restart the pulse-xmpp-agent-relay.service

- If your infrastructure has a public IP address and the server cannot reach the endpoints via a private IP address or a VPN, the connection is then established in **reverse** from the endpoint to the server.

To verify that this connection is working properly, manually run the following script:

```
C:\Program Files\Medulla\bin\reversessh.bat
```

This will allow you to identify any connection errors.

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