

# Getting Started with Remote Access



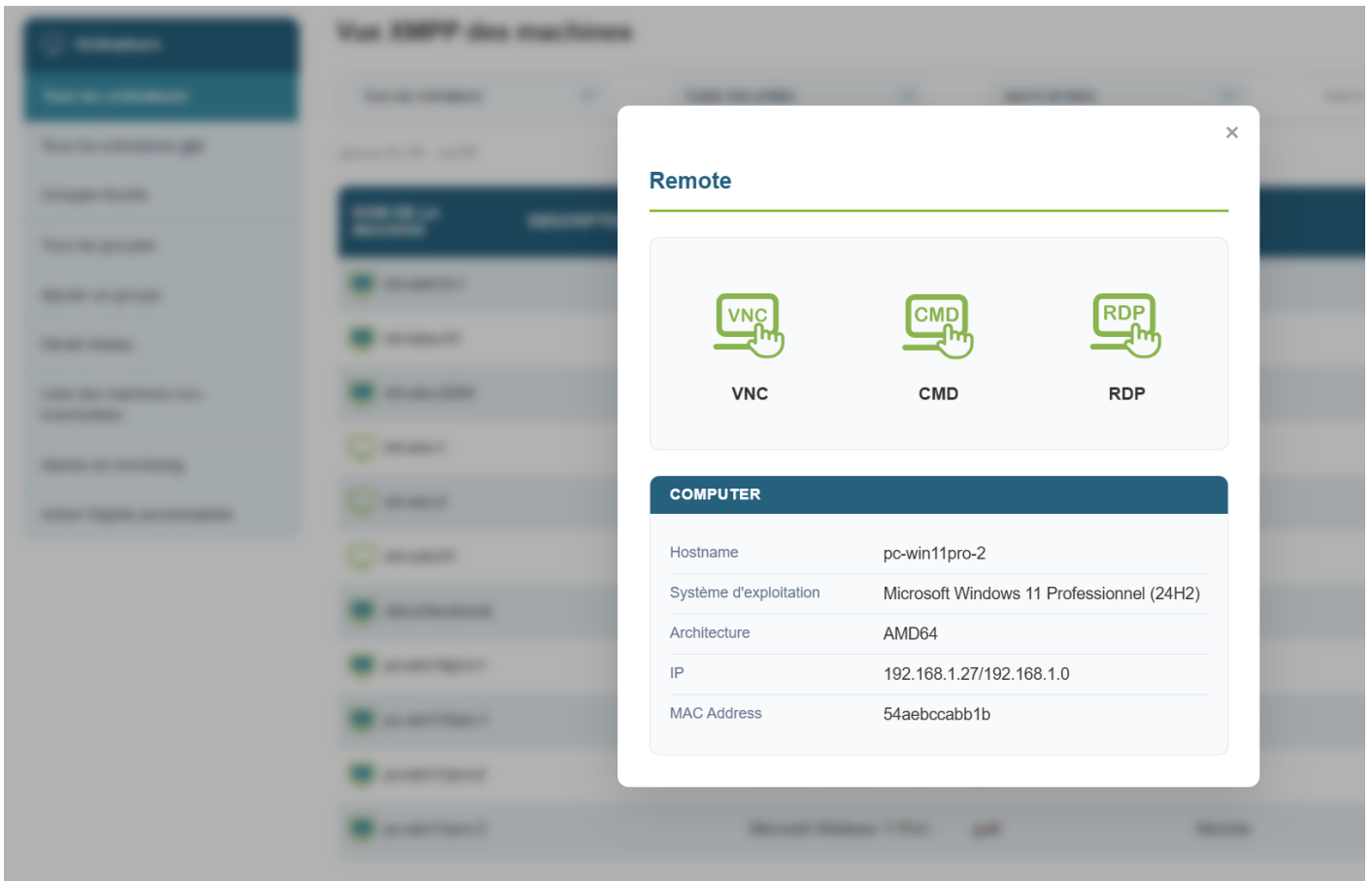
**Remote Access** Direct access to machines to perform troubleshooting or maintenance tasks:

This allows you to take control of the remote machine in three possible ways:

Windows:

- CMD
- VNC
- RDP

When you click the button, a pop-up appears allowing you to choose which protocol you want to use:



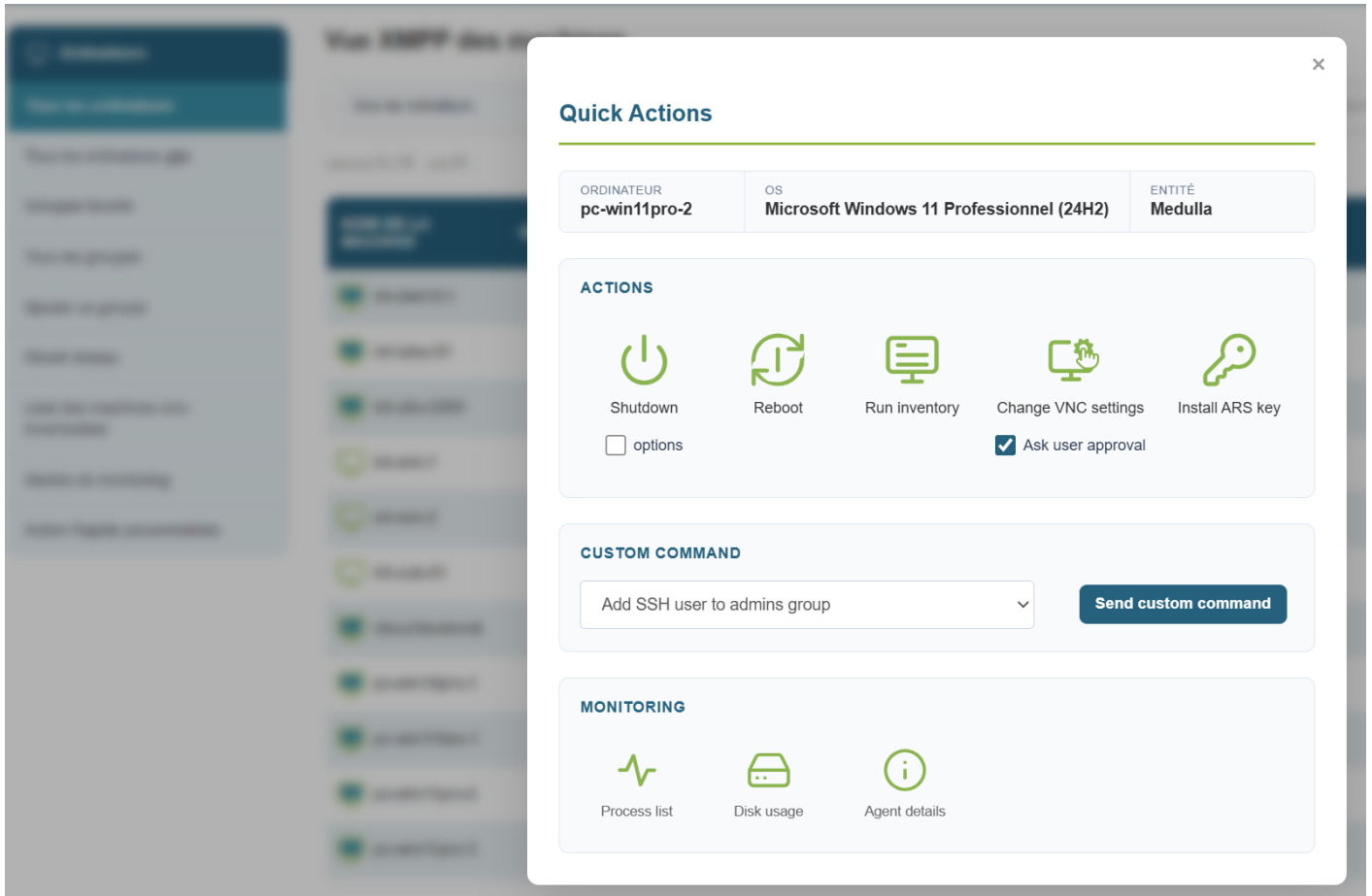
The screenshot shows a web interface with a 'Remote' pop-up window. The pop-up window has a title bar with a close button (X) and the word 'Remote'. Below the title bar, there are three buttons: 'VNC', 'CMD', and 'RDP', each with a corresponding icon and a hand cursor. Below the buttons, there is a section titled 'COMPUTER' with a table of system information.

COMPUTER	
Hostname	pc-win11pro-2
Système d'exploitation	Microsoft Windows 11 Professionnel (24H2)
Architecture	AMD64
IP	192.168.1.27/192.168.1.0
MAC Address	54aebccabb1b

For VNC, by default, an authorization request is sent to the user, and the user must grant you permission.

If you need to temporarily disable the authorization request for a maintenance operation while the user is away from their workstation, you can do so for the duration of the session:

Click the quick action button, uncheck the "Ask user approval" box, then click the take control button.

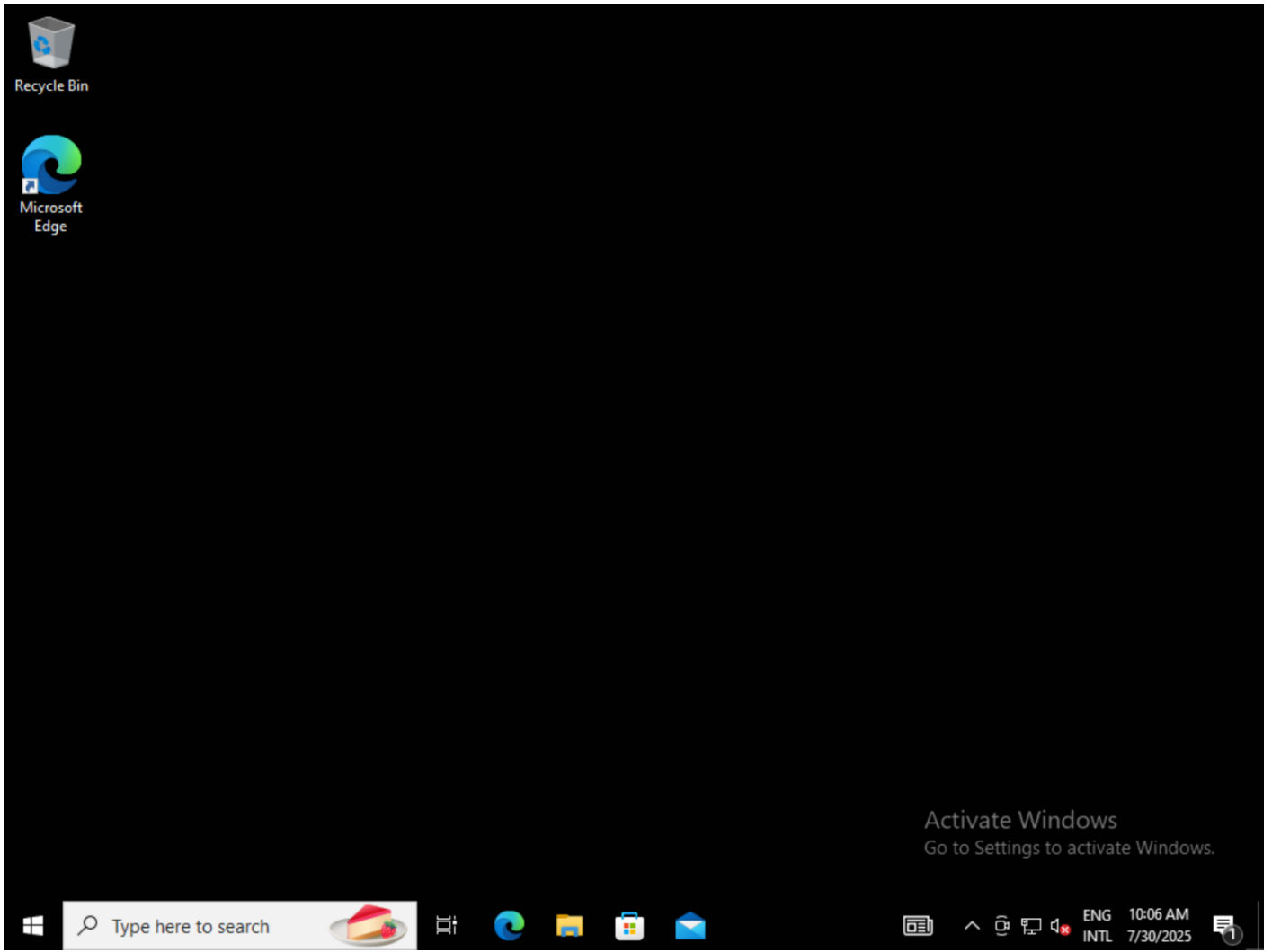


Remote access via CMD:

```
Microsoft Windows [Version 10.0.19045.2965]  
(c) Microsoft Corporation. All rights reserved.
```

```
pulseuser@MAS-WIN-1 C:\Users\pulseuser>
```

Remote access via VNC:



Remote access via RDP:



MedullaUser

Sign in

 MedullaAdmin

 MedullaUser

FRA  

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