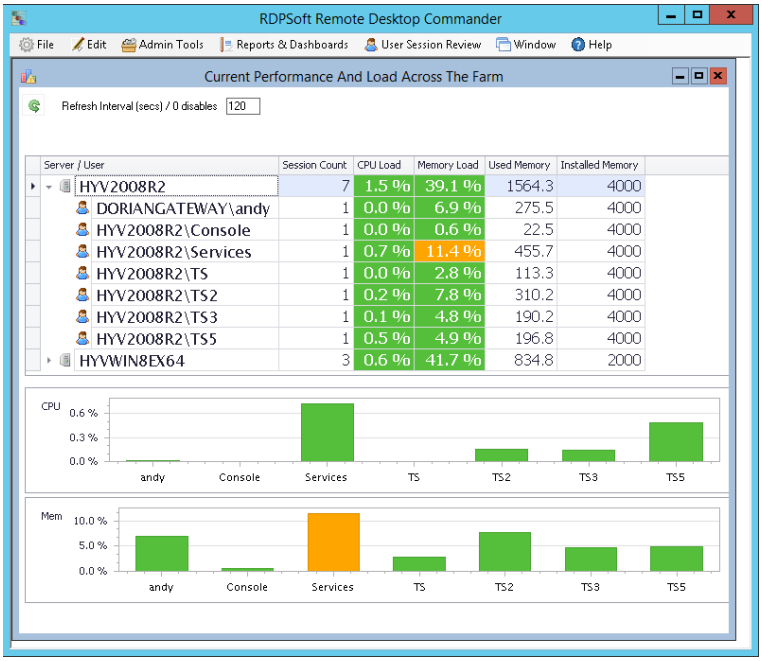
RDPSoft™ Remote Desktop Commander™

Overview: RDPSoft's Remote Desktop Commander Suite is a comprehensive monitoring, management, and reporting platform for server-based computing platforms like Microsoft Remote Desktop Services, Citrix XenApp/XenDesktop, and VMWare Horizon View. Always on and collecting valuable metrics from session-based and virtual desktop based deployments, it gives you valuable insights into your farm. Whereas simple network monitoring, server monitoring, and application performance monitoring solutions stop at the water's edge, our Remote Desktop Commander Suite shows you how each user and each application they run impacts performance on your servers, letting you do root cause analysis.



On a Tight Budget? No Problem.

Monitor your Remote Desktop Session Hosts and Citrix XenApp Servers for only $9.99 per server per month. Monitor virtual desktops and physical workstations for only $1.29 per desktop per month. Volume discounts are also available.

Our Remote Desktop Commander Suite solution is the most affordable RDS/Citrix monitoring and reporting solution in the industry. Licensed based on the number of servers monitored (or virtual desktops, if you run VDI), we offer very affordable subscription and perpetual license rates.

Other vendors play tricks to run up your licensing costs, such as limits on data retention, charging based on users, etc. We don't think this is fair.

As a result, our pricing is perfect for small and medium sized businesses, yet our architecture is scalable for larger organizations. Whether or not you need a limited-time assessment or routine monitoring, we have you covered.

Use Cases:

RDPSoft's Remote Desktop Commander Suite is perfect for:

Licensing Audits: Quickly report on which applications are in use by user, and more importantly, see how many users run specific programs each month (e.g. named user total or concurrent user total).
Are you an MSP? Use our Service Provider Licensing Tracker module to track per-user RDS and Office SALs!
Performance Tracking: Use intuitive dashboards to keep an eye on which servers are under the most load, and more importantly, which users and applications are the greatest contributor to that load. Quickly view historic performance to zero in on the users and programs that caused issues.
Session Playback / Recording: Want to see exactly what happened in a session for troubleshooting and root cause analysis? RDPSoft's agent can snag screenshots, memory/CPU data per process, window captions, and UDP/TCP port activity in each session.
User Activity Tracking: Choose from over 20 reports, each with different levels of detail, that can show user attendance, how active / idle users are in their sessions, and the total time spent connected remotely. These reports are perfect for managers who want to audit teleworking environments.
Connection Quality / Latency: Quickly find out which sessions have the poorest connection quality and/or highest latency from client device to server. Determine if the problem is server side or client side.
Security / Login & Logon Failure Tracking: Monitor successful RDP logins and logon failures centrally, no matter whether they occur on a Remote Desktop Gateway Server, or Remote Desktop Session Host. Geolocate IP addresses with interactive maps and dashboards, and schedule daily reports.
Session Management Tools: Intuitively perform session management with the Session Navigator tool.
Shadow sessions, disconnect/logoff users, terminate hung processes, check connection quality, plus so much more!
Leverage powerful searching and grouping features to tackle even the largest farms, and you can even integrate your own parameterized PowerShell scripts to do various types of heavy lifting.

Key Features

Reporting	Over 80 out-of-the box reports in over 6 major categories, such as **Client Data, Licensing**, **Network & Protocol Metrics**, **Performance**, **Program Tracking**, and **User Session Activity**. Reports can be filtered, automatically scheduled, and emailed to management on a recurring basis. Reporting formats include any combination of **Microsoft Word**, **Microsoft Excel**, or **PDF**.
Dashboards	Use several dashboards to gain immediate visibility into the health of your farm: **Current Performance and Load Across the Farm**, **Historical Performance and Load Across the Farm, Memory and CPU By Session, Peak Memory Use By Application**, and **Average Memory Use By Application** are some of the more frequently used ones.
Active Session Management	Leverage the Remote Desktop Session Navigator for frequent RDS & Citrix session management tasks, like **shadowing**, **sending messages**, **logging off and disconnecting users, viewing live protocol data**, and **viewing processes with high memory use and terminating them**. **Plus integrate your own PowerShell scripts.**
Session Recording, Session Search, and User Activity Monitoring	Record session performance data every 30 seconds, such as CPU and memory use by user and by process. View TCP/UDP network connections made in each user session. Enable screenshot captures for user auditing and/or additional troubleshooting. Search for recorded sessions by application title bar caption, TCP/UDP port activity, or program use. Create user session activity reports to view user logon/logoff times, compare idle time to active time ratios, and compare productivity between users..
Automated Database Grooming	Remote Desktop Commander automatically purges older data out of its SQL database according to administrator preferences. No database expertise is required.
Protocol Connection Quality and Bandwidth Monitoring	Report on bandwidth consumption per user session and per server on a daily, weekly, or monthly basis. Leverage the new RDP features in Windows Server 2012/2016 to review session latency by user and by server, as well as protocol error rates, to troubleshoot user connection problems.
Security / Login & Logon Failure Tracking	View all logins/logon failures on Session Hosts and RD Gateway Servers centrally in a dashboard. Geolocate IP addresses to see the source of brute force attacks, and find out where users connect from in an interactive worldwide map. Run/schedule over 6 reports to routinely check the security posture of your collection(s).

System Requirements For The Central Monitoring Server

CPU: 2 GHz or faster processor is recommended

RAM: 2GB+ recommended minimum

Available Disk Space: Between 1 and 15GBs free minimum, depending on configuration (see below)

Installing Remote Desktop Commander Suite with its built-in local SQL Server Express Instance requires 13 GBs of free disk space (for both SQL Server Express install and database creation). If you elect to use a remote installation of SQL Server elsewhere on your network or via Azure SQL, this extra disk space is not required. Our setup program will prompt you at the outset regarding whether or not you need to use the built-in SQL Server Express instance, OR if you plan to use an existing remote SQL Server instance / Azure SQL DB elsewhere.

If you do not yet have the .NET 4.0 Framework (Full) installed yet on your system, an additional 850MBs to 2GBs of free disk space will be required.

System Requirements For Systems/VMs Running Our Agent

RAM: 100MBs for the base Agent Service on RDS servers, XenApp servers, or VDIs (e.g. XenDesktop). For any users that need full screenshot recording (which necessitates deployment of an in-session helper process for our Agent), add an additional 30MBs per user in that category.

CPU: On average, in its standard configuration, our agent uses less than 1% of available CPU even on session hosts with greater than 30 concurrent users.

Frequently Asked Questions:

What sort of database does Remote Desktop Commander use to store its collected data?

Remote Desktop Commander uses Microsoft SQL Server or Azure SQL. For smaller networks, you can install the built-in Microsoft SQL Server Express instance that comes with our software's setup. For larger deployments, you can point our software at an existing database server running on your network, or store its data in the cloud with Microsoft Azure SQL.

Does Remote Desktop Commander require an agent on each server/workstation that it monitors?

No. The only type of data that requires our agent for collection is session performance data (e.g. CPU/Memory), TCP/UDP connection data, and session screenshot recording. All other types of data (e.g. licensing, user time tracking, network connection quality, client data, etc) can be polled remotely over the network without ever deploying our agent.

Can I collect and monitor data from physical workstations and virtual desktops as well?

Yes! Remote Desktop Commander supports collecting user session and performance data from virtual desktops and physical workstations. Just deploy our Remote Desktop Commander agent and the data will start streaming in.

Microsoft® Most Valuable Professional

Built by a 3x Awarded Microsoft MVP!

Remote Desktop Commander was designed by Andy Milford, RDPSoft's Founder and Chief Software Architect. Andy is a Microsoft MVP in the Enterprise Mobility / Remote Desktop Services area.

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