



NetSupport Manager and Remote Desktop

Overview

This document details the behaviour of NetSupport Manager and Remote Desktop when used together on the same computer.

Remote Desktop Connections and earlier versions of NetSupport Manager

With NetSupport Manager versions earlier than version 10.30 the behaviour of NetSupport Manager is as follows:

When an RDC Connection is established

1. Remote Desktop unloads the NetSupport Mirror driver (if loaded).
2. The currently logged on user's desktop is logged off or locked (depending on the credentials used by the Remote Desktop user) and a new session (session one) created showing the logged off or locked screen on the local console.
3. The Remote Desktop session is created on session zero and connected.

During the Remote Desktop Connection if a NetSupport Manager Control tries to view the Client the Control will revert to Screen Scrape mode as the NetSupport Mirror driver is unloaded. The remote NSM Control user will see what the remote RDP user sees (session zero).

After RDC Connection has finished

1. Remote Desktop ends but does not move the local console (session one) back to session zero.

If a NetSupport Manager Control is now used to view the Client a blank screen is displayed as the NetSupport Mirror driver is not loaded and Screen Scrape mode can only view session zero which no longer contains a user interface.

Who could be affected by this?

Customers using NetSupport Manager versions 5.02 to 10.20 and Remote Desktop on the same remote computer running Windows 2000, Windows XP or Windows 2003 Server..

Note: It is recommended that these customers update to NetSupport Manager 10.30 or higher.

Workaround

To workaround this issue the local console needs to be moved back to session zero.

This can be achieved by running the Microsoft Terminal Services Utility TSCON at the Client computer as follows:

```
Tscon [session id] /DEST:[session name]
```

```
Example: tscon 0 /DEST:console
```

For more information on TSCON please refer to Microsoft's knowledgebase article number 243202.



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Remote Desktop Connections and NetSupport Manager 10.30 or higher.

When an RDC Connection is established

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2. The currently logged on user's desktop is logged off or locked (depending on the credentials used by the Remote Desktop user) and a new session (session one) created showing the logged off or locked screen on the local console.
3. The Remote Desktop session is created on session zero and connected.

During the Remote Desktop Connection if a NetSupport Manager Control tries to view the Client the Control will revert to Screen Scrape mode as the NetSupport Mirror driver is unloaded. The remote NSM Control user will see what the remote RDP user sees (session zero).

After RDC Connection has finished

1. If the NSM Control is used to view the Client the NSM Client moves the local console back to session zero
2. The NetSupport Mirror driver is loaded.
3. Remote Control using NetSupport Manager is possible.
- 4.

Note: The NetSupport Manager Client only moves the local console when a Control next tries to view it.

Note: The above changes do not apply to Windows 2000.

Note: Moving the local console back to session zero can take between 3 and 120 seconds – this is dependent on whether the RDC connection was logged off or disconnected and the operating system (on Windows 2003, it almost always only takes about 3 seconds, regardless of whether logged off or disconnected).