

ARTIST EDITION v10



**QUICK START GUIDE**

v3



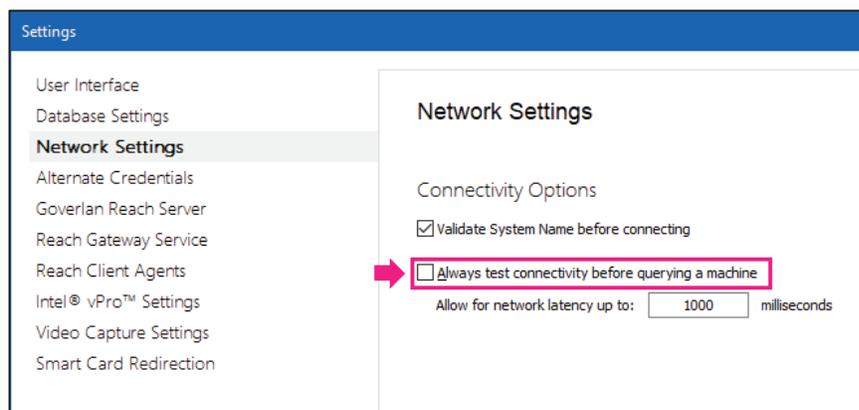
# Pre-Requisites

Before accessing your WORK computer (the one you want to control) from home or any other location, the following pre-requisites need to be taken into consideration.

## Virtual Private Network (VPN)

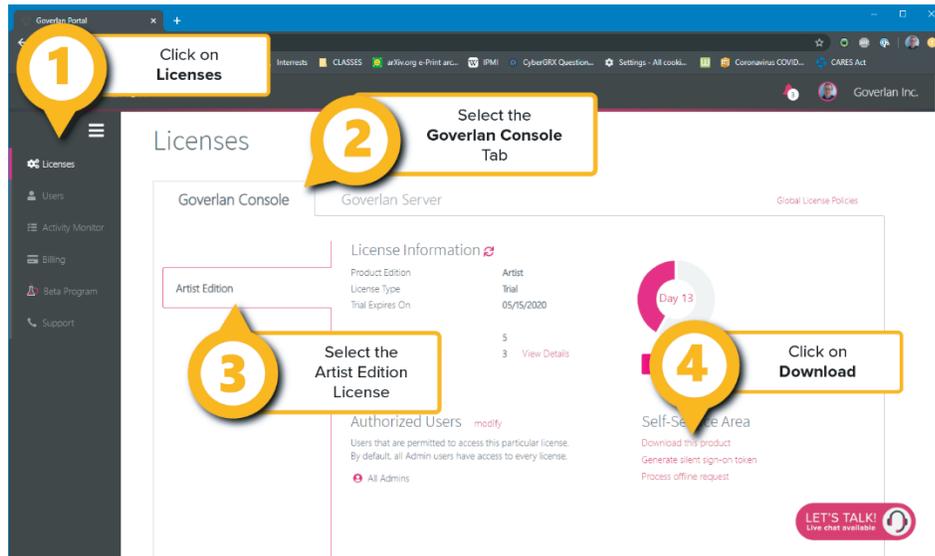
A VPN must be connected from your HOME computer back to your office network. The VPN must authorize communication on the following ports: **22000, 22001** (these port numbers can be changed – see *Advanced Configuration*).

If your company's VPN does not allow PINGs, open the Goverlan Artist **General Settings**, select the **Network Settings** category and **Turn Off** the 'Always test connectivity before querying a machine':



## Installing the Goverlan Artist Edition

To access the Goverlan Artist Edition, download the installer file by logging in to our client portal at <https://my.goverlan.com>. Use the login ID and password that was created for you during the free trial registration or the product purchase; then follow these instructions:



Run the downloaded installer on your HOME computer. *Note - it is recommended to restart your HOME computer after the installation or removal of the Goverlan Artist Edition.*

## Installing the Goverlan Client Agent

In order to remotely access your WORK computer, it must be equipped with the Goverlan Client Agent.

If your company VPN authorizes file transfer, then the Goverlan Client Agent will be automatically installed upon the first connection. However, if the remote installation fails, you will need to manually install the agent on your WORK computer. This step may require your IT department to assist.

### Manually installing the Goverlan Client Agent

1. Open the Goverlan Artist Edition
2. Click on the **Application** control in the top-left corner of the program and select **Goverlan Agent Manager**
3. Click on the **Generate Agent Installer** and select the desired format (EXE or MSI).
4. Transfer the generated installer to your WORK computer and run it to install the client agents.



## Credentials

By default, Goverlan requires you to have local administrative privileges on your WORK computer in order to remotely access it. Upon first connecting, Goverlan will prompt you to specify the credentials to be used for the connection:

The screenshot shows a Windows dialog box titled "Connecting to MY-WORK-MAC.MY-COMPANY". The main header also says "Connecting to MY-WORK-MAC.MY-COMPANY". Below the header, a message reads: "You were not authorized to execute the last action. Please enter an alternate set of credentials." To the right of this message is a small icon of a key. The dialog contains a "User name:" field with a dropdown menu showing "MY-COMPANY\JaneDoeArtist". Below it is a "Password:" field with a masked password of 12 dots. To the right of the password field is a checkbox labeled "Save Credentials" which is checked. At the bottom, there is a "Use these credentials for:" dropdown menu showing "Native OS Authentication". At the very bottom are "OK" and "Cancel" buttons.

### Authorizing Remote Access to Non-Admin Accounts

Once the Goverlan Client Agent has been installed on your WORK computer, you can configure it to accept connections from non-admin accounts as follows:

1. Create a local security group on your work computer named **Goverlan Remote Control Admins**
2. Add all non-admin users to be authorized in this group
3. When Goverlan prompts you for credentials, specify a login ID that is part of this group

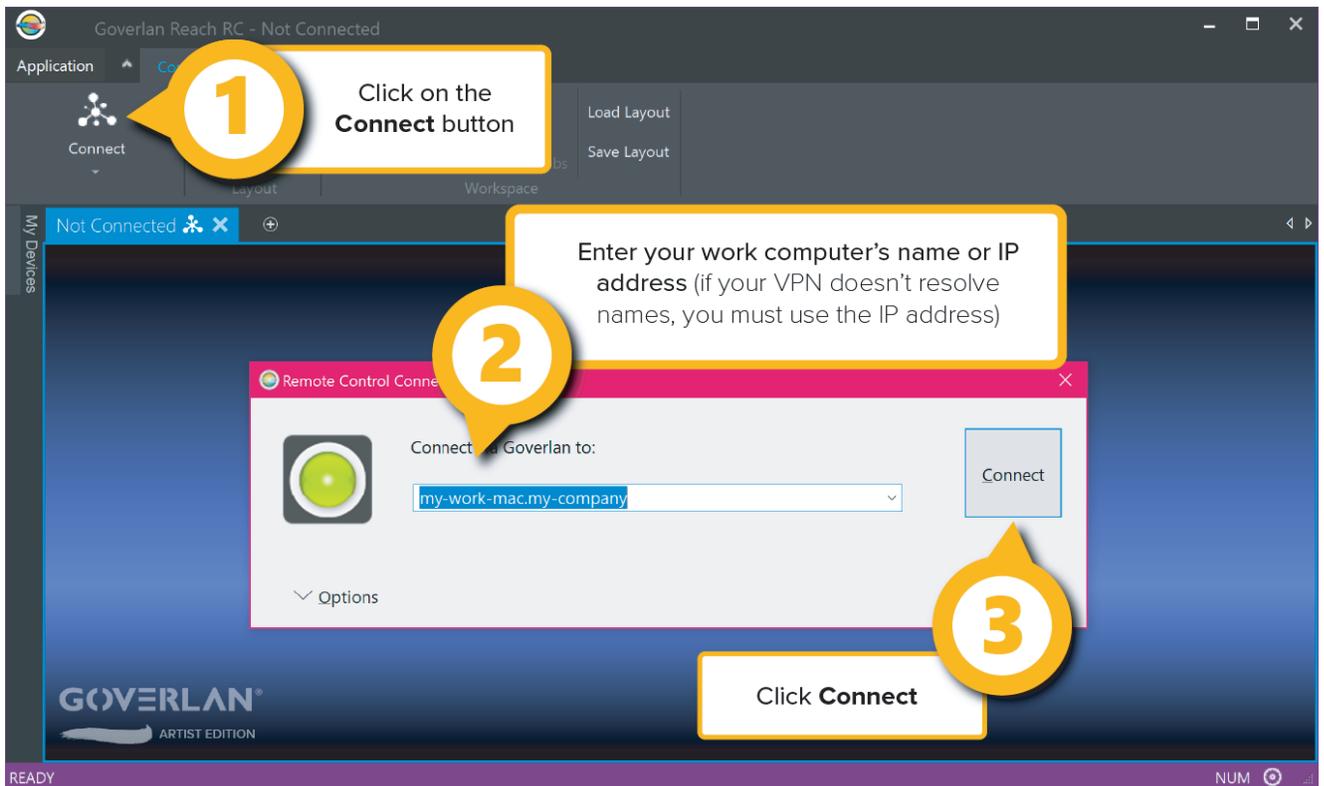


# Quick Start

## - Start Goverlan -

Double click on the  icon on your desktop. If prompted, sign-in to the software using the login ID and password created for you.

## - Connect -



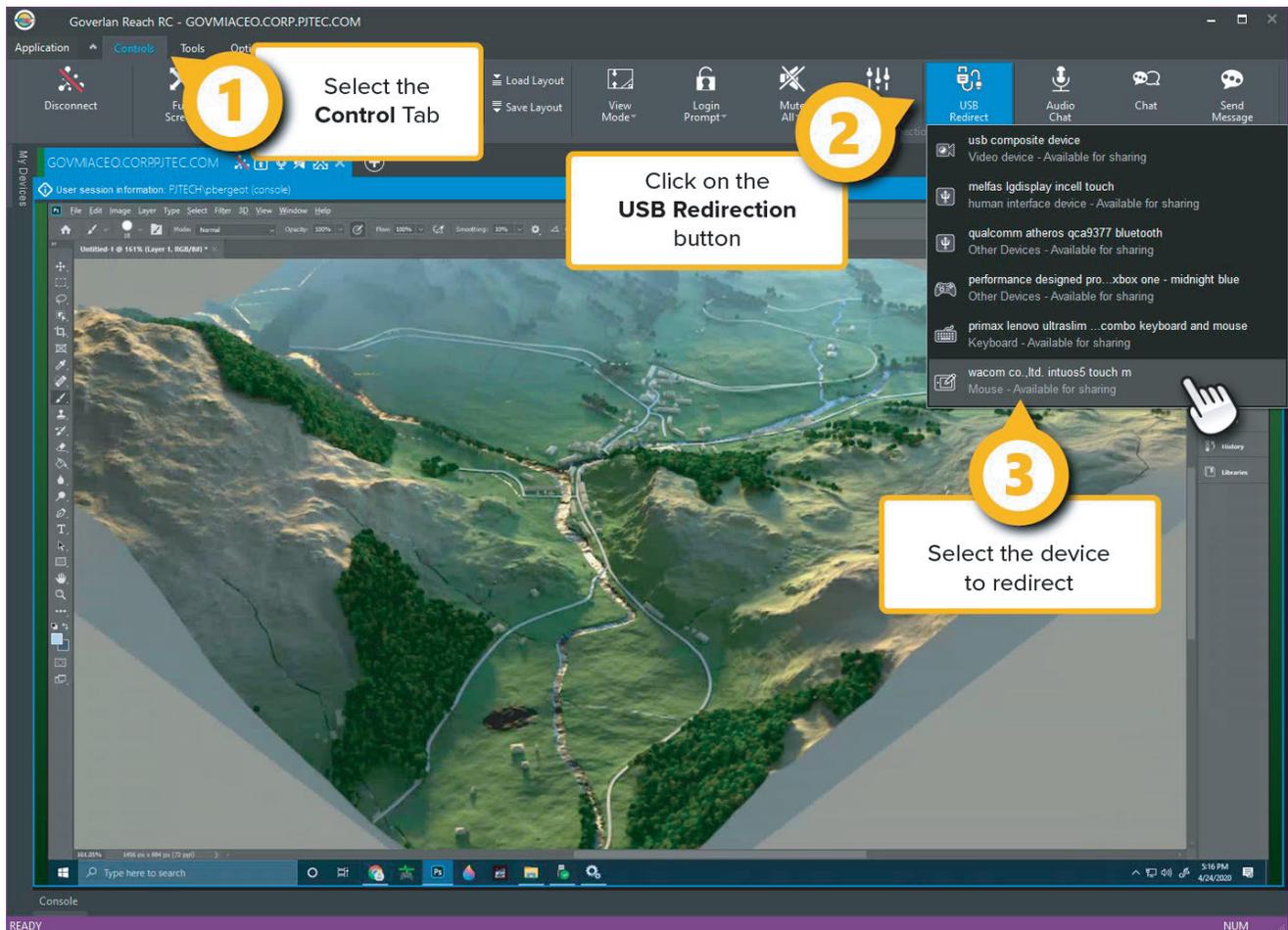
The screenshot shows the Goverlan Reach RC application window. The title bar reads "Goverlan Reach RC - Not Connected". The interface includes a menu bar with "Application", "Connect", "Layout", and "Workspace". A "Connect" button is highlighted with a yellow callout labeled "1" and the text "Click on the **Connect** button". Below the menu bar, a "Not Connected" status bar is visible. A "Remote Control Connection" dialog box is open, showing a dropdown menu with "my-work-mac.my-company" selected. A yellow callout labeled "2" points to the dropdown with the text "Enter your work computer's name or IP address (if your VPN doesn't resolve names, you must use the IP address)". A "Connect" button in the dialog is highlighted with a yellow callout labeled "3" and the text "Click **Connect**". The bottom of the window shows the "GOVERLAN ARTIST EDITION" logo and system tray icons for "READY" and "NUM".

- Goverlan may prompt you to install the Client Agent on the WORK computer. In order to install the Agent remotely, file transfer need to be authorized. For further information, see [Install the Goverlan Client Agent](#) in the **Pre-Requisites** section.
- If Goverlan prompts you for credentials, enter a login ID that holds the privilege to remote control the WORK computer. For further information, see [Credentials](#) in the **Pre-Requisites** section.



## - Redirect Your USB Devices –

You can redirect one or more USB devices from your HOME computer to your WORK computer. This permits the use of specialized devices such as a pen tablet, 3D mouse or game controllers on your work computer.



### Special Notes & Troubleshooting

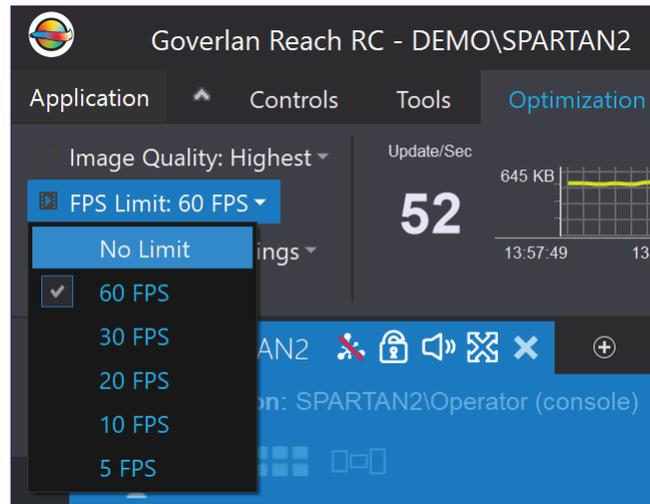
- Any USB device can be redirected so long as your WORK computer supports it and has drivers for it.
- If USB Redirection is failing for ONE device, unplug the failing device from your HOME computer and plug it back on a **different** USB port.
- If USB Redirection is failing for ALL devices, restart your HOME computer and try again.
- **Do not attempt to redirect your HOME computer's mouse and keyboard.** This will have the adverse effect of locking these controls out of your local computer. If this happens, physically unplug your mouse and keyboard from your home computer and plug them back on a different USB port.



## - Viewing Options -

### Optimization Level

Goverlan has different optimization levels that provide a balance between image quality, and frame rate. To set the optimization level that best fit your needs, select the **Optimization** tab, and configure the desired options.



### Special Note on 60+ FPS Optimization Level

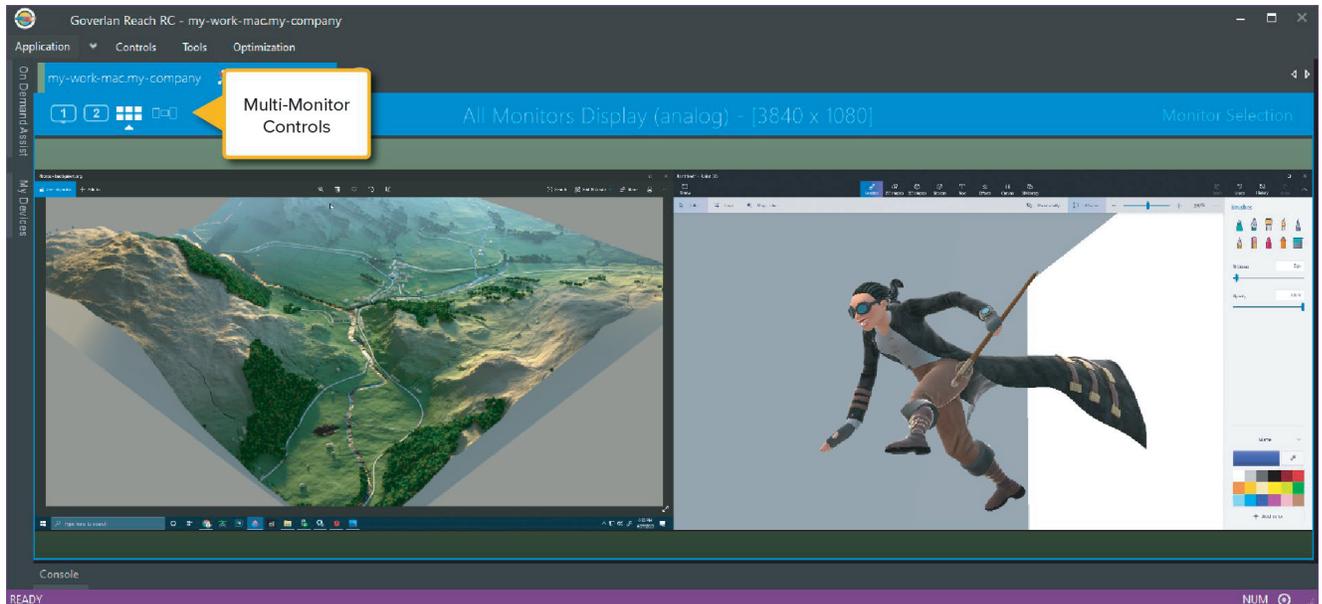
The **FPS limit** optimization level features the ability to stream 60+ frames per seconds. However, it has the following requirements / limitations:

- The WORK machine must be equipped with a Nvidia video card that supports H.264 or H.265 video encoding (NVENC). The HOME machine must be equipped with a Nvidia video card that supports H.264 or H.265 video decoding (NVDEC).
- This mode is not compatible with the Curtain Mode feature. Enabling the curtain mode while in Maximize FPS mode will downgrade frame generation to 30 FPS.
- If the WORK machine is equipped with a Monitor Emulator Plug, it must support a minimum frequency of 60Hz.



## Multiple Monitor Support

Goverlan provides full support for multiple monitors. If your WORK computer has two or more monitors attached, the Multi-Monitor controls will be displayed in the viewport:



Switching monitors may not be practical. To match the WORK machine's display configuration to your HOME machine, use the **Full Screen Mode \ Match All My Monitors** view mode.

## Full Screen Modes

There are 3 Full Screen Modes that allow you to set the primary focus on any WORK monitor or use all WORK monitors simultaneously.

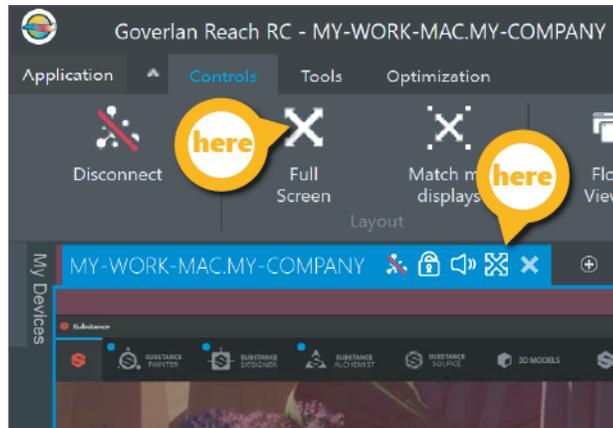
- Full Screen Mode
- Match My Current Monitor
- Match All Local Displays

If the resolution of your HOME monitor is different as compared to the resolution of your WORK monitor, Goverlan can adjust the remote screen resolution to fit your local monitors resolution. You will be free to use any other monitor at home for personal use.



### Full Screen Mode (with Scaling)

To activate the standard Full Screen mode for a session, select the **Control** tab and click on **Full Screen**. You can also click on the Full Screen button of the connection tab:



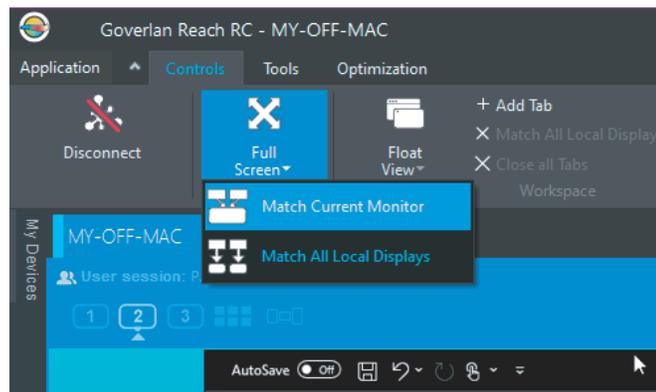
Once in full screen mode, move your mouse cursor all the way to the top of the screen to reveal the control bar, then click on the Full Screen button again to de-activate full screen.

You can also enable/disable this mode with [Hotkey Shortcut Bar](#).

### Match Current Monitor

This mode will allow you to set the primary focus on any work monitor and assign it to one monitor at home.

To activate this mode for a session, select the **Control** tab and click on **Full Screen** → **Match Current Monitor**:

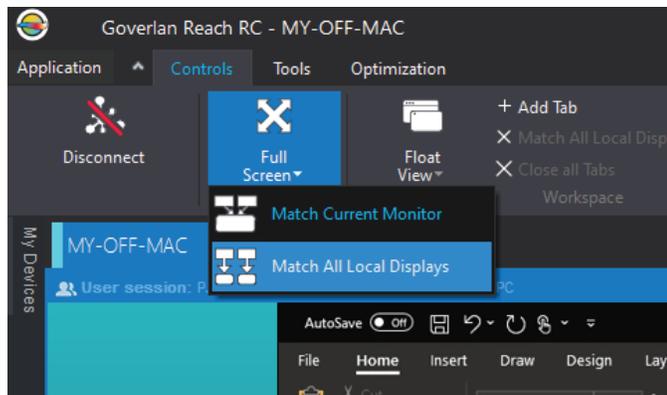


You can also enable/disable this mode with [Hotkey Shortcut Bar](#).

### Match All Local Displays

Enable this mode to match all the WORK computer's displays to your HOME displays.

To activate this mode for a session, select the **Control** tab and click on **Full Screen** → **Match All Local Displays**:

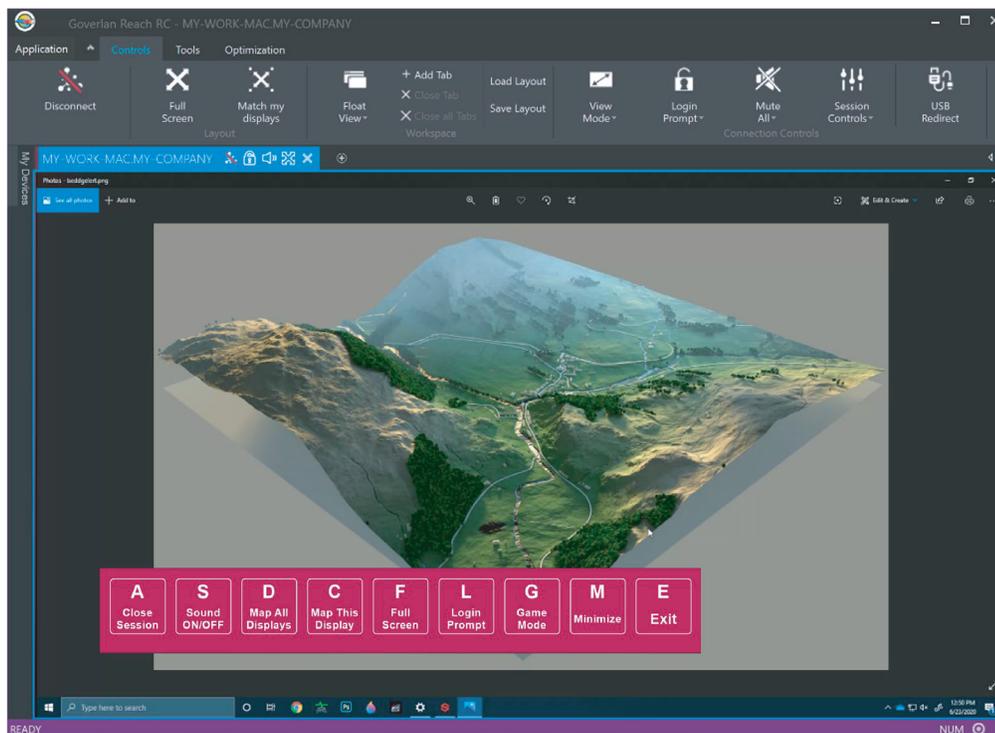


Once in this mode, move your mouse cursor all the way to the top of any screen to reveal the control bar.

You can also enable/disable this mode with [Hotkey Shortcut Bar](#).

## Hotkey Shortcut Bar

At any time, press the **[CTRL]** key twice quickly to display the Hotkey shortcut bar. The Hotkey bar displays the relevant commands available in the current context.



The Hotkey bar display the keyboard shortcut for each available command. For instance, to toggle sound redirection press: **[CTRL] + [CTRL] + [S]**

Note: The keyboard key to trigger the Hotkey Shortcut Bar can be set to either **[Ctrl]** or **[Shift]** or **[Capslock]** in the **User Interface** section of the **General Settings**.



## Game Mode

Enable the Game Mode if you are playing a video game while using the mouse to control your actions. While in Game Mode, Goverlan hides the local cursor and preserves the mouse focus to the remote screen, allowing continuous game play.

### Enabling Game Mode

To enable Game Mode, open the Hotkey Shortcut Bar and press **[G]**. While in Game Mode, you will not be able to control any other application outside of the Goverlan Artist application.

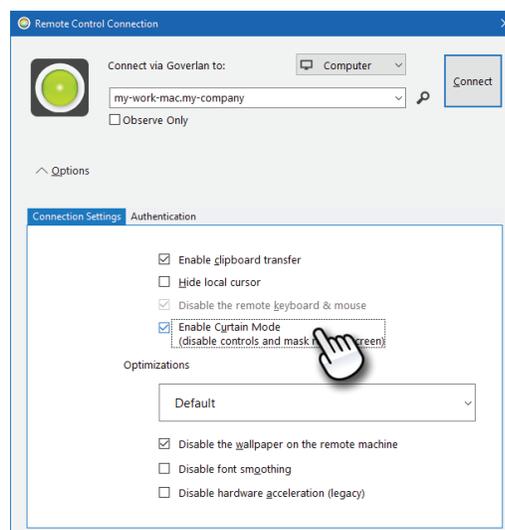
### Disabling Game Mode

To disable Game Mode and regain normal control of the mouse, open the Hotkey Shortcut Bar and press **[G]**.

## Curtain Mode

Curtain Mode provides the ability to hide the screen of your WORK computer while work remotely from your HOME computer. This allows you to work on the desktop in total privacy, while the WORK screen is blocked from public view.

You can activate the Curtain Mode option before connecting by selecting the option in the Connect dialog:



You can also control the Curtain Mode option while the session is active:

1. Select the **Controls** tab
2. Click on the **Session Controls** button
3. Select **Enable Curtain Mode**.

For extended information about the curtain mode option, please visit:

<https://www.goverlan.com/knowledge/article/enabling-curtain-mode-for-reach-rc/>

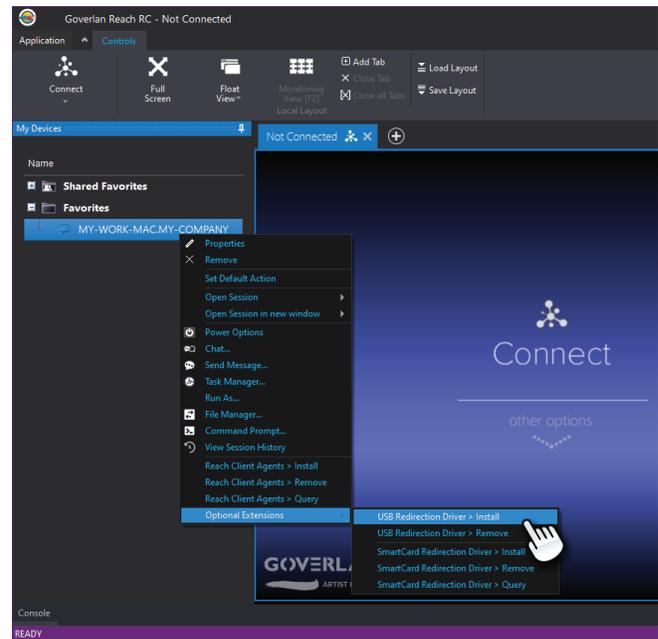


# Advanced Configuration

## Manual Installation / Removal of USB Redirection Drivers

The USB Redirection drivers are automatically installed if needed when you redirect a device. However, you can also manually install, or uninstall them.

To do so, register your WORK machine as a favorite in the **My Devices** area of Goverlan, then right-click on it and select **Optional Extensions > USB Redirection Driver Install** or **Remove**.

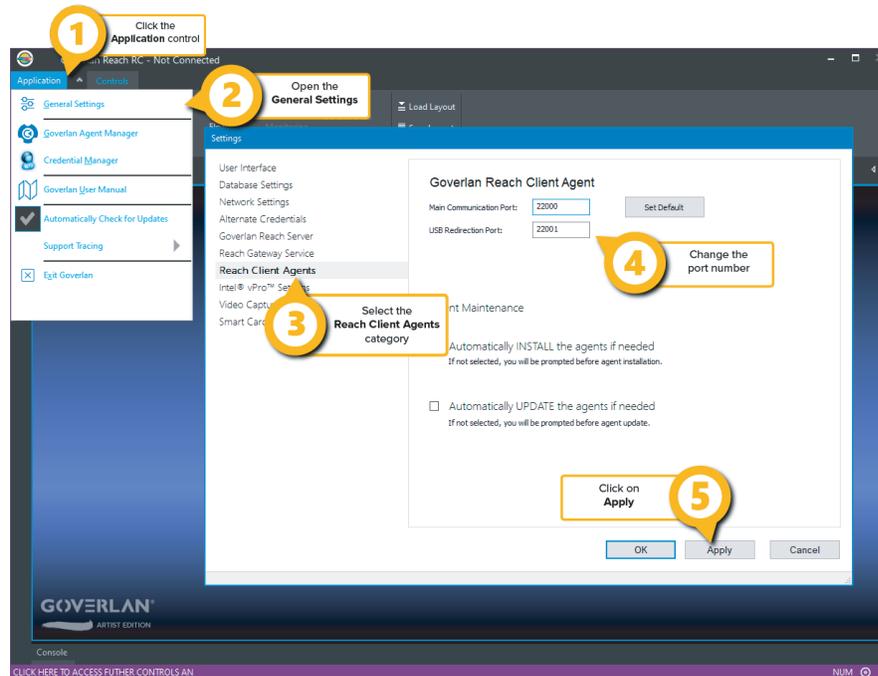




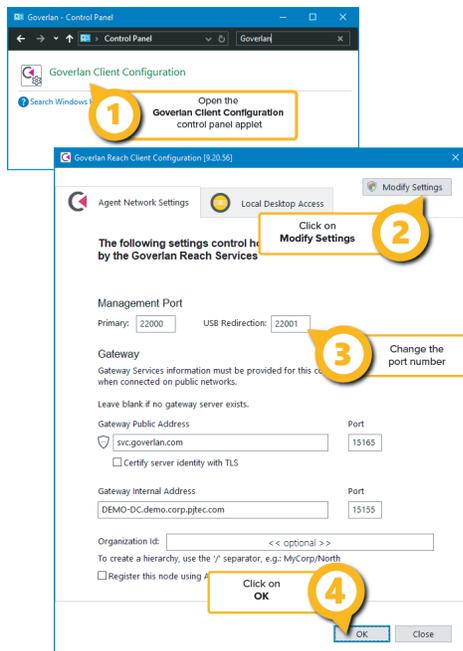
## Changing the Communication Ports

The ports used by Goverlan to communicate with the remote machine can be customized. The modification of the port numbers must be done both on the HOME and WORK machine.

### Operating Side Configuration (HOME)



### Client-Side Configuration (WORK)



**Note:** If you do not see the USB Redirection field in the configuration dialog, confirm that:

- The latest Goverlan Client Agent are installed on your WORK machine.
- The USB Redirection Drivers are installed on your WORK machine (see: [Manual Installation / Removal of USB Redirection Drivers](#)).