Devolutions

DEVOLUTIONS EXPERT RDM 10 REVIEW: GUENTHER SCHMITZ

Guenther Schmitz
Devolutions Experts

REVIEW

RDM MAKES THIS FAST AND EASY FOR US. IT'S PURE JOY!

Good news! Guenther Schmitz, who is a member of the Devolutions Expert Team, has shared his first impressions of RDM 10. Guenther is an IT expert and Administrator at Cosmo consult AG, which is based in Germany.

How you use RDM in your organization?

We use RDM throughout our organization in the following key ways:

- Our RDM admins **manage the session entries**. All of our servers are stored in one database, which is predefined with an empty admin credential. And so each RDM admin saves their user specific credentials on the admin credential. All links to managing websites are stored with a predefined admin login, which differ throughout the machines. **RDM helps us manage hundreds of machines that use a variety of different protocol**s, ways to access the servers, network storage devices, usv, wifi access points, printers, and so on. RDM makes this fast and easy for us. It's pure joy!

- Our **RDM users have the ability to save user specific settings,** but can't edit or delete entries. We create what we call "dev-machines" for each customer, which they can log into and build their apps in a customer-like environment. We also have user credentials that each developer may overwrite with user specific information. Once the credential is saved, the developer logs into any "dev-machine" simply by double clicking.

- We have several clients that use different types of VPN. They are all setup in RDM, and we display the "description" field with any instructions for that remote session below the session tree view. **When a new colleague needs to support a customer, thanks to RDM he or she can simply find all the information required right next to the session window.**

- We use centralized remote apps and save them in RDM. As a result, every user can see when a new app has been deployed right in RDM.

What are your first impressions of RDM 10?

I like the new UI, but had to strip it down a bit to make it feel cleaner. I did that by disabling the dashboard, shrinking the ribbon, and only having the "tree view" and "details" activated. The update (we came from RDM 6.x) was a joy, and a huge improvement!

What you like about RDM 10 compared to previous versions?

It feels more flexible, more modular and slicker than RDM 6.x

What don't you like about RDM 10 compared to previous versions?

We have to use the 64-bit version so our printers are forwarded correctly. The app just takes forever on an old HDD, but is quite acceptable on an SSD.

What would you like to see in future versions of RDM?

Here are my top suggestions:

- I'd like to see RDM as an app for users **managed by IT**.

- **I'd like to manage RDM itself over the network and in depth**. For example, I'd like the option to save the enterprise key in the database instead of in every config locally. It would also be helpful to disable every feature in RDM for users who aren't admins. Right now, our

RDM users typically close the description or session tree view, and later on someone has to show them how to get it back. It would be nice to hide/disable the close/unpin buttons. Essentially, I would like to make RDM feel "static" for the users.

- As we have to use the 64-bit version, it would help to add a message when a user tries to open a session with the 32-bit version. Either that, it would be helpful simply not to show a session entry if the 32-bit version is used.

- I'd like to see a credential that is used only for being set on RDP-sessions, but has to be overwritten user specific and cannot be edited.

- I wish the user-specific settings for "RDM users" were available for credentials, and not for sessions.

- It would be great if the central user credential could be used with remote apps.

- My biggest wish would be to improve the 64-bit performance!

Why would you recommend Remote Desktop Manager to other IT pros?

The main reason to use RDM is the time you save with your team. Everything is in RDM so no more questions!