Remote Desktop& Employee Monitoring Setup

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Installation Steps:

1. System Requirements Check

2. DeskGate Server Installation

3. Management Setup
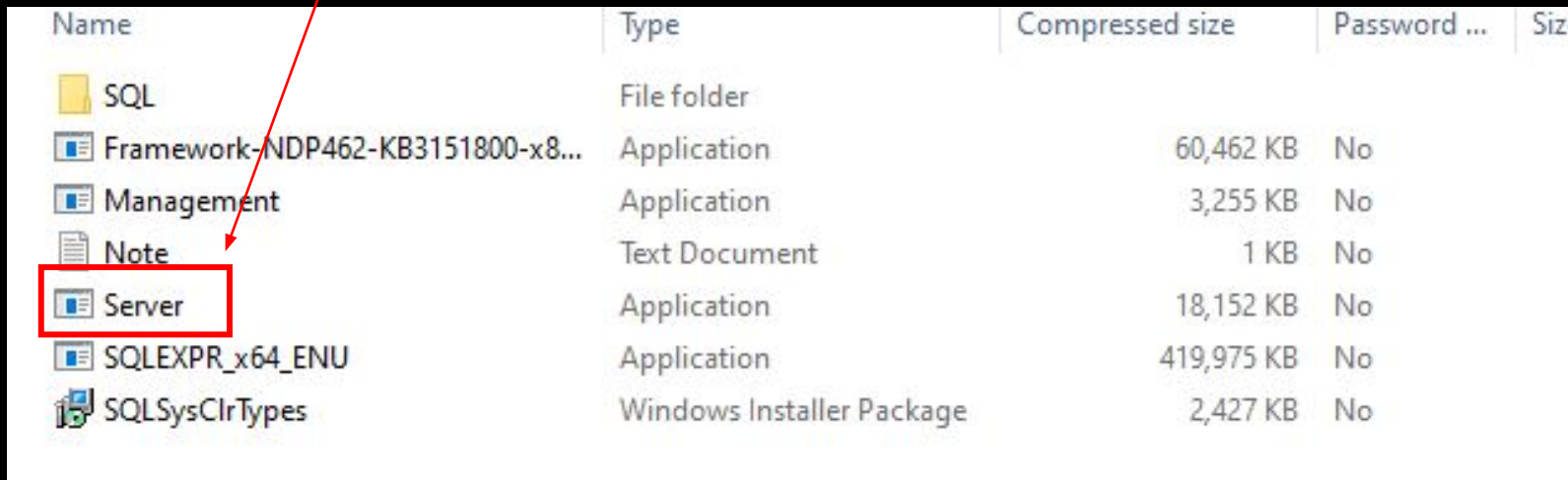
4. Making Local Settings

5. Client Setup

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1. System Requirements

Computer to be Installed Server;

- It must have one of the operating systems Windows 8, Windows 10, Windows 11, Server 2012, Server 2016, Server 2019.

- At least 4 gb ram depending on the number of users

- CPU at least 4 cores

- HDD 250 or 500 Standard will be enough

- If the video recording feature will be used, it is necessary to allocate 150-250 mb of space per user per day.
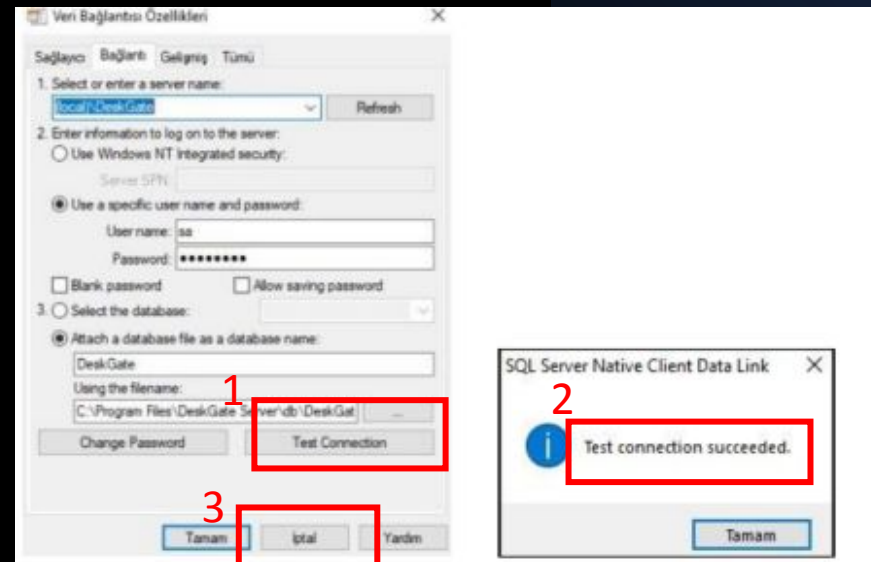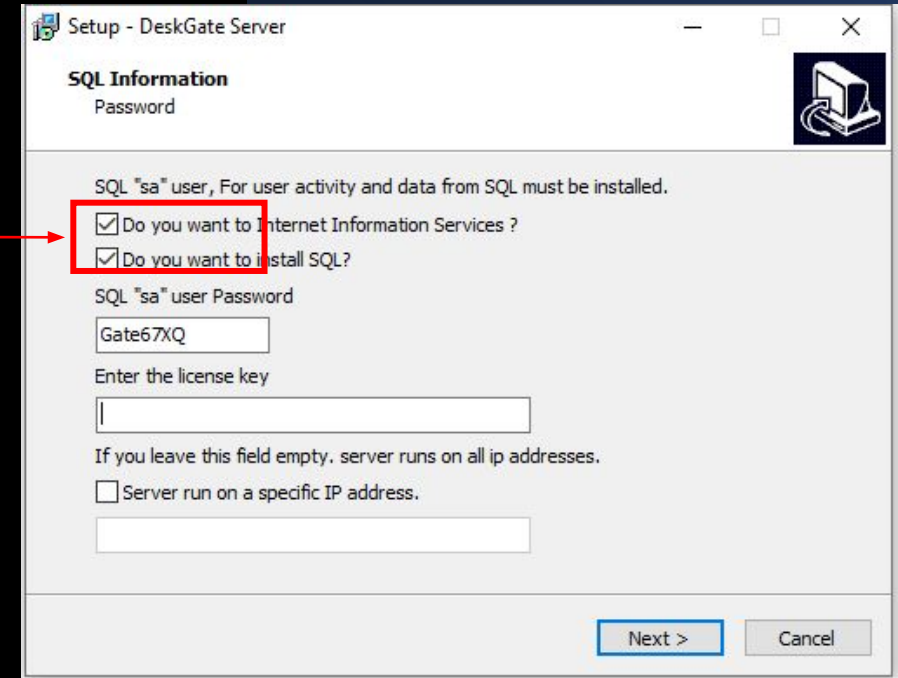
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2. DeskGate Server kurulumu Version 4.16

1. Before installation, you should contact us and request a license key defined for your company. You can send us your license request from the link https://deskgate.com/en/contact

2. The installation file must be downloaded and extracted as a file https://file.deskgate.com/download/file/ITSupport_4.16_WithSQL.zip
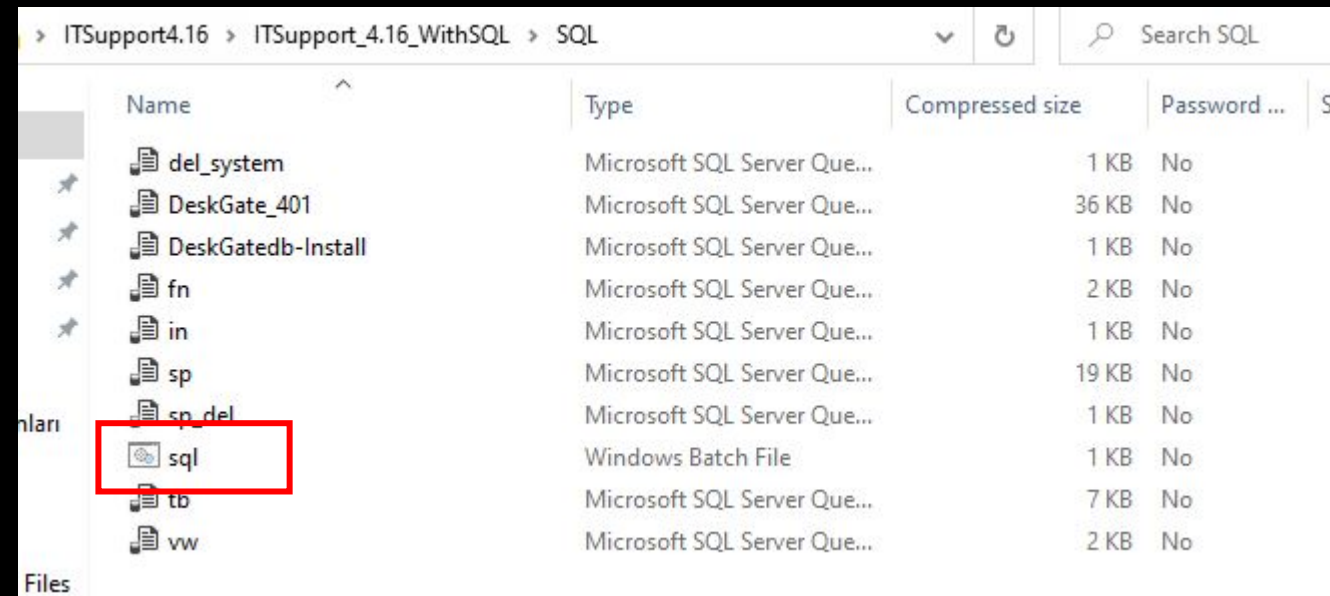
3. The server must be run

Name	Type	Compressed size	Password ...	Size
SQL	File folder			
Framework-NDP462-KB3151800-x8...	Application	60,462 KB	No	
Management	Application	3,255 KB	No	
Note	Text Document	1 KB	No	
Server	Application	18,152 KB	No	
SQLEXPR_x64_ENU	Application	419,975 KB	No	
SQLSysClrTypes	Windows Installer Package	2,427 KB	No	

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Ø SQL and IIS should be marked and the license key that came with the license mail should be entered and next should be selected. The SQL password should not be changed.

Ø After the SQL and IIS installation is completed, in the Data Connection Properties window that opens, Test Connection should be clicked and Successful warning should be displayed.

Ø Then this page should be closed with the Cancel option.

☐ After the installation is complete, the SQL folder in the setup file should be opened and the batch file, which is the sql Windows Batch File, should be run.

3. Management Setup

1. The Management in the setup file should be run. It will appear on the desktop after installation.

2. User name : support@deskgate.com

   Password : Admin

1. The internal ip address of the server should be written in the blank space below. Localhost can also be written in the logins made through the server computer.
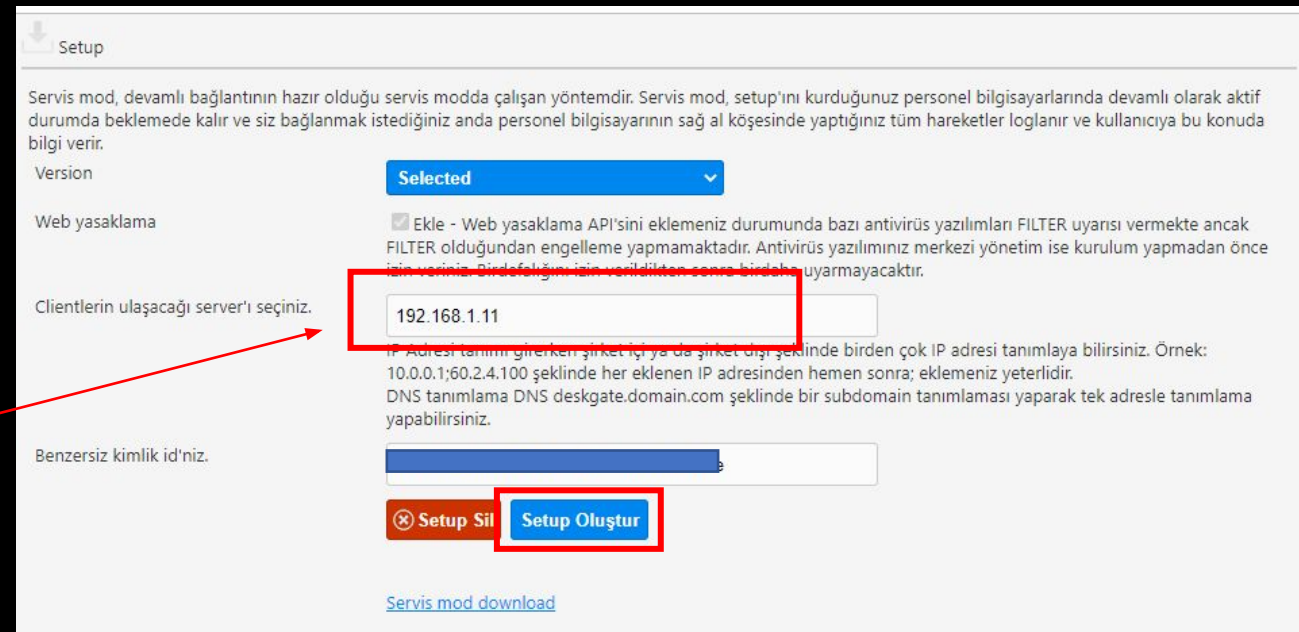
4. Making Local Settings

- We can access the local interface from the Report tab on the Management. We can also access the local page via the browser as internal ip/deskgate. Local password is the same as Management.
- User name : support@deskgate.com
  Password : Admin
- The language option will automatically appear in English. It can be changed from Settings in the left menu.
- In order to receive reports from the Group list in the left menu of the interface that opens, the features must be turned on. We must make sure that features such as Web, App, Activity, Exlist, Copy are turned on.

5. Client Setup

1. https://purchase.deskgate.com/ You must log in to the address with the username and password sent by the license e-mail.

2. On the page that opens, the Setup tab should be entered.

3. The installed version should be selected and the server internal ip address should be written in the server field where the Clients below will reach. If we want it to work with the server and users connected to different networks, we must write both internal and external ip and separate these two ip addresses with semicolons. E.g; 192.168.1.1;158.145,585.26

- When the external ip definition is made, the port setting must also be made. In order for external machines to be added to the system, one of the ports 80,443,444,6680,8080,8082 must be opened to the internal IP address of the server.

- Then click on create setup and wait until the setup has been created warning.

- After the created warning, the setup can be downloaded from the Business System Service mod download link and run without requiring any settings.

- The clients you have installed will be automatically added to the system. Machines can be controlled via Management.

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For users you don't see in Management,
please contact us

0850 302 66 07 ☎

Remote Desktop and Employee
Monitoring (deskgate.com)

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