

# Remote Connection Facilitator – RCF+ User Guide

## Windows Sidebar™ Gadget Version 2.00

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## Installation

1. Download the file *RCF+.zip* to your local drive on your Windows Vista or Windows 7 computer.
2. Rename the file with a .gadget extension. In other words, keep the *RCF+.zip* file intact (do not unzip it) and CHANGE the file extension from ZIP to GADGET.
3. Once you rename the file from *RCF+.zip* to *RCF+.gadget*, double click on the *RCF+.gadget* file to install it on your sidebar.
4. The very first time you install and run this gadget, it will attempt to read the top level organizational units (OU's) from Active Directory. Consequently, it is important that you install the gadget while connected to your network with access to your Active Directory domain.
5. The "default" configuration for the RCF+ gadget depends upon the domain in which your computer resides when you install the gadget. The domain configuration will be the same domain of your Microsoft Windows Vista computer. The OU listings will be the top level OU's listed in the Active Directory domain that your computer belongs to. Don't worry; all of these settings are customizable after the install.

## Configuration

1. Hover over the gadget with your mouse

2. Click the WRENCH icon to show settings page



### *Storage Number*

3. Choose the configuration number you wish to modify from the "Choose Configuration" settings area. The RCF+ gadget has the capability of holding up to 4 unique configurations in the "slots" labeled, 1, 2, 3, and 4.
  - 3.1. Each configuration "slot" can hold a different domain and OU configuration.
  - 3.2. When using RCF+ you can switch between the configurations giving you the ability to quickly "toggle" between each one

Choose Configuration:  1  2  3  4

- Tip:** store your primary domain/OU configuration in slot 1 and your test or trusted domains in slots 2 – 4.

### *Domain Field*

4. In the Domain field, enter in the name of the Active Directory domain you wish to associate with this configuration. The domain name should be entered using the LDAP distinguished naming convention.  
Example: DC=GadgetCorp,DC=Com.

**DOMAIN:**  
DC=GadgetCorp,DC=Com

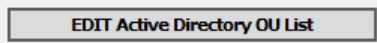
### *Organizational Unit Search List*

5. Next, enter the Active Directory organizational unit list for the selected configuration.

5.1. The organizational unit (OU) list is used by the gadget to create the drop down list on the main screen of the gadget. These will be the OU's you choose from to search for computers. There are two ways you can populate this OU List configuration file, manual and automatic.

## 5.2. Manual Method

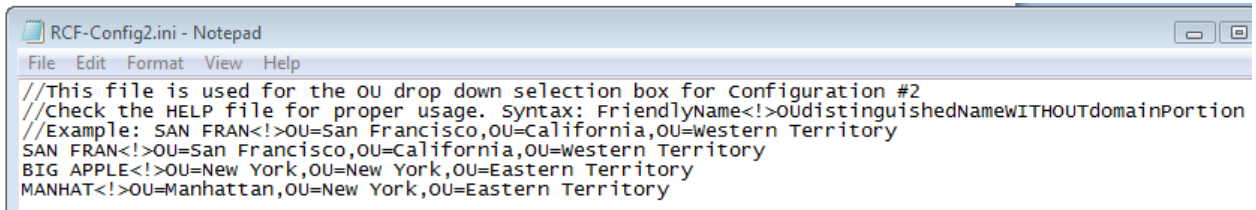
5.2.1. Click the "Edit Active Directory OU List" button



5.2.2. The OU List configuration file associated with the configuration number selected will open. Enter the OU names directly into this file separating the friendly name from the distinguished name with the combination of these three symbols, in this exact order <!>

5.2.3. The syntax is as follows: FriendlyOUname<!>DistinguishedOUname

5.2.4. The file will look similar to this example...



```
RCF-Config2.ini - Notepad
File Edit Format View Help
//This file is used for the OU drop down selection box for Configuration #2
//check the HELP file for proper usage. Syntax: FriendlyName<!>OudistinguishedNameWITHOUTdomainPortion
//Example: SAN FRAN<!>OU=San Francisco,OU=California,OU=western Territory
SAN FRAN<!>OU=San Francisco,OU=California,OU=western Territory
BIG APPLE<!>OU=New York,OU=New York,OU=Eastern Territory
MANHAT<!>OU=Manhattan,OU=New York,OU=Eastern Territory
```

...the lines starting with // are remarks and are ignored by the gadget

5.2.5. There should not be any spaces before or after the separator symbol <!>

5.2.6. The Friendly name is the name that appears in the drop down box on the gadget. The friendly name can be as long as you want however; the gadget will only display the first 14 characters of the name. This is due to the space limitation on the width of a Vista Gadget.

5.2.7. The distinguished name is used by the gadget to query Active Directory. Consequently, it is important that the distinguished name is ACCURATE. **Please note:** the OU distinguished name should not contain the domain portion.

5.2.8. For example, an OU named "San Francisco" in the domain GadgetCorp.com is nested under two higher level OU's called "California" and "Western Territory". The entry in the OU List file for this example would look like this...

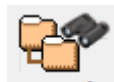
```
SAN FRAN<!>OU=San Francisco,OU=California,OU=Western Territory
```

5.2.9. Continue entering in all of the OU's you wish to include in this configuration

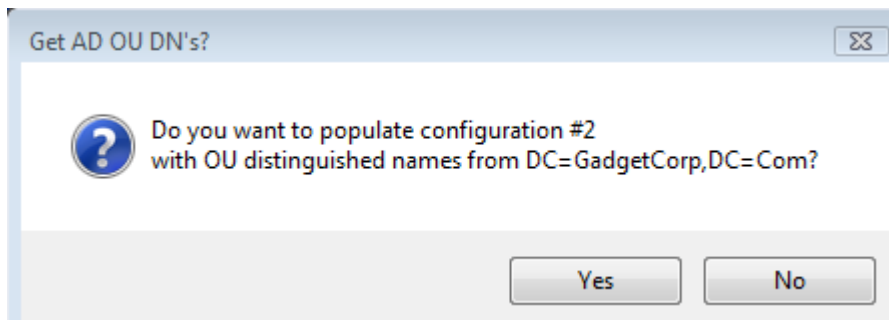
5.2.10. Close and **SAVE** the file

## 5.3. Automatic Method

5.3.1. Click the "Query AD for OU DN" button.



5.3.2. You will be prompted with a dialog similar to this...



...verify this is the right configuration # and domain DN you wish to query

5.3.3. Click Yes

5.3.4. The currently selected configuration number will be automatically populated with ALL of the OU DN's from the domain currently appearing in the DOMAIN field on the selected configuration.

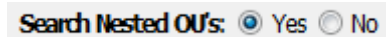
5.3.5. When the query is finished, the OU list file will open and display all of the OU's found.

5.3.6. It is recommended that you edit the file to include only the OU entries you need.

5.3.7. Close and **SAVE** the file

### ***Search Nested OU's***

6. In the "Search Nested OU's" selection area choose Yes or No



6.1. **Yes** = all nested OU's will be searched starting at the OU chosen from the drop down list

6.1.1. For example if the OU list file has an entry of, West<!>OU=Western Territory

6.1.2. And, the "Western Territory" OU has a nested OU called "California" which also has a nested OU called "San Francisco" then...

6.1.3. When WEST is chosen from the drop down list the nested OU's "California" and "San Francisco" as well as the parent OU "Western Territory" will all be searched for computers. If any computers are found in "Western Territory", "California", or "San Francisco", they will be displayed in the results list.

6.2. **No** = Only the selected OU will be searched, nested OU's will not be searched

6.2.1. Given the same example of, West<!>OU=Western Territory

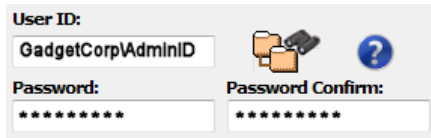
6.2.2. If NO is selected in the Search Nested OU's option ONLY the Western Territory OU will be searched for computers. The nested OU's "California" and "San Francisco" will not be searched.

### ***User ID and Password***

7. Complete the User ID and Password fields

7.1. The User ID and Password fields are used by the gadget to connect to Active Directory with credentials other than the one you are logged onto at your Vista workstation. They are also used for some of the utilities such as: Basic Info, Services, Processes, Shutdown, Reboot, and AD.

7.2. The User ID and Password fields are optional but it is recommended that you use them especially if you have multiple configurations in multiple domains.

A screenshot of a user login form. It has two columns. The left column has a 'User ID:' label above a text box containing 'GadgetCorp\AdminID'. Below that is a 'Password:' label above a text box filled with asterisks. The right column has a 'Password Confirm:' label above a text box filled with asterisks. To the right of the text boxes are three icons: a folder, a key, and a question mark.

7.3. Each of the four configurations can have a unique User ID and Password

7.4. The user ID should be entered in using the format: *domain\UserID*

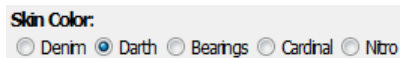
7.5. The ID and password are stored by the gadget. However, the password is stored encoded for added security.

### ***Skin Color***

8. Choose a “Skin Color” to your liking.

8.1. There are five different skin colors to choose

8.2. Simply click the radio button next to your choice then click OK


A screenshot of a 'Skin Color' selection dialog. It has a title 'Skin Color:' and five radio buttons with labels: Denim, Darth (which is selected), Bearings, Cardinal, and Nitro.

8.3. When the settings dialog closes the gadget will refresh with the chosen skin color.

### **Using RCF+**

1. After you have successfully configured the settings for RCF+, return to the main gadget window.

2. Select the type of object you wish to target. You have the option of targeting *Machines* or *People*.

A screenshot of a selection dialog with two radio buttons. The first is labeled 'Machine' and is selected. The second is labeled 'Person'.

2.1.

Click the radio button of the object type you wish to target either a “Machine” or a “Person”

3. After selecting the target object type the object field should populate with a list of the corresponding objects. If you get “No Results. No objects found” it is likely that the targeted OU does not have any objects of that type inside of it. Or, you are not searching nested OU's (check settings). See the *Troubleshooting* section at the end of this document for more tips on this error.

4. Once the list of objects is shown, simply scroll through the list and DOUBLE CLICK the object you wish to target.

5. The gadget flyout will open with the targeted object named at the top of the flyout window

6. Choose (click on) any of the buttons shown on the flyout to perform that task on the targeted object.

## Troubleshooting

This section highlights a few of the most common issues that may occur when using the RCF+. Each issue is described along with a potential resolution.

### ***INVALID OU or DN or Network AD is unavailable***

- 1) This is the most common error that can occur with the RCF+ gadget and consequently, has the most things to verify and check
- 2) Open the gadget *settings* and check to ensure the domain name is spelled correctly and is listed in the LDAP distinguished name format. Example: DC=GadgetCorp,DC=Com
- 3) Open the gadget *settings*, click the “EDIT Active Directory OU List” button, check to ensure the organizational unit name is spelled correctly and is listed in the LDAP distinguished name format WITHOUT a trailing comma or domain name. Also, verify you have used the proper separator symbol <!> between the friendly name and the OU distinguished name. Ensure there not a space immediately before or after the separator symbol.
  - a) Example: SAN FRAN<!>OU=San Francisco,OU=California,OU=Western Territory
- 4) Check your network connection can you ping a domain controller?
- 5) Check your ID and password on the settings screen. Is it spelled correctly and listed in the *domain\UserID* format? Is the password correct?

### ***ERROR: Insufficient Rights to query OU/Domain***

- 1) This error most likely occurs when the user ID and password used in the configuration does not have rights to query the Active Directory domain listed on that configuration.
- 2) Alternatively, if the user ID and password fields are not completed on the gadget configuration then the user ID and password you are using to log onto your Vista workstation does not have rights to query the Active Directory domain listed on that configuration.
- 3) Is this a trusted domain? Do you have rights in the trusted domain?

### ***No Results, No Objects Found***

- 1) This is really not an error it is simply stating that the gadget could not find any *objects* in the chosen OU for the listed domain
- 2) Are you searching for the correct type of objects in this particular OU? Try changing objects types, click the *Machine* radio button or the alternative, *Person* radio button.
- 3) Open the settings dialog and check the “Search Nested OU’s” option. Set it to YES. Try it again.
  - a) Review Item number **6** in the **Configuration** section of this document for an explanation on the Search Nested OU’s option.
- 4) Check Active Directory and verify the OU listed in the configuration file actually has objects in it.
- 5) Verify the LDAP DN of the OU is actually the right (intended) path

### ***Other Errors or Issues***

To troubleshoot other errors or issues not specifically listed here please refer to the Error Log or Ping Log files generated by RCF+.

1. Anytime an error occurs with displaying objects a new error log file is created in...  
C:\Users\YourUserName\AppData\Local\Remote-Connection-Facilitator

- 1.1. The file is called: *ErrorLog.txt*
- 1.2. Read the contents of this file for clues on what might be occurring
2. If you are having issues using the utility buttons when targeting a machine you may receive a messages stating "The Machine: xxxxxxx may be off or not connected to the network. Unresponsive to ping!"
  - 2.1. If you believe the machine is actually on and connected to the network please review the contents of the file called: *IsMachineOn-PingLog.txt*
  - 2.2. The file can be found in: C:\Users\YourUserName\AppData\Local\Remote-Connection-Facilitator

### ***Manually Uninstall***

If you ever have to manually uninstall the RCF+ Windows Sidebar Gadget you can do so by...

1. Delete these directories:
  - 1.1. C:\Users\YourUserName\AppData\Local\Remote-Connection-Facilitator
  - 1.2. C:\Users\ YourUserName\AppData\Local\Microsoft\Windows Sidebar\Gadgets\RCF+.gadget
2. Delete this entire registry key: HKEY\_CURRENT\_USER\Software\Remote-Connection-Facilitator

### ***Reporting Issues***

Please go to [www.scriptingpod.com](http://www.scriptingpod.com) and click on the FORUM link to report issues or ask questions that are not covered in this document.