Multi-screen Remote Desktop (MSRD) Installation Questions

Q: How to install MSRD?

A: Click here to download the latest version of MSRD. The name of setup file is MSRD_Setup.exe.

Run MSRD_Setup.exe on your local computer. Select the option [Client Program] during the installation.
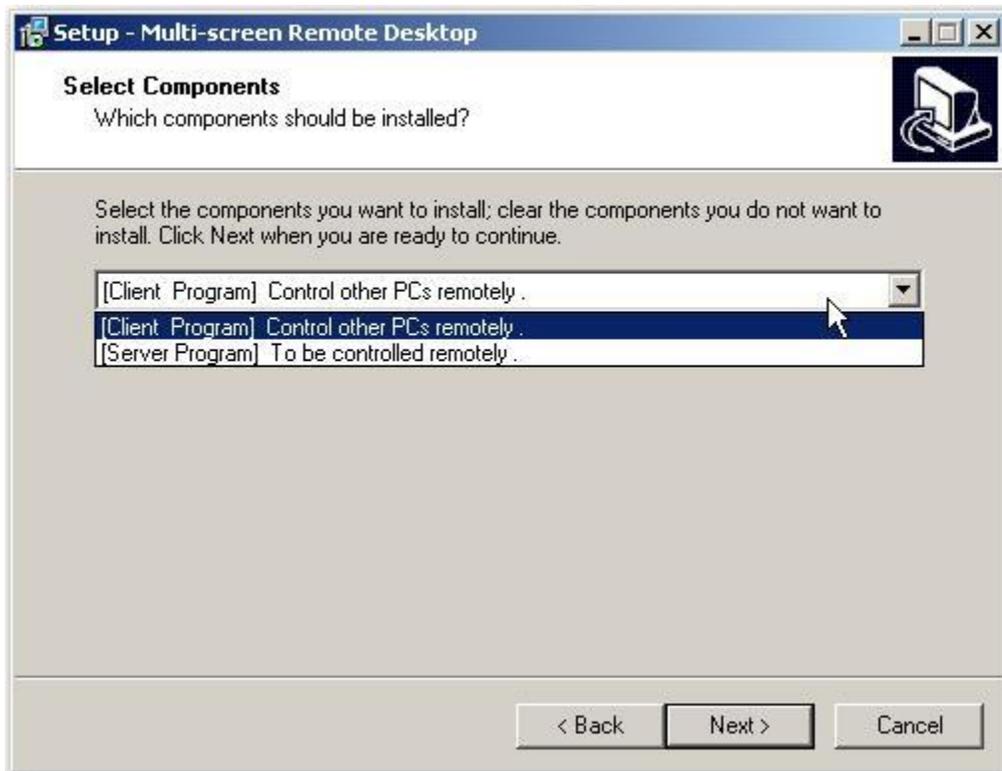
In the meanwhile, you need to run MSRD_Setup.exe on the computer that you want to control/monitor remotely. When installation goes into "Select Components", select the [Server Program] option.

Multi-screen Remote Desktop (MSRD) uninstallation Questions

Q: How to uninstall MSRD?

A: You can uninstall MSRD from **Programs List in Start Menu or Add/remove Programs in control panel.**

Note: You must quit the program before uninstallation.

1. Uninstall MSRD from **Programs list in Start Menu**:

    Go to Start->Programs->Multi-screen Remote Desktop->Uninstall Multi-screen Remote Desktop.

2. Uninstall MSRD from **Add or Remove Programs**:

    Go to Start->Settings->Control Panel->Add or Remove Programs, find Multi-screen Remote Desktop from the programs list, and click **Remove**.
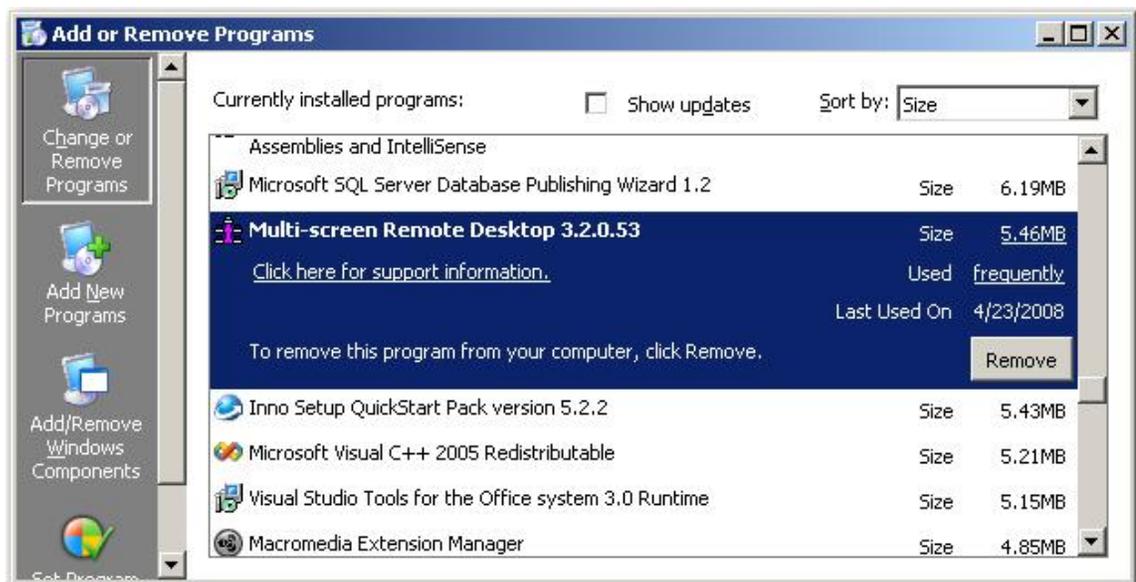

Multi-screen Remote Desktop (MSRD) Usage Questions

Q: How to can I get to know IP address of the computer?

A: Go to Start->Run, input CMD in the blank column and click "ok", you will find a window named "Windows\system32\cmd.exe", and then input "IPconfig", press enter, and now you can check IP address for the computer.

Run

Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

Open: cmd

[OK] [Cancel] [Browse...]

C:\WINDOWS\system32\cmd.exe

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Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\LIN>ipconfig
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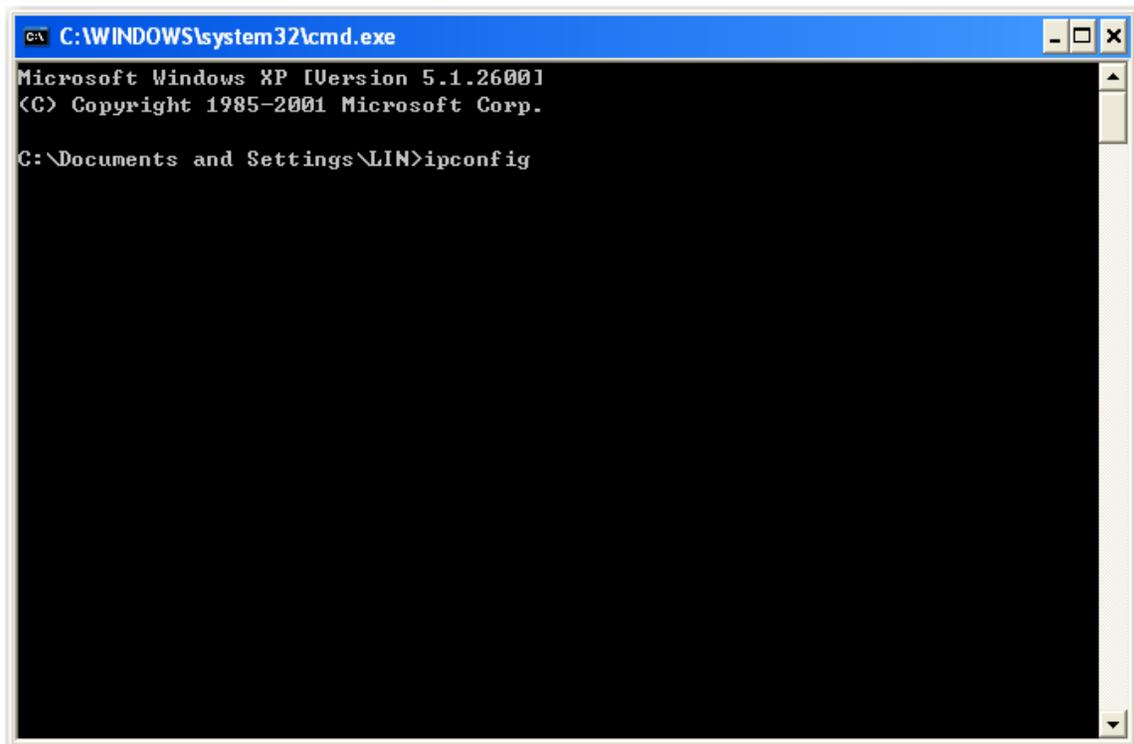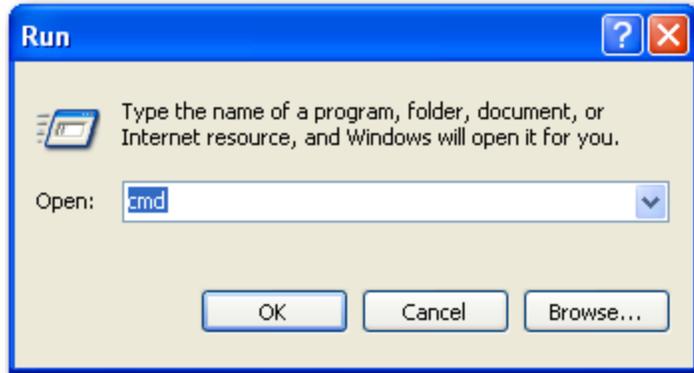
```
C:\WINDOWS\system32\cmd.exe                                    _ □ ×

C:\Documents and Settings\LIN>ipconfig

Windows IP Configuration


Ethernet adapter Wireless Network Connection:

        Connection-specific DNS Suffix  . : key.chillispot.org
        IP Address. . . . . . . . . . . . : 192.168.182.6
        Subnet Mask . . . . . . . . . . . : 255.255.255.0
        Default Gateway . . . . . . . . . : 192.168.182.1

Ethernet adapter Local Area Connection 2:

        Connection-specific DNS Suffix  . : netscreen-5GT
        IP Address. . . . . . . . . . . . : 192.168.160.72
        Subnet Mask . . . . . . . . . . . : 255.255.255.0
        Default Gateway . . . . . . . . . :

Ethernet adapter Bluetooth Network Connection:

        Media State . . . . . . . . . . . : Media disconnected

C:\Documents and Settings\LIN>
```

Q: How to access to the remote desktops?

A: Follow below steps:

   1. Run MSRD_Setup.exe and choose "[Server Program] to be controlled remotely" on the computer to be monitored/controlled;

   2. Run MSRD_Setup.exe and choose "[Client Program] Control other PCs remotely" on the computer to control other one;

   3. Run client portion program with 9 panels on it;

   4. On the bottom center, there is a pop-up panel. You can find 9 "Server programs" listed, select any of the nine and click the right button of the mouse, select "Configure" to input a name and IP address (the computer's IP In step 1), then click OK to go back; Click the right button of the mouse to choose "connect";

   5. You can see the remote desktop now if you set everything correctly;

   6. If you want to control it with your own mouse and keyboard, just tick "Controllable";

   7. Almost all the operations can be found on the pop-up menu.

Q: Why I can't connect to the computer to be controlled?

A: Please check below notices:

    1. Do you have any other Firewall (except xp firewall) on the computer to be controlled remotely that blocks the access?

    2. You cannot connect to a computer from itself. The Server computer and the Client computer must not be the same.

    3. Please check if both client and server are in the same LAN.

    4. Is there any anti-virus software running, such as Symantec, Norton, which cannot recognize our software, so that they block it?

    5. Right click on the desktop--→properties--→pop-up windows, select settings, then click Advanced, please check if hardware acceleration of troubleshoot is full, if not, please choose full.

    6. Click Start--→Run--→input dxdiag, then click ok, then can check Windows DirectX version, please check if the version is 8.0c or beyond, and if not, please update Windows.

    7. Please check if drive for video card of both server and client are correct.