# Run Remote Desktop with Private Matter Gateway (PMG)

## RDP Access Matrix

| RDP Client/Host | Windows 11 Pro Host | Windows 10 Pro Host |
|---|---|---|
| iOS Device Client | Microsoft Windows App Mobile app | Microsoft Windows App Mobile app |
| Android Device Client | Microsoft RD Client app | Microsoft RD Client app |
| Windows Device Client | Microsoft Remote Desktop app | Microsoft Remote Desktop app |
| macOS Device Client | Microsoft Remote Desktop for Mac app | Microsoft Remote Desktop for Mac app |

There are 8 sections to this document.

1. iOS Device Client accessing Windows 11 Pro Host
2. Android Device Client accessing Windows 11 Pro Host
3. Windows Device Client accessing Windows 11 Pro Host
4. macOS Device Client accessing Windows 11 Pro Host
5. iOS Device Client accessing Windows 10 Pro Host
6. Android Device Client accessing Windows 10 Pro Host
7. Windows Device Client accessing Windows 10 Pro Host
8. macOS Device Client accessing Windows 10 Pro Host

Please consult the section that pertains to the client that you use to do Remote Desktop.

If you already have Remote Desktop enabled in the target host, you should still record the IP address of the target host as it is required to access the target when you use PMG to do Remote Desktop.

# Section 1. iOS Device Client accessing Windows 11 Pro Host

## 1.1 Enable Windows 11 Pro Host for Remote Desktop Access

**Requirement**: Windows 11 Pro is required for Remote Desktop service, please upgrade your windows 11 to "Pro" version if it is not.
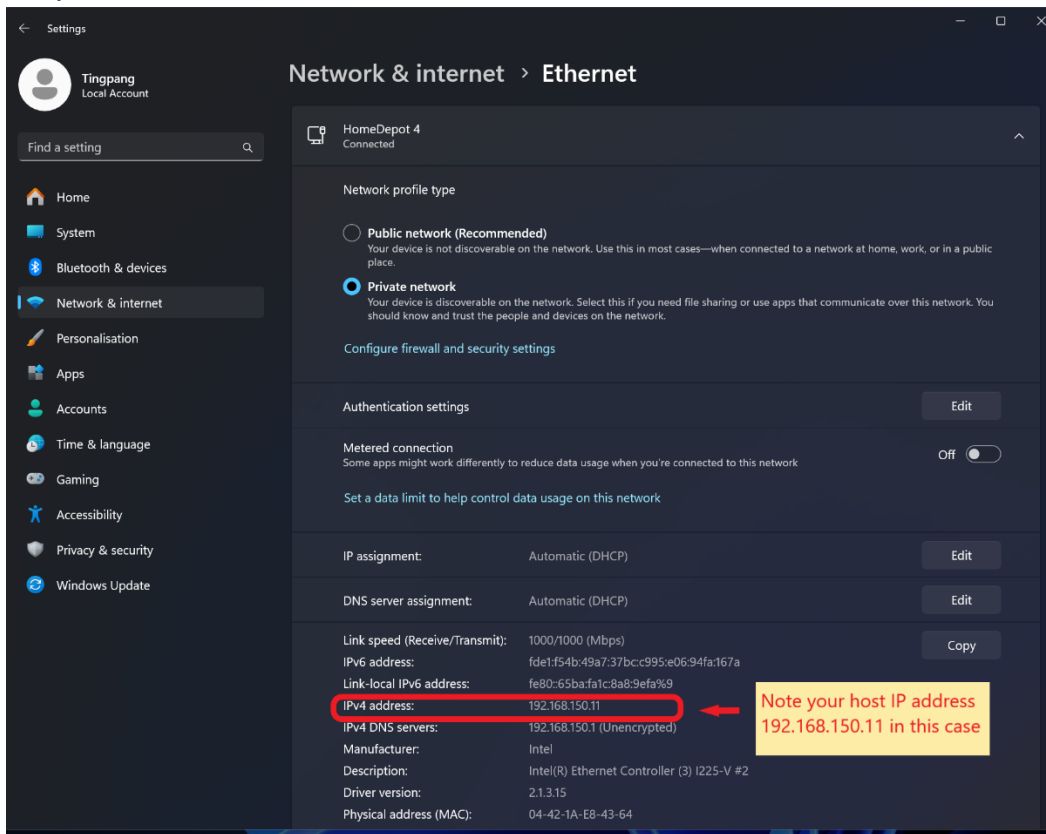
Step 1.   (1)Click on Windows icon --> (2) Select Settings
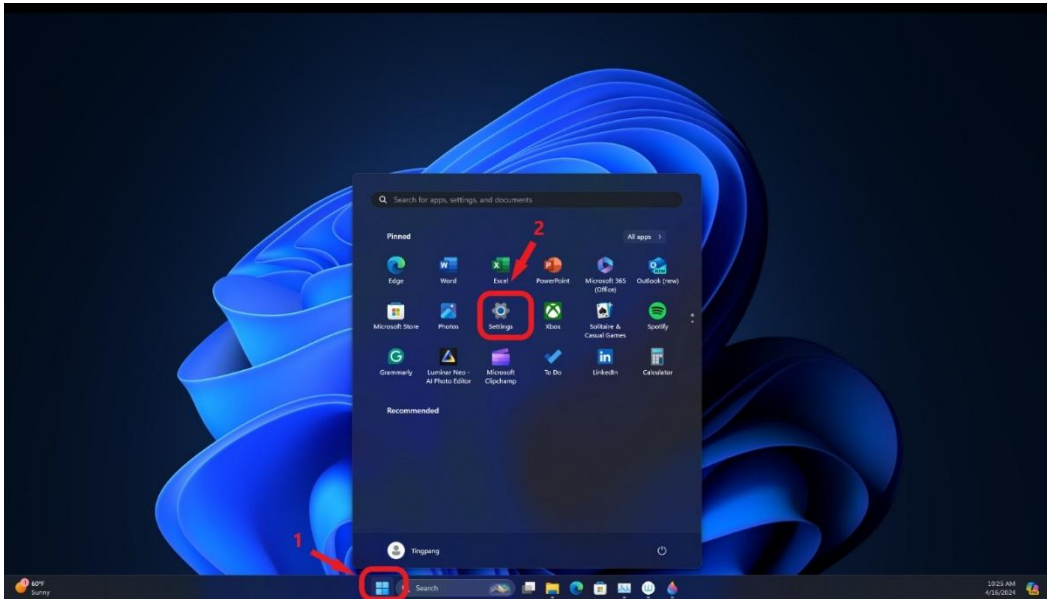


Step 2.  (1) Select Network & Internet → (2) Ethernet (Pick the one that is enabled/active) → (3)Right Arrow to expand next window
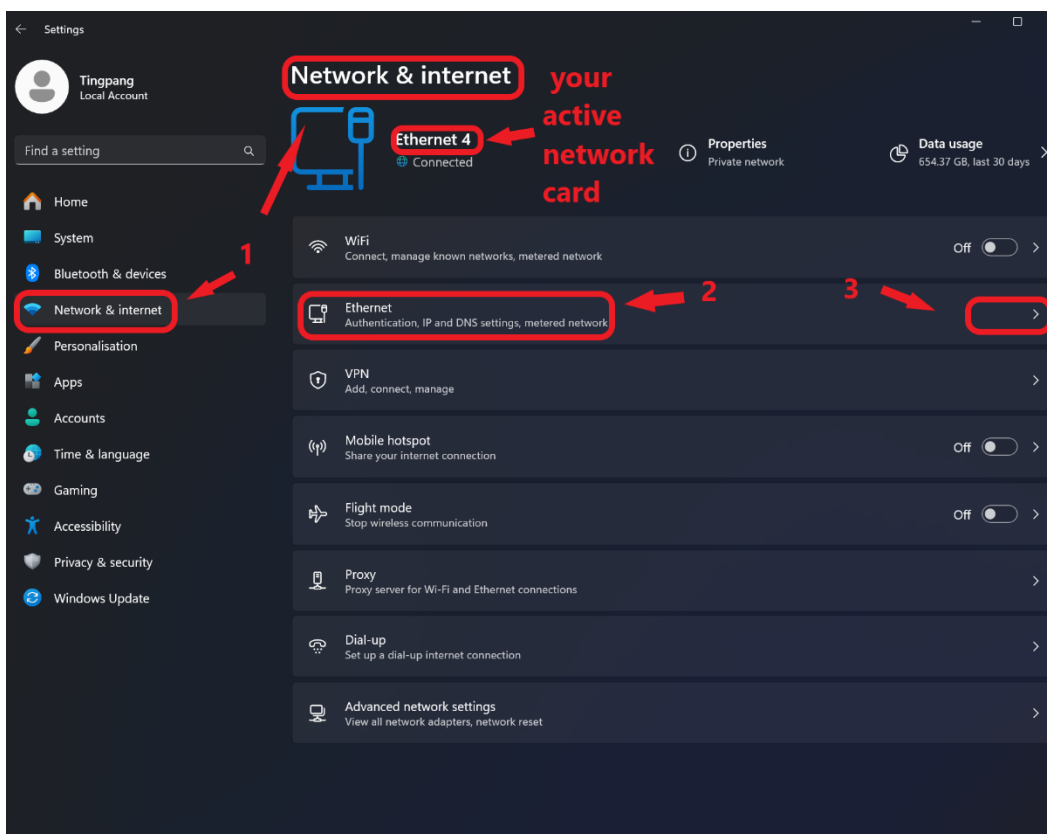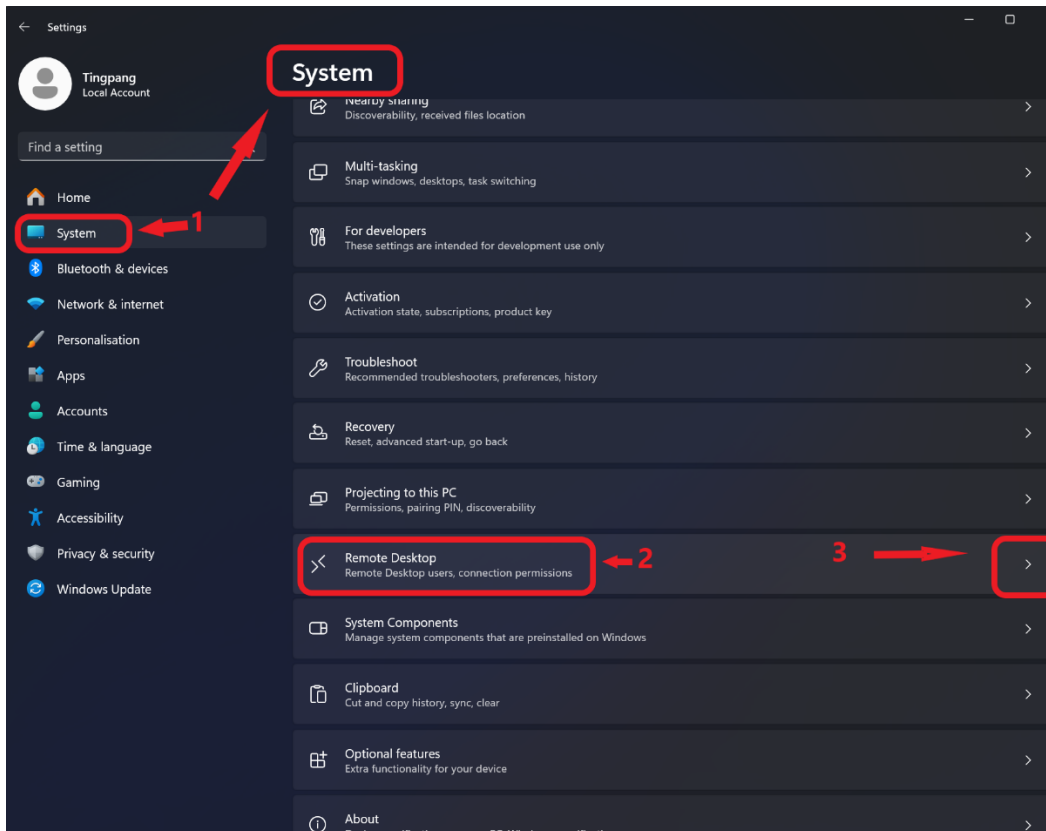
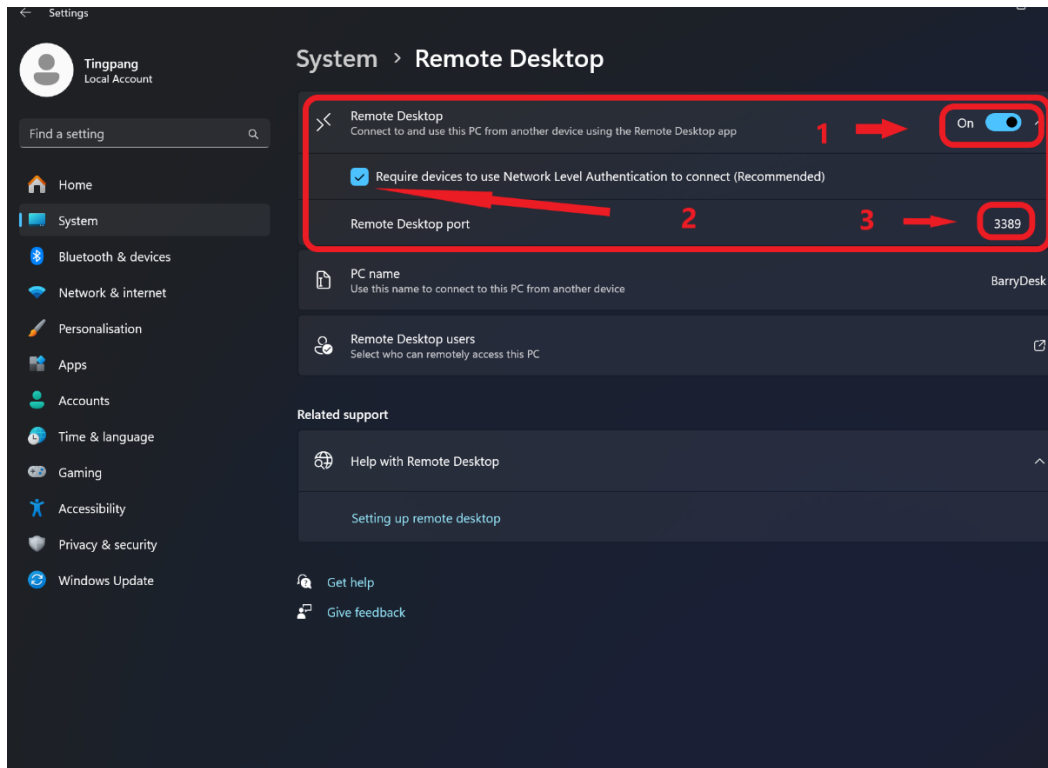## Step 3.  Locate and Record Your Host's IP Address



Please record the IP addres.

## Step 4.  (1) System → (2) Remote Desktop → (3) click on the arrow to expand next window

Step 5.  (1) Switch on Remote Desktop → (2) Require Network Level Authentication to connect (recommended) → (3) Note the port number if you have changed it.
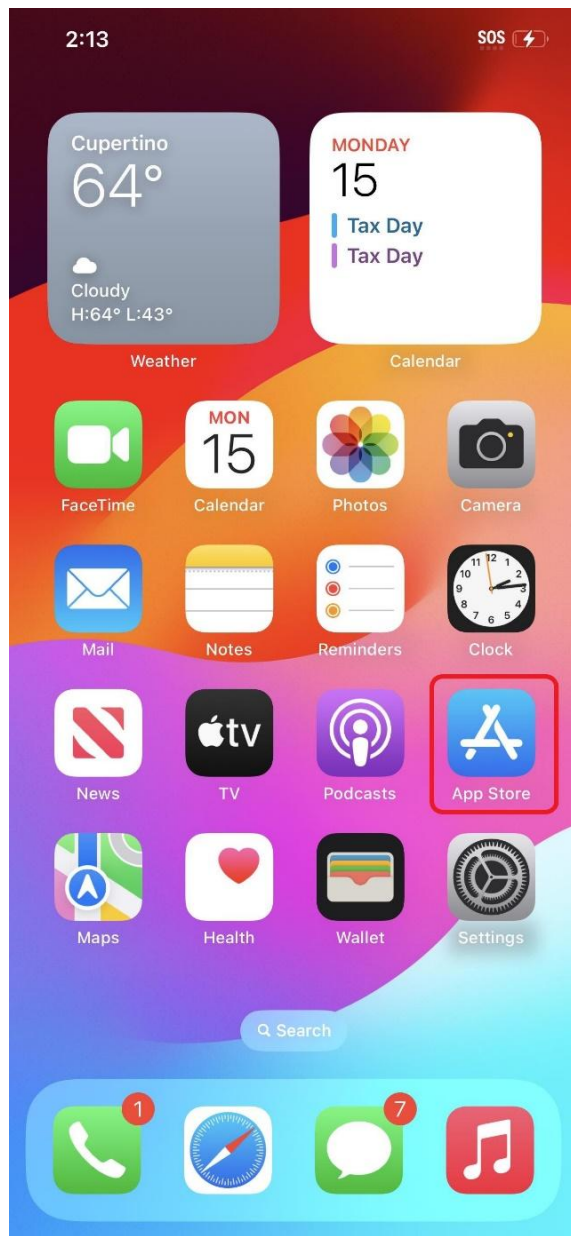


Step 6. Modify user setting to allow access → Remote Desktop Users, click on arrow → Add users setting if required (the current user can sign on Remote Desktop by default)
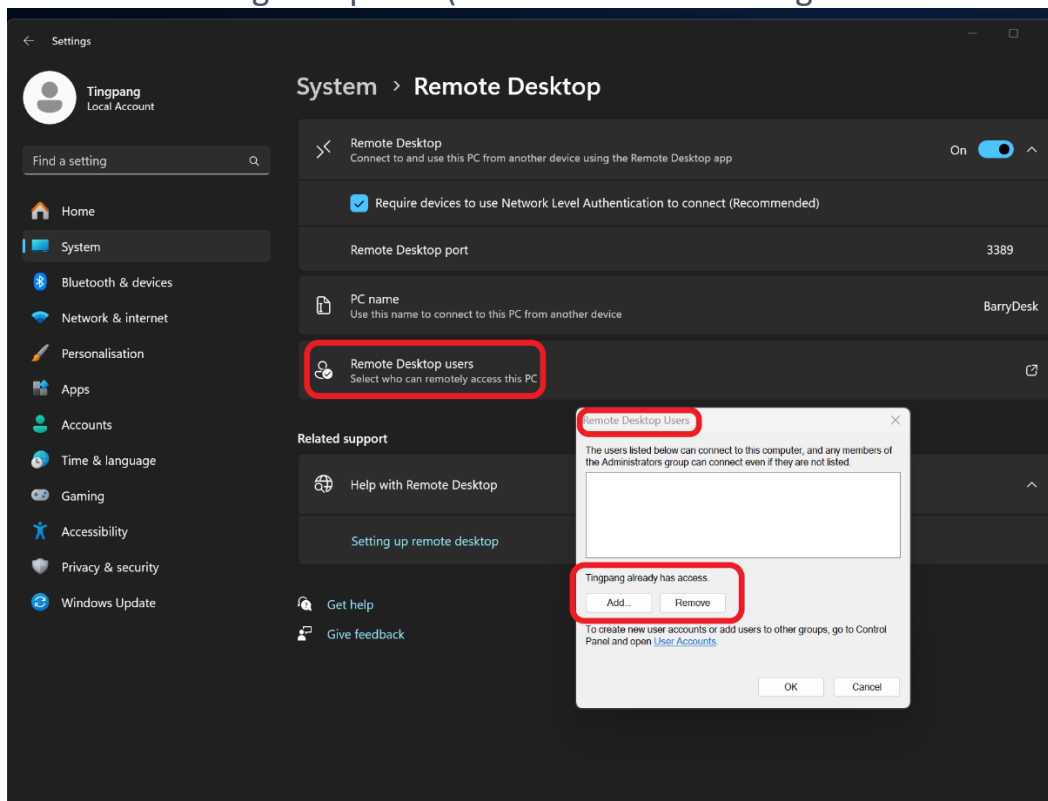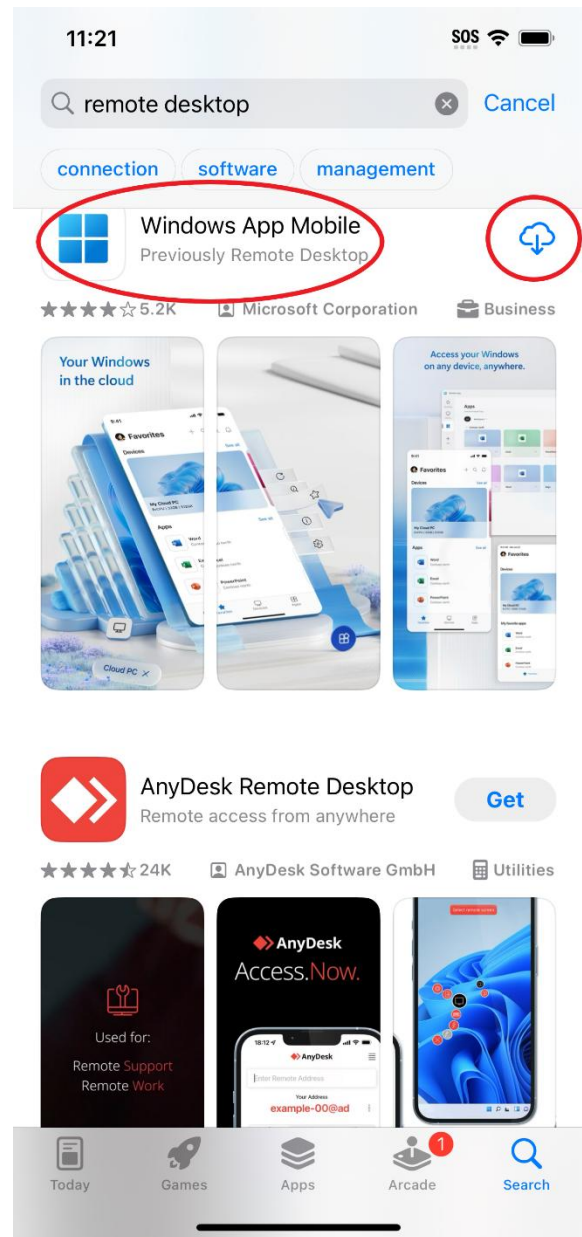


Your Windows 11 Pro Host is now setup to accept Remote Desktop request now.
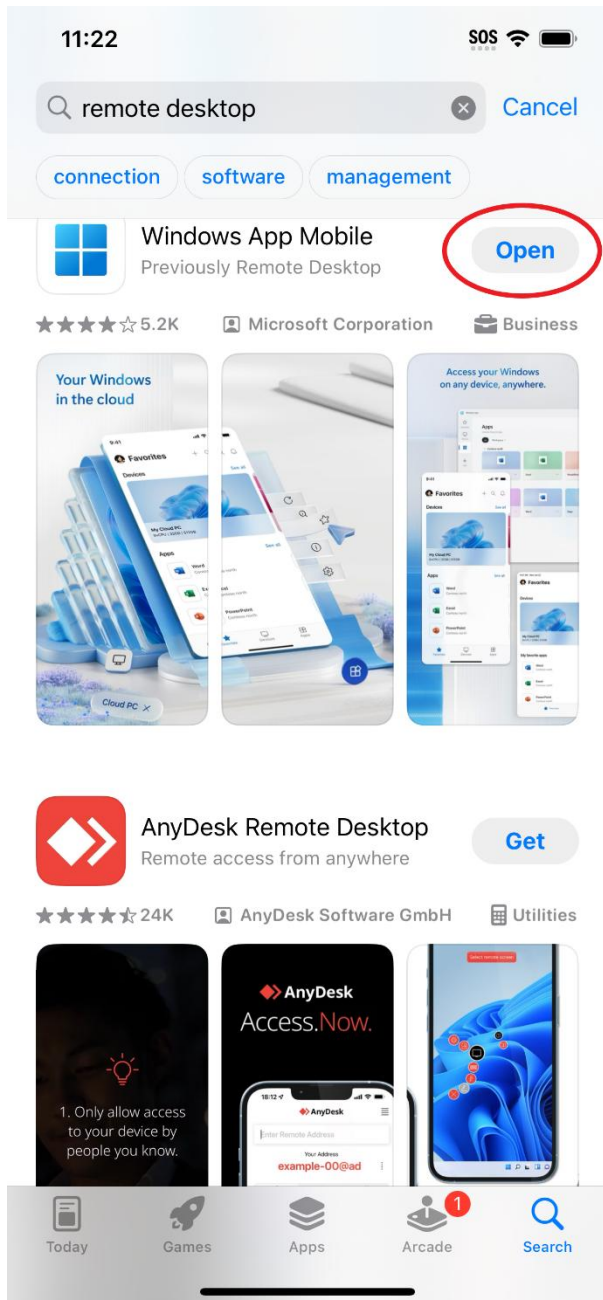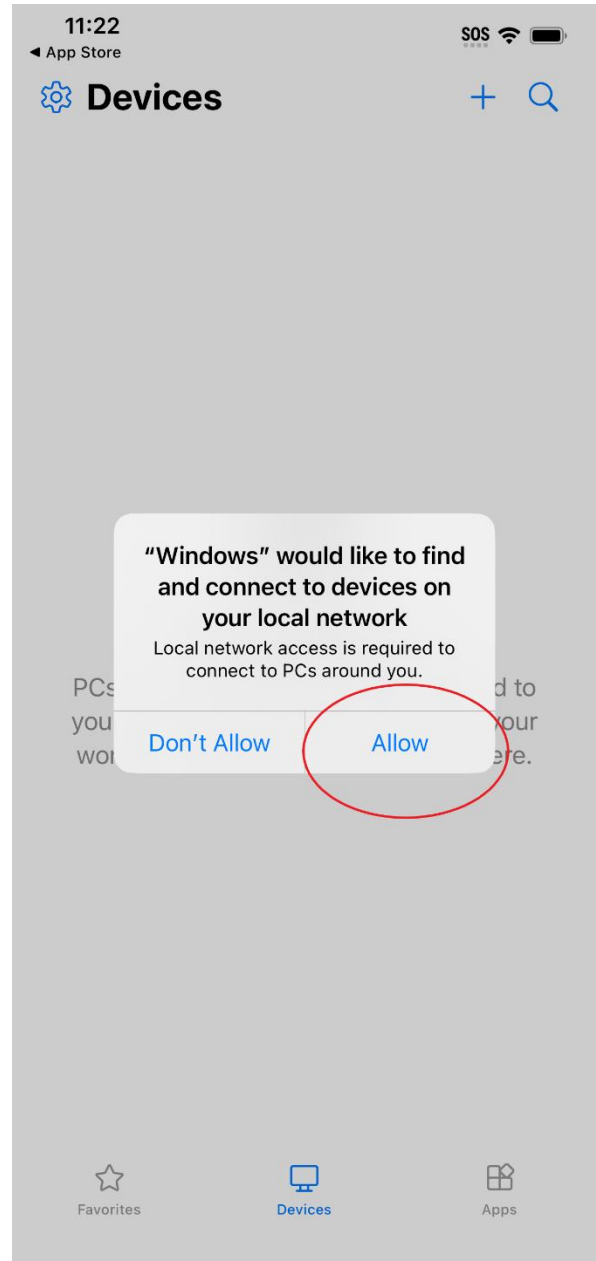
## 1.2 Setup iOS Device Client:

Step 1 Click on App Store

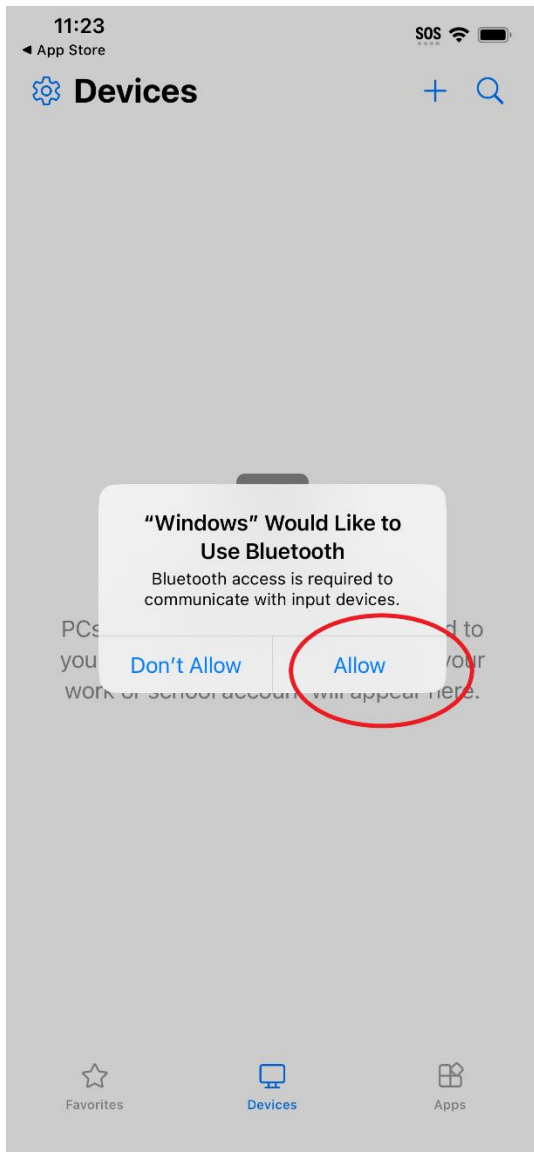Step 2 Search Windows App Mobile, click the download icon

## Step 3 Open Windows App Mobile



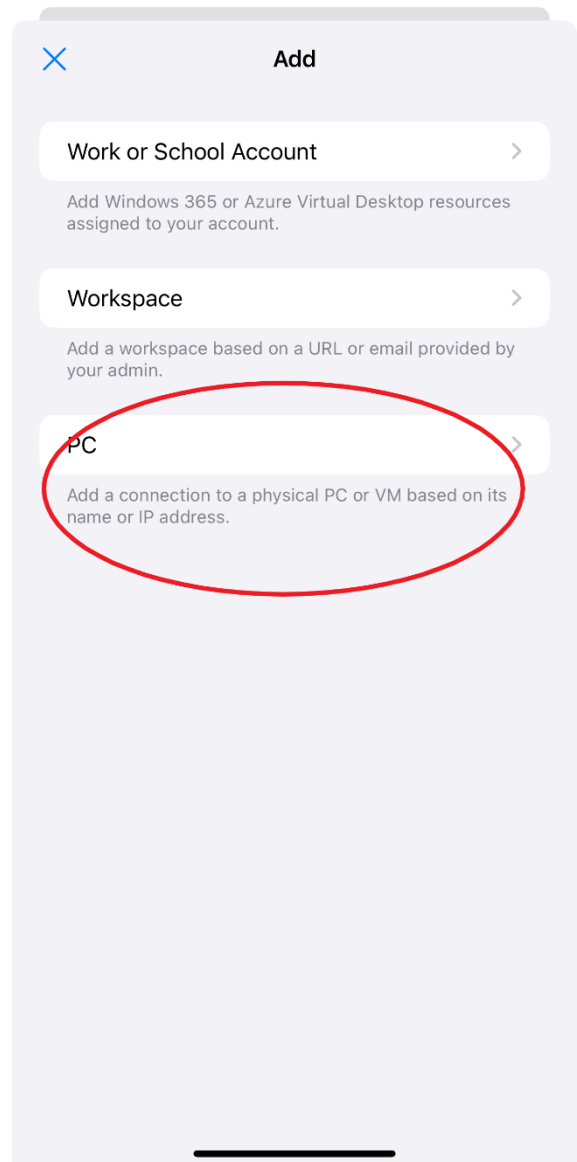## Step 4 Allow Windows App Mobile to search LAN

## Step 5 Allow Bluetooth

11:23
◀ App Store

⚙ **Devices**     +   🔍

**"Windows" Would Like to Use Bluetooth**
Bluetooth access is required to communicate with input devices.

Don't Allow | Allow

☆ Favorites    🖥 Devices    ⊞ Apps

## Step 6  Add PC

✕     **Add**

Work or School Account     ›

Add Windows 365 or Azure Virtual Desktop resources assigned to your account.

Workspace     ›

Add a workspace based on a URL or email provided by your admin.

PC     ›

Add a connection to a physical PC or VM based on its name or IP address.

# Step 7  Add PC by IP

# Step 8  Enter Target Host IP Address, then click the back arrow

**Step 9  Save the PC**

**Step 10  Connect your device to PMG using OpenVPN Connect app**

**Step 11  Select saved PC to Make RDP connection**



Edit PC screen:

| | | |
|---|---|---|
| PC Name | 192.168.150.11 | > |
| Credentials | Ask When Required | > |

GENERAL

| | | |
|---|---|---|
| Friendly Name | Optional | > |
| Admin Mode | | (off) |
| Swap Mouse Buttons | | (off) |

GATEWAY

| | |
|---|---|
| No Gateway Configured | > |

DEVICE & AUDIO REDIRECTION

| | | |
|---|---|---|
| Sound | Play on This Device | > |
| Microphone | | (off) |
| Camera | | (off) |
| Clipboard | | (on) |
| Storage | | (off) |
| YubiKey | | (on) |

Your cameras, location and microphone cannot be used in a remote session. Grant device access.



11:24 ◀ App Store  SOS

⚙ **Devices**   ⋯  +  🔍

⌄ **Saved Devices**

192.168.150.180

☆ Favorites   🖥 Devices   ⊞ Apps

Step 12 Enter your user name and password to login
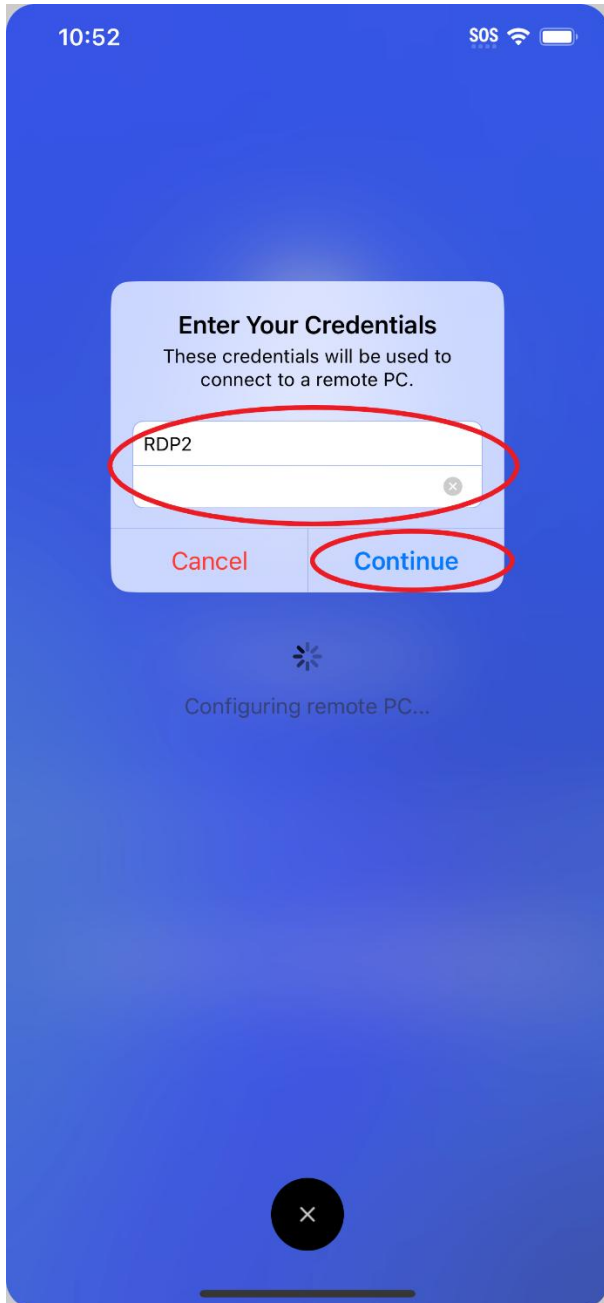


Step 13  You have successfully made the Remote Desktop Connection, please click "Yes" to Login and start the RDP session
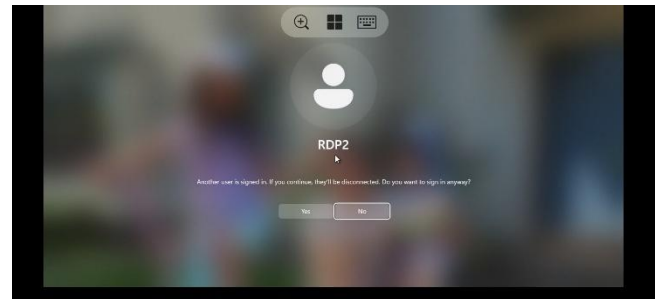


*Please remember to terminate the OpenVPN connection after you finish your Remote Desktop session to resume normal operation of your device.
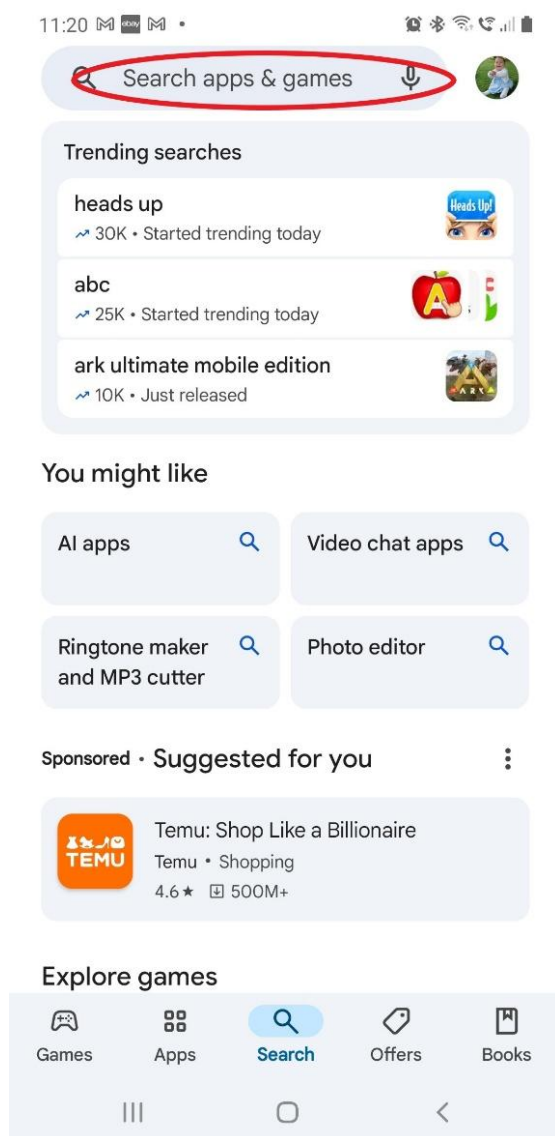
# Section 2. Android Device Client accessing Windows 11 Pro Host
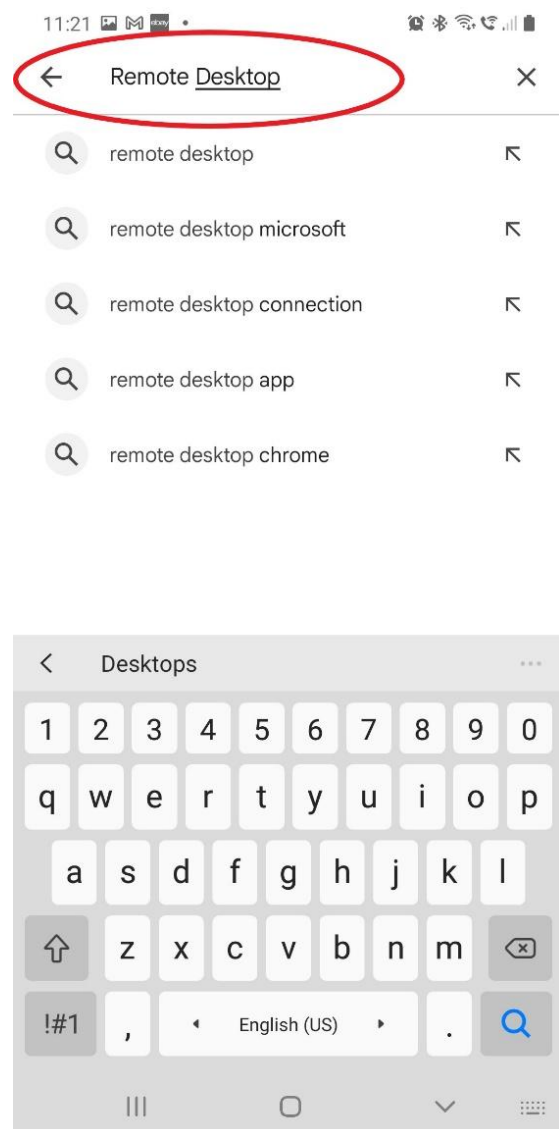
## 2.1 Enable Windows 11 Pro Host for Remote Desktop Access

## Please refer to Section 1, 1.1 for details
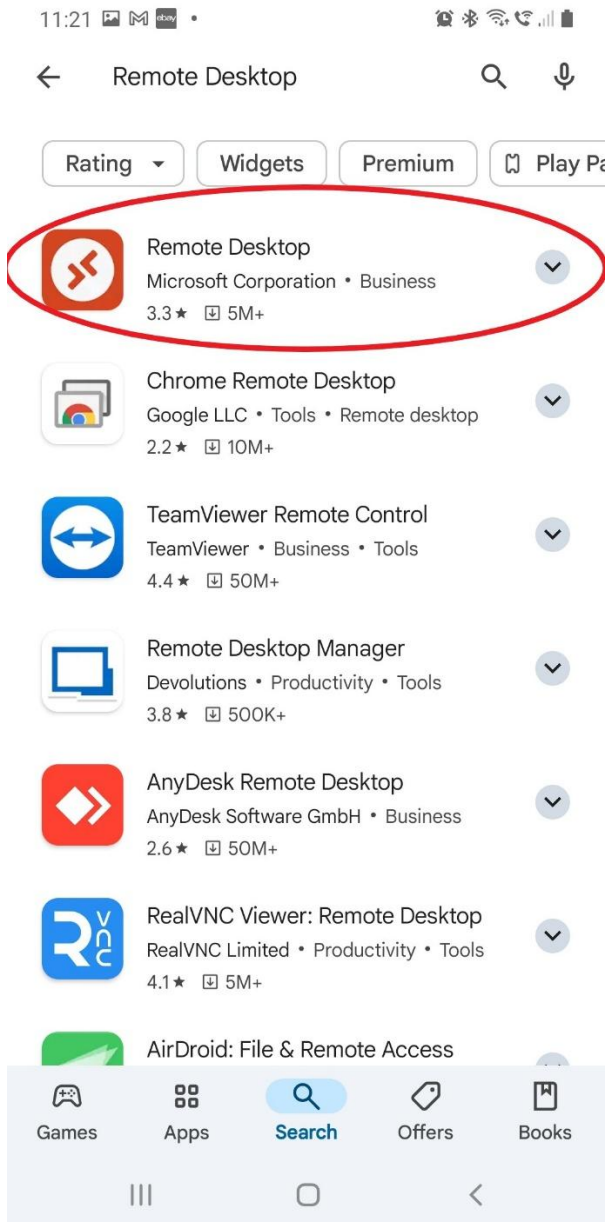
## 2.2 Setup Android Device Client:
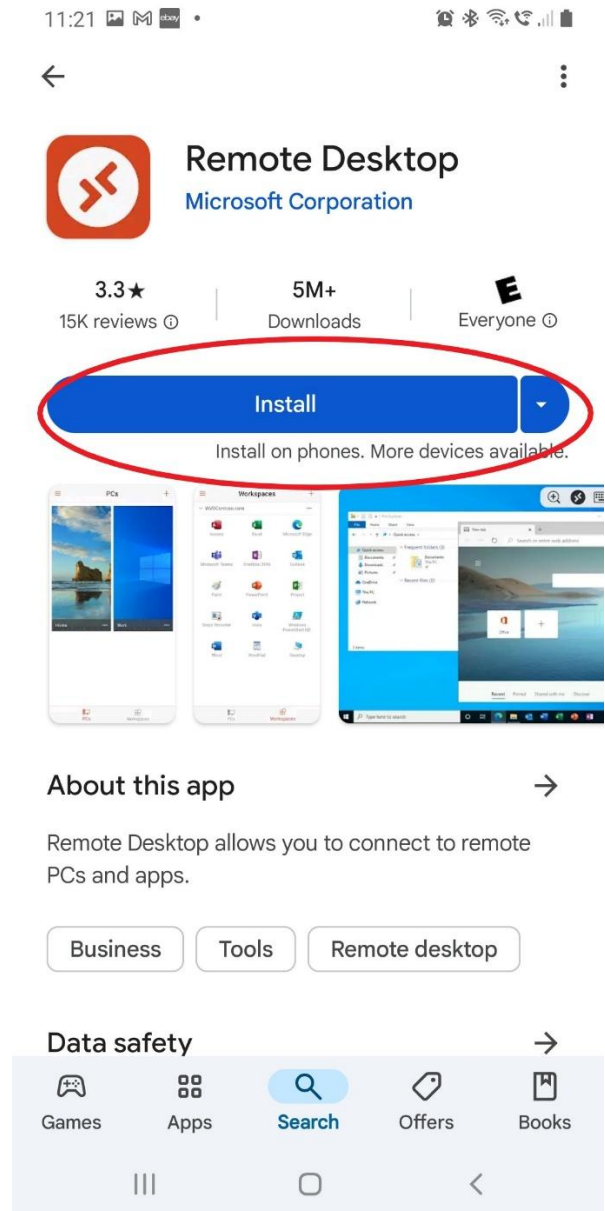
### 1. Play Store→Search



### 2. Search→Remote Desktop
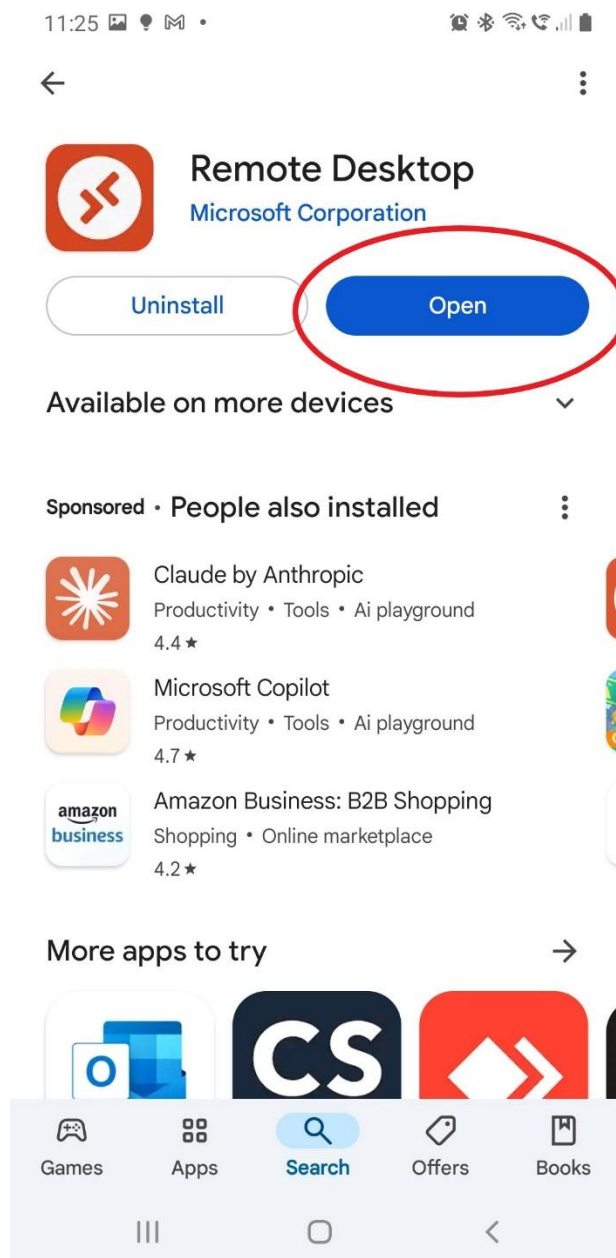
## 3. Select Remote Desktop app
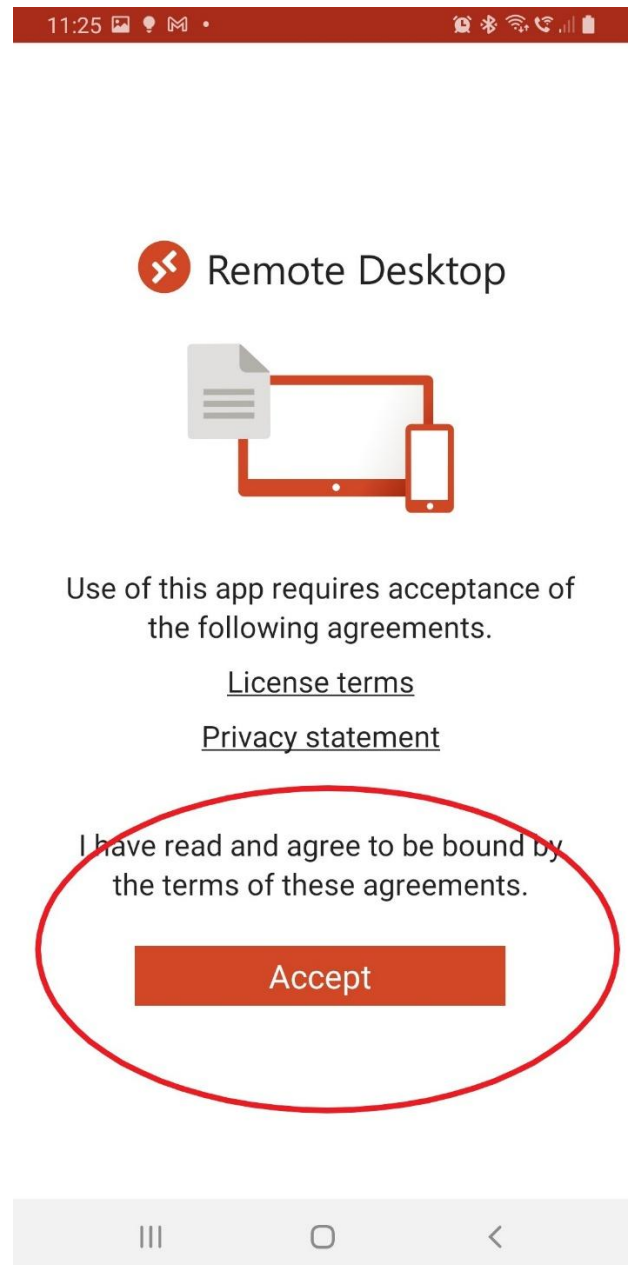


## 4. Install Remote Desktop app

## 5. Make your PMG connection using OpenVPN Connect Client
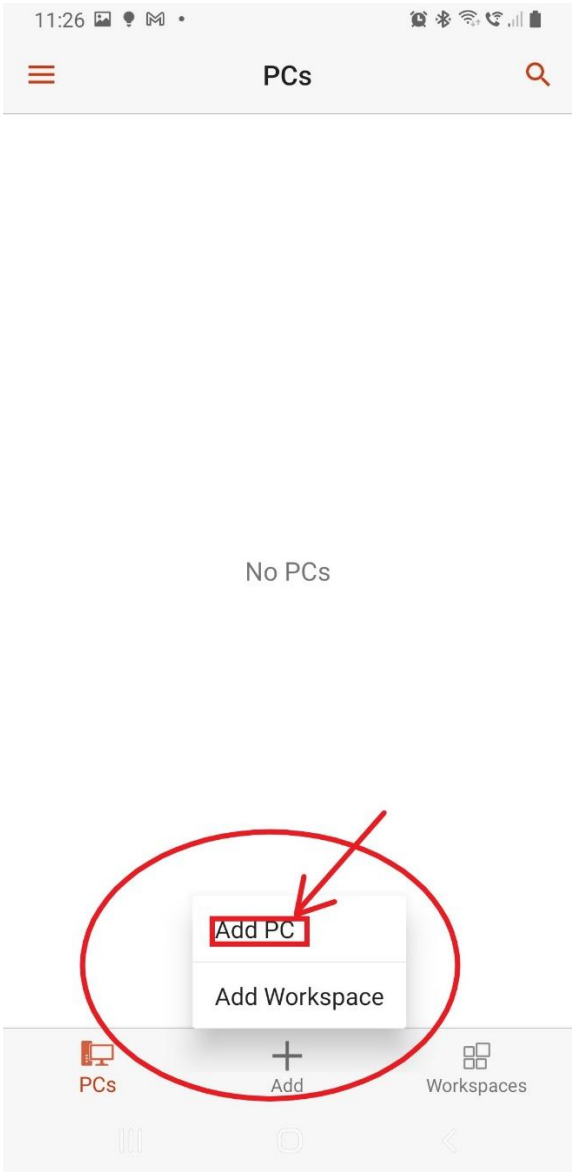
## 6. Open Remote Desktop app



## 7. Accept License Terms
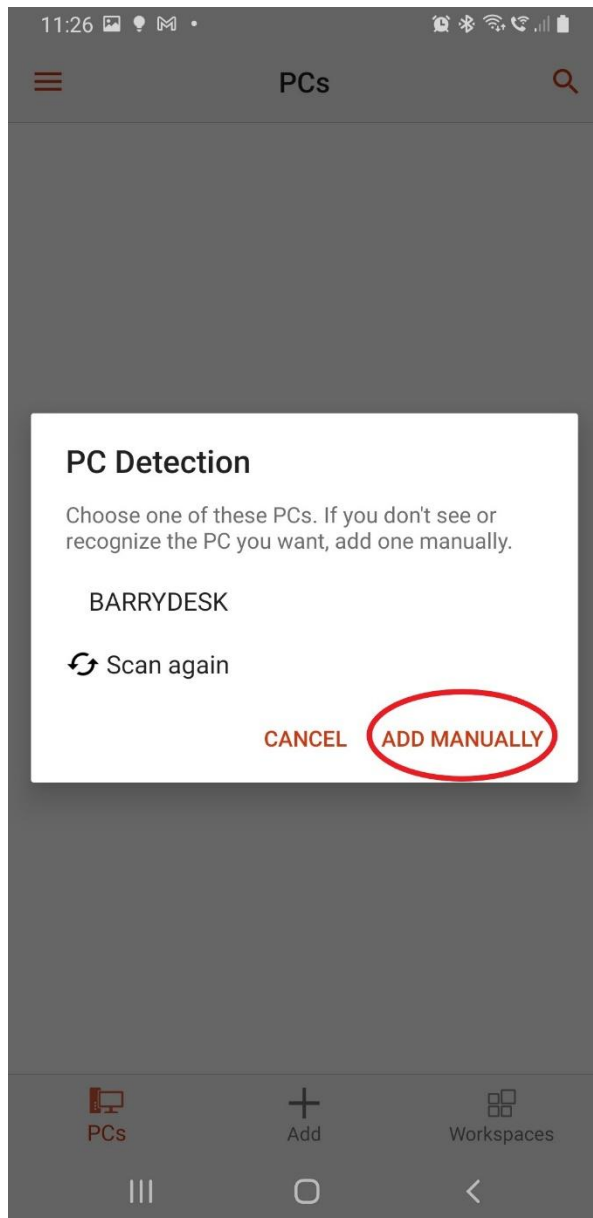
## 8. Add PC (HOST) (1)

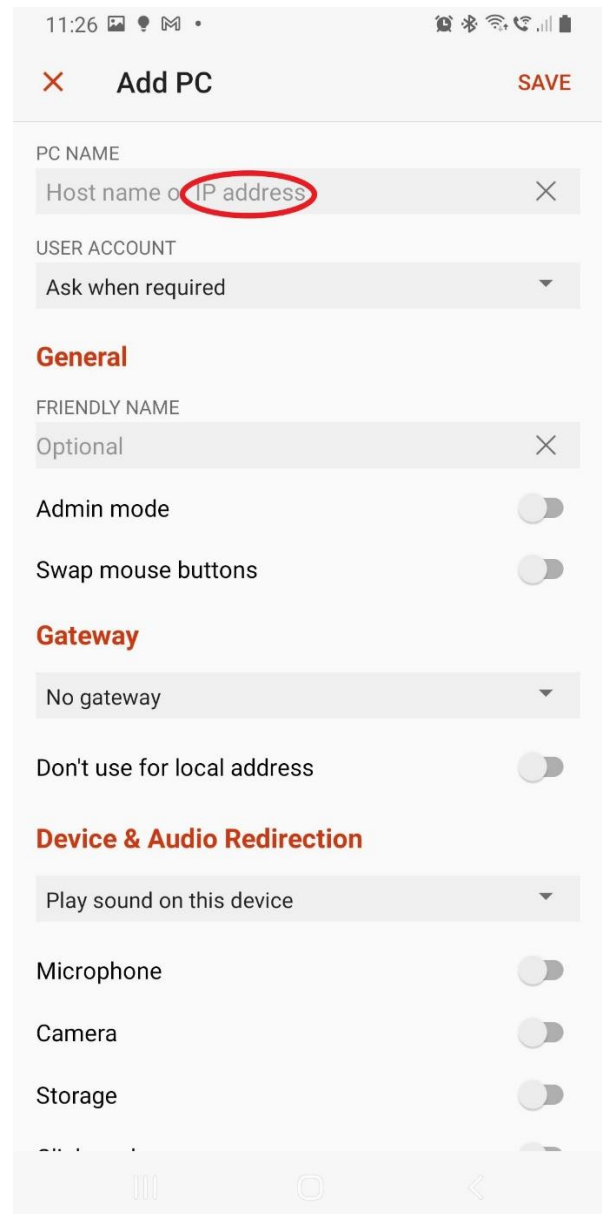☰　　　　　PCs　　　　　🔍

No PCs

🖥️　　　　　＋　　　　　🔲🔲
PCs　　　　　Add　　　　Workspaces

## 9. Add PC (HOST) (2)

11:26 🖼 💡 M ·　　　　　⏰ ✳ 🛜 📶🔋

☰　　　　　PCs　　　　　🔍

No PCs

Add PC

Add Workspace

🖥️　　　　　＋　　　　　🔲🔲
PCs　　　　　Add　　　　Workspaces

## 10. Add PC (HOST)  (3)

11:26 📷 🔔 M •  🕐 ⚡ 🛜 ☎ ᴵᴵᴵ 🔋

≡　　　　　　PCs　　　　　　🔍

**PC Detection**

Choose one of these PCs. If you don't see or
recognize the PC you want, add one manually.

   BARRYDESK

🔄 Scan again

               CANCEL    **ADD MANUALLY**

🖥️　　　　＋　　　　🔲
PCs　　　　Add　　　Workspaces

|||     ◯     ‹

## 11. Add PC (HOST)  (4)

11:26 📷 🔔 M •  🕐 ⚡ 🛜 ☎ ᴵᴵᴵ 🔋

✕　　**Add PC**　　　　　　SAVE

PC NAME

Host name or IP address　　　　　　✕

USER ACCOUNT

Ask when required　　　　　　　　▾

**General**

FRIENDLY NAME

Optional　　　　　　　　　　　　✕

Admin mode　　　　　　　　　　　⬜

Swap mouse buttons　　　　　　　⬜

**Gateway**
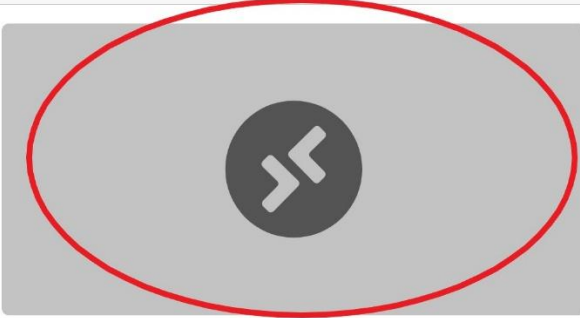
No gateway　　　　　　　　　　　▾

Don't use for local address　　　　⬜

**Device & Audio Redirection**

Play sound on this device　　　　　▾

Microphone　　　　　　　　　　　⬜

Camera　　　　　　　　　　　　　⬜

Storage　　　　　　　　　　　　　⬜

|||     ◯     ‹

## 12. Add PC (HOST) (5)



## 13. Add user Account (1)

## 14. Add User Account (2)
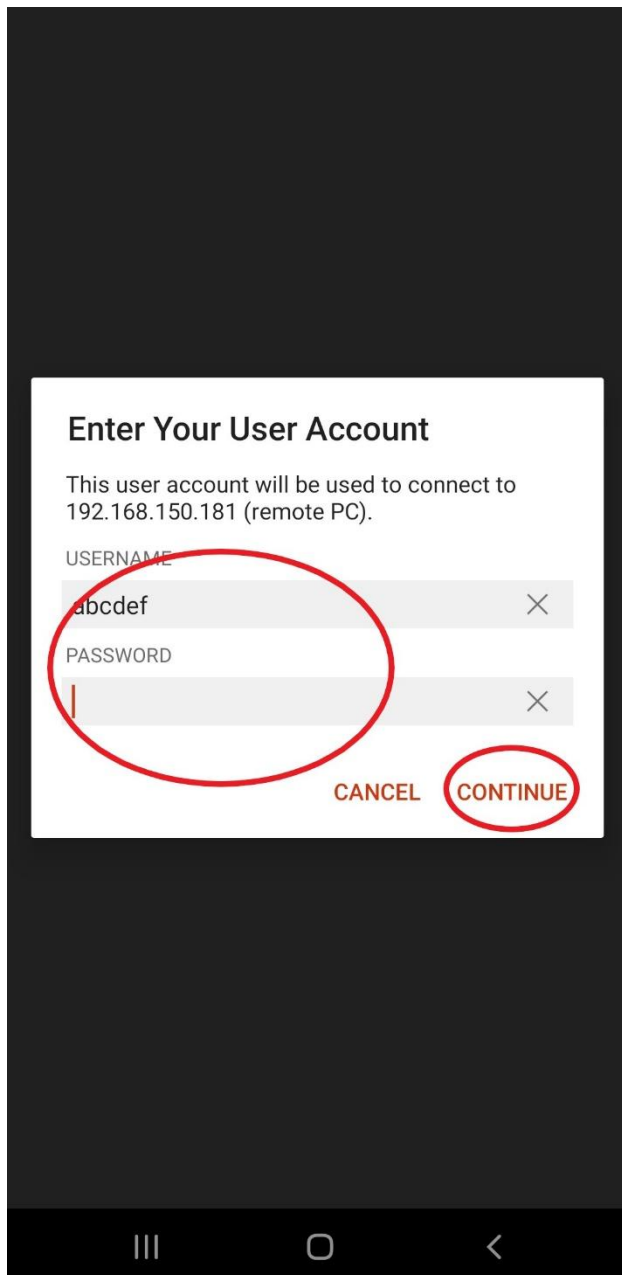


## 15. Start Remote Desktop

## 16. Enter User Credentials to Start



## 17. Your Remote Desktop to the Target Host session will start after you successfully log in
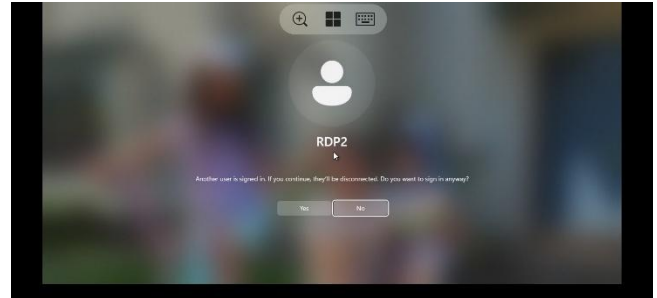


*Please remember to terminate the OpenVPN connection after you finish your Remote Desktop session to resume normal operation of your device.
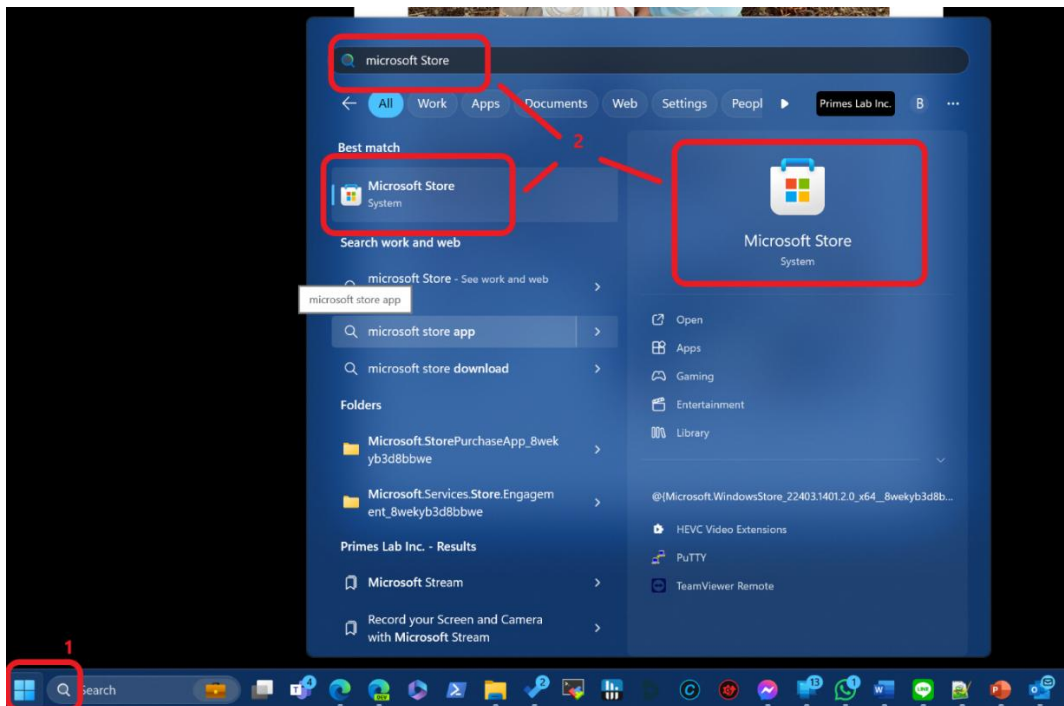
# Section 3. Windows Device Client accessing Windows 11 Pro Host

## 3.1 Enable Windows 11 Pro Host for Remote Desktop Access
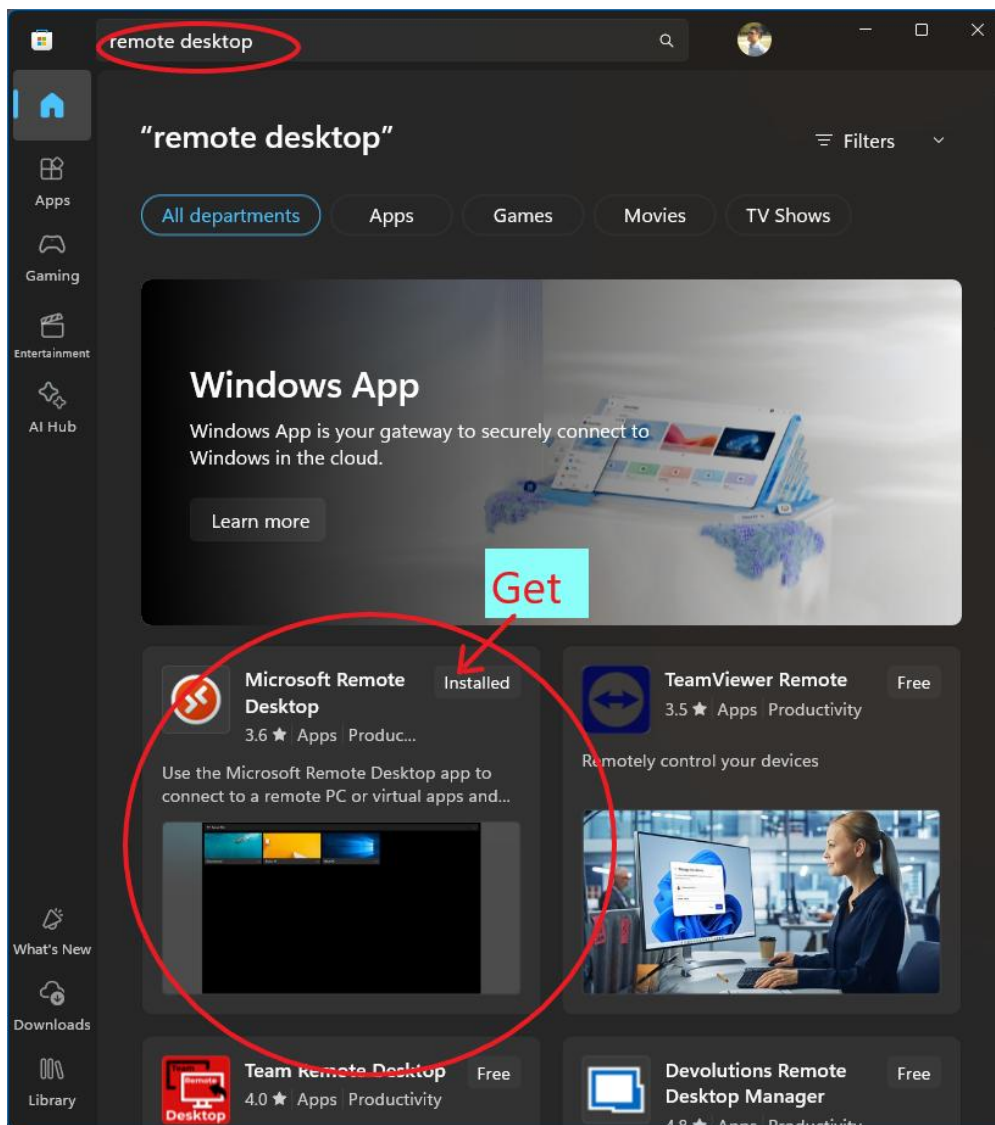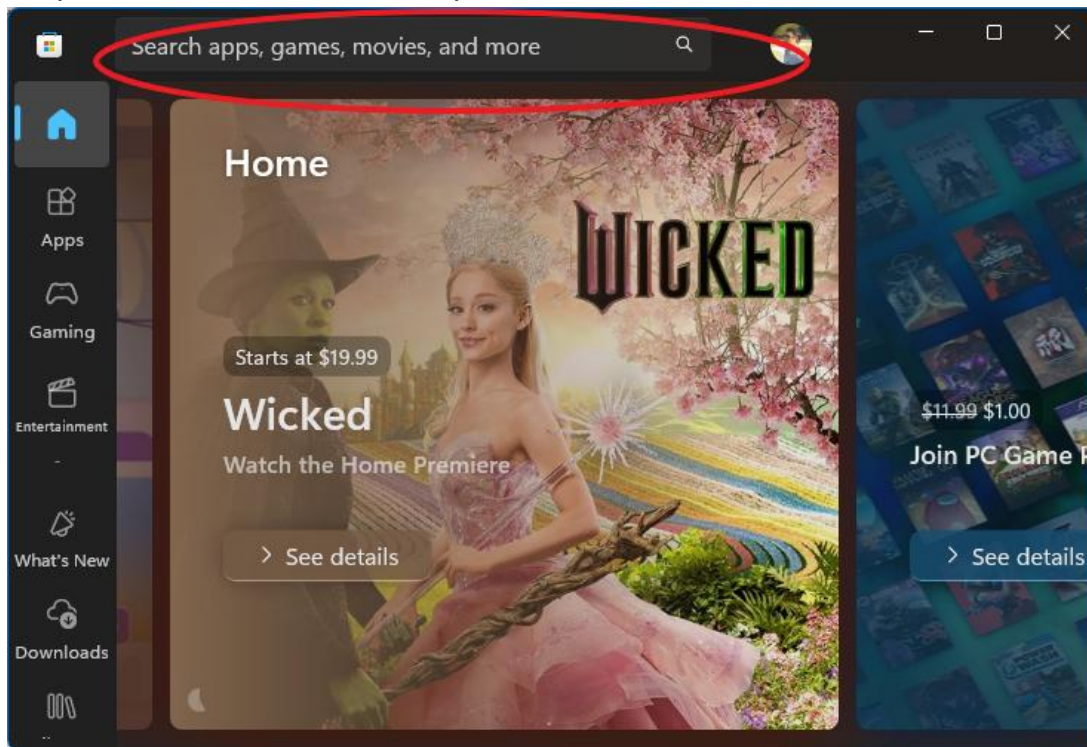
Please refer to Section 1, 1.1 for details.

## 3.2 Setup Windows Remote Desktop Client
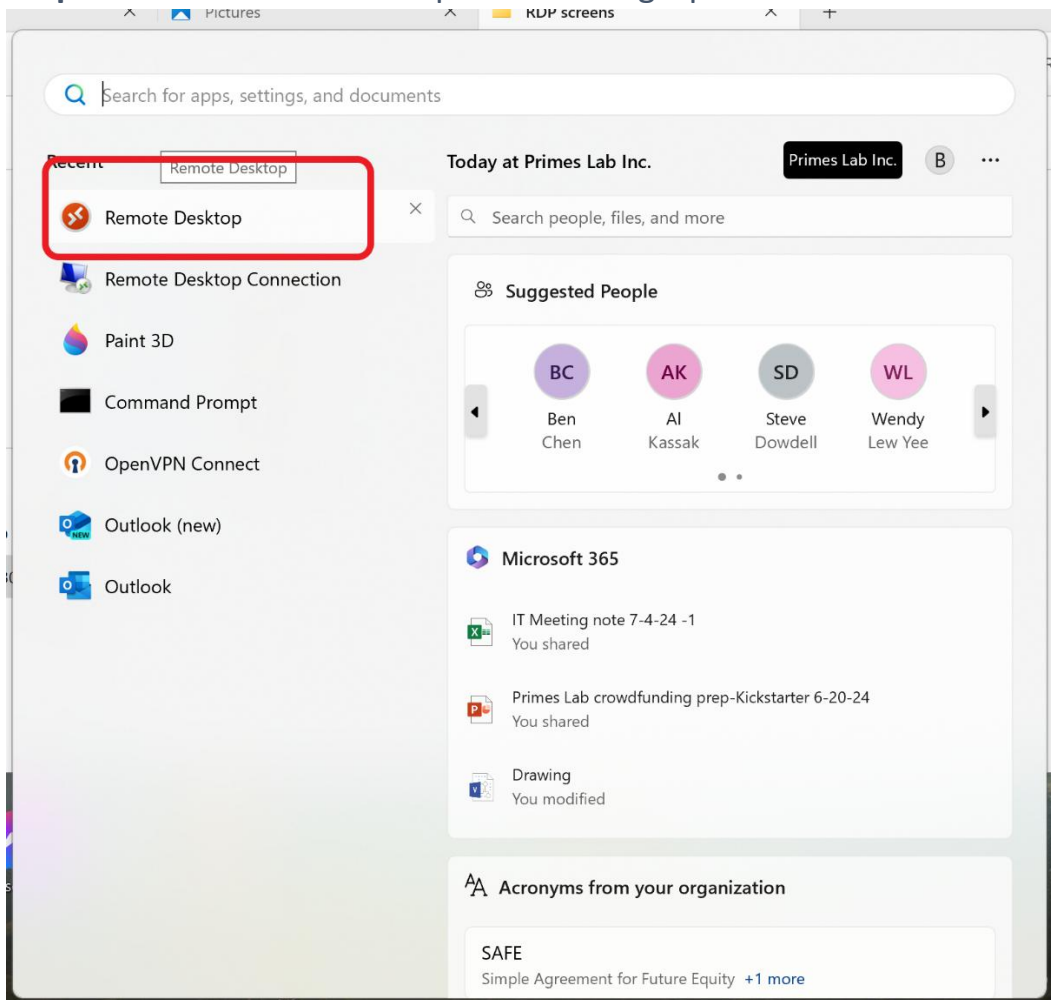
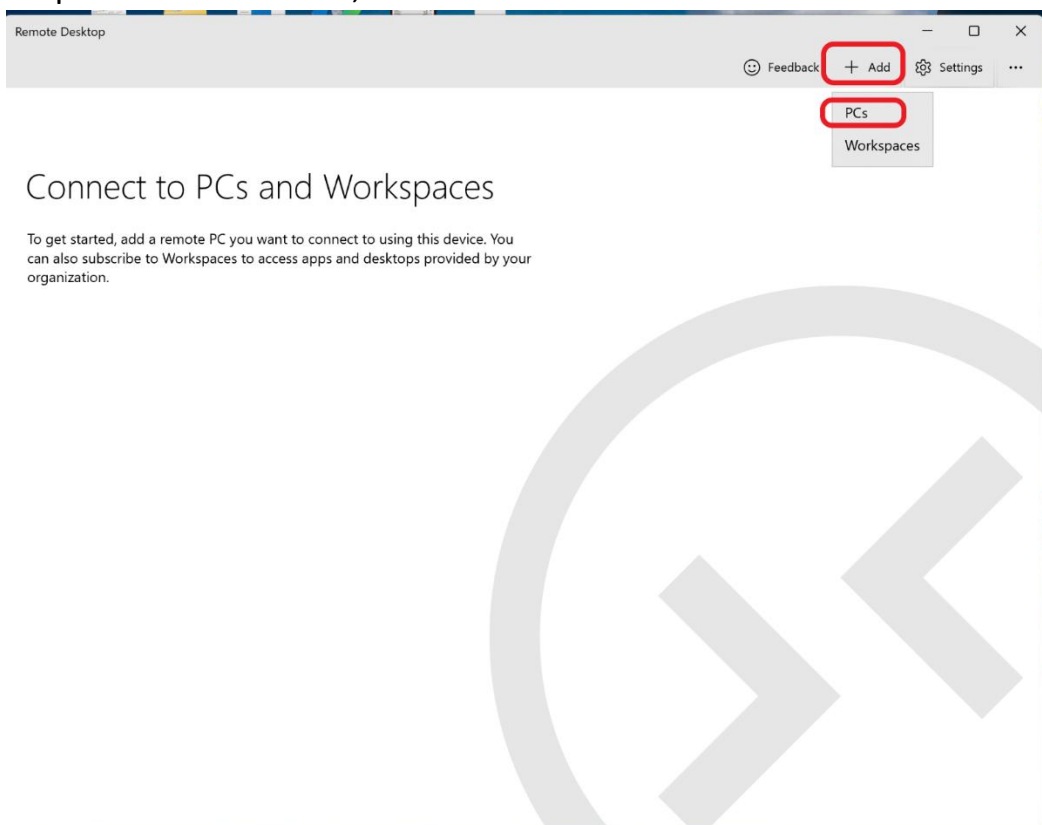Step 1  Start → search Microsoft Store, then click on Microsoft Store

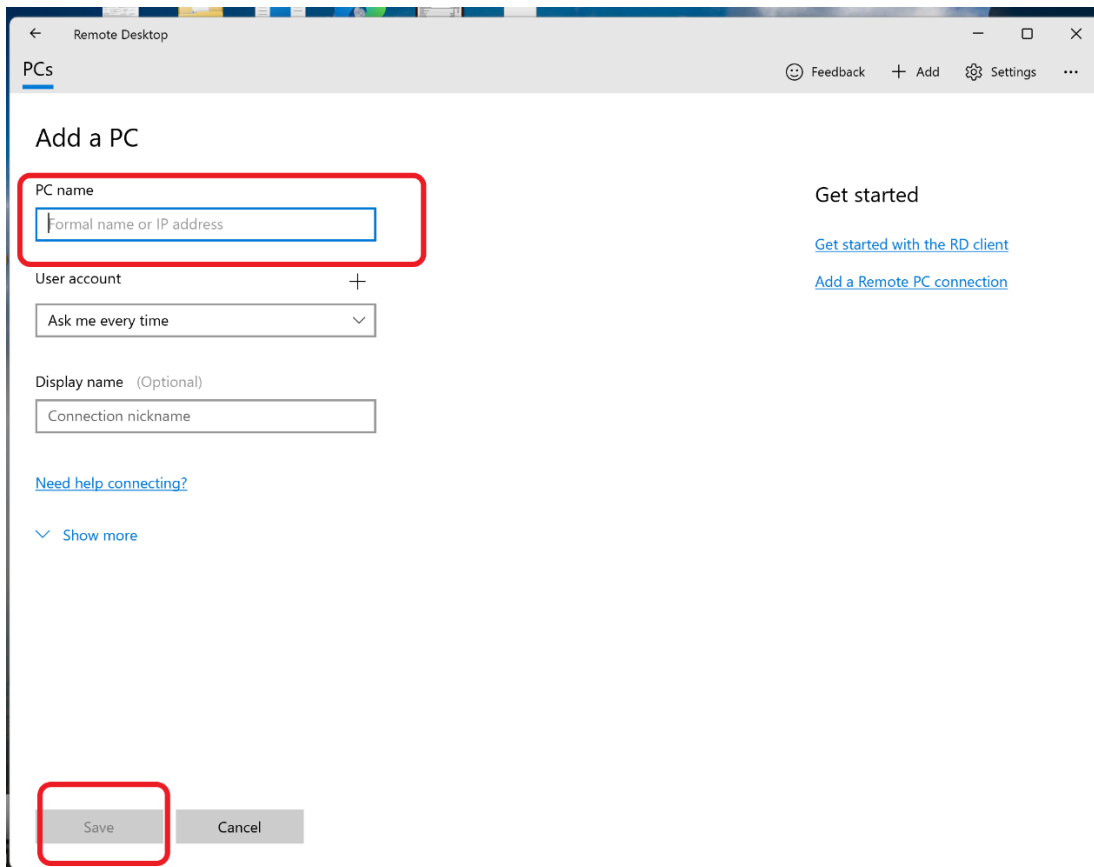## Step 2  Search remote desktop and Get to install

**Step 3** Start Remote Desktop after making OpenVPN connection to PMG



Step 4  Click on the "+", and select "PC"

## Step 5  Enter the IP and click on Save



## Step 6  Your PC will show up (if you entered your optional Display Name, it will show up here.) Click on the PC
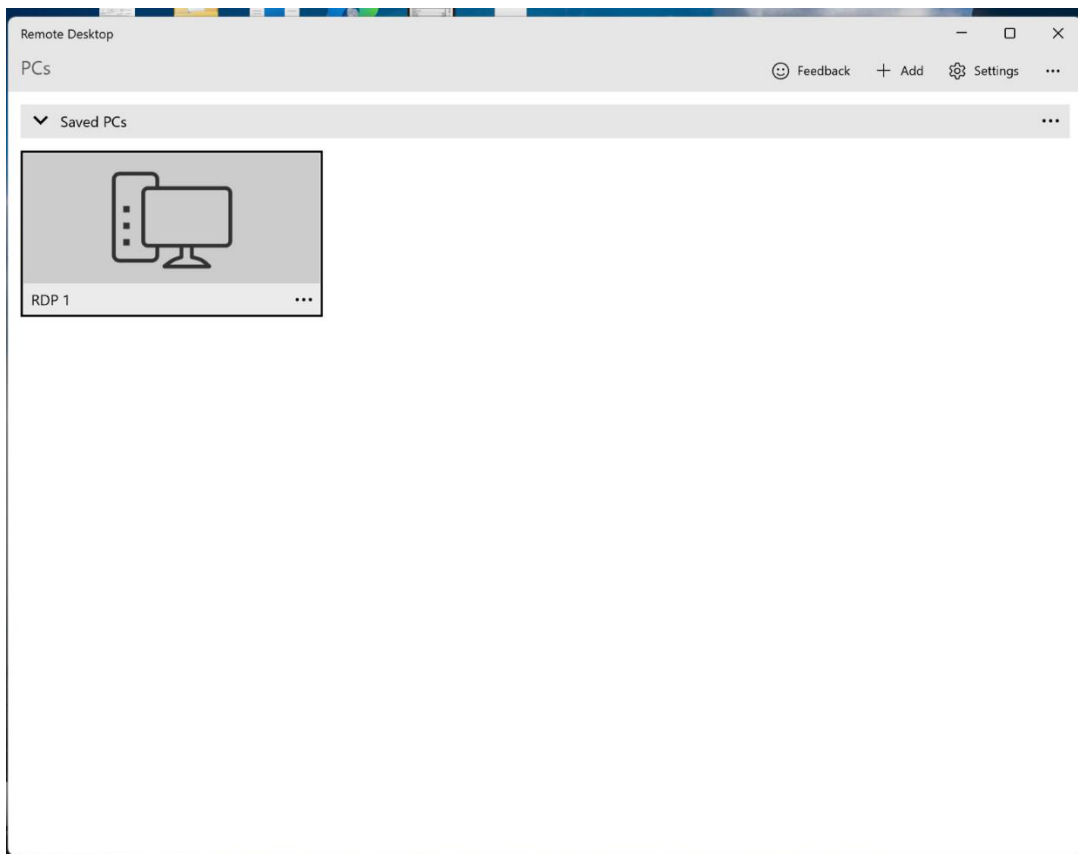
Step 7  Enter your username and password, then click on Connect



Step 8 You have made the connection and click on Yes to continue



*Please remember to terminate the OpenVPN connection after you finish your Remote Desktop session to resume  normal operation of your device.

# Section 4. iOS Device Client accessing Windows 11 Pro Host

## 4.1 Enable Windows 11 Pro Host for Remote Desktop Access

**Please refer to Section 1, 1.1 for details.**

## 4.2 Setup macOS Remote Desktop Client
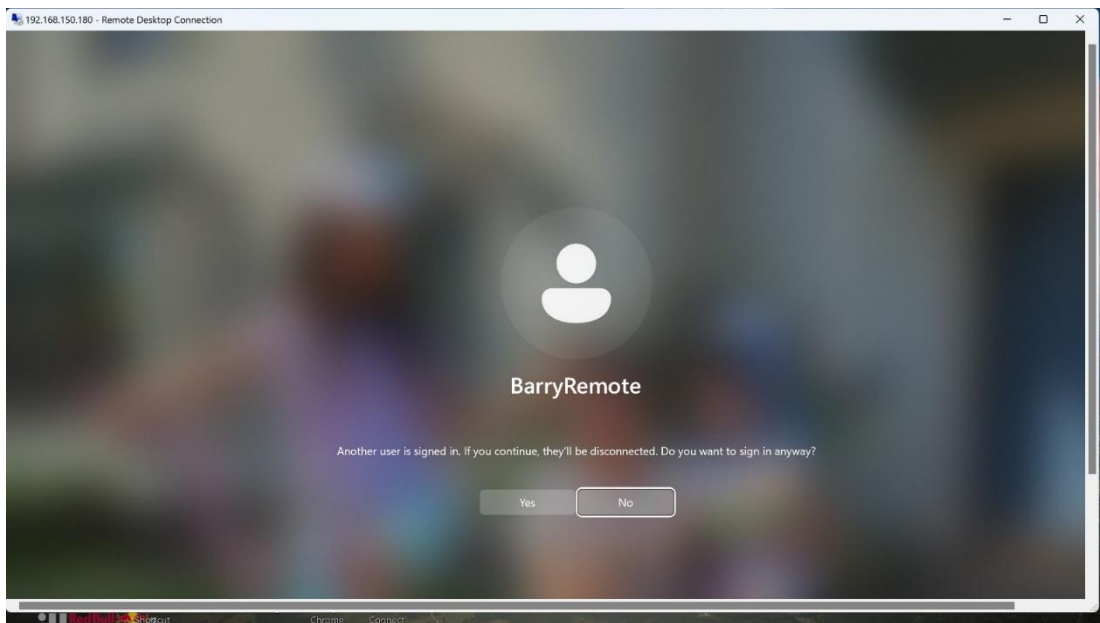
1  **Download the Microsoft Remote Desktop for Mac client**: Open the Mac App Store and search for "Microsoft Remote Desktop for Mac." Download and install the app.

2  **Make OpenVPN connection**: Use OpenVPN Connect app to connect to PMG.

3  **Launch RDP client app:** Launch the Microsoft Remote Desktop for Mac client from your Applications folder or Launchpad.

   3.1  **Add a PC**: Click on the "+" button and select "Add PC" to add the Windows host you want to connect to.

   3.2  **Enter details**: Enter the IP address of the Windows PC, and the credentials (username and password) for the Windows account. (Note: Windows Host IP address is required. Consult the Remote Desktop Host section of this document for locating the Host IP address if you don't have it already.)

   3.3  **Connect**: Click "Save" and then "Connect" to start the remote session.

4  After you finish your RDP session, please remember to disconnect the OpenVPN connection to your PMG to resume normal operation.

# Section 5. Setup iOS Device Client accessing Windows 10 Pro Host

## 5.1 Enable Windows 10 Pro Host for Remote Desktop Access

**Requirement**: Windows 10 Pro is required for Remote Desktop service, please upgrade your windows 10 to "Pro" version if it is not.

Steps:

1. Open Settings.
2. Click on System.
3. Select Remote Desktop.
4. Toggle the Enable Remote Desktop switch to On.
5. Confirm when prompted.

Your Windows 10 Pro Host is now setup to accept Remote Desktop request now.

To Locate the IP address of your Target Host

Steps: (To be performed at your target host)

1. **Open Settings**: Click on the Start menu and select the gear icon to open Settings.
2. **Go to Network & Internet**: In the Settings window, click on "Network & Internet".
3. **Select Wi-Fi or Ethernet**: Choose either "Wi-Fi" or "Ethernet" depending on your connection type.
4. **View Properties**: Click on the network you're connected to, then click "Properties".
5. **Find IP Address**: Under "Properties," look for your IP address listed next to "IPv4 address".
6. **Record the IP address**.


## 5.2 Setup iOS Device Client:

**Please refer to Section 1, 1.2 for details.**

# Section 6. Setup Android Device Client accessing Windows 10 Pro Host

**6.1 Enable Windows 10 Pro Host for Remote Desktop Access** Requirement:

**Please refer to Section 5, 5.1 for details.**

## 6.2  Setup Android Device Client

**Please refer to Section 2, 2.2 for details.**

# Section 7. Setup Windows Device Client accessing Windows 10 Pro Host

## 7.1 Enable Windows 10 Pro Host for Remote Desktop Access

Please refer to Section 5, 5.1 for details.

## 7.2 Setup Windows Remote Desktop Client

Please refer to Section 3, 3.2 for details.

# Section 8. Setup macOS Device Client accessing Windows 10 Pro Host

## 8.1 Enable Windows 10 Pro Host for Remote Desktop Access

Please refer to Section 5, 5.1 for details.

## 8.2 Setup macOS Device Client Remote Desktop Client

Please refer to Section 4, 4.2 for details.