

Solutions for the Top 5 Remote Desktop Manager Frustrations



TOP 5 RDM FRUSTRATIONS

Hello RDMers,

Let's face it: we all like to think that we're perfect, right? I would say that I'm pretty close to being perfect, but let's be honest there is some things about me that might (I will emphasize the might!) annoy some of my colleagues. For example, I have a habit of leaving half-empty coffee cups all over the place, and my stilettos can get a bit loud. What can I say? I'm human after all!

Nobody is really perfect and just like us, Remote Desktop Manager does have some things that might frustrateus! **Let'srunthroughsolutionsforthetop5RDM frustrations**, as measured by the volume of support requests we receive. If you run into any of these in your daily RDM experience, here's what to do:

#5. All of your entries suddenly disappear when you switch the data source.

Solution: All you need to do is manually force a refresh (Ctrl + F5) – and voila, problem solved!



#4. The connection to your Devolutions Online Database account isn't working, even though you just bought a license.

Solution: After you purchased Devolutions Online Database, our team sent you an email containing your registration key (if you can't find this, just <u>contact us</u> and we'll look into it). Simply click the **Activate Now** link in the email, and you're all set!

#3. The Remote Desktop Manager navigation pane is missing from your interface.

Solution: Don't worry. Click on **Window - Reset Layout** and reset the interface to its original layout.



FILE HOME	EDIT	VIEW	ADMINISTRATION	REFACTORING	тоо	LS WINDOW
Cascade	Use Tabbed	Close	Close	t Layout	Expand	Collapse
U Tile Vertical	Header		All Er Swite	h Window 🔻	All	All

#2. You're getting annoyed by automated updates.

Solution: This one's easy to fix. In File – Options – General – Application Start, select Auto Update. Then customize your upgrade preferences. Don't include betas if you wish to limit the number of updates that you're prompted to apply.

And the top source of frustration, and easily the most frequent question we get...

#	Remote Desktop Manager					×	
~	General	Application Startup					
	Application Start	Essue list on startur					
	Application Close	Focus list on startup					
	Notification	Show Splash screen					
	Proxy	Force show Navigation pane at startup					
	Quick Connect						
	Custom Variables	Startup window state	Last saved	\sim			
>	User Interface	Missing Add-on directive	Show dialog	\sim			
>	Types	Startus esline state	Default	~			
	Reports	Startup on inte state	Derduit				
	Browser Extensions						
	Key Agent	Auto Update					
	Security						
>	Tools	✓ Enable check for updates					
	Path	Check for updates at startup					
	Cloud	Important updates only (major)					
	Advanced						

#1. You don't know where to enter your RDM license number.

Solution: Just go to **Help – Register Versio**n, and enter the license number that you've received via email.



We truly hope the above solutions will improve your RDM experience, and reduce your frustration! And as for me...well, I promise to try and stop leaving my half-empty cups everywhere. But as for the stilettos, sorry they're here to stay!

As always, please let us know your thoughts by using the comment feature of the blog. You can also visit our forums to get help and submit feature requests, you can find them <u>here</u>.