NetServ

NetServ User Manual

A screen-by-screen remote-access guide

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1. Overview & Requirements

NetServ lets you view and control another PC over the internet. No complex network setup — you only need the other PC's **name** and **password** to connect.

Item	Detail
OS	Windows 10/11, Linux (x64), macOS
Networking	Direct P2P (hole-punching) → automatic relay fallback
Security	Password auth · end-to-end encryption (ECDH+AES-GCM)
Two roles	Host (shares screen) · Viewer (connects). One app does both.

> **Key idea**
> On the PC that will **accept** connections, turn on 'Server Mode' and set a name & password. On the PC that **initiates**, pick the target from the list and enter its password.

2. Installation

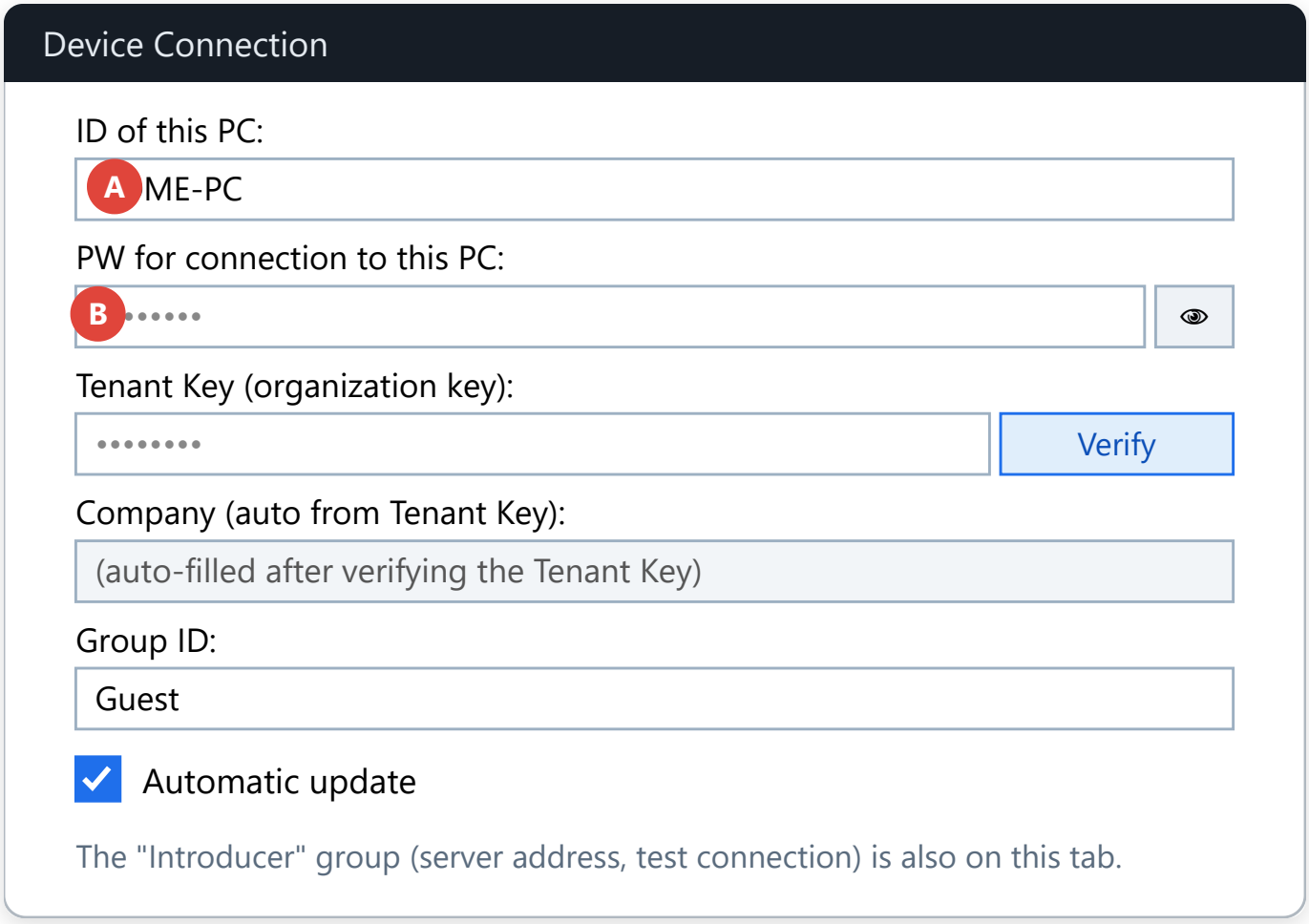
1. Get the installers from the www.remote-viewer.com downloads page (always the latest version).
2. **Windows**: run `RemoteViewer-Setup-<version>.exe` (latest alias `RemoteViewer-Setup-latest.exe`) and follow the wizard. A **NetServ** icon appears on the desktop / Start menu.
3. **Linux**: extract `RemoteViewerClassic-linux-x64-<version>.tar.gz` (alias `…-latest.tar.gz`) and run `./install.sh`.

4. **macOS**: open `RemoteViewerClassic-<version>-osx-x64.dmg` and drag the app to Applications. **Android** (viewer only): download and install the `.apk`.
5. On first launch, accept the EULA. On Windows, click **Allow** if a firewall prompt appears.

> **Administrator**
> To control UAC dialogs or installers remotely, run the host's NetServ as administrator (*연결 관리 (Connection) → Restart as administrator*).

3. First run & your PC

First make this PC able to **accept** connections by setting a name & password. Open the left **Device Connection** tab (identity, password, company/group); the unattended-access on/off switches live in the **Unattended Settings** tab right below it.



Device Connection tab — this PC's ID/password, Tenant Key, group

A. Enter this PC's name in **ID of this PC** and a connection password in **PW for connection to this PC**. Share these two with whoever will connect.

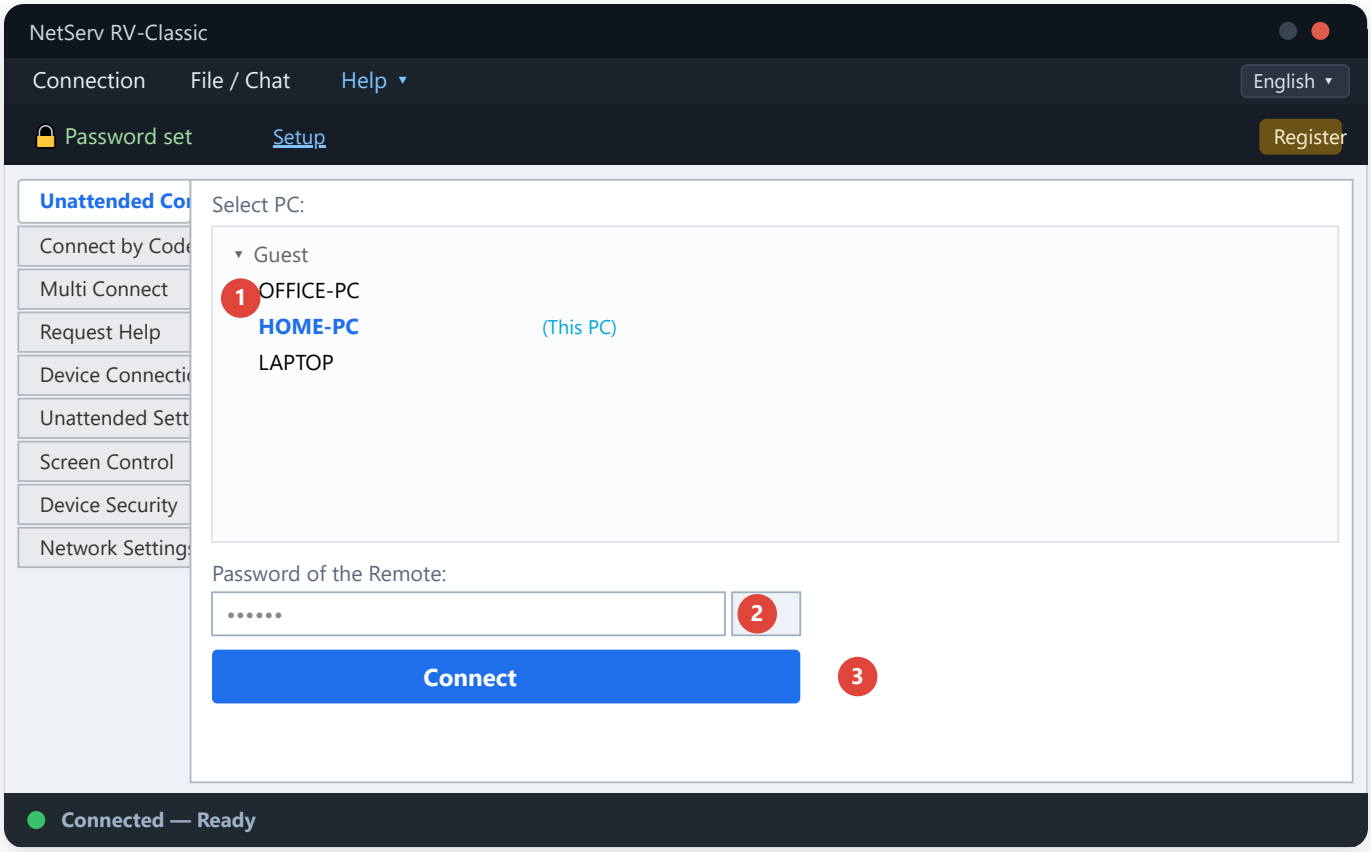
B If your organization issued a **Tenant Key**, enter it and click **Verify** (it also auto-checks when you leave the field) — when the server supports it, **Company (auto from Tenant Key)** is filled in automatically (otherwise type it manually).

C Go to the left **Unattended Settings** tab and turn on **Server Mode** (on by default) so this PC can host and share its screen. To accept connections to an empty PC, also enable **Allow unattended access**, and set **Share monitor**, **Allow multiple concurrent sessions**, **Start at boot** and **Auto reconnect** as needed.

> **Always set a password**
> Without a password anyone could connect. A wrong password can never connect or control.

4. Connect to another PC

Now connect to another PC. Open the left **Unattended Connect** tab (the top tab). Online PCs in the same group appear automatically.



Unattended Connect tab — ① pick target (★=favorite) ② enter password ③ Connect

1. Click the PC to connect in the **Select PC:** list. The blue **(This PC)** entry is you and can't be selected. Right-click a frequently used PC → **Add to Favorites** (saves its password too) to mark it with a ★ — after that, just **double-click** it to connect instantly with the saved password (right-click → **Remove from favorites** to undo).
2. Type the password the other side gave you in **Password of the Remote:**. The 👁 button reveals what you typed.
3. Press **Connect** (or `Enter`) to start. Double-clicking a non-favorite PC just selects it.

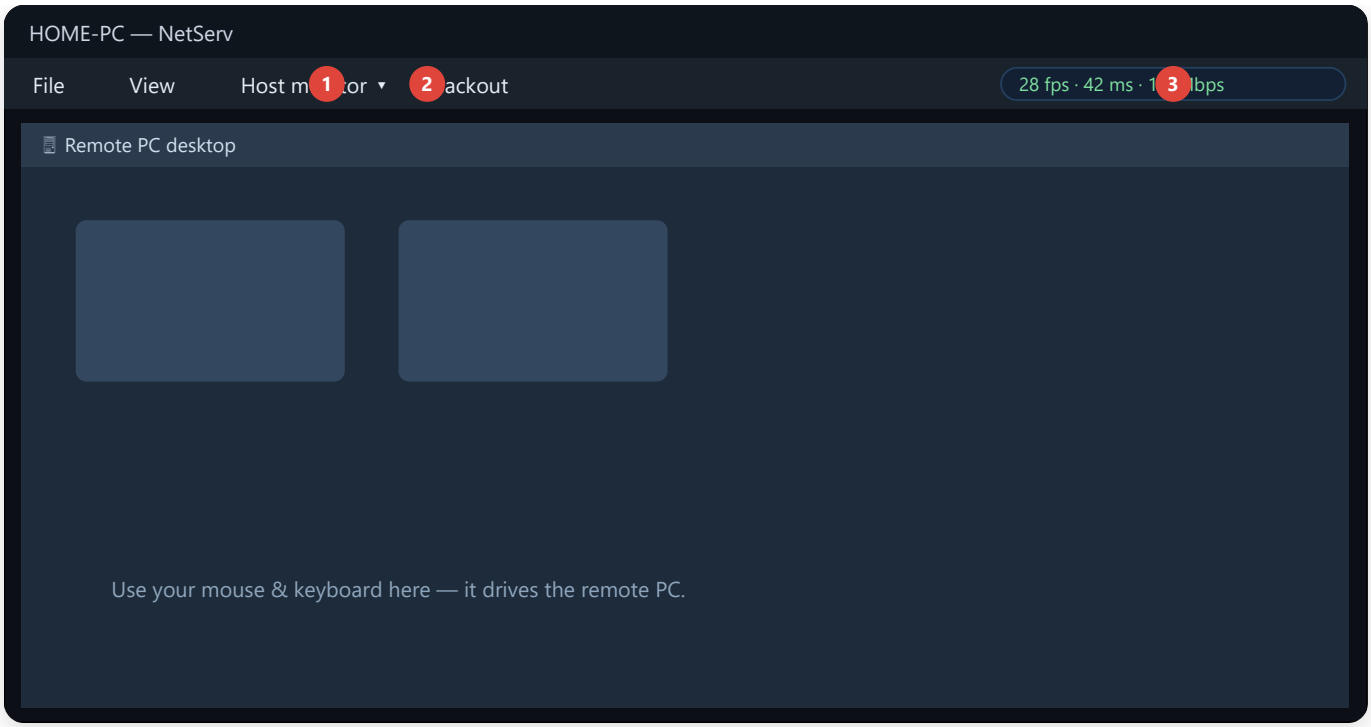
> **Connection status**
> The dot in the bottom status bar shows state — green: connected, yellow: connecting, grey: idle. The **Setup** link on the header's 2nd row jumps straight to the **Device Connection** tab.

> **Other ways to connect**
> The **Connect by Code** tab lets you generate & copy this PC's connect code, or paste a code someone sent you to connect instantly without the list. To view several PCs at once, open the grid window from the **Multi Connect** tab. To request hands-on help, use the **Request Help** tab.

> **Disconnect works from either side**
> Top menu **Connection → Disconnect** ends the session no matter who clicks it — from the viewer it ends viewing; from the **controlled host** it force-disconnects the connected viewer. When the host disconnects, that viewer cannot silently reconnect for about 60 seconds. The same menu also has **Reset Settings**, **Restart as administrator** (shown only when the host isn't already elevated) and **Exit**.

5. Remote control

Once connected, the remote desktop opens in a new window. Use your mouse & keyboard inside it to drive the remote PC.



Remote window — ① host monitor ② blackout ③ quality HUD

Feature	How
Mouse & keyboard	Click & type normally inside the window. Toggle via right-click 'Remote Mouse Control'.
View size	Right-click → View Size → X1/X2/X4
Host monitor	If the host has multiple monitors, pick which one to view from the menu. With two or more real monitors, **Monitor1** is shown by default until you choose otherwise (the combined view stays selectable).
Blackout	Blacks out the host screen while you control it, so bystanders can't watch (toggle from the viewer).
Quality HUD	Shows fps·latency·bandwidth at the menu's right end. Toggle with `Ctrl` + `H`.
Record / command	Use Record Remote PC / Run Remote Command in the right-click menu.

6. File transfer & clipboard

The easiest way to move files is **drag & drop**. To browse folders while transferring, use the separate **File Transfer** window.

1. Drag a file from your PC onto the **remote window** to send it to the other PC.

2. To browse the remote folders and pull files, use the Control Panel's top menu **File / Chat → File Transfer...** to open a separate **File Transfer** window.
3. Turn on **Clipboard sync** (left **Screen Control** tab) to auto-share copied text between both PCs.

> **Tip**
> The File Transfer window opens per connected session and resizes independently of the main Control Panel window.

7. Chat & MultiView

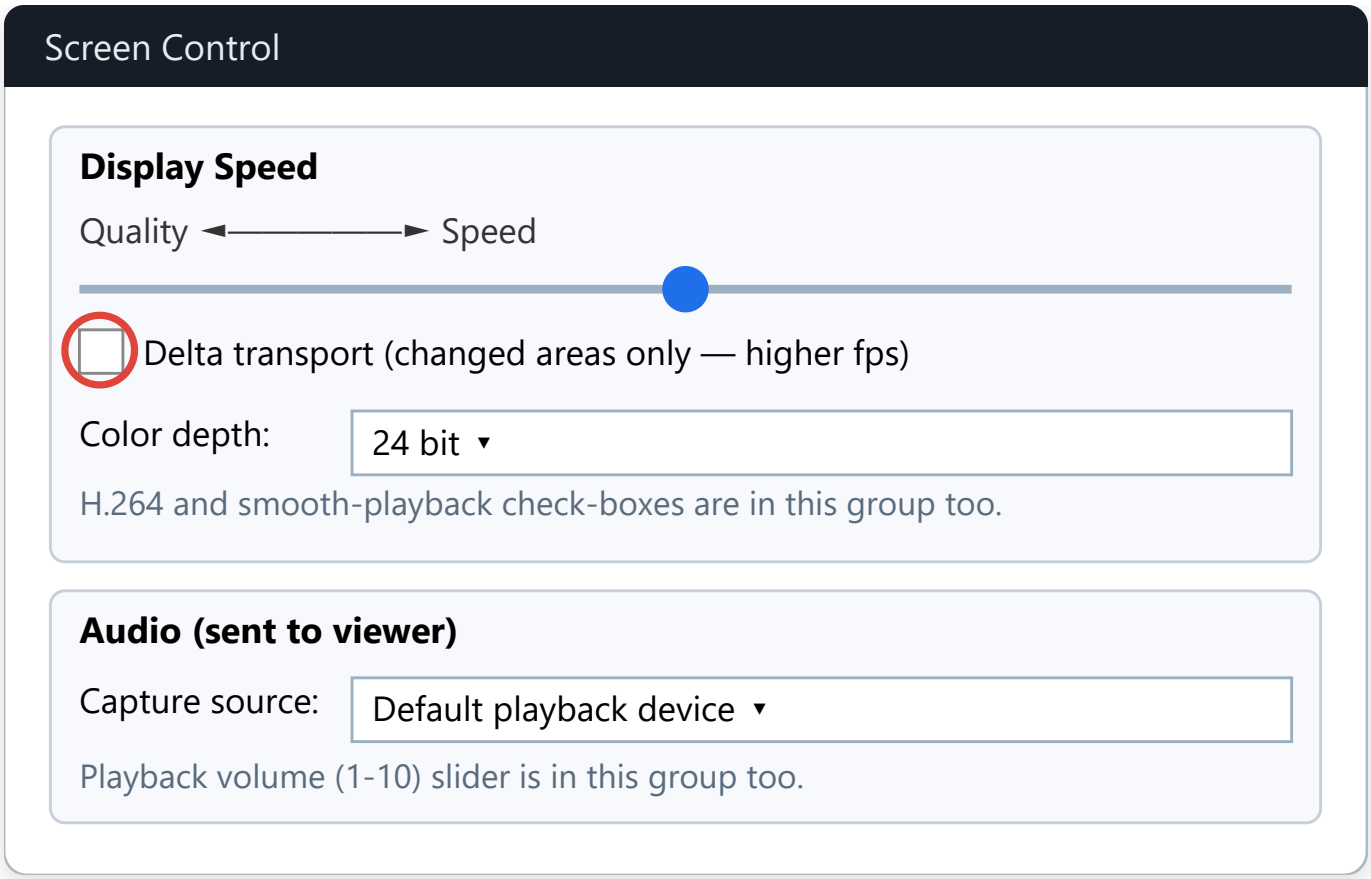
File transfer, chat, and multi-connect each open in their own window.

Feature	How to open
File Transfer	Top menu **File / Chat → File Transfer...** — browse & download remote folders, push files
Chat	Top menu **File / Chat → Chat...** — real-time text chat with the connected peer
Multi Connect (MultiView)	The button on the left **Multi Connect** tab — see many hosts at once in a grid. Double-click a tile to focus & control that PC.

> **Multi Connect**
> Great for monitoring several machines at a glance. Control happens one machine at a time.

8. Screen speed & Delta (Screen Control)

Tune screen transmission to your network. Left **Screen Control** tab → **Display Speed**. The same tab also has audio and clipboard-sync settings. Security and recording settings moved to the **Device Security** tab (section 9).



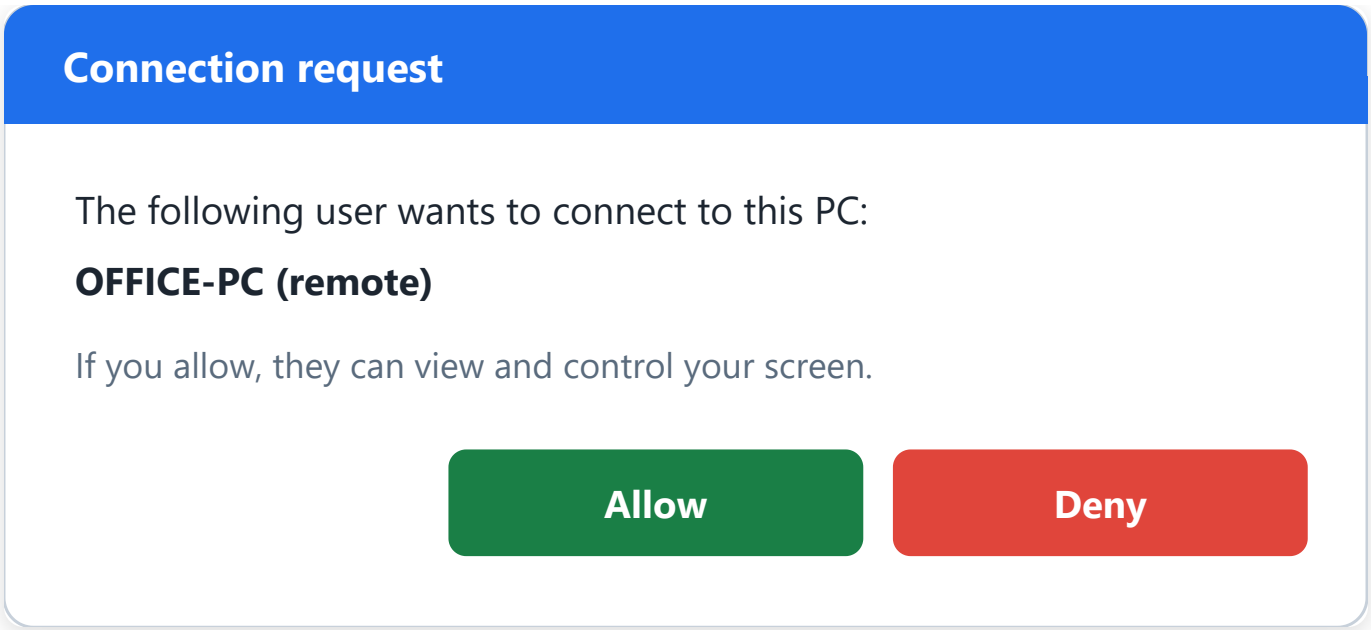
Screen Control tab — speed slider, Delta transport, audio

1. The **Quality ◄—► Speed** slider: left = sharper but slower, right = lighter & faster.
2. The **Delta transport (changed areas only — higher fps)** check-box (red circle): when on, only **changed regions** are sent, raising the frame rate. On some PCs this can micro-stutter audio/video, so leave it off if you prefer stability. **Default is OFF**.

	Delta OFF (default)	**Delta ON**
Frame rate	Moderate	Higher ↑
Bandwidth	Moderate	Lower ↓
Smoothness	Very smooth	May micro-stutter

9. Security & unattended

Several safeguards guard against unwanted access. Open the **Session security** button on the left **Device Security** tab (moved out of the Help menu), or adjust the security level, block check-boxes and recording settings on the same tab.



Consent prompt — the peer sees nothing until you Allow

Feature	What it does
Connect approval	A prompt asks you to Allow/Deny each incoming connection. Active only when someone is present (attended); if unanswered it waits, like 'Request Help'.
Lock local input	Locks the host's own keyboard/mouse while it is being controlled (applies when blackout is on).
Auto-lock on end	Locks the host screen automatically when the session ends (unattended only).
Device allow-list	Only PCs whose names you list may connect.
One-time code	Connect with a freshly issued code instead of the fixed password (opt-in).
Brute-force lockout	Repeated wrong passwords auto-block that IP (always on).
Audit log	Records every auth / allow / deny / end event to a file.
Security level	Restricts which connection methods are allowed.

Device allow-list

1. Open the **Session security** button on the left **Device Security** tab and turn on **Use allow-list**.

2. In the box, type the names of PCs you allow, **one per line** (e.g. PC-01, PC-02).
3. A PC not on the list is refused even with the correct password — and also when connecting over E2E encryption.

One-time access code (OTP)

Normally the **fixed password** stays in use; switch to codes only when you want to.

1. In **Device Security → Session security**, enable **Require one-time code**.
2. Click **Generate code** to reveal a **6-digit code** (valid for about 10 minutes).
3. Read the code out to the person connecting; they type the **code** in the password field.
4. A code expires (or is replaced when you generate a new one), so issuing a fresh code each time prevents reuse.

> **When to use**
> Ideal for a one-off assist from someone you don't fully trust — you never hand out your fixed password.

Audit log

1. **Audit log enabled** in **Device Security → Session security** is on by default.
2. Click **View log** to view recent connect / auth / allow-deny events, and to open the folder holding the log file.

> **Brute-force lockout**
> Always on, no setup needed. Five wrong passwords from the same source triggers a temporary block that grows with each further failure (up to 10 minutes).

> **Unattended caution**
> A PC with 'Unattended access' on accepts connections even with nobody present. Always pair it with a strong password (or the allow-list / one-time code) and enable it only when needed.

10. License & paid features

Basic remote control (viewing the screen, mouse and keyboard) is always free and keeps working without a license. The paid features are **File Transfer · Chat · MultiView (Multi Connect)**.

Free trial

A new installation can try every feature for **90 days** from its first run. It never asks for a key on launch, and the days left are shown in the header as "Trial N d". A PC that was already using an earlier version and updates to this one gets **at least 30 days** of trial, counted from the first run of the new version.

Two ways to unlock the features

1. **Personal device license key** — click the **Register** button (top-right) or **Help → Activate License**, paste the license key you were issued and confirm. It switches to the full version and the **Register** button in the header disappears.
2. **Company license (automatic)** — if this PC is registered with the introducer under a **company** and **company key**, and that company has a subscription, the company license is applied automatically — no key to enter on each PC. The subscription is managed by your company administrator and applies only to PCs within the company's **seat count**. PCs beyond the seat count keep only the basic features (the trial or a personal key still applies as usual).

The header strip shows **Company: <name> · Company license (~expiry)** when the company license is applied, otherwise **Company: <name> · Trial Nd**.

When a feature is locked

Once the trial is over and there is neither a personal key nor a company license, the File Transfer, Chat and MultiView buttons are disabled. Hovering shows "A license is required for this feature. Use Help > Activate License.", and clicking shows "A license is required for this feature (File Transfer / Chat / MultiView). Basic remote control stays free." **Register** a personal key or, on a company PC, ask your company administrator to check the subscription and seats. Basic remote control keeps working.

Recording upload & unattended roster

1. **Uploading recordings to the central console** requires the **company and company key** to be set on the viewer PC, and the company's subscription must include recording upload. If an upload fails you will see one of these messages.
   · "Recording upload failed: company authentication failed (check the company key)." → re-check the company and company key.
   · "The company license does not include recording upload." → ask your administrator to check the subscription.
   · "Cannot reach the license-check server; upload postponed (local copy kept)." → check the network and try again (the recording stays on the PC).

2. If the web viewer's **Unattended access** roster (company → group → PC) shows "**A company license is required — contact your administrator**" (shown in Korean as 회사 라이선스가 필요합니다), the company's subscription does not include the roster feature or has expired. Basic connections within the same group are not affected.

> **For administrators**
> Subscription, plan and seat management are covered in the administrator guide.

11. Troubleshooting FAQ

Symptom	Fix
Peer not in the list	Check both sides share the same **Group ID** and the peer's **Server Mode** (Unattended Settings tab) is on. Use 'Test connection' in the **Introducer** group inside the **Device Connection** tab to verify server reachability.
'Wrong password'	Re-check the host's **PW for connection to this PC**. It is case-sensitive.
Screen slow or choppy	Move the slider toward **Speed** in the **Screen Control** tab and try turning Delta off.
Connection drops	Auto-reconnect retries for up to 5 minutes. If it keeps failing, check your network (firewall/ports).
macOS shows only wallpaper	System Settings → Privacy & Security → Screen Recording, allow NetServ.

> **Help**
> Inside the app, **Help → Manual** shows a quick summary too.