



Instant Remote Support & Remote Desktop

User Manual

3.0

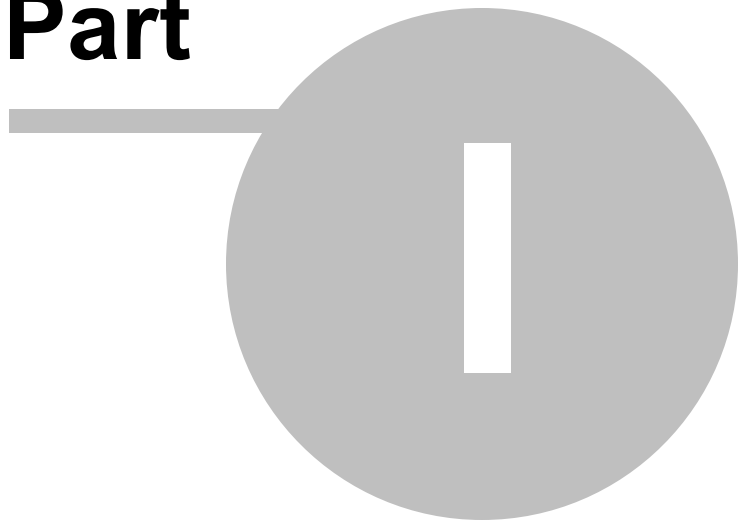
Table of Contents

Foreword	0
Part I Overview	5
1 System Requirements.....	6
Part II Getting Started	9
1 Installation.....	10
Registration	15
File Paths	17
Uninstallation	17
2 Remote Assistance.....	19
3 Unattended Access.....	24
4 Wayk Den.....	26
Part III Commands	29
1 File	30
Options	31
General	31
Security	33
Connectivity.....	35
Advanced.....	36
Access Control.....	38
Certificates.....	40
Credentials.....	42
2 Bookmarks.....	45
3 Invitation.....	49
4 Help	54
Part IV Establishing a Connection	57
1 Certificate Validation.....	58
2 Authentication.....	60
Secure Remote Password	61
Prompt for Permission	62
Secure Remote Delegation	64
3 Session Association.....	65
Part V Managing an Active Session	67
1 Client.....	68
Session Toolbar	68
Session	69
View -Only Mode.....	69
Access Control.....	70
View Certificate.....	73

Display	74
Fullscreen Mode.....	75
Zoom	75
Active Monitor.....	76
Actions	77
Send Ctrl+Alt+Del.....	77
Bookmarks	77
2 Server.....	81
Sharing State	85
Display	85
Access Control	87
3 Features.....	89
Clipboard	89
File Transfer	91
Remote Execution	96
Chat	107
Part VI Disconnecting from a Session	111
Part VII Glossary	115
Part VIII Advanced	117
1 Command-Line Interface.....	118
Configuration	118
2 White Labeling.....	121
Part IX Support/Resources	125
1 Technical Support.....	126
2 Follow Us.....	126
3 Knowledge Base.....	127
DNS configuration in an enterprise environment	127
Source Port Configuration	130
Collecting Logs	131
4 Troubleshooting.....	134
Discovery	134
5 Known Issues.....	134
Index	0

Overview

Part

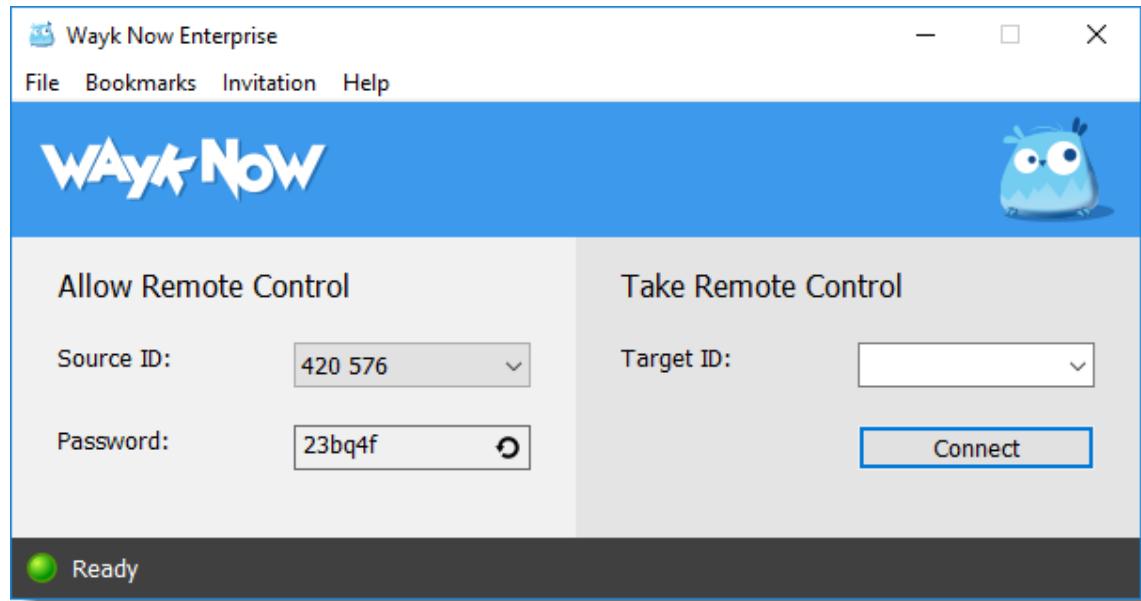


1 Overview

Description

This documentation is valid for version 3.0.0.

Wayk Now is a cross-platform remote desktop and remote assistance software for Windows, macOS, Linux, iOS and Android.



Wayk Now Main Window

1.1 System Requirements

Minimum Requirements

Windows

- Windows 7, 8, 8.1 and 10
- Windows Server 2008 R2, 2012 and 2012 R2
- 1 GHz processor
- 512 MB RAM
- 1024 x 768 screen resolution
- 20 MB hard drive space

macOS

- macOS Mountain Lion (10.8) or later
- 1 GHz processor
- 512 MB RAM
- 1024 x 768 screen resolution
- 20 MB hard drive space

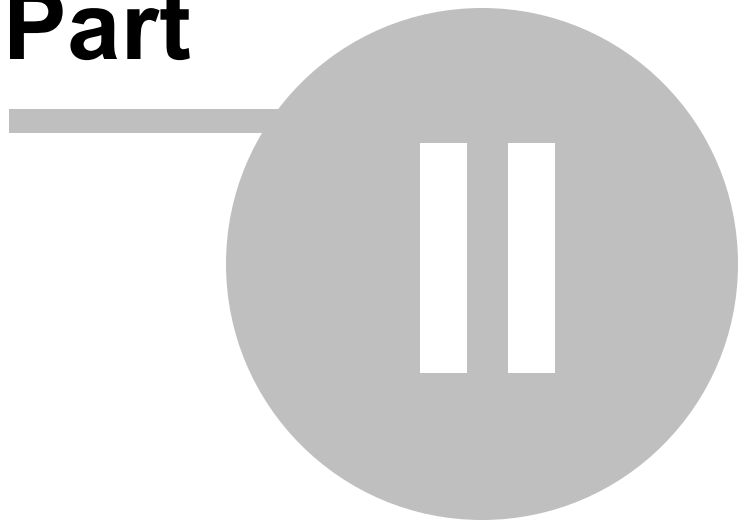
Linux

- Ubuntu Linux 14.04 or later

- 1 GHz processor
- 512 MB RAM
- 1024 x 768 screen resolution
- 20 MB hard drive space

Getting Started

Part



2 Getting Started

Steps to getting Wayk Now up and running

1. You must install Wayk Now on both computers. For more information, please consult the [Installation](#) section.
2. If you have bought a Wayk Now license, you need to register the license key. For more information, please consult the [Registration](#) section.
3. You are now ready to launch a session. Depending on your needs, you can consult either the [Remote Assistance](#) or the [Unattended Access](#) section for more information.

2.1 Installation

Description

Wayk Now is packaged as a lightweight, self-contained executable that can be launched **without installation**. The package contains 32 and 64-bit versions of the software and automatically launches the optimized version for your environment.

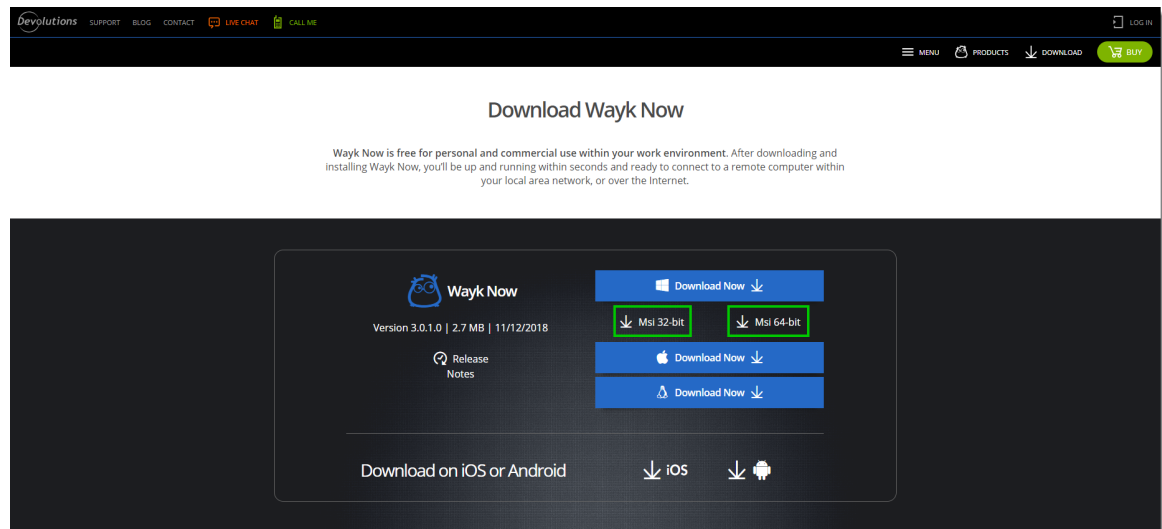
1. To execute Wayk Now, download it [here](#).
2. Open it.

You are now ready to use Wayk Now.

Install or update with Windows Installer

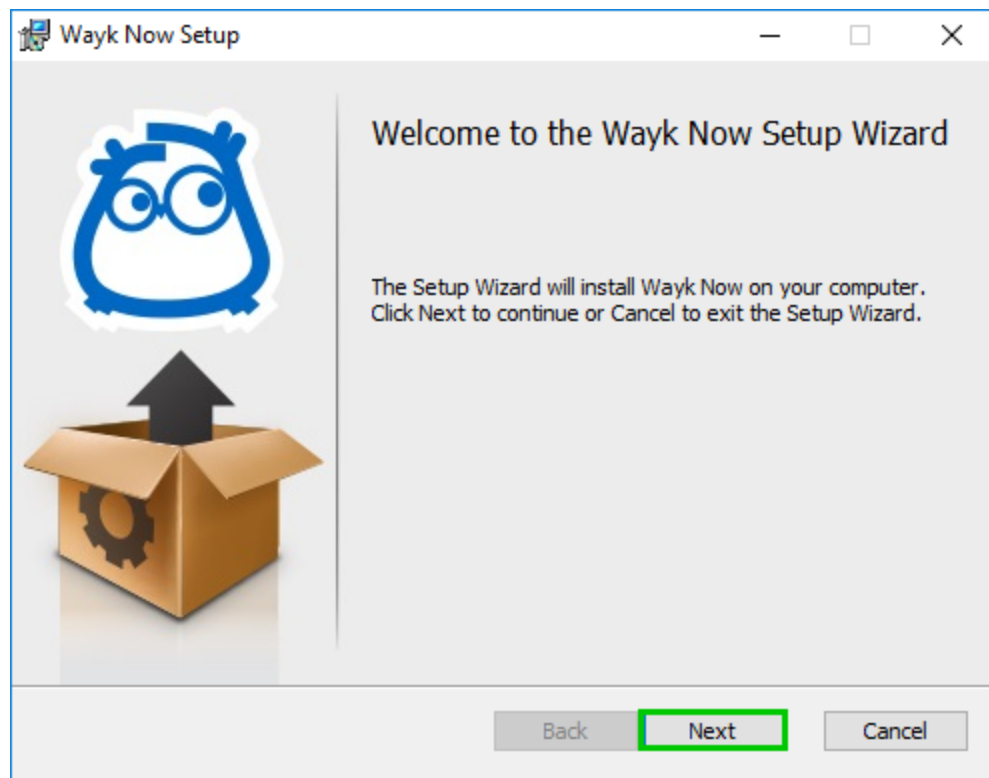
Wayk Now is also available as a Windows .msi installer in 32 and 64-bit versions.

1. To download or update Wayk Now, go to <https://wayk.devolutions.net/Home/Download> and choose the right installer for your system architecture.



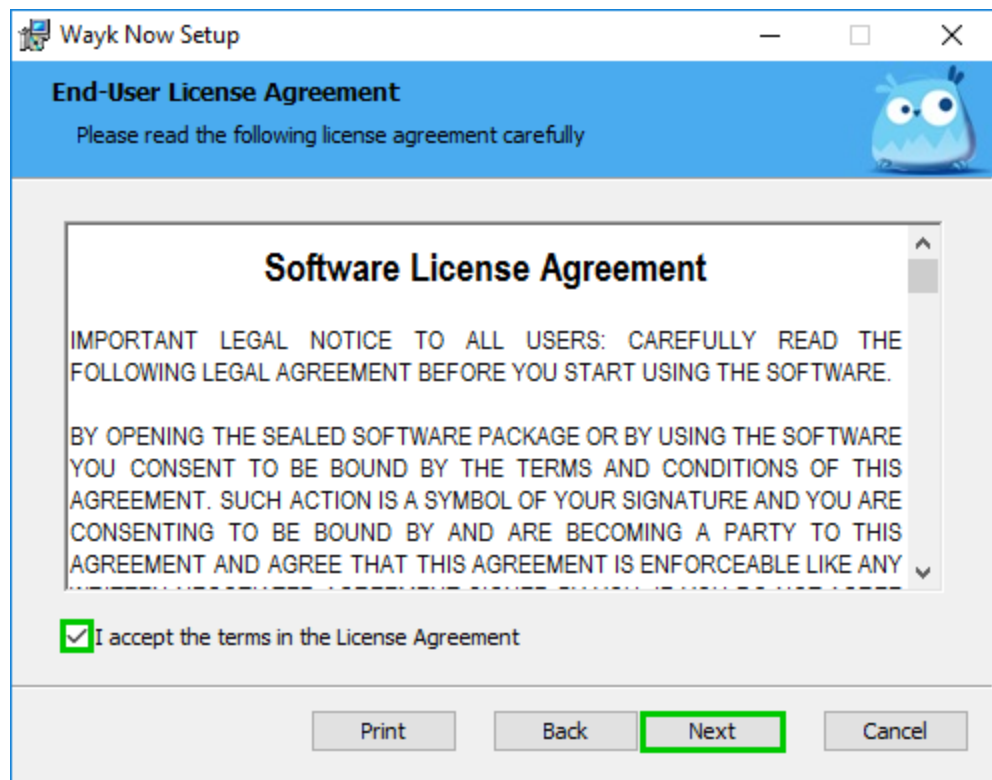
Wayk Now Installer Download

2. Open the downloaded file.
3. Click **Next**.



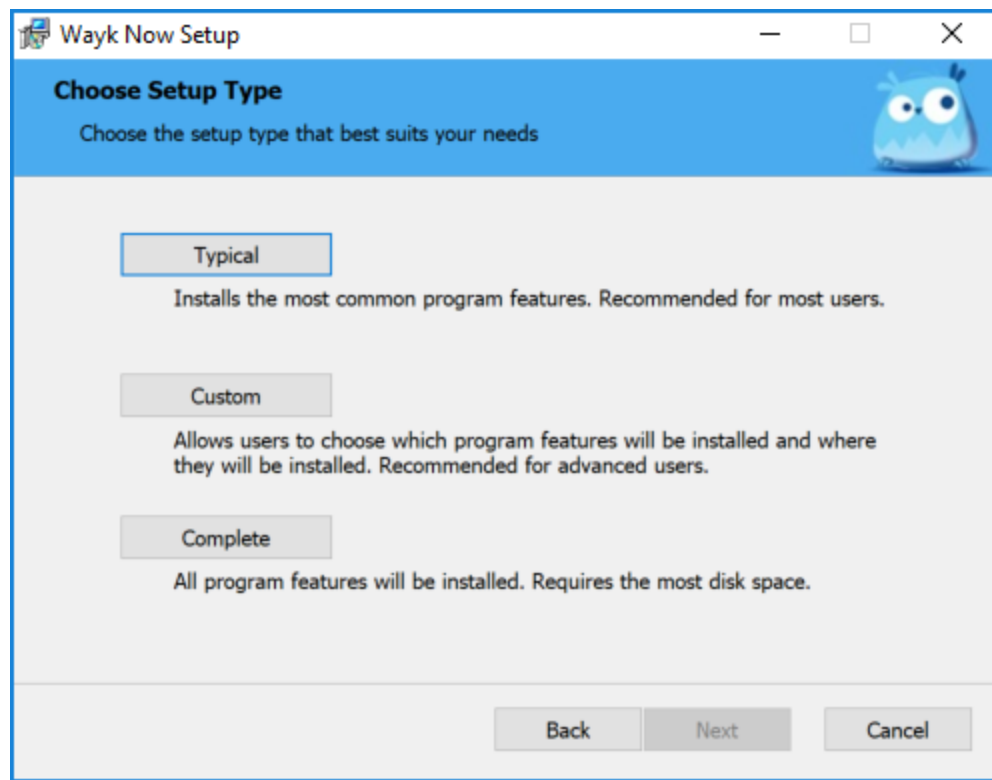
Wayk Now Setup

4. Review and accept the License Agreement, then click **Next**.



Wayk Now Setup - License Agreement

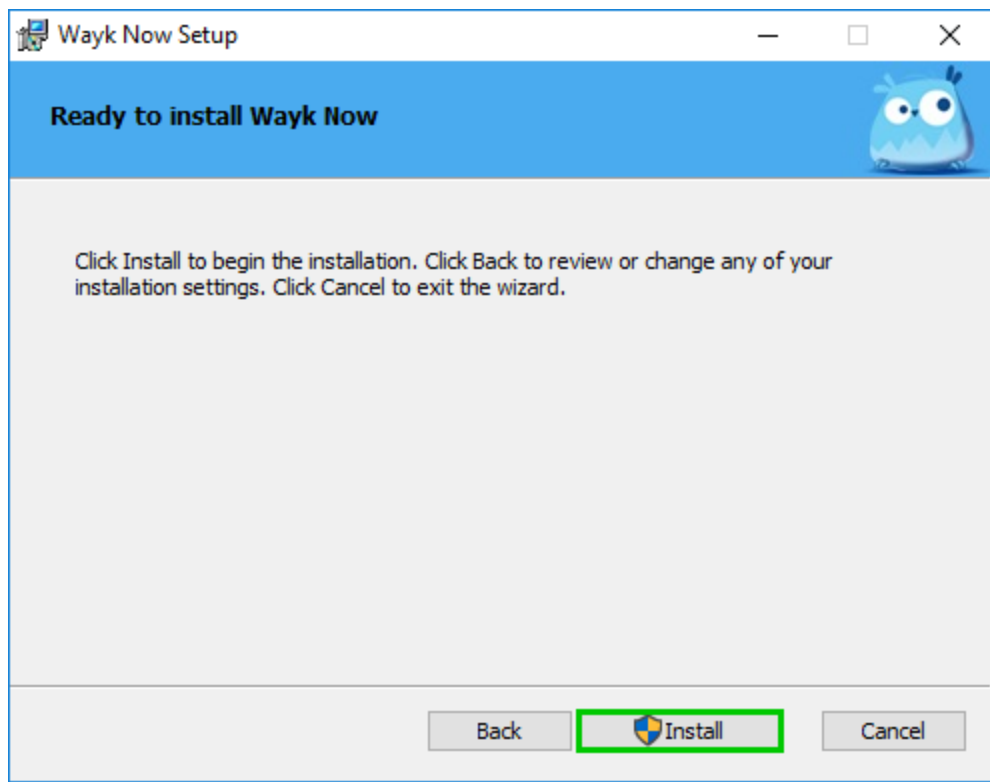
5. Choose your setup type by clicking on the corresponding button.



Choose Setup Type

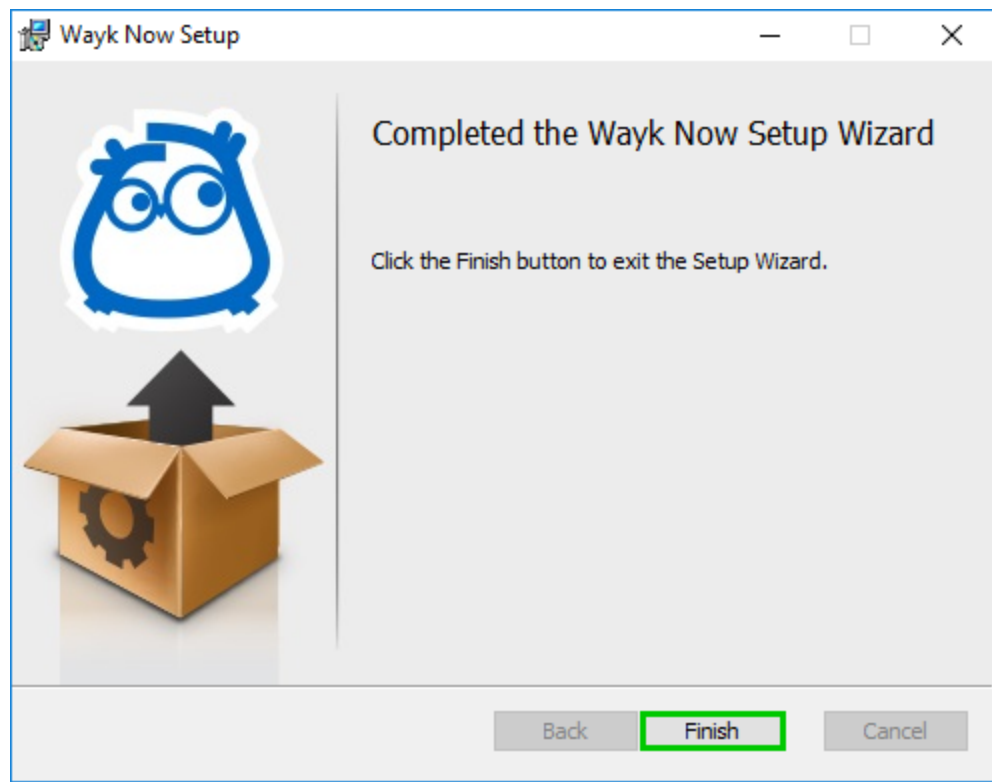
OPTION	DESCRIPTION
Typical	Installs the most widely used components.
Custom	User manually selects components to install.
Complete	Installs all components, including optional components.

6. Click **Install** to start the installation.



Wayk Now Setup - Install

7. Click **Finish** to complete the installation.



Wayk Now Setup - Finish

2.1.1 Registration

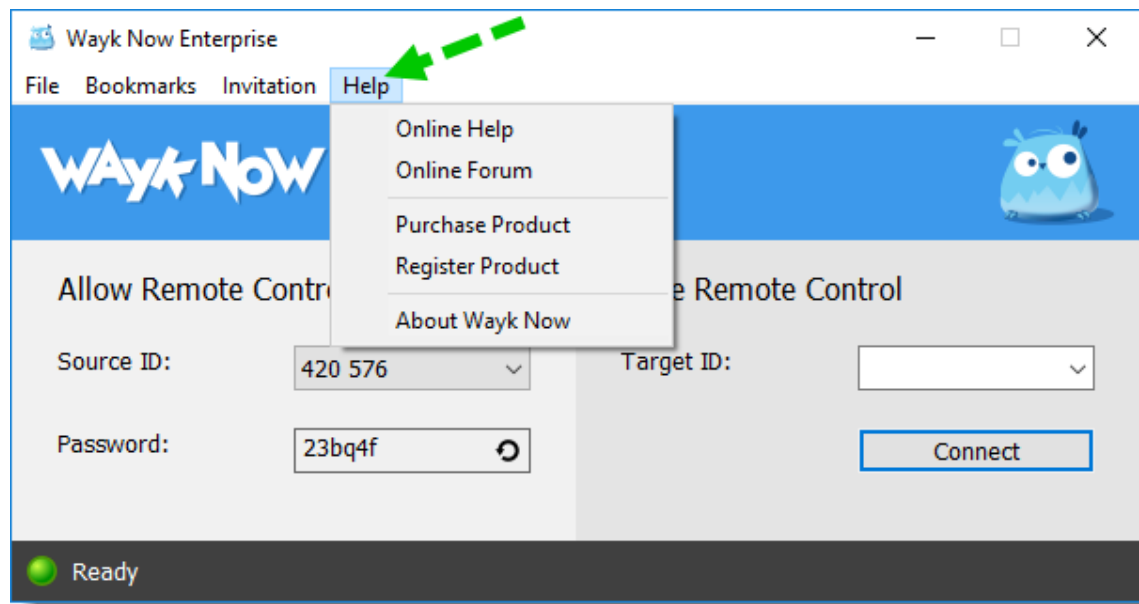
Procedure



If you are using the **Free Edition**, you do not need a serial number.

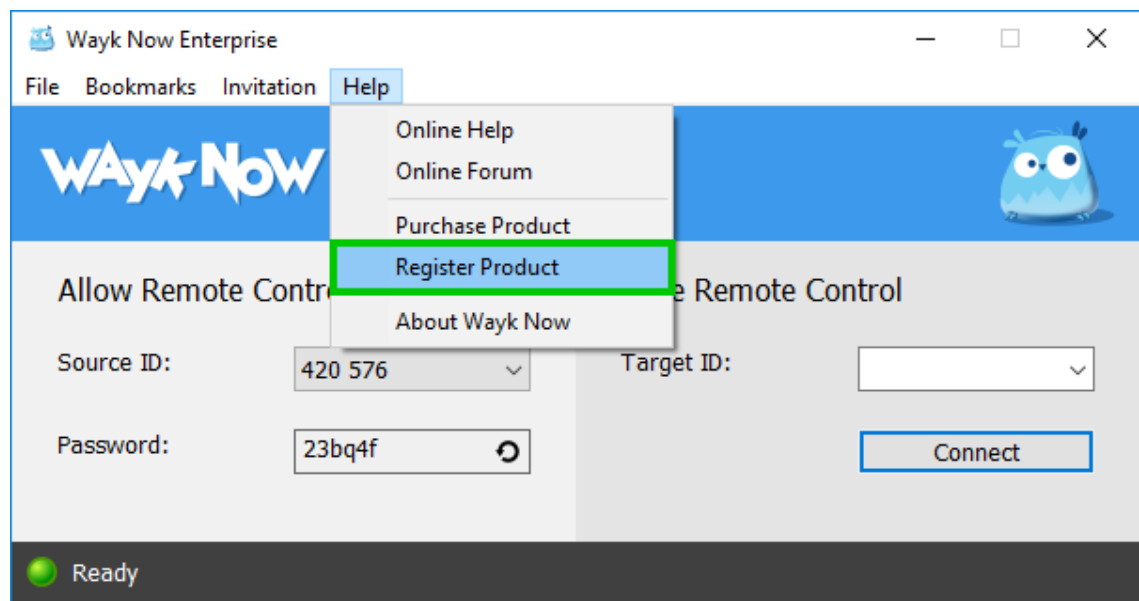
If you have purchased **Wayk Now Enterprise Edition**, follow these steps:

1. In the **Wayk Now Main Window**, click **Help**.



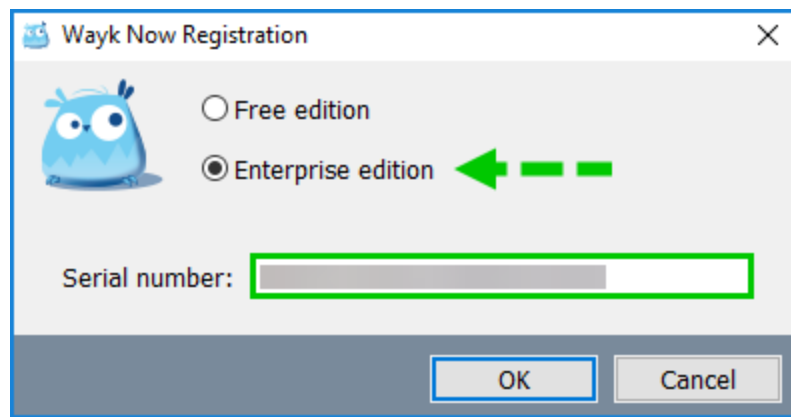
Wayk Now Help Menu

2. Click **Register Product**.



Wayk Now Main Window - Register Product

3. Select **Enterprise Edition**, enter your **serial number**, then click **OK**.



Wayk Now License Dialog

2.1.2 File Paths

Description

NAME	PATH	DESCRIPTION
Data Path (Windows)	%AppData%\Wayk	The main data directory for Wayk Now files
Data Path (macOS)	~/Library/Application Support/Wayk	The main data directory for Wayk Now files
Data Path (Linux)	~/.config/Wayk	The main data directory for Wayk Now files
Log Path	<data path>\logs	The output directory for log files
Config File	<data path>\WaykNow.cfg	The application configuration file
Certificate File	<data path>\WaykNow.crt	The TLS certificate file for incoming connections
Private Key File	<data path>\WaykNow.key	The private key associated with the certificate file
Password Vault	<data path>\WaykNow.vault	The local application password vault
Known Hosts File	<data path>\known_hosts	The list of known hosts for certificate exception handling

2.1.3 Uninstallation

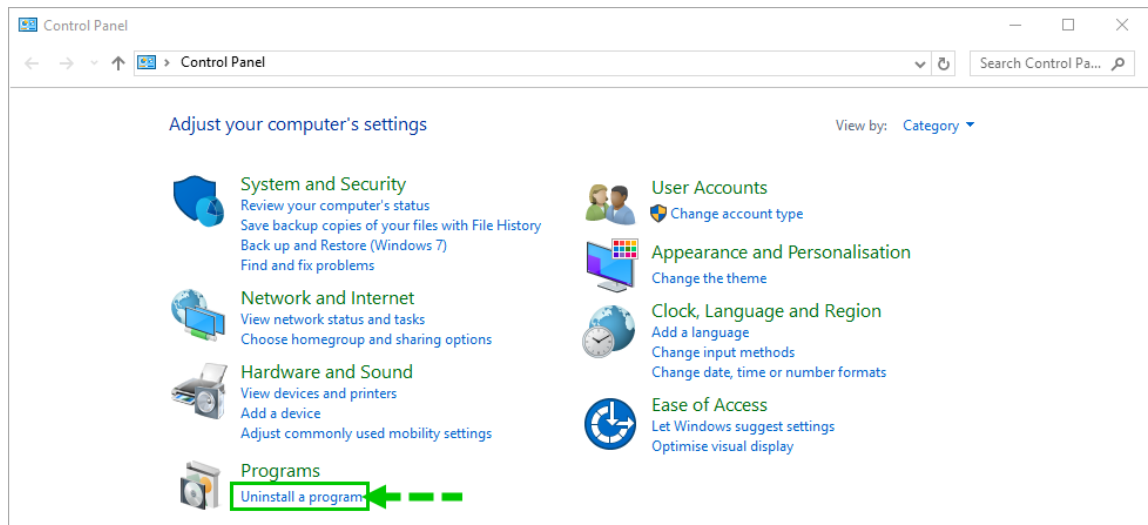
Procedure

Self-Contained Executable

Since Wayk Now runs *without installation*, there is nothing to uninstall. You only have to delete the executable file. However, some files may be left behind. If you wish to remove them manually, please refer to the [File Paths](#) section to locate them.

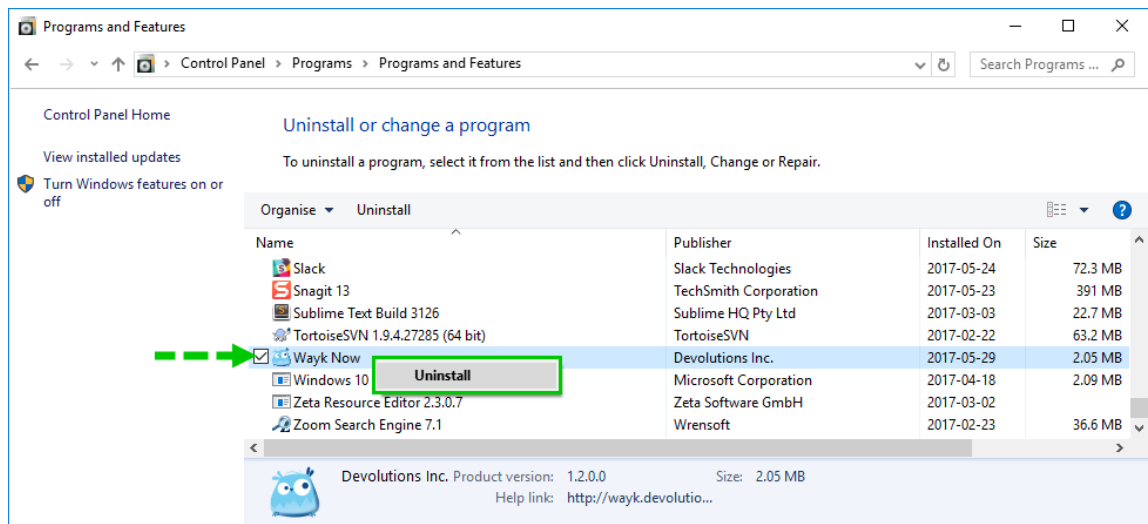
Windows Installer

1. Go to **Control Panel**, then click **Uninstall a program**.



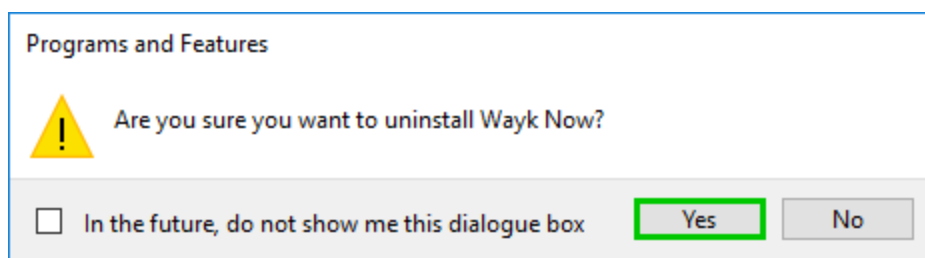
Control Panel - Uninstall a Program

2. Right-click on Way Now, then select **Uninstall**.



Programs - Way Now

3. Click **Yes**.



Uninstall Way Now

4. Way Now is now uninstalled.

2.2 Remote Assistance

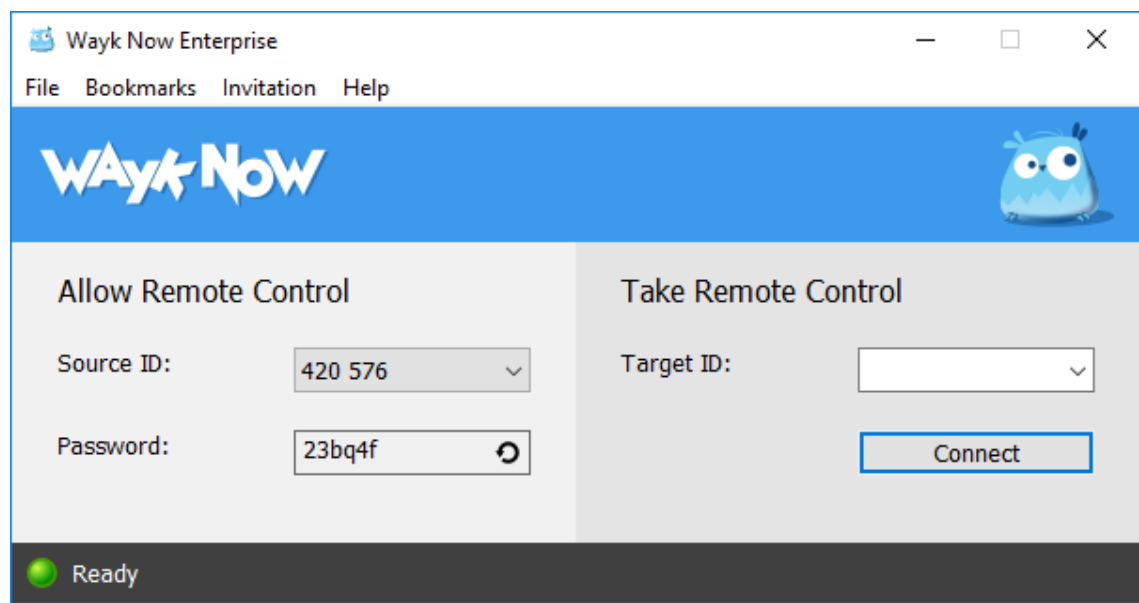
Description

This topic explains how to launch a session in case of remote assistance. There must be a person in front of the remote computer to launch Wayk Now and give information to the user who wants to connect.

If you want access to another computer without the assistance of a person, please consult the [Unattended Access](#) section.

Procedure

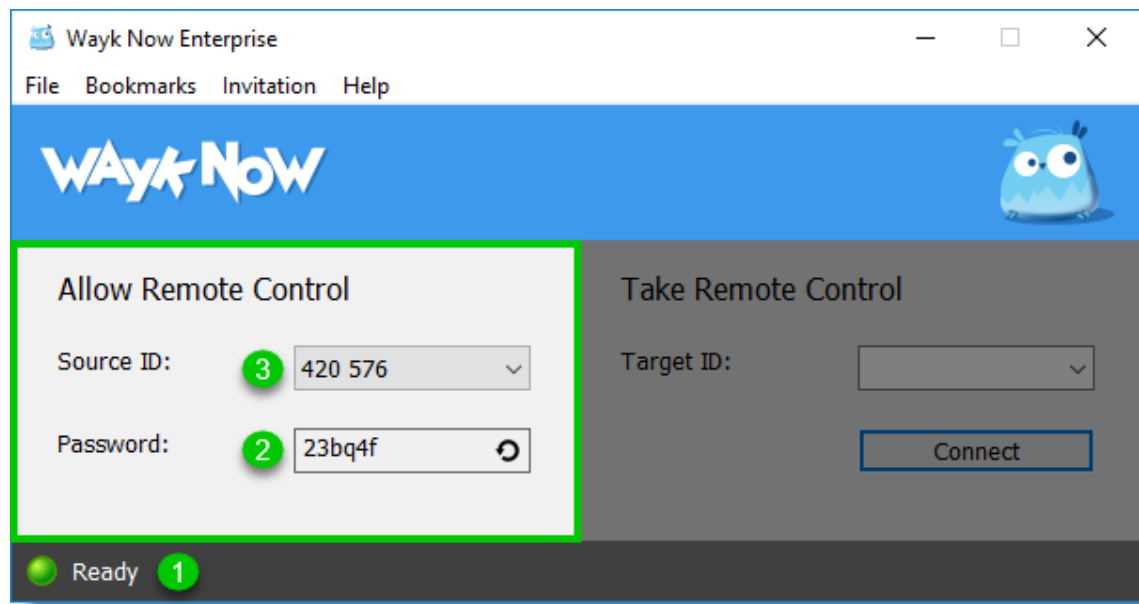
This is the **Main Window** of Wayk Now.



Wayk Now Main Window

Allow Remote Control

To allow remote control, follow these steps:



Wayk Now Main Window - Allow Remote Control

1. Ready to connect

Launch Wayk Now.

When the light is green and the word "**Ready**" is displayed, Wayk Now is ready to establish a connection.

2. Password configuration

By default, the **password field** contains a generated password.



Once a generated password is used, it is automatically regenerated.

You can also regenerate the password by clicking the circle arrow (↻).

If you wish to set a custom password or configure the password generator parameters, please refer to the [Security Options](#) section.

3. Source ID

3.1 The **Source ID** is assigned by Wayk Den.

For more information about Wayk Den, please refer to the [Wayk Den](#) section.

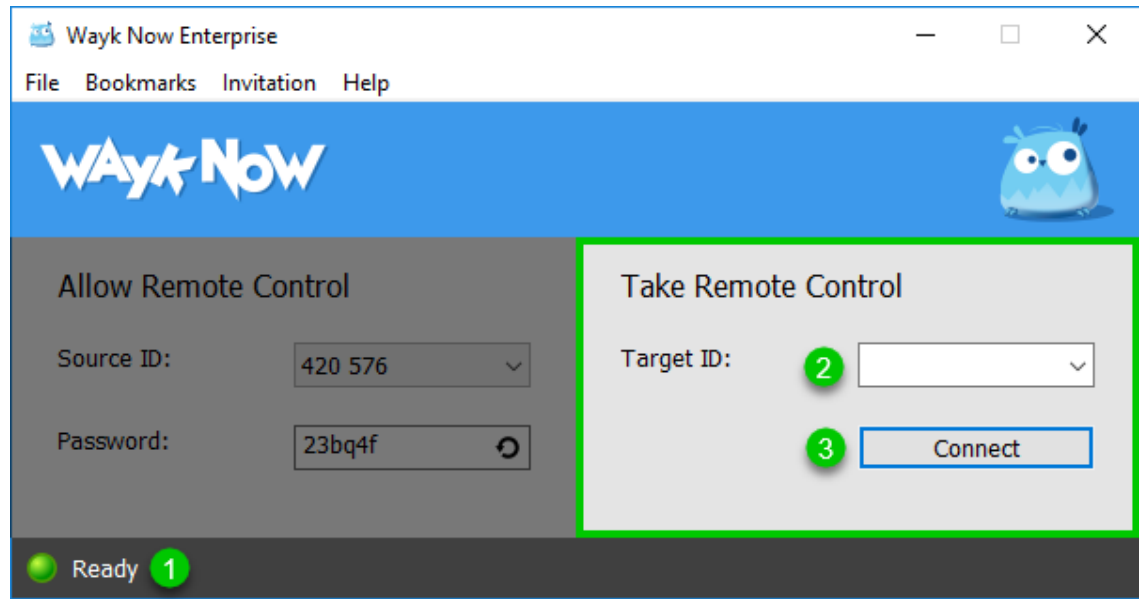
3.2 Share your **Source ID** and your **password** with the person that will connect to your computer.



Wayk Now also supports regular IP addresses and hostnames for direct connectivity instead of using the Wayk Den ID.

Take Remote Control

To take control of a remote computer, follow these steps:



Wayk Now Main Window - Take Remote Control

1. Ready to connect

Launch Wayk Now.

When the light is green and the word "**Ready**" is displayed, Wayk Now is ready to establish a connection.

2. Target ID

2.1 Obtain the **Source ID** from the person you wish to connect to.

2.2 Type the **Source ID** in the **Target ID** combo box.

3. Connection

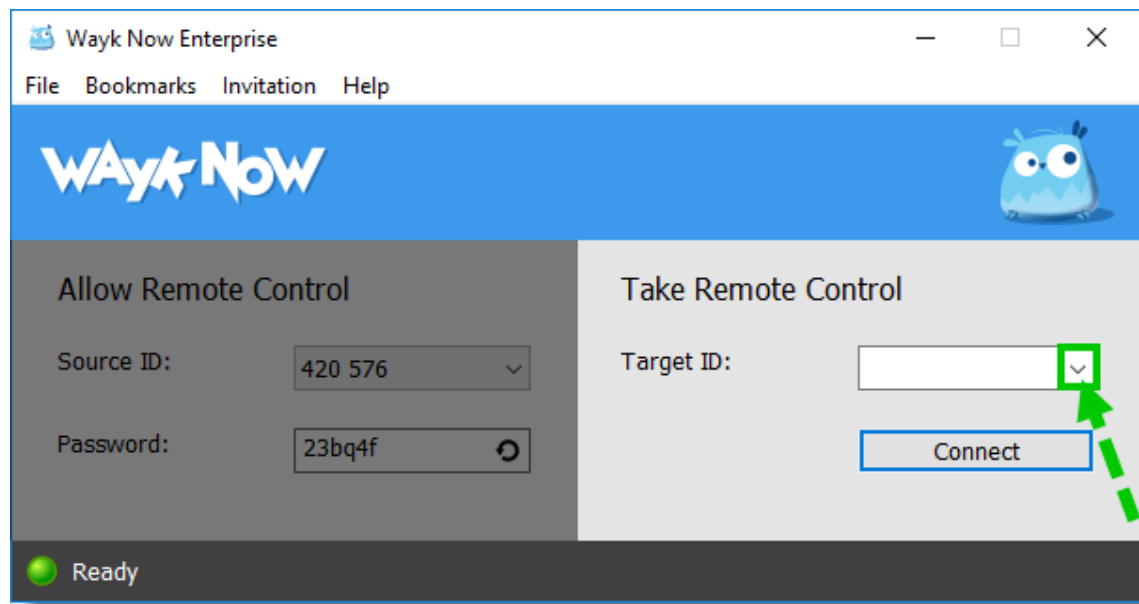
Click **Connect** to initiate the connection.

The next step would be the authentication. Please consult the [Authentication](#) section for more information.

Wayk Now Discovery Mode

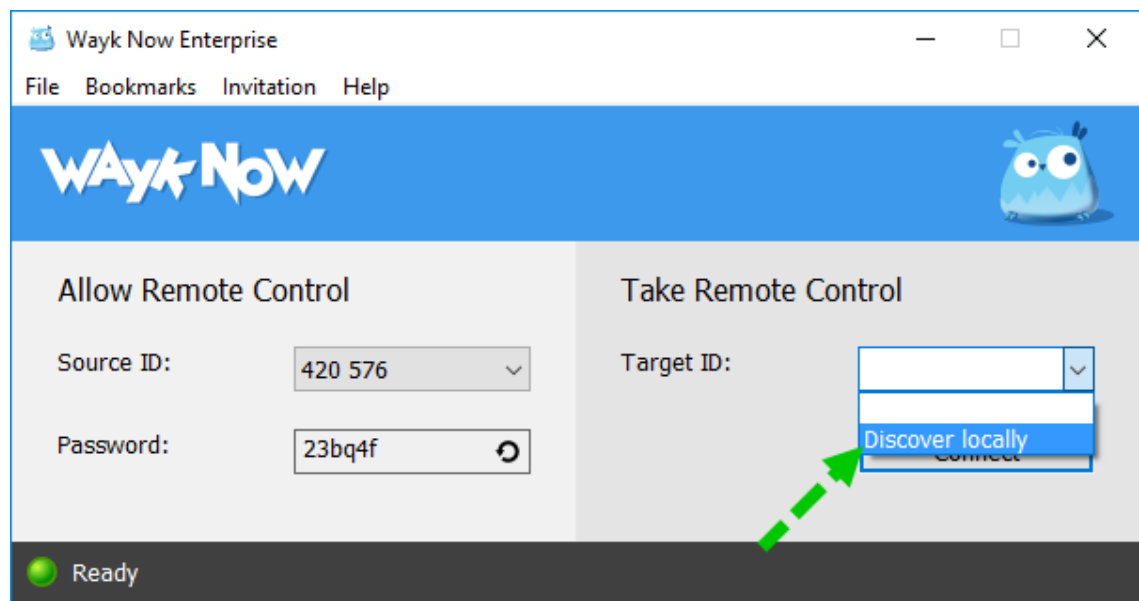
Alternatively, you can discover other Wayk Now hosts on the local network.

1. Click the **Target ID** arrow to view hosts on the network.



Wayk Now Target ID Arrow

2. From the **Target ID** drop-down list, select **Discover locally**.



Target ID Discover Locally

3. In the **Wayk Now Discovery Window**, select the host you wish to connect to.

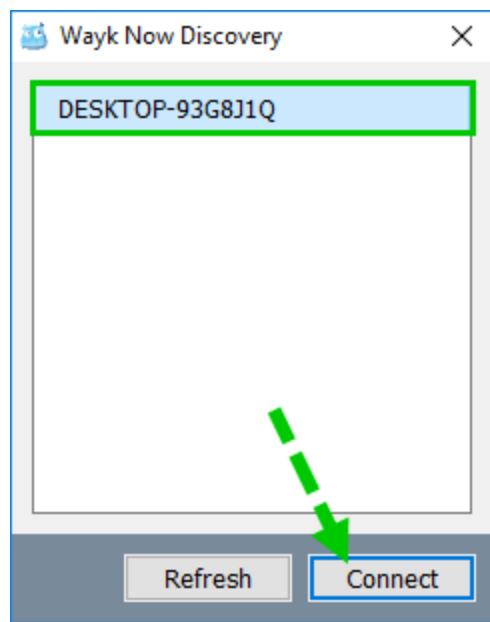


Wayk Now Discovery Window



Click **Refresh** to restart the local network discovery.

4. Click **Connect** to start the session.



Discovery Window Connect Button

2.3 Unattended Access

Description

Unattended access lets you connect to a remote machine without a user being physically present. You must install Wayk Now 3.0 on both computers.



Unattended access is only available in the **Enterprise Edition**.

Usage scenarios

Typical usage scenarios include the following:

- Remote access of a home computer from work, or a work computer from home
- Access of a machine that doesn't have a monitor connected (headless system)
- Assistance of a remote user by a technician without explicit action from the user

The unattended mode uses a background service instead of a regular application process to enable remote connections. This provides several advantages benefiting both unattended and remote assistance scenarios.

For instance, here is a list of special cases correctly handled by the unattended service:

- The User Account Control (UAC) prompt
- The Ctrl+Alt+Del (SAS) screen
- The Windows screen saver
- The Windows lock screen
- The Winlogon screen

Additionally, the following functionalities work with the unattended service running the Wayk Now program with elevated privileges:

- The control of elevated processes
- Triggering Ctrl+Alt+Del remotely

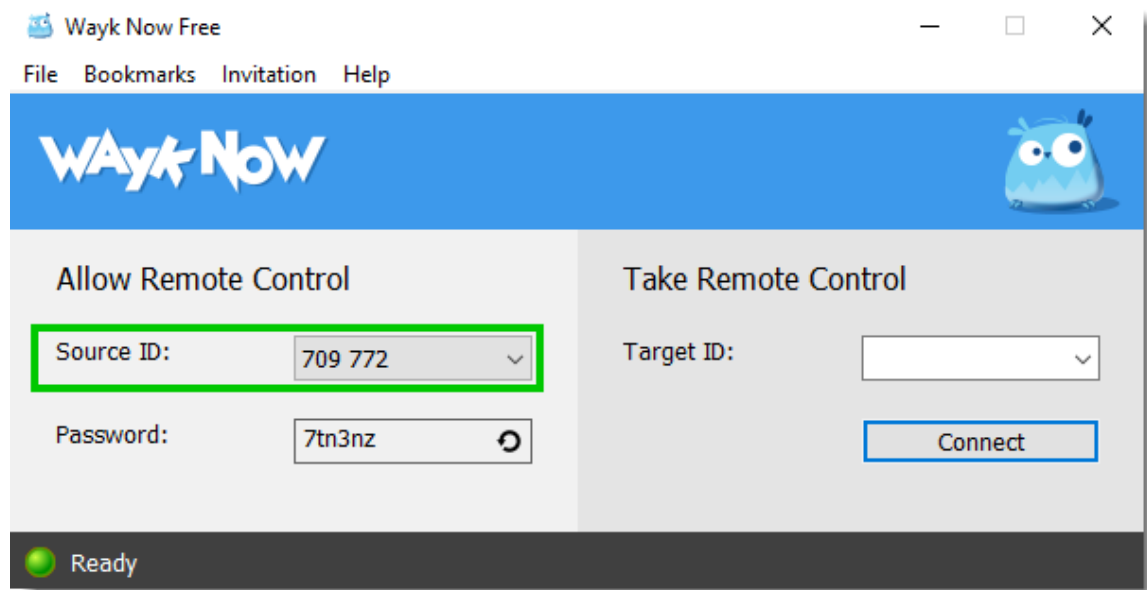


The unattended mode is currently limited to a **single server session at a time** in a Windows Server environment. This restriction is not by design and will be removed when we release improved support for multiple user sessions.

Procedure



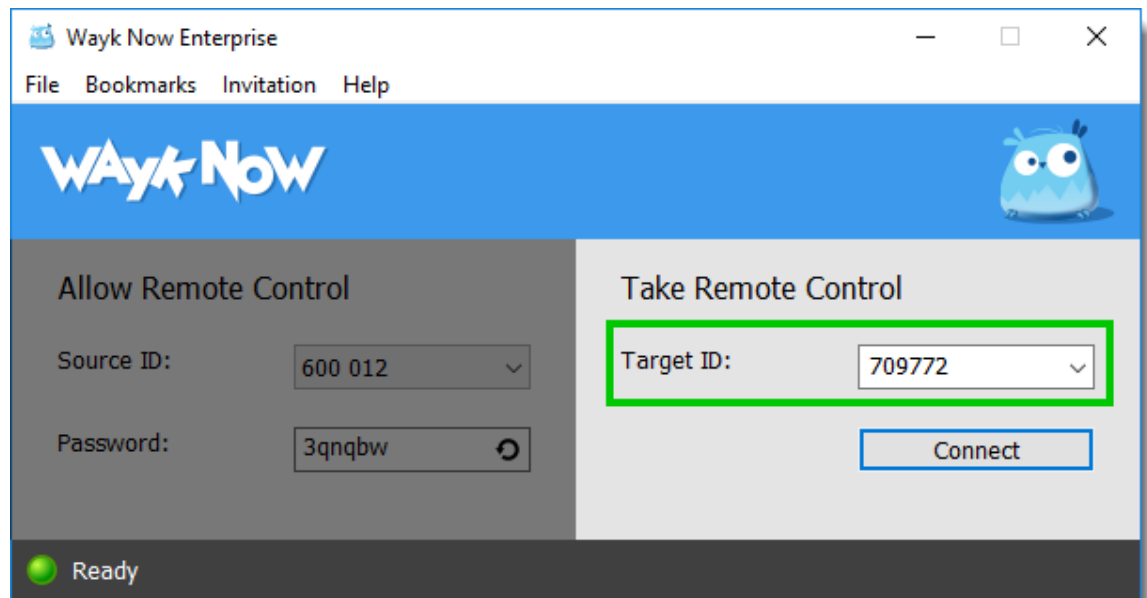
Before you can connect, you will need to launch Wayk Now on the remote computer to obtain its **Source ID**. Once you know the remote computer's **Source ID**, you can save it as a [bookmark](#) for future connections. You can also use the remote computer's **IP address**.



Wayk Now Main Window - Remote Computer's Source ID

Launch a session with the unattended mode

1. Launch Wayk Now on your computer.
2. Enter the remote computer's **Source ID** in the **Target ID** field.



Wayk Now Main Window - Target ID

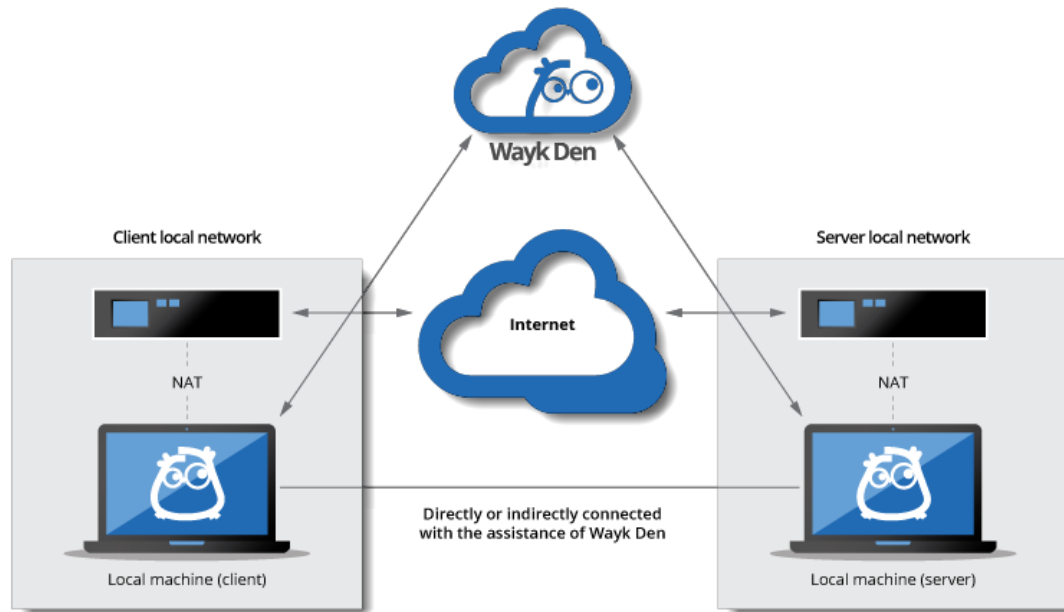
3. Click **Connect**.

The next step would be the authentication. Please consult the [Secure Remote Delegation Authentication](#) section for more information.

2.4 Wayk Den

Description

Wayk Den is a cloud service hosted by Devolutions on Microsoft Azure. It facilitates peer-to-peer connectivity between Wayk Now instances on any network: local or over the Internet. Wayk Den automatically handles all the network routing so the user does not have to.



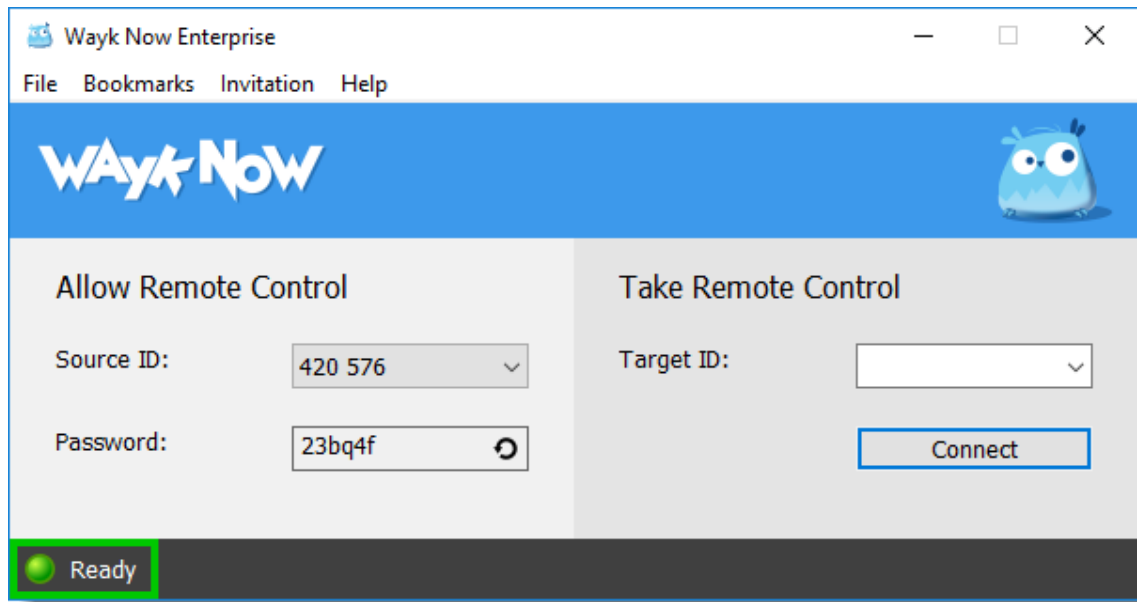
Wayk Den Diagram



There is no listing functionality offered in Wayk Den. No one can see which machines are connected in Wayk Den. You must have the IP address or 6-digit ID to connect to another computer.

Procedure

When Wayk Now is launched, it is automatically getting ready to establish a connection.



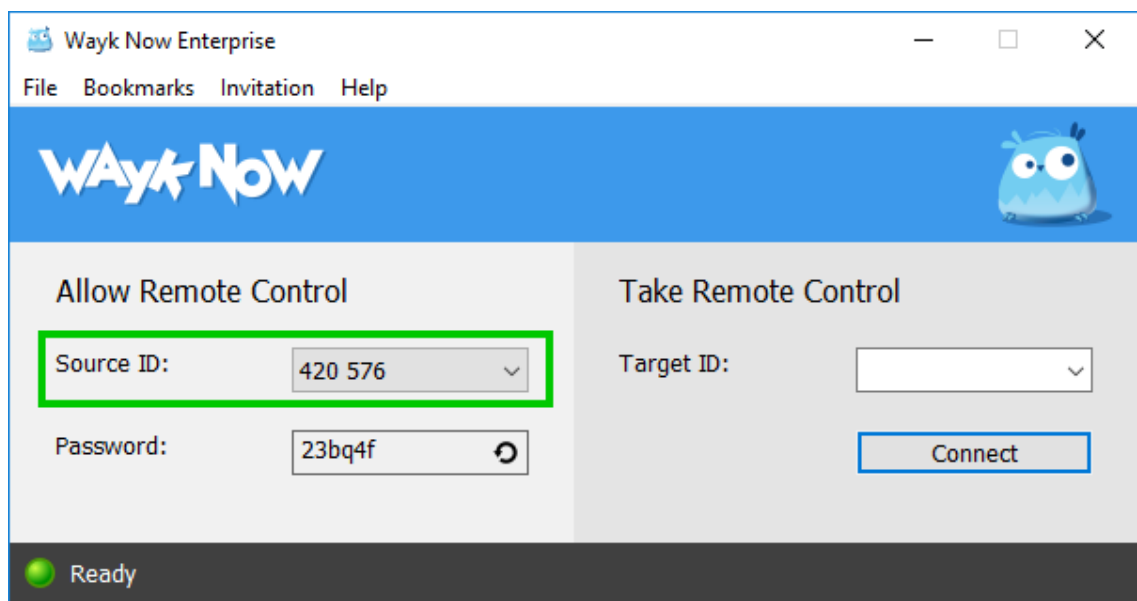
Wayk Now - Connected to Wayk Den

Once Wayk Now is ready to establish a connection, Wayk Den assigns a unique 6-digit ID to identify the machine.



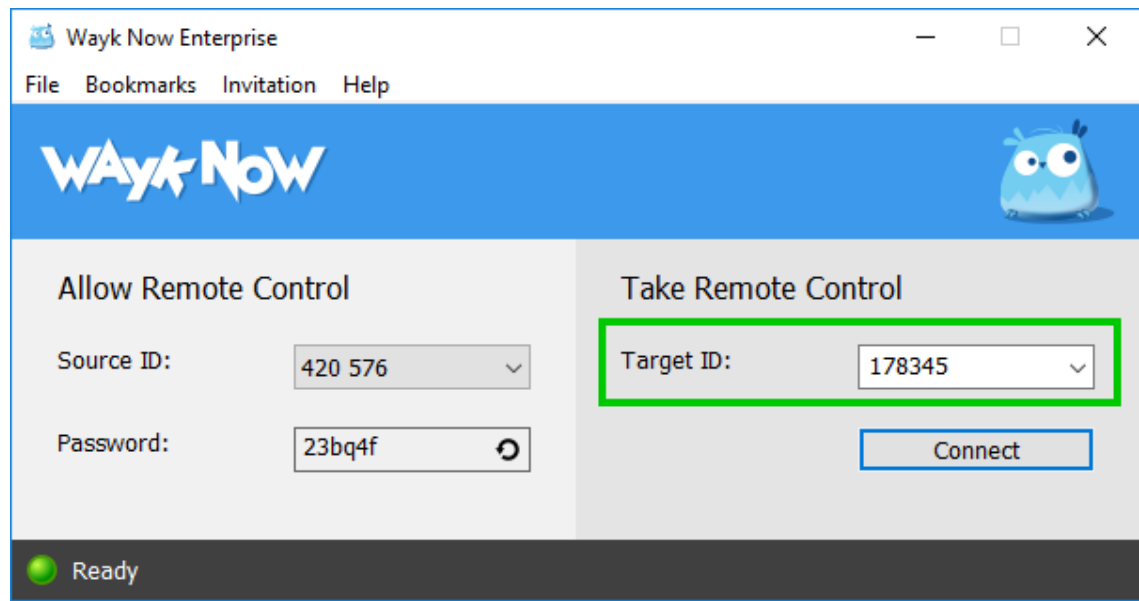
If all the possible number combinations have been exhausted, Wayk Den automatically detects the issue and assigns a 9-digit ID instead.

The ID appears in the **Source ID** combo box.



Wayk Now - Source ID

Then, enter the **Source ID** of the remote computer in the **Target ID** combo box to connect.



Wayk Now - Target ID



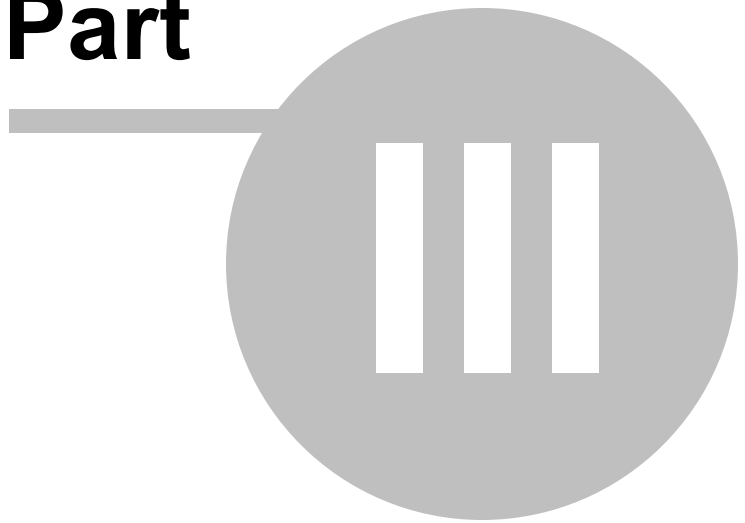
All spaces are trimmed in the **Target ID** combo box so it will ignore extra spaces.

Source Port Configuration

If you do not wish to use Wayk Den, you can configure port forwarding by following the steps described in the [Source Port Configuration](#) section.

Commands

Part

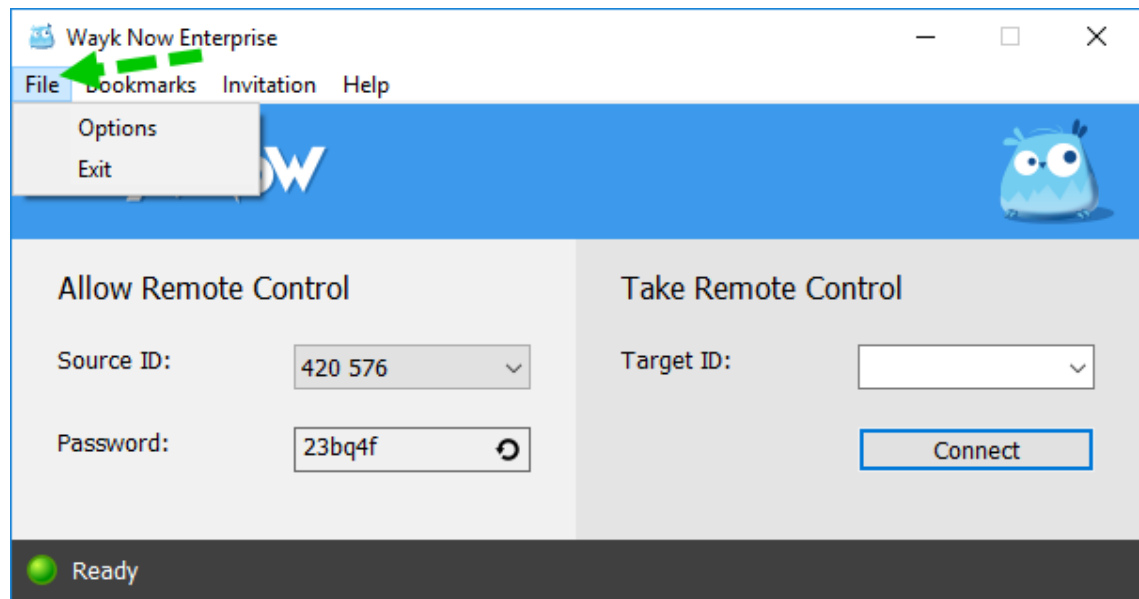


3 Commands

3.1 File

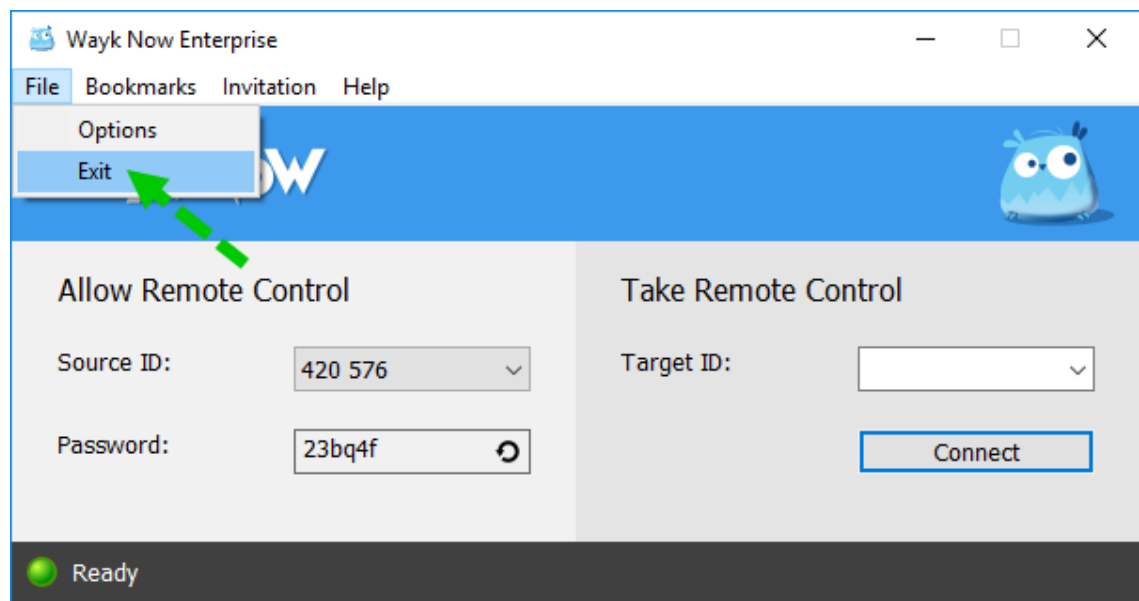
Procedure

1. To exit Wayk Now from the main window, click **File**.



Wayk Now File Menu

2. Click **Exit**.

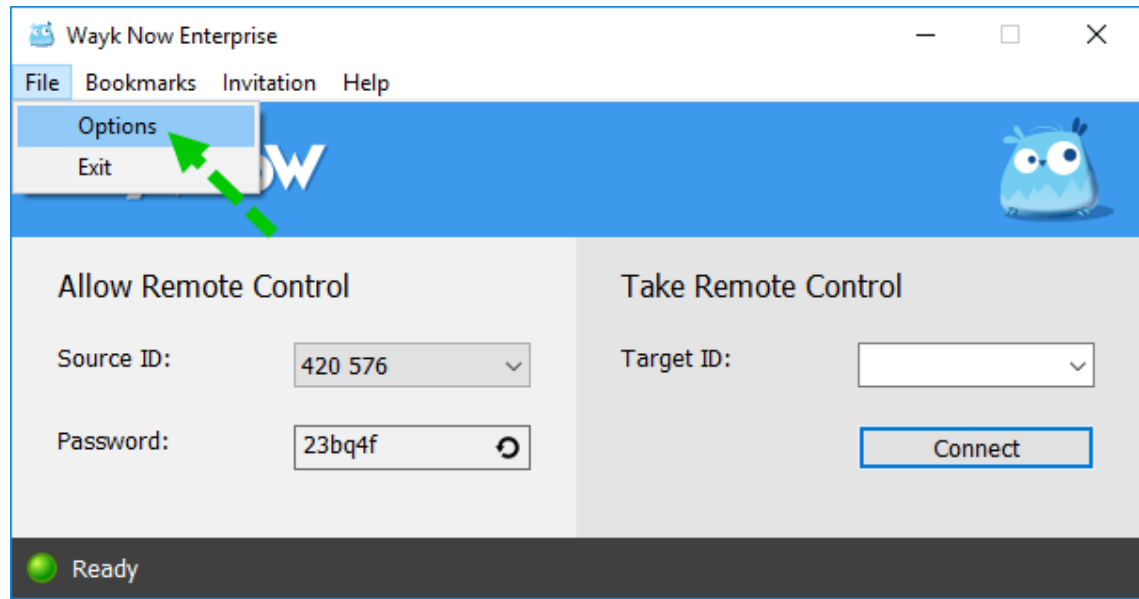


Wayk Now Exit

3.1.1 Options

Settings

On the main window menu, click **File**, then click **Options**.

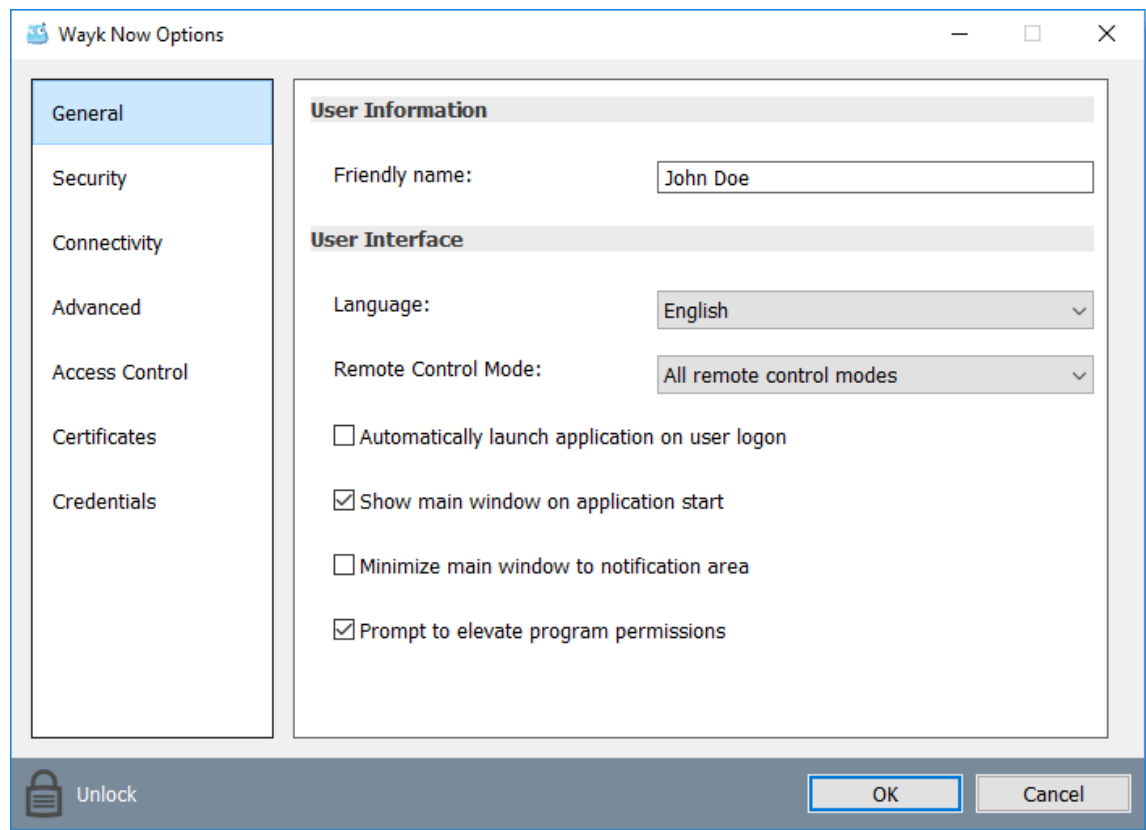


Wayk Now Main Window Options

3.1.1.1 General

Description

The **General Options** topic covers **user information** and **user interface** options.



Wayk Now General Options Dialog Window

User Information

The **Friendly Name** is used for [Prompt For Permission](#) (PFP) authentication. It should be easily recognized by your peers.

The default is the username of the local user.

User Interface

This section contains configuration options that affect the user interface of the application.

Choose a language

OPTION	DESCRIPTION
Automatic	Automatically detects the system language.
English	English
French	French
German	German
Italian	Italian
Chinese (Simplified)	Simplified Chinese
Chinese (Traditional)	Traditional Chinese

Remote Control Mode

OPTION	DESCRIPTION
All remote control modes	Both sides are displayed.
Take remote control (client only)	Only the client side is displayed.
Allow remote control (server only)	Only the server side is displayed.

Automatically launch application on user logon

Select this option if you wish to launch Wayk Now when you log on.

Show main window on application start

Unselect this option to prevent the main application window from showing when Wayk Now starts. It can be quite useful when the application is automatically launched.

Minimize main window to notification area

Select this option to hide Wayk Now from the taskbar when minimized.

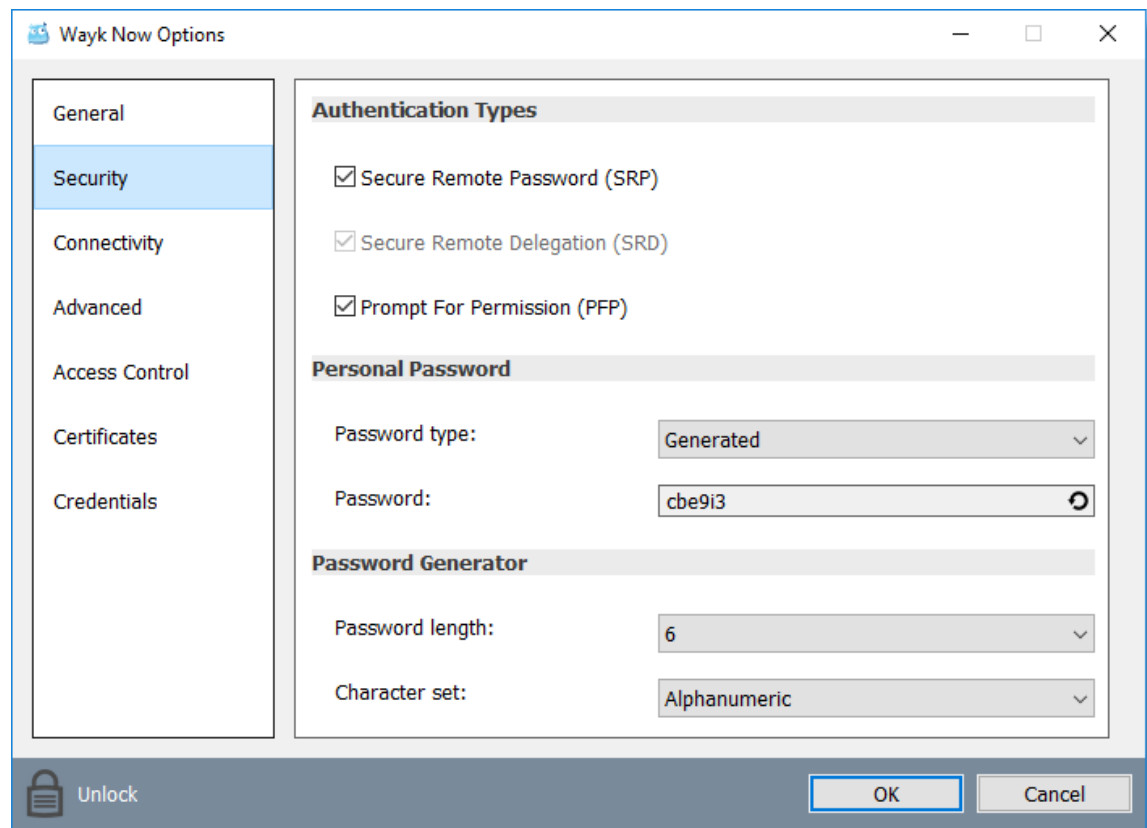
Prompt to elevate program permissions

Unselect this option to disable the prompt to elevate program permissions, and run Wayk Now without elevated program permissions.

3.1.1.2 Security

Description

The **Security Options** section allows you to enable or disable authentication types, and configure the password used to connect to your computer.



Wayk Now Security Options Dialog

Authentication Types

There are 3 authentication types:

- [Secure Remote Password](#) (SRP)
- [Secure Remote Delegation](#) (SRD)
- [Prompt for Permission](#) (PFP)

By default, the **Secure Remote Delegation** authentication is enabled, but cannot be disabled.

When **Secure Remote Password** is disabled, the password options are disabled as well.

Personal Password

Select your password type in the **Password Type** drop-down list.

Generated password

Generate a strong, random password with our password generator which can be configured in the **Password Generator** section.



Once a generated password is used, it is automatically regenerated.

You can also click on the circular arrow inside the password text box to refresh the generated password.

Custom password

Create a custom password of your own choosing.

Allow Prompt for Permission (PFP) authentication

This option enables a special authentication mode called *Prompt For Permission (PFP)*.

For more information, refer to the [Prompt For Permission](#) section.

Password Generator

This section contains the parameters used by the *password generator*.

Password length

Select a value between 3 and 9.

Character set

Select between numeric and alphanumeric.



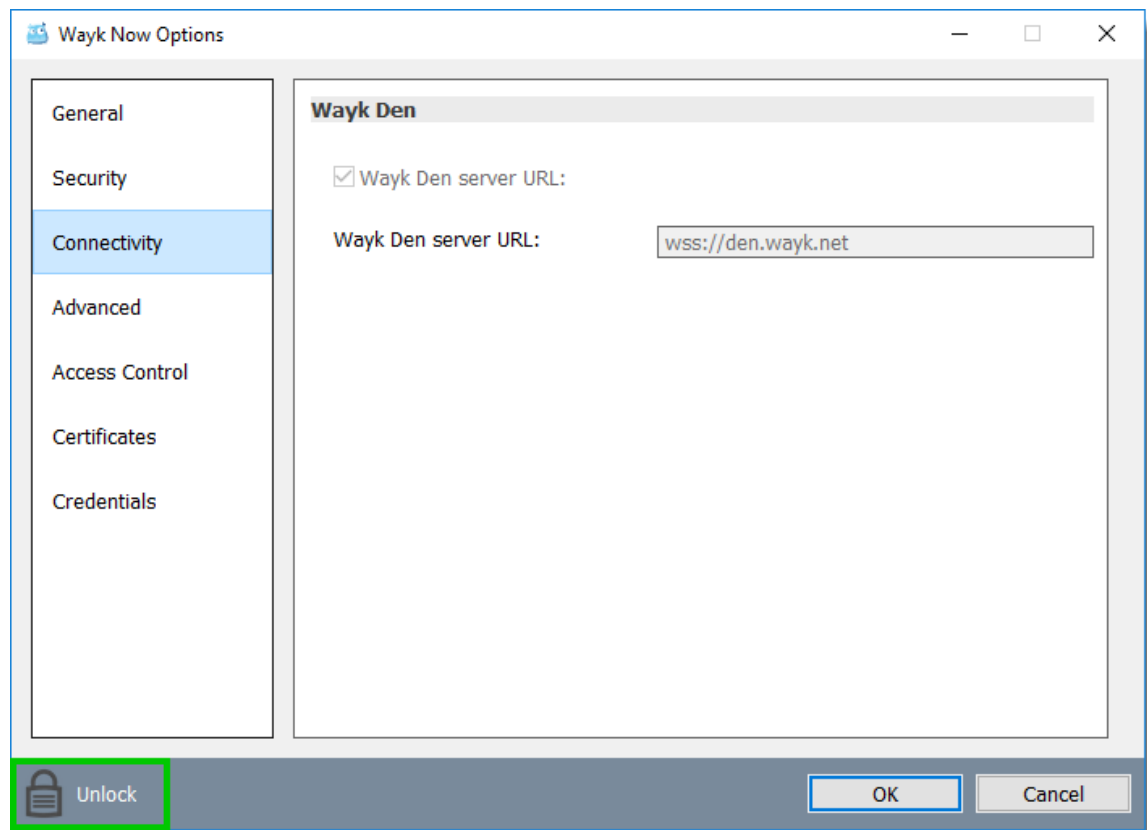
The alphanumeric character set contains numbers and letters, excluding 0, O, 1, l for a total of 32 characters. This choice was made to avoid any possible confusion when communicating the password to the other user.

3.1.1.3 Connectivity

Description

The *Connectivity* section covers all Wayk Den options.

Click *Unlock* at the bottom of the dialog window to modify these options.



Wayk Now Options - Connectivity

Use Wayk Den for centralized management:

Connect to Wayk Den to enable simplified peer-to-peer connectivity with a 6-digit ID.

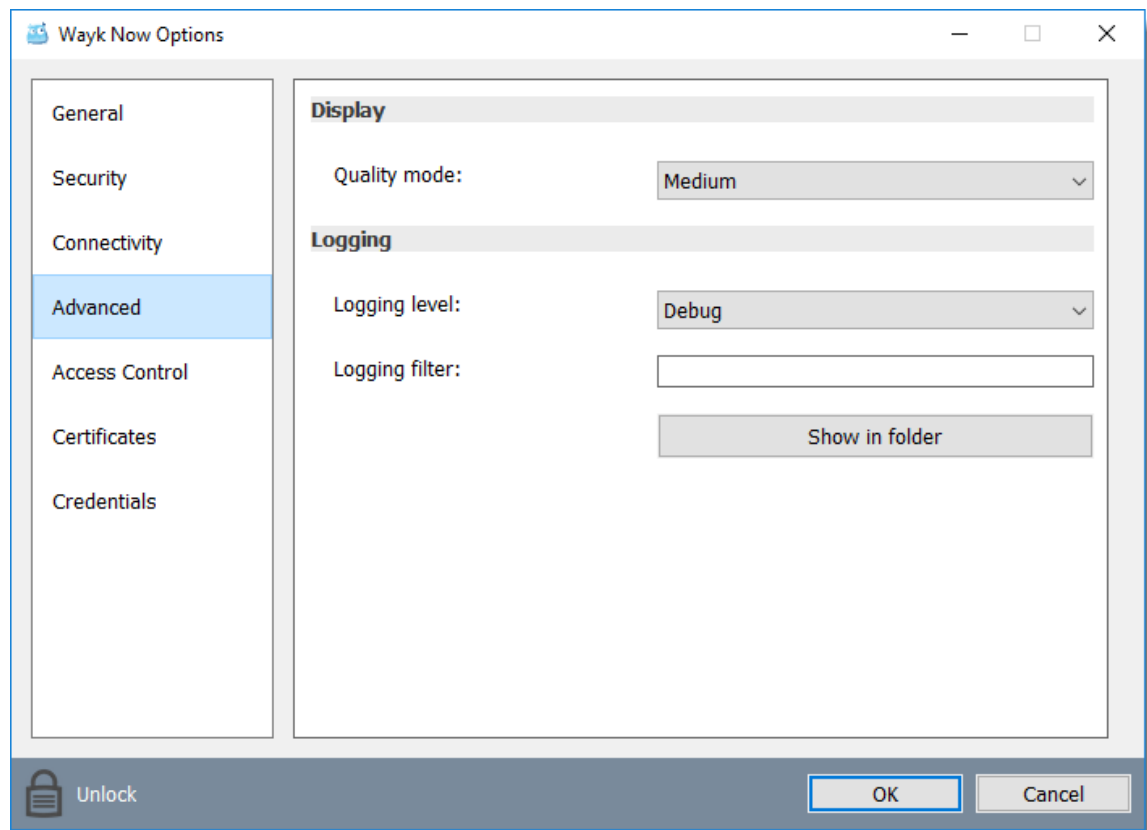
Wayk Den Server URL:

Connect to the Wayk Den server with the URL. The public Wayk Den server URL is `wss://den.wayk.net`.

3.1.1.4 Advanced

Description

The **Advanced Options** section allows you to choose the image quality and the logging options.



Wayk Now Advanced Options Dialog

Display

Quality mode

Select the **quality mode** to change the image quality.



A higher quality mode results in increased bandwidth usage.

Logging

Activate **logging** to produce log files. The information is primarily for administrators and application developers.

Leave this option disabled, unless instructed to do so, because it can negatively affect application performance.



The application must be restarted for the changes to take effect.

Logging level

This option affects the verbosity of the logging messages.

Logging filter

This option filters the types of messages that are logged.

Show in folder

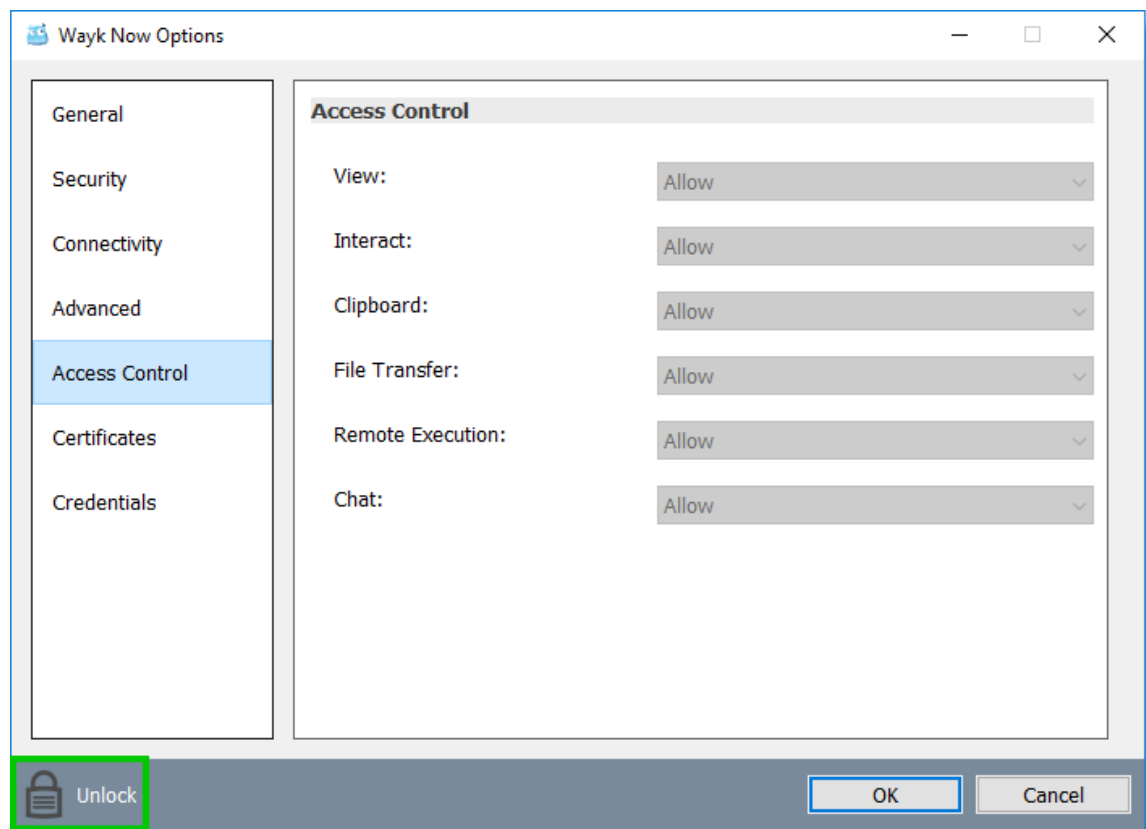
Click **Show in folder** to view the log files.

3.1.1.5 Access Control

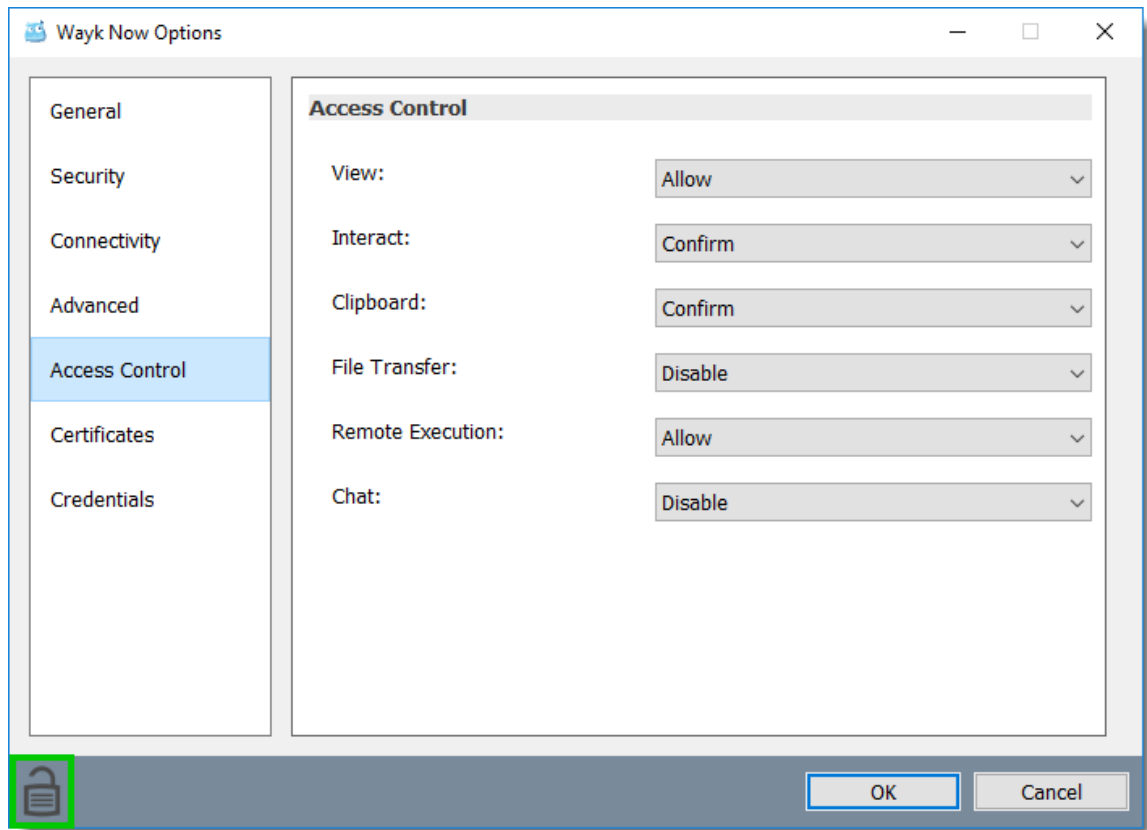
Description

The **Access Control** section allows you to restrict access to certain resources shared by the server. In other words, access control defines what can be done to your machine when someone else is connected. You can set each feature independently.

By default, features are all set to **Allow**. To set each feature differently, click **Unlock** at the bottom of the dialog window.



Wayk Now Access Control Dialog



Wayk Now Access Control Dialog

Each feature in the **Access Control** section can be set to one of the following options: **Allow**, **Confirm** or **Disable**.

Allow: The feature is enabled.

Confirm: The feature is disabled, but can be enabled after user confirmation during the session.

Disable: The feature is disabled. For security reasons or to enforce company policies, you may want to disable specific features.



A disabled feature cannot be enabled during an active session.

Viewing

The remote user can view the remote desktop.

If this option is disabled, the user sees a black screen with the following image at the center of the



Interact

The remote user can interact (keyboard and mouse) with the remote desktop.



Interact implies **Viewing**. Therefore, enabling **Interact** enables **Viewing** as well.

Clipboard

Clipboard synchronization enables seamless copy pasting operations between local and remote applications. For more information, please refer to the [Clipboard](#) section.

File Transfer

This feature allows sending or receiving any file type between computers. For more information, please refer to the [File Transfer](#) section.

Remote Execution (*Enterprise Edition only*)

The user can execute multiple types of commands or scripts on the remote computer. For more information, please refer to the [Remote Execution](#) section.

Chat

The chat feature allows you to communicate with the remote user during a Wayk Now session. For more information, please refer to the [Chat](#) section.

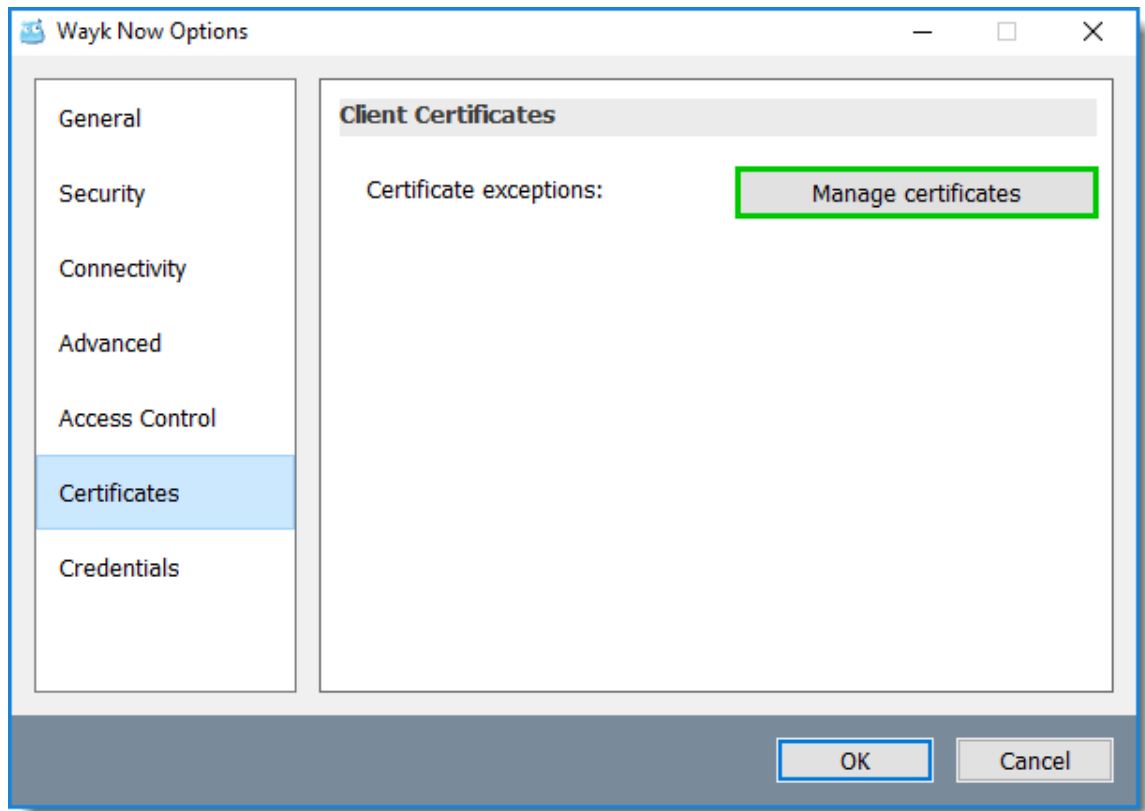
To learn more about **Access Control**, please refer to the [Client - Access Control](#) section and [Server - Access Control](#) section.

3.1.1.6 Certificates

Description

The **Certificates** section allows you to remove any stored client certificate exceptions.

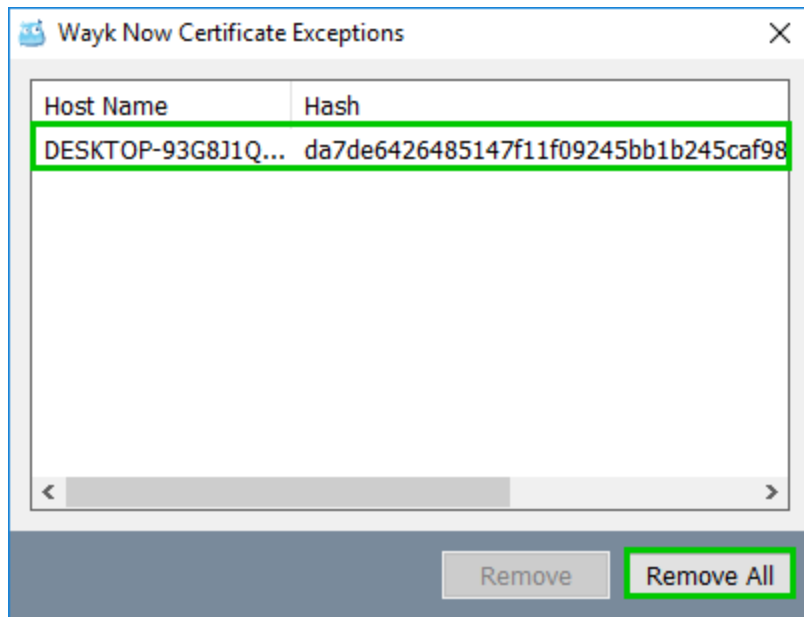
Click **Manage Certificates** to view the certificate exception list.



Wayk Now - Certificates

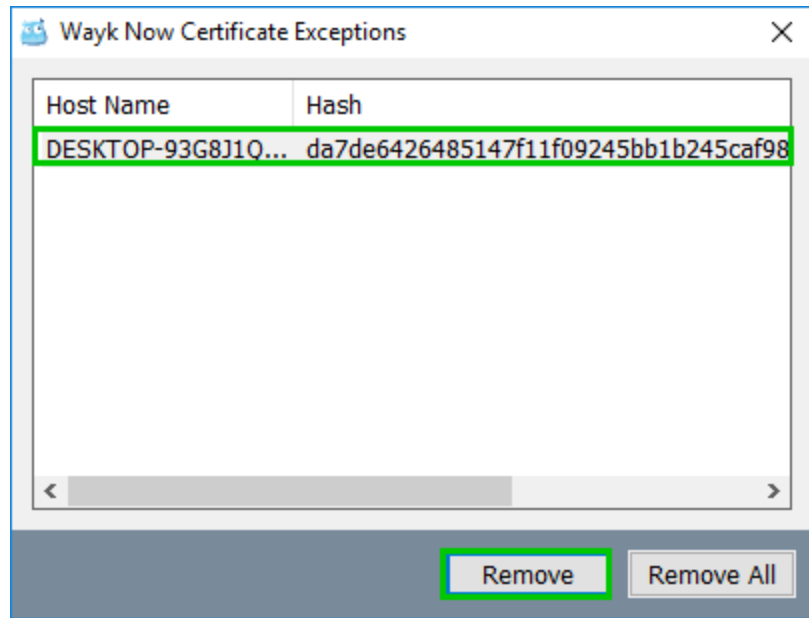
Here is the list of all your certificate exceptions.

Click **Remove All** to delete all certificate exceptions at once.



Wayk Now - Certificate Exceptions

Click **Remove** to delete one certificate exception from the list.



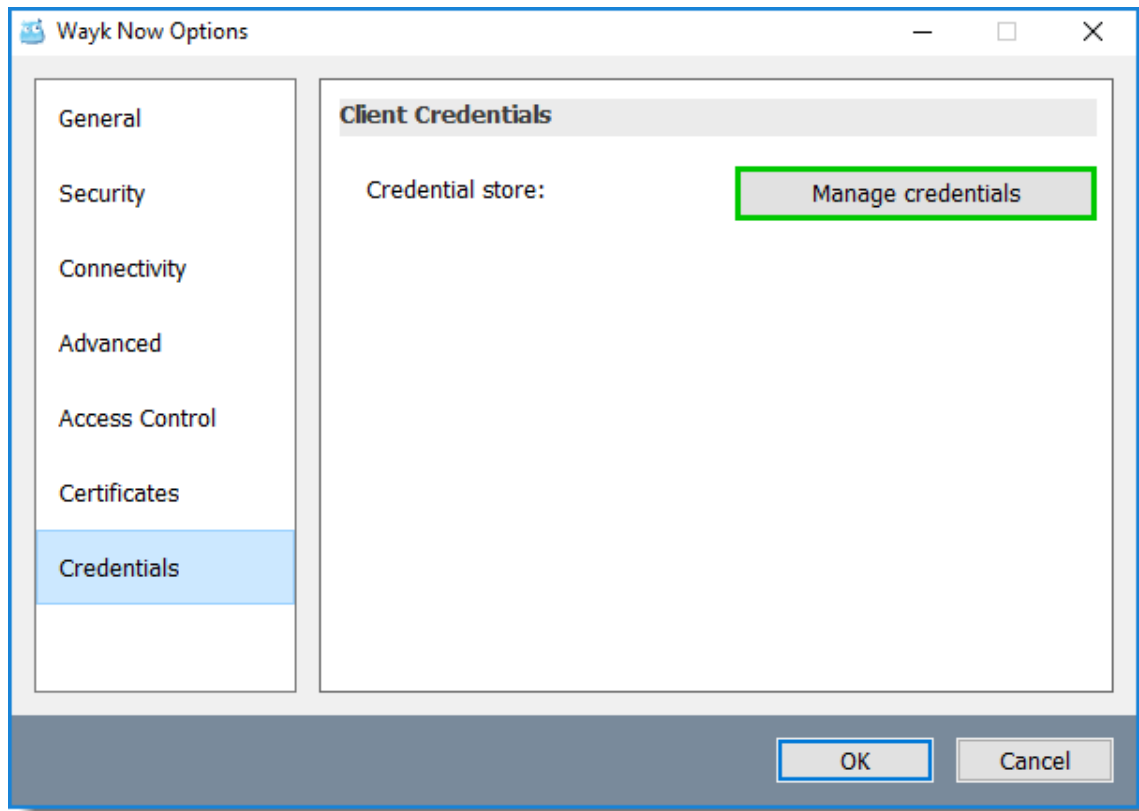
Wayk Now - Selected Certificate

3.1.1.7 Credentials

Description

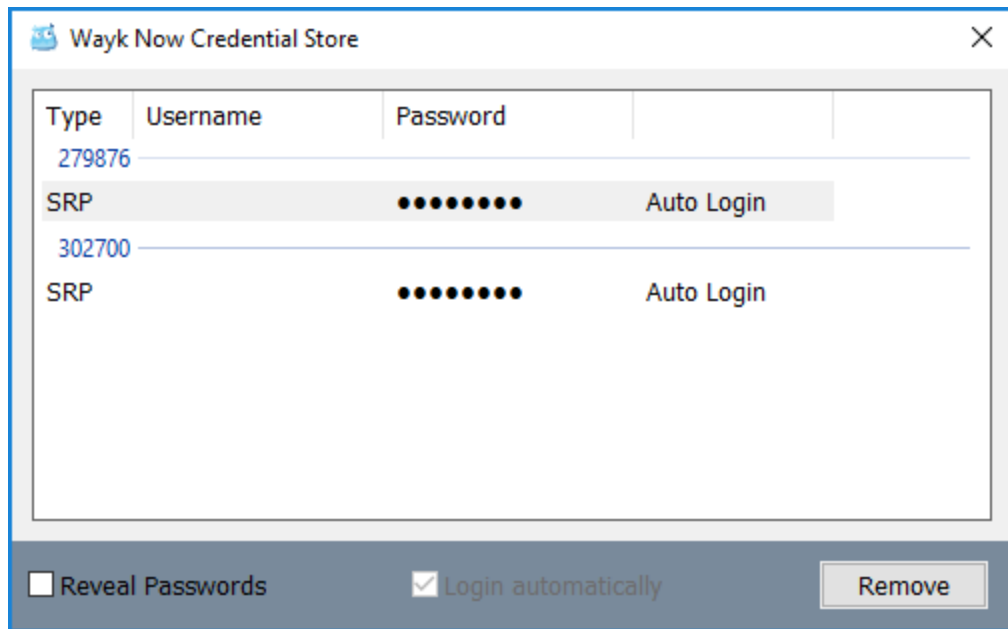
The **Credentials** section allows you to manage the stored client credentials from Wayk Now.

Click **Manage credentials** to show the credential list.



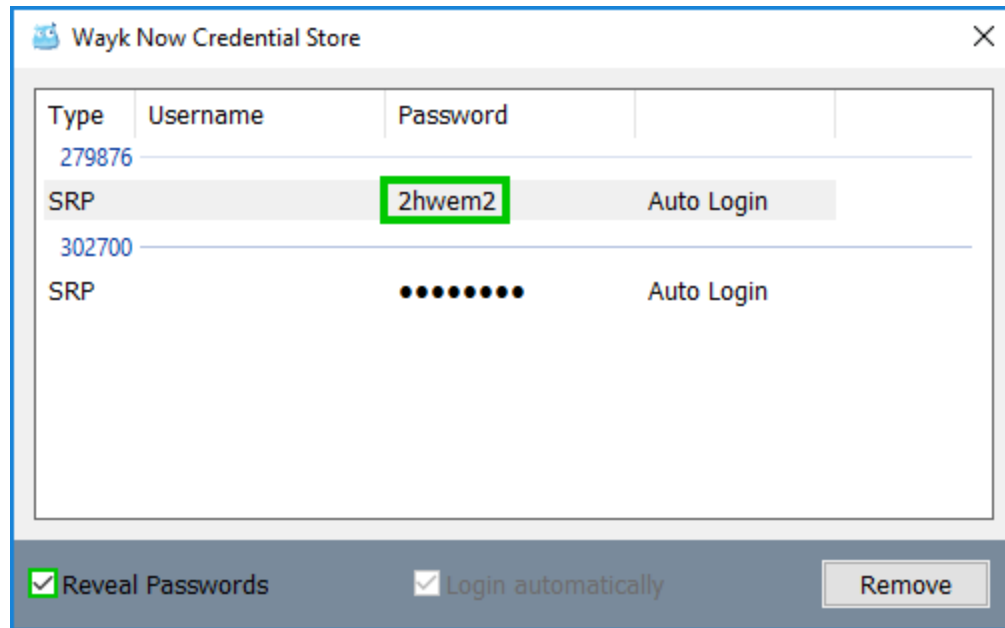
Wayk Now - Credentials

Here is the list of all your stored client credentials.



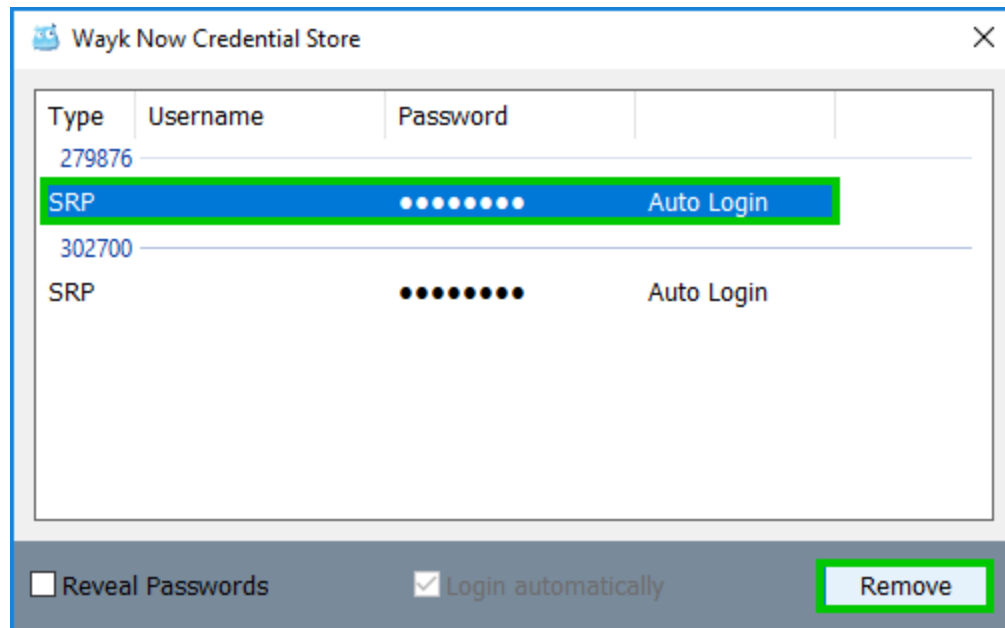
Wayk Now Credential Store

You can reveal a password by checking the **Reveal Password** box at the bottom of the **Wayk Now Credential Store** window.



Wayk Now - Reveal Password

Click **Remove** to delete selected credentials from the list.



Wayk Now - Remove Credentials

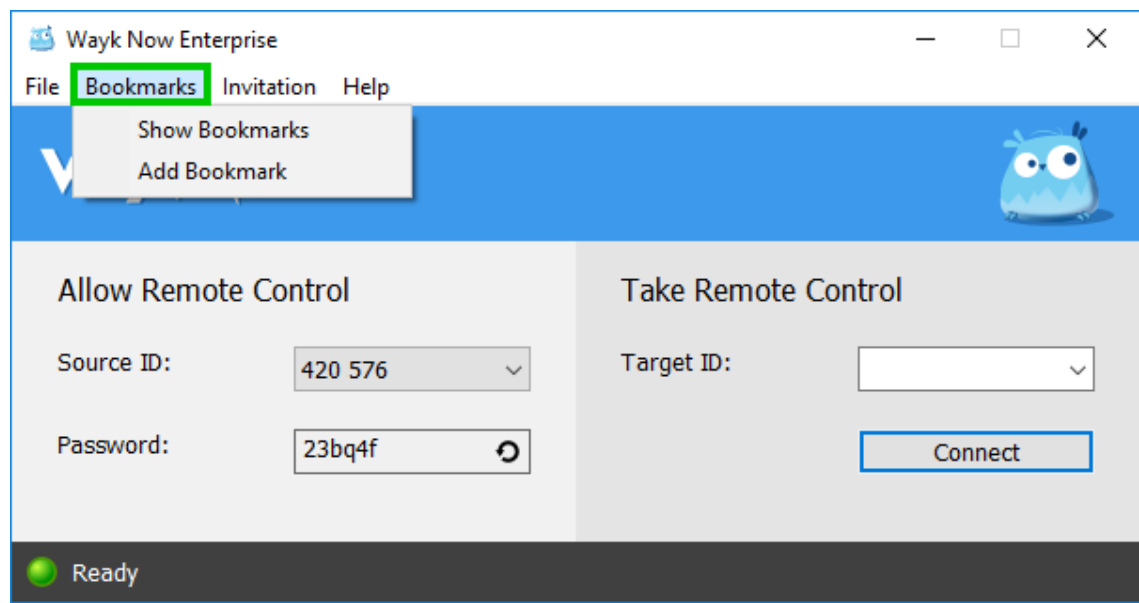
3.2 Bookmarks

Description

Bookmarks store frequently used Wayk IDs as named entries. The bookmark launches a session quickly without needing to enter the Wayk ID each time.

Procedure

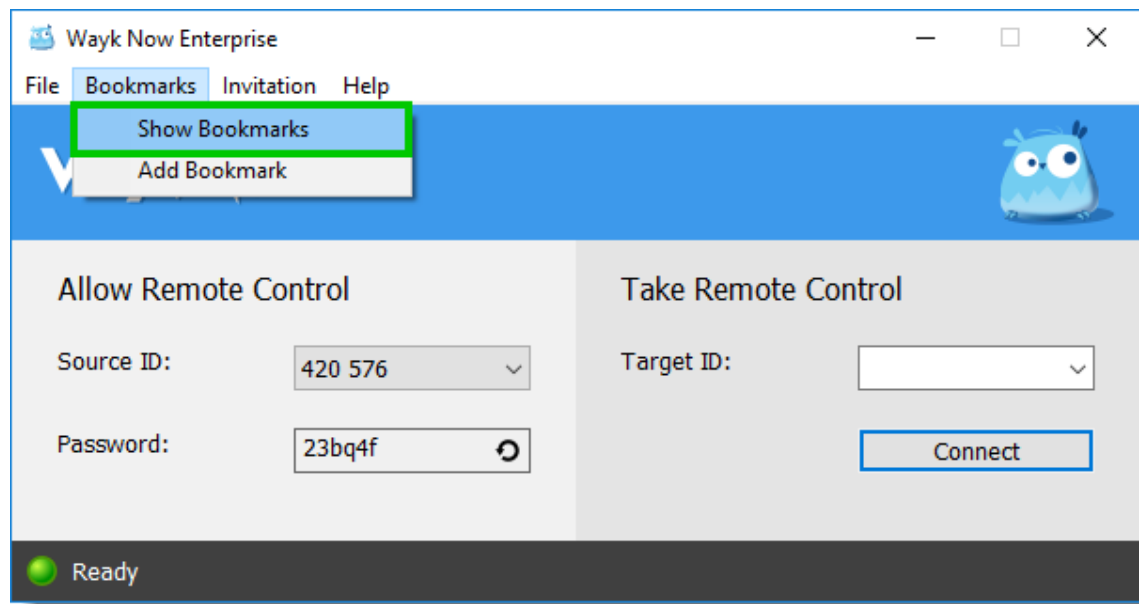
From the **Wayk Now Main Window Menu**, click **Bookmarks** to access the **Bookmarks Menu**.



Wayk Now Main Window - Bookmarks

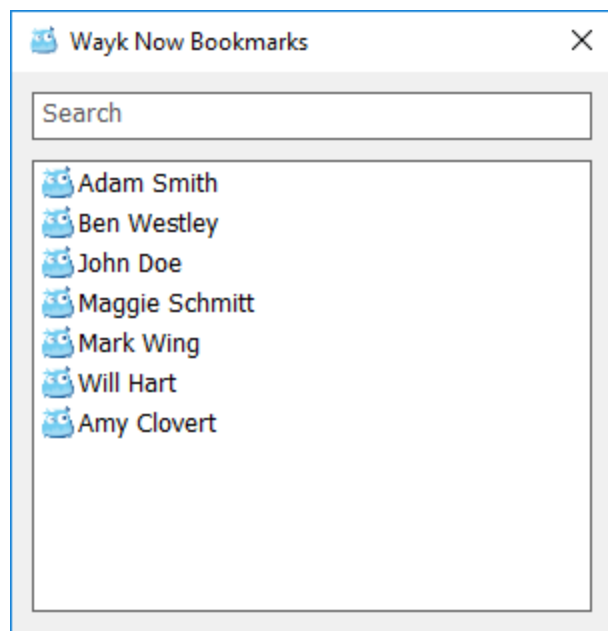
Show Bookmarks

Click **Show Bookmarks** to show all the bookmarks.



Wayk Now Bookmarks - Show Bookmarks

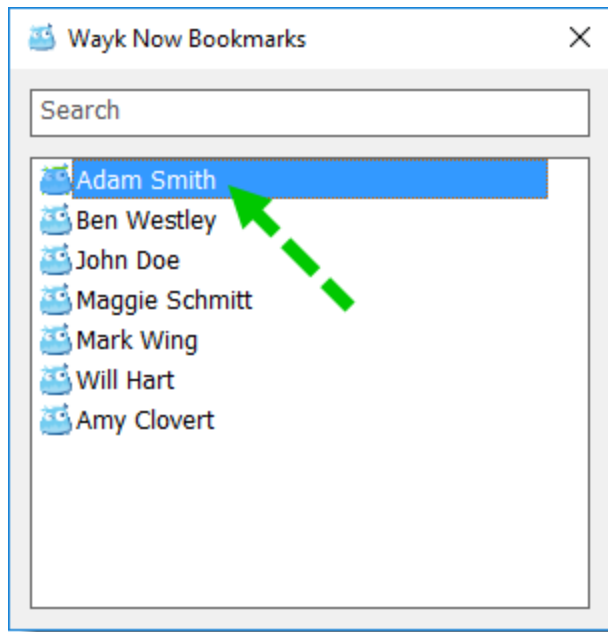
Here is the **Bookmarks** window.



Wayk Now Bookmarks

Launch a session

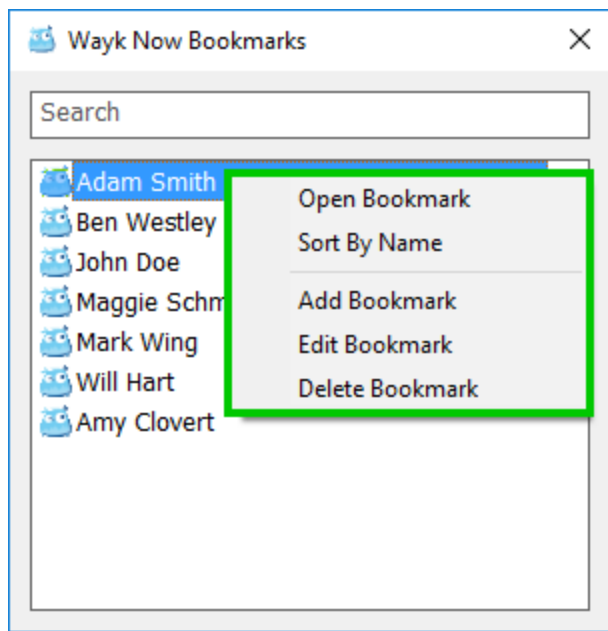
Double-click on the bookmark to quickly launch a session.



Wayk Now Bookmarks - Launching a Session

Other options

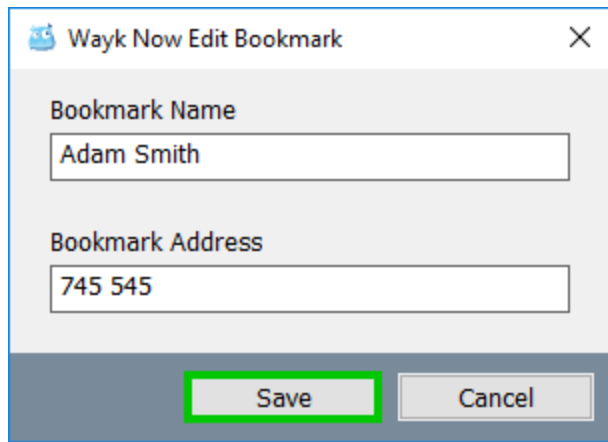
Right-click on a bookmark to open, sort, add, edit, or delete bookmarks.



Wayk Now Bookmarks - Menu

Edit Bookmark

Enter a new name and/or a new bookmark address, then click **Save**.

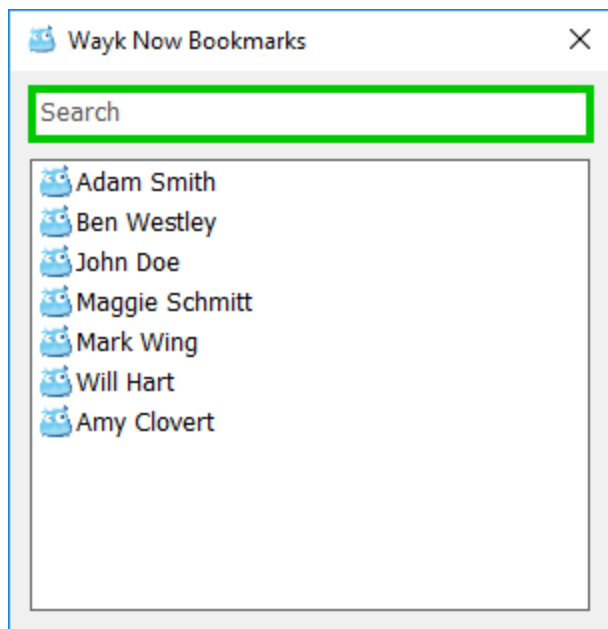


A dialog box titled "Wayk Now Edit Bookmark" with a close button (X) in the top right corner. It contains two text input fields: "Bookmark Name" with the text "Adam Smith" and "Bookmark Address" with the text "745 545". At the bottom, there are two buttons: "Save" (highlighted with a green border) and "Cancel".

Wayk Now - Edit Bookmark

Search

Type a name in the **Search** text box to find a bookmark.

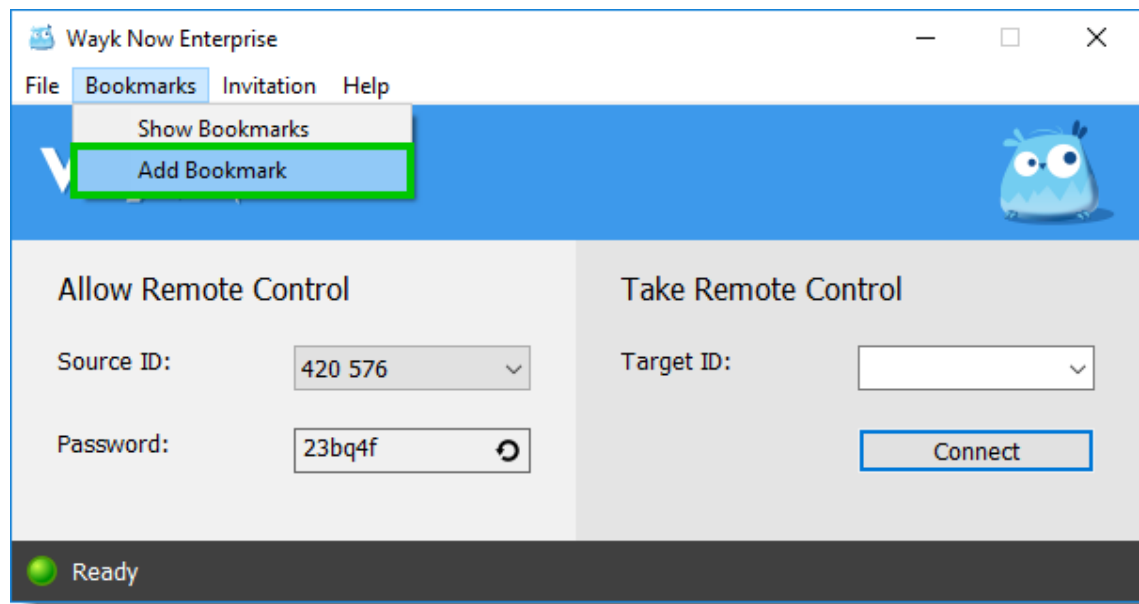


A dialog box titled "Wayk Now Bookmarks" with a close button (X) in the top right corner. It features a search input field at the top with the placeholder text "Search" (highlighted with a green border). Below the search field is a list of bookmarks, each preceded by a blue cat icon: Adam Smith, Ben Westley, John Doe, Maggie Schmitt, Mark Wing, Will Hart, and Amy Clovert.

Wayk Now Bookmarks - Search

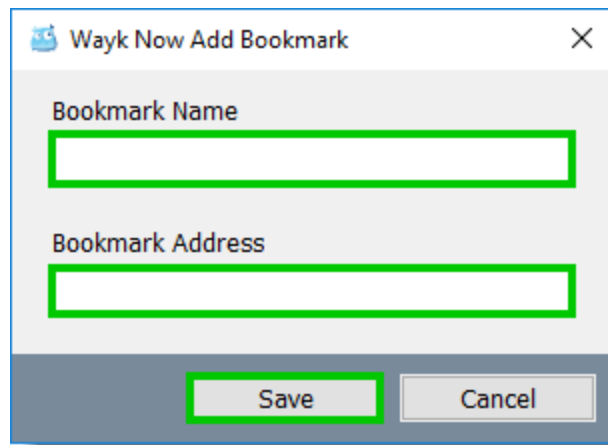
Add a bookmark

From the **Wayk Now Bookmarks Menu**, click **Add Bookmark**.



Wayk Now - Add Bookmark

Enter a bookmark name in the **Bookmark Name** text box, enter the **Source ID** in the **Bookmark Address** text box, then click **Save**.



Wayk Now - Add Bookmark

3.3 Invitation

Description

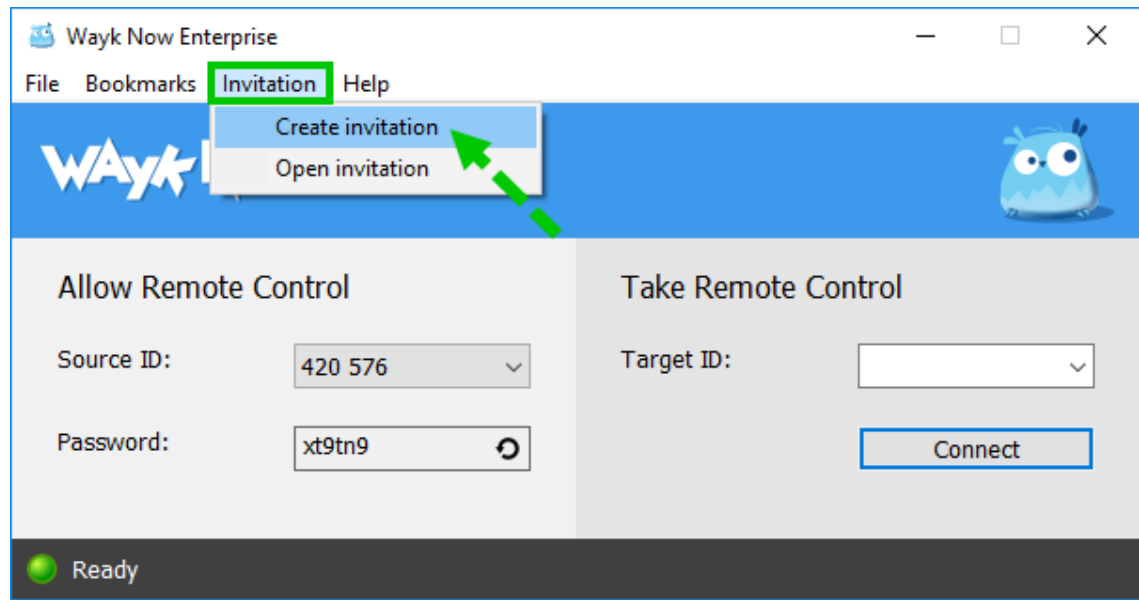
The invitation feature provides a simple way to share your connection information using a shareable link. If you want to take control of the remote computer, the remote user should create and send you the invitation link. It contains the **Source ID** of the computer, a one-time password and the Wayk Den public address. This link can be opened directly from Wayk Now to join the session.

Creating an invitation link

If you want someone to take control of your computer, you have to create and send that person the invitation link.

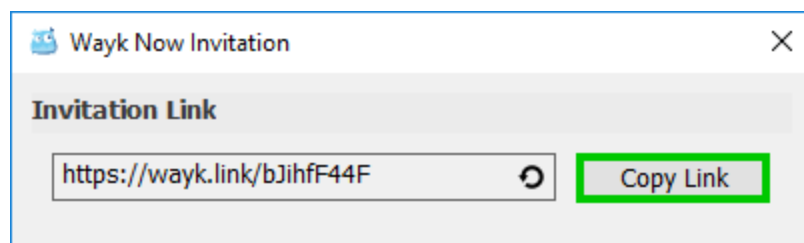
To create an invitation link, please follow these steps:

1. From the Wayk Now **Main Window Menu**, click the **Invitation** tab, then click **Create invitation**.



Main Window Menu - Create Invitation

2. Click on the **Copy Link** button to copy the link to the clipboard.
 - 2.1 You can click the circle arrow to generate a new link.



Invitation Link - Copy Link

3. Send your link to the other person.

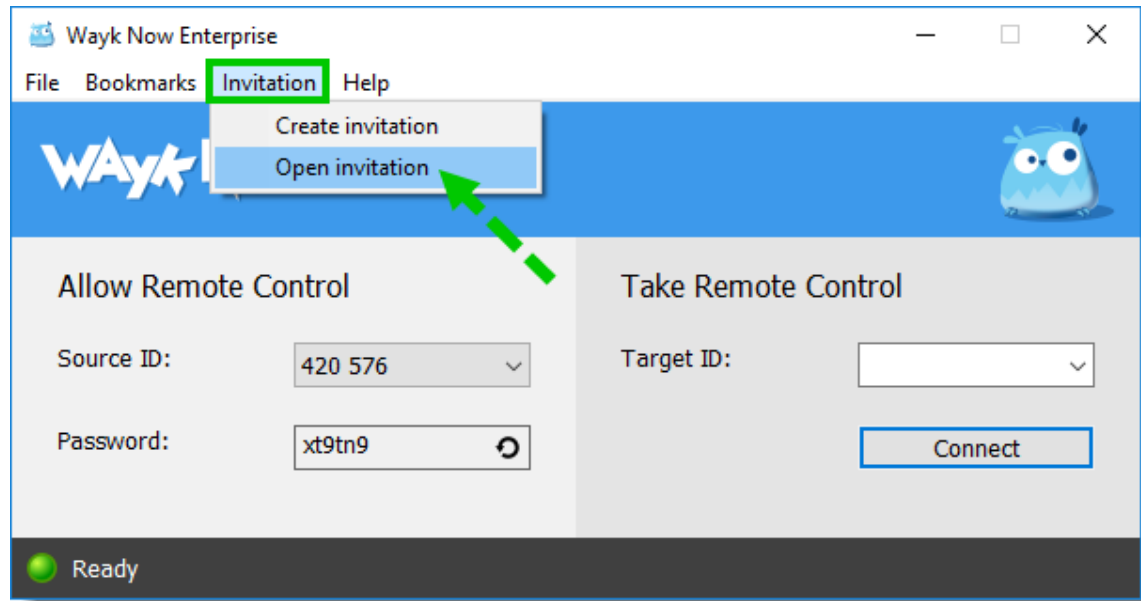
Opening an invitation link

If you want to take control of the remote computer, the remote user should create and send you the invitation link.

When Wayk Now is not installed on your computer

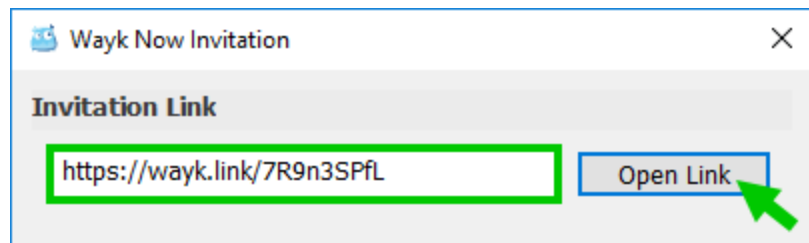
If you are using the Windows executable version of Wayk Now, you must open the invitation link manually in the **Invitation** tab of the Wayk Now **Main Window Menu**. To do so, please follow these steps:

1. From the Wayk Now **Main Window Menu**, click the **Invitation** tab, then click **Open invitation**.



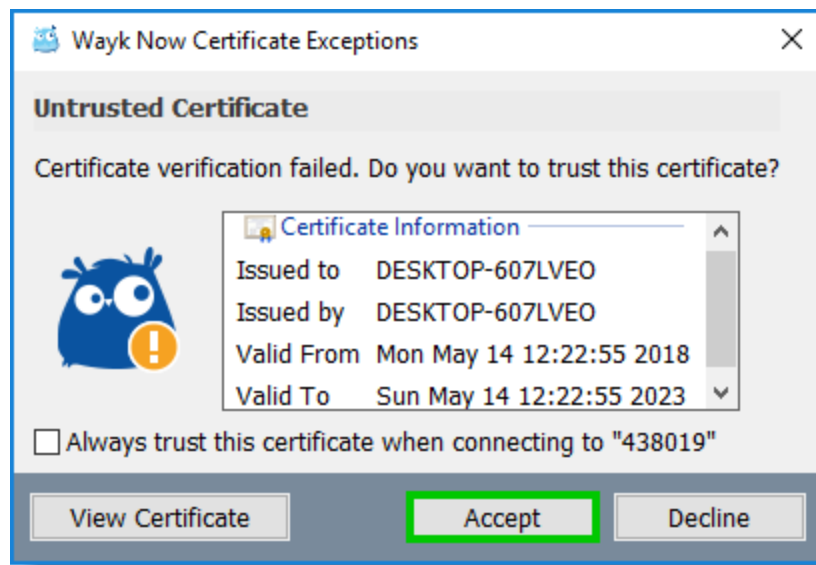
Main Window Menu - Open Invitation

2. Paste the link shared by the remote user, then click **Open Link**.



Wayk Now Invitation - Open Link

3. If you are asked to validate the certificate, click **Accept**.
For more information about the certificate, please read the [Certificate Validation](#) section.



Wayk Now - Certificate Exceptions

4. The session is now active.

When Wayk Now is installed on your computer

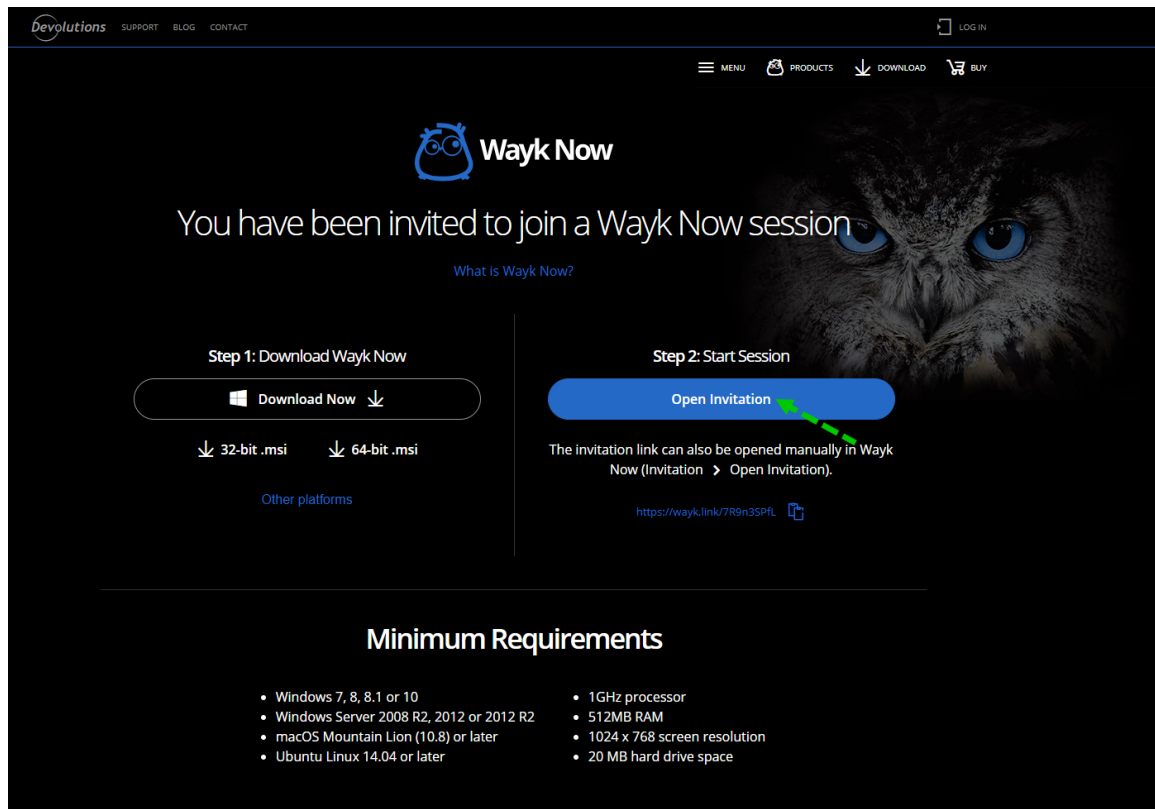
If you have Wayk Now installed, you can click directly on the link so it opens an invitation page in a Web browser.

1. Click on the link shared by the remote user.

<https://wayk.link/mJwDqijtK>

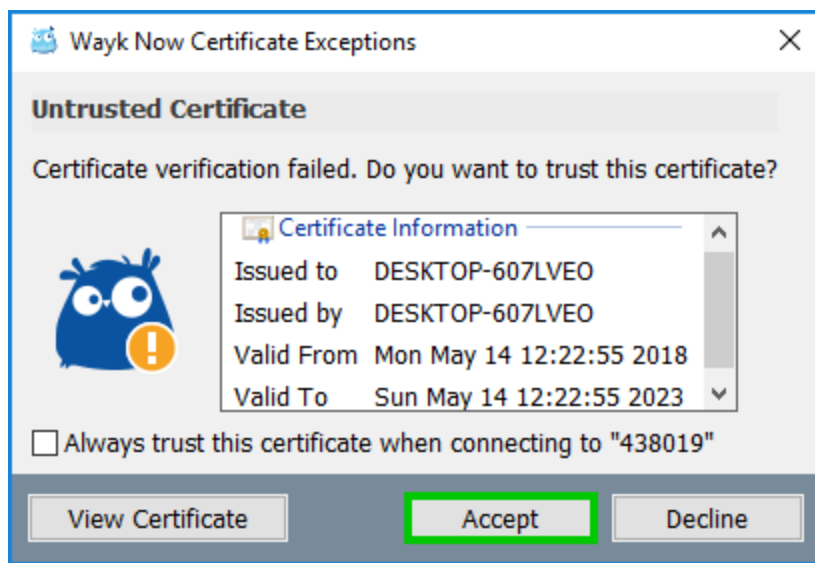
Clickable Invitation Link

2. A Web page opens. Click on the **Open Invitation** button to join the session. This button works using a special wayk:// hyperlink that is registered with the browser to launch Wayk Now.



Wayk Now Invitation Web Page

- If you are asked to validate the certificate, click **Accept**.
For more information about the certificate, please read the [Certificate Validation](#) section.

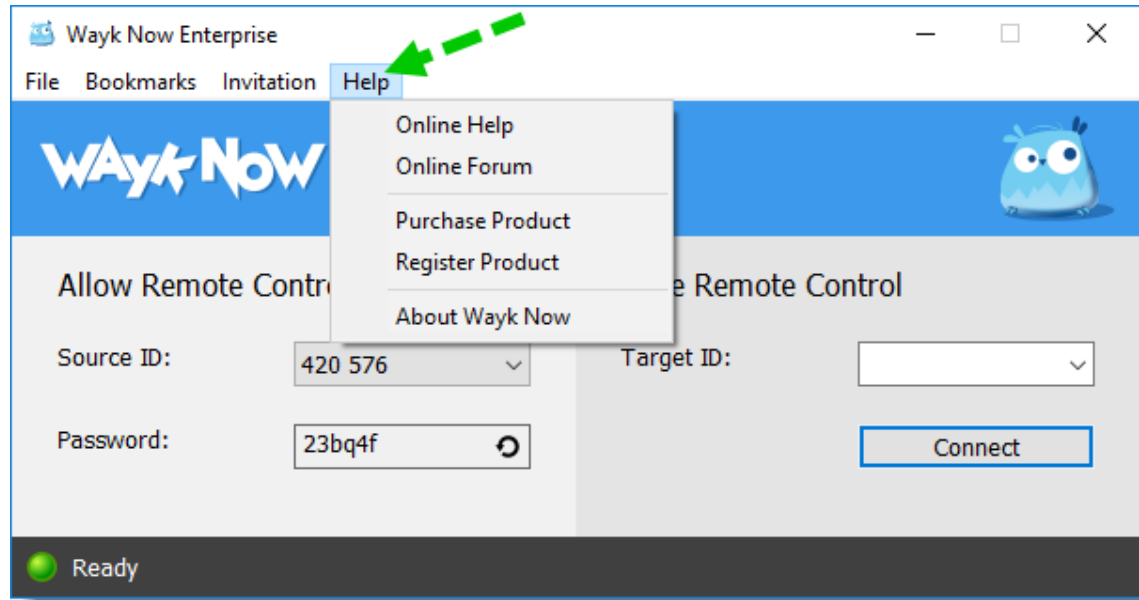


Wayk Now - Certificate Exceptions

- The session is now active.

3.4 Help

Description



Wayk Now Help Menu

Online Help

Click **Online Help** to go to the [Online Help](#) page.

Online Forum

Click **Online Forum** to go to the [Online Forum](#) page.

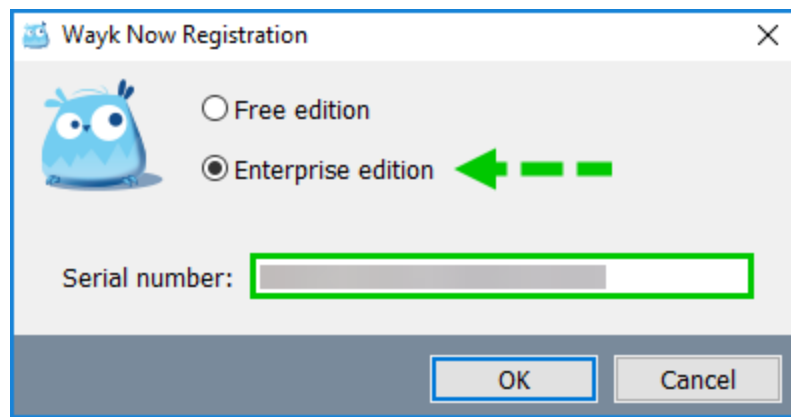
Purchase Product

Click **Purchase Product** to go to the [Devolutions online store](#) and purchase Wayk Now.

Register Product

If you have purchased **Wayk Now Enterprise Edition**, follow this step:

Select Enterprise Edition, enter your serial number, then click OK.



Wayk Now License Dialog



If you are using the **Free Edition**, you do not need a serial number.

About Wayk Now

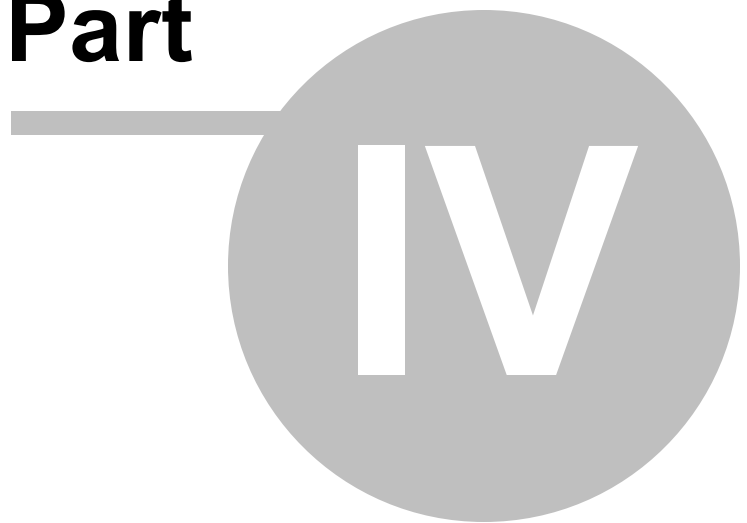
Click **About Wayk Now** to show Wayk Now version and license information.



About Wayk Now Dialog

Establishing a Connection

Part

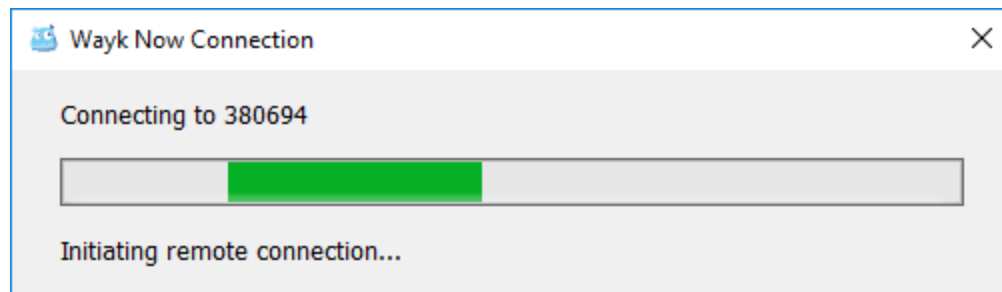


4 Establishing a Connection

Description

To initiate a connection, follow the steps in the [Remote Assistance](#) section from [Take Remote Control](#) until **Step 3 Connection**.

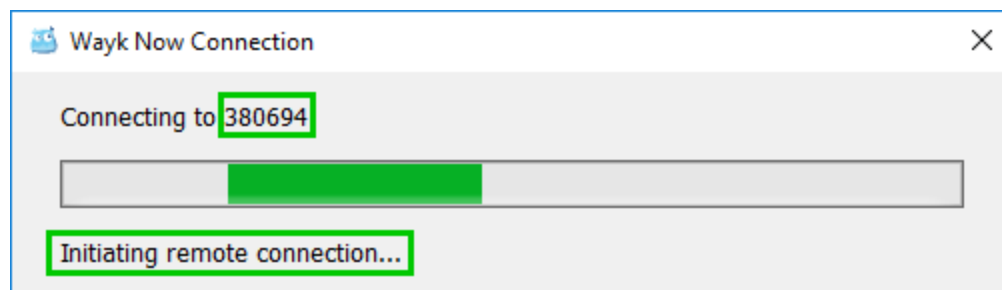
If you want to use the **Unattended Access Mode**, please consult the [Unattended Access](#) section.



Wayk Now Connection Progress Bar



Closing the connection window **cancel**s the connection sequence.



Wayk Now Connection Progress Bar

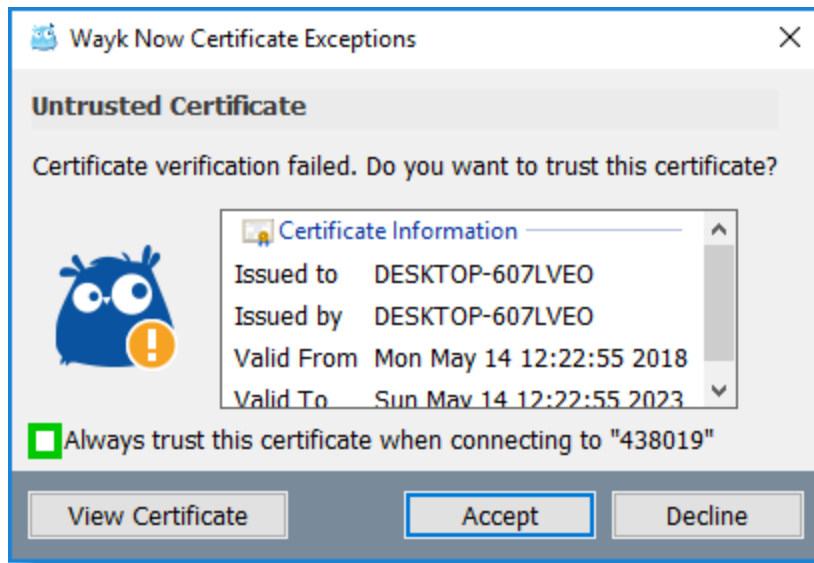
The **Connection Target** is shown on top of the progress bar, and the **Connection Status** is shown beneath.

4.1 Certificate Validation

Description

Wayk Now uses TLS 1.2 encryption for all communications.

If the [server](#) certificate cannot be validated automatically when connecting, the following dialog box appears to the user for manual validation.



Certificate Validation Dialog Box

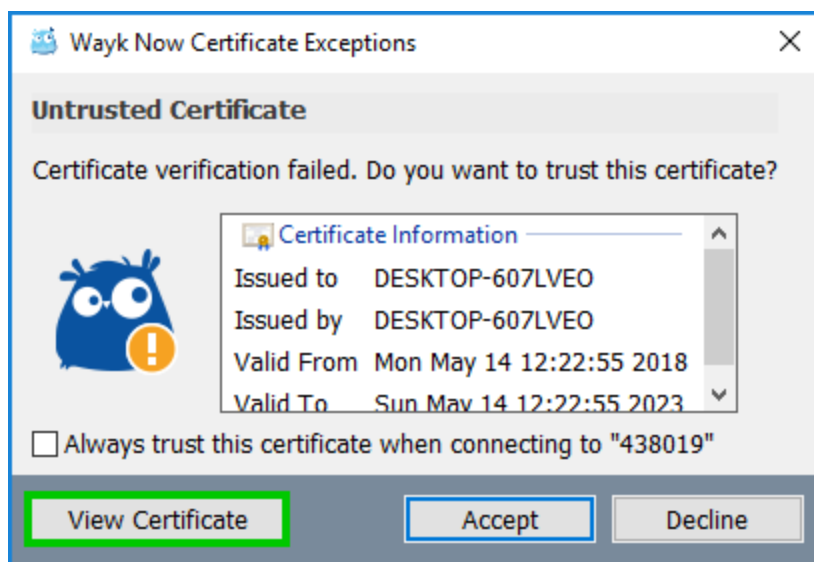


If required, check the ***Always trust this certificate when connecting to "XXXXXX"*** check box to add a certificate exception. It will prevent from prompting the ***Certificate Validation*** dialog box in the future for this server.

- 1.1 Click ***Accept*** to continue.
- 1.2 Click ***Decline*** to abort the connection.

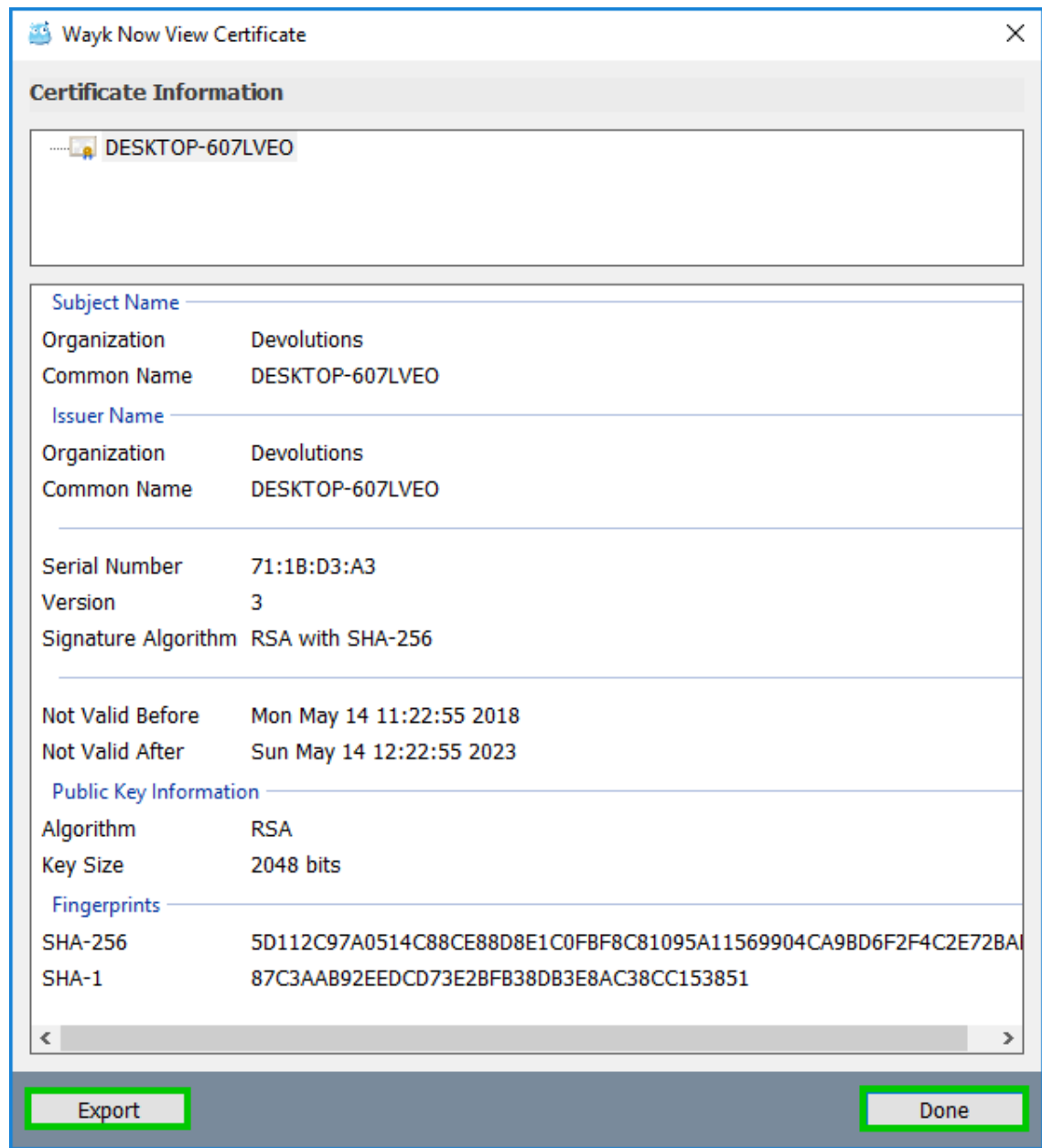
Review certificate information

1. Click ***View Certificate*** to verify its origin and authenticity.



Certificate Validation Dialog Box

2. Review the certificate information.



Wayk Now - View Certificate

- 2.1 Click **Export** to export the certificate.
3. Click **Done** to close the window.

4.2 Authentication

Once the connection has been secured with TLS, the client needs to authenticate with the server before proceeding.

The supported authentication methods are [Secure Remote Password \(SRP\)](#), [Prompt For Permission \(PFP\)](#), and [Secure Remote Delegation \(SRD\)](#).

4.2.1 Secure Remote Password

Description

Secure Remote Password (SRP) is the default authentication method that uses only a password.

Follow these steps:

1. Type the password in the **Password** text box.

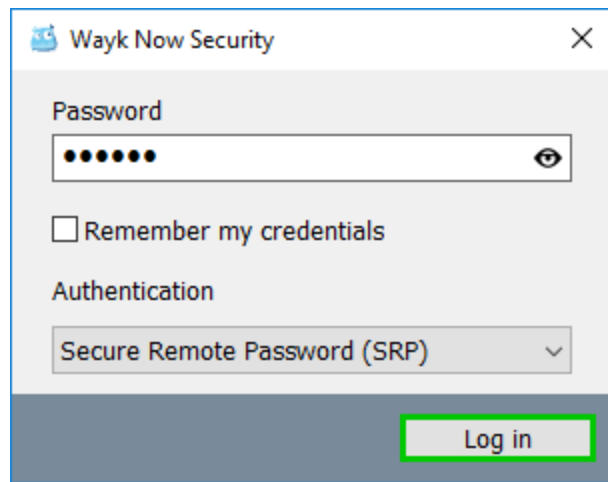


The password is the personal password that was either generated or customized by the person you are connecting to.

2. Click **Log in**.

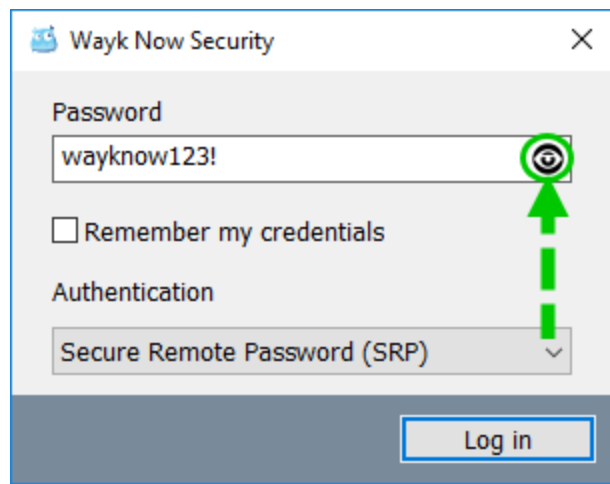


If the authentication fails, the dialog box reappears.



Secure Remote Password (SRP) Dialog

You can reveal the password by **clicking and holding** the eye on the right side of the **password** text box.



Secure Remote Password - Revealed Password Dialog

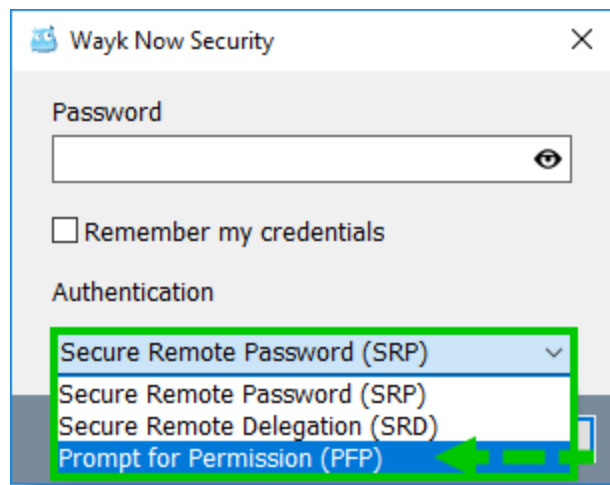
4.2.2 Prompt for Permission

Description

Prompt for Permission (PFP) authentication requests explicit consent from the remote user without the need for a password.

Procedure

Select **Prompt for Permission (PFP)** from the **Authentication** drop-down list.



Wayk Now Security - Authentication

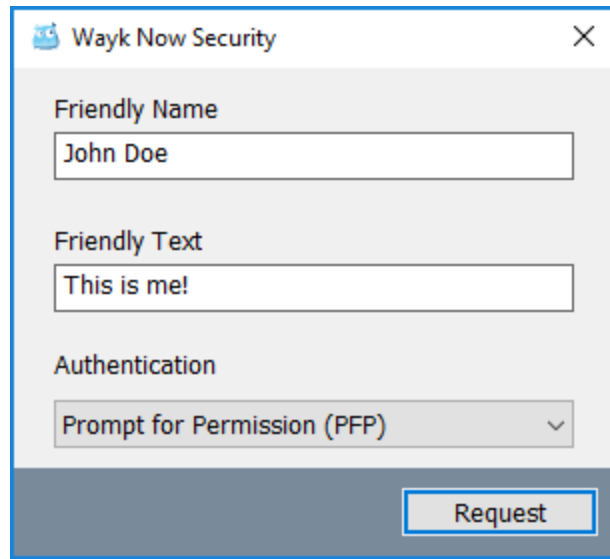


If **PFP** is disabled on the remote computer, the option is unavailable.

Client

The **Friendly name** should be easily recognized by others. The **Friendly text** is a message intended for the person you are connecting to.

1. Enter a **Friendly Name** and a **Friendly Text** that allow the recipient to identify you.
2. Click **Request** to send the **PFP request**.



PFP Request Dialog

The recipient has 2 options:

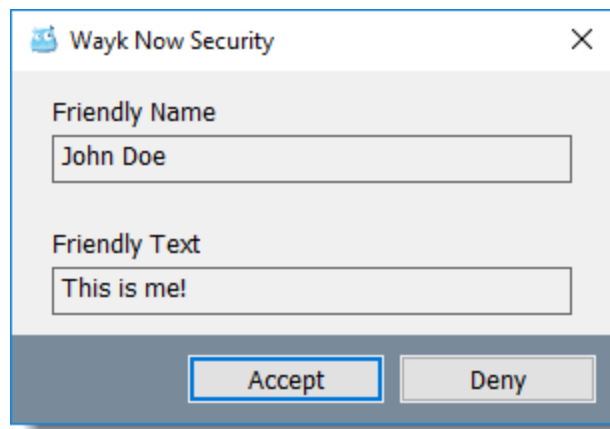
The recipient authorizes the connection, then the session becomes active.

The recipient denies the request, so the connection is aborted.

Remote computer

When receiving an incoming **PFP request**, the dialog box below is shown.

1. Review the **Friendly name** and **Friendly text** to identify the person requesting permission to connect.



PPF Acceptation Dialog Box

2.1 If the incoming request is unexpected or cannot be trusted, click **Deny** to abort the connection.

2.2 If you are satisfied with the information contained in the **PPF request**, click **Accept** to grant permission to connect to your computer.

4.2.3 Secure Remote Delegation

Description

Secure Remote Delegation (SRD) is the method used for system authentication in the case of unattended remote access. On Windows, remote access is restricted to members of the built-in Administrators or Remote Desktop Users groups.



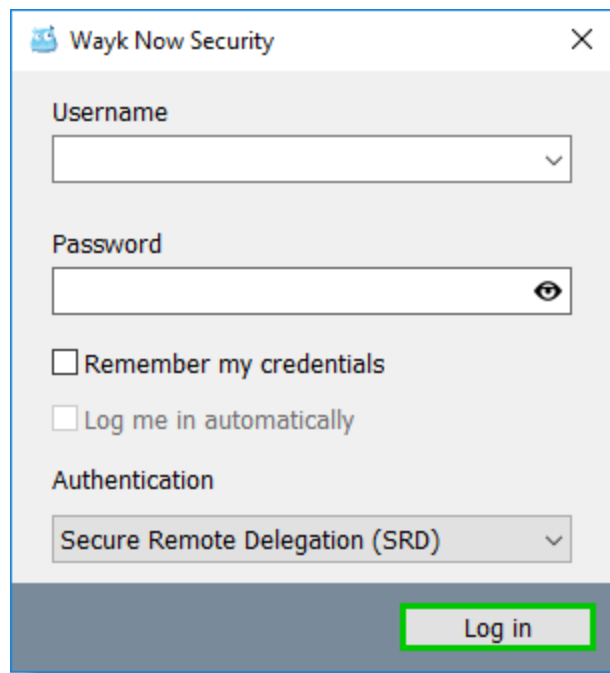
Secure Remote Delegation is currently only available with the Windows unattended mode.

For more information, please consult the [Unattended Access](#) section.

If you would like to learn more about **Secure Remote Delegation (SRD)** authentication, feel free to consult the open source code and protocol specification available in the [Devolutions github repository](#). We designed **Secure Remote Delegation** internally to provide enhanced security when sending complete user credentials to a remote system.

Procedure

1. Enter the remote computer username and password.



Wayk Now Security - Secure Remote Delegation SRD

2. Click **Log in**.

The session is now active.

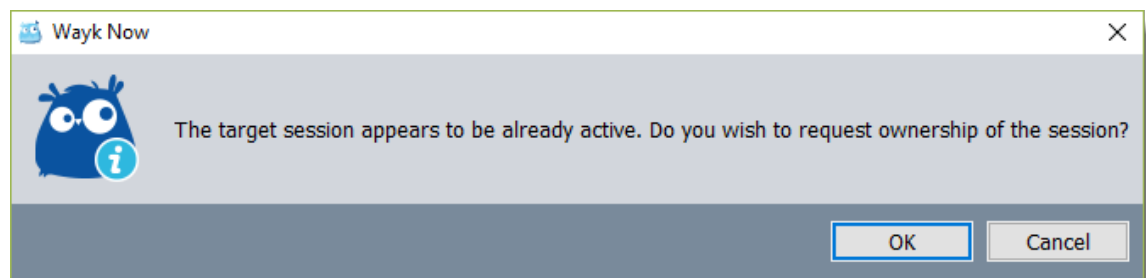
4.3 Session Association

Description

Once the user has been authenticated, the connection is associated with a unique session on the remote computer. Most of the time, this is done automatically.

If a session is already active on the remote computer, a conflict can occur. In this case, the person connecting must choose how to proceed.

The dialog box below is shown:

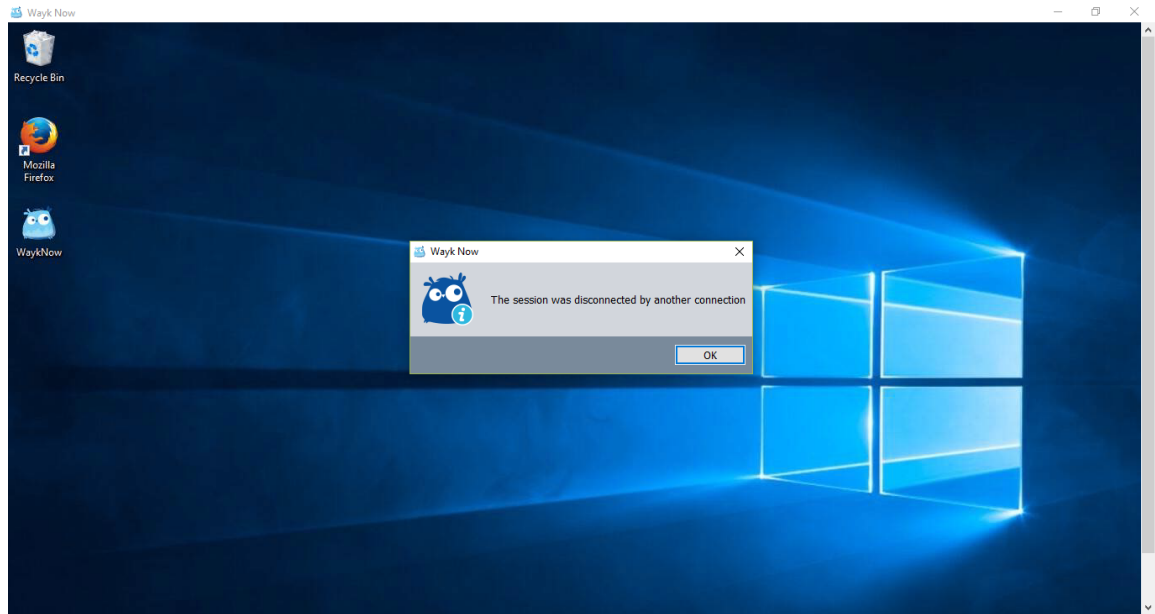


Ownership of the Session Request Dialog

Taking ownership of an active session means that the other person who is currently connected to the session **will be disconnected**.

Click **OK** to disconnect the other user and continue.
Click **Cancel** to abort your connection.

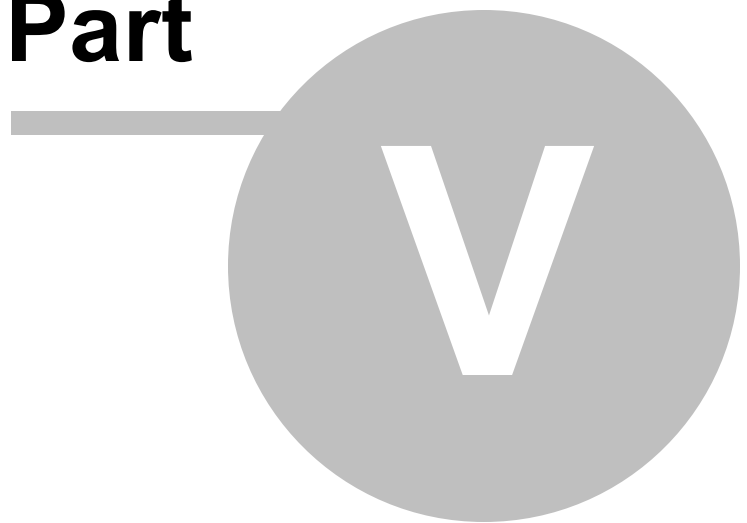
When a new user takes over the session, the initial remote user is shown the dialog box below prior to the session being terminated.



Session disconnection dialog

Managing an Active Session

Part



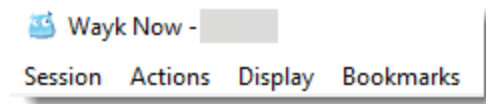
5 Managing an Active Session

5.1 Client

Description

The **Session Menu** contains the following sections:

[Session](#)
[Actions](#)
[Display](#)
[Bookmarks](#)



Wayk Now Session Menu

5.1.1 Session Toolbar

Description

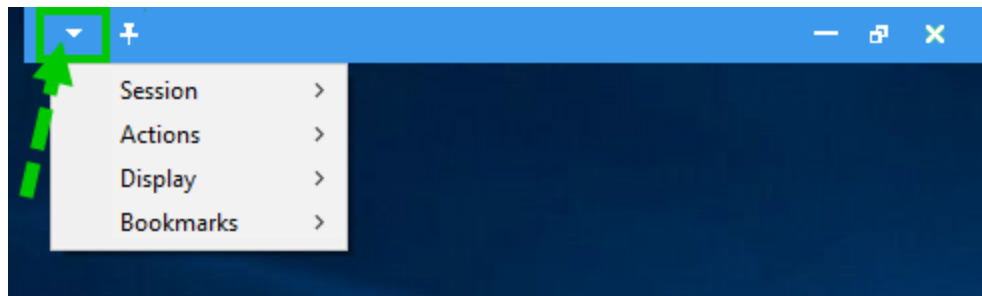
The **Session Toolbar** is available in [Fullscreen Mode](#) and gives access to the **Session Menu**.

The **Session Toolbar** contains the following sections:

[Session](#)
[Actions](#)
[Display](#)
[Bookmarks](#)

Session Menu

Click the down arrow to display the **Session Menu**.



Session Toolbar Menu

The Session Toolbar can be pinned to the screen.

1. Simply click on the pin.



Session Toolbar Pin

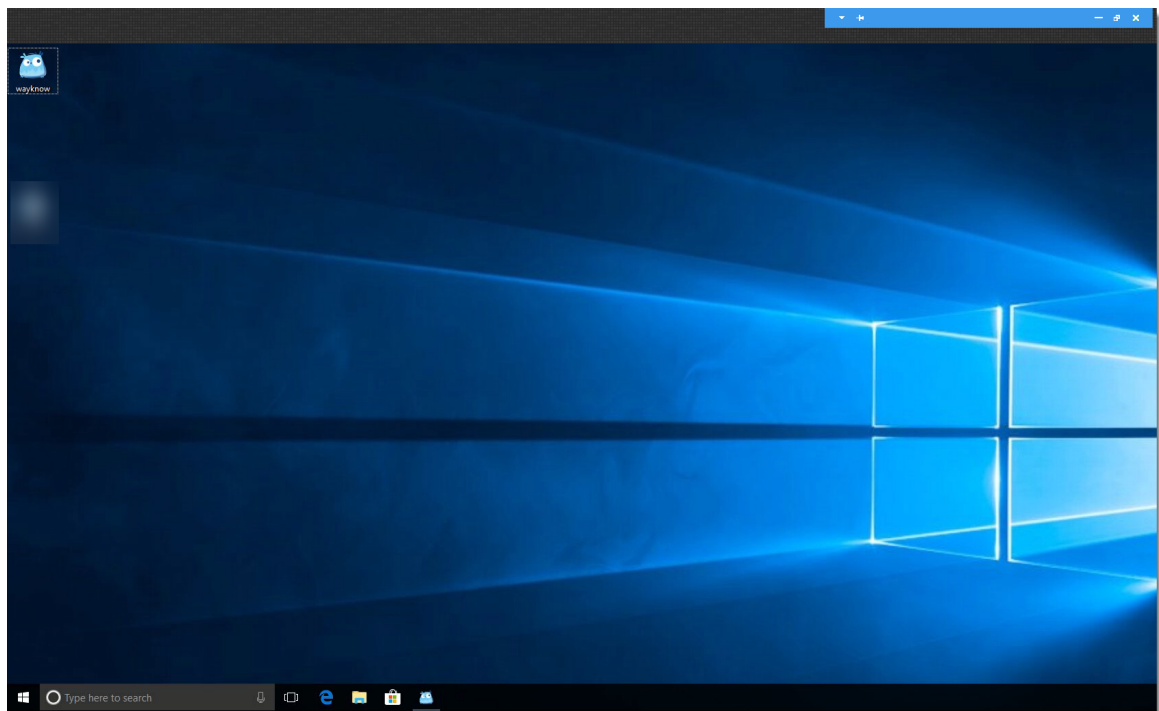
2. The **Session Toolbar** is now pinned.



Pinned Session Toolbar

The Session Toolbar can be dragged anywhere in the upper section.

Click and hold the toolbar while dragging the **Session Toolbar**.



Dragged Session Toolbar

5.1.2 Session

Description

This section of the **Session Menu** contains the following functionalities:

[View-Only Mode](#)

[Access Control](#)

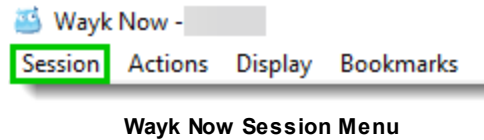
[View Certificate](#)

5.1.2.1 View-Only Mode

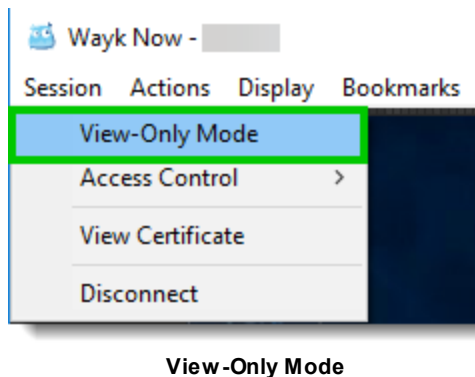
Procedure

To access the **View-Only Mode**, follow these steps:

1. Click **Session**.



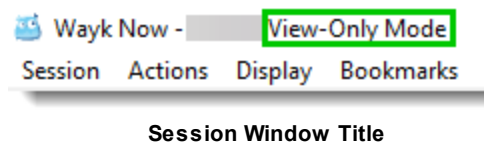
2. Click **View-Only Mode**.



View-Only Mode

The View-Only Mode disables the mouse and keyboard. Use this mode to view the remote computer without any interaction.

When the **View-Only Mode** is active, the text "View-Only Mode" is appended to the **Session Window** title as shown below.



5.1.2.2 Access Control

Description

Access Control allows you to request access to resources that have been restricted on the server. By default, they are all set to **Allow**.

As explained in the [Options – Access Control](#) topic, the user of the server can set each feature to **Allow**, **Confirm** or **Disable**.



If a feature is **disabled** before starting a remote session, you cannot enable it during an active session.

Features

Viewing

The user can view the remote desktop.

If this option is disabled, the user sees a black screen with the following image at the center of the



screen.

Interact

The user can interact (keyboard and mouse) with the remote desktop.



Interact implies **Viewing**. Therefore, enabling **Interact** enables **Viewing** as well.

Clipboard

Clipboard synchronization enables seamless copy pasting operations between local and remote applications. For more information, please refer to the [Clipboard](#) section.

File Transfer

This feature allows sending or receiving any file type between computers. For more information, please refer to the [File Transfer](#) section.

Remote Execution

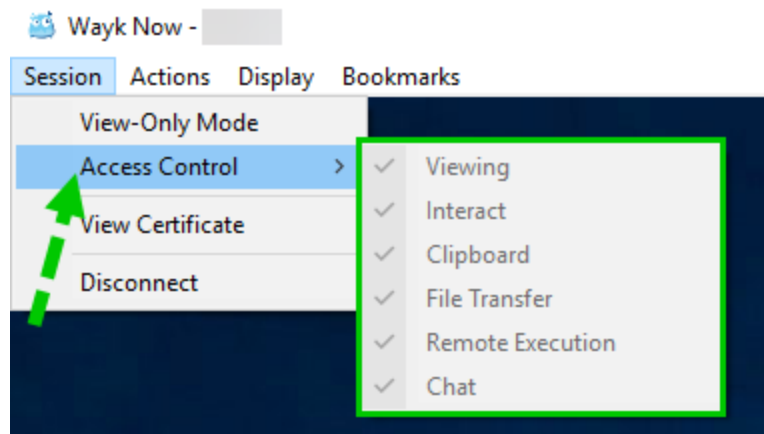
The user can execute multiple types of commands or scripts on the remote computer. For more information, please refer to the [Remote Execution](#) section.

Chat

The chat feature allows you to communicate with the remote user during a Wayk Now session. For more information, please refer to the [Chat](#) section.

Access Control Menu

Once connected to the remote computer, the options are under **Session > Access Control** in the **Session Menu**.

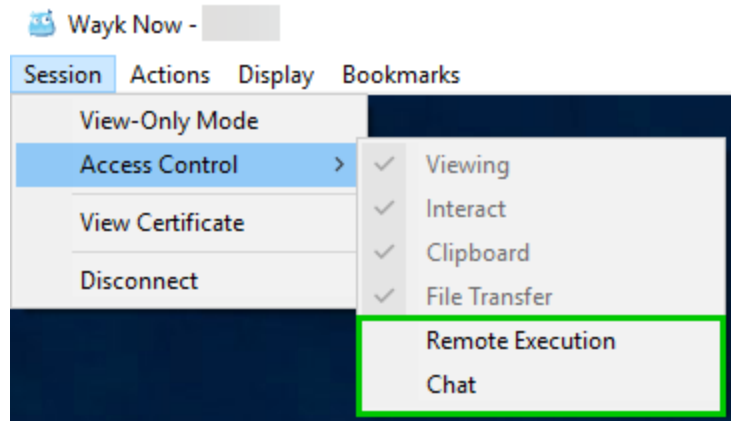


Session Menu - Access Control Features

Checked elements in the **Access Control Menu** are allowed.

If an element is grayed out and unchecked, it means the action can not be performed.

If a specific access control is set to **Confirm** on the server, the client will see the corresponding item in his **Access Control Menu** as unchecked and enabled.

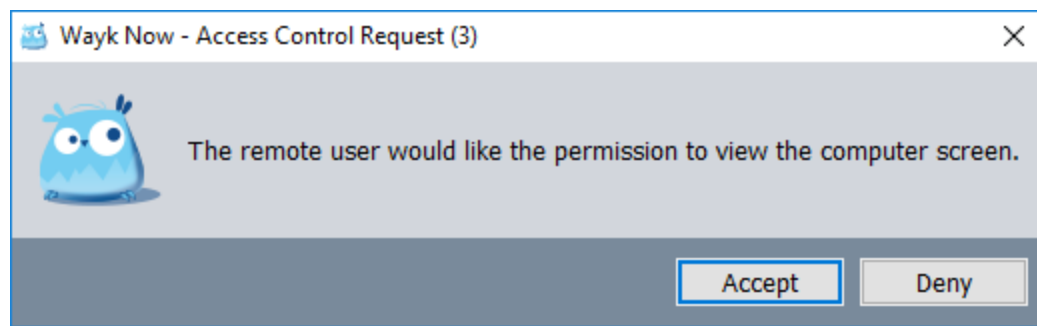


Session Menu - Unchecked Features

Requesting Access

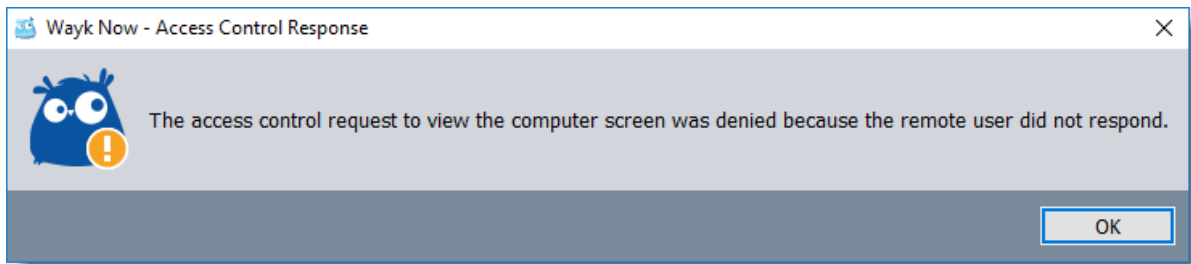
The client must ask permission before enabling a feature that has been set to **Confirm**.

1. By checking the desired option, a request is sent to the recipient who has 30 seconds to accept or deny the permission.



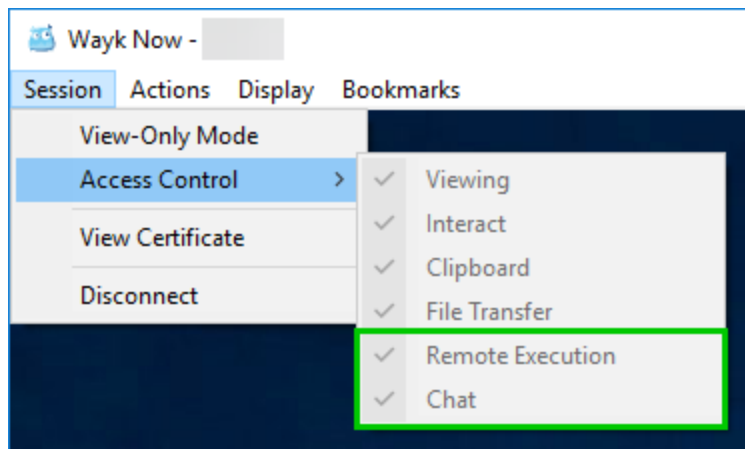
Access Control Request

2. If the recipient fails to answer in the prescribed delay or denies the request, the access control is canceled.



Access Control Request - Denied

3. If permission is granted, the element in the **Access Control Menu** is checked and grayed out.



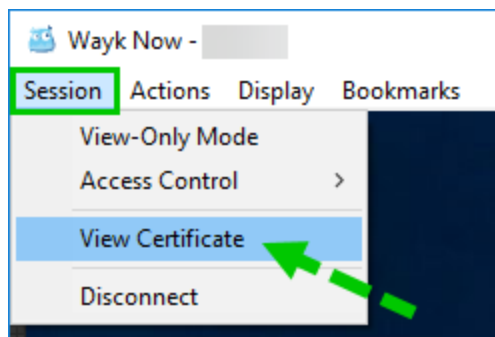
Session Menu - Enabled Features

5.1.2.3 View Certificate

Description

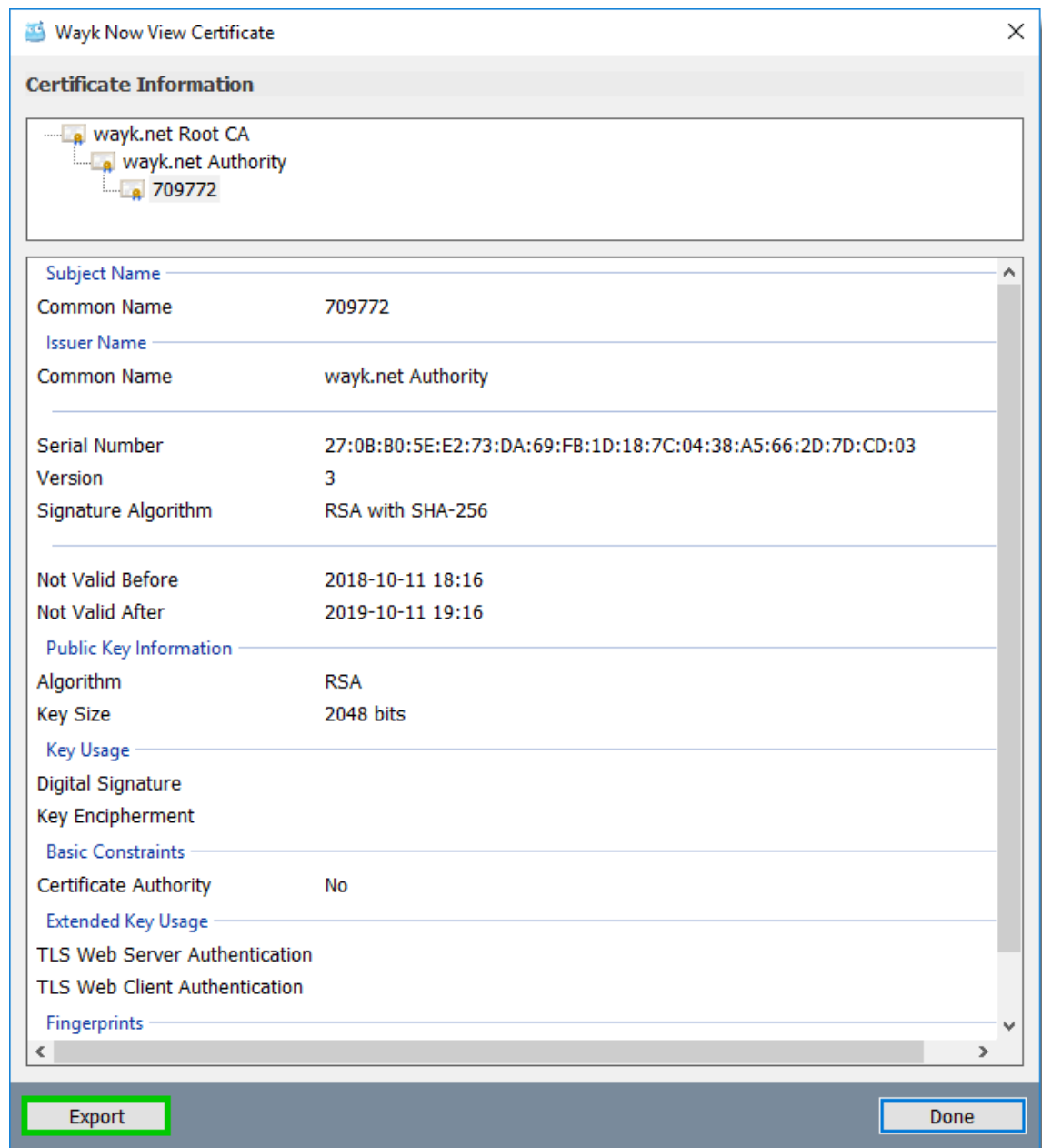
In a Wayk Now active session, it is possible to view the TLS certificate at any moment.

To do so, click **Session** on the **Session Menu**. Then, click **View Certificate**.



Wayk Now - Session Menu

You can export the certificate by clicking **Export**.



Wayk Now - View Certificate Dialog Box

5.1.3 Display

Description

This section of the **Session Menu** contains the following functionalities:

[Fullscreen Mode](#)

[Zoom](#)

[Active Monitor](#)

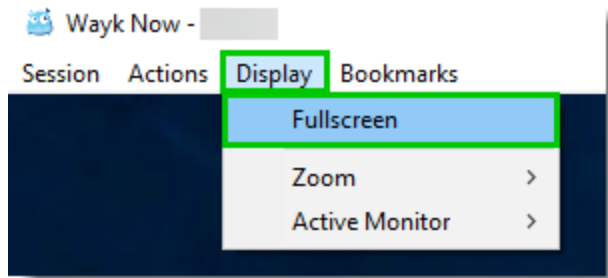
5.1.3.1 Fullscreen Mode

Description

Fullscreen Mode can be toggled with the **Ctrl+Alt+Enter** shortcut key.

It is also accessible from the **Session Menu**:

1. Click **Display**, then click **Fullscreen**.



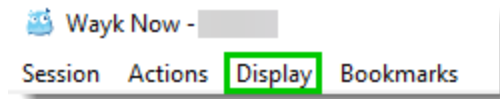
Session Menu Window

5.1.3.2 Zoom

Description

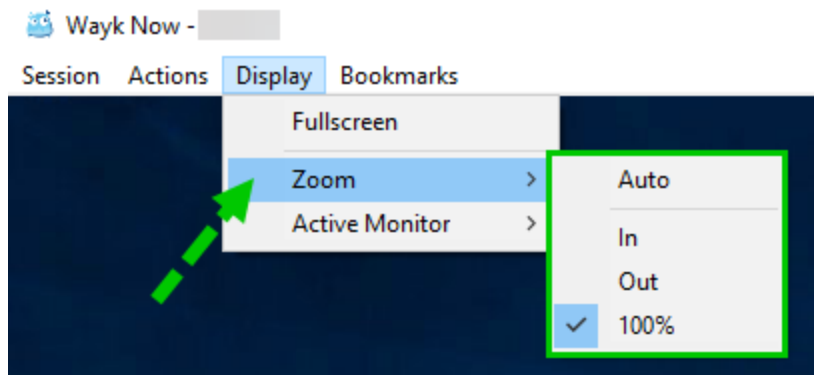
The **Zoom** menu can be accessed from the **Session Menu**.

1. Click **Display**.



Wayk Now Session Menu

2. Point **Zoom**, then select one of the options described below.



Zoom Menu

OPTION	DESCRIPTION
Auto	Automatically zooms the session view in order to fit entirely in the Session Window .
In	Zooms in by 20%.
Out	Zooms out by 20%.
100%	Resets the session view to 100%.



The **Auto** mode disables the other options from the **Zoom Menu**.

5.1.3.3 Active Monitor

Description

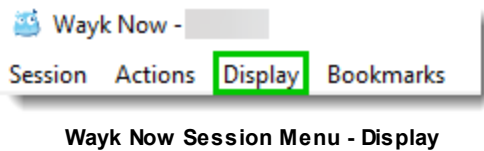


Please note that Wayk Now is multi-monitor aware, but it does not support sharing multiple screens at the same time.

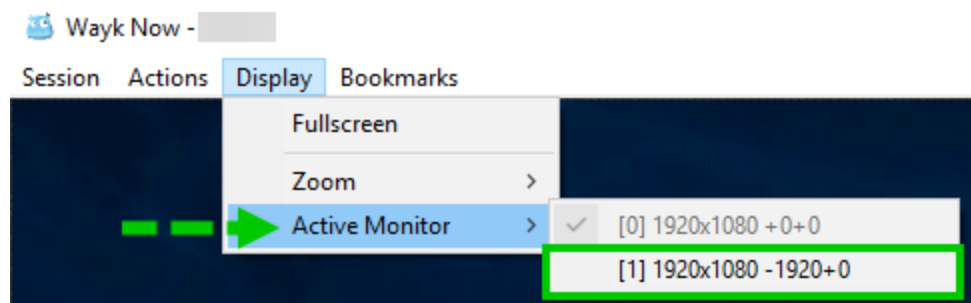
Procedure

To change the display you want to share, follow these steps:

1. Click **Display** from the **Session Menu**.



2. Point **Active Monitor**, then click the display you wish to share.



5.1.4 Actions

Description

This section of the **Session Menu** contains the following functionalities:

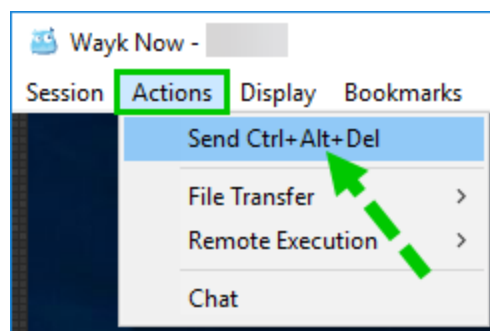
[Send Ctrl+Alt+Del](#)
[File Transfer](#)
[Remote Execution](#)
[Chat](#)

For more information about **File Transfer**, **Remote Execution** and **Chat**, please consult the **Features** section of the Wayk Now online help.

5.1.4.1 Send Ctrl+Alt+Del

Procedure

1. From the **Session Menu**, click **Actions**, then click **Send Ctrl+Alt+Del**.



Wayk Now Session Menu - Actions Menu

If the option is disabled, it means that the server does not support **Ctrl+Alt+Del**.

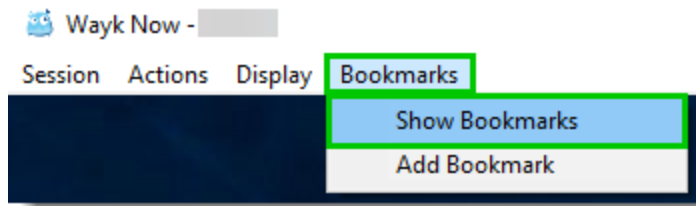
5.1.5 Bookmarks

Description

Bookmarks store frequently used Wayk IDs as named entries. The bookmark launches a session quickly without needing to enter the Wayk ID each time.

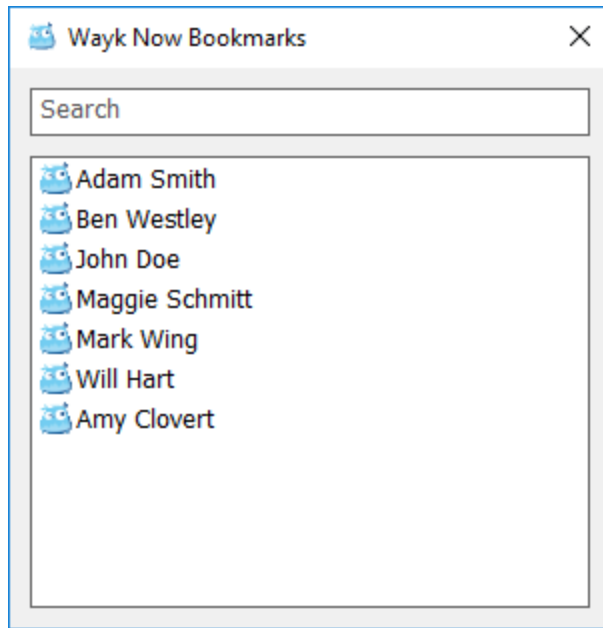
Procedure

From the **Wayk Now Session Menu**, click **Show Bookmarks**.



Session Menu - Show Bookmarks

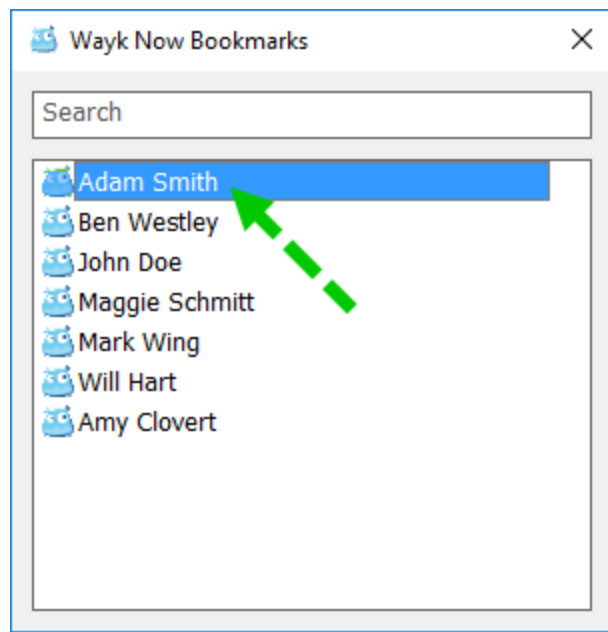
Here is the **Bookmarks** dialog window.



Wayk Now Bookmarks

Launch a session

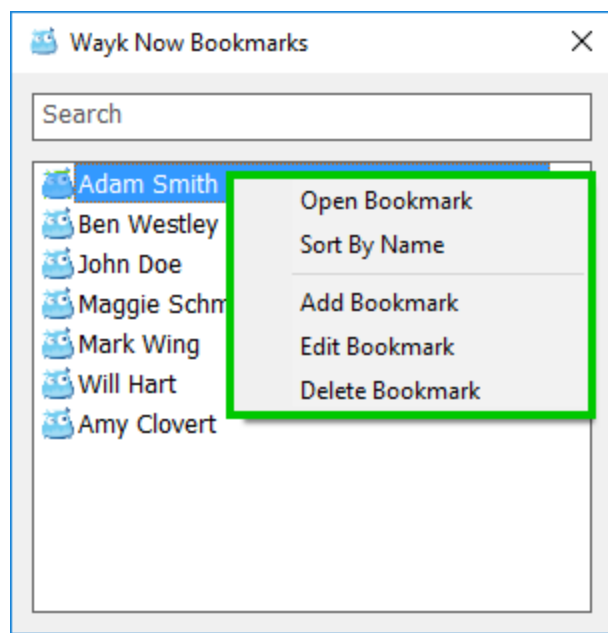
To quickly launch a session, double-click on the bookmark.



Wayk Now Bookmarks - Launching a Session

Options

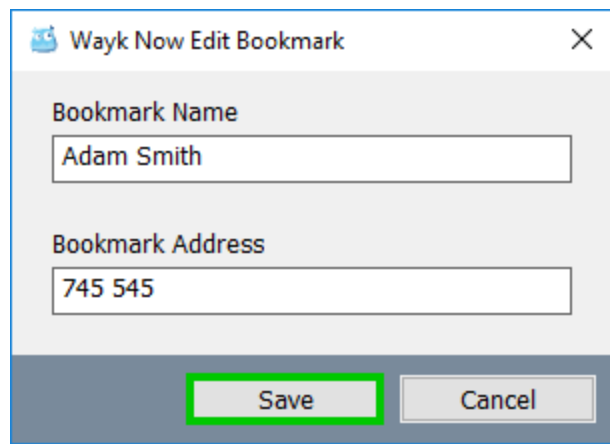
Right-click on a bookmark to open, sort, add, edit, or delete bookmarks.



Wayk Now Bookmarks - Menu

Edit Bookmark

Enter a new name and/or a new bookmark address, then click **Save**.

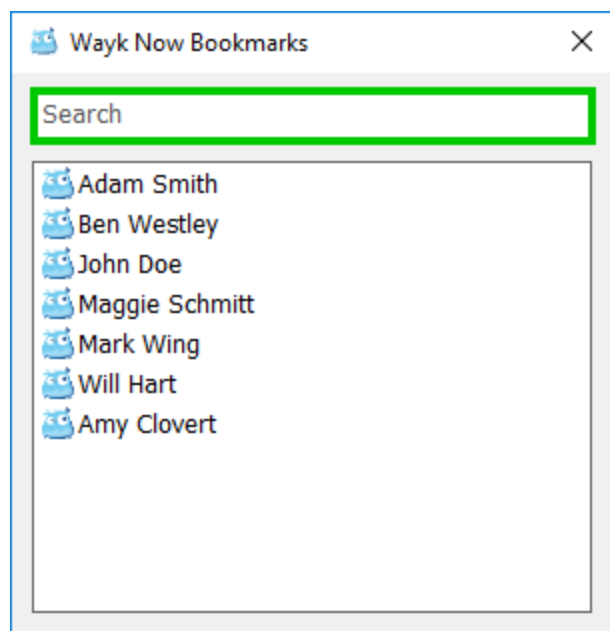


A dialog box titled "Wayk Now Edit Bookmark" with a close button (X) in the top right corner. It contains two text input fields: "Bookmark Name" with the text "Adam Smith" and "Bookmark Address" with the text "745 545". At the bottom, there are two buttons: "Save" (highlighted with a green border) and "Cancel".

Wayk Now - Edit Bookmark

Search

Type a name in the **Search** text box to find a bookmark.

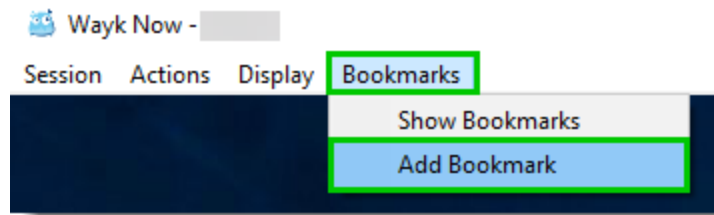


A dialog box titled "Wayk Now Bookmarks" with a close button (X) in the top right corner. It features a search input field at the top with the placeholder text "Search" (highlighted with a green border). Below the search field is a list of bookmarks, each preceded by a blue cat icon. The list items are: Adam Smith, Ben Westley, John Doe, Maggie Schmitt, Mark Wing, Will Hart, and Amy Clovert.

Wayk Now Bookmarks - Search

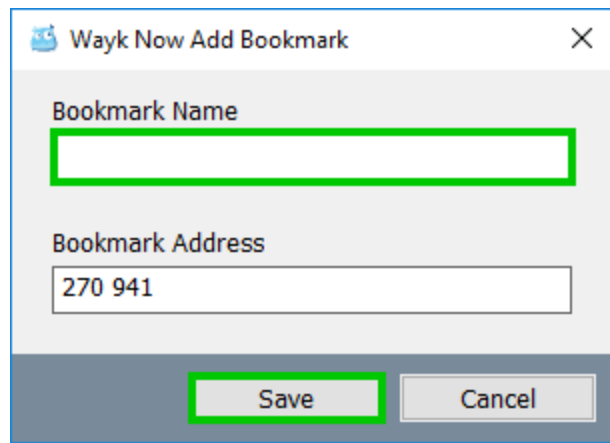
Add a bookmark

From the **Wayk Now Session Menu**, click **Add Bookmark**.



Wayk Now Session Menu - Bookmarks

The ID of a current session is already entered in the **Bookmark Address** text box. Enter a name in the **Bookmark Name** text box, then click **Save**.



Wayk Now - Add Bookmark Dialog Window

5.2 Server

Description

The **Sharing Menu** contains the following functionalities:

[Display](#)

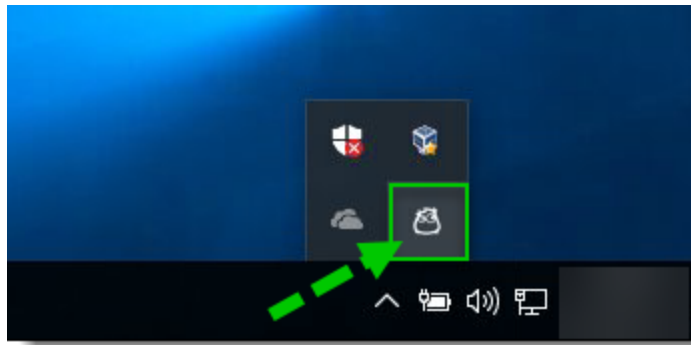
[File Transfer](#)

[Access Control](#)

[Chat](#)

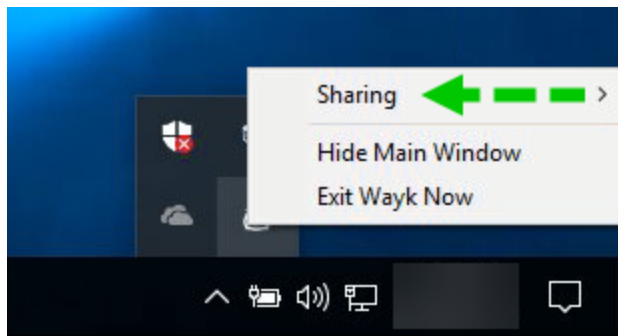
Procedure

1. To access the **Sharing Menu**, right-click on the Wayk Now icon in the notification area.



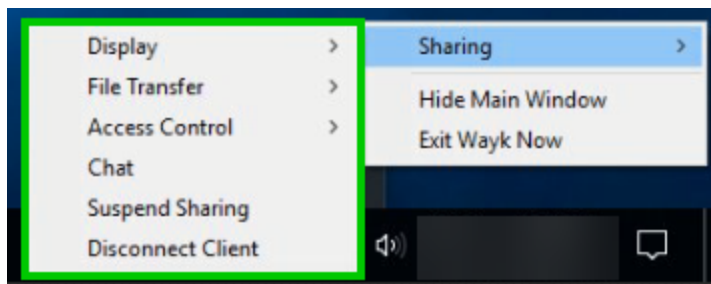
Wayk Now Icon - Notification Area

2. On the **Notify Icon Menu**, point **Sharing**.



Wayk Now Notify Icon Menu

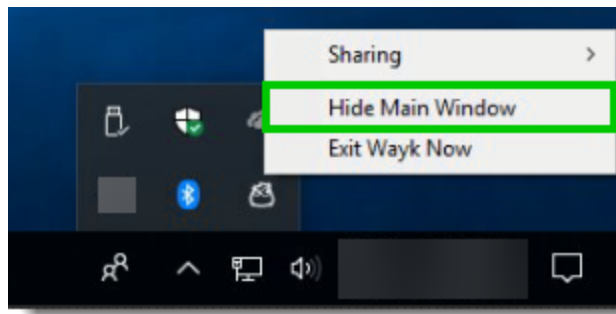
3. The **Sharing Menu** shows only if someone is connected to this computer.



Wayk Now Sharing Menu

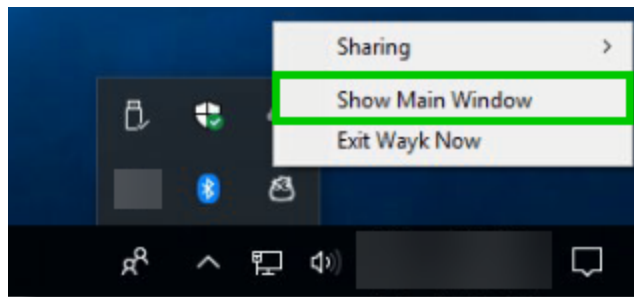
Hide Main Window

The **Hide Main Window** option hides the main window on the screen and from the system taskbar.



Hide Main Window

To show the **Main Window** again, access the **Notify Icon Menu**, then click **Show Main Window**.



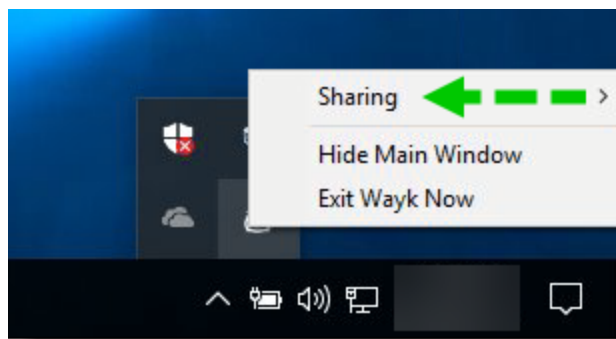
Show Main Window

Exit Wayk Now

To exit Wayk Now, click **Exit Wayk Now**.

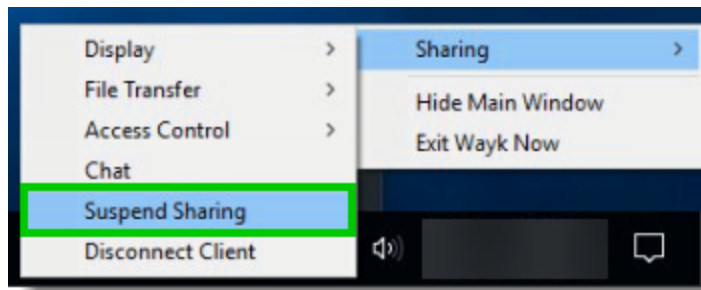
Suspend Sharing

1. To suspend sharing, open the **Sharing Menu** as described above.
2. Point **Sharing**.



Wayk Now Notify Icon Menu

3. Click **Suspend Sharing**.



Sharing Menu - Suspend

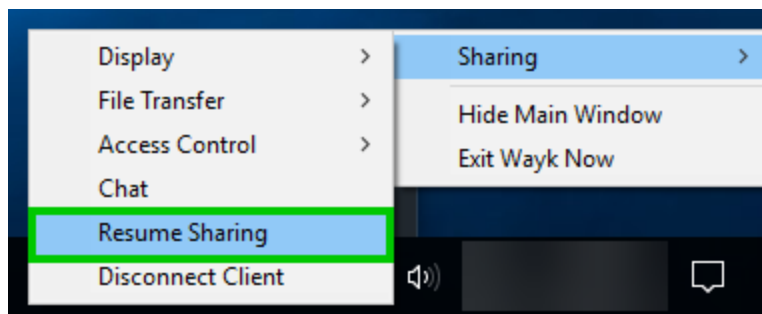
4. When suspended, the client will see the following image in the center of the screen.



Sharing Paused Image

Resume Sharing

To resume the session, access the **Sharing Menu**, then click **Resume Sharing**.



Sharing Menu - Resume Sharing

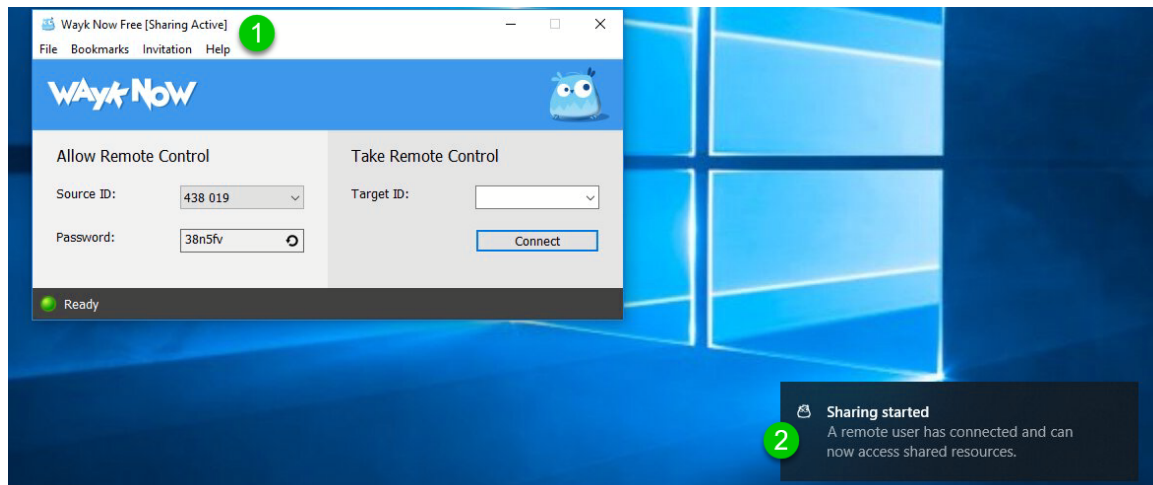
Disconnect Client

Access the **Sharing Menu**, then click **Disconnect Client**.

5.2.1 Sharing State

Description

Here are the visual indicators of the current sharing state.



Wayk Now Sharing State

1. The text "Sharing Active" appears in the Main Window title.
2. A notification appears in the notification area when the sharing state changes.

5.2.2 Display

Description

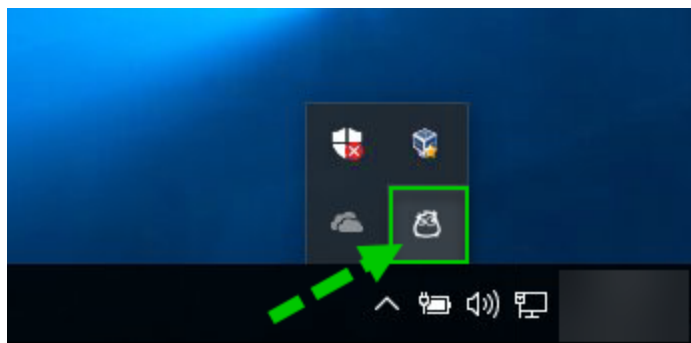


Please note that Wayk Now is multi-monitor aware, but it does not support sharing multiple screens at the same time.

Procedure

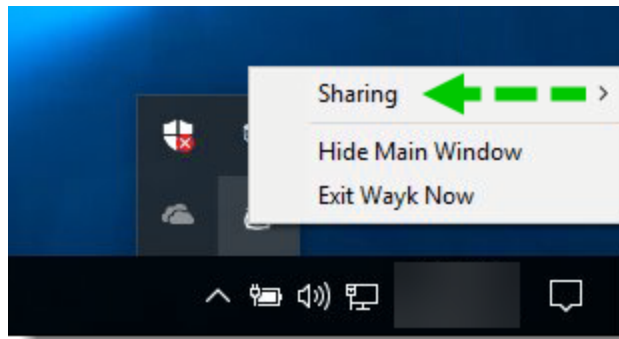
To change the display you want to share, go to the **Display Menu**.

1. Right-click on the Wayk Now icon in the notification area.



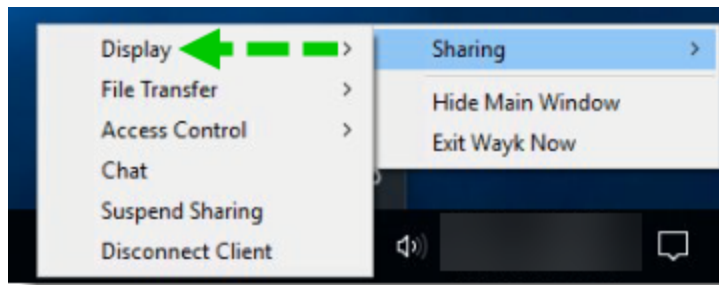
Wayk Now Icon - Notification Area

2. In the **Notify Icon Menu**, point **Sharing**.



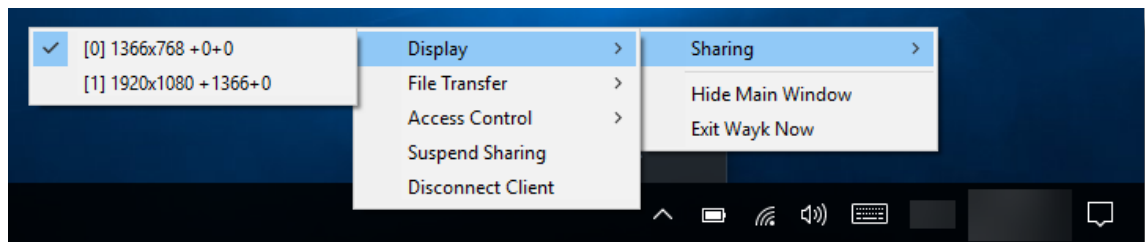
Wayk Now Notify Icon Menu

3. Point **Display**.



Sharing Menu - Display

4. The **Display Menu** contains a list of displays available to share.

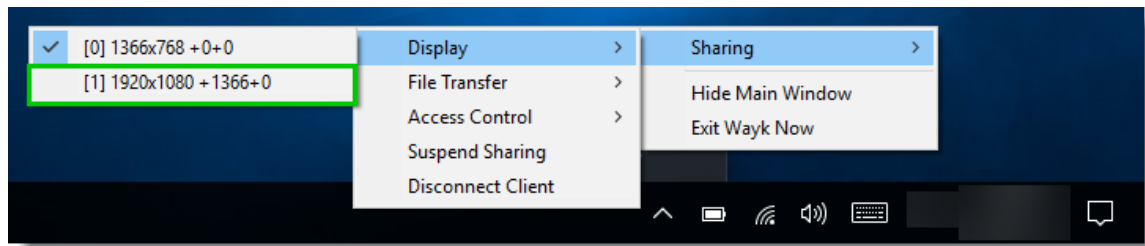


Sharing Menu - Display

In the list, the checked display is the one currently shared.

Changing the current display

To change the current display, select another display from the list.



Sharing Menu - Display Change

5.2.3 Access Control

Description

Access Control allows you to restrict access to certain resources shared by the server. In other words, you can limit what can be done on your machine when someone is connected.

Before connecting to the remote computer, you can manage accesses to certain features in the **Access Control** section of Wayk Now **Options**. As explained in the [Options – Access Control](#) topic, the user can set each feature to **Allow**, **Confirm** and **Disable**.



If a feature is **disabled** before starting a remote session, you cannot enable it in your active session.

Features

Viewing

The user can view the remote desktop.

If this option is disabled, the user sees a black screen with the following image at the center of the



screen.

Interact

The user can interact (keyboard and mouse) with the remote desktop.



Interact implies **Viewing**. Therefore, enabling **Interact** enables **Viewing** as well.

Clipboard

Clipboard synchronization enables seamless copy pasting operations between local and remote applications. For more information, please refer to the [Clipboard](#) section.

File Transfer

This feature allows sending or receiving any file type between computers. For more information, please refer to the [File Transfer](#) section.

Remote Execution

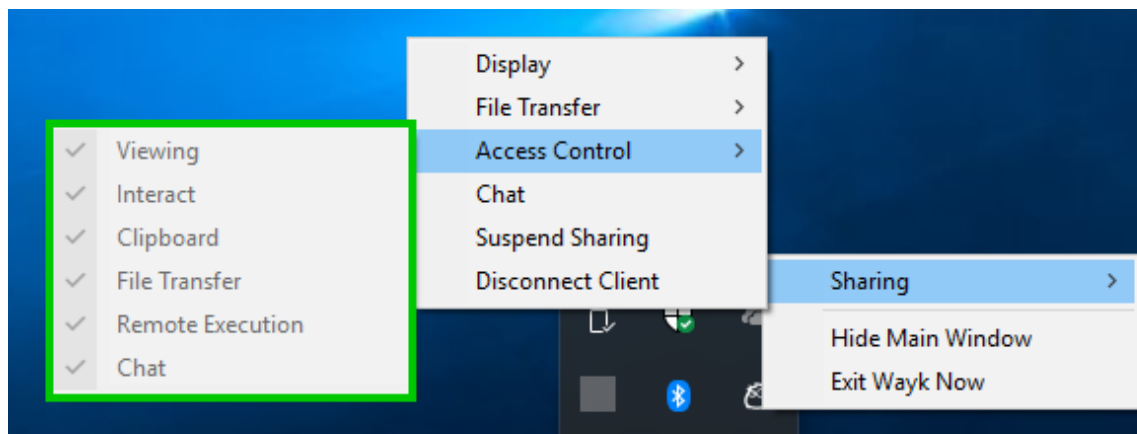
The user can execute multiple types of commands or scripts on the remote computer. For more information, please refer to the [Remote Execution](#) section.

Chat

The chat feature allows you to communicate with the remote user during a Wayk Now session. For more information, please refer to the [Chat](#) section.

Access Control Menu

Once connected to the client, these options are accessible from the **Access Control** section of the **Sharing Menu**.

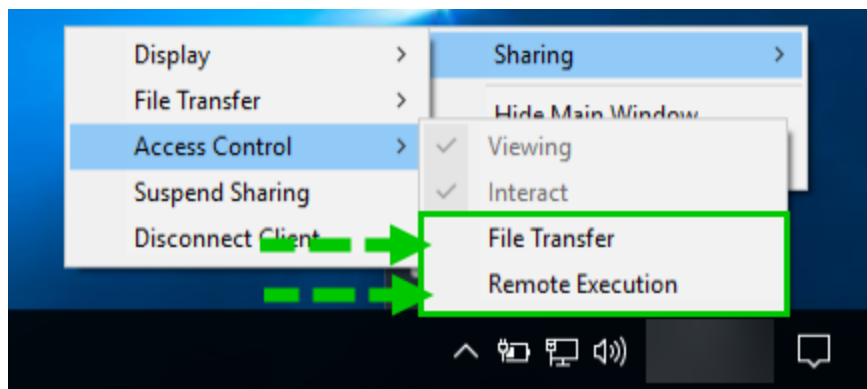


Wayk Now - Access Control Features

Allowing the Client to use a feature which has been set to Confirm

From the **Sharing Menu**, you can enable certain features which have been set to **Confirm** before the session. The feature in the **Access Control Menu** will be enabled and unchecked.

Check the desired option to allow access to the client.



Access Control Menu - Unchecked Features

5.3 Features

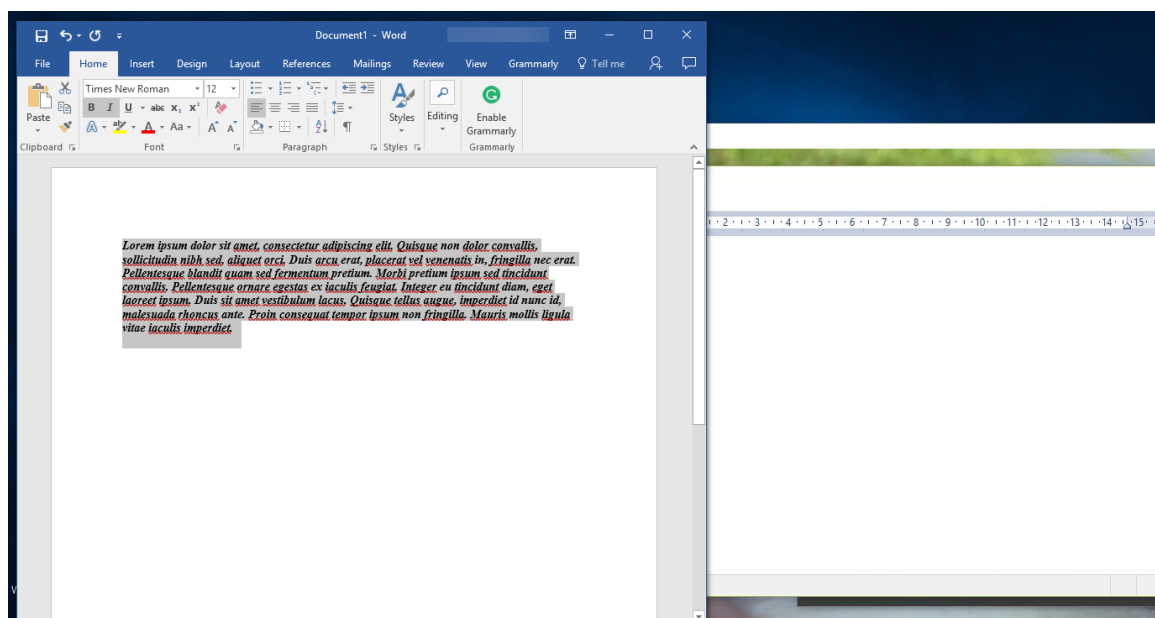
5.3.1 Clipboard

Description

Clipboard synchronization enables seamless copy pasting operations between local and remote applications.

Copy Operation

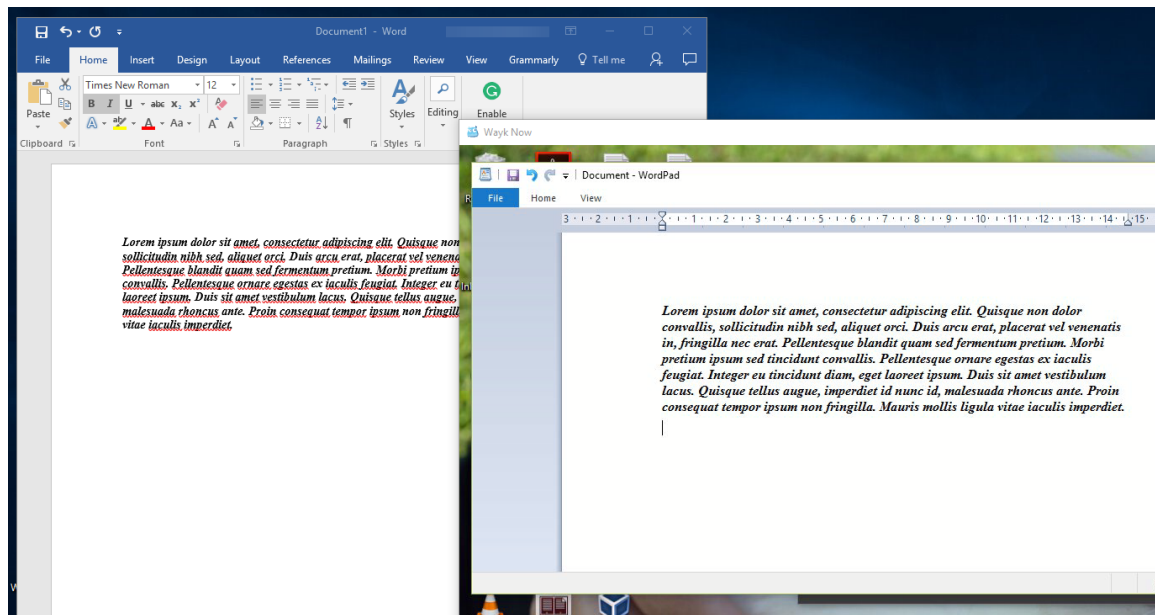
Copy contents to the clipboard like you normally would in a local application. In this example, rich text in bold is copied from a local Microsoft Word application.



Clipboard Copy from Word

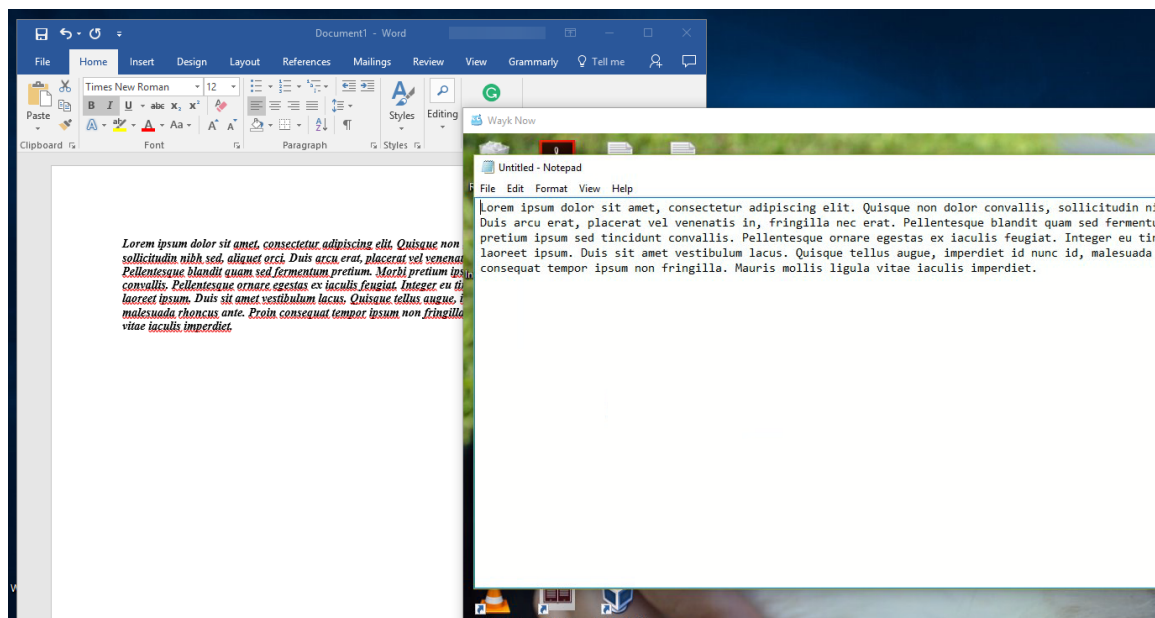
Paste Operation

Paste contents from the clipboard into the destination application of your choice. The example below shows rich text in bold copied from a local Microsoft Word application to Wordpad on the remote computer. The bold formatting is preserved.



Clipboard Paste to Wordpad

Alternatively, the same rich text in bold can be copied to a remote Notepad, an application that does not support rich text. In this case, the remote Notepad asks the local Microsoft Word application for the clipboard contents in plain text, which is why the bold formatting is not preserved.



Clipboard Paste to Notepad

Clipboard Formats

Wayk Now supports all the major clipboard formats, including plain text, rich text, HTML, and bitmap images.

5.3.2 File Transfer

Description

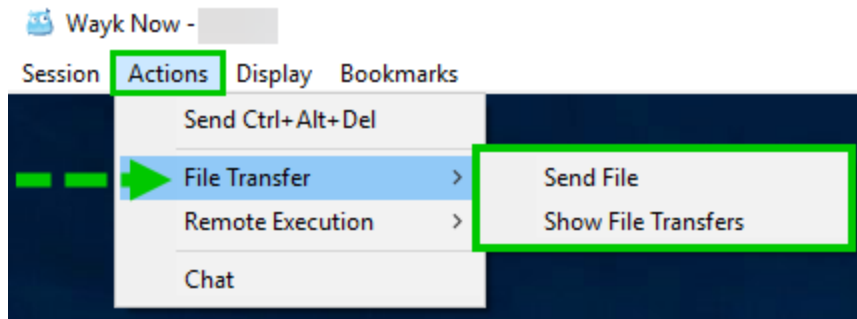
This feature enables sending or receiving files between computers. Multiple files of any type can be transferred in both directions at the same time.

File Transfer Menu

The **File Transfer** menu can be accessed from the **Session** menu on the client, and from the **Sharing** menu on the server.

As a Client

1. Click **Actions** on the **Session Menu**, then point **File Transfer**.

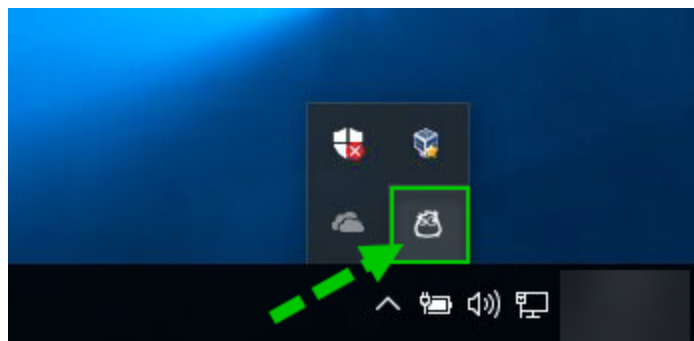


File Transfer Menu (Client)

- 2.1 Click **Send File** to show the **Send File** dialog window.
- 2.2 Click **Show File Transfers** to show the **File Transfer** window.

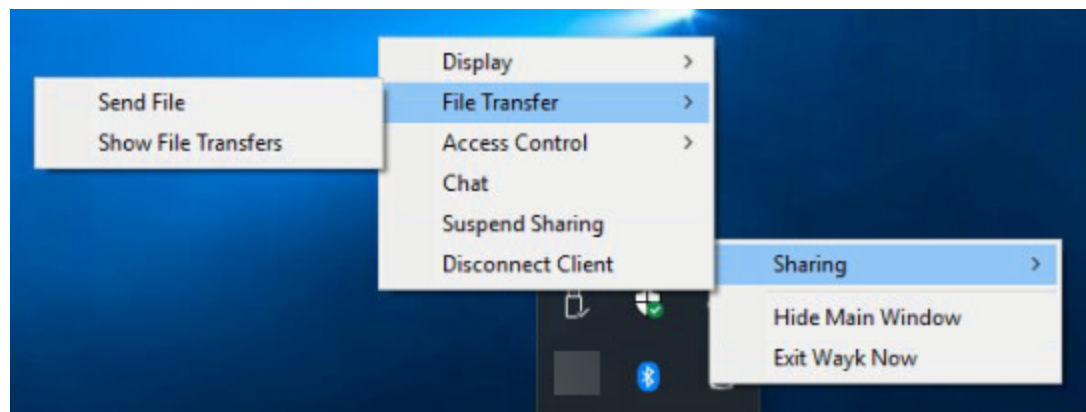
As a Server

1. Right-click on the Wayk Now **icon** in the **notification area**.



Wayk Now Icon - Notification Area

2. Point **Sharing**, then point **File Transfer**.



Sharing Menu - File Transfer

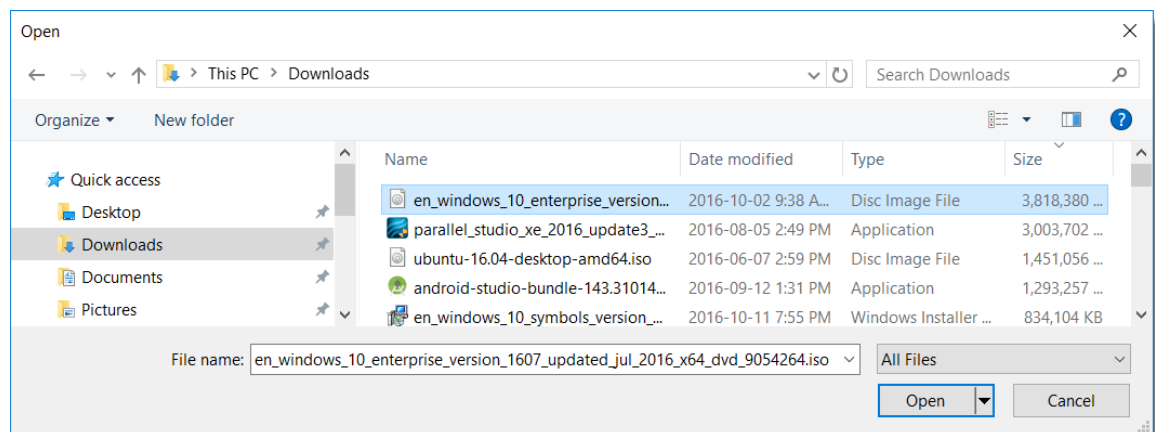
3.1 Click **Send File** to show the **Send File** dialog window.

3.2 Click **Show File Transfers** to show the **File Transfer** window.

Send File Dialog Window

The **Send File** dialog window is used to initiate a file transfer.

Browse and **select** the file you wish to send, then click **Open** to send a file transfer request to the other person.



Send File Dialog

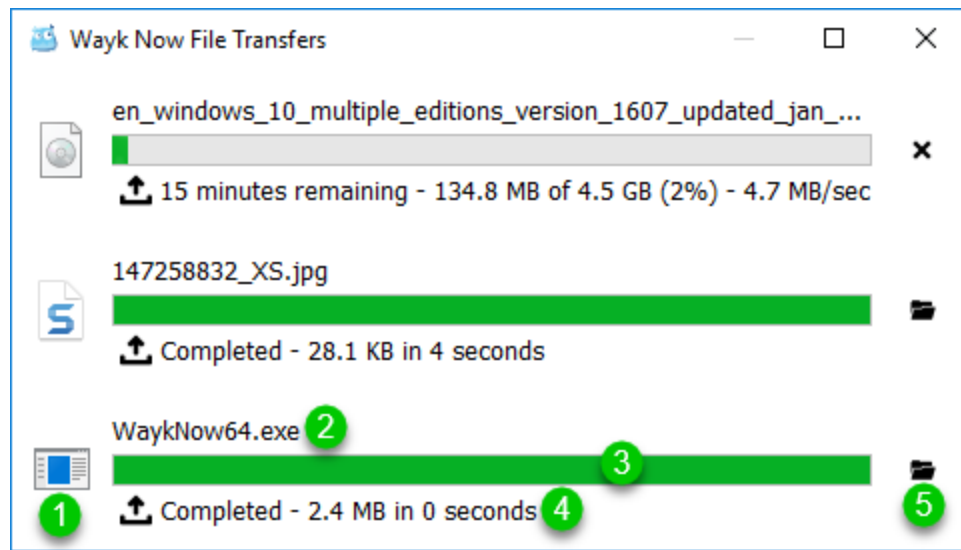
When a file transfer request is sent or received, the **File Transfer Window** appears automatically on both the client and server.

File Transfer Window

The **File Transfer Window** is used to manage file transfers.



Closing this window does not interrupt active file transfers, and it can be opened at any time by clicking **Show File Transfers** from the **File Transfer** menu.



File Transfer Window

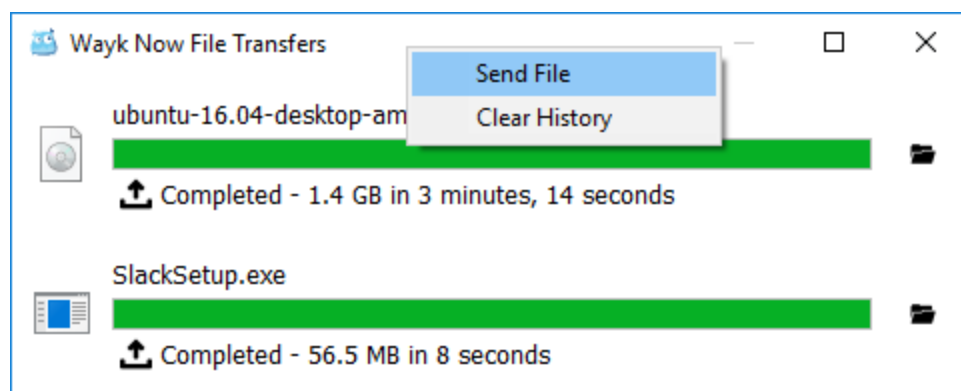
Each file transfer entry in the list has the following elements:

1	The file type icon.
2	The complete file name and extension.
3	A progress bar showing the current progress of the file transfer.
4	An image and short text describing the current file transfer status.
5	An action button that changes depending on the file transfer state.

The **Upload** (↑) and **Download** (↓) images indicate the direction of the file transfer. The **Upload** image means the file is being sent, while the **Download** image means the file is being received.

File Transfer Window Menu

1. Right-click on the **File Transfer** window title bar to show the **File Transfer Window Menu**.



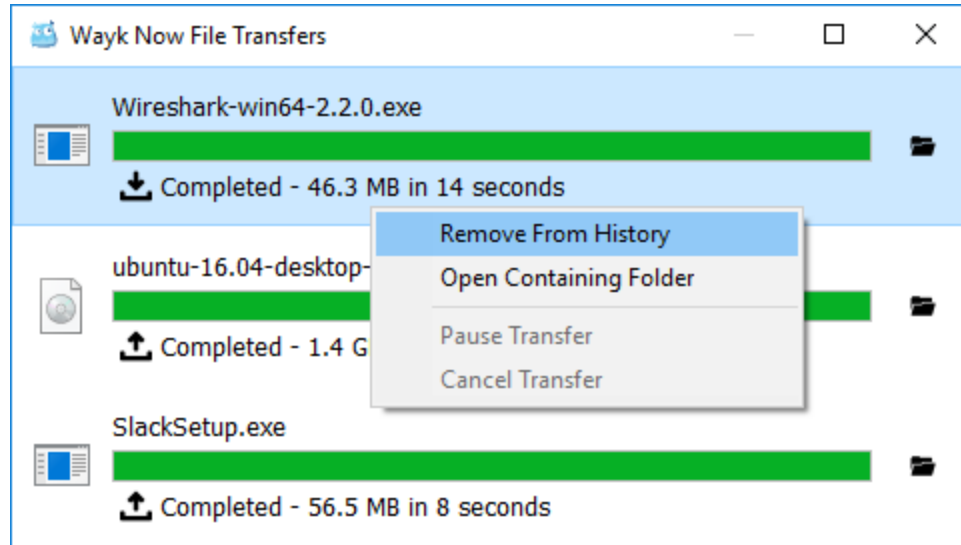
File Transfer Window Menu

2.1 Click **Send File** to show the **Send File** dialog window.

2.2 Click **Clear History** to remove all canceled or completed file transfers from the list.

Remove a File from History

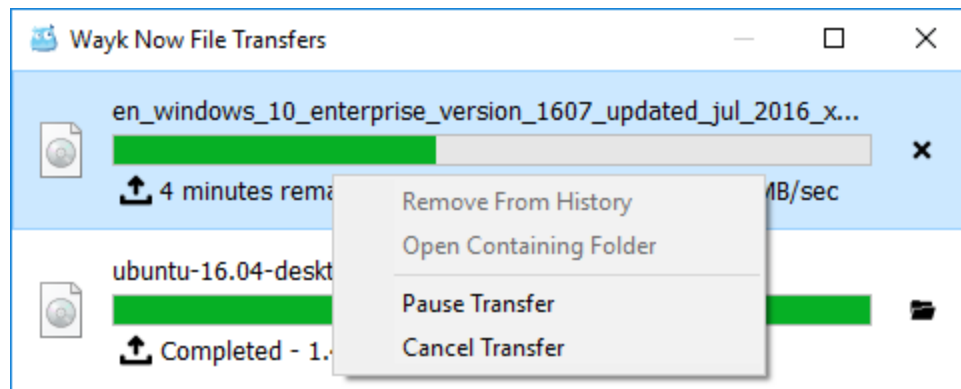
Right-click on the file transfer entries, then click **Remove From History** to remove them from the list.



Removing File Transfer Entry From History

Active File Transfer

An active file transfer can be paused or canceled.

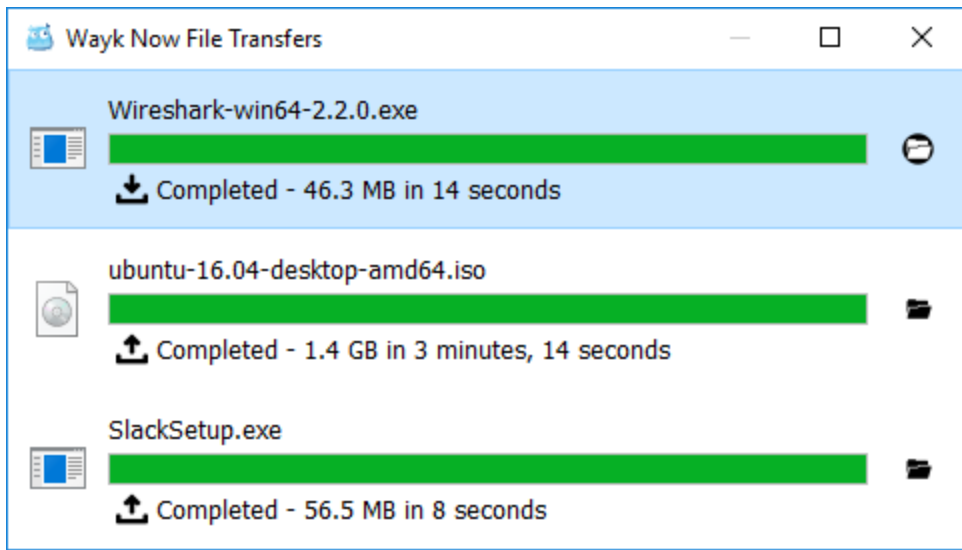


Active File Transfer

To pause a file transfer, right-click on the file transfer entry and click **Pause Transfer**.

To cancel a file transfer, click the **Cancel** button (✕) or right-click on the file transfer entry and click **Cancel Transfer**.

Completed File Transfer



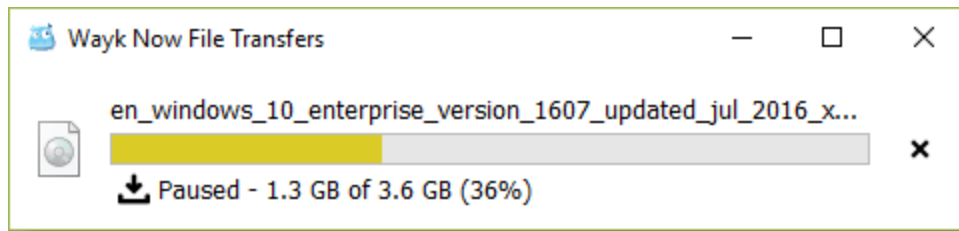
Completed File Transfer

Once the file transfer is completed, double-click on the **file transfer entry** to open it.

Or click the **Folder** (📁) button to show the file in its destination folder.

Paused File Transfer

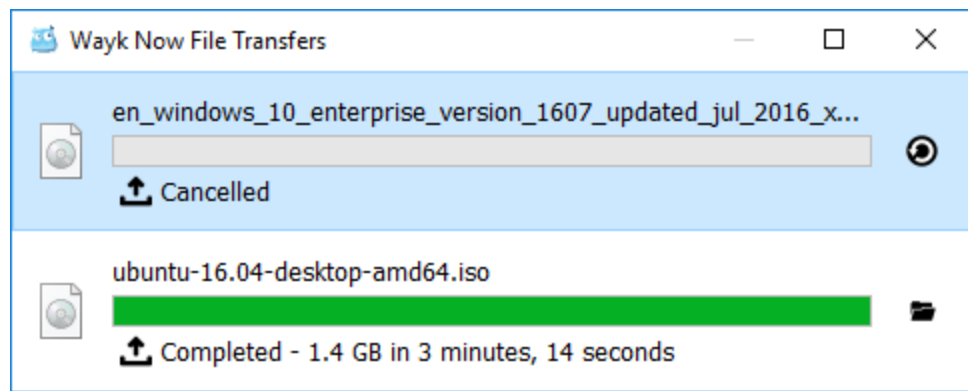
Click the **Restart** (🔄) button to resume a paused file transfer.



Paused File Transfer

Canceled File Transfer

Click the **Restart** (🔄) button to restart a canceled file transfer.



Canceled File Transfer

5.3.3 Remote Execution

Description

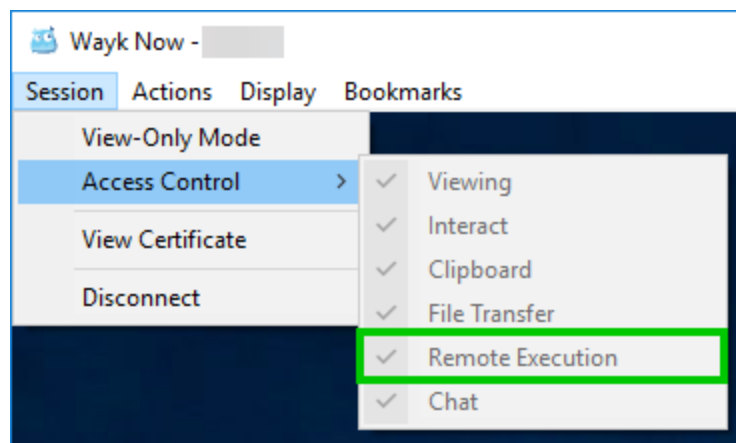
The user can execute multiple types of commands or scripts on the remote computer.



The **Remote Execution** feature is only available in the **Enterprise Edition**.

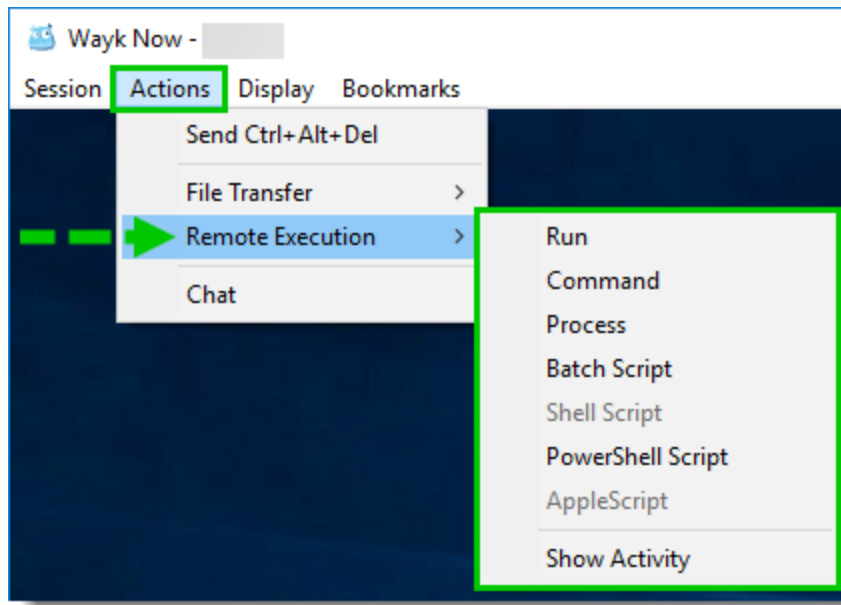
Procedure

1. Ensure the **Remote Execution** feature is enabled in the **Access Control** section of the **Session Menu**.



Access Control - Remote Execution

- 1.1 If not, please refer to the [Client - Access Control](#) section to enable this feature.
2. From the **Actions Menu**, point **Remote Execution**.



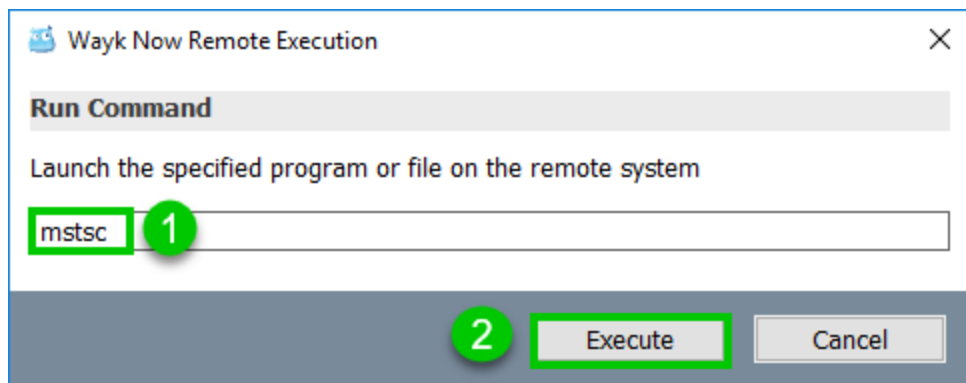
Remote Execution Menu

3. Here are the different execution types that you can choose from:

Run	Run programs.
Command	Run commands (Command Prompt or Terminal).
Process	Run processes.
Batch Script	Execute scripts.
Shell Script	Execute Shell scripts (macOS and Linux only).
PowerShell Script	Execute PowerShell scripts (Windows only).
AppleScript	Execute AppleScripts (macOS only).

Run a program

The user can run programs or files on the remote computer with the run command.



Run a Program

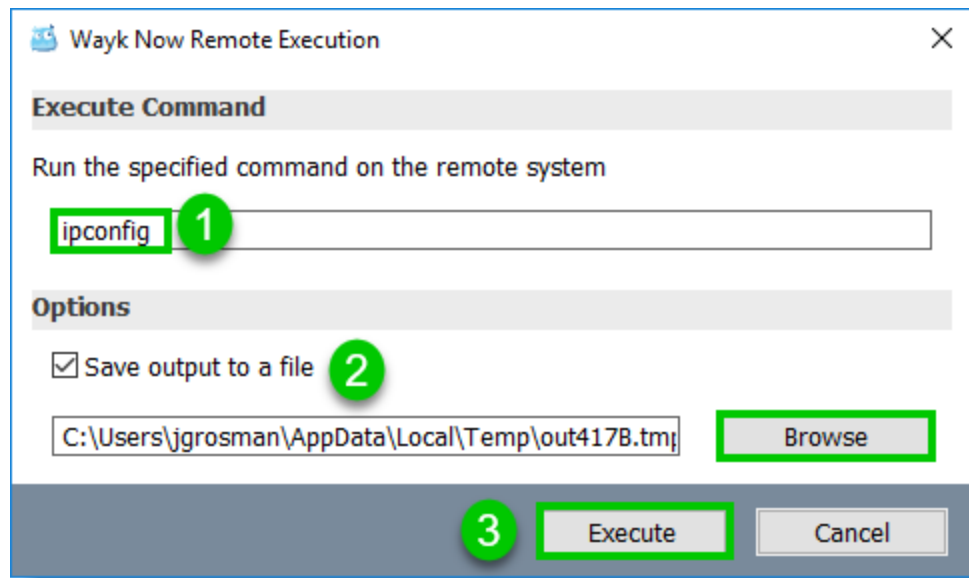
1. Enter the program or file name in the text box.

2. Click **Execute**.

The program or file will launch.

Execute a command

The user can execute commands on the remote computer.



Execute a command

1. Enter the command in the text box.
2. Uncheck **Save output to a file** if you don't want to save the results.

The default file type is a .tmp file saved in temporary files.

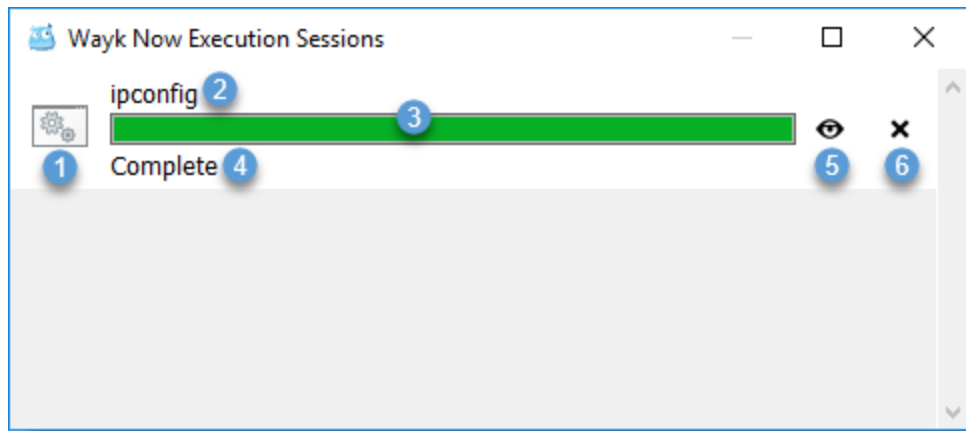
- 2.1 Click **Browse** to choose an alternative destination.

3. Click **Execute**.

The **Execution Sessions** window opens on the client computer.

Execution Sessions Window

The **Execution Sessions** window manages executed commands.



Fenêtre des exécutions

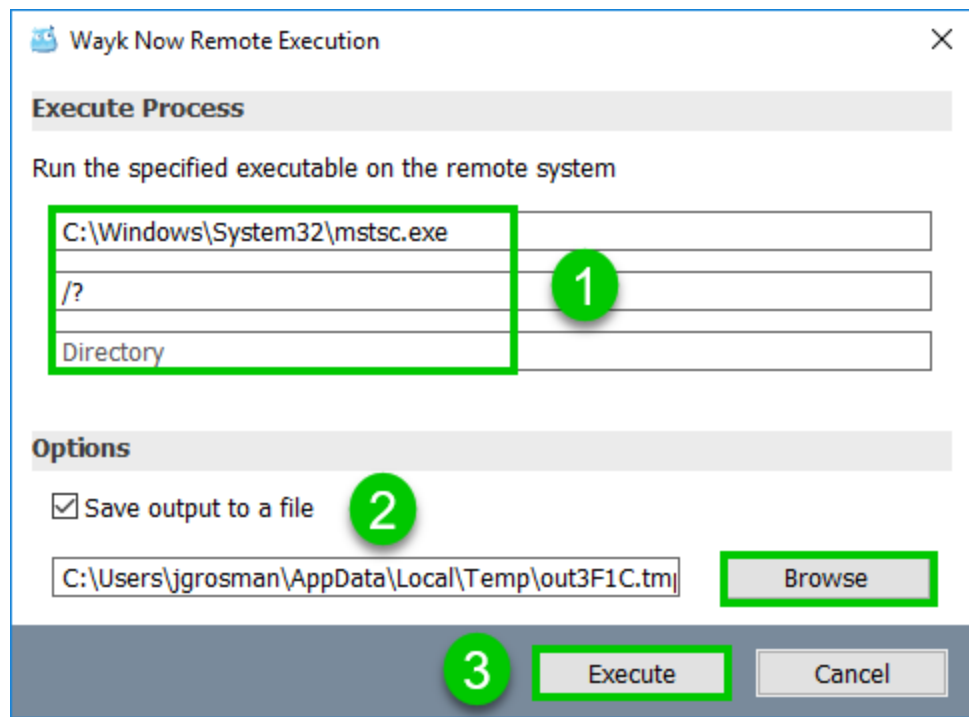
Each command has the following elements:

1	The command icon
2	The executed command
3	Progress bar
4	Command status
5	View button to see command output
6	Delete button

If required, click the **View** button to view the output or navigate to where you saved the output file.

Run a process

Use the process command, if you want greater control over the executables you run.



Remote Execution - Execute a Process

1. Enter the information required to execute the process.

Filename	The name of the executable with the complete path.
Parameters	Command-line parameters.
Directory	Working directory.

2. Uncheck **Save output to a file** if you don't want to save the results.

The default file type is a .tmp file saved in temporary files.

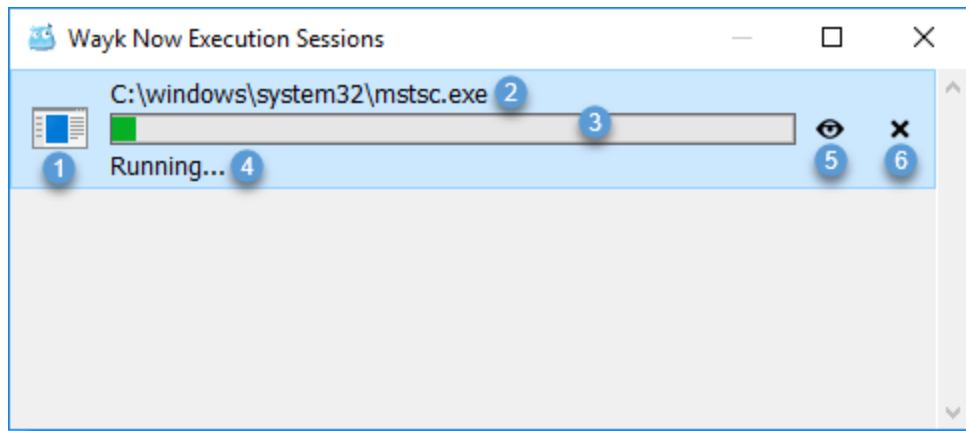
- 2.1 Click **Browse** to choose an alternative destination.

3. Click **Execute**.

The **Execution Sessions** window opens on the client computer.

Execution Sessions Window

The **Execution Sessions** window manages executed commands.



Execution Sessions Window

Each command has the following elements:

- | | |
|---|--|
| 1 | The command icon |
| 2 | The executed command |
| 3 | Progress bar |
| 4 | Command status |
| 5 | View button to see command output |
| 6 | Delete button |

If required, click the **View** button to view the output or navigate to where you saved the output file.

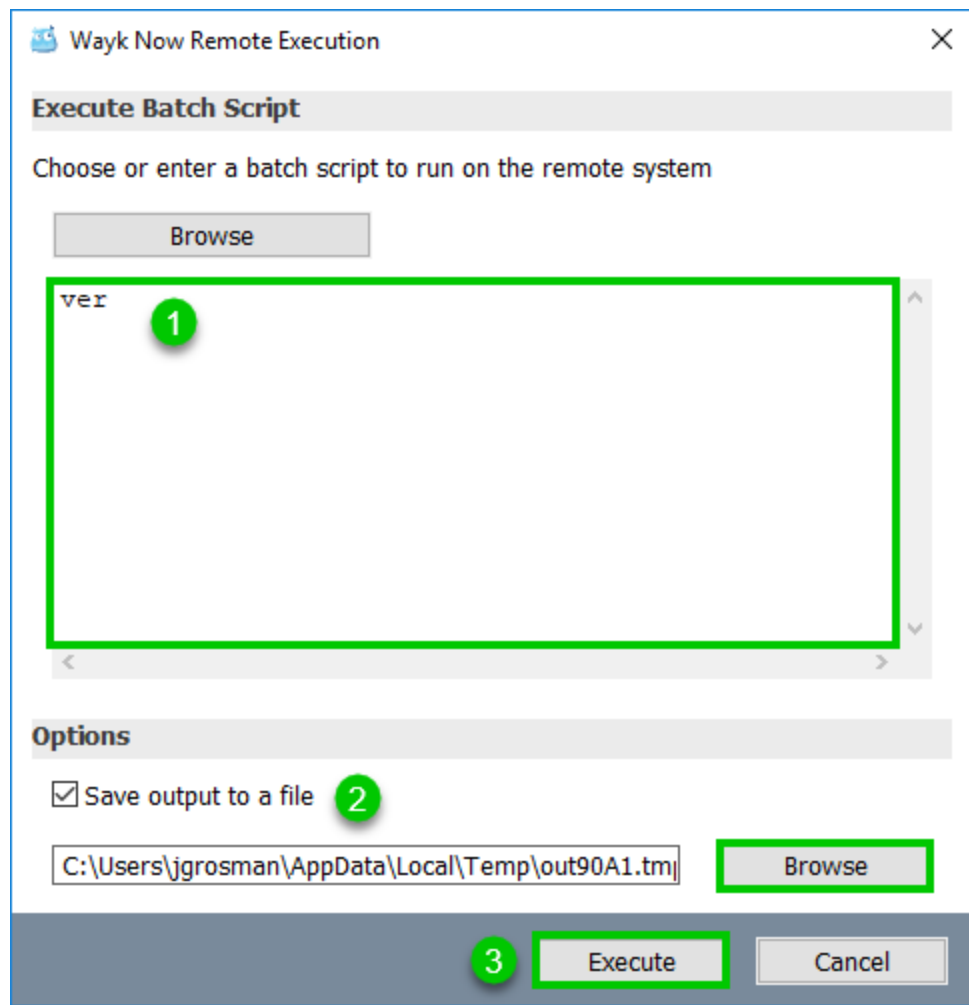
Execute a script



The available execution types depend on the Wayk Now *remote computer* operating system.

Batch Script

Entering scripts directly



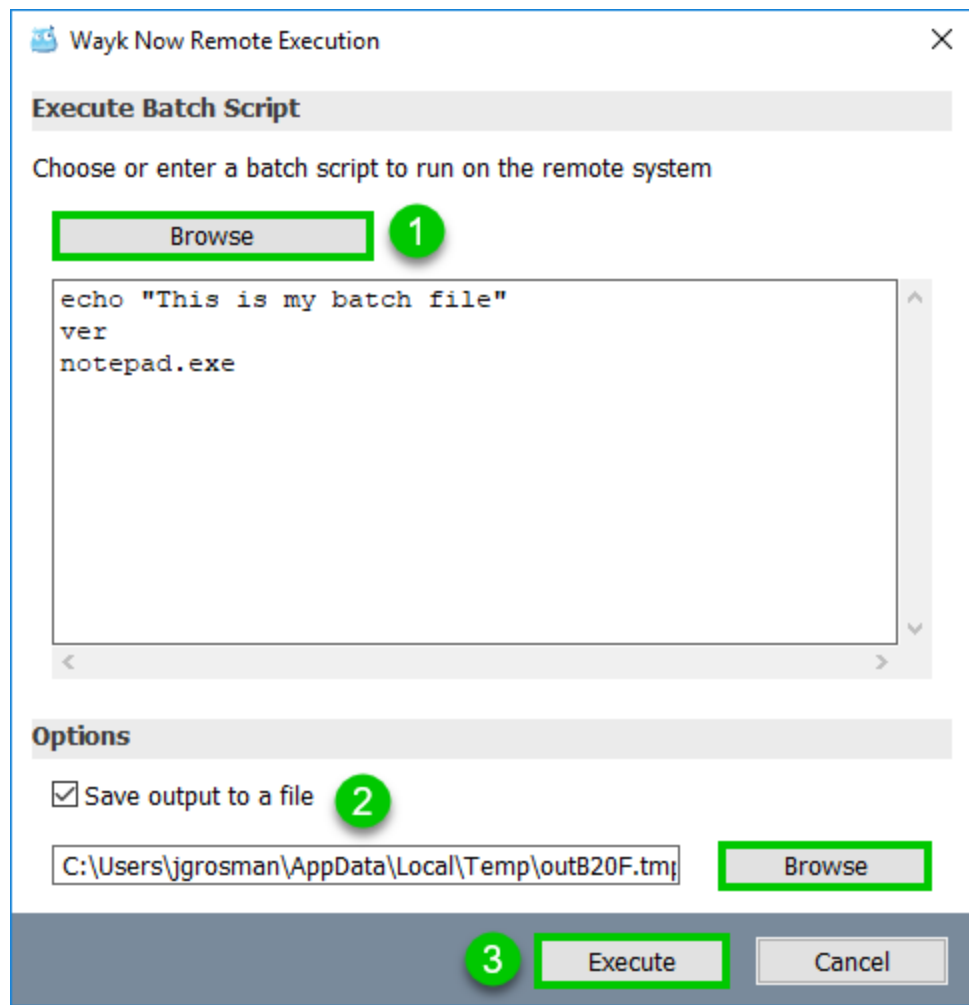
Execute Batch Script

1. Enter scripts in the text box.
2. Uncheck **Save output to a file** if you don't want to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

If required, click the **View** button to view the output or navigate to where you saved the output file.

Uploading a batch file



Execute Batch Script - Uploaded Script

1. Click **Browse** and select the batch file.
 - 1.1 The scripts appear in the text box automatically.
2. Uncheck **Save output to a file** if you do not wish to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

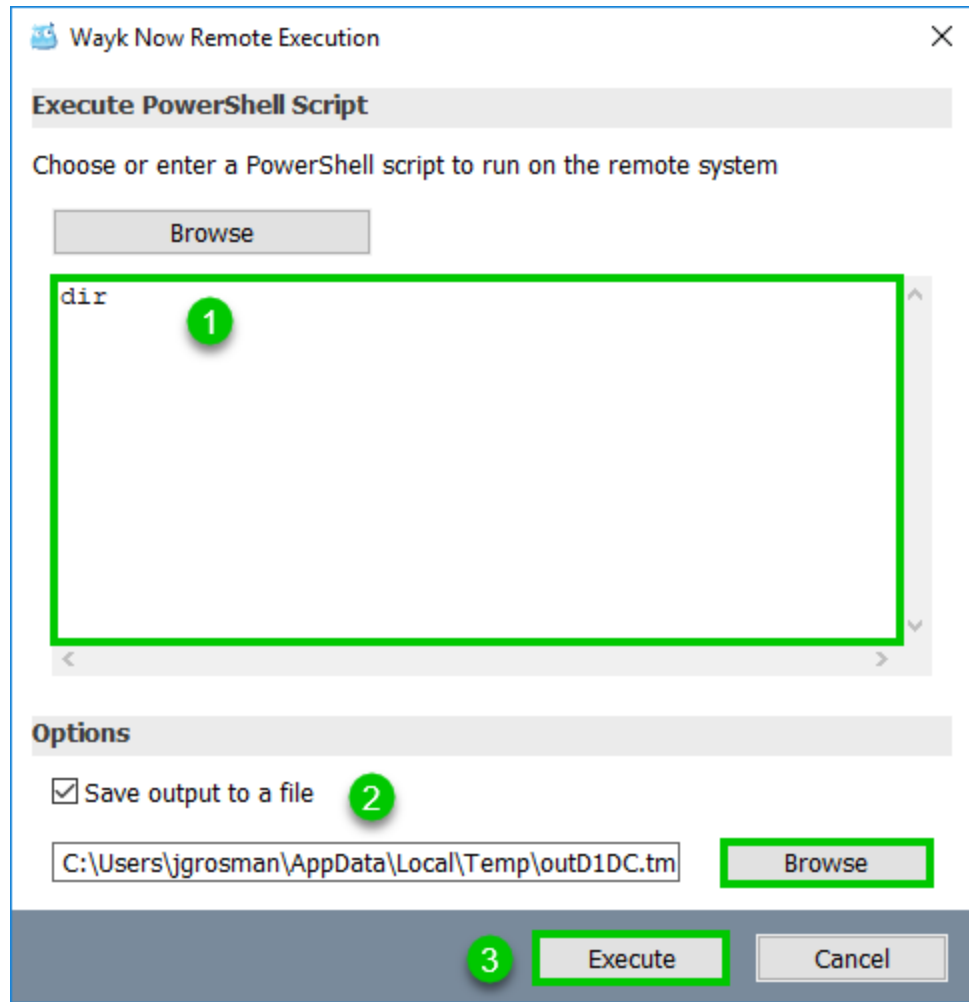
If required, click the **View** button to view the output or navigate to where you saved the output file.

Shell Script (macOS and Linux only)

TBD

PowerShell (Windows only)

Entering scripts directly



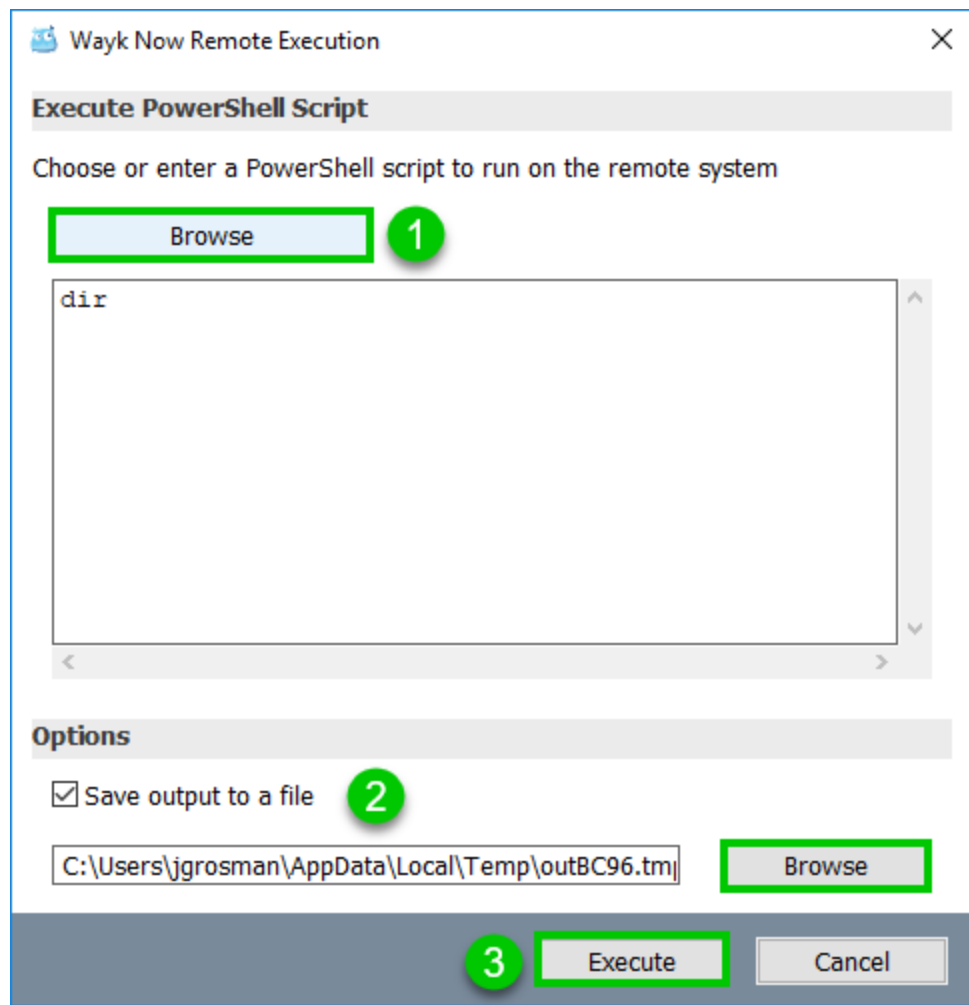
Remote Execution - PowerShell Script

1. Enter PowerShell scripts in the text box.
2. Uncheck **Save output to a file** if you don't want to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

If required, click the **View** button to view the output or navigate to where you saved the output file.

Uploading a PowerShell script file



PowerShell Script - Uploaded Script File

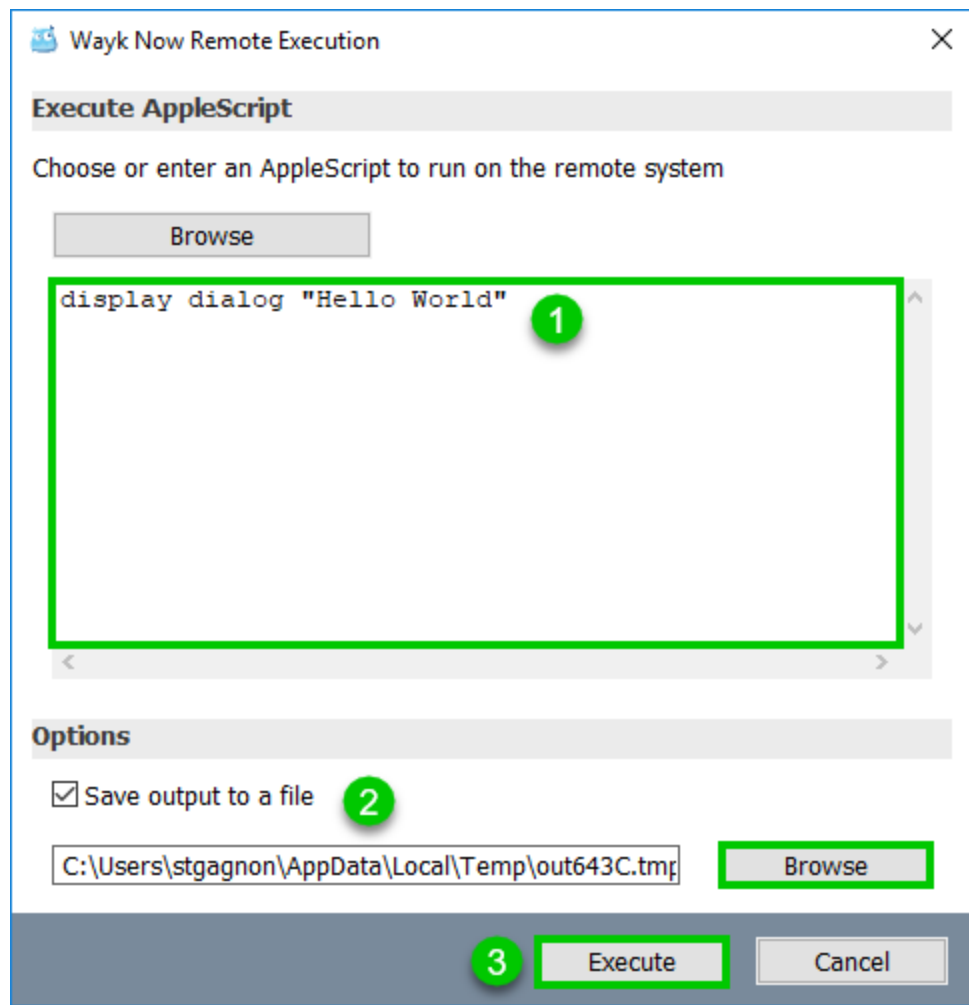
1. Click **Browse** and select the PowerShell script file.
 - 1.1 The scripts appear in the text box automatically.
2. Uncheck **Save output to a file** if you don't want to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

If required, click the **View** button to view the output or navigate to where you saved the output file.

AppleScript (macOS only)

Entering scripts directly



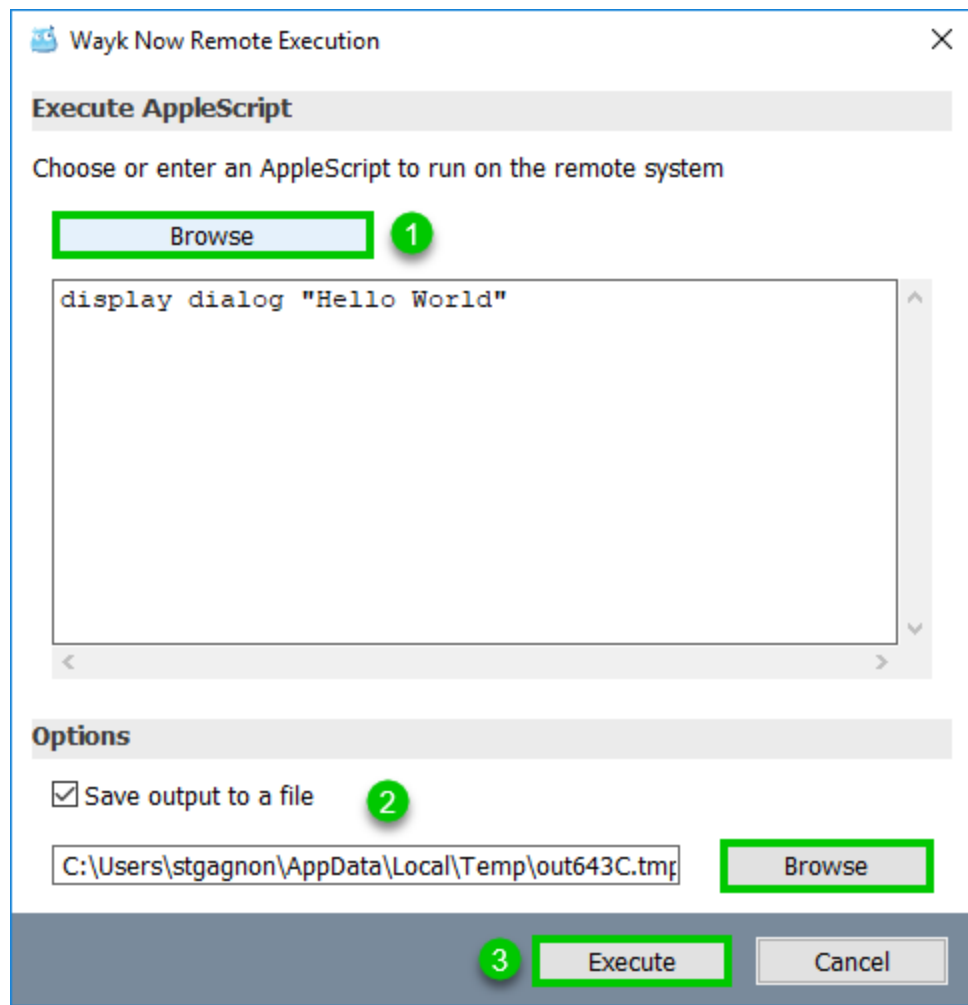
AppleScript Script File

1. Enter AppleScript scripts in the text box.
2. Uncheck **Save output to a file** if you don't want to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

If required, click the **View** button to view the output or navigate to where you saved the output file.

Uploading an AppleScript script file



Uploaded AppleScript Script File

1. Click **Browse** and select the AppleScript script file.
 - 1.1 The scripts appear in the text box automatically.
2. Uncheck **Save output to a file** if you don't want to save the results.
 - 2.1 Click **Browse** to specify a destination folder.
3. Click **Execute**.

An **Execution Sessions** window opens.

If required, click the **View** button to view the output or navigate to where you saved the output file.

5.3.4 Chat

Description

The chat feature allows you to communicate with the remote user during a Wayk Now session.

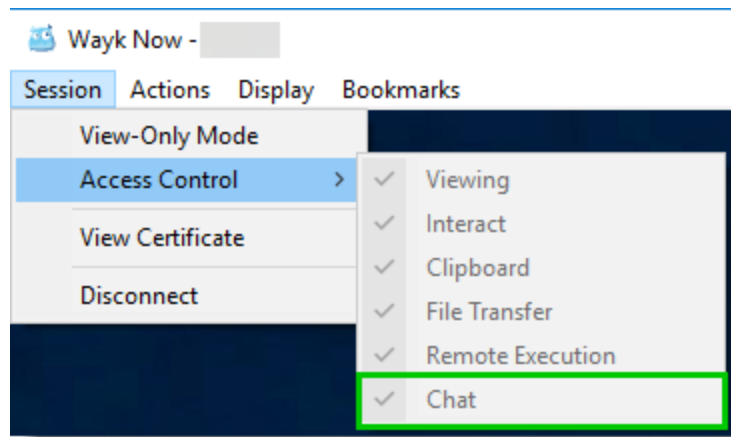


Wayk Now supports all Unicode characters.

Procedure

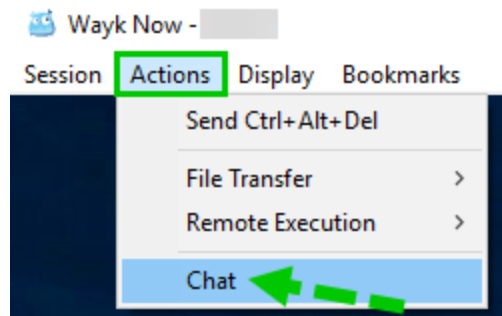
As a client

1. Ensure that the chat feature is enabled in the **Access Control** section of the **Session Menu**.



Session Menu - Access Control - Chat Enabled

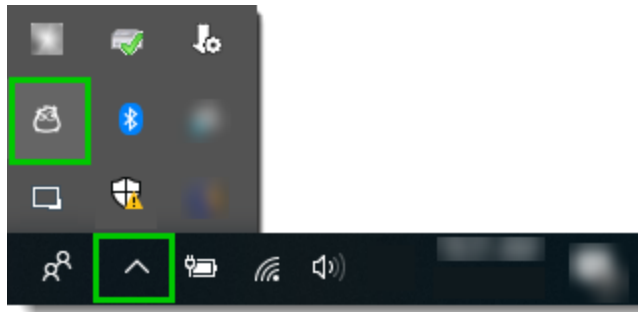
2. From the **Session Menu**, click **Actions**, then click **Chat** to start chatting.



Session Menu - Chat - Show Chat

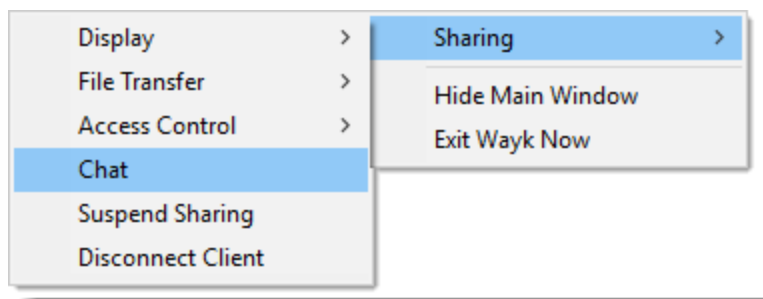
As a server

1. Right-click the Wayk Now icon in the notification area.



Wayk Now Icon - Notification Area

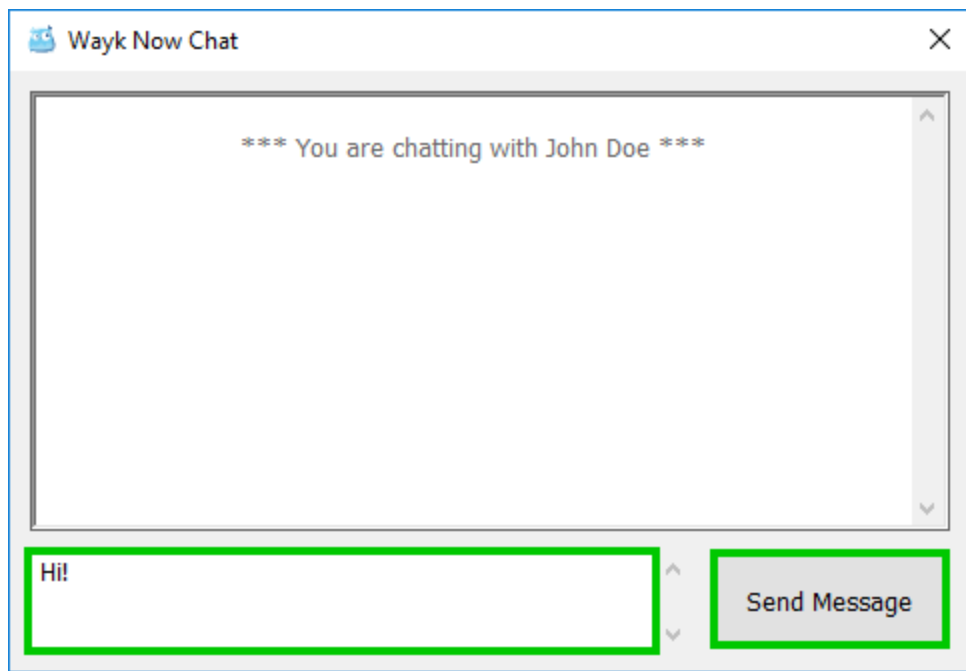
2. Point **Sharing**, then click **Chat**.



Sharing menu - Chat

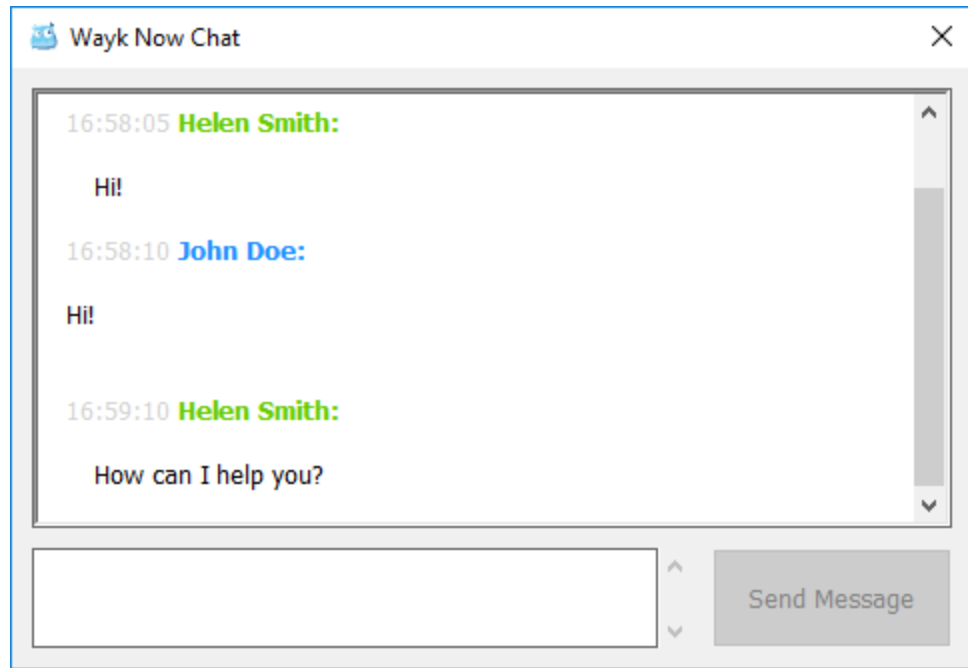
Start a chat

To send a message, type the message in the text box, then press **Enter** or click the **Send Message** button.



Chat Window - Sending a Message

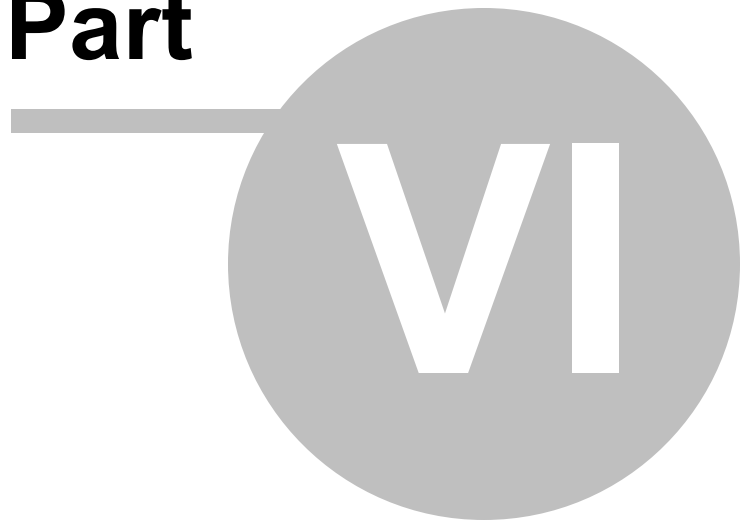
Here is an example of a conversation:



Conversation Example

Disconnecting from a Session

Part



6 Disconnecting from a Session

Procedure

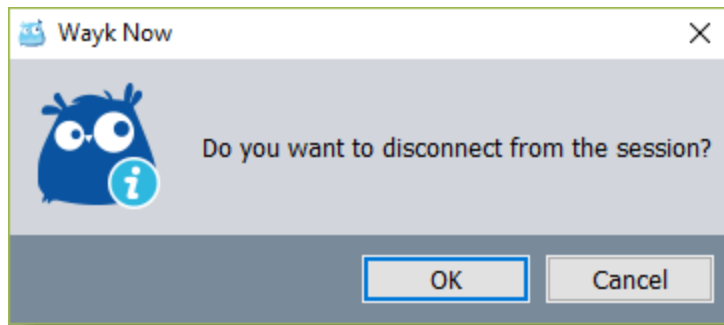
As a Client

1. To disconnect an active session, close the session window.



Session Window - Close

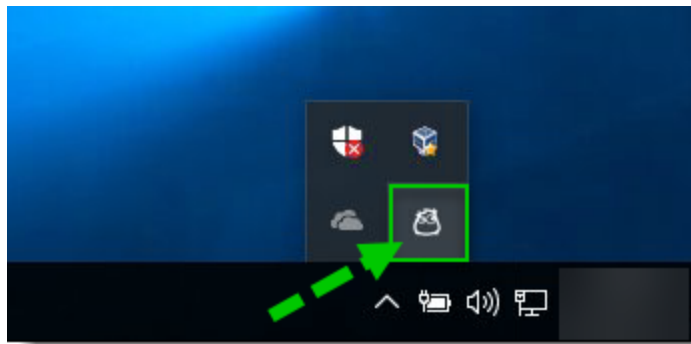
2. Click **OK** to disconnect the session.



Disconnect Dialog

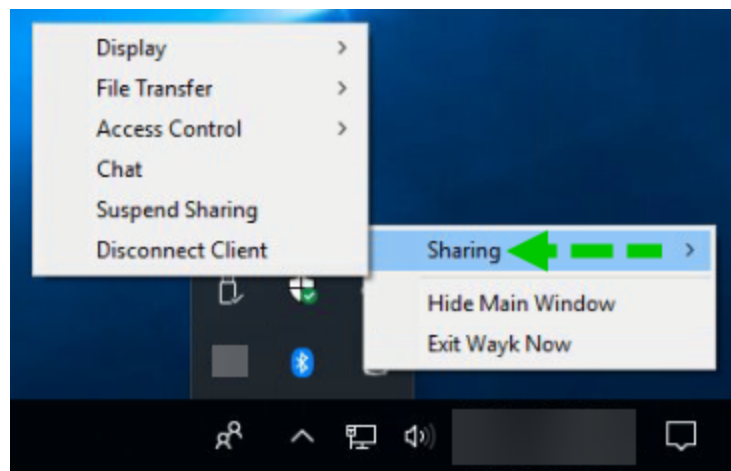
As a Server

1. Right-click on the Wayk Now *icon* in the *notification area*.



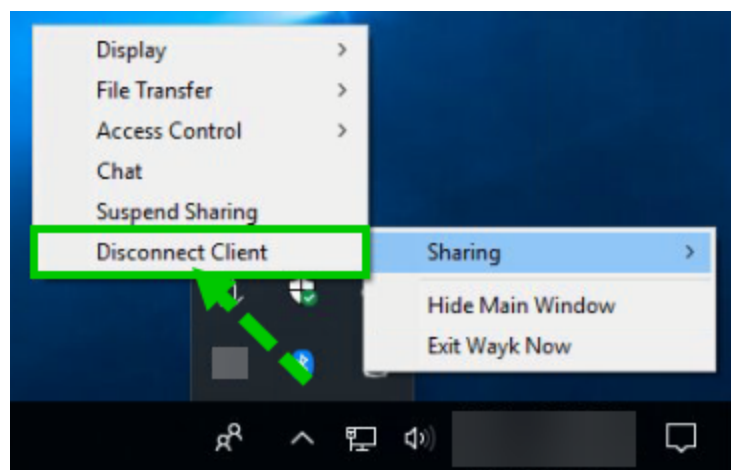
Wayk Now Icon - Notification Area

2. Point **Sharing**.



Way Now - Sharing Menu

3. Click **Disconnect** to terminate the session.

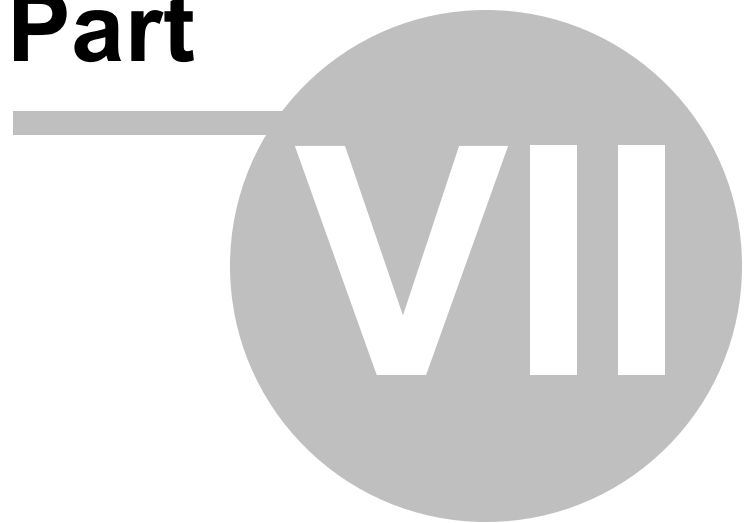


Way Now - Disconnect The Session

The session is now disconnected.

Glossary

Part



7 Glossary

Client

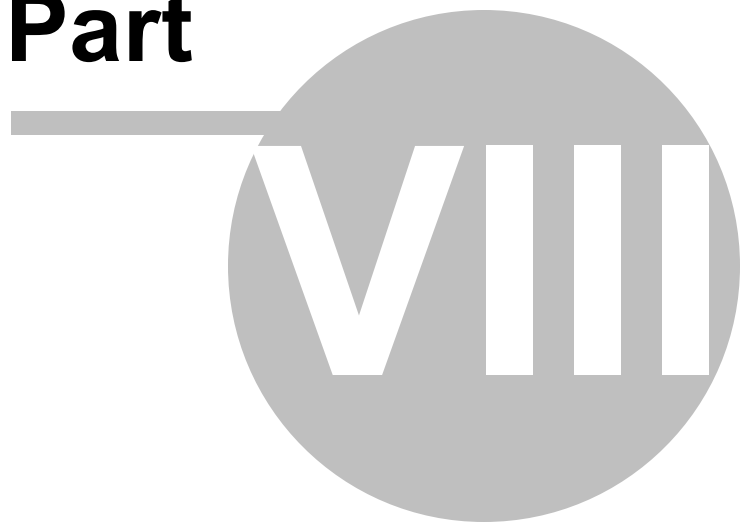
The Wayk Now instance that connects to a remote computer.

Server

The Wayk Now instance that someone connects to.

Advanced

Part



8 Advanced

8.1 Command-Line Interface

Description

The command-line interface can be used to edit the configuration files or automate certain tasks.

8.1.1 Configuration

Description

All settings configurable through the Wayk Now GUI can be modified from the command line, enabling automated configuration management from scripts.

The config command is built-in to the main Wayk Now executable, which is in a different location depending on your platform:

PLATFORM	Wayk Now EXECUTABLE LOCATION
Windows	%ProgramFiles%\Devolutions\Wayk Now\WaykNow.exe
macOS	/Applications/WaykNow.app/Contents/MacOS/WaykNow
Linux	/usr/bin/wayk-now

Basic command-line usage is shown when calling "WaykNow config --help".

Wayk Now config usage

Usage: WaykNow config [options] propertyName [propertyValue]

propertyName: Property name

propertyValue: Property value.

If a value is specified, the property will be set to that value (SET).

If no value is specified, the current value will be printed (GET). Can't be used with --un

options:

--global Use global config file rather than user config file.

--type <TYPE> Property value type : int, bool or str are supported.

--unset Remove the property name from the config file.

--listen <NAMED_PIPE_NAME> Open the named pipe and read on it.

--help Print help.

Wayk Now configuration files

Wayk Now stores its settings in JSON configuration files. The location of those configuration files depends on the platform:

PLATFORM	CONFIGURATION FILE LOCATION
Windows	%AppData%\Wayk\WaykNow.cfg (local settings) %ProgramData%\Wayk\WaykNow.cfg (global settings)
macOS	~/Library/Application Support/Wayk/WaykNow.cfg
Linux	~/.config/Wayk/WaykNow.cfg

While these files can be edited manually in a text editor, the process can be error-prone. This is why we recommend the Wayk Now config command as the way to edit the configuration files. This command provides multiple advantages, including the possibility of calling it right after an automated installation using the .msi installer in a PowerShell script.

Here is a list of things that the Wayk Now config command can handle correctly:

- If the configuration file and corresponding directories do not exist, both directories and the configuration file will be created.
- If the configuration file already exists, it will load the existing file and modify only the relevant settings without overwriting the rest.
- If the given property value to be set is not of the expected type (int, bool, str), the input will be rejected to prevent invalid values.
- While the property names are case sensitive in the configuration file, the given property name is treated as case insensitive.

Here is a list of properties that you can modify:

General

NAME	TYPE	DESCRIPTION
FriendlyName	str	The user friendly name, used with PFP .
Language	str	The language code: <ul style="list-style-type: none"> • "en": English • "fr": French • "de": German • "zh-CN": Chinese Simplified • "zh-TW": Chinese Traditional
ControlMode	int	The remote control mode: <ul style="list-style-type: none"> • 0: All remote control modes • 1: Take remote control (client only) • 2: Allow remote control (server only)
AutoLaunchOnUserLogon	bool	Automatically launch application on user logon
ShowMainWindowOnLaunch	bool	Show main window on application start
MinimizeToNotificationArea	bool	Minimize main window to notification area
ElevationPrompt	bool	Prompt to elevate program permissions

Security

NAME	TYPE	DESCRIPTION
AllowPersonalPassword	bool	Secure Remote Password (SRP) authentication
AllowSystemAuth	bool	Secure Remote Delegation (SRD) authentication
AllowNoPassword	bool	Prompt for Permission (PFP) authentication
PersonalPasswordType	int	The personal password type: <ul style="list-style-type: none"> • 0: Generated • 1: Custom
PersonalPassword	str	The personal password
GeneratedPasswordLength	int	The generated password length (between 3 and 9)
GeneratedPasswordCharSet	int	The generated password character set: <ul style="list-style-type: none"> • 0: Numeric • 1: Alphanumeric

Connectivity

NAME	TYPE	DESCRIPTION
DenEnabled	bool	Use Wayk Den for centralized management
DenUrl	str	The Wayk Den URL (wss://den.wayk.net)

Advanced

NAME	TYPE	DESCRIPTION
QualityMode	int	The codec quality mode: <ul style="list-style-type: none"> • 0: Low • 1: Medium • 2: High
LoggingLevel	int	The logging level: <ul style="list-style-type: none"> • 0: Trace • 1: Debug • 2: Info • 3: Warn • 4: Error • 5: Fatal • 6: Off
LoggingFilter	str	The logging filter. Do not use unless instructed.

Access Control

NAME	TYPE	DESCRIPTION
AccessControl.Viewing	int	The viewing access control: <ul style="list-style-type: none">• 1: Allow viewing• 2: Confirm viewing• 4: Disable viewing
AccessControl.Interact	int	The interaction access control: <ul style="list-style-type: none">• 1: Allow interaction• 2: Confirm interaction• 4: Disable interaction
AccessControl.Clipboard	int	The clipboard access control: <ul style="list-style-type: none">• 1: Allow clipboard• 2: Confirm clipboard• 4: Disable clipboard
AccessControl.File Transfer	int	The file transfer access control: <ul style="list-style-type: none">• 1: Allow file transfer• 2: Confirm file transfer• 4: Disable file transfer
AccessControl.Exec	int	The execution access control: <ul style="list-style-type: none">• 1: Allow execution• 2: Confirm execution• 4: Disable execution
AccessControl.Chat	int	The chat access control: <ul style="list-style-type: none">• 1: Allow chat• 2: Confirm chat• 4: Disable chat

8.2 White Labeling

Description

The white label resources should be packaged inside a 7z (7-Zip <https://www.7-zip.org>) archive. The files in the archive should be a flat structure (no subdirectories).

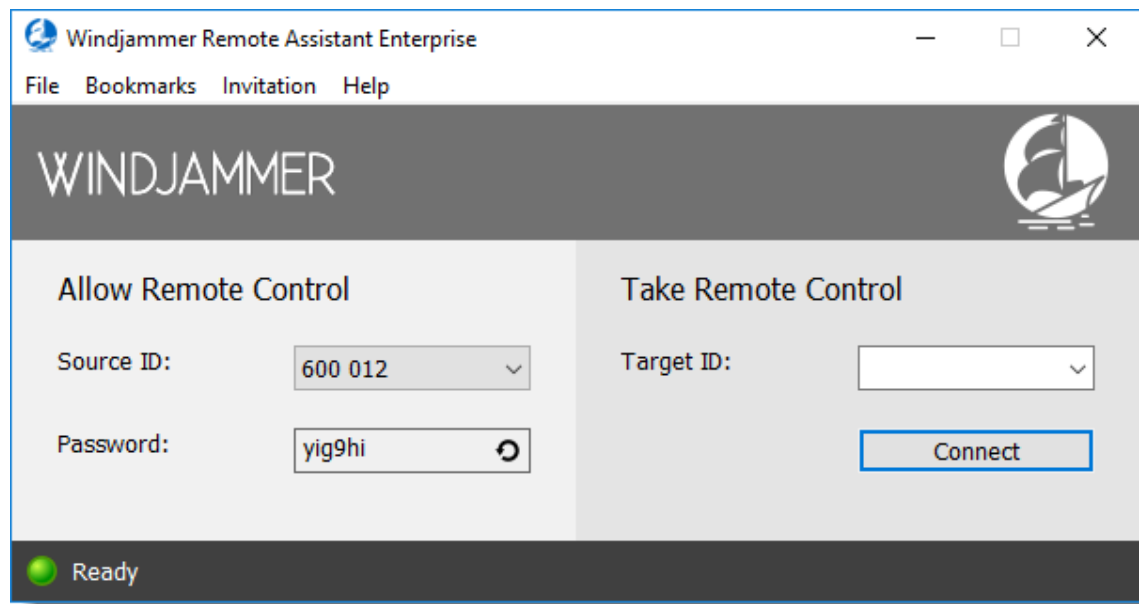
The archive should include a manifest detailing the contents of the archive. Items that you don't want to include can be removed from the manifest, or simply have an empty value.

The archive should be named "branding.7z" and deployed one of the following location:

- %APPDATA%\Wayk
- %PROGRAMDATA%\Wayk

The application will prefer the file in %APPDATA%, if both are available.

Example of archive (not for distribution): <https://cdn.devolutions.net/download/Documents/help-content/branding.7z>



White Label Example - Windjammer

Format

manifest.json

```
{
  "languages": {
    "en": "en.json",
    "fr": "fr.json"
  },
  "colors": {
    "banner_brush": "#717171",
    "selected_brush": "#b8b8b8",
    "selected_pen": "#b8b8b8"
  },
  "images": {
    "logo_image": "windjammer_logo.png",
    "logo_image_2x": "windjammer_logo_2x.png",
    "left_banner_image": "windjammer_text.png",
    "left_banner_image_2x": "windjammer_text_2x.png",
    "right_banner_image": "windjammer_logo_white.png",
    "right_banner_image_2x": "windjammer_logo_white_2x.png",
    "message_box_warning": "windjammer_logo_black.png",
    "message_box_info": "windjammer_logo_black.png",
    "message_box_error": "windjammer_logo_black.png",
    "message_box_question": "windjammer_logo_black.png"
  },
  "icons": {
    "app_icon_ico": "windjammer_blue.ico",
    "app_modern_icon_ico": "windjammer_white.ico"
  },
  "strings": {
    "lblFree": "",
    "wayk": {
```

```

        "productName": "Windjammer Remote Assistant",
        "productNameDen": "Windjammer Service Center"
    }
}

```

Archive contents

Icons

ICON	DESCRIPTION
app_icon_ico	A Windows icon in .ico format. This icon will be displayed in the taskbar, in the corner of every window, and in the system tray (pre-Windows 10).
app_modern_ico_ico	A Windows icon in .ico format. This icon will be displayed in the task bar on Windows 10 and newer. If a modern icon is not included in the archive, the app_icon will be used.

Images

IMAGE	DESCRIPTION
logo_image	A logo in .png format, used in various places (e.g. the "About" window). Recommended size is 64 x 64 with transparent background. On Wayk Now, this is the same image as right_banner_image.
logo_image_2x	A large version of logo_image for use on high DPI displays. It should be double the size (i.e. 128 x 128). If the 2x logo is not included in the archive, the logo_image will be scaled up. In Wayk Now, this is the same image as right_banner_image_2x.
left_banner_image	An image in .png format. Displayed on the left side of the banner on the main window. Maximum size is 288 x 72.
left_banner_image_2x	A large version of left_banner_image for use on high DPI displays. It should be double the size (i.e. up to 576 x 144). If the 2x logo is not included in the archive, the left_banner_image will be scaled up.
right_banner_image	An image in .png format. Displayed on the right side of the banner on the main window. Maximum size is 288 x 72.
right_banner_image_2x	A large version of right_banner_image for use on high DPI displays. It should be double the size (i.e. up to 576 x 144). If the 2x logo is not included in the archive, the right_banner_image will be scaled up.
	<i>For the banner images (left and right), the images are aligned left and right respectively, with 12px of padding on the left and right edges of the window (so even if you use the full 288 x 72 size, some of the background color will be visible). It is possible to use one large image of 576 x 72 (1152 x 114 for high DPI), split into two "slices".</i>
message_box_warning message_box_info message_box_error message_box_question	Image(s) in .png format displayed in the appropriate message boxes. Recommended size is 64 x 64 with transparent background.

Colors

COLOR	DESCRIPTION
banner_brush	The background color for the banner on the main window. Used as a highlight color in some other places (e.g. the drop target when drag and dropping a bookmark in the bookmarks window). Specified as a hex value.
selected_brush	The background color for various selections (e.g. the category in the options window, or the currently highlighted file transfer). Specified as a hex value.
selected_pen	The border color for various selections (e.g. the category in the options window, or the currently highlighted file transfer). Specified as a hex value.

Strings & Languages

Standard Wayk Now localization file(s) can be provided for strings you need to override.

The localization .json can be included directly in the strings section of the manifest. You can also provide a separate .json language file for every language you want to override. Language files must be listed in the languages section of the manifest.

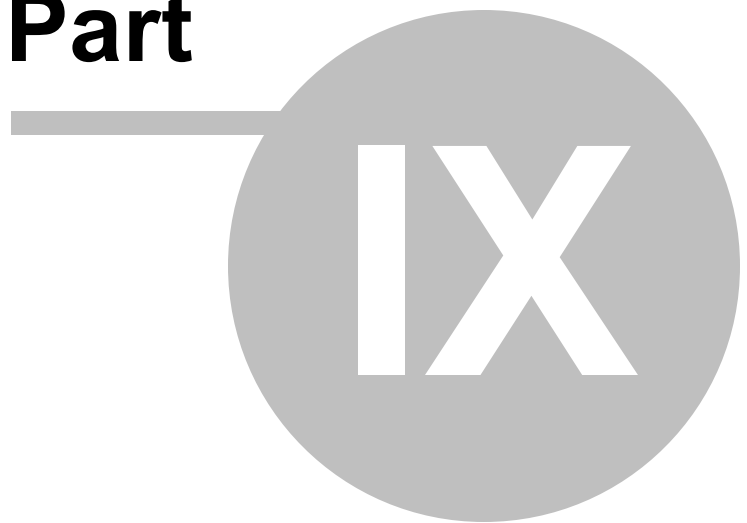
The application doesn't make any guarantees for laying out very long strings. Strings that are significantly longer than the defaults may not display properly.

The application will look for strings in the following order:

FILE	DESCRIPTION
manifest.json	A good location for strings that you want to be the same in all languages (e.g. product name).
\{lang\}.json	(If provided)
en.json	(If provided)

Support/Resources

Part



9 Support/Resources

9.1 Technical Support

Standard Support plan

Support is solely through our online forums at <http://forum.devolutions.net/>.

Extended and Premium support plans

Subscribers of a paid support plan receive an email address and a plan ID. You should send your support requests to the appropriate email address and provide your plan ID in the subject line.

You are also encouraged to find information and ask questions in our forums at <http://forum.devolutions.net/>. They contain years of relevant information and have the benefit of being enriched for the whole community when we post an answer.

Please consult our [Support Policy](#) for more information.

9.2 Follow Us

Overview

Get the hottest information about our products - tips and tricks, case studies and new release announcements!

This is not a marketing newsletter. We focus on the issues that matter to you, whether you're looking for up-to-the-minute software tutorials, additional outside resources, or a peek at how others are using our products.

LINKS		
	Facebook	http://facebook.devolutions.net
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	Twitter	http://twitter.devolutions.net
	YouTube	http://youtube.devolutions.net
	Blog	https://blog.devolutions.com
	Google+	http://plus.devolutions.net
	Spiceworks	http://spice.devolutions.net
	Forum	https://forum.devolutions.net

9.3 Knowledge Base

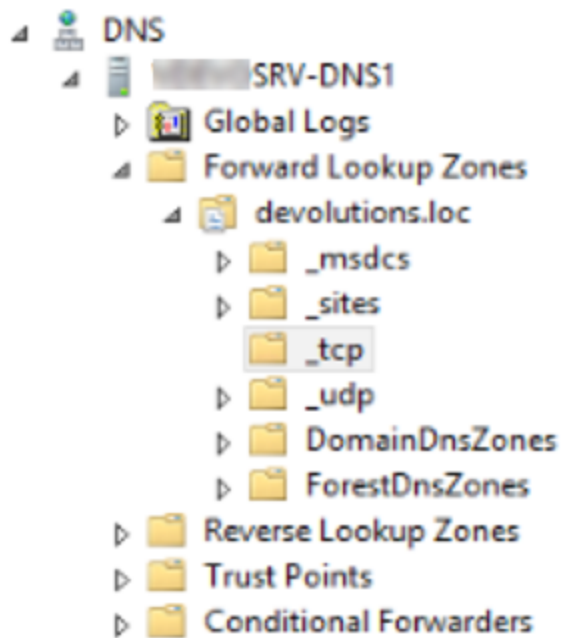
9.3.1 DNS configuration in an enterprise environment

Description

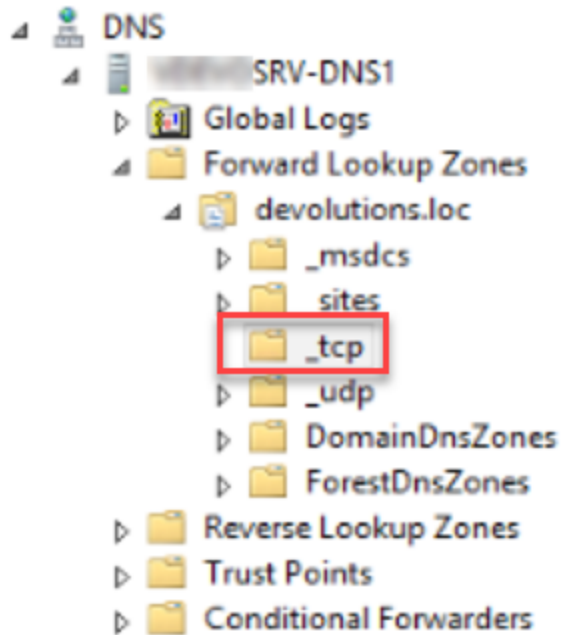
Wayk Now requires a forward lookup zone PTR Record for both `_wayk` and `wayk` names in order to successfully discover devices in an enterprise setting.

Procedure

1. Launch **DNS Manager** and connect to your DNS Server.
2. Expand the DNS Server node, then expand the **Forward Lookup Zones** node.



3. Right click on the `_tcp` folder and select **Other New Records**.



4. Choose **Pointer (PTR)** and click **Create Record**. It will display the **New Resource Record** dialog window.
5. Enter the following, then click OK to save.
 - 5.1. Host IP Address: `_wayk`
 - 5.2. Host name: `local`. (The trailing period "." is required)

6. Repeat creating a new record with the following:

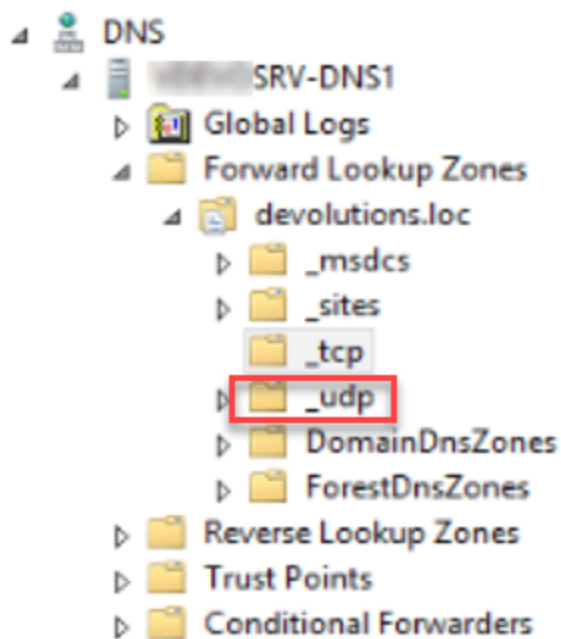
6.1. Host IP Address: **wayk**

6.2. Host name: **local.** (The trailing period "." is required)

7. If all went well, you will see two entries in your **_tcp** folder.

Name	Type	Data	Timestamp
wayk	Pointer (PTR)	local.	static
_wayk	Pointer (PTR)	local.	static

8. Create the same pointers in the **_udp** folder (follow steps 4 through 6)



Testing the presence of the records

1. In a command prompt, launch **NSLOOKUP.EXE**

2. Type **set type=PTR** to filter a display of PTR records only.

3. Type the following four lines sequentially, and confirm that there are no errors.

3.1. wayk._tcp

3.2. _wayk._tcp

3.3. wayk._udp

3.4. _wayk._udp

```
Command Prompt - nslookup.exe

C:\Users\| | > nslookup.exe
Default Server: | | rv-dns1.devolutions.loc
Address: 192.168. | |

> set type=PTR
> wayk._tcp
Server: | | rv-dns1.devolutions.loc
Address: 192.168. | |

wayk._tcp.devolutions.loc      name = local
> _wayk._tcp
Server: | | rv-dns1.devolutions.loc
Address: 192.168. | |

_wayk._tcp.devolutions.loc     name = local
> wayk._udp
Server: | | rv-dns1.devolutions.loc
Address: 192.168. | |

wayk._udp.devolutions.loc     name = local
> _wayk._udp
Server: | | rv-dns1.devolutions.loc
Address: 192.168. | |

_wayk._udp.devolutions.loc     name = local
>
```

Testing PTR records

9.3.2 Source Port Configuration

Description

It is possible to use an alternative TCP port to connect to Wayk Now.

Follow these simple instructions to change the port of the target computer:

Windows

With the Windows File Explorer, navigate to `%AppData%/Wayk/` and open the `WaykNow.cfg` file with any text editor, such as Notepad.

Change the following line to the desired server port:

```
"SourcePort": 4489,
```

macOS

With the Finder, navigate to `~/Library/Application Support/Wayk/` and open the `WaykNow.cfg` file with any text editor, such as TextEdit.

Change the following line to the desired server port:

```
"SourcePort": 4489,
```

Linux

With the file manager, navigate to `~/.config/Wayk/` and open the `WaykNow.cfg` file with any text editor, such as gedit.

Change the following line to the desired server port:

```
"SourcePort": 4489,
```



This workaround is mandatory if you use Wayk Now version 1.3 or earlier and your remote computer is on another network. In version 2.0 or later, it is optional, because Wayk Den manages connections on any network: local or over the Internet. It is still possible to configure port forwarding if you do not wish to use Wayk Den.

9.3.3 Collecting Logs

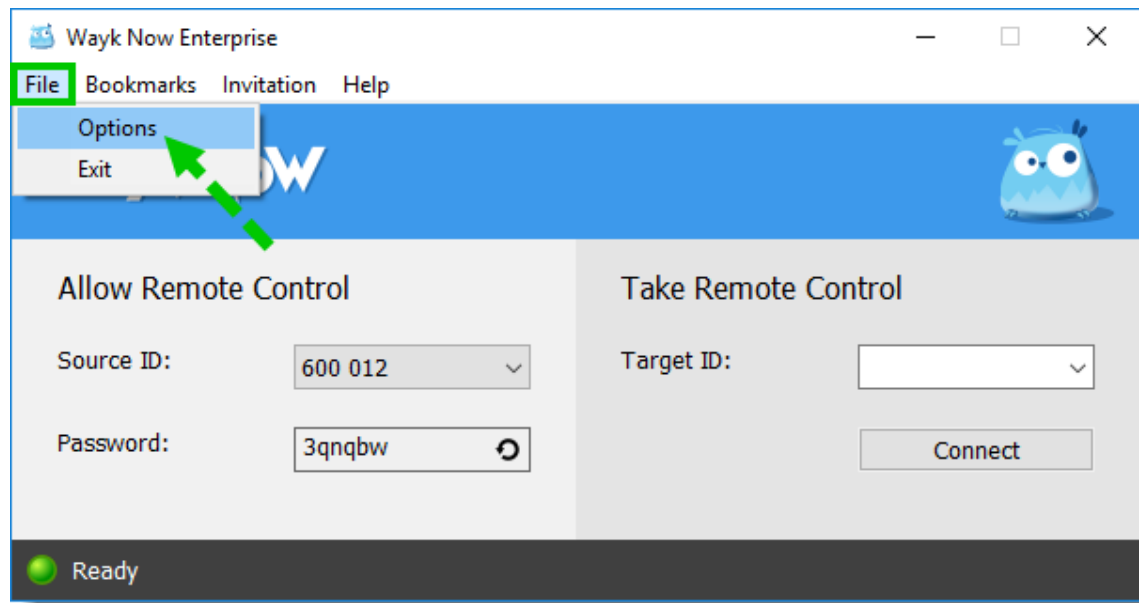
Description

To help the Wayk Now development team pinpointing your issue, you can collect and send them logs.

Procedure

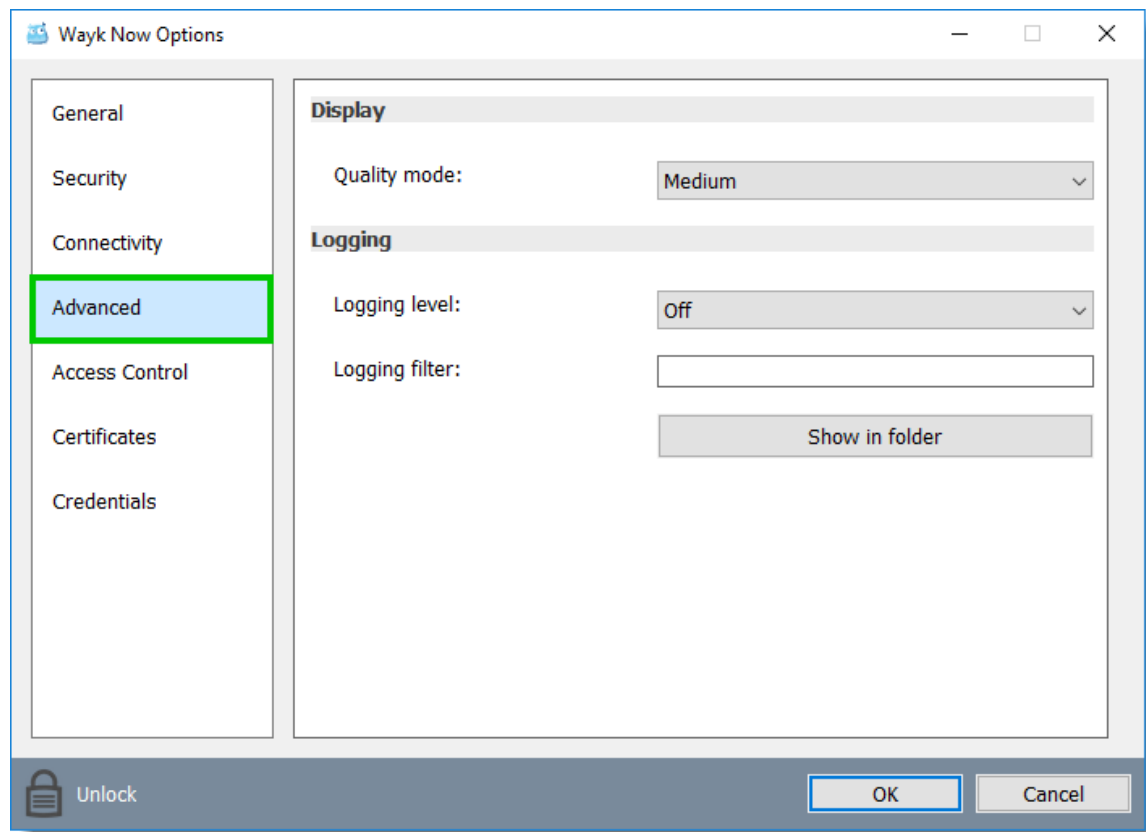
First, you have to enable logs in the Wayk Now options before launching a session.

1. To do so, go to **File > Options** in the **Wayk Now Main Window Menu**.



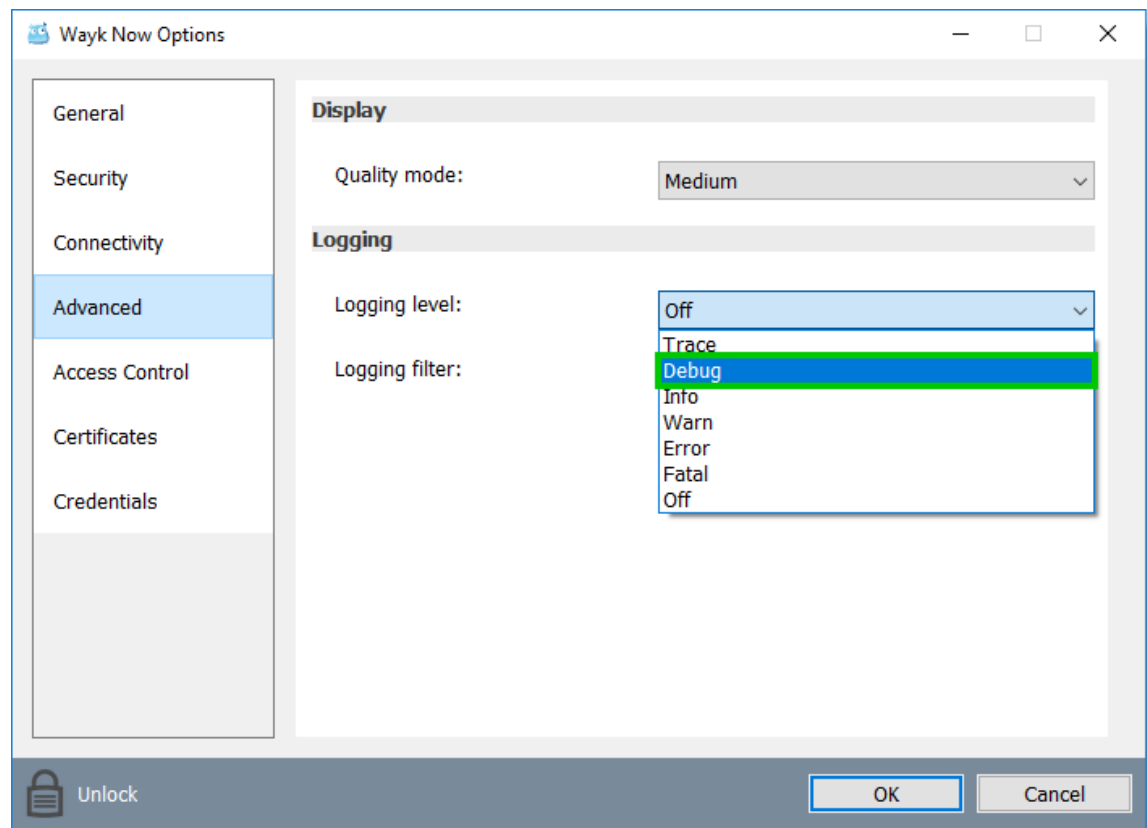
Wayk Now Main Window

2. Then, click the **Advanced** tab.



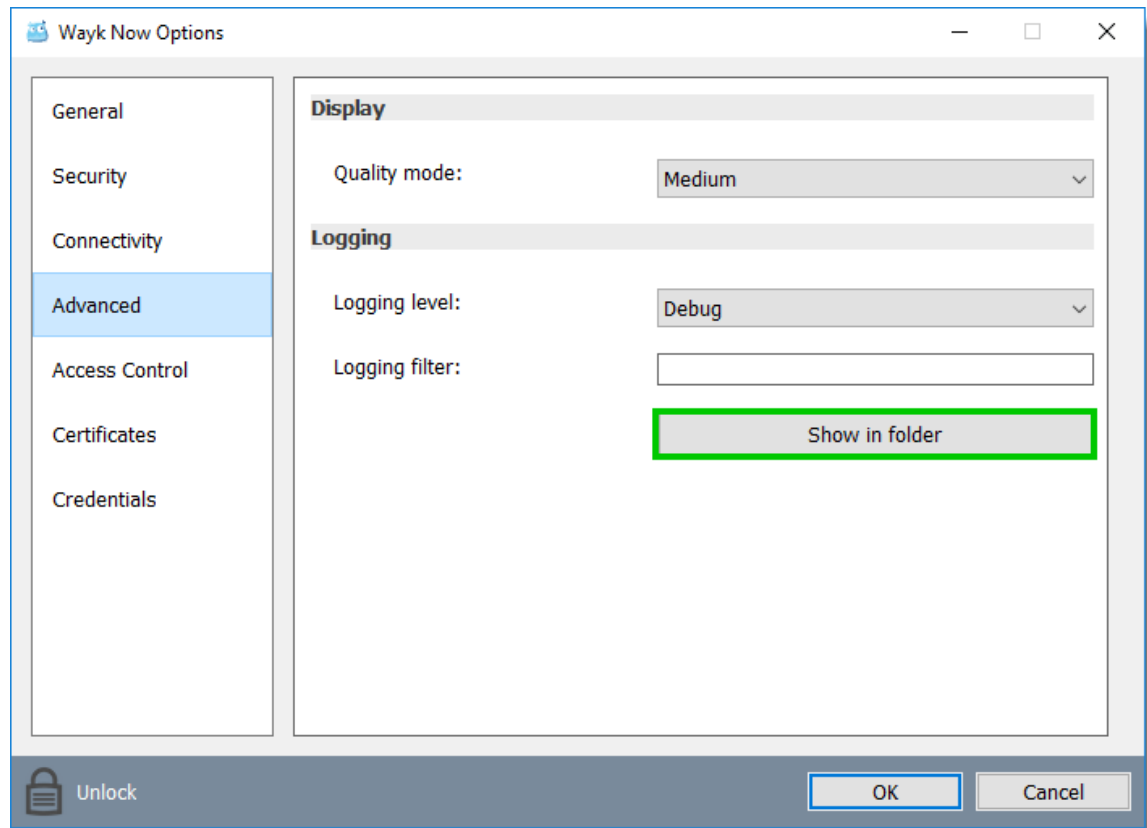
Wayk Now Options - Advanced Tab

3. From the **Logging Level** drop-down list, select **Debug**, then click **OK**.



Logging Level Drop-Down List

4. Launch a session and reproduce the issue.
5. Once you have reproduced the issue, stop the **Wayk Now** session.
6. Return to the **Advanced** section of the **Wayk Now Main Window** options.



Wayk Now Options - Advanced Tab

7. Click **Show in folder** to get the log file.
8. Send your log file to support@devolutions.net.
9. When you are finished, you can turn off the logging feature by selecting **Off** from the **Logging Level** drop-down list.

9.4 Troubleshooting

9.4.1 Discovery

Issues

Discover Locally does not list devices in an Enterprise setting

If the device list is always empty when you click **Discover locally**, you need to adjust your DNS server. Wayk Now requires a forward lookup zone PTR Record for both `_wayk` and `wayk`. Please consult [DNS configuration in an enterprise environment](#) for the procedure.

9.5 Known Issues

Description

Using Wayk Now when an RDP client is already active in a remote session:

- 1) When minimizing the RDP client, the screen will become black. This is because the RDP client sends a message that causes all remote graphics rendering to stop.
- 2) When disconnecting from the session with the RDP client, the screen will become black. This issue is similar to what is seen when minimizing the RDP client.
- 3) The RDP client clipboard redirection comes in direct conflict with the Wayk Now clipboard redirection.
Disable the RDP client clipboard redirection to make it work.

Using Wayk Now inside a virtual machine:

- 1) With **VirtualBox**, 3D acceleration breaks screen sharing because the 3D rendering occurs on the virtual machine host, making it impossible to capture from the guest. Therefore, 3D acceleration must be disabled.
- 2) With **Parallels**, 3D acceleration breaks screen sharing. The reason and the solution are the same as for **VirtualBox**.

Wayk Now version 2.0 is not backward compatible:

Since Wayk Now version 2.0 is not backward compatible, you must update all your Wayk Now instances to version 2.0 or higher.