

### **1. What type of encryption is done when a session is created?**

Password Manager Pro acts as the gateway for launching Windows RDP, SQL, and SSH sessions from the user's browser. It does not require any other software such as plug-ins on user devices or agents in monitored end-points. All RDP, SSH, and database connections are tunnelled through Password Manager Pro's web server. This tunneling is done through the https channel over SSL via a specific port 7273. Moreover, passwords needed to establish remote sessions don't need to be available on the user's browser.

### **2. We currently use PMP version 8.6.0. How insecure is v8.6.0 compared to the latest build?**

There are no high risk vulnerabilities that have been identified in version 8.6.0 of PMP. However, we would suggest our customers to always keep Password Manager Pro updated to the latest build—which is v9800 now.

### **3. If one account is shared among multiple users, how can we restrict the usage of RDP to one user?**

This can be achieved by enabling the access control feature in Password Manager Pro. By doing so, the password will be available only for one user to initiate the RDP and the text "in use" will be displayed for other users.

### **4. When a resource is added, it utilizes the local server account to access the server. How can we add an AD account and access server using remote desktop within PMP?**

AD privileged domain accounts are to be added under the Resource type called Windows domain. Once added, you can use this account to launch a remote connection to a Windows server.

### **5. Does the Chrome plugin work for SAML single sign on?**

Unfortunately the SAML SSO is not supported for browser plugins at the moment. Our R&D team is already working on this implementation and it should be available in one of our future versions.

## 6. Where does the recorded session get stored? Can we specify a SAN location for the recordings?

The sessions will be stored inside the installation folder of PMP by default. This location can be modified from the PMP web UI, under the **Admin** tab --> **Session recording**.

## 7. How do we disable the plain text view of passwords to end users?

- 1) To restrict this globally for all users, please navigate to **Admin** --> **Settings** --> **General Settings** --> **Password Retrieval** --> uncheck **“Allow plain text view of passwords, if auto logon is configured.”**
- 2) To restrict for specific users, navigate to **Users** --> **User groups** --> **User group settings** and uncheck **“Allow plain text view of passwords, if auto logon is configured.”**

## 8. How do we check if the gateway port used for RDP communication from end-user laptop to the PMP server is correct?

To confirm the port connectivity and SSL configuration for the https port 7273, go to **Connections** tab and click on **“Facing problems in launching remote connections?”** present in the top right corner. Here you should not be presented with a certificate error. If you do, then accept the SSL error and proceed with the next step and try to launch the remote connection. If it fails, you can try to configure a valid SSL certificate for this https connection on port 7273.

## 9. Can users access Microsoft SQL management tool from their desktop using PMP or can they use only the browser-embedded simple SQL console?

Unfortunately, we do not support SQL Management studio auto-logon in Password Manager Pro. We can only initiate an SQL console session through the application. Our R&D team has already started working on implementing this and it should be available soon.

## 10. Can we launch a VNC session to a Windows machine?

Yes, VNC and RDP console sessions can be launched from PMP alongside the RDP sessions.

## 11. Can we use an external player to view the recorded sessions?

Password Manager Pro has its own video player embedded within the tool to view the recordings. If you want a standalone version of the player, please send a request to Password Manager Pro support team.

## 12. Can we have multiple landing servers for SSH connectivity?

Yes, you can define two landing servers to hop through to reach the target end-point.