BrowserDesk — User manual

What you can achieve with BrowserDesk — and how. From choosing a licence to the session.

As of 2026-11-25

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Q · Quick start

Q1 Quick start Free — help privately in 15 minutes

Create a free access, add up to three of your own devices and connect for the first time. For private individuals, families and for trying it out.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Person at the device
Applies to	Free
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20260930.3

What it is for

You want to reach your parents' computer or your own second computer remotely — without paying anything. With **BrowserDesk Free** you get your own access for **three devices** and **one session at a time**. This quick start takes you through it in four steps; each step points to the detailed guide.

What you need

- An e-mail address.
- The devices you want to reach: Windows, macOS or Linux.
- To control them: BrowserDesk on your computer, phone or tablet — or a browser.
- **Important:** Free is only for private use and for testing.

How to do it

1. **Create an access** — on **browserdesk.de/en/preise/?modell=free** enter your name and e-mail, open the link from the e-mail, set a username and password. At the end you see the **ID for your devices**. In detail: **A2**.

2. **Install BrowserDesk on the devices** you want to reach — and on your own. In detail: **C1**.
3. **Add the devices to your access** — in the program under `Einstellungen` › `Fernzugriff` (Settings > Remote access) sign in in the card `Zugang` (Access) and choose `Dieses Gerät hinzufügen` (Add this device), or more conveniently with a one-time code from a device that is already signed in. Every added device takes one of the three seats. In detail: **C2**.
4. **Connect** — and do so **from within your access**: your own BrowserDesk is signed in to your access (as a device or with `Nur von hier aus steuern` (Only control from here), see **C2**), or you sign in in the browser in the card "My devices" (**D4**). Then connect with the device's ID and its password (**D2**). Someone at the device must click `Erlauben` (Allow) (**F1**).

How you know it worked

You see the other device's screen in a window of its own and can use mouse and keyboard.

Good to know

- **In Free the person at the device confirms every session.** Unattended access (nobody sitting in front of it) is not part of Free — for that you need the cloud (**Q2**).
- **Quick code in Free too:** with Quick Support without installation (**D1**) you can also help a computer that is not in your access. Here too the person at the device confirms the session.
- The devices of your Free access can **only be controlled from your access** — anyone who merely learns ID and password does not get in.
- **Swapping seats:** if you take a device out of the access, its seat becomes free — at most three releases in 30 days.
- If you need more: **A1** compares Free, cloud and own relay.

If it does not work

You see	Fix
No e-mail with the link	Check your spam folder. The link is valid for 48 hours — after that, request a new one (**A2**).
The fourth device is not accepted	Free has three seats. Sign off another device or move to the cloud.
The connection is refused	Nobody at the device clicked `Erlauben` (Allow) in time. Connect again when someone is sitting in front of it.

Q2 Quick start cloud — remote support for your team, without your own server

Buy a cloud access, open the console, roll out devices, connect technicians. BrowserDesk runs the relay, you take care of your devices.

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For	Technician · Account administrator · Purchasing and accounting · IT service provider (MSP)
Applies to	Cloud
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261001.2

What it is for

Your company wants to look after the computers of employees or customers remotely — without running a server. With the **cloud** the relay runs at BrowserDesk on browserdesk.de; you get your own **access** with console, device list and permissions. This quick start shows the order; each step points to the detailed guide.

What you need

- A business, a public authority or an association (paid options exist only for these).
- An idea of **how many devices** you look after or **how many technicians work at the same time** — the price calculator takes the cheaper billing (**A1**).
- The devices: Windows, macOS or Linux; controlling also works from a phone, tablet or in the browser.

How to do it

1. **Check the option** — cloud, or your own relay after all? **A1** answers that in a few questions.
2. **Buy** — online by card (**A3**) or on invoice (**A4**). While doing so you choose the **name of your access**; afterwards the link for setting up the administrator account arrives by e-mail.
3. **Open the console** — sign in to the console on browserdesk.de with the administrator account. There you see your access, and later the devices, users and settings.

4. **Install BrowserDesk** — on every device you want to look after (**C1**).
5. **Bring the devices into the access** (**C2**): - one by one: sign in on the device and choose `Dieses Gerät hinzufügen` (Add this device), or use a one-time code; - many at once: create a **distribution key** in the console and pass it along at installation (MSI, group policy, Intune, script).
6. **Connect technicians** — with ID and password (**D2**), from "My devices" or in the browser without installation (**D4**). Spontaneous help with a quick code (**D1**) works for devices in your access and for strangers' computers.

How you know it worked

In the console your devices appear in the device list with their status. After connecting, a technician sees the device's screen.

Good to know

- **Unattended access** — connecting without anyone at the device agreeing — is part of the cloud. Whether the device still asks is something you set as administrator.
- **Devices outside your access** count as Free on browserdesk.de: quick code yes, but every session must be confirmed at the device. So add devices you look after regularly to your access.
- **Add-ons** such as control room, ticket system, start center and remote console are booked on top (**A1**); extended inventory is only available with your own relay.
- Your connection data is on BrowserDesk's relay. If it should stay in-house: **Q3**.

If it does not work

You see	Fix
No e-mail after the purchase	Check your spam folder; when buying on invoice the link only comes after the payment has been received (**A4**).
A device is not accepted	All purchased device seats are taken — remove a device or book more devices (**A1**).
The quick code does not come	Look up the sentence shown at the device in **H14** — usually the device cannot reach the relay right now. Otherwise use ID and password (**D2**).

Q3 Quick start own relay — everything in-house

Install the relay on your own server (Docker, Linux or Windows), install the licence, point the devices to your relay, connect.

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For	Own-relay operator · Account administrator · IT service provider (MSP)
Applies to	Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261001.2

What it is for

Your connection data should not leave your premises, or your network has no internet at all. Then you run the **relay** yourself: it brokers the connections, provides the console and browser access and runs on your server. The programs on the devices are the same as in the cloud — they just point to your relay.

What you need

- A server: **Docker** (Linux, amd64 or arm64), **Linux without Docker** (Ubuntu 22.04/24.04, Debian 12) or **Windows Server** 2019 or later (MSI).
- A name in DNS and a certificate if devices are to connect from outside.
- Open ports as listed in the installation guide.
- Someone to look after the server: updates and backups are your job.

How to do it

1. **Check the option** — is your own relay really right? **A1**.
2. **Install the relay** — depending on the server: **Docker**, **Linux** or **Windows MSI**. Afterwards your relay's console is up.
3. **Try it without a licence** — without a licence the relay runs for 30 days with up to 5 devices, after that permanently with 2.
4. **Buy and install the licence** — with or without internet at the relay (**A5**).
5. **Install BrowserDesk on the devices** (**C1**) and **point them to your relay**: either via your relay's download or by changing the relay address in the program (**guide**).
6. **Bring the devices into your access** (**C2**) — for many devices with a distribution key at installation.
7. **Connect** — with ID and password (**D2**), in the browser via your relay's address (**D4**) or spontaneously with a quick code (**D1**), which works for any computer with your own relay.

How you know it worked

Your relay's console shows the active licence under `Licenses`, and your devices are in the device list.

Good to know

- **Only browserdesk.de issues licences.** With internet the licence confirms itself every 30 days; without internet once a year via a request and activation code (**A5**).
- **Extended inventory** is only available with your own relay.
- You keep several customers on one relay apart with separate accesses.
- More guides for operation (updating, logs, network): **Knowledge Base**.

If it does not work

You see	Fix
Devices do not appear	Does the program point to your relay? Check the relay address (**guide**), check the network (**guide**).
Only 2 devices after 30 days	The trial period is over — install a licence (**A5**).

A · Choose and buy

A1 Which BrowserDesk plan do I need?

Free, cloud via browserdesk.de or your own relay — per device or per technician, with which add-ons, for how long and how to pay. Six questions to the right order.

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For	Private helper · Account administrator · Own-relay operator · Purchasing and accounting
Applies to	Free · Cloud · Own relay
from version	20261011.12

What it is for

Before you order, settle three things: **who** runs the relay (BrowserDesk or you), **how** you are billed (per device or per technician) and **which add-ons** you need. This page walks you through six questions and ends with the right order. Amounts are only shown in the price calculator at **browserdesk.de/en/preise** — it calculates with your numbers.

> **Note:** The website (pricing page, set-up page, e-mails) and the console are available in English; their labels are quoted in English. The BrowserDesk program is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- A rough number: how many devices do you want to look after, and how many people work with them **at the same time**?
- For your own relay: a server (Docker, Windows or Linux) and the answer to "does it have internet access?".

- For paid plans: a business, public authority or association — orders need the tick `I am ordering for a business, public authority or association.`

How to do it

> **Note:** There is **always a relay** — the brokering server through which the devices find each other. Either the one run by BrowserDesk (Free and cloud) or your own. "Just install the program, run nothing" therefore means Free or cloud. Only the special case **Direct in the LAN** works without any relay.

1. **For whom?** Private use or testing, a few devices → **Free**. For a business, public authority or association → continue with 2.
2. **Where should the relay run?** - At BrowserDesk → **Cloud via browserdesk.de**. You only install the program on your devices. - On your own server → **Your own relay**. The data stays in-house; in return you run the server yourself (installation, domain, updates, backup — see **Install your own relay**).
3. **Does your relay have internet access?** (own relay only) The calculator asks `Does your relay have internet access?` : - `Yes` : the licence confirms itself with browserdesk.de every 30 days, with 14 days of grace. You do nothing. - `No, isolated network` : you renew the licence once a year with a **request code** — the relay itself needs no internet for that. The first installation works the same way (**A5**).
4. **Per device or per technician?** You do not have to choose: the calculator works out both billing methods for your numbers and automatically takes the cheaper one. - **Per device:** you pay for every device you look after, technicians unlimited. If more devices are registered than purchased, the ones registered first stay reachable. - **Per technician:** you pay for every person working **at the same time**, devices unlimited. Pays off when a few people look after many devices.
5. **Which add-ons?** (cloud and own relay only, see table below)
6. **Term and payment:** cloud always 12 months; own relay `1 year` , `2 years` or `3 years` at the same yearly price (price lock). Payment is in advance, `Pay online` via Stripe or `On invoice` . There is no automatic renewal.

Your answers	Fits	Next
Private or testing, up to 3 devices	Free	**Set up Free · /en/preise/?modell=free**
Business, no own server, pay online	Cloud	**Buy cloud · /en/preise/?modell=cloud**
Business, no own server, on invoice	Cloud	**Order on invoice**
Business, data in-house	Own relay	**Licence for your own relay · /en/preise/?modell=relay**
Existing customer, more or longer	—	**Buy more · Renew**

What "concurrent technician" means

- A technician is any person who is **currently** controlling at least one device with BrowserDesk. Whoever is not connected does not count: ten colleagues of whom at most three work at once need three technicians.
- Counting happens **when a session starts**. A running session is never cut off because the number is reached — the next one waits until one ends.
- **Signed in** (user account, or a computer that has joined your access or relay), a person counts as one technician, even with up to three sessions at once and, on your own relay, up to nine views in the control room.
- **Not signed in**, every session counts as a technician of its own, in the control room every tile.
- **Spontaneous support:** per device, every device you help takes a seat until you remove it. Per technician, devices do not count.

Add-ons in one sentence

Add-on	What for	Cloud	Own relay	Free
Start center	Start buttons on the device: scripts and programs with one click, maintained in the console.	one-time per device	one-time per device	—
Remote console	A command line on the device, straight from the console.	one-time per device	one-time per device	—
Control room	Many computers at once as a matrix (**D8**).	per access and year	per year	—
Ticket system	Tickets from the console, e-mail and directly from the device — with a screen snippet.	per access and year	per year	—
Extended inventory	Hardware, software, security status and history of every device.	—	per device and year	—
USB redirection	The technician's USB storage, folders and smart card on the device.	included in a paid access	feature of the licence file, not in the calculator	—

Start center and remote console are bought for a number of devices: a device takes its seat on first use, and the seat stays with that device.

How you know it worked

You know the model, billing, add-ons and payment method — and the link in the table takes you straight to the right step of the calculator. Under How many devices and technicians? it shows which billing is cheaper for you.

Good to know

What Free can — and cannot — do:

- Your own access at browserdesk.de, free of charge and without a time limit, for private use or testing only.
- **3 devices as seats.** A device keeps its seat until you release it in the management console. So that nobody swaps seats in rotation, there is a **swap brake:** at most three releases in 30 days.

- **One session at a time**, each confirmed on the device — Free has no access without confirmation.
- **Random name:** we assign the name of the access at random (for example fuchs-48213), so that nobody can pose as a company or a person with a free address.
- Free devices can only be controlled from devices signed in to your access.
- Not in Free: control room, inventory, recording, ticket system, start center, remote console, USB redirection.

More:

- The cloud has no extended inventory; it is only available with your own relay.
- If a promotion is running, the calculator shows it with its conditions. Promotions cannot be combined.
- Your own relay only accepts a licence **per technician** from a certain version on; the calculator names it.
- Without a licence, your own relay runs a 30-day trial with up to 5 devices, then permanently with 2 (**A5**).
- More devices or technicians in the middle of the term: there is no separate flow for that yet — write to info@browserdesk.de. For a cloud access you can also use `Choose cloud` → `Existing access` (**A7**).

If it does not work

The relay's messages are in German; the English meaning is in brackets.

You see	Meaning and fix
"BrowserDesk Free erlaubt eine Sitzung gleichzeitig. …" (Free allows one session at a time)	A Free session is already running. End it first — or move to cloud (**A8**).
"Für diesen Zugang sind … Techniker gleichzeitig gebucht, und alle arbeiten gerade. …" (all booked technicians are working)	The booked number is reached. As soon as a session ends you can continue; more technicians are available at browserdesk.de.
"Diese Relay-Lizenz umfasst … Techniker gleichzeitig, und alle arbeiten gerade. …"	The same on your own relay.
"… arbeiten gerade so viele Techniker gleichzeitig, wie gebucht sind. … oder mit Anmeldung verbinden." (… or connect signed in)	You are connected without signing in — then every session counts separately. Connect signed in.
"Je Person sind höchstens 3 Sitzungen gleichzeitig möglich." (at most 3 sessions per person)	One person already holds three sessions. End one.
"Please complete: …" naming the business confirmation	The tick **I am ordering for a business, public authority or association.** is missing. Paid plans are only for businesses, authorities and associations; private use stays on Free.

A2 Set up BrowserDesk Free — your free access

Enter your name and e-mail, open the link from the e-mail, choose a username and password — and you have your own access for up to 3 devices.

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For	Private helper
Applies to	Free
from version	20260930.3

What it is for

You want to use BrowserDesk privately — for the family's computers, say. With **Free** you get your own **access** at browserdesk.de at no cost. You register your devices in it, and only devices from your access can control them. It takes a few minutes: form, e-mail, choose your sign-in.

> **Note:** The website, the set-up page and the e-mails are available in English; their labels are quoted in English. The BrowserDesk program is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- An e-mail address you can read. There is one Free access per address.
- Private use or testing. Businesses, public authorities and associations use the cloud (**A1**).
- Later, the BrowserDesk program on each device (**C1**).

How to do it

1. Open **browserdesk.de/en/preise/?modell=free** — or click `Start for free` on the website, or `Choose Free` on the Free card.
2. In the step `Your Free access` enter your name and e-mail address.
3. Set both ticks: `I use BrowserDesk Free privately or for testing.` and the acceptance of the licence agreement and terms of use.
4. Click `Request link`. The page shows "Link sent" and the next steps.
5. Open the e-mail "BrowserDesk Free — please set up your access" and click **Set up access** →. The link is valid for **48 hours**.
6. The page `Set up your Free access` opens. We assign the name of the access at random — you do not choose it. Enter: - `Username` - `Password` and `Repeat password` — the minimum length is shown below the fields. The password is never sent by e-mail; keep it safe.
7. Click `Create access`.
8. The page shows `Done` with the address, the username and the `ID for your devices`. `Copy` copies address and ID; `Sign in` opens the management console of your access.
9. Add devices: install BrowserDesk on the device, then in the program under `Einstellungen` (Settings) → `Fernzugriff` (Remote access) enter the ID, your username and your password, click `Beitreten` (Join) and choose `Dieses Gerät hinzufügen` (Add this device) in the window that follows. Details and the one-time code: **C2**.

How you know it worked

- The page shows `Done`, and you receive the e-mail "BrowserDesk — your access … is ready" with address, ID, sign-in address and username.
- At the sign-in address (`https://<ID>.browserdesk.de/admin`) you sign in with username and password.
- Added devices appear there in the device list.

Good to know

- **3 seats:** every added device takes a seat until you release it in the management console — at most three releases in 30 days. Your own computer that you only control from needs no seat: after `Beitreten` choose `Nur von hier aus steuern` (Only control from here).
- **One session at a time**, and the person at the device confirms each one.
- **No access password:** unlike the cloud, Free has no shared password for the devices. Devices get in with your username and password or with a one-time code.
- Your devices can only be controlled from devices signed in to your access — a device's ID and password alone are not enough. That protects against callers who "just need the number".
- The access only comes into being with `Create access`. Until then you can open the link several times.
- Requesting a new link for the same address makes the old one invalid.
- We store your name, e-mail address and the IP address of the request — for your access and against abuse.
- More devices or sessions: **Move from Free to cloud**.

If it does not work

You see	Meaning and fix
No e-mail	Check your spam folder. Otherwise write to info@browserdesk.de.
E-mail "BrowserDesk Free — you already have access"	This address already has a Free access. Sign in with your username; the e-mail gives the address.
"This link is invalid or has expired."	The 48 hours are over, or you have requested a newer link since. Request a new one at **/en/preise/?modell=free**.
"This link has already been used — your access is set up."	All fine — sign in via the link shown.
"This link is incomplete. Please open it exactly as it appears in the email."	Your mail program cut the link. Use the button in the e-mail or copy the whole link.
"The two passwords do not match."	Fill in both fields the same.
"The password needs at least … characters."	Choose a longer password.

A3 Buy cloud and pay online

Choose a name for your access, enter devices and technicians, pay with Stripe — the set-up link arrives by e-mail right after.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Purchasing and accounting
Applies to	Cloud
from version	20261001.2

What it is for

Your company wants to use BrowserDesk without running a server of its own. With **cloud via browserdesk.de** you get your own **access** at `<name>.browserdesk.de`. You choose the

name when ordering, pay online and set up the access via a link from the e-mail — then your devices join.

> **Note:** The website, the set-up page and the e-mails are available in English; their labels are quoted in English. The BrowserDesk program is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- A business, public authority or association (paid licences are only for these).
- The number of devices and the number of technicians working at the same time (**A1**).
- A payment method offered by Stripe — such as card, PayPal or Apple Pay.

How to do it

1. Open **browserdesk.de/en/preise/?modell=cloud** — or **Choose cloud** on **/en/preise/**.
2. Under **For which access?** leave **New access** selected and type your preferred name under **Name of your new access**: 3 to 40 characters, lower-case letters, digits and hyphens. "Praxis Müller" becomes `praxis-mueller`. Below the field you see straight away whether the name is available.
3. Enter **How many devices do you look after?** and **How many technicians work at the same time?**. The calculator shows both billing methods and takes the cheaper one.
4. If you like: under **Features** **Control room** or **Ticket system** (per access and year), under **Add-on modules per device** **Start center** or **Remote console** with the number of devices (one-time).
5. Click **Continue to your details**.
6. In the step **Who is ordering, and how will you pay?** fill in company, contact person, e-mail address and postal address, and set the ticks **I am ordering for a business, public authority or association.** and the acceptance of the licence agreement.
7. Under **How would you like to pay?** choose **Pay online** and click **Place binding order and pay**.
8. You are taken to Stripe. There you see the amount including VAT and pay.
9. Stripe sends you back to **What happens now**: "Payment received — order …".
10. Open the e-mail "BrowserDesk — set up the access for your cloud licence" and click **Set up access** →. The link is valid for **7 days**.
11. On **Set up your access** your name is already fixed. Enter **Username**, **Password**, **Repeat password** and the **Access password for your devices** — a **different** one from

your password, because it is given to every device. Then **Create access**.

12. Add devices: install BrowserDesk, in the program under **Einstellungen** (Settings) → **Fernzugriff** (Remote access) enter the ID and the access password (leave the user empty), **Beitreten** (Join), then **Dieses Gerät hinzufügen** (Add this device). Many devices at once: **C3**.

How you know it worked

- Two e-mails: "BrowserDesk — payment received, order …" — this is your **order confirmation**, it concludes the contract — and the e-mail with the set-up link.
- After **Create access** the page shows **Done** with address, username and **ID for your devices**; the e-mail "BrowserDesk — your access … is ready" follows.
- **Sign in** opens the management console at `https://<name>.browserdesk.de/admin` (**B1**).

Good to know

- **The name is reserved** as soon as you order, and it cannot be changed later.
- **Term 12 months,** paid in advance, **no automatic renewal** (**A7**).
- You can change the access password later in the management console. It is never sent by e-mail, and neither is your password.
- One order can hold several items (**Add another licence**); a cloud licence applies to exactly one access.
- **More devices or longer for an access you already have:** choose **Existing access**, enter its name and the **new total**. After payment we check that the access belongs to you, activate it and send "BrowserDesk — your cloud licence for … is active" (**A7**).
- Prefer an invoice? **A4**. Just a quote? **Just request a quote by email**.

If it does not work

You see	Meaning and fix
"✗ …" below the name field	The name is taken or not allowed; the reason is shown. Choose another one.
"Payment cancelled — nothing has been ordered. …"	You cancelled at Stripe. Your details are still there; order again, on invoice as well.
"The payment did not go through"	The payment failed or the payment page expired. Nothing has been ordered — try again or order on invoice.
"Payment being confirmed — order …"	Your payment is on its way (for example a direct debit). The order confirmation follows once it is confirmed.
"Payment not confirmed yet"	Stripe has not reported the payment yet. You will get an e-mail once it has arrived — **do not order again**.
E-mail "BrowserDesk — payment failed, order …"	A delayed payment failed; the order did not come about. Order again via **Order again** → in the e-mail.
"Online payment is only possible from … — this order goes on invoice."	The amount is below Stripe's minimum. The page switches to **On invoice** by itself (**A4**).
"Online payment cannot be reached right now. …"	Try again later or order on invoice.
Set-up link expired	The link is valid for 7 days. Write to info@browserdesk.de with your order number.

A4 Order on invoice

Order, wait for the order confirmation and invoice, pay in advance by bank transfer — once payment has arrived, the licence file or set-up link comes by e-mail.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator · Purchasing and accounting
Applies to	Cloud · Own relay
from version	20261001.2

What it is for

Your purchasing department prefers a bank transfer to a card. On invoice you order cloud or your own relay just like online — except that the contract comes about with our **order confirmation** and you pay **in advance**. Once your payment has arrived, you receive what you ordered.

> **Note:** The website and the e-mails are available in English; their labels are quoted in English.

What you need

- A business, public authority or association.
- Billing address, optionally a VAT ID.
- For cloud the name of the new access or of your existing access (**A3**); for your own relay the answer to **Does your relay have internet access?** (**A5**).

How to do it

1. Put together what you need on **browserdesk.de/en/preise** as for an online order (**A3** for cloud, **A5** for your own relay) and click **Continue to your details**.
2. In the step **Who is ordering, and how will you pay?** fill in company, contact person, e-mail address and postal address, and set the ticks **I am ordering for a business, public authority or association.** and licence agreement.
3. Under **How would you like to pay?** choose **On invoice** and click **Place binding order**.
4. The page **What happens now** shows your **order number** and the next steps. Note the number.
5. Wait for the **order confirmation and invoice** by e-mail.
6. Transfer the invoice amount.
7. Once your payment has arrived, what you ordered comes by e-mail (table below).

When	What you receive
Right after ordering	E-mail "BrowserDesk — your order … has been received". This is only the **acknowledgement of receipt**, not yet a contract.
Then	**Order confirmation and invoice** by e-mail. The order confirmation concludes the contract.
After your payment has arrived — own relay	E-mail "Your BrowserDesk relay licence" with the licence file. Installing it: **A5**.
After your payment has arrived — new cloud access	E-mail with the link to set up your access (valid for 7 days). Continue as in **A3** from step 10.
After your payment has arrived — existing cloud access	We activate the purchased devices or technicians and let you know by e-mail: "BrowserDesk — your cloud licence for … is active".

How you know it worked

- The acknowledgement of receipt lists order number, items, net total and — for a new cloud access — the name with "(reserved)".
- In the end you hold the licence file, or your access is set up or activated.

Good to know

- **The name of a new cloud access stays reserved for you until it is set up.**
- **Prices are net.** The invoice states the amount including VAT.
- **No automatic renewal** — you order the renewal yourself (**A7**).
- If the total falls below the minimum for online payment (for example because of a promotion), the order always goes on invoice.
- **A quote first?** Just request a quote by email — contact person and e-mail address are enough. You receive "BrowserDesk — your quote request … has been received" and then the quote. You can then order on the page or by replying to the e-mail.

If it does not work

You see	Meaning and fix
"Please complete: …"	A required field or tick is missing; the message names it.
"The price has changed. Please check the new amounts and order again."	The price changed between calculating and ordering (for example a promotion ended). Check the amounts, order again.
No e-mail	Check your spam folder, otherwise write to info@browserdesk.de with your order number.
Paid but nothing received yet	Write to info@browserdesk.de with your order number and payment date.

A5 Buy and install a licence for your own relay

Order a licence at browserdesk.de, install the licence file from the e-mail in the console and activate it — online in seconds or without internet using a request code.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator · Purchasing and accounting
Applies to	Own relay
Right in the console	Systemadministrator
from version	20261001.2

What it is for

You run your own relay. To go beyond the trial, it needs a **licence file** from browserdesk.de. You buy it in the price calculator, receive it by e-mail and install it in your relay's console. In doing so, the licence binds itself once to your installation — automatically with internet, with a request code without internet.

> **Note:** The website, the e-mails and the console are available in English (the console follows your browser language); their labels are quoted in English.

What you need

- An installed relay (**B2**) and a console account with the role **system administrator**.

- A business, public authority or association as the buyer.
- The answer to: does the relay have internet access?

How to do it

Buy

1. Open **browserdesk.de/en/preise/?modell=relay** — or, in your relay's console under **Licenses**, the button **Buy a licence**.
2. Enter **How many devices do you look after?** and **How many technicians work at the same time?**; the calculator takes the cheaper billing method.
3. Choose the **Term**: **1 year**, **2 years** or **3 years**, always at the same yearly price.
4. If you like: **Extended inventory**, **Control room**, **Ticket system** and the add-on modules **Start center** and **Remote console**.
5. Answer **Does your relay have internet access?** with **Yes** or **No, isolated network**. This decides how the licence confirms itself later (see "Good to know").
6. **Continue to your details**, fill in your details and pay — online as in **A3** from step 6, or on invoice as in **A4**.
7. The licence file arrives in a separate e-mail "Your BrowserDesk relay licence" — online right after payment, on invoice once your payment has arrived. Save the attachment **browserdesk-relay.lic**.

Install with internet

1. Open your relay's console → **Licenses** → **Install licence**.
2. Step **File**: choose the licence file, **Next**. It is only checked at first.
3. Step **Check**: look at licensee, devices or technicians, term and functions. If everything is right: **Next**.
4. Step **Connection**: leave **Activate online** selected and click **Install licence**. The relay briefly contacts the licensing authority.
5. The assistant shows "Licence active until …".

Install without internet

1. As above up to step **Connection**; there choose **This relay has no internet access** and click **Install licence**. The licence is now **pending**.
2. Step **Without internet**: the request code is in the field. **Send by e-mail** opens an e-mail to info@browserdesk.de with the code and the licence number — or use **Copy**

request code and send it from another computer.

3. The reply contains an **activation code**. Paste it into the activation code field and click Enable.
4. If you have closed the assistant in the meantime: below the licence status there is a note with Continue activation — it takes you straight to this step.

How you know it worked

- The assistant ends with "Licence active until …" (or Licence active).
- Under Licenses the operating mode reads "Licensed", together with licensee, devices or technicians, "Valid until" and "✓ bound to this installation".

Good to know

- **Trial without a licence:** a new relay runs for 30 days with up to 5 devices. After that, without a licence, 2 devices remain permanently — the ones registered first, for private use only; business use needs a licence after the trial. The console shows this as Trial mode (no licence) with the end date.
- **With internet** the licence confirms itself with browserdesk.de every 30 days, with 14 days of grace. **Without internet** you renew it once a year with a request code. The line Licence check shows when it is due and when the block starts; Check now confirms immediately.
- **One installation per licence.** After installation the relay keeps running without internet. When moving to another server, the activation must be released at browserdesk.de (**B8**).
- **After expiry** the relay keeps running for the grace period stated in the licence (line "Grace period"). After that, operation stops until a valid licence is installed (**A7**).
- **Try functions:** under Functions of the licence every additional function can be tried once per installation with Try for 10 days; Buy more leads to the price calculator (**A6**).
- A licence **per technician** is only accepted by a relay from a certain version on — the calculator and the licence e-mail name it. Update the relay first (**B8**).
- A pending licence changes nothing about the running operation until the activation code is installed. Pending by mistake: Discard pending licence.
- In detail for operators: **Install the relay licence** (German).

If it does not work

Messages from the relay's server are in German; the English meaning is in brackets.

You see	Meaning and fix
"The licensing authority could not be reached — the licence is pending. Activate it with a request code."	The relay could not reach browserdesk.de. The assistant has switched to **Without internet** by itself — continue there.
"Diese Lizenz ist seit … auf einer anderen Installation aktiviert. …" (already activated on another installation)	The licence is bound to another server (for example before a move). Ask browserdesk.de to release it, then install again.
"Der Aktivierungscode gilt für eine andere Installation …" (code is for another installation)	The code belongs to another relay's request code. Send the request code of **this** relay.
"Lizenz ohne Clientanzahl." (licence without device count)	Your relay is too old for a licence per technician. Update the relay, then install again.
"Testbetrieb: ohne Lizenz verwaltet dieser Relay bis zu … Geräte — …" (trial: up to … devices without a licence)	The trial's device limit is reached. Buy and install a licence.
"Der Testbetrieb ist am … abgelaufen — …" (the trial ended on …)	Without a licence only the devices registered first remain. Buy and install a licence.
"Nur der System-Administrator darf systemweite Einstellungen ändern." (only the system administrator may change system-wide settings)	Your account does not have the system administrator role. Ask someone who has it.

A6 Buy add-on modules and functions later — and understand seats per device

Start Center and remote console are bought once per device, control room and ticket system per access or relay and year. This page shows where to buy more and how a seat is tied to a device.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator · Purchasing and accounting
Applies to	Cloud · Own relay
Licence	startcenter, remoteconsole, leitstand, tickets, inventory
Right in the console	Administrator of the access or system administrator of the relay
from version	20261003.6

What it is for

You can add things to your cloud licence or to the licence for your own relay:

- **Add-on modules** — Start Center and remote console. You buy them **once per device**. Every device that uses an add-on module takes a **seat**.
- **Functions** — control room and ticket system: in the cloud **per access and year**, with your own relay **per relay and year** in the licence. With your own relay there is also the inventory (per device and year).

This page shows where to buy more and how seats work. Prices are on **/en/preise/**.

> **Note:** The website and the management console have English labels; they are quoted in English. The BrowserDesk program is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- **Cloud:** an access with a paid cloud licence. BrowserDesk Free has neither add-on modules nor control room or ticket system.
- **Own relay:** a running licence, its licence number and the e-mail address it was issued to. Both are in the licence e-mail; the number is also in the console under `Licenses`.

How to do it

Buy more add-on modules (Start Center, remote console)

1. Open **/en/preise/** and choose `Buy add-on modules`. With your own relay you can also start from the console: `Licenses` → section `Add-on modules` → `Buy more seats`.
2. Under `What are you buying for?` choose: - `Your own relay` — then enter the `Licence no.` - `Cloud via browserdesk.de` — then enter `Your access`.
3. Enter the number of devices per module. Order as usual — online or on invoice (**A3**, **A4**).

4. Afterwards: - **Cloud:** the seats are available for your access; the confirmation arrives by e-mail. - **Own relay:** you get a **replacement licence** with the same term and the additional seats. In the console `Licenses` → `Install licence` (**A5**). It is activated again. This ends the old licence. The new one can only be activated on the same relay on which the old one was active.

Book control room or ticket system (cloud)

1. On **/en/preise/** choose `Book a function for your access`.
2. Under `Which function, for which access?` choose `Control room` or `Ticket system` and enter `Your access`.
3. Order. The function is valid for 12 months from activation; if it is already running, the booking continues from its end.

With **your own relay**, control room, ticket system and inventory are part of the licence. You extend the licence when renewing (**A7**) or ask by e-mail at info@browserdesk.de.

See what your access has

Console → `Tenants` → double-click the access (`Edit tenant`) → tab `Features`. In the console the access is called **tenant**. For each function it shows whether it is booked, where it comes from and how many seats are taken. More: **G4**.

With your own relay the console additionally shows `Functions of the licence` and `Add-on modules` under `Licenses`, with bought, taken and free seats.

How you know it worked

- The confirmation e-mail.
- The tab `Features` shows the function as booked; for add-on modules the new number of seats.
- On the device the menu item `Startcenter` (Start Center) is no longer locked (**F8**).

Good to know

How a seat is tied to a device

- **A device only takes a seat when it uses the module:** the remote console when it is first opened, the Start Center on the first click on a start button. Or you assign the seat in the console (**G24**).
- **The seat stays fixed to that device.** You cannot move it to another device.

- **It only becomes free when you delete the device** (in the cloud also via `Free up place` in the device list).
- **Deletion brake:** so that "delete and sign in again" does not become a swap, only the first deletions within 30 days free the seat at once — at least 3, with many seats 10 % of them. Every further one keeps the seat locked until the 30 days are over. If the **same** device comes back, it gets its old seat again. The console shows the state, for example "Deletion brake: 2 of 3 releases by deletion used in the last 30 days."
- **Scope:** in the cloud the seats apply per access. With your own relay they apply to the whole relay; all tenants share them.
- **Bought once** means: the seats carry over when you renew, without buying them again. They only work while your licence or your cloud licence is running.

Places of the access (devices)

This is something else: every device you add to the access takes a place **in the access** (**C2**). More devices in the access: **A7**.

If it does not work

You see	Meaning and remedy
On the device: "Alle Startcenter-Plätze sind belegt, und dieses Gerät hat keinen. …" (All Start Center seats are taken)	All seats are on other devices. Buy more seats — or delete a device that is no longer used.
On the device: "Das Startcenter ist im Tarif dieses Zugangs nicht enthalten. …" (Not included in this access's plan)	The access is Free. Add-on modules are only available with a paid cloud licence (**A3**).
On the device: "Das Startcenter ist für dieses Gerät nicht freigeschaltet. …" (Not enabled for this device)	No seats bought (cloud) or the licence does not include the module (own relay). Buy more.
The order refuses your access	Buying more only works for accesses with a paid cloud licence. Check the name.
"Diese Lizenz wurde durch Lizenz … ersetzt …. Bitte die neue Lizenzdatei einspielen …" (This licence was replaced)	The relay still has the old licence file. Install the newest one from the e-mail.
When ordering: "Diese Lizenz wurde durch Lizenz … ersetzt — bitte deren Nummer angeben." (Please give its number)	You entered an old licence number. Use the new number shown.
A deleted device does not free its seat	The deletion brake applies. The console shows when the seat becomes free.
Something else	Write to info@browserdesk.de with your licence number or your access.

A7 More devices or technicians, renewal, reminder before expiry

A licence is paid in advance and does not renew by itself. This is how you renew, how you get more devices or technicians — and how you learn about the end in time.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator · Purchasing and accounting
Applies to	Cloud · Own relay
from version	20261004.2

What it is for

BrowserDesk licences are paid **in advance**: the cloud for 12 months, your own relay for 12, 24 or 36 months. There is **no automatic renewal**. This page shows how to renew, how to get more devices or technicians and how you notice the end in time. Prices are on **/en/preise/**.

> **Note:** The website and the management console have English labels; they are quoted in English. The BrowserDesk program is currently in German — its messages are quoted in German with the English meaning in brackets.

What you need

- **Cloud:** the name of your access (for example `praxis-mueller`) and the e-mail address you ordered it with.
- **Own relay:** the licence number and the e-mail address the licence was issued to. Both are in the licence e-mail; the number is also in the console under **Licenses**.

How to do it

Cloud: renew or more devices

1. Open **/en/preise/** and click **Choose cloud**.
2. Under **For which access?** choose **Existing access** and enter **Your access**.
3. **Renew:** enter the e-mail address of your order under **Renewing? Email address of your order** and click **Look up renewal**. The calculator is filled in; booked functions such as control room or ticket system are preselected.
4. **More devices or technicians:** enter the **new total** — not just the additional ones.
5. Order as usual — online or on invoice (**A3**, **A4**).
6. Afterwards it says: "We activate the purchased devices for your access and let you know by email." This does not happen by itself at once: we check that the access is yours and then activate it.

Own relay: renew or extend the licence

1. Open **/en/preise/** and choose **Renew licence**. Or from your relay's console: **Licenses** → **Renew licence** — then the licence number is already filled in.
2. Under **Which licence are you renewing?** enter **Licence no.** and **Email address of the licence**, then **Look up licence**.
3. The calculator is filled in with your current scope. If you want to extend, change the numbers.
4. Order. The new licence file arrives by e-mail.
5. In the console **Licenses** → **Install licence** (**A5**).

How you know it worked

- **Cloud:** the e-mail that your cloud licence for the access is active. The console shows the new number and the new end date.
- **Own relay:** the console shows the new "valid until" and the new scope under **Licenses**.

Good to know

- **The renewal continues from the end.** If you renew before the end you lose no days: the new term starts where the old one ends.
- **Bought seats of add-on modules carry over** — you do not buy them again (**A6**).
- **More devices or technicians in the middle of the term:** the website does not name a separate process for this yet. Write to info@browserdesk.de stating which access or licence.
- **Devices above the bought number** do not get in. The devices added first count.

Reminder before the end

BrowserDesk can send an e-mail **30 days** and **7 days** before the end — with a link to renew right away. It goes to the address of the licence or of the access's order. Whether these reminders are being sent at the moment is not promised. **Keep the end date in mind yourself.** It is in the licence e-mail and in the console.

What happens after the end: **A9**.

If it does not work

You see	Meaning and remedy
The look-up does not find your licence or access	Enter number, name and e-mail address exactly as in the licence or order e-mail.
"Diese Lizenz wurde durch Lizenz … ersetzt — bitte deren Nummer angeben." (This licence was replaced by licence … — please give its number)	You entered an old licence number. Use the new number shown.
On the device: "Für diesen Mandanten sind … Geräte gekauft. Weitere Geräte lassen sich auf browserdesk.de dazukaufen." (… devices have been bought for this tenant)	All bought places are taken. Buy more devices — or free up a place (**C7**).
No activation after payment	Activation for an existing access is done by hand. If it takes too long, write to info@browserdesk.de with your order number.
No reminder e-mail received	Look in the spam folder. You cannot rely on the reminder — keep the end date in mind yourself.

A8 Switch from Free to cloud or from the cloud to your own relay

There is no dedicated end-to-end process for either switch yet. This page says what works today, what you do by hand — and what does not come along.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator · Own-relay operator
Applies to	Free · Cloud · Own relay

What it is for

You started with **Free** and now need more — or you use the **cloud** and want to move to **your own relay**. For neither switch is there **a dedicated process yet** that does everything at once. This page says honestly what works today.

Which variant suits you: **A1**.

> **Note:** The website and the management console have English labels; they are quoted in English. The BrowserDesk program is currently in German — its messages are quoted in German with the English meaning in brackets.

What you need

- The name of your access (for example `fuchs-48213`).
- For the move to your own relay: a relay licence (**A5**) and a server (**B2**).

How to do it

From Free to cloud

1. Open **/en/preise/** and click **Choose cloud**.
2. Under **For which access?** choose **Existing access** and enter **Your access** — the name of your Free access.
3. Enter devices or technicians and order (**A3**).
4. After payment we check by hand that the access belongs to you and assign the cloud licence to it. Then you get an e-mail.

> **Note:** There is no dedicated "Free to cloud" process yet. If you want to know for sure beforehand what happens to your access, write to info@browserdesk.de — with the name of your access.

From the cloud (or Free) to your own relay

A move "at the push of a button" is missing. You set up your own relay from scratch and bring the devices over one by one:

1. Buy a relay licence (**A5**) and install the relay (**B2**).
2. Create an access on your own relay. In the console the access is called **tenant**.
3. On every device change the relay address to your own relay (**C6**, guide **/kb/relay-adresse-aendern/**). If BrowserDesk runs as a service, the service follows.
4. Add every device to the new access (**C2**). For many devices: **C3**.
5. Set up settings, users, scripts, start buttons and workflows **again** on your own relay.

How you know it worked

- **Free to cloud:** the e-mail that your cloud licence for the access is active. The devices then no longer have to have sessions confirmed at the device (depending on the access's settings).
- **Move:** the devices are listed in your own relay's console under `Devices`.

Good to know

- **What does not come along when moving:** there is no export of a whole access. Settings, scripts, tickets, start buttons, users and history stay in the old access. For your records the console has CSV exports, for example for devices, sessions, audit log and tickets (**G17**).
- **The old access** remains until it expires or is deleted. When the cloud licence ends, Free applies there (**A9**). To have it deleted completely: **A11**.
- **Bought seats of add-on modules** belong to the cloud or to the relay licence. They do not move along automatically. Ask by e-mail beforehand.
- **Moving devices without touching the device** is not possible: every device needs the new relay address (**C6**).

If it does not work

You see	Meaning and remedy
The order for the existing access is refused	Check the name. If it stays, write to info@browserdesk.de.
On the device after the change: "Unbekannter Zugang — bitte den Namen prüfen." (Unknown access — please check the name.)	The access does not exist on the new relay yet, or the name is mistyped (**C2**).
A device does not show up in the new relay	Check the relay address on the device (**C6**). Then **H7**.
You need data from the old access	Write to info@browserdesk.de saying which data you need.

A9 Know what happens on expiry or non-payment

When the cloud licence expires, Free applies to your access — data stays, limits apply. When the relay licence expires, your relay works through the grace period and then accepts nothing more.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator · Purchasing and accounting
Applies to	Cloud · Own relay

What it is for

Your licence ends on a fixed day. If you do not renew in time, something changes — in the cloud differently from your own relay. This page says exactly what happens, so that you can renew in time (**A7**).

> **Note:** The management console has English labels; they are quoted in English. Messages of the relay and the BrowserDesk program are quoted in German with the English meaning in brackets.

What you need

- The end date of your licence. It is in the licence e-mail and in the console.

How to do it

Cloud: what happens the day after the end

If the cloud licence ends and has not been renewed, **Free** applies to your access:

- **Your data stays.** Devices, users, settings, scripts and tickets are not deleted. Only the limits of Free apply.
- **Only as many devices as in Free.** The devices added first stay. Devices above that are disconnected within about 5 minutes. If a session is running on one of them, it may run to its end. That device does not accept a new one.
- **Every session has to be confirmed at the device.** No more unattended access.
- **One session at a time.**
- **The cloud services are gone**, for example scripts, Start Center, remote console, control room, tickets. What is stored stays stored.

If you renew afterwards, your cloud licence applies again. Bought seats of add-on modules are then back as well.

Own relay: what happens after the end

1. **Grace period:** after the end date everything keeps running. The console warns. How long is stated in your licence; if nothing is stated there, it is 5 days.
2. **After the grace period nothing runs any more.** The relay accepts no devices and no sessions. Running sessions are disconnected too — within about one minute. There is no fallback to a small free mode.
3. The console then says: "Die Relay-Lizenz ist am … abgelaufen, die Kulanz endete am …. Bis eine gültige Lizenz eingespielt ist, nimmt dieser Relay keine Geräte und keine Sitzungen mehr an." (The relay licence expired on …, the grace period ended on …. Until a valid licence is installed, this relay accepts no devices and no sessions.)
4. Install a new licence (**A5**) — then everything runs again.

Recurring check: some licences confirm themselves regularly with browserdesk.de — with internet automatically, without internet by request code. If this confirmation is missing for longer than the check interval plus grace period, the relay stops in the same way. The grace period for this is 14 days by default. The console then says how to run the check now.

Non-payment

- **Payment is in advance.** Online, payment is done before activation. On invoice we usually activate only once the money has arrived.
- What happens if an already activated order is not paid is **not described as a separate process**. If in doubt, ask info@browserdesk.de.

How you know it worked

There is nothing to do here. You can see the state:

- **Cloud:** in the console on the access (term, plan).
- **Own relay:** in the console under `Licenses` — with end date and grace period.

Good to know

- **A reminder e-mail** 30 and 7 days before is possible but not promised (**A7**).
- **Free after expiry** is not a cancellation: the access remains. Deletion: **A11**.
- How to get more devices or a longer term afterwards: **A7**.

If it does not work

You see	Meaning and remedy
On the device: "BrowserDesk Free umfasst bis zu … Geräte. Mit einer Cloud-Lizenz je Gerät sind es so viele, wie Sie kaufen." (BrowserDesk Free includes up to … devices)	The cloud licence has expired; the device is above the Free limit. Renew (**A7**).
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (Access was denied at the device or not confirmed in time)	Since the expiry Free applies: someone has to click **Erlauben** (Allow) at the device (**F1**).
"BrowserDesk Free erlaubt eine Sitzung gleichzeitig. …" (Free allows one session at a time)	Free limit after expiry. End the other session or renew.
On the device: "Der Server nimmt diesen Rechner nicht an: die Lizenz des Relays ist ausgeschöpft oder abgelaufen. …" (The relay's licence is exhausted or expired)	Own relay: grace period over. Install a new licence (**A5**).
"Die Relay-Lizenz wurde seit dem … nicht mehr von der Lizenzstelle bestätigt …" (Not confirmed by the licensing office since …)	Recurring check overdue. Run the check in the console under **Licenses** — online or by request code (**A5**).
Sessions end for no reason	More in **H13**.

A10 Find your invoice, look up your order

There is no customer area with your invoices yet. Your invoice arrives by e-mail — this page says which e-mails these are and what to do if one is missing.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Purchasing and accounting
Applies to	Cloud · Own relay

What it is for

Your accounts department needs the invoice, or you want to check what you ordered.

There is no customer area where you can download invoices yet. Everything arrives by

e-mail. This page says which e-mails these are and how to get a missing invoice.

> **Note:** The website, the e-mails and the management console are available in English; their labels are quoted in English.

What you need

- The **order number**. It is shown on the page after ordering and in every e-mail about the order.
- The mailbox of the e-mail address you gave when ordering.

How to do it

Paid online

1. After payment the e-mail "BrowserDesk — payment received, order …" arrives. It is your **order confirmation**.
2. The **invoice** is created by the payment service Stripe after payment. It carries your order number as an extra field. Search your mailbox for the order number. If you find no invoice, write to us (below).
3. The invoice names the recipient as you entered it at Stripe.

Ordered on invoice

1. After ordering the page says: "Order confirmation and invoice arrive by email."
2. We write the invoice by hand and send it by e-mail. The order confirmation concludes the contract.
3. You transfer the invoice amount in advance. Then the licence file or the activation follows.

An invoice is missing or wrong

Write to **info@browserdesk.de** — with your **order number** and what is missing or wrong (for example address or VAT ID). A way to download the invoice again yourself is still missing.

How you know it worked

You have the invoice with your order number as a PDF or e-mail.

Good to know

- **Keep the order number.** It connects payment, invoice, licence and access. We will ask for it.
- **Licence e-mail and invoice are separate.** The licence file (own relay) or the set-up link (cloud) arrives in its own e-mail.
- You can also see what you booked in the console: with your own relay under `Licenses`, in the cloud in the tab `Features` of your access (**A6**).
- Prices on the page are net. The invoice states the amount including VAT; online, Stripe shows it before you pay.

If it does not work

You see	Meaning and remedy
No e-mail arrived	Look in the spam folder. Then write to info@browserdesk.de — with the order number.
Order number lost	Search your mailbox for "BrowserDesk". Otherwise write to info@browserdesk.de with company and the e-mail address of the order.
Wrong invoice recipient	Write to info@browserdesk.de. The operator makes the correction.

`A11` Do not renew, cancel, have an access deleted

There is no subscription — if you do not renew, you pay nothing more. What then happens to the access and data, and how to have an access deleted completely.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Purchasing and accounting
Applies to	Cloud · Own relay

What it is for

You do not want to use BrowserDesk any more. Good news: **there is no subscription.** You pay each term in advance, and **there is no automatic renewal**. If you do not renew, you pay nothing more. This page says what happens afterwards and how to have an access deleted completely.

What you need

- The name of your access or your licence number, and your order number.

How to do it

Simply do not renew

1. You do nothing. At the end of the term the licence ends by itself.
2. What happens then is in **A9**: - **Cloud:** your access falls back to Free. The data stays, limits apply. - **Own relay:** after the grace period your relay accepts nothing more.

Cancel

- The **terms of use** name in section 10 a cancellation with 30 days' notice to the end of a month (**terms of use**). How this notice period fits a term paid in advance without a subscription has not been clarified yet.
- If you want to cancel explicitly, write to **info@browserdesk.de** — with access or licence number and order number.

Have an access deleted completely (cloud)

An access with all devices, users, settings, tickets and logs can be deleted completely. Only the relay's operator may do that. For an access on browserdesk.de:

1. Write to **info@browserdesk.de** that the access should be deleted — with its name.
2. Do you need data beforehand? Download CSV exports from the console, for example for devices, sessions, audit log and tickets (**G17**). Or say in the e-mail which data you need.

With **your own relay** you delete it yourself: the system administrator can do that there (**G23**).

Clean up the devices

Remove BrowserDesk from the computers: **C8**.

How you know it worked

- **Not renewed:** after the end date no further invoice arrives.
- **Deleted:** the access can no longer be reached; signing in to its console no longer works.

Good to know

- **Money back:** you will not find a rule for refunds or withdrawal on the website. The offer is aimed at businesses, public authorities and associations. Ask in individual cases at info@browserdesk.de.
- **After the end** we delete your data according to the terms of use, unless there is a duty to keep it; on request we provide it beforehand.
- **Backups** can still contain deleted data for a while until they rotate out.
- **Free** costs nothing and has no end. Deletion works as above.

If it does not work

You see	Meaning and remedy
You renewed by mistake	Write to info@browserdesk.de — with the order number.
An invoice still arrives after the end	Write to info@browserdesk.de — with order number and invoice number.
No answer to your e-mail	Look in the spam folder and send the e-mail again.

A12 Evidence for purchasing and data protection

Data processing agreement, privacy notice, technical measures, sub-processors, third-party licences and software bill of materials — where to find what and what to request.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator · Purchasing and accounting
Applies to	Free · Cloud · Own relay

What it is for

Your purchasing department or your data protection officer needs documents before BrowserDesk is used. This page says **where** you find which evidence and **what** you have to request.

> **Note:** The BrowserDesk program is currently in German. Its labels are quoted in German with the English meaning in brackets.

What you need

- A browser. The texts are public on browserdesk.de.
- For the data processing agreement: an e-mail to info@browserdesk.de.

How to do it

At a glance

Evidence	Where	Note
Data processing agreement (DPA, Art. 28 GDPR)	**/en/dpa.html**	Applies as soon as you request it in text form and we confirm — an e-mail is enough. On request we also sign it.
Technical and organisational measures	in the DPA, annex 1	
Sub-processors	in the DPA, annex 2	Server and e-mail sending in Germany
Privacy notice	**/en/privacy.html**	
Licence agreement (EULA)	**/en/eula.html**	also in the program, see below
Terms of use	**/en/terms.html**	
Imprint	**/en/imprint.html**	
Third-party licences (open source)	in the program and with the relay, see below	
Software bill of materials (SBOM) and security check	ask by e-mail	see below

Conclude the data processing agreement

1. Read **/en/dpa.html**.
2. Write to **info@browserdesk.de** that you want to conclude the agreement — with company and access.
3. It applies with our confirmation. If you want a signed copy, say so in the e-mail.

> **Note:** You only need the DPA if you use BrowserDesk **via our relay** (Free or cloud). If you run the relay yourself, we do not process your data and you do not need it.

View third-party licences

- **In the program:** **Einstellungen** › **Allgemein** (Settings > General) → card **Rechtliches** (Legal) → next to "Open-Source-Lizenzen" (open-source licences) click **Anzeigen** (Show). The licence agreement is there too, with **Im Browser öffnen** (Open in browser).
- **In the relay:** the package, the Windows installation and the Docker image contain the file `LIZENZEN-DRITTER.txt`.

Software bill of materials and security check

For every version a software bill of materials (SBOM in CycloneDX format) and a check for known vulnerabilities are produced. There is no public download for them on the website. Ask for them for your version at info@browserdesk.de.

How you know it worked

- DPA: our confirmation by e-mail.
- For your records: the privacy notice and the DPA state their date at the top. Note it down.

Good to know

- **Date of the texts:** the privacy notice and the DPA state their date at the top. If we change sub-processors, we announce it beforehand as the DPA says.
- **Own relay:** the data stays on your systems. Only our update feed remains reachable. For your own documentation **B9** helps.
- **Your organisation's questionnaire:** according to the DPA we answer a questionnaire on the measures on request.
- What BrowserDesk stores and who sees what — in plain language: **F10**.

If it does not work

You see	Meaning and remedy
You need the DPA in German	The German version is at **/av-vertrag.html**.
You need evidence that is not listed here	Write to info@browserdesk.de saying what your purchasing department requires.

B · Set up

B1 Sign in to the console for the first time and find your way around

The console is the administration in your browser. This is how you sign in, how it is laid out, and how Ctrl+K finds anything in seconds.

Checked on 2026-10-11

For	Account administrator · Own-relay operator
Applies to	Free · Cloud · Own relay
Control from	Browser
from version	20261007.10

What it is for

The **console** is BrowserDesk's administration in your browser. There you see your devices, sessions and tickets and set everything up. This page guides you through the first sign-in and shows where things are.

> **Note:** The console is available in English. Switch the language on the sign-in page (**EN**) or later in your account menu. The labels below are the English ones.

What you need

- An up-to-date browser.
- The address of your console: the address of your relay with `/admin` at the end. For an access on browserdesk.de, the button **Sign in** at the end of the setup takes you there (**A2**, **A3**). With your own relay it is the address of your server.
- Your username and password (chosen by you during setup).

How to do it

1. Sign in

1. Open the console's address. You see "Relay administration — please sign in".
2. At the top you can choose the language: **DE** or **EN**.
3. Enter **Username** and **Password**, then click **Sign in**.
4. If you have set up a second factor, the field **Code from the authenticator app** appears next. Enter the six-digit code from the app.
5. If your operator has set up a company sign-in, there is also **Sign in with SSO**.
6. No account yet? On the right under **New around here?**, **Create account** leads to the order — Free is set up in a few minutes (**A2**).

> **Note:** With your own relay, **Licence expired** may appear instead of the console. Then install the licence first (**A5**).

2. The layout at a glance

- **On the left the sidebar** with all areas, grouped by task.
- **At the top the header** with the search field **Find anything …**, the relay version, the light/dark switch, **Refresh** and on the right your account circle.
- **In the middle** the chosen view. After signing in this is the **Overview**.

3. The sidebar

Group	Items	What for
Start	Overview	Figures at a glance and what is waiting for you
Fleet	Tenants, Devices, Alerts	Your accesses (the console says "tenant"), all devices, warnings when offline or the disk is full
Support	Tickets, Sessions, Connection quality, Downloads, Feedback	Customer work: tickets, who was connected when, how well connections ran
Deployment	Workflows, Scripts & packages, Start Center, Runs, Data pools, Inventory & security	Automate, distribute scripts and software, start buttons for devices, device inventory (**G9**)
Business	Orders, Billing, Licenses	Licence and usage of the relay
bottom	Users, Help, Settings	Console accounts, the built-in help, relay settings

What you see depends on your role. The console hides what your role may not do:

- Users, Billing and Licenses are only visible to the relay's system administrator. Orders only exists on browserdesk.de itself.
- Scripts & packages and Data pools are available from the technician role, Start Center from the tenant administrator role.
- In Settings, everyone with access sees Relay status; Four-eyes approvals and Audit log are available from supervisor; everything else only for the system administrator.

A click on Settings replaces the sidebar with the settings menu. Back takes you out again.

4. The overview

- At the top **tiles**: tenants, devices in total, online, active sessions, open alerts and the licence. A click leads to the matching view.
- Below that Needs attention: everything waiting for an approval or answer from you — for example devices that were rejected when signing in (**G20**).
- Then four cards: Last seen, Latest sessions, Latest runs, Upcoming runs.

If there is no device yet, the overview shows **Welcome to BrowserDesk** with two steps instead. As administrator of an access on browserdesk.de your access already exists — add your first device right away (**C2**). Only the system administrator of the relay needs the button **Create tenant**.

5. Find anything with `Ctrl` + `K`

The search field at the top is the quickest way to everything.

1. Press `Ctrl` + `K` (Mac: ⌘ + `K`), outside an input field also `/` — or click into the field **Find anything …**.
2. Type a few letters. It finds views, settings down to a single field, help sections and, from two characters, also devices, accesses, members, tickets, scripts, packages, workflows and start buttons.
3. Click a result or jump there with `Enter`. Under **Actions** you find commands such as "New tenant …" that open the matching dialog directly.

The search also finds devices by computer name, signed-in user and IP address. With an empty input it shows what you opened last. More in **G1**.

6. Your account

A click on the circle at the top right opens your account menu:

- **My account**
- **Appearance** (light or dark) and **Accent color**
- **Language**: Deutsch, English or **Automatic**
- **Second factor**: additionally secure your sign-in with an authenticator app (**B4**)
- **Change password**
- **Sign out**

How you know it worked

- You see the **Overview** with the tiles.
- Your account circle is at the top right; the account menu shows your name.

Good to know

- **"Tenant" and "access" mean the same.** The console mostly still says "tenant", the program on the device says "Zugang" (access).
- **Where things are:**

You want to	Here
find a device	`Ctrl` + `K` or **Devices** (**G1**)
bring a device into your access	**C2**
see who was connected when	**Sessions**
check who did what	**Settings** → **Audit log**
see which functions your access has	**G4**
create members of your access	**B5**
more console accounts or company sign-in	**B4**
read the built-in help	**Help**

- **The Devices view** has three layouts: **Grid** (table), **Cards** and **Dashboard**. A click on a device opens its details.
- Only your browser remembers what you searched for last.

If it does not work

You see	Meaning and remedy
The sign-in is rejected	Check username and password. Forgot the password: ask the administrator or operator of your relay.
The field **Code from the authenticator app** appears, but you no longer have the app	A system administrator can reset the second factor (**B4**).
Licence expired instead of the console	With your own relay: install the licence (**A5**).
A menu item from this page is missing	Your role may not use it (see step 3), or your access does not have the function (**G4**).
The overview says **Welcome to BrowserDesk**	There is no device in the access yet. Add the first device (**C2**).

B2 Install your own relay — Docker, Linux or Windows Server

Which way fits, what you need beforehand (name, certificate, ports) and what to do after the installation. The commands are in the KB articles.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Control from	Browser

What it is for

With your own relay, all connections run through your server instead of browserdesk.de. There are three ways: Docker, Linux without Docker, and Windows Server with an MSI. Each way brings its own database (PostgreSQL). This page tells you which way fits, what to settle beforehand and what to do after the installation. The commands themselves are in the KB articles.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- **A server**, depending on the way: - Docker: a Linux server with Docker and Compose v2 (amd64 or arm64). - Linux without Docker: Ubuntu 22.04 or 24.04 or Debian 12 (x86_64) and root access. - Windows: Windows Server 2019 or newer and administrator rights. Windows 10/11 works for testing.
- **A name** under which devices and browsers reach the server, for example `relay.company.com`, and a **TLS certificate** for that name (for example from Let's Encrypt as a PFX file).
- **Open ports** inbound: `9013/tcp` (devices, console and web access), `3478/udp` (TURN) and `5349/tcp` (TURN over TLS).
- **A licence** if the relay is to run for business longer than 30 days or with more than two devices (**A5**).

How to do it

1. Choose a way and install

Way	Fits if …	Guide
Docker	you already run Docker. One command, everything lives in one folder, the state in the `data/` subfolder.	**Install your own relay via Docker**
Linux without Docker	you want a lean systemd service. The script fetches PostgreSQL from the package sources and creates a self-signed certificate.	**Install your own relay on Linux**
Windows Server	you run Windows. The MSI sets up the `BrowserDeskRelay` service and its own PostgreSQL (service `BrowserDeskPostgres`, port 5433). Recommended: the setup wizard `Setup-BrowserDeskRelay.ps1` next to the MSI.	**Install your own relay on Windows Server**

2. Sign in for the first time

1. Read the start password from the file `admin-password.txt`: - Docker: `browserdesk-relay/data/admin-password.txt` (the first start takes about a minute), - Linux: `/var/lib/triline/BrowserDesk/Relay/admin-password.txt`, - Windows: `%ProgramData%\Triline\BrowserDesk\Relay\admin-password.txt`.
2. Open the console: `https://<your-server>:9013/admin/`. A Windows relay without a certificate is first reached at `http://<your-server>:9013/admin/`. With a self-signed certificate the browser shows a warning.
3. Leave the user name empty, enter the start password and sign in. This is the relay's emergency sign-in.
4. Right afterwards, create a named account with a second factor and work with it from then on (**B4**).

3. Set up name and certificate

- **Windows:** `Settings` → `TLS certificate` → choose a certificate from the Windows store → `Bind`. It takes effect after a relay restart.
- **Linux and Docker:** `Settings` → `Configuration` → section `TLS certificate`: enter the path of the PFX file and its password, then `Save & restart relay` (**B3**).
- Choose an **RSA certificate with the "ISRG Root X1" chain**. Otherwise the desktop programs fail to connect without a visible message.

4. Make it reachable from outside

1. Open the ports from “What you need” in the firewall. The Windows MSI creates the rules itself.
2. In **Settings** → **Configuration** → **STUN and TURN**, enter the **Public IP** if the relay sits behind address translation (NAT). Left empty, the relay finds it at start-up. With Docker, also put the address as `PUBLIC_IP` into the `.env` file.
3. If your firewall only allows individual ports (typical for cloud servers), set **Relay ports from** and **Relay ports to** in the same section and open that UDP range too. With 0 the operating system picks the ports.

5. Licence, accesses, devices

1. Install the licence: **A5**.
2. Create an access for your devices: **Tenants** → **New tenant**. In the console an access is called a tenant.
3. Switch the devices to your relay (**C6**) and add them to the access (**C2**, many at once: **C3**).

How you know it worked

- `https://<your-server>:9013/health` answers with `"ok":true` and the relay's version.
- You can sign in to the console; **Settings** → **Relay status** shows the version.
- A device with your relay's address appears under **Devices**.

Good to know

- **Without a licence** a new relay runs for 30 days with up to five devices, then permanently with the two devices registered first — for private use only.
- **Port 443:** browserdesk.de bundles everything on port 443. Your relay listens on 9013 by default. You change the port in **Configuration** → **Server** → **Port** (for the MSI with `PORT=…`). The **STUN and TURN** section also has the option **Multiplex turns: onto the relay's own TLS port**. There is no tested guide for running your own relay on 443 yet — write to info@browserdesk.de.
- **No TLS proxy in front.** The relay evaluates the real peer address, never a header such as `X-Forwarded-For`. Behind a reverse proxy that terminates TLS, sign-in throttles and trusted networks only see the proxy (**B9**).
- **Back up the key:** Docker writes a value `BD_KEYRING_KEY` into `.env`. Without it, all secrets stored in encrypted form are unreadable — keep it separately from the server (**B9**).
- **Backup:** with Docker, the `data/` folder; on Linux `/var/lib/triline/BrowserDesk/Relay` plus `pg_dump browserdesk`; on Windows `%ProgramData%\Triline\BrowserDesk\Relay`. More in **B8**.

- **Uninstalling on Windows** removes both services but keeps the data under `%ProgramData%\Triline\BrowserDesk\Relay`.
- Updates: **B8**. Hardening: **B9**. Changing settings: **B3**.

If it does not work

You see	Meaning and fix
The browser warns about the certificate	The Linux script creates a self-signed certificate. Provide a real one for production (step 3).
The browser connects, the desktop programs do not	Check the certificate: RSA with the "ISRG Root X1" chain (step 3).
Web access `/app` shows no picture	It needs HTTPS. Set up the certificate (step 3).
Connections are set up, but no picture from outside	Check TURN: **Public IP** set, `3478/udp` open, with port-list firewalls open the **Relay ports from** / **Relay ports to** range (step 4).
The relay no longer starts after a manual edit	`relay.json` is not valid JSON. The relay writes a copy `relay.json.broken-<time>` and exits; with Docker, `docker logs` shows the message. Fix it, or change settings in the form from now on (**B3**).
Licence expired instead of the console	Trial over or licence expired. Install a licence (**A5**).
You are stuck	Look at the log under **Settings** → **Log** and write to info@browserdesk.de.

B3 Change your relay's settings in the form instead of relay.json

Port, certificate, TURN, updates, sign-in via SSO or LDAP — everything in relay.json can be changed in the console. Passwords stay hidden.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Control from	Browser
from version	20260924.12

What it is for

All settings of your relay are in the file `relay.json`. You do not have to edit it by hand: the console shows it as a form with sections. Passwords and other secrets never leave the server — you only see whether one is set.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- Your own relay from version 20260924.12 (**B2**).
- A console account with the system administrator role. Other roles do not see this page.

How to do it

1. In the console open **Settings**. Under **Initial setup** click **Configuration**.
2. Open the matching section. Among others there are:

Section	What you set there
Server	port, bind address, allowed browser origins, retention of recordings, waiting viewers per address
TLS certificate	PFX file and password; on Windows the thumbprint from the certificate store
STUN and TURN	public IP, ports, TURN over TLS, port range for relayed media
Self-update and mirror	relay self-update, feed address, mirror of the program feeds
Administration and database	database connection
Sign-in via SSO (OIDC), **Provisioning via SCIM**, **Sign-in via LDAP / Active Directory**	company sign-in for console accounts (**B4**)
Device certificates (mTLS)	certificates for devices (**B9**)
Email (SMTP)	the relay's mail delivery

3. Change values. Below each field there is a hint on what it does.
4. **Secrets** (passwords, client secret, database connection): - leave empty = unchanged, - type new text = set anew, - tick **Clear secret** = empty it.
5. Click **Save**. Port, bind address, TLS, TURN and database need a restart — use **Save & restart relay** for those. Everything else applies at once.

For values without a field of their own there is `Advanced: relay.json as text` at the bottom. It shows the whole file, secrets as placeholders. What you save there replaces the whole file; placeholders are kept.

How you know it worked

- After `Save` you see “Saved. Port, TLS and TURN take effect after the next relay restart.”
- After `Save & restart relay` you see “Saved. Relay is restarting… (wait a moment, then reload)”. After reloading, the form shows your values.
- A secret shows “set — leave empty to keep” instead of “not set”.

Good to know

- **During a restart** running sessions reconnect by themselves; the viewer shows this.
- **On Windows** the restart from the console has not yet been tested on a real relay. If the relay does not come back, restart the `BrowserDeskRelay` service in the Windows services console.
- **Every change lands in the audit log** — with the names of the fields, never with the values.
- **Secrets are stored encrypted.** You must back up the key for that (**B9**).
- **Manual edits to the file** only take effect after a restart. If the file is then not valid JSON, the relay does not start and writes a copy `relay.json.broken-<time>`. The form checks your input beforehand.
- **Form and text changed at the same time:** the console asks `Form or text?`. The text is saved; the form changes are lost.
- The path of the file is shown under `Advanced: relay.json as text`.

If it does not work

You see	Meaning and fix
“Nothing changed.”	You changed nothing, or a secret field stayed empty (= unchanged).
“Port: number missing” (or another field)	The field is marked red. Enter a valid value.
“Invalid JSON: …”	There is a typo in the text under **Advanced: relay.json as text**. Correct it, or **Refresh** and start again.
“Saving failed: …”	The relay refused the value; the reason follows.
Port or certificate have no effect	You only clicked **Save**. Use **Save & restart relay**.
The **Configuration** page is missing	Your account is not a system administrator (**B4**).

B4 Console accounts, roles and secure sign-in — second factor, SSO, LDAP and SCIM

Who signs in to the console, with which role, and how you secure the sign-in — from the second factor to company sign-in via OIDC, LDAP or SCIM.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Cloud · Own relay
Right in the console	System administrator (accounts, roles, company sign-in); every account for its own second factor
Control from	Browser
from version	20261010.19

What it is for

Accounts sign in to the console with a **role**. The role decides what the account may do. Every account can secure its sign-in with a **second factor** — a code from an authenticator

app. On your own relay you can also connect the sign-in to your company sign-in: **OIDC** (for example Entra ID or Keycloak), **LDAP / Active Directory** or **SCIM**.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- **Cloud:** you are the administrator of your access. Every access has one administrator; further ones only with a Cloud licence, not in Free.
- **Own relay:** an account with the Administrator role and no restriction to accesses (system administrator).
- For the second factor an authenticator app, for example Microsoft Authenticator, Google Authenticator or Aegis.
- For OIDC, LDAP and SCIM: your own relay and access to your identity provider or directory.

How to do it

The roles

Role	may
`Administrator`	everything. Without restriction to accesses this is the relay's system administrator.
Administrator of an access	manage their own access: devices, users, own scripts and packages — no system settings, no other accesses
`Supervisor`	audit log, recordings and approvals
`Technician`	control, block and run scripts
`Read-only`	view only

In the console an access is called a tenant, and its administrator a tenant administrator.

Create further administrators of an access

1. `Tenants` → double-click the access (`Edit tenant`) → tab `Administrators`.
2. Enter a user name and a start password (at least 8 characters), click `Create administrator`.

3. Administrators sign in on the address of their access.

Create accounts with other roles (system administrator)

1. Open **Users** in the sidebar. The page is called **Users & roles**.
2. At the top enter user name, password and role, click **Create / Change**.
3. If the account should only see certain accesses: in the row menu (⋮) choose **Assign tenants…** and tick the accesses. Without a selection the account sees all of them.

On browserdesk.de only the operator creates such accounts. If you need technician or read-only accounts there, write to info@browserdesk.de.

Second factor for your own account

1. Click your account circle at the top right → **Second factor** → **Set up**.
2. Scan the QR code with the authenticator app. If that does not work, type the key shown below it by hand.
3. Enter the six-digit code from the app and confirm. The first correct code turns the second factor on.

From now on, after the password the sign-in also asks for the **Code from the authenticator app**. This also applies when you sign in with this account in the program. You turn it off in the same dialog, only with a valid code.

Phone lost: reset the second factor

A system administrator opens **Users & roles**. The column **Second factor** shows “active” for the account. In the row menu (⋮) choose **Reset second factor** and confirm. After that the password is enough again, and the account sets up the second factor anew.

Company sign-in (own relay only)

You set up all three ways under **Settings** → **Configuration** (**B3**).

- **OIDC** (section **Sign-in via SSO (OIDC)**): enter **Authority (issuer)**, **Client ID**, **Client secret** and the **Redirect URI** — the redirect URI is `https://<your-relay>/admin/api/auth/oidc/callback` and must be registered exactly like that at the provider. **Role mapping** decides which role an account gets. The sign-in page then shows **Sign in with SSO**.

- **LDAP / Active Directory** (section **Sign-in via LDAP / Active Directory**): server (the name as in the certificate), LDAPS port 636, either a service account with search base and user filter, or just a bind template such as `{benutzer}@company.local`. **Group → role** maps groups to roles. Sign-in uses the normal sign-in form.
- **SCIM** (section **Provisioning via SCIM**): **Enable SCIM**. Then in **Users & roles** → **API tokens …** create a token with the purpose **SCIM provisioning** and copy it — it is shown only once. In the identity provider enter the address `https://<your-relay>/scim/v2` and this token. The provider then creates accounts, changes roles and disables them; sign-in still happens via OIDC or LDAP.

How you know it worked

- The new account is listed in **Users & roles**; the column **Origin** shows **Local**, LDAP or SCIM.
- With a second factor the column **Second factor** shows “active”, and the sign-in asks for the code.
- An account disabled via SCIM shows “SCIM · disabled”.

Good to know

- **The emergency sign-in** (without user name, with the relay's admin password) has no second factor. Work with named accounts and give the emergency sign-in a long password (**B9**).
- **The second factor is voluntary.** A requirement for console accounts and recovery codes do not exist yet. For members of an access there is a requirement (**B5**).
- **A code works only once.** If you sign in twice within 30 seconds, wait for the next code.
- **Turning the second factor on** signs your account out in the program; the program asks again, with a code.
- **OIDC and SCIM accounts** bring their second factor from the identity provider. LDAP accounts use the console's second factor.
- **Disabling via SCIM** immediately ends all console sessions of the account. Via SCIM the relay grants at most the role set in **Highest role via SCIM** (default Supervisor).
- **LDAP** only works encrypted (LDAPS). Nested groups are not evaluated. A Linux or Docker relay needs the `libldap2` library for it; the Docker image has it.
- **Forgot your password:** a system administrator or another administrator of the access sets a new one. There is no reset by email. If you are the only administrator of an access on browserdesk.de, write to info@browserdesk.de.
- Restrict console access to certain networks: **B7**.

If it does not work

You see	Meaning and fix
The code is not accepted	Check the time on the phone (set automatically). Do not use the same code twice.
“The bootstrap account (sign-in without a username) has no second factor — …”	You are signed in with the emergency sign-in. Create a named account and sign in with it.
Creating another administrator is refused with a note about the plan	Free has only one administrator. More come with a Cloud licence (**prices**).
“SSO sign-in refused: the identity provider's response was not validly signed or had expired. …”	**Authority (issuer)** must be exactly the provider's issuer (for Entra ID with your tenant ID, never `common`). Check the relay's clock: a difference of more than 2 minutes is enough to fail.
“SSO sign-in refused: this account is disabled. …”	The account is disabled via SCIM. Re-activate it in the identity provider.
“SSO sign-in refused: this account is not enabled for the console. …”	**SSO only for provisioned accounts** is on, and SCIM has not created the account.
LDAP sign-in is refused	The account is in no mapped group (**Only members of mapped groups** is on), or the directory's certificate is not accepted. A missing group is recorded in the **Audit log** .

B5 Create members of the access, set devices per member, require a second factor

Personal accounts for the people who control your devices — in the program and in the browser under “My devices”. With a device selection per person and a second-factor requirement.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Right in the console	Administrator of the access
Control from	Browser
from version	20261005.13

What it is for

Members are personal accounts of your access. People use them to sign in in the program (card Access) and in the browser under **My devices**, and they see the devices of the access. You decide which devices a member sees, and you can require a second factor for all members. Members do not get into the console — that is what console accounts are for (**B4**).

> **Note:** The console and the web access are available in English; their labels are quoted in English. The BrowserDesk programs are currently in German; program labels are quoted in German with the English meaning.

What you need

- An access in the Cloud or on your own relay.
- A console account as administrator of the access.

How to do it

Create a member

1. In the console open **Tenants**. In the console an access is called a tenant.
2. In the row menu of your access (⋮) choose **Users**. The dialog **Users of** … opens with the list of members.
3. Enter **New user *** and **Password ***, click **Create user**.
4. Give the member the access name, user name and password.

Set devices per member

1. In the same list, in the member's menu (⋮), choose **Set devices**.
2. Choose **Selected devices only** and tick the devices — or **All devices of the access** (default).

3. Save. The column “Devices” then shows “selected” or “all”.

Require a second factor

1. Tenants → double-click the access (Edit tenant) → tab Governance policy .
2. Turn on Second factor required for users , Save .
3. Anyone without a second factor sets it up at their next sign-in under My devices in the browser. Until then the program refuses such accounts.

A member can set up the second factor voluntarily: sign in under My devices in the browser → Two-factor → Set up → scan the QR code → enter the first code.

Change password, delete a member, phone lost

In the member's menu (⋮):

- Change password — the console asks first and names devices that are still signed in via a member account.
- Reset second factor — only shown if the member has one. After that the password is enough again.
- Delete .

How you know it worked

- The member appears in the list Users of … with the columns “Devices” and “Second factor” (“active” or “—”).
- The member signs in in the browser under My devices and sees their devices. In the program they sign in in the card Access (**C2**).

Good to know

- **Member or access password:** without members, an access has one shared access password. It never signs in under My devices and has no second factor. Personal accounts are safer and traceable in the audit log.
- **“Selected only” with nothing selected means: see nothing**, never “everything”.
- **The selection is first of all a view.** Without “control only from the device's own tenant”, anyone who knows device ID and device password reaches the device. With Control only from the device's own tenant (tab Governance policy) the selection also applies when connecting, waking and restarting. Administrator accounts are never restricted.
- **Changing the password or deleting a member** invalidates their sign-ins immediately. Devices that joined via this account and do not yet carry their own proof no longer sign

in afterwards. Since version 20261010.3 devices fetch their own proof when they sign in — so update the programs first, then change passwords.

- Revoke all tokens additionally invalidates all sign-ins via the access password and the devices' own proofs. Programs that joined must then join again. Use it only in an emergency.
- **Turning on the second factor** signs the member's program out; it signs in again with a code.
- **A code works only once.** Signing in twice within 30 seconds means waiting for the next code.
- A member who connects from the browser also enters the device's password (**D6**).

If it does not work

You see	Meaning and fix
The member sees “No devices have been shared with you yet. Please contact the administrator of your access.”	They are restricted to selected devices, but none is ticked. Set devices.
The program refuses the member and points to the setup in the browser	The second factor is required and not yet set up. Sign in under My devices in the browser and set it up.
Older programs only show an error for an account with a second factor	The program is older than 20261005.14 and does not know the code field. Update the program.
After a new password, devices of the access can no longer be reached	They had joined via this member account. Join again on the device (**C2**).
A member loses their phone	Reset second factor, then they set it up anew.

B6 Keep customers cleanly apart and appear under your own brand

For IT service providers — one access per customer, accounts only for the right customers, control only from the device's own access, and your name, logo and support contact in the program.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	IT service provider (MSP)
Applies to	Cloud · Own relay
Right in the console	System administrator (create accesses, assign accounts); administrator of the access (policy, branding)
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.39

What it is for

If you look after several customers, each one gets its own **access**. Your technicians only see the customers they are responsible for; scripts and software only reach the devices of the access they are started from. If you want, a device can only be controlled from its own access. In the program on your customers' devices your name, logo, colour and support contact appear.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- **Ideally your own relay** (B2). There you create as many accesses as you like and assign accounts.
- **In the Cloud** every access is a separate order. Only the system administrator sets up one console account for several accesses — on browserdesk.de that is the operator. Write to info@browserdesk.de for this.
- A console account as system administrator (create accesses, assign accounts) or as administrator of the access (policy, branding).
- For the brand in the program: a logo as PNG, JPEG or WebP.

How to do it

1. One access per customer

`Tenants` → `New tenant` → enter a name → `Save`. In the console an access is called a tenant. The customer's devices go into this access (**C2**, **C3**).

2. Technicians only for their customers

1. **Users & roles**: create an account with the role **Technician** (**B4**).
2. In the row menu (⋮) **Assign tenants…** → tick the customers' accesses → **Save**.
3. For the customer themselves: create an administrator in the access (**Edit tenant** → tab **Administrators**). They manage only their own access.

3. Control only from the device's own access

Edit tenant → tab **Governance policy** → **Control only from the device's own tenant**:

Level	Who may connect
Off (default)	anyone with device ID and device password
Members and computers of the tenant	whoever is signed in to the access in the program or under "My devices", a computer of the access, or a console account that can see the access
Only computers of the tenant	only computers added to the access. Web access and connecting from the console are then blocked, even for administrators

Then **Save**. Free accesses are always at least on "members and computers".

4. Your brand in the program

1. **Edit tenant** → tab **Branding**.
2. Under **Colour & welcome** set a **Custom accent colour** and optionally a welcome text; under **Logo** upload your logo.
3. Under **Own brand in the program** enter the product name (up to 40 characters), support text (up to 240 characters) and support link (`https:`, `mailto:` or `tel:`).
4. **Save**.

The devices of the access fetch the branding at start-up and after joining.

How you know it worked

- A technician with assigned accesses only sees those in **Devices** and **Tenants**.
- A device that does not belong to the access is refused when connecting, for example with "Dieser Rechner ist kein Mitglied des Zugangs, zu dem das Gerät gehört. …" (this computer is not a member of the device's access).

- In the program on the customer's devices, your name and logo are at the top, below them in small print “powered by BrowserDesk”. Under Einstellungen → Allgemein (Settings → General) the card “Support – <your name>” appears. Window title and notification area carry your name.

What the other side sees

Your customer sees your name, your logo and your support contact in the program. “powered by BrowserDesk” always remains visible in small print.

Good to know

- **The boundary for sending always applies:** a script, package or workflow from access A never reaches a device of access B — not even if someone knows its device ID.
- **Without a level, the access is only a group in the address book when connecting.** The barrier is then the device password. To separate customers when connecting as well, set the level (step 3).
- **Additionally restrict by network:** B7.
- **SVG logos** are not shown by the program; it then keeps the BrowserDesk logo. Upload PNG, JPEG or WebP for the program. The web shows SVG too.
- **What is not renamed:** installation folder, service, Start menu entry and the signature “ondeso GmbH” remain BrowserDesk. Updates come from the BrowserDesk feed.
- **A program file under your own name** (own file name and icon, Windows only) is built by BrowserDesk. There is no way to order it yet — write to info@browserdesk.de. After the first update the file is called `BrowserDesk.exe` again; name, logo and support in the interface remain.

If it does not work

You see	Meaning and fix
The program still shows “BrowserDesk”	The device does not belong to this access, or it has not fetched the branding yet. Restart the program.
The logo is missing in the program but shown on the web	It is an SVG. Upload it as PNG, JPEG or WebP.
A technician sees all customers	No accesses are assigned — without a selection an account sees all. **Assign tenants…** .
After “only computers of the tenant” web access no longer works	Intended. Connect from a technician's computer that has been added to the access, or set the level to “members and computers”.
The support link is not saved	Only `https:` , `mailto:` and `tel:` are allowed.

B7 Allow access only from trusted networks

Console and device control only from the company network or via VPN — with lists of allowed networks for the relay and per access.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Cloud · Own relay
Right in the console	System administrator (relay list); administrator of the access (lists of the access)
Control from	Browser
from version	20261010.40

What it is for

You decide from which networks someone may open the console and control your devices — for example only from the company network and via your VPN. There are three lists:

List	Where	Binds
Console of the relay	**Settings** → **Admin access** → **Trusted networks**	every request to the console, including the sign-in page and API tokens (own relay only)
Console of the access	**Edit tenant** → tab **Security**	administrators and other accounts bound to this access
Viewers of the access	same place	connecting, waking and restarting devices of the access — from the program, browser, console, by quick code

An empty list means: no restriction.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- The addresses of your networks in CIDR notation, for example `203.0.113.0/24` or `2001:db8::/48`.
- **For the lists of an access:** an account as administrator of the access. In the console an access is called a tenant.
- **For the relay list:** your own relay and an account as system administrator.

How to do it

Lists of an access

1. **Tenants** → double-click the access (**Edit tenant**) → tab **Security**.
2. At the top it says **Your address as the relay sees it:**. **Insert my address** adds it to the list.
3. In **Console: administrators of this access** and **Viewers: connect, wake up, restart** enter one network per line.
4. **Save networks**.

Relay list (own relay)

1. **Settings** → **Admin access** → section **Trusted networks**.
2. Enter networks, one per line — your own first (**Insert my address**).

3. Save networks.

How you know it worked

- After saving: “Trusted networks saved.”
- From outside, the console shows: “The console cannot be reached from your address — it is outside the trusted networks. …”
- A viewer from outside gets: “This device can only be controlled from the trusted networks of its access — your address is not one of them. …” The BrowserDesk program shows this sentence in German: „Dieses Gerät lässt sich nur aus den vertrauten Netzen seines Zugangs steuern — …“
- Every refusal is recorded in the audit log.

Good to know

- **You cannot lock yourself out:** if your current address is not in the new list, the console does not save and tells you so.
- **Behind a reverse proxy the lists do not work.** The relay only sees the proxy's address. If Your address as the relay sees it: shows `127.0.0.1` or the proxy's address, run the relay without the proxy (**B9**).
- **IPv4 always with four parts.** `10` or `10.1` are not understood as networks. Bits after the prefix are cut off (`10.1.2.3/8` becomes `10.0.0.0/8`).
- **Running sessions** stay when you save; the list applies from the next connection. Open console sign-ins stop working from the next request.
- **Not covered:** the sign-in in the program and under “My devices” itself. A viewer list only exists per access, not for the whole relay.
- **Specific computers instead of networks:** tab Governance policy → Control only from the device's own tenant → Only computers of the tenant (**B6**). Both can be combined: first the network is checked, then the computer.
- **System administrators** are only bound by the relay list, not by the list of an access.

If it does not work

You see	Meaning and fix
“Your current address is not in the list — you would lock yourself out. …”	Your network is missing. **Insert my address**, then **Save networks**.
“Your address is unknown — with this list you would be locked out. …”	The relay does not know your address. Nothing was saved.
Locked out as administrator of an access	The system administrator empties the list in the console. In the Cloud: info@browserdesk.de.
Own relay, console unreachable from anywhere	Emergency exit on the server, as the service's user: `BrowserDesk.Relay --set-setting trustednets.system --clear` (on Windows `BrowserDesk.Relay.exe` in the relay's program folder). To empty an access: `--set-setting trustednets:<access> --clear`. Takes effect within 15 seconds. If your relay has a `BD_KEYRING_KEY`, the call must have it in its environment, otherwise it aborts (**B9**).
Everyone is locked out, or everyone gets in	The relay is behind a proxy (see above).
Viewer: “This device can only be controlled from the trusted networks of its access — …”	Connect from the company network or via VPN, or ask the administrator to allow the network (**D9**).

B8 Update, back up and move your own relay to a new server

Updates for each installation way, the daily backup including the keys, restoring with a click, and what matters when you move to another server.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Control from	Browser

What it is for

Depending on how it was installed, your own relay does not update itself, and its data belongs in a backup. This page shows how to update it for each installation way, how the backup works in the console, how to restore it, and what matters when you move to another server.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- Your own relay (**B2**) and a console account as system administrator.
- For Docker and Linux: access to the server's command line.

How to do it

Update

Installed with	How to update
Docker	Run the update script in the installation folder. It loads the new image, verifies it and restarts; `data/` stays. Guide: **Update a Docker relay**
Linux without Docker	With `update-browserdesk-relay-linux.sh` (next to the installation script). It backs up to `/opt/browserdesk-relay.vorher`, swaps the program files and checks `/health`. Guide: **Install your own relay on Linux**
Windows (MSI)	Install the new MSI over the old one. Database, `relay.json` and keys stay. Or in the console (see below). Guide: **Install your own relay on Windows Server**

In the console: Settings → Relay update → Check for update, then Apply update. Whether the relay updates itself is set in Configuration → Self-update and mirror → Relay self-update. Leave self-update off on Linux installations that you update with the script.

Back up

1. **Settings** → **Maintenance schedule**.
2. Under **Backup passphrase** set a passphrase and **Save**. **Without a passphrase the relay does not back up its keys.**
3. **Add job** → choose **Backup (database + images)** and set a schedule. **Run now** tests the job immediately.
4. The backups are listed under **Existing backups**. Every database backup comes with an encrypted archive of the keys (`….nachweise.zip.enc`). Download both and keep them outside the server.

Keep the value `BD_KEYRING_KEY` (with Docker in the `.env` file) separately and safely, for example in a password manager (**B9**).

Restore (same server)

1. **Settings** → **Maintenance schedule** → **Existing backups** → row with the database backup (`….dump.gz`) → **Restore**.
2. In the dialog **Restore database?** type the database name and click **Restore**.
3. The relay restarts. Sign in again afterwards.

Move to a new server

1. Install the relay on the new server the same way (**B2**), but **do not start it yet**, or stop it again right away.
2. Decrypt the key archive with the backup passphrase and unpack it into the relay's data folder **before the first start**: `openssl enc -d -aes-256-cbc -pbkdf2 -in <name>.nachweise.zip.enc -out nachweise.zip`
3. If `BD_KEYRING_KEY` was set, set **the same** value on the new server before the relay starts.
4. Start the relay, then restore the database backup (as above).
5. Point the name (DNS) at the new server. If the devices keep the same address, you do not need to change anything on them. For a new address: **C6**.
6. Licence: a licence is valid for one installation. Have the activation released at browserdesk.de (info@browserdesk.de) and install the licence file again on the new server (**A5**).

How you know it worked

- After an update, **Relay status** (or `/health`) shows the new version.
- After restoring, the console confirms that the database was restored, names the file holding the previous state, and says that the relay is restarting.
- After a move the devices sign in at the new server, and their device certificates remain valid.

Good to know

- **Running sessions during an update:** the viewer shows „Relay wird aktualisiert – Verbindung wird wiederhergestellt …“ (relay is being updated, reconnecting) and reconnects by itself. A direct session keeps running.
- **Restoring resets everything:** devices, accesses, users, tickets, settings. Whatever came later is gone. The state before lies as `…-vor-einspielen.dump.gz` in the same list — that is how you undo it.
- **All console sign-ins end** when restoring.
- **Without the keys**, all encrypted values are empty on a new server: a new device CA (all device certificates invalid), mail and sign-in credentials gone.
- **Windows wraps the keys to the machine** (without `BD_KEYRING_KEY`). A move to another machine is then not possible without losing the encrypted values; there is no way to re-wrap yet. Write to info@browserdesk.de before such a move.
- **Linux without** `BD_KEYRING_KEY` stores the keys unencrypted and warns at start-up (**B9**).
- **Docker:** the whole backup is the `data/` folder plus the value `BD_KEYRING_KEY` from `.env`.
- **Going back to the old version with Docker:** set `RELAY_VERSION` in `.env` back and run `docker compose up -d`, as long as the old image is still loaded.

If it does not work

You see	Meaning and fix
The backup job reports „Nachweise (Schlüsselring, relay.json, Lizenz) NICHT gesichert — keine Backup-Passphrase …“ (keys not backed up, no backup passphrase)	No **Backup passphrase** is set. Set it and run the job again.
Restoring stops with “already exists”	Nothing was changed. The backup contains objects the relay does not know. Contact info@browserdesk.de.
Restoring stops after 30 seconds	A running request held a table. Nothing changed — try again.
After the move all devices report certificate errors	The keys did not come along, or `BD_KEYRING_KEY` is missing. Unpack the archive before the start and set the value.
The relay does not start after the move	The key ring is wrapped, but `BD_KEYRING_KEY` is missing. Set the same value as on the old server.
Licence expired on the new server	The licence is still bound to the old server. Ask for the release and install it again (**A5**).
Windows: the relay does not come back after restoring	The restart on Windows has not been tested yet. Restart the `BrowserDeskRelay` service.

B9 Secure your own relay — access, device certificates and keys

A checklist for operators of their own relay: a real certificate, few open ports, named accounts with a second factor, device certificates, control only from the device's own access, and backed-up keys.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Control from	Browser

What it is for

Your own relay can be reached from the internet and brokers access to all your devices. This page is a checklist: what to set after the installation so that only the right people get in, no foreign computer can pose as one of your devices, and your keys survive a server failure.

> **Note:** The console is available in English; its labels are quoted in English below.

What you need

- Your own relay (**B2**) and a console account as system administrator.
- Access to the server (firewall, environment variables of the service).

How to do it

1. Network and certificate

1. Provide a **real TLS certificate** for the relay's name — RSA with the “ISRG Root X1” chain (**B2**).
2. Open only what the relay needs in the firewall: `9013/tcp`, `3478/udp`, `5349/tcp` and, if set, the **Relay ports from** / **Relay ports to** range. **Never open the database** to the outside.
3. Run the relay **without a reverse proxy that terminates TLS**. It only evaluates the real peer address. Behind a proxy the per-address throttles and trusted networks do not work.

2. Console

1. Create named accounts and set up the **second factor** for each one (**B4**).
2. Give the emergency sign-in (without user name) a **long password**: **Settings** → **Admin access** → section **Admin password** → **Change**. The emergency sign-in has no second factor.
3. Restrict the console to your networks: **Admin access** → **Trusted networks** (**B7**).

3. Devices

1. **Settings** → **Device certificates (mTLS)**. Every device gets its own certificate when it joins and identifies itself with it — so no foreign computer can pose as a known device.
2. Under **Enforcement** first turn on checking of presented certificates. Turn on enforcing the certificate only when all devices demonstrably connect via mTLS.
3. Devices that no longer have a certificate after a reinstallation wait under **Enrollment requests**. Check them and click **Approve**.
4. Decide per access who may control: **Edit tenant** → **Governance policy** → **Control only from the device's own tenant** (**B6**). Without this level, device ID and device password are enough.
5. Device passwords set centrally in older versions stay stored with a weaker method until you set them again: **Devices** → the device's menu → **Set password**.

4. Keys and backup

1. **Set** `BD_KEYRING_KEY`**.** With this value the relay encrypts its key ring. Docker writes it into `.env` during the installation. On Linux without the value the ring is stored unencrypted, and the relay warns at start-up. On Windows, Windows protects the ring for this machine.
2. Keep the value **separately from the server**, for example in a password manager — never in `relay.json` and never next to the backup.
3. Set a **Backup passphrase** (**B8**). Only then does the relay back up its keys.
4. Start every call of the program on the server (for example `--set-setting`) with the same environment as the service.

How you know it worked

- Every console sign-in asks for the code.
- The relay's start-up log no longer warns that the key ring is stored in plain text.
- The backup job no longer reports missing keys.

Good to know

- **Losing** `BD_KEYRING_KEY` **means losing all encrypted values** — device CA (all device certificates invalid), licence activation, passwords for mail and sign-in services.
- **A program call without the value** aborts if the ring is wrapped. That is intended; otherwise it would create new keys.
- **Waiting viewers per address:** at most five viewers without sign-in may wait for a device from one address at the same time (adjustable under **Configuration** →

Server). Behind a proxy all of them share these five.

- **Block a single device:** Devices → the device's menu → Block . Reset its certificate: Reset certificate — the next join issues a new one.
- **Suspicion that a copy of the database fell into the wrong hands:** the key for sign-in tokens is renewed by a call to the administration API; there is no form for it. Afterwards all programs must join again. Write to info@browserdesk.de in that case.
- **The server itself** you harden like any other server (SSH with keys only, firewall, operating system updates). BrowserDesk does not provide its own guide for that.

If it does not work

You see	Meaning and fix
After enforcing the certificate, devices no longer sign in	They do not connect via mTLS (for example behind a proxy). Switch back and find the cause.
A reinstalled device does not come back	It is waiting under Enrollment requests . Approve .
The relay does not start, the log mentions `BD_KEYRING_KEY`	The ring is wrapped and the value is missing from the environment. Set the same value.
All device certificates invalid after a server change	Keys not moved along (**B8**).
Trusted networks lock everyone out or let everyone in	The relay only sees a proxy's address. Run it without the proxy (**B7**).

C · Add devices

C1 Install BrowserDesk — Windows, Mac, Linux, phone and TV

Which file to get for which device, what happens on first start and when the background service is worth it.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Person at the device · Account administrator · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Phone/tablet/Fire TV
from version	20260930.3

What it is for

BrowserDesk is **one** program with two roles: a device is controlled, or you use it to control another one. On Windows, Mac and Linux both live in the same application. Phones, tablets and the Fire TV Stick control other devices. This page tells you which file to get for which device and what happens on first start.

> **Note:** The BrowserDesk programs are currently in German. Interface labels are quoted in German with the English meaning in brackets.

What you need

- The programs are in the **download section** of the home page. Every plan (Free, Cloud, own relay) uses the same program.
- A supported system:

Device	From version	File	Can be controlled	Controls others
Windows	10, 11, Server 2019	single file (EXE) or MSI	yes	yes
Mac	macOS 12.3	DMG	yes, Apple silicon only	yes (Apple silicon and Intel)
Linux x64 and ARM64	Ubuntu, Debian, Fedora, Rocky/RHEL	.deb or .rpm	yes	yes
iPhone, iPad	iOS/iPadOS 15	app	no	yes
Android phone and tablet	Android 7	APK	no	yes
Fire TV Stick	Fire OS 6	the same APK	no	yes, with the remote

- For the **service** on Windows and for the **MSI**: administrator rights once.

How to do it

Windows: single file

1. In the **download section**, download the Windows file.
2. Start it. On first start BrowserDesk copies itself into your user profile and runs from there — no administrator rights needed. It updates itself from there later.
3. So that others can access this computer: on the start page, in the card **Ihr Desktop** (Your desktop), switch on **Eingehende Verbindungen zulassen** (Allow incoming connections). The switch stays on when the program restarts.
4. The first time you switch it on, BrowserDesk asks **BrowserDesk dauerhaft einrichten?** (Set up BrowserDesk permanently?): - **Als Dienst einrichten** (Set up as a service) — BrowserDesk starts with the computer (confirm the Windows administrator prompt once). - **Nur diesmal** (Just this time) — the computer can only be reached while the program is running.

You can set up or remove the service later: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Systemdienst** (System service) → **Dienst installieren** (Install

service) or **Dienst entfernen** (Remove service).

Windows: MSI for deployment

The **MSI** (button "MSI" in the download section) is meant for IT departments deploying via GPO, Intune or script. It installs for all users and sets up the service right away. How to bring many devices straight into your access is described in **C2** and **C3**.

Mac

1. In the **download section**, get the DMG for macOS.
2. Drag BrowserDesk into the Applications folder and start it.
3. If the Mac is to be **controlled**, BrowserDesk needs two permissions that only you can grant: **Einstellungen** › **Fernzugriff** → card **macOS-Berechtigungen** (macOS permissions): - **Bildschirmaufnahme** (Screen Recording) — so a helper sees the screen. - **Bedienungshilfen** (Accessibility) — so they may move mouse and keyboard.

For each permission there is **Anfragen** (Request — opens the macOS prompt) and **Systemeinstellungen** (System Settings — opens the matching page). Details: **C5**.

1. In the card **Ihr Desktop** , switch on **Eingehende Verbindungen zulassen** .

Linux

1. In the **download section**, pick the package for your distribution: `.deb` for Ubuntu and Debian, `.rpm` for Fedora and Rocky — each for x64 or ARM64.
2. Install it, e.g. on Ubuntu: `sudo apt install ./<file name>.deb` . According to the download page, the package sets up the service and device permissions by itself.
3. Start the program. Under **Einstellungen** › **Fernzugriff** → **Systemdienst** you see whether the service is set up.
4. Optional: if the computer should also be reachable at the login screen, the card **Zugang vor der Anmeldung** (Access before login) has the switch **Anmeldebildschirm fernsteuern** (Control the login screen remotely). Turning it on asks for the administrator password once. Read the box "Vorher wissen" (Know beforehand) in the card first.

iPhone, iPad, Android, Fire TV

The apps are ready. The public distribution (App Store, Google Play, Amazon) will follow — it will be listed in the **download section**. Android phone, tablet and Fire TV Stick share **one**

APK.

> **Warning:** Newer Fire TV Sticks run Vega OS instead of Fire OS and cannot run an APK: Stick 4K Select (2025), Stick HD and Stick 4K 3rd generation (2026).

Without installing

To **control** another device you do not necessarily need a program: web access at **browserdesk.de/app** runs in the browser (**D4**). For **one-off help** on a Windows PC there is Quick Support (**D1**).

How you know it worked

- On the start page, the card **Ihr Desktop** shows a nine-digit ID under "EIGENE ID" (own ID).
- At the top of the start page the card **Erste Schritte** (First steps) lists three steps: switch on reception, join an access, reachable. Finished steps are ticked; once all three are done, the card disappears.
- With the service, **Ihr Desktop** reads "Der Dienst nimmt Verbindungen an" (the service accepts connections) and the card **Systemdienst** reads "Status: Läuft (Autostart + Auto-Update)" (running).
- On the Mac the card **macOS-Berechtigungen** shows "vollständig" (complete) at the top right.

Good to know

- **With or without the service?**

| | Without service | With service | |---|---|---| | Windows | reachable while the program runs | starts at boot, reachable even with nobody logged in | | Linux | reachable while the program runs | starts when you log in; login screen only with "Zugang vor der Anmeldung" | | Mac | — | not available; reachable while someone is logged in and BrowserDesk runs |

- **Reachable does not mean open:** whoever wants access needs the ID and password or a quick code — and, depending on the settings, consent at the device (**D2**, **F1**).
- **Via browserdesk.de**, devices can only be controlled if they belong to an access. After installing, add the device to your access: **C2**.
- **Mac:** the permissions belong to the app. macOS may ask again from time to time even though they are granted. After granting **Bildschirmaufnahme**, macOS may require the app to restart.

- **Updates:** all desktop programs update themselves.
- **Start menu (Windows):** if the entry is missing, the start page shows a notice. Create it under `Einstellungen` › `Allgemein` (Settings > General) → card `Startmenü` (Start menu); this needs administrator approval once.
- **Remove completely (Windows):** see the Knowledge Base article **Fully uninstall a client**.

If it does not work

You see	Meaning and fix
"Dienst-Aktion abgebrochen (keine Administrator-Freigabe)." (service action cancelled, no administrator approval)	The Windows prompt was denied or closed. Click `Dienst installieren` again and confirm the prompt.
"Dienst-Aktion fehlgeschlagen (systemctl --user)." (service action failed)	Linux: the service could not be set up.
The helper sees: "Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …" (Screen Recording not granted)	Grant `Bildschirmaufnahme` on the Mac (see above), then restart the app.
The helper sees the Mac's screen, but clicks do nothing	`Bedienungshilfen` is not granted. macOS drops the input without an error message.
"Nicht verfügbar (Paketinstallation erforderlich)" (not available, package installation required) in `Zugang vor der Anmeldung`	Linux: BrowserDesk runs without an installed package. Install the `.deb` / `.rpm`.
"Eine neuere Version von BrowserDesk ist bereits installiert." (a newer version is already installed — MSI)	A newer version is already on the computer. Nothing to do.

C2 Add a device to your own access

By signing in, with a one-time code or right at installation — afterwards the device can be reached from your access and takes one place.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator · Employee working from home
Applies to	Free · Cloud · Own relay
Right in the console	Administrator of the access (only for one-time codes and deployment keys in the console)
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20260930.3

What it is for

Via browserdesk.de you can only control devices that belong to an **access** — your Free access, your Cloud access or an access on your own relay. A device you add takes one **place** there, can then be reached from the access and appears in its address book. There are three ways: sign in in the program, enter a one-time code, or pass a deployment key at installation.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- BrowserDesk on the device to be added — Windows, Mac or Linux (**C1**).
- The name of your access (e.g. `fuchs-48213`) and **one** of these: - a user account of the access (user and password), or the access password if your access has one, - a one-time code, - a deployment key (Cloud and own relay only, not Free).
- A free place. Free has three places; Cloud has as many as were bought.
- **Own relay:** the device must already know your relay before it joins — otherwise the join goes to browserdesk.de and is refused. Set the relay address: **C6**.

How to do it

Way 1: Sign in in the program

1. On the device open BrowserDesk and choose **Einstellungen** › **Fernzugriff** (Settings > Remote access). The card **Zugang** (Access) is at the top.
2. In the field "ZUGANG" (access) enter the name — or the address such as `fuchs-48213.browserdesk.de`.

3. Enter your account under "BENUTZER" (user) and "PASSWORT" (password). If your access has an access password: leave the user empty and enter the access password.
4. Click **Beitreten** (Join). If your account has a second factor, BrowserDesk asks for the code from your authenticator app (**Zweiter Faktor** (Second factor) → enter code → **Anmelden** (Sign in)).
5. The question **Dieses Gerät hinzufügen?** (Add this device?) appears: - **Dieses Gerät hinzufügen** (Add this device) — takes a place; the device can be reached from the access. - **Nur von hier aus steuern** (Only control from here) — takes no place; you only see the address book and control the access's devices from here.

You can change this later: the card **Zugang** has the switch **Dieses Gerät hinzufügen**.

Way 2: With a one-time code — no password on the device

For Free this is the main way, because a Free access has no access password.

Create the code

In the program of a device that is already signed in: **Einstellungen** › **Fernzugriff** → card **Zugang** → **Einmalcode für ein weiteres Gerät** (One-time code for another device). The code is shown with "Gilt bis … Uhr, einmal." (valid until …, once) — **Kopieren** (Copy) copies it.

Or in the console: **Tenants** → double-click the access (**Edit tenant**) → tab **Add devices** → **Create one-time code** → **Copy one-time code**.

Enter the code (new device)

1. **Einstellungen** › **Fernzugriff** → card **Zugang**.
2. Enter the code (e.g. `ABCD-EFGH`) in the field below "ODER MIT EINMALCODE" (or with a one-time code). The field "ZUGANG" may stay empty.
3. Click **Mit Code hinzufügen** (Add with code).

A one-time code is valid for 30 minutes and for exactly one device.

Way 3: Right at installation — deployment key

For many devices (Cloud or own relay, not Free). The device joins the access while it is installed — no password, no click.

1. Console: **Tenants** → **Edit tenant** → tab **Add devices** → section **Deployment key**.
2. Fill in "Valid (days)" (1 to 30), "Maximum devices" and a "Note", then **Create key**.
3. The key and the commands under **How to install** are visible **only now** — **Copy key** or **Copy commands**.
4. Pass them at installation, for example: - Windows MSI: `msiexec /i BrowserDesk.msi BDZUGANG=<access> BDSCHLUESSEL=<key> /qn` - Windows single file: `BrowserDesk.exe --join <access> --key <key>` - Linux: `sudo BDZUGANG=<access> BDSCHLUESSEL=<key> apt install ./<file name>.deb`

More on deploying to many devices: **C3**.

How you know it worked

- The card **Zugang** shows "Beigetreten: <name>" (joined) and, at the switch **Dieses Gerät hinzufügen**, "Hinzugefügt — Platz 2 von 3 belegt. …" (added — place 2 of 3 taken; with your numbers).
- On the start page the card **Ihr Desktop** (Your desktop) shows "Zugang: <name>" below the ID.
- In **Erste Schritte** (First steps), "Zugang beitreten" (join access) is ticked.
- A device added at installation says in the card **Zugang**: "Dieses Gerät gehört zum Zugang „…“ (bei der Installation oder von einem anderen Benutzer hinzugefügt)." (this device belongs to access … — added at installation or by another user). You only see the address book there after signing in.
- In the console the device is listed under **Devices**.

Good to know

- **Joined is not added.** If you only sign in and choose **Nur von hier aus steuern**, you see the address book. The device can only be reached once you choose **Dieses Gerät hinzufügen**.
- **Only join your own access.** Whoever calls you and asks you to join or for a code may want to take over your computer.
- **Free devices** can only be controlled from their own access.
- **Free up a place** (browserdesk.de only): console → **Devices** → the device's menu → **Free up place**. The device is then out and only comes back when it is added again in the program. With Free, at most three releases are possible in 30 days.

- **Deleting the device** (`Delete` in the same menu) ends the place without that limit — the device may come back.
- **Leave:** card `Zugang` → `Verlassen` (Leave). If the device was added, it signs off and can no longer be reached via the access; the administration frees the place.
- **Deployment keys** can be revoked in the console at any time (row menu → `Revoke`); devices already added stay. Treat the key like a password.
- If an access is full, a device with a deployment key waits and asks again every 10 minutes — a place that becomes free is used without you doing anything.

If it does not work

You see	Meaning and fix
"Unbekannter Zugang — bitte den Namen prüfen." (unknown access)	Name mistyped, or the device asks the wrong relay. Own relay: check the address (**C6**).
"Benutzer oder Passwort falsch." (user or password wrong)	Account or password incorrect.
"Dieser Zugang hat kein Zugangs-Passwort. …" (this access has no access password)	Typical for Free. Use way 2.
"Dieser Zugang hat keine Benutzerkonten. …" (this access has no user accounts)	Empty the field "BENUTZER" and enter the access password.
On the device: "Für diesen Zugang auf browserdesk.de sind alle Plätze belegt …" (all places taken)	No free place. Free up a place in the console or buy more devices (**prices**).
Console: "In den letzten 30 Tagen wurden schon 3 Plätze freigegeben. …" (3 places already freed in the last 30 days)	Free limit on releases. Wait until the time named in the message.
"Dieser Relay kennt Einmalcodes noch nicht — …" (this relay does not know one-time codes yet)	Own relay on an older version. Use way 1 or update the relay.
On the device: "Die Anmeldung am Zugang wurde abgelehnt — der Beitritt ist abgelaufen oder wurde widerrufen. …" (join expired or revoked)	Join again (way 1 or 2).
On the device: "Dieses Gerät wurde aus seinem Zugang entfernt (Platz freigegeben). …" (removed from its access)	The place was freed in the console. Add the device again.
On the device: "Dieses Gerät gehört zu keinem Zugang. …" with **Zugang beitreten** (Join access) and **Kostenlosen Zugang anlegen** (Create free access)	The device is in no access. **Zugang beitreten** leads to the card **Zugang**; if you have no access yet, the second button creates a Free access.
MSI aborts: "BDZUGANG und BDSCHLUESSEL gehören zusammen - bitte beide angeben oder keinen."	With the MSI always pass both values.

C3 Deploy many devices at once — MSI with access and deployment key

Install BrowserDesk through software distribution (GPO, Intune, script) and bring every device into your access on the way — without a click and without a password.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Right in the console	Administrator of the access (create deployment keys)
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux)
from version	20260930.3

What it is for

If you look after many computers, you do not want to set them up one by one. With the **MSI** you install BrowserDesk including the service through your software distribution. If you also pass the name of your access and a **deployment key**, every device joins your access while it is installed — no click, no password, no access password.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk programs are currently in German; program labels are quoted in German with the English meaning.

What you need

- An access in the Cloud or on your own relay. **Free** has no deployment keys; there devices join with a one-time code (**C2**).
- Enough free places in the access.
- The **MSI**: on browserdesk.de the **MSI** button in the download area (address `/dl/client/latest/msi`). On your own relay the same address on your server.
- Software distribution that runs `msiexec` with administrator rights (GPO, Intune, PDQ or your own script).
- **Own relay:** the devices must know your relay's address **before** they join (see “Good to know”).

How to do it

1. Create a deployment key

1. In the console **Tenants** → double-click the access (**Edit tenant**) → tab **Add devices** → section **Deployment key** . In the console an access is called a tenant.
2. Fill in **Valid (days)** (1 to 30), **Maximum devices** and a **Note** , then **Create key** .
3. The key (starts with `bdk_`) and the ready-made commands under **How to install** are visible **only now**. **Copy key** or **Copy commands** .

2. Deploy

Windows, MSI — the command for your software distribution:

```
msiexec /i BrowserDesk.msi BDZUGANG=<access> BDSCHLUESSEL=<key> /qn
```

The MSI installs for all users, sets up the service and stores the join request. The service redeems it as soon as it runs.

Windows, single file by script — without the MSI:

1. Download the current EXE and set it up as a service (**Install a client from the command line**).
2. Join: `BrowserDesk.exe --join <access> --key <key>` — without a window.

Linux (deb or rpm):

```
sudo BDZUGANG=<access> BDSCHLUESSEL=<key> apt install ./<file name>.deb
```

If the package manager does not pass the values on, put the file `/var/lib/browserdesk/join-request.json` with the content `{"tenant":"<access>","key":"<key>"}` there by hand.

3. After the rollout

Revoke the key in the console (row menu → **Revoke**). Devices already added stay.

How you know it worked

- In the console the key's row counts along: `used / maximum` , state “valid”, later “used up”.
- The devices appear under **Devices** in the access.

- On the device the card **Zugang** (Access) says: „Dieses Gerät gehört zum Zugang „…“ (bei der Installation oder von einem anderen Benutzer hinzugefügt).“ (this device belongs to access … — added at installation or by another user).
- `--join` returns an exit code: `0` added, `1` refused (the reason is in the output), `2` not yet (relay not reachable or access full — the service keeps trying), `64` wrong call.

Good to know

- **Treat the key like a password.** Anyone who can read the command line in your software distribution sees it. That is why it is time-limited, limited to a number of devices and revocable — and never the access password.
- **Access full:** a device with a key waits and asks again every 10 minutes. A place that becomes free or is bought is used without you doing anything.
- **Own relay:** the join goes to the relay the device knows — browserdesk.de by default. It is refused there („Dieser Verteil-Schlüssel gilt nicht für diesen Zugang.“ — this deployment key is not valid for this access), and the request is discarded. There is no MSI property for the relay address. Where the device stores the address is described in **Change the relay address**; there is no tested way yet to preset it during deployment — write to info@browserdesk.de.
- **Mac:** the MSI and `--join` exist only for Windows, the Linux package only for Linux. Add Macs one by one (**C2**).
- **Without access without confirmation**, someone at the device has to accept every session. How to reach devices unattended: **C4**.
- Redeeming the same request twice does no harm: a device counts once per key and keeps its place.

If it does not work

You see	Meaning and fix
MSI aborts: „BDZUGANG und BDSCHLUESSEL gehören zusammen - bitte beide angeben oder keinen.“ (both or neither)	Pass both values.
MSI aborts (exit code 2)	Access or key contain characters that are not allowed. Copy the command from **How to install**.
The Linux package prints a WARNING about the join	The values were invalid; the package is installed anyway. Put `join-request.json` there by hand (see above).
Device is installed but does not show up in the access	Key expired, revoked or used up — then the request is discarded. Create a new key and join again. Or the access is full: free up a place or buy more (**prices**).
`--join` reports „Dieser Verteil-Schlüssel ist abgelaufen.“ (expired), „… wurde widerrufen.“ (revoked) or „… gilt für keine weiteren Geräte.“ (used up)	Create a new key and join again.
„Dieser Verteil-Schlüssel gilt nicht für diesen Zugang.“ (not valid for this access)	The device asks the wrong relay. Set the relay address (**C6**), then join again.
Creating the key is refused	Free has no deployment keys, or the values are outside the limits. The sentence below the button names the reason.

C4 Reach a device at any time, even when nobody is sitting at it

Set up the service, set a fixed device password and allow access without confirmation — then a computer is reachable after every restart and at the sign-in screen.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator · Employee working from home
Applies to	Cloud · Own relay
Licence	Service “Unattended access” (not in Free)
Controlled device	Windows · Linux · macOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You want to control a computer nobody is sitting at — a server, your office computer from home, a customer's device overnight. That takes three things: BrowserDesk runs without an open window (**service**), the device has a **fixed password**, and it accepts connections **without confirmation**.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **Cloud or your own relay.** In **Free** every session must be confirmed at the device — this does not work there.
- The device belongs to your access (**C2**).
- **Windows:** administrator rights for the service.
- **Linux:** set up the service; for the sign-in screen BrowserDesk installed as a package (deb/rpm) and the administrator password once.
- **Mac:** there is no service. A Mac can be reached as long as a user is signed in, and it needs the permissions from **C5**.

How to do it

1. Set up the service (Windows, Linux)

1. Open BrowserDesk on the device → `Einstellungen` › `Fernzugriff` (Settings > Remote access).
2. In the card `Systemdienst` (System service) click `Dienst installieren` (Install service). Windows asks for administrator rights.
3. On Windows, BrowserDesk then starts with the computer and stays reachable even when nobody is signed in. On Linux it starts with your sign-in.

4. **Linux, sign-in screen:** in the card **Zugang vor der Anmeldung** (Access before sign-in) turn on **Anmeldebildschirm fernsteuern** (Control the login screen remotely). The administrator password is asked for once.

Many Windows devices at once: the MSI sets up the service as well (**C3**).

2. Set a fixed password

1. On the start page, in the card **Ihr Desktop** (Your desktop), click the key symbol **Eigenes Passwort setzen** (Set own password) under “EIGENES PASSWORT” (own password).
2. Enter at least 6 characters, **Setzen** (Set).
3. Optionally turn off **Systempasswort aktiv** (System password active) — then only your own password is valid.

Centrally for many devices: in the console **Devices** → the device's menu → **Set password**. The device takes it over at its next sign-in to the relay, even if it was offline.

3. Allow without confirmation

1. **Einstellungen** › **Sicherheit** (Settings > Security) → card **Zugriffssteuerung** (Access control).
2. Under “WER DARF ZUGREIFEN” (who may access) choose **Automatisch zulassen (unbeaufsichtigt)** (Allow automatically — unattended).

4. Make it reachable (Mac, and without service)

In the card **Ihr Desktop** (Your desktop) turn on **Eingehende Verbindungen zulassen** (Allow incoming connections). With the service, it says „Der Dienst nimmt Verbindungen an“ (the service accepts connections) instead.

How you know it worked

- The card **Systemdienst** (System service) shows „Status: Läuft (Autostart + Auto-Update)“ (running).
- The card **Ihr Desktop** (Your desktop) says „Der Dienst nimmt Verbindungen an“.
- You connect with device ID and password (**D2**) without anyone clicking at the device — also after a restart of the device.
- In the Windows notification area the menu of the BrowserDesk symbol shows „Bereit (Dienst)“ (ready, service).

What the other side sees

No dialog. On Windows a small session window with your name appears at the top right during the session; on Mac and Linux the BrowserDesk window turns into this card. Through it the person at the device can end the session at any time (**F1**).

Good to know

- **Free:** the setting `Automatisch zulassen (unbeaufsichtigt)` does not help there — every session must be confirmed at the device. For unattended access you need the Cloud (**prices**) or your own relay.
- **At the Windows sign-in screen** and in User Account Control prompts you can only control with the service (**E6**).
- **Restart remotely** and be reconnected afterwards: **E17**.
- **Mac:** before a user signs in, a Mac cannot be reached.
- **Remember the password:** tick `Zugangsdaten speichern` (Save credentials) when connecting. On Windows it is stored encrypted for your Windows account on this computer; on Mac and Linux in your account's address book, unencrypted.
- **Lockout after failed attempts:** after five wrong passwords from the same direction the device refuses attempts for a while — first 30 seconds, longer on repetition, at most 15 minutes.
- **Remove the service again:** `Dienst entfernen` (Remove service) in the same card (**C8**).
- More protection: control only from the device's own access (**B6**), only from trusted networks (**B7**).

If it does not work

You see	Meaning and fix
„Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (refused or not confirmed in time at the device)	The device is still set to **Nachfragen (Bestätigung am Gerät)** (Ask — confirm at the device) — or the device is in Free. Check step 3; in Free it does not work without confirmation.
„Falsches Passwort — bitte das richtige Zugriffs-Passwort eingeben." (wrong password)	Password wrong or empty. The device never accepts an empty password.
The device is offline after a restart	No service set up (step 1). On Linux the service only starts with the sign-in — for the sign-in screen turn on **Zugang vor der Anmeldung** (Access before sign-in).
Linux: „Nicht verfügbar (Paketinstallation erforderlich)" (not available, package installation required)	BrowserDesk was not installed as a package (**C1**).
The picture at the Windows sign-in screen stays covered	No service. Set up the service (**E6**).
The Mac shows no picture or cannot be controlled	Permissions are missing (**C5**).

C5 Give a Mac the permissions for screen and control

macOS only allows screen recording and remote control if you explicitly allow BrowserDesk. This is how you grant both permissions — and how you recognise when one is missing.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	macOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

If a Mac is to be **controlled**, BrowserDesk needs two permissions from macOS: **Screen Recording** (so the helper sees the picture) and **Accessibility** (so they may guide mouse and keyboard). Only the owner of the Mac can grant them — no installer, script or administration can do this for you. Without these permissions there is no error message on the Mac; the picture is missing or clicks come to nothing.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets.

What you need

- A Mac with an Apple chip (Apple silicon) and macOS 12.3 or later. Intel Macs can control other devices but cannot be controlled.
- BrowserDesk on the Mac (**C1**).

How to do it

1. Open BrowserDesk → **Einstellungen** › **Fernzugriff** (Settings > Remote access). The card **macOS-Berechtigungen** (macOS permissions) is also on the page **Fernzugriff** (Remote access).
2. At **Bildschirmaufnahme** (Screen Recording) click **Anfragen** (Request) and agree in the macOS dialog.
3. At **Bedienungshilfen** (Accessibility) click **Anfragen** (Request) and agree.
4. If no dialog appears (macOS shows it only once per app): click **Systemeinstellungen** (System Settings) next to the permission. The matching page under “Privacy & Security” opens; turn BrowserDesk on there.
5. If macOS asks you to restart the app after granting **Bildschirmaufnahme** (Screen Recording), quit BrowserDesk and open it again.
6. In the card **Ihr Desktop** (Your desktop) turn on **Eingehende Verbindungen zulassen** (Allow incoming connections).

How you know it worked

- The card **macOS-Berechtigungen** (macOS permissions) shows „vollständig“ (complete), and both permissions say „erteilt“ (granted).
- A helper sees the Mac's picture, and their clicks and keystrokes arrive.

What the other side sees

If a permission is missing, the helper gets a notice:

- without Screen Recording: „Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. Der Besitzer muss sie freigeben: Systemeinstellungen → Datenschutz & Sicherheit → Bildschirmaufnahme.“ (Screen Recording not granted — the owner has to allow it). The connection is then not established.
- without Accessibility: „Auf diesem Mac ist „Bedienungshilfen“ für BrowserDesk nicht erteilt — Maus und Tastatur werden vom System verworfen. …“ (Accessibility not granted — mouse and keyboard are discarded). The picture is visible, control does not work.

Good to know

- **macOS asks again from time to time** — even when the permissions are already granted, for example with a dialog saying BrowserDesk wants to bypass the system's picker for private windows. That is not a lost permission: agree. While the dialog is open, it can block the program.
- **Password fields:** if a password field on the Mac has the focus (“Secure Input”), macOS discards keystrokes from outside — even with all permissions. The mouse keeps working. The card shows this as a yellow box, and the helper gets a notice.
- **Without a signed-in user** a Mac cannot be reached. There is no service for the Mac like on Windows (**C4**).
- **Mac as viewer:** if you control other devices from the Mac, you do not need these permissions.
- Blocking input on the Mac also needs Accessibility (**E16**).

If it does not work

You see	Meaning and fix
At the helper: „Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …“	Grant **Bildschirmaufnahme** (Screen Recording) on the Mac, then restart BrowserDesk.
At the helper: „Auf diesem Mac ist „Bedienungshilfen“ für BrowserDesk nicht erteilt — …“	Grant **Bedienungshilfen** (Accessibility) on the Mac.
At the helper: „Auf dem Mac ist gerade ein Passwortfeld aktiv (Secure Input) — …“ (a password field is active)	Leave the password field on the Mac, or let the person there type the password themselves.
Anfragen (Request) opens no dialog	macOS shows it only once per app. Use **Systemeinstellungen** (System Settings) and turn BrowserDesk on there.
The card says „erteilt“ (granted), still no picture	A macOS dialog is waiting for an answer on the Mac. Agree there. Otherwise quit BrowserDesk and open it again.

C6 Enter another relay and use a proxy

Switch the program to your own relay instead of browserdesk.de — the background service follows by itself. And connect through an HTTP proxy in the company network.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20260909.2

What it is for

By default BrowserDesk connects to browserdesk.de. If you run your own relay, enter its address in the program. It applies to the whole device — including the background service.

In a company network with a proxy, also set the proxy.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on the device, Windows, Mac or Linux (**C1**).
- The relay's address, for example `wss://relay.company.com:9013`. Ask your relay operator.
- For a proxy: host and port, possibly user and password.

How to do it

Enter the relay address

1. Open BrowserDesk → **Einstellungen** › **Netzwerk** (Settings > Network).
2. In the card **Netzwerk** (Network), under “RELAY-ADRESSE” (relay address), enter the address, for example `wss://relay.company.com:9013`.
3. Leave the field or press `Enter`. The address is saved for the whole device.
4. If the service is running, it follows by itself. Below the field you see „Der Hintergrunddienst zieht um …“ (the background service is moving), shortly after „Der Hintergrunddienst ist jetzt mit … verbunden“ (now connected to …).
5. Add the device to the access on the new relay (**C2**).

Back to browserdesk.de: enter `wss://browserdesk.de:443` and leave the field. Below the field you then see „Relay gewechselt — …“ (relay switched).

> **Warning:** An empty field does **not** reset the address. It does show „Leer — es gilt der Standard …“ (empty — the default applies), but nothing is saved — the device stays on the previous relay.

Set a proxy

1. **Einstellungen** › **Netzwerk** (Settings > Network) → card **Proxy**.
2. Under “MODUS” (mode) choose: - **Kein** (None) — direct connection, - **System** — the system's proxy settings (environment variables `http_proxy`, `https_proxy`, `no_proxy`),

- **Manuell** (Manual) — enter “PROXY-HOST”, “PORT” and optionally “BENUTZER (OPTIONAL)” (user) and “PASSWORT” (password).

3. In the card **Netzwerktest** (Network test) click **Test starten** (Start test).

How you know it worked

- Below the field it says „Gespeichert.“ (saved) or „Relay gewechselt — …“ (relay switched) and then that the background service is connected.
- The card **Relay-Einstellungen** (Relay settings) shows the new relay. **Jetzt vom Relay laden** (Load from relay now) fetches the current state.
- The **Netzwerktest** (Network test) checks DNS, TCP, TLS, HTTPS and the WebSocket connection one by one and shows where it gets stuck.

Good to know

- **Switching back and forth:** the device remembers its state per relay (certificate, access). If you return to a relay, it says „Relay gewechselt — Zertifikat und Zugang für … wiederhergestellt.“ (certificate and access restored); on a new relay „Relay gewechselt — das Gerät schreibt sich bei … neu ein.“ (the device registers anew). There it appears as a new device.
- **First the address, then the join:** a join always goes to the relay currently entered. On the wrong relay it is refused (**C3**).
- **Without a scheme** the program adds `wss://`, **without a port** it uses 443. If your relay runs on 9013, include the port. Unencrypted `ws://` only works to your own computer. Invalid input is not saved.
- **Proxy:** HTTP proxies only (CONNECT). With a proxy, the picture always runs via the relay. The proxy password is stored protected (DPAPI) on the device.
- **Variable `BD_RELAY`:** if it is set on the computer, it takes precedence over the field. The card points this out.
- **Pass on a diagnosis:** in the card **Netzwerktest** (Network test), **Diagnose exportieren** (Export diagnosis) creates a report. More in **Network diagnosis**.
- Further guides: **Change the relay address**, **Configure a proxy**.

If it does not work

You see	Meaning and fix
„Ungültige Adresse — erwartet wird wss://host:port. Nicht gespeichert.“ (invalid address, not saved)	Check the spelling, for example `wss://relay.company.com:9013`.
„Gespeichert — wirkungslos, solange BD_RELAY gesetzt ist.“ (saved — no effect while BD_RELAY is set)	Remove the variable `BD_RELAY` on the computer.
„Adresse konnte nicht gespeichert werden (relay-address.txt nicht beschreibbar) …“ (could not be saved)	The file is write-protected. The computer's administrator has to allow writing.
„Der Hintergrunddienst hat sich nicht bei … angemeldet — ist das Relay erreichbar? …“ (the service has not signed in)	The relay cannot be reached. Run the **Netzwerktest** (Network test); check firewall and proxy.
„Der Hintergrunddienst läuft gerade nicht; er übernimmt die Adresse beim Start.“ (service not running)	Not an error. The service picks up the address at its next start.
The network test fails at TLS	Often a firewall inspects the traffic (SSL inspection). Have the relay excluded there.
The device appears on the new relay but not in the access	It has to be added to the access there again (**C2**).

C7 Remove or replace a device, or free up its place

Take an old device out of the administration, add a new computer, free up a place in the access — and what happens to the places of Free and of the add-on modules.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator
Applies to	Free · Cloud · Own relay
Right in the console	Administrator of the access
Controlled device	Windows · macOS · Linux
Control from	Browser

What it is for

A computer is retired or replaced. It should disappear from your administration, and its **place** in the access should become free for the new device. Depending on whether the old device is still running and whether it holds places of add-on modules, you proceed slightly differently.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk programs are currently in German; program labels are quoted in German with the English meaning.

What you need

- A console account as administrator of the access.
- For the new device: BrowserDesk (**C1**) and a way into the access (**C2**).

How to do it

Remove the old device

1. In the console open `Devices` and open the device's menu.
2. If the device is **offline**: `Delete` → confirm `Delete device?`.
3. If the device is still **online**: `Delete` asks `Block and delete device?` — deleting alone is pointless, a running program signs in again at once. `Block & delete` keeps the computer out permanently.
4. Uninstall BrowserDesk on the old device if it will be used further (**C8**).

Only free up the place (browserdesk.de)

1. `Devices` → the device's menu → `Free up place`.
2. Confirm `Free up this place?`. The device leaves the access and can no longer be reached. It only comes back when it is added again in the program.

Leave the access on the device itself

`Einstellungen` › `Fernzugriff` (Settings > Remote access) → card `Zugang` (Access) → `Verlassen` (Leave). If the device was added, it signs off; the administration frees the place.

Add the new device

Add the new device like any other (**C2**). It gets its own device ID; the old device's ID does not carry over. Set up the device password and access without confirmation anew (**C4**).

Many old devices at once

`Settings` → `Cleanup` removes devices that have been offline for longer than a chosen number of days (system administrator only).

How you know it worked

- The device is no longer listed under `Devices`; the console confirms the deletion.
- After `Free up place` the console reports “Place freed up — … of … places in use.”
- On the device, after the release, it says „Dieses Gerät wurde aus seinem Zugang entfernt (Platz freigegeben). …“ (this device was removed from its access).

Good to know

- **Delete or free up the place?** `Delete` removes the entry; a device that comes back online may return with its proof. `Free up place` throws it out of the access; it only comes back by being added again. `Free up place` only exists on browserdesk.de.
- **Free:** three places. At most three releases via `Free up place` in 30 days.
- **Add-on modules** (Startcenter, remote console): their place is fixed to the device. It only becomes free when the device is deleted (also through `Free up place`). Per module, at most three releases or 10 % of the places — whichever is larger — are possible in 30 days; after that a place is locked until a stated date. If the same device returns, it gets its old place back if one is free (**G24**).
- **Blocking** alone (`Block`) keeps a device out at once but leaves it in the list — for example on suspicion of misuse.
- **Device broken and the disk gone:** simply delete it. It will never sign in again.
- Buy more places: **prices**.

If it does not work

You see	Meaning and fix
The deleted device is back immediately	It was online. Use **Block & delete**.
„In den letzten 30 Tagen wurden schon 3 Plätze freigegeben. Die nächste Freigabe ist ab … UTC möglich.“ (3 places already freed in the last 30 days)	Free limit on releases. Wait until the time named in the message.
A place of an add-on module stays locked	The deletion brake applies. The console names when it becomes free.
The new device does not get into the access: all places taken	First remove the old device or free up its place, then add the new one.
Free up place is missing in the menu	It only exists on browserdesk.de. On your own relay: **Delete**.

C8 Remove BrowserDesk again — program and service

Just turn off the service, uninstall the MSI or remove everything without a trace — and then delete the device from the administration.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator
Applies to	Free · Cloud · Own relay
Right in the console	Administrator rights on the device
Controlled device	Windows
Control from	Program (Windows, macOS, Linux)
from version	20260912.8

What it is for

You no longer need BrowserDesk on a Windows computer — or only not the service that keeps the computer reachable at all times. There are three levels: **remove the service**,

uninstall the MSI or **remove BrowserDesk completely**. Afterwards you delete the device in the console.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- Administrator rights on the Windows computer.
- For deleting in the console: an account as administrator of the access.

How to do it

Remove only the service

1. Open BrowserDesk → **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Systemdienst** (System service) → **Dienst entfernen** (Remove service).
2. Windows asks for administrator rights.

Or via the BrowserDesk symbol in the notification area: **BrowserDesk beenden (Dienst entfernen) …** (quit BrowserDesk — remove service) — also with administrator approval.

The program stays; you can still open it and allow connections by hand.

Uninstall the MSI

If BrowserDesk was installed with the MSI, remove it like any other program in the Windows settings under the installed apps. This also removes the service tasks.

Remove completely

For the portable single file, and if nothing should remain: run the script from **Fully uninstall a client** in PowerShell as administrator. It removes service and watchdog tasks, processes, autostart entries, program, data and cache folders (for every user and in the SYSTEM profile) and checks at the end that nothing is left. With `-KeepData` identity and logs are kept.

Afterwards in the console

Devices → the device's menu → **Delete** (**C7**).

How you know it worked

- After **Dienst entfernen** (Remove service) the card **Systemdienst** (System service) shows „Status: Nicht installiert“ (not installed).
- After the script, the check at the end reports that no trace is left.
- The device appears offline in the console and can be deleted.

Good to know

- **The service does not come back by itself.** Since version 20260912.8, **Dienst entfernen** (Remove service) also removes the watchdog task that used to restart it.
- **The service consists of two tasks** in the Windows Task Scheduler: `BrowserDeskUnattended` and `BrowserDeskWatchdog`. Both run as SYSTEM.
- **Removing only the tasks** also works by command: `& "C:\Program Files\BrowserDesk\BrowserDesk.exe" --uninstall-service`.
- **What happens to your data:** the script without `-KeepData` also deletes the device password, the join to the access and the device certificate. If BrowserDesk comes back to the computer later, it has the same device ID, but a new password and no access any more — it has to join again (**C2**).
- **Mac and Linux:** there is no guide of its own for removing yet. Write to info@browserdesk.de.
- Repair instead of removing if BrowserDesk only hangs: **Repair a client**.

If it does not work

You see	Meaning and fix
After **Dienst entfernen** (Remove service) the status stays the same	The administrator approval was refused. Try again with an administrator account, or use the script.
The service runs again after a restart	Older version before 20260912.8. Update BrowserDesk and remove it again, or use the script.
The device shows up again in the console	BrowserDesk is still running on the computer. Remove it completely, or use **Block & delete** in the console (**C7**).
The script stops	Start PowerShell as administrator.

D · Connect

D1 Help someone right away who has nothing installed

The person downloads Quick Support, reads six digits to you and agrees — you see and control their screen without a password. Works for any computer — with Free, Cloud and your own relay.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.21

What it is for

Someone calls: "Something isn't working." Their computer has no BrowserDesk yet. With **Quick Support** („Schnellhilfe“) they download a single file, start it and read you a **quick code** of six digits. You type the digits, they click „Erlauben“ (Allow) — and you see their screen. Nothing is installed and nobody has to share a password.

> **Note:** The BrowserDesk programs are currently in German. Interface labels are quoted in German with the English meaning in brackets.

What you need

- **You (helper):** BrowserDesk on your computer, phone or tablet — or simply a browser with **browserdesk.de/app**. No account needed.
- **The person at the device:** a Windows PC with internet. On macOS and Linux there is no separate Quick Support file yet — the person installs BrowserDesk and creates the

code in the program (see below).

- **Model:** any — Free, Cloud or your own relay. On browserdesk.de it also works for a stranger's computer that starts Quick Support for the first time and belongs to no account.

How to do it

You (helper)

1. Open **browserdesk.de/app** or your BrowserDesk program.
2. In the card **Verbinden** (Connect) choose the tab **Schnellcode** (Quick code).
3. Below the field there is a link to Quick Support. Send it to the person — by mail, messenger or read it out: `browserdesk.de/dl/schnellhilfe`.
4. Have the six digits read to you and type them. Spaces and dashes do not matter.
5. Click **Verbinden** (Connect) and wait until the person agrees.

The person at the device

1. Open the link. The file **BrowserDesk-Schnellhilfe.exe** is downloaded.
2. Start the file. A small window **BrowserDesk Schnellhilfe** opens with **Ihr Code für den Helfer** (your code for the helper) and six digits.
3. Read the digits to the helper.
4. When the window **Zugriff erlauben?** (Allow access?) appears: click **Erlauben** (Allow).
5. When the help is done: click **Trennen und beenden** (Disconnect and quit).

macOS or Linux at the device: install BrowserDesk (**C1**). Then on the start page, in the card **Entfernten Desktop steuern** (Control a remote desktop), choose the tab **Schnellcode**; below it, under **Für dieses Gerät als Ziel** (for this device as target), click **Schnellcode erzeugen** (Create quick code). The same exists in the sidebar under **Fernzugriff** (Remote access) in the card **Erreichbarkeit** (Reachability). If it asks to switch on „Eingehende Verbindungen zulassen“ (allow incoming connections), do that first. The rest is the same.

How you know it worked

The session window opens on your side showing the person's screen. From now on you also know the device's **ID** — it is listed under „Zuletzt verwendet“ (Recently used), and next time you can connect with it (**D2**) if the person allows it.

What the other side sees

- Before the connection, the dialog `Zugriff erlauben?` with your name and the addition "per Schnellcode". `Ablehnen` (Deny) is preselected: an accidental Enter lets nobody in. Without an answer the request is denied when the countdown runs out.
- During the session the Quick Support window stays open; its button then reads `Trennen und beenden`.

Good to know

- **The code is valid for 5 minutes and only once.** When it expires, Quick Support shows a new one by itself (`Neuer Code` (New code) gets one immediately).
- **The code only replaces the password, never the consent.** Without „Erlauben“ at the device nobody gets in.
- **Nothing is installed:** no service, no autostart, no tray icon. After quitting, the computer can no longer be reached through Quick Support. Windows keeps the device identity so the computer gets the same ID next time.
- **Do not rename the file:** if its name no longer contains "Schnellhilfe", the full program starts and installs itself.
- Quick Support allows screen, control, clipboard and files — no command line.

If it does not work

You see	Meaning and fix
Quick Support shows "Schnellcode ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (quick code not included in Free)	Only appears if an operator has switched off the quick code in the Free plan. Use ID and password (**D2**) — or add the device to an account with a Cloud licence (**C2**).
"Schnellcode unbekannt oder abgelaufen …" (quick code unknown or expired)	The code was older than 5 minutes, already used or mistyped. Ask for a new code. A dropped session also needs a new code.
"Zu viele falsche Schnellcodes …" (too many wrong quick codes)	Five wrong attempts within 5 minutes. Wait a few minutes.
The request was denied	The person clicked „Ablehnen“ or did not answer in time. Connect again — with a new code.
No Quick Support link in the tab `Schnellcode`	Your relay does not offer Quick Support yet (own relay on an older version). The person installs BrowserDesk (**C1**).
The person sees "Der BrowserDesk-Dienst auf diesem Rechner hat keinen Code geliefert."	An installed BrowserDesk is already running on that computer and has no connection to the relay right now. Check the internet, try again later.

D2 Connect with ID and password — even when nobody is at the device

The device has a fixed ID and a password. Whoever knows both connects — with or without consent at the device, depending on its settings.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261006.3

What it is for

Every device with BrowserDesk has a fixed nine-digit **ID** and a **password**. Whoever knows both can connect — even when nobody sits at the device, if the device is set up that way. This is how you reach your own computer while away or look after computers where nobody can give consent.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **At the device:** BrowserDesk, reachability switched on (**C1**) and — via browserdesk.de — an access the device belongs to (**C2**).
- **On your side:** BrowserDesk on your computer, phone or tablet, or web access (**D4**).
- **Connecting without consent** only works with Cloud or an own relay. With **Free**, someone at the device always has to agree.

How to do it

At the device (set up once)

1. On the start page, the card **Ihr Desktop** (Your desktop) shows the **ID** under "EIGENE ID" (own ID) and the password, hidden, under "PASSWORT" (password). **Anzeigen** (Show — eye icon) reveals it.
2. Set your own fixed password: under "EIGENES PASSWORT" (own password) click the key icon **Eigenes Passwort setzen** (Set own password), enter at least 6 characters, **Setzen** (Set).
3. Optional: switch off **Systempasswort aktiv** (System password active) — then only your own password is valid.
4. Make the device reachable: switch on **Eingehende Verbindungen zulassen** (Allow incoming connections) or set up the service (**C1**).
5. If nobody should have to agree: **Einstellungen** › **Sicherheit** (Settings > Security) → card **Zugriffssteuerung** (Access control) → under "WER DARF ZUGREIFEN" (who may access) choose **Automatisch zulassen (unbeaufsichtigt)** (Allow automatically — unattended). With **Nachfragen (Bestätigung am Gerät)** (Ask — confirm at the device) someone at the device has to click **Erlauben** (Allow).

Centrally for many devices: in the console under **Devices** → the device's menu → **Set password**. The device receives the password the next time it signs in to the relay.

On your side (connect)

1. On the start page, the card **Entfernten Desktop steuern** (Control a remote desktop), tab **Kennung + Passwort** (ID + password).
2. Type the ID into the top field. Spaces do not matter.
3. Type the password into the field below.
4. If BrowserDesk should remember it: tick **Zugangsdaten speichern** (Save credentials).
5. Click **Verbinden** (Connect). Until the picture arrives, a panel "Verbinde mit … …" (connecting to …) covers the page.
6. If the access asks for a reason, **Support-Grund** (Support reason) appears: pick or type one, then **Verbinden** — or **Ohne Grund** (Without reason) if it is not required.

On a phone or tablet it is the same: field "Partner-ID", below it "Passwort". **In the browser:** D4.

How you know it worked

- The panel "Verbinde mit …" disappears and the session window with the device's screen opens.
- The device is then listed under `Zuletzt verwendet` (Recently used). If you ticked `Zugangsdaten speichern`, a click on the tile connects without typing again; the tile's menu (⋮) then offers `Gespeichertes Passwort entfernen` (Remove saved password).

What the other side sees

- With `Nachfragen (Bestätigung am Gerät)` and always with Free: the dialog `Zugriff erlauben?` (Allow access?) showing your name.
- With `Automatisch zulassen (unbeaufsichtigt)`: no dialog. On Windows a small session window with your name appears at the top right; on Mac and Linux the BrowserDesk window turns into that card. From there the person at the device can end the connection at any time (**F1**).

Good to know

- **It does not work without a password.** Even if someone at the device would agree: the device never accepts an empty password. Without a password, use a quick code (**D1**).
- **Three passwords are valid side by side:** the one the program generated (while `Systempasswort aktiv` is on), your own one and a one-time password. The one-time password (`Neues Einmalpasswort` (New one-time password) under "EINMALPASSWORT") is valid for exactly one session.
- **New password:** `Neues Passwort` (New password — arrow icon next to "PASSWORT") creates a new one at once; the old one stops working. A password saved by the helper is then wrong and is replaced on the next successful connect with the box ticked.
- **Where the saved password is kept:** on Windows encrypted for your Windows account, only on this computer. On Mac and Linux in your user account's address book, only on this computer, but not encrypted.
- **Lock after wrong attempts:** after five wrong passwords from the same source, the device accepts no attempts for a while — first 30 seconds, longer on repetition, at most 15 minutes.
- `Abbrechen` **(Cancel) in the panel "Verbinde mit …"** only frees your side. The attempt continues in the background; if the connection still comes about, it is closed right away.
- **If the person at the device disconnected you**, you only get back in once they allow you again at the device (**F1**) or after 10 minutes without any attempt. Every new attempt

pushes the 10 minutes further.

If it does not work

You see	Meaning and fix
"Falsches Passwort — bitte das richtige Zugriffs-Passwort eingeben." (wrong password)	Password wrong or empty. Check at the device — was a new one generated?
"Zu viele Fehlversuche — bitte ein bis zwei Minuten warten, dann erneut verbinden." (too many failed attempts)	Lock after wrong attempts. Wait, then use the right password.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (denied at the device or not confirmed in time)	Someone clicked **Ablehnen** (Deny) or nobody answered. With Free someone always has to agree.
Gerät ist offline (Device is offline) with **Aufwecken** (Wake up)	The device is not signed in to the relay right now (asleep, off, no network). **Aufwecken** tries via a BrowserDesk device in the same network.
"Der Gesteuerte hat die Verbindung beendet. Neu verbinden geht erst, wenn …" (the controlled side ended the connection)	The person at the device disconnected you. Ask them to allow you again — or make no attempt for 10 minutes.
"Dieses Gerät gehört zu keinem Zugang. …" (device belongs to no access)	The device must first be added to an access: **C2**.
"Dieses Gerät lässt sich nur aus seinem eigenen Zugang steuern — …" (only from its own access)	Sign your program in to that access (**C2**, way 1). Always the case with Free.
"Dieser Rechner ist kein Mitglied des Zugangs, zu dem das Gerät gehört. …" (this computer is not a member of the access)	The access only allows its own computers. Add your computer to the access (**C2**).
"Dieses Gerät lässt sich nur aus den vertrauten Netzen seines Zugangs steuern — …" (only from trusted networks)	Connect from the company network or via VPN.
"Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …" (Screen Recording not granted)	A permission is missing on the Mac (**C1**).
"Die Verbindung zum Relay wurde getrennt, bevor die Sitzung stand. Bitte Geräte-ID und Kennwort prüfen." (relay connection dropped before the session started)	Check ID and password and connect again.

D3 Connect from the device list or address book — organise with tags

Devices you control often are one click away in “Recently used”, the address book, your access's device list or the history. In the console, tags sort devices into groups.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.10

What it is for

If you look after the same computers again and again, you do not want to type the ID every time. BrowserDesk remembers every device you were connected to and shows the devices of your access as a list. One click connects — with the saved password if you let it save one. In the console you sort devices into groups with **tags** and connect straight from the device list.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- BrowserDesk on your computer (Windows, macOS, Linux) or the app on your phone or tablet (**D5**).
- For **your access's devices** in the program: a sign-in to the access with **user and password** (**C2**). With the shared access password alone the program does not show the list.
- For **tags and the console device list**: an account in the console.
- With **Free**, every session has to be confirmed at the device — also from the list.

How to do it

Way 1: "Recently used" on the start page

1. Every successful connection ends up on the start page under **Zuletzt verwendet** (Recently used).
2. A click on the tile connects. If you ticked **Zugangsdaten speichern** (Save credentials) when connecting, BrowserDesk fills in the password itself.
3. The field **Ziele durchsuchen…** (Search targets…) filters by name, computer name and ID. The switch next to it toggles between tiles and list.
4. The tile's menu (⋮) offers **Verbinden** (Connect), **Umbenennen** (Rename), **Gespeichertes Passwort entfernen** (Remove saved password — only if one is saved) and **Entfernen** (Remove).

Way 2: the address book

1. Open **Adressbuch** (Address book) in the sidebar. It holds the same entries as "Recently used".
2. Add a device by hand: **Ziel hinzufügen** (Add target) → in the window **Neues Ziel hinzufügen** (Add new target) enter the ID and a name → **Hinzufügen** (Add). The window does not ask for a password. It is saved on the first successful connection if **Zugangsdaten speichern** is ticked.

Way 3: your access's devices

1. If you are signed in to the access with user and password, the **Adressbuch** shows "Zugang: …" (Access: …) below, with every device you may reach. Each tile says ONLINE, OFFLINE or BESETZT (busy).
2. Click a device that is online: BrowserDesk connects with the password saved for this ID.
3. If a device is offline and can be woken, it shows a power icon ("Aufwecken (Wake-on-LAN) und verbinden" — wake up and connect).
4. The circular-arrow icon **Geräteliste aktualisieren** (Refresh device list) reloads the list.

Way 4: from the history

1. Open **Verlauf** (History) in the sidebar. It lists finished sessions in both directions.
2. For an outgoing session click **Verbinden** (Connect). BrowserDesk fills in ID and saved password on the start page. Then click **Verbinden** there.

Way 5: in the console — tags and connecting

1. Open `Devices` in the console. On the left is the tree with your accesses and, below it, `Tags`.
2. **Add a tag:** right-click a device → `Manage` → `Edit`. In the window `Edit device` enter the tags under `Tags (comma-separated)`, for example "Building 1, Server", then `Save`.
3. **Filter by tag:** click a tag in the tree. The list then shows only devices with that tag.
4. **Connect:** click the play icon in the device's row — or right-click → `Access` → `Connect`.
5. In the window enter the `Device password` (and the support reason if the access requires one). With `Remember the password until this tab is closed` the console does not ask again in this tab.
6. Click `Connect`. The session opens in a new browser tab (**D4**).

On a phone or tablet the tab `Mandant` (access) lists the devices of the access. If no password is saved, the app asks for it when you tap (**D5**).

How you know it worked

- The session window with the device's screen opens (from the console: a new tab).
- The device then appears first under `Zuletzt verwendet` (Recently used).

What the other side sees

The same as with any connection by ID and password: depending on the settings, the dialog `Zugriff erlauben?` (Allow access?) and, during the session, the session window (**F1**).

Good to know

- **Where the saved password is kept:** on Windows, encrypted for your Windows account, only on this computer. On Linux and macOS it is stored unencrypted in your user account's address book. Another Windows account or another computer cannot read it — there you type it again.
- **Password changed at the device:** then the saved one is wrong. With `Zugangsdaten speichern` ticked, BrowserDesk replaces it on the next successful connection. Without the tick the old one stays.
- **Groups and tags only exist in the console.** The program knows names but no tags. `Umbenennen` (Rename) in the program only applies to your own address book.
- **Which devices you see in the access's list** is set by the administrator: all of them or only selected ones (**B5**).
- **"Remember the password" in the console** only lasts until you close the tab. It changes nothing at the device.

If it does not work

You see	Meaning and fix
"Adressbuch: erst mit Anmeldung (Benutzer und Kennwort)" (address book only after sign-in with user and password)	You joined the access only with the access password or a one-time code. Sign in with your user account (**C2**).
"Keine Geräte in diesem Zugang. Sobald sich Geräte anmelden, erscheinen sie hier." (no devices in this access yet)	No device added yet, or none has been shared with you (**B5**).
"Keine Treffer für „…“." (no matches)	The search term matches no entry. Clear the field.
Password is refused although it is saved	The password at the device changed, or you are on a different account. Type it again and tick **Zugangsdaten speichern** (**H9**).
"Device is offline — cannot connect" (console)	The device is not signed in to the relay. Wake it with **Wake up (Wake-on-LAN)** in the device's menu, or try later.
"Please enter the device password." (console)	The field was empty. The console does not connect without a password.
"Pop-up blocked — please allow pop-ups for this site and click Connect again."	The browser prevented the new tab. Allow pop-ups for the console.

D4 Connect from the browser without installing anything

At browserdesk.de/app you control a device right in the browser — with ID and password, with a quick code or from “My devices”. Every session runs in its own tab.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261007.8

What it is for

You are at someone else's computer or may not install anything there? Open **browserdesk.de/app** in the browser and connect from there. The page has two cards: **Connect** (no sign-in, with the details from the device) and **My devices** (with your account, shows the devices you may reach). Every session opens in a new tab.

> **Note:** The start page of web access is available in English (button at the top right). The session tab is only partly translated; German labels there are quoted with the English meaning in brackets.

What you need

- A current browser. Chrome or Edge are recommended; Firefox and Safari work too.
- For **Connect**: the device's ID and password — or a quick code created by the person at the device (**D1**).
- For **My devices**: a user account in your access. The administrator of your access creates it.
- An own relay offers the same page at its address under `/app`.

How to do it

Way 1: card "Connect" — no sign-in

1. Open **browserdesk.de/app**.
2. In the card `Connect` choose the tab: - `ID + password`: enter "Device ID" and "Device password". The device shows both in its BrowserDesk window (**D2**). - `Quick code`: enter the six digits the device is showing right now. If there is no BrowserDesk there yet, a link to Quick Support appears below the field (**D1**).
3. If the device's access requires a support reason or a ticket, extra fields appear for them.
4. Click `Connect`. A new tab opens; the start page says "The session is running in a new tab."

Way 2: "Recently used"

Below the card `Connect`, `Recently used` lists the devices you connected to in **this browser**. A click fills in the ID and puts the cursor into the password field — you type the password each time. The "×" next to it removes the entry.

Way 3: card "My devices" — with your account

1. In the card **My devices** enter "Access", "User" and "Password", then **Sign in**.
2. If your account has a second factor, the field "Code from the authenticator app" appears. If your access requires a second factor you do not have yet, the page walks you through **Set up second factor** (scan the code, enter the code, **Activate**).
3. Your devices are listed on the left; use **Search** to filter. Click a device: the right side shows ID, system, "Last seen" and, if available, a preview image.
4. Click **Connect**, enter the "Device password" in the dialog (and the support reason if required), then **Connect**. The session runs in the new tab.
5. If the device is offline and can be woken, there is **Wake up**.

In the session tab

- **Before the picture** a small window shows the state. If the device is offline it offers "Wake up (Wake-on-LAN) and connect". Under "Check connection", **Run test** checks whether your browser reaches the relay. "Close tab" takes you back.
- **During the session** the gear icon in the toolbar opens "Vorgaben für neue Sitzungen" (defaults for new sessions): picture quality and video codec every new session starts with. Below, under "Hilfe" (help), the link "Verbindungsprobleme lösen" (solve connection problems).
- **End:** the red cross in the toolbar ("Sitzung trennen", disconnect session).

How you know it worked

- The new tab shows the device's screen; the tab title carries the device's name.
- After a connection from the card **Connect**, the device is listed on the start page under **Recently used**.

What the other side sees

The same as with a connection from the program: depending on the settings, the dialog "Zugriff erlauben?" (Allow access?) and, during the session, the session window (**F1**).

Good to know

- **No password in the browser:** password and quick code never appear in the address and are not stored. "Recently used" only keeps ID, name and time — and only in this browser.
- **An access password** (a shared password of an access) does not sign you in on the web. "My devices" needs a personal user account.
- **The sign-in to "My devices"** only applies to this browser tab and expires after a while; then sign in again. **Sign out** ends it at once; **Two-factor** sets up or turns off the

second factor.

- **A quick code is valid once.** If the connection fails, the session tab asks for a "New quick code from the device", not for a password.
- **Pop-ups:** if the browser blocks the new tab, allow pop-ups for browserdesk.de and click `Connect` again.
- **Devices that require a client certificate** cannot be controlled from the browser — use the program.
- **Language:** the button at the top right switches between English and Deutsch.

If it does not work

You see	Meaning and fix
"The browser blocked the new tab — please allow pop-ups for this page and click “Connect” again."	Browser pop-up blocker. Allow pop-ups for the page.
"Please enter the device password."	It does not work without a password. Without one: quick code (**D1**).
"Wrong password — please enter the device password"	Password wrong. Enter it again in the session tab.
"Too many failed attempts — please wait a minute or two, then try again"	The device is locked after wrong attempts. Wait.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (denied at the device or not confirmed in time)	Someone at the device denied, or nobody answered.
"The device is not online. Try “Wake up” or connect again later."	The device is asleep, off or without network.
"Schnellcode unbekannt oder abgelaufen — …" (quick code unknown or expired)	Get a new code (**D1**).
"Access, user or password is incorrect."	Sign-in to "My devices" incorrect.
"Too many attempts — please wait a minute."	Too many sign-in attempts at "My devices".
"No devices have been shared with you yet. Please contact the administrator of your access."	Your account may not reach any device yet.
"Your sign-in has expired — please sign in again."	Sign in again.
"Dieses Gerät verlangt ein Client-Zertifikat. …" (this device requires a client certificate)	Use the program (**C1**).
Connecting does not work at all	In the session tab "Check connection" → **Run test**; help: **Test the connection**.

D5 Control from a phone, tablet or Fire TV

With the app on an iPhone, iPad, Android phone or tablet you control a computer with finger gestures; on a Fire TV Stick with the remote. You connect as on a computer — with ID and password, a quick code or from the device list.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Phone/tablet/Fire TV

What it is for

You are out and only have your phone with you — or you want to show a computer on the TV from the sofa. The BrowserDesk app turns a phone, tablet or Fire TV Stick into a **viewer**: you see the computer's screen and control it with your finger or the remote. It can control a Windows, macOS or Linux computer.

> **Note:** The BrowserDesk app is currently in German. Its labels are quoted in German with the English meaning in brackets. Where the app says "Mandant", it means your **access**.

What you need

- **iPhone or iPad** with iOS or iPadOS 15 or later.
- **Android phone or tablet** with Android 7 or later.
- **Amazon Fire TV Stick** with Fire OS 6 or later — the same app as for Android. Not on the sticks with Vega OS: Stick 4K Select (2025), Stick HD and Stick 4K 3rd gen (2026) (**H15**).
- How to get the app: **C1**.
- At the computer: BrowserDesk and ID with password (**D2**) or a quick code (**D1**).
- With **Free**, every session has to be confirmed at the computer.

How to do it

Phone and tablet: connect

At the bottom (on a tablet in landscape, on the left) there are four tabs: **Verbinden** (Connect), **Mandant** (access), **Verlauf** (History), **Einstellungen** (Settings).

1. Tab **Verbinden**, card **Entfernten Desktop steuern** (Control a remote desktop).
2. Type the "Partner-ID" — that is the computer's ID. Below it, the computer's password. Or switch on **Schnellcode statt Kennung** (Quick code instead of ID) and type the six digits the computer shows.
3. If the app should keep the password: switch on **Zugangsdaten speichern** (Save credentials — only on this device).
4. Tap **Verbinden** (Connect). Afterwards the devices are listed below under **Zuletzt verwendet** (Recently used).

Phone and tablet: from your access's device list

1. Tab **Mandant** (access).
2. Under **Am Mandanten anmelden** (Sign in to the access) enter the access name, your user and the password, then **Anmelden** (Sign in). If your account has a second factor, the window **Zweiter Faktor** (Second factor) asks for the code from your authenticator app.
3. The devices appear with an online dot. Pull down to reload the list.
4. Tap a device. If no password is saved, the window "Mit … verbinden" (Connect to …) asks for it. **Kennwort auf diesem Gerät speichern** (Save password on this device) is preselected. Tap **Verbinden**.

In the tab **Verlauf** (History) tapping an entry fills in the ID.

Phone and tablet: working in the session

The default is **Trackpad-Modus** (Trackpad mode): your finger moves a pointer as on a laptop touchpad.

Gesture	Trackpad mode (default)	Direct mode
Drag one finger	Move pointer	Drag with the left button held
Tap	Left click at the pointer	Left click where the finger is
Tap twice	Double click	two clicks
Tap twice, hold, drag	Drag	—
Long press	Right click	Right click
Two fingers up/down	Mouse wheel	Mouse wheel
Two fingers sideways	Horizontal wheel	Horizontal wheel
Spread two fingers	Zoom the view (up to 8×)	Zoom the view
Drag two fingers while zoomed	Move the visible area	Move the visible area

- **Quick bar at the bottom:** ⌨ opens the on-screen keyboard. **Strg (Ctrl), Alt,** ⇧**,** ⊞ latch: tap one, then a key — that gives the combination; afterwards they release on their own. ⊞ twice = Windows key. Plus Esc, Tab, arrow keys, Entf (Del), **1×** (undo zoom) and **Zwischenablage senden** (Send clipboard).
- **Mouse wheel at the edge:** to the right of the picture is a strip. Dragging it scrolls where the pointer is.
- **External keyboard** on an iPad: every key goes straight to the computer, including combinations.
- Switch to direct mode under **Einstellungen** (Settings) → turn off **Trackpad-Modus**. That is also where **Standard-Qualität** (default quality), **Standard-Codec** (default codec) and the **Relay-Adresse** (relay address) are.

Fire TV Stick

On the TV a separate interface for the remote starts.

1. Enter the ID on the number pad on the left. **Back** deletes the last digit.
2. Go to the field "Kennwort eingeben — OK drücken" (enter password — press OK) and press **OK**. Fire OS opens its on-screen keyboard.
3. Choose **Verbinden** (Connect). Next to it the devices are listed under **Zuletzt verbunden** (Last connected).

In the session:

Remote button	Effect
D-pad	Move the pointer — it speeds up while held
OK	Left click
Play/Pause	Right click
Fast forward / Rewind	Mouse wheel down / up
Menu	Switch between controlling the computer and the app's own toolbar

How you know it worked

The computer's screen fills the app. Afterwards the computer is listed under `Zuletzt verwendet` or, on the TV, under `Zuletzt verbunden`.

What the other side sees

The same as with a connection from a computer: depending on the settings, the dialog `Zugriff erlauben?` (Allow access?) and, during the session, the session window (**F1**).

Good to know

- **The phone is not controlled.** Here the app is only a viewer.
- **A password is always needed:** without a password the computer refuses the connection — even if the field suggests otherwise. Without a password only a quick code works.
- **Clipboard:** the app reads the phone's clipboard only when you tap `Zwischenablage senden`. Text from the computer arrives on its own.
- **iPhone in the background:** when you switch apps, it disconnects by itself and reconnects when you come back.
- **TV:** the arrow keys move the pointer there and are not passed on to the computer as arrow keys — not even from a Bluetooth keyboard.
- **Light and dark** follow the system setting on phones and tablets.

If it does not work

You see	Meaning and fix
Connection refused, password field was empty	Enter the computer's password. It is always required (**D2**).
"Bitte eine neunstellige Geräte-ID eingeben." (TV — please enter a nine-digit device ID)	The ID has nine digits. Add the missing ones.
"Keine Geräte im Adressbuch des Mandanten." (no devices in the access's address book)	Your access has no devices yet, or none has been shared with you.
The app does not start on the Fire TV Stick	Probably a stick with Vega OS (**H15**).
The iPhone app closes, or saved connections are gone	**H16**.
Zooming moves the mouse instead	Put both fingers down at the same time and spread them clearly. The app decides once per gesture whether you zoom or scroll.

D6 From home to your own office computer — with “My devices” and a second factor

You sign in at browserdesk.de/app with your user account, see your office computer under “My devices” and connect in the browser. A second factor from an authenticator app protects the account.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Employee working from home
Applies to	Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Browser · Program (Windows, macOS, Linux)
from version	20261005.10

What it is for

You work from home and need your computer at the office. Nobody is there to click "Allow". So your office computer is set up once to be reachable without consent. At home you open **browserdesk.de/app**, sign in with your personal account and connect from **My devices** — without installing anything. A **second factor** makes sure a stolen password alone is not enough.

> **Note:** Web access (browserdesk.de/app) and the admin console have English interfaces; their labels are quoted in English. The BrowserDesk program is currently in German; its labels are quoted in German with the English meaning in brackets.

What you need

- **Cloud or an own relay.** With Free every session has to be confirmed at the device — in an empty office nobody says yes.
- **At the office computer:** BrowserDesk with the service (**C4**), in your company's access (**C2**), with its own password and access without consent (**D2**).
- **A personal user account** in the access. The administrator creates it (**B5**). The shared access password does not sign you in to "My devices".
- **For the second factor:** an authenticator app on your phone, for example Microsoft Authenticator, Google Authenticator or Aegis.
- At home: a current browser — or BrowserDesk on your computer.

How to do it

Set up once at the office

1. Install BrowserDesk and set up the service so the computer is reachable even when nobody is signed in (**C4**).
2. Add the computer to the access: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card Zugang (access) → sign in with your user → switch on **Dieses Gerät hinzufügen** (Add this device) (**C2**).
3. Set an own password for the computer and choose **Automatisch zulassen (unbeaufsichtigt)** (Allow automatically — unattended) (**D2**). Remember the password — you need it at home.
4. Note the computer's ID (start page, card **Ihr Desktop** — Your desktop). It helps you recognise it in the list.

Connect from home

1. Open **browserdesk.de/app**.
2. In the card **My devices** enter "Access", "User" and "Password", then **Sign in**.
3. If your account has a second factor: enter the code from the authenticator app.
4. Click your office computer on the left, then **Connect**.
5. In the dialog enter the "Device password" — the office computer's password, not your account password. Click **Connect**. The session opens in a new tab.
6. If the computer is offline and can be woken, there is **Wake up**. Waking goes through another BrowserDesk device in the same office network.

With the program instead of the browser: at home in BrowserDesk under **Einstellungen** › **Fernzugriff** (Settings > Remote access) sign in with your user and click **Beitreten** (Join). Your office computer then appears in the **Adressbuch** (Address book) (**D3**). If your account has a second factor, the window **Zweiter Faktor** (Second factor) asks for the code.

Set up the second factor

1. While signed in to "My devices", click **Two-factor**, then **Set up**.
2. Scan the QR code with the authenticator app. If that does not work, type the key shown below it into the app.
3. Enter the code from the app, then **Activate**. The page says "Second factor set up."
4. If your access requires the second factor, signing in walks you through **Set up second factor** by itself.

From now on every sign-in — in the browser and in the program — asks for a code from the app.

For the administrator

- Devices per person: in the console, at the access under users → the person's menu → **Set devices**. Default: all devices of the access (**B5**).
- Require the second factor: **Second factor required for users** in the access's policies.
- Phone lost: **Reset second factor** in the person's menu.

How you know it worked

The new tab shows your office computer's screen; the tab carries its name.

What the other side sees

Nobody is at the office computer. On Windows, a small session window with your user name appears there for the duration of the session (**F2**).

Good to know

- **Two passwords:** the account signs you in to "My devices". The device password opens the computer. They are separate.
- **The sign-in** applies only to this browser tab and lasts at most 8 hours. `Sign out` ends it at once.
- **A code is valid only once.** If you sign in twice in quick succession, wait for the app's next code.
- **After setting up** the second factor, the program also has to sign in again — with a code.
- **Turning it off:** `Two-factor` → enter the current code → `Turn off`. If your access requires the second factor, only the administrator can reset it.
- **There are no recovery codes.** If the phone is gone, the administrator resets it.

If it does not work

You see	Meaning and fix
"Access, user or password is incorrect."	Sign-in wrong. Check the access name and your account password.
"The code is not correct — please enter the current code."	Code expired or already used. Take the app's next code.
"No devices have been shared with you yet. Please contact the administrator of your access."	The administrator limited your account to selected devices but chose none (**B5**).
"Your sign-in has expired — please sign in again."	Sign in again.
"Please enter the device password."	It does not work without the office computer's password.
"The device is not online. Try “Wake up” or connect again later."	Computer off, asleep or without network. **Wake up** needs another BrowserDesk device in the office network.
"The device did not sign in within 5 minutes."	The wake-up did not arrive or the computer is fully off. Ask someone at the office.
The device password is not accepted	**H9**.

D7 Connect directly in the company network — without a relay and without internet

If the device is in the same network, you connect directly by IP address or computer name — even when the internet is down. The administrator has to allow this in the console first.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Own relay
Right in the console	Policy “Allow direct LAN connections (without relay)” (directLanAllowed)
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20261010.43

What it is for

Normally every connection goes through a relay — even when your computer and the device sit next to each other in the same network. If the internet is down, or the workshop has none at all, nothing works. With **direct LAN** you connect to the device directly by **IP address or computer name**. A fingerprint makes sure you really talk to the right device.

> **Note:** The BrowserDesk program is currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **The administrator's approval:** in the console, `Allow direct LAN connections (without relay)` must be switched on for the device or the access. It is off by default. The approval cannot be set at the device itself.
- **At the device:** BrowserDesk version 20261010.43 or later on Windows, macOS or Linux, with the switch `Direkte Verbindungen im eigenen Netz annehmen` (Accept direct connections in the own network) switched on.
- **On your side:** the BrowserDesk program on your computer. Direct LAN does not work in the browser.
- **Both in the same network:** home or company network, also a cable straight between two computers. It does not work over VPN networks such as Tailscale.
- **The device password** (D2).
- **Firewall:** on Windows, TCP port 47420 has to be open in the private network. BrowserDesk does not change the firewall itself.

How to do it

Administrator and device (once)

1. In the console open the device's (or the access's) settings, section **Reachability**.
2. Switch on **Allow direct LAN connections (without relay)**. Optionally also **Switch on direct LAN connections** — then the switch at the device is fixed to on.
3. At the device: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Direkt im LAN** (Direct in the LAN) → switch on **Direkte Verbindungen im eigenen Netz annehmen** unless the console already does it.
4. The card now shows "Erreichbar unter …" (reachable at …) with address and port, and a **fingerprint**. Note both or pass them to the technician.

Technician (connect)

1. On the start page, below the connect field, click **Direkt im LAN verbinden …** (Connect directly in the LAN …).
2. Enter "IP-Adresse oder Rechnername[:Port]" (IP address or computer name[:port]), for example 192.168.1.20. Only add the port if it is not 47420.
3. Enter "Kennwort des Geräts" (device password), **Verbinden** (Connect).
4. The first time, BrowserDesk shows the device's fingerprint: **Gerät zum ersten Mal — Fingerabdruck vergleichen** (device for the first time — compare fingerprint). Compare it with the display at the device. Only if both match: **Stimmt überein — verbinden** (Matches — connect).
5. Only then does the password go to the device. The fingerprint is remembered for this address.

How you know it worked

The session window with the device's screen opens — even without internet. The history lists the session as "Direkt …" (direct …) with the address.

What the other side sees

The same as via the relay: password, lock-out after failed attempts and the question **Zugriff erlauben?** (Allow access?) apply unchanged (**F1**).

Good to know

- **The access's rules do not apply here.** Without a relay nobody checks, for example, "control only from the own access". That is why the administrator's approval is needed. The rights at the device (control, files …) apply as usual.
- **Log:** the device records every direct connection locally and reports it to the relay as soon as the relay is reachable again.
- **Only addresses from the own network** are accepted. One session at a time.
- **Reinstalled:** after a reinstallation the device has a new fingerprint. BrowserDesk then warns you.
- **Restarting BrowserDesk remotely** is not available in direct mode.
- **Approval withdrawn:** the device closes direct access as soon as it signs in to the relay again.

If it does not work

You see	Meaning and fix
"… antwortet nicht. Ist „Direkt im LAN“ am Gerät eingeschaltet und freigegeben, und lässt die Firewall den Port zu? …" (does not answer — is direct LAN switched on and approved, does the firewall allow the port?)	Switch at the device off, no approval, wrong address, or the firewall blocks port 47420. On Windows, have a firewall rule for TCP 47420 in the private network created.
"Adresse nicht lesbar — z. B. 192.168.1.20 oder pc-buero.fritz.box:47420" (address not readable)	Typo in the address.
Fingerabdruck hat sich geändert (fingerprint has changed)	Normal after a reinstallation at the device. Otherwise another device may have put itself in between. Only continue with **Neuen Abdruck übernehmen** (accept new fingerprint) if it matches the display at the device.
At the device: "Nicht freigegeben — der Verwalter schaltet „Direkt im LAN erlauben“ in der Konsole frei." (not approved)	The approval in the console is missing (see above).
At the device: "Vom Gerätebesitzer gesperrt (lokale Richtlinie)." (blocked by the device owner)	The device owner has forbidden direct LAN. This overrides the console too.
At the device: "Vom Administrator festgelegt (aus) — hier nicht änderbar." (set by the administrator)	**Switch on direct LAN connections** is set to off in the console.
Connecting over VPN does not work	Intended: direct LAN only accepts addresses from the own network. Use the relay over VPN.

D8 Many devices at a glance — the control room (Leitstand)

The control room shows up to nine computers at once as tiles. One click brings a computer up large for control, “Zurück zum Leitstand” takes you back to the overview. The tour cycles through them full screen.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	leitstand
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20260922.5

What it is for

Four tills, six machine PCs or a training room: instead of opening each computer on its own, the **control room** ("Leitstand") shows them at once as tiles in a matrix. Every tile stays live. A click into a tile brings the computer up large in the usual session window; from there you return to the overview without the connection dropping. For a wall nobody operates there is the **tour**, which shows one computer after another full screen.

> **Note:** The BrowserDesk program is currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **Licence feature** `leitstand`**:** - **Own relay:** a licence with the control room. You can test it once per installation for ten days (console → **Licence** → **Try for 10 days**). - **Cloud:** the control-room feature for your access (**A6**, **prices**). - **Free:** not available.
- BrowserDesk on a computer running **Windows, Linux or macOS**. There is no control room on phones or in the browser.
- The computers' passwords — most conveniently saved in the address book (**D3**).

How to do it

1. Open **Leitstand** (control room) in the sidebar. If the item is dimmed with a padlock, the feature is missing (see "If it does not work").
2. Choose the matrix at the top: 1×2, 2×1, 2×2 (default), 2×3 or 3×3.
3. In a free slot click **Rechner wählen …** (Choose computer …). The window **Rechner für diesen Platz** (computer for this slot) lists **Geräte des Zugangs** (devices of the access, online first) and below them your **Adressbuch** (address book). Filter with **Name oder Kennung suchen …** (search name or ID …), then pick a device.
4. Click **Alle verbinden** (Connect all) — or **Verbinden** (Connect) in a tile's menu. If your access keeps support reasons, BrowserDesk asks **once** for all slots. The password comes

from the address book; if it is missing, a window "Zugriffskennwort — …" (access password — …) asks for each slot in turn.

5. **Zoom in:** click a connected tile. "Steuern wird beim Relay angefragt …" (asking the relay for control …) appears briefly at the bottom, then the session window opens. Control works as usual here.
6. **Back:** the orange button **Zurück zum Leitstand** (Back to the control room) on the right of the floating toolbar. The connection stays up.
7. **Full screen:** the button on the right of the header shows only the matrix across the whole screen. **Vollbild verlassen** (Leave full screen) or `Esc` returns.
8. **Tour:** next to the full-screen button there is the play icon and the seconds field (default 10, 3 to 600). Play switches to full screen and shows one connected computer after another. **Rundgang beenden** (End tour) stops it.
9. **Disconnect:** **Trennen** (Disconnect) in the tile's menu or **Alle trennen** (Disconnect all) at the top. **Gerät wechseln …** (Change device …) and **Platz leeren** (Clear slot) are in the same menu.

How you know it worked

- Every tile shows a live picture, a green dot, name, ID and latency.
- The sidebar shows "Leitstand · n" with the number of connected slots.
- During the tour the header says, for example, "Rundgang · 2 von 4 · alle 10 s" (tour · 2 of 4 · every 10 s).

What the other side sees

For each device it is a normal session: depending on the settings, the dialog **Zugriff erlauben?** (Allow access?) and, during the session, the session window (**F1**). As long as the tile is small, no input arrives from it.

Good to know

- **Nothing is controlled in the matrix.** Mouse and keyboard only reach the computer once you have zoomed in. The tour does not control anything either.
- **Tiles are throttled** (a few frames per second) so nine computers do not fill the line. Zoomed in, the full frame rate runs.
- **"nur Ansicht"** (view only) on a tile means: it is not being controlled right now.
- **The matrix is remembered** with its devices. When you open it again, BrowserDesk does not connect by itself.
- **Switching pages** in the program keeps the sessions running.

- **A device appears only once** in the matrix; ones already placed show as "schon in der Matrix" (already in the matrix) in the picker.
- **Making the matrix smaller** disconnects the slots that disappear. BrowserDesk asks first (`Matrix verkleinern?` — make matrix smaller?).

If it does not work

You see	Meaning and fix
Menu item `Leitstand` dimmed with a padlock, hint "Funktion „Leitstand“ — Ihr Relay-Betreiber schaltet sie frei …" (your relay operator enables it)	The feature is missing for your relay or access (**A6**, **H22**).
Hint "Relay meldet keine Funktionen (nicht erreichbar oder älterer Relay ohne diese Auskunft)." (relay reports no features)	The relay does not answer or is too old. This does not mean the feature is missing. Check the connection to the relay.
Tile with a red dot "Lizenz fehlt" (licence missing)	The relay refuses the control room. BrowserDesk does not try again.
Tile "wartet auf Zustimmung" (waiting for consent)	Someone at the device has to click `Erlauben` (Allow). BrowserDesk waits up to 35 seconds.
After the click the tile stays view-only, message "Steuern nicht möglich: …" (control not possible)	The relay refused control. The sentence after it names the reason.
Play for the tour is disabled	Connect at least one slot first.
The password is not accepted	**H9**.

`D9` Understand why the connection does not work

Every refusal has a reason and a sentence. Here are all sentences from the program and the browser — what they mean and what you can do.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux · Android · iOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.3

What it is for

The connection does not come about or drops. BrowserDesk almost always says why — in one sentence. This page translates every sentence: **what it means** and **what you can do**. Look for your sentence in the tables below.

> **Note:** The BrowserDesk programs and most messages in the browser are currently in German. The messages are quoted in German with the English meaning in brackets; "…" stands for names and numbers.

What you need

- The sentence you see (best write it down or take a screenshot).
- For some remedies: the person at the device or the administrator of your access.

How to do it

1. **Find the sentence.** - In the program: the window **Verbindung fehlgeschlagen** (connection failed) states the reason. Close it with **OK**. If a running session ends, the window **Verbindung beendet** (connection ended) appears. - In the browser (**D4**): the reason is in the status line. Red means: final, the browser does not try again. Orange with "neuer Versuch (…)" (new attempt) means: it keeps trying by itself.
2. **Look it up in the tables.** The sentences are quoted word for word.
3. **Is the error on the device itself?** Then use the last table: the device is not even signed in at the relay.
4. **Is it the network?** In the program choose **Einstellungen** › **Netzwerk** (Settings > Network) → card **Netzwerktest** (Network test) → **Test starten** (Start test). The test checks step by step where the network gets stuck. **Diagnose exportieren** (Export diagnostics) creates a report for support.

Refusals at the device: password, consent, picture

You see	Meaning	Remedy
"Falsches Passwort — bitte das richtige Zugriffs-Passwort eingeben." (wrong password; browser: "… korrektes Zugriffs-Passwort eingeben")	The password is wrong. An empty password also counts as a failed attempt.	Look up the password on the device (**D2**, **H9**). Do not try many times in a row — after five failed attempts the device locks.
"Zu viele Fehlversuche — bitte ein bis zwei Minuten warten, dann erneut verbinden." (too many failed attempts — wait a minute or two)	Five wrong passwords in a row from your address. The device first locks for 30 seconds, twice as long with every further lock, at most 15 minutes. The sentence says "a minute or two" — that is only true for the first locks.	Wait, then connect once with the right password.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (access was denied at the device or not confirmed in time)	The person at the device clicked **Ablehnen** (Deny) or did not answer in time. With Free — and for every device on browserdesk.de that is not in an access with a cloud licence — **every** session must be confirmed at the device. If nobody sits in front of it, this sentence also appears.	Ask the person to click **Erlauben** (Allow) when asked **Zugriff erlauben?** (**F1**). Then connect again.
"Der Gesteuerte hat die Verbindung beendet." (the controlled side ended the connection)	The person at the device ended the session.	Do nothing — or call the person. Your program deliberately does not reconnect by itself.
"Der Gesteuerte hat die Verbindung beendet. Neu verbinden geht erst, wenn die Verbindung am Gerät wieder zugelassen wird oder … Minuten lang kein Versuch mehr kam." (reconnecting only works once	You tried again after being disconnected. The device blocks you for a while.	Ask the person to allow you again (**F1**), or wait the stated time without trying.

You see	Meaning	Remedy
allowed again at the device or after … minutes without an attempt)		
"Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …" (screen recording not granted on this Mac)	BrowserDesk lacks a permission on the Mac.	On the Mac: System Settings → Privacy & Security → Screen Recording → allow BrowserDesk (**H2**).
"Auf dem iPhone läuft die Bildschirmübertragung nicht. …" or "Auf dem Android-Gerät läuft die Bildschirmfreigabe nicht. …" (screen sharing is not running on the phone)	A phone cannot be switched on from outside.	The person starts sharing in BrowserDesk themselves (**F14**).
"Zugriff auf das kritische Gerät wurde nicht freigegeben." (browser: "Die Freigabe für dieses kritische Gerät wurde nicht erteilt." — approval for the critical device was not given)	The device is marked as critical. A session needs an approval, and it was not given.	Ask the administrator for approval.

Refusals by the relay: access, seats, licence

You see	Meaning	Remedy
"Dieses Gerät gehört zu keinem Zugang. Über browserdesk.de lassen sich nur Geräte steuern, die einem Zugang beigetreten sind — …" (device belongs to no access)	The device is not in any access.	Add the device to an access (**C2**). The sentence names "„Zugang beitreten“" — on the device the way is **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Zugang** (Access) → **Beitreten** (Join).
"Dieses Gerät lässt sich nur aus seinem eigenen Zugang steuern — …" (only controllable from its own access)	You connect from outside the access. With Free this always applies.	Sign your program in to this access (**C2**) or connect from a computer of the access.
"Dieser Rechner ist kein Mitglied des Zugangs, zu dem das Gerät gehört. …" (this computer is not a member of the device's access)	The access only admits its own computers. From the browser it never works then.	Add your computer to the access (**C2**).
"Dieses Gerät lässt sich nur aus den vertrauten Netzen seines Zugangs steuern — Ihre Adresse gehört nicht dazu. …" (only from the trusted networks of its access)	The access only allows certain networks.	Connect from the company network or via VPN, or ask the administrator to allow your network (**B7**).
"BrowserDesk Free erlaubt eine Sitzung gleichzeitig. Mit einer Cloud-Lizenz sind Sitzungen unbegrenzt." (Free allows one session at a time)	A session is already running in the Free access.	End the other session. The browser keeps trying by itself.
"Für diesen Zugang arbeiten gerade so viele Techniker gleichzeitig, wie gebucht sind. …" or "Für diesen Zugang sind … Techniker gleichzeitig gebucht, und alle arbeiten gerade. …" (all booked technicians are working)	All booked technicians are in sessions right now.	Wait until a session ends. The administrator books more technicians (**A6**).

You see	Meaning	Remedy
"Je Person sind höchstens … Sitzungen gleichzeitig möglich." (at most … sessions per person)	You already have very many sessions open.	Close one of your sessions.
"Für diesen Mandanten sind … Geräte gekauft. …" or "BrowserDesk Free umfasst bis zu … Geräte. …" (… devices bought / Free covers up to … devices)	The device is outside the bought seats.	The administrator frees a seat or buys more (**A6**).
"Dieses Gerät kann Sitzungen nicht am Gerät bestätigen lassen (BrowserDesk vor Fassung …" (this device cannot have sessions confirmed)	BrowserDesk on the device is too old for mandatory confirmation.	Update BrowserDesk on the device.
"… ist in BrowserDesk Free nicht enthalten …" or "… ist für diesen Zugang nicht gebucht …" (not included in Free / not booked)	The function is missing from the access's plan.	See **H22**.
"Für diesen Mandanten ist eine Ticketnummer erforderlich." (a ticket number is required)	The access requires a ticket number for every session.	Enter the ticket number when connecting.
"Für diesen Mandanten ist ein Support-Grund erforderlich." (a support reason is required)	The access requires a reason for every session.	Enter the reason when connecting.
"Der Relay nimmt keine weiteren Verbindungen an: die Lizenz ist ausgeschöpft oder abgelaufen. …" (browser; the program shows the relay's sentence — licence used up or expired)	The relay's licence is not enough or has expired.	Contact the administrator of the relay.
"host is blocked"	The device is blocked in the administration.	Ask the administrator to unblock the device.
"Schnellcode unbekannt oder abgelaufen — am Gerät einen	The code was wrong, already used	Have a new code read out to you (**D1**).

You see	Meaning	Remedy
neuen Schnellcode erzeugen lassen." (quick code unknown or expired)	or older than 5 minutes.	
"Zu viele falsche Schnellcodes — bitte ein paar Minuten warten, dann erneut versuchen." (too many wrong quick codes)	Too many wrong codes in a row.	Wait a little (**D1**).

Device not reachable or network problems

You see	Meaning	Remedy
The window **Gerät ist offline** (device is offline) with **Aufwecken** (Wake up); plus "unknown or offline host" (browser: "unknown or offline host – neuer Versuch (…)…")	The device is not signed in at the relay right now: it is asleep, switched off or has no internet.	Try **Aufwecken** (D11 (in preparation)). Otherwise ask the person to switch the device on. More in **H7**.
"Das Gerät ist nicht online. „Aufwecken“ versuchen oder später erneut verbinden." (browser, window from "Meine Geräte"; in English: "The device is not online. Try “Wake up” or connect again later.")	As above.	As above.
"Zeitüberschreitung — der Relay hat nicht geantwortet. Besteht eine Netzverbindung?" (timeout — the relay did not answer)	Your computer does not reach the relay in time.	Check your own internet; in a company network firewall and proxy (**H10**).
"Der Relay ist nicht erreichbar. Besteht eine Netzverbindung?" (the relay is not reachable)	Your computer does not reach the relay at all.	Check internet and relay address; run the **Netzwerktest** (**H10**).
"Die Verbindung zum Relay wurde getrennt, bevor die Sitzung stand. Bitte Geräte-ID und Kennwort prüfen." (connection to the relay dropped before the session was up)	The setup broke off.	Check ID and password, connect again.
"Relay wird aktualisiert – Verbindung wird wiederhergestellt …" (relay is being updated – restoring the connection)	The relay restarts after an update.	Wait — the connection comes back by itself (D12 (in preparation)).
"… – bitte erneut verbinden" (please connect again)	The browser tried by itself for a long time and gives up.	Look up the sentence before it in these tables; then reconnect by hand.
"Das Relay hat die Verbindung abgelehnt (Code: …)." (the relay refused the connection)	A reason your program does not know yet.	Update the program. If it stays: report the code (**F9**).

On the device itself: "Dieser Rechner ist nicht angemeldet"

If the device cannot sign in at the relay, nobody can reach it. The device's program then shows, on the left under **Dashboard** in the card **Ihr Desktop** (Your desktop), a box "Dieser Rechner ist nicht angemeldet" (this computer is not signed in, red) or "Verbindungsproblem" (connection problem, yellow) with the reason. The box contains the button **Neu registrieren** (Register again).

You see	Meaning	Remedy
"Der Server kennt für diesen Rechner ein Zertifikat, das hier nicht mehr vorliegt. …" (the server knows a certificate that is no longer here)	The device certificate is missing on the device.	An administrator resets the device's certificate in the administration. Restarting or reinstalling does not help.
"Das Gerätezertifikat wurde vom Server abgelehnt (abgelaufen, widerrufen oder für einen anderen Zugang ausgestellt). …" (certificate rejected)	The certificate is no longer valid.	As above: have the certificate reset in the administration.
"Dieser Rechner wurde in der Verwaltung gesperrt. …" (blocked in the administration)	The device is blocked.	Ask the administrator to unblock it.
"Der Server nimmt diesen Rechner nicht an: die Lizenz des Relays ist ausgeschöpft oder abgelaufen. …" (relay licence used up or expired)	The licence is not enough.	The administrator of the relay extends or renews the licence.
"Die Anmeldung am Zugang wurde abgelehnt — der Beitritt ist abgelaufen oder wurde widerrufen. …" (joining expired or was revoked)	The device is no longer in the access.	Join again: **Einstellungen** › **Fernzugriff** → card **Zugang** → **Beitreten** (**C2**). The sentence names "„Zugang beitreten“" — this button is meant.
"Diesen Zugang gibt es am Server nicht (mehr). …" (this access does not exist (any more))	The access does not exist at the relay (any more).	Join an existing access (**C2**).
"Für diesen Zugang auf browserdesk.de sind alle Plätze belegt …" (all seats taken; or a sentence from the relay with numbers)	All seats of the access are taken.	The administrator frees a seat or buys more (**A6**).
"Dieses Gerät wurde aus seinem Zugang entfernt (Platz freigegeben). …" (removed from its access)	Someone took the device out of the access.	Add the device again (**C2**).

You see	Meaning	Remedy
"Diese Geräte-Kennung ist am Server gerade anderweitig angemeldet …" (this ID is signed in elsewhere)	The same ID is signed in twice, for example by a second installation.	Wait a little. If it stays, click **Neu registrieren** in the box. The sentence names "Einstellungen → Sicherheit" (Settings → Security) — but the button is in the box.
"Die Geräte-Kennung wurde vom Server nicht akzeptiert. …" (ID not accepted)	The ID is invalid.	Click **Neu registrieren** in the box.
"Keine Verbindung zum Server. Prüfen Sie die Internetverbindung und die Relay-Adresse unter Einstellungen → Netzwerk." (no connection to the server)	The device does not reach the relay.	Check the internet; **Einstellungen** › **Netzwerk** → **Netzwerktest** → **Test starten**.
Status line "Nicht erreichbar — kein Zugang" (not reachable — no access)	The device is signed in, but the relay lets nobody reach it because it is in no access.	Add the device to an access (**C2**).

> **Note:** Under every red box it says "Das braucht Ihr Administrator: Gerät … → Zertifikat zurücksetzen" (your administrator needs to: device … → reset certificate). That only fits the two certificate cases. For all others the remedy from the table applies.

How you know it worked

- The session opens and you see the device's screen.
- On the device, the box in the card **Ihr Desktop** has gone.

What the other side sees

- With a refusal because of password, licence, seats or network: nothing. The person at the device does not notice.
- With **Zugriff erlauben?** (Allow access?) they see your request. If they deny or do not answer, you get the sentence from the first table.

Good to know

- **Some refusals are final:** wrong password, lock, denial at the device, disconnection by the person, no access. The program then deliberately stops trying — repeating would only count further failed attempts.
- **The browser repeats others by itself:** device offline, Free session in use, relay update.
- **Administrators see more:** the administration shows for every device why it was rejected when signing in (**G20**).
- Some sentences still come in English ("unknown or offline host", "host is blocked") or say "Mandant" (tenant) instead of "Zugang" (access). They mean the same.

If it does not work

You see	Meaning and remedy
A sentence that is not listed here	Take a screenshot and report the sentence: **Einstellungen** › **Allgemein** (Settings > General) → **Rückmeldung senden** (Send feedback) (**F9**).
The **Netzwerktest** shows an error at TLS	Often a firewall inspects encrypted connections. Ask your IT to exempt the relay (**H10**).
No message at all, the program just waits	End the attempt with **Abbrechen** (Cancel) and connect again. If it stays: **Netzwerktest**.

E · In the session

E1 Switch monitors or see all monitors at once

If the device has several screens, choose under "Ansicht" (View) which one you see — or all of them side by side.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20260916.1

What it is for

If the computer you control has two or more screens, you first see the primary screen. In the session you switch to another one with two clicks — or you have all screens shown side by side in one picture.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session (**D2**, **D4**).
- A device with at least two screens. With only one screen there is nothing to choose.
- **Controlled system:** switching is described and measured on Windows devices. It is not described separately for Mac and Linux.
- **Viewer:** the BrowserDesk program (Windows, Mac, Linux) and the browser. On a phone or tablet the same menu sits in the bar above the picture.

How to do it

In the program:

1. Click the **Ansicht** (View) icon in the bar at the top.
2. Under **MONITOR** every screen is listed with its resolution and a small preview above it. The primary screen has a star (★), the one currently shown a tick.
3. Click the screen you want.
4. All at once: choose **Alle Monitore** (All monitors). The entry shows the combined size of all screens.

In the browser: the same via the screen icon **Ansicht** → section "Monitor". There the entries are called "Monitor 1", "Monitor 2" … with resolution; the primary screen is marked "(Haupt)" (primary).

How you know it worked

- The picture shows the chosen screen; the menu shows the tick (browser: the entry is highlighted).
- The browser reports the chosen entry in its status line.

Good to know

- **Screens are counted again and again.** If someone at the device plugs a monitor in or out, or a monitor wakes from standby, it appears in the list after a few seconds. If the screen you are watching disappears, the picture jumps to the primary screen.
- **Zoom and view position** are reset when you switch.
- **Resolution at the device:** if you changed the resolution of a screen (**E2**), BrowserDesk restores it when you switch to another screen.
- **"Alle Monitore" and H.264:** with **Alle Monitore** the device never uses the graphics-card path (**E4**).
- In the browser, a second click on the same entry acts as a retry — useful when the switch did not get through on a poor connection.

If it does not work

You see	Meaning and fix
No `MONITOR` section under `Ansicht`	The device reports only one screen. This happens when external monitors are in standby or unplugged. Have the monitors switched on; the choice appears after a few seconds.
`Alle Monitore` is missing	The device does not offer this view (older BrowserDesk version on the device). Choose single screens.
The picture does not fill the window	The screen has a different aspect ratio than your window. `Originalgröße (1:1)` (Original size 1:1) under `Ansicht` shows it pixel for pixel, or **E2** adapts the resolution.

E2 Adapt the device's resolution to my window

If the device runs at a tiny or unsuitable resolution, change it for the duration of the session — the old one comes back at the end.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux)
from version	20261010.27

What it is for

Virtual machines and computers without a monitor often run at 1024 × 768 or at a resolution that does not suit your window — the picture is tiny or blurry. You can change the device's resolution for the session. It is a temporary change: when the session ends, BrowserDesk restores the old resolution.

> **Note:** The BrowserDesk program is currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- **Controlled system:** Windows. It does not work on Mac and Linux devices yet.
- **Viewer:** the BrowserDesk program. The browser viewer does not have this item.
- **You must be in control.** Someone who only watches does not see the item.
- BrowserDesk version 20261010.27 or later on the device.

How to do it

1. In the bar click **Ansicht** (View), then **Auflösung am Gerät …** (Resolution on the device …).
2. The dialog **Auflösung am Gerät** lists the resolutions the screen offers, largest first. The original one is marked **Original**, the largest one that fits completely into your window **passt in Ihr Fenster** (fits your window).
3. Click a resolution — or **An mein Fenster anpassen** (Fit to my window).
4. Close the dialog with **Schließen** (Close).

Back to the old resolution: **Ansicht** → **Auflösung am Gerät …** → **Zurück auf Original** (Back to original). Otherwise this happens by itself (see below).

How you know it worked

- The picture rebuilds briefly and shows the screen at the new resolution.
- If you open the dialog again, it shows the button **Zurück auf Original** — it only appears while the resolution is changed.

What the other side sees

The screen at the device visibly changes its resolution. Windows and text there change size until the session ends.

Good to know

- **The old resolution comes back** when the last viewer leaves the session, on **Zurück auf Original** and when you switch to another monitor (**E1**). If BrowserDesk on the device ends unexpectedly before that, it restores the resolution at its next start.
- **Only one screen at a time** is changed. If you switch monitors, the previous one goes back.
- **Nothing is stored permanently:** the setting does not end up in the Windows configuration.
- **Scaling stays:** if the device is set to 150 %, for example, text looks large at a small resolution. That is a Windows setting.
- **Without a monitor** Windows often offers only 1024 × 768. The virtual monitor helps there (**E25**).

- Every change is recorded in the relay's log.

If it does not work

You see	Meaning and fix
`Auflösung am Gerät …` is missing from the menu	The device is not a Windows device, runs an older BrowserDesk version, or you are not in control right now.
"Die Auflösung lässt sich nur an Windows-Geräten umstellen." (only on Windows devices)	Mac and Linux cannot do it yet.
"Nur wer steuert, kann die Auflösung des Geräts umstellen." (only whoever is in control)	Another viewer is in control. Request control or have it handed over.
"In der Kachelansicht lässt sich die Auflösung nicht umstellen." (not in the tile view)	It does not work from the control room (**D8**). Open the device in its own session.
"Diese Auflösung bietet der Bildschirm des Geräts nicht an." (not offered by the screen)	Choose another resolution from the list.
"Windows hat die Auflösung abgelehnt (Code …)" (Windows refused)	Windows refused the change, for example at the sign-in screen. Whether it works there has not been tested.

E3 Picture stutters or is blurry — set the quality and read the analysis overlay

Three quality levels, the device's background switched off and a measurement panel in the picture help when the connection is weak.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

On a weak connection the picture stutters or reacts late; on a good one it should be sharp. In the session you choose between three levels, switch off the wallpaper and animations on the device, and show a measurement panel that tells you what is being transmitted.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session. The quality applies to all controlled systems (Windows, Mac, Linux).
- **Background and animations off** only works on Windows devices.
- **Viewer:** program, browser and the phone/tablet app have the quality levels. The analysis overlay exists in the program and in the browser.

How to do it

Quality in the running session (program):

1. Open **Ansicht** (View) in the bar.
2. Under **QUALITÄT** (quality) choose a level: - **Bildqualität** (picture quality) — sharp, needs the most data. - **Ausgewogen** (balanced) — the middle way. - **Reaktion (20 fps, ½ Auflösung)** (responsiveness — 20 fps, half resolution) — for weak connections: less data, 20 frames per second, half resolution from 1280 pixels width. The picture is deliberately less sharp then.
3. On a weak connection also click **Hintergrund und Animationen aus** (background and animations off). For the session the device shows no wallpaper and no window animations — fewer picture changes, less data.

Measurement panel: **Ansicht** → **Analyse-Overlay** (analysis overlay). A box with figures appears at the top right of the picture. Click again to hide it.

In the browser: the same under **Ansicht** : choose **Qualität: Bildqualität** , **Qualität: Ausgewogen** or **Qualität: Reaktion (20 fps, ½ Auflösung)** , plus **Hintergrund und**

Animationen aus and **Analyse-Overlay**.

Default for new sessions:

- Program: **Einstellungen** › **Allgemein** (Settings > General) → card **Video & Verbindung** (video & connection) → **STANDARD-QUALITÄT** (default quality). In the card **Allgemein**, **Analyse-Overlay standardmäßig anzeigen** (show analysis overlay by default) switches the panel on for every session.
- Browser: gear icon in the bar → **Vorgaben für neue Sitzungen** (defaults for new sessions) → choice "Qualität: …".
- Phone/tablet: tab **Einstellungen** (Settings) → **Standard-Qualität** (default quality).

How you know it worked

- The program briefly reports "Qualität: …" with the chosen level; the menu shows the tick.
- After **Hintergrund und Animationen aus** it reports "Hintergrund und Animationen am Host aus" (background and animations off on the host). The tick shows what the device actually applied.

Reading the analysis overlay

Line (program)	Meaning
Pfad (path)	`WebRTC` = the normal picture path; `Relay-Tunnel (WebSocket, …)` = fallback path through the relay, plus whether it is encrypted. The browser shows `RELAY-TUNNEL` there.
RTT	Round-trip time in milliseconds.
Host	Frames per second, data rate (Mbit/s) and the method (codec) the device sends with.
Sendestau (send backlog)	How much picture is waiting at the device to be sent, in milliseconds. High values mean the connection cannot keep up.
Betrachter (viewer)	How many frames your program dropped and whether it limited the frame rate. In the browser the line is called "Client" and shows frames per second and the decoding time.
Video	Size of the transmitted picture.

A line is missing when the device does not report the value — it never shows an invented zero.

Good to know

- **The device adjusts by itself.** If data backs up, it lowers the data rate and raises it again once the connection is free. The level sets the upper limit.
- **Background and animations** come back on the device when you switch the item off again. On Mac and Linux the item is greyed out and states the reason.
- **Different names on the phone:** in the app the default levels are called "Beste Qualität" (best quality), "Ausgewogen" (balanced) and "Geringe Bandbreite" (low bandwidth).
- The measurement panel blocks nothing: clicks on it go to the device.
- In full screen and on a phone the bar floats above the picture. If it covers something, move it by its handle; a double click on the handle puts it back at the top centre.

If it does not work

You see	Meaning and fix
Picture reacts late, high "Sendestau" values in the overlay	The connection is too weak for the level. Choose **Reaktion (20 fps, ½ Auflösung)** and switch on **Hintergrund und Animationen aus**.
"Pfad" shows the relay tunnel	The direct path did not come about (for example a company firewall). The picture then runs through the relay and is slower. See **H10**.
Hintergrund und Animationen aus is greyed out	The device is not a Windows device.
Picture stays black	**H1**.
Picture freezes after a relay update	**H12**.

E4 Use hardware encoding (H.264) and 60 frames per second

With H.264 the device's graphics card encodes the picture — that takes almost all the load off its processor. You choose it explicitly.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.45

What it is for

Normally the device encodes the picture with the VP8 method on its processor. With **H.264** the device's graphics card does this: measured on a Windows computer with an NVIDIA card, the processor load there dropped by about 95 %. The price: your own computer needs about twice as long to decode as with VP8. That is why you choose H.264 explicitly — the default "Auto" stays with VP8.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- **Controlled system:** Windows with a graphics card that can encode H.264. Mac and Linux keep sending VP8.
- **Exactly one viewer** in the session and **no recording** (**E19**).
- **Viewer:** the program or the browser. The item only appears if your device can decode H.264.
- Not with `Alle Monitore` (All monitors, **E1**).

How to do it

In the running session (program):

1. Open `Ansicht` (View) in the bar.
2. Under `CODEC` choose `H.264 (GPU am Ziel)` (H.264, GPU at the target).
3. Back: `VP8 (schnell)` (VP8, fast) or `Auto`.

In the browser: `Ansicht` → codec choice → `H.264 (GPU)`.

Default for new sessions:

- Program: `Einstellungen` › `Allgemein` (Settings > General) → card `Video & Verbindung` (video & connection) → `STANDARD-CODEC` (default codec).

- Browser: gear icon → `Vorgaben für neue Sitzungen` (defaults for new sessions) → `Codec: H.264 (GPU)`.
- Phone/tablet: `Einstellungen` (Settings) → `Standard-Codec` (default codec).

How you know it worked

- The program reports "Codec angefragt: …" (codec requested). Whether the device really sends H.264 is decided by the device.
- In the `Analyse-Overlay` (analysis overlay, **E3**) the "Host" line shows the codec the device actually uses.

Good to know

- **"Auto" means VP8** — for every viewer available today. Every device can decode VP8, and the device adapts it to the connection during the session. H.264 only comes when chosen explicitly.
- **With two or more viewers** or during a recording it stays with VP8, even if you chose H.264.
- **If decoding fails**, your program switches the session back to VP8 by itself. The session continues.
- **Only whoever is in control can change the codec.**
- **60 frames per second:** the device captures at 60 frames per second. Measured, 34 to 55 frames per second arrived with H.264 and 41 to 49 with VP8. How many you get also depends on how much changes on the screen.
- **Only an NVIDIA graphics card has been measured.** Intel and AMD graphics have not been measured.

If it does not work

You see	Meaning and fix
No `CODEC` section under `Ansicht`	Your computer cannot decode anything but VP8. H.264 cannot be chosen then.
The overlay still shows VP8	Someone else is watching, the session is being recorded, `Alle Monitore` is selected, the device is not a Windows device or its graphics card cannot do it. Or your program fell back to VP8 after an error.
Your own computer becomes sluggish with H.264	Decoding costs you more than VP8. Go back to `Auto`.

E5 Special keys, AltGr and the right keyboard layout

How shortcuts, the Windows key and characters such as @ { } \ reach the device — from a computer, from the browser and from a phone.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

What you type should arrive at the device exactly as typed — including shortcuts, the Windows key and characters that need AltGr. The program, the browser and the phone take different paths for this. Here is what to watch out for.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A session in which you are in control.
- For the Windows shortcuts in the menu: a Windows device. On Mac and Linux the group is missing.

How to do it

On a Windows computer (program): while the session window is in front, all keys and shortcuts go to the device — including the Windows key. Click into the picture if keys end up on your side instead of at the device.

On a Mac or Linux computer (program): shortcuts that your own system catches (for example the Super or Windows key) do not reach the device. The menu is there for that:

1. Open **Eingabe** (Input) in the bar.
2. Under **WINDOWS-TASTE SENDEN** (send Windows key) choose an entry: **Windows (Start)**, **Win + E (Explorer)**, **Win + R (Ausführen)** (Run), **Win + D (Desktop)** or **Win + I (Einstellungen)** (Settings).

In the browser: the browser cannot catch the Windows key itself. **Eingabe** → choice **Windows-Taste senden…** (send Windows key …) → choose an entry.

On a phone or tablet (app): at the bottom there is a bar with special keys: **Bildschirmtastatur** (on-screen keyboard), **Strg** (Ctrl), **Alt**, **Shift**, **Win**, **Esc**, **Tab**, the arrow keys and **Entf** (Del).

1. For a shortcut such as `Ctrl` + `C`: tap **Strg** — the key latches and lights up.
2. Then tap the second key (here "c"). Afterwards **Strg** releases by itself.
3. Tapping **Win** twice opens the device's Start menu.

Bildschirmtastatur shows and hides the phone's keyboard. The browser on a phone has a similar bar; if the on-screen keyboard does not open there, use **Eingabe** → **Tastatur einblenden** (show keyboard); if it covers the picture, **Platz für Tastatur** (room for keyboard).

How you know it worked

The character or action appears in the device's picture — for example the Start menu after **Windows (Start)**.

Good to know

- **The program sends keys, not characters.** Which character results is decided by the keyboard layout on the device. Set the same layout on the device as on your side (for example both German).
- **Exception AltGr (Windows program):** characters you type with AltGr (@ { [ ] } \ ~ |) and the `<>` key next to the left Shift key are sent by the Windows program as finished characters. That way they also arrive correctly on a Mac, which puts these characters on other keys.
- **The browser sends printable characters as characters.** There the layout on the device does not matter.
- **On-screen keyboard on a phone:** it sends characters, umlauts included. An **attached keyboard on an iPad** sends keys like the program — then the layout on the device applies again.
- **Mac as the device:** Shift, Control and Option arrive reliably, also at the lock screen.
- **Held keys** are released by BrowserDesk when you leave the session, so nothing stays "stuck" on the device.
- `Ctrl` + `Alt` + `Del` only works via the menu: **E6**.

If it does not work

You see	Meaning and fix
A character arrives wrong (e.g. y instead of z)	The layouts differ. Change the layout on the device — or connect in the browser, which sends characters independent of the layout.
A key does not arrive at all	See **H5**.
WINDOWS-TASTE SENDEN is missing from the menu	The device is not a Windows device.
Keys end up on your side instead of at the device	Click into the picture once; the session window must be in front.

E6 Send Ctrl+Alt+Del, use the sign-in and lock screen and UAC prompts

With the BrowserDesk service you also see and use the Windows lock screen and User Account Control; Linux reaches its sign-in screen through a setting of its own.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	Access without confirmation (not in Free)
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261004.11

What it is for

Some things in Windows run on a protected screen: the lock and sign-in screen, the menu after `Ctrl` + `Alt` + `Del` and the User Account Control prompt ("Do you want to allow …"). With the BrowserDesk service on the device you can see and use these screens too. On Linux devices you reach the sign-in screen through a setting of its own.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- **Windows device with the BrowserDesk service** (**C4**). Without the service the protected screen stays hidden from you.
- **Cloud or an own relay.** Usually nobody sits at the lock or sign-in screen who could give consent; that only works with access without confirmation, so not with Free.
- **Linux device:** the setting "Zugang vor der Anmeldung" (access before sign-in, see below).
- **Mac:** there is no `Ctrl` + `Alt` + `Del`. You unlock a locked Mac by typing its password (**E5**).
- **Viewer:** program, browser and app have the item in the **Eingabe** (Input) menu.

How to do it

At the device (set up once)

Windows:

1. Open **Einstellungen** › **Fernzugriff** (Settings > Remote access).
2. In the card **Systemdienst** (system service) click **Dienst installieren** (install service). Windows asks for administrator rights.

Linux:

1. Open **Einstellungen** › **Fernzugriff**.
2. In the card **Zugang vor der Anmeldung** (access before sign-in) switch on **Anmeldebildschirm fernsteuern** (control the sign-in screen remotely). The administrator password is asked for once.

On your side (in the session)

Send `Ctrl` + `Alt` + `Del`:

1. Open **Eingabe** in the bar.
2. Click **Strg+Alt+Entf** (Ctrl+Alt+Del).

Lock screen: when the device is locked, the session briefly rebuilds itself. Then you see the lock screen and type the password as usual.

UAC prompt: if a User Account Control prompt appears on the device, you first see a notice "Am Gerät wird eine Administrator-Bestätigung angezeigt" (an administrator confirmation is shown on the device). After a few seconds the prompt comes into the picture. Click "Yes" or type the credentials. Then the normal picture returns, and you can also operate the program that starts with administrator rights.

How you know it worked

- After **Strg+Alt+Entf** the viewer reports "Strg+Alt+Entf gesendet" (sent), and the Windows `Ctrl` + `Alt` + `Del` menu appears in the picture.
- Your clicks and keys work at the lock screen and in the UAC prompt.

What the other side sees

- The UAC prompt and the lock screen as usual — your input appears there.

- **Linux:** via "Zugang vor der Anmeldung" you get a remote session of your own, not the picture of the attached monitor. If you sign in this way, the screen on site shows "Sitzung läuft bereits" (session already running). After sign-in BrowserDesk shows the real screen again.

Good to know

- **Why the service is needed:** on Windows only a program with system rights can show and operate these screens. Even "run as administrator" is not enough.
- **The switch takes a few seconds.** A UAC prompt is only taken over once it has been up for a good second; the service checks every three seconds.
- **On Mac and Linux devices** `Strg+Alt+Entf` is greyed out and states the reason.
- Restarting, signing out and being reconnected afterwards: **E17**.

If it does not work

You see	Meaning and fix
"Strg+Alt+Entf nicht möglich (Dienst nötig)" (program) or "Strg+Alt+Entf nicht möglich — der Ziel-PC braucht den BrowserDesk-Dienst" (browser) — not possible, service needed	BrowserDesk runs on the device without the service. Set up the service (**C4**).
"Strg+Alt+Entf gibt es nur unter Windows — dieser Rechner läuft unter …" (only on Windows)	The device is a Mac or Linux computer.
Notice "Am Gerät wird eine Administrator-Bestätigung angezeigt" with "Ohne den BrowserDesk-Dienst kann er nicht übertragen werden." (cannot be transmitted without the service)	No service. Ask the person at the device to answer the prompt; then the picture comes back.
The notice stays with "Der BrowserDesk-Dienst übernimmt die Anzeige – das Bild kommt in wenigen Sekunden." (the service takes over, the picture comes in a few seconds)	Wait a few seconds. If it stays: **H17**.
Linux: "Nicht verfügbar (Paketinstallation erforderlich)" (not available, package installation required) under the switch	BrowserDesk was not installed as a package; sign-in screen access needs the package installation (**C1**).

E7 Scroll with the trackpad and use gestures on a phone or tablet

Two fingers on the laptop trackpad scroll on the device; on a phone you control with taps, drags, zoom and a mouse wheel at the edge.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20260923.1

What it is for

On a laptop you scroll with two fingers on the trackpad — that should work on the device just like the mouse wheel. On a phone or tablet there is no mouse: there you move the pointer with your finger, click by tapping, zoom with two fingers and scroll with a mouse wheel at the edge of the picture.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A session in which you are in control. The controlled system does not matter (Windows, Mac, Linux).
- **Laptop trackpad:** the BrowserDesk program, version 20260923.1 or later. Confirmed with a Windows laptop; a Mac as the viewer has not been tested.
- **Gestures:** the app on a phone or tablet, or the browser on a phone.

How to do it

On a laptop (program): swipe with two fingers on the trackpad, vertically or horizontally. The device scrolls where the pointer is. If the pointer is over the bar, nothing happens on the device.

On a phone or tablet (app): the default is **trackpad mode** — the phone display works like a trackpad:

Gesture	Trackpad mode (default)	Direct mode
Drag one finger	move the pointer (a ring shows where it is)	drag with the left button held
Tap	left click at the pointer	left click where the finger is
Tap twice	double click	two clicks
Tap twice, hold, drag	drag (for example a window)	—
Long press	right click	right click
Two fingers up/down or sideways	scroll	scroll
Two fingers apart or together	zoom the view (up to 8×)	the same
Drag two fingers while zoomed	move the visible area	the same

- **Switch:** tab `Einstellungen` (Settings) → `Trackpad-Modus` (trackpad mode), or in the session `Steuerung` (Control) → `Trackpad-Modus`.
- **Mouse wheel at the edge:** a strip stands to the right of the picture. Dragging on it scrolls on the device. In the bar at the bottom, `Mausrad ausblenden` / `Mausrad einblenden` (hide / show mouse wheel) hides and shows it.
- **Undo the zoom:** `1×` in the bar at the bottom.
- **A single right click by tap:** `Eingabe` (Input) → `Rechtsklick (nächster Tipp)` (right click — next tap); the next tap becomes a right click.

In the browser on a phone: a hint in the picture sums it up: sliding a finger moves the pointer, a tap clicks, a long press is a right click, two fingers scroll, two fingers apart zoom. `Steuerung` → `Trackpad-Modus` switches between moving the pointer and tapping directly.

How you know it worked

- The content on the device scrolls with your fingers.

- On the phone a ring shows where the next tap will click.

Good to know

- **A two-finger gesture is either zoom or scroll,** not both. The app decides once, shortly after the fingers touch down, and keeps that until you lift them. Afterwards the last finger lifted does not trigger a click.
- **Pinch-zooming on the laptop trackpad** has no effect in the program — only scrolling.
- **On a Windows touch screen** (program) there is only vertical scrolling, no zoom and no bar with special keys.
- Half a scroll step left over at the end of a movement is dropped; the picture does not jump afterwards.
- Special keys on the phone: **E5**.

If it does not work

You see	Meaning and fix
The trackpad does not scroll on the device, the mouse wheel does	See **H6**. Update the program — trackpad scrolling came with 20260923.1.
The picture scrolls instead of zooming	Keep the midpoint between your fingers as still as possible while spreading them. If it moves more than the distance changes, the gesture becomes scrolling.
Every finger movement clicks on the phone	Direct mode is on. Switch on `Trackpad-Modus`.
The mouse wheel at the edge covers content	`Mausrad ausblenden` in the bar at the bottom.

E8 Transfer files in both directions

Send a file to the device quickly or copy back and forth between both computers in the file manager — in the browser also by dragging into the window.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You want to give the device a file — an installer, a document — or fetch a file from it. There are two ways: **Datei senden** (send file) for the quick way to the device, and the **Dateimanager** (file manager), where you browse the folders on both computers and copy in both directions.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session. The controlled system does not matter (Windows, Mac, Linux).
- **File transfer must be allowed at the device:** **Einstellungen** › **Sicherheit** (Settings > Security) → card **Interaktion & Berechtigungen** (interaction & permissions) → **Dateiübertragung erlauben** (allow file transfer).
- **Viewer:** program and browser can do both. On iPhone and iPad there is **Datei senden** via the system's file picker; not yet on Android phones.

How to do it

Quickly send a file to the device (program):

1. In the bar **Dateien** (Files) → **Datei senden**.
2. In the window **Datei senden** go to the file (**Eine Ebene höher** — one level up — leads up to the drive list) and click it.
3. **Senden** (Send). The file arrives in the *Downloads* folder of the user signed in at the device.

File manager (program), both directions:

1. **Dateien** → **Dateimanager**. On the left is **Dieser Computer** (this computer), on the right **Entfernter PC** (remote PC).
2. Go to the folder you want on both sides.

3. Select a file and copy it with the arrow in the middle: - to the right **Zum entfernten PC senden** (send to the remote PC) — into the folder open on the right; - to the left **Auf diesen Computer holen** (fetch to this computer) — into the folder open on the left.
4. The line at the bottom shows the progress and then the result.

In the browser:

- **Dateien** → **Datei senden** opens the browser's file picker; you can choose several files.
- Or **drag files from Explorer or Finder into the session window**. "Dateien hier ablegen" (drop files here) appears; the files go to the *Downloads* folder on the device.
- **Dateien** → **Dateimanager**: for the left side first click **Ordner wählen…** (choose folder …) — the browser may only show your folders once you grant one.

On iPhone or iPad: **Dateien** → **Datei senden** opens the system's file picker. Received files are in the Files app under BrowserDesk; the message afterwards offers **Teilen** (Share).

How you know it worked

- Program: at the bottom of the file manager "Gesendet: …" (sent) or "Datei übertragen (…)" (file transferred); after fetching, "Datei geladen: …" (file loaded) with the location.
- Browser: with several files the status line reports "… Dateien gesendet" (files sent).

What the other side sees

- The file appears in the *Downloads* folder or in the folder you chose in the file manager.
- The session window on the device has the switch "Datei" (file). If the person switches it off, no transfer goes through any more (**F1**).

Good to know

- **Single files only,** no whole folders. At most 500 MB per file; empty files are not transferred.
- **Protected places:** some files the device never hands out — such as BrowserDesk's own data, password stores, SSH keys and browser profiles. Nothing can be written into the Startup or Windows folder.
- **Log:** every transfer is recorded in the relay's log with file name and size.
- Files the person at the device puts out for you: **E9**. Copying with `Ctrl` + `C` / `Ctrl` + `V`: **E11**. A whole stick or folder as a drive: **E22**.

If it does not work

You see	Meaning and fix
"Datei zu groß oder leer" (file too large or empty)	The file is larger than 500 MB or has 0 bytes. Zip and split large files, or mount them as a drive (**E22**).
"Datei zu groß, leer oder inzwischen geändert" (too large, empty or changed meanwhile)	When fetching: the file changed on the device or is too large. Refresh the list (**Aktualisieren**) and fetch again.
The arrow in the file manager stays grey	No file is selected (folders do not work) or a transfer is still running. To fetch, a folder must be open on the left.
Nothing arrives, no message	File transfer is off at the device — in the settings or via the "Datei" switch in the session window.
Android: "Dateiauswahl auf diesem Gerät noch nicht verfügbar (Stufe M3)." (file picker not yet available)	Sending files does not work on Android phones yet. Use a computer or the browser.

E9 Collect files the person at the device has put out for you (drop ring)

The person at the Windows device drags files onto a round drop ring; you download them under "Bereitgestellte Dateien" (files provided).

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

The person at the device has a file you need — a photo, a log, a document. Instead of searching for it in the file manager, you show the **drop ring** on the device. The person

drags the file onto it, and you download it on your side.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- **Controlled system:** Windows. The drop ring only exists there.
- **File transfer must be allowed at the device** (E8). You do not need control — someone who only watches may collect files too.
- **Viewer:** the program or the browser.

How to do it

On your side

1. In the bar **Dateien** (Files) → **Ablage-Ring einblenden** (show drop ring).
2. Wait until the person has dropped the files. The program then shows the number of files next to **Bereitgestellte Dateien** (files provided); the browser shows a number on the menu item.
3. Open **Dateien** → **Bereitgestellte Dateien**.
4. **Program:** per file **Herunterladen** (download) — or **Alle laden** (load all). At the top, "Ziel: …" (target) shows where the files go (your *Downloads* folder). With **Neue Dateien automatisch laden** (load new files automatically) the program fetches every further file by itself. **Browser:** **Zielordner…** (target folder …) sets where the files go; then **Alles herunterladen** (download all). **Auto-Download** downloads new files by itself.
5. Afterwards: **Dateien** → **Ablage-Ring ausblenden** (hide drop ring).

At the device

1. A round ring with "Dateien hierher ziehen" (drag files here) appears on the screen.
2. **Drag the file onto the ring** from Explorer or the desktop and let go.
3. The ring lights up briefly and counts the files provided.

You can also drag the file onto the ring for the person — through the session, as with your own mouse.

How you know it worked

- The file is listed under **Bereitgestellte Dateien**.
- After downloading, the program reports "Datei geladen: …" (file loaded) with the location.

What the other side sees

The ring, as long as you show it. It disappears when you hide it or when the last viewer leaves the session.

Good to know

- **The ring does not appear by itself** — you show it when needed.

- **Only what was dropped** can be downloaded. You see nothing else of the file system.
- **Remove from the list:** in the program `Aus der Freigabe entfernen` (remove from sharing) next to the file.
- **Log:** every file provided is recorded with name and size in the relay's log.
- The same limits apply as when fetching in the file manager: at most 500 MB per file (**E8**).

If it does not work

You see	Meaning and fix
"Den Ablage-Ring gibt es bisher nur unter Windows." (only on Windows so far)	The device is a Mac or Linux computer. Fetch the file in the file manager (**E8**).
"Dateiübertragung ist am Host aus." (file transfer is off on the host)	File transfer is switched off at the device — in the settings or via the "Datei" switch in the session window.
The list stays empty	The file was not let go on the ring, or it is empty (0 bytes).

E10 Exchange text via the clipboard

In the program copied text syncs by itself in both directions; in the browser and on a phone you send and fetch it with a button.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You copy some text on your side — a password, a command, an address — and want to paste it on the device, or the other way round. In the BrowserDesk program this works without a click. In the browser and on a phone you send or fetch the text with a menu item.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session. The controlled system does not matter (Windows, Mac, Linux).
- **The clipboard must be allowed at the device:** **Einstellungen** › **Sicherheit** (Settings > Security) → card **Interaktion & Berechtigungen** (interaction & permissions) → **Zwischenablage synchronisieren** (sync clipboard).

How to do it

In the program (Windows, Mac, Linux):

1. Copy text on your side (`Ctrl` + `C`).
2. Click the target spot in the device's picture and paste (`Ctrl` + `V`).

The other way round works the same: what you copy on the device is in your clipboard shortly afterwards. By hand it works via **Eingabe** (Input) → **Zwischenablage senden** (send clipboard) or **Zwischenablage holen** (fetch clipboard).

In the browser: nothing syncs by itself here.

1. Copy text on your side, then **Eingabe** → **Zwischenablage senden**. Then paste on the device with `Ctrl` + `V` .
2. From the device to you: copy on the device, then **Eingabe** → **Zwischenablage holen**. The text is now in your clipboard.

On a phone or tablet (app): text you copy on the device arrives by itself. For the other direction, tap **Zwischenablage senden** in the bar at the bottom.

How you know it worked

- **Program:** in the bar next to **Trennen** (Disconnect) a message with a green dot appears briefly — "Zwischenablage vom Host übernommen" (clipboard taken from the host) or "Zwischenablage an Host gesendet (… Zeichen)" (clipboard sent to the host, … characters).
- **Browser:** "Zwischenablage gesendet (… Zeichen)" (clipboard sent) or "Remote-Zwischenablage übernommen (… Zeichen)" (remote clipboard taken).

What the other side sees

Nothing special. The session window on the device has the switch "Ablage" (clipboard). If the person switches it off, no clipboard is exchanged any more (**F1**).

Good to know

- **iPhone and iPad only read the clipboard at the push of a button.** iOS shows a notice on every read; that is why the app does not read by itself.
- **The browser needs your permission** and a secure connection (HTTPS) to read or write the clipboard. If it asks, allow it.
- Copied **files and pictures** also go through the clipboard in the program: **E11**.

If it does not work

You see	Meaning and fix
Program: `Ctrl` + `V` on the device pastes the old text	Wait a moment and paste again; or **Eingabe** → **Zwischenablage senden**. If it stays that way: the clipboard is off at the device.
Browser: "Lokale Zwischenablage ist leer" (local clipboard is empty)	Nothing is copied as text on your side. Copy text, then send again.
Browser: "Zwischenablage-Zugriff verweigert — braucht HTTPS + Erlaubnis" (access denied — needs HTTPS and permission)	The browser denied access. Allow the clipboard in the browser's site settings.
Browser: "Konnte lokale Zwischenablage nicht setzen — Fokus + HTTPS nötig" (could not set local clipboard — focus and HTTPS needed)	The browser window was not in front. Click into the window and repeat **Zwischenablage holen**.

E11 Copy files and pictures with Ctrl+C and Ctrl+V

Copy files or a screenshot at one end and paste them at the other — in both directions, up to 100 MB without asking.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261002.8

What it is for

You select files in Explorer, Finder or a file manager, press `Ctrl` + `C` — and paste them on the other computer with `Ctrl` + `V`. The direction does not matter. The same applies to a copied picture, such as a screenshot or "Copy image" in a browser.

> **Note:** The BrowserDesk program and the browser viewer are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- **Viewer:** the BrowserDesk program on Windows, Mac or Linux. The browser can do it in a limited way (see below); phones and tablets cannot — there only text works (**E10**).
- **Controlled system:** Windows, Mac or Linux with BrowserDesk 20261002.8 or later (Mac 20261003.6 or later). Pictures from 20261008.17.
- **Clipboard AND file transfer must be allowed at the device:** `Einstellungen` › `Sicherheit` (Settings > Security) → `Interaktion & Berechtigungen` (interaction & permissions) → `Zwischenablage synchronisieren` (sync clipboard) and `Dateiübertragung erlauben` (allow file transfer). If either is off, only text works.

How to do it

From you to the device (program):

1. Select files on your side and press `Ctrl` + `C` (Mac: `Cmd` + `C`).
2. Up to 100 MB the device fetches them at once. Above that the bar shows the message "… ist groß für die Zwischenablage." (is large for the clipboard) with the button `An Host übertragen` (transfer to host) — only then do they go.
3. Click the target spot in the device's picture (e.g. a folder in Explorer) and press `Ctrl` + `V`.

From the device to you (program):

1. Select files in the device's picture and press `Ctrl` + `C`.
2. Up to 100 MB your program fetches them at once and reports "Vom Host in die Zwischenablage: … — mit Strg+V einfügen" (from the host into the clipboard — paste with Ctrl+V). Above that "Am Host kopiert: …" (copied on the host) appears with `Übernehmen` (take over).
3. Go to the target spot on your side and press `Ctrl` + `V`.

Pictures work the same way: copy, paste at the other end — for example into Paint, Word or an e-mail. The message then reads "Bild vom Host in der Zwischenablage (…) — mit

Strg+V einfügen" (picture from the host in the clipboard).

In the browser:

- **From the device to you:** if someone copies files on the device, the browser reports "Am Host kopiert: … — „Zwischenablage holen“ lädt sie herunter" (copied on the host — "fetch clipboard" downloads them). Then **Eingabe** (Input) → **Zwischenablage holen** (fetch clipboard): the files arrive as downloads (folders without subfolders). A picture arrives as a PNG file.
- **From you to the device:** copy files on your side, click into the session picture and press `Ctrl` + `V` — the browser sends them to the *Downloads* folder on the device. **Zwischenablage senden** (send clipboard) sends a copied picture there too.

How you know it worked

In the bar next to **Trennen** (Disconnect) there is a message with a coloured dot: green done, yellow waiting for your decision, orange running, red error. After sending to the device, for example "… Dateien (…) liegen in der Zwischenablage des Hosts" (… files are in the host's clipboard).

Good to know

- **Limits:** at once up to 100 MB, above that only on your click; at most 2 GB in total, at most 500 MB per file, at most 2000 entries. A picture at most 64 MB.
- **Only the receiver fetches.** Large amounts never go over the line unasked — you always decide.
- **Folders** are copied with their content (in the program).
- **Incomplete means nothing.** If a transfer breaks off, nothing lands in the clipboard — better no files than half of them.
- **Files come before pictures:** if you copied a picture file in Explorer, it arrives as a file, not as a picture.
- **Other side on an older version:** a picture arrives there as a PNG file.
- **Clipboard folder:** received files sit in an intermediate folder until you paste them; it is emptied on the next receipt. Paste them with `Ctrl` + `V` to their destination instead of working there.
- **Log:** every transfer is recorded with name, number and size, never with content.

If it does not work

You see	Meaning and fix
"Kopierte Dateien gehen nicht über die Zwischenablage (…) — bitte über die Dateiübertragung senden." (copied files cannot go via the clipboard — please use file transfer)	Over the limits (too large, too many files). Use the file manager (**E8**) — or copy fewer at once.
"Zwischenablage (Dateien): …" in red	The device cannot transfer the copy and states the reason. Usually too many or too large files.
`Ctrl` + `V` on the device pastes nothing, no message	Clipboard or file transfer is off at the device — then only text works.
Copied on a Linux device, nothing arrives on your side	Under Wayland, BrowserDesk on the device does not reliably notice copies made by other programs. Use the file manager (**E8**).
"Vom Host empfangen, aber die Zwischenablage ließ sich nicht setzen" (received from the host, but the clipboard could not be set)	The files arrived, but your clipboard could not be filled. Copy again on the device.
"Kopiertes Bild geht nicht über die Zwischenablage (…) — bitte als Datei senden." (copied picture cannot go via the clipboard — send it as a file)	The picture is too large. Save it as a file and send it with **Datei senden** (send file, **E8**).

E12 Chat with the person at the device

Short text messages during the session — the technician writes in the session window, the person at the device replies.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

Sometimes one sentence is enough: "Please save your file for a moment." Every session has a chat for that. The technician writes in the session window, the person at the device sees the message and can reply.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session (**D2**, **D1** or **D4**).
- **Technician:** the BrowserDesk program on a computer or web access in the browser.
- **At the device:** BrowserDesk on Windows, macOS or Linux. No licence and no right in the console are needed.

How to do it

Technician (in the session window)

1. Click the speech-bubble icon `Chat` in the session bar. The `Chat` panel opens on the right; with no messages yet it shows `Noch keine Nachrichten` (No messages yet).
2. Type into the field "Nachricht…" (message) at the bottom.
3. Send with `Enter` or the arrow icon.
4. Replies appear on the left of the panel. When the panel is closed, a number on the icon shows how many messages are unread.

In the browser it is the same: icon `Chat` in the bar, type, `Senden` (Send).

Person at the device

1. When a message arrives, a notice "Chat: …" with the text appears at the bottom of the BrowserDesk window — for about 6 seconds.
2. To reply, click `Antworten` (Reply) in the notice.
3. In the window `Antwort senden` (Send reply) type the answer and click `Senden` (Send) — or `Abbrechen` (Cancel).

How you know it worked

- Your own message is on the right of the chat panel.
- The reply of the person at the device appears on the left below it.

What the other side sees

The person at the device sees your message as a notice "Chat: …" in the BrowserDesk window. There is no history on that side — each message arrives on its own.

Good to know

- **The person at the device can only reply.** They cannot start a chat themselves.
- **A message has at most 2000 characters.** Control characters are removed, empty messages are not sent.
- **A reply goes to everyone** connected to the device at that moment.
- **Messages count as activity:** if the device disconnects idle sessions (**E32**), every message keeps the session open.
- **With sound:** if you would rather talk, see **E13**.

If it does not work

You see	Meaning and fix
The person at the device says they see no message	The notice appears in the BrowserDesk window. If BrowserDesk runs on the Windows device as a service or as the quick-support program, the device currently does not show incoming messages. Continue by phone or by voice (**E13**).
The notice was already gone	It disappears after about 6 seconds. Send the message again.

E13 Talk to each other and hear the device's sound

Talk during the session, hear the sound of the Windows device and — only with consent there — switch on the device's microphone.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.22

What it is for

Instead of a phone call on the side, the technician and the person at the device talk directly in the session. If wanted, the technician also hears what sounds on the device — an error beep, a video, a ringing.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session that goes direct. Through the relay tunnel there is no sound (**E33**).
- **Technician:** BrowserDesk on a Windows, Mac or Linux computer or web access in Chrome or Edge, plus a microphone. Phones and tablets offer no sound.
- **Device:** BrowserDesk from version 20261010.22. The device's sound exists only on Windows devices.
- For the device's microphone: someone there who agrees. Only whoever is controlling can ask for the device's microphone.

How to do it

Technician

1. Click the speaker icon **Ton** (Sound) in the session bar.
2. **Talk yourself:** **Sprechen (mein Mikrofon an)** (Talk — my microphone on). The device hears you. Stop with **Sprechen beenden (mein Mikrofon aus)** (Stop talking — my microphone off).
3. **Hear the device's sound:** **Ton des Geräts hören** (Hear the device's sound). A second click switches it off.
4. **Hear the person at the device:** **Mikrofon am Gerät anfragen …** (Ask for the device's microphone). A question appears at the device. While it is open, the menu shows "Am Gerät wird gefragt, ob das Mikrofon an darf …" (the device is being asked). Once they agree, you hear the person. Stop with **Mikrofon am Gerät beenden** (End the device's microphone).

While you talk or the device's microphone is open, the icon is red.

In the browser: the same menu **Ton**. On the first **Sprechen (mein Mikrofon an)** the browser itself asks whether the page may use your microphone.

Person at the device

- When the technician talks, you hear them through your speakers.
- When they ask for your microphone, **Mikrofon einschalten?** (Switch on microphone?) appears. - **Mikrofon einschalten** (Switch on microphone) — the technician hears you. - **Ablehnen** (Deny) or do nothing — the microphone stays off.
- The microphone goes off when the session ends. To end it earlier, disconnect (**F1**).

How you know it worked

- In the **Ton** menu the switched-on item has a tick, the icon is red.
- You hear the device's sound or the person at the device.

What the other side sees

- The question **Mikrofon einschalten?** with your name and the sentence that only you listen in this session and nothing is recorded.

- On Windows the system itself shows its microphone icon while the device's microphone is open.

Good to know

- **Sound is never recorded** — not even when the session is recorded (**E19**).
- **No microphone without consent.** No setting and no rule of the access can allow it in advance.
- **The technician cannot agree on their own:** while the question is open at the device, the device ignores their clicks and keys. They get a notice about it.
- **After a "no"** they can ask again only after 30 seconds.
- **At the sign-in screen** or with no user signed in, nobody can agree — the microphone stays off.
- **A running conversation counts as activity** for idle disconnection (**E32**).

If it does not work

If an item in the `Ton` menu is greyed out, the reason is shown next to it:

You see	Meaning and fix
"Ton braucht die direkte Verbindung (WebRTC). Diese Sitzung läuft über den Relay — dort gibt es keinen Ton." (sound needs the direct connection)	The network does not allow a direct connection. Phone or chat instead (**E12**).
"Den Ton des Geräts gibt es nur bei Windows-Geräten." (device sound only on Windows)	The device is a Mac or a Linux computer.
"Dieses Gerät kann noch keinen Ton übertragen (ältere BrowserDesk-Fassung)." (older version)	Update the device.
"Dieser Betrachter hat keine Tonspur angeboten (ältere Fassung oder Mobilgerät)." (viewer offered no audio track)	Connect from a computer instead of a phone, or update your program.
"In der Kachelansicht gibt es keinen Ton — öffnen Sie die Sitzung." (no sound in tile view)	Open the tile in the control room (**D8**).
"Um das Mikrofon am Gerät bitten kann nur, wer steuert." (only the controller can ask)	Take control first (**E28**).
"Am Gerät wurde gerade abgelehnt. Erneut fragen geht in … s." (just denied, ask again in … s)	Wait a moment and talk to the person at the device first.
"Am Gerät kann niemand zustimmen (kein angemeldeter Benutzer oder Anmeldebildschirm) — das Mikrofon bleibt aus." (nobody can agree)	Wait until someone is signed in.
Sprechen (mein Mikrofon an) does not work in the browser	Allow the browser to use the microphone.
The Windows device's microphone delivers silence	In Windows privacy settings, desktop apps must be allowed to access the microphone.

E14 Draw on the device's screen or point with the laser pointer

Point instead of click — a red dot or red strokes appear on the screen of the person at the device.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.21

What it is for

"Click here" — and you show the spot without clicking yourself. With the **laser pointer** a red dot follows your mouse, with the **pen** you draw a red stroke around the spot. The person at the device sees it on their screen, you see it in the transmitted picture.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows device with BrowserDesk from version 20261010.21. Mac and Linux have no drawing layer.
- The control right in the session.
- **Technician:** BrowserDesk on a computer or web access. In the browser you draw with the mouse, not with a finger.

How to do it

1. **Program:** click the pen icon `Zeichnen` (Draw) in the session bar. **Browser:** menu `Steuerung` (Control) → selection "Zeichnen: …".
2. Choose a tool: - `Laserpointer` (browser: `Zeichnen: Laserpointer`) — the dot follows your mouse. - `Stift` (Pen; browser: `Zeichnen: Stift`) — draw with the mouse button held down.
3. Remove the drawing: `Zeichnung löschen` (Clear drawing).
4. Back to controlling: `Wieder steuern (Zeichnen aus)` (Control again — drawing off; browser: `Zeichnen: aus (steuern)`).

In the program the pen icon is red while drawing is on.

How you know it worked

You see the red dot or your strokes in the device's picture.

What the other side sees

- Red strokes and a red dot with a white rim above all windows (**F15**).
- The laser dot disappears 1.5 seconds after the last movement.
- The drawing only lies on top: the person at the device can keep clicking as usual.
- When the last connection ends, everything disappears.

Good to know

- **In drawing mode no input reaches the device.** Your mouse only draws. If "nothing happens", the pen is still on.
- **At the sign-in or lock screen and in the Windows User Account Control dialog** there is no drawing layer.
- Very long drawings are limited: the oldest strokes drop out.

If it does not work

You see	Meaning and fix
"Zeichnen braucht das Steuerrecht." (drawing needs the control right)	You are only watching. Take control (**E28**).
"Zeichnen zeigt nur ein Windows-Gerät ab BrowserDesk 20261010.21." (only Windows from 20261010.21)	The device is a Mac, a Linux computer or has an older version.
Clicks no longer arrive	Drawing mode is still on: `Wieder steuern (Zeichnen aus)`.

E15 Show your own screen to the person at the device

The technician shows something on their own computer — after consent at the device, their screen appears there in a window of its own.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.44

What it is for

Sometimes the technician wants to show something on **their own** computer: "this is how it looks on my side", a guide, a form. Their screen then appears at the device in a window of its own — the session in the other direction keeps running.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows device with BrowserDesk from version 20261010.44, or a Mac or Linux device from 20261019.1, with a user signed in.
- A direct connection — not through the relay tunnel (**E33**).
- The control right in the session. Only one person can show at a time.
- **Technician:** BrowserDesk on a computer or web access in the browser. It does not work from a phone or tablet.
- Someone at the device who agrees.

How to do it

Technician

1. **Program:** click the icon **Meinen Bildschirm zeigen** (Show my screen) in the session bar → **Meinen Bildschirm zeigen …**. With several screens, **Welchen Bildschirm zeigen?** (Which screen to show?) asks — pick one. **Browser:** menu **Meinen Bildschirm zeigen** → **Meinen Bildschirm zeigen …**. The browser itself asks which screen or window to share.
2. Wait until the device agrees. Until then the menu says "Am Gerät wird gefragt, ob Ihr Bildschirm angezeigt werden darf …" (the device is being asked); the device only receives a black picture until then.
3. Afterwards: "Das Gerät sieht Ihren Bildschirm." (The device sees your screen.)
4. To stop: **Zeigen beenden** (Stop showing).

Person at the device

1. **Bildschirm des Technikers anzeigen?** (Show the technician's screen?) appears.
2. **Anzeigen** (Show) — a window "Techniker zeigt seinen Bildschirm – <name>" (technician shows their screen) opens with the technician's screen. Or **Ablehnen** (Deny).
3. Close it any time with **Schließen** (Close) at the top of the window, the X or `Alt` + `F4`.

How you know it worked

The menu says "Das Gerät sieht Ihren Bildschirm.", the icon is red.

What the other side sees

A window with your screen, about three quarters of the size of the main screen, with a strip "Techniker zeigt seinen Bildschirm" and **Schließen** at the top. The own screen of the person at the device stays as it is.

Good to know

- **You do not see the window in your picture** of the device — you see what lies behind it. That avoids a "picture in a picture in a picture". On Linux you see a black area in its place. Windows versions before 10 (2004) and Linux with Wayland cannot do this; then you see the window as well.

- **Better show a different screen** from the one your session window is on — otherwise the person at the device sees their own desktop in your picture.
- **You cannot agree on their behalf:** while the question is open at the device, the device ignores your clicks and keys.
- **After a "no"** you can ask again only after 30 seconds.
- The window at the device closes when the session ends.

If it does not work

You see	Meaning and fix
"Den eigenen Bildschirm zeigen können nur Windows-, Linux- und Mac-Geräte." (only Windows, Linux and Mac devices)	The device is a phone or tablet. Older versions say "bisher nur Windows-Geräte" — then update BrowserDesk on the Mac or Linux computer.
"Den eigenen Bildschirm zeigen geht nur über die direkte Verbindung (WebRTC). Diese Sitzung läuft über den Relay." (needs the direct connection)	The network does not allow a direct connection.
"Den eigenen Bildschirm zeigen kann nur, wer steuert." (only the controller)	Take control (**E28**).
"Am Gerät kann niemand zusehen oder zustimmen (Anmeldebildschirm oder kein angemeldeter Benutzer)." (nobody at the device)	Wait until someone is signed in.
"Am Gerät zeigt gerade ein anderer Techniker seinen Bildschirm (oder es wird danach gefragt)." (another technician is showing)	Only one can show at a time.
"Am Gerät wurde gerade abgelehnt. Erneut fragen geht in … s." (just denied)	Wait a moment and talk to the person at the device first.
"In der Kachelansicht nicht — öffnen Sie die Sitzung." (not in tile view)	Open the tile in the control room (**D8**).
"Dieses Gerät kann den Bildschirm des Technikers noch nicht zeigen (ältere BrowserDesk-Fassung)." (older version)	Update the device.
"Dieser Betrachter bietet keine Bildspur an (ältere Fassung oder Mobilgerät)." (viewer offers no video track)	Connect from a computer or update your program.

E16 Blank the screen on site and lock mouse and keyboard there

The person in front of the device sees nothing and cannot click in between — you keep seeing and controlling.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux · macOS
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.20 (macOS)

What it is for

You work on a device with someone sitting in front of it — and they should not watch (passwords, customer data) or click in between. Then you blank the screen there and lock mouse and keyboard. You yourself keep seeing and controlling.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- The control right in the session.
- **Technician:** BrowserDesk on a computer or web access.
- **Device:** - Windows: **Bildschirm schwärzen** (Blank screen) needs Windows 10 (2004) or newer. - Linux: **Bildschirm schwärzen** only works in an X11 session. **Eingabe sperren** (Lock input) needs read access to the input devices (set up by the input setup). - macOS: from version 20261010.20. **Eingabe sperren** needs the "Accessibility" permission for BrowserDesk (**C5**).

How to do it

1. Open the menu **Verwaltung** (Management — lightning icon, the same in the browser) in the session bar.
2. **Bildschirm schwärzen** — the screen at the device turns black.
3. **Eingabe sperren** — mouse and keyboard at the device stop working.
4. To undo, choose the same item again. In the program a tick shows what is on.

How you know it worked

- In the program **Bildschirm schwärzen** or **Eingabe sperren** has a tick.

- Your picture of the device stays visible.

What the other side sees

- A black screen, or mouse and keyboard that do not react.
- In the small session window, under "DIESER RECHNER" (this computer), the tiles `Sperren` (Lock) and `Privat` (Private) show the state (**F1**).

Good to know

- **Both end by themselves** when the last connection ends — the device is never left locked or black.
- **Only the person in control** can blank and lock.
- **Not the same as locking the computer:** `Rechner sperren` (Lock computer) in the same menu locks the user session (password needed). Automatically after the session: **E31**.
- **macOS:** not yet tested on a Mac.

If it does not work

A greyed-out item names the reason:

You see	Meaning and fix
"Nicht unterstützt (Windows 10 2004+ nötig)." (not supported)	Windows is too old for blanking.
"Bildschirm schwärzen geht auf … über DPMS — auf einer Wayland-Sitzung wirkt das nicht auf die echten Bildschirme. Mit einer X11-Sitzung funktioniert es." (Wayland)	Linux with Wayland. Choose an X11 session at the device.
"Eingabe sperren braucht auf … Lesezugriff auf /dev/input/event* (Gruppe „input"). …" (needs input group)	Linux: run the input setup at the device, then sign in again once.
"Eingabe sperren braucht auf macOS das Recht „Bedienungshilfen“ für BrowserDesk …" (needs Accessibility)	Grant the permission on the Mac (**C5**).
"„…" kann BrowserDesk auf macOS erst ab der Fassung 20261010.20 …" (needs version 20261010.20)	Update the device.
"Kein Steuerungsrecht." (no control right)	You are only watching. Take control (**E28**).

E17 Restart, sign out or shut down the device — and be connected again afterwards

Restart or sign out from within the session; your window waits and reconnects by itself as soon as the device is back.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	Feature "Unattended access" (for reconnecting without consent)
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.18

What it is for

After an update or an installation the device has to restart. You trigger it from the session — and your session window knows that the device is about to go away. It waits and reconnects by itself as soon as the device is back.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- The control right in the session.
- **For the reconnection to succeed without help:** BrowserDesk as a service on the device and access without consent (**C4**) — that is Cloud or an own relay. If every connection has to be confirmed at the device (always with Free), the reconnection only gets through once someone there agrees.
- **Technician:** BrowserDesk on a computer or web access.

How to do it

1. Open the menu **Verwaltung** (Management) in the session bar.
2. Choose an item: - **Neustart** (Restart) — the computer restarts. - **Abmelden** (Sign out) — the user is signed out. - **Herunterfahren** (Shut down) — the computer turns off. -

`BrowserDesk neu starten` (Restart BrowserDesk) — only BrowserDesk on the device restarts, not the computer.

3. The confirmation says what happens next. Confirm with `Ja` (Yes) (for `BrowserDesk neu starten`: `Neu starten` (Restart)).
4. Wait. Above the picture it says what is going on, for example "Gerät startet neu – Verbindung wird wiederhergestellt …" (device is restarting – connection is being restored). As soon as the device is back, the picture returns.

In the browser: menu `Verwaltung` → selection "System-Infos / Energie…" (system info / power) → the same item.

How you know it worked

The notice above the picture disappears and you see the device's screen — after a restart or sign-out usually the sign-in screen.

What the other side sees

The computer restarts, signs out or shuts down — like any other restart.

Good to know

- **How long your window waits on purpose:** 5 minutes after `Neustart`, 2 minutes after `Abmelden` and `BrowserDesk neu starten`. After that it does not give up but says "Gerät meldet sich seit … min nicht zurück – weiter warten oder trennen" (device has not reported back for … min – keep waiting or disconnect).
- **After** `Herunterfahren` the session ends: "Das Gerät wird heruntergefahren – die Sitzung ist beendet." (the device is shutting down – the session has ended). There is no reconnection.
- `Rechner sperren` (Lock computer) does not disconnect — the session continues.
- **Reconnecting follows all the rules of the first connection:** password, consent at the device, rules of the access.
- **If someone restarts the device on site**, your window does not know. It still tries to reconnect but shows "Verbindung unterbrochen – neu verbinden…" (connection interrupted – reconnecting); the browser then gives up after about 2 minutes.
- **Restart in safe mode:** E18.

If it does not work

You see	Meaning and fix
"Gerät meldet sich seit … min nicht zurück – weiter warten oder trennen"	The device takes longer (e.g. updates) or does not come back. Keep waiting or **Trennen** (Disconnect).
The device is back but no picture arrives	Consent is required at the device and nobody is there. Set up access without consent (**C4**).
"Der Gesteuerte hat die Verbindung beendet. …" (the controlled side ended the connection)	The person at the device disconnected you (**E30**).

E18 Restart in safe mode and keep working there

Start a Windows device remotely in safe mode with networking and keep working there — the start after that is normal again.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	Feature "Unattended access"
Right in the console	from the console as for running scripts (the device checks)
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.37

What it is for

Stubborn malware, a driver that hangs at start-up, a service that will not stop — that is what Windows safe mode is for. BrowserDesk keeps running there and your window reconnects by itself. The start after that is normal again; the device never stays in safe mode for good.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- A Windows device with the **BrowserDesk service installed** (**C4**), BrowserDesk from version 20261010.37.
- Cloud or an own relay with access without consent. After the restart nobody sits at the sign-in screen who could agree.
- The control right in the session — or access to the device in the console.

How to do it

From the session

1. Menu **Verwaltung** (Management) → **Neustart im abgesicherten Modus** (Restart in safe mode; in the browser in the selection "System-Infos / Energie…").
2. Confirm with **Ja** (Yes).
3. Wait. Above the picture it says "Gerät startet im abgesicherten Modus mit Netzwerk – Verbindung wird wiederhergestellt …" (device is starting in safe mode with networking – connection is being restored). Your window waits up to 7 minutes on purpose, then continues with a notice.
4. Work in safe mode. The picture comes through Windows' basic display driver.
5. Back: **Normal neu starten** (Restart normally — shown while the device runs in safe mode) — or simply **Neustart** (Restart).

From the console

1. **Devices** → the device's menu (⋮) → group **Restart** → **Restart in safe mode…**.
2. Confirm with **Restart**. The console reports "Request sent – the device checks and replies." and then the result.
3. Back: **Restart normally…** in the same menu.

How you know it worked

- The picture comes back.
- The **Verwaltung** menu now offers **Normal neu starten** instead of **Neustart im abgesicherten Modus**.

What the other side sees

Windows briefly announces "BrowserDesk: Neustart im abgesicherten Modus mit Netzwerk" and restarts after a few seconds. If the request comes from the console, a confirmation may appear at the device first, depending on the device's settings — as when running a script.

Good to know

- **One time only:** as soon as it starts in safe mode, BrowserDesk sets the next start back to normal — even if BrowserDesk itself does not come up there.
- `Normal neu starten` also clears a safe start that someone set by hand (e.g. with `msconfig`).
- **In safe mode** BrowserDesk runs no updates and no watchdog, and third-party antivirus does not run either.
- **If Windows lacks something needed for networking in safe mode**, BrowserDesk changes nothing and does not restart — otherwise the device would end up without network.
- **Domain computers:** signing in with a domain account usually works; without a reachable domain controller only with cached credentials.

If it does not work

You see	Meaning and fix
The item `Neustart im abgesicherten Modus` is missing	Not a Windows device, no service or an older version. Set up the service or update the device.
Console: "Rejected: Nur unter Windows mit installiertem BrowserDesk-Dienst (aktuelle Fassung)" (the device's reason: only Windows with the service installed, current version)	As above.
Console: "No reply from the device – result unknown. Check the device log."	The device has an older version or does not answer.
Console: "The device is not connected."	The device is offline.
No picture after the restart	Wait longer. If nothing comes, the device starts normally at the next restart (also by hand or power).

E19 Record the session — into the console or onto your own computer

Record at the push of a button: on the device with storage in the console, or locally as a video file at the technician. The device shows that it is being recorded.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Licence	Feature "Session recording" (only for storage in the console; never in Free)
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20261006.8

What it is for

For evidence, training or a later question you record the session. There are two ways: **in the console** — the device records and uploads the recording after the session — or **locally** as a video file on your computer.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- The BrowserDesk program on a Windows, Mac or Linux computer. The browser offers no recording.
- **Record in the console:** - Cloud or an own relay; the plan must include session recording (never Free). - A Windows device from version 20261006.8 that is currently signed in to the relay. - The control right in the session.
- **Record locally:** works with every model, as long as the session receives the picture on the direct picture path.

How to do it

1. Click the button with the dot `Aufzeichnung` (Recording) in the session bar.

2. Under "IN DER KONSOLE (AM GERÄT)" (in the console — on the device): **In der Konsole aufzeichnen** (Record in the console). Or under "LOKAL (AUF DIESEM RECHNER)" (locally — on this computer): **Lokal aufzeichnen** (Record locally).
3. While recording, the button is red and reads **Aufzeichnung läuft** (Recording running).
4. To stop: **Aufzeichnung in der Konsole beenden** (Stop recording in the console) or **Lokale Aufzeichnung beenden** (Stop local recording). Otherwise the recording ends with the session.
5. To find local files: **Ordner der lokalen Aufzeichnungen öffnen** (Open the folder of local recordings).

Where recordings end up:

- In the console: **Devices** → open the device → **Session recordings** — after the session has ended.
- Locally: as a WebM file, on Windows in `Videos\BrowserDesk`, on macOS in `~/Movies/BrowserDesk`, on Linux in `~/Videos/BrowserDesk`.

Record every session automatically (administrator): in the console for the device or the access under **Settings** → **Session and picture** → **Record sessions (WebM)**. To require it for all devices: under rules, **Enforce session recording**. Then the recording cannot be stopped in the session.

How you know it worked

- The button is red: **Aufzeichnung läuft**.
- Locally: after stopping, a notice names the saved file.
- Console: after the session the recording is listed under the device's **Session recordings**.

What the other side sees

The small session window at the device shows "REC" — for both ways, including the local recording (**F1**).

Good to know

- **Sound is never recorded**, only the picture (**E13**).
- **The file starts with a complete picture.** Started in the middle of a session, the beginning may be missing for a moment.
- **If the relay was unreachable during the recording**, the device uploads it later once it is signed in again — for up to 14 days.
- **In the control room** the local recording ends with the session window (**Zurück zum Leitstand** — back to the control room); the one on the device continues.

If it does not work

You see	Meaning and fix
In der Konsole aufzeichnen greyed out: "Das Gerät kann nicht in die Konsole hochladen: der Tarif enthält die Sitzungsaufzeichnung nicht, oder das Gerät ist gerade nicht am Relay angemeldet. …" (cannot upload)	Plan without recording (always with Free), a Mac or Linux device, or not signed in to the relay. Local recording still works.
In der Konsole aufzeichnen greyed out: "Dieser Host ist älter als 20261006.8 …" (host older than 20261006.8)	Update the device. Local recording still works.
Lokal aufzeichnen greyed out: "Lokal geht nur auf dem direkten Bildweg — diese Sitzung läuft über den WebRTC-Medienweg." (local only on the direct picture path)	In this session only recording in the console works.
"Aufzeichnung läuft (vorgeschrieben)" (recording running — required)	Recording is required for this device and cannot be stopped.
"Lokale Aufzeichnung beendet — es kam kein Bild an, keine Datei geschrieben." (no picture arrived, no file written)	No picture arrived during the recording. Start again.

E20 Take a screenshot from the session

Keep the device's current picture as a PNG file — without the bar and overlays.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	after 20261010.32 (program)

What it is for

You want to keep what you are seeing — for a ticket, a guide or a question to a vendor. The screenshot takes the device's picture itself, without your session bar and without

overlays.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session with a picture.
- BrowserDesk on a computer, phone or tablet — or web access.

How to do it

Program on a computer:

1. Open the menu `Ansicht` (View) in the session bar.
2. Choose `Bildschirmfoto` (Screenshot).
3. The picture is then in your **Downloads** folder and also on the clipboard — ready to paste into an e-mail or a ticket.

Phone or tablet: `Ansicht` → `Bildschirmfoto`. The share sheet opens.

Browser: `Ansicht` → `Bildschirmfoto speichern` (Save screenshot). The browser downloads the PNG.

The file name contains device, date and time, for example `BrowserDesk_<device>_2026-10-11_14-30-05.png`.

How you know it worked

A notice names the location: "Bildschirmfoto gespeichert und in der Zwischenablage: …" (saved and on the clipboard) or "Bildschirmfoto gespeichert: …" (saved).

What the other side sees

Nothing. The screenshot is made on your side.

Good to know

- **It captures the device's picture**, not your screen: session bar, chat and analysis overlay are not included.
- **Attach to a ticket (browser):** if the session has a ticket number, the bar also has the camera button "Screenshot ans Ticket dieser Sitzung hängen" (attach screenshot to this session's ticket).

If it does not work

You see	Meaning and fix
"Bildschirmfoto ist mit dem Hardware-Dekoder dieses Geräts nicht möglich." (not possible with this device's hardware decoder)	Android with a hardware decoder: no screenshot there. Connect from a computer.
"Bildschirmfoto ist bei diesem Bildweg (WebRTC-Ansicht) noch nicht möglich." (not possible on this picture path)	No screenshot on this picture path.
"Noch kein Bild zum Aufnehmen." (no picture yet)	Wait until the device's picture is there.
"Bildschirmfoto fehlgeschlagen …" (screenshot failed)	Try again.

E21 Print at the device and get the paper at the technician's side

One click creates the printer “BrowserDesk Drucker” at the device. Whatever is printed on it there comes to you as a PDF and can go to your own printer.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

There is an invoice or a form at the device, and the paper should come out of your printer. In the session you create the printer **"BrowserDesk Drucker"** at the device. Whoever prints on it there — you in the session or the person at the device — sends the job to you as a PDF. You print it on your own printer, save it or discard it.

> **Note:** The BrowserDesk program and the session tab of web access are in German. Their labels are quoted in German with the English meaning in brackets.

What you need

- **At the device:** Windows or Linux with the BrowserDesk **service** installed — setting up needs administrator or root rights (**C4**). - Windows: the driver "Microsoft Print To PDF" (Windows feature "Microsoft Print to PDF"). - Linux: the CUPS printing system. With the package cups-filters every job arrives as a PDF.
- **On your side:** BrowserDesk on your computer or web access (**D4**).
- **Rights:** you must be allowed to control and to transfer files.
- In all models, including Free.

How to do it

1. In the session choose **Dateien** › **Drucker am Gerät einrichten** (Files > Set up printer at the device). In the browser the item is in the menu **Dateien** (Files) as well.
2. The message reads "Drucker „BrowserDesk Drucker" am Gerät eingerichtet — dort drucken, das PDF kommt hierher." (printer set up at the device — print there, the PDF comes here).
3. At the device, print from any program and choose **"BrowserDesk Drucker"** as the printer (on Linux the queue is called "BrowserDesk").
4. On your side **Druckauftrag vom Gerät** (print job from the device) appears with the job's name and size: - **Drucken …** (Print …) opens your own system's print dialog. In the browser a new tab opens with the PDF; the browser's PDF viewer prints it. - **Speichern** (Save) stores the PDF on your side. - **Verwerfen** (Discard) deletes the job at the device at once.
5. At the end, **Dateien** › **Drucker am Gerät entfernen** (Files > Remove printer at the device) — the printer disappears from the device again.

How you know it worked

- After setting up, the menu item reads **Drucker am Gerät entfernen** (Remove printer at the device).
- After printing at the device, **Druckauftrag vom Gerät** appears on your side.

What the other side sees

A new printer "BrowserDesk Drucker" appears in the device's printer list. It prints nothing on paper — everything goes to you.

Good to know

- **Only on request:** BrowserDesk never creates the printer by itself.
- **Nothing is kept without a session.** If someone prints on "BrowserDesk Drucker" while nobody is connected, the job is discarded. When the last viewer leaves, the device deletes jobs that were not collected.

- **One after the other:** on Windows, BrowserDesk keeps the printer paused and collects the jobs one by one. If only one of several jobs arrives anyway: **H20**.
- **Size:** at most 100 MB per job.
- **Several technicians** in a session are all offered the job.
- A Mac as the device cannot print this way yet.

If it does not work

You see	Meaning and fix
The menu item `Drucker am Gerät einrichten` is missing	BrowserDesk runs without the service at the device, the device is a Mac, or you may not control. Set up the service (**C4**).
"Auf diesem Gerät fehlt der Treiber „Microsoft Print To PDF“ …" (the driver is missing on this device)	Switch on the Windows feature at the device. On company devices it may be deselected.
"Auf diesem Gerät ist kein Drucksystem (CUPS) installiert." (no printing system installed)	Install CUPS on the Linux device.
"Der Druckauftrag kam nicht als PDF an und ist verworfen (fehlt cups-filters mit „Generic PDF“?)." (job did not arrive as PDF)	Install cups-filters on the Linux device, remove the printer and set it up again.
"Der Druckauftrag wurde nicht fertig (90 s) und ist verworfen." (job did not finish within 90 s)	The job got stuck in the device's printing system. Print again.
"Der Druckauftrag war leer, zu groß oder kein gewöhnliches PDF und ist verworfen." (empty, too large or not a normal PDF)	Over 100 MB or not a readable PDF. Print something smaller.
Only the second of two jobs arrived	**H20**.

E22 Use your own USB stick or folder as a drive at the device

In the session you pick a folder or your USB stick — at the device it appears as the drive “BrowserDesk – <your name>” while the session runs. Nothing is copied; the device only reads what it opens.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	usbredirect
Controlled device	Windows · Linux · macOS
Control from	Program (Windows, macOS, Linux)
from version	20261011.12

What it is for

You have drivers, setups or tools on your USB stick or in a folder. Instead of sending file by file, you pick the folder in the session. At the device it appears in Explorer as the drive **"BrowserDesk – <your name>"** while the session runs. The files stay with you; the device only reads what is opened there. No driver is installed for this.

> **Note:** The BrowserDesk program is currently in German. Program labels are quoted in German with the English meaning in brackets.

What you need

- **Licence feature** `usbredirect`**:** included in paid Cloud; with an own relay, with a licence for USB redirection. Never with Free.
- **On your side:** the BrowserDesk program on a computer (Windows, Linux or macOS). It is not available on phones or in the browser.
- **At the device:** a signed-in user session (not the lock or sign-in screen). - Windows: the Windows service "WebClient" (on Windows Server, the feature "WebDAV Redirector"). - Linux: gvfs ("gio") in a desktop session.
- **Rights:** you control the device and have the "transfer files" permission.
- A normal session — it does not work in a control-room tile (**D8**).

How to do it

1. In the session choose **Dateien** › **Laufwerk freigeben …** (Files > Share drive …).
2. In the window **Laufwerk freigeben** (Share drive) pick the stick or folder. **Eine Ebene höher** (One level up) goes back.

3. If the device may also create, change and delete there: tick **Schreiben erlauben** (Allow writing). The default is **read only**.
4. Click **Diesen Ordner freigeben** (Share this folder).
5. At the bottom left of your session window it says "„…“ am Gerät als X: · nur lesen" (at the device as X: · read only — or "lesen und schreiben", read and write) with **Beenden** (Stop).
6. At the device, open Explorer — the drive "BrowserDesk – <your name>" is there.
7. Done? **Dateien** › **Laufwerk-Freigabe beenden** (Files > Stop drive sharing) or **Beenden** at the bottom left. The end of the session stops the sharing too.

How you know it worked

- The device's Explorer shows a drive "BrowserDesk – <your name>" with the contents of your folder.
- On your side the display at the bottom left shows the drive letter at the device.

What the other side sees

- **Windows:** a small window at the bottom right, always on top: "Laufwerk des Technikers eingebunden (X:)." (technician's drive connected) with **Beenden** (Stop).
- **Linux and macOS:** the same line in the footer of the BrowserDesk window; it is stopped there via the tile "Dateien" (files).
- If the person at the device switches off "Dateien", every drive sharing ends at once.

Good to know

- **Nothing is copied.** The device only fetches the pieces it reads. Without a session the drive is gone.
- **Read only is the default.** Your computer enforces it itself — attempts to change something at the device fail with "access denied".
- **Only the chosen folder** is visible, nothing above it. Shortcuts pointing out of the folder stay invisible. A file `autorun.inf` in the top folder is not visible at the device.
- **50 MB limit on Windows:** without the BrowserDesk service at the device, files over 50 MB cannot be opened there (limit of the Windows WebDAV service). With the service, BrowserDesk raises the limit for the session and resets it afterwards. Writing large files is not affected.
- **Programs run "as administrator"** do not see the drive on Windows; Explorer and normal programs do.
- **One drive at a time** per direction and device.

- The other direction — a stick at the device appears on your side — is **E23**. Passing on a smart card: **E24**.

If it does not work

You see	Meaning and fix
Menu item greyed out, hint "Die USB-Umleitung ist in der Lizenz dieses Zugangs nicht enthalten." (USB redirection is not in this access's licence)	Feature `usbredirect` missing (**G4**).
"Nur in einer angemeldeten Benutzersitzung (nicht am Sperr- oder Anmeldebildschirm)." (only in a signed-in user session)	Nobody is signed in at the device or the screen is locked. Sign in or unlock first.
"Das Gerät kennt diese Funktion noch nicht (BrowserDesk am Gerät aktualisieren)." (the device does not know this feature yet)	An older version runs at the device. Update it.
"Laufwerk freigeben darf nur, wer das Gerät steuert." (only whoever controls the device may share a drive)	You are only watching. Take control.
"Dafür fehlt die Freigabe „Dateien übertragen“." (the "transfer files" permission is missing)	"Dateien" is off at the device or in the console.
"Der Windows-Dienst „WebClient“ fehlt auf diesem Gerät (Windows Server: Funktion „WebDAV-Redirector“ installieren)." (WebClient service missing)	On Windows Server install the feature "WebDAV Redirector".
"Der Windows-Dienst „WebClient“ ist deaktiviert (Fehler 1058)." (WebClient is disabled)	The WebClient service is switched off at the device. An administrator of the device has to allow it again.
"Windows hat das Laufwerk abgelehnt (Netzwerkname nicht gefunden, Fehler 67)." (Windows refused the drive, error 67)	See **H21**.
"Auf diesem Linux fehlt gvfs („gio“, Paket gvfs bzw. gvfs-backends) — …" (gvfs is missing on this Linux)	Install gvfs on the Linux device.
"Dateien über 50 MB lassen sich hier nicht öffnen …" (files over 50 MB cannot be opened here)	The 50 MB limit applies (see above). Send large files with file transfer (**E8**).

E23 Open a drive of the device at the technician's side — with consent at the device

If the USB stick is at the customer's, you ask for it in the session. The person at the device chooses which folder to share — it appears as a drive on your side, read only by default.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Cloud · Own relay
Licence	usbredirect
Controlled device	Windows · Linux · macOS
Control from	Program (Windows, macOS, Linux)
from version	20261011.15

What it is for

The USB stick is plugged in at the customer's — with photos, receipts or a backup — and you want to work with it on your side. You ask for it in the session. The person at the device decides: they choose which folder or stick to share, and whether you may only read or also write. It appears as a drive on your side while the session runs.

> **Note:** The BrowserDesk program is currently in German. Program labels are quoted in German with the English meaning in brackets.

What you need

- **Licence feature `usbredirect`:** included in paid Cloud; with an own relay, with a licence for USB redirection. Never with Free.
- **Someone at the device who agrees.** Without consent there is no device drive — not even by policy. That is why it does not work at the lock or sign-in screen.
- **On your side:** the BrowserDesk program on a computer. - Windows: the Windows service "WebClient". - Linux: gvfs; without gvfs BrowserDesk gives you an address to mount by hand. - macOS: mounting as in Finder with "Connect to Server".
- **Rights:** you control the device and have the "transfer files" permission.
- **At the device:** BrowserDesk version 20261011.15 or later.

How to do it

Technician

1. In the session choose **Dateien** › **Laufwerk des Geräts einbinden …** (Files > Mount the device's drive …).
2. At the bottom left it says "Am Gerät wird gefragt …" (asking at the device …). Wait for the answer.
3. Once the person has agreed, it says "Laufwerk des Geräts „E:“ hier unter Z: · nur lesen" (device drive E: here as Z: · read only — or "lesen und schreiben", read and write).
4. **Öffnen** (Open) shows the drive in your Explorer, file manager or Finder.
5. Done? **Beenden** (Stop) at the bottom left or **Dateien** › **Laufwerk des Geräts trennen** (Files > Disconnect the device's drive).

Person at the device

1. **Laufwerk für den Techniker freigeben?** (Share a drive with the technician?) appears with the sentence "… möchte ein Laufwerk oder einen Ordner dieses Geräts bei sich als Laufwerk einbinden." (… wants to mount a drive or folder of this device on their side).
2. Choose the drive or folder the technician may see. **Eine Ebene höher** (One level up) goes back.
3. If they may also change and delete there: tick **Schreiben erlauben** (Allow writing). The default is read only.
4. **Diesen Ordner freigeben** (Share this folder) — or **Ablehnen** (Decline).
5. While sharing runs, Windows shows "… liest Ihr Laufwerk „E:“." (… is reading your drive E:) at the bottom right with **Beenden** (Stop).

How you know it worked

A new drive "BrowserDesk – <device> <folder>" with the contents of the shared folder is there on your side, and the display at the bottom left names its location.

What the other side sees

- The question **Laufwerk für den Techniker freigeben?**. Without an answer everything stays closed; after two minutes it counts as declined.
- While the question is open, the technician's clicks and keys do not reach the device — they cannot click "share" themselves.
- While sharing on Windows, a small window with **Beenden** (Stop); on Linux and macOS a line in the footer of the BrowserDesk window, stopped via the tile "Dateien" (files).
- Switching off "Dateien" ends every drive sharing at once.

Good to know

- **Only the chosen folder** is visible, nothing above it. The default is read only.
- **Every request is asked separately.** A consent applies to this one sharing, not to the whole session.
- **50 MB limit on your side on Windows:** files over 50 MB cannot be opened on the mounted drive. Fetch large files with the file manager (**E8**).
- **One drive at a time** per direction. The other direction — your stick at the device — is **E22**.
- **A Mac or Linux device** only asks if the BrowserDesk window is running there. A device that runs only the service without a window does not offer the feature.

If it does not work

You see	Meaning and fix
"Am Gerät kann niemand zustimmen — ein Laufwerk des Geräts gibt es nur mit Zustimmung am Gerät." (nobody can agree at the device)	There is no window for the question at the device (lock screen, sign-in screen, service only). Have someone sign in first.
"BrowserDesk am Gerät aktualisieren" (update BrowserDesk at the device) in the hint	The device runs a version before 20261011.15.
"Ein Laufwerk des Geräts darf nur einbinden, wer das Gerät steuert." (only whoever controls the device may mount its drive)	You are only watching. Take control.
"Es ist schon ein Laufwerk des Geräts freigegeben." (a device drive is already shared)	End the running sharing first.
"Dafür fehlt die Freigabe „Dateien übertragen“." (the "transfer files" permission is missing)	"Dateien" is off at the device or in the console.
Linux: an address instead of a drive	gvfs is missing on your side. Enter the address in the file manager under "Connect to Server".
The drive does not appear	**H21**.

E24 Use your own smart card at a Windows device

Your signature card or company ID card sits in the card reader on your side. In the session you pass the card on — at the Windows device it then sits in “BrowserDesk Kartenleser 0”, and every program there can use it.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	usbredirect
Right in the console	Device redirection (deviceRedirect)
Controlled device	Windows
Control from	Program (Windows, macOS, Linux)
from version	20261011.21

What it is for

You have to do something at the customer's computer with **your** smart card — a signature, a sign-in with your company ID card. The card sits in the card reader on your side. In the session you pass it on: at the Windows device a card reader **"BrowserDesk Kartenleser 0"** appears with your card, and programs there use it as if it were plugged in there. The card itself stays with you; only card commands and answers travel over the line.

> **Note:** The BrowserDesk program is currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **Licence feature** `usbredirect`**:** included in paid Cloud; with an own relay, with a licence for USB redirection. Never with Free.
- **The "device redirection" right** at the device. It is off by default. Only an administrator switches it on in the console: the device's settings → **Access and permissions** → **Device redirection (technician's smart card)**.
- **At the device:** Windows on a 64-bit processor (x64), with the BrowserDesk **service** installed (**C4**), in a signed-in user session. Not on Windows Server, ARM64 or in S mode.
- **On your side:** the BrowserDesk program on a computer and a card reader with your card.
- **In the session:** you control the device. It does not work in a control-room tile.

How to do it

1. Put the card into your card reader.
2. In the session choose **Dateien** › **Smartcard weiterreichen …** (Files > Pass on smart card …).

3. The window **Smartcard weiterreichen** (Pass on smart card) lists your readers with their state, for example **Karte steckt** (card inserted). If one is missing: connect the reader, **Neu einlesen** (Rescan).
4. Choose the reader and click **Weiterreichen** (Pass on). "Smartcard wird am Gerät eingesteckt …" (inserting the smart card at the device …) appears. The first time, the service sets up the card reader at the device; this takes a few seconds.
5. Work with the card at the device. The PIN is entered **at the device**.
6. Done? **Dateien** › **Smartcard zurückholen** (Files > Take back smart card) or **Zurückholen** (Take back) in the display at the bottom left.

How you know it worked

- At the bottom left on your side a display in warning colour shows the number of accesses and **Zurückholen**.
- At the device the certificate picker or the signature software recognises the card in "BrowserDesk Kartenleser 0".

What the other side sees

On Windows a window appears at the bottom right: "Smartcard von … steckt im „BrowserDesk Kartenleser 0“." (smart card of … is in BrowserDesk card reader 0) with **Beenden** (Stop). BrowserDesk does not ask for consent at the device for this — that is what the "device redirection" right is for.

Good to know

- **The card is locked on your side** while it is passed on — other programs on your computer cannot reach it.
- **PIN at the device:** you type the PIN on the customer device's keyboard. Only pass the card on to trustworthy devices. Readers with their own keypad (pinpad) are not passed through.
- **Pulling and inserting** on your side arrives at the device: card pulled = card pulled at the device.
- **End:** when you take it back, with **Beenden** at the device, at the end of the session, after 10 minutes without card access, and when control or the right goes away. Your card is reset then — a PIN verified at the device does not stay open.
- **The card reader stays** set up at the device but switched off; no program sees it then. To remove it completely: **Kartenleser vom Gerät entfernen** (Remove card reader from the device) in the window **Smartcard weiterreichen** (only while no card is passed on).
- **Nothing is recorded:** BrowserDesk does not log card contents, only reader, direction and the number of accesses.

- When the card reader is set up, Windows trusts the publisher ondeso only for that one step.

If it does not work

You see	Meaning and fix
"Das Recht „Geräte umleiten“ ist an diesem Gerät aus (Konsole → Geräte-Einstellungen)." (the device redirection right is off)	Ask the administrator to switch on **Device redirection (technician's smart card)** for the device.
"Nur mit installiertem BrowserDesk-Dienst — der Kartenleser wird mit Administratorrechten eingerichtet." (only with the service installed)	Set up the service at the device (**C4**).
"Eine Smartcard des Technikers kann bisher nur an Windows-Geräten stecken." (only on Windows devices)	The device is a Mac or Linux computer.
"Auf Windows Server nicht freigegeben (der Kartenleser ist nicht von Microsoft signiert)." (not on Windows Server)	It does not work on Windows Server.
"Nur auf 64-Bit-Windows (x64) — für ARM64 bräuchte der Kartenleser eine Signatur von Microsoft." (only x64)	ARM devices are not supported.
"Im S-Modus lässt Windows nur von Microsoft signierte Treiber zu." (S mode)	Windows in S mode is not supported.
"Nur in einer angemeldeten Benutzersitzung (nicht am Sperr- oder Anmeldebildschirm)." (only in a signed-in session)	Sign in or unlock at the device first.
"Kein Kartenleser gefunden. Leser anschließen und „Neu einlesen“." (no card reader found)	No reader is connected on your side.
Karte steckt (antwortet nicht) (card inserted, not responding)	The card does not answer. Re-insert it, then **Neu einlesen**.
"Am Gerät steckt schon eine Smartcard eines Technikers." (a technician's smart card is already in)	Take the other card back first.
"BrowserDesk am Gerät aktualisieren — diese Fassung kennt das Weiterreichen einer Smartcard nicht." (update BrowserDesk at the device)	The device runs a version before 20261011.21.

E25 Give a computer without a screen a virtual monitor

If a computer without an attached monitor delivers no picture or only a small one, you switch on a virtual monitor in the session. You see and use it like a real one; at the end of the session it goes away again.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.36

What it is for

A mini PC in a cupboard, a computer without a monitor or a closed laptop: depending on the graphics driver it then delivers no picture at all, a black picture or only 1024×768. In the session you switch on a **virtual monitor**. BrowserDesk switches to it, and you work as on a real screen. At the end of the session it goes away by itself.

> **Note:** The BrowserDesk program and the session tab of web access are in German. Their labels are quoted in German with the English meaning in brackets.

What you need

- **Windows device:** 64-bit Windows (x64, not Windows Server) with the BrowserDesk **service** installed (**C4**). The first time, BrowserDesk installs the open-source driver "Virtual Display Driver" for this.
- **Linux device:** a Wayland session (GNOME, KDE) whose screen sharing knows virtual monitors. The first time, someone at the device has to confirm the screen-sharing request.
- **On your side:** the BrowserDesk program on a computer or web access (**D4**).
- **Rights:** you control the device. It does not work from a control-room tile.
- In all models.

How to do it

1. In the session choose `Ansicht` › `Virtueller Monitor ...` (View > Virtual monitor ...).

2. The window **Virtueller Monitor** (Virtual monitor) shows "Status: aus" (off). Click **Einschalten** (Switch on).
3. A bar shows that work is going on. The first time on Windows the driver is installed; this takes a moment.
4. BrowserDesk switches the picture to the new monitor. **Schließen** (Close).
5. To switch off: again **Ansicht** › **Virtueller Monitor …** → **Ausschalten** (Switch off) — or simply end the session.

In the browser: menu **Ansicht** (View) → **Virtuellen Monitor einschalten** (Switch on virtual monitor) or **Virtuellen Monitor ausschalten** (Switch off virtual monitor).

How you know it worked

- The window shows "Status: an" (on).
- The picture shows a desktop at a normal resolution instead of black or 1024×768. You can adjust the resolution afterwards (**E2**).

What the other side sees

Nothing on a real screen — the virtual monitor is invisible. On Linux the system's screen-sharing question appears the first time.

Good to know

- **Only for the session:** when the last viewer leaves, BrowserDesk switches the monitor off. If something crashes, BrowserDesk cleans up on the next start.
- **The driver stays** installed on Windows but switched off; switching on again is faster. To remove it completely: **Treiber vom Gerät entfernen** (Remove driver from the device) in the window (only while the monitor is off).
- **Trust:** during installation Windows trusts the driver's publisher only for that one step. BrowserDesk checks the package first; it does not install a modified package.
- **Other drivers:** if another "Virtual Display Driver" is already set up, BrowserDesk does not switch it. Other virtual monitors (Parsec, RustDesk, Amyuni) do not always get along.
- **Windows Server, ARM devices, Linux with X11:** an HDMI or DisplayPort dummy plug (EDID emulator) helps here — the system then sees a real monitor.
- macOS cannot switch on a virtual monitor.

If it does not work

You see	Meaning and fix
"Windows Server: Der mitgelieferte Treiber ist nicht von Microsoft zertifiziert und lädt dort nicht. …" (driver not certified for Windows Server)	Plug a dummy plug into the Windows Server.
"Nur mit installiertem BrowserDesk-Dienst (der Treiber braucht Administratorrechte)." (only with the service installed)	Set up the service at the device (**C4**).
"Der mitgelieferte Treiber gibt es nur für x64-Prozessoren (dieses Gerät: ARM64). …" (driver only for x64)	ARM device — use a dummy plug.
"Nur in einer Wayland-Sitzung (GNOME, KDE). Unter X11: Dummy-Stecker oder xserver-xorg-video-dummy (siehe Hilfe)." (only in a Wayland session)	The Linux device runs X11.
"Das Portal hat keinen virtuellen Monitor geliefert. Beim ersten Mal muss jemand am Gerät die Bildschirmfreigabe bestätigen; …" (the portal delivered no virtual monitor)	Have someone at the device confirm the question and switch on again.
"Windows hat die Signatur des Treibers nicht anerkannt (Code 52) …" (Windows did not accept the driver's signature)	A policy at the device does not allow the driver. Use a dummy plug.
"Der Treiber ließ sich nicht starten (Code 10). Läuft schon ein anderer virtueller Monitor (Parsec, RustDesk, Amyuni)? …" (driver did not start)	Switch off the other virtual monitor at the device or use a dummy plug.
"Auf diesem Gerät ist bereits ein fremder „Virtual Display Driver" eingerichtet — BrowserDesk schaltet ihn nicht um." (another driver is already set up)	BrowserDesk leaves the other driver untouched.
"Die Signatur des Treiberpakets stimmt nicht — BrowserDesk installiert es so nicht." (package signature wrong)	The driver package at the device has been modified. BrowserDesk does not install it then.
Menu item missing	The device is a Mac or has an older BrowserDesk version, or you are not in control.

E26 Choose the right user session on a terminal server

If a Windows computer has several signed-in sessions, you choose which one you see and control.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20260930.5

What it is for

On a terminal server, or a computer with an additional Remote Desktop session, several users are signed in at the same time. BrowserDesk first shows the session on the computer's own screen. You can choose a different one.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows device with the **BrowserDesk service set up** (C4). Without the service there is no choice; the same on macOS and Linux.
- At least two sessions on the device — only then does the choice appear.
- **Technician:** BrowserDesk on a computer or web access.

How to do it

1. **Program:** open the menu `Ansicht` (View) in the session bar. Under "SITZUNG" (session) all sessions are listed, for example "Sitzung 2: mueller (getrennt)" — with user name and additions such as "Konsole" (console), "gesperrt" (locked) or "getrennt" (disconnected). **Browser:** menu `Ansicht` → a selection field with the same entries.
2. Choose a session. "Wechsle zu Sitzung … …" (switching to session …) appears.
3. BrowserDesk restarts on the device in the chosen session, and your window reconnects by itself.

How you know it worked

You see the chosen user's desktop; the chosen session is marked in the menu.

Good to know

- **The choice outlasts the connection:** whoever connects later lands in the last chosen session, as long as it exists.
- **It ends** when the session disappears or the BrowserDesk service restarts — also when the computer restarts or after an update. BrowserDesk then shows the session on the computer's own screen again.
- **The choice may briefly be missing** if the service is not answering at that moment. It is back at the next connection.

If it does not work

You see	Meaning and fix
No "SITZUNG" choice	Only one session, no service, not a Windows device — or the service was not running at that moment. Reconnect.
"Wechsle zu Sitzung …" but nothing happens	The device runs a version older than 20260930.5. Update the device.

E27 Be connected to several devices at the same time

Every further connection in a window of its own — without disconnecting the first one.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Control from	Program (Windows, macOS, Linux)
from version	20261006.2

What it is for

You are connected to computer A and briefly need computer B. Instead of disconnecting A, you open a **further window** with a connection of its own. Both run side by side.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- The BrowserDesk program on Windows, macOS or Linux. Phones, tablets and TVs do not have this.
- A plan that allows several sessions: Free allows one session at a time.
- For many devices at a glance there is the control room instead (**D8**).

How to do it

From the session:

1. In the session bar, left of "Vollbild" (full screen), click the icon `Weitere Verbindung in neuem Fenster` (Further connection in a new window).
2. A new window "BrowserDesk – weiteres Fenster" (further window) opens with the start page.
3. Connect there as usual (**D2**, **D3**).

Via a second start: if you start BrowserDesk again (desktop icon, Start menu) while a connection is open, a further window opens as well. Without an open connection the second start only brings the existing window to the front.

How you know it worked

Two windows with one device each. The additional one has "– weiteres Fenster" in its title.

Good to know

- **The further window is only for connecting.** Your own device settings (card `Ihr Desktop` — Your desktop, password, reachability) exist only in the first window — the one without the addition in the title.
- **Closing** ends a further window completely; the first window moves to the notification area when closed.
- **The keyboard** only acts in the window that is in front.
- **Copying:** what you copy goes to every connected device — as usual with two viewers.
- **Address book and settings** are shared by all windows; whoever saves last wins.
- **In the control room** the right-hand button of the session bar is `Zurück zum Leitstand` (Back to the control room, orange) instead of `Trennen` (Disconnect) — the connection stays open.

If it does not work

You see	Meaning and fix
No icon `Weitere Verbindung in neuem Fenster`	Phone, tablet or TV — there are no further windows there.
A second start only brings the old window to the front	No connection is open at the moment. Connect first, then use the icon in the session bar.

E28 Work on one device together — request and hand over control

Two technicians are connected at the same time; either both may control, or one controls and hands control over on request.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

A colleague should look at the device as well or take over. Both connect to the same device. Depending on the settings both may control — or only one, and the other watches until they get control.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- Cloud or an own relay. Free allows only one session at a time.
- Each technician connects as usual with ID and password (**D2**) — with BrowserDesk on a computer or in the browser.

How to do it

Who may control

- **By default everyone** who is connected may control.
- **Only one should control:** at the device, **Einstellungen** › **Sicherheit** (Settings > Security) → card **Zugriffssteuerung** (Access control) → switch on **Nur ein Viewer darf steuern** (Only one viewer may control). In the console: for the device or the access under **Settings** → **Access and permissions** → **Multiple viewers may control**. Then whoever connected first controls; the others see "Nur Ansicht" (view only).

Switch during the session

Whoever controls chooses in the **Steuerung** (Control) menu under "MODUS" (mode):

- **Alle dürfen steuern** (Everyone may control) — both control at the same time.
- **Nur ich (exklusiv)** (Only me — exclusive) — only you control, the others watch.

In the browser it is the selection "Modus…" in the same menu.

Request and hand over control

Whoever is watching

1. Menu **Steuerung** → **Steuerung anfragen** (Request control).
2. "Steuerungs-Anfrage gesendet …" (control request sent) appears.
3. Once the other person releases it, "Nur Ansicht" disappears and you control.

Whoever is controlling

1. "Ein Viewer möchte die Steuerung übernehmen." (a viewer wants to take over control) appears with **Erlauben** (Allow) — for about 12 seconds. In the browser a window "Steuerung abgeben?" (hand over control?) asks.
2. **Erlauben** — control goes to the colleague, from now on you watch.

How you know it worked

For whoever controls now, the "Nur Ansicht" badge has gone; the other one shows it.

What the other side sees

The person at the device sees both connections in the small session window. The tiles are then labelled "BETRACHTER DÜRFEN" (viewers may) — whatever they switch off there applies to everyone. `Alle trennen` (Disconnect all) ends both connections (**F1**).

Good to know

- **If the person in control leaves,** the viewer connected longest gets control.
- **If the person in control is no longer reachable,** a request is granted at once — so nobody blocks for good.
- **Controlling is a permission of the device:** if the person at the device switched off `Steuern` (Control), a request does not help either (**F3**). Then "Nur Ansicht — nicht steuerbar" (view only — not controllable) is shown and `Steuerung anfragen` is missing.
- **What only one can do:** ask for the device's microphone (**E13**), show your own screen (**E15**), draw (**E14**) — each only whoever is controlling.
- **In the control room** a tile is view-only; control happens in the opened session (**D8**).

If it does not work

You see	Meaning and fix
"Nur Ansicht" but no `Steuerung anfragen`	Control is switched off at the device, or you already control.
No answer to the request	The other person did not confirm the notice. Ask again or ask them to choose `Alle dürfen steuern`.
The second connection does not come about	Free allows only one session.

E29 Open a command line during the session

Run single commands (PowerShell, CMD, Bash) on the device without opening a window there — only if the device allows it.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

Sometimes one command is quicker than ten clicks: `ipconfig`, restart a service, list a folder. The **remote command line** in the session window sends single commands to the device and shows the output — without a window opening at the device. It is meant as an emergency measure and is off by default.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- **Allowed at the device:** **Einstellungen** › **Sicherheit** (Settings > Security) → card **Zugriffssteuerung** (Access control) → switch on **Remote-Kommandozeile erlauben** (Allow remote command line). Centrally in the console: for the device or the access under **Settings** → **Remote command line via viewer (exec)**.
- The control right in the session.
- **Technician:** BrowserDesk on a computer or web access.

How to do it

1. In the session bar, menu **Verwaltung** (Management) → **Remote-Kommandozeile** (Remote command line). The **Remote-Kommandozeile** panel opens at the bottom.
2. Choose the shell: PowerShell or CMD for Windows devices, Bash or sh for Mac and Linux.
3. Type the command into the field "Befehl..." (command) and send it with `Enter`.
4. The output appears above it, errors in red.
5. To cancel a running command: **Abbrechen** (Cancel; in the browser "Stop").
6. Close with the X.

How you know it worked

The device's output appears below your command.

Good to know

- **One command after another**, each on its own — not a session as in a real terminal. Programs that wait for input are not suitable.
- **Limits:** at most 45 seconds per command and 256 KB of output; after that it is cancelled.
- **The command runs with the rights of BrowserDesk on the device.**
- **Not the same as the remote console:** the command line from the console, without a session, is a separate add-on (**G11**).

If it does not work

You see	Meaning and fix
"Remote-Kommandozeile ist deaktiviert (Host → Sicherheit → „Remote-Kommandozeile erlauben")." (remote command line is disabled)	Switch it on at the device or in the console (see above).
"Kein Steuerungsrecht — Kommandozeile nicht verfügbar." (no control right)	You are only watching. Take control (**E28**).
"Es läuft bereits ein Befehl — bitte warten oder abbrechen." (a command is already running)	Wait or `Abbrechen`.
The `Verwaltung` menu is missing in the program	It only appears for whoever is controlling (**E28**).

`E30` End the session and understand why it ended

How to disconnect yourself — and what the messages mean when the session ends from the other side, through a time limit or the network.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20260912.3

What it is for

A session ends because you disconnect — or because something else happens: the person at the device disconnects, a time limit applies, the network drops, the device restarts. Here is how to disconnect cleanly yourself and what each message means.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels and messages are quoted in German with the English meaning in brackets.

What you need

A running session — with BrowserDesk on a computer, phone or tablet, or in the browser.

How to do it

Disconnect yourself:

- **Program:** the red button `Trennen` (Disconnect) at the far right of the session bar. The session ends and you are back on the start page.
- **Browser:** the red X in the bar ("Sitzung trennen" — disconnect session).
- **In the control room** that spot shows `Zurück zum Leitstand` (Back to the control room, orange) — it only shrinks the view, the connection stays. In the control room you disconnect via the tile's menu (**D8**).

Reconnect: the device is listed under `Zuletzt verwendet` (Recently used) — one click is enough if the password is saved (**D2**).

How you know it worked

The session window is closed and the start page is shown.

What the other side sees

The small session window at the device disappears. If "Gerät nach der Sitzung sperren" (lock the device after the session) is switched on there, the device is locked 5 seconds later (**E31**).

Good to know

Why a session ended — the messages:

You see	What happened	Reconnect?
Window **Verbindung beendet** (Connection ended): "Der Gesteuerte hat die Verbindung beendet." (the controlled side ended the connection)	The person at the device disconnected you (**F1**).	Only once they allow you again at the device or after 10 minutes without an attempt. Every attempt extends the wait.
"Die Sitzung wurde nach … Minuten ohne Eingabe beendet (Vorgabe des Geräts). Sie können neu verbinden." (ended after … minutes without input)	The device's idle limit (**E32**).	Yes, at once.
"Die Sitzung hat die Höchstdauer von … Minuten erreicht und wurde beendet (Vorgabe des Geräts). …" (maximum length reached)	The device's maximum session length (**E32**).	Yes, at once.
"Das Gerät wird heruntergefahren – die Sitzung ist beendet." (device is shutting down)	You chose **Herunterfahren** (Shut down) (**E17**).	Once the device is on again.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (denied or not confirmed in time)	When (re)connecting, nobody agreed at the device.	Yes, with consent at the device.

If the session is only interrupted, BrowserDesk rebuilds it by itself. A spinner above the picture shows the reason and the button **Trennen** in case you do not want to wait:

You see	What happened
"Verbindung unterbrochen – neu verbinden…" (connection interrupted – reconnecting)	Network gone, or the device was restarted on site.
"Gerät startet neu – Verbindung wird wiederhergestellt …" (or "Benutzer wird abgemeldet …", "BrowserDesk startet am Gerät neu …")	You triggered it (**E17**).
"Relay wird aktualisiert – Verbindung wird wiederhergestellt …" (relay is being updated)	The relay is restarting (**H12**).
"Relay nicht erreichbar – die Sitzung läuft direkt weiter" (relay unreachable – session continues directly)	No interruption: the session continues directly, only the relay is briefly gone.

Final refusals — wrong password, blocked, no licence, only from its own access — stop the attempts at once with the message instead of retrying forever (**D2**).

If it does not work

You see	Meaning and fix
"Der Gesteuerte hat die Verbindung beendet. Neu verbinden geht erst, wenn die Verbindung am Gerät wieder zugelassen wird oder 10 Minuten lang kein Versuch mehr kam."	Ask the person at the device to allow you again — or make no attempt for 10 minutes.
The spinner keeps turning	The device cannot be reached. **Trennen** and reconnect later. If the program then reports **Gerät ist offline** (Device is offline), **Aufwecken** (Wake up) may help (**D2**).
In the browser: "… – bitte erneut verbinden" (please connect again)	The browser gave up after about 2 minutes. Connect again.

E31 Have the device locked automatically after the session

When a remote session ends, the user session is locked after 5 seconds — whoever sits at the device afterwards needs the password.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux · macOS
from version	20261010.20

What it is for

After an unattended session the user session would stay unlocked — whoever steps up to the device afterwards would be in the user's account. With this setting BrowserDesk locks the device 5 seconds after every remote session ends.

> **Note:** The BrowserDesk programs are currently in German. Program labels are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- BrowserDesk from version 20261010.20 on the device. Older versions do not know the setting.
- For the default from the console: administrator of the access.

How to do it

At the device:

1. **Einstellungen** › **Sicherheit** (Settings > Security) → card **Zugriffssteuerung** (Access control).
2. Switch on **Gerät nach der Sitzung sperren** (Lock the device after the session). It is off by default.

Centrally in the console:

1. **Devices** → open the device → **Settings** — or, for all devices of the access, its **Device settings (tenant)**.
2. Section **Access and permissions** → set **Lock the device after the session** to on.

A default from the console takes precedence. The device then shows "Vom Administrator festgelegt (ein) — hier nicht änderbar." (set by the administrator — cannot be changed

here).

How you know it worked

After disconnecting, the device shows the lock screen after about 5 seconds.

What the other side sees

The person at the device needs their password to continue working after the session.

Good to know

- **No lock** when the person at the device disconnects themselves, when the device restarts, signs out or shuts down, or when the technician comes back within the 5 seconds (e.g. after a short network drop).
- **It also locks** when the session ends through a time limit (**E32**).
- **The 5 seconds** are a deliberate gap so that not every network drop locks. If you do not want it, lock by hand at the end: `Verwaltung` (Management) → `Rechner sperren` (Lock computer).
- **macOS:** on newer macOS versions the lock command may be missing; then nothing is locked.

If it does not work

You see	Meaning and fix
The switch at the device cannot be changed	"Vom Administrator festgelegt …" — the console sets the value.
The default from the console has no effect	The device runs a version before 20261010.20. Update it.
The device stays open after disconnecting	Did the person at the device disconnect themselves? Then it deliberately does not lock.

E32 End sessions after idle time or a maximum length

Forgotten remote sessions close by themselves — after a time without input or after a fixed maximum length.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
from version	20261010.24

What it is for

A forgotten remote session should not stay open forever. You decide that a session ends when no input has arrived for a while — or at the latest after a fixed maximum length.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- BrowserDesk from version 20261010.24 on the device. Older versions do not know the settings.
- For the default from the console: administrator of the access.

How to do it

At the device: `Einstellungen` › `Sicherheit` (Settings > Security) → card `Zugriffssteuerung` (Access control):

- `Trennen ohne Eingabe nach` (Disconnect without input after) — off, 5, 10, 15 or 30 minutes, 1 or 2 hours.
- `Höchstdauer einer Sitzung` (Maximum session length) — off, 30 minutes, 1, 2, 4 or 8 hours.

Centrally in the console: `Devices` → open the device → `Settings` (or, for all devices of the access, its `Device settings (tenant)`) → section `Session and picture`:

- `Disconnect a session without input after`
- `Maximum session length`

Both are off by default. A default from the console takes precedence; the device then shows "Vom Administrator festgelegt (…) — hier nicht änderbar." (set by the administrator — cannot be changed here).

How you know it worked

One minute before the end the technician gets a notice, for example "Ohne Eingabe endet diese Sitzung in einer Minute (Vorgabe des Geräts: nach … min ohne Eingabe)." (without input this session ends in one minute). Then the session ends with a message.

What the other side sees

The technician sees:

- before the idle end: "Ohne Eingabe endet diese Sitzung in einer Minute …"
- before the maximum length: "Diese Sitzung endet in einer Minute — Höchstdauer … min (Vorgabe des Geräts)." (this session ends in one minute — maximum length)
- at the end: "Die Sitzung wurde nach … Minuten ohne Eingabe beendet (Vorgabe des Geräts). Sie können neu verbinden." (ended after … minutes without input — you can reconnect) or "Die Sitzung hat die Höchstdauer von … Minuten erreicht und wurde beendet (Vorgabe des Geräts). Sie können neu verbinden." (maximum length reached — you can reconnect).

Good to know

- **What counts as activity:** mouse and keyboard, chat, files, clipboard, menu commands — and a running conversation (**E13**). What BrowserDesk sends by itself does not count.
- **Whoever only watches** without any input falls under the idle limit.
- **The limits apply per connection.** Reconnecting starts the maximum length from the beginning. They are meant to close forgotten sessions, not to lock technicians out.
- **Reconnecting works at once** — unlike after the person at the device disconnected you. The program does not reconnect by itself, though.
- **With** `Gerät nach der Sitzung sperren` (Lock the device after the session) the device is locked after such an end (**E31**).

If it does not work

You see	Meaning and fix
The selection at the device cannot be changed	"Vom Administrator festgelegt …" — the console sets the value.
The default from the console has no effect	The device runs a version before 20261010.24. Update it.
The session ends although the technician is watching	Intended: watching without input counts as idle. Choose a more generous limit.

E33 See whether the session is end-to-end encrypted

Which path your session takes and whether the relay could read along — shown in the analysis overlay.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Purchasing and accounting
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.19

What it is for

A session takes one of three paths: directly between the computers, passed on by the relay (TURN) or — if the network blocks both — as a relay tunnel. Here you see which path is in use and whether it is end-to-end encrypted, that is, whether the relay cannot look inside.

> **Note:** The BrowserDesk programs are currently in German, and so is the session bar in the browser. Labels are quoted in German with the English meaning in brackets.

What you need

A running session — with BrowserDesk on a computer or in the browser.

How to do it

1. **Program:** switch on `Ansicht` (View) → `Analyse-Overlay` (Analysis overlay) in the session bar. **Browser:** `Ansicht` → `Analyse-Overlay`.
2. Read the first line "Pfad" (path):

Display	Path	End-to-end encrypted?
Program: `WebRTC` · browser: `DIREKT …` (direct)	directly between the computers	yes
Browser: `RELAY …`	passed on by the relay (TURN)	yes — the relay only passes on encrypted packets
Program: `Relay-Tunnel (WebSocket, verschlüsselt)` · browser: `RELAY-TUNNEL (WebSocket, verschlüsselt)` (encrypted)	relay tunnel, because the network blocks WebRTC	yes, since version 20261010.19 on both sides
Program: `Relay-Tunnel (WebSocket, unverschlüsselt)` · browser: `RELAY-TUNNEL (WebSocket, unverschlüsselt)` (unencrypted)	relay tunnel with an older other side	**no** — only encrypted up to the relay (TLS)

How you know it worked

The "Pfad" line is at the top of the overlay and is updated continuously.

Good to know

- **"unverschlüsselt" does not mean open on the internet:** the way to and from the relay is always TLS-encrypted. Only the relay itself could read along in the tunnel. With an own relay that stays in-house.
- **Fix for "unverschlüsselt":** bring device and viewer to version 20261010.19 or newer. Then the tunnel is end-to-end encrypted as well.
- **In the relay tunnel** there is no sound (**E13**) and no showing of your own screen (**E15**).
- **What encryption does not do:** no path protects against a relay that actively pretends to be the other side — the relay is the trusted intermediary.

If it does not work

You see	Meaning and fix
"Relay-Tunnel (WebSocket, unverschlüsselt)"	One side has an older version. Update both.
Always relay tunnel	The network blocks WebRTC. Check firewall and proxy (**H10**).

F · At the device

F1 Someone wants to access my computer — what happens?

What you see when someone wants access, how you can tell that someone is watching, and how you end it at any time.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.22

What it is for

Someone wants to help you and needs to see your screen for that. This page tells you what then appears on your side, how you can tell that someone is watching — and how you end it at any time. **You** decide, not the helper.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (or Quick Support, **D1**).
- Nothing else. You do not have to set anything up.

How to do it

1. The question "Zugriff erlauben?" (Allow access?)

When someone wants to access your computer, a window **Zugriff erlauben?** usually appears. It says **who** it is, often also a reason.

- You know the person and want help? Click **Erlauben** (Allow).
- You do not know the person? Click **Ablehnen** (Deny).
- You do nothing? Then the request is denied by itself after a few seconds. The time runs down at the bottom of the window.

Ablehnen is already selected. So pressing Enter by mistake lets nobody in.

> **Warning:** Whoever calls you and asks you for a code, a password or access may want to take over your computer. Only allow access to people you know or whom you asked for help yourself.

No question appears? Then your computer is set up so that certain helpers may come in without asking — for example from your company. This is under **Einstellungen** › **Sicherheit** (Settings > Security) → **Zugriffssteuerung** (Access control). With BrowserDesk Free the question always appears.

2. How you can tell that someone is watching

- **Windows:** a small window appears at the top right. At the top it shows the helper's name, below it "Verbunden" (connected) and for how long. After 5 seconds it becomes small and sits in the taskbar at the bottom. The cross at the top only makes it small — the connection keeps running.
- **Mac and Linux:** the BrowserDesk window itself turns into this small card while someone is connected.
- The window shows "Nur Ansicht" (view only) when the helper may only watch, and "REC" when the session is recorded.
- **Coloured frame (Windows only, if switched on):** a frame with "Bildschirm wird geteilt" (screen is being shared) surrounds the screen the helper sees. Switch on: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Übertragung** (Transfer) → **Geteilten Bildschirm markieren** (Mark shared screen). The helper does not see the frame.
- In the BrowserDesk window, **Fernzugriff** (Remote access) has the card **Aktive Verbindungen** (Active connections) listing everyone connected right now.

3. The helper should only watch, not control

In the small window, under "DER BETRACHTER DARF" (the viewer may), there are three tiles. A click switches each off or back on:

- **Steuern** (Control) — mouse and keyboard. Off: the helper only watches.
- **Ablage** (Clipboard) — copy and paste.
- **Datei** (File) — transferring files.

> **Warning:** These tiles do **not only apply to this session** — BrowserDesk remembers them. If you switched **Steuern** off, the next session is also view-only until you switch the tile back on or allow it again under **Einstellungen** › **Sicherheit** → card **Interaktion & Berechtigungen** (Interaction & permissions) → **Steuerung erlauben** (Allow control).

4. End the session yourself

- In the small window click the red button **Verbindung trennen** (Disconnect). If several people are connected it reads **Alle trennen** (Disconnect all).
- Or in the BrowserDesk window: **Fernzugriff** → **Aktive Verbindungen** → **Alle trennen**.
- In Quick Support: **Trennen und beenden** (Disconnect and quit).

Afterwards this helper **does not come back in by himself**. Only when you allow him again — or when he has stopped knocking for 10 minutes. To allow again: **Fernzugriff** → card "Nach „Trennen“ gesperrt" (blocked after disconnect) → **Wieder zulassen** (Allow again). If BrowserDesk runs as a service, this also works via the BrowserDesk icon next to the clock: **Getrennte Verbindungen wieder zulassen** (Allow disconnected connections again).

5. The helper wants to talk to you

If the helper asks to switch on your microphone, **Mikrofon einschalten?** (Switch on microphone?) appears. Click **Mikrofon einschalten** (Switch on microphone) and he hears you. Click **Ablehnen** or do nothing, and the microphone stays off. While the question is open, the helper cannot click anything — so he cannot say "yes" himself.

How you know it worked

- After **Verbindung trennen** the small window is gone.
- Under **Fernzugriff** → **Aktive Verbindungen** it says "keine" (none).

What the other side sees

- If you denied: "Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (access was denied at the device or not confirmed in time)
- If you disconnected: the window "Verbindung beendet" (connection ended) with the sentence "Der Gesteuerte hat die Verbindung beendet." (the controlled side ended the connection)
- If you switched `Steuern` off: "Nur Ansicht — nicht steuerbar" (view only — cannot be controlled).
- The helper does not see the coloured frame.

Good to know

- **The helper cannot operate the small window.** Only you, with your own mouse.
- **The microphone** switches off when the session ends. What you say is not recorded.
- **What is stored:** - On your computer under `Verlauf` (History): which sessions took place, in both directions. - At the relay (at BrowserDesk or at your company, depending on the access): device list, settings, logs and — only if switched on — recordings. While a recording runs, the small window shows "REC". - A preview image of your screen for the address book only exists if it is switched on: `Einstellungen` › `Sicherheit` → `Vorschaubild für das Adressbuch` (Preview image for the address book). It is off by default.
- **Under "DIESER RECHNER"** (this computer) the small window also has `Sperren` (Lock — lock mouse and keyboard on your computer) and `Privat` (Private — turn your screen dark).

If it does not work

You see	What it means
"Zugriffsanfrage von … ist nach … s unbeantwortet abgelaufen — abgelehnt." (request expired unanswered — denied)	You did not answer in time. Nobody got in. The helper has to try again.
The small window has disappeared	It only became small. Click it in the taskbar at the bottom.
The helper is back right after you disconnected	That should not happen. Click **Verbindung trennen** again and report it: **Einstellungen** › **Allgemein** (Settings > General) → **Rückmeldung senden** (Send feedback).
"Die Sperrliste ließ sich nicht ändern (keine Schreibrechte). …" (block list could not be changed)	**Wieder zulassen** did not work. Use the BrowserDesk icon next to the clock instead.

F2 See that someone is watching right now

The small session window, the coloured frame around the shared screen and the list of connections show you whether and who is looking at your computer right now.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261009.23

What it is for

You want to know: is someone seeing my screen right now? Who is it? And which screen does he see? BrowserDesk shows you this in several ways. This page tells you where to look.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux).
- For the coloured frame: Windows. You switch the frame on once yourself (see step 3).

How to do it

1. The small window at the top right

As soon as someone connects, a small window appears.

- **Windows:** it appears at the top right of the screen. At the top it shows the helper's name, below it "Verbunden" (connected) and for how long. After 5 seconds it becomes small and sits in the taskbar at the bottom. One click there brings it back.
- **Mac and Linux:** the BrowserDesk window itself turns into this small card while someone is connected. Afterwards it looks as before.

The window only disappears when nobody is connected any more. The cross at the top only makes it small. The bottom of the window says so: "Schließen (×) minimiert nur, die Sitzung läuft weiter." (closing only minimises, the session keeps running).

> **Note:** The helper cannot operate this window. Only you, with your own mouse.

2. What the small window shows

- **Who:** the helper's name. If several people are connected, it shows their number and "Rechte gelten für alle Betrachter" (permissions apply to all viewers).
- `Nur Ansicht` (view only): the helper may only watch, not control.
- **REC** (red): the session is being recorded.
- Under "DER BETRACHTER DARF" (the viewer may) you see what the helper may do: `Steuern` (Control), `Ablage` (Clipboard), `Datei` (File). A highlighted tile with a tick means: allowed.

3. Which screen is shown (coloured frame, Windows only)

Do you have two or three screens? Then you can have BrowserDesk show you which one the helper sees. That screen then gets a coloured frame with the label "Bildschirm wird geteilt" (screen is being shared).

1. Open BrowserDesk.
2. Choose **Einstellungen** › **Fernzugriff** (Settings > Remote access).
3. In the card **Übertragung** (Transfer), switch on **Geteilten Bildschirm markieren** (Mark shared screen).

The frame is off by default. You can click through the frame. The helper does not see it.

4. The list in the BrowserDesk window

Open BrowserDesk and choose **Fernzugriff** (Remote access) on the left. The card **Aktive Verbindungen** (Active connections) shows everyone who is connected right now:

- "steuert" (controls) or "sieht zu" (watches) — whether he is using mouse and keyboard right now,
- "Browser" if he is connected through an internet browser,
- "seit …" (since …) — for how long,
- next to it the button **Trennen** (Disconnect).

If nobody is connected, it says "keine" (none).

5. The BrowserDesk icon next to the clock

Click the BrowserDesk icon next to the clock. The top of the menu shows the state. While someone is connected, it says **Wird gesteuert** (being controlled).

How you know it worked

- You find the small window (top right, or at the bottom in the taskbar).
- Under **Fernzugriff** → **Aktive Verbindungen** you see the helper's name.
- With the frame switched on: one of your screens has the frame "Bildschirm wird geteilt".

What the other side sees

- The helper sees your screen as it is.
- He does **not** see the coloured frame. It is only for you.
- If you switch off **Steuern** in the small window, he sees "Nur Ansicht — nicht steuerbar" (view only — cannot be controlled).

Good to know

- **You can end the session yourself at any time:** in the small window with `Verbindung trennen` (Disconnect). More in **F1**.
- **If the helper shows you his own screen,** a window titled "Techniker zeigt seinen Bildschirm" (technician is showing his screen) opens. More in **F11**.
- **Microphone and sound:** after "Verbunden" the window is meant to say whether your microphone is open or your computer's sound is being transmitted. This addition is currently often cut off in the small window. Your microphone only switches on if you allow it anyway (**F5**).
- **A screenshot does not show the coloured frame.** That is on purpose: it also keeps the frame out of the helper's picture.
- **Linux with Wayland:** there the small card may not always stay on top.
- **The frame exists only on Windows so far.**

If it does not work

You see	What it means
The small window is gone	It only became small. Click it in the taskbar at the bottom. Or look under `Fernzugriff` → `Aktive Verbindungen`.
No frame although someone is watching	Check the switch `Geteilten Bildschirm markieren` (step 3). The frame exists on Windows only.
The card `Übertragung` is missing	You are on a Mac or Linux computer. The frame does not exist there yet.
You do not know who is connected	Look under `Fernzugriff` → `Aktive Verbindungen`. If you do not know the name: click `Verbindung trennen` at once.

F3 Let them only watch — do not allow control

The helper should only see, not work with mouse and keyboard? One click in the small session window is enough. This is how you switch it off and on again.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261011.18

What it is for

Sometimes the helper should only **watch**: you show him something and you click yourself. Then you switch control off. The helper still sees your screen, but cannot click or type anything.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux).
- A running session — or you set it up beforehand in BrowserDesk (way B).

How to do it

Way A: during the session, in the small window

1. Open the small session window. On Windows it sits in the taskbar at the bottom after 5 seconds — click it there.
2. Under "DER BETRACHTER DARF" (the viewer may), click the tile **Steuern** (Control).
3. The tile is no longer highlighted, and the top says **Nur Ansicht** (view only).

In the same way you switch off **Ablage** (Clipboard — copy and paste) and **Datei** (File — transferring files).

To allow it again: click **Steuern** once more.

> **Warning:** The choice is saved. The **next** time, too, the helper may not control — until you switch **Steuern** on again. That helps if you always want it this way. If you only want it this once, switch the tile back on when the help is over.

Way B: in BrowserDesk, for all sessions

1. Open BrowserDesk.
2. Choose **Einstellungen** › **Sicherheit** (Settings > Security). (The same card is also on the left under **Fernzugriff** — Remote access.)
3. In the card **Interaktion & Berechtigungen** (Interaction & permissions), switch off **Steuerung erlauben** (Allow control).

Next to it are **Zwischenablage synchronisieren** (Synchronise clipboard) and **Dateiübertragung erlauben** (Allow file transfer) — you can switch those off as well.

How you know it worked

- The top of the small window says **Nur Ansicht**.
- The tile **Steuern** is no longer highlighted.

What the other side sees

- The helper still sees your screen.
- The top of his window says "Nur Ansicht — nicht steuerbar" (view only — cannot be controlled). He also gets a sentence saying why: "Steuerung erlauben" is switched off on the device.
- Whatever he clicks or types does not reach you.

Good to know

- **It takes effect immediately**, even in the middle of the session.
- **The helper cannot switch it back on himself.** He cannot operate the small window.
- **If your company has set this in its administration,** its setting applies. Ask there.
- **Sperren** **(Lock) is something else:** this tile under "DIESER RECHNER" (this computer) locks mouse and keyboard on **your** computer — not at the helper's end.
- **You do not want a session at all?** Then click **Ablehnen** (Deny) when asked **Zugriff erlauben?** (Allow access?) (**F1**).

If it does not work

You see	What it means
The helper says "I cannot click anything" — but you wanted to allow it	**Steuern** is still off, maybe from an earlier session. Click **Steuern** in the small window, or switch on **Einstellungen** › **Sicherheit** → **Steuerung erlauben**.
The small window cannot be seen	It is in the taskbar at the bottom. Or use way B.

F4 End the session yourself

You can end a remote session yourself at any time — with one click. Afterwards the helper does not come back in by himself.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20260912.3

What it is for

Someone is connected to your computer and you want to end it — because the help is done or because you do not like something. You can do that at any time with **one click**. **You** decide when it is over. Afterwards the helper does not come back in by himself.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- Your own mouse. The helper cannot press this button for you.
- Nothing else.

How to do it

Windows: in the small window

As long as someone is connected there is a small window. It is at the top right or sits small in the taskbar at the bottom.

1. If the window is small, click it in the taskbar at the bottom. It carries the helper's name.
2. Click the red button `Verbindung trennen` (Disconnect) at the bottom. If several helpers are connected, it says `Alle trennen` (Disconnect all). It disconnects all of them at once.

> **Warning:** The cross at the top of the window only makes it small. The connection keeps running. To end it, always use the red button.

Mac and Linux: in the small card

As long as someone is connected, the BrowserDesk window turns into a small card. Click the red button `Verbindung trennen` (Disconnect) at the bottom (`Alle trennen` with several helpers).

In the BrowserDesk window

1. Click `Fernzugriff` (Remote access) on the left.
2. The card `Aktive Verbindungen` (Active connections) lists everyone who is connected right now.
3. Click `Trennen` (Disconnect) next to a name — or `Alle trennen` at the top.

Via the BrowserDesk icon next to the clock

If BrowserDesk runs without the service, the icon next to the clock has the entry `Verbindung trennen` during a session. Right-click the icon, then choose the entry.

In Quick Support

If you started Quick Support (**F13**), click `Trennen und beenden` (Disconnect and quit). The program then closes completely.

How you know it worked

- The small window or the card is gone.
- Under `Fernzugriff` the card `Aktive Verbindungen` lists nobody any more.

What the other side sees

The helper sees the window "Verbindung beendet" (Connection ended) with the sentence "Der Gesteuerte hat die Verbindung beendet." (The controlled side ended the connection.) His program does **not** try to reconnect.

Good to know

- **The helper does not come back by himself.** If he tries anyway, he is refused — until you allow him again or until no attempt came for 10 minutes. Every new attempt restarts the 10 minutes.

- **Allow again** if you do want more help after all: - In the BrowserDesk window under **Fernzugriff** the card **Nach „Trennen“ gesperrt** (Blocked after "Disconnect") appears. Click **Wieder zulassen** (Allow again) there, or **Alle zulassen** (Allow all). - If BrowserDesk runs as a service: right-click the icon next to the clock → **Getrennte Verbindungen wieder zulassen** (Allow disconnected connections again).
- **Just want a break?** Instead of disconnecting you can switch off **Steuern** (Control) in the small window. Then the helper can only watch (**F3**).
- The block is aimed at the helper's program. If someone knows the password and deliberately tries again, a new password or switching off "Eingehende Verbindungen zulassen" (Allow incoming connections) helps.

If it does not work

You see	What it means
The small window cannot be seen	It has become small. Click it in the taskbar. Or use the way via **Fernzugriff**.
The icon menu next to the clock has no **Verbindung trennen**	If BrowserDesk runs as a service on Windows, the icon has no such entry. Use the small window.
The helper is back right after disconnecting	That should not happen. Click **Verbindung trennen** again and report it: **Einstellungen** › **Allgemein** (Settings > General) → **Rückmeldung senden** (Send feedback) (**F9**).
"Die Sperrliste ließ sich nicht ändern (keine Schreibrechte). …" (The block list could not be changed)	**Wieder zulassen** did not work. Use the way via the icon next to the clock.

F5 Allow the microphone — or not

The helper wants to talk to you. Your microphone only switches on if you allow it — every time anew. This is how you answer, and how it goes off again.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.22

What it is for

The helper wants to talk to you — directly through BrowserDesk, without a phone. For that he needs your microphone. BrowserDesk **never** switches it on by itself. You are asked every time.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer and a running session.
- A microphone on the computer (for example in the laptop or in a headset).
- Speakers or headphones, so you can hear the helper.

How to do it

1. The helper asks for your microphone. A window **Mikrofon einschalten?** (Switch on microphone?) appears on your screen. It says: "… möchte mit Ihnen sprechen und bittet darum, das Mikrofon dieses Geräts einzuschalten." (… would like to talk to you and asks to switch on this device's microphone.)
2. You want to talk? Click **Mikrofon einschalten** (Switch on microphone).
3. You do not want to? Click **Ablehnen** (Deny) — or simply do nothing. After a short time the window closes and the microphone stays off.

While the window is open, the helper cannot click anything. So he cannot say "yes" himself.

Switching the microphone off again

The microphone switches off by itself when the session ends. Before that there is only one way: end the session — in the small session window with **Verbindung trennen** (Disconnect) (**F1**). The small window has no microphone button of its own.

How you know it worked

- The helper hears you, and you hear him.
- Windows also shows its own microphone symbol in the taskbar.

What the other side sees

- While you think about it, the helper is told that the device is being asked.
- If you click `Mikrofon einschalten`, he hears you.
- If you click `Ablehnen`, it stays silent. He can only ask again after 30 seconds.

Good to know

- **Nothing is recorded.** What you say is heard only by the helper in this session. Even if the session is recorded, the recording contains only the picture, no sound.
- **Every time anew:** the permission applies only to this one session. No setting can give it in advance.
- **The helper's voice** comes out of your speakers as soon as he talks. He does not need your microphone for that.
- **Your computer's sound** (for example an error beep) can be heard by the helper on Windows computers. Your microphone is not part of it.
- **A display** "Mikrofon offen" (microphone open) after "Verbunden" in the small window is intended. It is currently often cut off — rather rely on whether you clicked `Mikrofon einschalten`.
- **At the sign-in screen** nobody can agree. Then the microphone stays off.
- **Sound only works on the direct path.** If the session has to run through the relay, there is no sound.
- The fact that you agreed is logged (who and when) — never what was said (**F10**).

If it does not work

You see	What it means
You agreed, but the helper hears nothing	On Windows check: in the Windows settings, "Let desktop apps access your microphone" must be switched on. Otherwise the microphone only delivers silence.
The window **Mikrofon einschalten?** disappeared too quickly	The time ran out, the microphone stayed off. The helper can ask again after 30 seconds.
No question appears at all	The helper has not asked yet — or the session runs through the relay; then there is no sound.
You want the microphone off right now	Click **Verbindung trennen** in the small window.

F6 Report a problem as a ticket with a screen snip

Draw a frame around what is wrong, add a sentence and click "Senden" (Send). Your IT gets the picture and knows which computer it is.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Cloud · Own relay
Licence	tickets
Controlled device	Windows · macOS · Linux
from version	20261002.13

What it is for

Something on your screen is wrong — an error message, a broken picture. Instead of describing it on the phone, you **show** it: you draw a frame around it, write a sentence and send it off. Your IT gets a **ticket** with the picture. It also knows straight away which computer it comes from.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux). Your computer belongs to an access (**C2**).
- Your access has the **ticket system**. In the cloud it is booked per access, with your own relay it is part of the licence. BrowserDesk Free has no tickets.
- Your IT has not switched off "tickets from the device".

How to do it

1. Open BrowserDesk and click **Fernzugriff** (Remote access) on the left. Quicker: the icon next to the clock — right-click → **Ticket mit Bildausschnitt…** (Ticket with screen snip…).
2. In the card **Ticket erstellen** (Create ticket) click **Mit Bildausschnitt…** (With screen snip…). To write only, without a picture: **Ohne Bild…** (Without picture…).
3. BrowserDesk disappears for a moment. The screen gets a little darker. - Hold the mouse button and draw a frame around the spot. - **Windows:** a single click on a window takes the whole window. The space bar takes the whole screen. `Esc` or the right mouse button cancels. - **Mac:** the macOS tool appears. For a whole window: first press the space bar, then click the window.
4. The window **Ticket erstellen** opens with your picture.
5. If you like, mark something in the picture: **Rahmen** (Frame), **Pfeil** (Arrow) or **Text**.
6. **Is something private in the picture** — a password, a name, an account number? Then take the black-out tool and drag over the spot. A black bar covers it. The picture arrives exactly like that.
7. Another picture? **Weiteren Ausschnitt** (Another snip). Up to 5 pictures fit in one ticket.
8. Write a **title** at the top — one line saying what it is about. The title is required.
9. Below it you can describe what happened. You can also enter your name and a phone number or e-mail for a call back.
10. Click **Senden** (Send). Only now does anything leave your computer.

> **Note:** You see the picture **before** sending. Black out what you do not want to send — or click **Abbrechen** (Cancel). Then nothing is sent.

Even quicker with a key

- **Windows:** **Einstellungen** › **Allgemein** (Settings > General) → card **Ticket mit Bildausschnitt** → **Tastenkürzel festlegen…** (Set keyboard shortcut…). Press the keys you want, for example the suggestion `Ctrl` + `Shift` + `F12`. Then this key opens the frame from anywhere, as long as BrowserDesk is running. **Entfernen** (Remove) switches the key off again.
- **Mac and Linux:** the same card shows a command to copy. Put this command on a key in your system's settings. The card says where.

How you know it worked

A sentence like "Ticket #1004 in „…“ angelegt mit einem Bild." (Ticket #1004 created with one picture) appears at the bottom. The number is your ticket. You will find it afterwards under **Tickets** on the left (**F7**).

Good to know

- **Only the picture you see.** Window titles and other windows are not sent. A short note about the computer is added automatically: name, user, BrowserDesk version, operating system and screen size.
- **No internet?** If BrowserDesk runs without the service, **Senden** puts the ticket into an **outbox**. It goes out by itself as soon as the computer is connected again. The card **Ticket erstellen** then shows "Postausgang: 1 Ticket wartet auf die Verbindung zum Relay." (Outbox: 1 ticket waiting). A waiting ticket is dropped after 7 days.
- At most 10 tickets per computer and hour.
- Content your computer shows protected (some films, for example) can be black in the picture.

If it does not work

You see	What it means
The buttons in **Ticket erstellen** are grey, with "Für diesen Zugang sind Tickets vom Gerät nicht verfügbar (Lizenz oder Einstellung des Zugangs)." below	Your access has no ticket system, or your IT switched off tickets from the device. Ask your IT.
The buttons are grey and the text below asks you to switch on "Eingehende Verbindungen zulassen" (Allow incoming connections)	Your computer is not signed in to the relay right now. Switch it on under **Fernzugriff**.
"Bitte einen Titel angeben — eine Zeile, worum es geht." (Please enter a title)	The title at the top is missing.
"Höchstens 5 Bilder je Ticket — bitte erst eins entfernen." (At most 5 pictures per ticket)	Remove a picture or write a second ticket.
"Der Relay hat nicht geantwortet. Das Ticket wurde vermutlich nicht angelegt." (The relay did not answer)	The connection is disturbed. Send again later.
The keyboard shortcut does nothing	BrowserDesk is not running, or another program already uses the key. Choose another key.
Something else	Try **Ohne Bild…**, or call your IT. For support: **collect logs**.

F7 Read and answer your own tickets

Under "Tickets" you see this computer's requests and what support has answered — and you can reply straight away.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Cloud · Own relay
Licence	tickets
Controlled device	Windows · macOS · Linux
from version	20261003.3

What it is for

You wrote a ticket (**F6**) — or your IT created one for your computer. Now you want to know: has anyone answered? Is it done? You can see that right in BrowserDesk. You can also reply there.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux). Your computer belongs to an access.
- Your access has the **ticket system**. BrowserDesk Free has no tickets.

How to do it

1. Open BrowserDesk. Click `Tickets` on the left.
2. On the left you see the tickets of **this computer**. At the top choose `Offen` (Open) or `Alle` (All, including finished ones). Each ticket shows its number and its status.
3. Click a ticket. On the right you see your description, your pictures and, under `Verlauf` (History), the answers.
4. **Reply:** write in the field at the bottom. You can enter your name next to it. Then click `Antworten` (Reply).
5. **New ticket:** at the top `Mit Bildausschnitt...` (With screen snip...) or `Neues Ticket...` (New ticket...) (**F6**).

What the status means

Status	Meaning
offen (open)	The ticket has arrived.
in Bearbeitung (in progress)	Someone is working on it.
wartet auf Sie (waiting for you)	Support has a question for you. At the top it says "Der Support wartet auf Ihre Antwort." (Support is waiting for your answer.)
gelöst (resolved)	Support thinks it is done. If you reply, it is opened again.
geschlossen (closed)	It is finished. For a new matter write a new ticket.

How you know it worked

After `Antworten` the message "Antwort gesendet." (Reply sent.) appears at the bottom, and your reply is shown in `Verlauf`.

Good to know

- **You only see what is meant for you:** the public answers and your own pictures. Internal notes of your IT are not shown.
- These are the tickets of **this computer**. Whoever sits at this computer can read them.
- The page fetches new answers by itself every minute.
- At most 30 replies per hour.

If it does not work

You see	What it means
`Tickets` has a lock: "Das Ticketsystem ist in der Lizenz dieses Zugangs nicht enthalten." (The ticket system is not included in this access's licence.)	Your access has no ticket system. Ask your IT.
A lock with "Ob das Ticketsystem lizenziert ist, ließ sich beim Relay nicht ermitteln." (Could not find out from the relay)	Your computer cannot reach the relay right now. Check the internet, try again later.
"Wählen Sie links ein Ticket." (Choose a ticket on the left.)	Nothing is selected yet. Click a ticket on the left.
An error message with `Erneut versuchen` (Try again)	The list could not be loaded. Click `Erneut versuchen`. If it stays, call your IT.
"Dieses Ticket ist geschlossen. Für ein neues Anliegen legen Sie bitte ein neues Ticket an." (This ticket is closed.)	Closed tickets cannot be answered any more. Use `Neues Ticket...`.

`F8` Use the Start Center

Your IT has set up buttons for common tasks — for example "reconnect printer". One click is enough, and BrowserDesk shows whether it worked.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Cloud · Own relay
Licence	startcenter
Controlled device	Windows · macOS · Linux
from version	20261003.4

What it is for

Some tasks come up again and again: reconnect the printer, show information about the computer, tidy something up. Your IT can set up **buttons** for these. You find them in the **Start Center**. You click — BrowserDesk does the rest. You need no admin rights and no technician.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux). Your computer belongs to an access.
- Your IT has bought the Start Center for your computer and set up buttons. BrowserDesk Free has no Start Center.

How to do it

1. Open BrowserDesk. Click **Startcenter** (Start Center) on the left (below **Tickets**).
2. You see the buttons your IT has set up for you. Some are in groups. Move the mouse over a button: a short hint says what it does.
3. Click the button.
4. Often BrowserDesk asks once more: "„…“ jetzt ausführen?" (Run "…" now?). Click **Ausführen** (Run) — or **Abbrechen** (Cancel), then nothing happens.
5. The button now says "Läuft …" (Running …). If it takes longer it says "Läuft noch — Sie können weiterarbeiten" (Still running — you can keep working).
6. Afterwards the button says "Erledigt" (Done), or a sentence from your IT — or "Fehlgeschlagen: …" (Failed: …) with the reason.

How you know it worked

For a few seconds the button says "Erledigt" or a sentence from your IT. After that a small sign on the button shows how it last ended. Move the mouse over it: "Zuletzt: erledigt"

(Last time: done).

Good to know

- **You do not enter anything.** What a button does is fixed by your IT.
- **One button at a time.** While a button is still running, it does not take a second click.
- **A grey button** with "Nicht verfügbar" (Not available) does not work on this computer right now. Move the mouse over it, the reason is shown.
- **If someone is helping you remotely** and clicks a button, BrowserDesk asks **you** first. The helper cannot answer this question himself.
- Each click is recorded with your user name. Your IT can see when which button ran.
- Reload: `Aktualisieren` (Refresh) at the top right. Otherwise the page fetches the buttons every minute.

If it does not work

You see	What it means
`Startcenter` is missing on the left	Your relay offers no Start Center, or your device cannot use it (a phone, for example). Ask your IT.
`Startcenter` has a lock	The Start Center has not been bought for your computer. Move the mouse over it to see the reason. Ask your IT.
"Für dieses Gerät sind noch keine Startknöpfe eingerichtet. …" (No start buttons set up yet)	Your IT has not created any buttons yet.
"Alle Startcenter-Plätze sind belegt, und dieses Gerät hat keinen. …" (All Start Center seats are taken)	Your IT has to buy more seats (**A6**).
"Dieses Gerät gehört zu keinem Zugang. Startknöpfe gibt es nur für Geräte, die einem Zugang beigetreten sind." (This device belongs to no access)	Your computer first has to join an access (**C2**).
"Dieser Startknopf braucht Systemrechte, und auf diesem Gerät läuft kein BrowserDesk-Dienst." (Needs system rights, no service)	For this button BrowserDesk has to run as a service. Ask your IT.
"Dieser Startknopf läuft bereits — bitte warten, bis er fertig ist." (Already running)	Wait a moment.
"Zu viele Ausführungen in kurzer Zeit — bitte später noch einmal versuchen." (Too many runs)	Try again later.
"Dieses Gerät ist gerade nicht mit dem Relay verbunden." (Not connected to the relay)	Check the internet.
"Fehlgeschlagen: …" (Failed: …)	The button ran but something went wrong. Tell your IT the sentence or write a ticket (**F6**).

F9 Report a bug or suggest an improvement

Right from BrowserDesk: briefly describe what does not work or what you would like, and send it. The report goes to your relay and from there, if wanted, to the maker.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20261010.26

What it is for

Something in BrowserDesk does not work as it should — or you miss something. You can report that straight from the program. You do not need to look up an e-mail address.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- BrowserDesk on your computer (Windows, Mac or Linux).
- Internet. The report goes to the relay your BrowserDesk is connected to.

How to do it

1. Open BrowserDesk. Click **Einstellungen** › **Allgemein** (Settings > General).
2. At the very bottom is the card **Rechtliches** (Legal). Click **Rückmeldung senden** (Send feedback) there.
3. **Fehler melden oder Verbesserung vorschlagen** (Report a bug or suggest an improvement) opens. At the top choose: - **Fehler** (Bug) — something does not work. - **Verbesserung** (Improvement) — you would like something.
4. Under **Titel** (Title) write briefly what it is about (at least 3 characters).
5. Below, describe it in more detail. For a bug: what happened? What did you expect?
6. You can set two ticks: - **Diagnose mitsenden** (Send diagnostics) — BrowserDesk version, system and language. Already set; it helps with the search. - **Protokollauszug anhängen** (Attach log excerpt) — the last lines of the program log. **Not** set. It can contain computer names and addresses.
7. Click **Senden** (Send).

How you know it worked

`Rückmeldung gesendet` (Feedback sent) appears with "Danke! Ihre Rückmeldung ist als Nr. … angekommen." (Thank you! Your feedback arrived as no. …). Note the number in case someone asks.

Good to know

- **Where does it go?** To your BrowserDesk's relay — with browserdesk.de directly to us, with your own relay to your company. The company can pass it on to the maker; your device ID then stays with the company.
- **Your device ID is always sent along.** The sentence at the bottom of the window says so too.
- You get **no answer** back into the program this way. If you need an answer, write to info@browserdesk.de.
- At most 5 reports per hour from one internet connection.
- A problem **with your computer** (not with BrowserDesk) is better reported to your own IT as a ticket (**F6**).

If it does not work

You see	What it means
"Bitte einen kurzen Titel (mindestens 3 Zeichen)." (Please a short title, at least 3 characters)	The title is too short.
"Zu viele Rückmeldungen in kurzer Zeit — bitte später erneut versuchen." (Too many reports)	Send again later.
"Der Relay kennt Rückmeldungen noch nicht (ältere Fassung) — bitte den Administrator fragen." (The relay does not know feedback yet)	Your relay is older than this function. Write to info@browserdesk.de.
"Der Relay ist gerade nicht erreichbar (…)." (The relay cannot be reached)	Check the internet, try again later. Or e-mail info@browserdesk.de.

`F10` What BrowserDesk stores and who sees what

Your screen, your input and your voice are not stored. What is stored, for how long and who sees it — in plain words.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Employee working from home
Applies to	Free · Cloud · Own relay
from version	20261010.22

What it is for

When someone looks at your computer, you may wonder: is this stored? Who can see it later? Here is the answer in plain words. The full version is the **privacy policy**.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

Nothing. This page only explains.

How to do it

1. What happens during the help

- The helper sees your screen **only while the session is running**.
- **The picture, input and files of the session are not stored.**
- On the direct path everything between your computer and the helper is encrypted. Nobody in between can read along.
- If your network blocks the direct path, the session runs through the relay (the switching server). It is still encrypted if both sides use BrowserDesk version 20261010.19 or later. With older programs the operator of the relay could technically see the content. A new program shows in the session when it runs unencrypted like this.

2. Your voice

- Your microphone only switches on if **you** allow it — every time anew (**F5**).
- What you say is **never** stored and **never** recorded.
- Only the fact **that** you agreed is logged: who and when. Never the content.

3. Recordings and preview images

- **Both are off** by default.

- A helper can start a recording during the session. Then the small session window shows **REC** (F2).
- A recording contains only the picture, never sound.
- Whoever starts a recording is responsible for informing you about it.

4. What is stored nevertheless

If your BrowserDesk runs through browserdesk.de, BrowserDesk stores there:

What	What for
Your device: name, system, version, when it first and last reported	so that the device can identify itself
Every session: which device, the internet addresses of both sides, start and end	so that it is traceable who was connected when
A log: who triggered what and when	so that later changes are noticed
Your consents: what you allowed whom and for how long	so that it is traceable what was allowed
Passwords	only as a check value, never readable

5. For how long

- Session data and device logs: **30 days**, then a nightly run deletes them.
- Device and account: as long as you use BrowserDesk.
- The log: as long as you use BrowserDesk.
- Recordings: until someone deletes them.

6. Who sees what

- **The helper:** your screen, only during the session. You see what he may do in the small window — and you can restrict it (**F3**).
- **Whoever manages your access** (for example your company): the device list and the sessions in the administration.
- **If your company runs its own relay,** all this data stays there. BrowserDesk receives none of it. Your company is then responsible.

How you know it worked

You now know what is stored. For questions, see the **privacy policy**.

What the other side sees

The helper only sees what your screen shows at the moment. He does not look into your stored data.

Good to know

- **Your rights:** you can request information about your data, its correction or deletion. For browserdesk.de, write to info@browserdesk.de. If your company runs its own relay, contact your company.
- **Feedback from the app:** do not write passwords or secrets into it.
- **The website browserdesk.de** sets no cookies and loads nothing from third-party servers.

If it does not work

You wonder	Answer
Is it being recorded right now?	If the small session window shows **REC**, yes. Otherwise not.
Is someone listening?	Only if you clicked `Mikrofon einschalten` (Switch on microphone) when asked `Mikrofon einschalten?`.
I want my data deleted	For browserdesk.de: info@browserdesk.de. For your company's relay: your company.

F11 View the technician's screen

The helper wants to show you something on his own screen. You allow it with one click and close the window whenever you like.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.44

What it is for

Normally the helper sees **your** screen. Sometimes, though, he wants to show you something on **his** screen — for example: "This is how it looks on my side." Then a window with his picture opens on your computer. You are asked first.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows, Mac or Linux computer with BrowserDesk and a running session.
- Nothing else. You do not have to set anything up.

How to do it

1. The helper wants to show you his screen. A window **Bildschirm des Technikers anzeigen?** (Show the technician's screen?) appears. It says: "… möchte Ihnen seinen eigenen Bildschirm zeigen." (… would like to show you his own screen.)
2. You want to see it? Click **Anzeigen** (Show).
3. You do not want to? Click **Ablehnen** (Deny) — or do nothing. After a short time the question closes and nothing opens.
4. After **Anzeigen** a window opens. At the top it says "Techniker zeigt seinen Bildschirm" (technician is showing his screen). Below it you see the helper's screen. Until the picture arrives, it says "Warte auf das Bild des Technikers …" (waiting for the technician's picture).
5. Done? Click **Schließen** (Close) at the top right. The cross on the window or `Alt` + `F4` work as well.

While the question is open, the helper cannot click anything. So he cannot press **Anzeigen** himself.

How you know it worked

- The window with the strip "Techniker zeigt seinen Bildschirm" is open.

- The helper's screen moves inside it.

What the other side sees

- The helper learns whether you clicked `Anzeigen` or `Ablehnen`.
- He still sees **your** screen. He does not see the window with his picture — he sees what lies behind it.
- If you close the window, the showing ends at his end too.

Good to know

- **Your screen stays as it is.** Showing does not change what the helper sees or may do on your computer.
- **You decide:** without `Anzeigen` nothing opens. With `Schließen` it is over at any time.
- **After a no**, the helper can only ask again after 30 seconds.
- **At the end of the session** the window closes by itself.
- **Mac and Linux:** there the small session window becomes the large window with the helper's picture. After `Schließen` it is small again.
- **Older Windows versions and Linux with Wayland:** there the helper sees the window with his own picture.

If it does not work

You see	What it means
"Warte auf das Bild des Technikers …" stays	The picture does not arrive. Click `Schließen` and ask the helper to try again.
The question disappeared before you could answer	The time ran out — nothing opened. The helper can ask again after 30 seconds.
The window covers what you are working on	End it with `Schließen`. The helper can show it again later.
No question appears at all	Your BrowserDesk is too old (Mac and Linux from 20261019.1 only) — or the helper has not started showing yet.

`F12` Share a drive with the technician

The technician asks for a folder or USB stick from your computer. You choose yourself what he may see — or you refuse. The default is read only.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Cloud · Own relay
Licence	usbredirect
Controlled device	Windows · Linux · macOS
Control from	Program (Windows, macOS, Linux)
from version	20261011.15

What it is for

The technician wants to work with files from your computer — from your USB stick, for example. Then a question appears on your side. **You** choose which folder he may see. Only this folder, nothing above it. Or you refuse.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A running session with a technician.
- You are sitting at the computer. Without your consent there is no sharing.
- Nothing else. You do not have to set anything up.

How to do it

1. The window `Laufwerk für den Techniker freigeben?` (Share a drive with the technician?) appears. It says who is asking: "… möchte ein Laufwerk oder einen Ordner dieses Geräts bei sich als Laufwerk einbinden." (… would like to mount a drive or folder of this device as a drive on his side.)
2. **You do not want that?** Click `Ablehnen` (Deny). Then he gets nothing.
3. **You want it?** Choose the folder or the USB stick: - Click a drive or a folder to go into it. - `Eine Ebene höher` (One level up) goes back.
4. Should the technician also be allowed to change and delete there? Then set the tick `Schreiben erlauben` (Allow writing). Without the tick he may **only read**. That is the safe choice.
5. Click `Diesen Ordner freigeben` (Share this folder).

> **Warning:** The technician then sees **everything** in this folder, including sub-folders. Choose a folder that only contains what he should see.

How you know it worked

- **Windows:** a small window appears at the bottom right, for example "Max liest Ihr Laufwerk „E:“." (Max is reading your drive "E:") — with the button `Beenden` (Stop).
- **Mac and Linux:** the small BrowserDesk card shows a note about the sharing at the bottom.

How to stop the sharing

- **Windows:** click `Beenden` in the small window at the bottom right. Closing this window also stops the sharing.
- **Everywhere:** switch off the tile `Datei` (File) in the session window. That stops every drive sharing at once.
- When the session ends, the sharing ends too.

What the other side sees

The technician sees your folder as a drive, for example "BrowserDesk – <your computer> <folder>". If you refused, he only sees that it did not work.

Good to know

- **The technician cannot answer this question for you.** While it is open, his clicks and keys do not reach your computer.
- **Without an answer everything stays closed.** After two minutes the question counts as refused.
- **Each request is asked separately.** A yes only applies to this one sharing.
- The question window names "Laufwerk-Freigabe beenden" and "Dateien" as ways to stop. On your side they are called `Beenden` (small window on Windows) and the tile `Datei` (session window).
- If someone calls you and asks for sharing although you did not want help, he may be after your data. Then click `Ablehnen`.

If it does not work

You see	What it means
No question appears, the technician says "Am Gerät kann niemand zustimmen …" (Nobody at the device can consent)	BrowserDesk only shows the question when you are signed in and the BrowserDesk window is running. It does not work at the lock screen.
The technician says "BrowserDesk am Gerät aktualisieren" (Update BrowserDesk on the device)	Your BrowserDesk is too old for this function. Ask your IT for an update.
The small window with `Beenden` is gone, but the technician is still reading	Switch off the tile `Datei` in the session window — or end the session (**F4**).

`F13` Start Quick Support and read out the code

Your helper sends you a link. You start the file, read out six digits and click "Erlauben" (Allow). Nothing is installed.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Licence	quickcode
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.21

What it is for

Someone wants to help you with your computer. There is no BrowserDesk on your computer yet. Then the helper sends you a **link**. You download a file, start it and read **six digits** out to the helper. Before he sees anything, your computer asks you. Nothing is installed.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows computer with internet.
- The link from your helper.
- A helper you know. You asked him for help yourself.

> **Warning:** Does someone you do not know call you and want a code or access? Then give him nothing. He may want to take over your computer.

How to do it

1. Open the link. The file **BrowserDesk-Schnellhilfe.exe** is downloaded.
2. Start the file, for example with a double click in your downloads folder.
3. A small window opens: `BrowserDesk Schnellhilfe` (BrowserDesk Quick Support). Under `Ihr Code für den Helfer` (Your code for the helper) there are six digits. Below it says "Bereit. ..." (Ready. ...).
4. Read the six digits out to the helper.
5. Right after that the question `Zugriff erlauben?` (Allow access?) appears with the helper's name and "per Schnellcode" (by quick code). - Is it your helper? Then click `Erlauben` (Allow). - Is it someone else? Then click `Ablehnen` (Deny).
6. Now the helper sees your screen. Leave the Quick Support window open.
7. When the help is done, click `Trennen und beenden` (Disconnect and quit). The program closes.

How you know it worked

The Quick Support window says "Verbunden mit ... Sie sehen am Bildschirmrand, dass jemand zusieht." (Connected with ... You can see at the edge of the screen that someone is watching.) And the button is now called `Trennen und beenden`.

What the other side sees

The helper sees your screen and can use mouse and keyboard. He cannot open a command line on your computer through Quick Support.

Good to know

- **The code is valid for 5 minutes and only once.** Below it you see how much longer. After that a new one comes by itself. `Neuer Code` (New code) gets one at once.
- **The code alone lets nobody in.** You still have to click `Erlauben`.
- **Nothing is installed.** After `Trennen und beenden` your computer can no longer be reached through Quick Support. It does not start again by itself. You can delete the file afterwards.

- **Please do not rename it.** If the file is no longer called "…Schnellhilfe…", the full program starts and installs itself.
- How you can tell that someone is watching, and how to let him only watch: **F1**.

If it does not work

You see	What it means
Instead of the digits: "Schnellcode ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (Quick code is not included in BrowserDesk Free)	This rarely happens. Tell your helper what it says. He knows another way (**D1**).
"Keine Verbindung zum BrowserDesk-Server. Bitte die Internetverbindung prüfen." (No connection to the server)	Your computer has no internet. Check Wi-Fi or cable.
"Verbinde mit dem BrowserDesk-Server …" (Connecting …) does not go away	Wait a moment. If it stays, check the internet.
"Der BrowserDesk-Dienst auf diesem Rechner hat keinen Code geliefert. Bitte später erneut versuchen." (The BrowserDesk service delivered no code)	BrowserDesk is already installed on your computer but not connected right now. Try again later.
The helper says the code does not work	The code was too old or mistyped. Read out the code that is in the window **now**.
The question **Zugriff erlauben?** disappeared before you could click	The time ran out. Nobody got in. The helper tries again — with a new code.

F14 Share your phone's screen

Stuck on your phone? In the BrowserDesk app switch on "Für Support freigeben" (Share for support) and give the helper the ID and password. He sees your screen but cannot control it.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Android · iOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.38

What it is for

Something on your phone or tablet does not work and a helper should take a look. With the BrowserDesk app you **share** your screen. The helper then **sees** what you see. He cannot **control** your phone — you have to tap and swipe yourself.

> **Note:** The BrowserDesk app is currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- The BrowserDesk app on the phone or tablet (**C1**). - **Android:** from BrowserDesk version 20261010.38. - **iPhone and iPad.**
- Internet.
- A helper you know.

> **Note:** Sharing on Android is new and has not yet been checked on a real device.

How to do it

Android

1. Open the BrowserDesk app. Tap **Einstellungen** (Settings) at the bottom.
2. Under **Meinen Bildschirm teilen** (Share my screen) switch on **Für Support freigeben** (Share for support).
3. Android asks whether BrowserDesk may record your screen. Depending on your Android you can choose the whole screen or just one app. Confirm.
4. Now the **ID** (Kennung) and **password** (Passwort) are shown. Give both to the helper.
5. As soon as the first picture is on its way it says "Die Bildschirmfreigabe läuft." (Screen sharing is running.)

iPhone and iPad

1. Open the BrowserDesk app. Tap **Einstellungen** (Settings) at the bottom.
2. Under **Meinen Bildschirm teilen** switch on **Für Support freigeben**.
3. Now the **ID** and **password** are shown. Give both to the helper.
4. Tap **Übertragung starten** (Start broadcast). The iPhone shows its own choice. Start the broadcast there.
5. Once it runs, the app says "Die Bildschirmübertragung läuft." (Screen broadcast is running.)

Stop

- **Android:** switch **Für Support freigeben** off again. Or tap Stop in the notification "BrowserDesk teilt deinen Bildschirm" (BrowserDesk is sharing your screen).
- **iPhone and iPad:** tap the red bar at the top and stop the broadcast. Or use the Control Center.

How you know it worked

- The app says "Die Bildschirmfreigabe läuft." (Android) or "Die Bildschirmübertragung läuft." (iPhone).
- The helper tells you he can see your screen.

What the other side sees

The helper sees your screen. He cannot tap, copy anything or fetch files. With an Android device his window says "Nur Ansicht" (view only).

Good to know

- **The helper sees everything on the screen.** Close beforehand what he should not see.
- **It keeps running when you switch apps.** On the iPhone even when you put it down or lock it. Only you can stop it.
- **Sharing and allowing are the same thing.** No second question asks whether someone may watch. Whoever knows the ID and password watches while you share. Only give both to your helper.
- **Some apps stay black,** banking apps or password fields, for example. Your phone does that; it is not a fault.
- Sharing can **never** be switched on from outside. Only you can do that on the phone.
- If the app is signed in to an access, you can add the phone there: at the bottom **Mandant** (tenant — the app's word for the access) → **Dieses Gerät hinzufügen** (Add

this device). This takes one place in the access and applies the next time you switch on **Für Support freigeben**.

If it does not work

You see	What it means
"Die Freigabe wurde nicht erteilt. Ohne sie kann niemand deinen Bildschirm sehen." (Permission was not given — Android)	You refused Android's question. Switch on again and confirm.
"Noch kein Bild: Die Übertragung musst du selbst starten — das kann niemand aus der Ferne." (No picture yet: you have to start the broadcast yourself — iPhone)	The broadcast is not running yet. Tap **Übertragung starten**.
"Warte auf das erste Bild …" (Waiting for the first picture …) does not go away (Android)	Wait a moment. If it stays, switch off and on again.
The helper only sees black	The app on your screen is protected. Open another app.
The helper says screen sharing is not running	Sharing is off. Switch it on again — this cannot be done from outside.

F15 Understand drawings and the laser pointer on your screen

Suddenly red lines or a red dot on your screen? That is the helper. He is showing you something without clicking. You can keep working as normal.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261010.21

What it is for

During a session you suddenly see **red lines** or a **red dot** on your screen. This is not a fault and not a virus. It is your helper. He is **showing** you something — like a finger on the screen: "Click here." He does not click himself.

> **Note:** The BrowserDesk programs are currently in German. Labels are quoted in German with the English meaning in brackets.

What you need

- A Windows computer with a running session.
- Nothing else. You do not have to set anything up.

How to do it

You do not have to do anything. There are two kinds:

- **Red dot with a white rim** — the **laser pointer**. It follows the helper's mouse. When the helper stops moving the mouse, the dot disappears after about one and a half seconds.
- **Red lines** — the **pen**. The helper draws a circle around a button, for example. The lines stay until the helper deletes them.

Look at what the helper points to. Then do what he says — with your own mouse.

How you know it worked

You see the red dot or the lines. The helper sees the same in his picture.

What the other side sees

The helper sees your screen **with** his drawings.

Good to know

- **You can keep working as normal.** The drawing lies over the screen like a transparent sheet. Your clicks go through it.
- **While the helper draws, he does not click.** His mouse then only moves the dot or the pen, not your mouse pointer.
- **The drawing disappears** when the helper deletes it or when the session ends.
- You cannot delete it yourself. If it bothers you, tell the helper — or end the session (**F4**).
- If you take a screenshot during the session, the drawings can be on it.
- This is only available on Windows computers.

If it does not work

You see	What it means
Red lines stay	The helper has not deleted them yet. Ask him to.
The helper says his clicks do not arrive	He still has the pen on. He switches it off in his window (**E14**).
Lines stay even after the session	That should not happen. Report it: **Einstellungen** › **Allgemein** (Settings > General) → **Rückmeldung senden** (Send feedback) (**F9**).

G · Manage

G1 Find a device quickly: device list, filters, "Find anything"

With Ctrl+K, the search in the device list, the tree and the column filters you find any device in seconds — also by computer name, user or IP address.

Checked on 2026-10-11

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Right in the console	any role; you only see the devices of your accesses
Control from	Browser
from version	20261007.10

What it is for

The console quickly fills with hundreds of devices. So that you do not have to scroll, there are three ways: the **"Find anything"** search (`Ctrl` + `K`), the search and filters of the **Devices** view, and the tree on the left with your accesses and tags. A click on the device you found opens its details.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- A sign-in to the console (**B1**). Every role may search.
- You only see devices of the accesses your account is enabled for. In the console an access is called **tenant**.

How to do it

Way 1: "Find anything" with `Ctrl` + `K`

1. Press `Ctrl` + `K` (Mac: `⌘` + `K`), outside an input field also `/` — or click into the field **Find anything …** at the top.
2. Type two or more characters: device name, computer name, signed-in user, domain, operating system or an IP address.
3. Click a device in the devices group or open it with `Enter` — it opens with its details.
4. If more devices match, the entry "Show all devices matching “…”" shows the whole result in the device list.

The results also contain actions if your role allows them — for example "Connect to “…”" or "Run script on “…” …" (technician role and up). With an empty input the search shows what you **Recently opened**.

Way 2: The device list

1. Open **Devices** in the sidebar. At the top it says **All devices** with the number.
2. Type into **Search…** at the top right. The list only shows matching devices.
3. Narrow it down with the buttons **All**, **Online**, **Offline** and **Blocked**.
4. For exact filters per column switch on the funnel icon (**Toggle column filters**). With **Choose columns** you show or hide columns, for example the column **Licence**.
5. Via **More** the list can be grouped by **Tenant**, **Platform**, **Version** or **Status** (**Group by**). A setup you need more often is kept with **Save current view** and brought back later under **Saved view**.

Way 3: The tree on the left

- On the left you see **Tenants & tags**. A click on an access shows only its devices, a click on a tag only the devices with that tag. **All devices** clears the selection.
- With many accesses the field **Filter tree…** helps.

What you can do with the device you found

A **right click** on a row opens the device's menu:

Group	Contains
Access (online only)	Connect, Remote console; when offline Wake up (Wake-on-LAN) instead
Run & deploy	Run script..., Deploy software..., Start workflow..., Assign workflows... (G6, G7, G8)
Manage	Details, Edit, Move to tenant..., Assign version..., Enable console / Disable console (G11), Lock updates / Unlock updates (G5)
Security	Mark as critical — actions need four-eyes approval / Remove critical mark, Revoke device certificate, Block or Unblock
—	Delete — removes the device from the list and frees its seat (C7)

If you tick several devices with the boxes on the left, the entries apply to all ticked devices. The ⋮ icon at the top right (Select devices first, then batch actions) offers the same batch actions.

How you know it worked

- The device is in the list, or its details are open (name at the top, on the left Overview, Settings, Inventory and further tabs).
- The number above the list shows how many devices match the search.

Good to know

- **IP addresses:** The search finds the addresses the device reported for its network adapters and its public address. The address of the current connection is in the details under Overview.
- **The search ignores upper and lower case and umlaut differences.** Common words count as the same, for example "customer", "access" and "tenant" or "computer" and "device".
- **The results only show what your role may see.** Only the relay's system administrator finds console accounts.
- Download the entire filtered result set as CSV (download icon) saves the filtered list as a table, Print (preview) prints it.
- Only your browser remembers what you searched for last.

If it does not work

You see	Meaning and remedy
The device is missing from the list	Check whether a filter is still active: empty the field **Search…**, choose **All**, click **All devices** in the tree. If it is still missing, it does not belong to one of your accesses — or it has not been added to an access yet (**C2**).
"Find anything" shows no devices	For devices the search needs at least two characters. Without a match there is no devices group.
Connect is missing from the menu	The device is offline or blocked. Offline devices can be woken with **Wake up (Wake-on-LAN)** if a neighbour device in the same network is online.
A menu entry reports an error when clicked	The menu shows many entries regardless of your role; only the server checks whether you may. What each role may do is in **B1**.

G2 Set a setting at the right level (relay → access → device)

Device settings exist on three levels. What you set for the access applies to all its devices; a device can override it. This is how you find out where a value comes from.

Checked on 2026-10-11

For	Account administrator · Own-relay operator
Applies to	Free · Cloud · Own relay
Right in the console	Tenant administrator (access and device); system default only system administrator
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20260924.11

What it is for

Many settings of a device — allow control, clipboard, updates, Wake-on-LAN, time limits — are set in the console. So that you do not have to touch every device on its own, there are three levels: **system** (for the whole relay), **access** (for all devices of an access) and **device**. The rule is simple: **what is closer to the device wins.** In the console an access is called **tenant**.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program on the device is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- A sign-in to the console with the role **Tenant administrator** or higher. Other roles see the values; only administrators may change them.
- For the top level (system) the role **system administrator** of the relay. On browserdesk.de that is the operator, not you.
- The device needs a current BrowserDesk version; some settings name in their hint from which version the device knows them (for example "From client 20261010.24").

How to do it

The order

Level	Where in the console	Applies to
Device	`Devices` → click the device → on the left `Settings` → `Settings (remote management)` → `Apply`	this device only
Access	`Tenants` → double-click the access (`Edit tenant`) → tab `Devices & updates` → `Device settings (tenant)` → `Save`	all devices of the access without their own value
System	`Settings` → `Device defaults (system)` → `System-wide defaults` → `Save`	all devices of all accesses without their own value
The device itself	settings in the program on the device	only if no level above has set anything

Each row has three positions: `Inherited` , `On` , `Off` (for selection fields `Inherited` or a value). `Inherited` means: this level sets nothing, the level above applies.

One setting for all devices of an access

1. Open `Tenants` and double-click the access.

2. Choose the tab **Devices & updates** and expand the section **Device settings (tenant)** (it starts collapsed), then expand the group you need.
3. Find the row. They are grouped: **Access and permissions**, **Session and picture**, **Reachability**, **Software and updates**, **Preview image (privacy)**.
4. Choose **On**, **Off** or a value and click **Save**.

An exception for a single device

1. **Devices** → click the device (**G1**) → on the left **Settings**.
2. Change the row under **Settings (remote management)**.
3. Click **Apply**.

To remove the exception again, set the row to **Inherited** and click **Apply**.

Find out where a value comes from

On the right of each row you see **effective:** with the value that applies on the device, and below it the origin:

Origin	Meaning
from the device	set at device level
inherited: tenant	comes from the access
inherited: system default	comes from **Device defaults (system)**
this tenant	(in the access) set at this level

If the group title shows for example "2 set", two values in this group are set at this level.

How you know it worked

- The row shows the wanted value next to **effective:** with the right origin.
- On the device: in the program **Einstellungen** › **Netzwerk** (Settings > Network) → card **Relay-Einstellungen** (relay settings) → section **Verwaltete Einstellungen** (managed settings). **Jetzt vom Relay laden** (load from the relay now) fetches the latest state.
- Some switches in the program on the device show a setting fixed by the administration with the sentence „Vom Administrator festgelegt (…) — hier nicht änderbar.“ (fixed by the administrator — cannot be changed here).

Good to know

- **When it takes effect:** the device takes over the values the next time it connects to the relay. A device without a running session briefly signs in again for this; a device that is offline takes them over at its next sign-in.
- **Two kinds of settings, two places:** what the device does (permissions, picture, updates, time limits) is in the device settings. Rules for the whole access — who may control, whether scripts are allowed, second factor — are in the tab `Governance policy` of the same dialog (**G3**).
- **Updates** are also controlled via target version and lock (**G5**).
- **One place per setting:** a setting exists exactly once on each level. Cross-cutting topics such as the access's email are in the access's `Email` tab, not in a specialist module.

If it does not work

You see	Meaning and remedy
The value does not change on the device	Does the origin in the row say `from the device`? Then the device overrides the access — set it to `Inherited` there. Otherwise: is the device online? It only takes over at its next connection.
The device does not know the setting	Older versions ignore new settings. Update the device (**G5**).
`Device defaults (system)` is missing from the settings	Your role is not system administrator. Use the access level.
The access shows "Available once the tenant has been created."	The access has not been saved yet. First `Save`, then open it again.

G3 Rules for your access: consent, control, only from your own access, time limits, lock

Decide for all devices of your access whether consent is needed on the device, who may control, how long a session may last and whether the device is locked afterwards.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	service "access without confirmation" (only for "Without asking" on browserdesk.de)
Right in the console	Tenant administrator
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.24

What it is for

As administrator you decide what applies to **all** devices of your access: must the person at the device confirm every session? May only someone from your own access control? Does a forgotten session end by itself? Is the device locked afterwards? These rules are in two places in your access's dialog — in the console an access is called **tenant**.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program on the device is currently in German — messages from it are quoted in German with the English meaning in brackets.

What you need

- A sign-in to the console with the role **Tenant administrator** or higher.
- A Cloud access on browserdesk.de or your own relay.
- **"Without asking" on browserdesk.de** only works if your access has the service "access without confirmation on the device and access before sign-in" (paid Cloud). With Free every session must be confirmed on the device (**Prices**).
- Current devices: time limits from version 20261010.24, lock after the session from 20261010.20. Older devices ignore these settings.

How to do it

Open `Tenants` and double-click your access (`Edit tenant`).

Part 1: What applies on the device (tab "Devices & updates")

Tab `Devices & updates` → section `Device settings (tenant)` :

Group	Row	Effect
Access and permissions	Access confirmation on the device	Without asking, Ask or Block (no connection)
	Allow control (otherwise view only)	Off = the technician only watches
	Share clipboard, File transfer	clipboard and files in the session
	Lock the device after the session	locks the user session 5 seconds after the end (**E31**)
Session and picture	Disconnect a session without input after	ends a session without input, for example after 30 minutes (**E32**)
	Maximum session length	ends every session after the chosen time
	Record sessions (WebM)	records every session

Inherited keeps the value of the level above (**G2**). Then Save.

Part 2: Rules for the whole access (tab "Governance policy")

Tab Governance policy → section Rules. Each row is Inherited, On or Off; on the right effective: shows the value that applies.

Rule	Effect
Control only from the device's own tenant	Off : ID and password are enough. Members and computers of the tenant : whoever controls must belong to your access — signed in in the program or in web access, a computer of the access or an administrator. Only computers of the tenant : connect, wake and restart only from computers that were added to your access.
Allow running scripts	Off blocks scripts, also ending processes and start buttons with scripts (**G6**, **G10**)
Allow software management	Off blocks software distribution (**G7**)
Second factor required for users	members of the access need a code from an authenticator app (**B5**)
Devices may re-enrol without approval	Off (default): a reinstalled device must be approved first
Show advertising partners	Off hides ad slots in the program

Then Save .

Part 3: From which networks (tab "Security")

Tab Security → Trusted networks : here you decide from which networks administrators reach the console and viewers may control (**B7**).

How you know it worked

- Each row shows the wanted value next to effective: ; own values carry (this tenant) .
- With Ask the device asks at every session whether access is allowed (**F1**).
- With Only computers of the tenant a foreign computer no longer gets in. It sees „Dieser Rechner ist kein Mitglied des Zugangs, zu dem das Gerät gehört. …“ (this computer is not a member of the access the device belongs to).

Good to know

- **Free accesses** can always only be controlled from the own access, and every session must be confirmed on the device — even if something else is set here. On

browserdesk.de the same applies to every device that is not in an access with a Cloud licence.

- **Before switching on** `Only computers of the tenant` **:** web access (/app) and `Connect` from the console are then blocked, also for administrators. Remote console, scripts and start buttons from the console keep working. Update the viewer computers first, then switch — older programs are otherwise refused.
- **Time limits** end the session without a waiting period: the technician gets a notice one minute before and may reconnect right away. A technician who only watches counts as "without input".
- **Two rules have no effect today:** `Enforce session recording` and `Allow unattended access` are in the list, but BrowserDesk does not evaluate them anywhere. Recording for all devices: row `Record sessions (WebM)` in the tab `Devices & updates` set to `On`. Sessions only with consent: row `Access confirmation on the device` set to `Ask`.
- **Protect single devices in particular:** in the device list right-click → `Security` → `Mark as critical — actions need four-eyes approval`. Then every **session** waits for a supervisor's approval under `Settings` → `Four-eyes approvals`. Scripts and the remote console are not checked by this mark, even though the menu text says "actions".
- There is no table yet of what each role may do in the console. Questions: info@browserdesk.de.

If it does not work

You see	Meaning and remedy
The device asks despite **Without asking**	On browserdesk.de your access lacks the service "access without confirmation" (Free or expired plan) — check **G4**. Or the device has its own value: set it to **Inherited** in its settings (**G2**).
A technician gets „Dieses Gerät lässt sich nur aus seinem eigenen Zugang steuern — bitte im Programm oder im Web-Adressbuch an diesem Zugang anmelden." (this device can only be controlled from its own access — please sign in to this access)	The rule **Control only from the device's own tenant** is on. The technician signs in to your access in the program (**C2**).
„Dieser Rechner ist kein Mitglied des Zugangs, zu dem das Gerät gehört. …" (this computer is not a member of the access)	Level **Only computers of the tenant**. Add the technician's computer to the access (**C2**) or switch the level back.
A session ends with a notice about "without input"	**Disconnect a session without input after** applies. Raise the value or set it to **Inherited** /off.
"Rules could not be loaded — they stay unchanged."	The tab did not load the current state; saving then deliberately leaves the rules unchanged. Close and reopen the dialog.

G4 See and switch which features your access has

One tab shows per feature whether it is active, booked but off, not booked or not available — with reason, source and seats. You switch booked features on and off there yourself.

Checked on 2026-10-11

For	Account administrator · Purchasing and accounting
Applies to	Free · Cloud · Own relay
Right in the console	Tenant administrator
Control from	Browser
from version	20261005.4

What it is for

Which features your access has depends on the model: Free, Cloud or your own relay with a licence. The tab `Features` shows this in one place — per feature its state, the reason and where it comes from. Booked features such as control room or ticket system can be switched on and off there for your access. In the console an access is called **tenant**.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- A sign-in to the console with the role **Tenant administrator** or higher.

How to do it

1. Open `Tenants` in the sidebar and double-click your access (`Edit tenant`).
2. Choose the tab `Features` .
3. At the very top it says which model applies — for example "Plan: …" or "Own relay — this relay's license applies." — and next to it the counts per state.
4. The table has one row per feature with the columns `Feature` , `Status` , `Billing` , `Source` , `Seats and switches` and `Change` .

The states

Status	Meaning
`active`	The feature works on your devices.
`booked, but off`	Paid or in the licence, but switched off for your access.
`not booked`	Exists in your model but was not bought. The reason is shown below.
`not available`	Does not exist in your model — for example the inventory in the Cloud.

Below the status the reason is given in one sentence — the same sentence a device gets when it is refused.

Switch a booked feature on or off

1. In the feature's row click `Turn off` or `Turn on` in the column `Change` .
2. Confirm the question. Switching off changes nothing about what is paid; you can switch on again at any time.

This switch exists for the ticket system, the control room and — on your own relay — the extended inventory.

Try the control room for 10 days (paid Cloud)

In the control room row click `Try for 10 days`. The trial is available only once per access.

Buy a feature

- **Cloud:** on the prices page under **Prices**. Control room and ticket system are booked per access and year, start center and remote console as add-on module once per device (**A6**).
- **Own relay:** booking happens via the licence file. The system administrator finds `Buy more` and `Try for 10 days` per feature under `Licenses` → `Functions of the licence`.

How you know it worked

- The row shows `active`.
- In the device list the column `Licence` shows per device the features start center, remote console, tickets, control room, inventory and USB redirection: filled = `active`, dashed = `free – taken on first use`, struck through = `not active`. The reason is in the tooltip.
- On the device the lock on the menu item for the control room or tickets disappears. The relay reports the change to connected devices immediately.

Good to know

- **The console calculates nothing.** Status, reason, seats and which buttons appear are decided by the relay — with the same check as on the devices.
- **Free** has only the quick code among the Cloud services out of the box (on browserdesk.de), no access without confirmation. Control room, tickets, inventory, recording, start center and remote console never exist for Free.
- **Cloud:** the extended inventory only exists with your own relay. Control room and ticket system are separate features per access; USB redirection is included in the paid Cloud.
- **Own relay:** the trial applies to the whole relay, not just one access, and is available only once per feature and installation.
- **Add-on modules** (start center, remote console) have seats per device. The column `Seats and switches` shows purchased, used and free. Assigning and releasing: **G24**.
- Only the licensing office of browserdesk.de books and removes; you as administrator switch on and off.

If it does not work

You see	Meaning and remedy
The tab **Features** is missing	The access has not been saved yet (new access) — save first, then reopen.
"Features could not be loaded." or a sentence about permission	Your role is below tenant administrator, or the access is not in your scope.
No buttons in the column **Change**	There is nothing for you to switch for this feature — for example it is not booked. The reason is below the status.
"Plan: … (term expired — Free applies)"	The Cloud plan has expired. Renew via **Prices**.
A device is refused despite **active**	For add-on modules: all seats are taken and this device has none (**G24**). Otherwise: the device has older software and learns about the booking only at its next sign-in.

G5 Control the devices' updates (target version, automatic updates, force an update)

Bring devices to a specific version, keep them there or lock updates — per device, for the whole access or for the whole relay.

Checked on 2026-10-11

For	Account administrator · Own-relay operator
Applies to	Free · Cloud · Own relay
Right in the console	Tenant administrator (device and access); version management only system administrator
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261005.1

What it is for

BrowserDesk updates itself on the devices. As administrator you decide **which version** a device goes to and **whether at all**: you assign a target version to a device or the whole

access, lock updates during a test phase or let the devices freely follow the newest version. In the console an access is called **tenant**.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- A sign-in to the console with the role **Tenant administrator** or higher.
- For the release per platform and the forced version of the whole relay: the role **system administrator** (own relay). On browserdesk.de the operator decides this.
- Devices with a current BrowserDesk version — older devices only receive assignments after an update.

How to do it

A target version for one device (or several)

1. Open `Devices` and find the device (**G1**). For several: tick the boxes on the left.
2. Right-click → `Manage` → `Assign version…`.
3. In the dialog `Assign version` choose a version under `Target version` and click `Assign`.
4. To take it back, use the same place and choose `— None (remove assignment) —`.

The device downloads the version at its next connection, checks it and restarts — even if it does not do automatic updates itself.

A target version for all devices of the access

1. `Tenants` → double-click the access (`Edit tenant`) → tab `Devices & updates`.
2. Section `Version & updates` → choose `Version for all devices (without their own assignment)`.
3. `Save`.

A device with its own assignment keeps it. `— none (global version) —` means: the relay's default applies.

Lock updates

- **Whole access:** in the same section tick `Lock updates for all devices of this tenant`, `Save`.

- **Single devices:** right-click → `Manage` → `Lock updates` or `Unlock updates`. Or in the device's details under `Overview` the row `Updates` → `Lock for this device`.

Switch automatic updates on or off

Device setting `Automatic updates` in the group `Software and updates` — for a device, the access or the whole relay (**G2**).

For the whole relay (system administrator)

`Settings` → `Version management`:

- `Released version per platform`: which version devices without an assignment pull, separately for Windows, Linux, Android/Fire TV, relay, macOS and iOS. Below it you see how many devices run which version.
- `Forced version`: brings all devices of a platform to exactly this version.
- In the same section below: `Rollout throttling`: `Max. concurrent updates` limits how many devices download at once (0 = unlimited).

How you know it worked

- In the device's details under `Overview`: `Current version` and `Target version` with the addition "(Update ausstehend)" or "(erreicht)"; if the target comes from the access it says "(tenant, …)".
- On the left `Update history`: which update ran when from which to which version.
- In the device list the column `Version` — it can be filtered and grouped.

Good to know

- **Order:** device → access → relay. The assignment on the device wins.
- **Target and automatic updates no longer fight:** if a device has a target version or a lock, the automatic update installs no other version — neither newer nor older. Without a target it follows the released version.
- **Lock means standstill:** a locked device stays on its version even when a new one appears. Someone at the device who clicks update there may still do so.
- **Linux:** a target that is **older** than the newest version on the update server cannot be reached by a Linux device. The lock works.
- **Without the console:** a device can also be brought to the released version by a command on the device itself — see **Force an update**.
- A device that has not signed in again for more than 14 days may install the newest version once and is brought back to its target at its next sign-in.

If it does not work

You see	Meaning and remedy
Target version stays "pending"	The device is offline or has not reconnected yet. Or updates are locked — check the row **Updates** (**locked** or **locked (tenant)**).
The list under **Target version** is empty or old	The list comes from the update server. With your own relay: check **Settings** → **Version management** .
A device jumps back and forth between two versions	Older BrowserDesk versions (before 20261005.1) did not know the rule "target brakes the automatic update". Bring the device to the target once.
A Linux device stays on a newer version than the target	Linux cannot go back to an older version (see above).
Version management is missing	Your role is not system administrator. Use the assignment per access or device.

G6 Run scripts on devices and release them

Run a script from the library on one or more devices — with release per access and device, a question on the device and the result in the console.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	service "Scripts" (Cloud)
Right in the console	Technician (run); Tenant administrator (create, release)
Controlled device	Windows · macOS · Linux
Control from	Browser

What it is for

Scripts do in one step on many devices what would otherwise need a session: restart a service, clean up disk space, read out a value. They are in the console's **library**, are signed

and only run on devices they are **released** for. This page shows the way from the script to the result. In the console an access is called **tenant**.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program on the device is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- **Role:** technician or higher to run; tenant administrator or higher to create and release.
- **Cloud:** the service "Scripts" (paid Cloud; not in Free). Own relay: always.
- **Access:** the rule `Allow running scripts` must not be `Off` (G3).
- **Device:** online, and script execution must be **allowed** on the device — device setting `Remote command line via viewer (exec)` set to `On`. It is off out of the box; the console offers to enable it when you run a script (see step 4).
- Script types: PowerShell and Batch for Windows, Bash for Linux and macOS. The client for Windows XP runs no scripts.

How to do it

Step 1: Create or pick a script

1. Sidebar `Scripts & packages` → tab `Scripts`.
2. Pick an existing script — or `New script`. In the dialog `Edit script`: under `Master data` `Name *`, `Type` (`PowerShell`, `Batch (cmd)`, `Bash`), `Description`, `Category`, `Timeout (sec.)`; under `Script code` the command; under `Parameters` values that are asked for at start.
3. `Save`. The relay signs the script; the device checks the signature before every run.

Step 2: Release — where may it run?

A script only runs where it is released:

- **For an access:** drag the script in the list onto the access in the tree on the left. A right click on the script removes the assignment again.
- **For single devices or groups:** in the script under `Availability & assignment` → `Release to specific devices / groups` → `Select devices ...` or enter a tag.
- **For all accesses:** tick `ALL` in the same section.

Step 3: Decide on a question on the device (optional)

Under **Behaviour** tick **Endpoint confirmation required — the user at the device must approve the run**. Then the device asks before every run of this script.

Step 4: Run

1. **Devices** → right-click the device → **Run & deploy** → **Run script...**.
2. Choose the script, **Next**.
3. Fill in the parameters. **Preview** shows the final command line without sending anything.
4. If it says "Script execution is not enabled on the target device — the run would be rejected.": click **Enable now**. This switches on the device setting **Remote command line via viewer (exec)** for this device; the device briefly signs in again.
5. **Run**.

For several devices: choose further devices in the dialog. All runs are listed afterwards under **Runs**.

How you know it worked

- For one device the dialog shows exit code, duration and output under **Result**.
- Sidebar **Runs** → **List**: every run with device, time and result; a click opens **Run details**. **Analysis** shows the result values of a script per device as a table.
- In the device's details under **Scripts & packages** you see what ran there.

What the other side sees

If the script or the device requires a question, the person at the device sees the script's name and content and must allow it. On the device the switch for this is called **Skript-Ausführung bestätigen** (confirm script execution, under **Einstellungen** › **Sicherheit** (Settings > Security), on out of the box). It only applies when the program runs with a window on the device; the background service only asks for scripts with the tick from step 3.

Good to know

- **There is no four-eyes approval for scripts.** The **Four-eyes approvals** only apply to **sessions** with devices marked as critical (**G3**). A script needs no second person — the release here means *on which devices* it may run and whether the device allows execution.

- **What "Remote command line via viewer (exec)" opens:** the same setting allows on the device scripts from the console, start buttons with scripts, ending processes (**G10**) and the command line in a session (**E29**). Only switch it on for devices where you want that.
- A script changed between saving and running does not run — the device checks content and signature.
- The library ships ready-made scripts for start buttons (block USB, repair printer …); they are unmeasured on the device (**G13**).
- Several steps in a row, with waiting and conditions: workflows (**G8**).

If it does not work

You see	Meaning and remedy
"Not executed: capability scriptExec not granted" with **Enable & run again**	Script execution is not allowed on the device. Click the button — it enables it for this device and starts the run again.
"No script is assigned to "…" — assign one in the library first."	No script is released for the access. Step 2.
"The script is not assigned to any tenant and not released for all tenants, …"	As above: release the script.
"No connected device available, scripts only run on connected devices. …"	Scripts only run on devices that are online. Try again later.
"Not executed: Ausführung am Endpunkt abgelehnt" (rejected at the endpoint)	The person at the device declined the question.
"Timed out — no result from the device."	The script ran longer than expected or the device does not respond. Check **Timeout (sec.)** in the script and look under **Runs**.
"script execution disabled by tenant policy"	The rule **Allow running scripts** is **Off** for the access (**G3**).
"Skripte ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (scripts are not included in Free)	The service "Scripts" is missing — **G4**, **Prices**.
„Dieses Skript ist diesem Gerät nicht zugeordnet." (this script is not assigned to this device)	The script is not released for this device. Step 2.

G7 Distribute software (packages, rollouts)

Describe software as a package, release it for an access and distribute it to one device or all devices — in waves, with a dry run and a result per device.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	service "Software distribution" (Cloud)
Right in the console	Technician (distribute); Tenant administrator (create and release packages)
Controlled device	Windows · macOS · Linux
Control from	Browser

What it is for

With software distribution you install or remove programs on your devices without opening a session. A **package** describes how a program is detected, installed and removed. You release it for your access and then distribute it to one device or all devices of the access. In the console an access is called **tenant**.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- **Role:** technician or higher to distribute; tenant administrator or higher to create and release packages.
- **Cloud:** the service "Software distribution" (paid Cloud; not in Free). Own relay: always.
- **Access:** the rule `Allow software management` must not be `Off` (G3).
- **Device:** online, device setting `Software management (install/remove packages)` not `Off` (on out of the box).
- Packages have sections for Windows, macOS and Linux (Debian and RPM systems). The package sources Chocolatey and winget only exist on Windows.

How to do it

Step 1: Create a package

1. Sidebar `Scripts & packages` → tab `Software`. You see `Software packages`.
2. `New package`. In the dialog `Edit package`: - `Metadata`: name, `Version`, `Display name`, `Publisher`, `Category`, `Tenant` (`— global (all tenants) —` or your access). - Tab YAML: how the software is detected, installed and uninstalled. A wizard builds a skeleton. - `Files`: attach installers and further files. - `Test run`: try the package on

exactly one connected device. `Dry run (changes nothing)` and `Check only (changes nothing)` change nothing.

3. `Save`. Raise the `Version` after every change — otherwise devices do not detect an update.

Step 2: Release

- Drag the package in the list onto your access in the tree on the left. A right click on the package removes the assignment.
- In the package it can additionally be released to specific devices or groups.
- Only active, released packages can be distributed.

Step 3: Distribute

1. `Devices` → right-click a device → `Run & deploy` → `Deploy software...`.
2. Choose the package, `Next`.
3. In the section `Deploy package`: - `Mode`: `Install if needed (recommended)`, `Force install (repair)`, `Check only (changes nothing)` or `Dry run (changes nothing)`. - `Intent`: `Install` or `Remove`. - `Target`: `All devices of the tenant` or `Selected devices only`.
4. `Deploy`.

Distribution runs in waves of at most eight devices at a time. Devices that are offline are noted and skipped; the rollout continues.

Single programs from Chocolatey or winget (Windows)

In the details of a Windows device under `Software` you see the installed software. There you can directly `Install` a program via `Package source` (`Chocolatey` or `winget`) and `Package ID (e.g. git, 7zip)`. Under `Updates available` pending updates are listed with `Update all`.

How you know it worked

- The rollout's run view shows phase and result per device.
- In the device's details under `Software` the program appears after the next scan (`Refresh` re-reads the inventory on the device).
- Tab `Updates` under `Scripts & packages`: devices with pending package updates from Chocolatey and winget.

Good to know

- **Test the package before the rollout:** `Test run` with `Dry run (changes nothing)` on one device shows what would happen.
- **Global packages** (badge "System") are maintained by the system administrator; you use them but do not change them.
- **Unmeasured on devices:** there is no documented measurement of software distribution on real devices — especially not for macOS and Linux.
- Distribute software in several steps or on a schedule: as a step in a workflow (**G8**).

If it does not work

You see	Meaning and remedy
"No software is assigned to "…" — assign some in the library first."	No package is released for the access. Step 2.
A device is marked as skipped in the rollout	It was offline. Distribute again later.
"software management disabled by tenant policy"	The rule `Allow software management` is `Off` (**G3**).
„Softwareverteilung ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (software distribution is not included in Free)	The service is missing — **G4**, **Prices**.
The device reports no update despite a new version	The `Version` in the package was not raised.

G8 Automate sequences (workflows)

Join several steps into one sequence — script, wait, condition, email, ticket, question — and start it on devices by hand, on a schedule or when something happens.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	service "Scripts" for script steps, "Software distribution" for package steps (Cloud)
Right in the console	Tenant administrator (create, release); Technician (start)
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20260915.3

What it is for

A **workflow** is a sequence of steps that run one after the other on devices: for example "check disk space → if above 90 % clean up → otherwise send an email". You build it in an editor in the console, publish it and start it by hand, on a schedule or when something happens — for example when a device comes online or an alert is raised. In the console an access is called **tenant**.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- **Role:** tenant administrator or higher to create, edit and release; technician or higher to start.
- **Cloud:** for steps with scripts the service "Scripts", for steps with packages "Software distribution" (paid Cloud).
- Script steps need the same conditions on the device as a script (**G6**).

How to do it

Step 1: Create a workflow

1. Sidebar `Workflows` → `New workflow`.
2. Enter `Name` and `Tenant`, `Create`.
3. In the editor drag steps from the palette onto the canvas or click them, and connect them with edges. The second edge of a step becomes a condition.
4. `Save`. The editor shows what would still prevent a start.
5. `Publish`. Only a published version can be started; schedules and triggers only run afterwards.

The library ships ready-made workflows, for example for releasing USB storage for 60 minutes or reporting suspected malware (**G13**). You bring in a file from another installation with **Import (JSON)**.

Step 2: Release

A workflow only runs where it is released — for your access, for single devices or for all accesses.

- Drag the workflow in the list onto your access in the tree on the left, or menu ⋮ → **Assign tenants…**.
- For a single device: in the device list right-click → **Run & deploy** → **Assign workflows…**.

Step 3: Test

Workflow menu ⋮ → **Test run…**. The test run takes the saved draft and runs on exactly one device.

Step 4: Start

- **By hand:** menu ⋮ → **Start…**. In the dialog **Start workflow** choose **Individual devices** or **All devices in a group** under **Target**, fill in **Variables for this run:** if needed, then **Start**.
- **From the device list:** right-click → **Start workflow…** — also for several ticked devices.
- **On a schedule or event:** menu ⋮ → **Schedules and triggers…**. - **Schedules**: **Cron expression (UTC)** (for example "30 2 * * *" = daily 02:30 UTC) or **Interval** (**Every … minutes**); **Target** **All devices of the tenant**, **One group** or **Specific devices**. - **Triggers**: an **Event** such as **Device online**, **Device offline**, **Ticket created**, **Tag added**, **Entity inbox** or **Alert raised** (**G12**); target for example **Device of the event**. - **Apply**, then **Save**.

How you know it worked

- Sidebar **Runs** → **Workflow runs**: every run with its state; a click shows every device and its path through the workflow. Below that **Upcoming runs** of the next seven days from your schedules.
- The list of workflows shows the state (published version, changed draft) and the number of schedules and triggers.

What the other side sees

A workflow can show the person at the device a message or ask a question. If the workflow contains a step that requires a **confirmation in the console**, it appears at the top of the **Workflows** view in the list of open questions; a counter on the menu item shows how many you may answer. **Confirm** or **Reject** — in the run also via **Respond…**.

Good to know

- **A global workflow** (for all accesses) belongs to the system administrator; administrators of an access see and start it but do not change it.
- **Times in schedules are UTC**, not local time.
- **Devices that are offline** wait in the run ("waiting for the device") instead of aborting the run.
- **Values from devices never become code:** conditions insert script results as values. A device cannot force another branch this way.
- **Not clicked through on a real relay:** the editor is measured in the console mock, not clicked through on browserdesk.de.
- Questions on the device when starting via a start button: **G13**.

If it does not work

You see	Meaning and remedy
Start… is missing from the menu	The workflow is not published, switched off or not released anywhere — or your role is below technician.
"The workflow is not published yet — schedules and triggers only start after publishing."	**Publish** first.
„„…“ ist für den Mandanten „…“ nicht freigegeben.“ (not released for the tenant)	Assign the workflow to the access (step 2).
"“…” is not approved for these devices: …."	At least one chosen device is not released. A manual start then runs on **no** device. Release the device or remove it from the selection.
A script step fails with "capability scriptExec not granted"	Script execution is not allowed on the device (**G6**).
A schedule does not start	Workflow published? Schedule **Enabled**? Time calculated in UTC? Release for the access still there?

G9 Keep track of the devices' hardware, software and security (inventory)

With the extended inventory every device reports hardware, software, security and operating state with history. The console shows it per device and as reports across all devices, with baselines.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Own relay
Licence	Extended inventory (licence feature of your own relay)
Right in the console	—; enabling per access only system administrator
Controlled device	Windows · macOS · Linux
Control from	Browser

What it is for

The **extended inventory** collects on every device what you want to know for operations and security: operating system, hardware, storage, installed programs, firewall, antivirus, encryption, open ports, pending restarts and the load. You see it per device and as reports across all devices — and can set baselines that make deviations visible.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- **Your own relay** with the licence feature **Extended inventory**. The Cloud on browserdesk.de has no extended inventory. Buy: **Prices**, install: **A5**.
- Without a licence the system administrator can **try** the feature once **for 10 days**: `Licenses` → `Functions of the licence` → `Try for 10 days`.
- Devices with a current BrowserDesk version. Under Windows the full values come from the BrowserDesk service (runs as system). Without the service, and under Linux and macOS, values that need administrator rights are missing.

How to do it

Look at one device

1. **Devices** → click the device (**G1**).
2. On the left under **Assets** → **Extended inventory**.
3. At the top the load of the last 24 hours, then the **Profile** (system, device, computer name …), below it the findings: conspicuous · could not be determined · OK.
4. Expand the sections **Security**, **Storage**, **Network**, **Operations** and **Software**. With **Filter by item or value…** you search for example "firewall" or a program name.

Report across all devices

1. Sidebar **Inventory & security** (only appears with the licence feature).
2. Choose an **Analysis** at the top. The tiles show **Devices in this report**, **Rows**, **Could not be determined** and **Conspicuous**.
3. Narrow it down with **Search…**; a click on a row opens the device.

Set baselines

In **Inventory & security** → **Baselines**: rules per access or tag, for example "firewall on". Nine recommended defaults can be taken over with a button; they overwrite nothing.

Only for certain accesses (system administrator)

Inventory & security → **Tenants**: out of the box the inventory applies to every access. A system house that resells it per customer switches to selected accesses and ticks them.

How you know it worked

- In the device's details under **Extended inventory** there are values with "since" and the time of measurement.
- In the device list the column **Licence** shows **active** for the inventory feature.
- **Inventory & security** lists the device in the reports.

Good to know

- **"Could not be determined" is never "off" and never "safe".** If a value could not be read (missing rights, not supported), it is shown grey with a reason — and, if available, with the last value determined.
- **How often it measures:** basic inventory every 24 hours, security every 2 hours, operations every hour, load every minute.
- **What is never collected:** passwords, keys, browser history, bookmarks, account names (only counts), command lines.

- **Platforms:** Windows and Linux are measured in tests, macOS is unmeasured and reports no load. Linux and macOS collect with user rights; under Linux, for example, serial number, SMART values and the effective firewall are then missing.
- The **basic inventory** (tabs `Inventory` and `Software` in the details) exists without a licence too.
- With the inventory come **alerts** for CPU, memory and disk (**G12**).
- With a licence per technician the licence decides how many devices report inventory — the ones that signed in first.

If it does not work

You see	Meaning and remedy
`Inventory & security` is missing from the sidebar	The licence feature is missing or expired. Check `Licenses` → `Functions of the licence`.
"The extended inventory is not included in this relay's licence. …"	As above. The basic inventory remains.
"The extended inventory is not enabled for this tenant. …"	The relay is set to "selected accesses only". The system administrator ticks your access under `Inventory & security` → `Tenants`.
"Nothing reported yet. Devices report after their next sign-in with a client version that includes the extended inventory."	The devices must sign in again once; update older ones first (**G5**).
Many values "could not be determined" because of missing rights	Under Windows set up BrowserDesk as a service (**C4**).
A device reports no inventory despite the licence	With a licence per technician the number of inventory devices is reached. The column `Licence` gives the reason in its tooltip.

`G10` View, end and start processes and services

See from the console what runs on a device, end a hanging process or restart a service — without a session and without a script.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	service "Scripts" for ending and controlling (Cloud)
Right in the console	Technician
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.31

What it is for

A program hangs, a service needs a restart — you do not need a session for that. In a device's details the tab **Processes & services** shows live what runs there, with CPU load and memory. From there you end processes and start, stop or restart services.

> **Note:** The console is available in English; its labels are quoted in English. Messages from the BrowserDesk program on the device are currently in German — they are quoted in German with the English meaning in brackets.

What you need

- A sign-in to the console with the role **technician** or higher.
- The device is online and has BrowserDesk from version 20261010.29.
- **To end and control** the same applies as for scripts (**G6**): in the Cloud the service "Scripts", in the access the rule **Allow running scripts** not **Off**, on the device script execution allowed (**Remote command line via viewer (exec)**). Viewing works without these three.

How to do it

1. **Devices** → click the device (**G1**).
2. On the left under **Remote access** → **Processes & services**. The list loads ("Fetching from the device …") and refreshes every 5 seconds while the tab is open.
3. At the top switch between **Processes** and **Services**; filter with **Search…**; sort by clicking a column — for example by CPU.
4. **End a process:** in the row menu ⋮ → **End process** → confirm the question **End process?** with **End**.
5. **Control a service:** tab **Services**, in the row menu ⋮ → **Start**, **Restart** or **End** → confirm the question.

How you know it worked

- A message confirms it, for example "“…” ended." or "Service “…” restarted."
- At the next refresh the process is gone or the service shows `Running` in the column `State`.
- Every change is in the audit log with who, what and result.

What the other side sees

If the device requires a question for scripts (switch `Skript-Ausführung bestätigen` (confirm script execution) on the device), it also asks before ending or controlling. While this question is open, the device ignores clicks and keys from a controlling technician.

Good to know

- **CPU in per cent** is calculated by the console from two refreshes; the first refresh shows "…".
- **macOS:** services can only be viewed; the console then says "Controlling services is not yet possible on this system — view only."
- **Very many processes:** the device then leaves out the paths ("Many entries — the device left out the paths.") or shortens the list.
- **Without the service** BrowserDesk on the device may only do what the signed-in user may — ending other users' processes then fails with a message such as "access denied".
- BrowserDesk never ends itself and no system processes with very small numbers.
- **Unmeasured on devices:** the tab has not been clicked through on a real device via a real relay yet.

If it does not work

You see	Meaning and remedy
"The device is offline."	The device is not connected.
"The device is not responding."	No answer within 20 seconds. Try again later; maybe update the device.
"You lack the permission for this (technician or higher)."	Your role is read-only.
"Scripts are disabled for this tenant — and with them ending and controlling here."	The rule **Allow running scripts** is **Off** (**G3**).
„Skripte und Task-Manager sind für dieses Gerät nicht freigegeben (Recht „scriptExec“).“ (scripts and task manager not enabled for this device)	Script execution is not allowed on the device: device setting **Remote command line via viewer (exec)** to **On** (**G6**).
„Am Gerät abgelehnt.“ (declined on the device)	The person at the device declined the question.
"No data from the device yet." stays	The device has an older BrowserDesk version without the task manager. Update it (**G5**).

G11 Open a command line on the device (remote console)

A live command line on the device straight from the console — without a session, without anyone at the device having to do anything. Add-on module with one seat per device.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	Remote console (add-on module per device)
Right in the console	Technician
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261003.6

What it is for

The **remote console** opens a command line on the device — as if you sat in front of it, but from the console and without a session. Under Windows you choose cmd or PowerShell, under Linux and macOS a Bash starts. The remote console is an **add-on module**: every device you use it on needs a seat.

> **Note:** The console is available in English; its labels are quoted in English. Messages from the BrowserDesk program on the device are currently in German.

What you need

- A sign-in to the console with the role **technician** or higher.
- **Seats for the add-on module remote console:** bought per access in the Cloud (not in Free), in the licence with your own relay (**A6**, **Prices**). In the Cloud also the service "Scripts".
- **Switched on at the device:** device setting `Remote console (command line)` set to `On` (off out of the box).
- The device is online.

How to do it

Step 1: Switch the remote console on at the device

One of these places is enough:

- Device details → `Overview` → row `Remote console` → `Enable`.
- Device list: right-click → `Manage` → `Enable console` — also for several ticked devices.
- For all devices of the access: device setting `Remote console (command line)` in the access (**G2**).

The device takes over the setting at its next connection.

Step 2: Open

1. In the device list right-click the device → `Access` → `Remote console`. Or in the details on the left under `Remote access` → `Remote console`.
2. A **separate window** opens for this device. If the browser blocks it, allow pop-ups for the console.
3. Under Windows choose `cmd (Windows)` or `PowerShell (Windows)` under `Shell`. Under Linux and macOS a Bash starts regardless.

4. Connect. The command line appears in the window.
5. Done: Disconnect or close the window.

As another Windows user

As another user... starts the command line under another Windows account. The password travels encrypted to the device; the relay does not see it. Windows only.

Set up a confirmation on the device

Out of the box the remote console from the administration opens **without asking** — as before. If the person at the device should agree every time, set it in the device settings (device details → Settings, or as a default for all devices of the access, **G2**), section Access and permissions:

- The command line from the management console asks on the device too set to On: the device shows "Open command line?". Without an answer within 30 seconds or without a signed-in user it does not open.
- Command line from the viewer controls the command line a technician opens from the viewer with ID and password when no picture comes (**H25**): "Ask" (default) or "Without asking".
- Notice on the device for a command line without asking (default on): when a command line from the viewer opens without asking, the person at the device sees "Command line opened".

The settings take effect from BrowserDesk 20261113.2 on the device.

How you know it worked

- Next to the buttons Not connected yet changes to "connected · <device name>", the device's prompt appears in the window.
- The column Licence in the device list shows active for the remote console feature; the device now has a seat.
- The audit log lists the opening with your name.

Good to know

- **The seat stays with the device.** The first opening takes it, and it only becomes free when the device is deleted or the licensing office releases it. Assigning and viewing seats: **G24**.
- **The command line runs with the rights of the BrowserDesk program on the device** — with the service as system or root.

- **The command line in a session is something else:** during a remote session the viewer has its own command line (**E29**). It does not depend on the add-on module, only on the device setting `Remote command line via viewer (exec)`. The add-on module only locks the remote console from the administration.
- **Control only from your own access** (**G3**) does not block the remote console — it is administration, not a computer connecting.
- Out of the box a person at the device sees nothing of the remote console; there is no question. You can switch on a confirmation above (section "Set up a confirmation on the device"). The device owner can block the remote console with a local policy on the device.
- **No picture in the session?** The same command line is also available from the viewer, with ID and password (**H25**). It takes the same seat.
- Short version as a knowledge-base article: **Enable the remote console**.

If it does not work

You see	Meaning and remedy
"The console window was blocked by the browser. Please allow pop-ups for this site."	Allow pop-ups for the console's address, open again.
Console not enabled with **Activate now**	The device setting is off. Click the button (step 1).
Device offline — "The device is not connected right now."	The device is not connected.
"The Remote console is not booked for this account. Seats can be bought on browserdesk.de (once per device)."	Cloud: no seats bought — **Prices**.
"The Remote console is not included in this account's plan."	Free has no remote console.
"The Remote console is not included in this relay's license."	Own relay: the licence has no seats for the remote console (**A6**).
"All … Remote console seats are taken, and this device has none. …"	Every bought seat is on a device. Buy more seats or delete a device no longer needed (**G24**).
„Run-As wird nur unter Windows unterstützt“ (run-as only supported on Windows)	**As another user…** only works on Windows devices.
„Am Gerät wurde abgelehnt (oder niemand hat geantwortet)“ (denied on the device, or nobody answered)	The confirmation is switched on and nobody agreed on the device. If nobody is signed in there, it never opens with confirmation.
"This device belongs to no account. The Remote console is only available for devices that joined an account."	The device must first be added to an access (**C2**).

G12 Get notified when a device goes offline or fills up (alerts)

Rules for CPU, memory, paging, disk and "offline" — with email, ticket, webhook or workflow when a device crosses a threshold or disappears.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Cloud · Own relay
Licence	Extended inventory (only for CPU, memory, paging and disk)
Right in the console	Tenant administrator (rules); Technician (acknowledge)
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.41

What it is for

A server has been gone for half an hour, a disk is filling up — you want to know before the customer calls. **Alerts** check your devices against rules you set and report by email, as a ticket, via a webhook or by starting a workflow. In the console an access is called **tenant**.

> **Note:** The console is available in English. The labels below are the English ones.

What you need

- **Create rules:** role tenant administrator or higher. **Acknowledge alerts:** technician or higher.
- **Offline alerts** need nothing else.
- **CPU, memory, paging, disk** need the **extended inventory** — it delivers the measured values (**G9**). It only exists with your own relay. macOS devices do not report measured values yet.
- For email: a mail server — your access's (tab **Email** in the access) or the relay's.
- For ticket and webhook: the ticket system (**G4**).

How to do it

Create a rule

1. Sidebar **Alerts** → tab **Rules** → **New rule**.
2. In the dialog: - **Applies to**: your access. The system administrator can also choose **Relay default (all tenants)**. - **Type**: **CPU load**, **Memory**, **Paging**, **Disk** or **Offline**. - **Name**. - **Threshold (%)** (not for offline). - **Duration (minutes, 0 =**

immediately) — the value must stay above the threshold this long without a break. For offline the field is called **Offline for (minutes)**, at least 5. - **Only devices with tag (empty = all)**. - Mail to up to five addresses, comma-separated. - Ticks **Webhook of the ticket system integration (device.alert)** and **Create ticket (ticket system only)**. - **Rule is active**.

3. **Save**.

A new rule suggests values per type: CPU 90 % over 10 minutes, memory 95 % over 10 minutes, paging 90 % over 10 minutes, disk 90 % immediately, offline after 30 minutes.

Handle open alerts

1. Sidebar **Alerts** → tab **Alerts**.
2. Narrow down with **Active**, **Unacknowledged**, **Over** and **All**; choose the access under **Tenant** or leave **All tenants**.
3. **Acknowledge**: the alert stays active until the value is fine again, but no longer counts as open.
4. A click on the device opens its details.

Let a workflow start

In a workflow under **Schedules and triggers…** create a trigger with the event **Alert raised** — for example to start a clean-up script when the disk is full (**G8**).

How you know it worked

- In the **Overview** the tile **Open alerts** shows the number of unacknowledged alerts.
- In the device's details the open alert is shown at the top under **Overview**.
- The email arrives when the alert is raised and again when it clears.

Good to know

- **Clearing only 5 percentage points below the threshold.** So an alert does not flap with every value close to the threshold.
- **Default and own rule:** a relay default applies in your access as long as you have no own rule of the same type. To switch a default off, create your own rule of that type and leave it inactive. The default then shows **Replaced in:** with your access.
- **At most one open alert per device and rule** — and so at most one email until it clears.
- **Limits:** 5 recipients per rule, 50 rules per access, 60 alert emails per access and hour.

- **After a relay restart** the duration starts again; "offline" counts at the earliest from the relay's start.
- **Measured-value alerts of a device that goes offline** stay open until it measures again.
- Closed alerts stay in the history for 90 days.
- **Unmeasured on devices:** real email, real webhook and an alert from a real device via a running relay have not been measured yet.

If it does not work

You see	Meaning and remedy
"No rule yet. Without a rule there are no alerts."	Create a rule first.
CPU or disk alerts never come	The device delivers no measured values: without extended inventory (Cloud, licence without the feature, access not enabled) or on a macOS device there are none. Offline alerts still work.
The rule shows `Ticket system not booked`	Ticket and webhook only work with the ticket system. Email and the display in the console still work.
No email	Check the mail server: tab `Email` in the access or with your relay `Settings` → `Email (SMTP)`. More than 60 alert emails in one hour are not sent.
"Offline: at least 5 minutes (otherwise every device restart reports)."	Enter at least 5 minutes for offline rules.
`New rule` is missing	Your role is below tenant administrator.

`G13` Set up start buttons for your devices (Start Center)

Users switch recurring tasks themselves — "allow USB", "repair printer", "info for IT". In the console you decide which buttons a device shows and what each one starts.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	Add-on module "Start Center" (seats per device; never in Free)
Right in the console	Administrator (Administrator or Tenant administrator)
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261003.4

What it is for

With the **Start Center** users trigger common tasks on their device themselves — without a technician and without admin rights: for example "allow USB storage", "repair printer" or "info for IT". In the console you decide **which** start buttons a device shows and **what** each button starts: an approved script with fixed values or a workflow. The user never types anything; they only click.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program on the device is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- Cloud or your own relay with the add-on module **Start Center** (**A6**). Free never has the Start Center.
- A console account with administrator rights: **Administrator** or **Tenant administrator**. Other roles do not see the menu item.
- For buttons that need system rights: the BrowserDesk service on the device.
- BrowserDesk for Windows, Mac or Linux on the device. The menu item `Startcenter` (Start Center) is below "Tickets" there.

How to do it

Buttons for the whole access

1. In the console open `Deployment` › `Start Center`. On the left is the tree `Accesses & devices`. Elsewhere the console calls the access a "tenant" — it is the same thing.
2. Choose your access on the left. On the right the preview shows `This is how the Start Center looks on this device`.

3. **Quick start:** choose **Insert template …**, pick a template (for example "Geräte und Schnittstellen", devices and ports), tick **Release scripts and workflows for this access as well** if needed, then **Insert**. Each template puts its buttons into a group of its own.
4. **One by one:** click **Start button**. In the dialog **Edit start button**: - **Label and image**: text (required), notice, **Icon** or an image of your own. - **Action**: choose **Script** or **Workflow**, then the target. If it is not approved yet, **Approve for access** appears below it — one click approves it. Then the **Fixed values** appear. - **Behaviour**: **Operating systems**, **Ask before running**, **Needs system rights (service only)**, **Active**. - **Save**.
5. Change the order: drag a tile or use `Alt` + `Left` / `Alt` + `Right`.
6. Sort into groups: **Group** → name and icon, optionally **Show collapsed**. In the button dialog you pick the group in the field **Group**. Up to 12 groups and 128 buttons per list.

Let a single device differ

1. Expand the access in the tree and click the device — or use **Choose device …**.
2. Each tile carries a badge: - "from access" — clicking opens **Adapt for this device …**; the ⋮ menu also has **Hide for this device**. - "adapted for this device" — in the dialog, **Reset** at the bottom. - "hidden" — ⋮ menu → **Show again**. - "this device only" — a button of its own for this device only (**Start button**).
3. At the top choose whether the device keeps the access's buttons: **Add to the access's buttons** (default) or **Replace the access's buttons** (then it shows only its own).

How you know it worked

- The preview shows the tiles the way the device shows them. Grey tiles state their reason.
- On the device: open **Startcenter** (Start Center). The page loads when opened and then every minute; **Aktualisieren** (Refresh) loads at once.

What the other side sees

The user sees the page **Startcenter** with the sentence "Häufige Handgriffe mit einem Klick — eingerichtet von Ihrer IT." (common tasks with one click — set up by your IT) and your buttons, in groups that open and close. Hovering shows your notice. With "ask" a confirmation comes first (**Ausführen** (Run) / **Abbrechen** (Cancel)). The button then shows **Läuft …** (running), afterwards **Erledigt** (done) or "Fehlgeschlagen: …" (failed) with the reason. What it is like for the user: **F8**.

Good to know

- **Seats:** a device takes its Start Center seat the **first time** a button is started, not when the page is shown. The seat stays with the device (**G24**).

- **Deliberately more rights:** a button with system rights lets a user without admin rights run something as the system. The device only sends the button's ID; what runs is decided by you alone. Every run is in the log (**G17**) and in the script history.
- **Approval reaches further:** a script approved for the access may also be run by technicians on the devices. Withdraw it only under `Scripts & packages` or in the workflows (**G6**, **G8**).
- **If a technician clicks a button during a session**, the device asks the person in front of it — the technician's click does not count as consent.
- An adaptation for a device is a copy. If you later change the access's button, the adaptation stays as it is.
- Ready-made scripts, workflows and templates: 44 scripts, 4 workflows and 4 templates from the library, plus a second set. None of them has been measured on a device.

If it does not work

You see	Meaning and remedy
Box with a lock: "Das Startcenter ist in der Lizenz dieses Relays nicht enthalten. …" (the Start Center is not part of this relay's licence)	Own relay without the add-on module. Saved buttons stay readable. Buy the add-on module (**A6**).
Box with a lock with a sentence about the access and "Gespeicherte Startknöpfe bleiben erhalten und lassen sich ansehen." (saved start buttons are kept and can be viewed)	Cloud: no Start Center seats have been bought for this access (or it is Free).
Grey tile: "Die hinterlegte Aktion ist für dieses Gerät nicht freigegeben." (the action is not approved for this device)	The script or workflow is not approved for this device. ⋮ menu → **Approve script …** or **Approve workflow …**. A script approved only for single devices is grey on all others — for all of them: **Approve for access**.
On the device, grey: "Die Skriptausführung ist auf diesem Gerät abgeschaltet." (running scripts is switched off on this device)	Running scripts is off on the device. Change the device setting (**G6**).
On the device, grey: "Dieser Startknopf braucht Systemrechte — dafür muss BrowserDesk als Dienst laufen." (needs system rights — BrowserDesk must run as a service)	There is no BrowserDesk service on the device. Set up the service, or tick **Needs system rights (service only)** only for buttons that really need it.
On the device: "Dieses Gerät hat keinen Startcenter-Platz, und alle Plätze sind belegt." (this device has no Start Center seat and all seats are taken)	All bought seats are taken. Buy more seats or delete a retired device (**G24**).
On the device: "Die hinterlegte Aktion hat keine gültige Signatur und wurde nicht ausgeführt." (no valid signature, not run)	The script is not validly signed. Check the script under **Scripts & packages** (**G6**).
The menu item **Startcenter** is missing on the device	The device runs Android, iPhone or iPad (there is no Start Center there), or your relay is older than 20261003.4.
On the device: "Dieses Gerät gehört zu keinem Zugang. …" (this device belongs to	The device is in no access. Add it to the access first (**C2**).

You see	Meaning and remedy
no access)	

G14 Work on tickets — work queue, take over, reply

The "Tickets" view is your workplace: views with counts on the left, the list in the middle, the ticket on the right. Setting the status, taking over and replying need no detour.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	Ticket system (Cloud: booked per access, own relay: with the licence; never in Free)
Control from	Browser
from version	20261010.9

What it is for

In the console under **Tickets** you work through your requests: fixed views with counts on the left ("My tickets", "Unanswered", "Due today" …), the list in the middle, the selected ticket on the right. Setting the status, taking a ticket over and replying to the requester take one click there — the list stays where it is.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- Cloud or your own relay with the **ticket system**. In the Cloud it is booked per access; on your own relay it is part of the licence. Free never has it. Whether it is active is shown under `Edit tenant` → `Features` (**G4**).
- A console account that can see the access (the console calls it "tenant").

How to do it

1. In the console open `Support` › `Tickets`. The tab `Work queue` is selected.

2. **Choose the access:** on the right of the tab bar choose **All tenants** or a single access. The console remembers the choice in this browser.
3. **Choose a view:** on the left **My tickets**, **Unanswered**, **Due today**, **SLA breached**, **Without assignee**, **All active** or **All** — each with its number of tickets. Below them you narrow down by state, group and category.
4. **Open a ticket:** click it in the list. **Show as table** switches to the table with columns, grouping and **CSV**; **Show as cards** switches back.
5. **Work in the ticket** (right): - The coloured status button (**Change status (s)**) sets **open**, **in progress**, **waiting**, **resolved** or **closed** — saved at once. - The button labelled **Apply** takes the ticket over: you become the assignee and an open ticket goes to "in progress". (The English label is misleading — in German it says "take over".) It locks nothing — a colleague can take it over just as well afterwards; the log names the previous assignee. - **Reply** jumps to the input field of the **History**. Choose **Reply to requester** or **Internal note**, write, optionally with a **Text template**, then **Send reply** or **Save note**. Paste images with `Ctrl` + `V`. - **Start session** starts a session with this ticket number; it is logged in the ticket. - In the menu **More** (three dots): **Open requester view**, **Log time …**, **Merge …** (**G15**), **Edit properties …**. - Further tabs: **Memo**, **Attachments**, **Linked**.
6. **New ticket:** **New ticket** at the top right. With "All tenants" the dialog asks for the access.

Keys (only in the ticket view, never in input fields): `j` / `k` next / previous ticket, `Enter` into the ticket, `r` reply, `n` note, `s` status, `ü` take over, `/` search.

More room: **Full screen** hides the menu and header (back with `Esc`). **Open in its own window** shows a single ticket in a new tab — you can send that address to a colleague; they need their own sign-in.

How you know it worked

- After a status change the console reports "Status set: …" and the counts on the left change.
- After taking over it says "Taken over." and shows your name as assignee.
- A reply appears in the **History** as "to requester", a note as "internal".

What the other side sees

The requester only sees replies, never internal notes — in their view via the link in the ticket, and by email if the access's notifications are switched on (**G15**). With **waiting** it says "waits for the requester", with **resolved** the requester is informed, with **closed** they are asked for a rating.

Good to know

- **"Unanswered"** means: active and without a human reaction yet, or the last public message came from the requester. **"Due today"**: the resolution deadline ends within the next 24 hours, or the due date is today or earlier.
- The ticket system's settings (deadlines, catalogue, text templates, integration) are in the tab `Settings` of the same view (**G15**); key figures are in the tab `Overview`.
- Users create tickets from the device themselves, also with a screen snippet (**F6**); they read and answer their own tickets on the device (**F7**).
- This view has been measured in the mock, not yet with real tickets on the live relay.

If it does not work

You see	Meaning and remedy
"The ticket system is not booked for this access." and "Saved tickets are kept. …"	The access does not have the ticket system. Book or switch it on under `Edit tenant` → `Features` (**G4**); in the Cloud the operator books it.
A ticket has "disappeared"	The view is set to a different access. Choose `All tenants` at the top right.
Empty list: "Nothing in this view."	The chosen view has no tickets. Choose `All active` or `All` on the left.
"Applying failed." or "The status could not be set."	Saving on the relay failed, for example because your sign-in has expired. Reload the page and try again.
The requester gets no email	The access's notifications are off or no mail sending is set up (**G15**).

`G15` Accept tickets by email, business hours for deadlines, merge tickets

Emails to your support mailbox become tickets, replies go to the requester by email, deadlines count only in your business hours — and you merge duplicate tickets into one.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	Ticket system (Cloud: booked per access, own relay: with the licence; never in Free)
Right in the console	Administrator of the access
Control from	Browser
from version	20261010.9

What it is for

Three settings make the ticket system fit for daily use: **emails** to your support mailbox become tickets and replies go to the requester by email; **deadlines** (SLA) count only within your business hours instead of around the clock; and you merge **duplicate tickets** into one.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- The ticket system in the access (Cloud: booked, own relay: in the licence; never Free) — **G14**.
- A console account that may edit the access (administrator). The console calls the access "tenant".
- For email: a mailbox with IMAP access and a mail server (SMTP) for sending — or the relay's own mail sending.

How to do it

Tickets by email

1. **Fleet** › **Tenants** → double-click the access (**Edit tenant**) → tab **Email** .
2. **Sending** under **Outgoing (SMTP)** : switch **Own server** on, then **SMTP server** , **Port** , **Users** (the user name), **Password** , **Sender address** and **Encryption** . If the switch stays off, the relay's mail server sends.
3. To test, enter an address under **Send test mail to** and click **Save & send test** .
4. **Incoming** under **Incoming (IMAP mailbox → ticket)** : switch **Fetch mailbox** on, then **IMAP server** , port, user, password, **Folder** (usually `INBOX`) and encryption. Enter **the same mailbox** that sends as sender — requesters' replies go to the sender address.

5. **Notifications** under `Notifications`: switch `Send` on. Only then do requesters, assignees and watchers get emails on arrival, status change, public reply and deadline breach. If needed, enter the `Portal address for requester links`.
6. `Save`.

Business hours for deadlines

1. `Support` › `Tickets` → tab `Settings` → `SLA and hours`.
2. Under `SLA targets per priority` enter the minutes for response and resolution per priority (0 = no deadline).
3. Under `Business hours for SLA deadlines` tick the box, choose `Weekdays`, `Start`, `End` and `Time zone` and enter public holidays (YYYY-MM-DD, one per line or comma-separated).
4. `Save SLA and hours`.

Merge two tickets

1. Open the ticket that is to be **merged away** (**G14**).
2. Menu `More` (three dots) → `Merge …`.
3. In the dialog `Merge ticket` enter the number of the target ticket → `Next`.
4. `Confirm merge` → `Merge`.

How you know it worked

- **Email:** the test mail arrives. A new email to the mailbox appears as a ticket with the source "Email"; a reply from the requester lands in the same ticket.
- **Business hours:** the console reports "SLA and hours saved." A ticket from Friday 16:30 with a 4-hour resolution deadline is then due on Monday, not on Friday evening.
- **Merge:** the old ticket is closed and points to the new one with "To target ticket #…". History, attachments, watchers and logged time are in the target ticket.

What the other side sees

- Requesters only get emails if `Notifications` are switched on. Saving alone never sends anything.
- On merging, the requester and watchers of the old ticket get a message with the link to the target ticket; both tickets get a public entry saying where things continue.

Good to know

- **Only emails from the moment the mailbox is switched on** are fetched. Older emails in the mailbox never become tickets. The same applies after changing the server, user or folder. Nothing is deleted in the mailbox.
- **Passwords** are stored encrypted and never shown again; `Remove stored password` deletes them.
- **Merging is final.** It cannot be undone. Both tickets must be in the same access; a ticket that has already been merged cannot be merged again.
- Without business hours, deadlines run in calendar time, around the clock. The console rejects an unknown time zone when saving.
- On your own relay the system administrator sets up mail sending for the whole relay under `Settings` › `Email (SMTP)`.

If it does not work

You see	Meaning and remedy
The test mail does not arrive	Check server, port, encryption and sender address. Port 465 uses TLS from the start, otherwise STARTTLS.
Emails do not become tickets	`Fetch mailbox` is off, the mailbox password is wrong, or the email is older than switching on. Only new emails count.
Requesters' replies do not land in the ticket	The IMAP mailbox is not the mailbox of the `Sender address`. Both must be the same mailbox.
Requesters get no email	`Notifications` → `Send` is off, or neither your own server nor the relay's mail sending is set up.
Deadlines still run at night and at the weekend	The box under `Business hours for SLA deadlines` is not ticked, or you did not save after changing it. The new calculation applies to new tickets and when the priority changes.
"Merging failed."	The target ticket is in another access or has itself already been merged — then merge into its target.

`G16` Connect tickets to ServiceNow, Jira Service Management or Autotask

For every BrowserDesk ticket the relay creates the counterpart in your PSA, passes on status and notes, and adds every remote session as a work note.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · IT service provider (MSP)
Applies to	Cloud · Own relay
Licence	Ticket system (Cloud: booked per access, own relay: with the licence; never in Free)
Right in the console	Administrator (Administrator or Tenant administrator)
Control from	Browser
from version	20261010.42

What it is for

Many service providers keep their tickets in a PSA or ITSM system. BrowserDesk knows three of them out of the box: **ServiceNow**, **Jira Service Management** and **Autotask**. Once a system is connected, the relay creates the counterpart there for every new BrowserDesk ticket, passes on status changes and notes, and writes an internal work note for every remote session. For other systems there is the generic webhook (**G19**).

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- The ticket system in the access (Cloud: booked, own relay: in the licence; never Free) — **G14**.
- A console account with administrator rights for the access (Administrator or Tenant administrator).
- An integration user in the other system: - **ServiceNow:** user and password. - **Jira:** the account's email and an API token, plus the project key. - **Autotask:** user name (API user), secret, API integration code and the company ID.
- An address starting with `https://` that the relay can reach from the internet.

How to do it

1. **Fleet** › **Tenants** → double-click the access (**Edit tenant**) → tab **Integrations**. The console calls the access "tenant". The tab only appears when you edit an existing access.
2. Card **Target**: under **System** choose ServiceNow, Jira Service Management or Autotask and tick **Deliver events**.

3. Enter the **Address *** of your instance, plus user and password or token.
4. Card **Mapping**: enter your system's fields — for Jira **Project key *** and **Issue type**, for Autotask **Company ID (companyID) ***, **API integration code ***, **Queue (queueID)** and **Due after days**, for ServiceNow for example **Assignment group** and **Close code (close_code)**. Status and priority values are the defaults of a standard installation; adjust them to your instance.
5. **Check connection** — you should see "Connection OK."
6. **Save integration**. The **Save** button at the bottom of the dialog does **not** save the integration.

How you know it worked

- After saving: "Saved — the ticket system connection of this tenant is now on."
- Create a ticket. In the card **Delivery** the count **Delivered** goes up; in the ticket, under "Classification", the line **In the PSA** shows the system and number.
- An incident (ServiceNow), an issue (Jira) or a ticket (Autotask) appears in the PSA.

Good to know

- **What goes out:** new tickets, status changes, replies and internal notes (public or internal), plus the start and end of every session as an internal work note — with technician, device, reason and duration. If the technician enters the PSA number directly when connecting (e.g. `INC0010001`), the note lands on the matching ticket in the PSA.
- **Nothing is sent retroactively:** tickets created before switching on get no counterpart.
- **One direction only:** changes in the PSA do not come back to BrowserDesk.
- **Credentials** are stored encrypted and never shown again. If you change the address or system, enter them again.
- **A PSA inside your company network** can only be reached when this is explicitly allowed on your own relay. In the Cloud, only a system reachable from the internet works.
- The integration has not yet been measured against real ServiceNow, Jira or Autotask instances, only against a simulated counterpart.

If it does not work

You see	Meaning and remedy
"The address must start with https://."	Enter the address with `https://`.
"Connection failed." with code and message	Credentials, address or project/company are wrong. 401/403: check user or token; 404: check address or project key.
"The project key is missing.", "The company ID (companyID) is missing." or "The password or API token is missing."	Fill in the required field.
Entries under **Given up** in **Delivery**	The PSA refused for good, often because of wrong status or field values. Read the error in the list, adjust the **Mapping**, then **Try again**.
Status changes arrive as a comment instead of a transition (Jira)	No matching transition was found in the workflow. Name the transition in the mapping.
Nothing goes out	**Deliver events** is off, or only **Save** was clicked instead of **Save integration**.

G17 Prove who did what and when — audit log, session list, CSV

The audit log records every security-relevant action in a tamper-evident way, the session list every remote session. Both can be searched and exported as CSV.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Purchasing and accounting
Applies to	Cloud · Own relay
Licence	Service "Audit log" for the audit log (in the Cloud part of the plan, never in Free); the session list is available everywhere
Right in the console	Audit log from Supervisor upwards
Control from	Browser

What it is for

For an audit, data protection or a dispute you need to show **who did what and when**. The console has two lists for this: the **audit log** with every security-relevant action (sign-ins,

blocks, script runs, changes to settings …) and the **session list** with every remote session. Both can be searched, filtered and exported as a CSV file.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- **Audit log:** Cloud with a plan that includes the audit log, or your own relay. Free has no audit log. Your console account needs at least the role **Supervisor**.
- **Session list:** any console account that can see the access.

How to do it

Audit log

1. In the console: `Settings` (bottom left) → `Security & access` › `Audit log`.
2. Search the search field for actor, action, access, device or detail. Below the column headers you filter single columns.
3. `CSV` downloads **all** hits of the current search and filters — not just the visible page.
4. `Verify chain` checks whether anyone has changed or deleted entries.

Quick way: `Ctrl` + `K` opens "find everything"; its entry "Search the audit log for …" takes you straight into the filtered list.

Session list

1. Open `Support` › `Sessions`.
2. At the top choose `Active`, `Finished` or `All`, then search or filter in the columns `Tenant`, `Device`, `Client IP` and `Start`.
3. `CSV` downloads the whole filtered set of hits.

You also find the sessions of a single device in the device: `Devices` → open the device → `Sessions`.

How you know it worked

- `Verify chain` reports "Audit chain intact — no tampering detected."
- The CSV file contains exactly the rows of your search, even across many pages.

Good to know

- **Tamper-evident:** each audit log entry is cryptographically linked to the previous one. Changing or deleting an entry breaks the chain — `Verify chain` shows where. The log

is read-only.

- **Who was in control:** the session list shows access, device, the viewer's address (`Client IP`), start, duration and status — but **not** the technician's name, and the audit log does not record the start of a session. Today you only get the technician per session through the ticket integration: session events with the technician go out by webhook (**G19**) or as a work note into your PSA (**G16**).
- **What a program did:** actions through an API token appear in the audit log under the token's name (**G19**).
- **Scope:** every account only sees the accesses it is enabled for.
- **Deleting an access:** a complete deletion also removes its audit log rows; a closing entry records count and period, and the chain stays verifiable (**G23**).
- **What does not exist:** a full export of all data of an access or a ready-made disclosure under Art. 15 GDPR. There is no dedicated way for this yet — write to info@browserdesk.de.
- Session recordings: **G18**.

If it does not work

You see	Meaning and remedy
`Settings` or `Audit log` are missing from the menu	Your account does not have the role Supervisor or higher. Ask your administrator (**B4**).
"Audit-Log ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (or a similar sentence about the plan; the relay sends it in German)	The access's plan has no audit log. Switch to a suitable plan (**A1**).
"Audit chain BROKEN at #…! Tampering or a gap was detected."	An entry was changed or deleted. Inform the relay's system administrator at once and secure the database; in the Cloud write to info@browserdesk.de.
The CSV file is empty	The search or filters match nothing. Clear the search and export again.

G18 Find, download and delete session recordings in the console

Recordings a device uploaded after the session are kept with the device in the console. There you download them as a video file or delete them.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	Service "Session recording" (in the Cloud part of the plan, never in Free)
Right in the console	View and download from Supervisor upwards, delete only administrators
Controlled device	Windows
Control from	Browser
from version	20261006.8

What it is for

If a session was recorded **in the console** — automatically by a rule or by the technician at the push of a button (**E19**) — the device uploads the recording after the session ends. In the console you find it with the device, download it as a video file or delete it.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- Cloud with a plan that includes session recording, or your own relay. Free never has it.
- A Windows device — only Windows devices upload recordings to the console. Local recordings on the technician's computer are never in the console.
- A console account with at least the role **Supervisor** to view and download; administrator rights (Administrator or Tenant administrator) to delete.

How to do it

1. In the console open `Fleet` › `Devices` and click the device.
2. On the left under `Remote access` → `Session recordings`. The list shows `File`, `Size` and `Time`, newest first.
3. At the end of a row open the ⋮ menu (`Actions`): - `Download` downloads the WebM file. Play it in an up-to-date browser or a video program such as VLC. - `Delete` → confirm `Delete recording?`.

How you know it worked

- After downloading, the file is in your download folder.
- After deleting, the console reports "Recording deleted." and the row disappears.

Good to know

- **Only after the session:** the recording appears after disconnecting. If the relay could not be reached during the recording, the device uploads it later once it is signed in again — for up to 14 days.
- **Picture only, no sound.** Sound is never recorded.
- **Per device:** there is no list of all recordings across all devices; you open them device by device.
- **Retention on your own relay:** the system administrator sets under `Settings` › `Configuration` in the field `Retention of session recordings (days)` how long recordings are kept (0 = forever). Older ones are removed the next time the list is opened.
- **Retention in the Cloud:** there is no setting of its own for your access yet — write to info@browserdesk.de. You can delete any recording yourself as described above.
- **Data protection:** whoever switches recordings on or starts one informs the people concerned and, where necessary, involves the works council. The privacy policy describes this under "Vorschau und Aufzeichnung" (preview and recording).
- Deleting an access completely also removes its recordings (**G23**).
- The path "record → upload → in the console" has not yet been measured on a device.

If it does not work

You see	Meaning and remedy
"No recordings (automatically with “Record sessions” or started by the technician during the session; uploaded after disconnecting)."	There is no recording in the console for this device. Mac and Linux devices never upload; a local recording stays with the technician. If the session was still running, wait until after disconnecting. **Caution:** you see the same sentence if your account is below the role Supervisor — the list is then not empty, you are just not allowed to see it.
"Deleting failed (admin rights required?)."	Deleting needs administrator rights on your account.
"Download failed (HTTP …)"	The file is gone (for example removed by the retention period) or your sign-in has expired. Reload the list.
In the session, `In der Konsole aufzeichnen` (record in the console) is greyed out	Plan without recording, a Mac or Linux device, or not signed in to the relay — see **E19**.

G19 Connect other programs — API tokens and webhooks

An API token lets a program such as your PSA or a script work with the console API. A webhook reports tickets and sessions to another system on its own.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator · IT service provider (MSP)
Applies to	Cloud · Own relay
Licence	— (webhook and fetching events only with the ticket system)
Right in the console	API tokens only the relay's system administrator
Control from	Browser
from version	20261010.25

What it is for

Two ways connect BrowserDesk with other programs:

- **API token:** a program — your PSA, a script, a monitoring tool — signs in to the console API with it and reads or changes devices, tickets and sessions as far as the chosen role allows.
- **Webhook:** BrowserDesk reports events to an address of your system on its own — new tickets, status changes, notes, start and end of sessions, alerts. Alternatively your system fetches them.

For ServiceNow, Jira Service Management and Autotask there are ready-made integrations (**G16**).

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- **API token:** your own relay and an account as **system administrator** of the relay. In the Cloud only the operator creates tokens.
- **Webhook:** the ticket system in the access (Cloud: booked, own relay: in the licence; never Free) — **G14** — and an address the relay can reach.

How to do it

Create an API token (own relay)

1. In the console, bottom left: **Users** → page **Users & roles** → **API tokens …**.
2. Enter a **Name** (e.g. "HaloPSA"), choose the **Role** (**Read only**, **Technician**, **Supervisor** or **SCIM provisioning**), choose **Valid** (**30 days** to **1 year**) and optionally tick the accesses under **Accounts (none selected = all):** — none ticked means: all.
3. **Create token**. The token appears **only now** (**Visible only now:**) — **Copy token** and store it safely.
4. In the other program send the token in the header of every request: `Authorization: Bearer bda_…` — for example `curl -H "Authorization: Bearer bda_…" https://<your-relay>/admin/api/devices?tenant=<access>`.

How to use in the same dialog gives the details. To revoke: **Revoke** in the list — it takes effect at once.

Set up a webhook

1. **Support** › **Tickets** → tab **Settings** → **Integration** (with several accesses, choose the access at the top).
2. Tick **Integration active**.
3. Enter the **Webhook URL** and create a **Webhook secret** with **Generate secret**. The value appears once in plain text — copy it into your system.
4. Or fetch instead of a webhook: **Generate key** for the **API key (pull)**; your system then calls `GET /api/events?after=<number>` with the header `X-BD-Api-Key`.
5. **Save integration**.

How you know it worked

- **Token:** the list shows the token with **Valid until** and **Last used**. A request with the token returns data instead of a refusal; whatever the token changes appears in the audit log under `api:<name>` (**G17**).
- **Webhook:** for a new ticket a POST arrives at your address with the headers `X-BD-Event`, `X-BD-Event-Id` and `X-BD-Signature: sha256=…` (HMAC-SHA256 of the body with your secret).

Good to know

- **Role at most Supervisor:** a token never manages users, tokens, accesses or the relay's configuration. Valid for at most 365 days.

- **Treat it like a password:** the relay does not store the token in readable form; whoever has it works with its role.
- **Not for the remote console:** an API token does not open a command line on a device.
- **"SCIM provisioning"** only applies to user management via SCIM, not to the console API (**B4**).
- **Events:** `ticket.created`, `ticket.status`, `ticket.note`, `session.started`, `session.ended`, plus `device.alert` and `device.alert.cleared` (only alert rules with the "Webhook" box ticked). Receivers must be able to skip unknown events.
- **Opening a session from the PSA** works without a token via a link: `https://<your-relay>/app/?tenant=<access>&id=<device-id>&ticket=<number>`.
- **Cloud:** API tokens for your access cannot be created yourself yet — write to info@browserdesk.de. Webhook and fetching work with the ticket system booked.
- A way back (the PSA changing tickets in BrowserDesk) and an OpenAPI description do not exist yet.
- The console's English label for the accesses of a token is "Accounts" — it means the accesses (tenants).

If it does not work

You see	Meaning and remedy
API tokens … or **Users** are missing	Your account is not a system administrator. In the Cloud: info@browserdesk.de.
A request with the token is refused (401)	Token expired, revoked or passed wrongly. Only `Authorization: Bearer bda_…` or `X-Admin-Token: bda_…` count.
A request is refused (403)	The token's role is not enough (e.g. changing with "Read only") or the access is outside the token's scope. Create a new token with a suitable role.
Nothing arrives at the webhook	**Integration active** is not ticked, the ticket system is not booked, or the address cannot be reached by the relay.
The signature does not match	Your system uses a different secret from the one generated last, or it does not compute over the unchanged body.

G20 Understand why a device was rejected when signing in

If the relay rejects a device, the console shows it — with the reason and the next step. This is how you get the device back and acknowledge the message.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Free · Cloud · Own relay
Right in the console	Viewing: any account that can see the access; acknowledging and resetting a certificate: administrators only
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.3

What it is for

A device shows as "offline" in the console although it is running? Often the relay **rejected it when it signed in** — for example because its proof for the access is no longer valid or its certificate does not match. The console shows every such rejection with the reason and the next step. This page explains where you see it and what to do for each reason.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program on the device is currently in German — its labels are quoted in German with the English meaning in brackets. The relay writes the "What to do:" sentence in German.

What you need

- A console account that can see the access (the console calls it "tenant").
- To acknowledge and to reset a certificate: administrator rights.

How to do it

1. **Overview:** in the console `Start` › `Overview`. Under `Needs attention` you see `Devices rejected at registration (24 h)` with the count. The line expands into a list: per device a short reason, name, access, time, `attempts` and, under `What to do:`, the next step.
2. **Device list:** under `Fleet` › `Devices` a rejected device shows the red state `Rejected` — the reason appears when you hover over it.

3. **Device:** `Open device` (from the overview) or click the device in the list. Below the name it says in red since when and why it is rejected.
4. **Fix it** — depending on the reason (table below).
5. **Acknowledge:** when it is done, or the device was removed on purpose, click `Acknowledge` in the overview. If the device is rejected again later, it shows up again.

Reasons and what to do

Short reason in the console	What is behind it	What you do
Proof for the access invalid	The device's membership is no longer valid — expired, revoked, or invalidated by a new password of the member account it joined with (**H23**).	Add the device to the access again, most easily with a one-time code (**C2**). The "What to do:" sentence names "Zugang beitreten" (join access); on the device the way is **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Zugang** (Access) → **Beitreten** (Join) or **Mit Code hinzufügen** (Add with code).
Unknown access	The device signs in to an access that does not (or no longer) exist on the relay. It is then not in the device list, only in the overview.	Join an existing access on the device (**C2**).
Device certificate missing	The relay requires a device certificate and the device does not present one — typically after a reinstall or a restored image, or a move to another access is still pending.	In the device: **Reset certificate**. On your own relay also **Settings** › **Device certificates (mTLS)** → **Enrollment requests** → **Approve**.
Device certificate rejected	The certificate has expired, been revoked or was issued for another access.	In the device: **Reset certificate**; the device then fetches a new one.
Device blocked	The device is blocked in the console.	In the device or the device list: **Unblock** (the "What to do:" sentence says "Sperre aufheben" (lift the block) — the button is **Unblock**).
License exhausted	The relay's licence is not enough or has expired. There is also the separate line **Devices refused by the licence (24 h)**.	Extend or renew the licence (**A7**).
All seats of the access	All seats of the access are taken.	Free a seat or buy more (**C7**, **A7**).

Short reason in the console	What is behind it	What you do
`taken`		

How you know it worked

- The device signs in again within a few minutes — it retries about every two minutes. It is then online and disappears from the list under `Needs attention`; a successful sign-in clears the rejection.
- After `Acknowledge` the console reports "Rejection acknowledged."

Good to know

- **A proof of its own per device (from 20261010.3):** a device with the service or a machine-wide sign-in receives a proof bound to the device when it signs in (365 days, renewed automatically). From then on it no longer depends on the password of the account it joined with. For this the host restarts once briefly — that is intended.
- **Update the devices first, then change passwords.** When you change the password of a member account, the console asks first and names the devices that still depend on that account (**B5**).
- `Revoke device certificate` (right-click in the list) is not the same: for a rejected device, `Reset certificate` is the right button.
- **Device deleted?** Deleting it clears the rejection too. An older message about a deleted device says "The device is not (or no longer) in the device list. …" — just acknowledge it.
- What the **technician** sees when connecting to a device that is not signed in: **D9**.
- Blocked or removed: KB article **Block a device or remove it from management**.

If it does not work

You see	Meaning and remedy
Acknowledge is missing	Your account has no administrator rights.
The device is still rejected after resetting	BrowserDesk is not running on the device, or it signs in under another access. Check on the device: **Einstellungen** › **Fernzugriff** → card **Zugang**.
The rejection **Proof for the access invalid** returns about 24 hours after a move	A known bug on devices without the service, fixed from version 20261011.25. Update the device — the new version also heals devices that were already moved.
A whole access is suddenly offline	Usually a new password on the member account (**H23**). Add the devices again with a one-time code.

G21 Read the console overview — tiles, needs attention, cards

The console's start page shows at a glance how many devices are online, what is running and what you need to take care of. Every number takes you to the matching list with one click.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Free · Cloud · Own relay
Control from	Browser

What it is for

After signing in, the console shows the **Overview**: tiles with numbers at the top, below them **Needs attention** — what is waiting for you — and four cards with the latest devices, sessions and runs. Every number and every row takes you to the matching list with one click.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- A console account. Every account only sees the accesses it is enabled for; the console calls the access "tenant".

How to do it

1. In the console: **Start** › **Overview** (this is also the start page after signing in).
2. **Tiles at the top** — one click opens the matching view:

Tile	What it counts
Tenants	accesses you can see
Devices in total	all devices in these accesses
Online	devices connected right now
Active sessions	sessions still running
Open alerts	alerts not yet dealt with — red as soon as one is open (**G12**)
Licence	used and allowed devices of the relay's licence and its kind: "licensed", "trial" (yellow), "grace", "expired" or "free tier" (red)

1. **Needs attention** — only rows with a number above zero appear: - **Devices rejected at registration (24 h)** — expands the list with reason and next step (**G20**). - **Devices refused by the licence (24 h)** — the relay's licence is not enough. - **Four-eyes approvals** — access to critical devices is waiting for your approval. - **Device approvals (certificate)** — devices without a certificate are waiting for approval (own relay). - **Approve ad bookings** and **Orders** — only for the operator of a relay.

If it says **Nothing open — all done.**, there is nothing to do.

1. **Cards at the bottom** — up to 20 rows each; one click opens the entry: - **Last seen** — devices by their latest report, button **Devices** to the full list. - **Latest sessions** — button **Sessions**. - **Latest runs** — script runs, button **Runs**. - **Upcoming runs** — scheduled workflows in the next 7 days, button **Workflow runs**.

How you know it worked

- The tiles show numbers, the cards show rows with "… min ago" instead of clock times.
- Clicking a tile opens the matching list; clicking a row opens the device or entry.

Good to know

- **Needs attention by rights:** a row your account may not see is silently left out. A technician therefore sees fewer rows than an administrator.
- **Online** **is not** **Devices in total** **:** a device that is asleep or being rejected only counts under devices. Rejected devices are listed under **Needs attention** (**G20**).
- **Empty console:** if there is no device yet, it says **Welcome to BrowserDesk** with the steps **Create tenant** and **Connect device**. As administrator of an access you may not create an access — yours already exists. Add a device instead (**C2**).
- More about the console layout and searching with `Ctrl` + `K`: **B1**, **G1**.

If it does not work

You see	Meaning and remedy
"Devices could not be loaded." (or "Sessions …", "Runs …", "Upcoming runs could not be loaded.") in a card	The relay did not answer the query. Reload the page; if it persists, inform the relay's operator and **collect logs**.
Upcoming runs: "No active schedule in the next 7 days."	No workflow has a schedule this week (**G8**).
The tile **Licence** is red	The relay's licence has expired, is in its grace period, or the relay runs without a licence. Renew or install the licence (**A5**, **A7**).
The tile **Licence** stays empty	Your account may not read the licence status, or it could not be loaded.

G22 Handle users' feedback and forward it to the vendor

Bugs and wishes that users report in BrowserDesk arrive at your relay. In the console you set the status, forward a report to the vendor or turn it into a GitHub issue.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261010.26

What it is for

Users report bugs and suggestions directly in BrowserDesk (**F9**). The reports go to **your** relay — not automatically to the vendor. In the console you work through them: set the status, forward to the vendor at the push of a button or, with a GitHub repository of your own, create an issue.

> **Note:** The console is available in English; its labels are quoted in English. The BrowserDesk program is currently in German — its labels are quoted in German with the English meaning in brackets.

What you need

- Your own relay from version 20261010.26.
- A console account as **system administrator** of the relay.
- For GitHub issues: a GitHub repository and a GitHub token for it.

How to do it

1. In the console open `Support` › `Feedback`. The top right shows how many are still open.
2. Filter at the top: `Open`, `Done`, `Rejected` or `All`.
3. Each report shows title, number, kind (`Error` or `Suggestion`), time, the stated device ID and the text. `Diagnostics` expands version, platform and — if the user attached it — a log excerpt.
4. **Set the status:** in the selection on the right, `New`, `In progress`, `Done` or `Rejected`.
5. **Forward to the vendor:** `Forward to the vendor` → confirm. The report then says "Forwarded to the vendor" with the time.
6. **Create a GitHub issue** (optional): first, at the top right, `Settings` → `GitHub repository (owner/name)` and the token → `Save`. Then every report shows `Create GitHub issue`.

How you know it worked

- After changing the status the console reports "Status saved."
- After forwarding: "Forwarded to the vendor."
- After creating: "GitHub issue created." — the report shows the button `GitHub issue` leading to the issue, and the status changes to `In progress`.

What the other side sees

After sending, the user sees "Rückmeldung gesendet" (feedback sent). The status you set does not get back to them today.

Good to know

- **Nothing leaves your premises on its own.** Only what you forward is forwarded. The device ID and IP address are **not** passed on — neither to the vendor nor to GitHub.
- **Statements, not proof:** the sender states the device ID and platform themselves. If you need to rely on them, check them in the device list.

- **Against flooding:** at most 5 reports per hour and sender address, 300 per day in total.
- **Data protection:** a report contains personal data (text, device ID, address, optionally a log excerpt with computer names). The legal texts mention this; on your own relay you are responsible for it.
- The GitHub token is stored encrypted only on your relay and is never shown again.
- The vendor address is preset to `https://browserdesk.de` and can be changed under **Settings** → **Vendor address for “Forward”**.
- **Cloud:** reports from devices in the Cloud go to browserdesk.de, where the vendor handles them. Cloud customers cannot use this view.
- The console's empty-list text tells users to use "Settings → Send feedback"; in the German program the button is called **Rückmeldung senden** (send feedback).

If it does not work

You see	Meaning and remedy
An error message instead of the list	Your account is not a system administrator. The menu item also appears for other roles, but only the system administrator gets the list.
"No feedback in this selection. …"	There is no report in the chosen filter. Choose **All**.
"Forwarding failed."	The vendor cannot be reached from your relay, or the vendor address is wrong. Check the address under **Settings**.
"Creating the issue failed."	Repository name or token are wrong, or the token may not create issues.
Create GitHub issue is missing	Repository and token have not been entered under **Settings** yet.
Users say sending fails	Your relay is older than 20261010.26 — the app then reports an older version. Update the relay (**B8**).

G23 Delete an access completely

When a contract ends you delete an access with all its devices, sessions, tickets, recordings and its rows in the audit log — for good, and the deletion stays provable.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator · Own-relay operator
Applies to	Own relay
Right in the console	System administrator of the relay
Control from	Browser
from version	20261011.9

What it is for

When the work with a customer ends, their data must go. **"Delete completely"** removes an access together with everything that belongs to it: devices with certificates and inventory, sessions, script and workflow runs, start buttons, seats, tickets with attachments, feedback, recordings and its rows in the audit log. The deletion itself remains provable in the log.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- Your own relay from version 20261011.9.
- A console account as **system administrator** of the relay. Administrators of an access, supervisors and technicians do not see the menu item.
- The exact ID of the access (upper and lower case count).

How to do it

1. In the console open **Fleet** › **Tenants**. The console calls the access "tenant".
2. In the access's row open the ⋮ menu → **Delete completely …**. (Also in the device tree by right-clicking the access.)
3. The dialog **Delete access completely?** lists what will disappear. Read it, then **Continue …**.
4. In the dialog **Type the ID to confirm** enter the ID exactly into **ID of the access**.
5. **Delete for good**.

How you know it worked

- The console reports "Access “…” deleted completely: … devices, … data rows, … audit log rows."
- The access is no longer in the list.
- The audit log contains a closing entry for the deletion with ID, count and period, and `Verify chain` still reports the chain as intact (**G17**).

What the other side sees

Devices of the access that are connected right now are disconnected at once. Running sessions end. A device on which BrowserDesk is still installed keeps trying to sign in and is silently rejected.

Good to know

- **Final.** There is no recycle bin. The only way back is a backup of the relay.
- **What remains:** orders, licences, payments and invoices (statutory retention); the ID itself is never assigned again; in the audit log the numbers, checksums and counts of the deleted sections together with the closing entry — but no contents.
- **Backups and server logs** still contain the access until they rotate out after their own period (backups: the last 14, logs: 14 days).
- **"Delete" is not "Delete completely":** the menu item `Delete` only removes the access with its members and some settings — devices, sessions, tickets and log stay. For deletion at the end of a contract always use `Delete completely …`. If an access was previously only deleted, it is no longer in the list; there is no dedicated way in the console to clean it up yet — write to info@browserdesk.de.
- **Console accounts** bound only to this access are deleted; accounts with several accesses only lose the binding. API tokens only for this access disappear as well.
- **The access "default"** cannot be deleted completely.
- **Clean up the devices:** uninstall BrowserDesk on the devices, otherwise they keep knocking (**C8**).
- **Deadlines** — the data processing agreement promises deletion within 30 days after the end of the contract. The console does not delete automatically after a deadline; you start the deletion by hand.
- **Cloud:** for accesses on browserdesk.de there is no dedicated way for this yet — write to info@browserdesk.de. A full export of the data before deletion does not exist yet either.
- Deletion has not yet been measured on a real relay with connected devices.

If it does not work

You see	Meaning and remedy
Delete completely … is missing from the menu	Your account is not a system administrator, or it is the access "default".
"The ID does not match."	The ID you typed differs. Type it exactly as shown in the dialog — including upper and lower case.
"Complete deletion failed."	The relay refused or failed; the deletion runs in one step, so the access then stays. Run it again. If it persists, check the relay's log (**H19**).

G24 Assign and free seats of the add-on modules (Start Center, remote console)

You buy the Start Center and the remote console per device. A device takes its seat on first use or by assignment — after that it stays with that device. This is how you see who has which seat, and how one becomes free.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Licence	Add-on modules "Start Center" and "Remote console" (per device, once; never in Free)
Right in the console	On your own relay, assigning only by the system administrator
Controlled device	Windows · macOS · Linux
Control from	Browser
from version	20261003.6

What it is for

The **Start Center** (**G13**) and the **remote console** (**G11**) are add-on modules: you buy them for a number of devices, once. Every device that uses a module takes a **seat** for it — on first use or because you assign it. The seat then stays with that device. This page shows where you see the seats, how to assign one and how one becomes free again.

> **Note:** The console is available in English; the labels below are the English ones.

What you need

- Cloud or your own relay with bought seats (**A6**). Free never gets either module.
- **Own relay:** an account as system administrator — the seats apply to the whole relay, all accesses share them.
- **Cloud:** an account as administrator of the access — the seats apply per access.

How to do it

Own relay: see and assign seats

1. In the console `Business` › `Licenses` → section `Add-on modules`.
2. For each module you see `licensed`, `not licensed` or `Trial`, the figures `Seats purchased`, `taken` and `free`, and below them the devices with a seat: `Device`, `Tenant`, `Operating system`, `Seat since`, `Taken by` (`first use` or `assigned in the console`) and `Last seen`.
3. **Assign:** `Assign device` → choose the device → `Next` → confirm `Assign seat permanently?` → `Assign`.
4. **More seats:** `Buy more seats` takes you to the order page. After buying, install the new licence file (**A5**).

Cloud: see seats

1. `Fleet` › `Tenants` → double-click the access (`Edit tenant`) → tab `Features`.
2. In the rows "Start Center" and "Remote console", `Seats and switches` shows how many are purchased, in use and free.
3. Seats are taken on first use: the remote console the first time it is opened for a device, the Start Center the first time a start button is clicked on a device. As a Cloud customer you cannot assign a specific device in the console yet — there is no dedicated way for this; write to info@browserdesk.de.
4. Buy more seats: **/en/preise/** → buy more add-on modules (**A6**).

See what each device has

- In `Fleet` › `Devices` the column `Licence`: one chip per module — `active` (filled), `free – taken on first use` (dashed: the device has no seat yet, but one is free) or `not active`

(struck through). Hovering shows the reason. If the column is missing: `Choose columns`.

- Filter with the funnel of the column: `Start Center seat: yes`, `Start Center seat: no`, `Remote console seat: yes`, `Remote console seat: no`.
- In the device itself, `Overview` shows the same in the line `Licence`. If a device has no remote console seat, the menu item `Remote console` carries a lock.

How you know it worked

- After assigning, the console reports "Seat assigned: …"; the device is listed with `assigned in the console`, and `free` goes down by one.
- In the device list the device shows `active` for the module.

Good to know

- **Tied to the device.** A taken seat only becomes free when you **delete** the device (**C7**) — or when the licensing authority of browserdesk.de releases it on request. You cannot release it yourself.
- **Deletion brake:** so that seats are not swapped by deleting and re-registering, within 30 days only the first deletions free their seat at once — at least 3, with many seats 10 %. Each further one keeps the seat locked until the end of the period. The console shows this below the figures ("Deletion brake: … of … releases by deletion used in the last 30 days."), for each locked seat "Locked seat free from …", and an expandable list "Releases used (…)".
- **If the same device comes back,** it gets its old seat again if one is free; its deletion then does not count against the brake.
- **Moving:** if you move a device into another access, the seat moves with it on your own relay; in the Cloud it ends in the old access.
- **Seats only work with a valid licence** or a paid Cloud plan. If the plan ends and comes back, the seats are back.
- An open remote console keeps running even if its seat becomes free in the meantime — the check happens when opening.
- The seat display has not yet been looked at on a real relay, only in a simulated test setup.

If it does not work

You see	Meaning and remedy
Assign device is greyed out: "All seats are taken."	No seat is free. Buy more seats or delete a retired device (mind the deletion brake).
On the device or in the remote console: "Alle … Plätze der Remote-Konsole sind belegt, und dieses Gerät hat keinen. …" (all seats taken, this device has none; the relay sends it in German)	As above.
"Deletion brake: allowance of … releases in 30 days exceeded …"	You deleted more devices in 30 days than the allowance permits. The seat becomes free on the date shown — or buy more seats.
Box with **not licensed** and a sentence from the relay	Your licence does not include the module, or in the Cloud no seats have been bought for the access (**A6**).
A device is marked **over the limit**	The number of seats went down (smaller licence, trial ended). Only the oldest seats work; this device no longer uses the module.
Add-on modules is missing under **Licenses**	Your account is not a system administrator, or you are in the Cloud — there you see the seats under **Edit tenant** → **Features**.

H · When something does not work

H1 The picture stays black

The session is up, but you only see black or a notice instead of the screen. The most common reasons — from "wait a moment" to the setting for Remote Desktop.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

The connection is up, but the window stays black — or it shows a notice instead of the screen. Usually there is a clear reason on the device: Windows is showing a protected screen, the Mac lacks a permission, or the computer does not draw its screen at all. Go through the steps in order.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- A running session to the device.
- For some remedies: the person at the device or the administrator of your access.

How to do it

1. **Wait a few seconds.** Until the first picture arrives, the program shows a black area. If nothing comes after a few seconds, continue with step 2.

2. **Is there a notice in the picture?** "Am Gerät wird eine Administrator-Bestätigung angezeigt" (an administrator confirmation is shown on the device) means: Windows is showing a protected screen — a User Account Control (UAC) prompt, the lock screen or the screen after `Ctrl` + `Alt` + `Del`. - Below it says "Der BrowserDesk-Dienst übernimmt die Anzeige – das Bild kommt in wenigen Sekunden." (the BrowserDesk service takes over the display — the picture comes in a few seconds). Then wait. BrowserDesk switches its path internally, and the session briefly reconnects for that. Afterwards you see and operate the dialog (**E6**). - Below it says "Ohne den BrowserDesk-Dienst kann er nicht übertragen werden. …" (without the BrowserDesk service it cannot be transmitted). Then ask the person at the device to answer the dialog. The picture then comes back. To see such dialogs yourself in future, set up the service on the device (**C4**). "Run as administrator" is not enough.
3. **Chose H.264?** With the H.264 codec there is no such notice; the picture then stays black on a protected screen without the service. In the bar open **Ansicht** (View), under **CODEC** switch back to **VP8 (schnell)** (VP8, fast) or **Auto** (**E4**).
4. **Is the device a Mac?** If the Mac lacks the "Screen Recording" permission, BrowserDesk does not connect at all but reports "Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …" (Screen Recording is not granted on this Mac). The solution is in **H2**.
5. **Was the device last used via Remote Desktop (RDP)?** When someone disconnects an RDP session, Windows stops drawing the screen — BrowserDesk then shows black. For servers and kiosk computers there is a setting in the console: **Devices** → open the device → **Settings** → section **Reachability** → set **Keep RDP alive (redirect disconnected session to the console)** to on. > **Caution:** The session then appears on the device's real monitor. Only for computers nobody sits at.
6. **Is the device a phone or tablet?** There the transmission cannot be switched on from outside. The person at the device starts it in BrowserDesk (**F14**).

How you know it worked

You see the device's screen, and mouse movements show in the picture.

What the other side sees

- With a UAC prompt the person at the device sees the dialog as usual. With the service you can answer it remotely.
- With "Keep RDP alive" the disconnected session appears on the device's monitor.

Good to know

- **Only the service reaches protected screens.** UAC dialog, sign-in and lock screen are on a separate, protected screen in Windows. Only the BrowserDesk service may capture

and operate it (**H17**).

- **Two short reconnects per UAC dialog:** to the service and back, as with locking and unlocking.
- **The Mac does not show black but states the reason.** If the permission is missing, you get a refusal with the way to grant it.

If it does not work

You see	Meaning and remedy
"Am Gerät wird eine Administrator-Bestätigung angezeigt", and it stays that way	Without the service: the person at the device answers the dialog. With the service the picture should come after a few seconds — if not, collect logs (last row).
Black after switching to H.264	`Ansicht` (View) → `CODEC` → `VP8 (schnell)`.
"Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …"	Grant the permission on the Mac: **H2**.
"Auf dem iPhone läuft die Bildschirmübertragung nicht. …" or "Auf dem Android-Gerät läuft die Bildschirmfreigabe nicht. …" (screen sharing is not running on the phone)	The person at the device starts sharing (**F14**).
Black at the sign-in screen	See **H17**.
None of this fits	Collect logs (**H19**) and write to info@browserdesk.de with the device ID, the time and what you observed.

H2 The Mac shows no picture or cannot be controlled

A Mac needs two permissions that only its owner can give. If one is missing, there is no picture or mouse and keyboard fizzle out. How to check and grant them.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	macOS
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

A Mac can only be seen and controlled once its owner gives BrowserDesk two permissions: **Screen Recording** (for the picture) and **Accessibility** (for mouse and keyboard). No program and no administration can give itself these permissions. If one is missing, it easily looks like a network problem from outside. Here is how to recognise it and how the person at the Mac fixes it.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets.

What you need

- The person at the Mac — only they can grant the permissions.
- BrowserDesk on the Mac, started and with a user signed in. A Mac with an Apple chip can be controlled; a service that runs before sign-in does not exist on the Mac yet.

How to do it

1. **Read the sentence you get.** - "Auf diesem Mac ist „Bildschirmaufnahme“ für BrowserDesk nicht erteilt. …" (Screen Recording is not granted for BrowserDesk on this Mac) — the connection is refused; the permission for the picture is missing. Continue with step 2. - You see the picture, and "Auf diesem Mac ist „Bedienungshilfen“ für BrowserDesk nicht erteilt — Maus und Tastatur werden vom System verworfen. …" (Accessibility is not granted — the system discards mouse and keyboard) appears — the permission for control is missing. Continue with step 2. - "Auf dem Mac ist gerade ein Passwortfeld aktiv (Secure Input) …" (a password field is active on the Mac) — see step 4.
2. **Open the card on the Mac.** The person at the Mac opens BrowserDesk → `Einstellungen` › `Fernzugriff` (Settings > Remote access). The same card is also on the left under `Fernzugriff`. The card `macOS-Berechtigungen` (macOS permissions) shows both permissions as "erteilt" (granted) or "nicht erteilt" (not granted).
3. **Grant the missing permission.** In the row `Bildschirmaufnahme` (Screen Recording) or `Bedienungshilfen` (Accessibility): - `Anfragen` (Request) opens the macOS prompt.

macOS shows it only **once**. - If the prompt came before, use `Systemeinstellungen` (System Settings): it opens the matching list under Privacy & Security. Switch BrowserDesk on there. - After granting Screen Recording, macOS may ask to restart BrowserDesk. Then restart it. - Afterwards the top right of the card says "vollständig" (complete).

4. **Only the keyboard does not arrive?** If a password field is active on the Mac, BrowserDesk reports "Secure Input" to you. The mouse keeps working. Click next to the field or into another window and try again. Locking the Mac during a running session and unlocking it remotely worked in testing.
5. **macOS asks again?** Newer macOS versions ask again from time to time whether BrowserDesk may access screen and sound directly — even when the permissions are already set. While this prompt is open, it can block BrowserDesk on the Mac. The person at the Mac confirms it.
6. **Reconnect.** Then set up the session again.

How you know it worked

- On the Mac the card `macOS-Berechtigungen` says "vollständig" (complete), both rows "erteilt" (granted).
- You see the Mac's picture, and clicks and keys arrive.

What the other side sees

The person at the Mac sees the macOS prompt or the list in System Settings. Nothing changes without their approval.

Good to know

- **Both failures are silent.** Without Screen Recording there would only be a black picture; without Accessibility macOS accepts mouse and keyboard and throws them away. That is why BrowserDesk checks both itself and tells you.
- **A sleeping display** is woken when you connect and kept awake during the session.
- **Intel Macs** cannot be controlled with BrowserDesk; there BrowserDesk only runs to connect to other devices.

If it does not work

You see	Meaning and remedy
The card `macOS-Berechtigungen` is missing	It only exists on the Mac. Check that BrowserDesk is open on the right device.
`Anfragen` (Request) does nothing	macOS asks only once. Use `Systemeinstellungen` (System Settings) and switch BrowserDesk on there.
"erteilt" (granted), but still no picture	Quit and restart BrowserDesk on the Mac, then reconnect.
A single character arrives wrong	See **H5**.
None of this helps	Collect logs (**H19**) and write to info@browserdesk.de with the Mac's ID and the time.

`H3` I see the picture, but clicks do not arrive

You see the screen, yet mouse and keyboard do nothing. Usually "Nur Ansicht" (view only) appears at the top — with a reason. Here is what each reason means and who can change it.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261011.18

What it is for

The device's picture is there, but your clicks and keys do not arrive. Almost always an orange badge **"Nur Ansicht"** (view only) or **"Nur Ansicht — nicht steuerbar"** (view only — not controllable) then appears at the top of the session window, and BrowserDesk says why. Go through the steps in order.

> **Note:** The BrowserDesk programs and the session page in the browser are currently largely in German. Texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- A running session to the device.
- For some remedies: the person at the device or the administrator of your access.
- The exact reason comes from BrowserDesk on the device from version 20261011.18. Older devices say nothing about it.

How to do it

1. **Does the top say "Nur Ansicht" (without addition)?** Then another viewer is currently in control. Menu **Steuerung** (Control) → **Steuerung anfragen** (Request control); the other one must agree (**E28**). In the browser the status line says "Nur Ansicht — ein anderer Viewer steuert" (view only — another viewer is in control).
2. **Does the top say "Nur Ansicht — nicht steuerbar"?** Read the reason — it appears as a message and in the badge when you point at it with the mouse. **Steuerung anfragen** is then missing from the menu, because a request does not help here. - "Am Gerät ist „Steuerung erlauben" ausgeschaltet — …" (Allow control is switched off on the device): the person at the device has switched control off, or the administration prescribes it. It can be switched on in three places: - in the small session window on the device, the tile **Steuern** (Control) (**F3**), - on the device **Einstellungen** › **Sicherheit** (Settings > Security) → card **Interaktion & Berechtigungen** (Interaction & permissions) → **Steuerung erlauben** (Allow control), - in the console: **Devices** → open the device → **Settings** → section **Access and permissions** → **Allow control (otherwise view only)**. A default from the console takes precedence over the device.

The sentence mentions "Gerät → Einstellungen → Fernsteuerung" (device → settings → remote control) — in the console the section is called **Access and permissions**. As soon as the permission is back, the badge disappears by itself. - "Die Steuerung ist für diese Sitzung am Gerät nicht freigegeben …" (control is not approved for this session): the consent for this session has expired or been withdrawn. Disconnect and reconnect; the person at the device agrees again (**F1**). - "iPhone und iPad lassen sich nicht fernsteuern …" or "Android-Geräte lassen sich mit BrowserDesk noch nicht fernsteuern. …" (phones cannot be remote-controlled): with phones you only watch. The person at the device operates it.

1. **No badge, but still nothing arrives?** - **Drawing mode on?** Then your mouse only draws. In the bar **Wieder steuern (Zeichnen aus)** (control again, drawing off) (**E14**). -

Control room: a small tile takes no input. Click into the tile so it becomes large (**D8**). - **Mac as device:** if "Auf diesem Mac ist „Bedienungshilfen“ für BrowserDesk nicht erteilt …" (Accessibility is not granted) appears, a permission is missing there (**H2**). - **Windows, window with administrator rights:** if "Fenster mit Administratorrechten im Vordergrund – die Steuerung braucht den BrowserDesk-Dienst auf dem Gerät." (window with administrator rights in front — control needs the BrowserDesk service on the device) appears, the window you want to operate was started "as administrator". Without the BrowserDesk service Windows accepts no input from outside there. Set up the service (**C4**) or ask the person at the device to operate the window. - **UAC dialog or lock screen:** see **H1** and **H17**.

2. **Older BrowserDesk on the device?** Before 20261011.18 the device does not report switched-off control — you then see no badge, only clicks into nowhere. Update BrowserDesk on the device (**H11**) or check the three places from step 2 directly.

How you know it worked

The "Nur Ansicht" badge is gone, and clicks and keys take effect on the device.

What the other side sees

The person at the device sees in the small session window whether the tile `Steuern` (Control) is switched on. If `Nur Ansicht` (view only) appears at the top there, the viewer can only watch.

Good to know

- **The `Steuern` tile stays saved.** Whoever switches it off at the device also gets view only in the next session — until someone switches it back on (**F3**).
- **Control is a right of the device, not of the viewer.** A viewer cannot give it to themselves.
- **In the browser** the same applies: the badge shows the same text, the reason appears once in the status line.

If it does not work

You see	Meaning and remedy
"Nur Ansicht", **Steuerung anfragen** achieves nothing	The other viewer did not agree. Ask them to accept the request with **Erlauben** (Allow) or to choose **Alle dürfen steuern** (everyone may control) under **Steuerung** (**E28**).
"Nur Ansicht — nicht steuerbar" stays although everything is on at the device	The console prescribes it. Ask the administrator to switch on **Allow control (otherwise view only)**.
Mouse works, only the keyboard does not	See **H5**.
Clicks land next to the spot	See **H4**.
None of this helps	Collect logs (**H19**) and write to info@browserdesk.de with the device ID, the time and the exact sentence.

H4 Clicks land next to the spot

The pointer jumps away or a click hits the wrong thing — usually in a program running "as administrator" on a Windows device with enlarged display scaling. What helps.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261005.1

What it is for

You click a button, but on the device the click misses, or the pointer jumps away when clicking. This fault occurred on Windows devices in programs running "as administrator" — for example after a User Account Control prompt — when the display on the device is

enlarged (for example 125 % or 150 %). It has been fixed since version 20261005.1. Here is how to check.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets.

What you need

- A Windows device with the BrowserDesk service. Without the service, windows with administrator rights cannot be controlled at all (**H3**).
- For the update: the person at the device or the administrator of your access.

How to do it

1. **Does it only happen in a particular window?** Programs running "as administrator" receive your input through a separate path. If it works in other windows, it is this path — continue with step 2.
2. **Check the version on the device.** On the device the version is shown at the bottom left of the BrowserDesk window ("v …") and under `Einstellungen` › `Allgemein` (Settings > General) at "Installiert ist …" (installed is …). In the console it is in the device list. - **Older than 20261005.1:** update BrowserDesk on the device (**H11**). Only then do clicks hit in such windows with enlarged display. - **Older than 20261005.2:** over such windows the pointer only changes its shape after a click (for example to the text cursor). The update fixes that too.
3. **Does it stutter after a UAC dialog with sign-in?** Up to 20261005.1 the session then ran jerkily until you reconnected. Disconnect and reconnect once; the update helps permanently.

How you know it worked

The pointer stays in place when clicking, and the click hits the button you pointed at.

What the other side sees

The person at the device sees the pointer where you move it.

Good to know

- **Typing is not affected** — keys carry no position. If typing worked for you but clicking did not, it was exactly this fault.
- **Several monitors with different scaling** are the hardest case. If clicks still miss there, report it with logs.

- **Mac as device:** there BrowserDesk converts the Retina resolution; in testing, clicks in the middle and in the corners hit exactly.

If it does not work

You see	Meaning and remedy
"Fenster mit Administratorrechten im Vordergrund – die Steuerung braucht den BrowserDesk-Dienst auf dem Gerät." (window with administrator rights in front — control needs the BrowserDesk service)	The service is missing on the device (**C4**).
Clicks do not arrive at all	See **H3**.
Still off target with a current version	Collect logs (**H19**) and write to info@browserdesk.de with the device ID, the time, the name of the program and the scaling on the device.

H5 A key does not arrive or gives the wrong character

A character arrives wrong, a key does nothing on the device, or shortcuts land on your side instead of the device. The checks from the simple case to the report.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You type, but a different character arrives on the device — or nothing at all. That is almost never the network, but how your program sends the key and how the device interprets it. Go through the steps in order.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets.

What you need

- A session with control. If no input arrives at all, not even the mouse, read **H3** first.

How to do it

1. **Is the session window in front?** Click into the picture once. Otherwise keys and shortcuts land on your side instead of the device.
2. **Does a wrong character arrive (for example y instead of z)?** The program sends keys, not characters; which character results is decided by the keyboard layout on the device. Set the same layout on the device as on yours — or connect in the browser (**D4**): it sends printable characters as characters, so the layout on the device does not matter there (**E5**).
3. **Is a character typed with AltGr (@ { [ ] } \ ~ |) or the `<>` key missing?** The Windows program sends these as finished characters. If your program is older, they arrive wrong on a Mac. Update BrowserDesk on your side.
4. **Does a shortcut not reach the device (for example the Windows key)?** On the Mac, on Linux and in the browser your own system catches such shortcuts. Use **Eingabe** (Input) → **WINDOWS-TASTE SENDEN** (send Windows key) (browser: **Windows-Taste senden…**). `Ctrl` + `Alt` + `Del` only works through the menu (**E6**).
5. **Is the device a Mac with an active password field?** Then BrowserDesk reports "Auf dem Mac ist gerade ein Passwortfeld aktiv (Secure Input) …" (a password field is active on the Mac). Click next to the field and try again (**H2**).
6. **Does the key work in the browser but not in the program?** Then it is the path via the key number. Note which key it is, which system you use and which the device has, and report it (last row below).
7. **Is a key missing only at the sign-in screen, in the UAC dialog or in a window with administrator rights?** There keys take a separate path on the device. For Pause, `<>` and some special keys this path was incomplete for a long time. Report it with the device's version.

How you know it worked

The character appears on the device as you typed it.

What the other side sees

The person at the device sees your text in the respective window.

Good to know

- **A missing key does not announce itself.** It is silently swallowed and feels like a dead key.
- **Browser and program take different paths.** The browser sends characters, the program keys. That is why comparing them helps narrow the fault down.
- **Held keys** are released by BrowserDesk when you leave the session, so nothing stays "stuck" on the device.

If it does not work

You see	Meaning and remedy
Keys land on your side instead of the device	Click into the picture once; the session window must be in front.
y and z, special characters or umlauts swapped	Set the same layout on the device or connect in the browser.
WINDOWS-TASTE SENDEN is missing from the menu	The device is not a Windows device.
No input arrives at all	See **H3**.
A particular key is still missing	Collect logs (**H19**) and write to info@browserdesk.de with the key, your system, the device's system, versions and the time.

H6 The trackpad does not scroll

The device scrolls with the mouse, but not with two fingers on the laptop trackpad. Why that is and what helps.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)
from version	20260923.1

What it is for

On the laptop you scroll with two fingers on the trackpad — but nothing moves on the device. With a mouse you never notice, because mouse wheel and trackpad report to the program in two different ways. Since version 20260923.1 the BrowserDesk program understands both.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets.

What you need

- The BrowserDesk program on the laptop (Windows, Linux or Mac) as viewer.
- A session with control (**H3**).

How to do it

1. **Mouse or trackpad?** If the device scrolls with a mouse wheel but not with the trackpad, this is exactly the case. If nothing scrolls at all, it is not the trackpad — then see **H3**.
2. **Is the pointer over the bar?** Over the session bar no gesture takes effect on the device. Move the pointer into the picture and swipe again.
3. **Check your program's version.** It is shown at the bottom left of the BrowserDesk window ("v …") and under `Einstellungen` › `Allgemein` (Settings > General) at "Installiert ist …" (installed is …). If it is older than 20260923.1, update: `Update prüfen` (check for update) and then install the new version (**H11**).
4. **Do not confuse it with** `Trackpad-Modus` **(trackpad mode).** That item in the menu `Steuerung` (Control) is for touchscreens, phones and tablets. With a laptop trackpad it does nothing.
5. **Until then:** drag the scroll bar in the window on the device with the pointer.

How you know it worked

The content on the device scrolls along with your fingers — vertically and horizontally.

What the other side sees

The person at the device sees the window scroll as with a mouse wheel.

Good to know

- **Tested on a Windows laptop.** On Linux the path is confirmed from the source code but not measured on a device; on the Mac as viewer it is not tested.
- **Zooming with two fingers** has no effect in the program — only scrolling (**E7**).

- **Half a scroll step** at the end of a movement is dropped; the picture does not jump after.

If it does not work

You see	Meaning and remedy
Only the mouse scrolls, current version	Pointer not over the bar? Then report it (last row).
The direction is reversed	Report it with your system and the scroll direction setting (last row).
No input arrives at all	See **H3**.
None of this helps	Collect logs (**H19**) and write to info@browserdesk.de with your system, laptop model, version and the time.

H7 The device is offline or does not show up

The device is listed as offline, the program says "Gerät ist offline" (device is offline), or it is missing altogether. The checks on the device and in the console.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You want to connect, but the device is offline — or it is not in your list at all. "Offline" only means: the device is not signed in at the relay right now. The reason is almost always on the device itself. Go through the steps in order.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- For most steps: someone at the device, or you sit in front of it yourself.
- For the steps in the console: access to the console of your access (the console calls the access "tenant").

How to do it

1. **Is the device on and awake?** In sleep, switched off or without a network it is offline. The program then shows **Gerät ist offline** (device is offline) with **Aufwecken** (Wake up) — that tries to wake the device through another BrowserDesk device in the same network (D11 (in preparation)). In the browser the sentence reads "unknown or offline host".
2. **Read the state on the device.** Open BrowserDesk on the device → on the left **Fernzugriff** (Remote access) → card **Erreichbarkeit** (Reachability). There is a line with a coloured dot:

Line	Meaning	Remedy
"Bereit" or "Bereit (Dienst)" (ready, ready (service))	The device is signed in.	Is the ID right? It is shown next to it at "Eigene ID" (own ID).
"Aus" (off)	Nobody accepts connections.	Switch on **Eingehende Verbindungen zulassen** (allow incoming connections) or set up the service (**C4**).
"Verbindet mit dem Relay …" or "Dienst verbindet mit dem Relay …" (connecting to the relay)	The device does not reach the relay.	Check the network (**H10**).
"Dienst startet … (noch kein Lebenszeichen)" (service starting, no sign of life yet)	The service is starting or hangs.	Wait a few minutes (step 5).
"Nicht angemeldet" (not signed in)	The relay rejects the device.	The reason is in the card **Ihr Desktop** (Your desktop) (**H8**).
"Nicht erreichbar — kein Zugang" (not reachable — no access)	The device is signed in but belongs to no access.	Add the device to the access (**C2**).

1. **Test the network on the device.** **Einstellungen** › **Netzwerk** (Settings > Network) → card **Netzwerktest** (Network test) → **Test starten** (Start test). The test shows where it gets stuck (**H10**). Under "RELAY-ADRESSE" (relay address) there must be the relay you use too — otherwise the device signs in elsewhere and shows up there as a new device.
2. **Is the device missing from the list altogether?** Then it is not in your access: - It was never added, or only "joined" without a place: **C2**. - It dropped out of the access after a

repair or reinstallation: **H24**. - It is being rejected: in the console it is then listed as `Rejected` (**H8**).

3. **Does the service hang?** On Windows a WatchDog watches the service. If the service's sign of life is missing for a good ten minutes, it restarts it — gently at first, thoroughly if it repeats. Wait for that time. If that does not help, restart the computer.
4. **Does it not come online cleanly after the restart?** Repair the client (**H18**, **KB: Repair a client**). ID, password and access are kept.

How you know it worked

- On the device it says "Bereit" or "Bereit (Dienst)" (ready) with a green dot.
- In the console the device is `Online`, and `Last seen` is current.

What the other side sees

The person at the device notices none of this as long as nobody connects.

Good to know

- **In the console** the device list shows each device's state (`Online`, `Offline`, `Rejected`) and `Last seen`.
- **A rejected device** tries again every two minutes. After the remedy it can therefore take up to two minutes until it is online.
- **Without the service** the device can only be reached while the program runs and `Eingehende Verbindungen zulassen` (allow incoming connections) is on (**C4**).

If it does not work

You see	Meaning and remedy
`Aufwecken` (Wake up) does not help	Waking needs another BrowserDesk device running in the same network (D11 (in preparation)). Otherwise someone must switch the device on.
"Keine Verbindung zum Server. …" (no connection to the server) in the box on the device	The device has no network path to the relay (**H10**).
The device is listed twice in the console	An old row remained after a reinstallation (**H24**).
None of this helps	Collect logs on the device (**H19**) and write to info@browserdesk.de with the ID, the time and the line from the card `Erreichbarkeit`.

H8 The device is rejected

The device says "Dieser Rechner ist nicht angemeldet" (this computer is not signed in), the console says "Rejected". What each reason means — places full, no access, certificate, block, licence — and who can fix it.

> **PREVIEW** this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
from version	20261010.3

What it is for

A device signs in at the relay, and the relay says no. Then nobody can reach the device. BrowserDesk states the reason in two places: on the device itself and in the console. Most reasons can only be fixed by the administrator of the access or of the relay — on the device neither a restart nor a reinstallation helps then.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- On the device: being able to open BrowserDesk.
- For most remedies: administrator rights in the console of your access (the console calls the access "tenant") or the operator of your relay.

How to do it

1. **Read the reason on the device.** Open BrowserDesk → on the left `Dashboard` → card `Ihr Desktop` (Your desktop). There is the red box "Dieser Rechner ist nicht angemeldet" (this computer is not signed in) with the relay's sentence. Under `Fernzugriff` → `Erreichbarkeit` (Remote access → Reachability) it says "Nicht angemeldet" (not signed in).
2. **Or in the console.** `Overview` → `Needs attention` → `Devices rejected at registration (24 h)`. The list gives the reason for each device and the next step. In the device list the

device is shown as **Rejected**; point at it with the mouse to see the reason.

3. **Look the reason up in this table and fix it:**

Sentence on the device (shortened)	Meaning	Remedy
"Die Anmeldung am Zugang wurde abgelehnt — der Beitritt ist abgelaufen oder wurde widerrufen. …" (sign-in to the access refused — the join has expired or was revoked)	The device's proof for the access is no longer valid — for example because the password of the account it joined through was changed (**H23**).	Join again on the device: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Zugang** (Access) → **Beitreten** (Join) — or with a one-time code from the console (**C2**). The sentence mentions "„Zugang beitreten“" (join access); this button is meant.
"Diesen Zugang gibt es am Server nicht (mehr). …" (this access does not exist on the server (any more))	The access the device wants to belong to does not exist at the relay.	Join an existing access (**C2**).
"Der Server kennt für diesen Rechner ein Zertifikat, das hier nicht mehr vorliegt. …" or "Das Gerätezertifikat wurde vom Server abgelehnt …" (certificate missing here / rejected by the server)	The device certificate is missing on the device or no longer valid.	Administrator: open the device in the console → **Reset certificate**. The button is shown on the device while it is rejected, otherwise in the menu (⋮) under "Security". The device then fetches a new certificate.
"Dieser Rechner wurde in der Verwaltung gesperrt. …" (this computer was blocked in the administration)	The device is blocked.	Administrator: menu (⋮) of the device → **Unblock**.
"Der Server nimmt diesen Rechner nicht an: die Lizenz des Relays ist ausgeschöpft oder abgelaufen. …" (the relay's licence is exhausted or expired)	The licence of the own relay is not enough.	The relay operator extends or renews the licence (**A7**).
"Für diesen Zugang auf browserdesk.de sind alle Plätze belegt …", "Für diesen Mandanten sind … Geräte gekauft. …" or "BrowserDesk Free umfasst bis zu … Geräte. …" (all places of the access are taken)	All places of the access are in use.	Administrator: release a device that is no longer needed with **Free up place** (**C7**) or buy more places (**A7**).
"Dieses Gerät wurde aus seinem Zugang entfernt (Platz freigegeben). …" (removed from its access)	Someone took the device out of the access.	Add the device again (**C2**).
"Diese Geräte-Kennung ist am Server gerade anderweitig angemeldet …" (this ID is signed in elsewhere)	The same ID is signed in twice, for example through a second installation.	Wait a moment. If it stays: click **Neu registrieren** (register again) in the box.

1. **Wait.** A rejected device tries again every two minutes. After the remedy it is back after about two minutes at the latest. If BrowserDesk on the device restarts once by itself shortly afterwards, that is intended: the device has then received its own proof for the access.

2. **Done? Then acknowledge.** In the overview the entry disappears by itself as soon as the device signs in again. An entry for a device you have deleted is removed with `Acknowledge`.

How you know it worked

- On the device the red box is gone, and under `Erreichbarkeit` it says "Bereit" or "Bereit (Dienst)" (ready).
- In the console the device is no longer listed as `Rejected`.

What the other side sees

Whoever wants to connect to a rejected device gets "Gerät ist offline" (device is offline) or "unknown or offline host" (**H7**).

Good to know

- **Restarting and reinstalling do not help with these reasons.** Almost always something must be changed in the console or on the licence.
- **Trusted networks do not affect the device's sign-in,** only from where someone may control the device (**D9**, **B7**).
- **More places in the middle of the term:** there is no separate way for that on the website yet — write to info@browserdesk.de. For prices: **Prices**.
- **Macs and computers without the service that were moved to another access** dropped out again one day later before version 20261011.25. Update BrowserDesk on the device and join once more.
- **The box always advises "Zertifikat zurücksetzen" (reset certificate).** Below every red box it says "Das braucht Ihr Administrator: … Zertifikat zurücksetzen" (your administrator needs to … reset certificate). That only fits the certificate cases; otherwise the remedy from the table applies.

If it does not work

You see	Meaning and remedy
Still rejected after **Reset certificate**	Wait two minutes until the device tries again. If it stays, report it (last row).
A sentence that is not listed here, or "Der Server hat die Anmeldung abgelehnt (Code: …)" (the server refused the sign-in)	Update BrowserDesk on the device; if it stays, report the code.
The device is not in the list, but the counter shows a rejection	The device names an access that does not exist — then it is in no device list. Join an existing access on the device.
None of this helps	Collect logs on the device (**H19**) and write to info@browserdesk.de with the ID, the time and the sentence from the box.

H9 The password is not accepted

"Falsches Passwort" (wrong password) although you are sure, or the saved password will not work. The reasons from a typo to an old program on the device — and what exists for the console password.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

You connect with ID and password, and the device says "Falsches Passwort — bitte das richtige Zugriffs-Passwort eingeben." (wrong password — please enter the correct access password; in the browser: "Wrong password — please enter the device password"). Often the password on the device has changed, or the saved password no longer fits. Go through the steps in order — and do not try too often in a row, otherwise the device locks.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- The device's ID and someone who can look on the device — or the administrator who sets the password centrally.

How to do it

1. **Is the field empty?** The device never accepts an empty password, even if the field says "optional" — and it counts as a failed attempt. Enter the password.
2. **Look on the device.** On the start page the card `Ihr Desktop` (Your desktop) shows the password under "PASSWORT", hidden; `Anzeigen` (Show) makes it visible (**D2**). If someone clicked `Neues Passwort` (new password), the old one no longer applies. - A **one-time password** only applies to one session. - If `Systempasswort aktiv` (system password active) is off, only the device's own password applies.
3. **Do you connect through a tile with a saved password?** Then the saved one may be outdated. In the tile's menu (⋮) choose `Gespeichertes Passwort entfernen` (remove saved password), then connect again, type the password and tick `Zugangsdaten speichern` (save credentials). The saved password only applies to your user account on this computer — on another computer or under another Windows account you must enter it again.
4. **"Meine Geräte" (my devices) tile with an older program?** Up to version 20261010.10 this tile never read the saved password and connected with an empty field — the first attempt always failed. Update BrowserDesk on your side.
5. **"Zu viele Fehlversuche — bitte ein bis zwei Minuten warten, dann erneut verbinden." (too many failed attempts — wait a minute or two)?** After five wrong passwords in a row the device locks: first for 30 seconds, twice as long with every further lock, at most 15 minutes. The sentence says "a minute or two" — that is only true for the first locks. Wait, then connect **once** with the right password.
6. **Was the password set in the console?** An administrator sets it under `Devices` → menu of the device → `Set password`. The device only takes it over at its next sign-in at the relay. A BrowserDesk older than 20260925.4 on the device keeps its previous password until it is updated (**H11**).
7. **Was BrowserDesk set up anew on the device?** After a complete clean-up (repair with "-FullWipe", **KB: Repair a client**) the device has the same ID but a **new** password.

How you know it worked

The session opens. With `Zugangsdaten speichern` (save credentials) ticked, the next click on the tile connects without input.

Good to know

- **Three passwords apply side by side:** the one generated by the program (while `Systempasswort aktiv` is on), the own one and a one-time password (**D2**).
- **Without a password** the quick code helps (**D1**).
- **Console password forgotten:** another administrator of your access or the system administrator of the relay sets it anew. There is no reset by e-mail. If you are the only administrator of an access on browserdesk.de, there is no separate way for this yet — write to info@browserdesk.de.
- **Password of a member account changed?** That can throw devices out of the access that joined through this account (**H23**).

If it does not work

You see	Meaning and remedy
"Falsches Passwort — …" although it is right	Check on the device whether a new one was just generated. An administrator can assign the password anew with `Set password` (step 6).
I have to enter the saved password again and again	Another Windows account or another computer, the password on the device has changed, or `Zugangsdaten speichern` was not ticked.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (access was denied at the device or not confirmed in time)	The password was right; the person at the device did not agree (**D9**).
None of this helps	Collect logs on the device (**H19**) and write to info@browserdesk.de with the ID and the time of the attempt — never send the password.

`H10` The connection does not come about (firewall, proxy, port 443)

"Der Relay ist nicht erreichbar" (relay not reachable) or "Zeitüberschreitung" (timeout) — usually in a corporate network. The network test shows where it gets stuck and

what IT must allow.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Own-relay operator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV

What it is for

BrowserDesk needs only one connection to the outside: to the relay over port 443 — the same one every encrypted website uses. A VPN is not needed. In corporate networks, however, a firewall, a proxy or an inspection of encrypted connections often stands in the way. The built-in network test shows step by step where it gets stuck.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets.

What you need

- The BrowserDesk program on the computer that does not get through (on your side or on the device).
- For releases in firewall or proxy: your IT.

How to do it

1. **Does the computer have internet at all?** Open any website. Without internet nothing below helps.
2. **Read the sentence.** - "Zeitüberschreitung — der Relay hat nicht geantwortet. Besteht eine Netzverbindung?" (timeout — the relay did not answer) or "Der Relay ist nicht erreichbar. Besteht eine Netzverbindung?" (the relay is not reachable) — your computer does not reach the relay. Continue with step 3. - On the device, in the box of the card `Ihr Desktop` (Your desktop): "Keine Verbindung zum Server. Prüfen Sie die Internetverbindung und die Relay-Adresse unter Einstellungen → Netzwerk." (no connection to the server) — the device does not reach the relay. Run the test on the device.

3. **Start the network test.** Einstellungen › Netzwerk (Settings > Network) → card Netzwerktest (Network test) → Test starten (Start test). The test checks name resolution, port 443, certificate, HTTPS and the connection used for brokering, one after another (**KB: Network diagnostics**). Read the first line that is not OK:

Line in the test	Meaning	Remedy
"Proxy (Windows-System)" with a warning	A proxy is set in Windows — but BrowserDesk does not use it by itself and connects directly.	Enter the proxy in BrowserDesk (step 4).
"DNS-Auflösung" (DNS resolution): "fehlgeschlagen" (failed)	The relay's name cannot be resolved. Often the corporate DNS blocks the domain.	Ask IT to allow the relay address.
"TCP 443": "kein Durchgang" (no passage)	The firewall does not let port 443 through to the relay or requires a proxy.	Release by IT, or enter the proxy (step 4).
"TLS-Zertifikat" (TLS certificate): "NICHT vertrauenswürdig" (NOT trusted)	Almost always a corporate proxy inspects encrypted connections (SSL inspection).	Ask IT to exempt the relay address with port 443 from this inspection.
"WebSocket /ws": "fehlgeschlagen" (failed)	A proxy drops the persistent connection BrowserDesk uses for brokering.	Ask IT to allow the relay address in the proxy.

1. **Enter the proxy.** Einstellungen › Netzwerk → card Proxy → mode Manuell (manual): "PROXY-HOST", "PORT" and, if needed, user and password (**KB: Configure a proxy**). System takes the proxy settings from the environment variables. An HTTP proxy is supported.
2. **Check the relay address.** The same view shows "RELAY-ADRESSE" (relay address). For browserdesk.de it is `wss://browserdesk.de:443`, for an own relay its address (**C6**).
3. **Create the report for IT.** Diagnose exportieren (Export diagnostics) creates a report — as a file and in the clipboard. You can send it to your IT or to us.

How you know it worked

- In the Netzwerktest all lines are OK.
- The connection comes about; on the device it says "Bereit" (ready) under Erreichbarkeit (Reachability).

What the other side sees

Nothing. As long as the connection is not up, the person at the device notices nothing.

Good to know

- **For IT, in short:** allow outbound TCP port 443 to the relay address, do not send this address through SSL inspection and do not drop the WebSocket connection (upgrade).
- **Picture and sound take the direct path when possible.** If a network blocks the direct path, the relay carries the encrypted data over port 443 as well. With a proxy this always

runs through the relay.

- **The Windows proxy is not taken over.** Even if browsers get through the proxy, it must be entered in BrowserDesk.

If it does not work

You see	Meaning and remedy
All lines OK, but no session	Then it is not the network. Look up the exact sentence in **D9**.
"Relay wird aktualisiert – Verbindung wird wiederhergestellt …" (the relay is being updated – restoring the connection)	The relay is restarting after an update; wait (**H12**).
None of this helps	Send the report from `Diagnose exportieren` and the logs (**H19**) with the time to info@browserdesk.de.

H11 The update is stuck, or the device has the wrong version

A device stays on an old version, jumps back or does not install. Usually a target version, an update lock or a running session is behind it. The checks up to the forced update.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux · macOS

What it is for

A device should move to the new version but stays on the old one — or it jumps back after an update. BrowserDesk follows rules here: a target version from the console takes precedence, a running session is never interrupted for an update, and an update lock stops everything. Go through the steps in order.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- For the steps in the console: administrator rights in your access (the console calls the access "tenant").
- For the last step: administrator rights on the Windows device.

How to do it

1. **Read the version.** On the device at the bottom left of the BrowserDesk window ("v …") and under `Einstellungen` › `Allgemein` (Settings > General) at "Installiert ist …" (installed is …). In the console in the device list, column "Version".
2. **Is a session running?** An update from the console waits until the last session has ended and follows about a minute afterwards. On Linux the new version likewise only starts once no session is running. End the session and wait a moment.
3. **Does the device have a target version or a lock?** Then it installs **only** the target version — neither a newer nor an older one. That is intended and prevents going back and forth. Check in the console: - on the device: `Devices` → menu of the device → group "Manage" → `Assign version`, and whether `Unlock updates` is shown there (then a lock is set); - for the whole access: in the access's menu `Assign version…` or `Unlock updates`; - for the whole relay (own relay only, system administrator): `Version management`.

Set the target to the desired version or remove it, remove the lock. The device then signs in again and fetches the version.

1. `Automatische Updates` **(automatic updates) off on the device?** `Einstellungen` › `Allgemein` → `Automatische Updates`. If the switch is off, an update is only shown; start it with `Update prüfen` (check for update) and then the button "Auf … aktualisieren" (update to …), or at the top `Jetzt aktualisieren` (update now). By itself the program only checks at start; the Windows service checks every 30 minutes. A target version from the console arrives even with the switch off.
2. **Did the window disappear during the update?** On Windows with the service, the WatchDog does the swap and closes all BrowserDesk windows for it. From version 20261010.5 the window then reopens by itself, on the new version. With older versions: in the BrowserDesk icon in the notification area choose `BrowserDesk öffnen` (open BrowserDesk).

3. **Does the device still stay on the old version?** On the Windows device run the command from **KB: Force an update** in a PowerShell as administrator. It downloads the active version, checks it and swaps it. If that does not help either: repair the client (**H18**, **KB: Repair a client**).

How you know it worked

- In the console the column "Version" shows the desired version.
- On the device "Installiert ist …" shows the same version.

What the other side sees

On the device the BrowserDesk window disappears briefly and comes back on the new version. A running session is not interrupted — the update waits.

Good to know

- **"Wrong version" is often the target version.** If a target is set for the device, the access or the relay, the device fetches exactly that — even if the program already shows a newer one.
- **Linux cannot go back below the newest version.** A target older than the newest package is not reached by a Linux device.
- **A device that has not signed in anew at the relay for over 14 days** may fetch the newest version once and is brought back to the target at its next sign-in.
- **If the download hangs,** BrowserDesk aborts it when no data has arrived for a longer time. A slow line on which data still flows is not aborted.

If it does not work

You see	Meaning and remedy
The device jumps between two versions	Up to version 20261005.1 the automatic update fetched the newest version, and the console pulled the device back to the target. Set the target in the console to the desired version; from 20261005.1 the automatic update holds still while a target is set.
Linux: update installed, but the program shows the old version	From version 20260914.3 BrowserDesk restarts itself after the package update as soon as no session is running. With older versions restart it once by hand.
"Installierte Version aktualisieren?" (update installed version?) when starting a newer file	An older version is already installed on the computer. **Aktualisieren** (Update) brings the installed one up to date; **Nur starten** (just start) only starts the file.
None of this helps	Collect logs on the device (**H19**) and write to info@browserdesk.de with the ID, desired and actual version and the time.

H12 After a relay update the picture freezes

In the middle of the session the picture freezes or a spinner appears: "Relay wird aktualisiert" (the relay is being updated). What BrowserDesk does by itself and when you need to step in.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261007.9

What it is for

The relay brokers your sessions. When it is updated, it restarts briefly. A **direct** session keeps running; a session through the relay drops and rebuilds itself. Older BrowserDesk

programs did not notice the restart and got stuck with a frozen picture.

> **Note:** The BrowserDesk programs are currently in German. Program texts are quoted in German with the English meaning in brackets; where the browser has its own English text, it is quoted in English.

What you need

- A current program or the browser. Reconnecting by itself exists with relay 20261007.9 or later; for a direct session to keep running, BrowserDesk 20261008.1 or later is needed at **both** ends.

How to do it

1. **Is there a spinner with "Relay wird aktualisiert – Verbindung wird wiederhergestellt …"?** (In the browser: "The relay is being updated – restoring the connection …".) Then wait. BrowserDesk reconnects by itself after a few seconds. In the browser the attempts are shown as new attempts with a counter. If you do not want to wait: `Trennen` (Disconnect).
2. **Does the top say "Relay nicht erreichbar – die Sitzung läuft direkt weiter"?** (In the browser, bottom left: "The relay is being updated – the session continues directly".) Then just keep working. The session runs directly between the two computers; in the background it signs in at the relay again, without password and without new consent.
3. **Does it say "Verbindung unterbrochen – neu verbinden…" (connection interrupted – reconnecting)?** The connection broke without announcement. BrowserDesk rebuilds it by itself in that case too.
4. **Is the picture frozen without any notice?** Then your program is older. End with `Trennen` (Disconnect) and connect again. Afterwards update BrowserDesk (**H11**).

How you know it worked

The spinner disappears, the picture moves again, and mouse and keyboard take effect.

What the other side sees

With a direct session that keeps running, nothing changes for the person at the device.

Good to know

- **Direct or via the relay:** only a direct session keeps running. If the direct path does not come about at all, the picture runs in relay mode through the broker itself — then the session drops and rebuilds itself (**E33**).
- **The access counts the session anew.** For the rules of your access the rebuilt session is a new session, also for the number of technicians working at the same time.

- **After installation the relay does not announce its first restart.** A current program still notices the drop and reconnects.

If it does not work

You see	Meaning and remedy
The spinner stays and the attempts do not stop	The relay is gone for longer. Check whether your network reaches the relay (**H10**).
A refusal comes after the rebuild	Look up the sentence in **D9**.
Frozen picture despite a current program	**Trennen** (Disconnect), reconnect, then collect logs (**H19**) and write to info@browserdesk.de with the ID and the time.

H13 "The session ends by itself"

A running session drops or ends without you disconnecting. Here you find which sentence stands for which reason — time limit, person at the device, licence, plan, network — and what you can do.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261010.24

What it is for

You are working on a device and suddenly the session is closed — or the program says it is reconnecting. There are only a few reasons: a configured time limit, the person at the device, a restart, the network, a relay update or the licence. The sentence you see almost always tells you which one it was.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- The sentence the program or the browser shows (write it down or take a screenshot).
- For some remedies: the administrator of your access or the operator of your relay.

How to do it

Work through the steps in order — the common reasons first.

1. **Does the session end with the window `Verbindung beendet` (connection ended)?** Then the end was intended, and the program deliberately does not reconnect by itself. Read the sentence in the window:

You see	Reason	Fix
"Die Sitzung wurde nach … Minuten ohne Eingabe beendet (Vorgabe des Geräts). Sie können neu verbinden." (ended after … minutes without input — you can reconnect)	An idle limit is set on the device or in the console. Watching only counts as idle.	Reconnecting works at once. For good: choose a more generous limit or switch it off (**E32**).
"Die Sitzung hat die Höchstdauer von … Minuten erreicht und wurde beendet (Vorgabe des Geräts). Sie können neu verbinden." (maximum length reached)	A maximum length per session is set.	Reconnect — the time then starts over (**E32**).
"Der Gesteuerte hat die Verbindung beendet." (the controlled side ended the connection)	The person at the device disconnected.	Call the person. Your program deliberately does not reconnect.
"Der Gesteuerte hat die Verbindung beendet. Neu verbinden geht erst, wenn …" (reconnecting only when …)	You tried again after being disconnected.	Ask the person to let you in again, or wait for the time stated (**D9**).

One minute before a time limit a notice appears: "Ohne Eingabe endet diese Sitzung in einer Minute …" (without input this session ends in one minute) or "Diese Sitzung endet in einer Minute — Höchstdauer … min (Vorgabe des Geräts)." (this session ends in one minute — maximum length). Any input (mouse, keyboard, chat) resets the idle clock.

1. **Does the picture say "Verbindung unterbrochen – neu verbinden…"** (connection interrupted — reconnecting)? The network was gone briefly. The program rebuilds the connection by itself. Wait a few seconds. If it does not work: **H10**.

1. **Does the picture say "Relay wird aktualisiert – Verbindung wird wiederhergestellt …"** (relay is being updated — restoring the connection)? The relay is restarting. The program reconnects by itself (**H12**).

1. **Does the picture say "Gerät startet neu – Verbindung wird wiederhergestellt …"** (device is restarting) — or "Benutzer wird abgemeldet …" (user is signing out), "BrowserDesk startet am Gerät neu …" (BrowserDesk restarts on the device)? The device restarts or signs out. The program waits and then reconnects by itself (**E17**).

1. **On an iPhone or iPad:** if you switch apps, the app disconnects by itself. When you come back it rebuilds the session (**D5**).

1. **Own relay — licence expired or exceeded?** The relay checks the licence every minute. If it has expired (after the grace period) or more devices are registered than it allows, the relay disconnects the devices **even in the middle of a session**. The device then shows: "Der Server nimmt diesen Rechner nicht an: die Lizenz des Relays ist ausgeschöpft oder abgelaufen. …" (the server does not accept this computer: the relay's licence is used up or has expired). Only the relay operator can fix this: renew or extend the licence (**A5**). Nothing can be done on the device.

1. **Cloud — term of the access expired?** On browserdesk.de, Free applies once the term has ended. A running session does **not** drop. If the access then has more devices than Free allows, the relay disconnects those devices after their running session ends. New sessions must then be confirmed at the device every time. No data is lost. What happens on expiry: **A9**; renewing: **A7**.

1. **None of this fits?** Then **collect the logs** and send them to info@browserdesk.de — with the time of the drop, the device ID and the sentence you saw.

How you know it worked

You reconnect and the session stays up. If the end came from a time limit, it only comes back after the configured time.

What the other side sees

- With a time limit, the session ends on the device as after a disconnect. If `Gerät nach der Sitzung sperren` (lock the device after the session) is switched on there, the device is locked afterwards (**E31**).
- When the licence of an own relay ends, the person at the device sees the licence sentence.

Good to know

- **Final or not:** after `Verbindung beendet` the program never reconnects by itself. After an interruption (network, relay update, restart) it keeps trying by itself.
- **Time limits apply per connection.** Reconnecting starts them over. They are meant to close forgotten sessions, not to lock technicians out.

- **There is no waiting period after a time limit.** Unlike after the person at the device disconnected you, you may reconnect at once.
- **A session via quick code** cannot be resumed with the same code after a drop. The code is valid only once — the person has to read out a new one (**D1**).

If it does not work

You see	Meaning and fix
The session ends although you are watching	Intended: watching without input counts as idle. Choose a more generous limit (**E32**).
The selection on the device cannot be changed: "Vom Administrator festgelegt …" (set by the administrator)	The console sets the value. Ask the administrator.
After "Verbindung unterbrochen" the session does not come back	The device is offline (**H7**) or the network blocks (**H10**).
A refusal when reconnecting	Look up the sentence in **D9**.
A sentence that is not listed here	**Collect the logs** and send them to info@browserdesk.de.

H14 "No quick code appears"

Instead of six digits a notice appears, or nothing at all. Usually the device is not connected to the relay right now, or the quick code is switched off for the access. Here are all sentences and the ways around them.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Person at the device · Technician
Applies to	Free · Cloud · Own relay
Licence	service "quick code" (also in Free)
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20260924.8

What it is for

The person at the device is supposed to read six digits to you — but the button `Schnellcode erzeugen` (create quick code) brings no code, or the quick support shows a sentence instead of the digits. Usually the device cannot reach the relay right now, or the quick code is switched off for the access. The sentence tells you which case it is.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- The sentence next to the button (in red) or in the quick support window.
- For the ways around it: the device ID and password (**D2**) or your own access with a cloud licence (**C2**).

How to do it

1. **What does it say?** In the program the reason appears in red next to `Schnellcode erzeugen` (card `Erreichbarkeit` (reachability) on the start page). In the quick support it is shown in the window. Look the sentence up in the table:

You see	Meaning	Fix
"Der Dienst hat keinen Schnellcode geliefert — ist er beim Relay angemeldet? (Relay ab 20260924.8 nötig.)" (the service delivered no quick code — is it signed in at the relay?)	The BrowserDesk service runs on the computer but is not connected to the relay right now.	Check the internet, wait briefly, click again. If it stays: **H7**.
Quick support: "Der BrowserDesk-Dienst auf diesem Rechner hat keinen Code geliefert. Bitte später erneut versuchen." (the BrowserDesk service on this computer delivered no code)	A BrowserDesk with service is already installed on the computer, and it is not connected to the relay right now.	Check the internet and try again later. Or use the installed program straight away.
Quick support: "Keine Verbindung zum BrowserDesk-Server. Bitte die Internetverbindung prüfen." (no connection to the BrowserDesk server)	The computer does not reach the relay.	Check the internet; in a corporate network: **H10**.
"Schnellcode ist für diesen Zugang ausgeschaltet. Einschalten kann es der Verwalter des Zugangs (Mandant → Funktionen)." (quick code is switched off for this access; the administrator can switch it on)	The administrator of your access has switched the quick code off.	Ask the administrator. In the console: `Tenants` → `Edit tenant` → tab `Features` (**G4**).
"Dieses Gerät gehört zu keinem Zugang. Über browserdesk.de lassen sich nur Geräte steuern, die einem Zugang beigetreten sind — …" (this device belongs to no access)	The device is in no access, and the relay does not admit such devices.	Add the device to

an access (**C2**). The sentence names "Mandant beitreten" — in the program the way is `Einstellungen` › `Fernzugriff` (Settings > Remote access) → card `Zugang` (access) → `Beitreten` (join). | | "Der Wunsch konnte nicht an den Dienst übergeben werden (Ordner nicht beschreibbar)." (the request could not be handed to the service) | The program cannot reach the service. | Restart the program. If it stays: repair BrowserDesk (**H18**). | | "Schnellcode ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (quick code is not included in BrowserDesk Free, it is with a cloud licence) | Rare. Only appears if an operator has switched off the quick code in the Free plan. On browserdesk.de Free includes the quick code — also for unknown computers that start the quick support for the first time. | Connect with ID and password (**D2**) — the person confirms the session at the device. Or add the device to an access with a cloud licence (**C2**); then the code comes. | | "Der Server stellt keinen Schnellcode aus." (the server issues no quick code) | The relay refused without a reason. | **Collect the logs** and send them to info@browserdesk.de. |

1. **Is the button missing altogether?** Then the device is not reachable right now. The connect area says: "Zum Erzeugen muss dieses Gerät erreichbar sein — „Eingehende Verbindungen zulassen“ einschalten." (to create one, this device must be reachable — switch on "allow incoming connections"). Switch it on, then `Schnellcode erzeugen` appears.

1. **The code comes, but you cannot get in with it?** That is not a missing code but a refusal when redeeming it — for example "Schnellcode unbekannt oder abgelaufen — am Gerät einen neuen Schnellcode erzeugen lassen." (quick code unknown or expired). A code is valid for five minutes and only once. Have a new code read out (**D1**).

1. **No link to the quick support in the browser?** At **browserdesk.de/app** the link only appears in the tab `Quick code` if the relay offers the quick support. An own relay with an older version does not offer it yet — then the person installs BrowserDesk (**C1**).

1. **Own relay:** the quick code exists from relay 20260924.8. An older relay issues none — ask the operator to update it (**B8**).

1. **None of this fits? Collect the logs** on the device and send them to info@browserdesk.de — with the sentence and the time.

How you know it worked

Next to `Schnellcode erzeugen` or in the quick support there are six digits, for example "482 913", with the remaining time beside them.

What the other side sees

The person at the device sees the sentence in the program or in the quick support. With Free, when you connect with ID and password, they see the question `Zugriff erlauben?`

(allow access?) and must click **Erlauben** (allow) (**F1**).

Good to know

- **Free has the quick code.** On browserdesk.de it works for every computer — also for unknown computers that belong to no access, and for devices in a Free access. Only if an operator switches it off in the Free plan does the Free sentence from the table appear.
- **One code per device:** a new code replaces the old one. If the device goes offline, the code expires.
- **The code replaces the password, never the consent.** The person at the device always has to click **Erlauben**.

If it does not work

You see	Meaning and fix
The Free sentence although the device should be in your cloud access	Check in the console under **Devices** whether the device is listed. If not: add it (**C2**).
ID and password are refused as well	Look up the sentence in **D9**.
A sentence that is not listed here	**Collect the logs** and send them to info@browserdesk.de.

H15 "The app does not run on my Fire TV Stick"

The BrowserDesk app cannot be installed or started on the Fire TV Stick. Usually it is a new stick with Vega OS — no Android app runs there. Here you find which sticks work and what you can do instead.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Free · Cloud · Own relay
Control from	Phone/tablet/Fire TV

What it is for

You want to control a computer from the TV, but the BrowserDesk app cannot be installed or does not start on the Fire TV Stick. The app is an Android app. New Fire TV Sticks, however, no longer run Android (Fire OS) but **Vega OS** — and no Android app runs there.

What you need

- The exact name of your stick (on the box or the invoice).

How to do it

1. **Which stick is it?** Compare with the list:

| Stick | Operating system | BrowserDesk | |---|---|---| | Fire TV Stick 4K Select (2025) | Vega OS | **does not work** | | Fire TV Stick HD (2026) | Vega OS | **does not work** | | Fire TV Stick 4K, 3rd generation (2026) | Vega OS | **does not work** | | Fire TV Stick 4K Plus (2025) | Fire OS 8 | works | | Fire TV Stick HD (2024) | Fire OS 7 | works | | Fire TV Stick 4K Max (2nd gen), Stick 4K (2nd gen) | Fire OS 8 | works | | Fire TV Stick Lite, Stick (3rd gen), Stick 4K (1st gen), Cube | Fire OS 7 | works | | Fire TV 3rd generation | Fire OS 6 | works | | very old sticks and boxes | Fire OS 5 | **does not work** (too old) |

The list follows Amazon's device list as of 30 September 2026. Watch out with "Stick HD": the 2024 model works, the 2026 model does not.

1. **A Vega OS stick or Fire OS 5?** Then BrowserDesk does not run on it, and nothing can be changed on the stick. Use one of the sticks marked "works" — or control from a phone, tablet or computer instead (**D5**, **D4**).

1. **A stick with Fire OS 6 or newer, but no app?** There is no public way to get the app yet (Amazon Appstore). For Android phones, tablets and the Fire TV Stick it is the same APK (**C1**). There is no guide yet for putting it onto the stick — write to info@browserdesk.de.

1. **The app is installed but does not start or shows an error?** Write to info@browserdesk.de: the name of the stick, the app version and what you see (a photo of the TV is enough). Logs cannot be collected on the stick yourself (**H19**).

How you know it worked

The TV shows the BrowserDesk interface for the remote control with the number pad for the ID (**D5**).

Good to know

- **The stick is only a viewer.** It controls a Windows, macOS or Linux computer; the stick itself cannot be controlled.
- **Mind the model when buying:** anyone buying a new stick today easily gets a Vega OS device.

If it does not work

You see	Meaning and fix
"Bitte eine neunstellige Geräte-ID eingeben." (please enter a nine-digit device ID)	The app runs — the ID has nine digits. Add the missing digits (**D5**).
The connection is refused	Look up the sentence in **D9**.
Your stick is not in the list	Write to info@browserdesk.de with the exact model name.

H16 "The iPhone app closes" or "my connections are gone"

The app is suddenly closed after disconnecting, tapping a device in the list reports "Bad state", or after a new version the remembered connections and the history are empty. Here are the causes and what helps.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Employee working from home
Applies to	Free · Cloud · Own relay
Control from	Phone/tablet/Fire TV
from version	20261011.22

What it is for

On the iPhone or iPad one of three things happens: the app is simply gone after disconnecting. Tapping a device in the list reports "Bad state: Relay-Verbindung getrennt" (relay connection closed). Or after installing a new version the remembered connections, the history and saved passwords are gone. All three have a known cause.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- If possible: the version of the app.

How to do it

1. **The app closes when disconnecting?** That was a bug in versions before 20261011.22: while the connection was torn down, a library asked for the microphone, and iOS ended the app at once. Fixed since 20261011.22. Install the new version — **over** the old one, see step 3.

1. **Tapping a device in the list reports "Bad state: Relay-Verbindung getrennt"?** The list used to connect with the saved password — and that was usually empty. Every device refuses an empty password. Since version 20261011.20 the app asks for the password if none is saved (`Kennwort auf diesem Gerät speichern` (save password on this device) is then preselected) and asks once more after a refusal. With an older version: enter ID and password by hand in the tab `Verbinden` (connect) (**D5**). Signing in to the access does not replace the device password.

1. **Connections gone after a new version?** Then the app was **deleted** first — not replaced. On the iPhone, everything the app stored disappears with it: remembered connections, history, the app's ID and preview pictures. This cannot be brought back. - **Next time: never delete** the app to install a new version. Install the new version over the existing one, like a normal update. Then everything is kept. - The saved passwords are in the iOS keychain and even survive deleting. The address book entries are gone anyway — enter the devices again (**D5**).

1. **Something else?** Write to info@browserdesk.de: device (iPhone or iPad), iOS version, app version and what you did before it happened. Logs cannot be collected in the app yourself (**H19**).

How you know it worked

- After disconnecting, the app stays open.
- Under `Zuletzt verwendet` (recently used) your devices are still listed after the next update.

Good to know

- **Switching apps disconnects the session.** If you switch to another app, BrowserDesk disconnects by itself and rebuilds the connection when you come back. That is not a crash.
- **Saving passwords is optional.** `Zugangsdaten speichern` (save credentials) is off by default; without a saved password the app asks for it when you connect from a list.
- A public way to get the app (App Store) will follow (**C1**).

If it does not work

You see	Meaning and fix
"Falsches Passwort — bitte das richtige Zugriffs-Passwort eingeben." (wrong password)	The device password is wrong (**H9**).
The app still closes when disconnecting	Check the version — before 20261011.22? Then update. Otherwise write to info@browserdesk.de.
Another refusal	Look up the sentence in **D9**.

H17 "I cannot reach the Windows sign-in or the lock screen"

At the lock screen, the Windows sign-in or an administrator confirmation the picture stays grey, black or shows a notice. This only works with the BrowserDesk service — and not with Free.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician · Account administrator
Applies to	Cloud · Own relay
Licence	service "access without confirmation at the device and access before sign-in" (not in Free)
Controlled device	Windows
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261004.11

What it is for

You are connected to a Windows computer. Then the screen gets locked, Windows asks for a sign-in, or the question for administrator rights appears (user account control). Instead of the picture you see a notice or nothing. These screens are specially protected in Windows. Only the BrowserDesk **service** may show and operate them.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- On the device: BrowserDesk with the **service** installed (**C4**). Setting it up needs administrator rights once.
- A cloud licence or an own relay. It does not work with Free.

How to do it

1. **What does the picture show?** - "Am Gerät wird eine Administrator-Bestätigung angezeigt" (an administrator confirmation is shown on the device) with the sentence "… Der BrowserDesk-Dienst übernimmt die Anzeige – das Bild kommt in wenigen Sekunden." (the BrowserDesk service takes over the display — the picture comes in a few seconds): all fine. Wait a few seconds. The program briefly reconnects. - The same box with "… Ohne den BrowserDesk-Dienst kann er nicht übertragen werden. Bitten Sie die Person am Gerät, den Dialog zu beantworten – danach erscheint das Bild wieder." (without the BrowserDesk service it cannot be transmitted — ask the person at the device to answer the dialog): no service runs on the device. Continue with step 2 — or let the person on site answer.

1. **Is the service running?** On the device `Einstellungen` › `Fernzugriff` (Settings > Remote access) → card `Systemdienst` (system service). If it does not say "Läuft" (running), set up the service with `Dienst installieren` (install service) — the administrator password is needed (**C4**). Without anyone on site this works from the command line: **Install a client from the command line**. Even "run as administrator" is not enough — only the service reaches these screens.

1. **Free?** On browserdesk.de every device outside an access with a cloud licence counts as Free. There the person at the device must confirm every session — nobody can do that at the sign-in screen. Access without confirmation and before sign-in only exists with a cloud licence or an own relay (**A1**).

1. **Need Ctrl+Alt+Del?** You send the key combination via the session menu (**E6**).

1. **Clicks land next to the spot,** for example in a program running with administrator rights: **H4**.

1. **The device does not come back online after sign-in or restart?** Repair BrowserDesk (**H18**, **Repair a client**).

1. **Nothing helps? Collect the logs** on the device — they show whether the service took over the protected screen — and send them to info@browserdesk.de.

How you know it worked

You see the lock screen, the sign-in or the administrator question and can type and click there — for example "Yes" in the user account control or the password at the lock screen.

What the other side sees

The person at the device sees the lock screen or the administrator question as usual. Your input appears there.

Good to know

- **Brief rebuild:** when Windows switches to a protected screen (and back), another part of the service takes over. The program reconnects by itself — the picture is gone for a moment.
- **macOS and Linux:** a Mac can only be controlled while a user is signed in. On Linux there is a separate card `Zugang vor der Anmeldung` (access before sign-in) for the sign-in screen (**C4**).
- More background: **Reach the Windows login / lock screen**.

If it does not work

You see	Meaning and fix
Notice "Ohne den BrowserDesk-Dienst kann er nicht übertragen werden …"	Set up the service (step 2) or let the person on site answer.
The picture stays black without a notice	**H1**.
"Der Zugriff wurde am Gerät abgelehnt oder nicht rechtzeitig bestätigt." (access was refused or not confirmed in time at the device)	The device requires a confirmation (for example Free), and nobody gave it (**D9**).
A sentence that is not listed here	**Collect the logs** and send them to info@browserdesk.de.

`H18` "BrowserDesk does not start properly" — repair and reinstall

BrowserDesk does not start, vanishes at once, is stuck on an old version or the installation aborts. The repair cleans up and reinstalls — ID, password and access are kept.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Account administrator
Applies to	Free · Cloud · Own relay
Right in the console	administrator on the Windows device
Controlled device	Windows
from version	20260930.3

What it is for

BrowserDesk does not start on a Windows computer, shows no window, only appears briefly in the Task Manager, is stuck on an old version, or the installer aborts. For all of this there is a **repair**: it cleans up BrowserDesk and reinstalls the current version. ID, password, certificate and access are kept — the device then signs in as before.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- Administrator rights on the Windows computer.
- A PowerShell (as administrator) and internet.

How to do it

1. **Save the logs first.** The repair deletes the logs. If you want to report the error, **collect the logs beforehand**.

1. **Is the device only stuck on an old version?** Then force the update first (**Force an update**, **H11**).

1. **Repair.** The article **Repair a client** contains the command to copy. Paste and run it in a PowerShell as administrator. The repair - stops BrowserDesk and removes the service and tasks, - empties the program folder, the cache and the logs, - downloads the current version and sets it up again.

Kept: ID, password, device certificate, the sign-in to the access, relay address, settings, proxy — and the address book and history of the program.

1. **Does BrowserDesk start afterwards?** Then check in **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Systemdienst** (system service) whether the service is running, and on the start page in **Ihr Desktop** (your desktop) whether "Zugang: …" (access) shows your access.

1. **If that does not help: remove completely and reinstall.** Fully uninstall a client removes everything; then you install again (**C1**). > **Caution:** afterwards the device comes back with the **same ID**, but with a **new password** and **without an > access**. Add it to the access again (**C2**) and pass on the new password. The same applies to the repair with > the switch `-FullWipe`.

1. **Still not?** Send the logs you saved before to info@browserdesk.de (**H19**).

How you know it worked

- The program starts, and the start page shows the ID in **Ihr Desktop** as before.
- The card **Systemdienst** says "Status: Läuft (Autostart + Auto-Update)" (running).
- In the console the device is online again, in the same access as before.

Good to know

- **Most common cause** of stuck old versions is a damaged cache that BrowserDesk unpacks itself into at start. The repair always empties it.
- **Installer aborts (error 1603):** this affected packages before version 20260911.2. Use the current package or repair.
- **Remove only the service** and keep everything else: see the note in the article **Fully uninstall a client**.

If it does not work

You see	Meaning and fix
PowerShell reports that the script needs administrator rights	Open PowerShell with right-click → "Run as administrator".
After the repair the line "Zugang: …" (access) is missing in **Ihr Desktop**	The sign-in to the access got lost. Add it again (**C2**, **H24**).
Another error	Send the logs to info@browserdesk.de (**H19**).

H19 Collect logs and send them to support

Where BrowserDesk keeps its logs on Windows, macOS and Linux, which files support needs, which you should never send — and how to send everything to info@browserdesk.de.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Person at the device · Technician · Account administrator · Own-relay operator · Employee working from home
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux)

What it is for

When something does not work and no page of this manual helps, support needs BrowserDesk's **logs**. They record step by step what the program did. This page tells you where the logs are on each system, which files to send — and which **never**.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- Access to the computer in question. With a connection problem often both: the controlled device **and** the technician's computer.
- The time the error happened (to the minute if possible).
- On Windows, administrator rights for some files.

How to do it

1. The quick way: report from the program

On Windows, macOS and Linux: **Einstellungen** › **Allgemein** (Settings > General) → **Rückmeldung senden** (send feedback).

1. Choose **Fehler** (bug), fill in **Titel** (title) and the description.
2. Leave **Diagnose mitsenden** (send diagnostics) on (version, system, language).
3. Switch on **Protokollauszug anhängen** (attach log excerpt) — this attaches the last lines of this program. They may contain computer names and addresses.
4. **Senden** (send).

The feedback goes to **your relay**. On browserdesk.de it therefore reaches us directly. With an own relay it reaches your relay's operator, who can forward it to us (**F9**).

If the excerpt is not enough, support will ask for the full files — then step 2.

2. Collect the files yourself

Windows

What	Where
Service and supervisor (sign-in at the relay, lock screen, updates)	`C:\ProgramData\BrowserDesk\Logs\` — above all `bd-service.log`
Update and recovery log	`C:\ProgramData\BrowserDesk\watchdog.log`
State of the service	`C:\ProgramData\BrowserDesk\health.json`
Your side as technician (connecting, drops)	`%LOCALAPPDATA%\BrowserDesk\Logs\betrachter.log`
Network test	`%LOCALAPPDATA%\BrowserDesk\netzwerk-diagnose.txt` (see step 3)

How: type the location into the Explorer address bar, select the files, right-click → "Send to" → "Compressed (zipped) folder".

macOS

What	Where
Device and program (picture, sign-in, permissions)	`~/Library/Application Support/BrowserDesk/Logs/bdhost.log` (and the previous file `bdhost.log.1`)
Your side as technician	`~/Library/Logs/BrowserDesk/betrachter.log`

In the Finder: "Go" → "Go to Folder …", enter the location, select the files, right-click → "Compress".

Linux

What	Where
The user's service	`journalctl --user -u browserdesk.service -b > browserdesk.txt`
Service at the sign-in screen	`sudo journalctl -u browserdesk-system.service -b > browserdesk-system.txt`
Updates	`/var/log/browserdesk-update.log`
Your side as technician	usually `~/.local/state/browserdesk/logs/betrachter.log`

Run the commands in a terminal; they write the log since the last boot into a file.

3. Network problem? Add the network test

Einstellungen › **Netzwerk** (Settings > Network) → card **Netzwerktest** (network test) → **Test starten** (run test), then **Diagnose exportieren** (export diagnostics). The program puts the report on the clipboard, saves it and names the location: "Diagnose in die Zwischenablage kopiert und gespeichert: …" (diagnostics copied to the clipboard and saved) (**H10**).

4. Send

An e-mail to **info@browserdesk.de** with:

- the files or the ZIP file,
- the **ID** of the device (with a connection problem, of both sides),
- date and time of the error,
- the sentence you saw, best as a screenshot,
- and what you did before.

> **Caution:** send **only** the logs from the tables. The folder `C:\ProgramData\BrowserDesk` also contains `identity.json` (with the device password), `enrollment.json` (the sign-in to the access) and `device-*.pem` (certificate and key of the device). Whoever has these files knows your device's password and can pose as your device. So never pack the whole folder.

How you know it worked

You get an answer to your e-mail. For feedback from the program, the window **Rückmeldung gesendet** (feedback sent) shows "Danke! Ihre Rückmeldung ist als Nr. … angekommen." (thank you, your feedback arrived as no. …).

Good to know

- **The logs may contain computer names, addresses and IDs.** Send them only to support.
- **Collect first, repair afterwards.** The repair (**H18**) deletes the logs.
- `bdhost.log` **and** `betrachter.log` **do not grow endlessly.** From a fixed size a new file starts, the previous one is kept as predecessor (`… .1`).
- **Phone, tablet, Fire TV and browser:** for the apps and the web access there is no way yet to collect logs yourself. Describe the case by e-mail and add a screenshot.
- **Own relay:** the logs of the relay itself are up to its operator.
- The knowledge base has the article **Collect and send logs**. Its command (Windows, PowerShell) collects all logs into one ZIP file at once — only `*.log` , `*.txt` and `health.json` , without the files from the caution box.

If it does not work

You see	Meaning and fix
The folder `C:\ProgramData` is not visible in Explorer	It is hidden. Type the location into the address bar anyway.
A file cannot be opened or copied	It belongs to the service. Use Explorer or the terminal as administrator.
A file from the table is missing	That part never ran on this computer (for example no service installed) — just leave it out.
Rückmeldung senden reports an older version	Your relay does not know feedback yet. Send the files by e-mail.
Diagnose exportieren does nothing	First **Test starten** — without a test result there is nothing to export.

H20 "The print does not arrive" or "only the second job arrived"

Someone printed to "BrowserDesk Drucker" on the device, but nothing appears on your side — or only one of two jobs. Here are the reasons in order and what helps.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Person at the device · Technician
Applies to	Free · Cloud · Own relay
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux) · Browser

What it is for

In the session you set up the printer "BrowserDesk Drucker" on the device (**E21**). Someone printed to it on the device — but no **Druckauftrag vom Gerät** (print job from the device) appears on your side, or only one of two jobs arrived.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- A running session to the device while printing.
- On the device Windows or Linux with the BrowserDesk service installed.

How to do it

1. **Were you connected when it was printed?** Without a session the device keeps nothing: a job printed while nobody is connected is discarded. Likewise the device deletes jobs not yet collected as soon as the last technician leaves the session. Connect and have it printed again **during** the session.

1. **Was the right printer used?** On the device "BrowserDesk Drucker" must be chosen (on Linux the queue "BrowserDesk"), not the default printer. If your menu shows **Drucker am Gerät entfernen** (remove printer on the device), the printer is set up; if it shows **Drucker am Gerät einrichten** (set up printer on the device), it is still missing.

1. **Did you already click the job away?** In the program a cancelled print stays under "Bereitgestellte Dateien" (provided files): "Drucken abgebrochen — der Auftrag bleibt unter „Bereitgestellte Dateien“." (printing cancelled — the job stays under provided files). In the browser, **Drucken …** (print) opens a new tab with the PDF. If the browser blocks the tab, the PDF is saved instead, like a download.

1. **Did a message appear?** The sentences are in the table below. Most common: the job hung in the device's print system ("… nicht fertig (90 s) …") or was not a PDF (Linux without cups-filters).

1. **Only the second of two jobs arrived?** On Windows the driver writes every job into the same file. So that two jobs do not overwrite each other, BrowserDesk keeps the printer paused and collects the jobs one by one. If still only one arrives: have **one job after the other** printed — the next only when the previous one has appeared on your side as `Druckauftrag vom Gerät`. On Linux each job arrives as its own file; this overwriting does not happen there.

1. **Set the printer up again.** `Dateien` › `Drucker am Gerät entfernen` (Files > remove printer on the device), then `Dateien` › `Drucker am Gerät einrichten`.

1. **Still nothing? Collect the logs** on the device (the service log) and send them with the time of printing to info@browserdesk.de.

How you know it worked

`Druckauftrag vom Gerät` appears on your side with name and size: "„…“ (…) wurde am Gerät auf „BrowserDesk Drucker“ gedruckt. …" (… was printed on the device to "BrowserDesk Drucker") — with `Drucken …`, `Speichern` (save) and `Verwerfen` (discard).

What the other side sees

The person at the device prints as usual. No paper comes out there.

Good to know

- **At most 100 MB** per job.
- **Several technicians** in one session are all offered the job.
- **macOS as the device** cannot print this way yet.
- **Removing does not work at once?** Windows sometimes releases the printer port only after a few seconds. A port left behind does no harm; it is reused the next time you set up the printer.

If it does not work

You see	Meaning and fix
"Der Druckauftrag wurde nicht fertig (90 s) und ist verworfen." (the print job did not finish within 90 s and was discarded)	The job hung in the device's print system. Have it printed again.
"Der Druckauftrag war leer, zu groß oder kein gewöhnliches PDF und ist verworfen." (empty, too large or not a normal PDF)	Over 100 MB or not a readable PDF. Print something smaller.
"Der Druckauftrag kam nicht als PDF an und ist verworfen (fehlt cups-filters mit „Generic PDF"?)." (did not arrive as PDF — cups-filters missing?)	Install cups-filters on the Linux device, remove the printer and set it up again.
"Auf diesem Gerät fehlt der Treiber „Microsoft Print To PDF" (Windows-Funktion „Microsoft Print to PDF" einschalten)." (the driver is missing)	Switch on the Windows feature on the device. On company devices it may be deselected.
"Auf diesem Gerät ist kein Drucksystem (CUPS) installiert." (no print system installed)	Install CUPS on the Linux device.
The menu item **Drucker am Gerät einrichten** is missing	No service on the device, the device is a Mac, or you are not allowed to control (**E21**, **C4**).
"Drucken fehlgeschlagen: …" (printing failed)	Your own printer or print dialog did not accept the job. Check your own printer.

H21 "The drive does not appear"

You share a folder or USB stick as a drive, but nothing shows up at the other end — or Windows reports error 67. Here are the reasons in order, from the licence to gvfs on Linux.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	usbredirect
Controlled device	Windows · Linux
Control from	Program (Windows, macOS, Linux)
from version	20261011.12

What it is for

In the session you chose **Dateien** › **Laufwerk freigeben …** (Files > share drive — your folder on the device, **E22**) or **Dateien** › **Laufwerk des Geräts einbinden …** (Files > mount the device's drive — at your side, **E23**). But the drive does not show up, the menu item is greyed out, or Windows reports "error 67".

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- The licence feature for USB redirection (paid cloud or own relay with this licence; never Free).
- BrowserDesk on the computer (Windows, Linux or macOS) — not on a phone and not in the browser.
- A signed-in user session on the device.

How to do it

1. **Is the menu item greyed out?** Hover over it — the hint names the reason: - "Die USB-Umleitung ist in der Lizenz dieses Zugangs nicht enthalten." (USB redirection is not included in this access's licence) → the feature is missing (**H22**, **G4**). - "Ob die USB-Umleitung lizenziert ist, ließ sich beim Relay nicht ermitteln." (could not be determined at the relay) → the device cannot reach the relay right now. Wait briefly, reconnect. - "Nur in einer angemeldeten Benutzersitzung (nicht am Sperr- oder Anmeldebildschirm)." (only in a signed-in user session) → sign in or unlock on the device first. - "Das Gerät kennt diese Funktion noch nicht (BrowserDesk am Gerät aktualisieren)." (the device does not know this function yet — update it) → update the device. - "Laufwerk freigeben darf nur, wer das Gerät steuert." (only whoever controls the device may share a drive) → take over control.

1. **Windows reports "Windows hat das Laufwerk abgelehnt (Netzwerkname nicht gefunden, Fehler 67)."** (Windows refused the drive — network name not found, error 67) — usually after waiting about a minute. That was a bug in the first version (20261011.12), fixed since version 20261011.15. Update **both sides** — the device and your own program — then share again.

1. **Is the "WebClient" service missing on the Windows device?** Windows mounts the drive through this service. - "Der Windows-Dienst „WebClient“ fehlt auf diesem Gerät (Windows Server: Funktion „WebDAV-Redirector“ installieren)." (the WebClient service is missing) → on Windows Server install the feature "WebDAV Redirector". - "Der Windows-Dienst „WebClient“ ist deaktiviert (Fehler 1058)." (the WebClient service is disabled) → an administrator of the device must allow the service again. - "Kein Laufwerksbuchstabe mehr frei." (no drive letter left) → disconnect a network drive on the device, then share again.

1. **Linux: is gvfs missing?** Linux mounts the drive without administrator rights through gvfs ("gio"). - "Auf diesem Linux fehlt gvfs („gio“, Paket gvfs bzw. gvfs-backends) — …" (gvfs is missing on this Linux) → install gvfs on the Linux device. - "Kein Desktop-Sitzungsbus (gvfs braucht eine angemeldete Desktop-Sitzung)." (no desktop session bus) → someone must be signed in to a graphical desktop on the device. - "gvfs konnte den Ordner nicht einbinden (…)" (gvfs could not mount the folder) → note the text in brackets and send it with the logs (step 7). - On Linux the drive is listed in the file manager under "Other Locations", not as a drive letter.

1. **On your side (Linux) an address appears instead of a drive?** Your computer has no gvfs. The message names the way: "Im Dateimanager „Mit Server verbinden“ bzw. in die Adresszeile: dav://… (GNOME/Nautilus) oder webdav://… (KDE/Dolphin). Die Adresse gilt nur, solange die Sitzung läuft." (in the file manager "Connect to server" or in the address bar … — the address is valid only while the session runs).

1. **The drive is there, but a large file cannot be opened?** Out of the box Windows does not open files over 50 MB this way. With the service installed on the device, BrowserDesk raises the limit for the session; without the service the notice "Dateien über 50 MB lassen sich hier nicht öffnen …" (files over 50 MB cannot be opened here) appears. Send large files via file transfer (**E8**).

1. **None of this? Collect the logs** — on the device **and** on your side — and send them with the time to info@browserdesk.de.

How you know it worked

- **Windows:** Explorer shows a drive "BrowserDesk – <name>" with the contents of the folder.

- **Linux:** in the file manager under "Other Locations".
- On the device a small window or the footer shows: "Laufwerk des Technikers eingebunden (X:)." (technician's drive mounted) with `Beenden` (stop).

What the other side sees

The person at the device sees the notice with `Beenden`. If they share a drive themselves (**E23**), BrowserDesk asks them first.

Good to know

- **Only while the session runs.** When the session ends, the drive disappears.
- **"Dateien" off = drive gone.** If the person at the device switches off "Dateien" (files), every drive share ends at once.
- **Raising the 50 MB limit** restarts the "WebClient" service on the Windows device. Windows then disconnects **all** WebDAV drives of the device, including others (for example SharePoint).
- **Read only:** without `Schreiben erlauben` (allow writing) Explorer reports "Access denied" when saving. On Linux the error is misleadingly called "No such file or directory".
- **macOS** mounts the drive like "Connect to Server" in the Finder; this has not been checked on a device yet.

If it does not work

You see	Meaning and fix
"Windows hat das Laufwerk abgelehnt (Netzwerkname nicht gefunden, Fehler 67)."	Bring both sides to 20261011.15 or newer (step 2).
"Am Gerät kann niemand zustimmen — ein Laufwerk des Geräts gibt es nur mit Zustimmung am Gerät." (nobody can consent at the device)	For **Dateien** › **Laufwerk des Geräts einbinden …** someone must be signed in at the device and agree (**E23**).
"Es ist schon ein Laufwerk des Geräts freigegeben." or "Am Gerät ist schon ein Laufwerk eines Technikers eingebunden." (a drive is already shared)	Stop the running share first.
"Dafür fehlt die Freigabe „Dateien übertragen“." (the permission "transfer files" is missing)	"Dateien" is off on the device or in the console.
A sentence that is not listed here	**Collect the logs** and send them to info@browserdesk.de.

H22 "Feature not booked" or "not included in the plan" — what the refusal means

A feature is locked, and a sentence says "not included", "not booked", "switched off" or "only with an own relay". Each of these sentences has a different cause and a different way out.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Private helper · Technician · Account administrator
Applies to	Free · Cloud · Own relay
Licence	all
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser · Phone/tablet/Fire TV
from version	20261005.8

What it is for

A menu item is greyed out, a button refuses, or a connection is refused with a sentence about the licence. BrowserDesk distinguishes precisely: is the feature missing in the **model** (Free), is it **not booked** in the access, has the administrator **switched it off**, does it exist **only with an own relay**, or are the **seats** full? The words in the sentence tell you.

> **Note:** The BrowserDesk programs and the relay's refusals are currently in German. They are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- The exact sentence (or the hint shown when you point at the greyed-out item).
- For remedies: the administrator of your access. Whoever orders for the access can buy.

How to do it

1. **Look up the sentence in the table.** Instead of "…", the real sentence contains the name of the feature, for example "Schnellcode" (quick code), "Skripte" (scripts), "Leitstand" (control room) or "Ticketsystem" (ticket system).

| The sentence says | Meaning | Way | |---|---|---| | "… ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz schon." (not included in Free, included with a cloud licence) | The device or the access counts as Free. On browserdesk.de this applies to every device that is not in an access with a cloud licence. | Buy a cloud licence (**A3**, **prices**) or add the device to an access with a cloud licence (**C2**). | | "… ist in BrowserDesk Free nicht enthalten, mit einer Cloud-Lizenz als eigene Funktion buchbar." (not in Free; bookable as a separate feature with a cloud licence) | Control room or ticket system under Free. These two are separate features in the cloud as well. | First a cloud licence, then book the feature (**A6**). | | "… ist für diesen Zugang nicht gebucht — in der Cloud eine eigene Funktion (pauschal je Zugang und Jahr)." (not booked for this access — a separate feature in the cloud) | The access has cloud, but has not booked this feature. | Buy the feature (**A6**, **prices**). | | "… ist für diesen Zugang ausgeschaltet. Einschalten kann es der Verwalter des Zugangs (Mandant → Funktionen)." (switched off for this access; the administrator can switch it on) | Booked, but the administrator switched it off. | Ask the administrator (step 2). | | "… gibt es nur mit eigenem Relay." (only with an own relay) | For example the extended inventory — it does not exist in the cloud. | Own relay (**A1**, **A5**). | | "… gehört nicht zur Cloud-Lizenz dieses Mandanten (Stand bei der Zuweisung). Eine neue Zuweisung übernimmt die heutigen Funktionen." (not part of this tenant's cloud licence as assigned; a new assignment takes over today's features) | The access has an older state of the cloud licence in which the feature was still missing. | Write to info@browserdesk.de and ask for a

new assignment. | | "Diese Funktion ist in der Lizenz des Relays nicht enthalten." (this feature is not in the relay's licence) | Own relay: the relay's licence does not contain the feature. | The operator extends the licence (**A5**, **A6**). | | "Die USB-Umleitung ist in der Lizenz dieses Zugangs nicht enthalten." or "Das Ticketsystem ist in der Lizenz dieses Zugangs nicht enthalten." (USB redirection / ticket system not in this access's licence) | The feature is missing. | As in the rows above, depending on the model (**H21**). | | "Ob … lizenziert ist, ließ sich beim Relay nicht ermitteln." (whether … is licensed could not be determined at the relay) | The device cannot reach the relay right now. When in doubt the feature stays locked. | Wait briefly, reconnect. |

1. **Switched off? The administrator checks.** Console → `Tenants` → open the access (`Edit tenant`) → tab `Features`. For each feature it shows whether it is `active`, `booked, but off`, `not booked` or `not available`, where it comes from and why. `Turn on` switches a booked feature back on. In the console the access is called "tenant" (**G4**).

1. **Startcenter and remote console: seats full?** These two are add-on modules per device. - "Alle Startcenter-Plätze sind belegt, und dieses Gerät hat keinen. …" (all Startcenter seats are taken and this device has none) → buy more seats or reassign a seat (**A6**, **G24**). - "Das Startcenter ist für dieses Gerät nicht freigeschaltet. …" (Startcenter is not enabled for this device) → the add-on module is missing (**A6**). - "Das Startcenter ist im Tarif dieses Zugangs nicht enthalten. …" (not included in this access's plan) → Free has no Startcenter. - "Skripte sind im Tarif dieses Zugangs nicht enthalten." (scripts are not included in this access's plan) → a start button needs scripts; Free does not have them.

1. **Control room locked in the program?** The locked item says "Funktion „Leitstand“ — Ihr Relay-Betreiber schaltet sie frei …" (your relay operator enables it). That is only true for an own relay. In the cloud the control room is booked per access — the way is then steps 1 and 2 (**D8**).

1. **Just bought or switched on, but still locked?** The relay reports changes to the connected devices within a minute. If it stays locked longer: reconnect in the program. If that does not help, write to info@browserdesk.de.

How you know it worked

- The menu item or button is no longer greyed out, the sentence no longer appears.
- In the console the feature shows `active` in the tab `Features`.

Good to know

- **Free never gets some features** — not even by buying a single feature: access without confirmation, inventory, control room, recording, tickets, Startcenter and remote

console. They need cloud or an own relay (**A1**).

- **Switching off costs nothing and deletes nothing.** A booked but switched-off feature stays paid and can be switched on again at any time.
- **After the cloud term expires** Free applies — then the Free sentences appear (**A9**).
- Prices are only on **browserdesk.de/en/preise**.

If it does not work

You see	Meaning and fix
Turn on is missing in the row	The relay decides which buttons appear: the feature is not booked, or your account may not switch it. Buy it (**A6**) or ask the administrator.
A sentence that is not listed here	A screenshot to info@browserdesk.de; for errors in the program also **collect the logs**.

H23 "After the new password all computers of the access were gone"

After a new password for a user account of the access, computers no longer sign in. Here you find why it happened, which computers it still affects today and how to get them back.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Cloud · Own relay
Right in the console	administrator of the access
Controlled device	Windows · macOS · Linux
from version	20261010.3

What it is for

In the console you gave a user account of your access a new password. Shortly afterwards computers of the access no longer sign in. The computer shows "Dieser Rechner ist nicht angemeldet" (this computer is not signed in) — below it "Die Anmeldung am Zugang wurde abgelehnt — der Beitritt ist abgelaufen oder wurde widerrufen. …" (the sign-in to the access was refused — the join has expired or was revoked).

Why: the membership of a computer used to depend on the user account it had joined with. A new password for that account invalidated every sign-in of the account — and with it every computer that had joined through it. Exactly this happened on 10 October 2026. Since version 20261010.3 every computer gets its **own** proof when it signs in and no longer depends on the account.

> **Note:** The BrowserDesk programs are currently in German. Program messages are quoted in German with the English meaning in brackets. The admin console has an English interface; its labels are quoted in English.

What you need

- Administrator rights for the access in the console.
- For affected computers: someone at the computer or another way to let it join again (**C2**).

How to do it

Before you change a password

1. **Update the computers first, then change passwords.** Computers before version 20261010.3 still depend on the account. Update them first (**G5**, **H11**).
2. **Read the confirmation.** Console → **Tenants** → menu ⋮ of the access → **Users** → in the account's row menu ⋮ → **Change password**. The console asks first and states the number of affected computers: "The new password invalidates every login token of “…”. … device(s) of this access are still registered through a member account and must join again afterwards if it was this account." If it says "Devices with their own proof are not affected.", you can change it safely.
3. After the change the message says again how many computers only sign in again after joining anew.

If computers are already gone

1. **Which ones?** Console → overview → **Devices rejected at registration (24 h)**. The list gives each computer's reason and what to do. In the device list these computers show **Rejected** (**G20**).
2. **Let them join again.** On each affected computer: **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Zugang** (access) → sign in and **Beitreten** (join) —

or without a password at the computer with a one-time code (**C2**). Afterwards the computer gets its own proof; a password change no longer affects it.

3. **Tidy up.** Once a computer is back, it disappears from the list by itself. Entries of computers that no longer exist are removed from the list with `Acknowledge`.

How you know it worked

- The computers are online again in the console, no longer `Rejected`.
- On the computer, the start page shows "Zugang: …" (access) with your access in `Ihr Desktop` (your desktop).

What the other side sees

After the password change the person at the computer sees the box "Dieser Rechner ist nicht angemeldet". After joining again it disappears. On the first sign-in with its own proof BrowserDesk restarts once in the background — this is intended and happens only once per computer.

Good to know

- `Revoke all tokens` in the same dialog deliberately invalidates **all** proofs of the access — including the computers' own. Only for emergencies, for example when a proof has fallen into the wrong hands.
- Up to relay 20261016.12 the box on the computer named "Einstellungen → Fernzugriff → „Zugang beitreten“" — what is meant is the card `Zugang` with `Beitreten`. Since 20261016.13 it names exactly this path.

If it does not work

You see	Meaning and fix
The computer is still rejected after joining	Read the reason in the device details (**G20**). If it names a certificate error: `Reset certificate`.
A computer without the service dropped out one day after a move in the console	A different bug, fixed since version 20261011.25 — update the computer and let it join again (**H24**).
A sentence that is not listed here	**Collect the logs** on the computer and send them to info@browserdesk.de.

`H24` "A device dropped out of the access"

A device that belonged to your access is no longer listed there or cannot be reached — often after a repair or reinstallation. Same ID, access gone. This is how you bring it back.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Account administrator
Applies to	Free · Cloud · Own relay
Controlled device	Windows · macOS · Linux
from version	20260930.3

What it is for

A computer belonged to your access. Now it is offline in the console although it is running, or it can no longer be reached through the access. On the computer itself the line "Zugang: …" (access) is missing in the card **Ihr Desktop** (your desktop), or a notice appears there such as "Die Anmeldung am Zugang wurde abgelehnt — …" (the sign-in to the access was refused). The ID has stayed the same — only the sign-in to the access is missing.

> **Note:** The BrowserDesk programs are currently in German. Program labels and messages are quoted in German with the English meaning in brackets.

What you need

- Access to the computer (on site or via ID and password).
- Your sign-in to the access or a one-time code (**C2**).

How to do it

1. **What does the computer show?** On the start page in the card **Ihr Desktop**:

You see	Meaning
No line "Zugang: …" below the ID — depending on the relay also the notice "Dieses Gerät gehört zu keinem Zugang …" (this device belongs to no access) with **Zugang beitreten** (join access)	The computer has lost its sign-in to the access completely — usually BrowserDesk's data folder was created anew (step 2).
"Die Anmeldung am Zugang wurde abgelehnt — der Beitritt ist abgelaufen oder wurde widerrufen. …" (the join has expired or was revoked)	The sign-in is there but no longer valid — for example after a new password for a user account (**H23**) or after a move (step 3).

| | "Dieses Gerät wurde aus seinem Zugang entfernt (Platz freigegeben). …" (this device was removed from its access — seat released) | Someone released the seat in the console (**C7**). |

1. **Was BrowserDesk repaired, removed completely or reinstalled?** This is the most common cause. The full uninstall and the repair with `-FullWipe` delete the data folder — and with it password, certificate and the sign-in to the access. The computer then comes back with the **same ID**, a **new password** and **without an access** (**H18**). A repair without this switch keeps the sign-in (since version 20260930.3).

1. **Was a computer without the service moved to another access in the console?** Up to version 20261011.24 such a computer (for example a Mac, or Windows/Linux without the background service) dropped out again about a day after the move. Fixed since 20261011.25 — update the computer.

1. **Bring it back: join again.** On the computer **Einstellungen** › **Fernzugriff** (Settings > Remote access) → card **Zugang** (access) → sign in and **Beitreten** (join), then **Dieses Gerät hinzufügen** (add this device) — or with a one-time code **Mit Code hinzufügen** (add with code) (**C2**). If the notice with **Zugang beitreten** is shown, the button leads straight there. On browserdesk.de this takes a seat.

1. **Pass on the new password.** If the computer came back with a new password (step 2), the old one no longer works. It is shown in the card **Ihr Desktop**; anyone connecting with ID and password needs the new one (**D2**).

1. **The computer stays out? Collect the logs** on the computer — they show which access the background service signs in to and why — and send them to info@browserdesk.de.

How you know it worked

- **Ihr Desktop** shows "Zugang: …" with your access below the ID.
- In the card **Zugang** the switch **Dieses Gerät hinzufügen** shows "Hinzugefügt — …" (added).
- The computer is online again in the console.

Good to know

- **Nothing goes back automatically.** Without proof no computer may enter an access. The relay does note in the log of the previous access that the computer signed in elsewhere without proof — but someone with access has to bring it back (**C2**).
- **Before a repair** save the logs (**H19**) — the repair deletes them.

If it does not work

You see	Meaning and fix
"Für diesen Zugang auf browserdesk.de sind alle Plätze belegt …" (all seats of this access are taken)	No seat free. Release a seat in the console or buy more (**C7**, **A6**).
"In den letzten 30 Tagen wurden schon 3 Plätze freigegeben. …" (3 seats already released in the last 30 days)	Free limit for releases. Wait until the time stated.
"Unbekannter Zugang — bitte den Namen prüfen." (unknown access — check the name)	Name mistyped or wrong relay (**C6**).
Another sentence	Look up the sentence in **D9**.

H25 No picture — open a command line on the device anyway

The connection does not come up or shows no picture? With the device ID and password you can still open a command line on the device — end-to-end encrypted, with a confirmation on the device if desired.

PREVIEW this guide has not yet been clicked through on a real device. Button names and steps come from the program but may differ in details.

For	Technician
Applies to	Cloud · Own relay
Licence	Remote console (add-on module per device)
Controlled device	Windows · macOS · Linux
Control from	Program (Windows, macOS, Linux) · Browser
from version	20261015.8

What it is for

Sometimes a connection comes up but shows no picture — or it does not come up at all although the device is online. You can still open a **command line on the device**: with the device ID and password, just like connecting. From there you can, for example, restart a hanging service or look at what is going on. The command line runs end-to-end encrypted; the relay sees neither your input nor the output.

What you need

- The device ID and password — the same as for connecting.

- BrowserDesk on your own computer (Windows, Linux, macOS) or the web viewer in the browser.
- On the device: the device setting **Remote console (command line)** set to **On** and a seat for the remote console add-on module (**G11**, **G24**).
- BrowserDesk on the device from version 20261015.5.

How to do it

Pick an entry point

Any one of these will do (the BrowserDesk program shows German labels):

- **The connection hangs or fails:** after 15 seconds without a result, or right after a failure, the "Connecting …" window shows „Stattdessen Kommandozeile öffnen“ (open a command line instead).
- **The session is up but there is no picture:** after 15 seconds without a picture a notice with „Kommandozeile öffnen“ appears at the bottom. At any time also via the session menu → „Kommandozeile (ohne Bild)“ (command line without picture).
- **Without a connection attempt (BrowserDesk on your computer):** in the address book, the tile's context menu → „Nur Kommandozeile“ (command line only). Or enter ID and password in the "Control remote desktop" field and choose „Kommandozeile (ohne Bild)“.

Open it

1. If no password is stored, BrowserDesk asks for it. It only travels encrypted to the device.
2. The top line shows the state: "Connecting …", then possibly "The device is being asked (30 s at most) …".
3. Once the command line is open, type as usual. Windows starts the command prompt, Linux and macOS a Bash.
4. Done: close the window. Nothing stays open on the device.

As another Windows user

In the head of the command line: „Als anderer Benutzer öffnen … (nur Windows-Geräte)“ (BrowserDesk on your computer) or „Als anderer Benutzer …“ (web viewer). Enter user and password, optionally "load user profile", then open. The command line opens again, under that account. User and password only travel encrypted to the device.

How you know it worked

- The top line reads „Offen · am Gerät zugelassen · Ende zu Ende verschlüsselt“ (open · allowed on the device · end-to-end encrypted) or „Offen · ohne Rückfrage geöffnet · …“ (opened without asking) — as another user with „Offen als <user> · …“.
- The device's command prompt appears in the window.

What the other side sees

- **With confirmation** (default): "<name> wants to open a command line on this device (…)" with allow and deny. No answer within 30 seconds means no; so does a device where nobody is signed in.
- **Without confirmation** (only if the administrator set it up that way): a notice "Command line opened" — who, which command line, and as which user if any. The administrator can switch the notice off per access.

Good to know

- **The device decides whether it asks.** The administrator sets it in the console: `Command line from the viewer` ("Ask" or "Without asking") and `Notice on the device for a command line without asking` — per device or as a default for the access (**G2**). "Without asking" only takes effect when the device also accepts connections without asking; otherwise it asks anyway.
- **Same password, same lockout:** wrong passwords count as when connecting; after too many failures the device makes you wait.
- **Refusals deliberately say little.** Whether the ID is unknown, the password wrong, the device offline or the request denied on the device — you see „Verbindung konnte nicht hergestellt werden.“ (connection could not be established). The administrator finds the reason in the audit log. Only when the sign-in as another Windows user fails is the reason shown.
- **Not via the quick code and not in direct LAN mode** — this path needs ID, password and the relay.
- The command line runs with the rights of the BrowserDesk program on the device — with the service as System or root.

If it does not work

You see	Meaning and fix
„Verbindung konnte nicht hergestellt werden.“	ID, password, device online, remote console switched on, seat free, allowed on the device? The exact reason is in the console's audit log (`console.denied`).
„Die Identität des Geräts hat sich geändert — Kennwort nicht gesendet (möglicher Angriff).“ (identity changed, password not sent)	The device presents a different identity than last time. Only continue if you know why (e.g. reinstalled).
„Das Gerät kennt „Als anderer Benutzer“ noch nicht …“ (device does not know "as another user" yet)	BrowserDesk on the device is too old for this. Open without another user or update the device.
"The device is being asked …", then a refusal	Nobody allowed it on the device, or nobody is signed in there.
A message about user name or password after "as another user"	The Windows sign-in failed. Check user (e.g. `.\Administrator` or `DOMAIN\name`) and password.