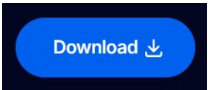




## Instructions for Installation on the Computer

 **1. RustDesk download:** <https://rustdesk.com/>

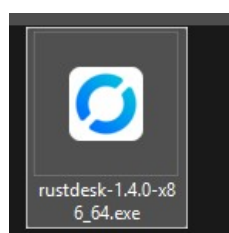
Click on  and choose the right version to download RustDesk:

Architecture	Windows	Ubuntu	Mac	Android	Flatpak	iOS	Web
x86-64 (64-bit)	<a href="#">EXE</a> <a href="#">MSI</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Universal</a>	<a href="#">Download</a>		<a href="#">Go</a>
AArch64 (ARM64)		<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">App Store</a>	
ARMv7 (32-bit)		<a href="#">Download</a>		<a href="#">Download</a>			
x86-32 (32-bit)	<a href="#">EXE</a>						

For Windows / Ubuntu / Mac, these are the x86-64 (64-bit) versions. For Windows, select the MSI option for installation.

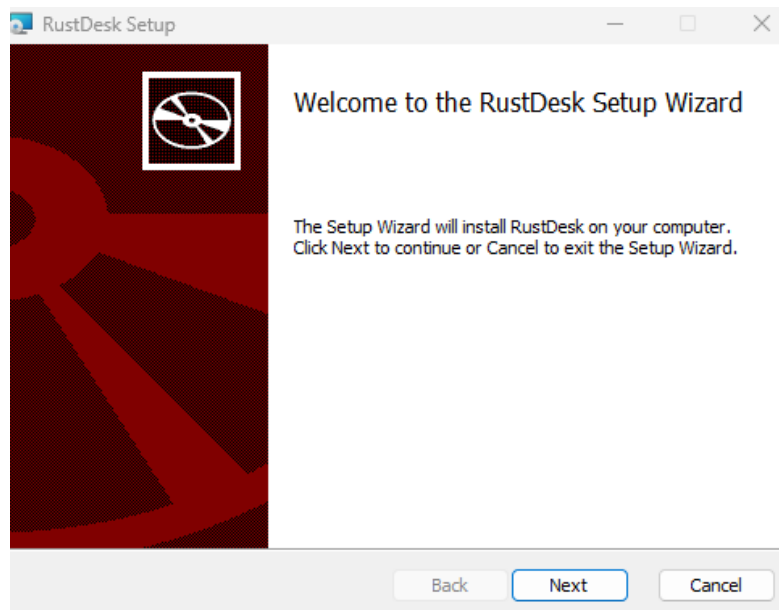
For Android, this is usually the ARM64 version.

 **2. RustDesk installation:**

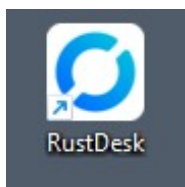


Open the file:

Always click Next until the program has finished installing:

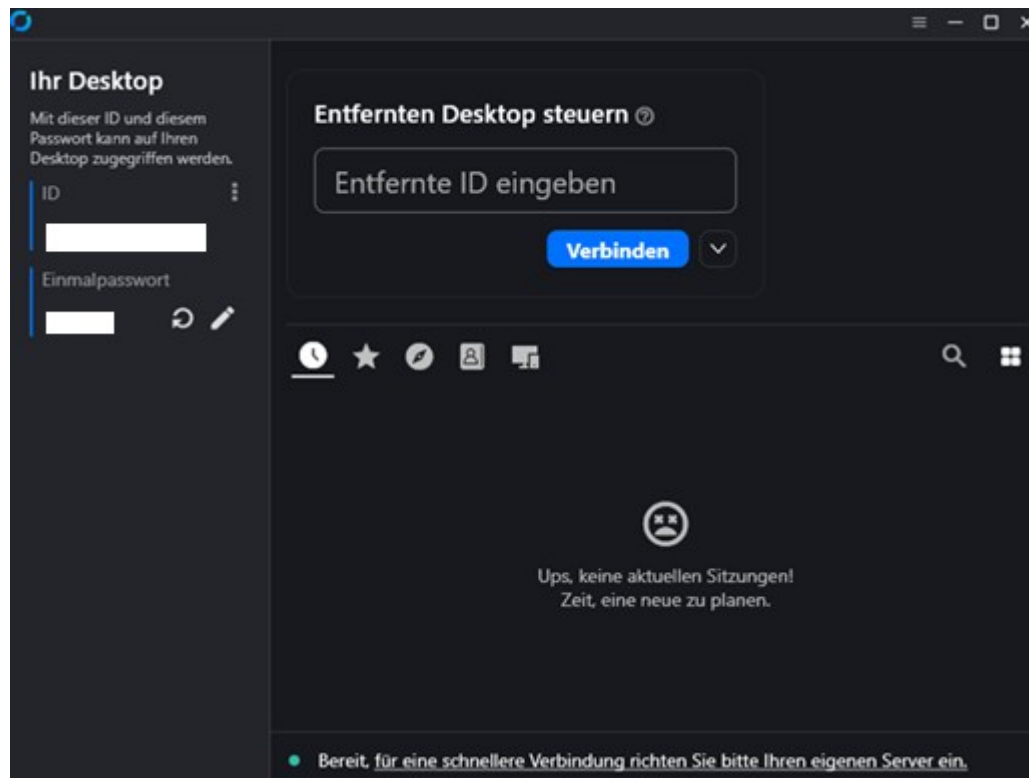


RustDesk has been installed and usually starts automatically. If not, a shortcut has been created on the desktop that can be used to launch the program.

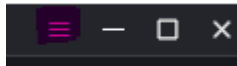


### **3. Set up RustDesk securely:**

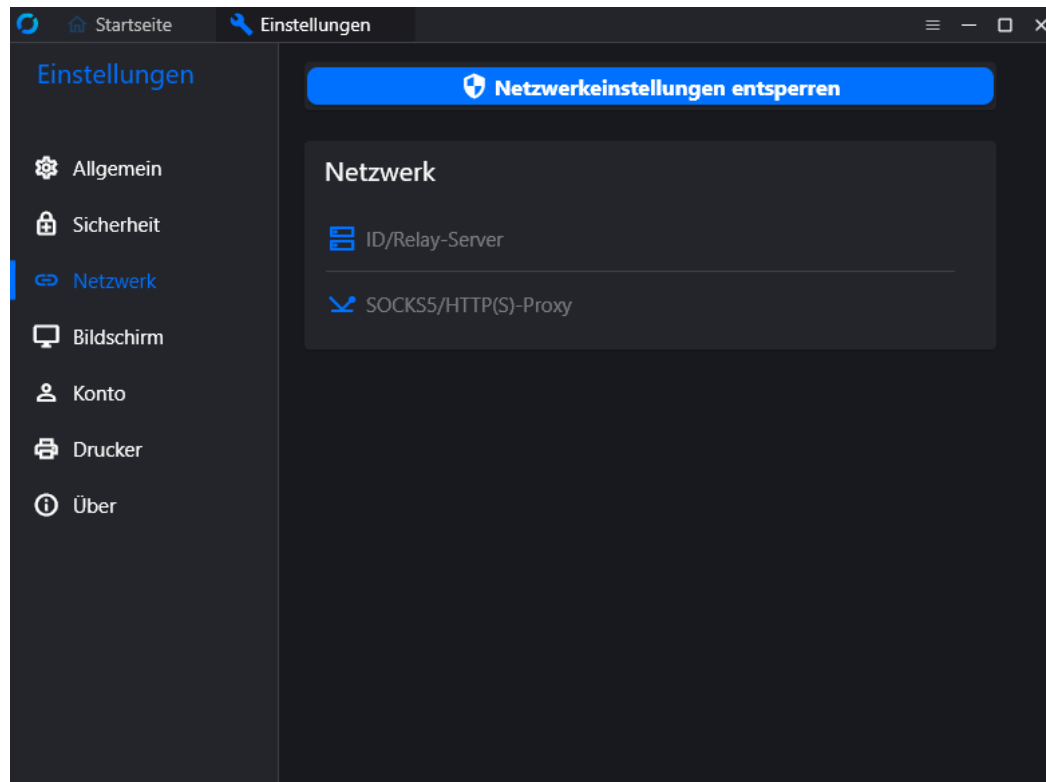
After the program starts, the following window will open:



Click on the horizontal lines at the top of the window.

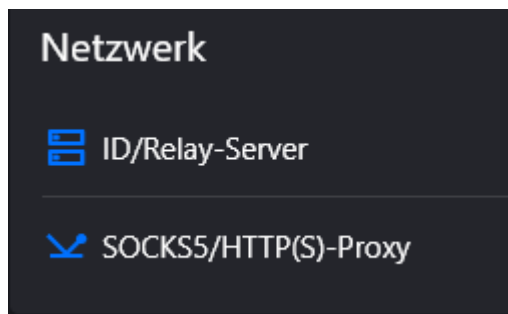


The settings window will open. On the left side, click on "Network."



Now go to “Unlock Network Settings” at the top, and then confirm “Yes” in the Dialog that appears.

The ID/Relay Server entry is now unlocked. Click on it to enter the access credentials for the secure server provided by “IT-Service-Commander”.



The following data must be entered:

ID-Server:       it-service-commander.de:21116

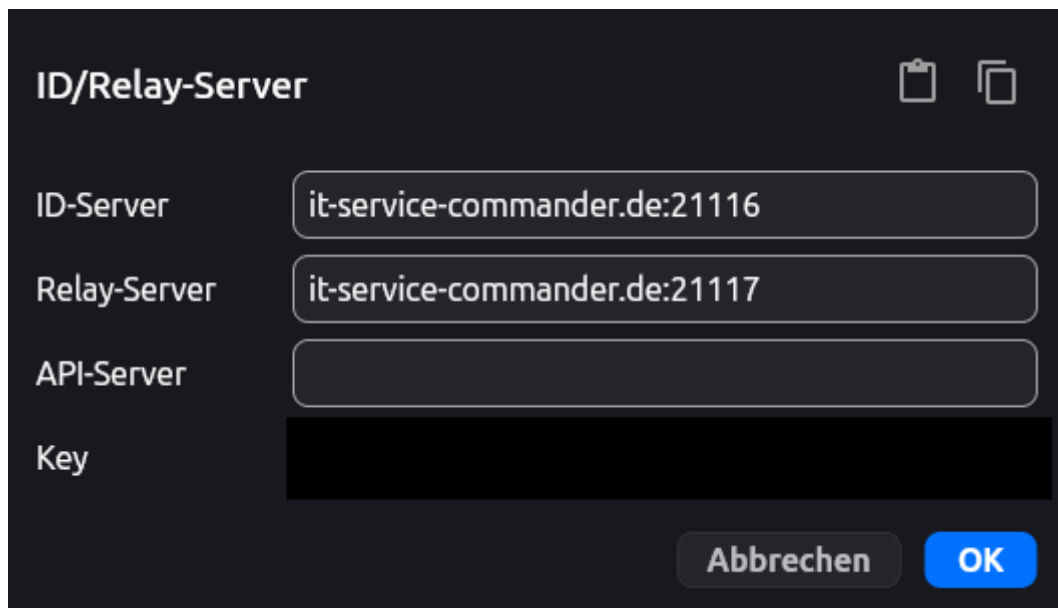
Relay-Server:   it-service-commander.de:21117

API-Server:     (stays empty!)

Key:



(use copy&paste to insert the key without errors)

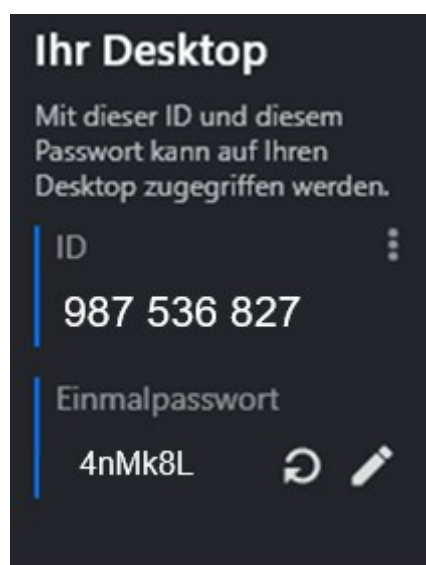


The screenshot shows a dark-themed window titled "ID/Relay-Server". In the top right corner, there are two icons: a clipboard and a document. The window contains four input fields: "ID-Server" with the value "it-service-commander.de:21116", "Relay-Server" with the value "it-service-commander.de:21117", "API-Server" which is empty, and "Key" which is obscured by a black rectangle. At the bottom right, there are two buttons: "Abbrechen" (grey) and "OK" (blue).

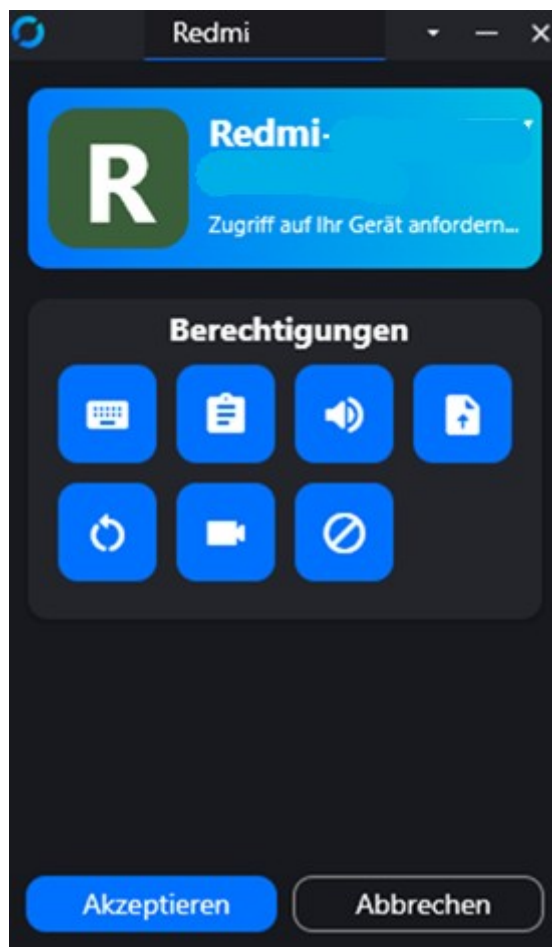
Then click OK.

The settings window can now be closed, and RustDesk is ready for secure remote desktop connections.

IT-Service-Commander can now provide remote support by sharing the necessary information:



Accept the request to allow support to proceed.



End of the instructions.

<https://www.it-service-commander.de>