

AITRemote

REMOTE ADMINISTRATION TOOL FOR WINDOWS



User Guide & Reference

[RDP Session Search](#) · [Shadow & VNC](#) · [Server Status](#) · [AD Lookup](#)

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1. What is AITRemote?

AITRemote is a Windows console built for IT administrators who manage one or more Windows Terminal (RDP) Servers. Instead of connecting to each server individually to find a user or check its health, AITRemote polls every server you configure at once and gives you a single, searchable, actionable list.

It runs entirely on your own network, talking directly to your Terminal Servers, Active Directory, and RD Gateway — there is no cloud dependency for day-to-day use.

- Search live RDP sessions across every configured Terminal Server
- Search Active Directory for users and computers
- Shadow a session or launch VNC directly into a machine
- Monitor server health and put servers into maintenance mode
- Message users or sign them out remotely (Unlimited plan)

2. Installing AITRemote

AITRemote ships as a single Windows installer.

- Download AITRemote-Setup.exe from aitsimple.com
- Run the installer and launch AITRemote from the Start Menu
- AITRemote is single-instance protected — launching it again simply brings the existing window to the front

NOTE:

On first launch, AITRemote automatically registers a free Limited license in the background. This never blocks the app and requires no form or credit card.

3. First Launch & Licensing

AITRemote checks for a saved license key in the registry on every launch. If none is found — or if a previously saved key is no longer valid — it silently registers a perpetual Limited license for your machine's hardware ID and continues opening normally. You are never forced to enter a key just to use the free plan.

If a license server is unreachable at that moment, AITRemote falls back to a fully offline Limited mode, so the app always opens.

4. The Main Window

The main window is built around one results grid:

- Search bar at the top — type a username and press Search
- “Search Computer (AD)” and “Search User (AD)” checkboxes switch the search into Active Directory lookup mode
- Results grid — Full Name, User/PC, Server, State, Client IP, Idle, Logon Time
- Footer — Shadow Remote and VNC buttons, a live result count, and Settings, Activate, and Server Status buttons

Click any column header to sort; IP address and idle-time columns sort numerically rather than as plain text.

5. Configuring Servers & Broker IPs

Open Settings from the footer to tell AITRemote which servers to query:

- TS Servers — one Terminal Server hostname or IP per line
- Broker IPs — one RD Gateway IP per line, used to resolve the real client IP behind the gateway
- VNC Viewer Path — browse to your VNC viewer's .exe; TightVNC is detected automatically if installed in its default location

NOTE:

On the Free (Limited) plan, only the first 2 servers and first broker IP you list are actually queried. The rest stay saved in Settings and start working automatically the moment you activate an Unlimited license — nothing needs to be re-entered.

6. Searching for RDP Sessions

Type a username (or leave the box empty to list everyone) and click Search. AITRemote queries every configured Terminal Server in parallel, so results from faster servers appear first while slower ones are still loading.

- Each server is given a fixed timeout, so one offline or slow server can never freeze the whole search
- Client IP is resolved from Terminal Server and RD Gateway event logs and matched back to each session
- Disconnected sessions are shown in a muted grey for quick scanning

7. Searching Active Directory

Tick “Search User (AD)” or “Search Computer (AD)” before searching to query Active Directory instead of live sessions. This is useful for finding a user or machine you don't currently see an active session for.

NOTE:

AD search requires the computer running AITRemote to be domain-joined with network access to a domain controller. If Active Directory isn't reachable, AITRemote shows a clear explanation rather than a silent empty result.

8. Shadow Remote Control

Select an Active session and click Shadow Remote (or double-click the row) to launch mstsc in shadow-and-control mode, connecting you directly into that user's session on their Terminal Server.

TIP:

Shadowing only works on sessions in the Active state — disconnected sessions have no live screen to shadow.

9. VNC Remote Control

Select any row — a session or an AD computer — and click VNC (or double-click it) to launch your configured VNC viewer pointed at that machine's client IP or computer name on port 5900.

- Works out of the box with TightVNC if it's installed in its default location
- Any other viewer can be used by setting its .exe path in Settings

10. Server Status Dashboard

Click Server Status from the footer to open a live dashboard of every configured Terminal Server:

- Online / Offline — whether the server responded at all
- Maintenance — No / Soft Drain / Full Drain
- Users — number of currently connected sessions
- Memory % — current memory utilization

Servers over 90% memory usage or in a drain mode are highlighted so problem servers stand out immediately. Click Refresh at any time to re-poll everything.

11. Maintenance & Drain Mode

Right-click one or more online servers in the Server Status window and choose Set Maintenance Mode:

- Allow New Sessions (Normal) — the default, fully open state
- Allow Reconnect Only (Soft Drain) — existing users can reconnect, but no new sessions are accepted
- Deny All New Sessions (Full Drain) — the server refuses every new connection, ready for patching or reboot

NOTE:

Drain mode is applied directly to the server's registry over the network and takes effect immediately — no restart of the Terminal Server is required to enter or leave drain mode.

12. Sending Messages to Users

Available on the Unlimited plan. You can message users in three ways:

- Select one or more sessions in the main grid and choose Send Message from the right-click menu
- From Server Status, right-click a server and choose Send Message to All Users on Server
- From the Connected Users list on a specific server, select one or more users and choose Send Message

Messages are delivered instantly to the user's session using the Windows message service — no agent or extra software required on the Terminal Server.

13. Remote Sign Out

Available on the Unlimited plan. Select one or more Active or Disconnected sessions and choose SignOut Session from the right-click menu (or the Server Status → Connected Users view). You'll be asked to confirm before anything happens.

IMPORTANT:

Signing out a session force-closes it immediately, including any unsaved work the user has open. Always confirm you have the right user and server selected before proceeding.

14. The Right-Click Toolkit

Every row in the main results grid carries a full context menu of quick admin actions:

Menu item	What it does
Show User Details	Opens the AD profile card for the selected user, with copy buttons
Send Message	Sends a message to the selected session(s) (Unlimited)
SignOut Session	Force-logs-off the selected session(s), with confirmation (Unlimited)
Show Computer Name	Reverse-resolves the client IP to a computer name, with copy
Copy Computer IP	Copies the resolved client IP to the clipboard
Ping Computer	Opens a continuous ping to the selected target in a console window
Open C\$ (Computer)	Opens the target machine's C\$ admin share in Explorer
Open User Profile (Server)	Opens the user's profile folder on the Terminal Server

Which items are enabled depends on what's selected — for example, Ping and Open C\$ are available for both sessions and AD computers, while Send Message and SignOut only apply to live sessions.

15. Free vs. Unlimited License

Feature	Free (Limited)	Unlimited
RDP session search	✓	✓
Terminal Servers	Up to 2	Unlimited
RD Gateway broker IPs	1	Unlimited
Active Directory search	✓	✓
Shadow Remote Control	✓	✓
Built-in VNC launch	✓	✓
Server Status dashboard	✓	✓
Maintenance / Drain mode	✓	✓
Ping / Open C\$ / user profile / AD details	✓	✓
Send message to users	✗	✓
Remote sign out / force logoff	✗	✓

NOTE:

Nothing is ever held hostage. Every server and broker IP you've configured stays saved even past the Free plan's limits — upgrading to Unlimited simply switches all of them back on.

16. Activating a License

After purchasing an Unlimited license, click Activate in the footer and enter your license key. AITRemote verifies it against the license server and applies it immediately — the app will restart once to apply the change.

Your license is bound to your computer's hardware ID. If the license server can't be reached, AITRemote checks a signed offline cache and continues working for up to 7 days before requiring a fresh connection.

17. Frequently Asked Questions

Does AITRemote need to be installed on every Terminal Server?

No. AITRemote runs on a single admin workstation and talks to your Terminal Servers over standard Windows remote management — quser, remote registry, and WMI. No agent is installed on the servers themselves.

What permissions does AITRemote need?

The account running AITRemote needs administrative rights on the Terminal Servers it queries, and read access to Active Directory for the AD search and user-details features.

What happens to my extra servers if I don't renew Unlimited?

They remain exactly as configured in Settings. AITRemote simply stops actively querying anything past your first 2 servers and 1 broker IP until you reactivate — nothing is deleted.

Can I use a VNC viewer other than TightVNC?

Yes. Set the path to any VNC viewer's .exe in Settings, and AITRemote will launch it with the target address instead.

Why does a server show as Offline in Server Status?

AITRemote couldn't reach it within the timeout window — this usually means the server is down, rebooting, or blocked by a firewall rule for remote registry/WMI access.

AITRemote is developed and maintained by AmitB, part of the AITSimple suite of Windows administration tools.

aitsimple.com