

Remote Desktop Audit

Frequently Asked Questions

Table of Contents

Before Installing	3
How can I download Remote Desktop Audit?	3
Will it run on my operating system?	3
System Requirements	3
Can I install Remote Desktop Audit if I don't have administrative privileges?	3
Registration	3
What limitations are there in an unregistered version?	3
What is the easiest way to order Remote Desktop Audit?	3
Can I install Remote Desktop Audit on more than one computer?	4
I have lost my registration number. How do I get it?	4
Troubleshooting	4
I receive the following error: "evtquery failed with error 15007. The specific channel could not be found. Check channel configuration"	4
What permissions do I need to give to allow access to remote event logs?	4
Miscellaneous	4
Is there a limit to number of computers Remote Desktop Audit can handle?	4

Before Installing

How can I download Remote Desktop Audit?

To download and install please visit our [Download page](#).

Will it run on my operating system?

The latest version of supports the following Windows platforms:

All

System Requirements

To install and run Remote Desktop Audit, your computer will need the following minimum requirements based on your operating system:

- Administrator privileges are required
- Super VGA 800 x 600 video adapter
- Internet access is required to register and receive product updates

Can I install Remote Desktop Audit if I don't have administrative privileges?

No. To correctly install Remote Desktop Audit you must have administrative privileges. If you are going to use Remote Desktop Audit only on a local computer you must have local admin's privileges. If you are going to use Remote Desktop Audit throughout your network you must have domain admin's privileges.

Registration

What limitations are there in an unregistered version?

Well, there are no functional limitations for unregistered versions and you may use Remote Desktop Audit (during the evaluation period) as a fully registered program but only on one computer in the network. In addition, unregistered versions of Remote Desktop Audit display nag screens.

What is the easiest way to order Remote Desktop Audit?

The easiest way to purchase is to buy pay via one of our payment options and download the software immediately.

After making your purchase you will receive an e-mail with a registration number which you will use to activate your copy of . Click [here](#) to be directed to the ordering page.

Can I install Remote Desktop Audit on more than one computer?

For every installation on a separate machine an additional license is required.

I have lost my registration number. How do I get it?

If you have lost your license code you may request a copy be sent to you.

Please fill out the [registration information request form](#).

Troubleshooting

I receive the following error: "evtquery failed with error 15007. The specific channel could not be found. Check channel configuration"

Microsoft-Windows-TerminalServices-LocalSessionManager/Operational channel is not available for Windows 2008.

Remote Desktop Audit supports Windows 2008R2 or newer.

What permissions do I need to give to allow access to remote event logs?

By default, only administrators can view security event log. If you want to allow other users or group to view security event log, just add them to "**BUILTIN\Event Log Readers**" group and the task is accomplished.

If you want to view who has access to a given event log, try the below command

```
wevtutil gl security
```

```
wevtutil gl Microsoft-Windows-TerminalServices-LocalSessionManager/Operational
```

Also you may use SDDL to modify channelAccess according to your requirements.

However please read the following useful article

<https://support.microsoft.com/en-ca/help/323076/how-to-set-event-log-security-locally-or-by-using-group-policy>

Miscellaneous

Is there a limit to number of computers Remote Desktop Audit can handle?

There is no limitation to number of computers.

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