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r/rustdesk



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r/rustdesk • 1 yr. ago

kmilus457



rustdesk client config works 50% of the time

My company has made the switch over to rustdesk from a competing product. We are on the business self-hosting plan and run the pro version of the server. We use rustdesk for on-demand support where a customer calls in and needs help, so we generally do not permanently install rustdesk, instead using it for quick support sessions, with a few exceptions.

The problem we have been running into is that we host the rustdesk exe on our website with the host and key encrypted into the file name as outlined [here](#) in the docs. So, the filename is rustdesk-licensed-{encrypted string}.exe and I've found this works about 50% of the time with clients, the other 50% the settings get ignored and the customer ends up on the free servers.

While this isn't the end of the world, I have to instruct our techs to remove our server and key to connect to those clients in those instances and then put them back when finished which is a hassle.



8



17



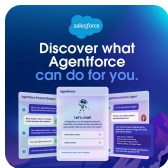
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HardOzz • 1y ago

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I have noticed that in some cases, when double downloaded, something like "copy (1)" is added to the end of the file name, and this ruins our config.

By adding -- at the end right after our config string, even if something is added to the file name, it won't corrupt the config string, and rustdesk will correctly retrieve it.

4 [Reply](#) ...



kmilus457 OP • 1y ago

Interesting! I'll give that a shot. Thanks you.

3 [Reply](#) ...

+ 9 more replies



SuperAgentMan1 • 1y ago

I can't get this to work with the encrypted string. Hoping this gets fixed soon, because currently I have no way of connecting clients who have downloaded the file more than once.

1 [Reply](#) ...



morbidpete84 • 1y ago

Compile with GitHub and have your settings hardcoded. Been using that for about 6 months now and not one connection failure due to server and keys yet.

I don't have an answer to your issue but this is a very real solution.

1 [Reply](#) ...



kmilus457 OP • 1y ago

I agree this would be the ideal way to do it as there is absolutely no way the settings would get dropped. Do you sign your own EXEs after they are compiled? or how do you get around the SmartScreen/AV picking it up? I find it's easier for my techs to change their settings as opposed to having to guide a customer into clicking "I understand the risks...yada yada yada" or whitelisting it in their AV.

2 [Reply](#) ...

+ 1 more reply



open-trade • 1y ago

Do you know if the 50% clients (connect to public server) installed RustDesk before?

1 [Reply](#) ...



kmilus457 OP • 1y ago

[Skip to main content](#)[Log In](#)**Mammoth_Singer_4460** • 1y ago

Same Same issues. The custom build with Github actions are not digitally signed. So lots of AV blocking, AV deleting it and pretty much useless for support. Perhaps someone with more experience could figure out how to make those custom builds look ok to AV products. Anyone have ideas?

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**r/rustdesk** • 6 mo. ago

Anydesk to Rustdesk

10 upvotes · 10 comments

**r/AnyDesk** • 23 days ago

Time to switch to RustDesk

44 upvotes · 39 comments

**r/rustdesk** • 1 mo. ago

Some questions about RustDesk

2 upvotes · 13 comments

**r/rustdesk** • 2 mo. ago

How to use rustdesk with no display

5 upvotes · 10 comments

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10 upvotes · 4 comments



r/rustdesk • 14 days ago

Switched from TeamViewer to RustDesk – wondering about the long-term future of the free version.

29 upvotes · 17 comments



r/windows8 • 7 days ago

So I guess this is my life now, eh? [Daily driving Win8]

40 upvotes · 18 comments



r/BeamNGRP • 7 mo. ago

What OS do you run on your PC?

110 upvotes · 54 comments



r/programmingmemes • 1 mo. ago

Come on guys... Windows is a mess

207 upvotes · 115 comments



r/LinuxCirclejerk • 2 mo. ago

man, running windows programs has become really easy thanks to these guys

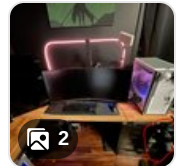
230 upvotes · 38 comments



r/pcsetup • 3 mo. ago

Should I relocate my pc?

47 upvotes · 11 comments



r/freebsd • 16 days ago

What happened to all the desktop environments?

26 upvotes · 33 comments

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103 upvotes · 33 comments

 r/osdev · 1 mo. ago

I did it. I loaded a file from disk and executed it for the first time using my filesystem driver and system calls!

68 upvotes · 8 comments

 r/SurfaceLinux · 12 days ago

Move to Linux? Windows gave me a nudge



52 upvotes · 18 comments

 r/GeForceExperience · 2 yr. ago

Alt+Z In-Game Overlay works roughly 50% of the time?

4 upvotes · 2 comments

 r/Pulseway · 2 yr. ago

Unsupported configuration version when trying to remotely edit a systems config through Pulseway Dashboard 8.50.0 (build 331)

1 upvote · 8 comments

 r/webdev · 1 yr. ago

CI/CD Workflow tool to help catch bad config files before they get to prod

8 upvotes

 r/Wordpress · 2 yr. ago

Best plugin WITH REALTIME SUPPORT to automatically backup to Google Drive (WPENGINE)

1 upvote · 10 comments

 r/PFSense · 1 yr. ago

Can't connect to webinterface (pfsense running in virtualbox)

1 upvote · 4 comments

 r/ShittySysadmin · 2 mo. ago

My company gave me a completely locked down laptop and I'm losing my mind. HELP!

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My laptop has to die so I can get in to windows



167 upvotes · 31 comments



r/ValorantConsole • 17 days ago

Moving from pc to console

7 upvotes · 12 comments



r/UTS • 23 days ago

Can everyone who sits at a PC to use their laptop just not?

182 upvotes · 29 comments



r/rustdesk • 2 mo. ago

does rustdesk have the capabilities for remote gaming?

4 upvotes · 10 comments

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