

Winalco

REMOTE CONTROL · VERSION 0.1.7

Settings guide

Every setting in the application explained simply: what it does, its default value, and when it is worth changing.



Who is it for?

Users, technicians and administrators who install the application on a Windows computer.

Golden rule

The default values suit almost every computer. Only change a setting for a specific need.

Edition

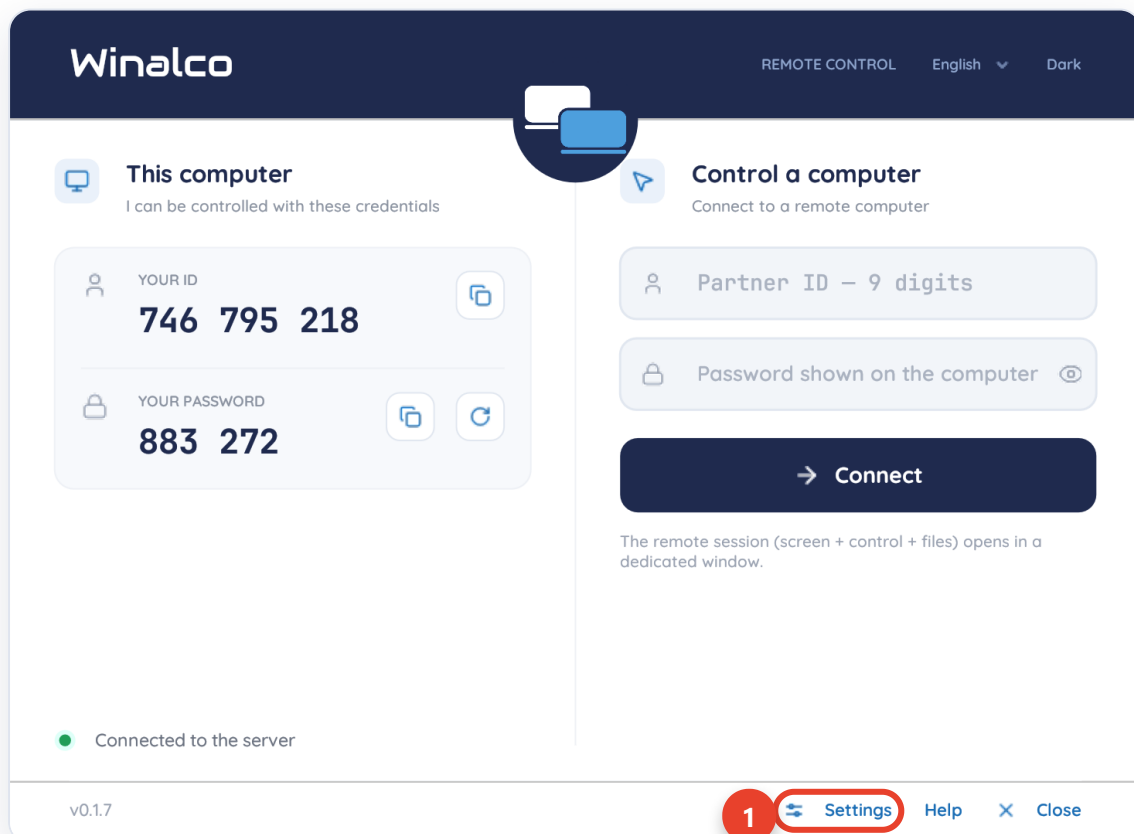
25 September 2026 · applies to the Windows application (controller and controlled computer).

Contents

1	Opening the settings and where values come from	2–3
2	Connection authorisation — the three access modes	4
3	Start with Windows, automatic sign-in, organisation, test programme	5
4	Connection, identity and network	6
5	Video: encoder, resolution, rendering, virtual display	7
6	Display, language and clipboard · diagnostics	8
7	Advanced settings (<code>winalco.conf</code> file only)	9
8	Summary table of default values	10
9	Which setting for which problem?	11

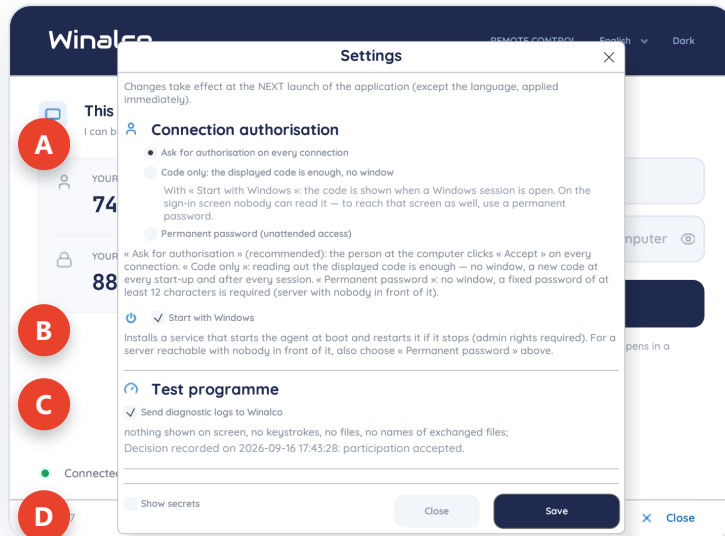
1 Opening the settings

From the home screen, click **Settings** at the bottom of the window.



Home screen — the “Settings” button (marker 1). The credentials shown are fictitious.

The Settings panel



Top of the panel (captured on a test computer where “Start with Windows” and the test programme were enabled).

A — Connection authorisation: how a remote person gets access (page 4).

B — Start with Windows: installs the service that makes the computer reachable as soon as it is switched on (page 5).

C — Test programme, then further down: automatic sign-in, organisation, and the groups *Connection · Identity · Video · Display & clipboard · Network · Diagnostics* (scroll down).

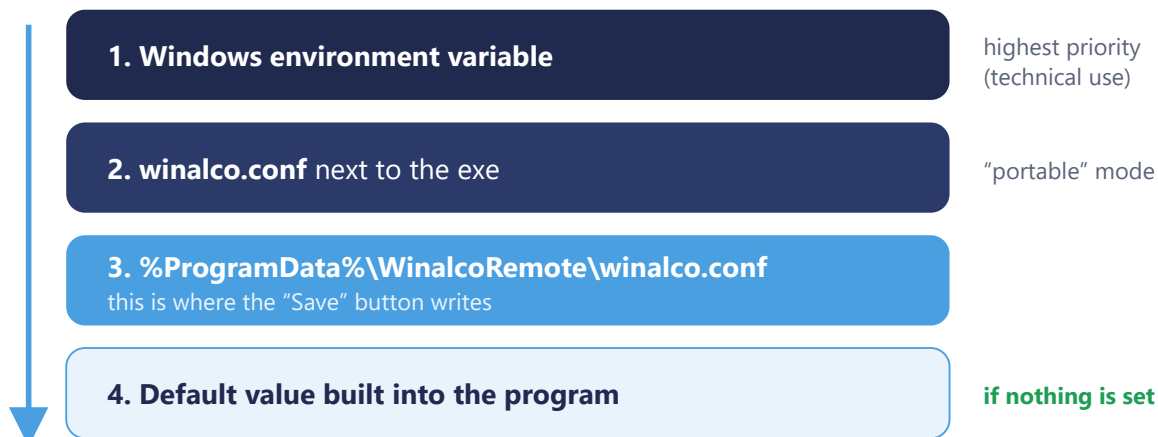
D — Show secrets reveals hidden fields (enrolment token). **Save** writes your choices; **Close** discards them.

When does it take effect?

At the **next launch** of the application.
Only the **language** applies immediately.

Where does a setting's value come from?

The same setting can be defined in several places. The application uses **the first one it finds**, from top to bottom:



Good to know. A field left **empty** (or on “... (default)”) is not written to the file: the default value applies. To go back to the default, simply clear the field and save.

2 Connection authorisation

This choice decides what a remote person needs in order to take control of this computer. It is the most important security setting.

✓ Default



Ask for authorisation on every connection

The controller enters the ID and the displayed code; the person at the computer clicks **Accept**.

- 6-digit code
- Someone must be present
- Ideal for assisting a user

Security



Code only

Reading out the displayed code is enough: **no window** to accept.

- 8-digit code, renewed at start-up, 10 min after each session and when "Disconnect" is clicked
- The code is only visible while a Windows session is open

Security



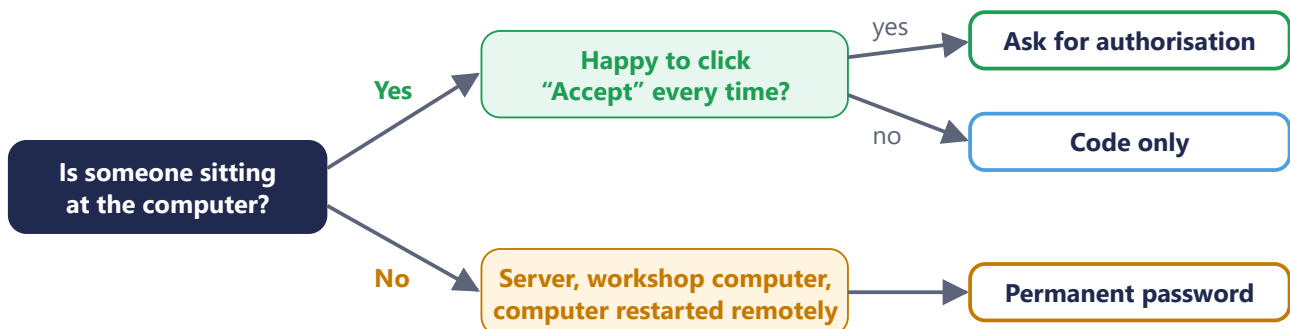
Permanent password

Unattended access: no window, a fixed password.

- **At least 12 characters**, mandatory
- For servers and computers with nobody in front of them
- Option: **also** show an 8-digit session code for a visiting technician

Security

Which mode should I choose?



Computer without a screen (server, virtual machine). With "Ask for authorisation" or "Code only", nobody can click or read the code after a restart: the computer becomes **unreachable**. The application warns you; choose "Permanent password".

Security. With a permanent password, that password is the computer's **only** protection: make it long and unique. It is stored encrypted on the computer, never in plain text in `winalco.conf`. A password that is too short is refused and the previous one stays in place.

Choices greyed out? The mode then comes from the configuration file (key `AUTO_ACCEPT=1`). Remove it from the file and relaunch to regain control from the panel. "Code only" needs an open Windows session to display the code.

3 Start-up and linking



Start with Windows

Default: unticked

Installs a **Windows service** that starts the agent when the machine boots and restarts it if it stops. The computer is reachable **even on the sign-in screen**, before anyone signs in.

Administrator rights required. For a server with nobody in front of it, combine it with “Permanent password”.



Automatic sign-in

Default: disabled

For a **headless server**: Windows signs a session in by itself at start-up, so the desktop is visible remotely with nobody in front of it.

Fields: **Account** (`user` or `DOMAIN\user`) and **Password** — kept as a system secret, not in plain text.



Organisation (subscription)

Default: none (anonymous mode)

Without an organisation, the computer runs in **anonymous mode** with a reduced quota. Sign in with your organisation's account (e-mail, password, 2FA code if enabled) to use **its** subscription.

Large-scale deployment: “**I have a linking code**”, format `XXXX-XXXX-XXXX`. The computers you support need nothing.



Test programme

Default: asked at first launch

At first launch, the application asks whether you agree to **send diagnostic logs** to Winalco. Declining removes no feature; the choice can be changed here at any time.

Nothing shown on screen, no keystrokes, no files and no file names are sent: paths, the Windows account name and the security identifier are removed before sending.

The typical set-up for a server with nobody in front of it



Only add “Automatic sign-in” if a program must run in an open session, or if the machine has no screen connected.

4 Connection, identity and network

These settings are already correct for the Winalco service. They are only needed for self-hosting or a particular network case.



Connection

Signalling server
SIGNALING_URL

https://remote.winalco-rc.com (UK edition value)

Identity server
REMOTE_SERVER_URL

https://remote.winalco-rc.com (UK edition value)

Setting	Default	What it does — when to change it
Signalling server SIGNALING_URL	Winalco server	Meeting point that puts the controller and the computer in touch (it sees neither the image nor the password). Change it only for a self-hosted server. A wrong value leaves the application stuck on “Connecting to the server...” — clear the field to return to the default.
Identity server REMOTE_SERVER_URL	Winalco server	Assigns the 9-digit ID, manages accounts and subscriptions. Same rule as above.

On locked “QuickSupport” builds, these two fields do not appear: the addresses are fixed in the program.

Identity

Setting	Default	What it does — when to change it
Forced ID AGENT_ID	empty = assigned ID	Imposes a specific 9-digit ID. Leave it empty: the server assigns the computer a stable ID, kept even after reinstalling.
Enrolment token ENROLLMENT_TOKEN	empty	Only useful at first launch , if your server requires a token to register a new computer. The identity is then cached, encrypted. Hidden field: tick “Show secrets” to read it.

Network

Setting	Default	What it does — when to change it
Network adapter to use ICE_LOCAL_IPS	empty = all	For a computer with several network adapters whose sessions go through the relay (slower) although a direct link exists. Enter the address of the adapter that carries the Internet (192.168.1.75) or a prefix (192.168.1.0/24), several separated by commas — not the adapter's name . The <code>diagnostic-reseau.ps1</code> script gives the line to copy.

5 Video

These settings concern the **controlled computer**: it is the one that captures and compresses the screen. The application already adapts the quality to the network bandwidth by itself.

Video

Encoder
ENCODER

openh264 (default) ▼

Maximum resolution
ENCODER_MAX_HEIGHT

1080 (default) ▼

Window rendering
RENDERER

auto (default) ▼

Virtual display
VDD_BACKEND

VirtualDrivers (default) ▼

Setting	Possible values	Explanation
Encoder ENCODER	openh264 mf (graphics card) ffmpeg	openh264 : compression by the processor, reliable on every computer, adjusts the bitrate without flicker. mf : uses the graphics card's encoder (Intel Quick Sync, NVIDIA, AMD); less processor load but quality varies with the hardware — automatic fallback to openh264 on failure. Below the choice, the panel shows whether a hardware encoder was detected. ffmpeg : requires <code>ffmpeg.exe</code> next to the application.
Maximum resolution ENCODER_MAX_HEIGHT	1080 720 · 540	Ceiling on the height of the transmitted image. 1080p is only reached if the connection keeps up (≥ 6 Mb/s); a computer whose processor is too slow drops back to 720 by itself for the session. Choose 720 or 540 to save processor and network from the start.
Window rendering RENDERER	auto gl (OpenGL) · wgpu (Direct3D)	Display engine of the Winalco window itself. auto tries OpenGL and switches to Direct3D if needed. Force wgpu on a Windows Server or a Remote Desktop session without a graphics card, if the window stays black or does not open.
Virtual display VDD_BACKEND	VirtualDrivers amyuni · parsec	For a computer without a monitor (server, virtual machine): a virtual display is plugged in on connection so that there is an image to transmit. The matching driver must be installed. amyuni works where VirtualDrivers fails but requires a commercial licence.

The image adapts by itself

Calm screen (text, spreadsheet)

- native resolution, sharp text
- a few frames per second
- high fixed quality

On by default (ENCODER_IDLE_NATIVE)



Motion (video, scrolling)

- resolution based on measured bandwidth
- smoothness first
- continuous adjustment, no interruption

Capped by "Maximum resolution"

6 Display, language and clipboard

Display & clipboard

Interface language LANGUE	Automatic ▾	Control-only computer PILOT_ONLY	☐ Enabled
Wallpaper in session BLANK_WALLPAPER	Black out (default) ▾	File clipboard CLIPBOARD_FILES	virtual (default) ▾
Max. number of files CLIP_MAX_FILES	5000	Max. size (MiB) CLIP_MAX_BYTES_MO	2000
Max. rate (MiB/s) CLIP_RATE_MO_S	16		

Setting	Default	Explanation
Interface language LANGUE	Windows language	Français, English or العربية (right to left). Applies immediately . Also available from the header of the home screen.
Used ONLY to control others PILOT_ONLY	unticked	Tick it on a technician's computer . Fixes pasting into Explorer of files copied on the remote computer. In return, this computer can no longer be controlled on its sign-in screen or during an elevation prompt (UAC). Restart the application after changing it.
Wallpaper BLANK_WALLPAPER	Black out	During a session, the controlled computer's wallpaper is replaced by a plain background: a lighter, smoother image. "Keep the wallpaper" (off) keeps it.
File clipboard CLIPBOARD_FILES	virtual	Virtual : a copied file is only transferred when you paste it — nothing travels for a copy that is never pasted. Immediate (eager): transfer as soon as it is copied.
Copy-paste limits CLIP_MAX_FILES CLIP_MAX_BYTES_MO CLIP_RATE_MO_S	5000 files 2000 MiB 16 MiB/s	Limits of a Ctrl+C / Ctrl+V of files between computers: number of files, total size and sending rate (0 = unlimited). Lower the rate so as not to saturate a small link while you are controlling.

Diagnostics

Setting	Default	Explanation
Logging level WINALCO_LOG_LEVEL	silent	error → warn → info → debug : more and more detailed. Logs in %ProgramData%\WinalcoRemote\logs . Raise it only for the duration of a diagnosis, then return to "silent".

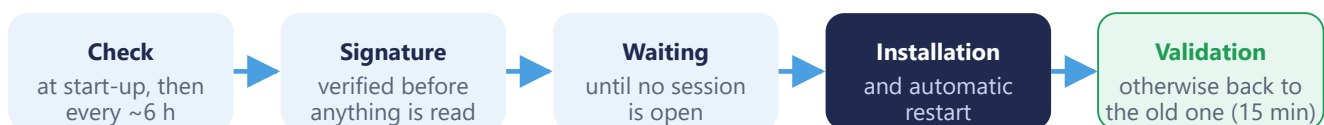
Collect the logs. The button in the Diagnostics group writes a **single file to the Desktop**, to send to support. Nothing is transmitted automatically.

7 Advanced settings

These keys do not appear in the panel. They are written by hand in `winalco.conf` (format `KEY=value`, one per line, `#` for a comment). For administrators only.

Key	Default	Effect
<code>AUTO_ACCEPT</code>	absent	<code>1</code> = unattended access imposed by the file (acceptance window removed). Requires a <code>SESSION_PASSWORD</code> of at least 12 characters; otherwise the computer falls back to the mode with authorisation and says so. Greys out the panel's choice.
<code>SESSION_PASSWORD</code>	absent	Fixed password read with <code>AUTO_ACCEPT=1</code> . Without <code>AUTO_ACCEPT</code> , it is a fixed code in "Ask for authorisation" mode. ⚠ Plain text in the file: prefer the panel, which encrypts it.
<code>ENCODER_IDLE_NATIVE</code>	on	<code>0</code> turns off "calm screen" mode (sharp text at native resolution). Only turn it off for a diagnosis.
<code>ENCODER_CALM_QP</code>	automatic	Fixed quality of the calm screen, chosen from the bandwidth (20 to 24). <code>0 / off</code> disables it; <code>16</code> to <code>40</code> forces it (lower = sharper, heavier).
<code>ICE_LINK_LOCAL</code>	absent	<code>1</code> offers link-local addresses again (169.254.x, fe80::), left out by default because they never reach a remote computer.
<code>MAJ_AUTO</code>	on	Signed automatic update. <code>0</code> = no longer check or install (rollback of an update already installed stays active).
<code>MAJ_URL</code>	Winalco server	Another publication folder (staging). The signature is still required.

How the automatic update works



Example `winalco.conf` file — server with nobody in front of it

```

# winalco.conf — a missing key = default value
# Priority: environment variable > file next to the exe > ProgramData file > default
ENCODER_MAX_HEIGHT=720           # save processor and network
ICE_LOCAL_IPS=192.168.1.0/24     # only the adapter that carries the Internet
VDD_BACKEND=virtualdrivers       # machine without a monitor
WINALCO_LOG_LEVEL=warn          # light logs
# The permanent password is set in the panel (stored encrypted), not here.

```

8 Summary of default values

Everything that can be set, on one page. In green: what the application does if you change nothing.

Setting	Key	Default	Other values
Access and start-up			
Connection authorisation	— (panel)	Ask every time	Code only · Permanent password
Additional session code	— (panel)	no	yes (with a permanent password)
Start with Windows	— (service)	no	yes (admin rights)
Automatic sign-in	— (panel)	no	account + password
Organisation	— (panel)	anonymous	account or linking code
Test programme	— (panel)	asked at first launch	take part · do not take part
Connection, identity, network			
Signalling server	SIGNALING_URL	remote.winalco-rc.com	self-hosted https:// URL
Identity server	REMOTE_SERVER_URL	remote.winalco-rc.com	self-hosted https:// URL
Forced ID	AGENT_ID	assigned ID	9 digits
Enrolment token	ENROLLMENT_TOKEN	empty	token provided
Network adapter	ICE_LOCAL_IPS	all	address(es) or prefix
Video			
Encoder	ENCODER	openh264	mf · ffmpeg
Maximum resolution	ENCODER_MAX_HEIGHT	1080	720 · 540
Sharp calm screen	ENCODER_IDLE_NATIVE	on	0
Window rendering	RENDERER	auto	gl · wgpu
Virtual display	VDD_BACKEND	VirtualDrivers	amyuni · parsec
Display, clipboard, maintenance			
Language	LANGUE	Windows language	fr · en · ar
Control only	PILOT_ONLY	no	1
Wallpaper in session	BLANK_WALLPAPER	blacked out	off
File clipboard	CLIPBOARD_FILES	virtual	eager
Copy-paste: files / size / rate	CLIP_MAX_* , CLIP_RATE_MO_S	5000 · 2000 MiB · 16 MiB/s	number (0 = unlimited rate)
Logging	WINALCO_LOG_LEVEL	silent	error · warn · info · debug
Automatic update	MAJ_AUTO	on	0

9 Which setting for which problem?

Always start with the first suggestion. Return to the default value if the change does not help.

What you see	Setting to try
Stuck on “Connecting to the server...”	Clear Signalling server and Identity server (back to default), save, relaunch. Check that no environment variable redefines them.
Server unreachable after a restart	“Permanent password” + “Start with Windows”. With no screen connected: add the virtual display and, if needed, automatic sign-in.
Jerky image, computer's processor at 100%	Maximum resolution at 720 (or 540). On a computer with a recent graphics card, try Encoder = mf .
Image that freezes or blurs at times with the mf encoder	Go back to openh264 : some graphics cards produce a stream that decodes badly.
Slow session although both computers are close	Computer with several network adapters: fill in Network adapter to use (address given by <code>diagnostic-reseau.ps1</code>).
Winalco window black or not opening (Windows Server, Remote Desktop)	Window rendering = wgpu . If the problem comes back after returning to <i>auto</i> , delete <code>%ProgramData%\WinalcoRemote\rendererer-wgpu.sticky</code> .
Files copied remotely cannot be pasted on the technician's computer	Tick “ This computer is used ONLY to control others ” on the technician's computer, then relaunch the application.
A large copy-paste saturates the link	Lower Maximum copy-paste rate (e.g. 4 MiB/s).
Support asks for logs	Logging level = info , reproduce the problem, then “Collect the logs”. Then return to “silent”.
The access choices are greyed out	The mode is imposed by <code>AUTO_ACCEPT=1</code> in <code>winalco.conf</code> : remove the line and relaunch.

Useful locations

Saved configuration: `%ProgramData%\WinalcoRemote\winalco.conf`

Logs: `%ProgramData%\WinalcoRemote\logs\`

Portable configuration (takes priority): `winalco.conf` in the application's folder