

Installing Rustdesk

Imagatec use's Rustdesk's robust framework to access stores locally, allowing for Imagatec to provide remote support. The steps provided below show all the steps prior to Imagatec finalising the set-up. If you have any issues along the way, please call into Imagatec for assistance.

1. Installing Rustdesk via a link.

Please select one of the links below, and paste it into the browser on the computer you're installing

<https://rustdesk.com/download>

From the table at the bottom of the page, select the software you're installing Rustdesk onto. (Typically X86_64 Windows MSI). Then open the downloaded file



2. Opening and Installing Rustdesk

Once the download is complete, please open the program you just opened



Make sure you click the Install button in the bottom left of the window once it opens which will start the installation process - using default options will be fine.  

3. Configuring Rustdesk for Imagatec

Rustdesk has some security measures to prevent people with remote access from changing any Rustdesk settings. As Imagatec has to configure a few items in the settings, we need access to these settings. Luckily this feature can be turned off in Rustdesk with the following steps.

3.1. Open up the Settings



3.2 Configuring the Settings

Select "Security" from the navigation on the left, this page needs to be unlocked by selecting "Unlock security settings". Finally you can "Enable remote configuration modification" by ensuring that it is ticked.



4. Contact Imagatec

Please contact Imagatec @ 1300 365 443 to finish the configuration

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Last update: **2026/06/29 12:27**

