

About RU Server

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Remote Utilities Server (hereinafter "Server") is *self-hosted* server software that you can install on your premises. The Server integrates with Remote Utilities and enhances its capabilities with added features, such as address book synchronization and authentication.

Using the self-hosted server is entirely optional and free. Learn more about the benefits of using the server [on this page](#).

Server roles

The Server can perform three roles:

- **Relay server.** The Server acts as an intermediary for *Internet-ID connection*.
- **Sync server.** The Server is used for *address book* synchronization between multiple techs.
- **Authentication server.** The Server stores access permissions and lets technicians authenticate (log in) on remote *Hosts*.

Usage scenarios

Each role can be suitable for some usage scenarios and not suitable for others. Follow this guide to learn which roles are better suited for your scenario.

If you use the program exclusively within a LAN (or VPN) you do not need the relay server role. You may, however, set up the other two roles if you need to sync your address book and/or use the server for authentication in a multi-tech environment.

One technician

Relay server role

If you are a one-man shop servicing your customers over the Internet you can use the relay server role to significantly improve *Internet-ID connection* speed and performance. This is because the closer the server is to you the faster the connection.

Sync server role

As a single technician you can use the sync server role for getting your *address book* synchronized between different *Viewer* computers you may use. In addition, this server role allows you to get your remote *Hosts* automatically added into your address book once they connect to the self-hosted server.

Authentication role

Setting up the authentication role might be overkill for a single-tech small shop scenario. You are advised to use either *Single-password security* or *Windows security* to authenticate on remote *Hosts*. Using *Custom server security* – which is what the authentication role is about – might unnecessarily complicate your setup.

Multiple technicians

In a multi-tech environment you might need to enable all three server roles to perform the following tasks:

- Sharing the same *address book* among multiple techs. Sharing multiple books via the same server is also possible.
- Setting address book permissions to ensure that techs view/edit only those address book records they are allowed to view/edit.

- Enabling you to quickly revoke remote access of a tech who leaves your company.
- Allowing the techs to sign in once in their Viewer and then authenticate on remote Hosts without entering access credentials for each and every Host (single sign-on).

System requirements

- Windows 10/8/7/Vista/XP or Windows Server 2019/2016/2012/2008/2003, **64-bit OS only**.
- No special hardware requirements. The Server can be installed on a regular workstation.

Related articles

- [RU Server: Admin Console: Main window](#)
- [RU Server: Installing and Uninstalling RU Server](#)
- [RU Server: Making server accessible](#)
- [RU Server: Server configuration](#)

URL: <https://www.remoteutilities.com/support/docs/about-ru-server/>