



RealVNC Server Plug-in for the Central Policy Manager

The CyberArk Password Vault
Version 12.x

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Changing Passwords on RealVNC Server

The Central Password Manager enables organizations to change passwords automatically on remote machines and store the new passwords in the Enterprise Password Vault, with no human intervention, according to the organizational policy. This plug-in supports the changing of passwords for users on the RealVNC Server (Version v7.6.1 or greater) using the PowerShell protocol.

Prerequisite

This plugin runs on the Terminal Plugin Controller (TPC) engine. It can be found on the Marketplace [here](#).

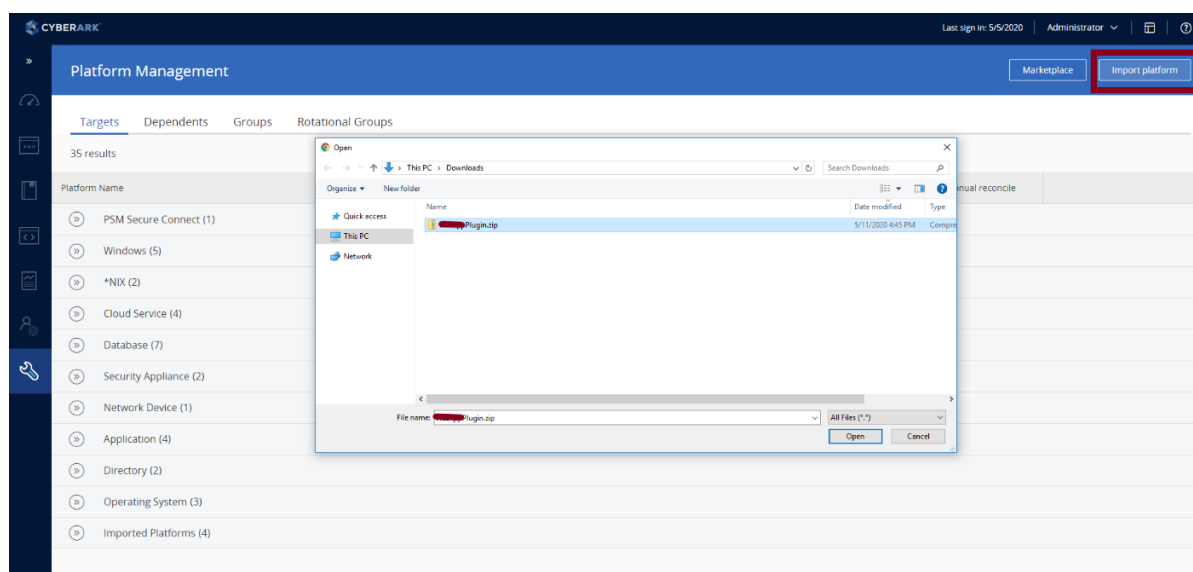
Note: The *legacy* (Out of the Box) RealVNC PSM Connector is *incompatible* with this platform. Please use the updated 7.6.1+ version of the RealVNC PSM connector located here: <https://community.cyberark.com/marketplace/s/#a35Ht0000013FealAE-a39Ht000003ATcPIAW>

Installation

You will receive the RealVNC plug-in zip archive from your CyberArk representative. The following instructions show you how to install it.

Installing the RealVNC Server Plug-in

1. Log in to the PVWA with an administrative account.
2. Go to Administration > Platform Management.
3. Click Import Platform. Upload the RealVNCPlugin.zip file.



Platform Configuration

Check the following default platform settings match your environment:

Parameter Name	Description	Value
RealVNCMode**	The default RealVNC Server mode: Can be <i>Service</i> or <i>User</i>	<i>service</i>

Modified by navigating to Administration → Platform Management → RealVNC → Edit → Automatic Password Management → Additional Policy Settings

** Note: RealVNC Server can be run as a Windows Service (**service** or **legacy -service**), or under a specific user session (**user** or **legacy -user**). For more information, [please click here](#)

- Most environments will only use service for the **RealVNCMode** parameter.
- If the **RealVNCMode** is set to 'user' or 'legacy -user':
 - It is recommended to increase the values of the platform parameters: MaximumRetries and MinDelayBetweenRetries
 - The associated reconcile account must be the user under which the RealVNC Server service is running.
 - **User** mode indicates the RealVNC Server process (listening service) is only running under a specific user's environment.
 - If this user is not using an active session on the target RealVNC Server, the RealVNC server software may not be listening; This will cause the CPM Management action to fail. This is the reason for increasing the platform parameter values: MaximumRetries and MinDelayBetweenRetries
- If using **legacy -service** or legacy -user; **Real VNC Type** must be: 'standard' or 'password'
- This plug-in does **not** support managing virtual mode passwords.

For more information about adding password objects in the Password Vault Web Access, refer to the online documentation [here](#).

The legacy RealVNC PSM Connector is incompatible with this platform. Please use the updated RealVNC PSM connector located here:

<https://community.cyberark.com/marketplace/s/#a35Ht0000013FealAE-a39Ht000003ATcPIAW>

The 'Real VNC Type' attribute is the relabeled password object Username attribute. It is displayed on the PVWA account view as 'Real VNC Type'

The following 'Real VNC Type' values are compatible with 7.6.1+ version of the RealVNC PSM connector:

'Password' Default VNC password

'AdminPassword' Administrative user able to bypass accept/reject prompts.

'ViewOnlyPassword' Password for a basic user able to observe but not interact.



Configuring the Platform Policy Vault Web Access

Adding RealVNC Accounts

Adding Accounts through the Password Vault Web Access

- Create a new RealVNC account or use an existing one.
- Associate a Reconcile account **(Required)**
 - Account must be able to connect to the target RealVNC Server(s) via PowerShell Remote Session from the CPM.

Specify the required account properties.

General Notes

RealVNC usage plug-in supports the following:

- Password Change (as Reconcile)
- Password Reconcile
- Password Verify

