

## 🔒 How To Use Session Management & Recording On A Switchboard (User Guide)

Version 6.0

*Applies to Platform: Switchboard 6.9.x*

*Last update: 18 Dec 2025*

A new major feature for the Endian Switchboard in 6.9.x is a session management and recording feature was created to support advanced user/usergroup restrictions to endpoint resources (applications) including monitoring and auditing these session activities to provide for policy enforcement and compliance. The actual result of using this feature is that when a user logs in, any resources that require session approval will now allow the user to “request access” where the user then fills out a short form including time window of when they wish to access the resource. Once approved (by a user with approval permissions), the user can then login and connect to the resource to perform their job duty during the defined time window. If the session policy has recording enabled and the activity the user performed was supported for recording, then the activity is recorded by the Switchboard and made available to the users with appropriate session permissions.

### Requirements

Before you begin you will need the following in order to complete this process:

1. An Endian Switchboard that is already [setup](#) and accessible on a public IP or FQDN.
2. A valid user account on the Endian Switchboard.

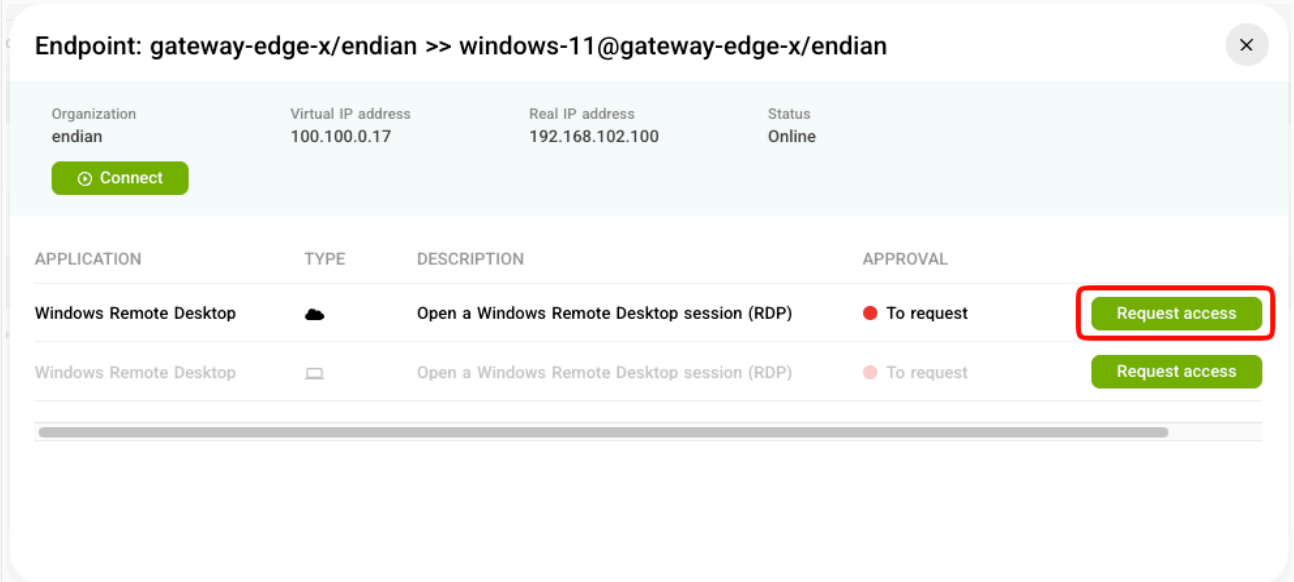
#### Note

When recording is enabled on a session policy for an endpoint you are connecting to then the full session is recorded as a video and will be available for administrators and session managers to review.

### Request Access to Endpoint

Login to your Switchboard using its fully-qualified domain name (FQDN) or IP address as provided to you by your organization.

Once logged in, click on the endpoint you wish to connect on the main **Dashboard** screen. You will receive a modal pop-up which shows the applications which are accessible on the selected endpoint. If they have a session policy which requires approval, you will have an option to Request Access. Click this to continue



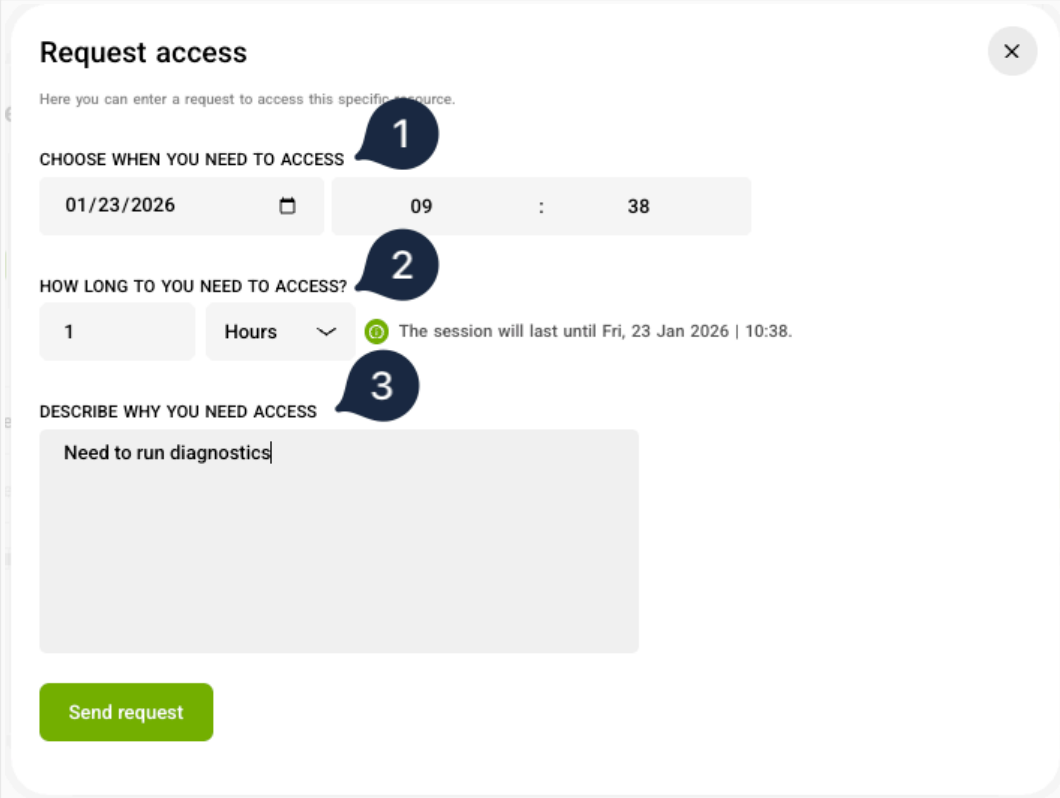
The screenshot shows a modal window titled "Endpoint: gateway-edge-x/endian >> windows-11@gateway-edge-x/endian". It contains a table with endpoint details and a list of applications. The "Request access" button for the first application is highlighted with a red box.

Organization	Virtual IP address	Real IP address	Status
endian	100.100.0.17	192.168.102.100	Online

[Connect](#)

APPLICATION	TYPE	DESCRIPTION	APPROVAL
Windows Remote Desktop		Open a Windows Remote Desktop session (RDP)	<span style="color: red;">●</span> To request <a href="#">Request access</a>
Windows Remote Desktop		Open a Windows Remote Desktop session (RDP)	<span style="color: pink;">●</span> To request <a href="#">Request access</a>

Next you should complete the access request form using the following information:



The screenshot shows the "Request access" form with three numbered callouts: 1. "CHOOSE WHEN YOU NEED TO ACCESS" pointing to the date and time fields (01/23/2026, 09:38). 2. "HOW LONG TO YOU NEED TO ACCESS?" pointing to the duration field (1 Hours) and the resulting session end time (The session will last until Fri, 23 Jan 2026 | 10:38). 3. "DESCRIBE WHY YOU NEED ACCESS" pointing to the text input field containing "Need to run diagnostics".

**Request access**

Here you can enter a request to access this specific resource.

**1** CHOOSE WHEN YOU NEED TO ACCESS

01/23/2026 09 : 38

**2** HOW LONG TO YOU NEED TO ACCESS?

1 Hours ⌵ ⌚ The session will last until Fri, 23 Jan 2026 | 10:38.

**3** DESCRIBE WHY YOU NEED ACCESS

Need to run diagnostics

[Send request](#)

1. **When to Access:** Enter the date and time you wish for your session to begin (when you want to connect and access the endpoint)

- 2. How Long to Access (Duration):** Here you can enter the amount of time you need to complete your session. Once selected, you will see a preview of when your session will end and your ability to connect to the endpoint will be terminated.
- 3. Describe Why You Need Access:** Here you can enter a description to provide to the approver to outline why you need access to the requested endpoint.

Click **Send request** button to send the access request to be approved.

You will then see your approval status as *Pending*.

**Endpoint: gateway-edge-x/endpoint >> windows-11@gateway-edge-x/endpoint** ✕

Organization endian	Virtual IP address 100.100.0.17	Real IP address 192.168.102.100	Status Online
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🔗 Connect

APPLICATION	TYPE	DESCRIPTION	APPROVAL
Windows Remote Desktop	☁️	Open a Windows Remote Desktop session (RDP)	🟠 Pending
Windows Remote Desktop	🖥️	Open a Windows Remote Desktop session (RDP)	🟠 Pending

## Session Approval

At this a user with session approval (or administrator) should be able to view and approve the access request. In addition, any user who has session approval will also receive an email notifying them of the access request and providing a link to the approval page.

To view and approve/decline, you can navigate to *Switchboard > Sessions > Approvals*

Switchboard Virtual Appliance  
Version 6.3.6

- Dashboard >
- Users >
- Devices >
- Applications >
- Messages >
- Sessions >
- Sessions >
- Approvals >

### Approvals

SESSIONS

To approve | Approved | Declined | All

REQUESTED BY	ORGANIZATION	DEVICE	APPROVAL DATE	SCHEDULE	REQUEST	STATUS
user@endian test/endian <small>Request ID: 6973974609dbcb44732d67...</small>	endian	gateway-edge-x <small>📍 windows-11</small>	-	Fri, 23 Jan 2026   09:38 <small>60m</small>	Need to run diagnostics	<span style="color: #28a745;">● To approve</span> <span style="margin-left: 10px;">🟢 Approve</span> <span style="margin-left: 10px;">🔴 Decline</span>

1

Here the approver can make a decision regarding the request

### Approve the Request

If you choose to approve the request, you will receive a modal pop-up with the following information:

## Provide an approval response

Here you can enter a response to be included in your approval that the requestor can view.

### OVERVIEW

User  
user@endian.test/endian

Gateway  
gateway-edge-x

Endpoint  
windows-11

Application  
Windows Remote Desktop

Reason  
Need to run diagnostics

Organization  
endian

### SESSION START

01/23/2026

09 : 38

### SESSION END

01/23/2026

10 : 38

This session will last 60m.

### YOUR APPROVAL RESPONSE

Approved

Approve

1. **Session Start/End:** Here the proposed date and time of the session start and end are provided for confirmation. If desired, you can alter the request start/end time as well.
2. **Approval Response:** Here you can enter the descriptive response to provide to the requestor.

## Decline the Request

If you choose to decline the request, you will receive a modal pop-up with the following information:

### Do you confirm to decline this request?

YOUR DISAPPROVAL RESPONSE

Optional

Yes No

1. **Disapproval Response:** Here you can enter the descriptive response to provide to the requestor.

## Connect to Endpoint

Now the original user should see the approval status change to Approved and will then see an option to Connect & Open a connection to the remote endpoint device and can proceed as normal.

Endpoint: gateway-edge-x/endian >> windows-11@gateway-edge-x/endian ✕

Organization endian	Virtual IP address 100.100.0.17	Real IP address 192.168.102.100	Status Online
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[Connect](#)

APPLICATION	TYPE	DESCRIPTION	APPROVAL	
Windows Remote Desktop		Open a Windows Remote Desktop session (RDP)	<span style="color: green;">●</span> Approved	<a href="#">Connect &amp; open</a>
Windows Remote Desktop		Open a Windows Remote Desktop session (RDP)	<span style="color: lightgreen;">●</span> Approved	<a href="#">Connect &amp; open</a>

## Comments

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