
PRODUCT SUPPORT

CSL Remote Manager

Updated November 4, 2025

CSL Remote Manager enables an Installer to use the Panel Manufacturer's UDL software on a PC to connect to their panel via DualCom Pro, saving a visit to the site. Simply install CSL Remote Manager on the PC that is running the Panel Manufacturer's UDL software to take advantage of this handy tool.

Latest information

<https://www.csl-group.com/support/csl-remote-manager/>

Quick Guide

Installation

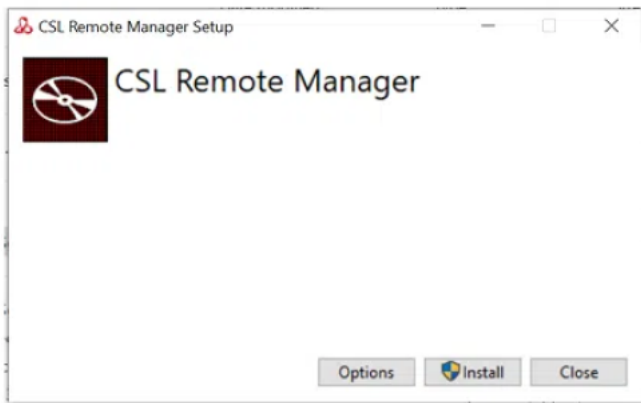
CSL Remote Manager requires Windows 10 or Windows 11 to be installed on your PC.

Download the latest version of CSL Remote Manager:

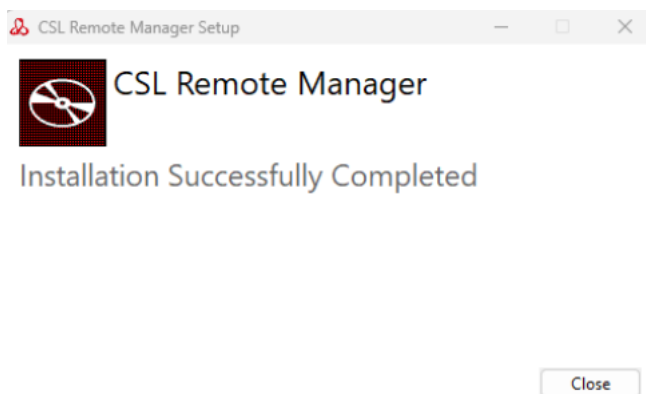
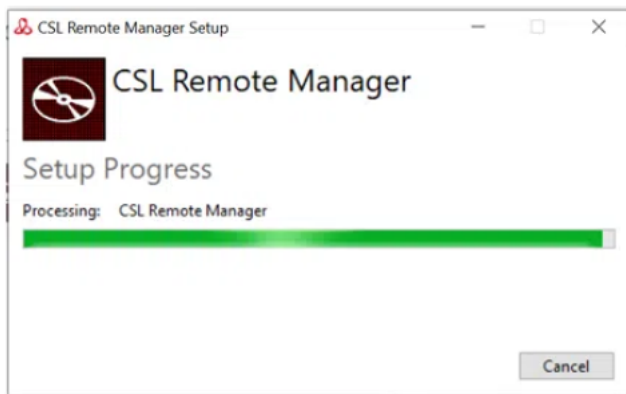
- From the PC, open a web browser and navigate to [CSL Live](https://id.csl-group.com/auth/realms/CSLPortal/protocol/openid-connect/auth?state=bd65e5f7c3d1994a70f28f831630feba&scope=openid&response_type=code&approval_prompt=auto&redirect_uri=https%3A%2F%2Fportal.csl-group.com%2Factions%2Fauth-module%2Fdefault%2Fget-authenticated&client_id=CSLPortal) (https://id.csl-group.com/auth/realms/CSLPortal/protocol/openid-connect/auth?state=bd65e5f7c3d1994a70f28f831630feba&scope=openid&response_type=code&approval_prompt=auto&redirect_uri=https%3A%2F%2Fportal.csl-group.com%2Factions%2Fauth-module%2Fdefault%2Fget-authenticated&client_id=CSLPortal).
- Log in and go to the **My Base** section.
- Click on any site configured for panel support via Serial or Dial Capture and press **START UDL**.
- Click on **DOWNLOAD REMOTE MANAGER**.

Install CSL Remote Manager:

- Double-click the downloaded file **CSLRemoteManagerSetup.exe** to start the installation
- You should see the following:



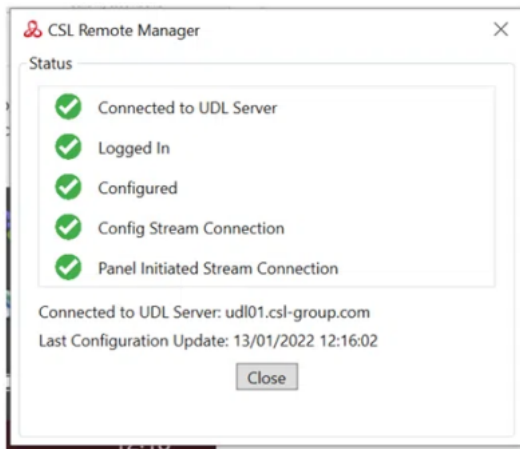
- Click on **Install**.
- If prompted for admin details, enter them to have the installation continue. If required, contact your company's IT support team.



Using CSL Remote Manager

CSL Remote Manager uses the same credentials as My Base. When prompted, enter your username and password and a one-time code.

CSL Remote Manager will then sit in the task tray. You can right-click to bring up a window that shows the current status. When operating normally, it will look like this:



Now follow the specific [UDL Guide](https://www.csl-group.com/udl-guides/) to configure the Panel Manufacturer's UDL software to connect to the panel via CSL Remote Manager.

Panel Initiated UDL

This feature is only available on devices that are connected to our latest cloud platform. It can be used in two scenarios:

- Scheduled remote maintenance.
- On-site, when an Installer requires assistance from the service desk.

The following panels support initiating a UDL session from the panel:

- Honeywell Flex when using RS-485.
- Honeywell Galaxy, when using RS-485 or Dial Capture.
- Pyronix Euro and Enforcer when using RS-232 or Dial Capture.
- Scantronic iON when using TTL.

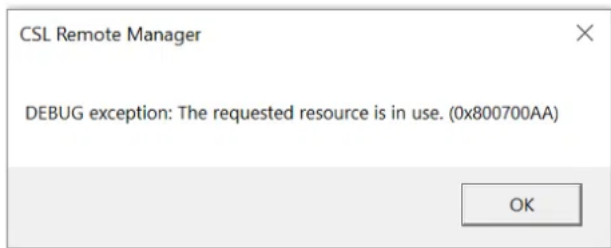
Please refer to the individual [panel guides](https://www.csl-group.com/panel-guides/) for configuring the panels to initiate the session.

If using Dial Capture, the panel should be configured to dial 123456 to initiate the UDL session.

Troubleshooting

CSL Remote Manager uses port 443 to connect to the CSL infrastructure. Ensure the firewall software being used allows CSL.RM.UDLSERVICE.EXE to (located in the Program Files folder).

If you get the following error, you will need to also install Microsoft's VisualC++ Redistributable package by [clicking here](https://aka.ms/vs/17/release/vc_redist.x64.exe) (https://aka.ms/vs/17/release/vc_redist.x64.exe).



Minimum System Requirements – Windows

CSL currently operate two remote management programmes for DualCom Pro:

- Remote Manager 2424
- CSL Remote Manager

New Installers will be set up on the new CSL Remote Manager. For Installers using Remote Manager 2424, CSL will work with you to migrate you to CSL Remote Manager. Remote Manager 2424 was originally written for Windows 7 and doesn't incorporate the latest security features now available through Windows 10.

Any developments and updates will also be focused on the CSL Remote Manager. For instance, CSL Remote Manager uses our new single-sign-on secure framework, which utilises the same login details as CSL Live and the My Base App.

Processor	Intel® or AMD processor with 64-bit support; 1 GHz or faster processor with SSE 4.2 or later
Operating System	Windows 10 (64-bit) version 1809 or later Windows Server 2016 or later
RAM	2 GB for 64-bit
Graphics Card	DirectX 9 or later with WDDM 1.0 driver
Monitor Resolution	1280 x 800 display
Hard Disk Space	20 GB for 64-bit OS

Network	Internet connection with minimum 1 Mbps
Software	Panel UDL software must be installed on the same machine as CSL Remote Manager
Firewall	Server access destination host name is udl01.csl-group.com Destination port is 443

Please note: Windows 7, which went end-of-life on 14 Jan 2020, is not supported. With critical patches and security updates no longer available for Windows 7, it is vulnerable to security risks, viruses, hacking, and malware.

Panel Manufacturer UDL Setup

DSC

(1)

<https://www.csl-group.com/udl-guides/?guide=dsc>

Eaton

(1)

<https://www.csl-group.com/udl-guides/?guide=eaton>

HKC

(1)

<https://www.csl-group.com/udl-guides/?guide=hkc>

Honeywell

(1)

<https://www.csl-group.com/udl-guides/?guide=honeywell>

Orisec

(1)

<https://www.csl-group.com/udl-guides/?guide=orisec>

Pyronix

(1)

<https://www.csl-group.com/udl-guides/?guide=pyronix>

RISCO

(1)

<https://www.csl-group.com/udl-guides/?guide=risco>

Texecom

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<https://www.csl-group.com/udl-guides/?guide=texecom>
