



RackHatch

Remote Desktop for Amazon EC2, simplified.

PRODUCT GUIDE

Secure Remote Desktop to your Amazon EC2 Windows servers, in one click.

No VPN, no jump host, no open RDP port. RackHatch opens every session through an encrypted AWS Systems Manager tunnel and signs you in with the right account, for every server in every environment.

Windows desktop app

AWS Systems Manager

Multiple environments & accounts

Free 3-day trial

The screenshot displays the RackHatch web application interface. On the left is a dark sidebar with the RackHatch logo and navigation links for 'ENVIRONMENTS', 'Sessions', 'Settings', 'License' (marked as PRO), 'About RackHatch', and 'A Jesora Labs product'. The main content area is titled 'Environments > Production'. At the top, a blue banner says 'Ready to connect' with a sub-note '13 servers in 4 environments - no inbound RDP ports needed' and a 'Sessions' button. Below this are four summary cards: '5 in Production Servers', '0 Active sessions', '4 13 servers Environments', and a 'Pro' license card that 'renews 8 Oct 2027'. The central part of the interface features a table of servers in the 'Production' environment. The table has columns for NAME, INSTANCE, PORT, USERNAME, PASSWORD, and ACTION. Five servers are listed: Web Server 01, Web Server 02, App Server, SQL Server, and Domain Controller, each with a 'Connect' button. At the bottom of the table, a note says 'Double-click a server to edit it - right-click for more options'. The bottom status bar shows 'Ready', a 'Refresh' button, and a 'Release All Ports' button.

NAME	INSTANCE	PORT	USERNAME	PASSWORD	ACTION
Web Server 01	i-0a7f3c9e2b41d5e86	55601	Administrator	*****	<button>Connect</button>
Web Server 02	i-04c1d8e3a95f27b10	55602	Administrator	*****	<button>Connect</button>
App Server	i-0e5b92f17c3a8d461	55603	Administrator	*****	<button>Connect</button>
SQL Server	i-09d3a6c4e81b75f02	55604	sqladmin		<button>Connect</button>
Domain Controller	i-0b28f7e4c61d9a3e5	55605	Administrator		<button>Connect</button>

— AT A GLANCE

One place for every Remote Desktop session on Amazon EC2.

RackHatch is a Windows desktop app for teams who run Windows servers on Amazon EC2. It keeps your servers organised by environment, connects to any of them in one click through AWS Systems Manager, and shows clearly what is connected, what is happening and what to do when something goes wrong.



Private by design

Servers stay in private subnets. No inbound RDP port, no public IP, no bastion host to maintain.



One click to connect

RackHatch starts the tunnel, opens Remote Desktop and signs in with exactly the account saved for that server.



Organised environments

Group servers into environments such as Production and Staging, each with its own colour, icon and AWS account.



Every session in view

See all active Session Manager sessions of your AWS identity, from this computer or elsewhere, and close them.



Clear when things go wrong

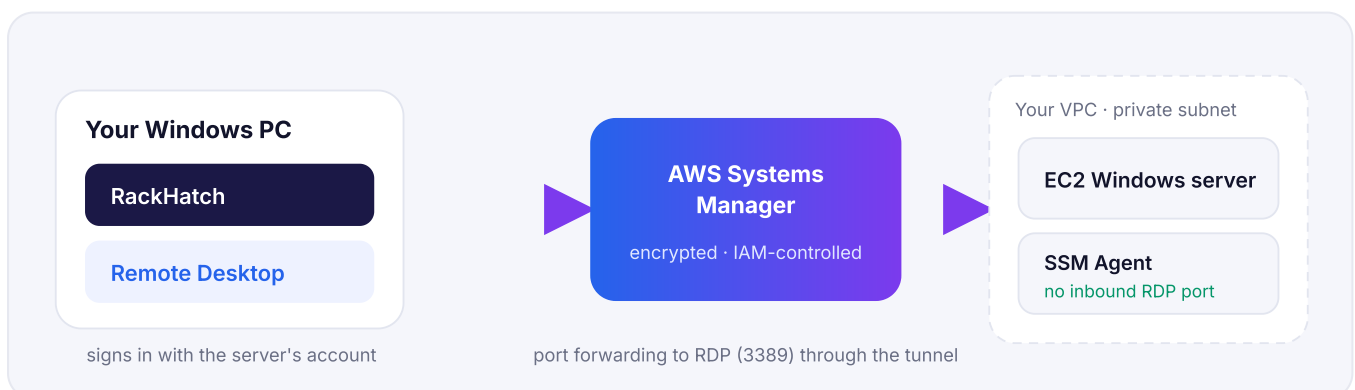
Errors are explained in plain language with what to do next, and a timeline shows every step of each connection.



Your secrets stay yours

AWS secret keys and server passwords are encrypted for your Windows account. They leave your computer only in an export you make, encrypted with your own password.

How it works



1 · Choose a server

Pick the environment in the side bar and click **Connect** next to the server.

2 · RackHatch opens a tunnel

A Session Manager port-forwarding session starts with that environment's AWS credentials.

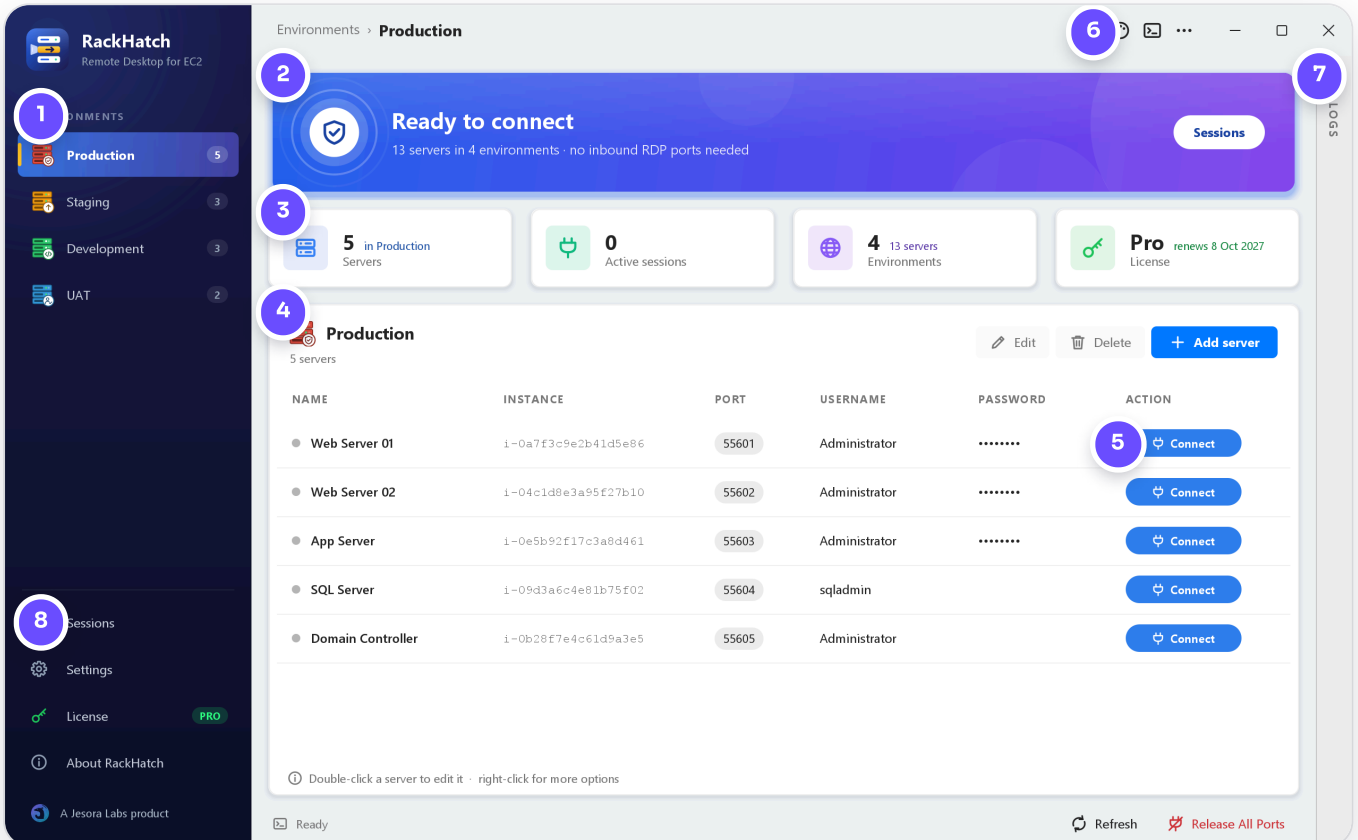
3 · You are on the server

Remote Desktop opens through the tunnel and signs in with the saved account.

THE DASHBOARD

Everything you need, on one screen.

The main window shows your environments, the status of your connections, a summary of your setup and the servers of the chosen environment, ready to connect.



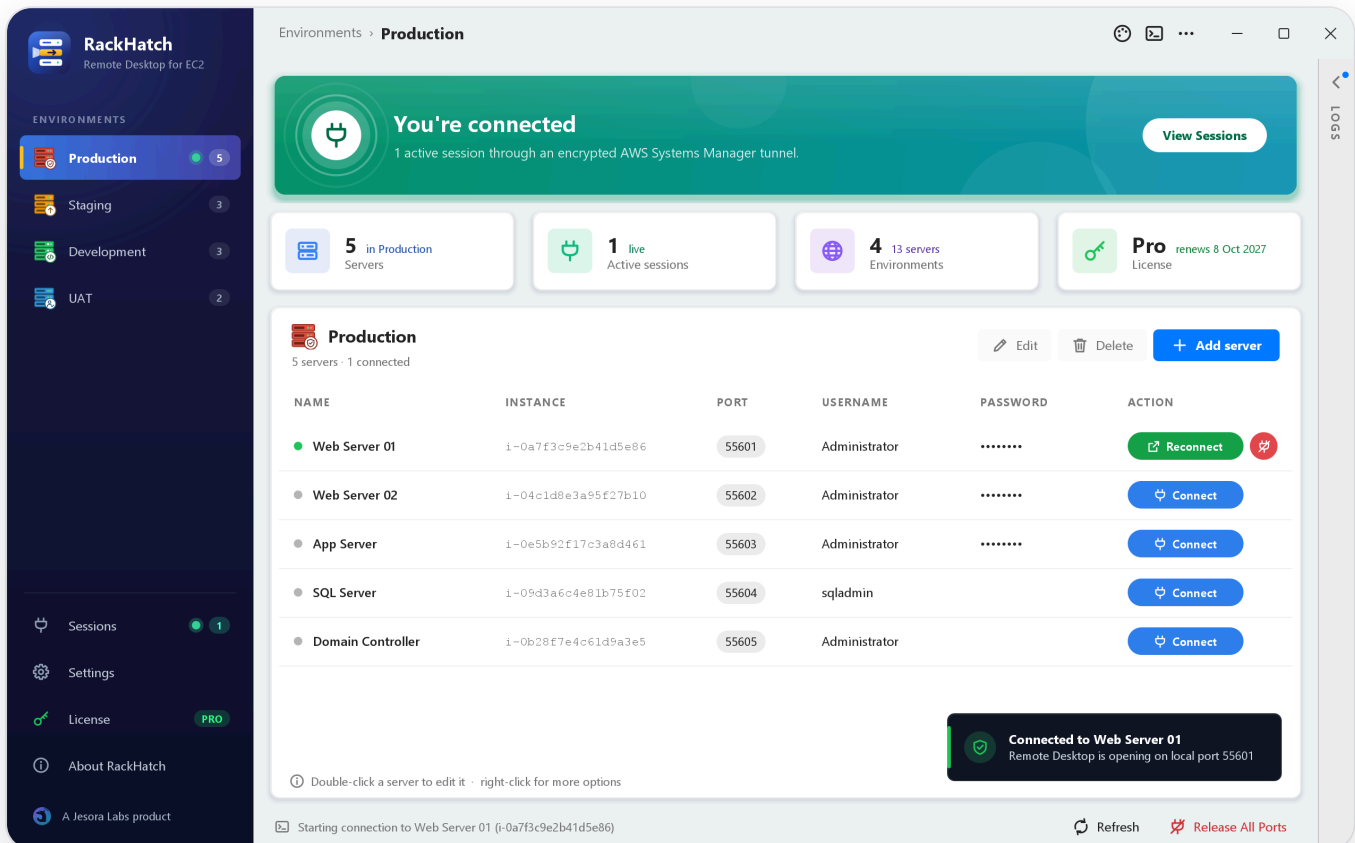
The screenshot shows the RackHatch dashboard interface. On the left is a dark sidebar with navigation links: Environments (1), Production (5), Staging (3), Development (3), and UAT (2). Below these are Sessions (8), Settings, License (PRO), About RackHatch, and A Jesora Labs product. The main content area is titled 'Environments > Production'. At the top is a blue banner (2) saying 'Ready to connect' with '13 servers in 4 environments - no inbound RDP ports needed' and a 'Sessions' button. Below the banner are four summary tiles (3): '5 in Production Servers', '0 Active sessions', '4 13 servers Environments', and 'Pro License' (renews 8 Oct 2027). The main section (4) is titled 'Production' and shows a table of 5 servers. The table has columns: NAME, INSTANCE, PORT, USERNAME, PASSWORD, and ACTION. The ACTION column contains 'Connect' buttons (5). At the bottom of the table is a note: 'Double-click a server to edit it - right-click for more options'. On the right side of the dashboard are buttons for 'Edit', 'Delete', and 'Add server'. At the very bottom are 'Refresh' and 'Release All Ports' buttons. A 'Logs' sidebar is visible on the far right (7).

- 1 Environments.** Your environments, each with its colour or icon, the number of servers and a green dot when a session is live.
- 2 Status banner.** Ready, connecting, connected or attention needed, with the next step one click away.
- 3 Summary tiles.** Servers in this environment, active sessions, environments and your license at a glance.
- 4 Servers.** Name, EC2 instance, local port, user name and password of every server. **Add server** adds one; double-click a server to edit it.
- 5 Connect.** One click opens the tunnel and Remote Desktop. Connected servers offer Reconnect and Disconnect.
- 6 Theme, logs and more.** Six themes, the activity log, errors, license and About.
- 7 Logs.** Slide out the activity timeline and the explained errors at any time.
- 8 Sessions, Settings, License.** The rest of RackHatch opens right here in the window, not in pop-ups.

CONNECTING

Click Connect. RackHatch does the rest.

There is nothing to type and no command line to remember. RackHatch runs the AWS steps for you and tells you when the server is ready.



Environments > **Production**

You're connected
1 active session through an encrypted AWS Systems Manager tunnel. [View Sessions](#)

5 in Production Servers | 1 live Active sessions | 4 13 servers Environments | Pro License (renews 8 Oct 2027)

Production
5 servers · 1 connected

NAME	INSTANCE	PORT	USERNAME	PASSWORD	ACTION
Web Server 01	i-0a7f3c9e2b41d5e86	55601	Administrator		Reconnect Disconnect
Web Server 02	i-04c1d8e3a95f27b10	55602	Administrator		Connect
App Server	i-0e5b92f17c3a8d461	55603	Administrator		Connect
SQL Server	i-09d3a6c4e81b75f02	55604	sqladmin		Connect
Domain Controller	i-0b28f7e4c61d9a3e5	55605	Administrator		Connect

Connected to Web Server 01
Remote Desktop is opening on local port 55601

Starting connection to Web Server 01 (i-0a7f3c9e2b41d5e86)

[Refresh](#) [Release All Ports](#)

Connected to Web Server 01: the banner turns green, the row offers Reconnect and Disconnect, and a notice confirms the connection.

What happens when you click Connect

- 1 RackHatch frees the server's local port and checks for sessions already open to it.
- 2 It starts an AWS Systems Manager port-forwarding session to RDP on the instance, with the environment's credentials.
- 3 Remote Desktop opens to the tunnel and signs in with exactly the user name and password of that row.
- 4 The row turns green; Reconnect reopens Remote Desktop through the same session if you closed its window.

Always the right account

Every tunnel ends at *localhost*, so Windows would normally reuse whatever login it saved last. RackHatch clears those saved logins before each connection, so you are always signed in as the account of the server you chose, or asked for it when no password is saved.

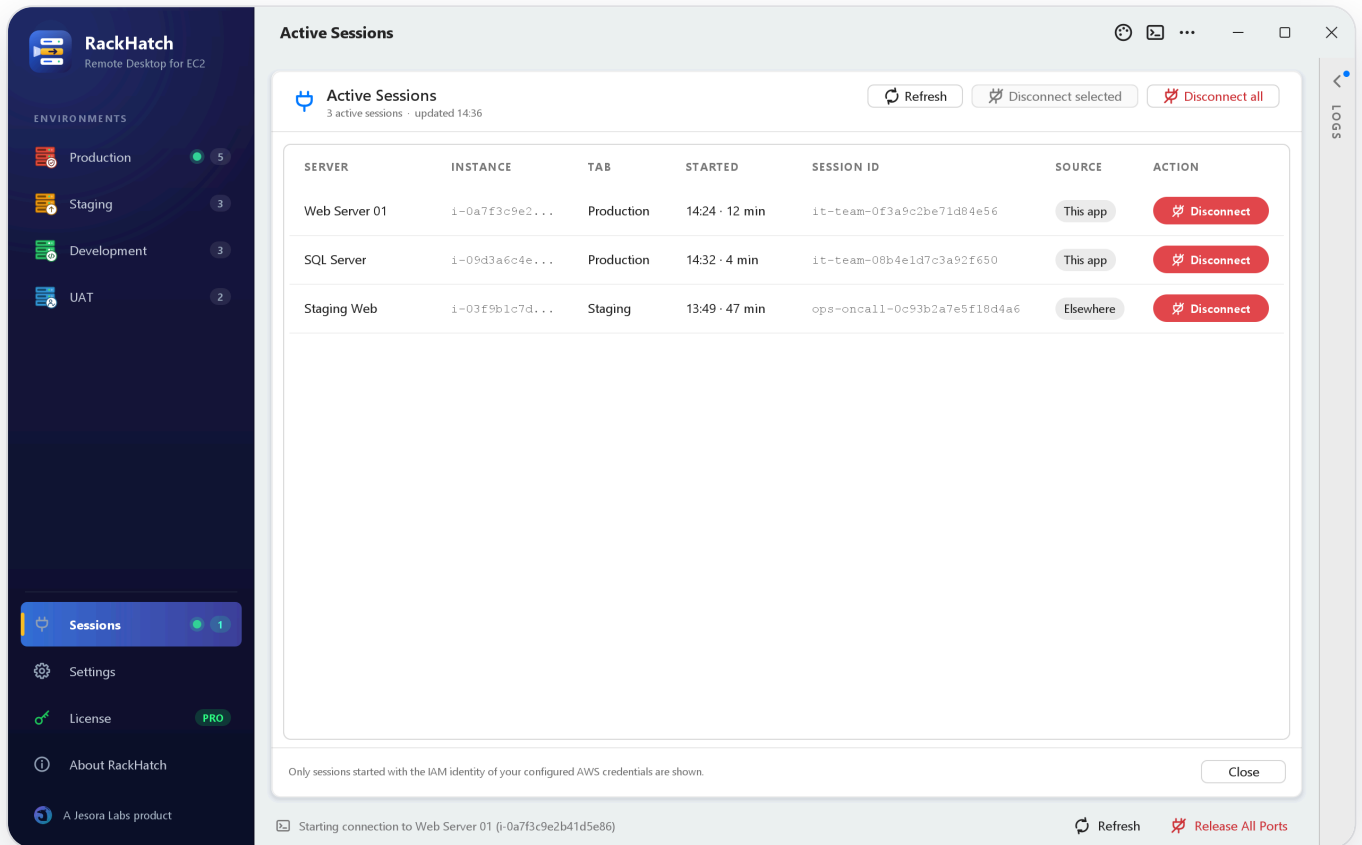
Clean up in one place

- ✓ **Disconnect** ends the AWS session and frees its local port.
- ✓ **Release All Ports** closes every session of the app at once.
- ✓ On exit, RackHatch closes its sessions and removes the logins it stored for Remote Desktop.

SESSIONS

See every active session, and close any of them.

The Sessions page asks AWS for the active Session Manager sessions of each set of credentials you use, so you also see sessions started on another computer or left open by mistake.



Active Sessions

3 active sessions · updated 14:36

Refresh Disconnect selected Disconnect all

SERVER	INSTANCE	TAB	STARTED	SESSION ID	SOURCE	ACTION
Web Server 01	i-0a7f3c9e2...	Production	14:24 · 12 min	it-team-0f3a9c2be71d84e56	This app	Disconnect
SQL Server	i-09d3a6c4e...	Production	14:32 · 4 min	it-team-08b4e1d7c3a92f650	This app	Disconnect
Staging Web	i-03f9b1c7d...	Staging	13:49 · 47 min	ops-oncall-0c93b2a7e5f18d4a6	Elsewhere	Disconnect

Only sessions started with the IAM identity of your configured AWS credentials are shown.

Close

Starting connection to Web Server 01 (i-0a7f3c9e2b41d5e86)

Refresh Release All Ports

Three active sessions: two opened by this app, one started elsewhere with the same AWS identity.

Only your own sessions

RackHatch lists sessions started with the IAM identity of your configured credentials. Sessions of colleagues in the same AWS account are never listed or closed.

Disconnect one, several or all

Close a single session, a selection, or all of them. Sessions of this app also free their local port and update the dashboard.

Know where each one came from

Each row shows the server and environment, when it started and for how long, the session ID, and whether it was opened by this app or elsewhere.

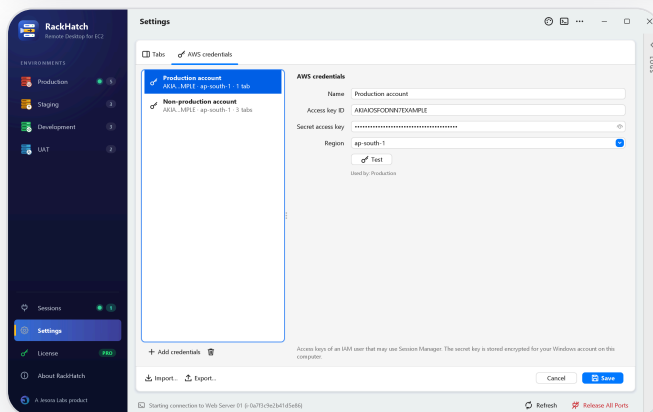
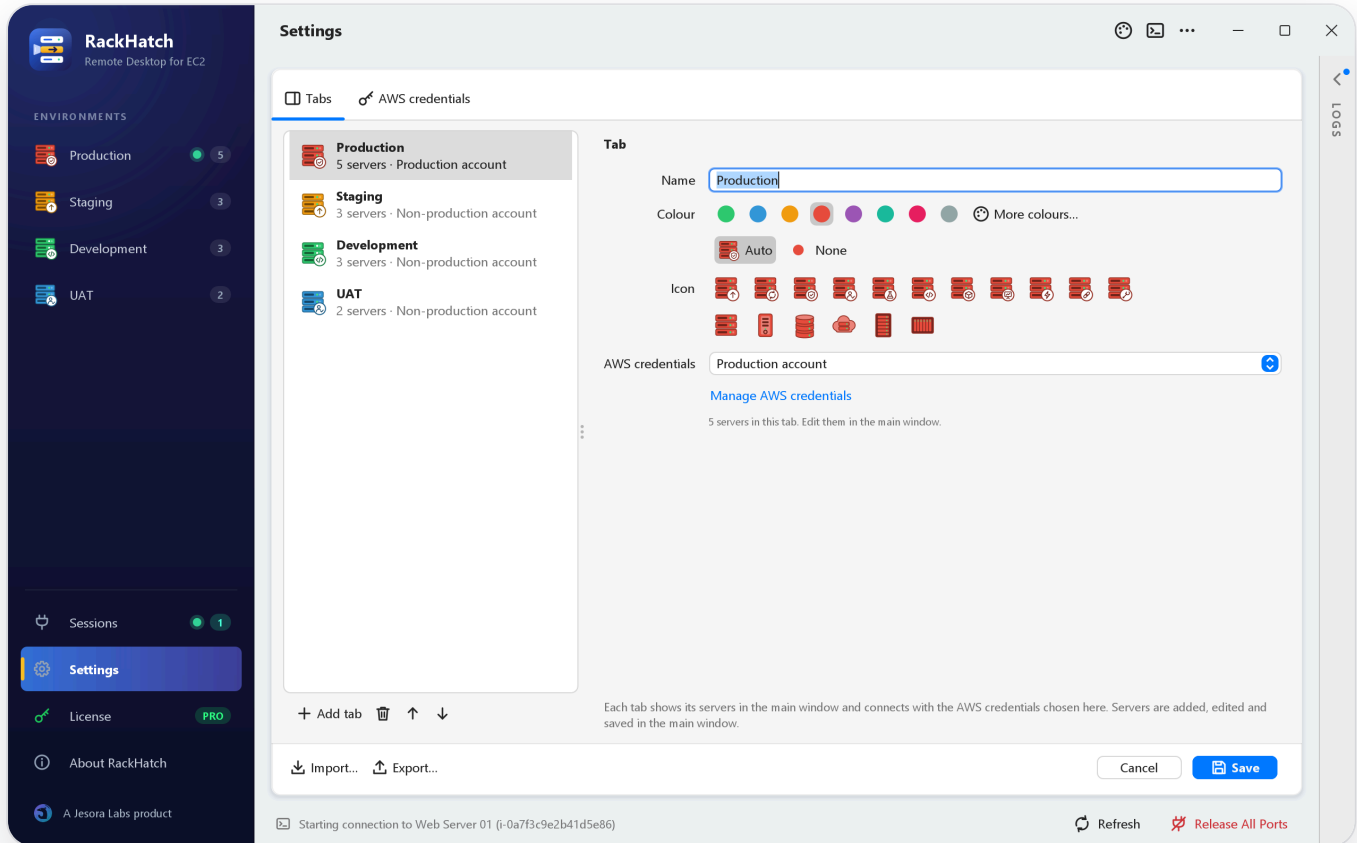
Always current

The list refreshes when you connect or disconnect, and on request with **Refresh**.

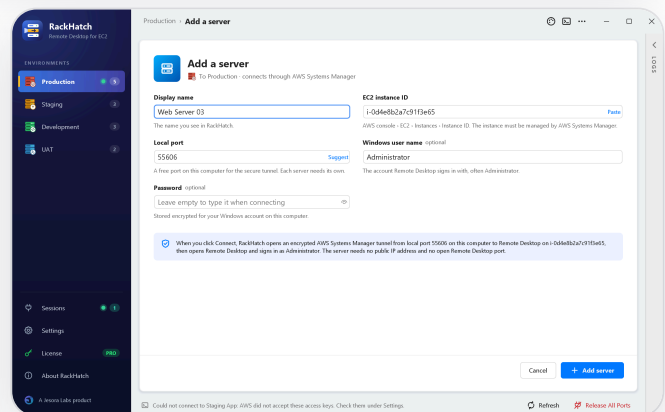
SETTINGS

Your environments, your way.

Group your servers into environments, give each a name, colour and icon, and choose which AWS account it connects with. Several environments can share the same credentials.



AWS credentials: a name, access key, secret key and region per account, with a **Test** button that checks them with AWS.



Add server opens a form that explains every field, suggests a free local port and checks the instance ID. Double-click a server (or right-click it) to edit, duplicate or delete it.

- ✓ Environment icons match the name automatically (Production, Staging, UAT...), or pick one yourself.
- ✓ **Import** and **Export** move all tabs, servers and credentials to a file, for a backup or a new computer; secrets are left out or encrypted with a password you choose.
- ✓ Settings from earlier versions are taken over on first start; a damaged settings file is kept as a copy.

ACTIVITY & TROUBLESHOOTING

Know what happened, and what to do next.

The logs pane slides out from the right edge of the window. It shows every step as a timeline and turns technical errors into plain explanations with a suggested fix.

Logs

16 events

Copy

Clear

Activity

Errors

12:46:21

Starting connection to Web Server 01 (i-0a7f3c9e2b41d5e86)

12:46:43

Starting session with SessionId: it-team-0f3a9c2be71d84e56

12:46:43

Port 55601 opened for sessionId it-team-0f3a9c2be71d84e56.

12:46:43

Waiting for connections...

12:46:43

Initializing RDP

12:46:43

Signing in as Administrator

12:46:43

Connection accepted for session [it-team-0f3a9c2be71d84e56]

12:46:43

Starting connection to SQL Server (i-09d3a6c4e81b75f02)

12:46:43

Starting session with SessionId: it-team-08b4e1d7c3a92f650

12:46:43

Port 55604 opened for sessionId it-team-08b4e1d7c3a92f650.

12:46:43

Waiting for connections...

12:46:43

Initializing RDP

12:46:43

No password saved for sqladmin; Remote Desktop will ask for it

12:46:43

Connection accepted for session [it-team-08b4e1d7c3a92f650]

12:46:43

Starting connection to Staging App (i-0c47e2a9b6d15f380)

12:46:43

Could not connect to Staging App: AWS did not accept these access keys. Check them under Settings.

Activity: every connection as a timeline, with the time of each step and coloured markers for starts, successes, ended sessions and problems.

Logs

1 error, 0 warnings

Copy

Clear

Activity

Errors 1

!

AWS rejected the access keys

12:46:45

AWS did not accept the access key or secret key of these credentials.

Check the keys under Settings > AWS credentials and use "Test" to ver...

...

AWS rejected the access keys

AWS did not accept the access key or secret key of these credentials.

What you can do

Check the keys under Settings > AWS credentials and use "Test" to verify them.

Error at 12:46:45

☐ Show technical details
 ☐ Copy error report

☒ Open this pane when an error occurs

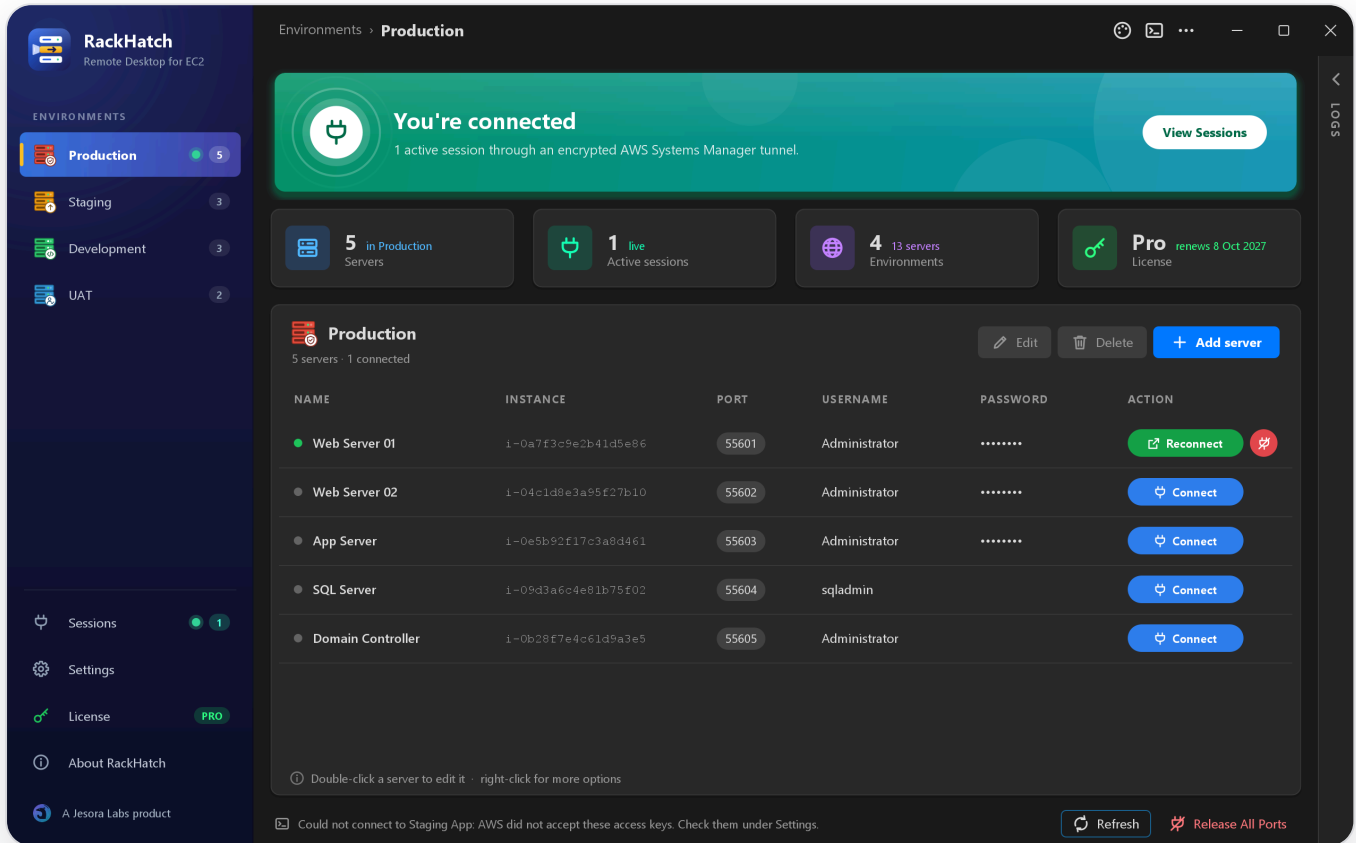
Errors: what went wrong in plain words and what you can do, for example rejected or expired AWS keys, a server that is not reachable, missing permissions, or a missing AWS CLI or Session Manager plugin.

- ✓ Float the pane over the window, dock it beside the servers, or open it in its own window; **Ctrl+L** shows or hides it.
- ✓ **Copy error report** collects the technical details for support, without passwords or keys.

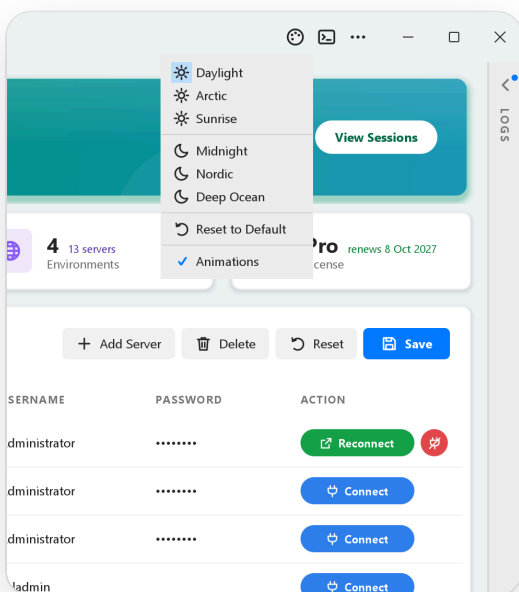
PERSONALISE

Light or dark. Calm or lively.

Choose from six themes, three light and three dark, from the theme button in the header. RackHatch remembers your choice.



The Midnight theme.



LIGHT THEMES

Daylight **default**

Arctic

Sunrise

DARK THEMES

Midnight

Nordic

Deep Ocean

- ✓ Smooth animations: a sliding side-bar highlight, page transitions, a pulsing status and notices that slide in. Switch them off under **Theme > Animations**.
- ✓ A modern window without a title bar: drag the header to move it, double-click to maximise.

LICENSING & PLANS

Try it free. Keep it for a year at a time.

Start a free trial with just your e-mail address. When you are ready, RackHatch Pro is a yearly subscription that renews automatically until you cancel.

Free trial

3 days

Every feature, no payment details. One trial per e-mail address and per computer.

RackHatch Pro

₹399 / year in India

US\$19 / year in other countries. The price is shown in the app and on the purchase page before you pay.


RackHatch Pro

Active

RackHatch Pro is active

Renews automatically on 8 October 2027.

License RH-...-7Q2KD · Activated on this computer

[Manage subscription](#)
[Use on another computer...](#)

Manage subscription opens your subscription page in the browser, where you can see your renewal date and payments, or turn off automatic renewal. After turning it off, RackHatch stays active until the end of the period you paid for.

The License page: status, renewal date, the license on this computer and subscription management.

TOPIC	HOW IT WORKS
Signing in	Enter your e-mail address and the one-time code RackHatch sends you. No password to remember.
Activating with a key	Enter the e-mail address and license key, then confirm with a 6-digit code sent to that address.
One computer at a time	A license is active on one computer. Move it to another one from the app, up to three times in 30 days.
Working offline	RackHatch keeps working for up to three days without reaching the license server.
Payments	Razorpay in India (card or UPI Autopay) and PayPal in other countries (PayPal account or card). Turn off automatic renewal from Manage subscription ; your license stays active until the paid period ends. Purchases are final once completed; payment problems such as a duplicate charge are refunded in full.
Reminders	E-mails before a renewal, if a payment fails, and before a license without renewal ends.

— SECURITY & PRIVACY

Built to keep your servers and your keys safe.

RackHatch adds convenience, not exposure. It uses AWS's own secure path to your servers, keeps your secrets on your computer and sends only what licensing needs.



No open ports

Connections run through AWS Systems Manager over TLS. Servers need no public IP and no inbound RDP rule; access is controlled by AWS IAM.



Encrypted secrets

AWS secret keys and server passwords are encrypted with Windows DPAPI for your Windows account; they cannot be read on another computer or by another user. An export of your settings keeps them encrypted with a password you choose (AES-256).



Keys never on the command line

Access keys reach the AWS CLI only through the environment of each call: never written to AWS profiles, batch files, the command line or the logs.



The right sign-in, every time

Saved Remote Desktop logins for localhost are removed before each connection, so a session never opens with another server's account.



Signed licenses

License information is signed by the license server (Ed25519) and bound to your computer. Sign-in uses one-time e-mail codes with strict attempt limits.



Minimal data

For licensing, the server receives your e-mail address, your computer's name and an anonymous computer ID. It never sees your AWS keys, servers or passwords.

Your AWS access remains governed by your own IAM policies. RackHatch can do only what the credentials you enter are allowed to do, and only the Session Manager actions it needs (see Requirements).

REQUIREMENTS & GETTING STARTED

Ready in a few minutes.

REQUIREMENT	DETAILS
Windows PC	Windows 10 or 11 with Remote Desktop Connection (included with Windows) and an internet connection.
AWS CLI version 2	Runs the AWS commands. RackHatch links to Amazon's installer under About > Requirements.
Session Manager plugin	Lets the AWS CLI open the tunnel. Also linked from About > Requirements.
EC2 instances	Managed by AWS Systems Manager: SSM Agent running, an instance profile with <i>AmazonSSMManagedInstanceCore</i> , and outbound HTTPS to the SSM endpoints.
AWS credentials	Access keys of an IAM user allowed to start, list and end Session Manager sessions (example below).

Example IAM policy for RackHatch users

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": "ssm:StartSession",
      "Resource": [
        "arn:aws:ec2:*:*:instance/*",
        "arn:aws:ssm:*:*:document/AWS-StartPortForwardingSession" ] },
    {
      "Effect": "Allow",
      "Action": [ "ssm:TerminateSession", "ssm:ResumeSession" ],
      "Resource": "arn:aws:ssm:*:*:session/${aws:username}-*" },
    {
      "Effect": "Allow",
      "Action": "ssm:DescribeSessions",
      "Resource": "*" }
  ]
}
```

Narrow the instance resources to the servers each team may reach, for example with tags.

Getting started

- 1 Install the AWS CLI version 2 and the Session Manager plugin.
- 2 Open RackHatch, choose **License** and start your free trial with your e-mail address.
- 3 In **Settings > AWS credentials**, add your access keys and region, and click **Test**.
- 4 In **Settings > Tabs**, create your environments and pick their credentials.
- 5 Click **Add server** and enter a name and the EC2 instance ID; RackHatch suggests a free local port. Add the user name and password, then click **Add server**.
- 6 Click **Connect**.

Every server needs its own local port (for example 55601, 55602 ...); **Suggest** picks a free one. RackHatch warns you before a port in use by another session would be taken.

— ABOUT THE MAKER

Made by Jesora Labs.



Jesora Labs is a software company building simple, private and dependable products for everyday life. We design, build and support our products ourselves: mobile apps for remembering the occasions that matter and keeping personal information safe, and tools like RackHatch that make technical work simpler.

Simple

Technology should be easy to understand and use. We remove steps and clutter until what is left feels obvious.

Private

Respect user privacy and minimise unnecessary data collection. If a product does not need your data, it should not ask for it.

Reliable

Build software users can depend on: software that does its job quietly, every time.

Human

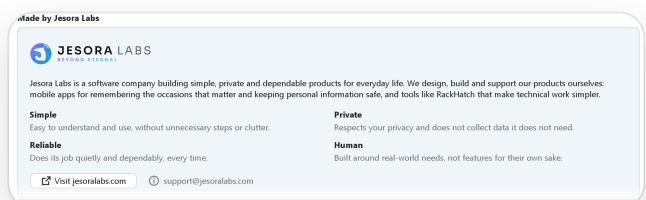
Create products around real-world needs, not features for their own sake.

Get in touch

Support support@jesoralabs.com

Website jesoralabs.com

In the app [About > Made by Jesora Labs](#)



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