

Tech Overview : Remote Support Using VNC / TeamViewer

Besides consulting the Nusoft Newsletter, users may send emails or make phone calls to the support engineers for troubleshooting the fault. Sometimes, the support engineers may need to use the remote control software to view users' desktop to give an online assistance. Following is the description of using the remote control software - UltraVNC and TeamViewer.

UltraVNC:

Users' PCs are under the Nusoft device using the Virtual IP address. Thus, the user must go to the Web UI to configure the settings under **Policy Object > Virtual Server > Port Mapping** for the support engineer to connect to their PCs through the Nusoft device. (See Figure 1)

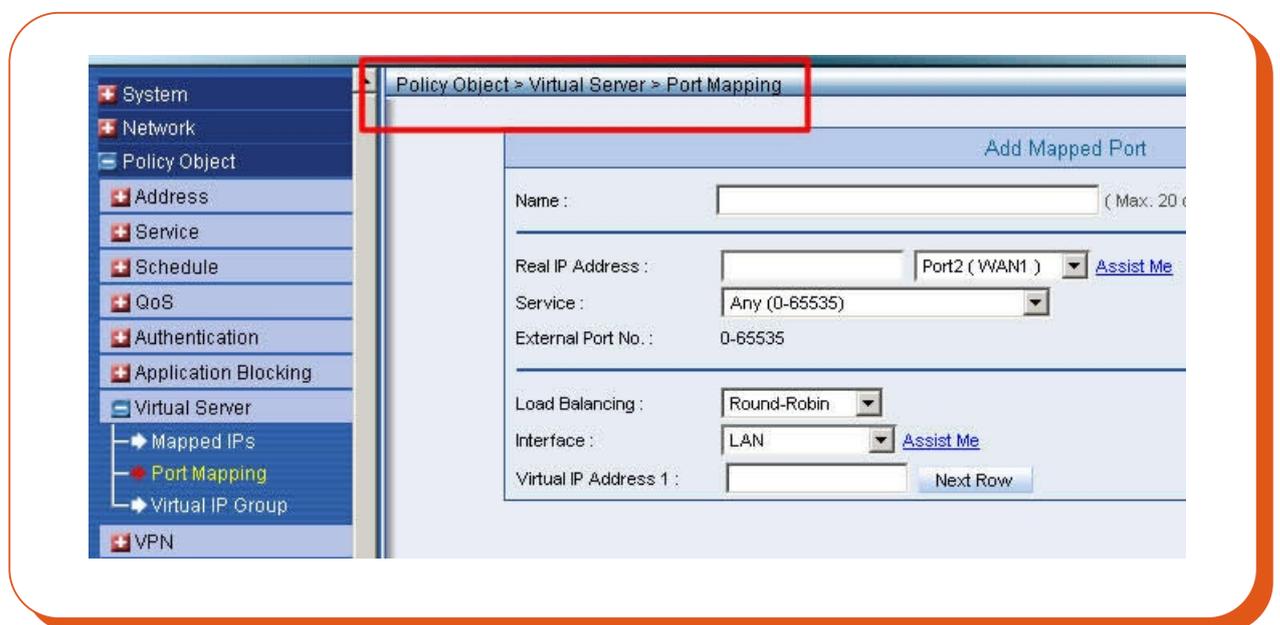


Figure 1 Configuring the Settings under Policy Object > Virtual Server > Port Mapping

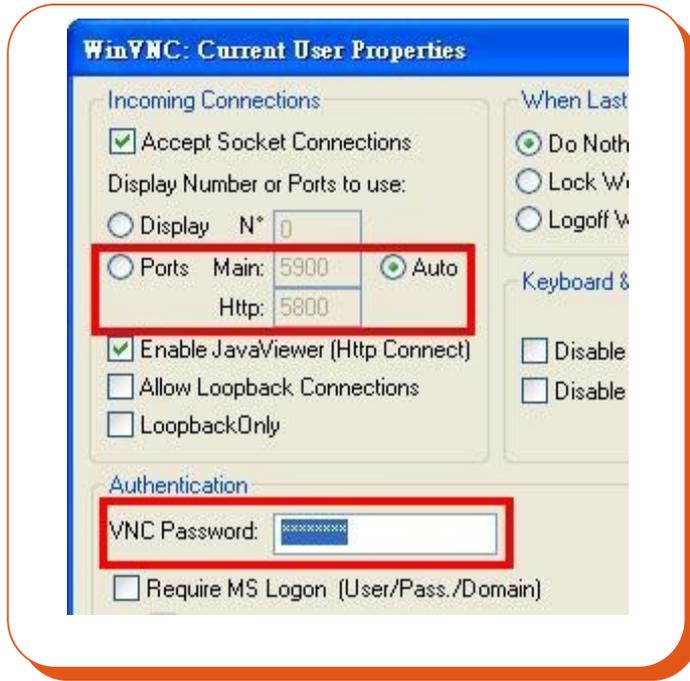
Configure the incoming connections:

Ports : The ports can be configured or set to **Auto** which defaults to **Display 0, Port 5900 and Http 5800**. If you set the ports to **Auto**, you must enable port 5800 and port 5900 under **Virtual Server**.

Display: If the Display number is configured, the number should be added to the IP address (separated from IP address with a colon). For example, if the Display number is 18, the IP address should be 123.45.67.89:18.

The port is always Display number +5900 (5800). For example, if the Display number is 18, the IP Address will be 123.45.67.89:18, 123.45.67.89.5918 or 123.45.67.89.5818

Besides the port settings, the VNC Password is required as well.



To get further information, you may visit UltraVNC's website at: www.uvnc.com

Figure 2 Configuring the Incoming Connections and Password

TeamViewer:

The settings for TeamViewer is simpler than the settings for UltraVNC because TeamViewer can communicate across firewall barriers without any need for special configurations. Thus, you don't have to configure the settings under Virtual Server. Your computer is reachable for any one who has your ID and password. You may install the TeamViewer application and then provide the support engineers with your ID and password for them to connect your computer.

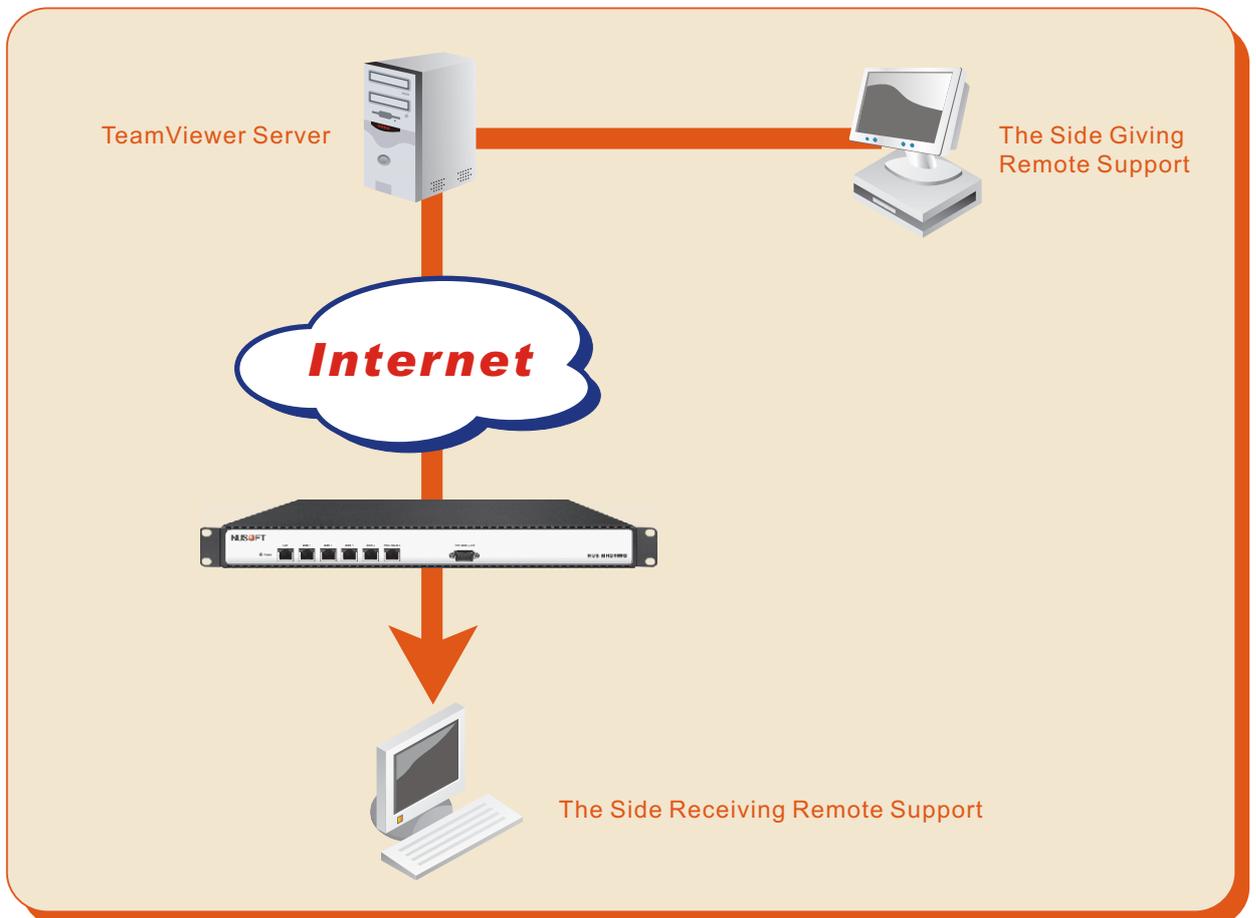


Figure 3 The TeamViewer Connection



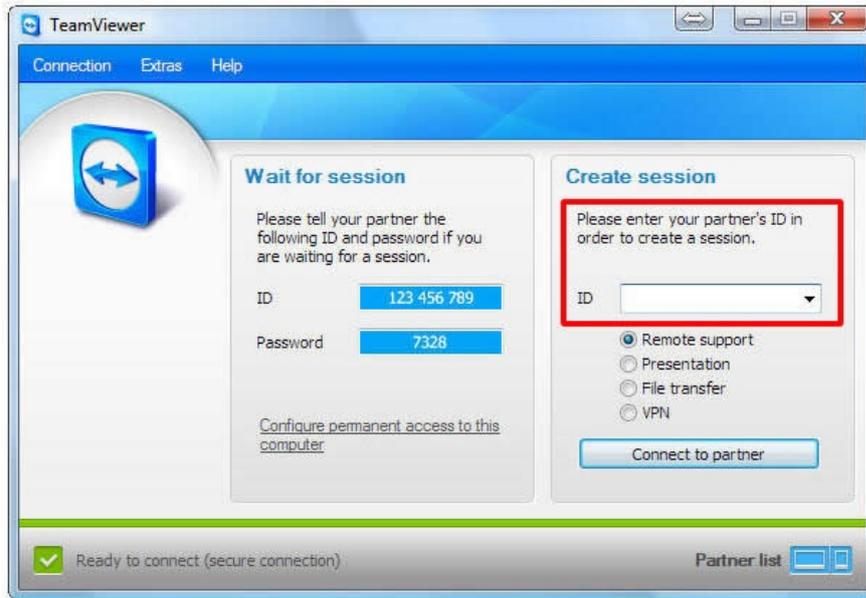


Figure 4 Entering Your Partner's ID



Figure 5 Enter Your Partner's Password

To get further information, you may visit TeamViewer's website at: www.teamviewer.com