

# Symantec pcAnywhere™ User's Guide

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Select your country or language from the site index.

# Contents

Technical Support .....	4
Chapter 1	Introducing Symantec pcAnywhere ..... 17
	About Symantec pcAnywhere ..... 17
	What's new in Symantec pcAnywhere ..... 18
	Components of Symantec pcAnywhere ..... 18
	How Symantec pcAnywhere works ..... 20
	Understanding the difference between a host and a remote ..... 20
	About connecting over the Internet ..... 20
	Issues that affect performance ..... 23
	What you can do with Symantec pcAnywhere ..... 26
	Where to find more information ..... 27
Chapter 2	Navigating in Symantec pcAnywhere ..... 29
	Selecting a view mode in Symantec pcAnywhere ..... 29
	Starting a connection in Basic View ..... 30
	Viewing or editing connection settings ..... 33
	Working in Advanced View ..... 34
	Organizing column headings in the Symantec pcAnywhere window ..... 35
	Customizing the Symantec pcAnywhere navigation bar ..... 36
	Closing the main product window upon connection ..... 37
	About the Connection Wizard ..... 38
	What you need to know before you connect ..... 38
	Ways to connect to another computer remotely ..... 39
	About the start modes for remote connections ..... 40
	About the Session Manager ..... 42
	Changing how active sessions appear in the Session Manager ..... 43
	Showing or hiding options on the Session Manager navigation bar ..... 44
	Resizing the Session Manager navigation bar ..... 44
	Showing or hiding the Session Manager navigation bar ..... 45
	Using Thumbnail tab ..... 45
	Managing pcAnywhere preferences ..... 45
	About customizing network connections ..... 46

Customizing modem connections .....	47
Customizing European ISDN connections .....	48
Customizing direct connections .....	49

## Chapter 3 Installing Symantec pcAnywhere ..... 51

Preparing for installation .....	51
Symantec pcAnywhere system requirements .....	51
User rights requirements .....	56
Installation options .....	56
If you have a previous version installed .....	61
Symantec pcAnywhere installation .....	61
Installing the full product version .....	61
Installing a custom version .....	63
Running the setup program manually .....	63
Post-installation tasks .....	64
Starting Symantec pcAnywhere .....	64
Modifying installation settings .....	65
Updating Symantec pcAnywhere .....	66
Uninstalling Symantec pcAnywhere .....	67

## Chapter 4 Allowing others to control your computer ..... 69

Managing host connections .....	69
Adding a host connection item to Favorites .....	69
Locating a recent host connection item .....	70
Ways to set up host computer .....	70
Using the Connection Wizard to configure a host connection .....	70
Configuring a host using advanced properties .....	73
Knowing which connection device to use for host sessions .....	74
Configuring a host network connection .....	75
Selecting a network card .....	76
Changing the default port numbers on the host .....	77
Configuring a host modem connection .....	78
Configuring an ISDN connection on a host .....	79
Configuring a direct connection on a host .....	80
Setting the host startup options .....	81
If you are logged on as a guest user in Windows .....	82
Setting end of session options .....	83
Configuring a host computer to enlist in a directory service .....	85
Setting the Multi Monitor options .....	86
Specifying a host name .....	86
Sharing host disk drives .....	87
Ways to start a host session .....	88



Waiting for a connection from a remote computer .....	88
Calling a remote computer .....	89
Accepting a host invitation .....	90
What you can do during a host session .....	90
Working with the host online menu .....	90
Letting multiple remote users hold a conference .....	91
Chatting online with the remote user .....	93
Using draw feature on the host computer .....	93
Ending a host session .....	94
Chapter 5	Controlling another computer remotely .....
	95
Managing remote connections .....	95
Adding a remote connection item to Favorites .....	95
Locating a recent remote connection item .....	96
Ways to set up a remote computer .....	96
Using the Connection Wizard to configure a remote connection .....	97
Configuring a remote connection using advanced properties .....	98
Knowing which connection device to use for remote sessions .....	100
Configuring a remote network connection .....	101
Customizing the data port range for remote connections .....	102
Changing the default port numbers on the remote .....	103
Configuring a remote modem connection .....	104
Configuring a direct connection on a remote .....	108
Configuring a remote computer to use directory services .....	109
Connecting through pcAnywhere Gateway or pcAnywhere Access Server .....	110
Modifying connection speeds .....	111
Adjusting video performance settings .....	112
Automatically logging on to the host computer .....	113
Automatically reconnecting if the host is busy .....	114
Ways to start a remote control session .....	115
Starting a remote connection item .....	115
Waiting for a host connection .....	116
Connecting to a host computer using Smart Card authentication .....	116
Connecting to another computer using Quick Connect .....	117
Using pcA Quick Connect .....	124
What you can do during a remote control session .....	125
Taking a snapshot .....	127
Changing display settings during a remote control session .....	128
Changing the background colors .....	131

	Configuring remote printing .....	132
	Transferring the contents of the Windows clipboard .....	133
	Chatting online with the host user .....	134
	Connecting to multiple hosts .....	134
	Using draw feature on the remote computer .....	135
	Turning off host computer .....	136
	Viewing shared host drives .....	136
	Ending a remote control session .....	137
	Connecting to a computer that does not have a host running .....	137
	Configuring initial host properties for Quick Deploy and Connect .....	140
	About reconnecting to a host using the Quick Deploy and Connect feature .....	149
	Editing the Quick Deploy and Connect host properties .....	149
	How pcAnywhere works in a Windows recovery environment .....	150
Chapter 6	Supporting computers and servers remotely .....	151
	About Symantec pcAnywhere Remote Management tools .....	151
	User rights requirements for remote management .....	151
	Ways to start a remote management session .....	152
	What you can do during a remote management session .....	153
	Managing tasks remotely .....	154
	Running DOS commands .....	155
	Viewing services .....	157
	Viewing and editing system files .....	159
	Viewing and editing the system registry .....	160
	Viewing the event log .....	161
	Viewing and uninstalling programs .....	162
	Restarting or shutting down a host computer during a remote management session .....	162
	Locking a computer or logging off a user during a remote management session .....	163
	Sending system state commands to one or more computers .....	164
	Ending a remote management session .....	167
Chapter 7	Transferring files and folders .....	169
	About pcAnywhere File Transfer .....	169
	Going to a recently visited file location .....	170
	Tagging all files in a folder .....	171
	Tagging all folders in a directory .....	171
	Tagging files using wildcard characters .....	171

	Tagging files by date modified .....	172
	Managing files and folders .....	172
	Comparing folders .....	173
	About file transfer preferences .....	174
	Selecting a start-up location .....	174
	Selecting an overwrite option .....	175
	Increasing file transfer performance .....	175
	Ways to start a file transfer session .....	176
	Transferring files between computers .....	176
	Canceling a file transfer operation .....	177
	Pausing a file transfer operation .....	177
	Viewing the Command Queue during a file transfer operation .....	178
	Changing file transfer settings during a session .....	178
	About synchronization and cloning .....	179
	Synchronizing folders .....	179
	Synchronizing folders by file type .....	180
	Cloning a folder .....	180
Chapter 8	Automating file transfer and management tasks .....	181
	About the Command Queue .....	181
	Using command queue files to automate tasks .....	182
	Using environment variables .....	183
	Working with command queue files .....	183
	Arranging items in the queue file .....	188
	Adding remote connection items to a command queue file .....	189
	Selecting file handling options for command queues .....	190
	Selecting end of session options for command queues .....	191
	Creating a command queue file during a session .....	196
	Pausing the Command Queue .....	196
	Removing a command from the command list .....	197
	Arranging commands in the command list .....	197
	Saving a command queue file .....	197
	Generating a command queue report on-demand .....	198
	Running a command queue file .....	198
	Running a command queue file during a session .....	199
	Running a command queue file without starting a session .....	199
	Scheduling a command queue file to run automatically .....	200
Chapter 9	Securing your computer and sessions .....	203
	Protecting a host computer from unauthorized access .....	203
	About authentication in pcAnywhere .....	204

Configuring logon security .....	209
Securing the host computer upon connection .....	210
Hiding the host name from network search results .....	211
Calling back remote users .....	212
About access rights .....	213
Configuring caller rights .....	213
Setting time limits for callers .....	214
Blocking connections by days or times .....	215
About session security .....	216
Restricting control of the keyboard and mouse .....	216
Setting inactivity time limits for sessions .....	217
Using encryption to protect data .....	218
About the Symantec Cryptographic Module .....	218
About symmetric encryption .....	219
About public-key encryption .....	219
Understanding the performance trade-offs .....	220
How pcAnywhere works with encryption .....	220
Configuring pcAnywhere to use pcAnywhere encoding .....	221
Configuring pcAnywhere to use symmetric encryption .....	221
Denying connections from computers that use lower encryption .....	222
Configuring pcAnywhere to use public-key encryption .....	223
Protecting configuration settings .....	228
Ways to assess host security .....	229
Running the Host Assessment Tool .....	230
Specifying the location of the host connection items .....	231
Analyzing scan results .....	231
Getting more information about scan results .....	232
Learning more about security features .....	232
Saving scan results .....	233
 Chapter 10	
Monitoring and recording sessions .....	235
Monitoring events in Symantec pcAnywhere .....	235
Sending logging events to an SNMP trap .....	235
Generating a pcAnywhere log file .....	237
Logging events in the Windows Event Viewer .....	238
About logging information to a central server .....	239
Managing log files .....	240
Creating an activity log report .....	241
Archiving or deleting log file data .....	242
About recording and replaying sessions .....	242
Recording a remote session .....	243

	Automatically recording a remote session .....	243
	Automatically recording a host session .....	244
	Replaying a recorded session .....	244
	Saving information from a recorded session .....	246
Chapter 11	Connecting across multiple platforms .....	247
	About Symantec pcAnywhere CrossPlatform .....	247
	Installing Symantec pcAnywhere CrossPlatform .....	247
	Installing pcAnywhere CrossPlatform on Windows .....	248
	Installing pcAnywhere CrossPlatform on Linux .....	248
	Installing pcAnywhere CrossPlatform on MAC OS X .....	249
	Starting pcAnywhere CrossPlatform .....	250
	Connecting to a host computer through pcAnywhere CrossPlatform .....	251
	Securing connections through pcAnywhere CrossPlatform .....	252
	Encrypting your sessions through pcAnywhere CrossPlatform .....	252
	Connecting to a serialized host through pcAnywhere CrossPlatform .....	254
	Navigating in a pcAnywhere CrossPlatform session .....	254
	Transferring files during a pcAnywhere CrossPlatform session .....	257
	Transferring clipboard content in a pcAnywhere CrossPlatform session .....	257
	Increasing video performance during a pcAnywhere CrossPlatform session .....	258
	Using ezScroll to navigate during a pcAnywhere CrossPlatform session .....	258
	Saving and opening pcAnywhere CrossPlatform connection files .....	259
	Ending a pcAnywhere CrossPlatform session .....	260
Chapter 12	Connecting from a Web browser .....	261
	About Symantec pcAnywhere Web Remote .....	261
	About Web Remote setup .....	262
	Starting the Web Remote from the installation CD .....	263
	Starting the Web Remote from a hard drive, server, or removable media .....	263
	Ways to secure your Web Remote session .....	264
	How the Web Remote secures the logon process .....	265
	About Web Remote encryption .....	265
	Configuring session encryption .....	267

Using a serial ID to secure a connection on Web Remote .....	268
Editing port settings in Web Remote .....	268
Ways to connect to a host through Web Remote .....	269
Connecting to a host in the host list .....	269
Connecting to a host by manually entering connection information .....	270
What you can do during a Web Remote session .....	270
Transferring clipboard contents on Web Remote .....	272
Increasing video performance during a Web Remote session .....	273
Using ezScroll to navigate during a Web Remote session .....	273
Ending a Web Remote session .....	274

Chapter 13	Connecting from a mobile device .....	275
	About Symantec pcAnywhere Mobile .....	275
	What you can do in Symantec pcAnywhere Mobile .....	276
	Getting help on your device .....	276
	Symantec pcAnywhere Mobile installation .....	277
	Symantec pcAnywhere Mobile system requirements .....	277
	If you have a previous version of Symantec pcAnywhere Mobile installed .....	278
	Installing Symantec pcAnywhere Mobile .....	278
	Uninstalling Symantec pcAnywhere Mobile .....	281
	Starting Symantec pcAnywhere Mobile .....	283
	Ways to connect another computer from a mobile device .....	284
	Configuring a custom connection item on your mobile device .....	284
	Including logon information in your mobile connections .....	286
	Connecting through a pcAnywhere Gateway or Access Server .....	287
	Encrypting your mobile sessions .....	288
	Using a serial ID to secure mobile connections .....	290
	Specifying the host ports for mobile connections .....	290
	Adding subnet addresses to a host search on your mobile device .....	291
	Starting a mobile session from a custom connection item .....	292
	Starting a mobile connection from Quick Connect .....	292
	Navigating in the Symantec pcAnywhere Mobile session screen .....	294
	Modifying navigation preferences during a mobile session .....	296
	Improving performance during a mobile session .....	297
	Performing remote control tasks from a mobile device .....	298
	Starting a remote management session in Symantec pcAnywhere Mobile .....	298
	What you can do during a remote management session .....	299

	Viewing or changing program status from a mobile device .....	299
	Stopping and starting processes from a mobile device .....	300
	Locking your computer or logging off a user from a mobile device .....	302
	Restarting or shutting down a host computer from a mobile device .....	303
	Running DOS commands from a mobile device .....	304
	Ending a mobile session .....	305
	Managing connection items on a mobile device .....	306
	Renaming a connection item on a mobile device .....	306
	Copying a connection item on a mobile device .....	306
	Organizing connection items on a mobile device .....	307
	Removing a connection item from a mobile device .....	307
	About closing Symantec pcAnywhere Mobile .....	307
Chapter 14	Managing Symantec pcAnywhere Gateway .....	309
	About Symantec pcAnywhere Gateway .....	309
	Installing Symantec pcAnywhere Gateway .....	310
	About the Gateway Manager .....	311
	Starting pcAnywhere Gateway .....	312
	Changing the launch settings for pcAnywhere Gateway .....	313
	Changing the name that the gateway computer uses .....	313
	Hiding the gateway computer from search results .....	314
	Securing the gateway computer .....	314
	Monitoring events in pcAnywhere Gateway .....	315
	Editing the port settings for pcAnywhere Gateway .....	316
	Configuring pcAnywhere Gateway to allow incoming modem connections .....	317
	Choosing how pcAnywhere Gateway discovers hosts .....	318
	Adding or removing a subnet for host searches in pcAnywhere Gateway .....	318
	Docking a gateway computer to an access server .....	319
	Ending a pcAnywhere Gateway session .....	320
	Stopping the pcAnywhere Gateway service .....	320
Index .....		321





# Introducing Symantec pcAnywhere

This chapter includes the following topics:

- [About Symantec pcAnywhere](#)
- [What's new in Symantec pcAnywhere](#)
- [Components of Symantec pcAnywhere](#)
- [How Symantec pcAnywhere works](#)
- [What you can do with Symantec pcAnywhere](#)
- [Where to find more information](#)

## About Symantec pcAnywhere

Symantec pcAnywhere provides secure, remote access to computers and servers. It lets you quickly resolve helpdesk and server support issues or stay productive while you work away from your office. You can use your desktop computer, laptop, or mobile device to work across multiple platforms, including Windows®, Linux®, and Mac® OS. You can also deploy a limited-functionality, single-use host to computers that do not have a host running.

Connectivity features such as Symantec pcAnywhere Gateway help facilitate connections through firewalls, routers, and other types of Network Address Translation (NAT) devices. Robust security features help protect your computers and servers from unauthorized access.

You can use Symantec pcAnywhere in the following ways:

Manage computers remotely	Symantec pcAnywhere lets helpdesk providers and administrators troubleshoot and quickly resolve computer problems. You can remotely perform diagnostics, check and modify settings, and deploy and install software.
Support and maintain servers	Symantec pcAnywhere lets administrators connect to servers across their organizations to perform routine maintenance, deploy and install software patches and upgrades, assess performance, and troubleshoot network problems.
Transfer files between computers	Symantec pcAnywhere lets you connect to your home or office computer to quickly get the files that you need. You can perform automatic end-of-day file transfers from one computer to another or exchange multimedia and other files that are too large to send by email.
Work from a remote location	Symantec pcAnywhere lets you remotely connect to another computer and work as though you are sitting in front of that computer. You can view and edit files, run software, print files to a printer at your location or at the host's location, or give presentations or demonstrations.

## What's new in Symantec pcAnywhere

Symantec pcAnywhere includes the following new features and enhancements:

2008 Server	Lets you remotely connect to and from a 2008 Server platform to all platforms that are supported by pcAnywhere.
Multi Monitor	Lets you select the monitor that is displayed by default on the remote computer when the session starts.
pcA Quick Connect	pcA Quick Connect lets you connect to another computer with minimum setup. You can use this option when you need to connect to the host computer.

## Components of Symantec pcAnywhere

See [Table 1-1](#) on page ?. lists the main components of Symantec pcAnywhere. These components are included on the product CD as separate installations.

**Table 1-1** Main components of Symantec pcAnywhere

Name	Description
Symantec pcAnywhere full product	<p>Lets you access computers and servers remotely for remote control, file transfer, and remote management tasks. Runs on Windows operating systems only.</p> <p>You can choose from several installation options that range from the full version to scaled-down versions that contain only the functionality that you need.</p> <p>See <a href="#">“Installation options”</a> on page 56.</p>
Symantec pcAnywhere CrossPlatform	<p>Lets you remotely access one or more computers that are running Windows, Linux, or Mac OS X operating systems.</p> <p>See <a href="#">“About Symantec pcAnywhere CrossPlatform”</a> on page 247.</p>
Symantec pcAnywhere Gateway	<p>Lets you find and connect to one or more host computers that are behind a firewall, router, or other type of Network Address Translation (NAT) device.</p> <p>See <a href="#">“About Symantec pcAnywhere Gateway”</a> on page 309.</p>
Symantec pcAnywhere Mobile	<p>Lets you access computers and servers remotely from a mobile device.</p> <p>See <a href="#">“About Symantec pcAnywhere Mobile ”</a> on page 275.</p>
Symantec pcAnywhere Web Remote	<p>Lets you connect to another computer through a Java-enabled Web browser.</p> <p>See <a href="#">“About Symantec pcAnywhere Web Remote ”</a> on page ?.</p>
Host Administrator	<p>Lets you remotely manage the pcAnywhere hosts that are running on your network.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i> .</p>
Symantec Packager	<p>Lets you create custom installations of Symantec pcA that you can deploy to target systems.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>

## How Symantec pcAnywhere works

Symantec pcAnywhere uses remote control technology to let you connect to another computer or server and work as though you are sitting in front of it. Symantec pcAnywhere supports network connections over a local area network (LAN), wide area network (WAN), or the Internet. It also supports modem-to-modem connections and direct, computer-to-computer connections through a serial or parallel port and the appropriate type of cable.

In most cases, the remote user initiates the connection. You provide the information that is needed to connect to the host computer. You can also select options to increase security or optimize performance. To make a connection, the host computer must be set up to wait for incoming pcAnywhere connections. The host user can select the type of device to use for connections (for example, TCP/IP). The host user can select security options to control access to the host computer.

Administrators can use Quick Deploy and Connect to configure and deploy a limited-functionality, single-use host to computers that do not have a host running. You must have administrator rights on the computer to which you want to connect.

See [“Connecting to a computer that does not have a host running”](#) on page 137.

## Understanding the difference between a host and a remote

When two computers are connected using pcAnywhere, they function in a client/server relationship. The host computer, as the server, waits for connections from a remote computer and provides the requested services.

When you configure a host computer, you control who can connect to the host computer and what level of access the remote user should have. For example, you can restrict a remote user from restarting the host computer.

See [“Ways to set up host computer”](#) on page 70.

The remote computer, as the client, connects to the host computer and specifies the actions that should be carried out. Although the actual work is performed on the host computer, anything that happens on the host computer screen is also displayed on the remote computer screen.

See [“Ways to set up a remote computer”](#) on page 96.

## About connecting over the Internet

Symantec pcAnywhere lets you connect to a host computer over the Internet, provided that both the host and the remote computers have Internet access. If the host computer has a public IP address, connecting over the Internet involves the following process:

- The host user connects to the Internet, following the instructions provided by the Internet service provider (ISP).
- In pcAnywhere, the host user starts a host session that is configured for TCP/IP. See [“Ways to start a host session”](#) on page 88.
- The remote user connects to the Internet, following the instructions provided by the ISP.
- In pcAnywhere, the remote user configures a TCP/IP connection, specifying the IP address of the host computer and the logon information. See [“Configuring a remote network connection”](#) on page 101.
- The remote user starts the pcAnywhere remote connection item. See [“Ways to start a remote control session”](#) on page 115.

## About cable modem connections

Unlike traditional modems, which convert analog and digital signals to exchange data over a telephone line, cable modems use Internet protocols to transmit data over a cable television line. Because cable modems use TCP/IP to transmit data, cable modem connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in pcAnywhere is configured for TCP/IP.

See [“Configuring a host network connection”](#) on page 75.

See [“Configuring a remote network connection”](#) on page 101.

## About DSL or ADSL connections

Digital subscriber lines, such as ADSL or DSL, are high-speed Internet connections offered by an Internet service provider (ISP). Your computer operates as though it is connected to a network and is assigned an IP address. DSL and ADSL connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in pcAnywhere is configured for TCP/IP.

See [“Configuring a host network connection”](#) on page 75.

See [“Configuring a remote network connection”](#) on page 101.

## About Internet broadband connections

Connecting over the Internet to a home-based network that uses a broadband solution such as a cable modem or DSL can present some challenges. Many home-based broadband Internet solutions include a cable or DSL router, which

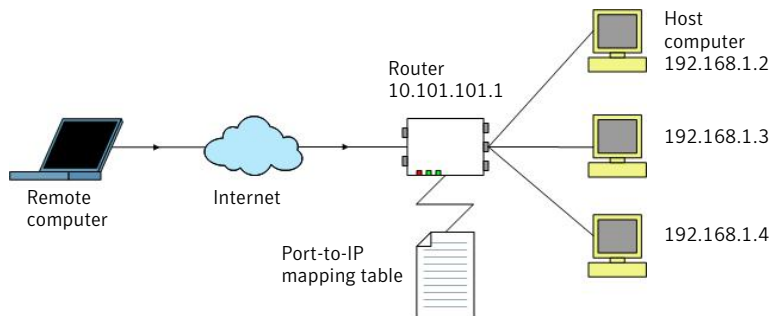
lets multiple computers share a single Internet connection. The router uses Network Address Translation (NAT) technology to make this address sharing possible.

In a sharing situation, this IP address is assigned to the router. The router, in turn, generates new IP addresses, and then assigns them to the individual computers that share the connection.

When you subscribe to a broadband service, your Internet service provider (ISP) assigns you a single IP address. These router-assigned IP addresses are private and cannot be seen from the Internet. The only address that can be seen from the Internet is the IP address that is assigned to the router.

Figure 1-1 shows how Internet broadband connections are made.

**Figure 1-1** How broadband connections work



To support inbound connections from a pcAnywhere remote, you must configure the router to direct incoming data from the pcAnywhere ports to the router-assigned IP address of the host computer.

For pcAnywhere connections, you must map the following pcAnywhere port numbers to the private IP address of the host computer, which is assigned by the router:

- 5631 (data)
- 5632 (status)

If you are connecting to a host computer that uses custom port numbers, you must configure the custom port numbers in the remote connection item. This port mapping configuration is done in the administrator properties for the router, which is typically accessible through a Web browser. The location of the port mapping settings varies by router.

For more information, consult the documentation for your router.

Symantec pcAnywhere Gateway lets you set up a single connection point to facilitate the process of finding and connecting to host computers that are behind a Network Address Translation (NAT) device.

See [“About Symantec pcAnywhere Gateway”](#) on page 309.

## About connecting from outside a firewall

For security reasons, an administrator might set up a firewall to restrict access to specific IP addresses. A firewall prevents computers that are outside the firewall from connecting to any IP address that is inside the firewall. Some corporate environments might also have security policies that restrict users from installing a modem phone line behind a firewall.

If the host computer is connected to a network that is behind a firewall, the remote user must have a way to connect to the network through a Remote Access Service (RAS) or virtual private network (VPN). This information must be provided by an administrator.

Once the remote user connects to the corporate network using one of these trusted services, the remote computer becomes a node on the network and can use pcAnywhere to connect to the target computer using TCP/IP.

Connecting to a network host computer from outside a firewall involves the following process:

- Connect to the host site's network using the procedures provided by the administrator at the host site.
- In pcAnywhere, configure a TCP/IP network connection, specifying the IP address of the host computer to which you want to connect.  
See [“Configuring a remote network connection”](#) on page 101.
- Start the remote control session.  
See [“Ways to start a remote control session”](#) on page 115.

Symantec pcAnywhere Gateway lets you set up a single connection point to facilitate the process of finding and connecting to host computers that are behind a Network Address Translation (NAT) device.

See [“About Symantec pcAnywhere Gateway”](#) on page 309.

## Issues that affect performance

Even with the advances in remote control technology, controlling another computer over a communication device poses many performance challenges. During a remote control session, you control the host computer as though you

are sitting in front of it. Everything from the desktop wallpaper on the host computer to the movement of your cursor must be transmitted back and forth.

The two biggest factors in performance are the speed of the connection and graphics overhead. The more data that needs to be transferred between the computers—especially graphics data—the slower the performance.

Some security settings, such as data encryption, can also affect performance. When configuring a connection, you must balance the need for high performance with the need to protect your data.

See [“Understanding the performance trade-offs”](#) on page 220.

## Ways to improve performance

Although Symantec pcA is designed to optimize performance, there are a number of factors that you can control to boost performance.

[Table 1-2](#) includes information about how you can improve performance.

**Table 1-2** Ways to improve performance

Objective	Solution
Improve connection speed	Ensure that you are using the fastest type of connection possible. If you are using a modem, you should use the fastest connection that your modem and phone line can support.  Symantec pcAnywhere can detect the speed of your connection (bandwidth) and automatically adjust video settings to optimize performance.



**Table 1-2** Ways to improve performance (*continued*)

Objective	Solution
Minimize graphics overhead	<p>In the Windows operating system, everything that you see on your computer screen, from a status bar to a menu, is a graphical user interface. This information is transmitted to the remote computer over the connection device. The more graphics that are displayed on the host computer, the more information that must be sent to the remote computer, which slows performance.</p> <p>You can minimize graphics overhead in the following ways:</p> <ul style="list-style-type: none"> <li>■ For low-bandwidth connections (for example, modems), select the low bandwidth option when you configure the remote properties in Symantec pcA.</li> <li>■ Turn off status bars in applications and on the Windows system tray, including modem lights.</li> <li>■ Minimize dialog boxes that you are not using and use smaller windows.</li> <li>■ Reduce the desktop resolution and number of colors on the display.</li> <li>■ Hide the Windows taskbar on the host.</li> <li>■ Disable wallpaper, backgrounds, and screen savers on the host.</li> <li>■ Disable the Windows Active Desktop feature on the host.</li> <li>■ Turn off full-window dragging capability on the host to avoid transmitting each pixel of movement as you drag a window across the computer screen.</li> </ul>
Work more efficiently	<p>As you perform tasks during a remote control session, use the following guidelines to help improve performance:</p> <ul style="list-style-type: none"> <li>■ If you are running pcAnywhere on Vista, to improve performance, use computers that have graphics cards with high ratings.</li> <li>■ Avoid using animation.</li> <li>■ Use the Page Up and Page Down keys to scroll through documents.</li> <li>■ Disable the scroll wheel on your mouse.</li> <li>■ Avoid performing remote control tasks when transferring files.</li> <li>■ Use toolbars instead of the menu to perform tasks.</li> </ul>

## Changing performance settings

Symantec pcAnywhere stores data in a cache file to avoid resending the same data over the connection, thus improving performance. Symantec pcAnywhere never uses more than 16 MB of disk space for a cache file.

### To change performance settings

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Remote Operation tab, check **Use pcAnywhere cache file**.

# What you can do with Symantec pcAnywhere

Symantec pcAnywhere lets you connect to another computer to troubleshoot and resolve computer problems, support and maintain servers, transfer files, and work from a remote location.

You can use pcAnywhere to do the following:

Let others connect to your computer remotely

Setting up your computer as a host lets you do the following:

- Remotely connect to it when working from a remote location
- Let someone in another location help you solve a computer problem
- Host presentations and demos over a conference connection

See [“Managing host connections”](#) on page 69.

Take control of another computer

The remote control features let you do the following:

- Help another user troubleshoot a computer problem
- Access software, email, or other resources on another computer
- Print files that are stored on another computer to a printer at your location

See [“Managing remote connections”](#) on page 95.

Administer computers and servers remotely

The remote management tools let you do the following:

- Connect to a remote server to troubleshoot problems and perform routine maintenance
- Troubleshoot and resolve computer problems quickly
- Monitor computer performance
- Remotely install and remove software
- Deploy software, patches, and upgrades

See [“About Symantec pcAnywhere Remote Management tools”](#) on page 151.

#### Transfer files

The file transfer and command queue features let you do the following:

- Quickly access the files that you need to stay productive
- Perform automatic end-of-day file transfers for audit and archive purposes
- Automatically distribute files and updates to multiple computers
- Exchange multimedia and other files that are too large to send by email

See [“About pcAnywhere File Transfer”](#) on page 169.

See [“About the Command Queue”](#) on page 181.

## Where to find more information

Check the Symantec Web site at the following URL for technical support information, Knowledge Base articles, online tutorials, and the latest product information:

[www.symantec.com/techsupp/](http://www.symantec.com/techsupp/)

In addition to the online Help, the following documentation resources are available on the Symantec pcAnywhere CD:

- *Symantec pcAnywhere User's Guide*
- *Symantec pcAnywhere Administrator's Guide*
- *Symantec pcAnywhere OLE Automation Guide*
- *Symantec Packager Implementation Guide*
- *Symantec WebRemote Help*
- *Symantec CrossPlatform Help*
- *Symantec pcAnywhere Getting Started Guide*

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**Note:** Viewing the online manuals requires Acrobat Reader 5.0 or later.

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# Navigating in Symantec pcAnywhere

This chapter includes the following topics:

- [Selecting a view mode in Symantec pcAnywhere](#)
- [Starting a connection in Basic View](#)
- [Viewing or editing connection settings](#)
- [Working in Advanced View](#)
- [About the Session Manager](#)
- [Using Thumbnail tab](#)
- [Managing pcAnywhere preferences](#)

## Selecting a view mode in Symantec pcAnywhere

Symantec pcAnywhere lets you work in one of the following modes:

### Basic View

Basic View provides quick access to the most commonly performed pcAnywhere tasks. It simplifies the process of configuring and starting connections.

See [“Starting a connection in Basic View”](#) on page 30.

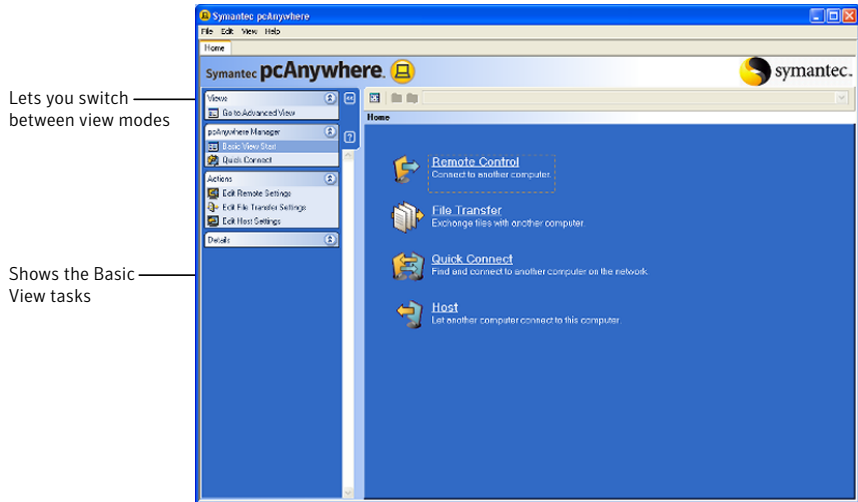
### Advanced View

Advanced View lets you access configuration options and tools that are not available in Basic View. It lets you manage connection settings, customize preferences, and select advanced security options.

When you start Symantec pcAnywhere for the first time after installation, it opens in Basic View mode. The next time that you start pcAnywhere, it opens in the view that you were using when you closed the program.

Figure 2-1 shows the Symantec pcAnywhere window with Basic View selected.

Figure 2-1 Symantec pcAnywhere window in Basic View



### To select a view mode in Symantec pcAnywhere

- ◆ In the Symantec pcAnywhere window, on the left navigation bar, do one of the following:
  - To switch from Basic View to Advanced View, click **Go to Advanced View**.
  - To switch from Advanced View to Basic View, click **Go to Basic View**.

## Starting a connection in Basic View

You can use Basic View mode to quickly perform the following tasks:

Remote control	Lets you control a host computer remotely and work as though you are sitting in front of it
File transfer	Starts the session in file transfer mode so that you can quickly access the files that you need
Quick connect	Lets you quickly connect to another computer with minimal setup

Host    Lets you set up your computer so that others can connect to it

The first time that you start a remote control, file transfer, or host connection in Basic View mode, Symantec pcAnywhere starts the Connection Wizard. The Connection Wizard simplifies the process of configuring and starting a pcAnywhere connection. After you complete the steps in the Connection Wizard, you can start the connection.

The options that you select in the Connection Wizard are saved in a connection item file. Symantec pcAnywhere uses these settings for subsequent connections that you start from Basic View. You can edit these settings.

See "[Viewing or editing connection settings](#)" on page 33.

You can access more advanced tools and configuration options by switching to Advanced View.

See "[Working in Advanced View](#)" on page 34.

### To start a connection in Basic View

- 1 In the Symantec pcAnywhere window, on left navigation bar, click **Go to Basic View**.

Under pcAnywhere Manager, click **Basic View Start**.

- 2 In the right pane, select one of the following:

**Remote Control** Starts the connection in remote control mode using the settings that you selected in the Connection Wizard. For example, if you specified an IP address for the host computer, pcAnywhere tries to connect to that IP address.

After the connection is made and you log on, the host desktop is displayed on your computer screen in a Session Manager window.

See [“About the Session Manager”](#) on page 42.

When you select this option for the first time, pcAnywhere starts the Connection Wizard.

**File Transfer** Starts the connection in file transfer mode using the settings that you selected in the Connection Wizard. For example, if you specified an IP address for the host computer, pcAnywhere tries to connect to that IP address.

After the connection is made and you log on, the File Manager window is displayed on your computer screen.

When you select this option for the first time, pcAnywhere starts the Connection Wizard.

**Quick Connect** Opens the Quick Connect window from which you can type the IP address, computer name, or modem phone number of the computer to which you want to connect.

If you are connecting to another computer over a LAN, pcAnywhere automatically searches your subnet for available hosts and lists them by computer name.

**Host** Waits for connections from remote computers using the settings that you selected in the Connection Wizard. The pcAnywhere host waiting icon appears in the notification area of your taskbar.

When you select this option for the first time, pcAnywhere starts the Connection Wizard.



# Viewing or editing connection settings

Symantec pcAnywhere saves your connection settings in a connection item file. You can view or edit connection item files in the following ways:

Basic View	Starts the Connection Wizard to guide you through the process of configuring the connection.  If you have already configured a connection by using the Connection Wizard in Basic View, the Connection Wizard shows the settings that you previously selected.
Advanced View	Lets you change settings and select advanced configuration options, such as session encryption, that are not available in the wizard.

## To view or edit connection settings in Basic View

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **Go to Basic View**.
- 2 On the left navigation bar, under Actions, select one of the following:

Edit Remote Settings	Lets you view or edit the properties for the remote control connections that you start from Basic View  See “ <a href="#">Using the Connection Wizard to configure a remote connection</a> ” on page 97.
Edit File Transfer Settings	Lets you view or edit the properties for the file transfer connections that you start from Basic View  See “ <a href="#">Using the Connection Wizard to configure a remote connection</a> ” on page 97.
Edit Host Settings	Lets you view or edit the properties for the host connections that you start from Basic View  See “ <a href="#">Using the Connection Wizard to configure a host connection</a> ” on page 70.

- 3 In the Connection Wizard, follow the on-screen instructions until you reach the Summary screen.
- 4 On the Summary screen, review the settings that you have selected.  
Do one of the following:
  - To apply your changes and close the Connection Wizard, click **Finish**.
  - To close the Connection Wizard without saving your changes, click **Cancel**.

### To view or edit connection settings in Advanced View mode

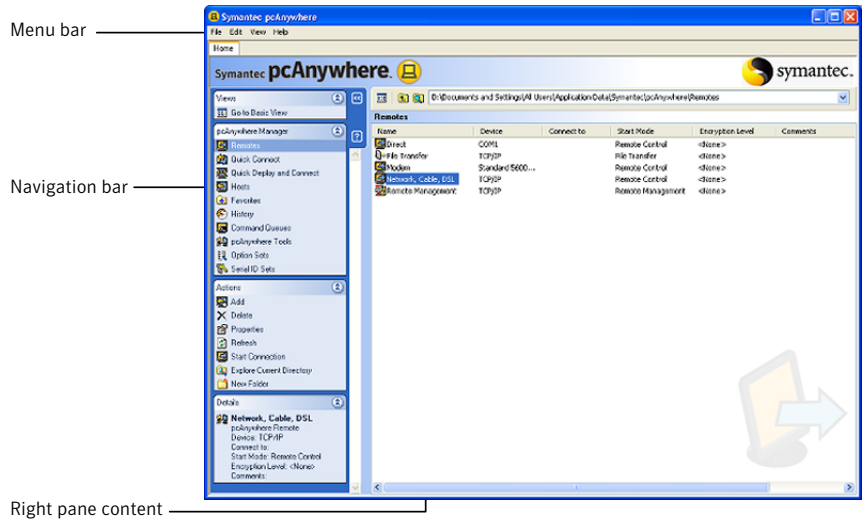
- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **Go to Advanced View**.
- 2 Do one of the following:
  - To view or edit the properties for a remote control, file transfer, or remote management connection, click **Remotes**.
  - To view or edit the properties for a host connection, click **Hosts**.
- 3 Do one of the following:
  - To view or edit the properties for a remote control, file transfer, or remote management connection, in the Remotes window, right-click the item that you want to edit, and then click **Properties**.  
See [“Configuring a remote connection using advanced properties”](#) on page 98.
  - To view or edit the properties for a host connection, in the Hosts window, right-click the item that you want to edit, and then click **Properties**.  
See [“Configuring a host using advanced properties”](#) on page 73.

## Working in Advanced View

Advanced View lets you access configuration options and tools that are not available in Basic View. It lets you manage connection settings, customize preferences, and select advanced security options.

[Figure 2-2](#) shows the Symantec pcAnywhere window with Advanced View selected.

**Figure 2-2** Symantec pcAnywhere window in Advanced View



The navigation bar on the left of the window lets you access pcAnywhere session options, configuration files, and tools. Use the arrow buttons to expand and collapse the navigation bar.

When you select an option under pcAnywhere Manager, the Actions box in the middle displays the options that are available for that selection. The right pane displays content that is specific to the option that you have selected on the navigation bar.

For example, on the left navigation bar, select Remotes or Hosts to view the list of connection items. Details about the connection items appear in the right pane in column format.

## Organizing column headings in the Symantec pcAnywhere window

You can sort the columns that appear in the right pane of the Symantec pcAnywhere window in ascending or descending order. You can also hide the column headings that you do not want to see.

### To sort columns

- ◆ In the Symantec pcAnywhere window, in the right pane, click any column heading.  
 Click the column heading again to sort in the reverse order.

### To show or hide column headings

- 1 In the Symantec pcAnywhere window, in the right pane, right-click any column heading.
- 2 Select the items that you want to show or hide.  
A check mark appears next to each column heading that will be displayed.

## Customizing the Symantec pcAnywhere navigation bar

You can customize the navigation bar in the Symantec pcAnywhere window to display only the options that you commonly use. This lets you organize your workspace. The options that are hidden on the navigation bar are still accessible from the View menu. You can also restore these options to the navigation bar.

For each pcAnywhere Manager task, the Actions box displays the options that are available for that task. Some actions are common to several pcAnywhere Manager tasks (for example, Add, Delete, and Properties). If you hide one of these options, the option is hidden for all pcAnywhere tasks.

### To hide individual options from the Symantec pcAnywhere window

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, right-click the option that you want to hide.
- 2 Click **Hide Item**.

### To show or hide options in the pcAnywhere Manager box

- 1 In the Symantec pcAnywhere window, in Advanced View, on the View menu, click **Customize Navigation Bar > Customize pcAnywhere Manager**.
- 2 In the Configure Navigation Bar window, do any of the following:
  - Check the items that you want to show.
  - Uncheck the items that you want to hide.
- 3 Click **OK**.

### To show or hide options in the Actions box

- 1 In the Symantec pcAnywhere window, in Advanced View, on the View menu, click **Customize Navigation Bar > Customize Actions**.
- 2 In the Configure Navigation Bar window, do any of the following:
  - Check the items that you want to display.
  - Uncheck the items that you want to hide.
- 3 Click **OK**.

You can switch to the Home tab by using the following shortcut: CTRL + 0.

## Closing the main product window upon connection

When you establish a connection, Symantec pcAnywhere keeps the main product window open so that you can perform other tasks (for example, to connect to another computer). You can configure pcAnywhere to automatically close the main product window when you establish a remote connection. However, you need the main product window to connect to another host computer.

By default, pcAnywhere displays your active sessions in a single window in a tabbed view, and the main product window is represented as the Home tab. If you change the display preferences to close the main product window upon connection and you turn off the option to display active sessions in a tabbed view, the Home tab and Thumbnail tab will not appear in the Session Manager window.

---

**Note:** You may need to close and reopen Symantec pcAnywhere before your changes take affect.

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See [“Changing how active sessions appear in the Session Manager”](#) on page 43.

### To close the main product window upon connection

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

If you are logged in as a standard user, you are prompted for administrator credentials.

If you are logged in as an administrator, a consent dialog is displayed.

If you enter administrator login information, you then have access to the pcAnywhere Options window. If you are not logged in as an administrator, you can view the options, but the tabs are disabled.

- 2 In the pcAnywhere Options window, on the Session Manager tab, uncheck **Keep pcAnywhere Manager open after connection**.

The pcAnywhere Manager is the main product window.

To find this tab, use the left and right arrows in the pcAnywhere Options window to scroll through the list of tabs.

- 3 Click **OK**.

## About the Connection Wizard

The Connection Wizard simplifies the process of configuring your computer for a pcAnywhere connection. After you complete the steps in the Connection Wizard, you can start the connection.

The Connection Wizard lets you do the following:

- Configure your computer to connect to another computer (remote connection)  
See “[Using the Connection Wizard to configure a remote connection](#)” on page 97.
- Configure your computer to allow another computer to connect to it (host connection)  
See “[Using the Connection Wizard to configure a host connection](#)” on page 70.

The options that you select in the Connection Wizard are saved in a connection item file, which you can modify. Symantec pcAnywhere adds the connection item to the Hosts or Remotes window, depending on the type of connection. Symantec pcAnywhere offers advanced configuration options, such as security settings, that are not available in the wizard.

See “[Configuring a remote connection using advanced properties](#)” on page 98.

## What you need to know before you connect

Before you can connect to another computer using pcAnywhere, you must provide the information that is needed to find the host computer, establish a connection, and log on.

Some of this information varies by connection type and might include the following:

Network connections	IP address or computer name of the pcAnywhere host computer, Gateway, or Access Server to which you want to connect.  If you are connecting over a local area network (LAN), pcAnywhere automatically searches for the pcAnywhere hosts that are running on your local subnet.
Modem and ISDN connections	Dialing information, such as the modem phone number and any additional dialing properties that might be required.
Direct connections	COM or LPT port number of the two computers that you want to connect.

Symantec pcAnywhere requires a user name and password for all sessions. The host user must set up a caller account and provide you with these logon credentials.

If the host computer is running Windows XP/2003/2008 Server/2000, the operating system might also prompt you for computer logon credentials.

You can save this configuration information in a connection item file to use again later. You can access your remote connection item files from the Remotes window in Advanced View.

See [“Managing remote connections”](#) on page 95.

## Ways to connect to another computer remotely

[Table 2-1](#) includes information about the ways in which you can connect to a host computer.

**Table 2-1** Ways to connect to another computer

Option	Description
Quick Connect	<p>Opens the Quick Connect window from which you can type the IP address, computer name, or modem phone number of the computer to which you want to connect.</p> <p>If you are connecting to another computer over a LAN, pcAnywhere automatically searches your subnet for available hosts and lists them by computer name.</p> <p>See <a href="#">“Connecting to another computer using Quick Connect”</a> on page 117.</p>
Basic View Start	<p>Basic View provides quick access to the most commonly performed pcAnywhere tasks. It simplifies the process of configuring and starting connections. It is designed for new users.</p> <p>See <a href="#">“Starting a connection in Basic View”</a> on page 30.</p>
Preconfigured connections	<p>Symantec pcAnywhere provides default remote connection items that are preconfigured with optimized security and performance settings for modem, direct, or network connections.</p> <p>See <a href="#">“Starting a remote connection item”</a> on page 115.</p>

**Table 2-1** Ways to connect to another computer *(continued)*

Option	Description
User-defined connections	<p>You can create a custom remote connection item, which lets you select the connection and security settings that you want to use.</p> <p>Symantec pcAnywhere saves these settings in a remote connection item file (.chf), which is listed in the Remotes window.</p> <p>See <a href="#">“Ways to set up a remote computer”</a> on page 96.</p>
Favorites	<p>You can add the connection items that you use most frequently to the Favorites window for quick access.</p> <p>See <a href="#">“Adding a host connection item to Favorites”</a> on page 69.</p>
History	<p>Symantec pcAnywhere maintains a history of your most recent connections. You can use this option to reconnect to a host computer to which you have recently connected.</p> <p>See <a href="#">“Locating a recent host connection item”</a> on page 70.</p>
Host invitation	<p>You can set up a host invitation that contains the information that the host user needs to connect to your computer. After the host user accepts the invitation and the connection is established, you can take control of the host computer.</p>
Quick Deploy and Connect	<p>You can use this option to connect to a computer on your network that does not have a pcAnywhere host running.</p> <p>See <a href="#">“Connecting to a computer that does not have a host running”</a> on page 137.</p>
pcA Quick Connect	<p>pcA Quick Connect lets you connect to a host computer. You can connect to the host computer using the computer name or IP address and the logon information.</p>

## About the start modes for remote connections

You can start a connection in one of the following modes:



Remote control	<p>Lets you control a host computer remotely and work as though you are sitting in front of it.</p> <p>During a remote control session, video and data are transferred between the host computer and the remote computer. The host computer handles all of the processing of the requests that are sent by the remote. Only the input and output information (for example, keyboard, mouse, and video information) are transferred between the computers.</p> <p>Because only minimal data needs to be transferred between each computer, remote control results in faster performance than other forms of remote networking and minimizes the risk of losing data.</p> <p>See <a href="#">“Ways to start a remote control session”</a> on page 115.</p>
Remote management	<p>Lets you remotely administer a host computer using common administrator tools (such as the Task Manager, Command Prompt, and Registry Editor).</p> <p>Remote management mode lets you quickly troubleshoot and resolve problems on a host computer without the overhead of a full remote control session. A remote management session uses less bandwidth than a full remote control session because only the data needs to be transferred between the host and remote computers.</p> <p>See <a href="#">“What you can do during a remote management session”</a> on page 153.</p>
File transfer	<p>Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer.</p> <p>You can navigate to the files and folders that you need, transfer files and folders to and from another computer, and synchronize content. Files transfer in the background so that you can continue to work or queue other files. A file transfer session uses less bandwidth than a full remote control session because only the data needs to be transmitted between the host and remote computers.</p> <p>See <a href="#">“About pcAnywhere File Transfer”</a> on page 169.</p>

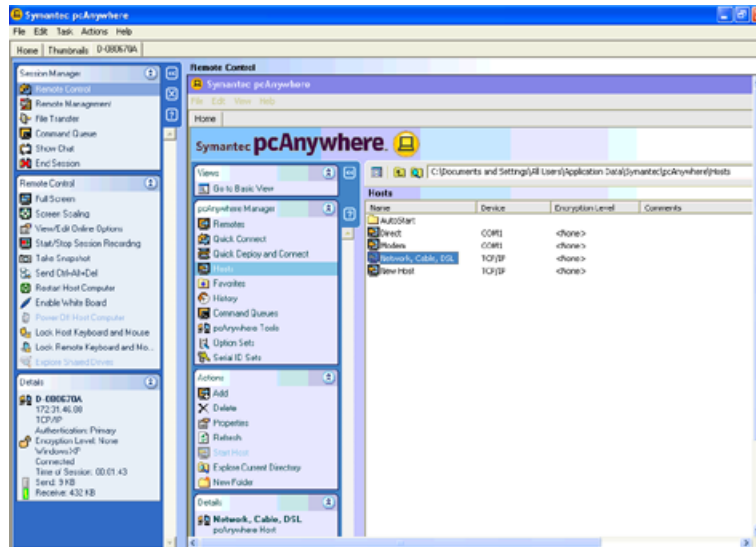
You can optimize performance by starting a connection in remote management mode or file transfer mode. These modes suspend video transfer to allocate full resources to the data transfer. If you do not select a start mode, pcAnywhere defaults to remote control mode. You can switch to a different mode at any time during a connection.

## About the Session Manager

After you establish a connection and log on to the host computer, the Session Manager window appears on your computer screen. You switch between the Session Manager modes to perform remote control, remote management, chat, or file transfer tasks. The tasks that are displayed in the middle of the Session Manager window navigation bar are only available during a session.

[Figure 2-3](#) shows the Session Manager window during a remote control session.

**Figure 2-3** Session Manager window



Symantec pcAnywhere lets you run multiple remote sessions at a time. By default, the Session Manager window displays your active sessions in a single window in a tabbed view. Each host computer to which you are connected is represented by a tab so that you can quickly switch between active sessions. The Home tab lets you go back to the pcAnywhere Manager window (for example, to connect to another computer). You can change the default settings to display each session in a separate Session Manager window. The Thumbnail tab provides a thumbnail view of the number of hosts that a caller is connected to. The Thumbnail tab lets a remote caller switch between the hosts by clicking the thumbnail link.

See [“Changing how active sessions appear in the Session Manager”](#) on page 43.

You can switch between active sessions in the Session Manager window, but you can view only one session at a time. To view multiple sessions at a time, you can use the Session Manager.

See [“About Symantec pcAnywhere CrossPlatform”](#) on page 247.

## Changing how active sessions appear in the Session Manager

By default, the Session Manager window displays your active sessions in a single window in a tabbed view. You can change the default settings to display each session in a separate Session Manager window.

The pcAnywhere Manager window is also kept open by default so that you can perform other tasks (for example, to connect to another computer). If you set the Session Manager window to use the tabbed view, the pcAnywhere Manager window is represented in the Session Manager window as the Home tab.

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**Note:** You might need to close and reopen Symantec pcAnywhere before your changes take affect.

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You can also change the background color settings for your remote control sessions. You can change these settings while your work offline or during a session.

See [“Changing display settings during a remote control session”](#) on page 128.

### To change how active sessions appear in the Session Manager

**1** In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
 If you are logged in as a standard user, you are prompted for administrator credentials.

If you are logged in as an administrator, a consent dialog is displayed.

If you enter administrator login information, you then have access to the pcAnywhere Options window. If you are not logged in as an administrator, you can view the options, but the tabs are disabled.

**2** In the pcAnywhere Options window, on the Session Manager tab, do one of the following:

- To display your active sessions in a single window in a tabbed view, check **Show active sessions in a tabbed view**.
- To display your active sessions in a separate window for each session, uncheck **Show active sessions in a tabbed view**.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list of tabs.

**3** Click **OK**.

**4** Close Symantec pcAnywhere, and then reopen it.

You can switch to the Session tab by using the following shortcut: CTRL + N.

(Where N is the session number)

## Showing or hiding options on the Session Manager navigation bar

You can customize the navigation bars in the Session Manager window to display only the options that you commonly use. This lets you organize your workspace. The options that are hidden on the navigation bar are still accessible from the View menu. You can also restore these options to the navigation bar.

### To hide individual options from the Session Manager window

- 1 In the Session Manager window, on the left navigation bar, right-click the option that you want to hide.

You must be connected to another computer to see the Session Manager window.

- 2 Click **Hide Item**.

### To show or hide multiple options from the Session Manager window

- 1 In the Session Manager window, on the left navigation bar, do one of the following:

- To show or hide multiple options from the Session Manager box, right-click **Session Manager**, and then click **Customize**.
- To show or hide multiple options from the task list, right-click the heading for the mode that you are running (for example, Remote Control), and then click **Customize**.

- 2 In the Configure Navigation Bar window, do one of the following:

- Check the options that you want to show.
- Uncheck the options that you want to hide.

- 3 Click **OK**.

## Resizing the Session Manager navigation bar

The arrows on the Session Manager navigation bar let you collapse the navigation bar or expand it. When you collapse the navigation bar, only the Session Manager icons appear. This gives you more workspace in the remote control window.

### To resize the Session Manager navigation bar

- ◆ In the Session Manager window, on the left navigation bar, do one of the following:
  - To collapse the navigation bar, click the left arrow.

- To expand the navigation bar, click the right arrow.

## Showing or hiding the Session Manager navigation bar

During a session, you can completely hide the navigation bar to gain more workspace.

### To show or hide the Session Manager navigation bar

- ◆ In the Session Manager window, do one of the following:
  - To hide the Session Manager navigation bar, on the navigation bar, click the **Close (X)** button.
  - To show the Session Manager navigation bar, on the Actions menu, click **Display Navigation Bar**.

## Using Thumbnail tab

The Thumbnail tab provides the thumbnail view of the hosts that a remote user is connected to. The Thumbnail tab lets a remote user switch between the hosts by clicking the thumbnail link.

### To use a Thumbnail tab

- 1 In the Symantec pcAnywhere window, click the Thumbnail tab.
- 2 In the Thumbnail window, click the thumbnail link of the host you want to switch to.

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**Note:** The short cut key to switch to Thumbnail tab from any tab is CTRL+SHIFT+T

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## Managing pcAnywhere preferences

Symantec pcAnywhere lets you manage the default preferences for host and remote connections, file transfer, logging, and other functions to improve performance, enhance security, or manage connections. These options apply globally to all sessions unless you override them during a session.

Some of the preferences are intended for administrators and other advanced users. Depending on your computing environment, your administrator might restrict you from modifying some settings.

Symantec pcAnywhere groups the default program settings by tabs.

[Table 2-2](#) includes information about the preferences that you can customize.

**Table 2-2** pcAnywhere preferences

Tab	Description
Host Operation	Controls basic host operations, such as host name and record and replay settings
Remote Operation	Controls performance and display settings for remote sessions
Host Communications	Contains customization options for modem and network connections on the host
Remote Communications	Contains customization options for modem and network connections on the remote
Session Manager	Controls basic session options, such as the background color for the unusable part of the remote desktop, and lets you view or edit the command prompt exclusion list
File Transfer	Controls file transfer settings
Event Logging	Enables logging of events that occur during pcAnywhere sessions
Directory Services	Controls settings for using a directory service to find hosts
Remote Printing	Contains settings for configuring remote printing
Encryption	Specifies certificate information required for public-key encryption

Administrators and users who frequently need to change global settings to accommodate unique configuration requirements can create option sets that contain the settings that they need.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

## About customizing network connections

Symantec pcAnywhere lets you customize network settings to handle unique configuration requirements such as multiple network cards or to handle connections on both sides of a firewall. These options are intended for administrators and advanced users. In most cases, you do not need to change the network settings.

See [“Configuring a host network connection”](#) on page 75.

See [“Configuring a remote network connection”](#) on page 101.

## Customizing modem connections

If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the list of available devices in the connection item properties. Modem properties are configured in the operating system when you set up your modem.

Generally, you should use the default modem settings; however, pcAnywhere lets you select custom settings for pcAnywhere sessions. Custom settings temporarily override the modem properties that are configured in the operating system.

[Table 2-3](#) includes information about modem settings.

**Table 2-3** Custom modem settings

Tab	Explanation
General	Lets you select a different COM port, adjust speaker volume, and control connection speed.
Connection	Lets you control error-checking rates, set time limits for handling busy connections or idle activity, adjust buffer settings for the COM port, and configure advanced settings, such as flow control methods and modulation type.
Options	Lets you control whether you want to use a terminal window, specify how long to wait for a credit card tone when making an operator-assisted or manually dialed call, and enable status information.

For more information, see the documentation that came with your modem or the documentation for your operating system.

See “[Configuring a host modem connection](#)” on page 78.

See “[Configuring a remote modem connection](#)” on page 104.

### To customize modem connections

- In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, do one of the following:
  - To customize modem settings for host sessions, click **Hosts**.
  - To customize modem settings for remote sessions, click **Remotes**.
- In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- In the properties window, on the Connection Info tab, select the modem device that you want to use.

- 4 Click **Details**.
- 5 After you modify the settings that you want to change, click **OK**.

## Customizing European ISDN connections

In Europe, ISDN devices use the Common ISDN Application Programming Interface (CAPI) to transmit and receive data. Even if a separate ISDN device is listed on the Connection Info tab, you must select ISDN via CAPI 2.0.

To improve connection speed, you can configure pcAnywhere to use channel bonding. Channel bonding combines two 64-KB channels into a single channel, which provides for 128-KB bps transmission. Channel bonding only works if both channels are available.

For security or economy purposes, you can restrict incoming calls to specific extensions. If you do not specify an extension, you can receive calls on any extension.

See “[Configuring an ISDN connection on a host](#)” on page 79.

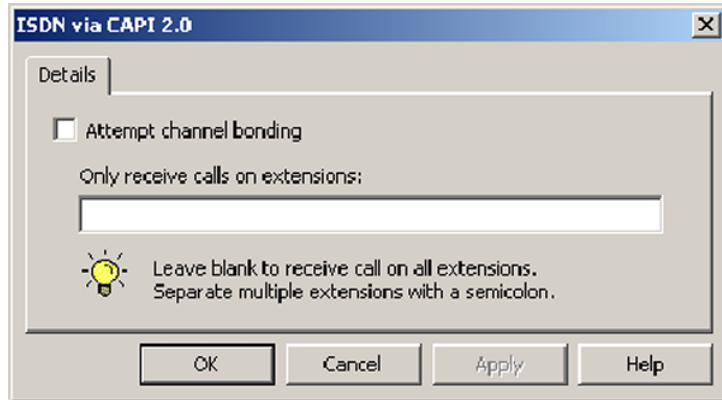
See “[Configuring an ISDN connection on a remote](#)” on page 107.

### To customize European ISDN connections

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, do one of the following:
  - To customize European ISDN connections for host sessions, click **Hosts**.
  - To customize European ISDN connections for remote sessions, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Connection Info tab, check **ISDN via CAPI 2.0**.



**4 Click Details.**



**5 Check Attempt channel bonding.**

**6** To restrict incoming calls to specific extensions, in the text box, type the extensions from which you want to receive calls. Use a semicolon to separate entries.

**7 Click OK.**

## Customizing direct connections

If the computer to which you want to connect is nearby, you can connect the two computers directly by using an appropriate cable for your port. Direct connections require either a parallel (LPT) or a serial (COM) port. To use a parallel connection, you must configure the parallel port in the BIOS for bi-directional operations and use a bi-directional, null parallel cable. Serial connections on Windows Vista/XP/2003/2008 Server/2000/NT require an available COM port and a serial null cable.

For direct connections, the settings on both computers must match.

[Table 2-4](#) includes information about serial and parallel port settings.

**Table 2-4** Custom port settings

Setting	Explanation	Default setting
Speed	Controls the speed of the connection. Most newer computers can handle speeds of 38,400 or greater.	38,400

**Table 2-4** Custom port settings (*continued*)

Setting	Explanation	Default setting
Parity	Checks for errors on the communications line. To increase performance, click None. Most operating systems and modems have their own methods of validating data integrity.	None
Flow control	Controls the flow of information between computers. For direct and modem connections, use RTS/CTS.	RTS/CTS
Started by	Controls the method by which a session begins.	Carrier detect (DCD)
Ended by	Controls the method by which a session ends.	Carrier detect (DCD)

See “[Configuring a direct connection on a host](#)” on page 80.

See “[Configuring a direct connection on a remote](#)” on page 108.

**To customize direct connections**

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, do one of the following:
  - To customize settings for the host session, click **Hosts**.
  - To customize settings for the remote session, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Connection Info tab, select the port that you want to use.
- 4 Click **Details**.
- 5 Select the connection preferences that you want to use.
- 6 Click **OK**.

# Installing Symantec pcAnywhere

This chapter includes the following topics:

- [Preparing for installation](#)
- [Symantec pcAnywhere installation](#)
- [Post-installation tasks](#)

## Preparing for installation

Installation procedures might vary, depending on your work environment and which installation option you choose. You can choose a full product installation or a custom installation package that includes only the functionality that you need.

If you are an administrator and need assistance with creating, building, and deploying custom installation packages for network installations, see the *Symantec pcAnywhere Administrator's Guide* on the installation CD.

Before you install pcAnywhere, ensure that your computer meets the system requirements. Review the Readme file on the installation CD for any known issues.

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**Note:** Installation of Symantec pcAnywhere is not supported on encrypted file systems.

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## Symantec pcAnywhere system requirements

[Table 3-1](#) lists the minimum resources that are required to install the full version of Symantec pcAnywhere.

**Table 3-1** Symantec pcAnywhere system requirements

Operating systems	Requirements
Windows 2000 Professional/Server/ Advanced Server	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft</li> <li>■ Internet Explorer 6.0 or later</li> </ul>
Windows XP Home/Professional (32-bit and 64-bit)	
Windows 2003 Server Standard/Enterprise (32-bit and 64-bit)	
Windows Vista Ultimate/Business/Enterprise/Home Premium/Home Basic (32-bit and 64-bit)	
Windows 2008 Server	

**Table 3-2** lists the minimum resources that are required to install a Symantec pcAnywhere thin host on a Windows computer.

**Table 3-2** Thin host system requirements for Windows

Operating Systems	Requirements
Windows 2000 Professional/Server/ Advanced Server	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft</li> <li>■ Internet Explorer 6.0 or later</li> </ul>
Windows XP Home/Professional (32-bit and 64-bit)	
Windows 2003 Server Standard/Enterprise (32-bit and 64-bit)	
Windows PE	
Windows XP Embedded/Point of Service	
Windows Vista Ultimate/Business/Enterprise/Home Premium/Home Basic (32-bit and 64-bit)	
Windows 2008 Server	

**Table 3-3** lists the minimum resources that are required to install a Symantec pcAnywhere thin host on a Linux computer.

**Table 3-3** Thin host system requirements for Linux

Operating Systems	Requirements
Red Hat Enterprise Linux ES 3.0 or later	<ul style="list-style-type: none"> <li>■ Intel Pentium (or compatible) processor at 133 MHz or higher</li> <li>■ 64 MB of RAM</li> <li>■ 20 MB of hard disk space</li> <li>■ CD-ROM or DVD-ROM drive</li> <li>■ VGA or higher resolution monitor</li> <li>■ Firefox 1.5 or Mozilla 1.6 or later</li> </ul>
Red Hat Enterprise Linux WS 3.0 or later	
SUSE Linux Enterprise Server 8.0 or later	
SUSE Linux 10.0	
SUSE Professional 9.3 or later	
Novell Linux Desktop 9.0	

[Table 3-4](#) lists the minimum resources that are required to install a Symantec pcAnywhere thin host on a Mac OS X computer.

**Table 3-4** Thin host system requirements for Mac OS X

Operating Systems	Requirements
Mac OS X 10.4.3	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 1.5 or Safari 2.0.1 browsers</li> </ul>
Mac OS X 10.3.9	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 1.5 or Safari 1.3.1 browsers</li> </ul>
Mac OS X 10.5.x	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 2.0.0.8 and above or Safari 3.1.2 and above browsers</li> </ul>

## Symantec pcAnywhere Gateway system requirements

[Table 3-5](#) lists the minimum resources that are required to install Symantec pcAnywhere Gateway.

**Table 3-5** Symantec pcAnywhere Gateway system requirements

Operating Systems	Requirements
Windows 2000 Professional/Server/Advanced Server	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft</li> <li>■ Internet Explorer 6.0 or later</li> </ul>
Windows XP Home/Professional (32-bit and 64-bit)	
Windows 2003 Server Standard/Enterprise (32-bit and 64-bit)	
Windows Vista	
Ultimate/Business/Enterprise/Home Premium/Home Basic (32-bit and 64-bit)	
Windows 2008 Server	

## Symantec pcAnywhere Web Remote system requirements

[Table 3-6](#) lists the minimum resources that are required to install Symantec pcAnywhere Web Remote.

**Table 3-6** Symantec pcAnywhere Web Remote system requirements

Operating Systems	Requirements
Windows 2000 Professional/Server/Advanced Server	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft</li> <li>■ Internet Explorer 6.0 or later</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Windows XP Home/Professional	
Windows 2003 Server Standard/Enterprise	
Windows Vista	
Ultimate/Business/Enterprise/Home Premium/Home Basic	
Windows 2008 Server	
Red Hat Enterprise Linux ES 3.0 or later	<ul style="list-style-type: none"> <li>■ Intel Pentium (or compatible) processor at 133 MHz or higher</li> <li>■ 64 MB of RAM</li> <li>■ 20 MB of hard disk space</li> <li>■ CD-ROM or DVD-ROM drive</li> <li>■ VGA or higher resolution monitor</li> <li>■ Firefox 1.5 or Mozilla 1.6 or later</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Red Hat Enterprise Linux WS 3.0 or later	
SUSE Linux Enterprise Server 8.0 or later	
SUSE Linux 10.0	
SUSE Professional 9.3 or later	
Novell Linux Desktop 9.0	

**Table 3-6** Symantec pcAnywhere Web Remote system requirements  
(continued)

Operating Systems	Requirements
Mac OS X 10.4.3	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 1.5 or Safari 2.0.1 browsers</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Mac OS X 10.3.9	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 1.5 or Safari 1.3.1 browsers</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Mac OS X 10.5.x	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 2.0.0.8 and above or Safari 3.1.2 and above browsers</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>

## Symantec pcAnywhere CrossPlatform system requirements

[Table 3-7](#) lists the minimum resources that are required to install Symantec pcAnywhere CrossPlatform.

**Table 3-7** Symantec pcAnywhere CrossPlatform system requirements

Operating Systems	Requirements
Windows 2000 Professional/Server/Advanced Server	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft</li> <li>■ Internet Explorer 6.0 or later</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Windows XP Home/Professional	
Windows 2003/2008 Server Standard/Enterprise	
Windows Vista Ultimate/Business/Enterprise/Home Premium/Home Basic	
Windows 2008 Server	

**Table 3-7** Symantec pcAnywhere CrossPlatform system requirements  
*(continued)*

Operating Systems	Requirements
Red Hat Enterprise Linux ES 3.0 or later Red Hat Enterprise Linux WS 3.0 or later SUSE Linux Enterprise Server 8.0 or later SUSE Linux 10.0 SUSE Professional 9.3 or later Novell Linux Desktop 9.0	<ul style="list-style-type: none"> <li>■ Intel Pentium (or compatible) processor at 133 MHz or higher</li> <li>■ 64 MB of RAM</li> <li>■ 20 MB of hard disk space</li> <li>■ CD-ROM or DVD-ROM drive</li> <li>■ VGA or higher resolution monitor</li> <li>■ Firefox 1.5 or Mozilla 1.6 or later</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Mac OS X 10.4.x	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 1.5 or Safari 2.0.1 browsers</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>
Mac OS X 10.5.x	<ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Apple</li> <li>■ Firefox 2.0.0.8 and above or Safari 3.1.2 and above browsers</li> <li>■ Java Runtime Environment 1.4.2 or later</li> </ul>

## User rights requirements

Users on Windows Vista/XP/2003/2008 Server/2000 must have administrator rights to install pcAnywhere. If you are logged on to a Vista/2008 Server computer as a non-administrator user, during the pcAnywhere installation, you will be prompted to enter administrator credentials.

Windows XP restricts users who are assigned to the limited user or guest accounts from installing or uninstalling software, changing system-wide settings, or adding, editing, or deleting user accounts. For optimal performance, log on as a user with administrator rights when running pcAnywhere on Windows XP.

## Installation options

[Table 3-8](#) lists the installation options that are available on the Symantec pcAnywhere installation CD.



**Table 3-8** Symantec pcAnywhere installation options

Installation Option	Description
Full version of Symantec pcAnywhere	Includes the host and remote components that you need for remote control, file transfer, and remote management tasks.  Runs on Windows operating systems only.  See <a href="#">“Installing the full product version”</a> on page 61.
pcAnywhere components	Includes the components that you need to support pcAnywhere connections across multiple platforms, on mobile devices, and through Network Address Translation (NAT) devices.  See <a href="#">“pcAnywhere components on the product CD”</a> on page 57.
Administrator tools	Includes tools to assist you in using and administering pcAnywhere.  See <a href="#">“Administrator tools”</a> on page 58.

## pcAnywhere components on the product CD

[Table 3-9](#) lists the pcAnywhere components that are available on the product CD in addition to the full product installation.

**Table 3-9** Product components

Component	Description
Symantec pcAnywhere Gateway	Lets you find and connect to a host computer that is behind a firewall, router, or other type of Network Address Translation (NAT) device. You can connect to up to five computers.  Includes a service component that is needed to support gateway connections. Includes a Gateway Manager component that is needed to view and manage pcAnywhere connections that are running through the Gateway.  Runs on Windows Vista/XP/2003/2008 Server (32-bit and 64-bit) and Windows 2000.  See <a href="#">“Installing Symantec pcAnywhere Gateway”</a> on page 310.

**Table 3-9** Product components (continued)

Component	Description
Symantec pcAnywhere Mobile	<p>Lets you access computers and servers remotely from a mobile device. Includes the remote component that you need for remote control and remote management.</p> <p>Runs on Windows Mobile 5.0/6.0.</p> <p>See “<a href="#">Symantec pcAnywhere Mobile installation</a>” on page 277.</p>
Symantec pcAnywhere CrossPlatform	<p>Lets you remotely access one or more computers that are running the Windows, Linux, or Mac OS X operating systems. Lets you view all of your sessions in a single window and transfer files between host computers.</p> <p>Runs on Windows, Linux, or Mac OS X operating systems that support Java applications.</p> <p>See “<a href="#">Installing Symantec pcAnywhere CrossPlatform</a>” on page 247.</p>

## Administrator tools

[Table 3-10](#) lists the tools that are available to assist you in using and administering pcAnywhere.

**Table 3-10** Administrator tools

Component	Description
Symantec pcAnywhere Web Remote	<p>Starts Symantec pcAnywhere Web Remote in your Web browser so that you can remotely access another computer. Includes the components that are needed to host pcAnywhere on a Web server.</p> <p>Runs on Windows, Linux, and Mac OS X operating systems that support Java applications.</p>
OLE Automation APIs	<p>Provides application programming interfaces (APIs) for writing custom programs to automate certain functions in pcAnywhere.</p> <p>Runs on Windows operating systems only.</p> <p>For more information, see the <i>Symantec pcAnywhere OLE Automation Guide</i> on the installation CD.</p>

**Table 3-10** Administrator tools (*continued*)

Component	Description
Policy Management snap-ins	Provides the pcAnywhere administrative template (.adm) files needed to support centralized, policy-based administration in a Windows environment.  For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i> .
Symantec LiveUpdate Administration Utility	Lets administrators set up an intranet HTTP or FTP server or shared directory to handle all LiveUpdate operations for their network.  LiveUpdate is the Symantec technology that lets you download program and definitions updates for your licensed versions of Symantec products.  For more information, see the <i>Symantec LiveUpdate Administrator's Guide</i> on the Symantec Web site.
Microsoft Systems Management Server (SMS)	Provides the support files that are needed to integrate pcAnywhere with SMS in a Windows environment.  For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i> .

The administrator tools are available for download from the following location:  
[www.solutionsam.com/solutions/public](http://www.solutionsam.com/solutions/public)

**Table 3-11** Administrator tools available for download

Component	Description
Symantec Packager	Lets you create custom installations of pcAnywhere that you can deploy to target systems.  Runs on Windows Vista/2000 and Windows XP/2003 Server (32-bit only)  For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i> on the installation CD.

**Table 3-11** Administrator tools available for download (*continued*)

Component	Description
Pre-configured host with group caller support	<p>Lets you deploy a preconfigured, host-only package to the target computers that you select. Includes support for group caller authentication. Upon installation, automatically launches the host on the target computer so that it is waiting for connections.</p> <p>Runs on Windows operating systems only.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i> on the installation CD.</p>
Package Deployment Tool	<p>Lets you deploy custom installation packages to one or more Windows XP/2003 Server/2000 computers across your network.</p> <p>Use Symantec Packager to create custom installations of pcAnywhere.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>
Web Deployment Tool	<p>Provides the source files that are needed to implement Web-based deployment over a corporate intranet.</p> <p>Use Symantec Packager to create custom installations of pcAnywhere.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>

## Custom installation packages on the product CD

[Table 3-12](#) describes the custom installation packages that are included on the product CD.

**Table 3-12** Custom installation packages

Package	Description
Auto Start Host	<p>The host starts automatically. Installs the host features that are needed to support network and modem connections. Excludes remote features.</p> <p>Select this option if you only want to receive connections or if you want to install pcAnywhere on two computers, where one computer is a host and the other is a remote.</p>

**Table 3-12** Custom installation packages (continued)

Package	Description
Remote Only Installation	<p>Installs the remote features that are needed to connect to a host computer for remote control, remote management, and file transfer. Excludes host features.</p> <p>Select this option if you only want to initiate connections or if you want to install pcAnywhere on two computers, where one computer is a host and the other is a remote.</p>

## If you have a previous version installed

During the installation process, pcAnywhere automatically scans for a previous version. If you are installing pcAnywhere on a computer that has pcAnywhere 12.0.x or later, pcAnywhere confirms whether you want to preserve existing configuration data before installing over the previous version. How pcAnywhere handles the data conversion process depends on your operating system and the version of pcAnywhere that is installed.

If you are installing pcAnywhere on a computer that has a version of pcAnywhere earlier than 10.x, pcAnywhere prompts you to uninstall it. This removes all pre-existing configuration data. Configuration data from these versions cannot be converted or preserved.

For more information about planning a migration and upgrade strategy, see the *Symantec pcAnywhere Administrator's Guide*.

## Symantec pcAnywhere installation

During the installation process, you might be required to restart the computer. If so, after the computer restarts, you must log on again using the same user credentials to ensure proper functionality.

If you are installing a packaged version of pcAnywhere, installation procedures might vary.

See [“Installing a custom version”](#) on page 63.

## Installing the full product version

The full product version includes host, remote control, remote management, and file transfer features. In the Corporate and Retail versions, this includes the Host Administrator tool.

### To install the full product version

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.

If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.

See [“Running the setup program manually”](#) on page 63.

- 2 In the Symantec pcAnywhere window, click **Install Symantec pcAnywhere**.
- 3 In the Choose Setup Language dialog box, depending on the locale, a language for installation is selected. To change the language, you can select a different language from the drop-down list.
- 4 Click **OK**.

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**Note:** If you are installing the pcAnywhere box solution using the msiexec file, the Choose Setup Language dialog box is not displayed. The locale is automatically detected and the language is selected. To choose an installation language, run the following command in the command prompt: `msiexec /i <Symantec pcAnywhere.msi> /qf TRANSFORMS = LCID.mst`. Where LCID represents the language locale ID.

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- 5 In the Welcome panel, click **Next**.
- 6 Accept the terms of the license agreement, and then click **Next**.
- 7 In the Customer Information panel, type a user name and organization.
- 8 Click **Next**.
- 9 In the Destination Folder panel, do one of the following:
  - To install pcAnywhere in the default data directory, click **Next**.
  - To change the installation directory, click **Change**.  
In the Change Current Destination Folder panel, browse to the folder location in which you want to install pcAnywhere, and then click **OK**. Then, in the Destination Folder panel, click **Next**.
- 10 In the Custom Setup panel, do one of the following:
  - To install pcAnywhere using the program default settings, click **Next**.
  - To customize the installation or install administrator tools, click the down arrow next to the component that you want to install, select the installation option that you want to use, and then click **Next**.  
You can modify the installation settings after installation.

See [“Modifying installation settings”](#) on page 65.

- 11 In the Ready to Install the Program panel, select the programs that you want to place on the desktop as shortcuts.

The pcAnywhere program icon is placed on the desktop by default. If you do not want to create this shortcut on your desktop, uncheck the Create Symantec pcAnywhere desktop shortcut check box.

- 12 Click **Install**.

Follow the on-screen instructions for the type of installation that you have selected.

- 13 Click **Finish** when the installation is complete.

If your computer requires updates to system files, you will be prompted to restart your computer. This step is necessary to ensure proper functionality.

## Installing a custom version

Symantec pcAnywhere lets you install a custom installation package that contains only the functionality that you need. Use these installation procedures as a guideline. Installation procedures might vary, depending on the type of installation.

### To install a custom version

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.

If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.

See [“Running the setup program manually”](#) on page 63.

- 2 In the pcAnywhere installation panel, click **View Other Installation Options**.
- 3 Click **View Custom Installation Packages**.
- 4 Select the type of installation that you want to perform, and then follow the on-screen instructions.

See [“Installation options”](#) on page 56.

## Running the setup program manually

Perform this procedure if the installation window does not appear automatically after you insert the Symantec pcAnywhere installation CD.

#### To run the setup program manually

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 On the Windows taskbar, click **Start > Run**.
- 3 Type **<CD-ROM drive letter>:\setup.exe**

For example:

**D:\setup.exe**

- 4 Click **OK**.
- 5 Install pcAnywhere.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

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**Note:** If you want to install pcAnywhere on a mapped drive on Vista/2008 Server, you should map the drive using an elevated command prompt.

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## Post-installation tasks

After you install Symantec pcAnywhere, you can perform the following post-installation tasks:

- [Starting Symantec pcAnywhere](#)
- [Modifying installation settings](#)
- [Updating Symantec pcAnywhere](#)
- [Uninstalling Symantec pcAnywhere](#)

## Starting Symantec pcAnywhere

Symantec pcAnywhere is installed in the Windows Program Files folder by default. During installation, pcAnywhere optionally lets you place a program icon on the Windows desktop from which you can open the program. You can also open pcAnywhere from the Windows Start menu.

#### To start Symantec pcAnywhere

- ◆ Do one of the following:
  - On the Windows XP/2003/2000 desktop, double-click **Symantec pcAnywhere**.



- On the Windows XP/2003/2000 taskbar, click **Start > Programs > Symantec pcAnywhere**.
- On the Windows Vista/2008 Server taskbar, click **Start > All Programs > Symantec pcAnywhere**.

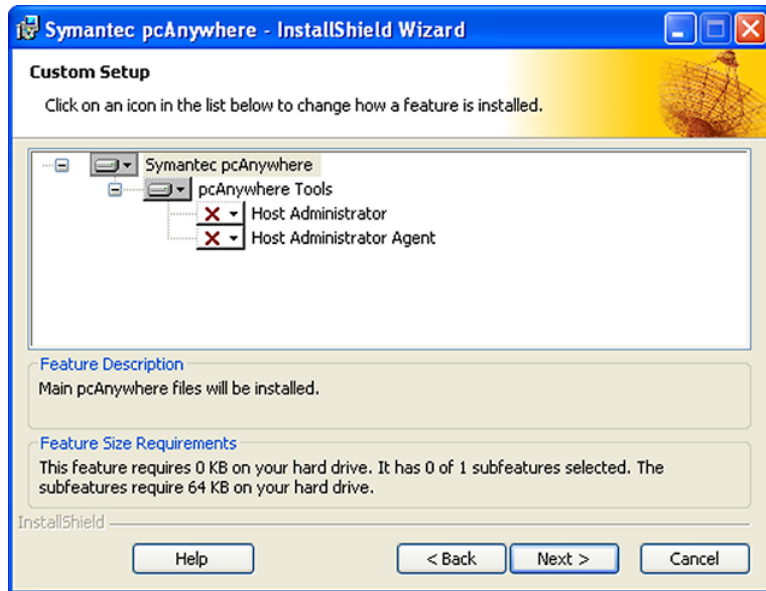
## Modifying installation settings

You can add, modify, or remove certain feature components after installation.

### To modify installation settings

- 1 Do one of the following:
  - On the Windows XP/2003/2000 taskbar, click **Start > Settings > Control Panel**.
  - On the Windows Vista/2008 Server taskbar, click **Start > Control Panel**.
- 2 Do one of the following:
  - For Windows XP/2003/2000, in the Control Panel window, click **Add or Remove Programs**.
  - For Windows Vista/2008 Server, in the Control Panel window, click **Uninstall a Program**.
- 3 In the Add or Remove Programs window, double-click **Symantec pcAnywhere**.
- 4 Click **Change**.
- 5 In the Modify or Remove Symantec pcAnywhere window, click **Next**.
- 6 In the Program Maintenance window, click **Modify**.

7 Click **Next**.



8 In the Custom Setup window, click the down arrow next to the component that you want to modify, and then select the installation option that you want to use.

9 Click **Next**.

10 If you are installing a component, in the Ready to Modify the Program window, select the program shortcuts that you want to place on the desktop.

11 Click **Install**.

Follow the on-screen instructions for the type of installation that you have selected.

12 Click **Finish** when the installation is complete.

## Updating Symantec pcAnywhere

You can receive software updates associated with your version of pcAnywhere by connecting to the Symantec LiveUpdate server. You can select the updates that you want to install.

### To update Symantec pcAnywhere

1 Do one of the following:

- On the Windows XP/2003/2000 taskbar, click **Start > Programs > Symantec pcAnywhere**.
  - On the Windows Vista taskbar, click **Start > All Programs > Symantec pcAnywhere**.
- 2 In the Symantec pcAnywhere window, on the Help menu, click **LiveUpdate**.
  - 3 Follow the on-screen instructions.

## Uninstalling Symantec pcAnywhere

You can uninstall pcAnywhere using the Add or Remove Programs option in Windows. Once the removal process begins, you cannot cancel the action. This uninstalls the main product. If you installed other components (for example, Gateway), you must uninstall them separately.

### To uninstall Symantec pcAnywhere

- 1 Do one of the following:
  - On the Windows XP/2003/2000 taskbar, click **Start > Settings > Control Panel**.
  - On the Windows Vista/2008 Server taskbar, click **Start > Control Panel > Uninstall a Program**.
- 2 In the Control Panel window, double-click **Add or Remove Programs**.
- 3 In the Add or Remove Programs window, click **Symantec pcAnywhere**.
- 4 Do one of the following:
  - On Windows XP/2003 Server/2000/NT, click **Remove**.
  - On Windows Vista/2008 Server, click **Uninstall**.
- 5 In the Add or Remove Programs window, click **Yes**.

Restart your computer if prompted to do so. This step is necessary to ensure that all components are removed properly.



# Allowing others to control your computer

This chapter includes the following topics:

- [Managing host connections](#)
- [Ways to set up host computer](#)
- [Ways to start a host session](#)
- [What you can do during a host session](#)

## Managing host connections

As a host, you let authorized remote users connect to your computer and take control of it. The remote user views your computer screen and can open files or programs for which you have given the user the permission to access.

You must set up your computer before the remote user connects to your computer. You must specify the connection type, what method to use to ensure that remote users have permission to access your computer, and other session options. This information is stored in a host connection item file (.bhf), which appears as an icon in the Hosts window. The host connection items are stored in the `Symantec\pcAnywhere\Hosts` (in Vista, `C:\Program Data\Symantec\pcAnywhere\Hosts`) folder in the `ALLUSERSPROFILE` data directory. You can retrieve the `ALLUSERSPROFILE` data directory by opening a command prompt and using the `set` command.

## Adding a host connection item to Favorites

You can manage the connection items by adding them to the Favorites window. This window supports folder management to organize your connections.

#### To add a host connection item to Favorites

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, right-click a connection item in the list.
- 3 Click **Add to Favorites**.

## Locating a recent host connection item

Symantec pcAnywhere automatically maintains a history of your most recently used host connection items.

#### To locate a recent host connection item

- ◆ In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **History**.

The most recent connection items appear in the right pane.

## Ways to set up host computer

You can set up a host computer by modifying an existing connection item or by creating a new one. You can also configure new connection items in the following ways:

- Connection Wizard  
See “[Using the Connection Wizard to configure a host connection](#)” on page 70.
- Advanced properties  
See “[Configuring a host using advanced properties](#)” on page 73.

The following items are preconfigured to optimize security and performance. You can also modify their configuration settings:

- Direct
- Modem
- Network, Cable, DSL

## Using the Connection Wizard to configure a host connection

The Connection Wizard guides you through the process of configuring your computer (the host computer) to allow another computer (the remote computer) to connect to it. After the Connection Wizard finishes, you can launch the host to wait for connections.

Symantec pcAnywhere stores these connection settings in a host connection file. It places the host connection item in the Hosts window. You can use the host connection item to begin a host session or to modify the connection settings.

Symantec pcAnywhere offers some advanced configuration options that are not available in the wizard.

See [“Configuring a host using advanced properties”](#) on page 73.

#### To use the Connection Wizard to configure a host connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **pcAnywhere Tools**.
- 2 In the right pane, double-click **Connection Wizard**.
- 3 On the Introduction screen, click **I want another computer to connect to my computer**, and then click **Next**.
- 4 Select one of the following:
  - I want to use cable modem/DSL/LAN/dial-up ISP.
  - I want to use my telephone modem to connect directly to another telephone modem.  
 The wizard automatically detects the connection devices that are available on your computer. If your computer has multiple connection devices, choose the device that you want to use for the connection that you configure. For example, if the remote computer uses a phone modem, you should select the phone modem as your connection device.
- 5 Click **Next**.
- 6 In the Connection Mode panel, select one of the following:
  - Wait for someone to call me
  - Call out to another computer  
 In the Remotes IP Address box, type the IP address or modem phone number of the computer to which you want to connect.
- 7 Click **Next**.

**8** In the Authentication Type panel, select one of the following:

I want to use an existing Windows account	Validates a user or group by verifying with the list maintained on a workstation or shared directory. The Connection Wizard detects the accounts that are available on your local computer.
---	---

See [“Configuring a caller to use Windows-based authentication”](#) on page 207.

I want to set up a user name and password	Uses pcAnywhere Authentication to verify remote user's permission to connect to the host computer. It checks the list of users and passwords that are maintained on the host computer. This method of authentication is the least secure.
---	---

**9** Click **Next**.

**10** Do one of the following:

- Select a local account.  
This option is available only if you choose to use an existing Windows account.
- Type a name and password.  
This option is available only if you choose to create a host name and password.

**11** Click **Next**.

**12** On the Summary screen, verify the settings.

**13** To start the host session upon closing the wizard, check **Wait for a connection from a remote computer after the Connection Wizard finishes**.

In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account. If the host is configured to run as an application, the prompts are not given.

**14** Click **Finish**.

A host connection item is added to the Hosts pane.

If you selected to start the host session, the Symantec pcAnywhere Waiting icon appears in the Windows system tray.

**15** To name the connection item, in the Symantec pcAnywhere window, in the Hosts pane, type a name for the host connection item. Then, press **Enter**.



## Configuring a host using advanced properties

For more control over your connections, use the Advanced option to create or modify host connection items. Advanced properties provide access to all available host configuration options. It includes the options that are not available in the Connection Wizard, such as host startup options and public-key encryption.

[Table 4-1](#) includes information about the settings that are available.

**Table 4-1** Overview of host settings

Tab	Description
Connection Info	Lets you select the connection device for the session. See <a href="#">“Knowing which connection device to use for host sessions”</a> on page 74.
Settings	Lets you select the host startup and end of session options. See <a href="#">“Setting the host startup options”</a> on page 81. See <a href="#">“Setting end of session options”</a> on page 83.
Callers	Lets you set up logon accounts for individuals or user groups and specify which level of access the user should have. See <a href="#">“About authentication in pcAnywhere”</a> on page 204. You must configure at least one caller account. See <a href="#">“Configuring caller rights”</a> on page 213.
Security Options	Lets you set security options for connections and logons. See <a href="#">“Protecting a host computer from unauthorized access”</a> on page 203. See <a href="#">“Monitoring events in Symantec pcAnywhere”</a> on page 235.
Encryption	Lets you set data encryption levels including algorithm, key length, and public-key encryption settings. See <a href="#">“Using encryption to protect data”</a> on page 218.
Conference	Lets you set up a conference so that multiple remote users can log on to the host. See <a href="#">“Letting multiple remote users hold a conference”</a> on page 91.
Comments	Lets you add comments about the host connection item.
Protect Item	Lets you protect the connection item with a password.

### To configure a host using advanced properties

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
  - To modify an existing connection item, right-click the item, and then click **Properties**.
- 3 In the Host Properties window, configure the host configuration settings.  
Click the left and right arrows in the Host Properties window to scroll through the tabs.
- 4 Click **OK** to save your changes.  
On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

## Knowing which connection device to use for host sessions

A connection device is the interface that handles communication between the host and remote computers. A host computer can wait for a connection from two devices. For example, you can set up your office computer to wait for a network connection from other co-workers or a direct connection from your laptop . A host can accept only one connection at a time. When a remote establishes a connection on one device, the other device is not available until the session ends.

[Table 4-2](#) provides information to assist you in selecting a connection device.

**Table 4-2** Host connection devices

Hardware device	Connection device
Modem that supports the Microsoft Telephony API (TAPI)	Modem name. See “ <a href="#">Configuring a host modem connection</a> ” on page 78.
ISDN (North America)	ISDN device name. See “ <a href="#">Configuring an ISDN connection on a host</a> ” on page 79.
ISDN (Europe)	ISDN via CAPI 2.0.

**Table 4-2** Host connection devices (*continued*)

Hardware device	Connection device
Network adapter card installed on a networked computer or server on a LAN or WAN	<p>For most network connections, select TCP/IP.</p> <p>Symantec pcAnywhere also supports NetBIOS and SPX protocols in Windows XP/2003 Server/2000.</p> <p>See <a href="#">“Configuring a host network connection”</a> on page 75.</p>
Cable modem	<p>TCP/IP.</p> <p>See <a href="#">“About cable modem connections”</a> on page 21.</p>
DSL or ADSL	<p>TCP/IP.</p> <p>See <a href="#">“About DSL or ADSL connections”</a> on page 21.</p>
Null serial cable connected to the host and remote computers (for example, a laptop and desktop computer)	<p>An available COM port.</p> <p>Symantec pcAnywhere supports serial connections in Windows Vista/XP/2003 Server/2000.</p>

## Configuring a host network connection

Symantec pcAnywhere supports network connections over a LAN, WAN, or the Internet using TCP/IP, NetBIOS, and SPX. For most network connections, use TCP/IP. NetBIOS is another commonly used network protocol that is used mostly for file and print sharing services. SPX is a Novell NetWare protocol.

---

**Note:** Symantec pcAnywhere does not support SPX connections in Windows Vista.

---

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the IP address or name of the host computer.

If the host computer is connected to a network that is behind a firewall, the remote user must have a way to connect to the network through a Remote Access Service (RAS) or virtual private network (VPN). An administrator must provide this information.

### To configure a host network connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:

- To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, select one of the following:
    - TCP/IP
    - NetBIOS
    - SPX
  - 4 On the Callers tab, configure a user name and password for users who can connect to the host.  
See [“About authentication in pcAnywhere”](#) on page 204.
  - 5 Click **OK**.  
On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

## Selecting a network card

By default, pcAnywhere accepts TCP/IP connections on any network card that is installed on the host computer. If you have more than one network card installed on the host, pcAnywhere lets you specify which one to use.

### To select a network card

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Host Communications tab, click **Advanced TCP/IP Options**.

**3** In the Advanced Host TCP/IP Options window, select one of the following:

Use the default network adapter	Uses the default network card. This network card is identified in Windows.
Accept connections on all network adapters	Accepts connections on any available network card that is installed on the host computer.
Specify the network adapter to use for pcAnywhere connections	Lets you assign the network card to use for pcAnywhere connections. Select the index number that is assigned to the network card that you want to use.

**4** In the Advanced Host TCP/IP Options window, click **OK**.

**5** In the pcAnywhere Options window, click **OK**.

## Changing the default port numbers on the host

Symantec pcAnywhere uses ports 5631 and 5632 for connections. These ports are registered, and in most cases, you do not need to change them. Symantec pcAnywhere uses the data port for data transmissions. It uses the status port to wait for connections and to exchange status information.

If you change the port numbers on the host computer, all remote users who want to connect to the host computer must also change their port settings to match.

See [“Changing the default port numbers on the remote”](#) on page 103.

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**Note:** Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in a loss of service. This procedure should be performed by an experienced administrator.

---

### To change the default port numbers on the host

**1** In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

**2** In the pcAnywhere Options window, on the Host Communications tab, click **Advanced TCP/IP Options**.

**3** In the Advanced Host TCP/IP Options window, do the following:

- To use a custom port number for the data port, in the Data port box, type a new port number.
  - To return the data port to the registered port setting for pcAnywhere, next to the Data port box, click **Reset Default**.
  - To use a custom port number for the status port, in the Status port box, type a new port number.
  - To return the status port to the registered port setting for pcAnywhere, next to the Status port box, click **Reset Default**.
- 4 Click **OK**.

## Configuring a host modem connection

Symantec pcAnywhere supports modem-to-modem connections using a modem that supports the Microsoft Telephony API (TAPI). If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the connection device list.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the phone number of the host modem.

If a modem is installed and configured properly on the operating system, host users can customize the dial-up properties and specify on what ring to answer an incoming call. By default, pcAnywhere answers on the third ring to support modems that use call waiting. Change this setting only if you are experiencing problems with your modem connection. Lower the number of rings only if your modem does not have call waiting.

### To configure a host modem connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To edit an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, select the name of your modem.

- 4 On the Callers tab, configure a user name and password for users who can connect to the host.

See [“About authentication in pcAnywhere”](#) on page 204.

- 5 Click **OK**.

On Windows Vista/2008 Server, you might be prompted to approve this action because changing the host properties might affect other users.

#### To change the number of rings for incoming modem connections

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Host Communications tab, under Dial-up properties, select the number of times the connection rings before the host answers the incoming call.

- 3 Click **OK**.

## Configuring an ISDN connection on a host

Integrated Services Digital Networks (ISDNs) are digital telephone services that can transmit digital and voice data at much faster speeds than traditional modems. The configuration for an ISDN device is similar to that of a modem.

Symantec pcAnywhere supports ISDN only in North America and Europe. If an ISDN device is installed and configured properly on your computer, pcAnywhere automatically detects it and adds it to the connection device list. Choose this device only if you are using ISDN in North America. If you are using ISDN in Europe, you must select ISDN via CAPI 2.0.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the phone number assigned to the host ISDN device.

#### To configure an ISDN connection on a host

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To edit an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.

- 3 In the Host Properties window, on the Connection Info tab, do one of the following:
  - For North American ISDN, select the name of your ISDN device.
  - For European ISDN, select ISDN via CAPI 2.0.  
See “[Customizing European ISDN connections](#)” on page 48.
- 4 On the Callers tab, configure a user name and password for users who can connect to the host.  
  
See “[About authentication in pcAnywhere](#)” on page 204.
- 5 Click **OK**.  
  
On Windows Vista/2008 Server, you might be prompted to approve this action because changing the host properties might affect other users.

## Configuring a direct connection on a host

If the host and remote computers are nearby, you can connect the two computers directly using a null cable. A direct connection is typically faster than a modem connection, especially if you want to transfer large files. Direct connections require a serial (COM) port and a null serial cable.

For more information about finding an available port on your computer, consult your Windows documentation.

Symantec pcAnywhere requires a user name and password for all host sessions.

### To configure a direct connection on a host

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, select an available COM port.



- 4 On the Callers tab, configure a user name and password for users who can connect to the host.

See [“About authentication in pcAnywhere”](#) on page 204.

- 5 Click **OK**.

On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

## Setting the host startup options

Symantec pcAnywhere lets you configure a host connection item to start automatically when you launch Windows. To protect against unauthorized access, if you configure a host to start automatically, you should also use the Windows lock computer feature.

The pcAnywhere host automatically runs as Windows service. This option lets you take advantage of the inherent security and performance features of the operating system. You must have administrator rights on the computer to run a service. Additionally, Symantec pcAnywhere does not currently support setting a host to run as an application on Vista. After connecting to the host while running as an application on Windows Vista, if the remote user attempts a task that requires administrator privileges (for example, right-clicking My Computer > Manage), a request to enter administrator credentials appears on the host machine, but not on the remote machine, so the user cannot proceed.

### To set the host startup options

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.

**3** In the Host Properties window, on the Settings tab, under Host startup, select any of the following:

Launch with Windows	Automatically starts the host session when the host computer is started. <b>Note:</b> For Windows XP/Vista and Windows 2008 operating system, you must have administrator rights on the computer to set Launch Host with Windows. You must also have administrator rights to rename or modify the host item that is configured to launch with Windows.
Lock computer	Prevents unauthorized users from accessing the host computer. To unlock the computer, users must provide the appropriate Windows user name and password.
Run minimized	Hides the status window. A host icon appears in the system tray when the host is waiting for a connection.
Run as a service	Recommended for Windows Vista/ XP/2003 Server/2000 and Windows 2008 operating system for optimum performance. If you want to run a host session unattended in Windows Vista, you should keep this option checked. If you uncheck this option, after connecting to the host while running as an application on Windows Vista, if the remote user attempts a task that requires administrator privileges (for example, right-clicking My Computer > Manage), a request to enter administrator credentials appears on the host machine, but not on the remote machine, so the user cannot proceed. You must have administrator rights on the computer to run a service.

**4** Click **OK**.

On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

## If you are logged on as a guest user in Windows

Windows Vista/XP restricts users who are assigned to a limited user or guest account from performing tasks that require administrator rights. For example, you cannot install software or run services.

Symantec pcAnywhere automatically runs all host sessions as a Windows service. This option lets you take advantage of the inherent security and performance features of the operating system.

If you want to start a host session in Windows Vista/XP and you are logged on as a guest user, you have the following options:

- In Windows, switch to a user account that has administrator rights on the host computer, and then start the host session in pcAnywhere.  
 In Windows Vista, the operating system automatically prompts you to provide administrator credentials before you can run the host as a service.
- In pcAnywhere, turn off the option to run the host session as a service.  
 You should not turn off this option if you want to run the host session unattended in Windows Vista.

To ensure proper functionality, you should log on to your computer as a user with administrator rights before you start pcAnywhere. For Vista, you can log on to the computer as a standard user or guest user, however, you will be prompted to supply the proper credentials when performing certain actions.

## Setting end of session options

It is important to securely end sessions to prevent potential security risks. Normally, a session ends when either the host or remote user cancels the session. However, network or equipment problems might cause either the host or remote computer to lose the connection. A connection might also be dropped because of a security issue, such as an unauthorized user attempting to connect.

Symantec pcAnywhere lets you select different options for handling sessions that end normally (an authorized user cancels the session) and abnormally (a connection is unexpectedly lost).

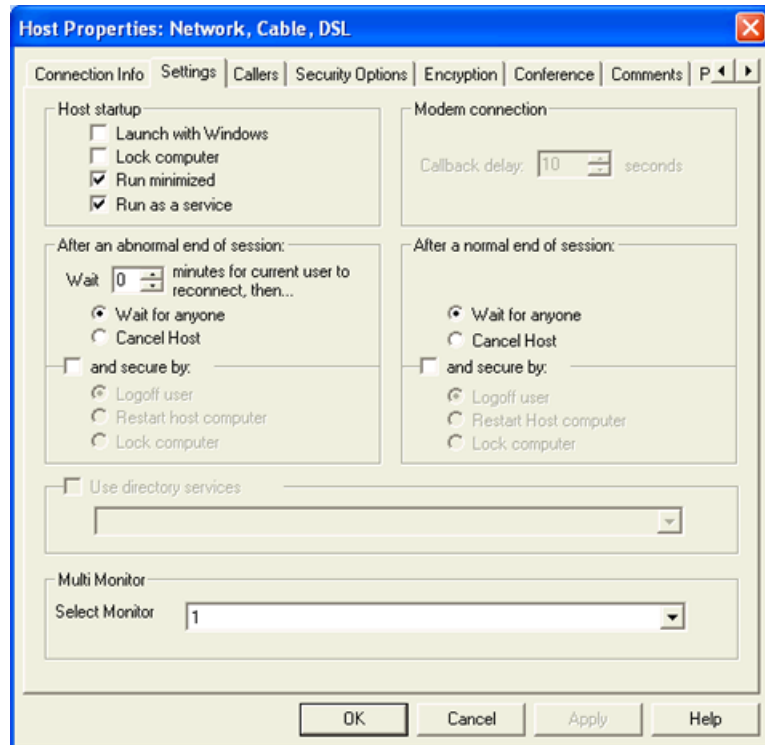
### To set end of session options for sessions that end normally

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.

- 3 In the Host Properties window, on the Settings tab, under After a normal end of session, select one of the following:

Wait for anyone      Keeps the host session running so that others can connect to it

Cancel Host          Ends the host session to prevent other connections



- 4 To secure the host computer further, check **and secure by**, and then select one of the following:

- Logoff user
- Restart Host computer
- Lock computer

- 5 Click **OK**.

On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

**To set end of session options for sessions that end abnormally**

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Settings tab, under After an abnormal end of session, select how many minutes to wait before proceeding with the security option.
- 4 Select one of the following:

Wait for anyone	Keeps the host session running so that others can connect to it
Cancel Host	Ends the host session to prevent other connections

- 5 To secure the host computer further, check **and secure by**, and then select one of the following:
  - Logoff user
  - Restart host computer
  - Lock computer
- 6 Click **OK**.  
 On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

## Configuring a host computer to enlist in a directory service

Prior to configuring a host computer to use directory services, you should configure the directory service by going to the pcAnywhere Edit menu and clicking Preferences.

For more information, see Chapter 5, "Integrating pcAnywhere with directory services" in the *Symantec pcAnywhere Administrator's Guide*

If your administrator has configured pcAnywhere to use directory services, you can configure the host computer to register itself with the directory server upon startup. This lets remote users who connect to the directory server find your

computer. As the host status changes, the host computer updates its entry in the directory server so that remote computers can see the current status.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

#### To configure a host computer to use directory services

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Settings tab, check **Use directory services**.
- 4 From the list, select the directory server that you want to use.
- 5 Click **OK**.

## Setting the Multi Monitor options

Symantec pcAnywhere lets you configure a Multi Monitor option. The host can select the monitor that is displayed by default on the remote computer when the session starts.

#### To set the Multi Monitor option

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 Click **Apply**.
- 4 Click **OK**.

## Specifying a host name

Symantec pcAnywhere uses the Windows computer name or IP address as the default host name. This is the name that appears in the host list when a remote

user searches for a host computer. Symantec pcAnywhere lets you specify a custom name, although this is not recommended if your computer is attached to a network. Your administrator might determine this setting for you.

#### To specify a host name

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Host Operation tab, under Your host name selection, select one of the following:

User defined	Lets you specify a new name for the pcAnywhere host.  In the text box, type a host name. The maximum name size is 24 characters.
Windows computer name	Uses the Windows computer name or IP address that is assigned to the host computer.  Symantec pcAnywhere uses this setting by default.

- 3 Click **OK**.

## Sharing host disk drives

Symantec pcAnywhere allows the host computer to share its standard disk drives with the remote computer.

You need to give permission for the remote user to access and share the host computer disk drives by configuring the super user caller rights.

#### To share disk drive of host computer

- 1 In the Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, right-click **Network, Cable, DSL** and click **Properties**.
- 3 In the Host Properties: Network, Cable, DSL dialog box, click the Callers tab.
- 4 In the Authentication type, select one of the following:
  - Active Directory Services (ADS)
  - NT
  - Windows

- 5 In the Caller list section, double-click the user with whom you want to share the disk drives.
- 6 In the Caller Properties dialog box, click the Privileges tab.
- 7 Select **Superuser-caller has full access rights to the host machine**.
- 8 Click **Apply** and then **OK**.
- 9 In the Host Properties: Network, Cable, DSL dialog box, click the Security Options tab.
- 10 In the Session options section, in Select drive, check the drives that you want to share.
- 11 Click **Apply** and then **OK**.

---

**Note:** The drives remain shared even if the session ends.

---

## Ways to start a host session

You can start a host session in one of the following ways:

- Wait for connections from authorized remote users.  
See [“Waiting for a connection from a remote computer”](#) on page 88.
- Initiate a connection with a remote computer, and then let the remote user take control.  
See [“Calling a remote computer”](#) on page 89.
- Accept a host invitation.  
See [“Accepting a host invitation”](#) on page 90.

## Waiting for a connection from a remote computer

When you start a host session, your computer waits for connections from authorized remote users, using the connection device that is selected in the host properties on the Connection Info tab. If two devices are selected, the host waits for a connection on both devices. A host can accept only one connection at a time. After establishing a connection on one device, the other device is not available until the session ends.

This method is the most common way to start a host session.



**To wait for a connection from a remote computer**

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, double-click the connection item that you want to use.

The Symantec pcAnywhere Waiting icon appears in the Windows system tray, which means the host is available for connections.

In Windows Vista/2008 Server, you might be prompted to approve this action; however, you are not prompted if you are logged in as a built-in administrator.

## Calling a remote computer

The host computer can initiate a connection with a remote computer. The remote computer resembles host behavior in that it must be waiting for the connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host.

Use this method for added security if you do not want remote users to initiate connections with your computer.

**To call a remote computer**

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to use, and then click **Call Remote**.

In Windows Vista/2008 Server, you might be prompted to approve this action; however, you are not prompted if you are logged in as a built-in administrator.

The host connection item must be configured to use the same type of connection device that the remote computer uses.

- 3 In the pcAnywhere Waiting window, do one of the following:
  - For modem connections, type the phone number for the remote computer, and then click **OK**.
  - For network connections, type the host name or IP address, and then click **OK**.

Once the connection is made, the remote user can take control of the host computer.

## Accepting a host invitation

A remote user can send you an invitation through an email message, instant message, or physical media to start a remote control session. The invitation contains the information that is needed to connect to the remote computer so that the remote user can take control of your computer.

### To accept a host invitation

- ◆ Do one of the following:
  - If you received the invitation in an email message or instant message, open the file attachment (.pcainv).
  - If you received the invitation on physical media, browse to the .pcainv file and open it.

## What you can do during a host session

During a host session, pcAnywhere lets you do any of the following:

- View status information about the session.  
See [“Working with the host online menu”](#) on page 90.
- Hold a conference with multiple remote users.  
See [“Letting multiple remote users hold a conference”](#) on page 91.
- Chat with the remote user.  
See [“Chatting online with the remote user”](#) on page 93.
- Highlight an item on the host computer.  
See [“Using draw feature on the host computer”](#) on page ?.
- End the session.  
See [“Ending a host session”](#) on page 94.

## Working with the host online menu

When you start a session, a host icon appears on the system tray on your Windows desktop. You can use an alternative if security measures are not in place to lock the keyboard and mouse on the host computer. Use the host online menu to display status information and end a session.

You can also see information about who is connected to the host computer. It includes the following information:

- Session duration
- User name

- Type of connection (such as TCP/IP) and the device name  
 For example, for TCP/IP connections pcAnywhere provides the Windows specified remote computer name.

---

**Note:** When you start a session, an animated host icon appears on the system tray that shows the status of the session. When the session is active, the icon displays three blinking white dots. When the session ends, a message appears that the remote user has disconnected and the animation stops. When the host is canceled, the icon is displayed in red.

---

**To access the host online menu**

- ◆ On the desktop, on the system tray, right-click the host icon.

**To view information about who is connected**

- ◆ On the desktop, on the system tray, move the cursor over the host icon.

## Letting multiple remote users hold a conference

Conferencing lets multiple remote users connect to a single host and simultaneously view what is happening on the host screen. For example, you can host a conference to conduct a software training demonstration.

A conference is basically a remote control session, except that multiple remote users connect to the host at the same time. The first caller can connect using any connection device. However, subsequent callers must use a TCP/IP network connection. The first remote user to establish a connection controls the host. Other users can view the activity on the host screen, but cannot take control of the host.

---

**Note:** The Auto Detect Bandwidth setting selected by default. If performance is an issue, conference users can select Low Bandwidth in the remote connection item's Properties window on the Remote Control tab.

---

## Configuring a conference host

To let multiple remote users connect to your host computer, you must specify the information needed to make the connection. You can start with an existing host connection item or create a new one.

Conferencing uses a type of communication called multicast. This requires a valid Class D IP address.

### To configure a conference host

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Host Properties window, on the Conference tab, check **Enable conferencing**.
- 4 Select one of the following:

Obtain IP address automatically	Lets your network server automatically assign an available Class D IP address.
---------------------------------	--

Specify IP address	Lets you type the Class D IP address that you want to use.
--------------------	--

The address must be within the range of 225.1.1.1 through 239.254.254.254.

- 5 To use routers to increase the broadcast area of the conference, in the Allow conference over “x” routers list, select the number of routers that you want to use.
- 6 Click **OK**.

On Vista, you might be prompted to approve this action because changing the host properties might affect other users.

### Starting a conference

The steps for starting a conference are similar to starting a host for a remote control session. After you start the conference host, the remote user who will control the conference host can connect to it using any connection method that is supported by the host computer. After the first connection is established, the other remote participants must connect using TCP/IP.

---

**Note:** The Auto Detect Bandwidth setting selected by default. If performance is an issue, conference users can select Low Bandwidth in the remote connection item's Properties window on the Connection Info tab.

---

### To start a conference

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, double-click the host connection item that is configured for conferencing.

The Symantec pcAnywhere Waiting icon appears in the Windows system tray, which means the host is available for connections.

See [“Letting multiple remote users hold a conference”](#) on page 91.

## Chatting online with the remote user

During a remote control session the host user and remote user can have a typed conversation in a chat window. Either the host or remote user can initiate a chat session. This feature is helpful for sending brief messages or instructions. You can also save the chat log on plain text format.

### To chat online with another user

- 1 On the system tray, right-click the host icon. Then, click **Chat**.
- 2 In the Chat window, in the lower pane, type your message.
- 3 Click **Send**.

Your messages and the other user's responses appear in the upper portion of the chat window.

- 4 To save the chat, click **Save**.
- 5 In the pcA Chatting Log dialog box, select the location to save the chat.
- 6 Type a file name.
- 7 Click **Save**.

## Using draw feature on the host computer

During a remote control session, you can use the draw feature to highlight or direct the remote user's attention to an item. You can show or explain an item of the host computer. You can change the shape, width, and color of the drawn highlight.

### To use the draw feature on the host computer

- 1 On the host computer, right-click the animated pcAnywhere host icon, and then click **Enable Pen**.
- 2 In the white board box, click **Draw**.

3 In the white board box, select one of the following:

Rectangle	Lets you draw a rectangle.
Circle	Lets you draw a circle.
Free Hand	Lets you draw a customized shape.

4 Highlight the item on the host computer, by clicking and dragging the mouse over the item.

5 To change the width of the highlight, select one of the following:

Increase width	Lets you increase the width of the highlight.
Decrease width	Lets you decrease the width of the highlight.

6 To modify the color of the highlight, click **Color** and select the color of your choice.

7 To select a custom color, in the Color window, click **Define Custom Colors**. Select a custom color and click **Add to Custom Colors**.

8 Click **OK**.

---

**Note:** To undo an action click Clear or use Ctrl+Z and to redo an action, use Ctrl+Y.

---

## Ending a host session

Either the host or remote user can end a session. If the remote user ends the session, the end of session options that are configured for the host connection item determine whether the host waits for another connection or is canceled. The caller rights that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

See “[Setting end of session options](#)” on page 83.

See “[Configuring caller rights](#)” on page 213.

### To end a host session

- ◆ On the Windows status bar, right-click the host icon, and then click **Cancel Host**.

# Controlling another computer remotely

This chapter includes the following topics:

- [Managing remote connections](#)
- [Ways to set up a remote computer](#)
- [Ways to start a remote control session](#)
- [What you can do during a remote control session](#)
- [Connecting to a computer that does not have a host running](#)

## Managing remote connections

For computers to which you connect frequently, Symantec pcAnywhere lets you select the connection and security settings that you want to use and store this information in a remote connection item file. Connection item files appear as icons in the Remotes window. Remote connection item files (.chf) are stored in the pcAnywhere program data directory (:\\ProgramData\\Symantec\\pcAnywhere\\Remotes).

### Adding a remote connection item to Favorites

Symantec pcAnywhere lets you manage the connection items that you use most frequently by adding them to the Favorites window. This window supports folder management to organize your connections.

#### To add a remote connection item to Favorites

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, right-click on a connection item.
- 3 Click **Add to Favorites**.

## Locating a recent remote connection item

Symantec pcAnywhere automatically maintains a history of your most recently used remote connection items.

#### To locate a recent remote connection item

- ◆ In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **History**.

The most recent connection items appear in the right pane.

## Ways to set up a remote computer

Symantec pcAnywhere lets you set up a remote computer by modifying an existing connection item or by creating a new one. You can configure new connection items in the following ways:

- Connection Wizard  
See “[Using the Connection Wizard to configure a remote connection](#)” on page 97.
- Advanced properties  
See “[Configuring a remote connection using advanced properties](#)” on page 98.

To quickly connect to a host computer with minimal configuration, you can use Quick Connect.

See “[Connecting to another computer using Quick Connect](#)” on page 117.

Symantec pcAnywhere provides the following default connection items:

- Direct
- File Transfer
- Modem
- Network, Cable, DSL
- Remote Management

These items are preconfigured to optimize security and performance, but you can modify their configuration settings.



See [“Knowing which connection device to use for remote sessions”](#) on page 100.

## Using the Connection Wizard to configure a remote connection

The Connection Wizard guides you through the process of configuring your computer (the remote computer) to connect to another computer (the host computer). After the Connection Wizard finishes, you can start a remote control session.

Symantec pcAnywhere stores this connection information in a remote connection file. It places the remote connection item in the Remotes window. You can use this connection item to begin a remote session or to modify the connection settings.

See [“Starting a remote connection item”](#) on page 115.

Symantec pcAnywhere offers some advanced configuration options, such as session encryption, that are not available in the wizard.

See [“Configuring a remote connection using advanced properties”](#) on page 98.

### To use the Connection Wizard to configure a remote connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **pcAnywhere Tools**.
- 2 In the right pane, double-click **Connection Wizard**.
- 3 On the Introduction screen, click **I want to connect to another computer**, and then click **Next**.
- 4 Select one of the following:
  - I want to use cable modem/DSL/LAN/dial-up Internet ISP.
  - I want to use my telephone modem to connect directly to another telephone modem.

The wizard automatically detects the connection devices that are available on your computer. The connection device that you choose must be the same type of connection device that the host computer uses. For example, if the host computer uses a phone modem, you must select the phone modem as your connection device.

See [“Knowing which connection device to use for remote sessions”](#) on page 100.

- 5 Click **Next**.
- 6 Do one of the following:
  - Type the IP address of the computer to which you want to connect. This option is available for cable modem/DSL/LAN/dial-up Internet ISP connections only. If the host computer is on a private network, use the IP

address of the router. The host's administrator must configure the router to allow the connection.

- Type the phone number of the computer to which you want to connect. This option is available for phone modem connections only.

You can leave this box blank if you run pcAnywhere on a network, and you want pcAnywhere to search for the host computers that are available on your subnet.

7 Click **Next**.

8 On the Connection Wizard Summary screen, click **Connect to a host computer after the Connection Wizard finishes** to start a remote session when the wizard is done.

9 Click **Finish**.

A remote connection item is added to the Remotes window. You can rename the item.

If you chose to connect to a host computer, pcAnywhere attempts to connect to the IP address or modem number that you specified on the Destination screen.

If your computer is on a network and you did not specify the host computer's IP address, pcAnywhere searches your subnet for available hosts. You can select a host computer from the list.

## Configuring a remote connection using advanced properties

For more configuration options and control over your connections, you can use the Advanced option to create or modify remote connection items. Advanced properties provide access to all available remote configuration options. This includes options that are not available in the Connection Wizard, such as directory services and public-key encryption.

[Table 5-1](#) includes information about the settings that are available.

**Table 5-1** Overview of remote settings

Tab	Description
Connection Info	Lets you select the connection device and start mode for the session. You can also select whether you want to connect through pcAnywhere Gateway or pcAnywhere Access Server.  See <a href="#">“About the start modes for remote connections”</a> on page 40.  See <a href="#">“Knowing which connection device to use for remote sessions”</a> on page 100.
Settings	Lets you specify the information needed to find the host computer, make the connection, and log on.  This information varies depending on the type of connection.
Remote Control	Lets you select a bandwidth optimization setting and choose whether to automatically record the session for later playback.  See <a href="#">“Automatically recording a remote session”</a> on page 243.
Encryption	Lets you set the level of data encryption to use during a remote control session with a host.  See <a href="#">“Using encryption to protect data”</a> on page 218.
Comments	Lets you add comments about the remote connection item.
Protect Item	Lets you protect the connection item with a password.  See <a href="#">“Protecting configuration settings”</a> on page 228.

### To configure a remote connection using advanced properties

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
  - To modify an existing connection item, right-click the item, and then click **Properties**.
- 3 In the Remote Properties window, configure the remote configuration settings.
- 4 Click **OK** to save your changes.

## Knowing which connection device to use for remote sessions

A connection device is the interface that handles the communication between the host and remote computers. A connection device might be a modem or ISDN, a network protocol, or a port.

The connection device that you choose depends on the host and remote environments. If the host and remote computers are nearby, you can connect them directly using a cable that is appropriate for the port. For example, you can set up a direct connection between a laptop computer and an office computer. Both computers must use the same type of connection device to connect.

[Table 5-2](#) provides information to assist you in selecting a connection device.

**Table 5-2** Remote connection devices

Hardware device	Connection device
Modem that supports the Microsoft Telephony API (TAPI)	Modem name. See <a href="#">“Configuring a remote modem connection”</a> on page 104.
ISDN (North America)	ISDN device name. See <a href="#">“Configuring an ISDN connection on a remote”</a> on page 107.
ISDN (Europe)	ISDN via CAPI 2.0
Network adapter card installed on a networked computer or server on a LAN or WAN	For most network connections, select TCP/IP. Symantec pcAnywhere also supports NetBIOS and SPX protocols in Windows XP/2003 Server/2000. See <a href="#">“Configuring a remote network connection”</a> on page 101.
Cable modem	TCP/IP. See <a href="#">“About cable modem connections”</a> on page 21.
DSL or ADSL	TCP/IP. See <a href="#">“About DSL or ADSL connections”</a> on page 21.
Null serial cable connected to the host and remote computers (for example, a laptop and desktop computer)	An available COM port. Symantec pcAnywhere supports serial connections on Windows Vista/XP/2003/2008 Server/2000. See <a href="#">“Configuring a direct connection on a remote”</a> on page 108.

## Configuring a remote network connection

Symantec pcAnywhere supports network connections over a LAN, WAN, or the Internet using TCP/IP, NetBIOS, and SPX. For most network connections, you should use TCP/IP. NetBIOS is another commonly used network protocol that is used mostly for file and print sharing services. SPX is a Novell NetWare protocol.

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**Note:** Symantec pcAnywhere currently does not support SPX protocols on Windows Vista.

---

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the IP address of the host computer.

If the host computer is connected to a network that is inside a firewall, remote users who are outside the firewall must have a way to connect to the network through a Remote Access Service (RAS) or virtual private network (VPN). This information must be provided by an administrator.

In some corporate environments, a network administrator might set up a directory server to manage information about network users and resources. If so, you can configure pcAnywhere to use the directory service to locate the host computer.

See [“Configuring a remote computer to use directory services”](#) on page 109.

### To configure a remote network connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
  - To configure an existing connection item, right-click the item, and then click **Properties**.
- 3 In the Remote Properties window, on the Connection Info tab, select one of the following:
  - TCP/IP
  - SPX
  - NetBIOS

Symantec pcAnywhere currently does not support SPX protocols on Windows Vista.

- 4 Select one of the following start modes:

- Remote Control
- Remote Management
- File Transfer

Symantec pcAnywhere lets you switch modes during a session.

See [“About the start modes for remote connections”](#) on page 40.

- 5 If you want to connect through pcAnywhere Gateway or pcAnywhere Access Server, check **Connect through Gateway or Access Server**.

If you select this option, click **Details** to set up the connection to the gateway computer or access server.

See [“Connecting through pcAnywhere Gateway or pcAnywhere Access Server”](#) on page 110.

- 6 On the Settings tab, type the IP address or computer name of the computer to which you want to connect.

You can leave this information blank. When you start the session, pcAnywhere will automatically search your subnet for available hosts. This process can be time-consuming if your computer belongs to a large network.

- 7 Click **OK**.

## Customizing the data port range for remote connections

Administrators can customize network settings to handle connections on both sides of a firewall.

Symantec pcAnywhere automatically chooses a port number each time that you make a remote connection. For security or performance reasons, an administrator might want to limit the number of ports that are used for outbound connections. Limiting connections to too small a range can cause connections to fail because there might not be enough available ports.

---

**Note:** Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in loss of service. This procedure should be performed by an experienced administrator.

---

### To customize the data port range for remote connections

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Remote Communications tab, click **Advanced TCP/IP Options**.
- 3 In the Advanced Remote TCP/IP Options window, check **Specify outbound data port range**.
- 4 In the Base data port box, type the port number of the first port in the range.
- 5 In the Size of range box, type the number of ports to be used in the port range.  
Adding this number to the number that you entered in the Base data port box determines the last port number in the range.
- 6 In the Advanced Remote TCP/IP Options window, click **OK**.
- 7 In the pcAnywhere Options window, click **OK**.

## Changing the default port numbers on the remote

Symantec pcAnywhere uses ports 5631 and 5632 for connections. These ports are registered and, in most cases, you do not need to change them. Symantec pcAnywhere uses the data port for data transmissions. It uses the status port to wait for connections and to exchange status information.

If you want to connect to a host computer that uses custom port numbers, you must change the port settings in your remote connection item to match.

---

**Note:** Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in loss of service. This procedure should be performed by an experienced administrator.

---

### To change the default port numbers on the remote

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Remote Properties window, on the Connection Info tab, check **TCP/IP**.
- 4 Click **Details**.

- 5 In the TCP/IP window, under Specify ports to match host settings, do one of the following:
  - In the Data port box, type the port number that the host computer uses for the data port.
  - In the Status port box, type the port number that the host computer uses for the status port.
- 6 In the TCP/IP window, click **OK**.
- 7 In the Remote Properties window, click **OK**.

## Configuring a remote modem connection

If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the connection device list. To connect to a host computer over a modem, you must know the phone number of the host computer and the logon information.

Depending on your location and phone service, you might need to specify additional dialing information. This information might include calling card numbers, a special prefix for connecting to an outside line, or the code to disable call waiting. If you work in multiple locations, you can set up unique dialing properties for each location.

This information is configured in the operating system when you set up your modem. Symantec pcAnywhere lets you use these dialing properties for modem connections or set them manually.

Cable modem, DSL, and ADSL connections must be configured as TCP/IP network connections.

See [“Configuring a remote network connection”](#) on page 101.

### Configuring a modem connection using dialing properties

By default, pcAnywhere uses the dialing properties for your modem that are configured in the operating system. Symantec pcAnywhere lets you view or edit these dialing properties when you configure the connection item.

#### To configure a modem connection using dialing properties

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To edit an existing connection item, right-click the item, and then click **Properties**.



- To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select the name of your modem.
  - 4 Select one of the following start modes:
    - Remote Control
    - Remote Management
    - File Transfer

Symantec pcAnywhere lets you switch modes during a session.

See [“About the start modes for remote connections”](#) on page 40.

- 5 If you want to connect through pcAnywhere Gateway or pcAnywhere Access Server, check **Connect through Gateway or Access Server**.

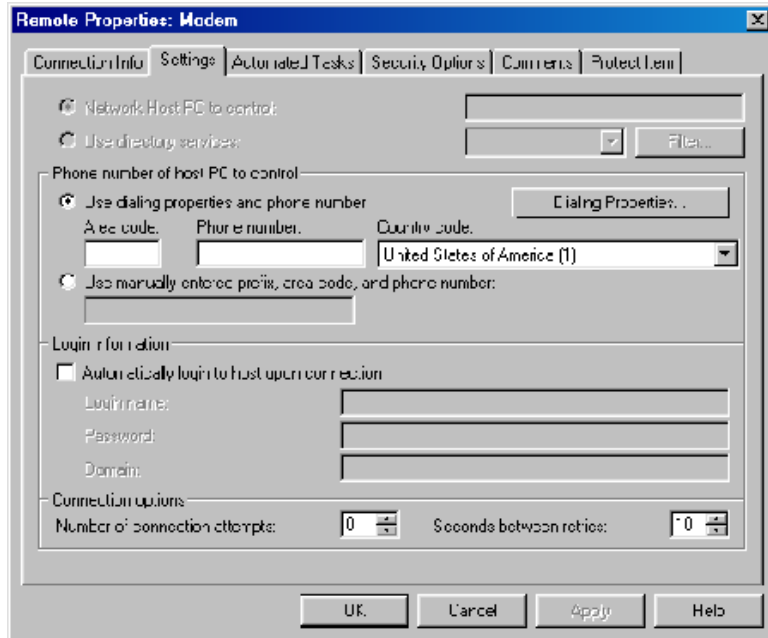
If you select this option, click **Details** to set up the connection to the gateway computer or access server.

See [“Connecting through pcAnywhere Gateway or pcAnywhere Access Server”](#) on page 110.

- 6 On the Settings tab, under Phone number of host PC to control, click **Use dialing properties and phone number**.

To view or change the dialing properties that are configured for your modem, click **Dialing Properties**.

For more information about configuring dialing properties, see the documentation for your operating system.



- 7 Type the area code and phone number of the host computer.
- 8 Under Country code, select the location from which you are calling.
- 9 Click **OK**.

## Setting dialing properties manually

You can manually enter dialing properties for modem connections. This bypasses the dialing properties that are configured in the operating system. You can use this option if you are working from a temporary location.

### To set dialing properties manually

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:

- To edit an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select the name of your modem.
  - 4 Select one of the following start modes:
    - Remote Control
    - Remote Management
    - File Transfer
- Symantec pcAnywhere lets you switch modes during a session.
- See [“About the start modes for remote connections”](#) on page 40.
- 5 If you want to connect through pcAnywhere Gateway or pcAnywhere Access Server, check **Connect through Gateway or Access Server**.
- If you select this option, click **Details** to set up the connection to the gateway computer or access server.
- See [“Connecting through pcAnywhere Gateway or pcAnywhere Access Server”](#) on page 110.
- 6 On the Settings tab, under Phone number of host PC to control, click **Use manually entered prefix, area code, and phone number**.
  - 7 Type the phone number of the host computer, including any prefix needed to reach an outside line or dial long distance and the area code.
  - 8 Click **OK**.

## Configuring an ISDN connection on a remote

Integrated Services Digital Networks (ISDN) are digital phone services that can transmit digital and voice data at much faster speeds than traditional modems. The configuration for an ISDN device is similar to that of a modem.

Symantec pcAnywhere supports ISDN only in North America and Europe. If an ISDN device is installed and configured properly on your computer, pcAnywhere automatically detects it and adds it to the connection device list. Choose this device only if you are using ISDN in North America. If you are using ISDN in Europe, you must select ISDN via CAPI 2.0.

### To configure an ISDN connection on a remote

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Hosts, do one of the following:
  - To edit an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, do one of the following:
  - For North American ISDN, select the name of your ISDN device.
  - For European ISDN, select ISDN via CAPI 2.0.  
See [“Customizing European ISDN connections”](#) on page 48.
- 4 Select one of the following start modes:
  - Remote Control
  - Remote Management
  - File Transfer

Symantec pcAnywhere lets you switch modes during a session.

See [“About the start modes for remote connections”](#) on page 40.
- 5 Click **OK**.

## Configuring a direct connection on a remote

If the host and remote computers are nearby, you can connect the two computers directly using a null cable. A direct connection is typically faster than a modem connection, especially if you want to transfer large files. Direct connections require a serial (COM) port and a null serial cable.

For more information about finding an available port on your computer, see the documentation for your operating system.

### To configure a direct connection on a remote

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.

- To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select an available COM port.
  - 4 Select one of the following start modes:
    - Remote Control
    - Remote Management
    - File Transfer

Symantec pcAnywhere lets you switch modes during a session.

See [“About the start modes for remote connections”](#) on page 40.
  - 5 Click **OK**.

## Configuring a remote computer to use directory services

Prior to configuring a host computer to use directory services, you should configure the directory service by going to the pcAnywhere Edit menu and clicking Preferences.

For more information, see Chapter 5, "Integrating pcAnywhere with directory services" in the *Symantec pcAnywhere Administrator's Guide*

If your administrator has configured pcAnywhere to use directory services, you can configure the remote computer to search the directory server for available hosts. Only the host computers that are registered on the directory server appear in the search results. Depending on the configuration and size of your network, this type of search is typically faster and more reliable than scanning an entire network for available hosts.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

### To configure a remote computer to use directory services

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Settings tab, click **Use directory services**, and then select the directory server that you want to use.

- 4 To narrow the search results, click **Filter**.

This lets you set the criteria by which you want to search. You can search by user name, email address, organization name, or department name. Wildcard characters are supported. For example, A\* returns all entries that have a name that begin with the letter A.

- 5 In the Filter Settings window, click **OK**.
- 6 In the Remote Properties window, click **OK**.

## Connecting through pcAnywhere Gateway or pcAnywhere Access Server

Symantec pcAnywhere supports connections through Symantec pcAnywhere Gateway or Symantec pcAnywhere Access Server. Symantec pcAnywhere Gateway facilitates the process of finding and connecting to host computers that are behind a firewall, router, or other Network Address Translation (NAT) device. It is included on the Symantec pcAnywhere installation CD. Symantec pcAnywhere Access Server is a stand-alone server that is purchased separately.

Symantec pcAnywhere can discover the gateway computers that are running on your subnet. When you select a gateway computer, the host list updates to display the host computers that were discovered by pcAnywhere Gateway. You can also configure a connection item to automatically connect through pcAnywhere Gateway or pcAnywhere Access Server.

### To connect through pcAnywhere Gateway or pcAnywhere Access Server

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, do one of the following:
  - If you want to connect over a network connection, in the Device list, verify that TCP/IP is selected.
  - If you want to connect over a TAPI modem, in the Device list, verify that the name of your modem is selected.
- 4 Check **Connect through Gateway or Access Server**.
- 5 Click **Details**.

**6** In the Details window, select one of the following:

Gateway	Lets you connect to a computer that is running pcAnywhere Gateway.
Access Server	Lets you connect to a computer that is running pcAnywhere Access Server.

**7** Under Connection, do one of the following:

Name or IP Address	For TCP/IP connections, in the Name or IP Address box, type the computer name or IP address of the gateway computer or the access server through which you want to connect.
Phone Number	For modem connections, in the Phone Number box, type the modem phone number of the gateway computer or the access server through which you want to connect.  This option is only available if a modem is installed and properly configured on your computer.

- 8** If the gateway computer or the access server is configured to require a password for connections, type the password that is needed to connect.
- 9** If you want to connect to a specific group that is configured on the Access Server, in the Group Name box, type the name of the group.
- 10** In the Details dialog box, click **OK**.
- 11** In the Remote Properties window, configure any additional settings that you want to use for the connection.

See [“Configuring a remote network connection”](#) on page 101.

See [“Configuring a remote modem connection”](#) on page 104.

## Modifying connection speeds

Symantec pcAnywhere automatically detects the connection speed when you make a connection unless you change this setting.

High bandwidth is used for high-speed connections, such as LANs and cable modems. Symantec pcAnywhere optimizes video resolution and speed for high-bandwidth connections. Low bandwidth is used for low-speed connections, such as analog modems. Symantec pcAnywhere uses a lower video resolution for low-bandwidth connections to optimize speed.

Symantec pcAnywhere automatically applies performance settings based on the connection type. If you want to use performance settings that apply to a different connection type, you must first manually change the connection type.

See [“Adjusting video performance settings”](#) on page 112.

See [“Changing display settings during a remote control session”](#) on page 128.

#### To modify connection speeds

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Remote Control tab, under Bandwidth Optimizations, select one of the following:

Auto Detect Bandwidth	Automatically detects the connection speed and adjusts performance settings.  This option is selected by default.
High Bandwidth	Optimizes the connection for speed and video resolution.
Low Bandwidth	Lowers the video resolution on the host screen to optimize speed.

- 4 Click **OK**.

## Adjusting video performance settings

Video quality and ColorScale options affect product performance, image resolution, and color depth. For high-bandwidth connections, you can adjust the video quality to increase performance. For low-bandwidth connections, you can adjust the color levels to increase performance. If a sharper display is more important to you than color, use the 4 colors setting. This setting changes the color to gray scale, but provides sharper resolution.

By default, pcAnywhere automatically detects the connection speed and applies the video quality and ColorScale performance settings to that connection.

See [“Changing display settings during a remote control session”](#) on page 128.

See [“Modifying connection speeds”](#) on page 111.



### To adjust video performance settings

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Remote Operation tab, under Performance, move the Video Quality slider as follows:

Move the slider to the left to increase performance.	A lower setting increases performance, but reduces the video quality.
Move the slider to the right to increase the video quality.	A higher setting increases the video quality, but reduces performance.
- 3 In the ColorScale item list, select the color level for the remote computer screen.  
The default setting is 256 colors.
- 4 Click **OK**.

## Automatically logging on to the host computer

To avoid being prompted for a logon name and password each time that you connect to a host, you can include this information in the connection item file. Symantec pcAnywhere automatically provides the logon information after you establish the connection.

Storing logon information in a connection item file can pose a security risk, and some companies have security policies that restrict employees from storing passwords on their computers. You should use this option only if your computing environment allows it. To prevent unauthorized users from connecting to the host, you should password-protect the remote connection item.

See [“Protecting configuration settings”](#) on page 228.

### To automatically log on to the host computer

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.

- To create a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Settings tab, type the IP address or the modem phone number of the host computer to which you want to connect.
- 4 Under Login information, check **Automatically login to host upon connection**.
- 5 In the Login name box, type your login name.
- 6 In the Password box, type your password.
- 7 If you are connecting to a Windows Vista/XP/2003/2008 Server/2000/NT host and have been assigned to a domain, in the Domain box, type your domain name using the following format:  
domain\user
- 8 Click **OK**.

## Automatically reconnecting if the host is busy

Symantec pcAnywhere lets you configure a remote connection item to reattempt the connection automatically at specific time intervals if a connection fails. A connection might fail because the host is busy, because of a network problem, or for a variety of other reasons that might be resolved by reconnecting.

### To automatically reconnect if the host is busy

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
  - To configure an existing connection item, right-click the item, and then click **Properties**.
  - To configure a new connection item, on the File menu, click **New Item > Advanced**.
- 3 In the Remote Properties window, on the Settings tab, under Connection options, in the Number of connection attempts box, select the number of times that you want pcAnywhere to reconnect to the host after a failed connection.
- 4 In the Seconds between retries box, select the number of seconds pcAnywhere should wait between connection attempts.
- 5 Click **OK**.

## Ways to start a remote control session

Symantec pcAnywhere requires a user name and password for all host sessions. For security reasons, you can only connect to host computers that have set up a caller account for you or your user group.

Symantec pcAnywhere lets you start a remote control session in the following ways:

- Starting a remote connection item
- Waiting for a host connection
- Connecting to a host computer using Smart Card authentication  
See “[Connecting to a host computer using Smart Card authentication](#)” on page ?.
- Connecting to another computer using Quick Connect
- Sending a remote connection invitation to a host user  
See “[Creating a host invitation](#)” on page 123.
- pcA Quick Connect

Symantec pcAnywhere also lets you connect to a computer on your network that does not have a pcAnywhere host running. This provides limited remote control functionality.

See “[Connecting to a computer that does not have a host running](#)” on page 137.

### Starting a remote connection item

Remote connection items contain the connection and security information that is needed to connect to a host computer. Symantec pcAnywhere automatically maintains a history of host computers to which you have connected most recently.

#### To start a remote connection item

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, select one of the following:
  - Remotes
  - Favorites
  - History
- 2 In the right pane, select the connection item that you want to use.
- 3 On the left navigation bar, under Actions, click **Start Connection**.

## Waiting for a host connection

Remote control sessions are usually initiated by the remote user who connects to a host computer that is waiting for a connection. However, for security reasons, the host computer may be configured to allow a remote connection only if the host initiates the connection. If so, you must set up your computer to wait for a connection from the host. The remote computer resembles host behavior in that it waits for a connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host.

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**Note:** If you have Windows Firewall turned on in Windows Vista/2008 Server/XP, the firewall might block you from waiting for a host connection for the first time. You should select the option to unblock the program, which lets you continue. In Windows Vista/2008 Server, you might also be prompted to approve the action to change the firewall rule.

---

### To wait for a host connection

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, right-click the connection item that you want to use, and then click **Wait for Connection**.

When your computer accepts the connection from the host computer, the Session Manager window appears on your screen and displays the host computer screen in the right pane.

See “[About the Session Manager](#)” on page 42.

## Connecting to a host computer using Smart Card authentication

Smart Card authentication lets you connect to the host computer using a smart card. After you connect the smart card on a remote computer, you need to enter a pin number for authentication, and a certificate is sent to the host computer. If the certificate is valid, a remote session is created.

### To connect using a Smart Card

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Hosts**.
- 2 In the right pane, under Hosts, create a new host.
- 3 Right-click the new host and then click **Properties**.
- 4 In the Host Properties dialog box, click the Callers tab.
- 5 In **Authentication type**, select **Smart Card**.

- 6 In the Callers list section, add a new caller.
- 7 Click **Apply**.
- 8 Click **OK**.
- 9 In the Advanced View, on the left navigation bar, under pcAnywhere Manager, click Remotes.
- 10 In the right pane, under Remotes, you can create a new remote connection for a smart card.
- 11 Insert a smart card.
- 12 In the Smart Card Authentication dialog box, enter the PIN.
- 13 Click **Verify**.

pcAnywhere reads the certificate and sends it to the host computer. If the certificate is valid, a remote session is created.
- 14 If there is more than one smart card inserted in the remote computer, in the pcAnywhere Authentication Select Card dialog box, click **Details**.
- 15 In the Details section, select the smart card that you want to use.
  - The Smart card inserted section provides information about the vendor of the selected smart card.
  - The Smart card status section provides information about the status of the smart card after it is inserted on the remote computer.
- 16 Click **OK**.

---

**Note:** To the smart card authentication, you need to install Cryptography Service Provider (CSP) on the host and remote computer.

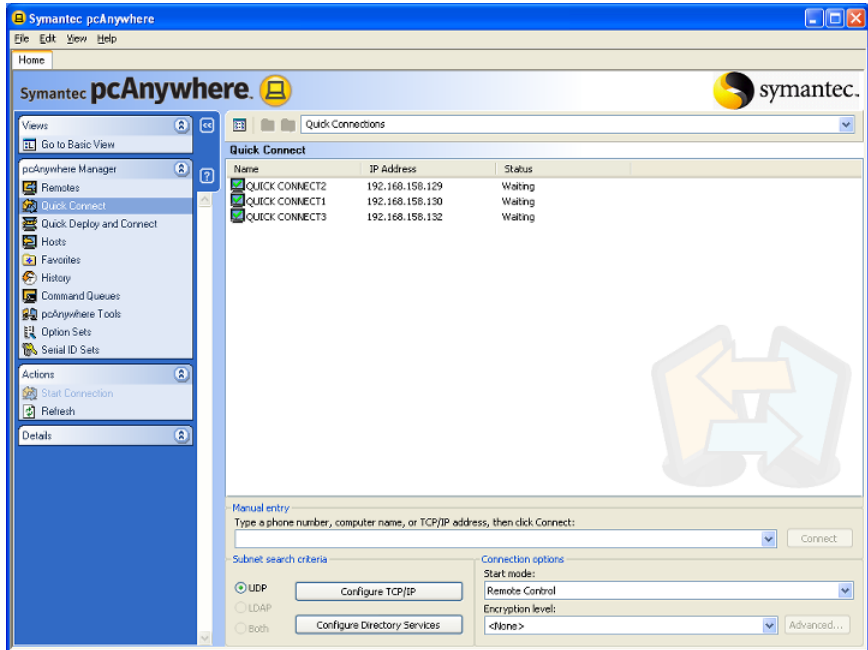
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## Connecting to another computer using Quick Connect

Quick Connect lets you connect to another computer with minimum setup. You can use this option for one-time or infrequent connections to a host computer (for example, to connect to a host computer that has a dynamic IP address or to support a helpdesk customer). Before you can connect, you must know the computer name, IP address, or phone number of the host computer and the logon information.

Figure 5-1 shows the Quick Connect window.

Figure 5-1 Quick Connect window



## Connecting to a host computer on your network

If your computer is connected to a network, pcAnywhere automatically searches the local subnet (part of the network to which your computer is connected) for pcAnywhere hosts that are waiting for a connection. You can broaden the search to additional subnets or narrow the search to a specific computer name or IP address.

Symantec pcAnywhere supports UDP and LDAP searches. To search for host computers using LDAP, your computing environment must be configured to support directory services using an LDAP-compliant directory server.

See [“Configuring a remote computer to use directory services”](#) on page 109.

### To connect to a host computer on your network

- 1 In the Symantec pcAnywhere window, do one of the following:
  - In Basic View, in the right pane, click **Quick Connect**.
  - In Advanced View, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Quick Connect, select the name of the host computer to which you want to connect.

**3** Under Connection options, in the Start mode list, select one of the following:

Remote Control	Lets you control a host computer remotely and work as though you are sitting in front of it
Remote Management	Lets you remotely administer a host computer using common administrator tools
File Transfer	Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer

**4** To encrypt the data stream between the host and remote computers, under Encryption level, select one of the following:

pcAnywhere encoding	Scrambles data using a mathematical algorithm so that it cannot be easily interpreted by a third party.  This option is available on any operating system that pcAnywhere supports.
Symmetric	Encodes and decodes data using a cryptographic key.  This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows Vista/XP/2003/2008 Server/2000. If you select this option, you can select the encryption strength that you want to use.

**5** To select the encryption strength for symmetric encryption, click **Advanced**.

In the Symmetric Encryption Strength dialog box, select the encryption algorithm and the key length that you want to use. If you want to prevent connections to computers that use a different algorithm, check **Restrict to selected algorithm**. Then, click **OK**.

**6** In the Symantec pcAnywhere window, on the left navigation bar, under Actions, click **Start Connection**.

Symantec pcAnywhere prompts you for caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows Vista/XP/2003/2008 Server/2000, the operating system might prompt you for computer logon credentials.

## Adding TCP/IP addresses and subnets to a host search

Symantec pcAnywhere lets you add subnets to include in a host search so that you can search for hosts across the network. You might need to perform this procedure if the TCP/IP host computer to which you want to connect does not appear in the host list.

You must have access rights to the subnets that you want to search.

### To add TCP/IP addresses and subnets to a host search

- 1 In the Symantec pcAnywhere window, do one of the following:
  - In Basic View, in the right pane, click **Quick Connect**.
  - In Advanced View, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, click **Configure TCP/IP**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 3 In the pcAnywhere Options window, on the Remote Communications tab, under TCP/IP options, do one of the following:
  - Type the computer name or IP address of the computer that you want to include in the search results.
  - Type the first three octets of the subnet that you want to include in the search results, and then type either .0 or .255 as the fourth octet. For example:  
172.16.0.0
- 4 Click **Add Search**.  
Repeat this process for each computer or address that you want to add.
- 5 Click **OK**.

## Adding LDAP addresses to a host search

If your computing environment supports directory services using an LDAP-compliant server, you can search for host computers that are connected to the directory server.

You must have access rights to the directory server that you want to search.

See [“Configuring a remote computer to use directory services”](#) on page 109.

### To add LDAP addresses to a host search

- 1 In the Symantec pcAnywhere window, do one of the following:



- In Basic View, in the right pane, click **Quick Connect**.
  - In Advanced View, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, click **Configure Directory Services**.  
  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
  - 3 In the pcAnywhere Options window, on the Directory Services tab, click **Add**.  
  
Specify the server name, search base, and credentials that are needed to authenticate to the directory server.  
  
For more information, see the *Symantec pcAnywhere Administrator's Guide*.
  - 4 In the Directory Services Properties dialog box, click **OK**.
  - 5 In the pcAnywhere Options window, click **OK**.

## Searching for LDAP hosts on your network

Symantec pcAnywhere searches your local subnet for TCP/IP host computers by default. If your computing environment supports directory services, pcAnywhere lets you include hosts that are connected to a directory server in the search results. You can also limit the search results to only the hosts that are connected to a directory server.

See [“Configuring a remote computer to use directory services”](#) on page 109.

### To search for LDAP hosts on your network

- 1 In the Symantec pcAnywhere window, do one of the following:
  - In Basic View, in the right pane, click **Quick Connect**.
  - In Advanced View, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, select one of the following:

LDAP	Limits the search results to only the host computers that are connected to a directory server
Both	Includes TCP/IP hosts and directory server hosts in the search results

- 3 On the left navigation bar, under Actions, click **Refresh**.

## Manually entering connection information

Symantec pcAnywhere lets you manually enter connection information to quickly connect to a host computer over a modem or network connection.

### To manually enter connection information

- 1 In the Symantec pcAnywhere window, do one of the following:
  - In Basic View, in the right pane, click **Quick Connect**.
  - In Advanced View, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Manual entry, type the computer name, IP address, or modem phone number of the host computer to which you want to connect.
- 3 Under Connection options, in the Start mode list, select one of the following:

Remote Control	Lets you control a host computer remotely and work as though you are sitting in front of it
Remote Management	Lets you remotely administer a host computer using common administrator tools
File Transfer	Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer

- 4 To encrypt the data stream between the host and remote computers, under Encryption level, select one of the following:

pcAnywhere encoding	Scrambles data using a mathematical algorithm so that it cannot be easily interpreted by a third party.  This option is available on any operating system that pcAnywhere supports.
Symmetric	Encodes and decodes data using a cryptographic key.  This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows Vista/XP/2003/2008 Server/2000. If you select this option, you can select the encryption strength that you want to use.

- 5 To select the encryption strength for symmetric encryption, click **Advanced**.  
In the Symmetric Encryption Strength dialog box, select the encryption algorithm and the key length that you want to use. If you want to prevent connections to computers that use a different algorithm, check **Restrict to selected algorithm**. Then, click **OK**.
- 6 In the Quick Connect window, click **Connect**.  
Symantec pcAnywhere prompts you for caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows Vista/XP/2003/2008 Server/2000, the operating system might prompt you for computer logon credentials.

## Creating a host invitation

One way to connect to a host computer that is behind a firewall is to have the host user start the connection. You can create an invitation that contains the settings that are needed for the host user to connect to your computer. You can save the invitation on physical media, or you can send it to the host user by email or by instant message.

If the host user accepts the invitation, the host computer connects to your computer, and then you can take control.

The host and remote computers must both be running pcAnywhere 12.0 or later.

### To create a host invitation

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Remotes**.
- 2 In the right pane, under Remotes, right-click the connection item that you want to use, and then click **Create Host Invitation**.
- 3 In the Create Host Invitation window, in the Specify IP address or the computer name for the host to call list, select the IP address or computer name of your computer.

Your computer must be waiting for a connection for the host computer to connect. If you uncheck the option to wait for the host to call, you must manually set your remote connection item to wait for a host call.

See [“Waiting for a host connection”](#) on page 116.

- 4 Click **Save As**.
- 5 In the Select Destination File for Output window, select the location in which you want to save the file.

- 6 In the File name box, type the file name that you want to use.  
The file is saved with a .pcainv file extension.
  - 7 Click **Save**.  
If you selected to have your computer wait for the host to call, the pcAnywhere host icon appears on the Windows status bar.
  - 8 Send the invitation file (.pcainv) to the host user.  
When the host user accepts the invitation, and the connection is established, you can take control of the host computer.  
You need an email client configured on the host computer to send the file in an email. At least one caller is required on the host machine.  
Host user need to select the host from the 'Select the host item that you want to use to call the remote' drop down box.  
If any host is running, it will be stopped and the selected host will be launched.
  - 9 To send the file instantly, click **Send file via mail**.
  - 10 In the pcA host invitation message window, enter the email ID in the **To** box. If required, you can also copy the invitation email by specifying an email ID in the **Cc** box.  
The .pcainv file is attached to the email.
  - 11 Click **Send**.  
When the host user saves and opens the attachment, and the connection is established, you can take control of the host computer.
- See [“Accepting a host invitation”](#) on page 90.

## Using pcA Quick Connect

You can use pcA Quick Connect to connect to the host computer. You can use the options to select a computer from the network, enter the logon information, preserve credentials, and host deployment settings.

### To use pcA Quick Connect

- 1 Double-click the PcA Quick Connect icon.
- 2 In the pcAQuickConnect dialog box, do one of the following:
  - Select the name of the host computer to which you want to connect.
  - Type the IP address or the computer name.
  - Click **Browse for more** and select a computer from the network.

- 3 To specify options for connect, **Options**.
  - In the Connect Settings section, select **Preserve Credentials** to save the credentials of the host computer. Type the user I.D. and the password.
  - To specify Advanced port setting, click **Advanced**. In the Advanced TCP/IP Options dialog box, specify the data port and status port.
  - Click **OK**.
- 4 In the Deployment Settings section, select any of the following options:
  - Start host if it is not running.
  - Deploy thin host if host is not running.
  - Remove the thin host after the end of session.
- 5 Click **Connect**.
- 6 In the Symantec pcAnywhere - Host Login dialog box, enter the user name, password, and domain of the caller logon credentials.
- 7 Click **OK**.

## What you can do during a remote control session

Once you establish a connection, the Session Manager window appears on your computer. The navigation bar on the left of the window lets you switch modes, perform tasks that are related to the mode that you have selected, and view details about the connection. The right pane displays the host computer screen. The arrow buttons let you expand and collapse the navigation bar.

[Figure 5-2](#) shows the Session Manager window in remote control mode.

**Figure 5-2** Session Manager window

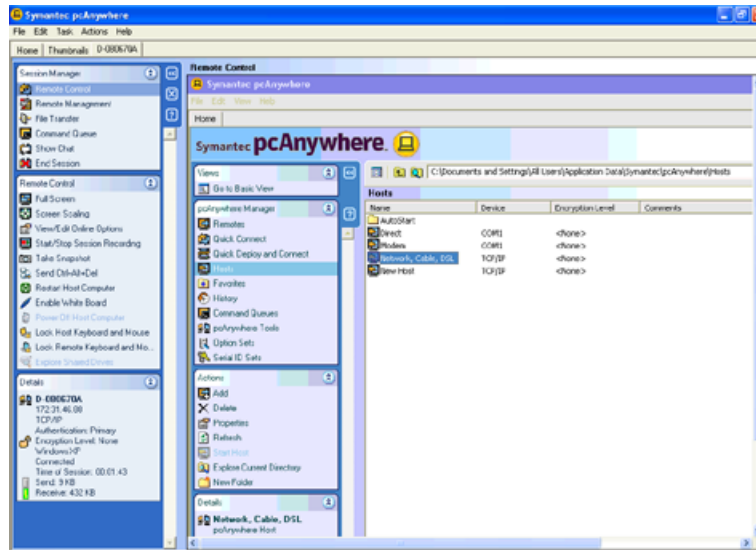












Table 5-3 lists the tasks that are available in the Session Manager window during a remote control session.

You can also access these options on the Task menu.

**Table 5-3** Explanation of remote control tasks

Icon	Option	Description
	Full Screen	Displays the host screen fully on the remote computer screen.  This option is available only if both computers are set to the same resolution.
	Screen Scaling	Sizes the host screen to fit in the display area of the Session Manager window.  Use this option when the host computer uses a higher screen resolution than the remote computer.
	View/Edit Online Options	Lets the remote user change display settings during a remote control session.

**Table 5-3** Explanation of remote control tasks (*continued*)

Icon	Option	Description
	Transfer Clipboard	Lets the remote user copy clipboard contents from the host clipboard to the remote clipboard or vice versa.  This feature is only available if the option to transfer clipboard contents automatically is turned off.
	Start/Stop Session Recording	Records the session activities to a file for later playback.
	Take Snapshot	Saves a screen shot of the session for later viewing.
	Send Ctrl+Alt+Del	Lets you run the Ctrl+Alt+Delete command on the host computer.
	Restart Host Computer	Restarts the host computer.
	Explore Shared Drives	Lets you view the shared drives of the host computer.
	Enable Pen	Lets you highlight an item on the host computer.

## Taking a snapshot

You can capture and save an image of the host computer screen during a session. You can capture and save multiple screen shots. Each screen shot must be saved in a separate file.

### To take a snapshot

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **Take Snapshot**.
- 2 In the Take Snapshot window, select one of the following:

Visible Display	Takes a snapshot of only the visible part of the host screen.
Entire Display	Takes a snapshot of the entire host screen.

- 3 In the Select Save Screen File window, in the Save in box, select the location in which you want to save the snapshot.
- 4 In the File Name box, type a file name.
- 5 In the Save as type box, select .jpg or .bmp.
- 6 Click **Save**.

## Changing display settings during a remote control session

You can change display settings or temporarily lock the keyboard and mouse on the host computer during a session.

Video quality and ColorScale options affect product performance, image resolution, and color depth. For high-bandwidth connections, you can adjust the video quality to increase performance. For low-bandwidth connections, you can adjust the color levels to increase performance. If a sharper display is more important to you than color, use the 4 colors setting. This setting changes the color to gray scale, but provides sharper resolution.

These changes only affect the current session.

---

**Note:** The Multi Monitor option is enabled only if the host computer has more than one monitor.

---



### To change display settings during a remote control session

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **View/Edit Online Options**.
- 2 To change the appearance of the remote control window, in the Online Options window, select any of the following options:

Reduce host desktop to match remote	Synchronizes the resolution settings on the host computer to match the settings on the remote computer.
Host active window tracking	Automatically moves any active window on the host computer screen to a visible part of the remote screen.  For example, a dialog box that requires an action from you might appear out of the viewing area on your computer. Because you cannot see the message, you might think the session has locked. By checking this option, you ensure that such dialog messages appear in a visible part of your screen.
Display Revert and End Session icons in full screen mode	Places command options in the upper-left corner of the remote control window. The command options let you end the session or return to the two-paned window.

- 3** To change the performance settings and video quality settings, select one of the following options:

High-bandwidth

Optimizes performance for high-speed connections, such as LANs and cable modems.

You can adjust the video quality settings. Move the slider to the left to increase performance. Move the slider to the right to increase video quality.

A lower setting increases performance, but reduces the video quality. A higher setting increases the video quality, but reduces performance.

Low-bandwidth

Optimizes performance for low-speed connections, such as modems.

You can adjust the ColorScale settings. When you lower the number of colors that are displayed, you increase performance. If a sharper display is more important to you than color, use the 4 colors setting.

- 4** To limit the activities of the host user during a remote control session, select any of the following options:

Host keyboard/mouse locked

Locks the keyboard and mouse on the host computer.

Blank Host Screen

Prevents others at the host site from viewing the session.

This option is not available for virtual computers.

- 5** To select a monitor, in the Online Options window, click the following option:

Select Monitor

Lets you select the monitor that you want to view from the host computer. This option is enabled only if the host has multiple monitors.

You can view multiple monitors on a host computer by using the following keyboard shortcuts:

- To view all the monitors  
Ctrl + m + 0
  - To view each monitor  
Ctrl + m + (1, 2...8)  
Where monitor 1 to monitor 8 will be displayed as per the number you type.
- 6 Click **Apply**.
  - 7 Click **OK**.

## Changing the background colors

During a remote control session, pcAnywhere displays a solid color in the background of the Session Manager window. This solid color is used to clearly distinguish the edges of the host computer screen from the unusable portion of the window. This background is visible if you use screen scaling to reduce the size of the host screen.

You can customize the background colors and pattern that are displayed in the Session Manager window. If you want to change the background, you should change the settings before you start a session. You cannot change the background during a session.

### To change the background colors

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Session Manager tab, select one of the following:

Solid	Uses a solid color for the background of the Session Manager window during a remote control session.
Checkerboard	Uses a grid pattern for the background of the Session Manager window during a remote control session.

To find the Session Manager tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.

- 3 To change the background color, click **Edit** next to the color you want to modify.
- 4 To select a custom color, in the Color window, click **Define Custom Colors**.

- 5 If you select a custom color, click **Add to Custom Colors**.
- 6 Click **OK**.
- 7 To adjust the size of the grid, in the Size box, select the size that you want to use.  
This option is only available if Checkerboard is selected.
- 8 Click **OK**.

## Configuring remote printing

If the host user has configured your printer information in pcAnywhere, you can print a file that is located on the host computer to a printer at your location during a remote control session. As you run programs on the host computer, you can select your printer from the list of installed printers. If the host user has not configured remote printing, you can print files to the default printer for the host computer.

When adding a printer, the host user must have the correct drivers for the remote computer. Symantec pcAnywhere prompts you for the location of the printer, what port to use, and other configuration information.

### To configure remote printing

- 1 On the host computer, in the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

On the host computer, the printer must be installed on a pcAnywhere port, and you should uncheck the Enable bidirectional support check box.

The host computer is the computer to which a remote user connects.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Remote Printing tab, click **Add Printer**.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.

- 3 Follow the on-screen instructions to set up the information for the printer on the remote computer.

The remote computer is the computer that connects to the host computer for remote control.

If the printer that the remote computer uses is not listed, you must install the drivers first, and then repeat this procedure.

- 4 Click **OK**.

## Transferring the contents of the Windows clipboard

The Windows clipboard contains information that is cut or copied from another application. During a remote control session, you can transfer text or graphics that are contained in the clipboard between the host and remote computers.

Symantec Anywhere automatically synchronizes the clipboards on the host computer and the remote computer if both computers use pcAnywhere 12.0 or later. If you are connecting to a host computer that is running a previous version of pcAnywhere, you should turn off the option to automatically transfer clipboard contents. You can turn off this option permanently for all sessions. Or, you can temporarily turn off this option during a session. You can manually transfer clipboard contents during the session.

### To turn off the automatic transfer of clipboard content for all sessions

- 1 Before you start a session, in the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Remote Operation tab, uncheck **Automatically transfer host and remote clipboard content**.
- 3 Click **OK**.

### To turn off the automatic transfer of clipboard content during a session

- 1 During a session, in the Session Manager window, on the left navigation bar, under Remote Control, click **View/Edit Online Options**.
- 2 In the Online Options window, uncheck **Automatically transfer host and remote clipboard content**.

This action affects only the current session. When you uncheck this option, pcAnywhere adds the Transfer Clipboard option to the navigation bar in the Session Manager window. This option lets you manually transfer the clipboard contents.

### To manually transfer the contents of the Windows clipboard

- 1 In the Session Manager window, under Remote Control, click **Transfer Clipboard**.
- 2 In the Transfer Clipboard window, under Direction, select one of the following:
  - Transfer the host's clipboard to your clipboard
  - Transfer your clipboard to the host's clipboardThese options are only available if the option to automatically transfer the clipboards is turned off.
- 3 Click **OK**.

## Chatting online with the host user

During a remote control session the host users and remote users can have a typed conversation in a chat window. Either the host or remote user can initiate a chat session. This feature is helpful for sending brief messages or instructions. You can also save the chat log on plain text format.

### To chat online with the host user

- 1 In the Session Manager window, under Remote Control, click **Show Chat**.
- 2 In the Chat window, in the lower pane, type your message.
- 3 Click **Send**.

Your messages and the other user's responses appear in the upper portion of the chat window.
- 4 To save the chat, click **Save**.
- 5 In the pcA Chatting Log dialog box, select the location to save the chat.
- 6 Type a file name.
- 7 Click **Save**.

## Connecting to multiple hosts

You can run multiple remote sessions. If you want to connect to multiple host computers, you must ensure that you keep the pcAnywhere Manager open after you connect.

You can switch between multiple host sessions by using one of the following shortcuts:

- CTRL + N  
Where N represents 1 to 9.

## ■ RCTRL + TAB

### To connect to multiple hosts

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Session Manager tab, verify that Keep pcAnywhere Manager open after connection is checked.
- 3 Make a connection to the first host.  
Repeat this step for each host computer to which you want to connect.

## Using draw feature on the remote computer

During a remote control session, you can use the draw feature to highlight or direct the host user's attention to an item. You can show or explain an item of the host computer. You can change the shape, width, and color of the drawn highlight. These changes affect only the current session.

### To use the draw feature on the remote computer

- 1 In the Session Manager window, on the left navigation bar, under **Remote Control**, click **Enable Pen**.  
The draw feature is displayed on the host computer.
- 2 In the white board box, click **Draw**.
- 3 In the white board box, select one of the following:

Rectangle	Lets you draw a rectangle.
Circle	Lets you draw a circle.
Free Hand	Lets you draw a customized shape.
- 4 Highlight the item on the host computer, by clicking and dragging the mouse over the item.

- 5 To change the width of the highlight, select one of the following:

Increase width	Lets you increase the width of the highlight.
Decrease width	Lets you decrease the width of the highlight.

- 6 To modify the color of the highlight, click **Color** and select a color of your choice.
- 7 To select a custom color, in the Color window, click **Define Custom Colors**. Select a custom color and click **Add to Custom Colors**.
- 8 Click **OK**.

---

**Note:** To undo an action, click Clear or use Ctrl+Z and to redo the action, use Ctrl+Y.

---

## Turning off host computer

Symantec pcAnywhere lets you turn off a host computer during a remote control session. The host computer must have the Allow Caller to turn off host PC or Superuser option enabled for the caller.

### To turn off a host computer

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **Power Off Host Computer**.  
The system prompts you to approve this action.
- 2 Click **OK**.

## Viewing shared host drives

Symantec pcAnywhere lets you view the shared disk drives of host computer. On the remote computer, the shared disk drives appear on the left navigation bar.

### To view the shared host disk drives

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **Explore Shared Drives**.
- 2 In the My Computer window, in the Network Drives section, you can double-click on a drive to view the files in the shared drive.

---

**Note:** The drives remain shared even if the session ends.

---



## Ending a remote control session

Either the host or remote user can end a session. Ending a session returns you to the main Symantec pcAnywhere window.

If you are connected to a computer that runs Windows, the end of session options that are configured for the host connection item determine whether the host waits for another connection or is canceled. The caller rights that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

### To end a remote control session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **End Session**.
- 2 In the confirmation window, click **Yes**.

If you have permission to restart the host computer, you can choose whether the host should accept other connections or cancel the host by restarting the computer.

## Connecting to a computer that does not have a host running

The Quick Deploy and Connect feature lets you deploy a thin version of a pcAnywhere host to a computer or group of computers on your network, and then immediately connect. The host computer does not need to have a host running or have pcAnywhere installed. You can connect to computers that run Windows, Linux, or Mac OS X.

You can also use the Quick Deploy and Connect feature to connect to a Windows computer that has a full version of a pcAnywhere host running. When you connect, the full host is temporarily canceled. After you end the session, the full host returns to a waiting status if the host is configured to run as a service.

[Figure 5-3](#) shows the Quick Deploy and Connect window.

**Figure 5-3** Quick Deploy and Connect window

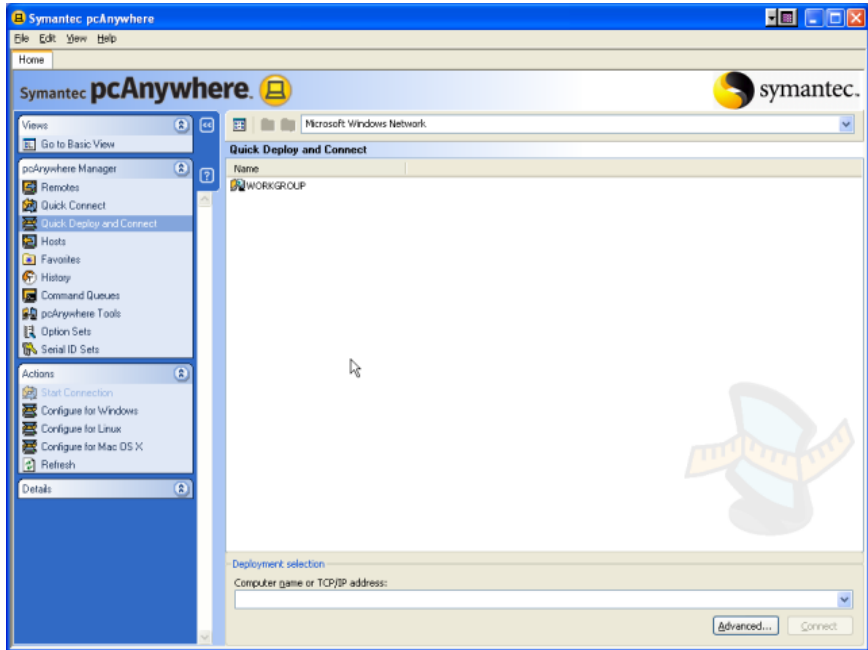


Table 5-4 describes the requirements for deploying a thin host.

**Table 5-4** Thin host deployment requirements

Operating system	Requirements to deploy a thin host	Requirements to install a thin host
<p>Windows 2000 Professional/Server/Advanced Server</p> <p>Windows XP Professional (32-bit and 64-bit)</p> <p>Windows 2003 Server Standard/Enterprise</p> <p>Windows PE</p>	<p>You must have administrator rights on the computer from which you want to deploy the thin host.</p> <p>For Windows XP, uncheck Use simple file sharing.</p>	<p>The host computer to which you want to connect must be unlocked, and a user must be logged in. Built-in administrator rights should be enabled, and you should have a non-blank password. You must use this account to deploy the thin host.</p> <ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft.</li> <li>■ Internet Explorer 6.0 or later.</li> </ul>

**Table 5-4** Thin host deployment requirements (*continued*)

Operating system	Requirements to deploy a thin host	Requirements to install a thin host
Windows Vista/2008 Server/Business/Enterprise/Ultimate	<p>During deployment, you enter the built-in administrator credentials for the target computer.</p> <p>The target computer's operating system must be configured as follows:</p> <ul style="list-style-type: none"> <li>■ Enable the built-in administrator account.</li> <li>■ Enable file sharing.</li> <li>■ Turn off Windows Firewall, or configure the firewall to allow traffic through the pcAnywhere ports.</li> </ul> <p>Symantec pcAnywhere uses ports 5631 and 5632 by default.</p>	<p>The host computer to which you want to connect must be unlocked, and a user must be logged in. Built-in administrator rights should be enabled, and you should have a non-blank password. You must use this account to deploy the thin host.</p> <p>The host computer must meet the following system requirements:</p> <ul style="list-style-type: none"> <li>■ Operating system requirements as defined by Microsoft.</li> <li>■ Internet Explorer 6.0 or later.</li> </ul>
Red Hat Enterprise Linux ES/WS 3.0 Red Hat Enterprise Linux ES/WS 4.0 SuSe Enterprise Server 10 SuSe Linux Desktop 10 Novell Linux Desktop 9	<p>You can deploy a Linux host only from a Windows computer. You must have root privileges on the computer from which you want to deploy the Linux host.</p>	<p>You can connect to a host computer that is not logged on. You must have administrator rights on the host computer.</p> <p>For Linux operating systems, if no user is logged on to the target Linux computer, root privileges are required.</p>
Mac OS X 10.4.x Mac OS X 10.5.x	<p>You can deploy a Mac OS X host only from a Windows computer.</p>	<p>You can connect to a host computer that is not logged on. You must have administrator rights on the host computer.</p>

---

**Note:** You must have a host license for each computer to which you connect using Quick Deploy and Connect. The Symantec pcAnywhere license agreement does not allow concurrent licensing for this feature.

---

### To connect to a computer that does not have a host running

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Quick Deploy and Connect**.
- 2 In the right pane, do one of the following:
  - Under Quick Deploy and Connect, double-click the host computer to which you want to connect.
  - Under Deployment selection, type the computer name or IP address of the computer to which you want to connect, and then press **Connect**.
- 3 Type your logon credentials for the host computer.

You must have administrator rights on the host computer. For Vista/2008 Server, you must have built-in administrator rights.

If you have not configured the host properties for the type of operating system to which you are attempting to connect, the appropriate configuration wizard automatically opens.

Complete the steps in the wizard to configure the host.

See [“Configuring a Windows thin host through Quick Deploy and Connect”](#) on page 141.

See [“Configuring a Linux host or Mac OS X for deployment”](#) on page 144.

- 4 When prompted, type your caller logon credentials.

You must use the caller logon credentials that you specified when you set up the initial host properties.

## Configuring initial host properties for Quick Deploy and Connect

You must configure the host properties the first time that you use Quick Deploy and Connect. Symantec pcAnywhere automatically detects the operating system of the computer to which you are attempting to connect and starts the appropriate wizard. The wizard guides you through the configuration process. At the end of the wizard, you can deploy the host and start a connection. Symantec pcAnywhere can also preconfigure the system for deployment. Preconfiguration can be done separately for Windows, Mac, and Linux systems.

Symantec pcAnywhere reuses the host properties for all subsequent Quick Deploy and Connect sessions. The host properties that you configure apply only to connections that are made using Quick Deploy and Connect. They do not affect the host connection items in the Hosts window.

## Configuring a Windows thin host through Quick Deploy and Connect

The first time that you use Quick Deploy and Connect to connect to a computer that runs Windows, pcAnywhere prompts you for configuration information using the Windows Thin Host Configuration Wizard. You only need to configure the host properties once. Symantec pcAnywhere reuses these settings for all subsequent Quick Deploy and Connect sessions with computers that run Windows.

The host that you deploy using Quick Deploy and Connect has a minimal installation footprint and does not require a system restart for installation. The Quick Deploy and Connect feature provides limited remote control functionality and is intended for temporary connections.

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**Note:** You must have administrator rights on the computer to which you want to connect. The Quick Deploy and Connect feature is not supported on any of the Windows XP Home/Vista Home editions due to limitations in these operating systems.

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See “[Connecting to a computer that does not have a host running](#)” on page 137.

### To configure a Windows thin host through Quick Deploy and Connect

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Quick Deploy and Connect**.
- 2 To open the Windows Thin Host Configuration Wizard, under Actions, click **Configure for Windows**.

The wizard guides you through the setup process. If you try to deploy a host before you set the properties, the wizard opens automatically. You are prompted for the logon credentials for the host computer first.

- 3 In the Windows Thin Host Configuration Wizard, read the information on the first panel, and then click **Next**.
- 4 In the Host name box, type the name that you want to use for the host.  
You can leave this box blank to configure the host name to be the same as the computer name.

5 Under Authentication type, select one of the following:

pcAnywhere	Validates a user by checking the user name and password against a list that is maintained on the host computer.  Use this method for non-network connections or if your environment does not support the other authentication methods. This method of authentication is the least secure.
NT	Validates a user or group by checking a workstation or domain user list (available on Windows Vista/XP/2003/2008 Server/2000 only).
Microsoft LDAP	Validates a user or group of users by checking a list that is stored on a directory server that supports the Lightweight Directory Access Protocol.

See [“About authentication in pcAnywhere”](#) on page 204.

6 To encrypt the data stream between the host and remote computers, in the Encryption level box, select one of the following:

pcAnywhere encoding	Scrambles data using a mathematical algorithm so that it cannot be easily interpreted by a third party.  This option is available on any operating system that pcAnywhere supports.
Symmetric	Encodes and decodes data using a cryptographic key.  This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows Vista/XP/2003/2008 Server/2000.

See [“Using encryption to protect data”](#) on page 218.

7 If you are deploying the host to a computer that is running Windows Vista/XP/2003/2008 Server/2000, check **Run as a service** for optimum performance.

You must have administrator rights (built-in administrator rights for Vista) on the computer to run a service in Windows XP/Vista/2008 Server.

8 Check **Cancel thin host after the remote session ends** to cancel the host after the session ends.

If you do not cancel the host after the session ends, the host continues to run until the operating system restarts.

- 9 To notify the host user when a remote user attempts to connect, check **Prompt to confirm connection**, and then select the number of seconds in which the host user has to respond to the prompt.

If the timeout period expires, the connection is canceled.

- 10 To protect the host by serializing connections, check **Assign serial ID to limit host connections**, and then type the serial number that you want to use.

This embeds a serial ID in the host configuration. Serial IDs must be a numeric value between 0 and 4,294,967,296.

Remote users must have the same serial ID embedded in their remote configuration for the host to accept the connection.

For more information about serialization, see the *Symantec pcAnywhere Administrator's Guide*.

- 11 If you want the host to dock to a computer that is running Symantec pcAnywhere Access Server, check **Dock to a pcAnywhere Access Server**.

If you select this option, the wizard will later prompt you for the information that is needed to connect to the access server.

See [“Connecting through pcAnywhere Gateway or pcAnywhere Access Server”](#) on page 110.

- 12 Click **Next**.

- 13 Type the logon credentials that you want to use to validate connections to the host computer, and then click **Next**.

The information for which you are prompted depends on the authentication type that you selected.

- 14 Check **I have a host license for each target computer** to confirm that you have a host license for the host computer.

You must confirm that you have a host license for the target computer to continue. If you do not have a host license, click the Symantec Store link to purchase one.

- 15** To save these settings as an executable file that can be used for later deployment, select one of the following:

Send Email	Opens the default email program on your computer.  To use this option, your email program must support the Messaging Application Programming Interface (MAPI). Examples of MAPI-enabled programs include Microsoft Outlook.
Save to Disk	Lets you select a file name and location in which to create and save the host configuration as a self-extracting package.  If you are running the thin host on Vista, you should use the custom share, especially if the thin host is configured to run as an application.

You can use one of these options to manually deploy a thin host to a computer that runs a Windows XP Home/Vista Home edition. If a thin host is saved to disk, and then you double-click the executable to install it, a message is displayed that says the thin host is not installed correctly. To resolve this issue, you must launch the saved file as an administrator on Vista.

- 16** Click **Finish** to save the configuration.

If the wizard started automatically when you attempted to connect to a computer, Symantec pcAnywhere deploys the host to the computer that you selected. When prompted, type your caller logon credentials to connect to the host computer.

## Configuring a Linux host or Mac OS X for deployment

The first time that you use the Quick Deploy and Connect feature to connect to a Linux computer or a Mac OS X computer, pcAnywhere prompts you for configuration information. You only need to configure the host properties once. Symantec pcAnywhere reuses these settings for all subsequent Quick Deploy and Connect sessions with computers that run Linux or Mac OS X.

If the host computer to which you want to connect is running any version of Samba, it will appear in the Quick Deploy and Connect browse list. You can also provide the computer name or IP address.

When you select the computer to which you want to connect, you are immediately prompted for your logon credentials. These are the user logon credentials that are required by the operating system of the host computer. Symantec pcAnywhere might prompt you for root credentials depending on the login state of the computer.



After you deploy the host, pcAnywhere prompts you for caller logon credentials. You configure these credentials when you set up the initial host properties. After pcAnywhere validates your credentials, the Session Manager appears on your screen.

See [“Configuring deployment security options for Linux and Mac OS X”](#) on page 148.

### To configure a Linux host or Mac OS X host for deployment

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Quick Deploy and Connect**.
- 2 Do one of the following:
  - To open the Linux Host Configuration Wizard, under Actions, click **Configure for Linux**.
  - To open the Mac OS X Thin Host Configuration Wizard, under Actions, click **Configure for Mac OS X**.

The wizard guides you through the setup process. If you try to deploy a host before you set the properties, the wizard opens automatically. You might be prompted for the logon credentials for the host computer first.

- 3 In the Host Configuration Wizard, read the information on the first panel, and then click **Next**.
- 4 In the Host name box, type the name that you want to use for the host.  
You can leave this box blank to configure the host name to be the same as the computer name.

5 Under Authentication type, select one of the following:

pcAnywhere	Validates a user by checking the user name and password against a list that is maintained on the host computer.  Use this method for non-network connections or if your environment does not support the other authentication methods. This method of authentication is the least secure.  See <a href="#">“About authentication in pcAnywhere”</a> on page 204.
PAM Authentication	Validates a user or group by using the authentication service on the Linux host computer.  This option is only available for Linux computers.
Mac (Open Directory)	Validates a user or group by using the authentication service on the Mac OS X host computer.  This option is only available for Mac OS X computers.

6 To encrypt the data stream between the host and remote computers, in the Encryption level box, select one of the following options:

pcAnywhere encoding	Scrambles data using a mathematical algorithm so that it cannot be easily interpreted by a third party.
Symmetric	Encodes and decodes data using a cryptographic key.  You can select the symmetric encryption algorithm and key length that best suits your security and performance needs.

See [“Using encryption to protect data”](#) on page 218.

7 Check **Cancel thin host after the remote session ends** to cancel the host after the remote control session ends.

If you do not cancel the host after the session ends, the host continues to run until the operating system restarts.

8 To notify the host user when a remote user attempts to connect, check **Prompt to confirm connection**, and then select the number of seconds in which the host user has to respond to the prompt.

If the timeout period expires, the connection is canceled.

- 9 To protect the host by serializing connections, check **Assign serial ID to limit host connections**, and then type the serial number that you want to use.

This embeds a serial ID in the host configuration. Serial IDs must be a numeric value between 0 and 4,294,967,296.

Remote users must have the same serial ID embedded in their remote configuration for the host to accept the connection.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

- 10 If you want the host to dock to a computer that is running Symantec pcAnywhere Access Server, check **Dock to a pcAnywhere Access Server**.  
If you select this option, the wizard will later prompt you for the information that is needed to connect to the access server.

- 11 Click **Next**.

- 12 If you use pcAnywhere authentication, type the logon credentials that you want to use to validate connections to the host computer, and then click **Next**.  
This panel only appears if you select pcAnywhere authentication.

- 13 Check **I have a host license for each target computer** to confirm that you have a host license for the host computer.

You must confirm that you have a host license for the target computer to continue. If you do not have a host license, click the Symantec Store link to purchase one.

- 14 To save these settings as an executable file that can be used for later deployment, select one of the following:

Send Email	Opens the default email program on your computer. To use this option, your email program must support the Messaging Application Programming Interface (MAPI).
Save to Disk	Lets you select a file name and location in which to create and save the host configuration as a self-extracting package.

- 15 Click **Finish** to save the configuration and start the deployment.

- 16 When prompted, type your caller logon credentials.

## Configuring deployment security options for Linux and Mac OS X

Symantec pcAnywhere uses Secure Shell™ (SSH™) to deploy the pcAnywhere host for Linux and Mac OS X and to secure user credentials for authentication during the deployment. Symantec pcAnywhere supports SSH Version 1 and Version 2.

Symantec pcAnywhere first attempts to use SSH Version 2 to encrypt the deployment of the host. If the host computer does not support SSH Version 2, pcAnywhere then attempts to use SSH Version 1. You can configure pcAnywhere not to use SSH Version 1 when you configure the deployment security options for Linux and Mac OS X.

If the host computer does not support any version of SSH, you can use Telnet to deploy the host. If you configure pcAnywhere to use Telnet, you can also configure pcAnywhere to display a confirmation prompt before sending the user credentials. This prompt notifies you when pcAnywhere is using Telnet to deploy the host.

---

**Note:** Telnet does not encrypt user credentials. You should use Telnet to deploy the host only when neither version of SSH is supported. This is the least secure option.

---

You can record the host deployment session to a log file. You choose the log location and file name.

### To configure deployment security options for Linux and Mac OS X

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Quick Deploy and Connect**.
- 2 In the right pane, click **Advanced**.
- 3 Under Linux and Mac OS-specific deployment options, check **Allow use of SSH Version 1** if you want to continue deployment to a computer that does not support SSH 2 version.

This option applies if SSH Version 2 is not supported on the host computer.

- 4 Check **Allow use of Telnet** if you want to use Telnet if the host computer does not support any version of SSH.
- 5 Check **Display prompt before using Telnet for deployment** to receive a confirmation prompt before pcAnywhere sends user credentials using Telnet.  
This option is only available if you select Allow use of Telnet.

- 6 Check **Enable logging of the Quick Deploy session** to create a log of the deployment session.

In the Filename to use box, type the path and file name.

- 7 Click **OK**.

## About reconnecting to a host using the Quick Deploy and Connect feature

When you configure the Quick Deploy and Connect host properties, you choose whether to cancel the thin host after the connection ends. If you cancel the thin host, you can deploy another host using Quick Deploy and Connect, and then connect. If you let the host continue running, you can reconnect to it using Quick Connect.

See [“Connecting to another computer using Quick Connect”](#) on page 117.

When you reconnect to a host, you must logon using the authentication type that was configured for the host. For example, if the host was configured for Windows NT authentication, you must provide your Windows NT authentication credentials to reconnect to the host.

In the case of a Windows thin host, if the encryption level of the remote computer is different than the encryption level that was configured for the host, pcAnywhere automatically lowers the encryption level of the computer with the higher encryption level to match the encryption of the computer with the lower encryption level. For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere automatically lowers the remote's encryption level to pcAnywhere encoding. For Windows full hosts, as well as Mac and Linux thin hosts, in this case, the encryption levels are raised.

Symantec pcAnywhere also lets you deny the connection if the host and the remote are using a lower level of encryption. Encryption can also be denied if the algorithm is different.

## Editing the Quick Deploy and Connect host properties

The Quick Deploy and Connect host configurations for Windows, Linux, and Mac OS X contain the minimum settings that are needed to support a Quick Deploy and Connect remote control session. After you configure the Quick Deploy and Connect host for initial use, pcAnywhere uses these default settings for future Quick Deploy and Connect sessions. Symantec pcAnywhere lets you edit these settings using the configuration wizard.

See [“Configuring a Windows thin host through Quick Deploy and Connect”](#) on page 141.

See [“Configuring a Linux host or Mac OS X for deployment”](#) on page 144.

**To edit the Quick Deploy and Connect host properties**

- 1 In Advanced View, on the left navigation bar, under pcAnywhere Manager, click **Quick Deploy and Connect**.
- 2 In the left pane, under Actions, select one of the following:
  - Configure for Windows
  - Configure for Linux
  - Configure for Mac OS X

To change the configuration settings, follow the on-screen instructions.

## How pcAnywhere works in a Windows recovery environment

The Quick Deploy and Connect host for Windows supports the Microsoft Windows Preinstallation Environment (WinPE). You can build a preinstallation environment that launches a thin host as a self-extracting executable file upon system startup. When the preinstallation environment starts, the host automatically begins running. This lets you remotely connect to the host to perform maintenance and repairs, such as imaging or disk recovery.

For more information about WinPE, see your Microsoft documentation.

# Supporting computers and servers remotely

This chapter includes the following topics:

- [About Symantec pcAnywhere Remote Management tools](#)
- [User rights requirements for remote management](#)
- [Ways to start a remote management session](#)
- [What you can do during a remote management session](#)

## About Symantec pcAnywhere Remote Management tools

The Remote Management tools in Symantec pcAnywhere provide easy access to commonly used administrator tools so that you can quickly resolve computer problems over a remote connection. A remote management session uses less bandwidth than a full remote control session because only data needs to be transmitted between the host and remote computers.

---

**Note:** To use the Remote Management tools, the host and remote computers must be running pcA 11.x or later.

---

## User rights requirements for remote management

You must have administrator rights on the host computer to perform some remote management tasks. The host user must be logged on to the computer with a user

name and password. Symantec pcAnywhere does not support remote management connections to a host computer that uses a blank password.

When you select a remote management task in pcAnywhere, you are prompted for pcAnywhere caller logon credentials. Once these credentials are validated, you might be prompted for computer or network logon credentials, depending on the computing environment of the host computer.

## Ways to start a remote management session

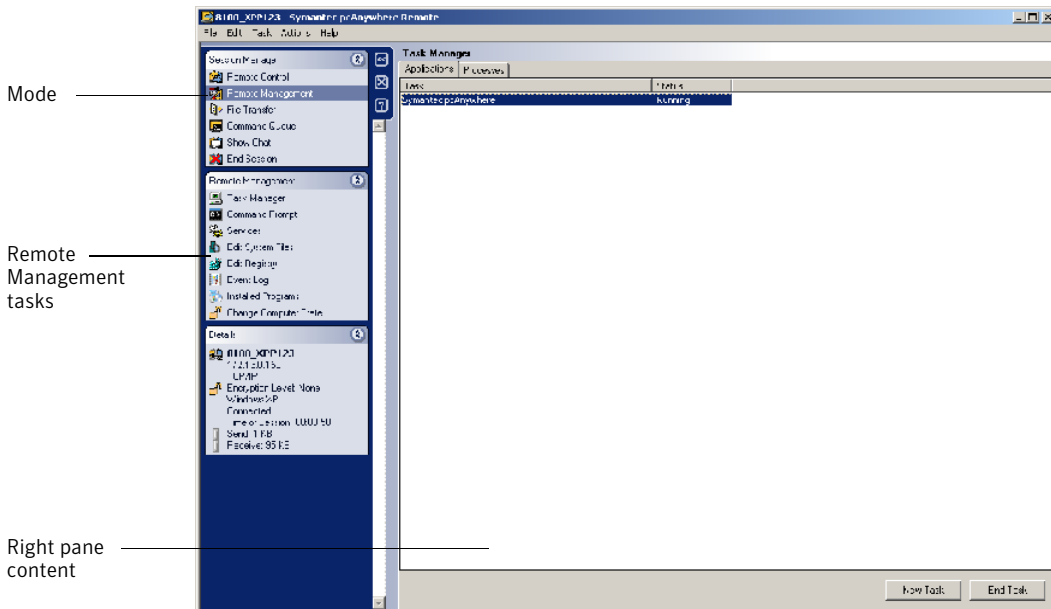
Remote management connections are supported over network and modem connections. You must be in a session to access most tools.

Symantec pcAnywhere lets you start a remote management session in the following ways:

- Starting a remote connection item
- Using Quick Connect
- Switching to remote management mode during a session

Figure 6-1 shows the Session Manager window in remote management mode.

Figure 6-1 Session Manager window





# What you can do during a remote management session

[Table 6-1](#) lists the tasks that you can perform during a remote management session.

**Table 6-1** Remote Management tasks

Task	Description
Task Manager	Lets you view and control applications and processes that are running on the host computer to which you are connected.  See <a href="#">“Managing tasks remotely”</a> on page 154.
Command Prompt	Lets you run basic DOS commands on a host computer (for example, ipconfig) and view the text-based results locally.  See <a href="#">“Running DOS commands”</a> on page 155.
Services	Lets you view all services that are running on the host computer. You can start or stop a service, change its startup mode, change its logon properties, and view dependencies.  See <a href="#">“Viewing services”</a> on page 157.
Edit System Files	Lets you view and edit text-based system files and save your changes locally or on the host computer.  See <a href="#">“Viewing and editing system files”</a> on page 159.
Edit Registry	Lets you remotely edit the system registry of a host computer over a network or modem connection.  See <a href="#">“Viewing and editing the system registry”</a> on page 160.
Event Log	Lets you view information about application, system, and security events on the host computer and save the event log files.  See <a href="#">“Viewing the event log”</a> on page 161.
Installed Programs	Lets you view information about the programs and software updates that are installed on the host computer and uninstall them if necessary.  See <a href="#">“Viewing and uninstalling programs”</a> on page 162.

**Table 6-1** Remote Management tasks (continued)

Task	Description
Change Computer State	<p>Lets you remotely lock, restart, or shut down a host computer or log off the user who is logged on to the host computer.</p> <p>You can also send these commands to one or more computers out of session by using Quick Connect.</p> <p>See “<a href="#">Restarting or shutting down a host computer during a remote management session</a>” on page 162.</p> <p>See “<a href="#">Locking a computer or logging off a user during a remote management session</a>” on page 163.</p> <p>See “<a href="#">Sending system state commands to one or more computers</a>” on page 164.</p>

## Managing tasks remotely

The Task Manager lets you view and control applications and processes that are running on the host computer to which you are connected. This feature functions like the Windows Task Manager except that commands are run on the host computer (for example, a support customer's computer). The results are displayed on the remote computer (for example, a helpdesk computer) in the pcAnywhere Session Manager window.

See “[Viewing or changing process status](#)” on page 155.

### Viewing or changing program status

The Applications tab in the Task Manager window lets you view the status of programs that are running on the host computer, as well as start and stop programs.

### To view or change program status

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Task Manager**.
- 3 To change program status, in the right pane, on the Applications tab, select one of the following:

New Task	Lets you start a program or command. This option works like the Run option in Windows.
End Task	Lets you cancel a program or command.

### Viewing or changing process status

The Processes tab in the Task Manager window lets you view information about the processes that are running on the host computer, including CPU and memory use. You can also start and stop processes, and set priority levels.

To start a process, you must provide the exact path and file name to the executable that you want to run. This feature supports non-graphical based programs only.

### To view or change process status

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Task Manager**.
- 3 To change process status, in the right pane, on the Processes tab, right-click a process, and then select one of the following:

Refresh	Refreshes the status of the process
End Process	Lets you cancel a program or command that has stopped responding
Set Priority	Lets you change the priority of the process

## Running DOS commands

The Command Prompt feature lets you run basic DOS commands on a host computer (for example, ipconfig) and view the text-based results locally. This feature functions like the Windows command prompt except that graphical-based

commands or commands that use direct BIOS calls for screen display (for example, telnet) are not supported.

Some DOS commands might behave differently. For example, the Exit command clears and restarts the command prompt window instead of closing the window. The Edit command is not supported in this window. Symantec pcAnywhere traps the Edit command, and then prompts you to switch to Edit System Files. When you switch to Edit System Files, the file that you request displays in the right pane of the Edit System Files window.

See [“Editing the exclusion list”](#) on page 156.

#### To run DOS commands

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Command Prompt**.
- 3 In the right pane, under Command Prompt, type the command that you want to run.
- 4 Click **Enter**.
- 5 To restart the command session, click **New**.
- 6 To stop a command while it is running, click **Ctrl+Break**.

### Editing the exclusion list

Symantec pcAnywhere maintains a list of unsupported commands in an exclusion list. If you type a command that is included in this list, pcAnywhere traps the command, and then prompts you to switch modes. If you type the Edit command, pcAnywhere prompts you to select Edit System Files and then displays the file that you requested in the right pane of the Edit System Files window. For other commands in the exclusion list, pcAnywhere prompts you to switch to remote control mode.

The Command Prompt may become unresponsive if you type an unsupported command that is not included in this list. Symantec pcAnywhere lets you manage the exclusion list by adding or removing commands. This includes custom key mapping, executable commands, and other user-defined commands.

#### To edit the exclusion list during a session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Command Prompt**.
- 3 In the right pane, click **Exclusion List**.

- 4 In the Command Prompt Exclusion List window, do one of the following:
  - To add a command, under Excluded command, type a command, and then click **Add**.
  - To remove a command, under List of excluded commands, select a command, and then click **Remove**.
- 5 Click **OK**.

#### To edit the exclusion list out of session

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the pcAnywhere Options window, on the Session Manager tab, under Remote Management, click **Edit**.  
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.
- 3 In the Command Prompt Exclusion List window, do one of the following:
  - To add a command, under Excluded command, type a command, and then click **Add**.
  - To remove a command, under List of excluded commands, select a command, and then click **Remove**.
- 4 Click **OK**.

## Viewing services

The Services feature lets you view all services that are running on the host computer. This feature functions like the Services administrative tool in Windows except that the tasks are performed remotely on the host computer.

You can start or stop a service, change its startup mode, change its logon properties, and view dependencies. You must be logged on to the host computer as a user with administrator rights.

### Starting or stopping a service

Use this procedure to start, stop, pause, or resume a service.

For more information, see the Windows documentation.

### To start or stop a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, right-click the service that you want to change, and then select one of the following:
  - Start Service
  - Stop Service
  - Pause Service
  - Resume Service

### Changing the startup mode of a service

Use this procedure to change the startup mode of a service to automatic or manual or to disable the service. Before you stop or disable a service, check its dependencies to determine if other services depend on it.

See [“Viewing dependencies for a service”](#) on page 159.

For more information, see the Windows documentation.

#### To change the startup mode of a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, right-click the service that you want to change, and then select the startup mode.

### Changing the logon properties for a service

By default, the operating system assigns most services to the local system account. You can reassign the service to a specific user account instead.

For more information, see the Windows documentation.

#### To change the logon properties for a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, double-click the service that you want to change.

- 4 In the properties window, on the Log On tab, configure the logon properties that you want to use.
- 5 Click **OK**.

## Viewing dependencies for a service

Before you stop or disable a service, check its dependencies to determine if other services depend on it.

### To view dependencies for a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, double-click the service that you want to change.

In the properties window, the Dependencies tab provides information about the services that might be affected if you change the status of the service.

## Viewing and editing system files

The Edit System Files feature lets you view and edit text-based system files (for example, Boot.ini) and save your changes locally or on the host computer. You can also forward the file to others by email if the email program that is installed on your computer supports the Messaging Application Programming Interface (MAPI). An example of a MAPI-enabled email program is Microsoft Outlook. Non-MAPI-enabled email programs might not support this feature.

Symantec pcAnywhere stores the system file in memory on the local computer as you work in the Edit System Files window. When you end the remote management session, pcAnywhere prompts you to save the file. If the file is read-only, pcAnywhere confirms whether you want to override this attribute. After the file is saved, pcAnywhere resets the read-only attribute.

### To view and edit system files

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Edit System Files**.
- 3 In the right pane, in the text box at the bottom of the window, type the full path and file name of the file that you want to edit.

For example:

```
C:\boot.ini
```

**4 Click Open.**

The contents of the file appear in the top portion of the window. Symantec pcAnywhere copies the contents of the system file onto the remote computer, where it is stored in memory. If the system file is large, this might take some time.

**5 Select any of the following:**

Save on Host	Saves the file on the host computer, the computer to which your computer is connected.
Save Locally	Saves the file on the local computer, the computer that is connected to the host.
Send Email	Saves and forwards the file to others by email. Your computer must support MAPI.

## Viewing and editing the system registry

The Registry Editor lets you remotely edit the system registry of a host computer over a network or modem connection. This feature functions like the Windows Registry Editor except that you cannot view or edit security permissions for individual registry keys.

---

**Warning:** This tool lets you edit the system registry on a host computer. Incorrect changes might result in system damage. You should back up the registry on the host computer before performing this procedure.

---

### To view and edit the system registry

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Edit Registry**.

The right pane displays the registry of the computer to which you are connected.

For more information about using the Registry Editor, see the Windows documentation.



## Viewing the event log

The Event Log feature lets you view information about application, system, and security events on the host computer. This feature functions like the Windows Event Log except that the tasks are performed remotely on the host computer.

Symantec pcAnywhere lets you view the event log and save the event log files locally in a comma-separated values (CSV) format file. You can also forward the file to others by email if the email program that is installed on your computer supports MAPI. An example of a MAPI-enabled email program is Microsoft Outlook. Non-MAPI-enabled email programs might not support this feature.

Use event filtering to view only the types of events that you want to see. For example, you can filter the log to display only the warning messages. This reduces the amount of information that is displayed in the window and helps you quickly find the information that you need.

### To view the event log

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Event Log**.
- 3 In the right pane, in the list box at the bottom of the window, select the log that you want to view.

The System Log is displayed by default.

- 4 To view more information about a specific event, double-click it.
- 5 Select any of the following:

Save Locally	Saves the file on the remote computer.
Send Email	Saves and forwards the file to others by email.

Your computer must support MAPI.

### To filter events

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Event Log**.
- 3 In the right pane, click **Filter**.
- 4 In the Event Filter window, select only the types of information that you want to view.
- 5 Click **OK**.

## Viewing and uninstalling programs

The Installed Programs feature lets you view information about the programs and software updates that are installed on the host computer and uninstall them if necessary. Some programs might require user interaction (for example, to close open programs and save data) to complete the uninstallation process. You should switch to remote control mode to ensure that the program is uninstalled successfully.

### To view and uninstall programs

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Installed Programs**.
- 3 To uninstall a program, in the right pane, select the program that you want to remove, and then click **Uninstall**.

## Restarting or shutting down a host computer during a remote management session

Symantec pcAnywhere lets you remotely restart or shut down a host computer during a remote management session. The remote management session ends after you send the command.

Symantec pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. For restart and shut down commands, you can prompt users to close open programs and save their work. You can also configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

This command does not support Windows XP Fast User Switching.

### To restart or shut down a host computer during a remote management session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Change Computer State**.
- 3 In the right pane, under Action to Perform, select one of the following:
  - Restart computer
  - Shut down computer

4 Under Options, select one of the following:

Prompt user	Notifies the user about the action that you are about to perform.  Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
Allow user to cancel	Sends a confirmation prompt to the host user.  This option is available only if you select Prompt user.
Message to display	Lets you type a message that you want to send to the host user.  This option is available only if you select Prompt user.
Close open programs without saving data	Forcibly closes any programs that are running.  The user will lose any unsaved data.

5 Click **Send**.

## Locking a computer or logging off a user during a remote management session

Symantec pcAnywhere lets you remotely lock a host computer or log off the user who is logged on to the host computer during a remote management session. The remote management session ends after you send the command.

You can configure options for saving data and notifying the host user about the action that you are about to perform. For the log off command, you can prompt users to close open programs and save their work. You can also configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

The lock computer option is available on Windows Vista/XP/2003/2008 Server/2000 only. For added security, the host user can password-protect the screen saver.

This command does not support Windows XP Fast User Switching.

### To lock a computer or log off a user during a remote management session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Change Computer State**.

- 3 In the right pane, under Action to perform, select one of the following:
  - Lock computer (Windows 2000, 2003 Server, 2008 Server, XP, Vista only)
  - Log off user
- 4 Under Options, select one of the following:

Prompt user	Notifies the user about the action that you are about to perform.  Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
Allow user to cancel	Sends a confirmation prompt to the host user.  This option is available only if you select Prompt user.
Message to display	Lets you type a message that you want to send to the host user.  This option is available only if you select Prompt user.
Close open programs without saving data	Forcibly closes any programs that are running.  The user will lose any unsaved data.
- 5 Click **Send**.

## Sending system state commands to one or more computers

Symantec pcAnywhere lets you send a shut down, restart, log off user, or lock computer command to one or more computers without starting a full remote session. When you select one of these commands, pcAnywhere prompts you for caller logon credentials and configuration information to connect to the host computers. If the host computers are running Windows Vista/XP/2003/2008 Server/2000, the operating system might also prompt you for computer logon credentials.

The lock computer option is available on Windows Vista/XP/2003/2008 Server/2000 only. For added security, the host user can password-protect the screen saver.

This command does not support Windows XP Fast User Switching.

### To send system state commands to one or more computers

- 1 In the pcAnywhere Manager window, on the left navigation bar, select one of the following:

- Remotes
  - Quick Connect
  - Favorites
  - History
- 2 In the right pane, select one or more host computers (or the connection item files that represent the host computers) to which you want to send a command.
  - 3 On the File menu, click **Send Command**, and then select one of the following:
    - Shut Down
    - Restart
    - Log Off
    - Lock Computer

After you select the command that you want to run, pcAnywhere opens the Remote Management Properties window, which lets you configure logon information and shut down options.

## Configuring host logon credentials for remote management

Symantec pcAnywhere requires a user name and password for all host sessions. To send a remote management command to one or more computers from pcAnywhere Manager, you must specify the pcAnywhere caller credentials that are needed to log on to the host computer. Symantec pcAnywhere automatically prompts you for this information.

The caller logon credentials that you specify in the Remote Management Properties window are sent to each computer that you have selected. If a remote connection item is already configured to send logon credentials automatically, you can configure pcAnywhere to override the preconfigured logon information.

### To configure host logon credentials for remote management

- 1 In the Remote Management Properties window, on the Host Login Credentials tab, type your logon name.

This window appears automatically after you select a remote management command.

- 2 Type your password.
- 3 If you are connecting to a Windows Vista/XP/2003/2008 Server/2000 host and have been assigned to a domain, type your domain name, using the following format:

domain\user

- 4 To override any preconfigured logon credentials in a remote connection item, check **Ignore login settings configured in remote items**.
- 5 Click **OK**.
- 6 In the Host Login dialog box, type your computer logon credentials.  
The operating system limits the tasks that you can perform based on your user privileges.
- 7 Click **OK**.

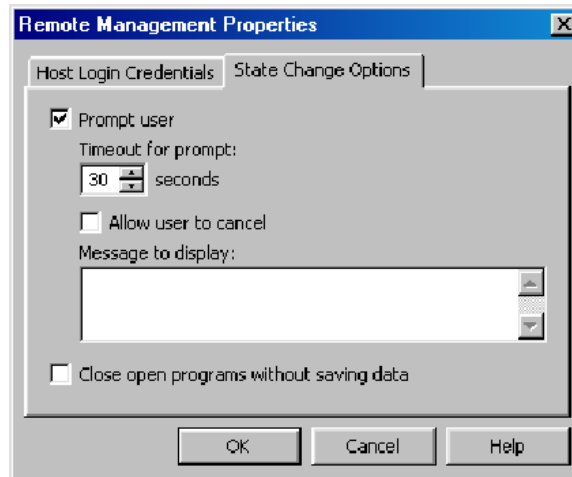
### Configuring shut down options for remote management

If you are sending a command to shut down a host computer, pcAnywhere lets you configure options to save data and notify the host user about the action that you are about to perform. You can prompt users to close open programs and save their work. You can also configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

**To configure shut down options for remote management**

- 1 In the Remote Management Properties window, on the State Change Options tab, select any of the following:

Prompt user	Notifies the user about the action that you are about to perform.  Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
Allow user to cancel	Sends a confirmation prompt to the host user.  This option is available only if you select Prompt user.
Message to display	Lets you type a message that you want to send to the host user.  This option is available only if you select Prompt user.
Close open programs without saving data	Forcibly closes any programs that are running.  The user will lose any unsaved data.



- 2 Click **OK**.

## Ending a remote management session

Ending a session returns you to the main Symantec pcAnywhere window. The end of session options that are configured for the host connection item determine whether the host waits for another connection or is canceled. The caller rights

that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

**To end a remote management session**

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **End Session**.
- 2 In the confirmation window, click **Yes**.

If you have permission to restart the host computer, you can choose whether the host should accept other connections or cancel the host by restarting the computer.



# Transferring files and folders

This chapter includes the following topics:

- [About pcAnywhere File Transfer](#)
- [About file transfer preferences](#)
- [Ways to start a file transfer session](#)
- [About synchronization and cloning](#)

## About pcAnywhere File Transfer

The pcAnywhere File Transfer window lets you quickly navigate to the files and folders that you need, transfer files and folders to and from another computer, and synchronize content. Files transfer in the background so that you can continue to work or queue other files.

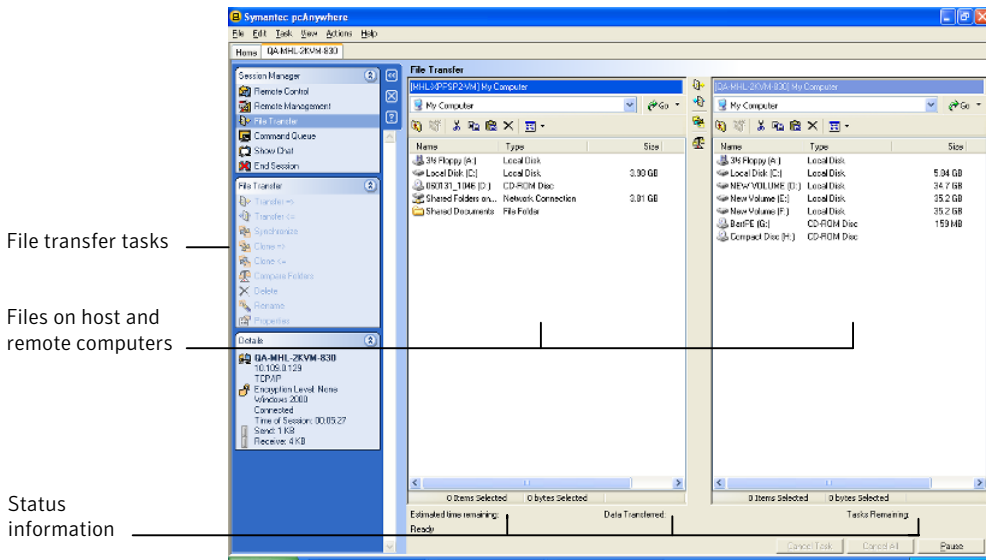
You must be in session to access the File Transfer window. The first time that you open the File Transfer window, it lists the files and folders under My Computer. You can specify another initial file transfer location, as well as other file transfer preferences, by editing the default preferences.

See [“About file transfer preferences”](#) on page 174.

In the File Transfer window, the left pane lists the files and folders on your computer. The right pane lists the files and folders on the computer to which you are connected. Located between the two panes is an action bar, which contains shortcut buttons for commonly performed tasks.

[Figure 7-1](#) shows the File Transfer window.

Figure 7-1 File Transfer window



The File Transfer window works like Windows Explorer. You can sort files by name, type, size, or date.

## Going to a recently visited file location

Symantec pcAnywhere saves the most recent path names in a Go list for quick access. This list is dynamic. The most recently typed path name is listed at the top, and older path names are replaced by newer ones. You can maintain a separate Go list for the host and remote computers.

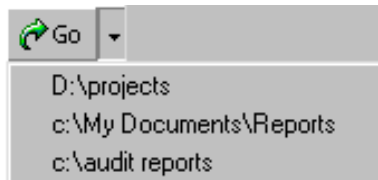
---

**Note:** To use this feature, both computers must be running pcAnywhere version 10.0 or later.

---

### To go to a recently visited file location

- ◆ In the File Transfer window, in either the left or right pane, click the down arrow next to Go, and then select an entry in the list.



## Tagging all files in a folder

Use this feature to quickly select all of the files in a folder so that you can transfer them.

### To tag all files in a folder

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Files**.

## Tagging all folders in a directory

Use this feature to quickly select all of the folders in your directory so that you can transfer, compare, or synchronize them.

### To tag all folders in a directory

- 1 In the File Transfer window, go to the directory that contains the folders that you want.
- 2 On the Edit menu, click **Tag > Folders**.

## Tagging files using wildcard characters

If you want to select only certain files in a folder or are unsure of the exact file name, you can use wildcard characters to select the files that meet your search criteria. You can use the following wildcard characters: \*, ?, |

Wildcard patterns are stored in a list, so that you can select the ones that you use frequently. You can type a string of wildcard characters to tag several different types of files at once. For example, you can enter a string that searches for all .doc, .xls, and .exe files.

### To tag files using wildcard characters

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Tag by**.
- 3 In the Tag By window, check **Tag items by wildcard pattern**.

- 4 Type or select the wildcard pattern that you want to use.  
If you are typing a string of wildcard characters, use a comma to separate the entries.  
For example:  
\*.doc  
\*.doc, \*.xls, \*.exe  
\*.htm, \*.html
- 5 Click **OK**.

## Tagging files by date modified

You can tag files by the date they were last modified so that you can quickly locate the files that you have most recently used.

### To tag files by date modified

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Tag by**.
- 3 In the Tag By window, check **Tag items by date last modified**.
- 4 Type the number of days by which you want to search.
- 5 Click **OK**.

## Managing files and folders

You can perform basic file and folder management tasks such as copying, moving, and deleting files or folders on the host or remote computer. These tasks are automatically added to the Command Queue. You can save the command queue file to use later to automate tasks.

See [“About the Command Queue”](#) on page 181.

### Creating a new folder

You can create a new folder on either the host or remote computer.

#### To create a new folder

- 1 In the File Transfer window, select the folder or drive in which you want to create the new folder.
- 2 On the File menu, click **New Folder**.

- 3 Type the name of the new folder.
- 4 Press **Enter**.

## Deleting a file or folder

You can delete files and folders on either the host or remote computer.

### To delete a file or folder

- 1 In the File Transfer window, select the file or folder that you want to delete.
- 2 Press **Delete**.
- 3 In the confirmation dialog box, click **Yes**.

## Renaming a file or folder

You can rename files and folders on either the host or remote computer.

### To rename a file or folder

- 1 In the File Transfer window, select the file or folder that you want to rename.
- 2 On the File menu, click **Rename**.
- 3 Type a new name.
- 4 Press **Enter**.

## Copying a file or folder

You can copy a file or folder from one computer to another.

### To copy a file or folder

- 1 In the File Transfer window, right-click the file or folder that you want to copy, and then click **Copy**.
- 2 Navigate to the location in which you want to place the copy.
- 3 Right-click, and then click **Paste**.
- 4 In the confirmation dialog box, click **Yes**.

## Comparing folders

The Compare Folders feature lets you quickly determine how closely the contents of two folders match. Symantec pcAnywhere compares the contents of the folders on the host and remote computers and highlights any differences. Symantec pcAnywhere performs comparisons at the folder level. To compare the contents of subfolders, you must open each subfolder, and then do a comparison.

#### To compare folders

- 1 In the File Transfer window, in the left pane, open the folder that you want to compare with a folder on the other computer.
- 2 In the right pane, open the folder on the other computer.
- 3 On the navigation bar, under File Transfer, click **Compare Folders**.
- 4 Click **OK**.

## About file transfer preferences

You can specify the default file transfer preferences for all file transfer sessions or change them during a session. Changes that you make during a session affect only the current session.

See [“Changing file transfer settings during a session”](#) on page 178.

## Selecting a start-up location

Symantec pcAnywhere lets you specify the default directory or folder from which the File Transfer window opens on the remote computer after a session is started. The File Transfer window automatically opens in the location of the most recent file transfer, but you can change the start-up location. If the location that you specify no longer exists or cannot be found, the File Transfer window opens in My Computer.

The start-up location of the host computer is the same as the start-up location of the remote computer. If the location does not exist or cannot be found on the host computer, the File Transfer window opens in the My Computer directory on the host computer.

### To select a start-up location

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the File Transfer tab, under Initial File Transfer location, select one of the following:

Previous location	Lets you open the File Transfer window in the location of your most recent file transfer
Specified folder	Lets you specify the folder from which you want the File Transfer window to open

Click Browse and choose the appropriate folder.

- 3 Click **OK**.

## Selecting an overwrite option

By default, pcAnywhere prompts you for confirmation before performing an action that might result in data loss, such as replacing an older file with a newer one. You should change this setting if you plan to perform an automatic file transfer and will not be available to respond to a confirmation prompt.

### To select an overwrite option

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the File Transfer tab, under Settings, in the If destination file exists, select the overwrite option that you want to use if a file with the same name already exists in the destination directory.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.

- 3 Click **OK**.

## Increasing file transfer performance

Symantec pcAnywhere is configured with optimum settings for file transfer, but if you notice a difference in speed or performance, you should check the settings.

### To increase file transfer performance

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the File Transfer tab, under Settings, select any of the following:

Use Compression	Compresses files during file transfer.  Selecting this option can speed up the file transfer if you are transferring a large text file that has not been compressed by some other means, such as a zip tool.
Use SpeedSend	Compares the contents of files with duplicate file names in the source and destination directories and transfers only the portions of the source file that differ.
Suppress error messages	Automatically skips over a file that cannot be processed.  No error message is generated, so no user intervention is required.

- 3 Click **OK**.

## Ways to start a file transfer session

Symantec pcAnywhere lets you start a file transfer session in the following ways:

- Starting a remote connection item that is configured to start in File Transfer mode
- Using Quick Connect
- Switching to file transfer mode during a session

Symantec pcAnywhere prompts you for caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows Vista/XP/2003/2008 Server/2000, the operating system might also prompt you for computer logon credentials.

## Transferring files between computers

Only the remote user can initiate a file transfer. When you transfer files between a host and remote computer, the File Transfer window displays a progress bar, file transfer status information, and the full file name and path name of each file



that is included in the operation. Symantec pcAnywhere adds the file or folder name, the source and destination path, and the operation and its status to the Command Queue. You can save the contents of the Command Queue to a command queue file so that you can automate future tasks.

See [“About the Command Queue”](#) on page 181.

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**Note:** Because of the way Windows Vista handles security, you cannot copy files on the primary partition.

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### To transfer files between computers

1 In the Session Manager window, on the left navigation bar, click **File Transfer**.

2 In the File Transfer window, select the files that you want to transfer.

The left pane displays the files on your computer. The right pane displays the files on the computer to which you are connected.

3 On the left navigation bar, under File Transfer, select the Transfer option that points in the direction to which you want to transfer files.

The right pointing arrow transfers files from your computer to the computer to which you are connected. The left pointing arrow transfers files from the computer to which you are connected to your computer.

## Canceling a file transfer operation

Depending on the speed of your connection and the number and size of the files that are included in the operation, you can cancel the transfer of the file that is currently being sent or cancel all files in the operation. This action does not affect files that have already been sent.

### To cancel a file transfer operation

- ◆ In the File Transfer window, do one of the following:
  - To cancel the file that is currently being sent, click **Cancel Task**.
  - To cancel all files in the operation that have not already been sent, click **Cancel All**.

## Pausing a file transfer operation

Depending on the speed of your connection and the number and size of the files that are included in the operation, you can pause a file transfer operation, view the Command Queue, and make changes. This action does not affect files that have already been sent.

See [“Viewing the Command Queue during a file transfer operation”](#) on page 178.

#### To pause a file transfer operation

- ◆ In the File Transfer window, click **Pause**.  
To release the pause, click Pause again.

## Viewing the Command Queue during a file transfer operation

While a file transfer is in progress, you can select additional files for transfer and perform other tasks. These operations are sent to the Command Queue to wait until the operations that precede them are complete.

The Command Queue lets you view file transfer operations that are in progress, modify pending operations, and set up command queue files to automate tasks.

See [“About the Command Queue”](#) on page 181.

#### To view the Command Queue during a file transfer operation

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 In the Command Queue window, select the command that you want to change, and then on the left navigation bar, under Command Queue, select the action that you want to perform.

You can cancel or remove one or more commands and move a command up or down in the order of operations.

- 3 To restart the queue, click **Restart Queue**.

## Changing file transfer settings during a session

You can change performance, overwrite, and end-of-session settings during a file transfer session. This opens the Command Queue Preferences window, which lets you manage preferences for file transfer and command queue tasks.

### To change file transfer settings during a session

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.  
In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Command Queue Preferences window, select the options that you want to use.  
See [“Selecting file handling options for command queues”](#) on page 190.
- 3 Click **OK**.

## About synchronization and cloning

Synchronization and cloning help you quickly match the contents of a folder on the host computer with a folder on the remote computer. However, they perform this function differently. Synchronization involves a two-way comparison between two folders. Files are added to each folder to make the contents of each folder match. No files are deleted. Cloning involves a one-way comparison between two folders. Files are added or removed from one folder to match the contents of the other folder.

## Synchronizing folders

You can synchronize folders to ensure that the host and remote computers each have copies of the most recent files. If one folder contains a file that the other folder does not have, the missing file is added to the other folder. If both folders contain a file with the same name, the older version is replaced by the newer version.

Before you synchronize folders, you might want to compare folders to identify and delete any obsolete files.

See [“Comparing folders”](#) on page 173.

### To synchronize folders

- 1 In the File Transfer window, select the folder on your computer that you want to synchronize with a folder on the other computer.
- 2 Select the folder on the other computer with which you want to synchronize.
- 3 On the left navigation bar, under File Transfer, click **Synchronize**.
- 4 In the confirmation dialog box, click **Yes**.
- 5 When the operation finishes, in the File Transfer Status dialog box, click **OK**.

## Synchronizing folders by file type

You can limit the synchronization between folders to certain file types. For example, you can synchronize only the \*.doc files in the folder to ensure that the host and remote computers each have copies of the most recent files. During the synchronization, pcAnywhere ignores other file types that might be included in the folders.

### To synchronize folders by file type

- 1 In the File Transfer window, select the files on your computer that you want to synchronize with files on the other computer.
- 2 Select the files on the other computer with which you want to synchronize.
- 3 On the Actions menu, click **Synchronize**.
- 4 In the confirmation dialog box, click **Yes**.
- 5 When the operation finishes, in the File Transfer Status dialog box, click **OK**.

## Cloning a folder

You can clone folders to ensure that the contents of one folder match the contents of another folder. Unlike synchronization, which makes the contents of two folders match by adding files to both, cloning overwrites the contents of the destination folder to make it match the contents of the source folder.

Files and subfolders in the source folder are added to the destination folder if they do not already exist. Files and subfolders in the destination folder that do not exist in the source folder will be deleted. Duplicate files and subfolders in the destination folder will be replaced with the most recent versions.

Before performing this procedure, you should perform a comparison of the two folders to avoid losing data.

See [“Comparing folders”](#) on page 173.

### To clone a folder

- 1 In the File Transfer window, open the destination folder in which you want to put the duplicated files and subfolders.
- 2 Open the source folder that you want to duplicate.
- 3 On the Actions menu, click **Clone**.
- 4 In the Clone Folder dialog box, click **Yes**.
- 5 In the confirmation dialog box, click **Yes**.
- 6 When the operation finishes, in the File Transfer Status dialog box, click **OK**.

# Automating file transfer and management tasks

This chapter includes the following topics:

- [About the Command Queue](#)
- [Using command queue files to automate tasks](#)
- [Creating a command queue file during a session](#)
- [Running a command queue file](#)

## About the Command Queue

The Command Queue lets you view file transfer operations that are in progress, modify pending operations, and set up command queue files to automate tasks. File transfer send, receive, and synchronize commands that are performed in the File Transfer window are automatically added to the Command Queue and run in the background.

Symantec pcAnywhere lets you save these commands in a queue file (.cqf) to use later, or you can create your own command queue file.

The following are examples of how you can use a command queue file:

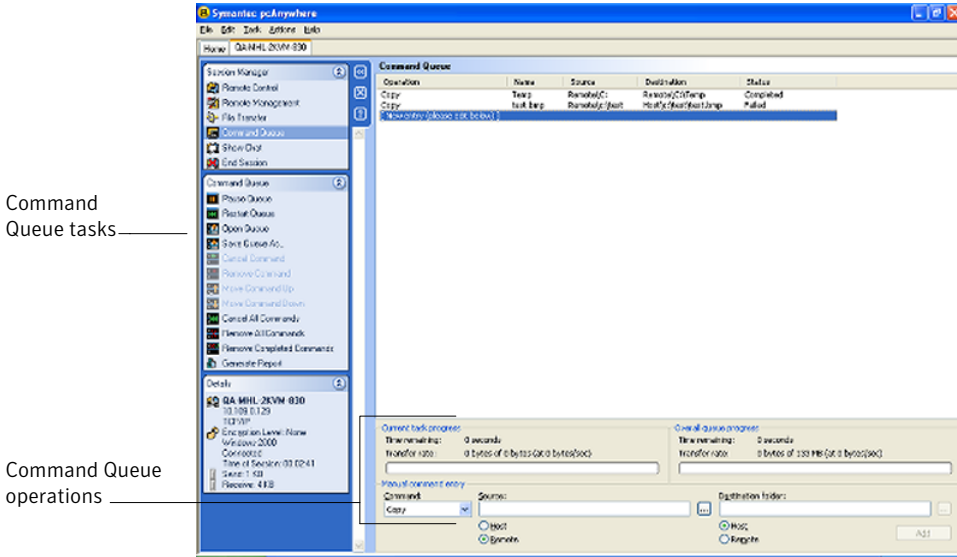
- Distribute and install software updates on one or more computers.
- Transfer one or more files to multiple computers simultaneously.
- Run Windows command-line and end-of-session commands on one or more computers.
- Automate file transfer and management tasks, such as synchronizing folders on your work and home computers at the end of each day.

You can add your command queue files to the Windows Task Scheduler to run them automatically.

See “Scheduling a command queue file to run automatically” on page 200.

Figure 8-1 shows the Command Queue window during a session.

Figure 8-1 Command Queue window



## Using command queue files to automate tasks

You can create a command queue file that contains file transfer, command-line, and end-of-session commands while you work offline. These queue files are added to the Command Queue window. You can connect to a host computer later and run the commands that are contained in the queue file.

For example, you can create a queue file to distribute and install software updates on a group of computers on your network.

The following is an example of how to set up a command queue file:

- Add a command to create a folder on the host computer in which you want to install the software.  
See “Creating a folder on the host or remote computer” on page 186.
- Add a command to copy the executable file from the remote computer to the directory that you created on the host computer.  
See “Copying or moving a file” on page 183.

- Add a command to run the executable file, including the full path and any parameters.  
See “[Sending a command line](#)” on page 187.
- Add the list of host computers on which you want to install the software.  
See “[Adding remote connection items to a command queue file](#)” on page 189.
- Specify the end-of-session options that you want to use.  
For example, you can configure the queue file to restart the host computer if the software that you are installing requires a restart.  
See “[Selecting end of session options for command queues](#)” on page 191.

## Using environment variables

You can use environment variables for command queue source and destination files. Environment variables can be useful when you create command queue tasks for multiple computers. Environment variables ensure that each computer carries out the command according to the configuration of that computer.

You must place a percentage symbol (%) before and after the variable name for the command queue to recognize the variable. For example, if you want to use a system variable to identify a file in the Windows temporary folder named sample.txt, type the file name as follows: %TEMP%\sample.txt

When the command queue processes an environment variable, it first searches for a match in the user variables list. If a match cannot be found, the command queue then searches the system environment variables list.

For more information on environment variables, see the Windows documentation.

## Working with command queue files

You can add file or folder management commands, Windows command-line commands, and remote management end-of-session commands to a queue file. File commands include copying, moving, deleting, and renaming. Folder management commands include creating, deleting, and synchronizing folders.

### Copying or moving a file

You can manually add a command to copy or move files between the host and remote computers. You must provide the full path to files and folders on the host computer. You can browse directories on the remote computer.

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**Note:** Because of the way Windows Vista handles security, you cannot copy files on the primary partition.

---

### To copy or move a file

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, do one of the following:
  - To copy files to the host or remote computer, select **Copy**.
  - To move files from one computer to another, select **Move**.
- 4 Do one of the following:
  - To copy or move a file from the host computer to the remote computer, under Source, click **Host**, and then browse to the file that you want to copy or move.
  - To copy or move a file from the remote computer to the host computer, under Source, click **Remote**, and then browse to the file that you want to copy or move.
- 5 Do one of the following:
  - To copy or move a file from the host computer to the remote computer, under Destination, click **Remote**, and then browse to the folder in which you want to place the file.
  - To copy or move a file from the remote computer to the host computer, under Destination, click **Host**, and then browse to the folder in which you want to place the file.
- 6 Click **Add**.
- 7 Click **OK**.

### Deleting a file

Files that are deleted during a file transfer operation are automatically added to the Command Queue as delete commands. You can also manually add delete commands to a command queue file.

You must provide the full path to files and folders on the host computer. You can browse directories on the remote computer.



### To delete a file

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, select **Delete**.
- 4 Do one of the following:
  - To delete a file on the host computer, under Source, click **Host**, and then browse to the file.
  - To delete a file on the remote computer, under Source, click **Remote**, and then browse to the file.
- 5 Click **Add**.
- 6 Click **OK**.

### Renaming a file on the host or remote computer

Files that are renamed during a file transfer operation are not automatically added to the Command Queue as rename commands. You can manually add rename commands to a command queue file. The rename command can be run only on one computer, either the host or remote.

You must provide the full path to files and folders on the host computer. You can browse directories on the remote computer.

#### To rename a file on the host or remote computer

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, select **Rename**.

- 4 Do one of the following:
  - To rename a file on the host computer, under Source, click **Host**, and then browse to the file.
  - To rename a file on the remote computer, under Source, click **Remote**, and then browse to the file.
- 5 Do one of the following:
  - To rename a file on the host computer, under Destination, type the full path and new name of the file.
  - To rename a file on the remote computer, under Source, type the full path and new name of the file.  
The destination folder must exist. It is not created automatically.
- 6 Click **Add**.
- 7 Click **OK**.

## Creating a folder on the host or remote computer

Folders that are created during a file transfer operation are not automatically added to the Command Queue as create folder commands. You can manually add create folder commands to a command queue file. The create folder command can be run only on one computer, either the host or remote.

You must provide the full path to files and folders on the host computer. You can browse directories on the remote computer.

### To create a folder on the host or remote computer

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, select **Create folder**.
- 4 Do one of the following:
  - To create a folder on the host computer, under Source, click **Host**, and then type the full path to the folder.

- To create a folder on the remote computer, under Source, click **Remote**, and then type the full path to the folder.
- 5 Click **Add**.
  - 6 Click **OK**.

## Synchronizing folders on the host and remote computers

You can manually add a command to synchronize folders on the host and remote computers to ensure that both folders have the same content. During a synchronization, if one folder contains a file that the other folder does not have, the missing file is added to the other folder. If both folders contain a file with the same name, the older version is replaced by the newer version.

You must provide the full path to files and folders on the host computer. You can browse directories on the remote computer.

### To synchronize folders on the host and remote computers

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, select **Synchronize**.
- 4 Under Remote folder, browse to the folder on the remote computer with which you want to synchronize.
- 5 Under Host folder, browse to the folder on the host computer with which you want to synchronize.
- 6 Click **Add**.
- 7 Click **OK**.

## Sending a command line

You can include command lines in a command queue file. This feature functions similarly to the Run feature in Windows.

For example, you can send commands to create a directory on a host computer and run an executable file to silently install a program in that directory. The

executable file must be on the host computer. You can include a command in the queue file to copy the executable file to the host computer.

See “Copying or moving a file” on page 183.

#### To send a command line

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Commands tab, under Command entry, in the Command list, select **Run command**.
- 4 Under Source, type the command line and parameters that you want to run on the host computer.

To run an executable file on the host computer, the file must be located on the host computer, and you must type the full path to the file.
- 5 Check Wait until command finishes to let the executable file command finish running before the next command begins.
- 6 Click **Add**.
- 7 Click **OK**.

## Arranging items in the queue file

Symantec pcAnywhere runs the commands that are contained in the queue file sequentially, starting with the first item in the list. New commands that you add to the queue file are added to the bottom of the list. You can edit a queue file to rearrange the order of the commands.

#### To arrange items in the queue file

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.

- 3 On the Commands tab, under Command list, do one of the following:
  - To move a command up in the order of commands, select the command, and then click **Move Command Up**.
  - To move a command down in the order of commands, select the command, and then click **Move Command Down**.
  - To remove a command, select the command, and then click **Delete**.
  - To remove all commands, click **Clear All**.
- 4 Click **OK**.

## Adding remote connection items to a command queue file

You can add remote connection items to a command queue file to automate the connection process and perform tasks on multiple computers. As the queue file runs, pcAnywhere connects to each host computer sequentially by using the connection and security information that is configured in each remote connection item.

After running the commands on the first computer in the connection list, pcAnywhere ends the connection and then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

### To add remote connection items to a command queue file

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 In the Command Queues window, do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Remotes tab, do one of the following:
  - To add a remote connection item that you have already configured, click **Add Existing**.  
This opens the default data directory for the remote connection item files (.chf). Select the file that you want to add, and then click **Open**.
  - To configure a new remote connection item, click **Add New**.  
This opens the advanced properties for a new remote connection item. Configure the new remote connection item, and then click **OK**.

See “[Configuring a remote connection using advanced properties](#)” on page 98.

- 4 Repeat 3 for each remote connection item that you want to add.
- 5 Click **OK**.

## Selecting file handling options for command queues

By default, pcAnywhere prompts you for confirmation before performing an action that might result in data loss, such as replacing an older file with a newer one. However, you should change this setting if you plan to perform an automatic file transfer and will not be available to respond to a confirmation prompt. If you configure the command queue file to run unattended, errors are displayed in the command queue status as failed. This does not stop the queue from running.

You can configure pcAnywhere to suppress error messages so that no user interaction is required. When the command queue encounters a file that cannot be processed, it automatically proceeds to the next operation. The Command Queue window displays the status as failed.

Symantec pcAnywhere is configured with optimum settings for file transfer, but if you notice a difference in speed or performance, you should check the settings.

### To select file handling options for command queues

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.

**3** On the Settings tab, under During queue execution, select any of the following:

Use compression	Compresses the files during transfer.  Selecting this option can speed up the file transfer if you are transferring a large text file that has not been compressed by some other means, such as a zip tool.
Use SpeedSend	Compares the contents of files with duplicate file names in the source and destination directories and transfers only the portions of the source file that differ.
Confirm deletion of read-only/system/hidden files	Prompts you to confirm the action before deleting these types of files.  Select this option only if you will be present to respond to the prompt.
Suppress error messages	Automatically skips over a file that cannot be processed. No error message is generated, so no user intervention is required.

**4** In the If destination file exists list, select the overwrite option that you want to use if a file with the same name already exists in the destination directory.

Select Verify before overwriting only if you will be present to respond to the prompt.

**5** Click **OK**.

## Selecting end of session options for command queues

You can select the state in which you want to leave the host computer after the queue runs. Some actions, such as installing a software update, might require you to restart the computer. You can also generate a report that provides details about the command queue operations. You can configure the queue to do this automatically after the session ends. The options that you specify here will be carried out on each computer that is included in the remotes list.

### Keeping the connection open

Symantec pcAnywhere lets you keep the connection open after running a command queue file so that you can perform other tasks.

### To keep the connection open

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Settings tab, under After queue ends, select **Remain connected**.
- 4 Click **OK**.

### Disconnecting after the queue runs

Symantec pcAnywhere lets you automatically end the connection after the queue file runs. You should use this option if you are running the queue file unattended.

#### To disconnect after the queue runs

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Settings tab, in the After queue ends list, select **Disconnect**.
- 4 Click **OK**.

### Generating a command queue report automatically

You can have pcAnywhere automatically generate a report that provides the results of the tasks in the command queue file. Symantec pcAnywhere generates the report when the session ends. The report contains the commands that were executed during the session and their status. You can save the report in HTML (.html) or comma separated values (.csv) format.

#### To generate a command queue report automatically

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:



- To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Settings tab, under After queue ends, check **Generate report**.
  - 4 Click **Browse**.
  - 5 In the Save As dialog box, in the Save in box, select the folder location for the report file.  
The default folder location is as follows:  
For Windows Vista/2008 Server:  
`\Program data\Symantec\pcAnywhere\Command Queues`  
For Windows XP/2003 Server/2000  
`\Documents and Settings\All Users\Application Data\Symantec\pcAnywhere\Command Queues`
  - 6 In the File name box, type the file name.
  - 7 In the Save as type box, select the file type for the report.  
The default file type is HTML.
  - 8 Click **Save**.
  - 9 Click **OK**.

## Locking a computer or logging off a user

Symantec pcAnywhere lets you automatically lock a host computer or log off the user who is logged on to the host computer after the queue file runs. To use these features, the host and remote computers must have the remote management components installed.

You can configure options for saving data and notifying the host user about the action that you are about to perform. For the logoff command, you can prompt users to close open programs and save their work. You can also configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

The lock computer option is available on Windows Vista/XP/2003/2008 Server/2000 only. For added security, the host user can password-protect the screen saver.

### To lock a computer or log off a user

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Settings tab, under After queue ends, do one of the following:
  - To lock a computer on Windows Vista/XP/2003/2008 Server/2000, select **Disconnect and lock host computer**.
  - To log off the user who is logged on, select **Disconnect and log off host computer**.
- 4 Select any of the following:

Prompt user	Notifies the user about the action that you are about to perform.  Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
Allow user to cancel	Sends a confirmation prompt to the host user.  This option is available only if you select Prompt user.
Message to display	Lets you type a message that you want to send to the host user.  This option is available only if you select Prompt user.
Close open programs without saving data	Forcibly closes any programs that are running. The user will lose any unsaved data.  This option is not available for the lock computer option.

- 5 Click **OK**.

## Restarting or shutting down a host computer

Symantec pcAnywhere lets you automatically restart or shut down a host computer after the queue file runs. To use these features, the host and remote computers must have the remote management components installed.

You can configure options for saving data and notifying the host user about the action that you are about to perform. You can prompt users to close open programs and save their work. You can also configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

### To restart or shut down a host computer

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 Do one of the following:
  - To configure an existing command queue file, right-click the file, and then click **Properties**.
  - To configure a new command queue file, on the File menu, click **New Item > Advanced**.
- 3 On the Settings tab, under After queue ends, select one of the following:
  - Restart host computer
  - Shut down host computer

4 Select any of the following:

Prompt user	Notifies the user about the action that you are about to perform.  Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
Allow user to cancel	Sends a confirmation prompt to the host user.  This option is available only if you select Prompt user.
Message to display	Lets you type a message that you want to send to the host user.  This option is available only if you select Prompt user.
Close open programs without saving data	Forcibly closes any programs that are running. The user will lose any unsaved data.

5 Click **OK**.

## Creating a command queue file during a session

File transfer and end-of-session remote management tasks that you perform in the Session Manager are automatically added to the Command Queue. Files transfer in the background so that you can continue to work or queue other files. After the queue runs, you can modify the order of operations, add or remove commands, and rearrange the order of commands. When you finish working in the command queue, you can print a report of the command queue tasks.

You can also manually add commands to the Command Queue.

See [“Using command queue files to automate tasks”](#) on page 182.

## Pausing the Command Queue

The Command Queue displays status information about the tasks that are running. To make changes to a task that is running, you must first pause the queue.

### To pause the Command Queue

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 On the left navigation bar, under Command Queue, click **Pause Queue**.

## Removing a command from the command list

You can remove commands from the command list so that they are not included in the command queue file.

### To remove a command from the command list

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 In the right pane, in the Command Queue list, select the command that you want to remove.
- 3 On the left navigation bar, under Command Queue, click **Remove Command**.

## Arranging commands in the command list

Symantec pcAnywhere runs the commands that are in the Command Queue sequentially, starting with the first item in the list. New commands are added to the bottom of the list. You can rearrange the order of the commands in the command list.

### To arrange commands in the command list

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 In the right pane, in the Command Queue list, select the command that you want to move.
- 3 On the left navigation bar, under Command Queue, do one of the following:
  - To move a command up in the order of commands, click **Move Command Up**.
  - To move a command down in the order of commands, click **Move Command Down**.

## Saving a command queue file

Symantec pcAnywhere lets you save the Command Queue in a queue file that can be used later. You can also use the queue files with the Windows Task Scheduler to automate tasks. Symantec pcAnywhere saves the queue file (.cqf) in the default pcAnywhere data directory.

See [“Scheduling a command queue file to run automatically”](#) on page 200.

#### To save a command queue file

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 Under Command Queue, click **Save Queue As**.
- 3 In the Save As dialog box, type a file name.
- 4 Click **Save**.

## Generating a command queue report on-demand

You can generate a report that provides the results of the tasks in the command queue file when needed. The report contains the commands that were executed during the session and their status. You can save the report in HTML (.html) or comma separated values (.csv) format.

See [“Generating a command queue report automatically”](#) on page 192.

#### To generate a command queue report on-demand

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 On the left navigation bar, under Command Queue, click **Generate Report**.
- 3 In the Save As dialog box, in the Save in box, select the folder location for the report file.
- 4 In the File name box, type the file name.
- 5 In the Save as type box, select a file type for the report.  
The default file type is HTML.
- 6 Click **Save**.
- 7 Click **OK**.

## Running a command queue file

You can run a command queue file in the following ways:

- Starting a queue file during a remote session
- Starting a queue file without starting a session
- Scheduling a queue file to run automatically

## Running a command queue file during a session

Symantec pcAnywhere lets you open a command queue file while in session and run it. If the Command Queue is already running, you must pause it first. If you have made changes in the Command Queue that have not been saved, pcAnywhere prompts you to save the changes first.

### To run a command queue file during a session

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 Under Command Queue, click **Open Queue**.
- 3 In the Open window, select the command queue file that you want to open.
- 4 Click **Open**.

Symantec pcAnywhere runs the commands that are contained in the queue file.

## Running a command queue file without starting a session

Symantec pcAnywhere lets you run a command queue file from the following locations:

- Command Queues
- Remotes
- Quick Connect

As the command queue file runs, pcAnywhere connects to each host computer sequentially, using the connection and security information that is configured in the remote connection items or in Quick Connect. After running the commands on the first computer in the connection list, pcAnywhere ends the connection and then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

### Running a command queue file from the Command Queues window

Symantec pcAnywhere places the command queue files that you create offline in the Command Queues window. If the command queue file does not contain any remote connection items, pcAnywhere prompts you to add one. As the queue runs, the Command Queue window displays status information. The only action that you can take in this window is to cancel the Command Queue. This ends the connection and stops any pending actions.

#### To run a command queue file from the Command Queues window

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, click **Command Queues**.
- 2 In the right pane, under Command Queues, double-click the command queue file that you want to run.

### Running a command queue file from the Remotes or Quick Connect windows

If you start a command queue from the Remotes or Quick Connect windows, pcAnywhere prompts you for the name of the command queue file and then for the pcAnywhere caller credentials that are needed to log on to the host computer. If you are connecting to multiple host computers, pcAnywhere lets you send these credentials to the other host computers. If these credentials are not correct, you will be prompted to type them again.

#### To run a command queue file from the Remotes or Quick Connect windows

- 1 In the Symantec pcAnywhere window, on the left navigation bar, under pcAnywhere Manager, select one of the following:
  - Remotes
  - Quick Connect
- 2 In the right pane, do one of the following:
  - To run a command queue file by using the connection settings that you configured in a remote connection item, in the right pane, right-click the connection item that you want to use, and then click **Start Command Queue**.
  - To run a command queue file on one or more computers on your network by using Quick Connect, in the right pane, select the computers on which you want to run the command queue file, right-click, and then click **Start Command Queue**.

## Scheduling a command queue file to run automatically

You can add a command queue file to the Windows Task Scheduler so that you can run the queue file automatically at a scheduled time. Scheduled tasks run in the background. You should set up the command queue file to automatically disconnect after the command queue file runs.

See [“Selecting end of session options for command queues”](#) on page 191.



As the command queue file runs, pcAnywhere connects to each host computer sequentially, using the connection and security information that is configured in the remote connection items. After running the commands on the first computer in the connection list, pcAnywhere ends the connection and then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

If a host is busy, pcAnywhere displays a dialog message on the remote computer for several seconds. If the remote user does not respond to the prompt, pcAnywhere continues with the next operation in the queue file.

### To schedule a command queue file to run automatically

- 1 Do one of the following:
  - In Windows Vista, on the Windows taskbar, click **Start > Control Panel > System and Maintenance > Schedule Tasks**.
  - In Windows 2008 Server on Windows taskbar, click **Start > Control Panel > Administrative Tools > Task Scheduler**
  - In Windows XP/2003 Server/2000, on the Windows taskbar, click **Start > Settings > Control Panel**.
- 2 Double-click **Scheduled Tasks**.
- 3 Double-click **Add Scheduled Task** to start the wizard.
- 4 In the Scheduled Task Wizard window, click **Next**.
- 5 Browse to the folder that contains your command queue files (.cqf), and then select the one that you want to schedule.

Symantec pcAnywhere stores the command queue files in the pcAnywhere data directory by default.
- 6 Click **Next**.
- 7 Type a name for the scheduled task.
- 8 Select the frequency with which you want to perform the task.
- 9 Click **Next**.
- 10 For daily, weekly, monthly, and one-time tasks, select the start time, start date, and time intervals for the scheduled task.

The information for which you are prompted varies depending on the frequency of the task.
- 11 Click **Next**.
- 12 Type the computer logon information for the user who will start the task.
- 13 Click **Next**.

**14** Verify your settings.

**15** Click **Finish**.

This adds the command queue file to the list of scheduled tasks in the Scheduled Task folder.

# Securing your computer and sessions

This chapter includes the following topics:

- [Protecting a host computer from unauthorized access](#)
- [About access rights](#)
- [About session security](#)
- [Using encryption to protect data](#)
- [Protecting configuration settings](#)
- [Ways to assess host security](#)

## Protecting a host computer from unauthorized access

When you set up a host computer so that others can connect to it, one of your primary concerns should be to protect the host from unauthorized access. Symantec pcAnywhere requires that you set up logon credentials for users who connect to your computer and that you select an authentication method to verify their identities.

See [“About authentication in pcAnywhere”](#) on page 204.

You can also use the following methods to help protect a host computer from unauthorized access:

**Secure the logon process** You can protect the host computer from unauthorized access and denial of service attacks by limiting the number of logon attempts and by limiting the amount of time that a user has to log on.

See [“Configuring logon security”](#) on page 209.

**Secure the host session** You can use encryption to protect the data stream between the host computer and the remote computer.

See [“Using encryption to protect data”](#) on page 218.

Symantec pcAnywhere provides a number of options to help protect the security of the host session. For example, you can choose to receive a confirmation prompt before a remote user can connect to your computer, restrict control of the keyboard and mouse, and set inactivity limits for a session.

See [“Securing the host computer upon connection ”](#) on page 210.

For modem connections, you can use the callback feature as a security measure.

See [“Calling back remote users”](#) on page 212.

**Limit access to the host computer** You can set up caller accounts to limit the access rights of a user or group of users on the host computer.

See [“About access rights”](#) on page 213.

You can also hide a host computer from network search results (for example, to minimize a server's exposure on a network).

See [“Hiding the host name from network search results”](#) on page 211.

Symantec pcAnywhere provides administrators with a number of global security options that help block unauthorized users at the point of entry. These options include serialization, centralized authentication, and strong encryption.

For more information on managing security in pcAnywhere, see the *Symantec pcAnywhere Administrator's Guide*.

## About authentication in pcAnywhere

The first line of defense in protecting your computer and network from unauthorized access is to select the strongest type of user authentication that your computer environment supports.

In pcAnywhere, user authentication is the process by which a user's credentials are verified against a directory or access list to ensure that the user has permission

to access the host computer. The authentication type that you choose can depend on your operating system and computing environment.

Symantec pcAnywhere supports a variety of authentication types. The authentication type that you choose depends on your computing environment. For example, your administrator might use a directory server, like Microsoft Active Directory Services (ADS) to create and maintain user accounts to control access to the network.

You must select an authentication type, regardless of whether you are connected to a network. If you are not sure which type to use, contact your administrator.

## Configuring Secondary Authentication

Symantec pcAnywhere Enable Secondary Authentication provides you the option to log on to a session even if the primary authentication fails. This option helps you to logon successfully to a host computer by specifying the secondary authentication credentials.

### To configure Secondary Authentication

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item in which you want to configure the secondary authentication, and then click **Properties**.
- 3 In the Host Properties dialog box, click the Callers tab, and then select an authentication type.
- 4 Under Caller list, create a new caller.
- 5 Check **Enable Secondary Authentication**.

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**Note:** If you configure secondary authentication for the selected authentication type for the first time, the Caller Properties: New Caller dialog box is automatically displayed.

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- 6 Click **Secondary Caller Properties**.
- 7 In the Caller Properties: New Caller dialog box, under the Identification tab, select a domain and account.
- 8 Click **OK**.
- 9 In the Host Properties dialog box, click **Apply** and then **OK**.

## Configuring a caller to use pcAnywhere Authentication

Symantec pcAnywhere Authentication can be used on any operating system. This method of authentication verifies whether a remote user has permission to connect to the host by checking the list of users and passwords that are maintained by pcAnywhere on the host computer. This method of authentication is the least secure.

### To configure a caller to use pcAnywhere Authentication

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, click **pcAnywhere**.
- 4 Under Caller list, click the **New Item** icon.
- 5 In the Caller Properties window, on the Identification tab, type a logon name for the remote user.
- 6 Type a password.
- 7 In the Confirm password box, retype the password.
- 8 Click **OK**.
- 9 In the Host Properties window, click **OK**.

## Configuring a caller to use directory-server-based authentication

Symantec pcAnywhere supports the following directory-server-based authentication types if these authentication mechanisms are already in place on your network:

- Microsoft Active Directory Services (ADS)  
ADS authentication is available on Windows 2000/2003/2008 Server/XP/Vista only.
- Lightweight Directory Access Protocol (LDAP)
- Microsoft LDAP
- Smart Card (PC/SC smart cards)

These types of authentication validate a user or group of users by checking a list that is stored on the directory server.

### To configure a caller to use directory-server-based authentication

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the ADS or LDAP authentication type that you want to use.
- 4 Under Caller list, click the **New Item** icon.
- 5 In the Caller Properties window, on the Identification tab, do the following:
  - For ADS or LDAP authentication types, browse the directory tree for your user or group name.
- 6 For ADS and Smart Card, click **Validate** to validate the user.
- 7 Click **OK**.

### Configuring a caller to use Windows-based authentication

Symantec pcAnywhere supports NT and Windows authentication types. These types of authentication validate a user or group by checking a list that is maintained on a workstation or shared directory. NT Caller Authentication is supported on Windows Vista/XP/2003/2008 Server/2000 only.

For more information about setting up Windows NT authentication for global groups, see the *Symantec pcAnywhere Administrator's Guide*.

### To configure a caller to use Windows-based authentication

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the Windows-based authentication method that you want to use.
- 4 Under Caller list, click the **New Item** icon.
- 5 In the Caller Properties window, on the Identification tab, select one of the following:

User	Lets you configure a caller account for an individual user
Group	Lets you configure a caller account for a group of users

- 6 Under Domain, select a computer or domain name.
- 7 Under Account, select a valid user or group name.
- 8 Click **OK**.

## Configuring a caller to use RSA SecurID

RSA SecurID is a type of two-factor authentication. SecurID validates users against a security code, which is generated by an authenticator and a user-provided PIN. Symantec pcAnywhere supports SecurID if your network is configured to support it.

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**Note:** RSA does not work for Vista/2008 Server.

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For more information about configuring pcAnywhere to use SecurID, see the *Symantec pcAnywhere Administrator's Guide*.

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**Note:** To use RSA SecurID authentication, the host and remote computers must both be running pcAnywhere 11.0 or later.

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### To configure a caller to use RSA SecurID

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, click **RSA SecurID**.
- 4 Under Caller list, click the **New Item** icon.
- 5 In the Caller Properties window, on the Identification tab, type the user logon name.  
This logon name must represent a valid user on the RSA ACE server.
- 6 Click **OK**.

## Configuring a caller to use Web-based authentication

Web-based authentication types validate users by checking a user list that is associated with the Web-based service. Symantec pcAnywhere supports FTP, HTTP, and HTTPS.



**To configure a caller to use Web-based authentication**

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the Web-based authentication method that you want to use.
- 4 Under Caller list, click the **New Item** icon.
- 5 In the Caller Properties window, on the Identification tab, type the name of the authentication server.
- 6 Type the logon name for the user.
- 7 Click **OK**.

## Configuring logon security

Symantec pcAnywhere automatically secures logon information by using symmetric encryption to encrypt the user ID and password. You can configure the logon process to protect the host computer from unauthorized access and denial of service.

See [“Using encryption to protect data”](#) on page 218.

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**Note:** Logon information might not be encrypted if either the host or remote is running a previous version of pcAnywhere that is not configured to use symmetric encryption.

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**To configure logon security**

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.

- 3 In the Host Properties window, on the Security Options tab, under Login options, select any of the following:

Make passwords case sensitive	Lets you use a combination of uppercase and lowercase letters in a password.  This setting applies to pcAnywhere Authentication only.
Limit time to complete login	Specifies how much time a remote user has to log on successfully.  The default value is three minutes.
Limit login attempts per call	Specifies the number of times that a remote user can attempt to log on before being locked out.  The default value is three attempts.
Block failed IP addresses	Blocks connections from a specific IP address for the number of minutes that you specify.  This setting applies only for TCP/IP connections in which the remote user exceeds the maximum number of login attempts per call.

- 4 Click **OK**.

## Securing the host computer upon connection

Symantec pcAnywhere lets you secure the host computer after you have made a remote connection.

### To secure the host computer upon connection

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.

- 3 In the Host Properties window, on the Security Options tab, under Connection options, select any of the following:

Prompt to confirm connection	Notifies you when a remote user attempts to connect to your computer.  Select the number of seconds that you have to respond to the prompt. The default value is 10 seconds. To automatically disconnect the remote user if the timeout period expires, also check <b>Disconnect if timeout.</b>
Blank PC screen after connection	Lets you blank the computer screen on the host after the connection is made to prevent others at the host site from viewing the session.
Secure workstation after connection	Lets you lock the host computer or log off the current user once the connection is made.

- 4 Click **OK**.

## Hiding the host name from network search results

When a remote user starts a remote session using a TCP/IP network connection and has not specified a host name or IP address, pcAnywhere automatically scans for available hosts that are running on the same network. The user can then select a host name from the list. For security reasons, a host user or administrator might not want the host name included in the list (for example, to minimize a server's exposure on a network). Symantec pcAnywhere lets you hide the host name from the search results.

You can also limit connections to specific computer names or IP addresses.

For more information, see the Symantec pcAnywhere Administrator's Guide.

### To hide the host name from network search results

- 1 In the Symantec pcAnywhere window, in Advanced View, on the Edit menu, click **Preferences**.

In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Host Communications tab, check **Do not display host in TCP/IP search results**.
- 3 Click **OK**.

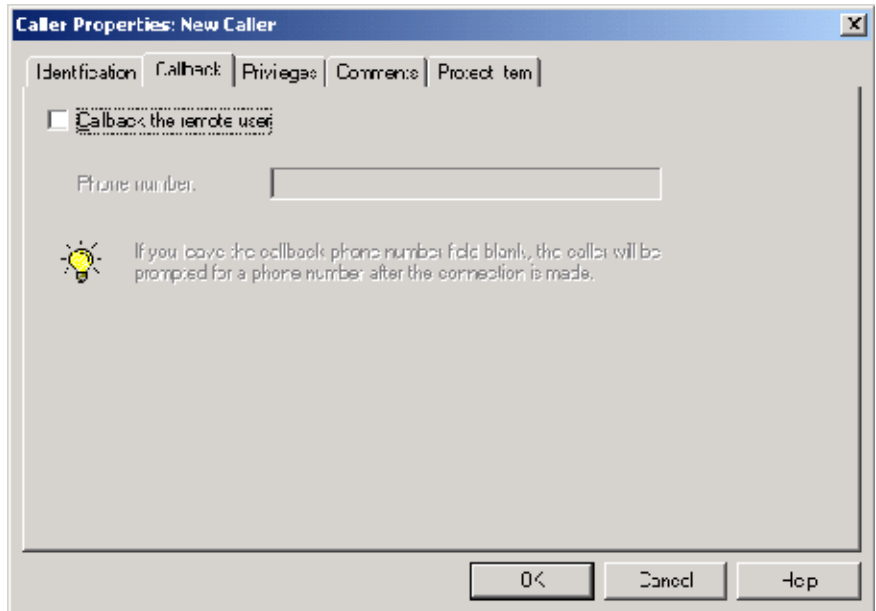
## Calling back remote users

The Callback feature lets you confirm the identity of a remote user who is connecting over a modem or ISDN. When a remote user attempts to connect to the host, the host computer terminates the connection, and then calls back the remote computer at a preconfigured number. If the remote computer is not waiting for a connection at that number, the host cancels the session.

### To call back remote users

- 1 In the Symantec pcAnywhere window, in Advanced view, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, and then click **Properties**.
- 4 On the Callback tab, check **Callback the remote user**.

This tab only appears if you have a modem installed and properly configured on your computer.



- 5 Type the phone number of the remote modem.
- 6 Click **OK**.

## About access rights

As a host user, you can specify who can connect to your computer and what they are allowed to do. Symantec pcAnywhere restricts remote users from canceling a host session and sets an inactivity time limit to protect against denial of service. You can change these settings for an individual user or group of users. Symantec pcAnywhere also lets you further limit users who connect to your computer from performing certain functions (for example, restarting your computer).

Depending on your operating system, you can also restrict users from accessing specific drives.

Symantec pcAnywhere lets administrators control access rights through the use of centralized policy management.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

## Configuring caller rights

Caller rights let you limit the level of access that a remote user has to your computer. You can control whether a user can perform certain functions, such as restarting your computer canceling your host session, or powering off your computer.

You can also prevent users from performing file transfer operations or stopping a process that is running. If you want to let a remote user synchronize or clone folders on your computer, you must enable upload and download privileges.

When you enter a command to execute after pcAnywhere establishes a connection, the command automatically runs on the host computer. The ability to run a command is limited to the rights of the user who is logged on to the host computer. For example, if the user who is logged on to the host computer has guest privileges, a command that requires administrator rights will not run. If no user is logged on to the host computer, the command will not run.

### To configure caller rights

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, and then click **Properties**.

- 4 In the Caller Properties window, on the Privileges tab, select one of the following:

Superuser	Gives the user full access rights.
Specify individual caller rights	Limits access rights. Select the options for which you want to allow or restrict access.

- 5 To let the remote user run an automated task after logging on, in the Command to execute after connect box, type the command information that is needed to run the program.
- 6 Click **OK**.

## Setting time limits for callers

Unless the host is configured as a conference host, only one remote user can connect to a host computer at a time. Other remote users are denied service until the original remote user disconnects. You can protect the host computer from denial of service by limiting the length of time that a user can stay connected and by configuring the host to automatically disconnect after a specified length of inactivity.

This option sets a time limit for only the users or group of users who are assigned to the caller account. When you set a time limit for a session, you should ensure that you allow remote users sufficient time to perform their tasks.

You can also set limits to prevent users from connecting at specific days and times.

See [“Blocking connections by days or times”](#) on page 215.

### To set time limits for callers

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, and then click **Properties**.
- 4 In the Caller Properties window, on the Privileges tab, click **Specify individual caller rights**.

**5** Under **Time limits**, select any of the following:

Limit time allowed per session	Automatically disconnects the remote user after a specified period of time
Caller subject to inactivity timeout	Automatically disconnects the remote user if there has been no keyboard or mouse input for a specified period of time

**6** Select the number of minutes.

**7** Click **OK**.

## Blocking connections by days or times

You can block a user or group of users from connecting to a host computer on certain days or times. This lets you control the amount of time that a host computer is available for connections. For example, you can block remote users from connecting to your computer at a time of day when you will be running a critical task.

### To block connections by days or times

- 1** In the Symantec pcAnywhere window, in **Advanced View**, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under **Hosts**, right-click the connection item that you want to configure, and then click **Properties**.
- 3** In the **Host Properties** window, on the **Callers** tab, right-click the caller item that you want to configure, and then click **Properties**.
- 4** In the **Caller Properties** window, on the **Security** tab, check **Set day and time restrictions for this caller**.
- 5** Click **Day and Time Restrictions**.
- 6** In the **Caller Day and Time Restrictions** window, select the days of the week on which you want to restrict access.

If the box next to the day is checked, connections are restricted between the times that are listed. If the box next to the day is clear, there are no day or time restrictions.

- 7** In the **Between** drop-down list, select the time of day in which the time restriction starts for that day.

- 8 In the And drop-down list, select the time of day in which the restriction ends for that day.
- 9 Click **OK**.

## About session security

Symantec pcAnywhere provides the following options to help protect the security of your host sessions and to prevent others from inadvertently canceling your session:

Keyboard and mouse restrictions	<p>You can lock the keyboard or mouse on either the host computer or the remote computer during a session.</p> <p>You can set restrictions for a specific user or group of users while you work out of session.</p> <p>See <a href="#">“Restricting control of the keyboard and mouse”</a> on page 216.</p> <p>You can also set restrictions while you are connected.</p> <p>See <a href="#">“What you can do during a remote control session”</a> on page 125.</p>
Inactivity time limits	<p>You can set a time limit for all sessions on the host computer to protect against denial of service.</p> <p>See <a href="#">“Setting inactivity time limits for sessions”</a> on page 217.</p> <p>You can also set time limits for a specific user or group of users.</p> <p>See <a href="#">“Setting time limits for callers”</a> on page 214.</p>
Screen blanking	<p>You can blank the host screen upon connection to prevent others at the host site from viewing your session.</p> <p>See <a href="#">“Securing the host computer upon connection ”</a> on page 210.</p> <p>You can also set screen blanking at the caller level.</p> <p>See <a href="#">“About access rights”</a> on page 213.</p>

## Restricting control of the keyboard and mouse

pcAnywhere lets both the host user and the remote user use the keyboard and mouse during a session. You can change this setting to restrict control of the keyboard and mouse for a specific user or group of users. This setting applies to all host sessions for that caller. You can also lock the keyboard and mouse during a session. This restriction applies only to that session.

See [“What you can do during a remote control session”](#) on page 125.



Giving full control of the keyboard and mouse to the host user locks the keyboard and mouse on the remote computer during a session. Use this setting if you are hosting a demonstration or training session to protect the session from interruptions.

Giving full control of the keyboard and mouse to the remote user locks the keyboard and mouse on the host computer during a session. Use this setting if you are letting a remote user connect to your computer to troubleshoot a problem or if you are running a host session unattended (for example, connecting to your office computer from home).

#### To restrict control of the keyboard and mouse for a caller

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, and then click **Properties**.
- 4 In the Caller Properties window, on the Security tab, select one of the following:

Host and Remote	Lets both users control the keyboard and mouse
Host	Locks the keyboard and mouse on the remote computer during a session
Remote	Locks the keyboard and mouse on the host computer during a session

- 5 Click **OK**.

## Setting inactivity time limits for sessions

Unless the host is configured as a conference host, only one remote user can connect to a host computer at a time. Other remote users are denied service until the original remote user disconnects. You can protect the host from denial of service by limiting the length of time that a user can stay connected and by configuring the host to automatically disconnect after a specified length of inactivity.

This option sets a time limit for all sessions. Symantec pcAnywhere also lets you configure time limits for individual callers. When you set a time limit for a session,

you should ensure that you allow remote users sufficient time to perform their tasks.

See “[Setting time limits for callers](#)” on page 214.

#### To set inactivity time limits for sessions

- 1 In the pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the Host Properties window, on the Security Options tab, under Session Options, check **Disconnect if inactive**.
- 4 Select the time-out period.
- 5 Click **OK**.

## Using encryption to protect data

Encryption is a method of encoding or scrambling data to prevent unauthorized users from reading or tampering with the data. Modern methods of computer cryptography use complex mathematical algorithms to encrypt and decrypt data. Symantec pcAnywhere uses a standard combination of public-key cryptography and symmetric encryption algorithms to ensure that the data you send cannot be read or altered by unauthorized users while in transit.

## About the Symantec Cryptographic Module

The Symantec Cryptographic Module that is included in Symantec pcAnywhere contains algorithms that provide AES encryption at varying key lengths. The Symantec Cryptographic Module has received Federal Information Processing Standards (FIPS) 140-2 certification.

The FIPS 140-2 Security Requirements for Cryptographic Modules is a set of standards developed by the National Institute of Standards and Technology (NIST). The FIPS 140-2 standards apply to federal agencies that use cryptographic-based security systems to protect sensitive but unclassified information in computer and telecommunication systems. This security technology is mandated for many government and financial institutions in the United States and Canada.

For more information about the FIPS 140-2 requirements or the validation process, visit the Web site for the National Institute of Standards and Technology at the following URL:

<http://csrc.nist.gov/cryptval/140-2.htm>

For more information about the Symantec Cryptographic Module and other cryptographic modules that have passed FIPS 140-1 or 140-2 validation testing, visit the Web site for the National Institute of Standards and Technology at the following URL:

<http://csrc.nist.gov/cryptval/140-1/1401val.htm>

## About symmetric encryption

Symmetric encryption encrypts and decrypts data using a set of symmetric cryptographic keys that are randomly generated for each connection. These keys are negotiated and exchanged using standard protocols for anonymous key exchange. During a session, both the sender and the recipient share these keys.

The benefit of symmetric encryption is that it is easy to set up; however, it is not without risk. Because the keys are exchanged anonymously, it is possible for someone to intercept the data during the initial key exchange, manipulate the keys used for this exchange, and discover the symmetric key. This type of vulnerability is known as a Man in the Middle attack. The recipient has no way of verifying that the data actually came from the person who originally sent it.

You can select the symmetric encryption algorithm that best suits your security and performance needs. Each algorithm uses a string of bits known as a key to perform the calculations. You can strengthen the level of encryption by selecting a key length. The larger the key length, the greater the number of potential patterns that can be created. This makes it more difficult to break the encryption code. A larger key length creates stronger encryption, but it might also result in slower performance. The key lengths that are available depend on the type of algorithm that you select and your computer's operating system.

See “[Understanding the performance trade-offs](#)” on page 220.

See “[Configuring pcAnywhere to use symmetric encryption](#)” on page 221.

## About public-key encryption

Public-key encryption requires that both the sender and recipient have a digital certificate and an associated public/private key pair. The public key is distributed freely as part of the digital certificate; however, the private key is a closely guarded secret. The private key can decrypt what the public key encrypts.

Like symmetric encryption, public-key encryption encrypts and decrypts data by using the same set of symmetric cryptographic keys. The difference is in the key exchange protocol that is used. While symmetric encryption uses an anonymous protocol, public-key encryption uses a strongly authenticated protocol.

During the key exchange, the sender generates a symmetric key and encrypts it using the recipient's public key. Only the recipient can decrypt this data using a private key, which is never exchanged. For this reason, public-key encryption is invulnerable to a Man in the Middle attack.

See [“Configuring pcAnywhere to use public-key encryption”](#) on page 223.

## Understanding the performance trade-offs

When deciding whether to use encryption and which method to use, you must balance performance with the need for security. Using strong encryption can protect the privacy and integrity of your data. However, it might also slow performance because stronger encryption requires more resources to process and transfer the data.

You should use strong encryption if the data that you are transferring is highly confidential or sensitive or if you work in an industry that mandates it.

## How pcAnywhere works with encryption

Symantec pcAnywhere uses a combination of symmetric and public-key encryption. By combining both techniques, pcAnywhere takes advantage of the strengths of each method: speed and security.

Symantec pcAnywhere provides the following options for protecting the data stream between a host and remote computer during a remote session:

- pcAnywhere encoding
- Symmetric encryption
- Public-key encryption

If the host computer and remote computer are running pcAnywhere 11.5 or later and the encryption levels do not match, pcAnywhere automatically raises the encryption level on the computer that is using the lower level to match the encryption level on the computer that is using the higher level. If you are using symmetric encryption, pcAnywhere also raises the algorithm levels if the one of the computers is using a lower level.

For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere automatically raises the encryption level on the host to symmetric.

If either the host computer or the remote computer is running pcAnywhere 11.0.x or earlier and the encryption levels or algorithms do not match, Symantec pcAnywhere attempts to lower the encryption level on the computer that is using

the higher level to match the encryption level on the computer that is using the lower level. You can configure pcAnywhere to deny the connection instead.

See [“Denying connections from computers that use lower encryption”](#) on page 222.

## Configuring pcAnywhere to use pcAnywhere encoding

Symantec pcAnywhere encoding applies a simple transformation to data so that the data stream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcAnywhere that do not support stronger encryption techniques.

### To configure pcAnywhere to use pcAnywhere encoding

- 1 In the Symantec pcAnywhere window, in Advanced View, do one of the following:
  - To set up pcAnywhere encoding on the host computer, on the left navigation bar, click **Hosts**.
  - To set up pcAnywhere encoding on the remote computer, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Encryption tab, under Settings, in the Level list, click **pcAnywhere encoding**.

You can configure pcAnywhere to refuse a connection with a computer that is using a lower level of encryption. This option applies only to computers that are running pcAnywhere 11.0.x or earlier.

See [“Denying connections from computers that use lower encryption”](#) on page 222.

- 4 Click **OK**.

## Configuring pcAnywhere to use symmetric encryption

In symmetric encryption, pcAnywhere automatically negotiates a pair of symmetric encryption keys, which are used to encrypt the session. You can select the symmetric encryption algorithm that you want to use and the encryption key length. Larger key lengths provide stronger levels of security but might impact performance.

See [“Understanding the performance trade-offs”](#) on page 220.

The Microsoft CryptoAPI is required to support RC4 symmetric encryption in pcAnywhere. You must have Microsoft Internet Explorer 6.x or later installed on

your computer to ensure that you have the latest version of the Microsoft CryptoAPI.

#### To configure pcAnywhere to use symmetric encryption

- 1 In the Symantec pcAnywhere window, in Advanced View, do one of the following:
  - To configure a host computer to use encryption, on the left navigation bar, click **Hosts**.
  - To configure a remote computer to use encryption, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Encryption tab, under Settings, in the Level list, click **Symmetric**.
- 4 In the Algorithm list, select the algorithm type.
- 5 In the Key length list, select the key length.

The options that are available depend on the algorithm that you select and your operating system.
- 6 You can configure pcAnywhere to refuse a connection with a computer that is using a lower level of encryption. This option applies only to computers that are running pcAnywhere 11.0.x or earlier.

See [“Denying connections from computers that use lower encryption”](#) on page 222.
- 7 Click **OK**.

## Denying connections from computers that use lower encryption

Symantec pcAnywhere lets you configure the host computer to deny connections from a remote computer that is using an older version of pcAnywhere and that is using a lower encryption level. You can also configure the remote computer to cancel a connection to a host computer that is using an older version of pcAnywhere and that is using a lower encryption level. These options apply only to computers that are running pcAnywhere 11.0.x or earlier.

If the host computer and remote computer are running pcAnywhere 11.5 or later and the encryption levels do not match, pcAnywhere automatically raises the encryption level on the computer that is using the lower level to match the encryption level on the computer that is using the higher level.

### To deny connections from remote computers that use lower encryption

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Encryption tab, under Settings, in the Level list, select the type of encryption that you want to use.
- 4 If applicable, select the algorithm and key strength that you want to use.
- 5 Under Restrictions, do any of the following:
  - Check **Prevent connections from remotes set at a lower encryption level** to restrict connections based on the encryption type.  
This option is not applicable for public-key encryption.
  - Check **Deny connections from remotes requesting a different algorithm** to restrict connections based on the algorithm and key length.  
This option is not applicable for pcAnywhere encoding.
- 6 Click **OK**.

## Configuring pcAnywhere to use public-key encryption

In public-key encryption, pcAnywhere uses a digital certificate to verify the identity of the person who is attempting to connect and send data. It then uses symmetric encryption algorithms to secure the session.

Some configuration is required to ensure that both the host and remote users have access to the appropriate key pairs. To use public-key encryption in pcAnywhere, the host and remote users must do the following:

- Provide each other with copies of their digital certificates.
- Set up a certificate store that contains the certificates of those users who will connect to their computers.
- Locate certificates and private keys when the host computer is running as a service.
- Configure a connection item to use public-key encryption.

When you select public-key encryption, pcAnywhere only allows connections with computers that are also using public-key encryption. Connections with computers that are set to any other encryption level are denied.

## Configuring pcAnywhere to use public-key encryption on Windows Vista

Although a user can be logged on as an administrator on Vista, it runs all applications with standard user privileges. When the host is configured to run as a service, it looks for the certificates in the computer's store. Since the standard user does not have access to the computer's certificate store, the private keys are not displayed on the Host Properties > Encryption tab. In this case, to configure Public Key Encryption, do one of the following:

- Launch pcAnywhere with administrative privileges by right-clicking the desktop icon, and then clicking Run as administrator. Configure the host to run as a service with Public Key Encryption.
- As a standard user, launch pcAnywhere, and then configure the host to run as an application with Public Key Encryption.

## Creating a certificate file to send to another user

Certificates are data documents that contain identification information that includes the user's name, public key, issuing authority, and data signature.

Symantec pcAnywhere requires that you use Microsoft-compatible certificates. You can obtain these from a commercial certificate authority (for example, VeriSign or Entrust) or from an internal certificate server. Vista has the capability to create its own certificate, called a self-generated certificate, under the certificate section of IIS. You can create the certificate from IIS 7.0.

You can create a certificate file by exporting your certificate in Microsoft Internet Explorer. Use any export format that does not include the private key (for example, PKCS#7 with a .p7b file extension). Send the file to the computer to which you want to connect using a secure method.

Alternatively, the other user can download your certificate from the certificate authority. Follow the certificate authority's instructions for finding and downloading another user's certificate.

### To create a certificate file to send to another user

- 1 In Microsoft Internet Explorer, on the Tools menu, click **Internet Options**.
- 2 In the Internet Options window, on the Content tab, click **Certificates**.
- 3 Select your certificate, and then click **Export**.

For more information, see the documentation for Microsoft Internet Explorer.



## Setting up a certificate store

A certificate store is a secure database that contains one or more certificates for the users who are allowed to connect to your computer. These certificates ensure that only a user with the private key that is associated with the certificate can connect. The files should contain the digital certificate, but should not contain the private key.

To locate the public key for a session, pcAnywhere searches the certificate store for the certificate that belongs to the remote user.

Symantec pcAnywhere can use any of the following file formats as a certificate store:

- Microsoft-compatible certificate store
- PKCS#7 cryptographic message
- Raw certificate obtained from the certificate authority

### To set up a certificate store

- 1 In the Symantec pcAnywhere window, in Advanced View, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Encryption tab, type the path and name of the certificate files for any user who will connect to your computer.

The user must provide you with this certificate file.

See [“Creating a certificate file to send to another user”](#) on page 224.

- 3 Click **OK**.

## Locating certificates and private keys

When the host is configured to run as a service, it is unable to use the private key data that Windows stores for individual users. You can use the MachKey program to locate and copy certificates and private keys from the current user's certificate store to the local computer's certificate store. MachKey is provided with pcAnywhere.

When you run the Public Key Encryption Wizard after using MachKey, you can select the certificates that you copied to the local computer's certificate store.

### To locate certificates and private keys

- 1 In Windows Explorer, locate and double-click the following file:  
`\\Program Files\Symantec\pcAnywhere\MachKey.exe`
- 2 In the MACHKEY Certificate Copy Utility dialog box, under My store, select the certificates that you want to copy to the local computer's certificate store.  
  
The host computer retrieves the public key from the certificate file on the remote computer. If the host is configured to run as a service, that certificate file must be in a location that can be accessed by a service (for example, a local hard drive).  
  
See [“Setting the host startup options”](#) on page 81.
- 3 Click **Copy to Machine Store**.
- 4 Close the MACHKEY Certificate Copy Utility.

### Configuring a connection item to use public-key encryption

Public-key encryption requires both the host and remote users to have a digital certificate issued by a mutually trusted certificate authority. The host and remote users must set up a connection item file that includes information about the digital certificate.

When you select public-key encryption, you also select the algorithm type and key length. Larger key lengths provide stronger levels of security but might impact performance.

See [“Understanding the performance trade-offs”](#) on page 220.

Symantec pcAnywhere provides a Public Key Encryption Wizard to guide you through the configuration, or you can manually configure this information.

#### To manually configure a connection item to use public-key encryption

- 1 In the Symantec pcAnywhere window, in Advanced View, do one of the following:
  - To configure a host computer to use public-key encryption, on the left navigation bar, click **Hosts**.
  - To configure a remote computer to use public-key encryption, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Encryption tab, under Settings, in the Level list, click **Public key**.

- 4 In the Algorithm list, select the algorithm type.
- 5 In the Key length list, select the key length.  
 The options that are available depend on the algorithm that you select and your operating system.
- 6 To refuse a connection with a computer that uses a different algorithm, do one of the following:
  - If you are configuring a remote connection item, check **Prevent connections to hosts set for a different algorithm**.
  - If you are configuring a host connection item, check **Deny connections from remotes requesting a different algorithm**.
- 7 Under Public key encryption settings, in the Private key container list, select the name of the private key that is associated with your digital certificate.
- 8 In the Certificate common name box, type the common name of this certificate.  
 This information is case-sensitive. Type the name exactly as you provided it to the certificate authority.
- 9 Click **OK**.

**To configure a connection item to use public-key encryption using the Public Key Encryption Wizard**

- 1 In the Symantec pcAnywhere window, in Advanced View, do one of the following:
  - To configure a host computer to use public-key encryption, on the left navigation bar, click **Hosts**.
  - To configure a remote computer to use public-key encryption, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, and then click **Properties**.
- 3 In the properties window, on the Encryption tab, under Settings, in the Level list, click **Public key**.
- 4 In the Algorithm list, select the algorithm type.
- 5 In the Key length list, select the key length.  
 The options available depend on the algorithm that you select and your operating system.
- 6 To refuse a connection with a computer that uses a different algorithm, do one of the following:

- If you are configuring a remote connection item, check **Prevent connections to hosts set for a different algorithm**.
  - If you are configuring a host connection item, check **Deny connections from remotes requesting a different algorithm**.
- 7 Click **Public Key Encryption Wizard**.  
Follow the on-screen instructions to set up the private-key container and certificate common name.
  - 8 When you are finished, click **OK**.

## Protecting configuration settings

You can protect your connection items and your caller accounts by setting a password. Although it is important to choose a password that you can remember, be sure to choose a password that is not easy for others to discover.

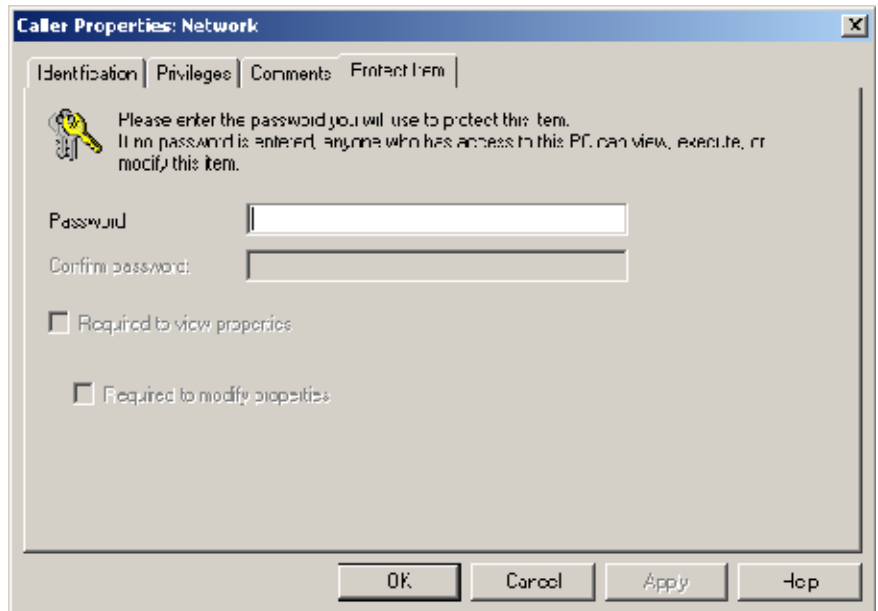
Your host and remote connection items contain the information that is needed to establish a connection and run a session. This includes logon information and security settings. Your caller accounts contain authentication information and access rights for a user or group of users. By setting a password, you can prevent unauthorized users from tampering with your settings or launching a session without your permission.

### To protect a connection item

- 1 In the Symantec pcAnywhere window, in Advanced view, on the left navigation bar, do one of the following:
  - To protect host connection items, click **Hosts**.
  - To protect remote connection items, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to protect, and then click **Properties**.
- 3 In the properties window, on the Protect Item tab, type a password.
- 4 Retype the password for confirmation.
- 5 Select the actions that should require a password.
- 6 Click **OK**.

### To protect a caller account

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **Hosts**.
- 2 In the right pane, right-click the connection item that you want to protect, and then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, double-click the caller item that you want to protect.



- 4 In the Caller Properties window, on the Protect Item tab, type a password.
- 5 Retype the password for confirmation.
- 6 Select the actions that should require a password.
- 7 Click **OK**.

## Ways to assess host security

The Host Assessment Tool lets you check the configuration of your host connection items to ensure that you are taking advantage of the security features in pcAnywhere. It helps you identify areas where you might be at risk.

The Host Assessment Tool only checks for the security settings that are supported by your computer configuration. For example, case-sensitive passwords are applicable only if the host computer uses pcAnywhere authentication. If the Host

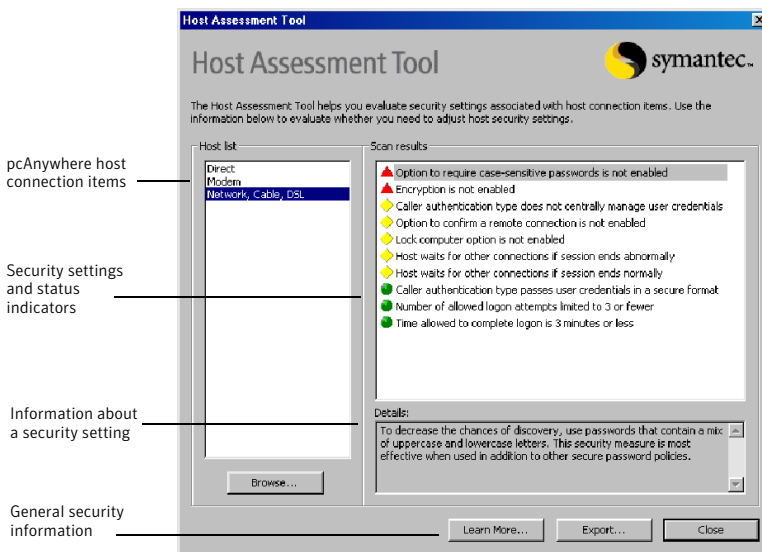
Assessment Tool detects that your computer is not configured to support a specific security feature, that feature is not included in the scan.

## Running the Host Assessment Tool

When you open the Host Assessment Tool, the main window lists the names of the host connection items that are located in the pcAnywhere data directory.

Figure 9-1 shows the Host Assessment Tool window.

Figure 9-1 Host Assessment Tool window



If you moved the host connection items (.bhf files) to another directory, no host names are listed. You must specify the new location of the host connection items before running a scan.

See [“Specifying the location of the host connection items”](#) on page 231.

**To run the Host Assessment Tool**

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, under Host List, select the host connection item that you want to scan.

After you select an item in the host list, the scan results automatically appear in the Scan Results list.

The Host Assessment Tool prompts you for a password if the selected host connection item requires a password to view properties.

## Specifying the location of the host connection items

By default, the Host Assessment Tool looks for the host connection items (.bhf files) in the pcAnywhere data directory. If you moved the host connection items to another directory, you must specify the new location before running a scan.

**To specify the location of the host connection items**

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Browse**.
- 4 Select the folder name that contains the host connection items.
- 5 Click **OK**.

## Analyzing scan results

After you run the Host Assessment Tool, the security settings that were checked are listed in the Scan Results box. Beside each item is an indicator, which helps you identify areas for improvement, as well as areas that are more secure.

[Table 9-1](#) explains what each indicator means.

**Table 9-1** Host Assessment Tool status indicators

Indicator	Explanation
Red triangle	Signifies an area of concern. This security setting is not in use or is not configured as securely as it should be.

**Table 9-1** Host Assessment Tool status indicators (*continued*)

Indicator	Explanation
Yellow diamond	Spotlights a security feature that is not in use, but that is worth considering. This indicator is intended to increase awareness. Some features might not be appropriate for your environment.
Green circle	Signifies that a security setting is enabled.

The color-coded indicators provide a visual cue about whether you are taking advantage of the security features in pcAnywhere. As you review the results, be aware that having more of one indicator than another does not necessarily mean that the host configuration is secure or not secure.

Some security settings might not be appropriate for your environment. For example, the Host Assessment Tool checks for caller accounts that have superuser rights, and if found, identifies the caller with a red indicator. In most cases, you should limit the level of access that a remote user has to your computer. However, if the caller account is for yourself or another trusted user, it might be appropriate to allow more access rights.

## Getting more information about scan results

In the Host Assessment Tool window, the Details box provides more information about the security implications of a specific setting.

### To get more information about scan results

- ◆ In the Scan Results list, select the entry about which you want to learn more.

## Learning more about security features

The Host Assessment Tool provides information on ways to secure pcAnywhere, including important factors to consider when choosing an option.

### To learn more about security features

- 1 In the Symantec pcAnywhere window, in Advanced View, on the left navigator bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Learn More**.



## Saving scan results

The Host Assessment Tool lets you save the results of a scan in a comma-separated values (CSV) format file. This file can be sent to an administrator as a configuration or security monitoring tool or used as a reference for configuring other host connection items.

### To save scan results

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Export**.
- 4 In the Choose Export File window, type the location in which you want to save the file.
- 5 Type a file name.
- 6 Click **OK**.



# Monitoring and recording sessions

This chapter includes the following topics:

- [Monitoring events in Symantec pcAnywhere](#)
- [Managing log files](#)
- [About recording and replaying sessions](#)

## Monitoring events in Symantec pcAnywhere

Event logging in pcAnywhere lets you monitor session activities and track issues for security, troubleshooting, and auditing purposes. For security purposes, you can log information about failed logon attempts, how many host sessions are running and who has connected, or whether sensitive files have been accessed.

Depending on your environment, you can send information about events that occurred during a session to a pcAnywhere-generated log file, the Windows Event Viewer, or a Simple Network Management Protocol (SNMP) console. Symantec pcAnywhere supports centralized logging, so that you can archive the logs on a secure, central server.

Although logging can be a useful tool, be aware that tracking some types of events, such as logging every file that is opened on the host, can degrade performance.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

## Sending logging events to an SNMP trap

Symantec pcAnywhere supports the centralized logging of events to a Simple Network Management Protocol (SNMP) console. SNMP is an industry standard

application layer protocol that facilitates the exchange of management information between network devices. It is part of the Transmission Control Protocol/Internet Protocol (TCP/IP) protocol suite. Symantec pcAnywhere uses SNMP to send events in the form of SNMPv1 traps to a compatible console, which records the events that pcAnywhere generates.

#### To send logging events to an SNMP trap

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Event Logging tab, check **Enable SNMP traps**.

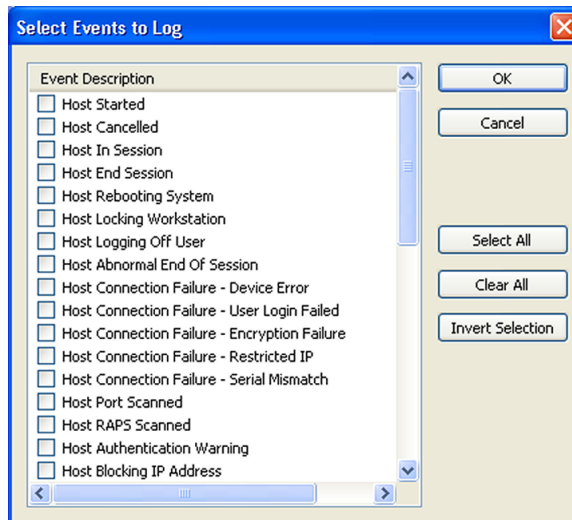
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.

- 3 Click **Add**.

- 4 In the SNMP Trap Destination window, type the IP address of the trap destination.

- 5 Click **OK**.

- 6 Click **Select Events**.



- 7 In the Select Events to Log window, select the events that you want to log.

- 8 Click **OK**.

## Generating a pcAnywhere log file

You can use pcAnywhere log generation if your operating system does not provide logging capabilities or if you want to maintain a separate log file for pcAnywhere events. Symantec pcAnywhere lets you send logged events to the local computer or to a secure, central server. For local logging, host-initiated events are logged on the host computer. Remote-initiated events are logged on the remote computer.

To log events on a central server, you must have access rights to the server.

See [“About logging information to a central server”](#) on page 239.

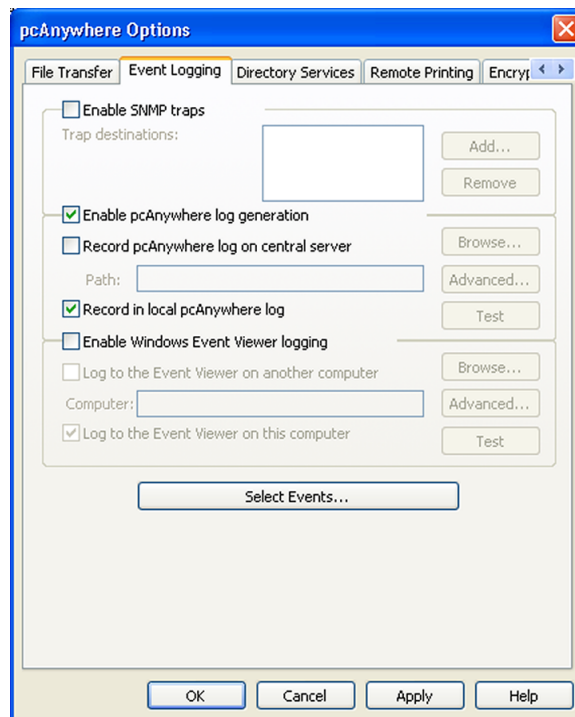
### To generate a pcAnywhere log file

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.

In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the pcAnywhere Options window, on the Event Logging tab, check **Enable pcAnywhere log generation**.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.



- 3 Select any of the following:
  - Record pcAnywhere log on central server  
You must provide the location of the server and any necessary logon information.
  - Record in local pcAnywhere log
- 4 Click **Select Events**.
- 5 In the Select Events to Log window, select the events that you want to log.
- 6 Click **OK**.
- 7 In the pcAnywhere Options window, click **OK**.

## Logging events in the Windows Event Viewer

If you are using pcAnywhere on a Vista/Windows XP/2003/2008 Server/2000 computer, you can add logging information about pcAnywhere-specific events to the Windows Event Viewer.

### To log events in the Windows Event Viewer

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 3 In the pcAnywhere Options window, on the Event Logging tab, check **Enable Windows Event Viewer logging**.  
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the tabs.
- 4 Select any of the following:
  - Log to the Event Viewer on another computer  
You must provide the location of the server and any necessary logon information.  
See [“About logging information to a central server”](#) on page 239.
  - Log to the Event Viewer on this computer
- 5 Click **Select Events**.
- 6 In the Select Events to Log window, select the events that you want to log.
- 7 Click **OK**.
- 8 In the pcAnywhere Options window, click **OK**.

## About logging information to a central server

Symantec pcAnywhere lets you send information about pcAnywhere events to a central server so that others can access it. Sending log files to a secure, central server protects the security of the log files and frees the resources on the local computer from storing large log files.

### Generating pcAnywhere log files on a central server

Symantec pcAnywhere log generation sends information about pcAnywhere events to a pcAnywhere-generated log file. You must have access rights to the server on which you want to create the log file.

#### To generate pcAnywhere log files on another computer

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 3 In the pcAnywhere Options window, on the Event Logging tab, check **Enable pcAnywhere log generation**.
- 4 Check **Record pcAnywhere log on central server**.
- 5 In the Path box, type the full path to the location on the server in which you want to generate the log file.
- 6 To specify the authentication information needed to access the server, click **Advanced**.
- 7 In the Authentication Information dialog box, in the User name box, type your user name.
- 8 In the Password box, type your password.
- 9 If you are connecting to a Windows Vista/XP/2003 Server/2000 host and have been assigned to a domain, in the Domain box, type your domain name.
- 10 Click **OK**.

This returns you to the Event Logging tab from which you can test your connection or select the events that you want to log.

See [“Generating a pcAnywhere log file”](#) on page 237.

- 11 In the pcAnywhere Options window, click **OK**.

## Logging events in the Event Viewer on another computer

Symantec pcAnywhere lets you send information about pcAnywhere events to the Event Viewer on another computer that is running Windows Vista/XP/2003 Server/2000. You must have access rights to the computer on which you want to create the log file.

### To log events in the Event Viewer on another computer

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In Windows Vista, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 3 In the pcAnywhere Options window, on the Event Logging tab, check **Enable Windows Event Viewer logging**.
- 4 Click **Log to the Event Viewer on another computer**.
- 5 In the Computer box, type the computer name or IP address of the computer on which you want to send the logging information.
- 6 To specify the authentication information needed to access the computer, click **Advanced**.
- 7 In the Authentication Information dialog box, in the User name box, type your user name.
- 8 In the Password box, type your password.
- 9 If you are connecting to a Windows Vista/XP/2003/2008 Server/2000 host and have been assigned to a domain, in the Domain box, type your domain name.
- 10 Click **OK**.

This returns you to the Event Logging tab from which you can test your computer connection or select the events that you want to log.

See [“Logging events in the Windows Event Viewer”](#) on page 238.

- 11 In the pcAnywhere Options window, click **OK**.

## Managing log files

The pcAnywhere-generated log file contains information about activities that occurred during a remote session. You can use this information to create reports that track security or performance issues or gather billing or audit information.



Once you create a report, you can remove or archive older information that is contained in the log file. You should periodically archive or delete older log information to free up disk space.

## Creating an activity log report

An activity log report is a chronological listing of the session events that are contained in a pcAnywhere-generated log file. This information can be useful for security, troubleshooting, billing, or audit purposes.

Symantec pcAnywhere provides several options for report formats. Fully formatted reports contain the most information, including a listing of all possible events and how frequently they occurred. Data-only formats contain only the events that occurred during the session. You can save data-only reports in comma-delimited format or fixed-field format.

### To create an activity log report

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Activity Log Processing**.
- 3 In the Activity Log Processing window, click **Report**.
- 4 In the Choose Input Log file window, select the event log file (\*.PL9) from which you want to generate a report, and then click **Open**.

If you do not see a .PL9 file, you should verify that you have enabled pcAnywhere logging to a local log file.

See [“Generating a pcAnywhere log file”](#) on page 237.

- 5 In the Host and Remote Session Log Report dialog box, select the report type that you want to use.
- 6 Type the date range for the report.
- 7 Click **OK**.
- 8 In the Select Destination File For Output dialog box, type a name for the report.

Fully formatted reports use a .log extension. Comma-delimited reports use a .csv extension. Fixed-field reports use a .txt extension.

- 9 Click **Save**.
- 10 To view the file, in the confirmation dialog box, click **Yes**.

## Archiving or deleting log file data

Symantec pcAnywhere-generated log files are not cleared automatically. New log information is appended to these log files, which causes them to increase in size. When a log file becomes too large, you can archive or delete older data.

### To archive or delete log file data

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Activity Log Processing**.
- 3 In the Activity Log Processing window, click **Archive/Delete**.
- 4 Select the event log file (\*.PL9) that you want to archive or delete, and then click **Open**.
- 5 In the Archive/Delete Host/Remote Log dialog box, type the date range for the data that you want to archive or delete.
- 6 Select any of the following:

Delete log entries from source	Removes the data that falls within the specified date range from the event log file
--------------------------------	---

Copy log entries to archive file	Copies the data that falls within the specified date range to an archive file
----------------------------------	---

If you select both options, the data will be copied to an archive file, and then removed from the source log file.

- 7 Click **OK**.

If you are creating an archive file, pcAnywhere prompts you for a file name and the location in which you want to save the file.

## About recording and replaying sessions

Symantec pcAnywhere lets you record sessions for later playback. For example, as a host user demonstrates a complex procedure, you can record the host screen instead of taking notes. Later, you can replay the recording to review the exact steps.

Either the host or remote user can record a session. However, to record a session, the host user must set up the host to start recording automatically as soon as the connection is made. This setting applies globally to all host sessions.

See [“Automatically recording a host session”](#) on page 244.

## Recording a remote session

You can record a session for later playback at any point during the remote session. You can save the session in a new record file or add the recording to the end of an existing record file.

### To record a remote session

- 1 In the Session Manager window, on the left navigation bar, under Remote Control click **Start/Stop Session Recording**.
- 2 Do one of the following:
  - To add the recording to the end of an existing record file, select the file (\*.rcd) that you want to use.
  - To create a new file, type the file name.

- 3 Click **Save**.

Actions that you perform on the host computer after this point are recorded in the file.

See [“Replaying a recorded session”](#) on page 244.

- 4 When you are done recording, click **Start/Stop Session Recording**.

## Automatically recording a remote session

You can configure a remote connection item to automatically record a session upon connection. Depending on the frequency and duration of the sessions on the host computer, the size of the record file can become large.

### To automatically record a remote session

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to modify, and then click **Properties**.
- 3 In the Remote Properties window, on the Remote Control tab, under Remote session recording, check **Record session in file for later playback**.
- 4 Type a name and path for the file, or browse to the location of an existing .rcd file.
- 5 Click **OK**.

Recording starts immediately after you connect to the host computer.

See [“Replaying a recorded session”](#) on page 244.

## Automatically recording a host session

Symantec pcAnywhere lets you configure a host computer to automatically record a session for security and audit purposes. This option applies globally to all sessions on the host computer.

Recording begins as soon as a connection is established. Every action that the remote user performs on the host computer is captured and stored in a record file. Depending on the frequency and duration of the sessions on the host computer, the size of the record file can become large.

The record file can be stored on the local computer or on a central server. To store a record file on a central server, you must have access rights on the server.

See [“Replaying a recorded session”](#) on page 244.

### To automatically record a host session

- 1 In the Symantec pcAnywhere window, on the Edit menu, click **Preferences**.
- 2 In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 3 In the pcAnywhere Options window, on the Host Operation tab, check **Record host session for later playback**.
- 4 Do one of the following:
  - To store the file locally on the host computer, under Folder to store record files, type the location on the host computer in which you want to store the record file.
  - To store the file on a central server, click **Browse**, and then select the network computer and file location on which you want to store the record file.  
Some host servers require a password to save files on the system. Click **Advanced**, and then type the logon credentials that are needed to access the directory in which you want to store the recording.

## Replaying a recorded session

Recorded sessions are saved as .rcd files in the pcAnywhere data directory unless you specify another file location. Sessions are played back in a replay window, which shows the host screen and each action that you performed during the recording.

During the replay, you can control the speed, skip to another session, pause, or take a snapshot. You can control these actions from the Playback Control Panel.

Figure 10-1 shows the Playback Control Panel.

**Figure 10-1** Playback Control Panel



Table 10-1 lists the actions that are available in the Playback Control Panel.

**Table 10-1** Record and replay options

Button	Description
Play	Plays the recording from the beginning.
View previous session	Goes to the beginning of the previous session. This button is only available if the file contains more than one recorded session.
View next session	Goes to the beginning of the next session. This button is only available if the file contains more than one recorded session.
Stop	Ends the replay and returns you to the main Symantec pcAnywhere window.
Pause	Pauses and resumes the replay. You must pause the replay to take a snapshot or save that part of the session in a separate file.
Speed	Controls the speed of the replay. Move the slider to the right to speed up the replay or to the left to slow it down.
Take Snapshot	Lets you save a picture of the screen. You must pause the replay before you can take a snapshot.
Save Session	Lets you save the session as a binary file.

If your file contains more than one session, you can specify which session that you want to view first. By default, replay starts from the first session. You can also specify whether you want to stop the replay between sessions or whether you want to repeat the playback.

### To replay a recorded session

- 1 In the Symantec pcAnywhere window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Playback Sessions/Screens**.
- 3 In the Select Playback File window, select the record file (\*.rcd) or that you want to view.
- 4 Click **Open**.
- 5 Select the playback options.

You can change these preferences during the replay.

- 6 Click **OK**.

The replay window appears on your screen and begins replaying the recorded session.

- 7 When you are finished, on the File menu, click **Exit**.

## Saving information from a recorded session

You can save information from a recorded session in a raw binary file. You can also take a snapshot of the displayed screen.

### To save information from a recorded session

- 1 During the replay, on the Playback Control Panel, click **Pause**.
- 2 Select one of the following:

Take Snapshot	Saves a snapshot of the displayed screen
Save Session	Saves the session as a raw binary file

# Connecting across multiple platforms

This chapter includes the following topics:

- [About Symantec pcAnywhere CrossPlatform](#)
- [Installing Symantec pcAnywhere CrossPlatform](#)
- [Connecting to a host computer through pcAnywhere CrossPlatform](#)
- [Securing connections through pcAnywhere CrossPlatform](#)
- [Navigating in a pcAnywhere CrossPlatform session](#)

## About Symantec pcAnywhere CrossPlatform

Symantec pcAnywhere CrossPlatform lets you remotely access multiple computers across Windows, Linux, and Mac OS X platforms. You can monitor multiple computers and view all of your sessions in a single window.

You can perform basic remote control tasks and transfer files between computers. You can also transfer files between host computers.

## Installing Symantec pcAnywhere CrossPlatform

You can install Symantec pcAnywhere CrossPlatform on Windows, Linux, and MAC OS X operating systems. The installation includes file transfer and remote capabilities. If you install the product on Linux or MAC OS X, the installation also includes host capabilities.

## Installing pcAnywhere CrossPlatform on Windows

The installation for Windows includes file transfer and remote capabilities only. Before you install pcAnywhere CrossPlatform, you should ensure that your computer meets the minimum system requirements.

See “[Symantec pcAnywhere CrossPlatform system requirements](#)” on page 55.

### To install CrossPlatform for Windows

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 Click **View Other Installation Options**.
- 3 Click **Install Symantec pcAnywhere CrossPlatform**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 4 In the Choose Setup Language dialog box, select the installer language.
- 5 Click **OK**.
- 6 In the Welcome panel, click **Next**.
- 7 Accept the terms of the license agreement, and then click **Next**.
- 8 In the Destination Folder panel, do one of the following:
  - To install pcAnywhere CrossPlatform in the default program directory, click **Next**.
  - To change the installation directory, click **Change**.  
In the Change Current Destination Folder panel, browse to the folder location where you want to install pcAnywhere CrossPlatform, and then click **OK**. Then, in the Destination Folder panel, click **Next**.
- 9 In the Ready to Install the Program panel, click **Install**.  
The desktop shortcut and start menu shortcut for pcAnywhere CrossPlatform are created by default. If you do not want to create these shortcuts, uncheck **Create Desktop and Start Menu shortcuts**.
- 10 Click **Finish** when the installation is complete.

## Installing pcAnywhere CrossPlatform on Linux

The installation for Linux includes file transfer, remote, and host capabilities. During installation, you can choose between a typical installation or a custom installation. The typical installation installs the full product version. The custom installation lets you exclude the host capabilities from the installation.



Before you install pcAnywhere CrossPlatform, you should ensure that your computer meets the minimum system requirements.

See “Symantec pcAnywhere CrossPlatform system requirements” on page 55.

You must have root privileges on the computer on which you want to install pcAnywhere CrossPlatform. You install the product through a terminal console.

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**Note:** To install Symantec pcAnywhere CrossPlatform on a Linux computer, you must have Java in your user path. For more information, see the documentation for your operating system.

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### To install pcAnywhere CrossPlatform on Linux

- 1 Log in to the computer as the root user.
- 2 Verify that Java is in the user path.
- 3 Insert the Symantec pcAnywhere CrossPlatform CD into a CD-ROM drive that is connected to your computer.
- 4 In a terminal window, in the root directory of the installation CD, change directories to the Symantec pcAnywhere CrossPlatform directory.
- 5 At the command prompt, type one of the following commands to start the installation:

```
java -jar SetupLinuxMac.jar
```

OR

```
Linux.bin
```

- 6 In the Installer dialog box, select the installer language.
- 7 Click **OK**.
- 8 Follow the on-screen instructions to install Symantec pcAnywhere CrossPlatform.

## Installing pcAnywhere CrossPlatform on MAC OS X

The installation for MAC OS X includes file transfer, remote, and host capabilities. During installation, you can choose between a typical installation or a custom installation. The typical installation installs the full product version. The custom installation lets you exclude the host capabilities from the installation.

You must have root privileges on the computer on which you want to install pcAnywhere CrossPlatform. You can install the product through the user interface or through the terminal console.

Before you install pcAnywhere CrossPlatform, you should ensure that your computer meets the minimum system requirements.

See “[Symantec pcAnywhere CrossPlatform system requirements](#)” on page 55.

#### To install pcAnywhere CrossPlatform on MAC OS X through the user interface

- 1 Insert the Symantec pcAnywhere CrossPlatform CD into a CD-ROM drive that is connected to your computer.
- 2 In a Finder window, in the root directory, open the Symantec pcAnywhere CrossPlatform directory.
- 3 In the Symantec pcAnywhere CrossPlatform directory, double-click **MacInstaller.app**.
- 4 In the Installer dialog box, select the installer language.
- 5 Click **OK**.
- 6 In the installation wizard, follow the on-screen instructions to install Symantec pcAnywhere CrossPlatform.

#### To install pcAnywhere CrossPlatform on MAC OS X through the terminal console

- 1 Log in to the computer as the root user.
- 2 Insert the Symantec pcAnywhere CrossPlatform CD into a CD-ROM drive that is connected to your computer.
- 3 In a Terminal Console window, in the root directory of the installation CD, change directories to the Symantec pcAnywhere CrossPlatform directory.
- 4 At the command prompt, type one of the following commands to start the installation:

```
java -jar SetupLinuxMac.jar
```

OR

```
Mac.command
```

- 5 In the Installer dialog box, select the installer language.
- 6 Click **OK**.
- 7 Follow the on-screen instructions to install Symantec pcAnywhere CrossPlatform.

## Starting pcAnywhere CrossPlatform

You can run pcAnywhere CrossPlatform on a Windows, Linux, or MAC OS X computer. In Windows, the pcAnywhere CrossPlatform installation program places a program icon on your desktop (unless you selected not to do so during

the installation). You can start the program from the desktop shortcut or from the Start menu.

In Linux, you must start pcAnywhere CrossPlatform from the terminal window. In MAC OS X, you can start pcAnywhere CrossPlatform from the Applications directory or from the terminal window.

#### To start pcAnywhere CrossPlatform in Windows

- ◆ Do one of the following:
  - On the Windows Vista/2008 Server taskbar, click **Start > All Programs > Symantec > Symantec pcAnywhere CrossPlatform > pcAnywhere CrossPlatform**
  - On the Windows XP/2003 Server/2000 desktop, double-click **pcAnywhere CrossPlatform**.
  - On the Windows XP/2003 Server/2000 taskbar, click **Start > Programs > Symantec > Symantec pcAnywhere CrossPlatform > pcAnywhere CrossPlatform**.

#### To start pcAnywhere CrossPlatform in Linux

- 1 In a terminal console window, change directories to /usr/bin.
- 2 At the command prompt, type the following to start pcAnywhere CrossPlatform:

```
./pcAnywhere
```

#### To start pcAnywhere CrossPlatform in MAC OS X

- ◆ Do one of the following:
  - In a Finder window, go to the /Applications directory, and then double-click **pcAnywhere CrossPlatform**.
  - In a terminal window, change directories to /usr/bin, and then type the following:

```
./pcAnywhere
```

## Connecting to a host computer through pcAnywhere CrossPlatform

Symantec pcAnywhere CrossPlatform searches your local subnet for TCP/IP host computers that are waiting for a connection. You can also connect to a pcAnywhere host by manually entering the IP address or name of the host computer.

You can broaden the host search to include additional subnets.

### To connect to a host computer through pcAnywhere CrossPlatform

- 1 In the pcAnywhere CrossPlatform main window, on the File menu, click **Connect**.
- 2 In the pcAnywhere CrossPlatform secondary window, do one of the following:
  - In the Enter IP address or host name to connect box, type the IP address or computer name of the host computer to which you want to connect.
  - In the Host Names list, select the host to which you want to connect.
- 3 Click **Connect**.

If you want to keep the pcAnywhere CrossPlatform secondary window open during the session, uncheck **Close this dialog on connect** before you connect.
- 4 In the Authentication window, in the Login Name box, enter the credentials for the host to which you are connecting.
- 5 In the Password box, type your password.
- 6 Click **OK**.
- 7 If you want to connect to additional computers, repeat step 1 through step 6.

## Securing connections through pcAnywhere CrossPlatform

You can secure your connections through pcAnywhere CrossPlatform in the following ways:

- Encrypting your CrossPlatform sessions
- Connecting to a serialized host

### Encrypting your sessions through pcAnywhere CrossPlatform

Encryption is a method of encoding or scrambling data to prevent unauthorized users from reading or tampering with the data. Symantec pcAnywhere CrossPlatform uses encryption to ensure that the data that you send cannot be read or altered by unauthorized users while in transit.

If the host and the remote are running pcAnywhere 11.5 or later and the encryption levels do not match, pcAnywhere automatically raises the encryption level on the computer that is using the lower level to match the encryption level on the computer that is using the higher level. If you are using symmetric encryption,

pcAnywhere also raises the algorithm levels if the one of the computers is using a lower level.

For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere automatically raises the encryption level on the host to symmetric.

If either the host computer or the remote computer is running pcAnywhere 11.0.x or earlier and the encryption levels or algorithms do not match, pcAnywhere attempts to lower the encryption level on the computer that is using the higher level to match the encryption level on the computer that is using the lower level. You can configure pcAnywhere to deny the connection instead.

#### To encrypt your sessions through pcAnywhere CrossPlatform

- 1 In the pcAnywhere CrossPlatform main window, on the File menu, click **Connect**.
- 2 In the pcAnywhere CrossPlatform secondary window, click **Advanced**.
- 3 In the Advanced Options window, under Encryption, in the Level list, select one of the following:
  - None
  - pcAnywhere encoding
  - Symmetric
- 4 In the Algorithm list, select one of the following:
  - RC4
  - AES

This option is only available if you select symmetric encryption.
- 5 In the Key length list, select the appropriate key level.

This option is only available if you select symmetric encryption.
- 6 To refuse a connection with a host that is running a previous version of pcAnywhere and using a lower level of encryption, check **Deny lower encryption**.
- 7 To refuse a connection with a host that uses a different algorithm for symmetric encryption, check **Deny alternate algorithm**.
- 8 Click **OK**.

## Connecting to a serialized host through pcAnywhere CrossPlatform

You can connect to pcAnywhere host computers that use serial IDs for securing sessions. You must embed the same serial ID that the host computer uses in your pcAnywhere CrossPlatform configuration for the host computer to accept the connection.

### To connect to a serialized host through pcAnywhere CrossPlatform

- 1 In the pcAnywhere CrossPlatform main window, on the File menu, click **Connect**.
- 2 In the pcAnywhere CrossPlatform secondary window, click **Advanced**.
- 3 In the Advanced Options window, in the Serial ID box, type the serial ID that is required to connect to the host computer.
- 4 Click **OK**.

## Navigating in a pcAnywhere CrossPlatform session

Symantec pcAnywhere CrossPlatform lets you run multiple sessions at the same time. You can view sessions in one of the following modes:

Tabbed	Lets you view one session at a time. Each active session is listed across the top of the active window as tabs.
Tiled	Lets you view and work across multiple active sessions at the same time.

[Figure 11-1](#) shows the pcAnywhere CrossPlatform session window.

Figure 11-1 pcAnywhere CrossPlatform session window

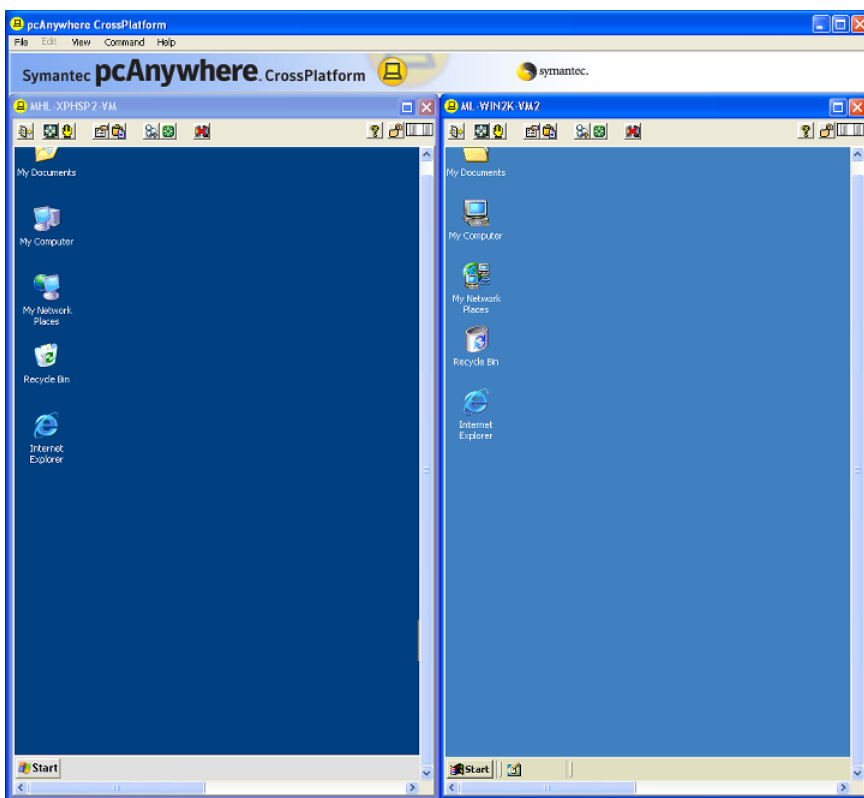










Table 11-1 lists the tasks that are available on the pcAnywhere CrossPlatform toolbar during a session. You can also access these options from the menu.

Table 11-1 pcAnywhere CrossPlatform tasks

Icon	Option	Description
	File Transfer	Lets you transfer files between computers.  You can transfer files between a pcAnywhere host and a remote computer or between two pcAnywhere hosts.  See <a href="#">“Transferring files during a pcAnywhere CrossPlatform session”</a> on page 257.

**Table 11-1** pcAnywhere CrossPlatform tasks (*continued*)

Icon	Option	Description
	Screen Scale	<p>Sizes the host screen to fit in the display area of the pcAnywhere CrossPlatform session window.</p> <p>Use this option when the host computer uses a higher screen resolution than the remote computer.</p>
	ezScroll	<p>Lets you scroll through the screen in any direction using the mouse.</p> <p>See <a href="#">“Using ezScroll to navigate during a pcAnywhere CrossPlatform session”</a> on page 258.</p>
	Preferences	<p>Lets you change the video settings and navigation settings during a pcAnywhere CrossPlatform session.</p> <p>These features are only available if you are connected to the Windows full host.</p> <p>See <a href="#">“Increasing video performance during a pcAnywhere CrossPlatform session”</a> on page 258.</p>
	Transfer Clipboard	<p>Lets you copy clipboard content from the host clipboard to the remote or vice versa.</p> <p>This feature is only available if you are connected to the Windows full host.</p> <p>See <a href="#">“Transferring clipboard content in a pcAnywhere CrossPlatform session”</a> on page 257.</p>
	Ctrl+Alt+Delete	<p>Lets you run the Ctrl+Alt+Delete command on the host computer.</p> <p>This feature is only available if you are connected to the Windows full host.</p>
	Restart host computer	<p>Restarts the host computer.</p> <p>This feature is only available if you are connected to the Windows full host.</p>
	End Session	<p>Ends a pcAnywhere CrossPlatform session.</p> <p>See <a href="#">“Ending a pcAnywhere CrossPlatform session”</a> on page 260.</p>



## Transferring files during a pcAnywhere CrossPlatform session

You can transfer files between a remote computer and a host computer. You can also transfer files between host computers.

---

**Note:** If you are not logged on to the built-in administrator account in Windows Vista, you might encounter problems with transferring files from the host computer to a disk drive or main folder on your local computer. You can try to transfer the file to a subfolder on your local computer instead.

---

### To transfer files between a remote computer and a host computer

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the toolbar, click the **File Transfer** icon.

To transfer files between a remote computer and a host computer, you must be in the tabbed view.

See [“Navigating in a pcAnywhere CrossPlatform session”](#) on page 254.

- 2 Select the file that you want to transfer and drag it to the other computer.

### To transfer files between host computers

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the toolbar, click the **File Transfer** icon.

To transfer files between host computers, you must be in the tiled view.

See [“Navigating in a pcAnywhere CrossPlatform session”](#) on page 254.

- 2 Select the file that you want to transfer and drag it to the other host computer.

## Transferring clipboard content in a pcAnywhere CrossPlatform session

If you are connected to a Windows full host, during a pcAnywhere CrossPlatform session, you can transfer content that is on the clipboard between the host and remote computers.

For more information, see the documentation for your operating system.

### To transfer clipboard contents in a pcAnywhere CrossPlatform session

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the View menu, click **Clipboard**.
- 2 In the Transfer Clipboard window, select one of the following:
  - Transfer the host's clipboard to your clipboard

- Transfer your clipboard to the host's clipboard
- 3 Click **OK**.

## Increasing video performance during a pcAnywhere CrossPlatform session

If you are connected to a Windows full host, you can make changes to your video settings during a pcAnywhere CrossPlatform session to improve performance.

### To adjust color settings during a pcAnywhere CrossPlatform session

- 1 In the CrossPlatform Session Manager window, on the View menu, click **Preferences**.
- 2 In the Preferences window, under Performance, in the ColorScale list, select the color level for the remote computer screen.  
  
Lowering the number of colors that are displayed increases performance. If a sharper display is more important to you than color, use the 4 colors setting.
- 3 Check **Reduce host desktop to match remote** to synchronize the resolution settings on the host computer to match the settings on the remote computer.
- 4 Click **OK**.

### To adjust the video rate during a pcAnywhere CrossPlatform session

- 1 In the Preferences window, under Navigation, in the Set Video Rate bar, move the slider to adjust the video rate for the session.  
  
The lower the video rate setting, the longer it takes for the screen to refresh when an action occurs.
- 2 Click **OK**.

## Using ezScroll to navigate during a pcAnywhere CrossPlatform session

During a pcAnywhere CrossPlatform session, you can activate the ezScroll feature to scroll through the screen in any direction by using the mouse. You can activate ezScroll from the toolbar or by using a shortcut key.

### To activate ezScroll from the toolbar

- 1 In the pcAnywhere CrossPlatform Session Manager window, click the **ezScroll** icon.
- 2 Press and hold the left mouse button to scroll through the screen.

**To change the ezScroll shortcut key**

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the View menu, click **Preferences**.
- 2 In the Preferences window, under Navigation, in the ezScroll hot key list, select the shortcut key that you want to use.
- 3 Click **OK**.

**To activate ezScroll by using a shortcut key**

- 1 Press and hold the shortcut key.
- 2 Press and hold the left mouse button to scroll through the screen.

## Saving and opening pcAnywhere CrossPlatform connection files

You can save the connection information for each active session that you have open. You can reuse these connection files for subsequent connections.

**To save a pcAnywhere CrossPlatform connection file**

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the File menu, click **Save Connection File**.

This saves the connection information for each active session.

- 2 In the Save window, select the location in which you want to save the file.
- 3 In the File name box, type a name for the file.
- 4 Click **Save**.
- 5 To prevent unauthorized users from opening the file and launching a session, in the Protect File with Password window, type a password.
- 6 Retype the password for confirmation.
- 7 Click **OK**.

**To open a connection file to start a pcAnywhere CrossPlatform session**

- 1 In the pcAnywhere CrossPlatform Session Manager window, on the File menu, click **Open Connection File**.
- 2 In the Open window, locate and select the file that you want to open.

- 3 Click **Open**.
- 4 In the Enter a password dialog box, under Enter a password, type your password, and then click **OK**.

You are prompted for a password only if the file is password-protected.

If the hosts are available, pcAnywhere CrossPlatform starts the remote session.

## Ending a pcAnywhere CrossPlatform session

You can end one or more pcAnywhere CrossPlatform sessions at a time.

### To end a pcAnywhere CrossPlatform session

- 1 In the pcAnywhere CrossPlatform Session Manager window, do one of the following:
  - To end a single session, on the toolbar, select the End Session icon.
  - To end all of your sessions, on the File menu, click **Close all Connections**.
- 2 In the End session window, click **Yes**.

# Connecting from a Web browser

This chapter includes the following topics:

- [About Symantec pcAnywhere Web Remote](#)
- [About Web Remote setup](#)
- [Ways to secure your Web Remote session](#)
- [Ways to connect to a host through Web Remote](#)
- [What you can do during a Web Remote session](#)

## About Symantec pcAnywhere Web Remote

Symantec pcAnywhere Web Remote lets you remotely connect to a waiting host through a Web browser. It is a thin client that provides remote control functionality only.

The Web Remote is a Java-based program (applet) that is embedded in a Web browser. You can run the Web Remote from the pcAnywhere installation CD or from a server, hard drive, or removable media device.

The Web Remote offers full-screen remote control for desktop and laptop host computers. You can run the Web Remote from remote computers or servers that run the Windows, Linux, or Mac OS X operating system.

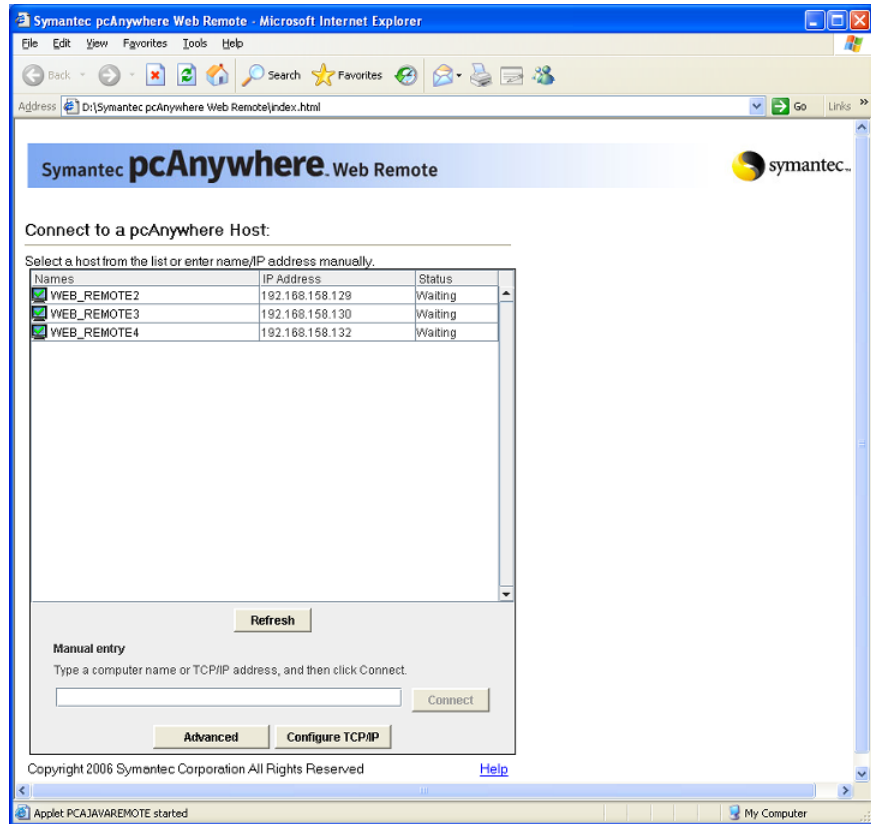
Symantec pcAnywhere Web Remote supports connections to host computers that run pcAnywhere 12.0 or later. You can connect to a Windows, Linux, or Mac OS X host computer. You can connect to multiple hosts at the same time.

You can search a subnet for waiting hosts, or manually enter a host IP address or computer name to connect to a remote computer.

See “Ways to connect to a host through Web Remote” on page 269.

Figure 12-1 shows the main window for Symantec pcAnywhere Web Remote.

Figure 12-1 Symantec pcAnywhere Web Remote main window



## About Web Remote setup

Symantec pcAnywhere Web Remote is a Java-based applet that runs in your Web browser. It does not contain binary files or executable code, so you do not need to install the program. When you start pcAnywhere Web Remote, the applet is downloaded and embedded in your browser.

You can start the Web Remote directly from the pcAnywhere installation CD. You can also copy the Web Remote files onto your hard drive, server, or a removable media device. This lets you start the Web Remote without using the pcAnywhere installation CD.

Before you start the Web Remote, ensure that your computer meets the system requirements.

## Starting the Web Remote from the installation CD

You can start the Web Remote from the Symantec pcAnywhere installation CD. The security settings in your Web browser might automatically block the download of the Web Remote applet. Follow the instructions in your Web browser to allow the blocked content. Your operating system might send a security message the first time that you start pcAnywhere Web Remote. You must verify that you trust the content before you can continue.

### To start the Web Remote from the installation CD

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.  
  
If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.  
  
See [“Running the setup program manually”](#) on page 63.
- 2 In the pcAnywhere installation window, click **View Administrator Tools**.
- 3 Click **Launch Symantec pcAnywhere Web Remote**.

## Starting the Web Remote from a hard drive, server, or removable media

You can run the Web Remote files from a hard drive, server, or removable media. This lets you start the Web Remote without using the pcAnywhere installation CD. You must first copy the Web Remote files to the location in which you want to store them.

The files are located on the Symantec pcAnywhere installation CD in the following folder:

`\Symantec pcAnywhere Web Remote\`

If you plan to use the Web Remote often, you can create a desktop shortcut to the `index.html` file or you can add the file to the Favorites menu.

The security settings in your Web browser might automatically block the download of the Web Remote applet. Follow the instructions in your Web browser to allow the blocked content. Your operating system might send a security message the first time that you start pcAnywhere Web Remote. You must verify that you trust the content before you can continue.

### To copy the Web Remote files

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.

If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.

See “[Running the setup program manually](#)” on page 63.

- 2 In the pcAnywhere installation window, click **Browse CD**.
- 3 Click **Symantec pcAnywhere Web Remote** to select the entire contents of the folder.
- 4 Copy the Symantec pcAnywhere Web Remote folder to the location on the hard drive, server, or removable media device in which you want to store the Web Remote files.

### To start the Web Remote using a Web browser

- 1 Start your Web Browser.
- 2 On the address bar, type the following:

**<fullpath>\Symantec pcAnywhere Web Remote\index.html**

where <fullpath> represents the full path to the Symantec pcAnywhere Web Remote folder.

### To start the Web Remote using Windows, Linux, or Mac OS X

- 1 Navigate to the folder in which you stored the Web Remote files.
- 2 Double-click **index.html**.

If you are starting the Web Remote from a Linux computer, the Java 2 Runtime Environment must be dynamically linked to the Web browser.

### To remove the Web Remote from your hard drive, server, or removable media device

- ◆ Delete the Web Remote folder and all of the folder contents from your hard drive, server, or a removable media device.

## Ways to secure your Web Remote session

The Web Remote provides the following levels of security for your remote control sessions:



Authentication of logon credentials	<p>The Web Remote automatically uses symmetric encryption to secure the logon information if you are connecting to a host computer that is running Symantec pcAnywhere 12.0 or later.</p> <p>See <a href="#">“How the Web Remote secures the logon process”</a> on page 265.</p>
Session encryption	<p>You can select the level of encryption that best suits your performance and security needs. You can also refuse to connect with a host computer that uses a lower level of encryption or a different algorithm.</p> <p>See <a href="#">“About Web Remote encryption”</a> on page 265.</p>

## How the Web Remote secures the logon process

The Web Remote prompts you for a logon name and password when you connect to a pcAnywhere host. If you are connecting to a host computer that is configured for Windows NT authentication, it also prompts you for a domain name. The Web Remote authenticates these credentials. If the host computer runs Windows Vista/XP/2003 Server/2000/2008 Server, the operating system might prompt you for computer logon credentials as well.

The Web Remote supports a variety of authentication types. The authentication type depends on the host computing environment. For example, the host might use Microsoft Active Directory Services (ADS) to create and maintain user accounts to control access to the network.

See [“About authentication in pcAnywhere”](#) on page 204.

When you connect to a host computer that is running Symantec pcAnywhere 12.0 or later, the Web Remote automatically encrypts the transmittal of the logon credentials by using symmetric encryption.

When you connect to a host computer that is running an earlier version of pcAnywhere, pcAnywhere detects which computer (the host or remote) uses the lower encryption level. Symantec pcAnywhere encrypts the logon credentials using the lower encryption level. For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere will encrypt the logon credentials using pcAnywhere encoding.

## About Web Remote encryption

Encryption is a method of encoding or scrambling data to prevent unauthorized users from reading or tampering with the data. Modern methods of computer cryptography use complex mathematical algorithms to encrypt and decrypt data.

The Web Remote uses encryption to ensure that the data that you send cannot be read or altered by unauthorized users while in transit.

The Web Remote provides the following types of encryption:

- pcAnywhere encoding  
See [“About pcAnywhere encoding on Web Remote”](#) on page 266.
- Symmetric  
See [“About symmetric encryption on Web Remote”](#) on page 266.

### **About pcAnywhere encoding on Web Remote**

pcAnywhere encoding applies a simple transformation to data so that the data stream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcAnywhere that do not support stronger encryption techniques.

For more information about pcAnywhere encoding, see the

### **About symmetric encryption on Web Remote**

Symmetric encryption encrypts and decrypts data using the same set of symmetric cryptographic keys. These keys are negotiated and exchanged using standard protocols for anonymous key exchange. During a session, both the sender and the recipient share these keys.

The Web Remote lets you select the symmetric encryption algorithm that best suits your security and performance needs. Each algorithm uses a string of bits that are known as a key to perform the calculations. You can strengthen the level of encryption by selecting a higher key length. The larger the key length, the greater the number of potential patterns that can be created. This makes it more difficult to break the encryption code. Higher key lengths create stronger encryption, but they might also result in slower application performance. The key lengths that are available depend on the type of algorithm that you select and your computer's operating system.

See [“Configuring session encryption”](#) on page 267.

### **How the Web Remote works with differing encryption levels**

When you connect to a host computer that is running pcAnywhere 12.0 or later, the Web Remote automatically raises the encryption of the computer with the lower encryption level to match the encryption of the computer with the higher encryption level. For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere will automatically raise the encryption level on the host

to symmetric. When you connect to a host that is running an earlier version of pcAnywhere, you can deny the connection if the host is configured to use a lower level of encryption.

The type of symmetric encryption that Java uses is not compatible with earlier versions of Symantec pcAnywhere hosts. Therefore, the Web Remote does not support connections to host computers that are running pcAnywhere 11.0.x or earlier when both the Web Remote and host computers are configured for symmetric encryption.

If you want to use symmetric encryption during a Web Remote session with a host computer that is running pcAnywhere 11.0.x or earlier, you can do any of the following:

- Upgrade the host computer to the most current version of Symantec pcAnywhere, and then configure either computer for symmetric encryption.
- Change the encryption level on the host to pcAnywhere encoding or none. You must configure the encryption level in Web Remote to symmetric. The Web Remote raises the encryption level on the host and transmits the session data using symmetric encryption.

If you are unable to modify the host configuration, an alternative is to use pcAnywhere encoding. You do this by lowering the encryption level in the Web Remote to pcAnywhere encoding.

## Configuring session encryption

You can select the encryption level, algorithm type, and key length that best suits your needs.

### To configure session encryption

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 In the Advanced Options window, under Encryption, in the Level list, select one of the following:
  - None
  - pcAnywhere Encoding
  - SymmetricThe Web Remote does not support connections to hosts that are running pcAnywhere 11.0.x or earlier when both the Web Remote and host computers are configured for symmetric encryption.  
See [“How the Web Remote works with differing encryption levels”](#) on page 266.
- 3 In the Algorithm list, select one of the following:

- RC4
- AES

This option is only available for symmetric encryption.

- 4 In the Key length list, select the appropriate key level.  
This option is only available for symmetric encryption.
- 5 Check **Deny lower encryption** to refuse a connection with a host that is running a previous version of pcAnywhere and using a lower level of encryption.
- 6 Check **Deny alternate algorithm** to refuse a connection with a host that uses a different algorithm type.
- 7 Click **OK**.

## Using a serial ID to secure a connection on Web Remote

You can connect to a host that uses serial IDs for securing connections. Remote users must have the same serial ID embedded in their remote configuration for the host to accept the connection.

For more information about serialization, see the *Symantec pcAnywhere Administrator's Guide*.

### To use a serial ID to secure a connection on Web Remote

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 In the Serial ID box, type the serial ID number that is required to connect to the host.  
  
Serial IDs must be a numeric value between 0 and 65,535. You must use the same serial ID as the host.

## Editing port settings in Web Remote

Symantec pcAnywhere Web Remote is configured to use ports 5631 (data port) and 5632 (status port). You must edit the port settings if you are connecting to a host computer that is using different port settings.

### To edit port settings

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 In the Advanced Options window, under Port Settings, in the Data port box, type the port number that the host computer is using.

- 3 In the Status port box, type the port number that the host computer is using.
- 4 Click **OK**.

#### To reset port settings

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 Click **Reset Default**.

This resets the Data port to 5631 and the Status port to 5632.

- 3 Click **OK**.

## Ways to connect to a host through Web Remote

You can connect to a host computer in one of the following ways:

- Select a host from the host list.
- Manually enter the IP address or computer name of the host.

### Connecting to a host in the host list

The Web Remote automatically searches your local subnet for TCP/IP host computers that are waiting for a connection. The Web Remote searches for hosts that are waiting on the default data port (5631).

You can also search other subnets for available hosts.

#### To connect to a host in the host list

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 In the Advanced Options window, under Encryption, configure your encryption settings.
- 3 Click **OK**.
- 4 In the Symantec pcAnywhere Web Remote window, click **Configure TCP/IP**.
- 5 In the Configure TCP/IP dialog box, in the Enter subnet to search box, type the subnet address that you want to search.

To search a subnet, type the first three octets of the subnet. Then, type either .0 or .255 as the fourth octet. For example:

172.16.0.255 or 172.16.0.0

- 6 Click **OK**.
- 7 Double-click the host computer to which you want to connect.
- 8 In the Authentication dialog box, next to Login Name, type your logon name.

- 9 In the Password box, type your password.  
If you are connecting to a host that is configured for Windows NT authentication, you will also be prompted for a domain name.
- 10 Click **OK**.

## Connecting to a host by manually entering connection information

You can connect to a host computer by manually entering the IP address or computer name of the host computer.

### To connect to a host by manually entering connection information

- 1 In the Symantec pcAnywhere Web Remote window, click **Advanced**.
- 2 In the Advanced Options window, under Encryption, configure your encryption settings.
- 3 Click **OK**.
- 4 In the Symantec pcAnywhere Web Remote window, under Manual entry, type the computer name or IP address of the host computer to which you want to connect.
- 5 Click **Connect**.
- 6 In the Authentication dialog box, next to Login Name, type your logon name.
- 7 In the Password box, type your password.  
If you are connecting to a host that is configured for Windows NT authentication, type your domain name.
- 8 Click **OK**.

## What you can do during a Web Remote session

When you establish a connection with a host, the Web Remote session window opens.

[Figure 12-2](#) shows the Web Remote session window.

**Figure 12-2** Web Remote session

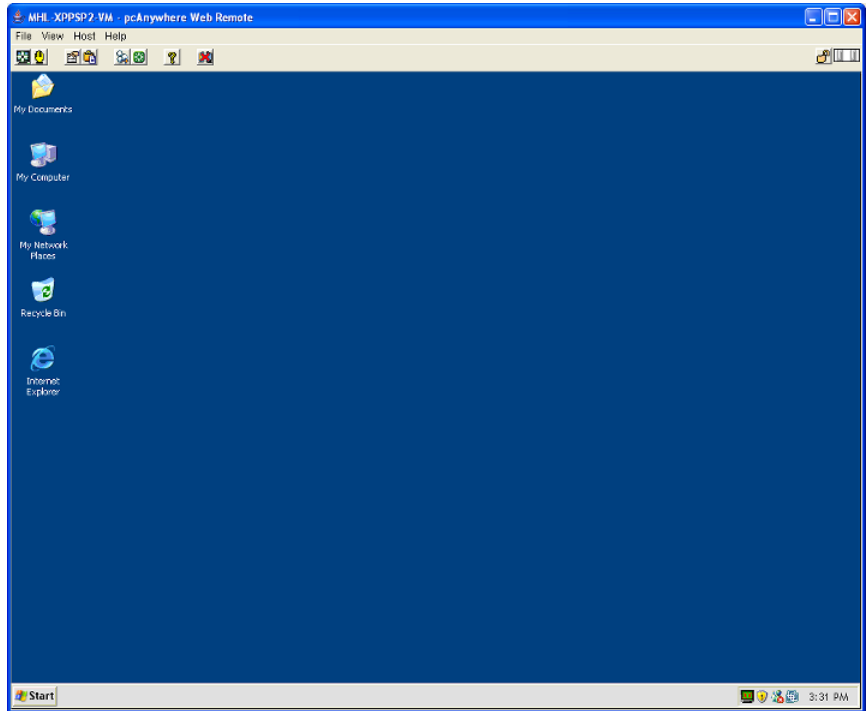










Table 12-1 lists the tasks that are available on the toolbar of the Web Remote session window during a Web Remote session. You can also access these options on the menu bar.

**Table 12-1** Web Remote tasks

Icon	Option	Description
	Screen Scale	Sizes the host screen to fit in the display area of the Web Remote session window.  Use this option when the host computer uses a higher screen resolution than the remote computer.
	ezScroll	Lets you scroll through the screen in any direction using the mouse.  See “Using ezScroll to navigate during a Web Remote session” on page 273.

**Table 12-1** Web Remote tasks (*continued*)

Icon	Option	Description
	Preferences	Lets you change performance and navigation settings during a remote control session.  See <a href="#">“Increasing video performance during a Web Remote session”</a> on page 273.
	Transfer Clipboard	Lets you copy clipboard contents from the host clipboard to the remote or vice versa.  See <a href="#">“Transferring clipboard contents on Web Remote”</a> on page 272.
	Ctrl+Alt+Delete	Lets you run the Ctrl+Alt+Delete command on the host computer.
	Restart host computer	Restarts the host computer.  This option is available on Windows host computers only.
	Help	Opens the online help.
	End session	Ends the remote control session.  See <a href="#">“Ending a Web Remote session”</a> on page 274.

## Transferring clipboard contents on Web Remote

During a remote control session, you can transfer content that is contained in the clipboard between the host and remote computers. Sending graphics might slow down the speed of the transfer.

### To transfer clipboard contents on Web Remote

- 1 In the pcAnywhere Web Remote window, on the menu bar, click **View > Clipboard**.
- 2 In the Transfer Clipboard dialog box, select one of the following:
  - Transfer the host's clipboard to your clipboard
  - Transfer your clipboard to the host's clipboard
- 3 Click **OK**.



## Increasing video performance during a Web Remote session

You can make changes to your video settings during a remote session to improve performance.

### To increase video performance during a Web Remote session

- 1 In the pcAnywhere Web Remote session window, on the menu bar, click **View > Preferences**.
- 2 In the Preferences dialog box, under Performance, in the ColorScale list, select the color level for the remote computer screen.  
  
Lowering the number of colors that are displayed increases performance. If a sharper display is more important to you than color, use the 4 colors setting.
- 3 Check **Reduce host desktop to match remote** to synchronize the resolution settings on the host computer to match the settings on the remote computer.
- 4 Click **OK**.

## Using ezScroll to navigate during a Web Remote session

During a Web Remote session, you can activate the ezScroll feature to scroll through the screen in any direction by using the mouse. You can activate ezScroll from the toolbar or by using a shortcut key. You can choose the shortcut key that you want to use.

### To activate ezScroll from the toolbar

- 1 In the session window, on the toolbar, click **ezScroll**.
- 2 Press and hold the left mouse button to scroll through the screen.

### To activate ezScroll using a shortcut key

- 1 Press and hold the shortcut key.
- 2 Press and hold the left mouse button to scroll through the screen.

### To change the ezScroll shortcut key

- 1 In the Web Remote window, on menu bar, click **View > Preferences**.
- 2 In the Online Options dialog box, under Navigation, in the ezScroll hot key list, select the shortcut key that you want to use.

The ezScroll is disabled by default.

- 3 Click **OK**.

## Ending a Web Remote session

You can end a remote control session using several methods. If you have the appropriate rights, you can cancel the host after you end the session. However, if you cancel the host, no one can connect to the host until the host session is restarted.

See [“Ways to connect to a host through Web Remote”](#) on page 269.

### To end a Web Remote session

- 1 In the Web Remote session window, do any of the following:
  - On the Host menu, click **End session**.
  - On the Web Remote toolbar, click the **End session** icon.
  - On the browser title bar, click the **Close** icon.
- 2 In the End Session window, click **Yes**.

# Connecting from a mobile device

This chapter includes the following topics:

- [About Symantec pcAnywhere Mobile](#)
- [Symantec pcAnywhere Mobile installation](#)
- [Ways to connect another computer from a mobile device](#)
- [Navigating in the Symantec pcAnywhere Mobile session screen](#)
- [Performing remote control tasks from a mobile device](#)
- [Starting a remote management session in Symantec pcAnywhere Mobile](#)
- [What you can do during a remote management session](#)
- [Managing connection items on a mobile device](#)
- [About closing Symantec pcAnywhere Mobile](#)

## About Symantec pcAnywhere Mobile

Symantec pcAnywhere Mobile provides secure, remote access to computers and servers from a mobile device. It lets you use your device to quickly troubleshoot and resolve helpdesk issues, support and maintain servers, or work remotely.

Symantec pcAnywhere Mobile supports network connections over TCP/IP. This includes wireless connections (for example, WiFi, cellular, Bluetooth, infrared). You can connect to a pcAnywhere host that is running on a Windows, Linux, or Mac OS X computer.

## What you can do in Symantec pcAnywhere Mobile

You can do the following tasks in pcAnywhere Mobile:

Connect to another computer for remote control	<p>The remote control features in pcAnywhere Mobile let you connect to a host computer from your device and work as though you are sitting in front of it.</p> <p>See <a href="#">“Performing remote control tasks from a mobile device”</a> on page 298.</p>
Connect to another computer for remote management	<p>The remote management features in pcAnywhere Mobile let you access commonly used administrator tools so that you can quickly resolve computer problems over a mobile connection.</p> <p>See <a href="#">“What you can do during a remote management session”</a> on page 299.</p>
Manage connection settings	<p>You can configure connection items to store the settings for the computers to which you frequently connect.</p> <p>See <a href="#">“Configuring a custom connection item on your mobile device”</a> on page 284.</p> <p>You can manage your connection items in a variety of ways.</p> <p>See <a href="#">“Managing connection items on a mobile device”</a> on page 306.</p>
View and change program options	<p>You can view and manage navigation and display options before and during a session.</p> <p>See <a href="#">“Modifying navigation preferences during a mobile session”</a> on page 296.</p>

## Getting help on your device

Symantec pcAnywhere Mobile includes an online Help system. You can select a topic from a topics list or get tips about the current screen.

### To get help on your device

- ◆ Do one of the following:
  - On the Today screen, tap **Start > Help > pcAnywhere**. In the topics list, select the topic that you want to view.
  - On any pcAnywhere Mobile screen, tap **Start > Help**.

# Symantec pcAnywhere Mobile installation

Before you install pcAnywhere Mobile, you should do the following:

- Ensure that your computer and device meet the minimum system requirements.
  - Synchronize your device with your Windows computer.
- For more information, see the documentation for your device.

## Symantec pcAnywhere Mobile system requirements

To install pcAnywhere Mobile, you need a desktop computer or a laptop computer and a mobile device. You use the computer to install pcAnywhere Mobile on the device. Symantec pcAnywhere Mobile runs on the device.

You must have Microsoft Active Sync (or Windows Mobile Device Center on Vista) installed on your computer before you install pcAnywhere Mobile. You must also have the hardware that is required to connect your device to your computer.

---

**Note:** pcAnywhere Mobile will not work with the Sync center that is installed with Vista. You must use Windows Mobile Device Center for pcAnywhere Mobile to work on Vista.

---

[Table 13-1](#) lists the minimum resources that are required to install pcAnywhere Mobile on your computer.

**Table 13-1** Computer system requirements for pcAnywhere Mobile

Requirement	Description
Operating system	Windows Vista/XP/2003/2008 Server/2000
Synchronization software	Microsoft ActiveSync 4.2 or later

[Table 13-2](#) lists the minimum resources that are required to install pcAnywhere Mobile on your device.

**Table 13-2** Device system requirements

Requirement	Description
Device	Pocket PC Pocket PC Phone Edition
Operating system	Windows Mobile 5.0/6.0

**Table 13-2** Device system requirements (*continued*)

Requirement	Description
Processor	Intel XScale Processor
Synchronization software	Microsoft ActiveSync 4.2 or later
Memory	5 MB
RAM	32 MB
Disk space	1 MB
Network protocol	TCP/IP

## If you have a previous version of Symantec pcAnywhere Mobile installed

You can install the new version of pcAnywhere Mobile over an existing version. Symantec pcAnywhere Mobile automatically preserves your configuration data if you install the program in the same directory in which the previous version is installed.

Before you install over pcAnywhere Mobile, you should ensure that you have no active pcAnywhere sessions running on your device and that pcAnywhere Mobile is not running in memory.

See [“Ending a mobile session”](#) on page 305.

See [“About closing Symantec pcAnywhere Mobile”](#) on page 307.

## Installing Symantec pcAnywhere Mobile

Symantec pcAnywhere Mobile creates a folder on your computer that contains the program files for pcAnywhere Mobile. It places the pcAnywhere Mobile folder in your Microsoft ActiveSync directory unless you select a different location during the installation process. You should install the program in your ActiveSync directory to ensure that you can install and uninstall pcAnywhere Mobile properly.

If your device is connected to your computer, the program automatically installs on the device. If your device is not connected to your computer, the program installs on the device the next time that you synchronize with your computer.

**To install Symantec pcAnywhere Mobile when your device is connected to your computer**

- 1 On the computer, start Microsoft ActiveSync.
- 2 On the computer, insert the Symantec pcAnywhere CD into the CD-ROM drive.

- 3 In the main Symantec pcAnywhere installation panel, click **View Other Installation Options**.  
 If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.  
 See [“Running the setup program manually”](#) on page 63.
- 4 In the list of installation options, click **Install Symantec pcAnywhere Mobile**.
- 5 In the Welcome panel, click **Next**.
- 6 Accept the terms of the license agreement, and then click **Next**.
- 7 In the Customer Information panel, type a user name and an organization name, and then click **Next**.
- 8 In the Destination Folder panel, do one of the following:
  - To install pcAnywhere Mobile in the default directory on your computer, click **Next**.  
 The pcAnywhere Mobile files are saved in the following folder:  
 \Program Files\Microsoft ActiveSync\pcAnywhere Mobile\  
 On Vista, ActiveSync has been replaced with Windows Mobile Device Center. The default directory is:  
 \Windows\WindowsMobile\pcAnywhereMobile
  - To change the installation directory on your computer, click **Change**.  
 In the Change Current Destination Folder panel, in the Look in drop-down list, select the folder in which you want to install pcAnywhere Mobile, and then click **OK**. Then, in the Destination Folder panel, click **Next**.
- 9 In the Ready to Install the Program panel, click **Install** to begin the installation process.
- 10 In the Installing Applications dialog box, do one of the following:
  - To install pcAnywhere Mobile in the default location on your device, click **Yes**.  
 The default location is Main Memory.
  - To change the location on your device, click **No**.  
 In the Save Destination Media window, in the Save In drop-down list, select the location in which you want to install pcAnywhere Mobile on your device, and then click **OK**.
- 11 On your device, check for any messages that require you to perform additional steps to complete the installation.

**12** On your computer, in the Application Downloading Complete window, click **OK**.

**13** In the Completed panel of the installation wizard, click **Finish**.

When the installation is complete, you can use Symantec pcAnywhere Mobile on your device.

**To install Symantec pcAnywhere Mobile when your device is not connected to your computer**

**1** On the computer, do one of the following:

- On Vista, start Windows Mobile Device Center.
- On Windows XP/2003 Server/2000, start Microsoft ActiveSync.

**2** On the computer, insert the Symantec pcAnywhere CD into the CD-ROM drive.

**3** In the main Symantec pcAnywhere installation panel, click **View Other Installation Options**.

If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, and then continue with the installation procedures.

See [“Running the setup program manually”](#) on page 63.

**4** In the list of installation options, click **Install Symantec pcAnywhere Mobile**.

**5** In the Welcome panel, click **Next**.

**6** Accept the terms of the license agreement, and then click **Next**.

**7** In the Customer Information panel, type a user name and an organization name, and then click **Next**.

**8** In the Destination Folder panel, do one of the following:

- To install pcAnywhere Mobile in the default directory on your computer, click **Next**.

The pcAnywhere Mobile files are saved in the following folder:

\Program Files\Microsoft ActiveSync\pcAnywhere Mobile\

On Vista, ActiveSync has been replaced with Windows Mobile Device Center. The default directory is:

\Windows\WindowsMobile\pcAnywhereMobile

- To change the installation directory on your computer, click **Change**.

In the Change Current Destination Folder panel, in the Look in drop-down list, select the folder in which you want to install pcAnywhere Mobile, and then click **OK**. Then, in the Destination Folder panel, click **Next**.



- 9 In the Ready to Install the Program panel, click **Install** to begin the installation process.
- 10 In the Pending Application Install dialog box, click **OK**.  
Symantec pcAnywhere Mobile is installed on your device the next time that you synchronize your device with your computer.
- 11 In the Completed panel of the wizard, click **Finish**.

#### To complete the installation process when you synchronize your device

- 1 Connect your device to your computer.  
Microsoft ActiveSync or Windows Mobile Device Center (for Vista) should start automatically. If not, you must open the program.
- 2 On your computer, in the Installing Applications dialog box, do one of the following:
  - To install pcAnywhere Mobile in the default location on your device, click **Yes**.  
The default location is Main Memory.
  - To change the location on your device, click **No**.  
In the Save Destination Media window, in the Save In drop-down list, select the location in which you want to install pcAnywhere Mobile on your device, and then click **OK**.
- 3 On your device, check for any messages that require you to perform additional steps to complete the installation.
- 4 On your computer, in the Application Downloading Complete window, click **OK**.

## Uninstalling Symantec pcAnywhere Mobile

Before you uninstall pcAnywhere Mobile, you should ensure that you have no active pcAnywhere sessions running on your device and that pcAnywhere Mobile is not running in memory.

See [“Ending a mobile session”](#) on page 305.

See [“About closing Symantec pcAnywhere Mobile”](#) on page 307.

If your device is connected to your computer, you can use the Microsoft ActiveSync program or Windows Mobile Device Center (for Vista) to remove pcAnywhere. You can remove pcAnywhere Mobile from your device only, or you can remove it from your device and from the ActiveSync folder on your computer. You should leave the program in the ActiveSync or Windows Mobile Device Center folder on your computer if you want to reinstall it on your device later.

You can also uninstall pcAnywhere Mobile from your device by using the Remove Programs feature. Your device does not need to be connected to your computer to uninstall the program.

**To use ActiveSync or Windows Mobile Device Center to uninstall Symantec pcAnywhere Mobile from your device**

- 1 Connect your device to your computer.  
Microsoft ActiveSync or Windows Mobile Device Center should start automatically. If not, you must open the program.
- 2 Ensure that pcAnywhere Mobile is not running on your device.
- 3 On your computer, in the Microsoft ActiveSync or Windows Mobile Device Center window, on the Tools menu, click **Add/Remove Programs**.
- 4 In the Add/Remove Programs window, uncheck **Symantec pcAnywhere Mobile**, and then click **OK**.

**To uninstall Symantec pcAnywhere Mobile from your device and from the ActiveSync or Windows Mobile Device Center directory**

- 1 Connect your device to your computer.  
Microsoft ActiveSync or Windows Mobile Device Center should start automatically. If not, you must open the program.
- 2 Ensure that pcAnywhere Mobile is not running on your device.
- 3 On your computer, in the Microsoft ActiveSync or Windows Mobile Device Center window, on the Tools menu, click **Add/Remove Programs**.
- 4 In the Add/Remove Programs window, uncheck **Symantec pcAnywhere Mobile**, and then click **Remove**.
- 5 In the Remove Application window, click **OK**.
- 6 In the Add/Remove Programs window, click **OK**.

**To uninstall pcAnywhere Mobile from your device without using ActiveSync or Windows Mobile Device Center**

- 1 On your device, ensure that pcAnywhere Mobile is not running in memory.  
For more information about stopping a program that is running, see the documentation for your device.
- 2 On the Today screen, tap **Start > Settings**.
- 3 On the System tab, tap **Remove Programs**.
- 4 On the Remove Programs screen, under Programs in storage memory, tap **Symantec pcAnywhere Mobile**.

- 5 Tap **Remove**.
- 6 On the Remove Program screen, tap **Yes** to confirm the action.

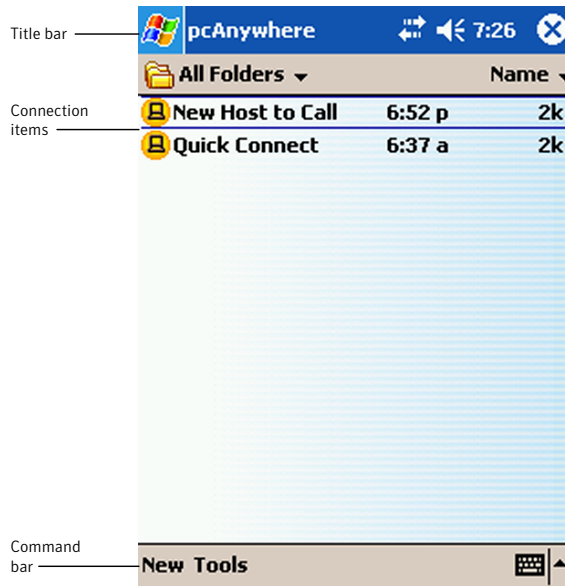
## Starting Symantec pcAnywhere Mobile

Symantec pcAnywhere Mobile is installed in the Programs folder on your device so that you can access the program from the Programs screen. When you start pcAnywhere Mobile, the program is added to your task list on the Start menu. Symantec pcAnywhere Mobile remains in memory until you end the program.

See [“About closing Symantec pcAnywhere Mobile”](#) on page 307.

[Figure 13-1](#) shows the main screen for pcAnywhere Mobile.

**Figure 13-1** Main pcAnywhere Mobile screen



To start Symantec pcAnywhere Mobile

- ◆ Tap **Start > Programs > pcAnywhere**.

## Ways to connect another computer from a mobile device

Symantec pcAnywhere Mobile lets you connect to a host computer in the following ways:

Quick Connect	You can use Quick Connect for one-time or infrequent connections to a host computer.  See <a href="#">“Starting a mobile connection from Quick Connect”</a> on page 292.
User-defined connections	You can create connection items for the host computers to which you connect frequently.  See <a href="#">“Configuring a custom connection item on your mobile device”</a> on page 284.  You can use these connection items for subsequent connections to the host computer.  See <a href="#">“Starting a mobile session from a custom connection item”</a> on page 292.

### Configuring a custom connection item on your mobile device

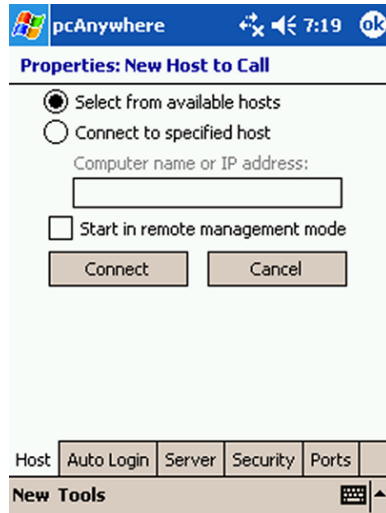
You can create connection items to save and reuse the connection settings for the host computers to which you frequently connect. Symantec pcAnywhere Mobile names the connection item New Host to Call and adds it to the connection item list on the main product screen. It stores the connection item in the All Folders folder on your device.

You can edit the settings in the connection item. You can also rename the connection item, copy it, move it, or delete it.

See [“Managing connection items on a mobile device”](#) on page 306.

#### To configure a custom connection item on your mobile device

- 1 Start pcAnywhere Mobile.
- 2 On the main product screen, do one of the following:
  - To create a new connection item, on the command bar, tap **New**.
  - To edit an existing connection item, in the connection items list, select the connection item.



- 3 On the Properties screen, on the Host tab, do one of the following:
  - To select a host computer from a list of hosts that are running on your subnet, tap **Select from available hosts**.
  - To connect to a specific host computer without searching, tap **Connect to specified host**.  
 Enter the computer name or IP address of the computer to which you want to connect.
- 4 To start the connection in remote management mode, check **Start in remote management mode**.

This option lets you access commonly used administrator tools to quickly resolve computer problems over a mobile connection. This option is supported only on Windows Vista/XP/2003/2008 Server/2000 computers that are running pcAnywhere 12.0 or later.

See [“What you can do during a remote management session”](#) on page 299.

5 On the following tabs, configure the options that you want to use:

Auto Login	<p>You can include logon credentials to automatically log on to the host computer upon connection. If you do not provide this information, you will be prompted for your logon credentials upon connection.</p> <p>See <a href="#">“Including logon information in your mobile connections”</a> on page 286.</p> <p><b>Note:</b> If you are using remote management, you might be prompted for additional logon credentials, depending on how the host computer is configured.</p>
Server	<p>If you want to connect through a pcAnywhere Gateway or Access Server, you can provide the IP address and the logon information that is needed to connect.</p> <p>See <a href="#">“Connecting through a pcAnywhere Gateway or Access Server”</a> on page 287.</p>
Security	<p>You can select encryption settings to protect the exchange of data between the host computer and your device.</p> <p>See <a href="#">“Encrypting your mobile sessions”</a> on page 288.</p>
Ports	<p>You can specify the alternate ports that the host computer is using, if necessary.</p> <p>See <a href="#">“Specifying the host ports for mobile connections”</a> on page 290.</p>

6 Do one of the following:

- To save the connection settings without starting a connection, on the navigation bar, tap **OK**.
- To connect to the host computer, on any properties tab, tap **Connect**.

## Including logon information in your mobile connections

Symantec pcAnywhere requires a user name and password for all host sessions. To connect to a pcAnywhere host computer, you must know the information that is needed to log on.

You can include this logon information in the connection item. This lets you automatically log on to the host computer upon connection. If you do not include the logon information in the connection item, you will be prompted for the logon information upon connection.

If the host computer is running Windows Vista/XP/2003/2008 Server/2000, the operating system might also prompt you for computer or network logon credentials.

#### To include logon information in your mobile connections

- 1 On the main pcAnywhere Mobile screen, do one of the following:
  - To edit an existing connection item, in the connection items list, select the connection item.
  - To create a new connection item, on the command bar, tap **New**.
- 2 On the Properties screen, on the Auto Login tab, check **Log in automatically**.
- 3 In the Login Name box, enter the user name.
- 4 In the Password box, enter the password.
- 5 In the Domain box, enter the domain, if needed.

If you are connecting to a host that is configured for Windows NT authentication using domain accounts, you must also supply the domain.
- 6 To save your changes, on the title bar, tap **OK**.

## Connecting through a pcAnywhere Gateway or Access Server

Symantec pcAnywhere Mobile supports connections through the Symantec pcAnywhere Gateway or Access Server. Symantec pcAnywhere Gateway facilitates the process of finding and connecting to host computers that are behind a firewall, router, or other Network Address Translation (NAT) device. It is included on the Symantec pcAnywhere installation CD. The pcAnywhere Access Server is a stand-alone server that is purchased separately.

Symantec pcAnywhere Mobile can discover the pcAnywhere Gateway computers that are running on your subnet. When you select a Gateway, the host list updates to display the host computers that were discovered by the Gateway. You can also configure a connection item to automatically connect through the pcAnywhere Gateway or Access Server.

#### To connect through a pcAnywhere Gateway or Access Server

- 1 On the main pcAnywhere Mobile screen, do one of the following:
  - To edit an existing connection item, in the connection items list, select the connection item.
  - To create a new connection item, on the command bar, tap **New**.
- 2 On the Properties screen, on the Server tab, check **Connect through Gateway or Access Server**.

- 3 In the IP Address box, enter the IP address of the Symantec pcAnywhere Gateway or Access Server through which you want to connect.
- 4 In the Password box, enter the pcAnywhere password that is needed to connect, if necessary.
- 5 If you want to connect to a specific group that is configured on the Access Server, in the Group box, type the name of the group.
- 6 To save the connection settings without starting a connection, on the navigation bar, tap **OK**.
- 7 To connect, tap **Connect**.

## Encrypting your mobile sessions

Encryption is a method of encoding or scrambling data to prevent unauthorized users from reading or tampering with the data. Symantec pcAnywhere Mobile uses encryption to ensure that the data that you send cannot be read or altered by unauthorized users while in transit.

If the host and the remote are running pcAnywhere 12.0 or later and the encryption levels do not match, pcAnywhere automatically raises the encryption level on the computer that is using the lower level to match the encryption level on the computer that is using the higher level. If you are using symmetric encryption, pcAnywhere also raises the algorithm levels if the one of the computers is using a lower level.

For example, if the host encryption level is configured for pcAnywhere encoding and the remote encryption level is configured for symmetric encryption, pcAnywhere automatically raises the encryption level on the host to symmetric.

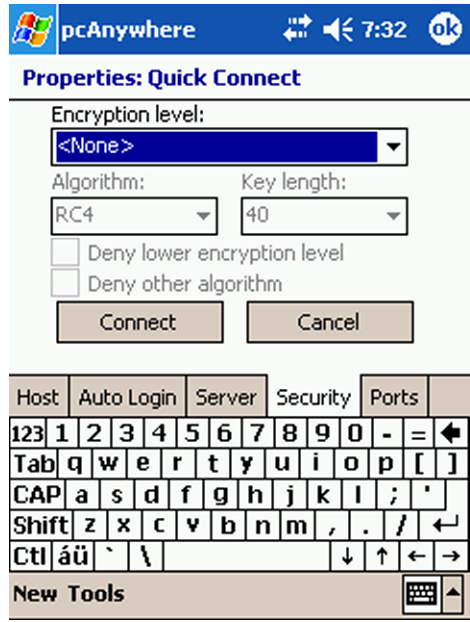
If either the host computer or the remote computer is running pcAnywhere 11.0.x or earlier and the encryption levels or algorithms do not match, pcAnywhere attempts to lower the encryption level on the computer that is using the higher level to match the encryption level on the computer that is using the lower level. You can configure pcAnywhere to deny the connection instead.

See [“Using encryption to protect data”](#) on page 218.

### To encrypt your mobile sessions

- 1 On the main pcAnywhere Mobile screen, do one of the following:
  - To edit an existing connection item, in the connection items list, select the connection item.
  - To create a new connection item, on the command bar, tap **New**.





2 On the Security tab, in the Encryption level list, select one of the following:

- None                      The session is not encrypted. However, Symantec pcAnywhere Mobile automatically uses symmetric encryption to secure the logon information as it is being transmitted to the host computer regardless of the encryption type that you select.
  
- pcAnywhere encoding      Symantec pcAnywhere Mobile applies a simple transformation to data so that the data stream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcAnywhere that do not support stronger encryption techniques.
  
- Symmetric                Symmetric encryption encrypts and decrypts data by using a set of symmetric cryptographic keys that are randomly generated for each connection. Symantec pcAnywhere Mobile automatically negotiates a pair of symmetric encryption keys, which are used to encrypt the session.

3 In the Algorithm list, select one of the following:

- RC4
- AES

This option is only available for symmetric encryption.

- 4 In the Key length list, select the appropriate key level.  
This option is only available for symmetric encryption. Larger key lengths provide stronger levels of security but might impact performance.
- 5 Check **Deny lower encryption level** to cancel the connection if the host computer is running pcAnywhere 11.0.x or earlier and the host computer is using a lower level of encryption.
- 6 Check **Deny other algorithm** to cancel the connection if the host computer is using a different algorithm.  
This option is only available for symmetric encryption.
- 7 To save your changes, on the title bar, tap **OK**.

## Using a serial ID to secure mobile connections

You can connect to pcAnywhere host computers that use serial IDs for securing connections. You must embed the same serial ID on your device for the host computer to accept the connection.

For more information about serialization, see the *Symantec pcAnywhere Administrator's Guide*.

### To use a serial ID to secure a connection

- 1 On the main pcAnywhere Mobile screen, on the command bar, tap **Tools > Options**.
- 2 On the Options screen, on the Serial ID tab, enter the serial ID number that is required to connect to the host computer.  
Serial IDs must be a numeric value between 0 and 65,535. You must use the same serial ID as the host.
- 3 To save your changes, on the title bar, tap **OK**.

## Specifying the host ports for mobile connections

Symantec pcAnywhere uses ports 5631 and 5632 for connections. These ports are registered, and in most cases, you do not need to change them. If you are connecting to a host computer that uses different port numbers, you must change the connection settings on your device to match the port settings on the host computer.

### To specify the host ports for mobile connections

- 1 On the main pcAnywhere Mobile screen, do one of the following:

- To edit an existing connection item, in the connection items list, select the connection item.
  - To create a new connection item, on the command bar, tap **New**.
- 2 On the Properties screen, on the Ports tab, under Host data port, enter the data port number that the host computer is using.  
  
The Reset Default button returns the data port number to 5631, which is the default setting.
  - 3 Under Host status port, enter the status port number that the host computer is using.  
  
The Reset Default button returns the status port number to 5632, which is the default setting.
  - 4 To save your changes, on the title bar, tap **OK**.

## Adding subnet addresses to a host search on your mobile device

Symantec pcAnywhere Mobile can search for the host computers that are running on your local subnet (part of the network to which your device is attached). You can expand this search to include multiple subnets. When you add a subnet address, the results of the host discovery list are automatically available to all new and existing connection items.

Symantec pcAnywhere Mobile searches for pcAnywhere hosts that are waiting on the standard data port (5631). If a host is configured to use a different port, you must include the port number in the connection item on your device.

See [“Specifying the host ports for mobile connections”](#) on page 290.

### To add subnet addresses to a host search on your mobile device

- 1 On the main pcAnywhere Mobile screen, do one of the following:
- 2 On the command bar, tap **Tools > Options**.
- 3 On the Network tab, under Name, IP address, or IP subnet to search for hosts, enter the following:  
  
**<nnn.nnn.nnn>.0**  
  
where <n> represents the numbers in the first three octets of the IP or subnet address.
- 4 Tap **Add**.
- 5 Repeat steps 3 through 4 to add additional subnets to the host discovery list.
- 6 Tap **OK**.

## Starting a mobile session from a custom connection item

Connection items simplify the process of reconnecting to a host computer. The connection items that are listed on the main product screen store the connection and security settings that you selected when you configured a connection to a host computer.

### To start a mobile session from a custom connection item

- 1 Start pcAnywhere Mobile.
- 2 On the main product screen, in the connection items list, select the connection item for the host computer to which you want to connect.
- 3 On any properties tab, tap **Connect**.

If you have not configured the logon credentials on the Auto Login tab, you will be prompted for logon credentials upon connection.

## Starting a mobile connection from Quick Connect

Symantec pcAnywhere Mobile lets you quickly connect to another computer with minimal setup. Before connecting, you must know the computer name or IP address of the host computer and the logon information.

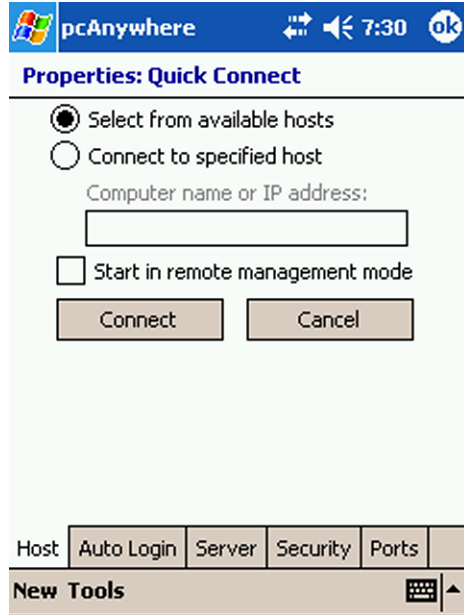
You can select from a list of available hosts, or you can enter the IP address or computer name of the computer to which you want to connect. If your device has network access, pcAnywhere Mobile searches the local subnet for pcAnywhere hosts that are waiting for a connection. You can broaden the search to include additional subnets.

See [“Adding subnet addresses to a host search on your mobile device”](#) on page 291.

Symantec pcAnywhere Mobile saves your settings so that you can use them for subsequent connections. If you want to connect to a different host computer the next time that you use Quick Connect, you might need to modify the connection settings.

**To start a mobile connection from Quick Connect**

- 1 Start pcAnywhere Mobile.
- 2 On the main product screen, in the connection items list, tap **Quick Connect**.



- 3 On the Properties screen, on the Host tab, do one of the following:
  - To select a host computer from a list of hosts that are running on your subnet, tap **Select from available hosts**.
  - To connect to a host computer without searching, tap **Connect to specified host**.  
 Enter the computer name or IP address of the computer to which you want to connect.
- 4 To start the connection in remote management mode, check **Start in remote management mode**.

This option lets you access commonly used administrator tools to quickly resolve computer problems over a mobile connection. This option is supported only on Windows Vista/XP/2003 Server/2000/2008 Server computers that are running pcAnywhere 12.0 or later.

See “[Starting a remote management session in Symantec pcAnywhere Mobile](#)” on page 298.

5 On the following tabs, configure the options that you want to use:

Auto Login	<p>You can include logon credentials to automatically log on to the host computer upon connection. If you do not provide this information, you will be prompted for your logon credentials upon connection.</p> <p>See <a href="#">“Including logon information in your mobile connections”</a> on page 286.</p> <p><b>Note:</b> If you are using remote management, you might be prompted for additional logon credentials, depending on how the host computer is configured.</p>
Server	<p>If you want to connect through a pcAnywhere Gateway or Access Server, you can provide the IP address and other information that is needed to connect.</p> <p>See <a href="#">“Connecting through a pcAnywhere Gateway or Access Server”</a> on page 287.</p>
Security	<p>You can select encryption settings to protect the exchange of data between the host computer and your device.</p> <p>See <a href="#">“Encrypting your mobile sessions”</a> on page 288.</p>
Ports	<p>You can specify the ports that the host computer is using, if necessary.</p> <p>See <a href="#">“Specifying the host ports for mobile connections”</a> on page 290.</p>

6 On any properties tab, tap **Connect** to connect to the host computer.

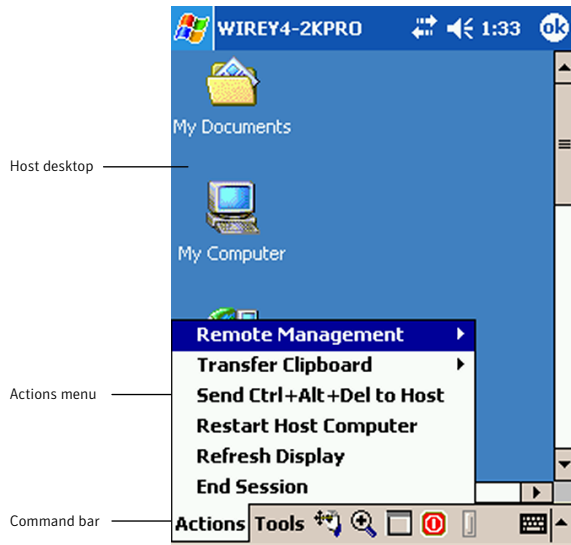
## Navigating in the Symantec pcAnywhere Mobile session screen

Symantec pcAnywhere Mobile opens in a remote control session unless you selected to start the session in remote management mode. If you start a session in remote management mode, pcAnywhere Mobile opens in the Task Manager window.

The command bar contains tools to assist you while you work in a remote control session. The Actions menu contains the tasks that are available during a remote control session, such as restarting the host. The Tools menu contains screen and navigation configuration options, which you can modify during a session to enhance performance. The session command bar contains buttons for commonly used tasks.

Figure 13-2 shows the main pcAnywhere Mobile screen during a remote control session.

Figure 13-2 pcAnywhere Mobile session screen



The following navigation buttons are available on the session command bar to help you navigate during a remote control session:

- |  |                |   |
|--|----------------|---|
|  | ezScroll       | The ezScroll feature lets you scroll through the screen in any direction without having to use the scroll bars. This option is available when the screen is magnified.        |
|  | ezZoom         | The ezZoom feature lets you select a portion of the session screen to magnify it. Symantec pcAnywhere Mobile starts the session with ezZoom turned on unless you turn it off. |
|  | Screen scaling | The screen scaling option lets you switch between full-screen and magnified views. In full-screen mode, the host desktop is scaled down to fit in the device screen.          |

**To navigate in the Symantec pcAnywhere Mobile session screen by using ezScroll**

- 1 If the view is in full-screen mode, on the command bar, tap **Screen scaling** to switch to the magnified view.
- 2 On the command bar, tap **ezScroll**.

**3** Tap, hold, and drag the screen in the direction that you want to move.

**4** Tap **ezScroll** again to cancel ezScroll.

**To navigate in the Symantec pcAnywhere Mobile session screen by using ezZoom**

**1** On the command bar, tap **ezZoom**.

**2** Tap and drag the rectangular frame to the portion of the host screen that you want to view.

When you release, the selected area is magnified.

**To switch between full-screen view and magnified view**

**1** If the view is magnified, on the command bar, tap **Screen scaling** to view the entire host screen on your device.

**2** To switch back to the magnified view, tap **Screen scaling** again.

## Modifying navigation preferences during a mobile session

Symantec pcAnywhere Mobile offers navigational control options to facilitate navigation during a remote control session. These options are automatically activated when you start the connection unless you change the navigation preferences.

You can change navigation preferences during a session or before you connect. The procedures for configuring the navigation preferences are the same. These options apply automatically to all connection items.



**To modify navigation preferences during a mobile session**

- 1 On the command bar, tap **Tools > Options**.
- 2 On Options screen, on the Navigation tab, select any of the following:

Start in ezZOOM	Starts the remote control session with the magnified view option turned on and the top left corner of the screen framed for magnification.  This option is only available when you are out of session.
Show scroll bars	Displays horizontal and vertical scroll bars when the remote control screen is magnified.
Host window tracking	Automatically moves any active window (for example, a dialog message) that appears on the host computer screen to a visible part of the device screen.  For example, a dialog box that requires an action from you might appear out of the viewing area on your device. Because you cannot see the message, you might think the session has locked. By checking this option, you ensure that such dialog messages appear in a visible part of your screen.
Host mouse tracking	Automatically moves the remote control screen to follow the cursor movements that are made by the host computer user.

- 3 Tap **OK**.

## Improving performance during a mobile session

You can change the color settings during a mobile session to improve performance. These options remain in effect for all of your mobile sessions until you change them.

**To improve performance during a mobile session**

- 1 On the command bar, tap **Tools > Options**.
- 2 On the Display tab, select the color level for your device screen.  
  
Lowering the number of colors that are displayed increases performance. If a sharper display is more important to you than color, use the 4 colors setting.
- 3 Tap **OK**.

## Performing remote control tasks from a mobile device

You can perform the following remote control tasks on the host computer to which you are connected:

Transfer Clipboard	Lets you copy clipboard contents from the host clipboard to the device or vice versa.
Send Ctrl+Alt+Del to Host	Lets you send the Ctrl+Alt+Delete command to the host computer.
Refresh Display	Refreshes the screen display.
Restart Host	Restarts the host computer.  This option is available on Windows host computers only.  <b>Note:</b> The remote management tools in pcAnywhere Mobile provide additional options for securing the host computer after you end a session.

See [“Starting a remote management session in Symantec pcAnywhere Mobile”](#) on page 298.

### To perform remote control tasks from a mobile device

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions**.
- 3 Select the task that you want to perform.

## Starting a remote management session in Symantec pcAnywhere Mobile

Remote management sessions are supported only on Windows Vista/XP/2003 Server/2000/2008 Server. The host computer must be running pcAnywhere 12.0 or later. Remote management connections to a Windows, Linux, or Mac OS X thin host are not supported.

You must have administrator rights on the host computer to perform some remote management tasks. The host user must be logged on to the computer with a user name and password. Symantec pcAnywhere Mobile does not support remote management connections to host computers that use blank passwords.

You can start a connection in remote management mode, or you can switch to remote management mode during a remote control session. When you initiate

the connection, pcAnywhere prompts you for the caller logon credentials. Once these credentials are validated, you might be prompted by the operating system for computer or network logon credentials, depending on how the host computer is configured.

#### To start a remote management session in Symantec pcAnywhere Mobile

- 1 On the main Symantec pcAnywhere Mobile screen, in the connection items list, select the connection item that you want to use to connect to the host computer.
- 2 On the Properties screen, on the Host tab, check **Start in remote management mode**.
- 3 Configure any additional connection settings that you want to use.  
See [“Configuring a custom connection item on your mobile device”](#) on page 284.
- 4 Tap **Connect**.

## What you can do during a remote management session

The remote management tools in pcAnywhere Mobile let you access commonly used administrator tools so that you can quickly resolve computer problems over a mobile connection. A remote management session uses less bandwidth than a full remote control session because only the data needs to be transmitted between the host computer and the device.

Symantec pcAnywhere Mobile provides the following remote management tools:

Task Manager	Lets you view and control applications and processes that are running on the host computer to which you are connected.
Command Prompt	Lets you run basic DOS commands on a host computer (for example, ipconfig) and view the text-based results locally.
Change Computer State	Lets you remotely lock, restart, or shut down a host computer or log off the user who is logged on the host computer.

## Viewing or changing program status from a mobile device

The Task Manager feature in remote management lets you view the programs that are running on a host computer. You can view status information and start and stop programs. This feature functions like the Windows Task Manager except that the commands run on the host computer (for example, a support customer's computer), and the results are displayed on the device.

### To view or change program status from a mobile device

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions > Remote Management > Task Manager**.  
If you started the connection in Remote Management mode, the session opens in the Task Manager window.
- 3 If you are prompted to log on, type the user name, password, and, if applicable, the domain name for a user account that is configured on the host computer.
- 4 To change program status, on the Task Manager screen, on the Applications tab, tap **Actions**, and then select one of the following:

New Task                      Lets you start a program or command (for example, open a folder, document, or Internet resource).

This option works like the Run option in Windows.

End Task                      Lets you cancel a program or command.

- 5 To refresh the screen, tap **Actions > Refresh**.
- 6 To close the Task Manager screen, on the title bar, tap **OK**.

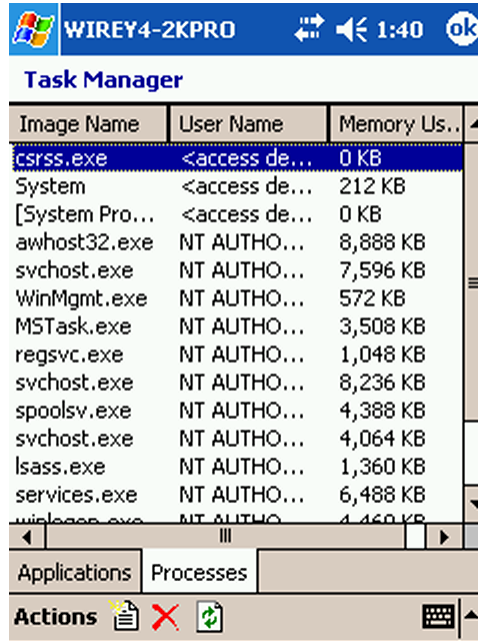
## Stopping and starting processes from a mobile device

The Task Manager feature in Remote Management lets you view information about the processes that are running on the host computer (for example, CPU and memory use). You can stop and start processes. To start a process, you must provide the exact path and file name to the executable that you want to run. The executable must be a non-graphical program (for example, Notepad).

This feature functions like the Windows Task Manager, except that the commands run on the host computer (for example, a support customer's computer), and the results are displayed on the device.

**To stop a process from a mobile device**

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions > Remote Management > Task Manager**.



If you started the connection in Remote Management mode, the session opens in the Task Manager window.

- 3 If you are prompted to log on, type the user name, password, and, if applicable, the domain name for a user account that is configured on the host computer.
- 4 On the Task Manager screen, on the Processes tab, select the process that you want to stop, and then tap **Actions > End Process**.
- 5 To refresh the screen, tap **Actions > Refresh**.
- 6 To close the Task Manager screen, on the title bar, tap **OK**.

**To start a process from a mobile device**

- 1 On the Task Manager screen, on the Processes tab, tap **Actions > New Task**.
- 2 In the Open box, do one of the following:
  - To open a program or run a command, enter the exact path and file name of the executable that you want to run.

- To open a folder or a document, enter the exact path to the folder or document that you want to open.
- 3 To close the Task Manager screen, on the title bar, click **OK**.

## Locking your computer or logging off a user from a mobile device

You can remotely lock a host computer or log off the user who is logged on. The remote management session ends after you send the command.

The lock computer option is available only on Windows Vista/XP/2003 Server/2000/2008 Server only. For added security, the host user can password-protect the screen saver.

You can prompt users to save their work and close any open programs before the host computer is logged off. You can also choose to forcibly close programs that are running without warning the host user. If you choose to forcibly close programs, users will lose any data that has not been saved.

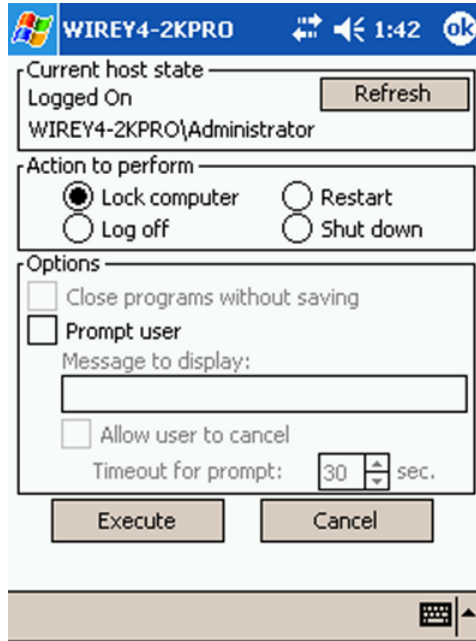
The lock computer and log off commands do not support Windows XP Fast User Switching.

### To lock a computer or log off a user from a mobile device

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions > Remote Management > Change Computer State**.  
  
If you started the connection in Remote Management mode, the session opens in the Task Manager window. On the title bar, tap **OK** to return to the main session screen.
- 3 If you are prompted to log on, type the user name, password, and, if applicable, the domain name for a user account that is configured on the host computer.
- 4 On the Current host state screen, under Action to Perform, select one of the following:
  - Lock computer
  - Log off
- 5 To run the command without prompting users, tap **Execute**.

**To prompt users before sending a logoff command from a mobile device**

- 1 On the Current host state screen, under Options, tap **Prompt user**.



- 2 To include a message in the prompt, under Message to display, enter the text that you want to send.
- 3 To give users the option to cancel the restart or shut down command, tap **Allow user to cancel**.
- 4 Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.

## Restarting or shutting down a host computer from a mobile device

You can restart or shut down a host computer to which you are connected. You can give users an opportunity to save their work and close any open programs. You can also choose to forcibly close programs that are running without warning the host user. For example, you might want to forcibly close programs if you are trying to restart or shut down a host computer that has become unresponsive. If you choose to forcibly close programs, users will lose any data that has not been saved. The remote management session ends after you send the command.

### To restart or shut down a host computer from a mobile device

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions > Remote Management > Change Computer State**.  
  
If you started the connection in Remote Management mode, the session opens in the Task Manager window. On the title bar, tap **OK** to return to the main session screen.
- 3 If you are prompted to log on, type the user name, password, and, if applicable, the domain name for a user account that is configured on the host computer.
- 4 On the Current host status screen, under Action to Perform, select one of the following:
  - Restart
  - Shut down
- 5 To let the operating system on the host computer forcibly close programs without saving data, under Options, tap **Close programs without saving**.
- 6 To run the command without prompting users, tap **Execute**.

### To prompt users before running a restart or shut down command from a mobile device

- 1 On the Current host state screen, under Options, tap **Prompt User**.
- 2 To include a message in the prompt, under Message to display, enter the text that you want to send.
- 3 To give users the option to cancel the restart or shut down command, tap **Allow user to cancel**.
- 4 Select the number of seconds that the user has to respond to the prompt.  
  
If the timeout period expires, the action is carried out automatically.

## Running DOS commands from a mobile device

The Command Prompt feature in remote management lets you run basic DOS commands on a host computer (for example, ipconfig) and view the text-based results locally. This feature functions like the Windows command prompt, except that graphical-based commands or commands that use direct BIOS calls for screen display (for example, telnet) are not supported.

Symantec pcAnywhere Mobile maintains a list of unsupported commands in an exclusion list. If you type a command that is included in this list, you receive an error message. The Command Prompt may become unresponsive if you type an



unsupported command that is not included in the exclusion list. Symantec pcAnywhere Mobile lets you manage the exclusion list by adding or removing commands. This includes custom key mapping, executable commands, and other user-defined commands.

#### To run DOS commands from a mobile device

- 1 Connect to a host computer.
- 2 On the main session screen, on the command bar, tap **Actions > Remote Management > Command Prompt**.  
  
If you started the connection in Remote Management mode, the session opens in the Task Manager window. On the title bar, tap **OK** to return to the main session screen.
- 3 If you are prompted to log on, type the user name, password, and, if applicable, the domain name for a user account that is configured on the host computer.
- 4 On the Command Prompt screen, do one of the following:
  - In the command box, enter the command that you want to run.
  - In the command box, tap the drop-down list, and then select a command from the list of commands that you have previously run.  
This list is empty the first time that you use this feature.
- 5 Tap **Enter**.
- 6 To stop a command while it is running, click **Ctrl+ Break**.
- 7 To close the Command Prompt screen, on the title bar, tap **OK**.

#### To view or edit the exclusion list on a mobile device

- 1 On the Command Prompt screen, tap **Exclusions**.
- 2 Do one of the following:
  - To add a command to the exclusion list, in the Command box, enter the command, and then tap **Add**.
  - To remove a command from the exclusion list, in the Excluded commands box, select the command, and then tap **Remove**.
  - On the title bar, tap **OK**.
  - To close the Command Prompt screen, on the title bar, tap **OK**.

## Ending a mobile session

You must end the session to disconnect from the host computer. Ending a mobile session returns you to the main pcAnywhere Mobile screen.

#### To end a mobile session

- 1 On the command bar, tap **Actions > End Session**.
- 2 In the confirmation window, tap **Yes** to confirm the action.

## Managing connection items on a mobile device

Symantec pcAnywhere Mobile lets you manage your remote connection items in the following ways:

- Rename a connection item to better identify the host to which you are connecting.  
See [“Renaming a connection item on a mobile device”](#) on page 306.
- Copy an existing connection item and edit the configuration options to create a new connection item.  
See [“Copying a connection item on a mobile device”](#) on page 306.
- Organize your remote connection items in folders to make them easier to manage and locate.  
See [“Organizing connection items on a mobile device”](#) on page 307.
- Remove connection items that you no longer need.  
See [“Removing a connection item from a mobile device”](#) on page 307.

## Renaming a connection item on a mobile device

When you create a new connection item, Symantec pcAnywhere Mobile names the item New Host to Call. You can rename the connection item to better identify the host to which you are connecting.

#### To rename a connection item on a mobile device

- 1 On the main pcAnywhere Mobile screen, in the connection items list, tap and hold on the connection item that you want to rename.
- 2 Tap **Rename/Move**.
- 3 In the Name box, enter a new name.
- 4 Tap **OK**.

## Copying a connection item on a mobile device

You can create a new connection item by copying an existing connection item that has settings that are similar to the new one that you want create. You can then modify the configuration settings of the new connection item.

### To copy a connection item on a mobile device

- 1 On the main pcAnywhere Mobile screen, in the connection items list, tap and hold on the connection item that you want to copy.
- 2 Tap **Create Copy**.
- 3 Rename the new connection item.
- 4 Modify the configuration settings as needed.  
See [“Configuring a custom connection item on your mobile device”](#) on page 284.

## Organizing connection items on a mobile device

You can organize your connection items into folders or onto storage media to help you better locate and manage them.

### To organize connection items on a mobile device

- 1 On the main pcAnywhere Mobile screen, in the connection items list, tap and hold on the connection item that you want to move.
- 2 Tap **Rename/Move**.
- 3 Do one of the following:
  - In the Folder list, select the location in which you want to move the connection item.
  - In the Location list, select the storage location in which you want to move the connection item.
- 4 Tap **OK**.

## Removing a connection item from a mobile device

When you no longer need a connection item, you can remove it from your device.

### To remove a connection item from a mobile device

- 1 On the main pcAnywhere Mobile screen, in the connection items list, tap and hold on the connection item that you want to remove.
- 2 Tap **Delete**.
- 3 Tap **Yes** to confirm.

## About closing Symantec pcAnywhere Mobile

Symantec pcAnywhere Mobile runs in memory until you stop the program. You should properly close pcAnywhere Mobile when you are finished working in it to

conserve the memory space on your device. You must close pcAnywhere Mobile before you can uninstall or reinstall the product.

Before you close pcAnywhere Mobile, ensure that you have ended any pcAnywhere Mobile sessions that are running.

See [“Ending a mobile session”](#) on page 305.

For more information about stopping a program that is running in memory, see the documentation for your device.

# Managing Symantec pcAnywhere Gateway

This chapter includes the following topics:

- [About Symantec pcAnywhere Gateway](#)
- [Installing Symantec pcAnywhere Gateway](#)
- [About the Gateway Manager](#)

## About Symantec pcAnywhere Gateway

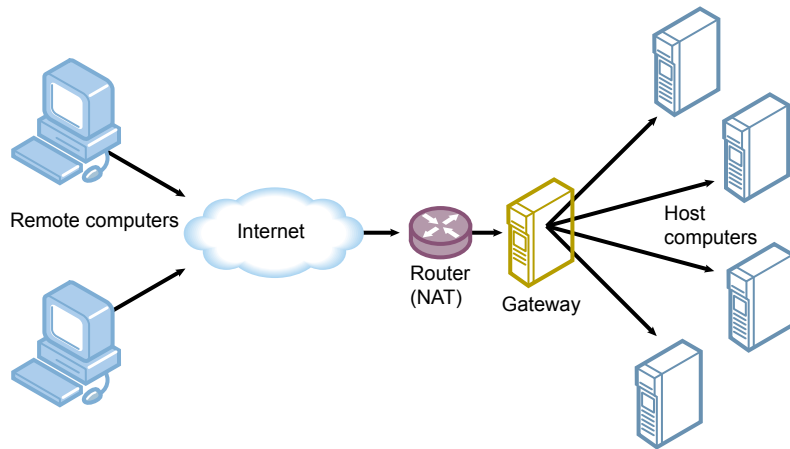
Symantec pcAnywhere Gateway facilitates the process of finding and connecting to host computers that are behind a firewall, router, or other Network Address Translation (NAT) device.

It automatically discovers the pcAnywhere hosts that are running on the same subnet on which the pcAnywhere Gateway service is running. You can broaden the search to include additional subnets. Symantec pcAnywhere Gateway allows up to five simultaneous TCP/IP active sessions and one active modem session.

Remote users can connect to a gateway computer, view the hosts that have been discovered by the gateway, and then connect to an available host. For remote users to connect to the host computers that are behind a NAT device, you must open the ports on your NAT device to allow incoming connections.

[Figure 14-1](#) shows how connections are made through pcAnywhere Gateway.

**Figure 14-1** How connections work through pcAnywhere Gateway



See [“Editing the port settings for pcAnywhere Gateway”](#) on page 316.

Symantec pcAnywhere and Symantec pcAnywhere Gateway are configured to use ports 5631 (TCP data port) and 5632 (UDP status port). If you change the default port settings for gateway sessions or for pcAnywhere host sessions, remote users must also change their pcAnywhere port settings to match. If you want to run a gateway session and a pcAnywhere host session on the same computer, you must change the host ports and keep the default ports for gateway.

## Installing Symantec pcAnywhere Gateway

You must have administrator rights on the computer on which you want to install Symantec pcAnywhere Gateway. Your computer must also meet the minimum system requirements.

See [“Symantec pcAnywhere system requirements”](#) on page 51.

### To install Symantec pcAnywhere Gateway

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 In the Symantec pcAnywhere window, click **View Other Installation Options**.
- 3 Click **Install Symantec pcAnywhere Gateway**

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 4 In the Welcome panel, click **Next**.

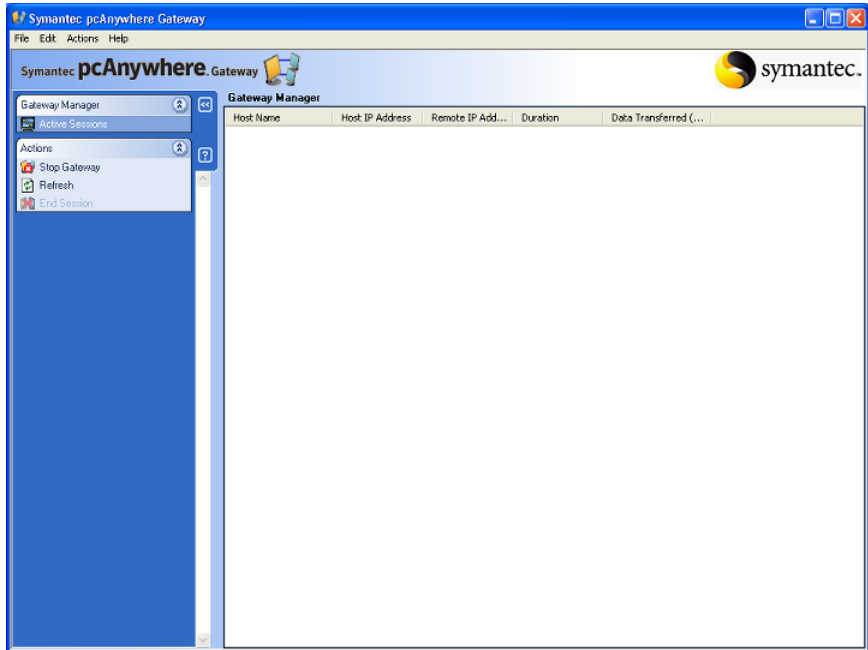
- 5 Accept the terms of the license agreement, and then click **Next**.
- 6 In the Destination Folder panel, do one of the following:
  - To install pcAnywhere Gateway in the default program directory, click **Next**.
  - To change the installation directory, click **Change**.  
In the Change Current Destination Folder panel, browse to the folder location in which you want to install Symantec pcAnywhere Gateway, and then click **OK**. Then, in the Destination Folder panel, click **Next**.
- 7 In the Gateway Security panel, do one of the following:
  - To assign a password for gateway sessions, under Require a password to connect to the Gateway, in the Password and Confirm Password boxes, type the password, and then click **Next**.
  - If you do not want to assign a password, uncheck Require a password to connect to the Gateway, and then click **Next**.  
You can assign a user password after installation.
- 8 The Symantec pcAnywhere Gateway icon is placed on the desktop by default. If you do not want this shortcut on your desktop, in the Ready to Install the Program Panel, under Desktop shortcut, uncheck **Symantec pcAnywhere Gateway**.
- 9 The Symantec pcAnywhere Gateway service starts automatically by default. If you do not want the Symantec pcAnywhere Gateway service to start automatically, uncheck **Start Symantec pcAnywhere Gateway Service**.
- 10 When you are ready to start the installation, click **Install**.
- 11 Click **Finish** when the installation is complete.

## About the Gateway Manager

When you start the Symantec pcAnywhere Gateway service, it automatically discovers the pcAnywhere hosts that are running on the local subnet. The right pane of the Gateway Manager window shows all of the active sessions that are running through the gateway computer. If there are no active sessions, the right pane is empty.

[Figure 14-2](#) shows the Gateway Manager window.

Figure 14-2 Gateway Manager window



## Starting pcAnywhere Gateway

Symantec pcAnywhere Gateway is installed in the Windows Program Files folder by default. During installation, pcAnywhere Gateway optionally lets you place a program icon on the Windows desktop from which you can open the program. You can also open pcAnywhere Gateway from the Windows Start menu.

If you enable the Windows Firewall while the gateway service is running, you must stop the gateway service and restart it.

### To start pcAnywhere Gateway

- ◆ Do one of the following:
  - On the Windows Vista/2008 Server taskbar, click **Start > All Programs > Symantec > Symantec pcAnywhere Gateway**.
  - On the Windows XP/2003 Server/2000 desktop, double-click **Symantec pcAnywhere Gateway**.
  - On the Windows XP/2003 Server/2000 taskbar, click **Start > Programs > Symantec > Symantec pcAnywhere Gateway**.



- On the Windows system tray, double-click the **Symantec pcAnywhere Gateway** icon.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

## Changing the launch settings for pcAnywhere Gateway

The Symantec pcAnywhere Gateway service is configured to automatically launch when you start Windows. The pcAnywhere Gateway icon automatically appears in the Windows system tray when you start Windows. You can change these settings.

### To change the launch settings for pcAnywhere Gateway

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the General tab, select any of the following:

Launch with Windows	Launches the Symantec pcAnywhere Gateway service when you start Windows.
Display Gateway icon in the taskbar	Adds the pcAnywhere Gateway icon to the Windows system tray when you start Windows.
- 3 Click **OK**.

## Changing the name that the gateway computer uses

Symantec pcAnywhere Gateway uses the Windows computer name to identify the gateway computer in the host list. You can change the name that the gateway computer uses so that remote users can easily identify the gateway computer. This setting does not impact the computer name that you set in Windows.

### To change the name that the gateway computer uses

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the General tab, click **User Defined**.

- 3 In the User Defined box, type the new name.  
Blank user names are not allowed.
- 4 Click **OK**.  
You must restart the gateway service before remote users can see the new name.

## Hiding the gateway computer from search results

Symantec pcAnywhere Gateway displays the gateway computer name in network search results so that remote users can easily locate it. You can hide the gateway computer from network search results to increase security.

### To hide the gateway computer from search results

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Security tab, uncheck **Display Gateway in TCP/IP search results**.
- 3 Click **OK**.  
You must restart the gateway service for this change to take effect.

## Securing the gateway computer

You can secure the gateway computer by requiring remote users to use a password each time that they access the gateway computer. You can also assign an administrator password to access the Gateway Manager to help secure the configuration settings.

### To create a password for remote sessions

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Security tab, check **Require a password to connect to the Gateway**.
- 3 In the Password box, type the password.

- 4 In the Confirm password box, retype the password.
- 5 Click **OK**.

#### To create an administrator password for the Gateway Manager

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Security tab, check **Require a password to open the Gateway Manager**.
- 3 In the Password box, type the password.
- 4 In the Confirm password box, retype the password.
- 5 Click **OK**.

## Monitoring events in pcAnywhere Gateway

You can monitor the following events:

- When the Symantec pcAnywhere Gateway service is started
- If a connection is blocked because there are already five active sessions running
- If a remote user fails to supply the correct password more than three times
- When the Symantec pcAnywhere Gateway service is stopped

## Logging events in pcAnywhere Gateway

You can send information about events that occurred during a session to the Windows Event Viewer.

You can log event information on another computer so that others can access it. You can protect the security of the files by sending log files to a secure, central server.

For more information about the Windows Event Viewer, see your Windows documentation.

#### To log events to the local Windows Event Viewer

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the Preferences window, on the Security tab, check **Enable logging to the Windows Event Viewer**.
- 3 Check **Log to the Event Viewer on this computer**.
- 4 Click **OK**.

#### To log events to a central server

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the Preferences window, on the Security tab, check **Enable logging to the Windows Event Viewer**.
- 3 Check **Log to the Event Viewer on another computer**.
- 4 In the path box, type the full path to the location of the computer to which you want to generate the log file.
- 5 To specify the authentication information that is needed to access the computer, click **Advanced**.
- 6 In the Authentication Information window, in the User name box, type your user name.
- 7 In the Password box, type your password.
- 8 If you are assigned to a domain, in the Domain box, type your domain.
- 9 Click **OK**.
- 10 In the Preferences window, click **OK**.

## Editing the port settings for pcAnywhere Gateway

Symantec pcAnywhere Gateway is configured to use ports 5631 (TCP data port) and 5632 (UDP status port) by default. If you change the port settings for the gateway computer, you must also change the port settings for each host computer that you want the gateway computer to discover. Remote users who want to connect through the gateway computer must also change their pcAnywhere port settings to match.

If you use a NAT device to manage connections, you must open the ports on the device to allow incoming pcAnywhere connections. The port settings of your NAT device must match the port settings of Symantec pcAnywhere Gateway.

For more information about opening ports on your NAT device, see the documentation for your device.

#### To edit the port settings for pcAnywhere Gateway

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Connectivity tab, in the Device List, check **TCP/IP**.  
Symantec pcAnywhere Gateway supports TCP/IP connections and modem connections. Symantec pcAnywhere Gateway automatically detects the connection devices that are available on your computer.
- 3 Click **Details**.
- 4 To change the Data port setting, in the Port Settings window, do one of the following:
  - To change the port number, in the Data port box, type a new port number.
  - To reset the port number to the default port, click **Reset Default**.
- 5 To change the Status port setting, do one of the following:
  - To change the port number, in the Status port box, type a new port number.
  - To reset the port number to the default port, click **Reset Default**.
- 6 Click **OK**.

## Configuring pcAnywhere Gateway to allow incoming modem connections

You can configure Symantec pcAnywhere Gateway to wait for incoming modem connections if a modem is installed and properly configured on the computer on which pcAnywhere Gateway is installed. Symantec pcAnywhere Gateway allows incoming modem connections only. You can have only one active modem session at a time.

### To configure pcAnywhere Gateway to allow incoming modem connections

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the Preferences window, on the Connectivity tab, in the Device List, select the name of the modem.
- 3 To view or change the preferences for your modem, click **Details**.  
Select the options that you want to use, and then click **OK**.
- 4 In the Preferences window, click **OK**.

## Choosing how pcAnywhere Gateway discovers hosts

You can choose the User Datagram Protocol (UDP) traffic level setting that pcAnywhere Gateway uses to search for pcAnywhere hosts.

### To choose how pcAnywhere Gateway discovers hosts

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.

- 2 In the Preferences window, on the Connectivity tab, in the UDP traffic level when searching for hosts list, select one of the following:
  - Burst
  - Broadcast
- 3 Click **OK**.

## Adding or removing a subnet for host searches in pcAnywhere Gateway

If you have pcAnywhere hosts that are distributed across multiple subnets, you can add these subnets to Symantec pcAnywhere Gateway so that remote users can connect. You can also remove subnets from Symantec pcAnywhere Gateway when you no longer need them.

**To add a subnet for host searches**

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Connectivity tab, under Subnets to find hosts, type the IP address of the subnet that you want to add.
- 3 Click **Add**.
- 4 Click **OK**.

**To remove a subnet from host searches**

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Connectivity tab, under Subnets to find hosts, select the IP address of the subnet that you want to remove.
- 3 Click **Remove**.
- 4 Click **OK**.

## Docking a gateway computer to an access server

If your remote access environment includes Symantec pcAnywhere Access Server, you can configure pcAnywhere Gateway to dock to the access server. Remote users who connect to the access server can see the gateway computer and connect to an available host.

For more information, see the *Symantec pcAnywhere Access Server Implementation Guide*.

**To dock a gateway computer to an access server**

- 1 In the Gateway Manager window, on the Edit menu, click **Preferences**.  
In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.
- 2 In the Preferences window, on the Access Server tab, check **Dock to an Access Server**.
- 3 In the Name or IP Address box, type the name or IP address of the access server.

- 4 In the Password box, type the password.
- 5 If you are connecting to a group that is configured on the access server, check **Connect to a group**.
- 6 In the Group Name box, type the group name.
- 7 In the Group password box, type the group password.
- 8 Click **OK**.

## Ending a pcAnywhere Gateway session

You can end an active session to prevent unauthorized access, to free resources, or at the request of a remote user. No warning is provided to the remote user before the session ends.

### To end a pcAnywhere Gateway session

- 1 In the Gateway Manager window, select the active session that you want to end.
- 2 On the navigation bar, under Actions, click **End Session**.
- 3 In the confirmation dialog box, click **Yes**.

## Stopping the pcAnywhere Gateway service

You can stop the Symantec pcAnywhere Gateway service. This action prevents remote users from connecting to host computers through the gateway computer. It automatically ends all active sessions. No warning is provided to remote users before the session ends.

### To stop the pcAnywhere Gateway service

- 1 In the Gateway Manager window, under Actions, click **Stop Gateway**.
- 2 In the confirmation dialog box, click **Yes**.

In Windows Vista/2008 Server, the operating system might prompt you to approve this action. You do not receive this prompt if you are logged on to the built-in administrator account.



# Index

## Symbols

- .bhf files 69
- .chf files 95
- .csv files 241
- .log files 241
- .rcd files 243-244
- .txt files 241

## A

- access privileges 213
- Actions box
  - about 35
  - customizing options 36
- Active Directory Service authentication 206
- activity logs 241
- activity reports 241
- adapters 76
- ADS authentication 206
- ADSL 21
- Advanced View 34
- AES encryption 218
- animated icon 90
- animation 90
- applet 261
- archives 242
- authentication
  - about 205
  - caller 206
  - directory-server-based 206
  - FTP 208
  - HTTP 208
  - HTTPS 208
  - in pcAnywhere Mobile 286
  - NT 207
  - SecurID 208
  - using the Web Remote 265
  - Windows 207

## B

- background colors 131

- bandwidth
  - modifying connection speeds 111
- bitmaps 133, 298
- blank screen 130
- broadband 21-22

## C

- cable modems 21-22
- cache files 25
- call waiting 79
- Callback 212
- caller accounts
  - protecting with passwords 229
  - restricting connection times 215
  - specifying rights 213
  - time limits 214
- caller rights 213
- CAPI 48
- carrier detect 50
- certificate store 225
- certificates 224
- chat sessions 93, 134
- checkerboard background 131
- Class D addresses 92
- clipboard 133, 257, 272, 298
- cloning
  - explained 180
  - folders 180
  - preparing for 173
- ColorScale 130, 273
- COM ports 49, 80, 108
- command lines 187
- Command Prompt 156, 304
- Command Queue 181
- command queue files
  - adding commands 183
  - adding folders 172
  - adding remote items 189
  - deleting files 173
  - deleting folders 173
  - renaming files 173

- command queue files *(continued)*
  - renaming folders 173
  - reordering operations 188
  - running 198
  - saving 197
  - selecting end-of-session options 191
  - selecting file handling options 190
- command queue sessions
  - disconnecting automatically 192
  - locking host computer 193
  - logging off user 193
  - pausing 196
  - rearranging operations 197
  - removing operations 197
  - restarting host computer 195
  - scheduling automatically 200
  - shutting down host computer 195
  - starting from pcAnywhere 199
- Common ISDN Application Programming Interface. *See* CAPI
- compression 176
- computer name
  - for gateway computers 313
- conferences
  - about 91
  - configuring Class D IP addresses 92
  - specifying IP addresses 92
  - starting 92
  - using routers 92
- confirmation prompts 211
- connection devices
  - host 74
  - remote 100
- connection items
  - creating
    - host 70
    - in pcAnywhere Mobile 284
    - remote 96
    - using wizard 38
  - protecting with passwords 228
  - saving
    - host 69
    - remote 95
  - using preconfigured
    - host 70
    - remote 96
- Connection Wizard
  - about 31, 38
  - allowing connections 70

- Connection Wizard *(continued)*
  - configuring
    - host 38
    - remote 38
  - connecting to another computer 96
- connections 269
  - about 38, 40
  - blocking 215
  - Connection Wizard 38
  - from pcAnywhere Mobile 292
  - History 40
  - on pcAnywhere Mobile 284
  - over a Web browser 269
  - start mode 40
  - thin host 137
- CrossPlatform. *See* pcAnywhere CrossPlatform
- custom installations 60

## D

- data ports 78
- desktop areas 129
- dialing properties 104, 106
- Direct connection item
  - host 70
  - remote 96
- direct connections
  - configuring
    - host 80
    - remote 108
  - customizing 49
- directory services
  - host 86
  - remote 109
- disk drives 87, 136
- display settings 126, 128
- DOS commands 156, 304
- draw 93, 135
- DSL 21-22

## E

- Enable Pen 135
- encryption
  - about 218
  - configuring 267
  - connecting using differing encryption 266
  - during Quick Connect sessions 119
  - encryption levels 221
  - on pcAnywhere Mobile 288

## encryption *(continued)*

- on the Web Remote 265
  - pcAnywhere encoding 221, 266
  - performance trade-offs 220
  - public-key
    - about 219
    - certificate store 225
    - certificates 224–225
    - configuring 223, 227
    - digital certificates 226
  - symmetric 266
    - configuring 221
    - understanding 219
- error checking 50
- Event Log 161, 315
- event logging
  - generating reports 241
  - logging events in Windows Event Viewer 238
  - sending to a central server 239
  - setting up 237
  - understanding 235
- exclusion list 156, 305
- ezScroll 258, 271, 273, 295
- ezZoom 295

## F

- Favorites
  - host 69
  - remote 95
- Federal Information Processing Standards (FIPS) 218
- file compression 176
- file locations
  - host connection items 69
  - pcAnywhere Mobile program 278
  - remote connection items 95
  - Symantec pcAnywhere program files 64
- File Manager 169
- file transfer
  - canceling 177
  - in pcAnywhere CrossPlatform 257
  - pausing 177
  - performance 176
  - preferences 174
  - startup location 174
  - tagging
    - by wildcard character 171
    - files 171
    - folders 171
  - transferring files 177

## file transfer *(continued)*

- using Quick Connect 117
  - viewing Command Queue 178
- File Transfer connection item 96
- files
  - comparing 173
  - copying 183
  - deleting 173, 184
  - moving 183
  - renaming 173, 185
  - selecting overwrite options 175
  - synchronizing 180
- FIPS 140-2 certification 218
- firewall 23, 101–102
- flow control 50
- folders
  - adding 172
  - cloning 180
  - comparing 173
  - creating 186
  - deleting 173
  - renaming 173
  - selecting overwrite options 175
  - synchronizing 179, 187
- FTP authentication 208

## G

- Gateway
  - stopping the service 320
- global options 45
- graphics 133

## H

- high-bandwidth 130
- highlight 93, 135
- History 40, 70
- Home tab
  - about 43
  - closing upon connection 37
- host
  - finding on a network 269
  - restarting 272
  - ways to connect to 269
- Host Assessment Tool 229
- host computer
  - blocking connections 215
  - customizing port numbers 77
  - finding on a network 118, 269

- host computer *(continued)*
    - locking 163, 302
    - locking at startup 82
    - logging off user 163, 302
    - restarting 162, 272, 303
    - role 20
    - running as a service 81
    - searching an LDAP server 120
    - searching by subnet 120
    - shutting down 162, 303
    - specifying host name 87
  - host connection items
    - configuring
      - host startup options 81
    - creating
      - using advanced properties 73
      - using wizard 70
    - using preconfigured 70
  - host connections
    - configuring
      - end of session options 83
      - using a wizard 70
      - using advanced properties 73
      - using pcAnywhere CrossPlatform 251
    - selecting device types 74
    - using pcAnywhere Mobile 284
    - using Web Remote 269
  - host deployment 124
  - host icon 90
  - host invitation 90, 123
  - host names
    - customizing 87
    - hiding 211
    - specifying 87
  - host object. *See* connection item files
  - host online menu 90
  - host screen
    - matching to remote 129
    - switching focus 129
  - host sessions
    - calling a remote 89
    - chatting 93, 134
    - conferencing 91
    - configuring
      - start mode 40
      - startup options 81
    - displaying connection information 90
    - ending
      - abnormally 85
  - host sessions *(continued)*
    - ending *(continued)*
      - how to 94
      - securely 83
    - locking keyboard 130
    - minimizing 82
    - optimizing performance 82
    - playing back 246
    - recording 244
    - resizing screen 126
    - securing 209
    - starting
      - automatically 82
      - how to 88
    - time limits 214
    - timing out 218
    - using Internet 20
    - waiting for connections 88
  - host status window 82
  - HTTP authentication 208
  - HTTPS authentication 208
- I**
- inactivity time-outs 218
  - installation
    - custom versions 63
    - full product 61
    - modifying settings 65
    - options 57
    - over previous versions 61
    - pcAnywhere Mobile 277–278
    - preparation for 51
    - setup program 63
    - system requirements 51
    - uninstalling Symantec pcAnywhere 67
    - user rights 56
  - installation packages 51
  - Integrated Services Digital Network. *See* ISDN
  - connections
    - Internet connections 20
  - IP address
    - for conferencing 92
    - hiding from searches 211
    - searching for 118
    - understanding 22
  - ISDN connections 79, 107

**K**

keyboard locking 128, 130, 217

**L**

Lightweight Directory Access Protocol (LDAP) 118, 206

limited users 56

Linux

- host deployment 145
- security options 148

Linux connections 261

LiveUpdate 66

log files

- archiving 242
- generating 237

log reports 241

logon

- configuring for remote management 165
- limiting number of 210
- limiting time to complete 210
- overriding preconfigured credentials 166
- providing automatically 113
- securing 209

logon security 265

low-bandwidth 130

LPT port 49

**M**

Mac OS X

- host deployment 145
- security options 148

Mac OS X connections 261

mail 124

manuals 27

Microsoft Active Directory Services (ADS) 206, 265

Microsoft LDAP 206

Microsoft Systems Management Server (SMS) 59

Microsoft Windows Preinstallation Environment (WinPE) 150

migration 61

modem connections

- calling back remote 212
- changing ring number 79
- configuring
  - dialing properties 104, 106
  - remote 104
- customizing 47

Modem default connection item

- host 70
- remote 96

mouse locking 128, 217

multi monitor 86, 128

multicast. *See* conferences

**N**

National Institute of Standards and Technology (NIST) 218

navigation bar

- pcAnywhere Manager
  - hiding options 36
  - restoring options 36
- Session Manager
  - hiding options 44
  - restoring options 44

navigation bars

- hiding 45
- resizing 44
- showing 45

NetBIOS connections

- configuring for host 75
- remote 101

network cards 76

network connections

- configuring
  - host 75
  - remote 101
- customizing
  - port numbers 77
  - port ranges 102
- customizing port numbers 103
- finding hosts 118
- firewall 23, 101
- selecting network card 76

Network/Cable/DSL connection item

- host 70
- remote 96

Novell Directory Services (NDS) 265

NT authentication 207

null cables 80, 108

**O**

OLE Automation 58

online options 272

Open Directory 146

**P**

- Package Deployment Tool 60
- package installations 63
- PAM Authentication 146
- parallel ports 49
- parity 50
- passwords
  - protecting connection items 228
  - using for caller accounts 229
- pcAnywhere Access Server 110
- pcAnywhere CrossPlatform
  - about 247
  - connection files 259
  - connections 251
  - encryption 252
  - ending sessions 260
  - increasing performance 258
  - installing on Linux 248
  - installing on MAC OS X 249
  - installing on Windows 248
  - serializing connections 254
  - transferring files 257
  - viewing sessions 254
- pcAnywhere encoding 266
- pcAnywhere Gateway
  - about 309
  - configuring modem connections 317
  - connections 110
  - creating passwords 314
  - customizing the computer name 313
  - docking to an access server 319
  - editing port settings 316
  - ending sessions 320
  - event logging 315
  - hiding from search results 314
  - host discovery 318
  - installing 310
  - launch settings 313
  - main window 311
  - securing 314
  - subnet settings 318
- pcAnywhere Manager
  - Advanced View 34
  - Basic View 30
  - closing upon connection 37
  - customizing navigation bar options 36
- pcAnywhere Mobile
  - about 275
  - adding subnet addresses 291
  - pcAnywhere Mobile (*continued*)
    - closing 307
    - connection items
      - configuring 284
      - managing 306
    - connections 284, 292
    - encrypting sessions 288
    - ending sessions 305
    - getting help 276
    - improving performance 297
    - installing 278
    - logon information 286
    - modifying host ports 290
    - navigation 294
    - preferences 296
    - Quick Connect 292
    - starting 283
    - system requirements 277
    - uninstalling 281
    - upgrading 278
  - performance
    - improving 24, 45, 297
    - in pcAnywhere CrossPlatform 258
    - modifying settings 112
    - video 273
  - Playback Control Panel 244
  - Policy Management snap-ins 59
  - port settings
    - customizing
      - host 77
    - in pcAnywhere Gateway 316
    - in Web Remote 268
    - port ranges 102
    - remote 103
  - powering off 213
  - preferences
    - editing
      - globally 45
      - online 128
    - pcAnywhere Mobile 296
    - setting for file transfer 174
  - preinstallation procedures 51
  - printers 132
  - privileges 213
  - processes
    - starting 301
    - stopping 301
    - viewing or changing 155

## public-key encryption

- about 219
- certificate store 225
- certificates
  - creating 224
  - digital certificates 226
  - locating 225
- configuring 223, 227
- configuring on Vista 224

**Q**

- Quick Connect 117
- Quick Deploy and Connect
  - about 137
  - configuring
    - Linux host properties 144
    - Mac OS X host properties 144
    - Secure Shell options 148
    - Telnet options 148
    - Windows thin host properties 141
  - modifying host properties 149
  - reconnecting to host 149
  - using in WinPE 150

**R**

- Readme file 51
- Registry Editor 160
- Remote Access Services (RAS) 23, 75, 101
- remote computer
  - customizing port numbers 103
  - role 20
- remote connection items
  - configuring a start mode 41
  - creating
    - using advanced properties 98
    - using wizard 97
  - using preconfigured 96
- remote connections
  - configuring
    - options tabs summary 98
    - using advanced properties 98
    - using Wizard 33
  - network 101
  - selecting device types 100
  - using pcAnywhere CrossPlatform 247
  - using pcAnywhere Mobile 275
  - using the Web Remote 261

## remote control

- defined 41
- starting 115
- remote control session
  - connecting to a host 269
  - ending 274
  - tasks 270
- remote management
  - about 151, 298
  - configuring logon credentials 165
  - connection item 96
  - editing system registry 160
  - locking host computer 163, 302
  - logging off user 163, 302
  - overview 41
  - restarting host computer 162, 303
  - sending commands to multiple computers 164
  - sending DOS commands 156, 304
  - shutting down host computer 162, 303
  - software requirements 151, 298
  - uninstalling programs 162
  - unsupported commands 156, 305
  - user rights 152, 299
  - using Quick Connect 117
  - viewing
    - Event Log 161
    - services 157
    - system files 159
    - Task Manager 154, 299
- remote object. *See* connection item files
- remote printing 132
- remote sessions
  - changing display settings 128
  - chatting 93, 134
  - ending 137, 168
  - logging on automatically 113
  - playing back 246
  - printing files 132
  - reconnecting automatically 114
  - recording 243
  - start mode 40
  - starting 115
  - using Quick Connect 117
  - using the Internet 20
  - waiting for host connections 116
- reports 241
- ring number 79
- root credentials 144

## routers

- conferencing 92
- home-based networks 22

**S**

Samba 144

save chat 93, 134

screen captures 246

screen scaling 126, 271, 295

secondary authentication 205

Secure Shell (SSH) 148

SecurID authentication 208

## security

- assessing on host 229
- protecting caller accounts 229
- protecting connection items 228
- understanding performance trade-offs 220

select monitor 130

send file 124

serial connections 80

serial ID 268

serial ports 49, 108

## services

- changing logon properties 158
- changing startup mode 158
- starting or stopping 157
- viewing 157, 159

## Session Manager

- about 42
- background colors 131
- customizing navigation bar options 44
- navigation bar
  - resizing 44
  - showing 45
- remote control 125
- tabbed view 43

session security 264

sessions 88, 115

*See also* host sessions*See also* remote sessions

ending from host 94

ending from remote 137

playing back 246

recording 243

share drive 87

shared disk 136

Simple Network Management Protocol (SNMP) 236

smart card 116, 206

snapshots 127

software updates 66

SpeedSend 176

## SPX connections

host 75

remote 101

startup options 81

status port 78

## subnet

searching for hosts

using Quick Connect 118

using Web Remote 269

## subnet settings

in pcAnywhere Gateway 318

superuser privileges 214

Symantec Cryptographic Module 218

Symantec LiveUpdate Administration Utility 59

Symantec Packager 51

## Symantec pcAnywhere

encoding 221

encrypting 221

getting updates 66

log file 237

main components 18

program files 64

starting 64

tools

Activity Log Processing 241

using the Host Assessment Tool 229

uninstalling 67

Symantec pcAnywhere Gateway. *See* pcAnywhere GatewaySymantec pcAnywhere Mobile. *See* pcAnywhere MobileSymantec pcAnywhere Web Remote. *See* Web Remote

## symmetric encryption

about 219

configuring 221

## synchronization

by file type 180

of folders 179

preparing for 173

tagging 171

system files 159

## system requirements

Linux thin host 53

pcAnywhere CrossPlatform 56

pcAnywhere Gateway 54

pcAnywhere Mobile 277



system requirements (*continued*)  
  pcAnywhere Web Remote 55  
  Symantec pcAnywhere 51  
  Windows thin host 52

## T

tagging  
  by wildcard character 171  
  files 171  
  folders 171  
TAPI connections 104  
Task Manager 154, 299  
TCP/IP connections  
  configuring for host 75  
  remote 101  
telephone modem. See TAPI 78  
Telephony API. See TAPI 78  
Telnet 148  
thin host requirements  
  Linux 53  
  Mac OS X 53  
  Windows 52  
thumbnail 45  
time limits 214–215  
time-outs 211, 218  
Turn off 136

## U

UDP searches 118  
user rights 56

## V

video performance 130, 273  
virtual private networks (VPN) 23, 75, 101

## W

Web Deployment Tool 60  
Web Remote  
  about 261  
  changing port settings 268  
  configuring encryption 265  
  connecting to a host 269  
  encryption compatibility 266  
  entering a serial ID 268  
  finding hosts 269  
  in-session tasks 270  
  securing sessions 264  
  setting up 262

Web Remote (*continued*)  
  starting 263  
  supported operating systems 261  
  using authentication 265  
Web site, Symantec 27  
white board 93, 135  
wildcard patterns 171  
window tracking 129  
Windows authentication 207  
wizards  
  configuring host connection items 70  
  configuring remote connection items 38  
  public-key encryption 227  
  starting connections 31, 38