RemotelyAnywhere User Guide

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About RemotelyAnywhere

RemotelyAnywhere is a remote administration tool that lets you control and administer Microsoft® Windows®-based computers over a local area network or the Internet. RemotelyAnywhere acts as the host software on the machine that is to be controlled or accessed. The client requires no special software. RemotelyAnywhere provides such useful capabilities as Java-based desktop remote control, file transfer protocol (FTP) for downloading and uploading of files, configuration of the Host, remote-to-local printing, and advanced scripting.

The client software is any Java- or ActiveX-enabled web browser, such as Internet Explorer (IE). Many RemotelyAnywhere features can also be accessed through your smartphone browser.

- **Minimize Downtime** RemotelyAnywhere helps system administrators keep IT systems up and computer users happy by offering a versatile remote-support toolkit. Support staff can often detect, diagnose, and solve problems faster than local support using built-in operating system functions. Background access means the user is not interrupted during the implementation of solutions.
- **Deliver the Solution, Not the Person** All RemotelyAnywhere features can be accessed securely from any web browser. Support and diagnostics can even be delivered via smartphone browser. This means you can offer genuine global support from anywhere, anytime.
- **Stop Fighting Fires** RemotelyAnywhere brings predictability to system management. By giving you monitoring, scripting, and alerts, RemotelyAnywhere allows you to detect potential problems on all your systems before they bring a halt to business. This ensures that you are often the first to know about workstation issues, ranging from attempted security breaches to unstable software installations.
- **Fast, Simple, Secure Enterprise Deployment** RemotelyAnywhere was designed for professionals responsible for large installations of workstations. The product is simple to install and configure on systems of anywhere between a handful and thousands of computers. Five levels of security and built-in event logging give you the confidence that your systems are safe.
- **Keep Your Company Productive** Less downtime means more productivity. RemotelyAnywhere can also reduce IT operating costs for a low price.

RemotelyAnywhere System Requirements

- Microsoft Windows Vista (including 64 bit version), XP (including 64 bit version), 2000, or NT4 both on the host and client computers.
- ActiveX or Java-compatible web browser on the client computer.

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Installing RemotelyAnywhere

Default Installation

1. Download the `remotelyanywhere.msi` installer from *http://www.RemotelyAnywhere.com/downloads.htm* and run it.
2. On the Welcome screen, click **Next**.
3. On the License Agreement screen, click **I Agree** if you agree to the terms and conditions.
4. The Software Options screen appears next. If the default listening port is acceptable, click **Next**. For more information regarding customizing RemotelyAnywhere during installation, see *Custom Installation* on page 6.
5. The setup will then ask for confirmation of the destination location for the files for RemotelyAnywhere.
6. To change the destination folder, click **Browse**. Click **Next** to confirm the destination folder.
7. To start copying the files to their destination folder, click **Next**.
8. Click **Finish** to complete the Setup.

Custom Installation

1. Download the `remotelyanywhere.msi` installer from *http://www.RemotelyAnywhere.com/downloads.htm* and run it.
2. On the Welcome screen, click **Next**.
3. On the License Agreement screen, click **I Agree** if you agree to the terms and conditions.
   The **Software Options** page is displayed.
4. Specify the listening port that RemotelyAnywhere will use.
   If the default port used by RemotelyAnywhere (2000) conflicts with an existing application or service, you can change it here. Consult your Network Administrator before a port is assigned.
5. Optionally, on the **Software Options** you can copy configuration settings from an existing RemotelyAnywhere installation.
6. After all options have been configured, click **Next**.
7. To change the destination folder, click **Browse**. Click **Next** to confirm the destination folder.
8. To start copying the files to their destination folder, click **Next**.
9. Click **Finish** to complete the setup.

Activating RemotelyAnywhere

Once you have installed RemotelyAnywhere you must activate it. If you have already purchased a license, you can paste it into the space provided and activate the software.

If you have not purchased a license but would like to do so, you will be given the option to do this on the software activation screen. If you purchase online, your license will be delivered immediately, so you can activate your software without delay. Alternatively, you can contact our sales department.

Accessing RemotelyAnywhere

When the installation is complete, the default Internet browser will open with the address of `http://MachineName:2000`.

To access the host machine from a different machine, open an Internet browser and enter `http://111.111.11.1:2000` in the Location/Address line. `111.111.11.1` represents the IP address of the host machine. `2000` represents the default port shown on the **Software Options** page during installation. If you changed this port during installation, then use the specified port when accessing RemotelyAnywhere. On the same network the machine name can also be used.

On the host itself you can access a machine by entering the loopback address `http://127.0.0.1:2000` at the Location/Address line. This address allows the user to communicate with the RemotelyAnywhere installation only at the machine on which it is installed.

About Dynamic IP Addresses

Many DSL and cable Internet connections assign your machine a new IP address each time you connect to the Internet. This is known as a Dynamic IP address. RemotelyAnywhere will work if you have a dynamic IP (DNS) address, but RemotelyAnywhere needs to be able to track your IP address so that if it changes, the connection can be maintained. There are dynamic DNS solutions available, often for free, which means that your machine can be assigned a fully qualified and static domain name regardless of your IP address. Alternatively, under **Preferences** > **Network** you can configure RemotelyAnywhere to send you an email message pointing to the IP address of your remote host every time it detects a change. This way, you always know where to find your Host.

Accessing RemotelyAnywhere through a Firewall or Router

Most organizations today employ a range of security measures to protect their computer networks from hostile intrusion. One of the common measures includes creating a firewall. A firewall is a system designed to prevent unauthorized access to a private (internal) network. Firewalls can be implemented either as hardware or software, or a combination of the two.

The most common use of a firewall is to prevent unauthorized intrusion from Internet users attempting to access a private network or Intranet. A firewall examines all traffic entering or leaving the internal network/Intranet, ensuring that traffic meets security criteria established by the Network Administrator.

RemotelyAnywhere can be configured to work with a firewall-protected computer. This requires mapping an external, incoming port on the firewall to the internal IP and port on the computer running RemotelyAnywhere. Routers, on the other hand, operate in much the same way as firewalls. They both offer the opportunity to open and map ports to specific computers. For the rest of this document, the term "router" can be interchangeable with "firewall."

From outside your LAN, you would gain access to the computer running RemotelyAnywhere by entering the firewall's IP address and the port to which the desired machine is mapped. For example:

Router: External IP address: `111.111.111.111`

RemotelyAnywhere computer: IP address: `192.168.0.10`, Port: `2000` (port `2000` is the default but this can also be changed).

Note: No two router models are exactly alike, and this document lacks sufficient space or scope to offer detailed support for all routers and firewalls and RemotelyAnywhere. However, the overarching principles for port forwarding remain the same. Should your router or firewall documentation prove confusing or insufficient, there are several resources available on the Internet that provide exhaustive instruction and help with configuring routers and firewalls.

Mapping a Firewall Port to the Computer

In this case, you would pick a port on the router, for example `5200`, and map it to `192.168.0.10:2000`.

The procedure for mapping ports from routers to computers is router-specific. Usually your router will have a web-based interface that allows you to configure and maintain it. Sometimes router companies refer to this action as Port Forwarding or Port Mapping.

Accessing RemotelyAnywhere through a Firewall

Having done the above, you will now be able to fully access the RemotelyAnywhere computer with the URL `http://111.111.111.111:5200` - that is the firewall's external IP, followed by the port you mapped to the RemotelyAnywhere machine.

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Logging In to RemotelyAnywhere

After entering the URL into your browser and pressing enter, you will see the RemotelyAnywhere Login screen.

RemotelyAnywhere will access the user database to authenticate the user. Initially, you will need to log on as someone who is a member of the Administrators group. You can later change this default behavior by granting NT users or NT groups access to RemotelyAnywhere under **Security** > **Access Control**.

By clicking **NTLM** you can use your current Windows login credentials to verify your identity on the Host. This option is only available on local networks when accessing a Windows NT/2000 or XP computer. It will use your current credentials (those you entered at the NT logon prompt on the computer running your browser) to identify you to the Host.

Advanced Login Options

By clicking on **Show advanced options** in the login window the following additional options become available:

Option	Description
Go directly to Remote Control	Using these buttons you can select whether you want to go directly into Remote Control, to File Transfer & Synchronization or to the Main Menu page - this last option being the default.
Full and Light Interfaces	You can choose between the full and light interfaces. RemotelyAnywhere's full interface is for DHTML capable browsers. The light interface is more suitable for old browsers or users with slow Internet connections.
SSL	If you set up SSL Support for RemotelyAnywhere all traffic between the client and the host will be encrypted using industry-strength 128-bit ciphers, protecting your passwords and data. You can do this by going to **Security** > **SSL Setup**, and following the step-by-step instructions there.
Select language	You can select the language of your RemotelyAnywhere user interface.

Bypassing the Login Screen

You can force an NTLM login - and thus bypass the login screen entirely - by appending `/ntlm/` to the URL with which you access RemotelyAnywhere. For example, the URL `http://MAILSERVER:2000` would become `http://MAILSERVER:2000/ntlm/`. Ensure you include the trailing slash.

You can also use this method to bypass the menu system and access certain parts of RemotelyAnywhere directly:

- Remote Control: `http://your.machine.here:2000/ntlm/remctrl.html`
- Command Prompt: `http://your.machine.here:2000/ntlm/telnet.html`
- Chat: `http://your.machine.here:2000/ntlm/chat.html`

Similarly, you can specify your username and password in the URL - thus forcing a normal login - by appending the credentials in a `/login:username:password:domain/` form to the URL with which you access RemotelyAnywhere.

For example, the URL `http://MAILSERVER:2000` would become `http://MAILSERVER:2000/login:username:password:domain/`. Ensure you include the trailing slash.

The Windows NT domain you are logging into is optional. If omitted, RemotelyAnywhere will try to authenticate you to the computer on which it is running, then in the domain to which it belongs. The following URLs are examples:

- Remote Control: `http://your.machine.here:2000/login?username=x&password=y&domain=z&go=r`
- Command Prompt: `http://your.machine.here:2000/login:yourloginname:yourpassword/telnet.html`
- Chat: `http://your.machine.here:2000/login:yourloginname:yourpassword/chat.html`

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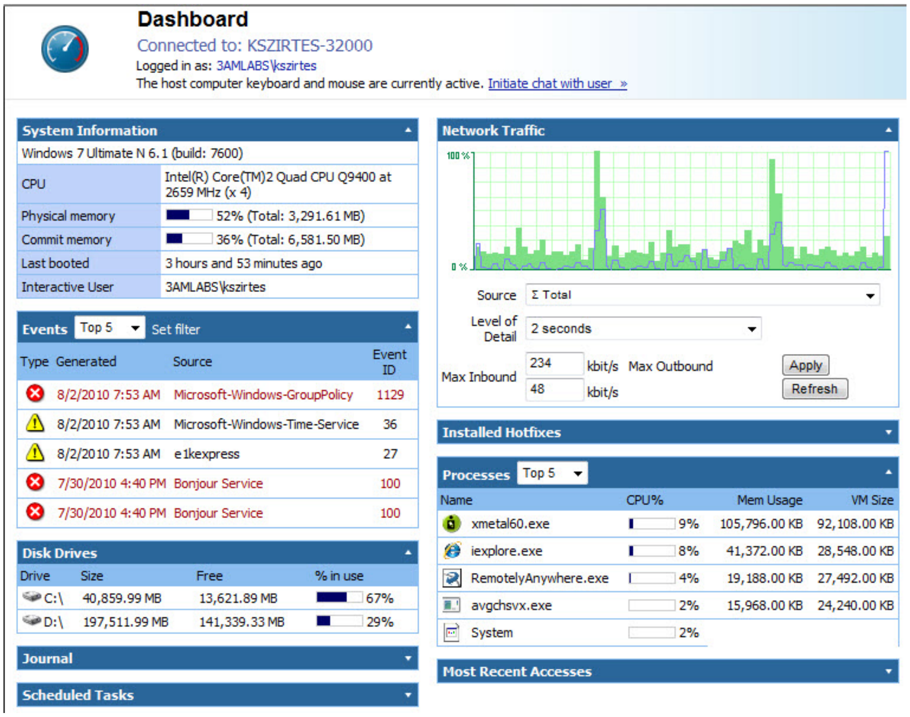
RemotelyAnywhere User Interface

RemotelyAnywhere Dashboard

The Dashboard gives you a detailed, up-to-the-minute diagnostic view of system information for an individual RemotelyAnywhere computer.



Dashboard

Connected to: KSZIRTES-32000

Logged in as: 3AMLABS\kszirtes

The host computer keyboard and mouse are currently active. Initiate chat with user »

System Information

Windows 7 Ultimate N 6.1 (build: 7600)	
CPU	Intel(R) Core(TM)2 Quad CPU Q9400 at 2659 MHz (x 4)
Physical memory	52% (Total: 3,291.61 MB)
Commit memory	36% (Total: 6,581.50 MB)
Last booted	3 hours and 53 minutes ago
Interactive User	3AMLABS\kszirtes

Events Top 5 Set filter

Type	Generated	Source	Event ID
⊗	8/2/2010 7:53 AM	Microsoft-Windows-GroupPolicy	1129
⚠	8/2/2010 7:53 AM	Microsoft-Windows-Time-Service	36
⚠	8/2/2010 7:53 AM	e1kexpress	27
⊗	7/30/2010 4:40 PM	Bonjour Service	100
⊗	7/30/2010 4:40 PM	Bonjour Service	100

Disk Drives

Drive	Size	Free	% in use
C:\	40,859.99 MB	13,621.89 MB	67%
D:\	197,511.99 MB	141,339.33 MB	29%

Journal

Scheduled Tasks

Network Traffic

Source: Σ Total

Level of Detail: 2 seconds

Max Inbound: 234 kbit/s

Max Outbound: 48 kbit/s

Installed Hotfixes

Processes Top 5

Name	CPU%	Mem Usage	VM Size
xmetal60.exe	9%	105,796.00 KB	92,108.00 KB
iexplore.exe	8%	41,372.00 KB	28,548.00 KB
RemotelyAnywhere.exe	4%	19,188.00 KB	27,492.00 KB
avgchsvx.exe	2%	15,968.00 KB	24,240.00 KB
System	2%		

Most Recent Accesses

Figure 1: RemotelyAnywhere Dashboard

Each section of the Dashboard displays a summary of activity.

Dashboard Section	Description
System Information	Provides details about the Host's operating system; the CPU installed; the amount of physical and virtual memory available and used; when the computer was last booted; and which user is logged in.
Network Traffic	Provides details of network traffic on the selected network interface. The area at the top shows the loading on the network interface: you can redraw this graph to show the latest data by clicking **Refresh**. You may also adjust the sensitivity of the graph by changing the values in the **Max Inbound/Outbound** fields.

Dashboard Section	Description
Events	Provides an instant view of information that is generally retrieved using the **Administrative Tools** > **Event Viewer** in Windows. It displays the five (default value) most recent events from the Application Event Log, Security Event Log, and System Event Log. You can customize which events are displayed by clicking Set Filter.
Disk Drives	Displays the size and amount of used/free space on each disk drive of the Host.
Processes	Provides an instant view of information similar to what you can see in the **Processes** tab of **Windows Task Manager**. It displays information about the five (default value) processes using most CPU resources; the percentage of CPU each process is using; and the amount of memory each process is using.
Scheduled Tasks	Provides an instant view of information similar to what the Scheduled Tasks feature in Windows retrieves. It lists the most recently executed scheduled tasks.
Most Recent Accesses	Provides details of the most recent accesses to the Host using RemotelyAnywhere.
Installed Hotfixes	Provides details of the Windows Hotfixes (updates, service packs, and so on) installed on the Host.
Journal	Provides a list of the five (default value) most recent Journal entries. The Journal allows you to add useful, time-stamped comments by typing in the input field and clicking **Add**.

RemotelyAnywhere Dashboard Features

The Dashboard offers the following features:

Dashboard Feature	Description
Section-level details	To view detailed information, click a section heading.
Item-level details	Click any item to view detailed information about the event, process, disk drive, and so on.
Tooltips	Hold your mouse over an item to see a tooltip containing a select set of details about the event, process, disk drive, and so on.
Customizable layout	You can drag, drop, minimize, maximize or reposition the various sections. Also, you can change the number of items to be displayed in certain sections (Events, Processes, Scheduled Tasks, and Journal).
Journal	Use this feature to leave notes on the Host's desktop. For example, notes on the current status of scheduled tasks, or the reason the computer was remotely accessed.

Dashboard Feature	Description
Filtering	You can filter Event messages. For information, see *Monitoring Events in the Application, Security, and System Logs* on page 43.

RemotelyAnywhere Performance Data Viewer

On every page of RemotelyAnywhere you can see a real-time Performance Data Viewer:

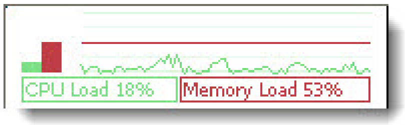


Figure 2: RemotelyAnywhere Performance Data Viewer

This java applet is to the right of the RemotelyAnywhere logo in the top frame. It shows CPU load (green) and Memory load (red) and is updated every few seconds, so you can get instant feedback on the effects of performance intensive processes. This graph can be disabled under **Preferences** > **Appearance**.

RemotelyAnywhere Quicklinks

QuickLinks are accessible from every page of RemotelyAnywhere. You can add your favorite pages to the QuickLinks drop down menu wherever you see the star icon in the tool bar of the page you are viewing. You can also edit your QuickLinks by clicking on **Edit your QuickLinks** in the **QuickLinks** drop-down menu.

The **QuickLinks** menu is situated in the top frame of the page so that your favorite pages are always only a click away.

Log Out and Timeout

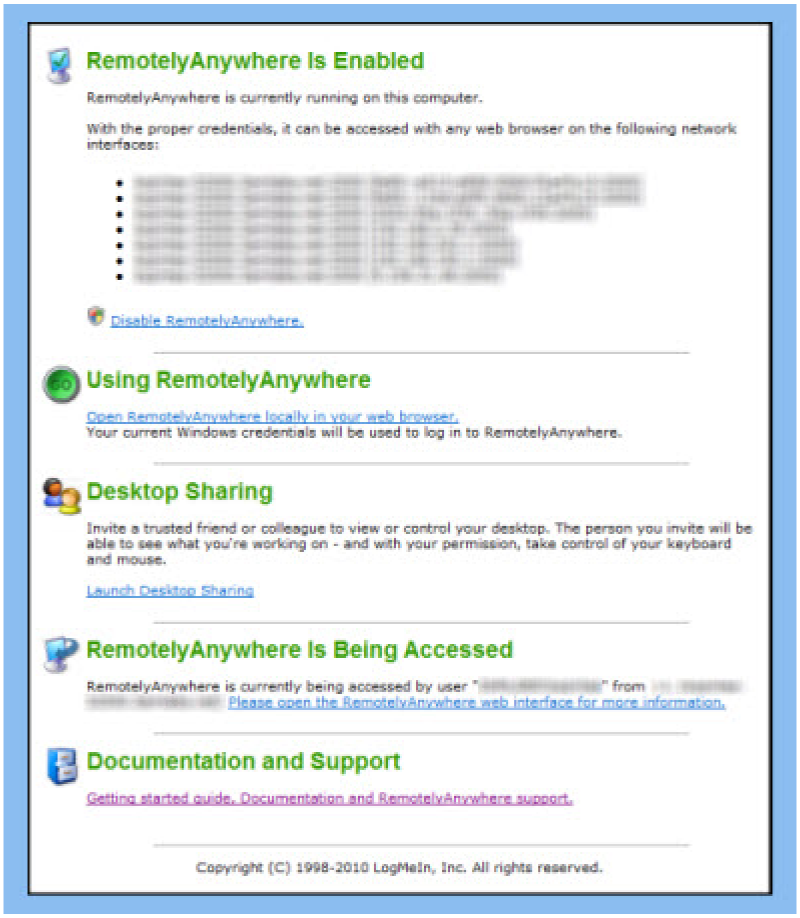
You can Log Out from RemotelyAnywhere by clicking **Disconnect**. If you are inactive for 10 minutes you will be logged out automatically. You can set the session timeout interval under **Preferences** > **Network**.

RemotelyAnywhere System Tray Icon

RemotelyAnywhere includes a multi-purpose system tray icon that you can configure via **Preferences** > **Appearance** > **Systray Settings**.

Systray menu options

Right-clicking the RemotelyAnywhere icon in the systray will bring up the following options:

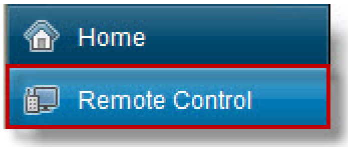
Systray Menu Option	Description
Open RemotelyAnywhere	This option opens the RemotelyAnywhere client user interface:  RemotelyAnywhere Is Enabled RemotelyAnywhere is currently running on this computer. With the proper credentials, it can be accessed with any web browser on the following network interfaces: [redacted] Disable RemotelyAnywhere. Using RemotelyAnywhere Open RemotelyAnywhere locally in your web browser. Your current Windows credentials will be used to log in to RemotelyAnywhere. Desktop Sharing Invite a trusted friend or colleague to view or control your desktop. The person you invite will be able to see what you're working on - and with your permission, take control of your keyboard and mouse. Launch Desktop Sharing RemotelyAnywhere Is Being Accessed RemotelyAnywhere is currently being accessed by user "[redacted]" from [redacted] Please open the RemotelyAnywhere web interface for more information. Documentation and Support Getting started guide, Documentation and RemotelyAnywhere support. Copyright (C) 1998-2010 LogMeIn, Inc. All rights reserved. **Figure 3: RemotelyAnywhere client user interface**
Open RemotelyAnywhere Web Interface	Starts RemotelyAnywhere on the local host and log you in using your network credentials.
Open Status Window	Opens a window that updates you on the current status of RemotelyAnywhere.
Initiate chat with	You can start a chat session with the user whose computer you are connected to.
Switch Off/Switch On RemotelyAnywhere	You can turn the RemotelyAnywhere service on and off.
Share my Desktop	You can invite a guest to view or control your desktop.
Convert Remote Control Recordings	This wizard converts RemotelyAnywhere remote control screen recording files into an AVI file for playback in any media player.
About	Provides basic information about RemotelyAnywhere.
Exit RemotelyAnywhere	Quits RemotelyAnywhere.

Using Remote Control

How to Start a Remote Control Session

From the Host Main Menu

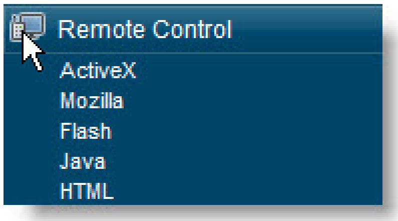
Once connected to the host, click **Remote Control** on the left menu to start remote control.



From the Host Dashboard

Available on Windows hosts only.

Once connected to the host, click the Remote Control **icon** (not the text) on the Dashboard menu and select a remote control client from the list.



What You Can Do During Remote Control

How to View the Host Computer in Full Screen Mode

In Full Screen Mode the host display covers the entire client display. Full Screen mode gives you the most realistic "as if you were there" experience.

- On the Remote Control toolbar, click the **Full Screen Mode** button.
  The RemotelyAnywhere interface is minimized and the host computer's display appears on your entire screen. Only the Remote Control toolbar remains visible.
- To exit full screen mode, click the **Full Screen Mode** button again.

Tip: For best results during Full Screen viewing, go to **Options** > **Resolution Settings** and select **Match Resolution**.

How to Keep the Remote Control Toolbar Visible During Full Screen Mode

In Full Screen Mode, the Remote Control toolbar will be hidden to allow maximum visibility.

- To keep the toolbar visible, click the pin icon on the Full Screen version of the Remote Control toolbar.

  The toolbar will remain open.

How to Change the Color Quality of the Host Screen

Select a lower setting to optimize the amount of information transferred during remote control, or select a higher setting to improve the quality of the image.

1. On the Remote Control toolbar, click **Options** > **Color Quality**.
   The Color Quality options are displayed.
2. Select the appropriate setting.

   Tip: Choose **Automatically adjust color settings** to allow RemotelyAnywhere to detect the optimal setting.

   Your selection is applied immediately.

How to Magnify a Section of the Host Screen

The Magnifying Glass feature opens a box that you move on the host screen to view a small area in high resolution without otherwise adjusting your resolution.

The Magnifying Glass is available when screen resolution is less than 100%.

1. On the Remote Control toolbar, click **Options** > **Magnify**.
   The magnifying glass is activated.
2. Drag the box.
   Any area within the box in displayed in high resolution.
3. Click the **Magnify** button again to deactivate the magnifying glass.

How to Change Screen Size During Remote Control

View the host display on the client device in a way that you find comfortable.

1. On the Remote Control toolbar, click **Options** > **View**.
2. Select the appropriate setting.
   Your selection is applied immediately.

Tip: To change the actual screen resolution of the host display, edit the host Desktop Properties.

How to Switch Between Multiple Host Monitors during Remote Control

When connected to a host with two monitors, the **Switch Monitors** button will be available on the remote control toolbar. Click this button to switch between monitors.

Also, there is a **Monitors** button in **Options** on the Remote Control toolbar. Click the **Monitors** button to switch between monitors.

Tip: On a Windows PC, try this shortcut. Press `Left CTRL key-Left Windows key-Right/Left Arrow key` to switch monitors. To see all monitors at once, keep moving through until you can see all available monitors on the client display.

Note: The Java and HTML remote control clients do not offer multiple monitor support.

How to Draw on the Host Screen

Use the Whiteboard to activate a pencil tool that you can use to draw freehand images on the host computer's screen.

1. On the Remote Control toolbar, click **Options** > **Whiteboard**.
   The pencil tool is activated.

   Note: You cannot control the host while Whiteboard is enabled.

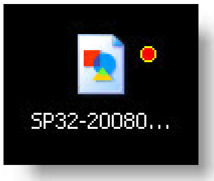
2. Draw on the host screen.
   The pencil tool leaves a red line on the host screen. All drawings appear on both the client and host.
3. To erase drawings, click **Options** > **Whiteboard**.

How to Use the Laser Pointer

The Laser Pointer is a small red dot that the client-side user moves around the host screen to highlight features for the host-side user.

1. On the Remote Control toolbar, click **Options** > **Laser Pointer**.

   To the host-side user, the laser pointer appears as a simple red dot.

   Note: You cannot control the host while Laser Pointer is enabled.

2. To exit, click **Laser Pointer** again.

How to Copy and Paste Between Devices (Clipboard Synchronization)

Use Clipboard Synchronization to save time and avoid errors by directly copying and pasting information between devices during remote control.

This feature is not available during Monitor Host Screen.

- On the Remote Control toolbar, select **Options** > **Sync Clipboard**.
  Anything copied on either device is available to be pasted to the other.

How to Open the Windows Task Manager on the Host Computer (Ctrl-Alt-Del)

During a remote session, the `Ctrl-Alt-Del` key combination entered on the client will only be registered by the client.

This feature is not available during Monitor Host Screen.

- On the Remote Control toolbar, click **Options** > **Ctrl-Alt-Del** button.
  The Windows Task Manager opens on the host computer.

Tip: You can also use a hotkey to send the `Ctrl-Alt-Del` command to the host. The default is `Ctrl-Alt-Insert`. To change the hotkey, open the host preferences and go to **General** > **Remote Control** > **Interaction** and select a key combination using the **Ctrl-Alt-Del Hotkey** drop-down list.

How to Force Quit Applications on a Mac Host (Command-Alt-Escape)

This feature is not available during Monitor Host Screen.

- When controlling a Mac from a Windows PC, press `Windows Key-Alt-Esc` on the client keyboard.
  The **Force Quit Applications** window opens on the host.
- When controlling a Mac from a Mac, click **Options** > **Cmd-Alt-Esc** on the Remote Control toolbar.
  The **Force Quit Applications** window opens on the host.

Working with Remote Sound

Use the Remote Sound feature to listen to sounds played on the host computer while you are at the client.

Mute

To mute remote sound during remote control, click the loudspeaker icon on the Remote Control toolbar.

Adjust the volume

To adjust the volume during remote control, drag your mouse across the volume bars on the Remote Control toolbar.

Change sound quality

To change sound quality during remote control, click **Options** > **Sound** on the Remote Control toolbar and adjust the **Quality** slide bar.

How to Connect Drives during Remote Control

Use the Connect Drives feature to make files on the client accessible to the host without copying or moving any data. To connect client-side drives to the host, click **Options** > **Connect Drives** on the Remote Control toolbar. You can turn this feature on or off at any time.

Connect Drives does not function with the Flash remote control client.

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Tip: To access connected client-side drives, open **My Computer** in Windows. Client-side drives are listed as Network Drives.

Connecting Drives: Example

You have a Spyware cleaner program saved on a removable disk (such as a USB stick) attached to the client. You want to run the Spyware cleaner on the host. Connect to the host and open **My Computer** on the host. Under **Network Drives**, locate and run the executable file for the Spyware cleaner to run it directly from the drive attached to the client. There is no need to copy or move any files.

Note: Some programs may require additional configuration or a license key before they will run on the host.

How to Blank the Host Screen During Remote Control

Protect your data by blanking the host display during a remote control session.

- On the Remote Control toolbar, click **Options** > **Blank Screen**.
  You can turn this feature on or off at any time.
- If this is the first time you are using the screen blanking feature on the host, you will be prompted to install a DPMS (Display Power Management Services) driver.
  Not all monitors, video cards, motherboards, or BIOS support DPMS. Check with your hardware vendor if you experience problems with the DPMS driver. In case of incompatibility, you may not be able to use this feature with some host computers.

Anyone at the host device will see a blank screen on the physical monitor while the remote session is active.

How to Block Input During Remote Control

Lock the host keyboard and mouse to prevent anyone sitting at the host machine from entering data during a remote control session.

- On the Remote Control toolbar, select **Options** > **Lock Keyboard**.
  You can turn this feature on or off at any time.

How to Optimize Remote Control Performance at Slower Connection Speeds

Adjust your network connection speed to achieve optimal performance during remote control.

On the Remote Control toolbar, click **Options** > **Network.**

- Select **Slow** to optimize your connection on lower speed connections
- Select **Fast** to exploit a high bandwidth connection
- Select **Auto** to allow to detect the optimal settings

How to Print During Remote Control

You can print from the host computer to a printer connected to the client.

Make sure at least one printer is connected to the client.

Note: Remote printing does not function with the Flash remote control client.

1. Activate Remote Printing:
   - On the Remote Control toolbar, click **Options** > **Connect Printer**.

     Tip: You will be able to connect one or more printers when multiple client-side printers are available.

   The selected printer (or the client's default printer if there is only one printer available) will be ready to receive print jobs from the host.
2. On the host, print as you normally would during regular use.
3. Make sure the client printer is selected in the Print dialog box: `[Printer Name] via RemotelyAnywhere`.
4. Click **Print** on the Print dialog box.
   The file will print to the selected client-side printer.

Having trouble printing? See *Troubleshooting Remote PrintingHaving trouble printing? Review this checklist and instructions.* .

Customizing the Remote Control Toolbar

Add icons to the remote control toolbar for easy access to favorite remote control features. All features available under the **Options** menu can be added.

Managing Files and Folders using the File Manager

How to Navigate and Sort Files using File Manager

Navigate and Sort options are accessed via a drop-down menu on the File Manager toolbar. Shortcut keys are available for each item.

Note: The host computer's files are displayed in the right frame, the client computer's in the left. Use the Tab key to switch between the two frames.

Option	Shortcut (Windows client)	Description
Refresh	F5	Refreshes the folders on both the client and host computer.
Up	Backspace	Moves up to the parent directory.
Drive list	Ctrl+Backspace	Displays the available root drives on the selected computer.
Select left drive	Alt+F1	Click to select the disk drive you want to view in the left pane of the File Manager window.
Select right drive	Alt+F2	Click to select the disk drive you want to view in the right pane of the File Manager window.
Go to folder...	Ctrl+G	Click this item to open a box where you can type the name of a specific folder or directory you want to view.
Sort by Name	Ctrl+1	Sort the directory contents by file name.
Sort by Type	Ctrl+2	Sort the directory contents by file type.
Sort by Size	Ctrl+3	Sort the directory contents by file size.
Sort by Date	Ctrl+4	Sort the directory contents by the date files were last modified.
Show...		Select **Show folders for all users**, **Show hidden files**, and/or **Show system files** in any combination.

How to Transfer Files Between Computers using File Manager

Transferring files between computers is as easy as selecting files and dragging them to the appropriate folder. Otherwise, use the appropriate options on the File Manager toolbar.

Option	Icon (Windows client)	Shortcut (Windows client)	Description
Copy	⎘	Ctrl+C	Copy a file or folder to your clipboard.

Option	Icon (Windows client)	Shortcut (Windows client)	Description
Move		Ctrl+X	Cut a file or folder from the existing location so you can paste it to a new location.
Synchronize		Ctrl+S	Update the current folders to the client and host so that their contents are the same. Files and folders that exist only on one side are copied normally. If both folders contain one or more files that are different on the client and host, the newer version will be copied. The folders must be open, not simply selected.
Replicate		Ctrl+R	Files and folders that do not exist in the destination folder are copied normally. Files that already exist in the destination folder will be transferred from the source folder. If a destination folder contains a file or a folder that does not exist in the source *it will be deleted*. This is very useful if you update the Source folder and want to push those changes to the Destination.

How to Edit Files using File Manager

Edit options are accessed on the File Manager toolbar or by right clicking on a file. Shortcut keys are available for each option.

Option	Icon (Windows client)	Shortcut (Windows client)	Description
Create Folder		Ctrl+N	Create a new folder in the selected location
Rename		F2	Rename a selected file or folder
Delete	✗	Delete key	Delete a selected file or folder

How to Select Files using File Manager

File selection options are accessed on the File Manager toolbar. Shortcut keys are available for each option.

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Option	Icon (Windows client)	Shortcut (Windows client)	Description
Select files		+ (on the numeric keypad)	Opens a dialog box you can use to select multiple files
Unselect files		- (on the numeric keypad)	Opens a dialog box you can use to clear selected files
Select all		Ctrl+A	Selects all files in the current location
Select none		Ctrl+- (on the numeric keypad)	Clears all selections in the current location
Invert selection		* (on the numeric keypad)	Change the current selection status to its opposite (any selected item becomes cleared and any unselected items becomes selected)

How to Chat in RemotelyAnywhere

1. From the RemotelyAnywhere interface, click **Chat** to open RemotelyAnywhere's Chat feature.
2. Enter your message in the text field at the bottom of the window and press **Send** to send your message to the recipient at the Host.

   Note: This is a two-way chat. No other participants can be invited to join the session.

Sharing your Desktop with Another Person (Desktop Sharing)

Use the Desktop Sharing feature to invite anyone with an Internet connection to use or view your computer.

When should you use Desktop Sharing?

- When you are sitting at a computer that is running RemotelyAnywhere software
- When you want someone to see your desktop (for example, so you can show how to do something)
- When you want someone to be able to control your desktop (for example, to help you solve a problem with your computer)

Note: You will be given the choice to allow full remote control or desktop viewing when your guest makes a connection to your computer.

How to Send a Desktop Sharing Invitation

Remember: You can only invite someone to a Desktop Sharing session from a computer that is running the RemotelyAnywhere host software.

1. Click the RemotelyAnywhere icon on the system tray and select **Share my Desktop**.
   The **Desktop Sharing** dialog is displayed.
2. Select **Invite a guest to work with you** and click **Next**.
3. Enter **Invitation Details**:
   a) Enter a **Title** for your invitation. This helps you track your invitations.
   b) Specify how long the invitation will remain open. The invitation will expire if the invitee does not accept within the given amount of time.
4. Click **Next**.
5. Send the invitation:
   - Click **Email** to send the invite to the recipient by email.
   - Click Copy to copy the invitation link to your Windows clipboard.
6. Click **Finish** to exit the sharing process.

The email recipient clicks the invitation link to activate the session. You are prompted to acknowledge your guest and grant either remote control rights or desktop viewing rights.

How to Disable/Enable or Delete a Desktop Sharing Invitation

Desktop Sharing invitations can be cancelled or temporarily disabled.

1. Click the RemotelyAnywhere icon on the system tray and select **Share my Desktop**.

The **Desktop Sharing** dialog is displayed.

2. Click **View pending invitations**.
3. Under **Your Invitations**, select the invitation you want to disable/enable or delete.

    - Click **Disable** or **Activate** to deactivate or activate the invitation
    - Click **Delete** to cancel the invitation and remove it from the list

Customizing and Controlling your RemotelyAnywhere Experience

How to Optimize Remote Control Performance

1. Click **Preferences** to access the host preferences.
2. Under **Remote Control**, set the following options (as required):

Option	Description
Automatically disable wallpaper	Select this option to disable the host's desktop wallpaper and all user interface effects during remote control. User interface effects include transition effects (fade, scroll), shadows under menus, and trailing effects while dragging windows.
Use mirror display driver	Select this option to make remote control sessions faster and less CPU-intensive. See also *Troubleshooting Display IssuesFollow these instructions to help resolve problems experienced while viewing video or while using DOS-based or graphic-intense applications during remote control. Typical problems include display black-out or host computer restart when initiating remote control.* .

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Set Keyboard and Mouse Priority for Remote Control

1. Click **Preferences** to access the host preferences.
2. Under **Remote Control** > **Security**, choose the following options:

Option	Description
Disable host keyboard and mouse	Choose this option if you want to disable the input devices of the person at the computer being controlled (the host).
Local keyboard & mouse takes precedence over remote	Choose this option if you want the actions of the person running the remote control session (the client-side user) to be processed before the actions of the person sitting at the computer being controlled. **Tip:** If you receive the error message `Your input is being blocked` while controlling a host computer, make sure this option is selected.

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Set Remote Control Permission Defaults (Host-side User's Consent)

RemotelyAnywhere offers a number of host-level settings to help you control when and how remote users will be able to start a remote session.

1. Click **Preferences** to access the host preferences.
2. Under **Remote Control** > **Interactive User's Permission** , set the following options (as required).

Option	Description
Ask for permission from interactive user	By default, RemotelyAnywhere prompts the host user to permit or deny access whenever a client user attempts to open a remote control session. Clear this option to allow a client user to initiate a remote control session without asking for permission from the host user. Clearing the option will also disable the Chat function.
Time allowed for the interactive user to give permission	Enter the amount of time within which the host user must respond to the request for permission to initiate remote control. If this time expires, the setting in the **Default answer for confirmation message** field will be applied. Minimum 3 seconds, maximum 30 seconds.
Text to display to the user	This text will be presented to the host user in the remote control permission dialog box. The string %USER% will be the Computer Name of the host as set at the operating system level, plus the client user's operating system account ID.
Default answer for confirmation message	Choose **Yes** to establish remote connection even if the host user does not respond within the time set in the **Time allowed for the interactive user to give permission** field. Choose **No** if you want the remote control session to be refused if the host user does not respond.
Full Control (and Remote Control) access rights bypass interactive user's permission	With this option enabled, users with full Remote Control access rights (Read, Write, Delete, or "R+W+D") will be able to access the Host without first asking the user's permission. If this is enabled it overrides the setting in the **Ask for permission from interactive user** field.
Do not require authorization if user is not present	Select this option to be able to initiate a Remote Control session without user permission.

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Display/Remove the RemotelyAnywhere System Tray Icon

1. Click **Preferences** to access the host preferences.
2. Under **Appearance** > **Systray Settings**, clear the **Display the RemotelyAnywhere icon in the System Tray** option to remove the icon.
3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Prevent RemotelyAnywhere Notification Messages from Appearing

You can choose to suppress all RemotelyAnywhere messages communicated from the system tray. This is useful when messages could possibly disrupt the end-user experience, such as on a kiosk.

1. Click **Preferences** to access the host preferences.
2. Under **Appearance** > **Systray Settings**, select the **Disable RemotelyAnywhere notification messages** option to suppress all RemotelyAnywhere messages communicated from the system tray.
3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Set the Host to Lock after Remote Control

Protect data on the host computer by setting the host to lock when remote control ends or is disconnected.

1. Click **Preferences** to access the host preferences.
2. Under **Remote Control** > **Security**, select the following options (as required):

Option	Description
Always lock console when remote control disconnects	Select this option to always lock the host's operating system when a remote control ends.
Lock console when connection broken	Select this option to lock the host's operating system if the client disconnects during remote control.
Lock console when connection times out	Select this option to lock the host's operating system if the client connection times out during remote control (see also *How to Set Remote Control Time-out* on page 30).

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Set Remote Control Time-out

Set the amount of time that can pass without activity in RemotelyAnywhere before a remote control session is disconnected.

1. Click **Preferences** to access the host preferences.
2. Under **Network**, set the **Idle time allowed**.
3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Set Compression for Data Transferred from the Host

Choose the compression level to apply to data transferred from the host during remote control, including files transferred using the File Manager feature.

1. Click **Preferences** to access the host preferences.
2. Under **Network**, choose the appropriate **File Transfer Compression** option:

Option	Description
No compression	Data is not compressed.
Fast	Compared to Best, this option uses less host CPU, but more bandwidth.
Low	Keeps bandwidth and CPU usage at a minimum.
Normal	A good balance between effective file compression and balanced host CPU utilization.
Best	The host CPU will compress data as much as possible before transfer. Compared to Fast, this option uses less bandwidth, but more CPU.

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to Change Proxy Settings

Specify the proxy server RemotelyAnywhere will use as an intermediary between your web browser and the Internet.

Tip: Proxy servers are primarily used by companies and organizations. Home users generally will not need this option.

1. Click **Preferences** to access the host preferences.
2. Under **General Settings**, set the following option:

Option	Description
Broken proxy server mask	Some proxy servers request pages from web servers using several IP addresses. This can cause RemotelyAnywhere to bounce you back to the login page after you click the Login button. If you are not affected by this problem, you should not change this setting. However, if you experience this problem, please read the following section carefully. When you log in, your browser is assigned a session identifier in a cookie. For security reasons, this cookie is only valid when sent from the IP address from which the login originated. Were it not so, an eavesdropping attacker would be able to copy your cookie and gain access to all RemotelyAnywhere resources to which you have access. Some proxy servers use several IP addresses when requesting data from a remote computer. If this is the case with your proxy server, RemotelyAnywhere sees the original IP address and session identifier as valid, but requests originating from other IP addresses (even if accompanied by a valid cookie) are replied to with the login page. The login page breaks out of frames, and displays itself in your browser - and you are prompted to log in again. A possible workaround

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Option	Description

	is to keep logging in as many times as necessary - most proxy servers only use a few - maybe half a dozen - IP addresses. Once all the IP addresses are logged in, you will no longer be bounced to the login page.
	Since version 3.2, RemotelyAnywhere has had a setting called Proxy Problem Fixer. This is essentially a mask that can be applied to IP addresses. Suppose your proxy server uses the following IP addresses to request pages from servers: `192.168.0.33, 192.168.0.34, 192.168.0.35, 192.168.0.36, 192.168.0.37, 192.168.0.38`
	In this scenario, if you look at the IP addresses in binary form, you can see that only the last three bits are different:
	`11000000.10101000.00000000.00100001`
	`11000000.10101000.00000000.00100010`
	`11000000.10101000.00000000.00100011`
	`11000000.10101000.00000000.00100100`
	`11000000.10101000.00000000.00100101`
	`11000000.10101000.00000000.00100110`
	This means that the largest number that can be represented on three bits (111 binary = 7 decimal) has to be masked from the IP addresses when checking them against each other to verify the validity of the session identifier cookie.
	RemotelyAnywhere provides a subnet mask-like setting for this purpose. By default, it is set to 255.255.255.255 - this means that no bits are masked off. Given the above scenario, we need to mask off the three least significant bits, thus we subtract 7 (binary form: 111) from 255.255.255.255, which leaves us with 255.255.255.248. By entering this value in the Proxy Problem Fixer field, we are telling RemotelyAnywhere to ignore the last three bits.
	This is a rather tedious way of getting around the problem, but short of reconfiguring the proxy server to use only one IP address, there is no easier solution. The latter is the recommended solution, since allowing several IP addresses to share the same session identifier can be a security risk. It is not really significant when you only mask off a few (three or four) bits, but if you need to decrease more and more significant bits of the IP addresses, you are putting yourself in a risky situation. The risk is decreased significantly due to the fact that RemotelyAnywhere now uses HTTPS rather than HTTP by default meaning that the cookie is protected by SSL.

Broken proxy server mask (IPv6)	Select this option if you use Internet Protocol Version 6 (IPv6).

3. Click **Apply**.
   Your settings are applied immediately to the host.

How to View RemotelyAnywhere Log Files

The host will always log the following events to the application log:

- Service Start/Stop

- LogIn/Logout
- Remote Control Start/Stop

Follow this procedure to view log files:

1. Click **Preferences** to access the host preferences.
2. Go to **Preferences** > **RemotelyAnywhere Logs**.
   A list of available log files is displayed.
3. On the list, double-click the file you want to view.
   - The active log file is named `RemotelyAnywhere.log`
   - Older logs are stored with the naming convention `RAYYYYMMDD.log` (example: the log file for January 20, 2011, would be `RA20110120.log`)
   - Click **Download all logs in one compressed file** to access all available logs in a single compressed archive
4. You can also set the following options by clicking **Preferences**:

Option	Description
Directory for log files	Define the folder where the files are to be saved. Leave blank to use the default location (the RemotelyAnywhere installation directory, typically `C:\Program Files\RemotelyAnywhere`).
Keep log files for this many days	Enter the number of days for which you would like to store log files.

5. Click **Apply**.
   Your settings are applied immediately to the host.

How to Record Remote Control Sessions

Set RemotelyAnywhere to record and save a video file of each remote control session with the host.

1. Click **Preferences** to access the host preferences.
2. Under **Log Settings** > **Remote Control Session Recording**, choose from the following options.

Option	Description
Enable Session Recording	Select this option to record all your sessions. **Important:** You cannot choose not to record an individual session. All sessions will be recorded without exception until recording is disabled.
Location for Output Video Files	Specify the location where video files will be saved. Type a path to an available directory or click **Browse** to define a location on the host.
Maximum Total Size of Output Video Files	The maximum total size of your recordings in megabytes. The oldest recording is deleted if you exceed this limit.
Automatically convert to .AVI format	Select this option to convert your RCREC recordings to AVI format.

3. Click **Apply**.
   Your settings are applied immediately to the host.

All remote control sessions will be recorded and saved in the chosen file format to the defined location.

To convert existing RCREC recordings to AVI format, click the RemotelyAnywhere icon on your system tray and select **Convert Remote Control Recordings**. Follow all on-screen instructions of the AVI Conversion Wizard.

How to Set RemotleyAnywhere to Report Software Errors

The RemotleyAnywhere Guardian documents and records errors that occur in the host software and allows error details to be sent directly to our development team for analysis.

The Guardian does not gather or report any personal information.

Follow this procedure to control how and when the Guardian will send error notifications to RemotelyAnywhere.

1. Click **Preferences** to access the host preferences.
2. Under **Advanced Options** > **Software error reporting**, choose one of the following options:

Option	Description
Always send an error report	An error report will always be sent (no user action required).
Never send an error report	An error report will never be sent.
Ask the user what to do	The user will be prompted to send an error report and can choose to send the report or not.

3. Click **Apply**.
   Your settings are applied immediately to the host.

Controlling Access to Host Computers

Using IP Filters to Protect your Computer from Intruders

How to Create an IP Filter Profile

Create IP Filter Profiles to allow or deny connections to a host from specific IP addresses.

1. Click **Preferences** to access the host preferences.
2. Click **Security** > **IP Filtering**.
3. Type a **Name** for your filter and click **Add** to begin creating a filter profile.
   The IP Filtering dialog box is displayed.
4. Choose a filter type:
   - Choose **allow** to make a filter that allows specified addresses to access this host
   - Choose **deny** to make a filter that prevents specified addresses from accessing this host
5. Enter the **Address** you want to allow or deny.

   Accepted wildcards are an asterisk (*) that matches any number of characters, and a question mark (?) that matches a single character only.
6. Enter a **Subnet** that you want to allow or deny.
7. Click **Add filter**.
   The filter is added to the **IP Filters In Profile** box.
8. Repeat from step 2, above, to add additional filters to the Filter Profile.
9. Click **Back** when you are finished adding filters to the Profile.
   Your Filter Profile is saved and you are returned to the IP Filtering page.
10. You must apply your Filter Profile before it can take effect. On the IP Filtering page, select a Filter Profile from the Profiles list and click **Use profile**.
    The Filter Profile is activated on the host.

When a connection is made to the host, the remote IP address will be checked against the filter or filters in the applied Filter Profile. Access will be granted or denied accordingly.

Important: Filters are checked in the order they are listed in the **IP Filters In Profile** box. Ordering is crucial. Use the up and down arrows next to the **IP Filters In Profile** box to set proper order.

The IP filters that you set up here apply to every connection except those aimed at the FTP or Port Forwarding Server. To specify IP address restrictions specific to these modules you will need to use their specific IP filtering options.

IP Filtering Examples

These examples will help you understand how to use the IP Filtering feature.

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IP Filtering Example 1

Allow connections from IP address 215.43.21.12 and the network 192.168.0.0, and deny all other connections.

```
ALLOW 215.43.21.12
ALLOW 192.168.0.0 (255.255.0.0)
```

-or-

```
ALLOW 192.168.*
DENY:*
```

IP Filtering Example 2

Allow connections from IP address 215.43.21.12 and the network 192.168.0.0, but not from the address 192.168.0.12, and deny everything else.

```
ALLOW 215.43.21.12
DENY 192.168.0.12
ALLOW 192.168.0.0 (255.255.0.0)
```

-or-

```
ALLOW 192.168.*
DENY.*
```

Note: Denying the connection from 192.168.0.12 comes before allowing connections to the 192.168.0.0 network. If RemotelyAnywhere was to find the ALLOW item first, it would let IP address 192.168.0.12 through, since it matches the condition. To prevent this, the address 192.168.0.12 is checked before the network to which it belongs.

IP Filtering Example 3

Allow all connections, except those coming from 192.168.0.12

```
DENY:192.168.0.12
```

IP Filtering Example 4

Deny all connections from the network 192.168.0.0 except for the subnet 192.168.12.0; allow all other connections

```
ALLOW:192.168.12.0(255.255.255.0)
```

-or-

```
ALLOW:192.168.12.*
DENY:192.168.0.0 (255.255.0.0)
```

-or-

```
DENY:192.168.*
```

Detecting and Locking out Potential Intruders

Set up a Denial of Service filter and an Authentication Attack filter to help detect and temporarily lock out potential intruders.

Tip: You can view failed login attempts and lockouts in the log file if you have logging enabled.

How to Set up a Denial of Service Attack Blocker

Use the Denial of Service attack blocker as a precaution against unwanted intruders who slow your host machine by continuously requesting the same service.

1. Click **Preferences** to access the host preferences.
2. Under **Security** > **IP Address Lockout**, set the following **Denial of Service filter** options:

Option	Description
Active	Select this option to activate the attack blocker.
Number of invalid HTTP requests allowed	Specify the number of HTTP requests to allow before the offending IP address is locked out.
Reset invalid attempt counter after	After the amount of time specified in this box has elapsed, the invalid attempt count of the offending IP address will be reset to zero.
Lock out for	All attempted connections from an offending IP address will be rejected for the amount of time specified in this field.

3. Click **Apply**.
   Your settings are applied immediately to the host.

To allow access from blocked addresses, click **Unblock all**.

How to Set up an Authentication Attack Blocker

Use the Authentication Attack blocker to lock out those who try to get past your host logon screen without authorization.

1. Click **Preferences** to access the host preferences.
2. Under **Security** > **IP Address Lockout**, set the following **Authentication attack filter** options:

Option	Description
Active	Select this option to activate the attack blocker.
Number of invalid attempts allowed	Specify the number of invalid authentication attempts to allow before the offending IP address is locked out.
Reset invalid attempt counter after	After the amount of time specified in this box has elapsed, the invalid attempt count of the offending IP address will be reset to zero.
Lock out for	All attempted connections from an offending IP address will be rejected for the amount of time specified in this field.

3. Click **Apply**.
   Your settings are applied immediately to the host.

To allow access from blocked addresses, click **Unblock all**.

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Controlling Who can Access your Host Computers (User Access Control)

What type of user can access RemotelyAnywhere host computers?

- Users with Administrator credentials on the host computer (at the operating system level)
- Non-administrator users who have been granted permission to access the host via the User Access Control feature in RemotelyAnywhere (see *How to Specify User Access Rights in RemotelyAnywhere* on page 38)

What happens if a user without proper permission attempts to connect?

An attempt to log in without proper User Access Control permissions may result in error 4320 ("Operator or Administrator has refused the request").

How to Specify User Access Rights in RemotelyAnywhere

Follow this procedure to make sure that users can access your RemotelyAnywhere host computers.

1. Click **Preferences** to access the host preferences.
2. Under **Security** > **Access Control**, select from the following general options:

Option	Description
Allow full control to administrators	Select this option to grant full permissions to anyone with administrative rights on the host computer.
Do Not List Domains on Logon Screen	Select this option to clear the list of active domains in the host authentication dialog box. This provides an extra layer of security by forcing the remote user to type the exact name of the chosen domain in the **Log on to** field.
NT LAN Manager Authentication	RemotelyAnywhere supports Windows Challenge/Response type authentication. You must use Internet Explorer to take advantage of this feature. You need not worry about exposing your password to eavesdroppers if you are using HTTPS to secure all communications between your browser and RemotelyAnywhere.
Save user name in a cookie	You can configure RemotelyAnywhere to remember your user name in a cookie.
Display "Enable/Disable RemotelyAnywhere" option on the system tray menu	Select this option to be able to enable or disable RemotelyAnywhere from the system tray.

3. Click **Add** to define the access rights of a new user.
   The **Access Control** dialog is displayed.
4. In the **User name** field, type the name of the user for whom you want to set permissions. Alternatively, click **List users and groups** to browse for a user.
5. Set the user's permissions using the following options:

Permission	R(ead)	W(rite)	D(elete)
Login	Allows the user to log into RemotelyAnywhere. By		

Permission	R(ead)	W(rite)	D(elete)
	revoking this permission you can temporarily disable a user's access to RemotelyAnywhere without having to clear any other permission.		
Configuration	Allows the user to view RemotelyAnywhere Preferences. You must be an Administrator to change this setting.	Allows the user to change RemotelyAnywhere Preferences. You must be an Administrator to change this setting.	
Scripts	Allows the user to view and execute monitoring and maintenance scripts	Allows the user to edit, compile, enable and disable monitoring and maintenance scripts	Allows the user to delete monitoring and maintenance scripts.
Event Viewer	Allows the user to read event log entries		Allows the user to clear and backup event logs.
File System	Allows the user to list drives, folders and files; read and download files; view file attributes; shared folder information and access control lists; and use File Manager	Allows the user to copy, paste, rename and edit files; create and share folders; edit attributes and access control lists	Allows the user to delete files; remove shares; and disconnect users from shared files.
Registry	Allows the user to view the registry keys and values; and list installed applications.	Allows the user to create and rename registry keys; add and change registry values	Allows the user to delete registry keys and values
Performance Data	Allows the user to view system performance data, graphs and detailed hardware information		
Processes	Allows the user to view running processes, services and drivers; list DLLs and objects that these processes use; and view scheduled tasks	Allows the user to change process priorities and service startup parameters; control services; create and modify scheduled tasks	Allows the user to kill running processes and services; delete scheduled tasks
Reboot		Allows the user to restart the RemotelyAnywhere service; initiate and schedule system reboots; and hardreset the computer.	

Permission	R(ead)	W(rite)	D(elete)
Remote Control	Allows the user to view and monitor the remote desktop; and use the chat applet.	Allows the user to view and interact with the remote desktop.	Allows the user to take control over the remote desktop without the interactive user's permission.
Whiteboard		Allows use of the Whiteboard during remote control	
Chat		Allows the user to chat with the person in front of the computer	
User / Group Accounts	Allows the user to list and view user groups and accounts.	Allows the user to create new user groups and accounts; and modify their details.	Allows the user to delete user groups and accounts.
System Configuration	Allows the user to list and view system configuration data, such as environment variables, virtual memory settings, drive and partition information and network adapters.	Allows the user to modify system configuration data, such as environment variables, virtual memory settings, drive and partition information and network adapters.	Allows the user to delete environmental variables.
SSH Shell	Allows the user to use a command prompt via SSH.		
SSH Port Forward	Allows the user to use port forwarding via SSH.		
SSH Privileged Port Forward	Allows the user to use port forwarding for ports below 1024 via SSH		
SCP	Allows the user to use SFC (Secure File Copy) via SSH.		
SFTP	Allows the user to use SFTP (Secure File Transfer) via SSH.		
Command Prompt	Allows the user to use the secure RemotelyAnywhere Telnet applet to open a remote command prompt.		
Telnet	Allows the user to use any unsecured Telnet client to open a remote command prompt.		
Desktop Sharing			Allows the user to create and delete Desktop Sharing invitations.

Option	Description
Full Control	Give the user full control over all features of RemotelyAnywhere. It is the equivalent of checking all other options (other than Compact View only).
Force Basic Interface	Limit the host user to the Compact HTML view of the RemotelyAnywhere HTML interface (the "Main Menu").
SSH Does Not Emulate Stream Mode	Set this flag to disable emulated stream mode for the SSH Server. The option is helpful if you want SSH to execute non-interactive shell scripts which must not include terminal emulation. SSH uses an emulated stream mode when the command shell is cmd.exe. Emulation is turned off by setting this flag, and this allows you to use an alternate shell (such as bash.exe) in stream mode. (You can control the shell interpreter used by changing the ComSpec environment variable for this user.) This flag, when set, overrides the system-wide Console Mode parameter under Telnet Server and will enable Stream Mode for this user. By default, stream mode in RA SSH is emulated, meaning that it does not directly relay I/O between the shell and the SSH client, but does some pre-processing in order to properly display the original command-line shell of Windows (cmd.exe).
IP filter	Use this drop-down list to apply an existing IT filter profile to this user. This allows you set the IP address (or range) from which the user can access the host.

6. Click **Add**.
   The user is added to the User list.
7. Click **OK** to exit the User Access Control dialog box.
8. Click **Apply**.
   Your settings are applied immediately to the host.

Troubleshooting

For troubleshooting assistance, visit the *Knowledge Base*.

Troubleshooting Remote Printing

Follow these instructions if material printed using RemotelyAnywhere remote printing does not print properly (for example, it is mirrored, has the wrong layout, or has meaningless characters and content).

1. Click **Preferences** to access the host preferences.
2. Under **Preferences** > **Advanced Options Remote Control**, select **Force Bitmap Printing**.
3. Click **Apply**.
   Your settings are applied immediately to the host.
4. Print the file again.
   When bitmap printing is activated, all material printed using remote printing will be 'printed' locally to a bitmap which is then sent to the remote printer. Bitmap printing is slow, but reliable.

Troubleshooting Display Issues

Follow these instructions to help resolve problems experienced while viewing video or while using DOS-based or graphic-intense applications during remote control. Typical problems include display black-out or host computer restart when initiating remote control.

1. Click **Preferences** to access the host preferences.
2. Under **Remote Control** > **General Settings**, make sure that **Use mirror display driver** is not selected.
3. Click **Apply**.
   Your settings are applied immediately to the host.

Remote Management of RemotelyAnywhere Hosts

Managing the Rights of Windows Users and Groups

RemotelyAnywhere User Manager supports all features of Windows Computer Management for Local Users and Groups, including full Active Directory support.

Path: Computer Management > **User Manager**

- Click a user on the **User** tab:
    - Change the password and password settings
    - Rename the user
    - Disable the account
    - Delete the user
    - Assign a Home Directory
    - Assign a Logon Script
    - Assign a Profile Path
- Click a group on the **Groups** tab:
    - Assign members to the group
    - Rename the group
    - Delete the group
    - Edit the Description

Monitoring Events in the Application, Security, and System Logs

RemotelyAnywhere Event Viewer supports features similar to the Windows Event Viewer, including the Application Event Log and Security Event Log.

Path: Computer Management > **Event Viewer**

- Click an entry to view event details
- Clear the contents of a log file by clicking **X** (Clear Log) on the toolbar
- Click the **Email Alerts** icon to send email alerts to specified email addresses when log entries matching a given criteria are entered into any of the event logs
- Click the **Event Filter** icon to filter a long list of events

Working with Services

The RemotelyAnywhere Services feature is similar to Windows Services.

Path: Computer Management > **Services**

- Select a service:
  - Click the **Properties** icon to view or edit details
  - Click **Play** to start a stopped item
  - Click **Stop** to stop a running item
  - Click **Restart** to restart a running item

Note: When specifying a user account to be used by a service, it must be in `DOMAIN\USER` form. Type `.\USER` to use a local account.

Working with Processes

The RemotelyAnywhere Processes feature is similar to the Processes tab in Windows Task Manager.

Path: Computer Management > **Processes**

Working with Drivers

Path: Computer Management > **Drivers**

- Select a driver:
  - Click the **Properties** icon to view or edit details
  - Click **Play** to start a stopped item
  - Click **Stop** to stop a running item
  - Click **Restart** to restart a running item

Editing the Registry

RemotelyAnywhere Registry Editor functionality corresponds to the Windows Registry Editor.

Path: Computer Management > **Registry Editor**

Registry keys (HKCR, HKCU, HKLM, etc.) are displayed in a tree structure.

- Click an item to view details
  - Click the **Plus** icon to create a new value
  - Click the **Key** icon to change access permissions

- Click the **Delete** icon to remove a key

  ✖

Note: You can edit values that are either of text (REG_SZ, REG_EXPAND_SZ or REG_MULTI_SZ) or integer (REG_DWORD) type; and REG_QWORD type values. Binary values are displayed, but cannot be edited.

Opening the Command Prompt

Open a fully functional command prompt on a host.

Path: Computer Management > **Command Prompt**

The Telnet client, written as an Active X applet, provides encryption and data compression for security and speed. An HTML-based version is available as a fallback.

Rebooting the Host

Path: Computer Management > **Reboot**

Restart RemotelyAnywhere Restart the RemotelyAnywhere service. This does not reboot the host.

Normal Reboot Close all processes and reboot the host in an orderly fashion.

Emergency Reboot Available on Windows hosts only. Windows will shut down properly and flush all outstanding file operations to disk. Applications and other processes may not terminate gracefully, so you could lose unsaved data.

Hard Reboot Reboot as quickly as possible. The operating system will not terminate gracefully, so you could lose unsaved data. Reboot is immediate (like pressing your computer's reset button). You will not receive feedback from the RemotelyAnywhere service.

Safe-mode Reboot Available on Windows hosts only. Restart the computer in safe-mode with networking (and RemotelyAnywhere) enabled. Safe-mode is a special way for Windows to load when there is a system-critical problem that interferes with the normal operation of Windows.

Scheduled Reboot Schedule a date and time to automatically reboot the computer. This is useful if the reboot is not urgent and can take place during off-peak hours.

Enabling Windows Automatic Logon (autologon)

Enable autologon to bypass the Windows logon screen. Upon system startup, the system will attempt to log on to Windows with the specified autologon username and password.

Path: Computer Management > **Reboot**

Caution: *Read the autologon security warning from Microsoft* before using this feature.

1. On the **Reboot** page, click **Specify credentials to automatically login on the host after rebooting**. The **Automatic Login** page is displayed.
2. Enter a **User Name**, **Password**, and a **Domain**.
3. Select the **Automatic logon enabled** box.
4. Click **Apply**.
5. Restart the host.

Viewing a Host Computer Desktop without Taking Control

Use the Monitor Host Screen feature to gain **view-only** access to a host computer's screen.

Path: Computer Management > **Monitor Host Screen**

Working with Environment Variables

RemotelyAnywhere Environment Variable management corresponds to Environment Variable management under System Properties in Windows.

Path: Computer Settings > **Environment Variables**

- Select a variable:
  - Click the **Properties** icon to view or edit details
  - Click the **Plus** icon to create a new value

Changing Virtual Memory Settings

RemotelyAnywhere Virtual Memory management corresponds to Virtual Memory management under System Properties in Windows.

Path: Computer Settings > **Virtual Memory**

1. Change **Minimum** (Initial) size and **Maximum** size.

Tip: To remove the paging file from the drive, enter 0 in both fields.

2. Click **Apply**.
3. Restart the host.

Changing System Time on a Host

Path: Computer Settings > **Time**

- Enter the desired values and click **Apply**.

Note: Time is displayed according to time settings on the host.

Managing Shared Resources

View and manage shared resources on the host, including shared folders, administrative shares, printers, scanners, and similar.

Path: Computer Settings > **Shared Resources**

- Click a folder's **Path** link to open the folder in RemotelyAnywhere File Manager
- Click the **Change Access Permissions** button to open a dialog box where you can add new permissions or remove existing permissions for the chosen object
- Click the **Delete** button to remove sharing from an object

Setting Automatic Change Process Priorities

You can have automatically update the priority class a process runs under. This is useful for forcing lengthy, CPU-intensive tasks into the background on a machine where responsiveness of other processes is critical.

Path: Computer Settings > **Automatic Priorities**

1. Click the **Plus** icon to create a new priority.
   The Automatic Priorities dialog box is displayed.

2. Enter the name of the executable in the **Process Name** field.
3. Choose the target priority class under **Priority**.
4. Select one or more **Processor Affinity** checkboxes to force a process to execute on a specific processor (or processors).
5. Click **Add**.

Managing RemotelyAnywhere Servers

RemotelyAnywhere provides powerful FTP and Port Forwarding capabilities. Server functions are available for workstation and server editions, but only the server edition uses certain features.

RemotelyAnywhere Server Edition contains a versatile FTP server. You can set up an unlimited number of FTP servers on one computer, each with its unique IP address and port combination. You can create users and groups for your FTP servers, or you can use the built-in Windows accounts for user rights management.

If logging is enabled via **Preferences** > **Log Settings**, the FTP Server will log all user activity to the main RemotelyAnywhere log file.

How to Create an FTP Server

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. Click **New FTP server**.
   The **New FTP server** page is displayed.
3. Specify the settings for your new FTP server.

Option	Description
Name	The name of the virtual FTP server that will be displayed on the FTP configuration screens, the login message from the FTP server, and so on. This is for reference purposes only.
TCP/IP port to listen on	The port in use by the virtual FTP server. The default is port 21.
TCP/IP address to listen on	The IP address to use. You can select one item from the list. If you select **All available interfaces**, the virtual FTP server will listen on all assigned IP addresses.
IP Filter	You can specify the IP addresses from which to accept connections. By default, the clients can connect from any IP address. For information about IP filtering, see *#unique_105*.
Port range for passive data transfers (inclusive)	This feature is relevant to passive mode data connections (PMDCs), also known as PASV mode in some clients. In such cases the data channels are opened by the client and the server communicates a PASV reply stating which address and port to connect to. However, servers behind firewalls or routers may have problems with the use of the reported address or port.
IP address of the network interface connecting to NAT router and External IP address of NAT router	By default the server examines the local IP address to which the client is connected and accepts the PMDC on that address. In a NAT environment, the server's local IP address is not externally visible for access from the Internet. Therefore, you must specify the IP address of the network interface connecting to the router. This will be the router's external IP address.
Subnet mask of network interface connecting to NAT router	If the router and the clients are on the same subnet of a LAN, you must define a subnet mask for clients. In this way, they will not be redirected to an external IP address before connecting to the router.

4. Click **Apply**.

If your server is behind a firewall and clients experience problems with the connection, you can specify a range of ports on which to accept PMDCs. If these ports are open on the firewall then the connection will be established.

How to Create Users of an FTP Server

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the FTP Users tab, click **New FTP user**.
   The **New FTP user** page is displayed.
3. Specify the settings for your new FTP user.
4. Click **Apply** to create the user.

You must assign permissions and a directory path to new FTP user so that they can use their accounts.

To allow anonymous access to an FTP server, you must create an FTP user called anonymous. You can assign permissions to the anonymous user account but by default, the newly created anonymous user has no rights to any virtual FTP server defined.

How to Create User Groups for FTP Servers

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the FTP Groups tab, click **New FTP group**.
   The **New FTP group** page is displayed.
3. Enter the name of the user group. Optionally, you can enter a welcome message from group members and select additional groups for the users to be members of.
4. Click **Apply** to create the user group.
5. Click **Permissions**.
6. Set the permissions of the user group.

Option	Description
Directory path	The path you specify can be a full path, containing a drive letter, or a path relative to the server's root directory. If you assign rights to a path that is not within the server's root directory, the setting will have no effect at all.
L	Allows the user to list the contents of the directory.
R	Allows downloading files from the directory.
C	Allows the user to create new directories in the directory.
D	Allows the user to delete or rename a file or a directory. Also required to be able to overwrite files.
W	Allows the user to create a new file and write data to it.
Full access	All of the above.

7. Click **Apply**.

Important: User permissions always override user group permissions if they grant access to the same directory.

How to Start and Stop FTP Servers

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Servers** tab, select a server you want to start or stop.
   - Click ✓ to start the server.
   - Click ✖ to stop the server.

Note: An FTP server stops automatically if you disable it, and starts if you enable it.

How to Manage Users of an FTP Server

You can modify the permissions, connection details, and limits of an FTP user.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Specify the settings for your new FTP user.
4. Click a button at the bottom of the page to change user settings.

Option	Description
Groups	Select which user groups have access to the FTP server.
Permissions	Set the user permissions for the individual FTP servers.
Ratio	Set the ratio between upload and download traffic. For example, an FTP server may allow users to download twice as much data as they upload.
Disable	Select the servers on which you want to disable the user.
Home/Quota	Specify home directories for the user.
Max conn.	Specify the maximum number of simultaneous connections for a user account.
Welcome	Compose a custom welcome message for the user in this window.
Permissions report	Provide a list of permissions of an FTP user for all FTP servers he can access.

5. After changing the necessary settings and returning to the **Settings for FTP user** page, click **Apply**.

How to Change Group Membership of an FTP Server

Select which user groups have access to the FTP server.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.

2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Groups**.
4. Select groups on one pane and click **Apply** to change the membership of the user.

How to Change User Permissions of an FTP Server

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Permissions**.
4. Set the permissions of the user.

Option	Description
Directory path	The path you specify can be a full path, containing a drive letter, or a path relative to the server's root directory. If you assign rights to a path that is not within the server's root directory, the setting will have no effect at all.
L	Allows the user to list the contents of the directory.
R	Allows the user to download files from the directory.
C	Allows the user to create new directories in the directory.
D	Allows the user to delete or rename a file or a directory. Also required to be able to overwrite files.
W	Allows the user to create a new file and write data to it.
Full access	All of the above.

5. Click **Apply**.

Example User Permissions

The above settings allow the user to access FTP Server 1 - he has full control over the contents of the server. These permissions only apply to the root directory of the server and all directories below that. The user also has list, read and write access to the `c:\work` directory on FTP Server 2. However, the user has no permission at all to the `c:\work`\java directory on FTP Server 2. The user has no permission at all on FTP Server 3, meaning he cannot even log on.

The rights you specify for a directory are automatically inherited by its subdirectories, unless you specify different rights for them.

How to Set Upload/Download Ratio for an FTP User

You can edit the upload and download ratio settings for the user.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Ratio**.
4. Set the upload and download ratio for the user.

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Option	Description
Type	**None** The user is a normal user, and can download any file he has read access to, without having to upload first. **Per session** When the user logs in, his counters are set to zero. Should he lose connection while uploading or downloading, any remaining credits he has will be lost. **Per user** The user's credits are remembered over sessions. This option is not recommended if you want several users to share the same account. **Per IP address** Even if the user loses connection, his credits are remembered, if he logs in again from the same IP address. This does not cause a problem, even if the user account is shared by hundreds of concurrent users.
Upload / Download	The ratio of uploading and downloading data.
Starting credits	The user's starting download credits in KBytes.
Per IP ratio expiration time	The Per IP ratio expiration time setting allows you to have the per-IP credits expire after a certain time. If the user logs back from the same IP address after not visiting the server for the specified time, he will have to start building up credits again.

5. Click **Apply**.

How to Disable FTP Users

You can disable users on selected FTP servers.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Disable**.
4. Select FTP servers on one pane and click **Apply** to change the status of the user on those servers.

How to Set up Home Directories and Quotas for FTP Users

You can specify home directories for FTP users. A home directory is the entry point for a user on an FTP server. When the user logs in, the starting directory is the one you specify. If you do not specify a home directory, the user will log in to the server's root directory. The user can move out from his home directory to a parent directory if he has the necessary rights.

Quotas are only enforced on home directories, and apply to all files contained in the home directory and its subdirectories. If a user has rights to upload files outside of his home directory, he will be able to do so without restrictions. When a user starts to upload a file, the FTP server scans the contents of the directory to determine if the user is below or above the quota. If the quota is not exceeded, the upload can be started; however, the FTP server will interrupt the transfer as soon as the file being uploaded starts to exceed the specified quota.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Home/Quota**.

4. Edit the settings of the user.

Option	Description
Home directory path	You can use a full path, starting with a drive letter, or you can enter a relative path to the server's root directory. Home directories specified above the server's root directory are disregarded. **Note:** Ensure that users have rights to their entry points on the server, otherwise they will not be able to log in.
Quota	Set the home directory quota. This is an optional setting. By leaving the field empty you do not limit the amount of data that the user can store on the server.
On server	Select the servers where you want to apply the directory and quota settings.

5. Click **Apply**.

How to Set Maximum Number of Connections to an FTP Server

You can specify the maximum number of simultaneous connections for a user account.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Max conn**.
4. Edit the settings of the user.

Option	Description
Count	Limit the overall number of simultaneous connections.
Per IP	Limit the number of simultaneous connections for the user from a computer or IP address. Leave this field blank to impose no limitations.
On server	Select the servers where you want to apply the connection limitations.

Note: An overall maximum connection limit ensures that the server cannot be overloaded by thousands of Anonymous users, and a Per IP limitation makes sure that no single user can take up all available connections.

5. Click **Apply**.

How to Change the Welcome Message for an FTP User

By changing the welcome message of a user, messages defined for groups that the user belongs to are disregarded.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Specify the settings for your new FTP user.
4. Click **Welcome** to edit the welcome message for the user.
5. Click **Apply**.

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How to View the Permissions of FTP Users

You can modify the permissions, connection details, and limits of an FTP user.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. On the **FTP Users** tab, click the name of the user you want to modify.
3. Click **Permissions report**.
   The user permissions for all FTP sites are listed.
4. Click **Back** to return to the settings of the FTP User.

How to View User and Server Statistics

You can list all current connections and their current activity for each server.

1. Access the server status information in **Server Functions** > **FTP Statistics**.
   The **FTP Statistics** page is displayed.
2. Click **Refresh** to refresh the list.

How to Secure an Externally Accessible FTP Server

You can edit the security settings of an externally accessible FTP server.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. Click the name of the server you want to edit.
3. At the bottom of the page, click **Security** and change the settings.

Option	Description
Maximum number of simultaneous connections	The maximum number of simultaneous connections to the FTP server. Setting it to zero means that there are no limits.
Maximum number of failed login attempts	If a user fails to log in with the specified number of attempts the connection will terminate.
Login timeout	The maximum time in seconds for the user to log in.
No transfer timeout	The connection will be considered idle and will terminate after the specified number of seconds have elapsed on an open connection without a file transfer or directory listing.
Stalled transfer timeout	This is the amount of time a file transfer can spend without sending or receiving any data before it is considered stalled and thus terminated.
Allow keep-alives: FTP clients use various commands to keep the connection from being idle.	When enabled, FTP commands such as CWD, PWD or the ubiquitous NOOP will reset the **No transfer timeout** counter. If disabled, only an actual file transfer or a directory listing will reset the counter.
Thread priority	You can select the priority of the threads servicing users for the FTP server. If you are running an FTP server on an otherwise busy web server it might be a good idea to set the priority to a lower value than the default Normal setting.

Option	Description
Allow unsecured FTP connections	If this option is disabled the FTP client must support and use SSL connection.
Allow data connections to go to different IPs than that of the control connection	The FTP protocol uses two connections: The control connection and the data connection. The data connection is where all the raw data is sent, the control connection is used to send commands to the server and receive replies. Normally data connections are set up to the same IP address as that of the control connection, but in order to facilitate server-to-server file transfers it may be desirable to allow data connections to go to different IP addresses. If you are not using server-to-server transfers you can safely disable this option.
Quoted password changes	This determines whether the parameters of the SITE PSWD command are in quotes or simply surrounded by a space. (SITE PSWD oldpwd newpwd vs. SITE PSWD “oldpwd” “newpwd”). Which form is used depends on the Hosted FTP client.
Anti-hammer filter	This feature is similar to RemotelyAnywhere’s IP address lockout settings. By default if 4 bad logins occur from an IP address within one minute, the IP address will be locked out for one hour.
Number of invalid attempts before locking out	The number of bad login attempts. The default is 4.
Reset invalid attempt count after	The time before the invalid attempt count is reset to zero.
Lock out for	The duration for which the user is locked out after the specified number of invalid login attempts.

4. Click **Apply**.

How to View FTP Server Status

1. Access statistical information in **Server Functions** > **FTP Status**. The following status information is displayed:

Option	Description
Icon	Represents the current status of the connection. A green checkmark indicates a ready, or idle connection. An hourglass indicates a connection currently in the process of logging in or becoming ready. An up or down arrow indicates uploading or downloading.
User name	The name of the user associated with the connection. For Windows users, it is in an AUTHORITY\ACCOUNT form. For FTP users, it’s simply the username. For connections not yet logged in, it’s N/A.
Control address	The IP address of the FTP control connection.
Downloaded Bytes	Downloaded during this connection.
Upload Bytes	Uploaded during this connection.
Data address	The IP address of the FTP data connection, if applicable.

Option	Description
Path	The path and name of the file currently being uploaded or downloaded, if any.
Speed	The speed of the upload or download process.
Bytes left	The amount of data left from the transfer operation. Only applies to download transfers, since the FTP protocol does not let the server know the size of the file being uploaded in advance.
Est. time left	The estimated time remaining from the download operation.
Kick	This button kicks the user out and terminates the connection.
Ban user	This button kicks and then bans the user from the FTP server. Only applies to FTP users, and not to Windows users. The user's properties will show him as disabled on the server he was banned from.
Ban user IP	This option first kicks the user from the server in question, then adds an IP filtering rule to the user object that will prevent him from logging in again from the IP address in question. He will have the ability to log in from other IP addresses (depending on IP filtering setup) and the IP address will only be disabled for this user.
Ban server IP	This button kicks the user, and then adds an IP filtering rule to the server object that will cause the server not to accept connections from the IP address in question. The user will be able to log in from other IP addresses.
Anti-hammering	Information for each server is also shown, where applicable.
IP address	The address the attempted connection came from.
Expires at	The time when the anti-hammering ban is lifted. Users will be able to establish connections from the IP address at this time again.
Bad logins	Number of bad logins from the IP address.
Delete	Clicking this button will remove the anti-hammering information from the FTP server's memory, thus making the IP address available for logins, had it been locked out.

2. Click **Refresh** to refresh the list.

About Port Forwarding

You can forward one or more TCP or UDP ports on one computer to another so that separate networks can be bridged.

RemotelyAnywhere can provide SSL encryption even if neither the client nor the server supports it. In this case, you can use two installations of RemotelyAnywhere: one to translate the connection from TCP to SSL, the other to translate it back from SSL to TCP.

If you have two RemotelyAnywhere Port Forwarding Servers communicating with each other, you can also utilize the proprietary Compressed SSL (CSSL) protocol instead of using plain SSL. CSSL can also seamlessly compress, uncompress, encrypt, and decrypt your data.

How to Configure Port Forwarding

1. Access the port forwarding rules in **Server Functions** > **Port Forwarding Config**.
2. Click **Create forwarding rule**.
   The port forwarding properties page is displayed.
3. Enter the details of your port forwarding rule.

Option	Description
Protocol	Select the protocol type of your incoming and outgoing connection. You can specify SSL, CSSL, or TCP. To translate SSL connections to TCP, and thus behave as an SSL proxy for applications that are not SSL-enabled, set one end to SSL and the other end to TCP.
IP Address	The IP address from which (In) or to which (Out) you want to forward communication.
Port	The port on which the computer is listening for communication (In) or to which it tries to forward data (Out).
IP address filter profile	Select a profile filter to restrict incoming connections to the corresponding port forwarding rule.
Defer	Specify a timeout value for a special condition. When one end of the connection has been closed, but the other is still open, the Port Forwarding Server (PFS) will wait this much time for the open end of the connection to be closed. It will then close the connection itself.
Timeout	This setting lets you specify how long the PFS will hold a connection open with no data going through it in either direction. When the amount of time specified here is reached and the connection is idle, both ends of the connection will be closed gracefully.
Description	Specify a remark associated with the port forwarding item. This will be displayed on the main screen.
Enabled	The status of the port forwarding rule.

4. Click **Apply**.

Example 1

Suppose that you are using a laptop with a dialup account, and your email software does not support SSL. Also suppose that your corporate mail server does not support SSL either. If you still want to keep your email secure, you can install RemotelyAnywhere both on your laptop and on the email server, and set up port forwarding on both computers.

On your laptop, you must do the following:

- Create a port forwarding rule with the incoming IP address as `127.0.0.1` (the loopback address), the incoming port as `3110`, the incoming protocol is TCP. The outgoing IP address or host name would be set to that of your email server, the outgoing port would be set to `3110`, and the outgoing protocol would be SSL to enable encryption.
- Change your email client's preferences so that the POP3 server is `127.0.0.1` and the port is `3110.`

On the mail server, you must create a port forwarding rule with the incoming IP address set to your mail server's Internet IP address, the incoming port set to `3110`, and the incoming protocol set to SSL. The outgoing IP address would be the same (the mail server's Internet IP address), the outgoing port would be `110` (the standard POP3 port), and the outgoing protocol would be set to TCP to enable decryption on the mail server.

You must also have to create one additional port forwarding item on both computers for the SMTP protocol that is used to send email as opposed to receiving it. This runs on port `25` by default.

How to View Port Forwarding Status

1. Access the port forwarding rules in **Server Functions** > **Port Forwarding Status**.
2. Click **Refresh** to refresh the list.

How to View Active Directory Settings

RemotelyAnywhere provides an Active Directory browser. It lets the user connect to and browse through the various elements in the Windows domain's active directory tree. It provides a useful system information tool.

1. Access the port forwarding rules in **Server Functions** > **Active Directory**.
2. Click the name of an Active Directory entry to view its details.
3. Select one of the following options:
   - Click **Refresh** to refresh the list
   - Click **Parent** to go back to the parent directory
   - Click **Root** to return to the root directory of your Active Directory
   - Click **Back** to return to the previous page

How to Create an Externally Accessible FTP Server

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. Click **New FTP server**.
   The **New FTP server** page is displayed.
3. Create an FTP server within RemotelyAnywhere with the default settings, listening on all available interfaces, with the default FTP port of `21`.
4. Set the IP address of the network interface connecting to the NAT router as `192.168.1.2`, the subnet mask to `255.255.0.0`, and the external IP address to `123.45.67.89`.
5. Set the port range for passive data transfers to `5200-5299`.
6. Configure your router so that it forwards connections to `123.45.67.89:21` to `192.168.1.2:21` and make sure port `21` is open on the firewall.
7. Configure the router to forward connections to `123.45.67.89:5200-5299` to `192.168.1.2:5200-5299` and make sure that you open the `5200-5299` port range on the firewall.
8. Finish configuring your remaining FTP settings (security, users, and so on).
9. Select the **Use implicit SSL encryption** option for your FTP server.

Note: If a server uses implicit SSL connections, it will accept these connections alone and clients must be configured accordingly. Most clients default to port 990 when creating implicit SSL FTP site entries.

10. Click **Apply**.

    The following FTP server configuration pages will become available as buttons at the bottom of the page:

    - Security
    - Windows Users
    - Welcome
    - ODBC

If the server is behind a firewall it accepts connections on the port [server port - 1] by default. For example, the server will try port 20 if it is on the default FTP port of 21. If multiple clients were to try to establish simultaneous data connections this would fail and the server would query Windows for an arbitrary free port. To avoid this, you can specify a range of ports on which to accept connections.

How to Set User Access to an Externally Accessible FTP Server

You can connect to your FTP server with any FTP client after you create a new FTP user and give them access to the server. Alternatively, you can allow any Windows user to access the virtual FTP server.

1. To grant access to a Windows user or group on the FTP server, go to **Server Functions** > **FTP Configuration**.
2. Click the name of the server you want to edit.
3. At the bottom of the page, click **Windows Users**.
4. Select the name of a user or user group. You can select multiple users on both panes at the same time.

   Note: To list user accounts from a domain rather than from the Client, enter the domain's name in the Default domain field and click **Apply**.

5. Click **Apply**.

   Note: After you have granted access to a Windows user, you can use an FTP client to connect and log in to the FTP server. The user will have access to all files and directories below the server's root directory. However, on an NTFS file system, Windows access restrictions will apply. For example, if the user does not have the rights to read or write in a certain directory, he will not be able to do so via FTP either.

How to Set a Welcome Message to an Externally Accessible FTP Server

Welcome messages are server-wide settings and apply to all users and groups unless they have their own welcome message defined.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. Click the name of the server you want to edit.
3. At the bottom of the page, click **Welcome**.
4. Change the welcome messages as necessary.

Option	Description
_!SERVER_NAME!_	The name of the FTP server.

Option	Description
_!OS_VERSION!_	The operating system and its version.
_!SERVER_UPTIME!_	The amount of time the server has been up.
_!BYTES_UP!_ and _!BYTES_DOWN!_	The amount of data uploaded and downloaded. These variables behave differently when used in the pre-login or post-login messages. In the pre-login message, they represent a server-wide value, while in the post-login message they represent the amount of data transferred by the user.
_!TOTAL_LOGINS!_	The number of successful logins to the FTP server. Only valid in the pre-login message.
_!GOOD_LOGINS!_ and _!BAD_LOGINS!_	The number of logins and unsuccessful login attempts. Only valid in the post-login message.
_!LAST_LOGIN!_	The last successful login by the user. Only valid in the post-login message.

5. Click **Apply**.

Clear the **Show RemotelyAnywhere welcome banner** option to disable this message.

How to Set ODBC Access to an Externally Accessible FTP Server

The ODBC option allows you to specify a database as a source of user information, which can be Oracle, SQL Server, Microsoft Access, or even a plain text file. You must set up a link between the ODBC data source and the database so that RemotelyAnywhere can access the database.

1. Access the server preferences in **Server Functions** > **FTP Configuration**.
2. Click the name of the server you want to edit.
3. At the bottom of the page, click **ODBC** and change the settings.

Option	Description
Data source name	The name of the database.
Login name	The user's login name. This is a mandatory field.
Password	The user's password. This is a mandatory field.
Connect timeout	The timeout after which the ODBC database connection terminates.
homedir	The user's home directory, which can be an absolute path (such as `z:\ftp\users\~john`) or it can be relative to the server root (such as `/users/~john`). Users have full access to their home directory, but have neither read nor write permissions outside of it. This is a mandatory field.
quota	The quota field will not let the user store more data in his home directory and its subdirectories than the number of bytes specified here. This is an optional field.
downstream	Restricts download speed This is an optional field.
upstream	Restricts upload speed. This is an optional field.
disabled	When it is non-zero, the user is disabled and cannot log in. This is an optional field.

Option	Description
maxconns	Specifies the maximum simultaneous connections to this FTP server for a user. This is an optional field.
maxconnsperip	Specifies the maximum simultaneous connections per unique IP address for a user. This is an optional field.
welcome	Contains a custom welcome message for the user. This is an optional field.

4. Click **Apply**.

When you have your database and ODBC data source ready, we advise you to test it by querying it with a tool that supports ODBC queries, such as a spreadsheet program.

Note: You must have all user information available in one database table.

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Managing Schedules and Alerts

How to Monitor Your System

You must have C or C++ programming experience, a basic understanding of HTML, and system administrator rights to create system monitoring rules. These rules define the behavior of the system monitoring module.

1. Access the scheduled tasks in **Scheduling & Alerts** > **System Monitoring**.
2. Click **Edit rules**.
3. Click **Compile** to save your changes.
4. On the **System Monitoring** page, click the red **X** in the **Active** column to activate a rule.

How to Set Up Email Alerts

You must set up your SMTP server first in **Preferences** > **Network** > **SMTP Settings**.

1. Access the scheduled tasks in **Scheduling & Alerts** > **Email Alerts**.
2. Configure your email alerts according to the following criteria:

Option	Description
Event Log name	The event log to watch.
Type	Optional. The type of alert. Can be chosen from the drop-down list.
Event Source	Optional. Type in the source of the message you want to be alerted on. For example, Security or Disk.
Event Category	Optional. Type in the category of the message as it will appear in the event log.
Event ID	Optional. Type in the event code as it will appear in the event log.
Email	The email address to which the notifications are sent. You can only specify a single email address per entry. Specify a group alias if there are multiple recipients.

How to Set Up Scheduled Tasks

1. Access the scheduled tasks in **Scheduling & Alerts** > **Task Scheduler**.
2. Click **Create New Task**.
   The available options match those found in the Windows Scheduled Tasks System Tool.

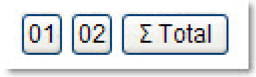
Viewing Host Performance Information

Viewing CPU Load

View metrics for CPU load on all processors on a host.

Path: Performance Info > **CPU Load**

- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)
- Use the numbered buttons to switch between CPUs if the host has more than one



- Click any item in the Most CPU-Intensive Processes list to view process details

Viewing Memory Load

View metrics for system memory load on a host.

Path: Performance Info > **Memory Load**

- Use the drop-down list to choose the data type displayed in the graphs:
  - Memory Load
  - Physical Memory Load
  - Commit Memory Load
- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)

Viewing Disk Space Utilization

View metrics for disk space utilization per logical disk on a host.

Path: Performance Info > **Disk Space**

- Use the drop-down list to switch between available disks
- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)

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Viewing Drive and Partition Information

View details regarding physical drives and partitions and logical drives on a host.

Path: Performance Info > **Drive & Partition Info**

- To manage files on a drive, click a drive link

Viewing Open TCP/IP Ports

Path: Performance Info > **Open TCP/IP Ports**

1. Specify the type of port(s) you want to view
    - Listening ports (ports that are listening for connections)
    - Connected ports (ports that have been connected to another computer)
    - Everything else (ports in various stages of being connected and disconnected)
2. Select **Resolve IP addresses** to resolve IP addresses appearing in the list of Local names. This can take a considerable amount of time to process.
3. Click **Continue**. A list of ports is displayed.

Once you have generated the list, you can change the ports you are viewing using the boxes on the toolbar and clicking **Refresh**.

Viewing Network Traffic Information

Path: Performance Info > **Network Load**

- To view traffic for a network, click any listed network
- To see total network traffic, click **Inbound Network Traffic** or **Outbound Network Traffic**

Viewing a List of Open Files

View a list of all files currently open on a host, along with the names of associated processes.

Path: Performance Info > **Open Files**

Viewing a List of Registry Keys Open on a Host

Path: Performance Info > **Registry Keys in Use**

Viewing a List of DLLs in Use

View a list of all currently loaded dynamic link libraries and the processes that use them.

Path: Performance Info > **DLLs in Use**

Viewing RemotelyAnywhere Connection Details

Display all connections being served by RemotelyAnywhere, including the IP address and host name of any computer making a remote connection, the type of connection, and the name of the Windows user associated with the connection.

Path: Performance Info > **RA Connections**

Viewing Telnet and SSH Connections

You can list Telnet and SSH connections that are currently open.

Path: Performance Info > **Telnet/SSH Connections**

- Click a connection to view its details
- Click **Refresh** to refresh the list

Viewing Installed Applications

View a list of applications installed on a host. The list is populated from Add or Remove Programs on the host's Control Panel.

Path: Performance Info > **Installed Applications**

- Roll over a listed application to view available data, such as estimated size, installation source, registration data, and time and date of last use
- Click any **Installation Directory** link to work with files in the File Manager

Viewing Loaded Device Drivers

The information is view only.

➡ **Path: Performance Info** > **Loaded Device Drivers**

Windows Tools in RemotelyAnywhere

RemotelyAnywhere allows easy access to functionality offered by numerous Windows administrative tools.

This table maps commonly used Windows tools to their equivalent RemotelyAnywhere feature.

Windows Tool	Equivalent RA Feature
Application Event Log	**Computer Management** > **Event Viewer**
Command Prompt	**Computer Management** > **Command Prompt**
Computer Management > Local Users and Groups	**Computer Management** > **User Manager**
Computer Management > Services	**Computer Management** > **Services**
Computer Management > Shared Folders	**Computer Management** > **Shared Resources**
Event Viewer	**Computer Management** > **Event Viewer**
Performance > Logs and Alerts	**Performance Info**
Performance > System Monitor	**Performance Info**
Registry Editor	**Computer Management** > **Registry Editor**
Scheduled Tasks	**Scheduling & Alerts** > **Task Scheduler**
Security Event Log	**Computer Management** > **Event Viewer**
Services	**Computer Management** > **Services**
System Event Log	**Computer Management** > **Event Viewer**
Task Manager/Processes	**Computer Management** > **Processes**

Working with RemotelyAnywhere from Command Line

In Windows NT and Windows 2000, you can run RemotelyAnywhere from command line to perform various actions.

For a complete list of command line options, enter the following command:

```
RemotelyAnywhere -help
```

How to Install RemotelyAnywhere on the Client

Note: If your user account on the host does not allow you to change your Windows password, these fields will not be visible.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `RemotelyAnywhere Install [-port PORT]` into a command prompt.
   The installation process creates the RemotelyAnywhere service and its support driver in the current directory, and starts the service immediately.
3. Optionally, specify the listener port with the `RemotelyAnywhere Install -port 2020` command.

How to Install RemotelyAnywhere on a Remote Computer

You must have administrator rights on the remote computer.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `Install <-computer COMPUTER> <-path PATH> [-port PORT] [-minimal] [-license FILENAME]` into a command prompt.

Option	Description
`<-computer COMPUTER>`	The name of the remote computer. This is a mandatory parameter.
`<-path PATH>`	The path of your RemotelyAnywhere installation.
`[-port PORT]`	The HTTP port number for the remote connection which is `2000` by default.
`[-minimal]`	Allows you to perform a minimal install. This option does not copy the documentation files, thus speeding up the installation process over a slow network connection. The two required parameters are the name of the Host and the local path to the intended destination directory on the Host.
`[-license FILENAME]`	Allows you to specify a license file to be installed on the Host.

Example Installation

If you want to install RemotelyAnywhere on a computer called KOSSUTH in the `C:\RemotelyAnywhere` directory, and you do not want the documentation files copied, you must enter the following command: `RemotelyAnywhere Install -computer \\KOSSUTH -path "C:\RemotelyAnywhere" -minimal`

This command creates the destination directory, copies all necessary files, and creates and starts the RemotelyAnywhere service on \\KOSSUTH.

How to Uninstall RemotelyAnywhere from the Client

You must have administrator rights on the client.

1. Enter `RemotelyAnywhere Uninstall` into a command prompt.
   This will stop and remove the RemotelyAnywhere service and its support driver, as well as all registry entries created by RemotelyAnywhere.
2. Optionally, delete the RemotelyAnywhere directory and all its content.

How to UnInstall RemotelyAnywhere from the Host

You must have administrator rights on the host.

1. Enter `RemotelyAnywhere Uninstall -computer \\[name]` into a command prompt.
   This will stop and remove the RemotelyAnywhere service and its support driver, as well as all registry entries created by RemotelyAnywhere.
2. Optionally, delete the RemotelyAnywhere directory and all its content.

How to Start, Stop, and Restart a Service

You must have administrator rights on the client.

1. Open a command prompt.
2. Enter `RemotelyAnywhere start [-service SERVICE] [-computer MACHINE]`.

Option	Description
`[-service SERVICE]`	The name of the service to start, which is `RemotelyAnywhere` by default.
`[-computer MACHINE]`	The computer to perform the operation on, which is the Client by default.

For example, if you want to run the W3SVC service on the computer called KOSSUTH, enter the following command:

```
RemotelyAnywhere start -service W3SVC -computer \\KOSSUTH
```

3. To stop the service at the end of your session, enter `RemotelyAnywhere stop [-service SERVICE] [-computer MACHINE]`.

To restart the client, enter `RemotelyAnywhere restart [-computer MACHINE]`.

How to Export and Import RemotelyAnywhere Configuration Settings

The default value for FILENAME is `RemotelyAnywhere.ini` in the directory the RemotelyAnywhere executable is located in. The COMPUTER parameter is the Client by default.

1. Save the local RemotelyAnywhere configuration to the default text file: `RemotelyAnywhere CreateIniFile`
   All configuration data is copied, including permissions, FTP Server settings, the license key, and so on. If you do not want to import specific configuration items, you must edit the generated `.ini` file and remove these entries.
2. Install RemotelyAnywhere to the new host, for example on SERVER1.
   ```
   RemotelyAnywhere install -computer SERVER1
   ```
3. Stop the RemotelyAnywhere service on the new host. This is necessary, because the previous command already started RemotelyAnywhere.
   ```
   RemotelyAnywhere stop -computer SERVER1
   ```
4. Read all settings from the default .ini file, and configure RemotelyAnywhere on SERVER1.
   ```
   RemotelyAnywhere LoadIniFile -computer SERVER1
   ```
   The LoadIniFile command imports all configuration data contained within the text file to the host.
5. Start RemotelyAnywhere.
   ```
   RemotelyAnywhere start -computer SERVER1
   ```

A Generated Configuration File

This example is only a partial configuration file. If you do not want to copy, for example, the `VisitLength` setting, remove the `ValueXXXX=VisitLength` line from the `MetaData` section.

```
[MetaData]
Creator=RemotelyAnywhere
CreatorBuildNumber=268
SourceComputer=SERVER2
Value0000=UseGraphRed
Value0001=VisitLength
Values=2
[UseGraphRed]
Type=REG_DWORD
Data=0
[VisitLength]
Type=REG_DWORD
```

How to Install RemotelyAnywhere without Generating a Certificate

Note: The default installation method includes automatically generating a self-signed CA Certificate and a Server Certificate that is signed by the CA Certificate.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `RemotelyAnywhere install -noautocerts` into a command prompt.

You can also install RemotelyAnywhere using the MSI Installer while also preventing RemotelyAnywhere from generating any certificates.

```
msiexec /i RA.msi NOAUTOCERTS=1
```

How to Install RemotelyAnywhere with the MD5 Hash Server Certificate

RemotelyAnywhere selects the Server Certificate with the given MD5 hash and uses it to secure RemotelyAnywhere sessions. Automatic certificate generation will be skipped.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `RemotelyAnywhere install -usesc <CERTMD5ID>` into a command prompt.

You can also install RemotelyAnywhere using the MSI Installer with MD5 hash security.

```
msiexec /i RA.msi USESC=<CERTMD5ID>
```

How to Install RemotelyAnywhere with a Self-Signed Server Certificate

RemotelyAnywhere selects the Server Certificate with the given MD5 hash and uses it to secure RemotelyAnywhere sessions. Automatic certificate generation will be skipped.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `RemotelyAnywhere install -createsssc <HOSTNAME>` into a command prompt.

You can also install RemotelyAnywhere using the MSI Installer and instruct RemotelyAnywhere to create a Self-Signed Server Certificate and use it to secure RemotelyAnywhere sessions. No CA Certificate is generated.

```
msiexec /i RA800735nh.msi CREATESSSC=1
```

If the CREATESSSCHOSTNAME MSI install option is not used then the hostname of the computer will be used for a certificate common name.

```
msiexec /i RA.msi CREATESSSC=1 CREATESSSCHOSTNAME=<HOSTNAME>
```

How to Install RemotelyAnywhere with the Usescbyca Option

You can install and instruct RemotelyAnywhere to select the first Server Certificate that was signed by the CA with the given MD5 hash and use it to secure RemotelyAnywhere sessions.

1. Copy the RemotelyAnywhere installation files into the current directory, either from an existing installation or from the installation archive available on *www.RemotelyAnywhere.com*.
2. Enter `RemotelyAnywhere install -usescbyca <CERTMD5ID>` into a command prompt.

You can also install RemotelyAnywhere using the MSI Installer and to instruct RemotelyAnywhere to use the first Server Certificate that was signed by the CA with the given MD5 hash for RemotelyAnywhere sessions.

```
msiexec /i RA.msi USESCBYCA=<CERTMD5ID>
```

How to List Available RemotelyAnywhere Server Certificates with MD5 Hash

- After RemotelyAnywhere has been installed, enter the following command to list the MD5 hash value of the available Server Certificates: `RemotelyAnywhere cert -listsc`

How to Select RemotelyAnywhere Certificates for Use

- After RemotelyAnywhere has been installed, enter the following command to select the Server Certificate with the given MD5 hash and use it to secure RemotelyAnywhere sessions: `RemotelyAnywhere cert -usesc <CERTMD5ID>`

How to Create a Self-Signed Server Certificate for RemotelyAnywhere

- After RemotelyAnywhere has been installed, enter the following command to select the Server Certificate with the given MD5 hash and use it to secure RemotelyAnywhere sessions: `RemotelyAnywhere cert -usesc <CERTMD5ID>`

How to List Available RemotelyAnywhere CA Certificates

After RemotelyAnywhere has been installed, you can list the MD5 hash value of the available CA Certificates.

- Enter `RemotelyAnywhere cert -listca` into a command prompt.

How to Select CA-signed RemotelyAnywhere Server Certificate

After RemotelyAnywhere has been installed, enter the following command to select the first Server Certificate that was signed by the CA with the given MD5 hash and use it to secure RemotelyAnywhere sessions.

- Enter `RemotelyAnywhere cert -usescbyca <CERTMD5ID>` into a command prompt.

How to Start and Stop FTP Servers in RemotelyAnywhere

You can start or stop the built-in FTP server with the following commands. If you are running more than one FTP server on the host, all of them will be started or stopped by the command.

- `Remotelyanywhere.exe ftp start`
- Remotelyanywhere.exe ftp stop

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