



# Setting Up and Using Symantec pcAnywhere™

## Keywords

Symantec, pcAnywhere, host, remote, control, access, login, password, caller, IP address, port, configuration, modem, network, cable, DSL, Superuser

## Situation

Wouldn't it be easier for you to explain the problem, and for our Support technicians to show you how to fix it, if both of you can see what's on your screen?

With pcAnywhere™ (from Internet security technology company Symantec at [www.symantec.com](http://www.symantec.com)), we can connect directly to your Windows PC. This provides the following benefits:

- You can show us exactly what happens on your screen.
- We can upload or download any files necessary to resolve an issue, instead of having to wait for the files to be shipped.
- We can temporarily take enough control of your PC to troubleshoot and resolve problems faster.
- You can watch the steps we take on your screen to learn how to do a procedure.

You can give our Support technicians sufficient access to help us troubleshoot your problems any time you call us. When we connect to your machine using pcAnywhere, you will be the host while you allow our Support technicians to be remote users.

The most common problem we encounter with pcAnywhere is that customers do not have the required pcAnywhere information handy, which causes delays in being able to connect. This document has detailed instructions to prevent that issue, under the section titled "Information ECI<sup>2</sup> Needs In Order to Connect." It is important for any of your employees who may call ECI<sup>2</sup> Customer Service to have this information handy, in case a pcAnywhere connection is necessary.

## Solution

For optimal pcAnywhere connectivity, you need to accomplish the following tasks:

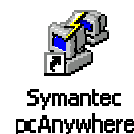
- Verify your installation and port configuration.
- Set up a Caller account for us to log in to your host.
- Keep your IP address, Caller account login name and password, and pcAnywhere version handy when you need Customer Service.
- Launch a host session when you're ready for us to connect.
- Cancel your host session to keep your computer secure.

### **Installation and Port Configuration**

Before you call, make sure you have pcAnywhere properly configured for connection through an IP address, by completing these tasks:

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- 1 If you purchased your DDMS server from ECI<sup>2</sup>, we have already installed a host license copy of pcAnywhere on the server. You will see a **pcAnywhere** icon on your Windows desktop, or in your **Start** menu, under **Programs > Symantec**.



If you purchased your DDMS server elsewhere, you will need to purchase and install pcAnywhere, accepting all default settings.

- 2 If you have a network router or firewall, make sure TCP/IP ports 5631 and 5632 are opened and forwarded to the internal IP address of the DDMS server.

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**Note:** If you don't know how to open and forward IP ports on a router or firewall, contact your IT consultant. ECI<sup>2</sup> technicians can do this for an additional hourly service charge.

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### Set Up ECI<sup>2</sup> As Your pcAnywhere Caller

In order to allow an ECI<sup>2</sup> technician access to your DDMS server, you must first set up a Caller account with SuperUser access to be able to perform any necessary procedures. Follow these steps:

- 1 Decide on the password you want an ECI<sup>2</sup> tech to use to log in.
- 2 Double-click the **pcAnywhere** icon on the desktop. (Alternatively, click **Start**, point to **Programs**, and click **Symantec pcAnywhere**.) The pcAnywhere Manager screen appears.
- 3 On the button bar of the pcAnywhere Manager, click the **Hosts** icon.
- 4 Choose the appropriate item:
  - If you connect to the Internet via dial-up modem, right-click **MODEM**.
  - If you connect over a network - including the Internet, right-click **NETWORK, CABLE, DSL**.



(The other choices, Add Host and Direct, typically do not apply to connections between ECI<sup>2</sup> customers and Customer Service technicians.)

- 5 In the pop-up menu that appears, click **Properties**.
- 6 In the Host Properties dialog box that appears, click the **Callers** tab.
- 7 At Authentication Type, select **pcAnywhere**.
- 8 If this tab shows a **DDMS** caller icon, right-click it and select **Properties**. If not, click the **New Item** button. The Properties dialog box opens, with the Identification tab up.
- 9 At Login Name, type **DDMS**.
- 10 At Password, type the password you want an ECI<sup>2</sup> tech to use to log in.
- 11 At Confirm Password, retype the password exactly.
- 12 Click the **Privileges** tab.
- 13 At Caller Rights, click the **Superuser** radio button.



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14 Click **OK**.

15 In the Host properties dialog box, click **OK**.

### **Information ECI<sup>2</sup> Needs In Order to Connect**

Your ECI<sup>2</sup> customer service technician needs the following information in order to connect to your DDMS server using pcAnywhere: the public IP address, the pcAnywhere Caller login name and password for that computer, and your pcAnywhere version.

ECI<sup>2</sup> does not keep a centralized database of customers' pcAnywhere information, because it is outside the control of ECI<sup>2</sup> and highly subject to change. Please make this information handy to any of your employees who may call ECI<sup>2</sup> Customer Service, in case a pcAnywhere connection is necessary.

#### **Your server's public IP address**

Your Internet Services Provider or your network administrator assigns your server's public IP address. You can use any of several available tools online to get this information quickly. Before you call ECI<sup>2</sup>, follow these steps:

- 1 Go to [www.showmyip.com](http://www.showmyip.com) or [www.broadbandreports.com/whois](http://www.broadbandreports.com/whois)
- 2 If you use showmyip site, the site automatically detects and displays your IP address at the top of the page.

If you go to the Broadband Reports site, follow these steps:

- a. Click the **My Public IP Is** button.
- b. Wait 30 seconds. The button displays your IP address in the format  
###.###.###.###.
- 3 Write your IP address down.

#### **Your pcAnywhere Caller Login Name**

You assigned this when you set up a caller account. If you did as instructed above in "Set Up ECI<sup>2</sup> As Your pcAnywhere Caller," the login name should be **DDMS**.

#### **Your pcAnywhere Caller Login Password**

This is also assigned when you set up a caller account as instructed above in "Set Up ECI<sup>2</sup> As Your pcAnywhere Caller." If you do not remember the password, you can change it by following these steps:

- 1 Decide on the password you want an ECI<sup>2</sup> tech to use to log in.
- 2 Double-click the pcAnywhere icon on the desktop. (Alternatively, click **Start**, point to **Programs**, and click **Symantec pcAnywhere**.) The pcAnywhere Manager screen appears.
- 3 On the button bar of the pcAnywhere Manager, click the Hosts icon.
- 4 Choose the appropriate item:
  - If you connect to the Internet via dial-up modem, right-click **MODEM**.



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- If you connect over a network - including the Internet, right-click **NETWORK, CABLE, DSL**.
- 5** In the pop-up menu that appears, click **Properties**.
- 6** In the Host Properties dialog box that appears, click the **Callers** tab.
- 7** At Authentication Type, select **pcAnywhere**.
- 8** Right-click the **DDMS** caller icon.
- 9** In the pop-up menu that appears, click **Properties**.  
The DDMS Properties dialog box opens, with the Identification tab up.
- 10** At Password, type the password you want an ECI<sup>2</sup> tech to use to log in.
- 11** At Confirm Password, retype the password exactly.
- 12** Click **OK**.
- 13** In the Host properties dialog box, click **OK**.



We recommend changing your passwords periodically to safeguard your data. However, it's important to communicate the new password to all employees who may call ECI<sup>2</sup> Customer Service, in case a pcAnywhere connection is necessary.

### *Your pcAnywhere Version*

To check the version of your pcAnywhere software, follow these steps:

- 1** Double-click the **pcAnywhere** icon on the desktop. (Alternatively, click **Start**, point to **Programs**, and click **Symantec pcAnywhere**.) The pcAnywhere Manager screen appears.
- 2** On the menu bar, click **Help** and select **About pcAnywhere...**
- 3** After you find the version number, click **OK**.



### *Launch Your pcAnywhere Host to Allow Access*

When you are ready for our technicians to connect to your server, you must launch pcAnywhere to wait for our incoming connection. However, in order to launch a host, the host item you select must have a caller account set up as instructed in the previous section, "Set Up ECI<sup>2</sup> As Your pcAnywhere Caller." To launch a pcAnywhere host, follow these steps:

- 1** Double-click the **pcAnywhere** icon on the desktop. (Alternatively, click **Start**, point to **Programs**, and click **Symantec pcAnywhere**.) The pcAnywhere Manager screen appears.
- 2** On the button bar of the pcAnywhere Manager, click the **Hosts** icon.
- 3** Choose the appropriate item:
  - If you connect via dial-up modem, right-click **MODEM**.
  - If you connect over a network - including the Internet, right-click **NETWORK, CABLE, DSL**.



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(The other choices, Add Host and Direct, typically do not apply to connections between ECI<sup>2</sup> customers and Customer Service technicians.)

- 4 In the pop-up menu that appears, click **Launch Host**. The pcAnywhere window disappears and the pcAnywhere icon of a computer appears in the system tray, as shown below right. (The system tray is on the far right side of the Windows Task bar, near the time indicator).



- 5 Hover the mouse pointer over the pcAnywhere icon in the system tray. The words "pcAnywhere waiting..." appear.

### Cancel Host

After your session is over with the ECI<sup>2</sup> technician, if you have not already ended your session, you can prevent other connections and secure your host computer by following these steps:

- 1 After the technician has disconnected, right-click the **pcAnywhere** icon in the system tray.
- 2 In the popup menu that appears, click **Cancel Host**.



### Additional Information

For more information, search Symantec's *Manuals and Documentation* or *Knowledge Base* for similar topics. On the Symantec Support Web site ([www.symantec.com/techsupp/](http://www.symantec.com/techsupp/)), identify yourself as an enterprise user. Specify the version of pcAnywhere that you have installed.