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## Advantig OneClick Users Manual

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**For Microsoft Windows 7 / Vista / 2008 / 2003 / XP / 2000**

Although OneClick does not use the UltraVNC SingleClick (SC) program, it is fully compatible and the configuration is identical. If you are unfamiliar with the UltraVNC SC program visit their website at: <http://www.uvnc.com>

*This manual is for the OneClick add-on for the UltraVNC server program.  
If you need more information on the UltraVNC products included in this distribution,  
see the included UltraVNC documentation or visit the UltraVNC website for updated  
documentation and online help files or visit the UltraVNC users forum.*

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For more information on UVNC usage and configuration visit:

<http://doc.uvnc.com>

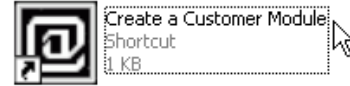
<http://doc.uvnc.com/addons/repeater.html>

<http://doc.uvnc.com/install/viewerconfig.html>

## QUICK START GUIDE *(for more detailed information read the rest of this manual)*

1. Run the Advantig-OneClick-Setup.exe program to install the viewer and creator programs and add icons to your desktop. The setup program will give you the private IP address of your workstation. Write down the address, you may need it when you open the port(s) in your router.
2. You must open the firewall or NAT router ports you plan to use for your customer modules to allow incoming traffic and direct it to the proper computer. For now lets use port **6080** to get familiar with the process. Visit the website for the manufacturer of your device or try <http://www.PortForward.com> for step-by-step instructions on many popular devices.

3. Run the "Create a Customer Module" program to create the Listen icon you will need to test your port. This also creates the customer module you distribute to your remote customer. For now use the examples below to ensure your port is forwarding through properly. You can choose other options later when you build your real customer module.



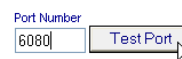
- a. Click **SKIP** when asked to register.
  - b. Click **NO** if asked if you want to use the same settings you used last time.
  - c. Click **SKIP** when prompted to enter a password.
  - d. Click **NO** when asked if you want the customer module to auto-reconnect.
  - e. Click **NO** when asked if you want to use your existing configuration file.
  - f. Enter the public address to your workstation. Example: **123.456.789.0**
  - g. Enter the public port you opened in your router. Example: **6080**
  - h. Click **NO** when asked if you will be using the Repeater.
  - i. Click **NO** when asked if you want to use the encryption plugin.
  - j. Click **NO** when asked if you want the module to load it's configuration from a web server.
  - k. Click **NO** when asked if you want to use the on-screen timer.
  - l. Click **DEFAULT** when asked to enter URL to your tools website.
  - m. Close the "Customer Modules" folder that opened during the creation process. We will not need it at this point. The support module named OneClick.exe in the folder is the file that your customer would run so you would normally copy it to a location accessible to your customer, such as your website and create a link to it on your support page or send it via email or on disk. But we are just testing your port so do not distribute this module (123.456.789.0 is not a valid address)
4. Run the "**Listen Port 6080 NO Encryption**" icon the creator added to the OneClick folder. This will run the viewer in listen mode and add an icon to your system tray beside the clock on your desktop. If you get an "Error Binding Socket" message, another service is already using this port and you will need to select a different port for OneClick.



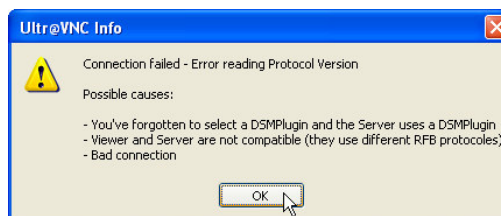
5. Run the “**Test your OneClick port**” icon in the OneClick folder. You must have the viewer running in listen mode (step 4 above) before testing the port (or before the customer runs your customer module). This will launch your web browser and take you to the port test page which will display your public IP address and allow you to enter the port number you wish to test.



- a. Enter the port number in the “port Number” box and click the “Test Port” button. Example: **6080**



If the port test passed you should get a popup from the listening Viewer that says “Connection Failed – Error reading protocol version”. The Viewer reports this as an error since the web-based test does not establish an actual VNC session.



If you do not get the popup from the listening Viewer, the port test failed to pass through your router, gateway or firewall and you will need to check your port forwarding settings. If your workstation is behind multiple routers, each router must forward to the next router in the path between your workstation and the router with the public IP address. The router connected directly to your workstation then forwards to the workstation.

6. If the port test passed successfully, you are now ready to build your permanent customer module. Run the “Create a Customer Module” program and select the options, address and port you wish to use. If you are using a DSL or cable connection with a dynamic IP address we recommend using a Dynamic DNS provider such as no-ip.com or dyndns.com to allow you to use a static DNS name in your customer module.
7. Copy the OneClick.exe file from the customer modules folder to a location accessible to your customer such as your website and create a link to it on your support page or send it via email or on disk. You may rename the file if you wish.
8. Run the Viewer. If you will not be using the repeater, ensure you have the Viewer running in listen mode. You should have a Viewer icon in the system tray near the clock on your desktop.



If you will be using the repeater, use the icon named “Connect to Repeater NO Encryption” or “Connect to Repeater WITH Encryption” in the OneClick folder. You will need to enter the same ID number you used when you built your customer module.



9. Have your customer run the OneClick.exe file to connect to your computer. If the customer is on the same LAN you may have to use an internal (private) address in your customer module since not all routers will allow you to connect to an internal workstation using a public address from inside the same LAN.

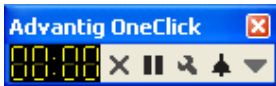


## WHAT IS ONECLICK

OneClick is an add-on for UltraVNC version 1.0.6.4 or higher to create SingleClick style customer modules with a selection menu and add options to allow you to run in safe mode, reboot & reconnect and more.

Although OneClick does not use the UltraVNC SingleClick (SC) program, the configuration is identical. If you are unfamiliar with the UVNC SC program, visit their website at: <http://www.uvnc.com>

If the remote user has administrative privileges and is running Windows 7 / Vista / 2008 / 2003 / XP / 2000, it elevates the UltraVNC program to system level so you will be able to send Ctrl-Alt-Del keystrokes, log off/on and reboot the remote computer. It will automatically connect back to you if select the service mode option while building your customer module.



After the session starts, a popup timer (optional) will be displayed on the remote desktop which will allow you to pause || or resume ▶ the timer, browse the web based tools 🛠, ring a bell 🔔 on the remote system to call the customer back to the computer, select more commands from the options menu ▼ such as getting system the Windows version, executing custom commands, getting system information or end the session X. The timer will track the total session time.

In addition to the timer, an icon named "Stop Remote Support" is placed on the remote desktop to stop the OneClick service. If you simply close the viewer window without clicking the icon to uninstall the OneClick service, it will re-run 45 seconds after the program is stopped. If you have the [DIRECT] tag in your helpdesk.txt configuration file it will continue to connect back to you automatically even if the remote computer is rebooted. The icon is only seen if OneClick is running as a system service.



The icon that is displayed on the desktop to stop the service is the (optional) file located in the SC Source folder named stop.ico and must be an icon (ico) to work. It is best to keep the colors and size as small as possible to keep your customer module download size small. If this file is missing the default stop sign icon will be displayed.

You will need to use the OneClick System Configuration icon named "System Boot Configuration" on the remote desktop to boot the remote system into safe mode with networking if no operator is at the remote workstation to hit the F8 key.



The icon that is displayed on the desktop to boot the remote system into safe mode is the (optional) file located in the SC Source folder named boot.ico and must be an icon (ico) to work. It is best to keep the colors and size as small as possible to keep your customer module download size small. If this file is missing the default icon will be used.



Icon0.ico is the icon displayed on the remote customers desktop to allow them to force UltraVNC running in service mode to reconnect to the technician if the reconnect attempts time out. If this file is missing the default icon will be used. *(Service mode only, not used in application mode)*



Icon1.ico is the icon displayed on the remote customers tray menu when the session is not connected and is the icon used for the customer module and technician web viewer exe files. If this file is missing the default icon will be used. *(Commercial versions only)*



Icon2.ico is the icon displayed on the remote customers tray menu when the session is connected. If this file is missing the default icon will be used



Icon3.ico is the icon displayed on the technician's repeater viewer module. If this file is missing the default icon will be used.



Icons for each host in your helpdesk.txt folder will be created and placed in the Advantig OneClick v2 folder on your desktop with the appropriate DSM plugin (encryption) listen or non-DSM plugin listen depending on the host settings in the helpdesk.txt file that is located in the SC Source folder. You may move them if you wish or edit them to listen on other ports. The setup program automatically adds the UltraVNC viewer (VncViewer.exe) and Repeater (Repeater.exe) to your Windows firewall to help simplify workstation installation and prevent inbound customer calls from being blocked.

There is a port test icon named "Test your OneClick Port" in the Advantig OneClick folder to help you verify incoming connections are reaching your workstation through your NAT router or firewall.

UltraVNC supports Repeater mode and Direct mode to enable both the viewer and the server to establish connections from behind a firewall if you are away from your workstation at a location such as a hotel or Internet Cafe. The UltraVNC Repeater is included in the OneClick package along with shortcuts to simplify running it as a service or an application.

The splash that is displayed when running the customer module is the file located in the SC Source folder named logo.bmp and must be a bitmap (bmp) to work. It is best to keep the colors and size as small as possible to keep your customer module download size small. This is the same file used on the connections menu if not using the [DIRECT] tag in the helpdesk.txt configuration file. a remote control/display system, which allows Technicians or Help Desk Personnel to view and control a computer remotely.

OneClick allows a computer connected on the Internet -- called a "Client" or a "Viewer" -- to operate another computer also connected to the Internet -- called the "Server". Whatever is displayed on the Server's screen is also shown on the Client's or Viewer's screen. The Client can then operate the Server remotely. When this is happening, the Server can see exactly what the Client is doing, and vice versa.



File transfers between the two computers and a limited form of chatting are supported, both useful for help desk support. It is a useful tool that Help Desk Personnel can use to assist users.

Please note that the Viewer assumes there are no firewalls, NAT routers or Proxy servers on the listening TCP/IP connection. Firewalls can stop the connection. If the viewer is behind a firewall you must open up ports 5500 or the port your viewer is set to listen on to inbound traffic. If you change the default ports you must open up those ports instead. Eg: 5501, 5801 and 5901. Port 5500 (or the port you specify) is used by the Viewer in "Listen Mode".

If you initiate an outbound connection from behind a firewall or NAT router there is no problem since initiating outbound traffic automatically opens the port for two-way communication the same as surfing the internet using a web browser. The exception to this is, if someone has specifically blocked the port(s) in the firewall or NAT router or if the workstation's traffic is directed through a proxy server. The customer module only needs a single port to communicate with a single viewer. More ports make it possible to connect to multiple systems simultaneously.

To make a connection, you do not need to know the TCP/IP address of the customer. To receive connections, you will need to know your own public TCP/IP address. If you are behind a firewall or NAT router and have a locally assigned IP address, you can find your public IP address by going to <http://www.advantig.org/testoneclick> or to <http://www.no-ip.com>, no-ip.com also has a free Dynamic DNS (DDNS) forwarding service available. The easiest way to use OneClick is to have a static DNS. The No-IP.com service provides the means to use a static DNS with a dynamic IP address by running a program which automatically updates your IP address for your NO-IP.com provided static DDSN account. They have several domain names you can select from.

## SECURITY

Access to the customer's computer is only allowed while it is actually running. This provides good security but may still be vulnerable to "man in the middle" attacks unless you use the encryption plug-in. For the remote Customers computer to connect

- A Viewer must be running on the Technician's computer
- The customer must have internet or intranet access
- The customer must run the customer module.

All three of these conditions are required for the remote session to be established.

The data is not encrypted unless you use the encryption plug-in or some other form of encrypted connection such as SSH. If you type a password for an application running on the remote server, that password could be captured. The session is not secure whenever the data traverses a network that you are not completely in control of or across the Internet without additional encryption.

## DEFAULT PORTS

### TCP

<u>Port#</u>	<u>Service</u>
5500	Viewer in "LISTEN" mode or Repeater Communications for Server connections
5901	Repeater Communications for Viewer connections

Note: Alternate ports can be specified for each of the services and individual services can be disabled to increase security. If you are going to be running the server, viewer and repeater at the same time, they must be configured to use different ports.

## SYSTEM REQUIREMENTS

### Minimum Hardware Requirements

IBM Compatible PC with a 386 CPU or higher with 8 megabytes of RAM or more.

### Minimum Operating System Requirements

Microsoft Windows 2000 or higher with TCPIP (internet protocol) installed.

Windows 7 / Vista / 2008 / 2003 / XP /2000 must have administrative rights to install the customer module as a system service, otherwise the customer module will run as an application.

## FEATURES

- Works with Microsoft Windows 7 / Vista / 2008 / 2003 / XP / 2000
- Support unlimited customers from unlimited technician seats with one license
- Customizable tool box, messages, icons, splash, logos and title bar names
- Direct point-to-point connection with no 3rd party servers or services involved.
- Custom tool commands allows you to define up to 10 custom commands that can be local commands or programs (.exe, .bat, .doc, pdf, etc), or define links to web based programs, websites, surveys or questionnaires
- Define a custom tools website URL in addition to the other custom tools
- Build-Your-Own ToolBox (My ToolBox) lets you include an unlimited number of tools, files or programs in a folder in the customer module executable in addition to the Tools Website and 10 custom tool commands.
- Auto-Reconnect if connection is dropped
- Auto-call back and reconnect before the login prompt on reboot
- Track session time across multiple reboots
- Run in Safe Mode with auto-call back on reboot
- Logoff/logon or switch user on the remote system
- Call the customer back to their workstation using a ringing bell
- Repeater mode allows you to support customers anywhere from anywhere
- Start a remote support session on unattended computers
- Ultra small client download can be as small as 193k (with minimum options).
- Customers can connect directly to your technician with no prompts or inputs other than to run the customer module
- Use 40/56/128 bit end-to-end data encryption
- Optionally password protect the customer module
- The Daily PIN option allows you to automatically change the password daily without re-compiling your customer modules.
- Run as a System Service enabling Ctrl-Alt-Del
- Prompt the customer for the repeater ID code
- Prompt your customer for the port number to connect to
- Automatically disable/restore Vista UAC (security prompt)
- Automatically disable/restore Vista AERO for better performance.
- Automatically add itself to the windows firewall to simplify installation
- Create a port test shortcut to simplify testing router/firewall configurations
- Create shortcuts to simplify running the repeater as a service or an application.
- Use Web Based Configuration
- Optionally display a custom splash / logo on startup
- Optionally display a custom name on the timer title bar
- Optionally display a custom disclaimer message
- Optionally display a custom goodbye message
- Optionally display a custom message if the technician is unavailable
- Automatically create a self contained, non-installing Viewer that can be launched from your website by your technicians when they are at alternate locations
- Automatically and cleanly removes itself when you are finished

*\* Service mode options may not be available when running in restricted user accounts.*



## HOW TO INSTALL ONECLICK ON THE TECHNICIAN STATION

The Viewer must be installed on the technician's computer from which you wish to give remote support and the appropriate port forwarded through the firewall or NAT router to the technician's PC (if applicable) unless you are using repeater mode. If you are using the repeater, you can use the portable technician module from any location without installing any software on the technician's machine.

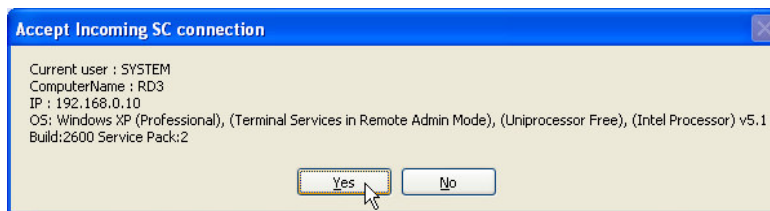
The customer server module (OneClick.exe) file must be put in a location accessible to the customer for download. This is usually a website, email message, a disk or file folder on the LAN for local users.

Click on START then RUN then locate the ADVANTIG-ONECLICK-SETUP.EXE file and follow the prompts. When the installation completes, there should be several icons in the OneClick folder on your desktop, one for the Customer Modules folder, one for the Repeater, one for the Customer Module Creator, one for the ReadMe file and one for the instructions.

## HOW TO USE THE ONECLICK CUSTOMER SERVER MODULE

Once the Viewer software is running on the Technician's machine, the remote computer can connect using the customer module (OneClick.exe) from an email attachment, a website link or a disk. The customer clicks on the file or link. If prompted to OPEN or save the file, they should choose OPEN.

When an inbound connection comes in, the technician has the option of accepting or rejecting the session.



## HOW TO END THE ONECLICK SESSION

If the customer module is not running as a server, simply close the viewer window.

If the customer module is running as a system service, you must use the stop icon on the timer or the "Stop Remote Support" icon customer's desktop or the session will continue to reconnect to your workstation even if the remote system is rebooted or rebooted into safe mode.



## HOW TO USE REBOOT TO SAFE MODE

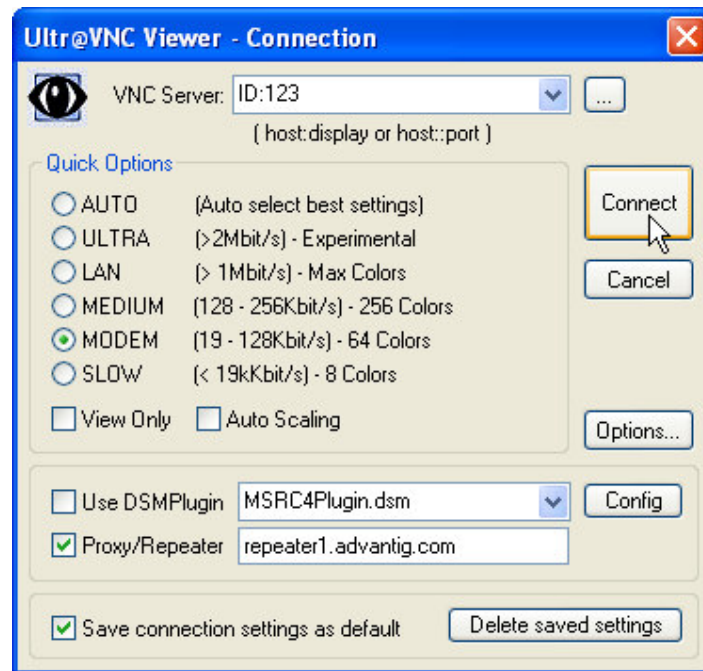
To reboot the remote computer into safe mode use the Boot Options icon from the more ▼ menu on the timer or use the System Boot Configuration icon on the remote customer's desktop. Select the BOOT.INI tab and select /SAFEBOOT and NETWORK.



## HOW TO USE THE STANDARD VIEWER TO CONNECT VIA REPEATER MODE

Once the Viewer software is installed on the Technician's machine, the technician can use it to connect to a computer running the customer module via the Repeater. The Repeater requires 2 open ports. One for incoming customer module connections and one for incoming technician connections. You must use different ports for customer modules and technicians. They cannot use the same port number.

To connect using Repeater Mode, enter the **address of the repeater** in the Proxy/Repeater box and enter the **ID number** in the VNC Server box. The ID number must be entered with (case sensitive) "ID:" in front of the number: Example: ID:123



Here we used the DNS name repeater1.advantig.com but we could also have entered an IP address such as 192.168.0.100 instead. If you will not be using the default ports, you will need to enter the port number at the end of the address. Example: repeater1.advantig.com::6080

Once the ID code and IP address or DNS name has been entered **click Connect**.

The viewer computer will then be added to a queue in the Repeater until a customer module connects using the **same ID code** the viewer (technician) used. This connects the two computers. The viewer computer can now "see" everything on the desktop of the Server computer and control it and transfer files.

For more information on usage and configuration visit:

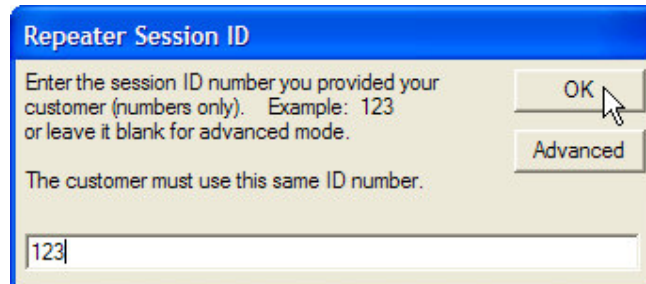
<http://doc.uvnc.com>

<http://doc.uvnc.com/addons/repeater.html>

<http://doc.uvnc.com/install/viewerconfig.html>

## HOW TO USE THE PORTABLE REPEATER VIEWER TO CONNECT VIA REPEATER MODE

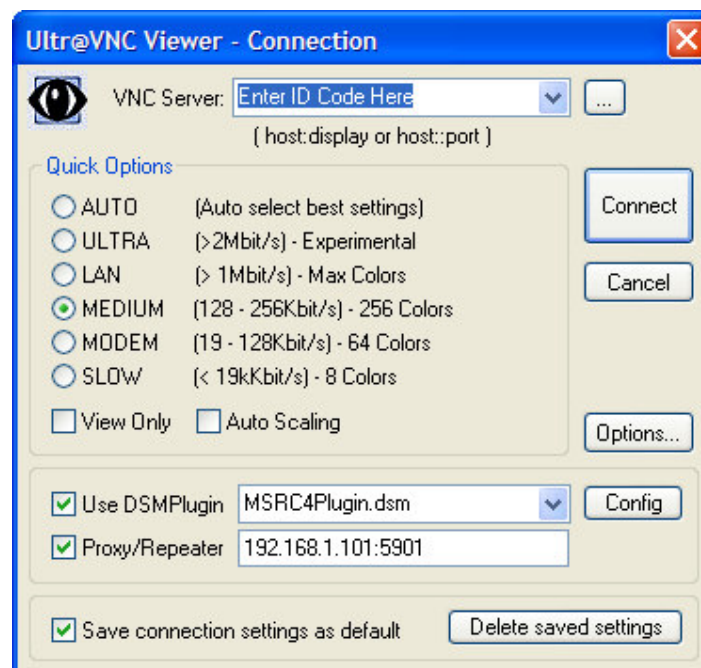
If you build a customer module with repeater mode enabled, you will have the option of automatically creating a portable viewer (RepeaterViewer.exe) that does not need to be installed. The technician can use it to connect to a computer running the customer module via the Repeater. The Repeater requires 2 open ports. One for incoming customer module connections and one for incoming technician connections. You must use different ports for customer modules and technicians. They cannot use the same port number.



The dialog box is titled "Repeater Session ID". It contains the following text: "Enter the session ID number you provided your customer (numbers only). Example: 123 or leave it blank for advanced mode." Below this is a text input field containing "123". To the right of the input field are two buttons: "OK" and "Advanced". Below the input field is the text: "The customer must use this same ID number."

To connect to the repeater using the portable repeater viewer, run the RepeaterViewer.exe and enter the **ID number** at the prompt. The ID number must be a number between 1 and 999999999. Example: ID:123

If you need to change any default settings, you can use the **"Advanced"** button to enter the standard viewer options. The address and port will be pre-populated but you can change it or any other options before connecting. See previous page or the UltraVNC WinVNC viewer documentation for more information.



The dialog box is titled "UltraVNC Viewer - Connection". It contains the following elements:

- VNC Server:** A dropdown menu with "Enter ID Code Here" selected, and a button with three dots to its right.
- ( host:display or host::port )**: Text below the VNC Server dropdown.
- Quick Options**: A section with radio buttons for connection quality:
  - ☐ AUTO (Auto select best settings)
  - ☐ ULTRA (>2Mbit/s) - Experimental
  - ☐ LAN (> 1Mbit/s) - Max Colors
  - ☒ MEDIUM (128 - 256Kbit/s) - 256 Colors
  - ☐ MODEM (19 - 128Kbit/s) - 64 Colors
  - ☐ SLOW (< 19kKbit/s) - 8 Colors
- ☐ View Only and ☐ Auto Scaling: Checkboxes below the Quick Options.
- ☒ Use DSMPlugin: A checked checkbox with a dropdown menu showing "MSRC4Plugin.dsm" and a "Config" button to its right.
- ☒ Proxy/Repeater: A checked checkbox with a text input field containing "192.168.1.101:5901".
- ☒ Save connection settings as default: A checked checkbox.
- Buttons:** "Connect", "Cancel", "Options...", "Delete saved settings", and "Config".

When the session ends or the connection is lost, the portable repeater viewer will automatically uninstall. You will need to re-run it to make another connection.

## TESTING YOUR LISTENING PORTS

To test the port your viewer is listening on, use the “Test your OneClick port” icon in the OneClick Folder or visit <http://www.advantig.org/testoneclick> and follow the instruction on the page.



You must have the viewer running in listen mode before testing the port. This will launch your web browser and take you to the port test page which will display your public IP address and allow you to enter the port number you wish to test.

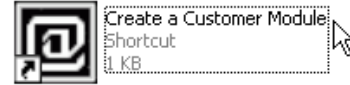
Enter the port number in the “port Number” box and click the “Test Port” button. Example: 6080

If the port test passed you should get a popup from the listening Viewer that says “Connection Failed – Error reading protocol version”. The Viewer reports this as an error since the web-based test does not establish an actual VNC session.

If you do not get the popup from the listening Viewer, the port test failed to pass through your router, gateway or firewall and you will need to check your port forwarding settings. If your workstation is behind multiple routers, each router must forward to the next router in the path between your workstation and the router with the public IP address. The router connected directly to your workstation then forwards to the workstation. If you have personal firewall software running such as ZoneAlarm, Norton Internet Security, etc., you may need to configure it to allow incoming connection or disable it.

## HOW TO CREATE THE ONECLICK CUSTOMER MODULES

Run the "Create a Customer Module" program to create the Listen icon for incoming connections and to create the customer module you distribute to your remote customer.



- a. If you want the customer module to display your custom messages, splash, logo or icons in your customer module, edit or replace the files in the SC source folder before creating your customer modules.
  - If you want to display a message when the customer runs the customer module, edit the Startup.txt file. The startup message will display up to 4 lines of 200 characters and will prompt the customer to click YES or NO. This message is normally used to display a disclaimer to the customer. If the customer clicks NO, the session will end without installing any software or making any connections.
  - If you want to display a custom goodbye message when the session ends, edit the Goodbye.txt file. The goodbye message will display 1 line of up to 255. This message is normally used to reassure the customer that the software has been uninstalled and no one can get back into their system. The goodbye message can only be changed in the commercial version of the software, the non-commercial version cannot change the goodbye message
- b. Click **NO** when asked if you want to use the same settings you used last time unless you want to use the same settings from your last customer module.
- c. If you want to password protect your customer module, enter the password (case sensitive) at the password input prompt. The password can be up to 20 characters. If the customer does not enter the correct password or clicks CANCEL the software will not install and no connection will be attempted.
- d. If you want the password to change daily (Daily PIN), click yes at the prompt to enable it. If enabled, it will append the day of the month to the end of your password. If the password is blank, the password the customer must enter is the day of the month only. Examples:  
  
(password set to "help" and Daily PIN option enabled)  
30th day of the month: help30  
30th day of the month: help31  
1st day of the month: help01  
  
(Daily PIN enabled with blank password)  
30th day of the month: 30  
30th day of the month: 31  
1st day of the month: 01
- e. If you want the customer module to auto-reconnect and run as a system service to enable Ctrl-Alt-Del, log-off/on and safe mode click **YES** when prompted. If the customer module runs as a system service you must use the Stop Remote Support icon or close the timer to end the session or it will continue to reconnect back to your workstation even if the remote computer is rebooted. If you select NO, closing logging off the user will end the session.
- f. When asked if you want to use your existing configuration file, click **NO** and the creator will create a new helpdesk.txt file. This will write the new information to the Helpdesk.txt file and set the customer module to connect to your technician station immediately with no connections menu. This is the same as adding the [DIRECT] tag to the helpdesk.txt file. If you want to use the same address and port from the last build click **YES**. If you are an advanced user and want to use your customized helpdesk.txt configuration file or want use a menu to select multiple technicians, you must edit the HelpDesk.txt file in the SC source folder before building your customer module.

Enter the public address to your workstation. This can be a DNS, DDNS or IP address.  
Examples: support.mywebsite.com or myname.no-ip.com or 123.456.789.0

- g. Enter the public port you opened in your router or a ? if you want the customer to enter the port (workstation) number. Using the ? allows you to support all of your technicians from a single customer module. Port 443 or port 80 are the best ports to use for remote support since most small business servers block all outbound ports except for ports 80 and 443 (HTTP and HTTPS). If you are running Windows XP PRO, Windows 2000, or Internet Information Services (IIS) or another web service, you will not be able to use port 443 since it will already be bound to another service and you will get an error binding socket. If you have it installed but are not using HTTPS or SSL you can forward public port 443 in your router to a different private port (port mapping).

Example: 5500

Note: If you enter a ? as the port number (myaddress.com:? ....) the customer will be prompted to enter the Workstation (port) number when they run the customer module. This only works in [DIRECT] mode. This will allow you to use the same customer support module for all of your technician stations.

- h. If you will be connecting through the repeater, click Yes when asked if you will be using the repeater. Clicking NO will skip the Repeater and take you to the Encryption prompt. If you want the customer to enter the repeater session ID code, leave it blank and click "Ask" when asked to enter the repeater ID number or enter the number you wish to use for this customer module. The Technician must connect to the repeater using this same number or the connection will fail. Example: 123

Note: If the -id tag is left blank (-id -plugin -connect....) the customer will be prompted to enter the ID code when they run the customer module. This only works in [DIRECT] mode.

If you want the data stream to be encrypted, click YES. There is a default RC4.KEY file provided but we recommend creating your own. Encryption increases the customer module file size and increases the amount of data sent so unless you have a specific need we recommend clicking no when asked if you want to use the encryption plugin.

- i. If you want the customer module to retrieve it's configuration from a file on web sever, click yes and enter the path to the file. After the customer module is created you will need to upload the helpdesk.txt file from the SC source folder to the location you entered.  
Example: <http://www.advantig.com/support1.txt>
- j. If you want to use an on-screen timer, click YES when at the prompt.
- k. If you want to specify the URL to your tools web page enter the full URL with http:// or https:// at the prompt or leave it blank to use the default page (<http://www.advantig.com/oneclick>). And icon (shortcut) will be placed on the desktop and in the start menu named Tools to make it easily accessible.
- l. If you enabled the repeater option you will be asked to enter the address and port the technician will use to connect to the repeater. It will create a technician module named RepeaterViewer.exe that is a stand-alone portable viewer you can use to connect to your repeater from any location without installing any software.
- m. The customer support module will be named OneClick.exe in the Customer Modules folder. This is the file that your customer will run when they need support so you should copy it to a location accessible to your customer, such as your website and create a link to it on your support page or send it via email or on disk. If you chose the repeater option, a technician module named RepeaterViewer.exe will also be placed in the customer modules folder. This is the file your Technicians will use to connect to the repeater to support your customers.
- n. Before your customer runs the OneClick.exe customer module:

If not using the repeater, the Viewer must be running in listen mode.

If using the repeater, the repeater must be running and the technician must connect using the same ID number you gave the customer or the one you programmed into the customer module.

## ABOUT THE USER CONFIGURABLE ICONS

Shortcuts named "Stop Remote Support", System Boot Configuration is placed on the remote desktop if you are not using the timer option. They are also placed in the Start menu even if using the timer. The System Boot Configuration shortcut is only seen if running as a system service.



**Stop.ico** is the icon that is displayed on the desktop to stop the service is the (optional) file located in the SC Source folder named stop.ico and must be an icon (ico) to work. It is best to keep the colors and size as small as possible to keep your customer module download size small. If this file is missing the default stop sign icon will be displayed. The "Stop Remote Support" desktop icon can be disabled by adding the following line to the UltraVNC.ini file after the [OneClick] tag.

Note: You may need to add the [OneClick] tag to the UltraVNC.ini file if it doesn't already exist.

```
[OneClick]
NoStopIcon=1
```

Set NoStopIcon to =1 to disable the "Stop Remote Support" icon. Set it to =0 to enable it (default)

You will need to use the OneClick System Configuration icon named "System Boot Configuration" on the remote desktop to boot the remote system into safe mode with networking if no operator is at the remote workstation to hit the F8 key.



**Boot.ico** is the icon that is displayed on the desktop to boot the remote system into safe mode is the (optional) file located in the SC Source folder named **boot.ico** and must be an icon (ico) to work. It is best to keep the colors and size as small as possible to keep your customer module download size small. If this file is missing the default configuration icon will be displayed. The "System Boot Configuration" desktop icon can be disabled by adding the following line to the UltraVNC.ini file after the [OneClick] tag.

Note: You may need to add the [OneClick] tag to the UltraVNC.ini file if it doesn't already exist.

```
[OneClick]
NoSafeModelIcon=1
```

Set NoSafeModelIcon to =1 to disable the "System Boot Configuration" icon. Set it to =0 to enable it (default)



**Icon0.ico** is the icon displayed on the remote customers desktop to allow them to force UltraVNC running in service mode to reconnect to the technician if the reconnect attempts time out. If this file is missing the default icon will be used. The "System Boot Configuration" desktop icon can be disabled by adding the following line to the UltraVNC.ini file after the [OneClick] tag.

Note: You may need to add the [OneClick] tag to the UltraVNC.ini file if it doesn't already exist.

```
[OneClick]
NoSafeModelIcon=1
```

Set NoReConnectIcon to =1 to disable the "Re-Connect Support" icon. Set it to =0 to enable it (default).  
(Service mode only, not used in application mode)



**Icon1.ico** is the icon displayed on the remote customers tray menu when the session is not connected and is the icon used for the customer module and technician web viewer exe files. If this file is missing the default icon will be used. (Commercial versions only)



**Icon2.ico** is the icon displayed on the remote customers tray menu when the session is connected. If this file is missing the default icon will be used.



**Icon3.ico** is the icon displayed on the technician's repeater viewer module if you use the repeater. If this file is missing the default icon will be used.



Do **NOT** add more than one (1) [OneClick] tag to the UltraVNC.ini file. All of the OneClick settings must be placed on separate lines after the same [OneClick] tag. See the UltraVNC.ini file in the Examples folder.

Example:

```
[OneClick]
NoReconnectIcon=0
NoSafeModelcon=0
NoStopIcon=0
NoToolBoxIcon=0
```



Icons for each host in your helpdesk.txt folder will be created and placed in the Advantig OneClick folder on your desktop. You may replace or edit the icons if you wish.

There is a port test icon named "Test your OneClick Port" in the Advantig OneClick folder to help you verify incoming connections are reaching your workstation through your NAT router or firewall.

#### ABOUT THE USER CONFIGURABLE BITMAPS

**Splash.bmp** is the image displayed when the customer module is first launched. It can be any size but must be a Windows Bitmap file (.bmp). Smaller file sizes will reduce the download size of your customer module. To make the file size smaller, you can reduce the size of the image and reduce the number of colors. It is best to keep the size to 20k or less. The Splash file can only be changed in the commercial version.

**Logo.bmp** is the file used in the WinVNC Connections menu. It needs to be 196 pixels wide by 181 pixels tall or the image may be cropped.





## ABOUT THE USER CONFIGURABLE CUSTOMER MODULE MESSAGES

**Startup.txt** is the file the customer sees when first running the customer module. It's a YES / NO message to the customer. The customer must click YES to continue, clicking NO will abort the connection. (default is blank, no message)

Up to 4 lines of 200 characters each can be written to the Startup.txt file in the SC Source folder. (default is C:\Program Files\Advantig\OneClick-v2\SC Source\Startup.txt). If the file is missing or blank it will be not be shown. It's main purpose is for a disclaimer prompt but can be used for any Yes/No question. An example is shown below:

*ADVANTIG CORPORATION MAINTAINS ABSOLUTE CONFIDENTIALITY REGARDING ANY AND ALL FILES OR DATA ON YOUR MACHINE OR NETWORK. IF YOU HAVE ANY CONCERNS OR QUESTIONS CALL +1 (336) 767-4029 YOU SELECT WHEN AND HOW REMOTE SESSIONS ARE TO BE INITIATED. THERE IS NO WAY AN UNAUTHORIZED PARTY CAN INITIATE AN UNAUTHORIZED REMOTE SUPPORT SESSION TO YOUR COMPUTER USING OneClick.*

Do you agree to the Terms and Conditions posted on our website at [www.advantig.com](http://www.advantig.com)?

**Goodbye.txt** is the file the customer sees when the session ends. If Goodbye.txt exists in the SC Source folder the custom message will be displayed, if it is missing, no message will be shown. The Goodbye message can be one line of up to 250 characters. An example is shown below and used as the default message.

*Your computer can no longer be controlled or viewed. This may cause warnings about services being removed. This is normal and you may ignore these warnings. If you have any questions, please contact your technician.*

## ABOUT THE USER CONFIGURABLE TOOLS WEBSITE

The tools website is a user defined link to a website. The URL can be an HTTP://, HTTPS://, FTP:// or FTPS:// link to a website containing tools, questionnaires, surveys etc.

## ABOUT THE 10 USER CONFIGURABLE TOOL COMMANDS

There are 10 user configurable commands available on the timer menu. If they are not defined, they are not shown. The commands are entered in command prompt (dos) style and can be used to launch local system programs, batch files, open document files, links to web pages etc.

Commands.txt

[Window Title]

The name as you want it to appear on the timer title bar

[Tools Website]

The URL to your tools web page

[Tool 1 Name]

Tool 1 name as you want it to appear on the menu

[Tool 1 Command]

Full path to the command or file tool 1 launches

[Tool 1 Parameters]

Parameters for tool 1 command (or blank line if no parameters)

[Tool 2 Name]

Tool 2 name as you want it to appear on the menu

[Tool 2 Command]

Full path to the command or file tool 2 launches

[Tool 2 Parameters]

Parameters for tool 2 command (or blank line if no parameters)

Up to 10 tools...

## ABOUT THE USER CONFIGURABLE TOOLBOX FOLDER

**1cTools** is the folder that contains the plugins and programs that will be automatically embedded into the customer module executable file. It's accessed on the remote machine from the custom toolbox option (My ToolBox) between the Tools Website selection and the 10 customizable tool commands on the "More" menu of the timer. On the desktop and start menu it's named 1cToolBox.

Anything in the OneClick\1cTools folder when you build your customer modules is added to your customer executable. The more there is in the folder, the larger your executable file size will be.

This is where you will install add-ons / plugins such as Voice Chat, Draw on Desktop and 3rd party add-ons that are not part of the OneClick package. Custom Tool commands can be used to launch the tools inside the folder (example: 1ctools/mytool.exe) or they can be launched directly from the folder itself.

The "1cToolBox" desktop icon can be disabled by adding the following line to the UltraVNC.ini file after the [OneClick] tag. Note: You may need to add the [OneClick] tag if it doesn't already exist.

```
[OneClick]
NoToolBoxIcon=1
```

Set NoToolBoxIcon to =1 to disable the "1cToolBox" icon. Set it to =0 to enable it (default)

One useful tool to put here is the WebStart program so you can launch programs on the internet without opening a browser.

### Example

```
[Tool 3 Name]
Registry Cleaner
[Tool 3 Command]
tools\WebStart.exe
[Tool 3 Parameters]
http://www.mywebsite.com/tools/regclean.exe
```

## ABOUT THE HELPDESK.TXT CONFIGURATION FILE

[TITLE] – The text you want displayed on the title bar of the menu.

[HOST] – The first line after the connection tag is the text that will be displayed on the selection menu. The second line is the command line used to instruct UltraVNC to make a reverse connection. If the command line contains a blank ID code (-id) or a question mark (-id ?) the user will be asked to enter the ID code. You can have up to 100 host entries. The -noregistry setting enables the "Single Click Prompt" for the UltraVNC Viewer. Remove the -noregistry parameter to force the the server to connect using the standard VNC protocol so it can connect to non-UltraVNC viewers (RealVNC, TightVNC, MAC, etc)

[TEXTTOP] – The first line of text displayed below the selection box

[TEXTMIDDLE] – The second line of text displayed below the selection box

[TEXTBOTTOM] – The third line of text displayed below the selection box

[TEXTRTOP] – The first line of text displayed below the logo on the right side above the buttons.

[TEXTRMIDDLE] – The second line of text displayed below the logo on the right side above the buttons.

[TEXTRBOTTOM] – The third line of text displayed below the logo on the right side above the buttons.

[TEXTCLOSEBUTTON] – The text displayed on the close button.

[TEXTBUTTON] – The text displayed on the webpage button.

[WEBPAGE] – The URL launched when the URL button is clicked.

[ENTERIDTEXT] – The text displayed on the Enter ID Code dialog.

[AUTOCONNECT] – Automatically connects to the first connection entry without waiting for the user to click a menu item.

[ASKIDCODE] – Only used if you specify the server -id: ### or the -autoreconnect ID:### command line parameter or the viewer -id ID:### command line parameter. The number (###) will be used to pre-populate the id code box as the default number. Leaving the number blank will perform the same function even if the [ASKIDCODE] tag is not specified but the ID code prompt will not be pre-populated.

The UltraVNC SingleClick (SC) tags show below are ignored.

[BALLOON1TITLE]

[BALLOON1A]

[BALLOON1B]

[BALLOON1C]

[BALLOON2TITLE]

[BALLOON2A]

[BALLOON2B]

[BALLOON2C]

## aVncMenu.ini Example

---

[TITLE]

Advantig OneClick

[HOST]

Technician 1 (no encryption)

-connect me.myaddress.com:5501 -noregistry

[HOST]

Technician 2 (encrypted)

-plugin -connect me.myaddress.com:443 -noregistry

[HOST]

Technician 3 (use repeater ID 123)

-id 123 -plugin -connect me.myaddress.com:443 -noregistry

[HOST]

Technician 4 (ask repeater ID)

-id ? -plugin -connect me.myaddress.com:443 -noregistry

[HOST]

Technician 5 (ask repeater ID)

-id -plugin -connect me.myaddress.com:443 -noregistry

[HOST]

Technician 6 (VNC compatibility mode, no SingleClick Prompt)

-connect me.myaddress.com:5500

[TEXTTOP]

Double-Click to make a connection

[TEXTMIDDLE]

Before making a connection

[TEXTBOTTOM]

Please call to get your ticket number

[TEXTRTOP]

My company name

[TEXTRMIDDLE]

My street address

[TEXTRBOTTOM]

My city

[TEXTBUTTON]

Visit Website

[WEBPAGE]

<http://www.advantig.com/oneclick>

[TEXTCLOSEBUTTON]

Cancel

---

## Adding a Custom Logo to the Connect Button

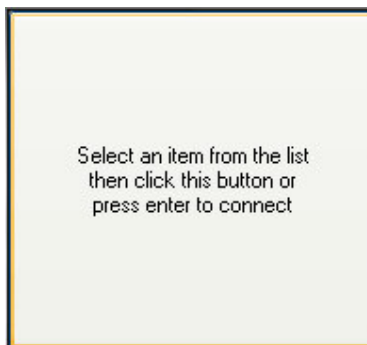
You can add a custom bitmap (bmp) to the connect button by including Logo.bmp in SC Source folder.

The bitmap should be 196 pixels wide by 181 pixels tall.

The bmp will be automatically cropped if it's too large.



If the Logo.bmp file is missing the default button shown below will be displayed.

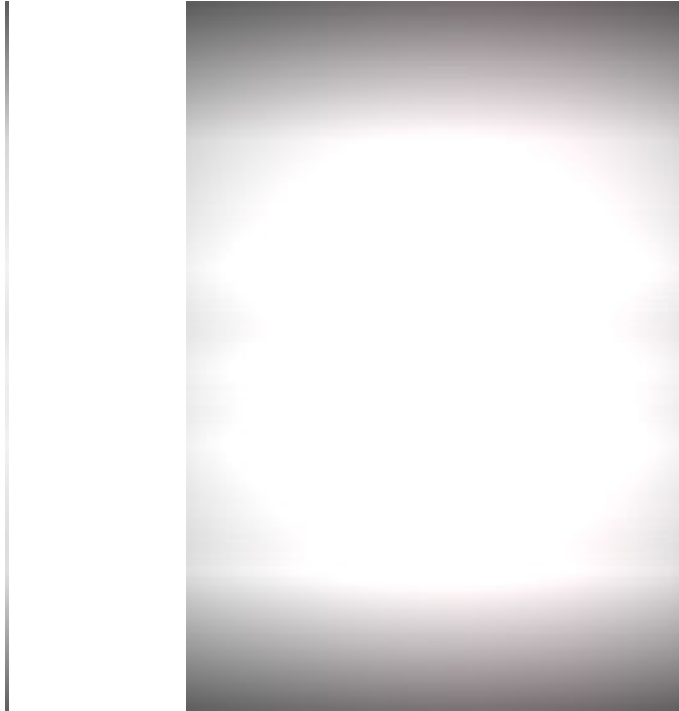


## Adding a Custom Bitmap to the Selection Menu

You can add a custom bitmap (bmp) to the selection menu background by including background.bmp in SC Source folder.

The bitmap should be 1 pixel wide by 283 pixels tall.

The bmp will be automatically resized or stretched to fit the background.



## Adding a Custom Bitmap to the Enter ID Code Menu

You can add a custom bitmap (bmp) to the repeater ID menu background by including Enter.bmp in SC Source folder.

The bitmap should be 235 pixels wide by 213 pixels tall.  
The color for transparency is RGB 247,255,255



## FREQUENTLY ASKED QUESTIONS

### 1. Where do I get help for the OneClick products?

- **Non-Commercial Users** - If you have problems or need help, you can use the support forum at: <http://forum.advantig.com> or send email to: [support@advantig.com](mailto:support@advantig.com)
- **Commercial License Customers only** - You can use the above methods or call our toll lines during normal business hours (*9am – 5pm Monday through Friday except holidays*) at the numbers listed on the Advantig website. Toll-Free and 24/7 support contracts are available at additional cost.

### 2. Where do I get help for the UltraVNC products?

Support for the UltraVNC products is available on their website at: <http://www.uvnc.com> or from the UltraVNC users forum at: <http://forum.ultravnc.info>

### 3. How can I send Ctrl-Alt-Delete to the remote computer?

If you want to send Ctrl-Alt-Del key to a remote computer, just click the *Send Ctrl-Alt-Del* icon from the Remote Screen window menu. This feature will work only when the remote computer OS is Windows NT and the customer module runs as a system service on the remote computer.

### 4. I can't connect to the customer module. What can I do?

Test your port to ensure your port forwarding is working and that any DNS or DDNS names resolve to the correct IP address.

### 5. How can I check my TCP ports to see if they are working?

Use the "Test Your OneClick Port" icon or visit <http://www.advantig.org/testoneclick> and follow the instruction on the page.

### 6. How can I print during a remote session?

You can use printer sharing from 'Microsoft networking'. Add your local printer as remote printer to the remote computer and select it to print on your computer.

### 7. How do I find my public IP address?

The easiest way is to go to <http://www.advantig.org/testoneclick> or <http://www.whatsmyip.com> or you can log into your router or proxy server and get your external IP address from there.

### 8. How do I setup port forwarding on my Firewall, NAT Router or Gateway?

Visit the website for the manufacturer of your device or go to <http://www.PortForward.com> and check out their impressive list of step-by-step instructions for various manufacturers of firewalls, routers, network address translators and broadband gateways as well as information on common ports, tricks & tips and more.

### 9. How can I forward the customer to another technician?

Right-Click the UltraVNC icon in the system tray and select "Add New Client" from the menu. You will need to enter the address, port and ID code of the new technician.

### 10. Do I have to uninstall existing Remote-Control software to use OneClick?

No, It can run on the same machine as an existing installation of other remote control software and can even be used to remote deploy, configure and install other remote-control software and setup and remotely configure hardware and software firewalls and NAT routers that would normally require on-site installation of other products as long as they use different ports.

### 11. Can I use OneClick on a Mac or Unix machine or Palmtop?

No, it is only compatible with Microsoft Windows 7 / Vista / 2008 / 2003 / XP / 2000 platforms.



### **12. How can I start the OneClick remotely from an email message?**

You can start a pre-positioned OneClick from a remote location with an email message if you configure the free PopTray software, Microsoft Outlook or other email program or utility that allows you to start an application based on email content. You simply pre-configure PopTray to start the OneClick customer module when it receives a message with a specific subject or from a specific name or address. Even if your PC is behind a firewall or satellite connection preventing you from connecting to it from outside locations, you will be able to connect to the viewer as long as the machine is capable of receiving email. Even if you are on a dialup connection you can have your computer establish a connection to check your email every few minutes and launch OneClick if there is a message then log off when you're done. It's secure since it only connects to the address you pre-configured and you don't even have to have an email program running if you use PopTray. For this to work you should use the [DIRECT] tag in the configuration or the prompts will prevent it from connecting.

### **13. How can use OneClick from a dynamic IP address or from an alternate location?**

You can use the free dynamic DNS provider No-IP.COM to allow your customers to connect to your dynamic IP address using a static DNS name or forward it to a temporary location no matter where you are. You simply update the IP address of your No-IP.com DDNS by clicking a link on the no-ip.com website or you can keep it updated automatically by running the no-ip DUC program.

The Repeater acts as a connection repeater/redirector proxy or gateway sitting between a real server (host) and a number of clients. If installed outside your company firewall, it will allow you to connect to any customer from behind host firewalls that you do not have administration privileges to such as those in hotels, convention centres and satellite networks.

### **14. How do I add a link to the OneClick customer modules on my website?**

To add a link for your customers on your site is easy. Simply place the OneClick.exe module in your root directory, copy the code below, modify the website URL to point to your website and change the number of the technician module to the technician your customer will connect to, then paste it into the code your web page

```
<a href="http://your.website.url/OneClick.exe">Technician #1</a>
```

When done, the link will show up on your website as shown below.

[Technician #1](#)

### **15. Will the customer modules connect through a customer's proxy server?**

The RFB protocol is considered an uncommon protocol for some proxy servers and firewalls and they may block the traffic even though it is an outbound connection.

### **16. Why do I get an error binding socket on port 443 when running Skype?**

Only one service can bind to a port any a time. Skype will use ports 80 and 443 if they are available and not already bound to another service. If you run the Viewer in listen mode prior to running Skype, it will force Skype to use a different port, but if you run Skype before the Viewer you will get the error. The customer module connects to a specific port so having the viewer randomly change the port it listens on automatically is not an option. You can also manually configure Skype to use different ports and avoid the conflict altogether.

### **17. Why do I get a protocol error when connecting?**

You will get a protocol error if the viewer does not understand the data stream. This is commonly caused by a non-RFB program opening or probing the port as when doing a port test from our website. It will also give the error when an encrypted (DSM) customer module tries to connect to a non-encrypted viewer or vice versa and you can get the error if the customer runs a customer module that uses an ID number to connect directly to the viewer instead of connecting to the repeater. The repeater ID code can only be used to connect to the repeater.

The customer server will get a similar error if it tries to connect to the proxy or repeater without using the proper redirect code or an ID code.

### **18. How do I reboot the remote computer into safe mode?**

Use the "System Boot Configuration" icon on the remote customer's desktop or the Boot Options menu on the timer then click the BOOT.INI tab and select /SAFEBOOT and NETWORK.

### **19. Why can't computers on my LAN connect to me on the same network using a public address?**

You may need to map the public port to the private IP address of the local computer.

This works fine for all external connections from the Internet and normally from your internal network. However, some router configurations may have problems when you want to access your own technician from the private side of the NAT router (from within the LAN). If your router has problems, try to Enable NAT IP alias conversion for DNS requests from LAN. When your customer module makes a DNS request for the domain name, it gets your public IP address and then tries to make a tcp connection to that IP address via the NAT router. This requires the NAT router to route packets from the LAN side to the public IP address and back into the LAN - which some NAT routers cannot handle correctly.

If you experience problems running in this environment and you can't enable NAT IP alias conversion for DNS requests from LAN, you will need to create a customer module that will use your internal (private) IP address.

### **20. Why doesn't my password work when I enable the Daily PIN option?**

The Daily PIN option appends the 2 digit day of the month to the password. On the first of the month the password has 01 appended to it, not 1. It's always a two digit number.

If the remote system is in a different time zone, their day may be different than yours or has the wrong date. They would have to enter the day of the month shown on their computer or set their system clock properly.

### **21. Can I specify the Defaults.txt file from the command line?**

Yes. You must put a forward slash (/) before the path and file name of the configuration file. If you are using a .bat file instead of a .cmd file or if your OS doesn't allow spaces in the file name, you may need to enclose the path to Creator.exe in quotes. Do NOT enclose the settings file path in quotes. The Creator does it automatically when it loads the file.

Examples:

- Creator.exe /My File.txt
- Creator.exe /C:\My Settings Path\My File.txt
- C:\OneClick\Creator.exe /Z:\My Settings Path\On My Server\My File
- "C:\My Path\Creator.exe" /C:\My Settings Path\My File.txt.

## Understanding IP Addresses, Ports, Port Forwarding, Port Mapping etc.

### What is an IP address?

IP (internet protocol) addresses are used to identify computers and other electronic equipment on the internet. Every device connected to the internet must have a public IP address to communicate with any other device over the internet just as every telephone that communicates with another telephone over the public telephone service must have a public telephone number.

### What is a DNS or DDNS name or address?

DNS (domain name system) and DDNS (dynamic domain name system) names are used to find an IP address as you use a telephone book or information service to find a telephone number. Programs such as internet explorer do a DNS look-up using a DNS service to find the IP address of the URL (uniform resource locator) address you enter in the address field. If you enter the actual IP address directly, no DNS look-up is needed or performed. You do not need to enter the URL to connect to a web server, for example you can enter HTTP://129.168.0.1 to connect to the web server built into your router (if that's the address to your router of course). DNS is used for static (non-changing) IP addresses and DDNS providers are used for dynamic (can change) IP address similar to DHCP (dynamic host configuration protocol). Unless you requested a static IP address from your ISP it is probably dynamic. Support for DDNS is built into most routers.

### What is an ISP (Internet Service Provider)

An ISP provides access to the internet like a telephone company provides access to telephone service.

### What is a Router or Gateway?

A router is similar in operation to a telephone PBX (Private Branch Exchange) in an office. It allows multiple computers to connect using the same internet connection as a PBX allows multiple telephones in the office to be connected to the same public telephone number.

A Router is a privately owned network system to reduce the total number of public IP addresses needed from an ISP. Without a router, a company would need a public IP address for every employee with a computer.

A PBX is a privately owned telephone switching system used to reduce the total number of public telephone numbers needed from the telephone company. Without a PBX, a company would need a public telephone number for every employee with a telephone.

### What is a Public or WAN IP Address?

Public internet addresses are outside address like public outside line telephone numbers. Every computer that accesses the internet must communicate through public internet address just as every telephone that accesses the public telephone system must communicate through a public telephone number (outside line).

### What is a Private IP or Internal IP Address?

Private IP addresses are like internal PBX telephone numbers. They can only be reached from inside the same network as a telephone extension can only be reached from inside the same PBX. Just as dialing extension 101 will connect someone inside a building to someone else inside the same building and not to another company, connecting to 192.168.0.101 will connect to a workstation inside the same network and not to a computer across the internet. Private IP addresses are blocked by your ISP and will not be forwarded or connected to the internet just as a PBX will not forward a dialed extension to the phone company.

*Private IP addresses should not be confused with what is referred to as unlisted or private telephone numbers, which use public phone numbers but aren't listed or published in the phone book.*

Private IP addresses are ranges of IP addresses reserved for internal (private) network communications by the IANA (Internet Assigned Numbers Authority). The following ranges of IP addresses are reserved and are not routable:

10.0.0.0 - 10.255.255.255, 172.16.0.0 - 172.31.255.255, 192.168.0.0 - 192.168.255.255, 169.254.0.0 - 169.254.255.255

### What are Port Numbers?

Port numbers are like internal PBX telephone extensions. They are used to connect to a specific program, private IP address or computer as a PBX telephone extension is used to connect to a specific person, telephone or desk.

### What is Port Forwarding or Port Mapping?

Port forwarding refers to the process of instructing your router or gateway to forward data coming in on a specific public port through to a specific private computer or program as programming a PBX instructs it to forward a specific telephone extension to specific a person or telephone.

### What is DMZ (demilitarized zone)?

DMZ is similar to port forwarding or port mapping but on a larger scale. It forwards ALL incoming data to a specific private or internal computer, not just data on specific ports. This is effectively the same as connecting to the internet without a router, gateway or firewall and is not recommended since it subjects the internal computer to all incoming data on any port with little or no protection from hacking attempts.

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**Notes:**