Symantec pcAnywhere™ User's Guide

Symantec pcAnywhere ™

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CHAPTER 1

Introducing Symantec pcAnywhere

Whether you are a telecommuter working from home, a business professional who travels frequently, or an information technology (IT) professional who supports other computer users remotely, chances are you will need to access another computer from a remote location. You might be working on a presentation at home and realize you need information from a file on your office computer hard drive, or perhaps you are trying to help a customer in another city with a software problem and need to see what is happening on that person's computer screen.

Symantec pcAnywhere lets you remotely connect to another computer, open any file or program that you have permission to access, and work as though you are sitting at that computer.

This chapter contains the following:

- What you can do with pcAnywhere
- How pcAnywhere works
- What's changed in this version
- Where to find more information

What you can do with pcAnywhere

Some common uses for pcAnywhere include:

- Troubleshooting computer problems

    Helpdesk operators, network administrators, and other IT professionals use pcAnywhere to remotely connect to another computer and solve computer problems. pcAnywhere lets you view another person's

computer screen, check and modify settings, and restart the computer—all from your computer.

■ Supporting and maintaining servers

Network administrators can use pcAnywhere to connect to servers within their organizations and perform routine maintenance, assess performance, and troubleshoot network issues.

■ Retrieving files from home or office

With pcAnywhere, you can connect to your home or office computer to quickly get the files you need.

■ Working from a remote location

pcAnywhere lets you connect to another computer and perform your work as though you were sitting in front of that computer. You can view and edit files, access network resources, and run programs that you have permission to access. You can also print files located on another computer to your default printer.

How pcAnywhere works

pcAnywhere uses remote control technology to let you connect to another computer or local area network (LAN) and work as though you are sitting in front of the other computer. To make a connection, both computers must be running pcAnywhere. One computer must be configured as a host, and the other computer must be configured as a remote.

If you are a new user, you should understand the difference between a host and a remote before you begin.

Understanding the terms host and remote

The relationship between a host computer and a remote computer is similar to a television set and a remote control device. Using a remote control device, you can adjust the volume, change channels, or turn the television on or off without leaving your chair. Using pcAnywhere, a host computer waits for and accepts connections from remote computers and performs the functions that are requested, much like a television set accepts signals from a remote control device.

Before two computers can connect with each other, one must be configured as a host and the other as a remote. The host computer waits for connections from a remote computer and allows itself to be controlled.

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

For more information, see "Setting up a host computer" on page 47.

The remote computer connects to the host computer and specifies the actions that should be carried out. Although the actual work is performed on the host computer, anything that happens on the host computer screen is displayed on the remote computer screen as well. This exchange between the remote and host computers is called a remote control session.

For more information, see "Setting up a remote connection" on page 57.

Understanding remote control

Remote control technology lets you connect to a host computer from your remote location and use the host computer as though you are sitting in front of it. If you are connecting to a host computer that is on a network, you can access any file that the host computer has permission to access.

Remote control is faster and more efficient than other forms of remote networking, especially if you need to use a software program on the host computer. When you run a software program during a remote control session, the actual processing is performed on the host computer. Only the input and output information (for example, keyboard, mouse, and screen information) are exchanged between the remote and host computers. For example, if you are using a spreadsheet program to update your monthly expense report, the mathematical computations are performed on the host computer, and only the results of the computations are sent to the remote computer. Because only minimal data needs to be transferred between the two computers, remote control results in faster performance and minimizes the risk of losing data.

How remote control differs from remote networking

Remote networking lets you connect to a network by dialing into a network server, if you are using a modem and do not have the ability to connect to a network directly. It is often referred to as dial-up networking on Windows 9x and Windows ME systems or remote access service (RAS) on Windows NT and Windows 2000 systems.

During a remote networking session, the remote computer works as though it is directly connected to the network. You can access only the files and programs on the network that the network administrator has given you, the remote user, permission to access.

When you run a software program during a remote networking session, the processing occurs on the remote computer. All of the information and data required by the program must be communicated over the telephone line to the remote computer. Even with high-speed modems, telephone lines are much slower than direct LAN connections—especially if you need to access a large file or program.

What's changed in this version

pcAnywhere includes a number of new features and administrator tools, designed to increase security, optimize performance, and make the software easier to use and to customize.

Security enhancements

pcAnywhere has strengthened its focus on security, to help users protect their computers from unauthorized access and to help network administrators and security professionals identify and prevent security holes.

New security features include:

- New authentication methods for Microsoft-based, Novell-based, and Web-based platforms

  The new authentication methods include: Active Directory Service (ADS), FTP, HTTP, HTTPS, Lightweight Directory Access Protocol (LDAP), Novell Bindery Service, and Novell Directory Service (NDS).

- Host security now requires passwords for logging on to the host

  The host user must choose an authentication method and set up caller accounts for remote users or user groups.

- The ability to track files and executables opened during a host session, for additional security

  Users on Windows NT and Windows 2000 can also track pcAnywhere log events in the Event Viewer.

■ Remote Access Perimeter Scanner (RAPS)

This new administrator tool scans for unsecured hosts on the corporate network and detects the presence of many popular remote access products to identify potential security risks. This tool is available only in the Corporate version of pcAnywhere.

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

■ The ability to lock a configuration set to prevent tampering with pcAnywhere configuration files, executables, and registry settings

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

■ The ability to protect the security of pcAnywhere configuration, using policy management

Policy management lets administrators choose which user interface items users can view or modify. This feature is available only for Windows NT and Windows 2000.

Increased customization

pcAnywhere gives administrators more flexibility in customizing pcAnywhere.

New customization features include:

■ pcAnywhere Packager

Using pcAnywhere Packager, administrators can create and deploy custom installation sets to enhance security or performance or reduce the amount of disk space needed to install or run pcAnywhere. This feature is available only for Windows NT and Windows 2000.

■ Symantec Web Deployment Tool

The Symantec Web Deployment Tool lets administrators deploy pcAnywhere on the Internet or on a corporate intranet.

■ Pre-configured installation packages

Administrators can install these packages or use them as templates for building their own custom installation packages.

■ Object linking and embedding (OLE) automation

OLE automation lets administrators write applications to automate certain functions within pcAnywhere.

Improved performance

pcAnywhere's main window has been modified to make it easier to navigate and differentiate between host and remote modes.

Performance enhancements include:

- Optimization Wizard

    The Optimization Wizard walks users through the steps of optimizing a connection, highlighting the options that are available for improving performance and informing users of trade-offs between performance and security.

- pcAnywhere File Manager enhancements that make it easier to find and select files and folders for file transfer

    The Go menu lets you quickly navigate to recently visited files and folders. Tagging features let you quickly select files or folders for file transfer or synchronization. You can also use wild card patterns to tag files and folders.

- The ability for ISDN CAPI users to select channel bonding when using the host callback feature

    This version also addresses performance issues involving CAPI channel bonding.

Removed features

To keep pace with the latest technologies, some features are no longer supported in pcAnywhere. If you are upgrading from a previous version of pcAnywhere, consult this table for guidance.

Removed feature	Reason for removal	For more information
pcA Config and AWCustom32	pcAnywhere Packager replaces these administrator tools. Packager provides administrators with more flexibility and stronger security options for building and deploying customized installations.	See the *Symantec pcAnywhere Administrator's Guide*.
Scripting	Extended OLE automation replaces the need for scripting. Existing scripting functions are included in the OLE classes.	See the *Symantec pcAnywhere OLE Automation Guide* on the installation CD.
Virus scanning	To improve performance, pcAnywhere no longer scans for viruses during file transfers.	If you do not have an antivirus program, visit the Symantec Web site (www.symantec.com/downloads) to download a trial version.
pcAnywhere+ for Tivoli	Not supported in this version.	If you need to use this feature, install the previous version of pcAnywhere, located on the installation CD.
Gateways	No longer supported.	If you need to use gateways, install the previous version of pcAnywhere, located on the installation CD.
Online services	No longer supported.	If you need to use online services, install the previous version of pcAnywhere, located on the installation CD.

Removed feature	Reason for removal	For more information
Banyan and IPX protocols	No longer supported.	If you need to use these protocols, install the previous version of pcAnywhere, located on the installation CD.
DOS and Windows 3.X backwards compatibility	No longer supported.	If you need to connect to a computer that uses one of these operating systems, install the previous version of pcAnywhere, located on the installation CD.
Yahoo! Pager	No longer provided.	

Where to find more information

In addition to the technical support options that are described in the back of this manual, pcAnywhere includes features designed to assist you in using the software. You can access some of these features, like the online Help and software wizards, while running pcAnywhere; however, some features are available only on the Symantec pcAnywhere CD.

Information on the Symantec Web site

Check the Symantec Web site (www.symantec.com/pcanywhere) for answers to frequently asked questions, troubleshooting tips, online tutorials, and the latest product information.

Information on the pcAnywhere CD

If you need more technical information, the Symantec pcAnywhere CD includes the *Symantec pcAnywhere Administrator's Guide*. This document contains information specific to network administrators, IT, and information security (IS) professionals. Refer to this guide for information on advanced procedures.

Using pcAnywhere software wizards

pcAnywhere software wizards help guide you through some of the more complicated tasks.

Software wizard	Helps you	For more information, see
Data Encryption	Set up data encryption for the host and remote computers.	"Using encryption to protect data" on page 107.
Optimization	Determine which settings help you achieve optimum performance.	"Improving performance" on page 39.

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Installing Symantec pcAnywhere

Installation procedures might vary, depending on your work environment and which installation option you choose. This chapter focuses on installing the full version of pcAnywhere from the installation CD. If your network administrator has provided a custom installation package, some of the topics discussed in this chapter might not apply to you. When in doubt, contact your system administrator for guidance.

This chapter contains the following:

- Preparing for installation
- Installing pcAnywhere
- Opening pcAnywhere after installation
- Registering pcAnywhere
- Updating pcAnywhere
- Uninstalling pcAnywhere

If you are a network administrator or other IT professional and need assistance with creating, building, and deploying customized installation packages for network installations, consult the *Symantec pcAnywhere Administrator's Guide*.

Preparing for installation

Before you install pcAnywhere, make sure that your computer meets the system requirements. You should also review the Readme file on the installation CD for any last-minute changes that you might need to know about.

System requirements

pcAnywhere runs on Windows 9x, Windows Millennium Edition (ME), Windows NT, and Windows 2000 and requires, at a minimum, these resources to function properly.

Windows 95/98/NT 4

- Pentium or higher microprocessor
- 32 MB RAM
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

Windows Millennium Edition

- 150 MHz Pentium or higher microprocessor
- 32 MB RAM
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

Windows 2000

- 133 MHz Pentium or higher microprocessor
- 32 MB RAM
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

Choosing an installation option

During installation, you can choose to install the full version of pcAnywhere or select an option that contains only the functionality that you need. pcAnywhere provides two full installation options: pcAnywhere for the Professional and pcAnywhere for the Individual. Both options contain full host, remote control, and file transfer functionality. However, the Professional installation option also includes the pcAnywhere Packager and option sets functionality.

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

If you want to switch between host and remote modes on your computer, install either pcAnywhere for the Professional or pcAnywhere for the Individual. If you do not need the full product and want to save disk space, choose one of the other options, using this table for guidance.

Installation option	Explanation
pcAnywhere for the Professional	Installs the full version of pcAnywhere, including pcAnywhere Packager and option sets functionality.
pcAnywhere for the Individual	Installs full functionality for host, remote, and file transfer operations, but does not include pcAnywhere Packager or option sets.
Remote Only	Provides remote control and file transfer functionality. Select this option if you do not want to host connections.
Host Only	Provides host server functionality, supporting network and modem connections. Select this option if you do not need remote control or file transfer functionality.
LAN Host	Provides host server functionality, supporting network connections only. Select this option if you do not need remote control or file transfer functionality, and do not want to support modem connections.

If you have a previous version installed

You must uninstall previous versions of pcAnywhere before installing this version. pcAnywhere performs this procedure automatically during the installation process. Before removing the previous version, pcAnywhere confirms whether you want to preserve existing configuration data. This configuration data includes host and remote connection items. However, because of the enhanced security features in pcAnywhere, existing caller properties are no longer valid and must be reconfigured.

For more information, see "Setting up caller accounts" on page 98.

Installing pcAnywhere

Follow this procedure when installing pcAnywhere from the installation CD. You can install pcAnywhere on two computers: a host and a remote, depending on your license agreement.

When installing pcAnywhere from an installation folder on your network, refer to this section for guidance; however, you should follow the instructions provided by your network administrator.

If the installation screen does not appear automatically after you insert the Symantec pcAnywhere CD, run the setup program manually.

For more information, see "To run the pcAnywhere setup program manually" on page 27.

To install Symantec pcAnywhere

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

2   On the pcAnywhere installation screen, click **Install pcAnywhere 10.0**.

3   On the installation options screen, select the type of installation that you want to perform.

    For more information, see "Choosing an installation option" on page 24.

4   In the Welcome panel, click **Next**.

5   Accept the terms of the license agreement, then click **Next**.

6   In the Customer Information dialog box, type a user name.

7   Type an organization name.

8   Click **Next**.

9   Do one of the following:

    ■ Click **Typical** to install pcAnywhere using the program default settings.

    ■ Click **Custom** to select a different program folder location or choose which components you want to install.

10 Click **Next**.

11 Follow the instructions in the wizard for the type of installation selected.

    When the installation is complete, restart your computer.

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

To run the pcAnywhere setup program manually

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

2   On the Windows taskbar, click **Start > Run**.

3   Type **<CD-ROM drive letter>:\setup.exe**.

    For example:

    D:\setup.exe

4   Click **OK**.

5   Install pcAnywhere.

    For more information, see "To install Symantec pcAnywhere" on page 26.

Opening pcAnywhere after installation

Symantec pcAnywhere is installed in the Windows Program Files directory and is listed on the Windows taskbar.

To open Symantec pcAnywhere

■   On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.

    pcAnywhere opens, displaying the pcAnywhere Manager window.

    For more information, see "Introducing pcAnywhere Manager" on page 34.

Registering pcAnywhere

Register your copy of pcAnywhere to receive future product announcements and other notices and updates. If you skipped registration during the installation, you can register later.

To register your copy of pcAnywhere

1   On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.

2   In the pcAnywhere Manager window, click **Help > Online Registration**.

3   Follow the on-screen instructions.

Updating pcAnywhere

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

To get pcAnywhere updates from Symantec

1   On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.

2   In the pcAnywhere Manager window, click **Help > LiveUpdate**.

3   Follow the on-screen instructions.

Uninstalling pcAnywhere

You can uninstall pcAnywhere using the Add/Remove Programs option in Windows. Once the removal process begins, you cannot cancel the action.

To uninstall pcAnywhere

1   On the Windows taskbar, click **Start > Settings > Control Panel**.

2   Double-click **Add/Remove Programs**.

3   In the list of installed programs, click **Symantec pcAnywhere**.

4   Click **Add/Remove**.

5   On the Symantec pcAnywhere Setup window, click **Next**.

6   On the Program Maintenance dialog box, click **Remove**.

7   Click **Next**.

8   On the Remove the Program dialog box, click **Remove**.

9   Click **Finish** to exit the wizard.

10 Restart your computer.

Understanding pcAnywhere basics

If you are new to pcAnywhere, use this chapter for basic information on getting started. Experienced users can also use this chapter for tips on improving pcAnywhere performance.

This chapter contains the following:

- Choosing a connection method
- Making connections
- Introducing pcAnywhere Manager
- Using the remote desktop
- Improving performance

Choosing a connection method

pcAnywhere supports three types of connections: direct, modem, and network. The connection method you choose depends on the remote and host environments. If the host and remote computers are in close proximity, you can connect them directly, using a cable that is appropriate for the port. For example, you set up a direct connection between a laptop computer and an office computer.

Connection devices are the interfaces between the host and remote computers and control how data is exchanged. A connection device might be a modem or ISDN, a network protocol, or a port. Both computers must use the same type of interface or connection device to connect. When configuring a remote connection, it is important to know what type of connection device the remote computer uses, as well as what type of connection the host computer can support.

Use this table for guidance in selecting a connection device.

Scenario	Required information	Configuration
Both the host computer and the remote computer are connected to the same network.	The remote user must know the IP address or computer name of the host.	Both the host computer and the remote computer must configure a TCP/IP, SPX, or NetBIOS connection.
		For more information, see "Setting up a host computer" on page 47 and "Configuring network connections" on page 60.
Neither the remote computer nor the host computer has access to the Internet, but both have a modem or ISDN.	The remote user must know the telephone number of the host modem or ISDN.	Both the host and the remote computers must configure a modem or ISDN connection.
		For more information, see "Setting up a host computer" on page 47 and "Configuring modem or ISDN connections" on page 59.

Scenario	Required information	Configuration
The remote computer does not have access to the Internet, but has a modem or ISDN. The host computer has access to the Internet, but does not have a modem or ISDN.	The remote user must have access to a remote access server or virtual provider network (VPN) account. For more information, see your network administrator.	Both the host and the remote computers must configure a TCP/IP connection. For more information, see "Setting up a host computer" on page 47 and "Configuring network connections" on page 60.
Both the host and remote computers are in close proximity.	Both computers must have an available COM or LPT port, and the user must have an appropriate cable.	Both the host and the remote users must configure a direct connection, using the same type of port. Windows 9x or Windows ME users can choose an LPT or COM port. Windows NT and Windows 2000 users must choose a COM port. For more information, see "Setting up a host computer" on page 47 and "Configuring direct connections" on page 58.

Connecting over the Internet

pcAnywhere lets you connect to a host computer over the Internet, provided that both the host and the remote computers have Internet access. Both the host and the remote computers must have an IP address, which is provided by an Internet service provider.

When connecting to a host computer over the Internet, both the host computer and the remote computer must use TCP/IP. For security reasons, a network administrator might set up a firewall to restrict access to specific IP addresses. The remote computer cannot connect to any IP address on the other side of the firewall. If you want to connect to a host computer

behind a firewall, contact the network administrator for an access account and configuration instructions.

To connect to a host computer over the Internet

1   The host user must connect to the Internet, then start a TCP/IP host session.

    For more information, see "Starting a host session" on page 52.

2   The remote user must obtain an IP address from the host user.

3   On the remote computer, configure a TCP/IP network connection, specifying the IP address of the host and the logon information.

    For more information, see "Configuring network connections" on page 60.

4   On the remote computer, connect to the host computer.

    For more information, see "Starting a remote control session" on page 64.

About cable modems

Unlike traditional modems, which convert analog and digital signals to exchange data over a telephone line, cable modems use Internet protocol to transmit data over a cable television line. Because cable modems use TCP/IP to transmit data, you must use TCP/IP as the connection device for your connection items. You can also use the default network connection item in pcAnywhere Manager, which is already configured for TCP/IP.

About digital subscriber lines

Digital subscriber lines, such as ADSL or DSL, are high-speed Internet connections offered by an Internet service provider (ISP). You operate as though you are on a network and are assigned an IP address. You must use a network connection to connect to another computer using pcAnywhere.

About ISDN lines

Integrated Services Digital Networks (ISDN) are digital telephone services that can transmit digital and voice data at much faster speeds than traditional modems. If an ISDN device is installed and configured properly on your computer, pcAnywhere automatically detects it and adds it to connection device list. Use this device for ISDN connections, if you are in

North America. In Europe, you must select the ISDN via CAPI connection device, regardless of whether the name of the ISDN device appears in the connection device list.

Making connections

Before you use pcAnywhere to connect to another computer, transfer files, or let another computer connect to your computer, you must first provide the information needed to make a connection and start or end a session. This information includes dialing information for modem connections, a network address for network connections, and logon information. This information is saved in the host and remote connection items, which appear as icons in the pcAnywhere Manager window.

To make a connection using pcAnywhere

1   The host user must launch a host session.

    For more information, see "Allowing others to control your computer" on page 45.

2   The remote user must choose a connection device that is compatible with the connection device that the host is using.

    For more information, see "Choosing a connection method" on page 29.

3   The remote user must configure a remote connection item, specifying the information needed to locate and logon to the host computer, then start a session.

    For more information, see "Controlling another computer remotely" on page 57.

Introducing pcAnywhere Manager

pcAnywhere Manager is the main window for pcAnywhere. From pcAnywhere Manager, you can manage your connection items, initiate connections and file transfers, customize user preferences, and more.
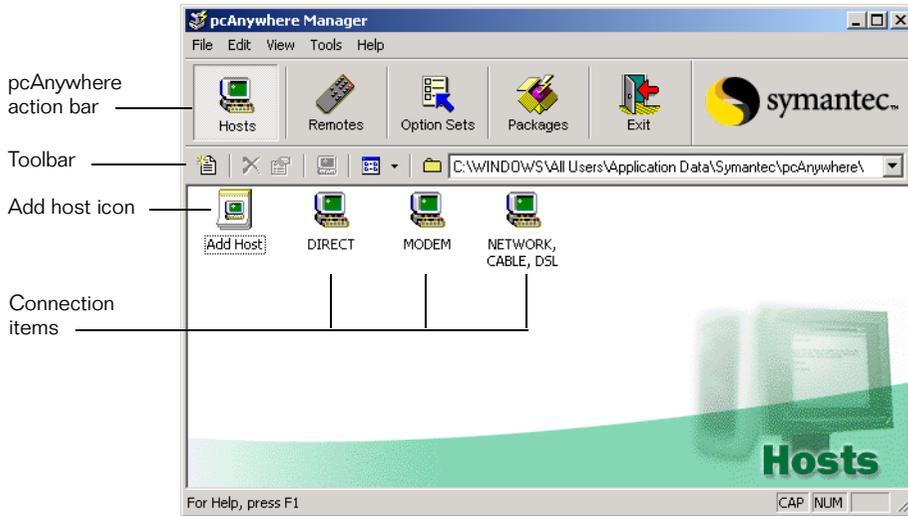
The buttons on the pcAnywhere action bar let you switch between host and remote modes, view and edit properties of global options and packages, and exit pcAnywhere.

The toolbar provides quick access to the menu options that are available for the action button that you have selected. You can hide the toolbar or add to it.

Connection items contain the connection information needed to let others connect to your computer (host mode) or connect to another computer (remote mode). pcAnywhere provides three default connection types: direct, modem, and network, which appear as icons in the pcAnywhere Manager window.

For more information, see "Setting up a host computer" on page 47 and "Setting up a remote connection" on page 57.

Using the remote desktop

Once you have established a connection and logged on to the host computer, the remote desktop appears on your computer screen, which displays the host computer screen and the pcAnywhere online toolbar. The online menu and toolbar are available only during a remote control session.

Remote icon ———

Remote online ———
toolbar

Windows task
bar for remote
computer ———
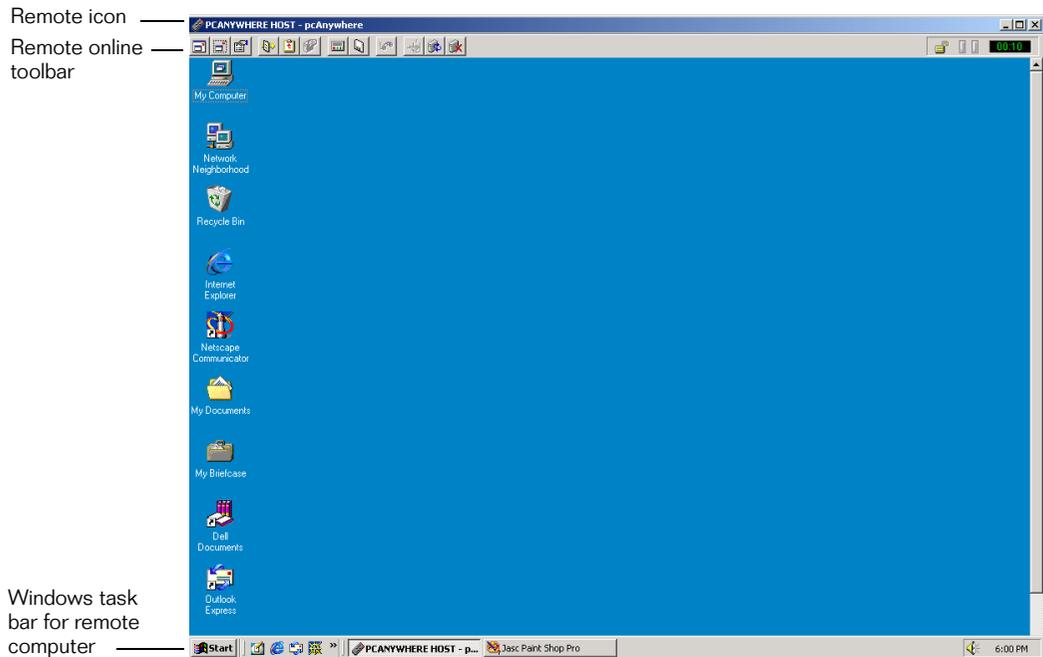
Upon connecting, you can transfer files, have a chat session with the host user, or record your session.

You can access these options on the pcAnywhere online menu.

To access the pcAnywhere online menu

■   On the left corner of the online menu bar, click the remote control icon.

Using the remote online toolbar

You also can access shortcuts to many remote online options by clicking the appropriate icon on the toolbar. This table explains what you can access from the remote online toolbar.

Icon	Meaning	Explanation
	Change to full screen	Displays the host's full-screen on the remote computer. This option is available only if both computers are set to the same resolution.
	Screen scaling	Scales down the host screen to fit in the remote's window when the host's screen resolution is higher than the remote's.
	View/modify online options	Lets the remote user change display settings during a remote control session.
	File transfer	Opens the pcAnywhere File Manager window.
	Transfer clipboard to or from host	Lets the remote user copy clipboard contents from the host clipboard to the remote clipboard or vice versa.
	Chat with host operator	Lets the remote and host users communicate by typing a conversation in a chat window.
	Start/stop session recording	Records the session activities to a file for later playback.
	Save the current screen	Saves a screen shot of the session for later viewing.
	Switch to voice	Suspends the data session to allow a voice conversation over the same phone line without breaking the connection.

Icon	Meaning	Explanation
	Send Ctrl+Alt+Del to host	On Windows NT, opens the Windows Task Manager, so that the remote user can switch tasks or log on or off of NT.
	Restart host computer	Restarts the host computer.
	End remote control session	Ends the remote control session, returning the pcAnywhere Manager window.
	Encryption level indicator	Displays the level of encryption used during the session. The color of the padlock indicates the encryption used. The number of locks increases with the level of security.
	Session status indicator	Monitors incoming and outgoing data activity, and displays the length of time you are online.

Printing remotely

If you want to print a file located on the host computer to a printer at your location during a remote control session, you must specify your printer information in pcAnywhere. If you do not configure remote printing on your computer, your files are sent to the host computer's default printer.

When adding a printer, you must have the correct drivers for the printer that you are using. pcAnywhere prompts you for the location of the printer, what port to use, and other configuration information.

To add a remote printer

1 In the pcAnywhere Manager window, click **Tools > Options**.

2 In the pcAnywhere Options dialog box, click **Remote Printing**.

3 Click **Add Printer**.

4 Follow the on-screen instructions.

Transferring the contents of the Windows clipboard

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

For information on using the clipboard, consult the Microsoft Windows documentation.

To transfer the contents of the clipboard

1   On the remote online menu, click **pcAnywhere > Transfer Clipboard**.

2   Under Direction, do one of the following:

   ■   Click **Transfer the host's clipboard to your clipboard**.

   ■   Click **Transfer your clipboard to the host's clipboard**.

3   Under Items to transfer, do any of the following:

   ■   Click **Text** to send text only, ignoring any graphics.

   ■   Click **Graphics** if the clipboard contains bitmaps that you want to send.

   Sending graphics might slow down the speed of the transfer.

4   Click **OK**.

Chatting with other users

During a remote control session, the host and remote user can have a typed conversation in a chat window. Either the host or remote user can initiate a chat. This feature is helpful for sending brief messages or instructions. When you are finished, you can save the text from your chat session in a text file.

To chat online with another user

1   On the remote or host online menu, click **Chat**.

2   In the lower portion of the chat window, type your message.

3   Press **Enter**.

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

    You can save your chat session.

To save a chat session

1   In the chat window, click **File > Save**.

2   Specify the location where you want to save the file.

3   Type a file name.

4   Click **Save**.

To end a chat session

■   In the chat window, click **File > Exit**.

Improving performance

Even with the advances in remote control technology, controlling another computer over a communications device poses many performance challenges. During a remote control session, you control the computer you are connected to as though you are sitting in front of that computer. Everything from the host computer's desktop wallpaper to the movement of your cursor must be transmitted back and forth.

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

Issues that affect performance

The two biggest factors in performance are the speed of your connection and display issues. The more data that needs to be passed back and forth between the computers—especially graphics data—the slower the performance.

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

For more information about the trade-offs between performance and security, see "Understanding the trade-offs" on page 109.

Improving connection speed

Make sure you are using the fastest type of connection possible. If you are using a modem, make sure you are using the fastest connection your modem and telephone line can handle. Because dial-up networking and remote access service does not support remote control technology, use a modem connection instead, if possible.

Minimizing overhead

In the Windows operating system, everything you see on your computer screen, from a status bar to a menu, is a graphical user interface. This information is transmitted to the remote computer over the connection device. The more graphics that are displayed on the host computer, the more information that must be sent to the remote computer, which slows performance.

There are several ways to minimize this overhead:

- Turn off status bars in applications and on the Windows system tray, including modem lights.
- Minimize dialog boxes that you aren't using and use smaller windows.
- Reduce the desktop resolution and number of colors on the display.
- Hide the Windows taskbar on the host.
- Disable wallpaper, backgrounds, and screen savers on the host.

Working more efficiently

When performing operations during a remote control session, there are several ways to improve performance:

■ Avoid using animation.

■ Turn off full window drag capability on the host to avoid transmitting each pixel of movement as you drag a window across the computer screen.

■ Use the Page Up and Page Down keys to scroll through documents.

■ Disable the scroll wheel on your mouse.

■ Avoid performing remote control operations when transferring files.

■ Use toolbars instead of the menu to perform operations and disable tool tips once you are familiar with pcAnywhere.

Discovering optimum performance settings

If you notice problems with performance or want to know what the optimum settings are, pcAnywhere includes an Optimization Wizard to walk you through the performance settings. You must use this wizard before making a connection for the settings to take effect.

To start the Optimization Wizard

1 In the pcAnywhere Manager window, click **Tools > Optimization Wizard**.

2 On the Introduction panel, click **Next**.

3 On the ColorScale panel, set the color level for the remote screen.

Lowering the number of colors that are displayed increases performance. The default setting is 256 colors. If a sharper display is more important to you than color, try 4 color. This setting changes the color to gray scale, but provides sharper resolution.

4 Click **Next**.

5 On the Resolution Synching panel, check **Reduce Host desktop area to match Remote**.

This option works best if the host computer's resolution screen is set to a lower level. When you choose this option, your computer's resolution is set to the same resolution as the host computer only for the remote control session. After you end the session, your default settings are restored.

6 Click **Next**.

7 Do one of the following:

- Click **Disable Host Desktop** to disable the Microsoft Internet Explorer Active Desktop.

- Click **Host Desktop Optimization** to disable the screen saver, desktop wallpaper, and power management options on the host computer.

8 Click **Next**.

9 Read through the rest of the panels in the wizard for more information on performance issues.

When you are finished, a summary of your selections appears.

10 Click **Finish**.

2

Getting connected

- Allowing others to control your computer
- Controlling another computer remotely
- Transferring files and folders

4

Allowing others to control your computer

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

In a corporate setting, your system administrator may be responsible for setting up a host server so that people can connect to the network while away from the office. However, there are a number of reasons why you may need to set up your computer as a host. For example, you can set up your office computer as a host, so that your system administrator can remotely fix a problem, or so that you can connect to your office computer when working from home.

This chapter contains the following:

- Managing host connections
- Setting up a host computer
- Starting a host session
- Ending a host session
- Letting multiple remote users hold a conference

Managing host connections

Host connection items contain the connection and security information that the host requires to let a remote user connect, perform operations, and end a session. These items appear as icons in the pcAnywhere Manager window. You can manage your host connections by creating new connection items that contain unique settings for each type of connection

that the host supports, or by modifying the settings of an existing connection item.

Creating a new host connection item

For more control over your connections, you can create unique connection items to handle connections from specific types of hardware devices or from specific users. For example, if many remote users need to connect to your computer, you can set up a separate connection item for each user that contains a unique password and file access permissions.

For more information, see "Setting up a host computer" on page 47.

To create a new host connection item

1   In the pcAnywhere Manager window, click **Hosts**.

2   On the File menu, click **New**.

Modifying a host connection item

The settings on the host connection item's property page are grouped by tabs. This table explains where to find the settings that you need.

Tab	Lets you	For more information, see
Connection Info	Select the connection device for sessions that use this connection item. A host can wait for a connection on two separate devices.	"Selecting the host connection method" on page 48.
Settings	Control the options for a remote control session, including when to start and end a session and what to do if a remote user loses the connection.	"Controlling the host session" on page 49.
Callers	Select a method for verifying that a user has permission to connect to the host, set up logon accounts for individuals or user groups, and specify what level of access the user should have.	"Setting up caller accounts" on page 98 and "Specifying caller privileges" on page 102.

Tab	Lets you	For more information, see
Security Options	Set security options for connections and logons and data encryption levels for remote control sessions.	"Securing your computer and sessions" on page 95 and "Using encryption to protect data" on page 107.
Conference	Set up a conference, so that multiple remote users can log on to the host.	"Letting multiple remote users hold a conference" on page 54.
Protect Item	Protect the connection item with a password.	"Protecting your configuration settings" on page 105.

To modify a host connection item

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item that you want to modify, then click **Properties**.

Setting up a host computer

Before remote users can connect to your computer, you must set up your computer to allow the connections. You must specify the connection device, what method to use to ensure that remote users have permission to access your computer, and what to do after the session has ended. You can also prevent others from viewing or inadvertently cancelling your host session.

This information is stored in a host connection item file, which appears as an icon in the pcAnywhere Manager window. pcAnywhere provides three default connection items: direct, modem, and network, each of which contains unique connection and security settings.

For more information, see "Managing host connections" on page 45.

# Selecting the host connection method

Whether you set up a host to wait for a connection from a remote computer or to initiate a connection to a remote computer, you must specify what type of device your computer uses to handle connections. You can set up a host to wait for a connection from two different devices. For example, you can set up your office computer to wait for either a modem connection from your home computer or a direct connection from your laptop computer. A host can accept only one connection at a time. After establishing a connection on one device, the other device is not available until the session ends.

You can also control the settings of some types of connection devices such as a modem or communications port.

For more information, see "Customizing connection devices" on page 133.

To select the host connection method

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item that you want to configure, then click **Properties**.
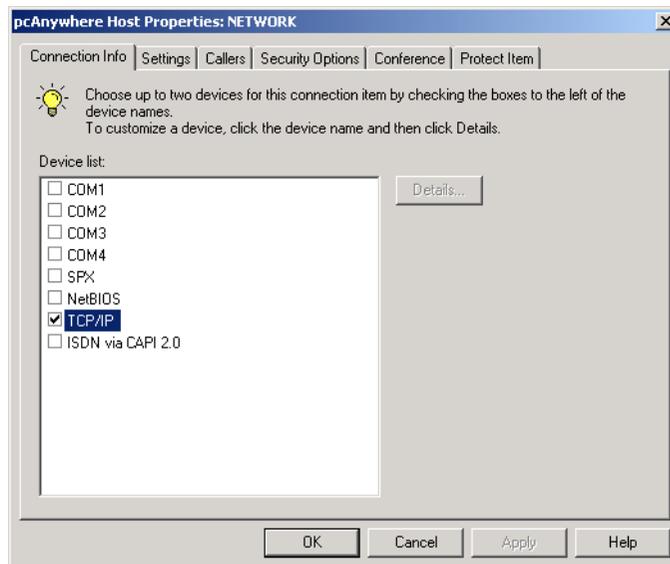
3   On the Connection Info tab, select up to two connection devices:

- For modem connections, select the name of your modem, which is listed at the top of the device list.

- For network connections, select the network protocol (TCP/IP, SPX, NetBIOS) that the host uses.

   If you are using a cable modem or digital subscriber line, such as ADSL or DSL, you must use TCP/IP.

- For direct connections, select an available port.

   An LPT port is recommended; however, if you are using Windows NT or Windows 2000, you must select a COM port.

4   Click **OK**.

If an ISDN device is installed and configured properly on the computer, pcAnywhere adds it to the list of connection devices. ISDN connections are handled differently, depending on your location.

For more information, see "Customizing ISDN connections" on page 136 or "Customizing European ISDN connections" on page 137.

To configure an ISDN connection

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Connection Info tab, do one of the following:

- In Europe, check ISDN via CAPI.

- In any other location, select the name of your ISDN device.

4   Click **OK**.

Controlling the host session

For each host connection item, you can control when to start the host, what to do after ending a session, and how to protect the security of the host during and after a session.

To set the host startup options

1   In the pcAnywhere Manager window, click **Hosts.**

2   Right-click the connection item that you want to configure, then click **Properties**.
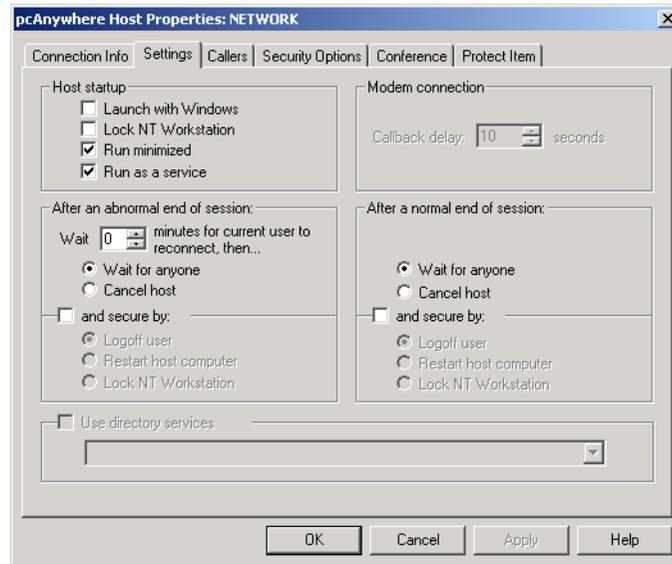
3   On the Settings tab, select from among the following host start-up options:

■   Check **Launch With Windows** to automatically start a host session when the host computer is started.

■   Check **Use Windows Screen Saver** to launch a Windows screen saver whenever the host is waiting for a connection.

Add a password to prevent unauthorized users from cancelling the waiting host.

■   Check **Run Minimized** to hide the status dialog box.

A host icon appears in the system tray when waiting for a connection.

■   (NT only) Check **Lock NT Workstation** to prevent unauthorized users from cancelling the waiting host.

■   (NT only) Check **Run As A Service** if you are launching a host in Windows NT.

You can also control what to do after an unexpected loss of connection. Normally, a session ends when either the host or the remote user cancels the session. However, network or equipment problems might cause either the host or the remote to lose a connection. A connection might also be dropped because of a security issue, such as an unauthorized user trying to break in; therefore, it is important to secure the host after a session ends.

You can choose different options for handling an abnormal end of session and a normal end of session.

To secure the host after a session ends

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Settings tab, do one of the following:

   ■   Click **Wait For Anyone** to wait for another connection.

   ■   Click **Cancel Host** to prevent other connections.

   When configuring security options for an abnormal end of session, select how many minutes to wait before proceeding with the security option.

4   Check **and secure by**, then do one of the following:

   ■   Click **Logoff user**.

   ■   Click **Restart host computer**.

   ■   (NT only) Click **Lock NT Workstation**.

5   Click **OK**.

Protecting the host computer

The first line of defense in protecting your computer and network from unauthorized access is to select the strongest method of user authentication that your computer environment can support. User authentication is the method by which a remote user who attempts to connect to your computer is checked against a list of valid users to ensure that the remote user has permission to access your computer. pcAnywhere requires that you select some method of user authentication for a host session. You can further control the level of access a remote user has to your computer once a connection has been established. For instance, you can restrict a remote user's access to specific files.

For more information, see "Securing your computer and sessions" on page 95.

Starting a host session

You can host a remote control session in one of three ways:

- Launching a host to wait for connections from authorized remote users

  For more information, see "To wait for a call from a remote computer" on page 53.

- Initiating a connection with a remote computer, then allowing the remote user to take control

  For more information, see "To call a remote computer" on page 53.

- Accepting a voice first connection over a telephone line, then switching to data mode, using the same connection

  For more information, see "To wait for a voice first call from the remote" on page 54 and "To make a voice first modem connection to the host" on page 67.

When you start a session, a host icon appears on the system tray on your Windows desktop. Unless you select security measures to hide the activity on your screen or lock your keyboard and mouse, you can access the host online menu by right-clicking the host icon.

Host online menu

Host icon
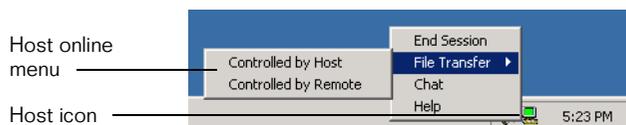
Using the host online menu, you can display status information, end a session, and initiate file transfers.

For more information, see "Ending a host session" on page 54 and "Transferring files" on page 84.

Waiting for a connection

When you launch a host session, your computer waits for connections from authorized remote users, using the connection device that is selected in the host's Connection Info property tab. If two devices are selected, the host waits for a call on both devices. However, the host can accept only

one type of connection at a time. When a connection is established on one device, the other device is not available until the session ends.

Use this method if the host computer is running unattended, or if you do not need to interact with the remote user. For example, use this method if you want to connect to your office computer from home.

To wait for a call from a remote computer

1   In the pcAnywhere Manager window, click **Hosts**.

2   Double-click the host connection item that you want to run.

Calling a remote computer

The host computer can initiate a connection with a remote computer. The remote computer resembles host behavior in that it must be waiting for the connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host. Use this method for added security if you do not want remote users to initiate connections with your computer.

To call a remote computer

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the host connection item that uses the same connection device that the remote computer is waiting on, then click **Call Remote**.

3   Do one of the following:

   ■   For dial-up or modem connections, type the telephone number for the remote computer, then click **OK**.

   ■   For network connections, type the host name or IP address, then click **OK**.

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

Accepting a voice first call

Voice first connections require a modem. The remote and host users have a voice conversation and then switch to data mode, using the same connection. Use this method to save time if you need to speak with the host user over the telephone before starting the remote control session.

The remote user initiates the call, and the host computer must be waiting for the call.

To wait for a voice first call from the remote

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the modem connection item that you want to use, then click **Voice First**.

    When you answer a call from the remote user, a dialog box appears on both the host and remote computers.

3   Click **OK** when you are finished with your conversation.

    The remote control session can begin after you both hang up the receiver.

Ending a host session

Either the host or remote can end a session. The security settings that you select on the Settings property tab determine whether the host waits for another connection or is cancelled.

For more information, see "To secure the host after a session ends" on page 51.

To end a session from the host

■   On the host online menu, click **End Session**.

Letting multiple remote users hold a conference

Conferencing lets multiple remote users connect to a single host and simultaneously view the host's activities. For example, you can host a conference to conduct a software training demonstration that can be viewed by any remote user who connects to the host PC.

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

Setting up the conference host

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

For more information, see "To create a new host connection item" on page 46.

For more information, see "Setting up a host computer" on page 47.

To configure a conference host

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the host connection item that you want to use, then click **Properties**.
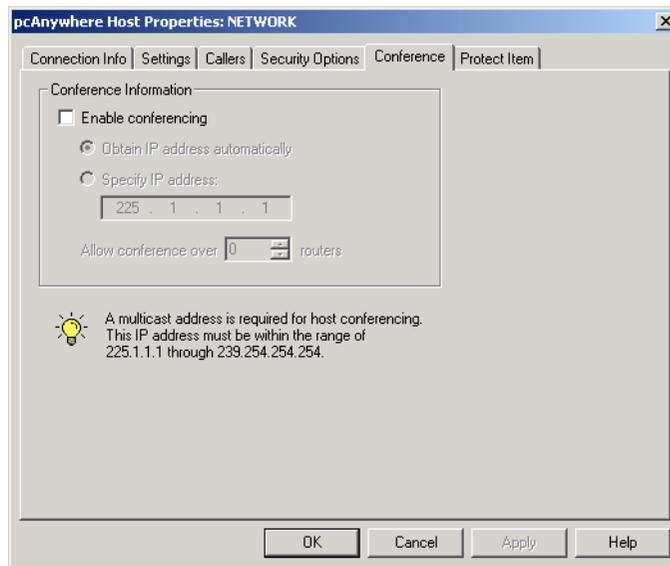
3   On the Conference tab, check **Enable conferencing**.

4   Select one of the following options:

   ■   **Obtain IP Address Automatically**

   Selecting this option lets your network server automatically assign an available Class D IP address. (Conferencing uses a form of communication called multicast, which requires a valid Class D address.)

55

■ **Specify IP Address**

Select this option if you know the IP address and want to type it in. The address must be a valid Class D IP address within the range of 225.1.1.1 through 239.254.254.254.

5   If you are using routers to increase the broadcast area of the conference, select the number of routers you want to use in the **Allow Conference Over "x" Routers** list box.

6   Click **OK**.

Starting a conference

The steps for starting a conference are almost the same as starting a remote control session.

To start a conference

1   Configure the computer that will host the conference.

For more information, see "Letting multiple remote users hold a conference" on page 54.

2   On the computer that will host the conference, start a host session.

For more information, see "Starting a host session" on page 52.

3   On the remote computer that will control the host computer, start a remote control session.

This computer can connect to the host using any connection method, provided that method is supported by the host.

For more information, see "Starting a remote control session" on page 64.

4   On the remote computers that will participate in the conference, connect to the host computer using a TCP/IP network connection.

Controlling another computer remotely

When you start a remote control session, you are connecting to a host computer and taking control of it. Your computer screen displays exactly what appears on the host's screen, and you can open any file or program that the host user has given you permission to access.

This chapter contains the following:

- Setting up a remote connection
- Managing remote connection items
- Starting a remote control session
- Connecting to multiple hosts
- Changing online preferences
- Recording and replaying sessions
- Saving screens
- Ending a session

Setting up a remote connection

Before you can connect to a host computer and start a remote control session, you must specify the information your computer needs to make the connection and log on. You can also specify whether and how often pcAnywhere should attempt to reconnect to a host if the connection fails.

This information is stored in a remote connection item file, which appears as an icon in the pcAnywhere Manager window. pcAnywhere provides three default connection items: direct, modem, and network, each of which

contains unique connection and security settings. You can use these connection items as a starting point, or you can create your own.

For more information, see "Managing remote connection items" on page 63.

Configuring direct connections

If the computer you want to connect to is nearby, you can connect the two computers directly, using an appropriate cable for your port. A direct connection is typically faster than a modem connection, especially if you want to transfer large files. Direct connections require either a parallel (LPT) or a serial (COM) port. The one you choose depends on your operating system.

When possible, you should use a parallel port because parallel connections are faster and more efficient. However, some operating systems, such as Windows NT, do not support parallel connections for data transfer. Before you set up a direct connection, you should know what type of connection your computer can support and which ports are available.

For information about finding an available port on your computer, ask your system administrator or consult your Windows documentation.

To set up a direct connection

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the direct connection item that you want to configure, then click **Properties**.

3   On the Connection Info tab, select an available port, as follows:

■   For Windows 9x and Windows ME, select either an LPT parallel port or a COM serial port.

■   For Windows NT and Windows 2000, select a COM port.

4   If you want the connection to default to file transfer mode, check **Launch in File Transfer mode**.

5   Click **OK**.

Configuring modem or ISDN connections

If your modem is installed on your computer when you install pcAnywhere, the modem device is automatically added to the list of devices on the Connection Info tab. Choose this modem for modem connections.

The same is true for ISDN devices, except the device you choose depends on what type of ISDN you have. In Europe, you must choose the ISDN via CAPI connection device. For other locations, choose the ISDN device that is listed by name in the device list.

To set up a modem or ISDN connection

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Connection Info tab, do one of the following:

   ■   For modem connections, select the name of your modem.

   ■   For ISDN connections in Europe, check **ISDN via CAPI**.

   ■   For all other ISDN connections, select the name of your ISDN device.

4   If you want the connection to default to file transfer mode, check **Launch in File Transfer mode**.

5   Click **OK**.

To connect to a host computer using a modem or ISDN, you must specify the dialing information needed to connect to the host. Depending on your location, this information may be as simple as specifying the area code and telephone number for the host computer. However, some locations require that you dial a special number to get an outside line or use a calling card for long-distance service.

To use dialing properties for connections

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the modem connection item that you want to configure, then click **Properties**.

3   On the Settings tab, click **Use dialing properties and phone number**.

For information about configuring unique dialing properties for your location, such as disabling call waiting and specifying calling card information, see "Configuring dialing properties" on page 134.

4   Type the area code of the host computer to which you want to connect.

5   Type the telephone number of the host computer to which you want to connect.

6   From the Country Code list, select the country that you are dialing into.

7   Click **OK**.

You can connect to a host using the dialing properties for your location, or you can ignore the dialing settings and manually specify the dialing information.

To manually enter dialing information

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the modem connection item that you want to configure, then click **Properties**.

3   In the Properties dialog box, click **Settings**.

4   Click **Use manually entered prefix, area code, and phone number**.

5   Type the telephone number of the host computer, including any prefix needed to reach an outside line or dial long distance and the area code.

6   Click **OK**.

Configuring network connections

pcAnywhere supports network connections using TCP/IP, SPX, or NetBIOS. Most network connections use TCP/IP. If you are using a cable modem or a digital subscriber line, such as ADSL or DSL, you must use TCP/IP.

If you are not sure what type of network protocol you should use, contact your system administrator.

As an administrator, you can connect to servers on your network to perform maintenance and support. Depending on your environment, you can establish a remote control session with other computers on the network using SPX or NetBIOS.

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

To select a network connection method

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the remote connection item that you want to configure, then click **Properties** on the pop-up menu.

3   On the Connection Info tab, select one of the following connection devices:

   ■ TCP/IP

   ■ SPX

   ■ NetBIOS

4   If you want the connection item to default to file transfer mode, check **Launch in File Transfer mode**.

5   Click **OK**.

You must specify the information needed to locate the host computer. By default, pcAnywhere requires the IP address or network computer name of the host computer.

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

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

To connect to a network host or IP address

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the remote connection item that you want to configure, then click **Properties**.

3   On the **Settings** tab, click **Network Host PC To Control Or IP Address**.

4 Type either the network host name or IP address of the computer to which you want to connect.

5 Click **OK**.

Including logon information

To save a step and avoid having to enter a logon name and password each time you connect to a host, you can include this information in your connection item file. pcAnywhere automatically provides the logon information once you have established a connection.

To include logon information

1 In the pcAnywhere Manager window, click **Remotes**.

2 Right-click the connection item that you want to configure, then click **Properties**.

3 On the Settings tab, check **Automatically login to host upon connection**.

4 Type your logon name.

5 Type your password.

6 If you are connecting to a Windows NT or Windows 2000 host and have been assigned to a domain, type your domain name, using the format domain\user.

7 Click **OK**.

Automatically redialing if the host is busy

Sometimes you are not able to connect to a host computer on the first attempt. A connection might fail because the host is busy, because of a network problem, or for a variety of other reasons that might be resolved by reconnecting. To save time, you can set up a modem or network connection item to redial the host a certain number of times at specific intervals.

To set the redial options

1 In the pcAnywhere Manager window, right-click the direct connection item that you want to configure, then click **Properties**.

2 On the Settings tab, specify the number of times that you want pcAnywhere to attempt to connect to the host after a failed connection.

3   Specify the number of seconds pcAnywhere should wait between connection attempts.

4   Click **OK**.

Managing remote connection items

Remote connection items contain the connection and security information needed to remotely connect to a host computer, perform operations, and end a session. These items appear as icons in the pcAnywhere Manager window. You can modify the default connection items, or create your own.

Creating a new remote connection item

For more control over your connections, you can create your own remote connection items that contain unique settings for connecting to different hosts. For example, suppose you need to remotely connect to several different host computers on the same network. Rather than change the connection settings for the network connection item each time you connect to a different host computer, you can create a separate remote connection item that contains the unique IP address and logon information for each host to which you want to connect.

For more information, see "Setting up a remote connection" on page 57.

To create a new remote control connection item

1   In the pcAnywhere Manager window, click **Remotes**.

2   On the File menu, click **New**.

Modifying a remote connection item

The settings in the remote connection item's property page are grouped by tabs. This table explains where to find the settings you need.

Property page	Lets you	For more information, see
Connection Info	Select the connection device for sessions that use this connection item.	"Setting up a remote connection" on page 57.
Settings	Specify the dialing settings and logon information.	"Setting up a remote connection" on page 57.
Automated Tasks	Set up automated tasks such as automatic file transfers.	"Performing automatic file transfers" on page 86.
Security Options	Set the level of data encryption to use during a remote control session with a host.	"Using encryption to protect data" on page 107.
Protect Item	Protect the connection item with a password.	"Protecting your configuration settings" on page 105.

To modify a remote control connection item's properties

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to modify, then click **Properties**.

Starting a remote control session

Remote control sessions are usually initiated by the remote computer; however, the host can also initiate the session. No matter who initiates the connection, the remote computer controls the session once the connection is established.

You can start a remote control session with a host in one of four ways:

■   Connecting to a host computer in remote control mode

For more information, see "Connecting to a host computer" on page 66.

The remote computer connects to the host computer in remote control mode. This method of connection is the most common.

■   Starting a connection in file transfer mode

For more information, see "Transferring files without starting a remote control session" on page 86.

■   Waiting for a connection from the host computer

For more information, see "Waiting for a host connection" on page 66.

■   Initiating a voice conversation with the host user, using a modem connection

For more information, see "To wait for a voice first call from the remote" on page 54 and "To make a voice first modem connection to the host" on page 67.

Once the connection is established, the remote desktop appears on your computer, which displays the host's computer screen and the remote online toolbar.

Remote icon —

Remote online menu —
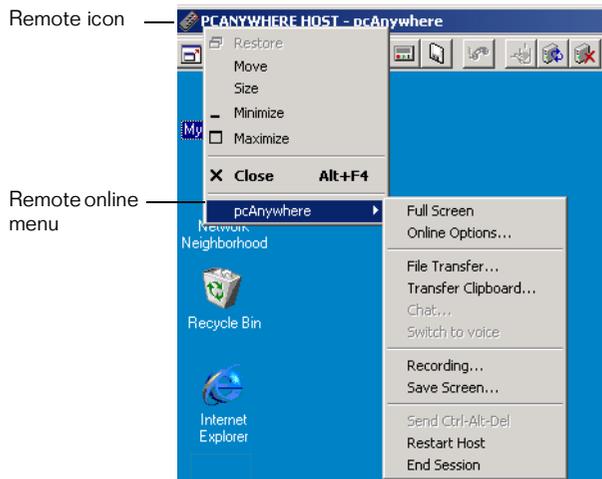
For more information, see "Using the remote desktop" on page 35.

Connecting to a host computer

You can connect to a host directly, using a modem, or over a network; however, you can only connect to a host that is waiting for connections on the same type of connection device. For example, if the host is waiting for a modem connection, you must use a modem to connect.

To save time, you can store the information needed to make the connection and log on to the host computer in the remote connection item's property page. Configuring this information ahead of time is especially useful if you are connecting to a host on a large network. pcAnywhere checks the status of all hosts that are running on the network before completing the connection. On a large network, this check can take some time.

For more information, see "Setting up a remote connection" on page 57.

For security reasons, you can only connect to hosts that have set up a caller account for you or your user group.

For more information, see "Setting up caller accounts" on page 98.

To connect to a host computer

1   In the pcAnywhere Manager window, click **Remotes**.

2   Double-click the connection item that you want to use.

Waiting for a host connection

Generally, the remote computer initiates a connection to the host and then takes control. However, for security reasons, the host computer may be configured to allow a remote connection only if the host initiates the connection. If so, you must set up your computer to wait for a call from the host. In effect, the remote computer resembles host behavior in that it waits for a connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host.

To wait for a call from the host

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the remote control connection item that you want to use, then click **Wait For Connection**.

When your computer accepts the connection from the host computer, the remote desktop appears on your computer screen, which displays the host computer screen and the pcAnywhere online toolbar.

Initiating a voice conversation with host

If you are using a modem, you have the option to begin the remote control session as soon as you connect, or to have a voice conversation first and then start the session, using the same connection. Use this method to save time if you need to speak with the host user over the telephone before starting the remote control session.

To have a voice conversation over the modem connection, the host computer must be waiting for a Voice First call.

To make a voice first modem connection to the host

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the modem connection item that you want to use, then click **Voice First**.

    When the host user answers the call, a dialog box appears on both the host and remote computer screens.

3   When you are finished with your conversation, click **OK**.

    The remote control session can begin after you both hang up the receiver.

Connecting to multiple hosts

Typically, a remote control session involves one host computer and one remote computer. However, you can connect to more than one host computer at a time.

To connect to multiple hosts

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Remote Operation tab, check **Allow connection to multiple hosts**.

3   Make a connection to the first host.

    For more information, see "Starting a remote control session" on page 64.

4   Repeat this procedure for each host to which you want to connect.

Changing online preferences

After you connect to a host computer, you might find that you need to change a setting. Perhaps the windows on the host's computer screen are too large and do not fit on your screen. Or, perhaps you want to speed up the performance by reducing the number of colors displayed on your screen.

You can change these settings while you are running a session. Any changes you make affect only the current session and do not affect the configuration of your connection item or your global options.

To change display settings during a remote control session

1   On the remote online menu, click **pcAnywhere > Online Options**.
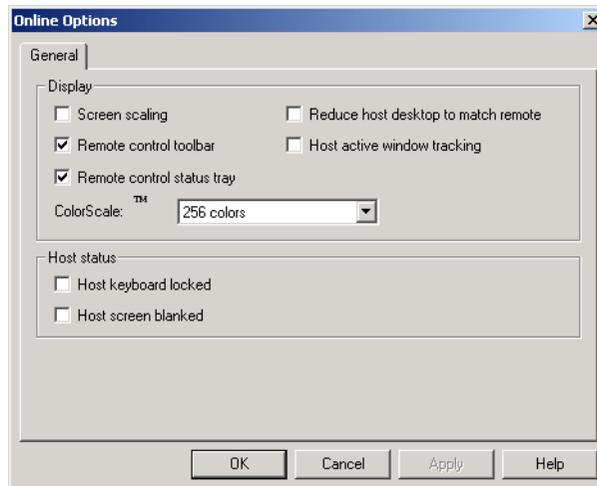
2   Select from among the following display options:

-    Check **Screen Scaling** to size the host screen to fit on the remote computer's screen.

-    Check **Remote Control Toolbar** to display the online toolbar for quick access to online tasks, such as file transfer.

-    Check **Remote Control System Tray** to display the remote control system tray.

-    Check **Reduce Host Desktop Area To Match Remote** if you want the host computer to use the same resolution as your computer.

- Check **Host Active Window Tracking** to switch focus to the active window on the host computer.

  For example, a dialog box that requires an action from you might appear out of the viewing area on your computer. Because you cannot see the message, you might think the session has locked. By checking this option, you ensure that such dialog messages appear in a visible part of your screen.

3   If you need to change the default color level during the session, make a selection from the ColorScale list box.

    For more information, see "Discovering optimum performance settings" on page 41.

4   Click **OK**.

If the host user has given you permission to do so, you can prevent others at the host site from viewing your session or inadvertently cancelling the session.

To protect your session

1   On the remote online menu, click **pcAnywhere > Online Options**.

2   Click **Host Keyboard Locked** to disable the host computer's keyboard and mouse.

    The host user can observe the session, but cannot perform any tasks on the computer. You might want to select this option if the host computer is running unattended.

3   Click **Host Screen Blanked** to prevent others at the host site from viewing your session.

4   Click **OK**.

Recording and replaying sessions

It is often helpful to have a recording of a remote control session. For example, as the host user demonstrates a complex procedure, you can record the host screen instead of taking notes. Later, you can replay the recording to review the exact steps.

Either the host or remote user can record a session. However, to record a session, host users must set up the host to start recording automatically as soon as the connection is made. This setting applies globally to all host sessions.

For more information, see "Recording host sessions" on page 120.

Remote users can start recording at any point during a remote control session or set up a connection item to automatically record a session upon connection.

Recording a remote control session

You can record a session for later playback at any point during the remote control session or set up your remote connection item to begin recording sessions automatically upon connection. You have the option to save the session in a new record file or to add your recording to the end of an existing file.

To start recording during a session

1   On the remote online menu, click **pcAnywhere > Recording**.

2   Do one of the following:

■   Choose an existing record file (*.rcd) if you want to add your recording to the end of that file.

■   Specify a file name to create a new record file.

3   Click **Save**.

Actions you perform on the host computer after this point are recorded in the file.

To record sessions automatically

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection that you want to use, then click **Properties**.

3   On the Automated Tasks tab, check **Record session in file for later playback**.

4   Type a name and path for the file.

5   Click **OK**.

Recording starts immediately after you connect to the host computer.

To stop recording without ending the session

■   On the remote online menu, click **pcAnywhere > Recording**.

Replaying recorded sessions

Recorded sessions are saved as .rcd files in the pcAnywhere directory, unless you specify another file location. Sessions are played back in a replay window, which shows the host screen and each action you perform during the recording.

During the replay, you can control the speed, skip to another session, pause, or take a screen shot. You can control these actions from the replay window menu bar or from the Playback Control Panel.
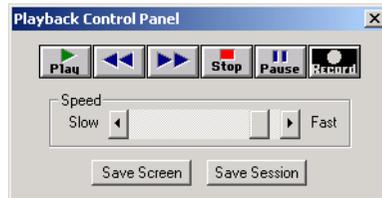
This table explains the actions you can control during the playback, using the Playback Control Panel.

Action	Definition
Play	Plays the recording from the beginning.
View previous session	Go to the beginning of the previous session. This button only works if the file contains more than one recorded session.
View next session	Go to the beginning of the next session. This button only works if the file contains more than one recorded session.
Stop	Ends the playback and returns you to the pcAnywhere Manager window.
Pause	Pauses the playback. You must pause the playback to take a screen shot or save that part of the session in a separate file. Click again to resume.
Speed	Controls the speed of the playback. Move the slide bar to the right to speed up the play back or to the left to slow it down.

Action	Definition
Save Screen	Lets you save a picture of the screen in a .scn file. You must pause the replay before you can take a screen shot.
Save Session	Lets you save the session as a binary file.

If your file contains more than one session, you can specify which session you want to view first. By default, replay starts from the first session. You can also specify whether you want to stop the replay between sessions or whether you want to repeat the playback.

To play back recorded sessions

1   In the pcAnywhere Manager window, click **Tools > Playback Sessions/Screens**.

2   Select the recorded file (*.rcd) that you want to view.

3   Click **Open**.

4   Specify the playback options.

     You can change these preferences during the replay, using the Playback Control Panel.

5   Click **OK**.

     The replay window appears on your screen and begins replaying the recorded session.

To exit the replay window

■   On the File menu of the replay window, click **Exit**.

Saving information from a recorded session

You have two options for saving information from a recorded session: saving the recorded session as a raw binary file or taking a screen shot of a displayed screen.

To save a screen or a session

1   During the replay, on the Playback Control Panel, click **Pause**.

2   Do one of the following:

     ■   Click **Save Screen** to save a snapshot of the displayed screen.

     ■   Click **Save Session** to save the session as a raw binary file.

Saving screens

Capturing the contents of a screen during a session is like taking a snapshot with a camera. pcAnywhere stores screen shots in a .scn file in the pcAnywhere directory, so you can view them later. You have the option to save the screen shot in a new file or add it to an existing screen file.

To save session screens

1   On the remote online menu, click **pcAnywhere > Save Screen**.

2   Do one of the following:

   ■   Choose an existing screen file (*.scn) if you want to add your screen shot to the end of that file.

   ■   Specify a file name to create a new screen file.

3   Click **Open**.

   Repeat the above steps for each screen that you want to capture. The screens are saved in the selected file in the order that they are captured.

To view captured screens

1   In the pcAnywhere Manager window, click **Tools > Playback Sessions/Screens**.

2   Select the screen file (.scn) that you want to view.

3   Click **Open**.

Ending a session

Either the host or remote can end a session. Ending a session returns you to the pcAnywhere Manager window. Whether or not the host is available for another connection is determined by the security settings on the host computer.

To end a remote control session from the remote

■   On the remote online menu, click **pcAnywhere > End Session**.

If you have permission to restart the host computer, you can choose whether the host should accept other connections or cancel the host by restarting the computer.

To allow the host to accept another connection

1   From the remote online menu, click **pcAnywhere > End Session**.

2   In the confirmation dialog box, click **Yes**.

C H A P T E R   6

Transferring files and folders

pcAnywhere File Manager lets you quickly navigate to the files and folders you need, transfer files and folders to and from another computer, and synchronize content. You can also set up your computer to automatically transfer files.

This chapter contains the following:

- Navigating in pcAnywhere File Manager
- Managing files and folders
- Changing file transfer preferences
- Transferring files
- Performing automatic file transfers
- Synchronizing and cloning

Navigating in pcAnywhere File Manager

The pcAnywhere File Manager window opens when you select the file transfer option on the host or remote online menu or on a remote connection item pop-up menu.
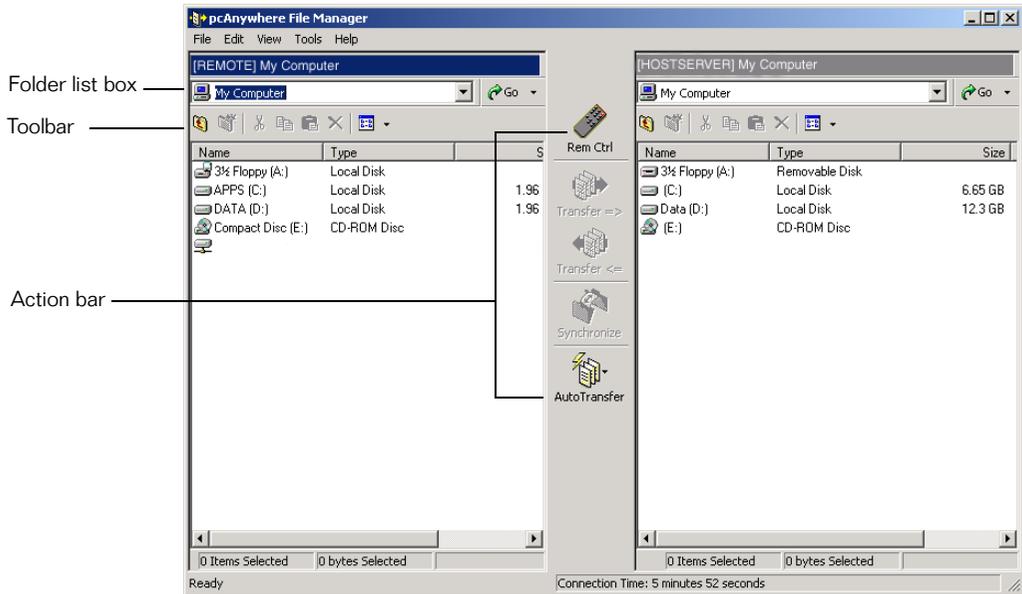
The first time you open the pcAnywhere File Manager window, it lists the files and folders under My Computer. You can specify another starting point, as well as other file transfer preferences, in the File Transfer properties page.

For more information, see "Changing file transfer preferences" on page 81.

In the pcAnywhere File Manager window, the left pane lists the files and folders on your computer. The right pane lists the files and folders on the computer that you are connected to. Located between the two panes is an action bar, which contains shortcut buttons for commonly performed tasks.

pcAnywhere File Manager works much like Windows Explorer. You can sort files by name, type, size, or date and view or hide file details.

Getting to files quickly

If you know the location of the file you want, you can get there quickly by typing the path name in the folder list box. The six most recent path names are saved in the Go list box, so you can get to your files even faster. This list is dynamic: the most recently typed path name is listed at the top, and older path names are replaced by newer ones. You can maintain a separate Go list for both the host and remote computers.

Note: To use this feature, both computers must be running pcAnywhere version 10.0 or above.

To go to a recently visited file location

■   In either the left or right pane in the pcAnywhere File Manager window, click the down arrow next to Go**,** then select an entry in the list box.

Tagging files and folders

Tagging lets you quickly select files and folders in your directory. This feature is useful if you have a large number of files or folders to transfer. You can also use wild card characters to tag certain files in your directory, such as all .doc files.

Tagging files

Use this feature to quickly select all files in your folder, so you can transfer them.

To tag all files in a folder

1   In the pcAnywhere File Manager window, open the folder that contains the files that you want.

2   On the Edit menu, click **Tag > Files**.

Tagging folders

Use this feature to quickly select all of the folders in your directory, so that you can transfer or synchronize them.

To tag all folders in a directory

1   In the pcAnywhere File Manager window, go to the directory that contains the folders that you want.

2   On the Edit menu, click **Tag > Folders**.

Tagging by wild card characters

If you want to select only certain files in a folder or are unsure of the exact file name, use this feature to select the files that meet your search criteria. You can use any of the following wild card characters: *, ?, |.

These wild card patterns are stored in the Tag By list box, so you can select the ones you use frequently. If you want to tag several different types of files at once, you can use a string of wild cards. For example, you can enter a string that searches for all .doc, .xls, and .exe files and another string that searches for all .htm and .html files.

To tag files using wild cards

1   In the pcAnywhere File Manager window, open the folder that contains the files that you want.

2   On the Edit menu, click **Tag > Tag by**.

3   Type a wild card pattern.

   If you are entering a string of wild cards, use a comma to separate the entries.

   For example:

   *.doc

   *.doc, *.xls, *.exe

   *.htm, *.html

Managing files and folders

pcAnywhere File Manager gives you control over files and folders on both the host and the remote computers, so you can copy, move, and delete files or folders on either computer. You can also create new folders, which is useful if you want to create a special directory for files.

Creating new folders

You can create a new folder for storing files on either the host or remote computer.

To create a new folder

1   In the pcAnywhere File Manager window, select the folder or drive in which you want to create the new folder.

2   On the File menu, click **New Folder**.

3   Type the name of the new folder.

4   Press **Enter**.

Deleting files and folders

You can delete files and folders on either the host or remote computer.

To delete files or folders

1   In the pcAnywhere File Manager window, select the file or folder that you want to delete.

2   Press **Delete**.

3   In the confirmation dialog box, click **Yes**.

Renaming files and folders

You can rename files and folders on either the host or remote computer.

To rename a file or folder

1   In the pcAnywhere File Manager window, select the file or folder that you want to rename.

2   On the File menu, click **Rename**.

   3   Type a new name.

   4   Press **Enter**.

Copying files and folders

You can copy a file or folder from one computer to another.

To copy files and folders

1   In the pcAnywhere File Manager window, right-click the file or folder that you want to copy, then click **Copy**.

2   Navigate to the location on the other computer where you want to place the copy.

3   Right-click, then click **Paste**.

4   In the confirmation dialog box, click **Yes**.

Comparing folders

You can quickly determine how closely the contents of two folders matches by using the Compare Folders feature. For example, you can determine if a file on your computer is more recent than a file on the other computer, or whether you are missing an important file.

pcAnywhere compares the contents of the folders on the host and remote computers and highlights any differences. This feature is especially useful if you want to synchronize or clone folders to ensure that you do not copy a file you no longer need or inadvertently delete an important file.

Note that pcAnywhere performs comparisons at the folder level. If you want to compare the contents of subfolders, you need to open each subfolder, then do a comparison.

To compare folders

1   On the pcAnywhere host or remote online menu, click **File Transfer**.

2   In the pcAnywhere File Manager window, open the folder on your computer that you want to compare with a folder on the other computer.

3   Open the folder on the other computer.

4   On the File menu, click **Compare Folders**.

Changing file transfer preferences

You can specify the default file transfer preferences for all file transfer sessions or change them during a session. Changes you make during a session affect only the current session.

For more information, see "Changing preferences during a session" on page 83.

Specifying a start-up location

You can choose to let pcAnywhere File Manager remember the location of your most recent file transfer and start from there, or you can choose to start from a specific directory. This setting applies globally for all file transfers. If the folder you specify no longer exists or cannot be found, pcAnywhere File Manager starts from My Computer.

To choose a start-up location

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the File Transfer tab, do one of the following:

   ■   Click **Previous location**.

   ■   Click **Specified folder,** then type the path to the folder.
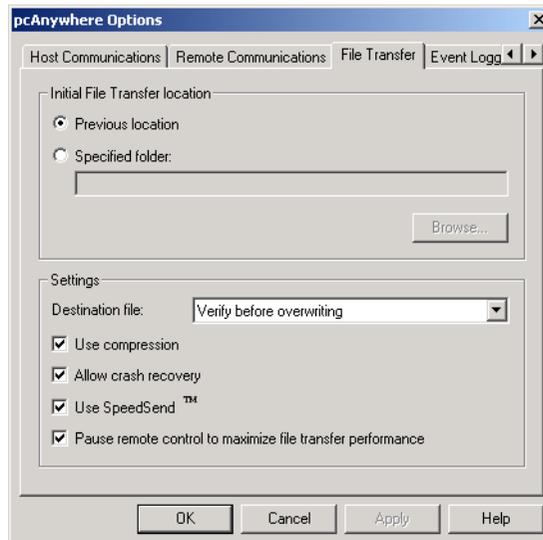
3   Click **OK**.

Selecting an overwrite option

By default, pcAnywhere prompts you for confirmation before performing an action that might result in data loss, such as replacing an older file with a newer one. However, you might want to change this setting if you plan to perform an automatic file transfer and will not be available to respond to a confirmation prompt.

To select an overwrite option

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   Click **File Transfer**.

3   In the Destination File list, select the overwrite option that you want to use if a file with the same name already exists in the destination directory.

4   Click **OK**.

Increasing file transfer performance

pcAnywhere is configured with optimum settings for file transfer, but if you notice a difference in speed or performance, you might want to check those settings. Any settings you change during a session affect only that session.

To increase file transfer performance

1   In the pcAnywhere File Manager window, click **Tools > Options**.

2   On the File Transfer tab, do one of the following:

■   Check **Use Compression** to compress files during file transfer.

Selecting this option can speed up the file transfer if you are transferring a large text file that has not been compressed by some other means, such as a zip tool.

■   Check **Allow crash recovery** for added protection in case the file transfer is interrupted.

When you are able to continue with the file transfer, pcAnywhere remembers where it left off and transmits only the portion of the file that was not sent, instead of resending the entire file.

■   Check **Use SpeedSend** to compare the contents of files with duplicate file names in the source and destination directories and transfer only the portions of the source file that differ.

3 Check **Pause remote control to maximize file transfer performance**, if you want to perform file transfers during a remote control session.

Selecting this option pauses the remote control session to give full bandwidth to the file transfer, thus improving speed.

4 Click **OK**.

Changing preferences during a session

You can control some file transfer preferences, such as whether you want to receive a confirmation prompt before certain actions are performed, while you are connected to another computer.

You can also change settings to increase performance, before you transfer files.

For more information, see "Increasing file transfer performance" on page 82.

To change file transfer preferences

1 On the pcAnywhere host or remote online menu, click **File Transfer**.

2 In the pcAnywhere File Manager window, click **Tools > Options**.

3 In the Destination File list, select the overwrite option you want to use if a file with the same name already exists in the destination directory.

By default, pcAnywhere confirms whether you want to overwrite the file.
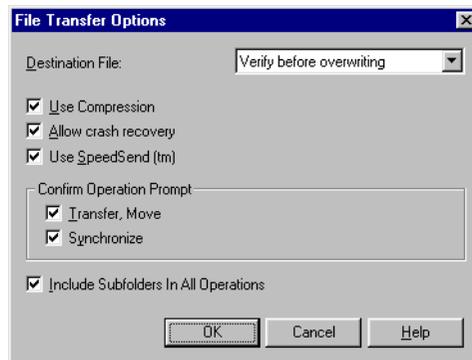
4 Select whether you want to receive a confirmation prompt for the following actions:

- Check **Transfer, Move** if you want to receive a confirmation dialog box before transferring or moving a file or folder.

- Check **Synchronize** if you want to receive a confirmation dialog box before synchronizing a file or folder.

5 Check **Include Subfolders In All Operations** if you want the options you have selected to apply to subfolders as well.

6 Click **OK**.

Transferring files

Either the host or remote user can transfer files during a remote control session. The remote user also has the option to transfer files to a host computer without starting a remote control session.

Selecting the file transfer option opens the pcAnywhere File Manager window. Using the pcAnywhere File Manager window, you can quickly find the files and folders that you need and specify where to put them.

See "Navigating in pcAnywhere File Manager" on page 76 for information.

Transferring files during a remote control session

During a remote control session, either the host or the remote user can initiate a file transfer. When initiating a file transfer, host users can decide whether to control the action or to let the remote user take control.

Both computers must be connected using pcAnywhere.

For more information, see "Starting a remote control session" on page 64 and "Starting a host session" on page 52.

Transferring files from a remote computer

As a remote user, you can transfer files from your computer to the host or from the host to your computer during a remote control session.

To start a file transfer from a remote computer

1 On the remote online menu, click **pcAnywhere > File Transfer**.

2 In the either the left or right pane of the pcAnywhere File Manager window, open the folder in which you want to place the files.

3 In the opposite pane, select the files or folders that you want to transfer.

4 On the File menu, click **Transfer**.

5 In the confirmation dialog box, click **Yes**.

Transferring files from a host computer

As a host user, you can transfer files from the host computer to the remote or from the remote to the host computer during a remote control session. A dialog box appears on the remote computer, which provides status information and the option to cancel the file transfer.

To start a file transfer from a host computer

1 On the host online menu, click **File Transfer > Controlled by Host**.

2 In the either the left or right pane of the pcAnywhere File Manager window, open the folder in which you want to place the files.

3 In the opposite pane, select the files or folders that you want to transfer.

4 On the File menu, click **Transfer**.

5 In the confirmation dialog box, click **Yes**.

Letting the remote user control the file transfer

During a remote control session, the host user can give control of the file transfer to the remote user.

To let a remote user take control of the file transfer

■ On the host online menu, click **File Transfer > Controlled by Remote**.

The pcAnywhere File Manager window appears on the remote computer.

Transferring files without starting a remote control session

You can transfer files between a remote computer and a host computer without starting a remote control session. The host computer must be waiting for a connection on the same connection device that the remote is using. When you are finished, end your session or switch to remote control mode.

To transfer files without remote control

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that contains the connection settings for the host computer that you want to connect to, then click **Start File Transfer**.

3   In the either the left or right pane of the pcAnywhere File Manager window, open the folder in which you want to place the files.

4   In the opposite pane, select the files or folders that you want to transfer.

5   On the File menu, click **Transfer**.

6   In the confirmation dialog box, click **Yes**.

If you want to perform other operations on the host computer, you can switch to remote control mode without starting a new session.

To switch to remote control mode

■   On the File Manager Action Bar, click **Remote Control**.

     The remote desktop appears, displaying the host computer screen and the online toolbar.

Performing automatic file transfers

You can automatically transfer files and folders to and from a host computer or synchronize folders by setting up an AutoTransfer file (.atf) that contains the necessary commands.

Each remote connection item has an associated .atf file that you can modify, or you can create your own file.

Setting up an AutoTransfer file

pcAnywhere provides a default .atf file for each remote connection item, which you can use to set up an AutoTransfer procedure. You can specify which file transfer operations you want to perform, the location of the files and folders, and what settings to use.

Adding file transfer operations

You can perform more than one operation in an AutoTransfer procedure. For example, you can set up a procedure to automatically transfer a folder on your office computer hard drive to a folder on your laptop computer, then synchronize the two folders to make sure the contents of both folders match.

To add file transfer operations

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Automated Tasks tab, select the AutoTransfer file that you want to configure, then click **Properties**.

4   On the Contents tab, click **Add**.

5   Do one of the following:

   ■   Click **Send to host** to transfer files or folders to the host computer.

   ■   Click **Receive from host** to retrieve files or folders from the host computer.

   ■   Click **Sync** to synchronize folders on the host and remote computers.

6   In the Local folder/file text box, type the path to the file or folder located on your computer.

7   Type the path to the file or folder on the host computer.

8   Click **OK.**

If you want to add more file transfer operations, repeat steps 4 through 8.

Setting AutoTransfer preferences

You can run an AutoTransfer procedure using the default preferences specified in the File Transfer properties page, or you can ignore those settings and select preferences that are unique to the AutoTransfer procedure.

For example, if you plan to run an AutoTransfer procedure unattended, you should select a file overwrite preference that does not require confirmation from you. Rather than change this setting in your global options and risk losing data if you forget to change the setting later, you can select a verification option that applies only to your AutoTransfer procedure.

To set preferences for an AutoTransfer procedure

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the remote connection item that you want to configure, then click **Properties**.

3   On the Automated Tasks tab, select the AutoTransfer file that you want to configure, then click **Properties**.

4   On the Options tab, specify whether you want to use the default file transfer properties or override those settings.

5   If you want to override the settings, select which options you want to use.

    For more information, see "Changing file transfer preferences" on page 81.

6   Check **End session when finished**, if you plan to run this procedure unattended.

7   If the folder contains subfolders and you want to transfer those files as well, check **Transfer files within subfolders**.

8   Click **OK**.

Running an AutoTransfer procedure

You can set up an AutoTransfer procedure to run automatically when you start a remote control session, or you can run it manually from pcAnywhere File Manager. You can run only one AutoTransfer procedure at a time.

Starting AutoTransfer automatically

To save time, set up your AutoTransfer procedure so that it runs automatically each time you log on to the host computer.

To start AutoTransfer automatically

1   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Automated Tasks tab, click **Run this AutoTransfer upon connection**.

4   Click **OK**.

Running AutoTransfer manually during a session

You can also run an AutoTransfer procedure from pcAnywhere File Manager while you are connected to the host computer.

The pcAnywhere File Manager window appears when you select the File Transfer option from the remote online menu or from the remote connection item's pop-up menu.

For more information, see "Transferring files" on page 84.

To run an AutoTransfer procedure during a session

■   In the pcAnywhere File Manager window, click **Tools > AutoTransfer > Run**.

Modifying an AutoTransfer procedure

Each operation listed in the AutoTransfer file represents a file transfer command, which specifies the file transfer action you want to perform and the location of the files. You can change the sequence of these operations or change the settings of an individual operation.

This section focuses on modifying the properties of a procedure in the connection item Automated Tasks property page, but you can also change the properties during a session from pcAnywhere File Manager.

Modifying the contents of a procedure

When you run an AutoTransfer procedure, pcAnywhere performs the operations in your .atf file in the order in which they appear. You can change the order of these operations, remove an operation, or add a new one.

To change the sequence of an AutoTransfer procedure

1   In the pcAnywhere Manager window, click **Remotes**.
2   Right-click the remote connection item that you want to configure, then click **Properties**.
3   On the Automated Tasks tab, select the AutoTransfer file that you want to configure, then click **Properties**.
4   On the Contents tab, select the command that you want to change.
5   Click **Remove**, **Move Up**, or **Move Down**, as appropriate.
6   Click **OK**.

Modifying an operation

You can modify an operation so that it performs another function or specify another folder or file location.

To modify an operation

1   In the pcAnywhere Manager window, click **Remotes**.
2   Right-click the remote connection item that you want to configure, then click **Properties**.
3   On the Automated Tasks tab, select the AutoTransfer file that you want to configure, then click **Properties**.
4   On the Contents tab, click **Modify**.
5   Make your changes.
6   Click **OK**.

Synchronizing and cloning

Synchronizing and cloning both help you quickly match the contents between a folder on the host and a folder on the remote computer. However, they perform this function differently. Synchronization involves a two-way comparison between two folders. Cloning involves a one-way

comparison between two folders. It is important to understand the differences before performing either procedure.

What is synchronization

Synchronization makes the contents of both the host and remote folders identical to each other by adding files. If one folder contains a file that the other folder does not have, the missing file is added to the other folder. If both folders contain a file with the same name, the older version is replaced by the newer version. To avoid confusion, perform a comparison of the two folders before synchronizing.

For more information, see "Comparing folders" on page 80.

Synchronizing folders

Synchronize folders to ensure that both computers have copies of the most recent files.

To synchronize folders

1   In the pcAnywhere File Manager window, select the folder on your computer that you want to synchronize with a folder on the other computer.

2   Select the folder on the other computer that you want to synchronize with.

3   On the File menu, click **Synchronize**.

4   In the confirmation dialog box, click **Yes**.

Synchronizing by file type

In addition to synchronizing folders, you can synchronize selected files. For example, you can synchronize only the *.doc files in your directory.

To synchronize by file type

1   In the pcAnywhere File Manager window, select the files on your computer that you want to synchronize with files on the other computer.

2   Select the files on the other computer that you want to synchronize with.

3 On the File menu, click **Synchronize**.

4 In the confirmation dialog box, click **Yes.**

What is cloning

Unlike synchronization, which makes the contents of two folders match by adding files to both, cloning adds and deletes files in one folder to make it match the contents of the other. Cloning is initiated from one folder, called the source, which is the folder you want to duplicate. The other folder is called the destination folder.

Files and subfolders in the source folder are added to the destination folder if they do not already exist. Duplicate files and subfolders in the destination folder are overwritten, even if they are more recent than the source. If a file or subfolder located in the destination folder does not exist in the source folder, it is removed from the destination folder.

You should exercise caution when cloning folders. To avoid deleting important information, perform a comparison of the two folders first.

For more information, see "Comparing folders" on page 80.

Cloning folders

Before performing this procedure, perform a comparison of the two folders to avoid losing data. Files and subfolders located in the destination directory that do not exist in the source folder will be deleted. Duplicate files and subfolders in the destination folder will be replaced, even if they are more recent than the files and subfolders in the source.

To clone a folder

1 In the pcAnywhere File Manager window, open the destination folder, where you want to put the duplicated files and subfolders.

2 Open the source folder that you want to duplicate.

3 On the File menu, click **Clone**.

4 In the confirmation dialog box, click **Yes**.

3

Safeguarding your system and data

- Securing your computer and sessions
- Using encryption to protect data
- Monitoring and recording sessions

7

Securing your computer and sessions

Security is a paramount concern when allowing remote access to your computer. When others remotely connect to your computer, they potentially have access to your files, email messages and address book, programs, and computer configuration. If you are connected to your company's network, they can also access any server, workstation, or other network resources to which you have access.

Symantec pcAnywhere has a number of built-in security features designed to ensure a secure remote computing environment.

This chapter contains the following:

- Preventing unauthorized access
- Limiting access privileges
- Securing sessions
- Protecting your configuration settings

Preventing unauthorized access

When you set up a host computer so that others can connect to it, one of your primary concerns should be to protect the host from unauthorized access. pcAnywhere requires that you set up a logon account for users who connect to your computer and select an authentication method to verify their identities.

Choosing an authentication method

In a corporate environment, your network administrator might use a directory server, like Active Directory Server (ADS) or Novell Directory Server (NDS), to create and maintain user accounts to control access to the corporate network. These accounts can be for individual users or groups of users. The process of taking a user's credentials and verifying them against a directory or access list is called authentication.

You must select some method of authentication, regardless of whether you are connected to a network. The authentication method you choose depends on your computing environment. If you are not sure which method to use, contact your network administrator.

pcAnywhere Authentication can be used on any operating system. This method of authentication verifies whether a remote user has permission to connect to the host by checking the list of users and passwords maintained on the local host computer. This method of authentication is the least secure.

This table provides information on the authentication methods available for Microsoft-based platforms.

Microsoft-based authentication methods	Explanation
ADS Caller Authentication (For Windows 2000 only)	Validates a user or group by checking a list stored in an Active Directory Service.
Microsoft LDAP Caller Authentication	Validates a user or group by checking a user list stored in a Lightweight Directory Access Protocol (LDAP) 3.0 compliant directory service.
NT Caller Authentication (For Windows NT and Windows 2000 only)	Validates a user or group by checking a workstation or user domain list.
Windows Caller Authentication	Validates a user or group by checking a Microsoft Networking Shared Directory.

This table provides information on the authentication methods for Novell-based platforms.

Novell-based authentication methods	Explanation
Novell Bindery Caller Authentication	Validates a user by checking a list stored in a Novell NetWare Bindery.
NDS Caller Authentication	Validates a user or group by using a list stored in a Novell Directory Service.
Novell LDAP Caller Authentication	Validates a user or group by checking a user list stored in an LDAP 3.0 compliant directory service.

This table explains the Web-based authentication methods that are available.

Web-based authentication methods	Explanation
FTP Caller Authentication	Lets a host that is running on an FTP server validate a user by checking a user list associated with the FTP service. User name and password are sent over the network in clear text.
HTTP Caller Authentication	Lets a host that is running on an HTTP Web server validate a user by checking a user list associated with the HTTP service. User name and password are sent over the network in clear text.
HTTPS Caller Authentication	Lets a host that is running on an HTTPS Web server validate a user by checking a list associated with an HTTPS service. This method is more secure than FTP and HTTP authentication because the user name and password are encrypted before they are sent over the network.
Netscape LDAP Caller Authentication	Validates a user by checking a list stored in an LDAP 3.0 compliant directory service.

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

Setting up caller accounts

Before you can start a host session and allow others to connect to your computer, you must set up a caller account that specifies the logon information and what method you want to use to identify whether a person has permission to connect. This information is controlled in the Callers property page.

pcAnywhere requires that you select some method of authentication for each host connection item.

For more information, see "Choosing an authentication method" on page 96.

To add a caller

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item you want to configure, then click **Properties**.

3   On the Callers tab, select an authentication type from the list box.
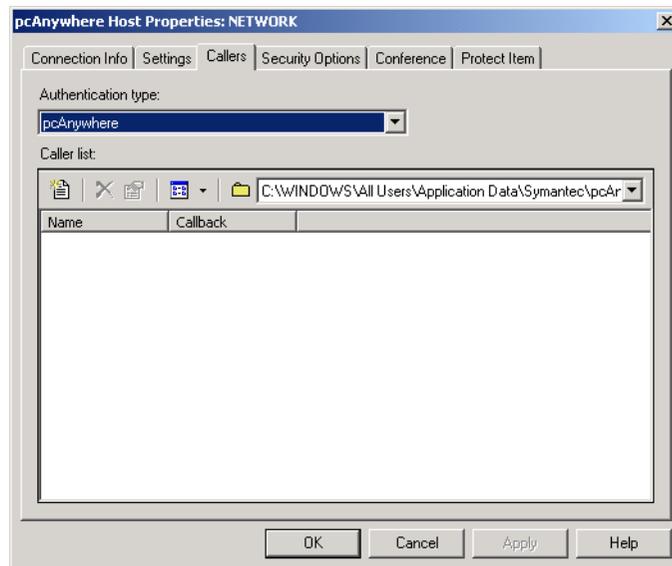
4   In the caller list area, right-click, then click **Add**.

5   On the Identification tab, specify the identification information for the caller.
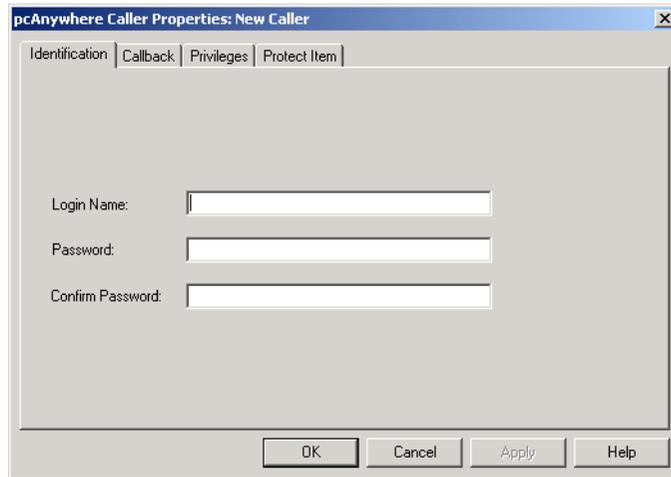
The information you need to specify will vary, depending on which authentication method you selected. Select one of the following:

■   For Windows-based authentication methods, select a computer or domain name, then select a valid user or group name.

■   For ADS, NDS, or LDAP authentication, browse the directory for your user or group name.

    If you are using Novell Bindery authentication, you must specify a logon server and a valid user name.

■   For Web-based authentication methods, specify a server name and the logon information for an individual user.

■   For pcAnywhere authentication, specify a user name and password.

6   Click **OK** in both dialog boxes.

Configuring logon security

The connection and logon options enable you to control the level of security for connections and remote access. For example, you can control how many times a remote user can enter the wrong password before being locked out.

To configure logon security

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the host connection item that you want to configure, then click **Properties**.

3   On the Security Options tab, check **Prompt To Confirm Connection** if you want to receive notification when a remote user attempts to connect to your computer, then specify what should happen next if you fail to respond to the confirmation prompt, as follows:

■   Specify how many seconds you have to respond to the prompt.

The default value is 10 seconds.

■   Check **Disconnect If Time-Out** to disconnect the remote user after expiration of the specified time-out period.
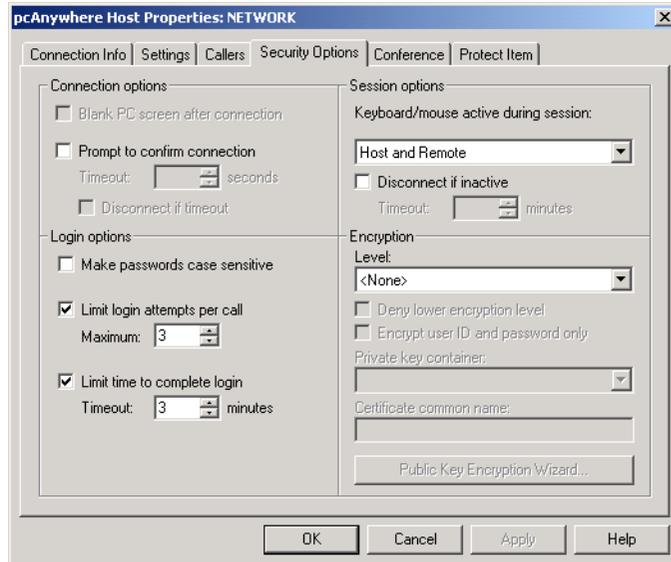
4   Do any of the following:

■   Check **Limit Login Attempts Per Call** to specify how many times a remote user can attempt to log on before being locked out.

The default value is three attempts.

■   Check **Limit Time To Complete Login** to specify how much time a remote user has to log on successfully.

The default value is three minutes.

5   Click **OK**.

Calling back remote users

Another method for confirming the identity of a remote user is to use the Callback feature. This feature works only for modem connections. When a remote user attempts to connect to the host over a modem, the host computer terminates the connection, then calls back the remote computer at a pre-configured number. If the remote computer is not waiting for a connection at that number, the host cancels the session.

To configure a call back

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Callers tab, right-click the caller item that you want to configure, then click **Properties**.

4   On the Callback tab, check **Callback the remote user**.
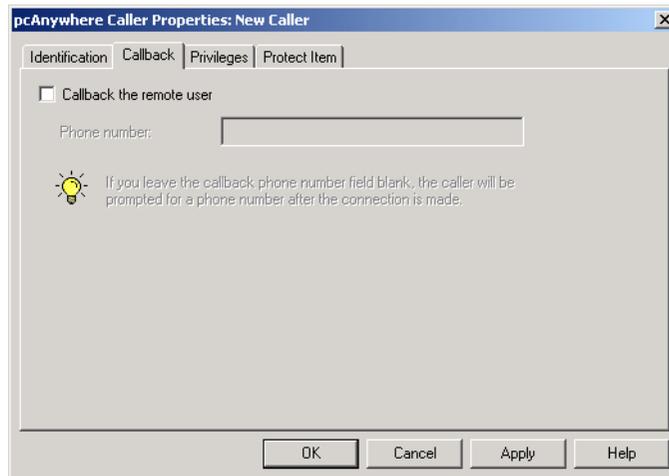
5   Type the telephone number for the remote modem.

6   Click **OK**.

Limiting access privileges

As a host, you can specify who can connect to your computer and what they are allowed to do. For example, you can set up your computer so that you can connect to it and have full access rights. You can also create

accounts on your computer to let your coworkers retrieve files, but restrict them from restarting your computer. This information is controlled in the Callers property page.

Depending on your operating system, you can also restrict users from accessing specific drives.

Specifying caller privileges

Caller privileges let you limit the level of access that a remote user has to your computer. You can control whether a user can perform certain functions, such as blanking your screen during a session, restarting your computer, or cancelling your host session.

Note that if you want to let a remote user synchronize or clone folders on your computer, you must enable both upload and download privileges.

You also have the option to limit the length of time that a user can stay connected. By setting time limits, you can protect your computer from a malicious user who wants to disrupt network service by overwhelming the server, as well as from innocent users who unintentionally forget to end a session.

To specify caller privileges

1   In the pcAnywhere Manager window, click **Hosts**.
2   Right-click the connection item you want to configure, then click **Properties**.
3   On the Callers tab, right-click the caller item that you want to configure, then click **Properties**.
4   On the Privileges tab, do one of the following:

    ■ Click **Superuser** to let the user have full access rights.

■   Click **Specify individual caller rights** to limit access rights, then check or uncheck the options you want to allow or restrict access to.
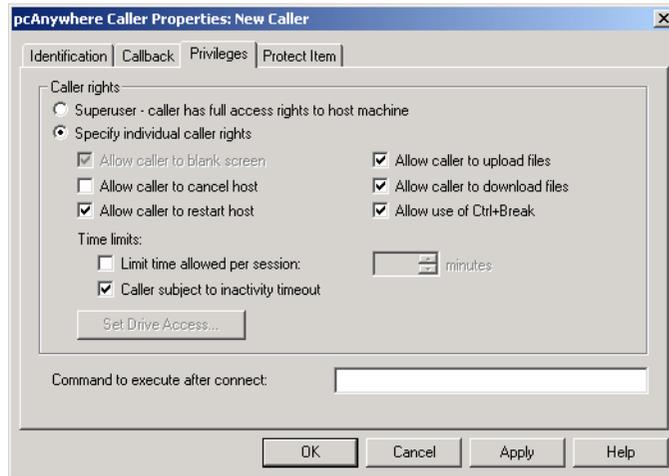
5   Specify whether you want to limit the duration of a session to a specified number of minutes or disconnect the host after a long period of inactivity.

6   To allow the remote user to run an automated task after logging on, type the command information needed to run the program.

7   Click **OK**.

Restricting access to computer drives

On Windows 9x and Windows ME, you can limit a user's access to certain areas of your computer, such as your hard drive. Note that Windows NT and Windows 2000 provide their own drive security, so this option is not available on those systems.

To restrict access to computer drives

1   In the pcAnywhere Manager window, click **Hosts**.

2   Right-click the connection item you want to configure, then click **Properties**.

3   On the Callers tab, right-click the caller item that you want to configure, then click **Properties**.

4   On the Privileges tab, click **Set Drive Access**.

5 Specify whether the user should have no access, read-only access, or full access to your floppy drives, local drives, network drives, or CD-ROM drives.
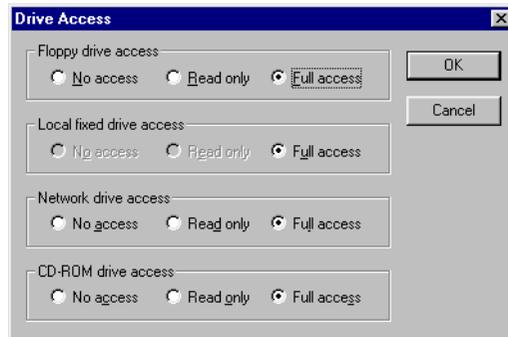
6 Click **OK** in all three dialog boxes.

Securing sessions

pcAnywhere provides a number of options that protect the privacy of your session and prevent others from inadvertently cancelling your session. These options are also useful if you plan to run a host session unattended.

To secure a session

1 In the pcAnywhere Manager window, click **Hosts**.

2 Right-click the host connection item that you want to configure, then click **Properties**.

3 On the Security Options tab, check **Blank PC screen after connection** to ensure the privacy of your session.

   When you check this option, others at the host site will not be able to view what is happening on the host monitor.

4 Do one of the following:

   ■ Click **Host and Remote** to let both users control the keyboard and mouse.

   ■ Click **Host** to lock the keyboard and mouse on the remote computer during a session.

   ■ Click **Remote** to lock the keyboard and mouse on the host computer during a session.

Select this option if you are running your host unattended and want to prevent others from interfering with your session.

5   To automatically cancel a session after a specified period of inactivity, check **Disconnect if inactive**.

6   Specify the time-out period.

7   Click **OK**.

Protecting your configuration settings

Once you have taken measures to prevent unauthorized users from connecting to your computer and have ensured that others cannot disrupt your session, whether intentionally or inadvertently, it is important to protect your configuration.

You can protect your connection items and your caller accounts by setting a password. Although it is important to choose a password that you can remember, be sure to choose a password that would not be easy for others to discover.

Making passwords case sensitive

Using numbers, special characters, and mixing upper and lower case letters in the password decreases the chances of someone discovering your password. By making passwords case sensitive, you can set a password that mixes upper and lower case letters. The remote user must type the password exactly the way that you specified it.

To make passwords case sensitive

1   In the pcAnywhere Manager window, right-click the host connection item you want to configure, then click **Properties**.

2   On the Security Options tab, check **Make passwords case sensitive**.

3   Click **OK**.

Protecting your connection items

Your host and remote connection items contain the information needed to establish a connection and run a session, including logon information and security settings. To prevent unauthorized users from tampering with your settings or launching a session without your permission, set a password for your host and remote connection items.

To protect a connection item

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts** to protect host connection items.

   ■   In the pcAnywhere Manager window, click **Remotes** to protect remote connection items.

2   Right-click the connection item that you want to protect, then click **Properties**.

3   On the Protect Item tab, type a password.
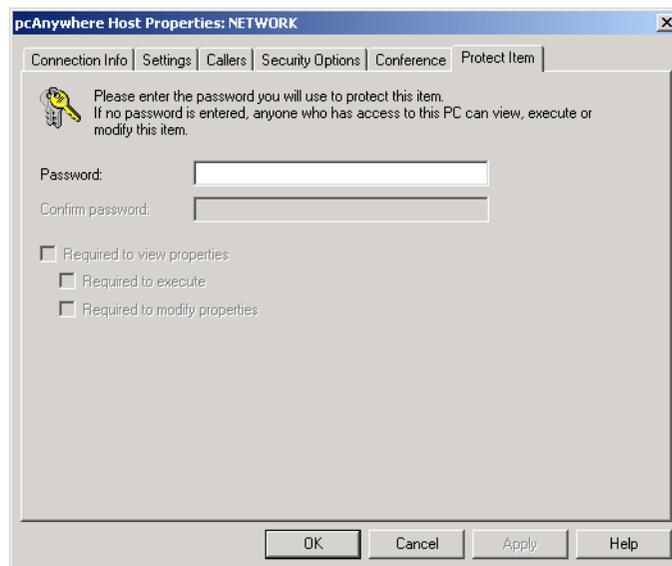
4   Retype the password for confirmation.

5   Specify which actions should require a password.

6   Click **OK**.

Protecting your caller accounts

Even if you have protected your connection items, you should also set a password for your caller accounts to prevent users who might be authorized to view your other settings from changing user passwords and access privileges. The procedures for protecting a caller account are similar to the procedures for protecting a connection item.

For more information, see "Protecting your connection items" on page 105.

CHAPTER 8

Using encryption to protect data

Modern methods of computer cryptography use complex mathematical algorithms to code and decode data. This process of coding and decoding is called encryption. Symantec pcAnywhere uses a combination of encryption methods to ensure that the data you send cannot be read or altered by unauthorized users while in transit.

This chapter contains the following:

■ What is encryption
■ What are the most common encryption methods
■ Understanding the trade-offs
■ How pcAnywhere works with encryption
■ Setting up encryption on your computer

What is encryption

Encryption is a method of encoding data so that only those who have the code can decipher the data. Computer encryption uses mathematical algorithms to encode the data, usually by substituting or scrambling characters or strings of characters. The encrypted data is sent with a cryptographic key, which contains the information needed to decipher the code and unscramble the data.

What are the most common encryption methods

The two most common forms of encryption are symmetric and public-key. Each method has unique advantages and disadvantages. The most effective forms of encryption use a combination of both.

What is symmetric encryption

Symmetric encryption encodes and decodes data using the same cryptographic key. When you send data using this method, both the sender and the recipient share the same key.

This encryption method is generally faster than other methods, but it is not without risk. Because the key is sent with the data, it is important to distribute the key securely. It is possible for someone to intercept the data and discover the key. An even greater threat is the possibility that someone could alter the data without either the sender or recipient's knowledge. The recipient has no way of verifying that the data actually came from the person who sent it.

What is public-key encryption

Public-key encryption encodes and decodes data using key pairs. A public key encodes the data, and a matching private key decodes it. Both the sender and the recipient each have a key pair. Neither person distributes the private key, so there is no danger of someone else seeing it. When you send data using this method, the data is encoded on your computer using the recipient's public key and decoded on the recipient's computer using the recipient's private key.

Public-key encryption uses certificates to ensure the secure distribution of the public keys. Certificates are digital documents that are issued by a certificate authority. They contain information needed to confirm the identity of the person who holds the public key, as well as the authority that issued it.

This encryption method is more secure than symmetric encryption because the key needed to decode the data is never shared. However, this method is much slower than symmetric encryption.

Understanding the trade-offs

When deciding whether to use encryption and which method to use, you must balance performance with the need for security. Using strong encryption can protect the privacy and integrity of your data. However, it can also slow performance because stronger encryption requires more resources to process and transfer the data.

Sometimes protecting the security of the data is far more important than sacrificing performance. If the data you are sending is highly confidential or sensitive, and you want to ensure that it came from the right sender, and that it has not been viewed by unauthorized users or been otherwise tampered with, use strong encryption.

If the security of the data is not as important to you as knowing that it came from the right source, you might consider encrypting only the user name and password to enhance performance.

If you are using a secure network to transfer data to another user on the same network, you might not need to use encryption at all.

How pcAnywhere works with encryption

pcAnywhere uses a combination of symmetric and public-key encryption. By combining both techniques, pcAnywhere takes advantage of the strengths of each method: speed and security.

pcAnywhere supports three types of encryption:

- Public-key
- Symmetric
- pcAnywhere

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

Using public-key encryption in pcAnywhere

If you choose public-key encryption, pcAnywhere uses a public-key certificate file or store to verify the identity of the person attempting to connect and send data, then uses the faster symmetric encryption to secure the session.

Some configuration is required to ensure that both the host and remote users have access to the appropriate key pairs. Host and remote users must provide each other with their certificates and set up a certificate store, containing the certificates of those users who will connect their computers.

The host and remote users should be configured with the common name from their certificates. When a connection is attempted, the common name for the host and the remote are verified for authenticity.

pcAnywhere provides an Encryption Wizard to guide you through the process of setting up private-key encryption.

For more information, see

What are certificates

Certificates are data documents that contain identification information including the person's name, public key, and data signature of the certificate authority that issued the certificate.

pcAnywhere requires that you use Microsoft-compatible certificates. You can obtain personal certificates (or key pairs) from a commercial certificate authority or from an internal certificate server.

After a certificate has been installed, it appears in the Private Key list on the host and remote connection item's Security Options property page.

What is a certificate store

A certificate store is a secure database, containing one or more certificates. To locate the public key for a session, pcAnywhere searches the certificate store for the certificate that belongs to the remote user.

pcAnywhere can use any of the following file formats as a certificate store:

- Microsoft-compatible certificate store
- PKCS#7 cryptographic message
- Certificate obtained from the certificate authority

Using symmetric encryption in pcAnywhere

If you choose symmetric encryption, pcAnywhere generates a unique public key and uses this key to encrypt and safely distribute the symmetric key used to encrypt the session. Because the public key is not obtained from a certificate authority, it does not provide the level of user authentication that public-key encryption does. However, you can offset this factor by using pcAnywhere's caller authentication features.

For more information, see "Preventing unauthorized access" on page 95.

The Symmetric encryption level is available on any operating system that supports CryptoAPI, such as Windows NT 4.0. For the Windows 95 operating system, CryptoAPI 1.0 is available with OSR2 or with Microsoft Internet Explorer 3.0 and higher.

Using pcAnywhere encryption

pcAnywhere encryption applies a simple transformation to data so that the data stream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcAnywhere that do not support public-key encryption.

Setting up encryption on your computer

You can choose one of the three types of encryption supported by pcAnywhere or choose no encryption. Both the host and remote users should choose the same level of encryption. Either user can deny a connection if the other is using a lower level of encryption. To increase performance, the host can encrypt just the remote user's identification and password rather than the whole session.

Setting up pcAnywhere or symmetric encryption

The procedures for setting up pcAnywhere and symmetric encryption are virtually identical because neither method uses certificates. pcAnywhere encryption is intended for users who do not have access to a cryptographic service provider or want to connect to a computer that uses an older version of pcAnywhere that does not support a higher level of encryption. Choose symmetric encryption if you have access to a cryptographic service provider, but do not have a certificate authority.

To set up pcAnywhere or symmetric encryption

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts** to set up encryption on the host computer.

   ■   In the pcAnywhere Manager window, click **Remotes** to set up encryption on the remote computer.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Security Options tab, select either the pcAnywhere or Symmetric encryption level.

4   Check **Deny lower encryption level** to automatically disconnect if the computer you want to connect to is using a lower level of encryption.

5   If you are a host user and want to increase performance by encrypting only the remote user's identity, check **Encrypt user ID and password only**.

6   Click **OK**.

Setting up public-key encryption

You must set up a certificate store, which contains the information needed to confirm the identify of the users who will connect to your computer. You must also provide information about the encryption key pairs and what to do if you connect to a computer that uses a lower level of encryption.

pcAnywhere also provides a wizard to guide you through the configuration process.

Setting up the certificate store

When using public-key encryption, both the host and remote users must provide their certificates to each other, so they can add this information to their certificate stores.

To set up the certificate store

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Encryption tab, specify the path and name of the file containing the certificate information for the computer to which you want to connect.

3   Click **OK**.

Setting up key pairs

Public-key encryption provides the highest level of security and requires both the host and remote users to have a public key issued by a certificate authority, which sends the information to the cryptographic service provider.

To set up key pairs

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts** to set up key pairs on the host computer.

   ■   In the pcAnywhere Manager window, click **Remotes** to set up key pairs on the Remote computer.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Security Options tab, click **Public-Key** in the encryption level list box.

4   Check **Deny lower encryption level** to automatically disconnect if the computer that you want to connect to is using a lower level of encryption.

5   If you are a host user and want to increase performance by encrypting only the remote user's identity, check **Encrypt user ID and password only**.

6   In the **Private Key Container** list, select the name of the certificate authority assigned to the your private key.

7   In the **Certificate Common Name** box, type the common name of the certificate provided by the certificate authority.

   This information is case sensitive. Type the name exactly as you provided it to the certificate authority.

8   Click **OK**.

Using the Encryption Wizard

Setting up public-key encryption is more complicated than other types of encryption. pcAnywhere provides an Encryption Wizard to guide you through the process.

To use the wizard

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts** to set up encryption on the host computer.

   ■   In the pcAnywhere Manager window, click **Remotes** to set up encryption on the remote computer.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Security Options tab, click **Public-Key** in the encryption level list box.

4   Click **Encryption Wizard**.

5   Follow the prompts in the wizard.

6   When you are finished, on the Security Options tab, click **OK**.

9

Monitoring and recording sessions

Network administrators and other IT professionals can use the logging and recording features in pcAnywhere to monitor security and performance and to troubleshoot problems. There are a number of reasons why you might want to monitor or record a session. For example, you can check a log to confirm whether your automatic file transfer completed successfully. If you leave your host running unattended, you can check the log file to see which files and programs were opened during a remote control session.

This chapter contains the following:

- Monitoring events in pcAnywhere
- Managing log files
- Recording host sessions

Monitoring events in pcAnywhere

Event logging in pcAnywhere lets you monitor session activities and track performance issues behind the scenes. For security purposes, you can log information about failed logon attempts, how many host sessions are running, or whether sensitive files have been accessed.

Although logging can be a useful tool, be aware that tracking some types of events, such as logging every file that is opened on the host, can degrade performance. If you select an event that could affect performance, you will be prompted to confirm the action.

Depending on your operating environment, you can choose to send information events that occurred during a session to a pcAnywhere generated log file, NT or Windows 2000 event log, or a system network management protocol (SNMP) monitor.

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

Generating a pcAnywhere log file

If your operating system does not provide logging capabilities or if you want to maintain a separate log file for pcAnywhere events, you can enable pcAnywhere log generation. You can choose to record the file on your local computer or record it on a central server.

To generate a pcAnywhere log file

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Event Logging tab, check **Enable pcAnywhere log generation**.
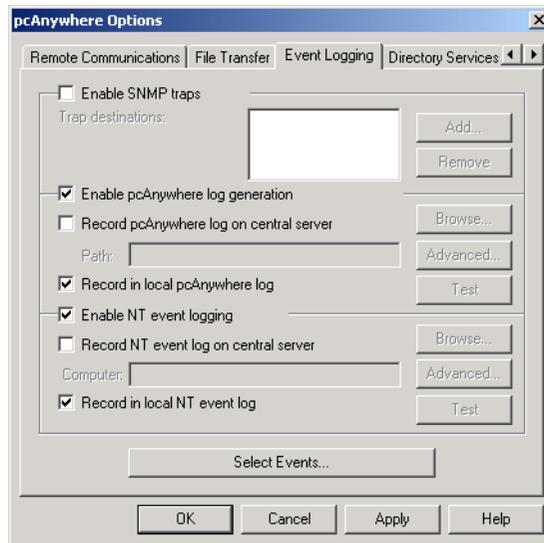
3   Specify whether you want to generate the log file on a central server or in the pcAnywhere directory on the local computer.

   If you want to maintain the log file on a central server, you must specify the location of the server and any necessary logon information.

For more information, see "Sending logging information to a central server" on page 118.

4 Click **Select Events**.

5 Select the events that you want to log.

Selecting some types of events, such as Host Executable Launched and Host File Access can degrade system performance. To limit the impact, pcAnywhere only tracks the following types of application files: *.exe, *.cmd, *.bat, and *.cmd. You can also limit the types of files that are logged, by specifying the file extensions.

For more information, in the Select Events to Log dialog box, click Details, then follow the on-screen instructions.

6 In the Select Events to Log dialog box, click **OK**.

7 In the pcAnywhere Options dialog box, click **OK**.

8 Click **OK** in both windows.

Logging events on Windows NT and Windows 2000

If you are using pcAnywhere on a Windows NT or Windows 2000 computer, you can add logging information about pcAnywhere specific events to the Windows Event Viewer.

To record pcAnywhere events in the Windows Event Viewer

1 In the pcAnywhere Manager window, click **Tools > Options**.

2 On the Event Logging tab, check **Enable NT event logging**.

3   Specify whether you want to send the logging information to the Event Viewer on a central server or to the Event Viewer on the local computer.

If you want to maintain the log file on a central server, you must specify the location of the server and any necessary logon information.

For more information, see "Sending logging information to a central server" on page 118.

4   Click **Select Events**.

5   Select the events that you want to log.

Selecting some types of events, such as Host Executable Launched and Host File Access can degrade system performance. To limit the impact, pcAnywhere only tracks the following types of application files: *.exe, *.cmd, *.bat, and *.cmd. You can also limit the types of files that are logged, by specifying the file extensions.

For more information, in the Select Events to Log dialog box, click Details, then follow the on-screen instructions.

6   In the Select Events to Log dialog box, click **OK**.

7   In the pcAnywhere Options dialog box, click **OK**.

Sending logging information to a central server

If others need to view the information in the log or if you have limited resources on the local computer to store a large log file, you can opt to generate pcAnywhere logging information on a central server.

To send logging information to a central server

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Event Logging tab, do any of the following:

- Check Enable pcAnywhere log generation.
- Check Enable NT event logging.

3   Under the logging option that you selected, do one of the following:

- Check **Record pcAnywhere log on central server** to generate a pcAnywhere log file on the server.
- Check **Record NT event on central server** to record pcAnywhere events in the Windows Event Viewer on the server.

4   Specify the path to the server.

5   Click **Advanced**.

6   In the Authentication Information dialog box, specify the information
     required to log on to the server, including user name, password, and, if
     applicable, domain name.

7   Click **OK** in both windows.

Managing log files

The pcAnywhere generated log file contains information about activities
that occurred during a remote control session. Using this information, you
can create reports to track security or performance issues or gather billing
information.

Once you create a report, you can remove or archive older information
contained in the log file. Even if you do not want to generate a report, you
should remember to periodically archive or delete older log information to
free up disk space.

Creating an activity log report

An activity log report is a chronological listing of the session events
contained in a pcAnywhere generated log file. This information can be
useful for security, troubleshooting, or billing purposes.

pcAnywhere provides three options for report formats. Fully formatted
reports contain the most information, including a listing of all possible
events and how frequently they occurred. Data only formats list only the
events that occurred during the session. You can choose between comma
deliminated or fixed field (tabular) formats.

To create and view a log report

1   In the pcAnywhere Manager window, click **Tools > Activity Log
     Processing**.

2   Click **Report**.

3   Select the pcA event log file (*.pl9).

4   Click **Open**.

5   Select a format for the report.

6   Specify the date range for the report.

7   Click **OK**.

8   Type a name for the report.

Fully formatted reports use a .log extension. Comma deliminated reports use a .csv extension. Fixed field reports use a .txt extension.

9   Click **Save**.

10   If you want to view the file, in the confirmation dialog box, click **Yes**.

11   Click **OK**.

Archiving or deleting logged information

pcAnywhere generated log files are not cleared automatically. New log information is appended to these log files, causing them to increase in size. When a log file becomes too large, you can archive or delete older data.

To delete or archive log file data

1   In the pcAnywhere Manager window, click **Tools > Activity Log Processing**.

2   Click **Archive/Delete**.

3   Select the pcA event log file (*.pl9), then click **Open**.

4   Specify the date range for the data that you want to archive or delete.

5   Specify what you want to do with the data that falls within the specified date range.

You can choose to copy and delete. The data will be copied to an archive file, then removed from the source log file.

6   Click **OK**.

7   If you are creating an archive file, specify a file name and destination.

8   Click **Save**.

Recording host sessions

Recording a session on a host is a useful security tool, especially if you are running the host unattended. You can set up the host to begin recording automatically as soon as a connection is established, so you can review every action that the remote user has performed on the host.

To record a remote control session on a host, you must set up your computer to begin recording as soon as the connection is made. This option applies globally to all sessions, and is controlled in the Host Operations property tab.

To record a host session automatically

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Host Operation tab, check **Record host session for later playback**.

3   Specify the location on the host where you want to store the recording.

Some host servers require a password to save files on the system.

To specify logon information

1   On the Host Operation tab, click **Advanced**.

2   Type the information needed to access the directory in which you want to store the recording.

For more information, see "Replaying recorded sessions" on page 71.

4

Customizing settings

- Customizing Symantec pcAnywhere options
- Customizing connection devices

C H A P T E R 10

Customizing Symantec pcAnywhere options

You can customize pcAnywhere to improve performance, increase security, and manage connections. Some of these options are intended for network administrators and other advanced users. Depending on your work environment, your network administrator might restrict you from modifying some settings. When in doubt about whether you should perform a procedure, consult your network administrator.

This chapter contains the following:

- Viewing or modifying pcAnywhere settings
- Configuring host options
- Configuring remote options
- Using directory services

Viewing or modifying pcAnywhere settings

pcAnywhere lets you manage the default preferences for host and remote connections, file transfer, logging, and other functions from one location. These options apply globally to all sessions, unless you override them during a session. Changes you make to the configuration during a session affect only that session.

To view or change pcAnywhere options

1   In the pcAnywhere Manager window, click **Tools > Options**.
2   On the pcAnywhere Options dialog box, click the tab that you want to view or modify.
3   When you are finished, click **OK**.

The settings in the pcAnywhere Options dialog box are grouped by tabs. This table explains where to find the settings that you need.

Tab	Explanation	For more information, see
Host Operation	Controls basic host operations, such as host name and video settings.	"Controlling host operations" on page 127.
Remote Operation	Controls performance and display settings for remote sessions.	"Configuring remote operations" on page 130.
Host Communications	Contains customization options for modem and network connections on the host.	"Controlling host communications" on page 129.
Remote Communications	Contains customization options for modem and network connections on the remote.	"Controlling remote communications" on page 130.
File Transfer	Controls file transfer settings.	"Changing file transfer preferences" on page 81.
Event Logging	Enables logging of events that occur during pcAnywhere sessions.	"Monitoring events in pcAnywhere" on page 115.
Directory Services	Controls settings for using a directory service to find hosts.	"Using directory services" on page 131.
Remote Printing	Contains settings for configuring remote printing.	"Printing remotely" on page 37.
Encryption	Specifies certificate information required for public-key encryption.	"Setting up public-key encryption" on page 112.

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

Option sets can be used as templates for custom installation packages. They can also be used as the default preferences for the local computer. For example, if you work in different locations, you can avoid changing

the default settings each time you change locations. Create an option set for each location, then apply it when you arrive.

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

Configuring host options

Use the Host Operation tab to control basic host settings, specify a host name, select the video mode, or set the host to record remote control sessions automatically.

Use the Host Communications tab to view or customize modem or network settings.

Controlling host operations

pcAnywhere uses the Windows computer name or IP number as the default host name. Your system administrator might determine this setting for you.

The video setting you choose depends on the type of video card that you have. The default setting is Accelerator Enabled, which maximizes speed and performance. If you experience video problems or distortions during a

session, change the video setting to Compatibility. This option is slower, but works for most video cards.
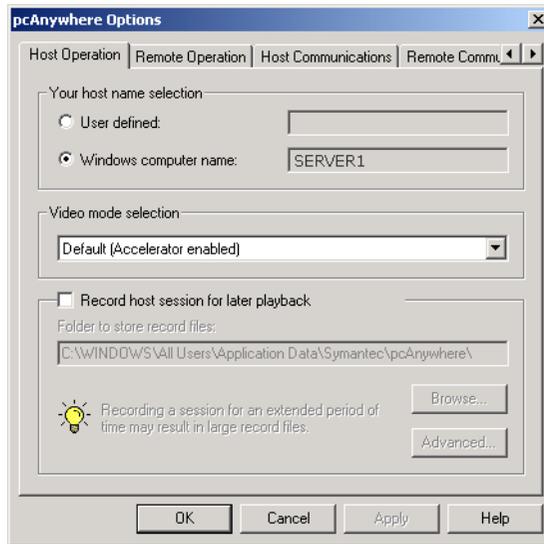
If you want to monitor activities on the host, configure the host to record sessions for later playback.

For more information, see "Recording host sessions" on page 120.

Controlling host communications

If a modem is installed and configured properly on the operating system, host users can customize the dial-up properties, specifying on what ring to answer an incoming call.
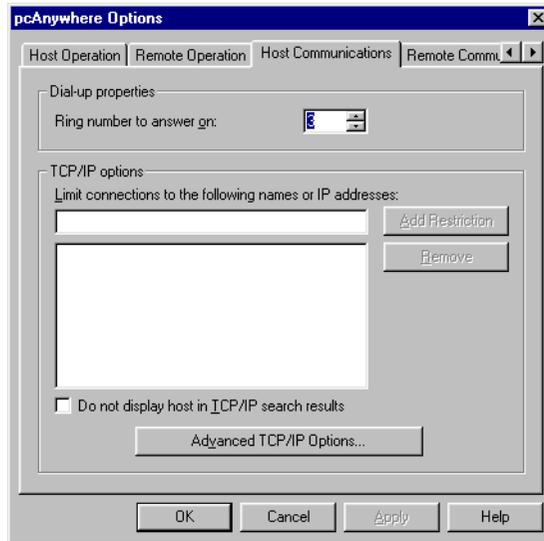
Network administrators can create an access list of TCP/IP addresses or subnets to restrict unauthorized users from connecting to the host server.

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

Configuring remote options

Use the Remote Operation tab to control performance and display settings for remote control sessions. You can control the size of the host desktop, reduce the number of colors that are displayed, as well as other settings to improve performance and navigation.

Use the Remote Communications tab to view or customize modem or network settings.

Configuring remote operations

Screen resolution and color level have a direct impact on performance. Other factors include cache file size. pcAnywhere stores data in a cache file to avoid resending the same data over the connection, thus improving performance. The size of the cache file depends on available disk space. pcAnywhere never uses more than 50 percent of available disk space for a cache file.

If you connect to multiple hosts at the same time, consider reducing the cache file size to ensure that there is sufficient cache for each host session.

For more information, see "Connecting to multiple hosts" on page 67.
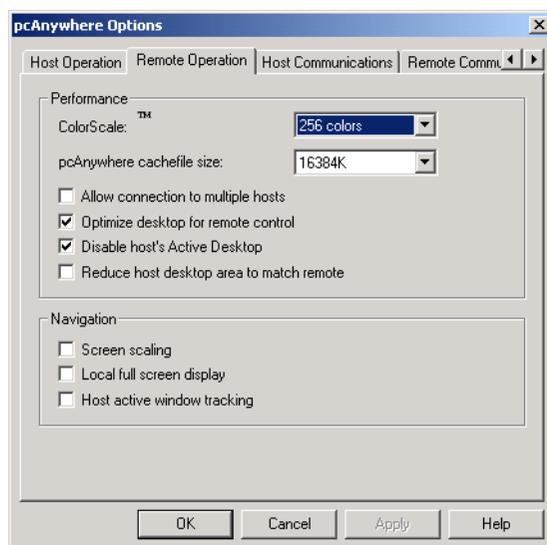
pcAnywhere includes an Optimization Wizard to assist you in selecting the right settings to improve performance.

For more information, see "Improving performance" on page 39.

Controlling remote communications

If a modem is installed and configured properly on the operating system, remote users can customize dialing information, specifying calling card information and unique dialing instructions per location. Modem settings are controlled in the Modems Properties dialog box in Windows. However, you can also access these settings directly from pcAnywhere.

To access dialing properties

1   In the pcAnywhere Manager window, click **Tools > Options**.

2   On the Remote Communications tab, click **Change** to modify dialing properties or add a new location.

    For more information, consult the Windows documentation.
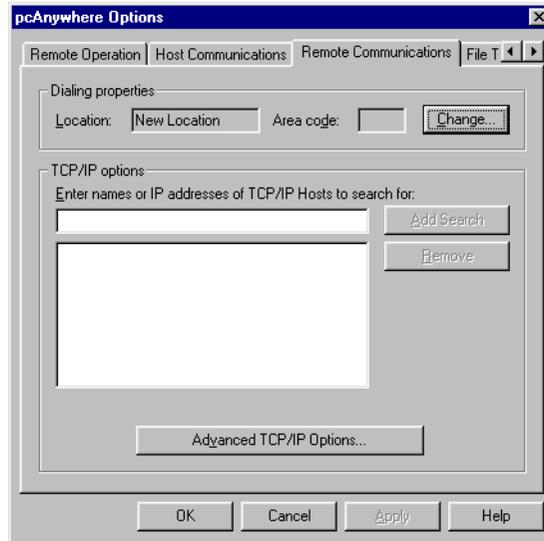
3   In the pcAnywhere Options dialog box, click **OK**.

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

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

Using directory services

Directory servers manage information about network users and resources. Network administrators can use the Directory Services tab to configure a directory server.

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

11

Customizing connection devices

Before you can use pcAnywhere to connect to another computer, you must configure a host or remote connection item, depending on whether you want to let others connect to your computer or whether you want to control another computer remotely. One of the first steps in configuring a connection item is to choose a connection device. A connection device is the type of hardware a computer uses to handle connections. In most cases, you can use the default settings for these devices; however, some devices do require specific information from you. This information is configured on the connection item Connection Info tab.

For more information, see "Setting up a host computer" on page 47 and "Setting up a remote connection" on page 57.

This chapter contains the following:

- Customizing network connections
- Customizing modem connections
- Customizing ISDN connections
- Customizing European ISDN connections
- Customizing direct connections
- Configuring infrared connections

Customizing network connections

Most pcAnywhere host and remote network connections use TCP/IP. Network administrators who use pcAnywhere to manage servers can also use the SPX or NetBIOS protocol, depending on the network environment.

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

By default, TCP/IP, SPX, and NetBIOS remote network connections are configured to connect to a host over a LAN. If your remote computer is not connected to a LAN, you can use dial-up networking to gain access. To do so, you must have an Internet Service Provider (ISP), remote access server account (RAS), or a Virtual Private Network (VPN) account. This type of connection is called dial-up networking or remote access.

Customizing modem connections

If a modem is installed and properly configured on your computer, pcAnywhere will automatically detect it and add it to the list of connection devices in the Connection Info tab. Choose this modem definition for modem connections.

Use the Windows control panel to add, configure, or modify the settings of a modem. Generally, you should use the default modem settings; however, you can select custom settings for pcAnywhere sessions.

Configuring dialing properties

Depending on your location and telephone service, you might need to specify additional dialing information to connect to another computer over a modem. This information might include calling card information, a special prefix for connecting to an outside line, or the code to use to disable call waiting. If you work in multiple locations, you can set up unique dialing properties for each location, so you can quickly change dialing preferences.

Dialing properties are controlled in the Windows Modem Properties dialog box; however, you can also access this information in pcAnywhere.

For more information, see "Controlling remote communications" on page 130.

Customizing modem settings

Modem settings are controlled in the Modem Properties dialog box in Windows. You can customize these settings for pcAnywhere without changing your default preferences in Windows. Custom settings temporarily override the modem properties that are configured in the Windows Modem Properties dialog box and affect only the pcAnywhere sessions that use the customized connection item.

This table explains the settings that you can customize.

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

For more information, consult the documentation that came with your modem or the Windows documentation.

To customize modem connections

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts**.

   ■   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Connection Info tab, select the modem device that you want to use.

4   Click **Details**.

5 Modify the settings that you want to change.
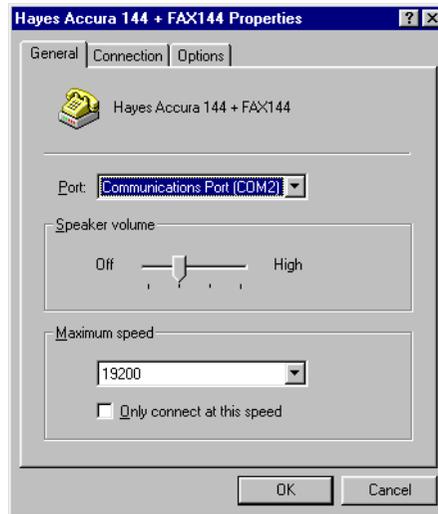
6 Click **OK**.

7 In the Connection Info dialog box, click **OK**.

Customizing ISDN connections

If an ISDN device is installed and properly configured on your computer, pcAnywhere will automatically detect it and add it to the list of connection devices in the Connection Info tab. Choose this modem definition, if you are using ISDN in any location except Europe.

If you are using ISDN in Europe, you must select ISDN via CAPI.

For more information, see "Customizing European ISDN connections" on page 137.

An ISDN device works much like a modem, except that it uses digital signals to transmit and receive data. The configuration requirements are similar.

For more information, see "Customizing modem connections" on page 134.

Customizing European ISDN connections

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

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

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

To customize European ISDN connections

1   In the pcAnywhere Manager window, click either **Hosts** or **Remotes**.
2   Right-click the connection item that you want to configure, then click **Properties**.
3   On the Connection Info tab, check **ISDN via CAPI**.
4   Click **Details**.
5   Configure the settings that you want to use.
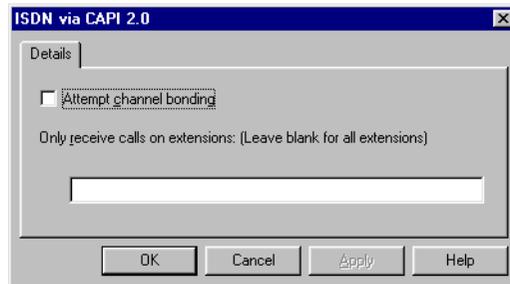
6   Click **OK**.
7   In the Connection Info dialog box, click **OK**.

Customizing direct connections

If the computer you want to connect to is nearby, you can connect the two computers directly, using an appropriate cable for your port. Direct connections require either a parallel (LPT) or a serial (COM) port.

Windows 9x and Windows ME support both parallel and serial connections. Although you can use either type of connection, parallel connections are preferred, because they are faster than serial connections.

Configuring parallel LPT connections

To use a parallel connection, you must configure the parallel port in the BIOS for bi-directional operations and use a bi-directional parallel cable.

For more information, consult the Windows documentation or see your network administrator.

Customizing serial COM port connections

Windows NT and Windows 2000 do not support parallel connections. On these operating systems, you must use a serial, COM port. Generally, you can use the default settings for the COM port, but if performance is an issue, you can customize these settings.

COM ports use a null modem cable, so the settings for a COM port resemble modem settings. For direct connections, the settings on both computers must match. This table explains the port settings that you can control.

Setting	Explanation	Default setting
Speed	Controls the speed of the connection. Most newer computers can handle speeds of 38,400 or greater.	38,400
Parity	Checks for errors on the communications line. To increase performance, select None. Most operating systems and modems have their own methods of validating data integrity.	None

Setting	Explanation	Default setting
Flow control	Controls the flow of information between computers. For direct and modem connections, use RTS/CTS. RTS is a request to send status message, used to verify that the computer is ready to receive information. CTS is a clear to send status message, used in response to an RTS message.	RTS/CTS
Started by	Controls the method by which a session begins.	Carrier detect (DCD)
Ended by	Controls the method by which a session ends.	Carrier detect (DCD)

To customize settings for COM ports

1   Do one of the following:

   ■   In the pcAnywhere Manager window, click **Hosts**.

   ■   In the pcAnywhere Manager window, click **Remotes**.

2   Right-click the connection item that you want to configure, then click **Properties**.

3   On the Connection Info tab, select the COM port that you want to use.

4   Click **Details**.

5 Select the connection preferences that you want to use.
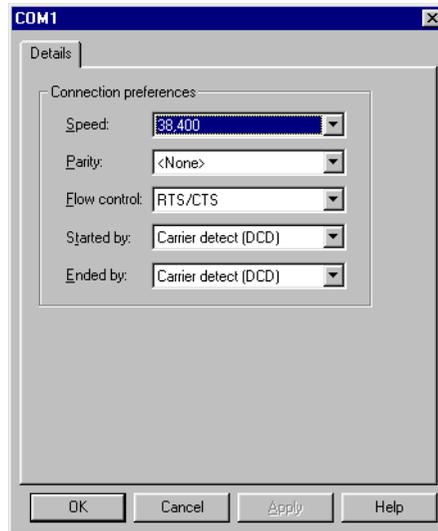
6 Click **OK**.

7 In the Connection Info dialog box, click **OK**.

Configuring infrared connections

If a Microsoft-compatible infrared device is installed and configured properly on your computer, pcAnywhere automatically detects it and lists the device in the Connection Info tab.

For more information, see the Windows documentation.

S U P P O R T

Service and support solutions

Service and support information is available from the Help system of your Symantec product. Click the Service and Support topic in the Help index.

Technical support

Symantec offers several technical support options:

- StandardCare support

  Connect to the Symantec Service & Support Web site at http://service.symantec.com, then select your product and version. This gives you access to product knowledge bases, interactive troubleshooter, Frequently Asked Questions (FAQ), and more.

- PriorityCare, GoldCare, and PlatinumCare support

  Fee-based telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service at (800) 554-4403 and request document 933000.

  For telephone support information, connect to http://service.symantec.com, select your product and version, and click Contact Customer Support.

- Automated fax retrieval

  Use your fax machine to receive general product information, fact sheets, and product upgrade order forms by calling (800) 554-4403. For technical application notes, call (541) 984-2490.

Support for old and discontinued versions

When a new version of this software is released, registered users will receive upgrade information in the mail. Telephone support will be provided for the old version for six months after the release of the new version. Technical information may still be available through the Service & Support Web site (http://service.symantec.com).

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will be available for discontinued products from the Service & Support Web site only.

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Visit Symantec Customer Service online at http://service.symantec.com for assistance with non-technical questions and for information on how to do the following:

■ Subscribe to the Symantec Support Solution of your choice.

■ Obtain product literature or trialware.

■ Locate resellers and consultants in your area.

■ Replace missing or defective CD-ROMS, disks, manuals, and so on.

■ Update your product registration with address or name changes.

■ Get order, return, or rebate status information.

■ Access customer service FAQs.

■ Post a question to a Customer Service representative.

For upgrade orders, visit the online upgrade center at: http://www.symantec.com/upgrades/ or call the Customer Service Order Desk at (800) 568-9501.

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Technical support and customer service solutions vary by country. For information on Symantec and International Partner locations outside of the United States, please contact one of the service and support offices listed below, or connect to http://www.symantec.com, select the country you want information about, and click Go!

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C.P. 01900	
México	

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When you near the end of your virus protection subscription, you will be prompted to subscribe when you start LiveUpdate. Simply follow the instructions on the screen. After your free subscription ends, you must renew your subscription before you can update your virus protection. Renewal subscriptions are available for a nominal charge.

To order a subscription, do one of the following:

- Visit our Web site at: http://www.shop.symantec.com.
- Outside the United States, contact your local Symantec office or representative.

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February 2001

pcAnywhere v10.0
Disk Replacement Form

DISK REPLACEMENT: After your 60-Day Limited Warranty, if your CD-ROM becomes unusable, fill out and return 1) this form, 2) your damaged disks, and 3) your payment (see pricing below, add sales tax if applicable), to the address below to receive replacement disks. *DURING THE 60-DAY LIMITED WARRANTY PERIOD, THIS SERVICE IS FREE.* You must be a registered customer in order to receive disk replacements.

FOR DISK REPLACEMENT

Please send me: ___ CD-ROM (replacement)

Name _____

Company Name _____

Mailing Address _____

City _____ State _____ Zip/Postal Code _____

Country* _____Daytime Phone _____

Software Purchase Date _____

*This offer limited to U.S., Canada, and Mexico. Outside North America, contact your local Symantec office or distributer.

Briefly describe the problem:_____
_____

Disk Replacement Price	$ 10.00	**SALES TAX TABLE: AZ (5%), CA (7.25%), CO (3%), CT (6%), DC (5.75%), FL (6%), GA (4%), IA (5%),**
Sales Tax (See Table)	_____	**IL (6.25%), IN (5%), KS (4.9%), LA (4%), MA (5%), MD (5%), ME (6%), MI (6%), MN (6.5%), MO (4.225%),**
Shipping & Handling	$ 9.95	**NC (6%), NJ (6%), NY (4%), OH (5%), OK (4.5%), PA (6%), SC (5%), TN (6%), TX (6.25%), VA (4.5%), WA (6.5%), WI**
TOTAL DUE	_____	**(5%). Please add local sales tax (as well as state sales tax) in AZ, CA, FL, GA, MO, NY, OH, OK, SC, TN, TX, WA, WI.**

FORM OF PAYMENT ** (Check One):

___ Check (Payable to Symantec) Amount Enclosed $ _____   __ Visa   __ Mastercard   __ American Express

Credit Card Number _____Expires _____

Name on Card (please print) _____ Signature _____

**U.S. Dollars. Payment must be made in U.S. dollars drawn on a U.S. bank.

MAIL YOUR DISK EXCHANGE AND/OR DISK REPLACEMENT ORDER TO:

Symantec Corporation
Attention: Order Processing
175 West Broadway
Eugene, OR 97401-3003
Please allow 2-3 weeks for delivery within the U.S.

symantec™

Get a parallel cable

pcAnywhere can make connections over a wide range of protocols, including modems, network, Internet, ISDN, and direction connections.

The parallel cable allows you to direct-connect two computers using parallel ports. A parallel cable significantly increases the performance of pcAnywhere when using a parallel port to connect two computers. It facilitates the file transfer and synchronization of two computers, as well as pcAnywhere training. If you need this parallel port cable, you can order it through the address below for $9.95.

Shipping and Handling is Free. Offer good only in U.S. and Canada.

pcAnywhere Version 10.0

✂ ─

Send to:

Symantec Corporation

Attn: Order Services

175 W. Broadway

Eugene, OR 97401

1-800-441-7234

(Choose Corporate Support Option)

Parallel Cable Price: 9.95

Sales Tax: + _____

TOTAL DUE: = _____

Name (please print): _____

Mailing Address: _____

City:_____

State: _____ Zip:_____

Daytime Phone:_____

Form of Payment (Check One)

___ Check Payable to Symantec   ___ Visa   ___ Mastercard   ___ American Express

Credit Card Number _____ Expires_____

Name on card _____

Signature _____

Please allow 4-6 weeks for delivery. Limit one per name, address, and household.
Promo Code: PCACHORD

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