

# Re: RealVNC

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- *From:* Iakov <Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Fri, 24 Aug 2007 13:50:01 -0700
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I realized I misread you after my reply, but your additional clarification helps a lot. I have opened 5800 and 5900 for inbound TCP on the server and will test with the vendor at a later date.

Let's see what I can find in ISA log...

"Luka Manojlovic" wrote:

No, it's not like that. If we are talking about RealVNC it goes this way (although settings can be changed):  
Default listening port for RealVNC server that runs on the machine on which we want to connect using RealVNC clinet is 5900.  
Then there is default Java listening port on port 5800 on the client machine that we want to connect to.  
And then "other"party – not the client can run RealVNC Viewer in so called listening mode – that is used when client that we want to help and has RealVNC server installed is behind the firewall. This RealVNC viewer in listinening mode is "listening" on port 5500.

I suggest that you check your ISA logs to see what is happening when you start this software. Check ISA log for connection attempts ISA is blocking.

Luka

"Iakov" <Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:FE41D937-CA97-45B9-87DF-5ECF856CA412@xxxxxxxxxxxxxxxxxxxx>

I thought the RealVNC regular client listened on port 5900 and RealVNC web-based Java client listened on 5800 and so I opened 5900 and 5800 for both inbound and outbound on the Services page of CEICW. When those failed the

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vendor said he was using port 5500. I opened that too for inbound and outbound, and so at one point I had three ports opened simultaneously, but the result was the same as I indicated in my post whether I tried to connect from the SBS console or from a user's desktop.

I suggest that your vendor uses RealVNC Viewer in listening mode and your client in the network installs RealVNC server.

I don't have any say in what they use. They use their current setup for tens of clients all day, and so I doubt one client's problems is going to change their procedure. This is exactly what happens:

I visit their website and click a link, Remote Support  
A dialog box pops up to Run / Save / Cancel a 176KB support.exe file  
After that's installed, a web page lists all the extensions of their help desk  
I select, say, 100, for the person I spoke to  
VNC pops "Trying to connect to remote assistant"

At that point my session is supposed to appear on their screen, and off we go, but that doesn't happen. Although their computer waits for mine to contact and give them control of my desktop, my client eventually changes to "WinVNC is Listening" after about five minutes. And so I guess they are in server mode initially, and when we fail to connect, my client changes to server mode? Whatever the case, I had 5500, 5800, 5900 all opened at one point, but still no luck.

"Luka Manojlovic" wrote:

That is not correct.  
VNC server that runs on the "machine you want to connect to" listens on port 5900.

Listener "VNC Viewer in listening mode" listens on port 5500. The

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connection  
is established by clicking on the VNC server on the other  
machine and  
"Add  
new client".

I suggest that your vendor uses RealVNC Viewer in listening  
mode and your  
client in the network installs RealVNC server. After that just  
right-click  
on the icon in tray and do "Add new client" insert the IP of  
your vendor  
and  
vendor will see the client's desktop without extra ISA rules.

This way was "invented" to bypass firewall setup.

Luka

"Iakov" <Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
[news:C7305B0F-0063-49AA-8643-B42723D5D733@xxxxxxxxxxxxxxxxxxxx](mailto:news:C7305B0F-0063-49AA-8643-B42723D5D733@xxxxxxxxxxxxxxxxxxxx)

A vendor wants to remotely train an  
employee via VNC. Two ports  
(VNC-in  
and  
VNC-out on port 5500) have been opened  
via the Services screen of  
CEICW,  
but  
they still can't access the employee's  
desktop.

The employee installs a small VNC client  
via the vendor's website. The  
client places an icon in the Notification Area  
(system tray) and pops  
"Trying  
to connect to remote assistant." The vendor's  
VNC is supposed to gain  
access  
to the employee's desktop, but that doesn't  
happen. Instead, the  
employee's client's popup changes from  
"Trying to connect to remote  
assistant" to "WinVNC Listening," and then  
the client terminates

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after  
about 5 minutes.

Has anybody used RealVNC successfully  
behind SBS 03 Premium with ISA  
04?

The Internet feeds straight into the external  
NIC and the employee  
connects  
to the internal NIC via a switch. Thank you.