

Re: RealVNC

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- *From:* "SuperGumby [SBS MVP]" <not@xxxxxxxxxxx>
 - *Date:* Sat, 25 Aug 2007 08:56:28 +1000
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Hi Iakov, I've asked in our other forum if you were using ISA, now see my answer is here :-)

as a newsgroupy m'self I'll suggest keep the discussion here, we'll update the other list if we solve it.

Luka has the right of it. Look at ISA monitoring as you attempt to start a session. You may want to create a custom filter for the monitoring, just tracking traffic on 5500/5800/5900. I'm not sure if just TCP or both TCP and UDP.

IF it's only one workstation you are interested in a quick and dirty fix would be not to 'open' but to 'server publish' the ports to the IP of the workstation.

"Iakov" <Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:533193F5-482E-4159-AFC2-968AEBBE6337@xxxxxxxxxxxxxxxxxxx

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 client is 5900.
Then there is default Java listening port on port 5800 on the client machine

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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 listening 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 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

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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

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

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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
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.