

Re: RealVNC

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg03622.html>

- *From:* "SuperGumby [SBS MVP]" <not@xxxxxxxxxxx>
 - *Date:* Mon, 27 Aug 2007 07:27:30 +1000
-

a reasonably fair comment, technically a process using both username and password is more secure than a password only.

Dunno about your experience with support organisations but mine is that they use whatever mechanism is approved or supplied by their administration, not mine.

"Buddy" <buddy@xxxxxxxxxxxxxxxxxxx> wrote in message news:uzGYxVC6HHA.5360@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

LogMeIn works great through an unmodified ISA 2004 firewall and it is far superior to RealVNC as far as security is concerned.

Buddy G ~

"SuperGumby [SBS MVP]" <not@xxxxxxxxxxx> wrote in message news:uN9jBKC6HHA.5164@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

it may well do _IF_ the support organisation allow their staff to use logmein, the support organisation _may_ however not allow such, really, at this point we don't know, it's a decent suggestion.

"Teneo" <not@xxxxxxx> wrote in message news:eupOT1A6HHA.2208@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Lots of ports opening going on and some complexities..

Would logmein, free version solve the issue ? I use VNC behind server firewall for LAN but when have remote or home user I use logmein.com

"SuperGumby [SBS MVP]" <not@xxxxxxxxxxx> wrote in message news:%23s5GZfr5HHA.3900@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Yes, I wasn't sure you'd mentioned ISA in

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the list, as indicated in the list I delete most items as they come in, keeping main contributions only, makes the folder I store the list in easier to manage.

I am trying to avoid duplication of effort, of course your thread continues in the list should anyone have anything to contribute and if we cannot solve the question here but are able to shed more light on the problem, from either forum, it should be copied to the other.

Regardless however, ISA monitoring is the key at this point.

"Iakov"

<Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:78551DE8-71EA-4092-A888-9730B099E1C9@xxxxxxxxxxxxxxxxxxxx

I posted the identical content to both fora, which mentioned ISA 04. As far as staying with one forum or other, different audiences visit different fora. Microsoft SBS support staff as well as some authors I have read patronize this forum, but not the other, whereas established SBS business men patronize the other forum, but not here.

"SuperGumby [SBS MVP]"

wrote:

Hi Iakov,
I've asked
in our other
forum if
you were

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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

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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@xxxxxxxxxxx

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

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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

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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

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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

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connection
attempts
ISA
is
blocking.

Luka

"Iakov"

<Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

<news:FE41D937-CA97-45B9-87DF-5ECF856CA4>

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

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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

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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,

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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

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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

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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,

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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.

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The 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

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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

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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

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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.

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