

Re: RealVNC

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg03744.html>

- *From:* "Buddy" <buddy@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 27 Aug 2007 11:32:52 -0700
-

Well, yeah. LogMeIn uses an end to end SSL session – and you don't have to tweak firewalls. It's not susceptible to man-in-the-middle attacks that VPNs are. And the basic remote control version is free. Pretty slick.

I recently upgraded a client to SBS 2003 Premium with ISA. Before this they were running an un-managed setup with a Win2K server in TS app mode with weak passwords and no domain. This server was so full of trojans, spyware, etc, they were rebooting it several times a day. They were using Outlook 2K with .pst and losing email left and right. They have a vertical app and the vendor was using pcAnywhere to support it. The pcAnywhere security settings were dumbed way down and the system was basically wide open. After the upgrade, the vendor complained because I would not let pcAnywhere on the new network. The customer wasn't very happy at first and the vendor was reluctant to use RWW. I held my ground and finally introduced the vendor to LogMeIn. That solution worked out and the vendor changed to LogMeIn for all of it's remote support.

I realize that things don't always go like that. Software support vendors don't care about network security, they just want access to their app. Guys like me care about network security, so we're in this battle with the vendor. By holding my ground and explaining this to my customer (and reminding them that they just spent a bunch of money for a new – stable network) it was an easy sell.

In some cases, I have had to resort to site to site VPNs which is the only way I would allow pcAnywhere to operate inside my network. But in general, I've been lucky to have dealt with vendors that were willing to work with me on network security issues.

Buddy G ~

"SuperGumby [SBS MVP]" <not@xxxxxxxxxxxx> wrote in message <news:uKs3pfC6HHA.5424@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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

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administration, not mine.

"Buddy" <buddy@xxxxxxxxxxxxxxxxxxxx> 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@xxxxxxxxxxxx> 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@xxxxxxxx> 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@xxxxxxxxxxxx> wrote in message
news:%23s5GZfr5HHA.3900@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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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

Re: RealVNC

patronize
the other
forum, but
not here.

"SuperGumby
[SBS
MVP]"
wrote:

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

Re: RealVNC

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

Re: RealVNC

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:533193F5-482E-4159-AFC2-968AEBBE6337@xxx

I
realized
I
misread
you
after
my
reply,
but
your
additional
clarification
helps
a
lot.
I

Re: RealVNC

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

Re: 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.

Re: RealVNC

Re: RealVNC

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

Re: RealVNC

Re: RealVNC

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-5ECF

I
thought
the
RealVNC
regular
client
listened
on
port
5900
and
RealVNC
web-based
Java
client

Re: RealVNC

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,

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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.

Re: RealVNC

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

Re: RealVNC

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

Re: RealVNC

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

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Re: RealVNC

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

Re: RealVNC

you
want
to
connect
to"
listens
on
port
5900.

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

Re: RealVNC

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

Re: RealVNC

"Iakov"

<Iakov@xxxxxxxxxxxxxxxxxxxx>

wrote

in

message

<news:C7305B0F-0063-49A>

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

Re: RealVNC

Re: RealVNC

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

Re: RealVNC

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.

Re: RealVNC