AID remote support

(Installation of software and it configuration. Main steps)

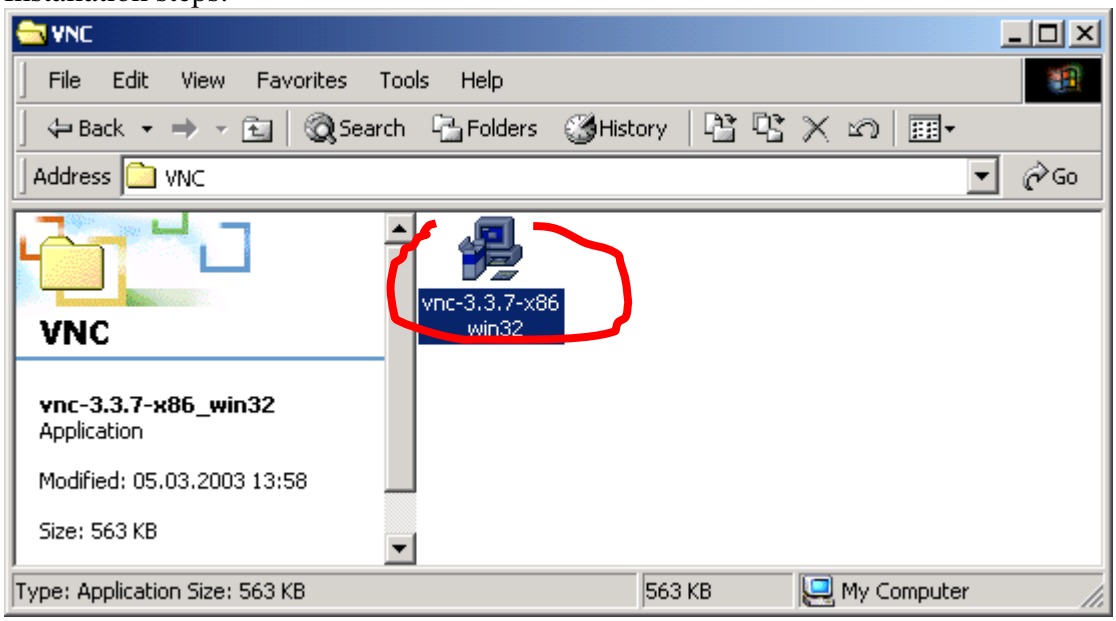
Installation of Modem, it software and driver

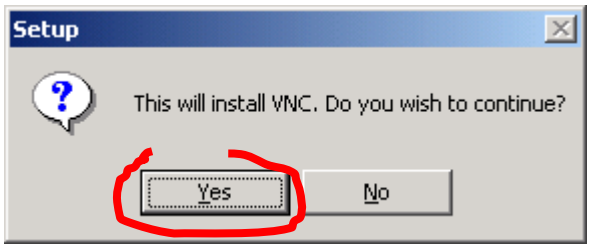
(Look description in Modem documentation)

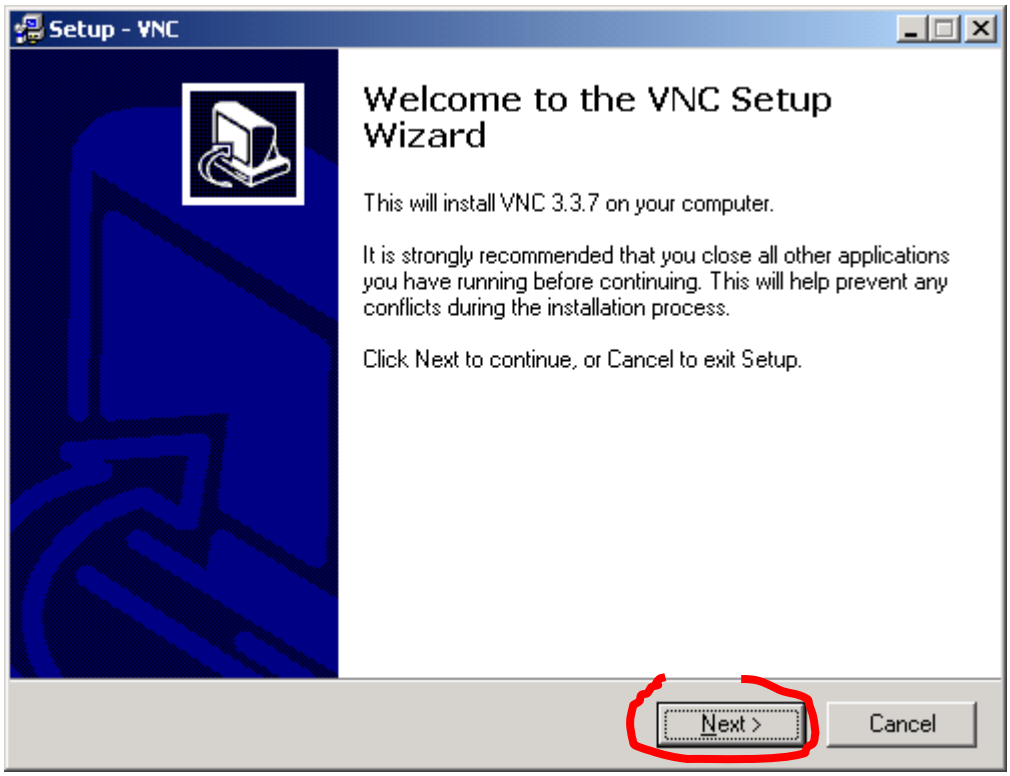
Installation of WinVNC Server

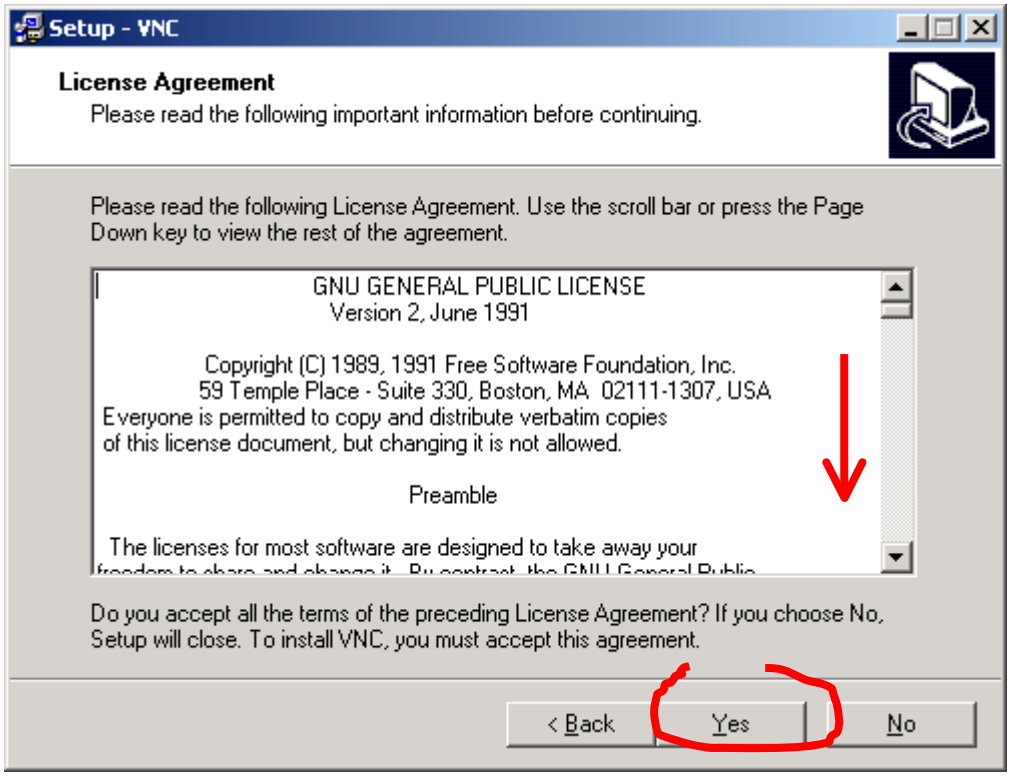
(This software can be downloaded for free from next location:
http://www.realvnc.com)

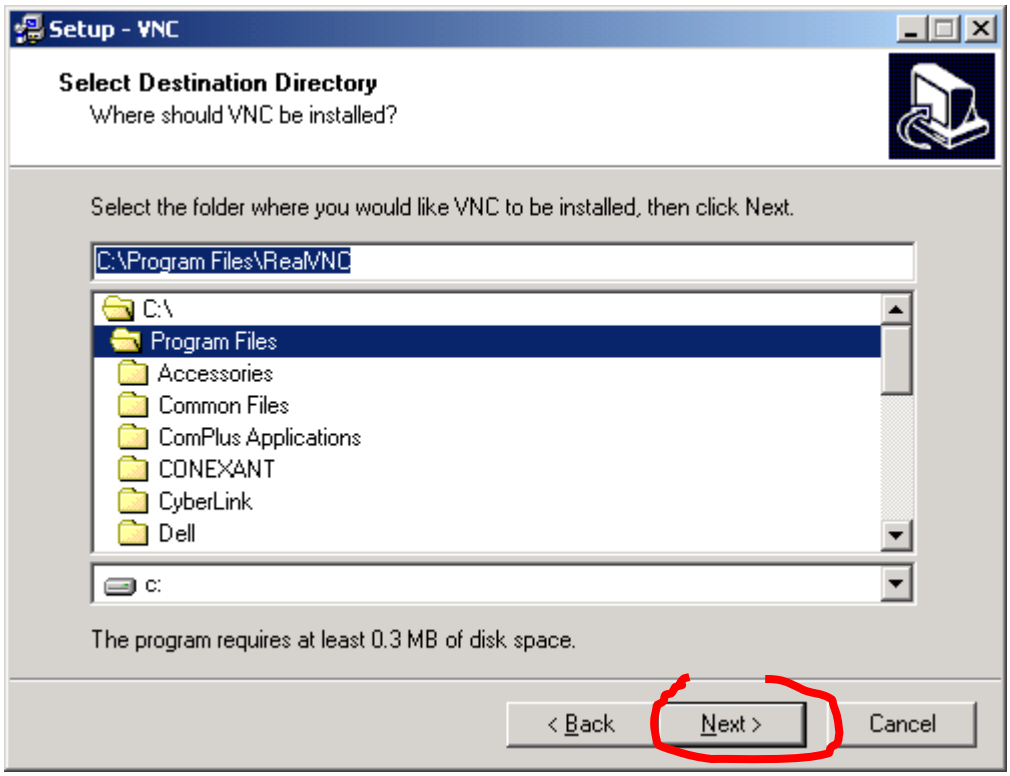
Installation steps:

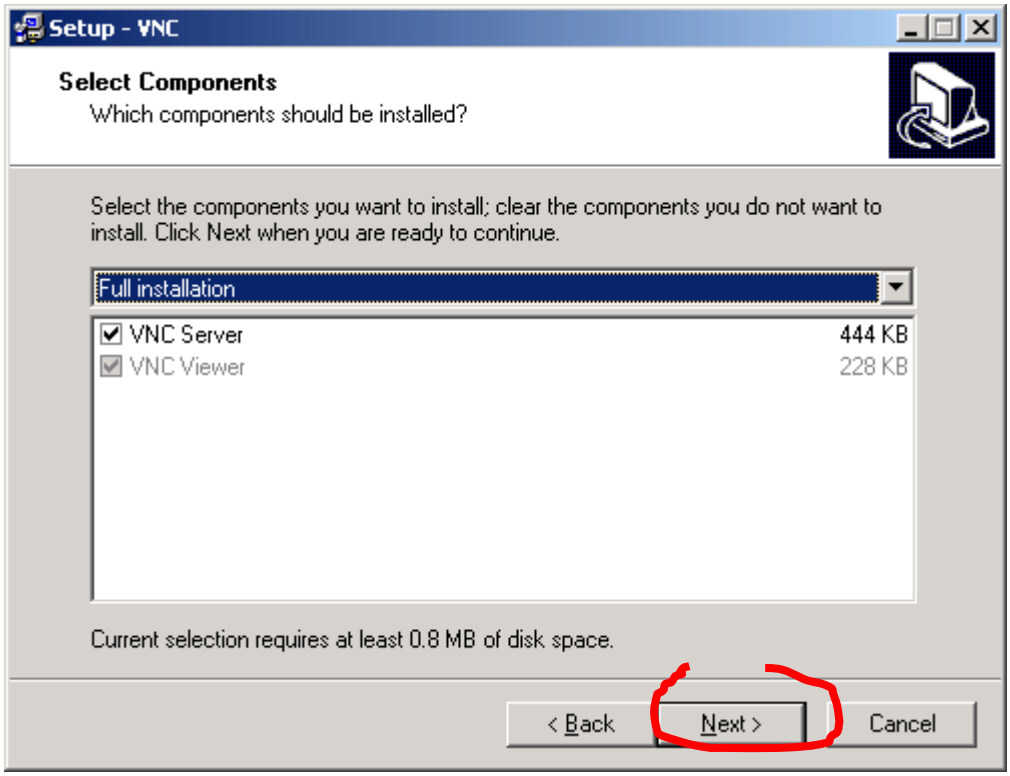


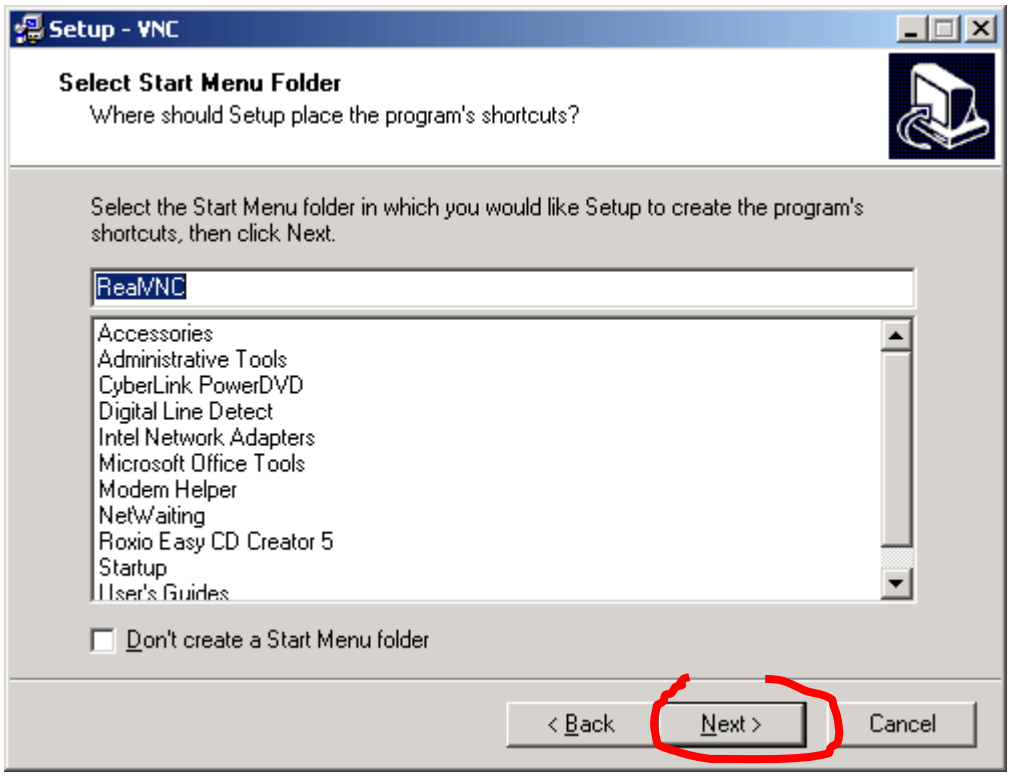


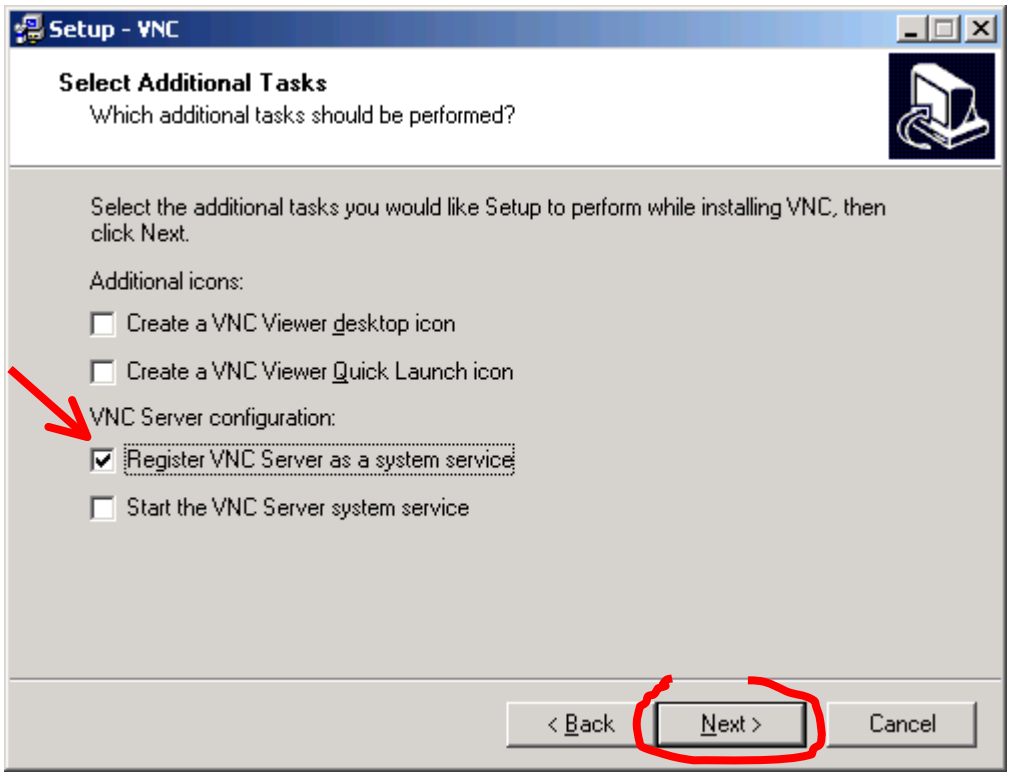

Setup - VNC
Welcome to the VNC Setup Wizard
This will install VNC 3.3.7 on your computer.
It is strongly recommended that you close all other applications you have running before continuing. This will help prevent any conflicts during the installation process.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

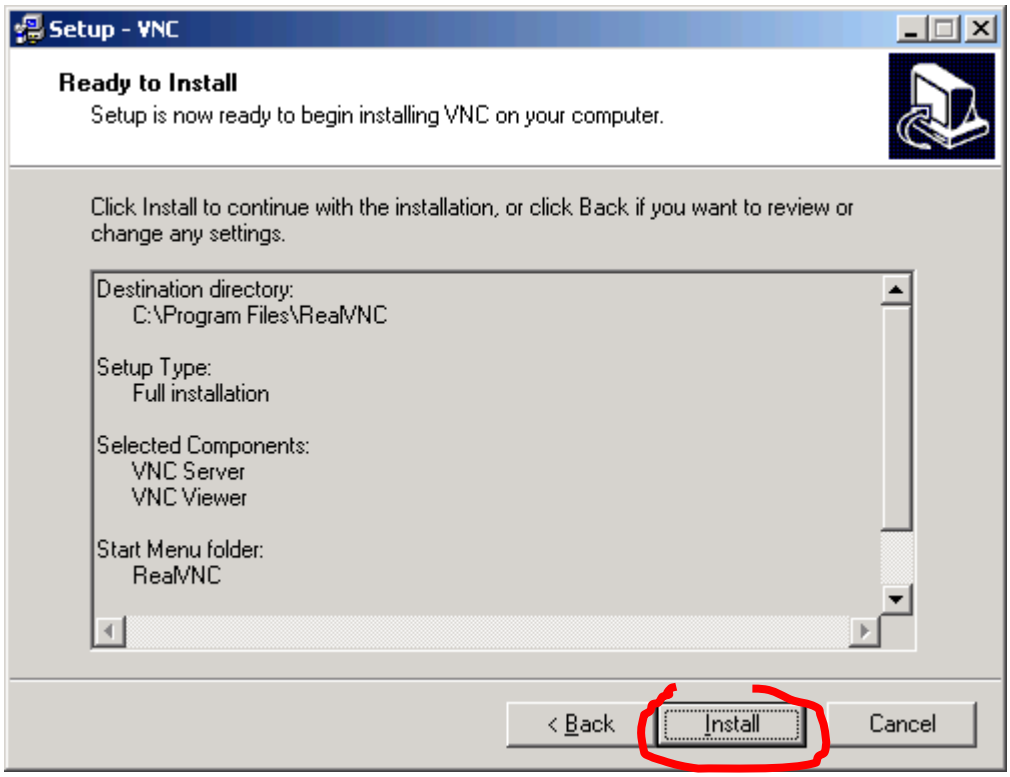

Setup - VNC
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. Use the scroll bar or press the Page Down key to view the rest of the agreement.
GNU GENERAL PUBLIC LICENSE
Version 2, June 1991
Copyright (C) 1989, 1991 Free Software Foundation, Inc.
59 Temple Place - Suite 330, Boston, MA 02111-1307, USA
Everyone is permitted to copy and distribute verbatim copies
of this license document, but changing it is not allowed.
Preamble
The licenses for most software are designed to take away your
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install VNC, you must accept this agreement.
< Back
Yes
No

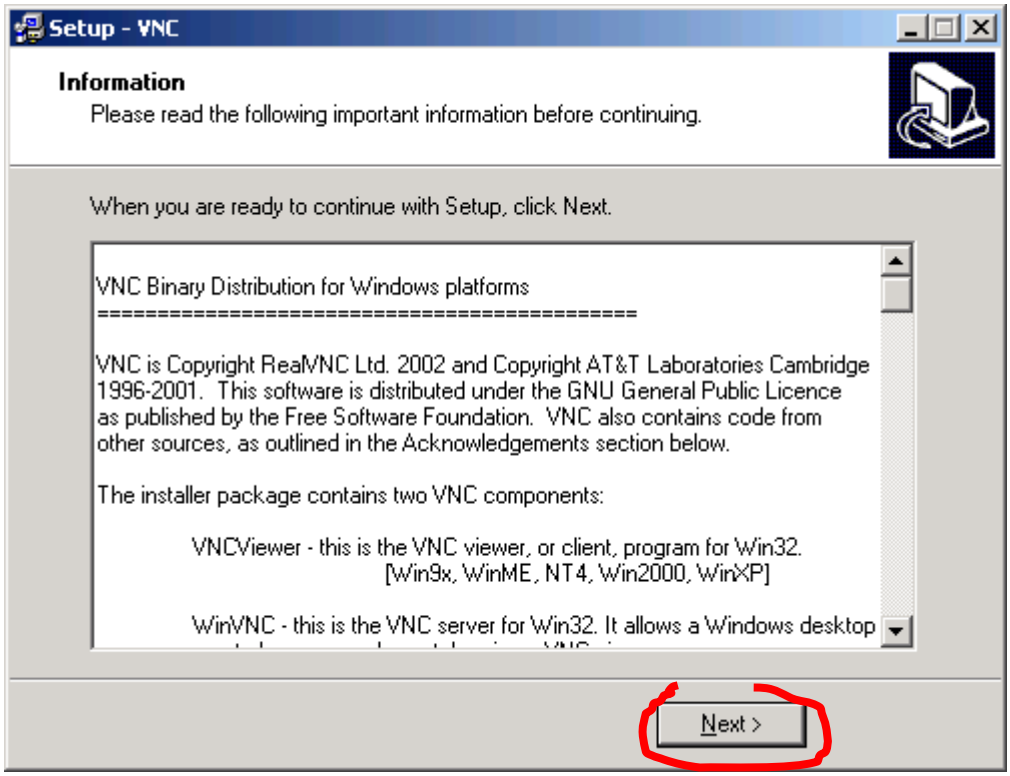

Setup - VNC
Select Destination Directory
Where should VNC be installed?
Select the folder where you would like VNC to be installed, then click Next.
C:\Program Files\RealVNC
C:\
Program Files
Accessories
Common Files
ComPlus Applications
CONEXANT
CyberLink
Dell
c:
The program requires at least 0.3 MB of disk space.
< Back
Next >
Cancel

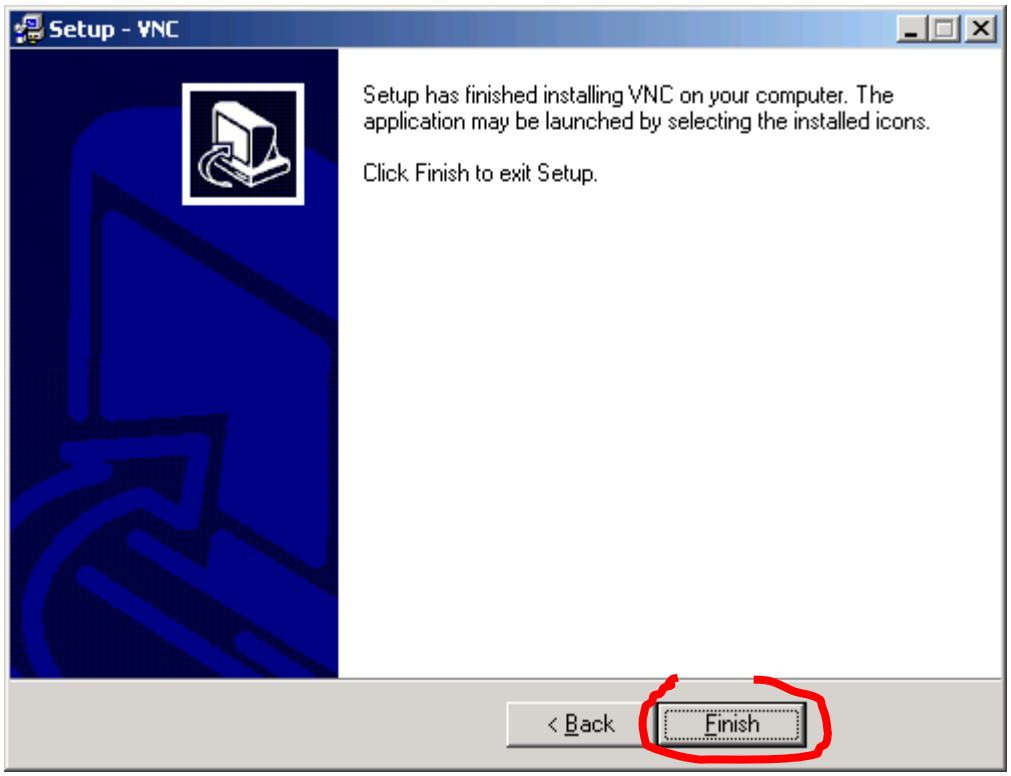

Setup - VNC
Select Components
Which components should be installed?
Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.
Full installation
VNC Server 444 KB
VNC Viewer 228 KB
Current selection requires at least 0.8 MB of disk space.
< Back
Next >
Cancel


Setup - VNC
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Select the Start Menu folder in which you would like Setup to create the program's shortcuts, then click Next.
RealVNC
Accessories
Administrative Tools
CyberLink PowerDVD
Digital Line Detect
Intel Network Adapters
Microsoft Office Tools
Modem Helper
NetWaiting
Roxio Easy CD Creator 5
Startup
User's Guides
Don't create a Start Menu folder
< Back
Next >
Cancel

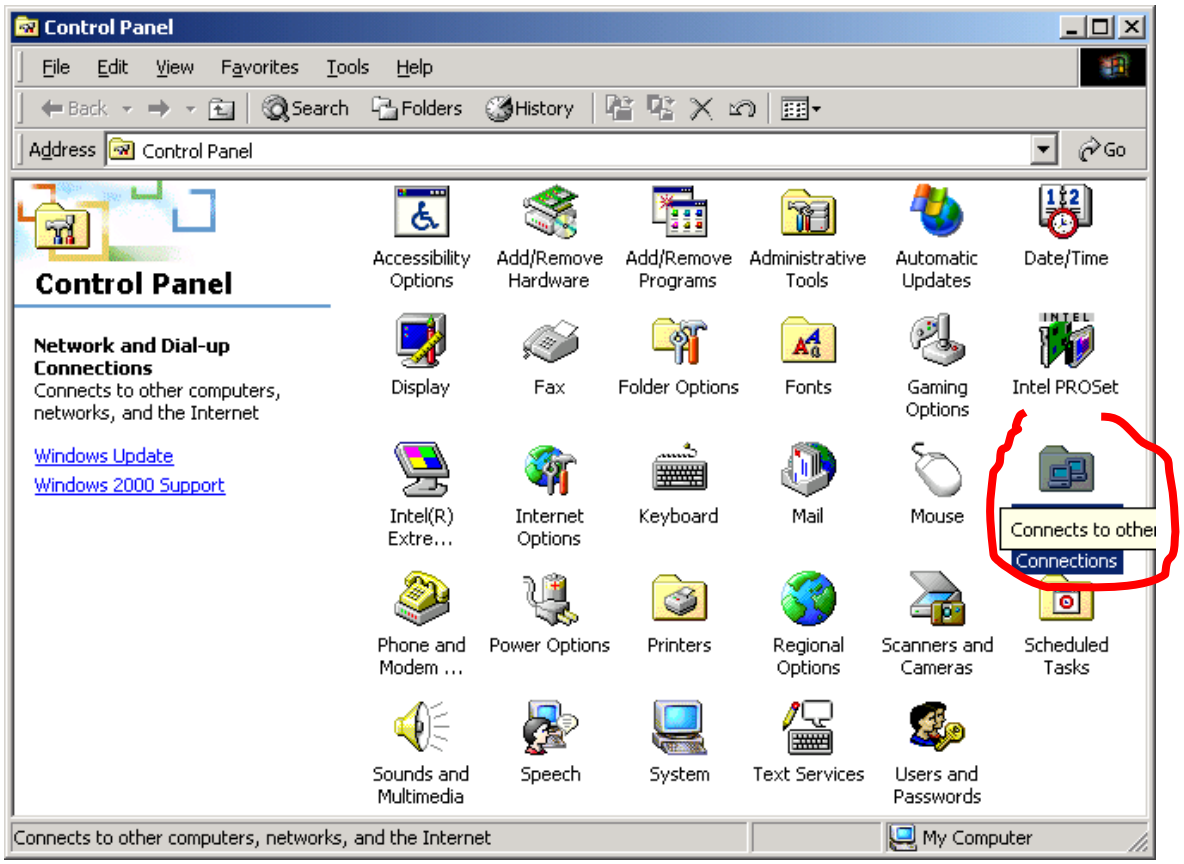

Setup - VNC
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing VNC, then click Next.
Additional icons:
Create a VNC Viewer desktop icon
Create a VNC Viewer Quick Launch icon
VNC Server configuration:
Register VNC Server as a system service
Start the VNC Server system service
< Back
Next >
Cancel

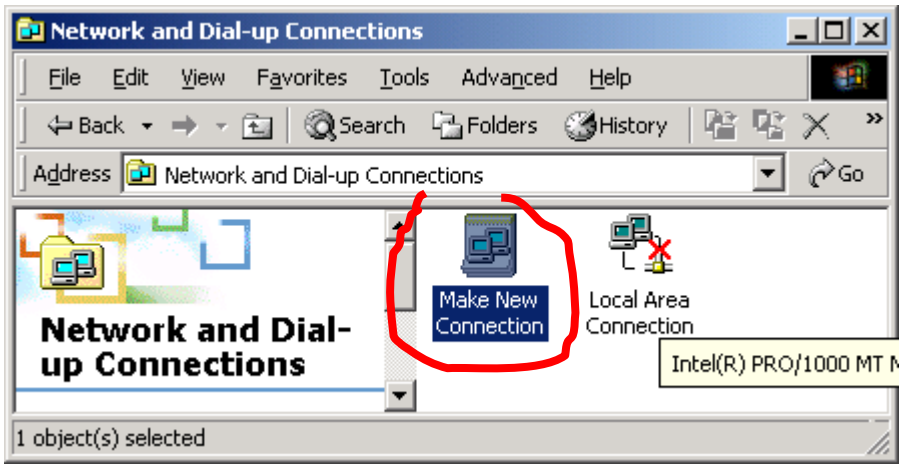

Setup - VNC
Ready to Install
Setup is now ready to begin installing VNC on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination directory:
C:\Program Files\RealVNC
Setup Type:
Full installation
Selected Components:
VNC Server
VNC Viewer
Start Menu folder:
RealVNC
< Back
Install
Cancel


Setup - VNC
Information
Please read the following important information before continuing.
When you are ready to continue with Setup, click Next.
VNC Binary Distribution for Windows platforms
VNC is Copyright RealVNC Ltd. 2002 and Copyright AT&T Laboratories Cambridge 1996-2001. This software is distributed under the GNU General Public Licence as published by the Free Software Foundation. VNC also contains code from other sources, as outlined in the Acknowledgements section below.
The installer package contains two VNC components:
VNCViewer - this is the VNC viewer, or client, program for Win32. [Win9x, WinME, NT4, Win2000, WinXP]
WinVNC - this is the VNC server for Win32. It allows a Windows desktop
Next >


Setup - VNC
Setup has finished installing VNC on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
< Back
Finish

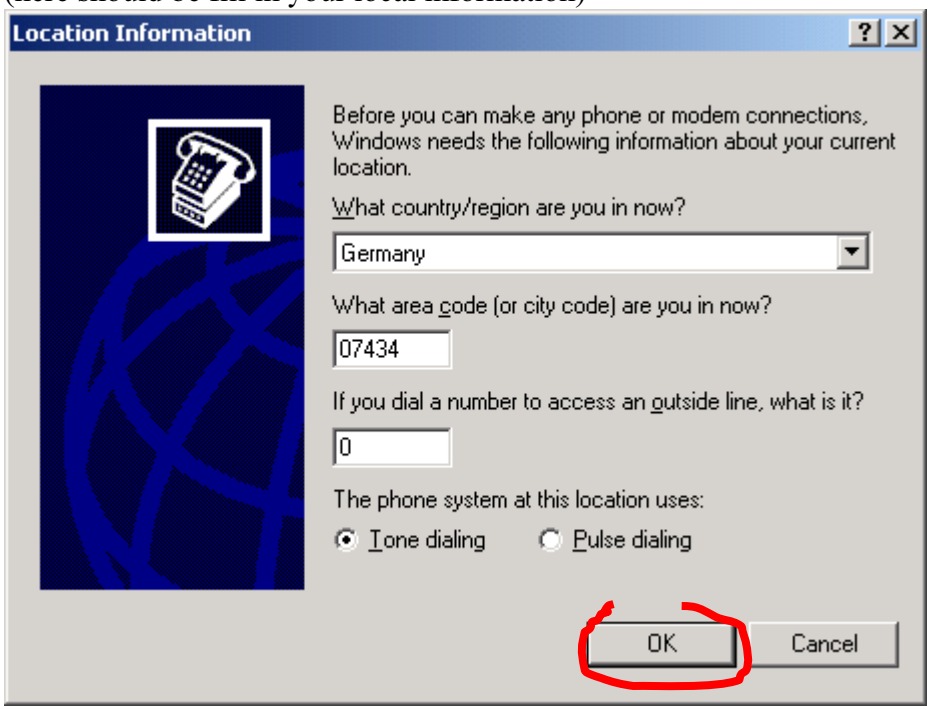
Making of Connection and its configuration

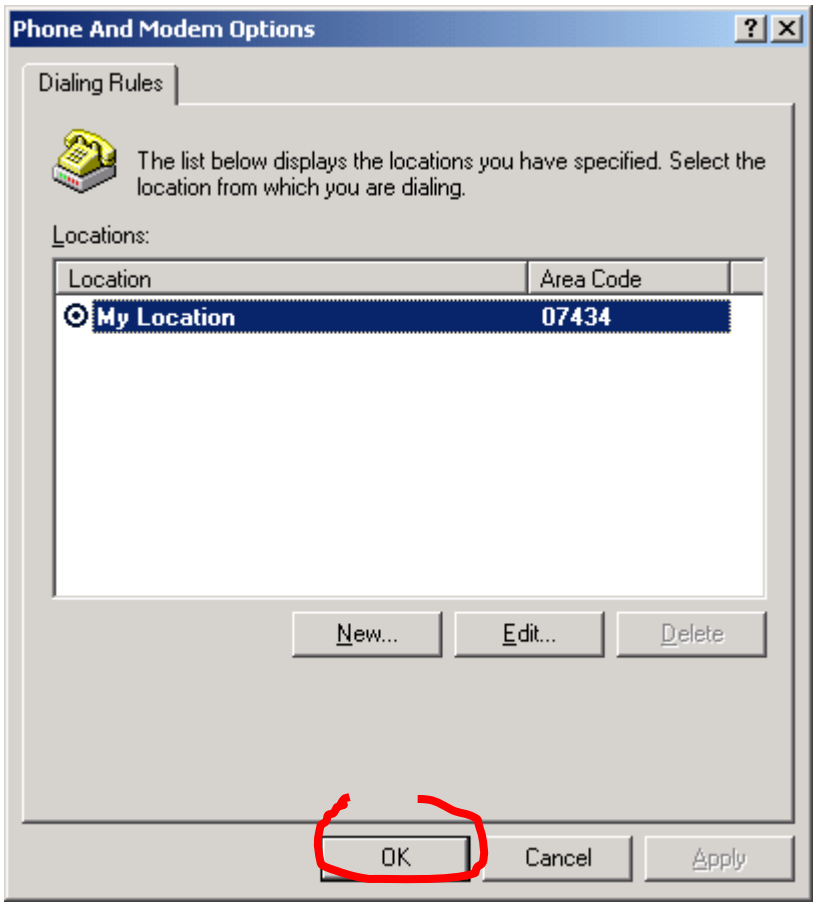


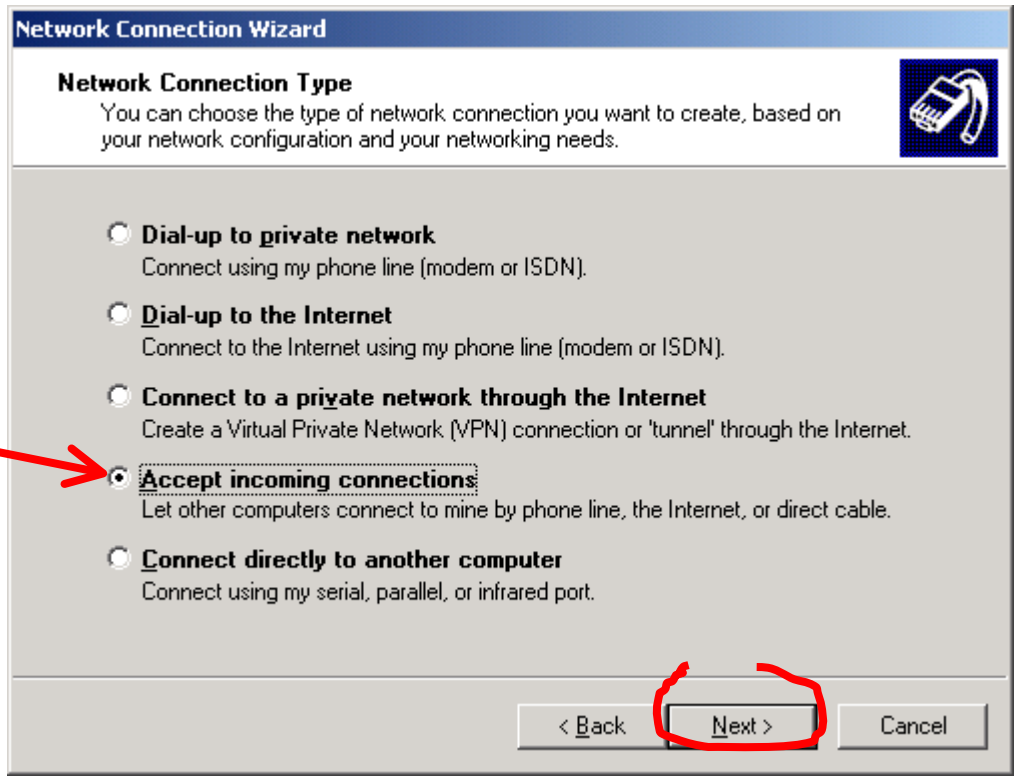


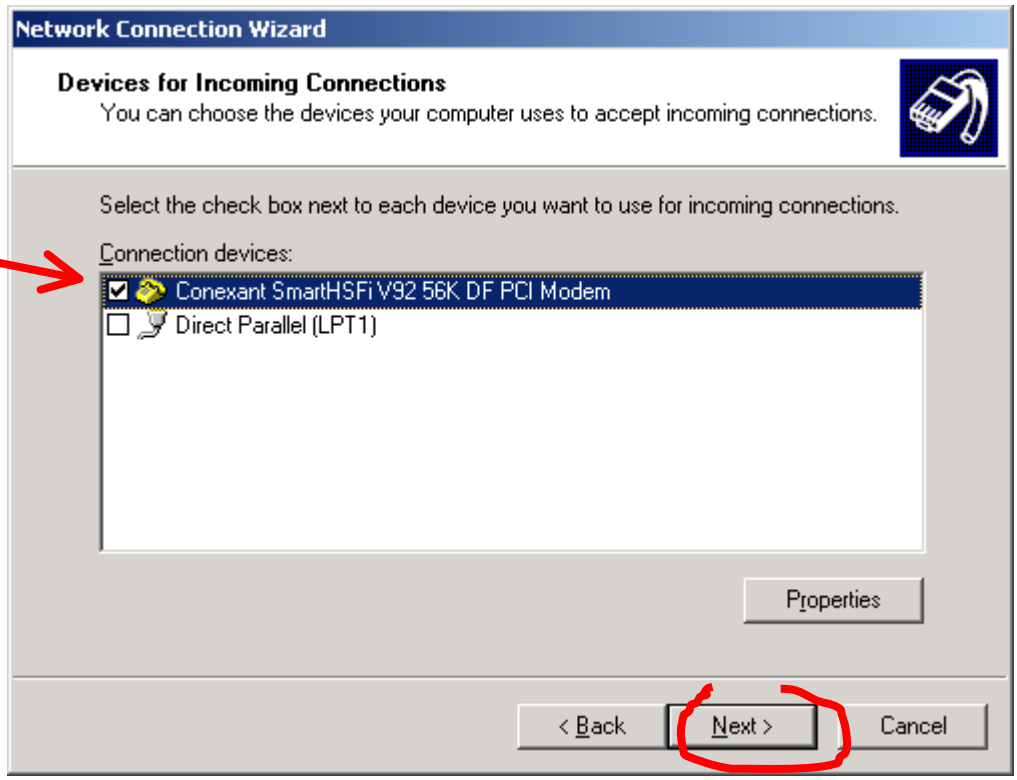
Note: This and two next screens will be not appear if this is not first attempt to make new connection.

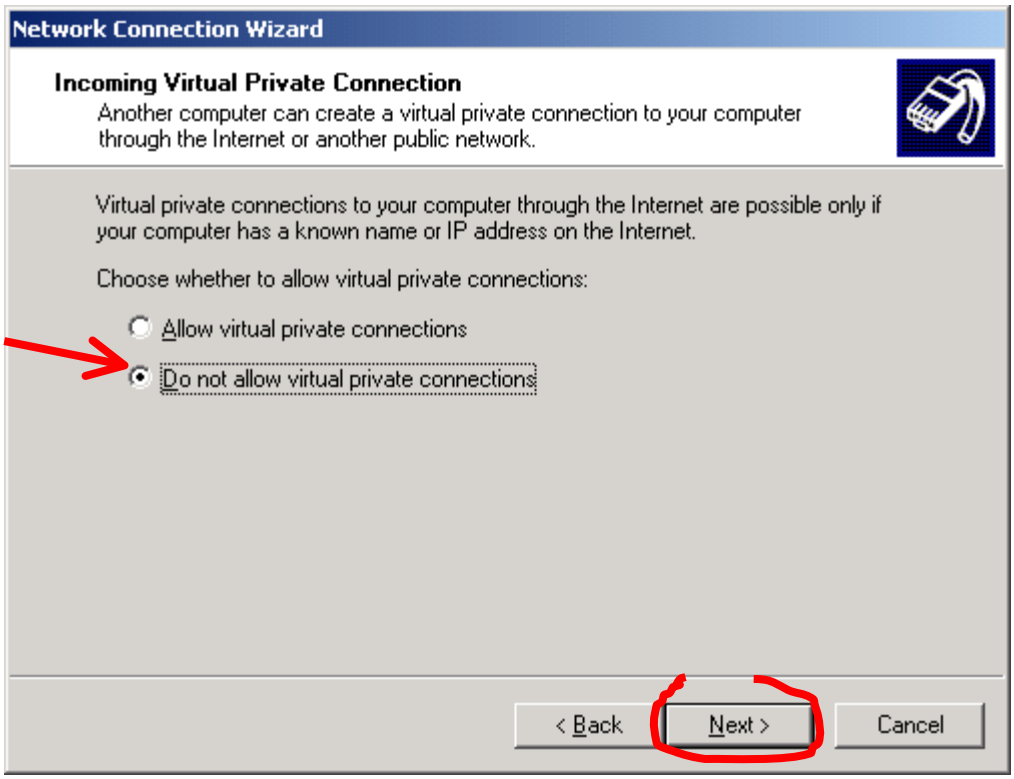
(here should be fill in your local information)

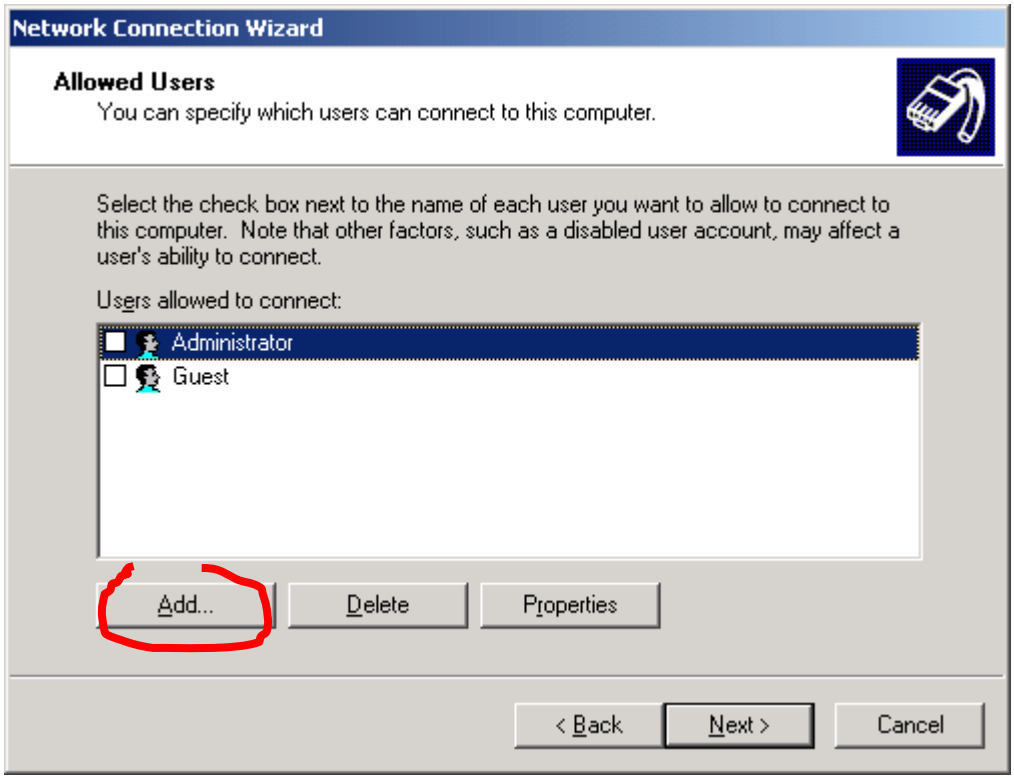


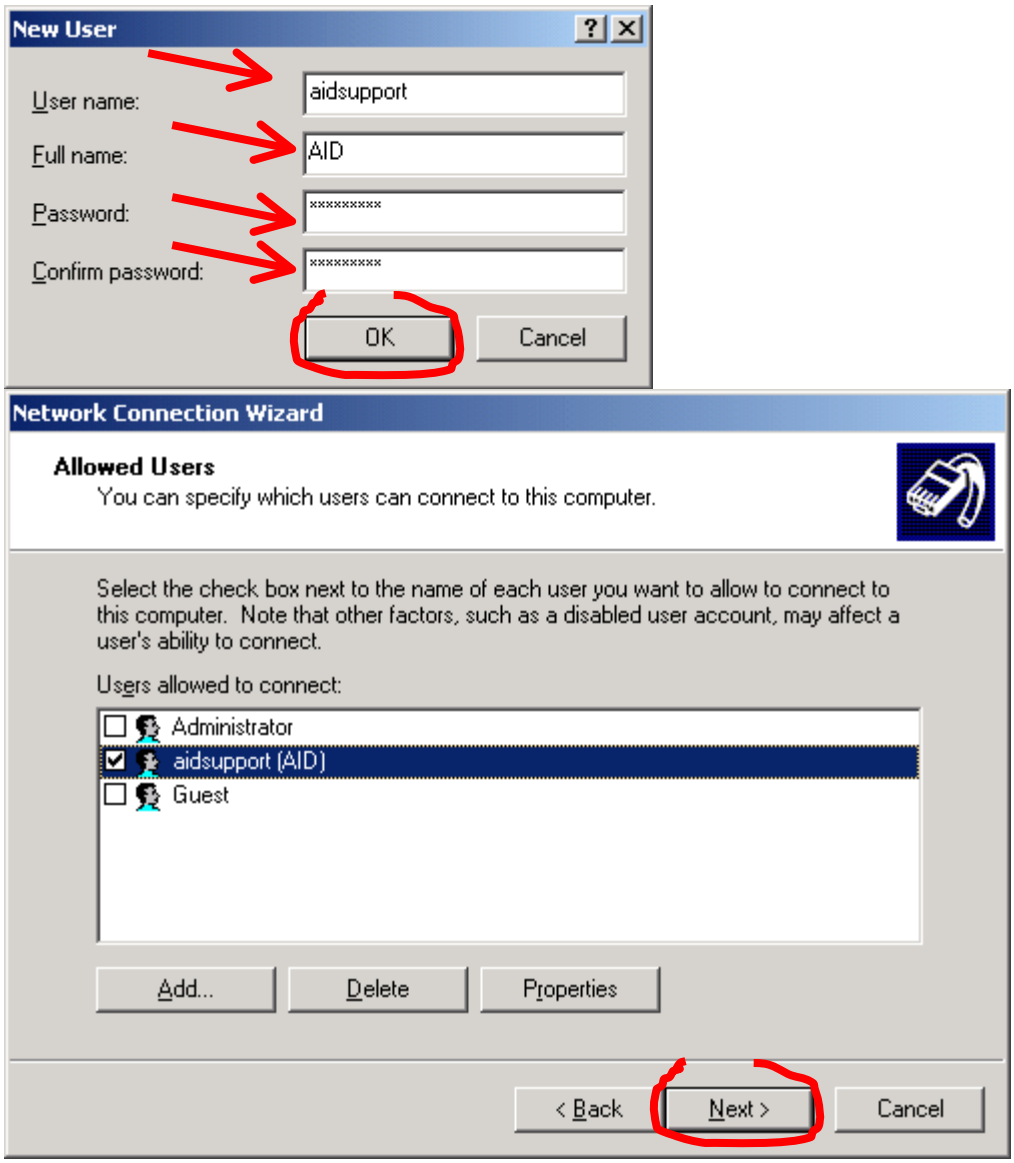

Phone And Modem Options
Dialing Rules
The list below displays the locations you have specified. Select the location from which you are dialing.
Locations:
Location
Area Code
My Location
07434
New...
Edit...
Delete
OK
Cancel
Apply

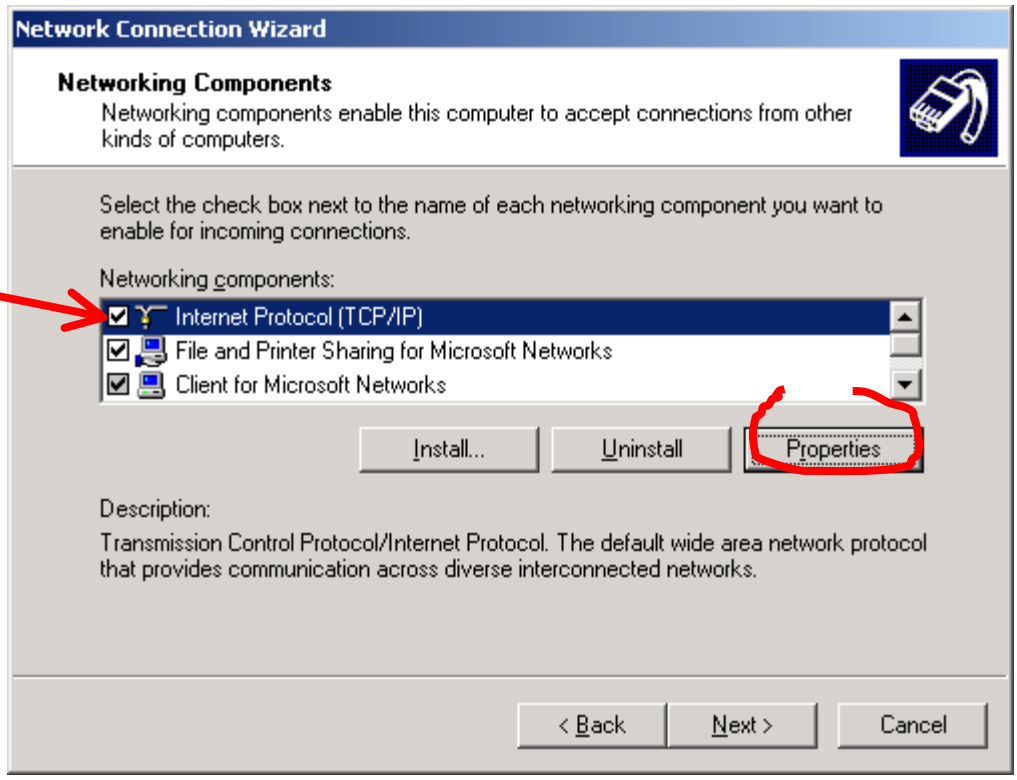

Network Connection Wizard
Network Connection Type
You can choose the type of network connection you want to create, based on your network configuration and your networking needs.
Dial-up to private network
Connect using my phone line (modem or ISDN).
Dial-up to the Internet
Connect to the Internet using my phone line (modem or ISDN).
Connect to a private network through the Internet
Create a Virtual Private Network (VPN) connection or 'tunnel' through the Internet.
Accept incoming connections
Let other computers connect to mine by phone line, the Internet, or direct cable.
Connect directly to another computer
Connect using my serial, parallel, or infrared port.
< Back
Next >
Cancel

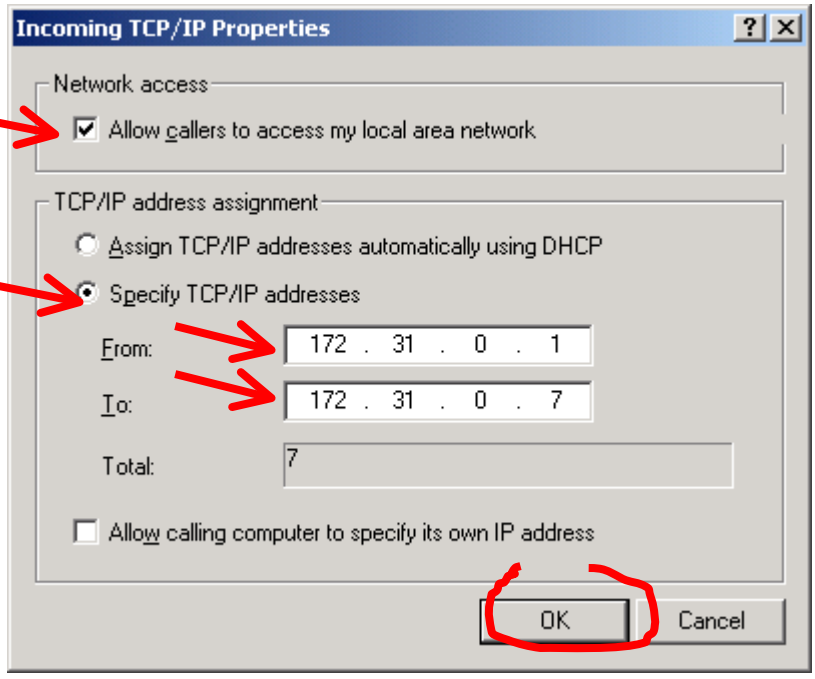

Network Connection Wizard
Devices for Incoming Connections
You can choose the devices your computer uses to accept incoming connections.
Select the check box next to each device you want to use for incoming connections.
Connection devices:
Conexant SmartHSFi V92 56K DF PCI Modem
Direct Parallel (LPT1)
Properties
< Back
Next >
Cancel

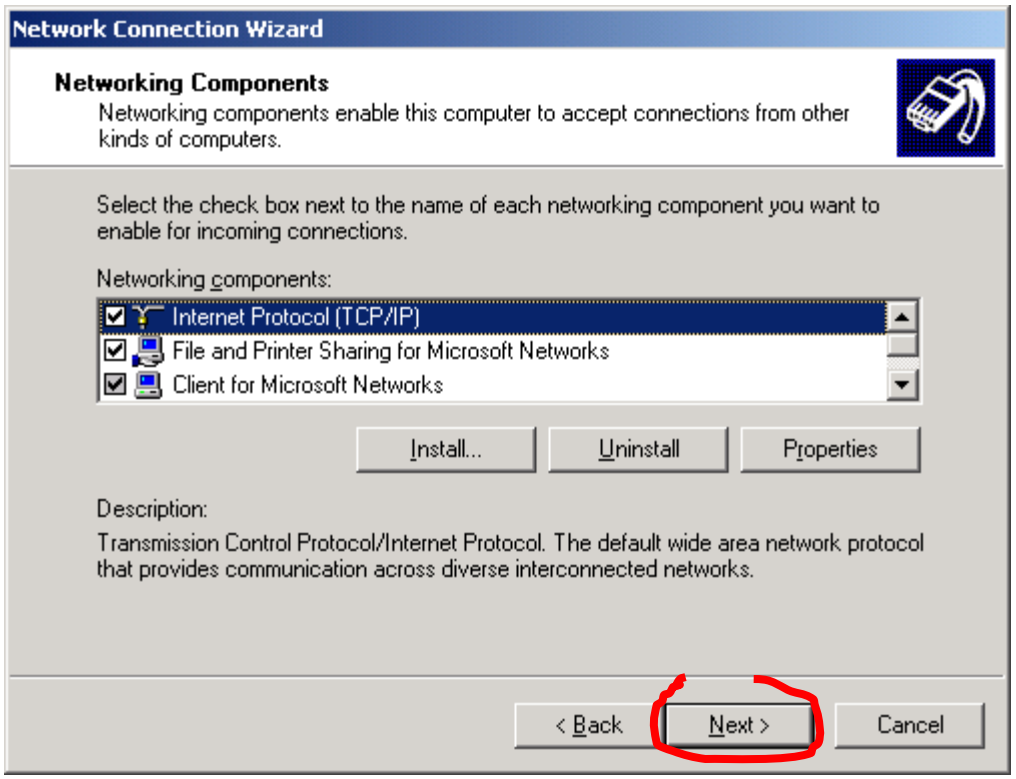

Network Connection Wizard
Incoming Virtual Private Connection
Another computer can create a virtual private connection to your computer through the Internet or another public network.
Virtual private connections to your computer through the Internet are possible only if your computer has a known name or IP address on the Internet.
Choose whether to allow virtual private connections:
Allow virtual private connections
Do not allow virtual private connections
< Back
Next >
Cancel


Network Connection Wizard
Allowed Users
You can specify which users can connect to this computer.
Select the check box next to the name of each user you want to allow to connect to this computer. Note that other factors, such as a disabled user account, may affect a user's ability to connect.
Users allowed to connect:
Administrator
Guest
Add...
Delete
Properties
< Back
Next >
Cancel


New User
User name:
aidsupport
Full name:
AID
Password:
Confirm password:
OK
Cancel
Network Connection Wizard
Allowed Users
You can specify which users can connect to this computer.
Select the check box next to the name of each user you want to allow to connect to this computer. Note that other factors, such as a disabled user account, may affect a user's ability to connect.
Users allowed to connect:
Administrator
aidsupport (AID)
Guest
Add...
Delete
Properties
< Back
Next >
Cancel

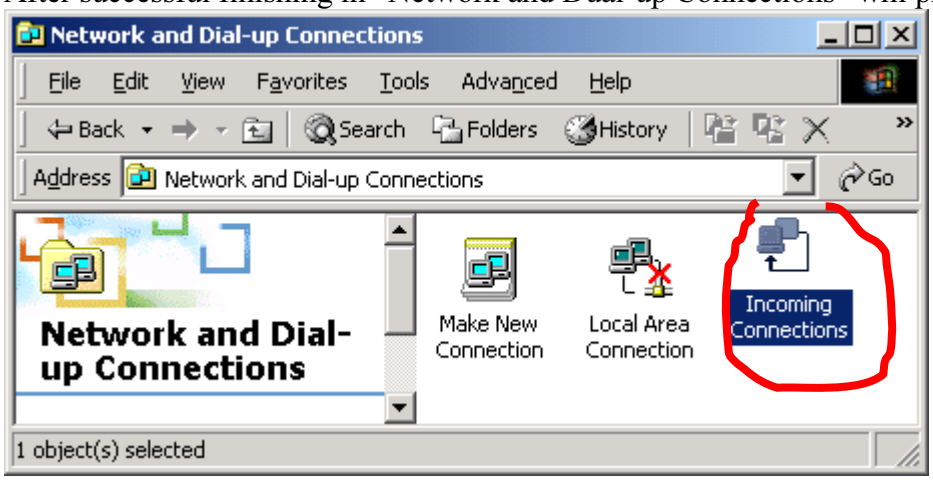

Network Connection Wizard
Networking Components
Networking components enable this computer to accept connections from other kinds of computers.
Select the check box next to the name of each networking component you want to enable for incoming connections.
Networking components:
Internet Protocol (TCP/IP)
File and Printer Sharing for Microsoft Networks
Client for Microsoft Networks
Install...
Uninstall
Properties
Description:
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
< Back
Next >
Cancel


Incoming TCP/IP Properties
Network access
Allow callers to access my local area network
TCP/IP address assignment
Assign TCP/IP addresses automatically using DHCP
Specify TCP/IP addresses
From:
172 . 31 . 0 . 1
To:
172 . 31 . 0 . 7
Total:
7
Allow calling computer to specify its own IP address
OK
Cancel

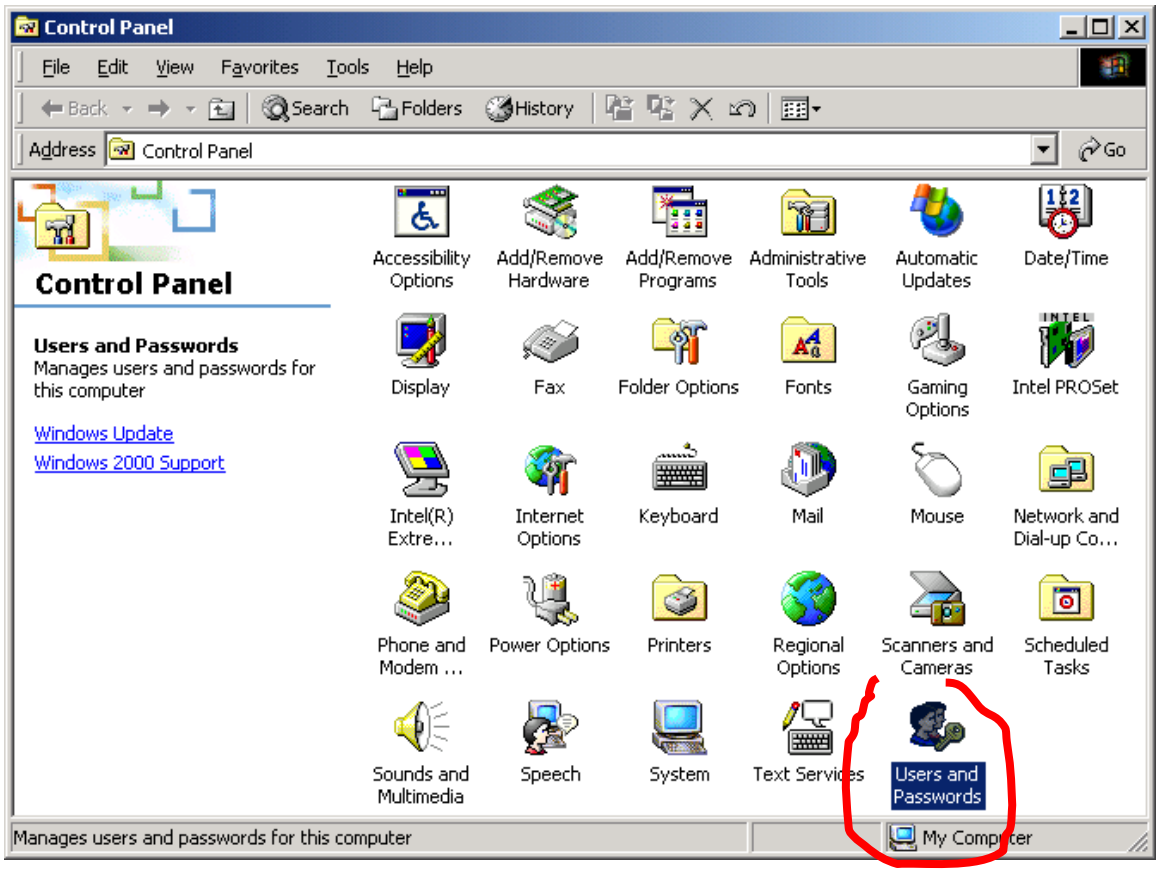

Network Connection Wizard
Networking Components
Networking components enable this computer to accept connections from other kinds of computers.
Select the check box next to the name of each networking component you want to enable for incoming connections.
Networking components:
Internet Protocol (TCP/IP)
File and Printer Sharing for Microsoft Networks
Client for Microsoft Networks
Install...
Uninstall
Properties
Description:
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
< Back
Next >
Cancel

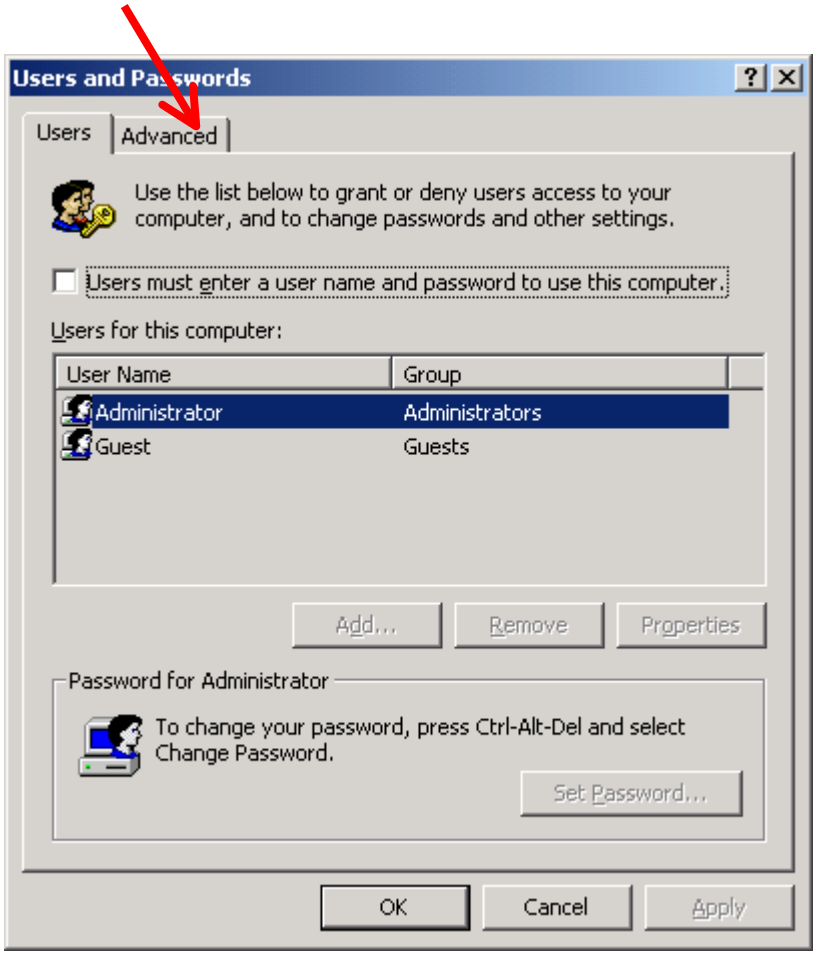
Network Connection Wizard
Completing the Network Connection Wizard
The connection will be named:
Incoming Connections
To create this connection and save it in the Network and Dial-up Connections folder, click Finish.
To edit this connection in the Network and Dial-up Connections folder, select it, click File, and then click Properties.
< Back
Finish
Cancel

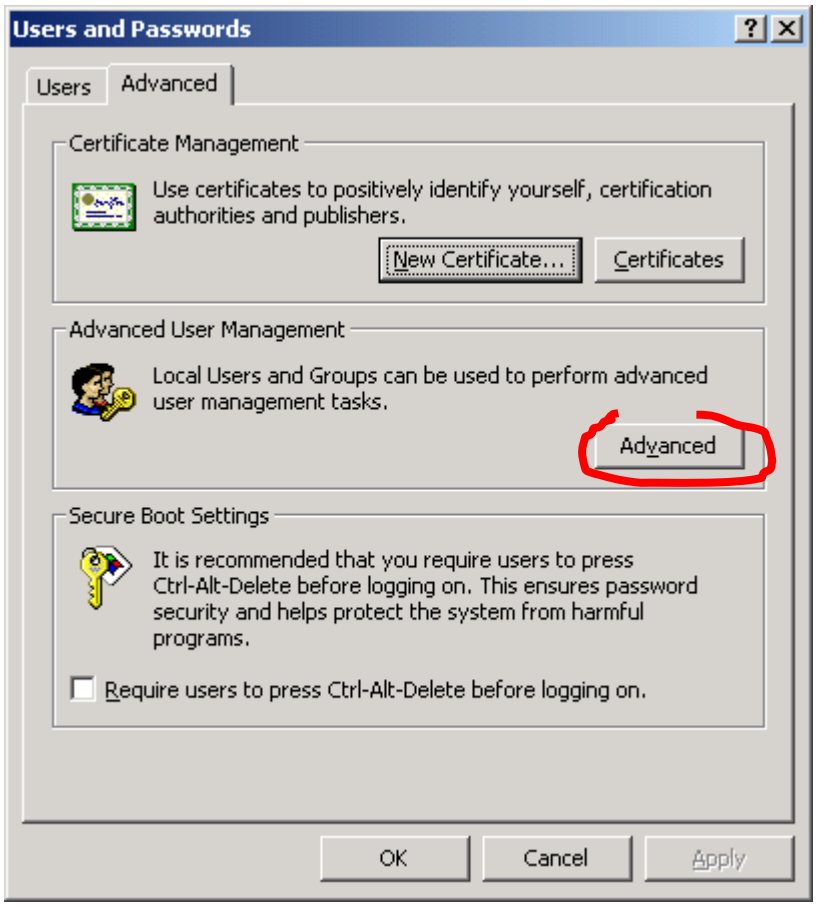
After successful finishing in “Network and Dual-up Connections” will present new icon.

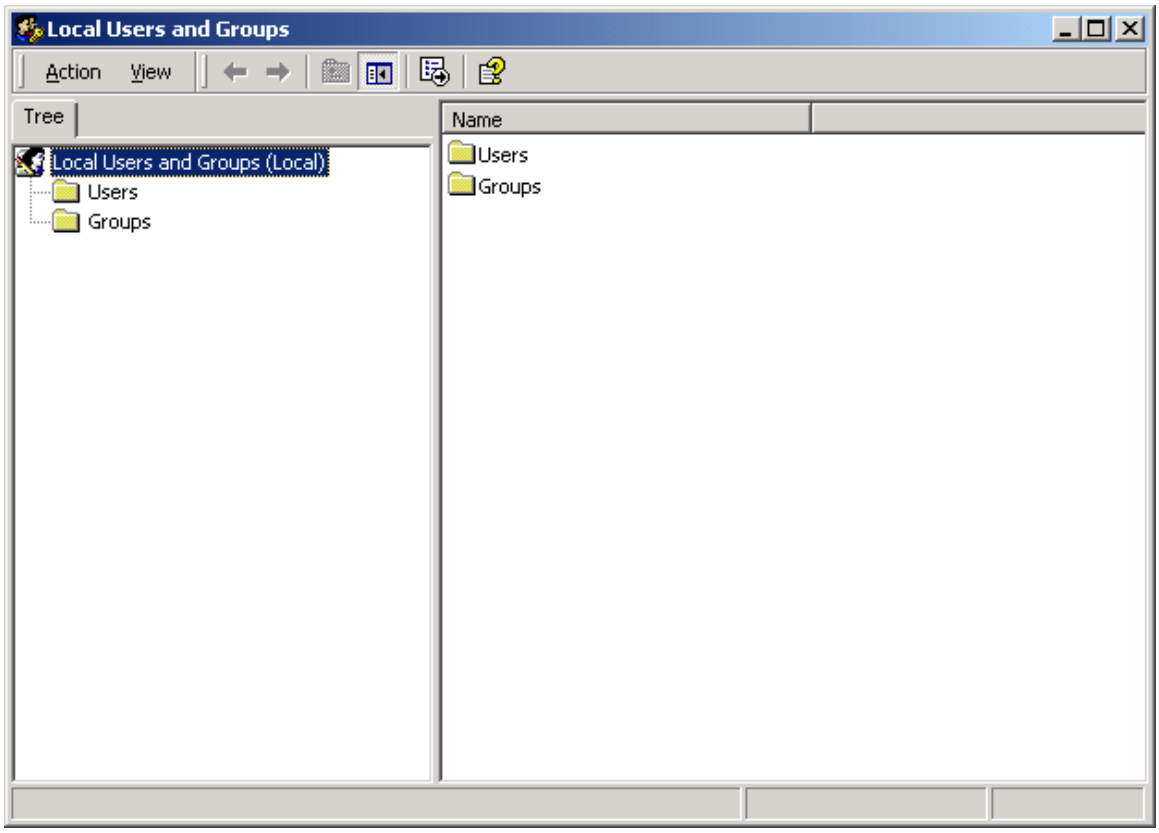


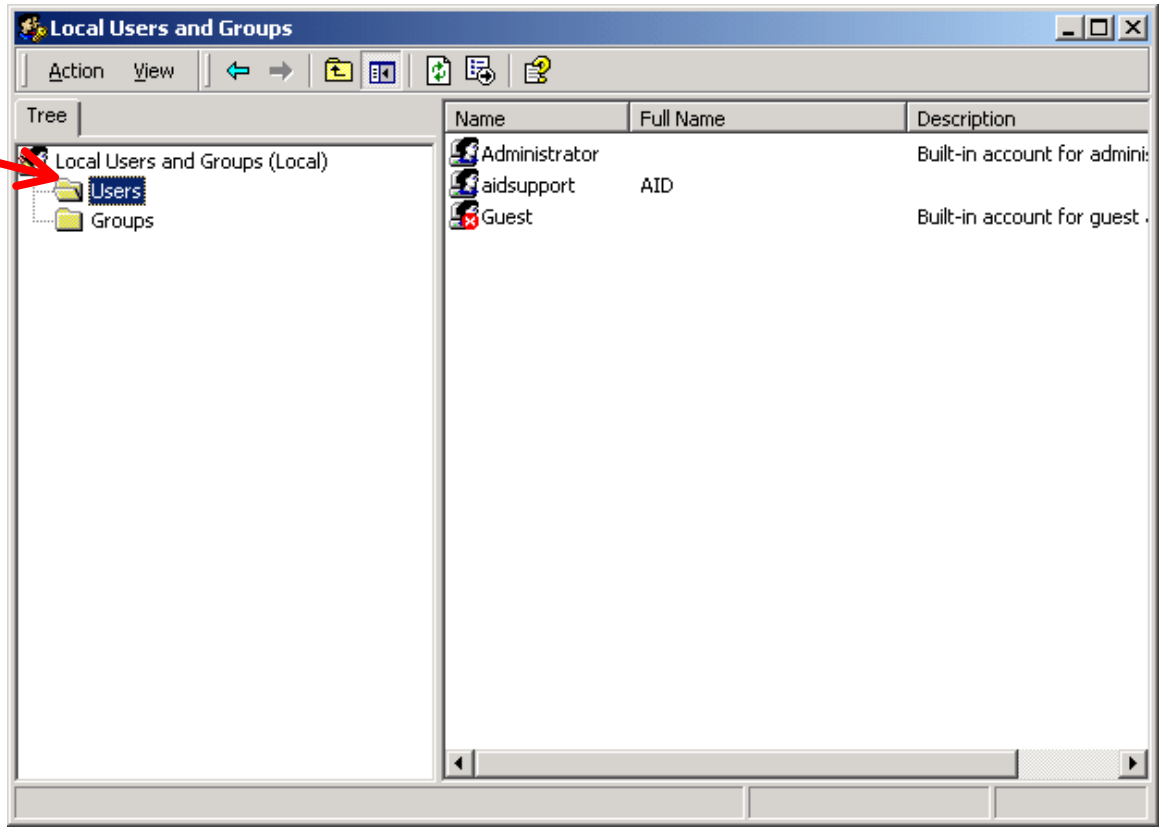
Making of administrator privileges for "aidsupport" user.

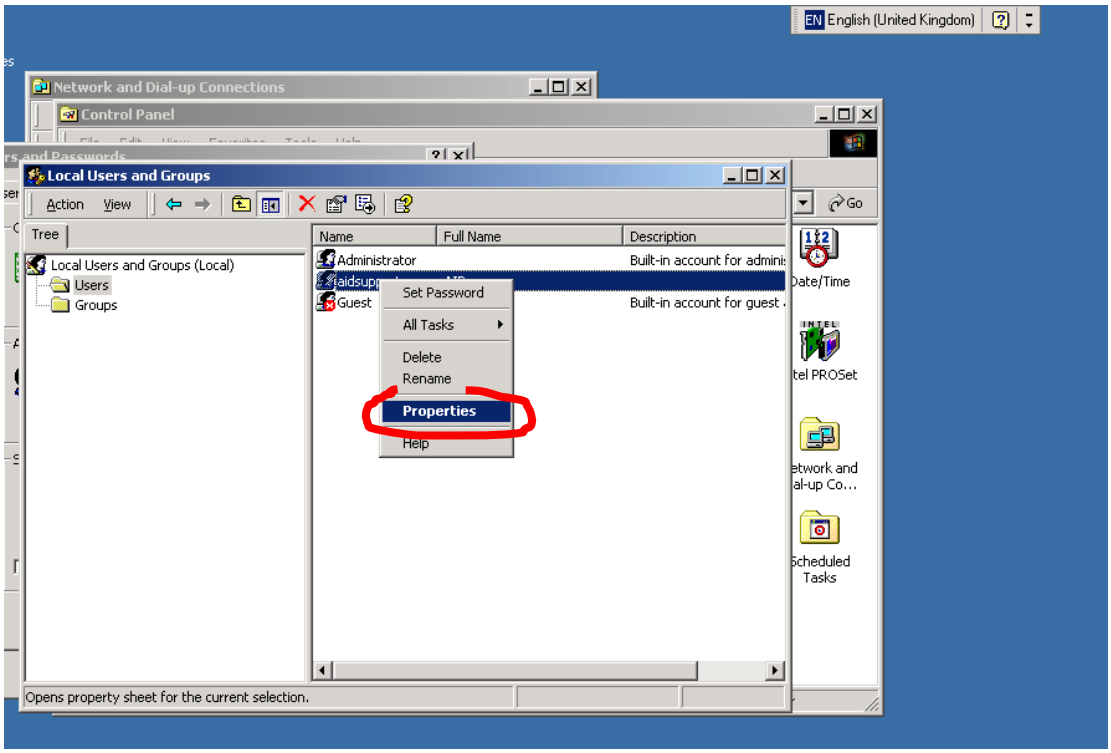


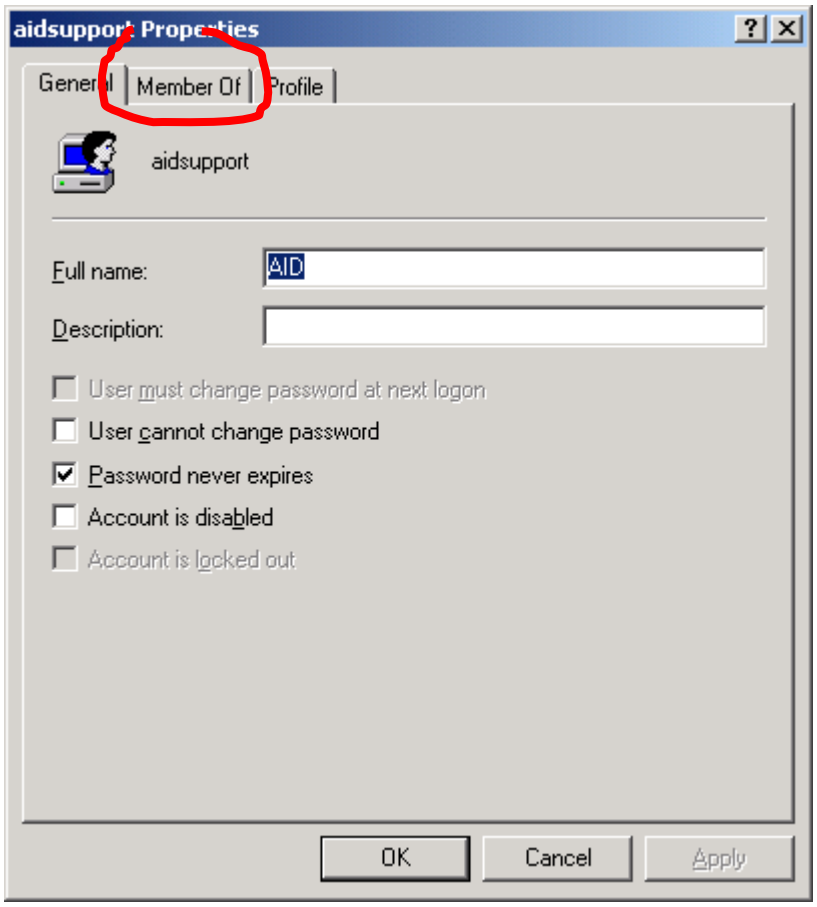

Users and Passwords
Users
Advanced
Use the list below to grant or deny users access to your computer, and to change passwords and other settings.
Users must enter a user name and password to use this computer.
Users for this computer:
User Name
Group
Administrator
Administrators
Guest
Guests
Add...
Remove
Properties
Password for Administrator
To change your password, press Ctrl-Alt-Del and select Change Password.
Set Password...
OK
Cancel
Apply

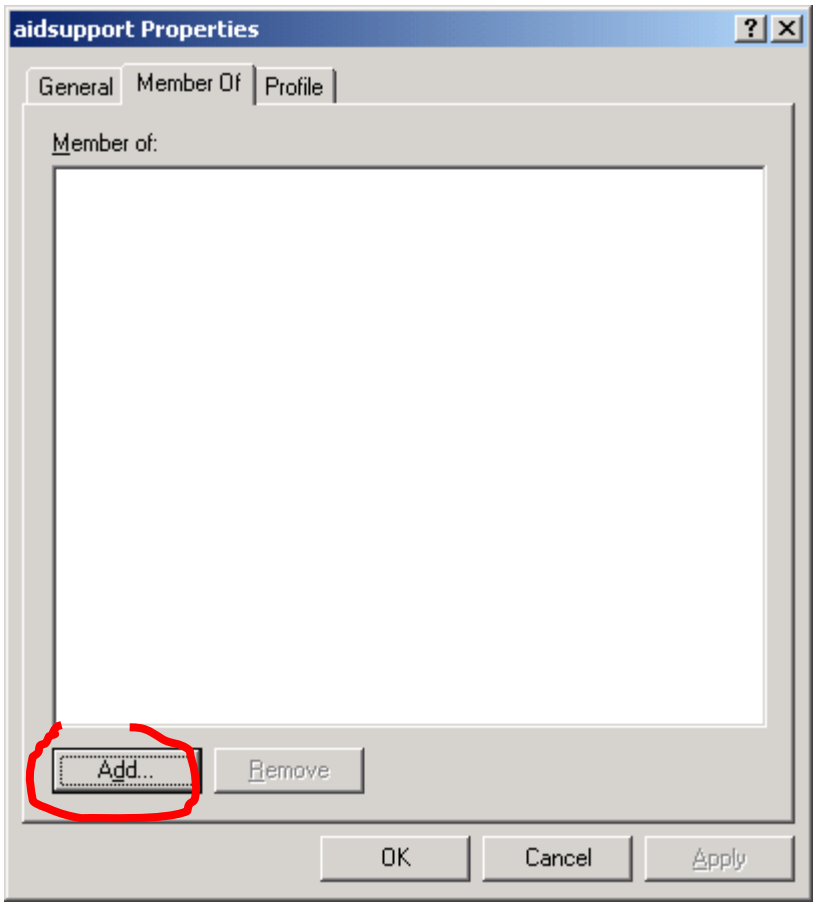

Users and Passwords
Users
Advanced
Certificate Management
Use certificates to positively identify yourself, certification authorities and publishers.
New Certificate...
Certificates
Advanced User Management
Local Users and Groups can be used to perform advanced user management tasks.
Advanced
Secure Boot Settings
It is recommended that you require users to press Ctrl-Alt-Delete before logging on. This ensures password security and helps protect the system from harmful programs.
Require users to press Ctrl-Alt-Delete before logging on.
OK
Cancel
Apply

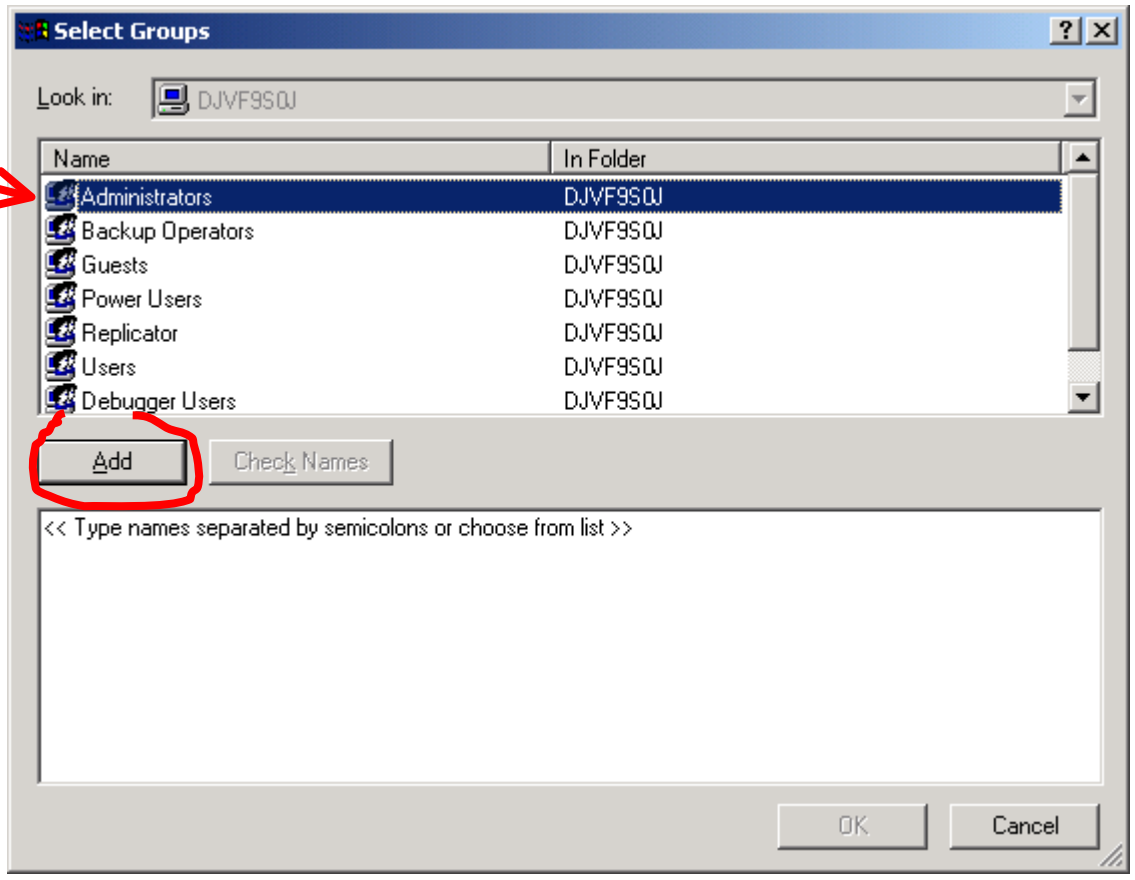

Local Users and Groups
Action View
Tree
Local Users and Groups (Local)
Users
Groups
Name
Users
Groups

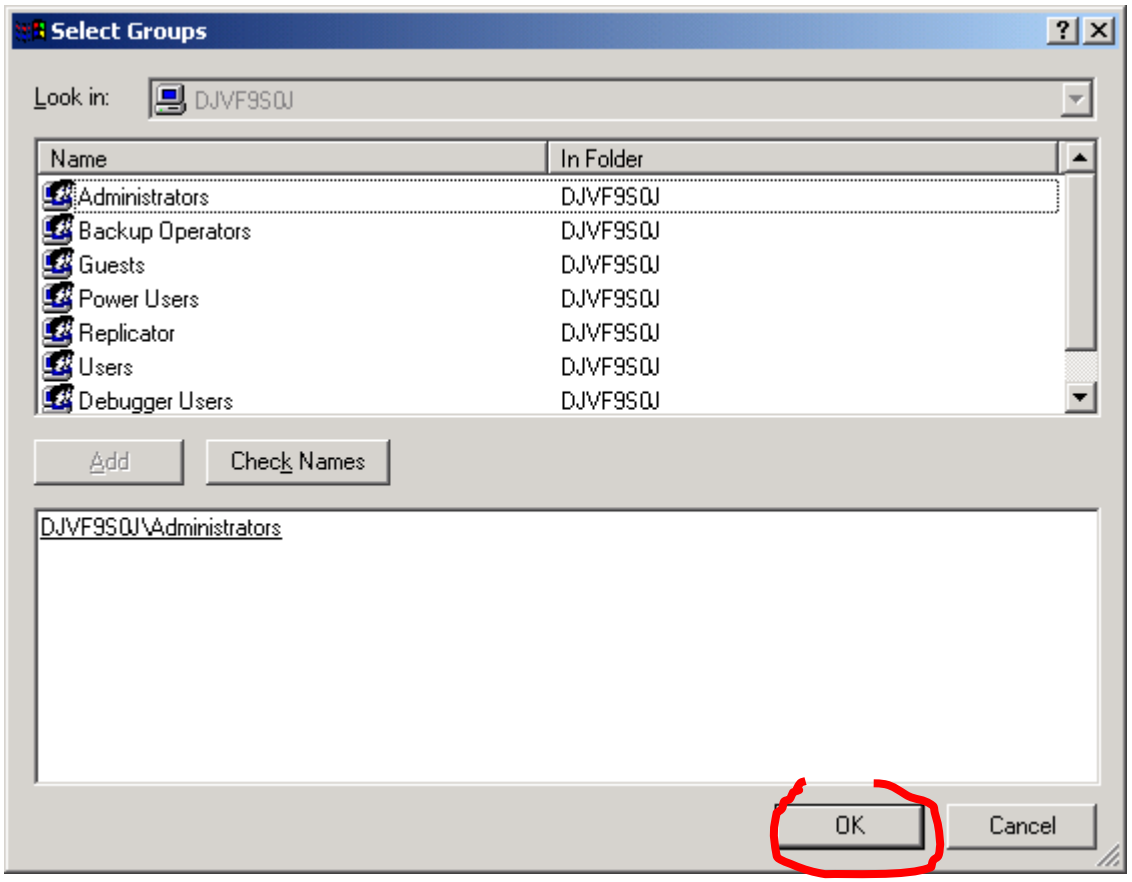

Local Users and Groups
Action View
Tree
Local Users and Groups (Local)
Users
Groups
Name
Full Name
Description
Administrator
Built-in account for admini
aidsupport
AID
Guest
Built-in account for guest

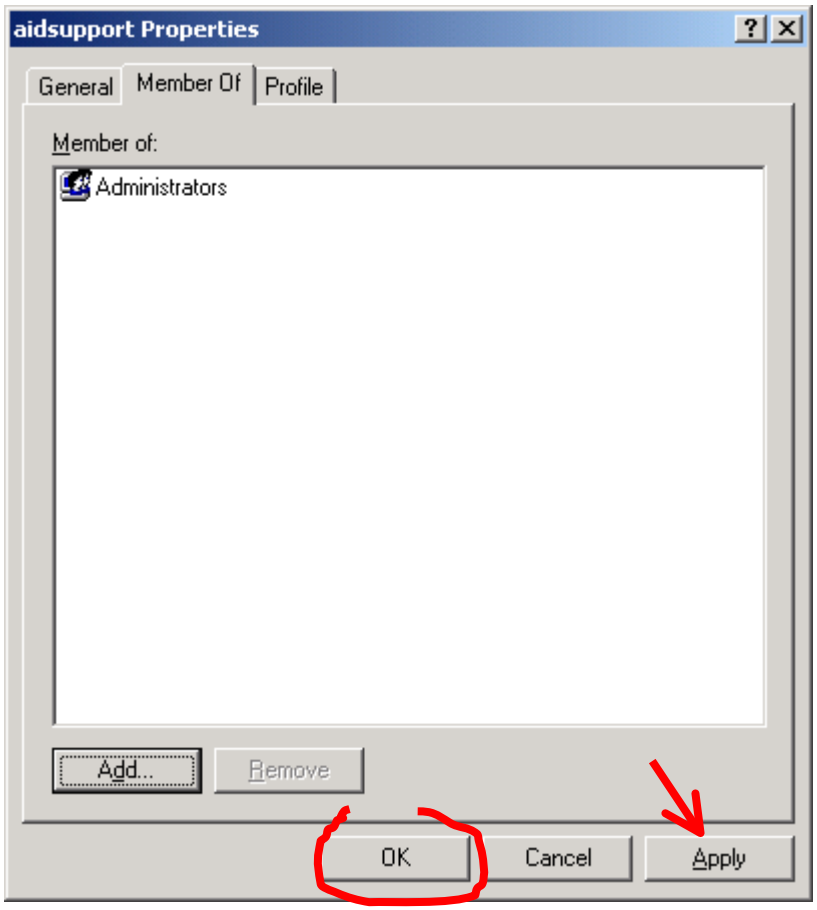

English (United Kingdom)
Network and Dial-up Connections
Control Panel
Local Users and Groups
Action
View
Tree
Local Users and Groups (Local)
Users
Groups
Name
Full Name
Description
Administrator
Built-in account for admini
Guest
Built-in account for guest
Set Password
All Tasks
Delete
Rename
Properties
Help
Opens property sheet for the current selection.
Go
Date/Time
tel PROSet
twork and
al-up Co...
Scheduled
Tasks

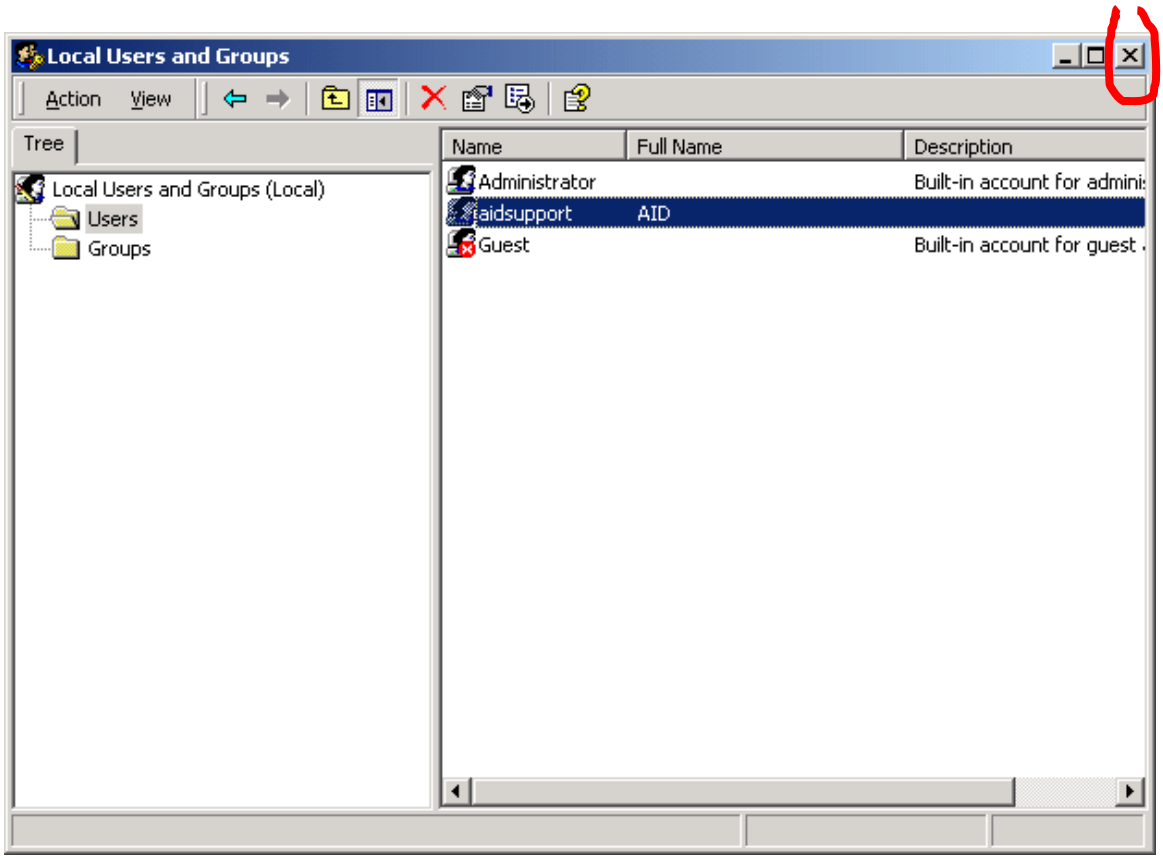

aidsupport Properties
General
Member Of
Profile
aidsupport
Full name:
AID
Description:
User must change password at next logon
User cannot change password
Password never expires
Account is disabled
Account is locked out
OK
Cancel
Apply

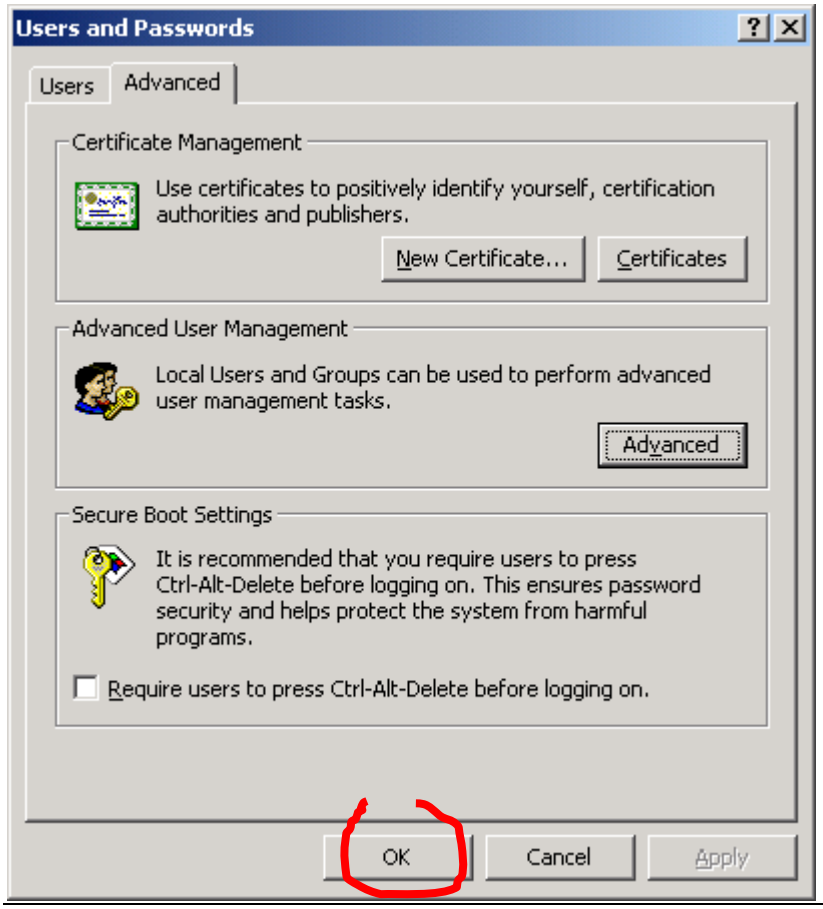

aidsupport Properties
General
Member Of
Profile
Member of:
Add...
Remove
OK
Cancel
Apply


Select Groups
Look in:
DJVF9S0J
Name
In Folder
Administrators
Backup Operators
Guests
Power Users
Replicator
Users
Debugger Users
DJVF9S0J
Add
Check Names
<< Type names separated by semicolons or choose from list >>
OK
Cancel


Select Groups
Look in:
DJVF9S0J
Name
In Folder
Administrators
Backup Operators
Guests
Power Users
Replicator
Users
Debugger Users
DJVF9S0J
Add
Check Names
DJVF9S0J\Administrators
OK
Cancel

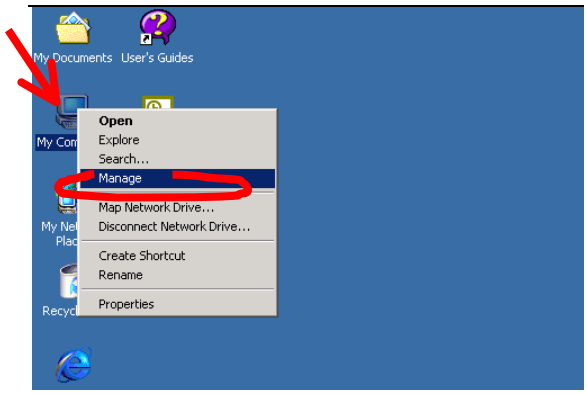

aidsupport Properties
General
Member Of
Profile
Member of:
Administrators
Add...
Remove
OK
Cancel
Apply

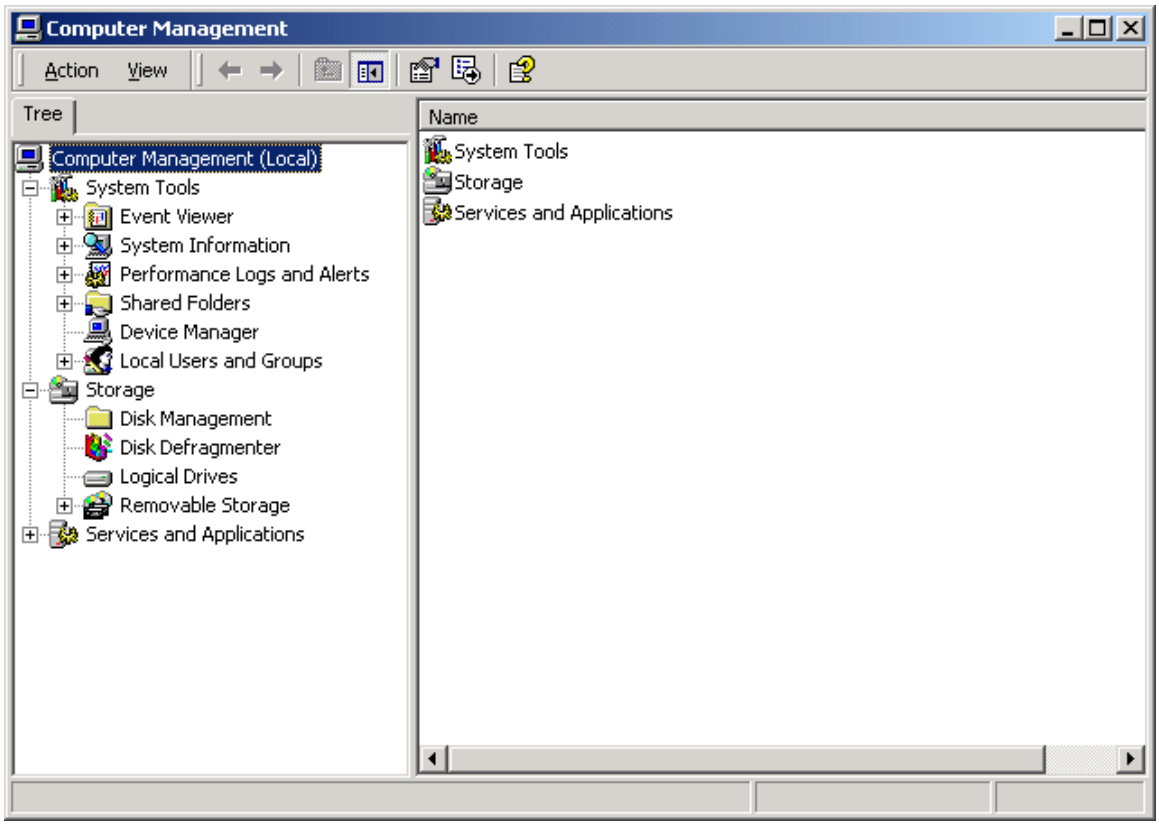

Local Users and Groups
Action View
Tree
Local Users and Groups (Local)
Users
Groups
Name
Full Name
Description
Administrator
Built-in account for admini
aidsupport
AID
Guest
Built-in account for guest

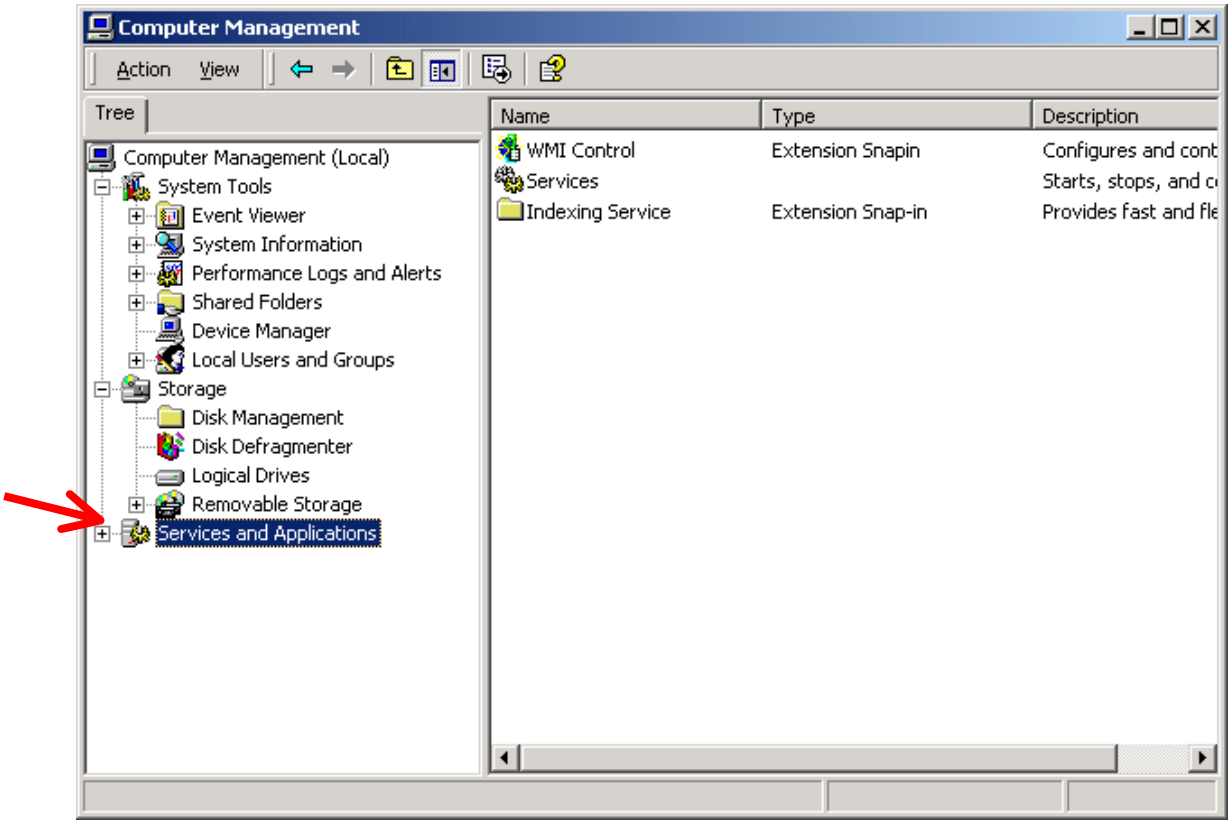

Users and Passwords
Users
Advanced
Certificate Management
Use certificates to positively identify yourself, certification authorities and publishers.
New Certificate...
Certificates
Advanced User Management
Local Users and Groups can be used to perform advanced user management tasks.
Advanced
Secure Boot Settings
It is recommended that you require users to press Ctrl-Alt-Delete before logging on. This ensures password security and helps protect the system from harmful programs.
Require users to press Ctrl-Alt-Delete before logging on.
OK
Cancel
Apply

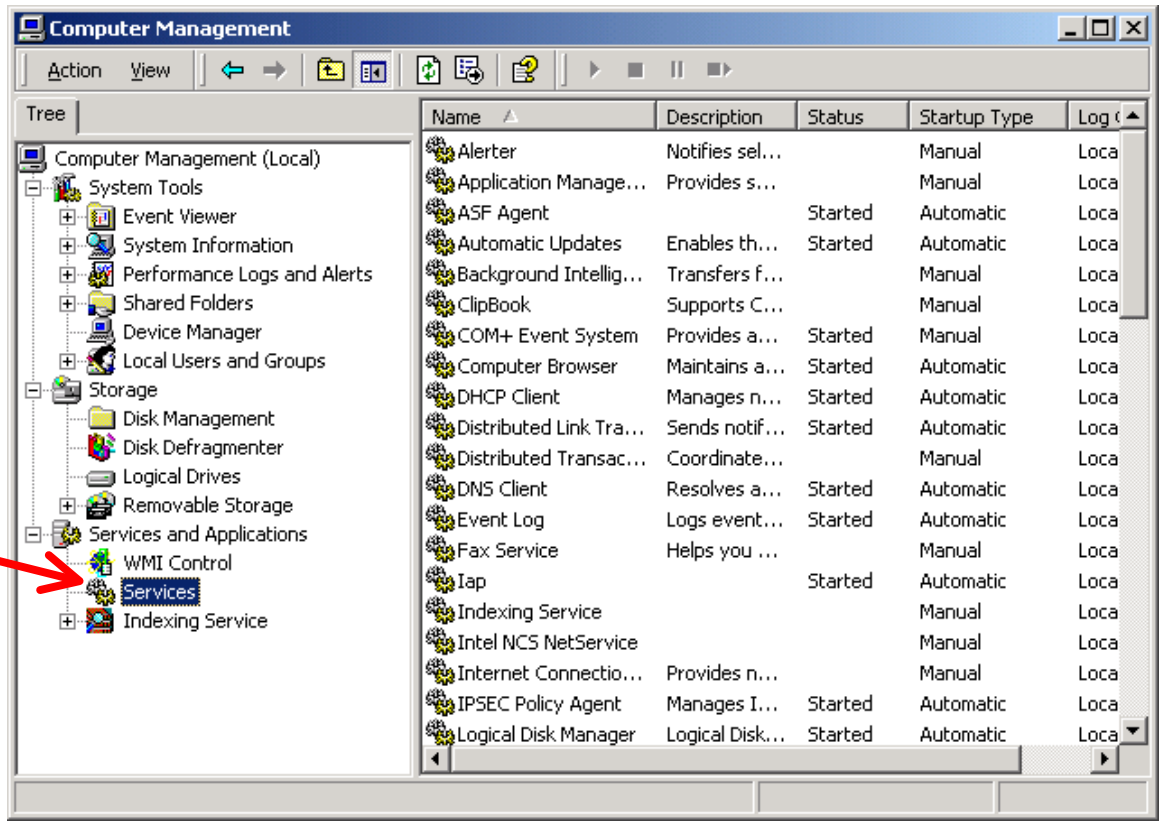
Making of Manual Mode for VNC server service

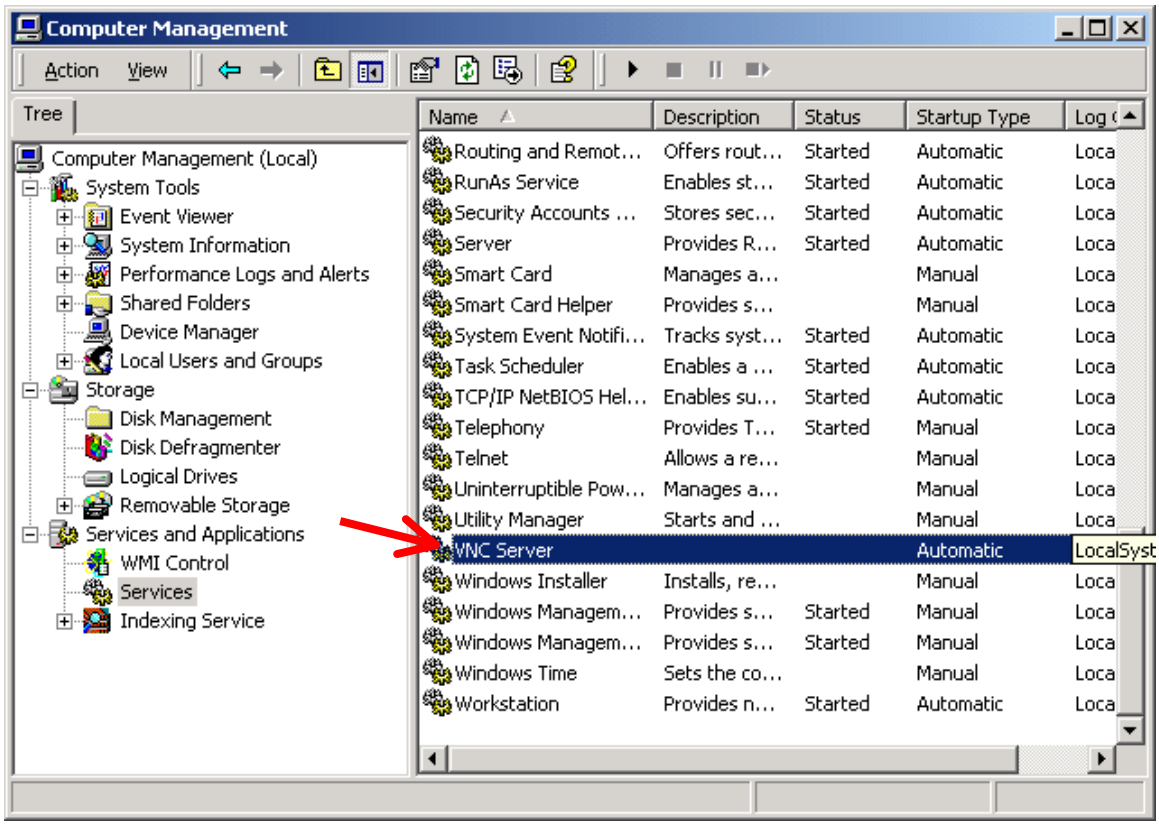
Note: These steps are needed if we want to disable automatic start of this service. It means that remote access from AID Support PC will be possible only if this service will be started manually.




Computer Management
Action View
Tree
Computer Management (Local)
System Tools
Event Viewer
System Information
Performance Logs and Alerts
Shared Folders
Device Manager
Local Users and Groups
Storage
Disk Management
Disk Defragmenter
Logical Drives
Removable Storage
Services and Applications
Name
System Tools
Storage
Services and Applications


Computer Management
Action View
Tree
Computer Management (Local)
System Tools
Event Viewer
System Information
Performance Logs and Alerts
Shared Folders
Device Manager
Local Users and Groups
Storage
Disk Management
Disk Defragmenter
Logical Drives
Removable Storage
Services and Applications
Name
Type
Description
WMI Control
Extension Snapin
Configures and cont
Services
Starts, stops, and c
Indexing Service
Extension Snap-in
Provides fast and fle


Computer Management
Action View
Tree
Computer Management (Local)
System Tools
Event Viewer
System Information
Performance Logs and Alerts
Shared Folders
Device Manager
Local Users and Groups
Storage
Disk Management
Disk Defragmenter
Logical Drives
Removable Storage
Services and Applications
WMI Control
Services
Indexing Service
Name
Description
Status
Startup Type
Alerter Notifies sel... Manual
Application Manage... Provides s... Manual
ASF Agent Started Automatic
Automatic Updates Enables th... Started Automatic
Background Intellig... Transfers f... Manual
ClipBook Supports C... Manual
COM+ Event System Provides a... Started Manual
Computer Browser Maintains a... Started Automatic
DHCP Client Manages n... Started Automatic
Distributed Link Tra... Sends notif... Started Automatic
Distributed Transac... Coordinate... Manual
DNS Client Resolves a... Started Automatic
Event Log Logs event... Started Automatic
Fax Service Helps you ... Manual
Iap Started Automatic
Indexing Service Manual
Intel NCS NetService Manual
Internet Connectio... Provides n... Manual
IPSEC Policy Agent Manages I... Started Automatic
Logical Disk Manager Logical Disk... Started Automatic


Computer Management
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Computer Management (Local)
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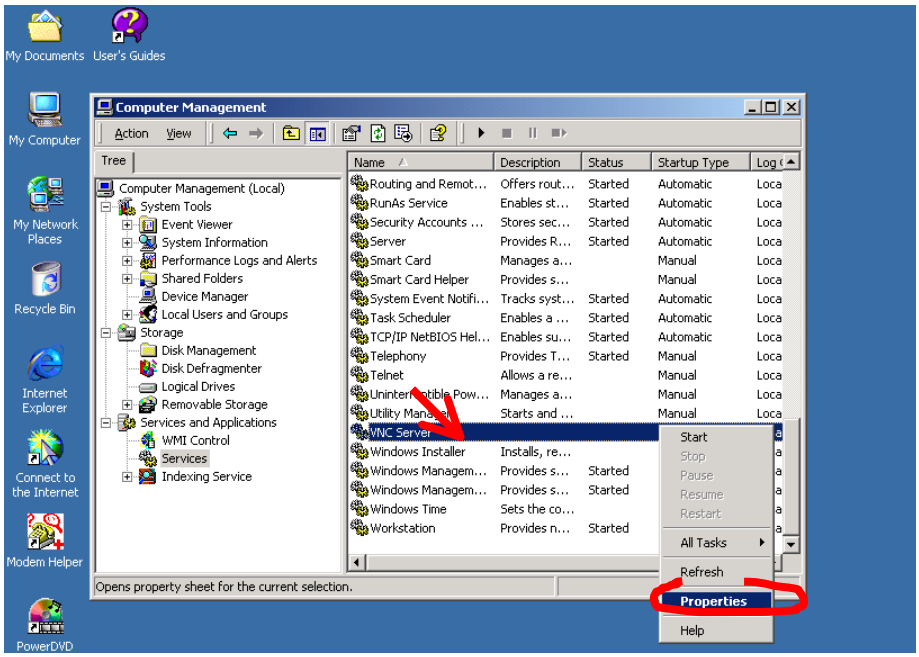
System Information
Performance Logs and Alerts
Shared Folders
Device Manager
Local Users and Groups
Storage
Disk Management
Disk Defragmenter
Logical Drives
Removable Storage
Services and Applications
WMI Control
Services
Indexing Service
Name
Description
Status
Startup Type
Routing and Remot... Offers rout... Started Automatic
RunAs Service Enables st... Started Automatic
Security Accounts ... Stores sec... Started Automatic
Server Provides R... Started Automatic
Smart Card Manages a... Manual
Smart Card Helper Provides s... Manual
System Event Notifi... Tracks syst... Started Automatic
Task Scheduler Enables a ... Started Automatic
TCP/IP NetBIOS Hel... Enables su... Started Automatic
Telephony Provides T... Started Manual
Telnet Allows a re... Manual
Uninterruptible Pow... Manages a... Manual
Utility Manager Starts and ... Manual
VNC Server Automatic LocalSyst
Windows Installer Installs, re... Manual
Windows Managem... Provides s... Started Manual
Windows Managem... Provides s... Started Manual
Windows Time Sets the co... Manual
Workstation Provides n... Started Automatic


My Documents
User's Guides
My Computer
My Network Places
Recycle Bin
Internet Explorer
Connect to the Internet
Modem Helper
PowerDVD
Computer Management
Action
View
Tree
Computer Management (Local)
System Tools
Event Viewer
System Information
Performance Logs and Alerts
Shared Folders
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Disk Management
Disk Defragmenter
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Services and Applications
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Services
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Name
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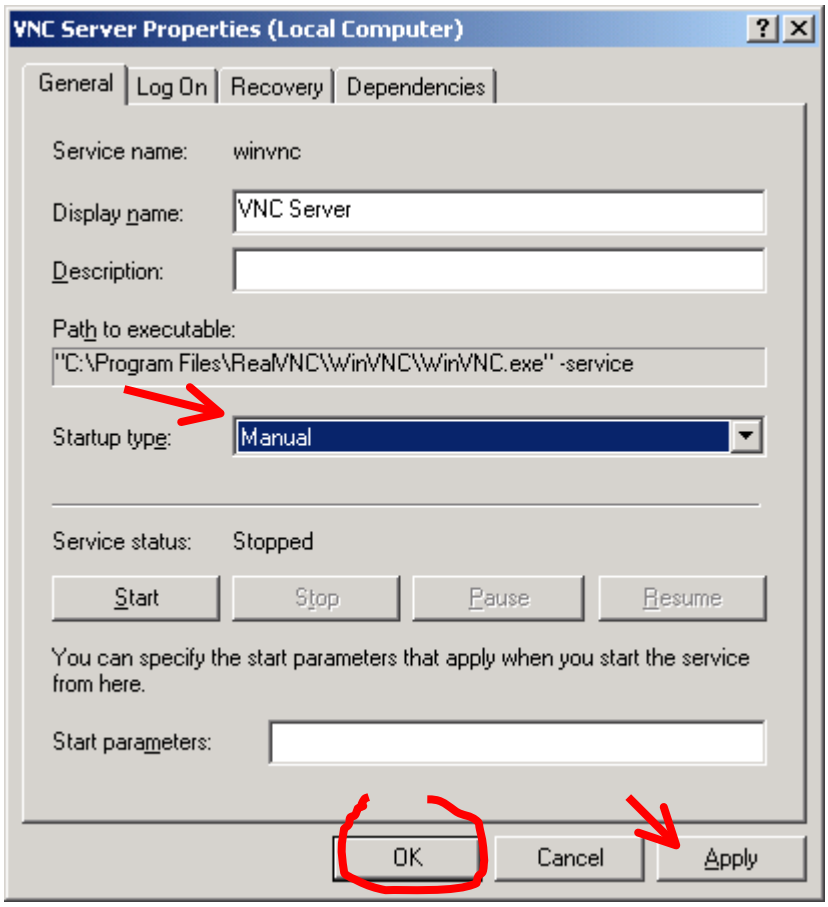
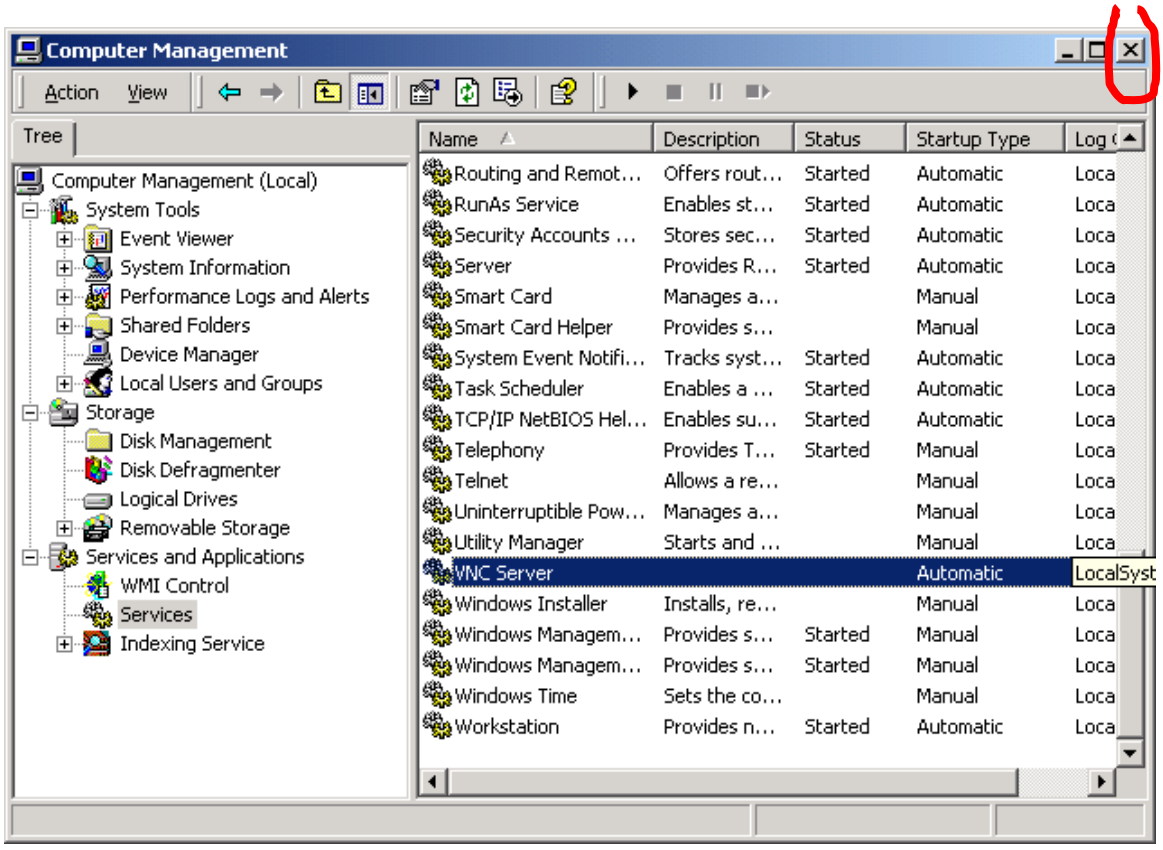
Status
Startup Type
Routing and Remot... Offers rout... Started Automatic
RunAs Service Enables st... Started Automatic
Security Accounts ... Stores sec... Started Automatic
Server Provides R... Started Automatic
Smart Card Manages a... Manual
Smart Card Helper Provides s... Manual
System Event Notifi... Tracks syst... Started Automatic
Task Scheduler Enables a ... Started Automatic
TCP/IP NetBIOS Hel... Enables su... Started Automatic
Telephony Provides T... Started Manual
Telnet Allows a re... Manual
Uninterruptible Pow... Manages a... Manual
Utility Manager Starts and ... Manual
VNC Server
Windows Installer Installs, re...
Windows Managem... Provides s... Started
Windows Managem... Provides s... Started
Windows Time Sets the co...
Workstation Provides n... Started
Start
Stop
Pause
Resume
Restart
All Tasks
Refresh
Properties
Help
Opens property sheet for the current selection.


VNC Server Properties (Local Computer)
General
Log On
Recovery
Dependencies
Service name: winvnc
Display name: VNC Server
Description:
Path to executable:
"C:\Program Files\RealVNC\WinVNC\WinVNC.exe" -service
Startup type: Manual
Service status: Stopped
Start
Stop
Pause
Resume
You can specify the start parameters that apply when you start the service from here.
Start parameters:
OK
Cancel
Apply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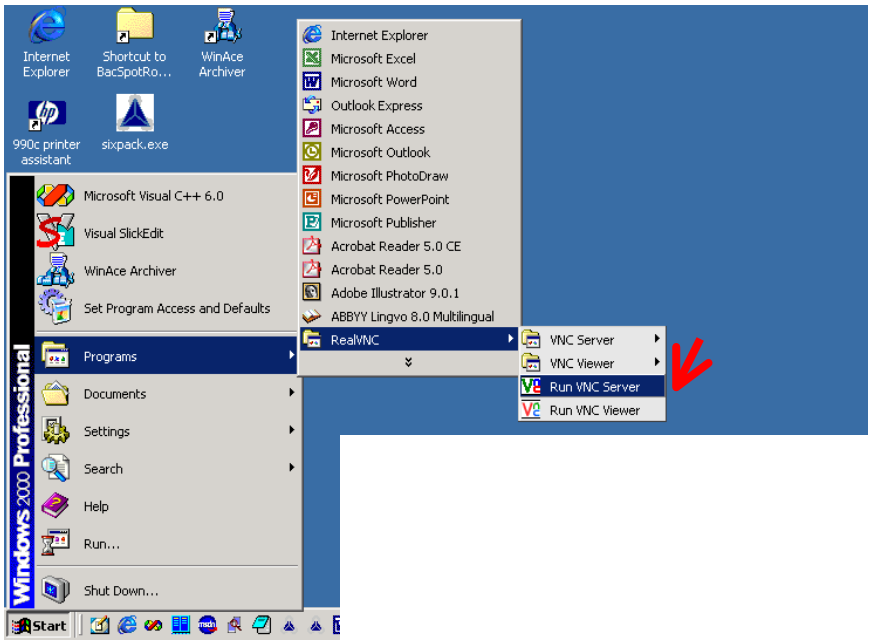
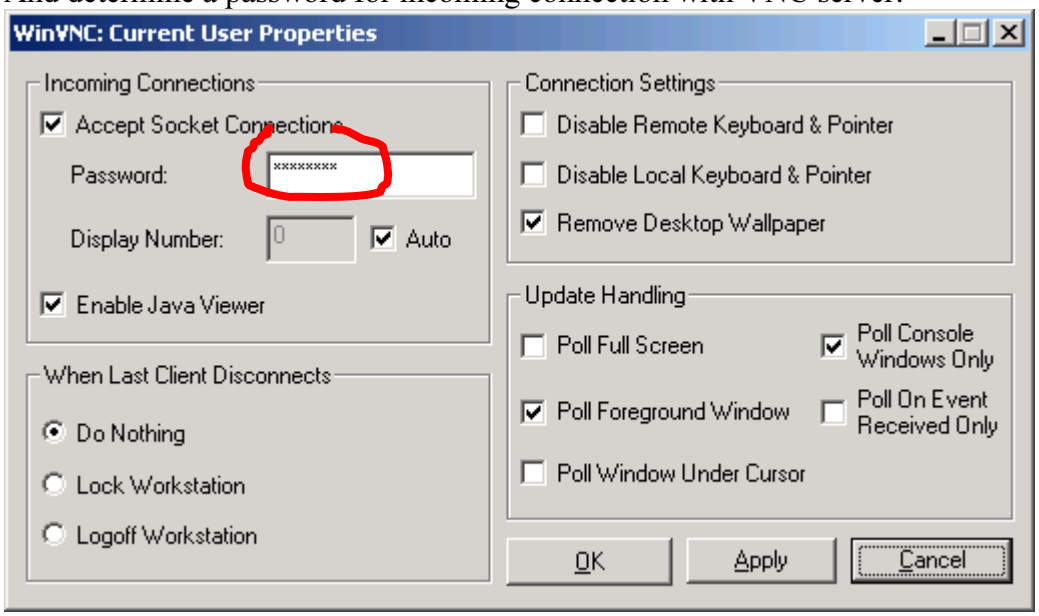
Services and Applications
WMI Control
Services
Indexing Service
Name
Description
Status
Startup Type
Log
Routing and Remot... Offers rout... Started Automatic Loca
RunAs Service Enables st... Started Automatic Loca
Security Accounts ... Stores sec... Started Automatic Loca
Server Provides R... Started Automatic Loca
Smart Card Manages a... Manual Loca
Smart Card Helper Provides s... Manual Loca
System Event Notifi... Tracks syst... Started Automatic Loca
Task Scheduler Enables a ... Started Automatic Loca
TCP/IP NetBIOS Hel... Enables su... Started Automatic Loca
Telephony Provides T... Started Manual Loca
Telnet Allows a re... Manual Loca
Uninterruptible Pow... Manages a... Manual Loca
Utility Manager Starts and ... Manual Loca
VNC Server Automatic LocalSyst
Windows Installer Installs, re... Manual Loca
Windows Managem... Provides s... Started Manual Loca
Windows Managem... Provides s... Started Manual Loca
Windows Time Sets the co... Manual Loca
Workstation Provides n... Started Automatic Loca

Determining of Password for VNC server

Start VNC Server:



And determine a password for incoming connection with VNC server:



AID password for incoming connection with VNC server and additional information available from AID Support team:

Ph.: +49 7434-9364-0
+49 7434-9364-32
Fax:+49 7434-9364-40
E-mail: Support@elispot.com