

Setting up pcAnywhere (Host Only)

Overview

pcAnywhere can be provided to dRecipe© users to permit Appsoft technical staff to (when requested) remotely control the user's computer. (provided that the user has a modem and 'phone line available).

Windows XP already has an inbuilt facility that permits this type of service to be run via the internet.

Not only does this on-line facility permit Appsoft to provide training to remotely located clients without the expense of sometimes extensive travel requirements, but also to provide assistance in setting up and/or repairing damaged installations.

It is suggested that if possible, a separate telephone line be available for voice communications whilst the remote computer is connected to the modem line.

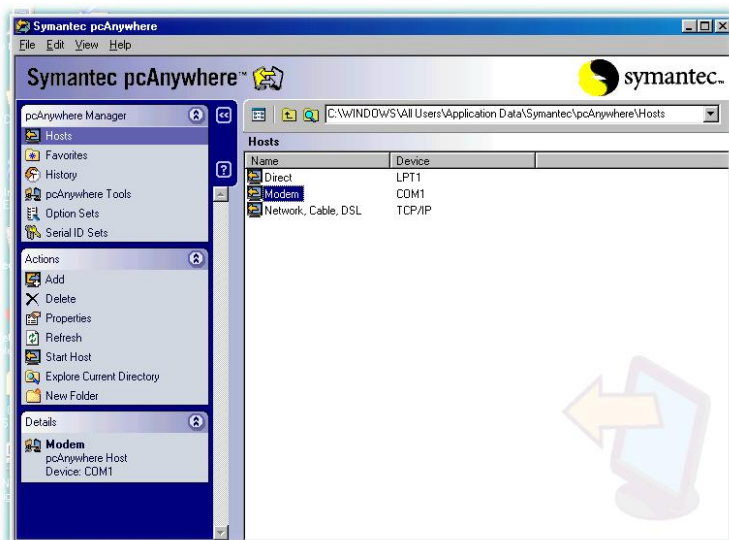
A special dRecipe© icon has been installed on the client desktop to load dRecipe© without any mainscreen graphics. This version is used by remote pcAnywhere connections to limit the amount of data that needs to be transmitted via the modem to Appsoft, and thus make remote control screens load faster.

Installation

Insert the CD into the CD ROM drive, and select Install. Follow the manufacturer's prompts, and accept the default settings. If prompted to re-start your computer when installation has been completed, do so, making sure that your modem is connected and powered on.

Setup

Start pcAnywhere, and select "Hosts" in the pcAnywhere Manager window.



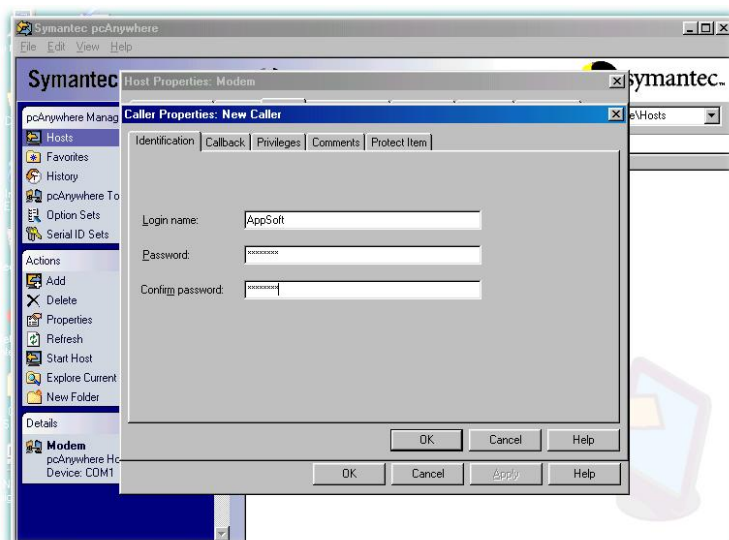
Right click on Modem in the Hosts window, and select "Properties".

Select the Callers TAB at the top of the screen and then click on the "New Item: icon.."



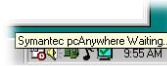
The screen will default to the "Identification" TAB. Enter "Appsoft" as the login name, and "helpdesk" as the password. (don't forget to confirm the password in the second entry field.)

Select the "Privileges" TAB, and select "SuperUser". Click on (New Caller) OK, then (Properties) OK.

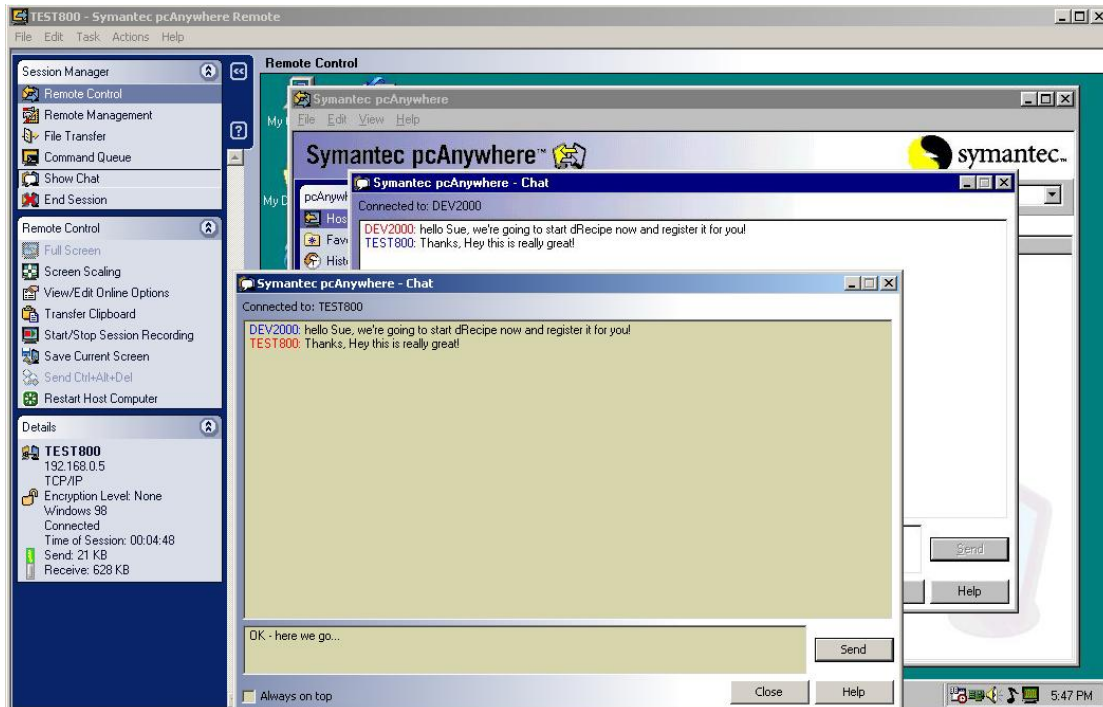


Running as a Host

Double-click on the Modem item and you should see a new icon appear in the right hand end of your task bar. The icon looks like a small computer screen with a green “Tick” in it. If the mouse cursor is allowed to rest over this icon, help text saying “Symantec pcAnywhere Waiting...” should display.



This means that your machine is waiting for a call from Appsoft. Provided that there are no other devices other than the modem connected to the line (no answering machine or fax), and nobody lifts the ‘phone handset on that line when it rings, the modem will answer, and the screen will begin responding to commands from the Appsoft specialist.



In the graphic above, you see a dummy session in progress. The “Chat” screen in the foreground is being displayed on the Appsoft computer. Behind it, the remote client (your machine) has the same information on it. Behind that is the remote client screen (mainly covered by the remote pcAnywhere window). To the left and above you see the Appsoft computer screen.

The remote machine mouse is disabled, but the keyboard still responds to entry.

When the Appsoft connection has been closed, simply right click on the pcAnywhere “In Session” icon in the task bar, and select “End Session”. This will prevent your machine from responding to any other incoming ‘phone calls. If the Appsoft specialist has not already closed your pcAnywhere program window, close it now until it is needed again next time.