

What is the preferred remote access method to enable QTech to access our DATRAN server?



There are a number of ways for us to connect remotely to your server to provide remote support and assistance.

The preferred software is a package called UltraVNC.

This product gives us all of the functionality that PC Anywhere provides, except that it only works over TCP/IP (no dial-up). The [UVNC website](#) states it works with Vista and Windows 7.

If multiple PC's inside a network are going to be running UltraVNC, the way we suggest is to create NAT rules in the firewall so that hitting different ports from the outside will allow us access to the different machines inside the network.

Eg. If there are three machines on the network running VNC (default port VNC listens on is 5900), then set the firewall up so that: if we use IP xxx.xxx.xxx.xxx:5900 we go to machine #1, xxx.xxx.xxx.xxx:5901 would take us to machine 2 and xxx.xxx.xxx.xxx:5902 would take us to machine 3. xxx.xxx.xxx.xxx is the IP address of the internet facing side of the firewall.

You will need to discuss this with you IT provider.