

# Pchelpware

## Step By Step Version 10

Pchelpware is the newest release of the Single Click family it is going to replace Single Click entirely in time. In this First Version it has been made compatible with the helpdesk.txt for an easier transition to the new replacement

1.) You need to download the current version of Pchelpware by visiting the following link  
[www.pchelpware.com](http://www.pchelpware.com)

The following will appear

**Make Your Donation Today**  
Help Rebuild Lives & Communities in Hurricane Affected States.

### Remote secure access from Anywhere

SC connect direct to your system Port forwarding  
SC and Viewer both initiate on outgoing connection  
repeater cross channels  
SC use https Proxy to reach repeater, viewer initiate on outgoing connect, repeater cross channels  
(added Beta 9, Viewer can also use https proxy)

PchelpWare is a remote support tool that allow you to control any pc connected to the internet. No router modification are needed to access a remote PC behind a NAT. Using the included "repeater" you can even connect nat2nat without the need to make any router changes on both sites. PchelpWare is a free alternative for logmein, gotomypc and pcitywhere remote access support.

[Secure Remote PC Support](#)  
On-Demand Remote Support Take Control In Seconds. Free Trial  
Ads by Google

[Desktop Streaming](#)  
Web-Based Screen Share Application Try it Risk Free for 30 Days! - aff  
Advertisement on this site

Be sure to read all the documentation on the site in order for you to understand how pchelpware works..

Once you read the documentation left click on the [Download](#)

The following will appear

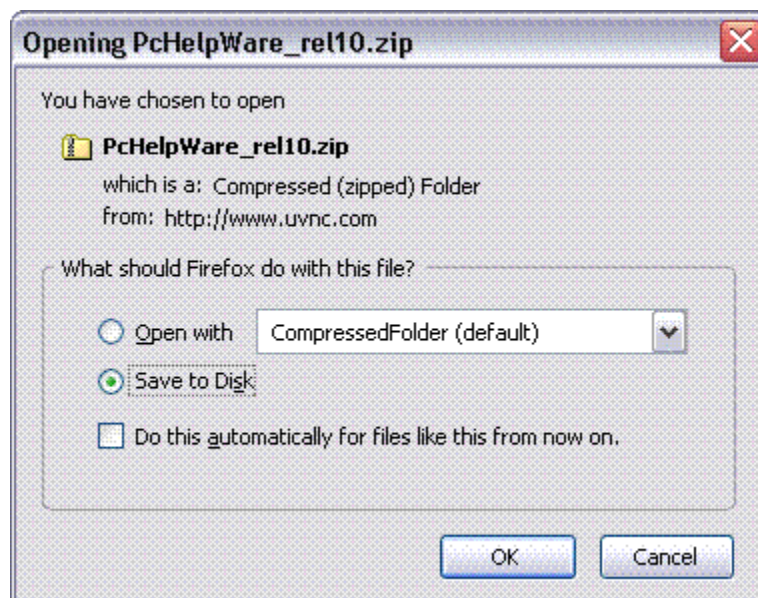
Scroll down to you see the latest release

[PcHelpware Rel 1.0 binary's \(GUI PHW\)](#)

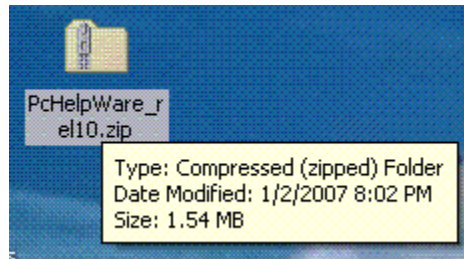
The screenshot shows the PcHelpWare website. The header features the logo and navigation links: Home | Config Network | Config Layout | Development | **Download** | UltraVnc SC. The main content area includes a description of PcHelpWare as a remote support tool, a login form with fields for 'Login:' and 'Password:', and a 'License' section with links to 'PcHelpWare Old Beta's', 'PcHelpWare Beta15', 'Sample sourcecode (gui/cmdline) Pchelpware server', and 'PcHelpWare Viewer Beta15'. A sidebar on the left contains several advertisement links: 'Remote Pc', 'Remote Access Software', 'KVM over IP', 'Easy Remote Control', and 'Use WinRemotePC For...'. The Windows taskbar at the bottom shows the Start button, Yahoo! Messenger, and several open windows including 'pchw\_stepbystep - O...' and 'Pchelpware - remote...'. The system tray on the right displays weather information for Sunny, 45° F, and the date Saturday, 52° F.

Left click on the Download PCHelpware current version

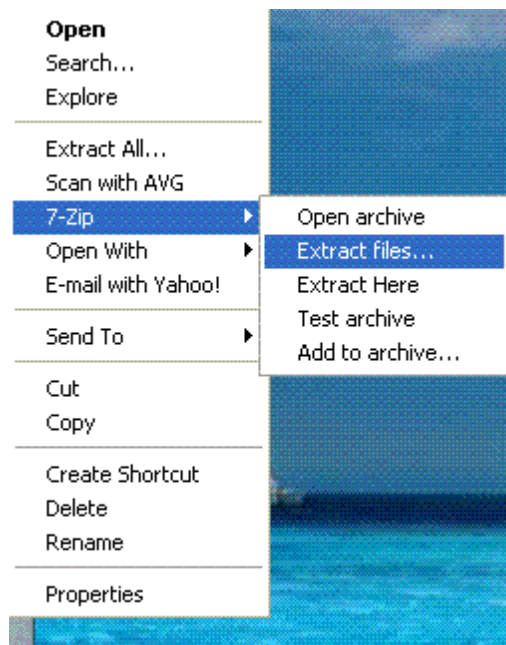
Then the download ( save as box will appear)



Be sure to save it in a location where you can find it. For this example I will save it to the desktop.

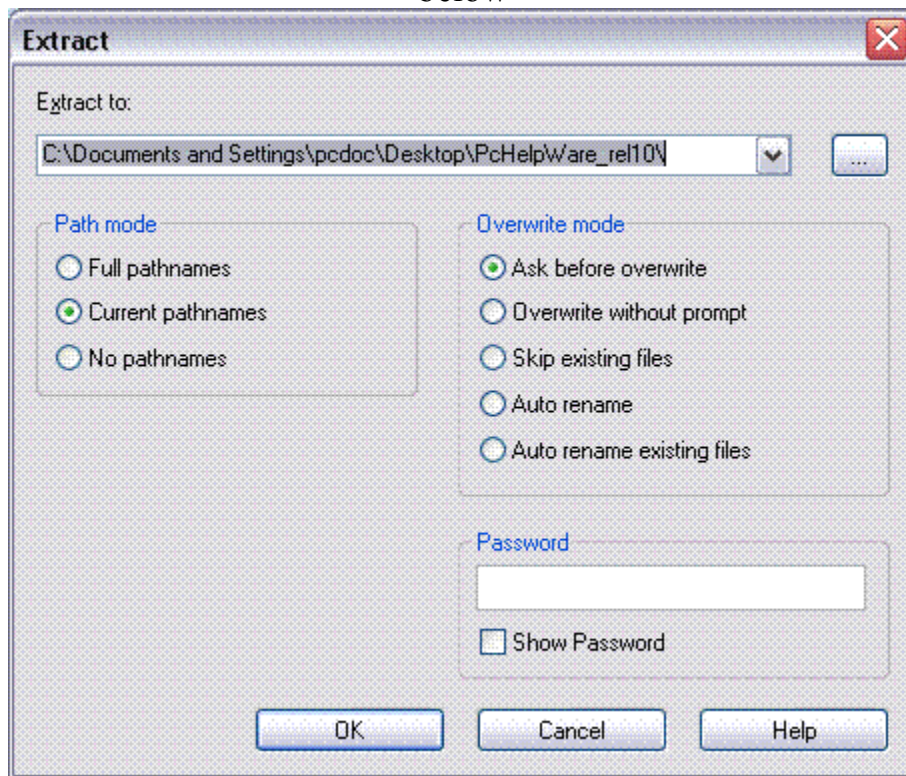


The Pchelpware is compressed so you need to use an uncompressing program like 7zip [www.7zip.org](http://www.7zip.org) or [www.winzip.com](http://www.winzip.com). to extract the files out of the archive



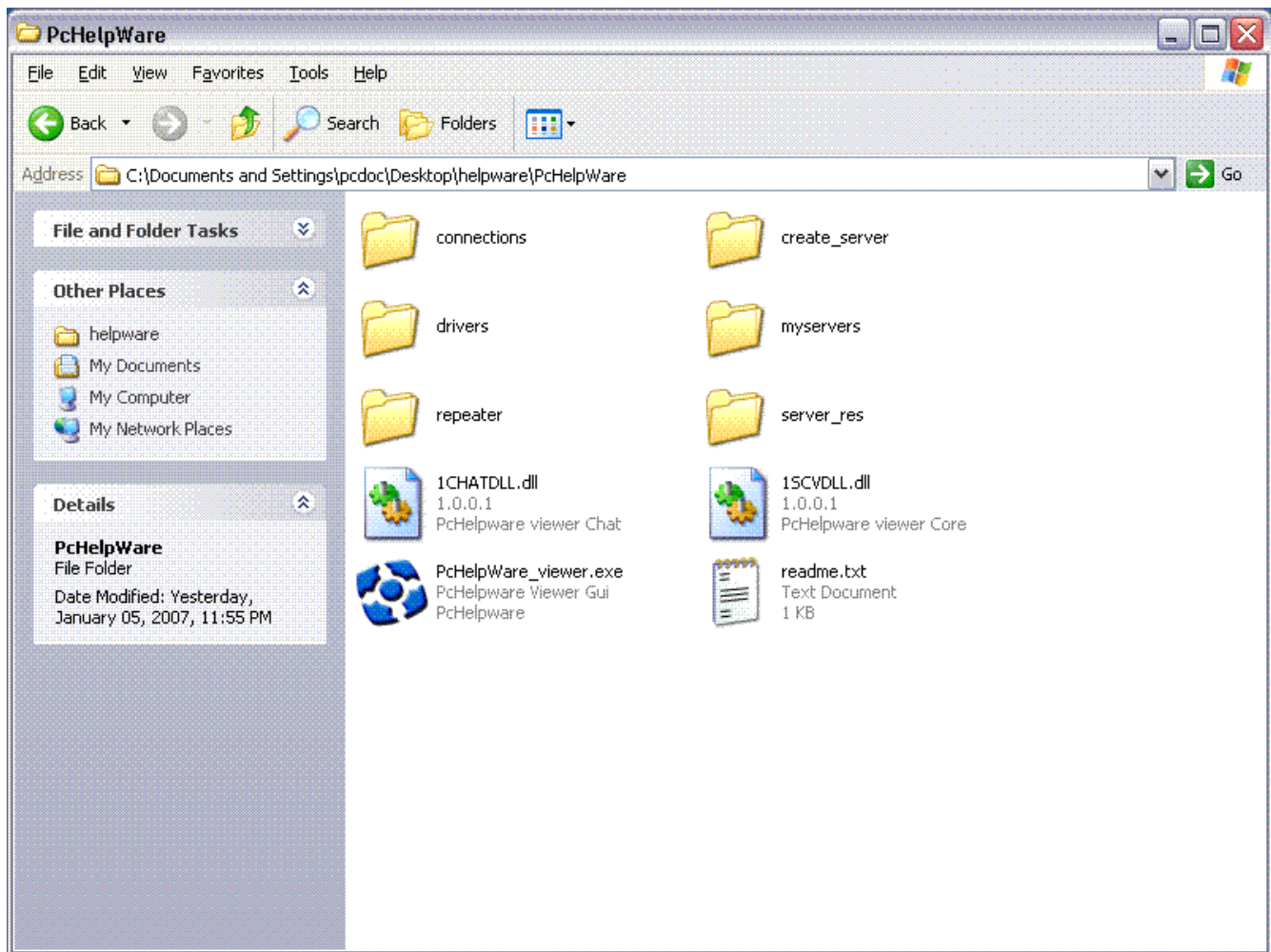
This menu will appear if you have 7 zip installed on your pc and right clicked on the compressed file. Be sure to left click on the Extract Files

left click on ok and the uncompressed files should appear in the folder you specified below



Double left click on the folder (you specified) and then on the pchelpware folder

The following will appear.



**create\_server:** This folder contains the needed files to generate the server exe

**drivers:** If you wish to speed up a LAN connection, you can install special mirror drivers on w2k, XP and Vista.

**repeater:** This folder contain the repeater, this is the same what run on uvnc.com

**server\_res:** Contain the background and icon of the server exe. Can be customized

**1CHATDLL.dll:**

**1SCVDLL.DLL:**

**PcHelpWare\_viewer.exe:** an integrated all-in-one "server-creator" and "remote-viewer"

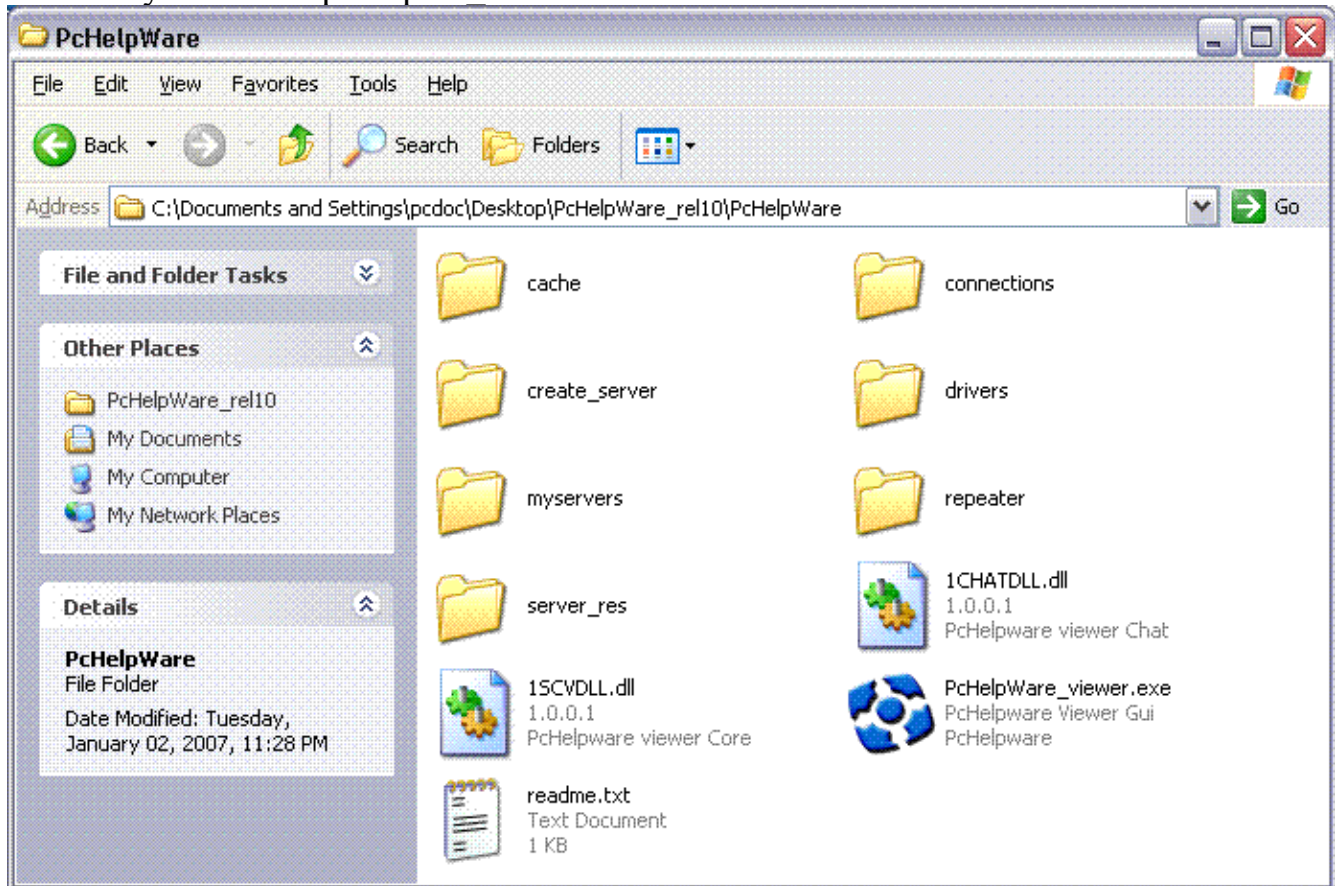
**readme.txt:** This file contains a more brief overview than that presented here

**cache:** Where a background cache is saved to disk, for reuse with the next connection

**connections:** This folder is used to save the viewer profiles.

**myservers:** In this folder you find the generated servers. The servers are saved in a sub folder with the same name as the viewer profile eg: creating a server called "Test" creates a sub-folder called "Test" and inside that sub-folder sits your new file called "PcHelpWare\_server.exe"

Once you run the pchelpare\_viewer.exe another folder will be created called cache



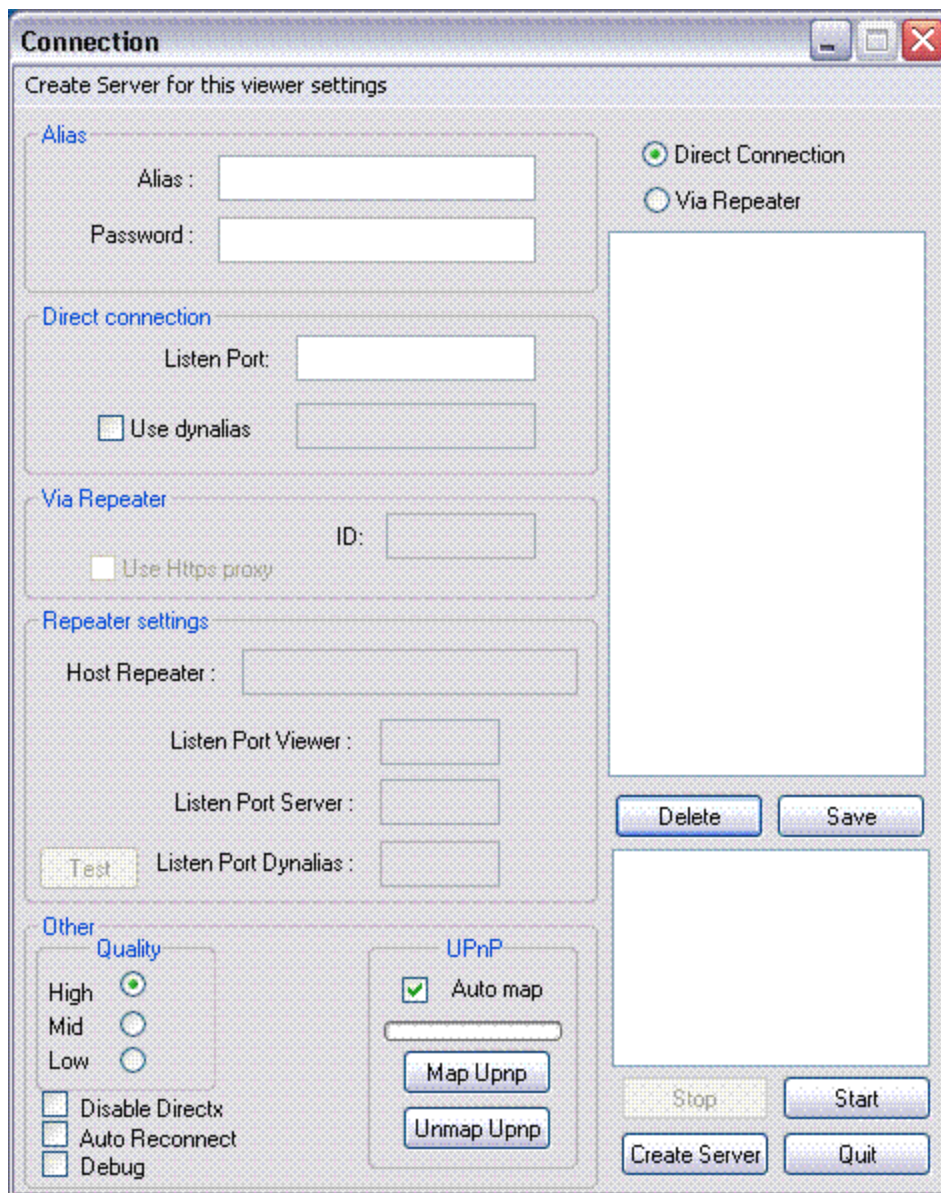
Pchelpware has changed so that the viewer can now create the self extracting.exe's as well as store your settings to make deployment easier. It is complete self containing program that is independent from ultravnc it uses it own viewer and server.



Double left click on PcHelpware\_viewer.exe icon

The following will appear:





Creating a Direct connection configuration file and self extracting



In this section we will be using the direct connection You will notice that there are two options now select Direct



You will notice that the repeater section of the settings viewer will go dark because it is not needed in direct connection configuration

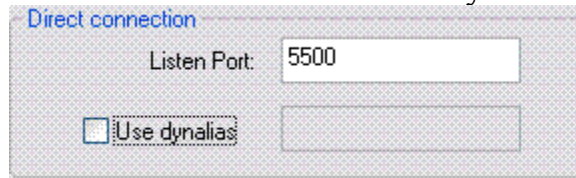
The first step in creating your own customized exe is to create an an Alias and password



For this example I will use test and test for the password



Next would be the Direct section directly below the Alias



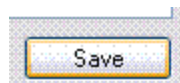
Always start with port 5500 it is the default port

The Use Dynalias requires port 5912 to to open as well for this section we will not be using that feature it is buggy at this time.

**Notes: When testing make sure that software firewalls are not**

blocking your application from running. As we stated before create a LAN version first make sure it working before creating the Internet version (WAN)

Now you can save your configuration file.  
Click



The following will appear:



Creating A Direct Connect Server from your Saved configuration file

Click on the configuration file test.phw

You will notice that there are two ways to create a self extracting.exe

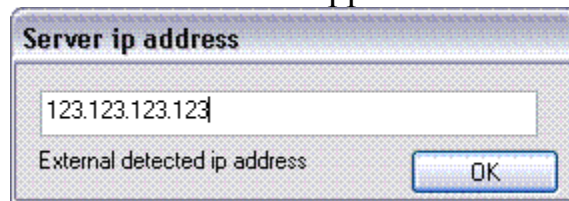
Create Server for this viewer settings

or

Create Server

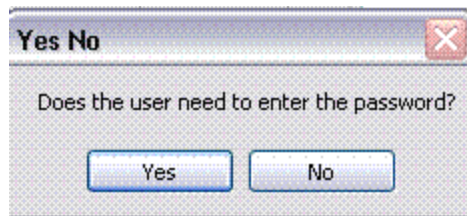
This will automatically create the server and create a folder titled test under the my server folder with a pchelpware.exe self extracting that you send to the computer you wish to control.

This will appear:



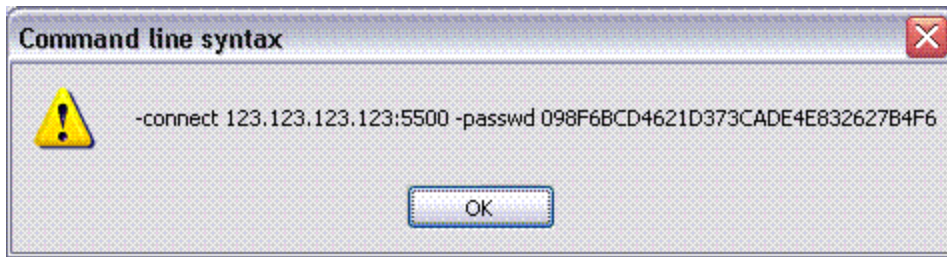
(example 123.123.123.123) Click Ok

Followed by:



Your choice for this example we will choose no

Then this:



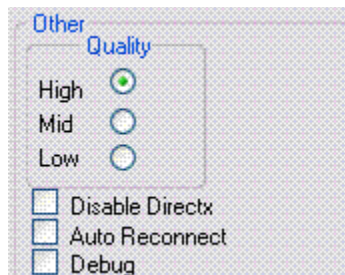
This is an information only screen left click ok

The created self extracting.exe will be found under the myserver folder then test folder.  
You can deploy this exe on pcs you want to remote control



Notes: on the other sections of the viewer creator screen

The other section



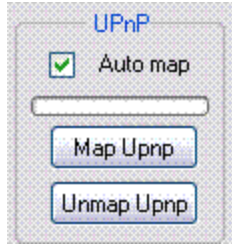
The quality is your choose. I mostly stick with High.

Disable Direct x disables Direct X

Auto Reconnect makes the server have an auto connect feature

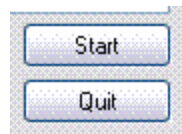
Debug is for troubleshooting

The Upnp Section

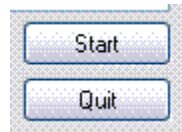


If you use this enable it, if you dont disable it by unchecking the auto map

The Start and Quit buttons



Starts the selected connection and Quit closes it



You may get prompted the following during your first connection  
(If the viewer is being used on a windows xp machine)



Be sure to left click on Unblock

## Configuration via dynalias (buggy at this time)

Connection

Create Server for this viewer settings

Alias

Alias : test

Password : ■■■■

Direct connection

Listen Port: 5500

Use dynalias mydynalias

Via Repeater

ID: 101033

Use Https proxy

Repeater settings

Host Repeater : uvnc.com

Listen Port Viewer : 5901

Listen Port Server : 5500

Listen Port Dynalias : 5912

Test

Other

Quality

High

Mid

Low

Disable Directx

Auto Reconnect

Debug

UPnP

Auto map

Map Upnp

Unmap Upnp

test.phw

Delete Save

Stop Start

Create Server Quit

Be sure to create a unique name for the dynalias  
In this example I used mydynalias

Listen Port Dynalias : 5912

Set the Port for Dynalias

Save

Do not forget to save

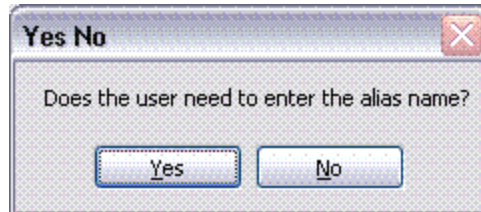
Creating a server for a dynalias Connection (buggy at this time)

Create Server for this viewer settings

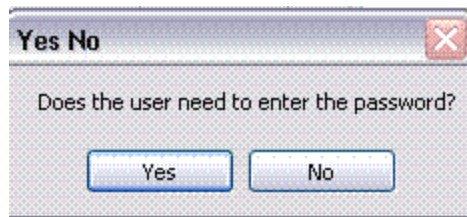
or

Create Server

You will be prompted the following:

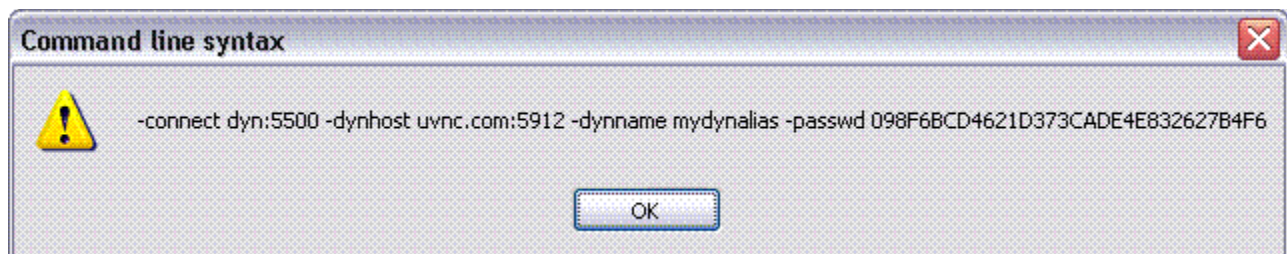


for this example we choose No



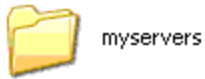
Choose No

An information Screen will appear

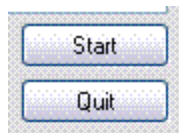


Click Ok





Your customized self extracting exe will be in the my server folder under the test sub folder



Dont forget to start the viewer connection first!!!

You may get prompted the following during your first connection



Be sure to left click on Unblock

The Server (The computer you are viewing)



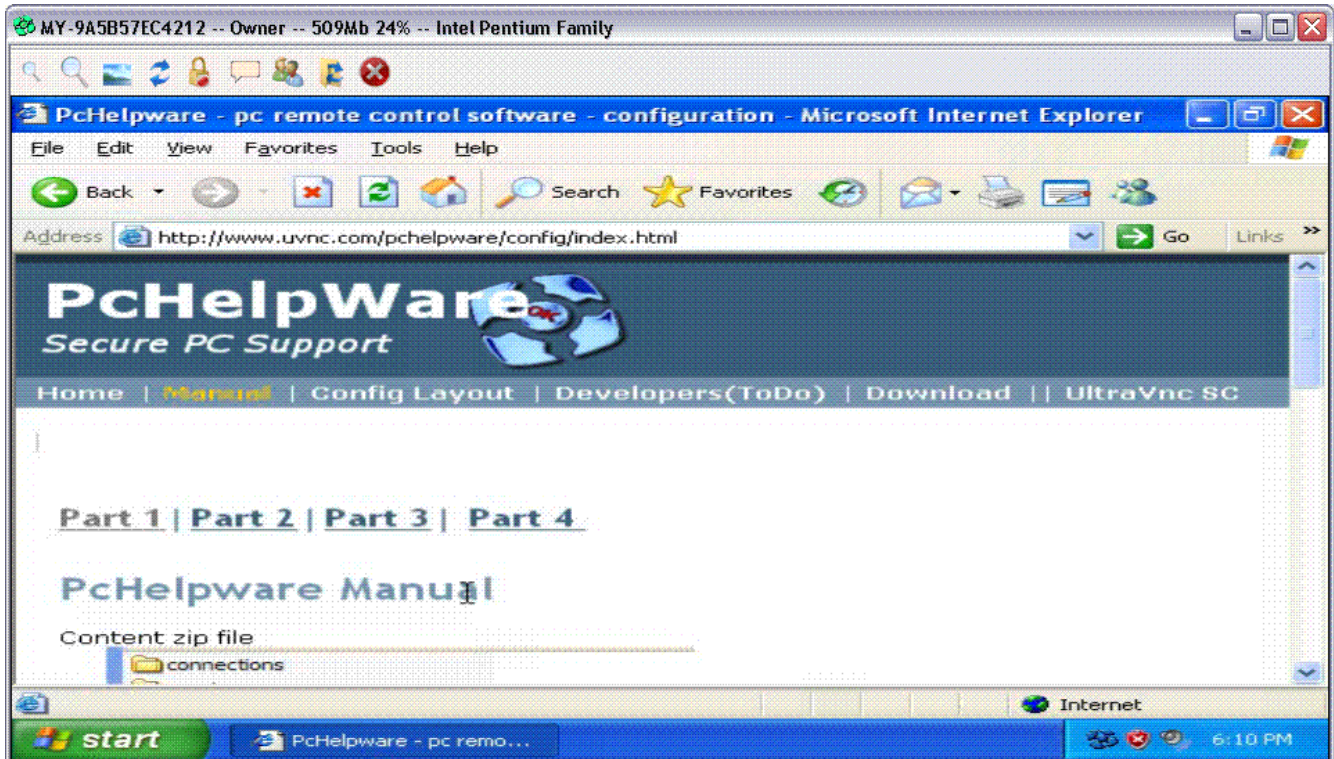
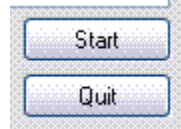
Left click connect

When finished with connection select quit

## Using the pchelpware Viewer

Note: Always start the viewer before the server

open the viewer select your configuration and left click on start.



If you have done everything properly you will see something similar to this.

(Server Side The computer you are viewing direct mode)

Double left click on the self extracting exe you created earlier

The following should appear



If you didnt select a password. Left click connect.  
If you did select use a password when creating your self extracting exe  
then type in the password. Left click connect.

The status window will appear



The green light will show you are connected

When finished using the remote computer have the user left click quit.

Configuration Via A Repeater (Use the windows repeater only)

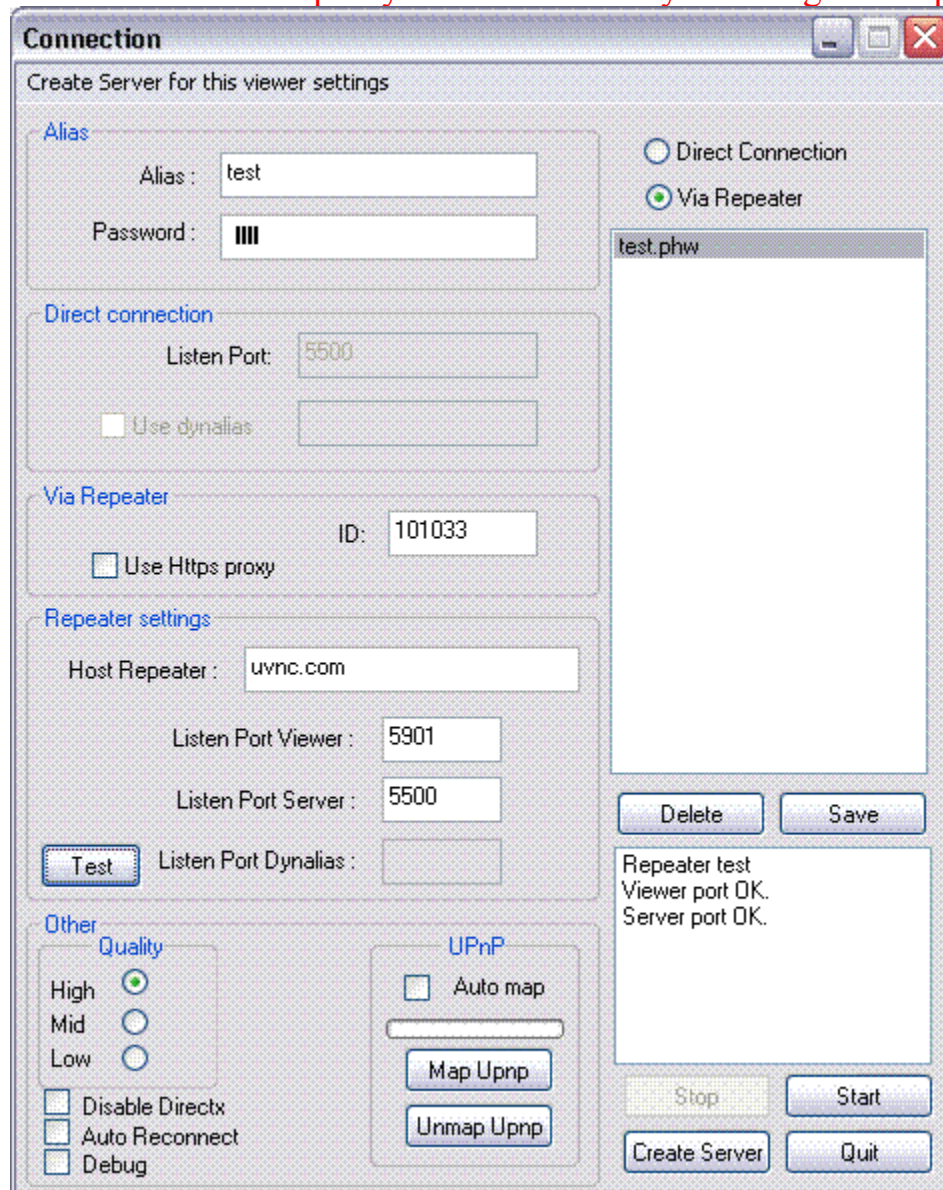


Only the repeater section is enabled the direct option is disabled

Note: When testing with uvnc.com you need to change to a unique ID.

ID is required when using a repeater.exe

Note: Do not check the proxy connection until you configure the ports



The test button will show results if you have it configured properly.  
Configuring your own repeater

Before installing your own repeater make sure the following are setup.

You need to have your ports open to the Internet

Port 5500

Port 5901

If using proxy you have to have

SSL Port 443

If using Dynalias have to have

5912

SSL port can not be shared with any other applications.

The repeater is included on your pchelpware download it is included under the repeater folder

you can run the repeater as an application or as a service for this example we will be running the repeater as an application.

Locate the phw\_repeater.exe file and copy it to the computer you are going to run it on.



Once it is copied to your repeater computer double left click on icon the following will appear

Windows Xp firewall may ask to unblock if so allow it.



Left click unblock

A try icon will appear by your clock

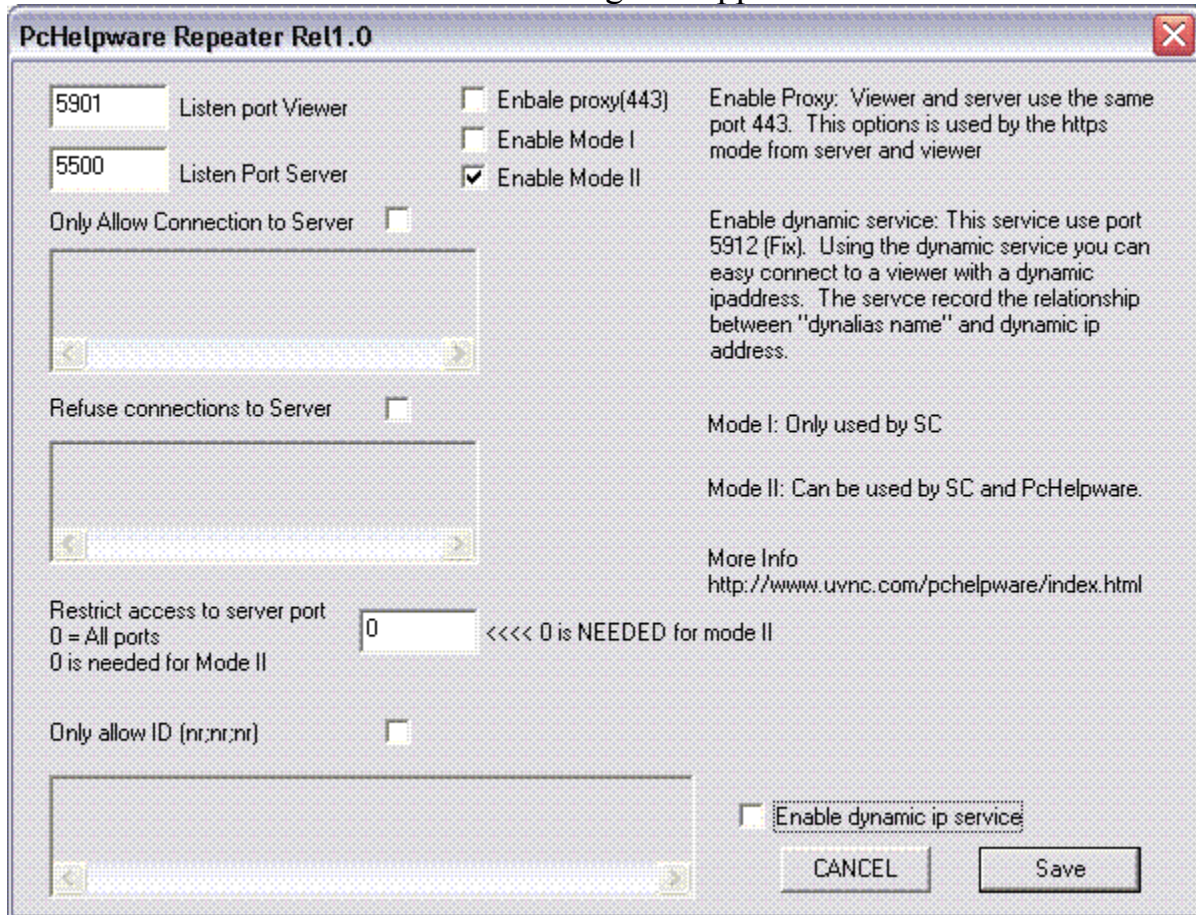


right click on the icon and choose settings





The following will appear



I have changed the settings for basic configuration make sure to save the changes. You can also enable dynamic ip service, and proxy mode but those do require ports (443) and port 5912 to be open as well

**Note: Make sure that the Restrict access to server port is set to 0**

**Make sure if you used previous repeaters that you delete the settings.txt file that is located in the same directory as your repeater**

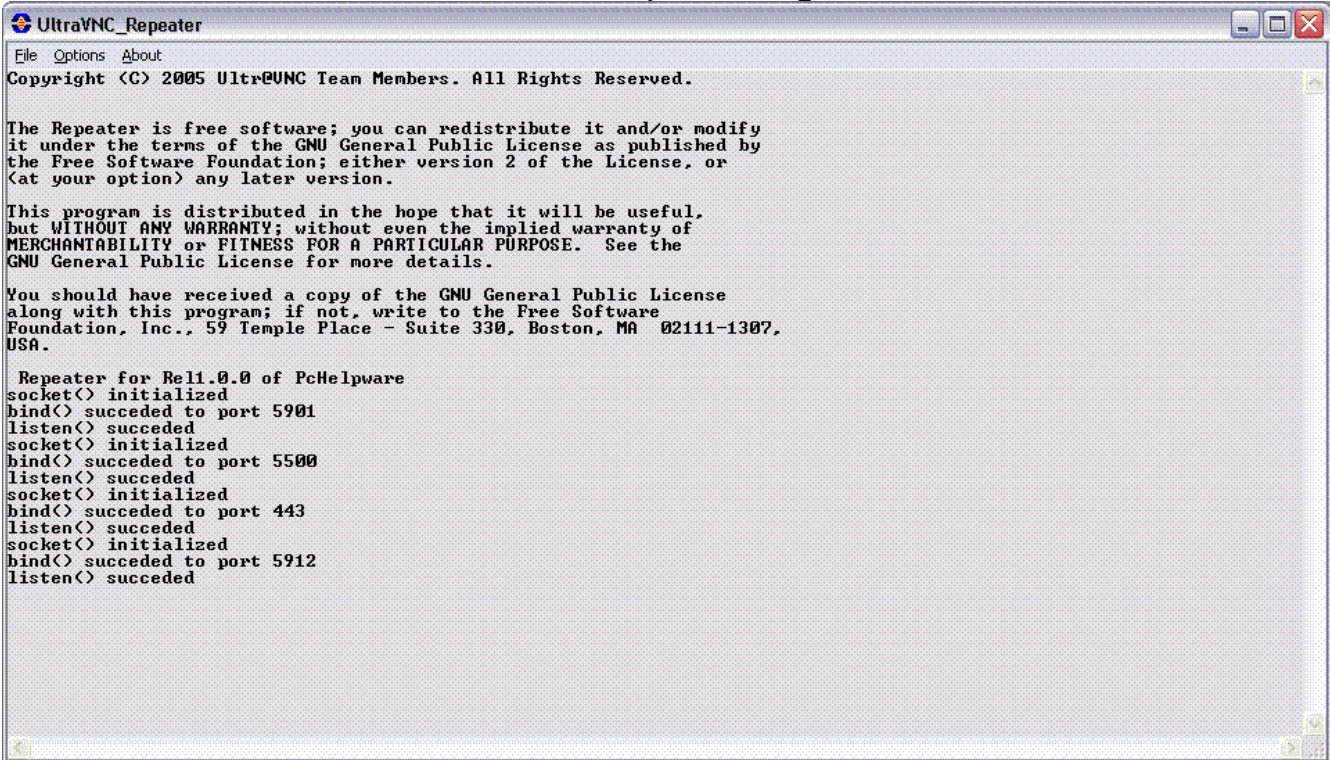
You can tailor the ports to your needs but you need change those settings in the pchelpware viewer to match.

You also need to change your repeater ip address to match your wan ip address if you are using a dynamic wan ip address you may want to look into the [www.noip.com](http://www.noip.com) or [www.dyndns.org](http://www.dyndns.org)

Notes: The repeater must be active before you try to use the server or the viewers for connecting.

The repeater log will show you when a connection is made

An example of a log



```
UltraVNC_Repeater
File Options About
Copyright (C) 2005 UltraVNC Team Members. All Rights Reserved.

The Repeater is free software; you can redistribute it and/or modify
it under the terms of the GNU General Public License as published by
the Free Software Foundation; either version 2 of the License, or
(at your option) any later version.

This program is distributed in the hope that it will be useful,
but WITHOUT ANY WARRANTY; without even the implied warranty of
MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
GNU General Public License for more details.

You should have received a copy of the GNU General Public License
along with this program; if not, write to the Free Software
Foundation, Inc., 59 Temple Place - Suite 330, Boston, MA 02111-1307,
USA.

Repeater for Rel1.0.0 of PcHelpware
socket() initialized
bind() succeeded to port 5901
listen() succeeded
socket() initialized
bind() succeeded to port 5500
listen() succeeded
socket() initialized
bind() succeeded to port 443
listen() succeeded
socket() initialized
bind() succeeded to port 5912
listen() succeeded
```

Server and viewer will be listed above as they connect in and disconnect.