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

The following will appear

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)

PcHelpWare
Secure PC Support

Home | Config Network | Config Layout | Development | Download || UltraVnc SC

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 logme in, goto mypc and pc anywhere remote access support.

PcHelpware

Login:

Password:

Connect   Cancel

License

PcHelpware Old Beta's

PcHelpWare Beta15
Sample sourcecode (gui/cmdline) Pchelpware server
PcHelpware Viewer Beta16

PcHelpware RC1

Done

Now: Sunny, 45° F   Sat: 52° F   Sun: 5

start   Yahoo! Messenger   pchw_stepbystep - O...   PcHelpware - remote ...

Left click on the Download PCHelpware current version

Then the download (save as box will appear)

Opening PcHelpWare_rel10.zip

You have chosen to open

PcHelpWare_rel10.zip

which is a: Compressed (zipped) Folder
from: http://www.uvnc.com

What should Firefox do with this file?

○ Open with   CompressedFolder (default)

● Save to Disk

☐ Do this automatically for files like this from now on.

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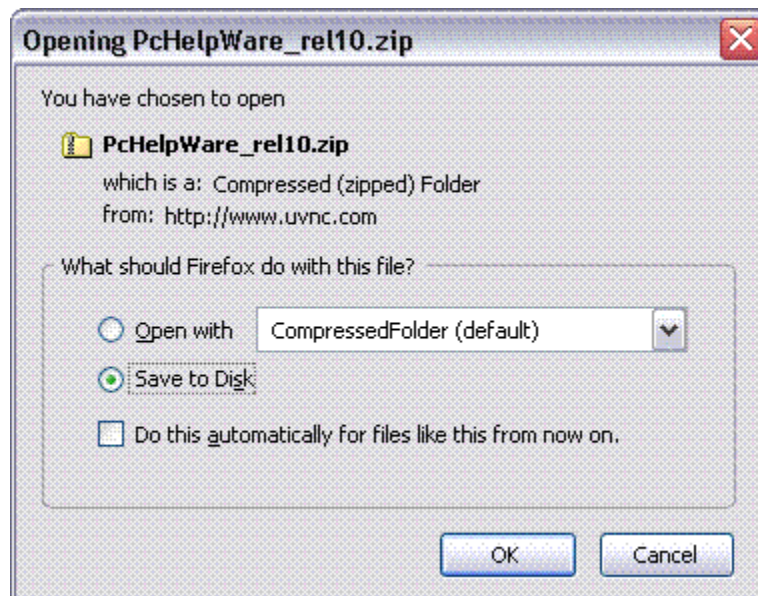
Be sure to save it in a location where you can find it. For this example I will save it to the desktop.

PcHelpWare_r
el10.zip

Type: Compressed (zipped) Folder
Date Modified: 1/2/2007 8:02 PM
Size: 1.54 MB
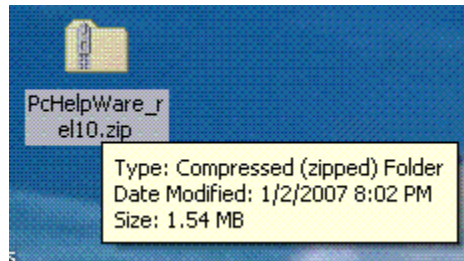
The Pchelpware is compressed so you need to use an uncompressing program like 7zip www.7zip.org or www.winzip.com. to extract the files out of the archive

Open
Search...
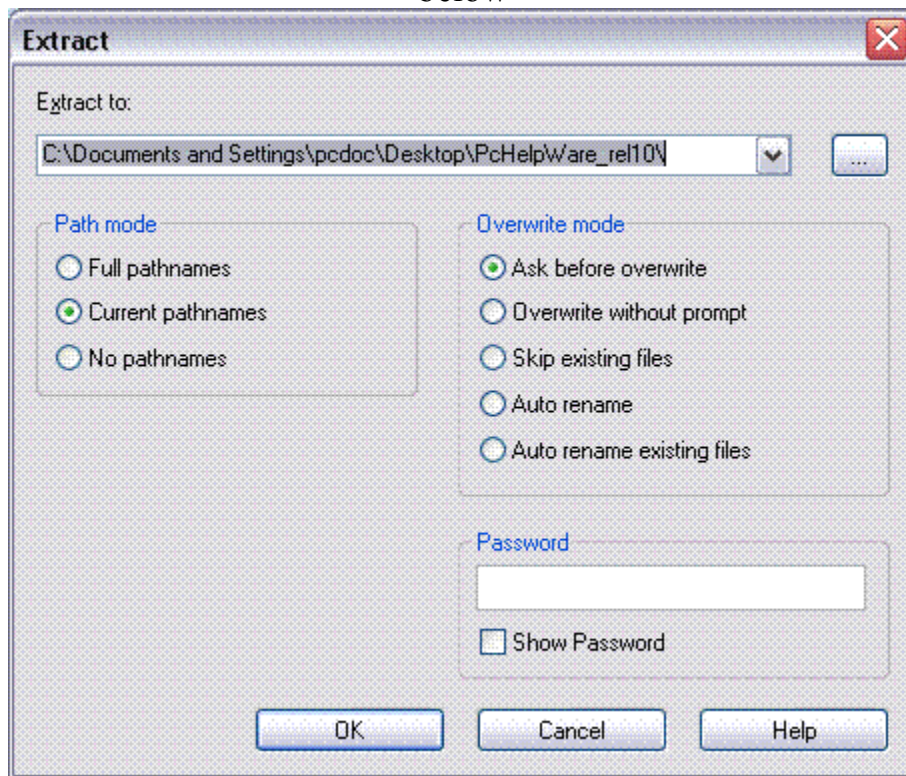Explore

Extract All...
Scan with AVG
7-Zip   ▶   Open archive
Open With   ▶   Extract files...
E-mail with Yahoo!   Extract Here
                                        Test archive
Send To   ▶   Add to archive...

Cut
Copy

Create Shortcut
Delete
Rename

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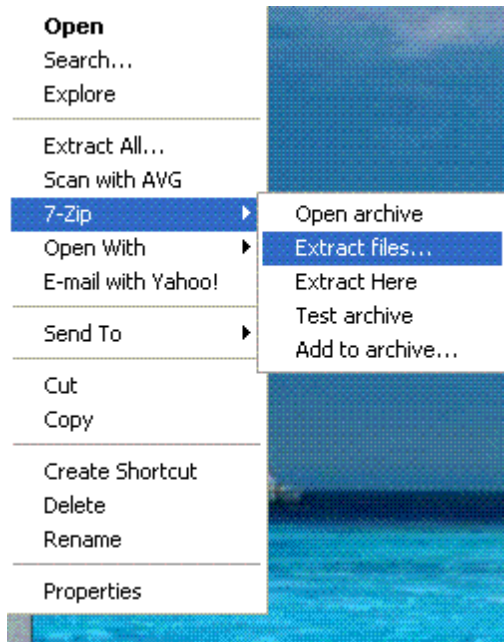
This menu will appear if you have 7 zip installed on your pc and right clicked on the compressed file. Be sure to left click on the Extract Files

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

Extract

Extract to:

C:\Documents and Settings\pcdoc\Desktop\PcHelpWare_rel10\

Path mode
- ○ Full pathnames
- ● Current pathnames
- ○ No pathnames

Overwrite mode
- ● Ask before overwrite
- ○ Overwrite without prompt
- ○ Skip existing files
- ○ Auto rename
- ○ Auto rename existing files

Password

☐ Show Password

OK   Cancel   Help

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

The following will appear.
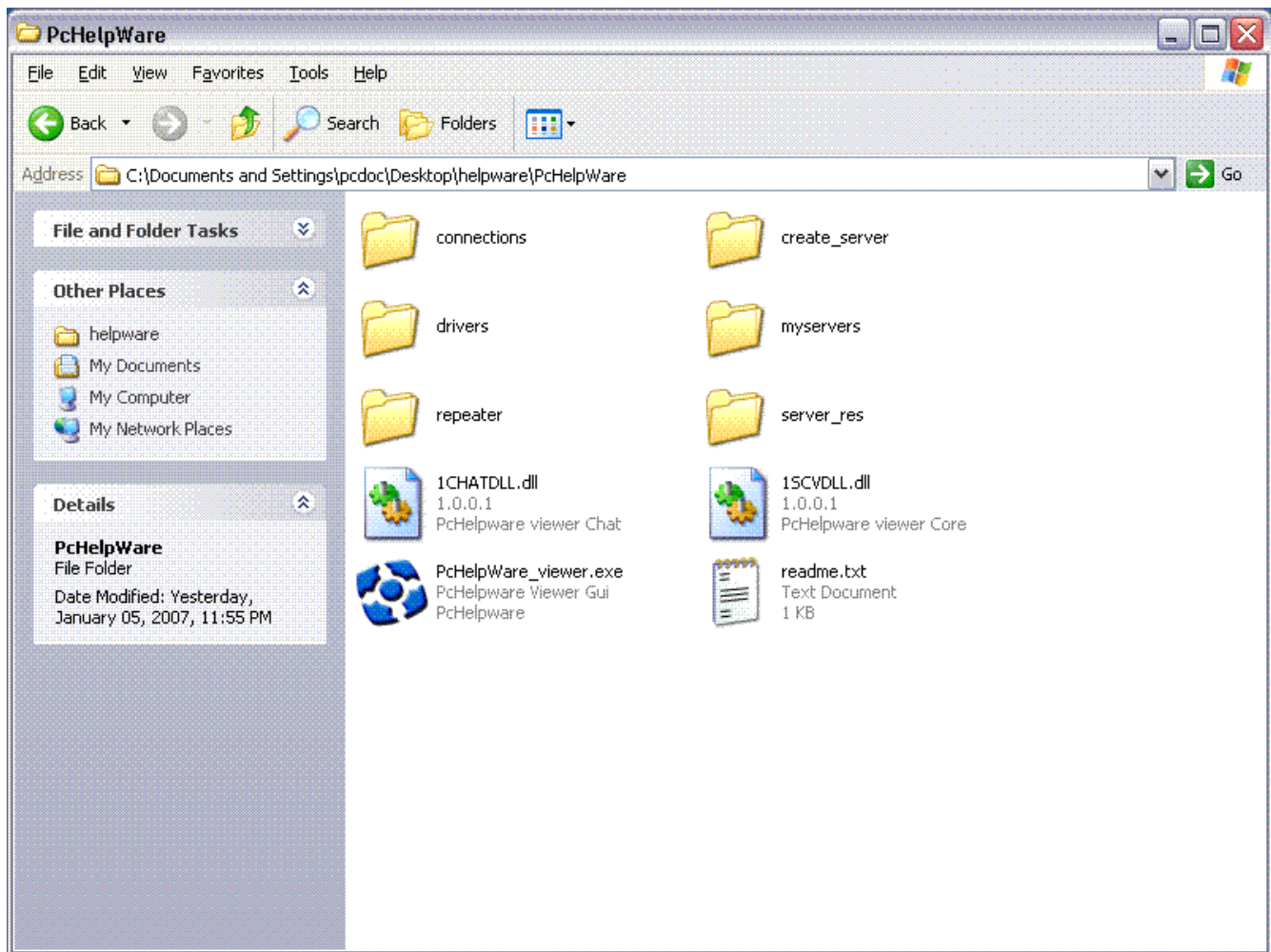
create_server: This folder contains the needed files to generate the server exe

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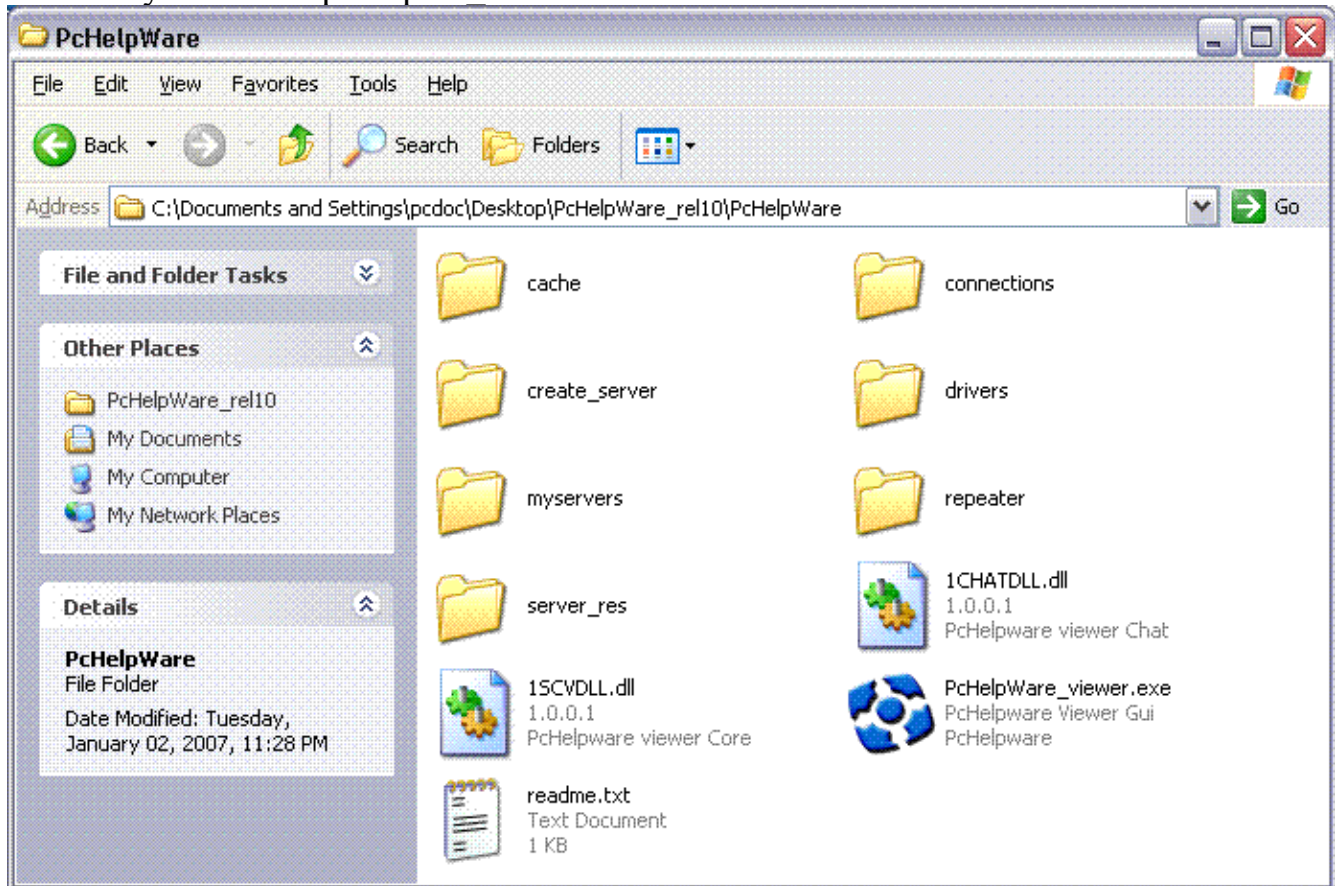
Pchelpware has changed so that the viewer can now create the self extracting.exe's as well as store your settings to make deployment easier. It is complete self containing program that is independent from ultravnc it uses it own viewer and server.

PcHelpWare_viewer.exe
PcHelpware Viewer Gui
PcHelpware

Double left click on PcHelpware_viewer.exe icon

The following will appear:
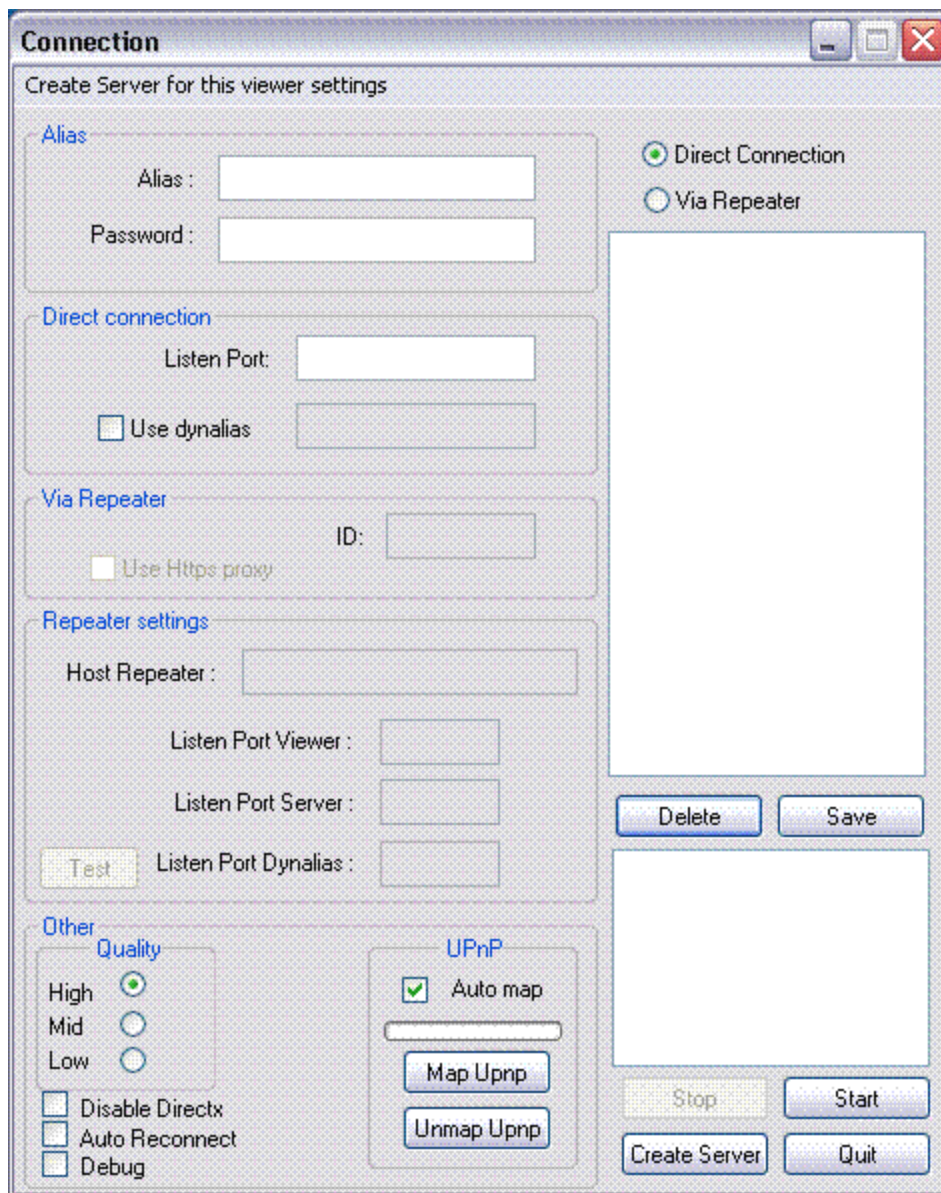
Creating a Direct connection configuration file and self extracting

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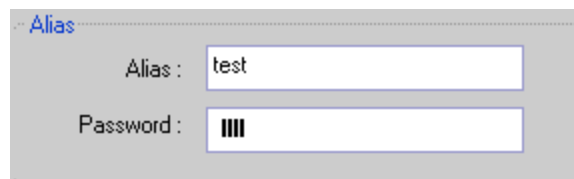

You will notice that the repeater section of the settings viewer will go dark because it is not needed in direct connection configuration
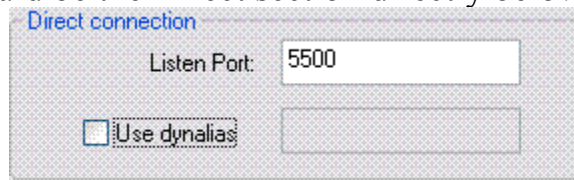
The first step in creating your own costomized exe is to create an an Alias and password

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

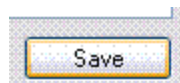Next would be the Direct section directly below the Alias

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

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
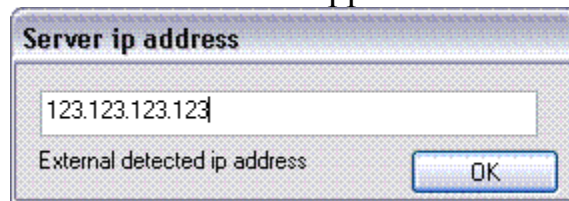
Create Server for this viewer settings
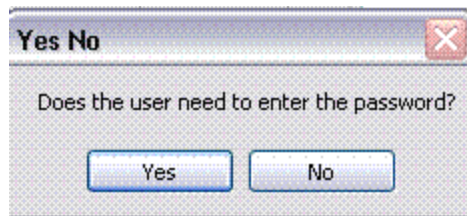
or

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.
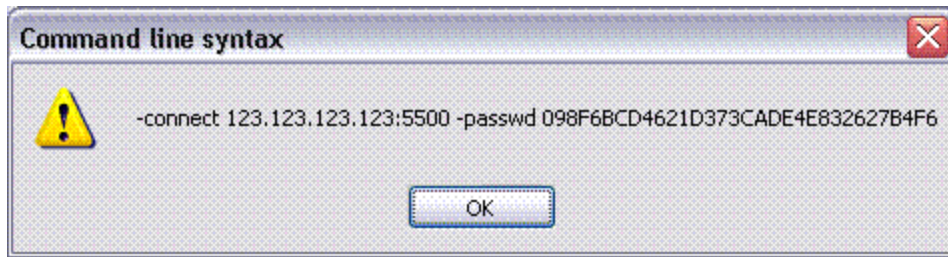
This will appear:

Server ip address

123.123.123.123

External detected ip address   OK

(example 123.123.123.123) Click Ok

Followed by:

Yes No

Does the user need to enter the password?

Yes   No

Your choice for this example we will choose no

Then this:

Command line syntax

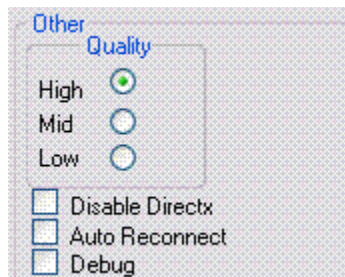⚠ -connect 123.123.123.123:5500 -passwd 098F6BCD4621D373CADE4E832627B4F6

OK

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

📁 myservers　　　　　　　📁 test　　　　　　　PcHelpWare_viewer.exe
　　　　　　　　　　　　　　　　　　　　　　　　PcHelpware Viewer Gui
　　　　　　　　　　　　　　　　　　　　　　　　PcHelpware

Notes: on the other sections of the viewer creator screen

The other section

Other
Quality
High ◉
Mid   ○
Low   ○

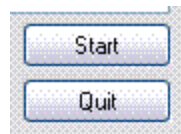☐ Disable Directx
☐ Auto Reconnect
☐ Debug

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
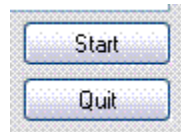Debug is for troubleshooting

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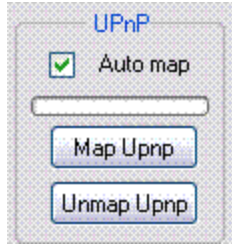
If you use this enable it, if you dont disable it by unchecking the auto map

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)

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

Set the Port for Dynalias
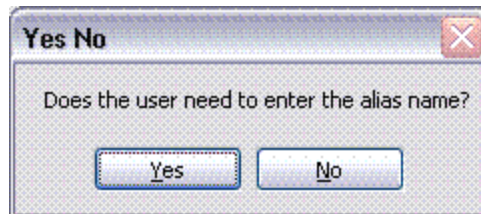

Do not forget to save

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:

Yes No

Does the user need to enter the alias name?

Yes   No

for this example we choose No

Yes No

Does the user need to enter the password?

Yes   No
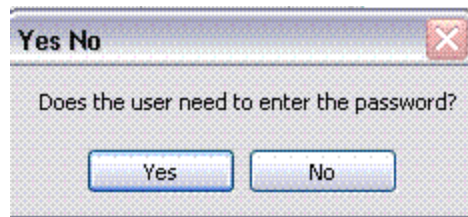
Choose No

An information Screen will appear

Command line syntax

⚠ -connect dyn:5500 -dynhost uvnc.com:5912 -dynname mydynalias -passwd 098F6BCD4621D373CADE4E832627B4F6

OK

Click Ok

myservers   test   PcHelpWare_viewer.exe
PcHelpware Viewer Gui
PcHelpware
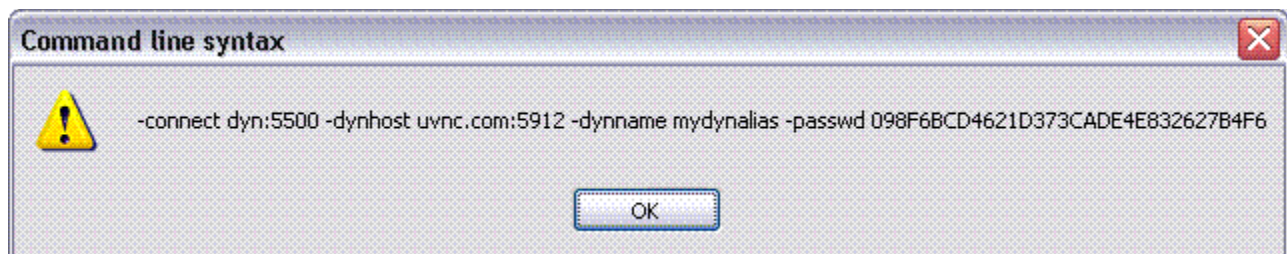
Your customized self extracting exe will be in the my server folder under the test sub folder

Start

Quit
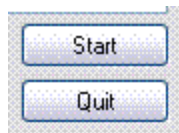
Dont forget to start the viewer connection first!!!

You may get prompted the following during your first connection

Windows Security Alert

To help protect your computer, Windows Firewall has blocked some features of this program.

Do you want to keep blocking this program?

Name: **PcHelpware Viewer Gui**
Publisher: PcHelpware

Keep Blocking   Unblock   Ask Me Later

Windows Firewall has blocked this program from accepting connections from the Internet or a network. If you recognize the program or trust the publisher, you can unblock it. When should I unblock a program?

Be sure to left click on Unblock
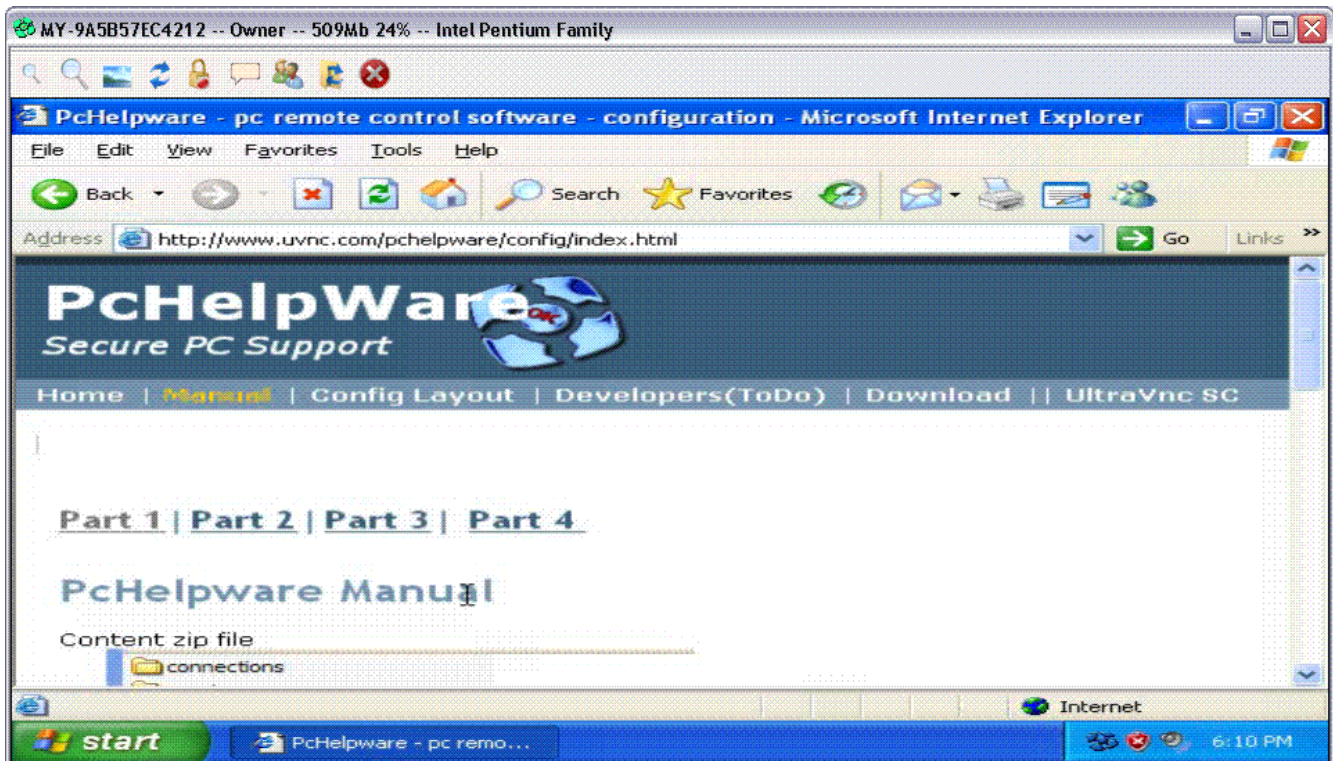
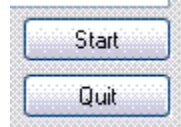The Server (The computer you are viewing)

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
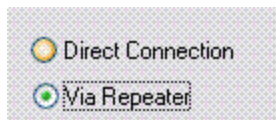then type in the password. Left click connect.

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.

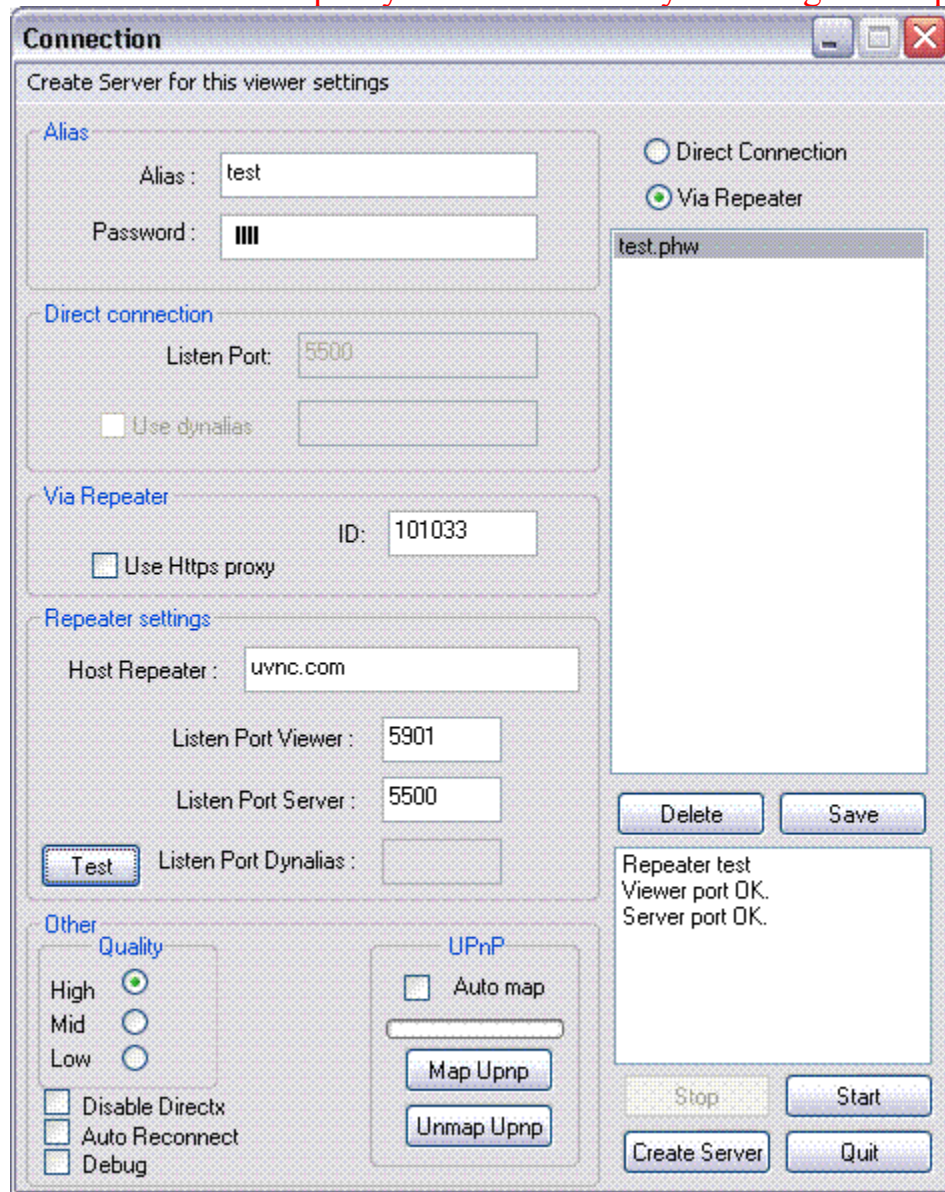Configuration Via A Repeater (Use the windows repeater only)

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

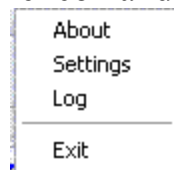Windows Xp firewall may ask to unblock if so allow it.
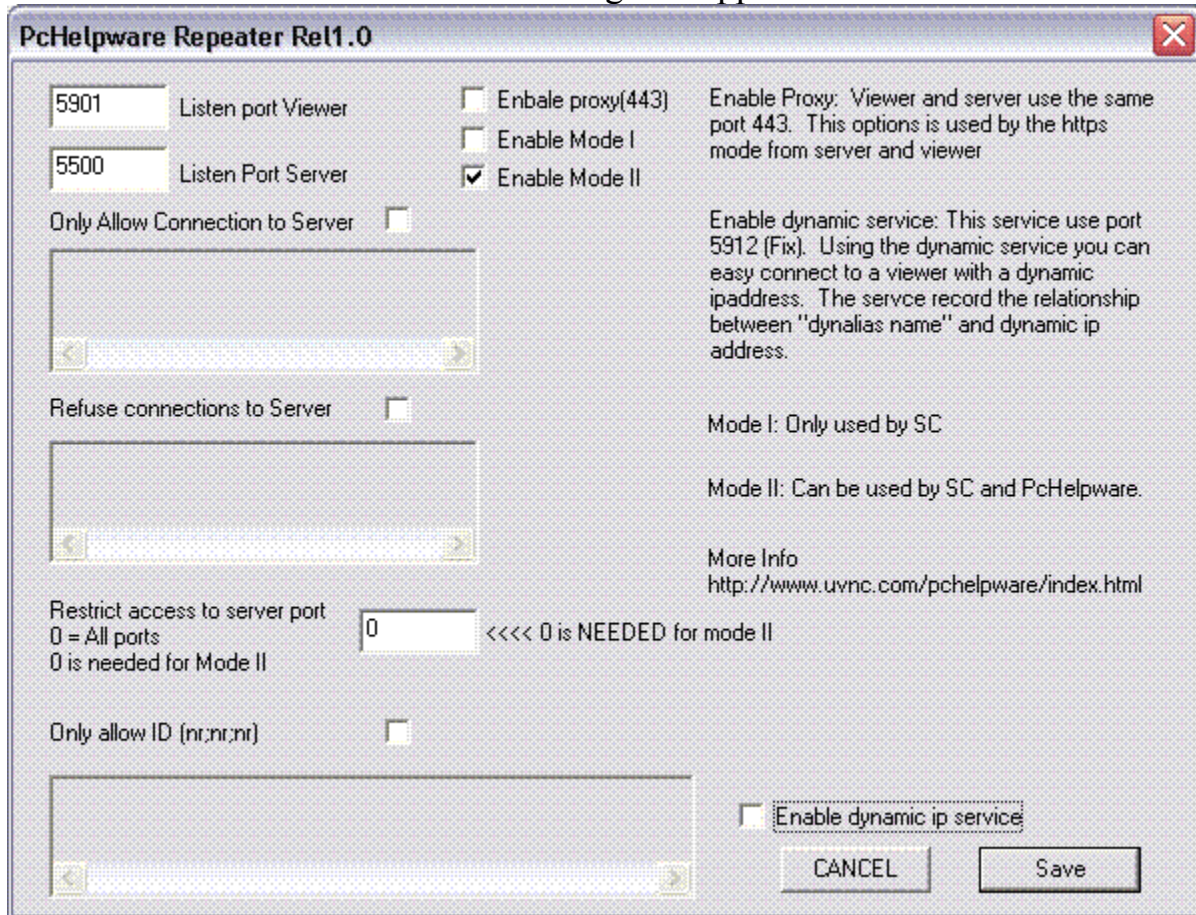
Left click unblock

A try icon will appear by your clock

right click on the icon and choose settings

The following will appear

PcHelpware Repeater Rel1.0

| 5901 | Listen port Viewer |
| 5500 | Listen Port Server |

☐ Enbale proxy(443)
☐ Enable Mode I
☑ Enable Mode II

Enable Proxy: Viewer and server use the same port 443. This options is used by the https mode from server and viewer

Only Allow Connection to Server ☐

Enable dynamic service: This service use port 5912 (Fix). Using the dynamic service you can easy connect to a viewer with a dynamic ipaddress. The servce record the relationship between "dynalias name" and dynamic ip address.

Refuse connections to Server ☐

Mode I: Only used by SC

Mode II: Can be used by SC and PcHelpware.

More Info
http://www.uvnc.com/pchelpware/index.html

Restrict access to server port
0 = All ports
0 is needed for Mode II

| 0 | <<<< 0 is NEEDED for mode II |

Only allow ID (nr;nr;nr) ☐

☐ Enable dynamic ip service

[CANCEL]   [Save]

I have changed the settings for basic configuration make sure to save the changes. You can also enbale dynamic ip service, and proxy mode but those due 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
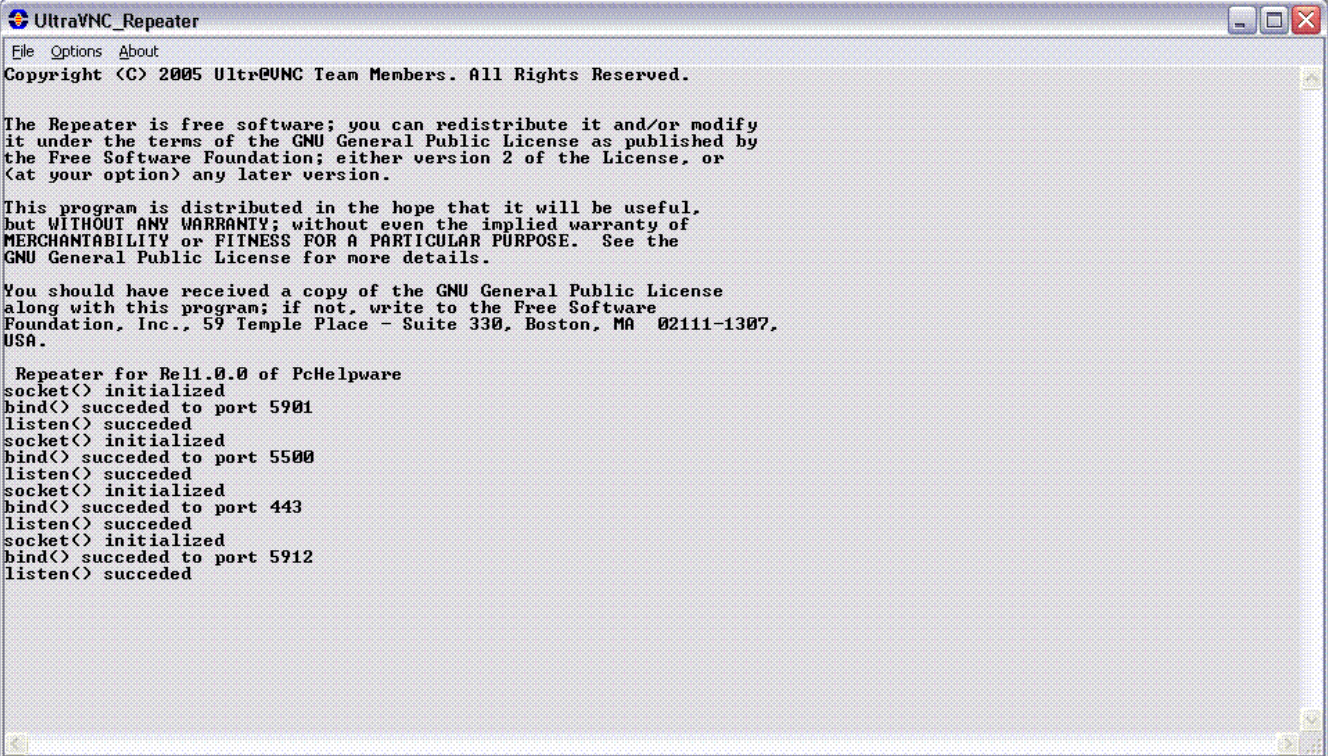
You can tailor the ports to your needs but you need change those settings in the pchelpware viewer to match.

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 or 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

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