UltraVnc SC (SingleClick)

ULTRA VNC POWER

How to setup and configure a custom Ultr@VNC SC EXE with your router's settings STEP by STEP.

By Donald Muir (Dwalf)16 October 2005
This document is use at your own risk.

About:

Ultr@VNC SC (*Short for Single Click*) is a remote support tool. With Ultr@VNC SC you need only setup a **helpdesk.txt** and your local **router** (*There is no need to setup anything on the clients computer you intend to control*), and in a few steps you will beadle to offer remote support to your clients. Many people today are opting to use Ultr@VNC for its powerful and useful place in the IT Support market. Ultr@VNC is protected by the **GPL** (*General Public License*). Ultr@VNC is also support by enthusiastic Internet community, meaning that no other company can match the ideas or influence and speed of development of Ultr@VNC, using cutting edge technology Ultr@VNC will be showing the in years to come.

Index:

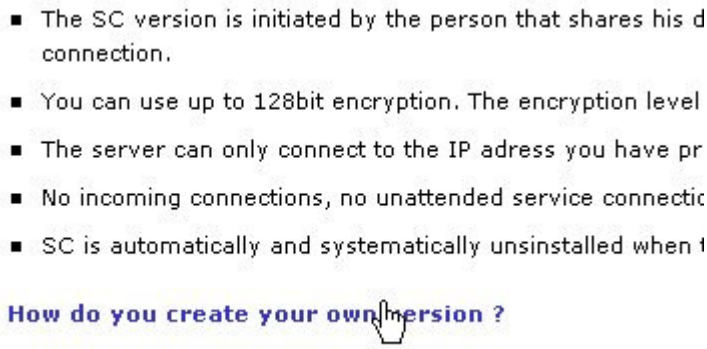
Section 1:

Download Ultr@VNC SC custom.zip builds

Before you can start building your own Ultr@VNC SC support tools you will need to download the custom.zip build from UltraVNC web site.

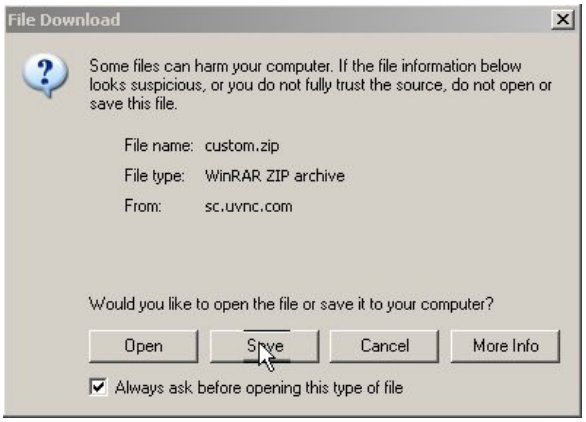
1. Open Internet Explorer and in the address bar type in the **FULL URL** as indicated below. http://sc.ultravnc.com

2. On the bottom of this web page you will see a links. Click on the link How do you create your own version as indicated below.

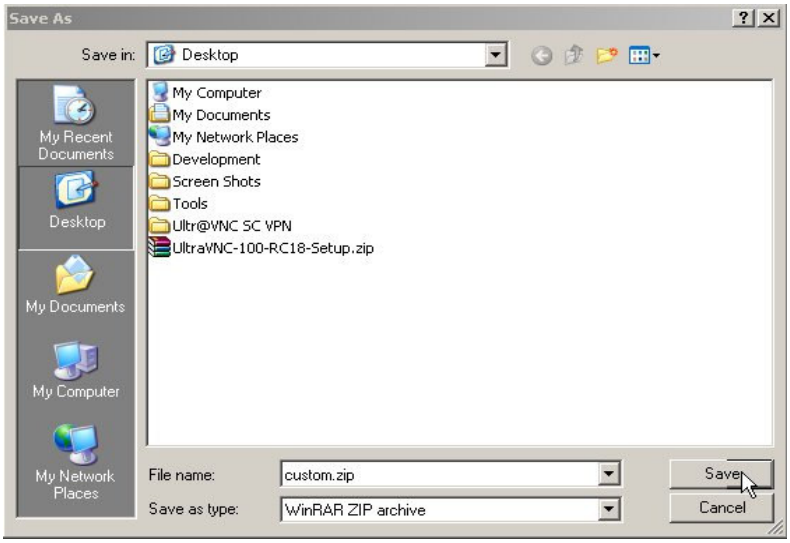


3. On the new web page you towards the top of the page you will see a link called custom.zip. Click on the custom.zip link as indicated below.

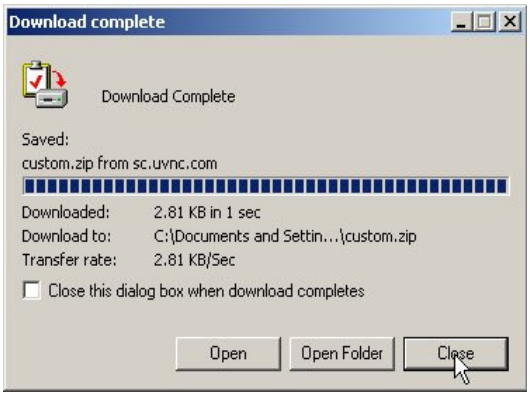
4. After you had clicked on the custom.zip link you will be prompted to download. Click on the **SAVE** button.



5. After clicking on **SAVE** you will be prompted to select a download location, ensure you folder path is your desktop and click on **SAVE** to save the config.zip to your desktop.



6. After downloading the file to your desktop you may be prompted to **OPEN** or **CLOSE** the download. For now we will just **CLOSE** the download.



7. **Congratulation's** you have successfully downloaded the ULTR@VNC SC custom.zip.

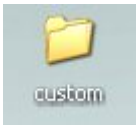
Section 2:

Unpack the ZIP file in to a made folder using 7-ZIP

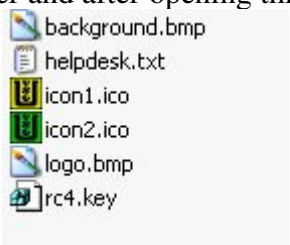
1. Before you start unpacking the compressed archive file(*archive file = file with files inside*) you may need a program to do this with. There are many around on the market. Example 7-ZIP, WINRAR, WINZIP and Windows XP also has this function. For this illustration we will use **WINRAR.** You can download winrar from http://www.rarlab.com/download.htm

2. On the desktop right click on custom.zip (*mouse point must be on the file*) on your desktop and click on **Extract to custom**.

3. After extracting the files you will see a new folder on your desktop called **CUSTOM**.



4. Double left click to open this folder and after opening this folder you will see the following files.



5. **Congratulation's** you have successfully unpacked the files in a folder.

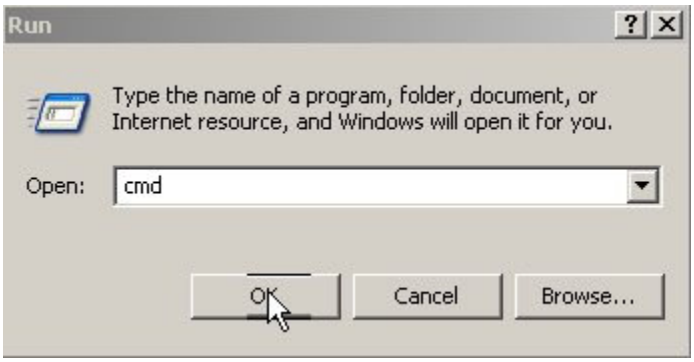
Section 3:

Configure your Broadband Internet router to do Port Forwarding.

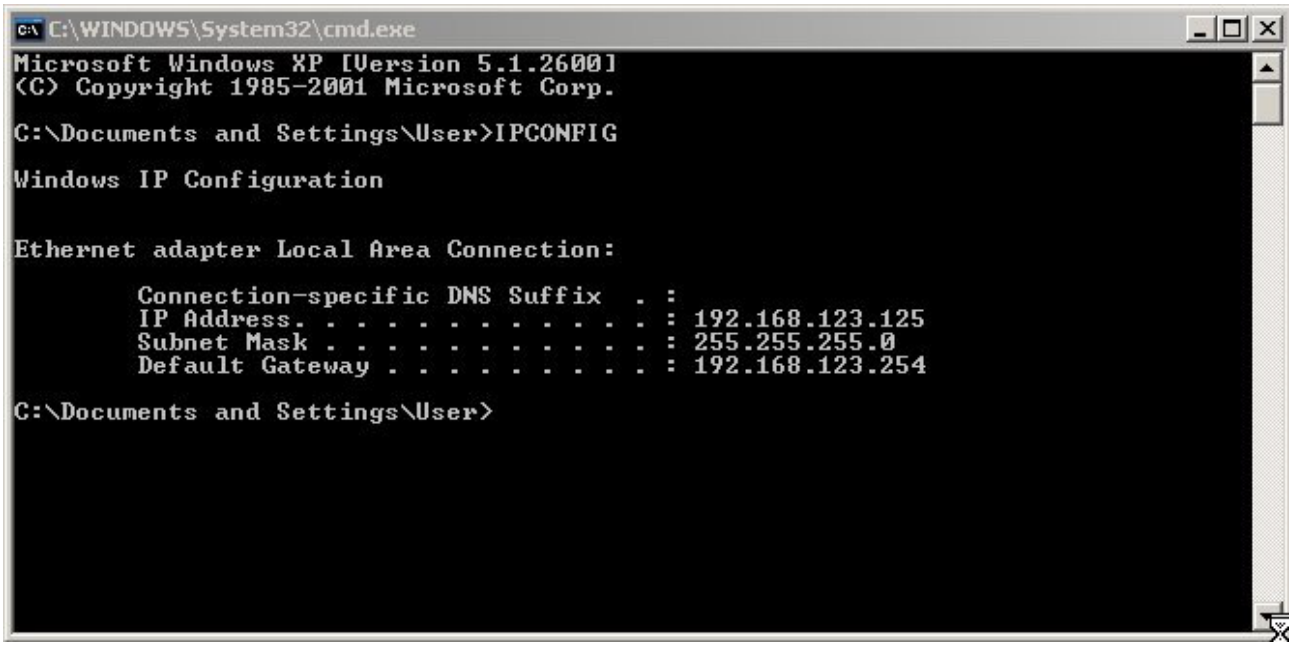
1. You only need setting up your router, there is no need to setup a clients router as Ultr@VNC SC does a look back connection out of their system.

   By default most routers are the gateway on your network and are mostly accessible via a **HTTP** (a web page) to find your router you may need to ask your administrator or do the following. Click on Windows **START** button and click on **RUN**.

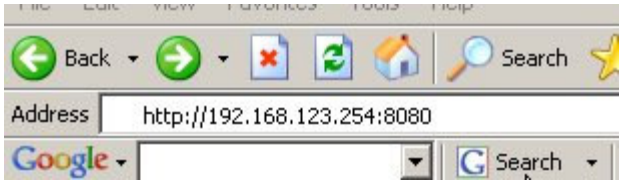
   In the run bar type **CMD** as indicated below.



   You now will see the **COMMAND PROMPT** window, in the window type **IPCONFIG** and press the **ENTER** key on the keyboard when done. As you can see as indicated below the **DEFAULT GATEWAY** on this computer is **192.168.123.254**



We now can enter the gateway into Internet Explorer's Address bar but still will need to find out what the port is *(In most cases you need not put any port number at the end, just enter the GATEWAY ADDRESS)*, If you don't know you could run a port scanner to find where another **HTTP** server is running on your subnet. Or ask the person who had setup your router or read the documentation of the router or perhaps the router came with software. On this router PORT **8080** was used so i will be entering http://192.168.123.254:8080 into Internet Explorer's Address Bar as indicated below.



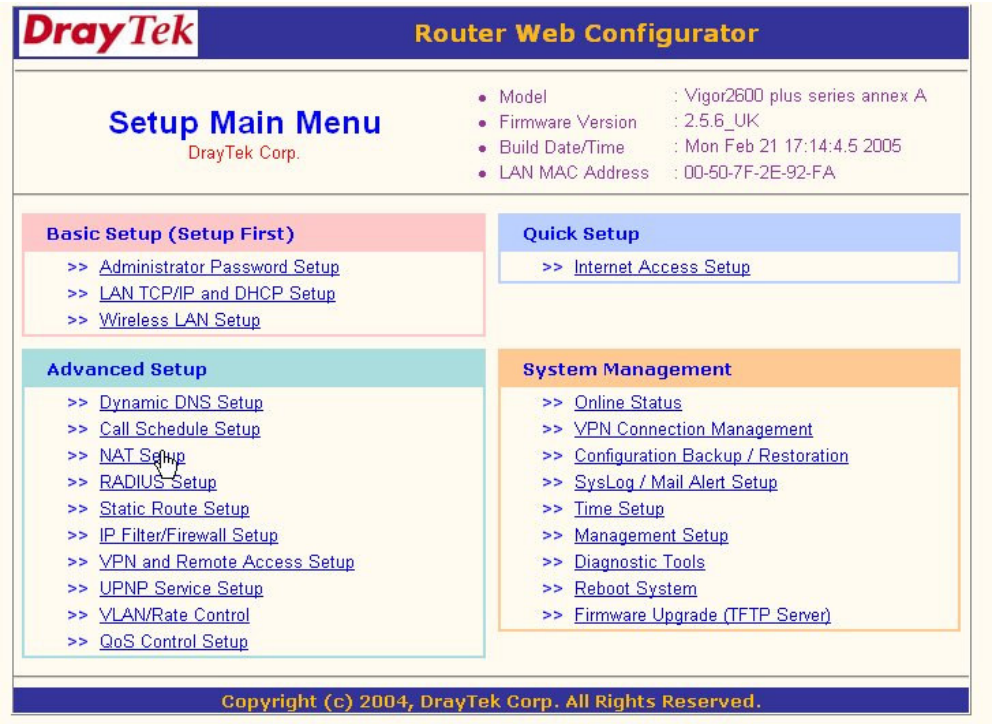
2. After connecting to your router via a web page you will need to enter a Username and Password. If your router has no Username and Password or still is using the default Username and Password i suggest you change it to something secure before you find your self hacked out of your router. When changing your password ensure you don't lock yourself out with mistakes, Most routers have a reset button what will reset to defaults but it does mean you will loose all your information and configuration on the router.

3. After you have connected to your router you will need to forward some **PORTS** to different computers on your LAN. What we are doing here is we are telling the router to watch for connection on certain ports on the Internet side (*Ports are like Internet doors to your network*) and when it gets a connection from the Internet side (*Connection comes from CLIENT Ultr@VNC SC program*) it must send the connected **PORT** to a particular computer and PORT on your local network.

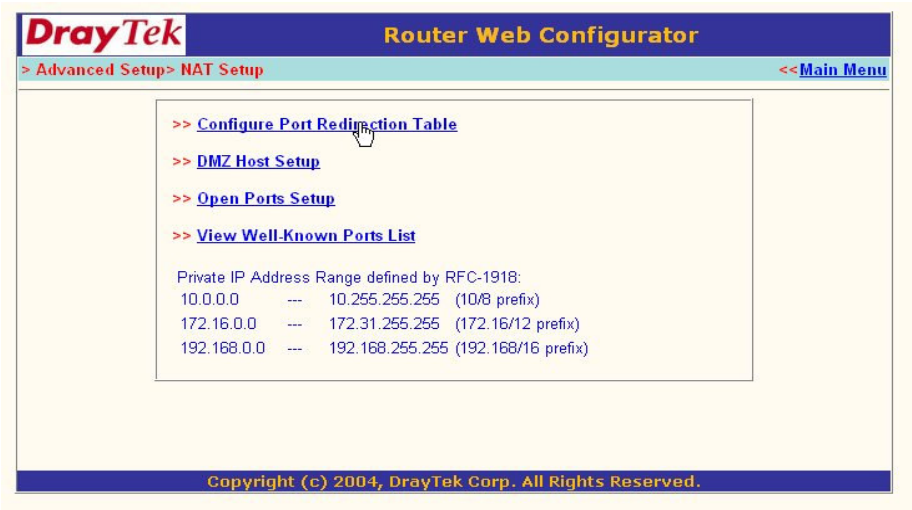
Example:

CLIENT SC (Helpdesk.txt directed) -> ROUTER WANIP:PORT (Port Forward)-> LANIP:PORT

4. Here is a example **DRAYTECH VIGOR 2600** Setup. You need to find the port forwarding setting on this router it uses **NAT** to **forward ports**. On the router setup page click on **NAT Setup** as indicated below.



On the next page click on **Configure Port Redirection Table**.



You now will need to change the settings of the **NAT PORT REDIRECTION TABLE** window.

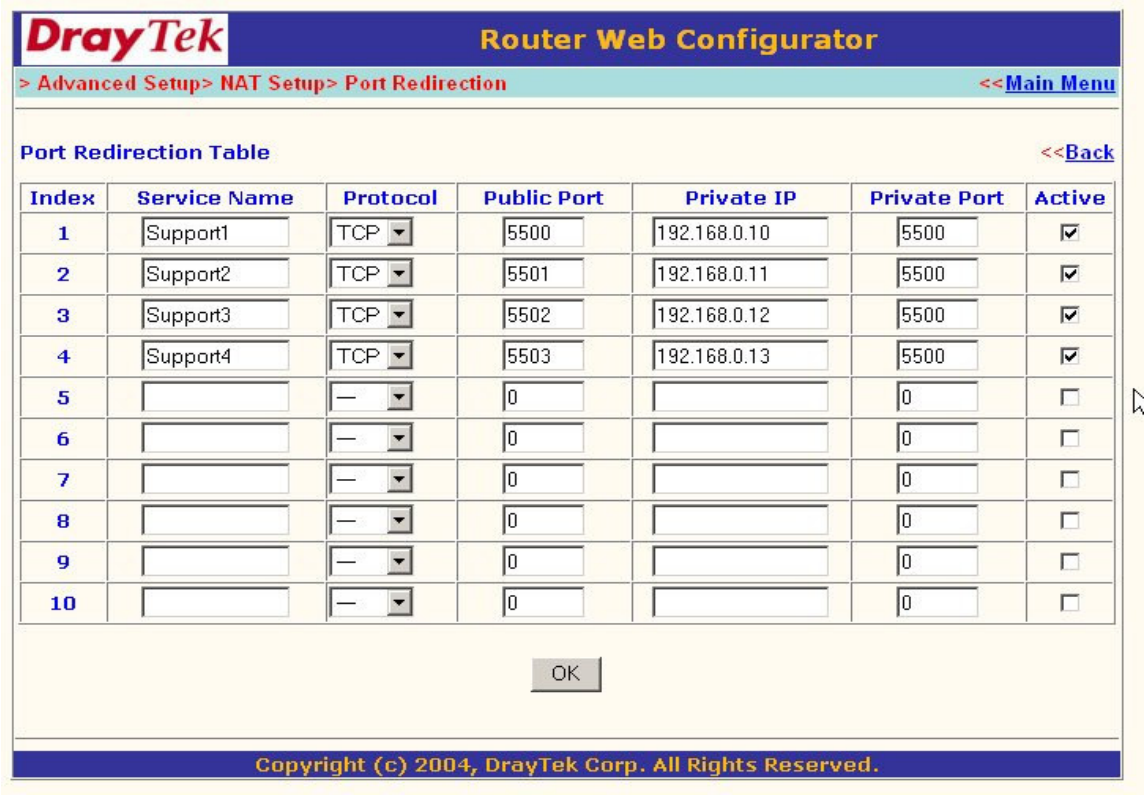
Under **Service Name** enter **anything** you want.

Under **Protocol** select **TCP**

Under **Public Port** (*This is the Internet side Port*) Enter the ports you'll use later in helpdesk.txt

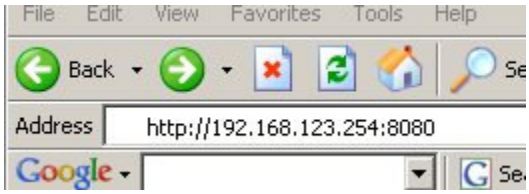
Under **Private IP** Enter the **IP Address** of the computer give support to the client (This is the computer running **VNCVIEWER – Listen** on your network)

Under **Private Port** enter the port number (5500 is vncviewer's default port number) of the support computer running **VNCVIEWER – Listen** on your network.

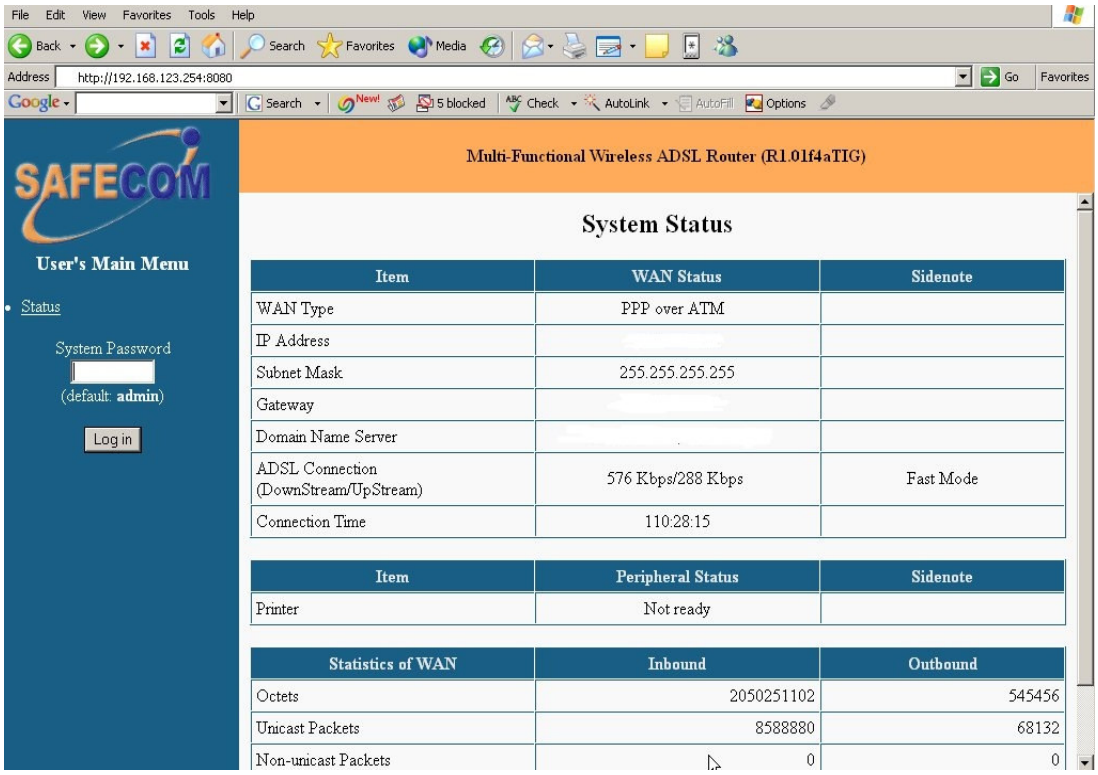


Now lets look at a different router and its setup. For this Example we will use a **SAFECOM Multi-Functional Wireless ADSL Router.**

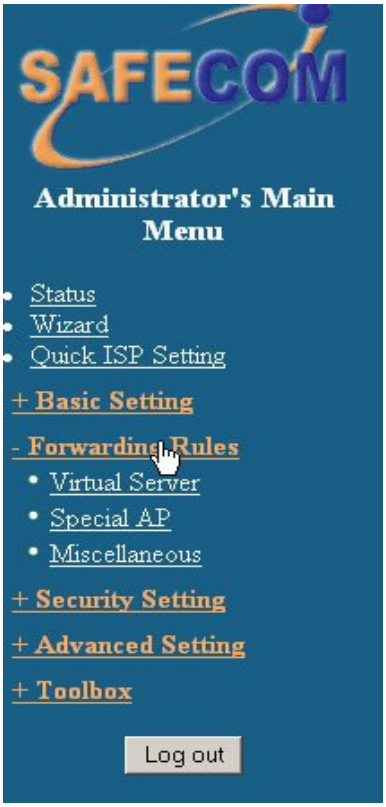
Same as before we connect to the router via **Internet Explorer** and enter the **Default Gateway** as indicated below.



We now will need to enter a **password** only as this kind of router does not require a Username Enter your password and login to the router as indicated below.



On this router you now will need to click on the **Forwarding rules** as indicated below and then click on the **Virtual Server** link.



On the Virtual Server link you will be able to do your port forwarding. As you can see with this type of router you wont be able to select the local LANIP port and will only be able to **PORT** the entire **PORT** to the same port on the LANIP computer. This is not a problem because vncviewer.exe can listen on different ports (*default is 5500 unless changes in command line*) on the support computer. So on the support computer you would run vncviewer with the following parameters. **VNCVIEWER.EXE -LISTEN PORT**

Example: vncviewer.exe -listen 5502

To setup port forwarding on this router enter as indicated below.

Under **Service Port** enter the port the router should forward from the Internet side.

Under **Server IP** enter the computer on the **LAN** where the **PORT** should be sent to.

Under **Protocol Type** enter **BOTH** or **TCP**

Remember to Enable the forwarded ports under Enable.

Virtual Server

ID	Service Ports	Server IP	Protocol Type	Enable	Use Rule#
1	5500	192.168.123.10	BOTH	☑	0
2	5501	192.168.123.11	BOTH	☑	0
3	5502	192.168.123.12	BOTH	☑	0
4	5503	192.168.123.13	BOTH	☑	0
5		192.168.123.	BOTH	☐	0

There are many different router with different setups, most of them basically use the same technology in port forwarding. Below is a links from Ultr@VNC website for you to with more router setups to look at.

http://doc.uvnc.com/addons/routerconf.html

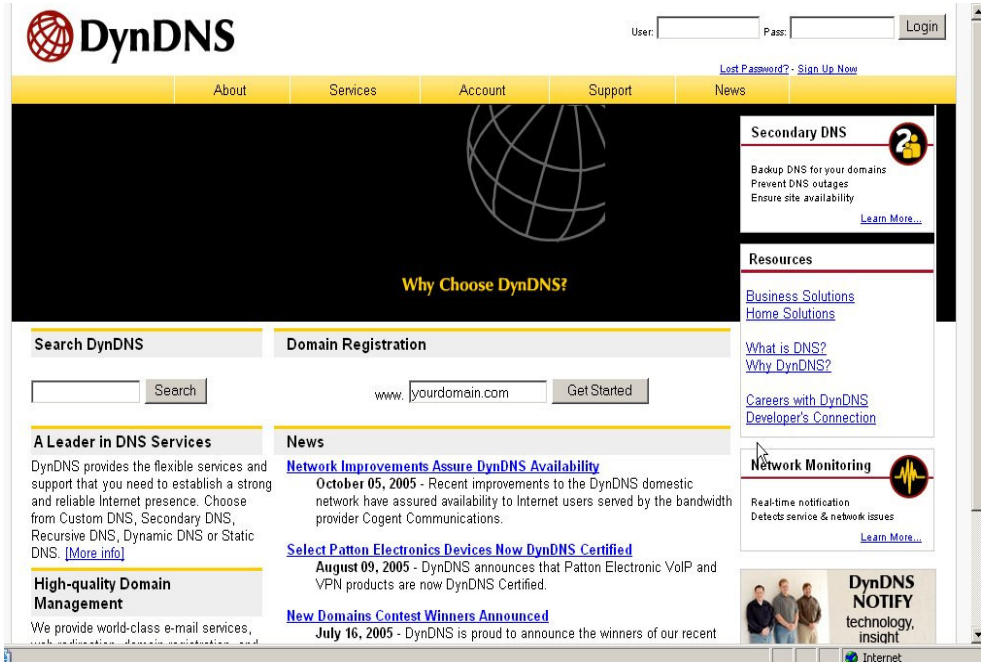
In some cases with older routers you cannot do Full NAT and you may want to look then at getting a router what has a lot more functions, You can get really cheap good working routers from.

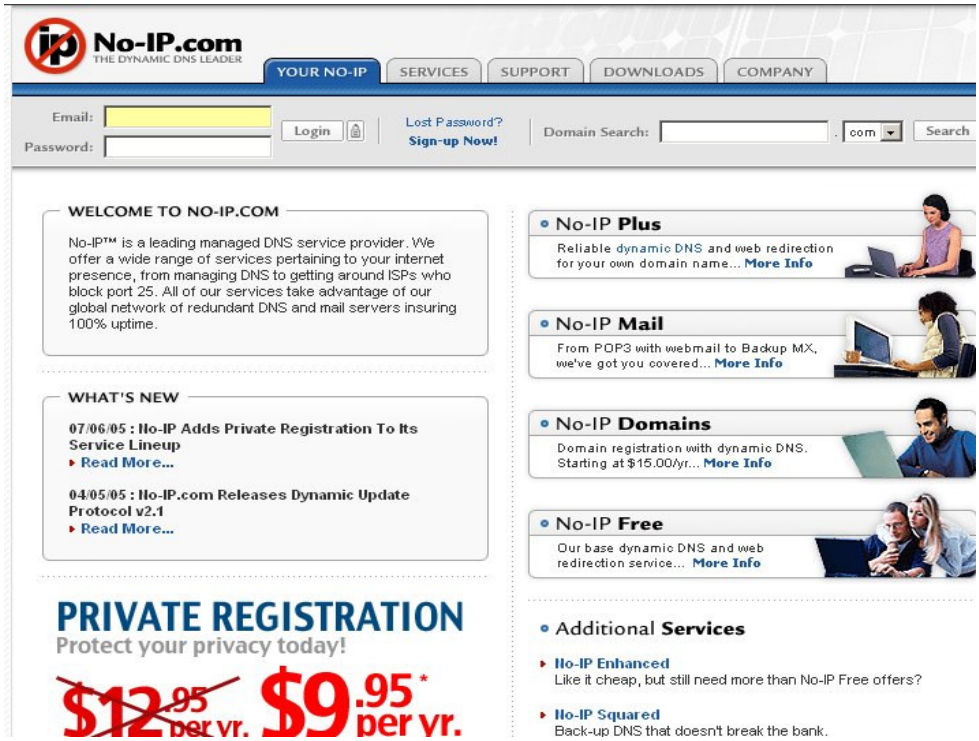
http://www.ebuyer.com or http://www.ebuyer.co.uk

Note you get two different kind of Broadband routers, one is a ADSL router with built in modem and the other is a Cable router, this is a router with no modem and has a RJ45 connection to connect to to your Internet with.

5. With Ultr@VNC SC using your Internet IP Address is not always a good idea. Many people do not have a static intranet IP Address and use a Dynamic Internet IP Address. (Dynamic IP is a IP what changes allot) If you do have a Static IP you could associate a Domain name to it, but in any case many people opt to use a Dynamic DNS name because there are so many company's whom offer these services for free.

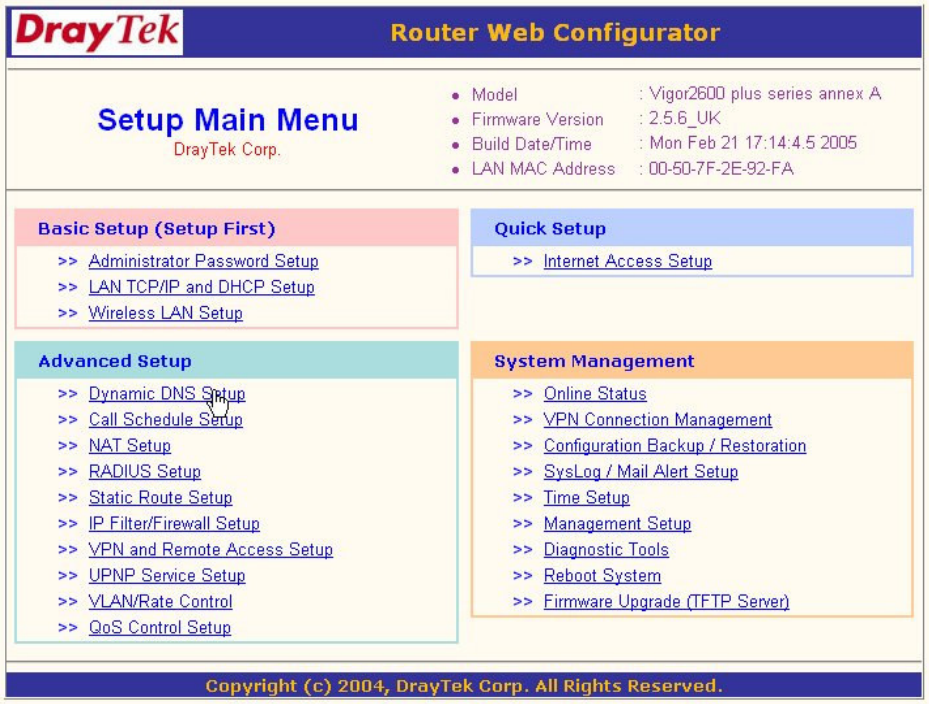
Most routers today can automatically update Dynamic DNS service provides. Two Big Players in this field is http://www.no-ip.com and http://www.dyndns.com



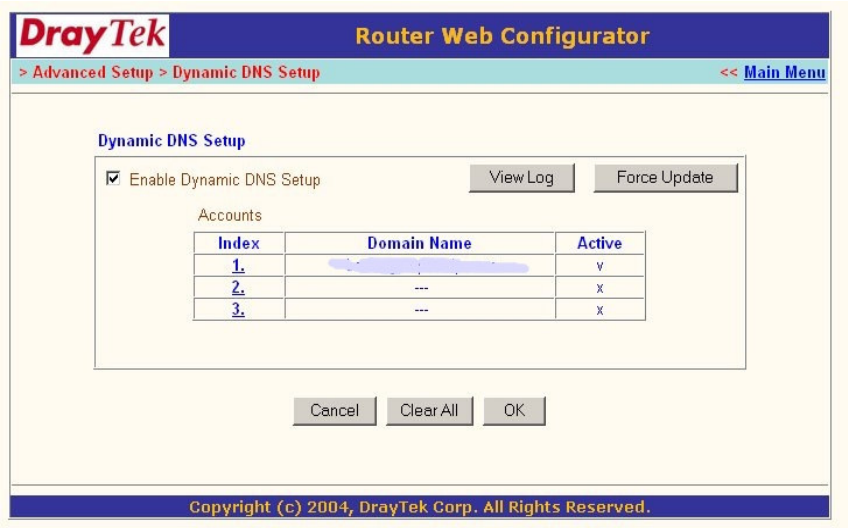


After you had registered (*use the free version*) to one of these two provider you normally will be given a certain number of certain domains names for free. Choose a domain name with a supplied extension and keep the name professional. The Dynamic DNS service providers will delete you domain if its not been used for a certain time period.

Lets look at the Draytek Routers **Dynamic DNS Setup**. On the Draytek main menu click on the **Dynamic DNS setu**p link to continue.



On the **Dynamic DNS Setup** menu click on **Enable Dynamic DNS Setup** to enable this function and then click on **Index 1** to setup the Dynamic DNS account you have from **NO-IP** or **DYNDNS**. If you have more than one you can enter more in the other Index sections.

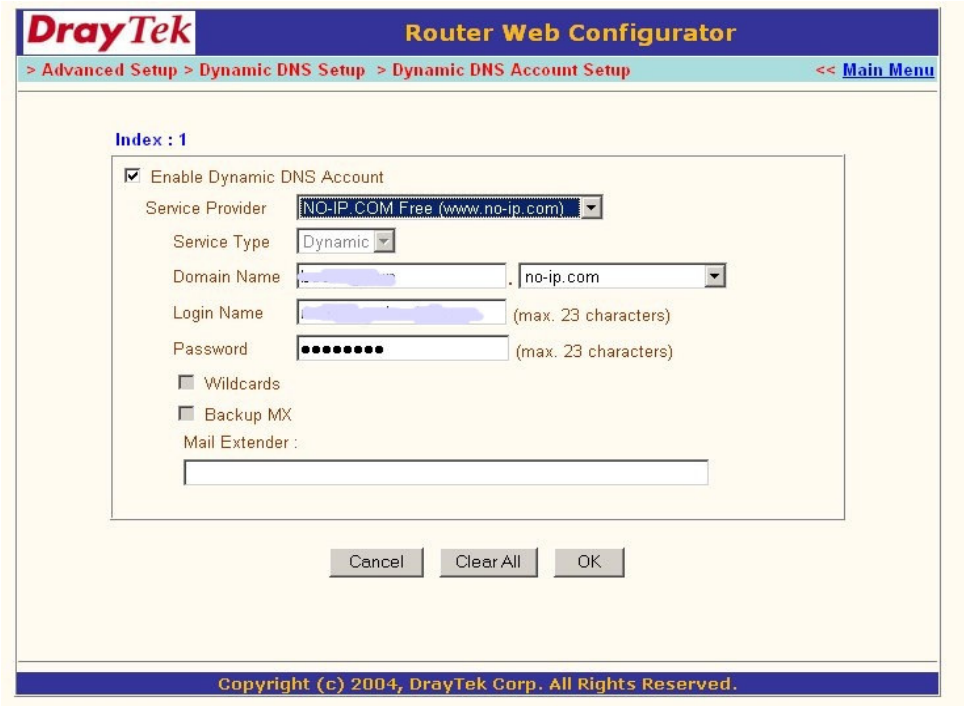


On Account Index 1 you will again need to click on Enable Dynamic DNS Account.
Under Provider select the Dynamic DNS provider you are using.

Under **Domain Name** enter the domain name you chose and then the extension in the drop down.

Under **Login Name** enter the username the Dynamic DNS provider gave you (*normally email*)

Under **Password** enter the password the Dynamic DNS provider has give or you have chosen.



In some cases your router many not have a Dynamic DNS updater function, Both **DynDNS** and **NO-IP** have software you can install on your computer to update the domain to your Internet IP. (*Very useful for dial up modems*)

You can download them here.

DynDNS

http://www.dyndns.com/support/clients/

NO-IP

http://www.no-ip.com/downloads.php

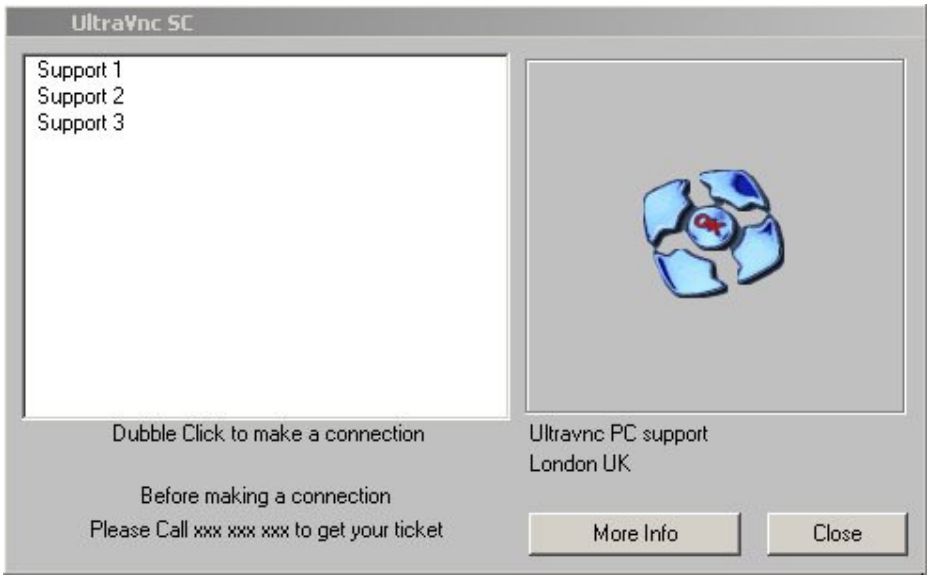
6. **Congratulation's** you have hopefully successfully understand port forwarding and have setup your own router.

Section 4:

Configure the helpdesk.txt

1. You now will need to configure the helpdesk.txt. The helpdesk.txt tells winvnc where to connect to. Since this configuration is meant to run on the clients computer, the client computer (The Computer you wish to control via remote connection) will need to know how to find your vncviewer.exe running in -listen mode. To do this we need to tell the helpdesk.txt what Internet WAN IP to connect to and at what ports it will need to connect to (*This is why we needed to do PORT Forwarding on your router*).

   After the client has run the EXE they will see something similar to below. There is Two main ways of setting up the helpdesk.txt. One way as seen below where the client see multiple support people and double clicks on the support person they wish or was asked to serve them another way would be to create a EXE for each support person and use the **[DIRECT]** option, this will connect directly to the support person with out the clients intervention.



   Lets look at setting the helpdesk.txt to support multiple support people in one **EXE**.
   Open the **HELPDESK.TXT** in the **CUSTOM** folder on your desktop with notepad.

OPTION1:

[TITLE] -- You can change this section, it is displayed at the top of the EXE window
UltraVnc SC

[HOST] -- This is the First Support person Section
Support Person 1 -- This is the Name of the First Support Person, you can change this to
-connect 192.168.0.10:5500 -noregistry --This is the Router IP and PORT you forwarded to the First Support Persons Computer on the router.

[HOST] -- This is the Second Support person Section
Support Person 2 -- This is the Name of the Second Support Person, you can change this too
-connect 192.168.0.11:5500 -noregistry --This is the Router IP and PORT you forwarded to the Second Support Persons Computer on the router.

[HOST] -- This is the Third Support person Section
Support Person 3 -- This is the Name of the Third Support Person, you can change this too
-connect 192.168.0.12:5500 -noregistry --This is the Router IP and PORT you forwarded to the Third Support Persons Computer on the router.

You can continue to add more Support people if you want or less if you want

[TEXTTOP] -- You can change allot of the TEXT to reflect your company info.
Dubble Click to make a connection

[TEXTMIDDLE]
Before making a connection

[TEXTBOTTOM]
Please Call XXX XXX XXX to get your ticket

[TEXTRBOTTOM]
(empty to clean line)

[TEXTRMIDDLE]
London UK

[TEXTRTOP]
Ultravnc PC support

[TEXTCLOSEBUTTON] -- This TEXT is written on the CLOSE button and closes the EXE
Close

[TEXTBUTTON] -- This TEXT is written on the Info button and opens a web page.
More Info

[WEBPAGE]
http://www.ultravnc.net

[BALLOON1TITLE] -- This Balloons are little pop ups to inform clients on what is happening, You can change them to if you need to.

Establishing connection ...

[BALLOON1A]

5 min try period

[BALLOON1B]

If it fails, the software will remove himself

[BALLOON1C]
from your system.

[BALLOON2TITLE]
Connection active.

[BALLOON2A]
Warning, your desktop is remotey visible

[BALLOON2B]
You can break the connection any time

[BALLOON2C]
by using the close button

[WEBPAGE]
http://www.ultravnc.net

When your done **SAVE** your edited file.

OPTION 2:

2. Let us look at the next option. The **DIRECT** option allows us to setup a EXE what will connect directly to single computer with the need of the client to click on anything. You will need to make a EXE for each of the support people.

[TITLE] -- You can change this section, it is displayed at the top of the EXE window
UltraVnc SC

[DIRECT] -- Here we add the [DIRECT] statement and note there is only one HOST now
You cannot add more hosts as this will not work with the direct option

[HOST] -- This is the First Support person Section and only one
Support Person 1 -- This is the Name of the First Support Person, not really needed anymore
-connect 192.168.0.10:5500 -noregistry --This is the Router IP and PORT you forwarded to the First Support Persons Computer on the router.

[TEXTTOP] -- You can change allot of the TEXT to reflect your company info.
Dubble Click to make a connection

[TEXTMIDDLE]
Before making a connection

[TEXTBOTTOM]
Please Call XXX XXX XXX to get your ticket

[TEXTRBOTTOM]
(empty to clean line)

[TEXTRMIDDLE]
London UK

[TEXTRTOP]
Ultravnc PC support

[TEXTCLOSEBUTTON] -- This TEXT is written on the CLOSE button and closes the EXE
Close

[TEXTBUTTON] -- This TEXT is written on the Info button and opens a web page.
More Info

[WEBPAGE]
http://www.ultravnc.net

[BALLOON1TITLE] -- This Balloons are little pop ups to inform clients on what is happening, You can change them to if you need to.

Establishing connection ...

[BALLOON1A]

5 min try period

[BALLOON1B]

If it fails, the software will remove himself

[BALLOON1C]

from your system.

[BALLOON2TITLE]

Connection active.

[BALLOON2A]

Warning, your desktop is remotey visible

[BALLOON2B]
You can break the connection any time

[BALLOON2C]
by using the close button

[WEBPAGE]
http://www.ultravnc.net

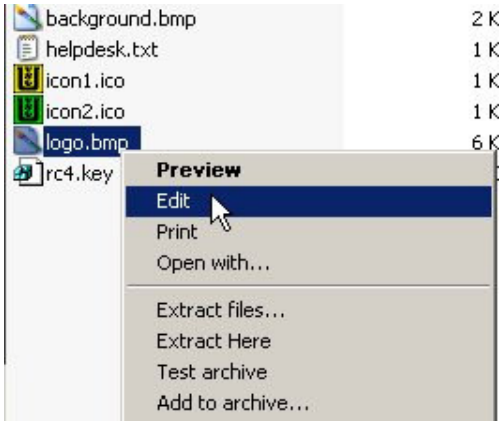
When your done **SAVE** your edited file.

3. **Congratulation's** you have successfully finished the helpdesk.txt

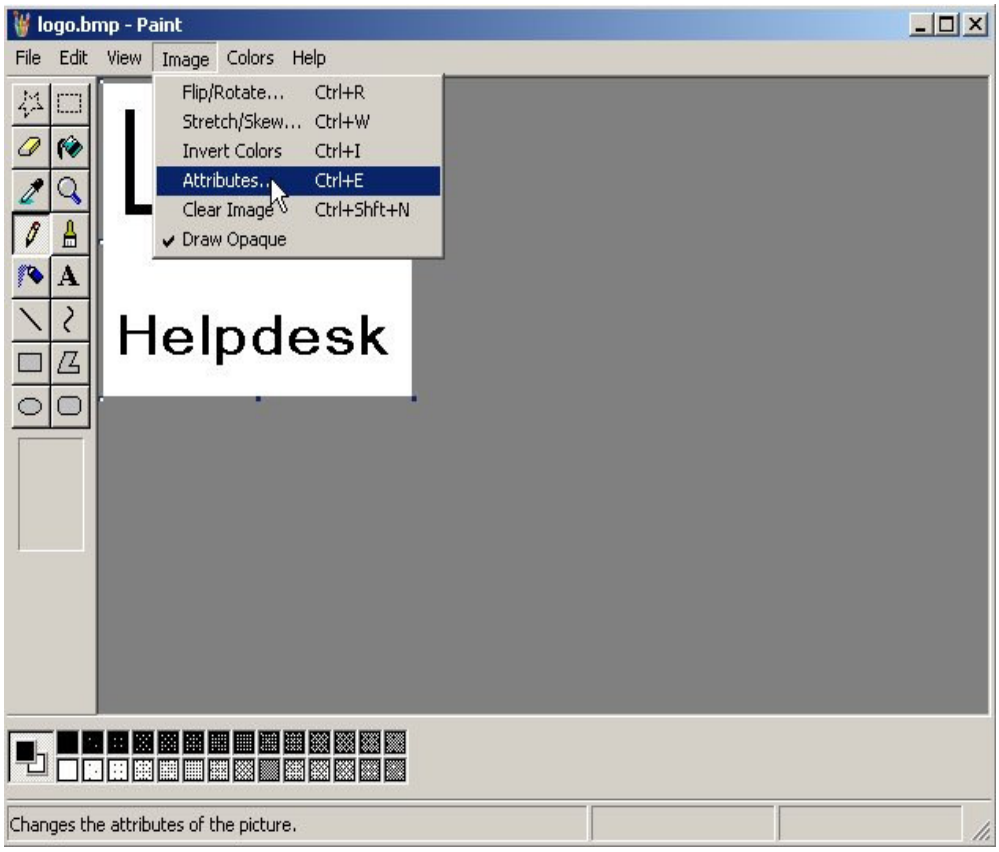
Section 5:

Editing your company logo for the EXE

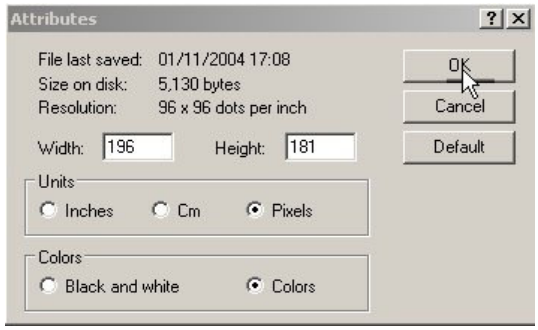
1. You can customize your EXE by editing the FILE logo.bmp and placing your company on the logo.bmp file. Put your logo on your EXE, open the **CUSTOM** folder and right click on the **logo.bmp**



2. By default Windows Pain will open, but you can use other editors as well to change the SC Once the logo BMP file is open you can edit the image. By default the image is **black and white** to reduce the size of the EXE but you can add color by clicking on the **IMAGE** tab and selecting **ATTIBUTES.** You can also add your own image as long as its the same size as the logo.bmp

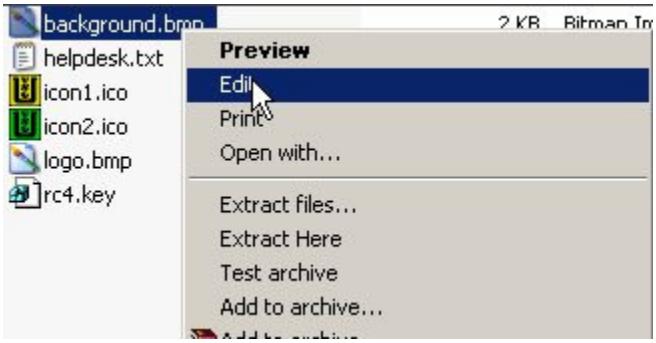


3. On the **ATTRIBUTES** windows click on **COLOR** and then click **OK**.



4. When your done editing your logo.bmp **SAVE** your file.

5. You can also change the background of the EXE by editing the file **background.bmp** in the **CUSTOM** folder by following the same instructions as above.



6. You also can get some free different colored samples on ULTR@VNC website click on the link belows and save the files SAMPLE as shown below in your CUSTOM folder, delete the old background.bmp and rename the new BMP file you downloaded to background.bmp

http://sc.uvnc.com/index.php?section=13

5)Color background:
You can add a color background by adding a file background.bmp to the zip file
Size 1x283, this bmp is stretch as background
Sample,Sample,Sample,Sample

6) Create a zip File from the files you want to customize
minimum: helpdesk.txt
maximum helpdesk.txt rc4.key icon1.ico icon2.ico logo.bmp background.bmp

7. **Congratulation's** you have successfully finished the editing your logo and background BMP

Section 6:

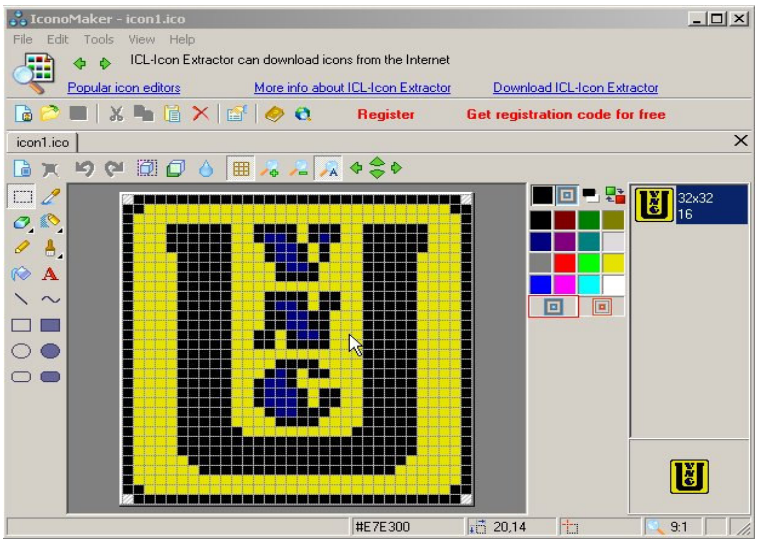
Editing your Icons with IconoMaker

1. You can edit the icons to reflect your company logos too. You will need a icon editor to edit the icons and save them you can get a free icon editor at http://www.iconempire.com/free-icon-editor

2. The there are two icon files you can edit.
   Icon1.ico is the icon file the client will see running in the Windows task bar.
   Icon2.ico is the icon associate to the EXE file you client download from you.

3. After you installed Iconomaker you can start using it Open and close iconomaker and insure you **associated** it to open .ico files when it askes you when you open it for the first time.

4. You now can edit the icon files by opening the **CUSTOM** folder and right click on a **.ico** file and select **OPEN WITH** and then select **ICONOMAKER**. (You only need do this once and then EDIT only after that) When done remember to **SAVE** your files.

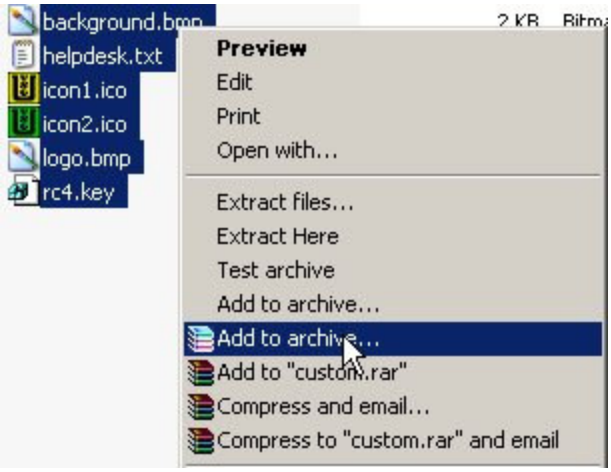


5. **Congratulation's** you have successfully Edited your icons.

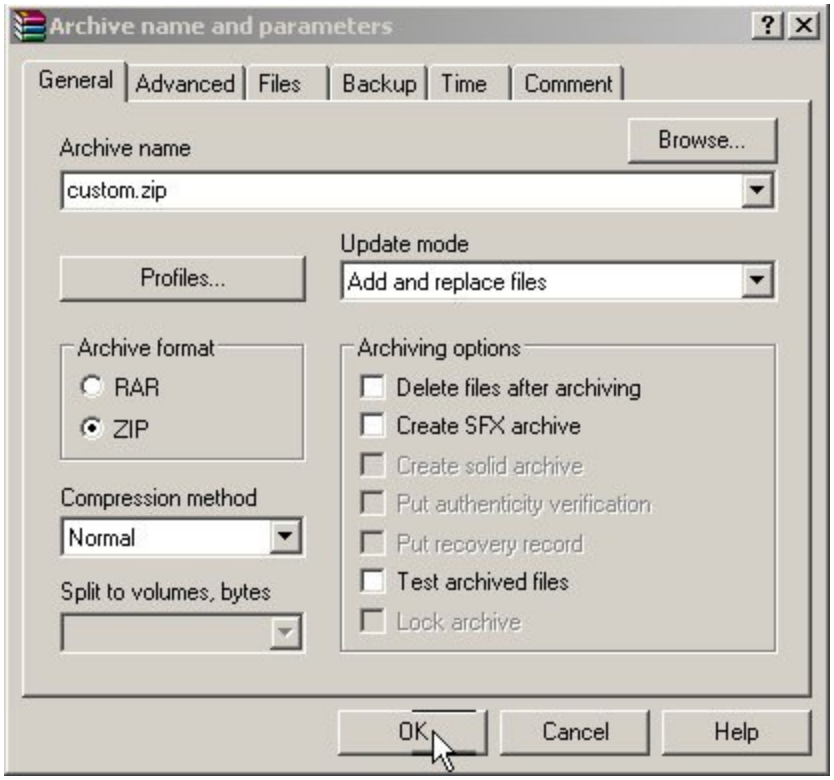
Section 7:

Repack the files into a ZIP file

1. we now need to repack all the files in the **CUSTOM** folder into a zip file. For my demonstration i will be using winrar as above in Section 1. To repack all the files into a single zip file select all the files by **highlighting** them all and right click with your mouse on a blue highlighted area and on the menu select **Add to archive**.



2. In winrar **change the file name** to a name you would like your EXE to be with the **.zip extension** at the end. When done click **OK** to create the archive.



3. **Congratulation's** you have successfully repacked the files into a zip archive.

Section 8:

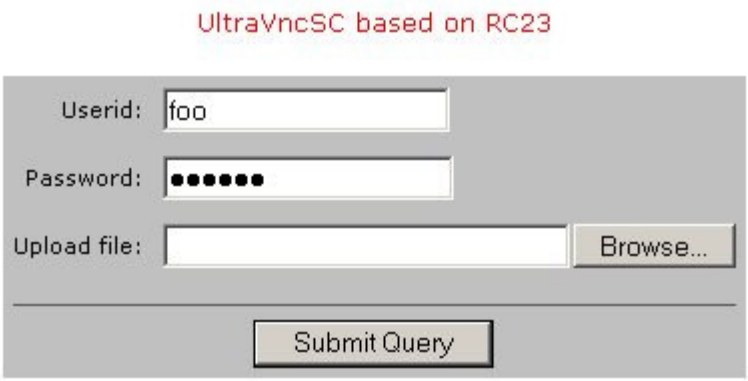
Compiling your ZIP file to a EXE file On-line

1. Now we can compile our zip file to a exe file on line. To do this we need to open a web page on Ultr@VNC. Click on the link below.

   http://sc.uvnc.com/index.php?section=19

2. For this demonstration we will use the UltraVncSC based on RC23. In the following fields enter as below.

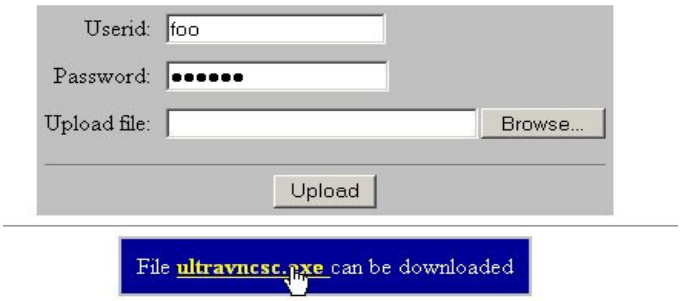
   Under **Userid: foo**
   Under **Password: foobar**



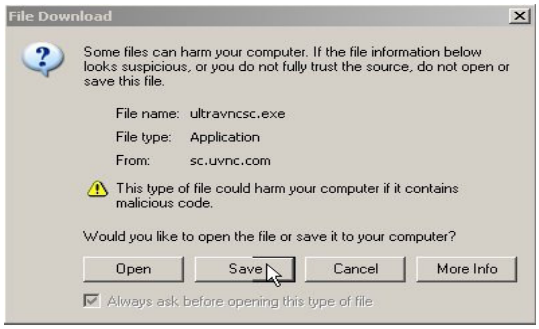
3. Next you will need to click on the Browse button and select the newly created **ZIP** file in the **CUSTOM** folder you have made.

4. When done selecting the zip file, click on the **Submit Query** button to continue.

5. After some time the web page will redirect and you will have the option to download the EXE file, click on the filename.exe at the bottom on the web page to download the exe file.



6. After you click in the EXE you will be prompted to save the file, Save the file to your desktop.



7. On your desktop you will now see your new Ultr@Vnc SC EXE, you may now upload it to your website.

8. **Congratulation's** you have successfully Created a Ultr@Vnc SC EXE.

You will need to do some testing on your new Ultr@Vnc SC EXE, note you cannot run the exe on your LAN if your helpdesk.txt is set to connect from out side your network to your network. Ask a friend on another site or client to test. Unless you change the helpdesk.txt to use your LAN IP ADRESS and not your WAN.

You will need to download ULTR@VNC and install it on your Support people computers and run vncviewer.exe -listen on each computer as reflected in helpdesk.txt and the router.

You can download Ultr@Vnc from the link below.
http://prdownloads.sourceforge.net/ultravnc/UltraVnc-101-Setup.zip?download

You can also use the UltraVNC SC client Creator tool to create a Off line SC build
http://forum.ultravnc.net/viewtopic.php?t=4046

Or do a Online Test with this tool.
http://forum.ultravnc.net/viewtopic.php?t=4535

Or if you don't want to make and EXE and want the client to enter the details use this tool.
http://forum.ultravnc.net/viewtopic.php?t=4530