



## UltraVNC Single Click Setup 2006 Fall OEDSA

Chad Carson, Director of Technology, LACA [ccarson@laca.org](mailto:ccarson@laca.org)

### Overview

UltraVNC Single Click is a freeware tool that allows you to easily take remote control of an end-user's workstation without messing with remote software installation, setting up passwords, or dealing with firewall issues.

### Pros of Single Click

- End user does not have to install any software on their workstation. UltraVNC Single Click works even on workstations where the user does not have permissions to install software.
- It doesn't matter if the end user is behind a firewall, because THEY are initiating the connection, not you.
- No passwords need to be set up. By connecting to you, the user is voluntarily turning over control of their workstation to you, so you don't need a password to connect.
- End user does not need to know anything but your ITC website address and your name to make the connection (no IP addresses, etc).

### Cons of Single Click

- Single Click does not work with Macintosh computers. The only option is to generate a Windows EXE file.
- You have to be at YOUR workstation to use this. You can't just fire it up from anywhere on your network. But as long as you have remote desktop capabilities to your PC from anywhere, this is not really a problem.
- Requires a bit of setup on the ITC end, but not much...

### Official Website

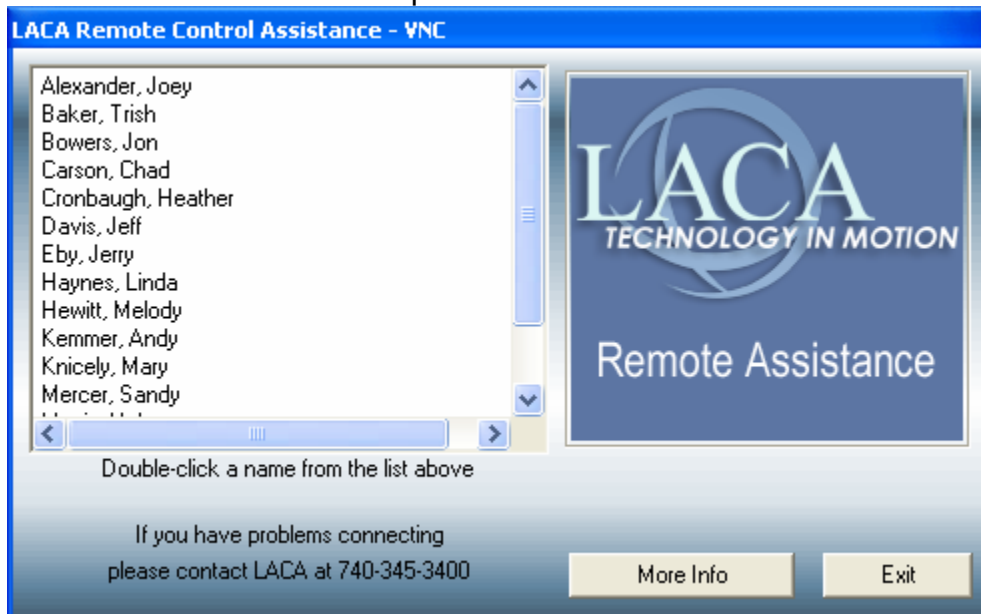
All documentation and software can be obtained here:

<http://ultravnc.sourceforge.net/addons/singleclick.html>

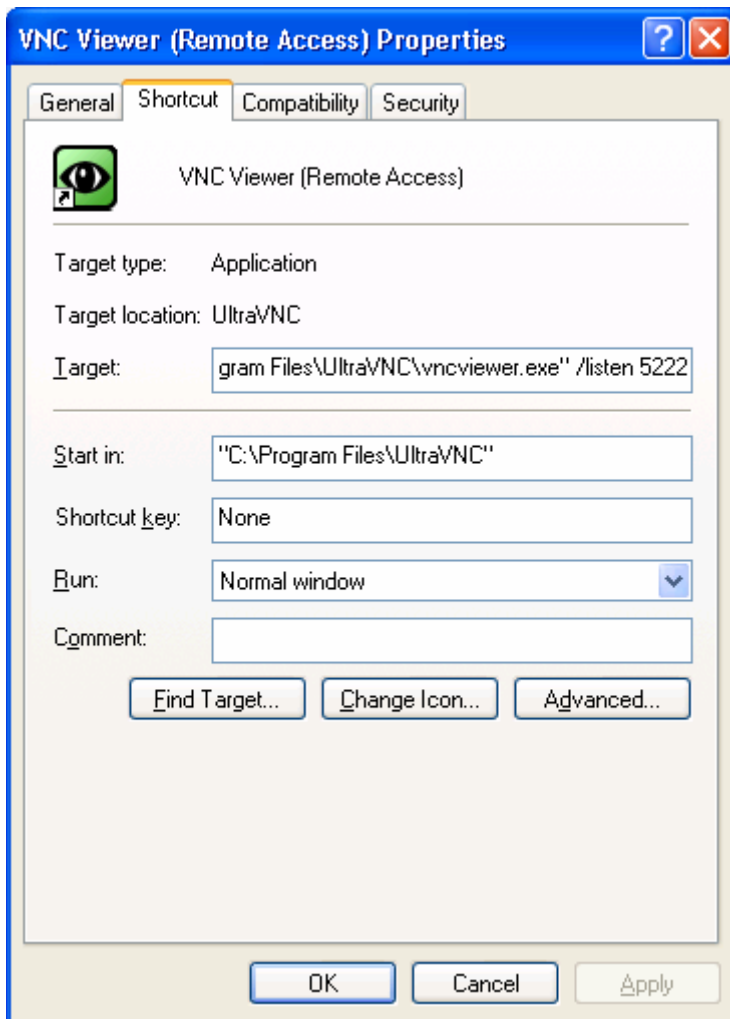
## Setup Steps

1. Set your staff workstations up with STATIC IP addresses. UltraVNC Single Click will only work if you have static IPs. If you are using DHCP, just make a reservation for everyone on your staff so they always get the same IP address.
2. Set up DNS names for each staff member workstation. More than likely your internal Windows Active Directory Domain names are NOT accessible to the public Internet or your districts. Add entries in your internal and external DNS for each staff member. LACA used <NAME>.staff.laca.org. Ex: CHAD.STAFF.LACA.ORG
3. Choose the TCP port you will be using for your connections. 5900 is the default port, but you can change this to something else for security purposes if you choose.
4. Firewall configuration: If your customers need to traverse your firewall (either from your districts or customers outside your network) then you will need to add static mappings for your staff workstations, and open the TCP port you chose in step 3 in your firewall to those workstations.
5. Download the CUSTOM.ZIP file from the official website. Make necessary adjustments to the helpdesk.txt file and graphics (see appendix A for LACA's helpdesk.txt file). Be sure to leave the file names the same, and re-zip the file. The ZIP file can be named whatever you want.

This new ZIP file will be compiled to build an interface like the following:



6. Go to this site: <http://sc.uvnc.com/index.php?section=19>. This is the Creator site that takes your ZIP file and converts it to an EXE. Use "foo" as the username, "foobar" as the password, and upload the ZIP file created in Step 5. This will generate an EXE for you to download.
7. Put the EXE on your website and set up a page for end users to gain access to it. See <http://www.laca.org/services/vnc/> for LACA's page.
8. On your staff workstations, install UltraVNC (available for download at <http://ultravnc.sourceforge.net>). You only need to install the VIEWER, you don't need the SERVER unless you want people to be able to take remote control of your workstation. After you have the viewer installed, modify the shortcut to start the viewer in **listen** mode on the TCP port you choose in Step 3. In my example below, I chose to run it on port 5222.



9. Start the listener on your workstation. You are now ready to accept connections. Have someone visit your VNC webpage, run your exe, and double-click on your name. As long as there are no network issues between you and the end user, you should get an immediate request to connect. Accept the request, and you are in business.

### Encryption?

I personally did not install the encryption feature because I was trying to get UltraVNC up and working as quickly as possible, and wanted the least number of variables to mess with while trying to set it up. However, the option is there if anyone wants to try it.

### About This Document

A PDF version of this document can be obtained at  
<http://www.laca.org/services/vnc/2006-OEDSA-UltraVNC-Setup.pdf>

## Appendix A: LACA's UltraVNC SC helpdesk.txt File

```
[TITLE]
LACA Remote Control Assistance - VNC

[HOST]
Alexander, Joey
-connect joey.staff.laca.org:5222 -noregistry
[HOST]
Baker, Trish
-connect trish.staff.laca.org:5222 -noregistry
[HOST]
Bowers, Jon
-connect jon.staff.laca.org:5222 -noregistry
[HOST]
Carson, Chad
-connect chad.staff.laca.org:5222 -noregistry
[HOST]
Cronbaugh, Heather
-connect heather.staff.laca.org:5222 -noregistry
[HOST]
Davis, Jeff
-connect jeff.staff.laca.org:5222 -noregistry
[HOST]
Eby, Jerry
-connect jerry.staff.laca.org:5222 -noregistry
[HOST]
Haynes, Linda
-connect linda.staff.laca.org:5222 -noregistry
[HOST]
Hewitt, Melody
-connect melody.staff.laca.org:5222 -noregistry
[HOST]
Kemmer, Andy
-connect andy.staff.laca.org:5222 -noregistry
[HOST]
Knicely, Mary
-connect mary.staff.laca.org:5222 -noregistry
[HOST]
Mercer, Sandy
-connect sandy.staff.laca.org:5222 -noregistry
[HOST]
Morris, Helen
-connect helen.staff.laca.org:5222 -noregistry
[HOST]
Stein, Dave
-connect dave.staff.laca.org:5222 -noregistry
[HOST]
Warthman, Bobbie
-connect bobbie.staff.laca.org:5222 -noregistry

[TEXTTOP]
Double-click a name from the list above
to send a help request to that person.
```

[TEXTMIDDLE]

If you have problems connecting

[TEXTBOTTOM]

please contact LACA at 740-345-3400

[TEXTRBOTTOM]

[TEXTRMIDDLE]

[TEXTRTOP]

[TEXTBUTTON]

More Info

[WEBPAGE]

<http://www.laca.org>

[TEXTCLOSEBUTTON]

Exit

[BALLOON1TITLE]

Establishing connection ...

[BALLOON1A]

5 min try period

[BALLOON1B]

If connection fails, the software will remove itself

[BALLOON1C]

from your system.

[BALLOON2TITLE]

Connection active.

[BALLOON2A]

Warning, your desktop is remote visible

[BALLOON2B]

You can break the connection any time

[BALLOON2C]

by using the close button

[WEBPAGE]

<http://www.laca.org>