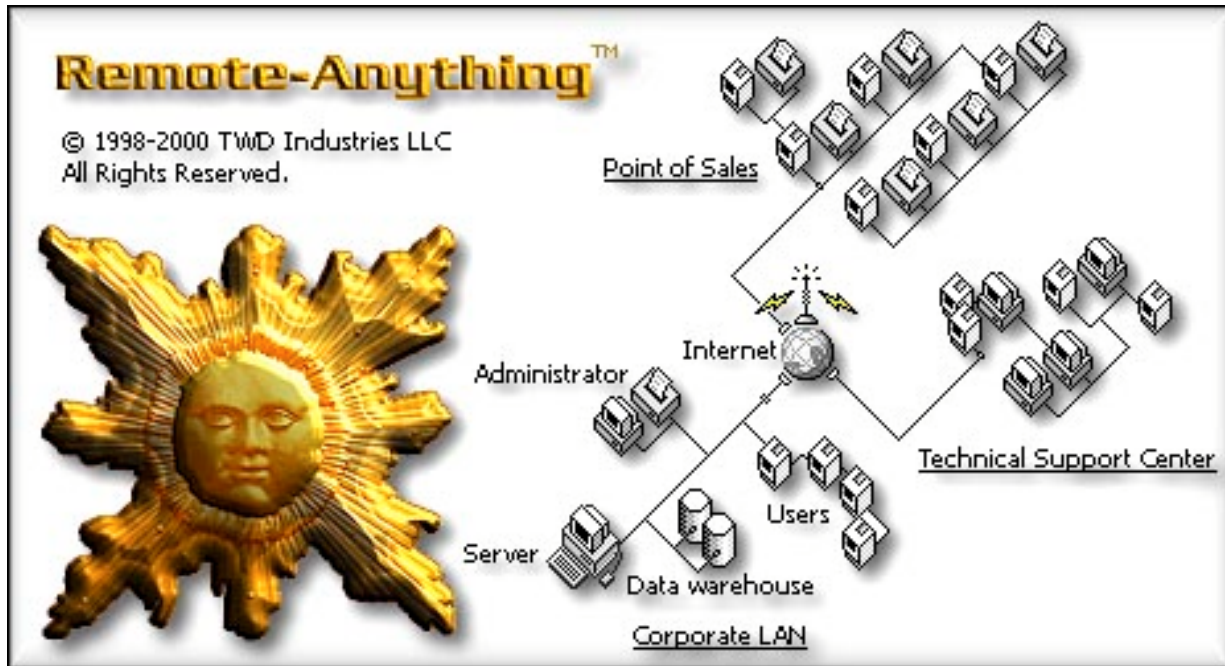


Remote-Anything

Version 3.6.4 for Windows

TWD
INDUSTRIES



Reference Manual

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System Specifications (minimum requirements)

- A PC or compatible, 386, 486, Pentium or higher
- 2 MB of free RAM or more (1MB, the Windows stack, plus twice the size of the video buffer)
- Windows 95, 98, Millenium, NT4 (SP3) or 2000. *Master* and *Slave* can be used on all those Windows versions (even if they are mixed: a Win95 *Master* with a WinNT *Slave*)
- A VGA compatible Video Adapter or higher
- A Hard-Disk with 300 KB of free space for a *Master* PC (100 KB of free space for a *Slave* PC)
- A Mouse and a Keyboard
- A Network Adapter or a Modem or a Cable (null-modem or parallel) to link *Master* and *Slave*
- The TCP/IP protocol being installed and working on *Master* and *Slave* PCs
- Winsock 2.0 (available since April 1996). Windows 95 users will have to download the Microsoft patch, W95ws2setup.exe (963 KB) from:

http://www.microsoft.com/windows95/downloads/contents/WUAdminTools/S_WUNetworkingTools/W95Sockets2/Default.asp

Optimal performances are achieved with appropriate hardware: among critical parts, a Network Adapter may double or triple the effective bandwidth -if the manufacturer is properly chosen. Some Windows Registry setting can also boost your connections (see the FAQ).

Please read the latest FAQ on <http://www.remote-anything.com> to learn more about performance hints and issues, TCP/IP installation, common problems, error messages, etc.

Technical Support

TWD Industries and RA Resellers provide free Technical Support to registered users and users testing the product:

- Email: support@twd-industries.com
- Telephone:
 - U.S.A.
 - Voice +1 937 886 0185 Neoworx, Inc. (RA Reseller)
 - Fax +1 937 886 0186
 - Europe
 - Voice +377 977 036 30 TWD Industries Europe
 - Fax +377 977 036 31

Please read the latest FAQ on <http://www.remote-anything.com> to solve common issues.

Users reporting a new bug or suggesting a new feature really useful for others will get a free license (even if they are already registered users) and a corrected version within a few days. At TWD Industries, we care about customers and their feedback allows us to make a better product. See <http://www.remote-anything.com/testimonials.htm>.

Program Updates

New versions of RA are free for registered users. RA is constantly evolving and so is your investment with TWD Industries.



Product Overview

Remote-Anything (RA) is the most efficient solution to administer or control computers via a LAN, a WAN, a Dial-Up connection (modem to modem), a serial or parallel cable, or via the Internet... and RA's volume pricing scheme allows organizations to install RA on all their PCs.

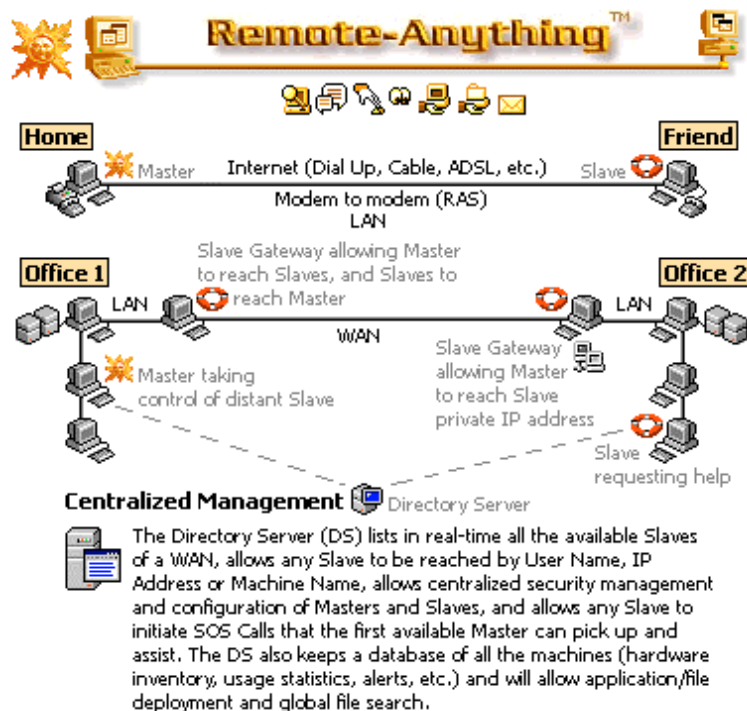
Whether you have to administer thousands of PCs or you want to provide user assistance, training, maintenance services, or check service quality, RA is your best ally: even with a small support staff you can offer best-of-breed user services at an affordable cost!

The 70KB *Slave* program allows instant delivery to End Users (just email it or make it available from your web site for download). You can help them without complicated setup or confusing configuration questions (a single double-click will install and run it!). Deployment on demand gives you the power to help right NOW!, when you're needed.

☺ RA value grows with the time. In fact, instead of having an obsolete product after a new version is shipped, users of RA enjoy free updates which they can download from the TWD Industries' web site.

As we know that evolution and durability are key criteria in the process of product selection, TWD Industries adds specific functions to its products when required by customers. This is your guaranty for a product that matches YOUR needs today -and tomorrow:



Currently in development: a RA Directory Server, Voice over IP (and a Voice Answering Machine), Unix (Solaris, Linux) and Macintosh RA versions.



➡ If you *like* RA today, you will *love* it tomorrow... at no additional cost (thanks to the free updates).

Installing Remote-Anything


 RA consists of two single files (no DLLs, no dependencies):

 Master.exe	250 KB	install it on the network administrator's PC
 Slave.exe	70 KB	install it on all the PCs you need to access remotely

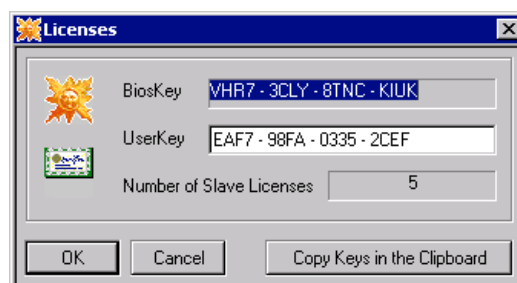
A *Master* and a *Slave* must be installed on -at least- two different machines. *Master* is used to remotely control the *Slave* workstation. *Slave* is a Windows Service and will automatically start at boot time before Windows (this allows you to log in remotely). *Master* and *Slave* can be installed *on the same PC* to control remote PCs -and to be controlled.

RA only supports PCs connected to **TCP/IP** networks (see how to install and configure TCP/IP in the [FAQ](#)). RA can also be used with **modem-to-modem connections**.

Installing a *Master*

To install a *Master*, you just have to copy  *Master.exe* on the hard-disk of a PC, in the directory of your choice (the Windows Desktop is a good place).

The first time you run the *Master* you have to type in the supplied registration [UserKey](#). If you do not have a *UserKey* you can type 'trial' to run *Master* in demo version (in this case, you will only be able to access *Slaves* with the password 'trial' and the port number '4000').




A *UserKey* to secure your *Master*

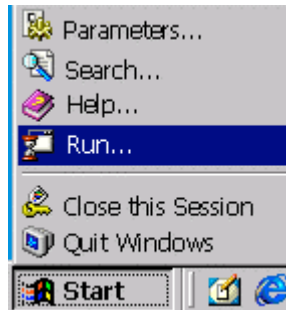
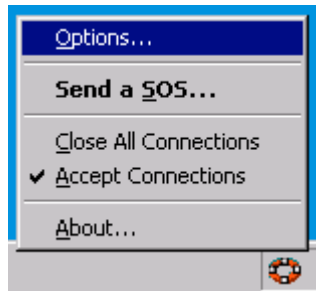
If one copies your registered *Master* or steals your hard-disk, he will not be able to access the *Slaves* installed on your network because the *Master* will work in demo mode only (and will not be able to use passwords different from 'trial' and ports different from '4000').

Installing a *Slave*

Installing a *Slave* on a single PC

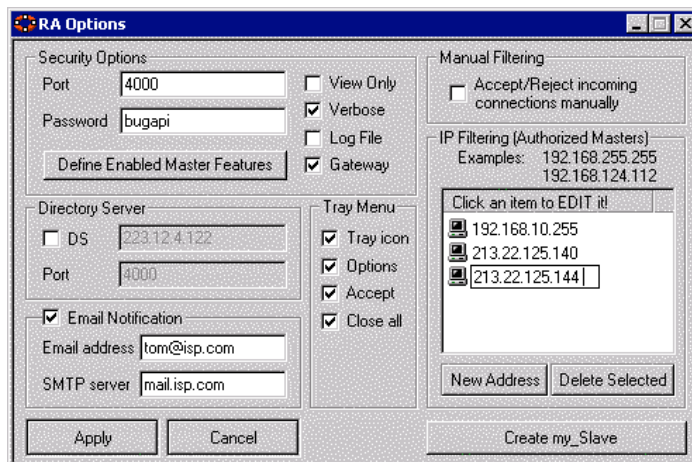
Copy  *Slave.exe* wherever you want on the hard-disk of the PC, and then double-click it. *Slave* is now running as a Windows Service (it will start automatically at boot time) and is ready to accept a connection from the *Master* with the default password: trial on the default port number: 4000 (during the installation, *Slave* will set the -default or personalized- bound options in the Registry: HKEY_Local_Machine/Software/TWD/Remote-Anything).

⇒ Registered users can use a personalized password. To display the *Slave* Options dialog:
Click on the Tray Icon in the Task Bar **OR** Type in '*Slave -o trial*' in the 'Run' dialog:



Slave options are described later in this Manual in the 'Security Options' Chapter.

Note that some of the default *Slave* options can be changed: you can bind options to a *Slave* so it will install yours when you run *Slave* on a PC for the first time.



Deploying a personalized *Slave*

Just copy a personalized  *Slave* on every computer and run it: it is installed and configured!

(See the 'Security Options' Chapter later in this Manual to make a personalized *Slave*)

➞ You can send this personalized *Slave* by email, or let End Users download it from your web site: all they will have to do is just running it (a simple double click on the *Slave* icon) and you will be able to access their computer with your password and port number!

💡 If you wish later to add *Slaves* to your network, you will only need a new *UserKey* from TWD Industries. After the new *UserKey* is updated in the *Master*, licenses are ready to use.

Dial Up connections

➞ You can use RA to call directly another PC –without an Internet connection.

Windows NT4 and Windows 98 come with the *Dial-up Networking Server* (Windows 95 includes it in the Plus! Pack). Install it on the *Slave* PC (Control Panel, Add/Remove Programs, Windows Setup) and follow the instructions below:

1) On the *Slave* PC, configure the *Dial-up Networking Server* to allow incoming connections:

- Click on the Start Menu / Programs / Accessories / Communications / Remote-Access (or Network and Dial-up Connections)
- Click on the 'Connections' pull-down Menu
- Click on the '*Dial-up Networking Server*' (or '*Remote Access Server*') Menu item
- You have to allow the access (and eventually define a password). Then, click the 'OK' button
- The *Slave* PC is ready now to accept incoming dial-up calls (there is an icon in the Task Bar).

2) On the *Master* PC, you have now to make a call using Dial-up Networking:

- Click on the Start Menu / Programs / Accessories / Communications / Remote-Access (or Network and Dial-up Connections)
- Click on the 'New Connection' Icon
- Name it, select the modem to use, enter the *Slave* Phone number and click the 'Finish' button
- To use your new connection just double click on its icon (it will directly Dial Up the *Slave* PC)
- Now run the *Master* type in the *Slave* IP address (usually this address is 192.168.55.1)
- Enter the *Slave* password and port number and hit the 'Connect' button

You should be connected to your *Slave* PC after a few seconds.

🔊 RA Port Numbers, Firewalls and Proxies

When you have installed RA you may have to take care of other applications like Firewalls (or Proxies) which need to be configured in order to allow access to the ports used by RA. Usually, as Firewalls are only blocking *incoming* connections it is only a question of opening (or routing) the following -entrant- port numbers:

- Port 4000: TCP, *Slave* Remote-Control Session
- Port 3999: TCP, *Slave* File Browser Session
- Port 3998: UDP, Reserved for future use (Voice over IP)
- Port 3997: UDP, *Master* Daemon (Chat, HW info, etc.)
- Port 3996: UDP, *Slave* Daemon (Chat, HW info, etc.)

If you have modified the default port number, you have to use the same port in both *Master* and *Slave* programs. If this port number is set to 5000 (instead of 4000) then RA will use the following ports:

- Port 5000: TCP, *Slave* Remote-Control Session
- Port 4999: TCP, *Slave* File Browser Session
- Port 4998: UDP, Reserved for future use (Voice over IP)
- Port 4997: UDP, *Master* Daemon (Chat, HW info, etc.)
- Port 4996: UDP, *Slave* Daemon (Chat, HW info, etc.)

The FAQ available from <http://www.remote-anything.com> has a dedicated section about Firewalls and Proxies issues. You will find here detailed information and ready to use examples about this subject.

🔊 **Slave.exe** has an integrated Gateway. This proxy works for RA only (this is not a general proxy able to route common protocols like HTTP, FTP, POP3, SMTP, etc.).

To establish a connection from a *Master* to a *Slave* located on a remote LAN you do not have to use Network Address Translation (NAT) or a third-party proxy.



Using *Master* and *Slave*

RA is efficient: being extremely optimized, it allows you to remotely use any Windows program or to watch a Video playing on a distant computer. RA's powerful compression algorithm saves the bandwidth of your network and on-the-fly encryption protects your data. Do not worry about having to keep and maintain a list of IP addresses: RA detects and lists for you the PCs you can reach on your network. All you have to do is to chose one!

Using *Slave*

Slave Command Line Syntax

To get the following help dialog type in:

```
C:\Windows> Slave -h [return]
```

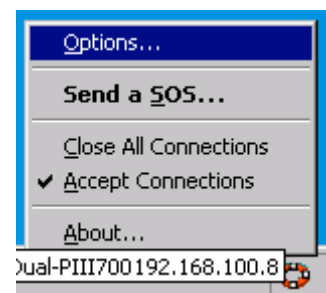
All the options are described in the 'Security Options' chapter.



⇒ *Slave.exe* can be run from the command line or with a double-click. If *Slave* is not installed yet then it will store the options in the Registry (HKEY_Local_Machine / Software / TWD / Remote-Anything), will register as a Windows Service (so it will start automatically at boot time), and will start within a few seconds so you can establish a connection from a *Master* PC. If *Slave* is already installed, it will simply run.

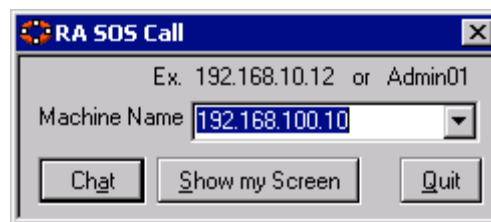
Displaying the *Slave* Tray Menu & IP Address

You can access the *Slave* Options by clicking the *Slave* Tray Icon. The Tray Menu allows you to 'Close All (established) Connections'. If you uncheck 'Accept Connections' this will block all incoming connections. The 'About...' item will display the *Slave* version and the *Slave* IP Address.



'Send a SOS...' displays the connection dialog box:


It allows a *Slave* User to **call a Master** (Text Chat) or directly to send its screen to a specified *Master*.

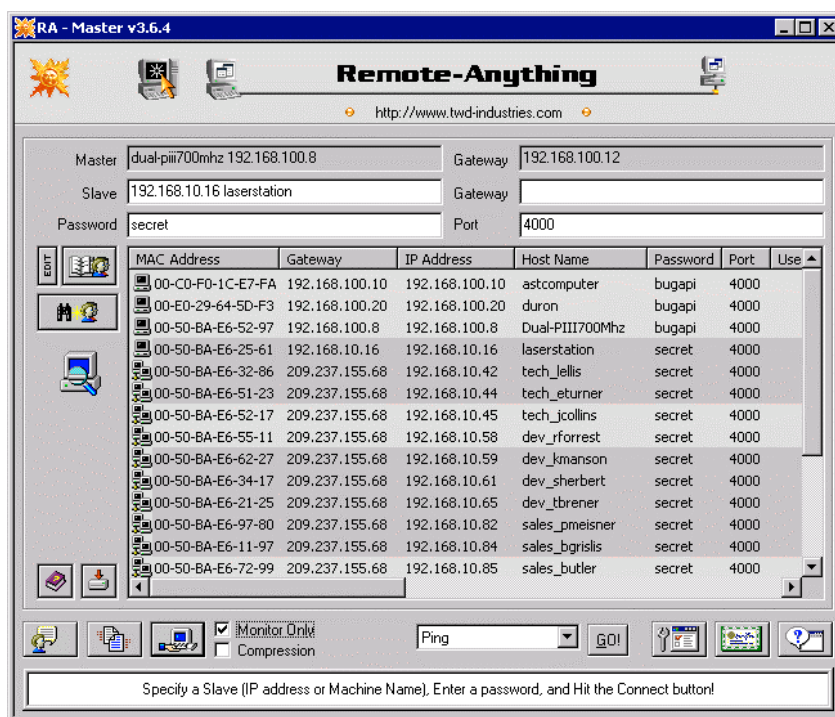


Using Master

Once *Masters* and *Slaves* are installed, a *Master* can access remotely any *Slave* PC.

The Connection Dialog

⇒ The  button detects *Slaves* installed on the local network. Click on it and you will see new IP addresses (209.237.155.62 for example) and information about *Slaves*: Mac address, Gateway address, Password, Port, User Name, working time, OS, CPU type, Total / Free RAM, Total / Free Disk space, Internet Connection Status and Modem type.



MAC Address	Gateway	IP Address	Host Name	Password	Port	User Name	ON for	OS	CPU	Free RAM	Free Disk	Internet	Modem
00-50-BA-E6-52-97	192.168.100.8	192.168.100.8	Dual-PIII700Mhz	secret	4000	TOM	02:55:27	2000...	2 GenuineIntel...	159MB/256MB	C: 3.51GB/9.54GB	OFF	
00-50-BA-E6-55-11	209.237.155.68	192.168.10.58	dev_rforrest	secret	4000								


You can resize each column to a null size if you want to hide one or more columns.

⇒ The MAC (Medium Access Control) address is listed to avoid duplicate entries (we can recognize a PC even if its IP address has changed). It is also necessary for the Wake on LAN feature. The MAC address is found automatically during a RA connection or by the auto-detection and the 'Get Hardware Information' features. You can also enter it manually in the Address Book ('WinIPcfg.exe' and 'IPconfig.exe /all' on the Slave PC allow to retrieve it).

☛ Establishing a Connection

In order to establish a connection with a *Slave*, you have to specify a **Slave IP address** (or DNS name) and a **Password** in the Connection dialog (if you do not provide a port number, Master will use its default port number). You can also double-click a *Slave* in the list.




☛ Click on the  Button (the password is 'trial' if you are in demo mode) to establish a connection with a *Slave*. The '**Monitor Only**' and '**Compression**' checkboxes allow you to override the *Master* options (see *Master* options later in this Chapter).

You will see the following window while the *Master* is attempting to establish the connection with the distant computer. If it fails, an error message will tell you why.



☛ Using the *Slave Gateway* to reach 'hidden' *Slaves*

➞ The **Gateway** allows you to reach a *Slave* via another *Slave*:  **Slave.exe** has an integrated Gateway. This proxy works for RA only (this is not a general proxy able to route common protocols like HTTP, FTP, POP3, SMTP, etc.).

To establish a connection from a *Master* to a *Slave* located on a remote LAN you do not have to use Network Address Translation (NAT) or a third-party proxy.



You simply have to install a *Slave* on the multi-homed PC of your LAN which is connected to the Internet. This PC has two IP addresses: one is private (like 192.168.12.10 which is LAN-based and cannot be routed on the Internet) and the other is assigned by your ISP (like 194.4.23.11 which can be accessed from anywhere on the Internet).

To access a *Slave* in [Office 2] from a Master in [Office 1] you will have to use the following connection information:

Slave Gate:	194.4.23.11	(<u>Office 2</u> : Internet address used to go inside the Slave LAN)
Slave:	192.168.12.9	(Slave LAN-based private IP address)
Password:	secret	(your password)
Port:	4000	(your port number)

The Slave Gate will route the connections to the Slave of the [Office 2] LAN. It will also route unconnected requests (like Ping, Hardware Inventory, Log Off, Wake on LAN, etc.).

📌 Note: *Master*, the Slave Gateway and *Slave* have to use the same port number.

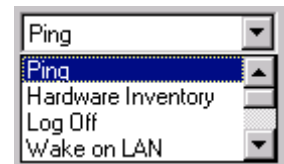
🔗 Displaying the Online Help



The first of the buttons gives access to the RA online Manual (or run Acrobat Reader to display the PDF Manual if it is stored in the *Master* directory) while the second button opens a 'save as' dialog to save on disk the *Slave* list as an ASCII text file.

🔗 Unconnected Features (Ping, Wake on LAN, etc.)

➡ The **Ping** command is in a combo box with some other commands like: **Hardware Inventory**, **Log Off**, **Wake on LAN**, **Shut Down**, **Reboot**, **Lock Up** and **Uninstall**. You can apply those commands to **one or several selected Slaves** from the *Slave* List with a single mouse click (if the *Slave* has been configured to accept these commands).



You can, for example, select a few *Slaves*, try to shut them down, wait a bit, and then use Ping to check if they are all powered down (a blue PC icon will show PCs still ON).

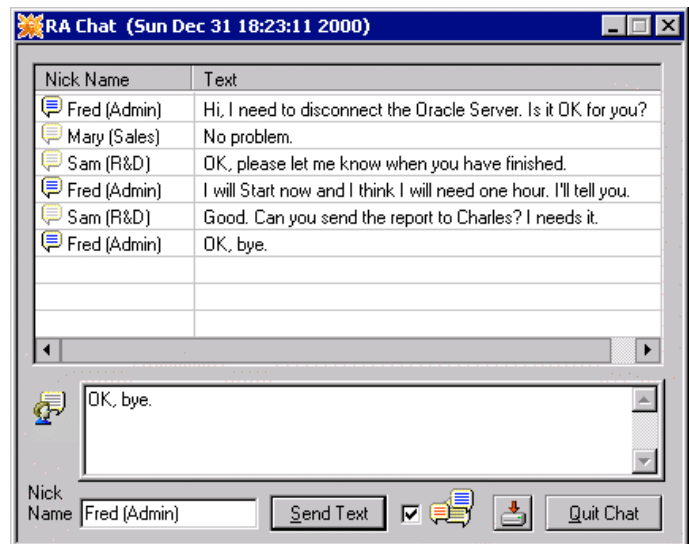
🔗 Text Chat and Conference



The button opens a dialog box to start a Chat session with the selected *Slave* User(s). You can change your **Nick Name** and enable or disable on-the-fly the **Conference Mode**. In the normal mode, the answers you receive from *Slave* Users will not be visible to all other *Slave* Users. The Conference Mode will broadcast every *Slave* User answer so all of them will know what was written (they will not *only* see your text).


☛ The Conference Mode is only available when you establish a session with more than one *Slave*. The '**Save to Disk**' button allows you to save the Chat text in a Text File.

To send your text, you can press **Alt+S** or click the '**Send Text**' button (the text is encrypted when transmitted).




There is an extra column (reduced by default) which you can enlarge to find one's IP address. To show it, just put the mouse cursor between the two columns and drag it to the right.

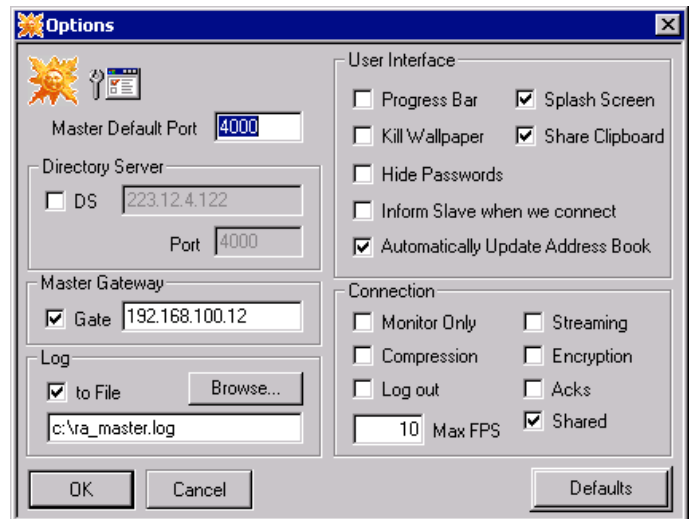
Nick Name	IP Address	Text
Fred (Admin)	Dual-PIII700Mhz 192.168.100.8	Hi, I need to disconnect the O
Mary (Sales)	astcomputer 192.168.100.10	No problem.

☛ The  button opens the File Browser to transfer files between the selected *Slave* PC and your PC (the File Browser is described later in this document).

☛ Master Options

⇒ The  button opens a dialog box which allows you to change the base **port number** used by the *Master*. If you change it, do not forget to change it also for *Slaves* (see 'Security Options'). Enable or disable:


- **Progress Bar** (show transferred data)
- **Hide Passwords** (hidden in the main dialog)
- **Share Clipboard** (*Master* ↔ *Slave*)
- **Splash Screen** (show/hide, quiet mode)
- **Inform Slave when we connect** (*Slave* will be notified of *Master* connections by a dialog box)
- **Kill Wallpaper** (remove the Wallpaper so we save time and bandwidth)



- **Automatically Update Address Book** (disable it if you use a Router for example)
- **Monitor Only** (define here the default value of you choice)
- **Streaming** (speedup slow connections by segmenting updates in smaller packets)
- **Compression** (speedup slow connections, saving bandwidth at the expense of the CPU load)
- **Data Encryption** (secures transmissions by making data unreadable)
- **Acks** (can boost a modem connection. Never set it on a LAN, it uses CPU and bandwidth)
- **Shared** (uncheck this option to be the only Master at a time to establish a connection with a Slave)
- **Log out when disconnect** (log off from Win9x, NT and 2000 and start the screen saver on Win9x)
- **Max FPS:** That's the number of screen updates (frames) per second you want the *Slave* to send to the *Master*. The greatest the best for speed but also the most demanding for the Slave CPU. If you are using a slow connection (Internet or dial-up) then set a value of 1-2 because the bandwidth you have will not allow you to get more. On *fast* networks, you can use 10 or 15 (up to 100).
- **Master Gate:** in order to exit from a LAN (or to allow Users to access 'hidden' Masters), you can define a *Slave Gateway* IP address to be used as a *Master Gateway*. It will route the connections.
- **Log in a file:** all operations will be logged. Useful in case of severe security requirements or to isolate or debug a problem. Alternatively, the log can be redirected to a Console window.

☺ Address Book

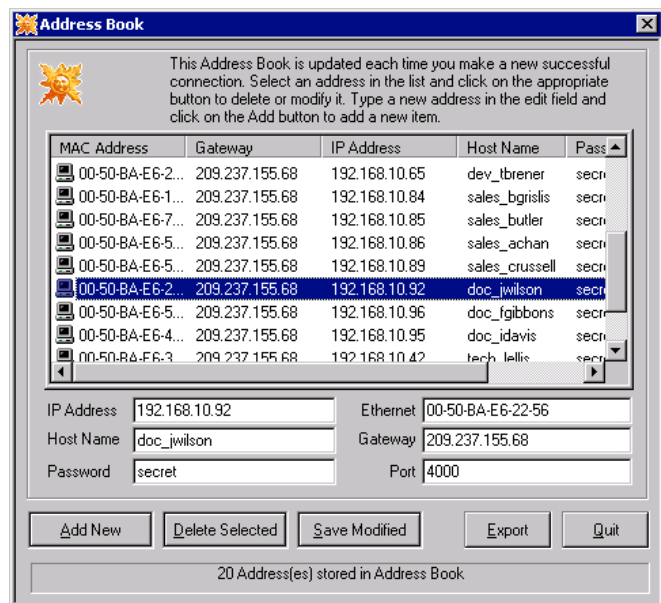


Clicking  will display all the PCs you have established a connection with (they are stored in the Address Book).

The **EDIT** button opens a dialog box which allows to add, delete, or modify entries, as shown on the picture.

After a connection is established, a new entry is automatically stored in the Address Book.

You can quickly fill this Address Book by testing *Slaves* after their installation.



⇒ You can **import** an Address Book from a *Master* PC to another *Master* PC with a *.reg file. To do that, **export** the Address Book from the first *Master* PC, copy the resulting *.reg file on the second *Master* PC and just run the *.reg file (or double click it).

☺ Slave Auto Detection



The Broadcast button sends an information request over the network to detect active *Slaves*. Detected PCs, if any, are displayed (with a blue PC icon) in the *Slaves List*. This is very useful for finding *Slaves* the first times, when addresses are not yet stored in the Address Book. With it you can check which PCs are running and available on the network at a given time and retrieve the 'Hardware Information' described above.

If you do not see a PC while you know that this PC is available, click two or three times on the auto-detection button. The PC you are looking for may be too busy to answer immediately or may be too far from you (the answer of the distant PC may take a few seconds to come back to you). If the broadcast does not work for you because you have devices which are not routing those 'broadcast' packets (see the [FAQ](#) for more about this), then you can use **Ping** or **Hardware Inventory** from the combo box to check if a PC is available.

☺ Create Connection Shortcuts on your Desktop!

⇒ Invoke **Master.exe** directly from an icon on your Desktop: just create a shortcut with the following information and ***you will be able to establish a connection in just ONE CLICK:***

Master.exe [SlaveGate] <Slave> <Password> [Port]

([SlaveGate] and <Slave> can be an IP address or a domain name)

Example: C:\Windows\Desktop\Master.exe 192.168.1.2 secret

Master can be called by another program or by a script.

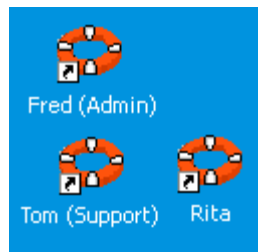


⇒ **Slave.exe** can also be called from the command line to show its screen to a *Master* (the *Master* has to be running at this time):

Slave.exe -n <Master>

(<Master> can be an IP address or a domain name)

Example: C:\Windows\Slave.exe -n 192.168.1.16



📌 **Note:** < > indicate a required parameter while [] indicate an optional parameter.

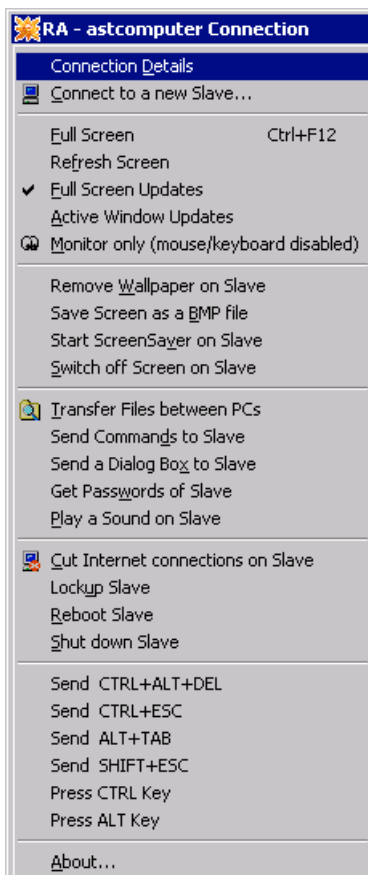
☞ Once connected, you can see a window showing the screen of the distant PC:



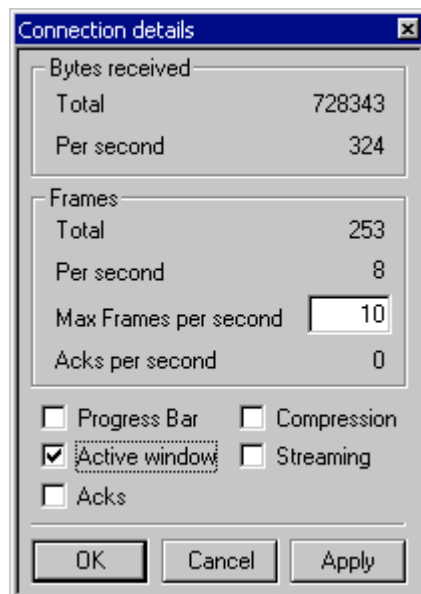
If this is not the case, consult the FAQ for a checklist of common issues and pitfalls.

☞ Master Menu Features

☞ Once connected, the RA *Master* menu can be displayed by clicking on the Title Bar with the right mouse button or by clicking on the ☼ icon (see the image below) with the left mouse button:



Connection details opens a dialog box with real-time information about the current connection:



Tune the settings *while you are connected*, and reduce the CPU load (as low as 1-3%) playing with the settings to find the best possible refresh rate.

Compression, **Streaming** and **Active Window** will speedup a modem connection but slow down a LAN connection (**Active Window** will only refresh the current window so if you need to refresh the full-screen just click on the place you

want to be updated). If you want to reduce the impact of a connection on a *Slave* CPU, reduce the **number of Frames** per second (and also disable **Acks**, **Encryption**, **Compression** and **Streaming**).

- **Connect to a new Slave** displays the Connection dialog which allows you to open a new window on another distant PC (thus you can intervene on more than one computer at the same time).
- **Full screen** switches the Full Screen mode and the windowed mode (and vice-versa). To toggle the Full Screen mode and the windowed mode, you can also use the **Ctrl+F12** hotkey.
- **Refresh screen** sends a request to the *Slave* to update the distant screen on the *Master*.
- **Full screen Updates** (default mode) scans and updates the full screen.
- **Active Window Updates** only updates the foreground window (this mode is faster than the Full screen Updates mode and requires less CPU resources of the *Slave* PC but does not redraw the full screen; some operations like window moves may leave unwanted remainders. To erase them, you just have to click one time on the desktop window (it forces a full-screen refresh). This mode is especially useful to watch *real time* windowed video. It is also useful when you want to do something accurately with the mouse cursor, like drawing, because the mouse is more responsive. The smallest the Active Window, the best the results will be.
- **Monitor only** switches the visualization mode (mouse and keyboard inactive) and the active mode (where mouse moves and keystrokes are transmitted to the distant PC).

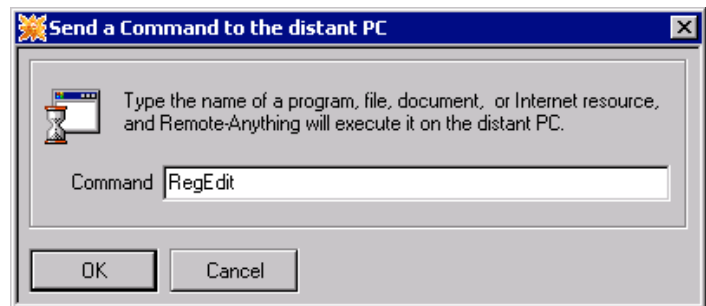
- **Remove wallpaper on *Slave*** removes the wallpaper from the distant desktop. It speeds up transmissions since there is less information to process (Windows 9x only).
- **Save Screen as a BMP file** opens a 'save as' dialog box which allows to save a copy of the distant screen as a bitmap.
- **Start Screen Saver on *Slave* immediately** runs a screen saver (Windows 9x only). This is really handy when you want to block the access to a PC after you have finished working remotely on it. In this case, you have to use a password-protected screen saver. NOTE: the screen saver may be immediately disabled if you are moving the mouse to select this option (use the keyboard or switch to 'Monitor Only' before selecting this menu option).
- **Switch off Screen of *Slave* immediately** power off the screen (Windows 9x only). This option will really prevent everybody from working on the PC since it is not possible to see the screen contents. NOTE: This option will act like a screen saver if the display is NOT able to power off, in this case this option may be immediately disabled if you are moving the mouse to select it (use the keyboard or switch to 'Monitor Only' before selecting this menu option).
- **Transfer Files between PCs** displays an Explorer-like window with local and distant file systems and allows drag & drop to send and receive files (rename, delete them, etc.).
- **Send Commands to *Slave*** displays a dialog box which allows you to run programs, to open documents, to send e-mail, or to surf on the Internet with the distant PC. This is an equivalent of the 'Run' option of the Windows' Start menu.
- **Send a Dialog Box to *Slave*** allows to send a dialog box (with a title, a text, and an icon) to the distant PC.
- **Get Passwords of *Slave*** allows to get the passwords cached by Windows on the distant PC. Here is the screen saver password, if any, and those defined by applications, network, Internet connections, etc. (Windows 9x only).
- **Play a Sound on *Slave*** plays a WAV sound on the distant PC (this is the default sound: 'ding', if you did not change it).
- **Cut Internet connections on *Slave*** stops immediately every active connection on the distant PC (HTTP, FTP, Email, etc.).
- **Lockup *Slave*** hangs the distant PC. Nobody -including you- will be able to do something on it until it is MANUALLY restarted.
- **Reboot *Slave*** forces all applications to quit and reboots the distant PC. You will be able to reconnect to this PC once Microsoft Windows has restarted.
- **Shut Down *Slave*** forces all applications to quit and switches off the distant PC (the PC will power-off if the power supply implements this feature).

- **Send Ctrl+Alt+Del, Send Ctrl+Esc, Send Alt+Tab, Send Shift+Esc** sends complex keystrokes to the distant PC that would be interpreted by the local computer if typed at the *Master* keyboard.
- **Ctrl Key, Alt Key** will keep 'pressed' these control keys on the distant PC. You will have to deselect those options to 'release' the chosen control keys.
- **About Remote-Anything** displays a dialog box where the Technical Support e-mail address and the product version number of your copy can be found.

☛ Sending Commands

The **Send Commands to distant PC** option opens a dialog box which allows to run programs without knowing where they are located, to open documents without knowing which program is associated with, etc.

It is faster than a DOS box or than the Explorer since you do not have to look for what you want. Note that this is NOT a DOS prompt equivalent (`del c:\autoexec.bat` will not work).

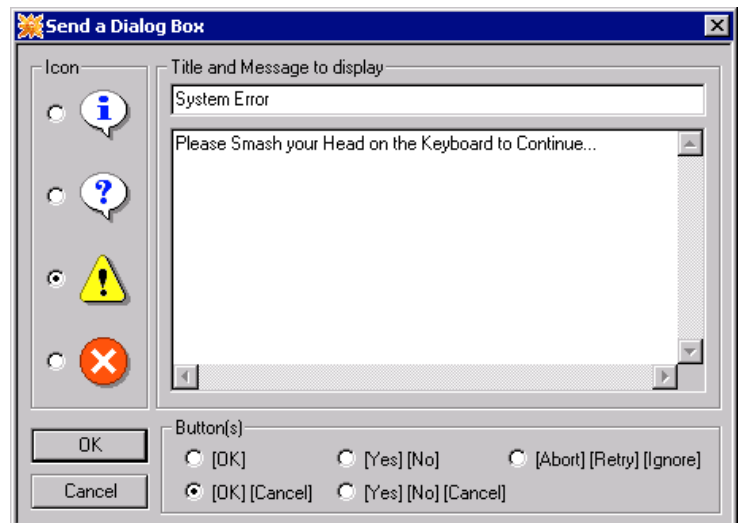


Try: C:\Windows, image.bmp, Letter.doc, readme.txt, <mailto:bgates@microsoft.com>, SysEdit, RegEdit, etc.

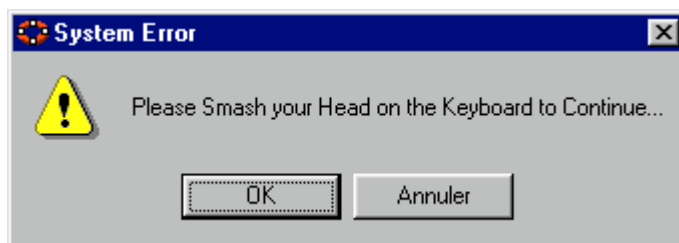
☛ Sending a Dialog Box

The **Send a Dialog Box on distant PC** option opens a dialog box which allows you to create a message box you want to send to the distant PC.

Choose an icon if you want one and type the title and text of your message. The dialog box will be displayed immediately on the distant PC and will stay there until someone clicks on the 'OK' button.



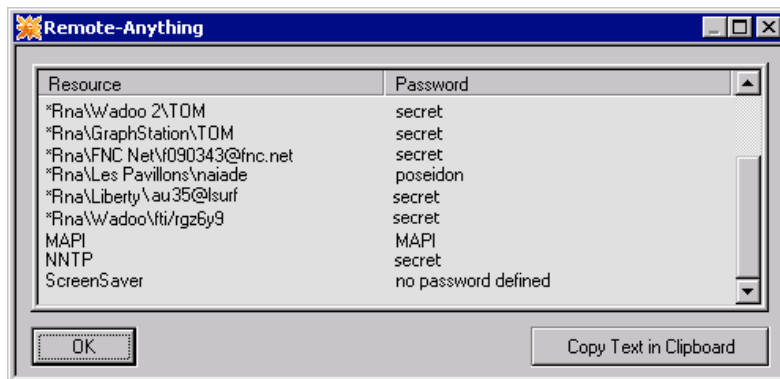
This is an alternative way to communicate in the company... and the only one which grants you that the addressee will get it as soon as he uses his PC. We intend to enhance it by recording answers in a log file.



🔑 Getting System Passwords

The **Get Passwords of distant PC** option gets all the passwords cached by Windows: passwords for the screen saver, for applications like Microsoft FrontPage, for Internet and network connections. Get the screen saver password of a PC... and access it even if the user is on holidays!

📌 **Note:** This feature is not accessible with Windows 2000.

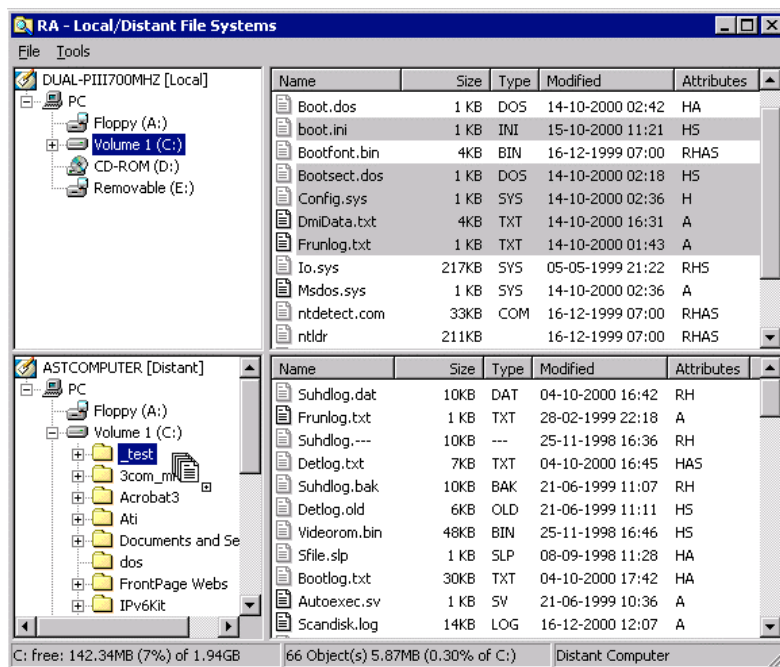


🔑 File Transfer

The **Transfer Files between PCs** option gives you a two paned window which allows you to copy files from one PC to another, using **Drag & Drop**, just as you could with Windows Explorer.

Those transfers are made without disturbing the *Slave* End User and without the need for an active Windows Session or shared disks.

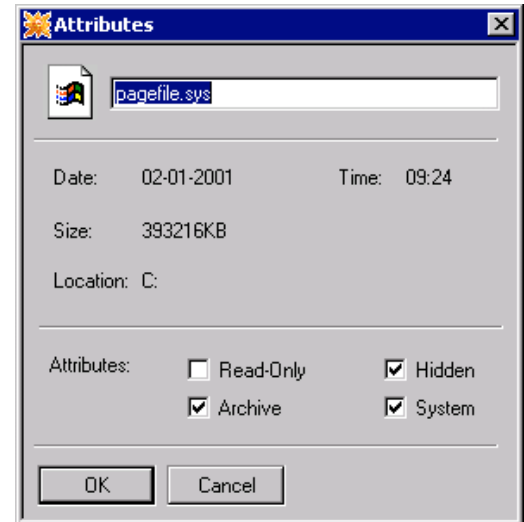
To **create a new folder** type [Ins] or use the menu. To **rename a file or a directory**, just click on its name to edit it or type [F2]. The [F5] key **updates a file list**.



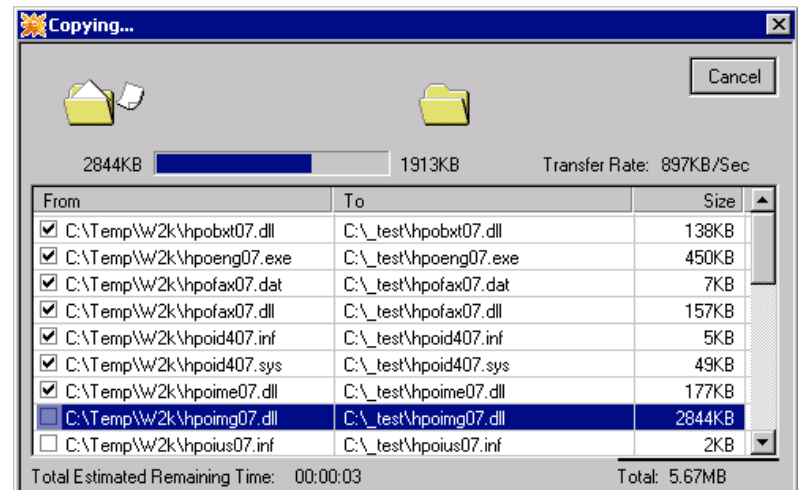
☛ The File Browser allows to **rename folders** and to **edit the file attributes**. Also, the **position and size** of the **window and the columns** are saved after each session.

If you hit the **ENTER** key while a file is selected, then you will see the **Attributes** dialog which allows you to rename a file or to change its attributes. Note that you can rename a file simply on clicking on its name in the File List.

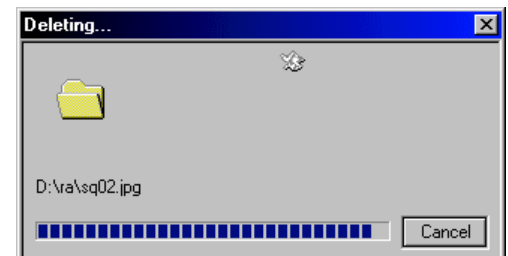
While displaying the file browser, you are still able to see what the distant user is doing. It allows you to check or update the distant system without disturbing the distant user and without being obliged to physically go to the distant PC.



☛ The **file copy** dialog details the copy status: you have the **transfer rate**, **current status for each file**, the **total number of bytes to copy** and the **total estimated remaining time**. The copy is synchronized: if you hit the '**CANCEL**' button while a copy is in progress, the process will be interrupted after the current file is copied.



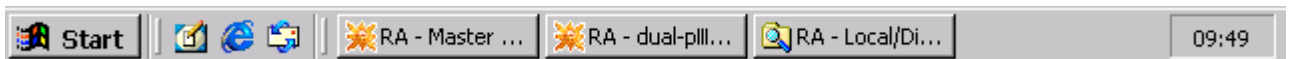
The same system is used for file deletion. But, as file deletion is an extremely fast process, it may be difficult to stop it and almost impossible to stop it where you want it to stop.



☛ **To transfer files quickly**, you can minimize the window of the distant screen (see below) to put it at the bottom of the screen, on the Task Bar. If you do this, as the *Master* will not actively request *Slave* updates of the distant screen, you will benefit from all the available bandwidth during file transfers.



If you minimize the distant PC window into the Task Bar, the *Master* will stop sending requests to the *Slave* but will keep the connection open. This allows to keep a connection active while not using network and CPU resources of both distant and local PCs. When you want to use again the *Master*, click on Remote-Anything in the Task Bar (see the image below). You can 'freeze' several connections this way at the same time.

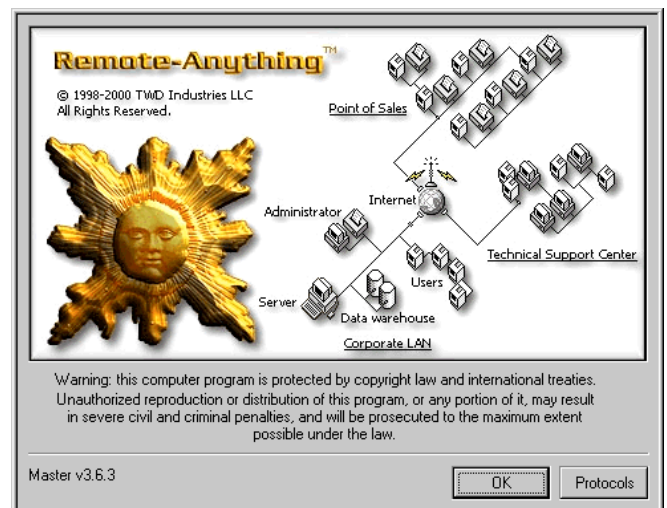


☛ If the distant user modifies the structure of a disk (deleting a directory or adding new files for example), RA will automatically update the modified objects in the file browser when you select one of them (you can also use the [F5] key to refresh a file list).

☛ Checking installed protocols

➡ The **About** menu option displays a dialog with the product version number. To get free upgrades of our products, come often on our web site to check for new versions.

The **Protocols** button will allow you to check which protocols are installed on the *Master* PC.





Remote-Anything Security Options

🔑 Why modify the default Options?

Once RA is installed, and even *before* installing it, you can have very good reasons to think about modifying -at least- the default **password** (trial) and default **port number** (4000):

- If you are using the 'trial' password, every demo user can access and control your *Slaves*
- Changing passwords from time to time enhances the security of your systems
- Employees who know passwords may have left the company or moved to another department
- Different passwords may give access to different resources in the company (R&D, Sales, etc.)
- You have 65535 possible ports, choose yours! (Find reserved port numbers in the [FAQ](#))

RA uses 36 characters encrypted Passwords (and never sends them over the wire) while Windows NT uses 14 characters Passwords (which are sent over the wire for authentication and can be compromised by a packet sniffer) so the RA is much safer than NT itself.

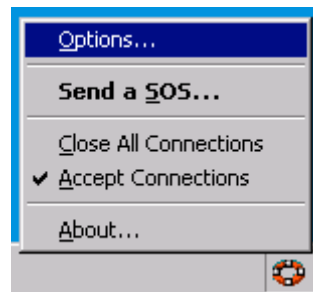
➡ RA has many options which increase the security of your system. Some of them, like **IP Address Filtering** or **Manual Filtering** may be mandatory in a situation where security is an issue. But you can do more: you can **disable Master features** (like 'Get Passwords' or 'File Browser') to protect *Slaves* from *Masters*.

🔑 Slave Options

You can access the **Slave Options** by clicking the **Slave Tray Icon**.

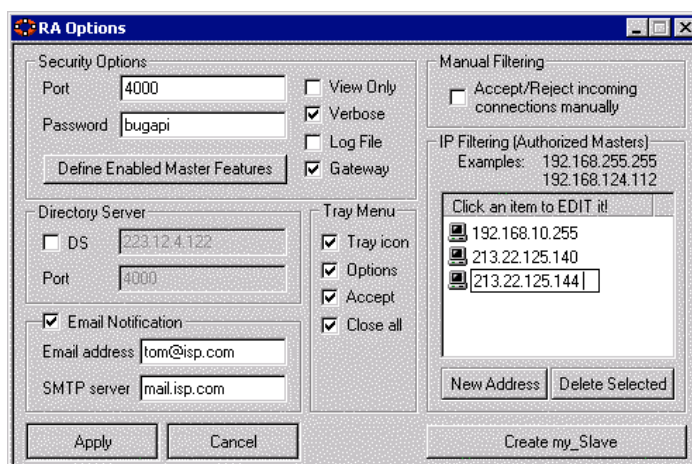
You can also invoke the Option dialog from the **DOS command line**:

`Slave -o <your_password>` (or 'trial' if you are using a demo).



► Note: When you change the port number of a *Slave*, ALWAYS Stop and restart the *Slave Service* ('*Slave.exe -s <password>*' to stop it and then run *Slave.exe* again).

► Note: The space character cannot be used in passwords.



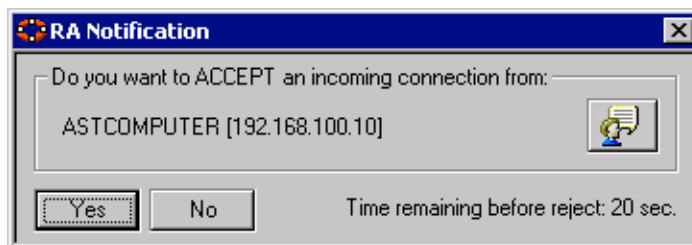
- **View Only** disables or enables the *Master's* keyboard and Mouse.
- **Verbose** if checked, displays messages (Dialogs for Win9x, Event Log for NT/2000).
- **Log File** enable/disables the *Slave* Log File.
- **Gateway** enable/disables the *Slave* Gateway.
- **Tray icon** shows/hides the *Slave* icon in the Task Bar.
- **Options** enables/disables the 'Options...' item in the Tray Menu.
- **Accept** enables/disables the 'Accept Connections' item in the Tray Menu.
- **Close All** enables/disables the 'Close All Connections' item in the Tray Menu.

'**Apply & Quit**' saves your modification in the Registry while '**Cancel & Quit**' only closes the dialog.

⇒ You can enable **IP Address Filtering** to prevent someone from using your *Slave(s)*. *This will allow only* authorized *Masters* to have access to the *Slave* machines. This list can contain IP addresses (like 192.168.28.162) or masks (like 223.48.255.255). You can also edit this list in the registry: "HKey_Local_Machine\Software\TWD\Remote-Anything\Allowed IP Addresses".

To define such a configuration for multiple hosts, you just have to define the same Registry entry (a simple *.reg file exported from the Windows RegEdit.exe utility can do this).

• You can **Accept or Reject Manually** incoming *Master* connections. If you select this checkbox, then all incoming *Master* connections will display this dialog box before being able to access the *Slave* PC.



This dialog box will stay flashing and beeping (with the Windows default Windows sound) for 30 seconds and will reject the connection if nobody accepts the connection (or if someone rejects the connection before the 30 seconds).

⇒ A Slave user can start a Chat session with the incoming *Master before getting connected*.

Binding personalized Options in *Slave.exe*

You can **Bind** a **password** and a **port number** into the ***Slave.exe*** file itself. Once the *Slave.exe* file has been personalized, you will only have to run it on a PC to have the *Slave* service being installed, configured (with *your* default options) and running!

⇒ There are two ways to make a personalized *Slave*: from the *Slave* Options dialog and from the command line (DOS prompt).

📌 Note: when you run a personalized *Slave*, bound options will be activated ONLY IF this PC does not already have a *Slave* password installed in the Registry.

If you want to update the existing Registry options with the new *Slave.exe* options, you have to delete *first* the HKey_Local_Machine/Software/TWD/Remote-Anything Key

OR

You have to run *Slave* like this: '*Slave -r*' (update Registry contents with *Slave* new options)


Making a personalized *Slave* from the *Slave* Options dialog

This way to make a personalized *Slave* allows to modify all the options of *Slave* (while the command line method allows only to define only a password, a port number and email notification parameters).

⇒ When you press the '**Create my_*Slave.exe***' button, all the options currently selected in the *Slave* Options dialog box will be stored in the '*my_Slave.exe*' file (with the exception of the 'Authorized *Master* IP Addresses' List).

You can also define precisely what features a *Master* will be able to use on the *Slave*. This is very handy to **restrict rights of Master users** who only need the remote access but not need the File Transfer for example. When you disable a *Master* feature for a *Slave*, this feature will not be displayed in the *Master* menu when the *Master* is connected to this *Slave*.

You can disable critical *Master* features like: Clipboard Sharing, Lock up PC, Get Passwords, Reboot, Shut Down and more:

 **Note:** Those changes will take effect only for the *Slave* bound with the new options. Changing the checkbox states of an already installed *Slave* will **not** change the rights. To change the rights of an already installed *Slave*, just make a personalized my_*Slave*.exe and update the old *Slave* (copy it on the *Slave* PC and then run it, it will replace the old *Slave* program during the next boot). Those options stay in the Slave.exe file (they are not stored in the Windows Registry).



Setting a Supervisor Password

There is a way to be able to use of all the *Master* features of a restricted *Slave*. This feature will also allow to access the *Slave* PC whatever is the *Slave* password. This feature is very useful for an administrator who spreads thousands of *Slaves* over different departments: each department may want to define a different password for confidentiality (changing the existing *Slave* password). The administrator will still be able to access the *Slaves*. To use this feature, you only have to **bind a 'supervisor password'** in the *Slave*.exe file. The syntax (at the DOS prompt) is:

```
Slave -a <supervisor_password>
```

Example: C:\Windows> Slave -a pharaon

This command creates a my_*Slave*.exe file with the supervisor password in the current folder.

► Note: Once bound into *Slave.exe*, a supervisor password cannot be changed. To define a new supervisor password, you have to work with an original *Slave.exe* file.

🔧 Making a personalized *Slave* from the command line

The syntax is: *Slave.exe* -c <Password> <PortNumber> [SmtpServer] [EmailAddress]
(where parameters between <> are mandatory and parameters between [] are optional)

- <Password> the password you want to define for the *Slave*
- <PortNumber> the port number you want to use with the *Slave*
- [SmtpServer] your outgoing SMTP Mail Server (example: mail.yourISP.com)
- [EmailAddress] the address where you want *Slave* to notify you when it is connected to the Internet (the notification email will list all the *Slave* IP addresses)

The -c switch will create a personalized copy of ***Slave.exe*** called ***my_Slave.exe***. Copy it on the PC(s) you want to remotely access. Running the file ***my_Slave.exe*** will install *Slave* with the options you defined.

🔧 *Slave* IP address e-mail Notification

If you define the optional e-mail parameters, then you will **be notified when the *Slave* is connected to the Internet**: *Slaves* will send you the email below when they are directly connected to the Internet ('directly' means: not through a proxy. That's because *Slave* detects that it is connected to the Internet when a routable IP address is allocated in addition to its LAN-based private IP address).

```
-----  
IP Address: 192.168.1.10, 209.237.155.134  
User Name: TOM  
PC Name: sales_treed  
PC active for: 00 hour(s) 35 minute(s) 08 second(s)  
-----
```

► Note: the email notification MAT NOT work IF:

- you are not using the SMTP server (entrant e-mail) which comes with your e-mail address. Example: SMTP server: 'mail.my_isp.com' and e-mail: 'me@yahoo.com' (you should use 'me@my_isp.com' instead).

AND

- the SMTP server you are using belongs to the ISP (Internet Service Provider) of the *Slave* PC. This limitation may apply because most ISPs reject entrant e-mail from unknown IP addresses (addresses that are not allocated by them) to avoid SPAM.

🔑 Step by step instructions to Make a personalized *Slave*

➡ We have seen many users experiencing problems when trying to create a personalized *Slave* file. Those problems come from one only reason: the fact that a file loaded in memory cannot be overwritten on disk. It may look obvious but many of us forget this when it matters.

In this example, we will create a personalized *Slave* where *ALL* the *Slave* options will be changed (*Slave* options, *Master* options and Supervisor Password) so you can use this example to make your own personalized *Slave* (it is assumed that *Slave* is installed and running in C:\Windows on this PC; optional steps are colored in blue).

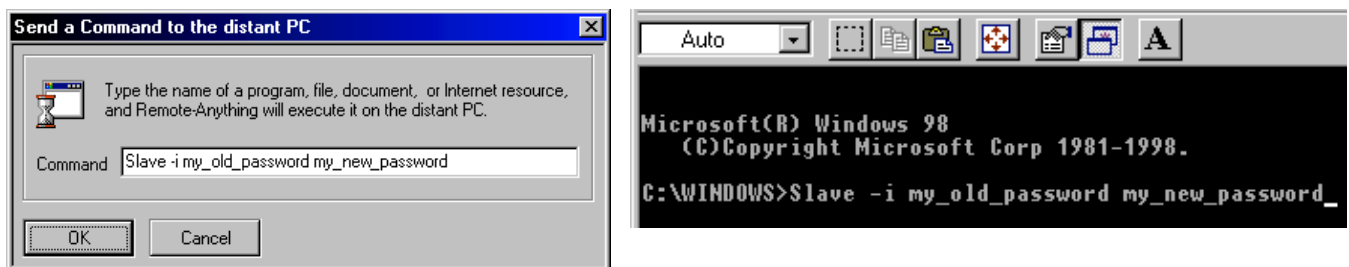
- 1) Open the 'Slave Options' dialog box
- 2) Set the settings you want to be the defaults of your new *Slave.exe* file
- 3) Click the [Define Enabled Master features] button
- 4) Select the Master options you want to disable in the 'RA Security options' dialog box
- 5) Click [OK] to close this dialog and come back to the 'Slave Options' dialog box
- 6) Click the [Create my_Slave.exe] button, it creates (or overwrites) C:\Windows\my_Slave.exe
- 7) Copy C:\Windows\my_Slave.exe to C:\Slave.exe (eventually overwriting an old C:\Slave.exe file)
- 8) Open a DOS box under Windows and type 'CD..' to go to the C:\ root directory
- 9) Then type: 'Slave -a superPWD' (it creates or overwrites C:\my_Slave.exe)
- 10) Type: 'del Slave.exe' to delete *Slave.exe*
- 11) Type: 'ren my_Slave.exe Slave.exe' to rename my_Slave.exe to *Slave.exe*
- 12) Type 'exit' to close the DOS box


You can now copy and run this personalized *Slave.exe* file on a PC to install a *Slave* with the options of your choice.

Remotely Modifying Options of a *Slave*

Modifying the Password

It may be done with the *Master* 'Send Commands to distant PC' menu option or from a DOS prompt. The commands to use are identical in both cases:

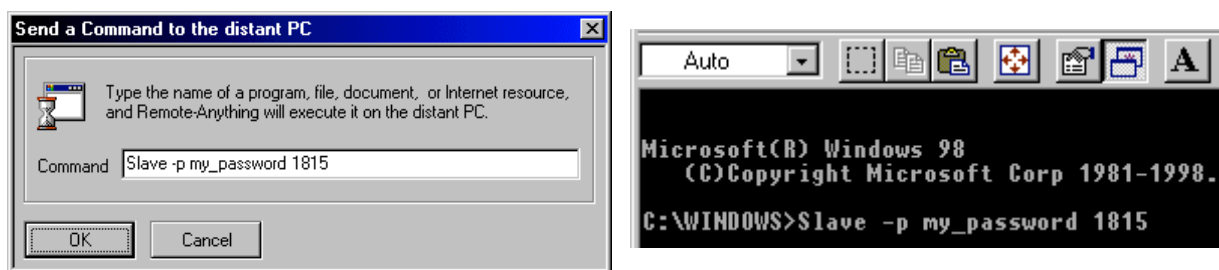


 **Note:** The space character cannot be used in passwords.

Once done, RA will use the new password for each new connection. The old password has been replaced in the Windows Registry of the *Slave*.

Modifying the Port Number

When you change the port number of a *Slave*, ALWAYS Stop and restart the *Slave* Service ('*Slave.exe* -s <password>') to stop it and then run *Slave.exe* again) or you will not be able to run the File Browser from the *Master* (alternatively, a simple reboot will do the job).



If you need to remotely modify other *Slave* options, you will need to do it through a remote-control session or by installing a new *my_Slave.exe* file on the PC(s) with the -r switch ('*Slave -r*' will update any Registry contents with its own options).

🔧 Modifying the options in the Registry

Slave options are stored in the Registry. You can modify them remotely by using:

- a remote control session and interacting with the *Slave* Options Dialog box
- a Windows remote registry session: (to access the Registry of remote PCs you have to enable the Windows Remote-Registry service on the *Slave* PCs)

```
[HKEY_LOCAL_MACHINE\SOFTWARE\TWD\Remote-Anything]
"BiosKey"="VHR7 - 3CLY - XXXX - XXXX"
"UserKey"="EAF7 - 98FA - XXXX - XXXX"
"Port"="4000"
"EmailAddress"=""
"EmailServer"=""
"NotifyIPAddress"="0"
"View Only"="0"
"Verbose"="1"
"Log File"="1"
"Filter Manually"="0"
"Allowed IP Addresses"="255.255.255.255 "
"Password"=hex:04,c4,1a,0a... {ENCRYPTED, cannot be changed manually}
"Allow Options"="1"
"Tray Icon"="1"
"Accept Connections"="1"
"Close All"="1"


[HKEY_LOCAL_MACHINE\SOFTWARE\TWD\Remote-Anything\MRU]
"order"="ACB"
"A"="192.168.100.10"
"B"="192.168.100.8"
"C"="192.168.100.11"
```



Updating Remote-Anything

TWD Industries offers free updates of RA (check <http://www.remote-anything.com> from time to time to get the latest version). So, updating RA must be easy to do and reliable. We especially worked on a way to circumvent the Windows limitations which prevent files that are loaded in memory from being deleted (or overwritten) from disks.


Updating a *Master*

You just have to replace the file  **Master.exe** where it is stored (for example, on the Windows Desktop: C:\Windows\Desktop\Master.exe).


Updating a *Slave*

On a local PC

This procedure is useful especially if you do not want to reboot the *Slave* PC.

STOP the *Slave* program (from a DOS prompt: '*Slave* -s <password>'), and then copy the new  **Slave.exe** file over the old *Slave.exe* file (usually it is located in the C:\Windows directory). Then run *Slave* just by double-clicking it. There is NO need to restart Windows.

Remotely with a *Master*

You can do it remotely with a *Master*: You just have to copy the new file  **Slave.exe** on the C:\ root of the PC you want to update and then run it (specify the full path: C:\Slave.exe or you will run the old *Slave* in C:\Windows instead of the new in C:\). The old version will be replaced during the next boot (and will use the existing Registry options unless you specify the -r switch: '*Slave* -r').

If no existing *Slave* can be found, the new *Slave* will simply install itself and will copy the new *Slave* options in the Registry.

📌 Note: C:\ is a good choice to copy your new *Slave*. Avoid the Windows folder since the old *Slave.exe* file is located there (and cannot not be replaced since it is loaded in memory).


⇒ The simplicity of the process and the small size of the files to update allow to update remote RA at very low cost. You can even update RA by e-mail if the computers are too distributed to be accessed directly. That's the kind of thing that you cannot afford to do with other remote-control products which size is counted in tens of MB.



Uninstalling Remote-Anything

The RA uninstall procedure has been designed to be as simple as possible. As some customers wanted to spread thousands of *Slaves* on their corporate network, we focussed on a way to circumvent the Windows limitations which prevent files that are loaded in memory from being deleted from disks.

Uninstalling a *Master*

Just delete the file  **Master.exe** from your hard disk (there are no DLLs and no dependencies). You may also want to delete the Master Registry entry (which contains the address book): HKey_Local_Machine/Software/TWD.

Uninstalling a *Slave*

There are two different ways to uninstall  **Slave.exe**:

Using Uninstall_Slave.exe

Download  **Uninstall_Slave.exe** from:

http://www.remote-anything.com/archives/uninstall_Slave.zip

Decompress it and then run it on every PC from where you want to uninstall a *Slave*. This can be done by e-mail with an attachment. Users will only have to double-click on the uninstall icon to remove the *Slave* from their system (and clean the Registry).

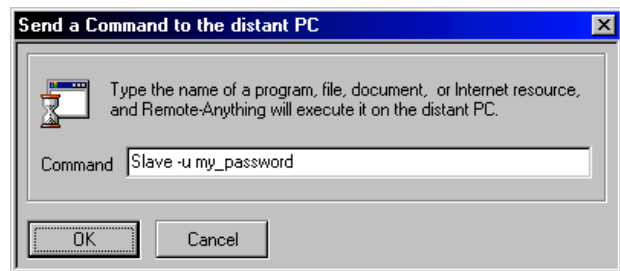
Using *Master* to uninstall *Slave(s)* remotely

You can uninstall multiple *Slaves* from a *Master* in just one mouse click!

➞ Select a group of *Slaves* from the list of available PCs in the RA connection dialog box. Then select the 'Uninstall' item of the combo box and push the 'GO!' Button.



⇒ Alternatively, to uninstall ONE *Slave* you can use the '**Send Commands to distant PC**' option and type the following command as shown here (replacing 'my_password' by your password).



⇒ You can apply the same command from a DOS box:



💡 All those procedures remove every file and registry contents of RA from the hard disk after Windows is restarted.