

Remote Support - VNC



Preparing for Remote Support, Administration & License Sharing

This document addresses configuring your computer (or a specific computer on your network) with the VNC (Virtual Network Computing) server. See the document "[Remote Support – VPN](#)" for instructions on setting up VPN (Virtual Private Network) access to complete your remote support capabilities.

For some time now, we at Acuity have been testing remote access to perform some of the I-DEAS & Pro/ENGINEER installation, troubleshooting and administrative tasks that have traditionally been done on site. After considerable success using these techniques, we are ready to provide details explaining how you can set up your systems to take advantage of this service. For more information on the types of services that can be remotely administered, please see our [Remote Support Services](#) document.

Overview of remote support using VPN and VNC

Here is an overview of how things will work once everything is set up.

First, a remote connection between your site and Acuity will be established using VPN (Virtual Private Network). This is very similar to making a connection with a modem. Then, once the connection has been made, Acuity will use VNC (Virtual Network Computing) to open a session on the computer that needs to be accessed. VNC will put the entire desktop of this computer in a window on our screen and allow us to use our mouse and keyboard to control the computer (and, if you desire, you may watch everything we do on your computer's monitor). Depending on your specific support request, we may ask you to insert and remove CDs on the computer. Except for the fact that we can't physically touch the CD drive in your machine, it will be just like we are sitting right at the computer. When the support tasks are finished, the VNC session will be closed and the VPN connection will be closed.

Details of VNC

VNC Server is the software that runs on your computer and allows other computers to view (and control) the desktop. VNC Viewer is the software that Acuity will use to view and control your computer.

VNC Sessions and security

You should be aware that when VNC Server is running on your computer, anyone who is on your network (locally or through a VPN connection), who has VNC Viewer installed and who knows your computer name and the VNC session password will be able to start a session that will allow them to watch everything you do.

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There are 2 ways to start the VNC Server

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