

# Read This First

## What's new in 10.5

### Introducing Symantec pcAnywhere 10.5

Symantec pcAnywhere lets you remotely connect to another computer, open any file or program that you have permission to access, and work as though you are sitting at that computer.

This guide is a supplement to the pcAnywhere User's and Administrator's Guides and contains instructions for installing and using the new features in pcAnywhere 10.5.

This guide contains the following topics:

- [What's new in this version](#)
- [Where to find more information](#)
- [Installing Symantec pcAnywhere](#)
- [Running pcAnywhere on Windows XP](#)
- [Seeing who is connected to the host](#)
- [Turning off watermarks](#)
- [Assessing host security](#)
- [Creating a rebootless host package](#)
- [Setting up Windows NT authentication for global users](#)

Consult the *Symantec pcAnywhere User's Guide*, online Help, or the *Symantec pcAnywhere Administrator's Guide* for information on topics not covered in this guide.

## What's new in this version

pcAnywhere includes the following new features and administrator tools, designed to increase security, optimize performance, and make the software easier to use and customize.

- XP compatibility

pcAnywhere is certified as meeting the requirements for the Designed for Microsoft Windows XP logo and runs on all Microsoft 32-bit platforms.

- Enhanced logging

pcAnywhere now supports logging of the following types of security events: connection failures due to an invalid IP address or security ID, scans of the pcAnywhere port, Remote Access Perimeter Scanner (RAPS) scans, and host authentication warnings due to weak passwords for pcAnywhere callers.

The *Symantec pcAnywhere User's Guide* and the online Help contain more information about logging.

- Host Assessment Tool

This tool lets you check the configuration of your host connection items to ensure that you are taking advantage of the security features in pcAnywhere and help you identify areas where you might be at risk.

See [“Assessing host security”](#) on page 5.

- Ability to see who is connected to the host

Host users can see information about who is connected to the host, such as the remote computer name and the duration of the session.

See [“Seeing who is connected to the host”](#) on page 5.

- Ability to turn off watermarks

The View menu includes an option to show or hide the watermarks in the pcAnywhere Manager window.

See [“Turning off watermarks”](#) on page 5.

- Rebootless host installation packages

pcAnywhere Packager lets administrators create host-only packages that do not require end

users to restart their computers once the installation is complete.

See [“Creating a rebootless host package”](#) on page 8.

- Ability to set up Windows NT caller accounts for global users

pcAnywhere lets you configure a Windows NT authentication caller account that supports global domain groups that are nested within a local group.

See [“Setting up Windows NT authentication for global users”](#) on page 9.

- Ability to reset the pcAnywhere port number below 1024

pcAnywhere lets you choose a port number lower than 1024 if your network environment does not support higher port numbers.

## Where to find more information

In addition to the technical support options, pcAnywhere includes features designed to assist you in using the software. You can access some of these features, like the online Help and software wizards, while running pcAnywhere; however, some features are available only on the Symantec pcAnywhere CD.

### Information on the pcAnywhere CD

These documents are available on the installation CD in PDF format:

- *Symantec pcAnywhere Administrator's Guide*
- *Symantec pcAnywhere User's Guide*
- *Symantec pcAnywhere OLE Automation Guide*

### Information on the Symantec Web site

Check the Symantec Web site ([www.symantec.com/pcanywhere](http://www.symantec.com/pcanywhere)) for answers to frequently asked questions, troubleshooting tips, online tutorials, and the latest product information.

# Installing Symantec pcAnywhere

Consult the *Symantec pcAnywhere User's Guide* for the following information:

- Installation procedures
- Getting started
- Safeguarding your computer and sessions
- Customizing settings

The installation CD contains additional software tools to assist administrators in customizing, managing, and securing pcAnywhere. These tools must be installed separately.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

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**Note:** You must have administrator rights to install the full version of pcAnywhere on Windows NT/2000/XP. During the installation process, you must restart the computer for the settings to take effect. After restarting the computer, you must log on again as an administrator or as a user with administrator rights to ensure proper functionality.

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## Preparing for installation

Before installing pcAnywhere, ensure that your computer meets the system requirements. Review the Readme file on the installation CD for any last-minute changes.

### System requirements

pcAnywhere runs on Windows 9x/Millennium Edition (Me)/NT/2000/XP and requires, at a minimum, the following resources to function properly. Note that some of these resources are operating system requirements.

#### Windows XP Home Edition/Professional

- Intel Pentium 233 MHz or higher processor
- 64 MB RAM (128 MB recommended)
- 1.5 GB available hard disk space
- Super VGA or higher resolution monitor
- CD-ROM or DVD-ROM drive

#### Windows 2000 Professional/Server

- Intel Pentium 133 MHz or higher processor
- 64 MB RAM
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

#### Windows Millennium Edition

- Intel Pentium 150 MHz or higher processor
- 32 MB RAM
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

#### Windows NT 4/NT 4 Server/98/95

- Intel Pentium or higher processor
- 16 MB RAM (32 MB recommended)
- 30 MB available hard disk space
- VGA or higher resolution monitor
- CD-ROM drive

### If you have a previous version installed

You must uninstall previous versions of pcAnywhere before installing this version. pcAnywhere does this automatically during the installation process.

Before removing the previous version, pcAnywhere confirms whether you want to preserve existing configuration data. This data includes host and remote connection items, registry settings, option sets, and package definitions.

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**Note:** Because of the enhanced security features in pcAnywhere, only the caller properties from version 10.0 and above can be preserved. If upgrading from version 9.x or lower, existing caller properties are no longer valid and must be reconfigured.

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## To preserve configuration settings

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 In the pcAnywhere installation window, click **Install pcAnywhere 10.5**.
- 3 In the installation options window, select the type of installation that you want to perform.  
For more information, see the *Symantec pcAnywhere User's Guide*.
- 4 In the Previous Version Installed window, click **Yes**.
- 5 Restart your computer.
- 6 Install pcAnywhere.

For more information, see the *Symantec pcAnywhere User's Guide*.

## Opening pcAnywhere after installation

Symantec pcAnywhere is installed in the Windows Program Files directory and is listed on the Windows Start menu.

Before you can use pcAnywhere to connect to another computer, transfer files, or let another computer connect to your computer, you must first provide the information needed to make a connection and start or end a session. This information is saved in the host and remote connection items, which appear as icons in the pcAnywhere Manager window.

For more information, see the *Symantec pcAnywhere User's Guide*.

## To open Symantec pcAnywhere

- On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.

pcAnywhere opens, displaying the pcAnywhere Manager window.

## Running pcAnywhere on Windows XP

For optimal performance, log on as a user with administrator rights when running pcAnywhere on Windows XP.

## Differences between administrator and limited users

Windows XP restricts users who are assigned to limited user or guest accounts from installing or uninstalling software, changing system-wide settings, or adding, editing, or deleting user accounts.

The following table explains which actions in pcAnywhere can be performed by users with administrator or limited user rights.

Action	Administrator rights	Limited user rights
Install pcAnywhere	Yes	No
Install pcAnywhere packages	Yes	No
Start a host session	Yes	Yes, if the host is not configured to run as a service
Start a host session as a service	Yes	No, unless a user with administrator rights logs on to the computer and starts the session
Control another computer remotely	Yes	Yes
Transfer, synchronize, or clone files	Yes, if the user has permission to access the directory	Yes, if the user has permission to access the directory

Action	Administrator rights	Limited user rights
Configure and build packages	Yes	Yes; however, user cannot install the package
Configure a host connection item	Yes	Yes
Configure a caller account	Yes	Yes
Configure logging events	Yes	No

## Disabling Fast User Switching

Windows XP Fast User Switching lets multiple users log on to a computer simultaneously without closing programs that are running. This option is enabled by default in some versions of Windows XP, but is not available for Windows XP Professional-based computers that are part of a domain network.

Because switching users during a pcAnywhere session can interfere with operations, the pcAnywhere installation process disables Fast User Switching. You can still access the Windows Welcome screen, but the option to change how users log on is not available. To restore Fast User Switching, you must uninstall pcAnywhere.

## Seeing who is connected to the host

During a session, you can see information about who is connected to the host computer. This information includes:

- Duration of session
- User name
- Type of connection (such as TCP/IP) and the device name

For example, for TCP/IP connections, pcAnywhere provides the remote computer name, as specified in Windows.

### To see who is connected to the host

- During a session, move the cursor over the host icon on the system tray.  
A window appears, containing information about the session.

## Turning off watermarks

The watermarks in the pcAnywhere Manager window help you distinguish between different modes of operation, such as host or remote. If the watermarks obstruct your view of the objects in the pcAnywhere Manager window, such as remote connection items, you can turn them off.

### To turn off watermarks

- In the pcAnywhere Manager window, on the View menu, click **Watermarks**.  
Repeat this procedure to re-enable watermarks.

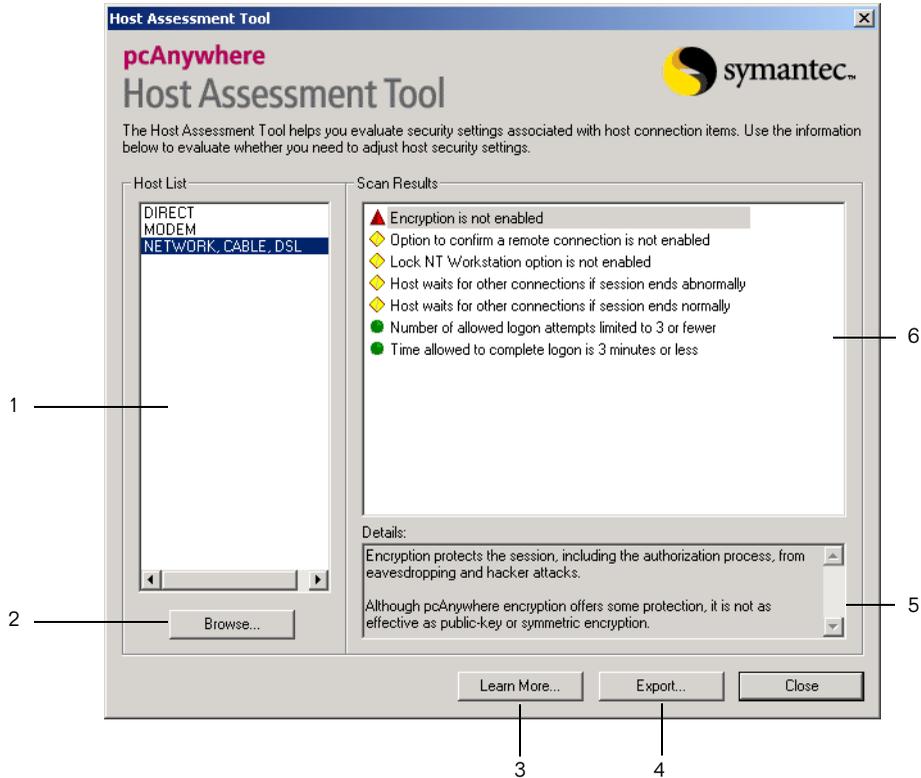
## Assessing host security

The Host Assessment Tool lets you check the configuration of your host connection items to ensure that you are taking advantage of the security features in pcAnywhere and help you identify areas where you might be at risk.

The Host Assessment Tool only checks for the security settings that are supported by your computer configuration. For example, some video cards do not support the screen blanking feature. If the Host Assessment Tool detects that your computer is not configured to support a specific security feature, that feature is not included in the scan.

The Host Assessment Tool is only available in the full product installation and customized installation packages that include pcAnywhere Manager.

## The Host Assessment Tool window



Number	Description
1	Displays the names of the host connection items that are located in the pcAnywhere data directory
2	Lets you specify another location for the host connection items (.bhf files)
3	Provides more information about ways to secure pcAnywhere
4	Lets you save the scan results in a text, comma-delimited file
5	Provides more information about the security setting that is selected in the Scan Results list
6	Lists the security settings that were checked during the scan along with status indicators

## Running the Host Assessment Tool

The Host Assessment Tool scans the configuration settings in a selected host connection item and provides information to help you secure pcAnywhere.

When you open the Host Assessment Tool, the main window lists the names of the host connection items that are located in the pcAnywhere data directory.

If you moved the host connection items (.bhf files) to another directory, no host names are listed. You must specify the new location of the host connection items before running a scan.

See [“Specifying the location of the host connection items”](#) on page 7.

### To run the Host Assessment Tool

- 1 In the pcAnywhere Manager window, click **Hosts**.
- 2 On the Tools menu, click **Host Assessment Tool**.
- 3 In the Host List, select the host connection item that you want to scan.

After you select an item in the host list, the scan results automatically appear in the Scan Results list.

See [“Analyzing the scan results”](#) on page 7.

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**Note:** The Host Assessment Tool prompts you for a password if the selected host connection item requires a password to view properties.

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## Specifying the location of the host connection items

By default, the Host Assessment Tool looks for the host connection items (.bhf files) in the pcAnywhere data directory. If you moved the host connection items to another directory, you must specify the new location before running a scan.

### To specify the location of the host connection items

- 1 In the pcAnywhere Manager window, click **Hosts**.
- 2 On the Tools menu, click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Browse**.
- 4 Select the folder that contains the host connection items.
- 5 Click **OK**.

## Analyzing the scan results

After you run the Host Assessment Tool, the security settings that were checked are listed in the Scan Results box. Beside each item is an indicator, which helps you identify areas for improvement as well as areas that are more secure.

The following table explains what each indicator means.

Indicator	Explanation
Red triangle	Signifies an area of concern. This security setting is not in use or is not configured as securely as it could be.
Yellow diamond	Spotlights a security feature that is not in use, but worth considering. This indicator is intended to increase awareness. Some features might not be appropriate for your environment.
Green circle	Signifies that a security setting is enabled.

The color-coded indicators provide a visual cue about whether you are taking advantage of the security features in pcAnywhere. As you review the results, be aware that having more of one indicator than another does not necessarily mean that the host configuration is secure or not secure.

Some security settings might not be appropriate for your environment. For example, the Host Assessment Tool checks for caller accounts that have superuser rights, and if found, identifies the

caller with a red indicator. In most cases, you should limit the level of access that a remote user has to your computer. However, if the caller account is for yourself or another trusted user, it might be appropriate to allow more access rights.

The Detailed box provides more information about the security implications of a specific setting.

### To see more detailed results

- In the Scan Results list, select the entry about which you want to learn more.

The Host Assessment Tool also includes online Help so that you can learn more about ways to secure pcAnywhere.

See [“Learning more about security”](#) on page 8.

You can also save the results of a scan in a text file.

See [“Saving scan results”](#) on page 8.

## Learning more about security

The Host Assessment Tool provides information on ways to secure pcAnywhere, including important factors to consider when choosing an option.

### To learn more about pcAnywhere security features

- 1 In the pcAnywhere Manager window, click **Hosts**.
- 2 On the Tools menu, click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Learn More**.

## Saving scan results

The Host Assessment Tool lets you save the results of the scan in a text file (in comma delimited [CSV] format). This file can be sent to an administrator as a configuration or security monitoring tool or used as a reference for configuring other host connection items.

### To save scan results

- 1 In the Host Assessment Tool window, click **Export**.
- 2 Specify the location in which you want to save the file.
- 3 Type a file name.
- 4 Click **OK**.

## Creating a rebootless host package

pcAnywhere Packager lets administrators create customized installation packages, which can be distributed to licensed users. A new feature in pcAnywhere Packager is the ability to create a package with basic, host-only functionality that does not require end users to restart their computers once the installation is complete. For example, a help desk administrator can create a rebootless host package and deploy it over the Web to a licensed user who needs assistance. The user then installs the package and starts a host session without having to restart the computer or log off from the network.

You have three options for creating and building a rebootless host package:

- Use the Rebootless Host preconfigured package contained in pcAnywhere.
- Create a new rebootless host package.
- Copy an existing rebootless host package.

Because of the complexities involved in configuring a rebootless host, you should start with the preconfigured, Rebootless Host package.

## Design considerations

By design, rebootless host packages have limited functionality to maintain a smaller footprint and ensure that the client computer does not require a restart. If the package includes platform-specific components or components that require an update to the operating system, a restart might be required. This behavior is a constraint of the operating system.

The following features are not supported in rebootless host packages:

- Remote control or file transfer functionality
- pcAnywhere Manager
- Accelerated video mode
- Screen scaling
- Ability to blank host screen
- Window tracking
- Full screen DOS mode
- Centralized event logging
- Windows 9x drive security
- Remote printing
- Ability to lock NT workstation (on Windows NT 4.0 only)

The pcAnywhere Packager Components tab provides additional information about rebootless host requirements.

### To view rebootless host requirements

- 1 In the pcAnywhere Manager window, click **Packages**.
- 2 Double-click the Rebootless Host preconfigured package.
- 3 On the Components tab, expand the Host components list.
- 4 Click **Rebootless Host**.

Rebootless host requirements appear in the Component description box.

### Required components

Rebootless host packages must include the following components so that users can launch a host session once the package is installed.

- A host object that includes a caller account pcAnywhere requires a user ID and password for all host sessions to protect the host from unauthorized access.

- A desktop shortcut to the host object  
Rebootless host packages cannot include pcAnywhere Manager because of operating system dependencies that would require the user to restart the computer.

### Client system requirements

Rebootless host packages require certain shared Microsoft operating system files, which must already be installed on the client computer. Because some of these files require a restart, they are not included in the rebootless host package. These files are not included in Windows 9x/NT/2000, unless they were previously installed by other applications (such as Microsoft Office 2000). Rebootless host is fully supported on Windows Me/XP.

The client computer on which the rebootless host package is installed must meet the following system requirements:

#### Windows Me/2000/XP

- Internet Explorer 5.0 or later

#### Windows 9x/NT 4

- Core Microsoft operating system files
- Internet Explorer 5.0 or later

### Preparing the package

The *Symantec pcAnywhere Administrator's Guide* and online Help contain instructions for configuring, building, and deploying custom installation packages.

### Setting up Windows NT authentication for global users

pcAnywhere lets you configure a server using NT authentication to support callers from the local administrator user group as well as any global groups that are included in the local group.

Using this feature, you can set up a caller account on a server for all administrators in your company by adding a domain account to the local

administrator group instead of having to add an individual account for each administrator to the local administrator group.

This feature is supported only for Windows NT authentication.

### **To set up Windows NT authentication for global users**

- 1 In the pcAnywhere Manager window, click **Hosts**.
- 2 Do one of the following:
  - Double-click **Add Host** to add a new host connection item.
  - Right-click a connection item, then click **Properties** to modify an existing connection item.
- 3 On the Callers tab, under Authentication type, click **NT**.
- 4 Do one of the following:
  - In the Caller list pane, right-click, then click **New** to add a new caller.
  - In the Caller list, double-click a name to modify an existing caller.
- 5 In the Caller Properties dialog box, on the Identification tab, check **Support Global NT users and groups defined in Local NT groups**.
- 6 Click **OK**.