



Anyplace Control
Remote access from any place

Access your PC
Remotely
From Anywhere
in the World



Use Easily Over
LAN or Internet

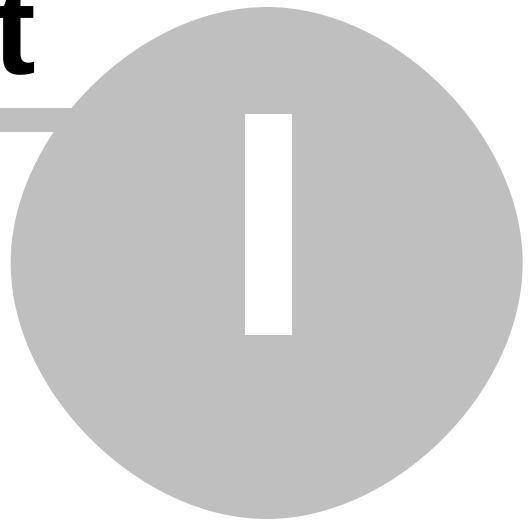
Anyplace Control 4 User's Manual

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Part



1 Introduction

1.1 What is Anyplace Control?

Anyplace Control v4.1

July, 2007

Anyplace Control is a Windows software that allows you to securely control remote computer and [transfer files](#) via the Internet or LAN.

The program displays the remote computer's desktop on your local screen and lets you use your mouse and keyboard to control that PC remotely. In other words, with this program you can operate a remote PC just as if you were sitting in front of it, right from where you are, no matter where you actually are.

The built-in [File Transfer](#) feature will let you transfer files between the computers. With Anyplace Control, you can restart and shutdown a remote PC, lock a remote mouse or keyboard, and do many other tricky things. The program also includes the remote installation feature, which provides you with the facility to install and configure our program on multiple remote PCs without the need to visit each PC individually.

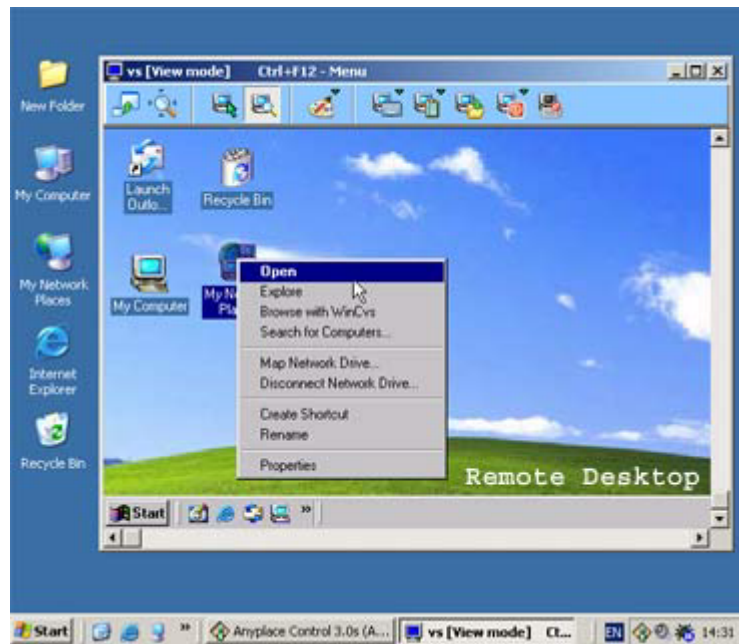


Fig.1. Viewing of the remote computer's screen on your PC.

Key features:

- Displaying the remote computer screen on your screen in real-time.
- An ability to use the keyboard and mouse to control the remote PC from anywhere.
- An ability to exchange data and files between different computers.
- Performing important operations remotely: power on, shutdown, reboot, and so on.

1.2 Basic Features

Basic features of the software are listed below:

Remote Control & Monitoring

The program displays desktop of remote computer (in separate window) on your screen and allows you to use your own mouse and keyboard to control the other PC remotely (via LAN or Internet). You can use our software to monitor exactly what is happening on your networked workstations and servers and to see what you users' are doing. Read more about [Remote Control features...](#)

"Drag and Drop" File Transfer

The software provides you with easy and secure way to transfer files to or from a remote computer via interface similar with Windows Explorer. The program quickly compresses files before transferring, so you save your traffic and time. Also File Transfer allows continuing copy operation after network faults from the spot where fault occurred and not from the beginning. Read more about [File Transfer...](#)

No problems with Routers, Firewalls, Dynamical IP addresses

The software has 2 connectivity modes: *Direct Connections* (access remote PC directly via IP address or DNS name) and *Account Connections* (used when remote PC is not accessible directly).

Account Connections mode gives you ability to connect to the remote PC without knowing its IP address. You can easily connect via Internet to the network computers, located behind the router or firewall with no need to configure router or open Firewall ports. [Read more...](#)

Clipboard Transfer

This feature provides data exchange between local and remote computers. You can copy text, graphics or other data from one computer and paste them onto another. Read more...

Remote Power Management

Anyplace Control allows you to shutdown or restart another computer remotely, disable remote keyboard and mouse, turn off remote monitor in one click, logon and logoff a Windows user remotely. Also Anyplace Control allows to power on network computer remotely (when it is turned off) using [Wake-On-LAN](#) technology. [Read more...](#)

Remote Installation

You are not obliged to visit each remote PC physically to install or update users' part (Host Module) of our software: you can do it remotely and automatically via LAN. [Read more...](#)

Strong security.

Anyplace Control has strong security and encryption features. Nobody will be able to intercept data or get any unauthorized control of your computer. Access to a remote computer is controlled by password. All data, screen images, mouse movement and keys are encrypted using 128 bit strong encryption. [Read more....](#)

Multiple connections.

The software supports multiple connections on both server and client sides. You can view different remote desktops on your own screen simultaneously. Moreover, several users can view the same remote desktop on their monitors at the same time. It makes Anyplace Control very efficient for network management and administration.

Low network load.

The program quickly compresses screen images and other large data before transmitting. It greatly saves your traffic and speeds up connection (in the case of low Internet bandwidth). Moreover, the program doesn't send image of the whole screen via network: it sends only updated parts of the screen. So, network load is minimal. Also the software allows you to use low color palettes' modes what else more speeds up program's performance in the slow networks.

Run as a Service.

Host Module can work as a system service. It starts automatically with Windows, lets you log a user on remotely, send Ctrl+Alt+Del keystroke to remote PC, etc.

Multilingual Support.

Our software is translated into the English, German, Spanish, French, Portuguese, Russian, Italian, Chinese.

You can easily translate it into another language with the help of Language Manager feature.

User Friendly.

The program interface is extremely user-friendly. You can connect to the remote desktop in two mouse clicks. You do not have to be a network administrator, IT specialist or computer pro to be able to run it. Anyplace Control can be set up by any person who installed any software application before.

1.3 Connectivity modes

Connection between local and remote computers can be established in two ways:

- **Direct Connections:** via IP address or DNS name.
- **Account Connections:** Firewall-friendly access to remote computer over the Internet using an Account and nickname (IP address is not used).

Direct Connections mode

Direct Connections mode enables you to connect to the remote computer using its IP address or a DNS name. This connection mode makes remote control possible both via LAN and via Internet.

For a successful connection the Host computer should have a static external IP address and proper firewall or router configurations.

If both computers are located in the same LAN you do not need the IP address of the computer you want to control, you can simply select a computer from your Network Places list.

Account Connections mode

This mode is used when there is no possibility of establishing direct connection. It provides:

- Access via Internet to the computers, that don't have external static IP address. You can easily connect to the computers with internal (192.168.x.x) or dynamic IP address without any network configurations. Moreover you are not obliged to know remote IP address at all! You connect via Account name and computer nickname instead of IP address.
- Bypassing Routers and Firewalls. You can easily connect via Internet to the computers, located behind the router or firewall with no need to configure router or open Firewall ports.

How Account Connections mode works ([watch diagramm...](#)):

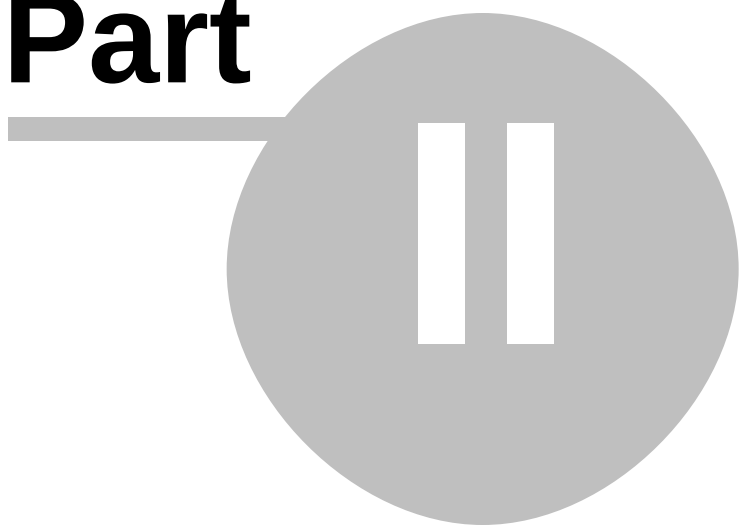
Our company provides you with Account Connections Service giving you ability to work through our account server.

Your Host and Admin computers connect via Internet with our Gateway Server using http and are constantly connected to the server. Router and most of firewalls will allow such a connection because you just establish an outgoing http connection like an ordinary web browser does.

After the connection with the server is successfully set you can connect the Admin computer to the Host computer through our Gateway Server. In other words the connection of Admin and Host is provided not directly but through our Gateway Server, which plays the role of mediator (proxy) during the connection session. This technology solves the problems with IP addresses, routers, and firewalls and resembles communication between computers via MS Messenger.

[Read how to use Account Connections service here...](#)

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2 Installation and Setup

2.1 What and where to install

You will need to have at least 2 computers connected to each other through a LAN or connected to the Internet and our software installed on both of the computers.

The software consists of two modules:

- **Host Module** - must be installed on the computer that you will control.
- **Admin Module** - must be installed on the computer, from where you will control the remote computer.

The installation package contains both modules. You can select the module to be installed during the installation. You can install both modules on the same computer if you want.

To install the software, you will generally need to follow these instructions:

1. Walk to the computer you want to control remotely (Host PC). [Download](#) the installation package from our website to that computer and then install the Host Module on that computer.
2. Go to your own PC (Admin PC). [Download](#) the installation package and install the Admin Module on your computer.

If the Host PCs are located within the same LAN as the Admin PC, you will not have to visit each of them individually to install the Host Module. You can install the software remotely using the "Remote Installation" feature. This feature is integrated in the Admin Module, and you can run it via the "Tools" menu. [Read more...](#)

Note: You don't need administrator privilege to install and run Anyplace Control

2.2 Installation Wizard

The most important moments of the installation process are highlighted below.

1. Choosing modules to install.

During the installation process you will be prompted to choose from 2 [modules](#) available in the installation packet.

- Install Admin module on the PC you use for remote controlling other computers.
- Install Host module on the PC you wish to control remotely.

If you want to use a PC both for remote controlling and accepting connections, than you need to install both modules.

Note: Dialog boxes described below appear only during the installation process of the Host module.

2. Choosing Host module start type.

Host module can be automatically started with Windows. Checking this parameter will give you a great deal of automation, because you won't have any need to remember about starting up Host module every time you start your PC. If you have administrative rights, Host Module will be installed as "system service", otherwise "as a simple application that automatically start after the user's logon".

If you want to start the Host module manually (only when a necessity arises), please, select the "Manual start..". start type.

3. Creating the Access Password.

Access Password protects your Host PC from an unauthorized remote access. This password is secret data. You will need it for accessing target PC from a remote location. If you want to grant remote access to the target PC to any your acquaintances or relatives you will have to tell this person Access Password. Never give it away to strangers. Only person who knows this password will be able to connect to your Host PC remotely.

[Read more about security...](#)

4. Connecting to Internet Account.

This dialog box allows you to choose whether to use [Account Connections Service](#) for accessing target PC or not. Account Connections Service is the easiest way of connecting to the remote PC without any network settings and knowledge of IP address.

You can enter either existing Account data if you want to connect to already existing Account or create a new Account. Anyway you need to fill in an Account Name (valid e-mail address) and Account Password.

If you don't have an Anyplace Control Account press Create New Account writing.

If have created an Anyplace Control Account before, please, enter your already existing Account data. Don't try to create Account repeatedly.

All your PCs must be entered into the same Account.

If you don't want to use Account Connections service press "Skip" button.

5. Final dialog box.

If the installation process has been successfully finished at the end of the process you will see a window notifying you about your IP address, access to Internet Account (if any), etc.

Please, remember the data which is displayed in the final dialog box (your IP address, Account Name, etc.). You will need this data for accessing your target PC from a remote place. You will also need this data in case if you want to grant somebody access to the target PC. In this case you will have to tell this person the above mentioned data.

2.3 System requirements

- CPU 200 MHz or higher
- Windows 95 / 98 / Me / NT4 / 2000 / XP / 2003 / Vista
- Network card, modem or some other communication device.
- TCP/IP protocol installed.

Network bandwidth recommendation.

Connection with 56 Kb/s or faster.

Using of the keyboard and mouse.

Anyplace Control still operates successfully when the display, mouse and keyboard are disconnected from the remote computer, however some computers do not boot successfully without a keyboard plugged in.

2.4 Advanced Installation Tools

Remote Host module Installation.

If Host PCs are located in the same network as Admin PC, you are not obliged to visit them individually to install Host Module: you can install it remotely by using "Remote Installation" feature. This feature is integrated with Admin Module and you can call it via "Tools" menu. Read more detailed info about Host module installation [here...](#)

Host module silent installation (for experts).

You can install Host Module silently (automatically, without any dialog messages) with predefined Access Password (via command line). This can be helpful for Host module centralized remote installation in the domain via Active Directory scripts. It can be also applicable for integration of our Host module with your software.

For example you want to install Host Module silently with password "123456". Just enter in the command line:

```
AnyplaceControlInstall.exe /password=123456
```

Host Module will be installed silently.

Note: Host module Access Password must contain 6 characters or more

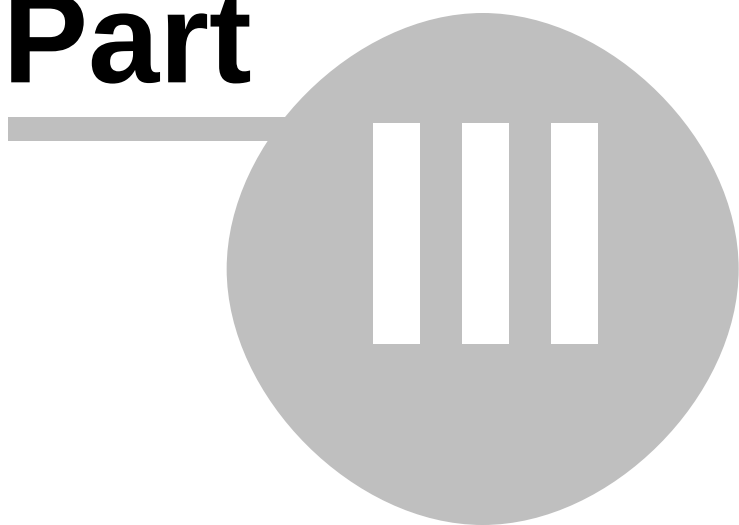
2.5 Uninstall

If you want to uninstall Anyplace Control product you have to do the following:

- 1) Start->Programs->Anyplace Control 4->Uninstall Anyplace Control

- 2) Uninstall Anyplace Control (completely remove the program from your PC)
- 3) Please, let us know the reason of your uninstalling our product by placing a feedback on our page which automatically opens in your browser.

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3 How to connect?

Before connecting to a remote PC you must ensure that Anyplace Control Host module is installed there and that remote PC is connected to a LAN or to the Internet.

Connecting to a Computer on the Same LAN.

If both PCs (Host and Admin) are located in the same LAN the easiest way of connecting is either via PC name or via IP address. If you comply with the conditions stated above, please, do the following to establish connection with the Host PC:

1. Start the Admin Module application on your computer using Start menu or desktop shortcut.
2. Select "Direct Connections" tab.
3. Click on the ADD NEW PC button for adding a new remote computer to the Address Book.
4. Enter the remote IP address or click Browse and select target computer from Network Places.
5. Use "Connect" button in toolbar to connect to the target remote computer; enter the Access Password of the remote Host computer if it is requested in the dialog.
6. In the Remote Screen window press "Full Control" button in toolbar to control the remote computer.

Note: if connection wasn't established, please, check whether connection is blocked either on local or on remote side by antivirus/firewall. You may need to enter both modules into antivirus/firewall allow list.

Connecting via the Internet.

If you know the exact current IP address of the remote PC and know that this IP address is an external one, please, follow the instructions mentioned above to establish the connection with the remote computer. These instructions are both applicable for connections in LAN and over Internet.

But in practice you don't always know the current IP address of the remote PC since it can be dynamical and change from time to time or it can be internal and not accessible via Internet. However such a situation makes no problem for Anyplace Control if you connect via Account Connections mode. In this case you don't need any IP addresses at all because connection is established in a very simple way - via Account name and PC name.

For establishing connection with the Host computer using "Account Connections" mode you need to do the following:

1. Start the Admin Module application through the Start menu or desktop shortcut.
2. Select "Account Connections" tab.
3. Click "Refresh" button to load the list of your Account online computers into the Address Book.
4. Use "Connect" button in toolbar to connect to the target remote computer; enter the Access Password of the remote Host computer if it is requested in the dialog.
5. Use "Full Control" button in toolbar to control remote computer in the Remote Screen

window.

Note 1: before connecting to the remote Host, please, make sure that it is already in your Account.

Note 2: if the connection hasn't been established check whether the firewall/antivirus either on the local or on the remote side doesn't interfere with connection.

Connecting via Internet to the network computers located behind a Router.

To control network PC behind the router via IP address, you should configure your router (port forwarding feature).

Please read how to do it here... (<http://www.anyplace-control.com/anyplace-control/help/faq.htm#Whycan'tIconnecttotherem>)

We inform that you require special technical knowledge to perform port forwarding procedure.

Fortunately there is a more easy way to solve the problem. Use Account Connections (described above) and access the target PC via Internet without messing with IP addresses and other stuff. Please, read how to use Account connections here...

Problems with Firewall/Antivirus.

Some antiviruses and firewalls interfere with the correct work of Anyplace Control (you are unable to connect because of error 10060 or any of the kind). If you have faced this problem you need to add Anyplace Control into allow list.

Connecting through the Proxy Server.

You will have problems with accessing target PCs via Internet if you are accessing the web from behind a Proxy server. We will provide you with ability to control remote PC from behind a Proxy server in the nearest feature. Keep to our latest releases.

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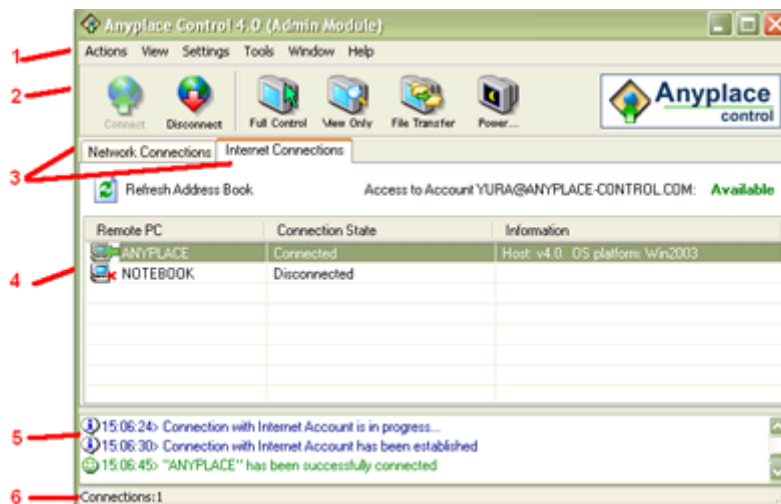
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4 Admin Module Documentation

4.1 Working with a Main Window

4.1.1 Main Window interface

This is the Main Window of the Admin Module which you see after the application starts up..



The Main Window contains the following interface elements

1. The Menu Bar.

The Menu Bar contains a series of drop down menus that can be used to access various tools and configuration features.

- Menu "[Actions](#)" is used for connection with remote computers and working with them (viewing of the remote screen, shutting down of the remote computers, etc).
- Using "[View](#)" menu you can select how the address book will be displayed: as a list, icons or will provide with detailed information.
- Menu "[Settings](#)" is used for changing the program's settings and managing the Address Book.
- Menu "[Tools](#)" calls out the Remote Host Module Installation tool.
- Menu "[Window](#)" is used for managing the program's windows.
- Menu "[Help](#)" – for the help call, entering of the registration code, etc.

2. The Toolbar.

The Toolbar contains buttons for executing of the most frequently used features. Clicking on an individual button takes you straight to that task. On the toolbar you can find the following buttons:

- "[Connect](#)" button is used for connecting to the target remote computers.
- "[Disconnect](#)" button is used for disconnecting from the target remote computers.
- "[Full Control](#)" button is used for displaying the remote screens of the selected remote computers in individual windows and working with them in Control Mode (keyboard and mouse controlling).
- "[View Only](#)" button is similar to that of "Full Control", except for the fact, that operating with the selected remote screens will take place in View mode.
- "[File Transfer](#)" button is used for [transferring files](#) between local and remote PCs.
- "[Power](#)" button is used for remote power management. It calls menu with such commands: Power On, Shut Down, Restart, Log Off, Disable/Enable Input and Monitor.

3. Connectivity tabs.

Anyplace Control has two connectivity tabs: Direct Connections and Account Connections. Switching between the tabs you switch the connectivity modes.

"[Direct Connections](#)" mode enables you to connect to the remote computer using its IP address or a DNS name. [Read more here...](#)

"[Account Connections](#)" mode enables you to connect to the remote computer using Account and nickname instead of IP address. [Read more here...](#)

4. The Address Book.

The Address Book provides an explorer like structure for creating, displaying and working with shortcuts of remote computers. Each connectivity mode has a separate address book. [Read more...](#)

5. The Log-Events List.

This list reflects the information concerning events with the remote computers in chronological order. If you receive an error code you can read about it here: <http://msdn2.microsoft.com/en-us/library/ms681381.aspx>

6. The Status Bar.

The Status Bar is displayed at the bottom of the Main Window. It shows the number of currently connected hosts and brief description of menu items while positioning the cursor over an item.

4.1.2 Address book

Address book contains shortcuts of the remote PCs. Each connectivity mode (Direct Connections and Account Connections) has a separate address book.

To execute some task on a remote computer or a group of remote PCs (connection or viewing of the remote screens for example), you should select by mouse and with Shift/Ctrl keys (by analogue to the choosing of a group of files in Explorer) the target computers in the Address Book and call the necessary command in "Actions" menu (or to use the

toolbar buttons).

For quick access to often used commands you can use pop-up menu (right mouse button clicking).

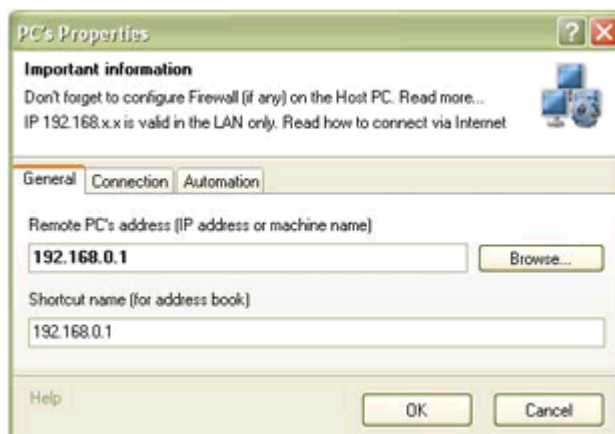
Remote Computer Status

In the address book shortcuts of the remote PCs are represented by icons which change their outlook depending on the status of connection to the Host PC:

- Disconnected, offline. If the Host module icon is greyed out in the address book this means that you can't reach it, because the target PC isn't connected with your Account at the moment.
- Disconnected, online. If the Icon is colored and there is a red cross near the icon this means that the Host is available for establishing a connection.
- Connection wait. The clock icon near the icon means that the connection is in process.
- Еще сюда добавить Connected и Connected, Locked.

Direct Connections Address Book.

Use "Add new PC" button to add new computer to the Address Book. After clicking the button you will see the dialog box (see picture below) where you will have to fill in the necessary fields and enter OK. After that, a shortcut for the new computer will appear in Address Book.



"Add new PC" dialog has 3 tabs: General, Connection and Automation.

1) "General" tab

This tab enables you to enter IP address of the target PC or its name ("Remote PC's address..." line) and its nickname for address book ("Shortcut name" line).

- «Browse» function.

This function enables you to add a target PC from your Network Places into your Address book. If the Host module hasn't been installed on the target PC yet click on the "Host module remote Installation" button. You can also determine what PCs in your LAN have Host modules already installed by clicking on "Determine whether Host module is

Installed".

2) Connection tab

In this tab you can change port values for Admin module. By default the Main port value is 5279 and File Transfer port value is 4279. To change any port value you have to uncheck "Use default value" check box, enter new port value and hit OK button.

3) Automation tab

- "Disable input and monitor" function is very useful for conducting help desk and remote troubleshooting. You can check one of the following parameters of disabling input and monitor according to your needs: "Immediately after Connection" or "During remote control session".
- "Preset Access password" button serves for remote setting up the Host Module Access Password. Click on it, enter the Access Password value and hit OK button.
- Check "Use saved password to connect" option if you don't want to enter it each time when you connect to a remote Host. It is stored in an encrypted way (read more in Security chapter)

Account Connections Address Book.

You don't need to add PCs into the list manually because this process is automated. Your Account PCs appear in the Address book automatically after Admin module start up.

From time to time use "Refresh" button to refresh your address book: you can also view the current status of your Account Host PCs (which are currently online or offline).

Your Account status is displayed to the right of the Refresh button. It can be either Available or Unavailable. If it is Unavailable you can know the reason by clicking on the corresponding writing.

It has similar interface to Direct Connections Address book. The difference is that you can Refresh your Account address book only. PCs are added to this address book automatically when they access the Account for the 1st time.

- "Refresh Address book" command serves for checking whether any PCs has been recently added into your Account. You can also press that button periodically to check whether PCs in our Account are online/offline.
- "PC Properties" command has only 2 tabs: General and Automation. In General tab you can change the shortcut name for the Address book. Automation tab is analogical to that of [Direct Connections](#).

Deleting Address Book Entry.

When you delete an item from any address book (either Account Connections or Direct Connections) you delete a shortcut only.

- When deleting an item from Direct Connections address book you delete all info about this shortcut including its IP address and Access Password. If you want to re-enter this PC into your address book you will have to do the procedure from the beginning (press

"Add New PC" button).

- When deleting an item from Account Connections address book you make it temporarily invisible if this PC continues accessing your Account. As soon as you press refresh button or reconnect to your Account this shortcut becomes visible again. To remove an entry from the address book completely you need to uninstall the Host module on a target PC or uncheck "use Account Connections Service" parameter in the Host module Settings; after that delete the shortcut.

"View" menu functions.

In this menu you can modify interface of the address book. You view the entries as: icons, list or in details (as a table with Host PC info available). Also you can arrange entries by name (ABC order) or by their state (connected/disconnected).

4.1.3 Admin Module's tray icon

Admin Module can represent its icon in the system tray. This possibility is configured via [Interface settings](#). When the tray icon is visible, it provides quick access to the Main Window via double clicking on the icon. After clicking on the tray icon by right mouse button the popup menu will appear.

This menu provides quick execution of some main menu commands. Only several examples:

"Hide Admin Module" command allows to hide all Admin Module's windows (Main Window and Remote Screen windows);

"Show Admin Module" command allows showing hidden windows again;

"Close All" command provides closing of all Remote Screen windows.

Other important commands available via popup menu:

- Exit.

If you want to exit the program you need to select Exit command in the tray pop-up menu.

- Arrange Windows.

By clicking with right mouse button on system tray icon you can arrange Remote Screen windows. You can tile them horizontally, vertically, display as cascade or close them all.

4.2 Connection to remote PC

Before transferring files or controlling remote PC there must be an established connection between Admin PC and Host PC. To establish the connection you need to make sure that both PCs have corresponding modules (if target PC doesn't have Host module yet you can install it remotely, read more about it [here...](#)).

Then you need to add target PC to the address book. Read more about it [here...](#)

After the target PC has been successfully added to the address book you have to click

twice on the corresponding entry and wait till the connection is established. The green arrow will indicate the successful connection. If the connection wasn't established and you see an error code you can read what it means [here...](#)

- Enter Password Window

You see this window if Host module is protected with an Access Password. It protects a remote PC from unauthorized access. Check "Save this Access Password on this computer" option if you don't want to enter it each time when you connect to a remote Host. It is stored in an encrypted way (read more in Security chapter).

- Internet Account Connectivity problem

If you try to access your account and see the following message in the Account Connections tab (Access to Account XXX: Unavailable) you can view the reason of the problem by clicking on the word "Unavailable". If you see an error code you can read what it means [here...](#)

- Remote Installation Request form

This form usually appears when you try to establish connection with a PC where Host module is not started or not installed. If the Host module is not installed or access remote PC immediately you can select remote Host installation by pressing "Install" button.

- Connection Automation

Automation tab in Admin module settings helps to automate your work with our product.

- 1) Check "Start up program with Windows" checkbox and you will have no need to remember about starting Admin module every time starting your PC.
- 2) If need to control multiple PCs simultaneously and you get tired of connecting to each PC separately you can check "Connect to all PCs after start". This function works in LAN only.
- 3) If you often experience disconnects checking "Try to reconnect after connection down" option will be helpful a lot. File Transfer operation will be also continued.
- 4) If you want to enter see remote PCs screen right after the connection has been established check "Open remote screen window after connection" parameter.

4.3 Remote Control and Monitoring

4.3.1 Remote Control Feature overview

The program displays desktops of the remote PCs in separate "Remote Screen" windows. *Remote Screen window* is a primary interface for interacting with remote PC. You can control the remote desktop with your keyboard and mouse in this window. Multiple Remote Screen windows can be opened at the same time, so you can monitor many PCs simultaneously. You can arrange these windows on your desktop as you like, or even minimize them into the system tray.

Modes of working with a remote screen .

There are 2 operation modes when viewing remote desktop (you can toggle between 2 modes anytime):

- View mode.
- Control mode.

View mode allows viewing the remote desktop only (without ability to control). You will be able to see remote desktop and remote mouse cursor in real time. It allows you to monitor what is happening on remote PC and to see what remote user is doing.

In Control mode you can additionally control the remote desktop with your own keyboard and mouse.

Modes of remote desktop displaying.

Remote desktop can be viewed in one of the 2 modes:

- Full-Screen mode
- Windowed mode

Full-Screen mode allows you to view the remote desktop on entire screen of your display and Windowed mode - in a window.

"Scale to fit" and "Autoscroll" features.

When desktop of a remote computer is larger than Remote Screen window, the software can scale the image of the remote desktop to fit in the window, so you will see the whole remote desktop (in reduced scale).

However if you don't use scaled mode, you can use scroolbars of the Remote Screen window to navigate across the remote desktop. With autoscroll feature you don't need to click scrollbars manually. Large image of the remote desktop will be automatically scrolled when you move mouse to any edge of the Remote Screen window.

Support of different resolutions & color depths.

Anyplace Control supports any screen resolutions with the color depth beginning from 4 to 32 bit. By default, the software applies color depth providing highest speed of screenshots refreshing in the networks with high bandwidth (its value depends from your video system). But you can set the quality of the transmitted image manually. If your network bandwidth is low, you can set minimal color depth to speed up program's performance (less data will flow via network).

Toolbar for Remote Screen window.

Remote Screen Window contains comfortable toolbar, which allows you to execute most often used actions with remote desktop quickly. For example change color depth, send special keystrokes, transfer clipboard content between local and remote PCs, etc.

4.3.2 Working with a Remote Screen window

The Remote Screen window ([fig.1](#)) is the primary interface for interacting with individual

remote PCs. Each Host PC has its own Remote Screen window. These windows are used for displaying the screens of the remote computers in real time. You can control the remote screen by your keyboard and mouse in this window, but it is possible only in the [Control Mode](#). You will even be able to transfer different data (text, graphics, etc.) between computers using [Clipboard Transfer](#) feature.

Also there is a possibility of [power management](#) (shutting down, logging off, etc.) of the remote computer through the Remote Screen window.

You can have many Remote Screen windows open simultaneously. You can tile these windows horizontally, vertically and to cascade them through the "Window" menu commands in Main Window.

To work with the Remote Screen window and to operate a remote computer we have designed a convenient toolbar.



Menu of the Remote Screen window.

Toolbar contains the following commands

- Full screen mode
- Scale to fit mode
- Full control mode
- View only mode
- File transfer
- Clipboard transfer
 - Send Clipboard
 - Receive Clipboard
- Power Management
 - Switch off
 - Shutdown
 - Restart
 - Log off
- Disable (Enable) input and monitor
- Send keystroke
 - Ctrl+Alt+Del
 - Ctrl+Shift+Esc (Task manager)
 - Scroll lock
- Settings

Sending Power Management commands.

You can quickly manage the power of the remote computer with the help of the following menu commands:

- Switch off the remote computer
- Restart the remote computer

Shutdown the remote computer
Logoff the remote computer

Clipboard Transfer.

Such important operation as transferring data between computers can be simply realized with our software. You will be able to send data to or receive data from remote computer using Clipboard. Any data that can be copied to the clipboard (except files) can be transferred, for example text or graphics. For transferring files please use "File Transfer" feature.

To send the local clipboard:

1. Select the required data on the local computer.
2. Execute a standard copy or *Ctrl-C*.
3. Click *Send clipboard* from menu.
4. Execute a standard paste or *Ctrl-V* on the remote computer

To get the remote clipboard:

1. Select the required data in the Remote Screen.
2. Execute a standard copy or *Ctrl-C*.
3. Click *Receive Clipboard* from menu.
4. Execute a standard paste or *Ctrl-V* on the local computer.

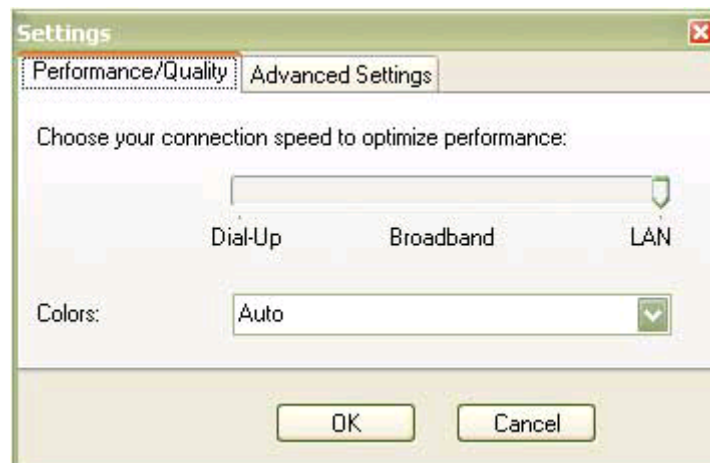
Disable (Enable) Input and Monitor.

This feature grants you control over target PC input and monitor. This is usually very useful when conducting some technical services on a remote PC. Usually users got frightened when they see that their mouse pointer is moving on its own. Now system administrators can easily do repairs remotely without scaring your staff.

Send Keystroke.

Using this button you can send a *Ctrl+Alt+Del* keystroke, call out Task manager or lock the auto scroll feature. Scroll lock will prevent the auto scrolling of the remote screen when the mouse pointer is moved to the screen corner.

Settings.



Remote Screen performance settings

This icon opens a dialog box where you can customize performance/quality parameters.

Performance/Quality tab

1) Connection type.

If your network capacity is slow or you are connecting via Internet we recommend you to put the scroll to Dial-Up or Broadband. If you are accessing target PC via LAN via 100+ Mb/s cable than put the scroll to LAN.

2) Colors

Sometimes remote screen is displayed not in full colors, because network capacity is low and the program sets to Low colors. This speeds up the performance but makes the screen to look ugly. To view the remote screen in full colors you can set the parameter to High, but this will slow down the performance.

Advanced Settings tab

1) "Remove wallpaper" check box. Checking this parameter will speed up the performance, but the target PC's wallpaper won't be displayed than.

2) "Reduce screen refresh frequency" check box. Checking this parameter you can set up screen refresh frequency rate manually in refreshes/second. Slowing the refresh rate will speed up the performance while increasing makes quality higher.

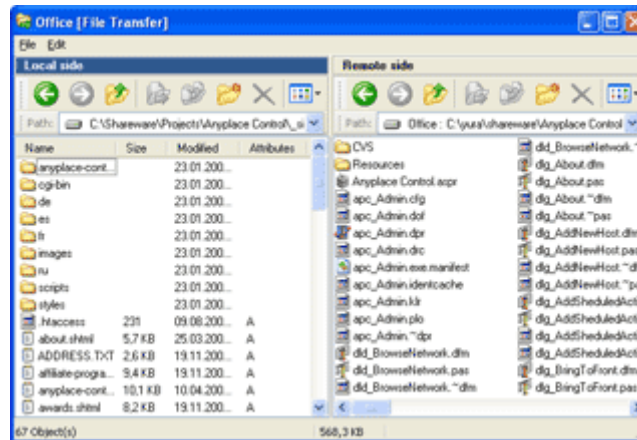
4.4 File Transfer

Our company has developed a new technology, which proved that the files can be transferred with incredible speed through the Internet. And now our file transfer is much more faster than competitors' solutions.

Anyplace Control allows you to transfer files to or from a remote computer. The interface of File Transfer is similar to Windows Explorer. File Transfer window contains two panels - local (displays local files) and remote (displays remote files). You can drag and drop files and folders from one panel into another, from Explorer to any panel or vice versa. All files

and ancillary commands are transferred between PCs in encrypted way.

File Transfer Window Interface.



This window has a menu bar (1) and a comfortable toolbar(2). It is divided into two sides: local side (3) and remote site (4). Each half displays corresponding PC's file structure which you can easily navigate through.

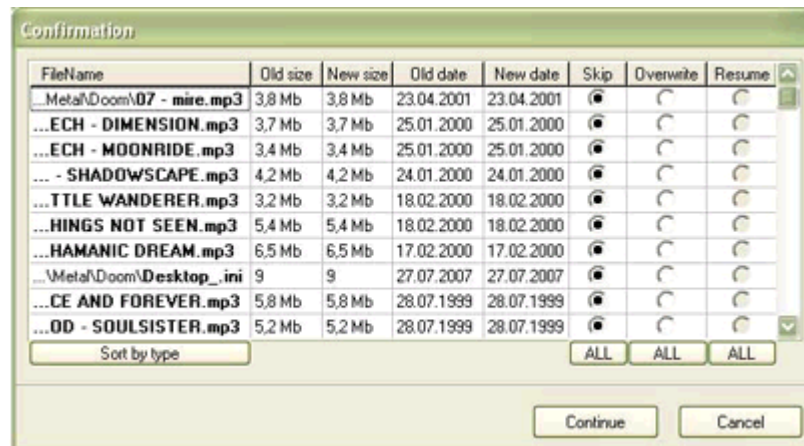
Toolbar.

Each side has its own Toolbar. It contains several buttons responding for the following operations:

1. "Back/Forward" buttons move you back or forward in the file structure.
2. "Up" button serves for up folder operation.
3. Pressing "Move (Copy) to the other side" buttons will conduct the corresponding operation with the selected file(s).
4. Press "Create New Folder Button" on the necessary side to create a new folder.
5. Press "Delete" button to delete the selected items.
6. When pressing "View" button you will see a pop-up menu which will help you to customize the view of file structure.

File Transfer Dialog boxes.

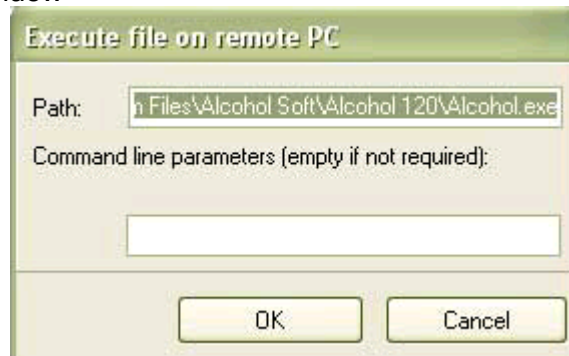
- 1) "Files Exist" window



This window appears when you try to copy the folder which contains the same files as on the remote side. You will be suggested either to skip or to overwrite the file. If the connection has been terminated while you have been copying the files you can select "Resume" option and continue transferring the data.

You can either select files manually or select them all by pressing "All" button under the necessary operation. To apply the command press "Continue".

2) Application start Window



When start an executive file on the remote side window you can also enter a command line parameter for this application.

But why not to use full control mode instead? In case of using full control mode you need to distract remote user by gaining control over his PC. If you use this function you can do everything silently without distracting remote user.

Compression of the files to speed up the transferring.

Our software compresses files before transferring them between computers. It uses very fast compression algorithm which doesn't slow down program's performance and gives a good compression ratio. Moreover it saves your network traffic, decreases your network load and even greatly speeds up transferring in the case of low network bandwidth (for example for dial-up connection). The data flows in compressed way via network and it has less size.

Our file transfer is enough intellectual: it knows most popular extensions of the files that were already compressed before (for example, zip, jpg, gif, avi, etc). It doesn't compress them to avoid loss of time for useless compression.

Compression feature makes our software different from our competitors' solutions. Usually competitors' file transfers don't compress files before transferring, so transferring time can be too long in the case of low bandwidth. But our File Transfer compresses files and greatly speeds up transferring.

Dynamic changing of the data buffer's size to speed up the transferring.

Our File Transfer continuously evaluates the speed of connection. According to the results it dynamically changes the size of its own data buffer to reach maximum speed of files' transferring.

According to our tests, our file transfer works faster than most of our competitors' programs (such as FTP, remote administrator, vnc, etc).

Why?

Usually competitors' programs use fixed size of data buffer. It is inefficiently, because if your connection's speed is high but buffer's size is small, you won't reach maximum possible speed of transferring. But our software dynamically chooses size of its own data buffer and reaches maximum transferring speed.

Besides, competitors' programs transfer each file in the separate network message and wait for delivery confirmation. If you need to transfer large number of small files, it greatly slows down performance as delivery confirmation from the remote side is required for each file. But our software works differently. It can send several files simultaneously in single network message and wait for single delivery confirmation for the whole group of files. It can place as many small files into the single network message as big data buffer is. In the case of high network bandwidth the data buffer will be large. It greatly speeds up performance due to decreased quantity of separate network messages (and delivery confirmations) sent via network.

4.5 Power management

Anyplace Control supports the following Power Management commands:

- **Power On**

This operation can be done in LAN only. To complete this operation successfully the target PC must have "Wake on LAN" function, enabled in BIOS settings.

- **Restart, Shut down, Log off**

You can also Shut Down or Restart the remote PC according to your needs.

Use Log Off function to prevent losing remote control over the target machine (read more [here...](#))

- **Disable/Enable input and Monitor**

1) When connecting to a remote PC for remote troubleshooting you can really scare even a powerful user by controlling his PC instead of him. In this case users very often reboot their PC or simply shut them down. To prevent panic among users you can disable remote PCs input and monitor. In this case they won't see anything and will be unable to reboot the PC, the only thing you have to warn them about is not to power off their machines.

2) You can even automate disabling remote input and monitor to be done right after connection. If you connect to remote PCs to make some troubleshooting or settings during working hours you will find this function really useful. [Read more here...](#)

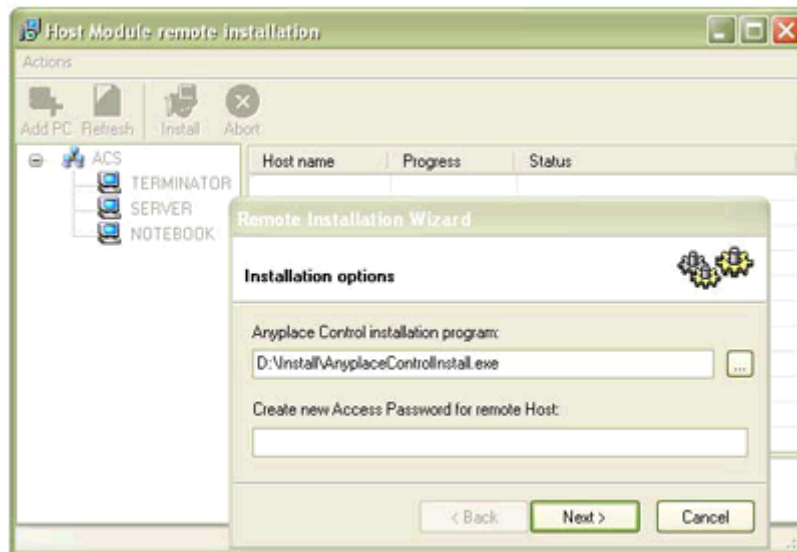
4.6 Remote Installation

General information.

If you added a PC to your address book and are trying to establish connection but there is no Host module on target computer you will be prompted to start Remote Installation. Using this tool you can deploy Host module on the remote PC without visiting it physically. It works in LAN only. For successful remote installation you have to do and know the following:

- a) configure your Firewall to allow the operation
- b) have the administrative rights on target PC
- c) know Anyplace installation package path

Interface and Commands.



Remote Installation window has a toolbar which consists of the following buttons:

- 1) "Add PC" button allows to add a new PC which is not included into Working Group.
- 2) Press "Refresh" button to view the PCs that has been recently added to your address book.
- 3) Select a PC from any of the Working Group list, provided at the left part of the dialog box, and press "Install" button to start remote installation.

4) If you need to stop the installation process press "Abort" button.

After you start the remote installation process you will be prompted to set Anyplace Control installation package path and remote Host module password. To proceed the installation you will have to enter Administrator Log-in and Password.

When the installation process is over you can connect to the remote PC after a double click on its entry in the address book. (Read how to add the PC into Address Book here...)

4.7 Admin Module's settings

For changing the Admin Module's settings the Settings dialog box is used. It contains 3 tabs: "Connectivity", "Interface Settings" and "Automation".

Connectivity Settings tab.

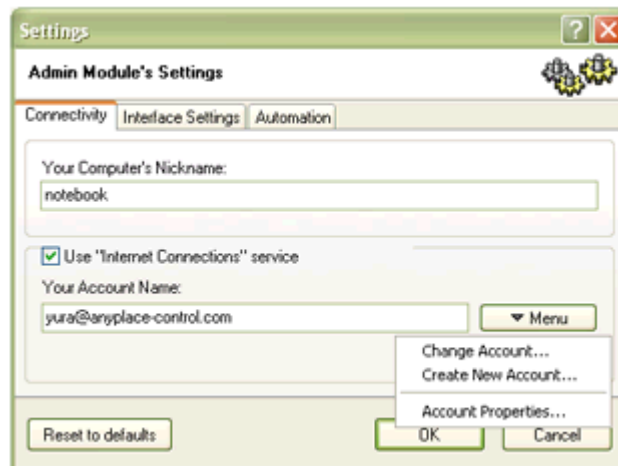


Fig.6. Settings dialog box

- 1) "Your Computer's Nickname" field displays the name of your PC in the address book.
- 2) If you want to use Internet Connections service you must check the corresponding field. After checking this field you will be prompted to enter Account Name and Account Password or Create New Account (choose it if you don't have an Account).
- 3) Pressing "Menu" button will open the pop-up menu with the next functions available:
 - a) "Change account" point will switch you between existing Accounts (for example home and corporate).
 - b) "Create New Account" point enables you to create a new Account instead of existing one (you can't create more than one trial Account).
 - c) You can change Account Properties selecting Account Properties point. To access this parameter you need to know Account Password. In this dialog box you can view all

Account properties. You can also change your Account Password and Account Access type here. Click Purchase button will lead you straight to the page where you can order a subscription. You can check your Payment History in the corresponding tab.

- 4) You can reset all parameters of Admin module by clicking on the corresponding button.
- 5) To save any changes that have been made you need to hit OK button.

Interface settings.

This tab contains two check boxes: "Close button hides program to System Tray" and "Tray Icon is always visible".

Checking the first box will hide Admin Module to the system tray when you click "Close" button of the Main Window (after the minimizing all Admin Module's windows will hide). To exit the program you will need to choose "Exit" in the Main Window Actions pop-up menu.

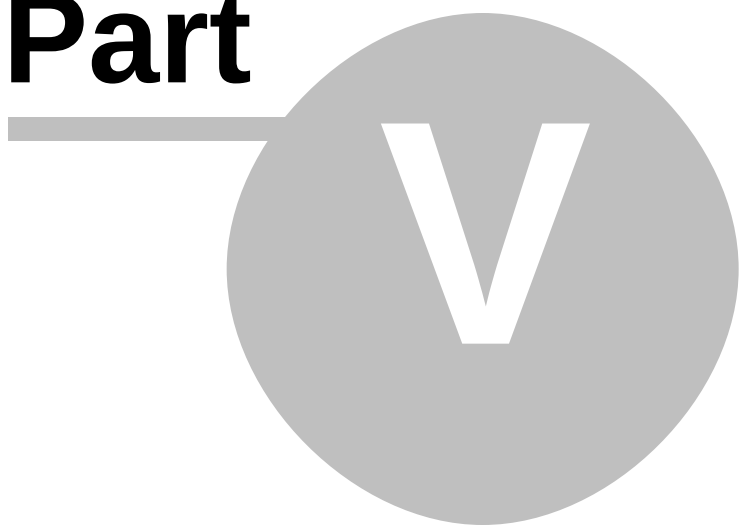
Checking the box "Tray Icon is always visible" will always keep the icon visible and prevent you from searching it.

Automation Settings.

This tab contains 4 check boxes.

- 1) Checking the box "Start program with Windows" will start Admin module automatically after the PC starts.
- 2) Check the box "Connect to all PCs after start" if you want to connect to all PC simultaneously after the start.
- 3) If you check the box "Try to reconnect after connection is down" your PC will continue trying to connect to the target PC until connection is successfully established.
- 4) If you check the box "Open Remote Screen window straight after connection" Screen Window will be displayed on your screen right after the connection is established.

Part



5 Host Module Documentation

5.1 Host Module overview

Host Module is a part of the Anyplace Control program. This module is installed on each computer that has to be reached for remote controlling. Host Module communicates with the Admin PC, transmits screenshots, and executes the accepted commands from the mouse and keyboard on the Admin computer.

Host Module can work as a *system service* or as a *simple application*. Only in the system service mode Host Module supports all its features:

Under any version of Windows (except Vista):

- You will be able to remotely logon users;

Under Windows NT/2000/XP/2003:

- You will be able to send Ctrl+Alt+Del keystroke from Admin Module;
- You have high security of the Host Module settings' storing, because only the person with administrator privileges can change the Host Module settings and uninstall the program when it works as a service.

5.2 Host Module's tray icon

Host Module places an icon in the system tray. When an administrator connects, the host computer changes the icon to alert the user that another computer is trying to take over the session, a notification pop-up window appears as well.



Fig. 8. Host Module's tray icon.

Move your mouse pointer over the Host Module tray icon and the tool tip will show the list of computer's IP addresses.

For turning off the tray icon, use "Hide tray icon" option in the "Host Module Settings" dialog.

You can also disable Host module exit command by checking the corresponding check box in the "Host module Settings" dialog.

This feature is available for registered users only.

ATTENTION!

In the previous versions of Anyplace Control such functions as "Disable Exit Command" and "Hide Tray Icon" were available to all users. But many users used these functions for conducting spy activity and other illegal actions. We have received a lot of complaints and found that our software is regarded as a virus (Trojan/spyware).

In order to stop using our program as spyware we have disabled the "Hide tray icon" function and have added to the interface a special pop-up window, which warns the user about the connection.

Some users requested us to leave these functions since they need them for completely legal needs. Meeting their demands we made these functions available, but for registered users only.

If you want to use these functions for your own needs, please, remember about the human rights and laws of your country. Anyplace Control Software cares no responsibility for the use of its product(s) for illegal purposes. Anyplace Control Software doesn't guarantee the compatibility of its spy mode product(s) with antiviral software.

Host module menu.

After clicking on the tray icon with right mouse button a pop-up menu will appear. It contains the following commands:

1. "Current Connections..." command will show the list of the remote computers connected to the host. The list contains the information who is viewing/controlling your PC from the remote location.
2. "Settings.." command will launch "Host Module Settings" dialog window for changing the Host Module's settings.
3. "About..." command will show the information about the Host Module version and about its developer.
4. "Help" command will open the program help file.
5. "Exit" command closes the Host Module.

5.3 Remote Connection to Host module

- When a remote Admin connects to a Host there appears a pop-up message notifying the remote user about connection. If you need to disable this message you can read how to do it [here...](#)
- When working on the Host PC you can manage all connections to your PC. If you enable "Interactive user's permission is required to establish connection" function connection will be established only after your permission is granted.
[Read about this function here...](#)

5.4 Current Connections

Click on the Host module tray icon with right mouse button, select "Current connections"

point from the pop-up menu and you will be able to view all current connections to your PC. In this window the following info is displayed: time of connection, remote Admin name and IP address.

This feature is often used by IT security departments for monitoring unauthorized connections.

5.5 Host Module settings

5.5.1 Settings overview

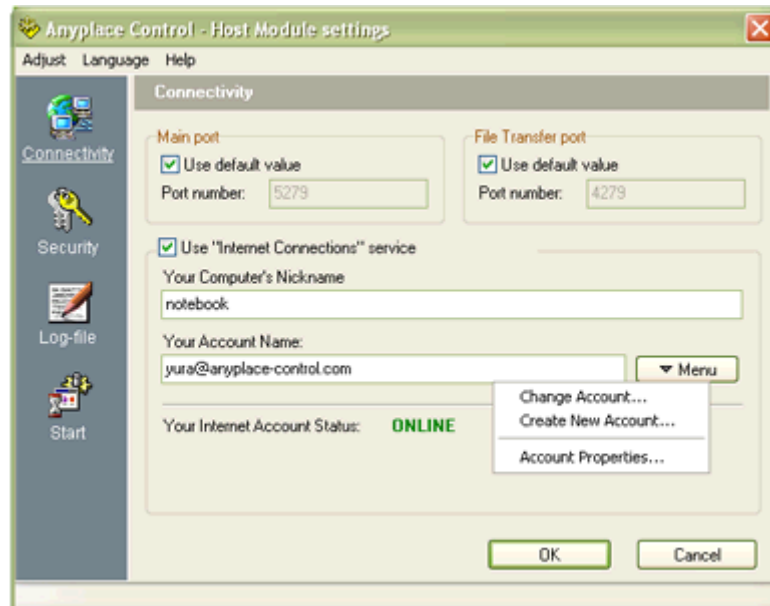
All settings of the Host Module are configured via "Host Module settings" dialog window. You can call this dialog either by clicking with left mouse button on Host Module tray icon or by starting C:\Program\Files\Anyplace Control\apc_hostconfig.exe file.

The settings are collected in the following tabs:

1. [Connectivity settings](#)
2. [Security settings](#)
3. Log-file
4. [Start settings](#)

Note: If the Host Module runs as a service under Windows NT/2000/XP/2003, the administrator privileges are required for work with the Settings dialog window.

5.5.2 Connectivity Settings



Setting up Port Value.

There are two parameters since our program uses 2 ports. If any program installed on your PC uses the same port as Anyplace Control program or you need to configure the ports for any other reasons you can change default port value. To change either Main or File Transfer port value uncheck the necessary check box and enter the new port value. Hit OK button.

Use "Internet Connections" service.

If you want to use Internet Connections Service you will have to check "Use Internet Connections Service" check box. In this case the connection to Host module must be protected by Access Password. After checking the parameter for the first time you will be prompted to enter your Account Name and Password. If you don't have any click on the "Create new Account" writing.

Your Computer's Nickname.

Your computer is displayed in the Account under the name which is entered into this field.

Menu.

- 1) "Change account" point will switch you between existing Accounts (for example home and corporate).
- 2) "Create New Account" point enables you to create a new Account instead of existing one (you can't create more than one trial Account).

3) You can change Account Properties selecting Account Properties point. To access this parameter you need to know Account Password. In this dialog box you can view all Account properties. You can also change your Account Password and Account Access type here. Click Purchase button will lead you straight to the page where you can order a subscription. You can check your Payment History in the corresponding tab.

5.5.3 Security settings

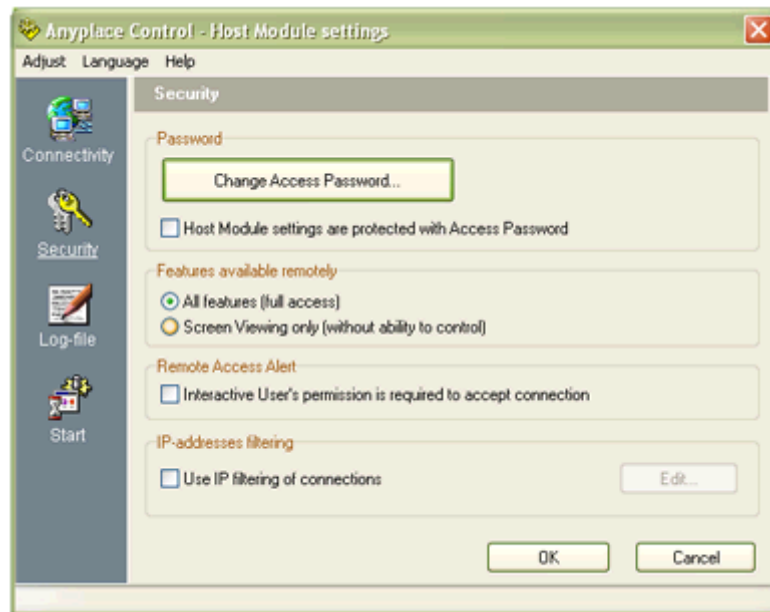


Fig.10. Host Module Settings: Security tab.

Password.

You can change Access Password by pressing the corresponding button.

If you check the parameter "Host Module settings are protected with Access Password" to access Host Module Setting you will need to enter Access Password. Please, make sure that before checking this parameter you have remembered the password well or have written it down. If you loose the password after checking this parameter the only way to access target PC will be to re-install Host module.

Features Available remotely.

You can configure Host Module for 2 kinds of access (see option 4):

- **"Full Control" mode.** Person who know Access Password can view Host's screen and control it (using mouse and keyboard), to restart, turn off Host remotely, etc.
- **"View only" mode.** Person who know Access Password can view Host's screen without ability to interact with it. This mode can be useful for classrooms when students want to view teacher's screen (while showing of presentation) without ability to control it.

Remote Access Alert

Check the box "Interactive User's permission is required to accept connection" and nobody will be able to connect to your PC without your permission.

IP-addresses filtering.

IP Filter allows access to the Host Module only from specified IP addresses and subnets. For using IP Filter turn on option 4, click the "Edit IP-Filters" button and add allowed IP addresses and subnets to the list in appearing dialog box. Example:

Single IP: 192.168.0.5
Subnet: 192.168.*.*

5.5.4 Log-file

Host Module has a logging feature. All actions can be written to the log file, which can be used to determine who has connected and when. This feature is useful for security purposes. Also the Host Module writes error messages in the log file. It can be used for determining the reason why Admin Module can't connect to the Host.

You can **Refresh** the log if you are awaiting for a new connection or **Clear** it if the file has too many records.

5.5.5 Start settings

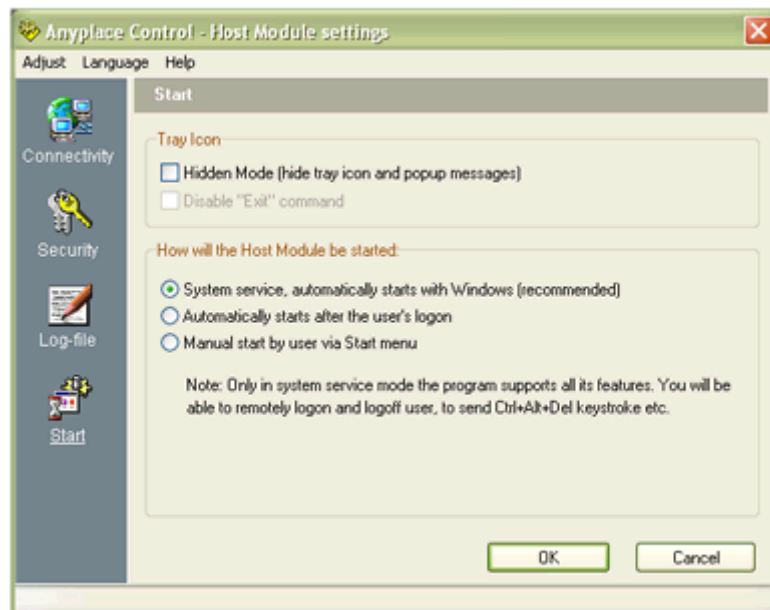


Fig.11. Host Module Settings: Start tab.

Tray Icon.

Use "Disable Exit command" option to prevent closing of Host Module via tray icon menu. This feature guarantees that Administrator will have remote access to Host PC when it is required, because remote user can't close Host Module via tray icon.

Note: Also you should protect access to Host Module's settings by Access Password, because user of Host PC can enable "Exit" command again; see the Security tab of "Host Module Settings" dialog.

Hide tray icon.

Use this option to hide Host Module's tray icon.
You should have administrator's rights to change this option.

How the Host Module will be running?

Use options 2 for choosing how the Host Module will be running on your PC. There are such variants:

- As system service, which automatically starts with Windows;
- As simple application, which automatically starts after the user's logon;
- As simple application, which doesn't start automatically, but can be started manually.

Note: Only in system service mode the Host Module supports all its [features](#).

Part

VI

6 Using Account Connections

6.1 General info

Account Connections mode is the easiest way to establish connection with the remote PC via Internet without using IP addresses or any network settings like routers, ports and anything of the kind. Read more about this connectivity mode [here...](#)

To use our Account Connections Service you need a minimum install of Anyplace Control on 2 computers (Admin and Host).

All your computers are united into a logical group - Account. Each computer in the Account has a unique nickname.

During the installation process of Anyplace Control you can create a new Account or connect to an existing one. To enter an Account you need to know an Account Name and an Account Password.

After you have added your Host computer into Account it is very easy to connect to it over the Internet. You just start the Admin module and in the Account Connections tab you can see the Host computers list of your Account. You can also see the status of these computers (online/offline).

Your Account is almost identical with the Windows Network Places. It is a kind of virtual private network. Select a computer from the list; click the Connect button and you are connected.

Notions and additional info:

Account name is the name of your computers group. The best thing is to enter your valid e-mail address as your Account Name. In this case you will get news and info from us and it will be much easier to support such an Account.

Account Password is a special password providing your Account from unauthorized access. Moreover each unique Host in your Account is protected by an Access password. [Read more about security features here...](#)

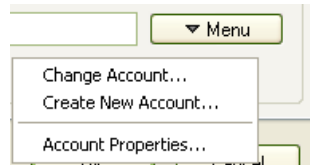
Nickname is the name of your PC in the Account. Each PC must have a unique name which by default is the name of the network PC (PC name displayed in MS Network Places).

Your Account can be of 2 types:

- Private
- Public

6.2 Operations with Account

Each module has similar instrument for managing your Account. Press "Menu" button in Admin (Host) module->Settings->Connectivity and you will see 3 operations available.

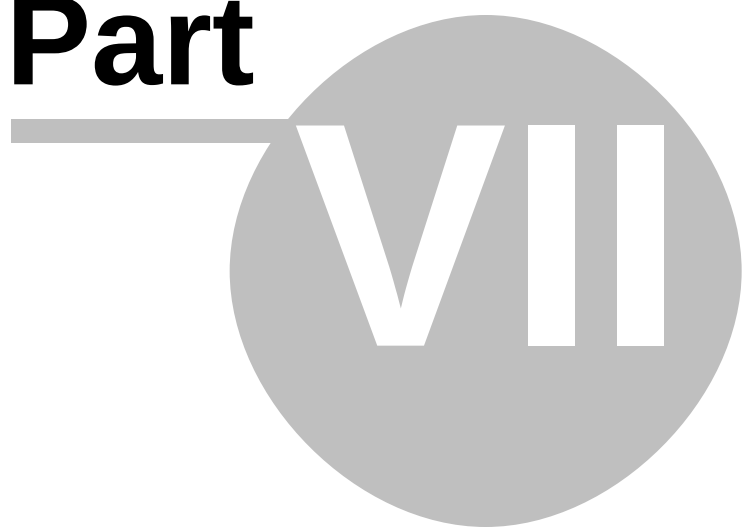


1) You can change Account Properties selecting "**Account Properties**" point. To access this parameter you need to know Account Password. In this dialog box you can view all Account properties. You can also change your Account Password and Account Access type here. Click Purchase button will lead you straight to the page where you can order a subscription. You can check your Payment History in the corresponding tab.

2) "**Change account**" point will switch you between existing Accounts (for example home and corporate).

3) "**Create New Account**" point enables you to create a new Account instead of existing one (you can't create more than one trial Account).

Part



7 Security Features

7.1 Security Features Overview

Our system uses absolutely safe security algorithms. Banking institutions use similar algorithms to conduct money transfers via Internet.

The safety of our system is achieved by the following technologies:

- Secure authentication and traffic encryption. All transferred data is encrypted. No one including Anyplace-Control staff can decrypt this data in case of data interception. The program uses CHAP algorithm for the authentication and a RC4 algorithm with 128 bit random key for encryption.
- Double password protection. For connection to the remote computer via Internet you have to know at least 2 passwords. The first and the most secure password is Host Module Access Password.. The second one is the Account Password, which you use to enter the account. It just enables you to look through the list of computers added into the Account. Even if some one acquires your Account Password they will be unable to connect to the Host machine without knowing the Access Password. So, keep your Access Password safe and you won't have to worry about the data security.
- Your data privacy. We do not store your Access Passwords or any other users' private data on our server or at any other place.

No open ports in the Firewall. To use Internet Connection service you don't need to open additional ports in the firewall so you don't create back doors in your security system. In this respect, using Internet Connection service is more secure then direct IP connection.

Using Access Password for Host Module.

For securing the computer with a working Host Module you can set a unique [Access Password](#). (you can do this through the [Host Module's settings](#)). It is strongly recommended to set it. Access Password serves for 2 purposes:

1. This password is used to defend computer with Host Module from unauthorized remote access. Remote Admin Module will request it at each connection to the Host Module. Therefore, only person who knows this password will be able to connect to the Host PC remotely.

Technically, Access Password is used to fulfill authentication of the both sides. Authentication takes place with the help of digital signature algorithm RSA with a private key of 320 bit length. All traffic, sent between sides are encrypted with a random key of 64 bit length which is given to the both sides during the process of authentication (it is used RC4-like encryption algorithm).

2. Access Password also can be used to prevent any change in the settings of Host Module. Network Administrator can defend access to "Host Module settings" dialog with an Access Password on the each network machine. It prevents random changing of the Host Module's settings by novice users of Host PCs.

These security features make the program usage absolutely safe.

IP-Filtering.

Allows an access to the Host Module only from specified IP addresses and subnets.

Windows NT security.

Host Module can work in 2 modes under Windows NT/2000/XP/2003: as the system service or as the simple application.

But service mode provides better protection of Host Module settings from unauthorized change on the Host PC, as administrator privileges will be required for changing them.

Inhibition of Full Control.

You can configure Host Module for 2 kinds of access:

- "Full Control" mode. Person who know Access Password can view Host's screen and control it (using mouse and keyboard), to restart, turn off Host remotely, etc.
- "View only" mode. Person who know Access Password can view Host's screen without ability to interact with it. This mode can be useful for classrooms when students want to view teacher's screen (while showing of presentation) without ability to control it.

Using of saved Access Passwords on the Admin PC.

Admin Module can save entered Access Password in your Address Book, if you check corresponding option ("Save this password") in the "[Connecting to the remote PC](#)" dialog box during connection. It is very comfortable to have Access Password saved, because you will not be obliged to enter it each time at connection (it saves your time).

You should know that Access Passwords are stored in the Address Book in encrypted way. Unique Master Key is used for encryption. This key is unique for each computer and Windows user account.

You can have great confidence that nobody can thief saved Access Passwords from your computer by exporting your Address Book (with the purpose of connecting to remote PC without knowing the Access Password), because saved Access Passwords will not work with another computer.

Even if several users work with your computer with individual accounts, they will not be able to use your saved Access Passwords, because saved passwords don't work with another user account.

In few words, saved Access Passwords are valid for your computer and for your Windows user account only.

Logging feature.

Host Module has a logging feature. All actions can be written to the log file, which can be used for the determination as to who has connected and when.

7.2 Account Connections security

Although your computers exchange data through our server it is absolutely safe and confidential.

Our system uses absolutely safe security algorithms. Banking institutions use similar

algorithms to conduct money transfers via Internet.

The safety of our system is achieved by the following technologies:

- Secure authentication and traffic encryption. All data transferred through our server is encrypted. No one including Anyplace-Control staff can decrypt this data in case of data interception. The program uses CHAP algorithm for the authentication and a RC4 algorithm with 128 bit random key for encryption.
- Double password protection. For connection to the remote computer via Internet you have to know at least 2 passwords. The first one is the Account Password, which you use to enter the account. It just enables you to look through the list of computers added into the Account. And the second password is even more secure, because it enables you to connect to the remote Host computer. Even if some one acquires your Account Password they will be unable to connect to the Host machine without knowing the Access Password. So, keep your Access Password safe and you won't have to worry about the data security.
- Your data privacy. We do not store your Access Passwords or any other users' private data on our server.
- No open ports in the Firewall. To use Internet Connection service you don't need to open additional ports in the firewall so you don't create back doors in your security system. In this respect, using Internet Connection service is more secure then direct IP connection.

7.3 Security Recomendations

We recommend you to do the following in order to secure PC with the Anyplace Control.

On the Host Module side:

If you want to protect a computer with Host Module from unauthorized access you should do it on the computer with Host Module at first. It doesn't matter how good Anyplace Control Host's security is if people can just visit the Host and access the data.

- Physically restrict access to the PC if it contains important information.
- Use a secure operating system such as Windows NT/2000/XP/2003/Vista and use its security to protect the computer locally.
- Set an Access Password for the Host Module and keep it in secret. Only the person who knows the Access Password will be able to connect to the Host Module remotely.
- Use IP Filtering to allow access to the Host Module only from specified IP addresses and subnets.
- Use Access Password to prevent any change in the settings of Host Module.
- Install Host Module as a system service if it runs under Windows NT/2000/XP/2003. In this case for changing Host Module's settings or uninstalling it, the administrator privileges will be needed.
- Use Host Module's log-file for the determining who has connected and when.

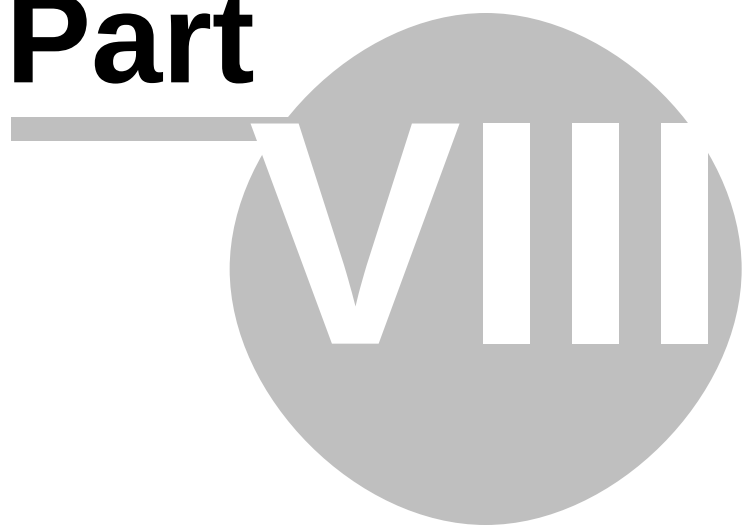
On the Admin Module side:

- Do not use option "Save this Access Password on the computer" and never leave Admin Module running on your PC if other persons has access to your PC. Close the Admin Module after working with it, and it will be safer.

We advise to set all passwords of at least 8 symbols.

It is better when the password is a meaningless combination of letters, numbers and punctuation symbols.

Part



8 Frequently Asked Questions

8.1 FAQ

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Connection with remote PC

Why can't I connect to the remote computer?

Our product (beginning from version 4.0) has two connectivity modes: Direct Connections and Account Connections.

In the Account Connections the following problems may arise:

1. The Host Module is not running on the remote PC.

2. Account Connections Service is not active in the Host module settings. To activate it you need to do the following: Host module->Settings->Account Connections->check the field "Use Account Connections Service".
3. The remote computer is switched off or its network cable is disconnected.
4. You are disconnected from Internet (either on Host or on Admin)
5. The firewall/antivirus protection is used (you can read more about configuring Firewall [here...](#))
6. You are accessing Internet via Proxy server (you can read more [here...](#))

The reasons of connectivity problems in Direct connections mode can be different. Here are some of them:

- You have incorrectly entered the port number or [IP-address/name](#) of the remote computer
- The Host Module is not running on the remote PC.
- The remote computer is switched off or its network cable is disconnected.
- The firewall protection on the remote PC is used. Please read our FAQ: [How to control a remote PC through the firewall](#).
- Host PC is located in the LAN behind the router but you want to control it via Internet. Please read our FAQ: [How to control PC in LAN via Internet](#).

You can test whether you have direct connection with remote computer using a Ping command in the system console:

1. Click Windows "Start" button and select menu item "Run..."
2. Enter cmd.exe in the Run dialog and press Enter. You will see black console window.
3. In the window enter the following command:

```
ping x.x.x.x
```

where x.x.x.x - IP address of the remote PC, for example if remote address is 192.168.0.1 you should enter:
ping 192.168.0.1

4. Press Enter. You will see the diagnostic messages. If you have connection with the remote PC, the messages will have the following pattern:

```
"Reply from 192.168.0.1: bytes=32 time<1ms TTL=128"
```

However if you do not have connection, you will see the following message:

```
"Request timed out." or some other message
```

So, if the remote PC is not responding, our software (or any other communication program) can't connect to remote PC directly. You should determine the reason of a problem. If you describe your situation in details, [our support team](#) can help you to find the solution.

If you can't connect and receive an error code you can read in more details what this code means at this page: <http://msdn2.microsoft.com/en-us/library/ms740668.aspx>

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How to determine the IP address of Host computer?

Every computer connected to the Internet or network is assigned a unique number known as an IP address. Usually computer has one IP address, but sometimes it can have more than one.

There are many ways to know IP address of Host PC, we recommend the following:

- Move your mouse pointer over the Host Module tray icon (near the computer clock). The tool tip will show the list of IP addresses (separated by commas). For example 192.168.0.1 , 82.169.4.11
Use one of the IP addresses listed to connect to Host PC (add it to the Admin address book).

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How to control PC in LAN (behind the router) via Internet?

It is possible when computers are located in the internal network behind a router and you want to access them via Internet.

Our product (starting from version 4.x) has two connectivity modes: Direct Connections and Account Connections.

If you are using Account Connections you can simply connect to a remote PC, which can be physically located anywhere. Using Account Connections you don't need to enter special settings. Read more [here...](#)

If you are using [Direct Connections](#) mode you may have some problems with connection. Usually in this case computers have no external (public) IP addresses, i.e. IP addresses are internal (private), for example 192.168.x.x or 10.x.x.x; and only a router has external IP address (211.27.164.21 for example).

You need to know that computer outside of the network can not "see" a computer inside of the network. They can only "see" and send data to the external IP address of the router. When a computer on the internet sends data to the external IP address of the router, the router needs to know what to do with the data. Fortunately most of routers have such feature as "Port Forwarding" which serves to solve this problem. Port Forwarding simply tells the router which computer on the local area network to send the data to.

You should configure the router to forward connections from a port on the router to a specific IP address and port of the target computer in your internal network. It is necessary to assign unique ports on the router for every computer you need to control. Router should forward traffic from its different external ports to different internal computers.

Anyplace Control uses two TCP ports simultaneously: 5279 (basic port) and 4279 (file transfer port) by default. However you can change default values for [Admin Module](#) and [Host Module](#) via their settings. Moreover, you must change default values to work with port forwarding.

EXAMPLE

Let's consider an example ([see figure](#)):

You have local network with 3 PCs and 1 router. Admin Module is located anywhere in the Internet, but not in this network.

You want to control these network PCs via Internet when you use the Admin's PC.

For example external IP address of the router is 211.27.164.21.

Internal IP addresses of network PCs are: 192.168.1.10, 192.168.1.11, 192.168.1.12

Admin's IP address doesn't matter.

In this case the configuration of the "port forwarding" can be the following:

211.27.164.21 : 5278 --> 192.168.1.10 : 5278

211.27.164.21 : 4278 --> 192.168.1.10 : 4278

211.27.164.21 : 5277 --> 192.168.1.11 : 5277

211.27.164.21 : 4277 --> 192.168.1.11 : 4277

211.27.164.21 : 5276 --> 192.168.1.12 : 5276

211.27.164.21 : 4276 --> 192.168.1.12 : 4276

After configuring of the router you should change the default ports numbers for Host Modules. You can do it via [Host Module's settings](#):

For computer 192.168.1.10: ports 5278 and 4278;

For computer 192.168.1.11: ports 5277 and 4277;

For computer 192.168.1.12: ports 5276 and 4276.

Then you should create 3 shortcuts in the Admin Module's address book to access these 3 network PCs remotely (via "ADD NEW PC" button). Note: you should change the default ports numbers for each shortcut:

Shortcut for 1-st PC: IP address 211.27.164.21; ports 5278 and 4278

Shortcut for 2-nd PC: IP address 211.27.164.21; ports 5277 and 4277

Shortcut for 2-nd PC: IP address 211.27.164.21; ports 5276 and 4276

As you see, you always use IP address of router (211.27.164.21), but unique ports.

The next actions will take place if everything is configured correctly:

- 1) admin module will connect to a router
- 2) router will automatically forward all traffic to target machine

In such way you can control machine which is located in the closed private LAN via Internet.

You can find out how to configure your router's model on the site portforward.com.

If you do not have hardware router

You can use a computer with access to the internet as a router: you have to set up PAT (Port Address Translation) on this PC. We recommend you to use such free software, as "hhproxy" for configuring address translation. "hhproxy" is running under Win9x and

WinNT server or workstation. You can use this link for downloading it from our site:
http://anyplace-control.com/anyplace-control/data/hhproxy_rel.exe

Installation of hhproxy is a very simple: create folder, and unzip all files from archive to it. After that you must configure software. Create a file 'hhproxy.cfg' at the program directory. Open it with notepad and write the following lines (for the example described above):

```
LogLevel 0
TcpMap 5278 120 211.27.164.21 192.168.1.11 5278 0 0
TcpMap 4278 120 211.27.164.21 192.168.1.11 4278 0 0

TcpMap 5277 120 211.27.164.21 192.168.1.12 5277 0 0
TcpMap 4277 120 211.27.164.21 192.168.1.12 4277 0 0

TcpMap 5276 120 211.27.164.21 192.168.1.10 5276 0 0
TcpMap 4276 120 211.27.164.21 192.168.1.10 4276 0 0
```

Note: Format of TcpMap directive is:

```
TcpMap {LocalPort}{Timeout}{Bind-Address}{Target-Address}{Target-Port}{Online-Mode}{SecurityFilter}
```

(For more detailed information address to a file 'readme.txt')

If you use Win9x, you must create a shortcut to hhproxy in your startup group. Under WinNT please run hhproxy.exe with parameter '/INSTALL' and restart computer. After that hhproxy will be registered as system service.

Configuration of Admin Modules and Host Modules must be the same as in example above.

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How to control a remote PC through the firewall?

If your Pc is protected with Firewall our product may have some problems with connection. Firewall may not allow the program to make external connections and accept them

Our product (beginning from version 4.0) has two connectivity modes: Direct Connections and Account Connections.

If you are using [Account Connections Service](#) you don't have to open any ports in your Firewall. You don't have to set up the built in Windows Firewall (everything is going to work fine). But many other Firewalls like Zonealarm, OutPost are likely to block the outgoing connections.

For correct operation of our software Firewall must allow our program external connections via port 80. On the Host machine you must enter into Firewall allow list the following files: apc_host.exe and apc_hostConig.exe (in Anyplace Control folder). On the Admin PC you need to enter into the Firewall allow list file apc_admin.exe (located in Anyplace Control

folder).

b) If you are using Direct Connections (link to Direct Connections descript) you have to make the following settings. On the Host PC you have to open TCP ports 5279 and 4279 for apc_host.exe (read open ports). On the Admin you have to allow outgoing connections for apc_admin.exe via ports 5279 and 4279.

You should know that Windows XP, SP2 and Vista contain Firewall (enabled by default). For our program to work in the Direct Connections mode you need to do the following:

- 1) Walk to host PC.
 - 2) Open Windows Control Panel (Start->Settings->Control Panel).
 - 3) Then open Firewall settings by clicking on Windows Firewall shortcut.
 - 4) Select "Exceptions" tab, click "Add Program" button, then click "Browse" to select Host Module exe file (by default C:\Program Files\Anyplace Control\apc_host.exe). Then click OK in all opened dialog boxes.
- Your Firewall is configured. Now and now you are able to connect from Admin PC.

If you still can't connect try connecting via IP address or network name (Firewall can reject DNS name).

Additional information: [Beginners Guides -Firewall Setup and Configuration](#)

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How to control a PC with dynamic IP address via internet?

Depending on the Internet provider, your computer can get a permanently changing Internet address. This type of addresses is called 'dynamic', and is typical for users to get from almost every Internet access provider. If you want to connect to remote computer, but don't know its current IP address, it will become a complete mess of different settings.

Our product (beginning from version 4.0) has two connectivity modes: Direct Connections and Account Connections.

If you use Account Connections mode you won't have any problems with dynamical IP addresses. When connecting to the remote PC you don't have to know even its IP address. You can read more about Account Connections Service [here...](#)

In the Direct Connections mode the problem is usually solved in the following way.

a) Someone on the remote side should tell you the remote IP address by phone, e-mail or any other way. Then you can connect to the remote computer using that IP address.

b) If you are often have a need to connect to the remote computer with a dynamically assigned IP-address, and nobody on the remote side can tell you the current IP, you can use service that maps your dynamic IP to a DNS name, for example, <http://www.dns2go.com>, <http://www.dynu.com> or <http://www.no-ip.com>. It will help you to know the IP address of the remote PC even if it often changes.

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How to connect through the Proxy Server?

In the Account Connections mode this feature is currently unavailable. We have included it into our future list and will include it into one of the next releases.

In the Direct Connections mode it is possible, when HTTP Proxy (for example Squid or WinRoute) is used for granting the internet access to computers located in your local network. The current version of Anyplace Control does not work through HTTP Proxy servers. This opportunity will appear only in the following versions of the program. However there is a way of connection to the remote computers through a HTTP Proxy. It is HTTP-tunneling.

For realization of this opportunity you can use special software, such as:
HTTPPort (<http://www.htthost.com>)
Socks2HTTP (<http://www.totalrc.net/s2h/index.jsp>)

These programs allow you to bypass an HTTP proxy, which is blocking you from the Internet. With HTTPPort you may use the following software from behind HTTP proxy: Anyplace Control, IRC, ICQ, FTP, etc.

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Remote Desktop Control

Why do I see a blank screen after connecting to remote PC?

You can see blank screen in several situations:

1. When remote user uses Windows XP feature "fast user switch".

To prevent the problem please use "Log off user" and "Log on user" Windows commands instead of "Fast user switch" if you want to change the user.

2. When Host Module is run as simple application (not system service) and remote user presses Ctrl+Alt+Del:

Please turn on "system service" mode for Host Module to solve the problem.

To run Host Module's as simple application you need to do the following: click with right mouse button on Host module tray icon, select Settings, open Launching or Start tab (depends upon your version of the program) and check the field "System Service, automatically starts with Windows".

3. If someone uses Microsoft's Remote Desktop Connection tool (integrated with Windows) to connect to a Host PC. Anyplace Control cannot interact with the remote screen until the PC is rebooted. Please don't use Microsoft's Remote Desktop Connection tool to prevent the problem. Moreover, there's no need to use Remote Desktop connection when Anyplace Control connection is available, since Anyplace Control offers functionality similar to Remote Desktop plus a lot of additional features.

4. DOS or console window is opened in the full screen mode. Anyplace Control cannot work with full screen text modes. However you can press Alt+Enter combination to switch the remote computer into the windowed text mode.

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Why the remote screen sometimes is displayed not in "Full colors"?

Sometimes while viewing the remote screen, it may be displayed not in full colors. To raise the quality of the image you need to do the following: connect to a Host PC and enter either Full Control or View Only mode. On the toolbar of the Remote Screen Window press Settings button. Select Performance/Quality tab and in the "Colors" pop-up menu set the parameter to "High".

Note: in this case program's performance can be slowed down.

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How can I speed up the program's performance?

In case of a poor performance of Anyplace Control while viewing of the remote screen, it is recommended (in order from most effective remedy to less effective):

On the Host site:

- Use better video adapter (with more video memory) and latest video drivers.
- Reduce color depth and screen resolution.
- Remove wall-paper from the desktop.
- Try to disable "Hardware acceleration" on the remote PC. In some cases it gives a significant increase of the performance level. How to disable "Hardware acceleration" you can read [here...](#)

On the Admin Module:

- Connect to a Host PC and enter either Full Control or View Only mode, select Performance/Quality tab. If your network capacity is high you need to set up the parameter for LAN, if lower than for Broadband or even dial-up.
- In the Performance/Quality tab, Colors pop-up menu, select "auto" color mode for Remote Screen Window if your bandwidth capacity is high. But for slow dial-up connections use "Low" color mode.
- On the toolbar of the Remote Screen Window press Settings button. Select Advanced Settings tab then check the field "Remove Wallpaper". This will significantly improve performance even if the network Capacity is high.

Also we recommend to use 100 Mb and more network adapters to improve network performance.

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Why Ctrl+Alt+Del combination is disabled in the toolbar of the Remote Screen Window?

1. Currently you work in the "View Only" mode. You can send Ctrl+Alt+Del combination to the remote computer in "Full Control Mode" only. Please, click on the "Full Control" button, which is on the tool bar of the Remote Control window. (If "Full control" mode is blocked you can do the following to unblock it the Host module->Settings->Security->Access->check "All features field")
2. If Host PC has Vista OS you can't send a direct Ctrl-Alt-Del keystroke, but you call out Task Manager by sending Ctrl+Shift+Esc keystroke. To do that, please, enter full control mode, and in the Control Window main menu select Send keystroke tab, and then press Ctrl+Shift+Esc (Task Manager). After that you can call out such functions as Restart, Log off, etc.
3. Host module must be run as System Service. To run Host module as System Service you need to do the following: Host module->Settings->Start (Launching)->check the field "System Service, automatically start with Windows"

Common questions

Does Anyplace Control support Vista?

Yes, our software supports Windows Vista. All versions of Anyplace Control starting from 4.1 and higher are fully Windows Vista compatible. Moreover, Host Module can be started as system service under Windows Vista.

How to update Host module remotely?

Having tested the problem deeply we have found out two possible ways of remote installation of Anyplace Control 4.0 with Anyplace 3.x.

Important: before committing an update, please, check the Host module version, because only a newer version of Anyplace Control can update an older one.

I) The first solution can be conducted in LAN only and it doesn't work on Vista PCs. If you have applicable conditions, please, do the following:

- 1) Start Anyplace 4.0 Admin module on the local PC and select "Remote Installation" tool.
- 2) Complete the remote installation and after connection has been established do the following: Host module->Settings->Start-> check the field "System service, automatically start with Windows".

II) The second solution works both via LAN or Internet and doesn't work under Vista as well. You just need to:

- 1) Establish connection using Anyplace 3.x.
- 2) Using File Transfer upload the installation packet of Anyplace 4.x to the remote machine.
- 3) Click twice on the installation package deployed on the remote side. You will see a form with 2 lines. Write in the second line:

/password= XXXXXXXX

(where XXXXXX is the desired password for the Host module [NB: not less than 6 symbols]).

4) At the moment you press OK button you will be disconnected. Try connecting in several minutes using version 4.x.

After completing the solution number 2 the Host module will be updated automatically to version 4.x.

How to install or update Host Module on remote PC without visit of this PC physically ?

If the Host PCs are located within the same network as the Admin PC, you will not have to approach each one of them individually to install the Host Module - install the software remotely using the "Remote Installation" feature. This feature is integrated in the Admin Module, and you can run it via the "Tools" menu.

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How can I hide the tray icon of the Host Module?

Open Host Module's settings via its tray icon. Select "Launching" page and then select the "Hide tray icon" option.

Note: Even if tray icon is hidden, you will be able to open "Host Module settings" dialog via shortcut: Start -> Programs -> Anyplace Control -> Host Module settings.

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How to prevent a closing of Host Module?

A tray menu of the Host Module contains the "Exit" command to close the Host Module. Actually the user of remote computer should not be able to shutdown the Host Module, because the network administrator needs to have a stable access to the remote computer at any time. It is recommended to turn on "Disable Exit command" or "Hide tray icon" option on each workstation. The administrator can do this using the "Host Module settings" dialog window (see Launching tab).

Also you should protect access to Host Module's settings by Access Password, because user of Host PC can enable "Exit" command again; see the Security tab of the "Host Module settings" dialog.

For Windows NT/2000/XP/2003:

If Host Module runs as a simple application, the user can shutdown Host Module via Task Manager. Please install Host Module as a system service (see Launching tab of "Host Module settings" dialog window) if you want to prevent this ability: only users with administrator's privileges will be able to stop the service through the Service Manager.

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How to copy the Anyplace Control address book from one computer to another?

The address book is stored in the apc-addressBook.ini file in the work folder of Anyplace Control. You can simply copy this file to another computer.

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How safe is Anyplace Control to use?

Anyplace Control is a secure remote control program. It has a large number of security features that can be used to defend PC from unauthorized remote access. Here are some reasons Anyplace Control is completely safe:

Access to the remote computer is restricted by password. A challenge-response authentication of connections is provided for prevention of unauthorized access to computers with the working Host Module (the program uses digital signature algorithm RSA with a private key of 320 bit length).

Anyplace Control works in encrypted mode. All data streams, including screenshots, keystrokes and mouse movement are encrypted by a symmetric, randomly generated key of 64 bit length that is given to both sides during the process of authentication.

IP-Filtering feature allows access to the Anyplace Control Host only from specified IP addresses and subnets.

Why do I see black window on my screen when starting a MediaPlayer on the remote PC?

To solve this problem you have to turn "Hardware acceleration" for your video adapter. In this case our program will be able to show the video (without sound). Such adjustment can slow down the performance of any other video-applications.

To adjust your video adapter, please, make the following adjustments for the Host PC:

- 1) Call "Display Properties" dialog (right click on the desktop)
- 2) Select "Settings" tab
- 3) Click "Advanced" button
- 4) Select "Troubleshoot" page
- 5) Set "Hardware acceleration" to "None" value.

Then try to connect to the remote PC and to watch video.

You can adjust your video adapter this way, but you take the risk and you take all response for such actions.

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Licensing

Why the program should be registered?

Anyplace Control is distributed on the Try Before You Buy basis. The evaluation version of this software works during 30 days with 5 PCs only and shows a shareware reminder. All limitations will be removed as soon as you register your copy of Anyplace Control.

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How to purchase the registration key?

You can purchase the registration key on-line via the software registration service by credit card, bank transfer or check. Please visit the registration page (<http://www.anyplace-control.com/buy.shtml>) to purchase the key. There are some sale propositions and discounts for multi-licenses.

After purchasing you will receive an e-mail with the registration key and instructions. Then run Admin Module. Click on the "Enter Registration Key" item in the menu "Help". A key input form will appear. The registration key is too long, so don't try to type it manually. Use a clipboard to copy (Ctrl+C) and paste (Ctrl+V) the key.

At last, restart the Admin Module. If all steps were done right, the shareware reminder will not appear anymore and the registration information will be shown in the About dialog.

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How many licenses do I need?

If you want to control N unique Host computers, you need N single licenses (Single license authorizes the use of the software on a single Host computer). The quantity of licenses you need is equal to the quantity of PCs you wish to control.

Note: Admin module doesn't require separate registration.

If you are a registered customer already, you can purchase additional licenses (please contact our [sales department](#)) - we will send you the new registration key for total quantity of Host PCs.

NOTE: Each license is used to control a physically unique computer. So you can't control many computers via 1 shortcut in Admin address book by changing the shortcut properties, since the Admin Module "remembers" computers it has been connected to.

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How to write Admin module on a Flash drive and access your PC from anywhere

- 1) You have to install Admin module on your PC, after that you need to enter the registration key into Admin module.
- 2) Copy the folder c:\program files\anyplace control onto your flash drive.
- 3) When you need the remote access you just start apc_admin.exe file from the flash drive.

Warning: don't pass the flash drive with the registration code already entered. If you do so you become a license infringer and your license will be cancelled

What does the error message "Connection .. was rejected because of license restricti

on" mean?

It means that the program has found the fact of infringement of the license.

For example, the registration code allows you to use the program only on two different computers. Earlier you were connected to these computers using the Admin Module and now you are trying to connect to another computer. In that case the program shows the message about infringement of the license. Also such message may appear when the license has not been violated, but some hardware on the remote PC was changed. In this case you must reenter the registration code in the Admin Module (Menu/Help/Enter registration code). After that you will be able to connect another remote computer.

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I've lost my registration code. What should I do?

Contact our [customer service](#) and specify your registration data (Name, email, and so on). You will receive a new code via e-mail.

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8.2 Some Error Codes

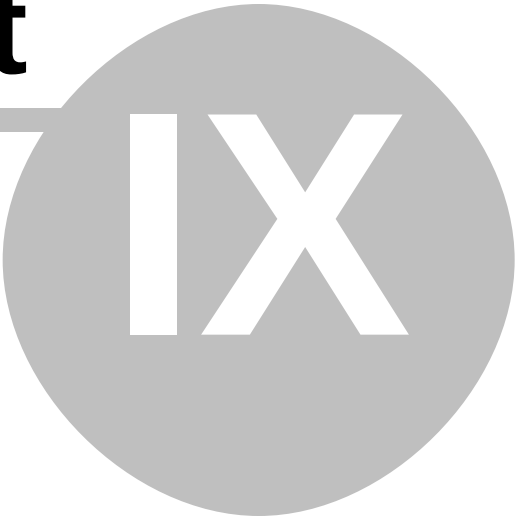
Connection may be not established for some reasons. But you can know what the reason is by viewing the error code. Each reason has its unique error code.

There are some most popular error code reasons described below. If get any other error code, please, read more about it [here...](#)

Error 10060, 10061

Most often reason: Firewall of Host PC blocks the access of Anyplace Control.

Part



IX

9 Contact Information

9.1 How to contact us

Any comments via e-mail are appreciated.

Please, continue to do so in future versions to help us to make our product the best remote control program ever!

Please send all comments/feature requests/bug reports to us at support@anyplace-control.com

Questions concerning ordering & product sales: sales@anyplace-control.com

Any other questions: info@anyplace-control.com

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<http://www.anyplace-control.com>