

Network Evaluation



Tutorials and Guides to help enhance the security and integrity of your computer

How-To: Changing the target IP address for pcAnywhere Remote Control

Q: Why is this necessary?

A: Because many ISPs (Internet Service Providers) allocate numerical addresses on an as-needed basis – especially for home and small-business users. If your system(s) have been unused for some period of time, or have been turned off, suffered a brief power outage, or there has been an Internet connection outage, your ISP may have changed your IP address. Once this has occurred, then the “Remote Control” machine will no longer be referring to the correct system, and you will appear to have lost the ability to connect and control the remote system.

Q: How do I deal with this?

A: One of two ways:

- Request a “fixed” IP address from your ISP. This will give you an address that does NOT change, and then you won’t have to deal with this problem. However – note that many ISP’s will charge a monthly fee for a fixed address, usually ranging from \$5.00 to \$20. Some ISP’s simply refuse to provide fixed IP addresses for DSL, Cable Modem, or Satellite users.
- Follow these steps to learn the new IP address for your “target” system, and then set the “remote control” system to connect to this new address.

Notes:

On the target (or "host") machine (The one to be controlled remotely)

- 1) Open your Internet browser and go to <http://www.lawrencegoetz.com/programs/ipinfo/>
- 2) You should see a web page similar to the one below (The advertising may change)
- 3) Just below where it says, "Your IP address is" an example address is shown below. Make a note of the IP address shown on the actual web page. You will need it for the steps below.

IP Info, see your IP address

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If you don't see your IP information, wait a few seconds and then hit Reload.

Your IP address is

98.76.54.32 (Example Only)

This is the IP address of the machine that requested the page. Typically this is your own IP address. If you used a router/proxy you will not get the correct IP address.

Notes:

On the controlling machine (The one that controls the target), perform the following steps:

- 1) Click on "Start" to open the Start menu
- 2) For Windows NT/2000/95/98/Me, use the sample screen shot below left. For Windows XP, use the screenshot below and to the right. Note that Windows XP configured for "Windows Classic" mode will more closely resemble the left hand picture.
- 3) Click on "Symantec pcAnywhere" to open the program itself. (Do **NOT** use a desktop shortcut for this operation.)



Notes:

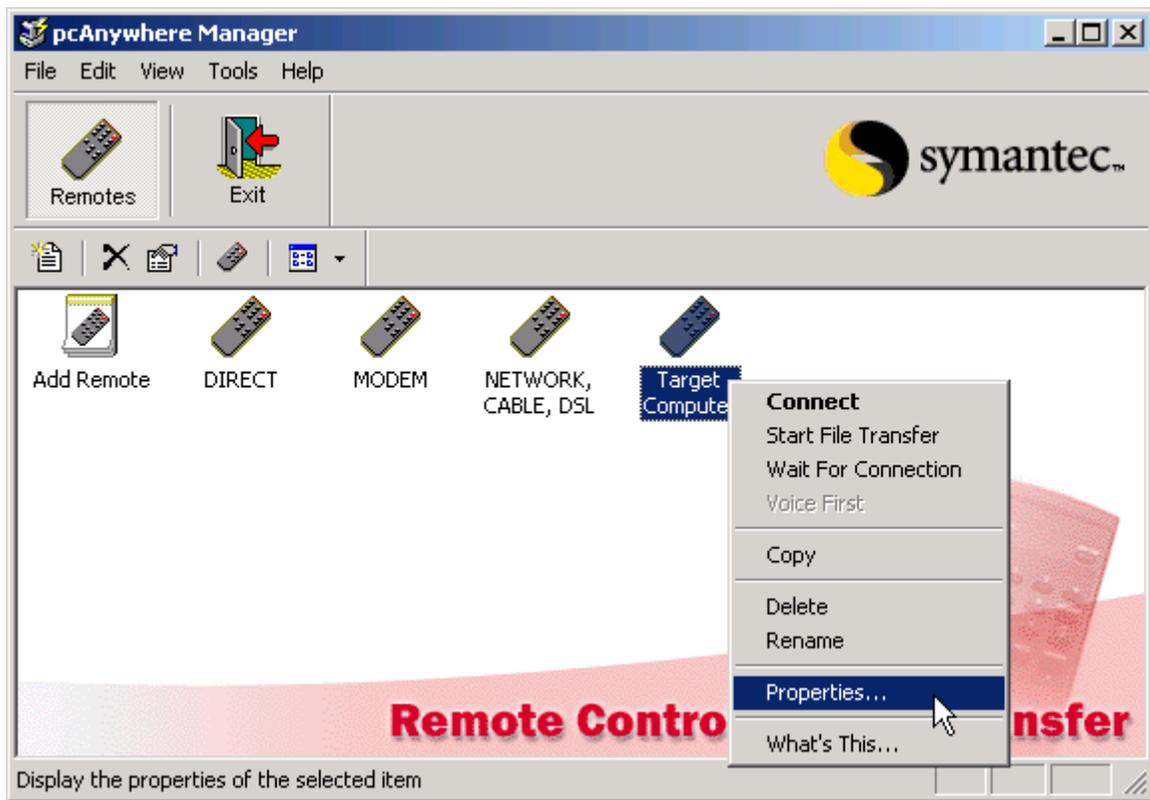
4) Make sure the pcAnywhere program is set to show the "Remotes" button or folder tab.

(Note: Different versions of pcAnywhere will display this "function" menu in different styles. The example below was taken from pcAnywhere version 10)



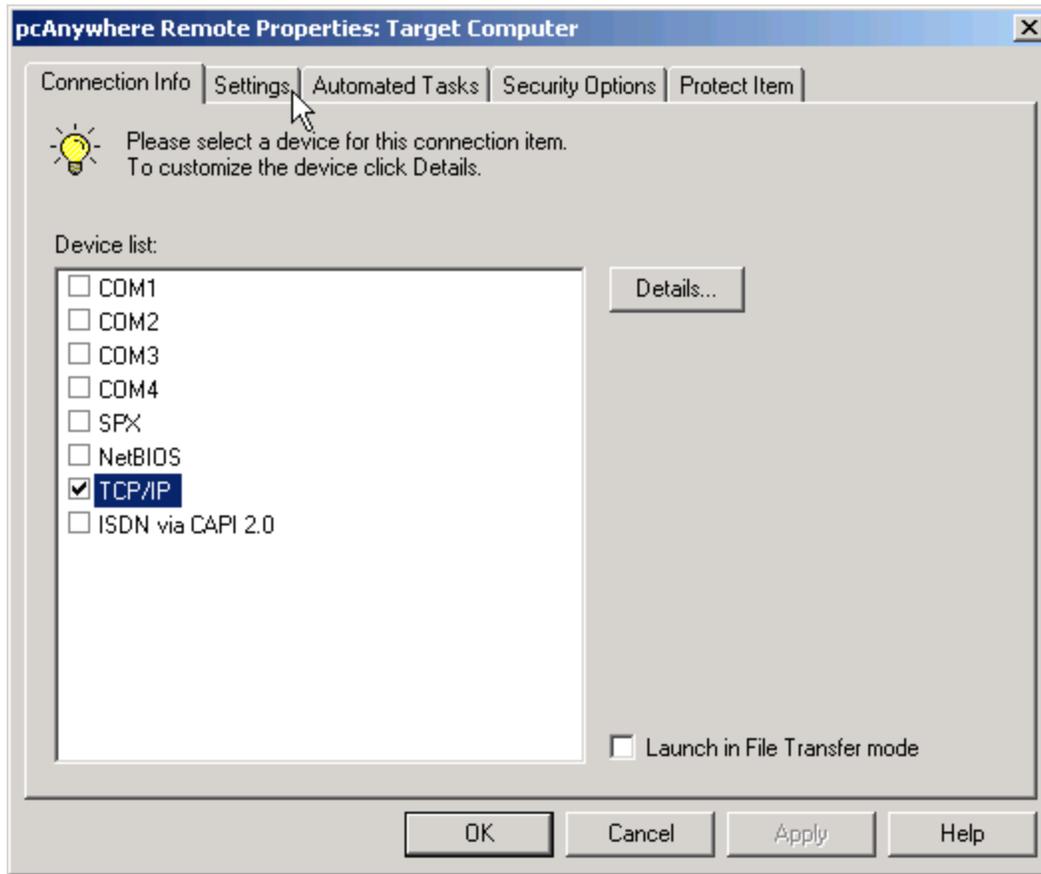
Notes:

- 5) Right-Click on the target icon to display the options menu.
- 6) Left-Click on the "Properties..." menu item.



Notes:

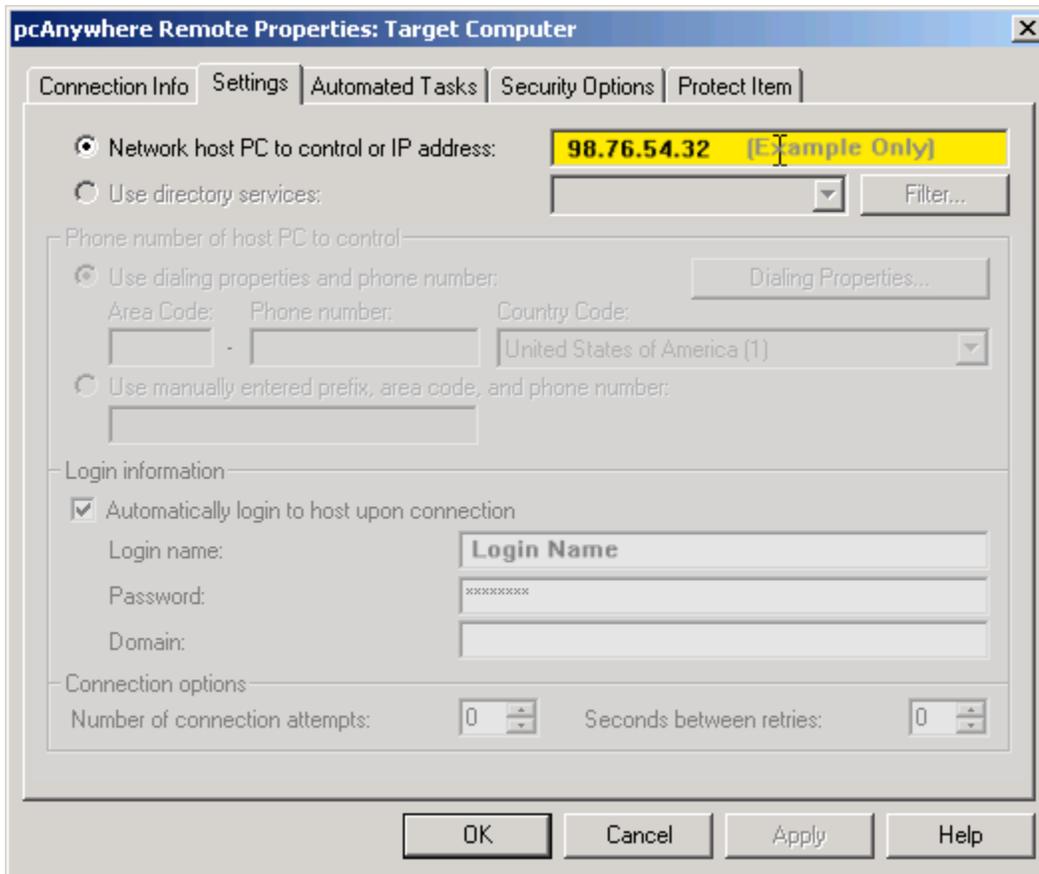
- 7) The “pcAnywhere Remote Properties: Target Computer” window usually appears with the “Connection Info” folder tab showing. Click on the “Settings” folder tab.



Notes:

8) When the "Settings" folder tab is displayed, click the mouse in the "Network host PC to control or IP address" value field (as shown below, highlighted in yellow)

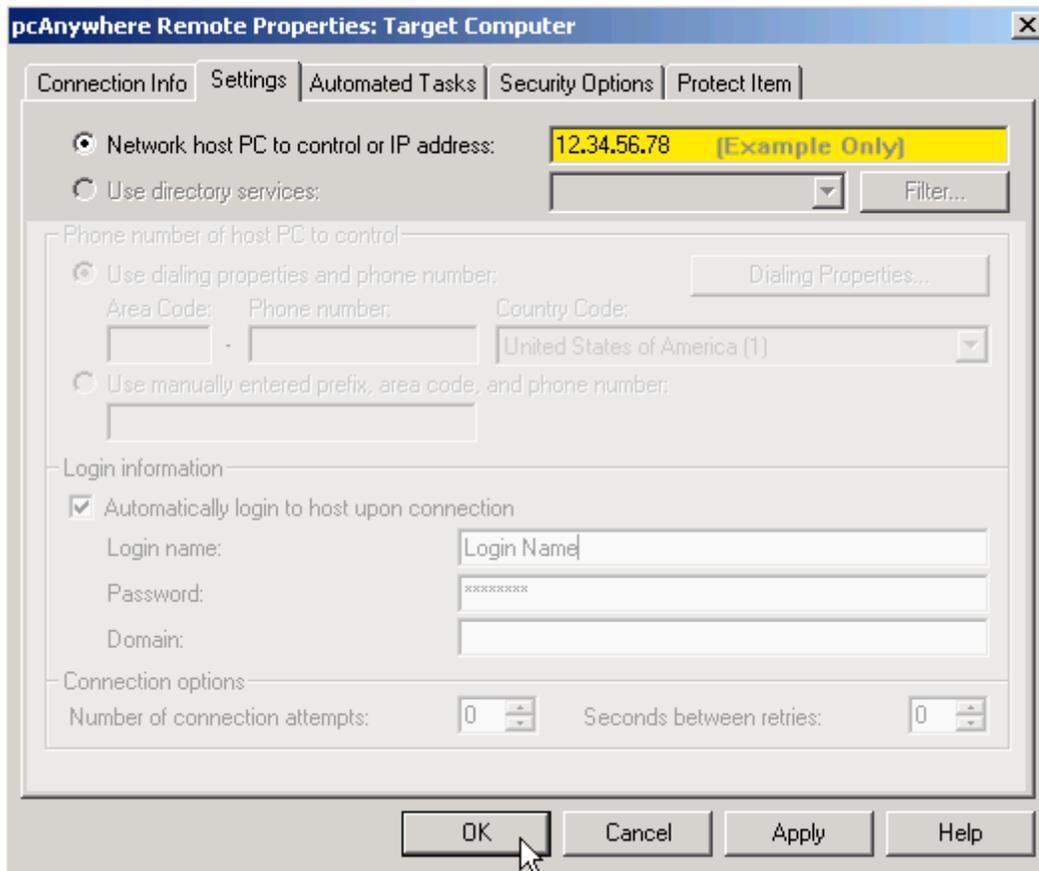
(The grayed out area is assumed to need no changes for this purpose)



Notes:

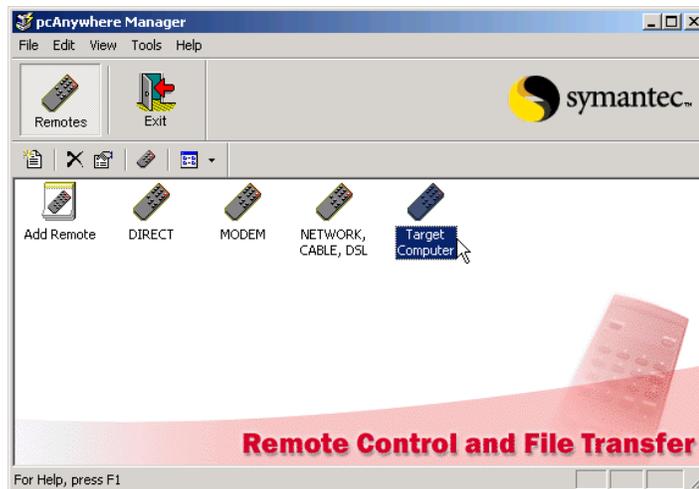
9) Change the target name or IP address to the new value as shown in the yellow highlighted area below.

10) Once you've entered it correctly, click on OK to save the change.



Notes:

11) You should now be able to open the pcAnywhere connection to the remote computer, either from a desktop shortcut, or within pcAnywhere.



- 12) If there are any problems with this, then one of the following may have occurred:
- The IP address of the target machine (or it's router/proxy/firewall) may not have been copied correctly.
 - The target system may not be connected to the Internet, or may have been assigned a different IP address due to some interruption (reboot, power failure, or other Internet problem).
 - Either of the controlling or target machine's firewalls needs to be changed to match the new addresses.
 - Either of the controlling or target machine's firewalls have accidentally been reset to factory defaults, in which case the configuration will have to be redone.

13) If either (c.) or (d.) above has occurred, then call Network Evaluation for assistance.

14) Repeat steps 1-3 on the **target** machine, either yourself, or with the assistance of someone at that system.

Notes:
