

For Remote Support

Main
▶ Home

Free Trial/Purchase
▶ Try it 4 Free
▶ About Trial Period
▶ Purchase

Product Information
▶ Product Info
▶ Pricing
▶ How it Works
▶ Features & Benefits
▶ Screenshots

Support
▶ Help & Support
▶ Password Reminder

Login Access
▶ Login 4 Support
▶ Tech Sign-In

Company/Site Info
▶ 4 Service News
▶ About Us
▶ Contact Us

Remote Computer Support - Port Forwarding

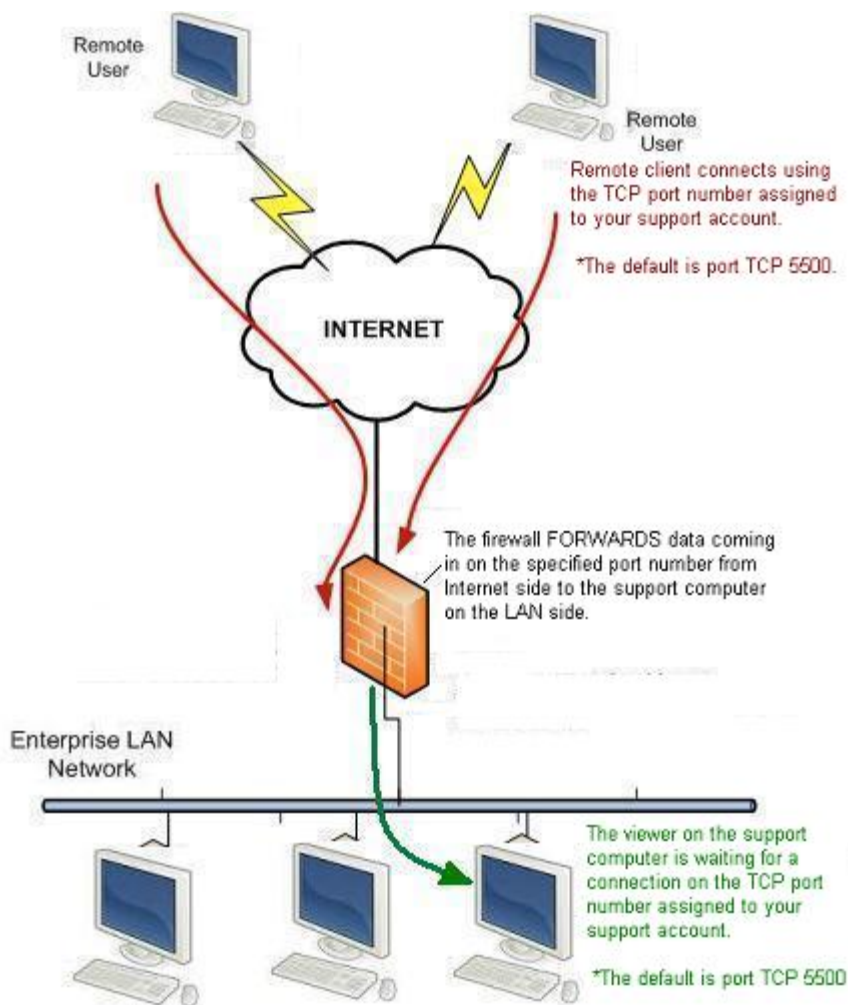
If you need help getting started using our online remote support software service or have questions, please email us at 4Support@4RemoteSupport.com.

YOU DON'T HAVE TO CONFIGURE ANYTHING ON THE REMOTE NETWORK'S EQUIPMENT. THIS APPLIES ONLY TO YOUR SIDE OF THE INTERNET CONNECTION FOR REMOTE PC CONTROL ON THE WEB.

Find the steps to configure port forwarding on your router or firewall at the following web site:

<http://www.portforward.com>

They list hundreds of routers by manufacturer and provide configuration screen shots. If you need help please email us. We can try to help you only if we know you're having a problem.



Ports:

Applications running on TCP/IP open connections to other computers using something called ports. Ports allow multiple applications to reside on a single computer - all talking TCP/IP. Ports are another set of numbers AFTER the standard IP address. Applications often hide these port numbers to reduce the complexity of TCP/IP. Example: web services (HTTP) reside on port 80 by default. To reach this web site, you could type <http://www.4remotesupport.com:80> into your browser. The number 80 is the default port number for the HTTP protocol so typing it is not necessary. There are 65535 available ports!

The settings you enter on your main page are stored in a database so they are "remembered" and then retrieved and used by the software that automatically downloads to the target remote desktop computer which you're trying to get remote control of to provide remote support over the Internet. You could change the port and IP address any time if your network changes. Situations that requires an IP configuration change is if for example you change your ISP, like going from cable to DSL or vice versa. Or you'd like to provide remote support from a different office or location. One of the great features of our system is that you aren't bound to a single IP address or network and thus you don't have to by multiple licenses or seats. You can provide remote desktop control on the web from almost any location with a single account.

Port Forwarding:

A broadband firewall/router or other NAT application (like Microsoft ICS) creates a gateway between your internal network and the Internet. A firewall keeps unwanted traffic from the Internet away from your LAN computers. A 'tunnel' or "route" can be created through your firewall so that remote computers on the Internet can communicate to one of the computers on your LAN using a single port. This is handy for running web servers, game servers, ftp servers, video conferencing, and for online desktop remote support software. This is called port forwarding. One of your computers could run a web server (port 80) while another computer could run an FTP server (port 23) - both on the same IP address. For computer remote support purposes, the port forwarding is for the client software that's run on your end-users' computer to connect to your Viewer that's running on a support computer (your computer) connected to the LAN.

On your profile page, you input your Public or Internet IP address in the IP address field. The port forwarding to enable the online remote control software is only required to be done once and only on your side. TCP data passing through the port you selected and entered in the port field on your profile page is forwarded to your computer through the router. When supporting remote computer systems on the LAN, private WAN, or through a VPN, you use your computer's private LAN address and port forwarding isn't required.

Port forwarding can sometimes be difficult to configure, but provides a relatively safe way of running a server or a remote support viewer station from behind a firewall. This is the method we recommend for our online remote support software service. Since only a single port is exposed to the Internet, the computer is easier to secure. Additionally, port forwarding allows you to run multiple kinds of servers from different computers on your LAN. (see above diagram)

Many broadband routers have special port forwarding configuration screens for standard applications (FTP, WWW, Mail, etc) and special screens for custom applications.

To learn more about setting up your account click here [setting up your account](#) for online remote PC control support

On-Demand Remote Computer Control Online Through the Internet

To provide on-demand pc remote control on the web, you need to setup a simple port forwarding to, and for each of, the computer systems you'll be providing pc remote control remote support from using a unique port each. You don't need to change any equipment configurations on the remote computer side.

Basic Definitions & Explanations of networking ports in the context of connecting from the web for remote pc support..

PC Remote Control Software

[Online pc remote control on the web](#)

Support computers with desktop remote control software without having the remote desktop's screen trapped inside browser window. With our viewer you can support remotely on demand several remote desktops at the same time. Each remote desktop is displayed in a separate viewer window with full remote control of the remote PC over the web. Hosted remote support software with a separate viewer will help solve computer problems remotely over the web without the hassle of trying to do it over the phone or needing travel. Computer support organizations and systems integrators can use our remote computer access software service in addition to other managed services applications for single or multiple sites.

[Home](#) | [How It Works](#) | [Product Info](#) | [About](#) | [Support](#) | [10 day Eval.](#)

[Terms & Conditions](#) | [Privacy Policy](#) | [Site & Support Contact](#)

© 2004 - 2012 4RemoteSupport.com. All rights reserved.