

## Chapter Eighteen (g): Remote Desktop

### Summary of Chapter:

- 🔑 How to set-up remote desktop on your Pilot using the Standard firewall.

### What you need:

- 🔑 Knowledge of Admin user account and valid password for your Pilot.
- 🔑 IP Address of the PC that you are coming from
- 🔑 The LAN IP Address of the PC you want to get to
- 🔑 The WAN IP Address of the Pilot.

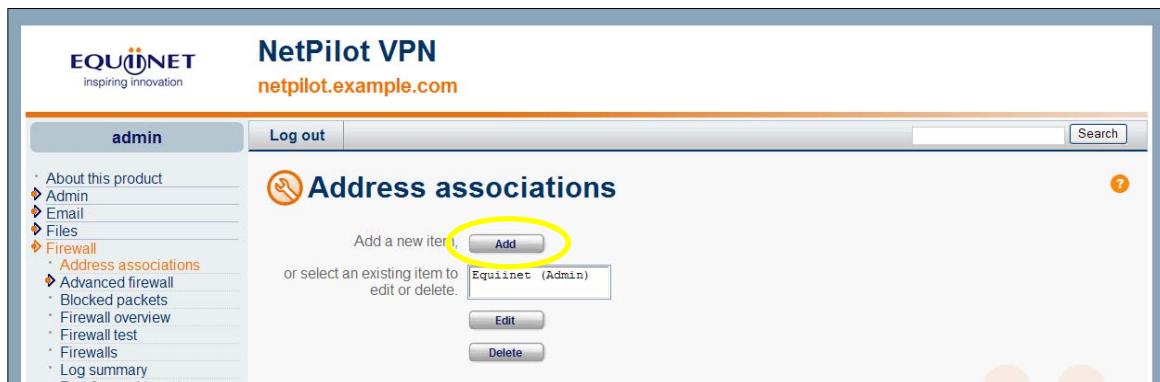
### Software Revision Required:

- 🔑 Applicable to software revision 5.2.0 > Net/CachePilots

(Net/CachePilot will be referred to as 'Pilot'. All image examples are of a NetPilot.)

### Allowing the external PC through:

- 🔑 Log on to the Pilot as shown in Chapter One (b).
  - 🔑 From the left-hand side of the screen, select 'Firewall', and then 'Address associations'.
- (All links are highlighted below).



- 🔑 You will be presented with the above screen, select the 'Add' button as highlighted.

- 🔑 You will be presented with the screen below. Enter the following:

The screenshot shows the 'Address associations' form. It has the following fields:
 

- Name:** RDP
- Address:** external IP
- Address mask:** one address (dropdown menu)
- Trust group:** Friends (dropdown menu)

 At the bottom of the form are 'OK' and 'Cancel' buttons.

- 🔑 'Name': a name for your remote desktop. This must not contain any special characters.

- 🔑 'Address': Enter the IP Address of the computer that you will remote desktop from.

- 🔑 'Address mask': select 'one address'.

- 🔑 'Trust group': Select a Trust group from the drop down list. For more information on Trust Groups please see the definitions on SmartStore.



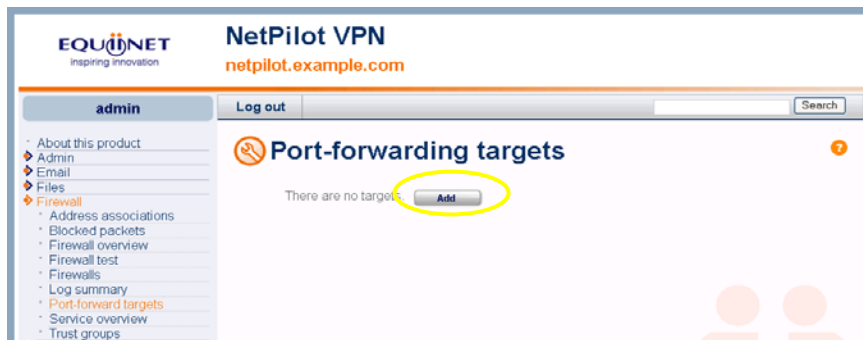
**Tip!**

With the Standard Firewall you have a choice of two Trust Groups these are Admin and Friends.

- 🔑 Once you have entered in the correct details, select 'OK' and 'OK' again.

## Port-forwarding:

🔑 From the left-hand side of the screen, select 'Firewall' and then 'Port-forward targets'. (All links are highlighted below).



🔑 You will be presented with the above screen, select the 'Add' button, as highlighted.

🔑 After selecting the 'Add' button, you will see the below screen, enter the following details:

 A screenshot of the 'Port-forwarding targets' form. The form fields are:
 

- Name: RDexample1
- Target IP address: 172.17.0.254
- Forwarding firewall service: remote desktop (selected from a dropdown)
- Show advanced options:

 At the bottom, there are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a yellow circle.

🔑 'Name': a name for your port-forwarding target. This must not contain any special characters.

🔑 'Target IP Address': enter the LAN IP Address of the PC you want to remote desktop to.

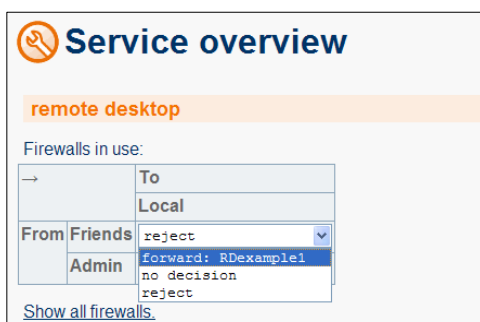
🔑 'Forwarding firewall service': select 'remote desktop' from the drop down list provided.

🔑 Once you have entered the correct information, select 'OK', you will see a similar screen as below.



🔑 Select the 'Next' button, as highlighted left, so you can activate the port-forward in the firewall.

🔑 You will be presented with the below firewall screen, once you've selected 'Next'.



🔑 As highlighted left, select the remote desktop port-forwarding profile, which you just created above from the correct firewall.

🔑 Once you have done this select the 'OK' button and the 'OK' button again to confirm.



**Tip!** You will only be able to select the 'Firewalls' that are active. To see the other 'Firewalls' select the 'Show all Firewall' link under the table.



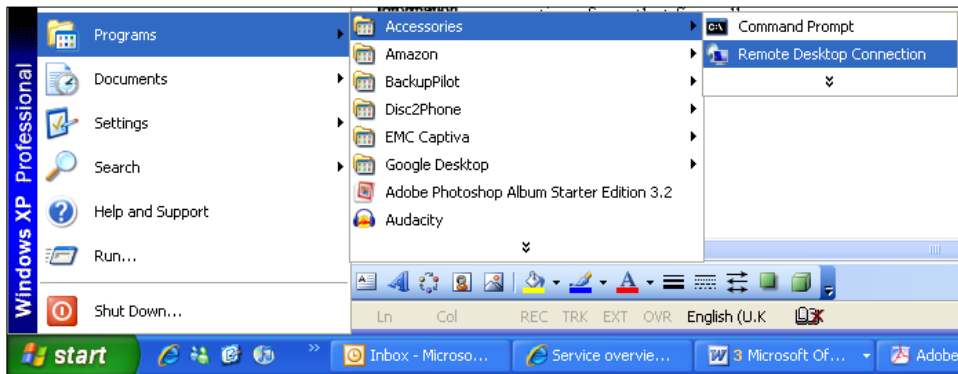
Remote Desktop can only be placed in the Admin and Friends Trust Groups with the Standard Firewall. If you wish to add Remote Desktop into other Trust Group, you will need to purchase an Advanced Firewall Licence. You can purchase this from the following link:

<http://www.equinet.com/ordering/default.asp>

## Testing:

📌 To test that this connection works, please follow the following details on the PC you wish to Remote Desktop from.

📌 Select the 'Start' button, then 'Programs', 'Accessories', and then 'Remote Desktop Connection'. All are highlighted below:



📌 You will be presented with the below window.



📌 Enter the WAN IP Address of the Pilot into the box provided and select the 'Connect' button to start the connection.

📌 If the connection works then you will be presented with the log on options of the account. If not you will receive a warning message. If this does occur, please check all your settings.



If you have checked your settings and all are correct, please make sure that if there is a firewall on the other end that you are trying to remote desktop from, is allowing incoming connections from that firewall.