Installing a Secure pcAnywhere 10.5 Remote on Windows

Introduction

This is the procedure I used to set-up a secure pcAnywhere 10.5 remote on Windows 2000 Professional. It should work similarly for other versions of pcAnywhere and Windows.

This information is provided as-is with NO WARRANTY expressed or implied. You agree to use it at your own risk. The author(s) cannot be held liable for the use or misuse of this information.

Assumptions

1. The host has already been set-up
2. There is a caller account already set-up on the host for this remote user
3. Certificates for the host and remote have already been generated

Procedure

Insert the pcAnywhere CD into the drive. This should automatically bring up a menu that looks like this:

Select `Install pcAnywhere 10.5.` This will bring up a menu that looks like this:

Select `Remote Only`.
This will bring up a setup wizard.
Follow the instructions on the screens to install it.

Once finished, it will ask you to update the pcAnywhere software.
Allow it to run the update.
If it asks you to register the product, you can do so, or hit the `Skip` button.
Once the installation is finished, it will ask to restart the computer. Allow it to do so.
Once the machine reboots, you should see an icon on the desktop for `Symantec pcAnywhere`. It should look like this:

Create a folder `c:\Program Files\Symantec\pcAnywhere\Certs`

Copy the `.p12` file for the remote user into the `Certs` directory.
Copy the `.p7b` file for the host into the `Certs` directory.

Using Windows Explorer, navigate to the `Certs` directory.

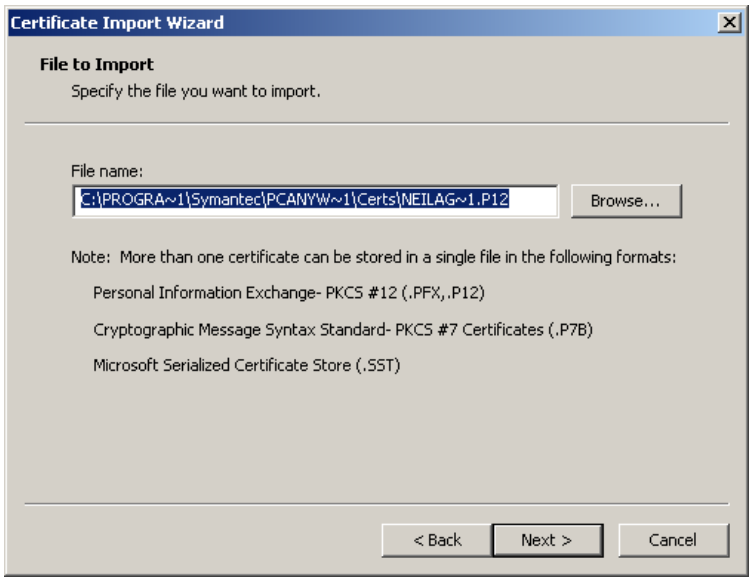
Double-click on the `.p12` file for the remote user.

This will start the Certificate Import Wizard.

You should first encounter the Welcome panel for the wizard. It should look like this:

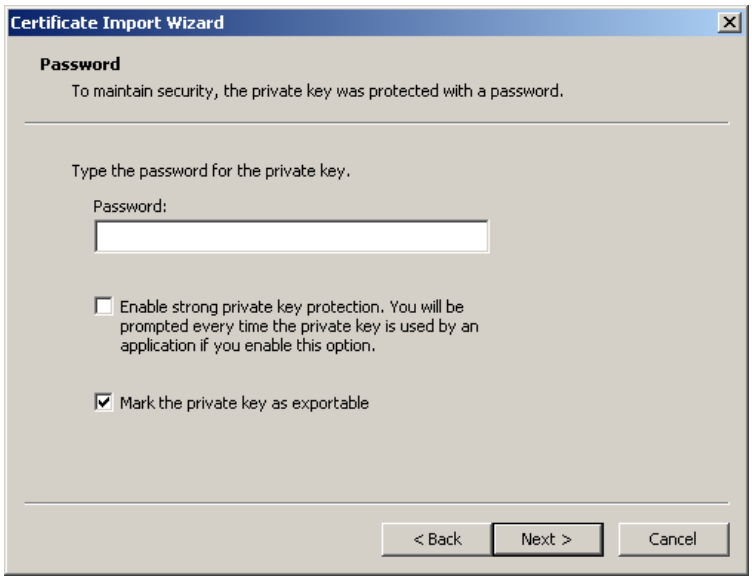
Hit the `Next` button.

This will bring you to a panel asking for the file you want to import. It should look like this:



Confirm that the file name input is pre-filled with the full path to the `.p12` file for the remote user and hit the `Next` button.

This will bring you to a panel asking for the password to use for the private key. It should look like this:

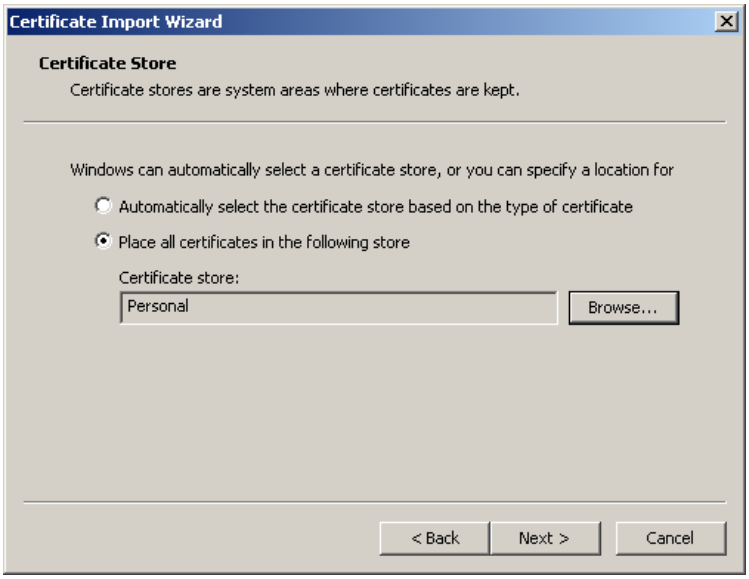


Do the following:

1. Leave the password input blank
2. Ensure the `Enable strong private key protection` box is not checked
3. Check the box for `Mark the private key as exportable`

The result should look like the panel pictured above. When finished, hit the `Next` button.

This will bring you to a panel asking for the certificate store to use. It should look like this:

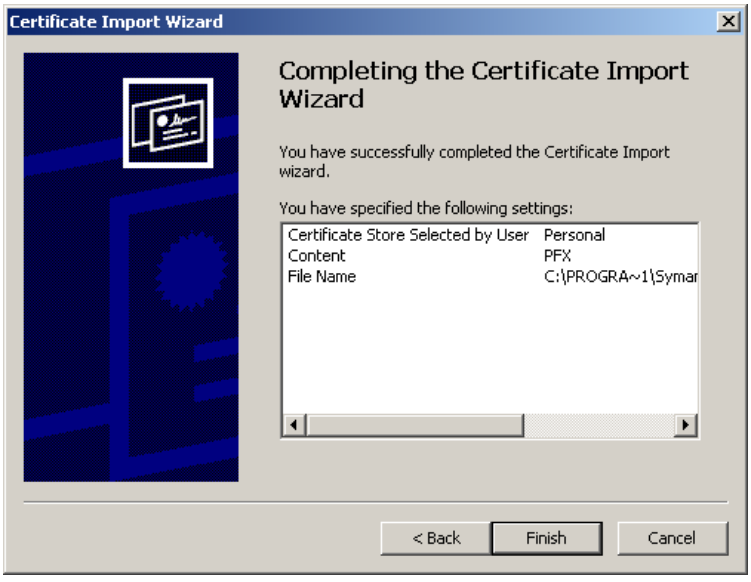


Do the following:

1. Select the radio button for `Place all certificates in the following store`
2. Hit the `Browse` button
3. On the choose dialog that comes up, select the `Personal` store and hit the `OK` button to close the browse dialog

The result should look like the panel pictured above. When finished, hit the `Next` button.

This will bring you to the Completing the Certificate Import Wizard panel. It should look like this:

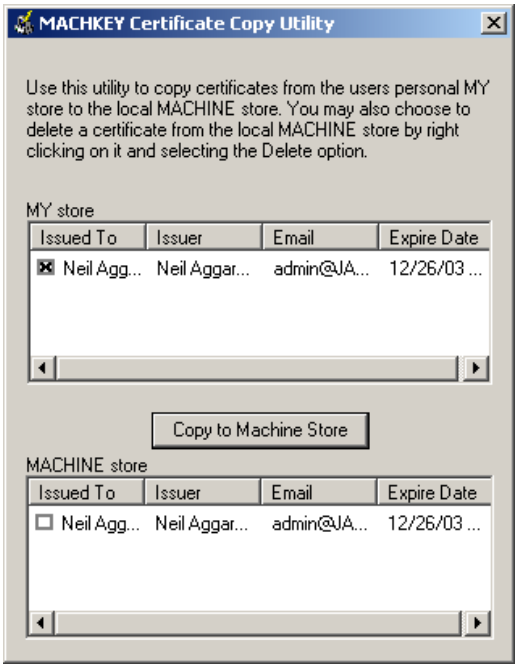


Hit the `Finish` button.

You should get a dialog stating that the import was successful. It should look like this:

Hit the `OK` button to close it.

Using Windows Explorer, navigate to `c:\Program Files\Symantec\pcAnywhere` and double-click on the `MachKey.exe` program. This will bring up a window that looks like this:



This shows you a listing of the certificates in your personal store and the machine's store. We need to copy the remote user certificate we just imported into the machine store. To do so, select the certificate with the remote user's name and hit the `Copy to Machine Store` button. This will add the certificate to the machine store as shown in the picture above. When finished, close the MachKey utility.

Copy the `certcons.exe` file from `c:\Program Files\Symantec\pcAnywhere` into the `Certs` directory you created earlier.

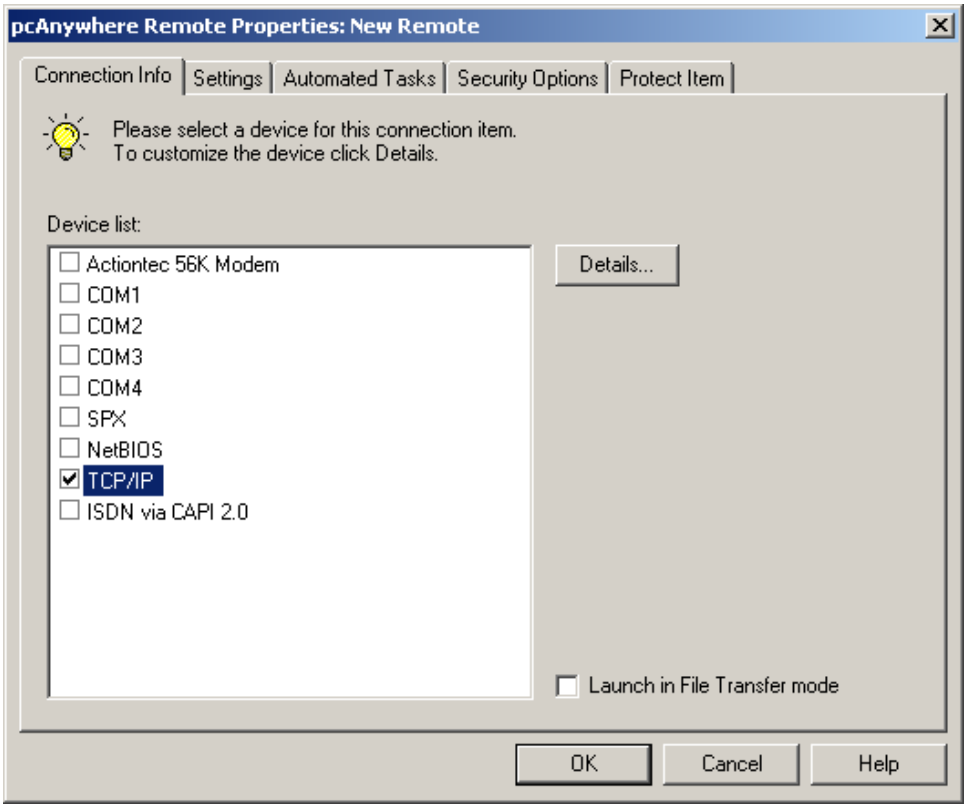
Go to a DOS prompt and do the following:
`cd c:\Program Files\Symantec\pcAnywhere\Certs`
`certcons pca.store` [The name of the host's `.p7b` file]
Exit the DOS prompt.

Double-click the pcAnywhere icon on the desktop it to run the program.
If it asks you to register the product, you can do so, or hit the `Skip` button.

Once the program runs, you will get a screen that looks like this:

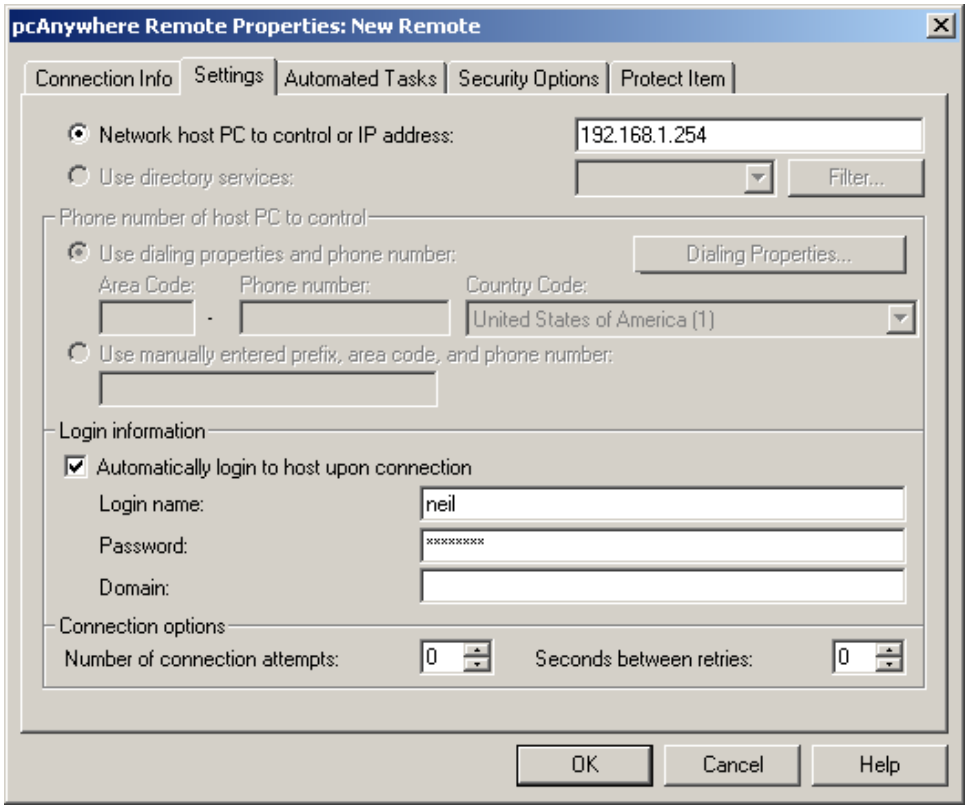
Double-click on the `Add Remote` icon.

This will bring up a dialog to allow you to configure a new remote session. The first panel you encounter will be for setting up the connection. It should look like this:



Confirm that the `TCP/IP` device is checked.

Now, click on the `Settings` tab. You should get a screen that looks like this:

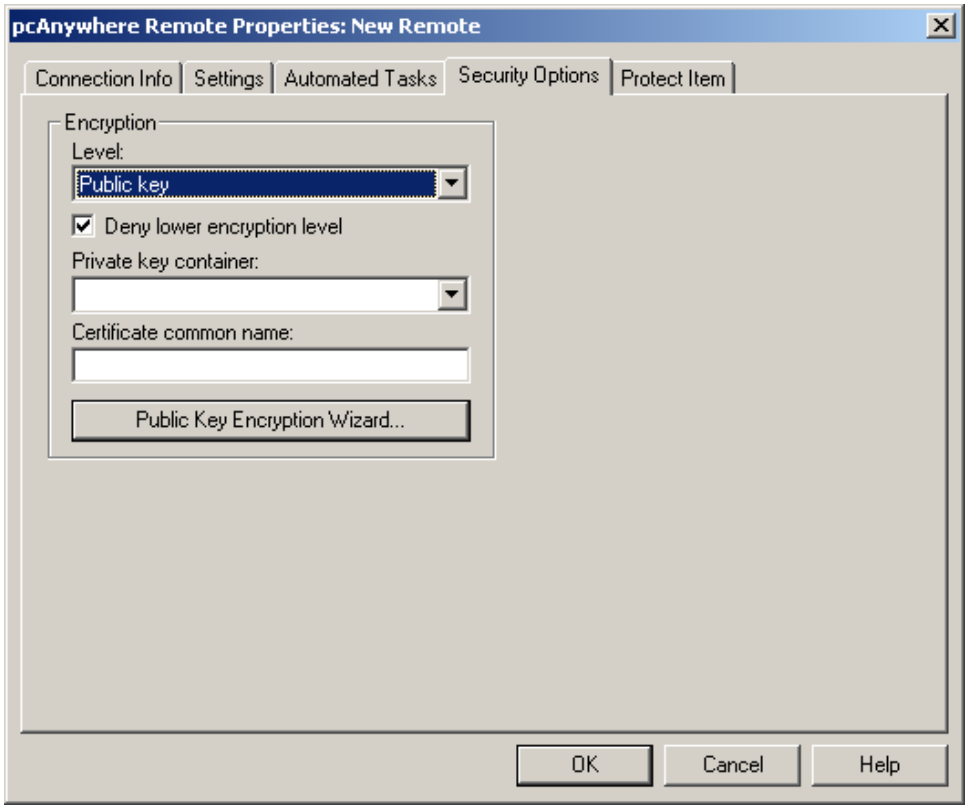


Do the following:

1. Fill in the `Network host PC to control or IP address` input to the IP address or name of the host machine.
2. Under the `Login information` area, check the box to `Automatically login to host upon connection`
3. Enter your login name in the `Login name` input
4. Enter your password in the `Password` input
5. Leave the `Domain` input empty

When you are finished, it should look similar to the panel pictured above.

Now, click on the `Security Options` tab. You should get a screen that looks like this:



Do the following:

1. For the `Level` selection box, choose `Public key`
2. Check the box for `Deny lower encryption level`
3. Hit the button for the `Public key Encryption Wizard`

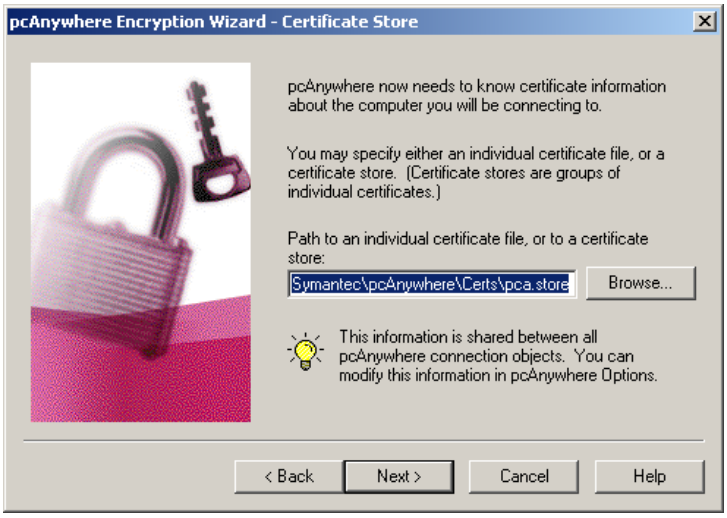
This will bring up the Public Key Encryption Wizard. You should get a screen that looks like this:

Hit the `Next` button.

This will bring you to a panel to select your certificate. It should look like this:

Check the box next to the certificate for the remote user and hit the `Next` button.

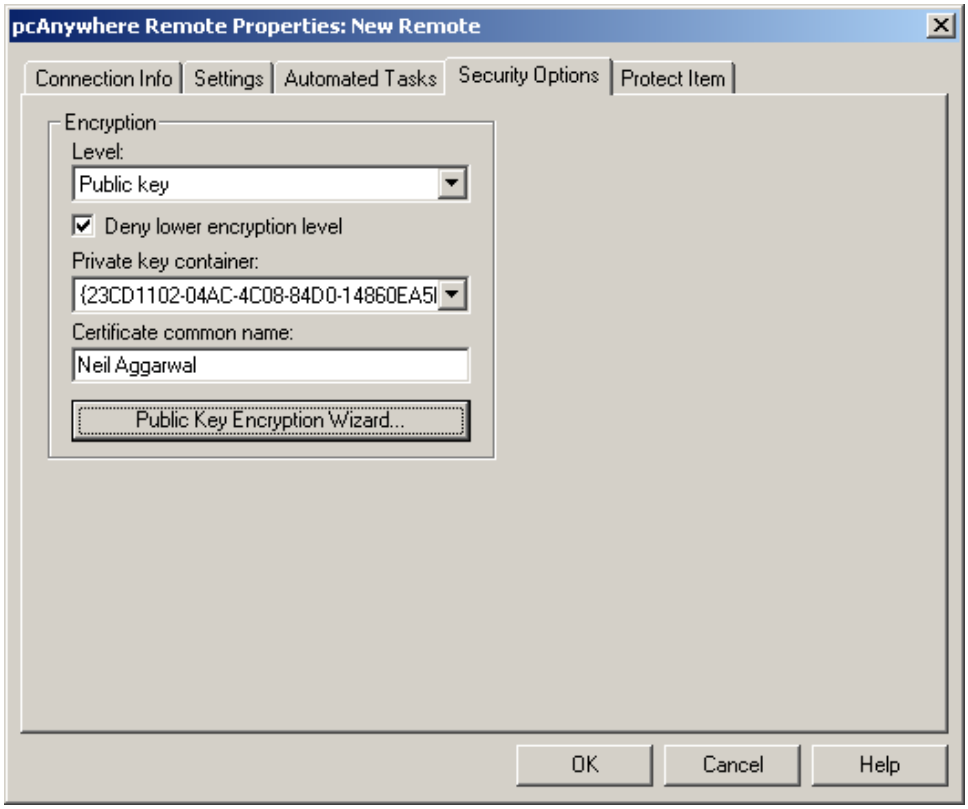
This will bring you to a panel to select your certificate store. It should look like this:



Hit the `Browse` button. In the chooser dialog that comes up, navigate to the `pca.store` file in the `Certs` directory and hit `OK` to close the chooser dialog. When finished, hit the `Next` button.

This will bring you to a confirmation pane that looks like this:

Hit the Finish button. This will take you back to the `Security Options` tab in the properties for the new remote session. It should look like this:



Note that the `Private key container` and `Certificate common name` inputs have been filled-in. When finished, hit the `OK` button.

This will create an icon for the new remote connection and prompt you to fill in a name for the connection. Give it the name or IP address of the server. It should look like this:

Double-click on the remote icon you just created to connect to the host computer.

Let JAMM Consulting secure your network and systems!

Visit us at http://www.JAMMConsulting.com for examples of our work and how we can grow your business