AeroAdmin

Link to Run, or Download, AeroAdmin:
http://www.aeroadmin.com/AeroAdmin.exe

When prompted with the message:

You may click to Run or Save, per your personal preference. Feel free to save it if you might like to use it again. There is no installation to do. If you Save the file, it is a .exe file that can immediately be run. If after working with Comtrol, if you no longer want the file, simply delete it.

When working with a Comtrol Technical Support Rep, Comtrol will be the "Admin" PC. You will be the "Client (remote)" computer.
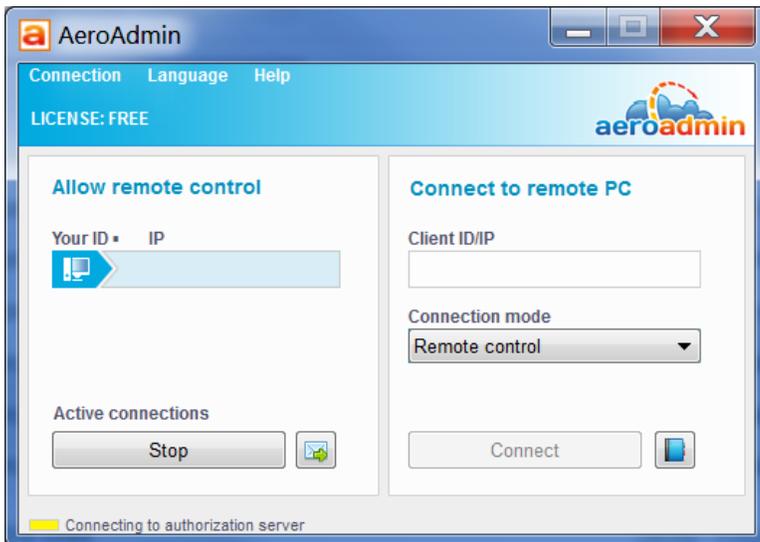
When initially started it may take a few moments to make a connection to the authorization server. This can be seen in the lower left corner. If Yellow and shows "Connecting to authorization server" it is still attempting to connect.

If no connection is made, there is likely a firewall issue where some ports need to be opened.
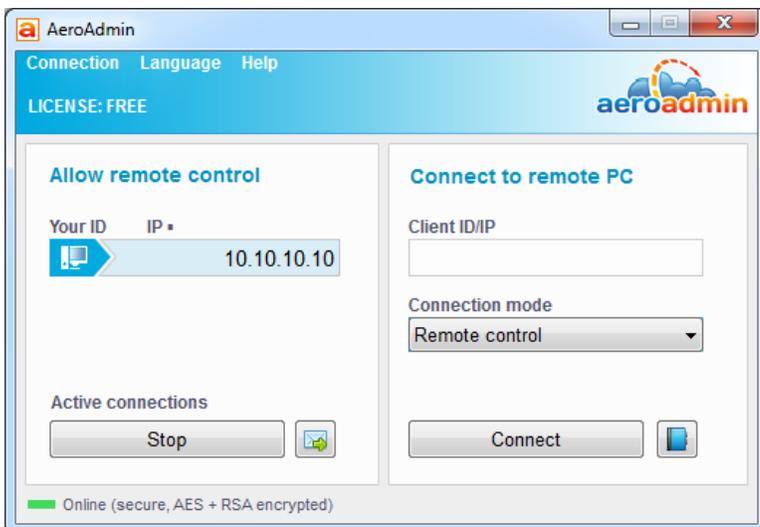
Once the connection is made it will change to Green and show as: "Online (Secure, AES + RSA encrypted)" and a number such as 12 123 123 will show in the "Your ID" field.

You may also click on the IP and it will use the IP address of your PC. If you have multiple IP addresses you can click on "IP" to go through the list.

Either the ID or IP is the number you will provide to your Technical Support Rep.
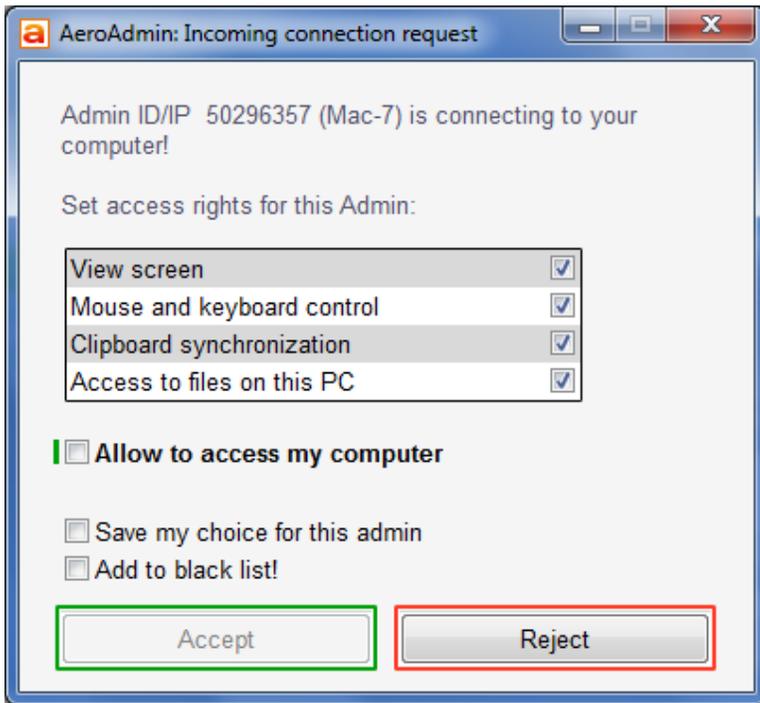
Once Comtrol connects you will receive a pop-up message, asking you to allow the connection.

You will need checkmark the option "Allow to access my computer".
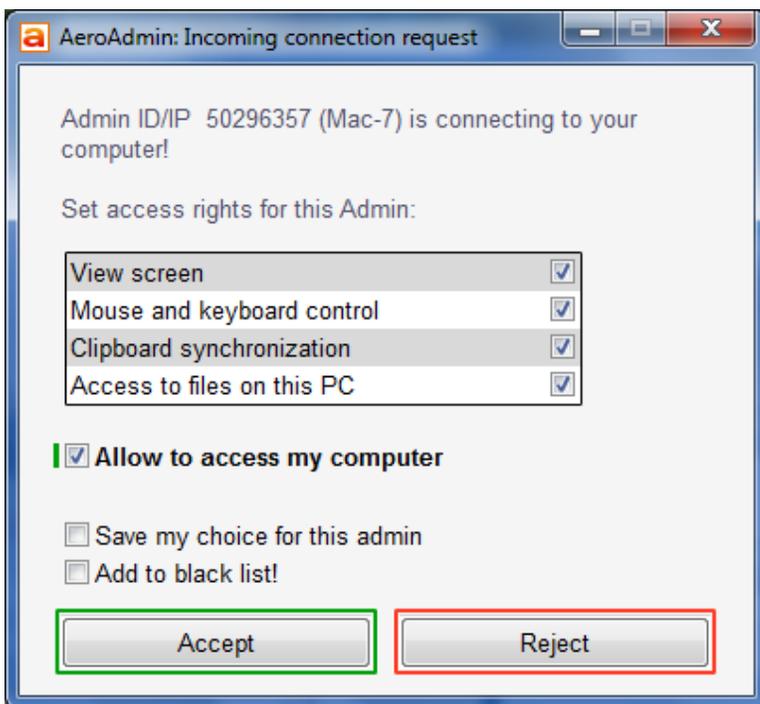
Please, DO NOT checkmark the options for "Save my choice for this admin".

Click the "Accept" button

The Comtrol Technical Support Representative will now connect and work with you to help resolve your issues and will have full control over your PC during the process.

The following is provided by the AeroAdmin knowledgebase:
http://ts.aeroadmin.com/kb/index.php

AeroAdmin can't connect to authorization server. Why?
1) **Make sure you're using the latest version of AeroAdmin.** Current version is available for download at http://www.aeroadmin.com/en/downloads.html
2) **Please check your Firewall.**
   Make sure AeroAdmin is able to work on any UDP port.
   If you wish to preset a range of UDP ports for AeroAdmin, please launch AeroAdmin with "-base_port" parameter.

Example:
-base_port 52100

AeroAdmin will use 52100 UDP as a base port. You have to open this port in Firewall + 2 ports next to the base port for each connection. If you're going to have 2 simultaneous connections you'll have to open 52100, 52101, 52102, 52103, 52104.