

Using VNC 3.3.7 to Install Cisco CallManager on a Remote Server

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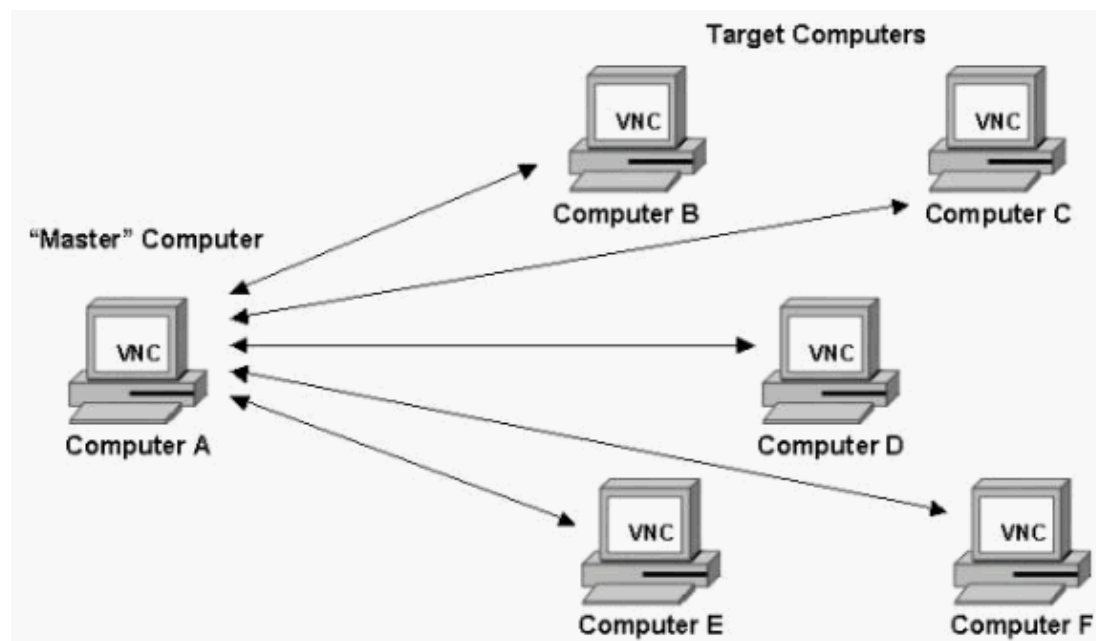
Install, Upgrade, or Apply Patches for Cisco CallManager Using VNC

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Introduction

Virtual Network Computing (VNC) is a remote display system that allows you to view a remote desktop environment. VNC allows you to use one computer to drive actions on a target computer, and to see any actions that occur on the target computer by a local user. The common method of operation is to install the VNC client on the "Master" computer and VNC Server on the "Target" computers. Additionally, VNC provides a Java viewer. This allows you to remotely control the Target computers through a web browser on the Master computer without the need of installing the VNC client software. VNC by default uses ports 5900 to 5906. Each port represents the corresponding X screen (ports 6000 through 6006, for screens :0 to :6). VNC is platform-independent. A VNC viewer on any operating system can connect to a VNC server on any other operating system. Communication is two-way between the client and the computers, as shown in this illustration. VNC has many similarities to Terminal services.



Prerequisites

Requirements

Servers on which you plan to install, upgrade, or apply patches to Cisco CallManager should already have the operating system (OS) installed before you proceed with the sections in this document.

Components Used

The information in this document is based on these software and hardware versions.

- Windows 2000 (OS 2002 2.6)
- VNC version 3.3.7
- Cisco CallManager version 4.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Use VNC With Cisco CallManager

Server Preparation

Servers on which you plan to install, upgrade, or apply patches to Cisco CallManager should already have the operating system installed before you proceed with these sections. These instructions apply to OS version 2000 2.4.

Download, Install, and Configure VNC

Complete these steps in order to download, install, and configure a copy of VNC version 3.3.7 on your server. VNC version 3.3.7 has been tested with Cisco CallManager version 4.1 and OS 2000 2.4.

Note: If you have an older version of VNC, you must uninstall the older version before you complete these steps. Also, OS version 2000 2.4 must already be installed on the target server.

1. The installation and documentation files for VNC are located at C:\utils\VNC for OS version 2000.2.4.

This directory contains these folders:

C:\utils\VNC directory	Description
vnc-3.3.7-documentation	VNC documentation files
vnc-3.3.7-winsrc	VNC tools
vnc-3.3.7-x86_win32.exe	VNC installation files

2. Double-click the **vnc-3.3.7-x86_win32.exe** file and click **OK**.
3. Click **Next** after the WinVNC Welcome screen displays.

4. Click **Yes** to accept the software license agreement.
5. Accept the default location or choose a new location to install the application to, and click **Next**.
6. Accept the default folder name or choose a new folder to install the application to, and click **Next**.
The program installs.
7. From the Setup Complete window, click **Finish**.
8. Select **Start > Programs > Real VNC > Run VNC Server**. A message box indicates that the service has been successfully installed.
9. Select **Start > Programs > Administrative Tools > Services** in order to start the VNC service.
10. Scroll down and select **VNC Server**. Right-click and select **Start**.
11. For new installations, a message displays that indicates you must set the default password for VNC. Click **OK** on the message box.

From the WinVNC, the Current User Properties dialog box displays.



12. In the Incoming Connections area, type a password in the Password field.

The password can be any password you choose. This password is used to open a VNC session between servers.

13. Click **OK**.
14. Repeat these steps on each Target computer that you want to connect to using VNC.

You can use Terminal Services to download and install VNC on the target servers, or have someone local to the target servers perform these steps.

Install, Upgrade, or Apply Patches for Cisco CallManager Using VNC

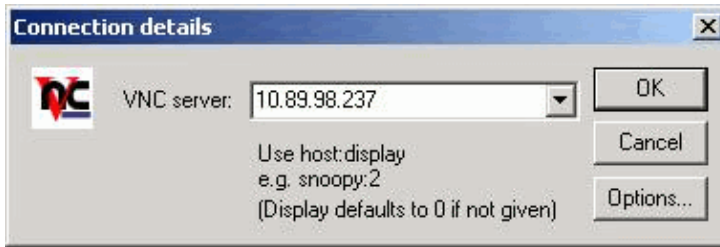
Use these instructions in order to use VNC to connect to a Target computer from the Master computer. Two-way communications open between the Master and Target computers so that all actions are seen equally on both servers.

Note: You can access a VNC server with the use of a Web browser. In order to do this, go to the Target computer's address at port 5800. For example, http://<target_server_address>:5800.

Complete these steps in order to use VNC to install, upgrade, or apply patches to Cisco CallManager on a remote server.

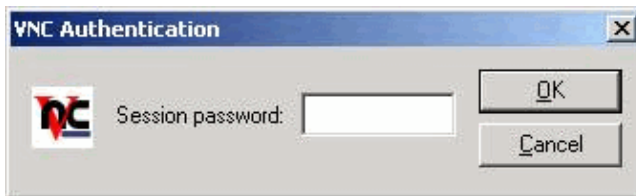
1. Select **Start > Programs > VNC > Run VNCviewer** on the Master computer.

The Connection details dialog displays.



2. In the VNC server field, type the IP address of the Target computer on which you want to install Cisco CallManager and click **OK**.

The VNC Authentication dialog box displays.



3. In the Session password field, type the password you specified in step 12 of the Download, Install, and Configure VNC section.
4. Click **OK**. The desktop of the remote server whose IP address you specified is displayed.
5. From the Master computer, proceed with the installation, upgrade, or patch of Cisco CallManager on the Target computer.

Installation CDs must be in the drive of the Target computer, available as a download, or on a network that the remote server can access.

6. Repeat this procedure for each Target computer on which you want to install, upgrade, or apply patches for Cisco CallManager.

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Voice & Video: General

Related Information

- **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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