



## Remote Access

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## Getting Started

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### **What do I need to use WebEx Remote Access?**

You will need to download the Support Manager client from the Downloads section of your Support page. For a detailed list of the computers, operating systems, and browsers that work with Remote Access, see "System Requirements" in the [Support Center Release Notes](#).

### **Do I have to be an administrator to install the Remote Access agent on a remote computer?**

Yes.

### **What's the most efficient way to install Remote Access on hundreds of computers?**

The most efficient way is to use a silent installer and an IT software distribution package such as WebEx System Management. For more information about "System Management", see "Video" in the [Meeting Center Release Notes](#).

**What's the best way to add computers to my WebEx Remote Access network?**

You can:

- Create groups and sub-groups of computers and then add all computers in the group instead of adding computers individually. For detailed instructions, see the WebEx Site Administration Guide on the Support page of your Support Center service site.
- Use a silent installer with an IT software distribution package such WebEx System Management. For more information about "System Management", see [Support Center Release Notes](#).

## Connecting and Working with Remote Computers

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**How do I access a remote computer?**

First install the WebEx Remote Access agent on the remote computer; the remote computer automatically becomes part of your Remote Access remote network. For detailed instructions, see the Remote Access guide on the Support page of your Support Center service site.

**Do I need to have the application on my computer that I want to access?**

No.

## Security

- [Can I prevent someone who is standing by a remote computer from seeing my actions on the computer's monitor?](#)
  - [Can I prevent somebody from using a remote computer while I am working on it?](#)
  - [When a Remote Access session ends, can I automatically lock the remote computer to prevent unauthorized access?](#)
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**Can I prevent someone who is standing by a remote computer from seeing my actions on the computer's monitor?**

Yes. Just enable the "Blank out this computers screen when in session" option to prevent your actions from showing on the remote computer's monitor. You can also select an option to disable the remote computer's keyboard and mouse.

**Can I prevent somebody from using a remote computer while I am working on it?**

Yes. Select the "Block this computer" option to prevent others from using the computer.

**When a Remote Access session ends, can I automatically lock the remote computer to prevent unauthorized access?**

Yes. Just select the "Lock this computer at end of session" option.

**Can I automatically end inactive sessions?**

Yes. You can also specify time after which a session is considered to be inactive.

**Can I receive notification whenever a computer is accessed by remote user?**

Yes. An event log that shows everything that happened during the remote session is emailed to you after the computer is remotely accessed. The log can also be sent to one or more email addresses that you specify.

**Can I change the access code or phone authentication rules on the remote computer?**

Yes. Site administrators can change codes and rules on remote computers.

**Can I limit access to my Remote Access network computers to a specific range of IP address in my subnet?**

Yes. Site administrators can specify a range of valid IP addresses. For detailed instructions, see the Site Administrator guide on the Support page of your Support Center service site.

**When I access a remote computer, can I change session options on the remote computer?**

Yes. You can change them if your site administrator enables the option to allow session option changes for certain computers or CSRs.

## Other Questions

- [What affects the performance of my remote access sessions?](#)
- [How can I test performance?](#)
- [Can users change their language, time zone, and locale settings?](#)
- [Can I access the WebEx community from my WebEx service Web site?](#)

**What affects the performance of my remote access sessions?**

Some of the factors that affect performance include:

- The speed of your computer's Internet connection
- Your Internet service provider
- Internet traffic
- Performance of firewall and proxy servers, if your computer is behind a company firewall

**How can I test performance?**

Use a route tracing utility, such as Trace Route, to determine where problems exist between your computer and the WebEx servers. These utilities send data from your computer and measure the time it takes for the packets to reach the WebEx server. Ideally, packets should take between 1-60 ms to reach the server. If they take between 60-100 ms, your connection is slow; times longer than 100 ms are unacceptably slow. If you continue to experience poor performance, contact your network administrator.

To run Trace Route on Windows, open a command prompt and then enter "tracert your\_site\_URL" (where "your\_site\_URL" is the address of your WebEx service site). Make sure that you place a space after "tracert".

**Can users change their language, time zone, and locale settings?**

Yes. Calendar pages, session information pages, Join pages, and email invitations now display links that allow users to easily change their language, time zone, and locale settings.

**Can I access the WebEx community from my WebEx service Web site?**

Yes. The Community button appears on the horizontal navigation bar, allowing both hosts and attendees to access the WebEx Community in a new browser window.