

Technical Note

Remote Connection Certifications for NICE Products

Note Number	TN0701
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Revision History	A0 None
Product	NICE Products
Synopsis	This note lists remote connection software certified with NICE products.

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NICE Products and Relevant Remote Connection Certifications

The following tables provide lists of NICE products and the relevant remote connection certifications for these products.

Table 1: NICE Products - Version 8.90

NICE Products	Version	PC Anywhere 11.5*	PC Anywhere 12.0	Remote Desktop Protocol**	VNC Server 4.0
TDM Logger	9.01	Yes	Yes	Yes	Yes
	9.06	Yes	Yes	Yes	No
VoIP Logger	9.10	No	No	Yes	No
CLS	8.93	Yes	Yes	Yes	Yes
NCF Call Focus III	8.90	Yes	Yes	Yes	No
Screen Logger	8.9	Yes	Yes	Yes	Yes
Storage Center	8.9	Yes	Yes	Yes	Yes
Web Applications	8.9	Yes	Yes	Yes	Yes
SNMP Manager	8.9	Yes	Yes	Yes	Yes



NOTE: All NICE Products run on Windows Server 2003, except NICE Call Focus III (NCF III), which runs on Windows XP Professional SP2.

Table 2: NICE Products - NICE Perform Releases 1, 2, 9.09 and 3

NICE Products	Version	PC Anywhere 11.5*	PC Anywhere 12.0	Remote Desktop Protocol**	VNC Server 4.0 ***
TDM Logger	9.01	Yes	Yes	Yes	No
	9.06	Yes	Yes	Yes	No
VoIP Logger	9.12	Yes	Yes	Yes	No
Interaction Server		Yes	Yes	Yes	No
Screen Logger (MML)		Yes	Yes	Yes	No
Playback Server		Yes	Yes	Yes	No
SNMP Manager (NMS)		Yes	Yes	Yes	No
Storage Center		Yes	Yes	Yes	No
Media Library		Yes	Yes	Yes	No
Application Server		Yes	Yes	Yes	No
Audio Analysis Server		Yes	Yes	Yes	No
ScreenSense Server		Yes	Yes	Yes	No
Reporter		Yes	Yes	Yes	No
Database Server		Yes	Yes	Yes	No

Legend

* To verify compliance of older versions of PCAnywhere, see the TN0549_PCAnywhere Technical Note.

** Windows Remote Desktop Protocol (RDP) - Console Mode

*** Virtual Network Computing (VNC) support in NICE Perform is commitment-based.

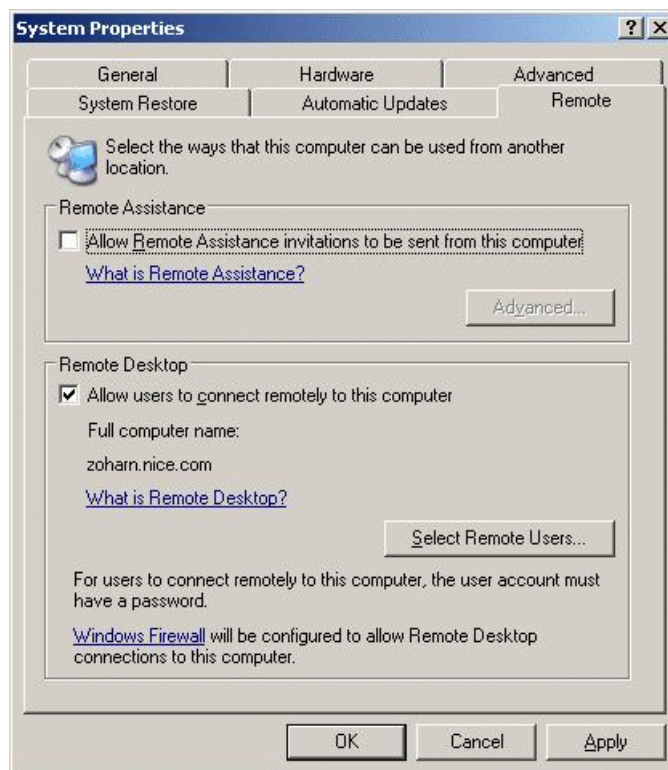


NOTE: All NICE Products run on Windows Server 2003.

Enabling Remote Connection

To enable Remote Connection:

1. Start the **Terminal Services** service
2. Right-click **My Computer**, and choose **Properties**.
3. Click the **Remote** tab.



4. Mark **Allow users to connect remotely to this computer**.
5. Click **OK**.

Remote Desktop Limitations

The following limitations apply to remote desktop:

- Only **Console** mode is supported.
- When you use remote desktop in **Console** mode, only one user can connect to the server at any one time. Once a user connects to the server, all other open sessions to that server are closed.
- Once a user connects to the server, no one else can view the session, while when working with PCAnywhere, the user can see the actions performed by the installer or technician.

Ports Used in the Remote Connection

The following table lists the ports that must be opened when working under Windows 2003, with Firewall enabled.

Service	TCP	UDP	Comment
PCA	22	22	
PCA	5631		PCAnywheredata
PCA	5632	5632	PCAnywherestat
PCA	65301		
VNC	5900		
RDP	3389		

Legend

PCA - PCAnywhere

RDP - Remote Desktop Protocol

VNC - Virtual Network Computing