

August 10, 2007

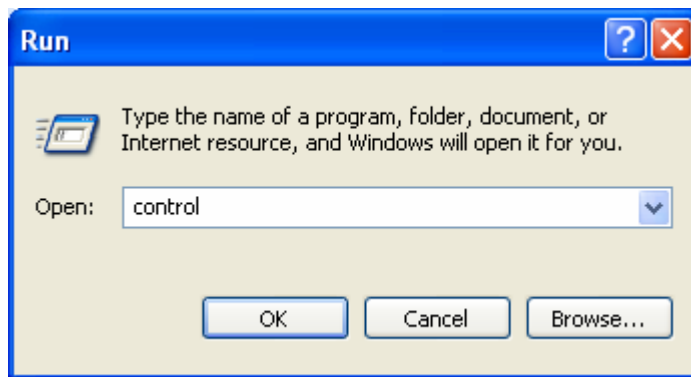
Avaya one-X™ Quick Edition

Managing QE through MS Remote Desktop

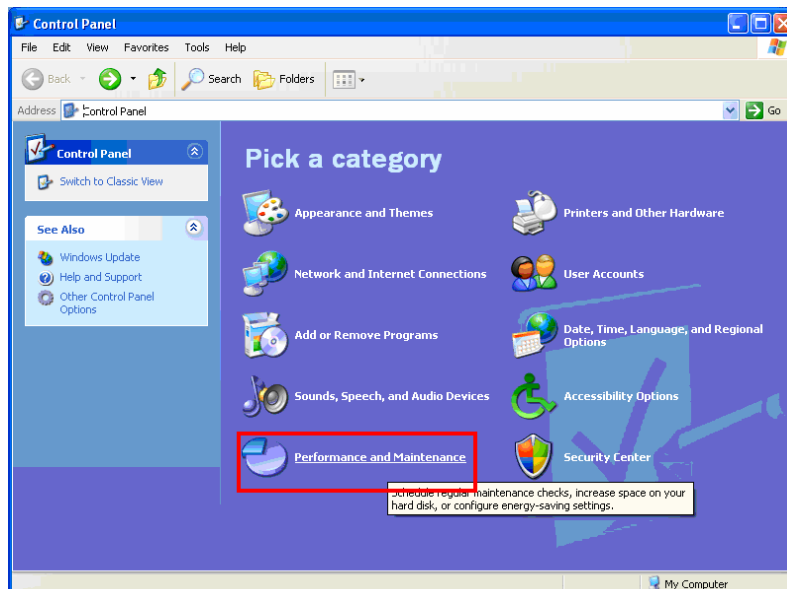
Summary:

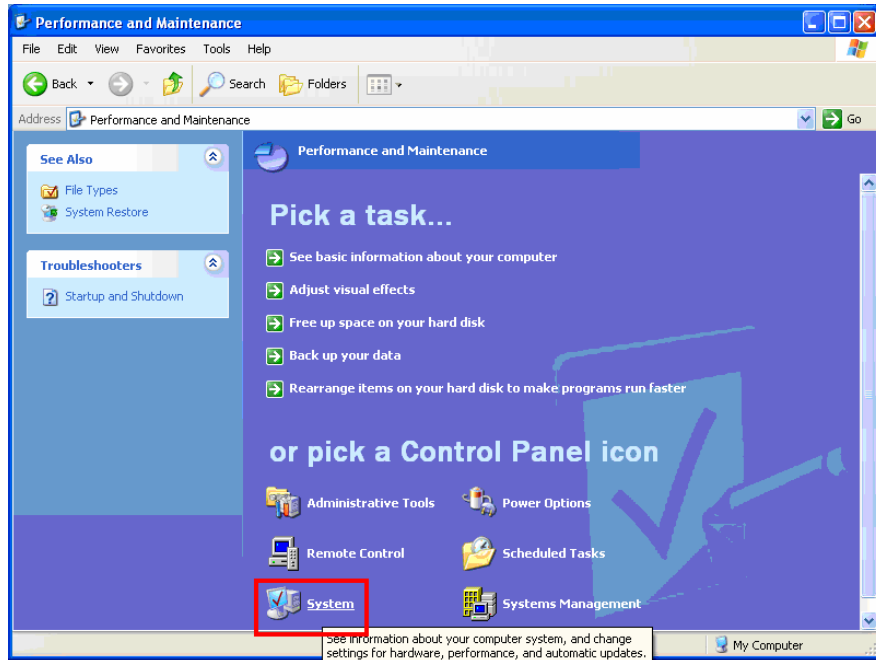
This document describes how to use Microsoft Windows® rRemote desktop Desktop to manage a remote Quick Edition network. Windows Remote Desktop gives an administrator the ability to remotely control a Windows PC that is local to the Quick Edition telephone network. It The procedures assumes that you have network access through means of a VPN connection or that port forwarding is turned on for your WAN router.

1. On the remote desktop you must allow access for remote desktop connections. To set access permissions:
 - a. Click **on the Start** button then click **RUNRun**.
 - b. Type “control” in the Run dialog box

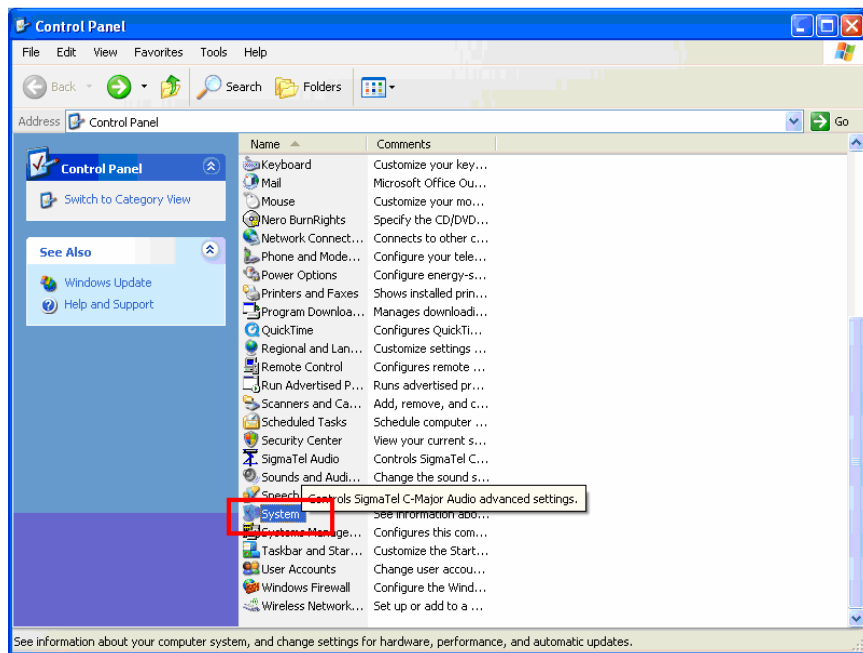


2. In the **control Control panelPanel**:
If you are using **category view** click on the **Performance and Maintenance** icon, and then on click **System**.

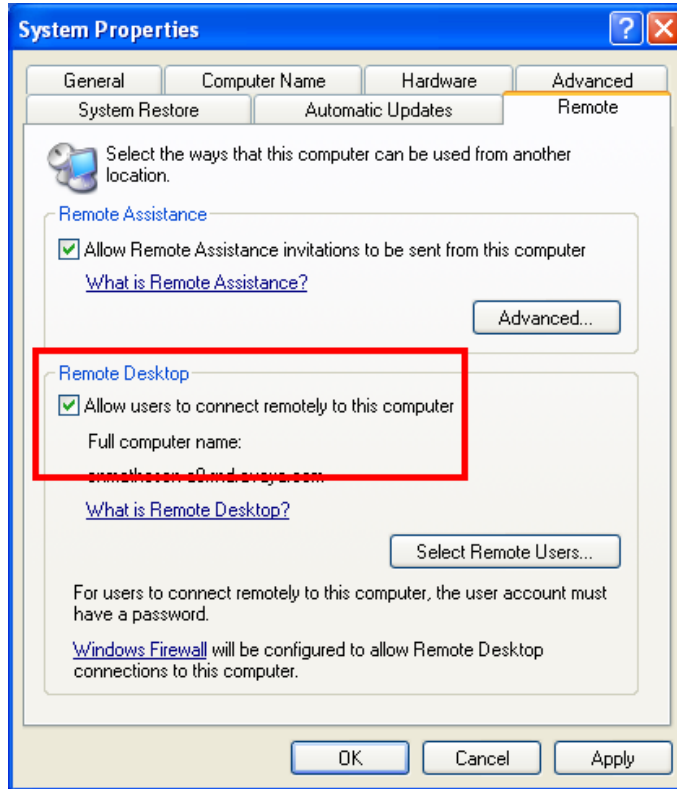




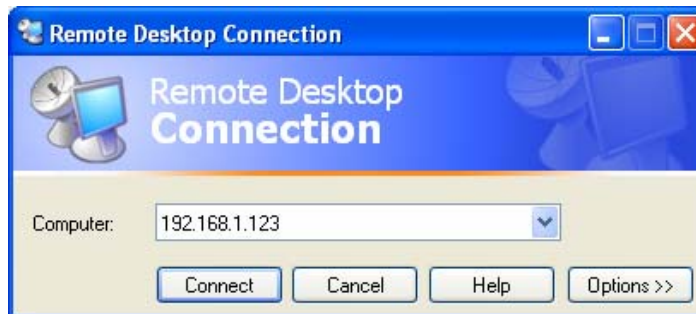
If you use **classic view** in the control panel, click on the **System** icon.



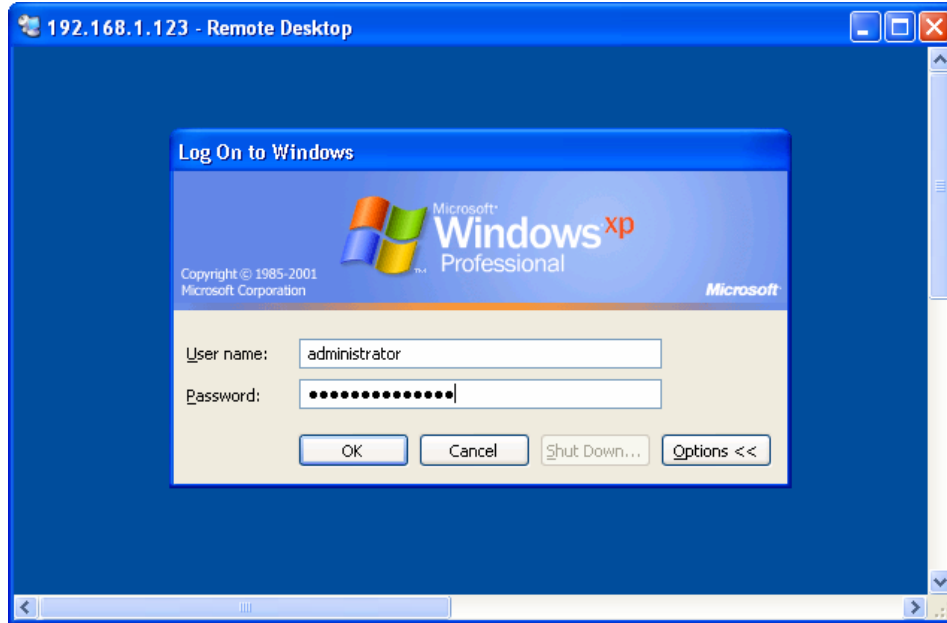
3. Click on the **Remote** tab in the **System properties Properties** dialog box., and ensure that the “**Allow users to connect remotely to this computer**” check box is selected.



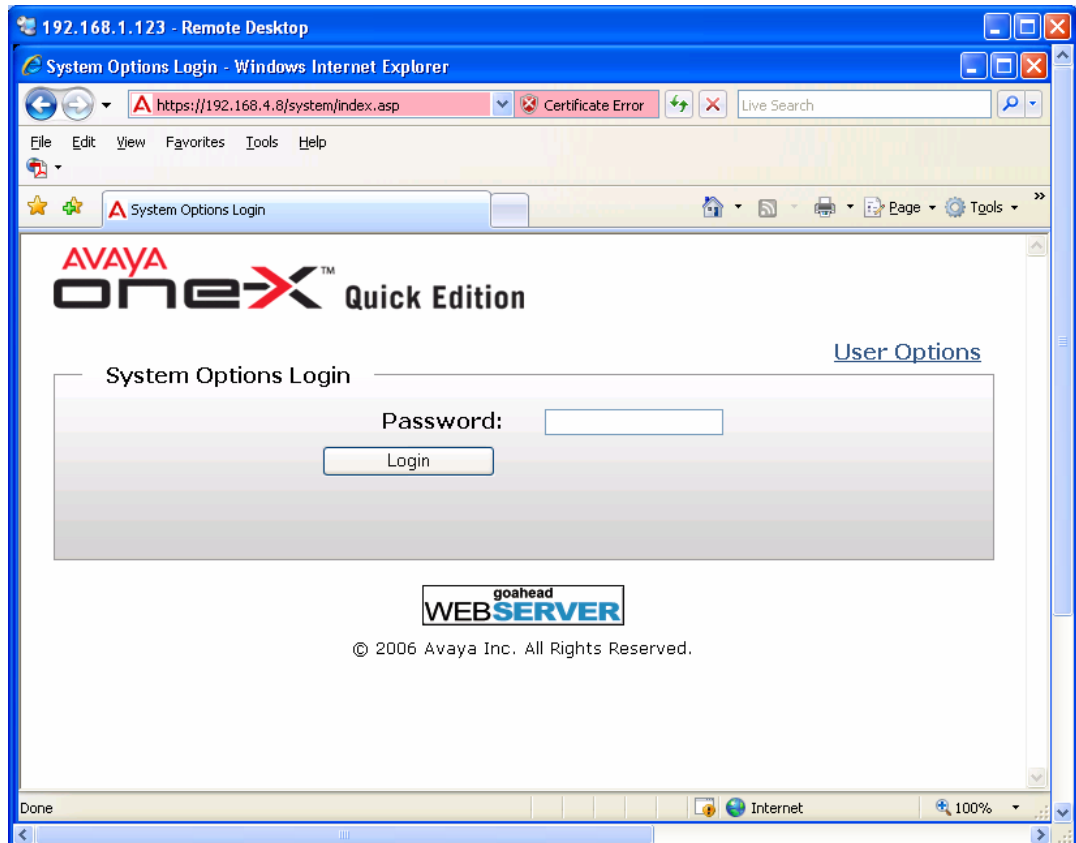
4. On the local machine start a Remote desktop connection by clicking on the **Start Button** → **All Programs** → **Accessories** → **Communications** → **Remote Desktop Connection**.
5. Enter in the IP address of the remote Windows XP desktop, and click on **Connect**.



6. Once When you are connected, you will be prompted for your userid and password.
NOTE: Use a Windows Administrator account Tto avoid permission issues with the Quick Edition install wizard a Windows Administrator account should be used.



7. After fully logging in to the remote PC, you can run the Quick Edition wizard or web-based administration to access the phones as if they were local on the network.

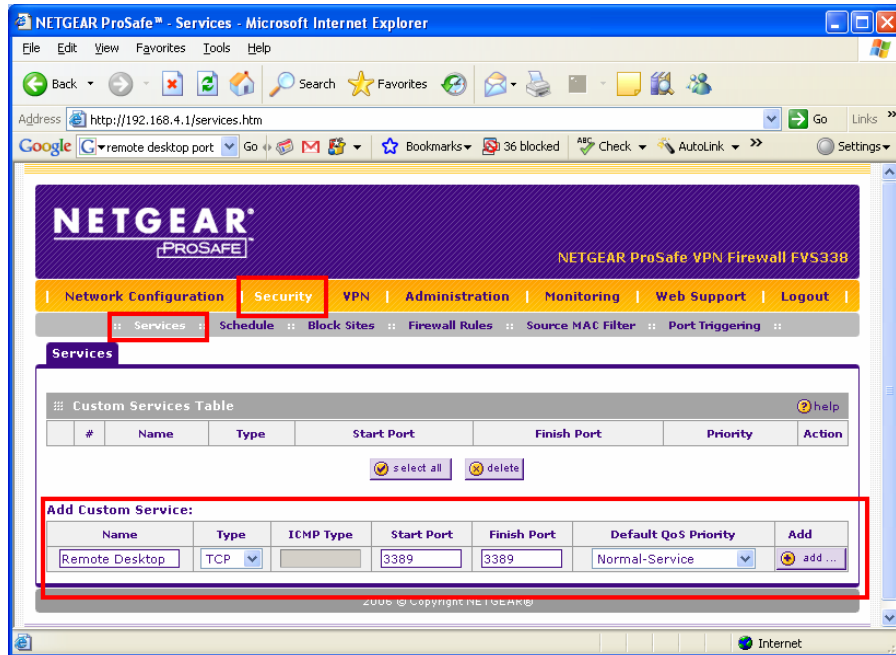


Troubleshooting:

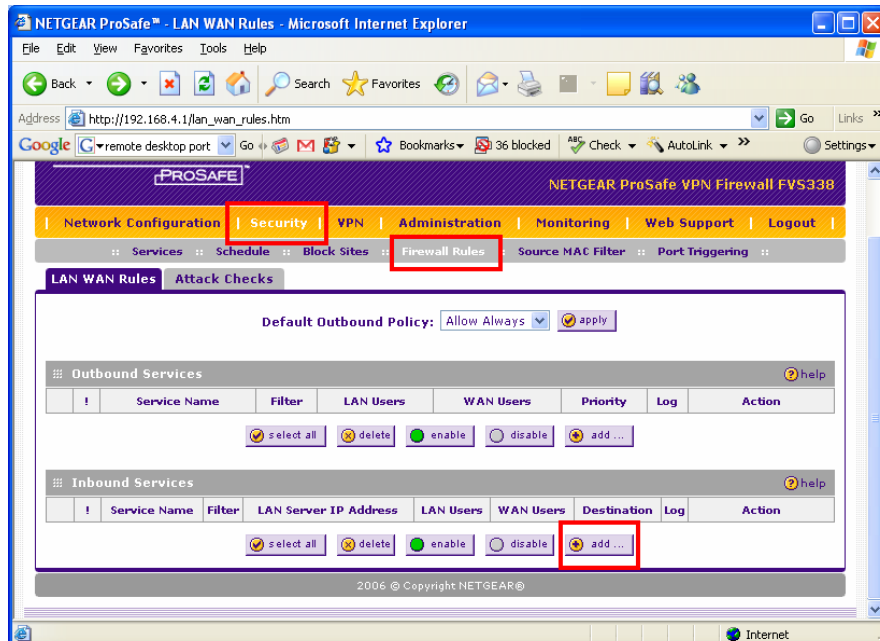
If you do not have LAN connectivity through means of a VPN, you can still accomplish a Remote Desktop connection if you set up your WAN router to port forward port Port 3389 TCP. An example of where to set this on a Netgear FVS338 is shown below.

NOTE: Different WAN routers may have a slightly different way to configure port forwarding

- a. Create a service called Remote Desktop and set the start port and finish port to 3389 TCP and click **ADD**.



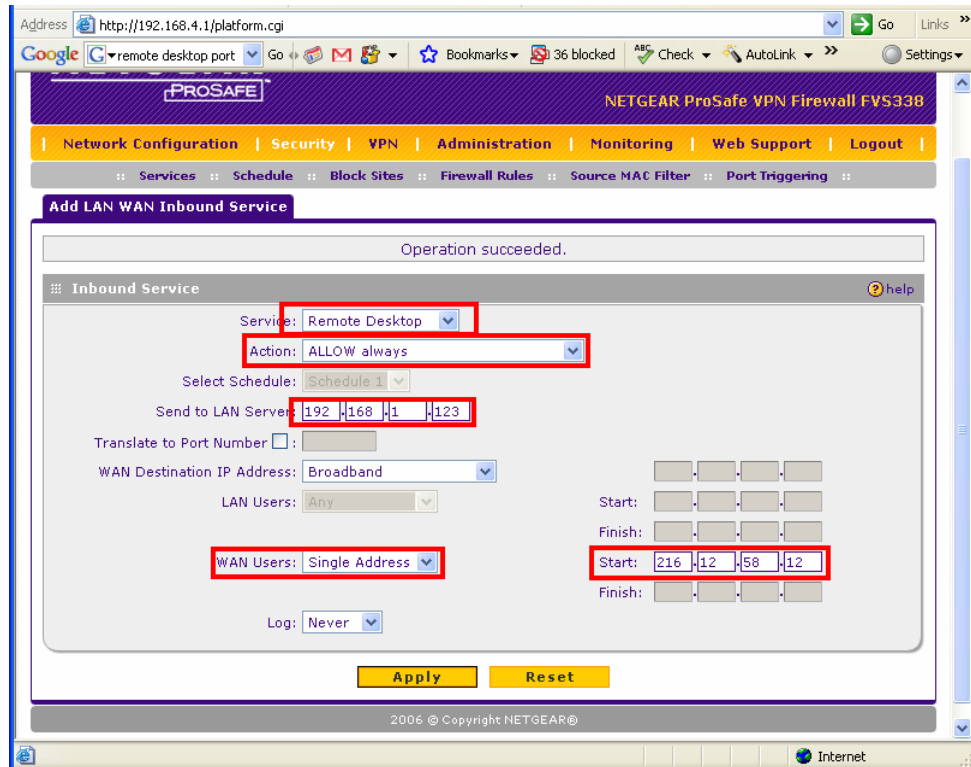
- b. Forward port 3389 to the private IP address of the remote desktop that you wish to create a connection to.



- c.

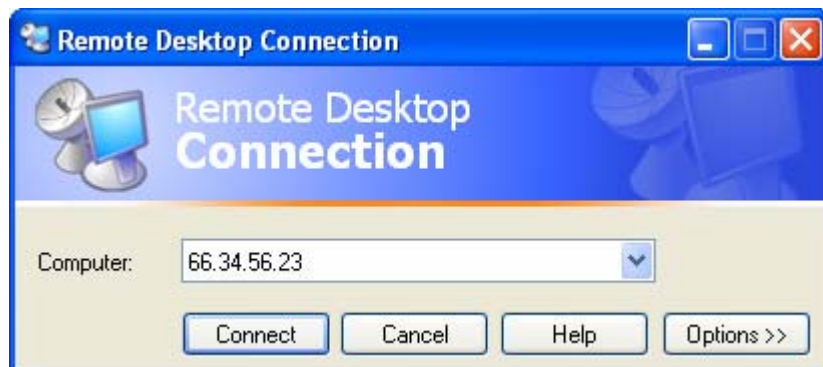
- d. Set the **Service** to the newly created Remote Desktop and **allow ALLOW always** for the action. The **send Send to LAN Server** is the Internal IP address of the remote machine that you wish to connect to. In this example our desktop is 192.168.1.123.

To ensure security, set the **WAN users Users** to **single Single address Address**, and type in the WAN address that you will be connecting from, and click **Apply**. The WAN Port 3389 is now forwarded to IP 192.168.1.123 port 3389 TCP.



Once After the port is forwarded, connect to the public IP WAN address of the remote router with the remote desktop connection..

NOTE: The screenshot below assumes that the WAN router at the remote location has the IP address of 66.34.56.23.





Application Note