



**ALTIRIS®  
CARBON COPY® 6.0  
AGENT  
HELP**



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# Notice

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## Chapter 1:

# Carbon Copy Agent Overview

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Carbon Copy is a remote system utility. Through secure connections over LAN, modem, or Internet, the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console can launch any combination of Carbon Copy utilities.

The Carbon Copy Agent can be installed on computers to provide remote access. The Carbon Copy Agent contains preset configuration options and passwords, providing instant access without interaction by the user of the remote computer. When the Carbon Copy Agent is running, an administrator can remotely access and control the remote computer to immediately address problems that arise.

When the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console is connected to your computer running the Carbon Copy Agent, it is probably because you are having a problem with your computer and placed a support call. However, it could also be that the administrator connected to update files, to proactively maintain your computer, or you have accessed the computer from home or while traveling.

Your administrator can use Carbon Copy to support you in the quickest way possible – by getting an over the shoulder view of the problem, and then taking the action to fix it. When the administrator is connected, a dialog box may appear to alert you that a connection has been established.

When an administrator is remotely controlling your computer, you can see the actions on your computer. By viewing the administrator solving your problem, you gain the knowledge of how it was resolved. In the future, this may allow you to fix the problem yourself or even avoid it from reoccurring.

## Carbon Copy Agent's Features

The Carbon Copy Agent contains the following utilities:

**Remote Control** - Remote Control allows a remote user (such as an administrator) using the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to operate the local computer running the Carbon Copy Agent. The keyboard entries and mouse movements from the remote computer control the local computer. See "[Remote Control](#)" on page 26.

**File Transfer** - File Transfer allows a remote user (such as an administrator) using the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to copy and synchronize files with computers running the Carbon Copy Agent. The remote user can also delete files and create or remove directories on their own or on the connected computer. File Transfer is similar to Windows Explorer, extended to operate over the directories of connected computers. See "[File Transfer](#)" on page 27.

**Voice Chat** - Voice Chat allows a remote user (such as an administrator) using the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to start a Voice Chat session with the user at a computer running the Carbon Copy Agent. You can type messages using the Voice Chat utility even if you do not have a sound card, speakers, or a microphone. See "[Voice Chat](#)" on page 28.

**Remote Printing** - Remote Printing allows a remote user (such as an administrator) using the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to print a document from a source computer to a printer attached to a remote computer (destination computer). See "[Remote Printing](#)" on page 30.

**Phone Book** - Phone Book allows the user of a computer running the Carbon Copy Agent or Carbon Copy Console to create a list of computers to connect to. Carbon Copy can then automatically connect to entries in the Phone Book list. See “[Phone Book](#)” on page 8.

**Profiles** - Profiles allows the user of the computer running the Carbon Copy Agent or Carbon Copy Console to control access to the computer by remote users by requiring a valid user name and password combination to connect. “[Profiles](#)” on page 19.

## Running Carbon Copy as a Service

**Important:** You must set up Carbon Copy as a service before using Windows NT, Windows 2000, Windows XP, or Windows 2003 security.

### To set up Carbon Copy as a service

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings**.
- 2 Select the **Global** tab.
- 3 Select the **Load Carbon Copy before Windows Login Prompt** check box. Carbon Copy will now run as a service automatically every time you start Windows NT, Windows XP, Windows 2000 or Windows 2003.

## Enabling and Disabling Wait for Call

The Carbon Copy Agent must be configured to accept calls on at least one device to be enabled. By default, the agent is set to accept connections on all devices.

### To enable the agent

- Click on the **Carbon Copy** icon in the icon tray, and select **Enable Wait for Call**.

**Note:** If the menu displays **Disable Wait for Call**, then the agent is already enabled.

### To disable the agent

- Click on the **Carbon Copy** icon in the icon tray, and select **Disable Wait for Call**.

**Note:** If the menu displays only **Enable Wait for Call**, then the agent is already disabled.

## Disconnecting from a Computer

### To disconnect the agent from the remote computer

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Disconnect**.
- 2 Click **Yes** when prompted to confirm.

## Exiting Carbon Copy

### To exit the agent

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Exit**.
- 2 Click **Yes** when prompted to confirm.

## Uninstalling the Carbon Copy Agent

- To uninstall the Carbon Copy Agent, use **Add/Remove Programs** from the Windows **Control Panel**.

## Chapter 2:

# Phone Book

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Phone Book entries contain connection information. Entries can include names, phone numbers, login names, and login passwords. When launched, Carbon Copy will dial the phone number automatically if needed and send a login name and password if required.

The **Phone Book** tab contains a list of Carbon Copy and dial-up networking connections that you have created. You create Phone Book entries using the **Create New Connection** wizard.

You may set an access password in **Security Settings > Global** tab to protect the Phone Book from unauthorized users. All information in the Phone Book is encrypted when it is stored to disk, so that anyone browsing through your files cannot open the Phone Book file and view its contents.

## Opening the Phone Book

### To open the Phone Book

- Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book**.

## Phone Book Dialog Box

**Phone Book** window - Display a list of Phone Book entries. The list can be displayed in different formats by right-clicking the wanted format.

**Connect** - Connects to a highlighted Phone Book entry.

**Add** - Starts the **Create New Connection** wizard.

**Delete** - Deletes the selected Phone Book entry.

**Rename** - Change the name of the selected Phone Book entry.

**Properties** - Opens the Phone Book **Properties** dialog box of the selected, where you can view and change the properties.

**Close** - Closes the **Phone Book** window.

**Help** - Brings up the **Help** window.

**View** - Changes the view of the icons. The view choices are **Large Icons**, **Small Icons**, **List**, and **Details**.

## Creating and Configuring Phone Book Entries

Carbon Copy can create multiple types of Phone Book entries including network entries, Internet connection entries, modem entries, and network dial-up entries.

## Creating Network Entries

### To create a new Network entry

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book** and click the **Add** button. The **Create New Connection** wizard begins.
- 2 Click **Connect Using Carbon Copy**, and click **Next**.
- 3 Enter a name for the entry. Use a name that helps you identify the entry, such as the location or the computer or its principal user.
- 4 Select **IPX Network** or **TCP/IP Network**. Click **Next**.
- 5 Enter the workstation name or IP address of the remote computer. Click **Next**.
- 6 If required, enter the login name and password.
- 7 If you are using Active Directory or Native NT security, enter the domain associated with the login name. For example, domain\username. Click **Next**.
- 8 To make any changes to this entry now, click the **Back** button. To make a connection now, select the **Establish Carbon Copy Session now** check box.
- 9 To save the changes, click **Finish** and exit the **Create New Connection** wizard.

## Creating Internet Connection Entries

This configuration assumes you are already connected to the Internet through a dial-up networking connection or through a network.

### To create a new Internet connection entry

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book** and click the **Add** button. The **Create New Connection** wizard begins.
- 2 Click **Connect Using Carbon Copy**, and click **Next**.
- 3 Enter a name for the entry.  
Use a name that helps you identify the entry, such as the location or the computer or its principal user.
- 4 Select **TCP/IP Network** and click **Next**.
- 5 Enter the workstation name or IP address of the remote computer.
- 6 Select **Use the Internet**.
- 7 Select an Internet Locator Server (ILS) from the drop down list. If the ILS is not listed,
  - a Enter the address of an Internet Locator Server (ILS).  
An example of an ILS address is: ils1.carboncopy.com
  - b When you are done adding the ILS, click **OK**. The ILS will appear in the **Communication > Wait for Call** tab.
- 8 Click **Next**.
- 9 If required, enter the login name and password.
- 10 If you are using Active Directory or Native NT security, enter the domain associated with the login name. For example, domain\username.
- 11 Click **Next**.
- 12 To make any changes to this entry now, click the **Back** button. To make a connection now, select the **Establish Carbon Copy Session now** check box.
- 13 Your changes are saved when you choose **Finish** and exit the **Create New Connection** wizard.

## Creating Modem Entries

### To create a new modem entry

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book** and click the **Add** button. The **Create New Connection** wizard begins.
- 2 Click **Connect Using Carbon Copy**, and click **Next**.
- 3 Enter a name for the entry. Use a name that helps you identify the entry, such as the location or the computer or its principal user.
- 4 Select a modem. Click **Next**.
- 5 Enter the remote computer's telephone number in the Telephone Number field. Click **Next**.  
**Note:** See [“Using Dial Modifiers”](#) on page 11 for additional information about phone number commands.
- 6 If required, enter the login name and password.  
If you are using Active Directory or Native NT security, enter the domain associated with the login name. For example, domain\username. Click **Next**.
- 7 To make any changes to this entry now, click the **Back** button. To make a connection now, select the **Establish Carbon Copy Session now** check box.
- 8 To save the changes, click **Finish** and exit the **Create New Connection** wizard.

### Notes:

- The name you give an entry is how it is listed in the **Phone Book** tab. Use a name you will recognize, like the location or user of the computer.
- Login names and passwords are only needed for computers that require logins. You do not include login information for a computer that requires it, you will be asked for it when you call.
- Phone Book names, login names, and login passwords may include any displayable character (including spaces), and are NOT case sensitive.
- Phone numbers can include digits, the \* (asterisk) and # (pound sign), and dial modifiers. You can add characters such as hyphens and spaces for legibility. Carbon Copy will accept up to 38 characters, but some modems have shorter limits. You can have entries without phone numbers, to send login names and passwords to direct connected or mobile computer's that require them.

## Creating Dial-Up Networking Entries

### To create a new dial-up networking entry

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book** and click the **Add** button. The **Create New Connection** wizard begins.
- 2 Click **Connect Using Dial-Up Networking**, and click **Next**.
- 3 Enter a name for the entry. Use a name that helps you identify the entry, such as the location or the computer or its principal user.
- 4 Select **modem**. Click **Next**.
- 5 Enter the remote computer's telephone number in the Telephone Number field. Click **Next**.  
**Note:** See [“Using Dial Modifiers”](#) on page 11 for additional information about phone number commands.
- 6 To make any changes to this entry now, click the **Back** button. To make a connection now, select the **Establish Carbon Copy Session now** check box.
- 7 To save the changes, click **Finish** and exit the **Create New Connection** wizard.

### Notes:

- Create a dial-up networking connection when you want to connect to computer, even if this computer is not on a network. The computer you are connecting to must be set up as a network server for you to be able to access the shared resources.

## Connecting to Phone Book Entries

### Connecting to a Phone Book entry

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Phone Book**.
- 2 Highlight the **Phone Book** entry you want to connect to and click the **Connect** button.

The connection is started. When you connect using a Phone Book entry that includes a login name and password, they are sent automatically. If your Phone Book entry does not include the user name or password, the computer you are connecting to asks for them.

**Note:** When you select a Phone Book entry and type in a phone number manually, the entry login name and password are still sent. Use this feature if the computer in your Phone Book is mobile, or temporarily at a different number.

## Using Dial Modifiers

Dial modifiers are command characters imbedded in a phone number that cause the modem to dial in a special way. Carbon Copy accepts dial modifiers when entered manually or used in a Phone Book entry.

Which commands are supported and how the modem responds to them depend on the modem. The examples given here are from the Hayes factory defaults. The manual for your modem will tell you its default settings, and how to change them.

### Examples of dial modifiers

**T** - means touch-tone dial the characters that follow. Tone dial is the default, so you do not need **T** unless you have previously used **P** (pulse dial). You can use both **T** and **P** in the same number. P555-1234 T5678 pulse dials 5551234 and tone dials 5678 (an extension).

**P** - means Pulse dial the characters that follow. See **T**, above.

**@** - means wait 5 seconds longer than the length of time set in the modem's S7 register. Carbon Copy sets this to 30 seconds when it configures your modem. 5551234 @ 5559876 dials 5551234, waits 35 seconds, and dials 5559876.

**,** - a comma means pause for the time set in the modem's S8 register. Carbon Copy sets this to 2 seconds when it configures your modem. You can use more than one comma for a longer pause. This is often used to dial out of a switchboard. 9,555-1234 dials 9, pauses 2 seconds, and dials 5551234.

**!** - an exclamation point means a hook flash, sometimes used to transfer a call. The modem will go on hook for 1/2 second, and go back off hook, as if you pushed the switch-hook button on your telephone. The effect of this depends on your switchboard. 5551234!232 dials 5551234, goes on hook for 1/2 second, goes back off hook and dials 232.

## Phone Book Entry Properties

The Phone Book entry properties are include the **General** tab, **Login** tab, and **Startup** tab.

### Phone Book > General Tab

**Important:** The fields that appear in the **General** tab change based on the entry in the **Connect Using** field near the bottom of the dialog.

### TCP/IP Network Connection

If the Phone Book entry represents a network connection (**TCP/IP Network** is in the **Connect using** field), the following fields appear.

Item	Description
<b>Connect using</b>	Select the device type you will use to make a connection.
<b>Configure</b>	Configure the selected device type.
<b>Workstation Name (Network Connection only)</b>	Type the name or network address of the computer you want to connect to.
<b>Internet Locator Server (TCP/IP only)</b>	After you select <b>Use the Internet</b> , you must add or select an Internet Locator Server (ILS). An example of an ILS address is: ils1.carboncopy.com
<b>Dial-up Networking Connection (Network Connection only)</b>	Select a dial-up networking connection. Select to browse for Carbon Copy systems located on Internet Locator Servers. ILS is available from Microsoft as part of their Microsoft Conference Server product. Contact Microsoft for more information.
<b>Use Dial-up Networking (Network Connection only)</b>	Select <b>Use Dial-up Networking</b> when you want to access shared information on another computer, even if your computer is not on a network. The computer you are connected to must be set up correctly as a network server for you to gain access to it.

### Modem or Direct Line Connection

If the Phone Book entry represents a modem or direct connection (**modem line or direct line** is in the **Connect using** field), the following fields appear.

Item	Description
<b>Area Code</b>	The area code for the location you are calling.
<b>Telephone Number</b>	The phone number for the location you are calling.
<b>Use country code and area code</b>	Select this box if you want the country code and area code sent as part of the phone number when you make a connection.
<b>Connect using</b>	Select the device type you will use to make a connection.
<b>Configure</b>	Configure the selected device type.

## Phone Book > Login Tab

Change the login information used when connecting to another computer. The login information you enter will be automatically authenticated when the connection is established.

**Login Name** - Enter the name used to login to the remote computer.

**Login Password** - Enter the password used to login to the remote computer. The password will appear as asterisks.

**Confirm Password** - Retype the Login Password in this field exactly as you typed it in the Login Password field. If the login and confirm passwords do not match, you will be prompted to type them again.

## Phone Book > Startup Tab

**Display Connect dialog** - Select the check box if you want a dialog box to appear during your connection, informing you of the status of your connection. This option is selected by default

## Chapter 3:

# Communications

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Carbon Copy Communications allow you to configure your computer to wait for a call or connection and change the workstations communications options.

## Configuring Wait for Call / Disable Wait for Call

By default the agent is enabled every time the system is started and is configured to accept calls on all devices.

### To configure Wait for Call Options

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Communications**.
- 2 Select the **Wait for Call** tab.
- 3 Select one or more devices to answer incoming calls. If the device is not in the list, you must go to the **Device** tab, and select it there. (If the computer does not see the device, neither will Carbon Copy.)
- 4 If you will be using an Internet Locator Server (ILS) to make connections, select **Use Internet Locator Server(s)**.
  - To add an ILS to the Internet Locator Server list, click **Add**. Add the address of the server into the text box. An example of an ILS is ils1.carboncopy.com.
  - To remove an ILS from the Internet Locator Server list, highlight the server and click **Remove**.
- 5 Select **Wait for Call on Startup**.

Workstation options determine how this computer is displayed when the administrator is browsing for users. It is important to consult with your administrator before making any changes. By default your computer is identified by Workstation Name.

## Changing the Workstation Options

### To change the Workstation Options

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Communications**.
- 2 Select the **Workstation** tab.
- 3 In the **Workstation Name** field, enter a name that identifies this computer on the network. By default, the workstation name is identified by your system configuration.

**Note:** Spaces will appear as underscores. For example, John Doe will appear as John\_Doe.
- 4 To make your workstation name available to other Carbon Copy, select **Publish Identification**.
- 5 To specify how long Carbon Copy will wait for a response from the remote computer before it times out and hangs up, change the value in **Connect Timeout**. By default, the timeout is 90 seconds. The range is 5 to 225.
- 6 Click **OK**.

## Communications Properties

The **Communications Properties** dialog box has a **Wait for Call** tab, **Connections** tab, and **Workstation** tab.

### Communications > Wait for Call Tab

**Select the connection type to use while waiting for a call** - Select the types of connection to wait for calls.

#### **Internet Locator Server (ILS) Section**

**Use ILS** - When selected, Carbon Copy use the Internet Locator Servers listed in the field.

**Add** - Opens the Add Internet Locator Server dialog box.

**Remove** - Removes Internet Locator Servers from the list.

#### **Options**

**Wait for Call on Startup** - Sets the computer to the wait for call mode when Carbon Copy is started.

### Communications > Connections Tab

This tab contains a list of devices used to establish connections.

To see a description of the device, highlight the device name. A description appears in the **Description** section of the dialog box.

**Install Modem** - Launches the **Add/Remove Hardware** wizard to install new modem devices.

**Properties** - Displays the properties of the highlighted device.

#### **Notes:**

- To add new network adapters, click **Start > Settings > Control Panel > Network**. On the **Adapters** tab click **Add**.
- To change the configuration of any previously installed devices, select the device and choose **Properties**.

### Communications > Workstation Tab

**Workstation Name** - A name that identifies this computer on the network. By default, the workstation name is identified by your system configuration. Spaces will appear as underscores. For example, John Doe will appear as John\_Doe.

**Publish Workstation Name** - When selected, the workstation name is made available to other Carbon Copy users. If not selected, remote users are still be able to connect to the computer by manually entering the workstation name.

## Chapter 4:

# Security and Profiles

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Carbon Copy includes a robust set of security options. You can combine any of the options to provide your system with multi-level security. The following levels of security are available:

**Global Security** - segregates the agent configuration into four groups (Phone Book, Profiles, Security Options, and User Interface) and then allows you to assign a password to any or all of these groups. When attempting to access any of these configurations, you must enter the correct password before access will be allowed.

**Session Security** - determines the amount of time allowed for a Carbon Copy session and the amount of time that the connection can remain inactive before the session ends.

**Connections Security** - determines the actions that the agent takes when a remote user connects or disconnects from the computer. Examples of these settings are **Approve Connections**, **Exit Agent on Disconnect**, and **Reboot on Disconnect**. These settings can greatly improve security to the agent by forcing the agent user to participate in the connection process.

**Login Security** - determines who can connect to your system, and how they will be validated. Login options include:

- **Active Directory** - Authenticates a group member by checking a list stored in an Active Directory Service. Supported on Windows 2000 and higher only.
- **Native NT** - Authenticates a group member by checking a local or domain account. Supported on Windows NT and higher only.
- **Carbon Copy** - Authenticates users based on a list of users names and passwords created on the local computer. Carbon Copy profiles can be used on any operating system.
- **Profiles** - The individual user name and passwords of remote users connecting to the remote computer.
- **Encryption Security** - is the scrambling of data between computers. This eliminates the possibility of anyone capturing data during a connection. Encryption is enabled by default.

**Note:** Your administrator may have already configured these options. Check with your administrator before making any changes.

## Security

### Accessing Security

#### To access the Security Options settings

- Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings**.

## Setting Global Security

Global Security segregates the Carbon Copy Agent configuration into four groups (Phone Book, Profiles, Security Options, and User Interface) and then allows you to assign a password to any or all of these groups. When attempting to access any of these configurations, you must enter the correct password before access will be allowed.

### To set Global Security

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings** and click the **Global** tab.
- 2 Enter a password in the **Security Password** field. The password can be up to 18 characters and will appear as asterisks.
- 3 Click on the areas where you will require passwords, your options are **Phone Book, Communications, Security, and Event Log**.

**Important:** Your administrator may have already configured these options. Check with your administrator before making any changes.

- 4 Click **OK**.

## Setting Session Security

Session Security determines the amount of time allowed for a Carbon Copy session and the amount of time that the connection can remain inactive before the session ends.

### To set Session Security

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings** and click the **Session** tab.
- 2 If you want to set the amount of time the connected computer can remain inactive before ending the connection, select the **Enable Inactivity Timeout** check box. The default **Inactivity Timeout** is 15 minutes.

**Note:** If both computers select this option, but choose different times, the shorter amount of time selected will be used. If the user remains inactive for the selected amount of time, the connection will automatically end.

- 3 If you want to set the maximum amount of time for each session, select **Enable Session Time Limit**. The session will automatically end at the time limit selected. The default **Session Time Limit** is 60 minutes.
- 4 Click **OK**.

## Setting Connections Security

Connections security determines the actions that the Carbon Copy Agent takes when a remote user connects or disconnects from the computer. Examples of these settings are **Approve Connections**, **Exit Agent on Disconnect**, and **Reboot on Disconnect**. These settings can greatly improve security to the remote computer by forcing the user to participate in the connection process. You can also choose to reboot upon disconnect and load Carbon Copy automatically when you start Windows.

### To set Connections Security

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings** and click the **Connections** tab.
- 2 Select the **Prompt to Approve Connections** options to require user approval when connections are attempted.
- 3 Select the actions that occur before and after a connection.
- 4 Select the maximum number of simultaneous connections.
- 5 Click **OK**.

## Setting Logins Security

Logins Security determines who can connect to your system, and how they will be validated. Login security requires profiles, which contain user and password information. Profiles can be created with Carbon Copy, or can be pulled from the Active Directory or Native NT lists.

When Logins are enabled, Carbon Copy contains additional features that protect the computer. You can specify the length of the passwords and lockout users who exceed a specific number of login attempts.

### To set Logins Security

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings** and click the **Logins** tab.
- 2 Select either **Use None, Active Directory, Native NT, or Carbon Copy** from the drop-down list.  
To force the administrator to login to your computer when connecting, select **Logoff NT on Connect**. This will log off whoever is logged in and force the administrator to login. This option will be grayed out if you are not using Windows NT security.
- 3 Select the number of maximum **Login Attempts Allowed**.
- 4 Select the **Login Timeout**, in seconds.
- 5 Select the **Minimum password length required**. The login password you assign to the Administrator must be at least the number of characters specified here. This option will be grayed out if you are using Windows NT/2000/XP/2003 Security. For minimum password length in Windows NT/2000/XP/2003, set this parameter in the Windows User Manager.
- 6 To lockout users who repeatedly attempt to connect to your computer, select **Enable Lockout Security**. You can lockout all users who try to connect to your system after exceeding the number of allowed login attempts or lockout only the offending computer.  
  
If you choose to lockout all systems, Carbon Copy automatically switches to disabled. Any computer that attempts to connect to your computer receives a message indicating that Carbon Copy is no longer accepting incoming connections. To receive incoming connections again, reset Carbon Copy to enabled.  
  
If you choose to lockout only the computer that is attempting to make a connection to your computer, other computers can still connect. Carbon Copy records additional connection attempts made by the locked out computer in the Event Log file, if you turned Event Logging.
- 7 Click **OK**.

## Setting Encryption

Encryption Security is a method of scrambling data on the sending side and having a code to unscramble the data on the receiving side. Encryption is enabled by default and negotiated on each connection.

### To set Encryption Security

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Settings** and click the **Encryption** tab.
- 2 Click **Require Data Encryption**.
  - To have Carbon Copy randomly generate key with each connection, clear the **Use Manual Key** check box.
  - To use a manual key, select the **Use Manual Key** check box and enter the key in the fields. The key can be any hexadecimal characters, 0-9 and A-F, and must be 16 characters. For example, you can use A0 B1 C2 D3 E4 F5 67 89.

**Important:** When using manual encryption, both sides must have the same encryption key.

## Security Options Dialog Box

The **Security Options** dialog box has a **Global** tab, **Sessions** tab, **Connections** tab, **Logins** tab, and **Encryption** tab.

### Security > Global Tab

**Important:** Your administrator may have already configured these options. Check with your administrator before making changes.

**Security Password** - The password can be up to 18 characters and will appear as asterisks.

**Access Required Security Password** - Select the items you want protected by the Security Password.

**Load Carbon Copy before the Windows login prompt** - When selected, Carbon Copy loads before the Windows login prompt appears. The default is selected.

### Security > Session Tab

**Important:** Your administrator may have already configured these options. Check with your administrator before making changes.

**Enable Inactivity Timeout** - When selected, enables the **Inactivity Timeout (mins)** field.

**Inactivity Timeout (mins)** - Determines the amount of time a connected computer can remain inactive before the connection will be ended. The default **Inactivity Timeout** is 15 minutes.

**Enable Session Timeout Limit** - When selected, enables the **Inactivity Timeout (mins)** field.

**Session Timeout Limit (mins)** - Determines the maximum amount of time for each session. The default **Session Time Limit** is 60 minutes.

### Security > Connections Tab

**Important:** Your administrator may have already configured these options. Check with your administrator before making changes.

**Prompt to Approve Connections** - Requires user approval when connections are attempted. The options are:

- **Never** - Connections can be made without approval.
- **Always** - Connections can only be made with approval.
- **Only when logged in (NT/2000)** - Connections will only be made with approval when a user is logged into a Windows NT/2000 computer. When logged out, connections are always allowed.

#### Connections

- **Notify on Connect** - Notifies the current user that a remote computer is attempting to connect.
- **Require Callbacks** - All users will be called back when they connect to this computer. A callback number must be supplied on the **Callback** tab of the **profile Properties** dialog box. If you do not supply a callback number, the user will be disconnected.
- **Reboot on Disconnect** - Determines if the computer reboots when a connection ends. If multiple computers are connected, they all must disconnect before the reboot takes effect.
- **Exit Carbon Copy on Disconnect** - Determines if Carbon Copy automatically closes when the connected computer disconnects.
- **Logoff on Disconnect** - Determines if the current user will be logged off when a connection ends.
- **Allow Outbound Calls** - Selected by default. Deselect if you do not want outbound calls to be made from this computer.

**Maximum Connections** - Select the maximum number of connections allowed during a Carbon Copy session. The maximum is 256.

## Security > Logins Tab

**Important:** Your administrator may have already configured these options. Check with your administrator before making changes.

**Login Type** - Select either **Use None**, **Active Directory**, **Native NT**, or **Carbon Copy** from the drop-down list.

**Logoff NT on Connect** - Select to force the administrator to login to your computer when connecting. This will log off whoever is logged in and force the administrator to login. This option will be grayed out if you are not using Windows NT security.

**Login Attempts Allowed** - Enter the maximum number login attempts allowed. By default, 3 login attempts are allowed. You can allow between 1 and 10 login attempts.

**Login Timeout (secs)** - Enter the amount of time the user has to attempt to login. By default, 30 seconds are allowed. You can allow between 1 and 999 seconds.

**Minimum password length required** - The login password you assign to the Administrator must be at least the number of characters specified here. This option will be grayed out if you are using Windows NT/2000 Security. For minimum password length in Windows NT/2000, set this parameter in the Windows User Manager.

**Enable Lockout Security** - Select to lockout users who repeatedly attempt to connect to your computer. You can lockout all users who try to connect to your system after exceeding the number of allowed login attempts or lockout only the offending computer.

- If you choose to lockout all systems, Carbon Copy automatically switches to disabled. Any computer that attempts to connect to your computer receives a message indicating that Carbon Copy is no longer accepting incoming connections. To receive incoming connections again, reset Carbon Copy to enabled.
- If you choose to lockout only the computer that is attempting to make a connection to your computer, other computers can still connect. Carbon Copy records additional connection attempts made by the locked out computer in the Event Log file, if you turned Event Logging.

## Security > Encryption Tab

**Important:** Your administrator may have already configured these options. Check with your administrator before making changes.

**Require Data Encryption** - To require data encryption, select the check box.

**Use Manual Key** - When the **Require Data Encryption** is selected, the **Use Manual Key** check box is enabled.

- To have Carbon Copy randomly generate key with each connection, clear the check box. If a manual key is not specified and the Require Data Encryption is selected, Carbon Copy will generate a random key with each connection.
- To use a manual key, select the **Use Manual Key** check box and enter the key in the fields. The key can be any hexadecimal characters, 0-9 and A-F, and must be 16 characters. For example, you can use A0 B1 C2 D3 E4 F5 67 89.

**Note:** When using manual encryption, both sides must have the same encryption key.

## Profiles

Profiles contain the information required to authenticate an administrator onto a remote computer. Each profile contains a user name and password. Profiles can be created using Local Carbon Copy security or using Active Directory or Native NT security groups.

## Accessing Profiles

### To access profiles

- Click on the **Carbon Copy** icon in the icon tray, and select **Security > Profiles**.

## Profiles Dialog Box

**Profiles window** - Display a list of the profiles. The list can be displayed in different format by right-clicking inside the window clicking the wanted format.

**Add** - Launches the **Create New Profile** wizard. (Available with Carbon Copy profiles only.)

**Remove** - Removes the selected profile. (Available with Carbon Copy profiles only.)

**Rename** - Changes the name of the selected profile.

**Properties** - Opens the selected profile's **Properties** dialog box, where you can view and change the properties of that profile.

**Close** - Closes the **Profiles** dialog box.

**Help** - Opens the **Help** dialog box.

## The Default User

The **Profiles** dialog box contains a **Default User** icon. This icon represents the access rights that another computer a connection is made. By default, the connected user will be able to access all Carbon Copy utilities except for the **Phone Book**, **Profiles**, and **Security Options** dialog box. You can change the settings for the Default user the same as you would for any other user.

## Creating Carbon Copy Profiles

### To create new Carbon Copy profiles

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Profiles**.
- 2 Double click on the **Create New Profile** icon to launch the **Create New Profile** wizard.
- 3 Follow the wizard instructions. When completed, a new profile icon will appear in the **Profiles** window. To edit the profile, right click and select **Properties**.

### To allow users to login on different domains

Carbon Copy users can be chosen from one or more domains.

When a user logs onto a particular domain, the exact domain/user name format must be strictly adhered to.

## Adding Active Directory or Native NT Profiles

### Adding AD and NT groups

When using NT or AD support you have to add the group to the Profiles

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Profiles**.
- 2 Click on the **ADD Group** icon to open the **Add Group** dialog box.
- 3 Expand a tree view of groups or OUs of the domain. If the group or OU is in a AD forrest, other domains in the forrest will display.

- 4 Select the group or OU that contains the domain users that should be allowed Carbon Copy access.

When you add a group, the members in the group are allowed access by default.

## Managing Profiles

User and group profiles can be allowed or denied access to the computer or to specific Carbon Copy features and utilities on the computer.

### To change the access a profile has

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Security > Profiles**.
- 2 Right click on the user or group icon that you want to allow or disallow connections to.
- 3 Select the properties option.
- 4 Select the box for items you want the profile to have access to. Clear the box for the items you do not want the profile to have access to.

## Profile Properties

A profile's **Properties** dialog box has a **Profile** tab, **Login** tab, and **Callback** tab.

**Note:** By default, NT/2000 User Groups are not allowed access.

### Profiles > Profile Tab

**User Profile** - Select the Carbon Copy utilities that can be launched when connected. You may also select whether the remote user may access configuration options, such as Phone Book or Security. By default, only the utilities are selected.

**Allow Connections** - Select to allow the profile to connect to your computer. If **Allow Connections** is not selected, a remote user cannot connect to the computer using the profile.

### Profiles > Login Tab (Used with Login Type “None” and “Carbon Copy”)

**Login Password** - Enter a login password for a remote user to access your computer. Login passwords are optional. The **Login Password** appears as asterisks.

**Confirm Password** - Retype the login password for verification. Type the password *exactly* as you did the first time

When you click **OK**, if the passwords in the **Login Password** and **Confirm Password** fields do not match, you will be prompted to reenter them.

### Profiles > Callback Tab (Used with Login Type “None” and “Carbon Copy”)

When callback type other than **None** is selected, Carbon Copy hangs up and dials the callback phone number. This confirms that the call actually came from the authorized computer, and reverses the telephone charges.

#### Callback type

- **None** - No callback is performed. This is the default.
- **Fixed** - The computer placing the call is called back at the number in the Callback Phone Number field. You must enter a phone number in the **Callback Phone Number** field when you select **Fixed**.
- **Roving** - Entering a phone number in the **Callback Phone Number** field is optional. If you enter a number in this field, it becomes the default number. When the user who originates the call dials

in, the default call back number, if supplied, appears in the **Roving Callback** dialog box. The connection can be made using this phone number, or can be changed if the user is at a different location.

- **Passthrough** - Works the same as **Roving**, except you are given the additional option of completely bypassing the callback.

#### **Callback Phone Number**

- **Area code** - The area code for the location you are calling.
- **Telephone number** - The phone number for the location you are calling.
- **Country code** - The country code for the location you are calling.
- **Use country code and area code** - Select this box if you want the country code and area code sent as part of the phone number when you make a connection.

## Chapter 5:

# Event Log

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The Event Log tracks messages generated by Carbon Copy events. Any messages generated are sent to a file which you can view using Windows Notepad.

There are two general categories: Log Event Classes and Log Event Types. Log Event Classes include warnings and errors. Log Event Types specify task-related information, such as security or communications.

### Event Classes

**Information** - Messages about completed system tasks.

**Warnings** - Messages about uncompleted system tasks.

**Error** - Messages about fatal errors that occurred.

### Event Types

**Security and Login** - Messages about who accessed or disconnected from the system.

**Communications** - Messages about numbers called, or timeout and disconnect information.

**File Transfer** - Messages about what files were transferred, and whether the transfer was successful.

**Remote Control** - Messages about actions that occurred during Remote Control.

**Remote Printing** - Messages about actions that occurred during Remote Printing.

**Other** - Messages about the Event Log path or when the log was started or stopped.

## Starting and Stopping the Event Log

### To start or stop the Event Log

- 1 Click the **Carbon Copy** icon in the icon tray, and select **Event Log**.
- 2 Select the **Events** tab.
- 3 To start logging, click on the **Start Logging** button, or to stop the logging, click on the **Stop Logging** button.

### Notes:

- Select the Log Event Classes and Types on this same tab.
- Select the Log file location on the Log File tab.
- Select a maximum file size to keep the Event Log from growing too large.

## Clearing the Event Log

### To clear the Event Log

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Event Log**.
- 2 Select the **Log File** tab.
- 3 Click the **Clear Log** button. This will empty the Event Log.

## Specifying Event Classes and Types

### To specify Event Classes and Types

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Event Log**.
- 2 Select the **Events** tab.
- 3 Select the Event Log Classes to be logged.
- 4 Select the Log Event Types to be logged.
- 5 To start logging to the Event Log file, press **Start Logging**.
- 6 To stop logging to the Event Log file, press **Stop Logging**.
- 7 Click **OK**.

## Setting the Event Log file Options

### To set Event Log file options

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **Event Log**.
- 2 Select the **Log File** tab.
- 3 Select either **Log as Windows NT/2000 Events** or **Log to File**.

If you are on a Windows NT/2000/XP/2003 computer and select **Log as Windows NT/2000 Events**, the Carbon Copy events will be included in the Windows Event Viewer.

If you select **Log to File**, enter the file name and location where the Event Log should be saved. By default the events are stored in the file ccw32.log in the Carbon Copy installation directory.

- 4 To wrap the events into multiple lines in the Event Log, select **Wrap Messages**.  
Wrapping the messages improves the readability and appearance of the log file.
- 5 Set the **Maximum size for the Event Log**, set a number between 10 and 5000 lines. The default is 1000 lines.
- 6 To view the current log file, click **View Log**.  
**Note:** If you are configured to log as Windows NT Events, you can also view the events in the Windows NT Event Viewer. To access the Windows NT Event Viewer, click **Start > Programs > Administrative Tools > Event Viewer**.
- 7 To empty the log file, press **Clear Log**.
- 8 Click **OK**.

## Event Log Properties

The **Event Log** dialog box has a **Events** tab and a **Log File** tab.

## Event Log > Events Tab

You can specify which events will be written to the log file. There are two general categories: Log Event Classes and Log Event Types. Log Event Classes include warnings and errors. Log Event Types specify task-related information, such as security or communications.

### Event Log Classes

- **Information** - Messages about completed system tasks.
- **Warnings** - Messages about uncompleted system tasks.
- **Error** - Messages about fatal errors that occurred.

### Event Log Types

- **Security and Login** - Select to log messages about who accessed or disconnected from the system.
- **Communications** - Select to log messages about numbers called, or timeout and disconnect information.
- **Utilities** - Select to log messages about Carbon Copy utilities.

### Remote Control Event Types

**Running Processes** - Select to log messages about running processes.

### Start Logging / Stop Logging

**Start Logging** - Click to start logging information to the Event Log.

**Stop Logging** - Click to stop logging information to the Event Log.

## Event Log > Log File Tab

The settings on the **Log File** tab allow you to change Event Log file properties.

### Log to

- **Log to File** - When selected, enables the **Event Log Filename** field and **Wrap Messages** check box and disables the **Log as Windows NT/2000 Events** option.
- **Event Log Filename** - When **Log to File** is selected, enter the file name and location where the Event Log should be saved. By default the events are stored in the file ccw32.log in the Carbon Copy installation directory.
- **Wrap Messages** - When selected, the event messages wrap into multiple lines in the Event Log. Wrapping the messages improves the readability and appearance of the log file.
- **Log as Windows NT/2000 Events** - When selected and you are on a Windows NT/2000/XP/2003 computer, the Carbon Copy event messages are included in the Windows Event Viewer.

### View Log / Clear Log

- **View Log** - Click the button to view the current log file.

**Note:** If you are configured to log as Windows NT Events, you can also view the events in the Windows NT Event Viewer. To access the Windows NT Event Viewer, click **Start > Programs > Administrative Tools > Event Viewer**.

- **Clear Log** - Click the button to clear the content of the log file.

## Chapter 6:

# General Options

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The General Options are the Carbon Copy utilities that the Carbon Copy Agent uses. They are:

- [Remote Control](#) (page 26)
- [File Transfer](#) (page 27)
- [Voice Chat](#) (page 28)
- [Remote Printing](#) (page 30)

## Remote Control

Remote Control allows a remote user to take full operational control, including the ability to launch applications or change system settings, of a remote computer that is running the Carbon Copy Agent. When Remote Control is started from a remote computer, a Remote Control window appears on the computer that displays your computer's desktop. By default, all keyboard and mouse actions done within the Remote Control window on the remote computer and on the local computer are displayed on both computers.

Using the Carbon Copy Agent, you can configure your computer to only allow remote users to view your desktop, not control your computer.

## Setting Remote Control or View Only Mode

By default, a computer running the Carbon Copy Agent is set to allow remote users to remotely control the computer. Using the Carbon Copy Agent, you can set the computer to allow remote users to only view, not to control, the computer. You may want to use the view only mode when the computer running the Carbon Copy Agent is doing a demonstration that you do not want interrupted by a remote user.

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **General Options > Remote Control**.
- 2 Select the **Input Options** tab.
- 3 Select or clear the **Allow local keyboard and mouse only** check box.
  - To restrict remote users to only be able to view your computer's desktop, select the check box.
  - To allow remote users to remotely control your computer, clear the check box.
- 4 Click **OK**.

## Remote Control Properties

The **Remote Control Options** dialog box has an **Input Options** tab.

## Remote Control > Input Options Tab

**Allow local keyboard and mouse only** - Select this check box so remote users can only view your computer's desktop, not control your computer. Clear this check box so remote users can remotely control your computer.

**Note:** You may want to select the check box when the computer is running a demonstration that you do not want interrupted by a remote user.

## File Transfer

File Transfer allows a remote user using Carbon Copy Solution or Carbon Copy Console to copy, synchronize, create, and delete files or directories on the local and remote computers.

Using the Carbon Copy Agent interface you can set the **Allow Incoming File Transfers** option and the **Allow Outgoing File Transfers** settings and you can restrict directories on your computer from File Transfer.

## Allow or Restrict Incoming or Outgoing File Transfers

### To allow or restrict incoming or outgoing file transfers

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **General Options > File Transfer**.
- 2 Select the **General** tab.
- 3 Select the options you want.
- 4 Click OK.

## Restricting Directories from File Transfer

### To restrict directories from File Transfer

- 1 Click on the **Carbon Copy** icon in the icon tray, and select **General Options > File Transfer**.
- 2 Select the **Directory Restrictions** tab.
- 3 Expand any drive or directory by double clicking. Select the drive or directory to be restricted.
- 4 Click on the **Restrict/Allow Access** button at the bottom of the window. A symbol will appear on the selected directory indicating that access has been restricted.
- 5 To make a directory available again, simply select the directory, and click on the **Restrict/Allow Access** button again. The symbol will disappear, indicating the area is available for file transfer.

### Notes:

- Directory Restrictions is only applicable if other users with File Transfer capability will be connecting to this computer.

## File Transfer Properties

The **File Transfer Options** dialog box has a **Transfer** tab and a **Directory Restrictions** tab.

## File Transfer > Transfer Tab

Transfer Options specify File Transfer conditions and restrictions.

### Select any of the following General Options

**Allow Incoming File Transfers** - Allows file transfers from a connected computer to your computer.

**Allow Outgoing File Transfers** - Allows file transfers from your computer to a connected computer.

## File Transfer > Directory Restrictions Tab

Navigation window - Expand the drive or directory by double clicking and select the drive or directory to be restricted.

**Restrict/Allow Access** button - Click the button to restrict or allow access to the selected drive or directory. A symbol displays on the drives and directories when access has been restricted.

### Notes:

Directory Restrictions is only applicable if other users with File Transfer capability will be connecting to this computer.

## Voice Chat

The Voice Chat feature allows a remote user of the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console to speak with users on computers running the Carbon Copy Agent even while they run Remote Control, File Transfer, or any other utility. Any number of Carbon Copy users, connected to a central computer, can speak with one another. While using Voice Chat, you can also exchange messages with the users of a connected computer by entering text in the fields at the bottom of the **Voice Chat** window. You can copy text chat messages to the Windows Clipboard and paste it into other applications, or copy text from an application and paste it into the text chat window.

You must have a sound card, speakers, and a microphone on each computer for the audio component of Voice Chat to work. If a computer is not equipped for the audio, you can still exchange messages using text chat.

## Entering a Voice Chat Session

### To enter a Voice Chat session

- 1 The remote user at the Altiris Console's Remotely Control with Carbon Copy window or the Carbon Copy Console will initiate the Voice Chat session. A dialog box requesting a voice chat will appear. You must click **OK** to enter the session.

The **Voice Chat** window will appear on both computers. The console's voice data is sent to the remote computer's speakers and vice versa until the session is ended.

- 2 In the **Voice Chat** window, click the slider button to adjust the speaker volume or the microphone sensitivity. To mute the speakers or microphone, select the **Mute** check box.

While in Voice Chat, you can type text messages to all connected users. Click in the box at the bottom of the **Voice Chat** dialog box, and type your message. Press ENTER to send your text message.

The message automatically appears on the other computer and the other computer's message will automatically appear in the other section of the window.

- 3 To end the session, click the **Close** button in the upper right corner of the **Voice Chat** window.

### Notes:

- Input, output and background noise suppression levels may require adjustment for highest sound quality.
- During a voice chat session, the quality of the audio heard by either user may decrease as more Carbon Copy tools are used, or while the applications are performing data-intensive tasks.
- If your sound card does not support full-duplex operation, red and green status lights will appear in the upper right corner of the **Voice Chat** dialog box. When the green status light is on, your voice is transmitted to the other user. When the red light is on, the other user is speaking to you, and your voice is not transmitted.
- To decrease the size of the **Voice Chat** window, click on **View** and select **Hide Audio Controls**.

- You can type any printable ASCII character, plus CTRL+G (beep) and BACKSPACE.
- Older text that scrolls out of view is held in each Chat window, and you can scroll to see it.
- If the other user's Chat window is not active, any text you send is ignored. You will hear a beep when you type, but the other user will not know you are sending text.

## Setting Input Options

### To set Input options

- 1 Select the input device that Carbon Copy will use when running Voice Chat.
- 2 You can adjust the output level automatically or manually:
  - If you select **Use Automatic Setting**, click the **Configure** button to set the input level for your microphone/sound card.
  - If you select **Use Manual Setting**, move the slider to the desired level.
- 3 You can adjust the background noise level automatically or manually:
  - If you select **Use Automatic Setting**, click the **Configure** button to set the background noise level for your microphone/sound card.
  - If you select **Use Manual Setting**, move the slider to the desired level.
- 4 Click **OK**.

## Setting Output Options

### To set Output options

- 1 Select the output device that Carbon Copy will use when running Voice Chat.
- 2 You can adjust the output volume level manually pressing the **Play Sample** button and moving the slider to the desired volume level.
- 3 Click **OK**.

## Voice Chat Properties

The **Voice Chat Options** dialog box has a **General** tab, **Output** tab, and **Input** tab.

### Voice Chat > General Tab

**Select audio (.wav) file you would like played when someone wishes to chat with you** - The list contains audio files that can be played when a remote user requests a chat. Voice Chat alerts you of incoming calls with an audio announcement.

**Test** - Plays the audio file selected.

**User Name. Used to display conference participants - Enter the name you want displayed to conference participants.** If you do not enter a user name, the workstation name will be used by default.

**Disable Audio** - Select the check box to disable the use of all incoming and outgoing audio during a Voice Chat session.

**Force half-duplex** - Select the check box to force half-duplex for all computers participating in a voice chat conference. Voice Chat is a full duplex application, which can record and play audio simultaneously. However, not all audio cards support this feature. To use Voice Chat on audio cards that do not support full duplex, select **Force half-duplex**.

## Voice Chat > Output Tab

The **Output** tab sets the device and volume level used when speaking through a Voice Chat connection. You can adjust the output wave device and the output volume.

## Voice Chat > Input Tab

The **Input** tab sets the device, volume and noise suppression levels used when someone is speaking to you through a Voice Chat connection. You can adjust the input wave device, the input level, and the background noise suppression level.

## Remote Printing

Computers running the Altiris Console, the Carbon Copy Console, or the Carbon Copy Agent can be set up to use Remote Printing. The remote printing feature allows users at connected computers to print documents on the remote computer.

For remote printing to work, Remote Printing must be running and the source computer (where the file is that you want to print) must have a printer defined with properties that use the Carbon\_Copy\_Printer port and the same printer driver as the destination computer's default printer.

For example, if the destination printer is an HP LaserJet 4, then the source computer should have a printer definition configured to use the Carbon\_Copy\_Printer port and the HP LaserJet 4 printer driver. If the destination computer's default printer is changed, the source computer's printer definition must be reconfigured to use the same printer driver as the destination computer's default printer driver.

Remote Printing works only from Windows applications. It is not possible to print remotely from a DOS application.

## Configuring Remote Printing

Before you can use Remote Printing, you need to configure the source computer (where the file is that you want to print) to print to a local printer that uses the Carbon\_Copy\_Printer Port and has the same drivers as the destination computer's default printer.

### To configure remote printing on the source computer

- 1 From the Windows start menu, click **Start > Settings > Printers**.
- 2 Double click on the **Add Printer** icon in the Windows Printers folder.
- 3 Select **Local Printer** or **My Computer**. Click **Next**.
- 4 The following steps may appear in reverse order depending on the computer's operating system:
  - a Select the Carbon Copy Printer Port. Click **Next**.
  - b Select the destination computer's printer manufacturer and model. Click **Next**.
  - c Type in a printer name. For example, HP LaserJet via Carbon Copy. Click **Next**.
  - d For Windows NT/2000, you will be prompted to share the printer. Click **Not Shared** and then click **Next**.
- 5 Follow the remaining steps to install the printer.

### Notes:

- The source computer's default printer does not have to be set to remote printer definition.
- Bidirectional support must be disabled. To verify, right click on the remote printer's icon and select **Properties**. For Windows 95/98/Me, select the **Details** tab, click on **Spool Settings**, and verify that bidirectional printing is not selected. For Windows NT/2000, select the **Ports** tab and verify that bidirectional support is not enabled.

## Printing to a Remote Printer

Remote Printing works only from Windows applications. It is not possible to print remotely from a DOS application.

### To print to a remote printer

- 1 Make sure you have a printer defined to use Remote Printing. See “[Configuring Remote Printing](#)” on page 30.
- 2 Make sure that you have a connection to the destination computer and Remote Printing is running.  
**Important:** The Remote Printing utility can not be started from the Carbon Copy Agent. It must be started from the Altiris Console’ **Remotely Control with Carbon Copy** window or the Carbon Copy Console.
- 3 Make sure that the destination computer’s default printer uses the same print driver as the source computer’s printer for remote printing.  
If the destination computer’s default printer does not use the same print driver as the source computer’s printer for remote printing, the source computer’s printer definition must be reconfigured to use same printer driver as the destination computer’s default printer driver.
- 4 Print the file from the application or from Windows explorer using the printer defined for the destination computer.

The print job will be printed on the printer connected to the destination computer.

## Remote Printing Properties

The **Remote Printing Options** dialog box has a **Printer Selection** tab.

### Remote Printing > Printer Selection Tab

Only configure these options on the destination computer (where the printer is that will be *receiving* the print job) only.

**Select the printer attached to this PC** - Select the printer on the destination computer you want remote print jobs printed to. If no printer is selected, Carbon Copy uses the Windows selected default printer

**Printer Setup** - Opens the **Printers and Faxes** window.

**Add New Printer** - Starts the **Add Printer Wizard**.

Only set these options on the computer that will be *receiving* the print job.

## Chapter 7:

# Wizards

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Carbon Copy include the **Create New User Wizard** and the **Create New Connection Wizard** to help you quickly complete tasks. Many of the pages in the wizards contain context-sensitive help. The information in this section is the information that is displayed by the wizard's **Help** button.

## Create New User Wizard

The **Create New User** wizard creates a customized profile for each user who will be connecting to this computer. A profile contains the user name and password for each user.

### Create New User - Login

Enter a user name and login password for the user who will be connecting to your computer.

Login passwords are optional. The login password appears as asterisks. You must retype the login password in the **Confirm Password** field for verification. Type the login password *exactly* as you did the first time and choose **OK**. If the passwords in the **Login Password** and **Confirm Password** fields do not match, you will be prompted to reenter them.

### Create New User - Callback Type

Select a callback type for the user. Available callback types are:

**None** - No callback is performed. This is the default.

**Fixed** - The computer placing the call is called back at the number in the Callback Phone Number field. You must enter a phone number in the Callback Phone Number field when you select Fixed.

**Roving** - Entering a phone number in the Callback Phone Number field is optional. If you enter a number in this field, it becomes the default number. When the user who originates the call dials in, the default call back number, if supplied, appears in the **Roving Callback** dialog box. The connection can be made using this phone number, or can be changed if the user is at a different location.

**Passthrough** - Works the same as Roving Callback, except you are given the additional option of completely bypassing the callback.

**Callback Phone Number** - Enter the callback phone number in this field.

### Create New User - Profile

Select which Carbon Copy utilities the user can access after they are connected to your computer.

By default, all the utilities are selected, except for the Phone Book, Profiles, and Security Options.

You can also select whether this user is allowed to connect by selecting the **Allow Connections** check box.

## Create New User - Finish

You have successfully completed creating a new profile. If you want to make changes to this profile now, click **Back**. The dialog boxes you just completed will reappear. To save the profile, click **Finish**. The new profile will appear as an icon in the **Profiles** window.

**Note:** To make changes to this profile later, highlight the profile icon on the **Profiles** window and click **Properties**.

## Create New Connection Wizard

Use the **Create New Connection** wizard to create a new phone book entry. After you create a new connection, you can place a call to a remote computer.

You can create both Carbon Copy connections and dial-up networking connections. Create a Carbon Copy connection when you will be connecting using a modem, a local area network, or via direct connect. Create a dial-up networking connection when you will be establishing a remote network node.

To continue, click **Next**.

## Create New Connection - Name and Connection Type

Enter a name to represent the computer you are connecting to. Enter a name that will help you identify the computer, such as its location, or the name of the person using it. The name may include any displayable character (including spaces). Names are NOT case sensitive.

Select the type of device you will use to make the connection. You can select a modem, direct or network connection. If your modem is not listed, click the **Install Modem** button. If you want to change the current settings of your device, select the device and click **Configure**.

To continue, click **Next**.

## Create New Connection - Phone Number

Enter the telephone number of the computer you will be calling. If the computer is located in a different area code or country, make sure you enter area code and country code information. If you do not enter a phone number, you will be prompted to enter one when you start the connection.

To continue, click **Next**.

## Create New Connection - Workstation Name

- 1 In the **Workstation Name** field, type the name or network address of the computer you want to connect to.
- 2 If you are creating a TCP/IP connection, you can select the **Use the Internet** check box.
- 3 Select **Use the Internet** to browse for Carbon Copy systems located on Internet Locator Servers (ILS).
- 4 After you select **Use the Internet**, you must either select an ILS or add one in the Internet Locator Server section. An example of an ILS address is: ils1.carboncopy.com

If you have previously added an ILS address in the **Communications**, **Browse**, or **Wait for Call** tab, it will appear in the drop down list of Internet Locator Servers.

When you add an ILS, the ILS will also be added to the list of ILS entries on the **Browse** or **Wait for Call** tab.

5 To continue, click **Next**.

## Create New Connection - Login Information

In these fields, enter information used when you make a connection to another computer. The information you enter here is sent automatically.

**Login Name** - Enter the name used to login to the remote computer.

**Login Password** - Enter the password used to login to the remote computer. The password will appear as asterisks.

**Confirm Password** - Retype the Login Password in this field exactly as you typed it in the **Login Password** field. If the login and confirm passwords do not match, you will be prompted to type them again.

Click **Next** to continue.

## Create New Connection - Finish

This is the last screen for the **Create New Connection** wizard. If you want to make any changes to the information you entered on previous screens, click **Back**. The screens you just entered information on will reappear. When you are done creating this Phone Book entry, click **Finish**. The entry will be saved, and will appear in your **Phone Book** tab.

When you are ready to make a connection, double click the Phone Book entry. If you want to make a connection now, select the **Establish Carbon Copy Session Now** check box, and then click **Finish**.

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