
Subject: Re: Weird Runtime Problem

Posted by [Rick Towler](#) on Tue, 15 Mar 2005 16:33:32 GMT

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Benjamin Hornberger wrote:

> David Fanning wrote:

>

>> Robert Barnett writes:

>>> What's the CPU usage when IDL enters this bizzare state?

>>

>> Don't know. I'm 3000 miles away and getting these kind of

>> numbers seems, uh, hard. :-)

>

> You can ask your client to run a VNC server (Virtual Network Computing,
> www.realvnc.com, www.tightvnc.com) if he's willing to let you mess
> around on his desktop. VNC can be tunneled through SSH if security is an
> issue (he would have to run an SSH server as well). We are using this a
> lot for remote administration of Windows machines. If your client is a
> big company with tight IT regulations, it's unlikely that they do it
> though.

Since your both on XP, you can "Remote Assistance" instead of VNC. Your client can go to Start -> Help and Support and click "Invite a friend to connect to your computer with Remote Assistance". There is little wizard that will send you a file which your machine will use to connect with your client's machine.

Of course this gets complicated if your client is behind a real firewall or a "fake" one that isn't uPNP aware.

-Rick
