

Connecting From Anywhere

without iTeleport Connect

Who should use this information

Ideally, you should use iTeleport Connect to set up access from anywhere. However, you might not be able to use that if:

- Your router supports neither UPnP nor NAT-PMP
 - e.g. 2WIRE routers from AT&T
- You have problems with iTeleport Connect
 - e.g. persistent connectivity failures

If so, please read on.

Challenges in Connecting

When you're not on the same network as your computer:

1. Your iPhone needs to know how to reach your router
2. Your router needs to know how to reach your computer

You can solve (1) using no-ip.com.

You can solve (2) using port forwarding on your router.

Example

Let's say this is your IP address configuration at home:

- VNC server 192.168.0.20
- router 192.168.0.1
- router external IP 64.135.92.231 [might change daily]

When you're on 3G, EDGE, or on some other WiFi network, the first two IP addresses mean nothing. The only address that matters is your router's external IP address, given to you by your Internet Service Provider (e.g. Comcast).

What is No-IP.com for?

Once you set it up correctly, No-IP.com helps you by keeping track of your router's external IP address no matter how often it changes.

Here are the steps you need to follow:

1. Make a **free** account at No-IP.com
2. Add a host
3. Download the DUC client and install it
4. Run it, and enable your host name

No-IP.com Step 1/4

Create a **free** account at <http://www.no-ip.com/newUser.php>

 The DNS Service Provider

Home Download Services Support Company

No-IP is Free, Sign up Now!

Home > [Free SignUp](#)

Create Your No-IP Account

If you already have an account then you can [sign in here](#)

 **Account Information:**

Email:

Password:

Confirm Password:

 **About You:**

First Name:

Last Name:

How did you hear about us?:

Zip/Postal Code:

 **Account Access:**

Security Question:

Your Answer:

Birthday:

No-IP.com Step 2/4

Click on **Add a Host**.

Set the **hostname** to something descriptive (e.g. my-home-pc)

Then click **Create Host**.

This will make your full host name:
my-home-pc.no-ip.biz

(You need to choose your own unique hostname)




The screenshot shows the 'Add a host' form on the No-IP.com website. The form is titled 'Add a host' and includes a sub-header 'Own a domain name?'. Below this, there is a section for 'Hostname Information' with several fields and options. The 'Hostname' field is set to 'no-ip.biz'. The 'Host Type' section has three radio buttons: 'DNS Host (A)' (selected), 'DNS Host (Round Robin)', and 'DNS Alias (CNAME)'. There are also options for 'Port 80 Redirect' and 'Web Redirect'. The 'IP Address' field is empty. The 'Assign to Group' dropdown is set to '- No Group -'. The 'Enable Wildcard' section has a message: 'Wildcards are a Plus / Enhanced feature. Upgrade Now!'. A 'Create Host' button is located at the bottom right of the form.


Add a host


Fill out the following fields to configure your host. After you are done click 'Create Host' to add your host.


Own a domain name?
Use your own domain name with our DNS system. Add your domain name now or read more for pricing and features.


Hostname Information

Hostname: 

Host Type: ☒ DNS Host (A) ☐ DNS Host (Round Robin) ☐ DNS Alias (CNAME) 
☐ Port 80 Redirect ☐ Web Redirect

IP Address: 

Assign to Group:  [Configure Groups](#)

Enable Wildcard: Wildcards are a Plus / Enhanced feature. [Upgrade Now!](#) 

Create Host

No-IP.com Step 3/4



Download the DUC client:

Click on the Downloads link on the left side.

Then choose your OS, and install the client.

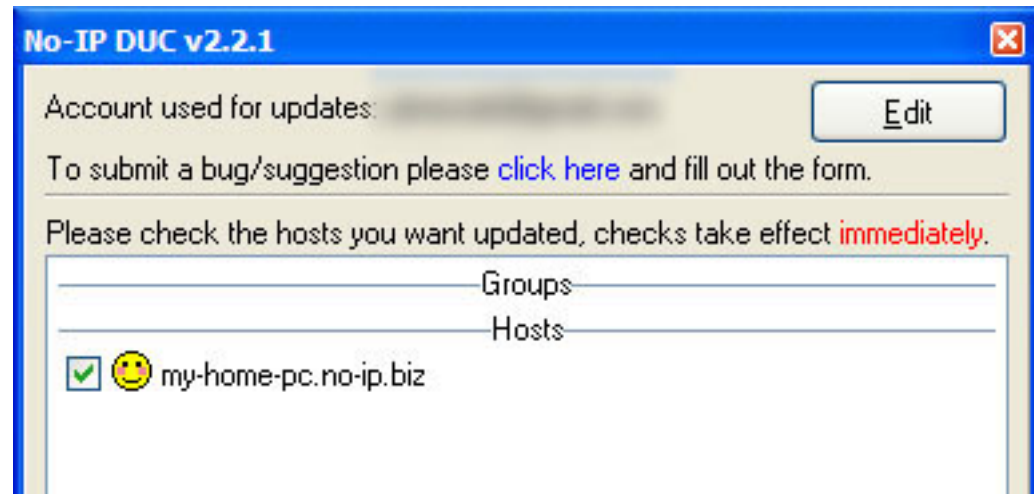


No-IP.com Step 4/4

Run the client. Enter your No-IP.com account details

Tick the checkbox
next to your host name

You're done!



What's Next?

Now you've solved the first challenge -- no matter what network you're on, you can always connect to your router by entering your xyz.no-ip.biz address in iTeleport.

One last thing -- your router is not your VNC server! You need to tell your router to forward any VNC requests to your actual VNC server.

This brings us to the last step: port forwarding.

Port Forwarding Basics

If you do not have a router, you can skip this step. Most people have a router though, so read on.

Your router has two sides to it. One is the internal side, which has your computer (running VNC), your laptop etc. The other is the external side, which connects to the Internet.

The purpose of port forwarding is to take an incoming request from the external side (Internet) and *forward* that request to an internal computer.

Port Forwarding with VNC

You need to tell your router to forward port 5900 to your VNC server. For AirPort users, this means using AirPort Utility, going to the Internet tab, and selecting NAT, and adding a port mapping. No-ip.com has [guides for the other major routers](#) and so does [portforwarding.com](#).

Here's what you need to set:

- Internal / Private IP of your computer: [*Your IP address]
- Port to forward from / Private TCP Port: 5900
- Port to forward to / Public TCP Port: 5900
- Leave any UDP ports blank

* In Windows, get your IP by hovering over the TightVNC icon

* On a Mac, go to System Preferences > Network to get your IP

Testing Port Forwarding

The first thing to do is visit <http://canyouseeme.org> and type in your forwarded port (5900). See whether it is able to connect or not. If so, then you should be good to go. If not, then your router isn't correctly forwarding to your VNC server. This problem is unrelated to no-ip.com.

Some users have a router that isn't connected to the Internet, but instead to another router, which you have no control over. If this is the case, you need to talk to whoever's running that router, and ask them to forward a port to your router, so that you can forward it onto your VNC server.

Connecting Externally

You can now set up a server in iTeleport for external access:

- Tap the + icon
- Set the **name** to **home external**
- Enter your no-ip.biz hostname for **address**
- Enter the VNC **password**

This server will only work when your device is not connected to your router's WiFi network (e.g., when using 3G, EDGE or a different WiFi router).

To test this, you HAVE TO BE ON A DIFFERENT NETWORK! Either disable WiFi and use 3G / EDGE, or use a different WiFi network.



Connecting Internally

When you're in the same WiFi network as your computer, you cannot use the external connection in the previous page. Instead, use the automatically discovered server to connect.

If you don't get an automatically discovered server, you can create one manually:

- Tap the + button to create a **New Server**
- Set the **name** to **home internal**
- Enter the local IP address for the **address** field
- Enter your VNC **password**

Remember, this 'home internal' connection will only work when you're connected to the local WiFi network.



Recap

By now you should have two separate saved servers.

One will be used for external access (when you are on 3G or EDGE, or on a different WiFi network). It will not work when you are on the same WiFi network as your computer.

The other one will be used for internal access. It will only work when you are on the same WiFi network as your computer.



Configuring your Modem + Router

This is only required for 10% of users.

If you have a cable or DSL modem between your router and the Internet, you need to do one extra step.

Go to your router's setup page (suppose it's 192.168.1.1). You should be able to see its external IP address -- which might be something like 192.168.0.2 with the gateway set to 192.168.0.1. Now the gateway is actually your cable/DSL modem. So go to its setup page, and tell it to put your router (192.168.0.2) on the DMZ. This will make it forward all incoming requests to your router, and your router can in turn forward VNC requests to your VNC server.

Troubleshooting

Q: I cannot connect.

A: Please be more specific! What operating system? What error message? What router? Did you configure everything exactly as specified? Checked your firewall? Take screenshots of your router's setup and the result from canyouseeme.org and email us.

Q: How can I test to see if I've set things up correctly?

A: Test connectivity with canyouseeme.org and then connect using iTeleport from a different network.

Common Problems

- 1) Make sure you are not trying to test this while you're still in your internal network -- port forwarding only works if you're accessing your router from the Internet! Switch to EDGE/3G or a different WiFi network to test this.
- 2) Check your router's DMZ setting. If it's on, and if the IP address for DMZ is not your VNC server, this will not work. DMZ is another way of saying "forward all ports to this IP address" -- so the port forwarding you did in the previous steps is useless if DMZ is already forwarding ports to another IP address. The simple fix is to turn DMZ off.