

Callback connection

Contents

[Where to use](#)

[Configuring callback on the Host](#)

[Configuring callback on the Viewer](#)

[Connecting to the remote PC using callback](#)

The **Callback** feature allows direct connection to the remote *Host* even if the *Host is not accessible by its IP address*. Instead, the *Viewer's* external IP address is used to establish connection link.

Where to use

Typically, the callback connection type is used when:

- You need *direct connection* between the Viewer and Host where the Host is NOT accessible by an IP address but your Viewer workstation DOES HAVE an external IP address.
- You do not want to use the firewall bypassing capabilities (*Internet ID*) built into Remote Utilities for easy connection setup.

Configuring callback on the Host

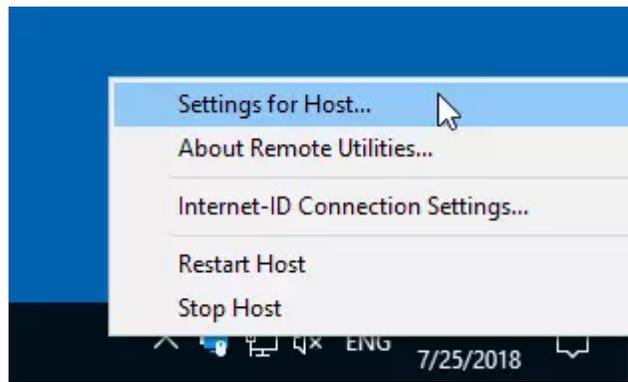
The main idea behind the callback connection type is that the Host "pings" the Viewer and offers remote access. In order for a remote session to start, the Viewer only needs to accept such invitation.

Important!

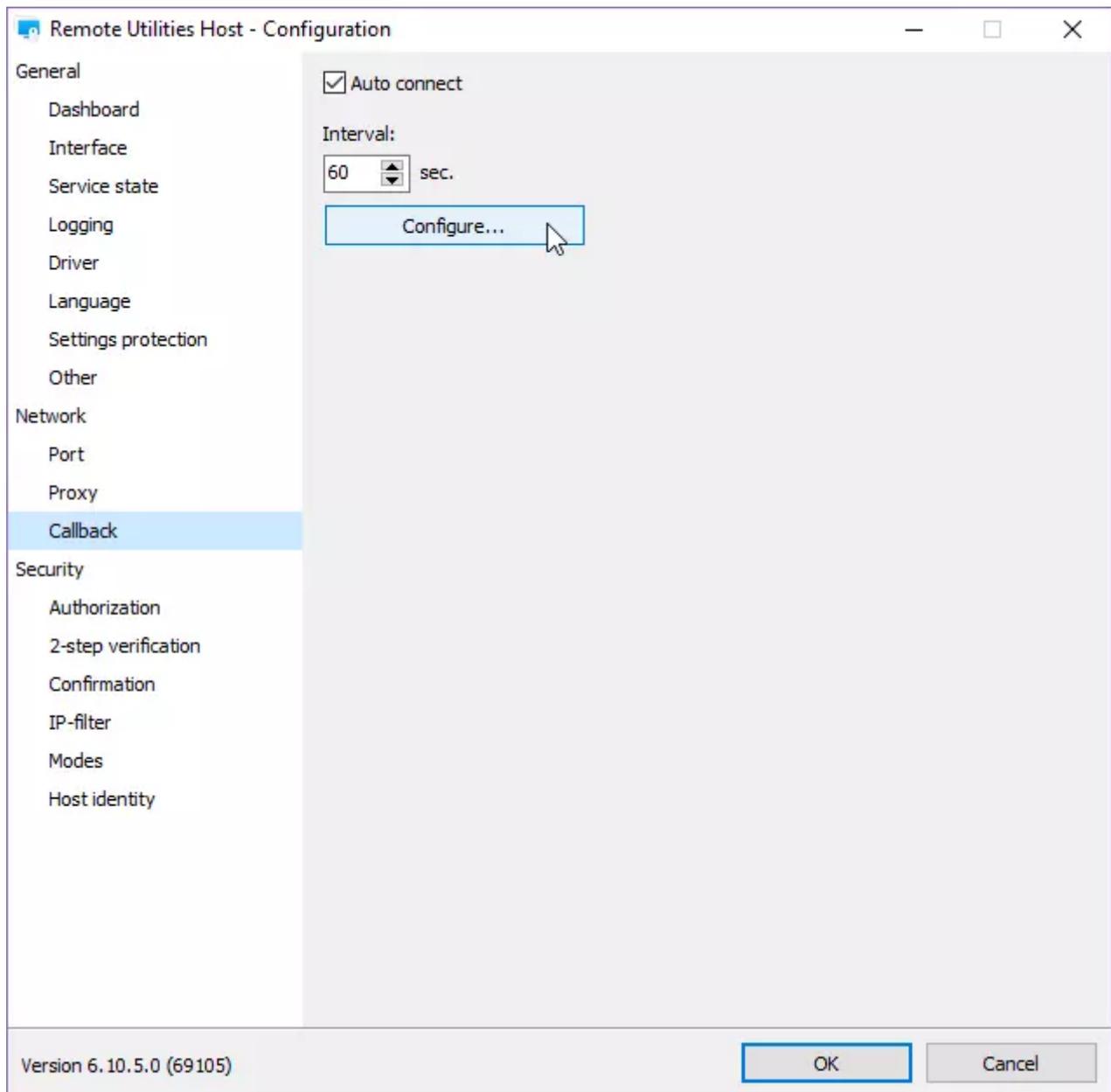
Host requests can be sent *manually or automatically* at regular intervals.

To enable callback on the Host:

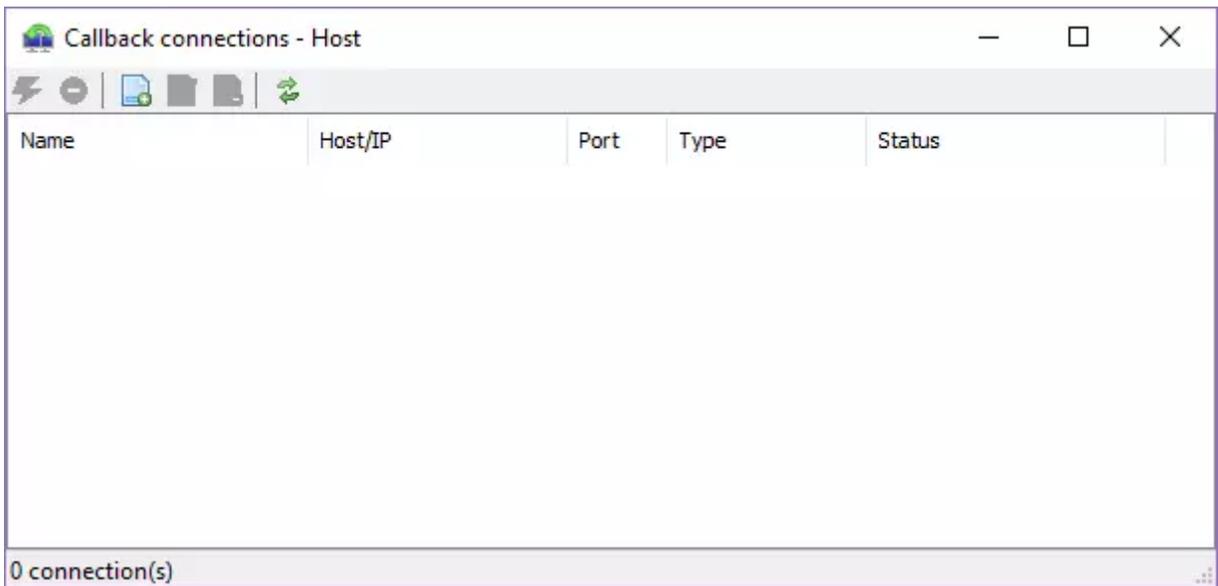
1. Right-click on the **Host** icon and select **Settings for Host**:



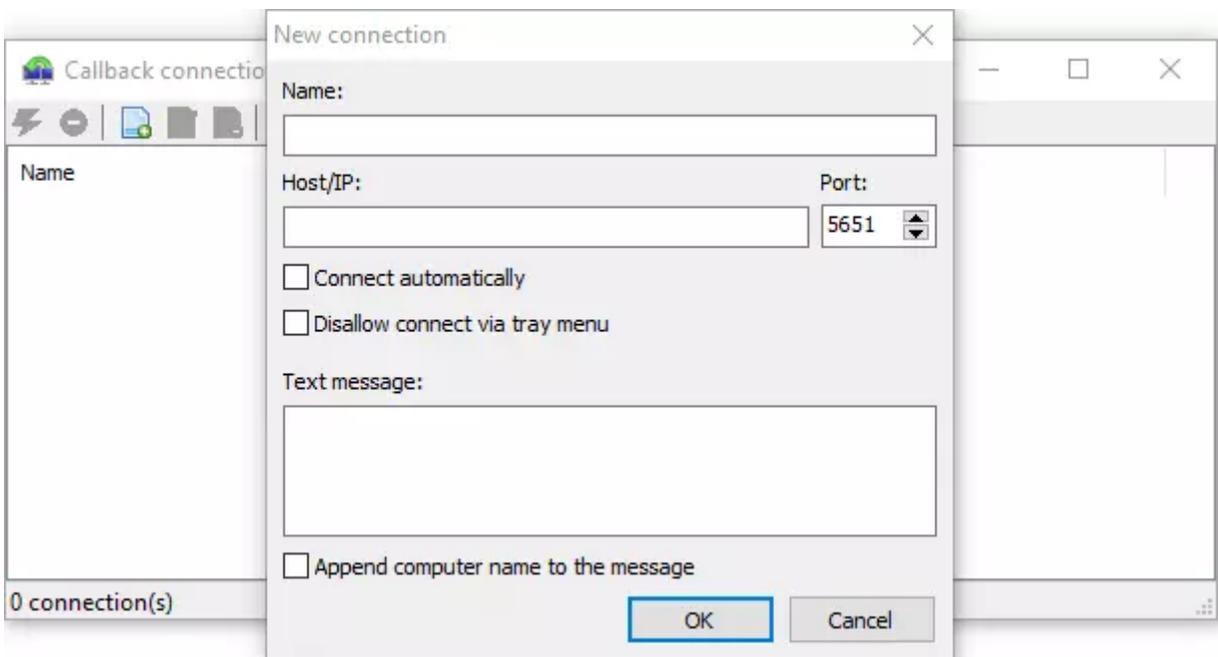
2. Navigate to **Network** → **Callback** and click **Configure...**:



3. The callback connection window will appear:



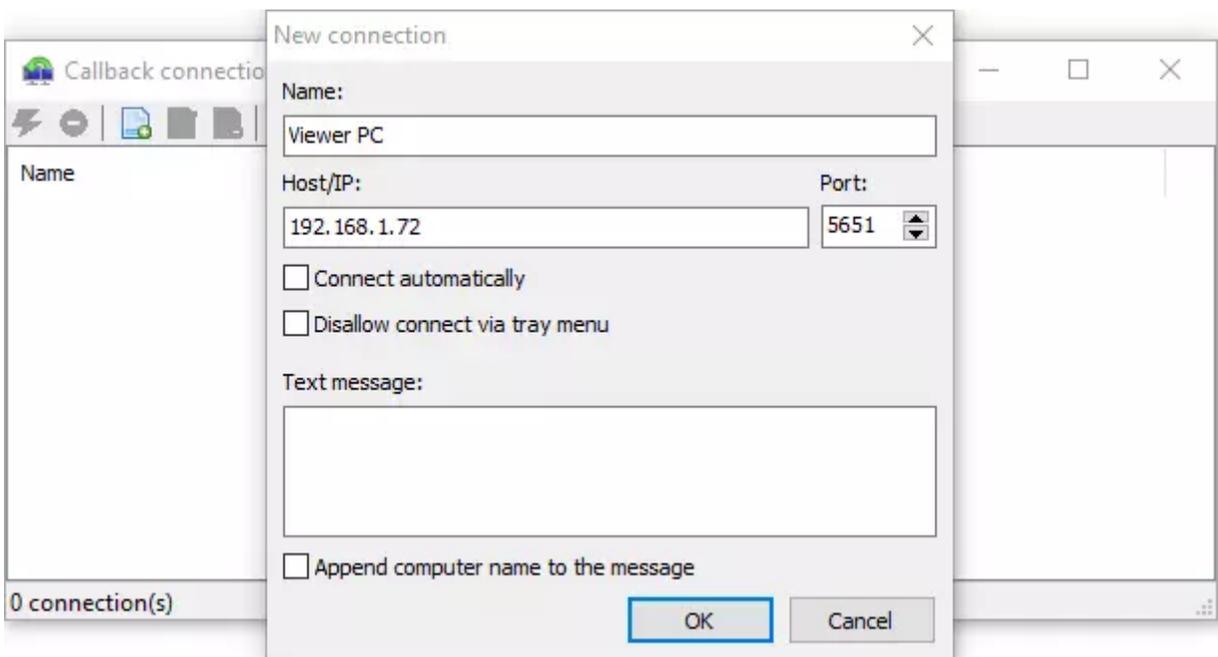
4. Click the **Add connection** icon on the toolbar. The **New connection** dialog window will appear:



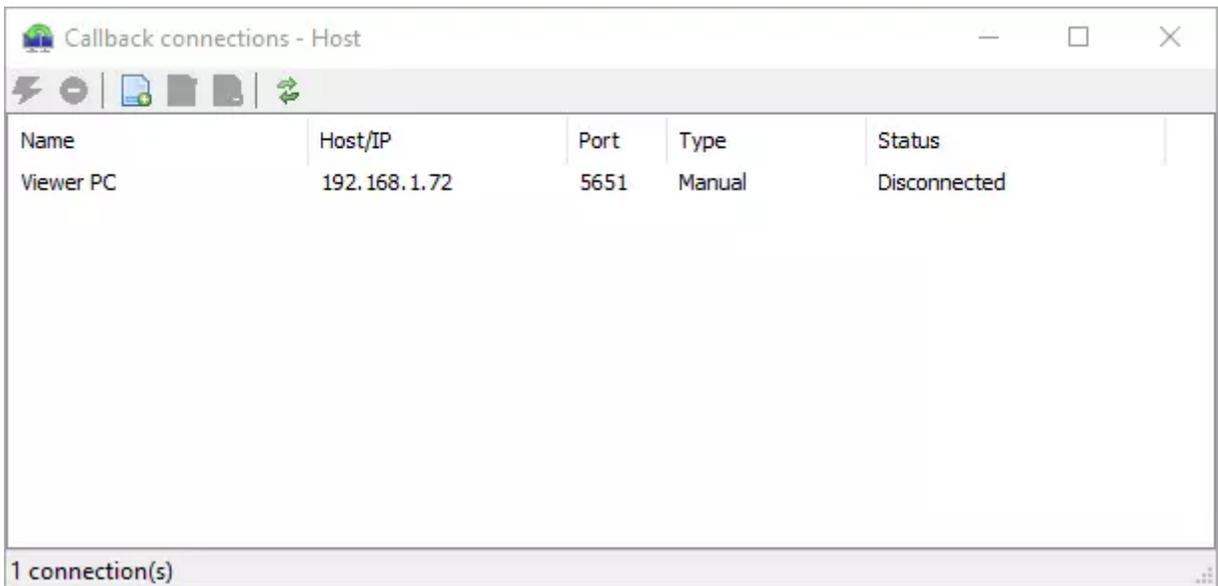
- **Name** – a descriptive name for the callback entry
- **Host/IP** – the IP address of the Viewer PC
- **Port** – the port set in the Viewer for callback connection (see "Viewer configuration" section below)

- **Connect automatically** – when enabled, the Host will send connection requests automatically at the interval set in the **Settings for Host** → **Network** → **Callback** tab
- **Text message** – text message shown on the Viewer PC screen when the callback request is received
- **Append computer name to the message** – also show the name of the computer from which the message was sent

5. Specify the Viewer's IP-address or DNS name in the **Host/PC** field. Enable or disable other options if necessary and click **OK**:



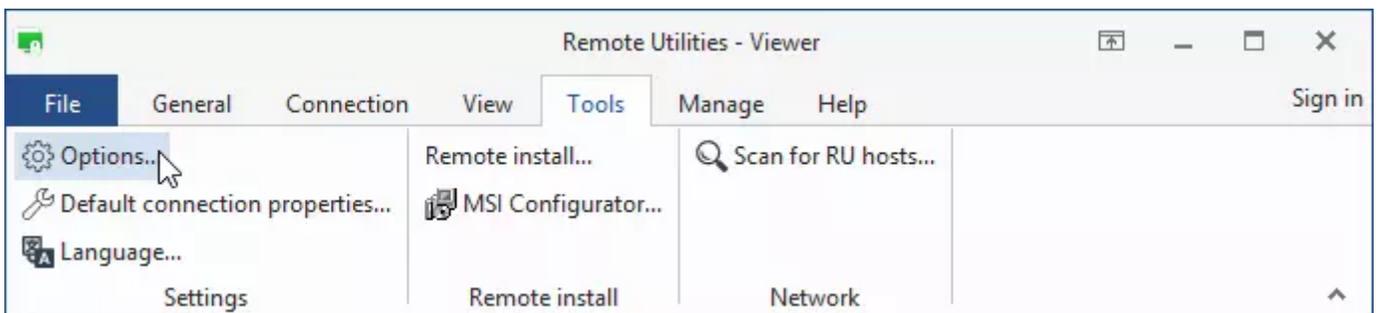
6. The new connection will appear in the list of callback connections:



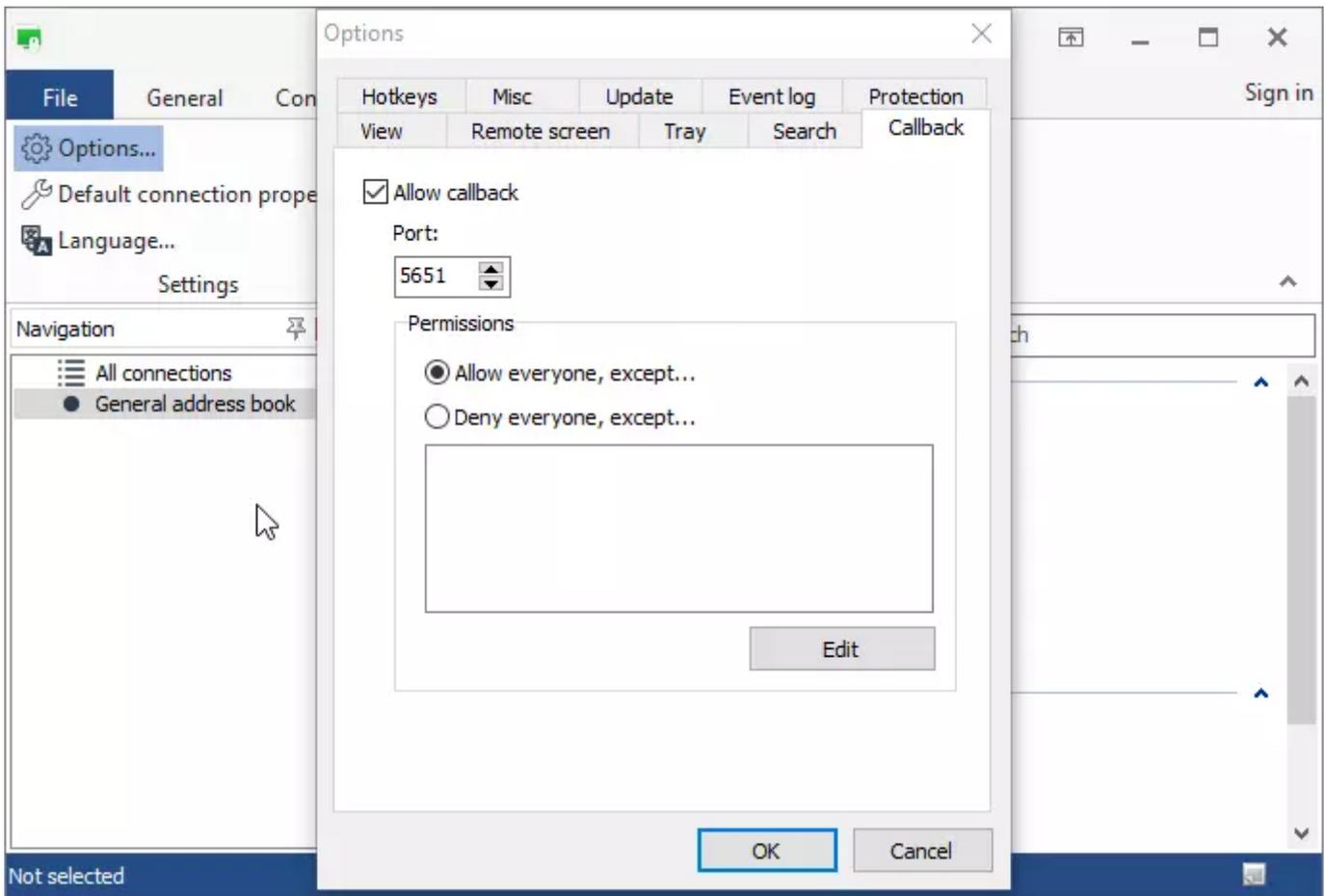
Configuring callback on the Viewer

To be able to accept inbound connection requests, you must enable callback on the Viewer side:

1. In the Viewer select the **Tools** tab and click **Options**:



2. In the **Options** window navigate to the **Callback** tab and enable **Allow callback**:



3. (Optional) Click the **Edit** button if you want to restrict incoming connection requests to only certain IP addresses or IP address range.

4. Click **OK** and close the Options window.

Important!

Make sure that you use the same callback port on the Viewer and Host side. Also, the port must be allowed in the firewall on the Viewer PC.

Connecting to the remote PC using callback

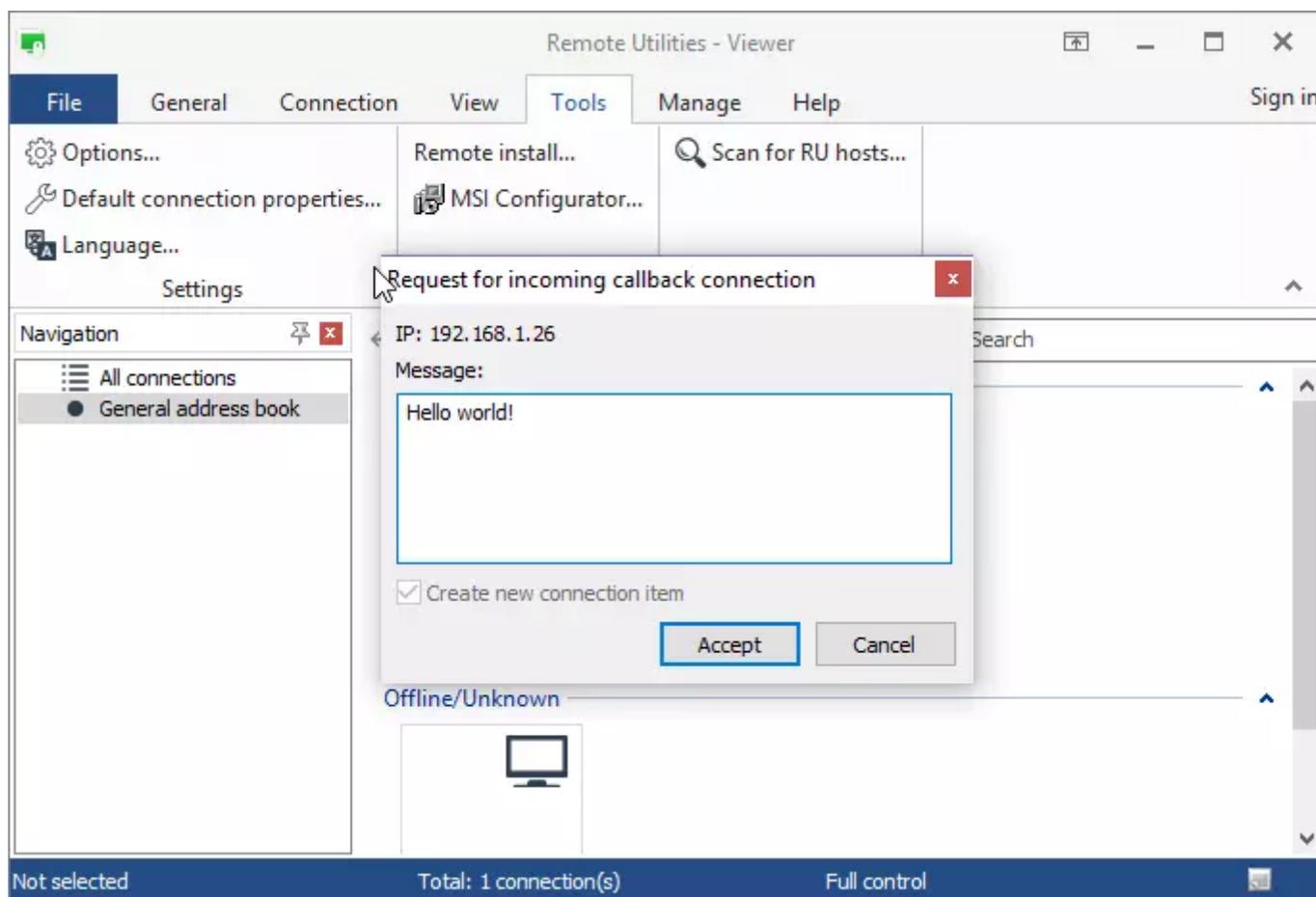
If you enabled **Connect automatically** checkbox when configuring callback on the Host side, the Host will send connection requests to the Viewer automatically

at regular intervals.

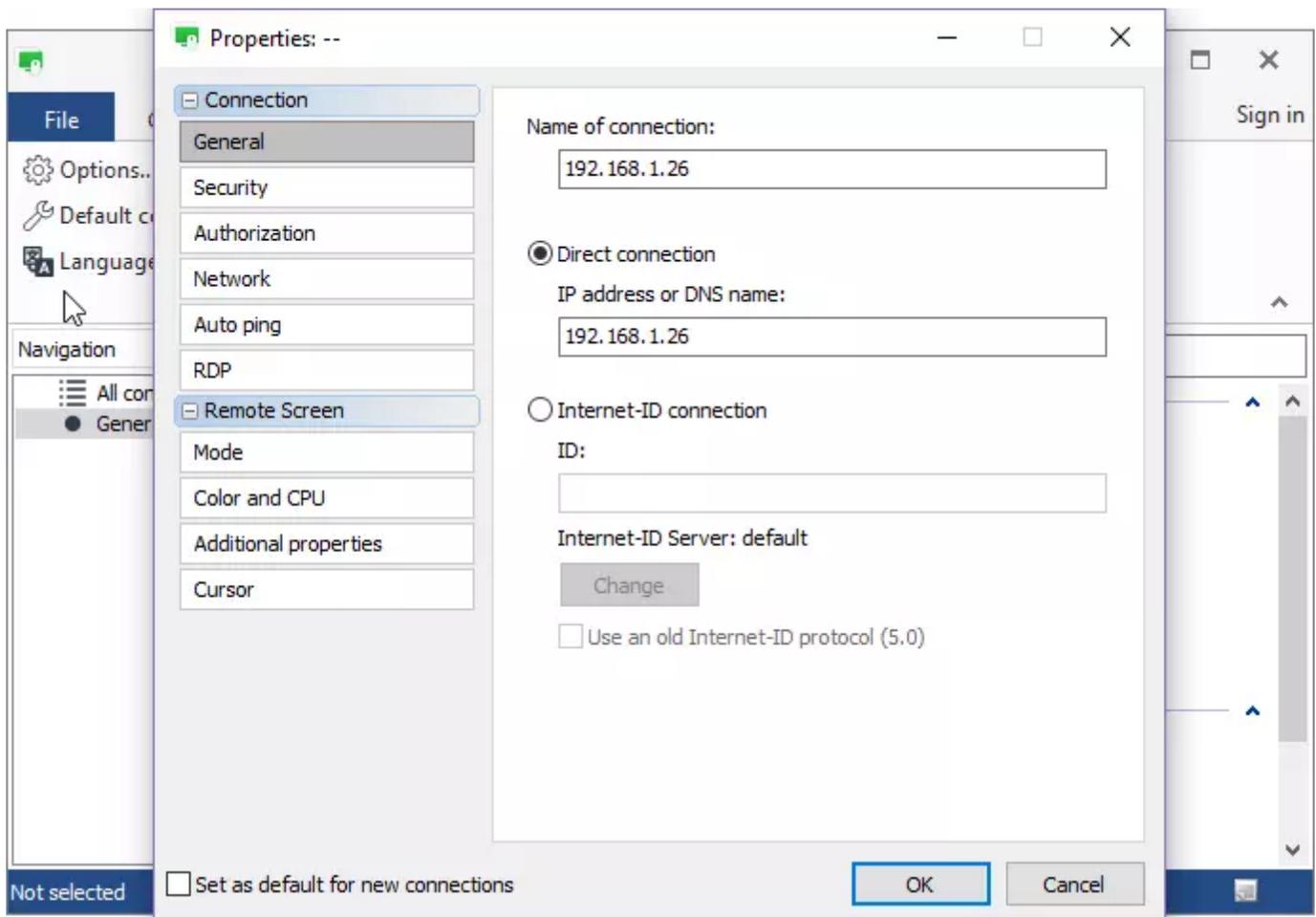
Important!

The interval is set in the **Settings for Host** → **Callback** tab.

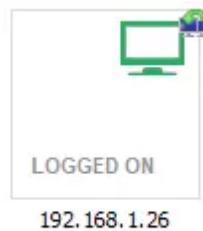
When the Viewer receives an incoming connection request from the Host, a small icon () appears in the system tray on the Viewer PC. Click this icon to invoke the window shown below and click **Accept** :



A **New connection** window will appear:

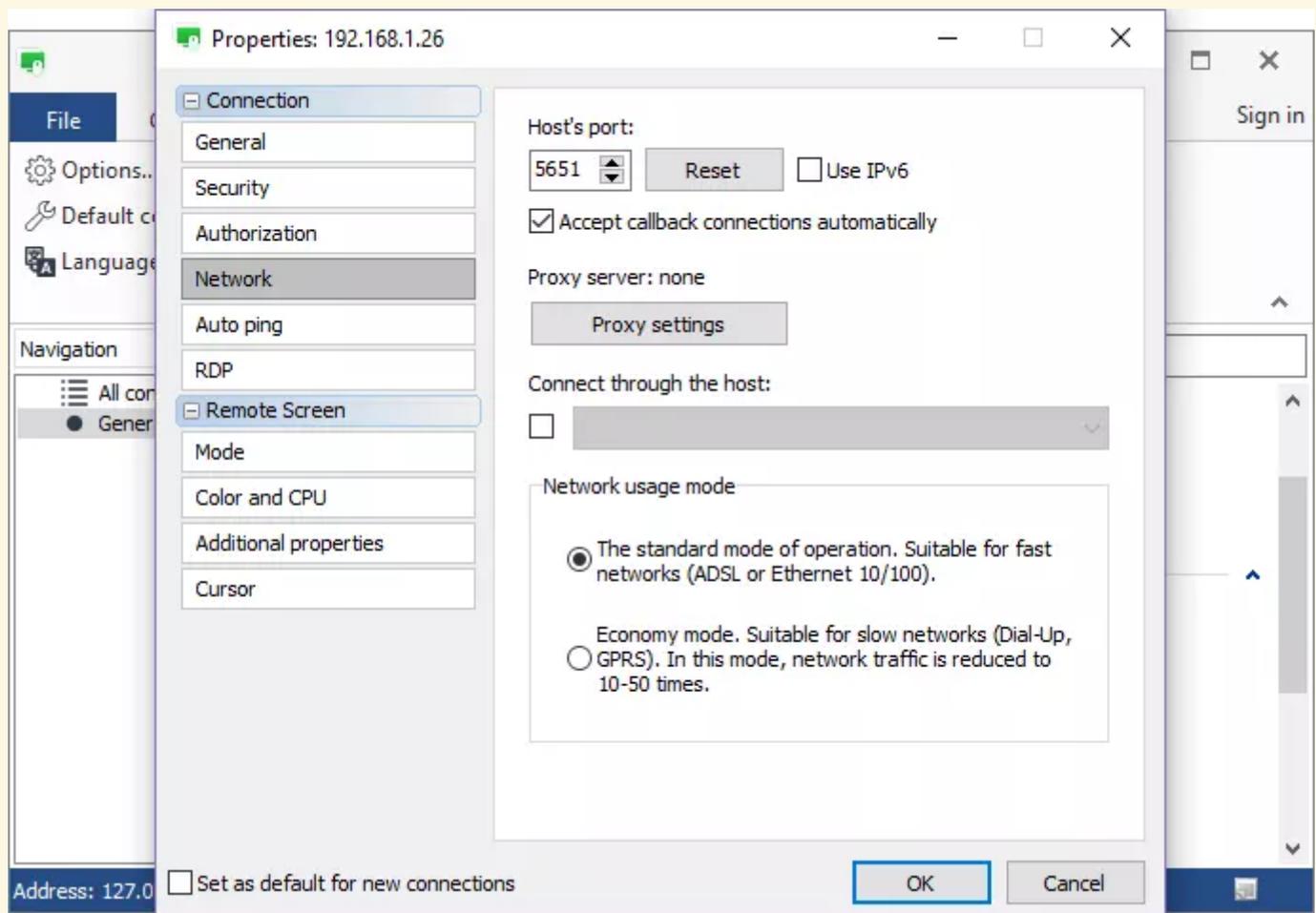


Enter a descriptive name for the connection and click **OK**. Now the connection is ready to be used. Notice the callback connection icon at the top right corner of the connection thumbnail in the address book. This helps you to distinguish this kind of connections from regular ones:



Important!

If you want to get rid of subsequent messages from the Host asking you to accept the connection, open connection properties, navigate to the **Network** tab and enable the **Accept callback connections automatically** checkbox. This will silently accept callback connections from that specific remote Host and you will not have to accept them every time the server "calls back".



Related articles

- [About Remote Utilities: Host](#)
- [About Remote Utilities: Viewer](#)
- [Getting Started: Connecting over LAN](#)

URL: <https://www.remoteutilities.com/support/docs/callback-connection/>