**Putty & TeamViewer**

**Putty** is a terminal emulator that a field tech has installed on their on-site laptop that enables network engineers remote access (via Command-Line Interface) to a Server, Switch or Router using an attached serial cable. Putty is typically used to *configure IP addresses on a Switch, restart services, check logs*, etc. Putty does not necessarily require the Internet as it works over the local Serial or LAN.

**Using PuTTy for Remote Access to Switch/Router**

1. **Plug Serial Cable into COM3 of Laptop**
2. ****Open** the **PuTTy** App**
3. **Select the “**Serial**’ Connection Type Radio Button**
4. **Configure Serial Settings**
5. **Enter **COM3** port on Serial line (find** in **Device Manager** under **Ports**.
6. Ascertain **Speed** (baud rate): **9600**

View System Logs: Cisco / Dell show logging

+ Display Full Log: terminal length 0

HP/Aruba show log

Juniper show log messages

Review Interface Configurations for Errors: show interfaces

1. **Under Save Session, enter ‘CiscoConsole’ and **Save** for Future Use**
2. **Click **Open** to Connect.** A terminal window will open. If the Cisco device is powered on, you should see console output or be prompted to press **Enter**.

**TeamViewer** gives enginners full access to the laptop Graphical User Interface remotely. TV is typically used to (1) install software, (2) troubleshoot graphical apps, and (3) access files. TV sessions are encrypted and require two-factor auth.

Setup: Install TeamViewer on laptop → Provide TeamViewer ID/password to remote engineer

Using PUTTY TECHNICIAN CHECKLIST

✅ 1. Connect the Console Cable

Plug the RJ45 end into the console port of the device (e.g., switch, router).

Plug the USB end into your laptop.

✅ 2. Install USB Serial Driver (if needed)

If not already installed, download the correct USB-to-Serial driver for your cable (e.g., Prolific, FTDI, Cisco).

After driver installs, a COM port number will be assigned.

✅ 3. Identify COM Port

Press Windows + X → choose Device Manager.

Expand Ports (COM & LPT).

Note the port name (e.g., USB Serial Port (COM4)).

✅ 4. Open PuTTY and Configure

Launch PuTTY.

Under Connection type, choose Serial.

Set:

Serial line: COM port (e.g., COM4)

Speed (baud): 9600 (or 115200 if specified)

Click Open.

✅ 5. Confirm Console Access

You should now see a terminal window.

If the device is powered on, press Enter to trigger the CLI prompt.

✅ 6. Enable Remote Engineer Access

Open your remote access tool (e.g., TeamViewer, AnyDesk, ConnectWise, etc.).

Provide the engineer with:

Your remote session ID/code

Any password or confirmation needed

Once connected, let them control your PuTTY window.

🛑 Final Notes

Stay available in case they need you to reboot device, switch cables, or relaunch PuTTY.

Do not close PuTTY or unplug the console cable unless directed.