Install Remote Assistance

August 15, 2012

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Using Remote Assistance

We can use the Remote Assistance function to take control of a client computer and fix any problem from afar.

In this exercise, we will learn how to set the client computer and server to allow the Administrator to take control of the Windows 7 machine.



Remote Settings

On Windows а 7 computer. we right click on the word Computer on the Start and menu on the System window, we click on the Remote settings hyperlink.



System Properties Window

Next, we choose the Remote tab on the System Properties window and we annotate the Allow Remote Assistance connections to the computer checkbox. We then opt for the Allow connection from computers running any version of Remote Desktop (less secure).

System Properties						
Computer Name Hardware Advanced System Protection Remote						
Remote Assistance						
Allow Remote Assistance connections to this computer						
What happens when I enable Remote Assistance?						
Ad <u>v</u> anced						
Remote Desktop						
Click an option, and then specify who can connect, if needed.						
On t allow connections to this computer						
 Allow connections from computers running any version of Remote Desktop (less secure) 						
 Allow connections only from computers running Remote Desktop with <u>N</u>etwork Level Authentication (more secure) 						
Help me choose Select Users						
OK Cancel Apply						

Maintenance

After closing the System Properties window, we click on the Start menu and All Programs and Maintenance. We then choose Windows Remote Assistance.



Windows Remote Assistance

On our client computer, we will want to invite a person who we trust to help us out with our computer problem.



Save the Invitation as a File

We then will choose to save the invitation as a file.



Save the File of the Domain Controller

The help desk worker will want to access the invitation file, so we will save the file in the Remote Assistance folder on the Domain Controller.

The server administrator can have a shared folder made to allow any user to store an invitation file.



Smart Password

A smart password is generated on the Windows 7 client computer for the user to email or communicate over the phone to the help desk worker.

A Windows Remote Assistance	
< Chat 🔅 Settings 🗔 Troubleshoot 🔞 Help	
Give your helper the invitation file and password R67BGFCJXM3K	
Waiting for incoming connection	H.

Windows 2008 Server Manager

If the Remote Assistance function is not available on the server, we open the Windows 2008 Server Manager and choose Features in the left pane. Then we pick the Add features in the right pane.



Remote Assistance

Annotate the Remote Assistance checkbox and push the Next button.



Confirm Installation Selection

We confirm the Installation Selection and press the Install button.



Install Remote Assistance

It will install the feature and when it is completed, we will see it in the installation results.		Add Features Wizard			
		Installation Progress			
		Features Confirmation		The following roles, role services, or features are being installed: Remote Assistance	
		Progress			
Add Features Wizard		×			
Installation Resu	lts				
Features Confirmation	The following roles, role services, or features were installed successfully:				
Progress	Remote Assistance 🔮 Installation succeeded				
Results				Tnitializing installation	
	Print, e-mail, or save the installation report		We the	only have to add this feature to server one time	
	< <u>P</u> revious <u>M</u> ext > Ogse	Cancel			

Open Remote Assistance

To get to Remote Assistance, we go to the Start menu, choose All Programs, Maintenance and Remote Assistance.

A Internet Evalurer		
C Internet Explorer (64-bit)		
	X	
Windows Contacts		
Advision to all	administrator	
Broadcom		
Entrancom	Documents	
Extras and Upgrades		
Maintenance	Computer	
W Help and Support		
Problem Reports and Solutions	Network	
Remote Assistance		
Microsoft OffInvite a friend or technical suppor	t person to connect to your co	mputer and help
SharePoint you, or other to help someone els	e.	
Startup	Administrative Tools	
	Help and Support	
	Help and Support	
	Help and Support	
	Help and Support Run	
▲ Back	Help and Support	
 ■ Back 	Help and Support	
Back Start Search	Help and Support Run	

Offer to Help Someone

On the server side, we will offer to help someone.



Windows Remote Assistance

We will select the Browse button to locate the invitation file.



Open Window

We will select the invitation file from in the Remote Assistance folder.



Windows Remote Assistance

The invitation is in the textbox.



Enter the Password

Then, we receive the password from the client user and enter the smart characters into the textbox and press the OK button.

🔸 Windows Remote Assistance	×
Type the password to connect to the remote computer	
You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.	
Enter password:	
••••••	
OK Cancel	

Remote Assistance

We now have Remote Assistance of the client computer in a window on the Windows 2008 server.

When we are done chatting with the user and fixing their computer, we will disconnect from the session.

