

Install Remote Assistance

August 15, 2012

Using Remote Assistance

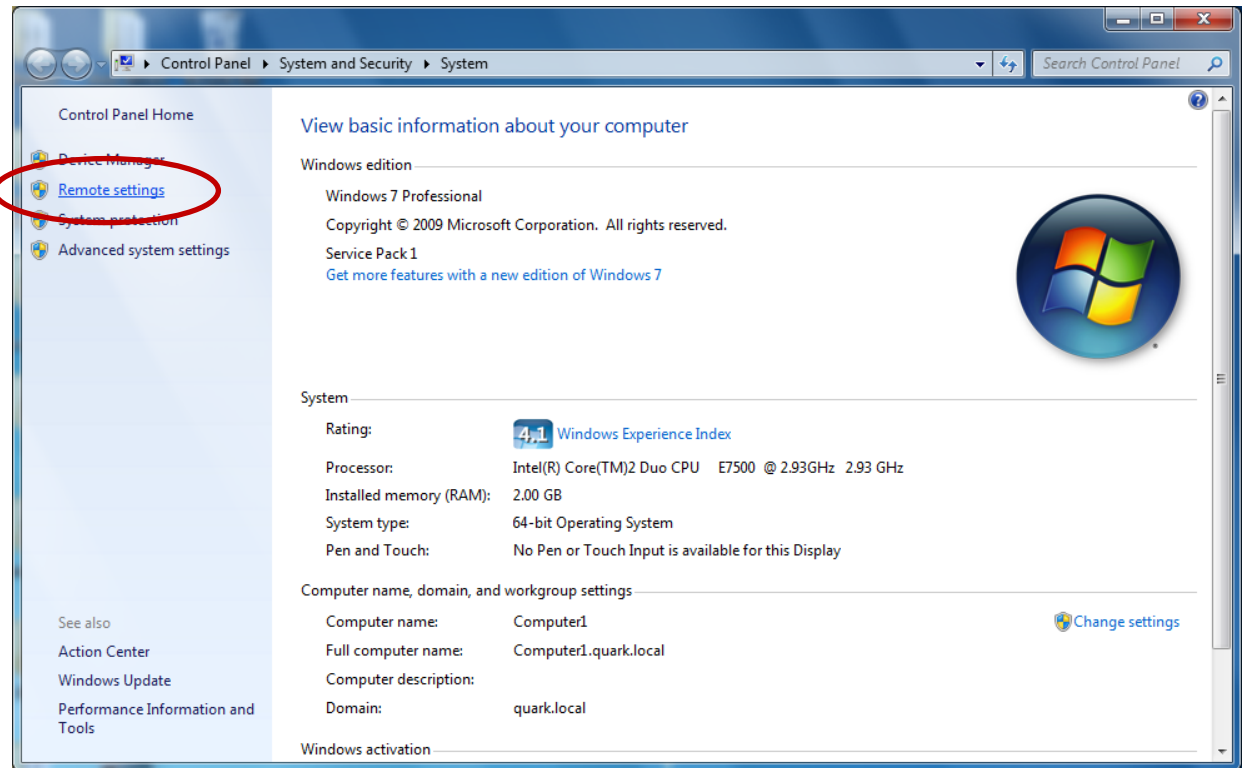
We can use the Remote Assistance function to take control of a client computer and fix any problem from afar.

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.



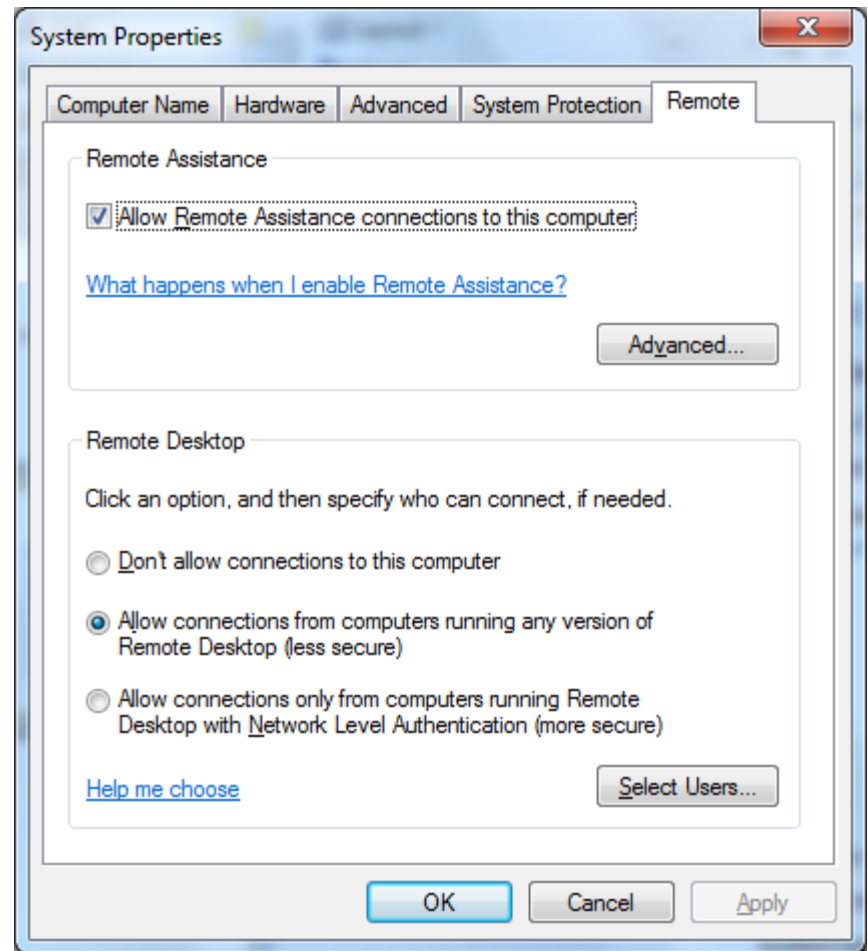
Remote Settings

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



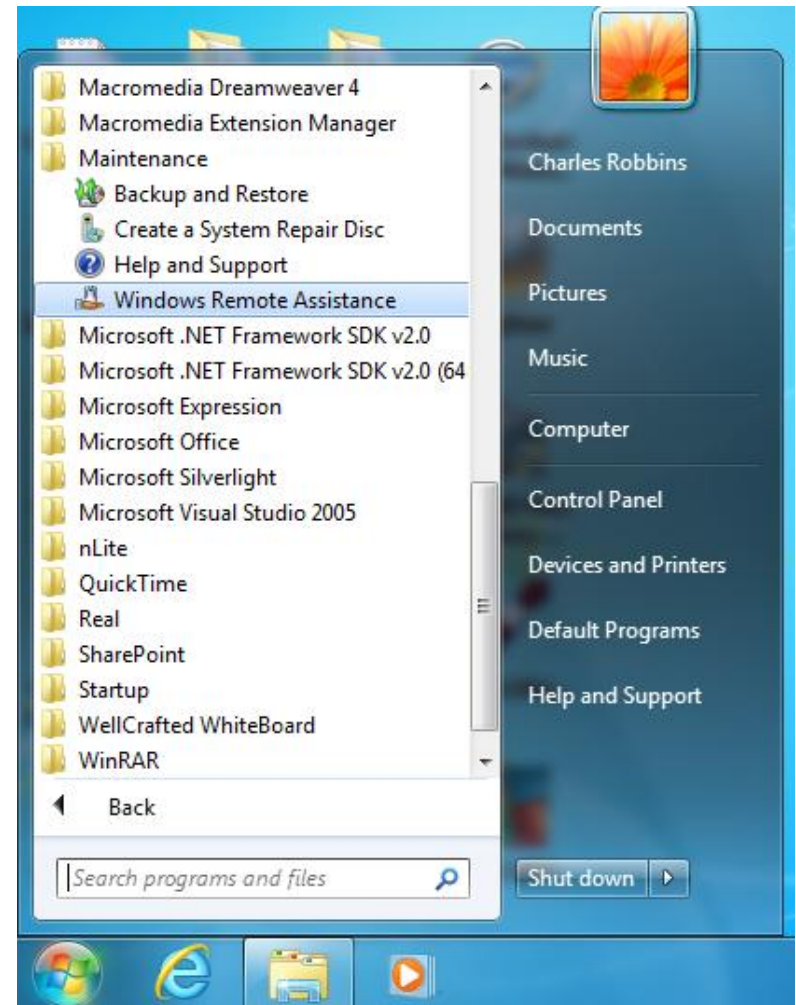
System Properties Window

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).



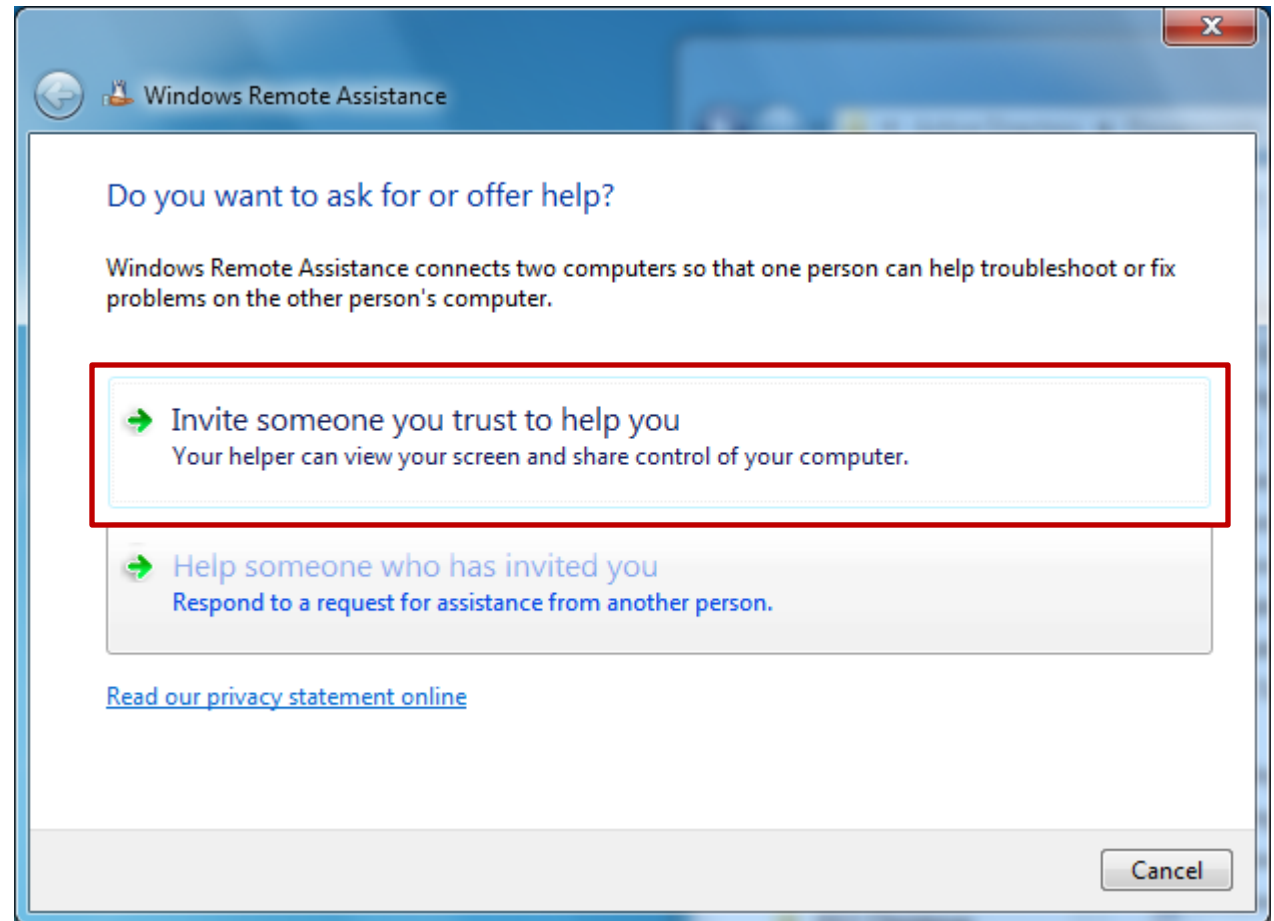
Maintenance

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



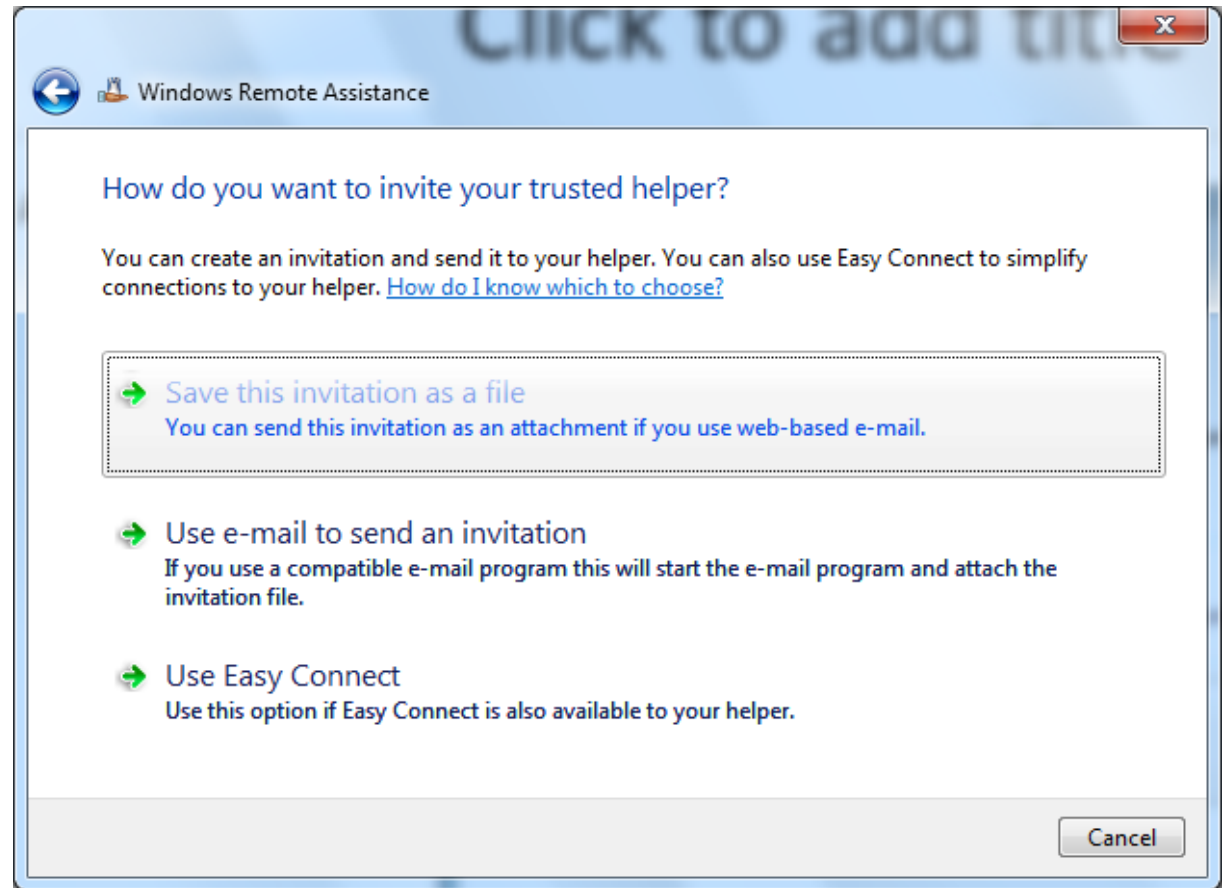
Windows Remote Assistance

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

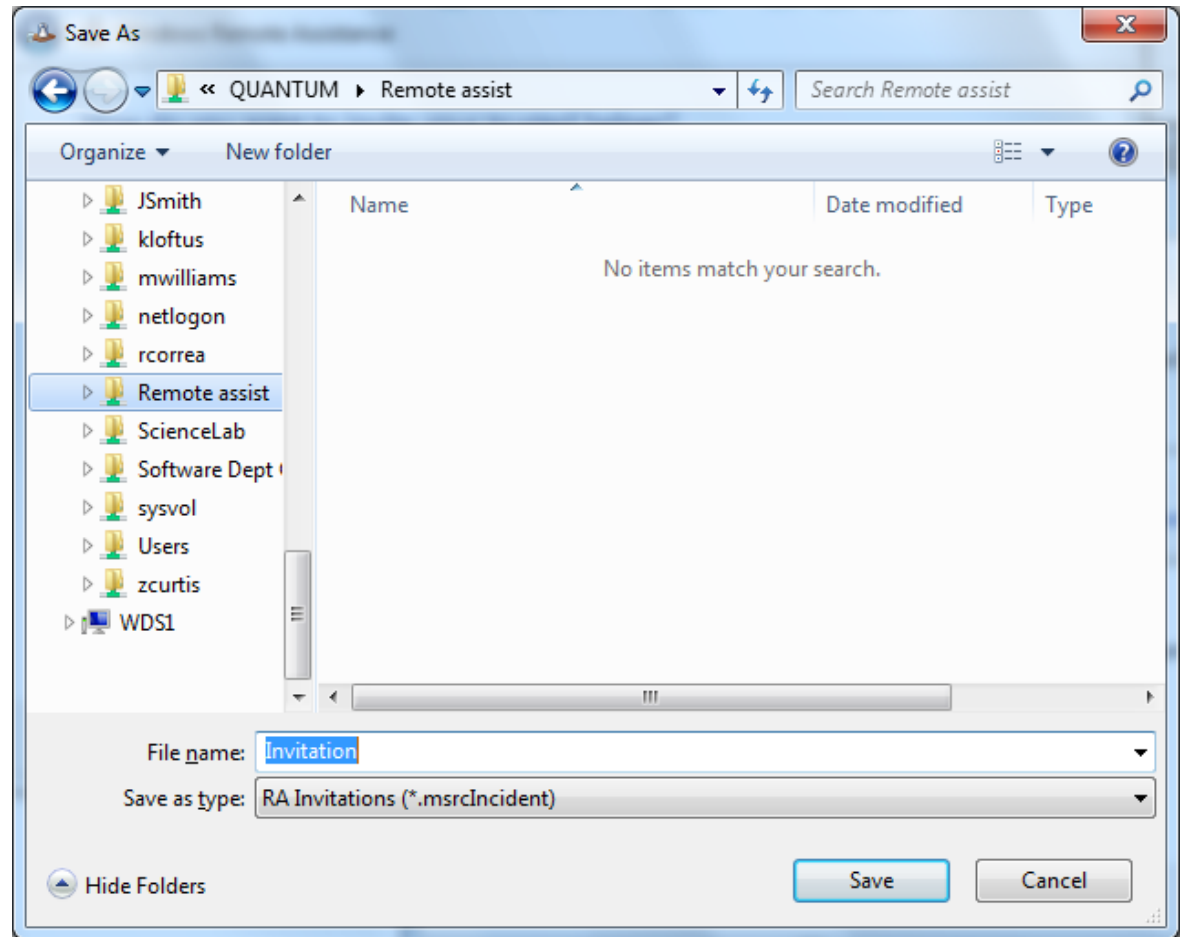
We then will choose to save the invitation as a file.



Save the File of the Domain Controller

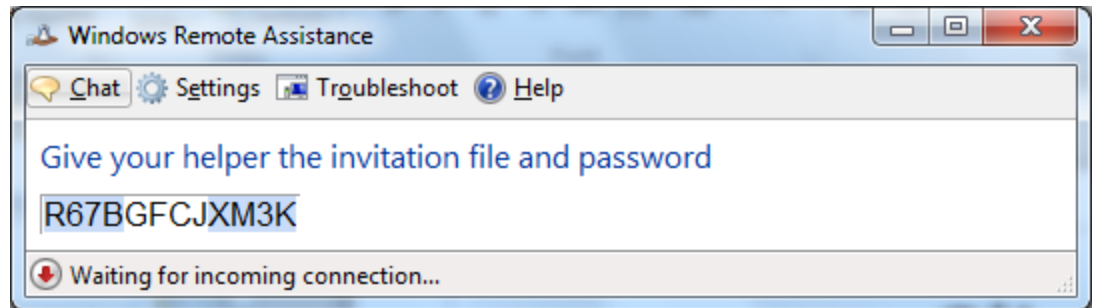
The help desk worker will want to access the invitation file, so we will save the file in the Remote Assistance folder on the Domain Controller.

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



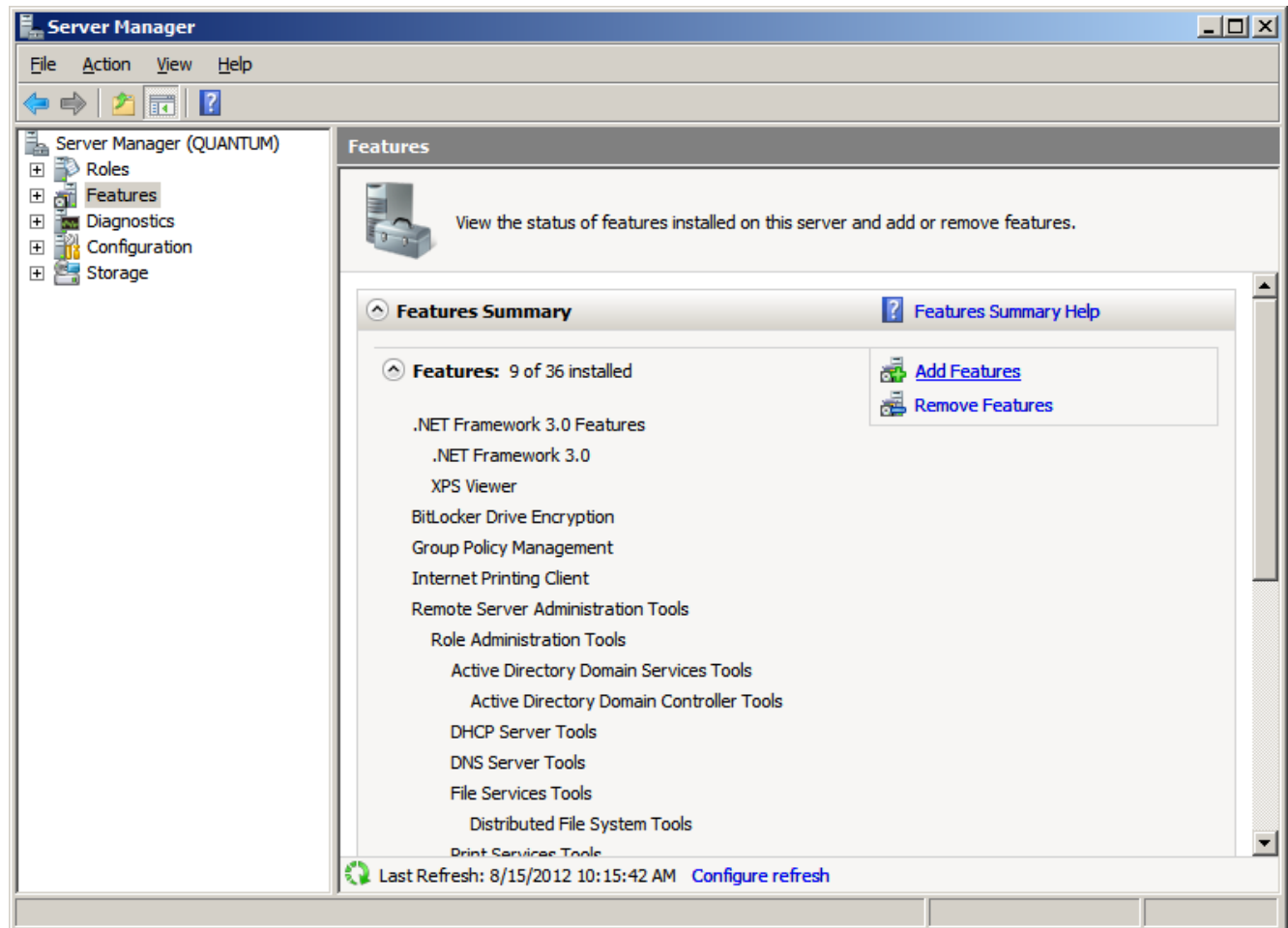
Smart Password

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.



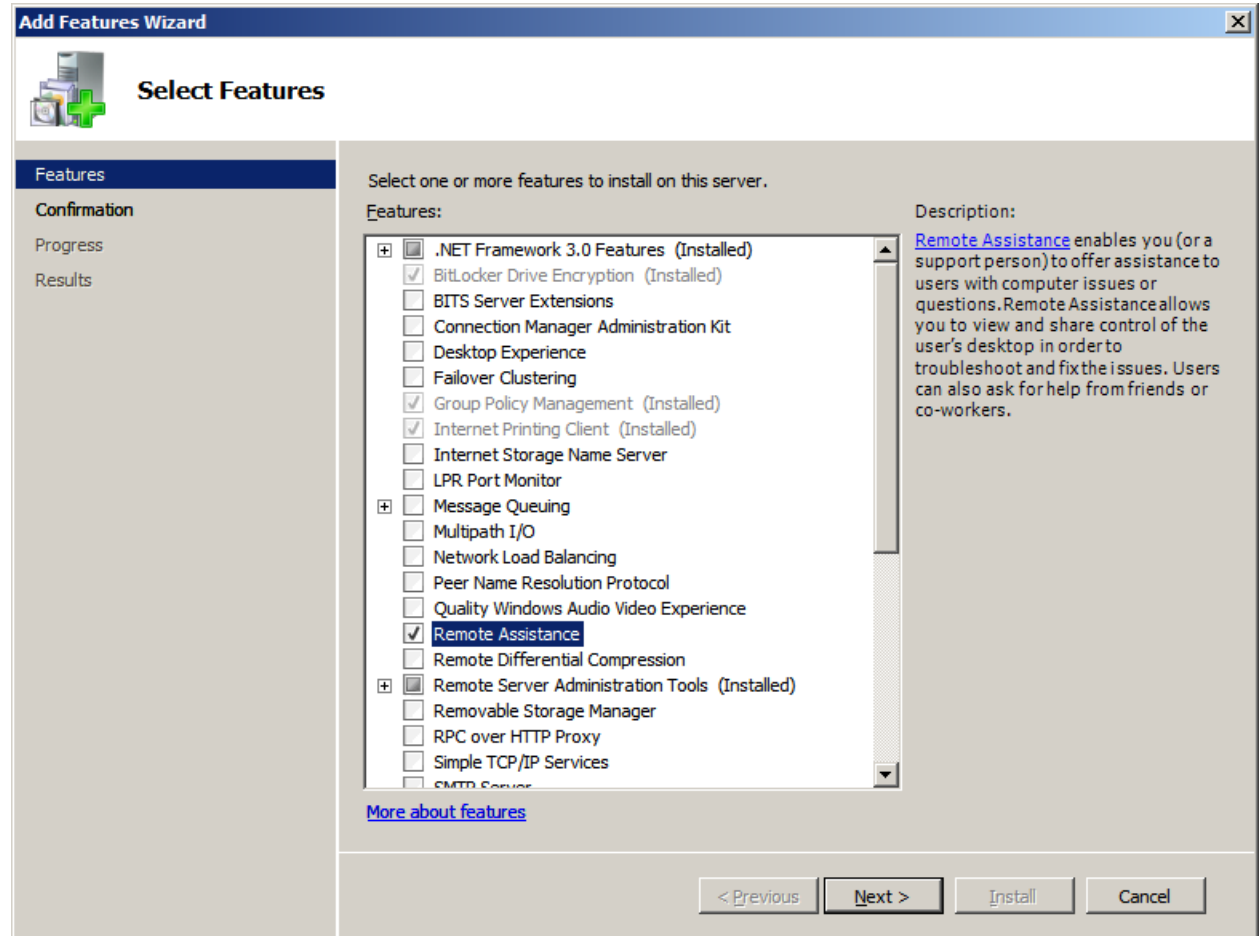
Windows 2008 Server Manager

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.



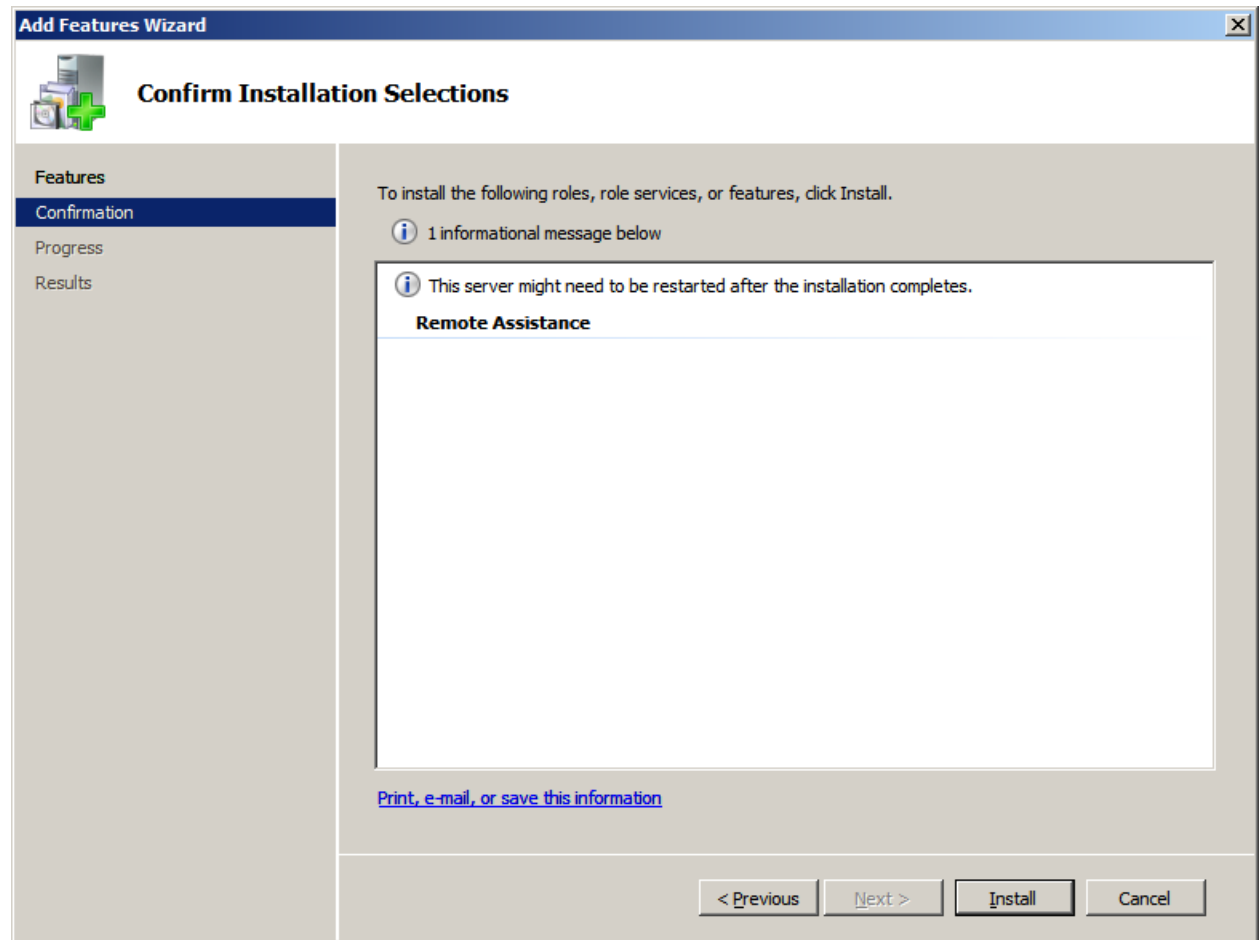
Remote Assistance

Annotate the Remote Assistance checkbox and push the Next button.



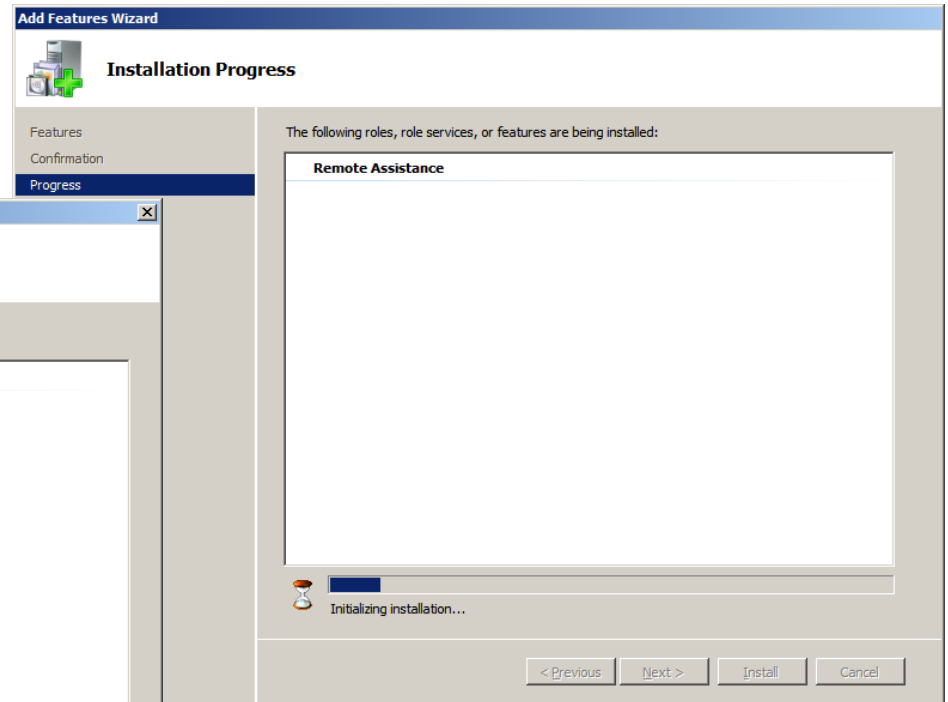
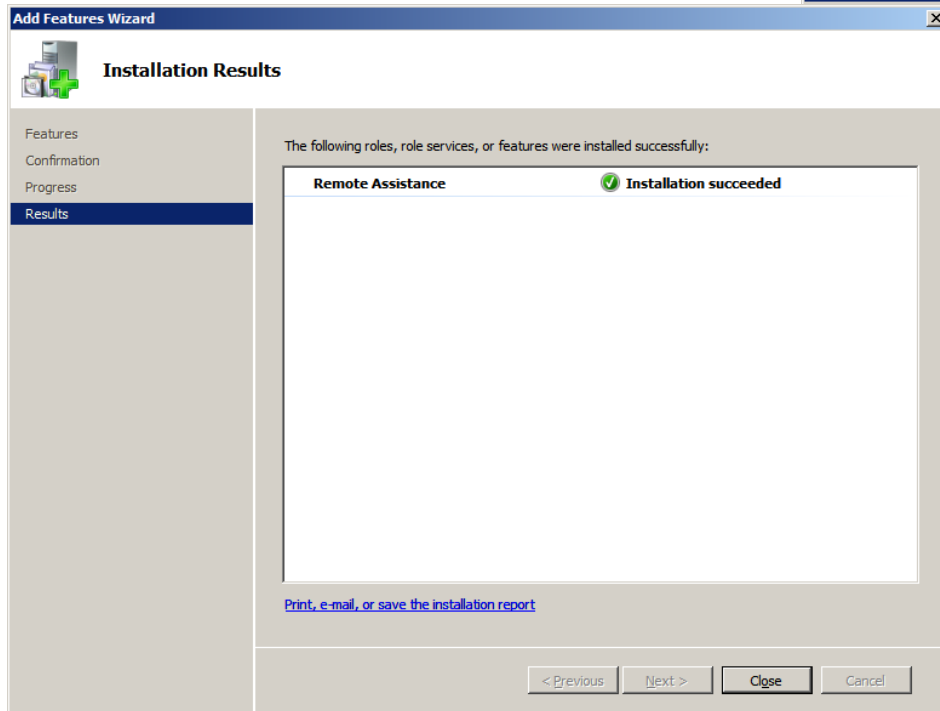
Confirm Installation Selection

We confirm the Installation Selection and press the Install button.



Install Remote Assistance

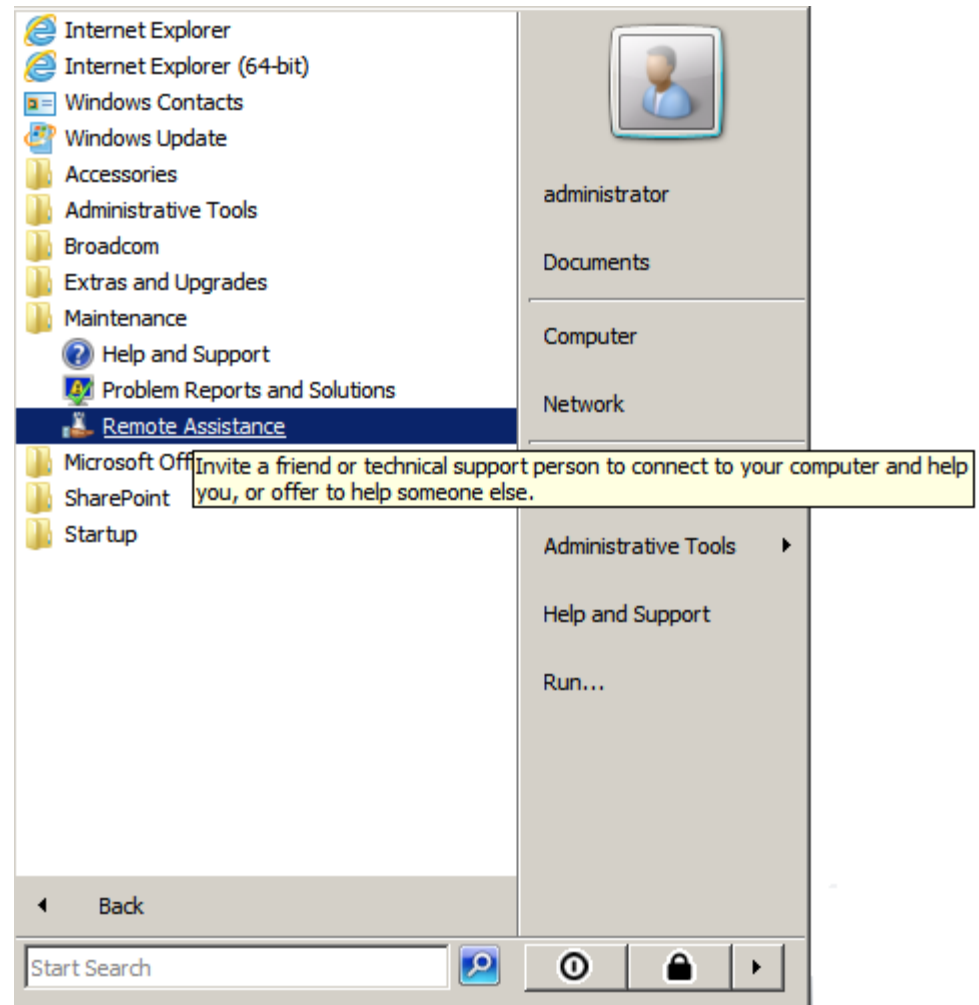
It will install the feature and when it is completed, we will see it in the installation results.



We only have to add this feature to the server one time.

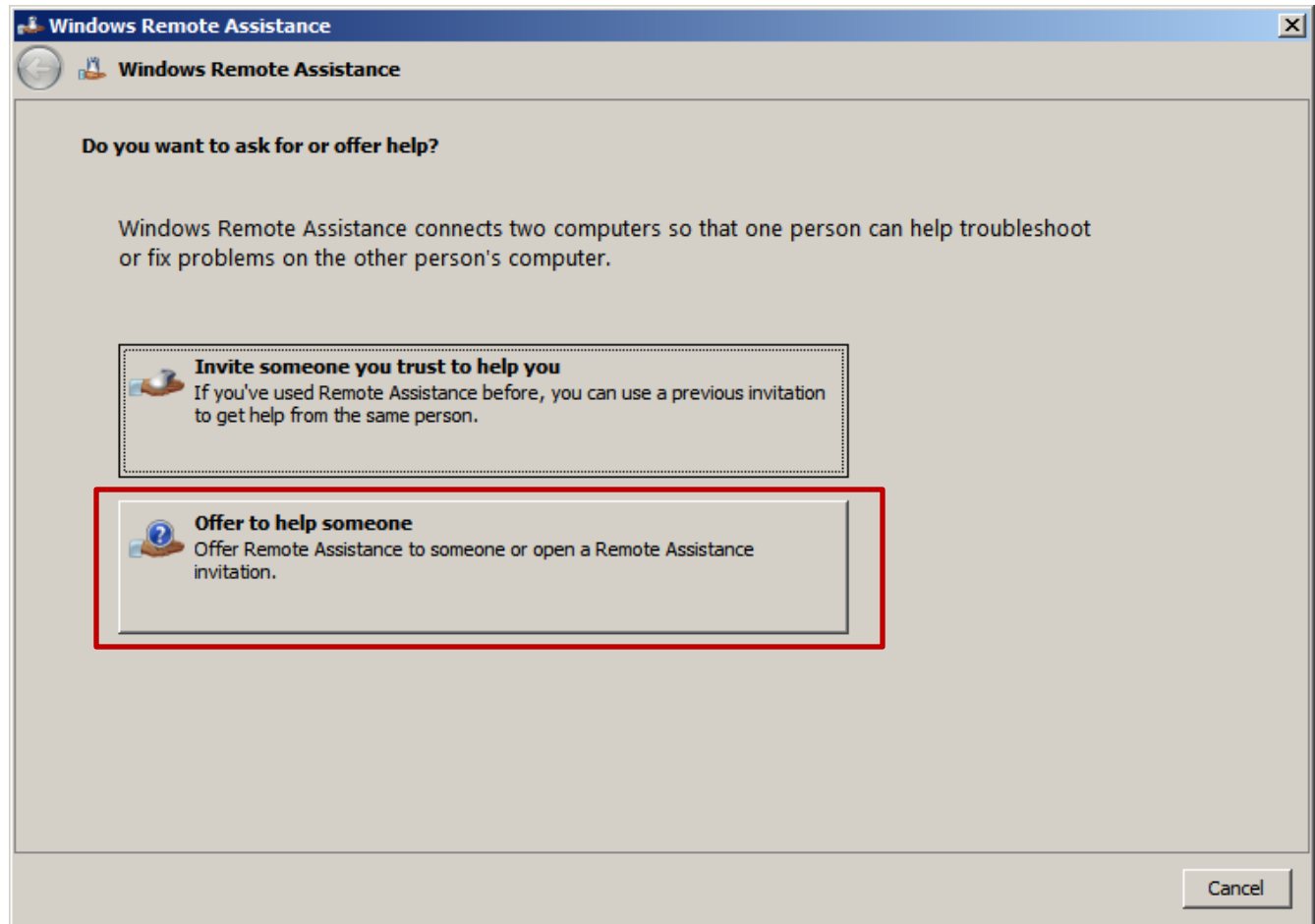
Open Remote Assistance

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



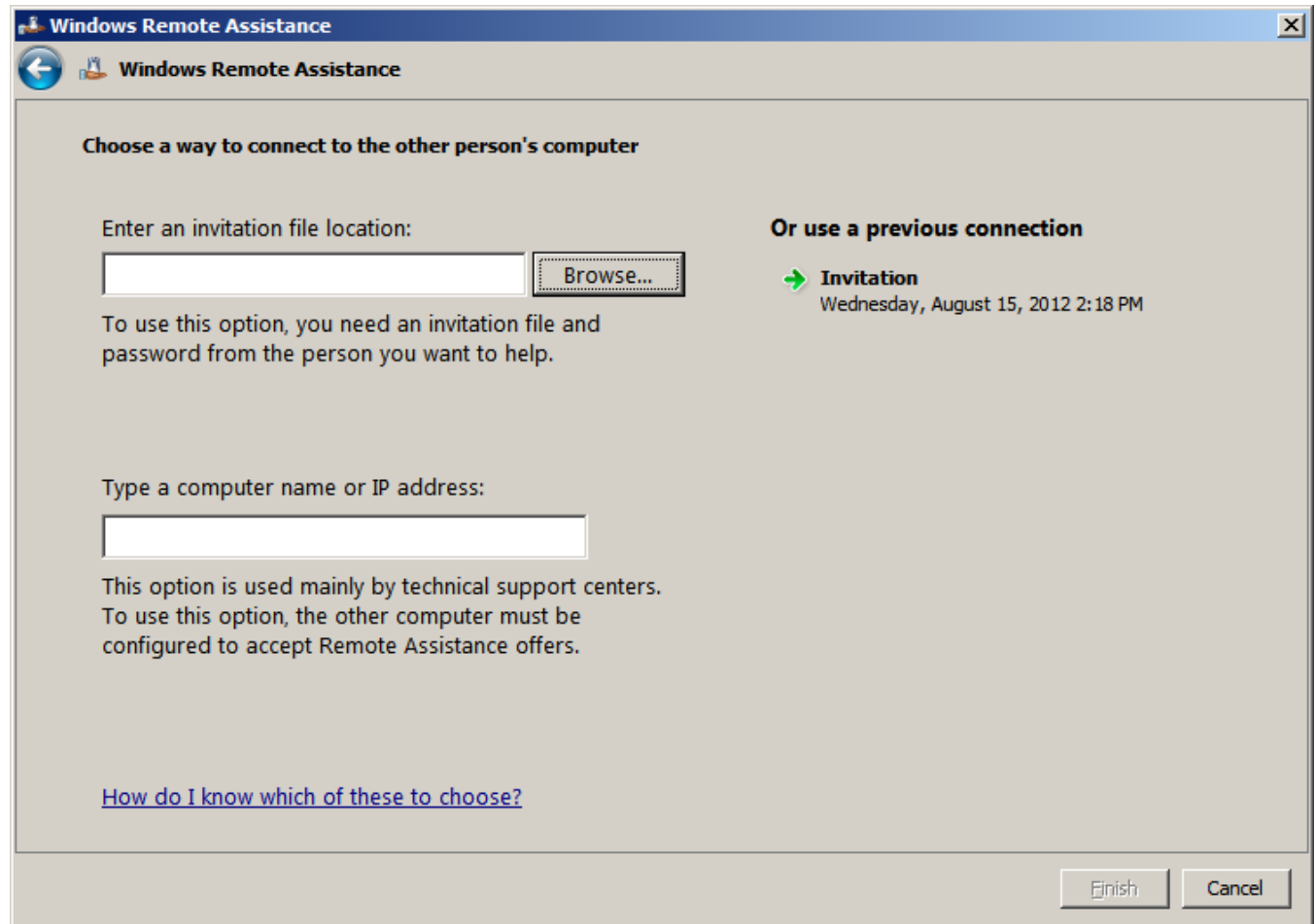
Offer to Help Someone

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



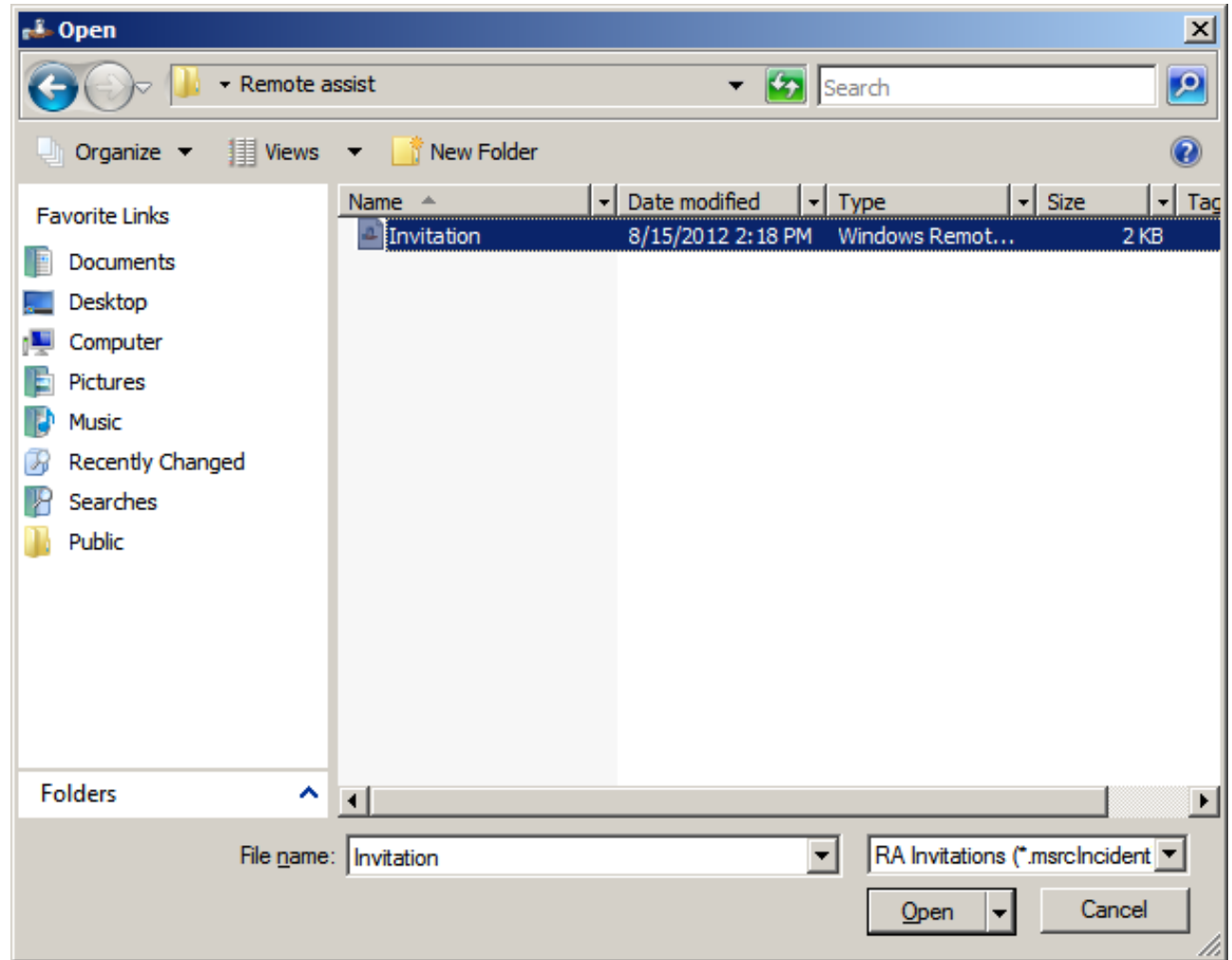
Windows Remote Assistance

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



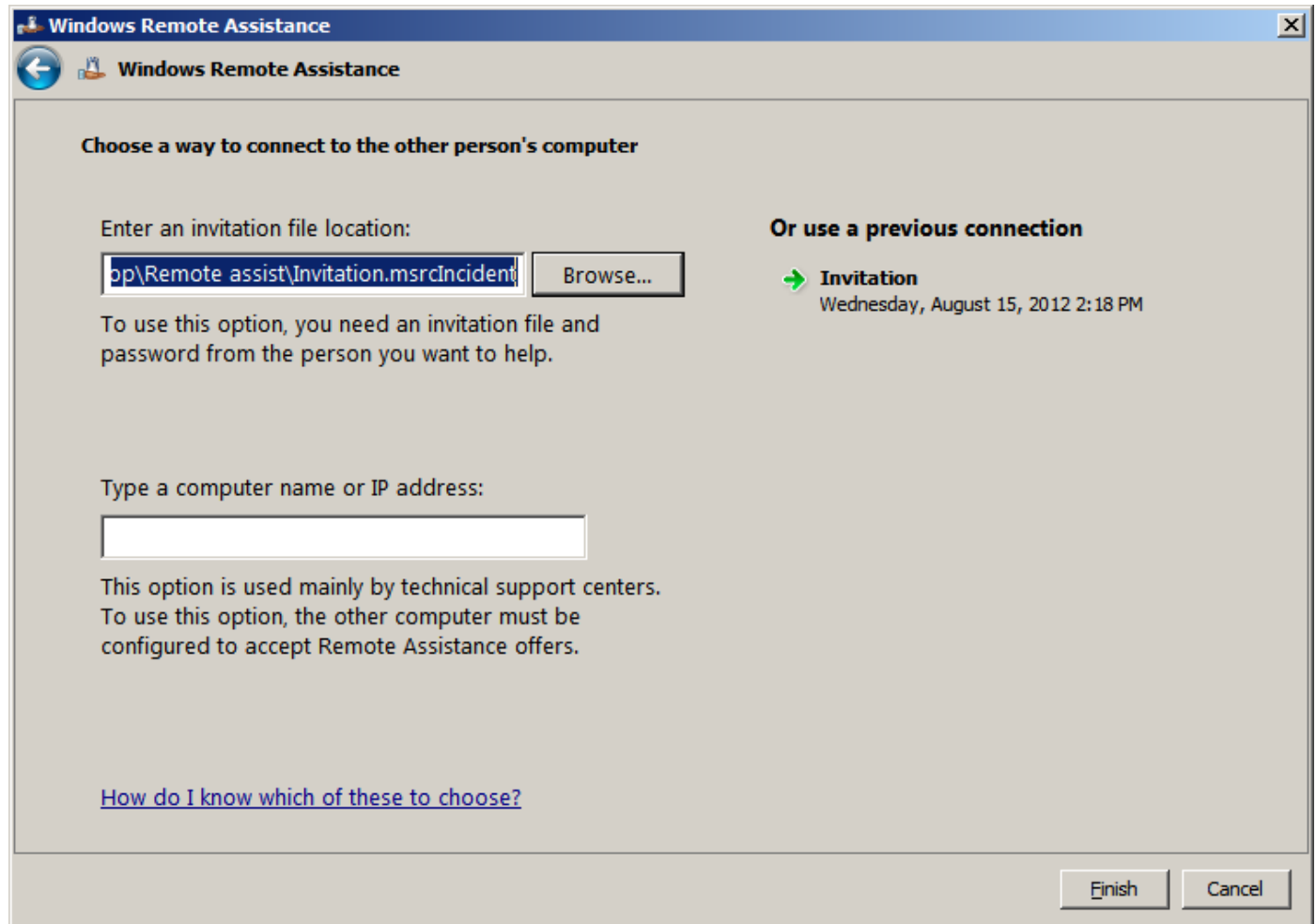
Open Window

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



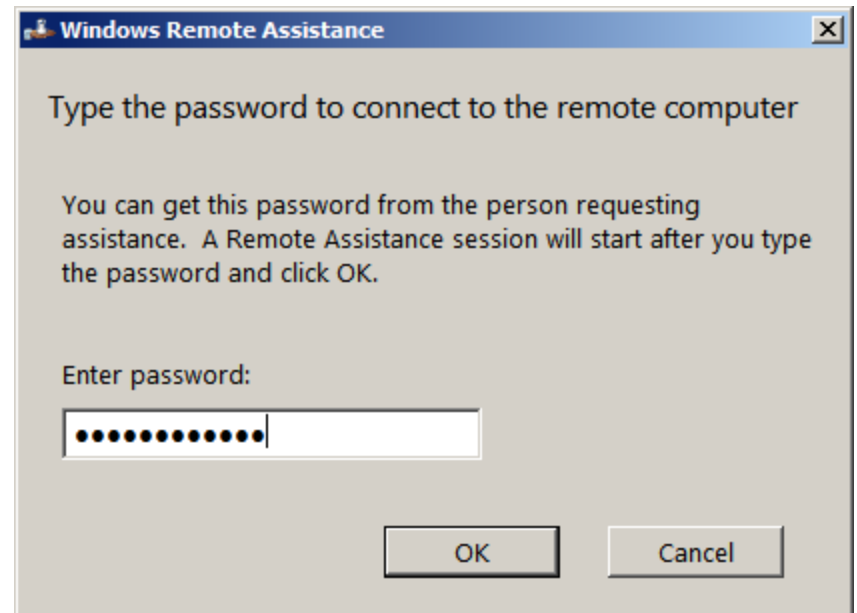
Windows Remote Assistance

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.



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.

