Answers: 8.1.4.3 Lab - Remote Assistance in Windows
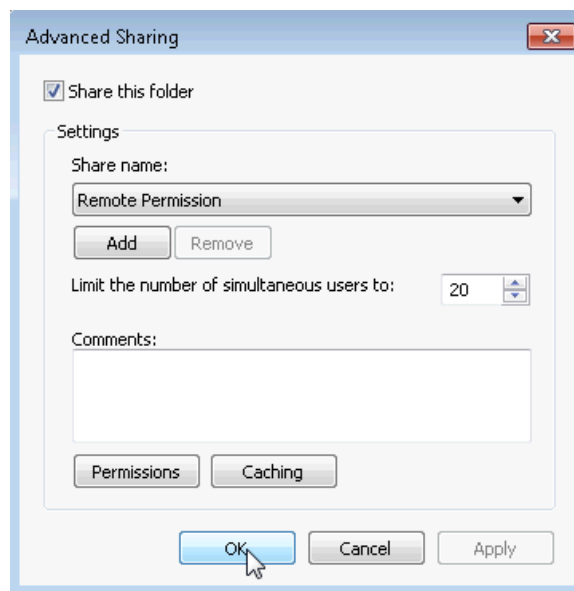
Introduction

In this lab, you will remotely connect to a computer, examine device drivers, and provide remote assistance.

Recommended Equipment

- Two Windows 7, Windows 8, or Vista computers connected to a LAN.
- The two computers must be part of the same Workgroup and on the same subnet.

Step 1: Create a Remote Assistance folder on the desktop of PC-2.

a. Log on to PC-2 as a member of the administrator group. Ask your instructor for the user name and password.

b. Right-click PC-2's desktop and select **New > Folder**. Name the folder **Remote Permission**.

c. Right-click the **Remote Permission** folder, then select **Properties > Sharing > Advanced Sharing.**

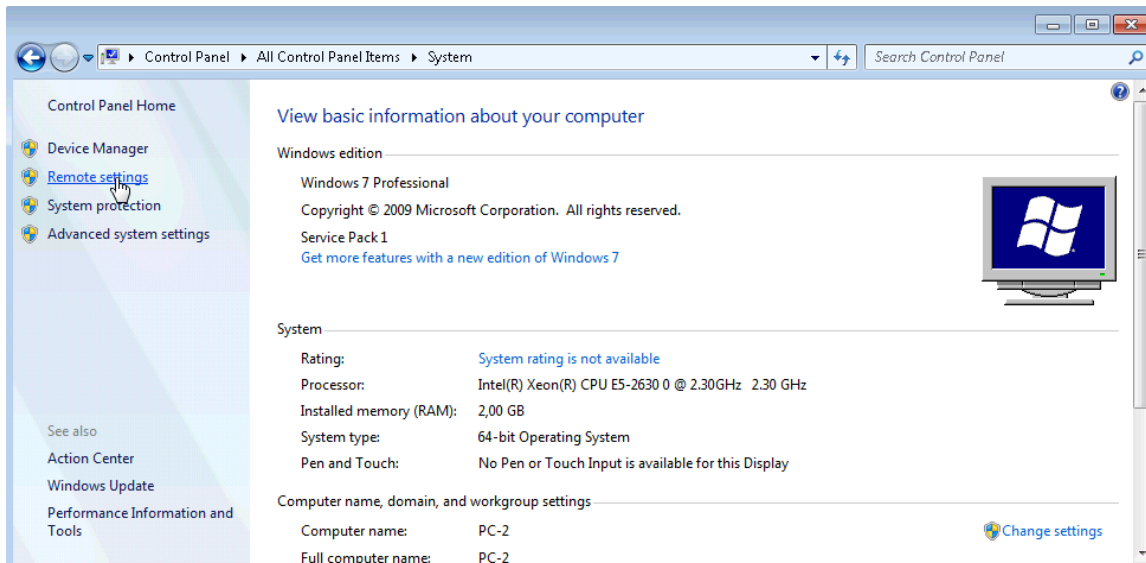d. The **Advanced Sharing** window opens. Check the **Share this folder** checkbox. Click **OK**.

e. Click the **Security** tab. Make sure the user name **ITEuser** is listed. Click **Close**. If **ITEuser** is not listed, add it. Click **Edit > Add**, type **ITEuser** and then click **Check Names**.
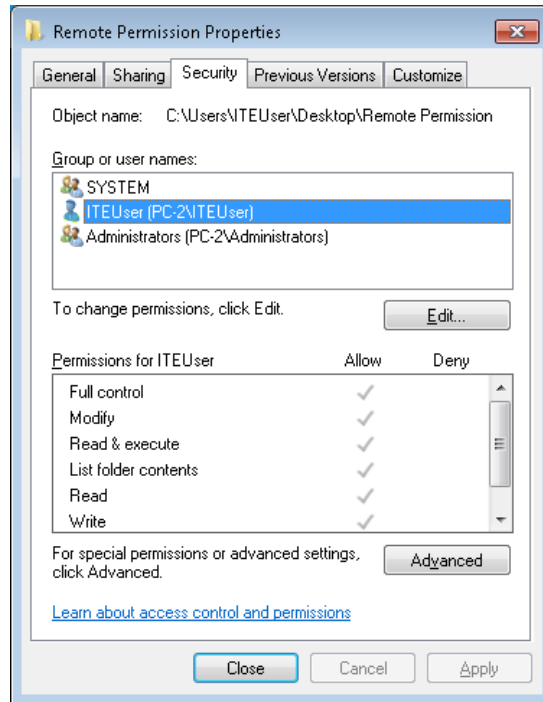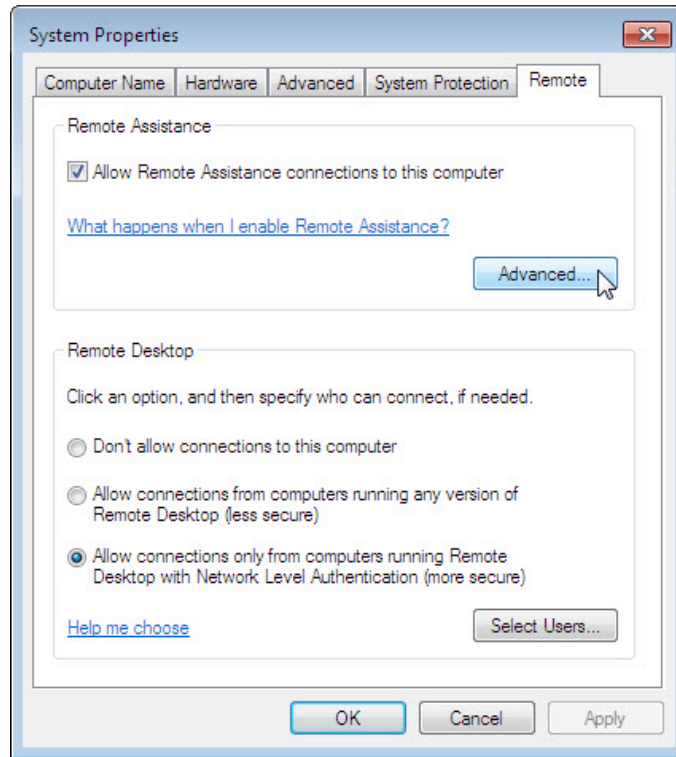

Step 2:   Configure Remote Assistance settings on PC-2.

a. Click **Control Panel > System > Remote settings**.

b.   The **System Properties** window opens. Check the **Allow Remote Assistance connections to this computer** checkbox, and then click **Advanced**.

c.   The **Remote Assistance Settings** window opens. Make sure there is a check mark in the **Allow this computer to be controlled remotely** checkbox. Set the maximum of time invitations can remain open to **1 Hours**, place a check mark in the **Create invitations that can only be used from computers running Windows Vista or later** checkbox, and then click **OK**.
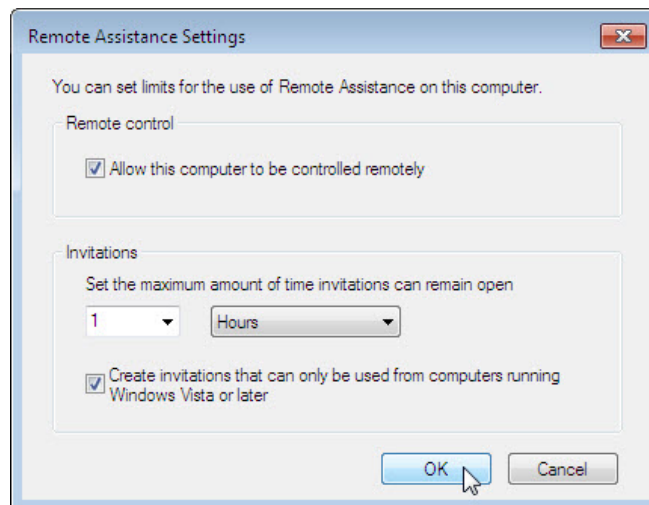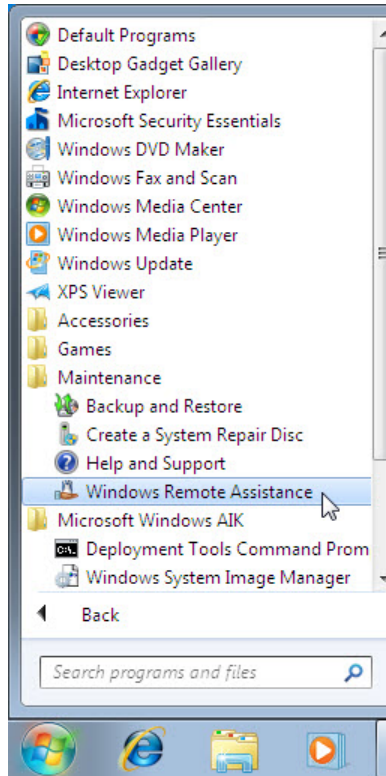

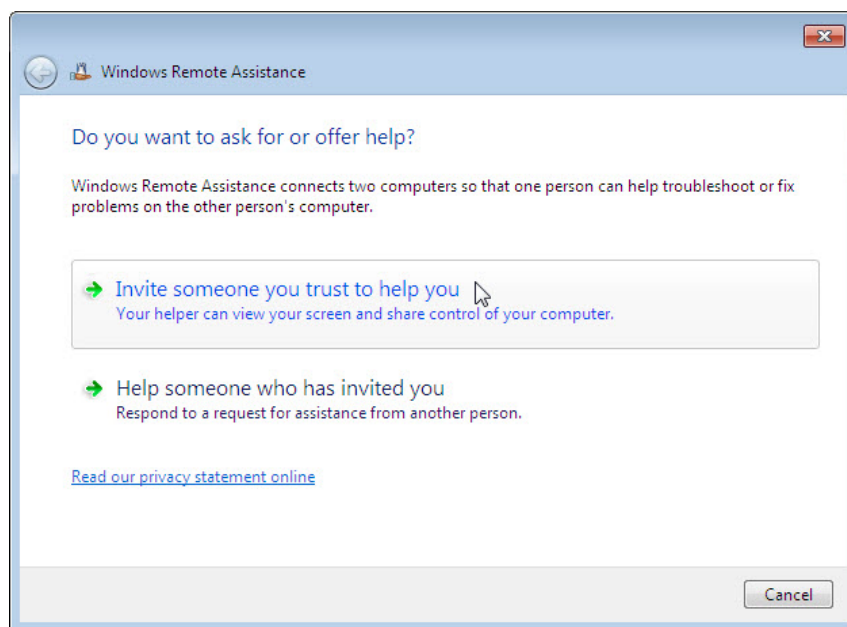d.   Click **OK** in the **System Properties** window.

e.   Close all open windows.

Step 3: Create a Remote Assistance Invitation on PC-2.

a. Click **Start > All Programs > Maintenance > Windows Remote Assistance**.

   Note: In Windows 8, navigate to the **Start** screen, then type **msra** and then press **Enter**.
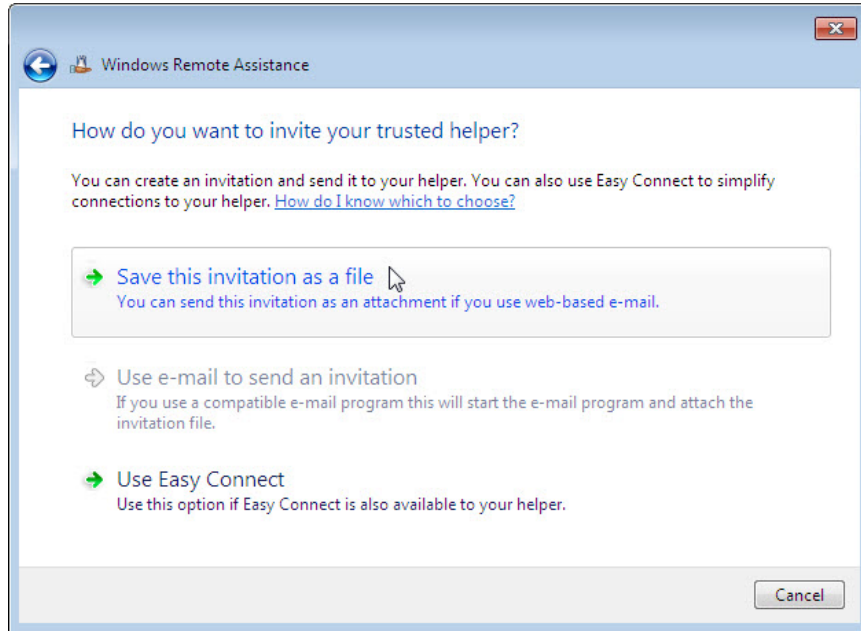
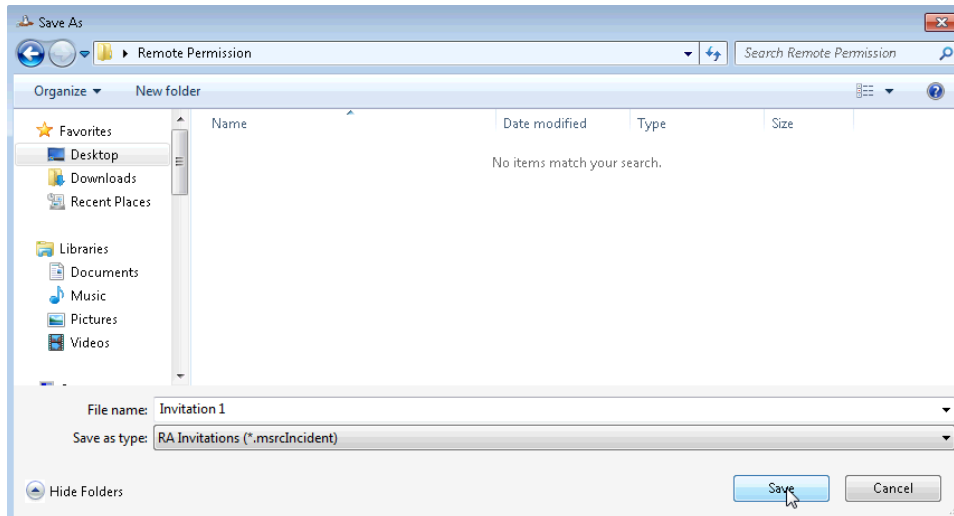b. The **Windows Remote Assistance** window opens. Click **Invite someone you trust to help you**.

c. The **How do you want to invite your trusted helper?** screen appears. Click the **Save this invitation as a file**.

Which methods can you use to contact someone for assistance?

d. The **Save As** window opens. Click **Desktop > Remote Permission** File Folder. In the **File name** field, type **Invitation 1**. Click **Save**.
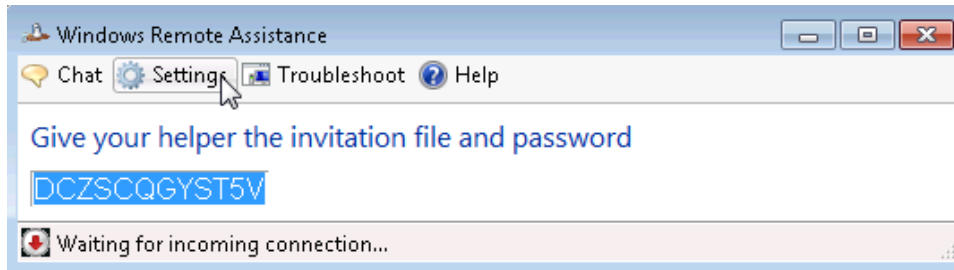
Note: In Windows Vista, the **Windows Remote Assistance** window opens. Click **Browse > Desktop > Remote Permission** folder. Type **Invitation 1** in the File name field, and then click **Save**. Type **Assist** for the **Password** and **Confirm the password** fields, then click **Finish**.
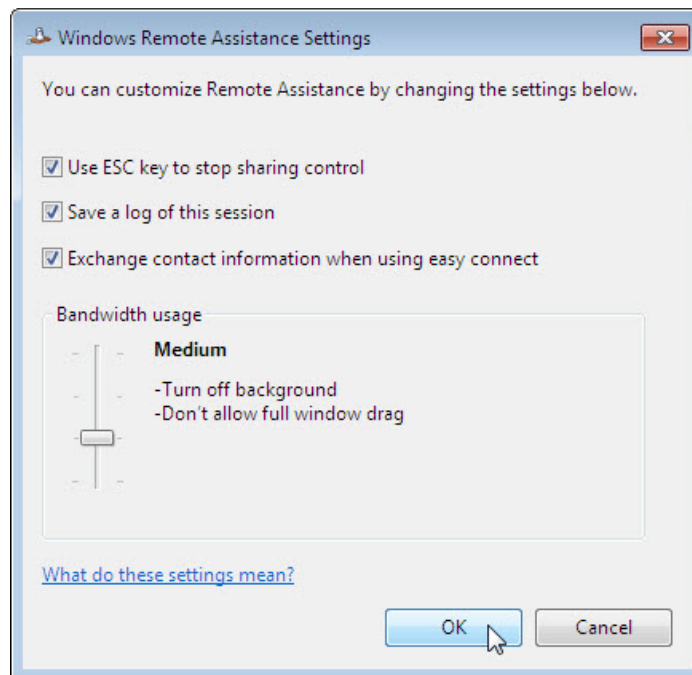
e. The **Windows Remote Assistance** window opens, displaying the invitation password for your Remote Assistance session. The invitation password in the example is: **DCZSCQGYST5V.**

Note: Do **not** close the Windows Remote Assistance window.

What is the invitation password displayed on your PC? You will need this later.

f. In the Windows Remote Assistance window, click **Settings**.

g. Make sure there is a check mark next to **Use ESC key to stop sharing control**. Set the Bandwidth usage to **Medium**. Click **OK**.

Which features are disabled with a Medium bandwidth usage?

Step 4: On PC-1, Retrieve the invitation file from PC-2.

a. On **PC-1**, click **Start > Computer**.

Note: For Windows 8.1, open **This PC**.

b. The **Computer** or **This PC** window opens. In the left pane, under **Network**, expand **PC-2** and then click on the **Remote Permission** folder. Double-click the **Invitation 1** file. Enter user credentials provided by your instructor if prompted.
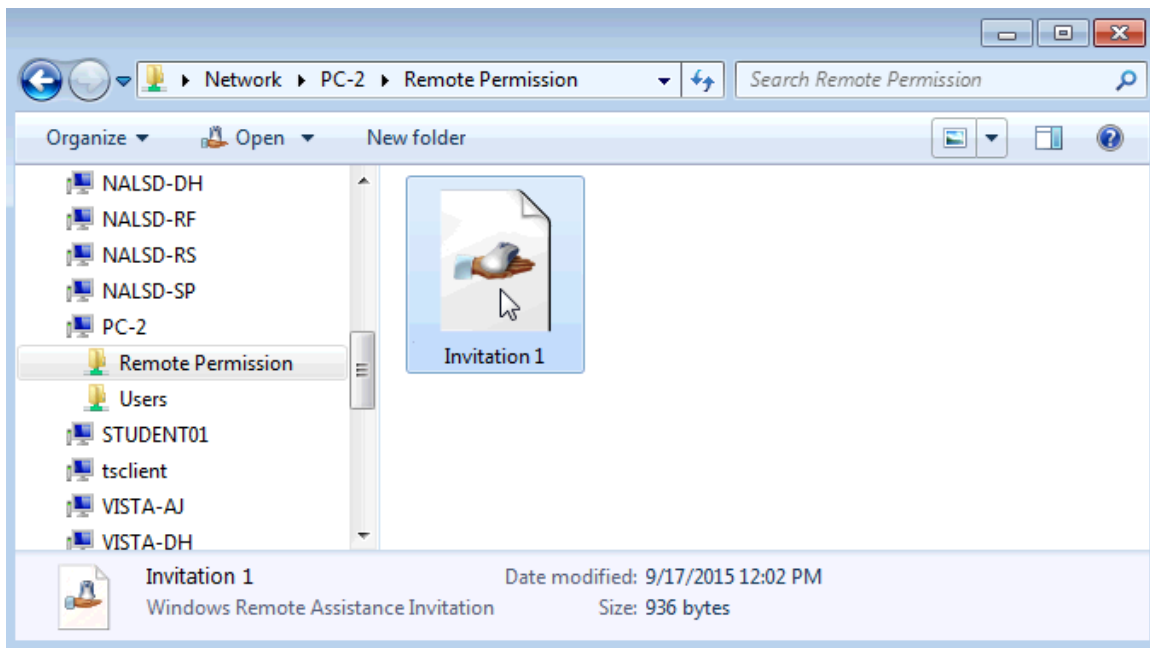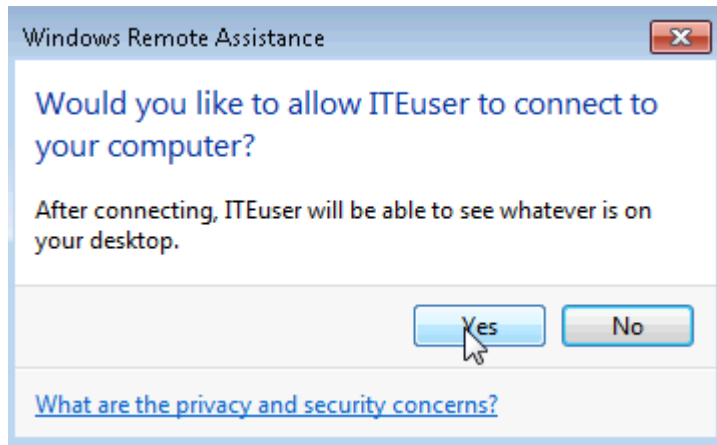

c. The **Remote Assistance** window opens, type the invitation password that you wrote down in Step 3, and then click **OK**.

Note: In Windows Vista, you created the password **Assist**. Enter that here.
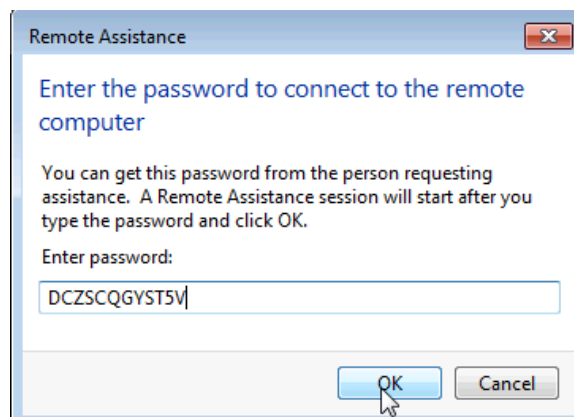
Step 5:   Allow PC-1 Remote Access to PC-2.

a.   On **PC-2**, The **Windows Remote Assistance** window opens requesting permission to allow **ITEuser** to connect to your computer. Click **Yes.**


b.   The title bar of the **Windows Remote Assistance** window changes to let you know that another user, ITEuser in this example, is assisting you. At this point, PC-1 has a window up that displays everything that is happening on PC-2.
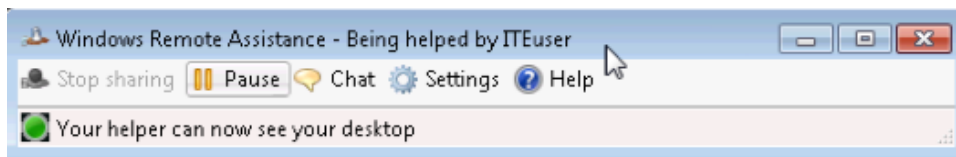

Step 6:   From PC-1, Request control of PC-2 using Remote Assistance.

When the user on PC-2 responds to your request to open Remote Assistance, you will have the ability to view every action taken on PC-2, from PC-1. However, if you want to take control of PC-2, you will need to request control. In the **Windows Remote Assistance – Helping ITEuser** window, click **Request control**.
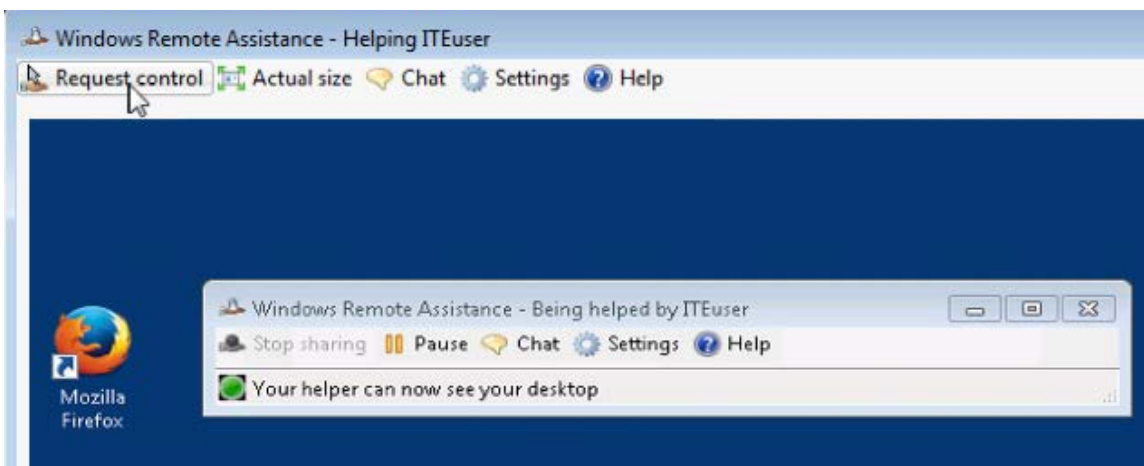
### Step 7: From PC-2, allow ITEuser to share control of your desktop.

To allow the ITEuser on PC-1 to control PC-2, the user at PC-2 will need to respond to the message **Would you like to allow ITEuser to share control of you desktop?** Check the **Allow ITEuser to respond to User Account Control prompts** checkbox, and then click **Yes.**
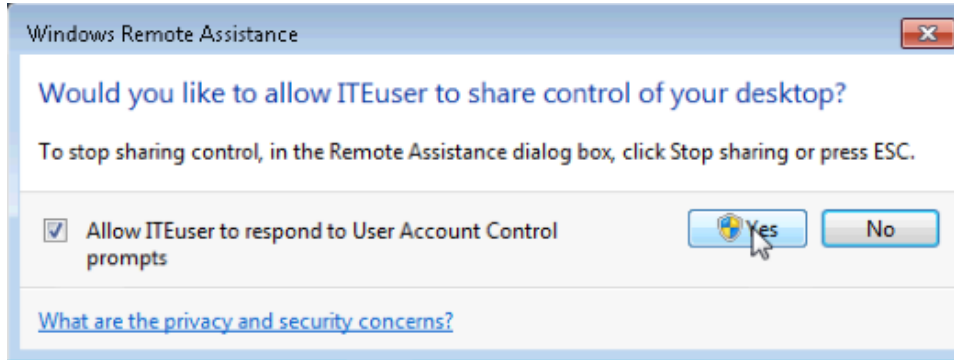
Step 8: From PC-1, use Remote Assistance to work on PC-2.

When the user at PC-2 accepts your request for remote control, you will be able to control PC-2 as though you were at that PC.

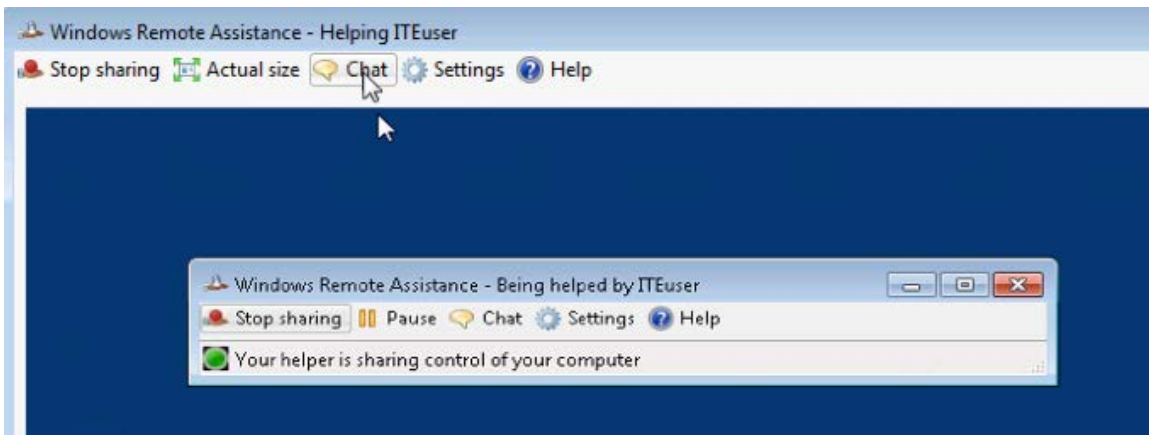a. In the **Windows Remote Assistance – Helping ITEuser** window, click **Control Panel > System**.
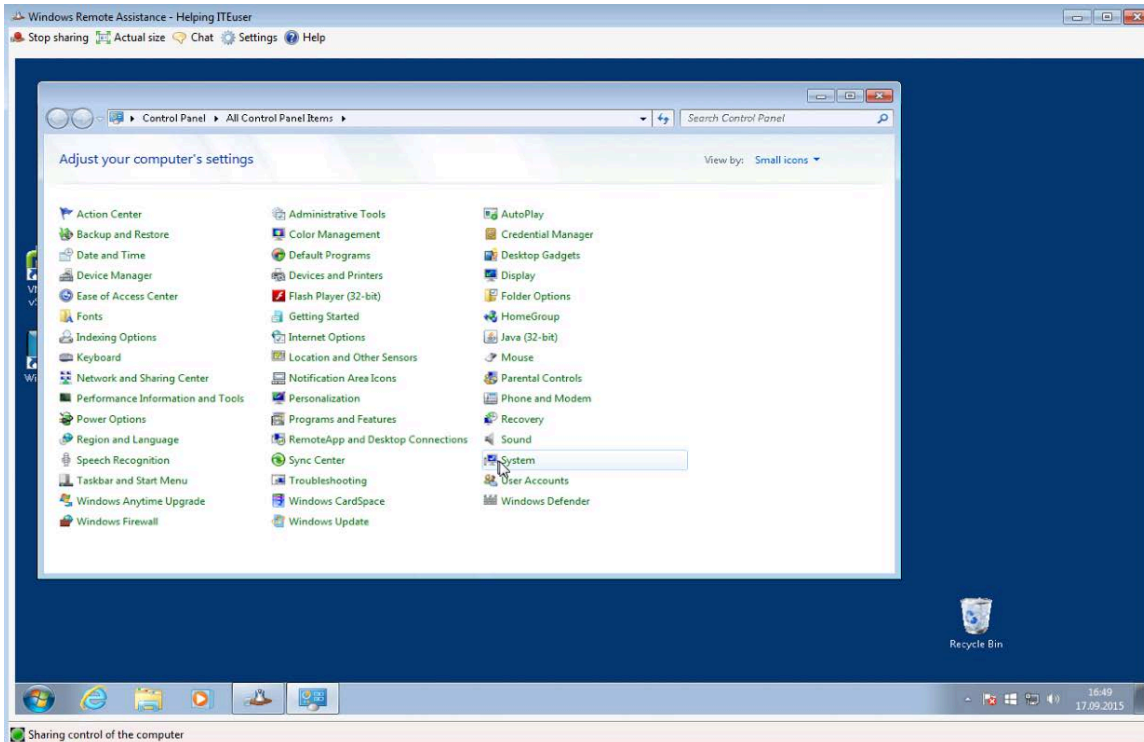
b. The **System** window opens in the **Window Remote Assistance – Helping ITEuser** window. Verify that you are working on PC-2 by reviewing the Computer name. After you have verified that you are working on PC-2, close the **System** window.
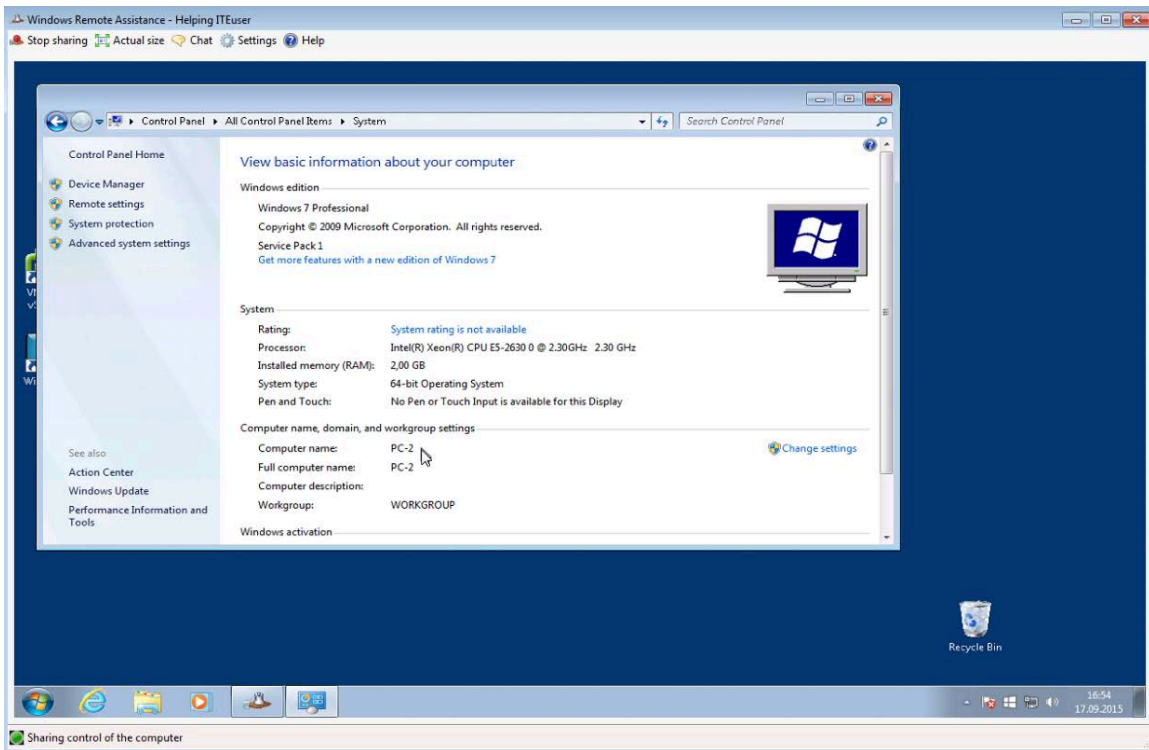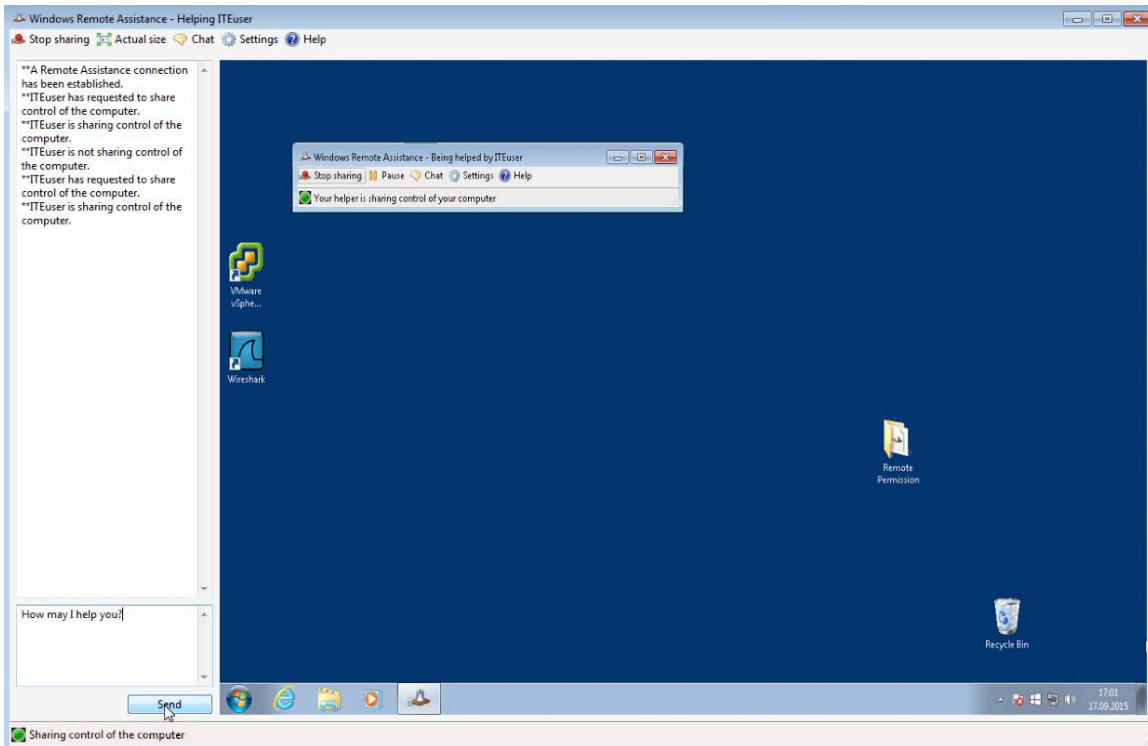

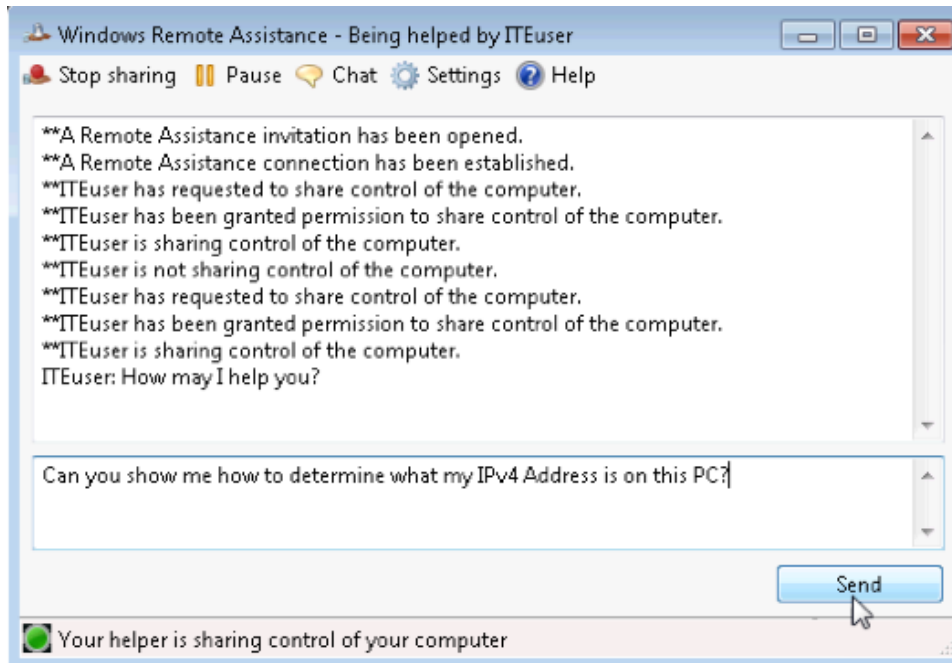c. At the top of the **Windows Remote Assistance – Helping ITEuser** window, click **Chat**.

d. A chat area appears on the left side of the **Windows Remote Assistance – Helping ITEuser** window. Type **How may I help you?** in the chat box and then click **Send**.

### Step 9:   On PC-2, respond to the chat question from ITEuser on PC-1.

When the user on PC-1 sends a chat message to PC-2 it will appear in the **Windows Remote Assistance – Being helped by ITEuser** window. Type **Can you show me how to determine what my IPv4 Address is on this PC?**, and then click **Send**.

Step 10: From PC-1, show the user on PC-2 how to take the requested action.

    a. You will be able to see PC-2's user typing their response in the chat window. Their response will show up in the chat area on the left side of the **Windows Remote Assistance – Helping ITEuser** window when they click send. Type **Sure!** in your chat field and click **Send**.

    b. In the **Windows Remote Assistance – Helping ITEuser** window, click **Start**, type **command prompt** and then press **Enter**.
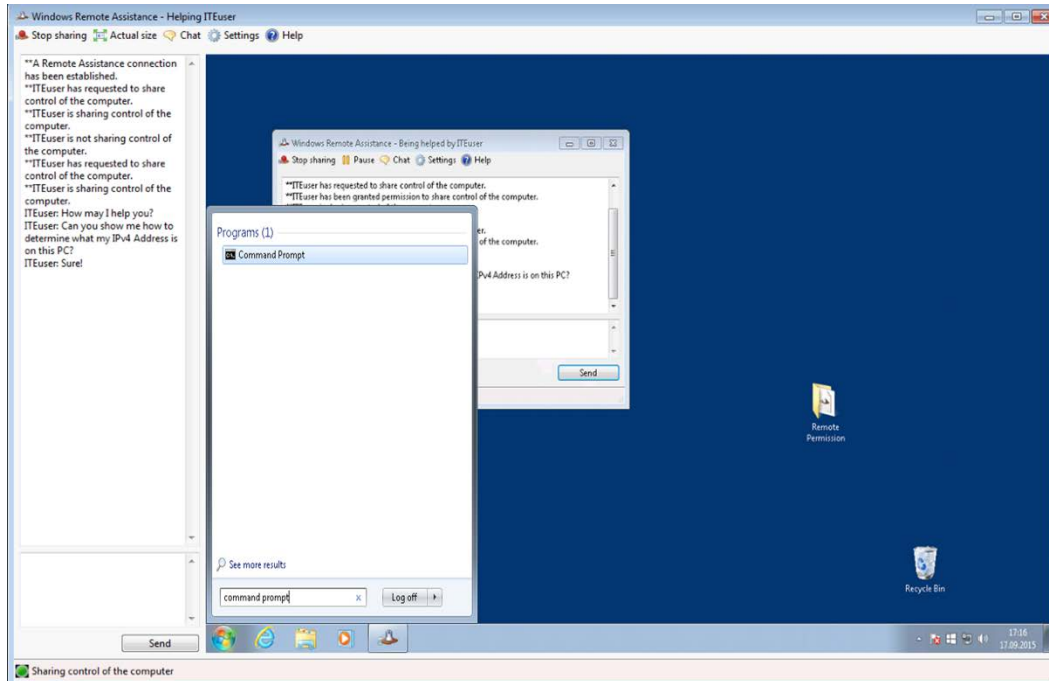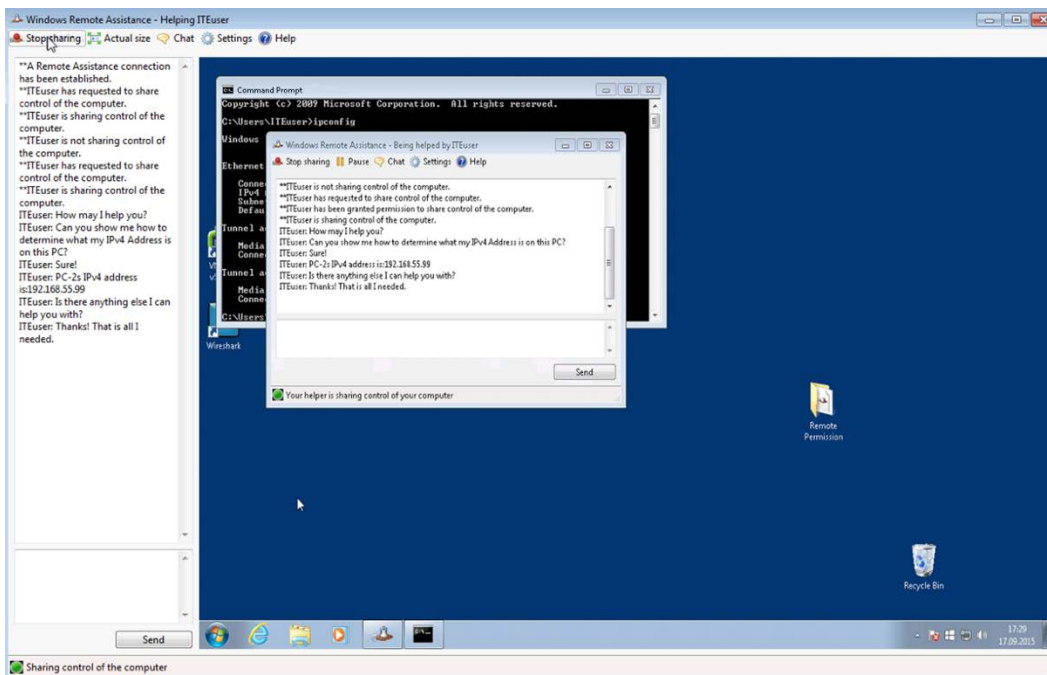
c. The **Command Prompt** window opens inside **the Windows Remote Assistance – Helping ITEuser** window. Type **ipconfig** and then press **Enter**.
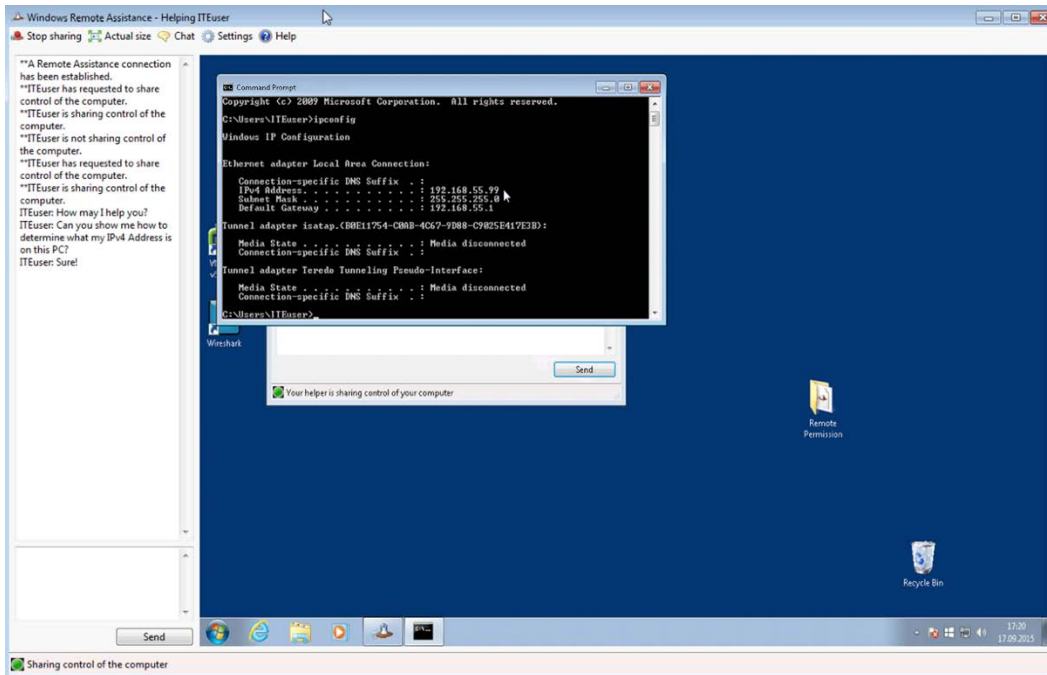
What is PC-2's IPv4 Address?

d. Use the chat area to ask if there is anything else the user on PC-2 would like assistance with. If not, then click on **Stop sharing** in the **Window Remote Assistance – Helping ITEuser** window.

e. Close the **Windows Remote Assistance – Helping ITE** user window on PC-1.

**Step 11: From PC-2, close Remote Assistance and delete the invitation folder.**

a. You will receive a message that **The Remote Assistance connection has ended** in the chat window when the ITEuser disconnects. Close all open windows.

   Note: You may receive an **Are you sure you want to close Remote Assistance?** message. Click **Yes**.

b. Right-click the **Remote Permission** folder on the desktop, and select **Delete** from the menu.
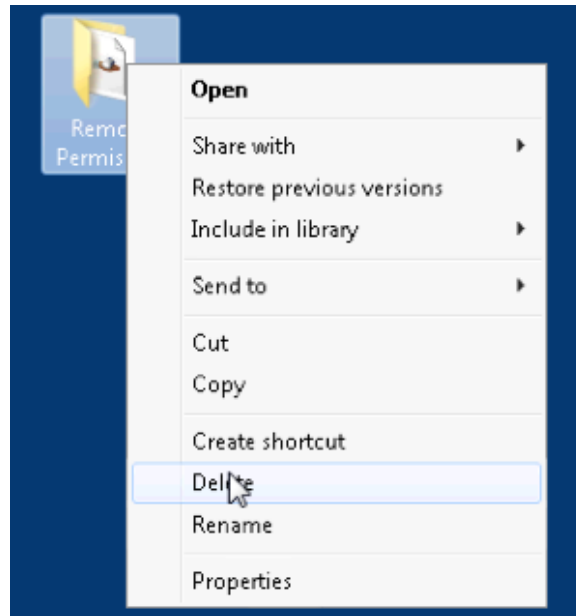
c. The **Delete folder** window opens, click **Yes**.

d. The **Sharing** window opens, click **Continue**.
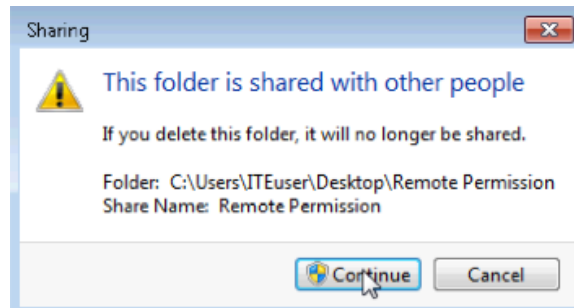
Reflection

Why is it a good idea to delete the Remote Permission folder you created on the Desktop of PC-2 after the Remote Assistance session has ended?