# **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.

Advanced Sharing
☑ Share this folder
Settings
Share name:
Remote Permission 🔹
Add Remove
Limit the number of simultaneous users to: $20$
Comments:
Permissions Caching
Cancel Apply

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**.

🚶 Remote Permission Properties		×		
General Sharing Security Previou	s Versions Customiz	e		
Object name: C:\Users\ITEUser\D	esktop\Remote Perm	nission		
Group or user names:				
SYSTEM				
LITEUser (PC-2\ITEUser)				
Administrators (PC-2\Administrat	ors)			
To change permissions, click Edit.	Edit			
Permissions for ITEUser	Allow De	ny		
Full control	$\checkmark$			
Modify	$\checkmark$			
Read & execute	$\checkmark$	=		
List folder contents	$\checkmark$			
Read	$\checkmark$			
Write	$\checkmark$	-		
For special permissions or advanced settings, Advanced click Advanced.				
Learn about access control and permissions				
Close	Cancel	Apply		

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

a. Click Control Panel > System > Remote settings.

Control Panel +	All Control Panel Items 🔸 Systen		▼ 4y Search Control I	Panel
	An control Panel terms P system			-unei 🎽
Control Panel Home	View basic information	about your computer		•
😵 Device Manager	Windows edition			
<ul> <li><u>Remote settings</u></li> <li>System protection</li> </ul>	Windows 7 Professional			
		ft Corporation. All rights reserved.		
Advanced system settings	Service Pack 1 Get more features with a n	ew edition of Windows 7		
	System			
	Rating:	System rating is not available		
	Processor:	Intel(R) Xeon(R) CPU E5-2630 0 @ 2.30GHz 2.30 GH:	z	
	Installed memory (RAM):	2,00 GB		
See also	System type:	64-bit Operating System		
Action Center	Pen and Touch:	No Pen or Touch Input is available for this Display		
Windows Update				
Performance Information and	Computer name, domain, and			
Tools	Computer name:	PC-2		😵 Change settings
	Full computer name:	PC-2		T

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

omputer Name	Hardware	Advanced	System Protection	Remote
Remote Assist	ance			
Allow Rem	ote Assistan	ce connectio	ns to this computer	
111 112				
What happens	s when I ena	ble Remote /	Assistance?	12
			Ad	dvanced
Remote Deskt	ор			
Click an option	n, and then s	pecify who c	an connect, if neede	ed.
On't allow	connection	s to this com	outer	
0.41				
	ections from esktop (less :		unning any version o	T
			ers running Remote itication (more secur	e)
Help me choos	se		Sel	ect Users

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.

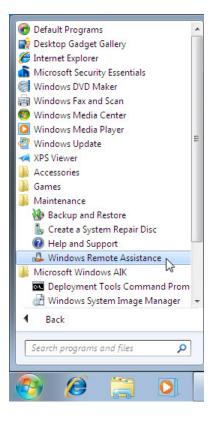
Remote Assistance Settings	3
You can set limits for the use of Remote Assistance on this computer. Remote control I Allow this computer to be controlled remotely	
Invitations Set the maximum amount of time invitations can remain open          Image: Create invitations that can only be used from computers running Windows Vista or later	
OK Cancel	

- 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.

	×
G 🕹 Windows Remote Assistance	
Do you want to ask for or offer help?	
Windows Remote Assistance connects two computers so that one person can help troubleshoot or fi problems on the other person's computer.	x
➔ Invite someone you trust to help you Your helper can view your screen and share control of your computer.	
<ul> <li>Help someone who has invited you</li> <li>Respond to a request for assistance from another person.</li> </ul>	
Read our privacy statement online	
Ca	ncel

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

<b>@</b> •	<u>ل</u> ع ر	Vindows Remote Assistance	<b>×</b>
,	You	v do you want to invite your trusted helper? can create an invitation and send it to your helper. You can also use Easy Connect to simplify ections to your helper. <u>How do I know which to choose?</u>	
	÷	Save this invitation as a file log You can send this invitation as an attachment if you use web-based e-mail.	
	Ð	Use e-mail to send an invitation If you use a compatible e-mail program this will start the e-mail program and attach the invitation file.	
	+	Use Easy Connect Use this option if Easy Connect is also available to your helper.	
		Car	ncel

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.

🕹 Save As				×
G → I → Remote Permission		🗸 🍫 Search Remote I	Permission	٩
Organize 🔻 New folder				0
★ Favorites	Date modified Type	Size		
Desktop = Downloads Recent Places	No items match your search.			
<ul> <li>□ Libraries</li> <li>□ Documents</li> <li>□ Music</li> <li>□ Pictures</li> <li>□ Videos</li> </ul>				
File name: Invitation 1				•
Save as type: RA Invitations (*.msrcIncident)				•
Hide Folders		Save	Cancel	

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.

🐣 Windows Remote Assistance	- • •
💎 Chat 🌼 Setting 📠 Troubleshoot 🔞 Help	
Give your helper the invitation file and password	
DCZSCQGYST5V	
💽 Waiting for incoming connection	

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**.

A Windows Remote Assistance Settings
You can customize Remote Assistance by changing the settings below.
Use ESC key to stop sharing control
<ul> <li>Save a log of this session</li> <li>Exchange contact information when using easy connect</li> </ul>
Bandwidth usage
- Turn off background - Don't allow full window drag
What do these settings mean? OK Cancel

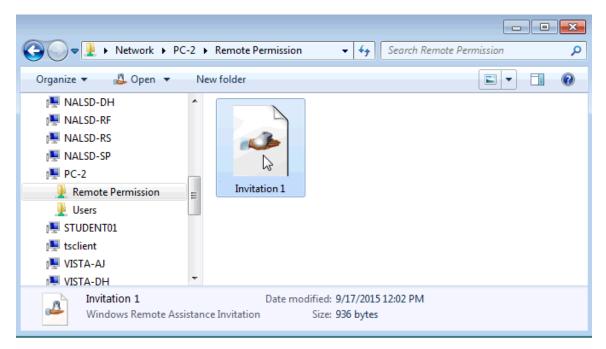
Which features are disabled with a Medium bandwidth usage?

# 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.

Remote Assistance					
Enter 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:					
DCZSCQGYST5V					
Cancel					

#### 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.

A Windows Remote Assistance - Being helped by ITEuser	_ • •
🜲 Stop sharing 👖 Pause 今 Chat 🌼 Settings 🔞 Help 🗟	
💽 Your helper can now see your desktop	

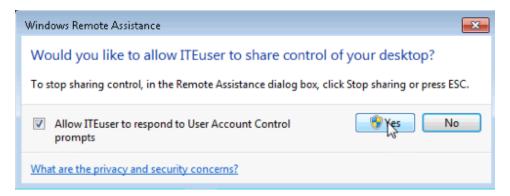
### Step 6: From PC-1, Request control of PC-2 using Remote Assistance.

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**.

medneskaa	ntrol [ 🔄 Actual size Chat 🍈 Settings 🔞 Help</th <th></th>	
3		
	A Windows Remote Assistance - Being helped by ITEuser	
	🌲 Stop sharing 👖 Pause 🤿 Chat 🍈 Settings 🚱 Help	
Mozilla	Your helper can now see your desktop	

#### 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.

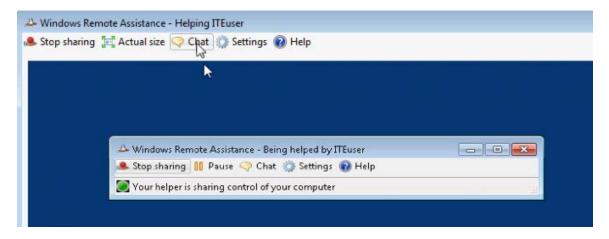
a. In the **Windows Remote Assistance – Helping ITEuser** window, click **Control Panel > System**.

		1727			
Control Panel > All Control Panel > All Con	ntrol Panel Items 🕨	-   49	Search Control Panel	٩	
Adjust your computer's settings			View by: Small icon	*	
Action Center	🔁 Administrative Tools	Real AutoPlay			
Backup and Restore	Color Management	Credential Manager			
Date and Time	🗑 Default Programs	Desktop Gadgets			
Device Manager	Devices and Printers	Display			
Ease of Access Center	Flash Player (32-bit)	Folder Options			
Fonts	🛃 Getting Started	🔧 HomeGroup			
B Indexing Options	😨 Internet Options	📓 Java (32-bit)			
Keyboard	2 Location and Other Sensors	J Mouse			
Network and Sharing Center	Notification Area Icons	5 Parental Controls			
Performance Information and Tools	Personalization	Phone and Modem			
Power Options	Programs and Features	P Recovery			
Region and Language	15 RemoteApp and Desktop Connections	Sound .			
Speech Recognition	Sync Center	1 System			
L Taskbar and Start Menu	Troubleshooting	& User Accounts			
Windows Anytime Upgrade	📑 Windows CardSpace	Windows Defender			
Windows Firewall	🛃 Windows Update				
					<u>.</u>
					Recycle Bin

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.

🍋 💭 🗢 🛒 🕨 Control Panel 🕨	All Control Panel Items + System	• • • Sec	mch Control Panel	
Control Panel Home Device Manager Remote settings System protection Advanced system settings	View basic information Windows edition Windows 7 Professional	about your computer t Corporation. All rights reserved.		
	System Rating: Processor: Installed memory (RAM): System type:	System rating is not available Intel(R) Xeon(R) CPU E5-2630 0 @ 2.30GHz 2.30 GHz 2,00 GB 64-bit Operating System		
See also Action Center Windows Update	Pen and Touch: Computer name, domain, and Computer name: Full computer name: Computer description:	PC-2 PC-2	😵 Change settings	
Performance Information and Tools	Workgroup: Windows activation	WORKGROUP	•	
				<b>I</b>

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**.

A Windows Remote Assistance - Helpin	ng ITEuser	
🥵 Stop sharing 🔚 Actual size 🤜 Cha	at 🔅 Settings 🔞 Help	
**A Remote Assistance connection has been established. "TiTuser has requested to share control of the computer. "TiTuser is having control of the computer. "TiTuser is not sharing control of the computer. "TiTuser is having control of the computer. "TiTuser is having control of the computer.	Windows Remote Assistance - Being helped by ITEuser         Stop sharing    Pause @ Chat @ Settings @ Help         Tour helper is sharing control of your computer         Windows Remote Assistance - Being helped by ITEuser         Windows Remote Assistance - Being helped by ITEuser         Tour helper is sharing control of your computer         Windows Remote Assistance - Being helped by ITEuser         Windows Remote Assistance - Being helped by Iteuse	
How may I help you?		Recycle Bin
Send	😌 🙆 🗒 🔹	<ul> <li>▲</li> <li>▲</li> <li>●</li> <li>●</li></ul>
Sharing control of the computer		

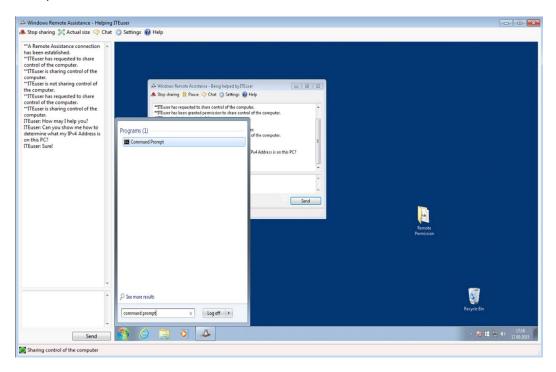
### Step 9: On PC-2, respond to the chat question from ITEuser on PC-1.

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**.

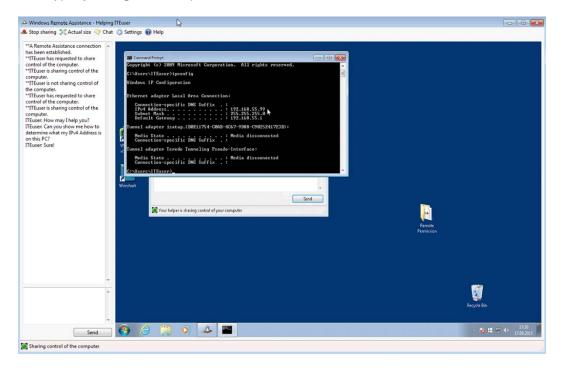
🐣 Windows Remote Assistance - Being helped by ITEuser		x
🥾 Stop sharing 👖 Pause < Chat 🌼 Settings 🔞 Help		
<ul> <li>**A Remote Assistance invitation has been opened.</li> <li>**A Remote Assistance connection has been established.</li> <li>**ITEuser has requested to share control of the computer.</li> <li>**ITEuser has been granted permission to share control of the computer.</li> <li>**ITEuser is sharing control of the computer.</li> <li>**ITEuser is not sharing control of the computer.</li> <li>**ITEuser has requested to share control of the computer.</li> <li>**ITEuser has requested to share control of the computer.</li> <li>**ITEuser has requested to share control of the computer.</li> <li>**ITEuser has been granted permission to share control of the computer.</li> <li>**ITEuser has been granted permission to share control of the computer.</li> <li>**ITEuser is sharing control of the computer.</li> <li>ITEuser is sharing control of the computer.</li> </ul>		*
Can you show me how to determine what my IPv4 Address is on this PC?		*
	Send	
Your helper is sharing control of your computer	20	

### 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**.

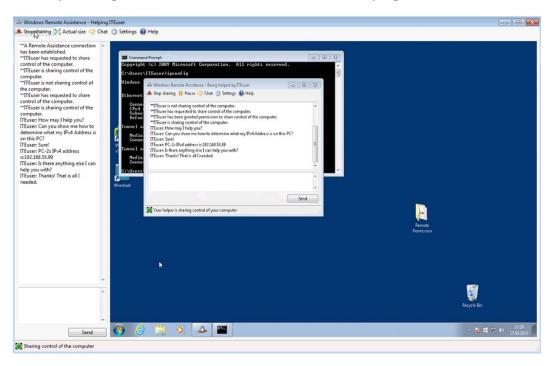


c. The **Command Prompt** window opens inside **the Windows Remote Assistance – Helping ITEuser** window. Type **ipconfig** and then press **Enter**.



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.



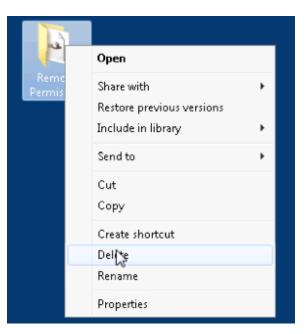
e. Close the Windows Remote Assistance - Helping ITE user window on PC-1.

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

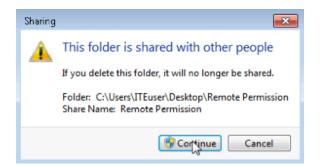
a. You will receive a message that **The Remote Assistance connection has ended** in the chat window when the ITEuser disconnects. Close all open windows.

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?