

12.6.5 Remote Assistance Facts

Remote Assistance allows a person needing help with their computer to request help from another user, such as a help desk technician or workstation support professional. The person offering assistance can view the desktop of the requester and, with permission, perform actions remotely.

The quickest way to access remote settings is to type **Allow remote access to your computer** in the search box on the taskbar.

- Remote Assistance uses the Remote Desktop Protocol (RDP) for sending desktop information to a remote computer.
- Remote Assistance must be enabled on the target computer. Use the Remote tab in System Properties to enable Remote Assistance and to specify whether remote control is allowed.
- Firewalls must be configured to allow Remote Assistance connections. This is done by opening TCP port 3389 (by default).
- A Remote Assistance session is initiated by sending an assistance invitation. The invitation includes information that allows the remote user and computer to make the connection, exchange messages, and take control if necessary.
- To initiate a remote assistance session, select Launch Remote Assistance under System and Security in Control Panel. The requester has three options for sending an invitation:
 - Save the invitation as a file. If this option is selected, the invitation file must be manually attached to an email message and sent to the person providing assistance.
 - Use email to send the invitation. If this option is selected, the user's default email program is launched and the invitation automatically attached to a new message.
 - Use Easy Connect. This allows an invitation to be delivered directly to the person providing assistance through a network connection. However, this option requires that both the requester and the helper have access to Microsoft's global peer-to-peer network. Many (if not most) organizational firewalls block access to this network by default. If this is the case, use one of the above options instead.
- By default, the requester must initiate the invitation. However, in a corporate environment Active Directory can be configured to allow the expert to initiate a Remote Assistance connection.
- Invitations require a password and have an expiration date. Expired invitations cannot be answered.
- With permission, the helper can take control of the user's computer. The user can regain control of the computer at any time by pressing the **Esc** key, **Ctrl + C**, or selecting **Stop Control**.
- The helper cannot copy files from a user's computer. The user must explicitly send any files the helper may need.

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