# Using Collections to turn on the Remote-Control Feature

The Default Client Settings in Configuration Manager apply to ALL users and ALL devices. **While Custom Client settings** can be configured that override the Default Client Settings. One typical use could be if you want to configure remote tools to enable remote control on a few client computers so that you could turn on remote desktop to help users that are located in remote offices. Please note: Be sure the firewall is enabled on your Windows 10 machine, or the procedure could fail.

**In this lecture, we will complete the following:**
- Test remote control on a device
- Demonstrate why remote control didn't work
- Create a device collection
- Create Custom Client Device Settings, and configure remote Tools.
- Deploy Client Settings to Devices
- Test Remote Control feature

**Testing a Device**
- Open Configuration Manager, from the workspace click Assets and Compliance, from the Navigation Pane Click **devices**.
- Click in this example **SAWS01-NEW**, from the Ribbon click **Start**, then click **Remote Control**. The Configuration Manager Remote Control Screen is displayed. Notice the error. This error is normal if the Remote Control feature is disabled.

**Why Remote Desktop won't work**

- From **SAWS01-NEW,** open **Control Panel**, **System**, Click **remote settings**. By default, Remote Desktop is turned off.
- Problem:
  If you had 50 computers located in a remote site, how would you enable remote desktop or remote assistance on all 50 computers?
  I'll demonstrate how to solve that problem.

**Creating our Device Collection**

- Open Configuration Manager, from the workspace, click **Assets and Compliance**, from the Navigation Pane, right-click **Device Collections**, click **create a Device Collection**.
- From the Create Device Collection Wizard, Name type **Remote Control for Desktops**, from Limiting Collection, click **Browse**, click ALL Systems, click **ok**, then click **next**.
- From add rule, click **direct rule**, click next
- From Resource Class, select **System Resources**. From Attribute Name, select **Name**. From value, type the **%** sign, click **next.**
- From Select Resources, in this case, click **SAWS01-NEW**, click **next**, click next again, then click close**. Click next 2x, then click close**.

**Creating Custom Client Device Settings**

- From the Workspace, click Administration, from the Navigation Pane, right-click **Client Settings,** click **Create Custom Client Device Settings.**
- From the General screen, type a name – **Remote Desktop**, then click **Remote Tools**, then click **ok**
- From the List View, right-click on **Remote Desktop**, click **properties.**
- On the left side, click **Remote Tools**
- Click **Configure Settings**, click **Enable Remote Control on Client Computers**, Click **Domain**, then click **ok.**
- From the Custom Device Settings screen, verify that the settings match the video then scroll down.
- Change Manage solicited and Unsolicited Remote Assistance Settings, to **yes**. When set to **Yes**, Configuration Manager manages remote assistance settings where the user at the client computer either requests (solicits) or doesn't request assistance.
- Level of access for Remote Assistance, change to **Full Control**
- For Manage Remote Desktop Settings, change to **Yes.**
- Allow permitted viewers to connect by using Remote Desktop Connection, set to **Yes**
- Require network level authentication on computers that run Windows Vista O/S and later versions.
- then click, **ok**.

**Deploy Client Settings to Device Collection**

- From Administration, Client Settings, click **Remote Desktops**, from the Ribbon click **Deploy**.

- From Select Collections, select **Remote Control for Desktops**, then click **ok.**

- We can force the deployment of the Custom client settings by running the machine policy and retrieval evaluation cycle from the client.
  From SAWS01-NEW open the control panel, configuration manager client, Action,
  Click the machine policy and retrieval evaluation cycle and click run now, then click ok.
  This forces the deployment of the custom client settings, which will enable remote desktop on the client

**Testing the Remote-Control Feature**

- From the workspace, click Assets and Compliance. From the Navigation Pane, click **Devices**.

- From the List View, in this case, click **SAWS01-NEW**, then from the ribbon click Start, then click Remote Control.

- Permission is requested from **SAWS01-NEW**. Click Approve.
- Our Remote control session is successful.

- For verification, use CMtrace and open the CmRcService.log

Let go ahead and open CMtrace and take a look at the log file

Here we see the remote control session is in progress.

**Lecture Summary:**

In this lecture, we completed the following:

- Test remote control on a device
- Demonstrated why remote control didn't work
- Create a device collection
- Create Custom Client Device Setting and configured remote Tools.
- Deployed Client Settings to our Devices
- Tested Remote Control feature

Thanks for watching, and we will see you in the next video