

Lab – Windows Remote Desktop and Assistance

Introduction

In this lab, you will partner with another student so you can configure a Remote Desktop connection for your partner and invite your partner to provide assistance on your computer via a Remote Assistance connection.

Required Resources

- 2 Windows computers on the same local network

Instructions

Part 1: Windows Remote Desktop

Windows Remote Desktop is a feature that allows a remote user to initiate a connection at any time and sign on to a local machine using an authorized account. This allows the user to work as if physically connected to the local machine. Remote Desktop can be useful for someone working from home who needs to access files and resources on the computer at work.

Step 1: Enable Remote Desktop.

There are a number of ways to access the Remote Desktop utility. In Windows 10, you can type **remote desktop settings** in the Windows search bar or right-click **Start** and choose **Settings** from the list as demonstrated in the Remote Desktop and Remote Assistance video.

For Windows 10:

- Click **Start** and search for **remote desktop settings**.
- Click the **Enable Remote Desktop** button to the **On** position. You may be prompted with a message to confirm enabling remote desktop. Click **Confirm**. When Remote Desktop is enabled, you will have access to more settings related to Remote Desktop connections.
- Scroll down to How to connect to this PC.

Question:

Record the name of this computer.

Type your answers here.

- Click **Advanced settings**.

Question:

What is the current Remote Desktop Port?

Type your answers here

For Windows 7, 8.1 and 10:

You can also use the Control Panel to access the Remote Desktop settings.

- Click **Start** and open the **Control Panel**. In the small icons view, select **System**. Click **Remote settings**.
- For Windows 8.1 and 10, in the Remote tab, select **Allow connections only from computers running Remote Desktop with Network Level Authentication (recommended)**.

For Windows 7, in the Remote tab, select **Allow connections only from computers running Remote Desktop with Network Level Authentication (more secure)**.

Note: If you are unsuccessful with Remote Desktop connection with Windows 7 as the server, you may need to change the Remote Desktop settings in Windows 7 to **Allow connections from computers running any version of Remote Desktop (less secure)**.

- c. You can also use this computer's IP address for Remote Desktop connection. Record the IP address.

Question:

What CLI command would you use to get the IP address?

Type your answers here.

Step 2: Add a user that can remotely access the computer.

In this step, you will add a user account that will be authorized to access this computer through remote desktop.

Add a local user to your computer using your preferred method based on the Windows version. This new user will not be associated with online Microsoft accounts. Create a username and password combination and record it below:

Username:

Type your answers here.

Password:

Type your answers here.

For Windows 10:

- a. Return to the **Remote Desktop** window and click **Select users that can remotely access this PC** under **User Accounts**. This opens the **Remote Desktop Users** window.
- b. Click the **Add** button and type in the name of the new user account you created in the **Enter the object names** to select box then click **OK**.

For Windows 7, 8.1 and 10:

You can also use the Control Panel to access the Remote Desktop settings.

- a. Click **Start** and open the **Control Panel**. In the small icons view, select **System**. Click **Remote settings**.
- b. In the Remote tab, click **Select Users**.
- c. Click the **Add** button and type in the name of the new user account you created in the **Enter the object names** select box and then click **OK**. Your computer is now ready for Remote Desktop access.

Step 3: Connect to your partner's computer using Remote Desktop.

In this step, you will switch computers with your partner. You will need to take turns to log into your computer using your partner's computer.

- a. Click **Start** and search for **Remote Desktop Connection**.
- b. In the Remote Desktop Connection window, enter the host name or IP address of the computer you recorded in a previous step, and then click **Connect**.
- c. In the Windows Security window, enter the username and password for the account created in a previous step. If you are prompted with a certificate warning message, click **Yes**.
- d. You will also be prompted with a message if another user is currently logged into the computer. The message will let you know another user is signed onto the computer and the user will be disconnected, do you want to sign in? Click **Yes**.

Question:

What message is displayed on the remote computer and how much time is mentioned?

Type your answers here.

The remote desktop connection should now be established. You will have full control of your computer as if you are physically using that machine.

Step 4: End Remote Desktop Connection

End the Remote Desktop connection by either clicking on the “x” at the top of the Remote Desktop screen or click the Windows power button on the Remote Desktop and select **Disconnect**.



Part 2: Remote Assistance

Windows Remote Assistance allows a user to invite someone they trust such as a technician or a coworker to access their computer remotely to help fix a problem. The helper can connect and join a session with the user. This session can include an interactive desktop, so the helper can control the user's computer. Remote Assistance assigns a port dynamically which can make it difficult to configure through firewalls and is thus best suited for local network support.

Step 1: Enable Remote Assistance

You and your partner will enable remote assistance and send your partner an invitation to remote assistance sessions.

- Navigate to the **Control Panel**. Select **System** in the Small icon view. Click **Remote settings**.
- In the Remote tab, select **Allow Remote Assistance connections to this computer**.
- Click **Advanced**. The default amount of time invitations can be increased to is as many as 99 days or as little as 1 minute.

Question:

What is the default amount of time remote assistance invitations remain open?

Type your answers here.

- Click **Cancel** to return to the Remote tab and then click **OK**.
- In Windows 8.1 and 10, navigate to the **Control Panel**. Search for **remote assistance** in the **Search Control Panel** field in the upper right-hand corner of the Control Panel. Select **Invite someone to connect to your PC and help you, or offer to help someone else**.
In Windows 7, click **Start** and search for **Windows remote assistance**.
- In the Windows Remote Assistance window, select **Invite someone you trust to help you**.
- Click **Save this invitation as a file**. Save the file in a directory of your choice. After the file is saved, a Windows Remote Assistance popup window will open with the invitation password to give to your trusted helper.

Question:

What are the ways to send an invitation to a trusted person with Remote Assistance?

Type your answers here.

- Email the invitation file and password to the trusted person.

Note: This is a single-use invitation. A new invitation and password are needed for a new remote assistance session.

Step 2: Use remote assistance

You and your partner will take turns to be the helper.

- a. Open the email containing the Remote Assistance invitation from your partner.
- b. In the Remote Assistance window, enter the password that was also sent in the email to connect to the remote computer, and click **OK**.
- c. A pop-up Windows Remote Assistance window on your partner's computer prompts your partner to allow the remote connection. Click **Yes** to allow remote assistance.
- d. Remote Assistance is now working and the partner's desktop should appear on your computer.

Note: Unlike Remote Desktop, with Remote Assistance, both users are logged onto the same computer at the same time and both can see the desktop.

- e. Currently, you can see your partner's computer and can observe your partner's actions on their computer. Control must be requested before you can perform the functions on your partner's computer via Remote Assistance.

On your computer, click **Request Control** in the top left corner of the Windows Remote Assistance window. A pop-up window will appear on your partner's computer asking to allow your partner to share control of the desktop. Your partner clicks **Yes**.

Test control of your partner's computer from your computer. From your computer, you should be able to launch programs and new windows.

- f. Either user can terminate the remote assistance session by closing the Windows Remote Assistance window on the corresponding user's computer.
- g. Exchange your roles and repeat this step.

Reflection Questions

1. What type of scenarios are most appropriate for Remote Assistance in contrast with Remote Desktop?

Type your answers here.

2. How many simultaneous users can access a Windows computer at a single time?

Type your answers here.

3. What type of security components are implemented with Windows Remote Desktop?

Type your answers here.

4. How could remote desktop be used as a beneficial technology in the workplace?

Type your answers here.