



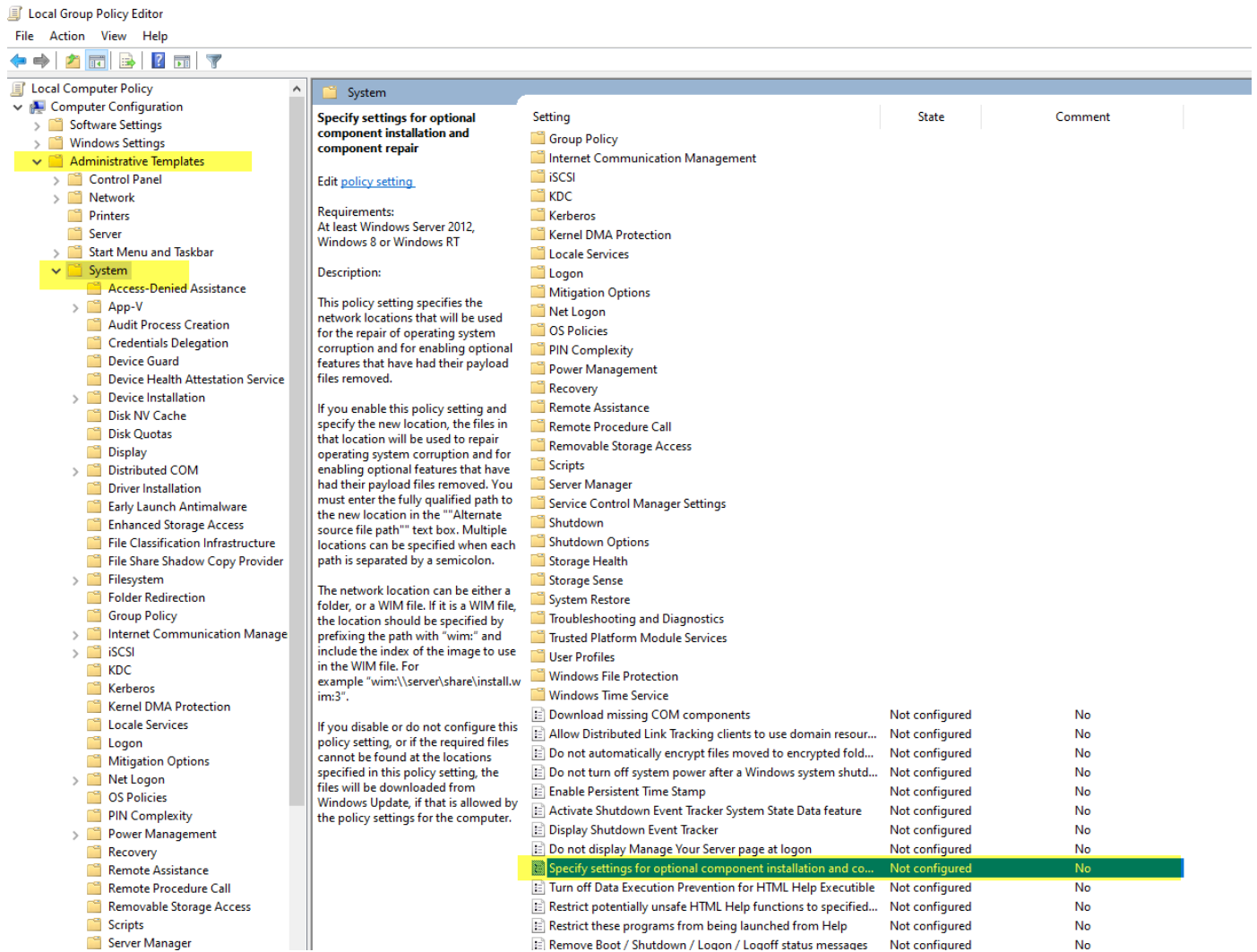
18 November 2021

Screen Sharing from Phone to Computer Service Desk Guide

Terra Industrial New Zealand Ltd

PO Box 16 168
16 Branston Street, Hornby
Christchurch 8441, New Zealand
03 983 2333 Tel
www.TerraCat.co.nz

1. On the users' computer > Open command prompt as admin
2. Type in **gpedit** which will open Group Policy Editor as admin
3. Find the below policy

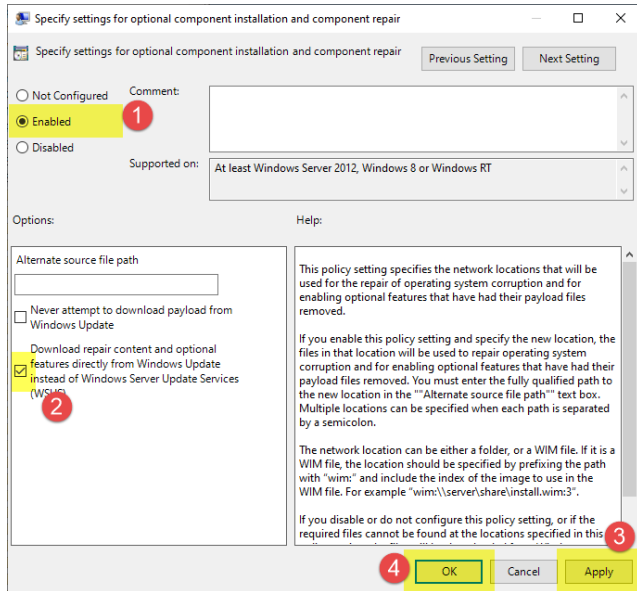


The screenshot shows the Local Group Policy Editor window. The left pane displays the 'System' policy under 'Administrative Templates'. The right pane shows the details for the 'Specify settings for optional component installation and component repair' policy. The policy is currently set to 'Not configured'.

Setting	State	Comment
Group Policy		
Internet Communication Management		
iSCSI		
KDC		
Kerberos		
Kernel DMA Protection		
Locale Services		
Logon		
Mitigation Options		
Net Logon		
OS Policies		
PIN Complexity		
Power Management		
Recovery		
Remote Assistance		
Remote Procedure Call		
Removable Storage Access		
Scripts		
Server Manager		
Service Control Manager Settings		
Shutdown		
Shutdown Options		
Storage Health		
Storage Sense		
System Restore		
Troubleshooting and Diagnostics		
Trusted Platform Module Services		
User Profiles		
Windows File Protection		
Windows Time Service		
Download missing COM components	Not configured	No
Allow Distributed Link Tracking clients to use domain resour...	Not configured	No
Do not automatically encrypt files moved to encrypted fold...	Not configured	No
Do not turn off system power after a Windows system shutd...	Not configured	No
Enable Persistent Time Stamp	Not configured	No
Activate Shutdown Event Tracker System State Data feature	Not configured	No
Display Shutdown Event Tracker	Not configured	No
Do not display Manage Your Server page at logon	Not configured	No
Specify settings for optional component installation and co...	Not configured	No
Turn off Data Execution Prevention for HTML Help Executable	Not configured	No
Restrict potentially unsafe HTML Help functions to specified...	Not configured	No
Restrict these programs from being launched from Help	Not configured	No
Remove Boot / Shutdown / Logon / Logoff status messages	Not configured	No

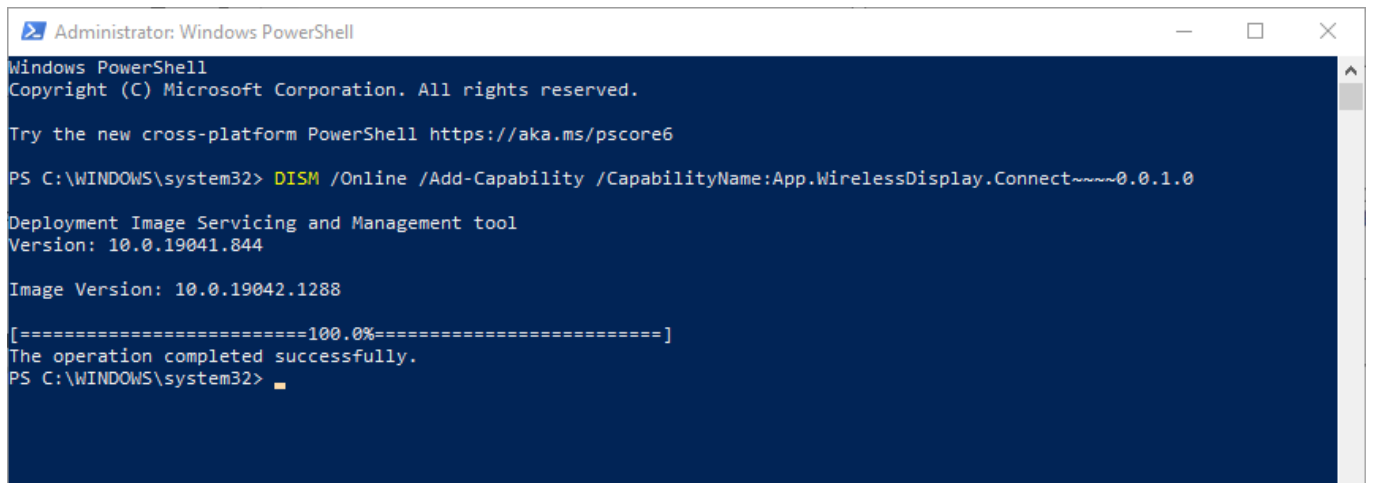
4. Click **Enabled**,

5. Tick the box next to **Download repair content..**
6. Click **Apply**
7. Click **OK**



8. Open PowerShell as admin and run the following command:

DISM /Online /Add-Capability /CapabilityName:App.WirelessDisplay.Connect~~~~0.0.1.0

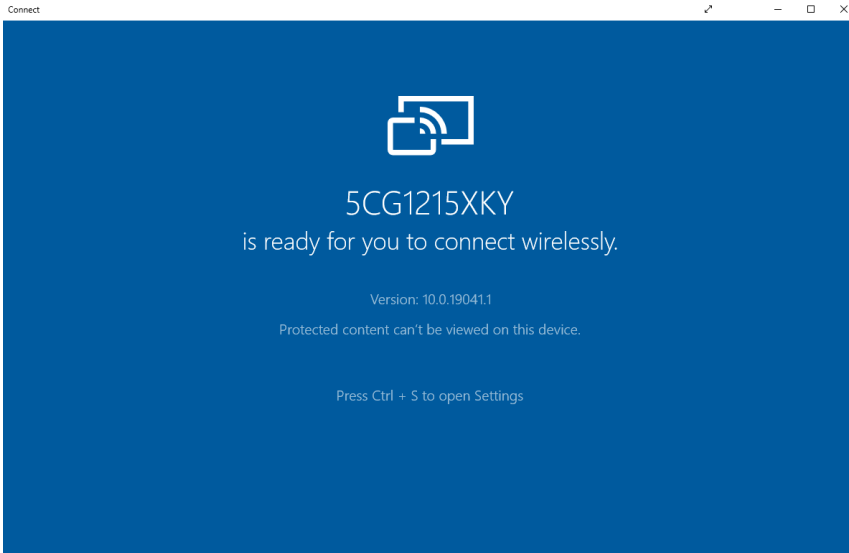


The user now needs to do the following:

Can also give them this document for future reference:

https://terraindustrial-my.sharepoint.com/:b:/g/personal/jess_beattie_terraecat_co_nz/EX8aGYSMSBFNvdiXJ_x3GQUBSd6kACzNMycDBQAczzR-dg?e=K91vUZ

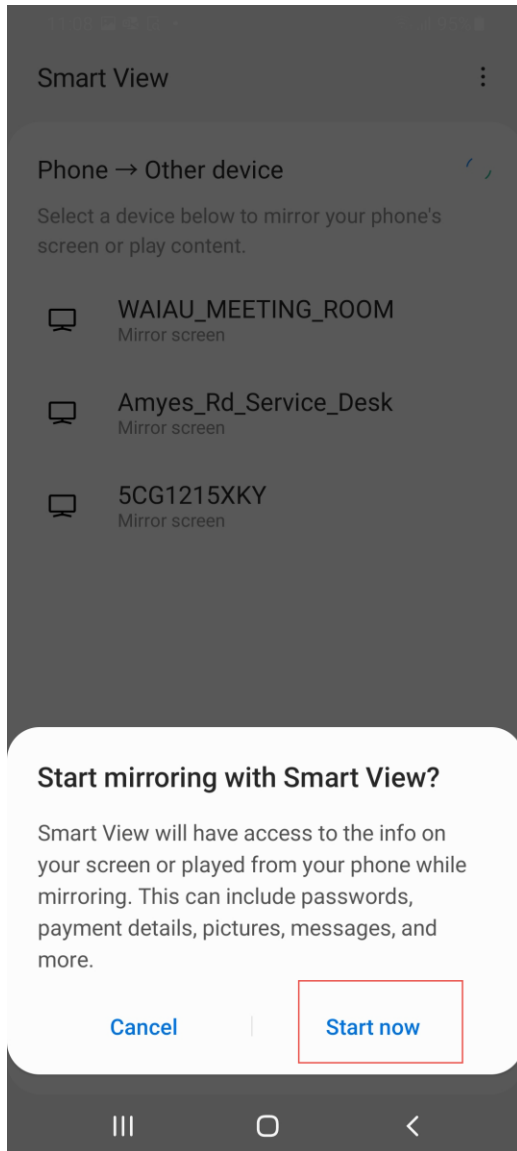
1. Open the **Connect App** on their computer



2. On their Samsung phone > scroll down from the top of the screen > pull the menu right down so all icons show > click on the **Smart View** icon



3. Select their computer name > then select **Start Now**



4. Both the phone and computer should say it is trying to connect then eventually the connection will succeed 😊

