MSRA command-line switches

**Switch OS Availability Functionality**

/? Vista and above Displays the help options.

/novice Vista and above Starts Remote Assistance at the Invite screen.

/expert Vista and above Starts Remote Assistance at the Help Someone

screen.

/offerRA ip |

computer

Vista and above Starts Remote Assistance at the Expert Initiated

screen or with the options, by automatically initiating

with the novice user (used with Group Policy

configured in an enterprise environment).

/email password Vista and above Creates an email invitation to be sent to an expert

user to request assistance using the novice’s

default email program; a random password will

be generated and needs to be conveyed to the

expert, or alternatively a password can be specified

with the password option and conveyed to

the expert.

Configuring Remote Connections **243**

**Switch OS Availability Functionality**

/saveasfile path

password

Vista and above Creates a file invitation to be given to an expert

user to request assistance; a random password

will be generated, or optionally a password can be

specified with the password option and conveyed

to the expert.

/openfile path Vista and above Used to open the invitation file sent to the expert;

can be local or on a shared network drive; the

expert will enter the password given to the user

when the session was initiated.

/geteasyhelp Windows 7 and

above

Starts a novice user’s Remote Assistance session

using Easy Connect; presents the novice with the

password to convey to the expert user.

/offereasyhelp Windows 7 and

above

Starts an expert user’s Remote Assistance session

using Easy Connect; presents the expert user with

the screen to enter the password from the novice

user.

/getcontacthelp

address

Windows 7 and

above

Reestablishes a Remote Assistance session

from a novice user’s machine to the address

from the previous session. The address is in the

RAContactHistory.

xml file as a 20-byte hexadecimal

string with an .RAContact extension.

/offercontacthelp

address

Windows 7 and

above

Reestablishes a Remote Assistance session

from an expert user’s machine to the address

from the previous session. The address is in the

RAContactHistory.

xml file as a 20-byte hexadecimal

string with an .RAContact extension.