## IT Essentials 5.0

# 5.3.5.2 Lab - Remote Desktop and Remote Assistance in Windows 7

## Introduction

Print and complete this lab.

In this lab, you will remotely connect to a computer, examine device drivers, and provide remote assistance.

## **Recommended Equipment**

The following equipment is required for this exercise:

- Two computers running Windows 7 that are directly connected to each other or through a switch or hub.
- The two computers must be part of the same Workgroup and on the same subnet.

### Step 1

Log on to Computer2 as a member of the administrator group. Ask your instructor for the user name and password.

#### Click Start > Control Panel > System > Remote settings.

System Properties				×	
Computer Name	Hardware	Advanced	System Protection	Remote	
Remote Assista	ance				
Allow Remo	ote Assistanc	ce connection	ns to this computer		
What happens	when I ena	ble Remote /	Assistance?		
			Ac	dvanced	
Remote Deskt	ор				
Click an option	, and then s	pecify who c	an connect, if neede	ed.	
Ont allow	Ont allow connections to this computer				
Allow conne Remote De	ections from sktop (less s	computers ru secure)	unning any version o	f	
<ul> <li>Allow connection</li> <li>Desktop with</li> </ul>	ections only th Network	from compute Level Authen	ers running Remote tication (more secure	e)	
Help me choos	<u>se</u>		Sel	ect Users	
		ОК	Cancel	Apply	

In the "Remote Desktop" area, select the radio button next to Allow connections only from computers running Remote Desktop with Network Level Authentication (more secure).

If a message appears warning the computer is set to go to sleep, click the **Power Options** link.



The "Select a power plan" screen appears.

office a presentant a	- • ×
Control Panel + Hardware and Sound + Power Options + Edit Plan Settings - 47 Search Control Panel	٩
Change settings for the plan: Balanced Choose the sleep and display settings that you want your computer to use. Turn off the display: Never Put the computer to sleep: Never Change advanced power settings Restore default settings for this plan	
Save changes N Cancel	

Click Change plan setting > select Never > select Never > Save changes.



Click **OK** to close the warning message.

In the "Remote Desktop" area, click the **Select Users** button.

emote Desktop Users		?	×
The users listed below ca the Administrators group o	an connect to this comput can connect even if they	er, and any members are not listed.	of
John Computer? almost	has access		
Add Rem To create new user acco Panel and open <u>User Acc</u>	unts or add users to othe counts.	r groups, go to Contra	ol
	Ок	Cancel	
		Select Hears	-
Help me choose			

Which user already has remote access?

Since you will use this account to gain remote access, you do not need to add any users, click Cancel.

Click **Apply > OK** to close "System Properties" window.

stem Properties	8			
Computer Name	Hardware	Advanced	System Protection	Remote
Remote Assist	ance			
Allow Rem	ote Assistanc	ce connection	ns to this computer	
1222 1002	-	101020 10 00	1000 1020	
What happens	when Lena	ble Remote A	Assistance?	2
			Ad	lvanced
Remote Deskt	ор			
Click an option	, and then s	pecify who c	an connect, if neede	d.
Ont allow	connection	s to this comp	uter	
Allow conn	ections from	computers n	inning any version of	
Remote De	sktop (less s	secure)		
Allow conn Desktop w	ections only th Network	from compute Level Authen	ers running Remote tication (more secure	)
Help me choos	<u>se</u>		Sel	ect Users
		OK	Cancel	Apply N

Click Start > Control Panel > Windows Firewall > Turn Windows Firewall on or off.



Make sure the Turn on Windows Firewall radio button is selected then click OK.

Close all open windows, log off Computer2, and move to Computer1.

### Step 2

Log on to Computer1 as an administrator or a member of the administrator group. Ask your instructor for the user name and password.

#### Click Start > All Programs > Accessories > Remote Desktop Connection.

Calculator	
Command Prompt	
Connect to a Network Projector	
Connect to a Projector	
Getting Started	
A Math Input Panel	
Notepad	
@ Paint	
Remote Desktop Connection	
🖅 Run	=
Snipping Tool	
Sound Recorder	
le Sticky Notes	
Sync Center	
词 Windows Explorer	
MordPad	
Ease of Access	
System Tools	
🐌 Tablet PC	-
Back	
- Duck	_
Search programs and files	
	_

The "Remote Desktop Connection" window opens.

🐁 Remote D	esktop Connection		٢
	Remote Desktop Connection	0	
Computer:	Computer2	•	
User name:	None specified		
You will be a	sked for credentials when you c	connect.	
<b>O</b> ptions		Connect N Help	

Type **Computer2** in the Computer field and click **Connect**.

In the "User name" field, type the account name you used to log on to Computer2. For example: **John\_Computer2**.

In the "Password" field, type the password for the user.

Note: The user account must have a password.

Windows Security	
Enter your These credenti	credentials als will be used to connect to Computer2.
Reme	John_Computer2
	OK Cancel

Click OK.



Click Yes to allow the connection.

What happened to the desktop on Computer1?

### Step 3

From Computer1, right-click the desktop of **Computer2 > New > Folder**.

Ŧ	Comp	puter2		-	ъ×	
	View Sort by Refresh Paste Paste shortcut	• •				
	New	•	Folder Shortcut			
	Gadgets Personalize		Bitmap image Contact			
			Journal Document WinRAR archive Rich Text Document			
		) ) )	Text Document WinRAR ZIP archive Briefcase			

Name the folder **Remote Permission**.

Right-click the **Remote Permission** folder **> Properties > Sharing > Advanced Sharing > Share this** folder checkbox **>** keep the default name **Remote Permission > OK**.

Click the **Security** tab. Make sure the user name from Computer1 is listed. If it is not, create and add the user name. Example: Click **Edit > Add >** type **John\_Computer1 > OK**.

Ħ		Ca	omputer2		×
	Permissions for Remote Per	ote Permissions Pr al Sharing Securit missions	operties Y Previous Vers	ions Customize	
	Dbject name: C:\Users\Johr Group or user names: John_Computer1 (COMPU & SYSTEM John_Computer2 (COMPU & Administrators (COMPUTE	_Computer2\Deskta ITER2\John_Compu ITER2\John_Compu ITER2\John_Compu R2\Administrators)	p\Remote Perrr ter1) ter2)	mputer2) s) Edit y Deny	
	Permissions	Add	Remove	E	Remote Permissions
	Full control Modify Read & execute List folder contents Read				
	Learn about access control and			el Apply	

Click OK > Close.



Click **Start >** the arrow next to **Log off > Disconnect**.

## Step 4

Log on to Computer2.

Click Start > Control Panel > System > Remote settings.



Notice "Remote Assistance" is activated by default.

#### Click Advanced.

The "Remote Assistance Settings" window opens.

Remote Assistance Settings	×
You can set limits for the use of Remote Assistance on this computer. Remote control	
Invitations Set the maximum amount of time invitations can remain open	
Create invitations that can only be used from computers running Windows Vista or later	
OK Canc	el

Make sure there is a check mark in the Allow this computer to be controlled remotely checkbox, set the invitation to 1 Hours, place a check mark in the Create invitations that can only be used from computers running Windows Vista or later checkbox, and then click OK.

When the "System Properties" window appears, click Apply.

### Step 5

On Computer2, click Start > All Programs > Maintenance > Windows Remote Assistance.



The "Do you want to ask for or offer help?" screen appears.



#### Click Invite someone you trust to help you.

The "How do you want to invite your trusted helper?" screen appears.



Which methods can you use to contact someone for assistance?

Click the Save this invitation as a file.

🕹 Save As x ✓ ↓ Search Remote Permissions ( ) v ) v Remote Permissions Q Organize • New folder . 0 Name Date modified Type 🔆 Favorites 📃 Desktop No items match your search. 🚺 Downloads 📳 Recent Places -🥃 Libraries Documents J Music Pictures Videos File name: Invitation to Computer1 • Save as type: RA Invitations (\*.msrcIncident) • Save Cancel A Hide Folders

Locate the shared Remote Permission folder, and name the file Invitation to Computer1.

What type of extension does the file have?

Click Save.

When the "Windows Remote Assistance" window opens, record the invitation password.



### Example: ZYK3XMW5HS7P

#### Click Settings.



Make sure there is a check mark next to Use ESC key to stop sharing control.

Set the Bandwidth usage to Medium.

Which features are disabled with a Medium bandwidth usage?

Click OK.

### Step 6

On Computer1, click Start > Control Panel > Network and Sharing Center > See full map > Click here to see all other devices > double-click Computer2.

If you are asked to log on, use the user account from Computer1.

O ♥ ♥ Networ	k 🕨 😽 🗙 Search Network
Organize 🔻 Networ	k and Sharing Center 🛛 Add a printer 🛛 Add a wireless device 🔤 👻 🗍 🔞
★ Favorites ■ Desktop ↓ Downloads ™ Recent Places ■ Libraries	Computer (6)     COMPUTER1     COMPUTER2
Documents Music Pictures	Windows Security
Videos	Enter Network Password Enter your password to connect to: COMPUTER2
r Computer	John_Computer1
🗣 Network	Comported      Remember my credentials      Cogon failure: unknown user name or bad password.
	OK Cancel
	Categories: Computer Network location: Network Workgroup: WORKGROUP

Double-click the folder Remote Permission.



Double-click the file Invitation to Computer1.

The "Remote Assistance" window appears.

Remote Assistance
Enter the password to connect to the remote computer
You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK. Enter password:
ZYK3XMW5HS7P
OK Cancel

Type in the password recorded in Step 5. Example: ZYK3XMW5HS7P

Click OK.

## Step 7

From Computer2, answer **Yes** to allow access to the computer.

Windows Remote Assistance
Would you like to allow John_Computer1 to connect to your computer?
After connecting, John_Computer1 will be able to see whatever is on your desktop.
Yes No
What are the privacy and security concerns?

Select the "Windows Remote Assistance - Being helped by John\_Computer1" window so it is activated.

A Windows Remote Assistance - Being helped by John_Computer1	
🙈 Stop sharing 👖 Pause 🣿 Chat 🎡 Settings 🔞 Help	
Your helper can now see your desktop	

Click Chat.



In the chat field, type Hi John\_ Computer1, my optical drive will not work.. Click Send.

### Step 8

From Computer1, click the **Request control** button in "Windows Remote Assistance" main menu.

Windows Remote Assistance - Helping John_0	Computer2	- • ×
🔈 Request control 📴 Actual size 🤜 Chat 🗯	Settings 🔞 Help	
been established.		
John_Computer2: Hi John_Computer1,		
my optical drive will not work.	Recycle Bin	
	System Properties	
	Computer Name Hardware Advanced System Protection Remote	
	- Remote Assistance	
	A. Window Remote Arritance - Reins helped by John Computed	
	Stop sharing 11 Pause O Chat 🔞 Settings 👔 Help	
	WA Brough Andrew in Antre by Low mond	
	**A Remote Assistance invitation has been established.	
	John_Computer2: Hi John_Computer1, my optical drive will not work.	
		i de la compañía de
		Remote
		Permissions
	· ·	
	×	
	Send	
	Your helper can now see your desktop	
^		
Send	i u u u	
Viewing the screen		

#### Step 9

From Computer2, click the Allow John\_Computer1 to respond to User Account Control prompts checkbox.



Click Yes.

#### Step 10

From Computer1, select "System Properties" window for Computer2.



Note: If the Computer2 System Properties window is closed, you need to open it before you continue.

Click Hardware tab > Device Manager.

Windows Remote Assistance - Helping John_(	Computer2					
🜲 Stop sharing 🔚 Actual size < Chat 🌼 Se	ttings 🕡 Help					
"A Remote Assistance connection has been established. John Computer2. Hi John Computer1, my optical drive will not work. "John Computer1 has requested to share control of the computer. "John Computer1 is sharing control of the computer.	Reçcie Bin	Acc - Being helped by John C Chat Settings Helped Action has been opened. Action has been established Device Manager File Action View Help Computer Device Kanager Computer Display adapter Display adap	System Properties Computer Name Device Manager The Park The Park Properties The Park Properties Properties ReAM GH22NP2D ATA BRAM GH22NP2D ATA Setter State Setter State State Setter States States St	Neare Advanced System Protection Re to Magazer list of the horiname devices in module. The Ne Device Managers change of any device.  Device Manager Update Driver Software  Enable Update Driver Software  Enable Update Driver Software  Properties Properties Device		Remote Permissions
	Your helper is sharing con	itrol of your computer			, etc.	
*						
*						
Send				- 50 <u>-</u> -		
Sharing control of the computer						

Right-click the optical drive that has a **black down arrow**. Select **Enable**.

🕹 Windows Remote Assistance - Helping John_Computer2	×
Stop sharing 🖽 Actual size 📿 Chat 🎲 Settings 🚷 Help	
**A Remote Assistance connection has been established. John, Computer2: Hi John, Computer1, my optical drive will not work. ** John, Computer1 has requested to share control of the computer. ** John, Computer1 is sharing control of the computer. ** A Bog sharing    Paue <> Challes Statuse - Being helped by John ** A Benete Assistance - Being helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped by John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John ** A Benete Assistance - Connect Hama (Hosting Helped By John (Host	Remote Permissions
Your helper is sharing control of your computer	
Send	
Sharing control of the computer	

Click the **Stop sharing** button in "Windows Remote Assistance" main menu.

Click the **red X** button to close the "Windows Remote Assistance" connection.

🕹 Windows Remote Assistance - Helping Joh	n_Computer2		
🛓 Request control [ [] Actual size 🧠 Chat	🎲 Settings 🔞 Help		
**A Remote Assistance connection has been established. John Computer2: Hi John Computer1, my optical drive will not work. **John Computer1 has requested to share control of the computer. **John Computer1 is sharing control of the computer. **John Computer1 is not sharing control of the computer.	Recycle Bin A Windows Remote Assist Stop Jharing II Pause **A Remote Assistance in **A Remote Assistance in **John_Computer? H: John Computer? H: John Computer? H: John Computer? B: John **John_Computer? B: John **John_Computer? B: John **John_Computer? B: John **John	System Properties       Image: Conquer Name Hardware Advanced System Protection Remote         Orbat       Settings         Proces Marager       Depose Marager to change the protection Remote         Instation has been opened.       Depose Marager         Centration for the proces Marager to change the protection Remote       Depose Marager         Centration has been opened.       Depose Marager         Centration for the proces Marager       Devose Marager         Centration for the proces Marager       Devose Marager         Centration for the proces Marager       Devose Marager         Computer       Devose Marager         Display adapters       Display adapters         Display adapters       Di	Remote Permissions
	Vour helper can now see	your desktop	
	r		
,			
Send			
Viewing the screen			

Close all open windows and log off Computer1.

## Step 11

On Computer2, click on Device Manager so it is activated.



Dose the optical drive have a black arrow?

Close the Device Manager window and the Windows Remote Assistance window.

Delete the Remote Permission folder and empty the Recycle Bin.

Select the System Properties window.

Select the **Remote** tab and place a check mark next to **Don't allow connection to this computer > OK**.

ystem Properties	8			-
Computer Name	Hardware	Advanced	System Protection	Remote
Remote Assist	ance			
Allow Remo	ote Assistanc	ce connection	ns to this computer	
What happens	when Lena	ble Remote /	Assistance?	
	When I end	Die Hemote /		
			A	dvanced
Remote Deskt	OD			
Homoto Doord	νp			
Click an option	i, and then s	pecify who c	an connect, if need	ed.
Oon't allow	connection	s to this comp	outer	
Allow conn	ections from	computers n	unning any version (	of
Remote De	sktop (less s	secure)		
Allow conn Desktop wi	ections only th Network	from compute Level Authen	ers running Remote tication (more secu	ne)
Help me choos	se		Se	elect Users
		ОК	Cancel	Apply
			~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	

Log off Computer2.