

## 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

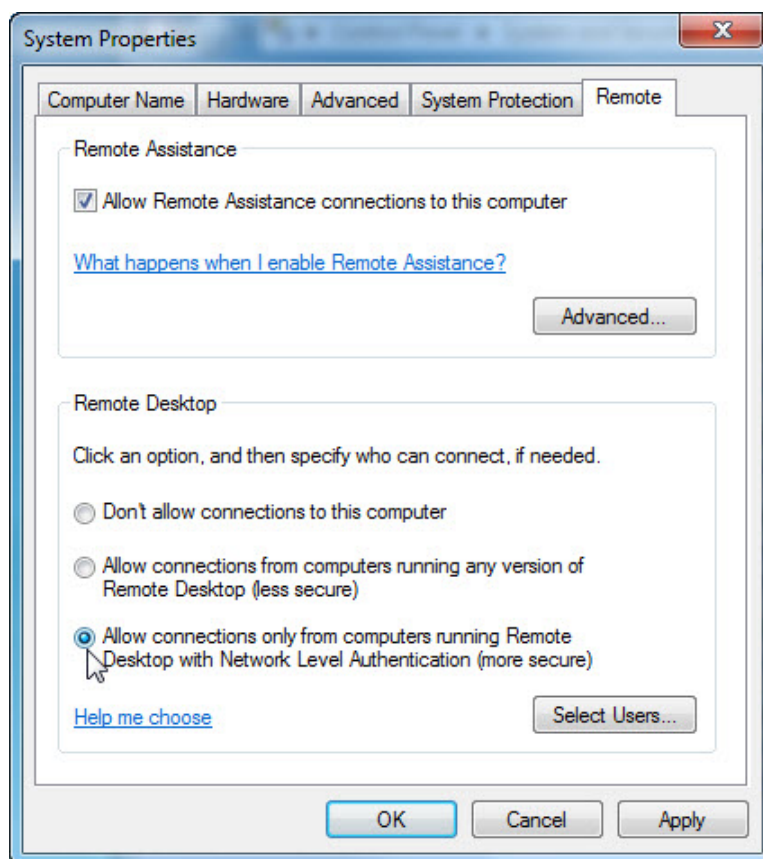
The following equipment is required for this exercise:

- 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

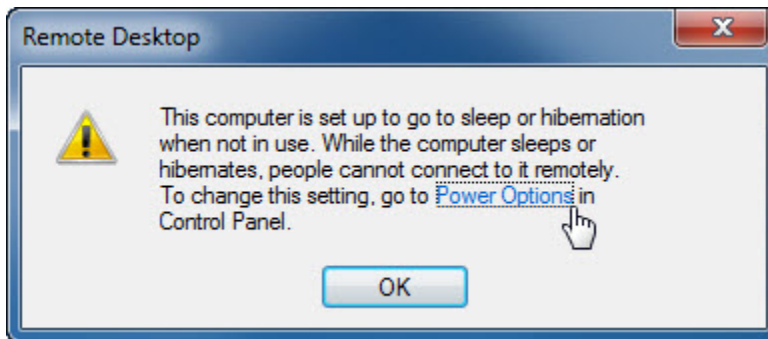
Log on to Computer2 as a member of the administrator group. Ask your instructor for the user name and password.

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

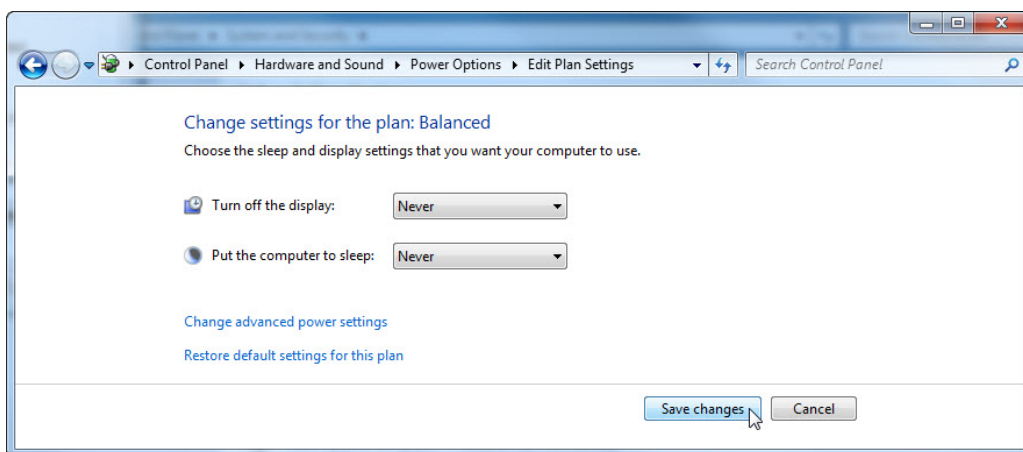


In the “Remote Desktop” area, select the radio button next to **Allow connections only from computers running Remote Desktop with Network Level Authentication (more secure)**.

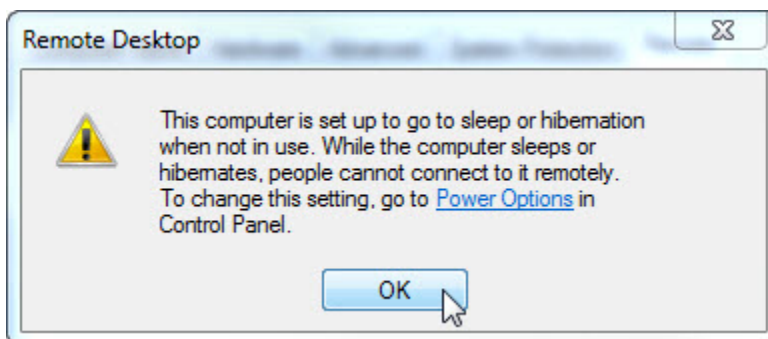
If a message appears warning the computer is set to go to sleep, click the **Power Options** link.



The "Select a power plan" screen appears.

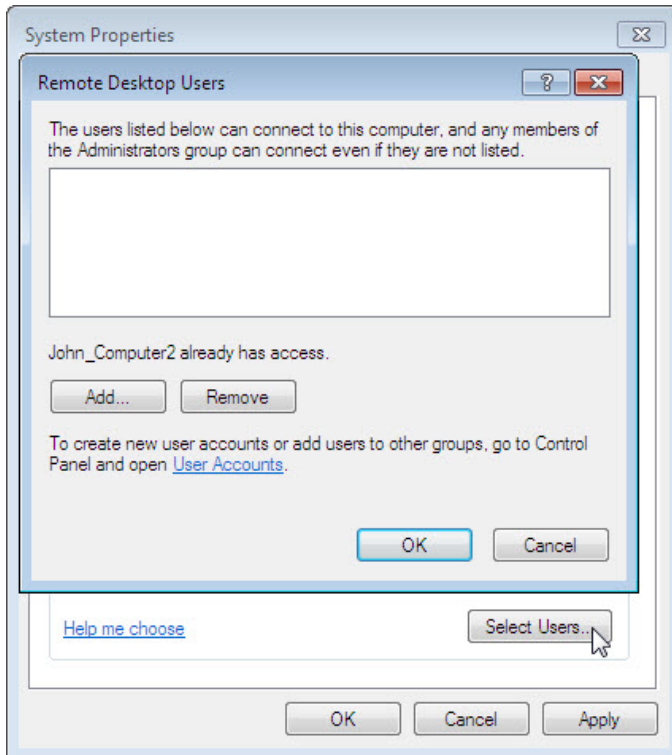


Click **Change plan setting** > select **Never** > select **Never** > **Save changes**.



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

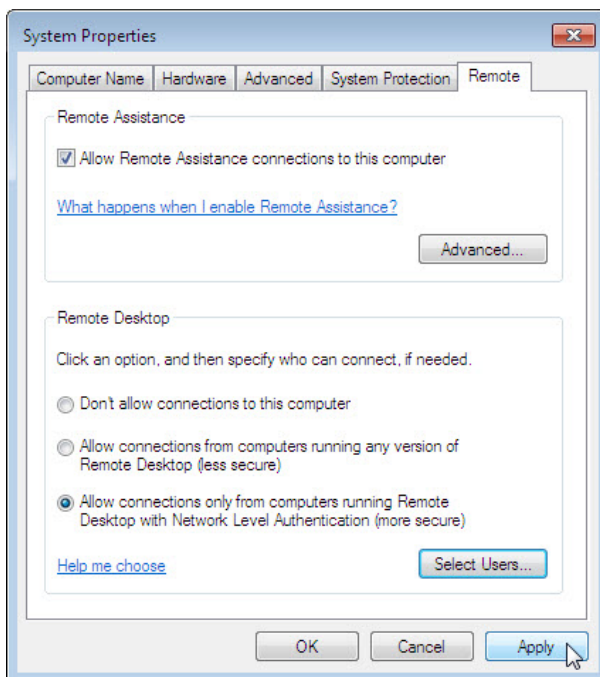
In the "Remote Desktop" area, click the **Select Users** button.



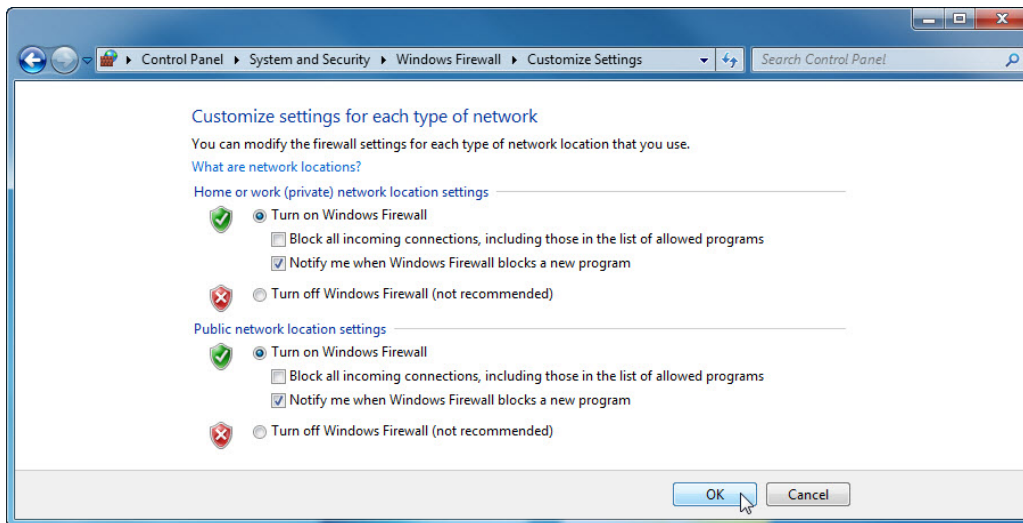
Which user already has remote access?

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.



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



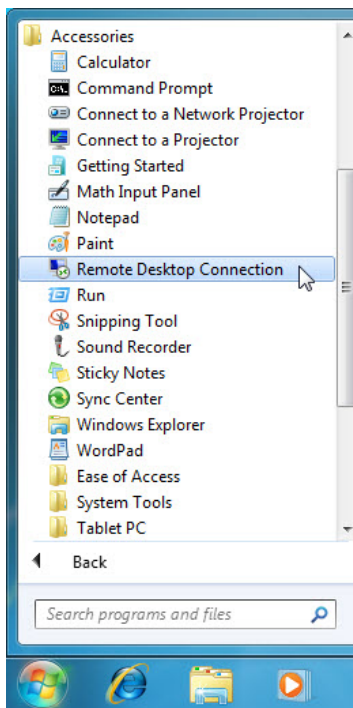
Make sure the **Turn on Windows Firewall** radio button is selected then click **OK**.

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**.



The "Remote Desktop Connection" window opens.



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

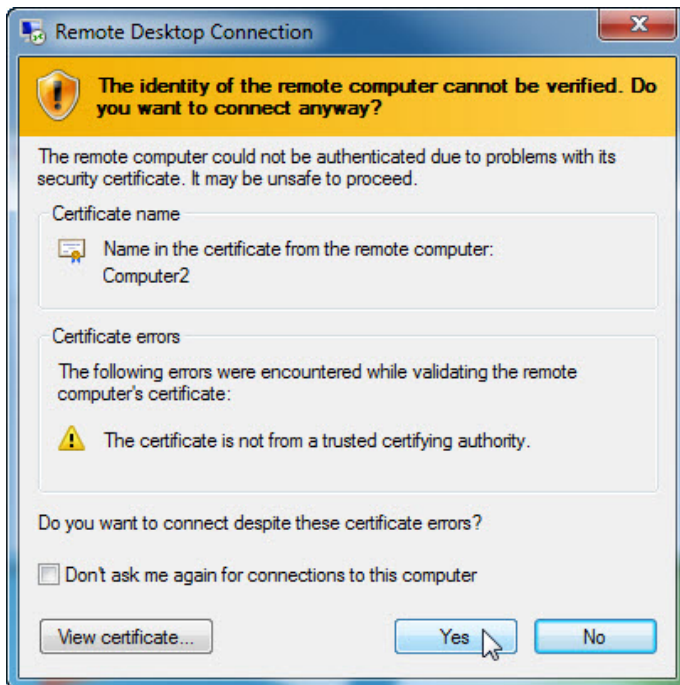
In the "User name" field, type the account name you used to log on to Computer2. For example: **John\_Computer2**.

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

**Note:** The user account must have a password.



Click **OK**.

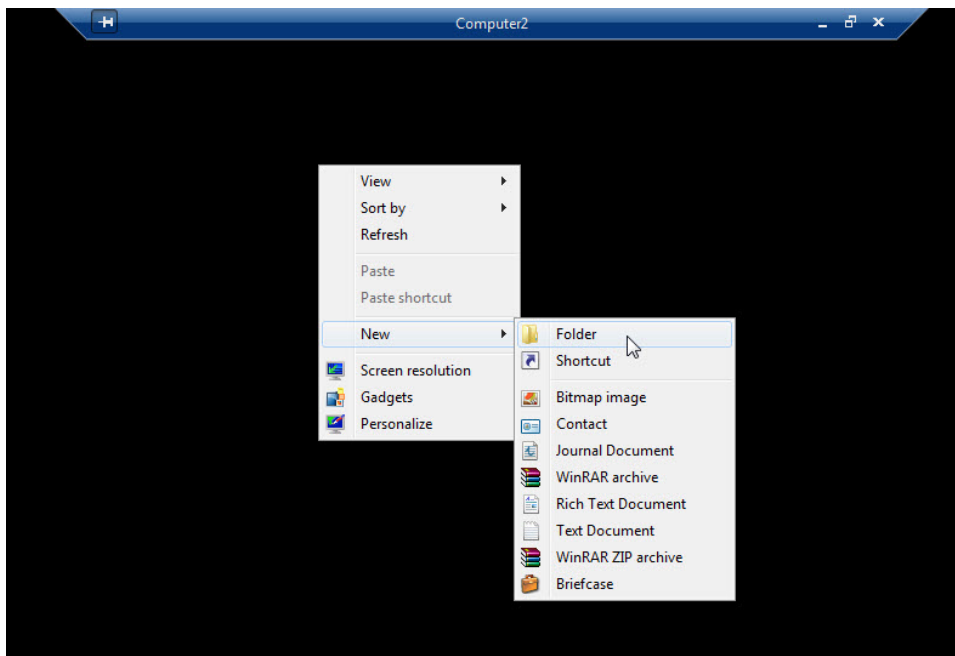


Click **Yes** to allow the connection.

What happened to the desktop on Computer1?

### Step 3

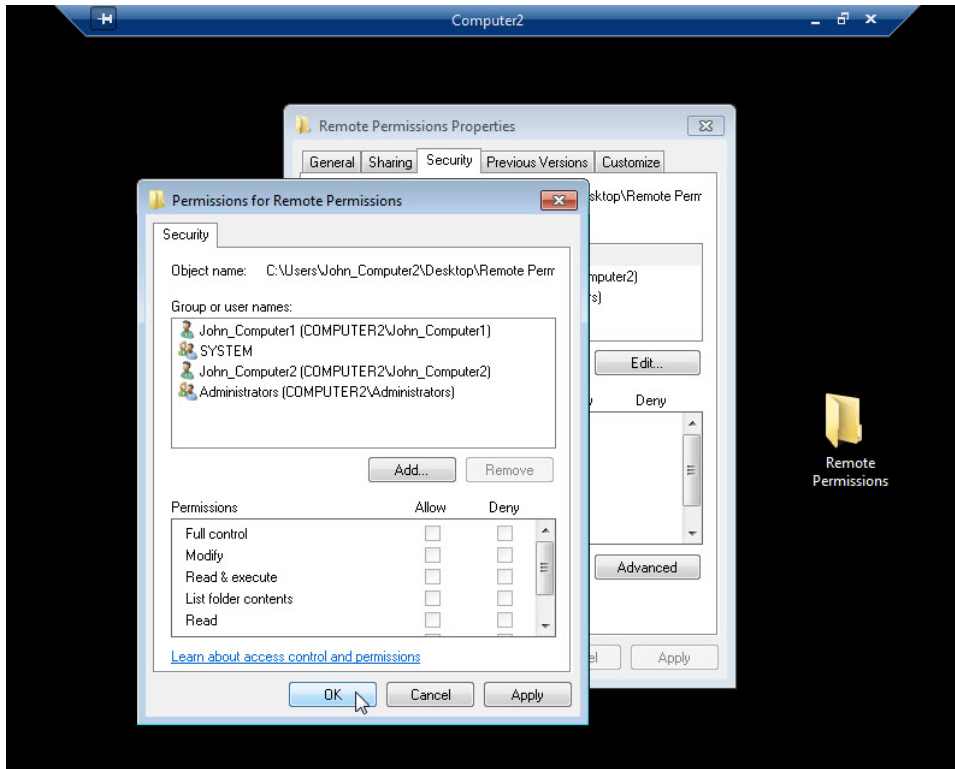
From Computer1, right-click the desktop of **Computer2** > **New** > **Folder**.



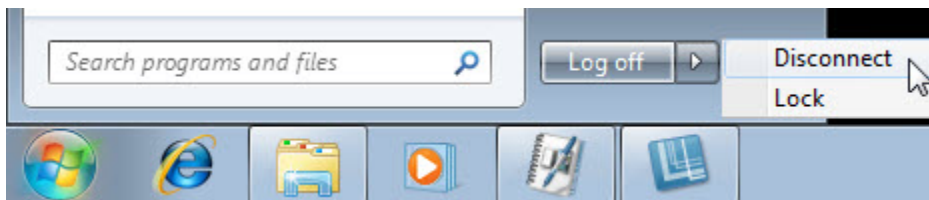
Name the folder **Remote Permission**.

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**.



Click **OK** > **Close**.

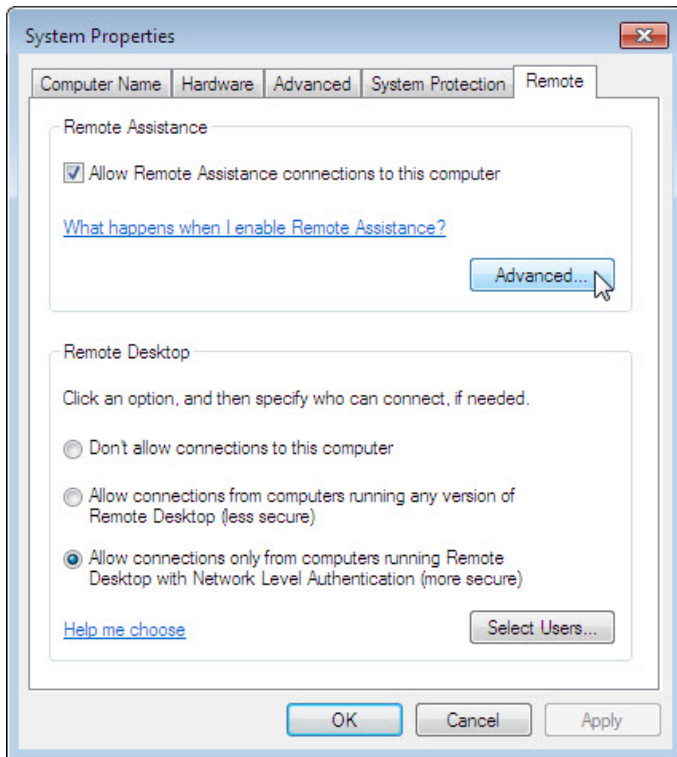


Click **Start** > the arrow next to **Log off** > **Disconnect**.

#### Step 4

Log on to Computer2.

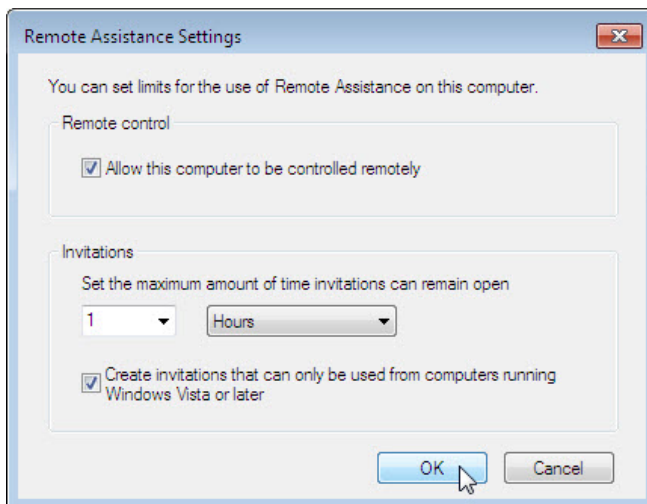
Click **Start** > **Control Panel** > **System** > **Remote settings**.



Notice “Remote Assistance” is activated by default.

Click **Advanced**.

The “Remote Assistance Settings” window opens.



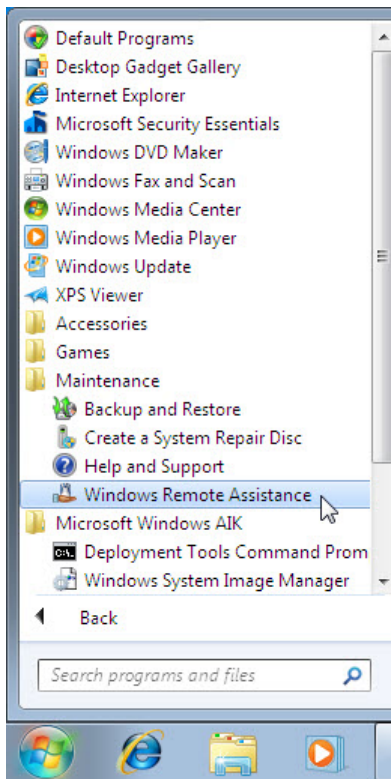
Make sure there is a check mark in the **Allow this computer to be controlled remotely** checkbox, set the invitation to **1 Hours**, place a check mark in the **Create invitations that can only be used from computers running Windows Vista or later** checkbox, and then click **OK**.

When the “System Properties” window appears, click **Apply**.

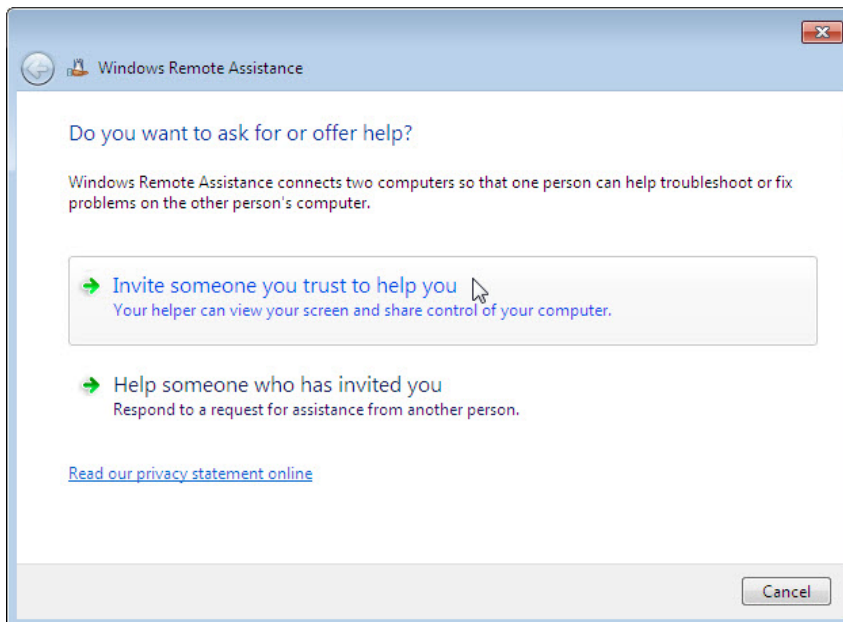


## Step 5

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

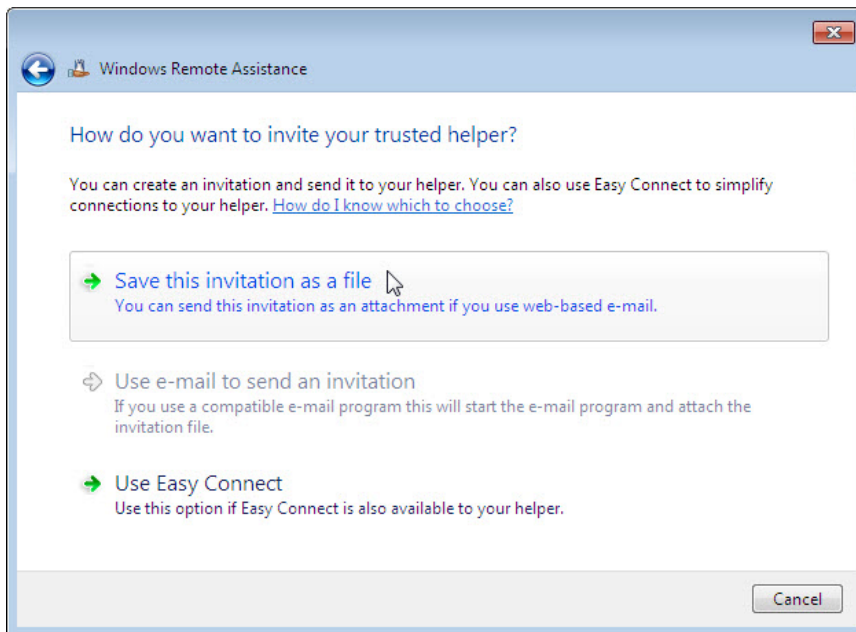


The “Do you want to ask for or offer help?” screen appears.



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

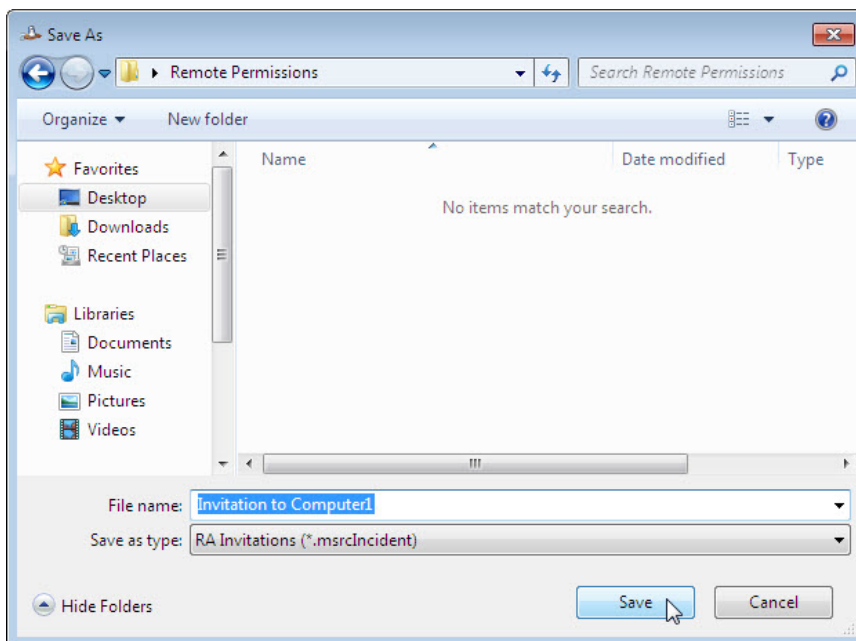
The “How do you want to invite your trusted helper?” screen appears.



Which methods can you use to contact someone for assistance?

Click the **Save this invitation as a file**.

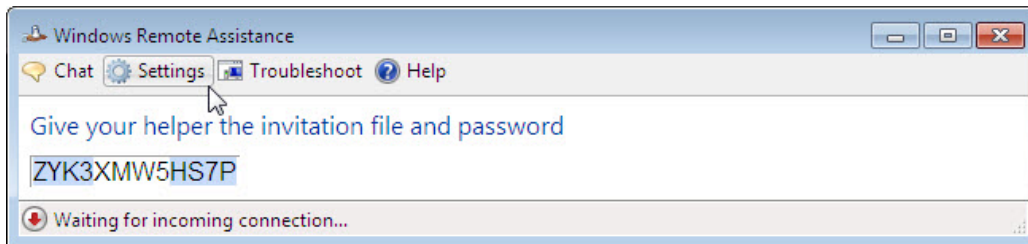
Locate the shared Remote Permission folder, and name the file **Invitation to Computer1**.



What type of extension does the file have?

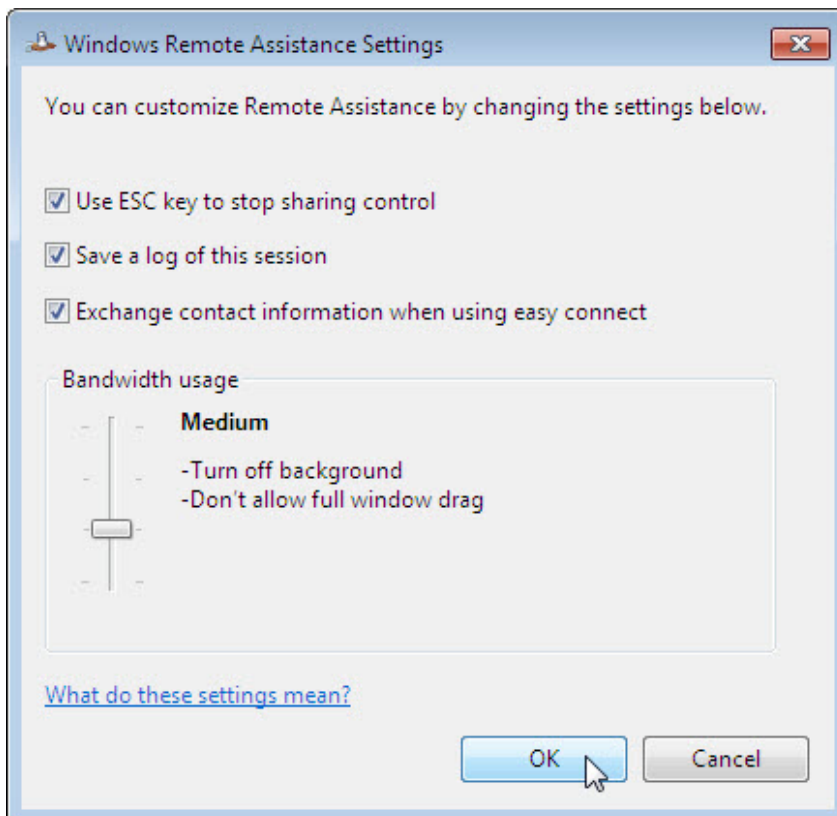
Click **Save**.

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**.

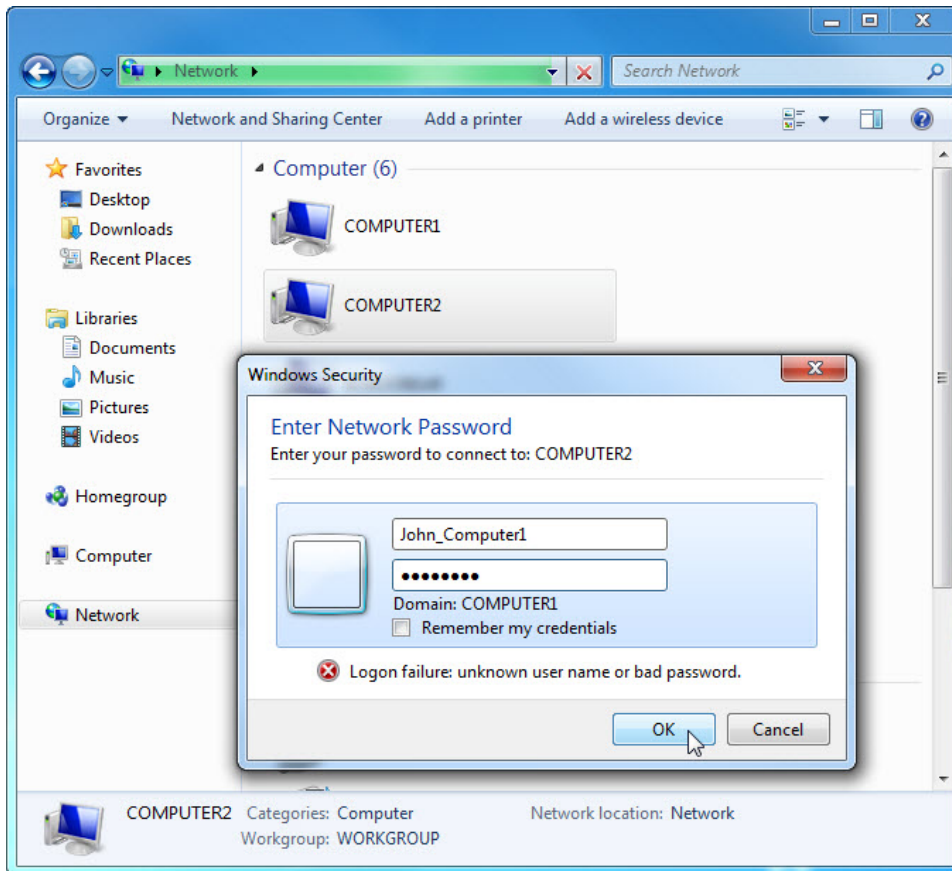
Which features are disabled with a Medium bandwidth usage?

Click **OK**.

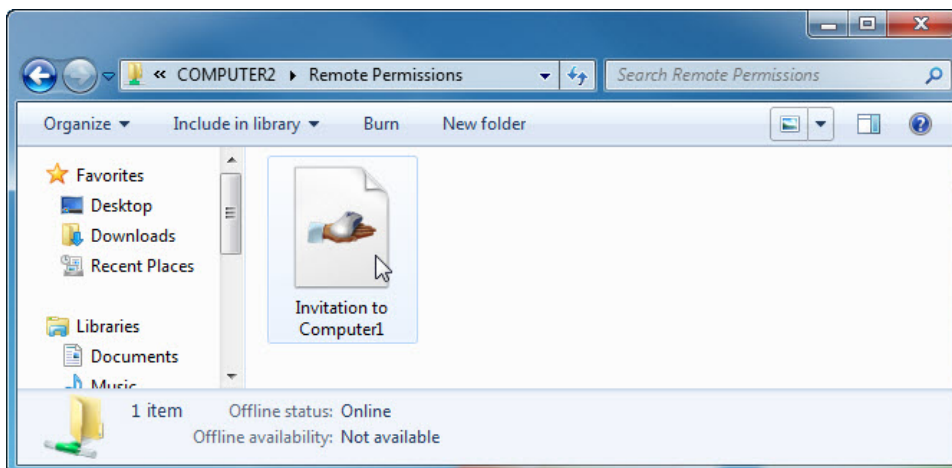
## Step 6

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.

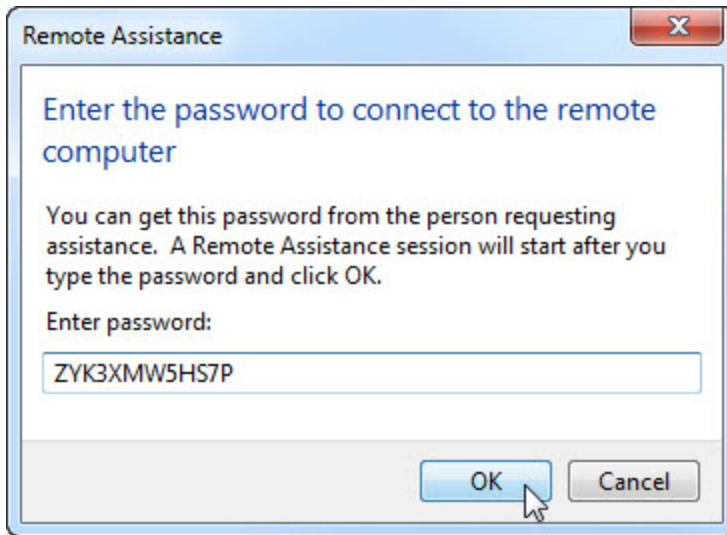


Double-click the folder **Remote Permission**.



Double-click the file **Invitation to Computer1**.

The “Remote Assistance” window appears.



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

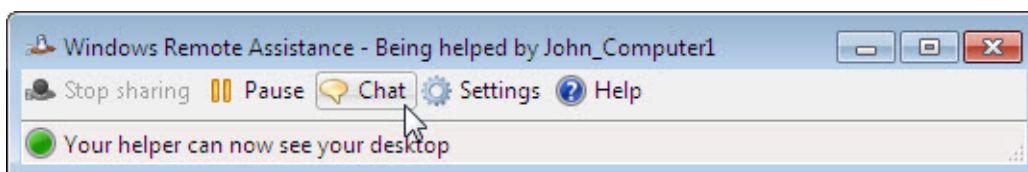
Click **OK**.

## Step 7

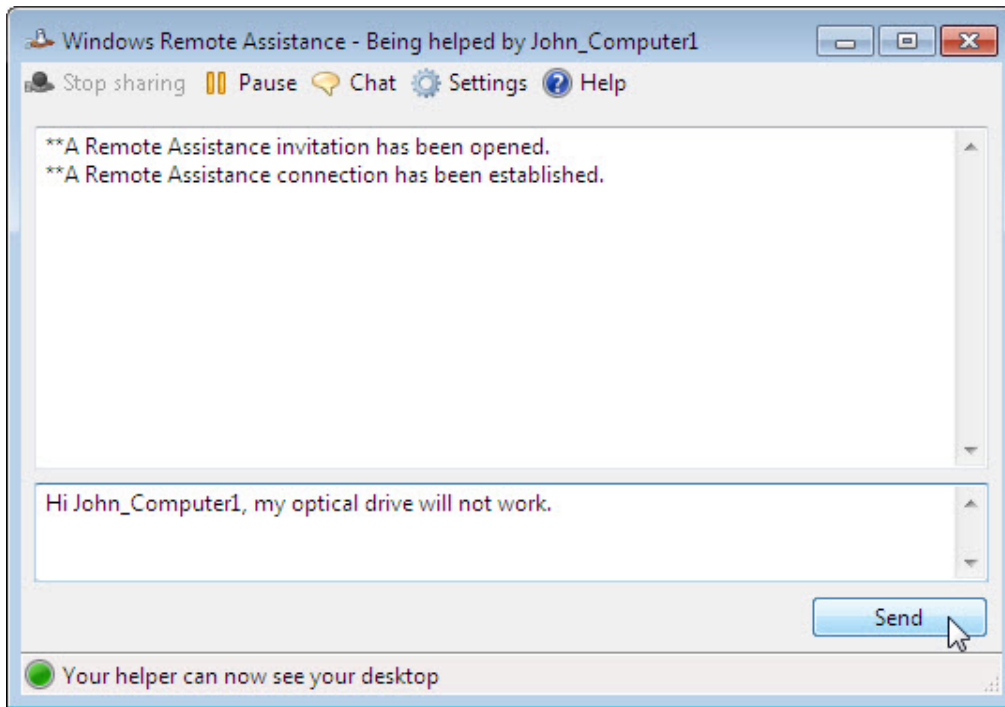
From Computer2, answer **Yes** to allow access to the computer.



Select the “Windows Remote Assistance – Being helped by John\_Computer1” window so it is activated.



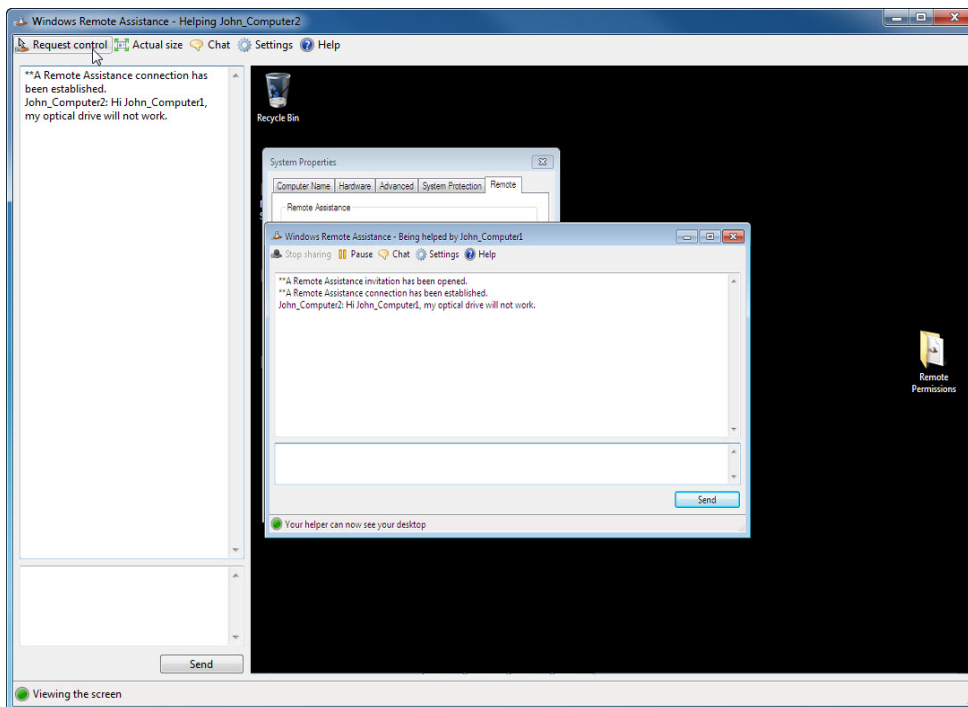
Click **Chat**.



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

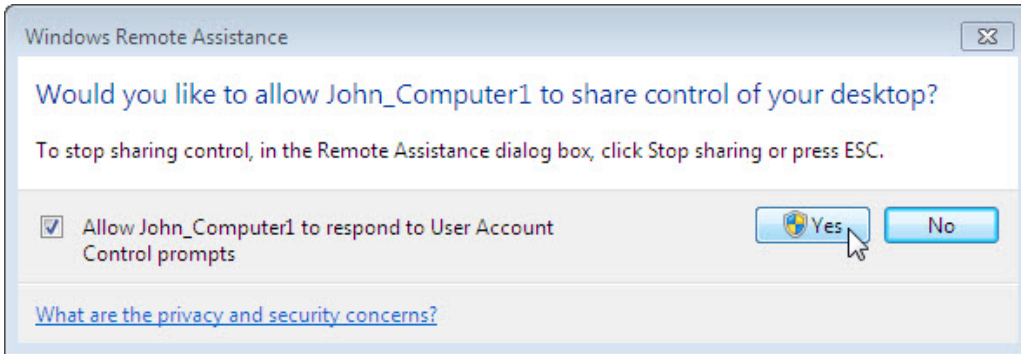
## Step 8

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



**Step 9**

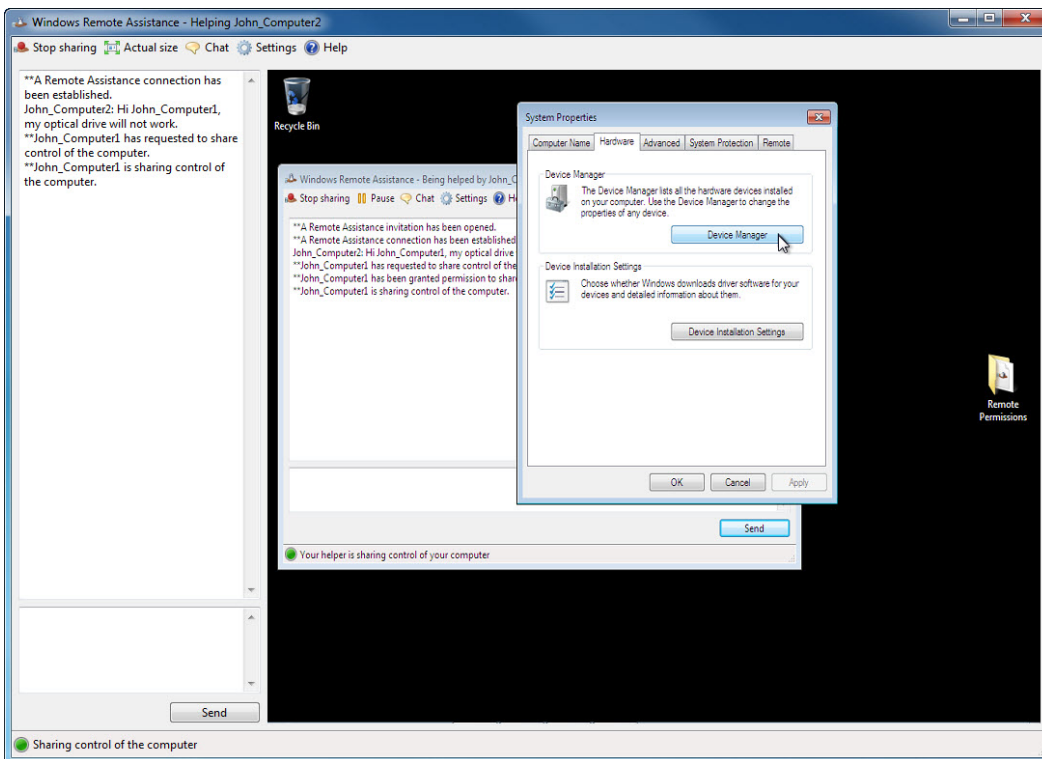
From Computer2, click the **Allow John\_Computer1 to respond to User Account Control prompts** checkbox.



Click **Yes**.

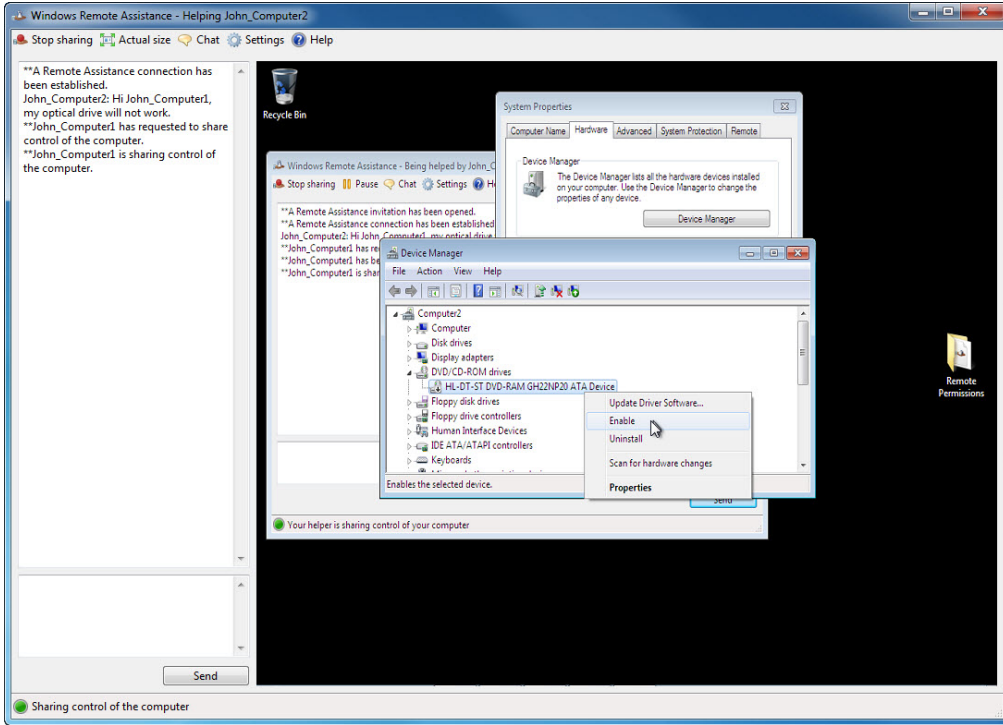
**Step 10**

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

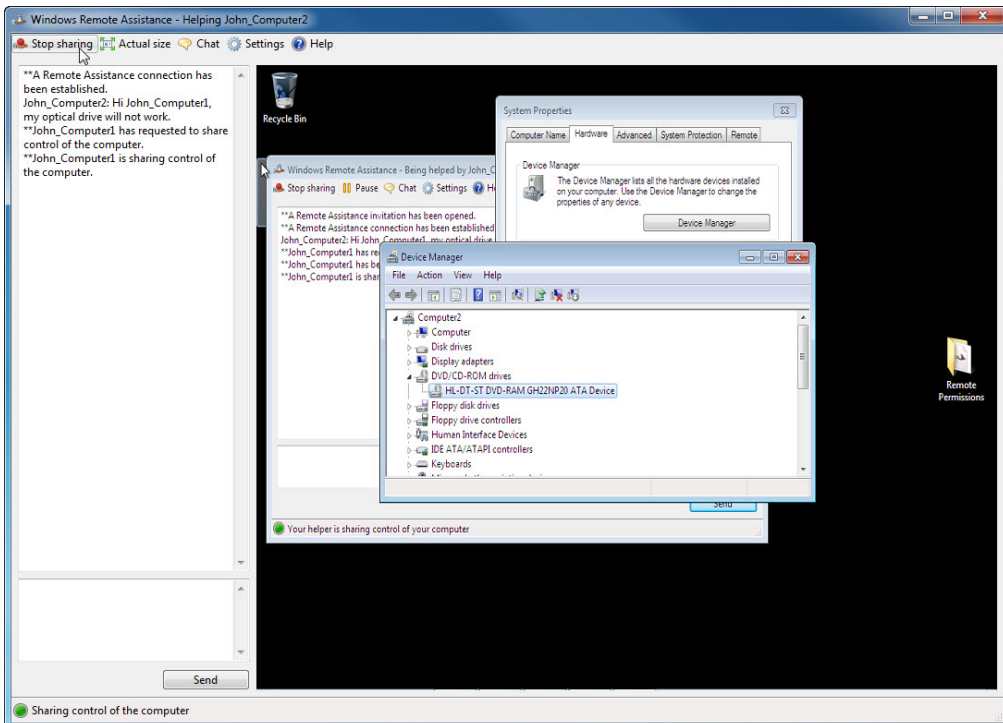


**Note:** If the Computer2 System Properties window is closed, you need to open it before you continue.

Click **Hardware** tab > **Device Manager**.



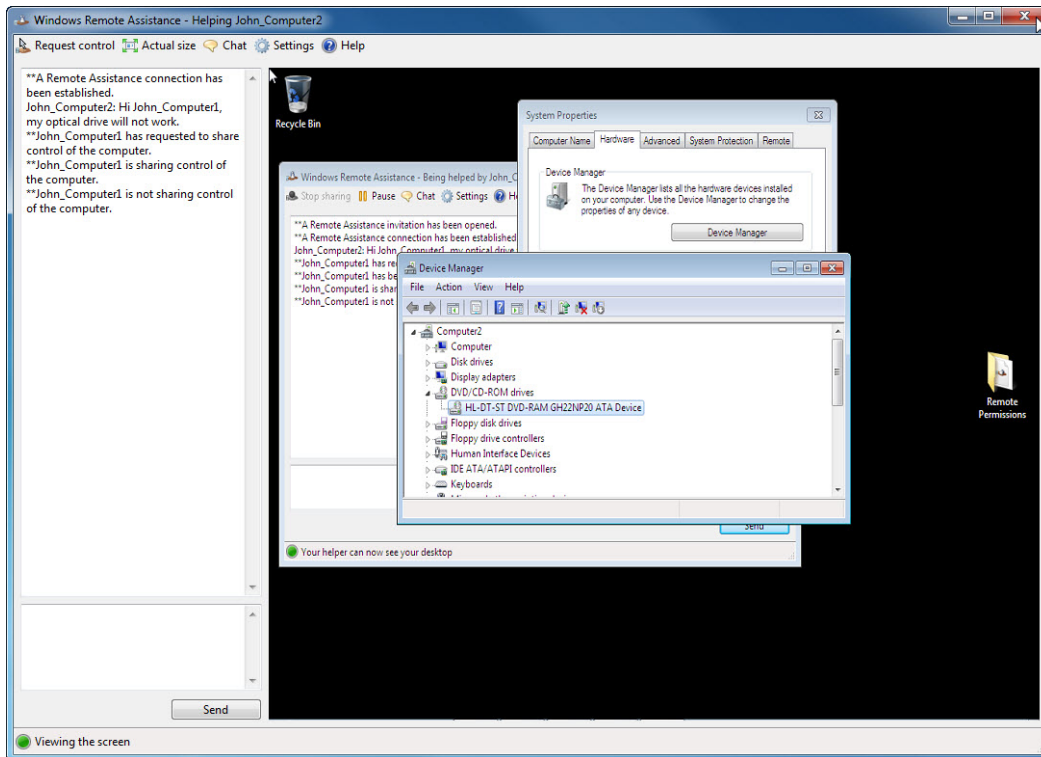
Right-click the optical drive that has a **black down arrow**. Select **Enable**.



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

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

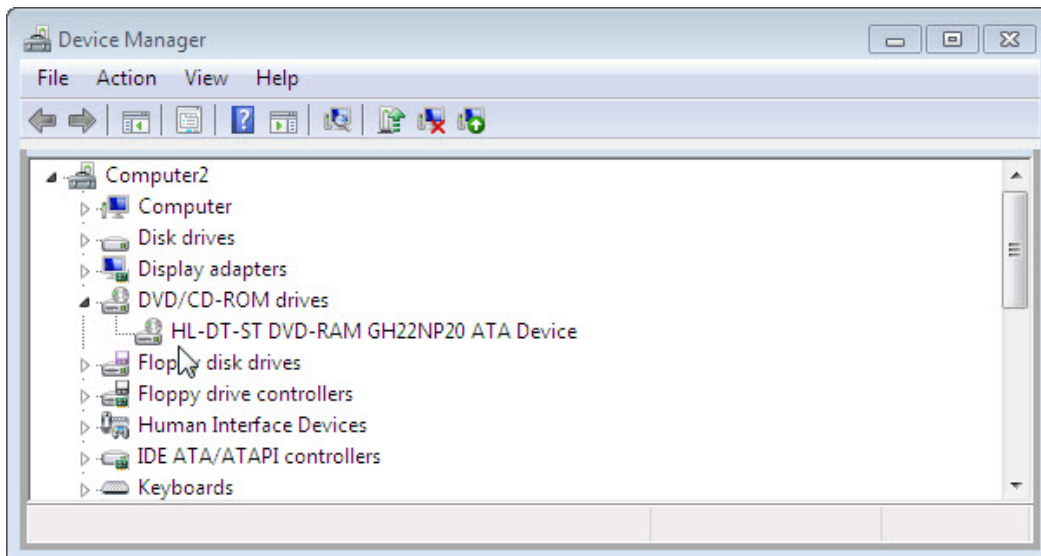




Close all open windows and log off Computer1.

**Step 11**

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



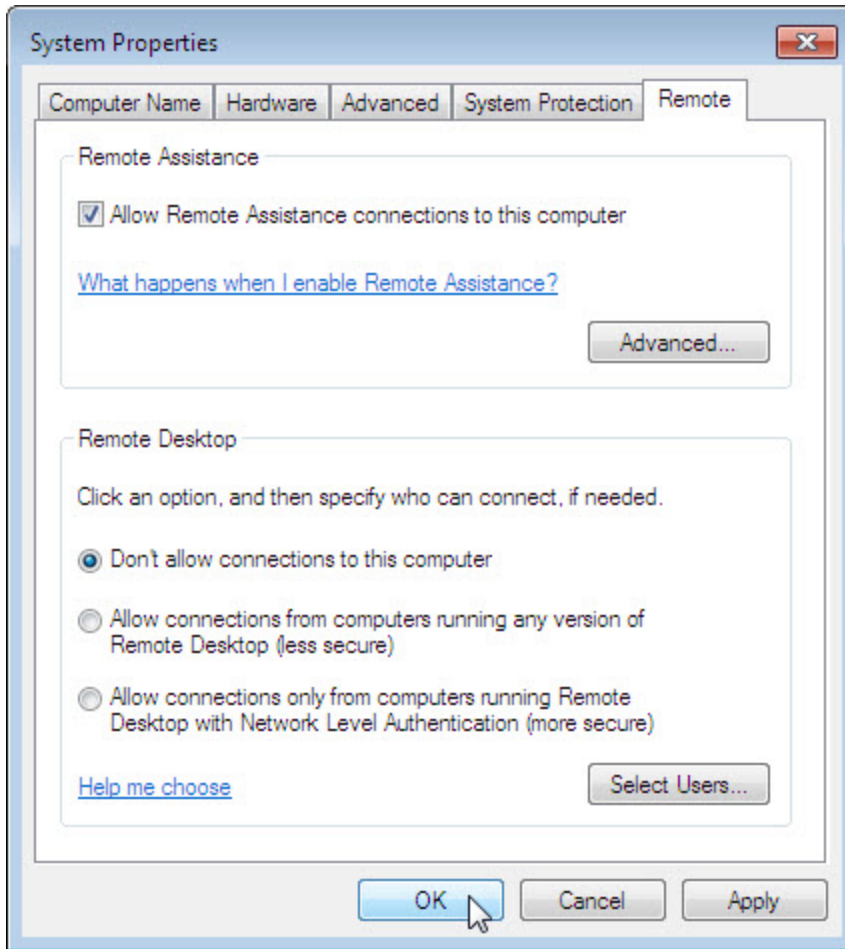
Does the optical drive have a black arrow?

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**.



Log off Computer2.