

IT Essentials 5.0

5.3.5.3 Lab - Remote Desktop and Remote Assistance in Windows Vista

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

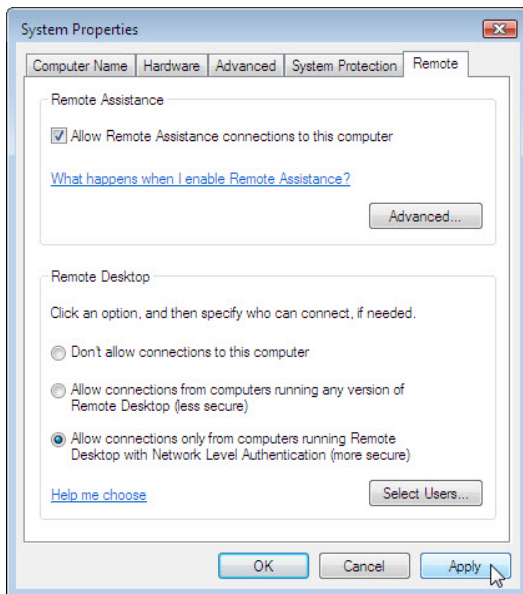
The following equipment is required for this exercise:

- Two computers running Windows Vista 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.

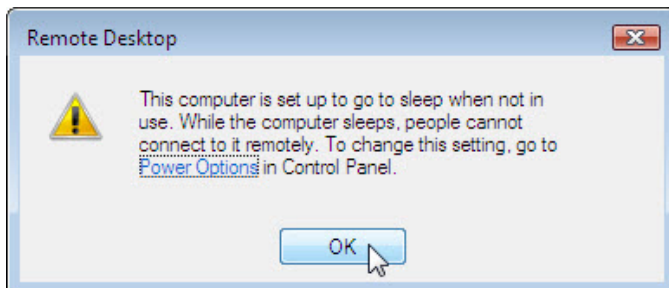
Step 1

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

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

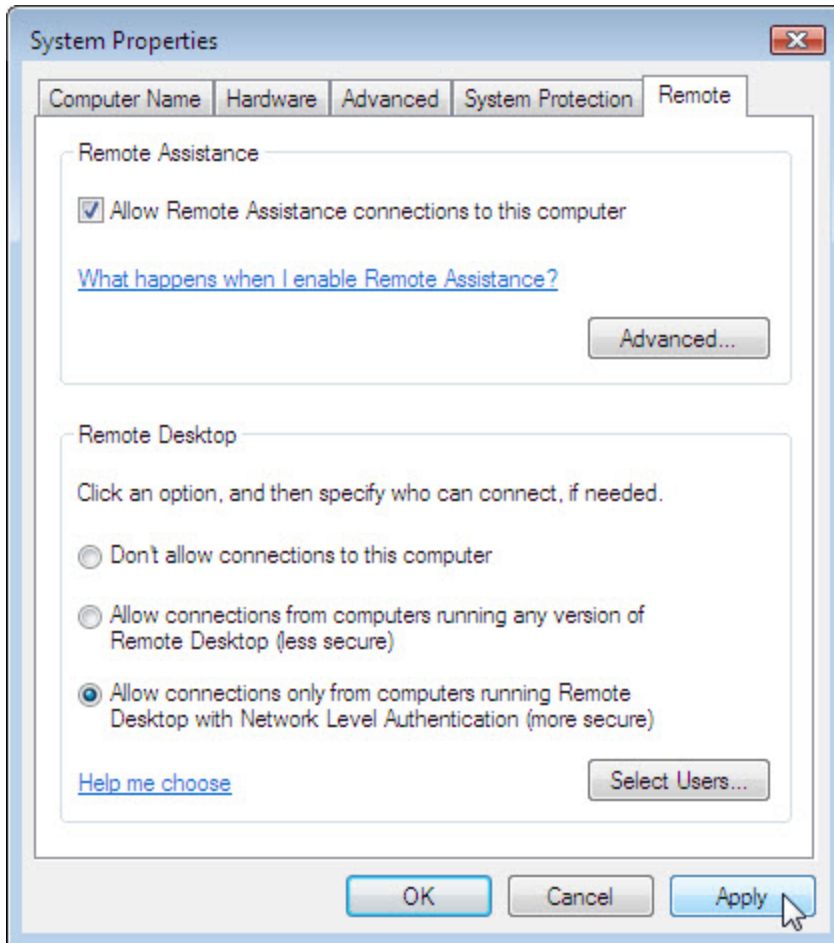


In the Remote Desktop area, select the radio button next to **Allow connections only from computers running Remote Desktop with Network Level Authentication (more secure)**.



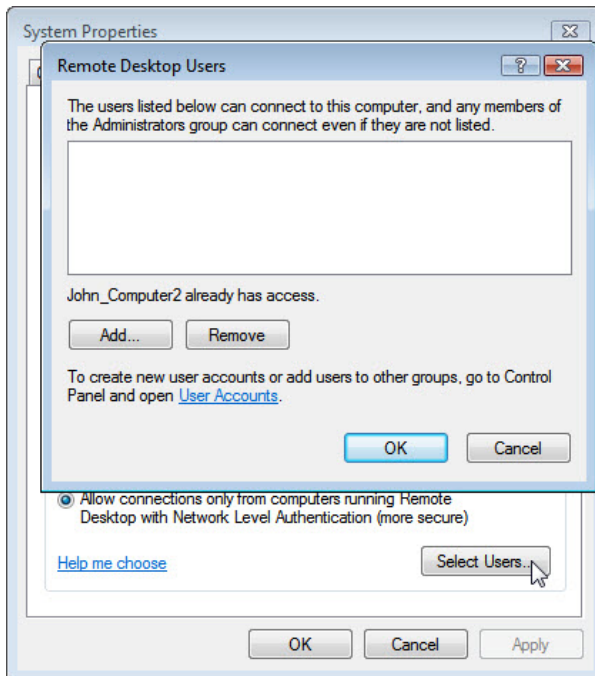
If a message appears warning the computer is set to go to sleep, click the **Power Options** link and then change the settings to **Never > Save** changes.

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



Click **Apply** in the “System Properties” window.

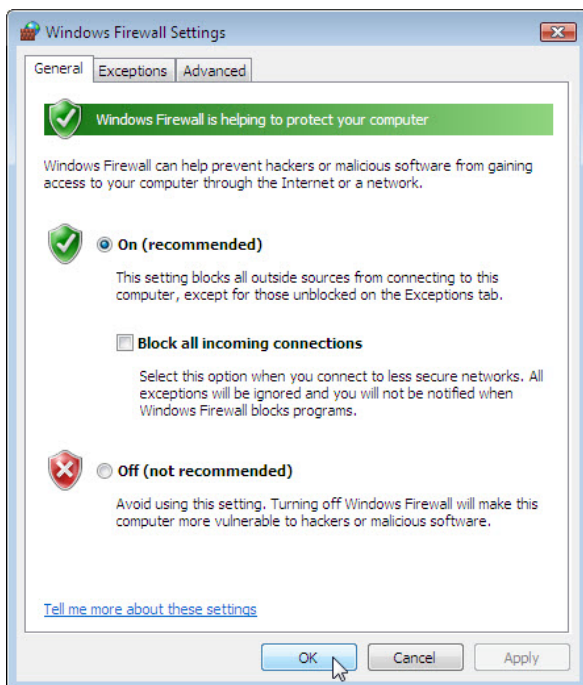
In the Remote Desktop area, click the **Select Users** button.



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 **Start > Control Panel > Windows Firewall > Change Settings**.



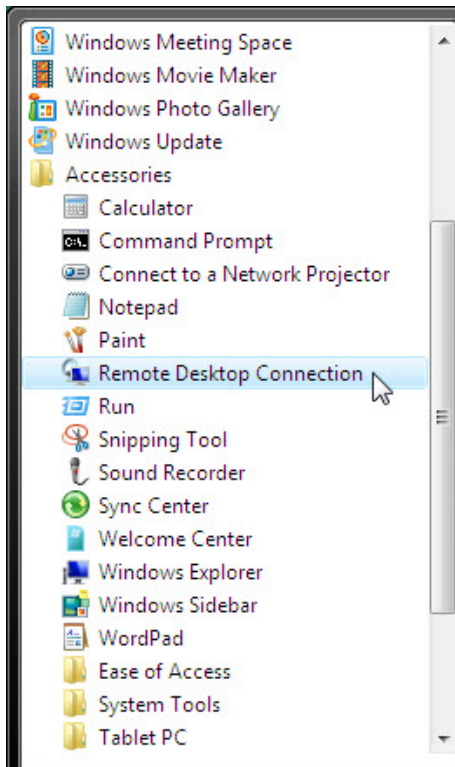
Make sure the **On (recommended)** radio button is selected then click **OK**.

Close the Control Panel window, the Windows Firewall window, and move to Computer1.

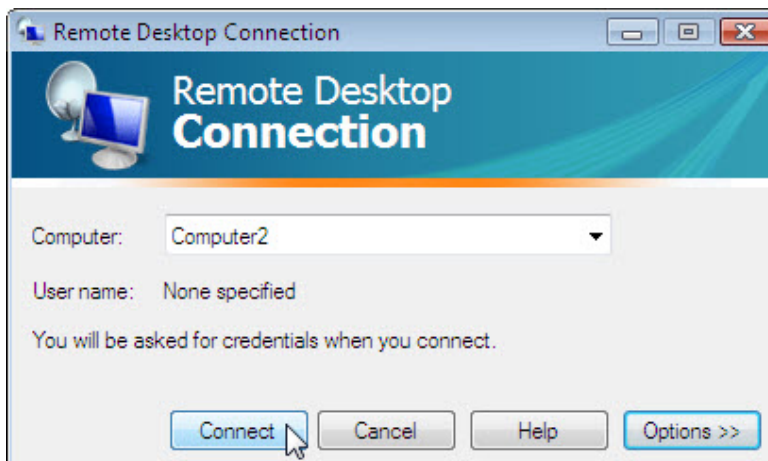
Step 2

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

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



The “Remote Desktop Connection” window opens.

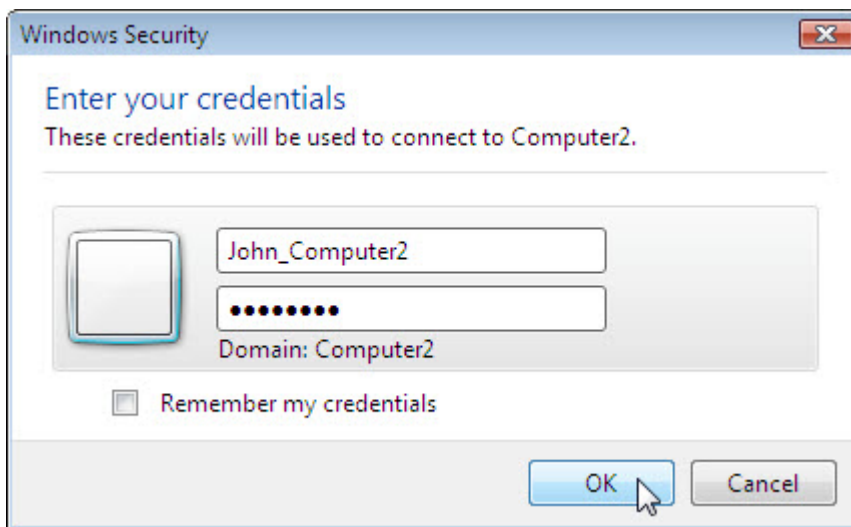


Type **Computer2** in the Computer field and click **Connect**.

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.



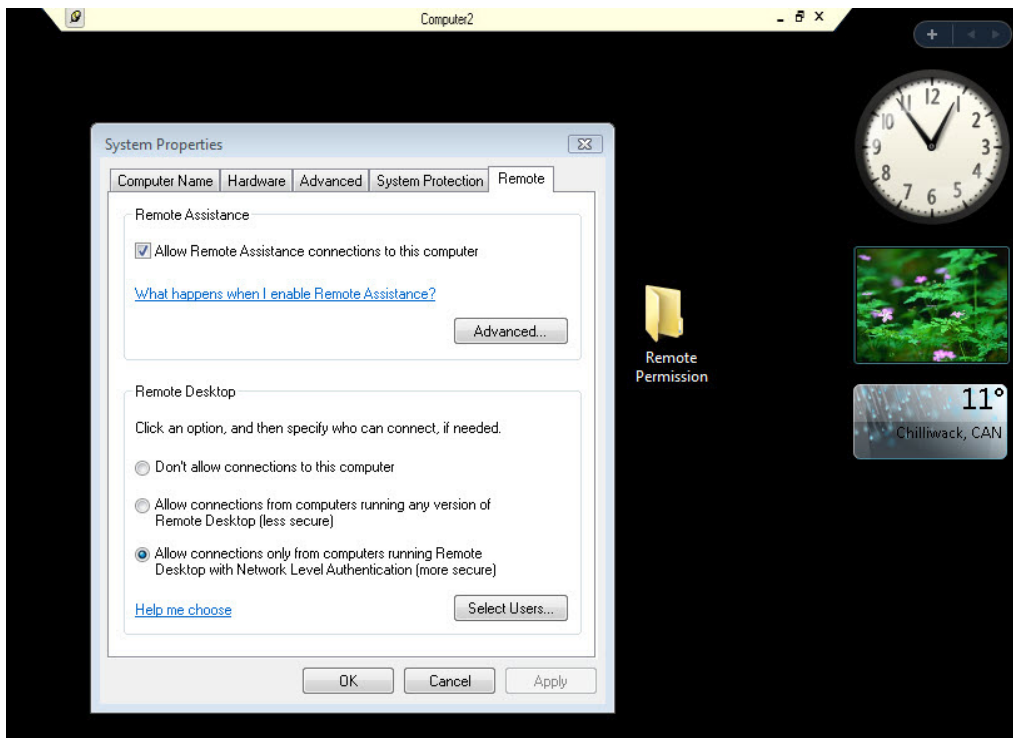
Click **OK**.

What happened to the desktop of Computer2?

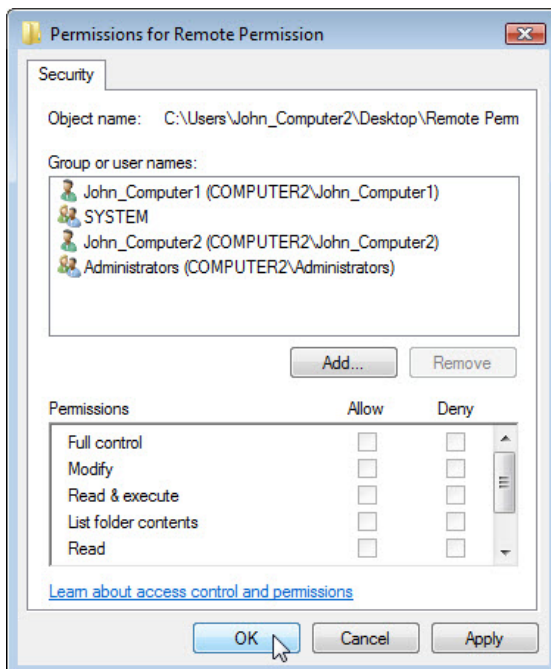
What happened to the desktop of Computer1?

Step 3

From Computer1, right-click the desktop of **Computer2** > **New** > **Folder** > name the folder **Remote Permission**.



Right-click the **Remote Permission** folder > **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 in Computer2. If it is not, create and add the user name.

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

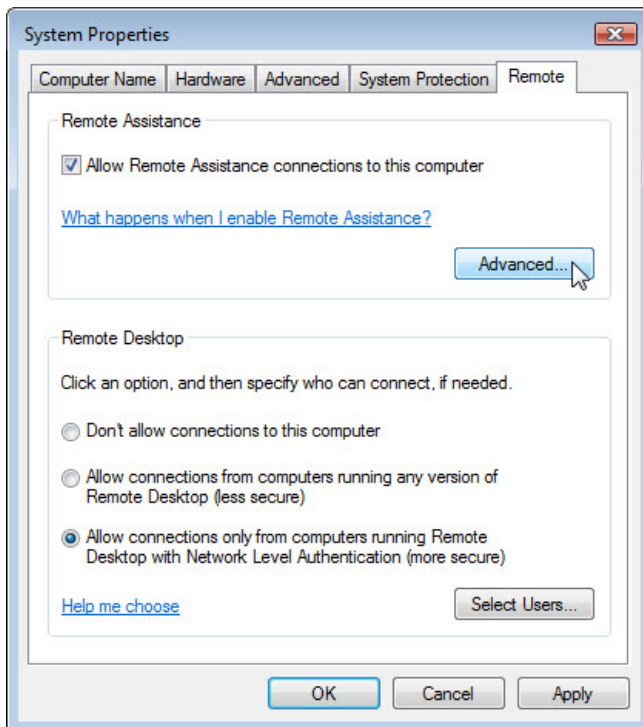


Click **Start > Disconnect**.

Step 4

Log on to Computer2.

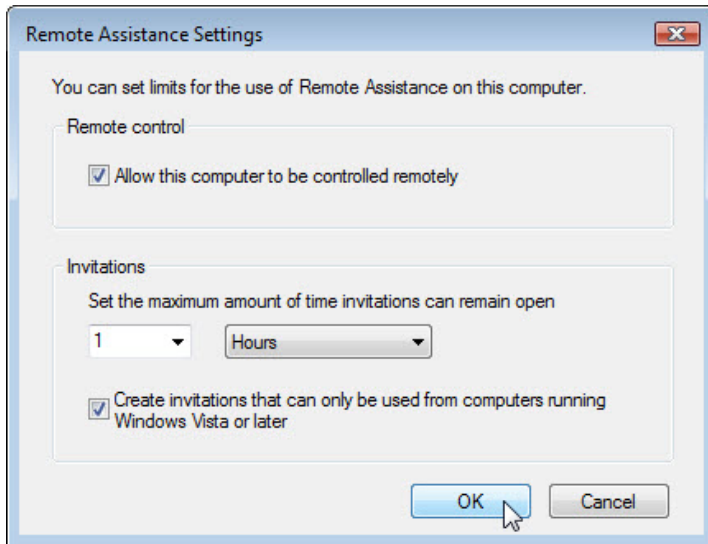
Click **Start > Control Panel > System > Remote settings**.



Notice Remote Assistance is activated by default.

Click **Advanced**.

The “Remote Assistance Settings” window opens.

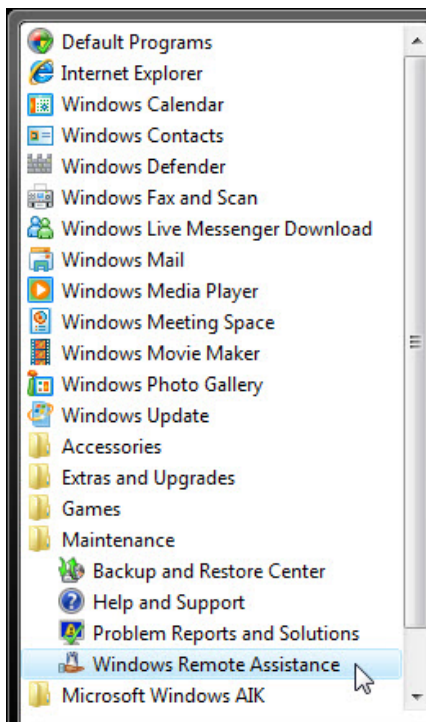


Make sure there is a check mark in the **Allow this computer to be controlled remotely** checkbox, set the invitation to **1 Hours**, place a check mark in the **Create invitations that can only be used from computers running Windows Vista or later** checkbox, and then click **OK**.

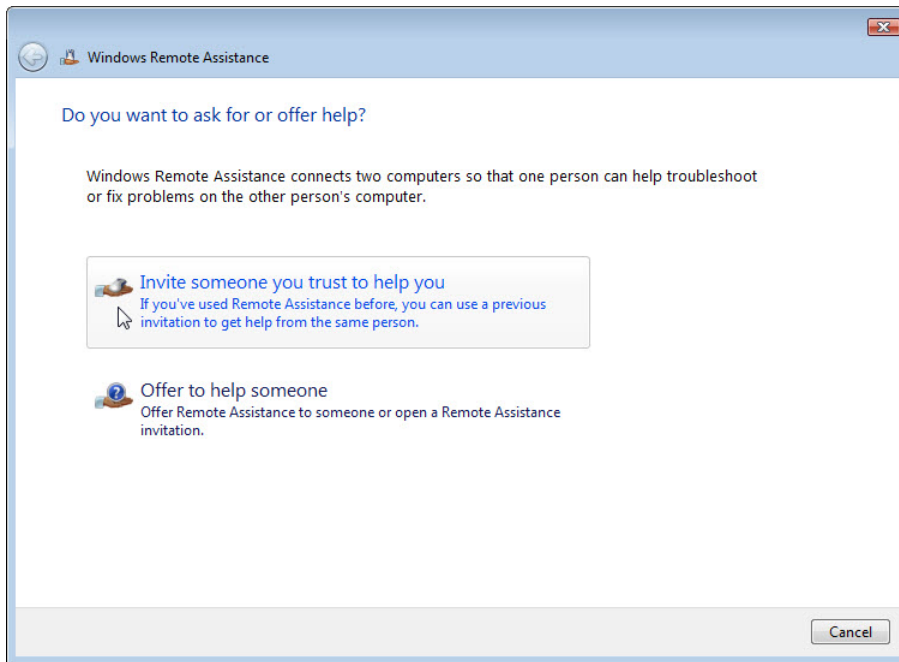
When the “System Properties” window appears, click **Apply**.

Step 5

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

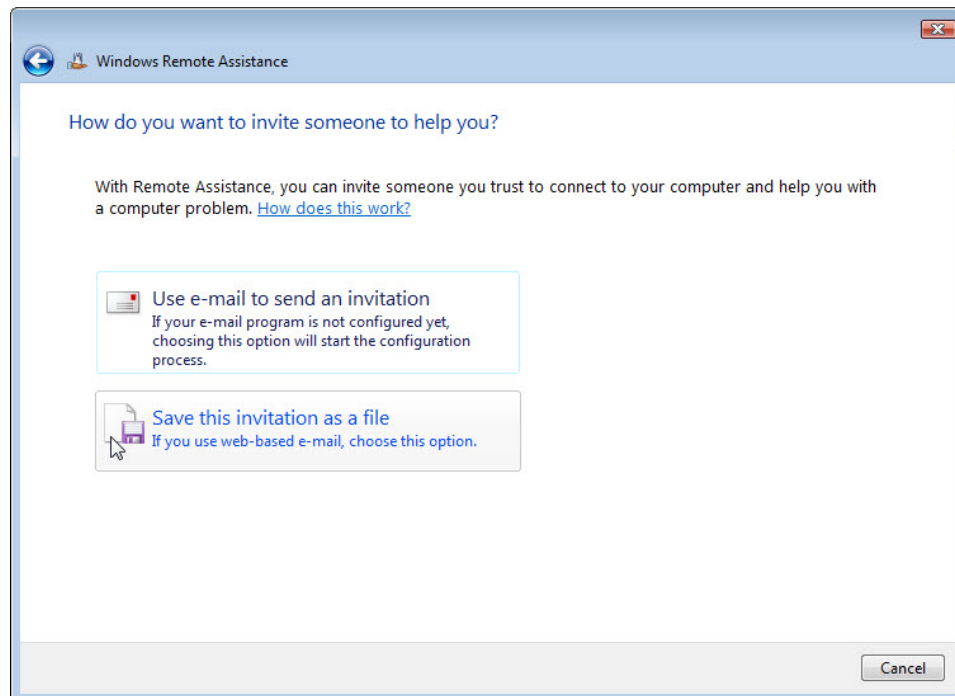


The “Do you want to ask for or offer help?” screen appears.



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

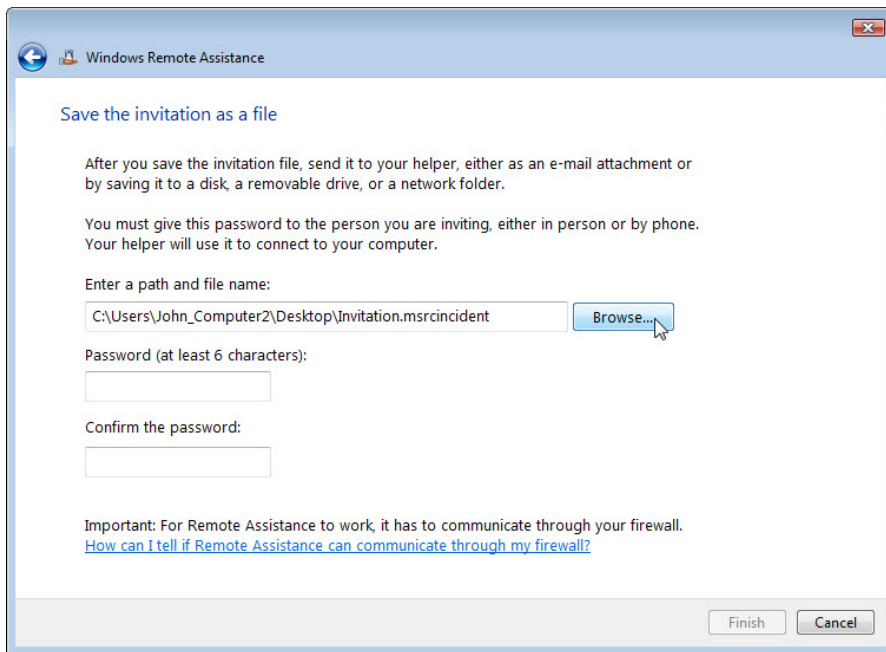
The “How do you want to invite someone to help you?” screen appears.



Which methods can you use to contact someone for assistance?

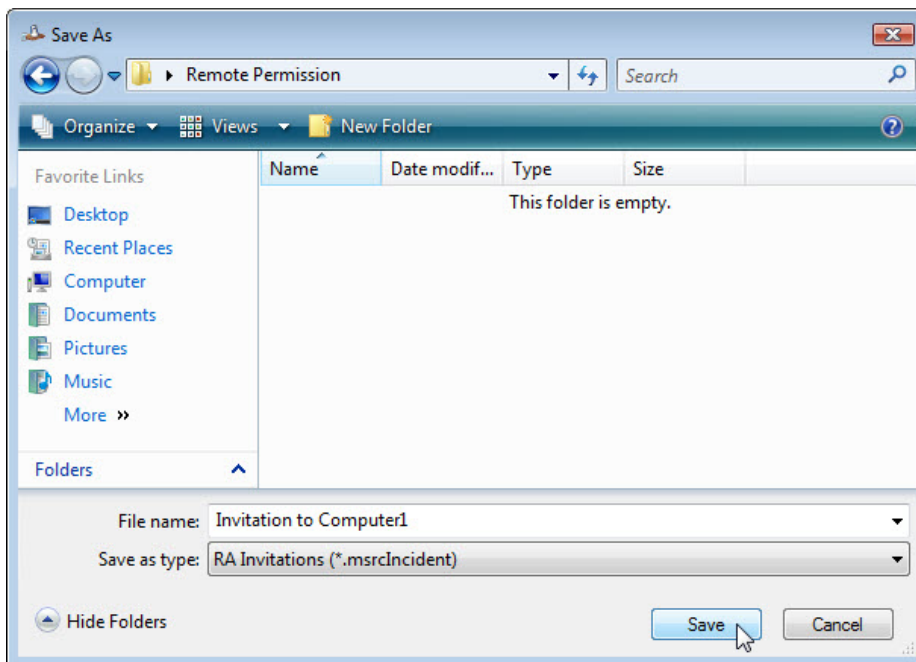
Click **Save this invitation as a file**.

The “Save the invitation as a file” screen appears.



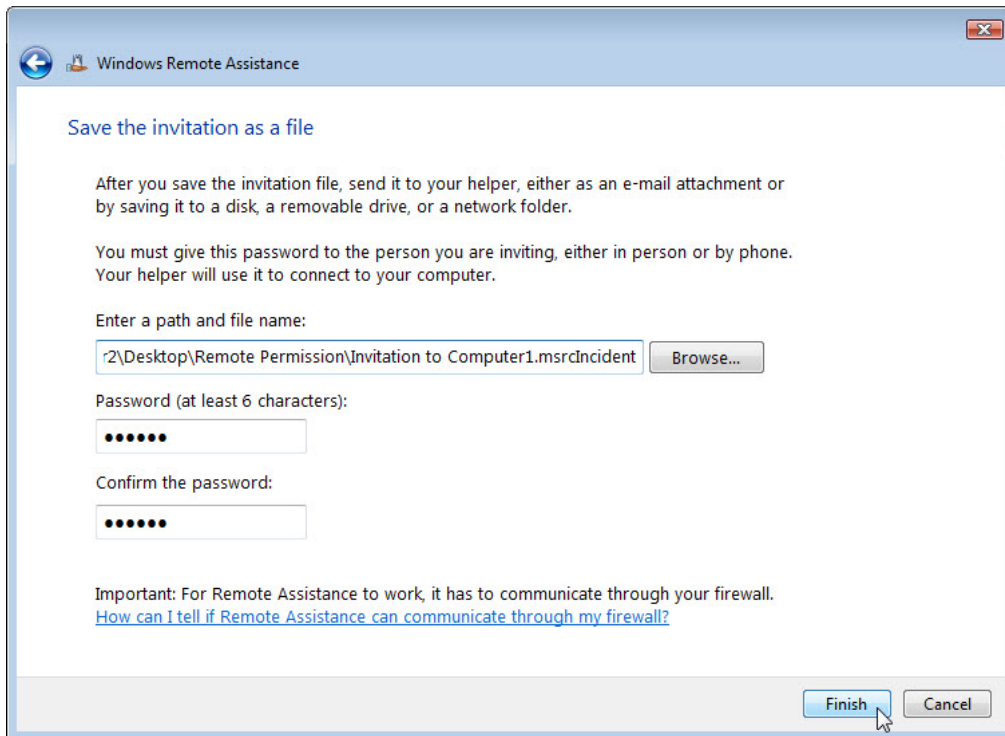
Click **Browse**.

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

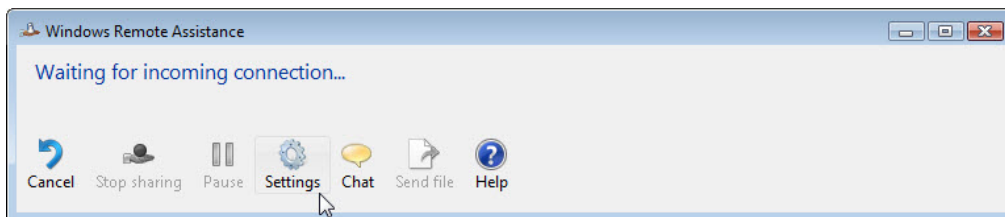


What type of extension does the file have?

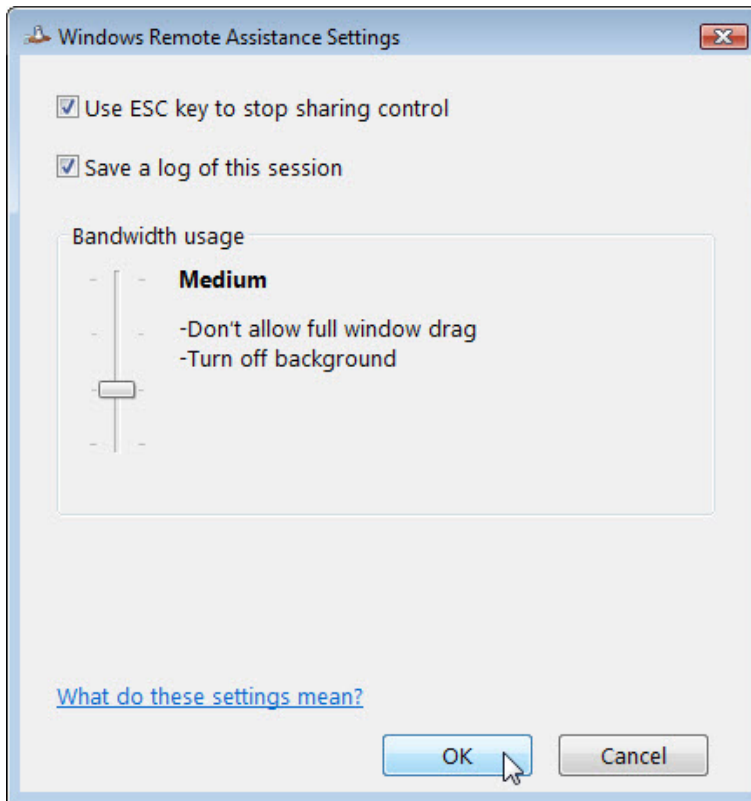
Click **Save**.



When the “Save the invitation as a file” screen appears, type the password **HelpMe** and confirm the password **HelpMe**. Click **Finish**.



When the Waiting for incoming connection screen appears click **Settings**.



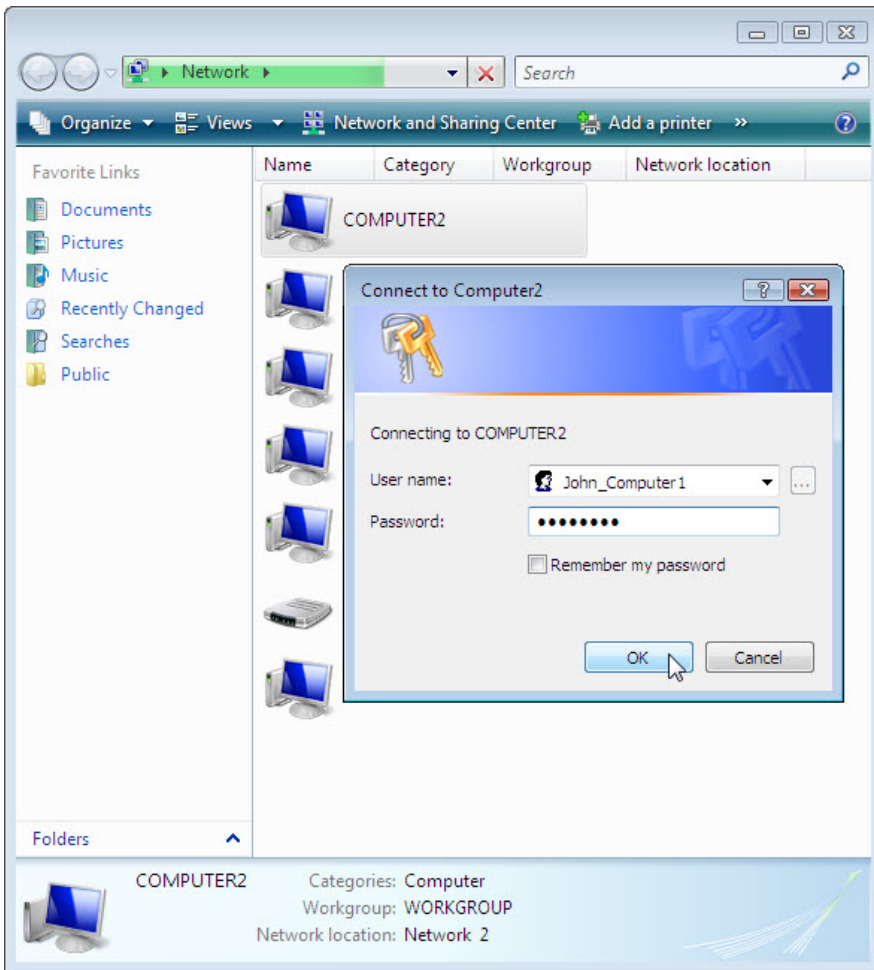
What key must you press to stop sharing control?

Which features are disabled with a Medium bandwidth usage?

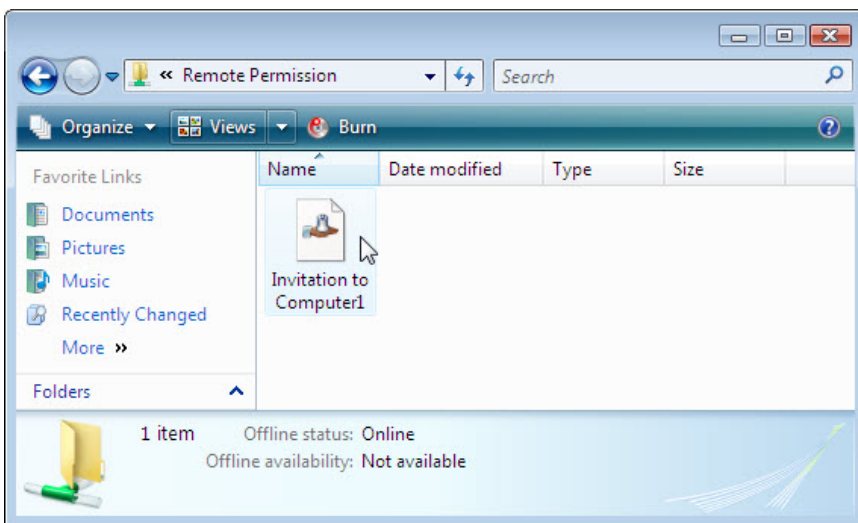
Click **OK**.

Step 6

On Computer1, click **Start > Network >** double-click **Computer2**.

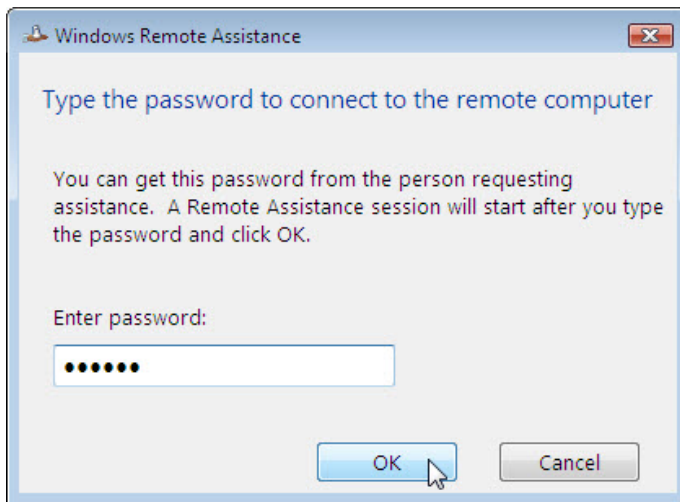


Log on with the user account from Computer1. Double-click the folder **Remote Permission** on Computer2.



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

The “Windows Remote Assistance” window opens.



Type in the password **HelpMe**.

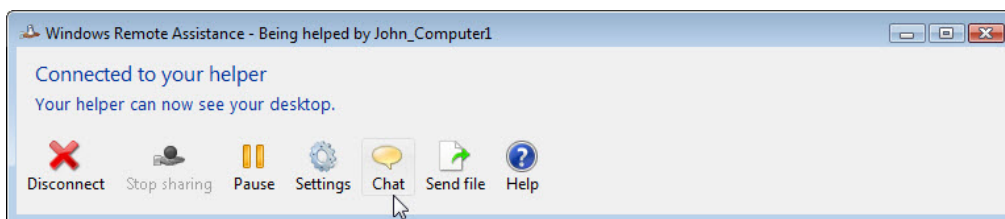
Click **OK**.

Step 7

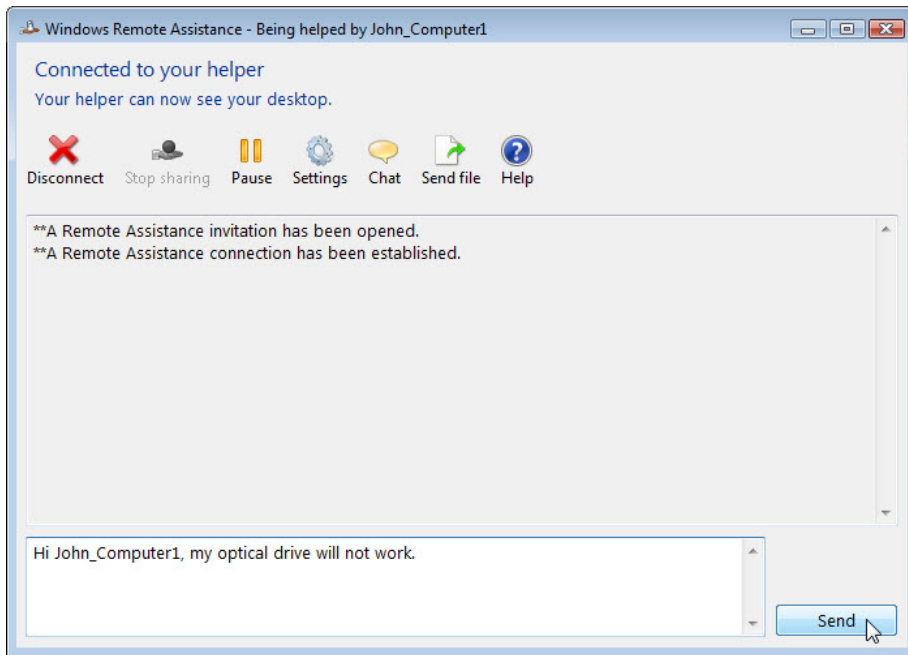
From Computer2, answer **Yes** to allow access to the computer.



Select the **Windows Remote Assistance – Being helped by John_Computer1** window so it is activated.



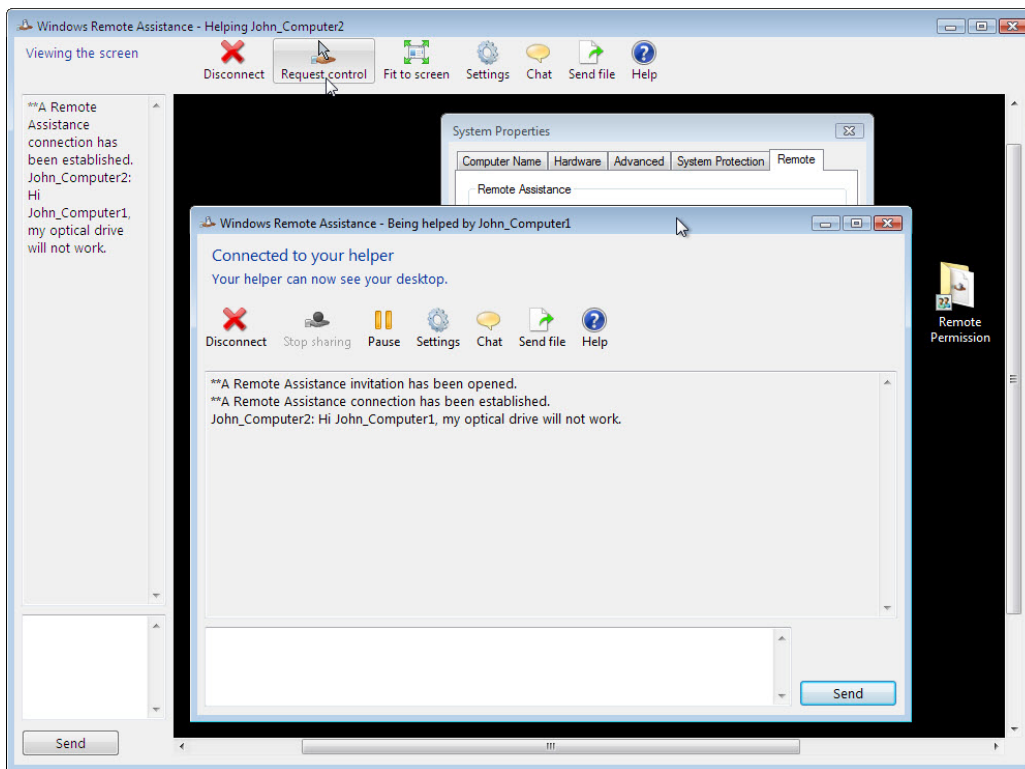
Click **Chat**.



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

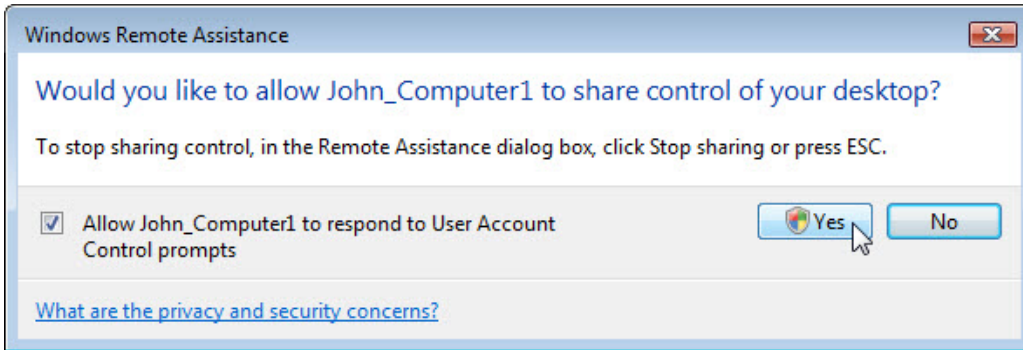
Step 8

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



Step 9

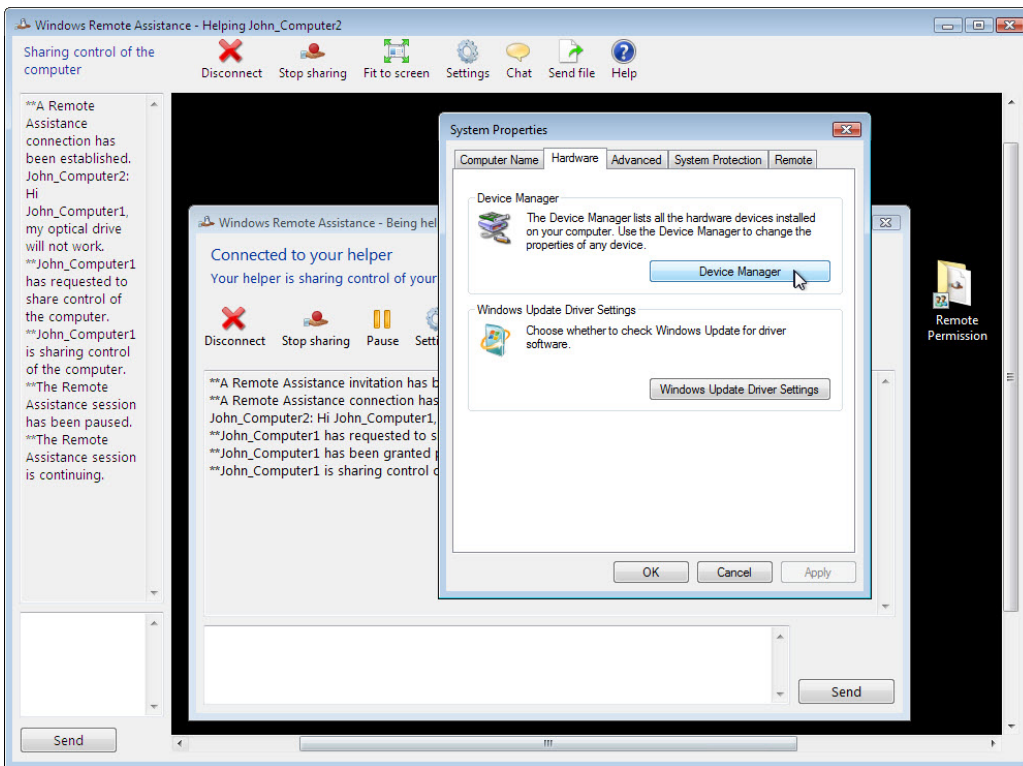
From Computer2, click the **Allow John_Computer1 to respond to User Account Control prompts** checkbox.



Click **Yes**.

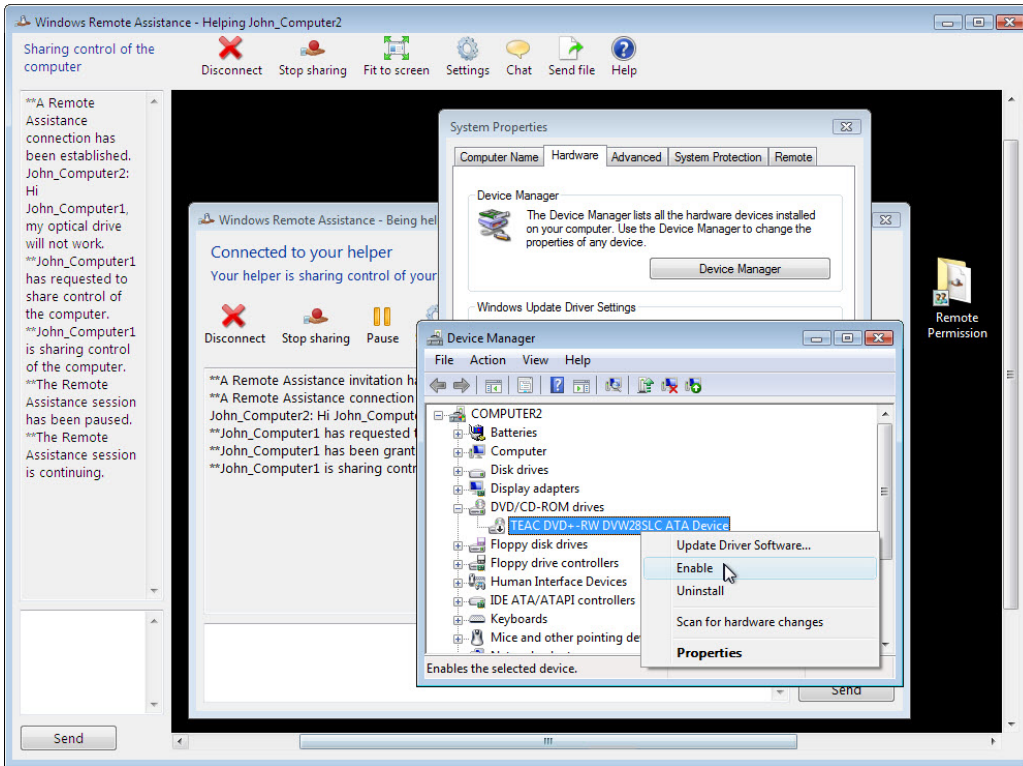
Step 10

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

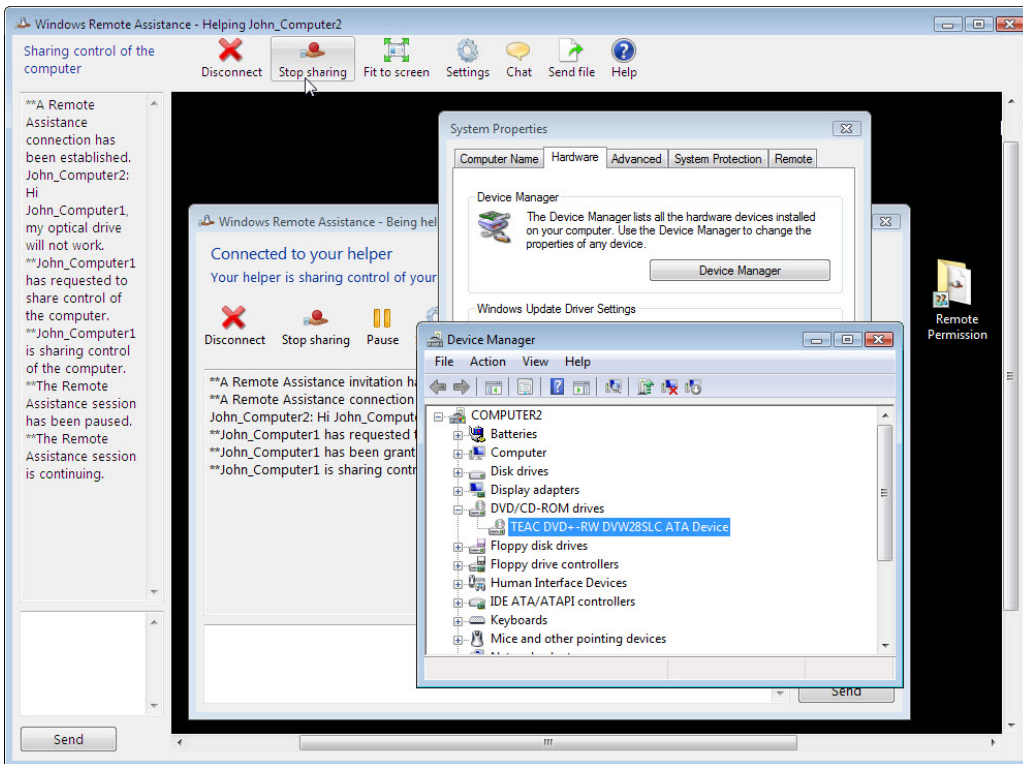


Note: If the Computer2 System Properties window is closed, you need to open it before you continue.

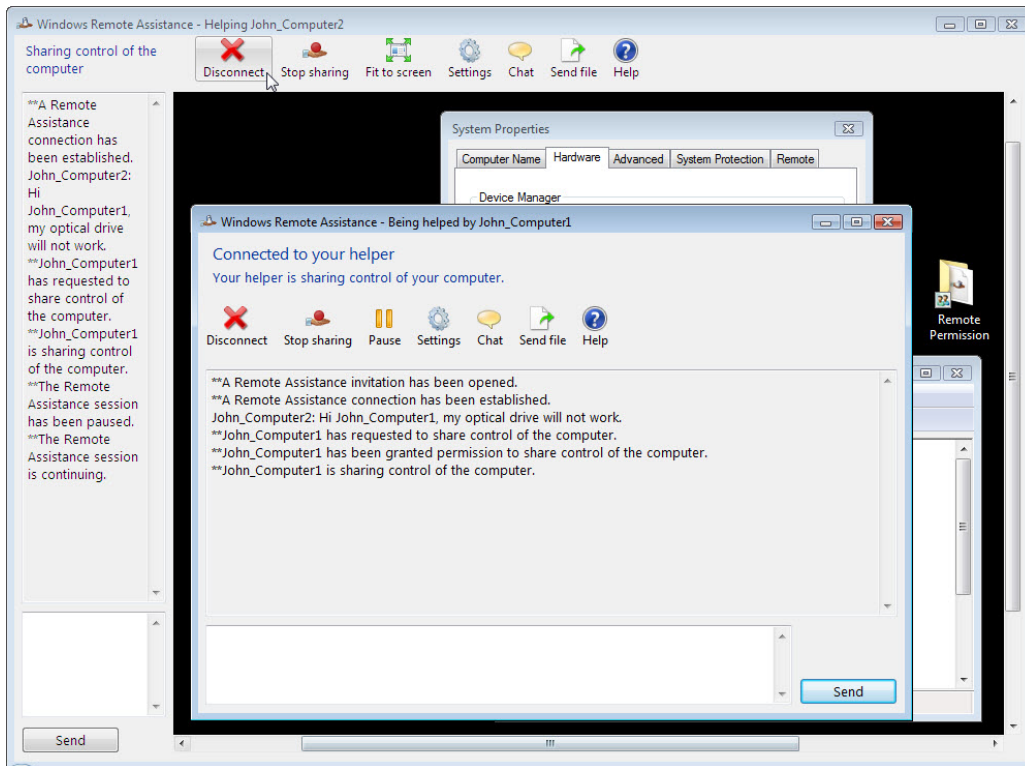
Click **Hardware** tab > **Device Manager**.



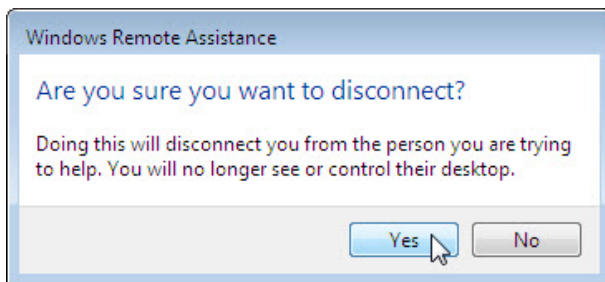
Right-click the optical drive that has a **black down arrow**. Select **Enable**.



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



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

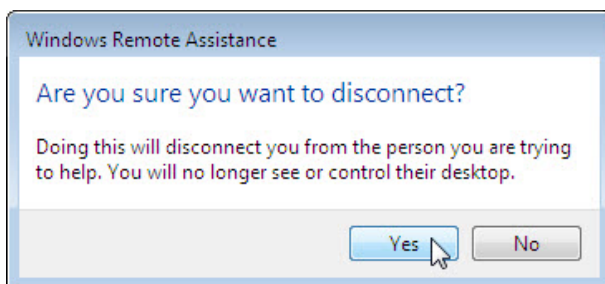


Click **Yes**.

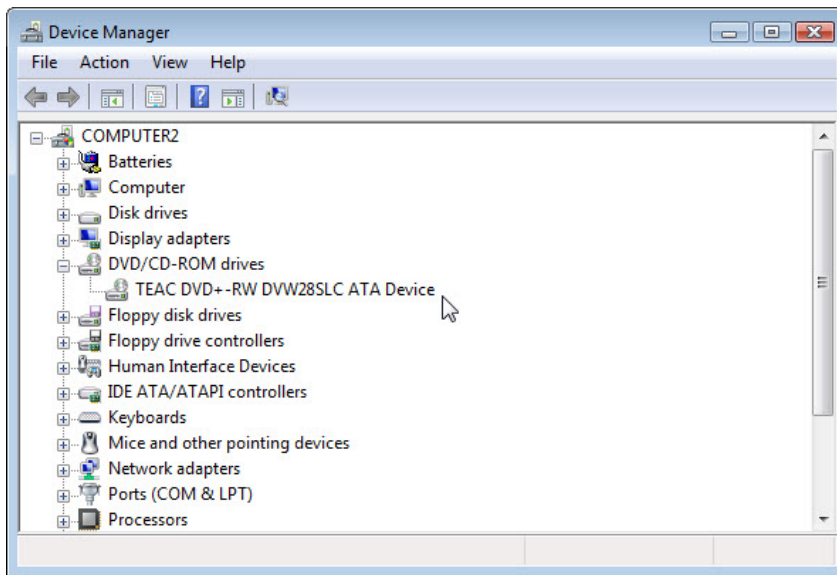
Close all open windows and log off Computer1.

Step 11

On Computer2, click **Yes**.



Click on **Device Manager** so it is activated.

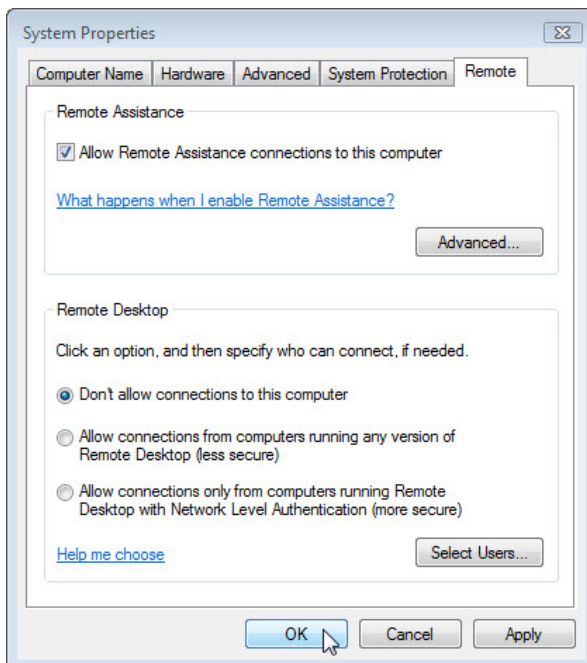


Does the optical drive have a black arrow?

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

Delete the Remote Permission folder.

Select the "System Properties" window. Place a check mark next to **Don't allow connection to this computer** > **OK**.



Log off Computer2.