

IT Essentials 5.0

5.3.5.4 Lab - Remote Desktop and Remote Assistance in Windows XP

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

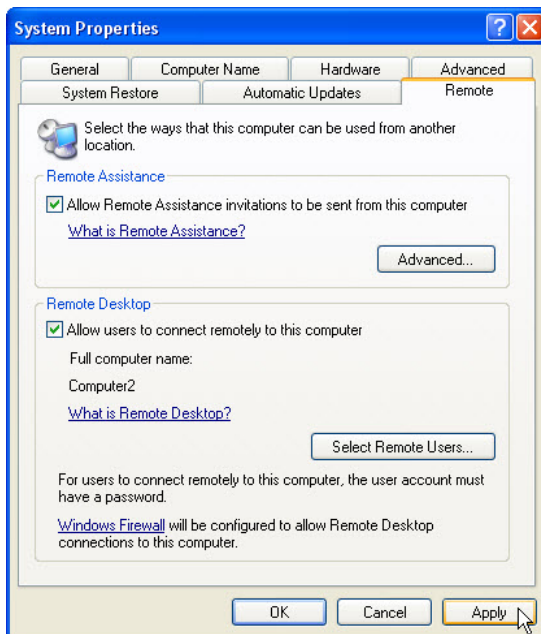
The following equipment is required for this exercise:

- Two computers running Windows XP 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

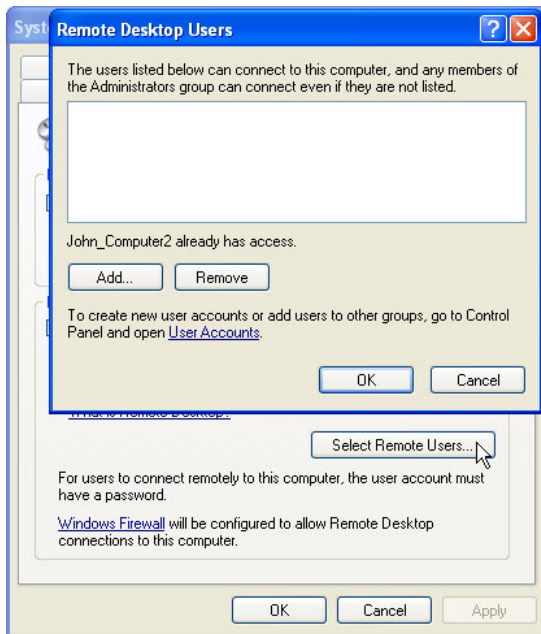
Log on to Computer2 as a member of the administrator group. Ask your instructor for the user name.

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



In the “Remote Desktop” area, place a check mark in the box next to **Allow users to connect remotely to this computer**, and click **Apply**.

In the “Remote Desktop” area, click **Select Remote Users**.



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**.

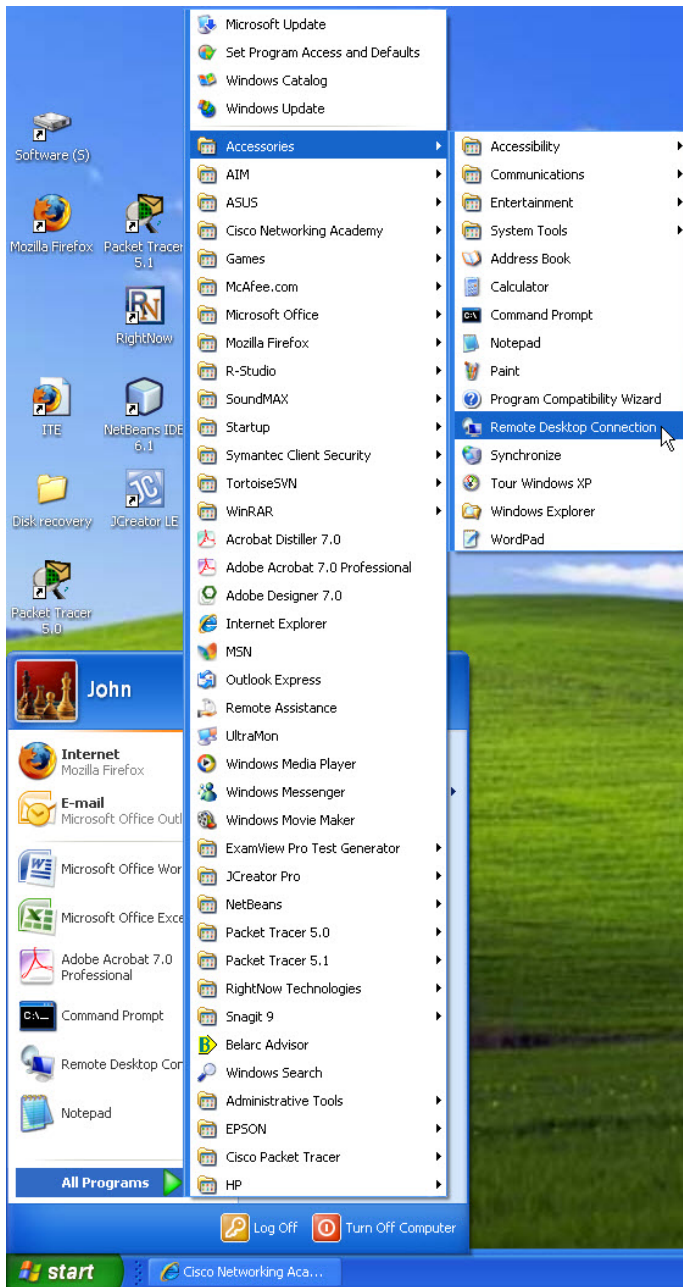
Close the Control Panel window.

Move to Computer1.

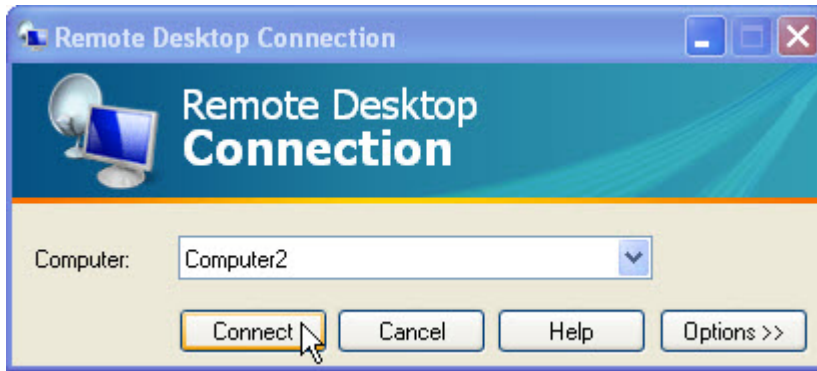
Step 2

Log on to Computer1 as 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**.

Next enter the credentials to access the remote computer.



In the User name field, type in the account name you used to log on to Computer2. For example: **John_Computer2**.

In the Password field, type the password for John_Computer2.

Note: The user account must have a password.

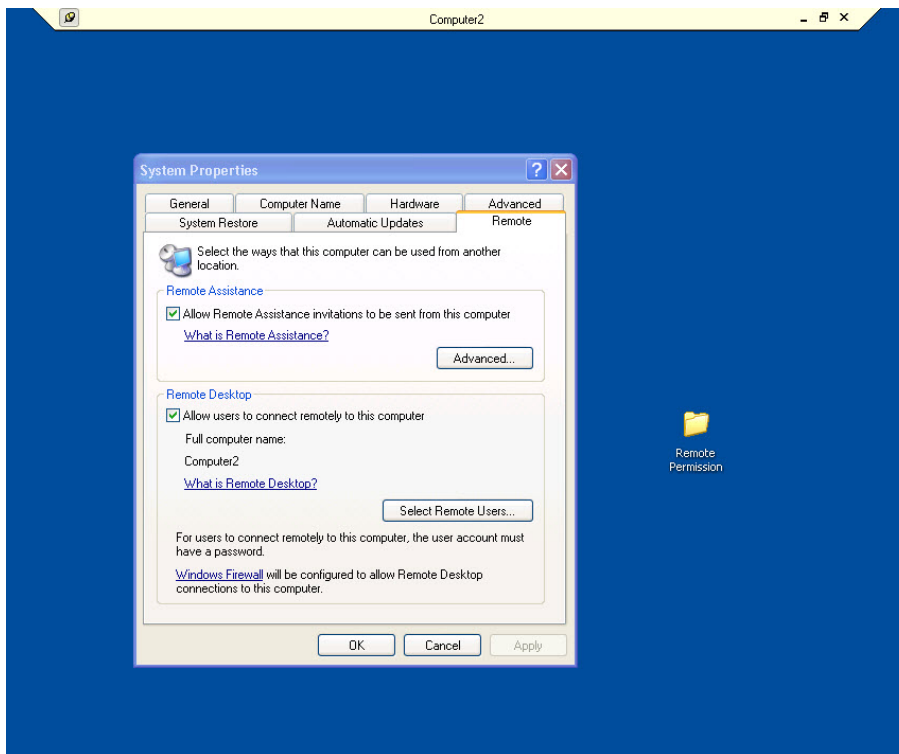
Click **OK**.

What happened to the desktop of Computer2?

What happened to the desktop of Computer1?

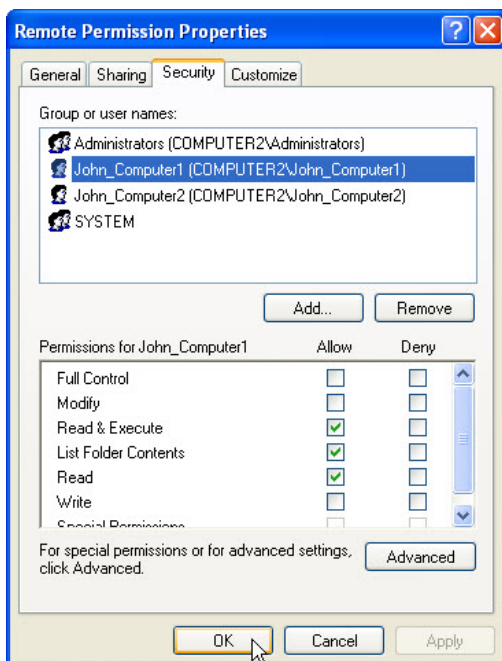
Step 3

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



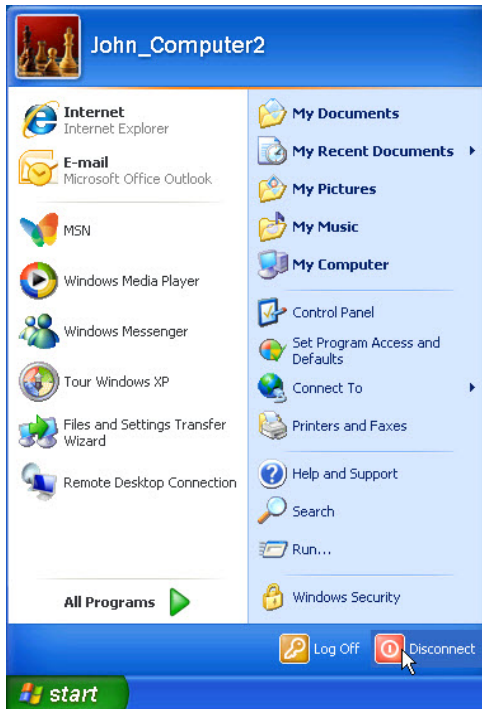
Right-click the **Remote Permission** folder > **Sharing and Security**.

Select the **Share this folder** radio button. Click **Apply**.



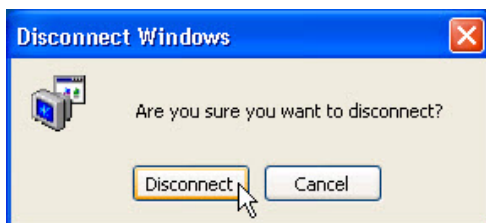
Click the **Security** tab. Make sure the user name from Computer1 is listed in Computer2. If it is not, create and add the user name.

Click **OK**.



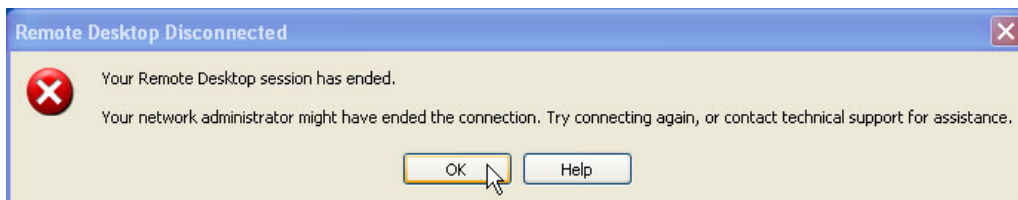
Click **Start > Disconnect**.

The “Disconnect Windows” window opens.



Click **Disconnect**.

The “Your Remote Desktop session has ended” message appears.



Click **OK**.

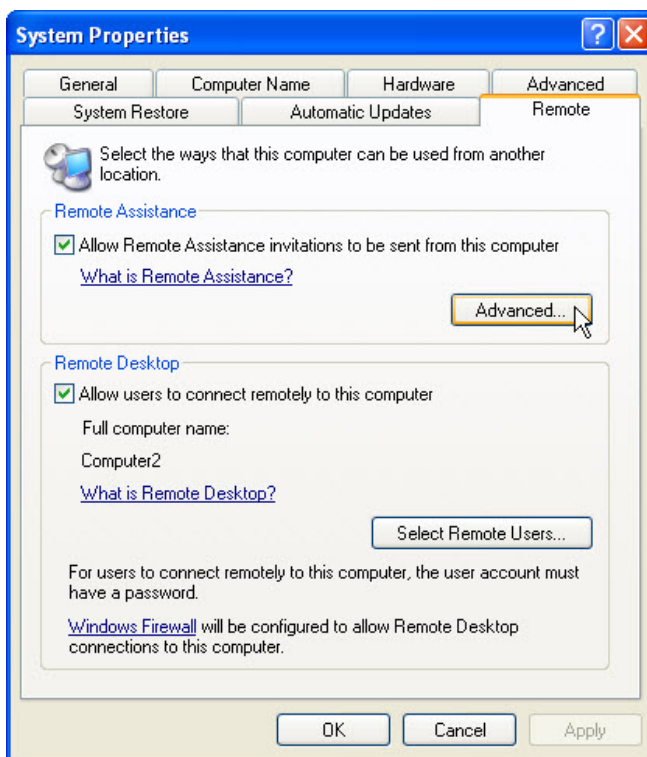
Click **Close** to exit the “Remote Desktop Connection” window.



Step 4

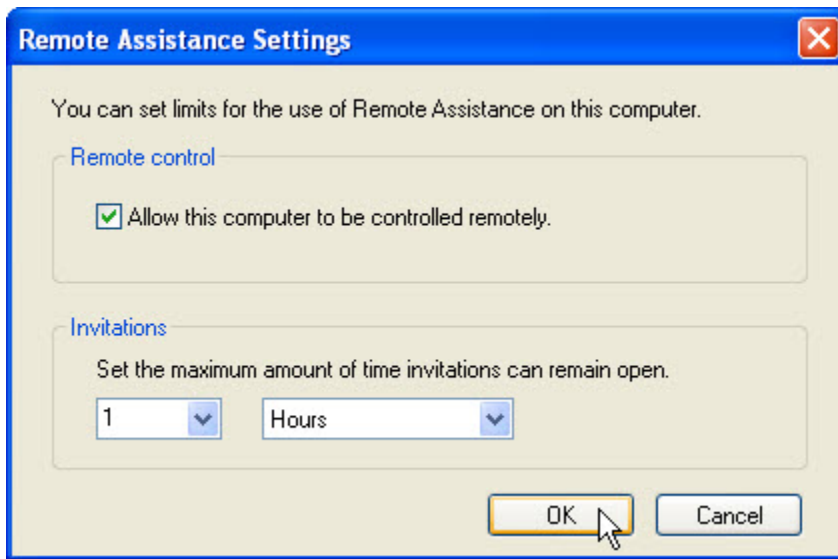
Log on to Computer2.

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



Click **Advanced**.

The “Remote Assistance Settings” window opens.

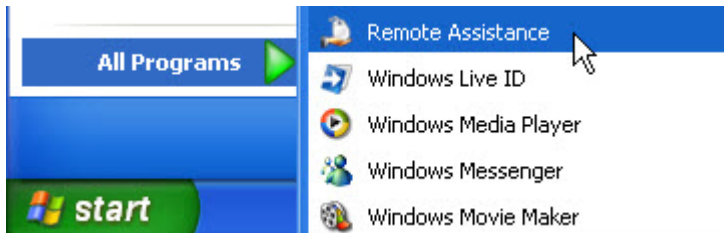


Make sure there is a check mark in the **Remote control** checkbox, set the invitation to **1 Hours**, and then click **OK**.

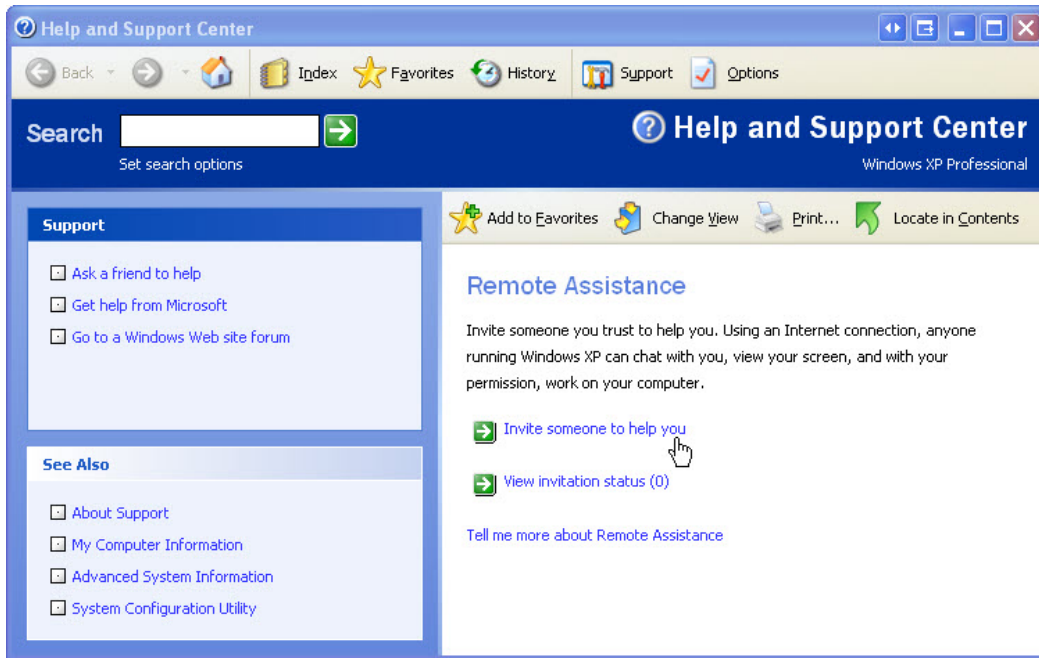
When the "System Properties" window appears, click **Apply**.

Step 5

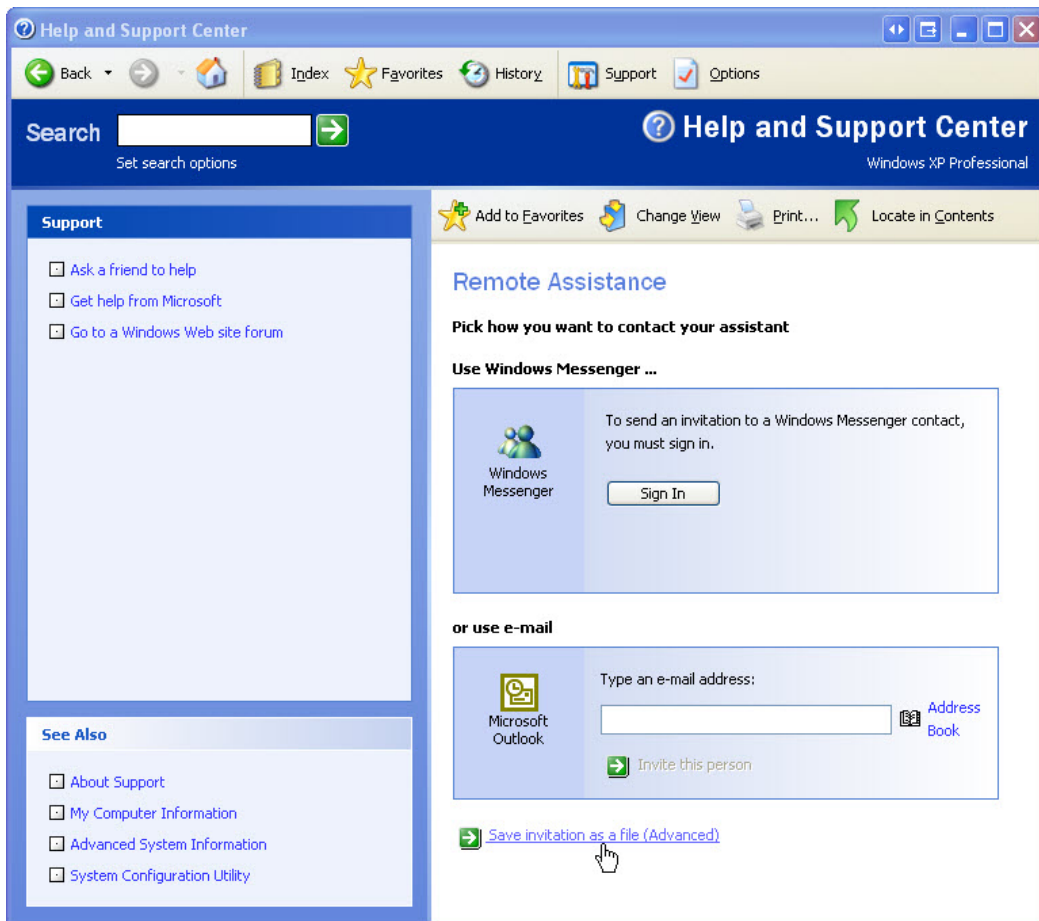
On Computer2, click **Start > All Programs > Remote Assistance**.



The "Help and Support Center" window opens.



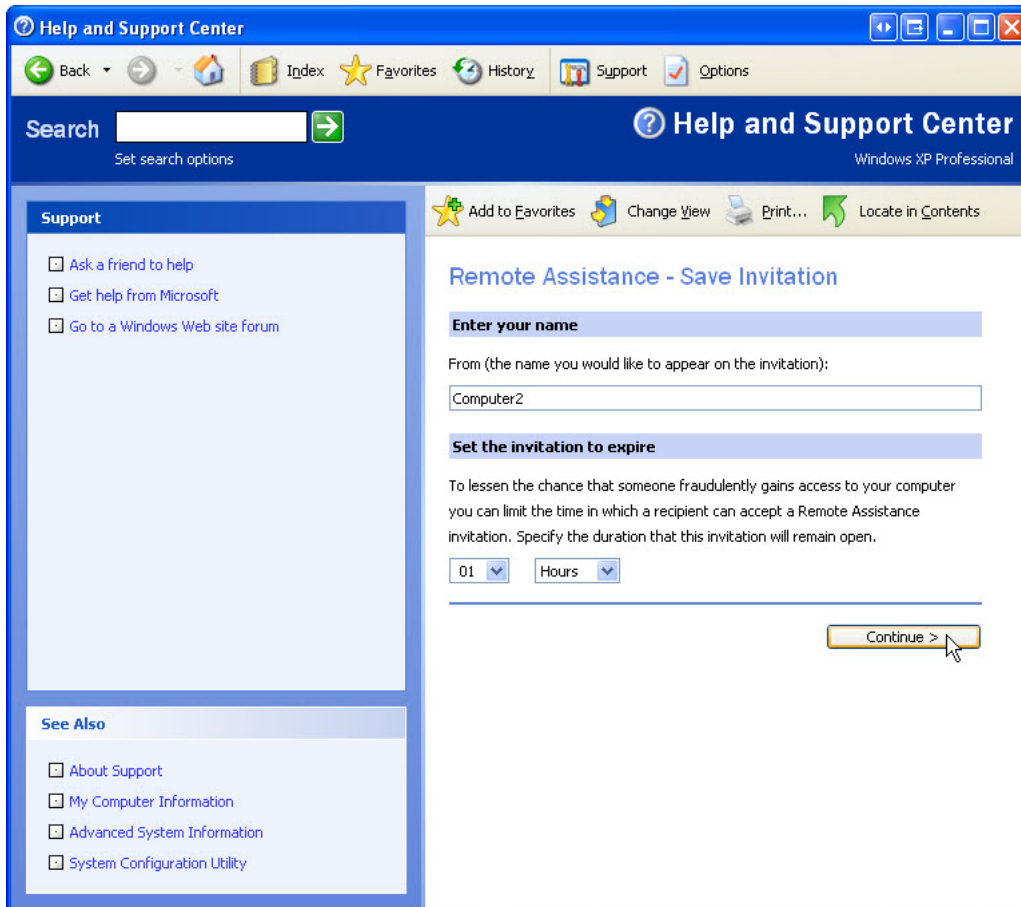
Click the **Invite someone to help you** link.



Which methods can you use to contact someone for assistance?

Click the **Save invitation as a file (Advanced)** link.

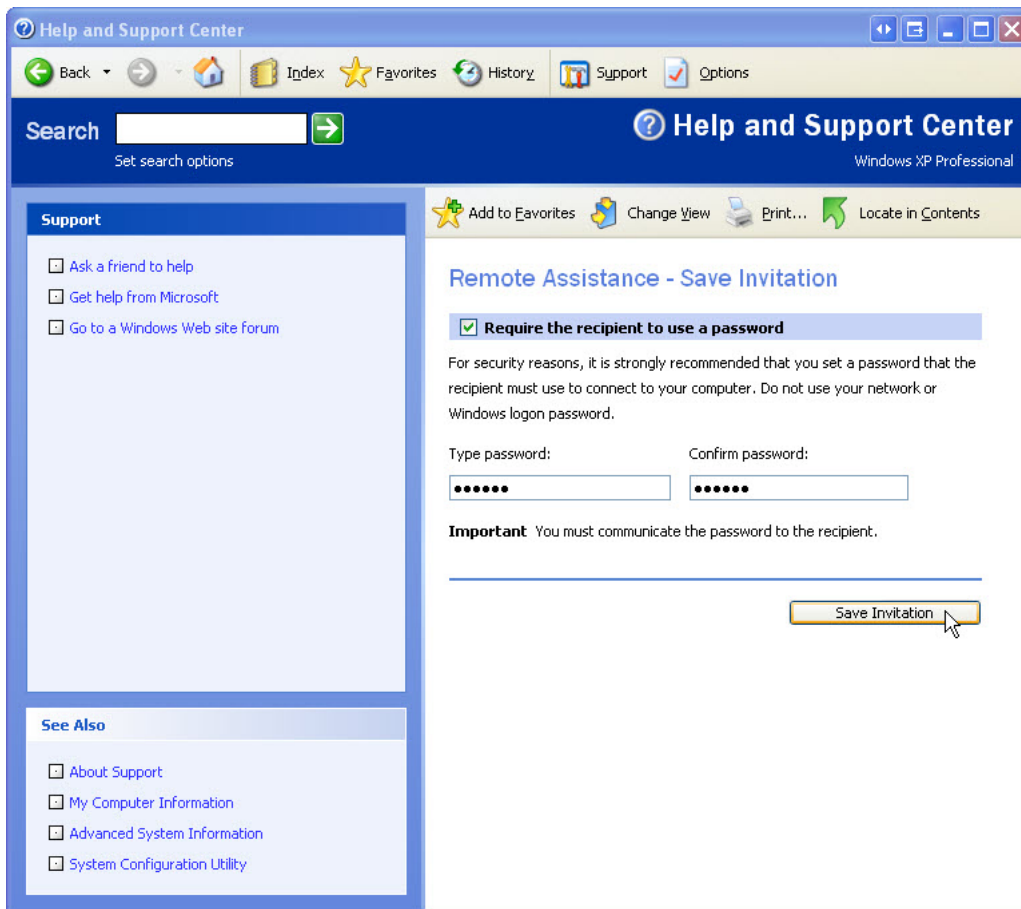
The “Remote Assistance – Save Invitation” screen appears.



Type **Computer2** in the Enter your name field.

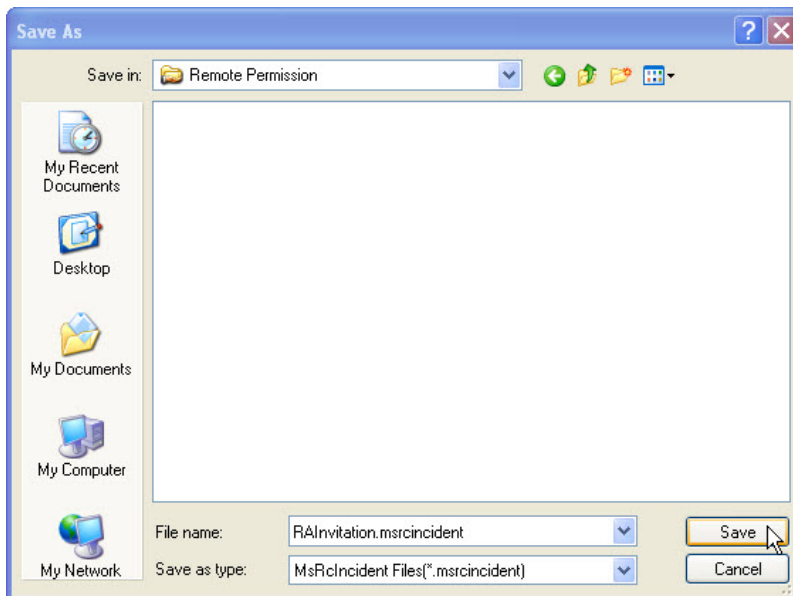
How long will the invitation remain open?

Click **Continue**.



Make sure there is a check mark in the **Require the recipient to use a password** checkbox.

Type the password **HelpMe** and confirm the password **HelpMe**. Click **Save Invitation**.

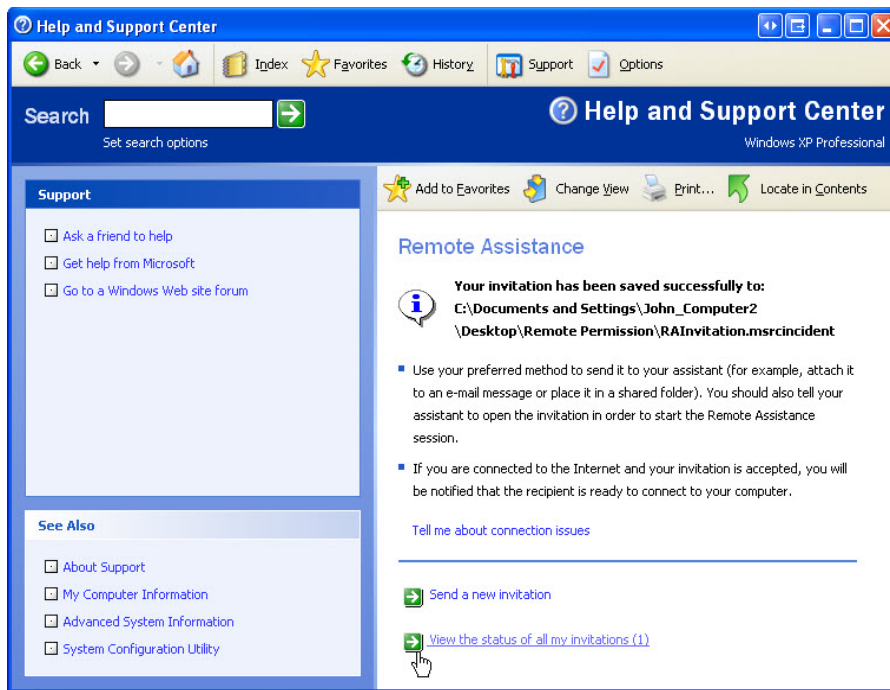


Navigate to the folder Remote Permission.

What is the default file name?

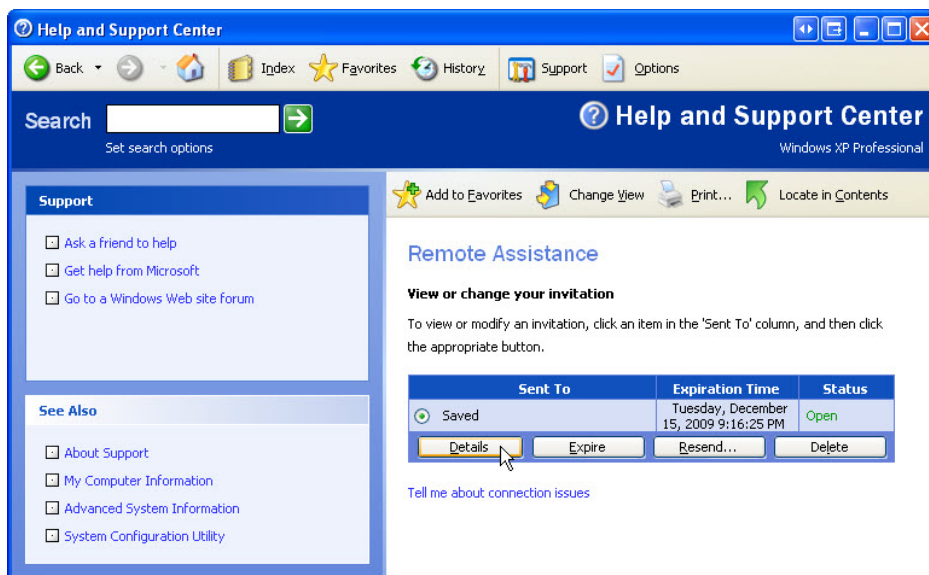
What file type extension does the file have?

Click **Save**.

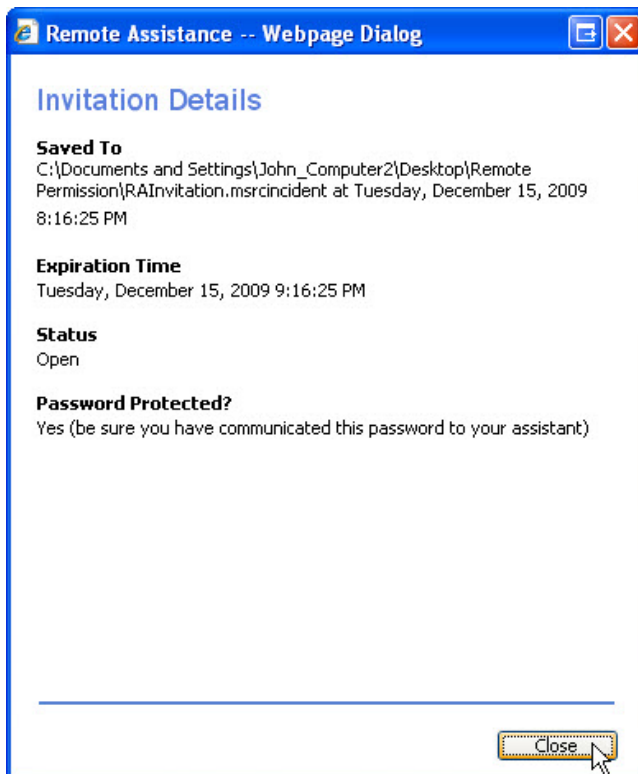


When the “Remote Assistance” window appears, click the **View the status of all my invitations (1)** link.

The “View or change your invitation” window appears.



Select the **Saved** radio button. Click **Details**.



What advice is provided below the "Password Protected?" heading?

Click **Close**.

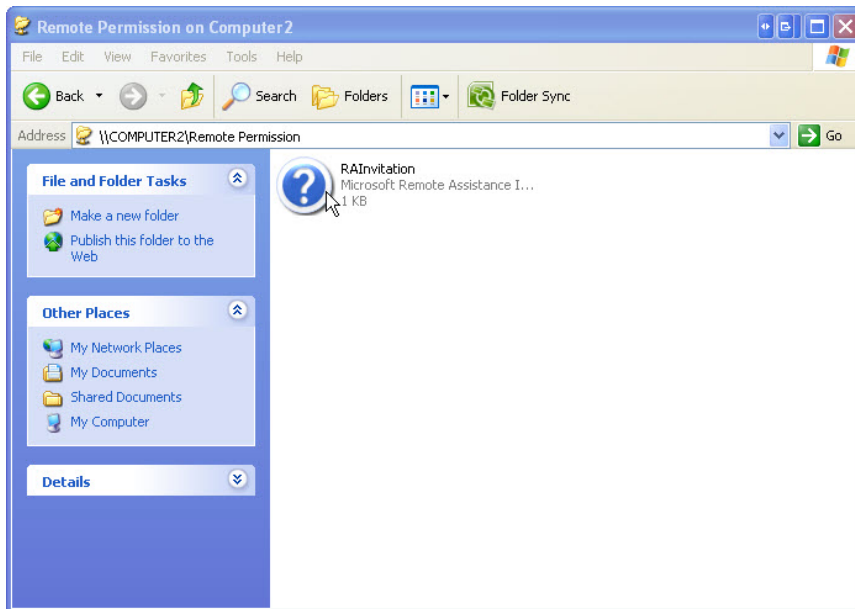
Close the Help and Support Center window.

Step 6

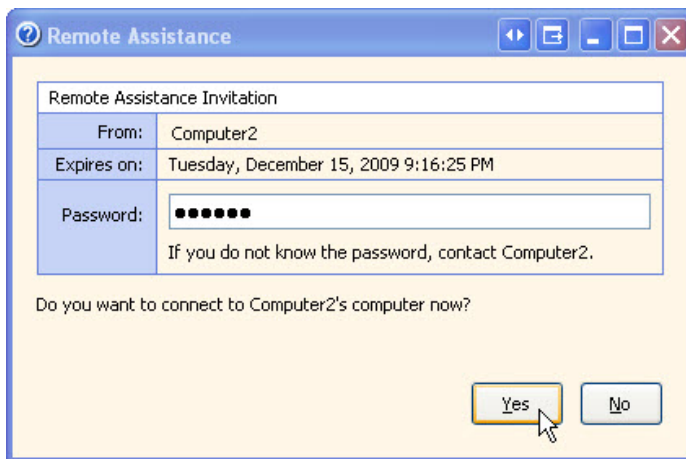
On Computer1, click **Start > My Network Place**.

Open the folder "Remote Permission" on Computer2.

Open the file "RAInvitation".



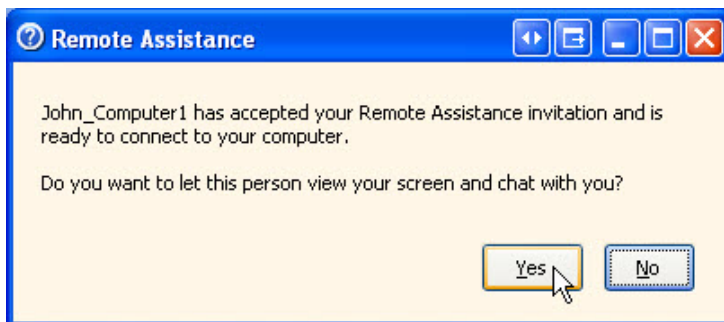
The “Remote Assistance” window opens.



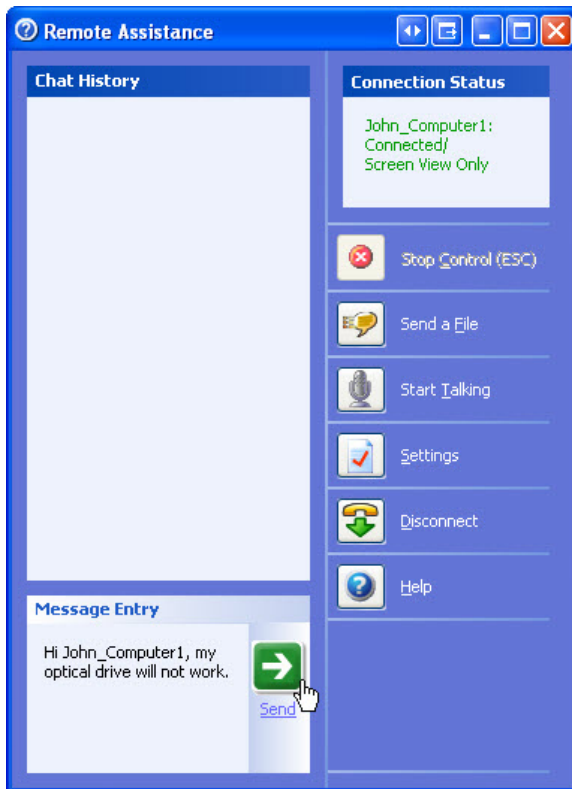
Type in the password **HelpMe**, and click **Yes**.

Step 7

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



Read the message in the “Connection Status” area.

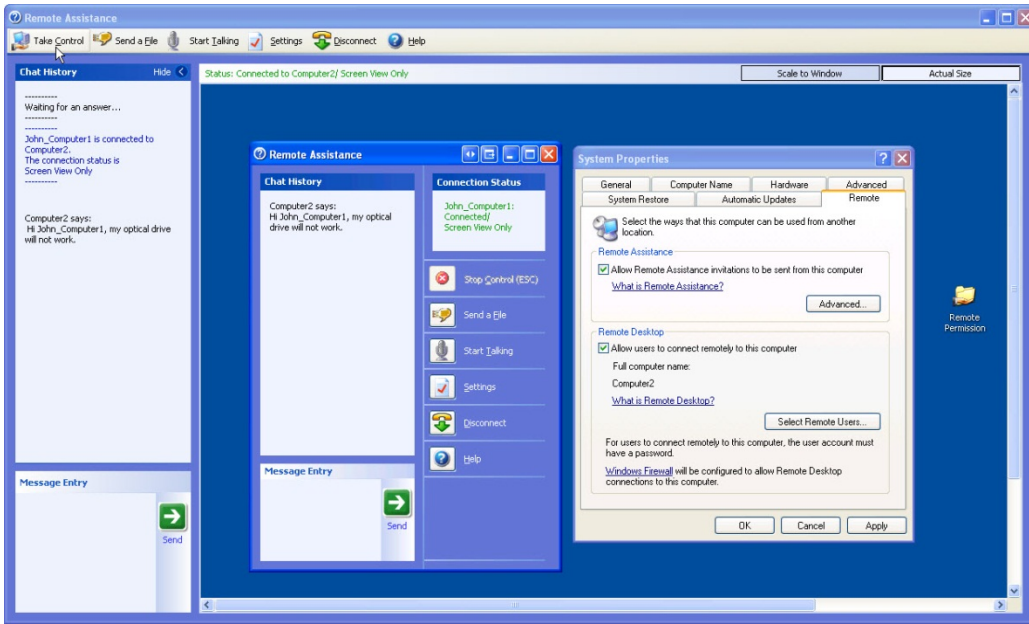


What is the connection status?

In the Message Entry field, type **Hi John_ Computer1, my optical drive will not work.** > click **Send**.

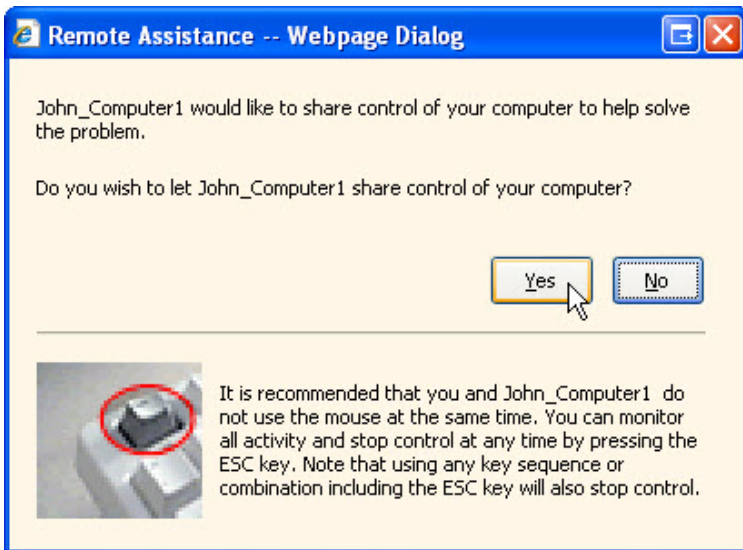
Step 8

On Computer1, click the **Take Control** button in the “Remote Assistance” main menu.



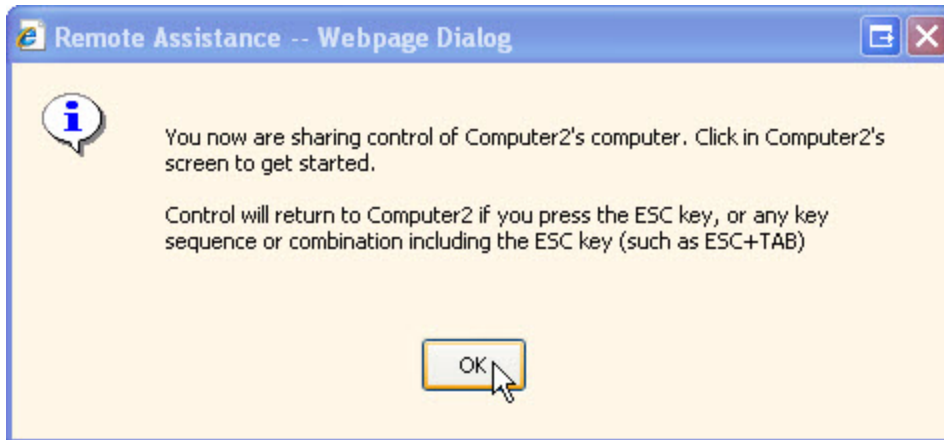
Step 9

On Computer2, click **Yes**.



Step 10

Computer1:

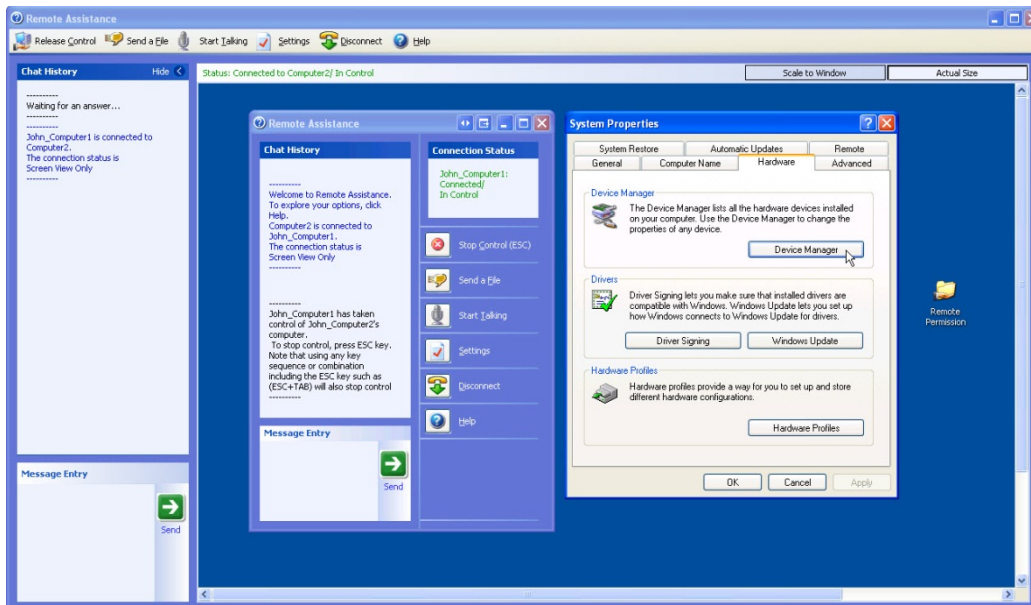


What must you do to activate the screen for Computer2?

What key must you press to return control back to Computer2?

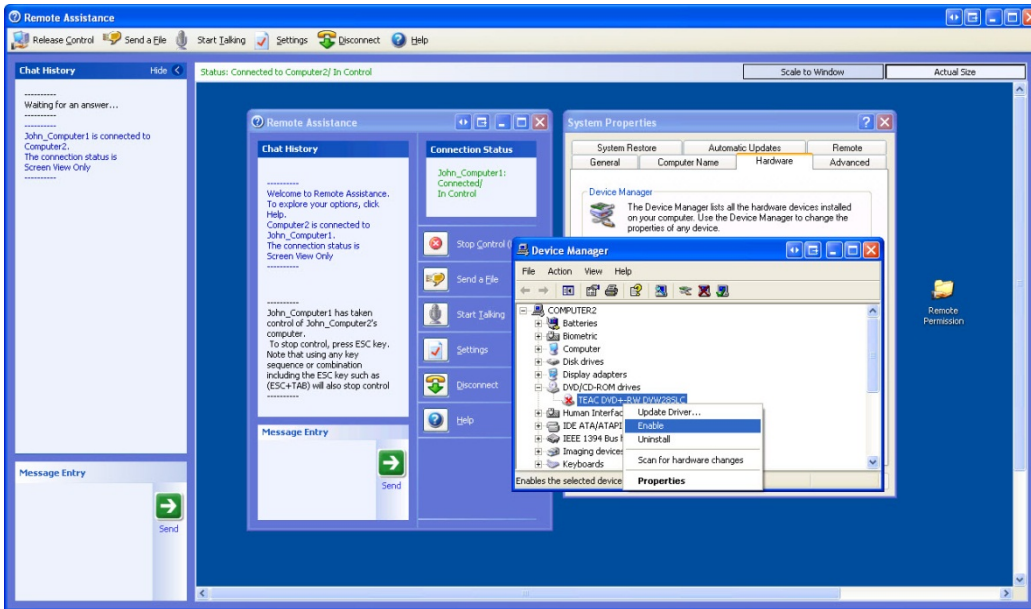
Click **OK**.

Select the "System Properties" window for Computer2.

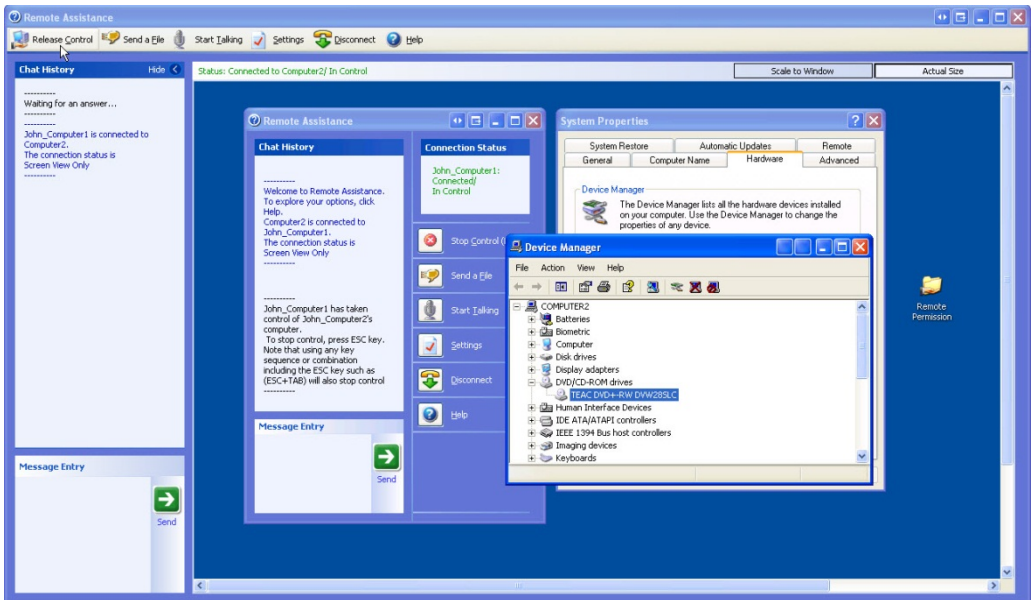


Note: If the Computer2 System Properties window is closed, you need to open it before you continue.

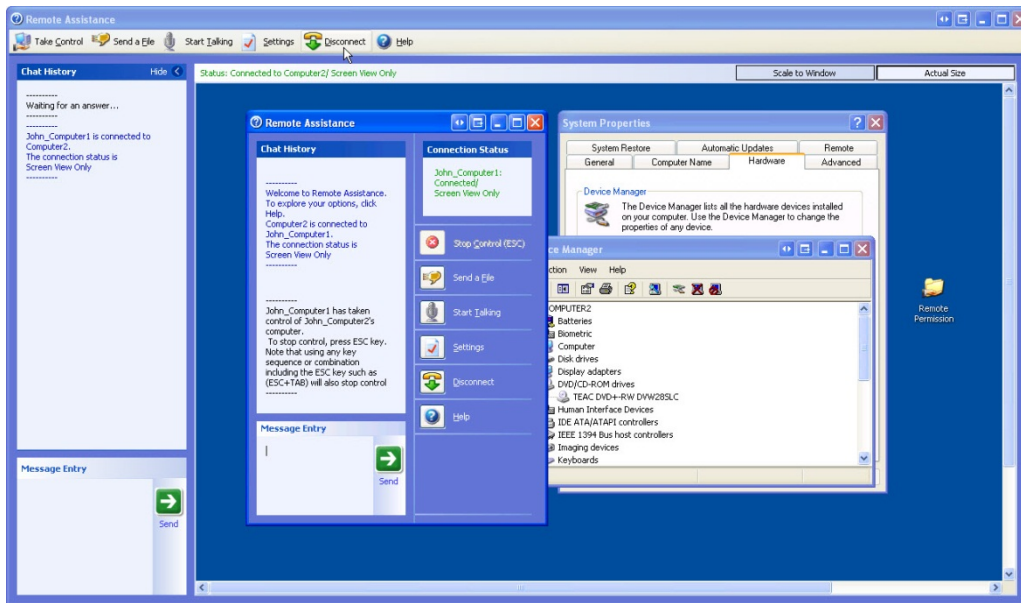
On the Hardware tab, click **Device Manager**.



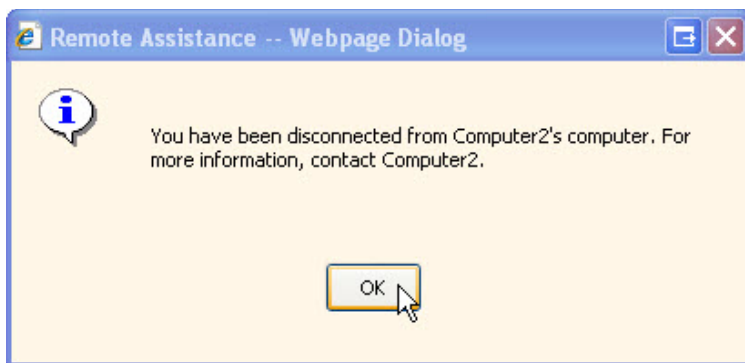
Right-click the optical drive with a red X > Enable.



Click the **Release Control** button in the "Remote Assistance" main menu.



Click the **Disconnect** button in "Remote Assistance" main menu.



Click **OK**.

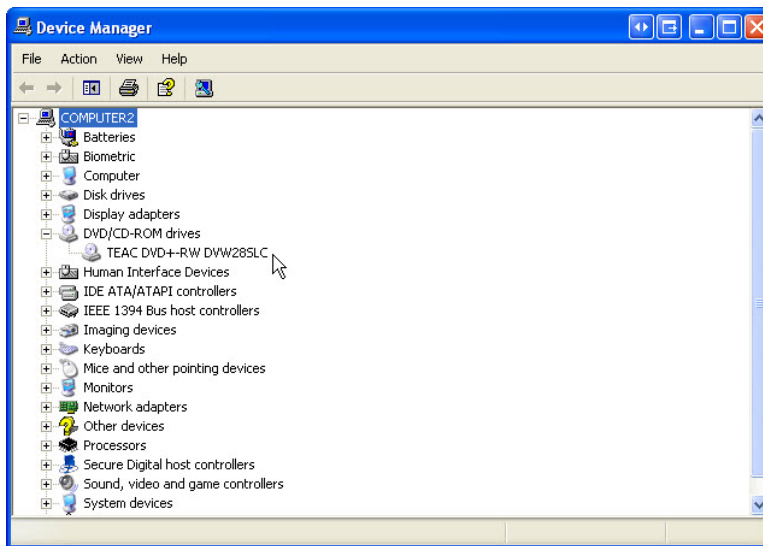
Close all open windows.

Step 11

On Computer2, click **OK**.



Click on the “Device Manager” window.



Does the optical drive have a red X?

Close the Device Manager window and the Remote Assistance window.

Delete the Remote Permission folder.

Select the “System Properties” window.

Remove the check mark from **Allow users to connect remotely to this computer** > OK.

