

CTS1132 Lab 6.1

Use Remote Assistance and Remote Desktop to provide support for users.

Allow Remote Assistance on PC01

1. Go to Start, right-click on Computer and choose Manage to open Computer Management
2. Click on Users and Groups, expand Users
3. Right-click on ITE and choose Set Password
4. Click Proceed, enter P@ssw0rd as the password, Click OK.
5. Close Computer Management.
6. Go to Start, right-click on Computer and choose Properties
7. On the top left, click on Remote Settings.
8. On the Remote tab, make sure Allow Remote Assistance connections to this computer is checked.
9. Click on Advanced and make sure "Allow this computer to be controlled remotely is checked. Make sure to check the number of hours invitations remain open is appropriate.
10. Under Remote Desktop, choose Allow connections from Computers running any version of Remote Desktop.
11. Go to Start, click on Help and Support
12. In the Search box, search for "Remote Assistance"
13. Click on open Windows Remote Assistance
14. In the Remote Assistance Window, choose "Invite someone you trust to help you"
15. Choose save this invitation as a file and save on the Desktop.
16. Email the invitation file and password to a partner.

Access PC01 using Remote Assistance from PC02

1. Open email and save invitation on the desktop
2. Go to Start, click on Help and Support
3. In the Search box, search for "Remote Assistance"
4. Click on open Windows Remote Assistance
5. In the Remote Assistance Window, choose "Help someone who has invited you"
6. Click on "Use an invitation file" and choose the invitation file, open.
7. Enter the password and choose OK.
8. Take a screenshot of the PC01 window and save as **Lastname_Lab6_1.png**
9. Close session.

Name: _____ Date: _____

Use Remote Desktop to manage PC01

1. On PC01, from the command prompt, run ipconfig /all.
2. Identify the IP address of PC01.
3. On PC02, go to Start, Accessories, Remote Desktop Connection.
4. Type in PC01's IP address, click on Connect
5. Type in ITE's password of P@ssw0rd.
6. You may get a certificate error, choose Yes to proceed.
7. You should now see PC01.
8. Do not close the session by Shutting down PC01. Close the session by clicking on the "x".