
Lab 6C: Using Remote Assistance

Objectives

After completing this lab, you will be able to:

- Send a Remote Assistance invitation.
- Respond to a Remote Assistance invitation.

Prerequisites

Before working on this lab, you must have:

- Completed Lab 1C Upgrading Windows 98 to Windows XP Professional.
- Completed Lab 5B: Operating in a Domain
- A computer running Microsoft® Windows® XP Professional.
- A share folder on the London computer called RAHELP with Full Control permissions.

Scenario



You are responsible for providing technical support to users within your department. A large number of these users are new and have limited computer experience. They frequently ask questions about how to perform certain tasks. To avoid spending too much of your time answering these types of questions, you need to configure Remote Assistance to reduce the amount of time that you spend supporting these users.

Important During testing of this lab using Windows XP Professional Build 2475 intermittent errors have been encountered. If the helper is unable to establish a connection with the end user, the problem is probably due to the build.

Estimated time to complete this lab: 15 minutes






Exercise 1







Sending an Invitation

Tasks	Detailed steps
<p>1. Log on to the domain as DomUserxxx, with a password of dopass. Map a network drive to the RAHELP folder on the server named London. Open Help and Support Services, and then start the Remote Assistance Wizard.</p>	<ol style="list-style-type: none"> Log on to the domain as DomUserxxx (where xxx is the first three letters of your computer name) with a password of dopass. Click Start, right-click My Computer and then click Map Network Drive. In the Folder box, type \\London\RAHelp and verify Reconnect at logon is cleared, and then click Finish. Close RAHELP on 'London'. Click Start, and then click Help and Support. From Help and Support Services, click Invite a friend to connect to your computer with Remote Assistance. On the Remote Assistance – Invite someone you trust to help you page, click Invite someone to help you. On the Remote Assistance – Pick how you want to contact your helper, scroll to the bottom of the page, and then click Save invitation as a file (Advanced). On the Remote Assistance – Save Invitation page, verify your domain user name appears and the expiration time is set to 1 hour, click Continue. On Remote Assistance – Save Invitation page, verify Require the recipient to use a password is selected, in the Password and Confirm Password boxes type rapassword, and then click Save Invitation. In the Save File dialog box, in the Save in drop down list, click the down arrow, select rahel on 'London' (Z:) in the File name box type xxxrahel (where xxx is the first three letters of your computer name) and click Save. On the Your invitation has been saved successfully to: page click View the status of all my invitations.  <i>You can view the status of your invitation expire the invitation, resend or delete the invitation.</i> Close Help and Support Services.
	<p>Stop at this point. Tell your partner that you have created and sent the invitation. When both you and your partner have reached this point you both may continue.</p>

Exercise 2

Responding to an Invitation

Tasks	Detailed steps
 Important: In this exercise, the person responding to the invitation will be the helper, and the person who sent the invitation will be the end user. Each task will be for either the helper or the end user. The first task is for the helper.	
1. Log off the computer and log on as DomAdmin with a password of password . Open the mapped network drive, double-click on yyyRAHelp (where yyy is the first three letters of your partner's computer name), and then respond to the Remote Assistance invitation.	<ol style="list-style-type: none"> Log off the computer. Log on to the Domain as DomAdmin, with a password of dopass. Click Start, right-click My Computer, and then click Map network drive. In the Folder box, type, \\London\Rahelp, verify Reconnect at logon is not selected, and then click Finish. Double-click yyyrhelp (where yyy is the first three letters of your partner's computer name). In the Remote Assistance Invitation dialog box, type rapassword in the Password box, and then click Yes.
 Important: Task two is for the end user.	
2. Start an application on your computer, and then accept the invitation.	<ol style="list-style-type: none"> Click Start, point to All Programs, point to Games, and then click Solitaire. Restore the Help and Support Services message box if it is not in the foreground, and then click Yes on the message Do you want to let this person view your screen and chat with you? <p> <i>The Remote Assistance window appears. You can use the lower box on the left for a chat session.</i></p> Type some text in the chat session box, and then click Send. Click Hide Chat.
 Important: Task three is for the helper.	
3. Respond to your partner's chat session.	<p> <i>The Remote Assistance window appears. The left side is for typing text during the chat session, and the chat session appears in the large box. The rest of the window shows your partner's desktop and the application that your partner started in step 2.</i></p> <ol style="list-style-type: none"> Respond to your partner's chat session, by typing in the box at the lower left, and then click Send. Click Hide Chat, and then click Take Control. In the Remote Assistance – Web Page dialog box, click Yes.

Tasks	Detailed steps
 What happens when you try to click Yes ? <p>Nothing happens, because your partner has not given you control of his or her computer yet. Your partner is the only person that can click Yes.</p> <hr/> <hr/>	
 Important: Task four is for the end user	
4. When prompted let your partner take control of your computer.	<ul style="list-style-type: none"> When prompted, Do you want to let Useryyy take control of your computer click Yes.  <i>At this point your partner has control of your computer. You can still perform tasks on your computer, but you will be sharing control with your partner.</i>
 Important: Task five is for the helper and the end user. The helper has control of the end user's computer. Both people can perform tasks on the computer.	
5. Perform tasks on your partner's computer.	<ol style="list-style-type: none"> Minimize the Help and Support Services window on your partner's computer. Play one hand of solitaire with your partner, with each of you taking a turn.  <i>You can now see how Remote Assistance can be used to provide support for applications, collaboration, and desktop support.</i> <ol style="list-style-type: none"> Click Disconnect, and then close the Help and Support Service window. Close all open windows, and then log off.
 Important: Task six is for the end user	
6. Close all open windows and log off.	<ul style="list-style-type: none"> Close all open windows and log off.