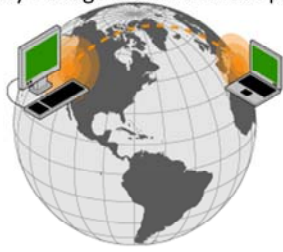


Go to My PC logo stolen without permission



Remote Desktop

Or
Help Me
Or
Let Me Help You

remote desktop software

- Not for the faint of heart or those easily frustrated.
- Takes a little time to correctly set up and both must be able to access a network of some kind.
- Most of the time it is necessary to have someone on each end.
- Most if not all have some security concerns and should be used sparingly.
- Sometimes it's free most times it's not. See handout.

http://en.wikipedia.org/wiki/Comparison_of_remote_desktop_software

In computing, **remote desktop software** is remote access and [remote administration](#) software that allows [GUI](#) applications to be run remotely on a [server](#), while being displayed locally. Remote desktop applications have varying features. Some allow attaching to an existing user's [session](#) (i.e. a running desktop) and "remote controlling" it in front of the user's eyes.

It can also be explained as remote control of a computer by using another device connected via the internet or another network. This is widely used by many computer manufacturers (DELL, HP etc.) for technical troubleshooting for their customers. Windows XP has its own built in remote desktop option.

The quality, speed and functions of any remote desktop protocol are based on the system layer where the graphical desktop is redirected. Software such as PC Anywhere, VNC and others use the top, software layer to extract and compress the graphic interface images for transmission. Other products such as Microsoft RDP and others use a kernel driver level to construct the remote desktop for transmission.

Protocols

- [Virtual Network Computing](#) (VNC)
- [Remote Desktop Protocol](#) (RDP)
- [NX technology](#) (NX)
- [Independent Computing Architecture](#) (ICA)
- [X Window System](#) (X11)

[Virtual Network Computing](#) (VNC) - a [cross-platform](#) protocol

[Remote Desktop Protocol](#) (RDP) - a [Windows](#)-specific protocol featuring audio and remote printing

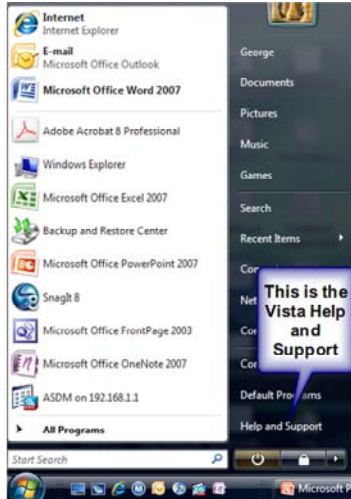
[NX technology](#) (NX) - a newer cross-platform protocol featuring audio and remote printing

[Independent Computing Architecture](#) (ICA) - a [proprietary](#) protocol designed by [Citrix Systems](#)

[X Window System](#) (X11) - a well-established cross-platform protocol mainly used for displaying local applications, but can also be used remotely

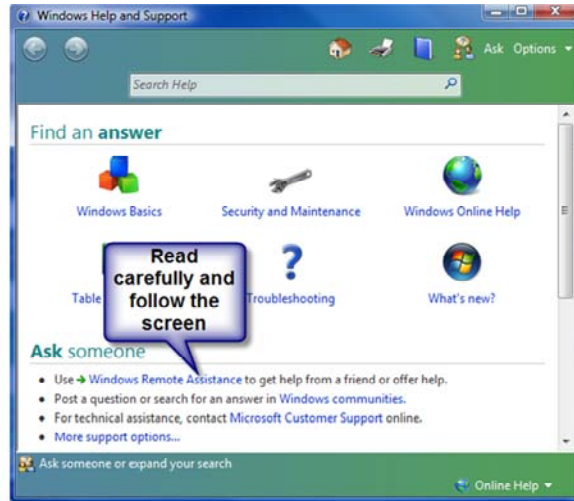
You have to pick your poison. This is mostly a Microsoft Windows audience so we will focus on the Windows Free product in Windows XP

XP or Vista Windows RDP



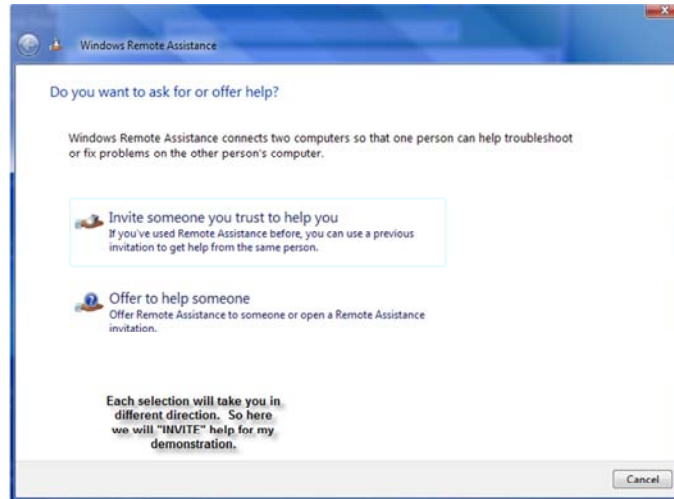
From the start button find the Help and Support

Look for Remote Assistance

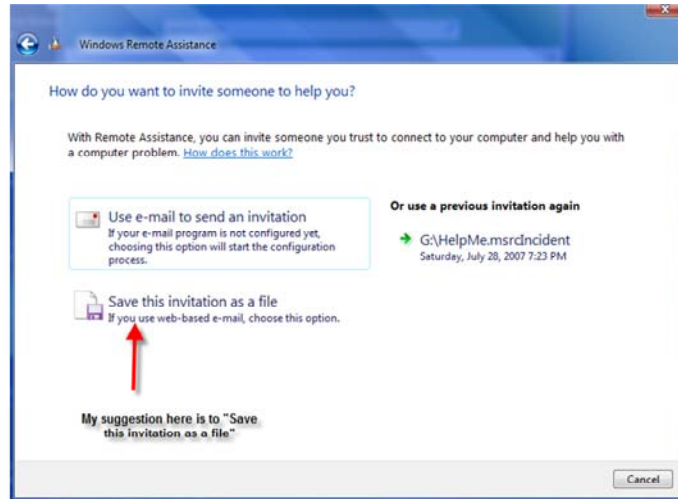


This screen varies between XP and Vista but is basically the same. The trick here is just go slow.

We will “INVITE” help

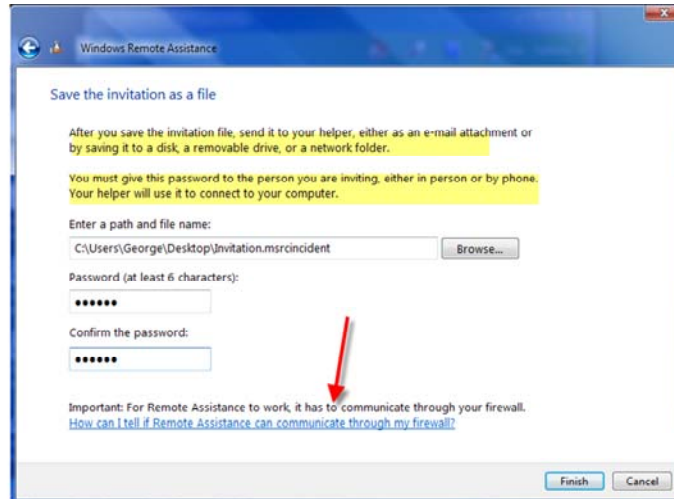


Choice E-mail or Save ?



Depending on how your mail is configured you might consider just saving this to a file. If you use an HTTP web based e-mail system you will have to attach the help request file before you send it on.

Save it and assign a password



Windows Remote Assistance

Save the invitation as a file

After you save the invitation file, send it to your helper, either as an e-mail attachment or by saving it to a disk, a removable drive, or a network folder.

You must give this password to the person you are inviting, either in person or by phone. Your helper will use it to connect to your computer.

Enter a path and file name:
C:\Users\George\Desktop\Invitation.msrmcincident

Password (at least 6 characters):

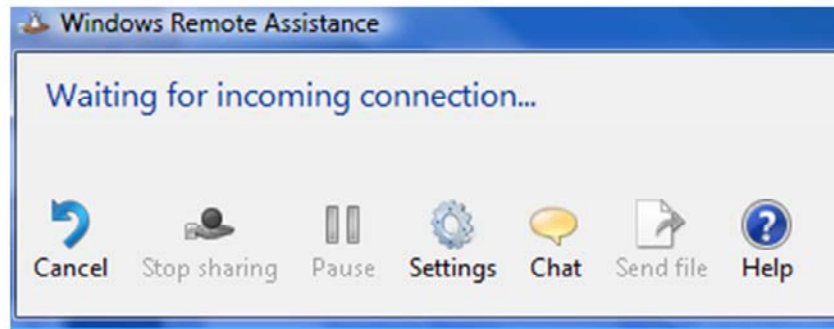
Confirm the password:

Important: For Remote Assistance to work, it has to communicate through your firewall.
[How can I tell if Remote Assistance can communicate through my firewall?](#)

These are two important steps. You won't be able to e-mail the file if you forget where you put it and the person on the other end has to get the password from you when you speak on the phone.

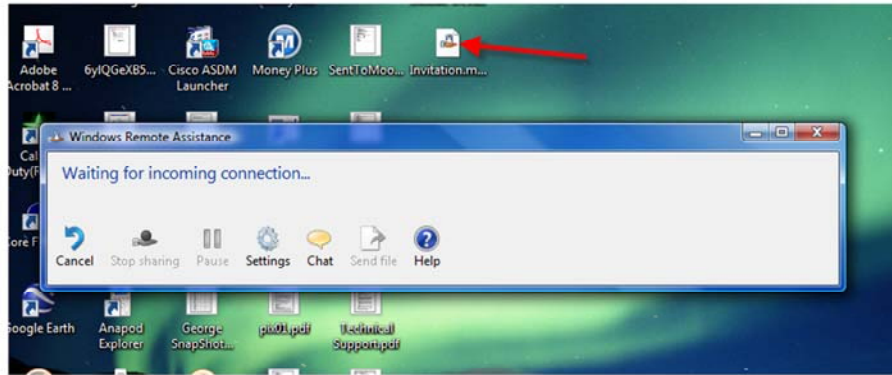
Note the firewall communication issues.

Leave this box open



This is waiting for the distant end to connect. But you still haven't sent the file with the settings and password. You can close this and open it later. I'll demonstrate that during the live session.

My Invite is on my desktop to be mailed



Send the file

