Advanced Windows XP SIG
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REMOTE ASSISTANCE

Introduction

- **Remote Assistance** is available in both the Home and Pro editions of Windows XP

- You may use **Windows Messenger** or **E-Mail** to request **Remote Assistance**

- **Remote Assistance** does not work with **AOL**, **Hotmail** or **MSN Messenger – Yahoo???**

- The person sending the invitation requesting help is referred to as the **NOVICE** and the person providing the assistance is referred to as the **EXPERT.**

To initiate a request for Remote Assistance

- **START – ALL PROGRAMS – REMOTE ASSISTANCE**

- Help and Support Center opens in the Remote Assistance window

- In this window click on **INVITE SOMEONE TO HELP YOU**

- In the next window go to **USE EMAIL**, select the email address of the person from whom you are requesting help from the address book, click **INVITE THIS PERSON**

- Type in a (plea for help) message, click **CONTINUE**

- In the following window you should specify the duration that this invitation will remain open and set up a password, click **SEND INVITATION**

- NOTE: You must communicate the password to the person providing the Remote Assistance, (called **EXPERT)** by a separate e-mail or phone call.

- If you use **Outlook** as your e-mail program a window will open asking you to confirm, click **YES**, that it is OK for the program trying to access Outlook to send a message. When the message has been sent you must click **YES** a second time. This places the message in the **Outlook** outbox. You must then open Outlook and click **Send/Receive**.
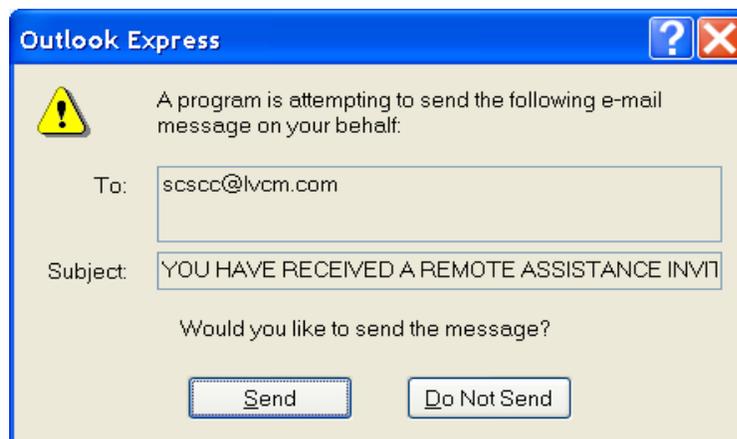
- This is the first window you will see…........

- This is the second window you will see……..
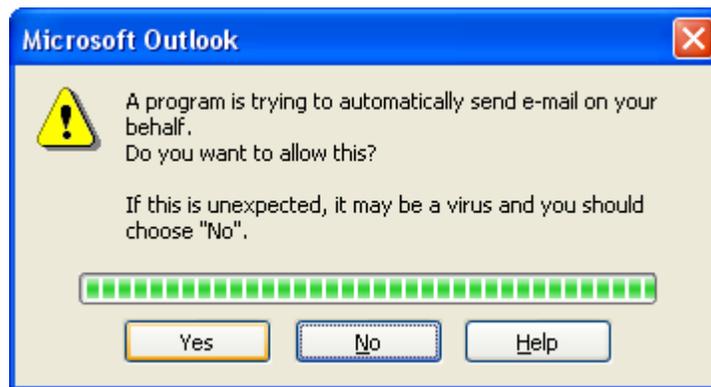
- If you use **Outlook Express** a window will open stating that a program is attempting to send an e-mail message on your behalf. Click **SEND** and your invitation is sent on its way.

- This is the window you will see................

- The final window says,

  Your invitation has been sent successfully

  If you are connected to the Internet and your invitation is accepted, you will be notified that the recipient is ready to connect to your computer.

- Close Help & Support

To Accept a Request to provide Remote Assistance

- When the message is received open it, do not save it, and click on the attachment. Type in the **password** and click **Yes**

- This in turn will notify the novice that you are ready to provide assistance and the novice will be asked to allow the expert to view his or her screen.

How to set up a Remote Assistance Session when behind a router using NAT   (**N**etwork **A**ddress **T**ranslation)

- While researching this feature in preparation for this SIG we made many attempts to connect through an invitation sent by a Novice located behind a router and all of our attempts were unsuccessful. The router was a Linksys and their tech support was contacted but they were unable to provide an answer in regard to getting through the firewall. The resolution at this time is to use Microsoft Messenger.

- MS support was also contacted but once we determined that this was a hardware issue there wasn't anything they could do for us.

- You need the actual IP public address of the sending router. It doesn't matter if it is dynamic or static, if you do this just before attempting the remote assistance session. So have the person get his public IP address and send it to you by some means.

- This can only work where remote assistance is requested via email, not Windows Messenger. When you get the email requesting assistance, you will notice it comes with an attachment. You need to save the attachment to disk. Then right-click it and choose Open With, and choose Notepad. You will see a line that looks like this:

  RCTICKET="65538,1,192.168.0.4:3389;novicecomputer:3389,

- This is the ticket info with the private IP address and the name of the novice's (person requesting help) computer, followed by the port number.

- You are going to be inserting the Public IP address (of the NAT router) and port number in front of the private IP address. You'll be inserting something that looks like this: **206.192.44.102:3389; a**nd your final line will look something like this:

RCTICKET="65538,1,206.192.44.102:3389;192.168.0.4:3389;novicecomputer:3389,

- Save and close the file.

- [If the originating party is behind a NAT router, then he will have to forward the 3389 port to his internal address, per the instructions for his router. If both persons are behind a NAT router, then both will have to do this.]

- Now double-click the remote assistance file and it will open like it normally would, allowing you to make the connection now and fill in the password.

If the Novice is using ZoneAlarm

- Configure ZoneAlarm as shown below:
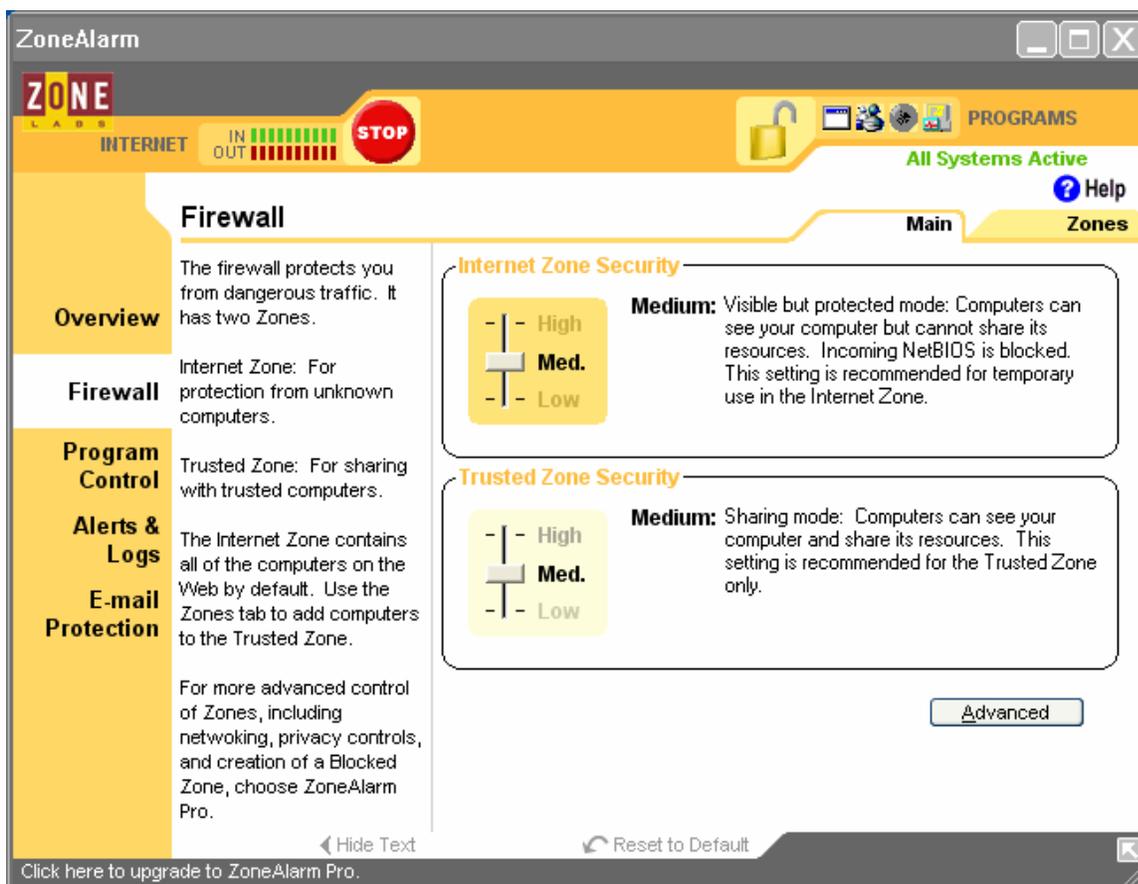
*Where to find information***:**

- **Windows XP Inside Out** by Ed Bott and Carl Siechert published by Microsoft Press
  Note: The portion of Chapter 4 dealing with **Remote Assistance** is available as a separate handout of 11 pages.

- **Administering Remote Assistance**:
  http://www.microsoft.com/windowsxp/pro/techinfo/administration/adminra/default.asp

- **Help & Support** – do a search for **Remote Assistance**

- **Microsoft Knowledge Base Articles**:

Q299282 Cannot Use MSN Explorer or AOL to Send a Remote Assistance Invitation via E-Mail Option

Q300546 Overview of Remote Assistance in Windows XP

Q300692 Description of the Remote Assistance Connection Process

Q301527 How To Configure A Computer To Receive Remote Assistance Offers In Windows XP

Q301529 Supported Scenarios for Remote Assistance

Q304023 How To Change The E-Mail Program That Is Used By Remote Assistance

Q306791 How To: Provide Remote Assistance to an E-mail Invitation in Windows XP