

Windows XP Remote Control Explained

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Windows XP offers two built-in options for remote control operations allowing you to view (and control) another computer: **Remote Desktop Connection** and **Remote Assistance**. Previously, you would need to install a program like PCAnywhere or VNC to accomplish this. Currently, you need to have Windows XP on both ends of the connection.

Note: Windows XP Professional is required for Remote Desktop

If you have a firewall (e.g. home DSL/cable modem) there are additional considerations.

Remote Desktop Connection

This option allows you to take over the remote computer completely; the remote screen doesn't show what you are doing.



- **No remote action** is required for you to take over.
- While you are connected, the screen of the remote computer **will revert to the "Welcome" page** and indicate that you are logged on and how many programs you are running.
- If someone else was logged on, **their session will be "put aside"** while you work. Once you disconnect, their session will resume exactly where it was (they will have to click on their name on the welcome page).
- If someone else is logged on, they will be given a 30 second **opportunity to deny your connection**.

Note: Windows XP Home Edition does not include Remote Desktop

Remote Assistance

This allows you to view (and optionally control) another persons' screen. **Both of you will be looking at the remote screen.**

- There are **chat, voice, and file transfer options**.
- The remote user must initiate this by **requesting assistance** (via e-mail or messenger).
- The e-mail will contain an **attachment that you launch to begin control** which must again be confirmed by the remote user.



Setup

User Account Passwords

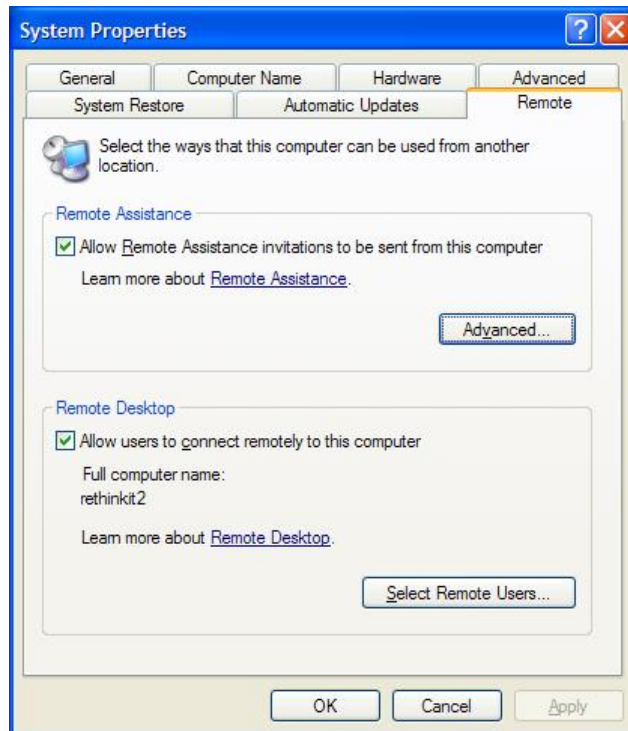
For remote desktop, the user account being connected to on the remote computer must have a password. This can be done easily through the User Accounts control panel.

Remote assistance doesn't require a password.

Control Panel Remote Options

Remote options must be activated on the remote computer.

1. Click through this:
 - a. Start...
 - b. My Computer (then Right Click)...
 - c. Properties...
 - d. "Remote" tab.
2. Check off both options.



Firewall Considerations

For remote computers behind a firewall (e.g. home cable/dsl routers) there are special considerations. 1)The traffic must be allowed through the router and 2) the public IP number of the cable/DSL service must be known (it changes daily) in order to connect to it.

Note: If both computers are behind the firewall then ignore this section

Allowing remote control traffic through the router

Here are the instructions to be followed on the remote home machine using a Linksys router. D-Link and other routers are almost identical.

First get the local IP of the remote machine.

1. Choose Start... Run... Type 'cmd' and click OK.
2. At the DOS prompt type 'IPConfig' and enter.

```
>ipconfig
IP Address..          192.168.0.100
Default Gateway..    192.168.0.1
```

3. Write down the IP address and Gateway and close the window.

Tech Note: It's advisable to use a static IP address on this machine (instead of the easier linksys dhcp service) since it's possible that the address will change if you use dhcp. However, in 99.9% of the setups out there, dhcp will hand out the same address to the machine every time.

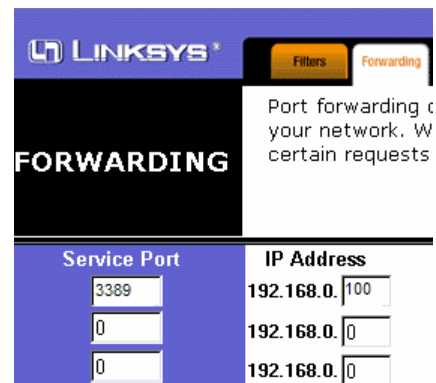
Next, the remote control traffic must be allowed through your router on port 3389.

1. Launch Internet Explorer browser and type the Gateway number (above) into the address bar and press enter. This should load the setup screens for your router.



Note: Linksys default Username is (blank) and Password is "admin"

2. Click on the **Advanced** tab and then on the **Forwarding** tab.
3. Now type 3389 into any of the **Service Ports** and the last number from your machine's IP Address (above).
4. Press the **Apply** button.
5. You may have to reboot the Linksys. Just unplug the power of the Linksys for 5 seconds.



What's the *public* IP number of the machine?

You need to know this number when you connect to the machine, this is the internet address of your home machine. The problem is the ISP changes the number every so often.

If someone is at the remote machine you can have them go to <http://www.showmyip.com> which tells them their current number.

For remote assistance only, this is acceptable since someone needs to be at the computer anyway.

For remote desktop you would need another option.



DNS2Go from Deerfield (www.dns2go.com) offers a free solution (for home users) to this problem.



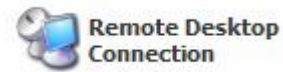
You register a name with them (like "franklin-home") and they give you a small program that runs on your home computer (all the time as a service) and checks your IP number every minute or so. When you want to connect, the IP you type in is franklin-home.dns2go.com.

Using Remote Desktop

Remote Desktop is the easiest to use since it doesn't require any interaction on the

Choose **Start... All programs... Accessories... Communications... Remote Desktop Connection**

Note: You should drag the icon to a more convenient menu!



Type in the **IP Number** or **Computer Name** of the remote computer.

Note: For remote computers behind a firewall, you would need to enter the current public IP Address (see Firewall considerations)



You will be prompted to enter a **username** and **password**.

To save or change this information click on the **options** button.

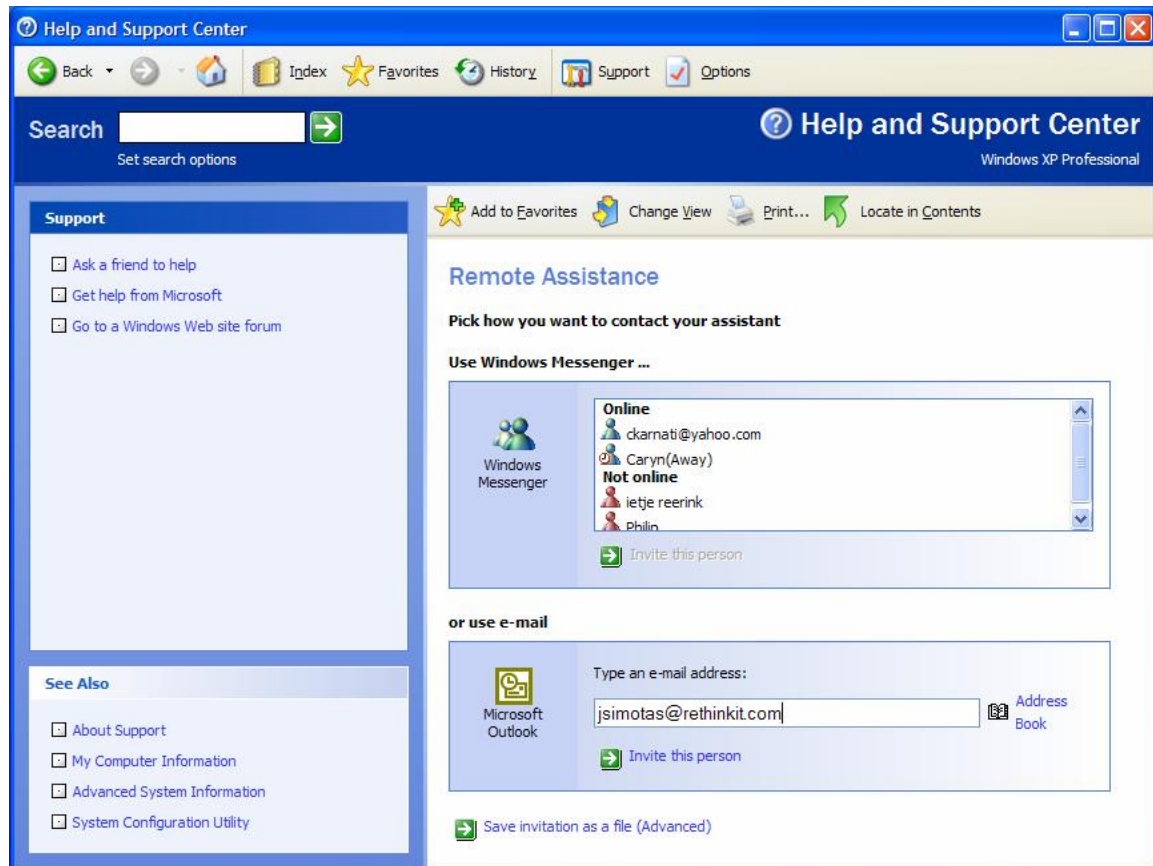


Using Remote Assistance

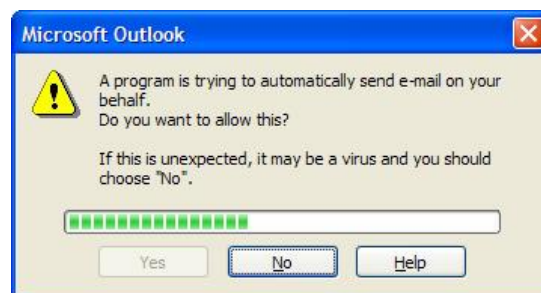
Remote Assistance must be initiated by the machine requiring assistance (the remote machine).

1. Choose Start... All Programs... Remote Assistance
2. Then click "Invite someone to help you"
3. Follow the on-screen directions.

Note: Firewalled computers cannot use the Windows Messenger option

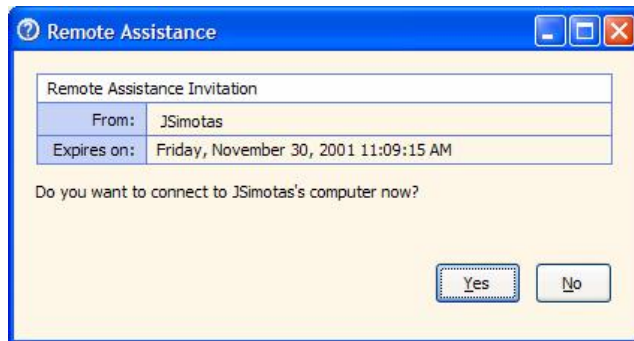


If you are using e-mail, Outlook's virus protection will pop-up and make sure that it's OK for another program to send mail. You must click Yes not once, but twice (the 2nd one has a weird timer thing that doesn't let you click Yes until 2 or 3 seconds after the dialog pops up).

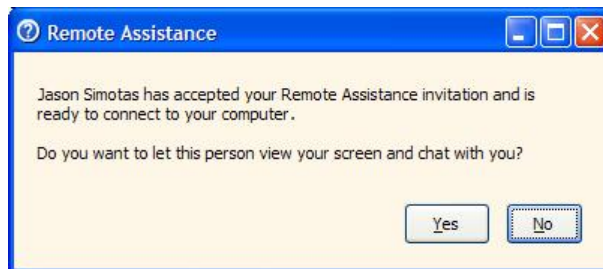


4. The recipient will **receive the invitation**.
 For **non-firewalled** remotes, just open up the invitation.
 For **firewalled** remotes, the IP number contained in the invitation will be incorrect and must be changed:
 - a. **Save** the "rcBuddy.MsRcIncident" attachment to the desktop.
 - b. Right click on the file and choose "**Open with**" and then "**notepad**". Don't check the "Always use this program" option here.
 - c. You will see the IP number in the ticket:
 - d. Replace it with the public IP number (or name) of the computer (see Firewall considerations)
 - e. From... RCTICKET=" 65538,1, **66.108.58.219**:3389;
 - f. To... RCTICKET=" 65538,1, **franklin-home.dns2go**:3389;
 - g. **Double-click** the file

5. You will be asked to connect to the remote machine. If a password is required type it in.



6. Then the remote machine will be asked if it's OK.



7. That's it, you will be seeing the remote machine

8. To get control (mouse and keyboard) of the remote, you must request control.

9. Once again the remote user will be asked if it's OK!

