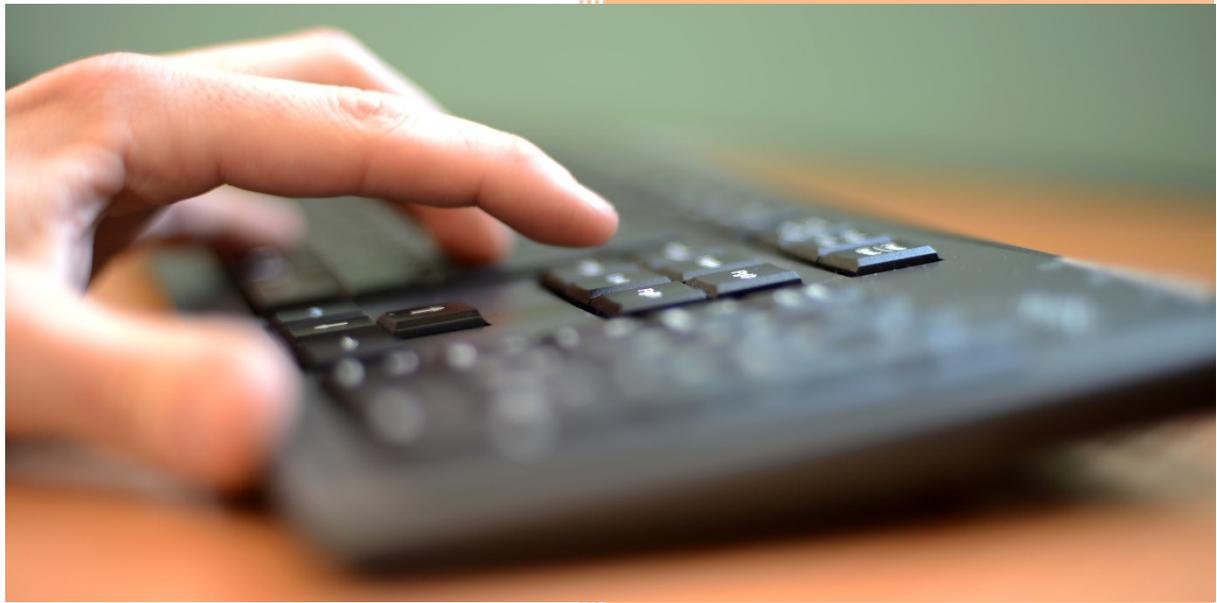


2018

How to request Remote Assistance when having problems with Windows 7



Monument.AL IT

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This topic explains how to request assistance from a third party when experiencing problems while using your Windows 7 operating system.

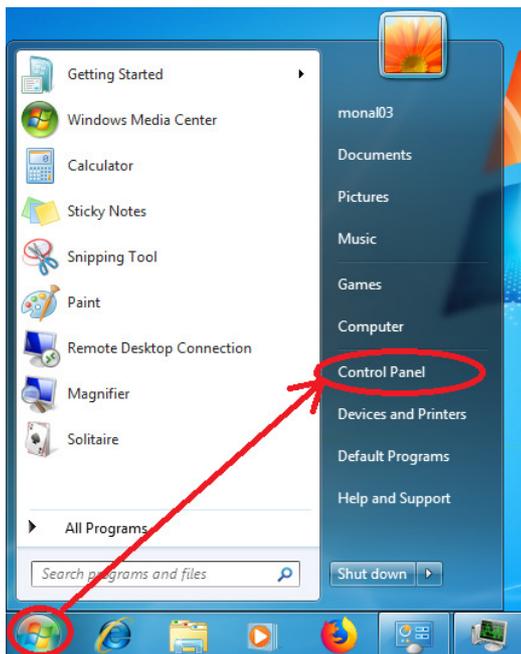
Enabling/Disabling Remote Assistance through the Windows Firewall

Before you can use Windows Remote Assistance it is necessary to open a port in your computer's Windows firewall to allow traffic from your trusted helper's computer to access your computer.

When you open a port on your firewall you allow a particular program that uses that port to send information to or from your computer through the firewall. Allowing a program to communicate through a firewall (sometimes called unblocking) is like punching a hole in the firewall. Each time a port is opened to allow a program to communicate through the firewall, your computer becomes a bit less secure. The more allowed programs or open ports your firewall has, the more opportunities there are for hackers or malicious software to use one of those openings to access your files, perform nefarious actions, or use your computer to spread malicious software to others.

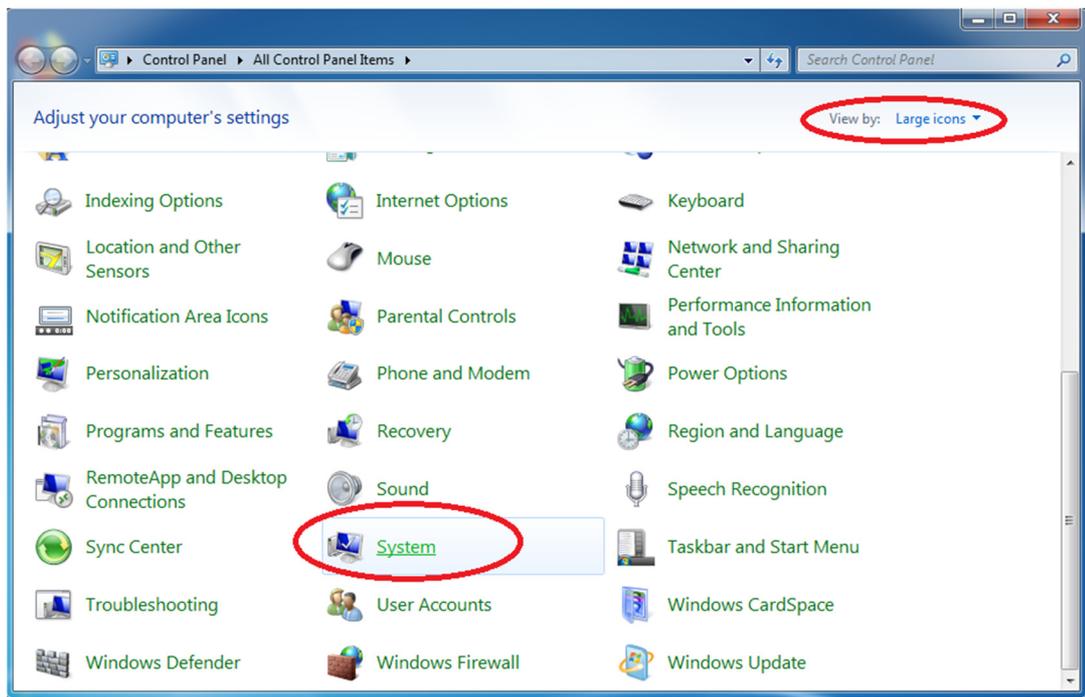
Once you have completed the Remote Assistance session with your trusted helper it is therefore prudent to close that port by reversing the changes you make. Thankfully this is an easy task that involves just ticking or unchecking a box.

1. First you need to access the Windows Control Panel. Click on the Windows start button in the bottom left of the screen and then click on **Control Panel** in the Start Menu ...

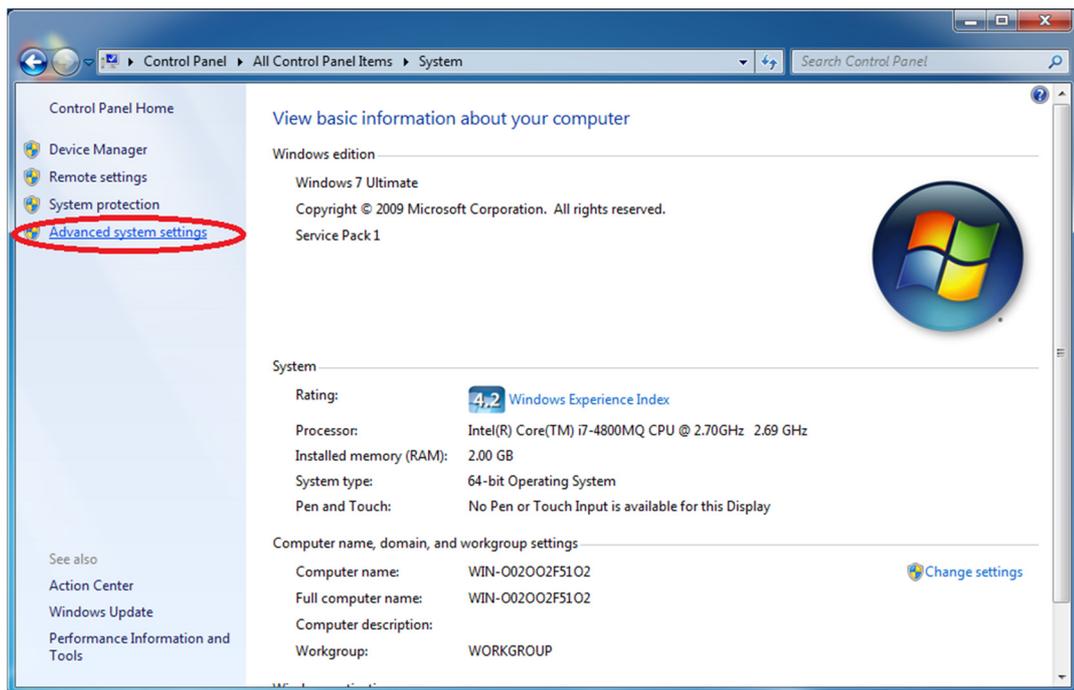


2. In the resultant *All Control Panel Items* window, ensure the **View by** field displays **Small icons** – if it doesn't, click the down arrow and select *Small icons* from the drop down list. The Control Panel items are listed alphabetically. Scroll down and look for the **System** item

and click on it.



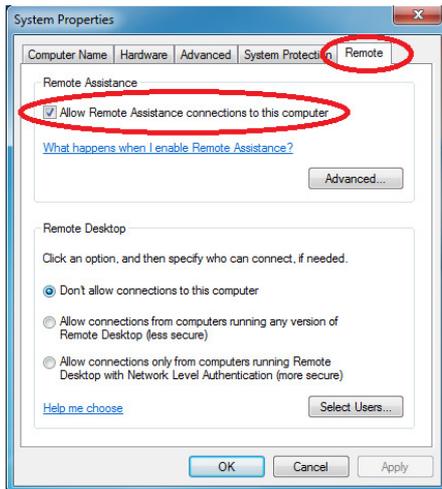
3. On the resultant *System* window, click on **Advanced system settings** from the left of the window...



When the new *System Properties* window appears, you might want to close this *System* window to reduce the *clutter* build up on your desktop.

4. On the resultant *System Properties* window, click on the **Remote tab**. Then on the **Allow Remote Assistance connections to this computer** entry, click on the check box to either tick

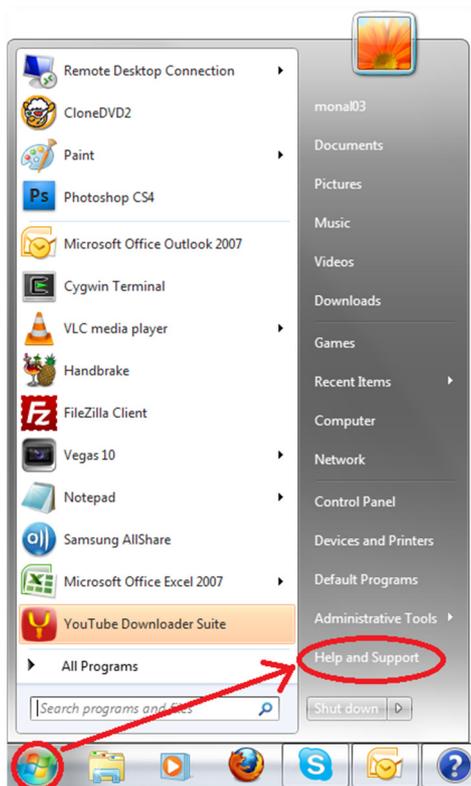
it to enable (open port) or untick to disable (close port) the Remote Assistance traffic. When ticked (or unticked), click on the **Apply** button to effect the Firewall port changes.



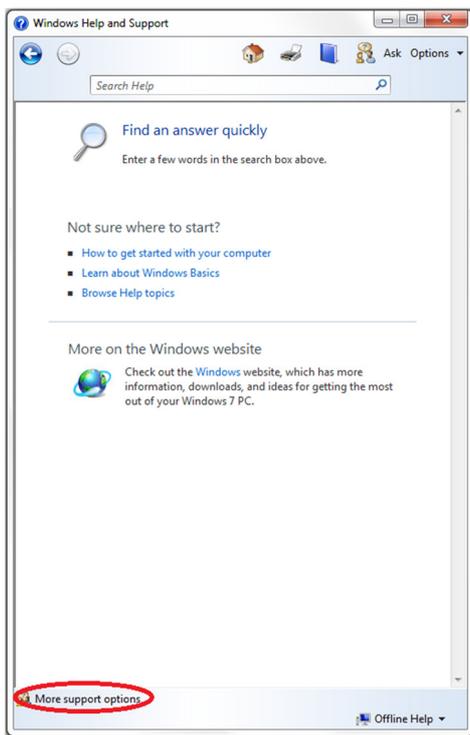
Note: The *Remote Assistance connections to this computer* entry will need to be ticked to enable the following Remote Assistance session to run. You might want to leave this *System Properties* window open on the desktop so that you can come back and untick the *Remote Assistance connections to this computer* entry once your remote session has concluded. Unticking will close off the firewall port and make your computer more secure from outside attacks. Don't forget to click the **Apply** button to effect any changes.

Starting a Remote Assistance session

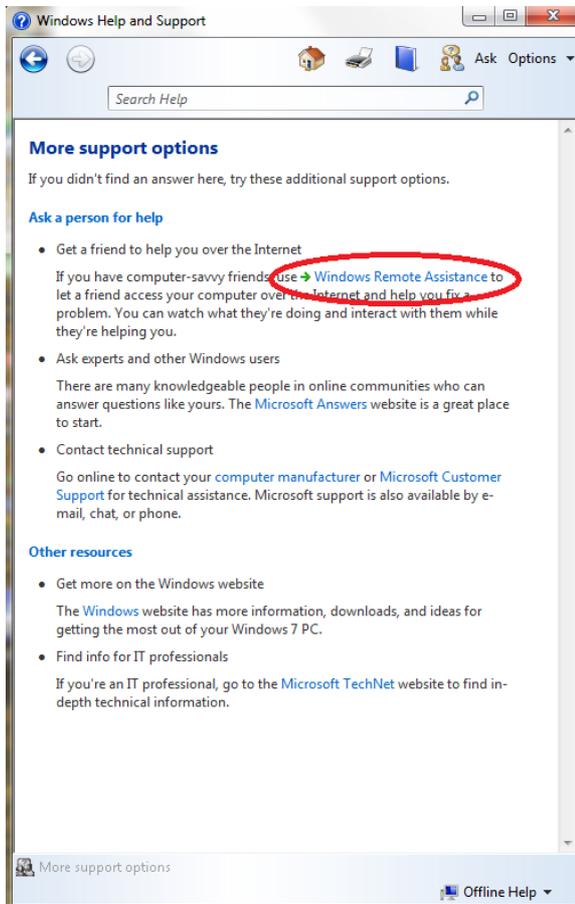
1. Click on the **Start** button and then click on **Help and Support**...



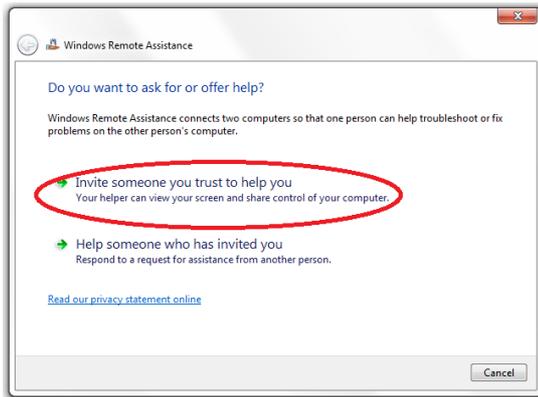
2. Click on **More support options** at the bottom of the resultant window...



3. In the Windows Help and Support window, click on the **Windows Remote Assistance** option...

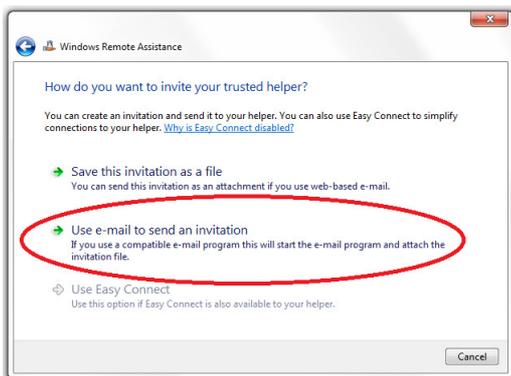


4. In the next window, click on **Invite somebody you trust to help you...**

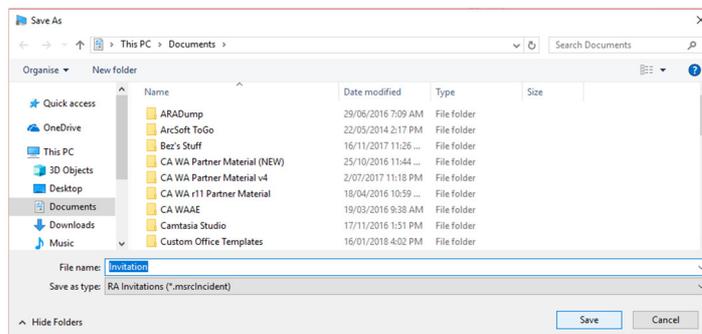


If you get a message stating that your computer is not able to send invitations at this time; this will usually be because the *Remote Assistance connections to this computer* entry is incorrectly set for running Remote Assistance and you will need to follow the instructions in the *Enabling/Disabling Remote Assistance through the Windows Firewall* section above.

5. In the next window you can click on either the **Send this invitation as a file** or the **Use e-mail to send an invitation** option depending on whether you usually use a web-based email or you have a mail client installed on your computer...



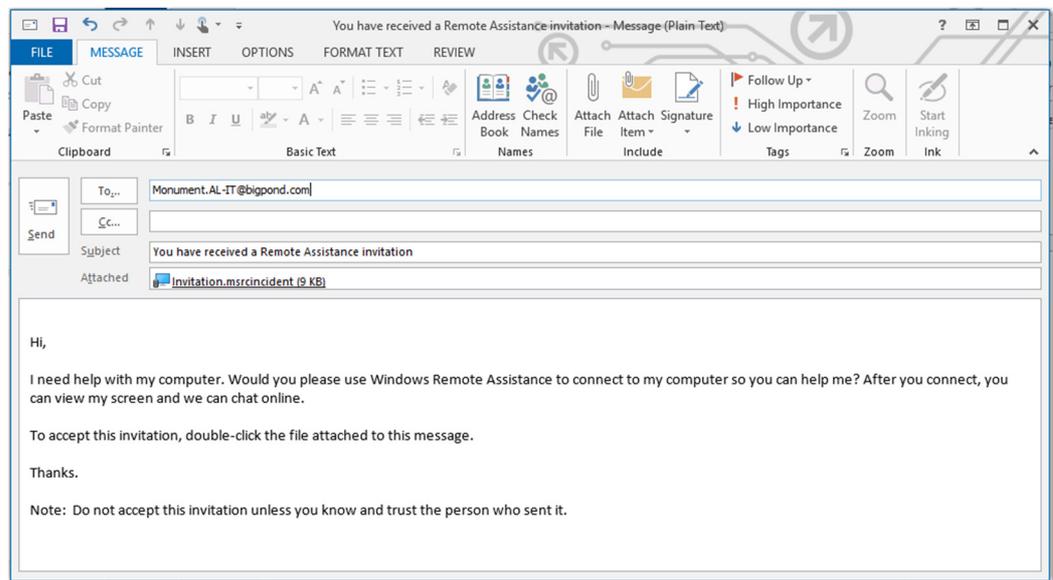
- If you don't have an email client installed on your computer select the **Save this invitation as a file** option and you will be presented with a *Save As* dialog window where you can choose a file name and location for the invitation file that will be created by the program...



When done click on the **Save** button and send the generated *remote assistance*

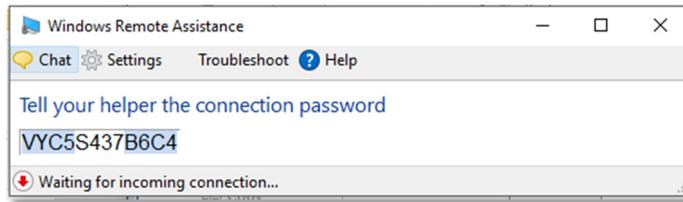
invitation file to your trusted helper using your preferred medium (e.g.: web email, LAN transfer, memory stick, etc.) and request that they open the Command Prompt window on their PC, run the MSRA command and use the invitation file you just sent them.

- If you have an email client then selecting the **Use email to send an invitation** option is much simpler. You will see a window with a message saying *Starting your email* (don't do anything with that window at the moment) plus your email client will pop up a pre-loaded email window. In the resultant email window, enter an email address such as **Monument.AL-IT@bigpond.com** or the address of a trusted person you want to get help from. Note that the Remote Assistance application has already attached the *remote assistance invitation* file to this email. Add any other additional information to the body of the message that you think your trusted advisor may need and then click the **Send** button to send them the email.

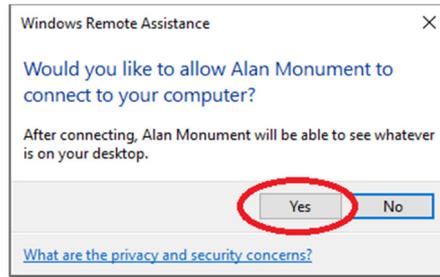


Now if for any reason the above window gets replaced with a dialog window stating that *Your email was not sent*, click the **Next** button and you will be asked again how you want to send the invitation; this time select **Send this invitation as a file**. Once the file has been saved you will then need to find a way of getting that file to your trusted helper; perhaps by transferring it via a USB drive to another computer where you can email the file from there, or by web mail, etc.

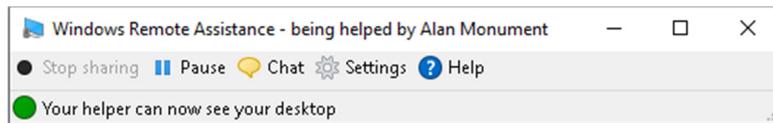
6. Another dialog window will replace the previous *Remote Assistance* dialog, displaying a *connection password* that you will need to communicate (preferably via telephone or another email) to your trusted advisor once they have received your invitation (which could take a little time). **DO NOT** close this password notification window as it will terminate the Remote Assistance session before the other user has successfully connected to your computer, and you will need to repeat the above to start the invitation process again.



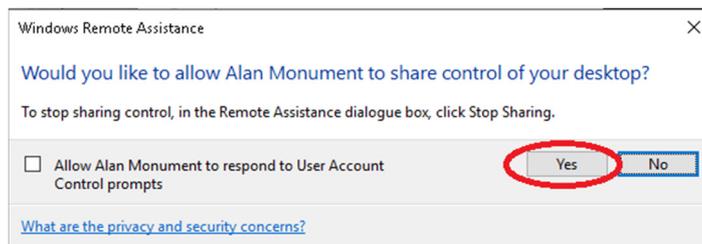
7. Once your trusted advisor has established a session via your invitation and by them entering the above connection password at their end, the following dialog window will be displayed on your computer. Click the **Yes** button to authorise them to connect to your computer.



The Remote Assistance dialog window will then be replaced with the following window advising you that the remote location can now see your entire computer's Windows desktop. At this point you will be able to show your remote helper what you are doing – i.e. they can *watch* what you are doing and provide you with feedback and advice.



If the remote trusted advisor needs to take control of your mouse and keyboard to show you something or drive your computer you will be alerted by the following dialog window...

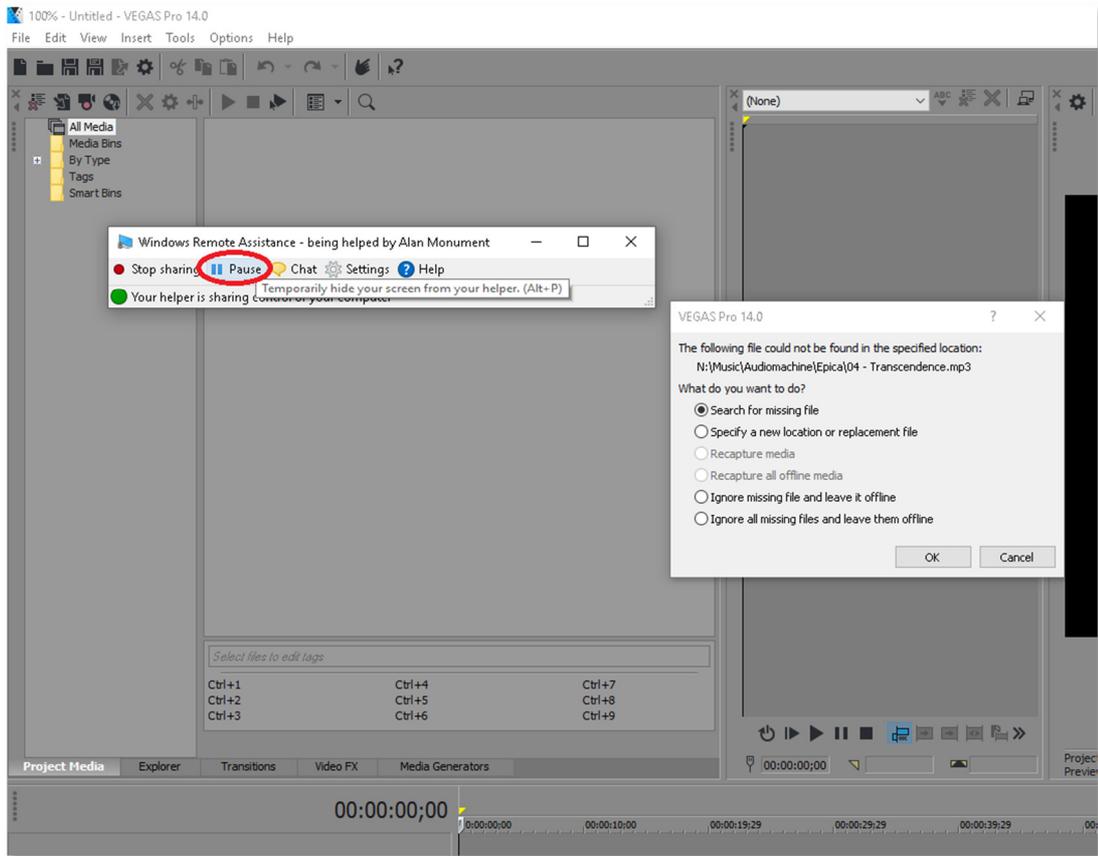


If you are comfortable with this you can click the **Yes** button to share control with your trusted advisor. A message in the status bar of the Remote Assistance dialog will then indicate that *Your helper is sharing control of your computer.*

You can click on the **Stop Sharing** button at any time to return your trusted advisor to *watching* only mode.

Clicking on the **Pause** button will temporarily hide your screen from the remote user if you

need to do something and you don't want them to see what you are doing. Unpausing restores the screen sharing.



If the remote user terminates the session from their end, the Remote Assistance application will alert you by updating the status field to show the session has ended.



Important note: Take care not to accidentally close this *Windows Remote Assistance* window as that will terminate the remote session, and you will need to re-invite your trusted advisor should you need to re-establish the session.

- At the end of the session don't forget to revisit and follow the instructions in the *Enabling/Disabling Remote Assistance through the Windows Firewall* section above to disable the Remote Assistance to ensure your computer remains secure.

Cover photo: [MoD/MOD](#)