Remote Access

Introduction:
Windows XP, 2003, and 2000 Server support remote access and control. This is achieved by running client software on your computer and connecting to the host.

Windows XP uses Remote Desktop and Remote Assistance to host client control.

Windows 2000 and 2003 use Terminal Services. By default Terminal services comes with a 2 user license. If you want to have more than 2 concurrent TS connections you will need to buy more licenses from Microsoft.

Windows XP - Remote Desktop

To configure remote desktop, open the system properties by right clicking on My Computer, and clicking on the Remote tab.

Ensure that the Allow users to connect remotely to this computer check box is ticked.

Click on the Select Remote Users... button. If you have not created any users, you may need to go back and create one to use for this part of the lab.

Enable the user by adding the user to the Remote Desktop Users group.

Make sure that you have logged out before you proceed to the next step.

Connecting the client to the remote desktop:

On the remote computer click Start - Programs - Accessories - Communications - Remote Desktop Connection

![Remote Desktop Connection](image)

Type in the IP address of the computer you want to connect to and then click Connect. You will be prompted to log on to windows. Type in the username and password of the user created earlier.

You should now have control of the computer remotely.

Even though remote desktop is a part of XP you can download the client from http://www.microsoft.com/windowsxp/downloads/tools/rdclientdl.mspx

You can also connect to a remote desktop using a browser. The host computer needs to have IIS installed with the Remote Desktop Web Connection option selected.

The client then only needs IE 4.0 or above to connect to http://<ip address/hostname>/tsweb.

Remote Assistance
Remote assistance is also a part of XP and allows a user to authorise a technician to take control of their PC. An authorisation needs to be sent to them through MSN, e-mail or a file.

One big difference with Remote Desktop is that Remote Desktop disables the local desktop while someone is accessing it remotely. Remote assistance will enable the PC to be controlled both locally and remotely. This means that a technician can observe the user while they bring up the error. Similarly the local user can watch how the remote technician undertakes the task correctly.

The remote assistance session must begin with an invitation being created by the host computer. This invitation is sent to the client via MSN chat, e-mail, or a file.

When creating the invitation you specify the name, duration or lifetime of the invitation and a password. The password is not included with the invitation and must be separately communicated to the client user before the client connects.

The client only needs to double click on the invitation an it will intitiate a connection with the host.

Terminal Services
Terminal Services is generally used to extend the useful life of old PC's. It does this by using the server's CPU and RAM to run the application for the TS client. The CPU and RAM of the client is used to run the TS client software, which basically communicates the screen information with the mouse clicks and keystrokes entered on the client. This means that if you have an old 486 with 32 MB RAM you can run Windows XP, even though it does not have the required hardware. So long as it can run the TS Client software and the server has the appropriate CPU and RAM requirements. Terminal Services is based on Citrix's Metaframe.

Terminal Services comes with all Win2000 and 2003 servers. It is installed by default in 2003 servers. However it only comes with two client licenses. If you wish to have more than two concurrent connections you will need to purchase more TS client licenses.

As administrators two connections is plenty, for we can use the a TS connection to remotely administer a server in a similar way as we can in XP using remote desktop.

To install Terminal services we need to go to Add/Remove programs and select it in the Windows components section.

Assessment
You need to demonstrate to your assessor that you have successfully:

- Connected to a remote desktop using remote client
- Connected to a remote desktop using IIS and a browser.
- Initiated a remote assistance invitation and successfully connected.
- Connected to a terminal services server using mstsc.

Resources

Remote Desktop Resources -
http://www.microsoft.com/windowsxp/using/mobility/default.mspx

Remote Assistance Resources -

Terminal Services Installation Resources -
http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/1146351c-60a7-4016-82e5-8aa0c79bc51d.mspx

Terminal Services Remote Desktop Resources -
http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/1146351c-60a7-4016-82e5-8aa0c79bc51d.mspx