

*Knowledge Base***How to configure a computer to receive Remote Assistance offers in Windows XP and Windows 2003**

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The information in this article applies to:

- Microsoft Windows Server 2003, Standard Edition
 - Microsoft Windows Server 2003, Datacenter Edition
 - Microsoft Windows Server 2003, Enterprise Edition
 - Microsoft Windows Server 2003, Web Edition
 - Microsoft Windows XP Professional
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IN THIS TASK

- [INTRODUCTION](#)
 - [Requirements](#)
 - [Configure Offer Remote Assistance policy setting](#)
 - [Configure Windows Firewall for offer-based Remote Assistance](#)

INTRODUCTION

This article describes the steps to use to configure your Microsoft Windows XP or Microsoft Windows Server 2003-based computer to receive Remote Assistance offers.

The Remote Assistance tool can be configured to enable an expert user to initiate a Remote Assistance session by using the Offer Remote Assistance feature. The Remote Assistance session lets the expert user help a novice user. This feature requires the computer of the expert user and the computer of the novice to be members of the same domain or members of trusted domains. Domains are used in corporate networks for security purposes. Domains are typically managed by network administrator. The Offer Remote Assistance feature is not a practical option for most home-based networks.

For additional information about Remote Assistance, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[300546](#) Overview of Remote Assistance in Windows XP

[308013](#) How to Use Offer Remote Assistance

[Back to the top](#)

Requirements

To configure the computer of the novice user to accept Remote Assistance offers, you must make sure that the following requirements are met:

- The Group Policy on the computer of the novice user must be configured to enable Remote Assistance offers.
- The computers of the novice and expert users must be members of the same domain or members of trusted domains.
- Both computers must have Windows XP or Windows 2003 installed.
- The expert user must be a member of the Local Administrators group on the computer of the novice.

To configure the Group Policies for the Remote Assistance tool, you need a list of expert users from which the computers of the novice users can accept Remote Assistance offers. This list must contain Domain User groups and Domain User accounts.

Note Experts using Offer Remote Assistance will not be able to connect to a novice computer when Solicited Remote Assistance is disabled on the novice computer. (This problem does not occur on computers that are

running Microsoft Windows XP with Service Pack 2.)

[Back to the top](#)

Configure Offer Remote Assistance policy setting

1. Start the Microsoft Management Console (MMC) Group Policy snap-in. To do this, click **Start**, and then click **Run**. In the **Open** box, type: `gpedit.msc`. Then, click **OK**.
2. In the Local Computer Policy\Computer Configuration\Administrative Templates\System\Remote Assistance folder, locate and double-click **Offer Remote Assistance**.
3. On the **Offer Remote Assistance Properties** dialog box, click **Enable**.
4. Select an option from the list to determine which of the following actions the expert users can take.
 - o View the computer of the novice user
 - o View and control the computer of the novice user

Note This setting is for the entire group that is listed. The Offer Remote Assistance policy setting does not provide a mechanism that lets one group of users view the computer of the novice user, and also lets a second group of users view and control the computer of the novice user. There can be only one expert group.

5. Click **Show**. The **Show Contents** dialog box opens.
6. Click **Add** to add the Domain Users and Domain User Groups.
7. Click **OK** to close the **Show Contents** dialog box, and then click **OK** to close the **Offer Remote Assistance Properties** dialog box.
8. Quit the MMC Group Policy snap-in.

These policies are effective immediately. You do not have to restart the computer.

Important Use caution when you populate the properties of the Offer Remote Assistance Group Policy because you cannot verify the domain accounts that you enter. We recommend that you extensively test this policy setting before you perform a large policy roll out.

Note The Offer Remote Assistance policy is not available in Microsoft Windows XP Home Edition.

Note Remote Assistance uses DCOM. In Windows XP and Windows 2003, the DCOM entry is located in the following registry subkey:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Ole

The String value of the DCOM entry is EnableDCOM = Y. If this value is set to 'N' or if this value is missing, Remote Assistance will not work.

[Back to the top](#)

Configure Windows Firewall for offer-based Remote Assistance

To update your Group Policy objects with the new Windows Firewall settings, follow these steps:

1. Log on to your Windows XP SP2-based computer as a member of the Domain Administrators security group, of the Enterprise Administrators security group, or of the Group Policy Creator Owners security group.
2. Click **Start**, click **Run**, type `mmc`, and then click **OK**.
3. On the **File** menu, click **Add/Remove Snap-in**, click the **Standalone** tab, and then click **Add**.
4. In the **Available Standalone Snap-ins** list, click **Group Policy Object Editor**, and then click **Add**.
5. In the **Select Group Policy Object** dialog box, click **Browse**.
6. In **Browse for a Group Policy Object**, click the Group Policy object that you want to update with the new Windows Firewall settings, and then click **OK**.
7. Click **Finish** to complete the Group Policy Wizard.
8. In the **Add Standalone Snap-in** dialog box, click **Close**.
9. In the **Add/Remove Snap-in** dialog box, click **OK**.
10. In the console tree, expand **Computer Configuration**, expand **Administrative Templates**, expand **Network**, expand **Network Connections**, and then click **Windows Firewall**.
11. Use the Group Policy Object Editor snap-in to locate Windows Firewall Group Policy settings. To do this,

click **Start**, click **Run**, type `gpedit.msc` in the **Open** box, and then click **OK**.

Note The Group Policy settings are located in the following Group Policy Object Editor folders:

- Computer Configuration/Administrative Templates/Network/Network Connections/Windows Firewall
 - Computer Configuration/Administrative Templates/Network/Network Connections/Windows Firewall/Domain Profile
 - Computer Configuration/Administrative Templates/Network/Network Connections/Windows Firewall/Standard Profile
12. For each snap-in path that you located in step 11, add the following entry to the **Windows Firewall: Define port exceptions** setting:
- 135:TCP:*:Enabled:Offer Remote Assistance
13. For each snap-in path, add the following entries to the **Windows Firewall: Define program exceptions** setting:
- %WINDIR%\SYSTEM32\Sessmgr.exe:*:Enabled:Remote Assistance
 - %WINDIR%\PCHealth\HelpCtr\Binaries\Helpsvc.exe:*:Enabled:Offer Remote Assistance
 - %WINDIR%\PCHealth\HelpCtr\Binaries\Helpctr.exe:*:Enabled:Remote Assistance – Windows Messenger and Voice

[Back to the top](#)

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