

Re: configure machines to allow "offer remote assistance" xp home

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-06/msg01304.html>

- *From:* "Shenan Stanley" <newshelper@xxxxxxxxx>
 - *Date:* Sun, 4 Jun 2006 00:31:47 -0500
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6e wrote:

I have 2 computers on the same network both with windows xp home installed. What I am trying to do is use the "offer remote assistance" feature to offer remote assistance from one computer to the other. However, when I do this, I get a message stating "permission denied".

I read that on xp professional edition, you could get around this by setting group permissions on the computer that needed help, however the gpedit.msc does not exist in windows home edition...

Is there some registry key or something that I can edit in order to make the other computer be able to accept the remote assistance offer????

Shenan Stanley wrote:

As far as I know – only computers in a domain can use this feature – and being that you have Windows XP Home Edition – that isn't happening. =(

You can try this setting:

1. Start the Microsoft Management Console (MMC) (Start, Run, MMC).
2. From the File menu, select Add/Remove Snap-in.
3. On the Standalone tab, click Add.
4. Select Group Policy, and click Add.
5. Accept the default of Local Computer, and click Finish.
6. Click Close, then click OK.
7. Expand Local Computer Policy, Computer Configuration, Administrative Templates, System, Remote Assistance.
8. Set the policy to Enabled and click Apply.
9. Close the MMC.

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Come back – let me know if that helped! (Make sure your firewall settings allow remote assistance!)
I'd be curious to know...

6e wrote:

I got stuck on step 4

1. Start the Microsoft Management Console (MMC) (Start, Run, MMC).
2. From the File menu, select Add/Remove Snap-in.
3. On the Standalone tab, click Add.
4. Select Group Policy, and click Add.

there was no "group policy", so I tried to edit local users and groups – but it said it was unavailable for this computer because it is not windows professional...

good idea though, any other possibilities?

Shenan Stanley wrote:

My apologies. Little bit of a brain hiccup.

I even pointed out you had Home Edition.. And then proceeded to tell you that you should try to use GPEDIT.MSC!

Below is the contents of a *.reg file that will make the registry entries that should be added by the step 4–8 stuff...

---- copy below here ----

Windows Registry Editor Version 5.00

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Terminal Services]
```

```
"fAllowUnsolicited"=dword:00000001
```

```
"fAllowUnsolicitedFullControl"=dword:00000001
```

---- copy above here ----

Either copy/paste/save a file with the .reg extension and run it to merge into the registry or edit/add those two DWORD entries yourself and set them to decimal value "1".

6e wrote:

ok, quick question.

should the registry be edited on the host computer, or the computer that will be doing the remote access?

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Thanks, you've been very helpful so far!

The one you will be trying to offer the assistance TO..

Not necessary on the one you will be offering the assistance FROM.

(But not horrible if you do both. heh)

I'm just shooting in the dark here too!

Watch the word-wrapping on the given text.. Looking at where I think it might have wrapped..

Everything in brackets:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Terminal Services]
```

Is one line in the file.

"\Terminal Services]" is the end of the line.

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Shenan Stanley

MS-MVP

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<http://www.catb.org/~esr/faqs/smart-questions.html>

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