

# Re: Remote Assistance User Acceptance exclusion

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg04518.html>

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- *From:* "Steve Laws" <[SteveLaws@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:SteveLaws@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 29 Nov 2005 15:22:03 -0800
- 

Sorry for not being more specific as I had 3 things on the go at the time of writing the last reply.

Is there a way to use RDP to access a client interactively? ie. In a similar way to Remote assistance.

Regards  
Steve

"Les Connor [SBS Community Member – SBS M]" wrote:

- > Well, that doesn't really answer the question in a network infrastructure
- > type of way ;-).
- >
- > But, presuming they're part of your lan and are WS2k/3k or XP Pro, you
- > should be able to use RDP. (remote desktop)
- >
- > I'm not sure if srwany works on XP (but I think it does); if it does then
- > you may be able to run this app as a service.
- >
- > --
- > Les Connor [SBS Community Member – SBS MVP]
- > -----
- > SBS Rocks !
- > -----
- > "Tell me and I'll forget. Show me and I'll remember. Involve me and I'll
- > understand." – Confucius
- >
- >
- > "Steve Laws" <[SteveLaws@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:SteveLaws@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message
- > [news:8B5B1FA6-E2BD-4E79-9724-532955B87586@xxxxxxxxxxxxxxxxxxxxx](mailto:news:8B5B1FA6-E2BD-4E79-9724-532955B87586@xxxxxxxxxxxxxxxxxxxxx)
- >> Hi Les,
- >>

Re: Remote Assistance User Acceptance exclusion

>>  
>> There are 2 machines which I need to access on the LAN (SBS2003 Network).  
>> Our office layout is a bit strange in that it is split into two areas. It  
>> is  
>> more practical for me to manage these machines remotely then to have to go  
>> and access them physically.  
>>  
>> These machines run disbursement management Apps which shut down if the  
>> machine is logged off (can not run as a service as startup) so RDP is not  
>> really a solution for us.  
>> Hence VNC. I really like the way that Remote assistance works and feels as  
>> well as the point that it is a native product to MS.  
>>  
>> Any thoughts?  
>>  
>> Regards  
>> Steve  
>>  
>> Les Connor [SBS Community Member – SBS M" wrote:  
>>  
>>> Steve,  
>>>  
>>> What OS are the machines, and where are they located in relation to the  
>>> network they are on, and in relation to where you want to manage them  
>>> from.  
>>>  
>>> i.e. (possible answer) – the machines are windows xp pro, are  
>>> workstations  
>>> attached to an SBS network. I want to manage them from a remote location  
>>> over the internet.  
>>>  
>>> --  
>>> Les Connor [SBS Community Member – SBS MVP]  
>>> -----  
>>> SBS Rocks !  
>>> -----  
>>> "Tell me and I'll forget. Show me and I'll remember. Involve me and I'll  
>>> understand." – Confucius  
>>>  
>>>  
>>> "Steve Laws" <SteveLaws@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>> [news:BDFC21D4-7A83-4DE6-9B69-4F0CD43FFF88@xxxxxxxxxxxxxxxxxxxx](mailto:news:BDFC21D4-7A83-4DE6-9B69-4F0CD43FFF88@xxxxxxxxxxxxxxxxxxxx)  
>>> > Hello,  
>>> >  
>>> > We use Remote assistance for most of our support tasks and have a  
>>> > couple  
>>> > of  
>>> > machines that are not manned by a human being.  
>>> >  
>>> > At the moment we are having to use VNC to provide support on these  
>>> > machines

## Re: Remote Assistance User Acceptance exclusion

> > > as I haven't been able to find a way to make remote assistance work  
> > > without  
> > > someone physically accting the remote assistance invite.  
> > >  
> > > Does anyone know how to access a machine using remote assistance but  
> > > with  
> > > any end user interaction?  
> > >  
> > > Thanks  
> > > Steve  
> > >  
> > >  
> > >  
>  
>  
>  
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- ***Follow-Ups:***

- ◆ ***Re: Remote Assistance User Acceptance exclusion***

- ◇ *From:* Les Connor [SBS Community Member – SBS MVP]

- ***References:***

- ◆ ***Re: Remote Assistance User Acceptance exclusion***

- ◇ *From:* Les Connor [SBS Community Member – SBS MVP]

- ◆ ***Re: Remote Assistance User Acceptance exclusion***

- ◇ *From:* Les Connor [SBS Community Member – SBS MVP]

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