

## **Which connection method should I use in Windows Remote Assistance?**

You can connect to the other person's computer by:

- Opening an invitation file that the other person gives you
- Typing the computer name or IP address of the other computer

An invitation file is usually the best method, especially if you are connecting via the Internet. If both computers are on a domain or a private network, you can use the computer name or IP address option, but it requires some additional computer configuration.

### **Using an invitation file**

With this option, the person you want to help provides you with an invitation file. An invitation file is a special type of Remote Assistance file that you can use to connect to another person's computer. The other person must create the invitation file on his or her computer by opening Remote Assistance and selecting Invite someone you trust to help you. Then that person must give you the invitation file and tell you the password associated with it.

Someone can give you an invitation file by:

- Sending it to you in an e-mail message
- Saving the file to a disk, a memory device such as a USB flash drive, or a network location that you can access

You can enter the path and file name of the invitation file in the Enter an invitation file location box, or double-click the invitation file to begin the connection process.

### **Using a computer name or IP address**

This option is used mainly by technical support centers to provide computer help to people in an organization. Your computer must be on the same domain or network as the other person's computer. Before you can connect this way you need to do three things on the other person's computer:

- Add yourself to the Offer Remote Assistance Helpers group. (To learn how to do this, see Add a user account to a group.)
- Create Windows Firewall exceptions for msra.exe and raserver.exe.
- Open the DCOM port 135 (TCP) in Windows Firewall. (To learn how to do this, see Open a port in Windows Firewall.)

On a corporate network, this configuration is usually turned on automatically through Group Policy. After the other computer is configured, you can connect to it by entering the name or address in the Computer name or IP address box.