

*Knowledge Base***How to Use Offer Remote Assistance**

PSS ID Number: 308013

Article Last Modified on 5/10/2004

The information in this article applies to:

- Microsoft Windows XP Professional
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This article was previously published under Q308013

SUMMARY

This article describes how to offer Remote Assistance.

MORE INFORMATION

You can configure Remote Assistance so that administrators, support personnel, or any user, can offer assistance to other users without requiring them to initiate the Remote Assistance session. This capability is called "Unsolicited Remote Assistance," and is designed for use in Enterprise corporations that are using domains. By default, this feature is turned off, and it can only be turned on through the Unattend.txt file, or by using group policies.

Requirements for Using Offer Remote Assistance

- Both the novice and expert computers must be running Windows XP.
- The novice and expert users are members of the same domain, or are members of trusting domains.
- The expert must be a member of the local administrators group on the novice's computer.
- Both the novice and expert computers must be connected to the Internet, or the same LAN or WAN.

For additional information about how to set up a computer so that it can receive Remote Assistance offers, click the following article number to view the article in the Microsoft Knowledge Base:

[301527](#) Configuring a Windows XP computer to receive RA offers

After you set up the novice's computer:

1. On the expert computer, click **Start**, click **Help and Support**, and then click **Use Tools to view your computer information and diagnose problems**.
2. On the **Tools** menu, click **Offer Remote Assistance**.
3. On the Offer Remote Assistance page, type the computer name or the IP address of the computer to which you are trying to offer remote assistance, and then click **Connect**. You will be prompted to choose which user you want to assist from a drop down menu. After you choose the user you want to assist, click **Start Remote Assistance**.
4. When the user to be helped receives the Remote Assistance offer and clicks Yes, the Remote Assistance session starts. If needed, an administrator can then request control of the novice's computer.

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

[306496](#) How to configure or disable solicited Remote Assistance

Note The Offer Remote Assistance feature is not a viable option for most home-based networks, and it is not available on Microsoft Windows XP Home Edition.

Note Remote Assistance uses DCOM. In Windows XP, the DCOM reg path is `HKEY_LOCAL_MACHINE\Software\Microsoft\Ole` with a String value of `EnableDCOM = Y`. If this value is set to 'N' or is missing, remote assistance will not work.

Keywords: kbenv kbhowto kbtshoot KB308013

Technology: kbWinXPPro kbWinXPProSearch kbWinXPSearch

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