



# **BigFix® Remote Desktop for Windows**

**BigFix, Inc.  
Emeryville, CA**

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# Introduction

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Remote desktop technology has been widely available for many years and most organizations use remote desktop tools for many purposes including: managing servers, assisting end-users with helpdesk calls, remotely connecting to workstations from VPN, and so on.

Starting with Windows 2000, Microsoft began including remote desktop capabilities with the operating system. Microsoft's remote desktop capabilities (both Remote Desktop and Remote Assistance) are full featured products that are widely used by many organizations, but often enterprises can't fully utilize these products use because of lack manageability in an enterprise environment.

BigFix Remote Desktop for Windows is designed to make it very simple to allow enterprises to fully utilize built-in Windows components to have enterprise-wide remote desktop that is full-featured and meets the highest security standards.

Using BigFix Remote Desktop for Windows, enterprises can have centralized visibility and control over remote desktop settings, permissions, and have the ability to configure options either enterprise-wide or on a subset of computers in just a few clicks using the BigFix Console.

By combining the remote desktop tools included for free in Windows operating systems and inherent manageability and flexibility of the BigFix Platform, enterprises have a very simple and powerful ability to use remote desktop in their organizations including:

- Remotely manage servers and workstations
- Allow helpdesk operators to connect to users systems and assist them with problems
- Allow users to remotely connect to their workstations to work remotely through VPN

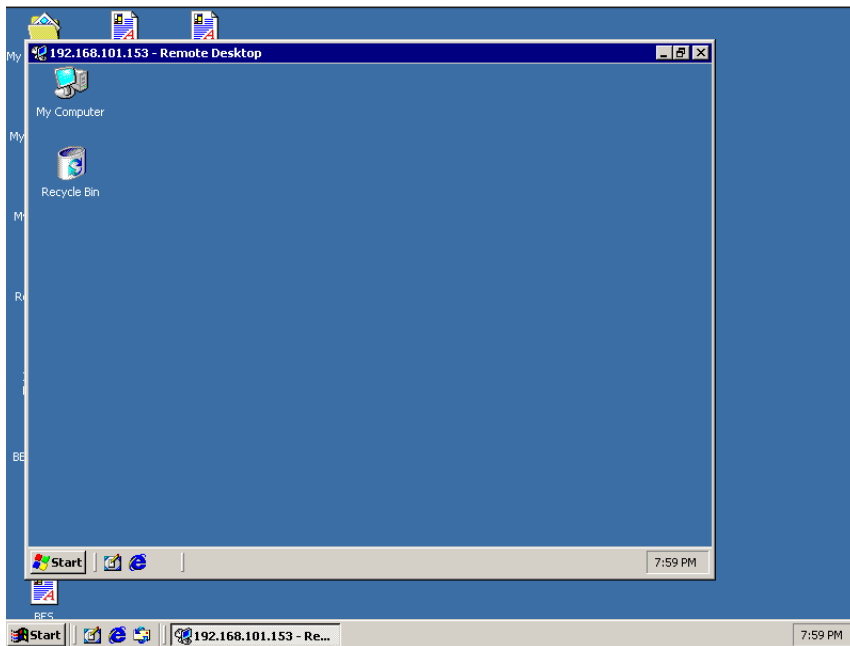
## Microsoft Remote Control Capabilities

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Microsoft has two remote control capabilities that are included with newer versions of Windows

### Remote Desktop

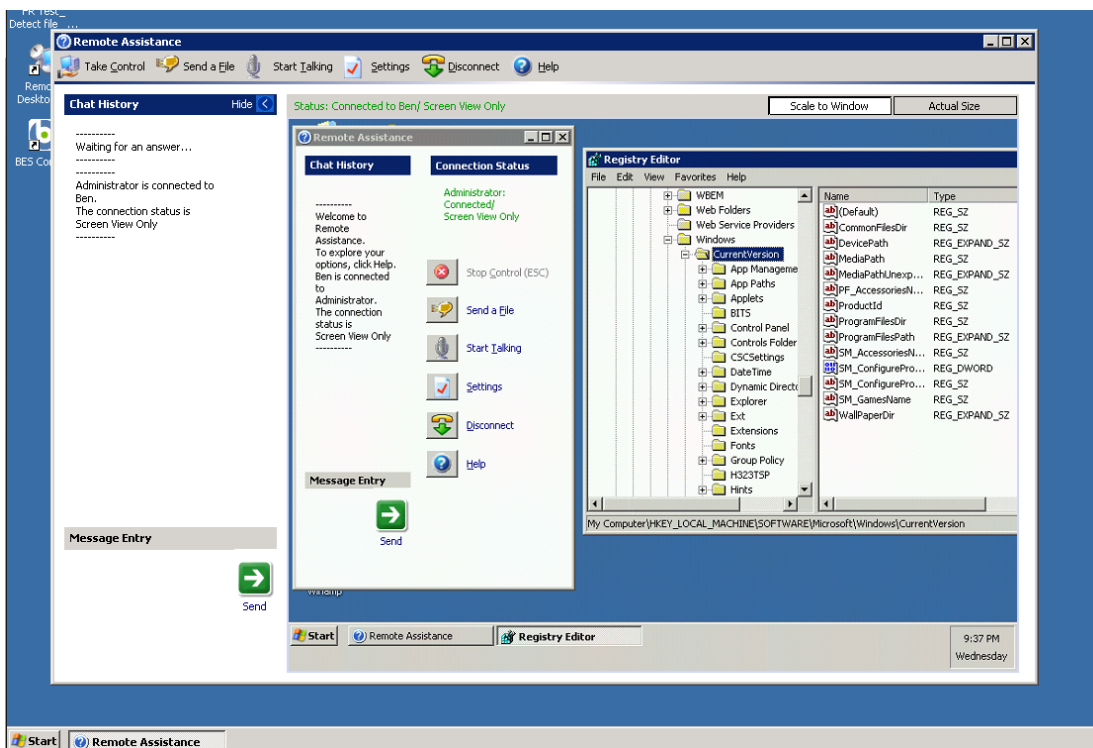
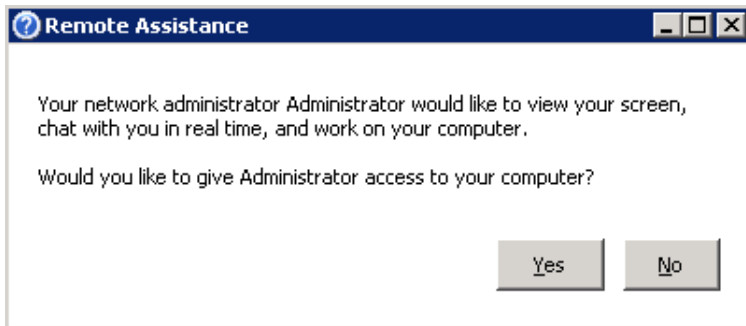
**Microsoft Remote Desktop** is designed to easily log into remote computers as if you were logging on at the computer's console. Remote Desktop is mostly used for remote server management, connecting to workstations remotely, and other tasks that involve having a full interactive session with the system. (<http://www.microsoft.com/windowsxp/using/mobility/rdfaq.mspx>)



### Remote Assistance

Starting with Windows XP, Microsoft included the ability to have a user remotely "share" the view of another computer. As opposed to Remote Desktop, which gives the user full control of the remote computer (as if they were logged into the local computer console), Remote Assistance is designed for both users to share the same view and potentially share control of the computer. Remote Assistance is mostly used for helpdesk type activities where one experienced user is remotely assisting another user. (<http://www.microsoft.com/windowsxp/using/helpandsupport/rafaq-general.mspx>)

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## Quick-Start

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This section will help you get started with BigFix Remote Desktop for Windows.

### Beginning Setup

This procedure assumes that you already have installed BigFix.

1. Obtain a masthead for the BigFix Remote Desktop for Windows Fixlet site.

Email [licensing@bigfix.com](mailto:licensing@bigfix.com) to request the masthead.

2. Add the BigFix Remote Desktop for Windows site:

- a. Double-click on the masthead file.

A dialog box will appear, asking if you want to proceed with adding the site.

- b. Click **Yes**.

- c. Enter your Private Key Password and click **OK**.

At this point, the BigFix Remote Desktop for Windows site will begin the gathering process, in which Fixlets, Tasks, Analyses, etc. are gathered from the central BigFix server.

When the gathering process is complete, the status will change to **Subscribed**.

Refer to the *Console Operators Guide* for more information about mastheads.

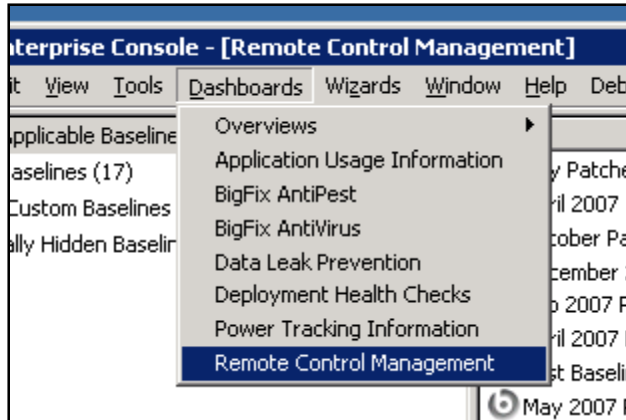
You will see a new BigFix Remote Desktop for Windows entry in the **Dashboards** menu and your Navigation Bar. The site will show as **Subscribed** in the **Manage Sites** dialog.

### Accessing the Remote Control Management Dashboard

BigFix Remote Desktop provides a dashboard view with overview statistics and charts that enable administrators to view and control remote desktop related settings and activities. You can use the Dashboard as a central point to manage tasks such as enabling remote desktop and remote assistance, configure permissions, and more.

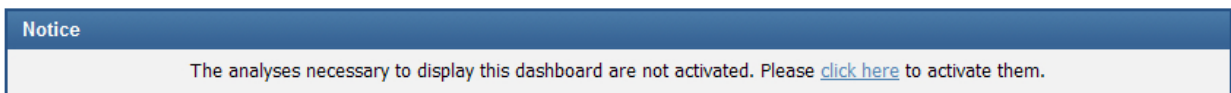
To open the Dashboard, select **Dashboards > Remote Control Management**.





### Launching the Dashboard

The first time you launch the Dashboard, you will be prompted to activate any necessary analyses.

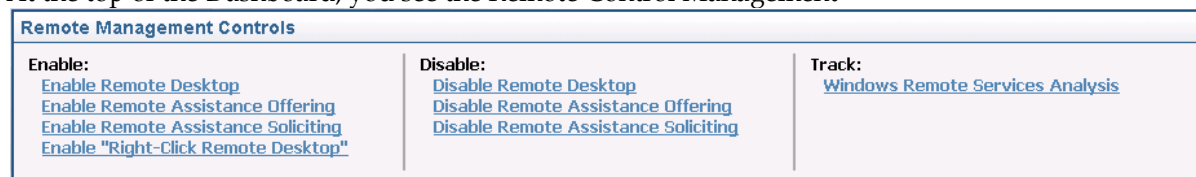


1. Click the **click here** link.
2. Enter your private key password when prompted and click **OK**.

Note that the Dashboard uses Flex technology for graphs and charts and you will need Adobe Flash installed to view all the Dashboard components.

### Understanding the Remote Control Management Controls

At the top of the Dashboard, you see the Remote Control Management



The Remote Management Controls are:

- **Enable:** Use the controls in this section to enable Remote Desktop or Remote Assistance (**Note:** More information about each activity is available in the description of the Fixlet/Task):
  - **Enable Remote Desktop** – Enable Remote Desktop options and services for target computers (works for Windows XP, 2003 Server, Vista). By default, administrators of the computer are the only ones that can log in.
  - **Enable Remote Assistance Offering** – Enable users to offer target computers remote assistance. During the enable step, you will choose which users/groups (usually Active Directory groups) are authorized to offer a computer remote assistance.
  - **Enable Remote Assistance Soliciting** – Enable users to solicit remote assistance to others (not used as commonly as Remote Assistance Offering).

*BigFix Remote Desktop for Windows*

- **Enable “Right-Click Remote Desktop”** – A web page that describes how to incorporate the ability to right-click on a computer in the BES Console and initiate Remote Desktop.
- **Disable:** Use the controls in this section to disable remote desktop and remote assistance abilities.
  - Disable Remote Desktop
  - Disable Remote Assistance Offering
  - Disable Remote Assistance Soliciting
- **Track:** Use the controls in this section to view your existing configurations.
  - **Windows Remote Service Analysis** – Shows the current state of all Remote Desktop and Remote Assistance options on all applicable computers.

# Using BigFix Remote Desktop for Windows

Using the Remote Desktop or Remote Assistance capabilities is a straight-forward process. The first step is to enable the appropriate functionality and then you simply need to connect to the computers with your remote desktop/remote assistance tools built-in to Windows.

## Remote Desktop

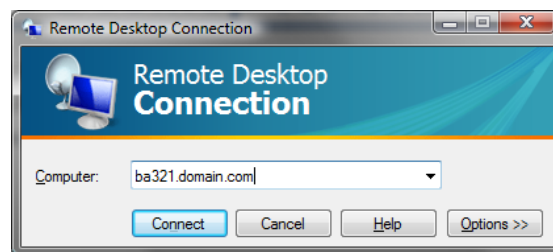
### Enabling Remote Desktop

1. Use the "Enable Remote Desktop" Task (linked from the Remote Control Management Dashboard or by selecting the Task directly from the "Tasks" tab). Target the desired computers as you would with any other BigFix action.
2. You can use the "Microsoft Remote Service Settings" analysis to view current remote desktop settings on your computers.

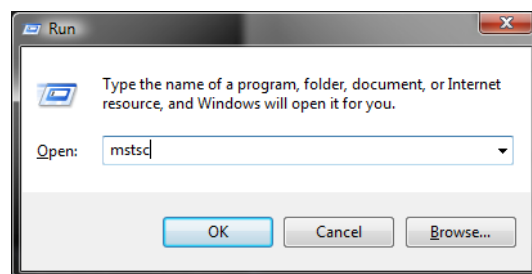
### Using Remote Desktop

1. After Remote Desktop is enabled, you can connect to the computer from any computer with Remote Desktop components
  - a. For Windows XP/2003, the remote desktop client is installed by default at:

**Start > Programs > Accessories > Communications > Remote Desktop Connection**



- b. You can run **mstsc** from the command line to launch the remote desktop client:

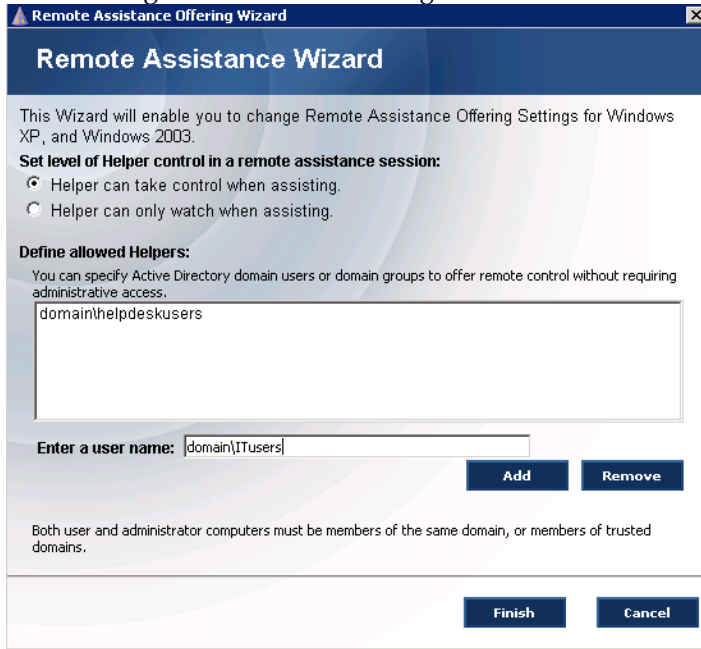


2. (Note that the connection for Remote Desktop and Remote Assistance uses TCP port 3389 and network or personal firewalls can block the remote connection.)
3. More information about connecting with Remote Desktop can be found in multiple places on the Internet including:  
<http://www.microsoft.com/windowsxp/using/mobility/getstarted/remotefirst.msp#EOG>
4. You must have the appropriate Windows credentials (Active Directory or local) to login to the computer (by default administrators can login remotely to computers).

## Remote Assistance Offering

### Enabling Remote Assistance

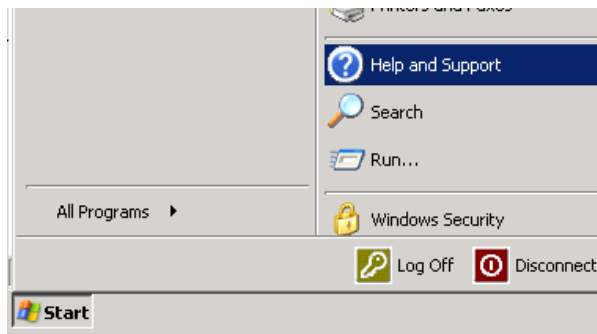
1. Use the “Enable Remote Assistance Offering” Task (linked from the Remote Control Management Dashboard or by selecting the Task directly from the “Tasks” tab).
2. You will be given a Wizard to configure Remote Assistance options:



3. Target the desired computers as you would with any other BigFix action.
4. You can use the “Microsoft Remote Service Settings” analysis to view current remote assistance settings on your computers.

### Using Remote Assistance

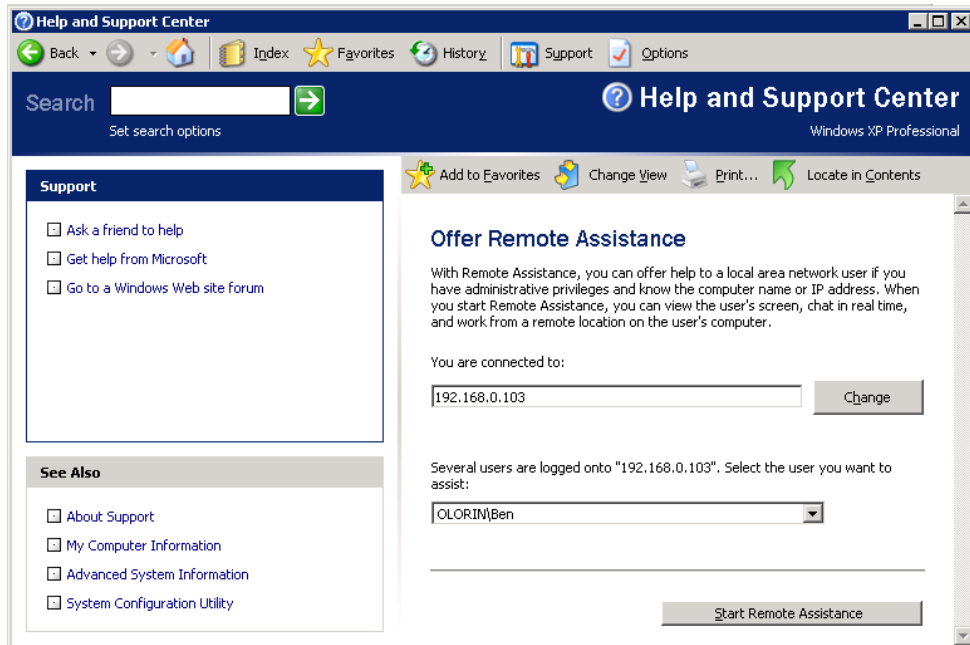
1. After Remote Assistance is enabled, you can connect to the computer from any computer with Remote Assistance components
  - a. For Windows XP/2003, the remote assistance client is installed by default at the “Help and Support”



2. Go to “Tools” and choose “Offer Remote Assistance”. More information about offering remote assistance can be found at:

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<http://support.microsoft.com/default.aspx?scid=kb;en-us;308013&sd=tech>



3. You must have the appropriate Windows credentials (which you picked when you enabled Remote Assistance Offering) to offer remote assistance. (Note that the connection for Remote Desktop and Remote Assistance uses TCP port 3389 and network or personal firewalls can block the remote connection.)
4. The user must be logged in and accept the Remote Assistance invitation. From there you can both view the remote user's desktop, chat, share files, and more.