REMOTE CONTROL

Benefits & Perils

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Why Remote Control

- You have a problem and request help from a friend or support organisation
  - Simple Problems
    - Direct help as to how to use a program
    - Install software
  - Complex problem
    - Needs administrator access
    - Needs reboot
    - Boot into Safe Mode

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Why Remote Control (2)

- You have a desktop computer
  - but want to operate it from a laptop downstairs
- You are away from home
  - But need to read your emails or access your files
- You are working with someone or in a team
  - Collaboration

What are the benefits

- Looking at Remote Assistance
  - You can get an "expert" to help you and see what you are doing
  - They may be able to demonstrate how to do something
  - They may be able to undo mistakes you have made
  - They may be able to install software to assist in the repair

What are the perils?

- You are giving someone access to your computer and you have to trust them
  - They know more than you about computers
    - That is why you asked them to help
    - They can, and often will, need to install software on your computer. Do you understand why they are doing it? They must be willing to explain what they are doing
    - They will usually need administrator access to your computer and this gives them access to ALL of your files
    - They might subsequently be able to access the computer remotely even when you are not there

What options are there?

- Microsoft Remote assistance
  - Secure – needs an invitation to be sent
  - Works over WAN but not very well through NAT
- Microsoft Remote Desktop
  - Used on local network
  - Not available in all versions of Windows i.e. Home
- Remote Access server assisted packages
  - Logmein
  - TeamViewer

TeamViewer

- Free for home use
  - Can work over local network
  - Can work securely over WAN/Internet
    - Traffic is encrypted
  - Works through NAT routers and firewalls
- Uses one time password
  - Can set an alternative fixed password
    - This makes unattended access possible
    - Machine/password pair be stored on TeamViewer server accessed via a common login – this is hashed

TeamViewer (2)

- Can support video channel and audio
  - A bit like Skype
- Can support chat
- Can transfer files between the two computers
- Can reverse direction of control
  - Useful for collaboration
- Can work in Presentation Mode
  - Lots of people viewing same content

TeamViewer (3)

- Can access unattended
  - Requires a password to be set on user's computer. User can change this or remove the facility
  - Can reboot remotely
  - Can reboot into Safe Mode
- Can store computer details/passwords on central server using a TeamViewer account
  - But you don't have to
- Can easily install software or even run as portable

Logmein

- Free for home use

- Central server only
  - You need to have a Logmein account to install software and this must be associated with common account
    - Free version now limited to one account (I have two)
    - This can be a problem it someone needs remote support as a home visit is necessary to install
    - There is a workaround but it is messy

- Free version does not support file transfer

- Chat supported but not video and audio

TeamViewer Installation

- ☐ Same program used for both ends of link
  - ☐ Just use it differently
    - ■ There is a "Quick Support" version which can be installed on remote and then upgraded from remote computer
  - ☐ Home page/Download
    - ■ http://www.teamviewer.com/en/index.aspx
    - ■ http://www.teamviewer.com/en/download/index.aspx
      - ■ **TeamViewer full version**
      - ■ **TeamViewer QuickSupport – runs without installation**
      - ■ **TeamViewer Portable – runs from a USB stick**
    - ■ Versions available (not tested) for MAC, LINUX, iPhone etc