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## **WINDOWS XP REMOTE MANAGEMENT TOOLS**

*Products: Windows XP Professional; Windows 2000 Professional*

### **Overview**

Windows XP Professional offers a number of tools and applications for enhancing remote management and remote administration. Some of these tools are specific to Windows XP, but some are also available on Windows 2000-based systems as well.

### **More Information**

Like Windows 2000 Professional, Windows XP Professional offers a number of ways to enhance the remote management and remote administration of systems running Windows XP. Some of these methods include:

- Windows Messenger application sharing
- Microsoft Management Console (MMC) snap-ins
- Remote Desktop

Some of these features are also available on Windows 2000 (such as the use of MMC snap-ins to manage remote computers) or can be emulated on Windows 2000 (such as the use of Windows Messenger's application sharing functionality, which can be emulated through MSN Messenger or NetMeeting on versions of Windows prior to Windows XP). However, feature such as Remote Desktop are available only with Windows XP Professional.

The following sections describe these three tools in more detail.

### **Windows Messenger**

Windows Messenger offers instant messaging (IM), voice/video conferencing, application sharing, and whiteboarding functionality to Windows XP-based systems. In addition, Windows Messenger can be integrated with Exchange 2000's IM functionality, allowing for organizations to host their own internal IM servers to support Windows Messenger. Through the use of Windows Messenger's application sharing feature, support personnel can watch a user's actions and/or take control of a user's application to assist in troubleshooting.

As shown in Figure 1 on the following page, users can initiate an application sharing session by right-clicking an online contact and selecting "Start Application Sharing."

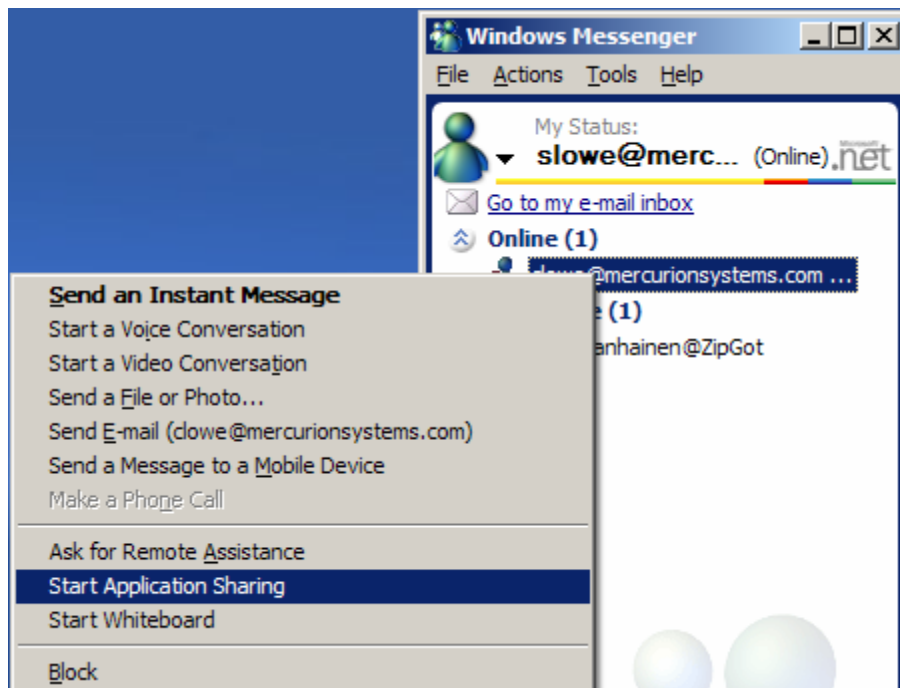


Figure 1. Initiating an Application Sharing session

This will initiate an application sharing session that the other user must accept or decline, as illustrated below in Figure 2.

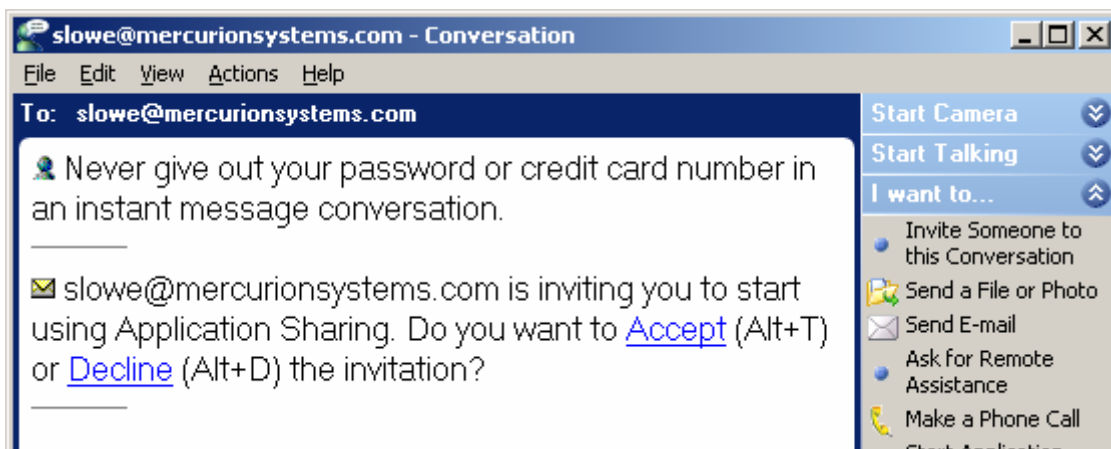


Figure 2. Invitation to start an Application Sharing session

Once the user has accepted the invitation to start application sharing, a new window appears on the desktop that provides access to shared applications and the whiteboard. This window, titled "Sharing Session," is illustrated on the following page in Figure 3.

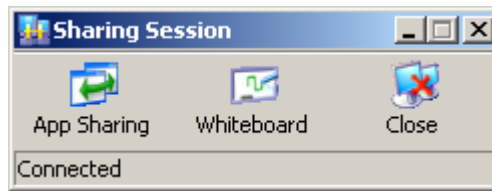


Figure 3. Session Sharing window

Clicking “Close” in this window will end the application sharing session. Clicking “App Sharing” will bring up the Sharing dialog box, and clicking “Whiteboard” will open a shared whiteboard application in which all users can draw and illustrate.

Additional information on the mechanics of application sharing and allowing others to take control of shared applications is found in the technical note titled “Using NetMeeting for Remote Troubleshooting.” The procedures, dialog boxes, and processes are the same for Windows Messenger as they are described for NetMeeting in that technical note.

## MMC Snap-Ins

As with Windows 2000 Professional, Windows XP also uses the Microsoft Management Console (MMC) for many administrative tasks. Snap-ins are used to configure the MMC for specific administrative tasks; for example, there is a snap-in for viewing event logs and a snap-in for managing locally-defined users and groups. Many of these snap-ins are designed to operate not only against the local computer, but also against remote computers.

The most useful console is the Computer Management console, illustrated below in Figure 4 and accessed by right-clicking My Computer and selecting Manage. (Note that this console can also be launched from the Active Directory Users & Computers console by right clicking on a computer object and selecting Manage.)

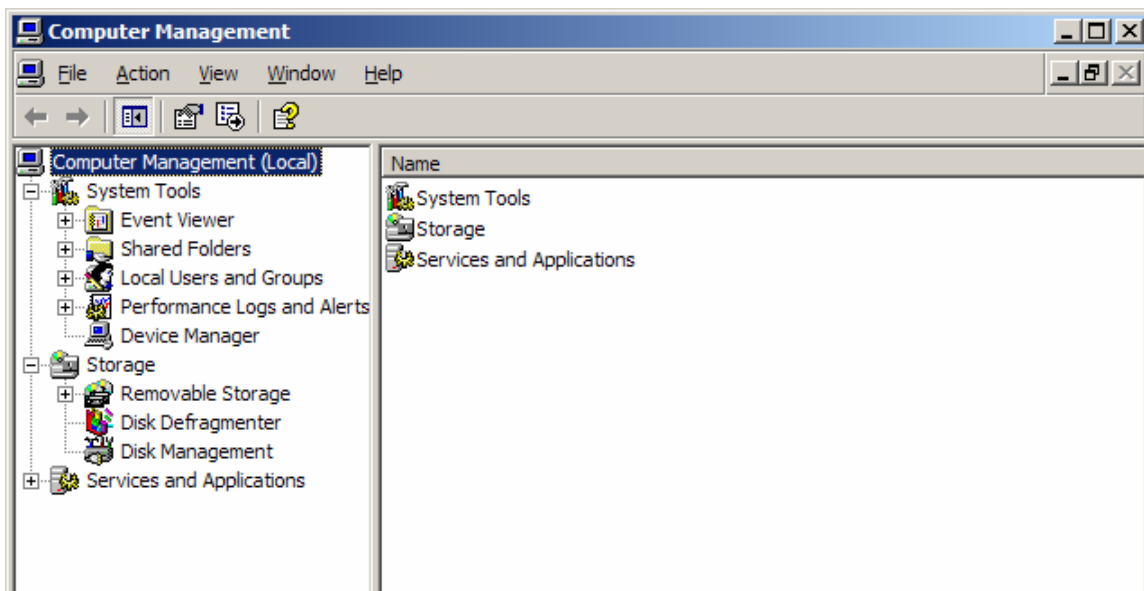


Figure 4. The Computer Management MMC console

As shown in Figure 4, the Computer Management console allows for some of the following tasks to be accomplished:

- Work with the operating system's event logs (view, filter, sort, and archive event logs)
- Share, unshared, and modify shared folders
- Work with locally-defined users and groups
- Stop, start, pause, or restart services

By using the Computer Management console, most of the most common administrative tasks for Windows XP or Windows 2000 systems can be accomplished remotely. Furthermore, the Computer Management console can be launched from the Active Directory Users & Computers console by right clicking on a computer object and selecting Manage.

## Remote Desktop

Windows XP Professional extends the functionality of Terminal Services (included with Windows 2000 Server and Advanced Server) to desktop systems. Through the use of Remote Desktop, graphical desktop sessions can be established to any properly configured system. To allow Remote Desktop connections to a system, Remote Desktop must first be enabled. To enable Remote Desktop, right-click on the My Computer icon and select Properties, then go to the Remote tab. This is illustrated below in Figure 5.

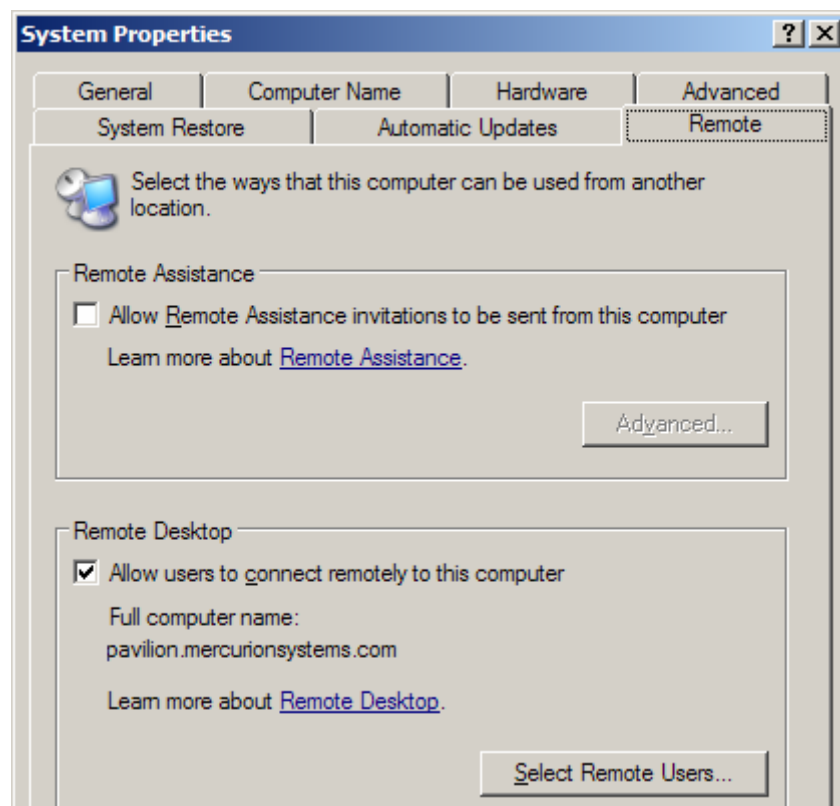


Figure 5. Enabling Remote Desktop

By checking the box labeled “Allow users to connect remotely to this computer,” Remote Desktop is enabled. After enabling Remote Desktop, specific users must be granted permission to connect via Remote Desktop. Clicking on the Select Remote Users button opens the dialog box shown below in Figure 6.

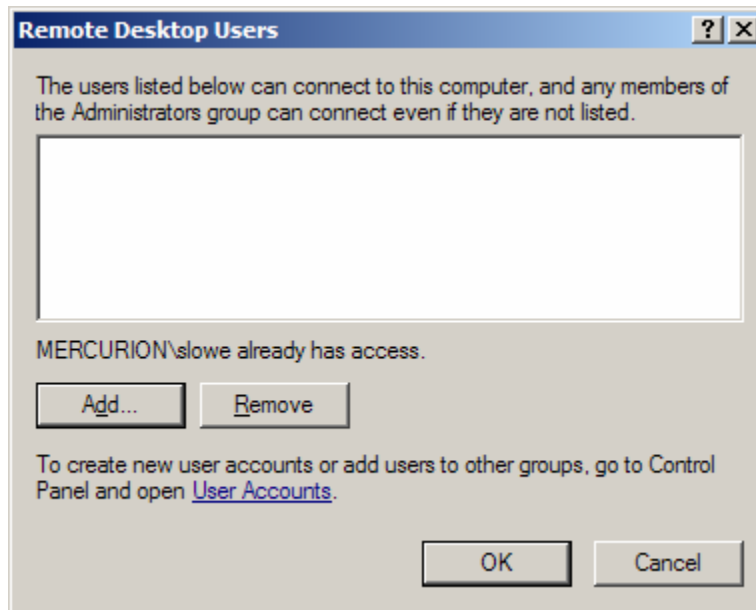


Figure 6. Granting Remote Desktop permission

Once Remote Desktop has been enabled and the appropriate users have been granted permission, support personnel can use the Remote Desktop Connection software (shown below in Figure 7) to connect to the other system. Note that unlike Terminal Services, in which sessions do not connect to the server’s actual console, Remote Desktop sessions connect to the console. (Windows.Net Server 2003 will support connecting to the server’s console through the Remote Desktop Connection software.)

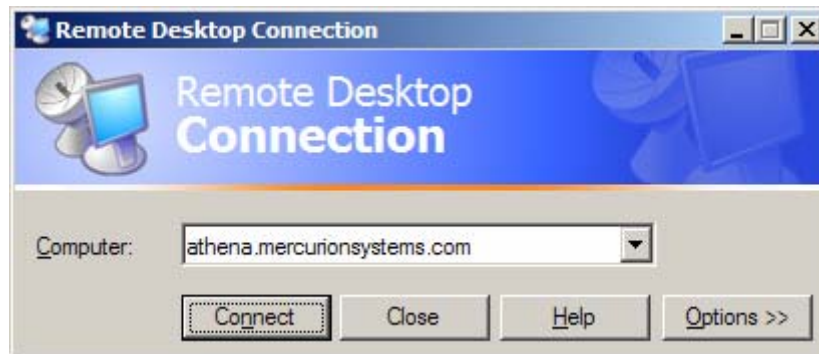


Figure 7. Remote Desktop Connection software

Keep in mind that the Remote Desktop Connection software is included in Windows XP Professional, and supports connecting to RDP-based servers such as Windows NT Terminal Server Edition, Windows 2000 Server with Terminal Services, and Windows XP Professional.

## **Other Notes**

All of the screenshots in this technical note were taken from systems running Windows XP Professional with the “Classic UI” (the Windows 2000-style UI) selected instead of the new UI.

## **Related Articles/Resources**

None

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