Using MS SCCM Remote Tools

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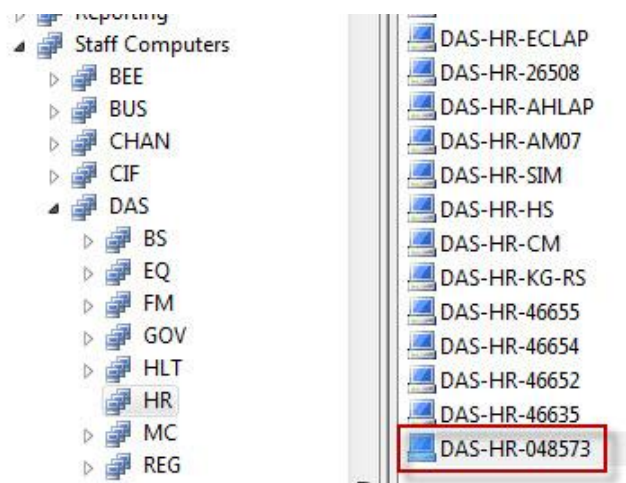
MS SCCM Remote Tools.

> ➢ Technical support is able to assist a client without the need to physically attend.
>
> ➢ Technical support is able to demonstrate procedures and operations.
>
> ➢ Technical Support is able to share control of the PC with the client.
>
> ➢ Client needs to be aware that technical support can see the clients screen and interact with the clients PC.

Initiating Remote Tools

From the MS SCCM console expand Computer Management ... Collections ... Staff Computers ... to target area.
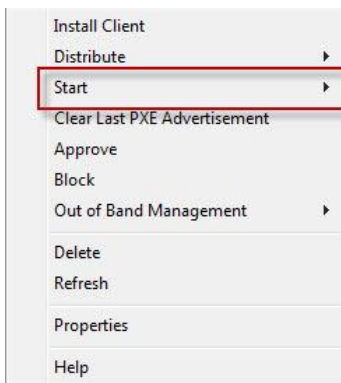
Once you are in the target area; **select the target PC**

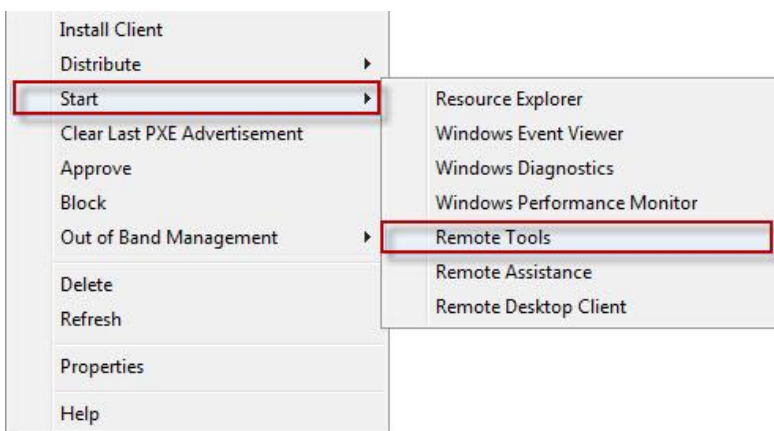> ➢ **"Right Click"** on the **"PC name"** in the middle pane of the console.
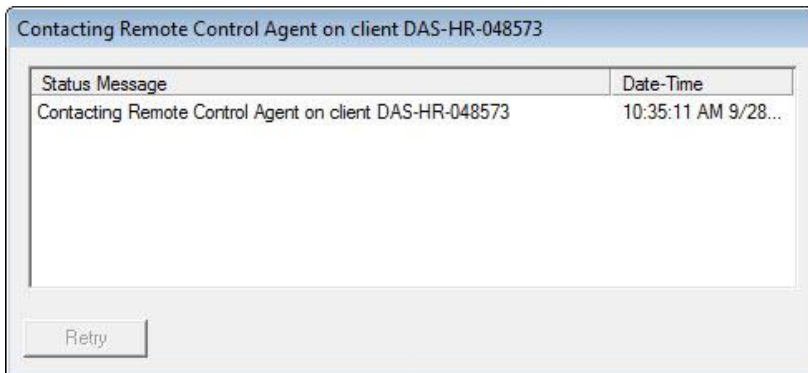

The following menu will be displayed.

Click on **"Start"**

Install Client
Distribute   ▶
Start   ▶
Clear Last PXE Advertisement
Approve
Block
Out of Band Management   ▶

Delete
Refresh

Properties

Help

The dialogue box will expand to the following.

Click on **"Remote Tools"**

Install Client
Distribute   ▶
Start   ▶   Resource Explorer
Clear Last PXE Advertisement   Windows Event Viewer
Approve   Windows Diagnostics
Block   Windows Performance Monitor
Out of Band Management   ▶   Remote Tools
                                          Remote Assistance
Delete   Remote Desktop Client
Refresh

Properties

Help

The connection will be made to the target PC.

Status Message	Date-Time
Contacting Remote Control Agent on client DAS-HR-048573	10:35:11 AM 9/28...

Contacting Remote Control Agent on client DAS-HR-048573

Retry

(Technicians View)

The following is the displayed request as seen by the client.

Remote Control Agent

Will you allow QUTAD\beecham-admin to remote control your machine?

Yes   No
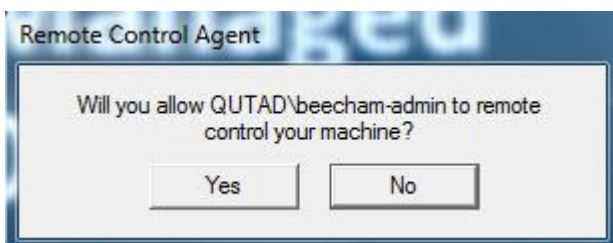
(Client View)

Once the client grants permission by clicking **"Yes"** the desktop will be visible to both the TSO and

the client. Either can control input via the mouse or keyboard.