Article published on June 22nd 2012 | Software

Induction of the Remote Desktop Connection (RDC) ("Terminal Services") in Windows XP, Windows Vista Ultimate, Enterprise and Business editions, Windows Server 2008 and Windows Server 2008 R2, Windows 7 Professional, and above, discloses Microsoftâ€™s missions to simplify technology and make it accessible to all without walls. What is Remote Desktop Connection, what it does, and how itâ€™s helpful? Well, geeks describe it as a feature that works on the Remote Desktop Protocol (RDP), a proprietary protocol developed by Microsoft, which facilitates graphical interface to another computer. The protocol is an extension of the ITU-T T.128 application sharing protocol. Using the feature you can access a computer running Windows from another computer running Windows, provided both are part of the same network or to the Internet. Hence, have access to your work computer's programs, files, and network resources from your home computer, as though you are sitting in front of it. The benefits, as you are able to work with files, data, and programs that are not available on your current system, speak loud. Moreover, you can take remote assistance help from a distant sitting person, may be a member from family or friend circle.

All you need is to enable the feature and start the connection over the web or the Internet. To do so, initialize the Remote Desktop Web Connection form the Control Panel under the Information Services easily through a Wizard screen. Next, point your browser to a server that is configured with Remote Desktop Web Connection, download an ActiveX control, and then connect to a Windows-based server with Remote Desktop. Client computers may also connect to a Microsoft Windows 2000-based server or to a server that is running Microsoft Windows NT 4.0 Terminal Server Edition. For permission to connect, you must be on the list of users. Once it is feature is configured you can avail of the remote support at the comfort of your home or office.

Reaping the benefits of the remote assistance support is no more a daunting task. Nowadays, almost all popular manufacturers, software developers and third-party customer service providers are taking the ingenuity to provide support and make their technologies work better for end-users. Apart from the limited hardware warranty support that come with the productsâ€™ purchasing, vendors are emphasizing on the software support through the remote technology. Most of the times, they make use of their own proprietary software to diagnose and troubleshoot your system. The likes of Dell and HP do offer their desktop/laptop tools as Dell Diagnostic Tools and HP Support Assistant respectively with their shipped system that can take care of various software related issues, & can help you to connect with the remote help-desk if required.

Enterprises or businesses dwelling with the tech support have categorized their services under domains like computer support, printer support, router support, antivirus support, so on and so forth. A few do have corners as app center, virus alerts, news, product review, and knowledgebase that can benefit you a lot in many ways. Their know-Your-Customer attitude, fast resolution and service-level-guarantee scale up the customer-satisfaction.

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The author is a technician at Techvedic Technologies, and offers end-to-end a remote assistance support to a fix computer, printer and router related issues. Files or data shared during a remote support is effectively encrypted.

Article Keywords:
Remote Support, Remote Assistance Help, Remote Assistance Support

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