

What is Remote Desktop?

Remote Desktop is a Windows XP built-in utility that allows for the control of a computer running Windows XP from a remote client computer via a local area network or Internet.

What is required to use it?

Your office computer must be running Windows XP Professional and configured to run the Remote Desktop Service. If your office machine is not running Windows XP Professional, contact the Helpdesk. Your office computer must also be connected to a wired Ethernet connection within the RSB. A wireless connection will not work due to security restrictions.

The client computer can be running any version of Windows that is Windows 95 or greater or it can even be a Macintosh. However, in all cases except client machines already running Windows XP, the appropriate client software must be installed. You can download the software from the DiscoverIT page in My iImpact: <http://www.bus.umich.edu/MyiImpact/DiscoverIT.aspx>.

The client computer also must be either connected to a wired connection in the Ross School of Business or have a connection to the Internet. Broadband is highly recommended, though dial-up will work.

How do I set up my office machine for Remote Desktop?

This is simple but it does involve a reboot so be sure to save and close any work first. Then run the Enable Remote Desktop tool from the DiscoverIT page: <http://www.bus.umich.edu/MyiImpact/DiscoverIT.aspx>.

How do I connect to my office machine?

First, you must know the name of your office machine. Go to **Start -> Settings -> Control Panel -> System**. Click on the **Computer Name** tab. Next to *Full computer name:*, your computer name is, by standard, in the form bus-ws-machine_serial#.bus.ads.itcs.umich.edu. If yours is not, contact the Helpdesk. Write it down on a sticky note and take it with you.

Next, on the client or remote computer, you launch the Remote Desktop Client. It is found under **Start -> Programs -> Accessories -> Communications -> Remote Desktop Connection**.

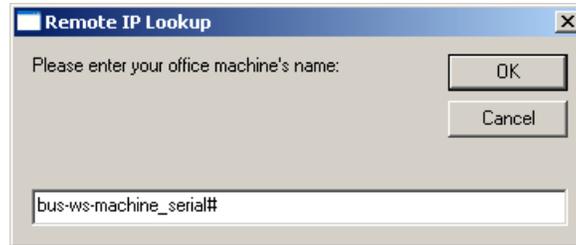
Next, you enter the full computer name you wrote down on the sticky note followed by :7678 in the *Computer:* drop-down box and click **Connect**.



If you are unable to connect, it may be due to your local ISP not having up-to-date domain name service information for your office computer. You will then have to connect using your office computer's IP address.

You can find your office computer's IP address by downloading and running the Office Machine IP Lookup Utility from the DiscoverIT page in My iImpact: <http://www.bus.umich.edu/MyiImpact/DiscoverIT.aspx>.

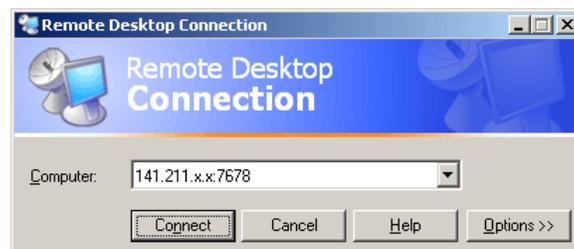
Once installed, double-click the icon on the desktop labeled *What's My Office Machine's IP* and enter just the first part of the full computer name. The .bus.ads.itcs.umich.edu part is not needed.



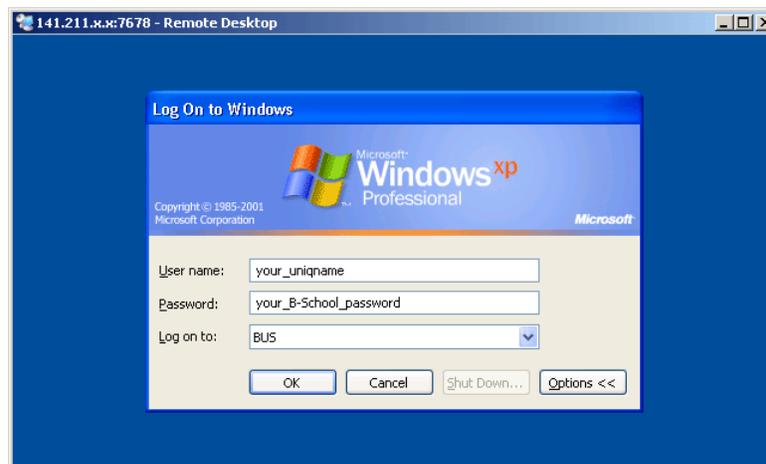
After clicking OK, you will see your office machine's current IP address.



The Remote Desktop Connection window should now look similar to this:



When connected, you will see the usual Windows logon screen.



Log in as you normally would in the office.

How can I customize my Remote Desktop session?

Click the **Options >>** button in the Remote Desktop Connection window. You will now see a window with five tabs.

General tab:

Logon Settings

Computer: A drop-down that contains a list of computers previously remote controlled.

User name: Use your username.

Password: Use your B-School password, the one you log on to your office computer every day.

Domain: Should always be BUS.

Save my password Not recommended. Saving your password allows anyone using the client computer to log on to your office computer.

Connection settings

Allows for the saving and opening of customized Remote Desktop session settings – handy if you have multiple office machines with different capabilities that you remote control.



Display tab:

Remote desktop size

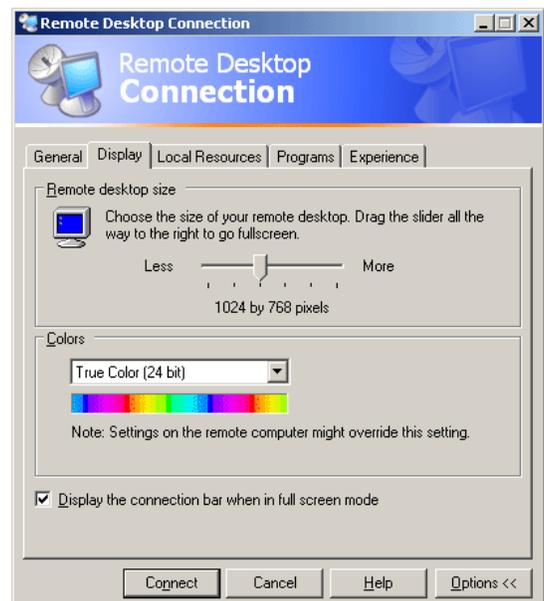
Used to alter the size of the Remote Desktop session window. Adjusting the slider all the way to the right makes the session full screen. Useful for when the screen sizes of your client machine and your office machine are different.

Colors

Allows you to adjust the number of simultaneous on-screen colors that are displayed in a Remote Desktop session window. Choose from *256 Colors*, *High Color (15 bit)*, *High Color (16 bit)*, and *True Color (24 bit)*. *256 Colors* offers the lowest color fidelity but the fastest screen refresh speed. *True Color (24 bit)* offers the greatest color fidelity but slowest screen refresh speed.

Display the connection bar when in full screen mode

Recommended. Displays a small tab along the top of the screen with the office machine's name or IP address and the usual minimize, restore/maximize, and close window controls. The window controls are convenient if you need to minimize the Remote Desktop session so you can see the client computer's desktop or a running application window.



Local Resources tab:

Remote computer sound

Adjusts the destination of where sound is to be played. *Bring to this computer* brings sound from your office computer to the client computer. This requires a speedy connection and the sound quality is diminished. *Do not play* means no sound will be played at either computer. *Leave at remote computer* directs sound to be played on your office computer's speakers.

Keyboard

Adjusts how key chords like ALT+TAB and CTRL+ESC are handled by Remote Desktop. *On the local computer* keeps all key chords restricted to the client computer. *On the remote computer* sends key chords to your office computer. Key chords still work on the client computer but only when the Remote Desktop session window does not have focus. *In full screen mode only* sends key chords to your office machine only when the Remote Desktop session window is full screen. When minimized or other than full screen, key chords are sent only to the client computer.

* *Note:* CTRL+ALT+DEL is not redirected. To send the equivalent to your office machine, type CTRL+ALT+END.

Local devices

Allows for disk drives and printers attached to the client computer to be accessed by your office computer. However, printers do not automatically show up on your office computer if the driver for the client computer's printer isn't already present on your office computer. You must manually download drivers to your office machine for your client computer's printer and then add it.

1. Go to **Start -> Settings -> Printers and Faxes**
2. Under the **File** menu, click **Add Printer**. Click **Next >**
3. Choose **Local printer**, but unselect the *Automatically detect ...* check-box. Click **Next >**
4. Open the *Use the following port:* drop-down menu.
5. At the bottom of the list there will be a port or more that have names that begin with "TS", and in parenthesis your local computer's name, then a colon and port name
6. Select the appropriate port. Likely there is only one beginning with "TS". Click **Next >**
7. Select the appropriate brand and printer model. Click **Next >**
8. If asked whether to keep the existing driver, select *Keep existing driver (recommended)* and click **Next >**
9. Give the printer a name meaningful to you and do not make the printer the default. Click **Next >**
10. Do not share the printer. Click **Next >**
11. Print a test page if you wish. **Click Next >**
12. Click **Finish**

Once installed, this printer will only be available on your office computer when you have logged on to it from the client computer you used to set up the printer. It will not be available if you use a different client computer to access your office computer. You would have to set up the printer specific to the new client computer.



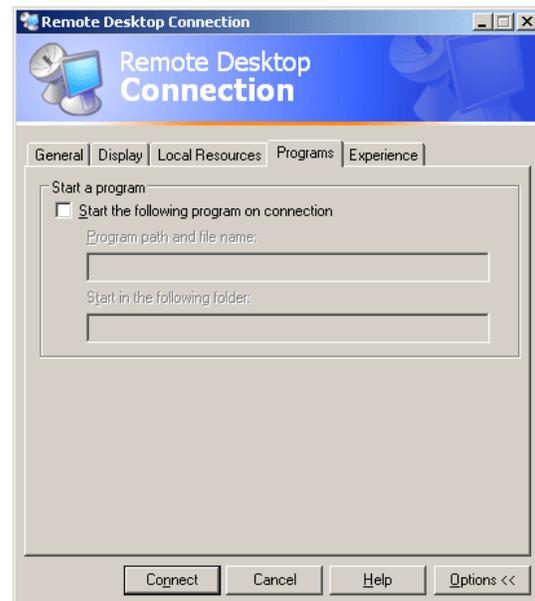
When attaching disk drives, you will see this warning:



This is normal. You may choose to select *Don't prompt me again for connections to this remote computer* if you wish.

Programs tab:

This tab is only applicable when connecting to a Terminal Server. It does not function when attaching to a Windows XP computer such as your office computer. The Ross School of Business currently does not operate a Terminal Server.



Experience tab:

Allows you to choose specific display options with presets appropriate for your network connection. These settings only affect the Remote Desktop session, not your office computer. The more that are checked, the faster your connection has to be to maintain an acceptable screen refresh rate. Too many active items will make the Remote Desktop session look and feel jerky. The exception is *bitmap caching*. This should always be checked.



Desktop background	Determines if the wallpaper image on your office computer is displayed in the Remote Desktop session window.
Show contents of window while dragging	Toggles between showing the contents of a window when it is being dragged or just showing an outline of the window.
Menu and window animation	Turns on and off whether the animations, such as when a window is minimized or the scrolling of the Start menu, are displayed in the Remote Desktop session window.
Themes	Determines if the Windows display theme, if active on your office computer, is displayed in the Remote Desktop session window. Otherwise, the look is that of Windows 2000.
Bitmap caching	Toggles on and off whether commonly used graphics elements are saved on the client computer for reuse. This significantly speeds up the refresh rate of the Remote Desktop session window. It should always be checked regardless of your network connection speed.