Using Remote Control in Microsoft System Center Configuration Manager Console for Windows Workstations

This article covers how IT professionals can use Remote Control the Microsoft System Center Configuration Management Console to provide remote assistance to a computer running Microsoft Windows.

What is Microsoft System Center Configuration Manager?
Microsoft System Center Configuration Manager (ConfigMgr) is a systems management software product developed by Microsoft for managing large groups of computers running the Microsoft Windows operating system.

What is Remote Control?
Remote Control is a ConfigMgr feature, which allows an IT professional to connect and interact with a customer user session on a Windows workstation.

Prerequisites

1. IT Professional must have the Microsoft System Center Configuration Manager Console installed
   a. Automatically Installing the Microsoft System Center Configuration Management Console on Windows Workstations (Preferred Method)
   b. Manually Installing the Microsoft System Center Configuration Management Console on Windows Workstations
2. Target workstation must have the Microsoft System Center Configuration Manager Client installed
3. IT Professional must have local administrative rights to the target workstation, or be a member of the Active Directory group "ConfigMgr_Managed_Workstations_All_Systems_Remote_Tools"
4. IT Professional must have the Level 1 access role in Microsoft System Center Configuration Management Console and the scope for the target workstation

Performing Remote Control

1. Open the Microsoft System Center Configuration Management Console as your NetIDAdmin account

   How do I launch the console as my NetIDAdmin if I am logged on as my NetID to Windows?
   Hold “SHIFT” key & right-click then choose “Run as Different User…”, when prompted enter your NetIDAdmin & Password

2. In the ConfigMgr Console, ensure you are on the “Assets and Compliance” node, then choose “Devices”. In the “Search” field, enter the computer name of the workstation to remote control and click the “Search” button.

3. Right-click the workstation to remote control, chose “Start” and then “Remote Control.”