

12.2.4 Optional Lab: Customize Settings in Windows 7

Introduction

Print and complete this lab.

This lab is comprised of five parts. This lab is designed to be completed in multiple lab sessions.

Part 1: Managing Virtual Memory, Startup Options, and Windows Update in Windows 7

In this part of the lab, you will customize Virtual Memory settings. You will customize the Startup Folder and RunOnce Key in the Registry. You will change the default Windows Update option.

Recommended Equipment

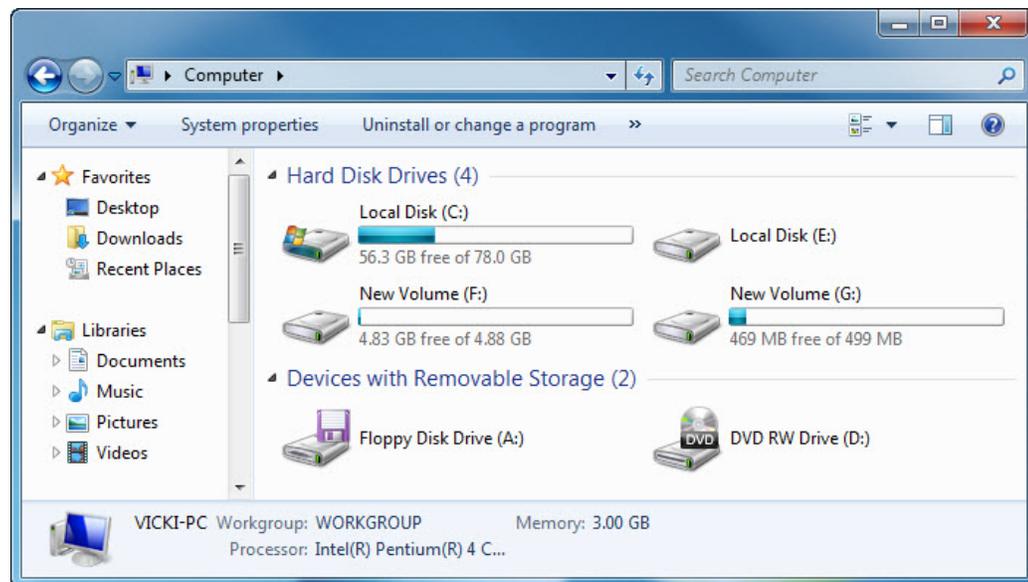
- A computer running Windows 7
- Internet access

Step 1

Log on to Windows as an Administrator.

Click **Start > Computer**.

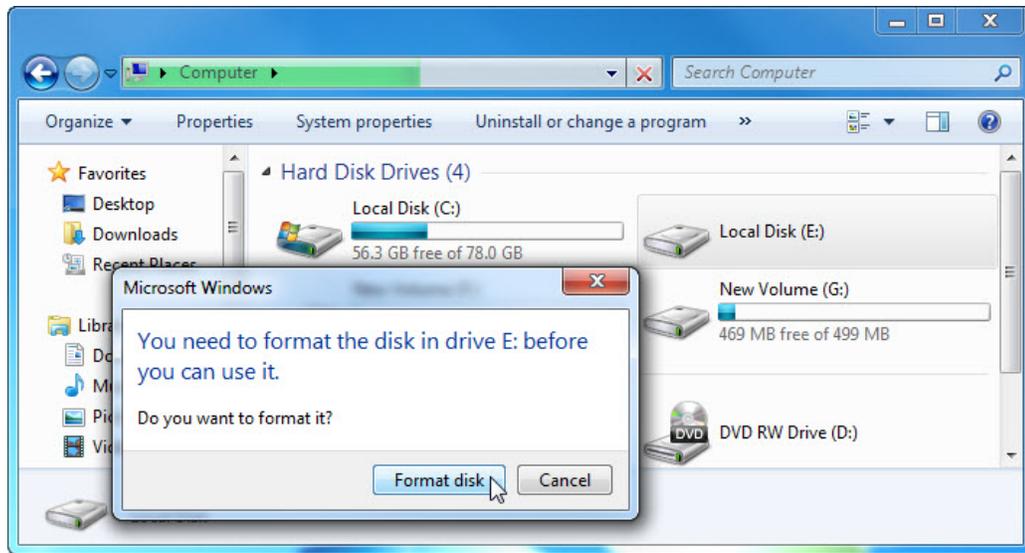
The “Computer” window appears.



Step 2

Double-click the **Local Disk (E:)** drive.

Click **Format disk** to confirm the drive E: is to be formatted.

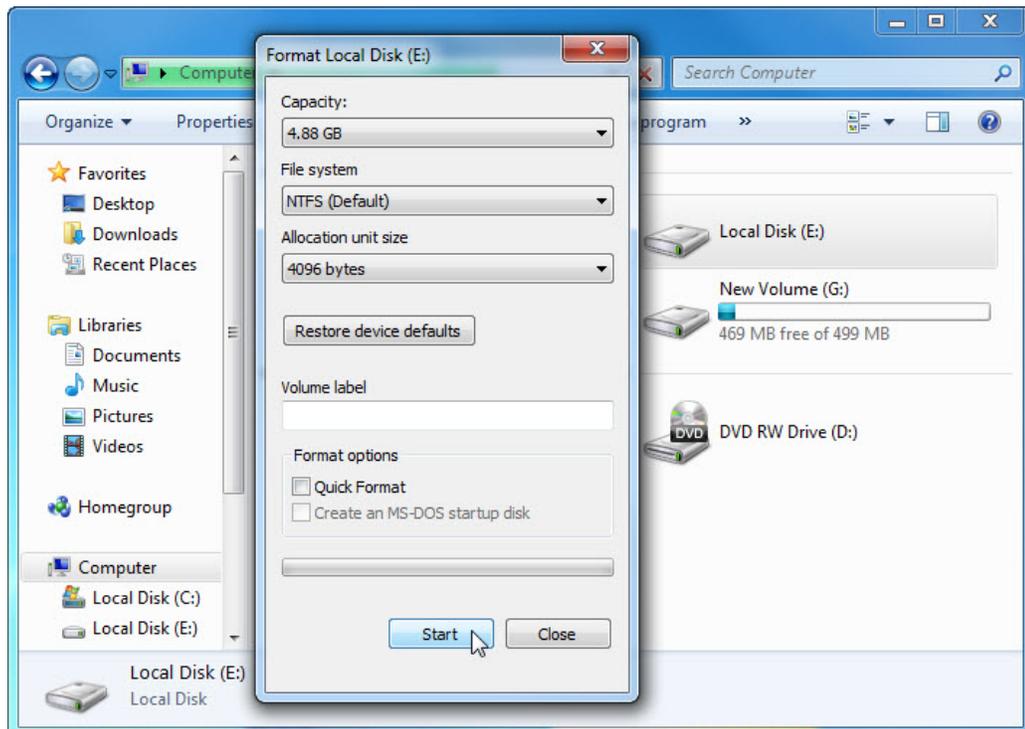


Step 3

The “Format Local Disk (E:)” window appears.

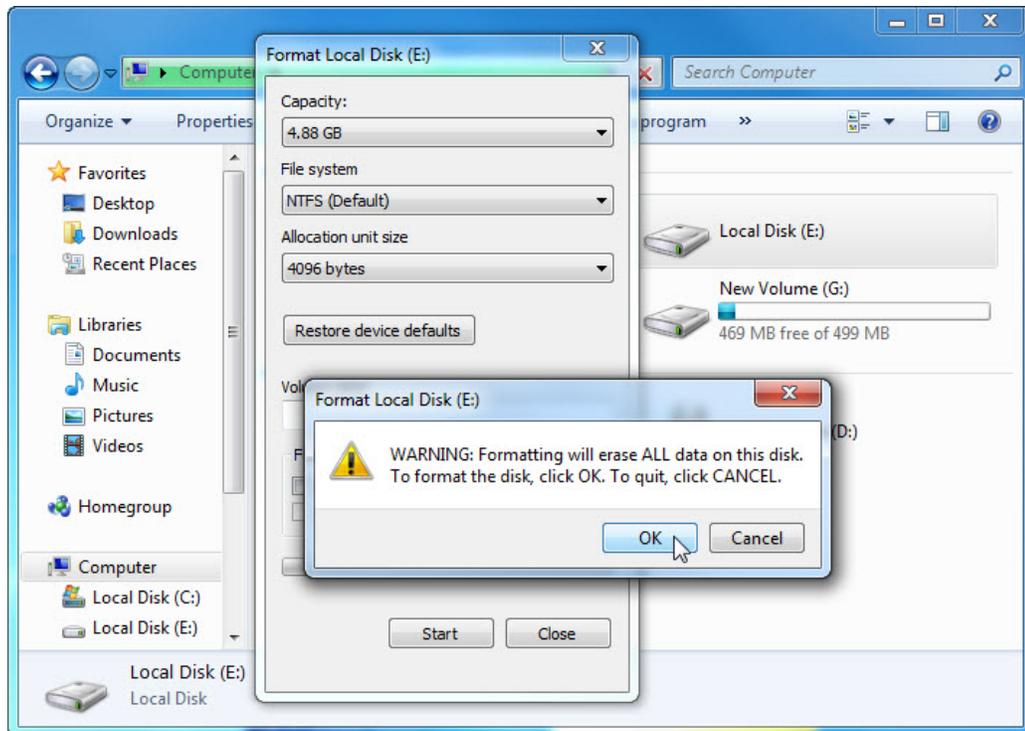
Select **NTFS** in the **File system** drop-down menu.

Click **Start**.



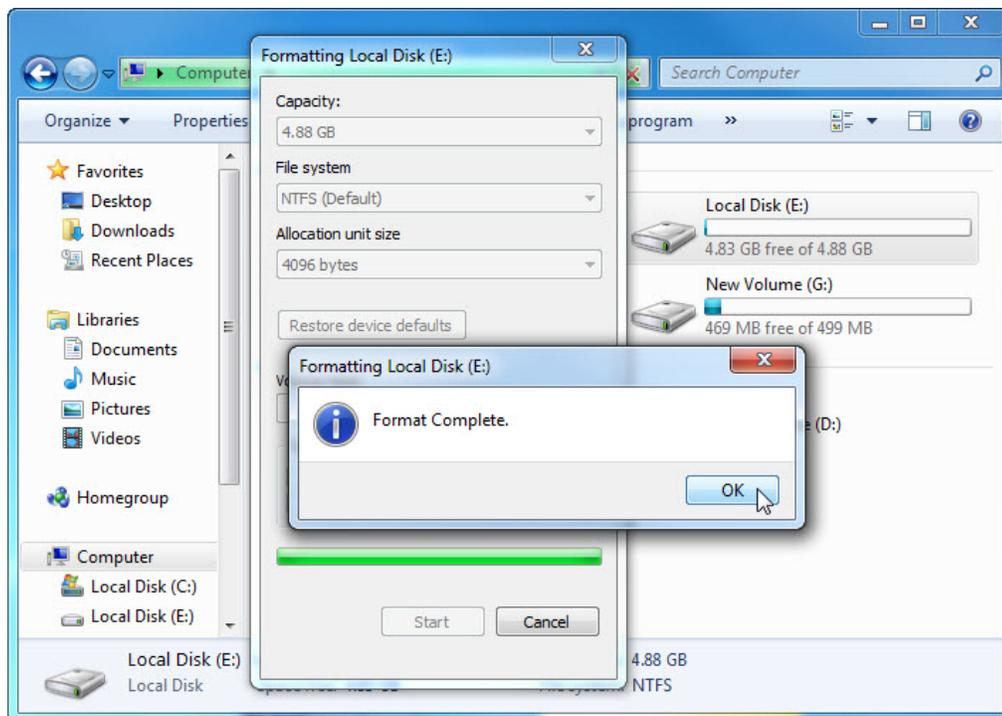
A “Warning” window appears.

Click **OK**.



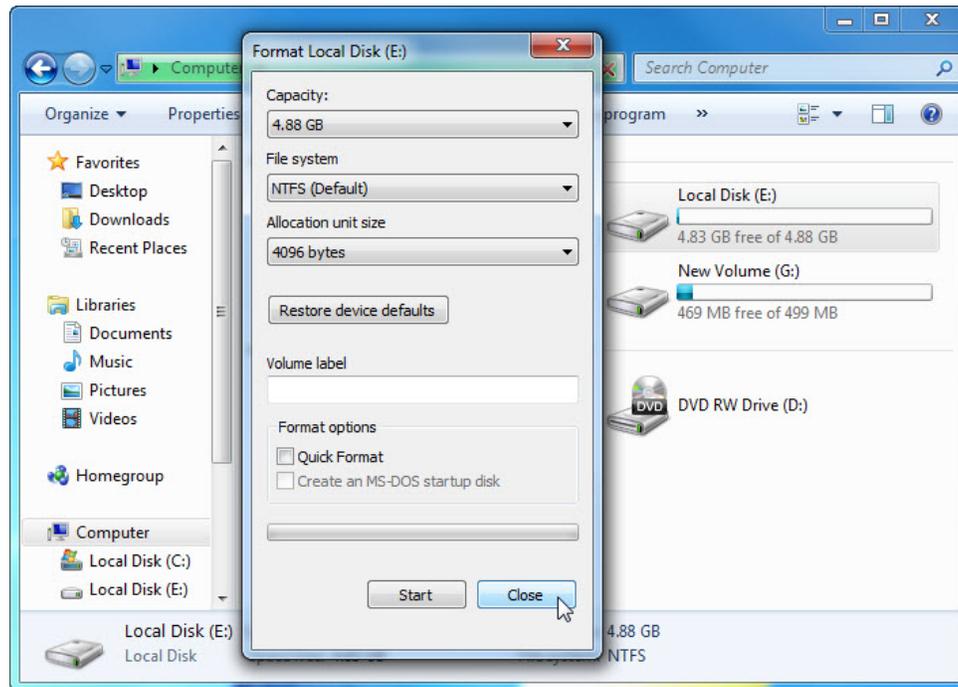
Windows formats the drive.

When the “Format Complete” message appears, click **OK**.



The “Format Local Disk (E:)” window re-appears.

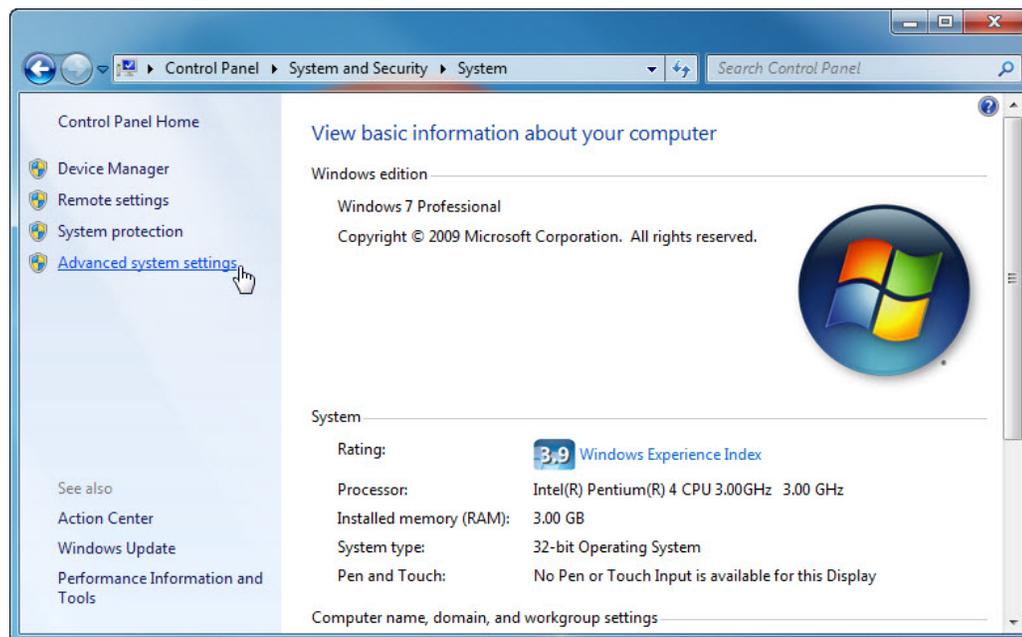
Click **Close**.



Close all open windows.

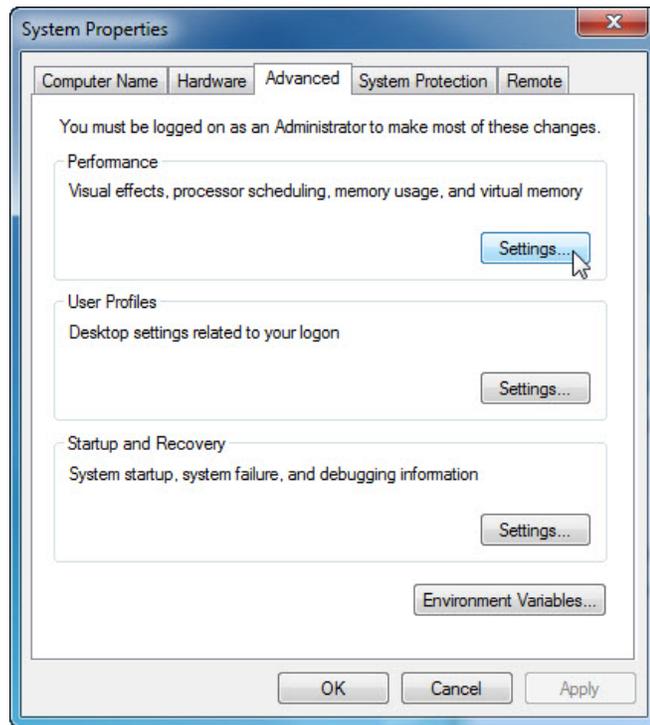
Step 4

Click **Start > Control Panel > System and Security > System > Advanced system settings**.



The “System Properties” window appears.

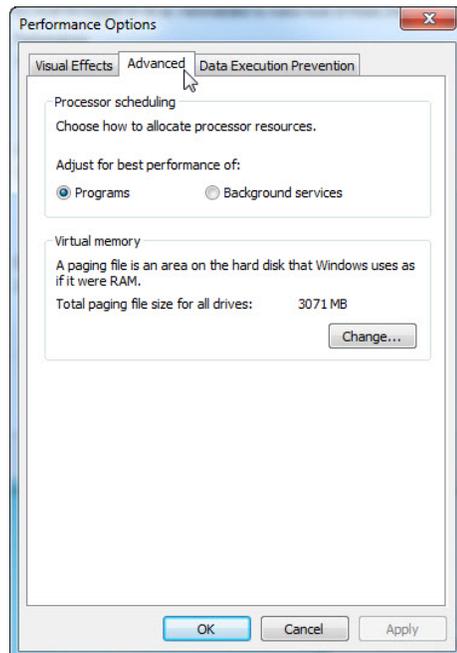
Select the **Advanced** tab and then click **Settings** in the “Performance” area.



Step 5

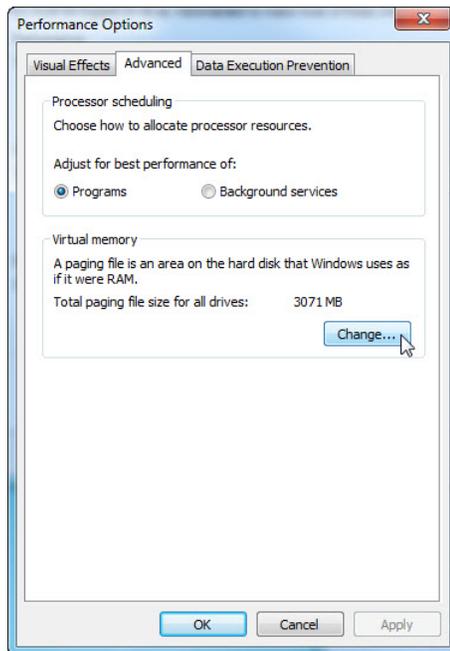
The “Performance Options” window appears.

Click the **Advanced** tab.



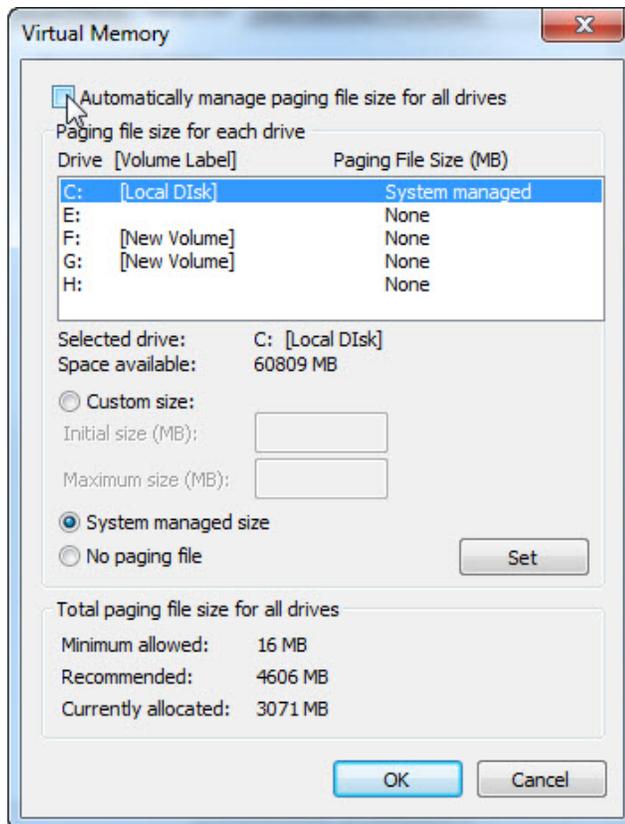
What is the current size of the Virtual Memory (paging file)?

Click **Change** in the “Virtual memory” area.



The “Virtual Memory” window appears.

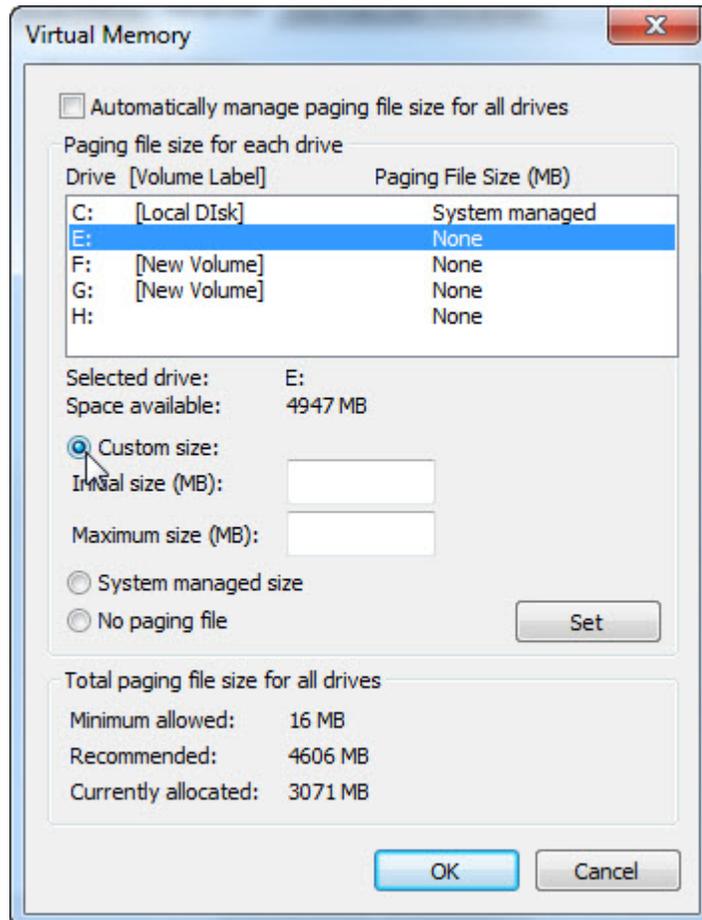
Remove the check mark from **Automatically manage paging file size for all drives**.



What **Drive** or **[Volume Label]** contains the paging file?

Choose the **E:** drive.

Click the **Custom size** radio button.

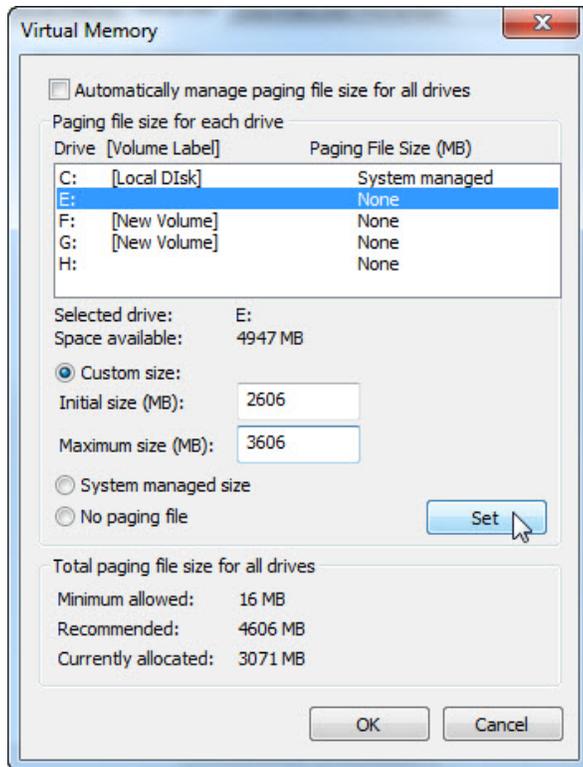


Look at the recommended size in the “Total paging file size for all drives” section of the “Virtual Memory” window.

Type in a number smaller than the recommended file size in the **Initial size (MB):** field.

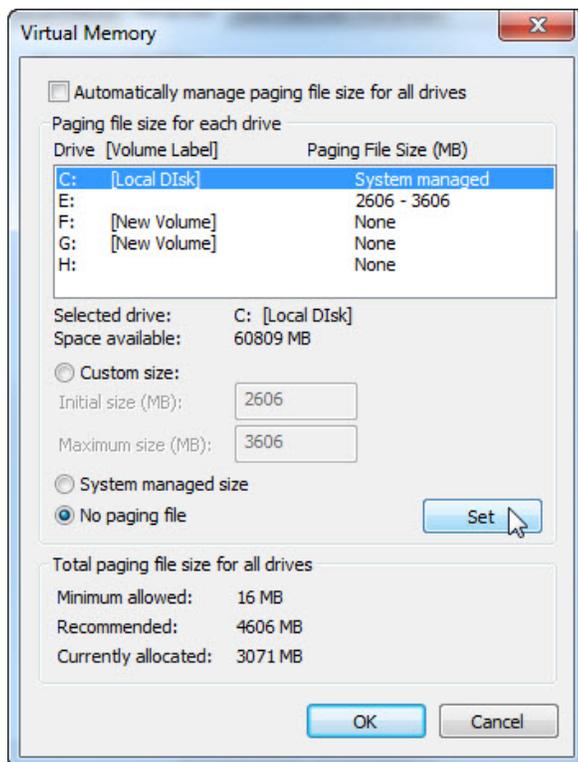
Type in a number that is larger than the Initial size but smaller than the recommended file size in the **Maximum size (MB):** field.

Click **Set**.

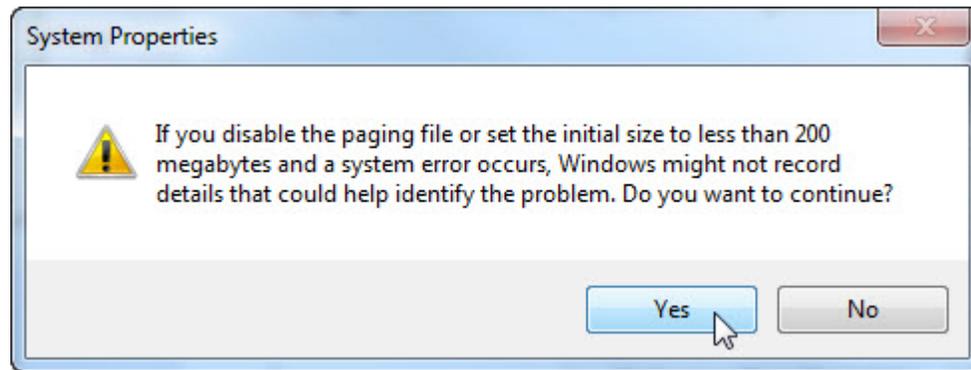


Select the **C:** drive.

Click the **No paging file** radio button, and then click **Set**.

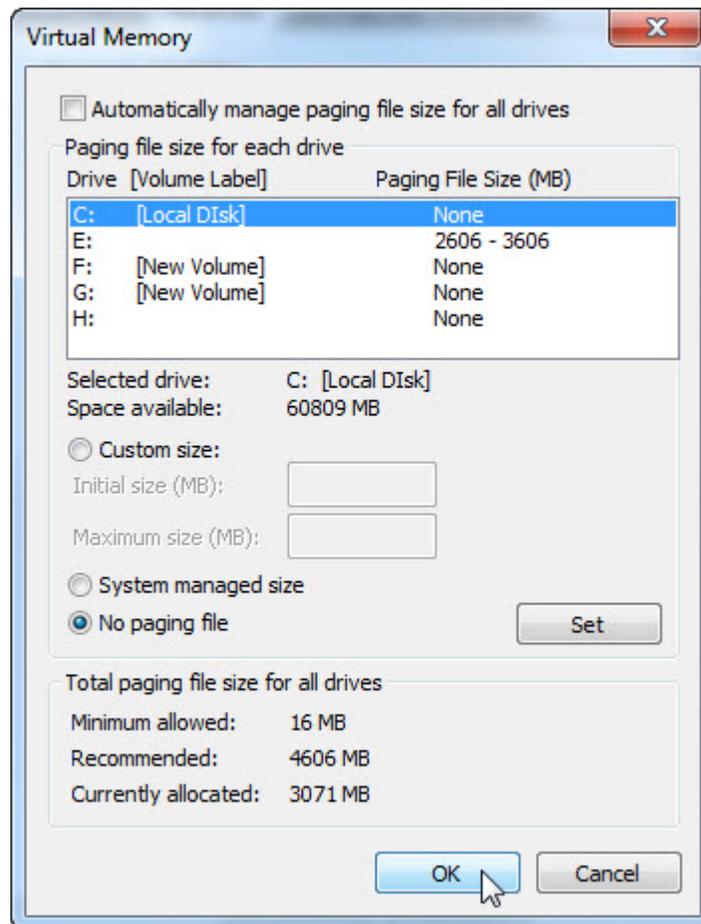


The “System Properties” warning message appears.

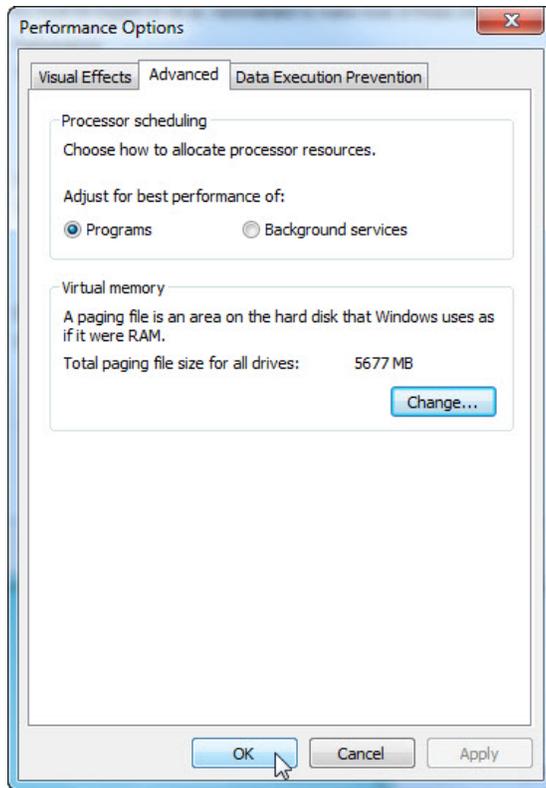


Click **Yes**.

Click **OK** to accept the new virtual memory settings.

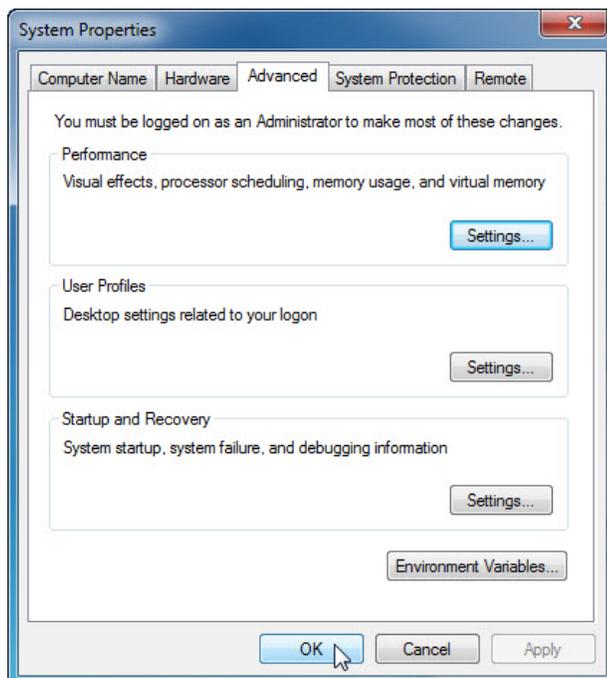


The “Performance Options” window re-appears, click **OK**.



Click **OK**.

The “System Properties” message window appears.

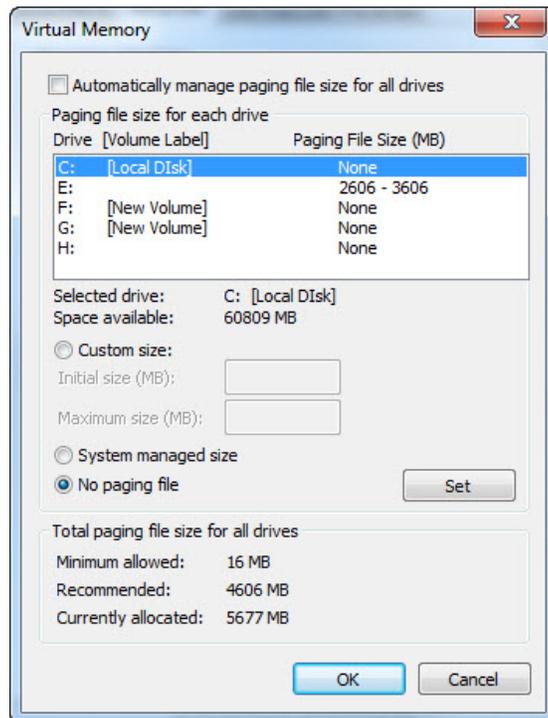


Click **OK**.

Step 6

Navigate to and open the “Virtual Memory” window.

What **Drive** or **[Volume Label]** contains the paging file?

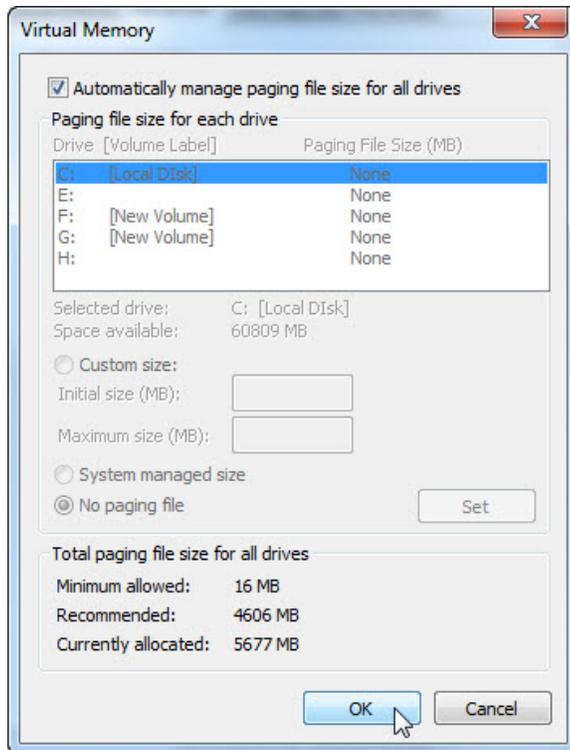


Reset the virtual memory back to the original settings.

Select drive **C: [Local Disk]** > **System managed size** > **Set**.

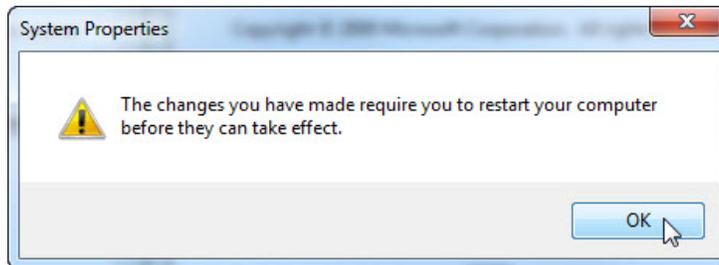
Next select drive **E:** > **No paging file** > **Set**.

Add the check mark to **Automatically manage paging file size for all drives**, and then click **OK**.



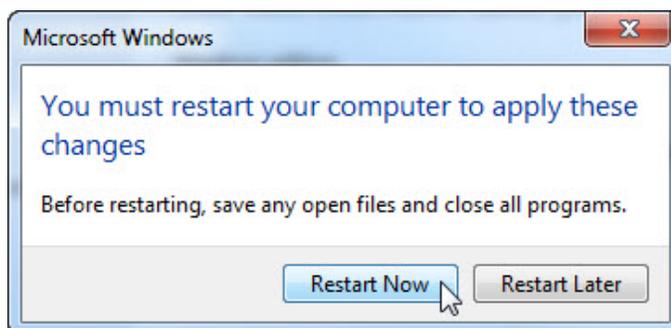
The “System Properties” restart warning message appears.

Click **OK**.



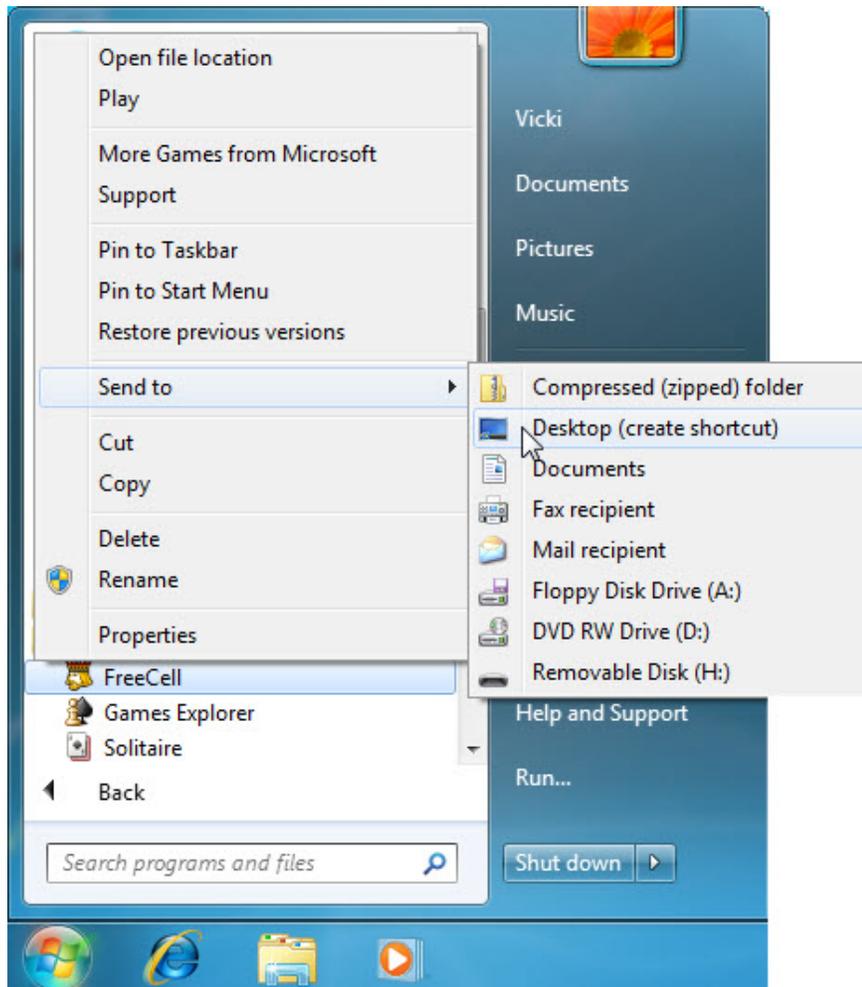
Click **OK** to close the following windows: Performance Options, and System Properties.

The “You must restart your computer to apply these changes” message appears, click **Restart Now**.



Step 7

Click **Start > All Programs > Games > right-click FreeCell > Send To > Desktop (create shortcut)**.

**Step 8**

Click and drag the shortcut **FreeCell** icon to the **Start** button.

Do not release the shortcut icon.



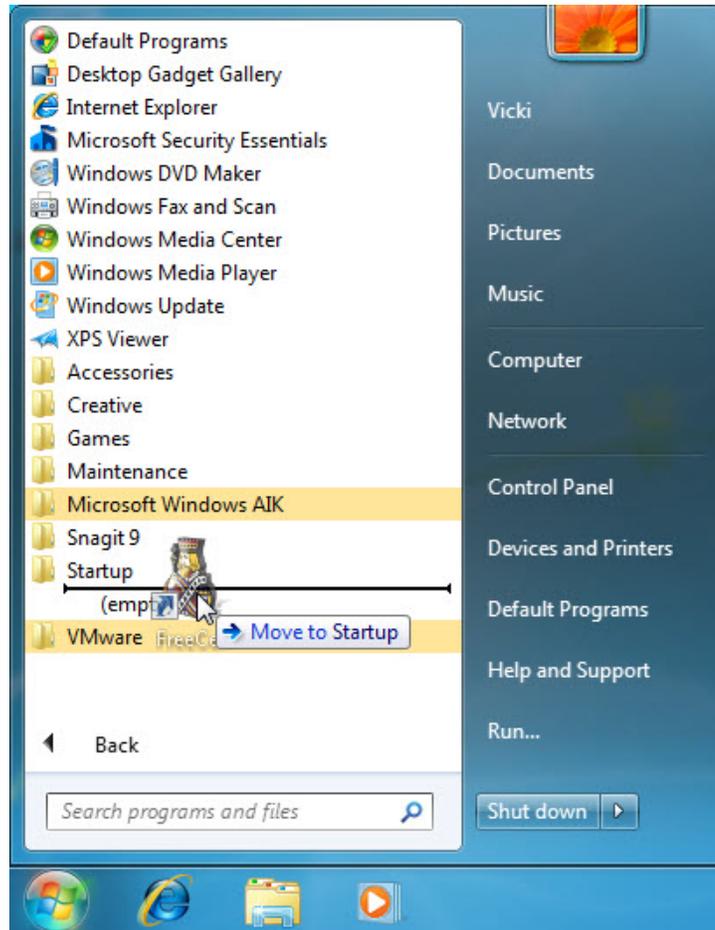
The "Start menu" appears.

Drag the icon to **All Programs**.

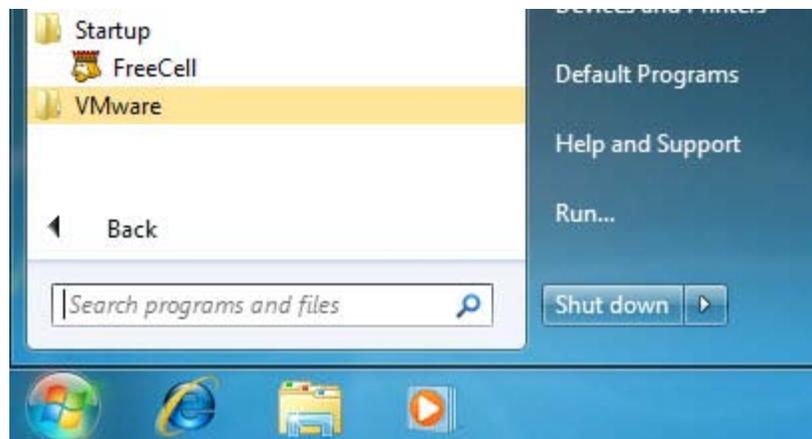
The “All Programs” menu appears.

Drag the icon to the bottom of the **Startup** folder.

When a blue text **Move to Startup** appears next to the FreeCell shortcut icon, release the icon.



You should see the FreeCell icon listed below Startup.



Step 9

Log off Windows.

Log on to Windows as an Administrator.

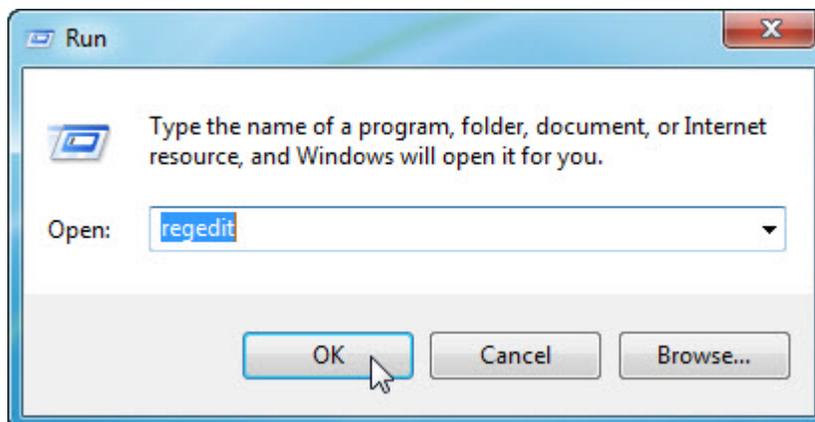
What happens when you log in?

Close the FreeCell application.

**Step 10**

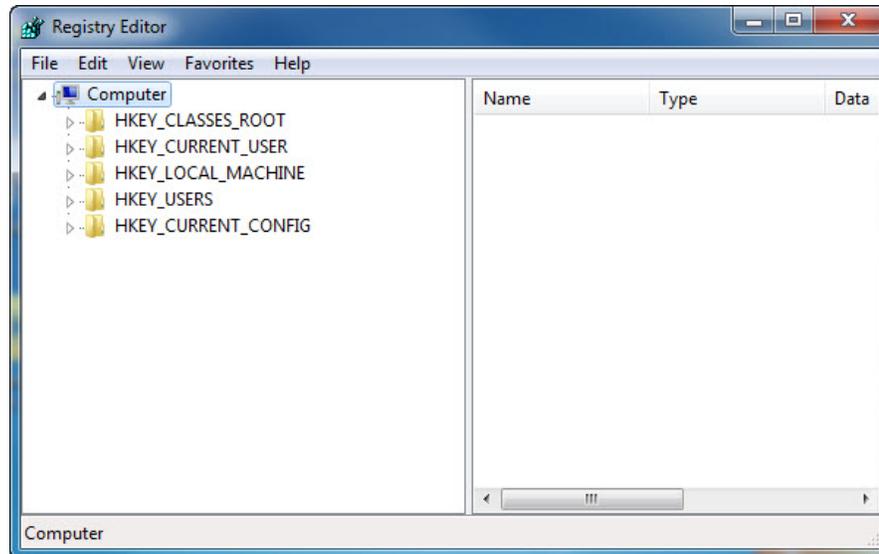
Click **Start > Search for programs and files > type run > Enter**.

Type **regedit** In the Open: field > **OK > Yes**.



CAUTION: Incorrect changes to the registry can cause system errors and/or system instability.

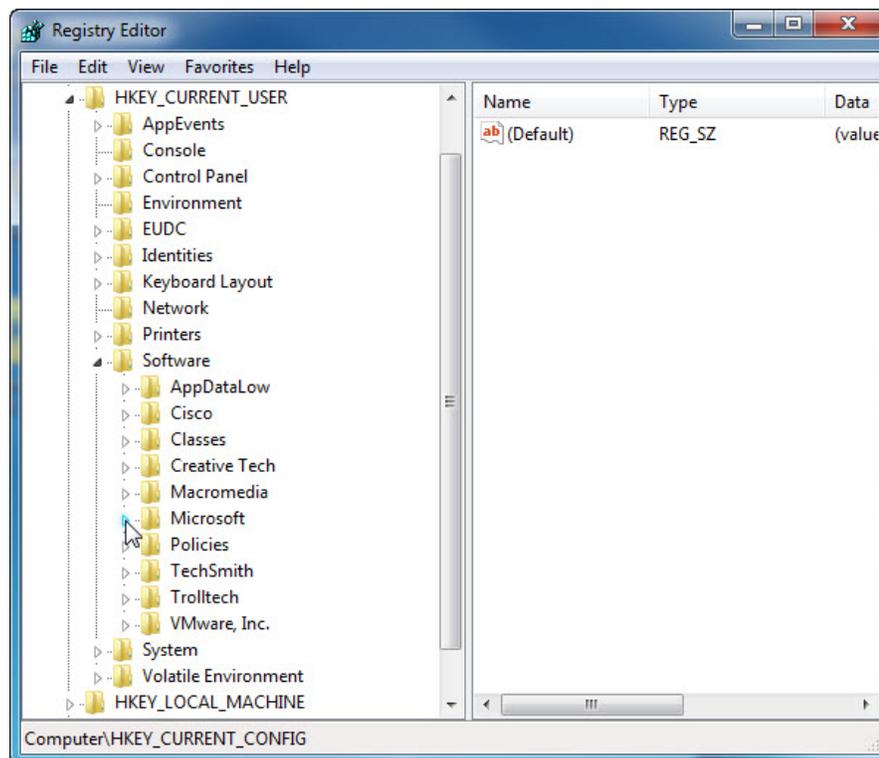
The “Registry Editor” window appears.



Expand the **HKEY_CURRENT_USER** Key.

Expand the **Software** Key.

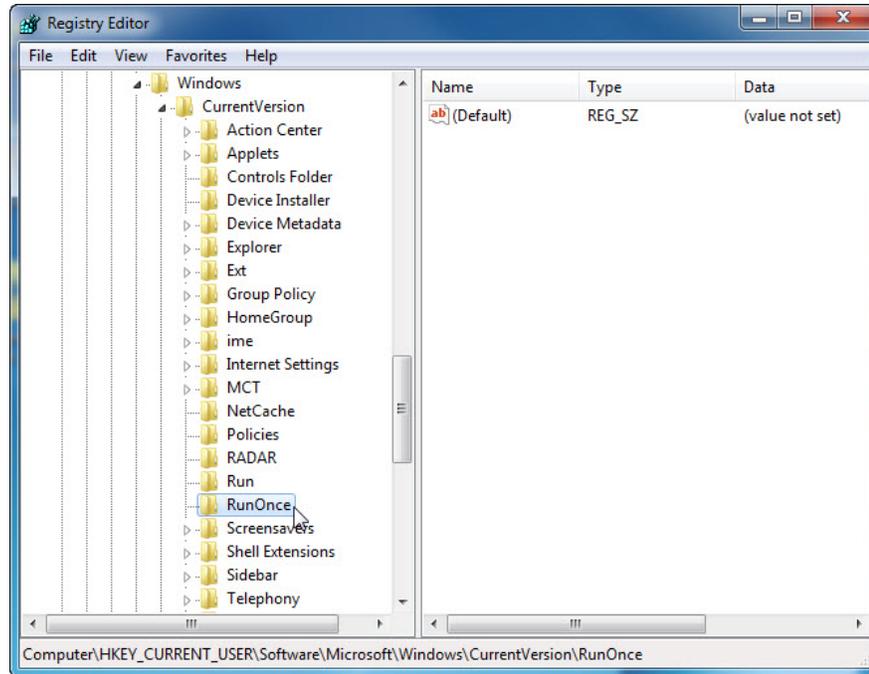
Expand the **Microsoft** Key.



Expand the **Windows** Key.

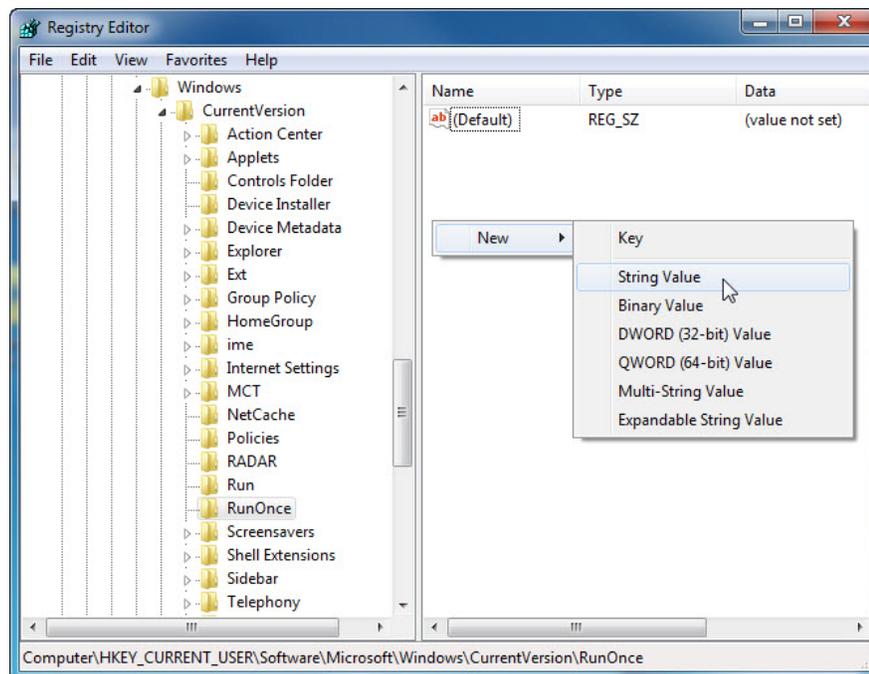
Expand the **CurrentVersion** Key.

Select the **RunOnce** Key.



Right-click anywhere in the white space on the right side of the window.

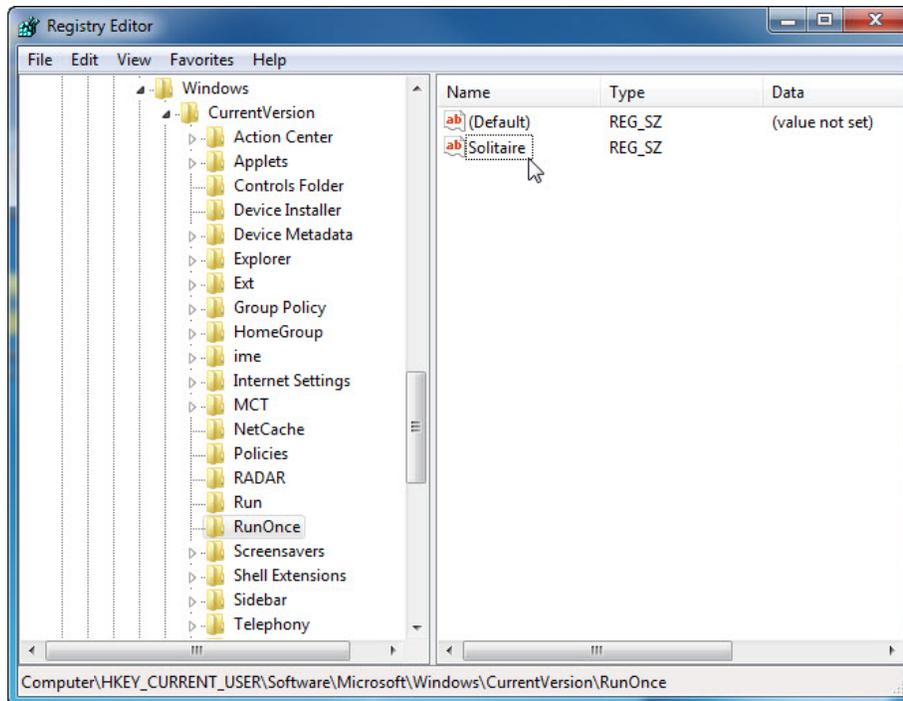
Hover over **New** and select **String Value**.



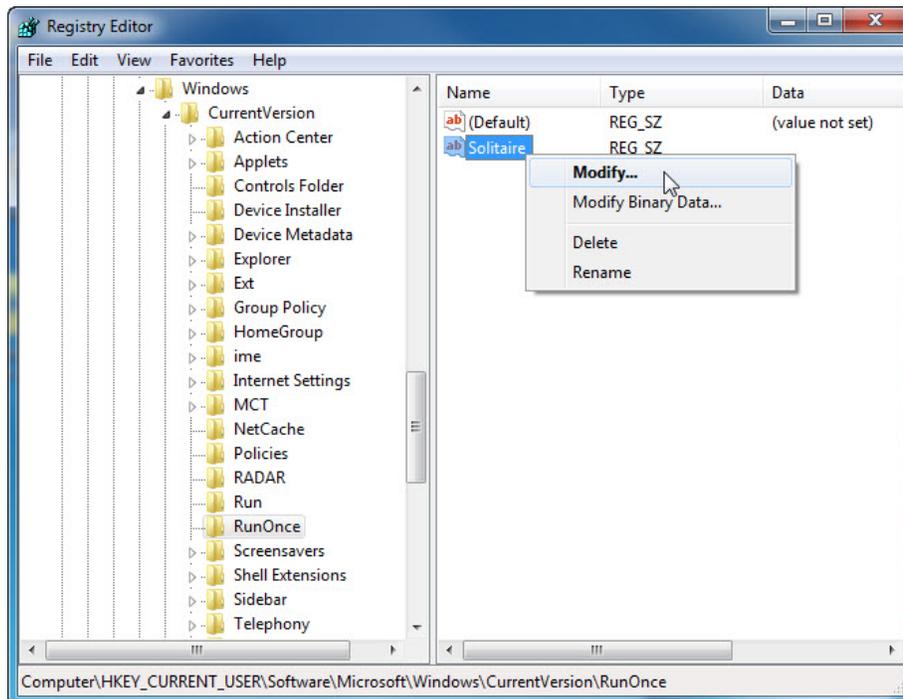
Click anywhere in the white space of the window.

Right-click **New Value #1** > **Rename**.

Type **Solitaire** and press **Enter**.

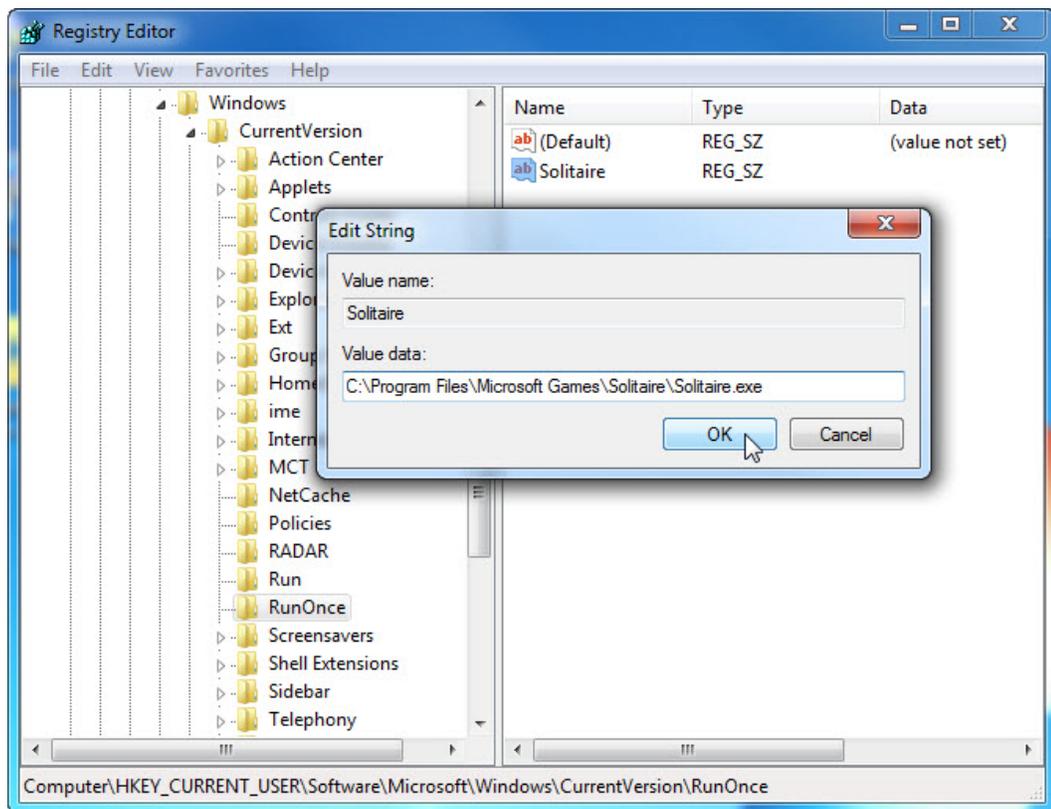


Right-click **Solitaire** > **Modify**.

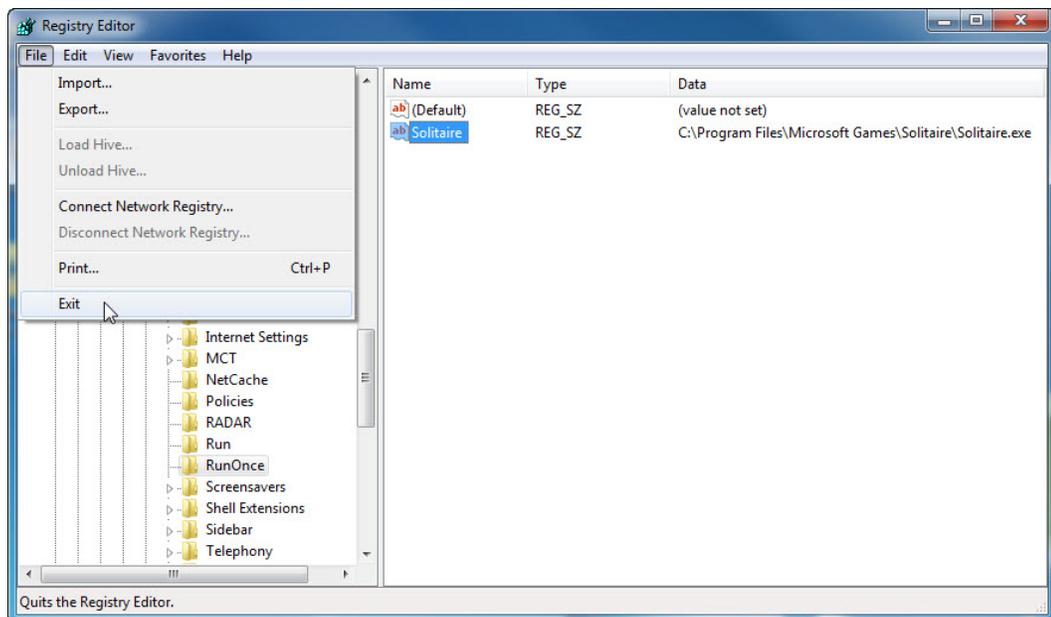


Type **C:\Program Files\Microsoft Games\Solitaire\Solitaire.exe** in the Value data field.

Click **OK**.



Close the “Registry Editor” window.



Step 11

Log off Windows.

Log on to Windows as an Administrator.

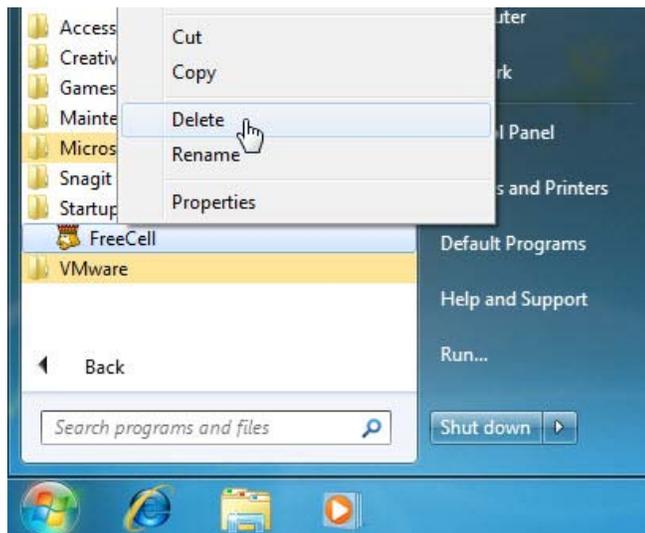


What happens when you log in?

Close all open Windows.

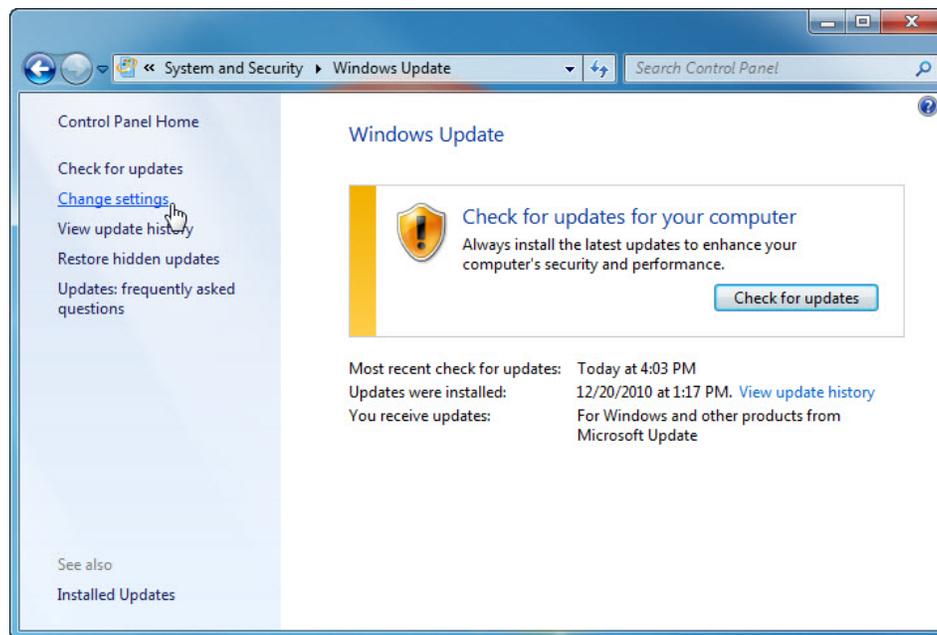
Remove FreeCell game from Startup.

Click **Start > All Programs > Startup > right-click FreeCell > Delete > Yes**.

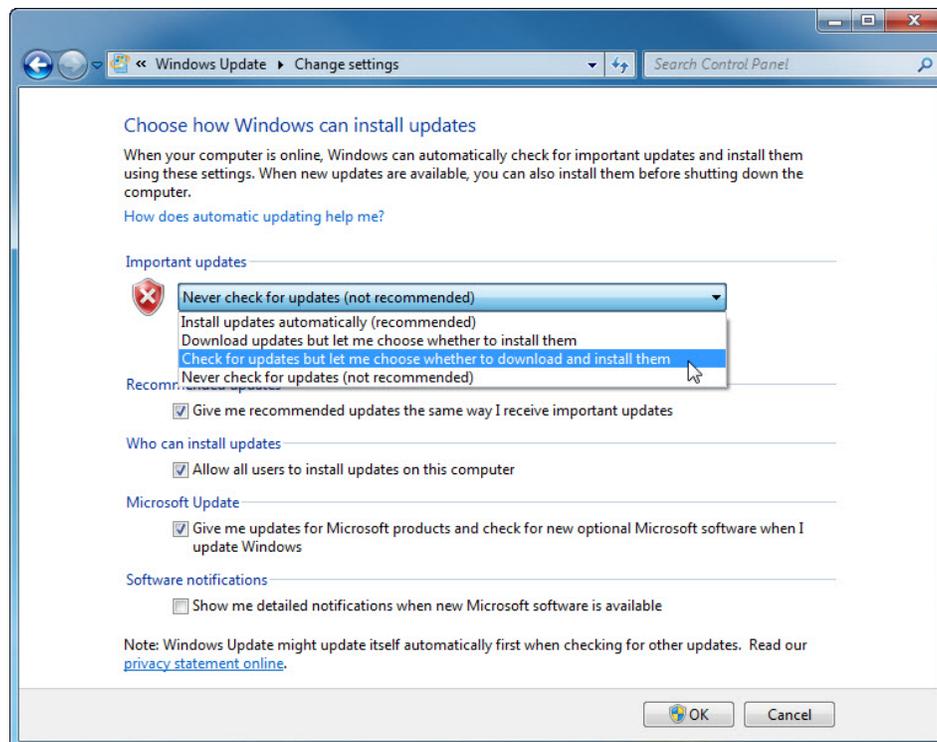


Step 12

Click **Start > Control Panel > System and Security > Windows Update > Change settings**.



In the Important updates drop-down menu select **Check for updates but let me choose whether to download and install them**.



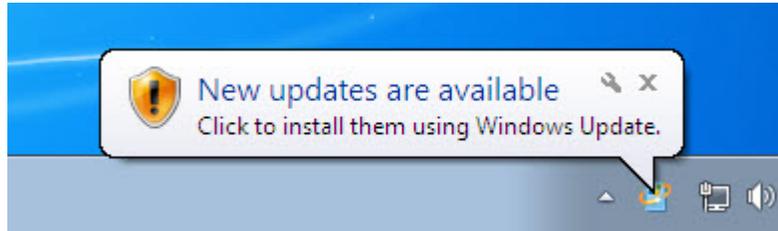
Click **OK > Continue**.

Step 13

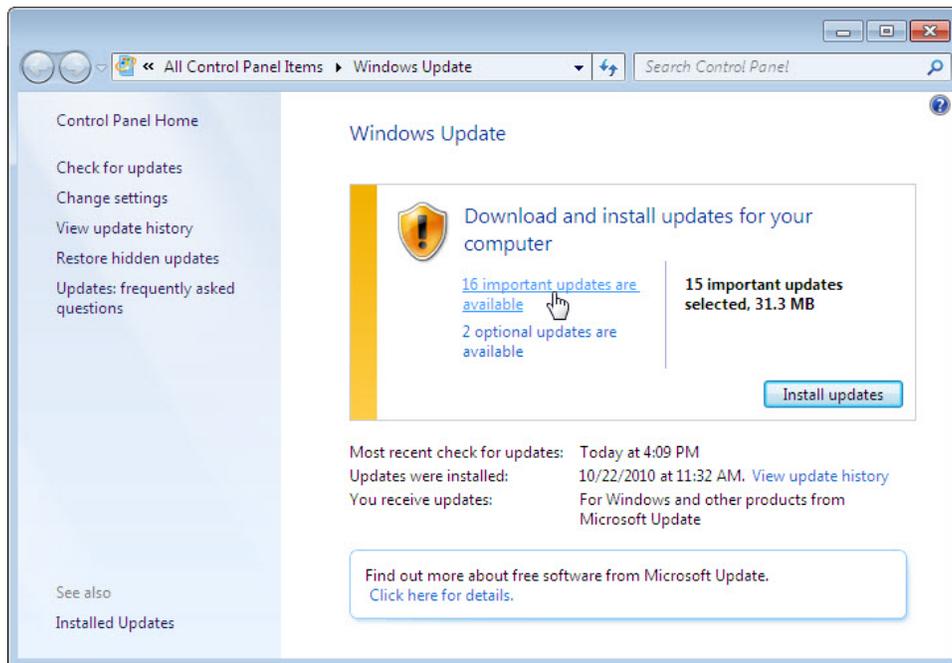
Windows checks for updates.

The “New updates are available” balloon appears.

Double-click the **shield** icon in the system tray.

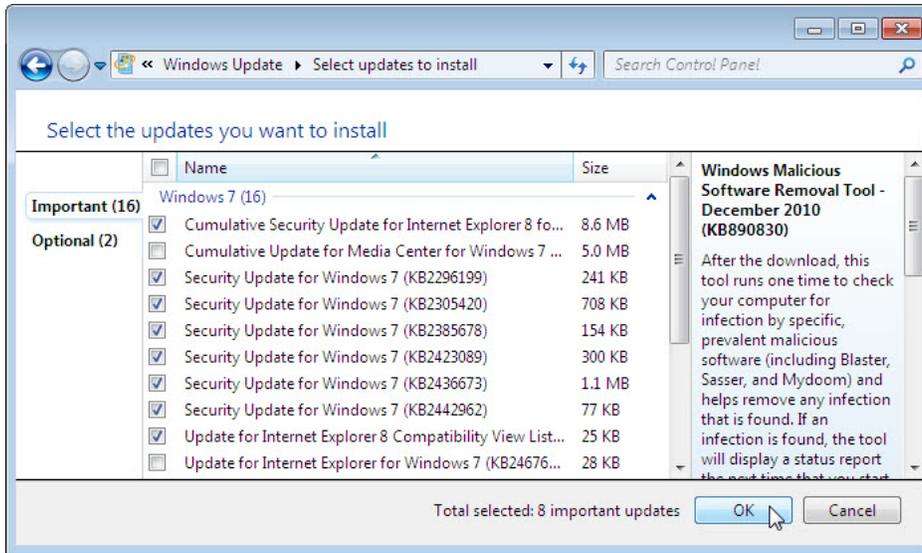


Click the link that shows how many updates have been downloaded. Example: **50 important updates are available**.

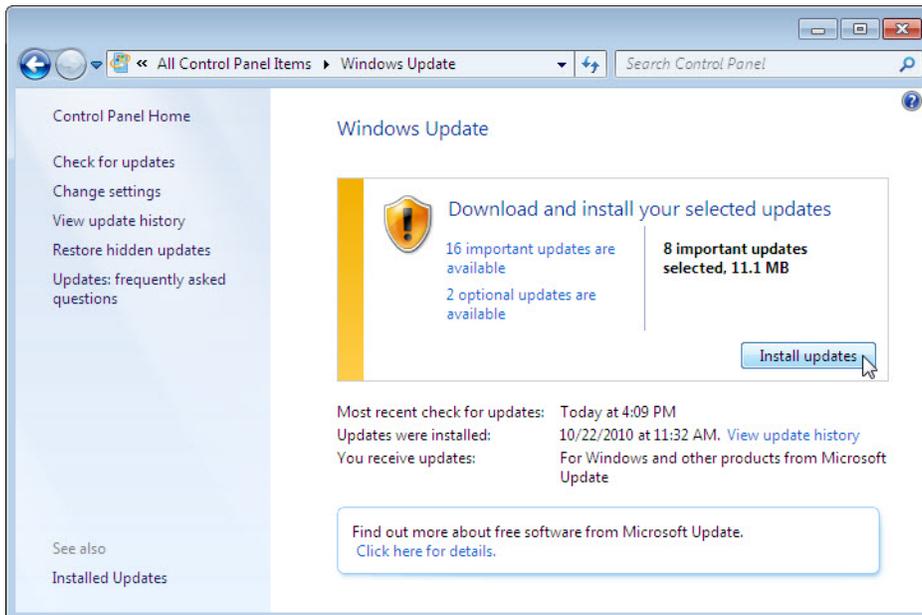


The “Select updates to install” window appears.

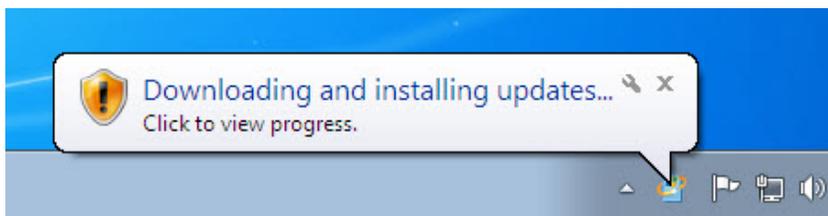
Place a check mark next to the important and optional updates to be installed, and then click **OK**.



When the “Windows Update” window appears click **Install updates**.



The “Downloading and installing updates...” balloon appears.



You have successfully completed this part of the lab once the “Downloading and installing updates...” balloon appears.

Reboot the computer.

Part 2: Windows 7 Hard Drive Maintenance

In this part of the lab, you will examine the results after using Disk Check and Disk Defragmenter on a hard drive.

Recommended Equipment

- A computer running Windows 7

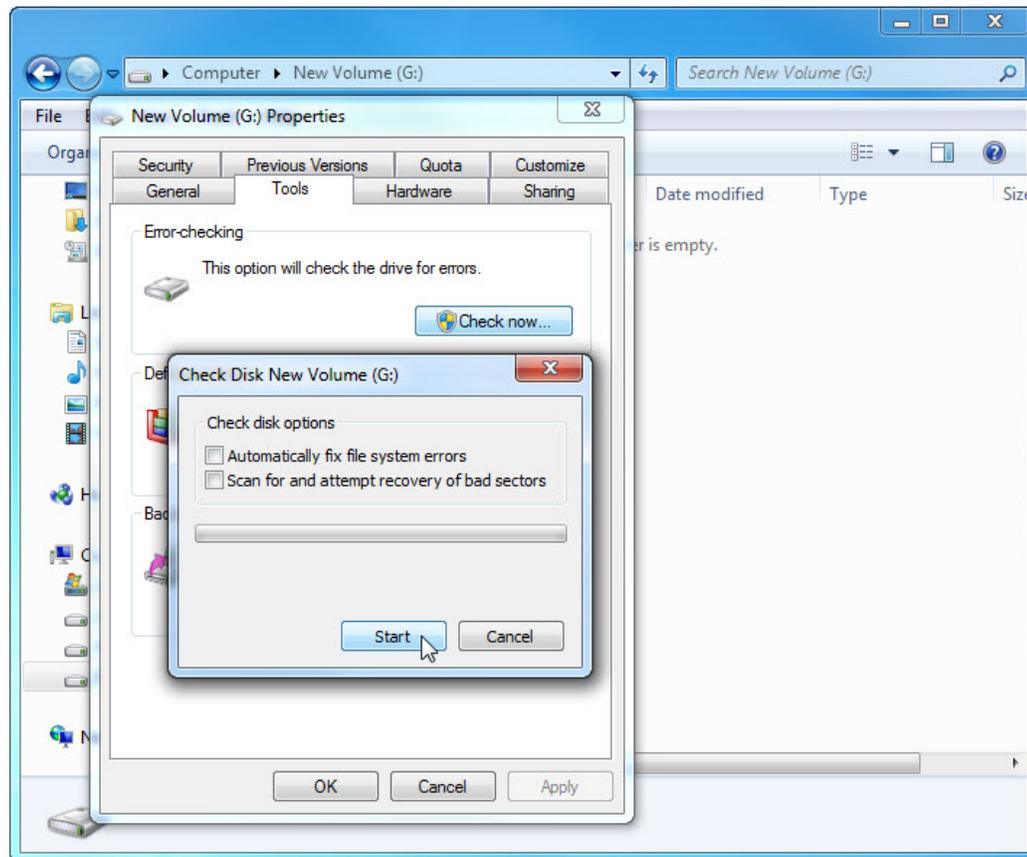
Step 1

Log on to Windows as an administrator.

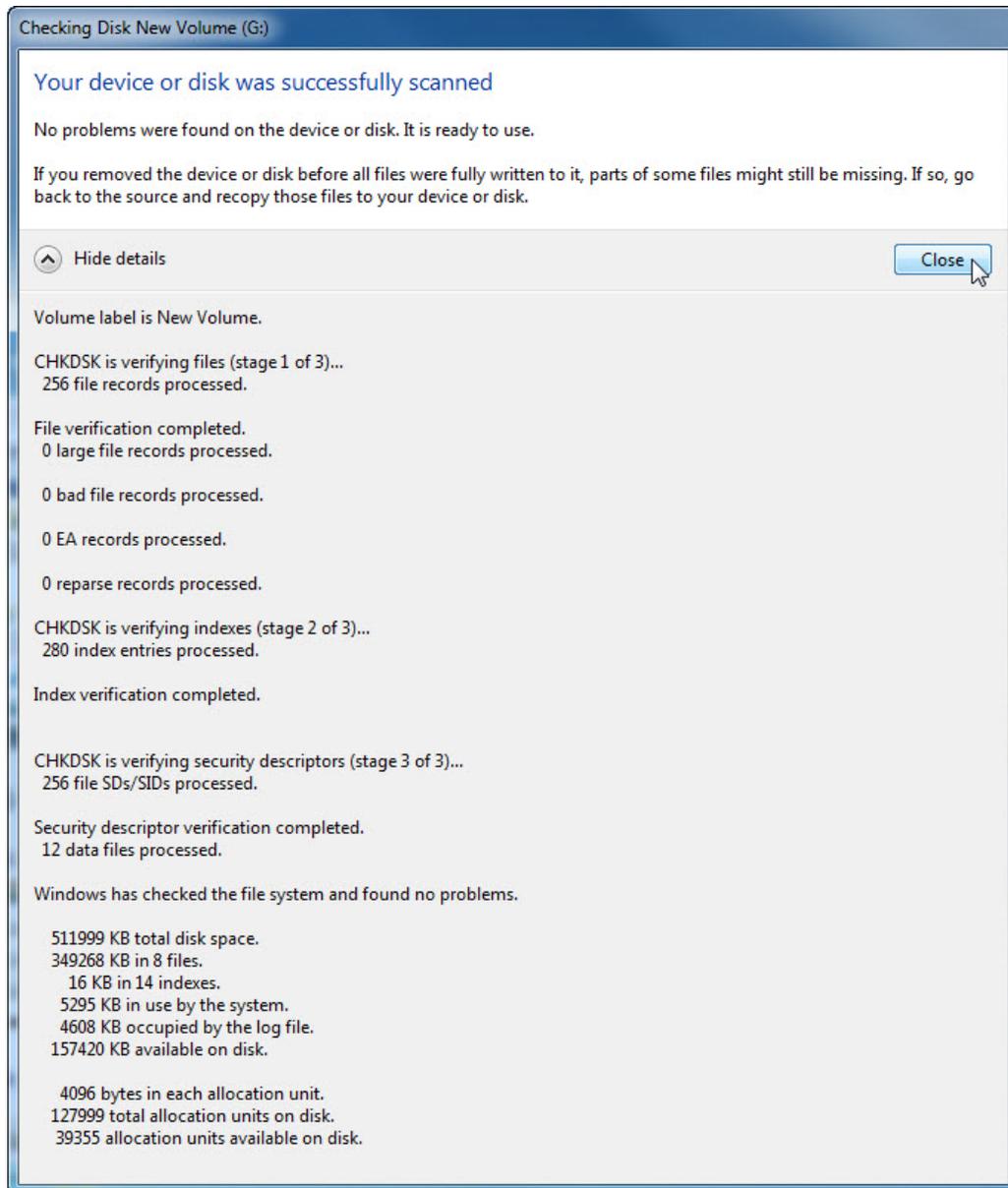
Start > Computer > double-click **New Volume (G:)**.

Right-click anywhere in the white space of the folder area for drive **G: > Properties > Tools tab > Check Now**.

The “Check Disk New Volume (G:)” window appears. Make sure there is not a check mark in either checkbox then click **Start**.



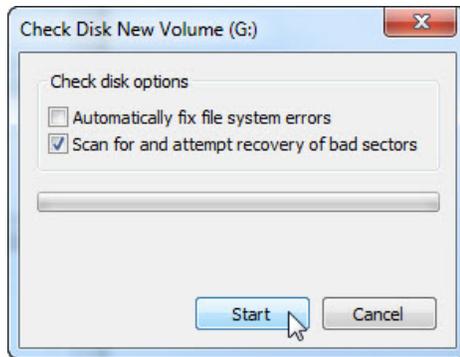
When the “Your device or disk was successfully scanned” screen appears, click the expand button next to **See details**.



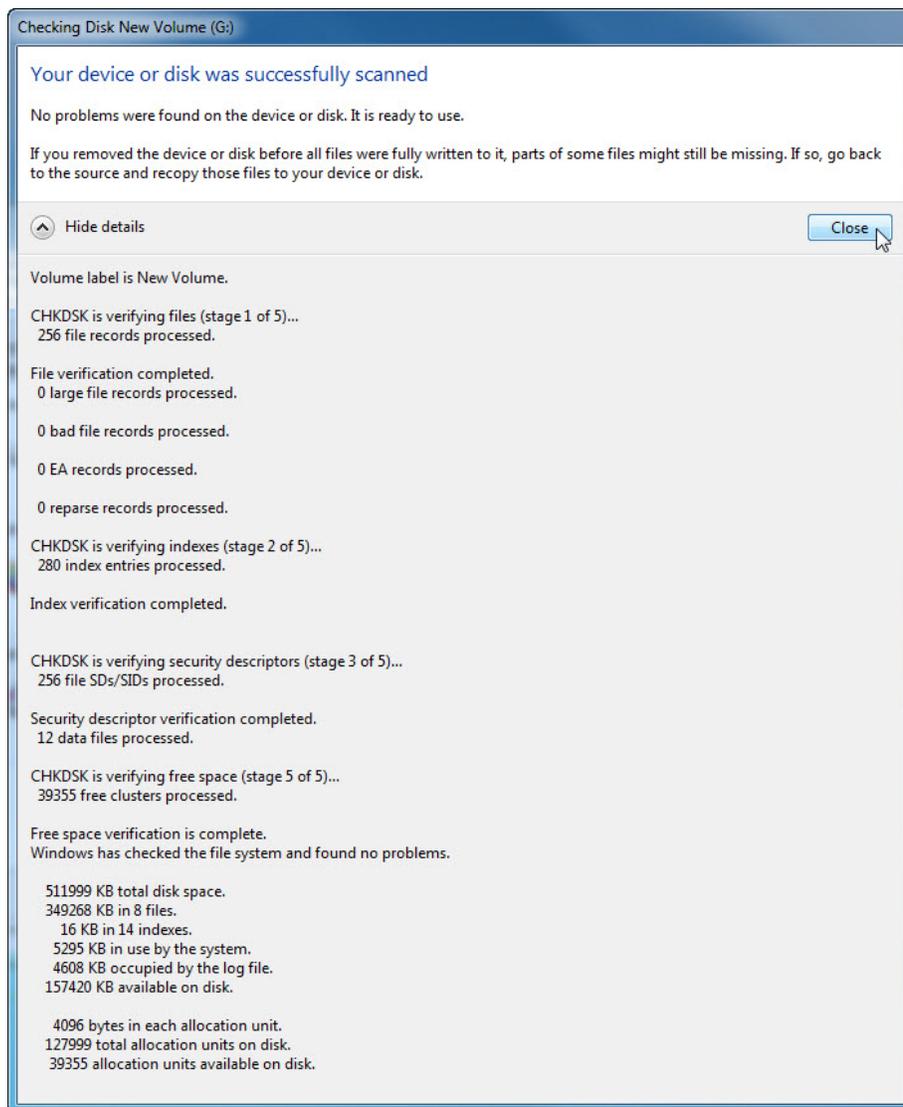
How many stages were processed?

Click **Close**.

Select the **Tools** tab, click **Check Now**. Remove the check mark next to **Automatically fix file system errors**. Place a check mark in the checkbox next to **Scan for and attempt recovery of bad sectors > Start**.



When the “Your device or disk was successfully scanned” screen appears click the expand button next to **See details**.

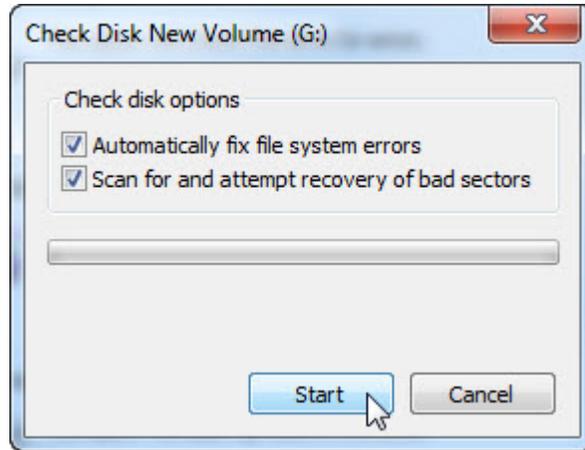


What stages were processed?

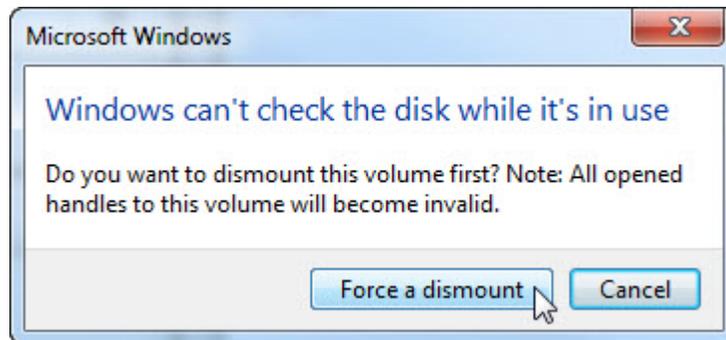
Click **Close**.

Select the **Tools** tab, click **Check Now**.

Place a check mark in both checkboxes then click **Start**.



An information window opens.

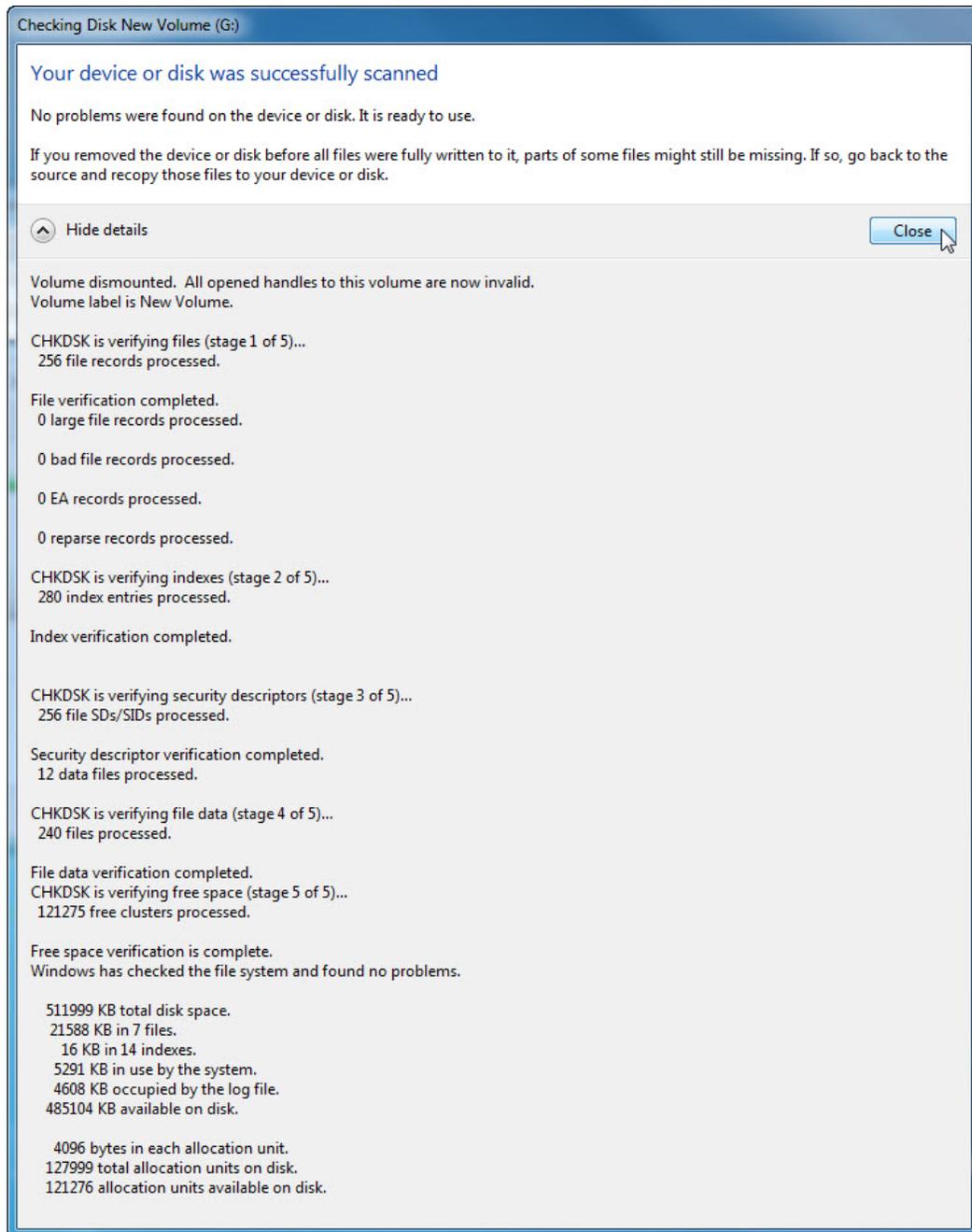


Why will Check Disk not start?

Note: This message is displayed because a boot partition will be scanned, or a non-boot partition that is going to be scanned is open.

Click **Force a dismount**.

When the "Your device or disk was successfully scanned" screen appears click the expand button next to **See details**.



What stages were processed?

What is being verified in each of the stages?

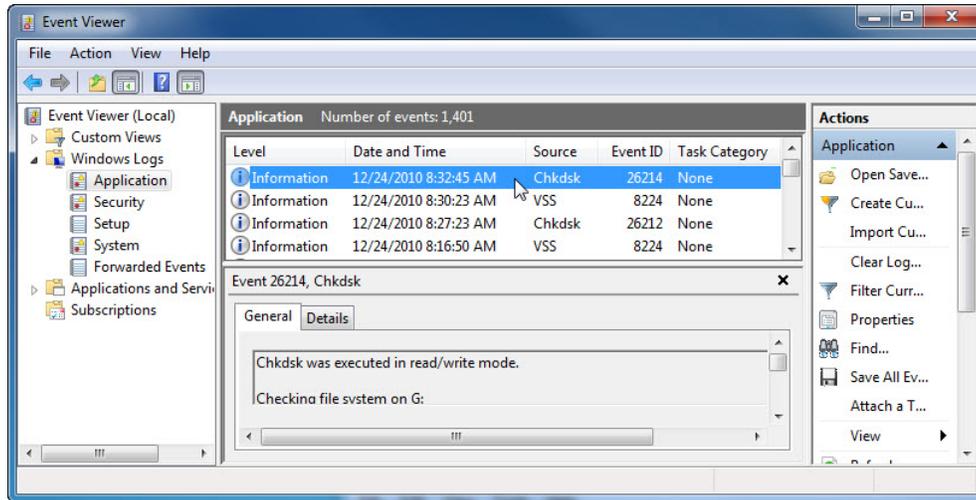
Were any problems found with the volume?

If so what are they?

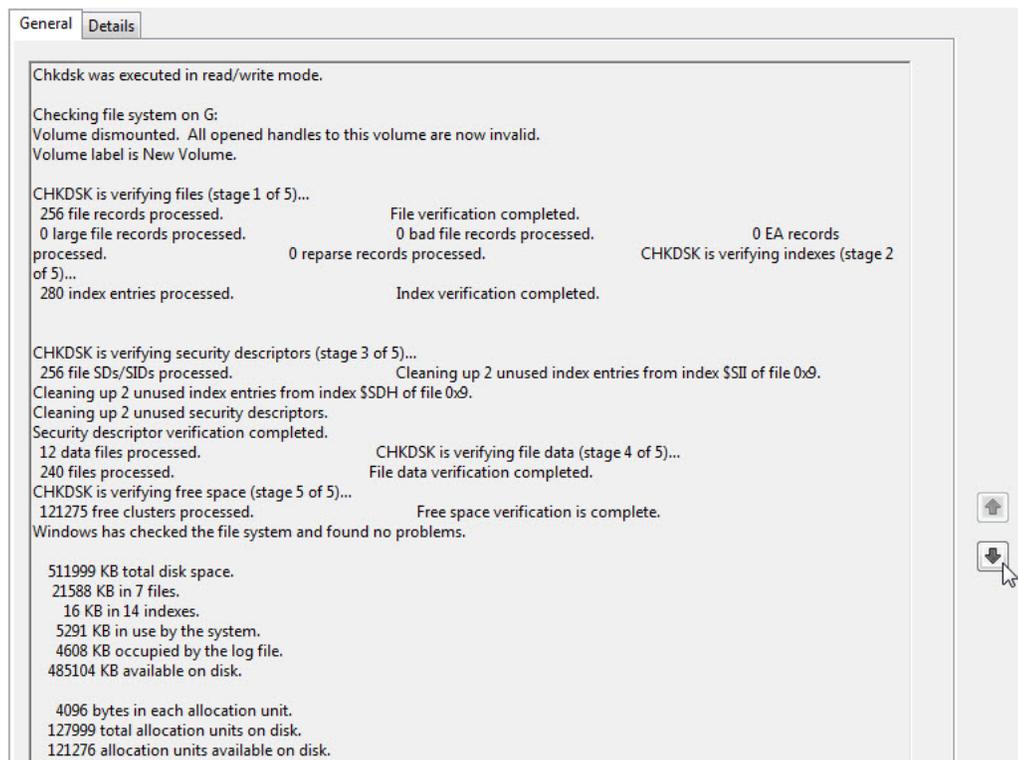
Click **Close** and close all open windows.

Step 2

Start > Control Panel > System and Security > View event logs. In the left pane expand **Windows Logs > select Application.**



Double-click the top event in the middle pane. If the displayed event is not Chkdsk, click the black down arrow until the Chkdsk event appears.



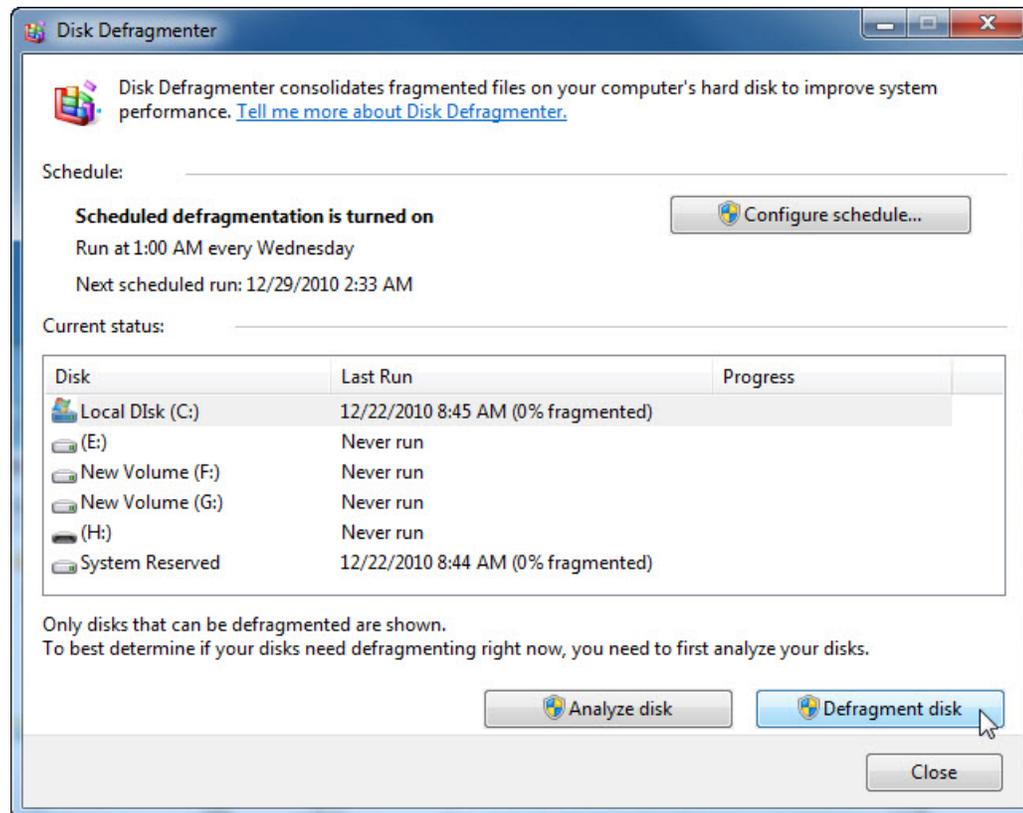
Which stages are shown as completed?

Close all open windows.

Step 3

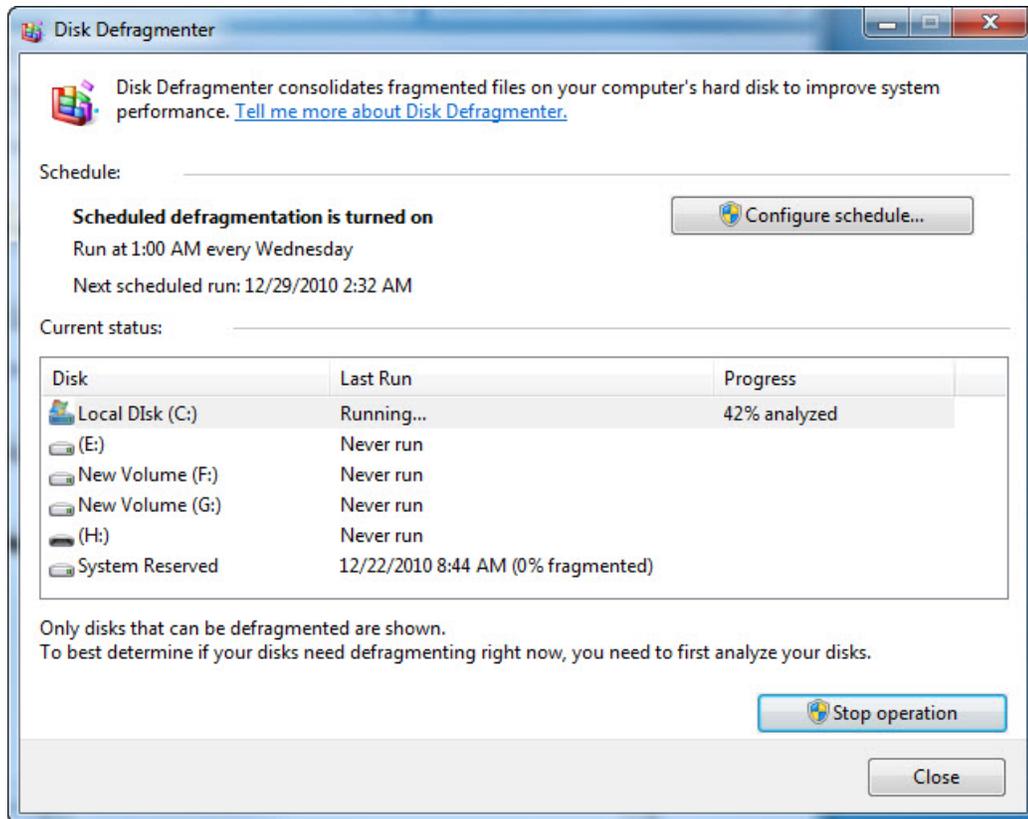
Start > Computer > right-click drive (C:) > Properties > select Tools tab > click Defragment Now button.

The “Disk Defragmenter” window appears.



Make sure drive **C:** is selected and then click **Defragment disk**.

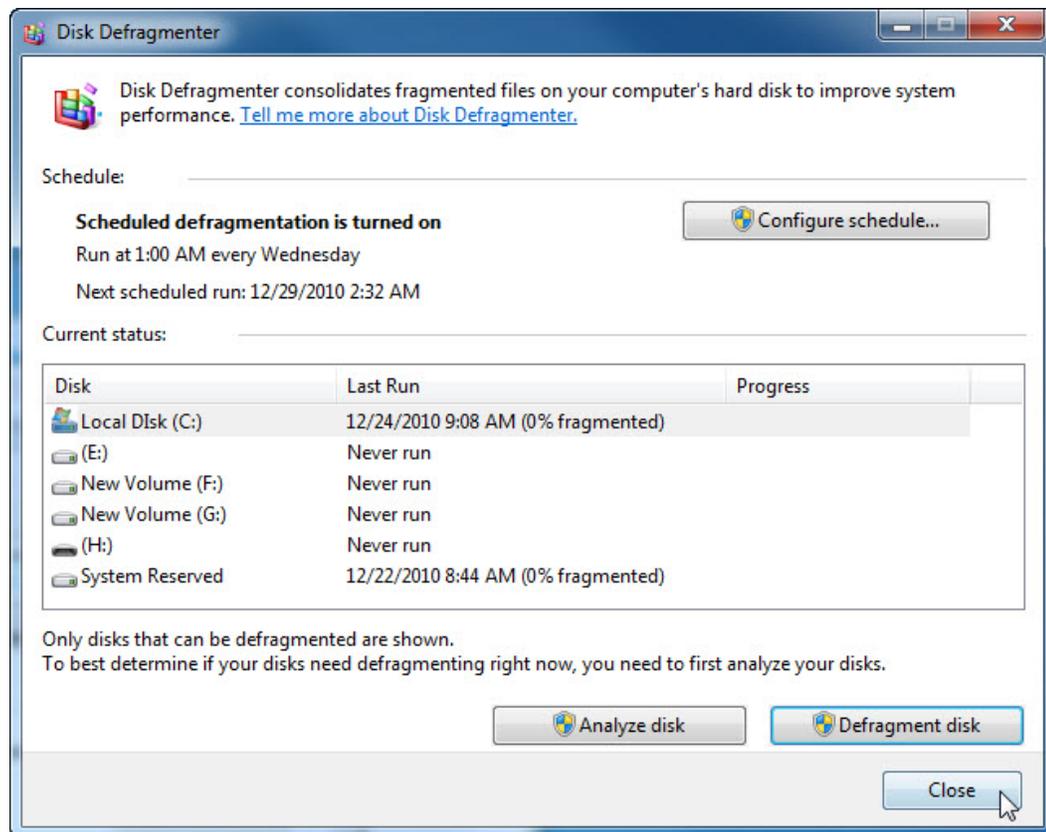
Windows starts defragmenting hard drive (C:).



What is the first process during defragmenting (See “Progress” column)?

What are the three tasks performed for each Pass (See “Progress” column)?

How many passes did it take to defragment drive C:?



When defragmenting is completed click **Close**.

Close all windows.

Note: It is not possible to view the detail of the defragmented hard drive through the GUI version of defragmenter.

Part 3: Managing Processes, and Regional and Language Settings in Windows 7

In this part of the lab, you will examine regional and language settings, and explore how to manage processes in Task Manager.

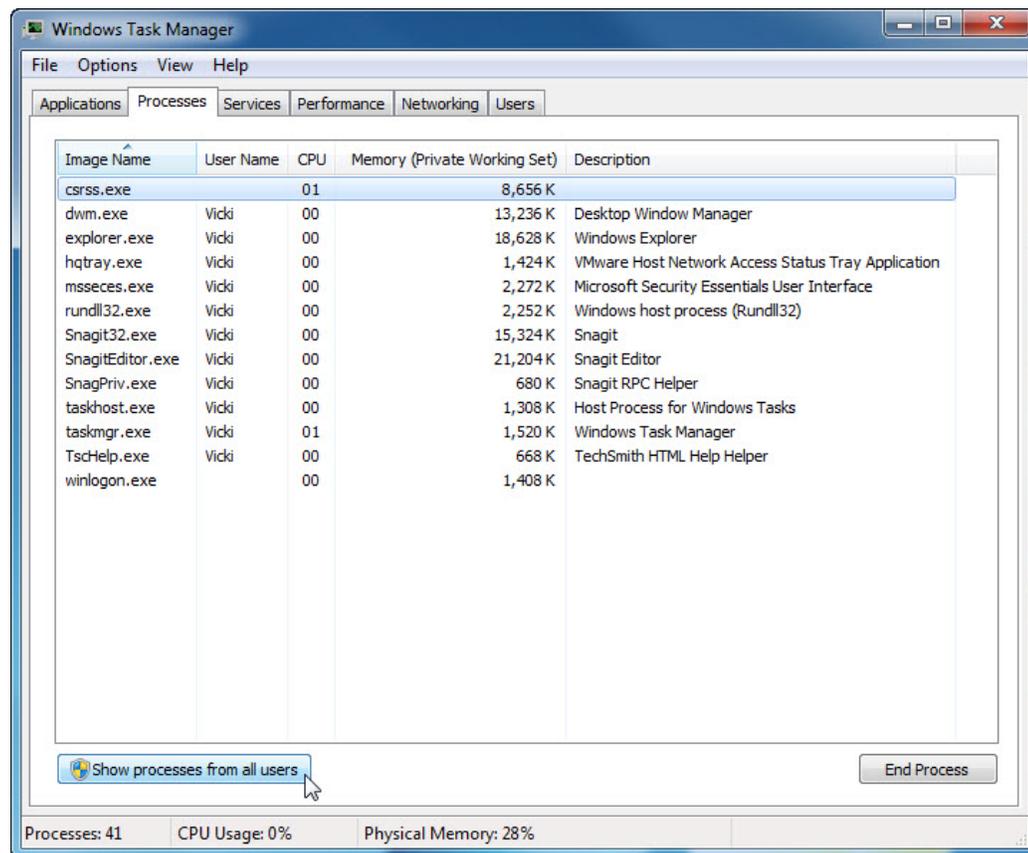
Recommended Equipment

- A computer running Windows 7

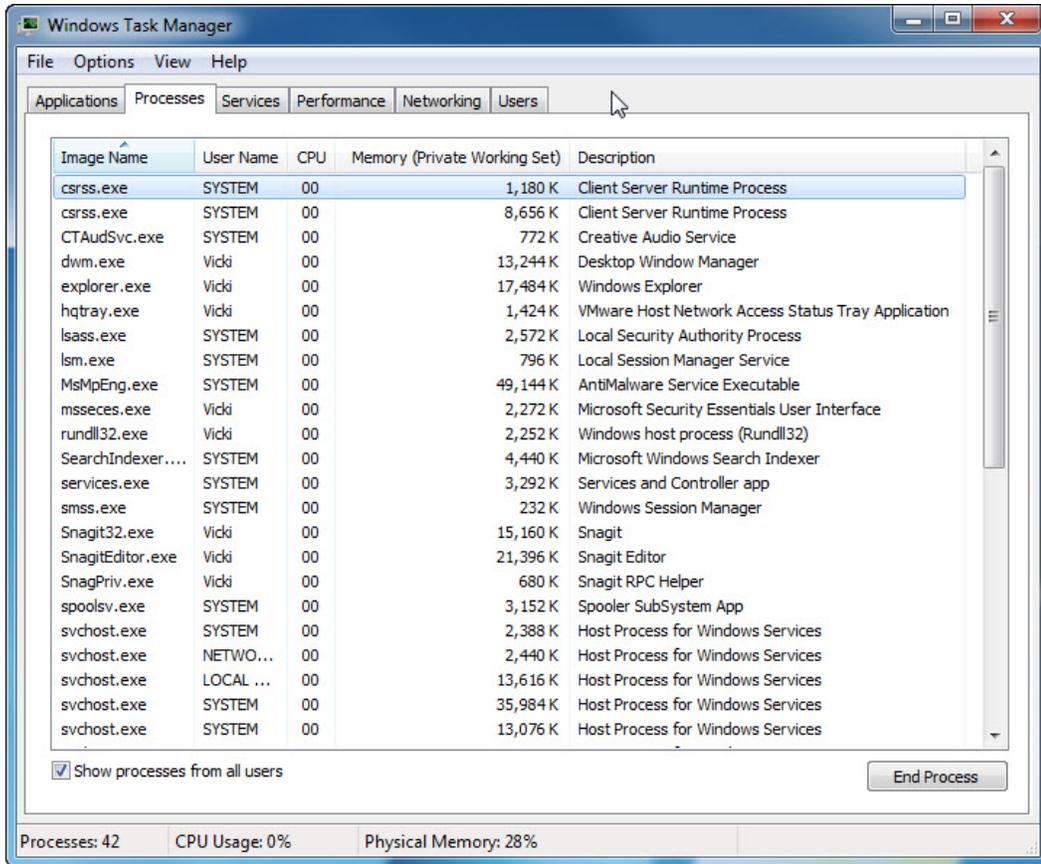
Step 1

Log on to Windows as an administrator.

Press keys **Ctrl-Alt-Delete** > click **Start Task Manager** > **Processes** tab.

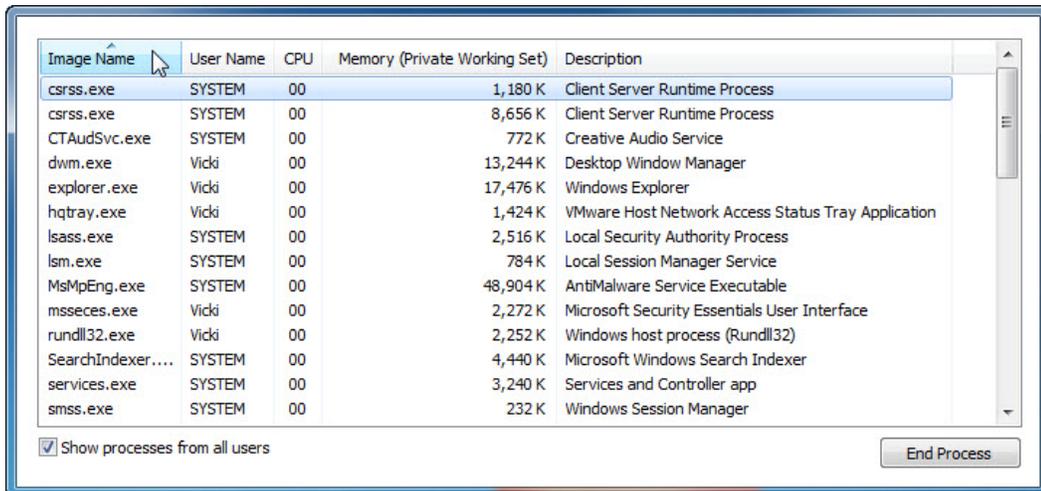


Click **Show processes from all users**.



Double-click the border around the tabs.

Windows Task Manager is now in compact mode.



Click **Image Name**.

Image Name	User Name	CPU	Memory (Private Working Set)	Description
WUDFHost.exe	LOCAL ...	00	1,168 K	Windows Driver Foundation - User-mode Driver Fra...
wmpnetwk.exe	NETWO...	00	3,484 K	Windows Media Player Network Sharing Service
winlogon.exe	SYSTEM	00	1,376 K	Windows Logon Application
wininit.exe	SYSTEM	00	712 K	Windows Start-Up Application
vmware-usbarb...	SYSTEM	00	1,032 K	VMware USB Arbitration Service
vmware-authd....	SYSTEM	00	3,332 K	VMware Authorization Service
vmnetdhcp.exe	SYSTEM	00	744 K	VMware VMnet DHCP service
vmnat.exe	SYSTEM	00	840 K	VMware NAT Service
TscHelp.exe	Vicki	00	668 K	TechSmith HTML Help Helper
taskmgr.exe	Vicki	00	1,816 K	Windows Task Manager
taskhost.exe	Vicki	00	1,784 K	Host Process for Windows Tasks
System Idle Pro...	SYSTEM	99	12 K	Percentage of time the processor is idle
System	SYSTEM	00	40 K	NT Kernel & System
svchost.exe	LOCAL ...	00	1,648 K	Host Process for Windows Services

Show processes from all users End Process

Click **Image Name** again.

What effect does this have on the columns?

Image Name	User Name	CPU	Memory (Private Working Set)	Description
System Idle Pro...	SYSTEM	99	12 K	Percentage of time the processor is idle
System	SYSTEM	00	40 K	NT Kernel & System
smss.exe	SYSTEM	00	232 K	Windows Session Manager
TscHelp.exe	Vicki	00	668 K	TechSmith HTML Help Helper
SnagPriv.exe	Vicki	00	680 K	Snagit RPC Helper
wininit.exe	SYSTEM	00	712 K	Windows Start-Up Application
vmnetdhcp.exe	SYSTEM	00	744 K	VMware VMnet DHCP service
CTAudSvc.exe	SYSTEM	00	772 K	Creative Audio Service
lsm.exe	SYSTEM	00	796 K	Local Session Manager Service
vmnat.exe	SYSTEM	00	840 K	VMware NAT Service
vmware-usbarb...	SYSTEM	00	1,032 K	VMware USB Arbitration Service
WUDFHost.exe	LOCAL ...	00	1,168 K	Windows Driver Foundation - User-mode Driver Fra...
csrss.exe	SYSTEM	00	1,180 K	Client Server Runtime Process
winlogon.exe	SYSTEM	00	1,376 K	Windows Logon Application

Show processes from all users End Process

Click **Memory (Private Working Set)**.

What affect does this have on the columns?

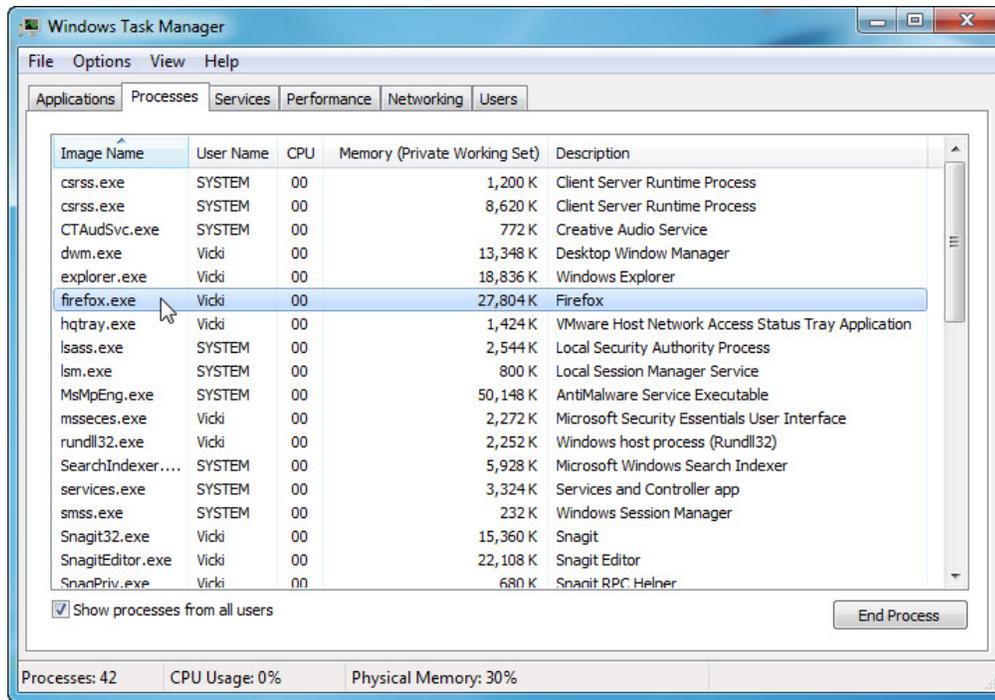
Double-click the outside border again to return to tabs mode.

Step 2

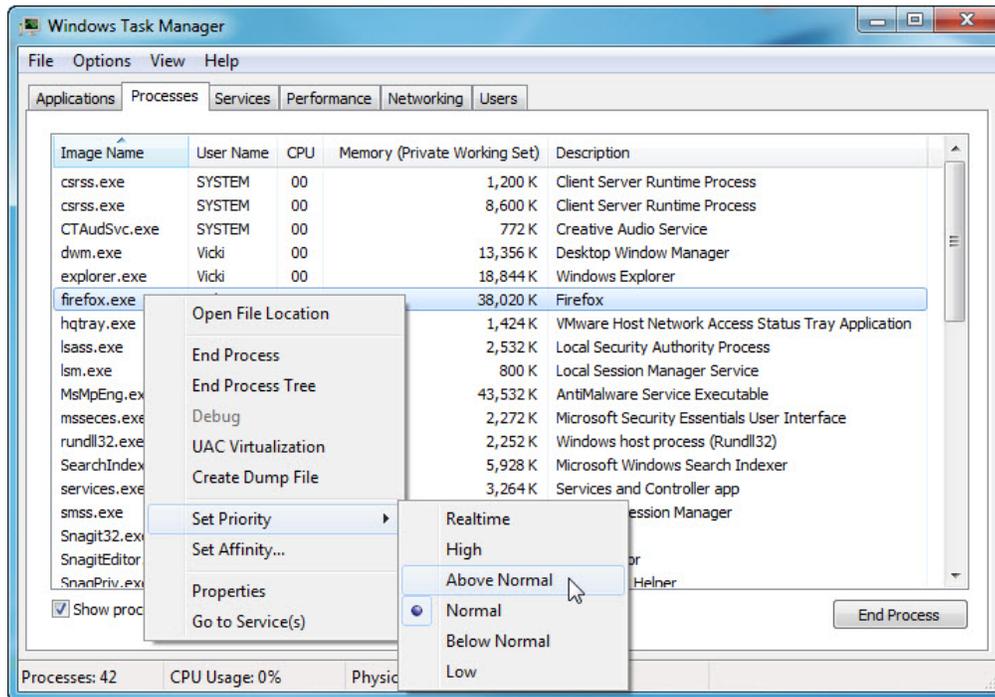
Open a browser.

Note: Firefox is used in this lab. However, any browser will work. Just substitute your browser name whenever you see the word Firefox.

Return to the **Windows Task Manager**.



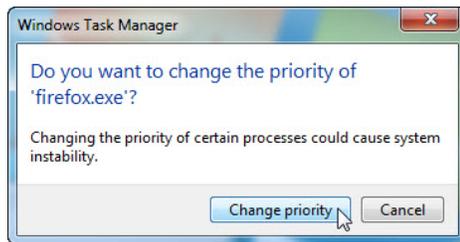
Click **Image Name** so the list is in alphabetical order, then locate and select **firefox.exe**.



Right-click **firefox.exe** > **Set Priority**.

What is the default priority for the browser?

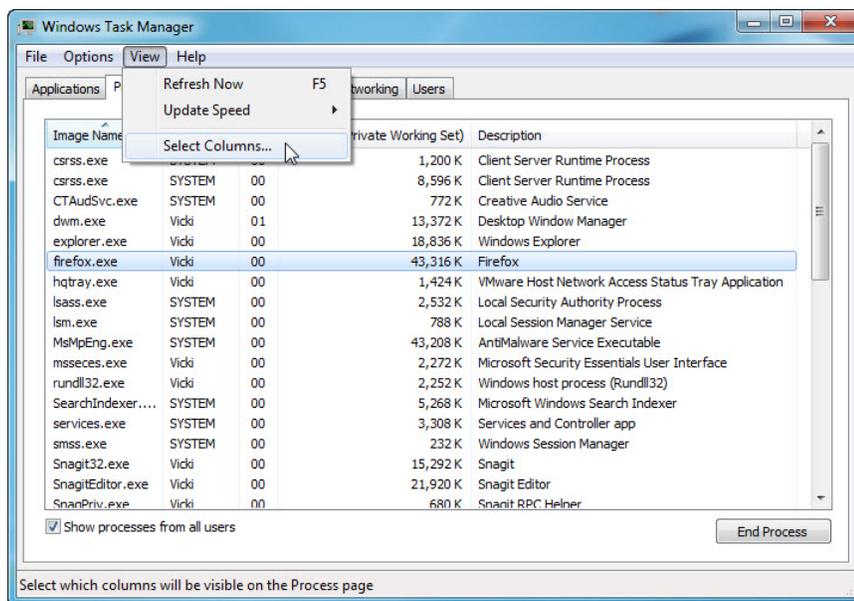
Set the priority to **Above Normal**.



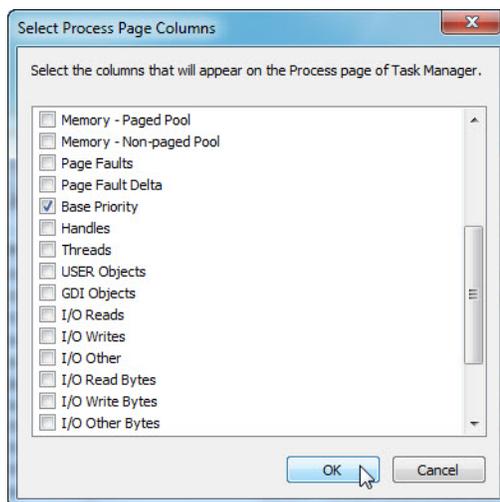
Click **Change priority** to the Windows Task Manager warning message.

Step 3

Click **View > Select Columns**.

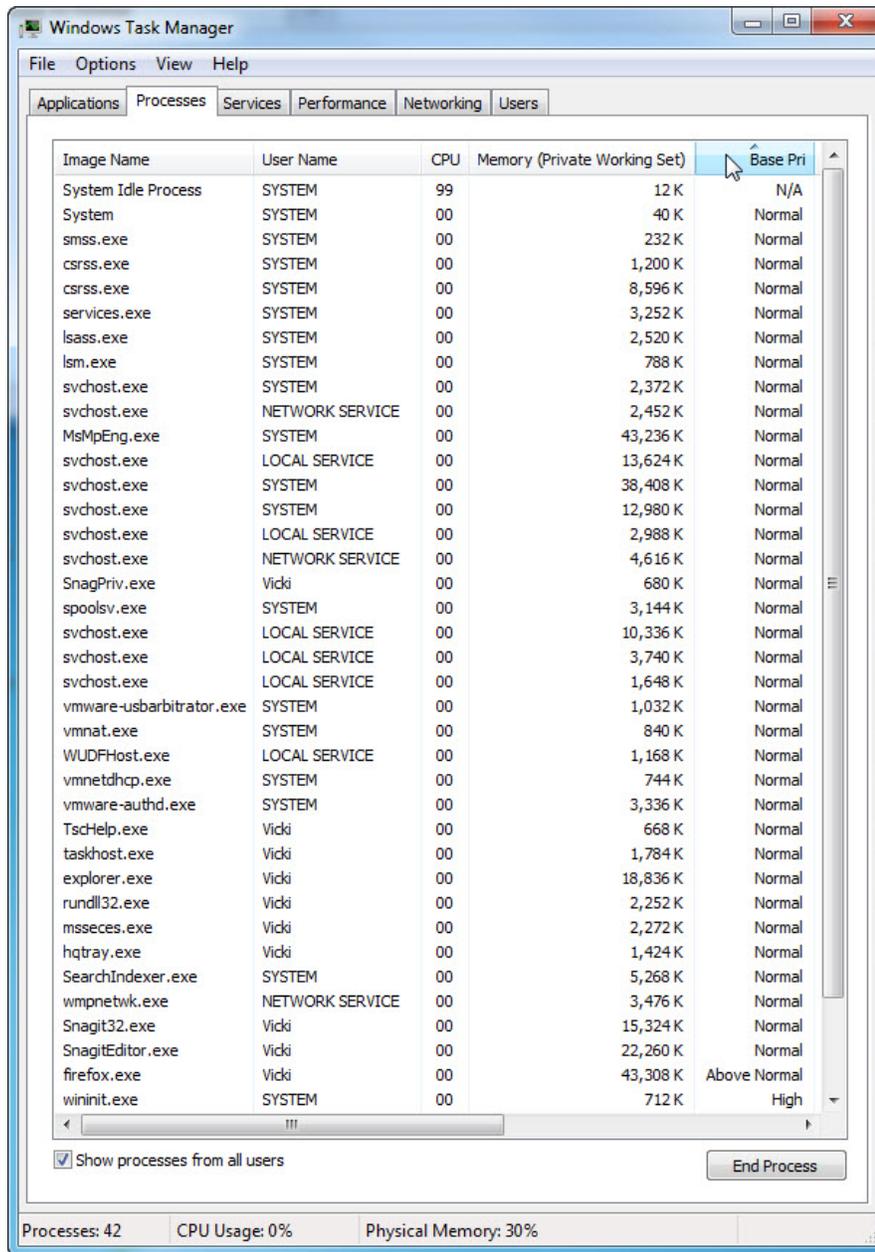


The "Select Process Page Columns" window appears.



Place a check mark next to **Base Priority** > click **OK**.

Expand the width of the “Windows Task Manager” so the “Base Priority” column is visible.



Click **Base Pri**.

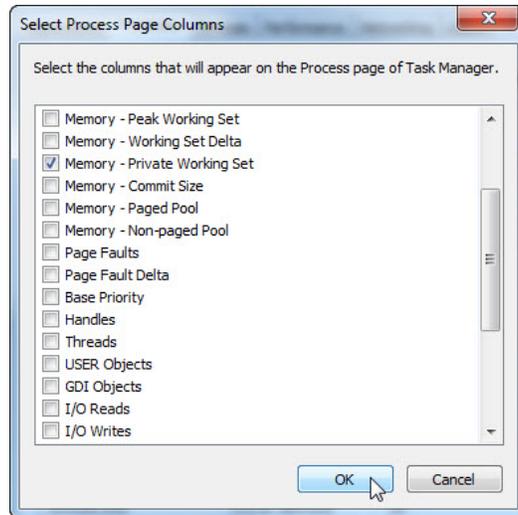
Which image name has a base priority of N/A?

List the image name that has a base priority of Above Normal?

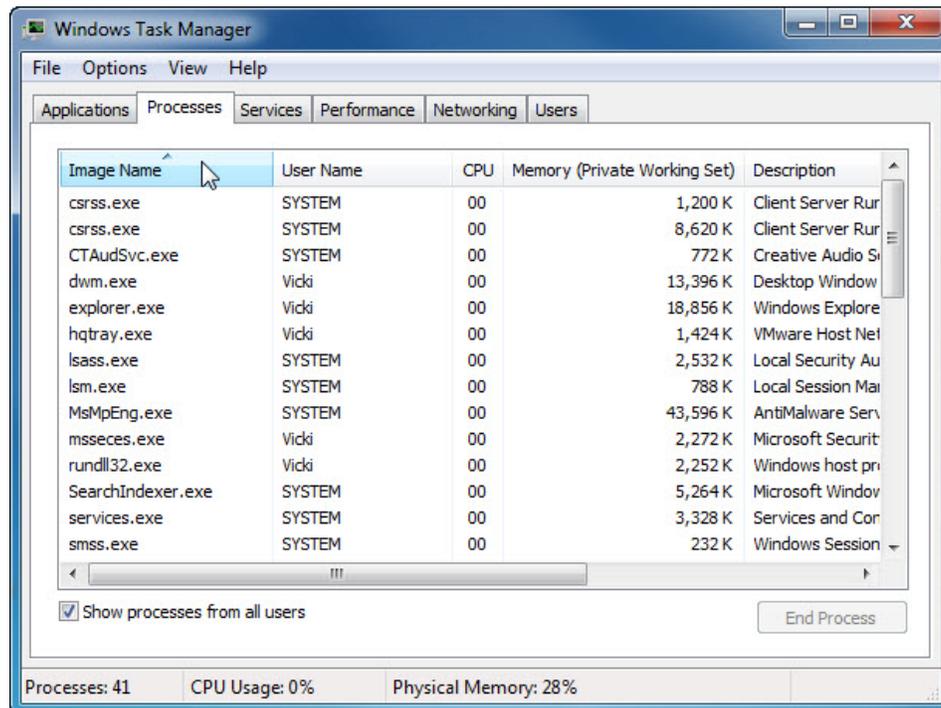
Step 4

Reset Firefox.exe base priority to normal. Right-click **firefox.exe** > **Set Priority** > **Normal** > **Change priority**.

Click **View** > **Select Columns** > uncheck **Base Priority** > **OK**.



Close Firefox.

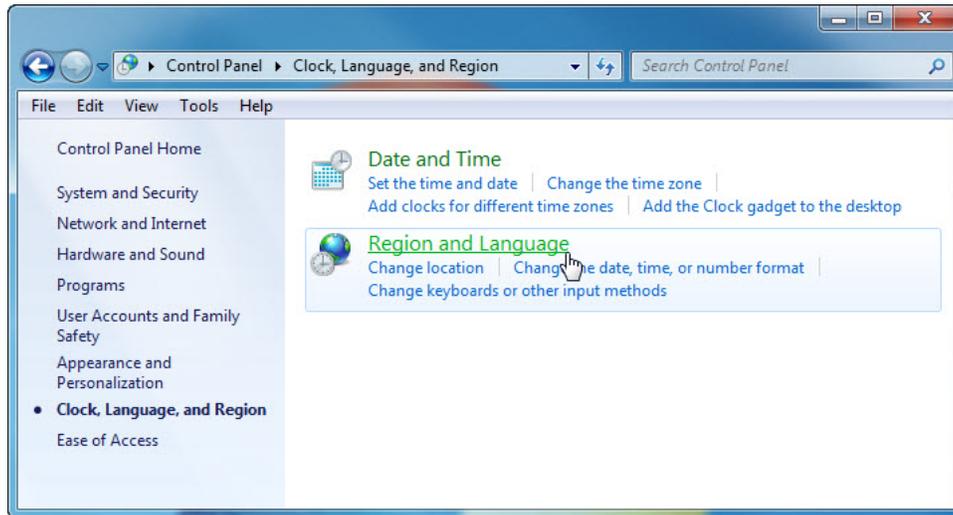


Is Firefox listed as a process?

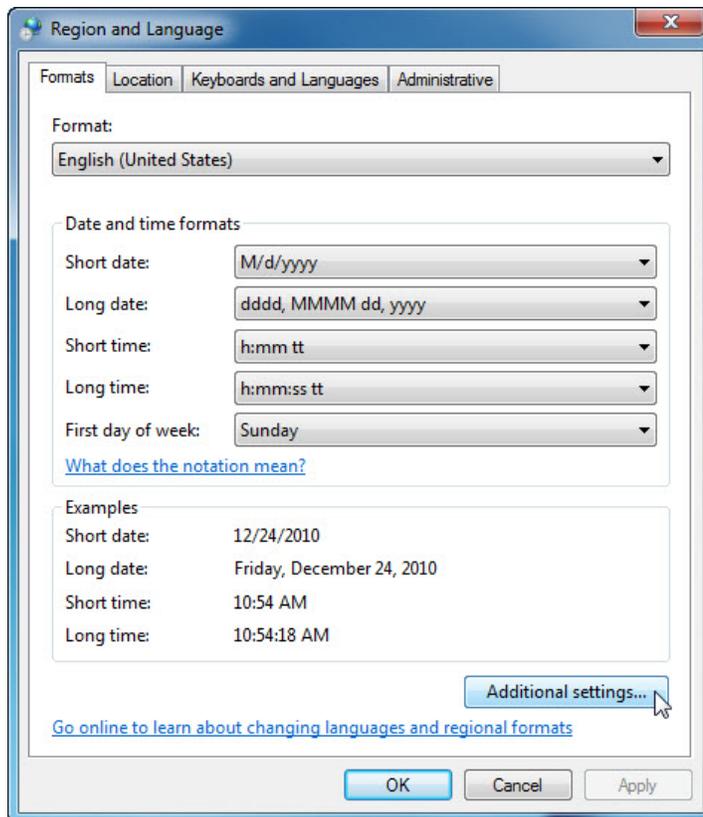
Close all open windows.

Step 5

Click **Start > Control Panel > Clock, Language, and Region > Region and Language**.

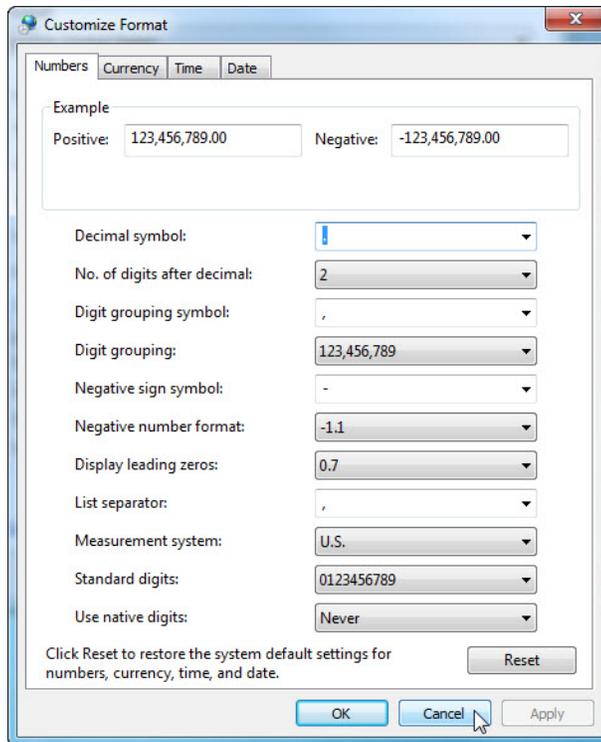


The “Regional and Language” window appears.



What regional format is being used?

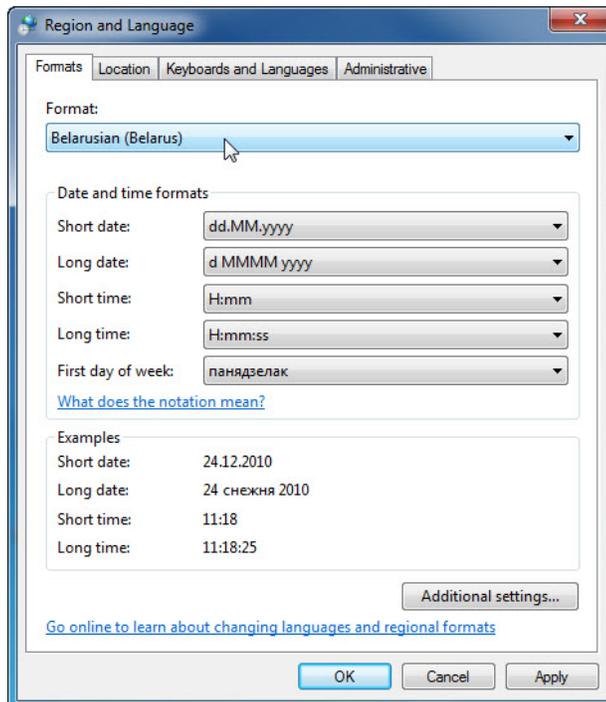
Click **Additional settings**.



What are the tabs that can be customized?

Click **Cancel**.

Click the drop-down menu in “Formats” area. Select **Belarusian (Belarus)**.

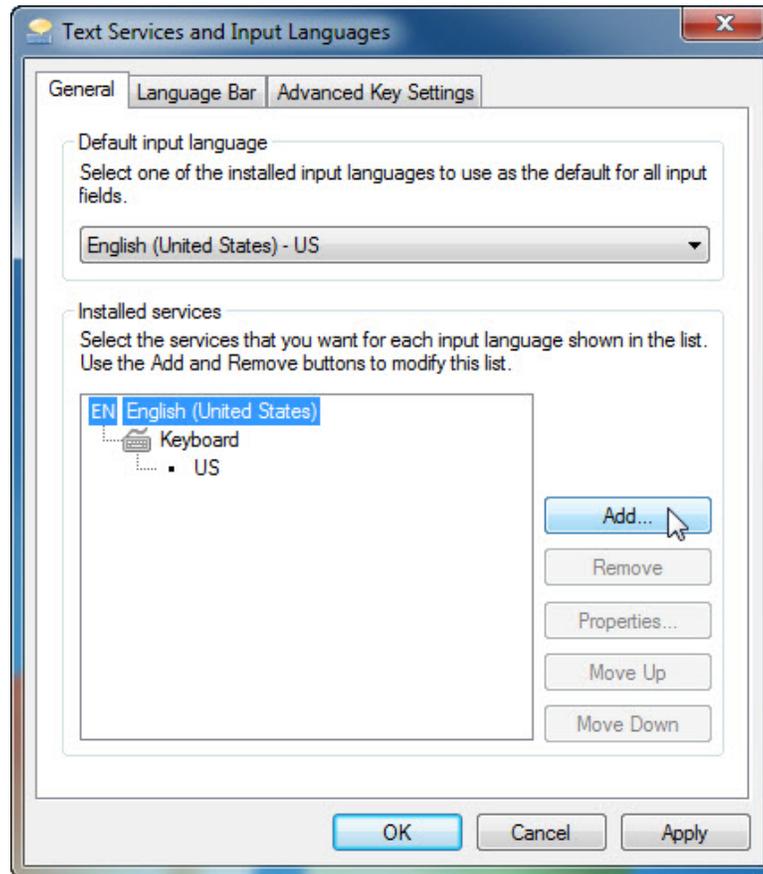


Notice the changes to the output in the “Example” area of how data is displayed using this format.

Click the drop-down menu in the “Format” area.

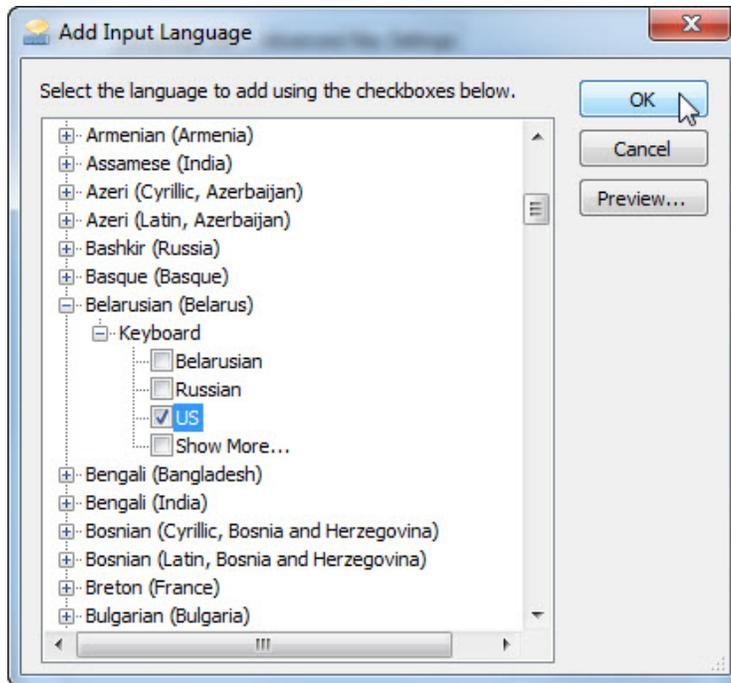
Return the setting to the original format.

Click **Keyboards and Languages** tab > **Change keyboards**.

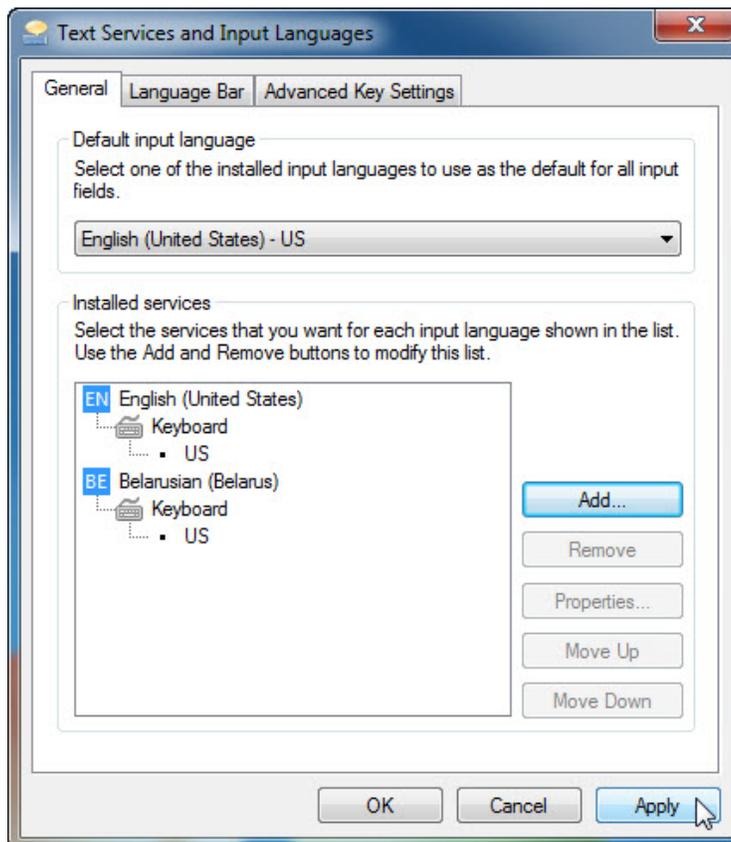


Click **Add**.

Scroll down the list of options and expand **Belarusian (Belarus)** > **Keyboard** > select **US** > **OK**.



Click **Apply** to accept the changes.

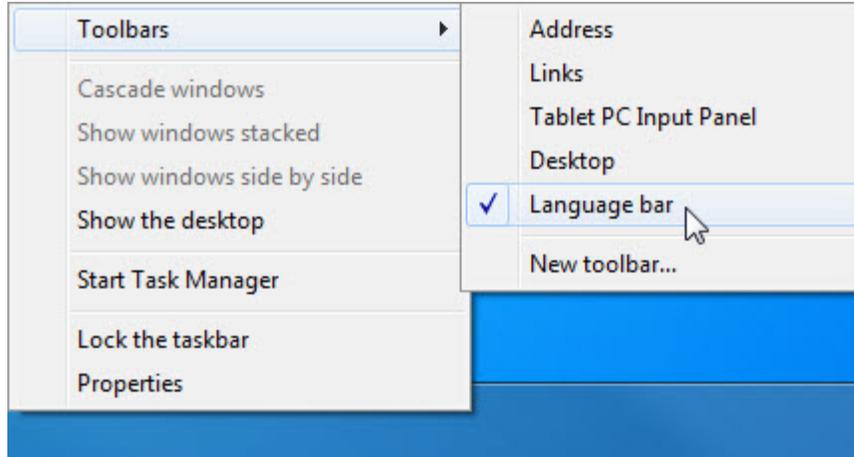


Close all opened windows

Step 6

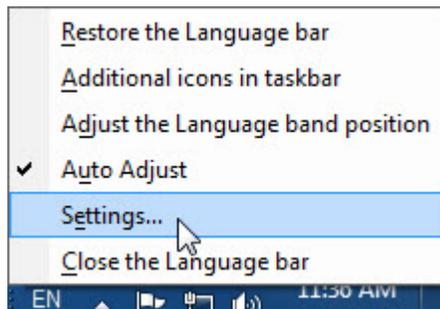
Right-click the **Taskbar**.

Select **Toolbars > Language bar** to ensure that the **Language bar** is shown in the **Taskbar**.

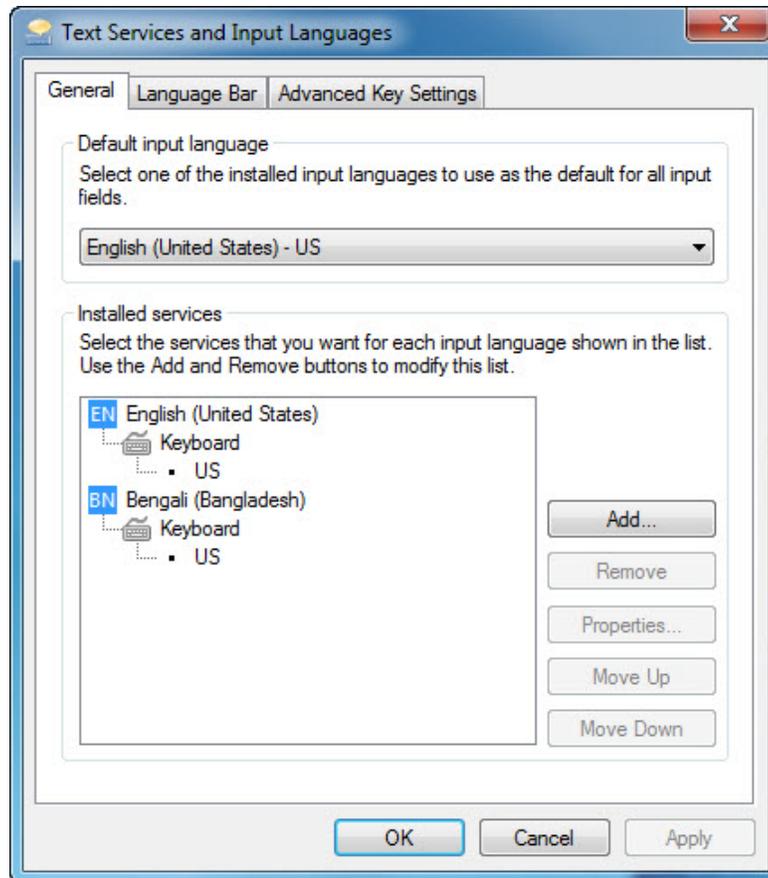


Right-click the **Language bar** in the **Taskbar**.

Select **Settings**.



The “Text Service and Input Languages” window appears.



What is the Default input language?

Close all opened windows.

Part 4: Managing Windows 7 System Performance

In this part of the lab, you will manage and monitor Windows 7 system performance.

Recommended Equipment

- A computer running Windows 7

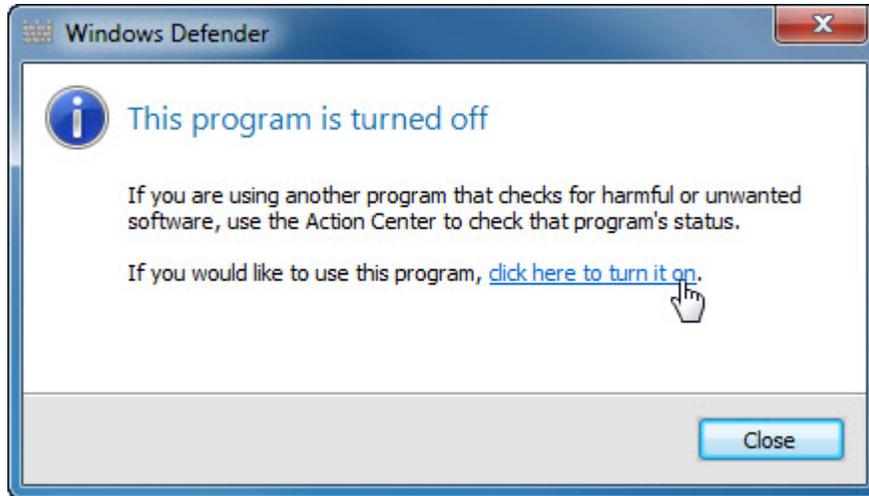
Step 1

Log on to Windows as an administrator.

Note: Some antivirus or antispyware programs must be uninstalled on the computer for Windows Defender to work.

To see if Windows Defender is turned off click **Start >** in Search programs and files type **Defender >** select **Windows Defender**.

If the “This program is turned off” screen appears, click **click here to turn it on**.

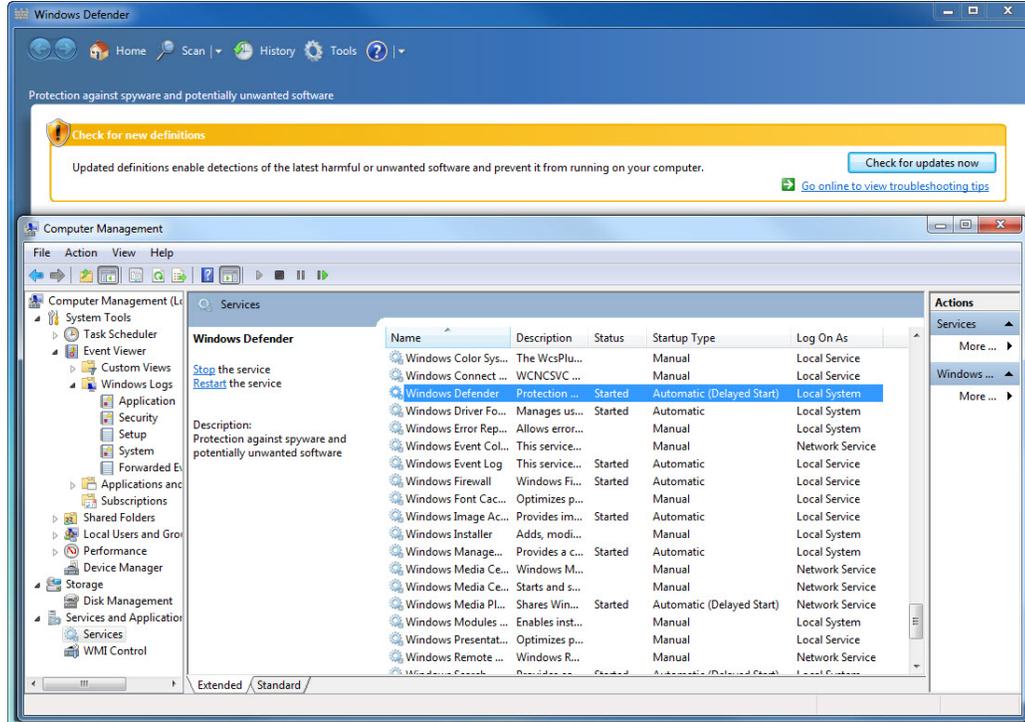


Windows Defender should start, if not, uninstall any antivirus or antispyware programs and then click **Start** > in Search programs and files type **Defender** > select **Windows Defender**.

Click **Start** > **Control Panel** > **System and Security** > **Administrative Tools** > **Computer Management** > expand **Services and Applications** > select **Services**.

Close the **Administrative Tools** window.

Resize and position both windows so they can be seen at the same time.

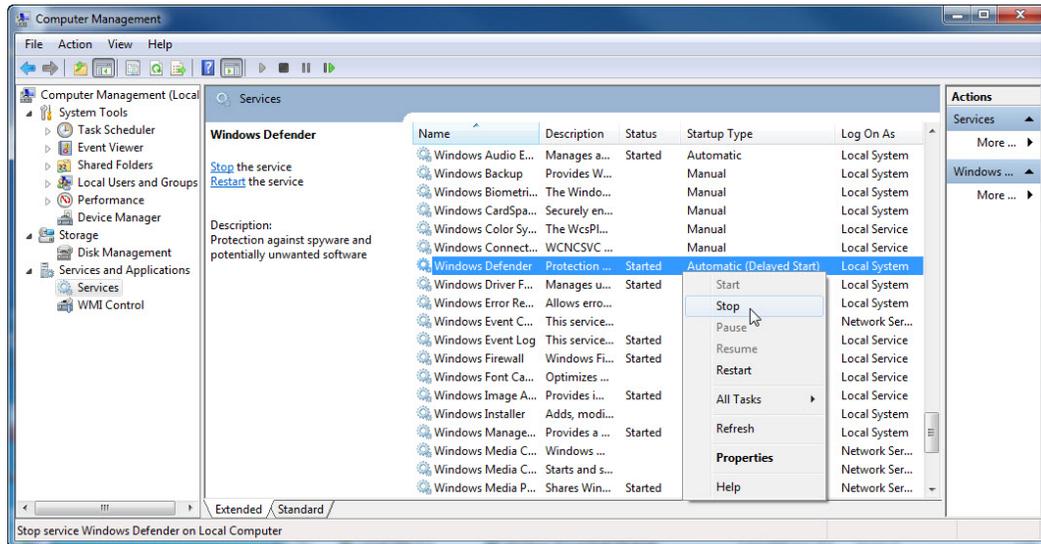


Can Windows Defender check for updates?

Scroll the “Computer Management” window so you see the “Windows Defender” service.

What is the Status of the service?

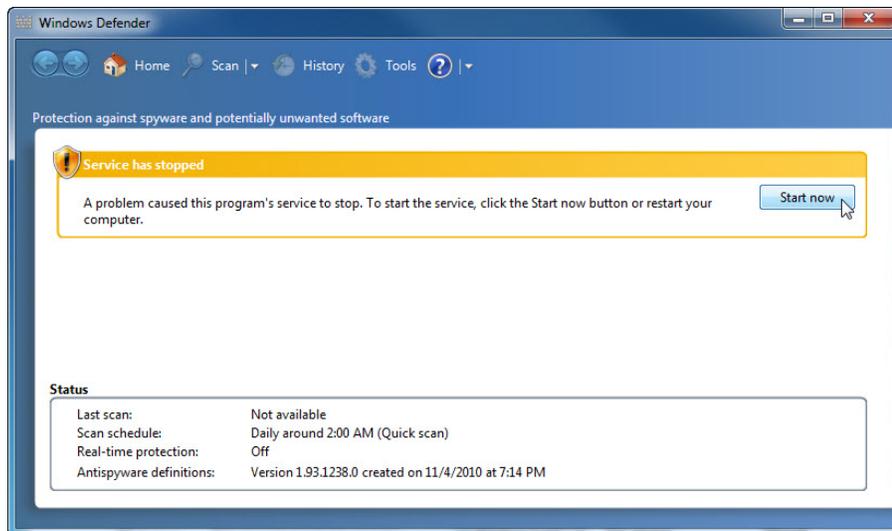
Right-click **Windows Defender** service > select **Stop**.



Note: The reason this service will be stopped is so you can easily see the results. When stopping a service, to free up system resources the service uses, it is important to understand how the overall system operation will be affected.

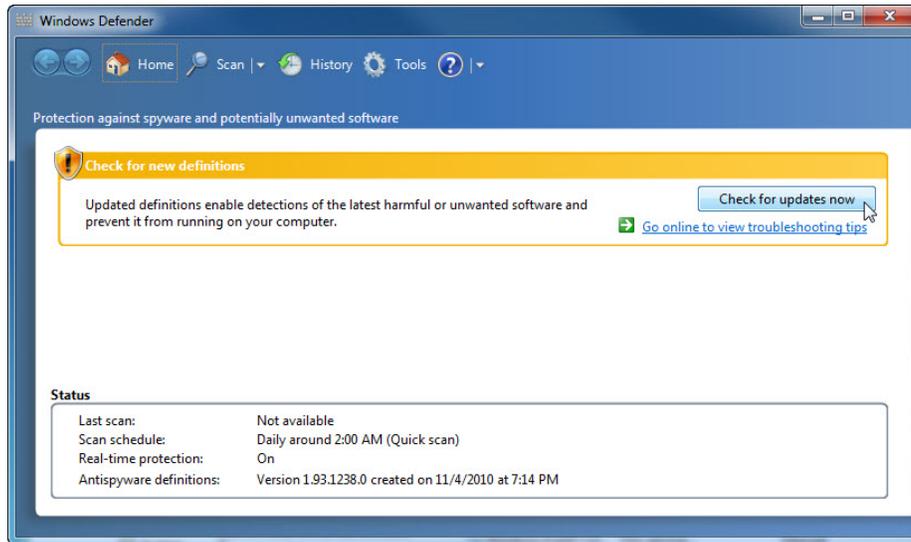
The “Service Control” window appears and closes.

Select the **Windows Defender** window so it is active.



What must be done so Windows Defender can run?

Start the Windows Defender service, click **Start now**.



Can Windows Defender check for updates?

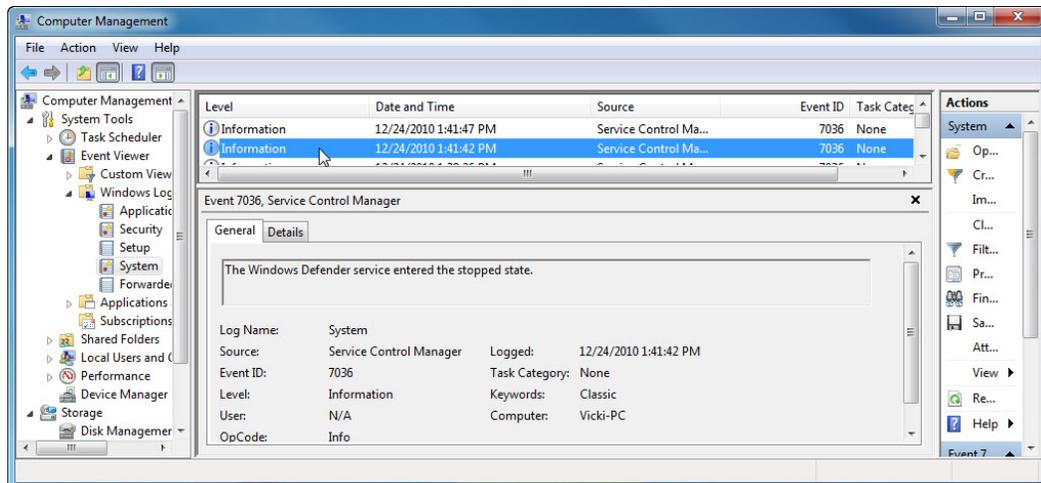
Close the **Windows Defender** window.

Step 2

Make sure the Computer Management window is open.

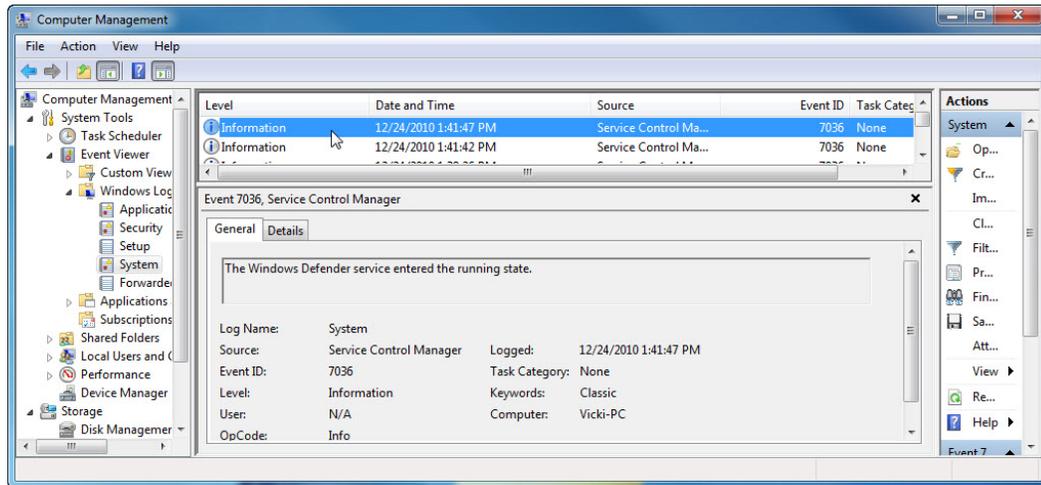
Expand **Event Viewer > Windows Logs > select System**.

Select the second event in the list.



Look below the General tab then explain what has happened to the **Windows Defender** service.

Click the **up arrow** button on the keyboard or select the event above this one.

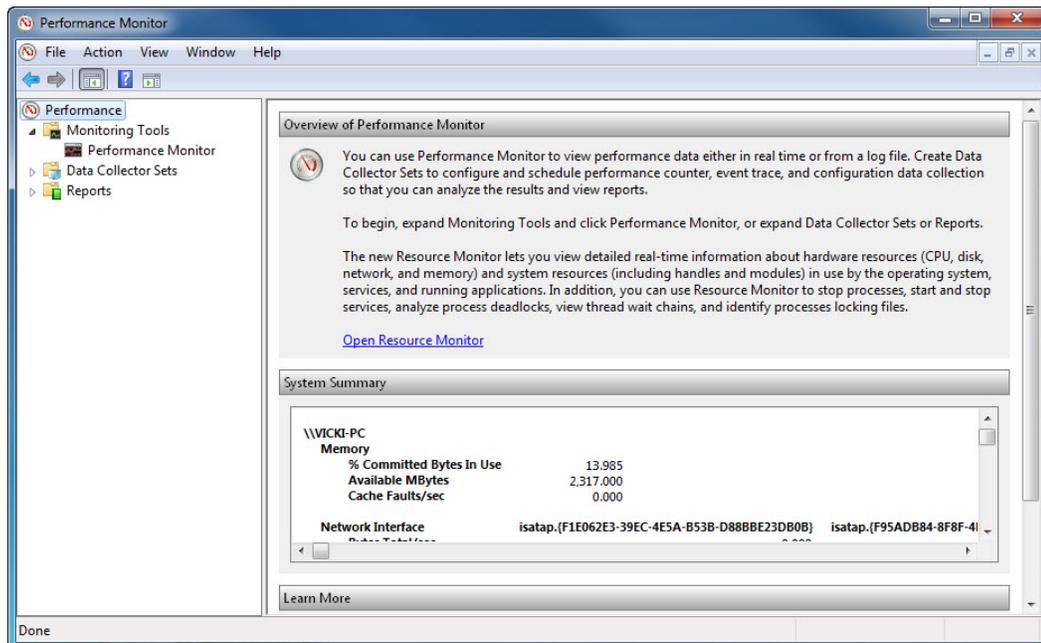


Look below the General tab then explain what has happened to the **Windows Defender** service.

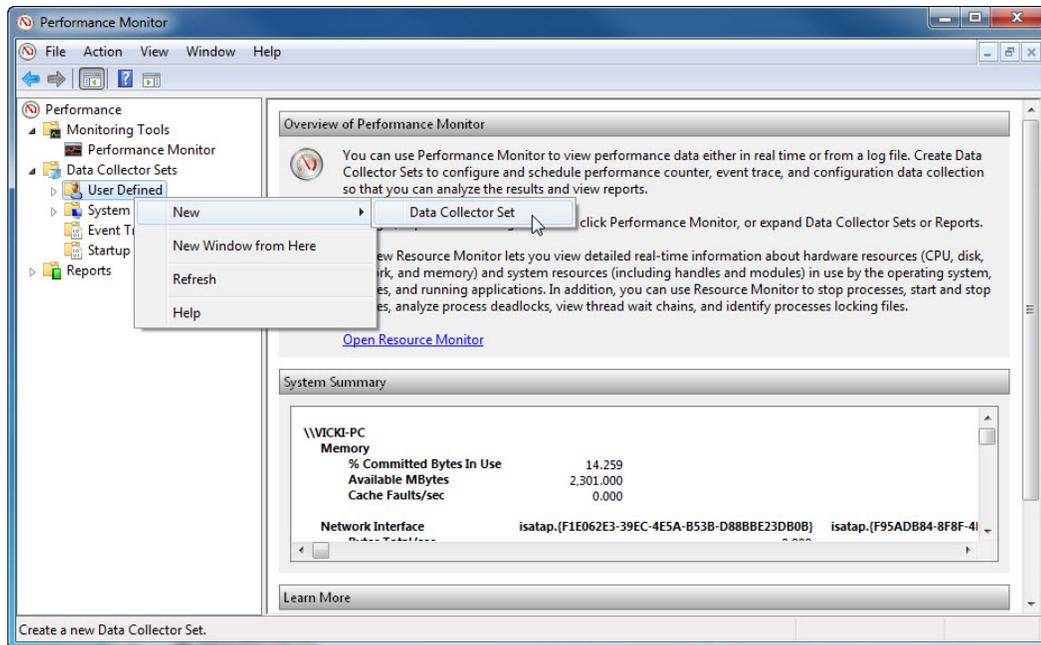
Close all opened windows.

Step 3

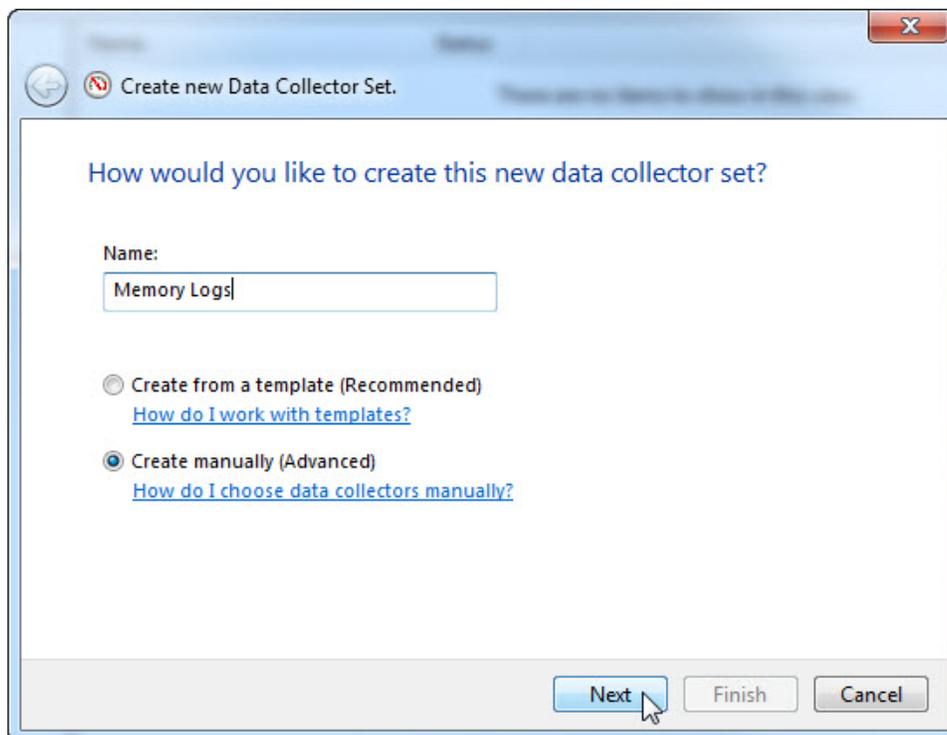
Click **Start > Control Panel > System and Security > Administrative Tools > Performance Monitor**.



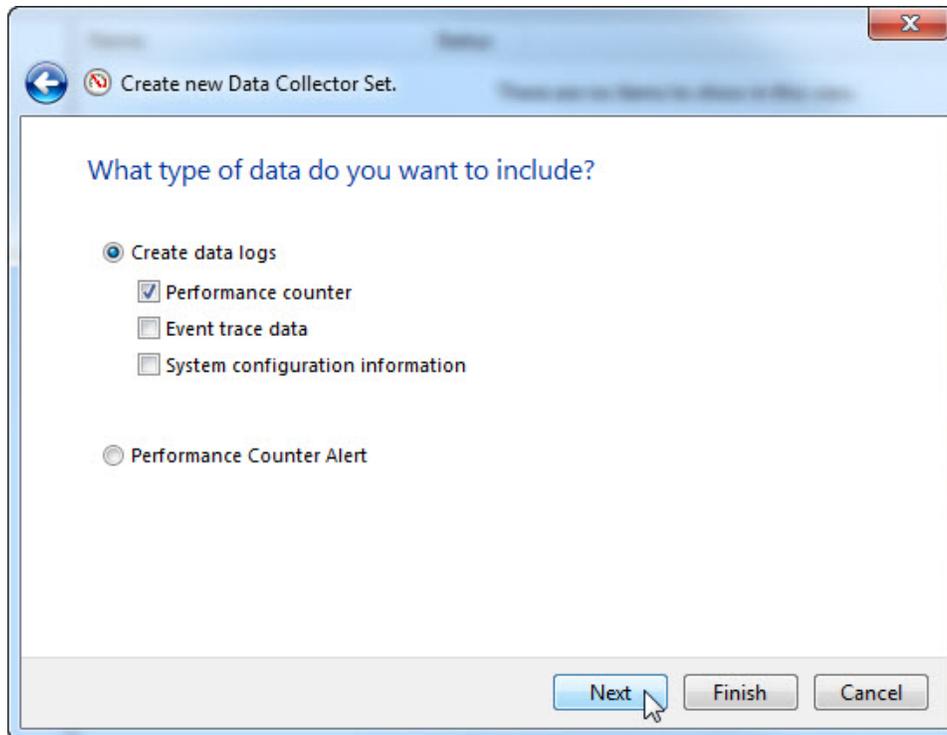
Expand **Data Collector Sets > right-click User Defined > New > Data Collector Set**.



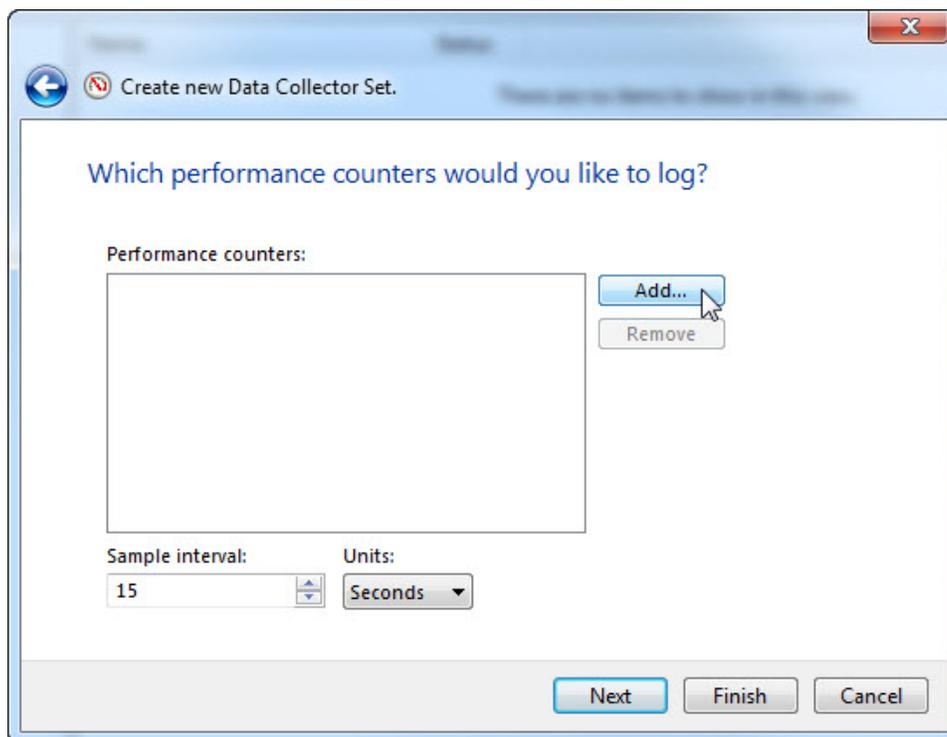
The “Create new Data Collector Set” window appears.



In the Name field, type **Memory Logs**. Select the **Create manually (Advanced)** radio button > **Next**.

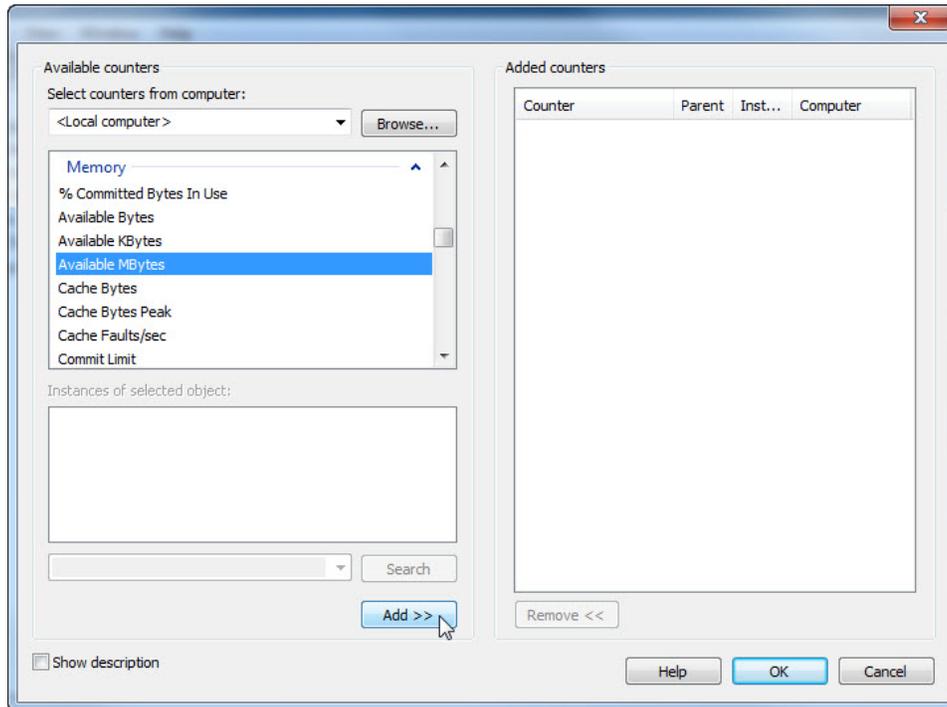


Select **Performance counter** > **Next**.

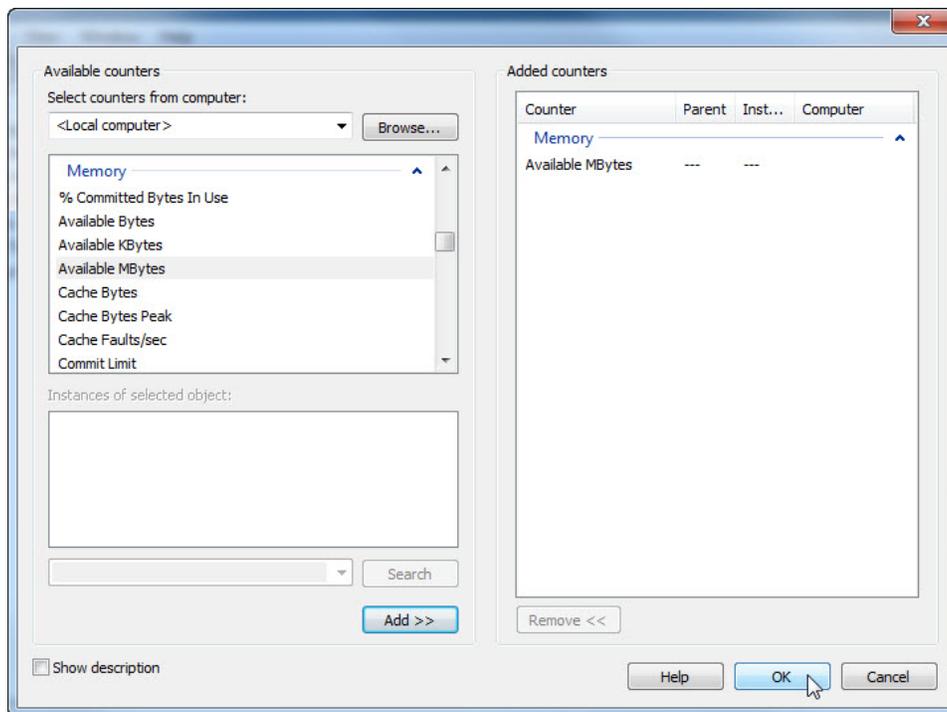


Click **Add**.

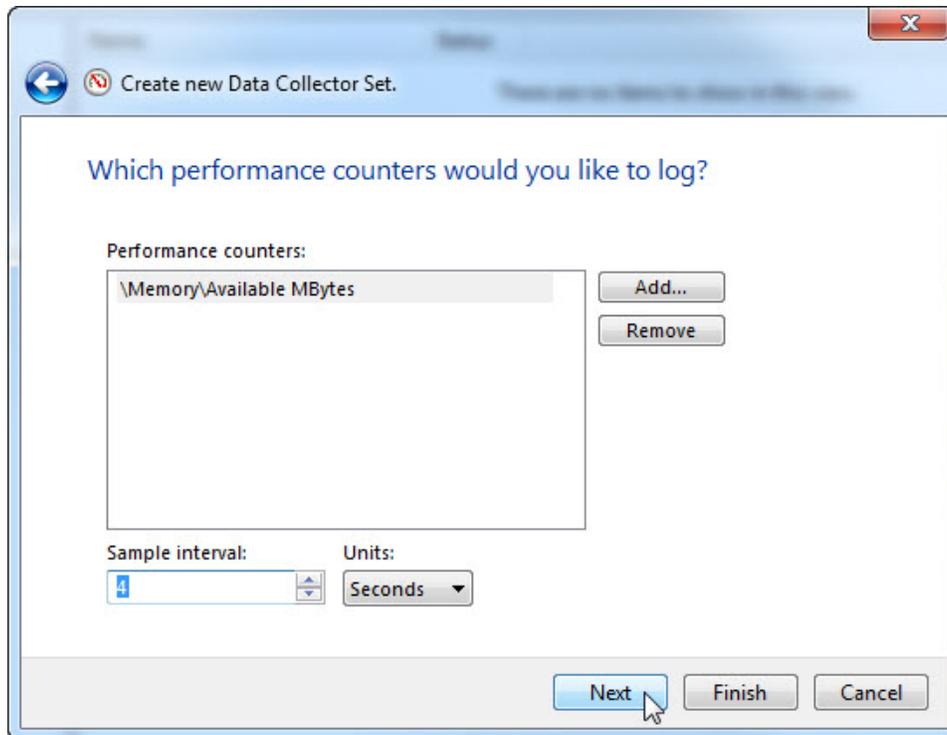
From the list of available counters locate and expand **Memory**. Select **Available MBytes** > **Add**.



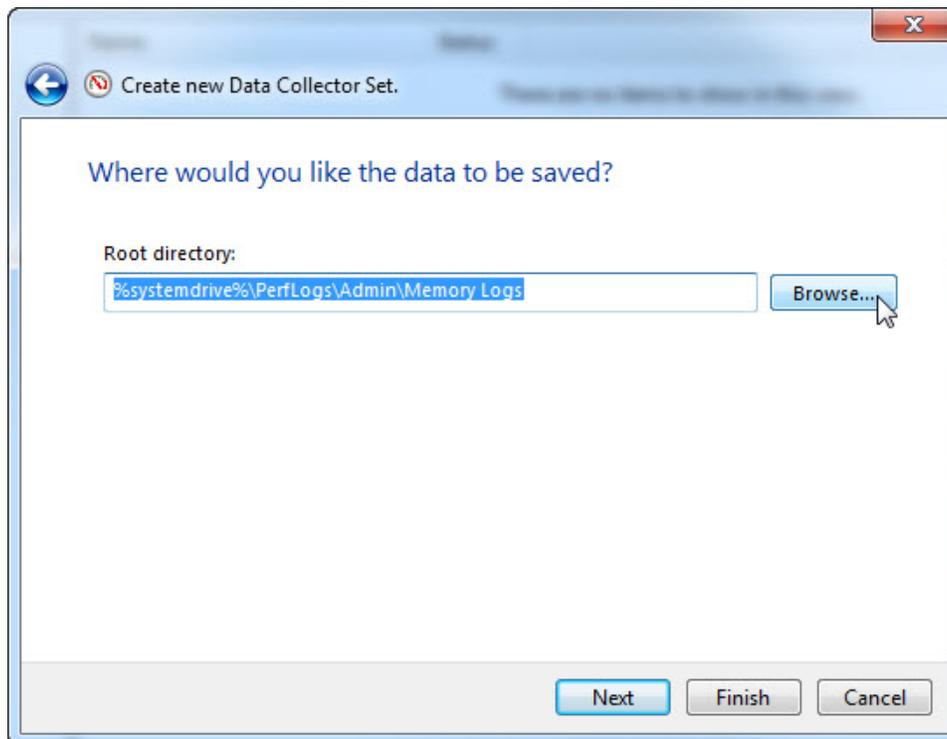
Click **OK**.



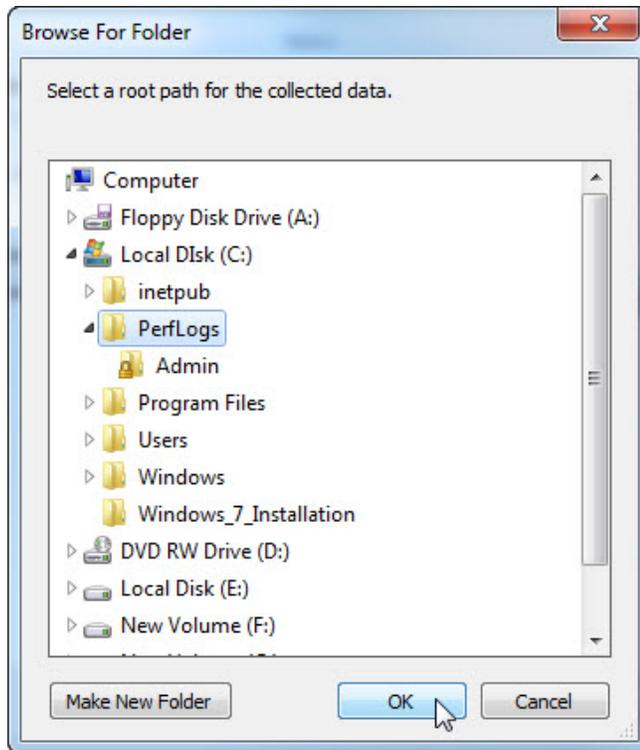
Set the Sample interval field to **4** seconds. Click **Next**.



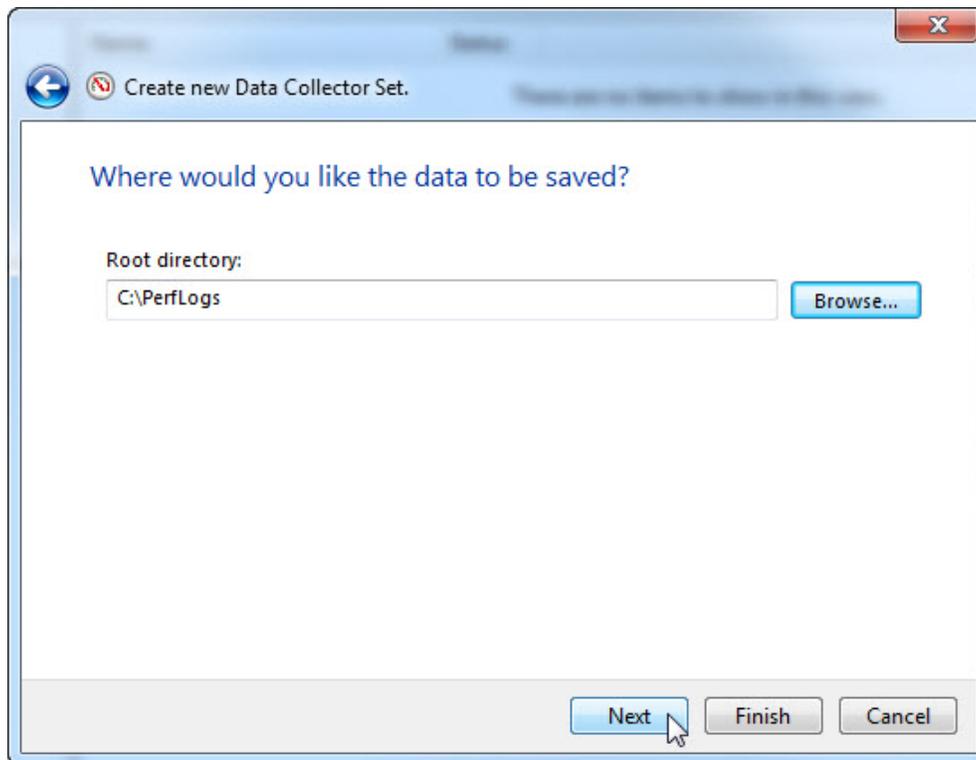
Click **Browse**.



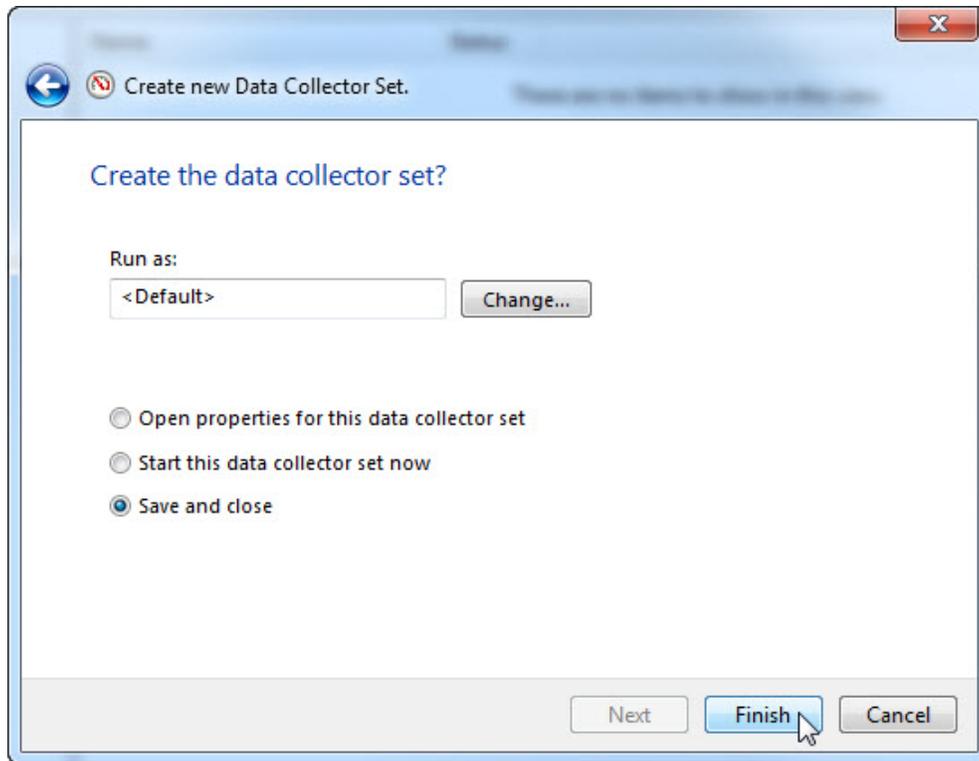
Select drive **(C:)** > **PerfLogs** > **OK**.



The “Create new Data Collector Set” window appears.



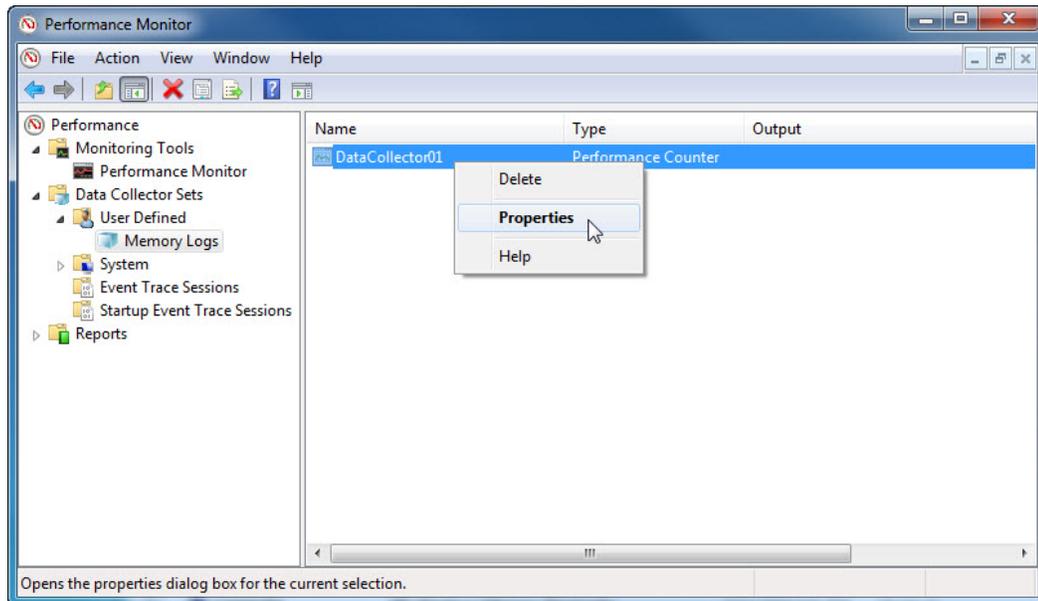
Click **Next**.



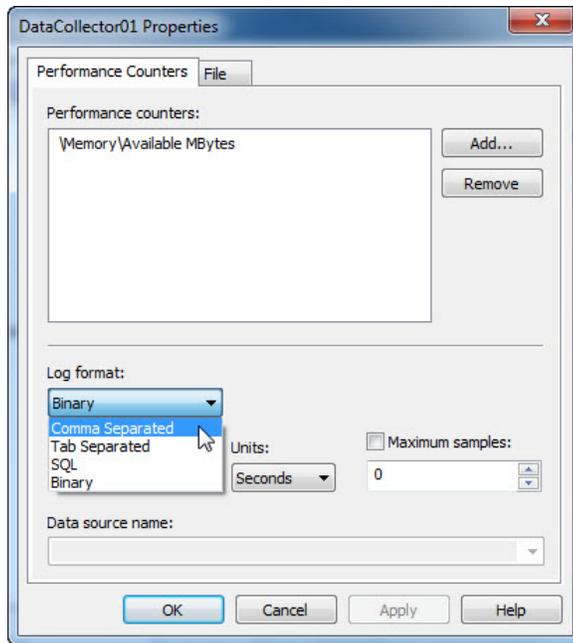
Click **Finish**.

Step 4

Expand **User Defined** > select **Memory Logs** > right-click **Data Collector01** > **Properties**.

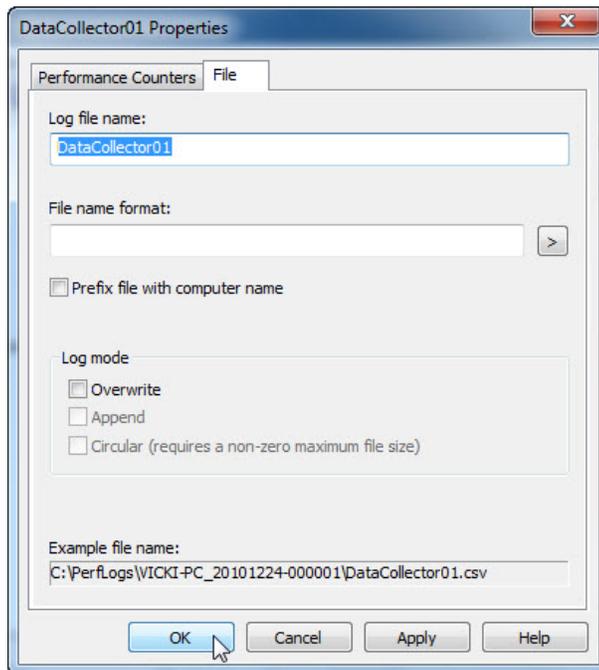


The “DataCollector01 Properties” window appears.



Change the Log format: field to **Comma Separated**.

Select the **File** tab.

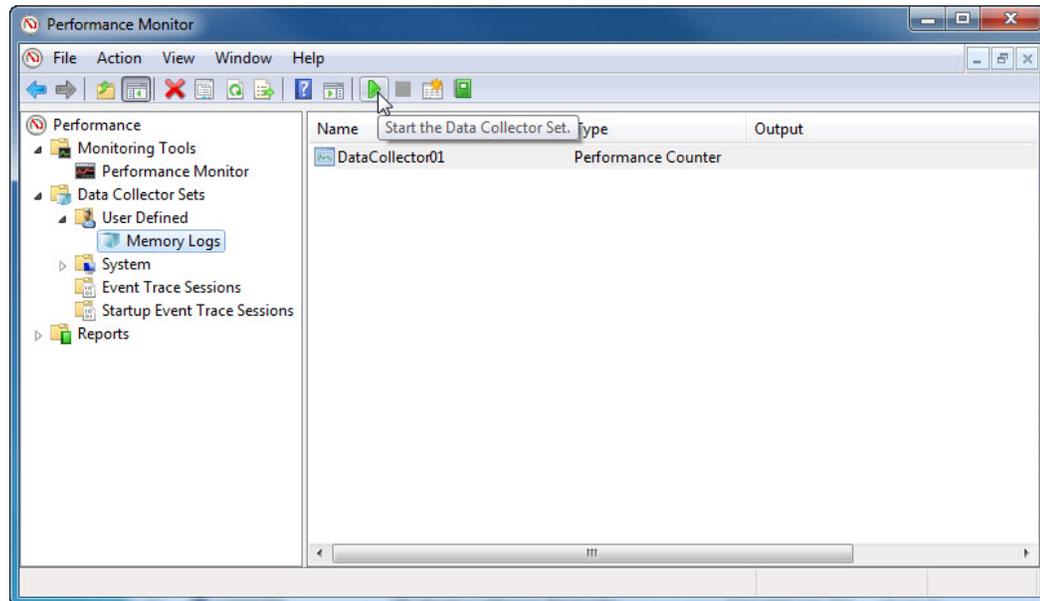


What is the full path name to the example file name?

Click **OK**.

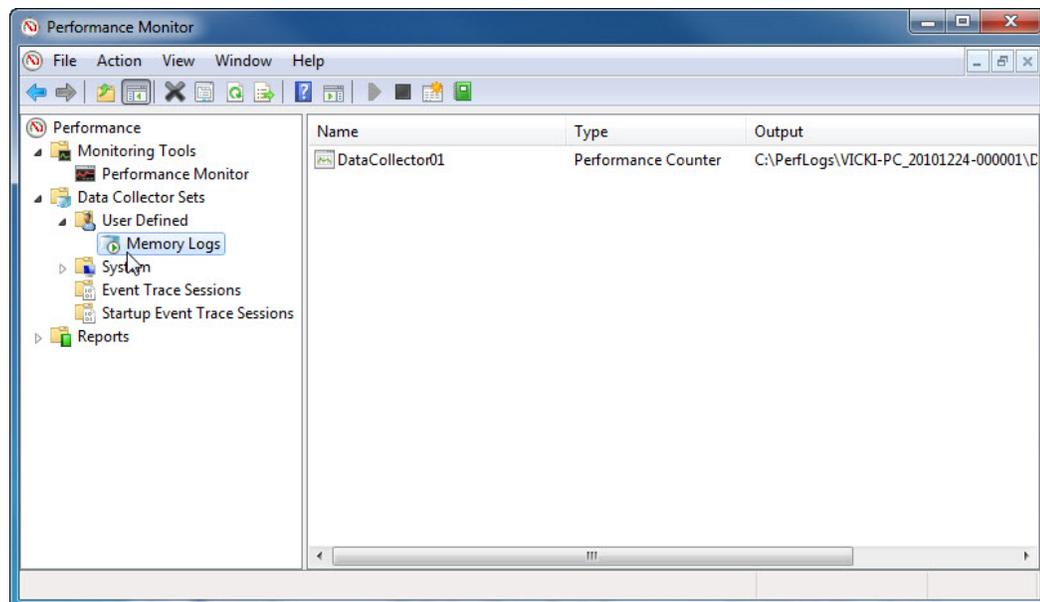
Step 5

Select the **Memory Logs** icon in the left pane of the “Performance Monitor” window.



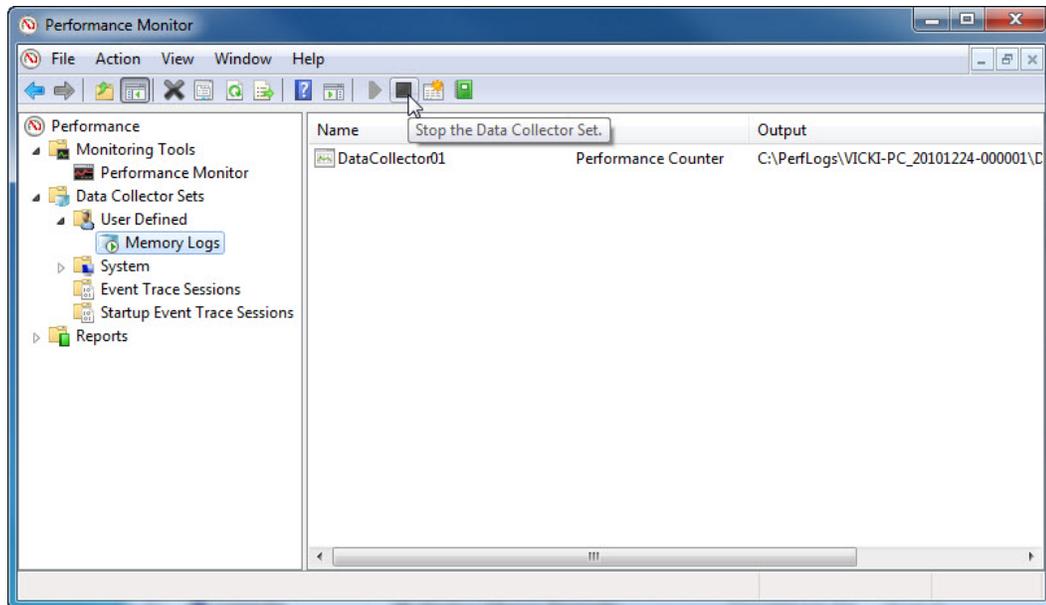
Click the **green arrow** icon to start the data collection set.

Notice a green arrow is placed on top of the Memory Logs icon.

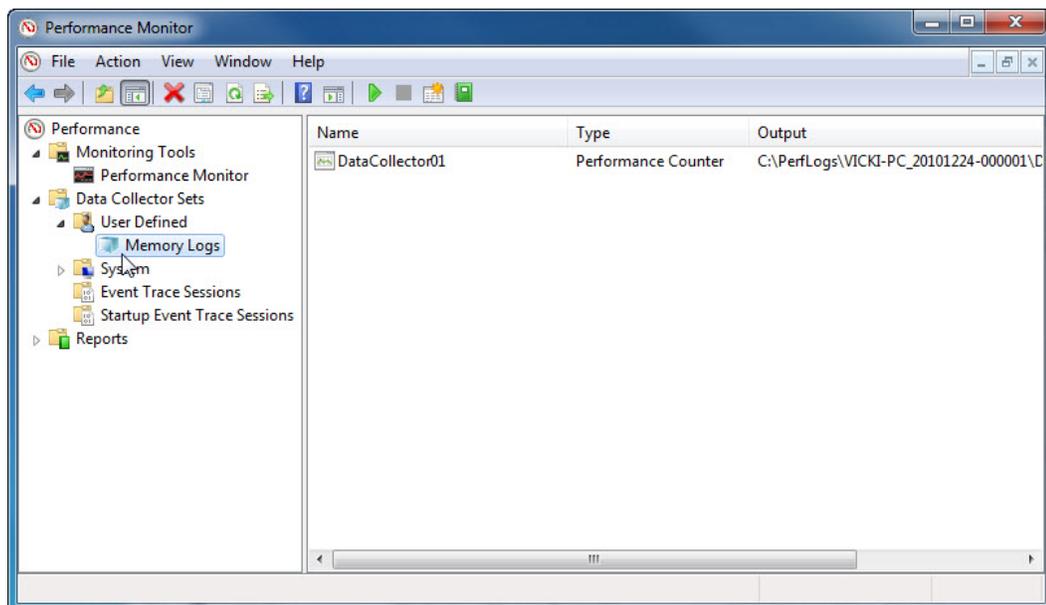
**Step 6**

To force the computer to use some of the available memory, open and close a browser.

Click the **black box** icon to stop the data collection set.

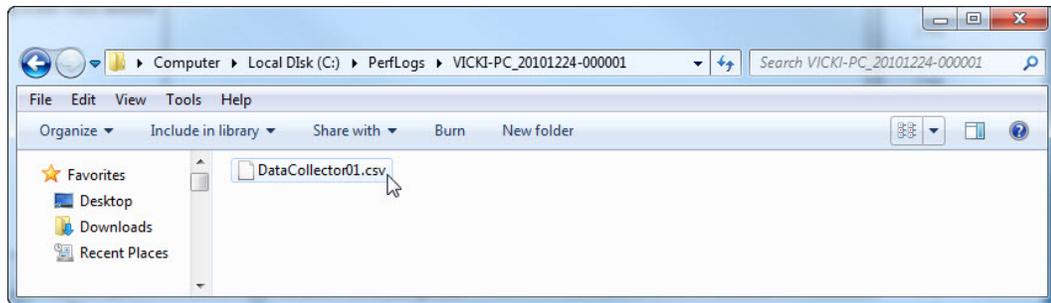


What change do you notice for the Memory Logs icon?



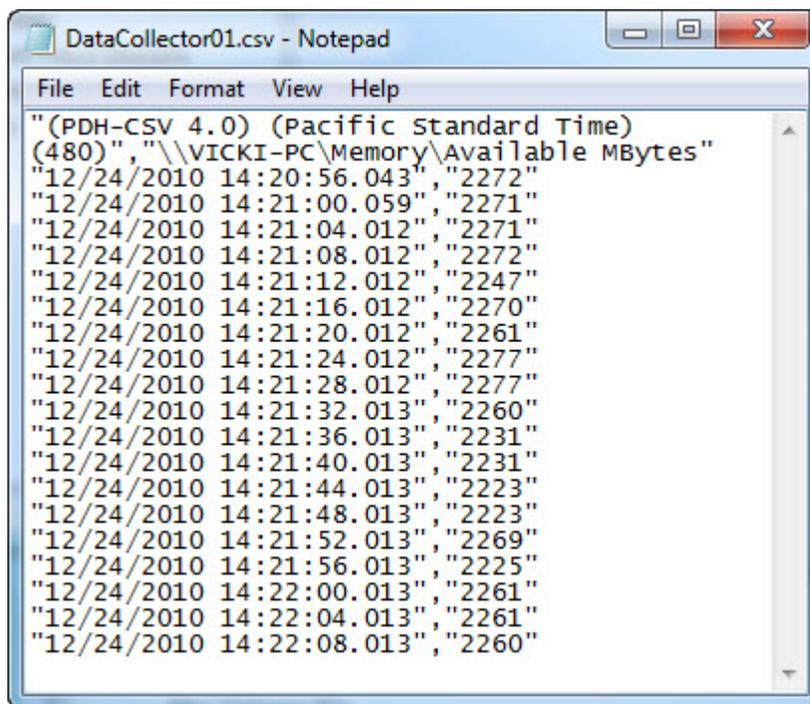
Step 7

Click **Start > Computer > double-click drive C: > PerfLogs > Continue > VICKI-PC_20101224-000001 > Continue.**



Double-click **DataCollector01.csv** file.

Note: If "Windows cannot open the file:" message appears select radio button **Select a program from a list of installed programs > OK > Notepad > OK**.

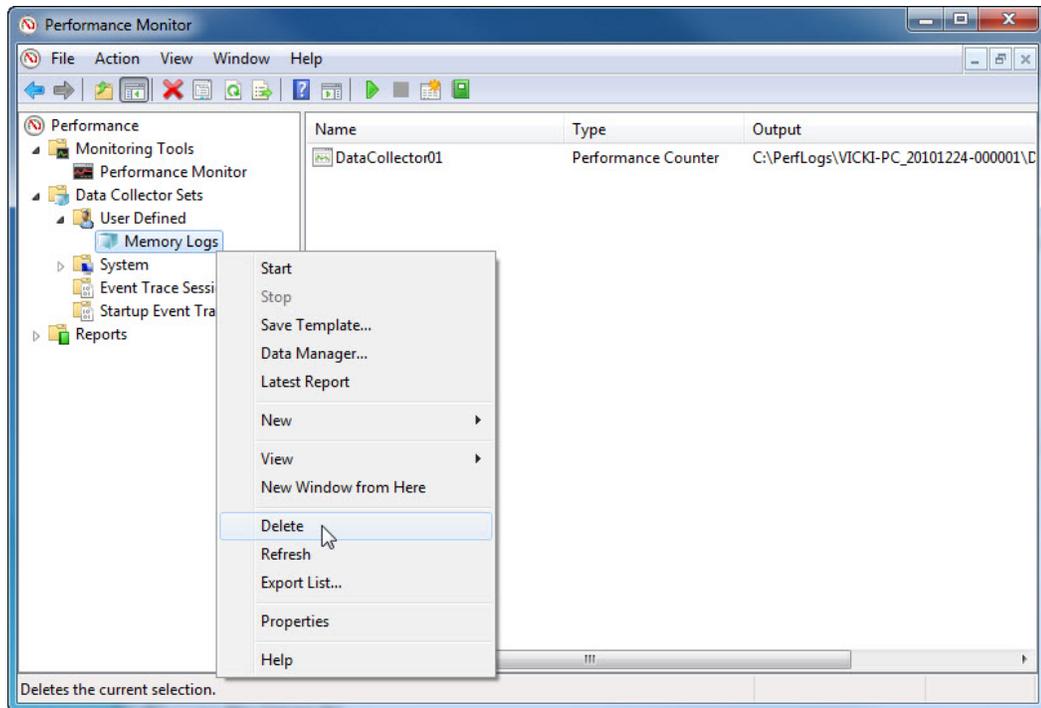


What does the column farthest to the right show?

Step 8

Close the DataCollector01.csv file and the window with the PerfLogs folder.

Select the **Reliability and Performance Monitor** window. Right-click **Memory Logs > Delete > Yes**.



Open drive **C:** > **PerfLogs** folder > right-click **VICKI-PC_20101224-000001** > **Delete** > **Yes**.

Close all open windows.

Part 5: Managing Windows 7 Remote Access

In this part of the lab, you will remotely connect to a computer, examine device drivers, and provide remote assistance.

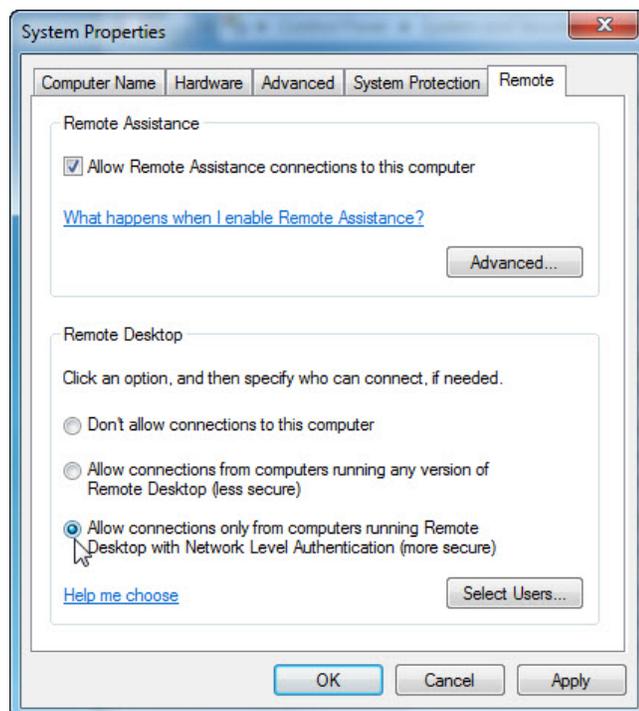
Recommended Equipment

- Two computers running Windows 7 that are directly connected to each other or through a switch or hub.
- The two computers must be part of the same Workgroup and on the same subnet.

Step 1

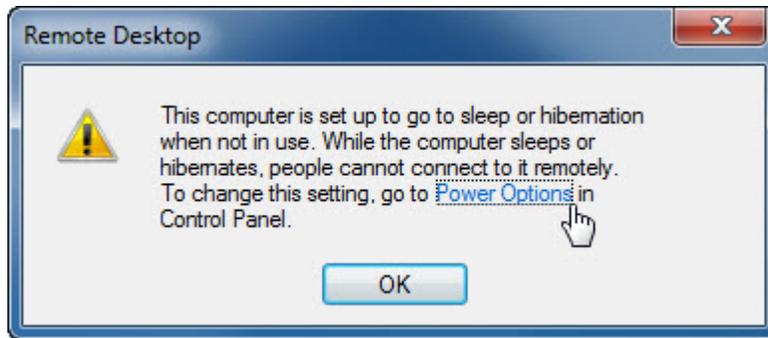
Log on to Computer2 as a member of the administrator group. Ask your instructor for the user name and password.

Click **Start > Control Panel > System and Security > Allow remote access**.

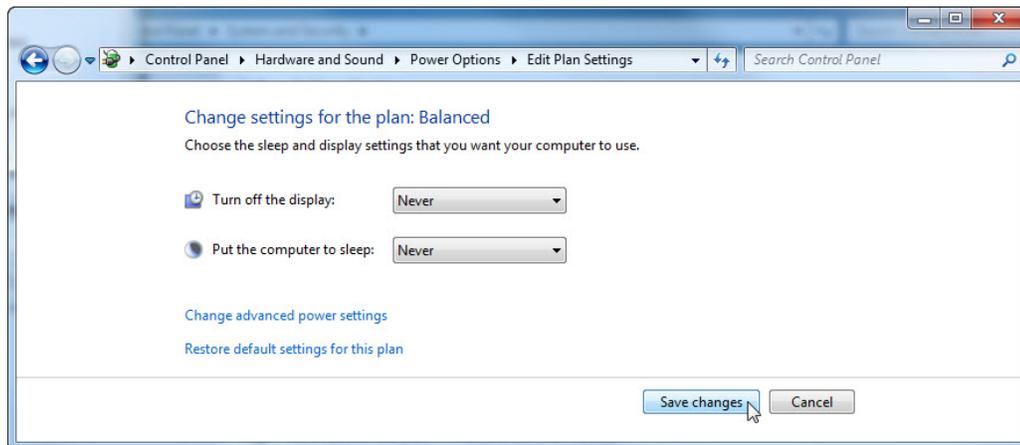


In the “Remote Desktop” area, select the radio button next to **Allow connections only from computers running Remote Desktop with Network Level Authentication (more secure)**.

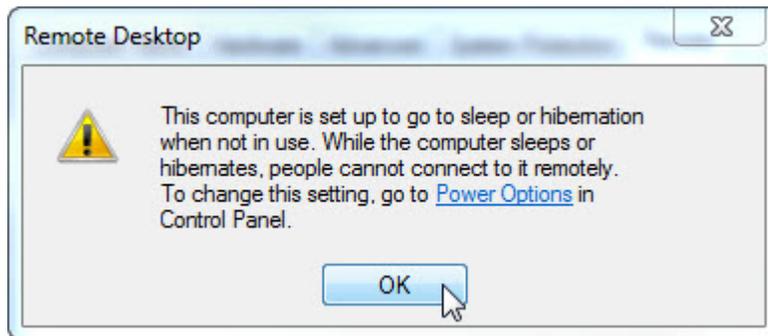
If a message appears warning the computer is set to go to sleep, click the **Power Options** link.



The “Select a power plan” screen appears.

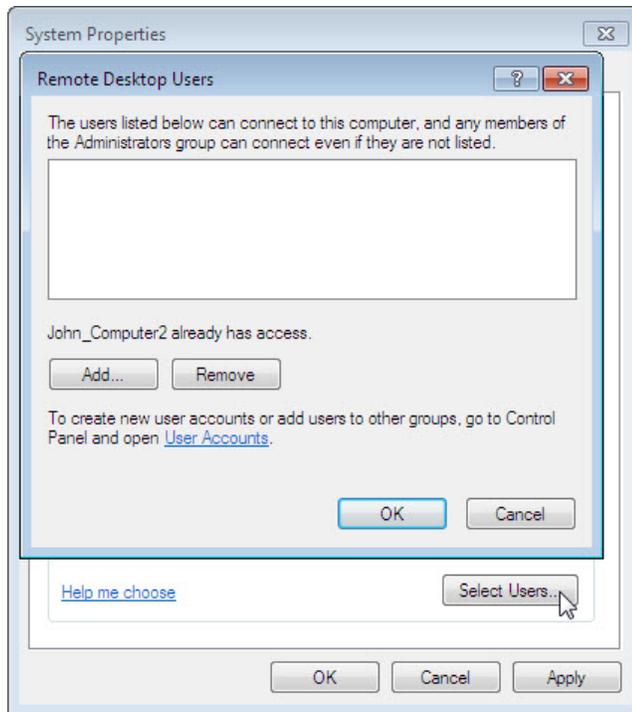


Click **Change plan setting** > select **Never** > select **Never** > **Save changes**.



Click **OK** to close the warning message.

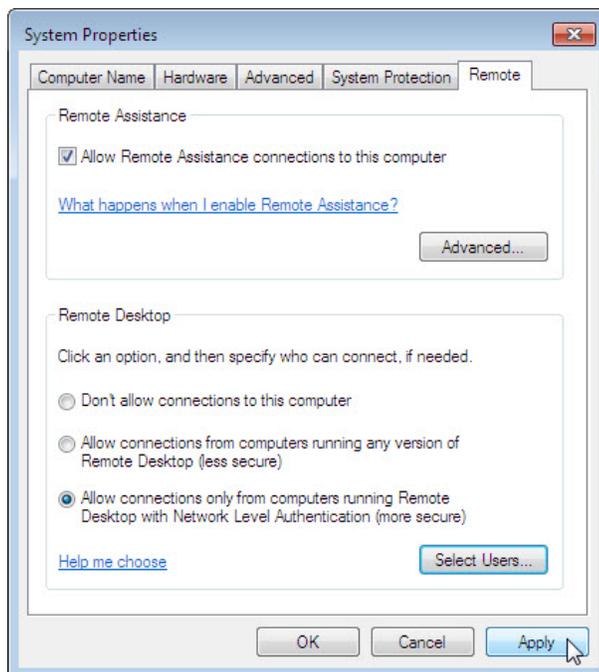
In the “Remote Desktop” area, click the **Select Users** button.



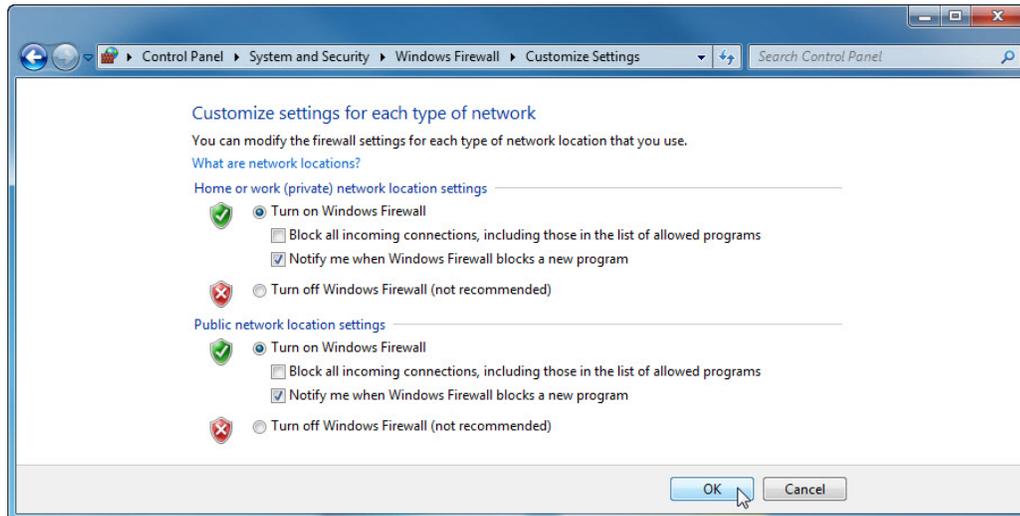
Which user already has remote access?

Since you will use this account to gain remote access, you do not need to add any users, click **Cancel**.

Click **Apply** > **OK** to close "System Properties" window.



Click **Start > Control Panel > System and Security > Windows Firewall > Turn Windows Firewall on or off**.



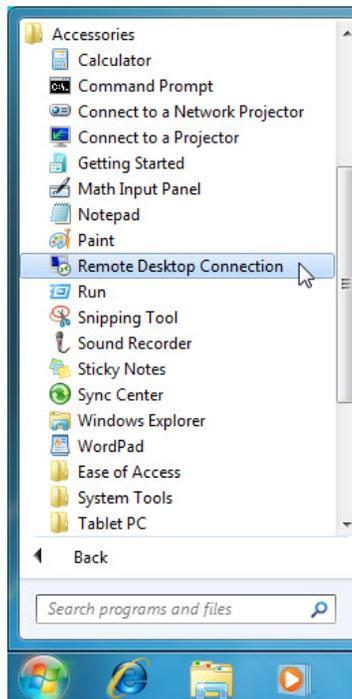
Make sure the **Turn on Windows Firewall** radio button is selected then click **OK**.

Close all open windows, log off computer2, and move to Computer1.

Step 2

Log on to Computer1 as an administrator or a member of the administrator group. Ask your instructor for the user name and password.

Click **Start > All Programs > Accessories > Remote Desktop Connection**.



When the “Remote Desktop Connection” window appears, type **Computer2** in the Computer field and click **Connect**.



In the “User name” field, type the account name you used to log on to Computer2. For example: **John_Computer2**.

In the “Password” field, type the password for the user.

Note: The user account must have a password.



Click **OK**.

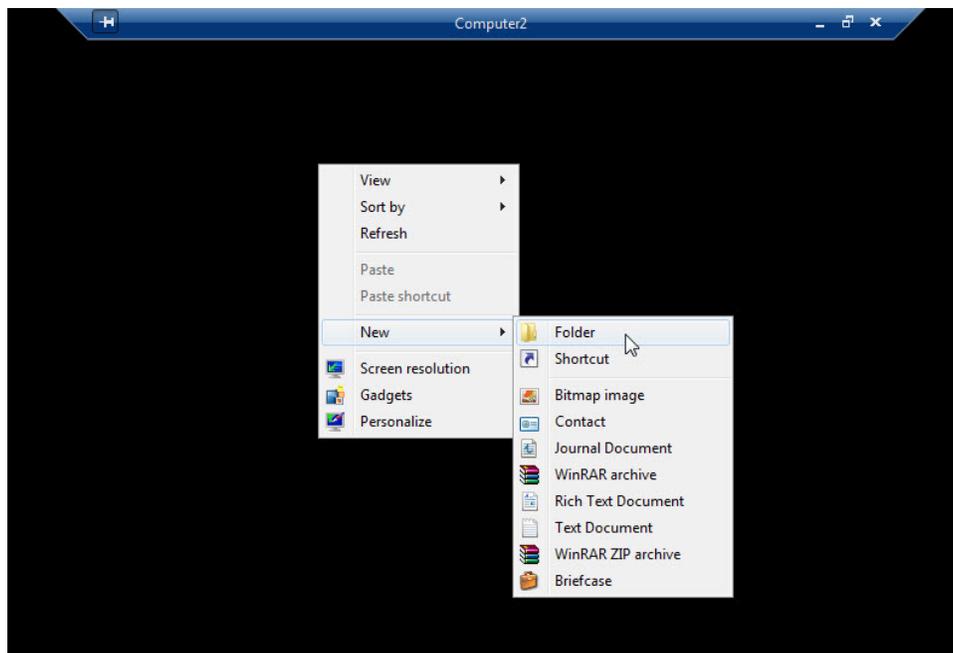


Click **Yes** to allow the connection.

What happened to the desktop on Computer1?

Step 3

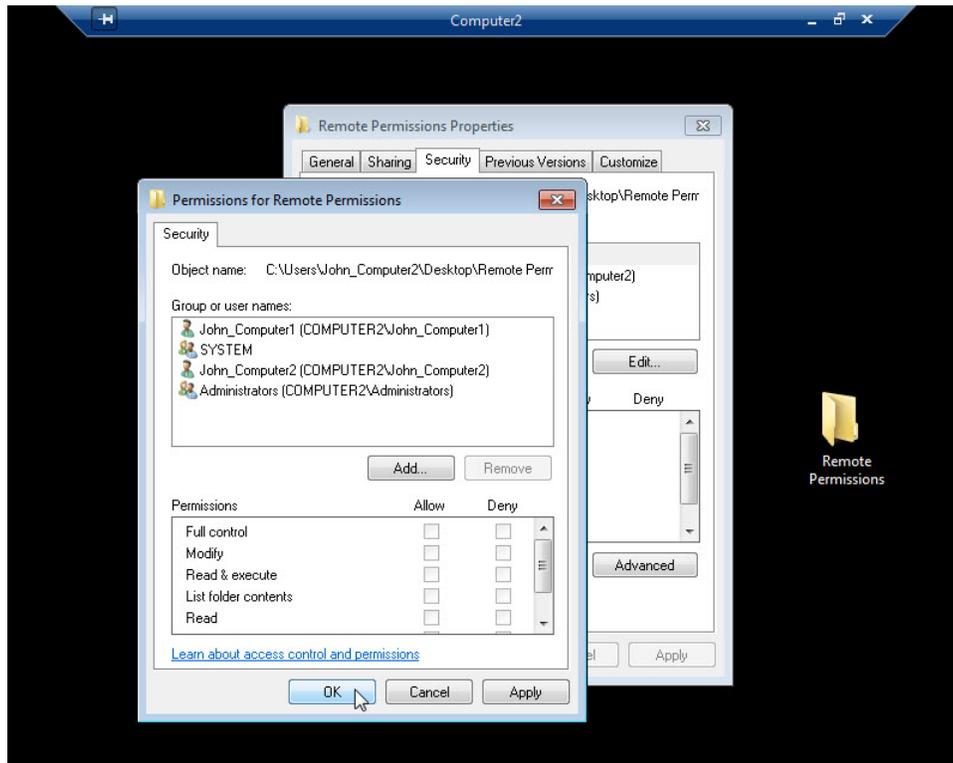
From Computer1, right-click the desktop of **Computer2** > **New** > **Folder**.



Name the folder **Remote Permission**.

Right-click the **Remote Permission** folder > **Properties** > **Sharing** > **Advanced Sharing** > **Share this folder** checkbox > keep the default name **Remote Permission** > **OK**.

Click the **Security** tab. Make sure the user name from Computer1 is listed. If it is not, create and add the user name. Example: Click **Edit** > **Add** > type **John_Computer1** > **OK**.



Click **OK** > **Close**.

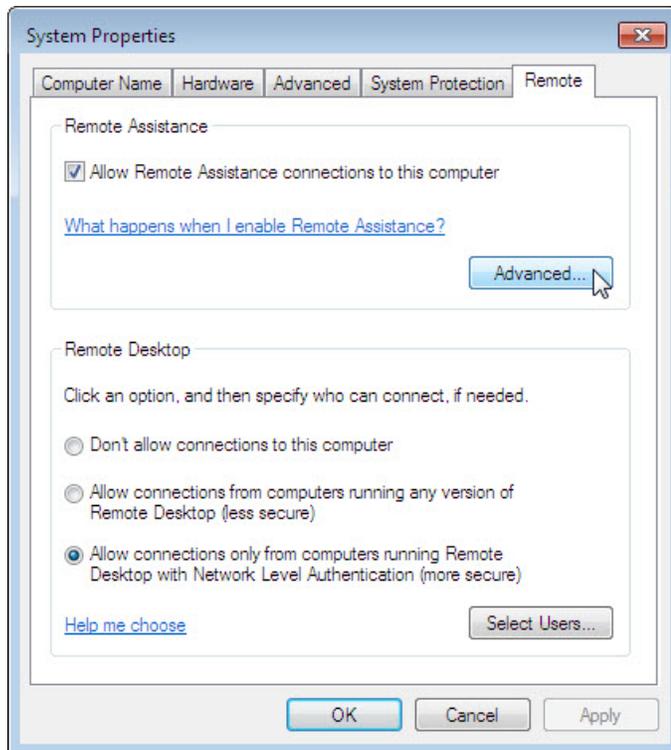
Click **Start** > the **arrow** next to Log off > **Disconnect**.



Step 4

Log on to Computer2.

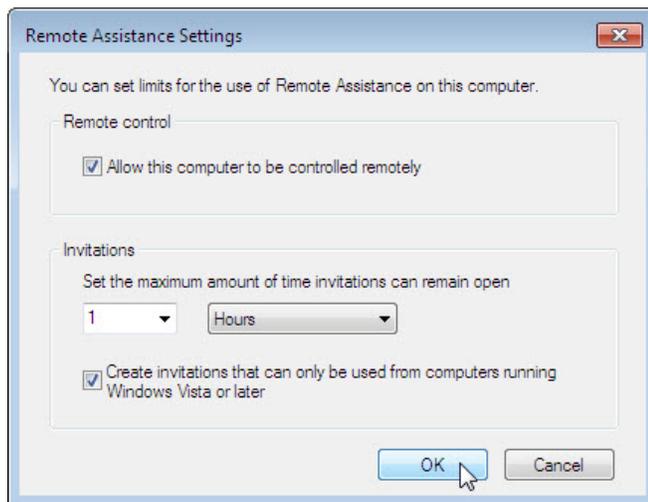
Click **Start** > **Control Panel** > **System and Security** > **Allow remote access**



Notice “Remote Assistance” is activated by default.

Click **Advanced**.

The “Remote Assistance Settings” window appears.

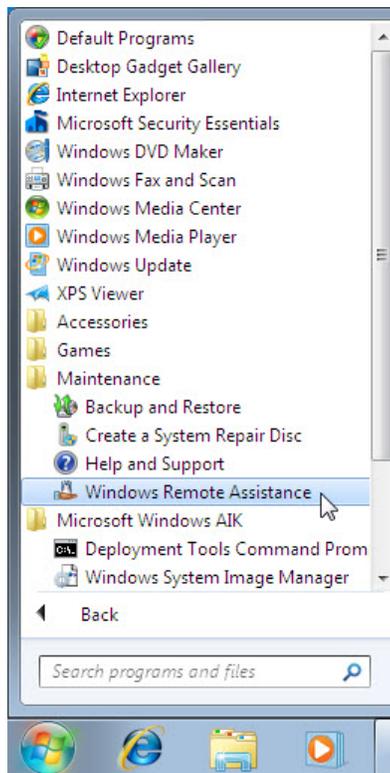


Make sure there is a check mark in the **Allow this computer to be controlled remotely** checkbox, set the invitation to **1 Hours**, place a check mark in the **Create invitations that can only be used from computers running Windows Vista or later** checkbox, and then click **OK**.

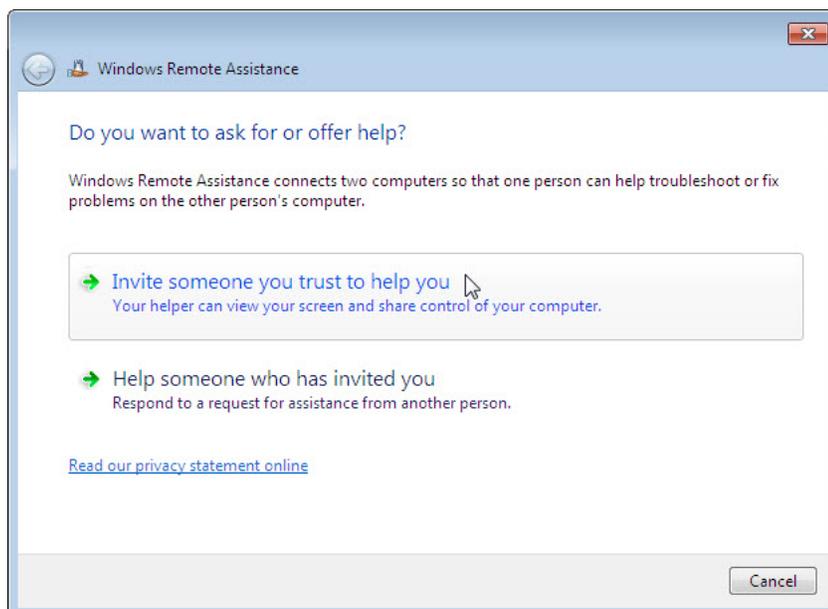
When the **System Properties** window appears, click **Apply**.

Step 5

On Computer2, click **Start > All Programs > Maintenance > Windows Remote Assistance**.

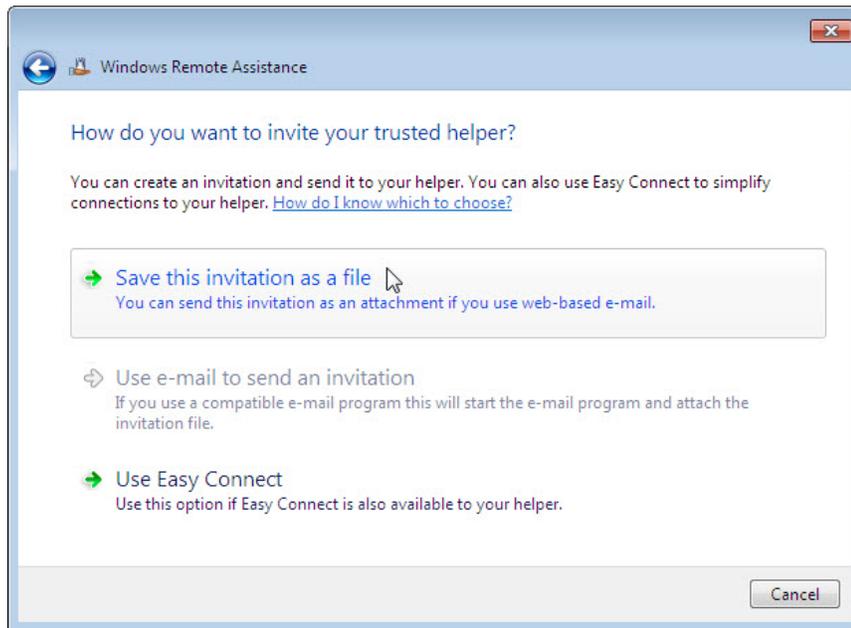


The “Do you want to ask for or offer help?” screen appears.



Click **Invite someone you trust to help you**.

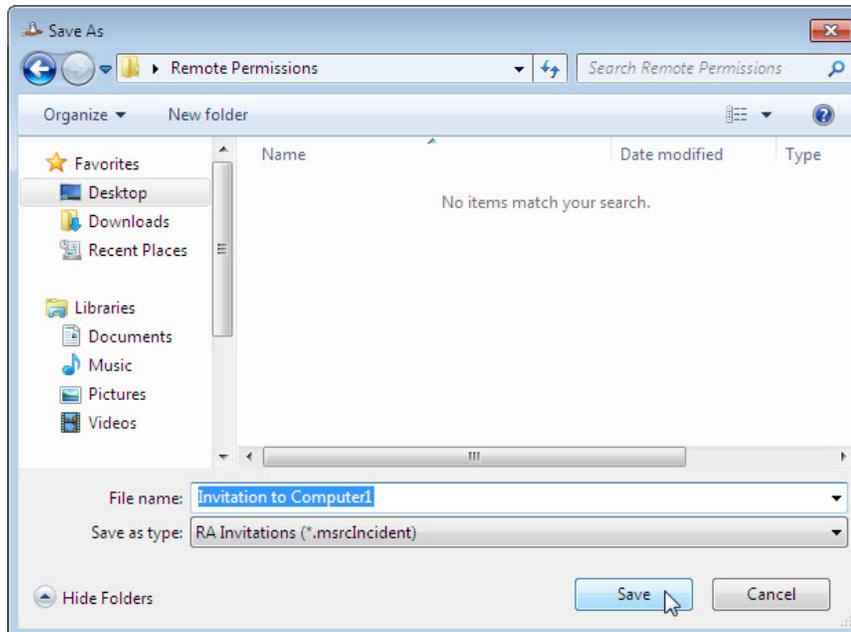
The “How do you want to invite your trusted helper?” screen appears.



Which methods can you use to contact someone for assistance?

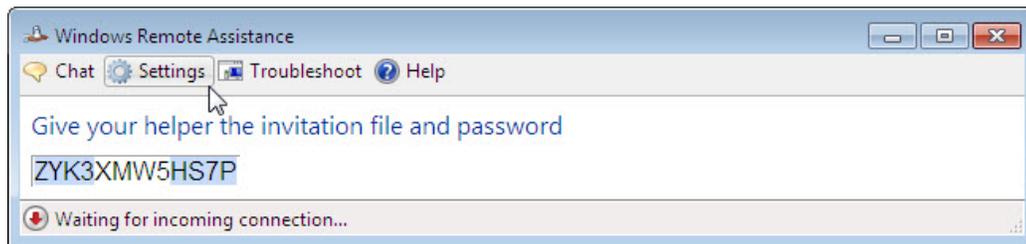
Click the **Save this invitation as a file**.

Locate the shared **Remote Permission** folder, and name the file **Invitation to Computer1**.



What type of extension does the file have?

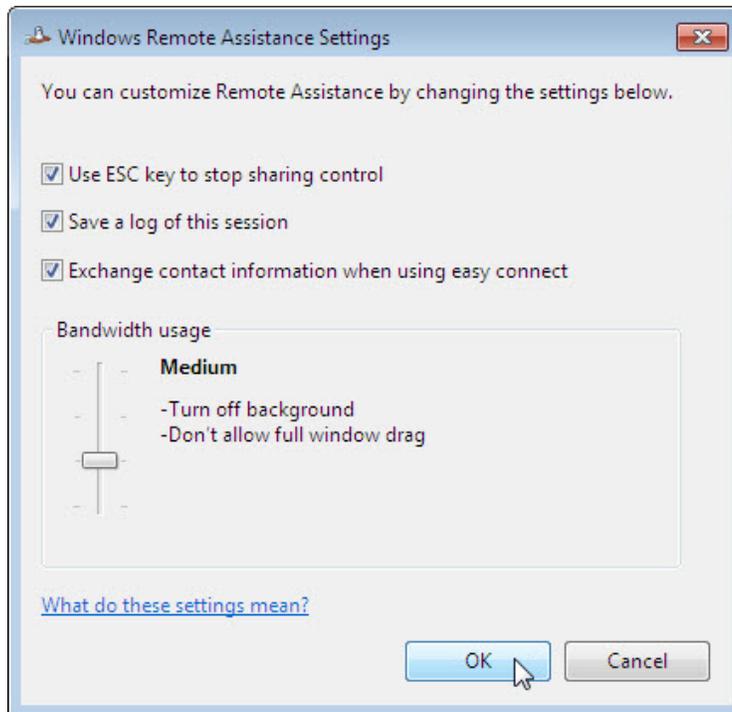
Click **Save**.



When the “Windows Remote Assistance” window appears, record the invitation password.

Example: ZYK3XMW5HS7P

Click **Settings**.



Make sure there is a check mark next to **Use ESC key to stop sharing control**.

Set the Bandwidth usage to **Medium**.

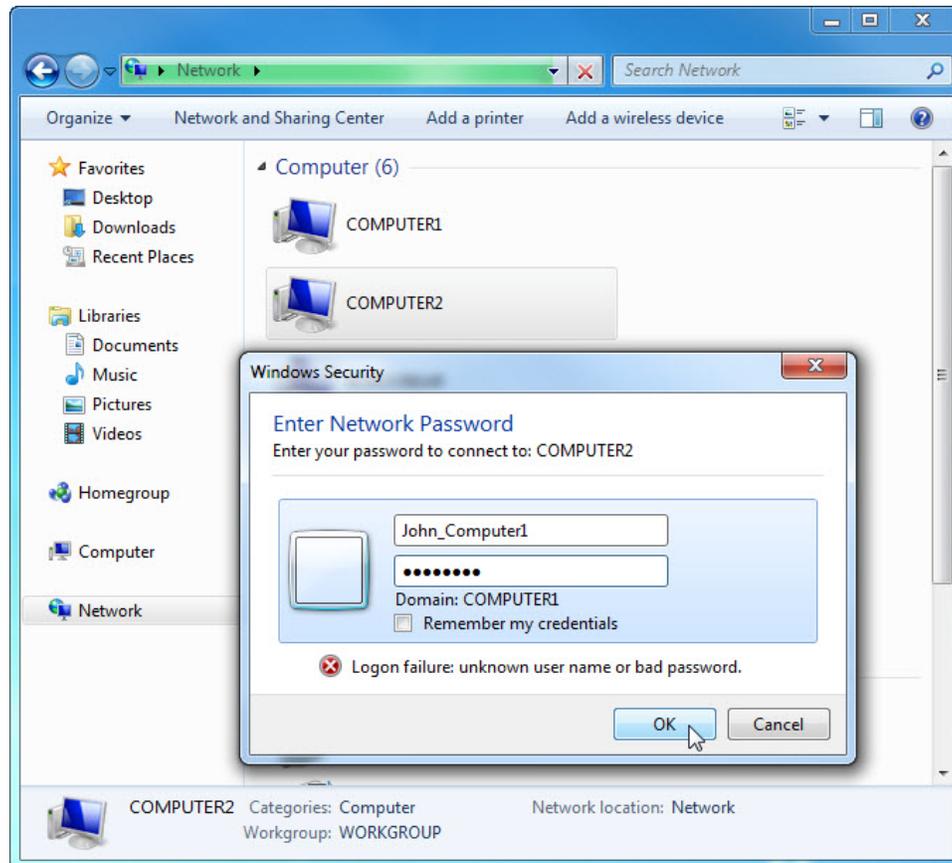
Which features are disabled with a Medium bandwidth usage?

Click **OK**.

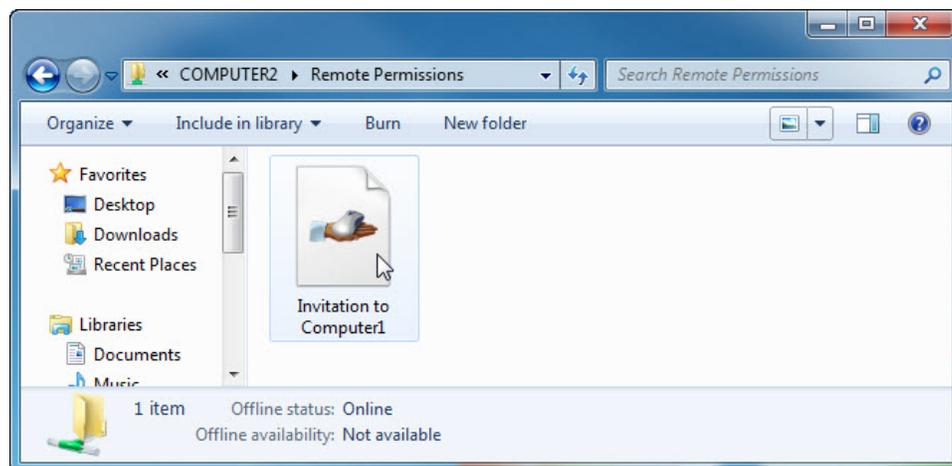
Step 6

On **Computer1**, click **Start > Control Panel > Network and Internet > View network computers and devices > double-click Computer2**.

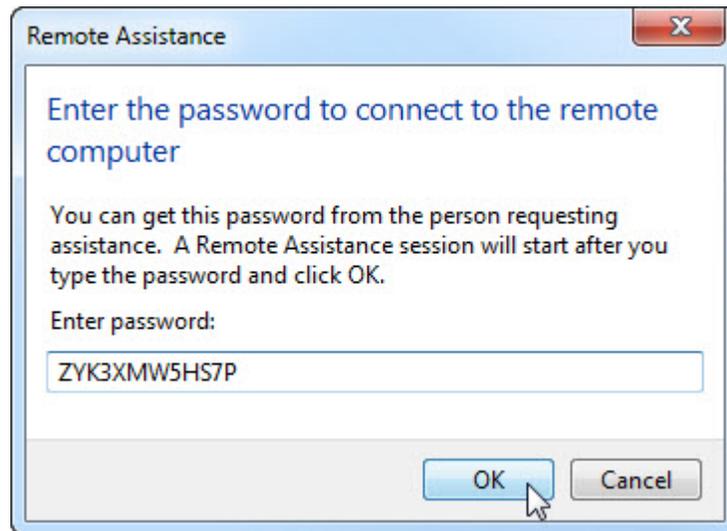
If you are asked to log on, use the user account from **Computer1**



Double-click the folder **Remote Permission**. Double-click the file **Invitation to Computer1**.



When the “Remote Assistance” window appears, type in the password recorded in Step 5. Example: ZYK3XMW5HS7P



Click **OK**.

Step 7

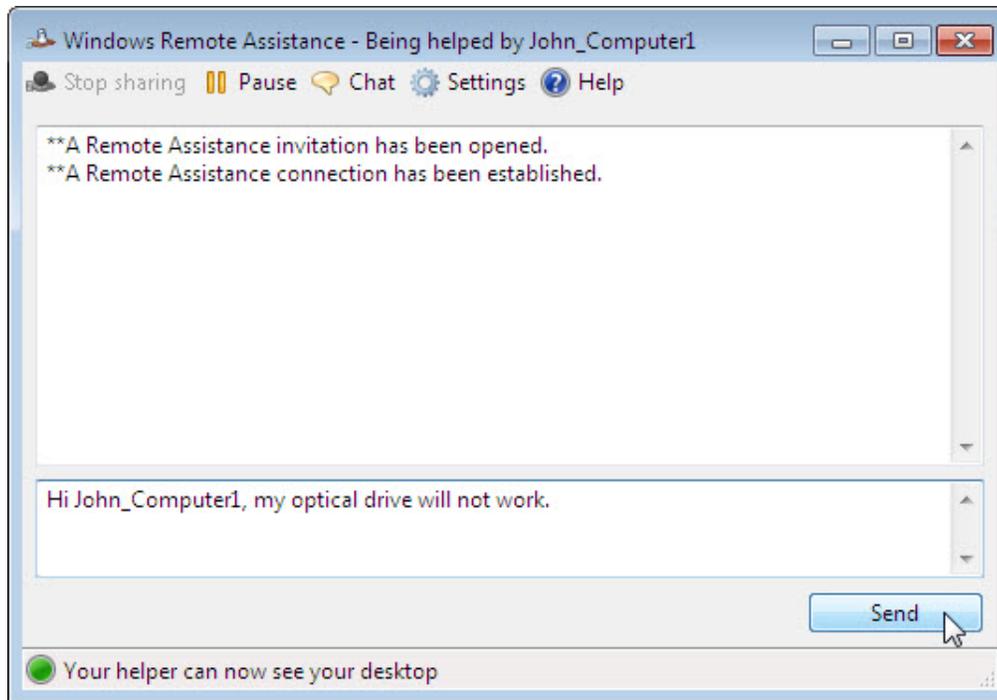
From Computer2, answer **Yes** to allow access to the computer.



Select the **Windows Remote Assistance – Being helped by John_Computer1** window so it is activated.



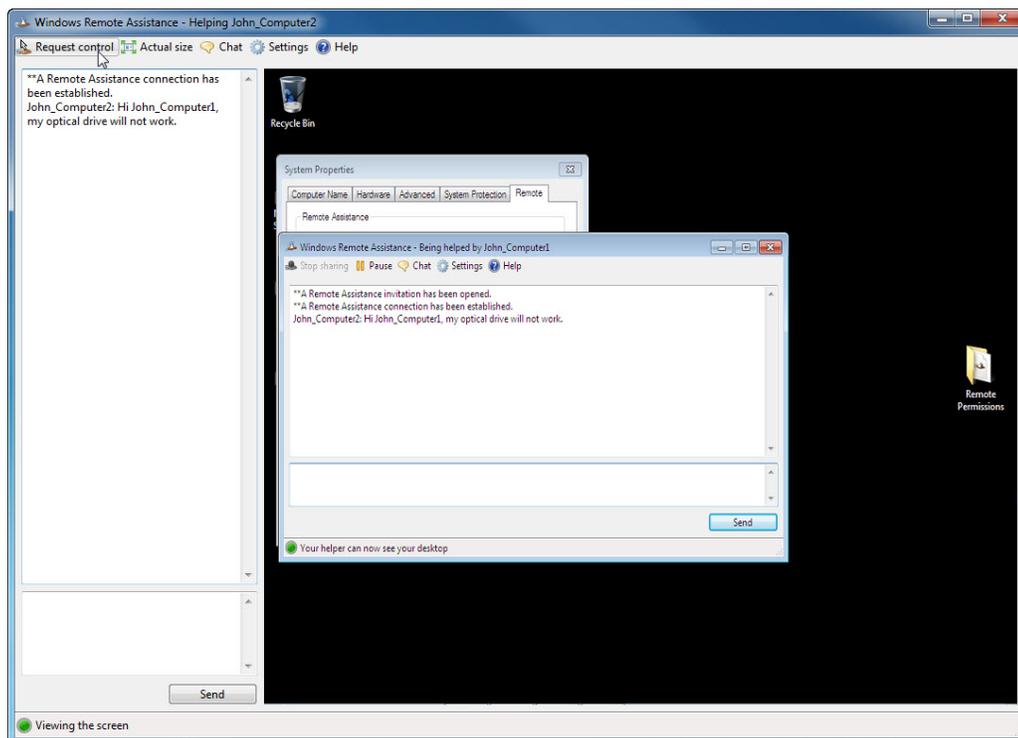
Click **Chat**.



In the chat field type **Hi John_ Computer1, my optical drive will not work**. Click **Send**.

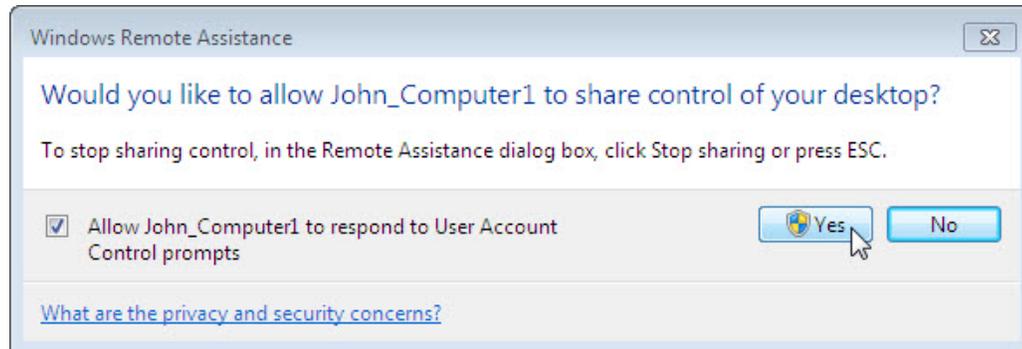
Step 8

From Computer1, click the **Request control** button in "Windows Remote Assistance" main menu.



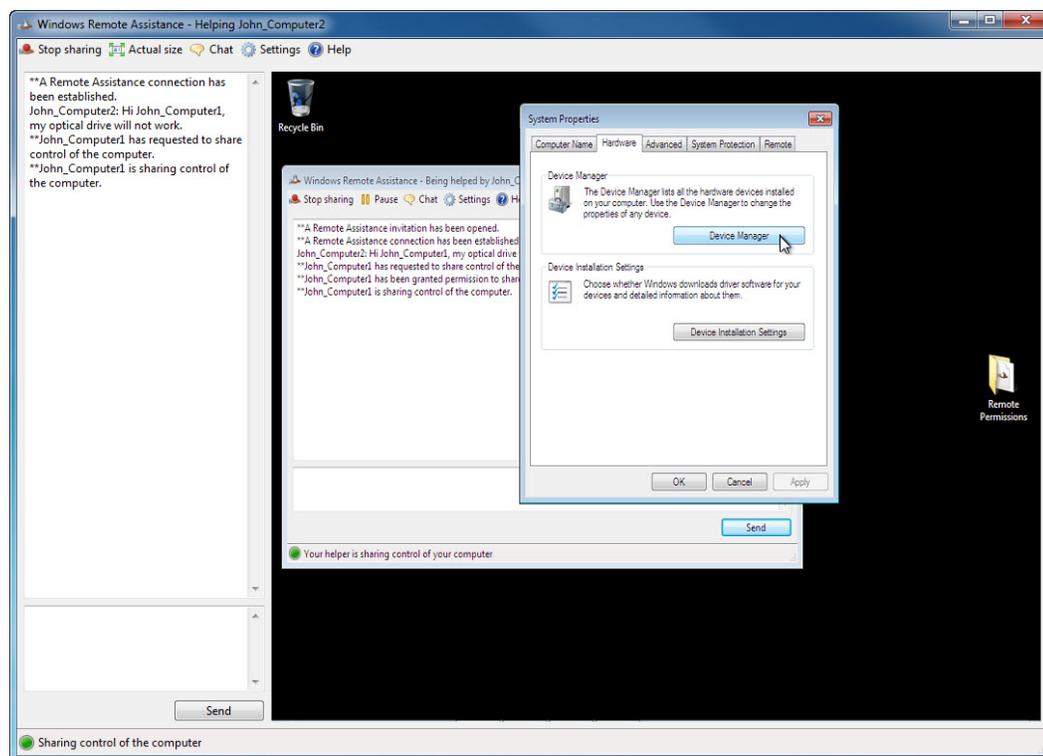
Step 9

From **Computer2**, click the **Allow John_Computer1 to respond to User Account Control prompts** checkbox. Click **Yes**.



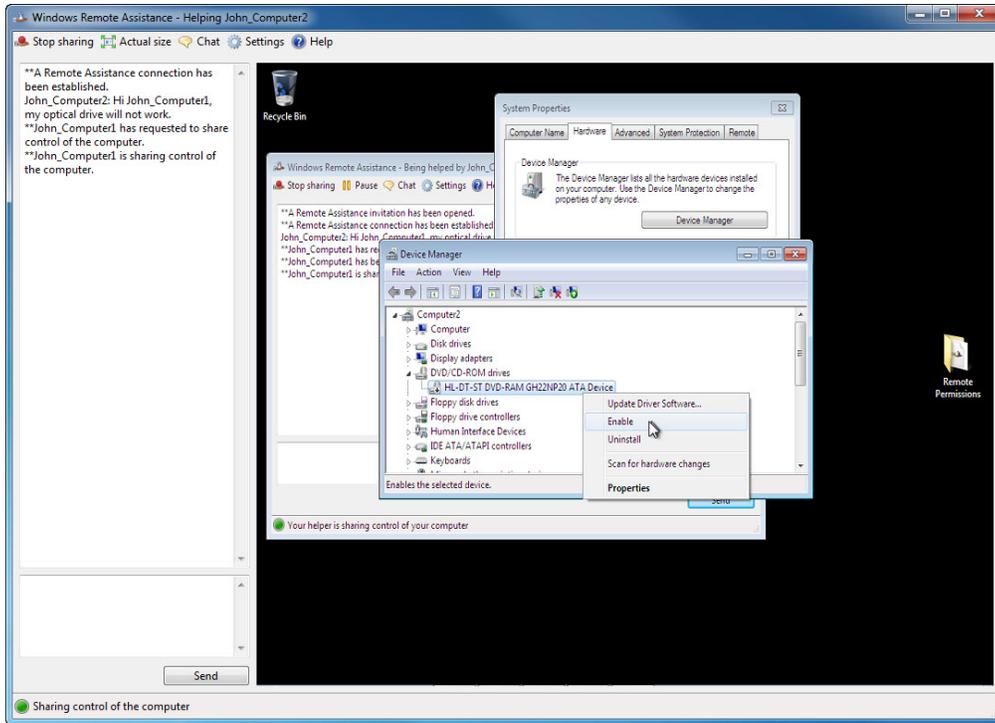
Step 10

From **Computer1**, select **System Properties** window for **Computer2**.

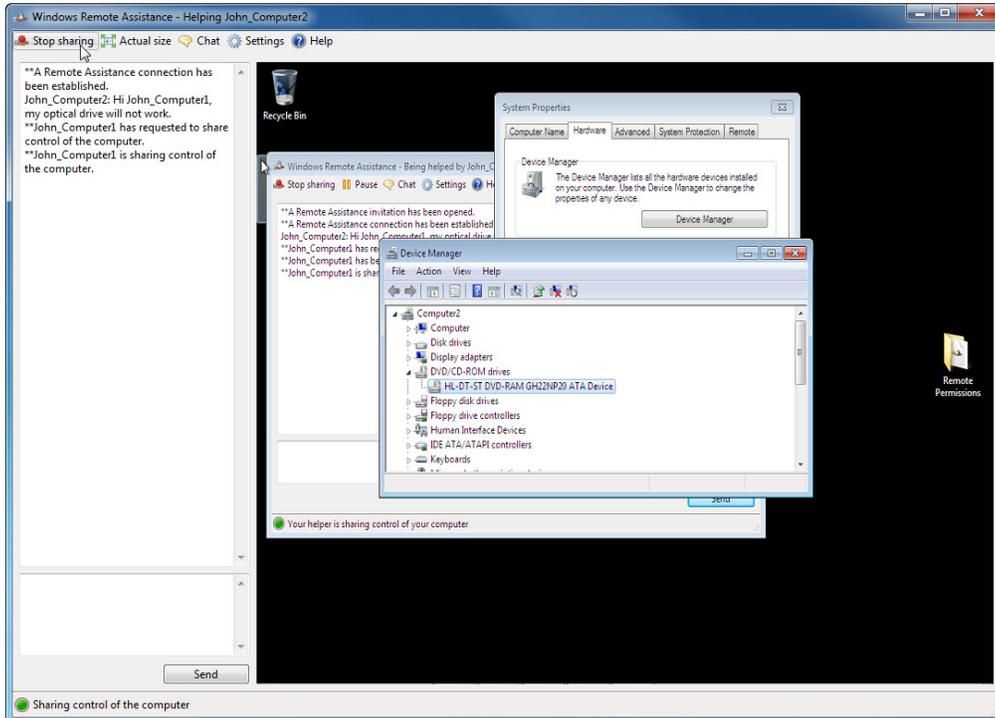


Note: If the **Computer2** System Properties window is closed, you need to open it before you continue.

Click **Hardware** tab > **Device Manager**.

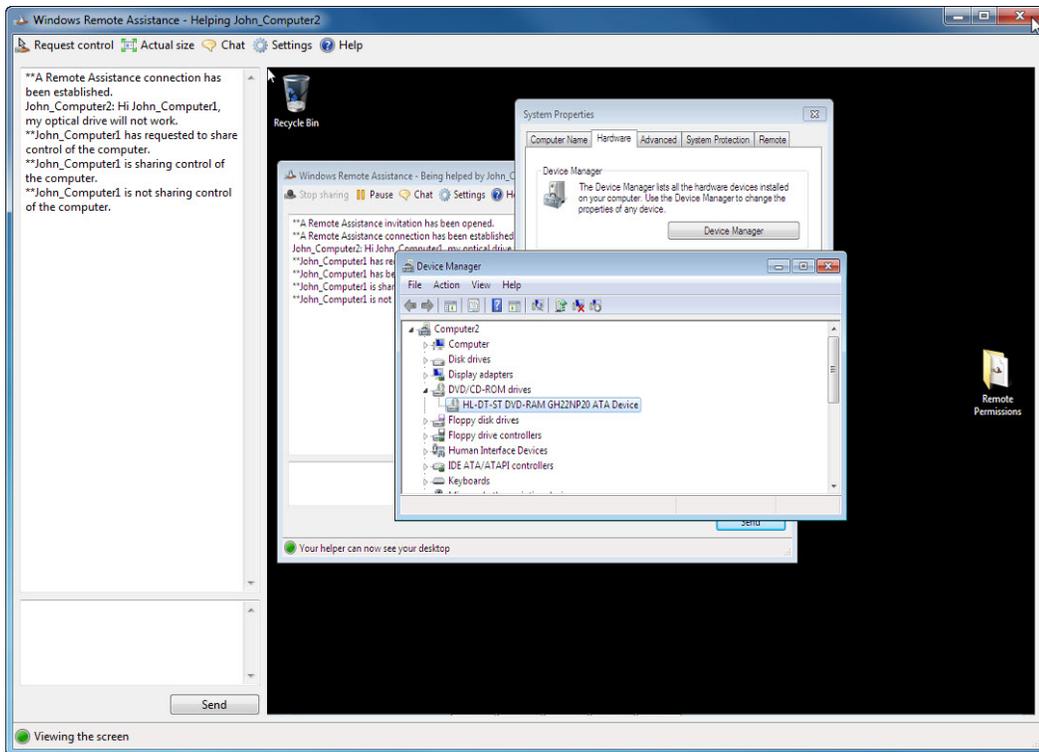


Right-click the **optical drive** that has a black down arrow. Select **Enable**.



Click the **Stop Sharing** button in **Windows Remote Assistance** main menu.

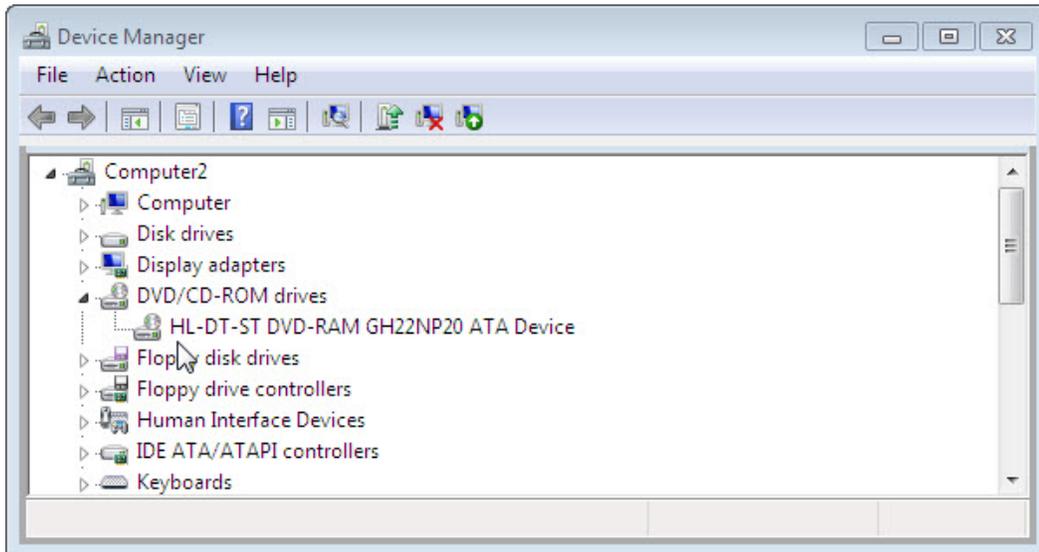
Click the **red X** button to close the Windows Remote Assistance connection.



Close all open windows and log off **Computer1**.

Step 11

On **Computer2**, click on **Device Manager** so it is activated.



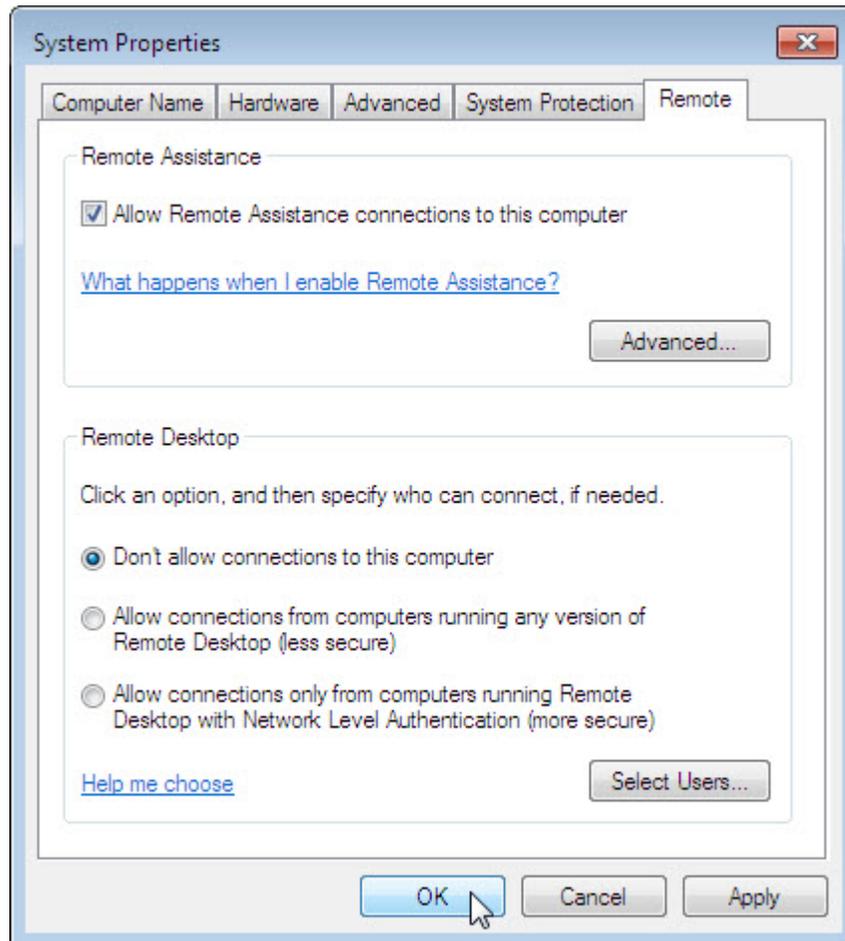
Does the optical drive have a black arrow?

Close the **Device Manager** window and the **Windows Remote Assistance** window.

Delete the **Remote Permission** folder and empty the Recycle Bin.

Select the **System Properties** window.

Select the **Remote** tab and place a check mark next to **Don't allow connection to this computer > OK**.



Log off **Computer2**.