

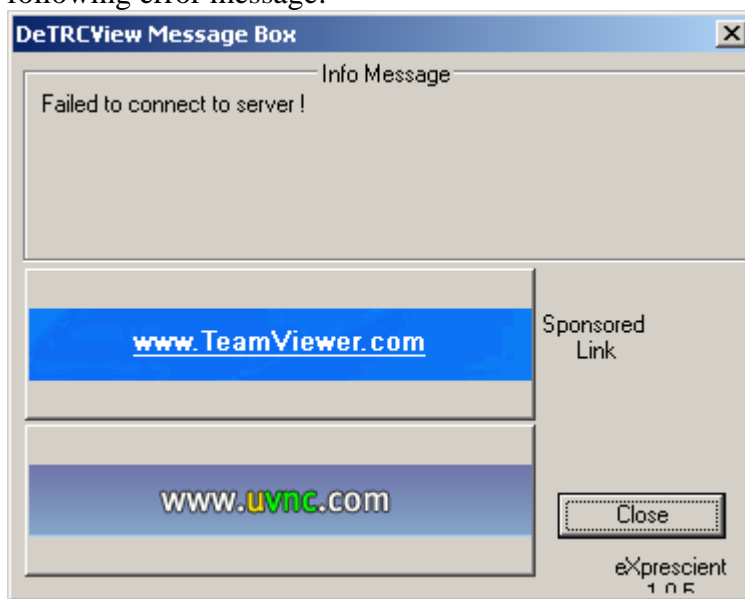
Date Created: March 8, 2011
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Last Updated: March 8, 2011

ARTICLE: KB10016

TITLE: Using Remote Control for Windows 7 systems.

SYMPTOMS:

- When using the remote control tools built into DS eXpress Tools and attempting to remote control a Vista/Windows 7 or Server 2008/2008R2 system, the remote control viewer launched from the DS eXpress Tools console will fail with the following error message:



- This occurs either when the target system has a user logged on, or when a user is not logged onto the system to be remote controlled.

STATUS: The underlying issues have been identified and full resolution will be in a future release of DS eXpress Tools. There is a partial work around for remote controlling a computer that has a user logged on, as described in the *Work Around* section below.

APPLIES TO: DS eXpress Tools v1.5 Server - build 2140 or earlier and DS eXpress Tools v1.5 Console – build 2388 or earlier.

KEYWORDS: remote control, Windows 7, Server 2008, Server 2008 R2, Failed to connect to server,

WORK AROUND:

1. Launch the Deployment Solution console for the DS where DS eXpress Tools is installed.

2. In the jobs panel, expand the System Jobs folder, then expand the DeT folder “DS eXpress Tools – DO NOT MODIFY”
3. Select the “DeT RC Once” job
4. In the job detail panel select the second *Run Script* Task that has “Launch remote control agent in use” in the details section, and press the *Modify* button.
5. On the first wizard page that is displayed press *Next*.
6. In the *Client Run Environment* section select *Production – Client-installed OS* (should be selected already).
7. Then in the *Security Context – (Windows Only)* radio button group, change the selection from *Default (local system account)* to *Run script in console user session* as shown below.

Run Script

Script Information
Scripts can run in the production operating system on the client, on the Deployment Server, or in the automation pre-boot environment on the client.

Script Run Location

- On the client computer
- Locally on the Deployment Server

Run when the agent is connected

Client Run Environment

- Production - Client-installed OS (Windows/Linux/Mac OS X)
 - Security context - (Windows only)**
 - Default (local system account)
 - Specific user - Run script in console user session
 - Script Options - (Windows only)**

Script Window:
- Script Options - (Windows/Linux/Mac OS X)**

Additional command-line switches:

- Automation pre-boot environment (DOS/Windows PE/Linux/Mac OS X)

Default Automation (Auto-select) Default refers to using the Automation partition or the default PXE boot option.

< Back Next > Finish Cancel Help

8. Press *Finish*.
9. Now repeat steps 1-8 to modify the “DeT RC Always” job in a similar manner. Be sure to select “DeT RC Always” in step 3.
10. Repeat steps 1-9 on all DS servers where DS eXpress Tools has been installed.