

Using Remote Desktop

By

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Overview

There are many reasons you may need to work on your office computer when away from your desk. Whether it is due to illness, traveling, needing to be in a different part of campus, or wanting to be home with your family, being away from your office computer can make getting work done difficult. The good news is that Windows offers the ability to remotely use your computer through a feature known as Remote Desktop.

Remote Desktop lets you use virtually any Windows computer, and many smartphones and tablets, that are connected to the Internet to work on your MSU computer. When connected to Remote Desktop you are using your MSU computer as if you were sitting at your desk. This means all of your office computer programs, data, printers and shared drives are accessible virtually anywhere. Using Remote Desktop is like having a really long set of monitor, mouse and keyboard cables from wherever you are to your MSU computer.

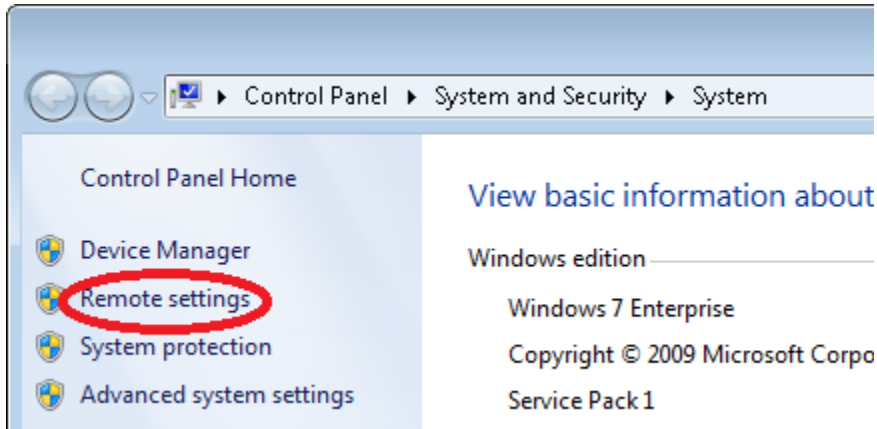
Remote Desktop can be used between computers on-campus or from most places you can access the Internet. The main limitation is the speed of your Internet connection –the slower the connection the harder it will be to have a usable Remote Desktop session. You also will not likely be able to watch video or listen to audio from the remote (campus) computer regardless of connection speed.

The notes in this document are written for Windows 7 though the steps are fairly similar in earlier versions of Windows.

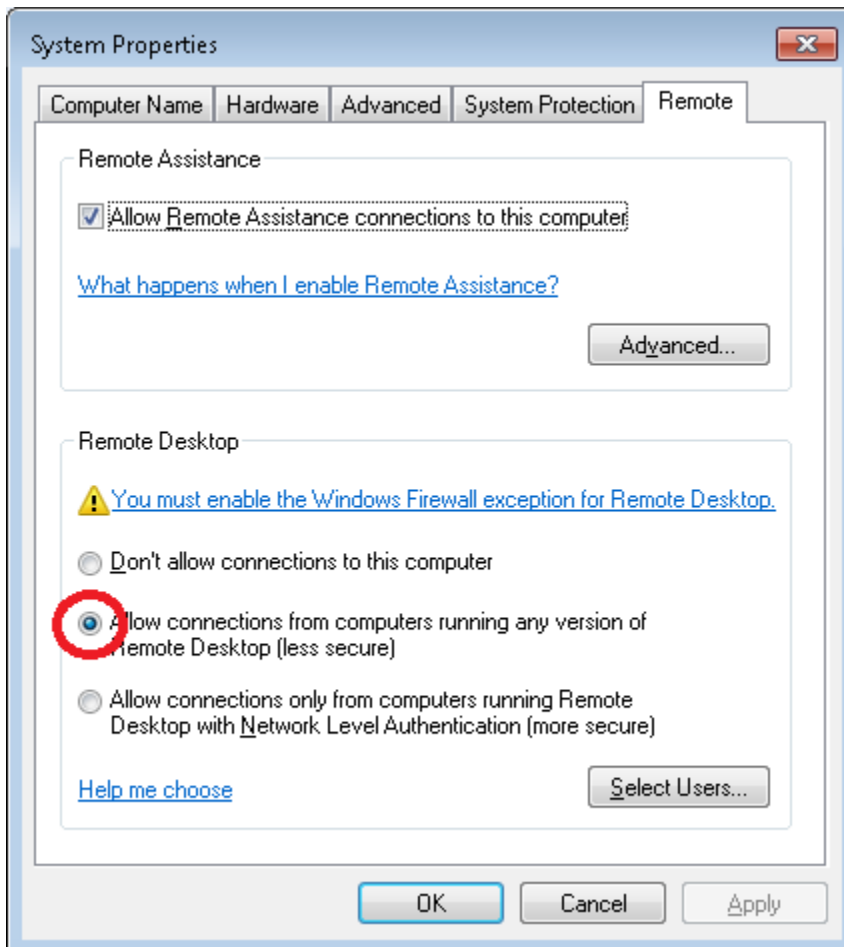
One Time Setup On Your Work Computer

Use the following steps to set up your computer so you can connect into it using Remote Desktop:

1. Click the START button.
2. Click CONTROL PANEL off the START menu.
3. Open **System** in the Control Panel (you may need to click **System and Security** first).
4. Click *Remote Settings* in the left hand pane



5. Select the **Allow connections only from computers running any version of Remote Desktop (less secure)** radio button dot.

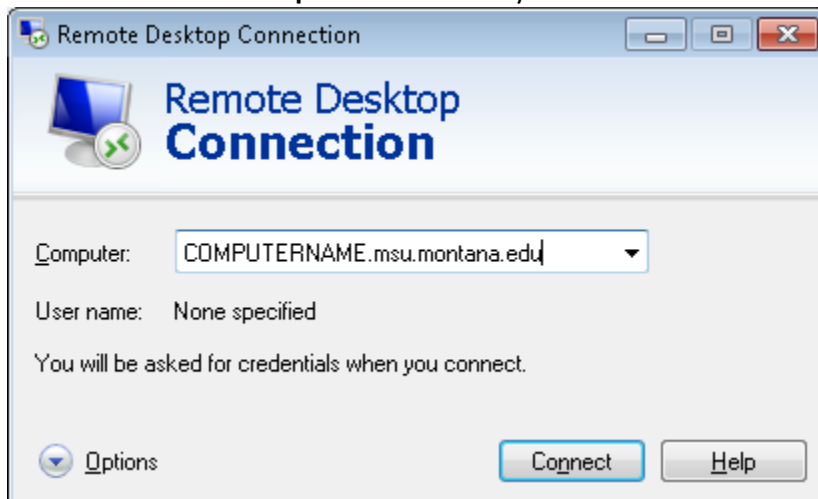


6. Click **OK**.
7. Close the **System** window.

Connecting From A Remote Computer

If you are using Remote Desktop off-campus you will likely need to setup and use a VPN connection. The steps below detail how to connect to your computer assuming you have configured and logged into an [MSU VPN](#) connection if it is needed.

1. Click the **START** button.
2. Highlight *All Programs*.
3. Highlight *Accessories*
4. Click on **Remote Desktop Connection** and you should see a window similar to the following:

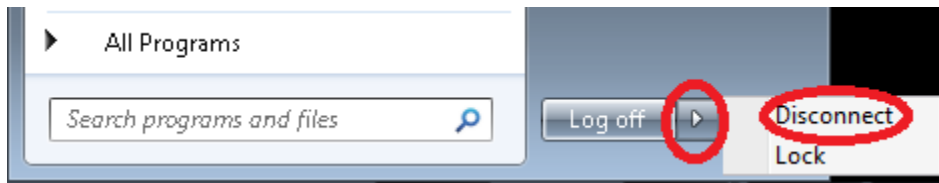


5. In the *Computer* drop down, type one of the following:
COMPUTERNAME.msu.montana.edu
O R
153.90.XXX.XXX (Your Office Computer IP Address)
 - You can refer to [How do I find the IP Address and/or Computer Name for my MSU computer?](#) to learn how to get the computer name and/or IP Address.
6. Click the **Connect** button.
7. After a few moments, you will be prompted for your username and password - this is the same that you use to logon to your computer at the office (you will likely need to type **MSU** in front of your username).

While you are connected to the computer, the monitor on the physical computer in your office will be locked and show it is being remotely accessed. No one can see what you are doing on the remote computer.

To Log Off From Remote Desktop:

1. Click the **START** button on the remote computer.
2. Click the small arrow to the right of **Log Off**.
3. Click *Disconnect* on the new menu.



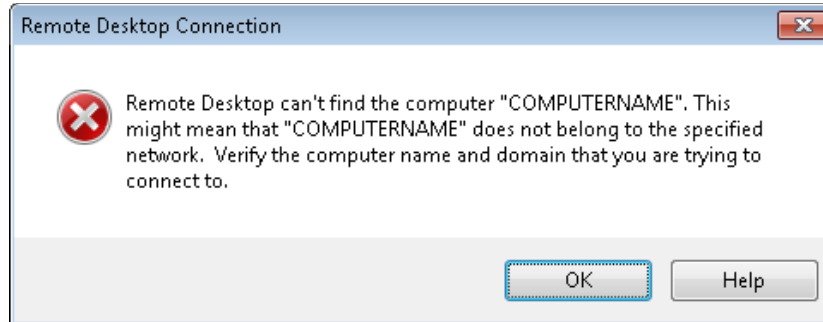
In many versions of Remote Desktop you will see a thin bar at the top of the Remote Desktop session showing the computer name or IP Address. If you click the X on this bar it will also close the Remote Desktop session.



Disconnecting or clicking the X just ends your Remote Desktop session – basically you just stop *looking* at the screen. Your remote (campus) computer will still be powered on and you are logged into it. The remote (campus) computer will be locked though so no one can access it without knowing your password.

Troubleshooting

I am getting an error similar to the following when trying to connect:



This can occur for a few reasons. One possibility is that your remote computer is not powered on (since you are remotely controlling your computer, it must be powered on for you to make use of it). If you are off-campus, this can occur if you are not using the [MSU VPN](#). Also, some public networks (i.e., hotels, coffee shops, convention halls, etc.) may not allow you to make a Remote Desktop and/or VPN connection.

How do I setup the MSU VPN?

As of the creation of this document, directions to create and use the MSU VPN connection can be found at: <http://www.montana.edu/itcenter/computing/desktop/vpn.php>.

How do I find the IP Address and/or Computer Name for my MSU computer?

Follow these directions to find the name of your computer as well as the IP Address:

1. Click the START button.
2. Click RUN on the START menu.
 - If you do not see RUN press the Windows Key + R simultaneously (similar to pressing CTRL+ALT+DEL to log on - do not press and hold).
 - The Windows key is usually found between CTRL and ALT on the lower left of the keyboard.
3. In the RUN box, type the following and click OK:
CMD
4. A black window with white text should appear - type the following in this window and press ENTER:
IPCONFIG /ALL
5. You will see a long list of information appear.
6. Scroll up until you see the *Host Name* and *IPv4 Address* section similar to the image below:

```
Administrator: Command Prompt
C:\Windows\system32>ipconfig /all

Windows IP Configuration

Host Name . . . . . : COMPUTERNAME
Primary Dns Suffix . . . . . : msu.montana.edu
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : msu.montana.edu
montana.edu

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . : msu.montana.edu
Description . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
Physical Address. . . . . : 00-1E-4F-B7-13-4E
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . . : Yes
IPv4 Address. . . . . : 153.90.XXX.XXX (Preferred)
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 153.90.XXX.254
DNS Servers . . . . . : 153.90.2.15
: 153.90.2.1
```

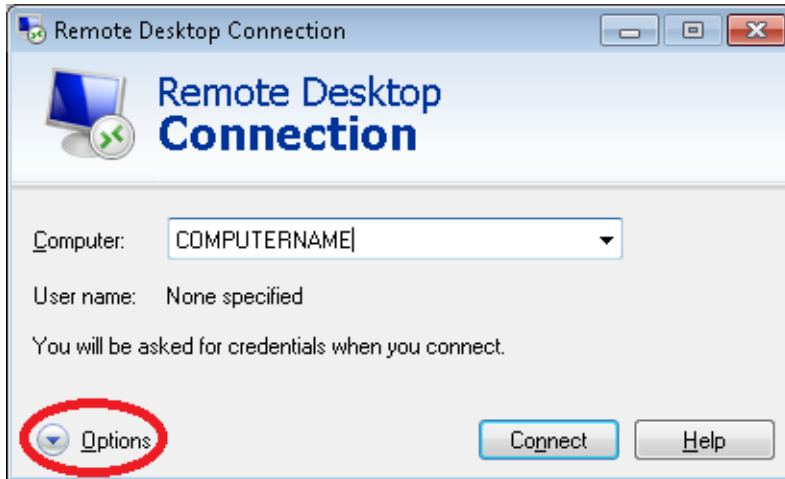
7. Record the *Host Name* and *IPv4 Address* for use when using Remote Desktop.

Troubleshooting (continued)

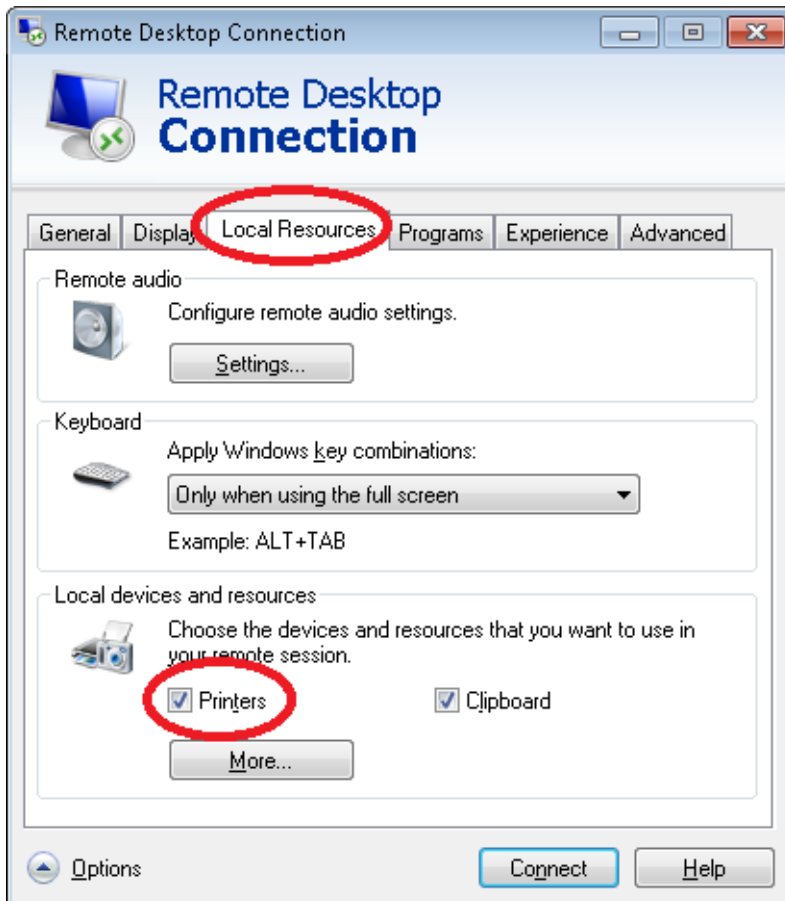
Can I use printers on my local computer to print from the remote computer?

Often this ability is automatically enabled and you will see printers listed with the word *redirected* after the name when using Remote Desktop. *Redirected* printers are the printers from your local computer that you can use to print from your remote (campus) computer.

1. Click the Remote Desktop shortcut.
2. Make sure your computer name or IP address is showing in the Remote Desktop window.
3. Click OPTIONS in the lower left corner of the window.



4. Click the LOCAL RESOURCES tab.
5. Place a check in front of PRINTERS in the bottom *Local devices and resources* section.



6. Click CONNECT.

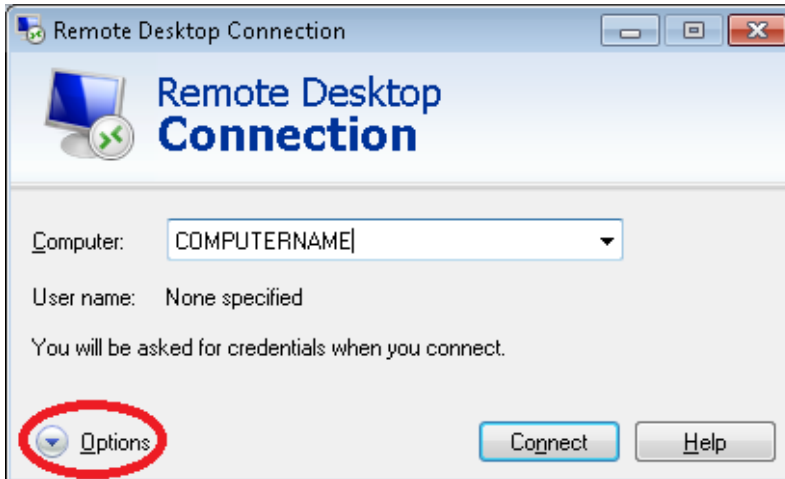
Troubleshooting (continued)

Can I use multiple monitors with Remote Desktop?

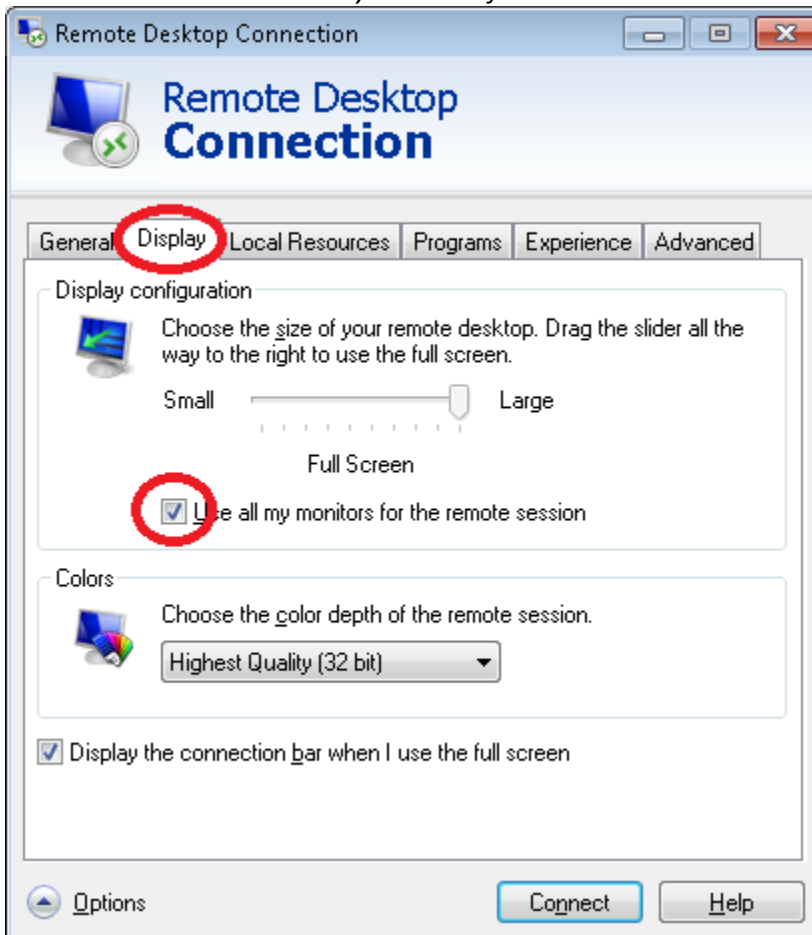
METHOD #1 - Multiple Monitors With Windows 7 Enterprise Or Windows 7 Ultimate

This only works if both computers are running Windows 7 Enterprise or Windows 7 Ultimate editions. If you do not have one of these versions of Windows 7 on both computers, the steps detailed below will likely not work.

1. Click the Remote Desktop shortcut.
2. Click **OPTIONS** in the lower left corner of the window.



3. Click the **DISPLAY** tab.
4. Place a check in the *Use all my monitors for the remote session* box.



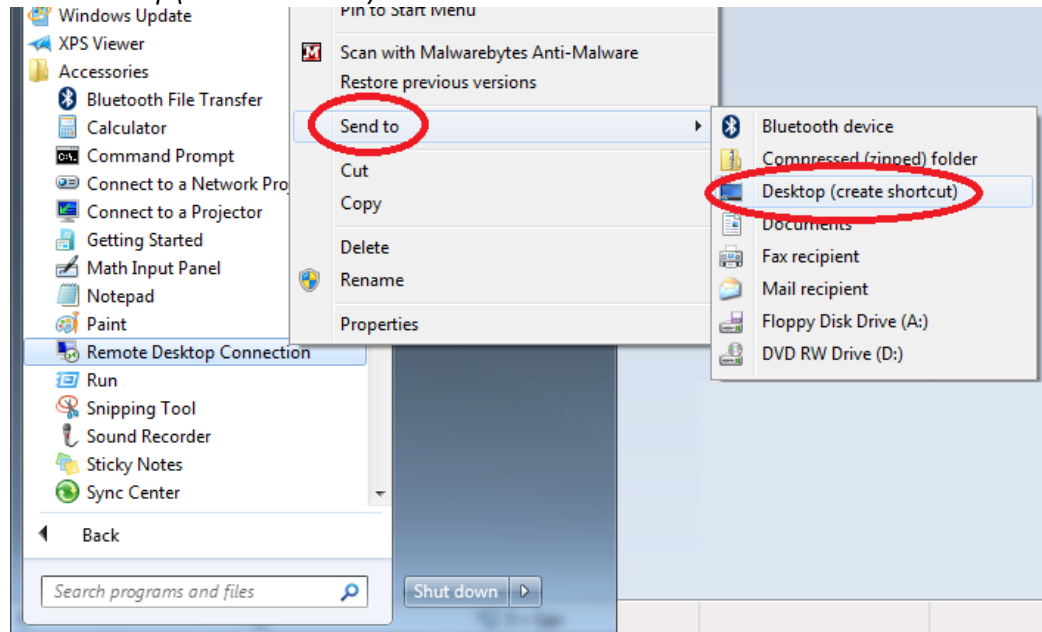
5. Click **CONNECT**.

Troubleshooting (continued)

Can I use multiple monitors with Remote Desktop? (continued)

METHOD #2 - Spanning

1. Make a shortcut to REMOTE DESKTOP on your computer's Desktop.
 - Click the **START** button.
 - Highlight *All Programs*.
 - Highlight *Accessories*
 - Right-Click on **Remote Desktop Connection**.
 - Highlight *Send To* on the new menu.
 - Click *Desktop (create shortcut)* on the new menu.



2. Right-Click the REMOTE DESKTOP CONNECTION shortcut on your Desktop.
3. Choose *Properties* on the new menu.
4. On the TARGET line of the properties window, add a space and **/span** after the current info.

Target type: Application

Target location: system32

Target:

Start in:

5. Click OK.
6. Double-Click the Remote Desktop shortcut and connect to your computer using Remote Desktop.