"MICROSOFT REMOTE ASSISTANCE" ("MSRA") FOR "WINDOWS.." COMPUTERS

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TUCSON COMPUTER SOCIETY

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SUMMARY

"Microsoft Remote Assistance" allows any "Windows.." computer to remotely control another "Windows.." computer.

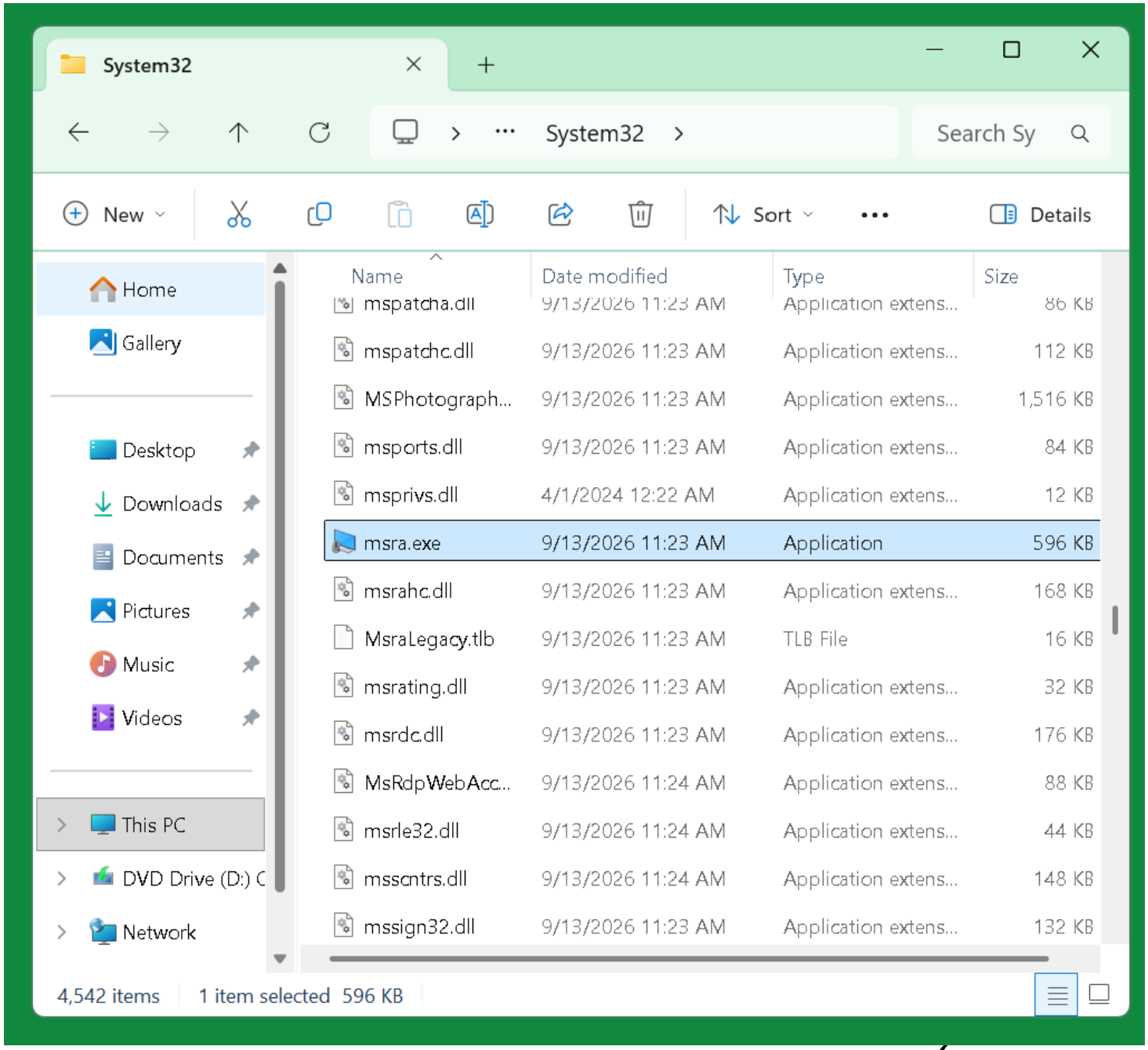
The "helper" person can perform repairs and installations on the computer of the "helped" person.

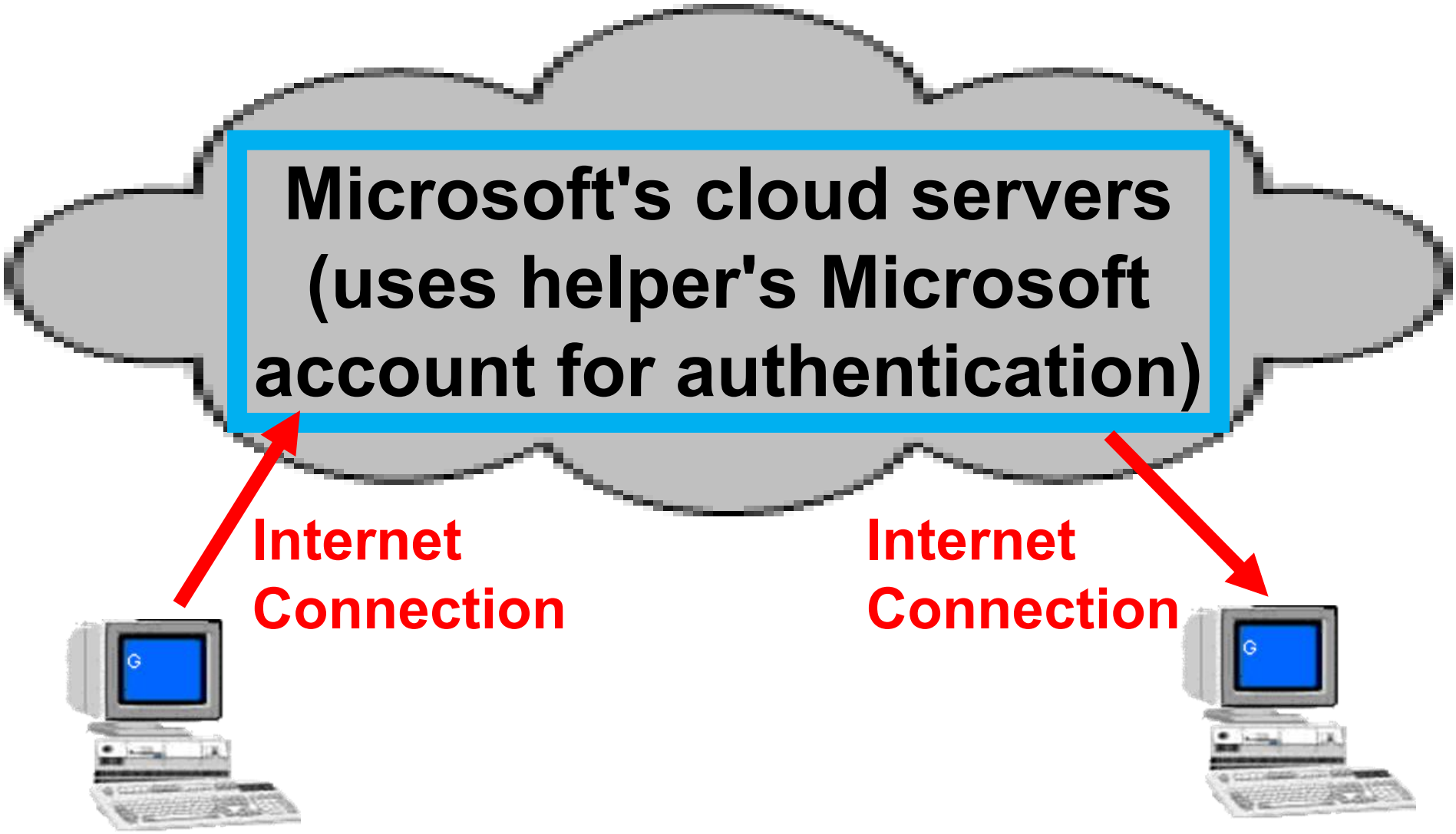
BASIC CONCEPT OF "MICROSOFT REMOTE ASSISTANCE" (= msra)

- Any "Windows.." computer can take control of any other "Windows.." computer
- The bundled "msra.exe" app in the helper's computer connects to the bundled "msra.exe" app in the helped computer by connecting through Microsoft's cloud servers up in the "Internet".

BASIC CONCEPT OF "MICROSOFT REMOTE ASSISTANCE" (= msra) (continued)

- The msra.exe file is a default part of Windows 11, Windows 10, Windows 8, Windows 7, and Windows XP.
  In each of these operating systems, it resides at C:\windows\System32\


System32
System32
Search Sy
New
Sort
Details
Home
Gallery
Desktop
Downloads
Documents
Pictures
Music
Videos
This PC
DVD Drive (D:) C
Network
Name
Date modified
Type
Size
mspatcha.dll 9/13/2026 11:23 AM Application extens... 86 KB
mspatchc.dll 9/13/2026 11:23 AM Application extens... 112 KB
MSPhotograph... 9/13/2026 11:23 AM Application extens... 1,516 KB
msports.dll 9/13/2026 11:23 AM Application extens... 84 KB
msprivs.dll 4/1/2024 12:22 AM Application extens... 12 KB
msra.exe 9/13/2026 11:23 AM Application 596 KB
msrahc.dll 9/13/2026 11:23 AM Application extens... 168 KB
MsraLegacy.tlb 9/13/2026 11:23 AM TLB File 16 KB
msrating.dll 9/13/2026 11:23 AM Application extens... 32 KB
msrdc.dll 9/13/2026 11:23 AM Application extens... 176 KB
MsRdpWebAcc... 9/13/2026 11:24 AM Application extens... 88 KB
msrle32.dll 9/13/2026 11:24 AM Application extens... 44 KB
mssccntrs.dll 9/13/2026 11:24 AM Application extens... 148 KB
mssign32.dll 9/13/2026 11:23 AM Application extens... 132 KB
4,542 items
1 item selected 596 KB


Microsoft's cloud servers (uses helper's Microsoft account for authentication)
Internet Connection
Internet Connection
"msra.exe" app in the helper's "Windows.."computer
"msra.exe" app in the helped computer

BASIC CONCEPT OF MICROSOFT'S "msra.exe" (continued)

- An Internet connection is required for both the helper's computer AND the helped person's computer.
- A Microsoft account is not required for the copy of Windows.. in the helper's computer.
- A Microsoft account is not required for the copy of Windows.. in the helped person's computer.

BASIC CONCEPT OF MICROSOFT'S "msra.exe" (continued)

- MSRA works for all versions of Windows from Windows XP to Windows 11 (while Microsoft's "Quick Assist" only works for Windows 11 and Windows 10)

BASIC CONCEPT OF MICROSOFT'S "msra.exe" (continued)

- Microsoft's cloud servers provide for authentication and security for msra.exe
  without relying on the Microsoft accounts of the helper or the user of the helped computer

MSRA'S ADVANTAGES OVER "QUICK ASSIST"

- The ability of the helper to control the Helped computer does not time out after non-use by the helper

MSRA'S DISADVANTAGES RELATIVE TO "QUICK ASSIST"

- MSRA is harder for the user of the helped computer to initiate the connection since the user of the Helped computer has to send a Invitation.msrcIncident
file to the helper via email.
(In Microsoft's "Quick Assist", the helper initiates a connection so the process of starting a remote connection is easier for the user of the helped computer.)

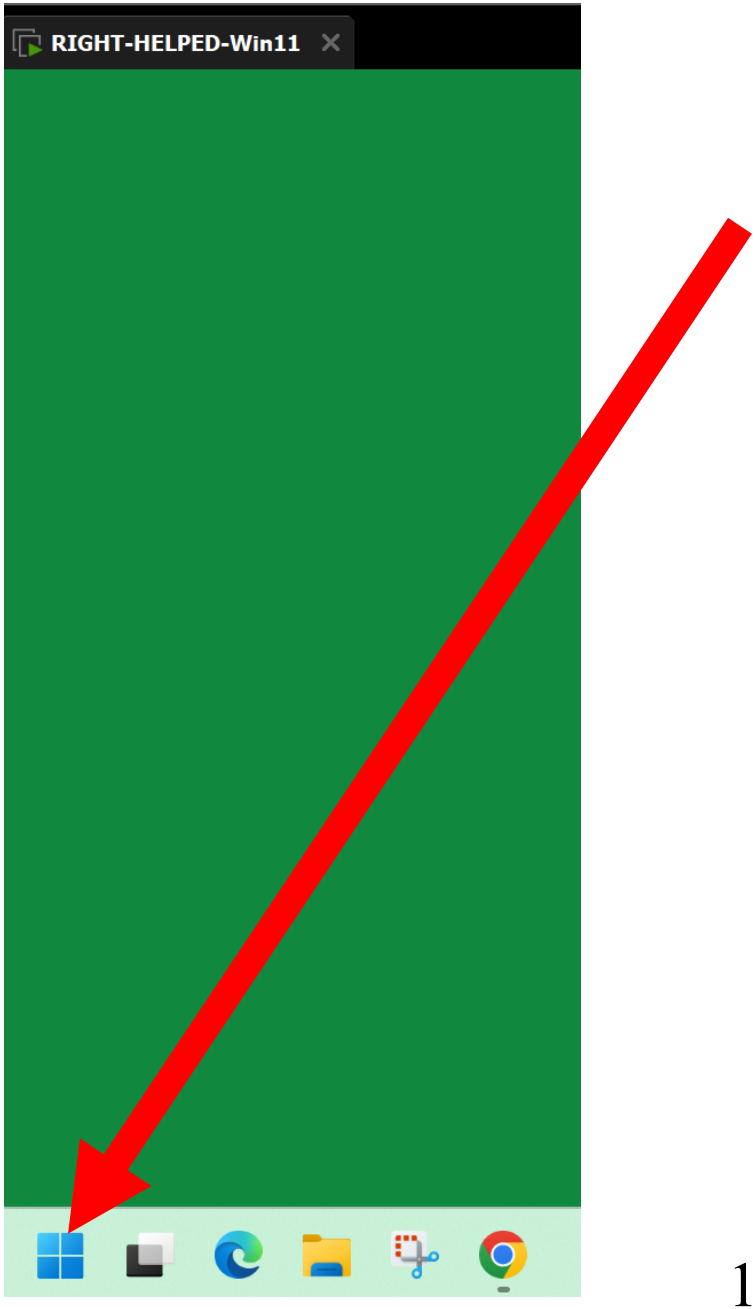
MSRA'S DISADVANTAGES RELATIVE TO "QUICK ASSIST" (continued)

- Microsoft is gradually "deprecating" MSRA and it will disappear in the future

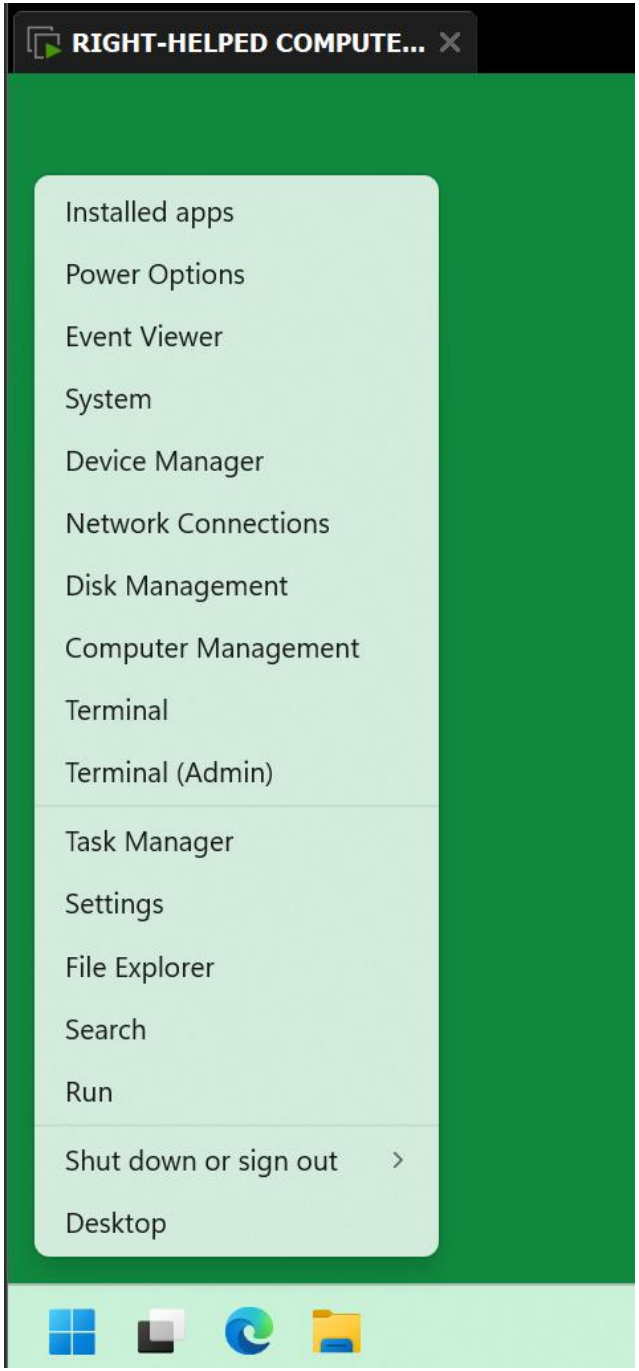
- STEP 101:
  The user of the helper computer should initiate a land line or cellular telephone connection with the user of the helped computer. This telephone conversation must be maintained during the entire MSRA remote control session.

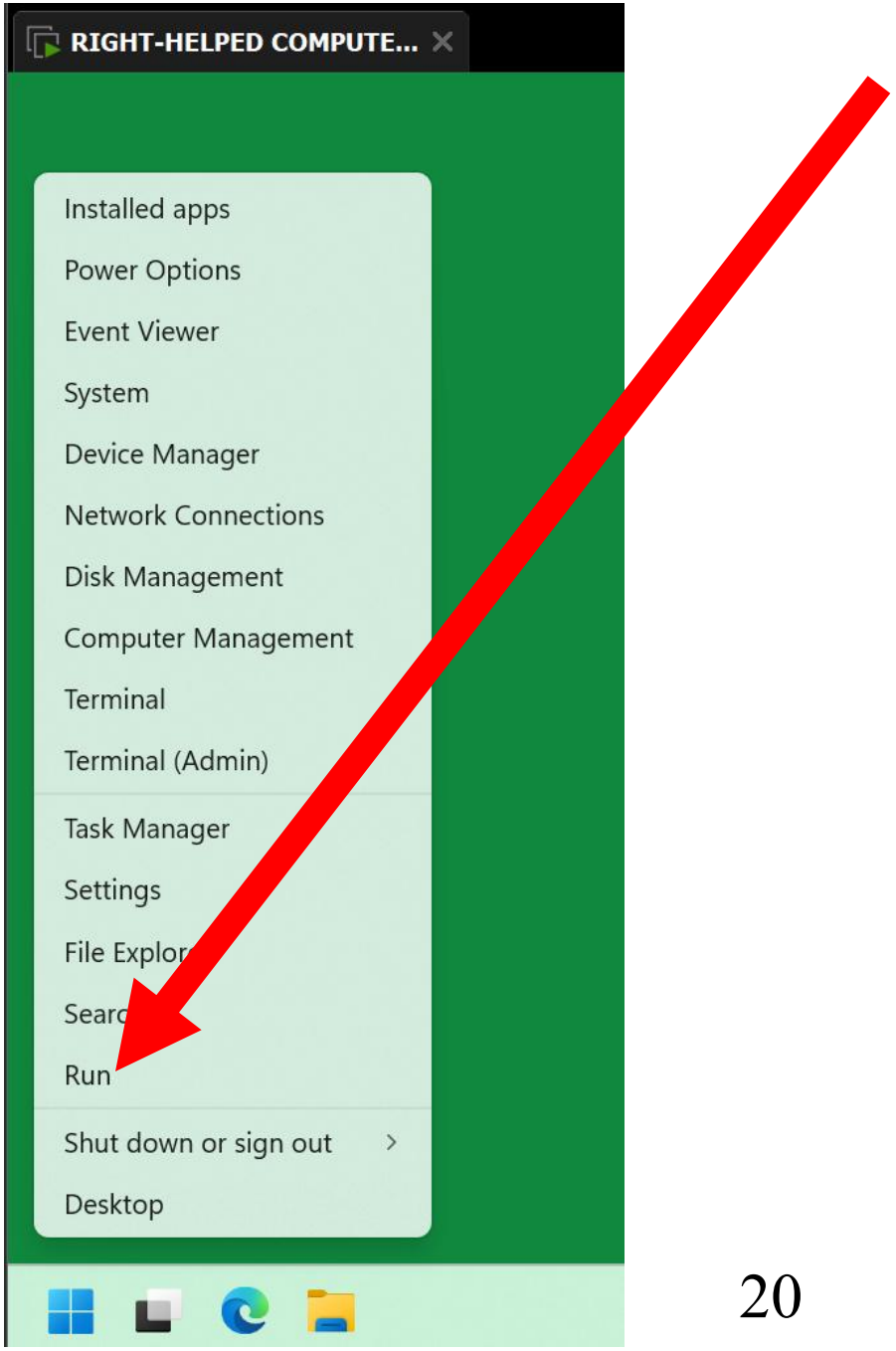
- STEP 102:
  The user of the helper computer should tell the user of of the helped computer to use their RIGHT mouse button to click on the "Start" button of Windows..:


RIGHT-HELPED-Win11

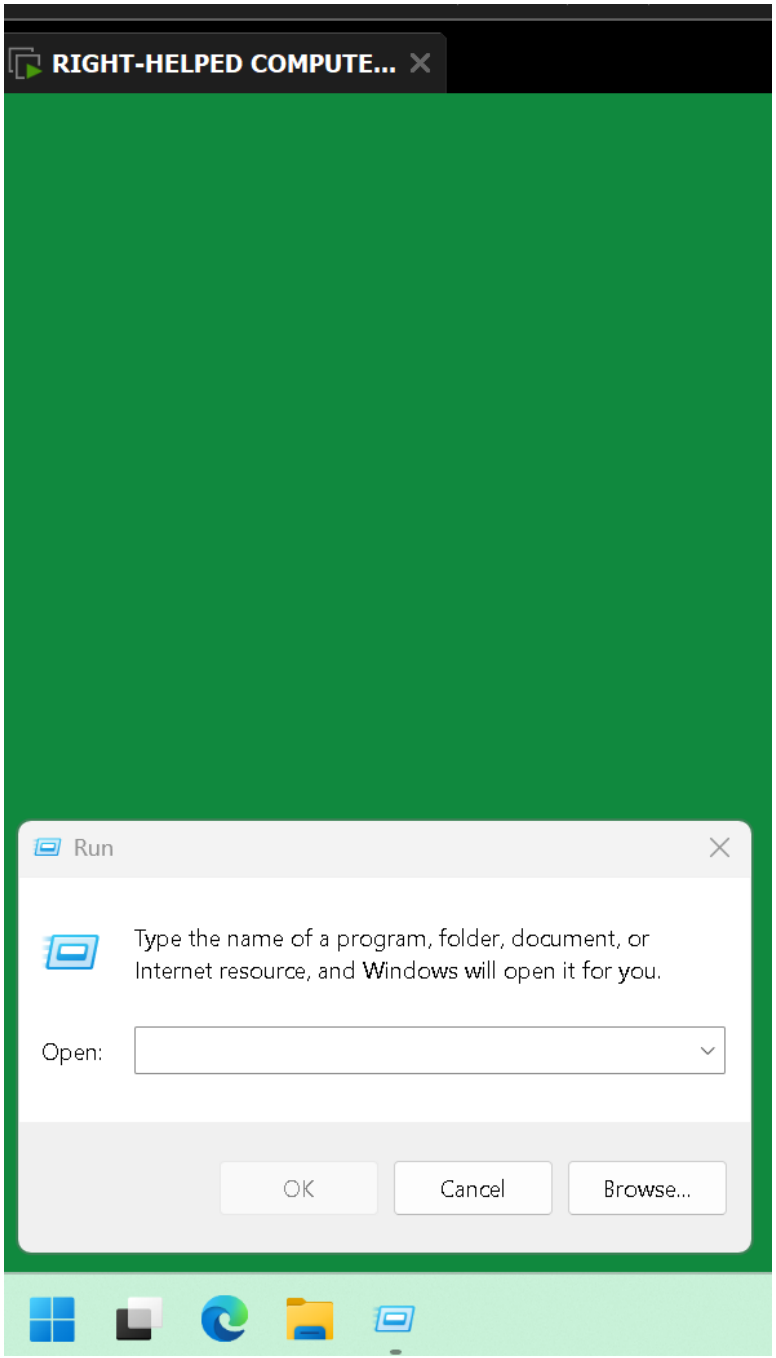

RIGHT-HELPED-Win11

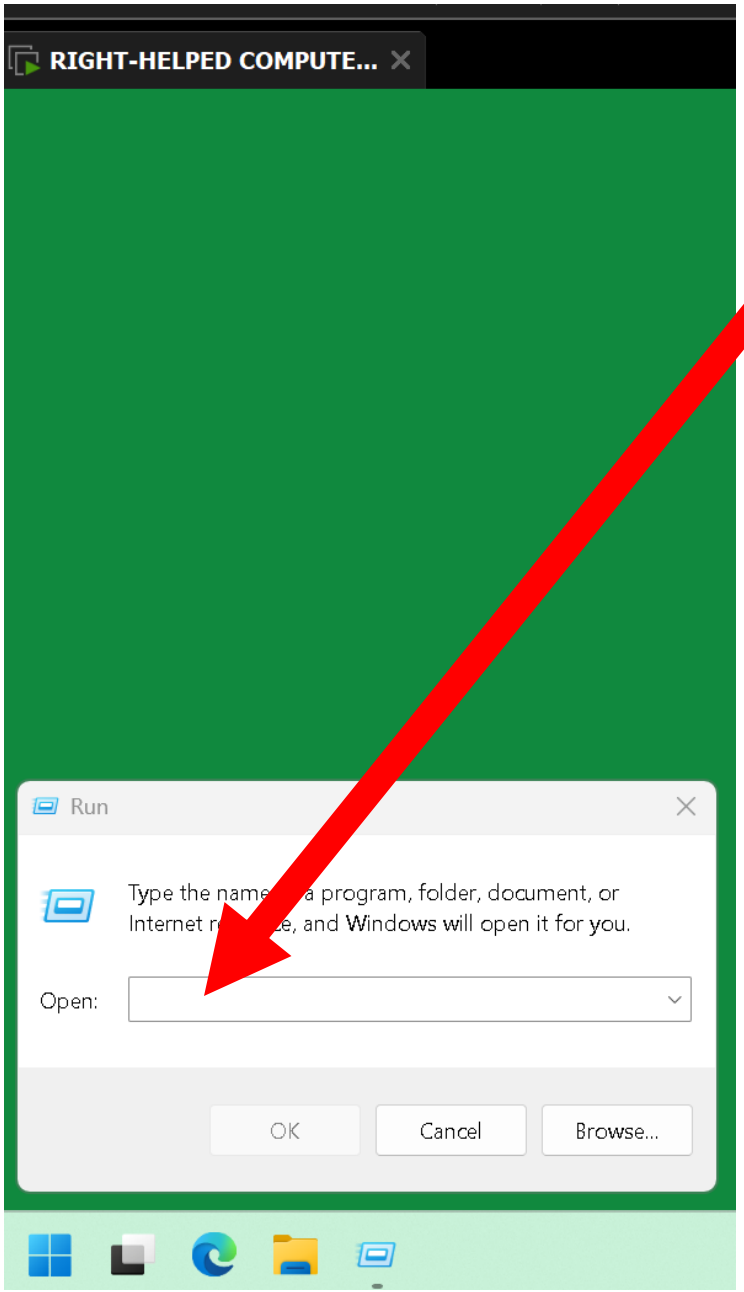
- STEP 103:
  The user of the helper computer should tell user of the "helped" computer to use the LEFT mouse button to click on the "Run" option:

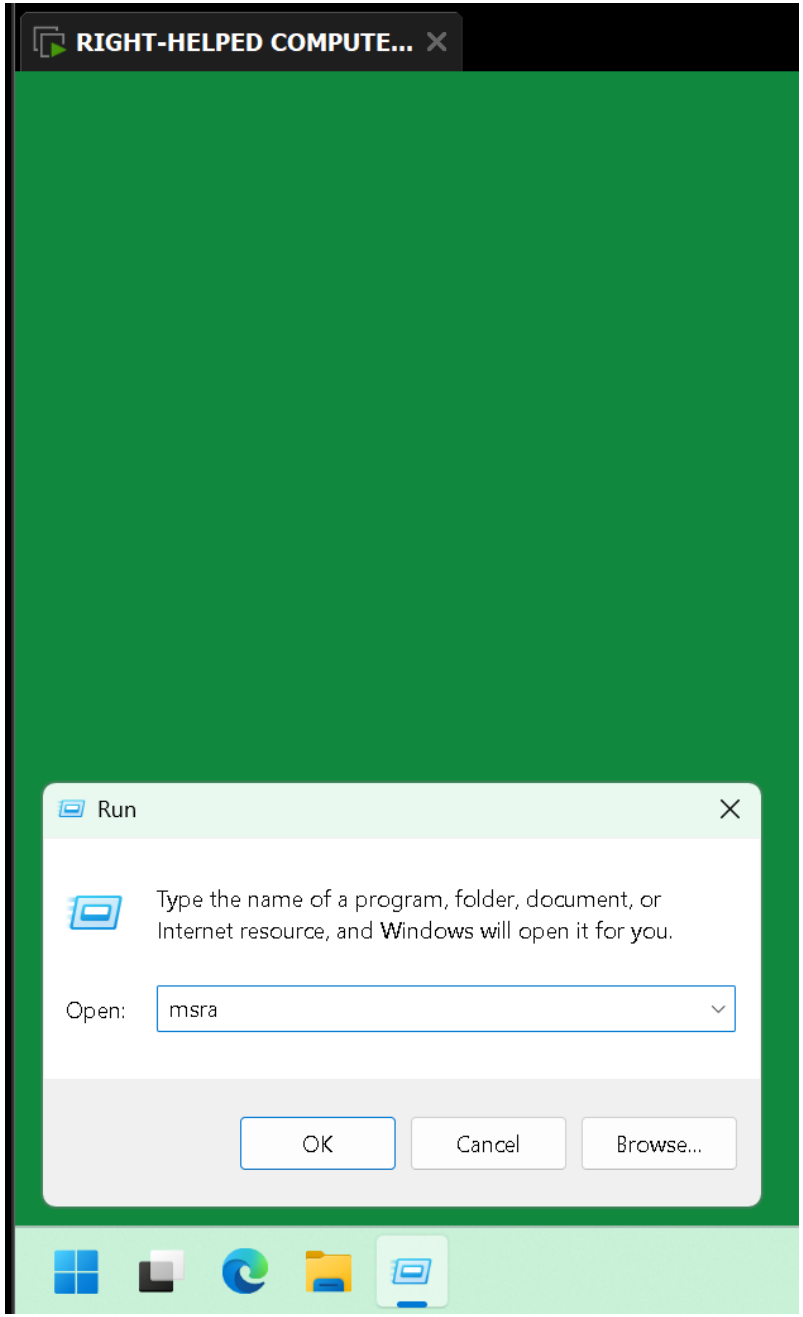

RIGHT-HELPED COMPUTE...
Installed apps
Power Options
Event Viewer
System
Device Manager
Network Connections
Disk Management
Computer Management
Terminal
Terminal (Admin)
Task Manager
Settings
File Explorer
Search
Run
Shut down or sign out
Desktop


RIGHT-HELPED COMPUTE...
Installed apps
Power Options
Event Viewer
System
Device Manager
Network Connections
Disk Management
Computer Management
Terminal
Terminal (Admin)
Task Manager
Settings
File Explor
Searc
Run
Shut down or sign out
Desktop

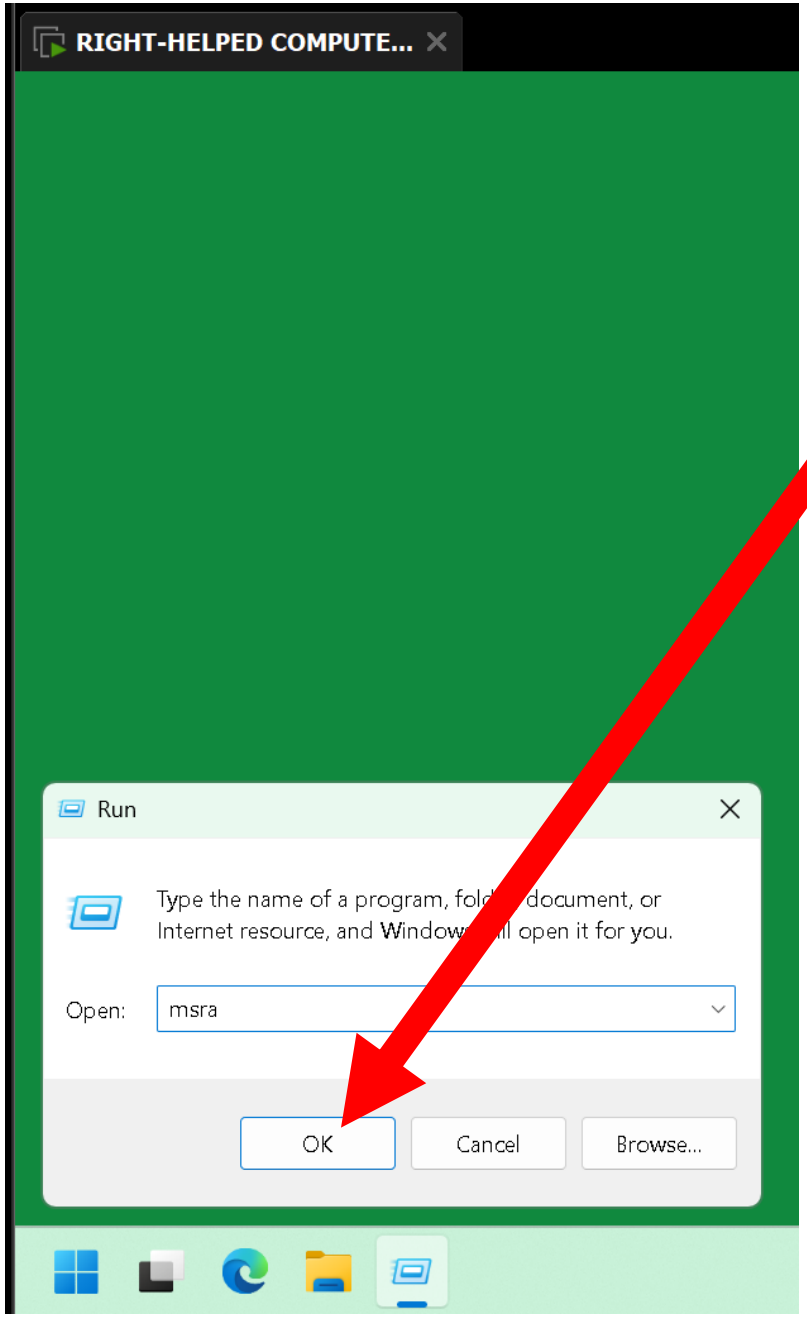
- STEP 104:
  The user of the helper computer should tell the user of the "helped" computer to type
  msra
  into the "Run" box:

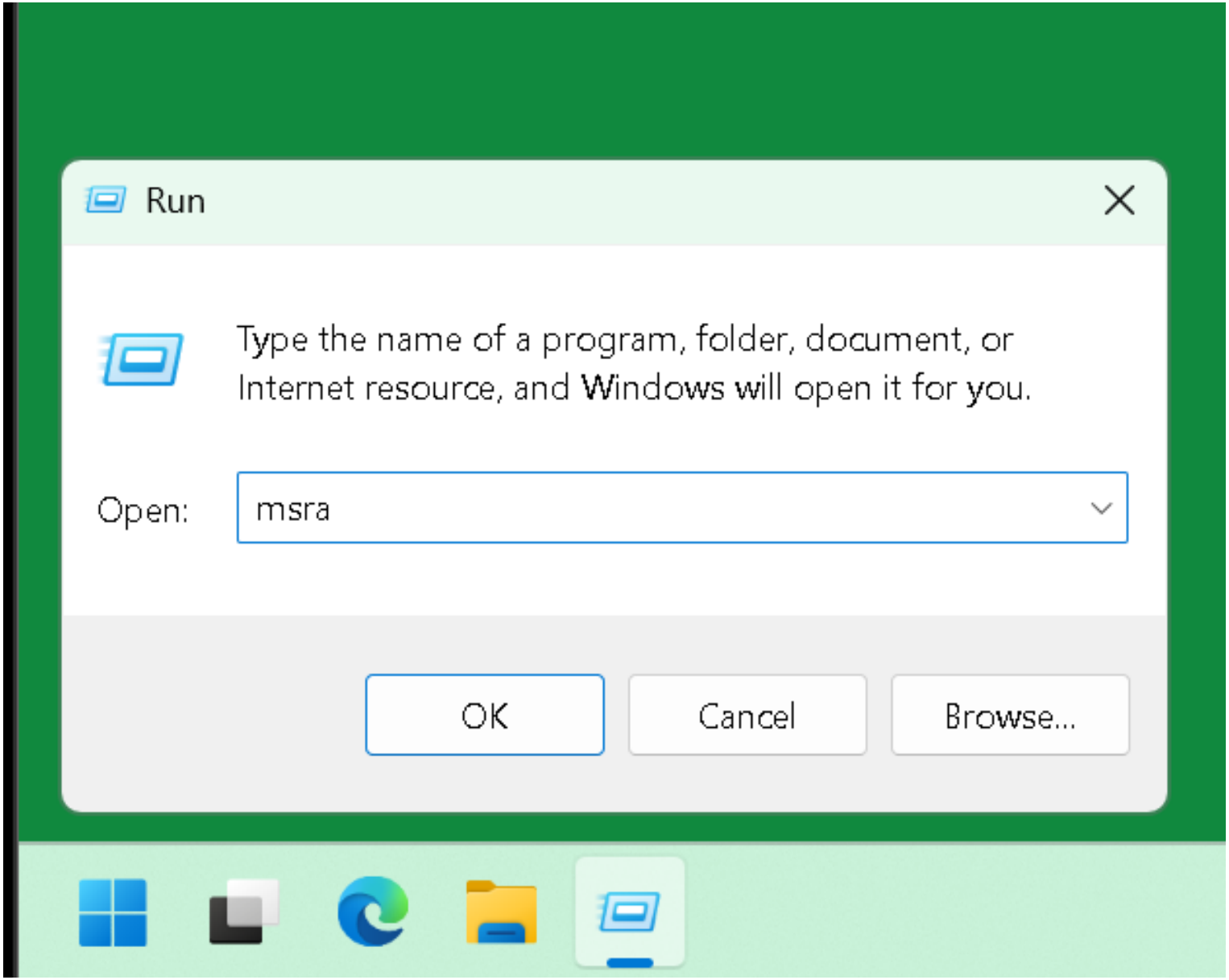

RIGHT-HELPED COMPUTE...
Run
Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:
OK
Cancel
Browse...


RIGHT-HELPED COMPUTE...
Run
Open:
OK
Cancel
Browse...

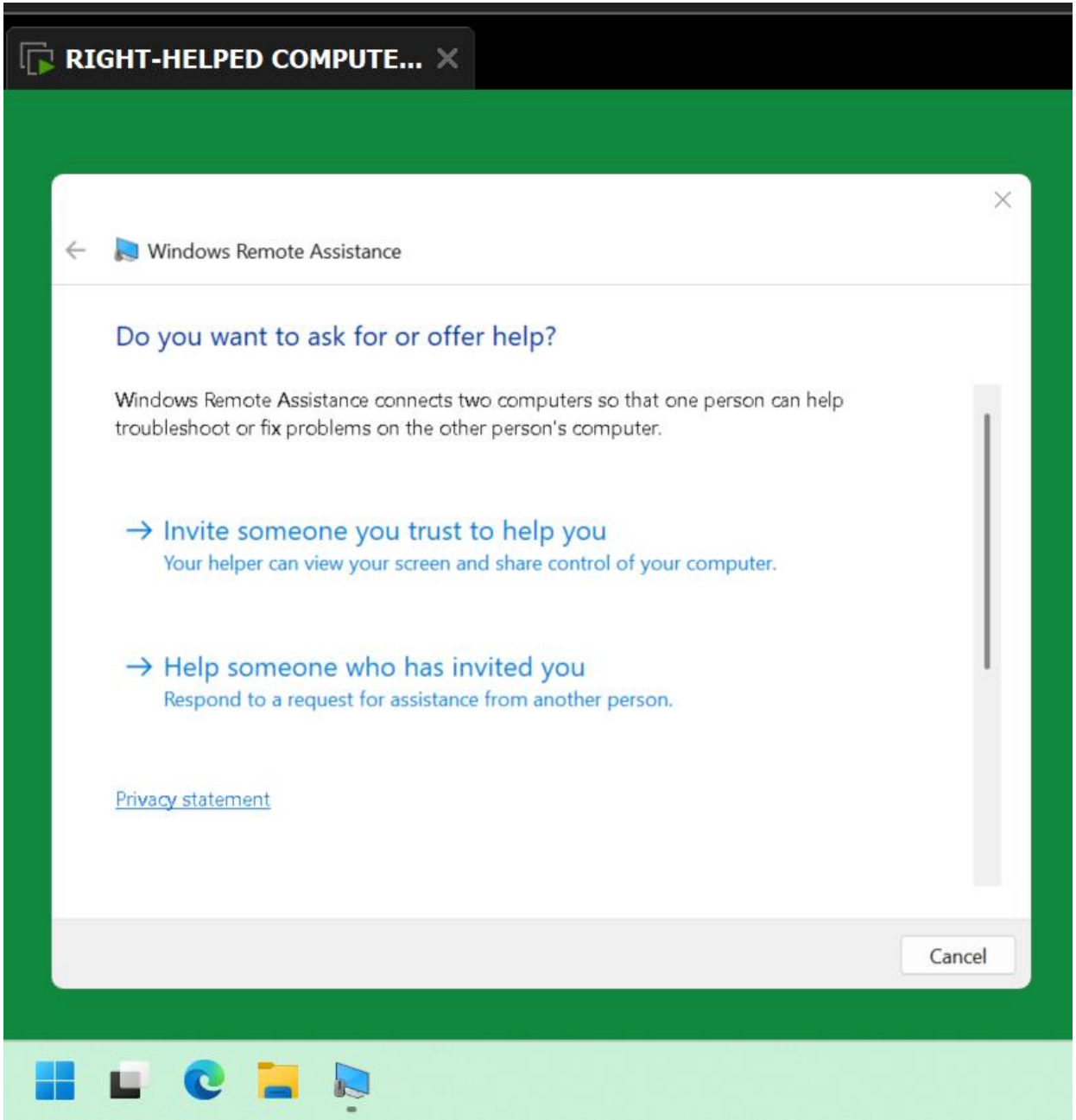

RIGHT-HELPED COMPUTE...
Run
Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:
msra
OK
Cancel
Browse...

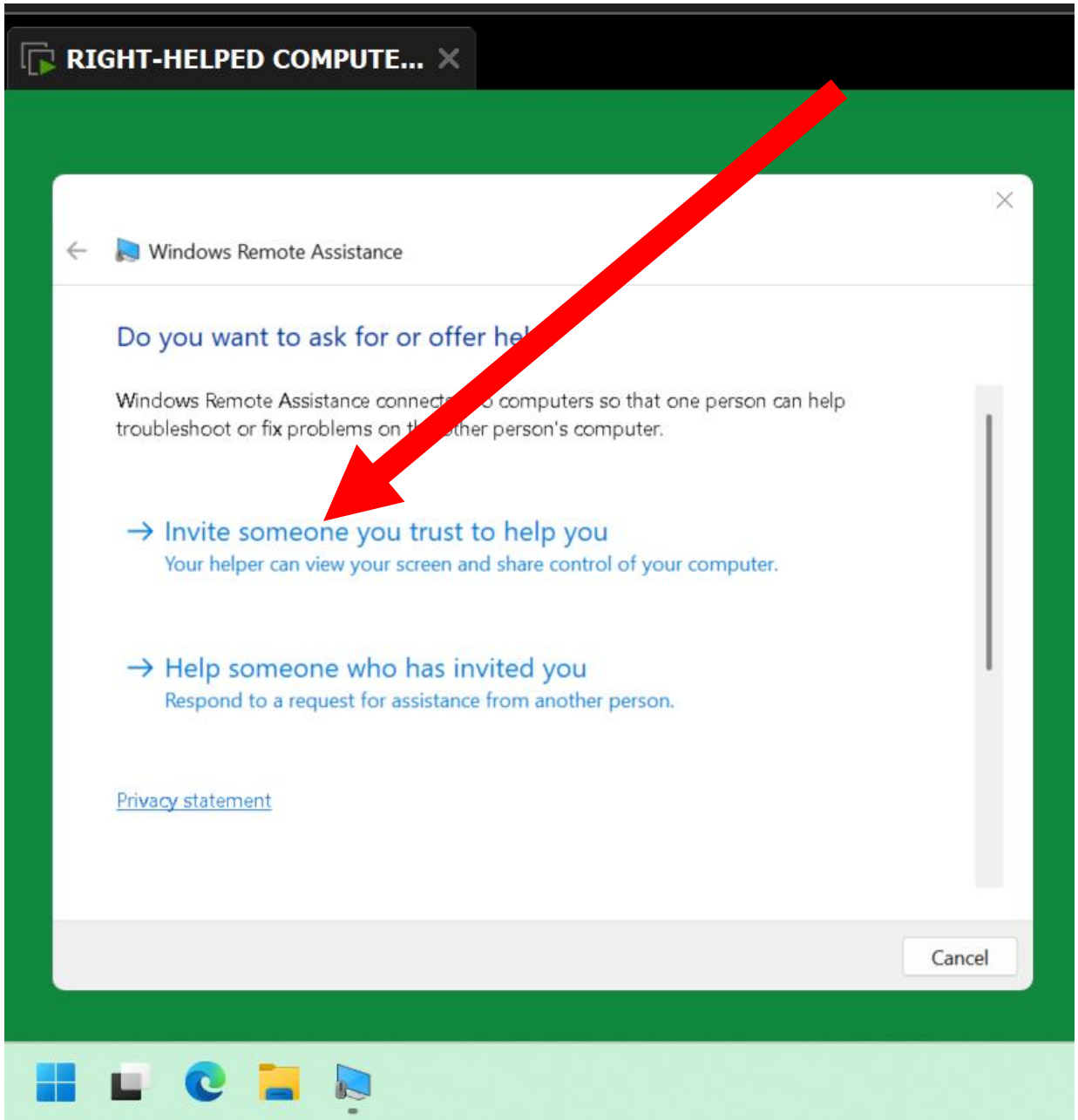
- STEP 105:
  The user of the helper computer should tell the user of the helped computer to use their LEFT mouse button to click on the "OK" button:


RIGHT-HELPED COMPUTE...
Run
Type the name of a program, fold document, or
Internet resource, and Window open it for you.
Open:
msra
OK
Cancel
Browse...

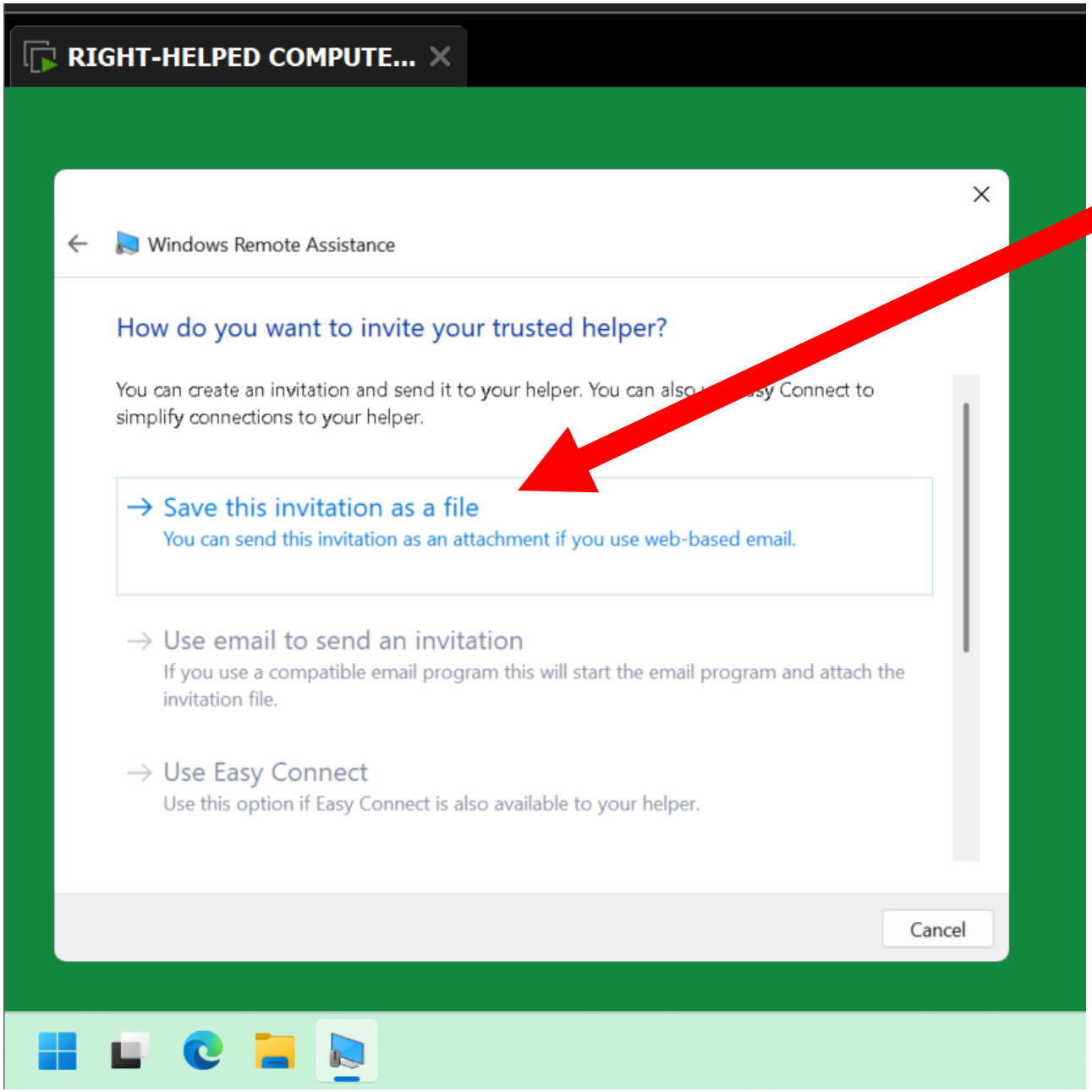

Run
Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:
msra
OK
Cancel
Browse...

- STEP 106:
  The user of the helper computer should tell the user of the "helped" computer to use the LEFT mouse button to click on "Invite someone you trust to help you":

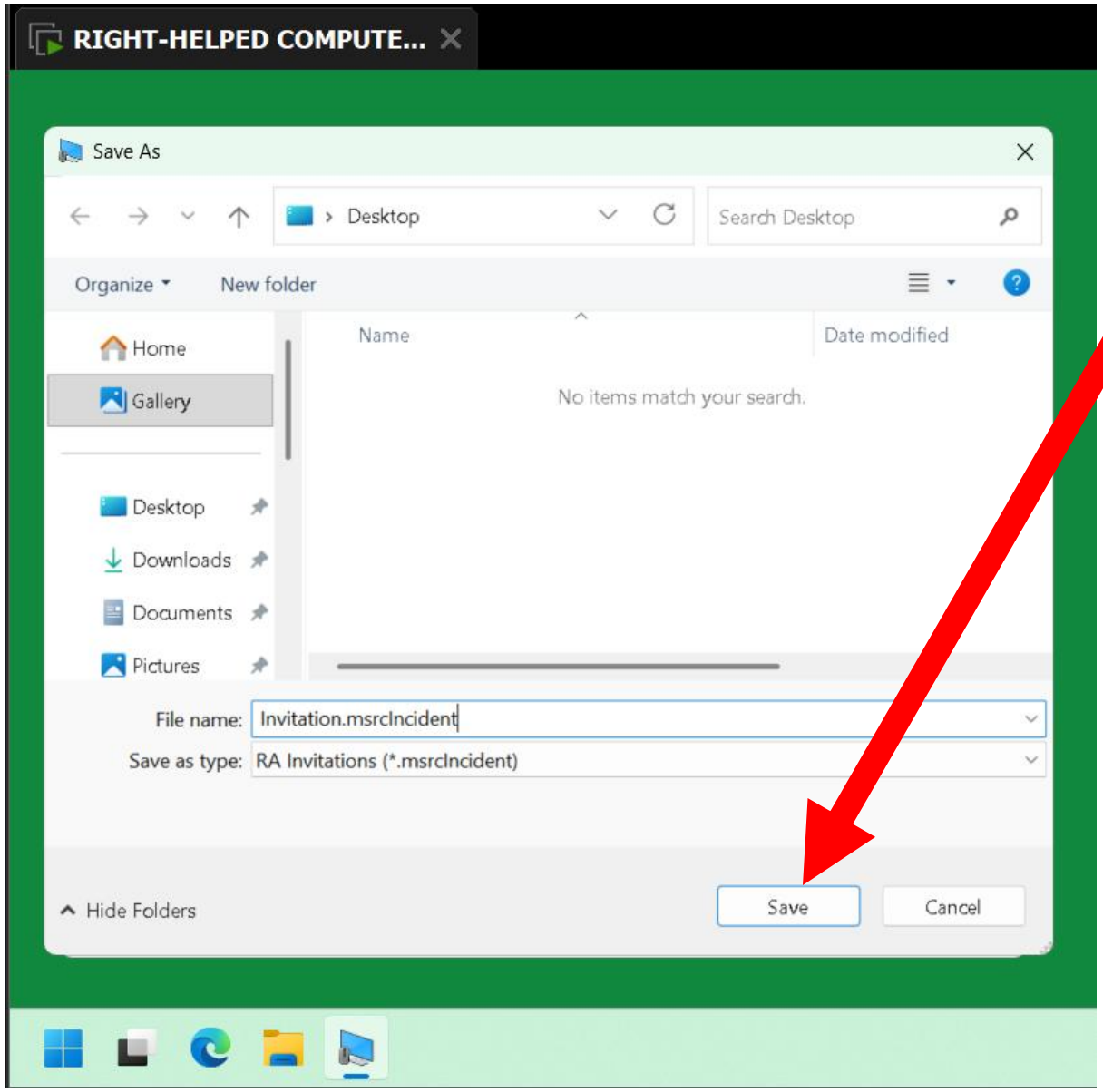

RIGHT-HELPED COMPUTE...
Windows Remote Assistance
Do you want to ask for or offer help?
Windows Remote Assistance connects two computers so that one person can help troubleshoot or fix problems on the other person's computer.
→ Invite someone you trust to help you
Your helper can view your screen and share control of your computer.
→ Help someone who has invited you
Respond to a request for assistance from another person.
Privacy statement
Cancel


RIGHT-HELPED COMPUTE...
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Invite someone you trust to help you
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Respond to a request for assistance from another person.
Privacy statement
Cancel

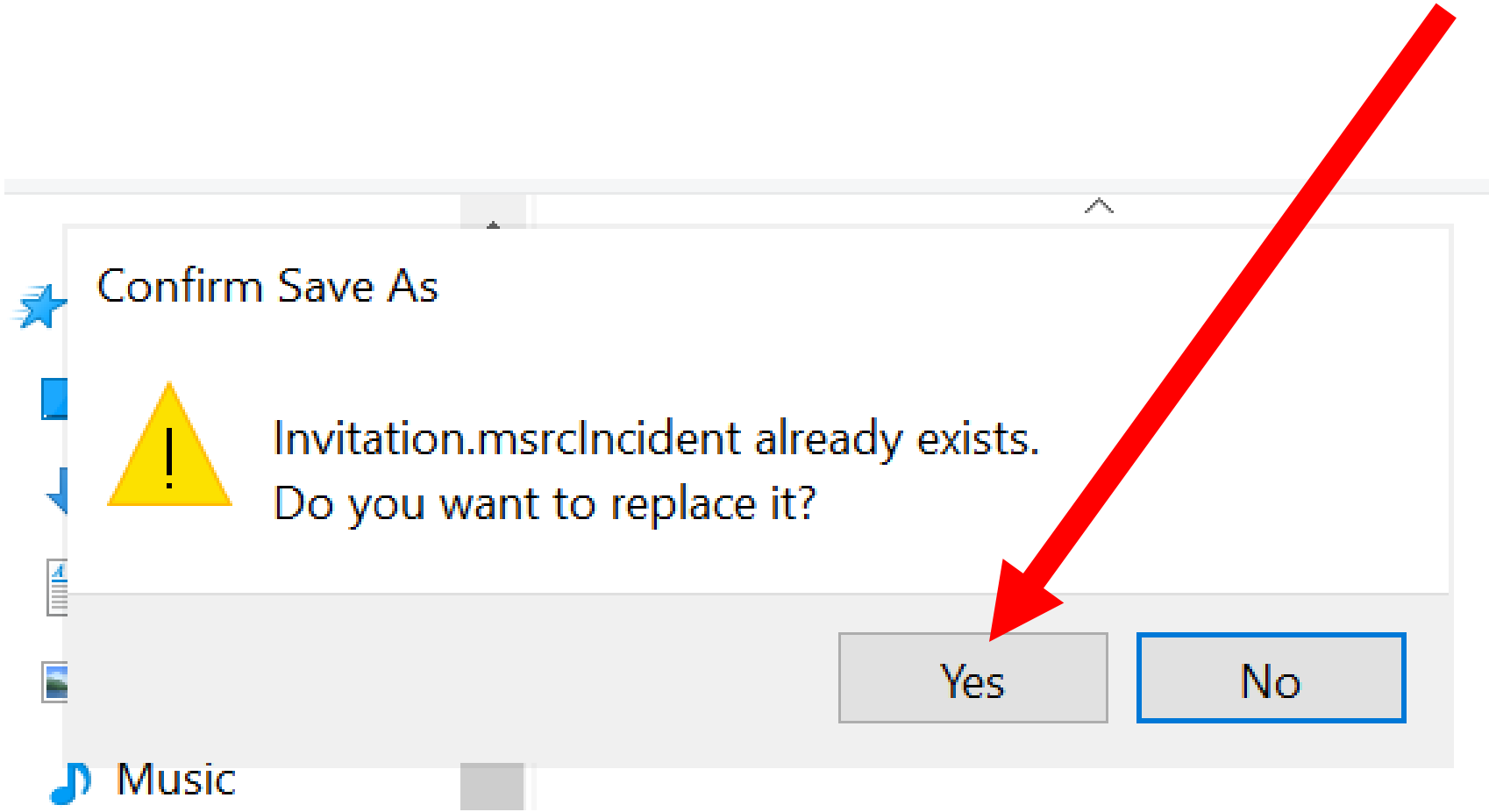
- STEP 107:
  The user of the helper computer should tell the user of the helped computer to use the LEFT mouse button to click on
  "Save this invitation as a file":


RIGHT-HELPED COMPUTE...
Windows Remote Assistance
How do you want to invite your trusted helper?
You can create an invitation and send it to your helper. You can also
Connect to simplify connections to your helper.
Save this invitation as a file
You can send this invitation as an attachment if you use web-based email.
Use email to send an invitation
If you use a compatible email program this will start the email program and attach the invitation file.
Use Easy Connect
Use this option if Easy Connect is also available to your helper.
Cancel

- STEP 108:
  The user of the helper computer should tell the user of the helped computer to use the LEFT mouse button to click on the "Save" button:

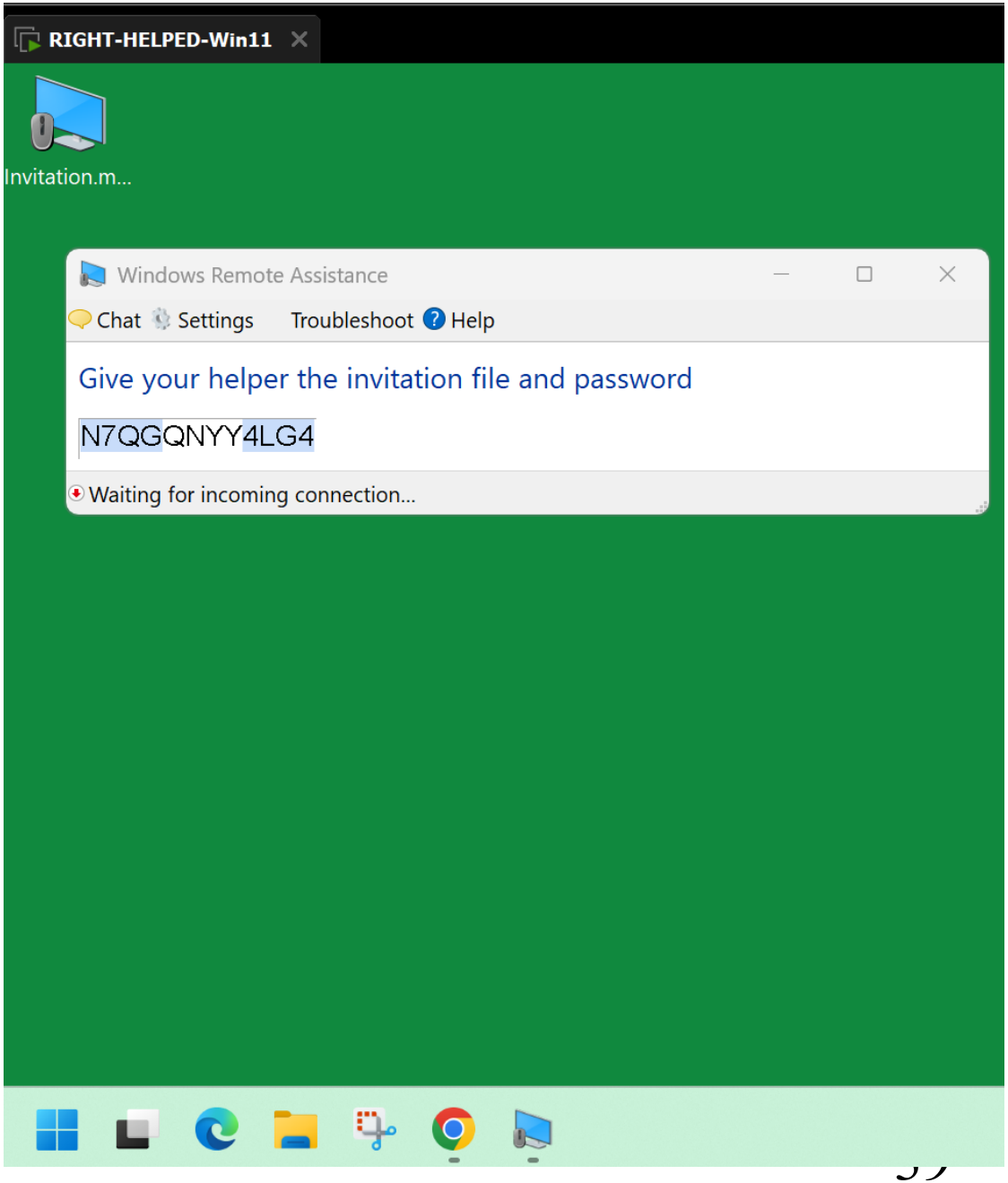

RIGHT-HELPED COMPUTE...
Save As
Desktop
Search Desktop
Organize
New folder
Home
Gallery
Desktop
Downloads
Documents
Pictures
Name
Date modified
No items match your search.
File name:
Invitation.msrcIncident
Save as type:
RA Invitations (*.msrcIncident)
Hide Folders
Save
Cancel

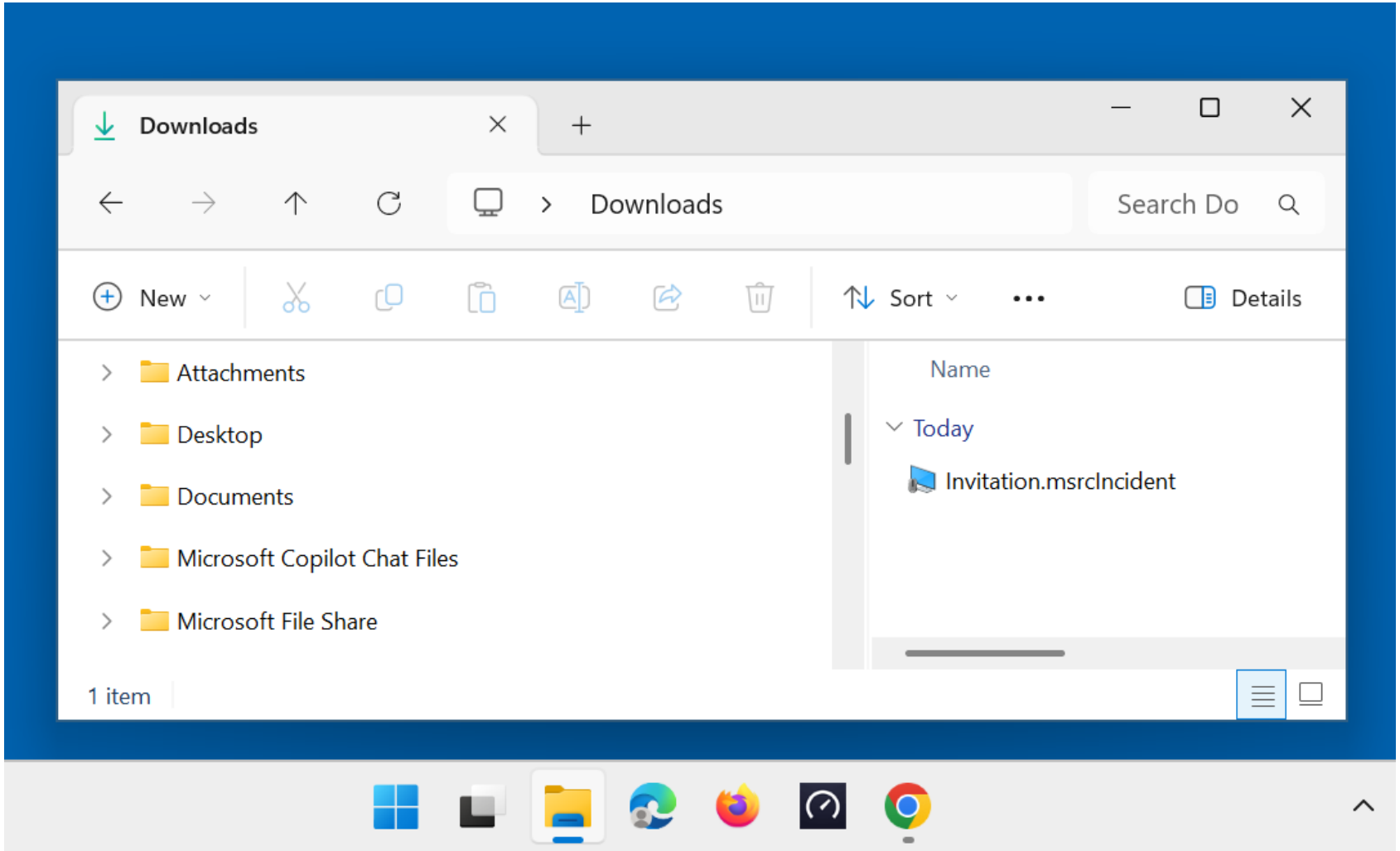
- STEP 109:
  If a dialog box says "Invitation.msrcIncident already exists. Do you want to replace it", the user of the helped computer should use the LEFT mouse button to click on the "Yes" button

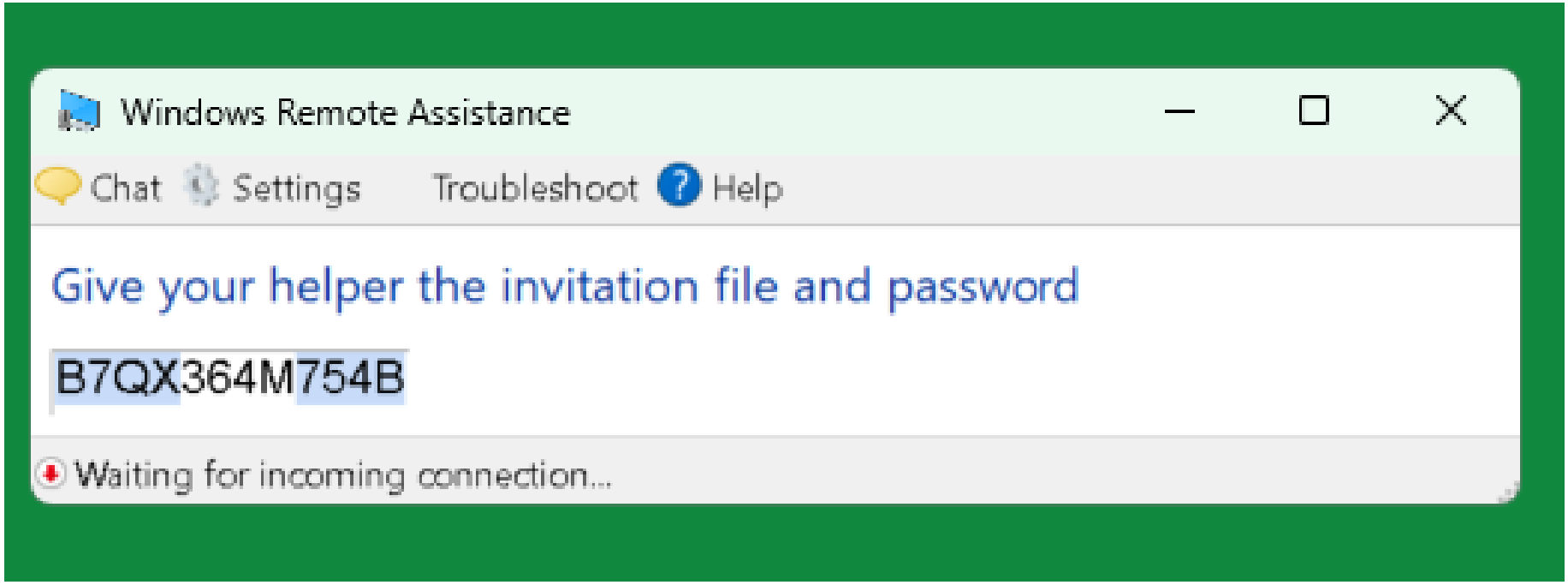

Confirm Save As
Invitation.msrcIncident already exists.
Do you want to replace it?
Yes
No
Music

- STEP 110:
  A "Windows Remote Assistance" window will be displayed in the Desktop of the helped computer
  AND
  a Invitation.msrcIncident
  file will download into the default download location of the helped computer

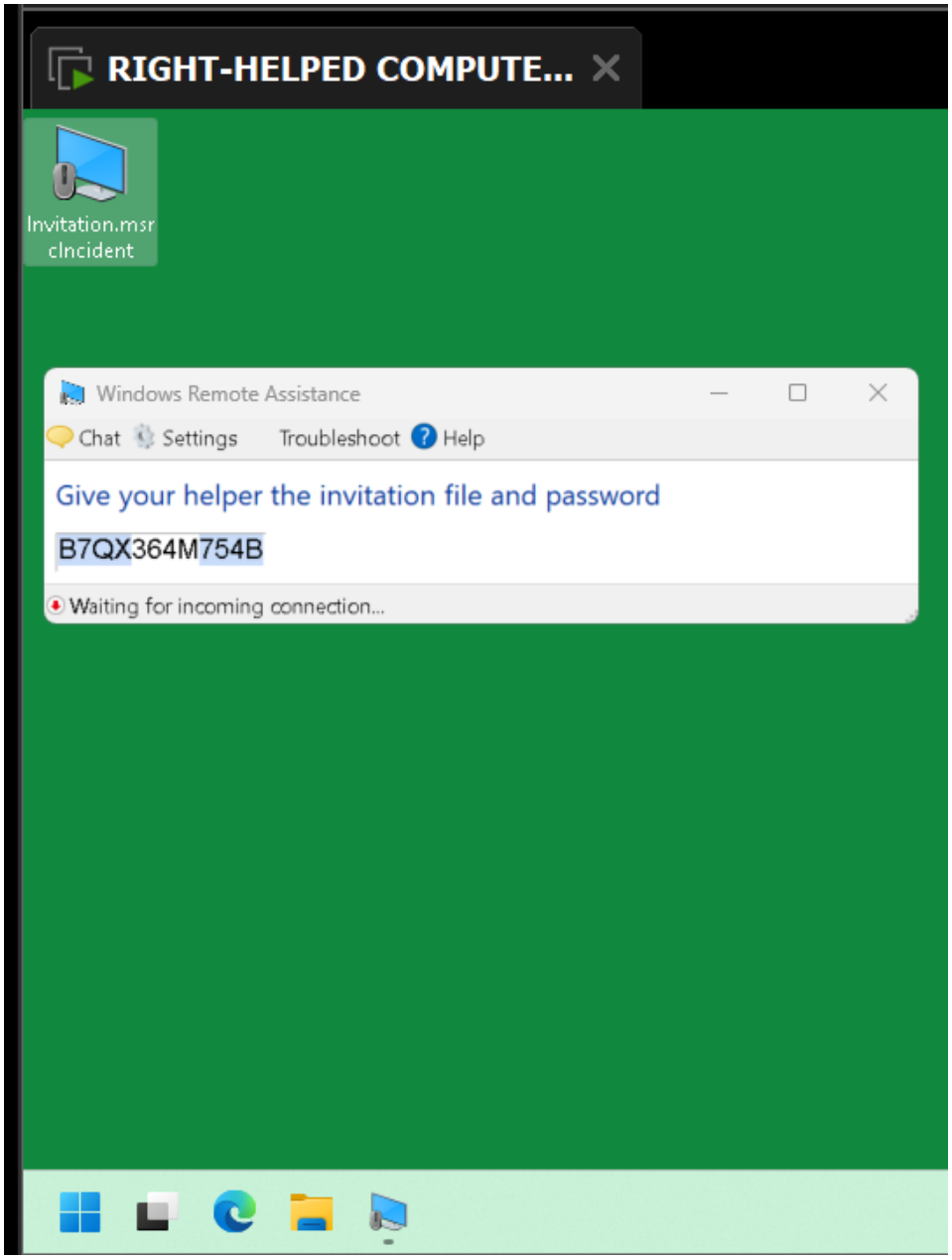
- STEP 111 (continued):
  The user of the helped computer cannot close the "Windows Remote Assistance" on the Desktop of their computer for the entire duration of the msra remote control session:


RIGHT-HELPED-Win11
Invitation.m...
Windows Remote Assistance
Chat
Settings
Troubleshoot
Help
Give your helper the invitation file and password
N7QGQNYY4LG4
Waiting for incoming connection...


Downloads
Downloads
Search Do
New
Sort
Details
Attachments
Desktop
Documents
Microsoft Copilot Chat Files
Microsoft File Share
Name
Today
Invitation.msrcIncident
1 item

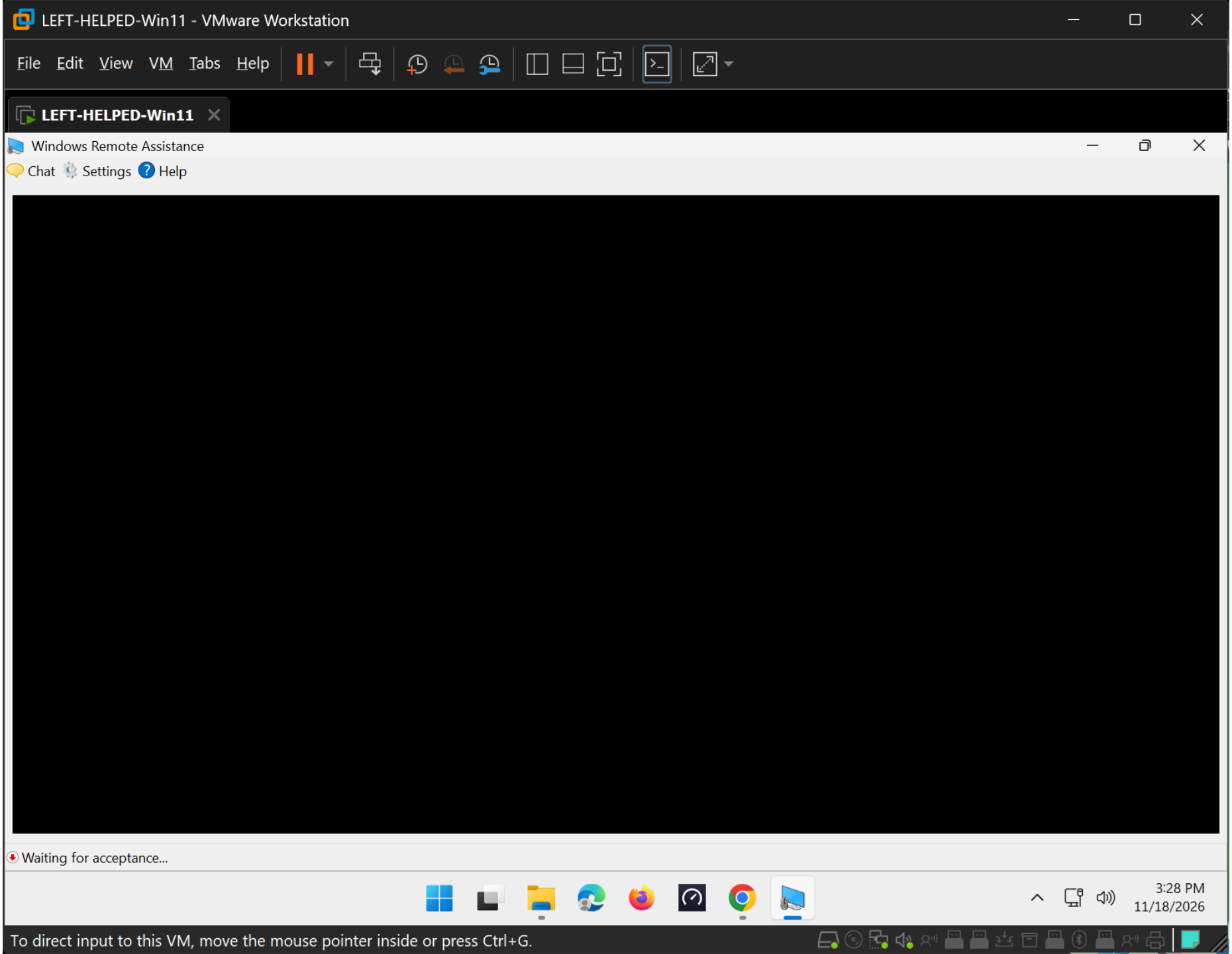

Windows Remote Assistance
Chat
Settings
Troubleshoot
Help
Give your helper the invitation file and password
B7QX364M754B
Waiting for incoming connection...

- STEP 112:
  The user of the helped computer should use their email system to send the "Invitation.msrcIncident" AND the password to the helper.

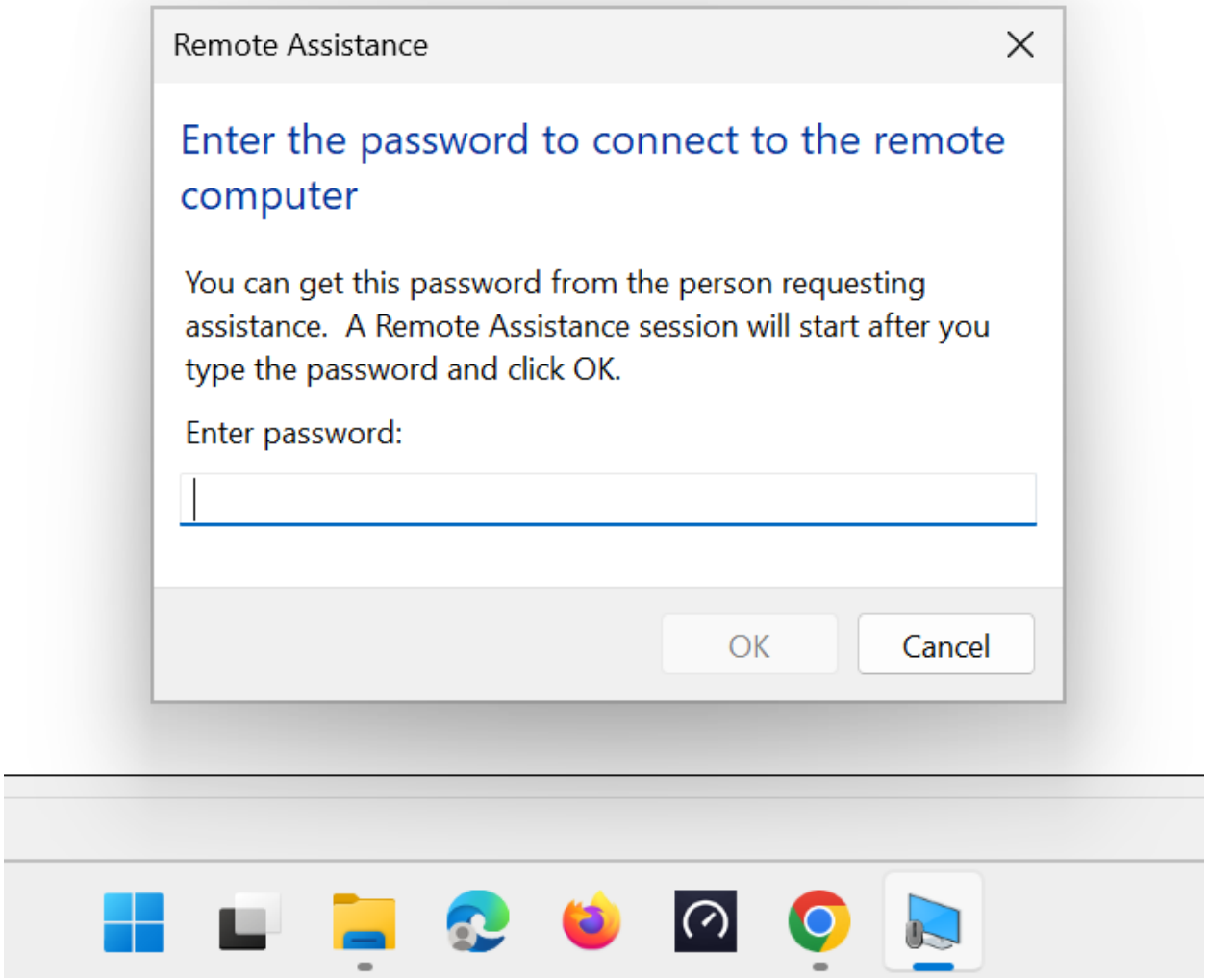

RIGHT-HELPED COMPUTE...
Invitation.msr
cIncident
Windows Remote Assistance
Chat
Settings
Troubleshoot
Help
Give your helper the invitation file and password
B7QX364M754B
Waiting for incoming connection...

- STEP 113:
  The helper should then open their email inbox and then double-click on the email message from the helped user.

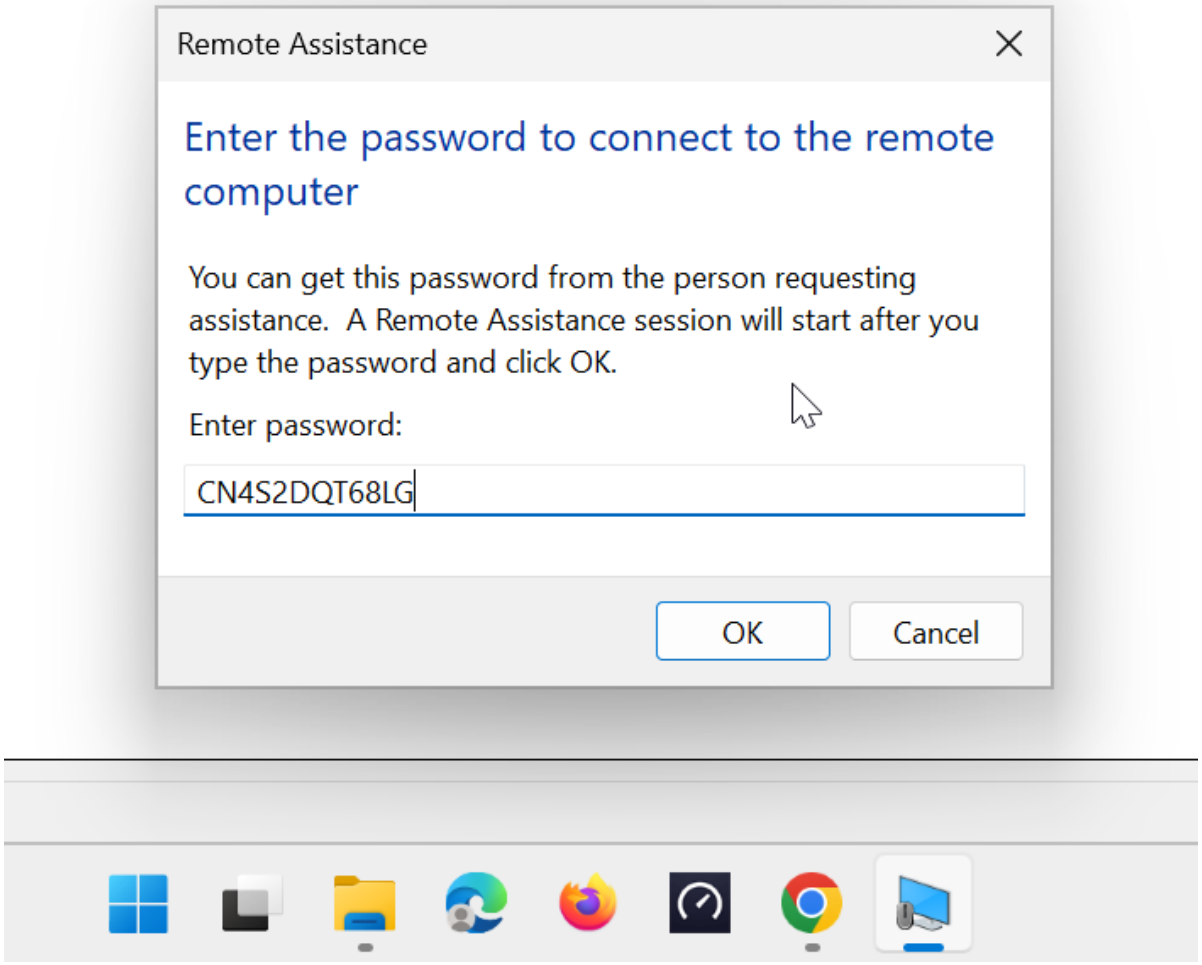
- STEP 114:
  The helper then downloads the "Invitation.msrcIncident" file into their computer.


LEFT-HELPED-Win11 - VMware Workstation
File Edit View VM Tabs Help
LEFT-HELPED-Win11
Windows Remote Assistance
Chat Settings Help
Waiting for acceptance...
3:28 PM
11/18/2026
To direct input to this VM, move the mouse pointer inside or press Ctrl+G.

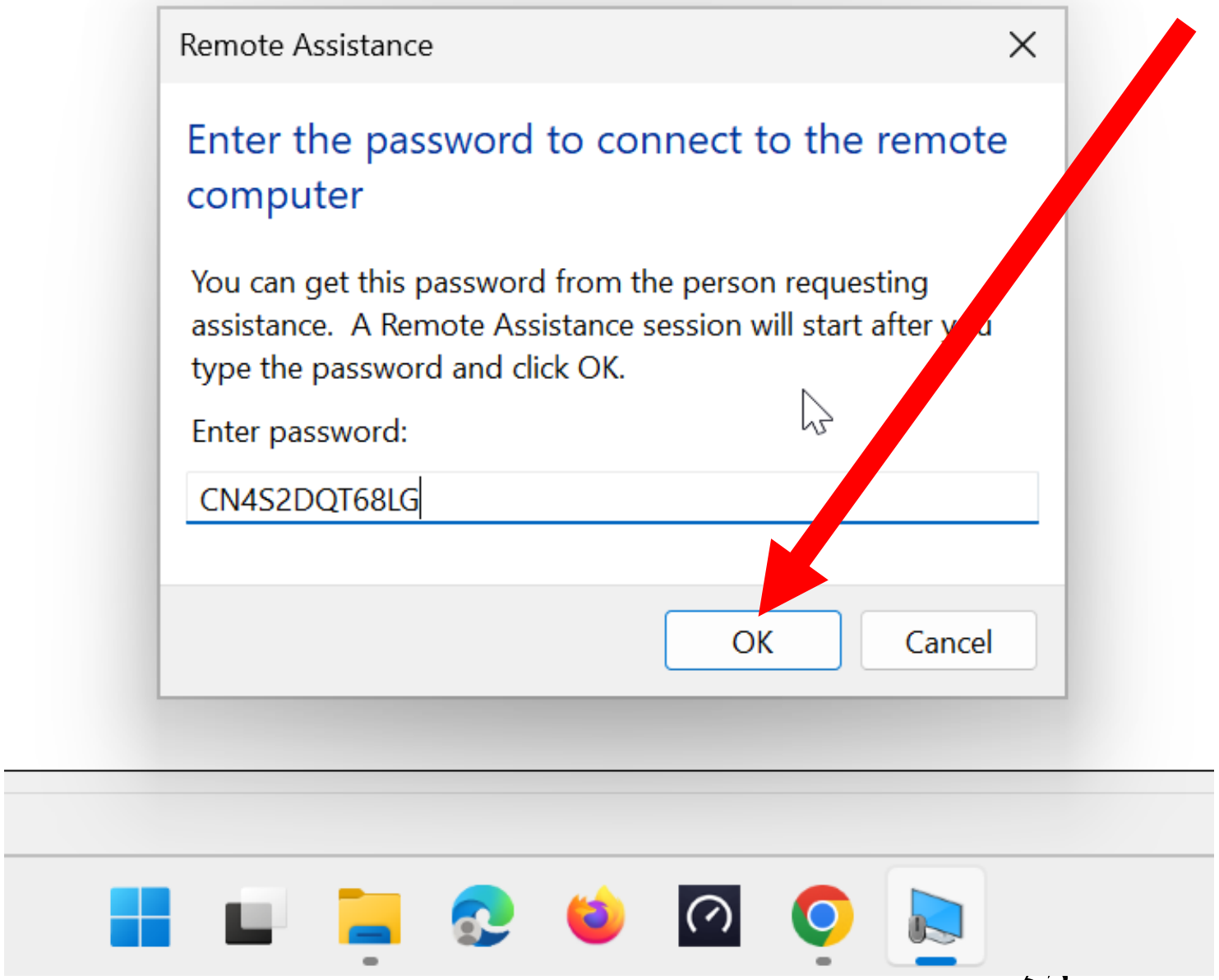
- STEP 115:
  The helper computer user uses their LEFT mouse button to double-click on the "Invitation.msrcIncident" file which should be either located on their computer's desktop or in the default download location of "File Explorer":


Remote Assistance
Enter the password to connect to the remote computer
You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.
Enter password:
OK
Cancel

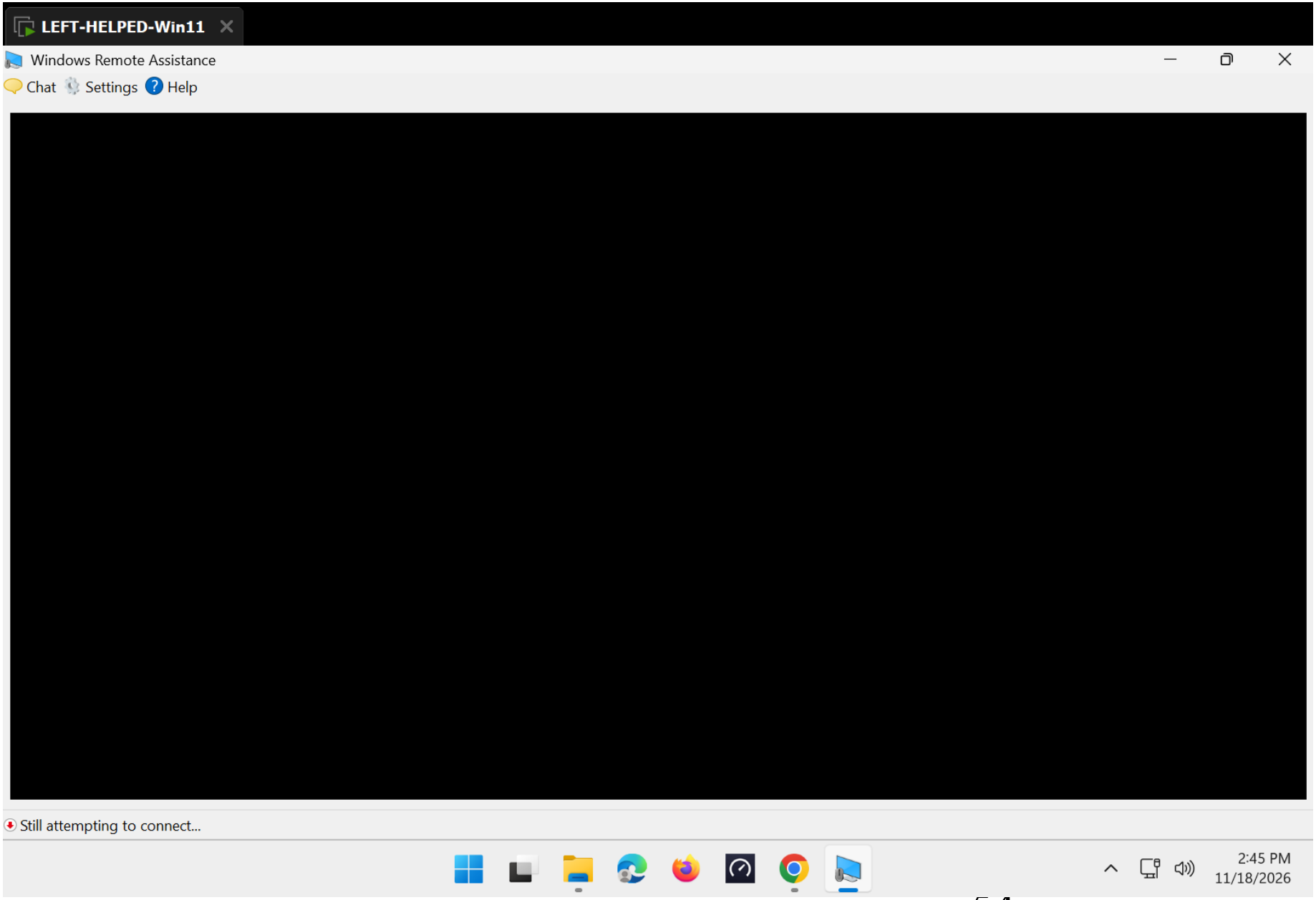
- STEP 116:
  When challenged for a password the helper should enter in the password that was also received from the user of the helped computer


Remote Assistance
Enter the password to connect to the remote computer
You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.
Enter password:
CN4S2DQT68LG
OK
Cancel

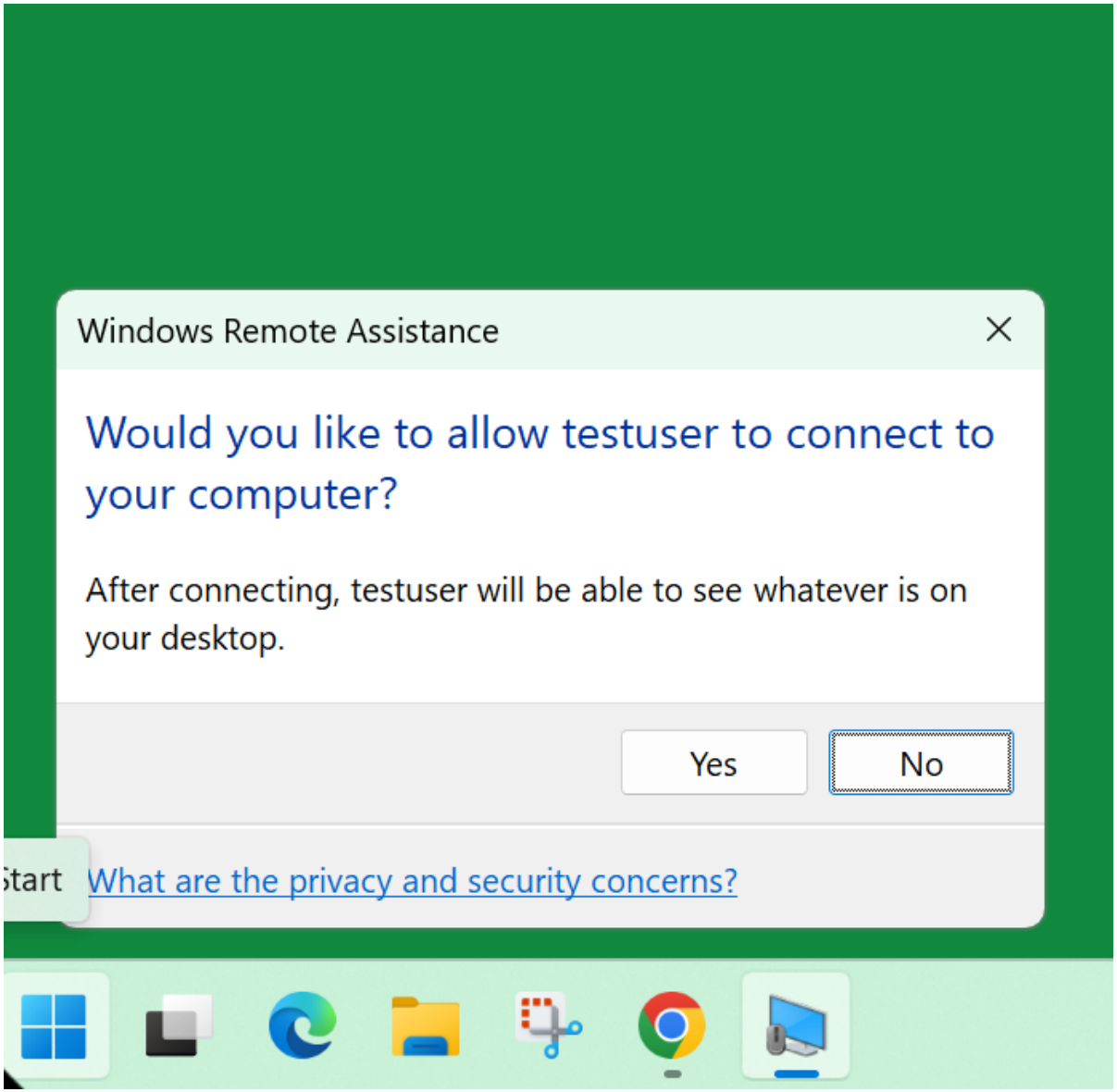
- STEP 117:
  Then the helper should use the LEFT mouse button to click on the OK button of the "Remote Assistance" dialog box:


Remote Assistance
Enter the password to connect to the remote computer
You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.
Enter password:
CN4S2DQT68LG
OK
Cancel

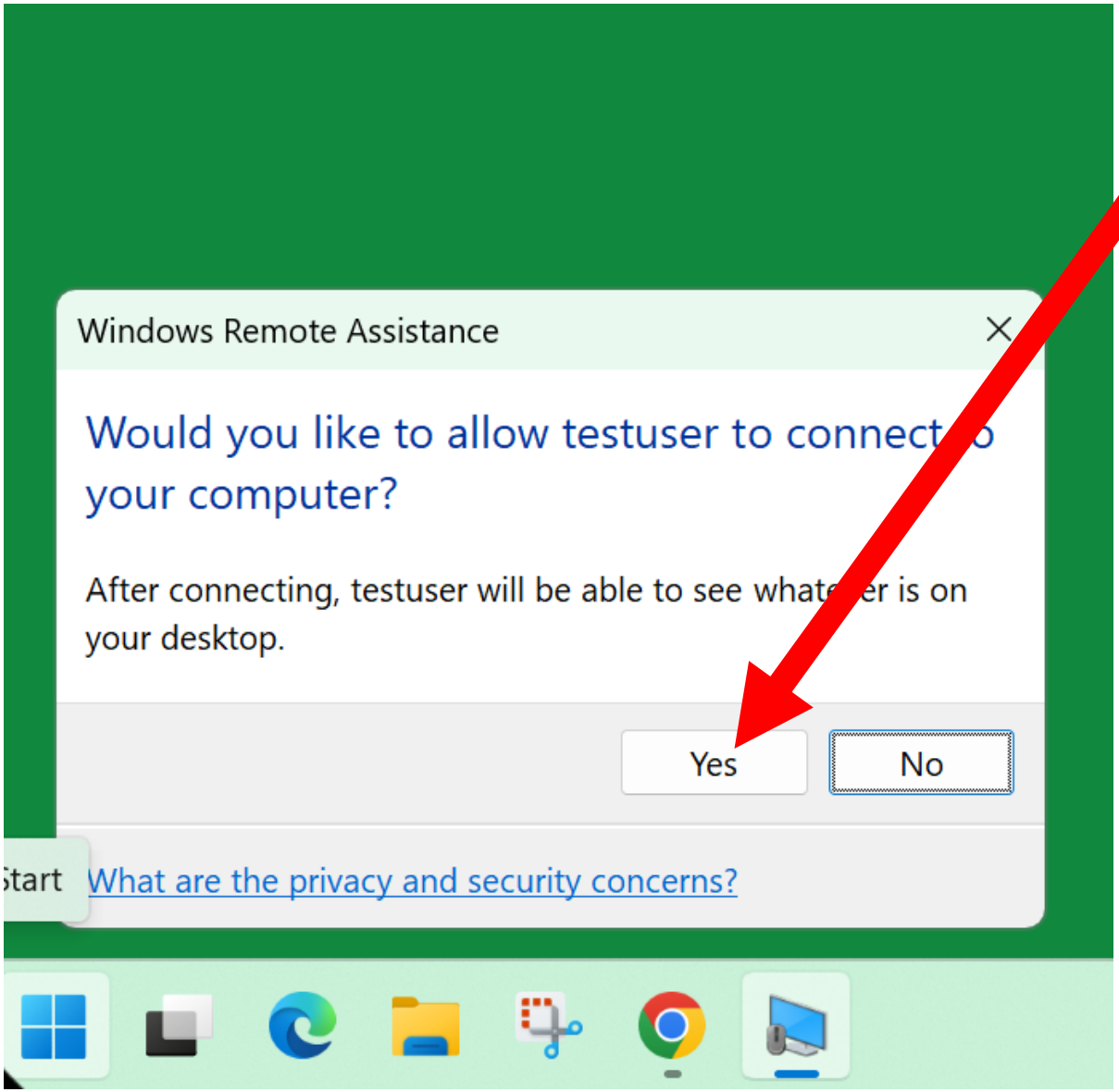
- STEP 118:
  This cryptic black window will then be displayed in the helper's computer:


LEFT-HELPED-Win11
Windows Remote Assistance
Chat
Settings
Help
Still attempting to connect...
2:45 PM
11/18/2026

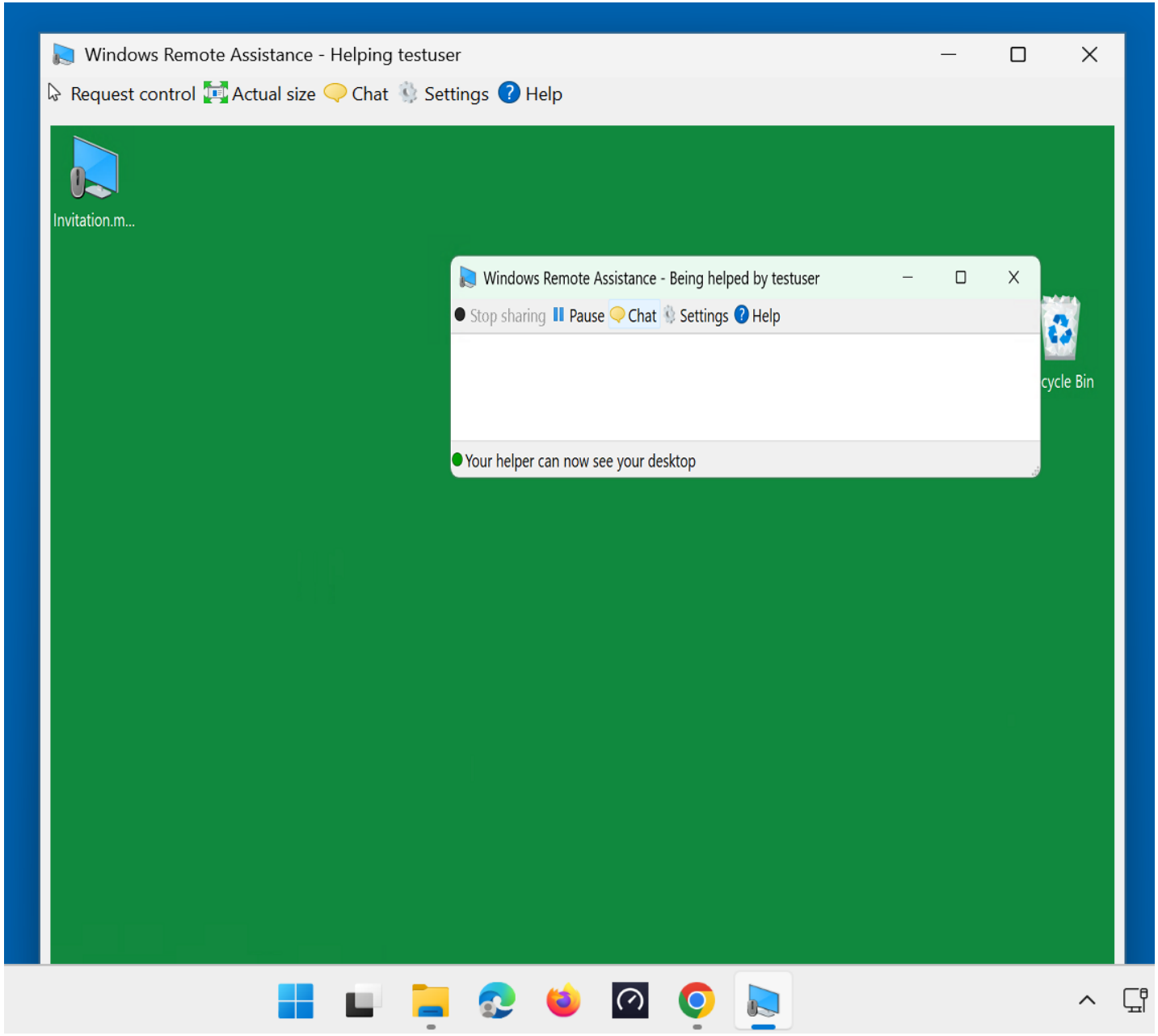
- STEP 119:
  Then the helped computer displays a "Would you like to allow.." box.

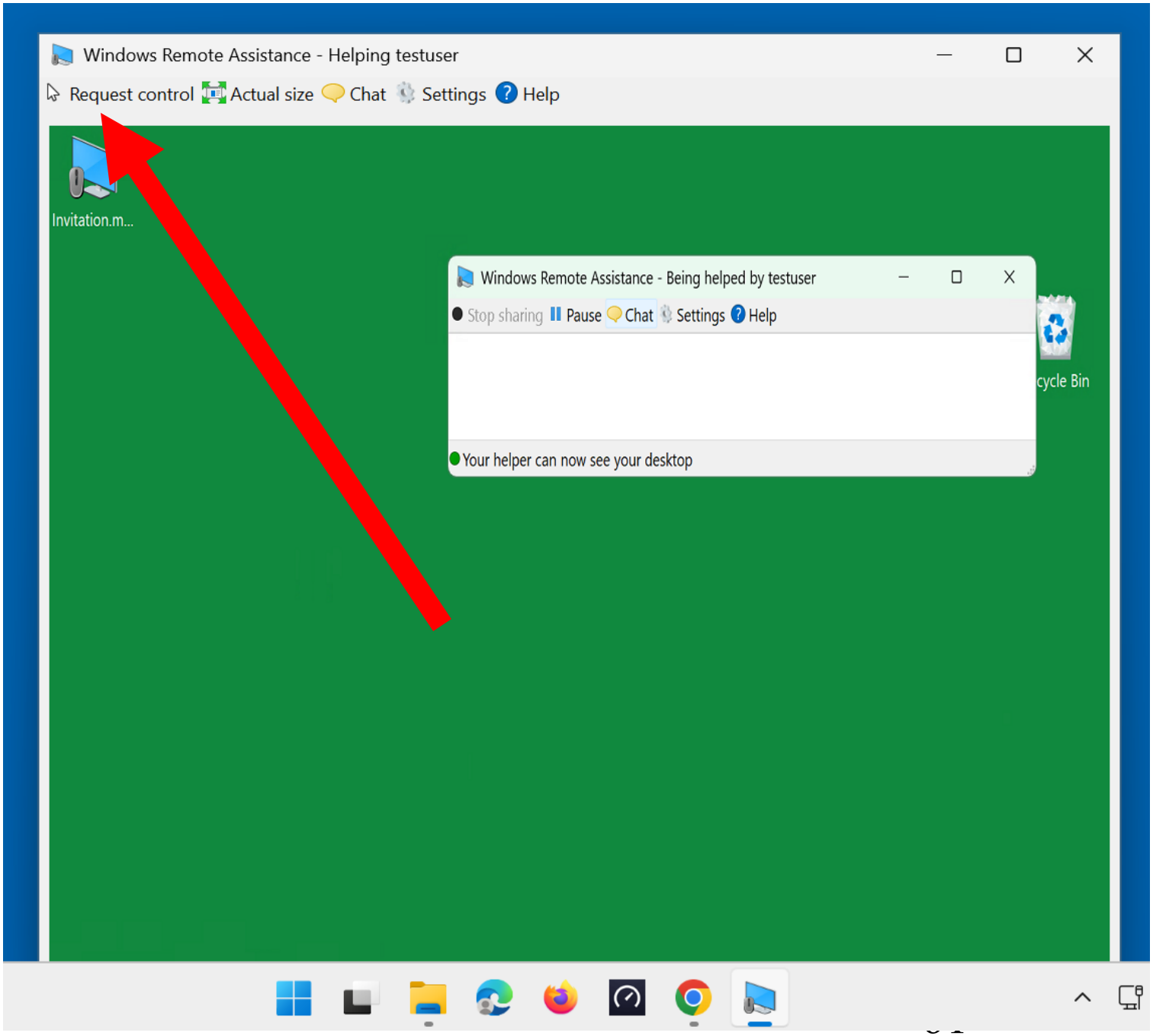

Windows Remote Assistance
Would you like to allow testuser to connect to your computer?
After connecting, testuser will be able to see whatever is on your desktop.
Yes
No
What are the privacy and security concerns?

- STEP 120:
  The user of the helper computer should tell the user of the helped computer to use their left mouse button to click on the "Yes" button of the "Would you like to allow.." dialog box:

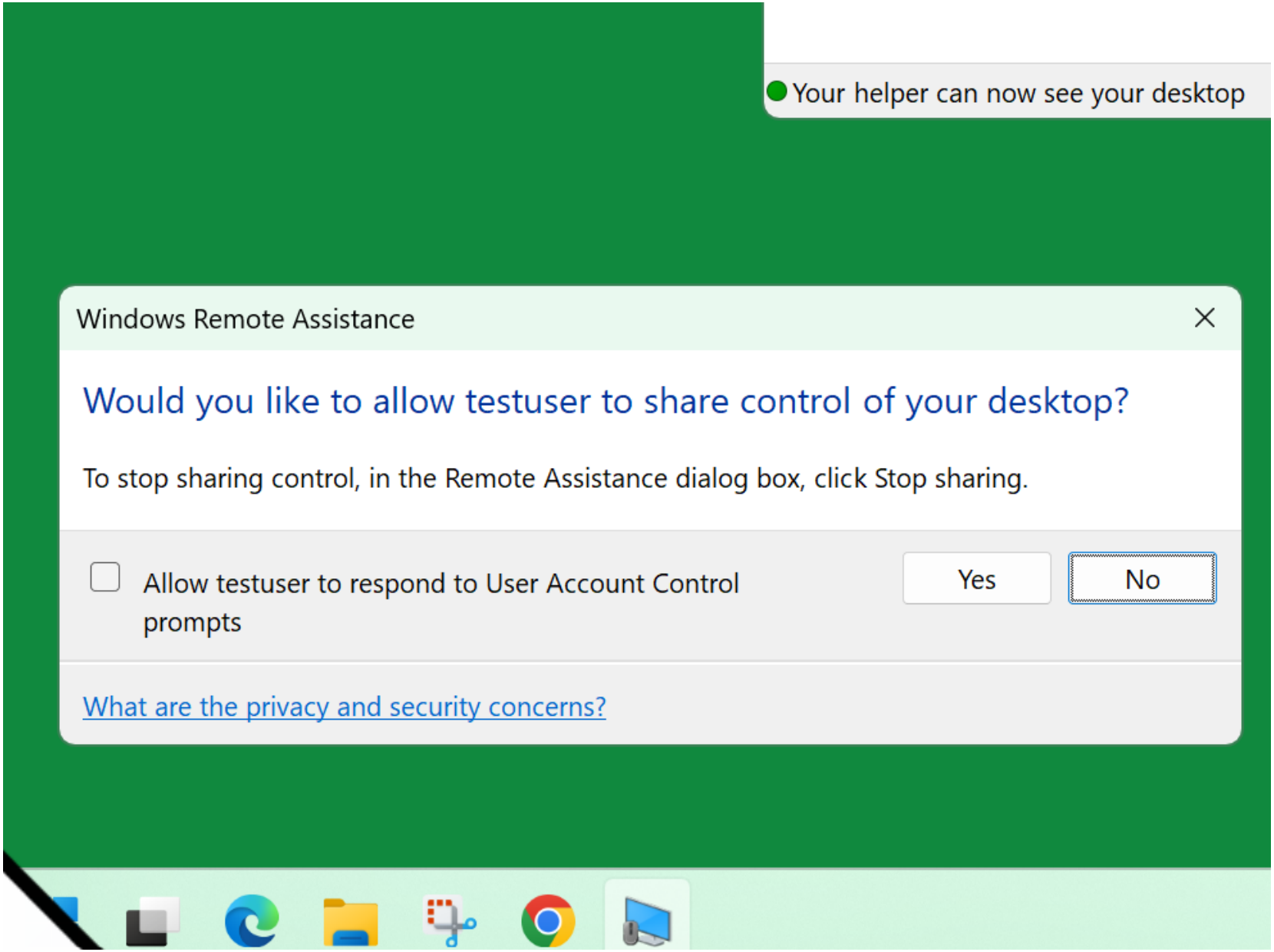

Windows Remote Assistance
Would you like to allow testuser to connect to your computer?
After connecting, testuser will be able to see whatever is on your desktop.
Yes
No
What are the privacy and security concerns?

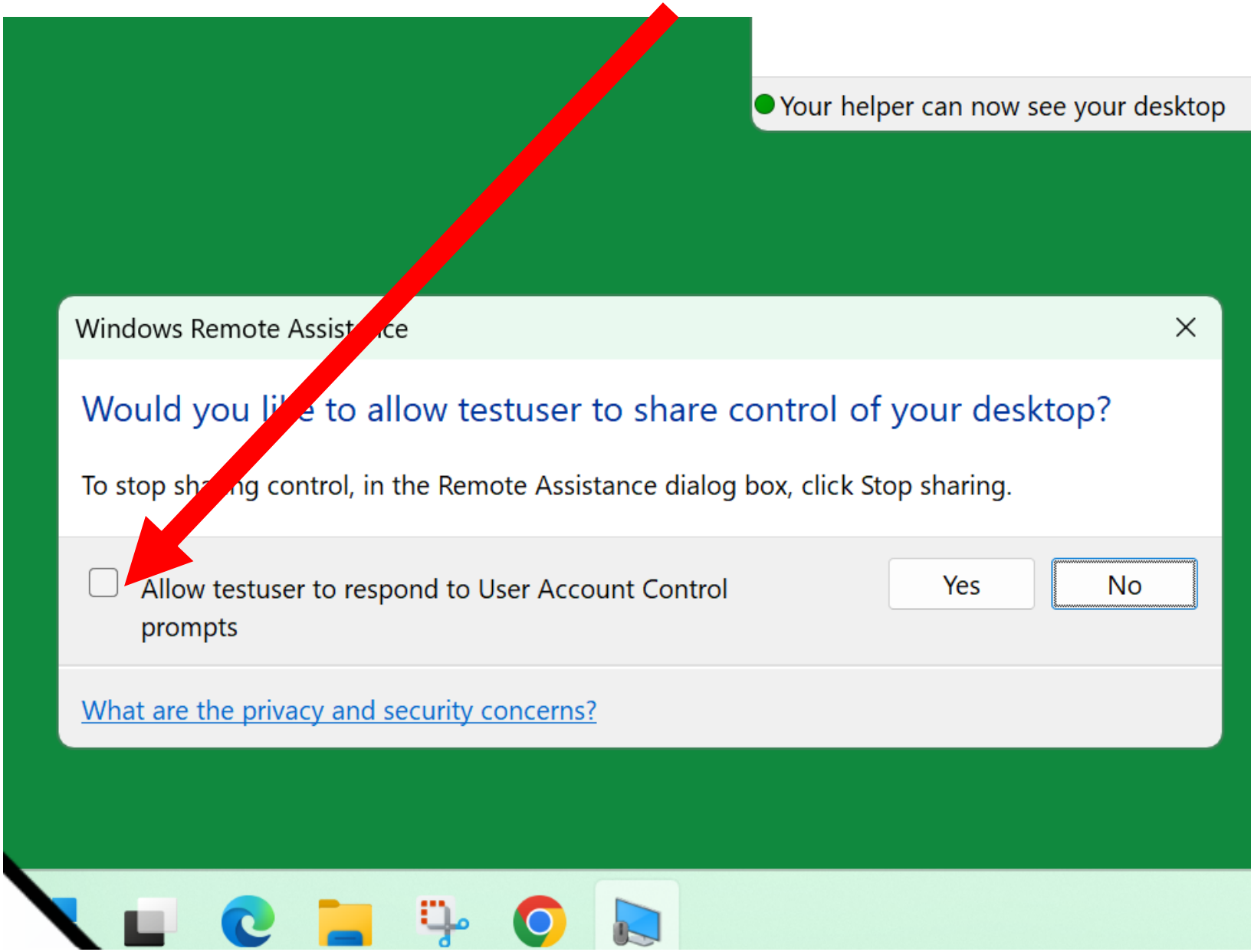
- STEP 121:
  The helper should use their LEFT mouse button to click on the "Request control" button of the "Windows Remote Assistance" window

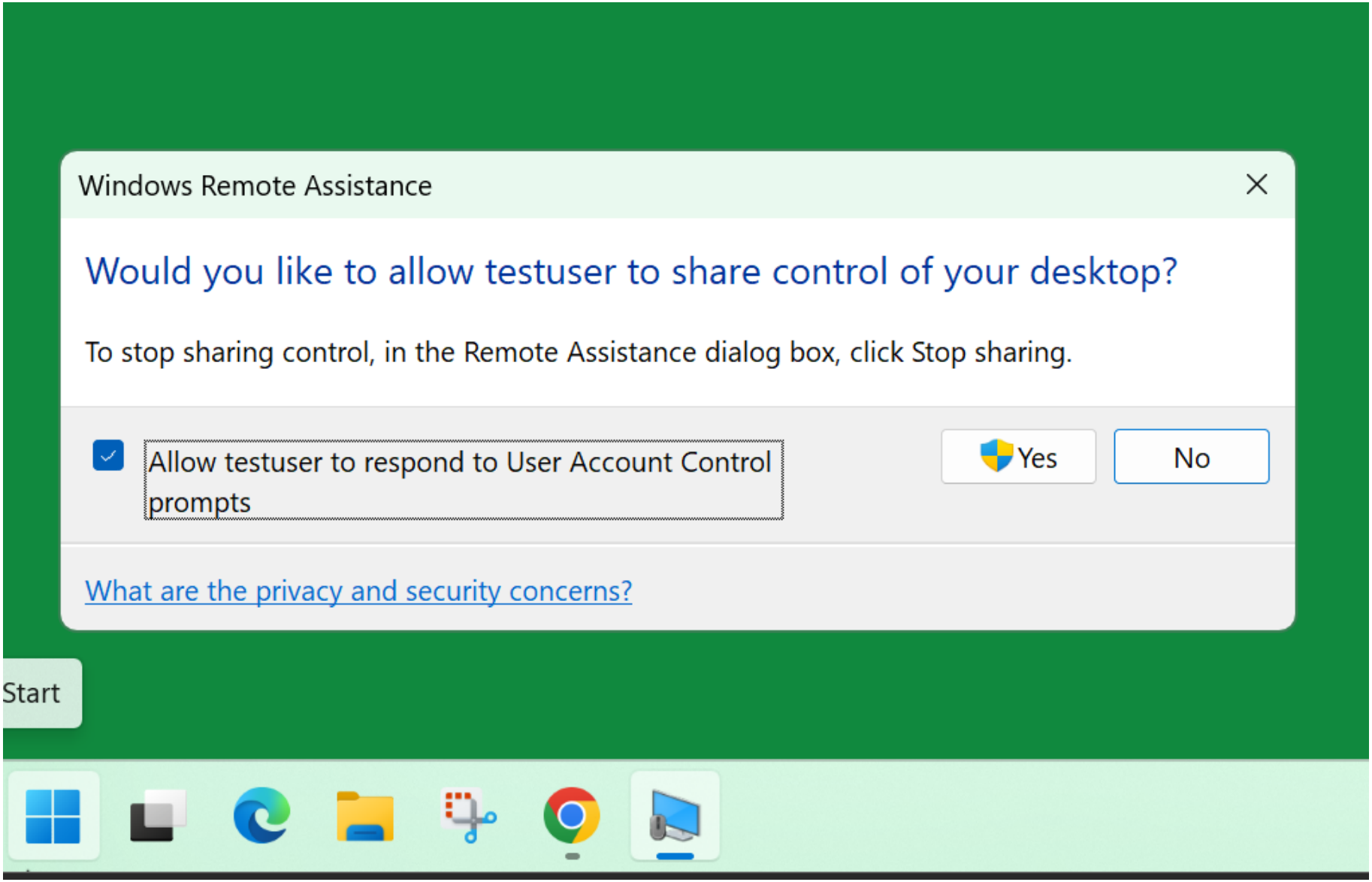

Windows Remote Assistance - Helping testuser
Request control
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper can now see your desktop
cycle Bin


Windows Remote Assistance - Helping testuser
Request control
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper can now see your desktop
cycle Bin

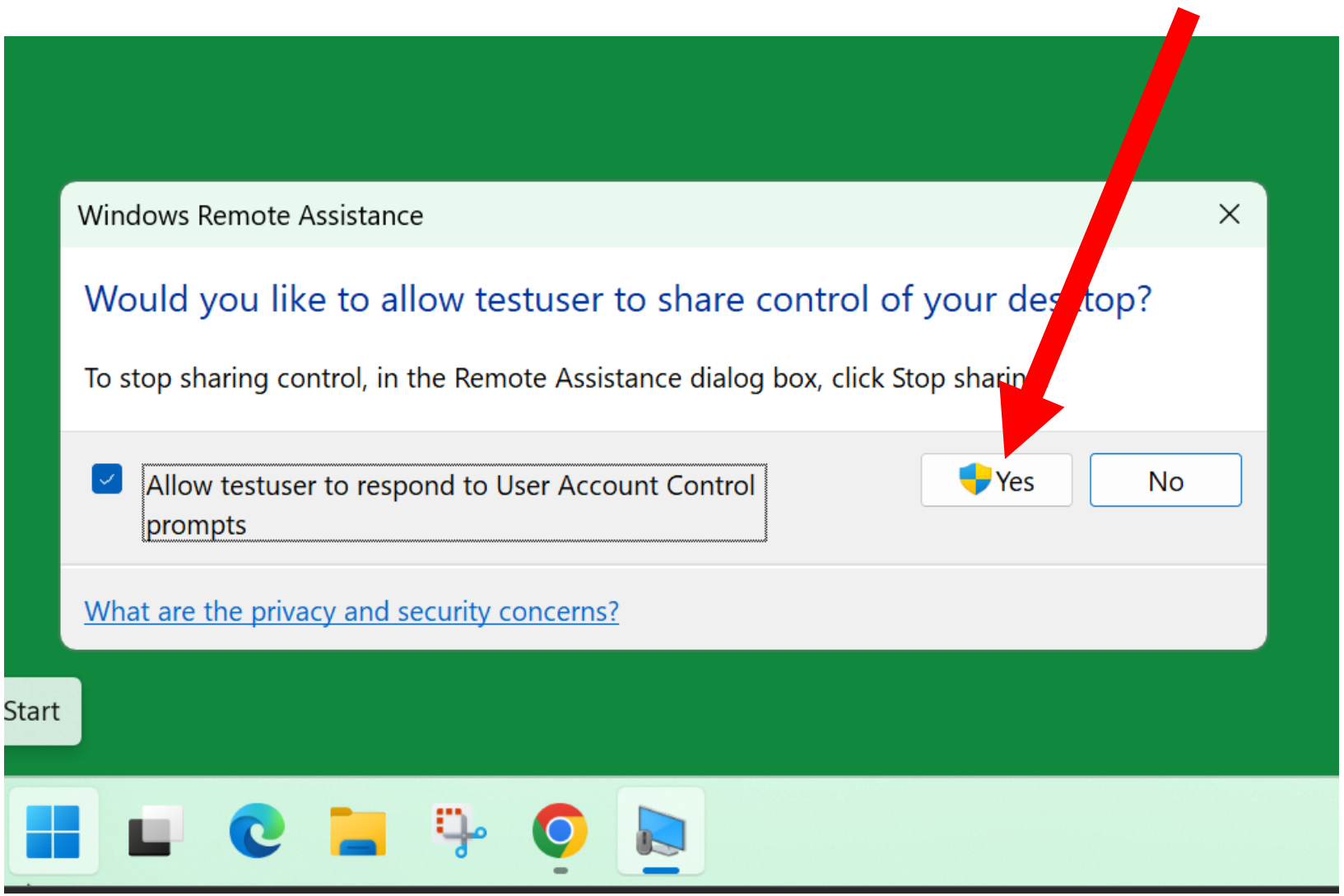
- STEP 122:
  The user of the helper computer should tell the user of the helped computer to use their LEFT mouse button to put a checkmark for "Allow <name of helper> to respond to an "User Account Control" prompt that is displayed:


Your helper can now see your desktop
Windows Remote Assistance
Would you like to allow testuser to share control of your desktop?
To stop sharing control, in the Remote Assistance dialog box, click Stop sharing.
Allow testuser to respond to User Account Control prompts
Yes
No
What are the privacy and security concerns?

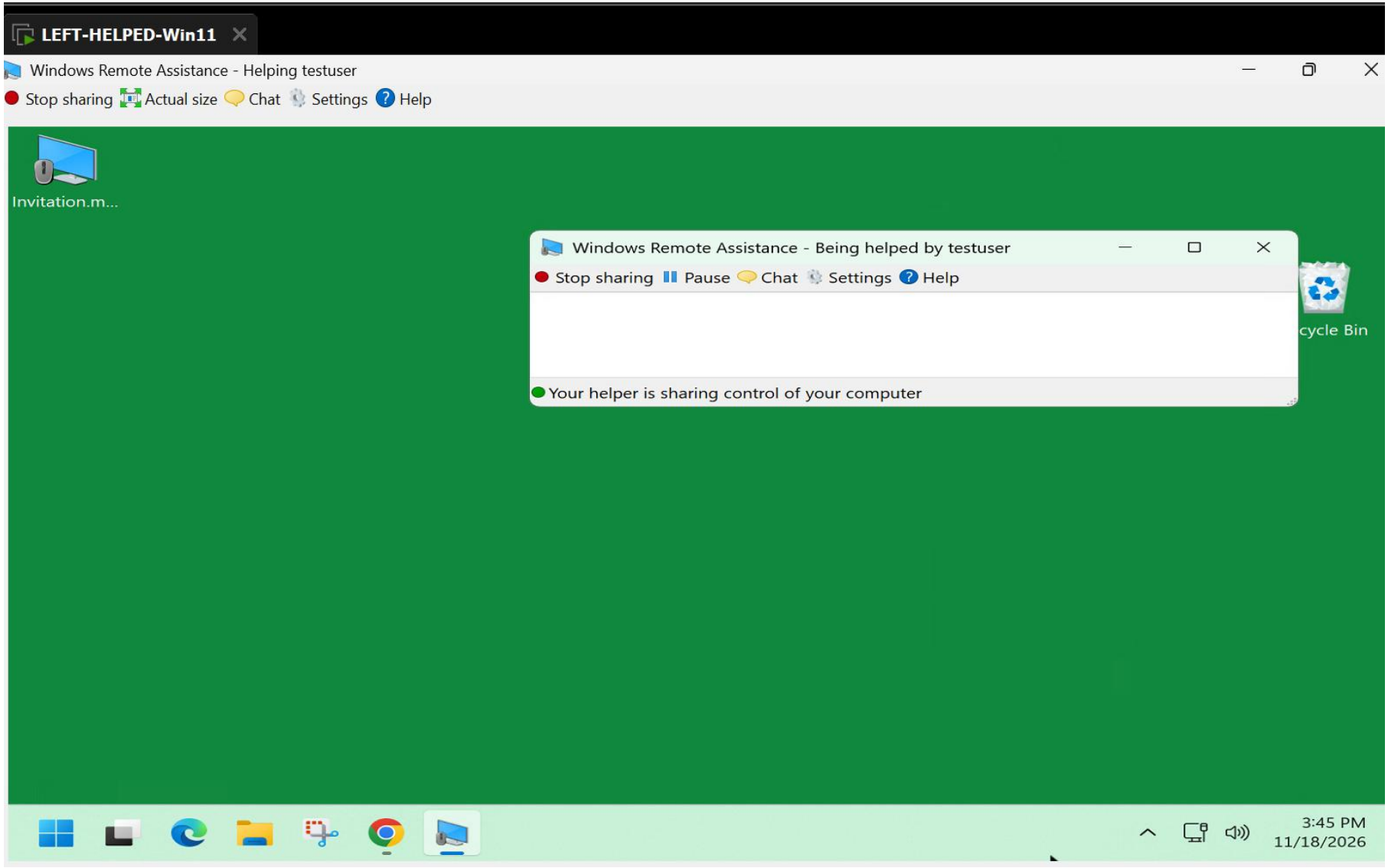

Your helper can now see your desktop
Windows Remote Assist ce
Would you li e to allow testuser to share control of your desktop?
To stop sh ng control, in the Remote Assistance dialog box, click Stop sharing.
Allow testuser to respond to User Account Control prompts
Yes
No
What are the privacy and security concerns?

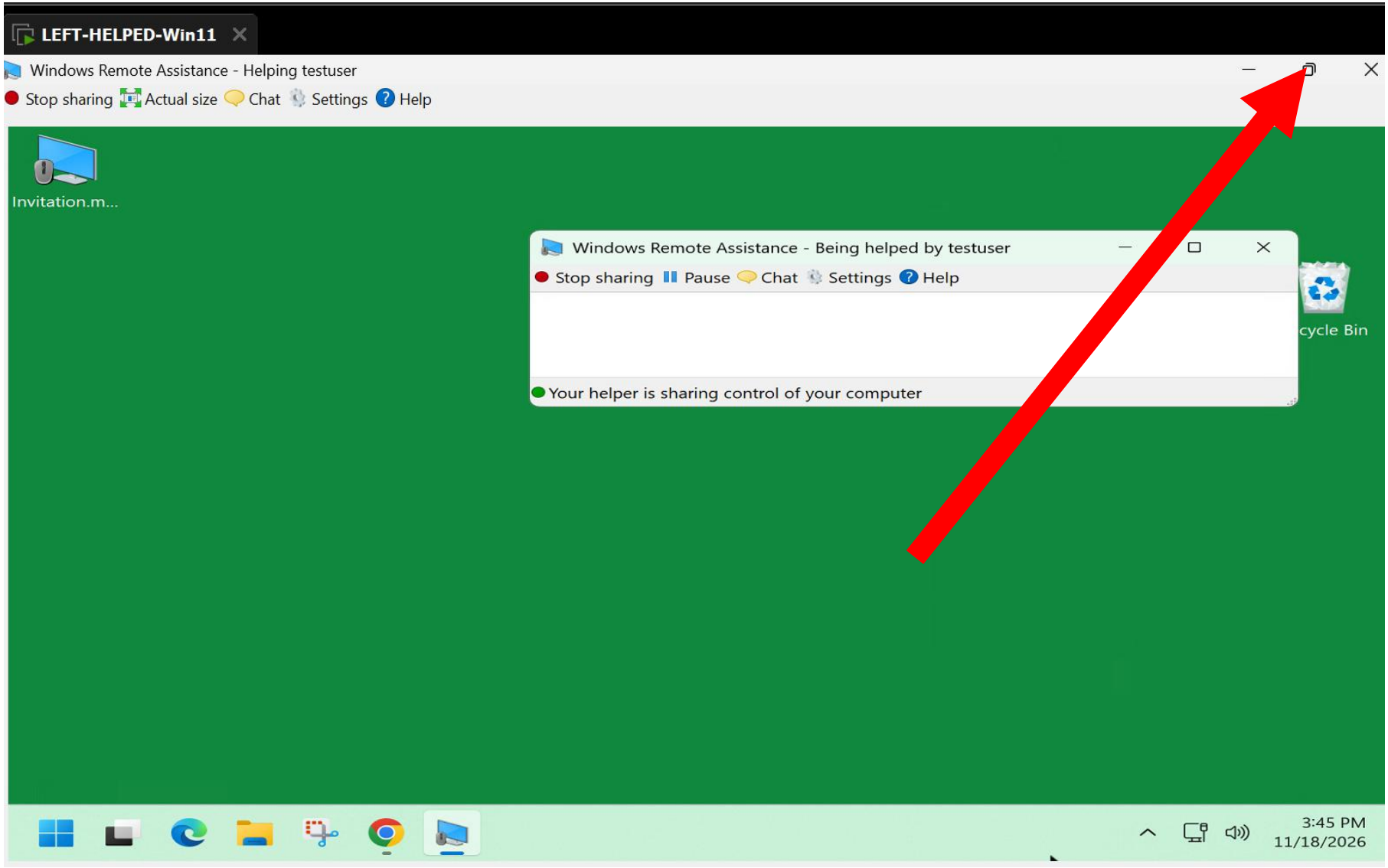

Windows Remote Assistance
Would you like to allow testuser to share control of your desktop?
To stop sharing control, in the Remote Assistance dialog box, click Stop sharing.
Allow testuser to respond to User Account Control prompts
Yes
No
What are the privacy and security concerns?
Start

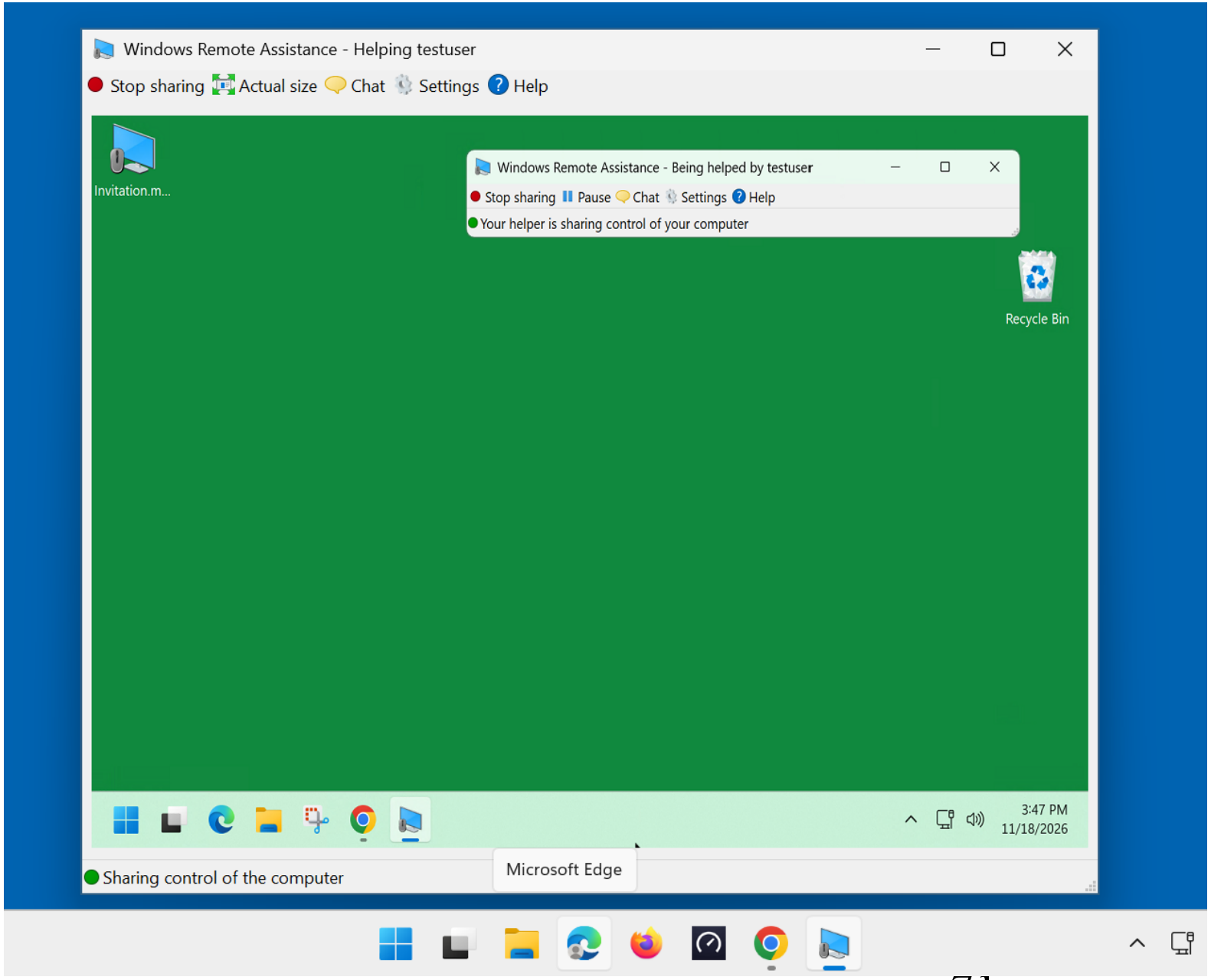
- STEP 123:
  The user of the helper computer should tell the user of the helped computer to click on the "Yes" button:


Windows Remote Assistance
Would you like to allow testuser to share control of your desktop?
To stop sharing control, in the Remote Assistance dialog box, click Stop sharin
Allow testuser to respond to User Account Control prompts
Yes
No
What are the privacy and security concerns?
Start

- STEP 124:
  The displayed desktop of the helped computer will be displayed as a maximized window in the desktop of the helper's computer so it is best for the helper to to click on the "restore size" button of the maximized window that represents the desktop of the helped computer".

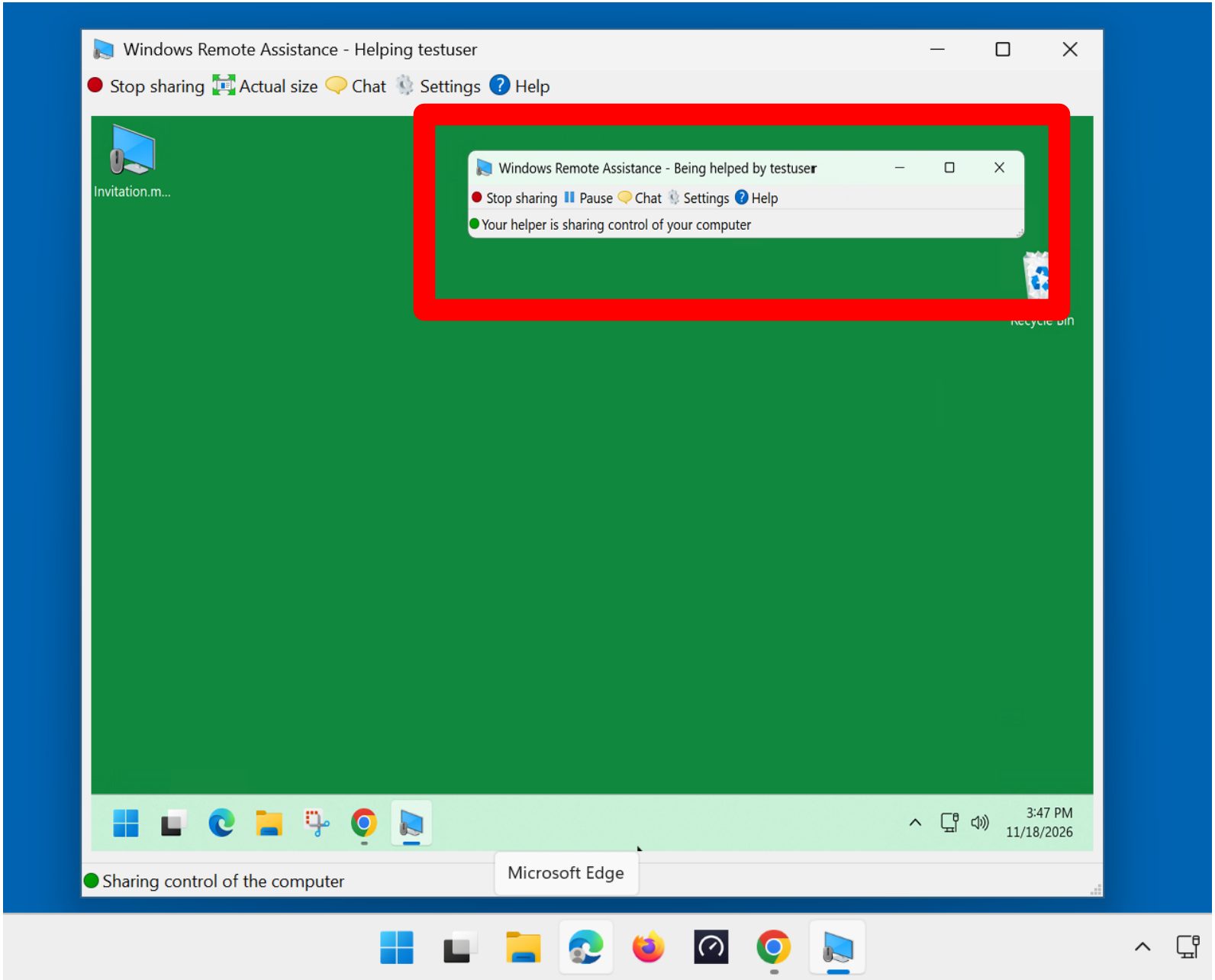

LEFT-HELPED-Win11
Windows Remote Assistance - Helping testuser
Stop sharing
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper is sharing control of your computer
cycle Bin
3:45 PM
11/18/2026


LEFT-HELPED-Win11
Windows Remote Assistance - Helping testuser
Stop sharing
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper is sharing control of your computer
cycle Bin
3:45 PM
11/18/2026

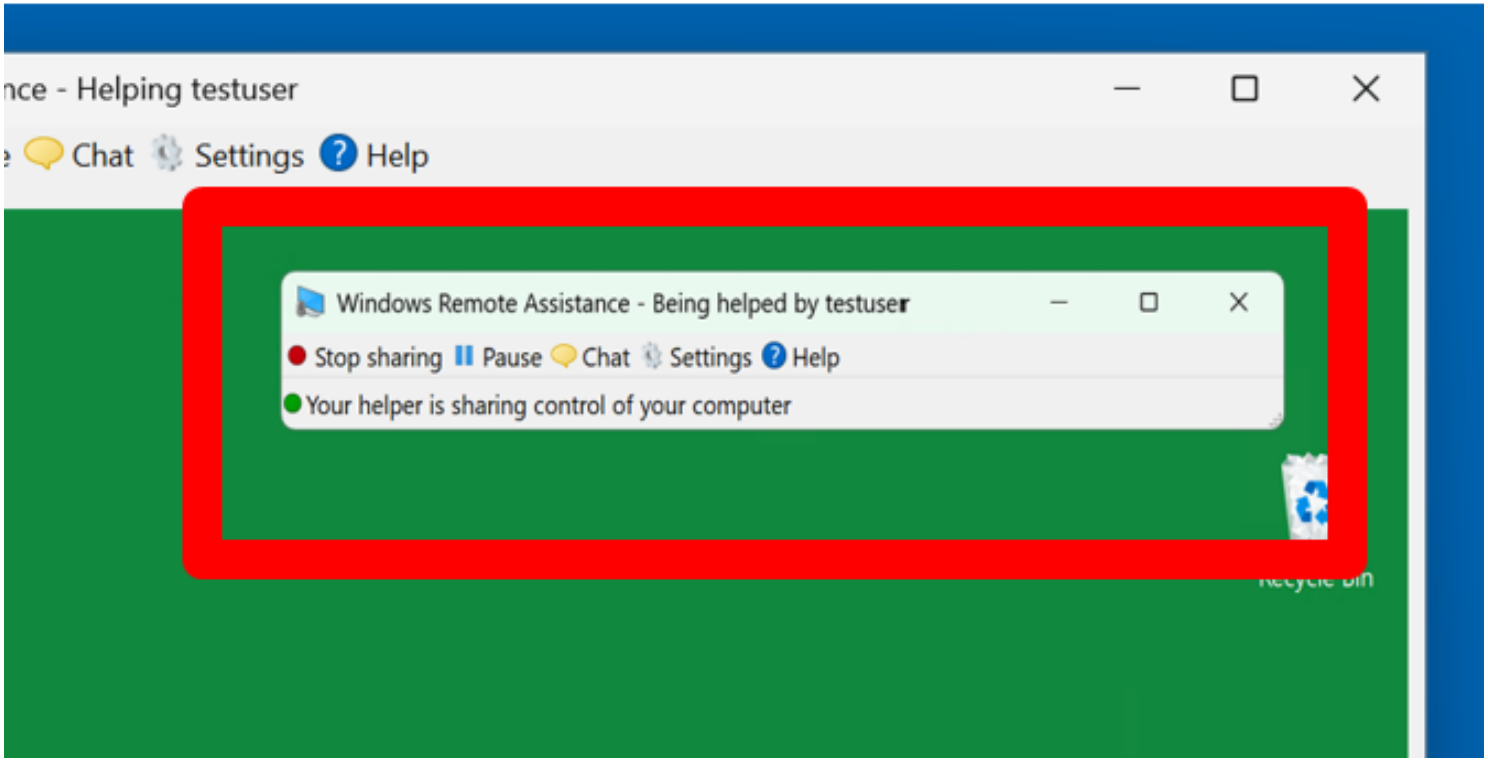

Windows Remote Assistance - Helping testuser
Stop sharing
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper is sharing control of your computer
Recycle Bin
3:47 PM
11/18/2026
Sharing control of the computer
Microsoft Edge

- STEP 125:
  The user of the helper computer should use their LEFT mouse button click inside the displayed desktop of the helped computer. Then the helper can start controlling the helped computer.

- STEP 126:
  If either the "Helper Computer" user or the "Helped Computer" user closes the "Windows Remote Assistance" box on the "Desktop" of the "Helped Computer", the "Microsoft Remote Assistance" session will be terminated:


Windows Remote Assistance - Helping testuser
Stop sharing
Actual size
Chat
Settings
Help
Invitation.m...
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper is sharing control of your computer
Recycle Bin
3:47 PM
11/18/2026
Sharing control of the computer
Microsoft Edge

- STEP 127:
  However, it is okay for either the user of the helped computer or the user of the helper computer **minimize** the "Microsoft Remote Assistance" box of the "Helped Computer" during the "Microsoft Remote Assistance" session


nce - Helping testuser
Chat
Settings
Help
Windows Remote Assistance - Being helped by testuser
Stop sharing
Pause
Chat
Settings
Help
Your helper is sharing control of your computer

- STEP 128:
  If either the "Helper Computer" user or the "Helped Computer" user does anything to cause the "Helped Computer" to reboot, the "Remote Assistance" session will be terminated and the previous steps will have to be followed by both the helper and the user of the helped computer so that the remote control session can be re-established.