


# 3.20 - Remote assistance

You can provide Remote Assistance with assist.html. With Spark View's cross-platform ability, now you can provide remote assistance from anywhere, and devices:



localhost:8080/assist.html

## Spark View (Remote Assistance) 6.3.0

[Spark View \(RDP\)](#) [Spark View \(VNC\)](#) [Spark View \(SSH\)](#) [Spark View \(TELNET\)](#) [Spark View \(SMB/SFTP\)](#)

Spark Gateway:  \*default port is 80 if it's not specified (ip:port).

1. Expert name

2. Password

Run msra.exe -> "Invite someone your trust to help" -> "Save this invitation as a file". Open or drag the invitation (.msrcIncident) file here:

Keine ausgewählt

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You can connect to Windows XP, Windows 7, Windows 2008, Window 8, Windows 2012 with SparkView remote assistance. SparkView only accepts invitation file which is generated in version 1 format for now.

- Remote Assistance session cannot be joined.
- Remote Assistance is disabled by default. Please set assistance = true in gateway.conf to enable it.

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