

Initial **U**nattended **R**emote **S**etup (**IURS**) for a Windows PC

This document describes how Dok Klaus Computer Care (DKCC) performs a remote support service request to access your computer.

You have two choices:

- 1) A one-time login request
- 2) An unattended remote login request

A one-time login request is recommended if the problem can be resolved quickly, no system reboots are required, and you will be at your computer to enter passwords and questions. We will not be able to keep your remote setup stored for future service requests.

Dok will guide you through this one-time login at the time of remote service that you scheduled.

The Unattended Remote Setup will allow Dok to reboot the system, maintain remote access, and perform the service, if you prefer, at a time when it will not interfere with your use of the computer (such as overnight). Dok can leave the IURS on your system to keep the remote setup stored for future service requests.

This document show you how to perform the **Initial Unattended Remote Setup (IURS)** to prepare the computer for Dok's remote access service. If you are not comfortable with doing the **IURS** by yourself, Dok can guide you through this; a one-time **IURS** fee of \$20 will be charged.

The **IURS** procedure involves 4 basic steps:

- 1) **Print out this PDF** and follow the initial instructions:
Unattended remote support software for Windows or MAC
- 2) Install remote software
- 3) Find your "computer name" or host name
- 4) Provide additional information

Instructions to set up the IURS:

1) Go to the the following website

www.dokklaus.com/getsupport

This should open the link. If not, go to your browser (such as Chrome or Mozilla) then go to the Dok Klaus website www.dokklaus.com Click on the tab “Get Support,” and on the new screen scroll down to the the “Remote Support Assistance“ section.

Now click on the “download” button under either

Unattended remote support software for Windows

or

Unattended remote support software for MAC

This will initiate the download of a file called:

G2a_rs_installer_citrix_account.exe onto your Windows computer.

2) Install Remote Software

Unfortunately, each browser and Windows version shows different screens. Sometimes you need to click again to execute the installer, but usually, you have to “allow” the program to install.

Once you get a short message saying: “Attended support has been successfully installed,” it’s good. If not, call the Dok.

The next thing you should notice is a yellow icon on the bottom right



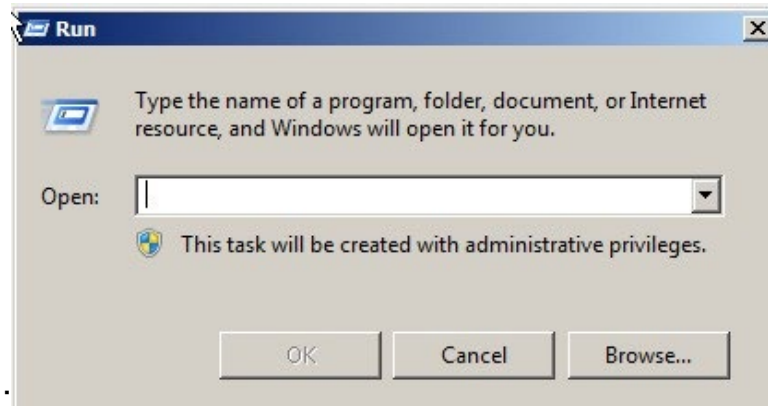
that looks like this:

3) Now you need to get and give Dok the **name of your computer**.

This is the so-called “hostname” of your computer.

To find the “hostname,” you press the “windows”-key + the letter “r” (at the same time). The “windows”-key is usually on the bottom left of a keyboard between the “Ctrl” and “Alt” key on a PC; it looks like a window frame.

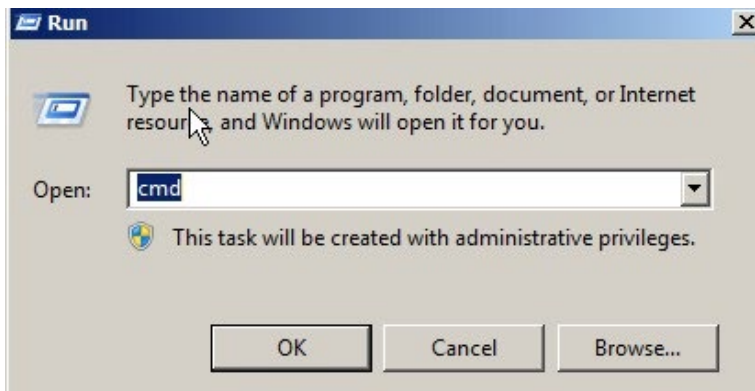
If you did this right, a little “run”-box should appear on the bottom left



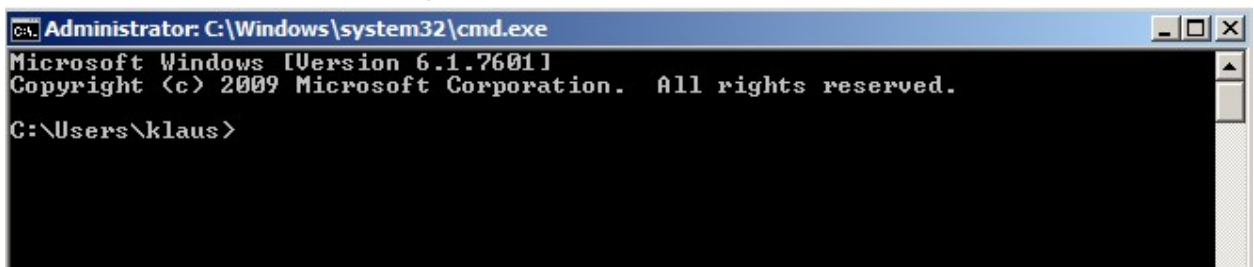
of your screen:

Next, make sure there is nothing written after open.

Click on the field after “open” and replace whatever is in it with the 3 letters: **cmd** like this:



Now left-click on **OK** and you should see a screen like this:

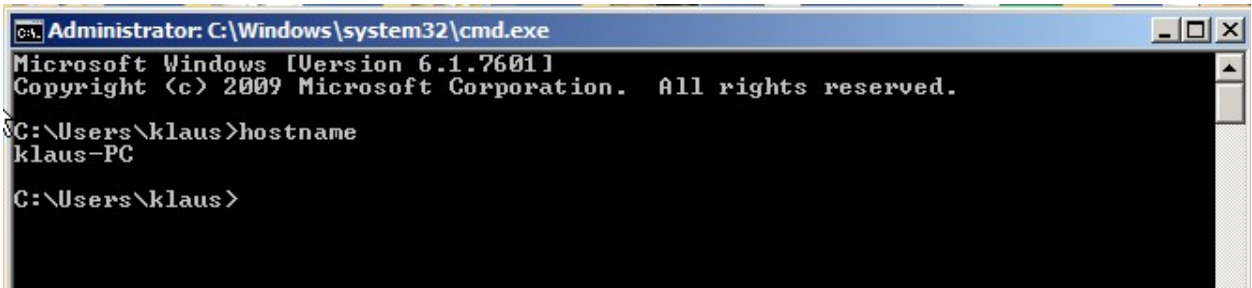


You might see C:\Users\yourusername>

Click behind the “>” and enter the word: **hostname**

Then press the “**enter**”-key.

You should now get this screen:



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\klaus>hostname
klaus-PC

C:\Users\klaus>
```

In this example, my hostname is [klaus-PC](#)

Please provide Dok with your hostname, which will appear between the two lines starting with: [C:\Users\...](#)

You can now close all the boxes by clicking on the “x” box on the top right.

4) Additional Information:

If you agreed to get the remote session started/done without calling Dok, make sure that all the necessary details about the computer, including user names and password, have been provided. Even if your computer goes directly to the desktop without a password, Dok would like to know this in advance, too.

If you get stuck somewhere along the process, please call Dok right away. Mention “I tried and it didn’t work” and Dok will wave the \$20 **IUSR** fee.