How do I see someone else's screen on Windows XP so I can help them?

If both machines are running Windows XP, you can use Remote Assistance (instead of Remote Desktop) to see and control their machine, with their permission. Here is a writeup describing

how to use remote assistance in Windows XP

There is another solution using VNC

Here is the link

VNC allows cross-platform remote control among Windows, Mac and Unix/Linux machines.

To have a solution which can cross all platforms and bypass firewalls, with or without administrative privileges, one would like to use WebEx (subscription based, free trial available).

http://www.webex.com

http://www.webex.com/solutions/online-support-svc.html

Revision #5
Created Fri, Apr 7, 2006 9:43 AM by Ebertowski, Timothy
Updated Wed, Apr 12, 2006 5:22 PM by Ouyang, Sam