

Remote Assistance

<https://campus.barracuda.com/doc/39813243/>

Remote Assistance only works on Windows and Linux-based computers with Oracle Java installed. macOS users cannot successfully initiate a remote assistance session.

Remote Assistance (RA) is a standard help desk feature on the Barracuda SSL VPN. It enables remotely-connected users to easily communicate with their IT department. System administrators and help desk personnel can see at a glance which users are in need of help, communicate with a remote user via instant messages and, if needed, view and control the remote system directly to resolve various issues.

Requirements for Remote Assistance

- The Barracuda SSL VPN Agent requires the Oracle Java Virtual Machine (JVM) to be installed on both the remote and the help desk systems in order for the two-way communication tunnel to be initiated. Specialized VNC client/server software is used to access and control the remote system. The VNC clients and server is downloaded as needed from the Barracuda SSL VPN requiring no separate installation.
- Because the VNC application is downloaded on demand, the user of the remote system must have administrator/root rights.
- The user must have the appropriate Access Rights to provide or request Remote Assistance. Additionally, it is recommended that you configure policies for users and Helpdesk administrators and assign them either the Access Right *Remote Assistance Administration* or *Request Remote Assistance* when editing a policy. For more information, see [How to Configure Policies](#).

In this section:

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