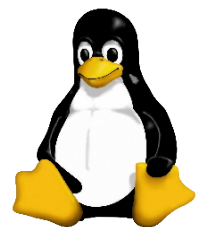
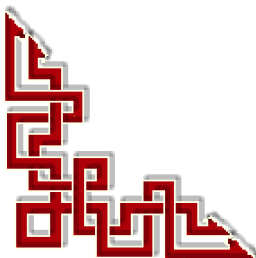


RF-232

Micronator

Avast & dépannage à distance



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I- Introduction

1. Description générale

Avec l'outil d'assistance à distance, vous pouvez permettre à quelqu'un de se connecter à distance à votre ordinateur. Cela peut s'avérer utile dans le cas où vous rencontrez des difficultés et que vous souhaitez que quelqu'un prenne le contrôle de votre ordinateur pour vous aider à résoudre le problème.

Référence:

http://files.avast.com/files/marketing/materials/documents/v8/quick_start_guide_v8_avast_free_fr.pdf

2. Prérequis

Il faut que l'antivirus **Avast** soit déjà installé sur votre ordinateur.

Création d'un compte Avast: <http://www.avast.com/fr-ca/registration-free-antivirus.php>

Téléchargement: (*INDISPENSABLE avast! Free Antivirus*): <http://www.avast.com/fr-ca/index>

Vidéo d'installation: http://www.youtube.com/watch?v=_LOkKpBL04A

3. Note au lecteur

* Les captures d'écrans ne sont que des références.

** Les informations écrites ont préséance sur celles retrouvées dans les captures d'écrans. Veiller à se référer aux différents tableaux lorsque ceux-ci sont présents.

4. Conventions

Toutes les commandes à entrer sur le serveur sont en **gras**. Les affichages à surveiller sont en **rouge** ou en **bleu**.

```
# ping 192.168.1.149
192.168.1.149 is alive
#
```

Les liens de référence internet sont en **bleu** et ceux intra document en **bleu**.



Manipulation, truc ou ruse pour se tirer d'embarras.



Une recommandation ou astuce.



Une note.



Une étape, note ou procédure à surveiller.



Paragraphe non complété ou non vérifié.

II- Dépannage à distance

1. Lancement de l'interface Avast

Double-cliquer sur l'icône d'Avast sur la barre de notification,

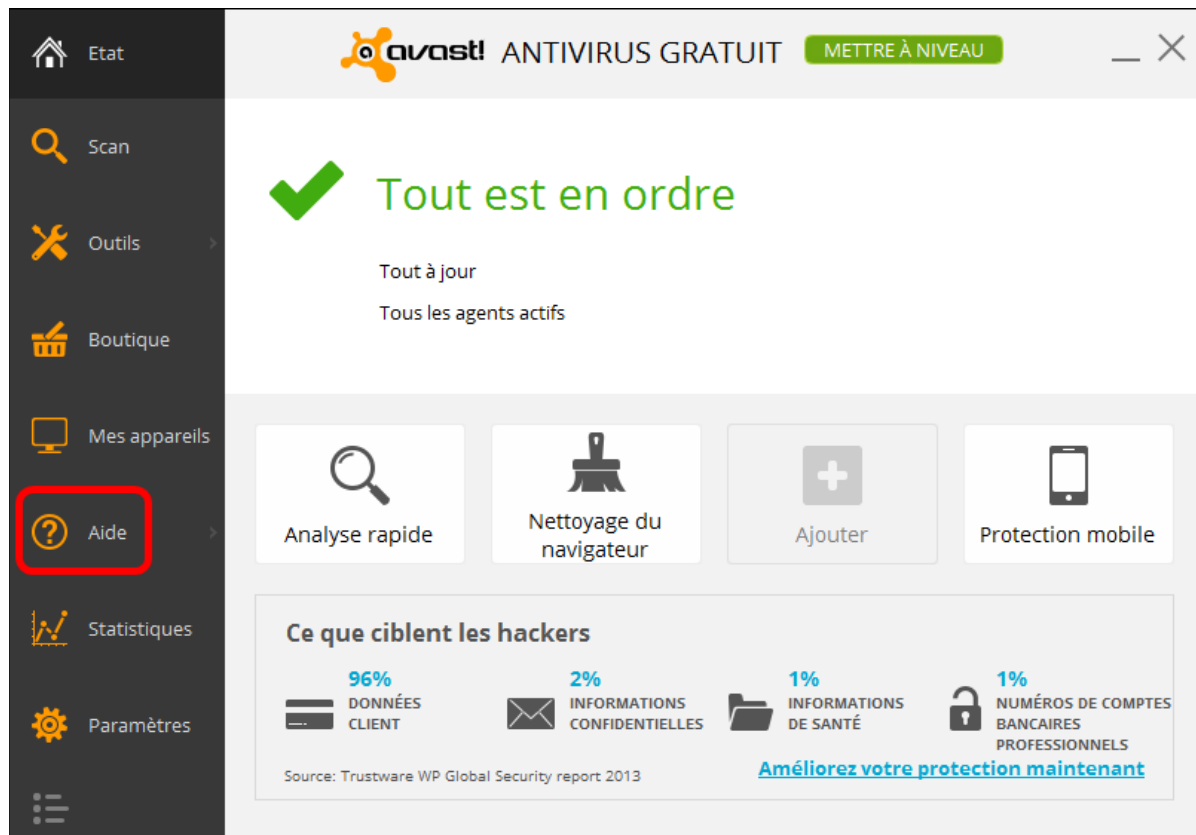


ou double-cliquer sur l'icône d'Avast sur le bureau.



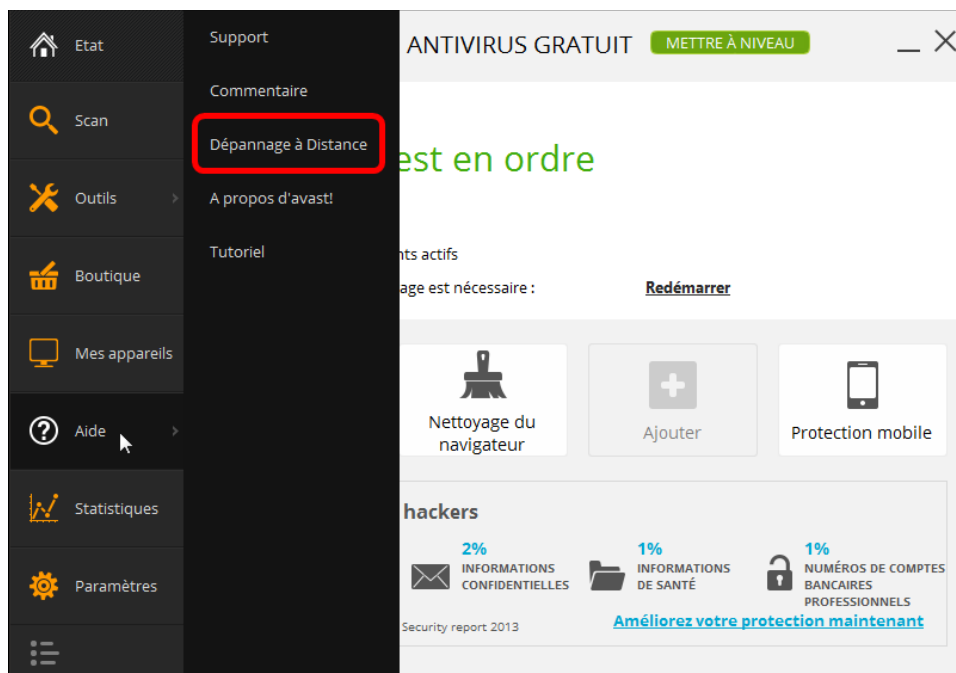
2. Demander l'assistance

Cliquer sur Aide.

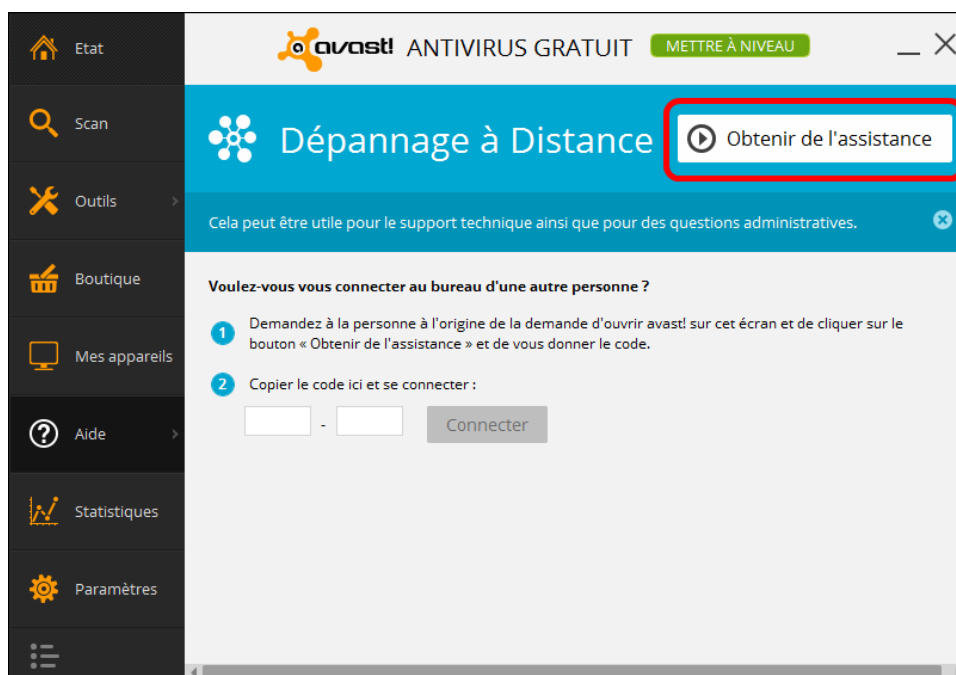


Dépannage à distance

Cliquer sur **Dépannage à Distance**.



Cliquer **Obtenir de l'assistance**.



Avast génère un code pour accéder à votre ordinateur. Communiquer ce code, par téléphone ou courriel, à celui dont vous voulez l'assistance.



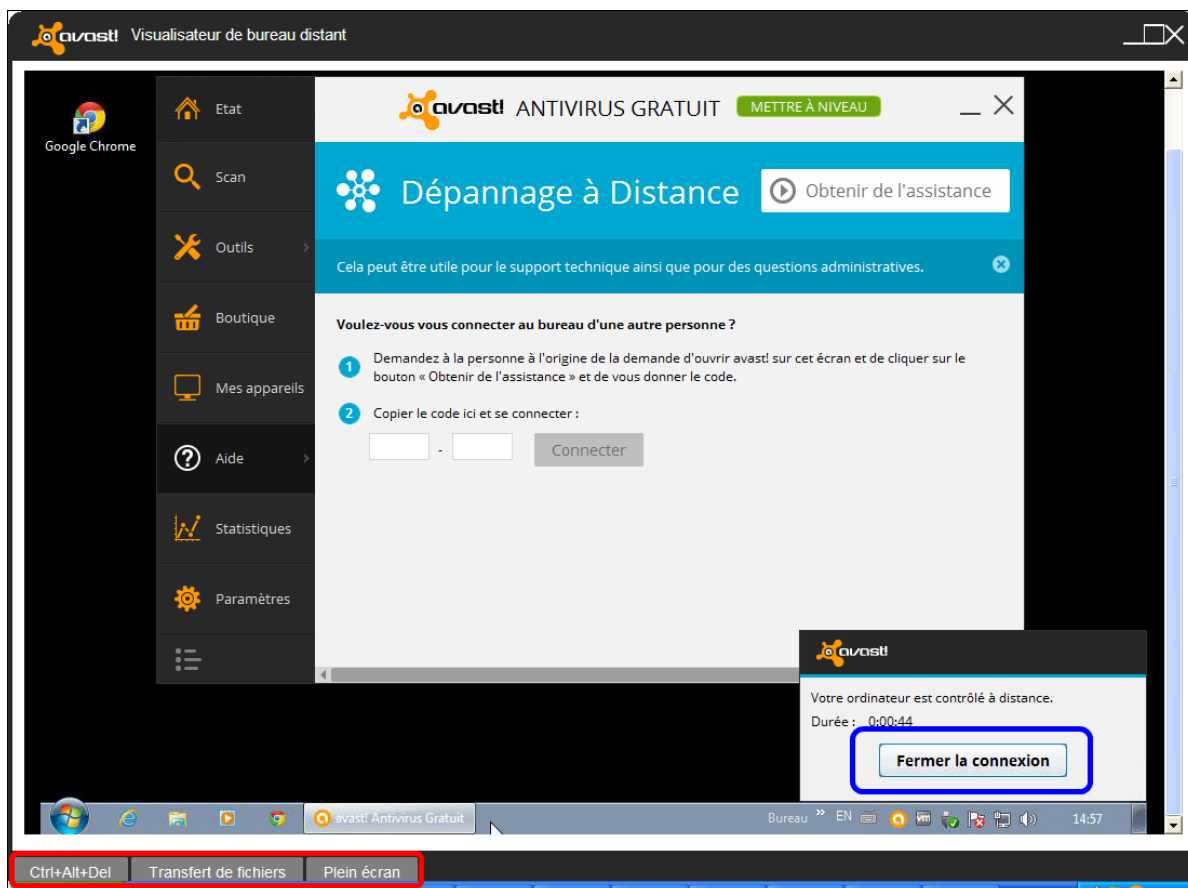
3. Connexion à votre ordinateur

La personne qui va vous assister lance l'interface Avast sur son ordinateur, clique Aide puis **Dépannage à Distance**. Il entre le code que vous lui avez envoyé et clique **Connecter**.



Dépannage à distance

Voilà, votre dépanneur est branché sur votre ordinateur. Il a le contrôle total (souris et clavier). De plus, il peut vous transférer un fichier ou envoyer un **Ctl-Alt-Del** à votre ordinateur. Il peut aussi afficher votre bureau, en plein écran, sur son ordinateur.



4. Fermer la connexion

Vous pouvez fermer la connexion en tout temps en cliquant **Fermer la connexion**.



Victoire totale.

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Remerciement: **Tous les contributeurs GNU/GPL.**

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