

## Re: Client connection keeps on dropping

**Source:**

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserve.apps/2004-05/0089.html>

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**From:** Greg (*greg\_new\_at\_hotmail.com*)

**Date:** 05/06/04

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Carol,

Does your firewall have a session timeout setting? We were using a SonicWall Pro 200 and we had to increase the timeout. Do the users ever get disconnected if they are actually working in the session?

My bet would be your firewall. Do you have a VPN in place, the reason I ask is that you could test the theory by connecting them over the VPN then see if the connection times out.

I have customers that I can TS to all day over VPN but if I do it direct to the firewall IP I get disconnected by the firewall timeout.

Good luck

Greg

Greg\_New@hotmail.com

"Carol" <anonymous@discussions.microsoft.com> wrote in message news:72C47C71-A681-4826-9086-31C1A8F89C94@microsoft.com...

> *Please help!*

>

> *i have remote windows 98 clients running RDP client connecting to a windows 2000 terminal server. The terminal server is within a windows NT domain. The clients can connect to the terminal server without any problems. However, as soon as the terminal session is minimized and runs in the background, the session is dropped within minutes.*

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> *The connection configuration is set as follows;*

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> *1. End a disconnected session – 2 hrs*

> *2. Active session limit – 3 hrs*

> *3. Idle session limit – 3 hrs*

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> *The following registry settings have also been modified;*

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> *4. HKLM\System\current control set\control\terminal server\KeepaliveEnable is set it to 1*

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> 5. Both *keepAlivetime* and *KeepAliveInterval* under *TCP/IP* parameters in the registry have also been changed.

> 6.

HKLM\System\CurrentControlSet\Services\Tcpip\parameter\TcpMaxDataRetransmissions has been changed to 10

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> *The remote users are connecting to the terminal server via DSL, private WAN.* Does anyone have any idea why this is happening? Your help will be much appreciated

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