

Re: Remote Desktop problems

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-04/2373.html>

From: Phil \ (a.k.a. purplehaz\) (*software_at_for.me*)

Date: 04/16/04

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I was thinking about this last night actually and I think it might be ip related. Maybe because your specifying static ip at the computer that the router doesn't "know" what that ip is and for what computer. I would try to set your router to be a dhcp server and set the computers to obtain ip automatically. The computers on your network will now get their ip from the router. Then if you have the option, have the router set a specific ip for the computer, one you pick, instead of random. So your basicly setting a static ip for the computer in the router, but on the computer you set it to obtain the ip automatically from the router. Now the router is actually issuing the ip addresses and should "know" and "see" all the computers / ip's on your network. Then possibly it will now forward it correctly. You could also try and take the router out of the equation to see if you can get it working, but I'd at least have the xp firewall running so you don't get the blaster virus. In the xp firewall options you can open the remote desktop ports, then give it a try.

Tom Richards wrote:

> *Ok, I'm at my girlfriend's house tonight and on her pc. It still
> doesn't work. I put my wan ip address in her rd "Computer:
> _____" area and it throws the "client could not
> connect,,,blah, blah, blah" error message. I know the wan ip is
> correct because I was at my place a few hours ago and checked it.
>
> Forwarding on my linksys router is set up per their instructions on
> their help line (which is very good and responsive btw) and looks
> like this:
>
> Port through port-- 3389 ~ 3389
> Format (here there's a drop down box for udp, tcp or both,,I have it
> set to "Both")
> Then next it gets sent to my pc's IP address
>
> I checked and port 3389 is "listening" on my pc
> I tried inputting ":3389" after the wan ip address here
> rd is installed on her xp home pc
> Could the dhcp settings be something to tweak? I think they're set to
> assign ip's - I know I haven't specified ip's for assignment...can't*

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> *check that now cause I'm not there*
> *I'm lost :-(*
>
> *When I get home tomorrow, should i try bypassing the router and*
> *trying to hook up with my dsl modem connected directly to my pc?*
>
> *Thanks for your continuing help*
>
> *"Phil (a.k.a. purplehaz)" <software@for.me> wrote in message*
> *news:eWXDFCxIEHA.3556@TK2MSFTNGP10.phx.gbl...*
>> *Man sounds like you got it right. Check to make sure that the port*
>> *forwarding is for TCP port not udp.*
>> *In my firewall, in the ports area, I can set it to only allow a*
>> *specific ip thru or a range of ips thru. Possible you have something*
>> *similar?*
>> *One difference I have in my setup is that I have the router set to*
>> *use dhcp to assign ip's to the network computers, but I tell it*
>> *which dynamic address to assign to which computer. So basically the*
>> *router sets the static ip, and the computer is set to use dhcp and*
>> *obtain an ip automatically from the router.*
>> *I also see you said she created a connection in her network*
>> *connections area. Not sure why, but you don't need anything like*
>> *that. You should be using the rd client, which I'm sorry I forgot to*
>> *mention, does not come with xp home. You have to install it from*
>> *here: <http://www.microsoft.com/windowsxp/pro/downloads/rdclientdl.asp>*
>>
>> *Also possible that port 3389 is blocked by the isp. Some block ports*
>> *that aren't commonly used. You could try changing the default port*
>> *rd listens on:*
>> *<http://support.microsoft.com/default.aspx?scid=kb;en-us:306759>*
>>
>> *Tom Richards wrote:*
>>> *No firewalls...mine and her's are off. Both running xp – her's home,*
>>> *mine pro. She isn't at a business – she's at home. My wan address*
>>> *changed within the past hour. I changed the port forwarding to send*
>>> *to just the static ip of my pc. You said "Also make sure remote*
>>> *desktop is turned on on the computer your trying to connect to on*
>>> *your network" -- rd is enabled on both pcs – she created a*
>>> *connection for my pc (sal) in her Network Connections area. I don't*
>>> *know how to check for seeing if my router recognizes her ip as*
>>> *"trusted."*
>>>
>>>
>>> *"Phil (a.k.a. purplehaz)" <software@for.me> wrote in message*
>>> *news:%239tzCUwIEHA.3128@TK2MSFTNGP10.phx.gbl...*
>>>> *You shouldn't have to use the web based form, the stand alone*
>>>> *remote desktop logon client should work fine.*
>>>> *If your wan ip address changes then you just have to use the new*
>>>> *one. Mine changes about twice a year, so when it does and I can't*
>>>> *connect I just get the new ip when I get home and the next day use*
>>>> *that. Not much you can do about that. When it changes you just*

>>>> won't be able to connect until you see what the new one is.
>>>> Try setting your port forwarding to just the static ip of one
>>>> computer. Try to get just the one static ip working first. And yes
>>>> she should be connecting to your wan ip address, entered in the rd
>>>> client like this for example: 68.123.67.102
>>>> Or try it like this:
>>>> 68.123.67.102:3389
>>>>
>>>> If the forwarding is set right it should forward it to the xp box
>>>> on your network. If you have any software firewalls involved that
>>>> have outgoing blocking those have to be configured to let remote
>>>> desktop connection and rdclip monitor in and out. Also on my
>>>> firewall I have settings to block ports by time schedule. Make
>>>> sure you don't have something like this turned on or setup so that
>>>> the ports are being blocked during certain times. Also make sure
>>>> the router sees your girlfriends ip address as a "trusted" ip so
>>>> it will let it in. Trying to think of anything else to check. Hang
>>>> in there, this can be tricky.
>>>> Also another thing I just thought of, if by some chance the
>>>> location your trying to connect from (like a business office) has a
>>>> hardware firewall, make sure that it isn't locked down allowing
>>>> nothing out except port 80, 110 or 25 requests (webpages and email).
>>>>
>>>> Tom Richards wrote:
>>>>> It still isn't working. From the client computer, my girlfriend is
>>>>> inputting my wan ip address in the rd logon window. Throws an error
>>>>> message. Now I noticed that my wan ip address changes
>>>>> periodically. My forwarding is set to send port 3389 to my static
>>>>> ip address and to the one that just ends in ".1" -- Does she need
>>>>> to input my wan ip address in the <http://xxx.xxx.xx.xxx> form in
>>>>> internet explorer or does she logon to rd on my pc from her
>>>>> (client) pc at her rd logon area? I'm totally confused. :-(
>>>>>
>>>>>
>>>>> "Phil (a.k.a. purplehaz)" <software@for.me> wrote in message
>>>>> news:e4IXZQvIEHA.1220@tk2msftngp13.phx.gbl...
>>>>>> Check your port forwarding again and make sure the xp firewall is
>>>>>> turned off (the router will protect your network).
>>>>>>
>>>>>> Tom Richards wrote:
>>>>>>> I set everything up and tried to connect to my pc running xp pro
>>>>>>> from outside of the network and it throws an error message "the
>>>>>>> client could not connect to the reomote computer. Remote
>>>>>>> connections might not be enabled,,," I tried putting my wan
>>>>>>> address in the <http://wan> address here form and also in the
>>>>>>> remote desktop logon window on the client pc.
>>>>>>>
>>>>>>> "Phil (a.k.a. purplehaz)" <software@for.me> wrote in message
>>>>>>> news:uBgGXSIEHA.3376@TK2MSFTNGP09.phx.gbl...
>>>>>>>> You can't test it that way. If your "inside" the network you
>>>>>>>> can't connect to the wan(outside) ip address to get in again,

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>>>>>>> *your already in the network. Test it from outside the network.*
>>>>>>> *Connect to the wan ip and it should forward you to the computer*
>>>>>>> *running rd. I have a setup just like this and also a setup with*
>>>>>>> *a software firewall that I use every single day, works great.*
>>>>>>>
>>>>>>> *Tom Richards wrote:*
>>>>>>> *Thanks, Phil. I set my forwarding and then went to test a*
>>>>>>> *remote hookup (from my laptop....still on my home network) by*
>>>>>>> *inputting <http://141.151.xx.xxx>*
>>>>>>> *which is my wan ip address. The logon screen for the router*
>>>>>>> *admin came up, not rd. Here's my ip info from the router*
>>>>>>> *admin:*
>>>>>>>
>>>>>>> *LAN:*
>>>>>>> *(MAC Address: 00-04-5A-E5-xxxx)*
>>>>>>> *IP Address: 192.xxx.x.x*
>>>>>>> *Subnet Mask: 255.255.255.0*
>>>>>>> *DHCP server: Enabled*
>>>>>>>
>>>>>>> *WAN:*
>>>>>>> *(MAC Address: 00-04-5A-E5-xxxx)*
>>>>>>> *IP Address: 141.151.xxx.xxx*
>>>>>>> *DNS: 151.197.xxx.xxx*
>>>>>>> *151.197.xxx.xxx*
>>>>>>> *0.0.0.0*
>>>>>>>
>>>>>>>
>>>>>>> *"Phil (a.k.a. purplehaz)" <software@for.me> wrote in message*
>>>>>>> *news:eIwvO9YIEHA.3356@TK2MSFTNGP11.phx.gbl...*
>>>>>>> *Great. Now it gets a bit trickier, since you have a router*
>>>>>>> *involved. The first thing you have to do is setup the router*
>>>>>>> *to port forward. In the routers config page (usually at*
>>>>>>> *192.168.0.1) you should see settings to setup port*
>>>>>>> *forwarding. You will have to tell the router to open port*
>>>>>>> *3389 and if anyone tries to connect to it to forward that*
>>>>>>> *connection to your computers lan ip address that has remote*
>>>>>>> *desktop listening. (note: 3389 is the default port and can*
>>>>>>> *be changed in the registry for added security).*
>>>>>>> *Once you have the port forwarding setup, from outside your*
>>>>>>> *network you would try to connect to your networks WAN ip*
>>>>>>> *address. You'll find this in the router info pages. When a*
>>>>>>> *connection to the wan is initiated it will forward that*
>>>>>>> *connection to the correct box, the logon will popup, and you*
>>>>>>> *can log in.*
>>>>>>> *Note: the computer listening with RD must be online*
>>>>>>> *Note: if you change the default port then when you try to*
>>>>>>> *connect you have to specify the port as well, like this:*
>>>>>>> *66.66.66.68:7777*
>>>>>>>
>>>>>>> *Tom Richards wrote:*
>>>>>>> *Wow Phil...that worked! I assigned myself a psswd and*

>>>>>>>>>> voila....Now, once I make sure the appropriate files are
>>>>>>>>>> installed on my remote (girlfriend's - xp home) machine,
>>>>>>>>>> what address would she use to access my desktop?
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> "Phil (a.k.a. purplehaz)" <software@for.me> wrote in message
>>>>>>>>>> news:%23yMViaYIEHA.964@TK2MSFTNGP10.phx.gbl...
>>>>>>>>>> I assume your connecting to the lan ip address of the other
>>>>>>>>>> xp pro box(or the laptops full computer name) and all
>>>>>>>>>> software firewalls are turned off. Once the logon box comes
>>>>>>>>>> up, you put in a user name that's on the computer your
>>>>>>>>>> connecting to and its password. If the user account does
>>>>>>>>>> not exist and /or does not have a password on the box your
>>>>>>>>>> connecting to you'll get an error message. Does user sal
>>>>>>>>>> exist on the box your connecting to? Does the user sal have
>>>>>>>>>> a password?
>>>>>>>>>>
>>>>>>>>>> Tom Richards wrote:
>>>>>>>>>>> I've never been able to get Remote Desktop to work. But
>>>>>>>>>>> I'm trying again. I've searched the newsgroups and
>>>>>>>>>>> terminal services is started, there's nothing in event
>>>>>>>>>>> viewer and rd is installed on both pcs - I'm trying to
>>>>>>>>>>> connect my server pc (desktop) to my laptop on my home
>>>>>>>>>>> network. Both run xp pro. I get to the rd logon screen on
>>>>>>>>>>> my laptop, type in my desktop name (sal) and get the "the
>>>>>>>>>>> client could not connect to the remote computer" error
>>>>>>>>>>> message. I'm using a linksys router and tried entering
>>>>>>>>>>> the wan and lan ip address instead of sal - no good. The
>>>>>>>>>>> router is set to assign a wan address automatically. I
>>>>>>>>>>> also ran a run command to determine if the ports were
>>>>>>>>>>> "listening" and they all were.
>>>>>>>>>>>
>>>>>>>>>>>> My home network works fine - shared printer, files, etc.
>>>>>>>>>>>> I'd like to eventually work remotely from a machine
>>>>>>>>>>>> running xp home but if I can't get my home network up and
>>>>>>>>>>>> running, I guess that won't work either.