

## Re: Remote Desktop problems

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-04/5782.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-04/5782.html)

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**From:** Tom Richards (*newsgroups\_at\_brainsturgeonSPAM.com*)

**Date:** 04/16/04

Date: Fri, 16 Apr 2004 19:36:38 -0400

Ok! It actually worked for some reason...my girlfriend was able to pull up my pc with the wan address I gave her....the wan changes periodically, apparently. Why? I didn't reboot or close or open any progs since yesterday, but the wan address was different. If it changes so much I won't be able to use rd very effectively.

--

Tom Richards

email@brainsturgeonSPAM.com

"Phil (a.k.a. purplehaz)" <software@for.me> wrote in message news:enEqSZ7IEHA.964@TK2MSFTNGP10.phx.gbl...

> 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

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> > 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  
> > 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:eWXDFCxEHA.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

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> >>>> 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 configered 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  
> >>>>> inputing 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@tk2msftngpl3.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:uBgGXSiIEHA.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,  
> >>>>>>>> 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:

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```
> >>>>>>> (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 pswd 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
```

