

Re: Remote assistance not working....

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2005-09/msg00242.html>

- *From:* honjo <a@xxx>
 - *Date:* Wed, 28 Sep 2005 21:04:43 -0400
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I assume you and your mom are using Windows Messenger not MSN Messenger. I think you need to disable Zone Alarm during the Remote Assistance session. I hold Remote Assistance session from time to time with my mom, sister in law and my friends. We all use WXP Pro systems which are placed behind routers but none of us is using Zone Alarm.

Kaz

Tech dude wrote:

- > Hey everyone,
- >
- > I am hoping someone can help me out..
- >
- > My mom is new to PC's so I figured I'd assist her using Remote assistance
- > for some of her smaller issues...
- >
- > I walk her through sending me a request for remote assistance, I accept it
- > ...and then nothing happens...
- >
- > She is being a router. UPNP is enabled on the router and on her PC. Remote
- > assistance is enabled on the PC (Running XP home SP2 in french). We are both
- > running the same version of MSN messenger (7.5).
- >
- > I am using XP Pro. I RDP to work over VPN all the time, so I doubt it's an
- > issue with my machine. I am also behind a router.
- >
- > Does the whole router/Nat issue still exist if the request is being done
- > through Messenger? I know it exists when sending a request ticket by e-mail
- > or other...
- >
- > Neither machine is running the Microsoft firewall (I enabled the standard
- > firewall on both routers). I am also running Zone Alarm on my machine. There
- > are no error entries in the Zone Alarm log.
- >
- > Any ideas?
- >
- > Thanks
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• **References:**

- ◆ **[Remote assistance not working....](#)**

◇ *From:* Tech dude

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