

Re: Remote Assistance connection disconnected. Please try again.

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2006-12/msg00025.html>

- *From:* NerdBoyJeff <NerdBoyJeff.2inqve@xxxxxxxxxxxxx>
 - *Date:* Mon, 11 Dec 2006 14:36:43 +0000
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Derek,

I had the same trouble with Windows Messenger Live 8.0 and tried all the fixes mentioned in the various newsgroup threads, including the following:

Router Setup:

- enable UPnP

Windows Setup (on both host and client computers):

Windows Services:

- ensure "SSDP Discovery Service" is running and automatically started
- ensure "Universal Plug and Play Device Host" is running and automatically started

Windows Firewall:

- ensure "Remote Assistance" and "Remote Assistance – Windows Messenger and Voice" are checked in the "Exceptions" tab

I configured all these on both the host and client computers and it still didn't work, I kept getting the same message "Remote Assistance connection disconnected. Please try again."

The critical item for me was this: my Netgear router supports an SPI (I think this is Stateful Packet Inspection) Firewall as and added security feature. I think most of the newer routers do (I've seen it on a Dlink too). I had to turn this off in my router settings and it finally worked. My Netgear has a "Disable SPI Firewall" checkbox under "WAN Setup", the box was unchecked as default and I checked it. I am still operating behind the router and have not had a chance to test it from the internet. I will post an update to this thread when I do.

– Jeff

DerekRWatson Wrote:

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Hello Darrell,

I have run full error-checking on machine B with no change. A further test requesting remote assistance from a third part produced the same message on their computer, so the problem is definitely with machine B disconnecting. The only other area I can think that might be relevant is that a security template has been applied to this machine at some time that has disabled this facility.

If I can't fix it I will have to take this machine out of service and reinstall the OS as a last resort. Thanks for the suggestion.

"Darrell" wrote:

–

When was the last time you ran scan disk or "Error-Checking" on machine B? Try running "Error-checking" and select "Automatically fix file system errors" on system B and then try to remotely assist that system.

"DerekRWatson" wrote:

–

I am running Windows XP Pro at home and I get Remote Assistance requests.

Requests from my sister (running XP Home and Windows Live Messenger) via the Internet work OK.

Requests via the internet from person A at my office (running XP Pro) and Windows Live Messenger who is behind Windows Firewall AND a Netgear firewall router work OK.

Requests via the internet from person B at my office (from a different computer running XP Pro but still using Window Live Messenger behind Windows Firewall and the same firewall router) give me the error message in the title, after I accept the invitation.

I have read pretty much everything on the Internet on this but I am still stuck. Port 3389 is open on the work router and I have used it to set

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up a
Remote Desktop to both computers A and B. On machine B uPnP is
enabled and no
service is disabled. I have set every service associated with Remote

Assistance to Automatic startup. Remote Assistance is enabled as an
exception
in the Windows Firewall, in addition I have added a couple of other
programs
as exceptions as recommended.

When I am in the office machine B has the same symptoms when trying
to
connect from machine A (and machine C), so I have pretty much come to
the
conclusion the problem is with machine B, not the router or the
internet.
Machine B will not be helped, even when the request is sent to an
email
address or via a file.

Does anybody have an idea why it is disconnecting the Remote
Assistance
session? Thanks.--

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NerdBoyJeff

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