

## Re: Remote desktop connection error

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2004-12/0555.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-12/0555.html)

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**From:** Steven L Umbach (*n9rou\_at\_nospam-comcast.net*)

**Date:** 12/06/04

Date: Sun, 5 Dec 2004 18:55:52 -0600

Does the computer have more than one network adapter?? Try booting into safe mode with networking to see if you can access it that way. If you can you have another service/application interfering in which case you can use msconfig to troubleshoot. Check that the Terminal Services service and the Remote Procedure Call services are both started. Also check that administrators and remote desktop users groups are included in the user right for "allow logon through terminal services" and that there are no entries in the "deny logon through terminal services" user right. You can do that by opening Local Security Policy and looking under security settings/local policies/user rights. --- Steve

"Michael" <m.trott@bigpond.net.au> wrote in message news:uV\$YCxS2EHA.1192@tk2msftngp13.phx.gbl...

> *Hi steve,*

>

> *yeah scope set to internal network, when i disable the exception the*

> *DROP'd packets show up in the firewall log, yeah ive tried connecting via*

> *IP,*

>

> *maybe its just me, but if the port isn't open its either going to be the*

> *firewall or the app that uses/opens the port. And as i have tried with and*

> *without the firewall, and with both 3389 is closed to external access, so*

> *im guessing it Remote Desktop.*

>

> *Would make sense if the scope was only to allow from localhost, but i have*

> *enabled for local subnet, also tried all sources, neither would actually*

> *open the port.*

>

> *really appreciate the help :)*

>

> *thnx*

>

>

> *Michael*

>

>

> *"Steven L Umbach" <n9rou@nospam-comcast.net> wrote in message*

> news:e\$U%23pEi2EHA.3132@TK2MSFTNGP14.phx.gbl...  
>> Check that your XP firewall does allow exceptions and that the "scope" is  
>>> correct as to IP addresses or subnet or all. If possible try to disable  
>> the XP firewall when trying to connect from another computer on your  
>> network and connect using the computer's IP address instead of name to  
>> see if the problem is the firewall or something else. Of course do not  
>> disable the XP firewall when connected to the internet without other  
>> firewall protection such as a NAT router. And if using a NAT router, port  
>> 3389 TCP will need to be forwarded to the internal IP address of the  
>> computer you want to remote into. --- Steve  
>>  
>>  
>> "Michael" <m.trott@bigpond.net.au> wrote in message  
>> news:%2335mqsMh2EHA.2676@TK2MSFTNGP12.phx.gbl...  
>>> only info I get is connection refused, which made me initially try  
>>> telneting to port 3389 on my XP machine from another machine on my  
>>> network and the port was closed.  
>>>  
>>> so either the firewall isn't actually allowing the exception rule,  
>>> although it is set, or Remote Desktop, isn't for some reason  
>>> initialising and opening the port. The firewall is allowing some  
>>> exceptions, ftp... , so it should be working  
>>>  
>>> when you said check the logs, did you just mean use the 'Event Viewer'  
>>>  
>>> thanks  
>>>  
>>> Michael  
>>>  
>>> "Sooner Al" <SoonerAl@somewhere.net.invalid> wrote in message  
>>> news:unV8N9f2EHA.1400@TK2MSFTNGP11.phx.gbl...  
>>>> Any error messages?  
>>>>  
>>>> Anything of interest in the logs?  
>>>>  
>>>> --  
>>>> Al Jarvi (MS-MVP Windows Networking)  
>>>>  
>>>> Please post *\*ALL\** questions and replies to the news group for the  
>>>> mutual benefit of all of us...  
>>>> The MS-MVP Program - <http://mvp.support.microsoft.com>  
>>>> This posting is provided "AS IS" with no warranties, and confers no  
>>>> rights...  
>>>>  
>>>> "Michael" <m.trott@bigpond.net.au> wrote in message  
>>>> news:eZb8suf2EHA.3816@TK2MSFTNGP09.phx.gbl...  
>>>>> yeah, im admin and have p/w set, im listed as a user,  
>>>>>  
>>>>> its just not opening the port externally, just got me stumped  
>>>>>  
>>>>>

>>>>>  
>>>>> *thnx*  
>>>>>  
>>>>> *Michael*  
>>>>>  
>>>>>  
>>>>>  
>>>>>  
>>>>> *"Sooner Al" <SoonerAl@somewhere.net.invalid> wrote in message*  
>>>>> *news:%23u4EbUf2EHA.1392@tk2msftngp13.phx.gbl...*  
>>>>>> *The account you use to log onto the PC with Remote Desktop must be an*  
>>>>>> *Administrator or a member of the Remote Desktop Users Group \*AND\**  
>>>>>> *have a password. That account is local to the machine your trying to*  
>>>>>> *log onto, not the remote PC that your sitting at...*  
>>>>>>  
>>>>>>  
>>>>>> <http://theillustratednetwork.mvps.org/RemoteDesktop/RemoteDesktopSetupandTroubleshooting.html>  
>>>>>>  
>>>>>> --  
>>>>>> *Al Jarvi (MS-MVP Windows Networking)*  
>>>>>>  
>>>>>>> *Please post \*ALL\* questions and replies to the news group for the*  
>>>>>>> *mutual benefit of all of us...*  
>>>>>>> *The MS-MVP Program – <http://mvp.support.microsoft.com>*  
>>>>>>> *This posting is provided "AS IS" with no warranties, and confers no*  
>>>>>>> *rights...*  
>>>>>>>  
>>>>>>> *<a@b.com> wrote in message*  
>>>>>>> *news:%23GAvuFf2EHA.2676@TK2MSFTNGP12.phx.gbl...*  
>>>>>>>> *Hi all,*  
>>>>>>>>  
>>>>>>>>> *I cant connect into my XP prof (SP2) machine using remote desktop,*  
>>>>>>>>> *remote desktop*  
>>>>>>>>> *is enabled,*  
>>>>>>>>> *checked and the rule is listed in the firewall exceptions, to allow*  
>>>>>>>>> *from*  
>>>>>>>>> *internal network.*  
>>>>>>>>>  
>>>>>>>>> *if i run netstat -a,*  
>>>>>>>>>  
>>>>>>>>>> *TCP main:3389 main:0 LISTENING*  
>>>>>>>>>>  
>>>>>>>>>>> *its listening on 3389, I can telnet from the box and the port is*  
>>>>>>>>>>> *open,*  
>>>>>>>>>>> *but cant access from other boxes on same network.*  
>>>>>>>>>>>  
>>>>>>>>>>>> *The only problem i can see is in 'Select Remote Users' area, In the*  
>>>>>>>>>>>> *location*  
>>>>>>>>>>>> *field only the localhost is listed, and i cant edit. I thought may*  
>>>>>>>>>>>> *be due to*  
>>>>>>>>>>>> *an inactive service, so ive enabled all of the serives i have*

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>>>>>> *previously*  
>>>>>> *disabled, now all active, and still same problem.*  
>>>>>>  
>>>>>> *anyone have any ideas :)*  
>>>>>>  
>>>>>>  
>>>>>> *thnx*  
>>>>>>  
>>>>>> *michael*  
>>>>>>  
>>>>>>  
>>>>>  
>>>>  
>>>  
>>  
>>  
>  
>