

## Re: Remote Assistance/SP2 Firewall

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work\\_remotely/2004-09/0159.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2004-09/0159.html)

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**Date:** 09/03/04

Date: Fri, 3 Sep 2004 00:10:11 -0400

Sorry to have missed this conversation 'til now:

There's a KB article explaining how to fix this issue:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:555179>

"sphbecker" <[sphbecker@discussions.microsoft.com](mailto:sphbecker@discussions.microsoft.com)> wrote in message news:963CE82D-8684-4339-A323-CF1D1AB5EDE3@microsoft.com...

> *Yes, that is all setup via group policies. Everything works until SP2*

> *gets*

> *installed, then it brakes.*

>

> *"Gary McDonald" wrote:*

>

>> *Is remote assistance enabled?*

>>

>> *Right-click 'my computer' select 'remote' ensure that*

>> *remote assistance is enabled.*

>>

>> <http://www.gmditsolutions.com>

>> <http://www.themobilepcdoctor.com>

>>

>> >-----Original Message-----

>> >*I have begun testing SP2 on my network and ran across a little problem. I*

>> >*have found that I am unable to "Office Remote Assistance" to computers after*

>> >*then have been updated with SP2; the error I get is "The remote server*

>> >*machine does not exist or is unavailable." I am able to setup a session if*

>> >*the SP2 computer â?orequestsâ? remote assistance, but not when it is offered*

>> >*remote assistance.*

>> >

>> >*It works on SP1 computers, so I know the Remote*

>> >*Assistance settings are*

microsoft.public.windowsxp.work\_remotely: Re: Remote Assistance/SP2 Firewall

>> >right. My firewall policy allows the Remote Desktop

>> Exception.

>> >

>> >Any ideas?

>> >.

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