

Re: Remote Assistance, One Way Connect

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2004-10/0055.html

From: Bill Sanderson (Bill_Sanderson_at_msn.com.plugh.org)

Date: 10/01/04

Date: Fri, 1 Oct 2004 16:18:24 -0400

I'm not a great expert on RA, but here are things I would try:

1) Make certain that the IP address in the Ticket is the EXTERNAL IP address acquired by the Actiontec modem/router.

You can find this by going to <http://whatismyip.com> from a browser.

2) According to the faq here:

http://www.actiontec.com/support/broadband/gt701-wg_faqs.html

the router supports port forwarding for such things as FTP, etc. You will need to forward port 3389, TCP to the private IP address of your computer for the invitation (when used with the public IP address of the router) to work.

I didn't find details in the faq, but usually you connect to the router with a web browser:

`http://192.168.0.1 <enter>`

and then enter a username and password. The default username is admin, and the default password is blank. Look for port forwarding details there.

"Mustang" <Mustang@discussions.microsoft.com> wrote in message news:27D5BC17-F70D-4912-BC46-F0F00F5DA4D1@microsoft.com...

> *Additional info.*

> *Both machines are stand alone, not connected to any other system or machine.*

> *I am using the Internet as a connection.*

> *Both machines are running Windows XP SP2 Home Edition.*

> *I have an Actiontec GT 701-WG Modem/Router which is running NAT.*

> *The only option I have for NAT is On or OFF. It is currently ON.*

> *The name/IP that is being used in the Invitation Ticket is the computer name*

> *and the IP of my computer. The Username I use is the same as the computer*

> *name.*

> I opened the Ticket to look at it to see what info was included.
> I closed TCP 135, and disabled sessmgr.exe and helpsvc.exe since "Offer
> Remote Assistance" is not available on the Home Edition.
> OK, ready for round two.
> Thanks for the info so far.
>
> "Bill Sanderson" wrote:
>
>> From the perspective of the expert, the remote host is the novice
>> machine.
>> i.e. that's you.
>>
>> I agree with Robin Walker. Let's hear more about your machine, and what
>> name or ip address is being used to attempt connection.
>>
>> Note that the ports and apps that you have open relate specifically to
>> the
>> "offer remote assistance" feature which is used within a domain.
>>
>> If you are not using this mechanism. you need only open port 3389, TCP.
>> If
>> you are connecting two standalone machines across the Internet, you will
>> be
>> more secure to close the other port involved.
>>
>> "Mustang" <Mustang@discussions.microsoft.com> wrote in message
>> news:47B70BE7-03C9-4389-8D19-29D710846268@microsoft.com...
>> >I am running Windows XP SP2. The other computer is running the same.
>> > Neither computer is running a router. Both are on DSL.
>> > TCP 135, TCP 3389, sessmgr.exe, and helpsvc.exe are all in the XP
>> > Firewall
>> > Exceptions list.
>> > However, the same thing happens with both firewalls off.
>> > When the other computer starts Remotes Assistance as the Novice, using
>> > either e-mail or Windows Messenger, asking me, the Expert, for
>> > assistance,
>> > everything works fine.
>> > When, as the Novice, I request assistance, using e-mail or Windows
>> > Messenger, the Expert computer receives my request and Accepts it. It
>> > then
>> > attempts to connect to my computer.
>> > After a period of time, the request times out, and the Expert gets an
>> > error
>> > message that "The Remote Host name can not be resolved."
>> > Question: Who is the Remote Host, the Expert or the Novice.
>> > I have read everything I can find and still no answer.
>> > Can anyone point me in the right direction?
>> >
>> > Thanks in advance.
>>
>>

microsoft.public.windowsxp.work_remotely: Re: Remote Assistance, One Way Connect

>>