

microsoft.public.windowsxp.work_remotely: Re: Remote Assistance through different listening port

Re: Remote Assistance through different listening port

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2004-10/0311.html

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

Date: 10/11/04

Date: Mon, 11 Oct 2004 15:28:06 -0400

There's no hack to fix this.

Robin Walker has given the right information, though—one way to fix this is to use a UPnP capable router, and have the relevant services turned on on the target machine. That will allow Remote Assistance to put the right info into the ticket.

You might check whether firmware revs for your router might enable this functionality.

Otherwise, editing the ticket is one way to work around the issue.

"TK" <sprdhword@hotmail.com> wrote in message
news:%23g4APz3rEHA.3748@TK2MSFTNGP09.phx.gbl...

> Al,
> Thanks – I was just about to write that I found the problem, the fact that
> the invitation was sending my internal information
> (machineName.DomainName:listeningPort) when I saw your post.
> The link explains what I already figured out, but it does not say if there
> is a way to force the invitation to include the correct public address –
> the
> one our ISP assigns us.
> Do you know if there is a registry hack for this? It sent the Public IP
> assigned by the initial provider of our ADSL service, in our case the
> phone
> company, but it did not pick up the IP assigned by our ISP which is what
> is
> needed for access. When I took out the machine name string and replaced it
> with that IP it made the connection fine.
> Thanks in advance.
> TK
>
> "Sooner Al" <SoonerAl@somewhere.net.invalid> wrote in message
> news:%23A3Mns3rEHA.1816@TK2MSFTNGP09.phx.gbl...
>> Additionally you might look at modifying the RCTICKET field in the

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> invitation file if your **NOT**
>> behind a UPnP capable firewall/NAT/router...See this KB article for the
> file format...
>>
>> <http://support.microsoft.com/default.aspx?scid=kb;en-us:Q300692>
>>
>> --
>> 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...
>>
>> "Robin Walker" <rdhw@cam.ac.uk> wrote in message
> news:ckdgeb\$7bq\$1@gemini.csx.cam.ac.uk...
>> > "TK" <sprdthword@hotmail.com> wrote in message
> news:OBuEKs2rEHA.3252@TK2MSFTNGP14.phx.gbl...
>> >> I have several machines behind a router and I have Remote Desktop set
>> >> up
>> >> with port forwarding. I have had to change the listening ports on all
> but
>> >> one of the machines since my router only allows port forwarding, not
>> >> translating.
>> >> Now I am trying to use Remote Assistance on one of them, but when I
> receive
>> >> the request, there is no way I can see to tell it to use the assigned
>> >> listening port like I can with RDC – i.e. with RDC we type ip
>> >> address:listeningPort
>> >> Is there any way to make this work with Remote Assistance?
>> >
>> > Not sure what problem exactly you are having.
>> >
>> > With Remote Assistance, if you have PCs behind a NAT router, you must:
>> > – have UPnP enabled in the router;
>> > – have "UPnP Framework" checked as an Exception in Windows Firewall in
> the PCs.
>> >
>> > Then Remote Assistance should look after itself. It does not always
>> > use
> a fixed port number like
>> > Remote Desktop. It sends the IP address and listening port number in
> the RA request ticket.
>> >
>> > --
>> > Robin Walker
>> > rdhw@cam.ac.uk
>> >
>>
>>
>

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