

Re: "Remote Assistance cannot connect because..." Any ideas?

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work\\_remotely/2005-04/msg00409.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2005-04/msg00409.html)

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- *From:* "Robert L [MS-MVP]" <[noreply@xxxxxxxxxxxx](mailto:noreply@xxxxxxxxxxxx)>
  - *Date:* Wed, 27 Apr 2005 11:09:51 -0600
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quoted from <http://www.ChicagoTech.net>

*How to fix the error "Remote Assistance connection could not be established because the remote host name could not be resolved"?*

**A:** When you receive an invitation from an Internet user whose computer is behind a router or firewall, the IP sent to you is the private IP behind the router or firewall. So that you can't access the computer. To fix this issue, 1) edit the invitation IP address. 2) Use Windows Messenger to establish the Remote Assistance session.

For more and other information, go to <http://howtonetworking.com>.

Don't send e-mail or reply to me except you need consulting services. Posting on MS newsgroup will benefit all readers and you may get more help.

Bob Lin, MS-MVP, MCSE & CNE

How to Setup Windows, Network, Remote Access on <http://www.HowToNetworking.com>

Networking, Internet, Routing, VPN Troubleshooting on <http://www.ChicagoTech.net>

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I recommend Brinkster for web hosting!

"Melvin" <[nospam@xxxxxxxx](mailto:nospam@xxxxxxxx)> wrote in message  
[news:uJfk3ZqSFHA.548@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uJfk3ZqSFHA.548@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)...

Hello I am getting this error message when I try to establish a Remote Assistance session with my client:

Dialog Box Header:

"Remote Assistance -- Web Page Dialog"

Dialog Box Body:

"(Info icon) Remote Assistance cannot connect because <user> denied the request for help"

[OK button]

My client is using MSN Messenger to submit the Remote Assistance invitation to me. I accept the invitation and the Remote Assistance window does open

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on my side. I see a black box (empty window) for a moment, then a brief flash of a logon dialog box, and then the process terminates with the above message. During this time my client sees no activity on his screen.

I have searched the Microsoft Support KB for info on this particular error message – nothing found. I have also searched 3rd party support sites using Google – nothing found.

I should mention that I was in the process of uninstalling Norton Antivirus 2004 (NAV) on my client's machine – in preparation for installing a different Antivirus product. I was able to conduct several Remote Assistance sessions prior to deleting some NAV keys from the Windows XP registry. I cannot see how this could affect RA but guess perhaps that it could have. The uninstallation of NAV was not going well – there's some issue with the Microsoft Installer tool – apparently Microsoft changed it and broke the "uninstall" mechanisms in many popular programs that use the tool for installation / removal. I expect that I will soon need to do a clean disk reinstall of Windows XP because several other of my client's programs are also affected by this issue. I just hope to get through this issue for now as doing a complete reinstall requires some travel & it's not convenient at the moment.

Thank you in advance to anybody who could shed some light on this issue.