

Re: Testing Remote Desktop Connection

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2005-08/msg00351.html

- *From:* "Harry" <Harry@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 21 Aug 2005 08:45:47 -0700
-

Well, we have made good progress. With your hints, I was able to re-configure Norton and get TCP Ports 3389 and 51126 (my web site identification port) to LISTEN. However, we aren't quite there yet. My Remote Desktop Web Connection now seems to be working because when I launch it, the connection screen comes up and this never happened when the ports were NOT LISTENING. When I hit the Connect button, the screen blanks and seems to be off trying to communicate with the host computer. However, after about 30 seconds, I get the message from VBScript:Remote Desktop Disconnected "The remote connection has timed-out. Please try connecting to the remote computer again." I have tried with Norton auto-protect and internet worm protection turned off with identical results.

"Sooner Al [MVP]" wrote:

- > The only thing I can suggest is Norton may be killing the connection. Have
- > you tried stopping Norton? Does Norton have worm protection turned on? I
- > don't happen to use the product so I can't give you further advice about
- > Norton, but something is obviously killing RDP since you get the not
- > listening condition from the PortQry test...
- >
- > --
- >
- > 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...
- >
- >
- > "Harry" <Harry@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
- > news:0F25DBE3-07B8-471B-A8B7-6061964F7417@xxxxxxxxxxxxxxxxxxxx
- >> I finally got back to the problem and ran portqry. I tested Port 3389 and
- >> the result was "NOT LISTENING". I uninstalled Norton Antispam and turned
- >> off
- >> the firewall and got the same results. Any suggestions? I am also
- >> running

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>> Norton Antivirus but am running NAV on a PC that works.
>>
>> "Sooner AI [MVP]" wrote:
>>
>>> Did you use the form http://IP_Address:Port/tsweb to call the PC?
>>>
>>> What happens if you don't use the web method and only use the normal
>>> Remote
>>> Desktop connectoid...can you connect?
>>>
>>> What happens if you run the PortQry test? If the test reports a
>>> "Filtered"
>>> result then there is a firewall issue on the Remote Desktop host.
>>>
>>> --
>>>
>>> Al Jarvi (MS-MVP Windows Networking)
>>>
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>>> benefit of all of us...
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>>> rights...
>>>
>>>
>>> "Harry" <Harry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>> <news:6486CEDF-B6AB-4460-A11C-73068E59EAA5@xxxxxxxxxxxxxxxxxxxx>
>>> >I ran NETSTAT –a and it came back with results that the PC was listening
>>> >to
>>> > Port 3389 as well as Port 51126 which is the one that I configured for
>>> > my
>>> > desktop web connection as per instructions from
>>> > http://www.microsoft.com/windowsxp/using/networking/expert/northrup_03may16.mspx.
>>> >
>>> > Terminal Services status was "started".
>>> >
>>> > I am definitely calling the correct static LAN IP. I tried both the IP
>>> > address and computer name.
>>> >
>>> > I tried connecting with the firewalls turned off. I tried connecting
>>> > with
>>> > the Norton Antispam shut down. I tried connecting with the Norton
>>> > Antivirus
>>> > turned off. No success.
>>> >
>>> > Just to make sure it wasn't just me, I set up a remote desktop
>>> > connection
>>> > with a different host PC on my business LAN but using the same laptop
>>> > as
>>> > the
>>> > remote client. No problem. Connected on my first try. So it can't be

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>>>> a
>>>> problem with the client computer.
>>>>
>>>> Do think something got corrupted on this host PC? Should I try
>>>> reloading
>>>> any Windows components from my original XPP CD?
>>>>
>>>> Still trying..... but running out of ideas.
>>>>
>>>> "Sooner Al [MVP]" wrote:
>>>>
>>>>> So is the PC listening on TCP Port 3389?
>>>>>
>>>>> If not, is the Terminal Services service running? If not you need to
>>>>> start
>>>>> it...
>>>>>
>>>>> --
>>>>>
>>>>> Al Jarvi (MS-MVP Windows Networking)
>>>>>
>>>>> Please post *ALL* questions and replies to the news group for the
>>>>> mutual
>>>>> benefit of all of us...
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>>>>> rights...
>>>>>
>>>>>
>>>>> "nanjil" <nanjil@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>> news:5A6081B9-13AD-450D-B6B9-6CDFFF8BDBE8@xxxxxxxxxxxxxxxxxxxx
>>>>>>
>>>>>> It does not work whetehr it is connected through a wirless ip or
>>>>>> wired
>>>>>> ethernet ip. I also do not think i have nav2005 software. The sp2
>>>>>> firewall
>>>>>> says everything should be ok as far as remote connection is
>>>>>> concerned.
>>>>>> "Sooner Al [MVP]" wrote:
>>>>>>>
>>>>>>> Any firewall software running on the Remote Desktop PC?
>>>>>>>>
>>>>>>>> Some folks report NAV 2005 worm protection kills Remote Desktop on
>>>>>>>> a
>>>>>>>> PC.
>>>>>>>> Check to see if your running anything like that, that maybe causing
>>>>>>>> the
>>>>>>>> problem.
>>>>>>>>
>>>>>>>> Are you calling the correct static LAN IP?
>>>>>>>>

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>>>>> --
>>>>>
>>>>> Al Jarvi (MS-MVP Windows Networking)
>>>>>
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>>>>> 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...
>>>>>
>>>>>
>>>>> "nanjil" <nanjil@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>> news:C4A4E54A-6D85-4154-B381-1BFE141DA8A7@xxxxxxxxxxxxxxxxxxxx
>>>>> >I have the sort of same problem. I have teh remote connection
>>>>> >enabled.
>>>>> > terminal services are running.yet none of the machines in teh
>>>>> > local
>>>>> > network
>>>>> > are able to find it through remote connection
>>>>> >
>>>>> >
>>>>> > "Sooner Al [MVP]" wrote:
>>>>> >
>>>>> >> Is the Remote Desktop host PC listening on TCP Port 3389?
>>>>> >>
>>>>> >> If not, is the Terminal Services service running? If not you
>>>>> >> need
>>>>> >> to
>>>>> >> start
>>>>> >> it...
>>>>> >>
>>>>> >> --
>>>>> >>
>>>>> >> Al Jarvi (MS-MVP Windows Networking)
>>>>> >>
>>>>> >> Please post *ALL* questions and replies to the news group for
>>>>> >> the
>>>>> >> mutual
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-
- **Follow-Ups:**
 - ◆ **Re: Testing Remote Desktop Connection**
 - ◇ From: Sooner AI [MVP]

 - **References:**
 - ◆ **Testing Remote Desktop Connection**
 - ◇ From: Harry
 - ◆ **Re: Testing Remote Desktop Connection**
 - ◇ From: Sooner AI [MVP]
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 - ◇ From: Harry
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 - ◇ From: Sooner AI [MVP]
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