

Re: Cannot maintain a Remote Desktop Connection over VPN using Netgear ADSL router

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2007-08/msg00034.html

- From: it@xxxxxxxxxxxxxxxxxxx
 - Date: Mon, 13 Aug 2007 02:49:36 -0700
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On 9 Aug, 20:15, "Robert L [MVP - Networking]" <nore...@xxxxxxxxxxx> wrote:

Thank you for the feedback.

Bob Lin, MS-MVP, MCSE & CNE
Networking, Internet, Routing, VPN Troubleshooting on <http://www.ChicagoTech.net>
How to Setup Windows, Network, VPN & Remote Access
on <http://www.HowToNetworking.com> <i...@xxxxxxxxxxxxxxxxxxx> wrote in
message news:118666666.794395.293190@xx

On 6 Aug, 16:09, "Robert L [MVP - Networking]" <nore...@xxxxxxxxxxx> wrote:

- > It could be the MUT issue. this link may help,
- >
- > VPN connection is disconnected after several minutes VPN connection is disconnected after several minutes. We have been seeing more and more cases like this one. We don't really know the causes, ...
- > <http://www.chicagotech.net/VPN/vpn3minutes.htm>
- >
- > Bob Lin, MS-MVP, MCSE & CNE
- > Networking, Internet, Routing, VPN Troubleshooting on <http://www.ChicagoTech.net>
- > How to Setup Windows, Network, VPN & Remote Access
on <http://www.HowToNetworking.com> <i...@xxxxxxxxxxxxxxxxxxx> wrote in
message news:1186400145.402301.72970@xx
- >
- > Just looking for some pointers to see if I can resolve a small problem
- > we are having...
- >
- > We have recently upgraded our out-of-date BT ADSL router to a Netgear
- > DG834 wireless ADSL router and are now having some interesting issues
- > with VPN connectivity to Windows servers.
- >
- > If I have a VPN active, and then make a connection over that VPN using
- > Windows Terminal Server Client v5.0, VNC Viewer or XP's in-built
- > Remote Desktop Connection, everything works fine but after just two or
- > three minutes the session either disconnects (in the case of Windows

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- > 2000 servers) or simply hangs for several minutes (when connected to
- > Windows Server 2003 servers). In both cases this characteristic is
- > frustrating to say the least!
- >
- > There are no errors it simply kicks me off and then leaves me to
- > either reconnect to the now disconnected session, or just wait for the
- > server to respond after it idles for several minutes.
- >
- > Is this likely to be a configuration issue on the Netgear router?
- >
- > This issue is affecting both XP Professional SP2 users, and Vista
- > Business users.
- >
- > Thanks in advance for your help!

Hi Robert,

Perfect! Your advice is spot-on. Applying the new registry subkeys re MTU size has fixed the issue on my XP machine and I have remained logged in to a Windows 2000 Server via RDC for over 60 minutes without being disconnected. I'm just awaiting one of my Vista-enabled colleagues to apply the fix and test it for me...

Many thanks

Simon

OK I think I may have been a little hasty in my belief that the issue had been fixed... it worked for a while but now we have the same problem again but now seems to be only on the Windows 2003 servers.

I'll have a look at the Microsoft Hotfix re the 2k3 servers but I think I need to alter the TunnelMTU packet size in the registry on my XP laptop. It is currently at 1472 (decimal). Can anyone provide a more successful packet size value to apply? My best guess would be that I need a smaller packet size?

Regards

Simon

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