

# Re: Remote assistance not working in a DOMAIN

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[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work\\_remotely/2008-06/msg00092.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2008-06/msg00092.html)

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- *From:* hossein <[hossein@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:hossein@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 20 Jun 2008 05:40:00 -0700
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hi  
in domain you should set group ploicy too

"Robert L. (MS-MVP)" wrote:

Do you have any domain group policy? Posting the gpresult may help.

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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>  
"Dorel Sturm" <[dodo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:dodo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:g217b1\\$odv\\$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:g217b1$odv$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi there,

I have here a domain with this configuration:

- computer A, B, C members of the same domain.
- all three computers are running Windows XP. Computer A is running 64-bit version.
- all of them are on the same local network.
- all IP addresses are public addresses.
- on none of the computers the Windows Firewall is enabled (in fact the service is stopped!)
- on all three computers the same user is logged on (administrator rights on domain and each computer)
- in control panel in System->Remote both Remote Assistance and Remote Desktop are enabled.

The problem is that "Offer remote assistance" does not work. All the time I get the error "A Remote Assistance connection could not be established. You may want to check for network issues or determine if the invitation

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expired or was cancelled by the person who sent it." I tried everything possible but no help.

The interesting stuff: Offer remote assistance works only from computer B!!! From B to A or C works OK but never ever from computer A to B or C or from C to A or B!!! There are no differences regarding network connections, domain membership between computer A and B.

Remote desktop work correctly from any computer to any computer.

When I start "Offer Remote Assistance" from computer A and I enter in the first line the IP address of computer B and I press Connect I get the correct logged on user name on computer B (I checked this by using different users). So the connection to computer B is OK. But when I press Start Remote Assistance button I get the error.

Any ideas?

Thanks for your help.