

Re: remote access

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-06/0395.html>

From: Les Connor [SBS MVP] (les.connor_at_DEL.cfive.ca)

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Patrick,

What type of connection does the remote computer have ? I'm curious, because I can reproduce this behavior at one location where dial-up is the only connection available to that remote client.

Remote location A (the user's residence).

Dialup connection speed is established at 26.4, never more, sometimes less.

Can connect to RWW 9 of 10 times.

When can connect to RWW – OWA works all the time, but Connect to Computer only works 40% of the time, fails with the same error you get.

Tried with 3 different computers and modems from this location, same results.

Remote location B (any other location than A)

Dialup connection speed is established at much higher rate (40's).

RWW, OWA and Connect to Computer at work function reliably.

Same computer(s) as used in location B, same ISP.

Conclusion thus far – Location A has either bad POTS line or some bad modems in the ISP modem bank, when accessed from that location.

Have had TELCO test the line to the residence OD, but not inside the residence, so it could still be either of the above.

Another scenario.

Remote location:

Client computer on SBS lan (standard version – no isa, two nics w/basic firewall, external nat router connected to xdsl).

Client computer is connected to SBS via wireless connection (AP on switch).

Client computer goes to <https://remotesbs/domain.com/remote>. Page will time out eventually if you let it.

Click on 'stop' in IE and then 'refresh', and login page comes up and user logs into RWW.

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OWA works.

Select 'connect to computer at work', select computer and click connect – screen changes to either windows default blue, or sometimes black – and login box never appears.

Refresh brings up the error you get:, ok past that and you are back at the select computer page.

Click connect again, and the login box appears and the connection succeeds.

A similar thing happens with RDP, when connecting to a remote server. The server background shows, but no login box. Closing the RDP window, and trying the connection a second time results in the login appearing, and a successful connection.

Conclusion: This is a problem at this remote location only, not the servers or workstations being connected to. It has something to do with either the wireless connection, or the router at this location. Haven't sorted it past that point yet.

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Les Connor [SBS MVP]

SBS Rocks !

"patrick" <anonymous@discussions.microsoft.com> wrote in message
news:D38E0F3E-A49A-4367-97DB-8A4D40FD1879@microsoft.com...

> you asked:

>

> Hi Patrick,

>

> I have no clue about this now, because you have deleted the whole thread.

> Can you rdp successfully within your network?

>

> --

>

> Answer . NO. i can not do so using the domain name sbs.domain.com/remote/
where domain.com represents their company. I get the same problem, it
brings up the list of pc after log in but no dice when i click on the
actual. computer name. i still get:

>

> title: vbscript : remote desktop disconnected

> message: The client could not connect to the remote computer. Remote
connections might not be enabled or the computer might be too busy to accept
new connections. It is also possible that network problems are preventing
your connection. Please try connecting again later. If the problem continues
to occur, contact your administrator.

>

> However as stated i am able to offer remote assistance using msn
messenger, and i have set up the pcs to accept the incoming requests for
remoteassistance.

>