

## RE: Remote access problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg05016.html>

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- *From:* [v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx) (Edward Tian)
  - *Date:* Thu, 18 Aug 2005 05:05:54 GMT
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Hi Ger:

Thank you for posting here.

>From the description, I understand that you cannot establish the RDP sessions with the SBS server through the RWW portal using <http://<external ip>/remote>, but it works if using <http://computername/remote>. If I'm off base, please do let me know.

First, let me describe the mechanism of the RWW-RDP connection. Although the RWW-RDP function is designed for SBS server, it is still based on traditional RDP (terminal service) technology. When we establish the connection through the RWW site, the SBS server actually works as a RDP proxy. The server accepts the requests from the remote internet computers and then initiates the requests to the internal workstations through RDP protocol. The workstations uses built-in RDP engine to respond the requests. The 4125 port is used for the RDP proxy procedure.

To narrow down this issue, please help me collect the following information:

1. Can I assume that you have already run the 'Configure E-mail and Internet Connection wizard' to configure the server networking settings? If not, please open Server Management console, navigate to 'Internet and E-mail' snap-in. Click 'Connect to the internet' in the right panel. In 'Web services' selection window, make sure to select the RWW option. Follow the wizard to complete the settings. Will you be able to successfully access the RWW-RDP connections?
2. In most cases, the RWW-RDP connection issue can be related to the front side router/firewall redirection settings. Please double check the TCP 4125 port redirection settings on the router/firewall.
3. Please connect a workstation to the same subnet of the SBS server's external NIC. Try to access the SBS server by using <https://<external ip of SBS server>/remote>. Then can you establish the RDP session?
4. Do you have ISA installed?

I look forward to hearing from you. Please feel free to let me know if you

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have any questions or concerns.  
Have a nice day! :)

Best Regards  
Edward Tian(MSFT)  
Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| Thread-Topic: Remote access problem  
| thread-index: AcWjXVd2BrXzUzFzS1ekdrYvuMsFCA==  
| X-WBNR-Posting-Host: 213.75.12.42  
| From: =?Utf-8?B?R2Vy?= <Ger@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Remote access problem  
| Date: Wed, 17 Aug 2005 11:56:14 -0700  
| Lines: 14  
| Message-ID: <1F38836F-3165-451B-ABC3-8F6983B2B583@xxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain;  
| charset="Utf-8"  
| Content-Transfer-Encoding: 7bit  
| X-Newsreader: Microsoft CDO for Windows 2000  
| Content-Class: urn:content-classes:message  
| Importance: normal  
| Priority: normal  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

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| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:145290  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi all,

| When logging in on the LAN with URL http://<servername>/remote, I can  
login

| and choose a server and login on that server... no problem

| When logging in on the LAN with URL http://<ipaddress>/remote (via  
external

| proxy), I can login, but when I choose a server, login is not possible

(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  
etc.

| etc.) and I got an empty page.

| What can be done ??

| Ger.

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• *Follow-Ups:*

◆ ***RE: Remote access problem***

◇ *From:* Ger

• *References:*

◆ ***Remote access problem***

◇ *From:* Ger

• Prev by Date: ***Re: Error binding to local domain***

• Next by Date: ***RE: Cannot install Webpart***

• Previous by thread: ***Re: Remote access problem***

• Next by thread: ***RE: Remote access problem***

• Index(es):

◆ ***Date***

◆ ***Thread***