

Re: Cannot connect to desktops on LAN using RWW or RDC

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06060.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Mon, 22 Aug 2005 01:42:06 GMT
-

Hello Pinter,

Thank you for posting back!

I am glad to hear that the information helps and thing is working correctly on your side now. If you need any assistance regarding SBS server in the future, please feel free to post back this great Newsgroup. We are glad to be working with you again!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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.

Re: Cannot connect to desktops on LAN using RWW or RDC

Any input or comments in this thread are highly appreciated.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

>From: "B Pinter" <go_btech@xxxxxxxx>
>References: <OdOOycFpFHA.272@xxxxxxxxxxxxxxxxxxxxxx>
<AfkkiIpFHA.3472@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: Cannot connect to desktops on LAN using RWW or RDC
>Date: Mon, 22 Aug 2005 09:06:32 +1000
>Lines: 143
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
>X-RFC2646: Format=Flowed; Original
>Message-ID: <eEuy5TqpFHA.1968@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: 203.166.7.70
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:146426
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>
> Brandy,
>
>Thanks for your help. It was #4. My understanding was that my client has
>been using RWW successfully in the past, but now they tell me that they
>couldn't ever connect successfully. No wonder.

>
>Thanks again.

>
>
>""Brandy Nee [MSFT]"" <v-branee@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>news:AfkkiIpFHA.3472@xxxxxxxxxxxxxxxxxxxxxx

>> Hello Pinter,

>>
>> Thank you for posting to the SBS Newsgroup.

>>
>> I understand that you cannot RDP to client workstations neither from LAN
>> nor from the Internet, but you can RDP to the server. If I have
>> misunderstood your concern, please let me know.

>>
>> Based on my experience, most of this issue is caused if a process that is
>> running on the Windows Small Business Server-based computer is listening
>> on

>> Transmission Control Protocol (TCP) port 4125. To do so, please take your
>> time and refer the following KB article to perform a test:

>>
>> Users cannot connect to remote desktops by using the Windows Small

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>> Business
>> Server 2003 Remote Web Workplace
>> <http://support.microsoft.com/?kbid=886209>
>>
>> If the issue persists, please check:
>>
>> 1. Can you ping the problematic client workstations' netbios name?
>>
>> 2. Can you RDP from the server to client workstations?
>>
>> 3. Make sure that the TCP 3389 is opened on the client workstations. This
>> is because when you try to connect to client desktops or server desktops
>> from RWW, the SBS server tells the clients to initialize a connection on
>> port 4125. If the connection is established the server will deliver the
>> terminal service connection to the destination computer on the normal
>> Terminal Service port 3389. This is a by-design in RWW.
>>
>> 4. Just a double check, on the problematic client workstation, right
click
>> My Computer, go to Remote tab, make sure that the box under Remote
Desktop
>> is being checked.
>>
>> Hope this information helps. If anything is unclear, please feel free to
>> let me know. I am looking forward to your reply!
>>
>> Best regards,
>>
>> Brandy Nee
>>
>> Microsoft CSS Online Newsgroup Support
>>
>> Get Secure! – www.microsoft.com/security
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>>
>>
>>
>> -----
>>>From: "B Pinter" <go_btech@xxxxxxxx>
>>>Subject: Cannot connect to desktops on LAN using RWW or RDC
>>>Date: Fri, 19 Aug 2005 10:44:45 +1000
>>>Lines: 29
>>>X-Priority: 3
>>>X-MSMail-Priority: Normal
>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
>>>X-RFC2646: Format=Flowed; Original
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>>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl
>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:145707
>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>
>>>Hi,
>>>
>>>I have 3 PCs on a LAN with SBS 2003 server running remote web workplace.
>> The
>>>LAN is behind a firewall. Until yesterday, all users could connect to
>> their
>>>desktops from home via remote web workplace. But today, none of them can.
>> I
>>>cannot even connect to the desktops from internally via remote web
>> workplace
>>>or remote desktop connection (using either the IP or the machine names.)
>>>
>>>The error for RWW is as follows:
>>>Connectivity to the remote computer could not be established. Ensure that
>>>the remote computer is on and connected to the Windows Small Business
>> Server
>>>network.
>>>
>>>The PCs ping OK, resolve OK in the DNS.
>>>

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>>>I can connect to the SBS Server via RWW internally or externally with no
>>>problems but none of the desktop machines.
>>>
>>>Does anyone know if there has been an update that might have been applied
>>>automatically that could have caused this?
>>>
>>>All the desktop PCs are XP Pro SP2. All were accessible yesterday.
>>>
>>>If anyone has ANY ideas, I'd be grateful.
>>>
>>>ps. last week I disabled the SBS logon script. (it's the only thing I did
>> to
>>>the server recently)
>>>
>>>
>>>
>>
>
>
>

• **References:**

- ◆ **Cannot connect to desktops on LAN using RWW or RDC**
 ◇ From: B Pinter
 - ◆ **RE: Cannot connect to desktops on LAN using RWW or RDC**
 ◇ From: "Brandy Nee [MSFT]"
 - ◆ **Re: Cannot connect to desktops on LAN using RWW or RDC**
 ◇ From: B Pinter
- Prev by Date: **Unable to reinstall Fax services**
 - Next by Date: **Re: problem installing ISA2004 of SBS2003 servicepack1**
 - Previous by thread: **Re: Cannot connect to desktops on LAN using RWW or RDC**
 - Next by thread: **Client Setup could not remove a special account to migrate user...**
 - Index(es):
 - ◆ **Date**
 - ◆ **Thread**