

# RE: Problems with Remote Desktop Connction to SBS

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02054.html>

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- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
  - *Date:* Fri, 18 Nov 2005 08:29:11 GMT
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Hello Nigel,

Thank you for posting back!

Thanks a lot for your detail information! I understand that the issue only occurs when you RDP to SBS Server. I have performed a lot of research on your issue, please see my suggestions:

Based on my research, there are several possibility can cause this issue. It may take us intensive trouble shooting to locate the root cause for it. I will try my best to help you resolve this issue efficiently and appreciate your efforts.

To trouble shoot this problem efficiently, let us perform the following suggestions:

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## Suggestion 1: Repair Terminal Services Device Redirector

This problem may occur when the Terminal Services Device Redirector is corrupt. Let us perform the following steps to repair it:

### 1. Download and install devcon:

311272 The DevCon command-line utility functions as an alternative to Device Manager

<http://support.microsoft.com/default.aspx?scid=kb:en-us:311272>

2. Choose to Run. It will ask you where to unzip unzip to the C drive browse to C open the I386 folder and copy devcon to the C drive.

3. Run the following line from command prompt (Make sure that you are on the root of C )

```
devcon -r install %windir%\inf\machine.inf root\rdpdr
```

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4. Restart and test out the remote desktop connection again

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Suggestion 2: Disable additional services

It is reported that some third party applications, such as AdAware AdAware SE Professional from LavaSoft and SpySweeper may cause this issue. If you have these applications installed, please uninstall them and reboot the server to test.

In addition, I suggest that you boot the system into a Clean Boot environment to isolate the influence of additional applications and services. To do so, please perform the following steps:

1. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
2. In the Startup tab, click the "Disable All" button.
3. In the Services tab, check the "Hide All Microsoft Services" checkbox, and then click the "Disable All" button.
4. Click OK and restart your computer. Does this problem exist in a Clean Boot environment?

Q310560 How to Troubleshoot By Using the Msconfig Utility in Windows XP  
<http://support.microsoft.com/support/kb/articles/q310/5/60.asp>

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Suggestion 3: Check DisableDFS key

When a client connects to a terminal server the [HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Mup\DisableDFS] registry value is checked. In some cases, the mere existence of the DisableDFS registry key will prevent you from connecting. Please check whether this registry value exists. If so, please backup and remove this value. After that, please reboot the server to see whether this problem continues.

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Does it work now? If this problem continues, please help to collect some information so that I can perform further research on this issue:

- a. On the client workstation, after you reproduce the issue, run "telnet <IP address of the server> 3389" command to see whether you can access the 3389 port of the server. Please replace the "<IP address of the server>" by the IP address of the server. If the telnet connection is OK, a black window will be displayed.

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b. Also after you reproduce the issue, on the server and the client workstation, run "eventvwr" (without quotation marks), check whether there is any error. If yes, double click it, click the Copy button and paste the full content to the Newsgroup.

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

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

Any input or comments in this thread are highly appreciated.

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>Subject: RE: Problems with Remote Desktop Connction to SBS  
>From: Nigel Ainscoe <publicnewsgroups@xxxxxxxxxxxx>  
>References: <Xns971077EE4AA68publicnewsgroupsnowh@xxxxxxxxxxxx>  
<E9L6yIy6FHA.1236@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Organization: Jackson Delaney & Co.  
>Message-ID: <Xns9711653307E60publicnewsgroupsnowh@xxxxxxxxxxxx>  
>User-Agent: Xnews/5.04.25

RE: Problems with Remote Desktop Connction to SBS

>Newsgroups: microsoft.public.windows.server.sbs  
>Date: Thu, 17 Nov 2005 01:58:47 -0800  
>NNTP-Posting-Host: dsl-62-3-68-232.zen.co.uk 62.3.68.232  
>Lines: 1  
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl  
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223146  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Brandy,  
>  
>Thanks for your reply. These are screen shots of the process.  
>(The screen shots are posted separately)  
>  
>First I start the remote connection dialog and select my SBS  
>  
>See dialog 1  
>  
>Click Connect and get the following message.  
>  
>See dialog 2  
>  
>This happens from workstations on the LAN and from my laptop when out of  
>the office and connecting over a VPN and on the server itself (you can  
>connect to the server via an TS admin session from the server itself but  
>I guess you would know that)  
>  
>I will repeat for clarity that I have been administering this server for  
>as long as SBS 2003 has been out using RDC and I have not had this  
>problem until I loaded SP1 last week.  
>  
>Now to answer your other questions:  
>  
>1. Did you install SBS 2K3 SP1 and Exchange SP2 successfully? Did you  
>meet  
>any error message during the installation?  
>  
>The entire process ran smoothly with no error messages.  
>  
>For your information: We suggest that customers install full patches of  
>SBS  
>2K3 SP1, then install Exchange Server 2003 SP2. Could you please point  
>me  
>the document or the web link that indicates "I.e. after the Win2003 SP1  
>but  
>before the SBS SP1"?  
>  
><http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e0b3fc3/ToDownloadFilesandReadInstructions.htm>  
>  
>In step four I substituted Exchange Server SP2 for SP1. Seemed the  
>sensible thing to do.

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>  
>2. You mentioned "Disconnect, but leave session running", I have  
>following  
>two questions:  
>  
>a. As Sarah said, how did you disconnect?  
>  
>I disconnect by clicking the X.  
>  
>See dialog 3  
>  
>b. After you disconnect, how did you leave session running?  
>  
>The session remains running automatically, as per the dialog below:  
>  
>See dialog 4  
>  
>I click OK  
>  
>3. Please type the full error message word by word to the Newsgroup, so  
>we  
>can perform accurate research. I also suggest that you capture a screen  
>shot for the error message and send it to my mailbox:  
>v-branee@xxxxxxxxxxxxxxxxx  
>  
>4. Does this issue occur in LAN or from the Internet?  
>  
>Both  
>  
>5. If you try another computer, and RDP to SBS Server, can this issue  
>reproduce?  
>  
>It happens on both my workstations  
>  
>6. You mentioned "Log on to remote desktop", I need to know how you  
>logged  
>on Remote Desktop, "mstsc", "mstsc -console" or through RWW?  
>  
>See dialogs above  
>  
>7. If you RDP to anther client workstation, can this issue reproduce?  
>  
>No, in fact I am RDC'd into a workstation at a client's site as I write  
>this with no problems at all. I do this without issue from both their  
>LAN and from my own LAN via VPN.  
>  
>One other thing, I have been through all the dialogs on the server for  
>remote session timeouts, both for group policies and for policies for my  
>personal profile and they are all set to never expire and allow re-  
>connection from any workstation.  
>

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>I hope this helps and thank you for taking the time.

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>Regards,

>Nigel Ainscoe

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• *Follow-Ups:*

◆ **RE: Problems with Remote Desktop Connction to SBS**

◇ *From:* Ralf Klebermass

◆ **RE: Problems with Remote Desktop Connction to SBS**

◇ *From:* Nigel Ainscoe

• *References:*

◆ **Problems with Remote Desktop Connction to SBS**

◇ *From:* Nigel Ainscoe

◆ **RE: Problems with Remote Desktop Connction to SBS**

◇ *From:* "Brandy Nee [MSFT]"

◆ **RE: Problems with Remote Desktop Connction to SBS**

◇ *From:* Nigel Ainscoe

• Prev by Date: **RE: wireless**

• Next by Date: **Re: Timeout (30000 milliseconds) waiting for a transaction response from the NtFrs service**

• Previous by thread: **RE: Problems with Remote Desktop Connction to SBS**

• Next by thread: **RE: Problems with Remote Desktop Connction to SBS**

• Index(es):

◆ **Date**

◆ **Thread**