

RE: Can't Connect to Remote Desktop on External Network

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg01832.html>

- *From:* DanEM <DanEM@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 12 Jun 2006 06:11:02 -0700
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I'm sorry, one further clarification.

After 2nd NIC and ISA 2004 install on my server, I CAN connect to VPNs on the EXTERNAL networks, I just cannot connect to desktops using Remote Desktop after connecting to VPN.

Thanks,
Dan

""Crina Li"" wrote:

Hi Dan,

Thank you for posting in SBS newsgroup.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

From the description, do you mean you can not RDP to LAN of SBS from external network or you can not RDP to external network from SBS and LAN client computer?

To narrow down the problem, would you please help me confirm the following?

1. Have you rerun CEICW?
2. Can you RDP to SBS or other computers directly through click Start and Accessories and Communications and Remote Desktop Connection?
3. In Internet Explorer on the workstation you are connecting from, go to Tools, Internet Options, then click on the Privacy tab, remove the check for Block pop-ups.
4. Double check if you have selected Allow users to connect remotely to this computer on the Remote tab of properties of My Computer on SBS server and the computer you want to connect to.
5. This issue can also occur if you are connecting from an Internet computer and your router does not have incoming TCP port 4125 opened. If this is the case, all connections from LAN computers should work. I suggest

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you check to make sure the incoming TCP port 4125 is opened on your router or hardware firewall. For more information regarding a similar issue, see:

828053 ISA Server prevents connection to a remote desktop when you connect <http://support.microsoft.com/?id=828053>

886209 Users cannot connect to remote desktops by using the Windows Small <http://support.microsoft.com/?id=886209>

I appreciate your time and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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: Can't Connect to Remote Desktop on External Network
| thread-index: AcaMn/I5uksfbDOtQR2HrmZmOGWpaA==
| X-WBNR-Posting-Host: 140.186.109.93
| From: =?Utf-8?B?RGFuRU0=?= <DanEM@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Can't Connect to Remote Desktop on External Network

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| Date: Sat, 10 Jun 2006 08:10:02 -0700
| Lines: 12
| Message-ID: <FDA16D67-A4A0-4FC2-9402-DF7B67086A3C@xxxxxxxxxxxxxx>
| 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 V6.00.3790.1830
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGXA01.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:274277
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| I just installed a second NIC and ISA Sever 2004 SP1 on my SBS 2003 sp1
| server. Now I can't connect to Remote Desktops on external networks (SBS
2K

| or SBS 2003) that I could previously connect to.
| I CAN connect to VPN on either of these external servers.

| My Network:
| Server: SBS 2003 sp1, ISA 2004 sp1 – using ISA Firewall, 2 Nics
| Workstation: XP Pro sp2, ISA Firewall Client

| Thanks
| Dan