

RE: VBScript: Remote Desktop Disconnected

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg02944.html>

- *From:* CUBuffs <CUBuffs@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 14 Aug 2006 14:00:02 -0700
-

The issue occurs only on remote connections to terminal server.

We use SBS 2003 standard & I don't recall installing ISA---how would I verify that?

We have one nic installed and a Linksys BEFXS41 firewall router in front of the server. Actually the branch office also has a Linksys BEFXS41 installed. However this freeze-up has occurred from users home offices as well.

We don't have a public pfdn---we use the IP address.

Port 4125 is and has been opened on both firewalls.

Thanks.

"chace zhang" wrote:

Hi,

Thank you for posting back. Sorry for the delayed response due to weekend.

Please let me know the following questions for further analysis:

- Does the issue occur to every Windows XP client on your SBS network you are connecting to?
- What's the version of your SBS 2K3, Standard, Premium or RC? Do you have ISA installed and configured?
- How many NICs do you have on the SBS server?
- Is there any hardware router/firewall in front of your SBS server?
- Does this issue happen if you connect the client computer using <https://public-fqdn/remote> from external?
- Do you have a router between SBS 2003 and your computer?

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Please make sure that you have opened the port 4125 on the hardware firewall that is between the LAN and the Internet connection.

Note: If you have routers in front of the hardware firewall, you also need to open the port on them.

For information about how to open ports on the hardware firewall and routers, you can check the hardware menu or contact the hardware vendor.

For your information:

Appendix C – Network Configuration Settings

http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/gsg/appx_c.mspx

If you have any questions please do not hesitate to let me know. I look forward to your update.

Have a nice day

Best Regards,

Chace Zhang (MSFT)

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.

Any input or comments in this thread are highly appreciated.

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=====
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| Thread-Topic: VBScript: Remote Desktop Disconnected
| thread-index: Aca9PWUpXa4VbmV+SbqZBb5KeWj+aw==
| X-WBNR-Posting-Host: 12.226.24.79
| From: =?Utf-8?B?Q1VCdWZmcw==?= <CUBuffs@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <5EC1E9C2-2BCA-41AB-87B2-3506B54DB64A@xxxxxxxxxxxxxx>
<ynewY8RvGHA.1992@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: VBScript: Remote Desktop Disconnected
| Date: Fri, 11 Aug 2006 04:58:01 -0700
| Lines: 149
| Message-ID: <5A10F3A4-28FF-474E-ABEA-036372551554@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:288909
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Thanks for your reply. No, this problem occurs even without launching
any
| applications in Terminal Server. Additionally, I have checked the IIS
| settings as per your message and find that they are already set to those
| numbers. Please let me know of any other suggestions. Thanks.
|
| "chace zhang" wrote:
|
| > Hi,
| >
| > Thank you for posing here.
| >
| > From your description, I understand you encountered "VBScript: Remote
| > Desktop Disconnected" when open Quickbook via Terminal.
| >
| > In order to get a clear picture on this issue, please let me know does
this
| > issue just occur when open Quicikbook? Does this issue also occur when
| > trying to open other apps such as MS Word or Notepad?

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|>
|> Based on my research, I would like to provide you following actions to
|> resolve this issue.
|>
|> 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.
|>
|> Close and reopen IE to verify this issue.
|>
|> Also this issue may be related to the non-default settings in the
|> DefaultApplicationPool as following:
|>
|> - "Recycle worker Process (in minutes)" was set checked and set to
6740,
|> whereas on a default installation that box is unchecked
|> - "Recycle worker processes at the following times" was not checked
whereas
|> on a default installation it is checked and a value of 04:00 is
specified
|> - "Shutdown worker processes after being idle for (time in minutes)"
was
|> set to 20, whereas on a default installation it is set to 600.
|>
|> So, let's do the following to check the settings on terminal server:
|>
|> 1. Open IIS manager from Administrative Tools.
|> 2. Go to [Server Name]\Application Pool, right click the DefaultAppPool
and
|> select Properties.
|> 3. Under Recycling tab, ensure that only the option of "Recycle worker
|> processes at the following times" is selected and it is set to 04:00.
|> 4. Go to Performance tab, under Idle Timeout setting, please ensure
that
|> the value of "Shutdown worker processes after being idle for (time in
|> minutes)" is 600.
|> 5. Under Request Queue limit, ensure the data is set to 4000
|> 6. Under Web Garden setting, make sure that the data of "Maximum number
of
|> worker processes" is set to 1.
|> 7. Click OK to exit.
|> 8. Right click the IIS Server, select All Tasks -> Restart IIS, select
|> "Stop Internet Service on [server name]".
|> 9. Right click the IIS Server, select All Tasks -> Restart IIS, select
|> "Start Internet Service on [server name]".
|>
|> Then, try again to see if the issue is fixed.
|>
|>

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|> Hope this helps, if you need more help on this issue, please feel free to
|> let me know.
|>
|> Best Regards,
|>
|> Chace Zhang (MSFT)
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|> Microsoft CSS Online Newsgroup Support
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|> | thread-index: Aca8oRMOO9K2xKUfSXaz+qUKvuBPDw==

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|> | From: =?Utf-8?B?Q1VCdWZmcw==?= <CUBuffs@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: VBScript: Remote Desktop Disconnected
|> | Date: Thu, 10 Aug 2006 10:19:02 -0700
|> | Lines: 18
|> | Message-ID: <5EC1E9C2-2BCA-41AB-87B2-3506B54DB64A@xxxxxxxxxxxx>
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | charset="Utf-8"
|> | Content-Transfer-Encoding: 7bit
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|> | Path: TK2MSFTNGXA01.phx.gbl
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:288690
|> | NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Our SBS 2003 has Terminal Server setup as a member server. We have a
|> remote
|> | office that accesses the terminal server through RWW. The
application
|> they
|> | run is QuickBooks enterprise.
|> |
|> | When the remote users login to terminal server remotely and then
launch
|> | Quickbooks they usually encounter a lockup when they let the
connection
|> sit
|> | idle for a minute or two.
|> |
|> | The error message is "VBScript: Remote Desktop Disconnected".
Terminal
|> | Server has also been know to boot the user out to the login screen
again.
|> |
|> | These problems are only associated with remote user access from
Terminal
|> | Server. One of our users commonly accesses her office pc remotely
|> through
|> | RWW and can run Quickbooks from her desktop without any problems, but
|> anyone
|> | using Terminal Server will randomly freeze with a very short period
of
|> | inactivity.
|> |
|> | Help is greatly sought after and appreciated. Thanks.

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|> |
|>
|>
|