

Re: Remote Web Workplace not working properly

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg03349.html>

- *From:* "Derek Upson" <dwupson@xxxxxxxxxxxxxxxx>
 - *Date:* Sun, 19 Nov 2006 15:44:30 -0500
-

It is a vbscript window that pops up. And I do have a linksys router at my house here. However, the problem happens even at work when I am on the same very network. At work, I can be at my desk and log into RWW as the administrator, take control of the server in the room right next to me, and have it disconnect me after 20 minutes or so (and continuously working).

At work, we have a sonicwall firewall and no linksys equipment.

"Maxibo" <totallyanon@xxxxxxxx> wrote in message <news:%23NXlyhADHHA.3492@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

If the popup window is a 'vbscript window' then internet connectivity has been lost / dropped at either remote or on site.

"Lanwench [MVP - Exchange]"

<lanwench@xx> wrote in message <news:OztXdbADHHA.3836@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

In news:1ZKdnWxM3PjsAP3YnZ2dnUVZ_sidnZ2d@xxxxxxxxxxxx,
Derek Upson <dwupson@xxxxxxxxxxxxxxxx> typed:

it happens to all users (even administrator) from all locations
(both
over the internet or from any one desktop within the
network).

are you asking if the driver for the NIC card in the server is
current?

Yes. And check for event log errors.

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or
so.
I
know
that
there
is
a
setting
that
disconnects
you
after
20
minutes
of
inactivity....but
we
are
kicked
off
even
when
we
are
working
non-stop
for
20
minutes.

When
it
happens,
a
window
pops
up
saying
that
an
Internal
Error
has
occurred.
After
hitting
OK
(only
option)....we
are

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bounced
back
to
the
login
window.
If
we
want
to
avoid
getting
totally
booted,
we
can
close
the
window
showing
the
desktop
every
15
minutes
or
so
and
then
select
the
computer
again
from
the
list.
it
is
still
annoying,
but
we
at
least
don't
get
totally
bounced
back
to
the

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login
window.
This
happens
regardless
of
whether
I
am
using
RWW
from
home
or
on
our
actual
network
(I
do
this
sometimes
to
connect
to
our
server
from
my
desktop).
It
does
not
matter
which
username
I
am
logged
in
as.
Any
ideas?

Deselect the
"I'm
working on
a
public/shared
computer"

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option and
see if this
still
happens.

Does this happen to all users, from all locations? I'd have to wonder if there's a network problem....I haven't seen this issue myself, and I doubt it's related to the timeout.
Are you using the latest supported NIC driver on your server?