

Re: RDP no Longer working (Internal / External)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg02022.html>

- *From:* Paul Mac <PaulMac@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 13 May 2007 18:00:00 -0700
-

In case anyone is watching this thread, a resolution was received after countless visits to the clients site to run another netstat output switch.

In the end the RDP-TCP registry key was completely missing, which was why the server was not listening on 3389.

Adding the default RDP Keys to the registry sorted the issue, now just trying to identify why it all started following some updates.

The server was notoriously slow in shutdown and re-start, but uninstalling KB932168 resolved the shutdown problems we had and was the last update that was installed before the RDP connection was lost. However, re-installing the update again has not re-created the problem nor is the shutdown problem there, so I am tipping that it may have been a corrupt install.

In case you are experiencing the same problem, make sure that the following key and sub keys exists.

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal  
Server\WinStations\RDP-Tcp]
```

Needless to say that I am much happier that the system is now accessible remotely.

Regards,

Paul

"Paul Mac" wrote:

That's next on the list, just checking that there were no other solutions out there.

We're in AUS, so will hopefully be a free call still.

P.

Re: RDP no Longer working (Internal / External)

"Cris Hanna [SBS-MVP]" wrote:

Have you contacted Product Support
If you live in the US and have issues related to SP, hotfix, critical updates etc, its a free call

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Cris Hanna [SBS-MVP]

Please do not contact me directly, only respond in the Newsgroups
MVPs do not work for Microsoft

Send via Windows Mail on Vista Ultimate connected to SBS 2003 R2
"Paul Mac" <PaulMac@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:E00A93AA-A058-488B-BFC3-091BF1727CD9@xxxxxxxxxxxxxxxxxxxx

Thanks Cris,

The machine was in production for about 6 weeks before we started experiencing the issues, during this time it has always been a SP2 install.

Were still confused as to where SP2 has come from on this machine. We have been working through the steps as detailed on the Technet Blogs but have a BSOD when attempting to change the Tx & Rx Checksum Offloading.

Reason Code: 0x805000f
Bug ID:
Bugcheck String: 0x000000d1 (0x100c255c, 0xd0000002, 0x00000000, 0xf72268ab)
Comment: 0x000000d1 (0x100c255c, 0xd0000002, 0x00000000, 0xf72268ab)

In order to bring the server backup, we had to re-set all of the Network Devices to the original settings.

Furthermore, when we were researching how to go about removing SP2 we cannot even find Logs to point out that it had been installed as an Update or Manually.

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There is a Uninstall Option in Add / Remove Programs
but no .log file or
KB directory under Windows.

The following is the output from the Timeline Command
(No Sign of SP2):

```
03/14/2007 09:35 PM 7,058 KB911164.log
03/15/2007 09:38 PM 11,767 KB904942.log
03/15/2007 09:39 PM 6,264 KB914783.log
04/11/2007 11:52 AM 69,541 KB931836.log
04/11/2007 11:52 AM 33,330 KB925902.log
04/11/2007 11:53 AM 61,568 KB930178.log
04/11/2007 11:53 AM 34,477 KB931784.log
04/11/2007 11:54 AM 62,651 KB932168.log
04/27/2007 05:00 PM 8,793 KB925876.log
```

The only thing that I can think of is that we made it under the
radar when
SP2 was released last month and it was installed
automatically. The tech
is
adamant that it was not manually installed, nor is the
WindowsServer2003-KB914961-SP2-x86-ENU.exe
anywhere to be seen.

All of this is still not pointing to why these issues have arisen
3-4
weeks
post deployment.

Needless to say we are waiting for a time where we can
uninstall the SP
and
implement DR if needed.

I would be interested in any feedback from others that have
SP2 installed.

Paul.

"Cris Hanna [SBS-MVP]" wrote:

Was this all ok before applying Windows
Server SP2?

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Re: RDP no Longer working (Internal / External)

Cris Hanna [SBS-MVP]

Microsoft MVPs
Independent Experts (MVPs do not work for MS)
Real World Answers

Please do not contact me directly regarding issues

"Paul Mac"

<PaulMac@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:E7532C99-F9EB-48A0-BAF9-80DB198742B2@xxxxxxxxxxxxxxxxxxxx

Hi All,

We have been battling a server that has recently decided that it no longer wants to allow connection via RDP either as a console re-direct or general request.

Unable to connect to RDP from inside network.
RWW responds with:

Microsoft Internet Explorer

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.

RWW RDP Connection is possible to XP workstations following resolving the NLA issue.

<http://blogs.technet.com/sbs/archive/2007/04/24/common-networking-issues>

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We have already checked all of the usual culprits / ports etc, but am a bit stumped by what is causing the problem, we have so far tried:

Setting NLA to Automatic (As it was set to Manual) – This then allowed connection to Workstations internally.

Tried connecting to <http://192.168.0.20/tsweb> to check web connectivity, downloads ActiveX control and attempts connection
Looked through the Blogs regarding NLA & RDP connectivity issues, all seems to be OK.

VPN is working fine, with access to all network resources.

Checked for conflicting services, Sites etc that may be using the same port – but cannot find any.
All Automatic Services are Started.

We have tried re-booting a few times to see whether this resolves the issue, and cannot see any errors in the Event Logs.

Server is a:

1. Windows SBS 2003 R2
2. Windows 2003 SP2
3. Exchange SP2
4. WSUS

Does anyone have any ideas on finding the problem, or

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maybe seen this
before.

Thanks in advance.

Paul.