

# Re: Rmote Access problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg01742.html>

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- *From:* [v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx) (Manfred Zhuang [MSFT])
  - *Date:* Mon, 14 Jan 2008 10:05:24 GMT
- 

Hello Alfredo,

Thank you for posting here.

From your post, I understand that when attempting to connect to the computers via RWW, following error message was received:

VBScript: Remote Desktop Disconnected

The client could not connect to the remote computer. Remote connections might not be enabled or the computer might be too busy to accept new connections. It is also possible that network problems are preventing your connection.

If I have misunderstood your concern, please feel free to correct me.

This issue can most likely be caused by that the port 4125 is blocked. It is either on the SBS server or on the remote client workstation you used to connect to RWW.

I understand that you have run CEICW and the issue persists. But in order to keep track of the troubleshooting, I suggest you double confirm it:

Re-running CEICW on SBS server:

=====  
Let's re-run CEICW to reset the network configuration. Please refer to following article to do this.

How to configure Internet access in Windows Small Business Server 2003  
<http://support.microsoft.com/kb/825763/en-us>

If the issue persists, let's move on:

1. If you have hardware firewall in front of your SBS server, please make sure you have forward TCP port 4125 inbound to SBS server.
2. If you have installed ISA on SBS server, please make sure you have the

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port 4125 inbound enabled.

3. Please make sure the remote client computer which is trying to access the RWW is not behind the firewall and 4125 port outgoing is allowed.

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

I hope the above information is helpful. However, if the issue persists, please gather following information for me:

1. Please click Start-->Run, type mstsc and click OK. Type the IP address of the SBS server, is there any issue? Please try it both internally and externally.

2. Are all the servers and all the client workstations unable to be connected?

3. Please access the RWW inside your LAN by <https://SBSServerName/remote>. Can this issue be reproduced?

4. If it is convenient, please take following test:

Test

====

Please use a crossover cable to connect a computer to the external network adapter of the SBS server directly and check if the issue persists on this computer.

5. Please download the MPS Report tool from the following link and run it on both the SBS server and the problematic client workstations, then send the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxxx for further investigation so that we can find what the root cause is:

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

Please try the above steps at your earliest convenience. If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)  
Microsoft Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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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| Reply-To: "A. Gonzalez" <felito63@xxxxxxxxxxx>  
| From: "A. Gonzalez" <lourdesg@xxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| References: <VYdhj.18467\$Xo1.3771@trnddc06>  
<#PNupNzUIHA.5264@xxxxxxxxxxxxxxxxxxxxxx>  
<0A37283F-03F6-4840-98FA-7D174C67C051@xxxxxxxxxxxxxx>  
<CAyhj.188313\$TO.121258@trnddc01>  
| Subject: Re: Rmote Access problem  
| Lines: 116  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198  
| X-RFC2646: Format=Flowed; Response  
| Message-ID: <gmVhj.109\$UX2.14@trnddc08>  
| Date: Sat, 12 Jan 2008 02:12:28 GMT  
| NNTP-Posting-Host: 72.77.135.82  
| X-Complaints-To: abuse@xxxxxxxxxxx  
| X-Trace: trnddc08 1200103948 72.77.135.82 (Fri, 11 Jan 2008 21:12:28 EST)  
| NNTP-Posting-Date: Fri, 11 Jan 2008 21:12:28 EST  
| Bytes: 5771  
| Path:  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed0  
0.sul.t-online.de!t-online.de!border2.nntp.dca.giganews.com!nntp.giganews.co  
m!cyclone1.gnilink.net!spammer.gnilink.net!gnilink.net!trnddc08.POSTED!05

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1e7874!not-for-mail

| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:86160

| X-Tomcat-NG: microsoft.public.windows.server.sbs

|

| Well, I tried by forwarding to port 4125 and also to 3389 but still  
unable

| to connect.

| I can get to the page where you choose what to do in RRW, but then it  
stops

| and brings th error message.

| The address line displays:

|

<https://mail.domainXXX.com/Remote/tsweb.aspx?Server=XXXSERVER&Port=4125&iFS=1&User=usernameXX&Domain=XXXXXice&redirectPrinters=1&redirectAudio=2>

| once you click to connect to the server desktop

| To recap:

| And after you select the task to connect to the server desktop it just  
stops

| All you get in response to the command is a blank page with heading and  
the:

| Log off – Main Menu choices.

| After a few minutes an error message appears:

| \*\*\*\*\*

| VBScript: Remote Desktop Disconnected

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| The client could not connect to the remote computer. Remote connections  
| might not be enabled or the computer might be too busy to accept new  
| connections. It is also possible that network problems are preventing your  
| connection. Please try connecting again later. If the problem continues to  
| occur, contact your administrator.

|

| OK

| \*\*\*\*\*

| We know that the remote connection is enabled. The server is not too busy.

| There are no other connections, the network is working.

| We can access the Exchange and retrieve email, on the same sever.

| We know we connect to the server since the logon page and subsequent pages  
| emanate from it.

| How can we solve this remote access problem? Any suggestions and help  
will

| be appreciated.

|

| "Alfredo F. Gonzalez" <lourdesg@xxxxxxxxxxxx> wrote in message

| [news:CAYhj.188313\\$TO.121258@xxxxxxxxxxxx](news:CAYhj.188313$TO.121258@xxxxxxxxxxxx)

| > Hi Kev,

| > When I open the router to forward to the server what name do I give the

| > application? "RWW"? "RDP"? or what for the SBS to know.

| > I can then assign the port number and the router IP, right?

| > Thanks for your help and assist!

Re: Rmote Access problem

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|>  
|> and Pedro CR,  
|>  
|> Access is remote remote Web Workplace,  
|> Connecting from a separate location through the internet.  
|>  
|> Thanks for your help!  
|> Alfredo Gonzalez  
|>  
|> "KevM" <KevM@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> [news:0A37283F-03F6-4840-98FA-7D174C67C051@xxxxxxxxxxxxxxxxxxxx](mailto:news:0A37283F-03F6-4840-98FA-7D174C67C051@xxxxxxxxxxxxxxxxxxxx)  
|>> Hi  
|>>  
|>> I had the same problem, I sorted mine by opening port 4125 on my  
firewall  
|>> and forwarding it to my SBS server  
|>>  
|>> Kev  
|>>  
|>> "Pedro CR" wrote:  
|>>  
|>>> what access method are you usign?  
|>>>  
|>>> 1) Are you usign Remote Web Workplace?  
|>>> 2) Are you connecting via VPN and then using mstsc.exe to connect to  
the  
|>>> server?  
|>>> 3) Are you connecting from the internal network?  
|>>>  
|>>> In case it's 2 check to see if, after loosing remote connection to the  
|>>> server you can still ping the server.  
|>>>  
|>>> "Alfredo F. Gonzalez" <lourdesg@xxxxxxxxxxxx> escreveu na mensagem  
|>>> [news:VYdhj.18467\\$Xo1.3771@xxxxxxxxxxxx](mailto:news:VYdhj.18467$Xo1.3771@xxxxxxxxxxxx)  
|>>> > At the company we have a server running Windows Small Business  
Server  
|>>> > 2003,  
|>>> > but we have a problem trying Remote Access to it.  
|>>> > We can get to the log on page.  
|>>> > From there, once logged on we are taken to the main menu page.  
|>>> > There you select the task to access the Server desktop, or to  
access a  
|>>> > client station or any other task and click to proceed.  
|>>> > And after you select the task the server just stops  
|>>> > All you get in response to the command is a blank page with  
headinga  
|>>> > and  
|>>> > the  
|>>> > log off – Main menu choices.  
|>>> > After a few minutes an error message appears:  
|>>> > \*\*\*\*\*

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|>>>> connections  
|>>>> might not be enabled or the computer might be too busy to accept new  
|>>>> connections. It is also possible that network problems are  
preventing

|>>>> your  
|>>>> connection. Please try connecting again later. If the problem  
|>>>> continues to  
|>>>> occur, contact your administrator.

|>>>>  
|>>>> OK  
|>>>> \*\*\*\*\*

|>>>> We know that the remote connection is enabled. The server is not  
too

|>>>> busy.  
|>>>> There are no other connections, the network is working.  
|>>>> We can access the Exchange and retrieve email, on the same sever.  
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subsequent

|>>>> pages  
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|>>>> How can we solve this remote access problem? Any suggestions and  
help

|>>>> will  
|>>>> be appreciated.  
|>>>> A. Gonzalez

|>>>>  
|>>>>  
|>>>>  
|>>>>

|>  
|>

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