

# Re: Remote Desktop Disconnects

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg00784.html>

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- *From:* Derek Disconnect <[DerekDisconnect@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:DerekDisconnect@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 9 Jun 2008 12:50:01 -0700
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Thank you for your help. I have a Windows Server 2003 R2 and not a SBS. I posted my question in the English, Server, Windows Server, Networking newsgroup. Is that the right place?  
Derek

"Terence Liu [MSFT]" wrote:

Hello Customer,

Thank you for posting here. Let's also thank Cliff for the questions.

According to your description, I understand that the RDP from remote to SBS 2003 R2 will disconnect randomly. If I have misunderstood the problem, please don't hesitate to let me know.

Do you run SBS 2003 R2? If your server is Windows Server 2003 R2, please try to repost your issue in windows server newsgroup.

If you run SBS 2003 R2, I suggest we try the following steps to see if we can resolve this issue:

This may be caused by the known issue when you apply windows server 2003 sp2 on SBS 2003.

I suggest you perform the following steps:

1) Update the network adapter drivers

Contact the network adapter manufacturer or contact the original equipment manager (OEM) for the computer to determine whether an updated network adapter driver is available. You must have drivers that are compatible with NDIS 5.2 or with a later version.

2) Modify the registry to disable Receive Side Scaling

a. Click Start, click Run, type regedit , and then click OK.

b. Locate and then click the following registry subkey:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters

c. If the EnableRSS registry entry does not exist, create it. To do this, follow these steps:

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- a) On the Edit menu, point to New, and then click DWORD Value.
- b) In the New Value #1 box, type EnableRSS , and then press ENTER.
- d. Right-click EnableRSS, and then click Modify.
- e. In the Value data box, type 0 (zero), and then click OK.
- f. Exit Registry Editor.

### 3) Disable offloading support

- a. Click Start, click Run, type regedit , and then click OK.
- b. Locate and then click the following registry subkey:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
- c. In the details pane, right-click EnableTCPA, and then click Modify.

Note: If the EnableTCPA registry entry does not exist, create it. To do this, follow these steps:

- a) On the Edit menu, point to New, and then click DWORD Value.
- b) In the New Value #1 box, type EnableTCPA , and then press ENTER.
- d. In the Value data box, type 0 (zero), and then click OK.
- e. Exit Registry Editor.
- f. Restart the computer.

You can also apply the following hotfix:

You may experience network-related problems after you install Windows Server 2003 SP2 or the Scalable Networking Pack on a Windows Server 2003-based computer

<http://support.microsoft.com/kb/936594>

2. This issue may be because the Internet connection from your home to the SBS 2003 is not stable. Please try to connect your ISP to check the network link.

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

Microsoft CSS 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>

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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: Remote Desktop Disconnects  
thread-index: AcjI6kB+8ckcfKE+SHiU0ZleB/vE3Q==  
X-WBNR-Posting-Host: 207.46.192.207  
From: =?Utf-8?B?RGVYZWsgRGlzY29ubmVjdA==?=>

<DerekDisconnect@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:  
<BE2FED32-AD2A-4120-9615-1E0948784D93@xxxxxxxxxxxx>

<6D884606-0F3E-4769-A3D8-EFA94DE2043C@xxxxxxxxxxxx>

Subject: Re: Remote Desktop Disconnects  
Date: Sat, 7 Jun 2008 15:03:00 -0700  
Lines: 2  
Message-ID:  
<A212A4FF-24B8-413C-B5C3-C90413FA545C@xxxxxxxxxxxx>  
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 V6.00.3790.2992  
Newsgroups: microsoft.public.windows.server.sbs  
Path: TK2MSFTNGHUB02.phx.gbl  
Xref: TK2MSFTNGHUB02.phx.gbl

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microsoft.public.windows.server.sbs:111083

NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149

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

I have logged in as the sysadmin. and the disconnect and reconnect problem continues.