

RE: Remote assistance will not launch. Please help

RE: Remote assistance will not launch. Please help

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg00870.html>

- *From:* ajlimberis <ajlimberis@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 10 Jul 2008 08:55:01 -0700
-

Robbin,

Thanks for the input. But I want to make sure you understand, it doesn't seem like Remote assistance application is launching at all. But I'll try it. I have windows messenger 5.1 installed already.

Following your suggestion, upon searching for MSN messenger there are multiple messenger clients. I would just like the simplist on the server. The options are:

Windows Live Messenger 8.1
Windows Live Messenger (Version 2008)
MSN Messenger 7.0
And Windows Messenger 5.1 (which I already have installed)

""Robbin Meng [MSFT]"" wrote:

Hello,

Thank you for your post and also thanks for Russ's advice.

Please allow me to confirm that my understandings are correct. As I understand it, the issue is:

You have encountered an problem when trying to use Small Business Server 2003 for "Remote Assistance".

If I have misunderstood your concerns please feel free to let me know.

This behavior occurs if the latest version of Windows Messenger is not installed on the SBS 2003-based computer.

To resolve this behavior, download and install the latest version of Windows Messenger on the SBS 2003-based computer. To do this, visit the following Microsoft Web site:

<http://www.microsoft.com/downloads>

RE: Remote assistance will not launch. Please help

RE: Remote assistance will not launch. Please help

Under Search for a Download, click MSN Messenger in the Product/Technology box, and then click Go.

If the issue persists, please check if you blocked "Remote Assistance" via any software or hardware firewall policy if you have any of them installed on the SBS server.

For more information:

You receive a "Your invitation was not sent because you need the latest version of Windows Messenger" error message when you try to use Remote Assistance on a Small Business Server 2003-based computer

<http://support.microsoft.com/kb/828065/en-us>

You Cannot Obtain Remote Assistance by Using the Exchange Server Instant Messaging Client

<http://support.microsoft.com/kb/813548/en-us>

Hope this helps. Also, if you have any questions or concerns, please do not hesitate to let me know.

Thank you for your time and cooperation

Best regards,

Robbin Meng(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

RE: Remote assistance will not launch. Please help
check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====

This posting is provided "AS IS" with no warranties, and confers no rights.