

Re: Remote Assistance – Permissions Denied

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-10/msg01550.html>

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 - *Date:* Thu, 16 Oct 2008 10:17:47 GMT
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Hello,

Thank you for posting here. Also thanks for Holz's input.

According to your description, I understand that:

In the SBS domain, you cannot connect to some specific Windows XP client computers by remote assistance.

If I have misunderstood the problem, please don't hesitate to let me know.

As the issue happens on these specific client computers, there should have some settings that prevent remote assistance from being connected. You may follow the steps below to check:

Suggestion 1:

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Please make sure that DCOM is enabled on the problematic computers. To verify that:

1. On the problematic computer, run Dcomcnfg.exe in the command prompt.
2. Click the Component Services node under Console Root.
3. Open the Computers folder.
4. For the local computer, right-click My Computer, and then click Properties.
5. Click the Default Properties tab.
6. Click to select (or click to clear) the Enable Distributed COM on this Computer check box.
7. If you want to set more properties for the computer, click Apply to enable (or disable) DCOM. Otherwise, click OK to apply the changes and quit Dcomcnfg.exe.
8. Restart the operating system for the changes to take effect.

825750 How to disable DCOM support in Windows

<http://support.microsoft.com/kb/825750>

Suggestion 2:

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Verify the Expert Is Part of the Helper's Group on the Novice's Computer and turn Off Simple File Sharing on the problematic client computer

For the detailed steps, you may refer to:

310629 Permission Denied Error When You Are Using Offer

Remote Assistance

<http://support.microsoft.com/kb/310629>

Suggestion 3:

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Check the DCOM access and lunch permissions according to the Microsoft KB 884910.

884910 You cannot offer remote assistance to a user whose computer is running Windows XP Service Pack 2

<http://support.microsoft.com/kb/884910>

Related information about the Remote Assistance for your reference:

308013 How to use the "Offer Remote Assistance" policy setting

<http://support.microsoft.com/kb/308013>

Step-by-Step Guide to Remote Assistance

<http://www.microsoft.com/technet/prodtechnol/winxpro/maintain/rmassist.msp#EIKAC>

Hope it helps. If you have any questions or concerns, please do not hesitate to let me know.

Best regards,
Miles Li

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