

RE: sbs 2008 remote computer connection problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2009-04/msg01248.html>

- *From:* Rod <Rod@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 17 Apr 2009 12:28:11 -0700
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It seems tha installing rdp 6.1 resolves the issue, I just can't figure out why they worked before and suddenly will not. Someone pointed out today that OWA is having a proble. All of the buttons etc. that use photos are showing a red x instead of the image. Not sure if this is a related issue or not

"Miles Li [MSFT]" wrote:

Hello,

Thank you for posting here.

According to your description, I understand that:

Some remote users cannot connect to client's desktop through SBS 2008 RWW with the error "The microsoft terminal services client activex control is either not available or not enabled".

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

Suggestions:

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From the error message, it much seems that the terminal services client activex control is disabled on the clients. In Windows XP SP3 by default all ActiveX controls are disabled after you install Windows XP Service Pack 3 (SP3). To enable RWW RDP web connection, you should manually enable the ActiveX control on the clients.

More information about this issue, you may refer to:

RWW and TS Active X

<http://msmvps.com/blogs/bradley/archive/2008/10/16/rww-and-ts-active-x.aspx>

951607 You cannot connect to a remote computer or start a remote application when you use Terminal Services Web Access or Remote Web Workspace on a Windows XP SP3-based or Windows Small Business Server 2003 SP1-based computer

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<http://support.microsoft.com/default.aspx/kb/951607/en-us>

Please understand that in the SBS 2008 environment, the RWW remote desktop connection uses the Windows Server 2008 TS gateway feature. In the other word, remote users can try to connect the SBS client's desktop through RDC 6.1 with terminal service gateway settings. If users can connect through RDC 6.1, it will help us to isolate the issue to SBS RWW or client side's problem. To connect the remote desktop through TS gateway:

- a) Run MSTSC to open the remote desktop client 6.1.
- b) In the Advanced tab---->Connect from anywhere---->settings, you can specify the TS gateway address (SBS 2008).
- c) Then try to connect Windows Server 2008 TS to check how it works.

951616 Description of the Remote Desktop Connection 6.1 client update for Terminal Services

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:951616>

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

Best regards,

Miles Li
Microsoft Online Newsgroup Support

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Please post your EBS related questions to the EBS newsgroup on Connect website:

<https://connect.microsoft.com/ebs08/community/discussion/richui/default.aspx>

If you want to use a newsreader other than a web forum to access these newsgroups, please refer to the following blog to apply NNTP password and configure a newsreader:

<http://msmvps.com/blogs/bradley/archive/2008/11/02/signing-up-for-the-sbs-2008-newsgroups.aspx>

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

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