

Re: Error messages for remote desktop connection attempt

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-06/msg00496.html

- *From:* Treasur2 <Treasur2@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 21 Jun 2006 18:16:01 -0700
-

Yes, I've double, triple checked even rebooted making sure remote desktop was checked.

Your comments about terminal service as a dependency is what confuses me. I thought it depended on the RPC service also.....but heres my event log error message.

Event Type: Error

Event Source: Service Control Manager

Event Category: None

Event ID: 7001

Date: 6/21/2006

Time: 5:20:50 PM

User: N/A

Computer: XPPRO

Description:

The Terminal Services service depends on the Net Logon service which failed to start because of the following error:

%%0

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

"Vera Noest [MVP]" wrote:

Did you enable Remote Desktop connections on the XP Pro host? In Control Panel – System – Remote?

If that doesn't fix it, have you checked the EventLog on the host?

FYI, on my XP pro client, the Terminal Services service is dependent on the Remote procedure Call service, not on the NetLogon service.

Vera Noest

MCSE, CCEA, Microsoft MVP – Terminal Server

Re: Error messages for remote desktop connection attempt

TS troubleshooting: <http://ts.veranoest.net>

___ please respond in newsgroup, NOT by private email ___

=?Utf-8?B?VHJIYXN1cjI=?= <Treasur2@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote on 21 jun 2006 in
microsoft.public.windows.terminal_services:

Ok, I can't seem to get remote desktop to work.

This is my home network. Same subnet. Desktop (host) is running XP professional, other machine (laptop/client) is running xp home. Yes, both are sp2.

When I try to remote access in I get the following error message on the client.

"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"

I have traced the problem to what I believe is this.

The terminal server service is not started and won't start on the host. Yes even if I try to manually start it. I get an error message.

"Could not start the terminal server service on local computer. Error 1068: the dependency service or group failed to start"

Environment:

Host is xp pro sp2 (desktop)

Client is xp home sp2 (laptop)

Cable internet connection with router installed and enabled for port 3389 and 80.

Troubleshooting:

This should not matter since both machines are on same subnet but I'll state it anyway. I HAVE!!! Already physically disconnected the router/firewall from the network. Connected; desktop (host) directly to cable modem, verifying that I could establish and maintain and be pinged from the outside (put laptop on separate...neighbors...wireless network) and pinged successfully my desktop (host). Then tried to remote desktop in.

Result: same problem or error message.

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I've traced the dependency services to one that was not running. Net Logon". It was set to manual. So I tried starting it manually (in services).....I get the following error message.

"The net logon service on the local computer started and then stopped. Some services stop automatically if they have no work to do, for example, the Performance logs and alerts service."

The net logon services dependency is the workstation serviceit is running.

I've rebooted the machine, I've turned the net logon on service to automatic and rebooted. Etc. etc. Doesn't help.

In researching I've discovered (been reminded) that the net logon service is designed for domain environments; since I'm in a workgroup (thus) I'm assuming it shuts down at the end of the boot sequence (or something) when it discovers there is no domain. My guess would be that a remote desktop connection wakes the net logon service to just.....service (sorry for the redundancy) the logon attempt.

So why can't I get it to come on. Or am I going completely down the wrong path.

Yes I have a software firewall installed also on both machines. Zone alarms. Yes it's turned OFF (as opposed to "disabling" it) when trying to troubleshoot the above.

Questions or clarifications?