

Troubleshooting Guide

Remote machine is not running NetServer on Port 5900

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Description

If you get this error when connecting to a remote computer you will need to look at the following

- ▲ More privilege needed to the remote computer
- ▲ Port 5900 is in use by another program, try to change to 5910
- ▲ Remote computer is not running operating system of type nt4,w2k,xp
- ▲ Behind a firewall and some ports are closed used by the program.

Privilege needed to remote computer

Administrator rights is needed to the remote computer, either local or a domain user that is a member of the Administrator group.

Domain members

If both computers are member of the same domain then you will need to be a member of the Domain Admin group or in the Administrator group locally on the remote computer as Domain\User added.

Local members

You can also grant the privilege needed if your current user name is a member of the Administrator group on the remote computer and with the same password as you use by your local computer. It must match!

Ports used by Emco Remote Desktop 1.0 program

These are the ports used when connecting a remote computers.

135, 139, 445 and port 136