

Troubleshooting Guide

Not enough access to remote computer

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Description

Are you having some problem access a remote computer? Like Map a Network drive from Windows Explorer or just from any of our programs?

Windows access problems:

- ✦ Check if the computer name or the IP address is specified properly.
- ✦ Check if the username and password is filled right.
- ✦ The account you are using must belong to the Administrators group on a remote computer.
- ✦ Check the local security policy setting on a remote computer.

EMCO programs access problems:

- ✦ The remote registry service must be active on a remote computer.
- ✦ Check the firewall settings (the list of ports used by EMCO programs can be found here: [http://www.emco.is/troubleshooting/Ports that needs to be open if behind a firewall.pdf](http://www.emco.is/troubleshooting/Ports%20that%20needs%20to%20be%20open%20if%20behind%20a%20firewall.pdf))