Troubleshooting Guide

The program failed to connect to remote computer
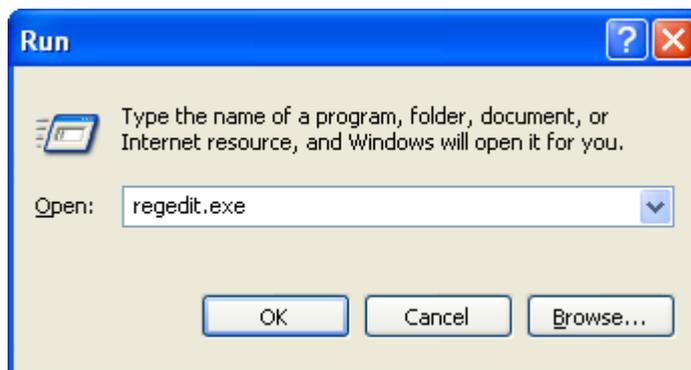
# The program failed to connect to remote computer

If you are having a connection or privilege problems when connecting to a remote pc's in your network using one of our products please try the following steps and send us your detailed results to support@emcosoftware.com
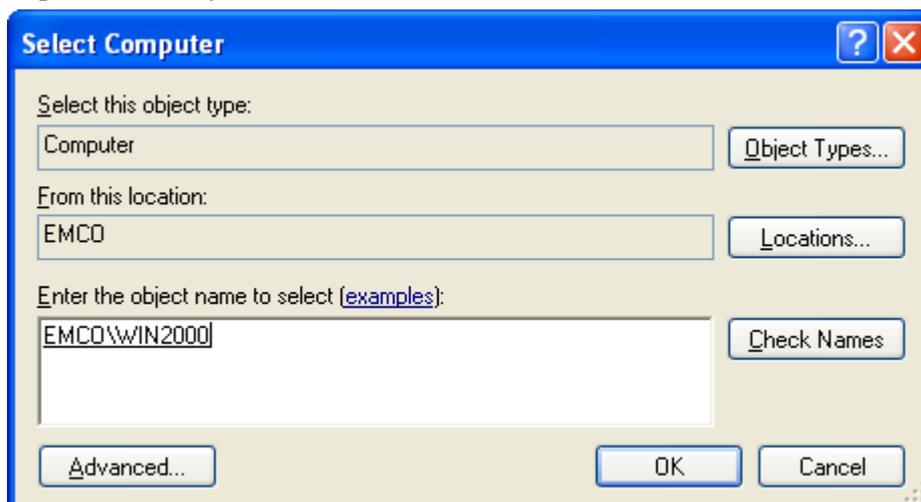
Troubleshooting the registry connection

1. Click Start – Run and enter regedit.exe

2. File - Connect Remote Registry
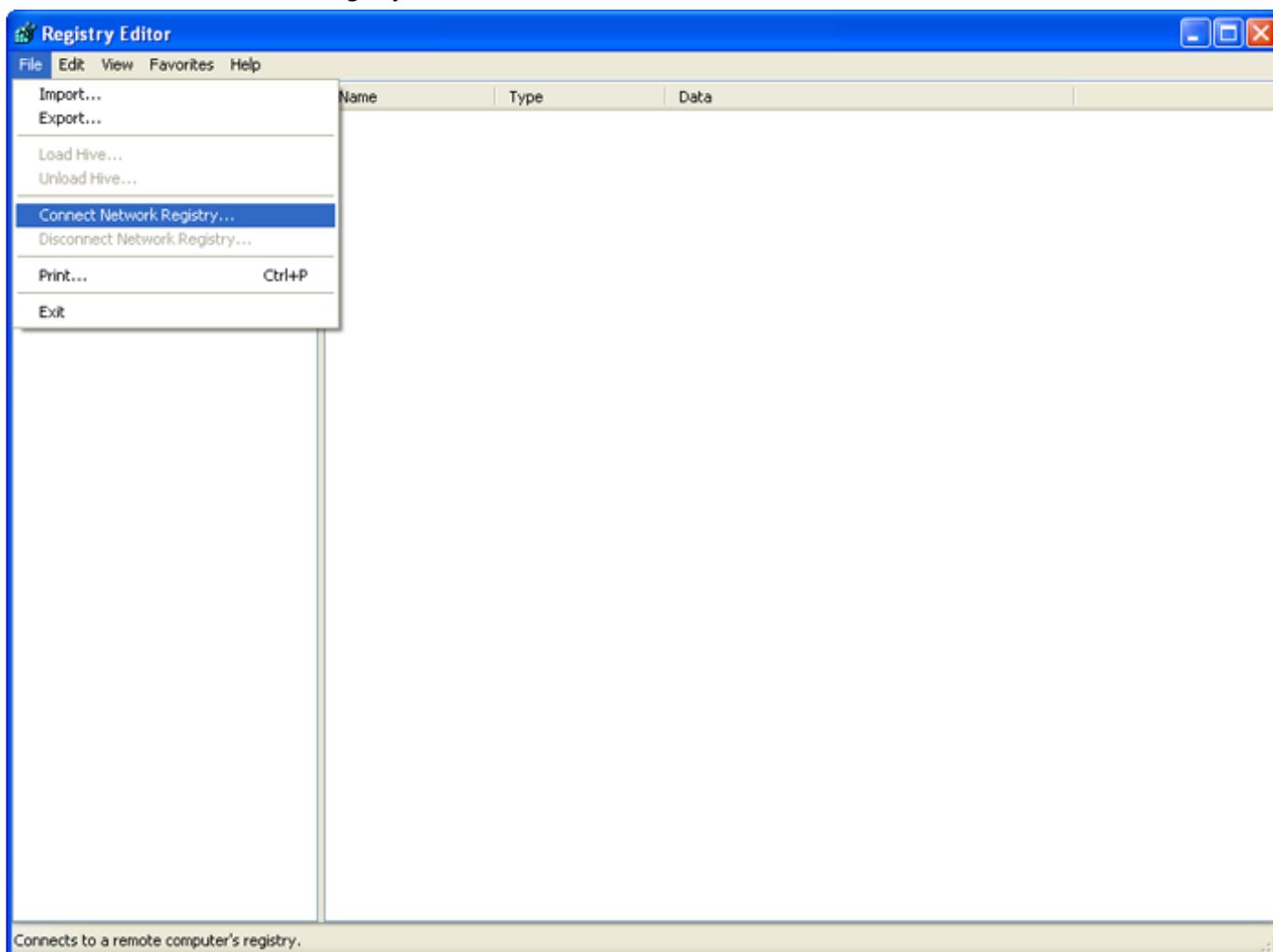
3. Write the remote pc host name you would like to connect to.

4. Click OK.

What are your results after clicking the OK button?

Can you navigate to the HKEY_LOCAL_MACHINE registry brand?, next try to open the SOFTWARE registry key and create one key called EMCO-TROUBLESHOOTING.

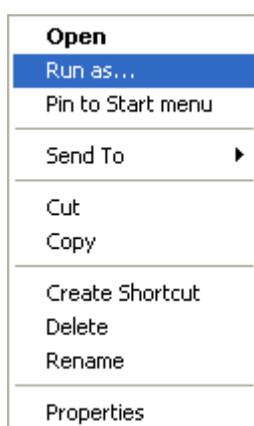Please send Emco the following answers by email to support@emcosoftware.com

↟ Did you get username/password dialog after clicking the OK button?

↟ Where you able to navigate to the HKEY_LOCAL_MACHINE registry brand?

↟ Where you able to create the EMCO-TROUBLESHOOTING registry key?

If you get the username/password dialog after clicking the OK button you probably need to logon as local or domain administrator to match the remote pc credentials.
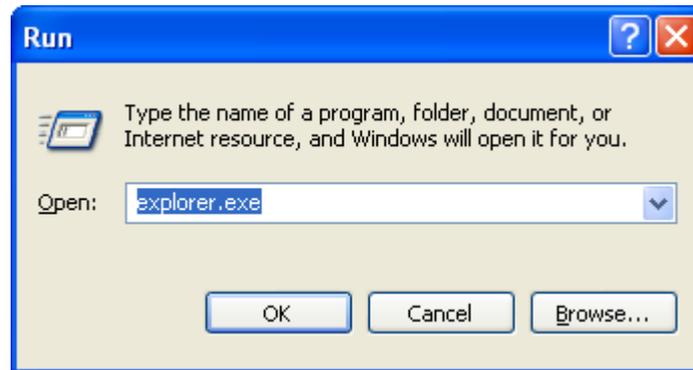
RunAs – built-in Windows

You can always run our products e.g.. <program.exe> or from the program shortcut using the built-in Windows RunAs module to gain correct privilege.
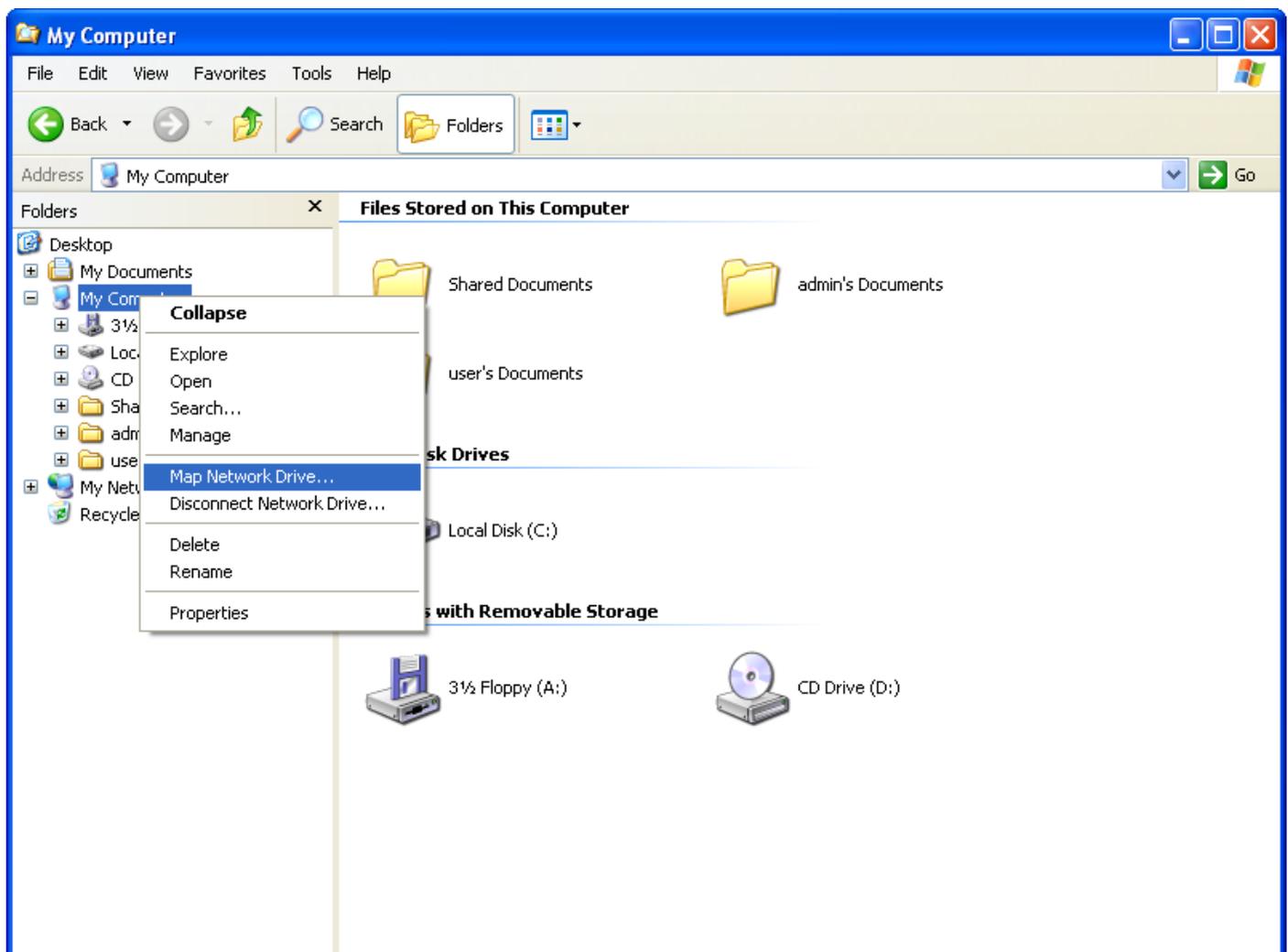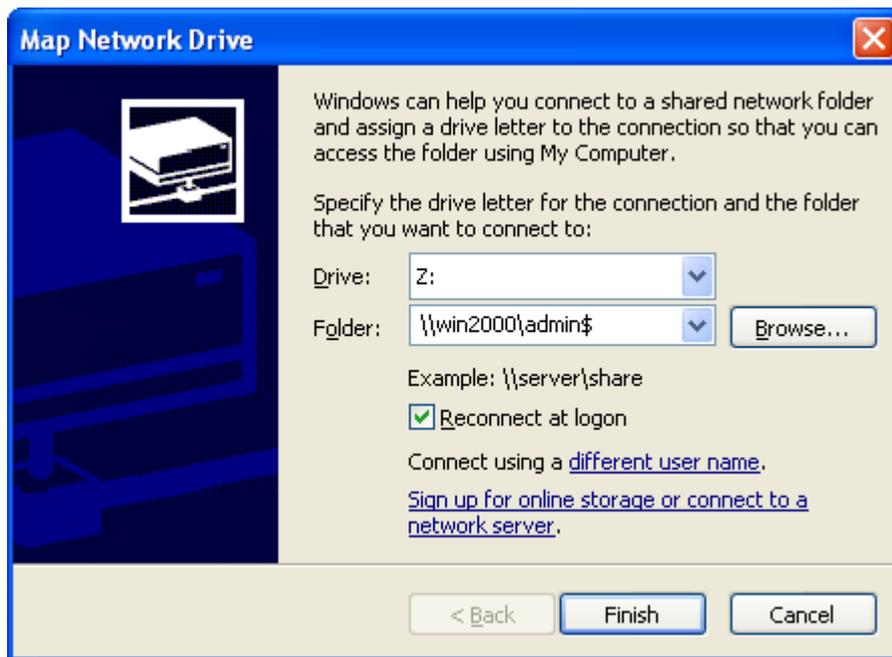
Troubleshooting the file system connection

1. Click Start – Run and enter explorer.exe

2. Click Tools - Map Network Drive, and write the remote pc host name, then next click the OK button to connect.

3. What are your results after clicking the FINISH button?

Please send Emco the following answers by email to support@emcosoftware.com

- Did you get username/password dialog after clicking the FINISH button?
- Where you able to connect to ADMIN$ share without enter username/password?
- Can you open your mapped network drive and create one file in admin$ location?

Possible solutions

- No firewall blocking the remote connection or required ports are open.
- Make sure Remote Registry service is started on both local and remote pc's.
- Make sure you are logged in as administrator.
- If the remote pc is running Windows XP Professional SP2 / SP3 and is only a member of workgroup, please make sure you are logged in as admin with username/password that match the admin user and password on the remote pc.

Windows XP Professional SP2 / SP3 in workgroup only needs this policy to be changed to allow the workgroup security (reboot required).

Change XP Security Policy to allow Workgroup security like in W2K

http://emcosoftware.com/troubleshooting/Change XP Security Policy to allow Workgroup security like in W2K.pdf

More troubleshooting documents can be found from this link.

http://emcosoftware.com/support/troubleshooting