

Re: Firewall

Source:

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From: Malke (*notreally_at_invalid.invalid*)

Date: 11/09/05

Date: Wed, 09 Nov 2005 07:28:03 -0800

NealJH wrote:

> *I am picking up where someone left off. The location of the laptop is*
> *a couple hours away in a remote office. The only other account that*
> *can log onto the computer locally is the administrator. Do not*
> *understand why no other account was created with more access than the*
> *basic user account. We can not give out the admin password, so it*
> *seems i am stuck. The laptop is logging in locally and not to a*
> *domain. I need to connect and the firewall is stopping me.*
>

If it is the built-in Windows SP2 firewall (and you still haven't said), then you will have to enable Remote Desktop (assuming you are getting in with Windows Remote Desktop and not third-party software like pcAnywhere). Give the end user the Administrator password, have them make the necessary changes, and then change the Administrator password once you've made the connection.

If the laptop in question is behind a router, then you'll need to use the router's configuration to forward ports. Someone onsite will need to do that.

Malke

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