

# Troubleshooting Guide

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## 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 computername 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 remoteregistry 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)