

# Troubleshooting Guide

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## 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