

**Title: Connection to RDP Web Access Service doesn't work properly in KVM.net II System.****No: IPA40-1****Date: Monday, 02 March, 2009****SUMMARY:**

You cannot connect to a remote target computer when you use RDP Web Access Service in on a Windows XP SP3-based or Windows Small Business Server 2003 SP1-based computer.

Enabling Microsoft Terminal Services Client Control ActiveX control or the Microsoft RDP client Control ActiveX control in Manage Add-ons dialog box of Internet Explorer resolves the connection problems.

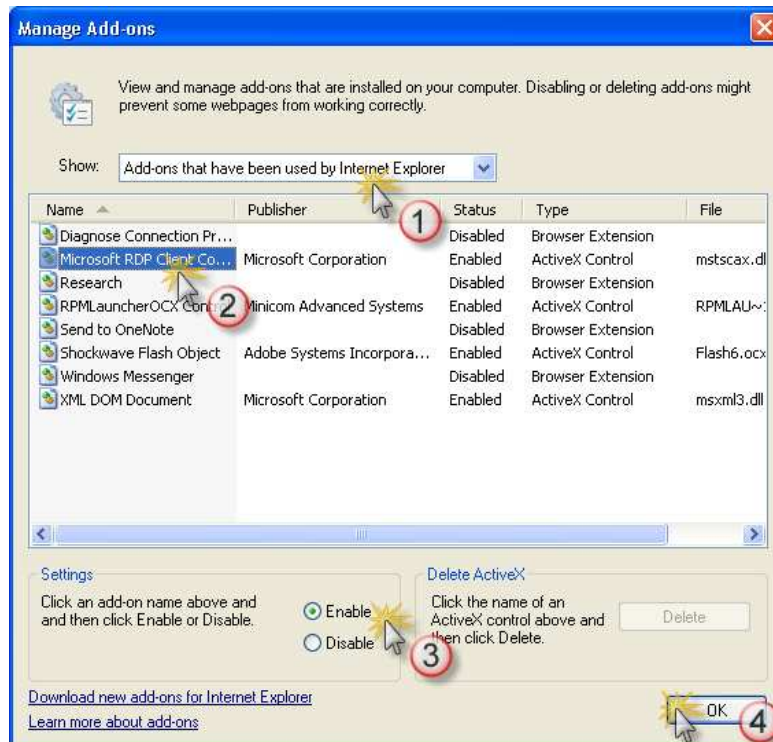
**MORE INFORMATION:**

When you try to connect to a remote computer by using KVM.net II RDP Web Access Service you receive a blank mirror.jsp web page instead of RDP connection to target computer.

This issue occurs if the ActiveX control for the Remote Desktop Connection client is not enabled on the Web browser. By default, the ActiveX control is disabled after you install Windows XP Service Pack 3 (SP3) or Windows Small Business Server 2003 SP1.

**To work around this issue, follow these steps:**

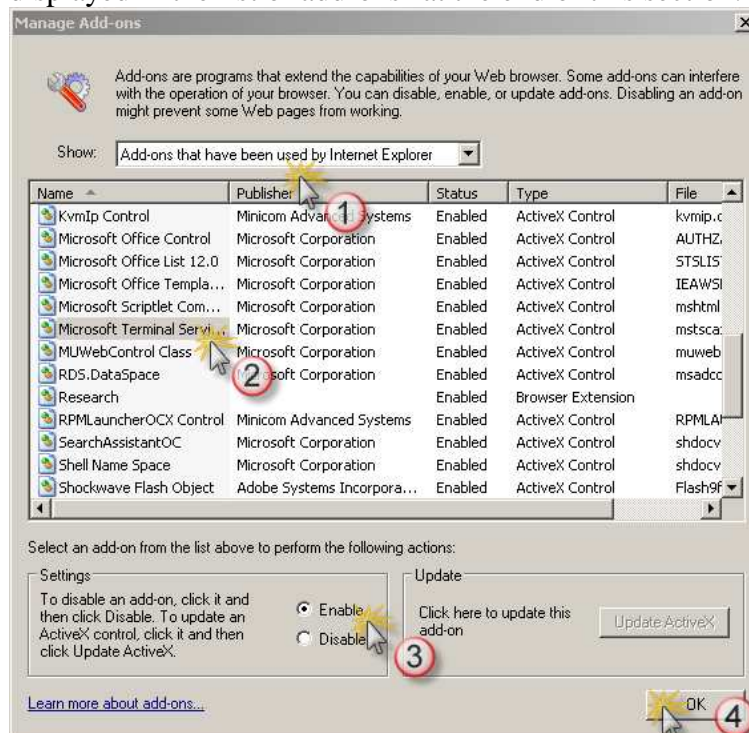
1. Start Internet Explorer.
2. Login to the KVM.net II web interface.
3. Initiate RDP connection to one of the RDP Targets.
4. If you are using Windows Internet Explorer 7, follow these steps:
  - a. On the **Tools** menu, point to **Manage Add-ons**, and then click **Enable or Disable Add-ons**. The **Manage Add-ons** dialog box appears.
  - b. In the list of add-ins, search for the Microsoft Terminal Services Client Control ActiveX control or for the Microsoft RDP client Control ActiveX control. If you cannot find the control, see the steps in "If the control is not displayed in the list of add-ons" at the end of this section.



- c. Click the control, click **Enable**, and then click **OK** to close the Manage Add-ons dialog box.

**If you are using Internet Explorer 6, follow these steps:**

- a. On the **Tools** menu, click **Manage Add-ons**. The **Manage Add-ons** dialog box appears.
- b. In the list of add-ins, search for the Microsoft Terminal Services Client Control ActiveX control or for the Microsoft RDP client Control ActiveX control. If you cannot find the control, see the steps in "If the control is not displayed in the list of add-ons" at the end of this section.



- c. Click the control, click **Enable**, and then click **OK** to close the Manage Add-ons dialog box.
5. Restart Internet Explorer.
6. Try to connect to the RDP Target.

**If the control is not displayed in the list of add-ons**

Sometimes the Microsoft Terminal Services Client Control ActiveX control will not be displayed in the list of add-ons. If it is not displayed, you can try the following steps to attempt to display the control by resetting Internet Explorer back to a default configuration.

1. Start Internet Explorer.
2. Click **File**, and then click **Import and Export**.
3. Follow the steps in the wizard to export your Favorites.
4. Click **Tools**, and then click **Internet Options**.
5. Click **Advanced**, and then click **Reset**.

Once Internet Explorer has been reset to a default configuration, try to connect to the RDP Target. If it does not work, then follow the steps in the workaround to enable the Microsoft Terminal Service Client Control ActiveX control. If the control is still not listed, you can modify the registry to remove a key, if it exists.

**Important!** This document contains information about how to modify the registry. Make sure that you back up the registry before you modify it. Make sure that you know how to restore the registry if a problem occurs. For more information about how to back up, restore, and modify the registry, click the following article number to view the article in the Microsoft Knowledge Base:

KB322756 (<http://support.microsoft.com/kb/322756>) How to back up and restore the registry in Windows

1. Click **Start**, click **Run**, type **regedit** in the **Open** box, and click **OK**.
2. In the Registry Editor remove the following registry key, if it exists:  
**HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Ext\Settings\{7584C670-2274-4EFB-B00B-D6AABA6D3850}**
3. Once the registry key is removed, exit from Registry Editor.
4. Restart Internet Explorer, and try to connect to the RDP Target.

If this does not resolve the issue, you can re-register the mstscax.dll file. To do this, follow these steps:

1. Exit Internet Explorer.
2. Click **Start**, click **Run**, and then type or copy and paste the following text in the **Open** box, and click **OK**:  
**regsvr32 %windir%\system32\mstscax.dll**
3. At the confirmation prompt, click **OK**.
4. Restart Internet Explorer, and try to connect to the RDP Target.

**COMMENTS:**

In Windows XP Service Pack 2 (SP2), you had to install the Msrdp.ocx file to enable the Terminal Services ActiveX control. Windows XP Service Pack 3 (SP3) already includes this ActiveX control and installs it by using the Mstscax.dll file. By default, this ActiveX control is disabled in Windows XP Service Pack 3 (SP3).

More information can be found in Microsoft Knowledge Base article KB951607

<http://support.microsoft.com/kb/951607>