
Installing using a Remote Desktop Session

Posted by Tony Meyer - 2007/09/11 13:50

Problem:

When you try to install the @Theoffice.Wherever! Gateway while logged onto the gateway PC using a Terminal Services or Remote Desktop Connection, the install fails with an Error Message stating "Unknown Error ."

Applies:

To all current versions.

Resolve:

The @Theoffice Software can only be installed directly on the server and not over a Remote Desktop Connection. This is because during the installation, the network devices and related services are stopped so that the SSH drivers may be installed. This would terminate any RDP connection currently active and further installation processes would not be available.

Once the Gateway Server has been rebooted will the network drivers be restarted and you will then be able to access the server again using a Remote Desktop Connection.

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