

# Re: For Microsoft Partners and Customers Who Can't Download or Access

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*Source:*

<http://www.tech-archive.net/Archive/DotNet/microsoft.public.dotnet.general/2006-12/msg00890.html>

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- *From:* "clintonG" <[csgallagher@xx](mailto:csgallagher@xx)>
  - *Date:* Thu, 28 Dec 2006 17:22:12 -0600
- 

I'm still on the job here. I talked to Akamai today and they told me their services to Microsoft are load balancing the DNS requests. While they provide content caching services they do not provide those services to Microsoft for msdn2.microsoft.com.

I've tried to reconfigure my firewall to support NAT as you suggest but I must not have done so correctly and I'm trying to ask Netgear for documentation as its scarce. They have decent equipment but their documentation and their support is lousy. I was successful using NAT when using a Netgear router but their FVS318 firewall is not documented well and I'm doing something wrong.

Happy New Year! :-)

<%= Clinton Gallagher  
NET csgallagher AT metromilwaukee.com  
URL <http://clintongallagher.metromilwaukee.com/>  
MAP <http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=0&m=h>

<cduffy@xxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:1166831965.119411.203450@xx>

Hi Clinton,

"I use a NetGear firewall which gets the DNS

automatically from Road Runner as I recall I was instructed when setting up the Road Runner account"

This is absolutely the right thing to do for the firewall.

\*But\* check your PC using ipconfig /all from a command prompt (if you are on a windows os of course).

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If the DNS address listed on your PC is the address of the firewall or router, this can cause the problem. The solution is to not use DHCP on the client, use a static IP and set the DNS server addresses to the DNS server addresses that your firewall/router acquires when it connects. You can usually find that out from the admin console of your firewall/router.

"Still, this doesn't answer how the same local configuration has been rock

solid and reliable for years previous to Microsoft's network crapping "

Well, my local configuration worked perfectly for years too, then stopped. I struggled with this for weeks, and stumbled onto the solution in a networking group.

I think it has something to do with MS moving more and more content to AKAMAI servers, and the complex DNS involved with their caching / balancing act. I'm not any kind of expert at that stuff, but I know that moving to static IP and entering proper DNS server IPS instead of the routers IP solved mine, and several other peoples problems.

Of course this may have nothing to do with your problem, but it takes less than five minutes to check.

Chuck

clintonG wrote:

The third party is a fascinating aspect of the problem Chuck. Thanks for bring it to my attention. I use a NetGear firewall which gets the DNS automatically from Road Runner as I recall I was instructed when setting up the Road Runner account. I talked to Road Runner about this problem already but I will revisit my configuration options.

Still, this doesn't answer how the same local configuration has been rock solid and reliable for years previous to Microsoft's network crapping out as of late and all of the rest of us getting blamed for it.

<%= Clinton Gallagher  
NET csgallagher AT metromilwaukee.com  
URL <http://clintongallagher.metromilwaukee.com/>  
MAP <http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=0&m=h>

duffy@xxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:1166806203.887809.255910@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:1166806203.887809.255910@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hey Clinton, are you by any chance trying to access  
microsoft URLs from  
behind a linksys or other SOHO gateway or router? If you  
are using  
linksys, are you using DHCP? If you are using DHCP is the  
DNS server  
address assigned to your client the address of the linksys box  
itself?  
If so there is a solution.

On my home network I could not access msdn, or microsoft  
downloads and  
tons of other microsoft contents. It was driving me crazy.  
Didn't  
matter what browser I used.

Turns out that the DNS on the linksys box was incapable of  
correctly  
resolving the url transfers through the \*akami servers\* that  
lots of  
microsoft content reside on.

The solution was to move to configure an IP on the client,  
instead of  
DHCP, and to supply a DNS server entry of your providers  
external DNS  
server (ie, the DNS servers listed in the WAN connection on  
the router  
configuration itself).

All problems solved. I know many, many people who have  
resolved their  
problems with this simple fix, and can now access all  
microsoft  
content.

Chuck

clintonG wrote:

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You are one of the lucky ones and I hate you  
;-)

<%= Clinton Gallagher  
NET csgallagher AT metromilwaukee.com  
URL  
<http://clintongallagher.metromilwaukee.com/>  
MAP  
<http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=0&m=h>

"Dale" <dale0973@xxxxxxxxxxxxxxxx> wrote  
in message  
<news:D46AF506-C305-4A99-A842-A75B7A5188C1@xxxxxxxxxxxxxxxx>

I've never had a bit of  
problem accessing MSDN,  
MSDN2, or MSDN  
Downloads  
except on the day Vista was  
added to downloads – I had  
to click the  
link a  
whole 6 times before I  
slipped into the queue.  
Considering the  
beating  
the  
Microsoft servers took on  
that day, I feel pretty darn  
lucky at  
that.  
I  
access MSDN and MSDN  
downloads on at least 6  
different PCs,  
including  
Windows  
2003 server, Windows XP,  
and Vista operating systems.

While I can't talk about all  
browsers, anyone who is  
developing for  
Windows  
must certainly have access  
to IE6 or IE7 so, as far as I  
am  
concerned,  
it

matters little if other  
browsers work with MSDN  
or not. As it is, I  
have  
made at least a quick test of  
MSDN on FireFox 1.5 in  
the past with  
no  
obvious  
problems.

As for your statement that  
you are a professional, I  
disagree.  
While  
you  
are wrong about your  
assertions, pretty much  
across the board, it is  
not  
the  
fact that we disagree on  
those assertions that me  
think you're not  
very  
professional at all. If you  
believe the sites to be  
flawed, I  
accept  
that  
it  
is your privilege (not your  
right) to post your concerns  
here but  
it's  
not  
what you're saying, it's how  
you're saying it.

I wonder if all those  
customers you list and quote  
on your website  
would  
have the same respect for  
your professionalism if they  
saw this  
immature  
and  
seemingly out of control  
rant.

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Dale

--

Dale Preston  
MCAD C#  
MCSE, MCDBA

"clintonG" wrote:

To all  
Microsoft  
partners and  
customers  
who have  
been unable  
to  
download  
recently or  
access  
ASP.NET  
documentation  
from the  
msdn2  
website and  
for  
all  
of those  
customers  
who have  
been lied to  
and misled  
by some of  
the  
sleazy  
MVPs and  
the lying  
cockroaches  
that  
Microsoft  
has working  
for the  
company...

Microsoft  
has serious  
problems  
with their  
servers and

websites.  
The  
entire  
MSDN  
server farm  
and all  
download  
resources  
MSDN  
manages  
has been  
FUBAR  
for  
at least two  
months now  
and longer  
in fact. The  
failures  
started  
way  
back  
when  
Visual  
Studio 2005  
was  
released. At  
least it is  
correct to  
say  
that  
is  
when these  
recent  
failures  
began to be  
discovered  
by those  
who have  
paid  
Microsoft  
thousands  
of dollars  
for MSDN  
subscriptions  
but have not  
been  
able  
to download  
resources  
they paid  
for.

This is also widely known and discussed to some extent within other newsgroups hosted by Microsoft and has become a serious problem for developers who can not access the ASP.NET 2.0 documentation from the dysfunctional msdn2.microsoft.com website. Yet, Microsoft has done what?

Like cockroaches Microsoft staff have lied and scurried away from the problem without an honest acknowledgement of the problem and a concerned attempt to at least explain what the company is

doing to  
resolve  
these  
failures.

So be  
prepared to  
continue to  
be lied to  
and misled  
by some of  
the  
MVP  
cockroaches  
that use  
these  
newsgroups.  
The same  
will be true  
of the  
so-called  
Product  
Managers  
who are  
closer to the  
problem  
and even  
less  
honorable  
than the  
slime that  
function as  
MVPs. In  
other words,  
when  
the  
cockroaches  
from tech  
support,  
Microsoft  
Product  
Managers,  
and some  
of  
the  
slimier  
MVPs try to  
suggest you  
have a  
problem  
with your

machine do  
not  
allow them  
to  
manipulate  
you and put  
you to work  
for hours  
and  
perhaps  
days  
wasting  
your time  
with  
troubleshooting.  
Their  
favorite lie  
is to  
suggest  
people have  
a problem  
with the  
cache on the  
local  
machine.  
This has  
been  
proven to be  
a lie by  
many  
people.

When this  
first  
occurred  
with Visual  
Studio 2005  
-- I  
TRUSTED  
--  
Microsoft  
support and  
fell for the  
lies the  
cockroaches  
told. I was  
actually  
working  
with Tier  
Two  
support who

sent me  
troubleshooting  
scripts and  
documents I  
had to  
carefully  
follow so I  
could run  
the scripts  
in order. I  
ran  
scripts  
for those  
cockroaches  
for SIX  
HOURS  
and then the  
cockroaches  
told  
me  
we  
had  
to start all  
over  
because the  
cockroaches  
said they  
sent me the  
wrong  
scripts. I  
had enough  
of that  
ca-ca de  
toro and  
later that  
same  
evening  
POOF!  
downloading  
started  
working  
again on  
any and all  
machines  
on  
my  
network.

Because I  
consider  
myself a

professional  
-- with  
integrity --  
I  
have  
recently  
once again  
tested and  
replicated  
Microsoft's  
recent  
server  
failures  
on three  
different  
well  
maintained  
and service  
packed  
machines  
running  
XP  
Pro, XP  
Home and  
Windows  
2000 using  
IE6, IE7,  
FF1.5, FF2  
and Opera9  
because  
I want to  
make sure I  
have done  
due  
diligence  
before the  
bottle  
rocket  
goes  
off.

The  
[msdn2.microsoft.com](http://msdn2.microsoft.com)  
website is  
FUBAR  
and so is the  
Express  
Suite  
website(s).  
MSDN  
Subscription

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Downloads  
continue to  
be FUBAR.

This is  
Microsoft's  
problem  
and the  
cockroaches  
the  
company  
has  
working  
for  
it do not  
have the  
integrity to  
acknowledge  
this  
problem let  
alone  
cooperatively  
help people  
understand  
what they  
are doing to  
try to  
resolve  
the problem  
-- but -- a  
young lady  
from  
corporate  
sales called  
me  
the  
other  
day as I am  
involved  
with the  
partner  
program  
and she did  
indeed  
ask  
about  
this at my  
request and  
she returned  
to the phone  
to tell me

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"yes,  
my  
boss  
just  
acknowledged  
there is  
something  
wrong with  
MSDN  
servers but I  
am  
not  
technically  
skilled so I  
can't  
explain  
further."

I am asking  
everybody  
adversely  
affected by  
these  
failures to  
start  
demanding  
a reasonable  
response to  
these  
failures.

<%=  
Clinton  
Gallagher  
NET  
csgallagher  
AT  
metromilwaukee.com  
URL  
<http://clintongallagher.metromilwaukee.com/>  
MAP  
<http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=0&m=h>

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