

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

Source:

<http://www.tech-archive.net/Archive/DotNet/microsoft.public.dotnet.general/2006-12/msg00907.html>

- *From:* "Chuck" <cduffy@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* 29 Dec 2006 06:06:47 -0800
-

Hi Clinton,

I think I was using too much technobabble in my post, the idea is not to reconfigure the firewall, but to use a static IP on your client machine, and to make sure that the DNS server entries on the client are legitimate DNS servers provided by roadrunner, and not the IP of the firewall.

The settings are under TCP/IP properties for you network card.

Chuck

clintonG wrote:

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@xxxxxxxxxxxxxxxxxxxxxx> wrote in message

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

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).

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:

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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.

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<http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=0&m=h>

duffy@xxxxxxxxxxxxxxxxxxxxx> wrote in message
<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

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

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:

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

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"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

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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.

Dale

--

Dale
Preston
MCAD C#
MCSE,
MCDBA

"clintonG"

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

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

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

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

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have
done
due
diligence
before
the
bottle
rocket
goes
off.

The
msdn2.microsoft.com
website
is
FUBAR
and
so
is
the
Express
Suite
website(s).
MSDN
Subscription
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
"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.

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

<%=

Clinton

Gallagher

NET

csgallagher

AT

metromilwaukee.com

URL

<http://clintongallagher.metromilwaukee.com/>

MAP

<http://wikimapia.org/#y=43038073&x=-88043838&z=17&l=>