

Re: Problems accessing Exchange Server from the VPN

Source:

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Turned out to be much simpler than I thought once I got to see the issue firsthand.

At least at his home, his wireless router was giving him the same exact internal IP as our Exchange Server. Once I set it up to give him something different, even if the first 3 digits were the same, everything worked fine.

Thanks for all your help.

rastlin.rastlin@xxxxxxxxxx wrote:

I agree with the ping test and host file idea. You can also try turning off simple file sharing and enable netbios over tcp/ip. Sometimes those 2 help out the checkpoint client. Also static DNS suffix can fix problems.

hairymon wrote:

We just installed a SonicWall SSL-VPN 2000 to allow complete and easy broadband remote access. It works around an included program called NetExtender that lets you log into the network as if you were here and simply go into network file shares and directly access your Exchange Server mailbox with Outlook like you would in the office.

One person, who uses it with a Tablet PC, has some weird problems. At two hotels it worked perfectly for him. But at home and at a client site, he can log into the network but when he opens Outlook it says "Exchange Server not available".

His home setup is a cable modem with a Linksys wireless router; and he wirelessly connects to the cable modem. Because of this I thought "overlapping subnets" might be the issue (though I imagine if so he wouldn't have even been able to log into the network to begin with). As a test I had him directly connect the cable modem to his tablet/laptop and bypass wireless access and he still had the same problem. My home setup is a cable modem with the same provider and I have no problem at

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all. By the way, he can ping internal IP's when connected and can use Outlook Web Access when he connects to get to his email.

SonicWall tech support has been clueless. First they told me to make his account so all traffic is tunneled through the VPN box, that didn't work. Then they said "overlapping subnets", but I think the cable modem test disproves that. Then they said something about fooling around with MTU settings, but I'm not so sure.

It's a real mystery and we're wondering if anyone out there has any thoughts on it, thanks!