

Some ISA 2004 clients not resolving internal server correctly

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 - *Date:* Fri, 8 Dec 2006 18:17:07 -0500
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I recently re-built our ISA Server (2004 with SP2). It was an old system that was an upgrade from ISA 2000 which was an upgrade from Proxy Server 2.0. I completely re-built it (reformat and reinstall the OS and then a new install of ISA) – I did not restore the old config.

All works ok except for one thing. One of our applications is an internal web server. The application hits the web server by going to <http://intwebsrvv.internal.com:84/exponline/mainframe.jsp> . Once you hit the web server, it attempts to load some java apps and then the web page appears. Now, on about a third of our machines, you go to that link and it never lets the java apps finish loading. The kicker is that it works just fine on 2/3 of our machines. All are running the ISA 2004 firewall client.

Here is where it gets even more confusing. If I attempt to go to the site from a machine that works, you never seen any trace on the ISA Server's logs. If, on the other hand, I attempt go to the site from a machine that does not work, you see where the ISA server logs the following hits:

```
#Software: Microsoft Internet Security and Acceleration Server 2004
#Version: 2.0
#Date: 2006-12-08 00:02:41
#Fields: c-ip cs-username c-agent sc-authenticated date time s-svcname
s-computername cs-referred r-host r-ip r-port time-taken cs-bytes sc-bytes
cs-protocol cs-transport s-operation cs-uri s-object-source sc-status rule
FilterInfo cs-Network sc-Network error-info action
10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:02 w3proxy ISAMAIN - intwebsrvv.internal.com 10.1.0.27 8080 1 388 4299
http TCP GET http://intwebsrvv.internal.com:84/exponline/TreeApplet.jar -
12202 Default rule - Internal Internal 0x800 Denied
10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:02 w3proxy ISAMAIN - intwebsrvv.internal.com 10.1.0.27 8080 1 409 4299
http TCP GET
http://intwebsrvv.internal.com:84/exponline/com/primavera/tree/TreeApplet.class -
12202 Default rule - Internal Internal 0x800 Denied
10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:02 w3proxy ISAMAIN - intwebsrvv.internal.com 10.1.0.27 8080 1 409 4299
http TCP GET
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10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:03 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 393 4299
http TCP GET

<http://intwebsrvv.internal.com:84/exponline/UtilitiesApplet.jar> – 12202

Default rule – Internal Internal 0x800 Denied

10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:03 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 419 4299
http TCP GET

<http://intwebsrvv.internal.com:84/exponline/com/primavera/utilities/UtilitiesApplet.class> –

12202 Default rule – Internal Internal 0x800 Denied

10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:03 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 419 4299
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<http://intwebsrvv.internal.com:84/exponline/com/primavera/utilities/UtilitiesApplet.class> –

12202 Default rule – Internal Internal 0x800 Denied

10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:12 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 402 4299
http TCP GET

<http://intwebsrvv.internal.com:84/exponline/com/primavera/detectplugin/DetectPluginApplet.class> –

12202 Default rule – Internal Internal 0x800 Denied

10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:12 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 402 4299
http TCP GET

<http://intwebsrvv.internal.com:84/exponline/com/primavera/detectplugin/DetectPluginApplet.class> –

12202 Default rule – Internal Internal 0x800 Denied

10.1.0.120 anonymous Mozilla/4.0 (Windows XP 5.1) Java/1.4.2_07 N 2006-12-07
20:16:18 w3proxy ISAMAIN – intwebsrvv.internal.com 10.1.0.27 8080 1 409 4299
http TCP GET

<http://intwebsrvv.internal.com:84/exponline/com/primavera/tree/TreeApplet.class> –

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The next weird thing: on the machines that don't work, if I change

<http://intwebsrvv.internal.com:84/exponline/mainframe.jsp> to be

<http://intwebsrvv:84/exponline/mainframe.jsp>, they work fine.

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I have verified that these are all true:

Internal network properties > tab Domains: make sure your internal domain is listed there.

Internal network properties > tab Web Browser: make sure your internal Network ID is listed there (same content as in the Internal network properties > tab Addresses).

Internal network properties > tab Auto Discovery: make sure that Publish automatic discovery information for this network is enabled.

Make sure IE is configured for Automatic Configuration, either Automatically detect settings or Use automatic configuration script.

Does anyone have any idea what is wrong?

Thanks!

Arch

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