

# Firewall session disconnects after 2 minutes of inactivity

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Hello all,

I am facing a problem in Microsoft ISA Server 2000 that is driving me nuts. It started after I installed Win2K3SP1 in the server.

There is a web application that a couple of people use here to access a government financial program called SIAFI. It uses IBM HOD (Host-on-demand) to emulate a terminal to the server. The problem is that after installing the patches, namely Windows Server 2003 SP1 and the other subsequent updates (including the PNP update) the ISA Server 2000 started functioning in a different way. To be direct, Firewall sessions with that web app started to disconnect after 2 (two) minutes of inactivity. I have tried to configure ISA Server's outbound web requests to more than 120 seconds (default) (Isa Server Properties --> Outgoing Web Requests --> Configure --> Connection Timeout – in seconds), but that gave me no effect on this case. I have searched the web, technet, isaserver.org and found nothing that could help me in this issue.

It must be said also that before the updates this did not happen. Besides, if I use a dial up connection, I can be inactive in this app for more than 5 minutes without being disconnected.

Someone might point that I can uninstall Win2K3 SP1 and my problem would be solved. Well... I quite liked if that option was available. I was facing other problems, like VPN users not being able to access resources on the network – even successfully connecting to it – but I have corrected it by a hotfix. But before finding the hotfix, I tried to restore a backup session where these updates had not been applied yet. The problem is that the system crashed after the restore. I had to restore a backup I had done right BEFORE the failed restore and I used a Win2K3 CD that had SP1 packed with it. The server got back, but to resume the story, I CAN'T uninstall SP1 now.

The guy of the financial department here even told me that we'd rather be using a linux firewall, so this wouldn't be happening. I had to swallow this statement, because up to now I have no solution for his problem. Does anybody here have a light, so I can definitively solve this problem ?

I thank in advance those who help!

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God bless you,

Pedro Lima  
MCSE, MCSA, MCP+I, Network+

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- *Follow-Ups:*
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