

## RE: 504 Proxy timeout only with SSL traffic

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*Source:* <http://www.tech-archive.net/Archive/ISA/microsoft.public.isa/2007-09/msg00139.html>

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- *From:* David Maskell – BUI @davidm \(\at\) bui.co.za> <Emailaddresshere->
  - *Date:* Tue, 18 Sep 2007 14:20:06 -0700
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Ok, more questions for you :)

Do you forward your proxy traffic ie: using Web Chaining Rules to access the internet?

From what you are describing, the DMZ network is considered External to the

Inside firewall, this may have an effect when you access the DMZ. I assume you have rules in place to allow the internal network to external on HTTPS? And can access all other HTTPS sites on the internet?

Otherwise, if you are NOT using Web Chaining in the config;

Can you test something please? Just as a very simple test, create a rule that allows access to the DMZ HTTPS like this:

Source: Internal  
Destination: IP of HTTPS Site  
Users: All Users

Disable proxy on your browser and see if it works. If it does, that means that there may be something wrong with the proxy engine on the ISA, but I can't tell for sure, will you be able to test this? Another thing, can you access the site using IP instead of hostname?

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David Maskell – BUI  
MCSE:Security,Messaging, CISSP.  
<http://www.bui.co.za>

"Always remember to rate the posts!"

"bluenetadmin" wrote:

Hi David,

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The internal ISA Server has two nics one assigned to the internal network and one assigned to the DMZ network.

The external ISA has two nics once assigned to the DMZ and one assigned to the internet.

The network rules I am not sure what you mean exactly but under network configuration I have an internal network with the 192.x.x.x and a VLAN setup for phone system access but the DMZ is not part of this nor is it visible as a separate or distinct configuration.

"David Maskell – BUI" wrote:

Ok, a few questions:

Is the Internal and DMZ network separated within ISA with two different network objects? or are they both internal?

What are the network rules between the two networks? NAT/Route?

Does your ISA Server have 3x NICs? ie: one for external, one for DMZ and one for Internal?

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David Maskell – BUI  
MCSE:Security,Messaging, CISSP.  
<http://www.bui.co.za>

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"bluenetadmin" wrote:

Hi,

Here is a little more detail on the problem. The webserver sits within our DMZ and externally anyone can hit the website and all pages whether normal or secure come up properly. It is only from within the inside that we are encountering a problem getting to the secure (SSL) Pages.

We have two ISA 2004 Servers both at same level of service packs which is

RE: 504 Proxy timeout only with SSL traffic

SP3 for ISA Server 2004 and SP1 for Windows 2003 server.

One thought I had is perhaps it is seeing it on the same network but they are clearly on different networks. The internal is using a 192 scheme and the DMZ is using a 10. scheme

This problem only came about after applying service pack 2 for iSA 2004 and then in thinking that it was a bug I proceeded to apply sp3 to the same server for ISA 2004.

Thanks for your help

David

"David Maskell – BUI" wrote:

Hi,

This sounds like a very strange problem, its a bit unusual that you can access the HTTP but not HTTPS pages, can you access the HTTPS pages directly on the server? Have you checked the IIS Settings?

If the web server works on itself, ie browsing to the localhost, then it may have something to do with how the proxy is set up, although, in my honest opinion, it seems to be more the web server than ISA.

Can you access HTTPS pages locally on the webserver is what we need to look at first?

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David Maskell – BUI  
MCSE:Security,Messaging, CISSP.  
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"bluenetadmin" wrote:

Hi I am hoping that someone can help me. We have been running ISA Server 2004 for sometime and then we had a problem with email so I decided to go to service pack 2 for ISA 2004 server and I started to get this error mentioned below. I figured perhaps if I went to the next service pack which is SP3 it might go away and it has not resolved it yet. I am trying to access https pages on a webserver that is located on our DMZ. I am able to reach the webserver pages that are not secure pages but once I try to go to the secure pages it results in this error mentioned below. I have searched all over the web for a possible fix and I have not been able to figure this out. Any help would be appreciated.  
Thanks

Network Access Message:  
The page cannot be displayed

Technical Information (for Support personnel)  
Error Code: 504 Proxy Timeout. The connection timed out. For more information about this event, see ISA Server Help. (10060)  
IP Address: xxx.xxx.xxx  
Date: 9/17/2007 5:36:34 PM  
Server: server.at.work  
Source: proxy

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