

Re: Page Cannot Be Displayed Errors

Source:

<http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis/2005-03/1891.html>

From: Jesse (*nospam_at_fake.com*)

Date: 03/24/05

Date: Thu, 24 Mar 2005 11:58:43 -0500

No, I'm not on the same LAN as our web server. I am actually located at a different site. I have remote access to the server through Remote Desktop, so I can log in and easily check logs, etc.

I haven't tried to reproduce this on the server, because we usually don't browse web pages on the server itself. And as I stated earlier, it's so intermittent, that it would do no good for me to try on the web server when I run into the problem here. So, I'm not sure what to do with that.

Where can I get the IIS 6.0 Resource Kit, and how do I use WFetch? I read something about that yesterday, but wasn't sure if it would help me track this down or not.

I have done some additional checking in the logs. I figured if I got the page error, or a graphic didn't load, then I can check the IIS logs for that web site, and if the file was logged there, it got to IIS, and IIS responded, but it just didn't get back to me for some reason. In several of the cases where I've received this error this morning, I saw no entry in the log for the page/graphic that I was trying to access. That tells me that either the request isn't even getting to IIS at this point, or IIS isn't following through with the request, and logging the response. Not sure which at this point.

I installed the Network Monitor, and I've ran it, and I can see requests coming through. I'll have to spend some time with this and see if I can figure out how to work it out in a scheme for testing.

I am the only in-house programmer at this point, and I had considered writing something to do a request ever so often. I will look into that and see what I can come up with.

Thanks,
Jesse

"Kristofer Gafvert" <kgafvert@NEWSilopia.com> wrote in message news:xn0e04zwviy07w6000@news.microsoft.com...
> *Hi Jesse,*

>
> *I have gotten a better understanding of your problem now.*
>
> *It sounds like you are quite close to the webserver. Is this correct? Is
> it on the same LAN as your workstation (the one you was not able to access
> the webserver with this morning)?*
>
> *Anyway, i have seen this before. In that case, the problem was related to
> their LAN.*
>
> *Can you reproduce this on the webserver itself? Please use the IP every
> time you try, so that we can rule out DNS. You could also use WFetch from
> the IIS 6.0 Resource Kit. (do not access the website using a proxy, you
> need to connect directly to IIS)*
>
> *But testing is only a shortcut to find out what the problem is. To find
> out if IIS is the problem, we need to find out if the request really gets
> there. So, you need to monitor the network traffic on the webserver, and
> compare it to the IIS logs. If you see requests in the network monitor
> log, but nothing is logged in IIS, then it is possible that IIS is the
> problem. As you can understand, it is very time consuming to do this, and
> that is why i suggest you to do some testing first to narrow down from
> whom this issue is reproducible.*
>
> *If you still get the error message, and the IIS log and the network
> monitor log does not differ (regarding http packets), then the request
> never made it to IIS. We still do not know if the webserver is the problem
> (the NIC could be the problem), or some other device. We do however know
> that IIS is not the problem.*
>
> *So if i were in this situation, i would first try to reproduce it on the
> webserver itself. If you have a programmer in the house, with nothing to
> do, have him or her write you a small application that can do some http
> requests every 2 second, and run it on the webserver and see if there is
> any problems.*
>
> *There is a network monitor included in Windows Server 2003 (not sure about
> the Web Edition however) that can be installed from Add/Remove Windows
> Components. It is called Network Monitor, or Netmon or something like
> that.*
>
> *Also, make sure that you have the latest NIC driver installed. It could be
> the NIC that is dropping or not accepting connections.*
>
> --
> *Regards,*
> *Kristofer Gafvert*
> *www.gafvert.info – My Articles and help*
> *www.ilopia.com*
>
>

> *Jesse wrote:*
>
>> *The Event logs are clean. I experienced the problem twice this morning,*
> *and*
>> *there is no error with regard to networking or IIS in any of the event*
> *logs.*
>>
>> *The web site really isn't that busy. I would estimate that we may have*
> *as*
>> *many as 30 people in at one time. We are various .ASP applications.*
> *Some of*
>> *them use SQL Server, and some use MS Access for their database. However,*
>> *we've experienced the problem in both applications, so I don't suspect a*
> *SQL*
>> *Server or MS Access problem at this point, since the problem is*
> *happening in*
>> *both locations. I've been through all of the systems to make sure that*
> *I'm*
>> *closing connections.*
>>
>> *The people that experience the problem are located all over the place.*
>> *We've had problems in Virginia, Ohio, Kentucky, Florida, New Mexico. So,*
>> *this is not a problem located "on the other side". It HAS to be either*
> *our*
>> *ISP, Cable Modem, Router, or Server. We've eliminated nearly*
> *everything. At*
>> *this point about the only thing that hasn't been gone through with a*
>> *fine-tooth-comb is IIS and the server settings. That's the reason for*
> *this*
>> *message, I have no idea how to track down a problem like this with IIS.*
>> *I've been checking the logs, but they just tell me when I get access to*
>> *something.*
>>
>> *I did notice this morning when I got the problem, I immediately went and*
>> *looked at the log. I didn't see any access entry there for what I was*
>> *looking at, but it's possible that I missed it. If I get the page error,*
>> *and don't see an entry in the log, then I can probably assume that IIS*
>> *either didn't get the request for the page, or didn't respond to the*
>> *request.*
>>
>> *The problem with trouble-shooting this is when I get a page cannot be*
>> *displayed error, it's cleared up in a split second, literally. So, it*
> *will*
>> *do no good by going to the web server and trying it again when I get the*
>> *error here, because it would have cleared itself up by the time I get*
> *there.*
>>
>> *Thanks,*
>> *Jesse*
>>
>> *"Kristofer Gafvert" <kgafvert@NEWSilopia.com> wrote in message*

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>> news:xn0e04wgxitb5gk01p@news.microsoft.com...
>> > *Hi,*
>> >
>> > *In addition to what Bernard has suggested, also check the event log on*
> *the*
>> > *server. Look for network related error messages, as well as messages*
>> > *related to IIS.*
>> >
>> > *If you have a busy website, you could also look in the IIS log file and*
>> > *see if you have any "missing" requests. That is, when (the time) there*
> *is*
>> > *nothing logged by IIS. You could compare the time with other logs*
>> > *(firewall, network, whatever) to try to figure out what is happening.*
>> >
>> > *It would be interesting to know where the people that gets this problem*
>> > *are located. Maybe they have something in common?*
>> >
>> > *I do not think that it is caused by IIS, because it is not likely that*
> *IIS*
>> > *would stop responding to requests, and then start again without any*
> *action*
>> > *from your side.*
>> >
>> > *When this is happening the next time, try to access the website from*
> *the*
>> > *webserver itself to found out if IIS is the problem, or if the problem*
> *is*
>> > *elsewhere.*
>> >
>> > --
>> > *Regards,*
>> > *Kristofer Gafvert*
>> > *www.gafvert.info – My Articles and help*
>> > *www.ilopia.com*
>> >
>> >
>> > *Jesse wrote:*
>> >
>> >> *We have been having a LOT of problems lately with people getting "Page*
>> >> *Cannot Be Displayed" Errors on our web sites. It indicates "DNS or*
>> >> *Server*
>> >> *error" at the bottom of the page, but we've spent LOTS of time with*
> *our*
>> > *ISP*
>> >> *(Road Runner Cable Modem, level 2 Business Class), Our domain name*
>> >> *registrar, and also our DNS servers (Register.com), and our network*
>> >> *technician, who has been through our network with a fine tooth comb.*
>> > *We've*
>> >> *found NOTHING WRONG ANYWHERE. We have had several people tell us that*
>> > *the*
>> >> *request for a page is getting through, but nothing is coming back. At*

microsoft.public.inetsrvr.iis: Re: Page Cannot Be Displayed Errors

>> > *this*
>> >> *point, we're suspecting IIS. We're running Windows 2003 Server (Web*
>> >> *Edition), which I believe has IIS 6 on it. We're running this on a*
>> > *fairly*
>> >> *new Dell Web Server. Is anyone aware of any settings that I can*
> *change*
>> > *to*
>> >> *resolve this issue? It very well may be costing us business because*
> *of*
>> > *all*
>> >> *of the errors that people are getting. Any help at all is greatly*
>> >> *appreciated.*
>> > >
>> >> *Thanks,*
>> >> *Jesse*