

Re: cannot connect two win2k computers

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.networking/2005-01/0749.html>

From: Herb Martin (*news_at_LearnQuick.com*)

Date: 01/17/05

Date: Sun, 16 Jan 2005 19:48:01 -0600

> *HERB!!! Thank you SO MUCH for your time and effort. You pointed me in the
> right direction, and that was firewall interference. There was a secondary
> application running under Norton (2 icons running in the sys tray, I
didn't
> realize the other one was Norton as well), and I found the firewall
settings
> and told it to let Computer A (Wendy-zmud8nvrn) in. A ping here, a ping
> there and we have communication.*

Cool. It did seem to be a Computer B firewall issue. Glad I kept saying that.

> *In the meantime, I learned about Cmd prompt files, and that neat little
> trick about getting them to write directly to a .txt file, and a whole lot
> about communication.*

I love helping those who appreciate the command line. Keep learning.

> *I've been trying to figure this out since last Tuesday, so it is such a
> relief to get it solved.*

I can only imagine.

> *Again, thanks a million for your time and expertise. I couldn't have done
it
> without you, and I'm saving all your emails to my geeky win2000 archives.*

Ok. Let me know if I can help you more.

As you can tell, the primary means to troubleshoot a problem are these:

- 1) Simplify (get away from the GUI, use simple tools etc.)
- 2) Be very explicit -- force yourself to name each problem exactly avoid "pronouns" (instead saying WHAT is giving

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an error or not working), seek specific verbs and other words (substitute what is actually happening for things like "not working".)

- 3) Divide and conquer -- this is similar to #1 and related to #3 by not only being specific by trying to isolate the individual component or tool so that it is clear not only what is not working and how, but which element is causing the problem.

It can also be useful to capture or write down the key results, especially while you are still a beginner.

```
--
Herb Martin
"wendeebee" <address@insig.com> wrote in message
news:r1DGd.3585$K03.160701@news20.bellglobal.com...
>
> "Herb Martin" <news@LearnQuick.com> wrote in message
> news:eFL%23YdB$EHA.3924@TK2MSFTNGP15.phx.gbl...
> > B (system-41b46a6e) ->A (Wendy-zmud8nvrn)
> >
> > First those (NetBIOS) names are suspicious but seem to be legal.
> >
> > They are LESS than 16 characters (I prefer less than 15 but this
> > shouldn't matter here), and the "-" is technically legal, although
> > again, I would only use INITIAL alphabetic, followed by up to
> > 13 alphanumeric. They are however legal.
> >
> > Broadcast name resolution should work if the machines can
> > ping and are on the same subnet (as the addresses suggest.)
> >
> > Such tends to argue for switch/hub issues, maybe cable.
> >
> > What are the plugged into? You need to give me a clear
> > description of how each is physically connected (to what
> > device etc.)
> >
> >
> > > Ping by name:
> > > c:\ping Wendy-zmud8nvrn
> > > Unknown host Wendy-zmud8nvrn.
> > >
> > > Ok, name resolution fails -- the address is never tried,
> > > and in the next, we see IP work so this implies your
> > > network is basically working (hardware, IP addresses)
> > > and leads us back to name resolution. (So I spent a
> > > long time looking at those machine names to make sure
> > > they were legal.)
> > >
> > > _____
> > > Ping by Number:
> > > Pinging 192.168.1.100 with 32 bytes of data:
> > > Reply from 192.168.1.100: bytes=32 time<10ms TTL=128
> > > Ping statistics for 192.168.1.100:
> > >     Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
> > >
> > > IP worked B->A but fails the other direction.
> > > This almost never happens EXCEPT when B (the
> > > one that fails) is running a Firewall and has thereby
> > > disabled responding to pings.
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```
> >
> > This means we really should check the Firewall on the
> > NIC of machine B.
> >
> > > _____
> > > Net Share:
> > > Share name      Resource                               Remark
> > >
> > > -----
> > > --
> > > Share          E:\Share
> > > The command completed successfully.
> > >
> > > Ok, they both have something NON-HIDDEN shared:
> > >     i.e., that share named SHARE.
> > >
> > > From Computer B:
> > > IPconfig all:
> > > Windows 2000 IP Configuration
> > > Host Name . . . . . : system-41b46a6e
> > > Primary DNS Suffix . . . . . :
> > >
> > > This shouldn't matter since you are using the short
> > > or NetBIOS name in each attempt to connect.
> > >
> > > Node Type . . . . . : Broadcast
> > > IP Routing Enabled. . . . . : No
> > > WINS Proxy Enabled. . . . . : No
> > > Ethernet adapter Local Area Connection 2:
> > > Connection-specific DNS Suffix . :
> > > Description . . . . . : Microsoft Wireless PCI Adapter
> > > MN-730
> > > Physical Address. . . . . : 00-0D-3A-6D-B9-DA
> > > DHCP Enabled. . . . . : Yes
> > > Autoconfiguration Enabled . . . . : Yes
> > > IP Address. . . . . : 192.168.1.101
> > > Subnet Mask . . . . . : 255.255.255.0
> > > Default Gateway . . . . . : 192.168.1.1
> > > DHCP Server . . . . . : 192.168.1.1
> > > DNS Servers . . . . . : 206.47.244.113
> > >                               206.47.244.52
> > > Lease Obtained. . . . . : Sunday, January 16, 2005 12:46:01
> > > PM
> > > Lease Expires . . . . . : Monday, January 17, 2005 12:46:01
> > > PM
> > >
> > > Ethernet adapter Local Area Connection:
> > > Media State . . . . . : Cable Disconnected
> > > Description . . . . . : SiS 900-Based PCI Fast Ethernet
> > > Adapter
> > > Physical Address. . . . . : 00-0C-6E-4F-25-56
> > >
> > > Ok, I don't know what the above NIC is doing but it doesn't
> > > seem to be in use -- did you perhaps have a NIC
> > > in your computer and the cable company added another?
> > > Shouldn't hurt anything.
> > >
> > > ++++++
> > > From Computer A:
> > > Ipconfig /all:
> > > Windows 2000 IP Configuration
```

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```
> > > Host Name . . . . . : wendy-zmud8nvrn
> > > Primary DNS Suffix . . . . . :
> > > Node Type . . . . . : Hybrid
> > > IP Routing Enabled. . . . . : No
> > > WINS Proxy Enabled. . . . . : No
> > > Ethernet adapter Local Area Connection 3:
> > > Media State . . . . . : Cable Disconnected
> > > Description . . . . . : Efficient Networks Ethernet
> P.P.P.o.E
> > > Physical Address. . . . . : 44-45-53-54-77-77
> > > Ethernet adapter Local Area Connection:
> >
> > One must wonder what this is? Did they perhaps install
> > PPOE on your first machine (computer A) and it is
> > acting a a virtual NIC (not a real one) and in some way
> > taking over the real NIC?
> >
> > Someone else here may know the answer but I am suspicious
> > of this as maybe being involved in the problem.
> >
> > > Connection-specific DNS Suffix . :
> > > Description . . . . . : 3Com EtherLink XL 10/100 PCI For
> > > Complete PC Management NIC (3C905C-TX)
> > > Physical Address. . . . . : 00-04-75-8B-03-95
> > > DHCP Enabled. . . . . : Yes
> > > Autoconfiguration Enabled . . . . : No
> > > IP Address. . . . . : 192.168.1.100
> > > Subnet Mask . . . . . : 255.255.255.0
> > > Default Gateway . . . . . : 192.168.1.1
> > > DHCP Server . . . . . : 192.168.1.1
> > > DNS Servers . . . . . : 206.47.244.113
> > >                               206.47.244.52
> > > Lease Obtained. . . . . : Sunday, January 16, 2005 4:42:50
AM
> > > Lease Expires . . . . . : Monday, January 17, 2005 4:42:50
AM
> > > _____
> > > Ping by name:
> > > Unknown host System-41b46a6e.
> > > _____
> > > Ping by number:
> > > Pinging 192.168.1.101 with 32 bytes of data:
> > > Request timed out.
> > > Ping statistics for 192.168.1.101:
> > >     Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
> > >     Approximate round trip times in milli-seconds:
> > >     Minimum = 0ms, Maximum = 0ms, Average = 0ms
> > > _____
> > > Net Share:
> > > Share name      Resource                Remark
> > >
> > >
> > > -----
> > > --
> > > IPC$                Remote IPC
> > > Shared             E:\Shared
> > > The command completed successfully.
> >
> > What sort of machine is this? It doesn't seem to
> > be NT-class (Win2000, XP etc) since it isn't automatically
> > sharing it's C drive?
> >
```

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```
> > > This is the current info from both machines.
> > > Thank you,
> > > Wendy
> >
> > I don't see it -- I am suspicious of the PPOE stuff,
> > or perhaps the firewall on B.
> >
> > Otherwise it makes no sense that ping by number
> > works only one direction.
> >
> > That must be fixed FIRST, then we move on to
> > Name, then to seeing shares in Network Neighborhood.
> >
> > Otherwise you hardware devices are somehow
> > suppressing the name broadcasts that must work (here)
> > for name resolution.
> >
> > Again, I need you to describe precisely how this
> > stuff is plugged together.
> >
> >
> > --
> > Herb Martin
> >
>
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> right direction, and that was firewall interference. There was a secondary
> application running under Norton (2 icons running in the sys tray, I
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> realize the other one was Norton as well), and I found the firewall
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> and told it to let Computer A (Wendy-zmud8nvrn) in. A ping here, a ping
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> trick about getting them to write directly to a .txt file, and a whole lot
> about communication.
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> relief to get it solved.
> Again, thanks a million for your time and expertise. I couldn't have done
it
> without you, and I'm saving all your emails to my geeky win2000 archives.
>
> Have a great night!
> --Wendy
> --
> wendeebee
> @sympatico
> .ca
>
>
>
>
>
```