

Re: Web Site Mystery

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2007-10/msg01409.html>

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 - *Date:* Tue, 30 Oct 2007 15:10:44 -0000
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"Lanwench [MVP – Exchange]" wrote

Cool beans.

What an excellent expression! Not sure whether it has any bearing on the matter in hand, but must make a note of it anyway.

Although we have our own corporate domain europacrown.com, we do not host our own web site at this location. Instead, our parent company hosts our site along with their own. So in our DNS setup, there is a pointer to the ip address of the host server.

What's your AD domain name? If it matches your public domain name (europacrown.com), you're using "split brain DNS" – and yes, you need to have a host entry for www which points to the correct public IP.

Our AD domain is europa.

That's the NetBIOS name – think of it as a nickname. The full name has to

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end in dot-something. Run an ipconfig /all on your server and you'll see the full name – or ping your server by its NetBIOS name and it should reply with the FQDN (servername.domain.whatever)

From the ISA server I get europaem.europa.local

There is an entry in our DNS report which must point to the correct public IP as the web site is accessible from any other browser connection outside our LAN.

What do you get when you ping www.europacrown.com ?
Does it return
the correct public IP? I get 216.17.30.189....

Interesting.
I believe that our firewall blocks attempts at external pings.

Outbound? That sucks. I'd turn that "feature" off. Pinging is a very useful connectivity test. Blocking inbound ICMP is a Good Thing.

I'll talk to the firewall "management" about that one.

When I ping any other address it does resolve to an ip address but returns "request timed out".

That's often useful anyway – could be that the remote host blocks ping requests. Just to check name resolution, ping is still useful.

However, when I ping www.europacrown.com it returns "Ping request could not find host www.europacrown.com. Please check the name and try again".

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If you use europacrown.com as your internal DNS domain name, you must create a host record in your forward lookup zone for europacrown.com – the name of the host would be www, and the IP address would be 216.17.30.189. Otherwise, when you go to www.europacrown.com, your own DNS servers (which have been told "you're responsible for everything on the europacrown.com domain") will not be able to find the host internally, and will shrug and give up.

This is a major reason it is generally not recommended that you use the same domain name for public & internal DNS. You can work around this, but it isn't always graceful.

I believe that the .europa.local part of the FQDN confirms that the above 2 paragraphs don't apply in this case?

For some reason, attempts to access our company web site www.europacrown.com don't work from our corporate network.

You might post the unedited output from an ipconfig /all from your DC....

Does publishing this information to the world compromise the security of our network?

No. Not unless you use public IPs on your network and have no firewall or security in place – in which case you're already in mega trouble :)

Would the ipconfig all info still be useful to help solve this?
If so, do you require domain controller server, ISA/Exchange server, second DC or all three?

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I have tried the same from a dial-up connection without any problems. Although it is not clear how long this has been an issue, we recently promoted our a SQL server to act as a domain controller and active directory backup.

Is it also running AD-integrated DNS?

Not sure on this one. It was deliberately introduced as a backup both for AD and as a secondary DNS, if that answers the question.

You should check – it should be running AD-integrated DNS. Meaning, it should be a replica of the DNS server config you have on your first DC.

How do I confirm this?

Can anyone suggest ways of fault finding this issue please?

Windows server 2003 network

ISA server used as proxy

Checkpoint firewall

Thanks in anticipation

Phil

This is looking more and more like an internal conflict/resolution issue to a network newbie.

Thanks for any further pointers you can give

Phil

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Thanks for your help with all this Lanwench

Phil

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