

Re: VPN debugging fun, time to test your minds

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.networking/2005-10/msg00144.html>

- *From:* Wendel Hamilton <WendelHamilton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 9 Oct 2005 22:59:01 -0700
-

Gaylen,
Check the following on the VPN server
Open Routing and remote access manager
Expand remote access policies
Right click on the policies there and select properties
Click the Edit profile button
Check that Disconnect if Idle for is NOT checked
Check that Restrict maximum session to is NOT checked.
You have to do this for each access policy.

"Gaylen Michael" wrote:

> Yep, it's set to never. Keep in mind I can stay connected from the same PC
> but on a different network just fine. That of course is the most perplexing
> part of this problem.
>
>
>
> "Wendel Hamilton" <WendelHamilton@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
> message news:1E651DCA-45F5-4B1C-B3A7-870421268A59@xxxxxxxxxxxxxxxxxxxx
>> Gaylen,
>> This is the exact event log you would receive if you have the link time
>> out
>> set in your dial up connection.
>> Check that the timeout is set to never.
>>
>> "Gaylen Michael" wrote:
>>
>>> Hi Wendel,
>>>
>>> Here's what I got out of the System Event Log. I've also attached the
>>> PPP.log that I started right before I connected. Oddly, this is the
>>> first
>>> time the event ID 20194 has appeared in my System Log? Even though this
>>> problem has been occurring since RRAS was setup. No idea how or why the
>>> log
>>> says I was disconnected by the user's request?
>>>

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>>> Event Type: Information
>>> Event Source: RemoteAccess
>>> Event Category: None
>>> Event ID: 20194
>>> Date: 10/8/2005
>>> Time: 12:10:14 PM
>>> User: N/A
>>> Computer: PSSERVER
>>> Description:
>>> The user DOMAINNAME\Gaylen connected on port VPN6-3 on 10/8/2005 at 12:07
>>> PM
>>> and disconnected on 10/8/2005 at 12:10 PM. The user was active for 2
>>> minutes 58 seconds. 56317 bytes were sent and 60686 bytes were received.
>>> The reason for disconnecting was user request.
>>>
>>> Thx,
>>> Gaylen
>>>
>>>
>>> "Wendel Hamilton" <WendelHamilton@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
>>> message news:5280228B-72B5-4016-8603-D8205FB0CE6B@xxxxxxxxxxxxxxxxxxxx
>>> > Gaylen,
>>> > Remote access events are also logged in the event viewer in System.
>>> > Lets
>>> > look at them first the log file of most interest would be probably
>>> > ppp.log
>>> > which is a log of the packets for the PPP connection.
>>> > There are millions of entrees 1 per packet in fact. So as soon as you
>>> > have
>>> > captured the event turn the logging off as it will degrade performance.
>>> >
>>> > "Gaylen Michael" wrote:
>>> >
>>> >> Hi Wendel,
>>> >>
>>> >> I've got Log errors and Warnings ticked as well the option below "Log
>>> >> additional Routing and Remote Access information (used for debugging)"
>>> >> selected.
>>> >>
>>> >> At the bottom of the window it states that these logs can be found in
>>> >> the
>>> >> %windir%\tracing directory. When I go to that directory there is a
>>> >> mess
>>> >> of
>>> >> log files. Anyway of knowing which one would be applicable to dropped
>>> >> VPNs?
>>> >>
>>> >> Thx,
>>> >> Gaylen
>>> >>
>>> >>
>>> >>

Re: VPN debugging fun, time to test your minds

> > > > "Wendel Hamilton" <WendelHamilton@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
> > > > message news:779B6B53-4B78-43E7-9EF7-70EBA635BEF8@xxxxxxxxxxxxxxxxxxxxx
> > > > Gaylen,
> > > > Can you turn on log errors and warnings in Routing and remote access
> > > > including PPP logging and post them here.
> > > > It may give us a clue as to why it's happening.
> > > > Sound weird though.
> > > > Regards Wendel..
> > > >
> > > >
> > > > "Gaylen Michael" wrote:
> > > >
> > > > > Ok – here's the problem in short, I've got a VPN server that's
> > > > > dropping
> > > > > connections after a couple minutes from clients who are connecting
> > > > > from
> > > > > certain locations.
> > > > >
> > > > > Here's the scenario that is driving me NUTS!
> > > > >
> > > > > Company A has a Windows 2003 server that is multi-homed and
> > > > > connected
> > > > > directly to our LAN and WAN at the office. VPN connections within
> > > > > the
> > > > > LAN
> > > > > work great and stay up all day. The VPN server seems to work fine
> > > > > for
> > > > > some
> > > > > WAN based users but not for others. I've had it work great for me
> > > > > when I
> > > > > am
> > > > > at one of the hotspots that I manage but then it drops within 3
> > > > > mintues
> > > > > when
> > > > > I go home and yes this is from the same laptop computer. So, this
> > > > > would
> > > > > tell me it's something specific to my home LAN or ISP right? Well,
> > > > > I
> > > > > manage
> > > > > another Windows 2003 VPN server for a different Company B and I can
> > > > > VPN
> > > > > into
> > > > > that network all day and stay connected, again from the same
> > > > > computer
> > > > > and
> > > > > as
> > > > > well from my home network. The RRAS settings for these two
> > > > > company's
> > > > > is
> > > > > practically identical. So, that tells me that my home LAN is fine
> > > > > for

>>>
>
>
>
.

• **Follow-Ups:**

- ◆ **Re: VPN debugging fun, time to test your minds**
◇ From: Gaylen Michael

• **References:**

- ◆ **RE: VPN debugging fun, time to test your minds**
◇ From: Wendel Hamilton
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- Prev by Date: **Re: Change DHCP server**
- Next by Date: **Two networking cards**
- Previous by thread: **Re: VPN debugging fun, time to test your minds**
- Next by thread: **Re: VPN debugging fun, time to test your minds**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**