

## Re: VPN not working when client behind another firewall

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-08/1703.html>

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**From:** Mark Richards (*mark.richards\_at\_expw.co.uk*)

**Date:** 08/05/04

Date: Thu, 5 Aug 2004 06:48:31 -0700

Please excuse my ignorance Franz!

We have a Thomson / Speedtouch 510 and a Symantec 200 Firewall Appliance. I believe that these are configured correctly as we have used VPN successfully before. The difference now is that we have guys trying to VPN from behind another firewall. However, other guys (not from our company) are able to VPN into their own server from behind this same firewall. So it would seem that the other firewall is also configured correctly.

Regards  
Mark

>-----Original Message-----

>Mark,

>

>It's not "port 47". It's "GRE-protocol 47".

>Your router need to pass it through. You can close port 47. Maybe there

>is setting which enables VPM pass-thru in general.

>What type of router is it?

>

>Franz

>

>

>"Mark Richards" <mark.richards@expw.co.uk> schrieb im Newsbeitrag

>news:07bf01c47acd\$82f5d5d0\$a401280a@phx.gbl...

>> Hi Marina,

>>

>> OK - so our VPN is working fine when the client is NOT

>> behind another firewall - and our port 47 is definately

>> open on our firewall.

>>

>> *Do we need to make sure that the other firewall has port*  
>> *47 open too?*  
>>  
>> *Regards*  
>> *Mark*  
>>  
>>  
>>  
>> >-----Original Message-----  
>> >*Hi Mark,*  
>> >  
>> >*Error 721 means that the router is not passing through*  
>> *the GRE-protocol 47,*  
>> >*which is needed for VPN.*  
>> >*Check the documentation of the router/firewall or the*  
>> *website for firmware*  
>> >*upgrade or even downgrade.*  
>> >  
>> >--  
>> >*Regards,*  
>> >  
>> >*Marina*  
>> >*Microsoft SBS-MVP*  
>> >  
>> >*"Mark Richards" <mark.richards@expw.co.uk> schreef in*  
>> *bericht*  
>> >*news:c1da01c47a30\$9def6fb0\$a301280a@phx.gbl...*  
>> >> *Hi,*  
>> >>  
>> >> *VPN is not working for our client PCs currently*  
*trying*  
>> *to*  
>> >> *connect from behind another firewall. The*  
>> *administrators*  
>> >> *of the "other" firewall have opened up ports 1721,*  
*1723*  
>> >> *and 500, 1701, but our PCs get the following error*  
*after*  
>> >> *the dialog box says "Checking password":*  
>> >>  
>> >> *"The remote computer did not respond. For further*  
>> >> *assistance, click More Info or search Help and*  
*Support*  
>> >> *Center for this error number. (Error 721) For*  
*customized*  
>> >> *troubleshooting information for this connection,*  
*click*  
>> >> *Help.*  
>> >> *Pausing before reconnecting (3 seconds)..."*  
>> >>  
>> >> *We've tried opening ALL ports on our firewall but to*

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no

>> >> *avail. I am also unable to telnet to any of the ports,*

>> >> *although I may be attempting to do this incorrectly.*

>> >>

>> >> *Any thoughts / help would be much appreciated.*

>> >>

>> >> *Regards*

>> >>

>> >> *Mark*

>> >

>> >

>> >.

>> >

>

>.

>