

RE: SBS2003 SP1 – Help!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-05/msg05580.html>

- *From:* v-jerryz@xxxxxxxxxxxxxxxxxxxxxxxx (Jerry zhao (MSFT))
 - *Date:* Tue, 24 May 2005 05:53:18 GMT
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Hi,

Thanks for your post.

As for your scenario, please perform the following steps to resolve the issue:

Note: If any one of the following steps has resolved the issue, you do not have to perform the rest steps.

1. Follow the steps mentioned in the KB article below:

299013 Routing and Remote Access Service Does Not Start and Event ID 20103
<http://support.microsoft.com/?id=299013>

2. Open Registry Editor, and then add the key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Adapters\NdisWanIp

3. Check the following registry keys:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\RemoteAccess\RouterManagers\IP

Value name: DLLPath
Data type: REG_EXPAND_SZ
Value data: %SystemRoot%\System32\iprtmgr.dll

Value name: GlobalInfo
Data type: REG_BINARY
Value data: – will vary by system –

Value name: ProtocolID
Data type: REG_DWORD
Value data: 0x21 (Hexadecimal)

4. Unregister iprtmgr.dll (run "regsvr32 /u iprtmgr.dll") and then

register it (run "regsvr32 iprtmgr.dll").

```
Regsvr32 /u %SystemRoot%\System32\iprtmgr.dll  
Regsvr32 %SystemRoot%\System32\iprtmgr.dll
```

5. Open Device Manager, remove Network Adapters, and then reboot the machine to let Windows detect and install them again. Then re-run CEICW and check how things go from there.

6. Disable any third party software and reboot again, check if the issue persists. Do you have Veritas Backup Exec installed?

7. Disable the Routing and Remote Access service, and then re-enable and reconfigure the Routing and Remote Access service. To do this, follow these steps.

a). Click Start, point to Programs, point to Administrative Tools, and then click Routing and Remote Access.

b). In the console tree, right-click the computer on which you want to disable Routing and Remote Access service, and then click Disable Routing and Remote Access.

c). Click Yes when you receive the following message:
You are disabling the router and removing its configuration. To re-enable the router, you will have to reconfigure it. Do you want to continue?

d). Right-click the computer on which you want to enable Routing and Remote Access service, and then click Configure and Enable Routing and Remote Access.

The Routing and Remote Access Server Setup Wizard starts.

e). Follow the instructions on the pages of the Routing and Remote Access Server Setup Wizard to configure the Routing and Remote Access service.

8. Please open the Service Console and confirm that the Remote registry service is running and set to automatic. If not, please correct it.

If the above efforts do not help, please perform a clean boot and see if here is any help. To do so, follow the steps below:

A. Click Start, click Run, type "msconfig" (without the quotation marks) and click OK.

B. Select "Selective Startup" and remove the check box for "Load Startup Items".

C. On the "Services" tab, click Enable All.

D. Check "Hide all Microsoft Services", click Disable All and clear "Hide all Microsoft Services".

E. Click the OK button and then Click Yes to restart your computer.

F. Try again.

Also, please post the detail description of the two events 7024, 20103.

If you have any questions please do not hesitate to let me know. I am glad

to be of assistance.

Best regards,

Jerry Zhao (MSFT)

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• **References:**

◆ **SBS2003 SP1 – Help!**

◇ From: V70Pete

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• Next by Date: **Re: keep on getting this error trying to connect to VPN**

• Previous by thread: **Re: SBS2003 SP1 – Help!**

• Next by thread: **RE: SBS2003 SP1 – Help!**

• Index(es):

◆ **Date**

◆ **Thread**