

# RE: SBS Client Connection Problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-05/msg06638.html>

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- *From:* [v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx) (Nathan Liu [MSFT])
  - *Date:* Fri, 27 May 2005 08:30:14 GMT
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Hello Ajeum,

Thank you for posting in the SBS newsgroup.?

According to your description, I understand that you encountered a Windows XP Pro SP2 workstation cannot access SQL Server when the workstation have idle a little time. If I have misunderstood your concern, please don't hesitate to let me know.

As you mentioned, if this issue only occurs the new Windows XP Pro SP2 workstation, it could be mostly like a client side issue. please help me perform the following steps:

1. What's the exact problem symptom of the problematic workstation cannot access SQL Server on the SBS Server?
2. Could you access <http://companyweb> on the problematic workstation when the issue occurs?
3. Please open the system Event Viewer on the problematic workstation, and check whether there is any error information about this issue, and then paste the full context in your reply post.

Otherwise, Please follow this suggestion to narrow down this issue on the problematic workstation:

1. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.
2. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.
3. Click to clear the check mark from the "Load startup items" below Selective Startup.
4. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services. \*note that please make sure that you do not uncheck the Microsoft

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services.

5. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

6. After restarting, please check whether this issue will reoccur.

If this issue does NOT reoccur following the Selective Startup, please continue these steps to find the exact cause:

1. Click Start, click Run, in the Open box type "MSCONFIG" (without the quotation marks), and click OK.

2. In the System Configuration Utility (MSConfig) window, click the Startup tab or the Services tab.

3. Add one check mark at a time to the entries under the Startup tab or the Services tab, and then restart each time to see if the additional entry reproduces the original problem.

To get additional detailed information, you may refer to the RESOLUTION of the following KB article:

310353 How to perform a clean boot in Windows XP

<http://support.microsoft.com/?id=310353>

I appreciate your taking the time to perform the tests. If you have any questions or concerns, please do not hesitate to let me know. I am always happy to be of further assistance.

Best regards,

Nathan Liu (MSFT)

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.  
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>From: "ajeum" <ajeumnospam@xxxxxxxxxxxx>  
>Subject: SBS Client Connection Problem  
>Date: Thu, 26 May 2005 19:27:07 -0400  
>Lines: 9  
>X-Priority: 3  
>X-MSMail-Priority: Normal  
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180

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>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
>X-RFC2646: Format=Flowed; Original  
>Message-ID: <Owf0tpkYFHA.2312@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: 68-184-41-122.dhcp.oxfr.ma.charter.com 68.184.41.122  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:122067  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>I have new SBS 2003, a new XP Pro SP2, an existing XP Pro SP2, and six Win  
>2000 SP4. Everything works Ok until the new XP Pro SP2 sits ideal (over  
>night or for a few hours), then the XP can't browse or access SQL server  
on  
>the SBS. Can ping server, access Internet, etc. If log off then on again  
all  
>is working for a little while. Any ideas?  
>  
>Thanks  
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>

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• **Follow-Ups:**

◆ **Re: SBS Client Connection Problem**

◇ From: ajeum

• **References:**

◆ **SBS Client Connection Problem**

◇ From: ajeum

- Prev by Date: **Re: slipstream sp1**
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