

RE: another VPN problem, error 721/800

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg04037.html>

- *From:* "Raymond" <Raymond@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Jun 2005 13:08:09 -0700
-

Hi Nathan,

Thanks for responding. See my comments on your questions please. Hopefully that will give you an idea. I'm stuck here.

"Nathan Liu [MSFT]" wrote:

- > Hello Raymond,
- >
- > Thank you for posting in the SBS newsgroup.
- >
- > According to your description, I understand that you received the error
- > message 721/800 when you try to access the SBS Server via VPN. If I have
- > misunderstood your concern, please don't hesitate to let me know.
- >
- > To narrow down this issue, please answer and perform the following
- > questions and steps below:
- >
- > 1. As you mentioned, you got it running a long time ago with an XP SP1
- > machine, but now you cannot correctly use VPN on an other Windows XP SP2.
- > Please try to disable the Windows Firewall on the Windows XP SP2 computer
- > and any other third-party firewall softwares, then try again. Please check
- > if the issue can be re-produced.

I don't know how to disable the XP2 firewall. I have installed XP Pro SP1 on another laptop. I'm testing it within my LAN. When i use the VPN connection, where in the config my public IP address is stated(the 1 you would use when your remote) both won't work. When i create another VPN connection where i won't state my public IP address but just the internal name of the SBS server, then it's no problem. The VPN connection is running.

- >
- > 2. Please use more computers to test if it correctly work at internal or
- > external.
- >
- > 3. Since you received the error message 721, the error 721 means that your
- > router or ADSL Modem is not passing through the GRE-protocol (47) to your
- > server. Please double-check this configuration. In addition, I suggest you
- > need to upgrade the ADSL Modem firmware, and then try again. Please check

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> if the issue can be re-produced.

I update the firmware a while ago. Latest firmware.

>

> 4. There are two NIC installed on the SBS server. If you directly connect
> a workstation to the external NIC, manually configure the IP address of
> workstation (make sure that the workstation IP and the server external IP
> are in the same subnet) and then manually create a VPN dial entry. Can you
> establish the VPN session?

I have done this with the config with the public IP address and after 1 sec
it said error 800.

>

> 5. Please refer to the following information to check the ADSL Modem
> configuration:

>

> Generally speaking, the following ports should be opened:

>

> TCP 25 This port is used for incoming SMTP traffic. If you are using POP3
> connector, it's not necessary to open this port.

> TCP 110 This port is used for POP3 mail clients. If there is no external
> POP3 mail user, it's not necessary to open this port.

> TCP 443 SSL for OWA, RWW sites

> TCP 444 SSL for Companyweb

> TCP 4125 Remote Web Workplace

> TCP 3389 Terminal services

> TCP 1723 PPTP VPN connection

> GRE port (protocol number 47) This port is used for incoming PPTP VPN
> connection.

All those ports are open, except port 110.

>

> 6. We also can use the PPTP Ping tool included in Windows XP Support tools
> to check whether the ports are opened to allow VPN connection. You can find
> Windows XP support tool from the "Support\Tools" folder in the Windows XP
> CD.

I found them and i ran the pptpsrv on the server but i got an error, 10048,
address already in use.

>

> a) Get two utilities pptpsrv.exe and pptplnt.exe from the Windows XP
> support tools.

>

> b) Run the pptpsrv.exe utility on the SBS server.

>

> c) Run the pptplnt.exe utility on the problem Windows XP

> Professional-based computer. I assume that the IP address of the VPN server
> is 202.123.123.1, you need to run the command "pptplnt 202.123.123.1".

>

> d) Input a string to perform a test.

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>
> Both utilities can check if the TCP 1723 is opened on all devices from
> computer A and computer B. They can also check if IP Protocol 47 can be
> transferred from the computer A and computer B.
>
> In addition, I suggest that you refer to the following KB articles to check
> this issue:
>
> 319108 Error Message: VPN Connection Error 800: Unable to Establish
> Connection
> <http://support.microsoft.com/?id=319108>
>
> 888201 You receive an "Error 721" error message when you try to establish a
> VPN
> <http://support.microsoft.com/?id=888201>
>
> 241251 VPN Tunnels – GRE Protocol 47 Packet Description and Use
> <http://support.microsoft.com/?id=241251>
>
> How to configure a connection to a virtual private network (VPN) in Windows
> XP
> <http://support.microsoft.com/default.aspx?kbid=314076>
>
> 825763 How to configure Internet access in Windows Small Business Server
> 2003
> <http://support.microsoft.com/?id=825763>
>
>
> If the issue still persists, please help me collect the following
> information for further troubleshooting:
>
> 1. Please help me describe the network topology in detail.
>
> 2. Please locate the Icwdetails.htm file from
> %sbsprogramdir%\Networking\ICW folder, copy all contexts in the file and
> paste it in your reply.
>
>
> I'm looking forward to your update. 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)
> Microsoft CSS Online Newsgroup Support
> Get Secure! – www.microsoft.com/security
> =====
> 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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> This posting is provided "AS IS" with no warranties, and confers no rights.
>
> -----
>>Thread-Topic: another VPN problem, error 721/800
>>thread-index: AcVwVcqCzdwe9Nq4TOuZ4o/p8ebeqA==
>>X-WBNR-Posting-Host: 80.127.28.146
>>From: "?Utf-8?B?UmF5bW9uZA==?" <Raymond@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>>Subject: another VPN problem, error 721/800
>>Date: Mon, 13 Jun 2005 13:23:42 -0700
>>Lines: 15
>>Message-ID: <49E17FEA-CBB3-4926-85E7-8140743CA3DD@xxxxxxxxxxxx>
>>MIME-Version: 1.0
>>Content-Type: text/plain;
>> charset="Utf-8"
>>Content-Transfer-Encoding: 7bit
>>X-Newsreader: Microsoft CDO for Windows 2000
>>Content-Class: urn:content-classes:message
>>Importance: normal
>>Priority: normal
>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>>Newsgroups: microsoft.public.windows.server.sbs
>>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:126979
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Hi all,
>>
>>Again someone with that 721/800 vpn problem :(
>>
>>I have a speedtouch 510i adsl modem. Port 1723 is forwarded to my ext NIC.
>>Via telnet, nat create, i added protocol GRE to the modem. I ran the CEICW
>>again, selected VPN, and also the RRAS wizard. I tried to run VPN inside
> the
>>LAN and it didnt work. I didnt work remotely as well. Anyone with another
>>pointer what to do? Laptop is Windows XP SP2. SBS is standard edition. I
> got
>>it running a long time ago with an XP SP1 machine.
>>
>>Thanks,
>>Raymond
>>
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>>
>
>
>

• *Follow-Ups:*

RE: another VPN problem, error 721/800

◆ **RE: another VPN problem, error 721/800**

◇ *From:* Nathan Liu [MSFT]

• **References:**

◆ **another VPN problem, error 721/800**

◇ *From:* Raymond

◆ **RE: another VPN problem, error 721/800**

◇ *From:* Nathan Liu [MSFT]

• Prev by Date: **Re: Using USB Flash Drives With SBS**

• Next by Date: **Re: SSL & SBS 2003 Std**

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