

Re: After installing SBS 2003 two IE 6.0.29 SP2 clients that cannot to companyweb

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg06198.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx (Nathan Liu [MSFT])
 - *Date:* Thu, 23 Jun 2005 02:59:32 GMT
-

Hello Michael,

Thank you for your update.

As you mentioned, since the <http://companyweb> is accessible through Mozilla, and other clients can access the <http://comanyweb>, the SBS server is no problem, this issue could most likely be related to the configuration of the IE on the problematic computers side. To narrow down this issue, please perform the below steps:

1. Reset the Internet Explorer Settings to Default.
 - a. Open an Internet Explorer window.
 - b. From the Tools menu on the menu bar, select Internet Options.
 - c. In the center section, Temporary Internet Files, click on the Delete Files and Delete Cookies button.
 - d. Click Settings button, and then click View objects and delete all the plug-ins.
 - e. Click the Advanced tab, click Restore Defaults, and uncheck "Enable third party browser extension (require restart)".
 - f. Click the Security tab, click each item, and click Default Level.
 - g. Click Privacy tab, change to slider bar to Medium
 - h. Click OK and restart the system.
2. Please change a user account to logon the problematic computers, then try to access the <http://companyweb>. Please check if the issue can be re-produced.
3. Open a command prompt, type 'ping companyweb' (without the quotation

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marks) and press Enter. What's the result?

4. Please disable the Windows Firewall at the problematic computers, then try again.

5. Please try to do Clean Boot & Safe Mode with Network to narrow down this issue:

a. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.

b. In the Startup tab, click the "Disable All" button.

c. In the Services tab, check the "Hide All Microsoft Services" checkbox, and then click the "Disable All" button.

d. Click OK and restart your computer.

If the issue still exists in the Clean Boot environment, please test this issue in Safe Mode with Network.

a. Restart your computer and start pressing the F8 key on your keyboard. On a computer that is configured for booting to multiple operating systems, you can press the F8 key when you see the Boot Menu.

b. In "Windows Advanced Option Menu", use the arrow keys to select Safe Mode with Network, and then press ENTER.

c. If you are running other operating systems on the computer, click Microsoft Windows on the list that is displayed and then press ENTER.

If the issue persists even in the Safe Mode with Network, I believe this issue is caused by some potential system file problems. Therefore, please refer to the following KB article to repair the Internet Explorer.

How to reinstall or repair Internet Explorer and Outlook Express in Windows XP

<http://support.microsoft.com/?id=318378>

Please take your time in trying my suggestions and let me know the results at your earliest convenience. I look forward to hearing from you soon.

Best regards,

Nathan Liu (MSFT)
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

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>Reply-To: "Michael Saville" <masaville@xxxxxxxxxx>
>From: "Michael Saville" <masaville@xxxxxxxxxx>
>References: <#fG5u7rdFHA.3808@xxxxxxxxxxxxxxxxxxxxxx>
<AMvVsnydFHA.2788@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: After installing SBS 2003 two IE 6.0.29 SP2 clients that
cannot to companyweb
>Date: Wed, 22 Jun 2005 09:09:46 -0700
>Lines: 282
>Organization: ESI Software
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>X-RFC2646: Format=Flowed; Original
>Message-ID: <#c1DIT0dFHA.688@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: s010600045ae082be.vn.shawcable.net 24.86.30.115
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:129454
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>
>Hi Nathan,

>
>The <http://companyweb> is accessible through Mozilla, so it's definitely
>something to do with IE or the two local stations, although they are
>configured the same as the others. All stations use obtain IP and DNS
>automatically and all show the same settings when ipconfig /all is run.

Same

>DNS settings.

>
>The network is firewalled by a linksys router, which also acts as the DHCP
>server. DHCP was turned off in SBS 2003. No problems with DHCP either. All
>stations including the problematic two can access the internet and have
>assigned Ips from the router. The server has only one NIC which is
connected

>to the local hub, along with the other stations. The linksys router is
>plugged into the hub. I speculate that the above infrastructure has
nothing

>to do with the problem though as the other stations work fine, including
the
>XP Pros.

>
>- We reset IE to the default settings

>
>- No proxy have been set up in IE

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>> Hello Michael,
>
>>
>
>> Thank you for posting in the SBS newsgroup.
>
>>
>
>> According to your description, I understand that the two Windows XP
>
>> SP2-based clients cannot connect to the Companyweb. If I have
>
>> misunderstood your concern, please don't hesitate to let me know.
>
>>
>
>> To narrow down this issue, please help me collect the following
>> information:
>
>>
>
>> 1. Did you installed the ISA Server? If you installed the ISA Server,
>
>> please try to check the proxy settings in IE on the problematic
computers.
>
>>
>
>> 2. As you mentioned, the other Windows XP Pro-based clients can
>
>> connect to the Companyweb without any problems, please confirm if
>
>> these clients be applied SP2.
>
>>
>
>> 3. If you use the <http://companyweb> link to access the Companyweb,
>
>> please check if the issue can be re-produced.
>
>>
>
>> 4. Can the problematic clients access the RWW by using the
>
>> <https://ServerName/remote> link?
>
>>
>
>> 5. Can the problematic clients access other internet website? For
>
>> example, www.microsoft.com.

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>
>>
>
>> 6. Please double-check the network configuration on the problematic
>
>> clients. To do so, please refer to the below information:
>
>>
>
>> On workstation:
>
>>
>
>> IP: Assigned by DHCP on SBS
>
>>
>
>> Gateway: SBS internal NIC IP
>
>>
>
>> DNS: SBS INTERNAL NIC IP as the only entry
>
>>
>
>>
>
>> 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
>
>> =====
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>> When responding to posts, please "Reply to Group" via your newsreader
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>> so that others may learn and benefit from your issue.
>
>> =====
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>> rights.
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>>
>
>> -----
>
>> >Reply-To: "Michael Saville" <masaville@xxxxxxxxxx>
>
>> >From: "Michael Saville" <masaville@xxxxxxxxxx>
>
>> >Subject: After installing SBS 2003 two IE 6.0.29 SP2 clients that
>
>> >cannot
>
>> to companyweb
>
>> >Date: Tue, 21 Jun 2005 17:11:37 -0700
>
>> >Lines: 22
>
>> >Organization: ESI Software
>
>> >X-Priority: 3
>
>> >X-MSMail-Priority: Normal
>
>> >X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>
>> >X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>
>> >X-RFC2646: Format=Flowed; Original
>
>> >Message-ID: <#fG5u7rdFHA.3808@xxxxxxxxxxxxxxxxxxxxxxxxxx>
>
>> >Newsgroups: microsoft.public.windows.server.sbs
>
>> >NNTP-Posting-Host: s010600045ae082be.vn.shawcable.net 24.86.30.115
>
>> >Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
>
>> >Xref: TK2MSFTNGXA01.phx.gbl
>
>> >microsoft.public.windows.server.sbs:129251
>

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```
>>> X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>>>
>
>>> After installing SBS 2003, we have two IE 6.0.29 SP2 clients that
>
>>> cannot connect to the company web. The error returned is posted
>
>>> below. Both of these are XP Pro machines, but we also have other XP
>
>>> Pros that can connect without any problems. The network settings are
>
>>> identical for the working and non-working XP Pro systems.
>
>>>
>
>>> Any help would be greatly appreciated!
>
>>>
>
>>> -----
>
>>>
>
>>> Bad Gateway
>
>>> The following error occurred:
>
>>> [code=DNS_HOST_NOT_FOUND] The host name was not found during the DNS
>
>>> lookup.
>
>>> Contact your system administrator if the problem is not found by
>
>>> retrying the URL.
>
>>>
>
>>>
>
>>> -----
>
>>> -----
>
>>> Please contact the administrator.
>
>>>
>
>>>
```

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>>>
>
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>

• **References:**

- ◆ **[After installing SBS 2003 two IE 6.0.29 SP2 clients that cannot to companyweb](#)**
 ◇ From: Michael Saville
- ◆ **[RE: After installing SBS 2003 two IE 6.0.29 SP2 clients that cannot to companyweb](#)**
 ◇ From: Nathan Liu [MSFT]
- ◆ **[Re: After installing SBS 2003 two IE 6.0.29 SP2 clients that cannot to companyweb](#)**
 ◇ From: Michael Saville

- Prev by Date: **[Re: Back at it again](#)**
- Next by Date: **[Exchange SP1 installation problems](#)**
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