

RE: Check Your Server Configuration

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg01474.html>

- *From:* LaOVis <LaOVis@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 4 Aug 2005 07:52:08 -0700
-

I made the changes in IIS Manager but no success. Some clients are connecting fine and updating fine I have one client that is not I am working on that as well.

"Jenny Wu (MSFT)" wrote:

- > Hi,
- >
- > Thanks for you update.
- >
- > In current situation, I suggest that you continually follow my suggestion 2
- > and suggestion 3 in previous post to do. If it doesn't work, Please follow me
- > to do further troubleshoot.
- >
- > Suggestion 1:
- >
- > When installing WSUS on Windows Small Business Server 2003, the default Web
- > site WSUS vroots access settings must be modified to enable WUS clients to
- > self update from the server.
- >
- > The WSUS Server installs 2 vroots – and SelfUpdateClientWebService and some
- > files under the home directory of the default Web site (on port 80). This
- > enables V4 and V5 clients to selfupdate through the default Web site. By
- > default, on Windows Small Business Server 2003 and Small Business Server, the
- > default Web site is configured to deny access to any IP or localhost other
- > than those of the server.
- >
- > This means the SelfUpdate and ClientWebService vroots are denied access and
- > the clients do not selfupdate. To grant access to the clients to selfupdate,
- > complete the following steps on the default Web site, and the SelfUpdate and
- > ClientwebService Vroots:
- >
- > 1. Click Properties, click Directory Security, click IP address and domain
- > name restrictions, and then click Edit.
- >
- > 2. If Denied Access is selected, click Add.
- >

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- > 3. Select Group of Computers, and then add the IP address subnet mask. (This
- > would allow all your clients within this IP range or subnet mask update from
- > the server).
- >
- > Try to test, how about the result?
- >
- > Suggestion 2:
- >
- > In this particular issue, because Sharepoint is managing your port 80
- > server, you will need to use Sharepoint Central Administration to "exclude"
- > the WSUS resources in the port 80 virtual server from Sharepoint management.
- > These resources are:
- >
- > the file /iuident.cab
- > the file /wutrack.bin
- > the virtual directory /selfupdate
- > the virtual directory /clientwebservice
- >
- > Once you have excluded these from Sharepoint management, they'll be visible
- > to clients attempting to access them, and the message on the WSUS
- > Adminconsole will disappear.
- >
- > Suggestion 3:
- >
- > The specific issue on SBS2003 that most often causes this error is that the
- > Default Web Server does not have anonymous access enabled.
- >
- > Also verify that the selfupdate virtual directory also has anonymous access
- > enabled.
- >
- > Suggestion 4:
- >
- > WSUS cannot use the same instance of WMSDE which is used by Small Business
- > Server (SBS) for Windows SharePoint Services. When installing WSUS on a
- > computer running Small Business Server that also has Microsoft Windows
- > SharePoint Services, WSUS cannot use the dedicated instance of WMSDE or MSDE
- > created by Windows SharePoint Services on the computer running Small Business
- > Server. You must create a new WMSDE, or MSDE instance, to be used by WUS
- > server.
- >
- > Try to test, how about the result? If the issue persists, please help me
- > collect information:
- >
- > 1. Could you please capture a screenshot of the error message?
- >
- > 2. Are there any event logs related to this issue?
- >
- > 3. Do the clients have problem updating from the server?
- >
- > More info:
- >

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<http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/WSUS/WSUSReleaseNotesTC/4244109a->

>

> I am looking forward to you!

>

> Have a nice day!

>

> Best Regards,

>

> Jenny Wu

> Microsoft CSS Online Newsgroup Support

> Get Secure! – www.microsoft.com/security

> =====

> This newsgroup only focuses on SBS technical issues. If you have issues

> regarding other Microsoft products, you'd better post in the corresponding

> newsgroups so that they can be resolved in an efficient and timely manner.

> You can locate the newsgroup here:

> <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

>

> When opening a new thread via the web interface, we recommend you check the

> "Notify me of replies" box to receive e-mail notifications when there are

> any updates in your thread. When responding to posts via your newsreader,

> please "Reply to Group" so that others may learn and benefit from your

> issue.

>

> Microsoft engineers can only focus on one issue per thread. Although we

> provide other information for your reference, we recommend you post

> different incidents in different threads to keep the thread clean. In doing

> so, it will ensure your issues are resolved in a timely manner.

>

> For urgent issues, you may want to contact Microsoft CSS directly. Please

> check <http://support.microsoft.com> for regional support phone numbers.

>

> Any input or comments in this thread are highly appreciated.

> =====

> This posting is provided "AS IS" with no warranties, and confers no rights.

>

> "LaOVis" wrote:

>

>> Well I think the problem is there is no service at all it does not exist on

>> my server. Do I have to reinstall the WSUS program or is there a way to load

>> the service?

>>

>> ""Jenny wu [MSFT]"" wrote:

>>

>>> Hi,

>>>

>>> Thanks for posting here!

>>>

>>> For your description, I understand that you get the SelfUpdate service is

>>> not running notification. If I am off base, please don't hesitate to let me

>>> know.

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>>>

>>> Please follow my suggestions to troubleshooting the issue:

>>>

>>> Suggestion 1:

>>> =====

>>> At first please run "services.msc" to open the services console and check
>>> if the SelfUpdate service (or Software Update Service) is running. If not,
>>> please start it and also change the startup type to automatic. Try to test,
>>> how about the result?

>>>

>>> Suggestion 2:

>>> =====

>>> If it is not the situation, this issue may occur if you have the default
>>> web site bound to a specific IP address in your IIS configuration since the
>>> SelfUpdate service accesses the WSUS server on 127.0.0.1:80

>>>

>>> Note: If the installation or configuration of the WSUS is not performed
>>> properly, the reinstalling of the IIS may be needed.

>>>

>>> However, I still want to provide the following action plan for workaround
>>> this issue, please perform the following steps:

>>>

>>> The workaround is either to set your IIS Configuration to respond to "All
>>> unassigned" addresses or add 127.0.0.1 to the list of IP addresses used for
>>> Selfupdate. Please refer to the following steps to do:

>>>

>>> 1. To set IIS to respond to "ALL unassigned" addresses:

>>>

>>> Open IIS management console, right click on the default web site, select
>>> properties, in the web site tab, in the "IP Address" field, select "(all
>>> unassigned)" and then click OK.

>>>

>>> 2. To add 127.0.0.1 to the list of IP addresses:

>>>

>>> Open IIS management console, right click on the default web site, select
>>> properties, in the web site tab, click advance button, then click add
>>> button, input IP address 127.0.0.1 and port 80, click OK to confirm.

>>>

>>> Please also add IP address 127.0.0.1 and port 443 for SSL in the below
>>> frame.

>>>

>>> Suggestion 3:

>>> =====

>>> Verify that the SelfUpdate virtual folder in IIS includes anonymous access
>>> rights for IUSR account.

>>>

>>> For your information:

>>> WSUS on SBS

>>> <http://wsus.editme.com/WSUSonSBS>

>>>

>>> This response contains a reference to a Third party World Wide Web site.

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>>> You should know that Third party sites are not under the control of
>>> Microsoft. Accordingly, Microsoft can make no representation concerning
>>> the content of these sites. Microsoft is providing this information only
>>> as a convenience to you. This is to inform you that Microsoft has not
>>> tested any software or information found on these sites and therefore
>>> cannot make any representations regarding the quality, safety, or
>>> suitability of any software or information found there. There are inherent
>>> dangers in the use of any software found on the Internet, and Microsoft
>>> cautions you to make sure that you completely understand the risk before
>>> retrieving any software on the Internet.

>>> =====

>>> If it does not work, please help me collect the following information:

>>>

>>> 1. Could you please capture a screenshot of the error message?

>>>

>>> 2. Are there any event logs related to this issue?

>>>

>>> 3. Do the clients have problem updating from the server?

>>>

>>> I appreciate you time and effort. I am currently standing by for you about
>>> the test result. If you have any questions or concerns, please feel free to
>>> let me know. It's my pleasure to be of assistance.

>>>

>>> Have a nice day!

>>>

>>> Best Regards,

>>>

>>> Jenny Wu

>>> Microsoft CSS Online Newsgroup Support

>>> Get Secure! – www.microsoft.com/security

>>> =====

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• **References:**

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