

RE: isa 2004 & external website access issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg04588.html>

- *From:* "mp3nomad" <mp3nomad@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 16 Aug 2005 09:42:26 -0700
-

Thanks for your reply. I have answered your questions as follows. I have also emailed the logs to you as requested.

"Edward Tian" wrote:

- > Dear Shelly:
- > Thank you for posting here.
- >
- > From your description, I understand that after installing ISA2004, two
- > internal web sites are no longer accessible, but RWW/OWA works fine. If I
- > have misunderstood, please feel free to let me know.
- >
- > In order to narrow down this issue, could you do me a favor and collect the
- > following information:
- > 1. How many Nics do you have on your SBS box? Does each internal web server
- > have its own public IP?

we have 2 Nics – one for internal and one for external

yes... each web server has its own public IP

- >
- > 2. Can internal users currently access these two web sites?
- >

yes

- > 3. If you have only one public IP address, do you use host header to
- > publish these two web sites? If so, you can refer to this step-by-step
- > knowledge base article:
- > How to configure Web publishing rules to host multiple Web sites with host
- > headers in ISA Server
- > <http://support.microsoft.com/default.aspx?scid=KB;EN-US;838252>
- >

I don't believe this applies since we have public IPs for each site

- > 4. Could you please let me know if you have run the CEICW after installing

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- > the ISA components? Open Server management console, navigate to 'To Do
- > List' and click 'Connect to the internet' in the right panel. The wizard
- > can help us configure the networking settings for a SBS server. It's
- > recommended to use the wizard to configure the SBS server. More info:
- > 825763 How to configure Internet access in Windows Small Business Server
- > 2003
- > <http://support.microsoft.com/?id=825763>
- >

yes... we did run the CEICW

- > 5. Please help to gather the ISA Info:
- >
- > 1) Download the file from the following URL:
- >
- > <http://www.isatools.org/isainfo/ISAInfo.zip>
- >
- > 2) Extract all files to a folder on ISA server.
- > 3) Double click Isainfo.js. This will generate 2 files
- > ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in the
- > current folder.
- > 4) Please send these files to me.
- >

I have emailed these files to you.

- > 6. We may also gather the ISA logs:
- >

I will need to do the following on off hours this evening.

- > 1) Schedule a down time.
- >
- > 2) Open ISA 2004 management console.
- >
- > 3) Expand the server node and highlight 'Monitoring'.
- >
- > 4) In the right pane, switch to the 'Logging' tab, make sure the 'Task
- > Pane' is showed there.
- >
- > 5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging
- > Tasks', and then switch the 'log storage format' from 'MSDE database'
- > (default) to 'File'.
- >
- > 6) Switch to the 'Fields' tab, click 'Select All', and then click OK.
- >
- > 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging
- > Tasks', and then switch the 'log storage format' from 'MSDE database'
- > (default) to 'File'.
- >
- > 8) Switch to the 'Fields' tab, click 'Select All', and then click OK.

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- >
- > 9) Click 'Apply' to save changes and update the configuration.
- >
- > 10) Temporarily disable the Firewall service. To do that, please click
- > Monitoring | Services tab and then right click 'Microsoft Firewall' to
- > choose 'Stop'.
- >
- > 11) Clear the current existing W3C logs. To do that, go to the log saving
- > directory and clean any existing .W3C logs. By default, the logs will be
- > saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not
- > be able to deleted, that's normal.) You may backup them first and then
- > delete them.
- >
- > 12) Go back to the ISA 2004 management console, and then Start the stopped
- > 'Microsoft Firewall' service.
- >
- > 13) Reproduce the problem, stop the service, and then gather the resulting
- > W3C files to me for analysis.
- >
- > You can send these files directly to my mailbox: v-edtian@xxxxxxxxxxxxxx
- >
- > Please also let me know the IP address of the testing client/SBS
- > server/internal web servers so that I can filter the data.
- >
- > Hope the above information helps. I appreciate you taking time to collect
- > the information.
- >
- > Please feel free to let me know if you have any questions or concerns.
- > Have a nice day! :)
- >
- > Best Regards
- > Edward Tian(MSFT)
- > 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

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> 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.
>
> -----
> | Thread-Topic: isa 2004 & external website access issue
> | thread-index: AcWhsFm7O8SMYERkSOWty4PbWZ9ghw==
> | X-WBNR-Posting-Host: 64.9.51.98
> | From: "?Utf-8?B?bXAzbm9tYWQ=?=" <mp3nomad@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: isa 2004 & external website access issue
> | Date: Mon, 15 Aug 2005 08:45:24 -0700
> | Lines: 15
> | Message-ID: <3D95D68E-C71E-4BE7-A12D-552F6D77C5F4@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:144488
> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | I'm having a problem accessing websites that I have setup on two other
> | servers on my SBS network from an external location. I had them
> | accessible
> | using the basic firewall in SBS but now since installing ISA 2004, they
> | are
> | no longer accessible. I've tried the web publishing wizard in ISA but
> | still
> | they are not accessible.
> |
> | Would someone be able to direct me to information regarding this issue or
> | supply some assistance? Anything that I could try. Remote web workplace &
> | OWA
> | work fine (are accessible externally). The sites on these other two
> | servers
> | are not accessible. I believe I have the public IPs setup correctly on
> | the
> | external NIC. I also have static private IPs setup for these sites.
> |

> | Thanks for any assistance!
> |
> | Shelly Campbell
> |
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>
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• **References:**

- ◆ [isa 2004 & external website access issue](#)
 - ◇ *From:* mp3nomad
 - ◆ [RE: isa 2004 & external website access issue](#)
 - ◇ *From:* Edward Tian
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