

RE: HELP!!!!

# RE: HELP!!!!

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg00598.html>

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- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Fri, 02 Sep 2005 11:56:17 GMT
- 

Hi Andyn,

Thanks for your update. I am happy to work with you to sort out the issue.

At first I must clarify one thing, it is not recommended that reinstall SBS server in repair mode since the SBS server is DC that method will lost many AD information. Additionally in many cases, that reinstall method can not make all things go well.

It is recommended that restoring your server from backup file. You can refer to the following

Backing Up and Restoring Windows Small Business Server 2003  
<http://www.microsoft.com/downloads/details.aspx?FamilyIDH7736f8-f6f5-436d-a82d-0c8d66e2a634&DisplayLang=en>

If you did not backup, I suggest you setup a clean installation to make sure server stable. If there are only the Companyweb and RWW issue in server box and the system has not other issues, you can follow my suggestion to troubleshooting the Companyweb and RWW issue:

I. Please rerun CEICW (server management console -> Internet and E-mail) to reconfigure network connection and the wizard can do many things for you. It is recommended to configure CEICW follow the following KB article:

825763 How to configure Internet access in Windows Small Business Server 2003  
<http://support.microsoft.com/?id=825763>

Try to test, how is the result?

II. Please check the IIS website configuration for Companyweb and RWW and then restart IIS.

For Companyweb:

1. Open IIS snap-in.
2. Right click Companyweb and click Properties.

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3. Click Directory Security tab.
4. Click Edit under "Authentication and access control".
5. Make sure that only the "Enable anonymous access" has been checked.
6. Click Edit under "IP address and domain name restriction".
7. Make sure that "Granted access" has been selected.
8. Click Edit under "Secure communications".
9. Make sure that "Require secure channel (SSL)" has not been checked.

For RWW:

1. Open IIS snap-in.
2. Go to Default Web Site/Remote.
3. Right click Remote and click Properties.
4. Click Directory Security tab.
5. Click Edit under "Authentication and access control".
6. Make sure that only the "Enable anonymous access" and "Integrated Windows Authentication" have been checked.
7. Click Edit under "IP address and domain name restriction".
8. Make sure that "Granted access" has been selected.
9. Click Edit under "Secure communications".
10. Make sure that "Require secure channel (SSL)" and "Require 128-bit encryption" have been checked.

For RWW, please also check the following settings:

1. Open ADU&C.
2. Go to Domain.local/MyBusiness/Users/SBSUsers.
3. In the right pane, right click the problematic user and click Properties.
4. Click Member Of tab.
5. Make sure that the "Remote Web Workplace Users" group is in the list.

Try to test, how is the result?

III. If the issue persists, please perform the following steps and check if everything is OK:

1. Start Windows Explorer and go to C:\Windows\Microsoft.Net\Framework.
2. Right click the "v1.1.4322" folder and choose Properties.
3. Click the Security tab.
4. Click Add to add the "Local Service" and "Network Service" accounts and then give them both the following permissions:

Read & Execute  
List Folder Contents  
Read

5. Double click to open the "v1.1.4322" folder. Right click the "Temporary ASP.NET Files" folder and choose Properties.

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6. Click the Security tab.
7. Add the "IIS\_WPG", "Local Service" and "Network Service" accounts to the list and then give them the "Full Control" permission. Click OK.
8. At a command prompt, type "IISRESET" (without the quotation mark) and then press ENTER. Then check if everything is working well.

If the issue persists, please help me collect some information to further troubleshooting the issue:

1. What is your meaning of "I can now access OWA from the Server and from Workstations, However, I still get the same thing when I try to go to 192.168.16.2 I get the Welcome Screen, but when I try to browse either to the Company Web Site or Remote Workplace, it comes up asking for a Username/Password."  
You mean you can open access OWA successfully in SBS network and you can open Companyweb and RWW website but you are required Password & User name?
2. How about you access Companyweb and RWW website using <http://localhost/remote> and <http://localhost/companyweb> in the server and client workstations?
3. How about you access RWW from internet using <http://FQDN/remote> and <http://IP> (public IP)/remote?
4. Can you tell me the accurate the error information? Please kindly help me get some screen shots of the issue for further analyze. Did the error information you get when logon Comapyweb and RWW is the same? If not, please capture the error information respectively.
5. Can you find any error log in Event Viewer? If yes, please paste the accurate error information in the newsgroup.
6. Can you kindly describe your situation? When you reinstall the SBS server, do you refresh user permissions and rejoin client workstations to domain?

I appreciate you time and efforts to the issue. I am currently standing by for your test result. I am looking forward to your reply!

Have a nice day!

Best Regards,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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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>

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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.

-----  
>Thread-Topic: HELP!!!!  
>thread-index: AcWvPdpzXXD2gdUISumaCG2wBCfrcw==  
>X-WBNR-Posting-Host: 209.221.140.112  
>From: "=?Utf-8?B?Tm9ydGh3ZXN0IFVwZ3JhZGVzIFBsdXM=?"  
<andyn@xxxxxxxxxxxxxxxxxxxxx(donotspam)>  
>References: <BD98B263-D239-4BDB-91FB-8E875BF4773C@xxxxxxxxxxxxxxxx>  
<mrU5wShrFHA.472@xxxxxxxxxxxxxxxxxxxxxx>  
<6A2F3CBB-5283-460A-92E1-6D2F5C112069@xxxxxxxxxxxxxxxx>  
<S#vtwJqrFHA.3396@xxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: HELP!!!!  
>Date: Thu, 1 Sep 2005 14:41:04 -0700  
>Lines: 258  
>Message-ID: <F190DBDD-852B-42D2-878B-8CB712FDEF34@xxxxxxxxxxxxxxxx>  
>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:150047  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Yes, I am still having issues. I did not understand the workaround link that  
you sent me to. Where do I put that info? Also, I was working with Matt

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but I

>have not received a response in a couple of days. Here is where I am at:

>

>Here is what I did. I reinstalled SBS 2003 using the Repair mode. I

>still have a few Errors but not quite as many. The plus side is that I can

>now access OWA from the Server and from Workstations. However, I still get

>the same thing when I try to go to 192.168.16.2 I get the Welcome Screen,

but

>when I try to browse either to the Company Web Site or Remote Workplace,

it

>comes up asking for a Username/Password. This is not the standard RWW

Access

>page, but a normal type login screen. No matter what Username and PW I use

it

>repeats 3 times and then Errors out.

>

>I am getting an error that the Windows Firewall Service COuld not start

>because another program is using it, Possibly Remote Access. Is that

normal?

>I noticed on my own system that Windows Firewall is disabled and

everything

>works fine.

>

>--

>Thanks for your help.

>

>

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

>

>> Hi Andyn,

>>

>> Thanks for your update. I am glad to know that the logon locally issue

has

>> been resolved. Did you try my suggestion and get the issue resolved?

>>

>> Please feel free to post back when you need further assistance on the

logon

>> issue or the remote access issue and I am always happy to be assistance

of

>> you!

>>

>> Have a nice day!

>>

>> Best Regards,

>>

>> Jenny Wu

>> Microsoft CSS Online Newsgroup Support

>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

>> =====

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

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

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

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>> -----

>> >Thread-Topic: HELP!!!!

>> >thread-index: AcWuMyudNzm1p8oDQuSkJ6TqDl5ueA==

>> >X-WBNR-Posting-Host: 209.221.140.112

>> >From: "?=Utf-8?B?Tm9ydGh3ZXN0IFVwZ3JhZGVzIFBsdXM=?="

>> <andyn@xxxxxxxxxxxxxxxxxxxxx(donotspam)>

>> >References: <BD98B263-D239-4BDB-91FB-8E875BF4773C@xxxxxxxxxxxxxx>

>> <mrU5wShrFHA.472@xxxxxxxxxxxxxxxxxxxxxx>

>> >Subject: RE: HELP!!!!

>> >Date: Wed, 31 Aug 2005 06:52:04 -0700

>> >Lines: 139

>> >Message-ID: <6A2F3CBB-5283-460A-92E1-6D2F5C112069@xxxxxxxxxxxxxx>

>> >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

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>> >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:149541  
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs  
>> >  
>> >Thanks for the reply. All is OK now with the exception that Remote  
Access  
>> >does not work. I have a nother thread going with Matt right now.  
>> >—  
>> >Thanks for your help.  
>> >  
>> >  
>> >""Jenny wu [MSFT]"" wrote:  
>> >  
>> >> Hi Andyn,  
>> >>  
>> >> Thanks for posting here!  
>> >>  
>> >> According to your post, I understand that users can not logon to the  
SBS  
>> >> server locally after you setup Remote Access. If I am off base,  
please  
>> >> don't hesitate to let me know.  
>> >>  
>> >> This issue appears strange. I'd like to verify the following  
information  
>> to  
>> >> help narrow down the issue:  
>> >>  
>> >> 1. Did the issue happen when users logon the server box locally  
(before  
>> the  
>> >> server computer side) or when users logon the server using Remote  
>> Desktop  
>> >> connection?  
>> >> 2. What is your meaning ' DHCP Server and everything is down after  
>> trying  
>> >> to install remote access.'? How you know DHCP server down? Can your  
>> client  
>> >> workstations get proper IP?  
>> >> 3. What IP address do the clients get currently? What error message  
do  
>> you  
>> >> get when you run ipconfig /release and ipconfig /renew?  
>> >> 4. If the issue happened when remote access the server, does the  
issue  
>> >> happen in client workstations?  
>> >> 5. What is your server OS version? Have you installed ISA on it? What  
is  
>> >> version?

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>>> 6. Can you connect to RWW via <https://FODN/remote> and logon as the  
>>> administrator, are you able to connect to the server using "Connect  
to  
>>> Server Desktops"?  
>>>  
>>> The error "The local policy of this system does not permit you to log  
on  
>>> interactively" may occur if the user does not have "logon locally"  
user  
>>> right. I would like to confirm that you have check the "Allow logon  
>>> locally" policy and "deny logon locally" policy in the default domain  
>>> policy.  
>>>  
>>> Please check if the user accounts who can not logon to the server is  
a  
>>> member of either the Remote Operators group or the Domain Power Users  
>>> group. On SBS 2003, the "Deny log on locally" policy setting is  
applied  
>> to  
>>> the Remote Operators group in the Default Domain Controllers Policy  
>> object.  
>>> This policy setting also applies to the Domain Power Users group  
because  
>>> the Domain Power Users group is a member of the Remote Operators  
group.  
>>> Since a deny policy always overrides an allow policy, this policy  
>> setting  
>>> prevents users from logging on to domain controllers in the domain,  
even  
>> if  
>>> the "Allow log on locally" policy applies to the same users.  
>>>  
>>> Remove the Domain Users group or those users from the Remote Users  
group  
>> or  
>>> the Domain Power Users group. Try to test, how about the result?  
>>>  
>>> Please refer to the following KB article to get detail methods:  
>>> "The local policy of this system does not permit you to logon  
>>> interactively" error message when you try to log on to a computer  
that  
>> is  
>>> running Windows Small Business Server 2003 by using an Administrator  
>> account  
>>> <http://support.microsoft.com/?id=841188>  
>>>  
>>> I am currently standing by for your info. I am always happy to be of  
>>> further assistance.  
>>>  
>>> Have a nice day!  
>>>

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>> >> >thread-index: AcWtAV2KjCko1sNIQ0KycdmmZ5Pu7w==  
>> >> >X-WBNR-Posting-Host: 209.221.140.112  
>> >> >From: "?Utf-8?B?Tm9ydGh3ZXN0IFVwZ3JhZGVzIFBsdXM=?="<br>  
>> >> <andyn@xxxxxxxxxxxxxxxxxxxxxx(donotspam)>  
>> >> >Subject: HELP!!!!  
>> >> >Date: Mon, 29 Aug 2005 18:23:02 -0700  
>> >> >Lines: 11

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- *Follow-Ups:*

- ◆ **RE: HELP!!!!**

- ◇ *From:* Northwest Upgrades Plus

- ◆ **RE: HELP!!!!**

- ◇ *From:* Northwest Upgrades Plus

- *References:*

- ◆ **RE: HELP!!!!**

- ◇ *From:* "Jenny wu [MSFT]"

- ◆ **RE: HELP!!!!**

- ◇ *From:* Northwest Upgrades Plus

- Prev by Date: **Re: Access denied on directory and I'm owner**

- Next by Date: **Antivirus**

- Previous by thread: **RE: HELP!!!!**

- Next by thread: **RE: HELP!!!!**

- Index(es):

- ◆ **Date**

- ◆ **Thread**