

RE: VBscript Error on SBS2k3

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg00613.html>

- *From:* v-criminal@xxxxxxxxxxxxxxxxxxxxxxxx (Crina Li (MSFT))
 - *Date:* Fri, 02 Sep 2005 12:17:43 GMT
-

Hi Harold,

Thanks for your reply.

Based on my research, the problem should be caused by the 4125 port. Please double confirm if your router and client computer does not have incoming TCP port 4125 opened.

If it still does not work, to narrow down the problem, may I know if you can perform the following tests for me?

1. Can you access RWW internally and access client computer by using "Connect to my computer at work"? If you can, please change an ISP to see if the problem can be solved.
2. How many network cards your SBS has? If you have 2 NICs, please try to attach a laptop directly to SBS's external network card and configure the laptop in the same network with the external network card and try to access RWW and "Connect to my computer at work", can the issue occur?

Thanks for your time and efforts on the issue. I look forward to hearing from you.

Best regards,

Crina Li (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

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"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.

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| Thread-Topic: VBscript Error on SBS2k3
| | From: "=?Utf-8?B?SGFyb2xkIEs=?" <HaroldK@xxxxxxxxxxxxxxxxxxxxxxxx>
| References: <CAEB700E-E9A4-4565-8EDA-DA03809ED22C@xxxxxxxxxxxxxxxx>
<51vpZprFHA.3396@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: VBscript Error on SBS2k3
| Date: Thu, 1 Sep 2005 09:05:32 -0700
| | Newsgroups: microsoft.public.windows.server.sbs

| 1.Can you RDP to SBS or other computers directly through click Start and
| Accessories and Communications and Remote Desktop Connection?YES I
can

| access locally using RDP.

| 2.In Internet Explorer on the workstation you are connecting from, go to
| Tools, Internet Options, then click on the Privacy tab, remove the check
| for Block pop-ups. That was completed in my T/S at first site of
| trouble.

| 3.Check if you have selected Allow users to connect remotely to this
| computer on the Remote tab of properties of My Computer on SBS server.

...
| YES That was check as well. Both desltop & Server.

| 4.This issue can also occur if you are connecting from an Internet
| computer and your router does not have incoming TCP port 4125 opened. If
| this is the case, all connections from LAN computers should work. I
suggest

| you check to make sure the incoming TCP port 4125 is opened on your
router

| or hardware firewall. "It should be open to connect to the Remote work
| place but I will check." Also note, that when I click on internal web
site I

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| get page not displayed. but from the inside it works fine"

|

|

| Thanks for helping me. Still open for any T/S Techniques.

|

| Harold

| "Crina Li (MSFT)" wrote:

|

| > Hi Harold,

| >

| > Thank you for posting in SBS newsgroup.

| >

| > As I understand, the problem is that the users can access RWW
successfully;

| > however, if they try to connect to client computer by using "Connect
to my

| > computer at work" feature, the connection is denied with the error
message

| > "VBScript: Remote Desktop Disconnected...". If I have misunderstood
your

| > concerns, please do not hesitate to let me know.

| >

| > As I know, the error message "VBScript: Remote Desktop Disconnected..."

| > indicates a socket has been closed. We may try the following steps:

[Note:

| > the troubleshooting steps may be too long, thanks for your patient and
time]

| >

| > 1. Can you RDP to SBS or other computers directly through click Start
and

| > Accessories and Communications and Remote Desktop Connection?

| > 2. In Internet Explorer on the workstation you are connecting from, go
to

| > Tools, Internet Options, then click on the Privacy tab, remove the
check

| > for Block pop-ups.

| > 3. Check if you have selected Allow users to connect remotely to this

| > computer on the Remote tab of properties of My Computer on SBS server.

| > 4. This issue can also occur if you are connecting from an Internet

| > computer and your router does not have incoming TCP port 4125 opened.

If

| > this is the case, all connections from LAN computers should work. I
suggest

| > you check to make sure the incoming TCP port 4125 is opened on your
router

| > or hardware firewall. For more information regarding a similar issue,
see:

| >

| > 828053 ISA Server prevents connection to a remote desktop when you
connect

| > <http://support.microsoft.com/?id=828053>

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|>
|> 886209 Users cannot connect to remote desktops by using the Windows Small
|> <http://support.microsoft.com/?id=886209>
|>
|> 5. Modify the RWW trusted timeout regkey to a value greater than the max
|> values of the IIS and ASP.NET timeouts, you will need to increase the IIS
|> and ASP.NET timeouts. Otherwise, you will be timed out of those features
|> before RWW, leading to some weird behavior. To do it as following:
|>
|> Remote Web Workplace timeout:
|> =====
|>
|> The time out values (in minutes) are configurable in the registry, at:
|>
|>
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\PublicTimeOut
|> REG_DWORD: 20 (Default)
|>
|>
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\TrustedTimeOut
|> REG_DWORD: 60 (Default)
|> The PublicTimeOut is used when the user checks the box for "I'm using a
|> public or shared computer" on the RWW logon page. The TrustedTimeOut is
|> used when the user unchecks this checkbox.
|>
|> ASP.NET timeout:
|> =====
|> 1. Edit the C:\inetpub\remote\web.config file.
|>
|> Look for line:
|>
|> <forms name="RemotePortalAuth" loginurl="logon.aspx" protection="All"
|> path="/" timeout="120" />
|>
|> timeout = value in minutes of your largest timeout value. The default
|> timeout in SBS 2003 is 120 minutes.
|>
|> IIS timeout:
|> =====
|> Server Management | Advanced Management | Internet Information Server
|> |%Server Name% | Web Sites | Default Web Site | right click Remote and
|> choose Properties | Virtual Directory tab | Configuration button |
Options

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|> tab | Session timeout.
|>
|> The Default Session timeout in SBS 2003 is 120 minutes.
|>
|> Close and reopen IE.
|>
|> 6. You may check if the following CLSIDs has been added to the Add-on
List
|> for RWW to work on external clients:
|>
|> {F414C260-6AC0-11CF-B6D1-00AA00BBBB58} - Javascript
|> {B54F3741-5B07-11cf-A4B0-00AA004A55E8} - VBScript
|> {7584C670-2274-4EFB-B00B-D6AABA6D3850} - Microsoft RDP Client Control
|> (redist)
|>
|> You may find them on GP policy:
|>
|> 1) Click Run, and then input gpedit.msc.
|> 2) Local Computer Policy > Computer Configuration > Administrative
Templates
|>> Windows Components > Internet Explorer > Security Features > Add-on
|> Management.
|>
|> You may also refer to the following KB article:
|>
|> 883256 How to manage Internet Explorer add-ons in Windows XP Service
Pack 2
|> <http://support.microsoft.com/?id=883256>
|>
|> If it does not work, please try to rerun CEICW as following:
|>
|> 1. Expand Standard Management | To Do List.
|> 2. Click Connect to the Internet in the right pane.
|> 3. Navigate the wizard to Firewall and then select Enable firewall.
|> 4. Click Next twice and then select Allow access to the following web
site
|> services from the internet.
|> 5. Make sure OWA, RWW be selected and click Next.
|> 6. Click Create a new Web services certificate (input your FQDN as the
web
|> server certificate) and then click Next.
|> 7. Following the wizard to finish it.
|>
|> Please also refer to the following KB article:
|>
|> 825763 How to configure Internet access in Windows Small Business
Server
|> 2003
|> <http://support.microsoft.com/?id=825763>
|>
|> If the problem still persists, would you please help me collect the

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|> following information?

|>

|> 1. Please try to telnet the SBS server's TCP port 4125 to see if this gets

|> connected properly.

|> 2. From the remote location, if you connect to RWW via

<https://FQDN/remote>

|> and logon as the administrator, are you able to connect to the server and

|> connect to client desktop by using "Connect to my computer at work"?

|> 3. Does the situation occur in connecting to all the client computers?

|>

|> Regarding the companyweb, do you mean you cannot access the companyweb page

|> from RWW web site? If so, please see the following:

|>

|> When we tried to access this link, we actually need to access

|> https://your_external_IP_address:444/layouts/1033/settings.aspx.

Based on

|> my research, I suggest that we follow the process below to check this issue:

|>

|> 1. Check if there is a certificate assigned on Companyweb. To do so, please

|> follow the steps below:

|>

|> a. Open IIS.

|> b. Right-click Companyweb and then click Properties.

|> c. Click Directory Security.

|> d. If View Certificate is grayed, it appears that there is no a

|> certificate on Companyweb. Please follow the steps below to assign a

|> certificate to this web site.

|> e. Click Server Certificate.

|> f. Click Next, choose "Assign an existing certificate", and then click

|> Next.

|> g. Click to select the certificate issued to your SBS server and then

|> click Next.

|> h. Type 444 as the SSL port.

|> i. Click Next twice and then click Finish.

|>

|> 2. Make sure that Companyweb is listening on the 444 port on every network

|> interface on your SBS server. To do so, please follow the steps below:

|>

|> a. Open IIS.

|> b. Right-click Companyweb and then click Properties.

|> c. Click Advanced in the Web Site tab.

|> d. Click to select the entry that includes SSL port 444, and then click

|> Edit.

|> e. Make sure that we choose " (All Unassigned)" in the IP address list.

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- |> f. Click OK to close the open windows.
- |>
- |> 3. Open the 444 port on your firewall.
- |>
- |> If you use RRAS with Basic firewall, please follow the steps below:
- |>
- |> a. Click Start->Administrative Tools->Routing and Remote Access.
- |> b. Expand to IP Routing->NAT/Basic Firewall.
- |> c. Double-click your external network adapter in the right pane.
- |> d. Click Service and ports.
- |> e. If "Windows SharePoint Services intranet site" exist, click to select
- |> it and then click Edit.
- |> f. Make sure the following contents are inputted:
- |>
- |> Incoming port: 444
- |>
- |> Private IP: your internal IP address of the SBS server.
- |>
- |> Outgoing port: 444.
- |>
- |> g. Click OK.
- |> h. Click to select "Windows SharePoint Services intranet site".
- |> i. Click OK.
- |>
- |> If you use ISA on the SBS server, please follow the steps below:
- |>
- |> a. Open ISA Management.
- |> b. Expand to Access Policy->IP Packet Filter.
- |> c. Right-click IP Packet Filter, and then click New->Filter.
- |> d. Type the name as desired and then click Next.
- |> e. Choose "Allow packet transmission", and then click Next.
- |> f. Click Custom, and then click Next.
- |> g. Configure this page as below:
- |>
- |> IP protocol: TCP
- |>
- |> Direction: Inbound
- |>
- |> Local port: Fixed port
- |>
- |> Port number: 444
- |>
- |> Remote port: All ports
- |>
- |> h. Click Next.
- |> i. Click Next several times and then click Finish to complete this wizard.
- |> j. Restart ISA Server Control Service.
- |>
- |> For detailed information, please refer to the following KB article:

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|>
|> 838304 How to publish <http://Companyweb> to the Internet by using ISA Server
|> <http://support.microsoft.com/?id=838304>
|>
|> More information:
|>
|> 838429 The "My Company's Internal Web Site" link on the default Web site
|> <http://support.microsoft.com/?id=838429>
|>
|> 283284 Blank page or page cannot be displayed when you view SSL sites
|> through
|> <http://support.microsoft.com/?id=283284>
|>
|> Hope the information help and I look forward to your reply.
|>
|> Best regards,
|>
|> Crina Li (MSFT)
|>
|> Microsoft CSS Online Newsgroup Support
|>
|> Get Secure! – www.microsoft.com/security
|>
|> =====
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