

RE: File Sharing from Client to SBS2003 Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg02046.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx (Crina Li (MSFT))
 - *Date:* Thu, 08 Sep 2005 08:32:00 GMT
-

Hi Faranda,

Thanks for your reply.

>From this information, I am afraid we still can not find the root cause. Would you please help me collect other correlative information? I know it may take some time for doing so, however I actually need this information for troubleshooting the issue. Thanks for your understanding!

1. Can you access these Shared/Files and Printers located on remote client computer from the local client computer on SBS domain?
2. Can you access these Shared/Files and Printers located on remote client computer from the other remote client computer?
3. If you disable firewall and Norton Security temporarily, does the issue occur?
4. From the client IPconfig result, can you try to delete the DNS 4.2.2.2 and try again?
5. Make sure that you have selected Enable NetBIOS over TCP/IP and the Computer Browser service on the remote computer as following:

- 1) Right click My Network Places and select Properties.
- 2) Right click Local Area Connection (client computer)/Network Connection (server) and select Properties.
- 3) Click Internet Protocol (TCP/IP) and high light it. Click Properties.
- 4) On the General tab, click Advanced. Go to WINS tab.
- 5) Make sure that you select Enable NetBIOS over TCP/IP.
- 6) Click OK twice and close all the windows.

For detailed information, please refer to the following KB article:

318030 You cannot access shared files and folders or browse computers in the
<http://support.microsoft.com/?id=318030>

6. Make sure the TCP/IP NetBIOS Helper service and the Server service and the Workstation service are running on remote client. You may check them through running Services.msc.
7. On the remote client, open the LAN connection properties and then make

RE: File Sharing from Client to SBS2003 Problem

sure that the Client for Microsoft Networks is selected.

8. Please disable ICF in your remote client. To do so:

- 1) Click Start, and then click My Network Places.
- 2) Under Network Tasks, click View Network Connections.
- 3) Right-click the connection that you use for the Internet, and then click Properties.
- 4) Click the Advanced tab.
- 5) Click to clear the "Protect my computer and network by limiting or preventing access to this computer from the Internet" check box.

For detailed information, please refer to the following KB article:

298804 Internet firewalls can prevent browsing and file sharing
<http://support.microsoft.com/?id=298804>

9. Check if "File and Printer Sharing for Microsoft Networks" is installed on the remote client:

- 1) Right click My Network Places and select Properties.
- 2) Right click Network Connection and select Properties.
- 3) On the General tab, check if you have selected the option of "File and Printer Sharing for Microsoft Networks".

You may also refer to the following KB article:

314872 Browse List Issues on Servers and Clients Include Error Messages About
<http://support.microsoft.com/?id=314872>

Hope this information helps. If you have further questions or concerns on this issue, please let me know. I am looking forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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>

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,

RE: File Sharing from Client to SBS2003 Problem

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: File Sharing from Client to SBS2003 Problem
| | From: "=?Utf-8?B?RWQgRmFyYW5kYWQ==?=" <EdFaranda@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| | Subject: RE: File Sharing from Client to SBS2003 Problem
| | Date: Wed, 7 Sep 2005 06:52:03 -0700
| | Newsgroups: microsoft.public.windows.server.sbs
| |
| Yes, you have the proper understanding of the problem.
|
| 1. Can you ping computer name and IP of the remote client computer?
|
| No I can not ping by IP or remote client computer name. But, SBS2003
| does
| resolve the name of the computer and I am able to remote desktop connect
| in
| by either IP or client name.
|
| 2. Can you access these Shared/Files and Printers from other local
| computer?
|
| Unknown, I only have one client computer at each location. Only the
| Server
| location has a Client Computer, and I am able to access client shared
| files
| from the Server.
|
| 3. Get the ipconfig/all result on SBS and remote client computer.
| SBS2003
| Windows IP Configuration
|
| Host Name : dawson
| Primary Dns Suffix : MasterpieceGalleries.local
| Node Type : Unknown
| IP Routing Enabled. : Yes

RE: File Sharing from Client to SBS2003 Problem

| WINS Proxy Enabled. : Yes
| DNS Suffix Search List. : MasterpieceGalleries.local
|
| Ethernet adapter Server Local Area Connection:
|
| Connection-specific DNS Suffix . :
| Description : Marvell Yukon 88E8001/8003/8010
PCI
| Gigabit Ethernet Controller
| Physical Address. : 00-**-**-**-**-**
| DHCP Enabled. : No
| IP Address. : 192.168.1.10
| Subnet Mask : 255.255.255.0
| Default Gateway : 192.168.1.1
| DNS Servers : 192.168.1.10
| Primary WINS Server : 192.168.1.10
|
| PPP adapter RAS Server (Dial In) Interface:
|
| Connection-specific DNS Suffix . :
| Description : WAN (PPP/SLIP) Interface
| Physical Address. : 00-**-**-**-**-**
| DHCP Enabled. : No
| IP Address. : 192.168.1.20
| Subnet Mask : 255.255.255.255
| Default Gateway :
|
| NetBIOS over Tcpi. : Disabled
|
| Client Setup:
|
| Windows IP Configuration
|
| Host Name : JFARANDA
| Primary Dns Suffix : MasterpieceGalleries.local
| Node Type : Unknown
| IP Routing Enabled. : No
| WINS Proxy Enabled. : No
| DNS Suffix Search List. : MasterpieceGalleries.local
|
| Ethernet adapter Local Area Connection:
| Connection-specific DNS Suffix . :
| Description : Marvell Yukon
88E8001/8003/8010
| PCI Gigabit Ethernet Controller
| Physical Address. : 00-**-**-**-**-**
| Dhcp Enabled. : Yes
| Autoconfiguration Enabled : Yes
| IP Address. : 192.168.6.100
| Subnet Mask : 255.255.255.0

RE: File Sharing from Client to SBS2003 Problem

| Default Gateway : 192.168.6.1
| DHCP Server : 192.168.6.1
| DNS Servers : 192.168.1.10
| 4.2.2.1
| 4.2.2.2
| Lease Obtained. : Tuesday, September 06, 2005
| 3:39:32 AM
| Lease Expires : Wednesday, September 07,
2005
| 3:39:32 AM

| 4. Have you enabled firewall on remote computer?

| Yes, the remote computer is running Windows XP Pro with SP2. The
firewall
| has been enabled. Also, Norton Security is running as well.

| 5. Do you create router to router VPN?

| Yes, it is a Router to Router VPN Connection (LinkSys Routers). The
Tunnel
| is established and appears to be working correctly. (I just can't access
| shared printers/files)

• ***Follow-Ups:***

- ◆ ***RE: File Sharing from Client to SBS2003 Problem***
◇ From: Ed Faranda

• ***References:***

- ◆ ***File Sharing from Client to SBS2003 Problem***
◇ From: Ed Faranda
- ◆ ***RE: File Sharing from Client to SBS2003 Problem***
◇ From: Crina Li (MSFT)
- ◆ ***RE: File Sharing from Client to SBS2003 Problem***
◇ From: Ed Faranda

- Prev by Date: ***RE: VPN & SQL Issue***
- Next by Date: ***RE: Veritas Shadow Copy errors***
- Previous by thread: ***RE: File Sharing from Client to SBS2003 Problem***
- Next by thread: ***RE: File Sharing from Client to SBS2003 Problem***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***