

## RE: ISA2004 kills VPN outbound

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg02832.html>

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- *From:* [v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx) (Edward Tian)
  - *Date:* Mon, 12 Sep 2005 03:33:33 GMT
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Dear Gary:

Nice to see you again in the newsgroup!

>From the description, I understand that after you upgraded ISA 2000 to ISA 2004, the VPN connection no longer worked and you received the error 619 and 628. If I am off base, please do let me know.

Before we go any further, please first re-run the CEICW Wizard, this will help us automatically configure the network settings, and then follow this KB article to create the appropriate access rule for outbound PPTP connection.

How to permit PPTP clients to access the external network through ISA Server 2004

<http://support.microsoft.com/?id=838245>

(You can follow this article when running the CEICW Wizard:  
825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763> )

Then, establish the VPN connection again, does it work this time?

If the problem persists, we may need to make a further analysis. Please help me gather the following information in order to narrow down this issue:

1. Do you have firewall client installed? If so, please try disabling the FW client and configure the client as a SecureNAT client. When we make a PPTP-based connection from an internal client to the internet VPN server, we cannot have the firewall client installed because the ISA Server Firewall Client program does not support a PPTP-based VPN connection. You can refer to this article for more information:

When you use the ISA 2004 Firewall Client program, you cannot make a PPTP-based VPN connection

<http://support.microsoft.com/?id=887006>

Note: SecureNAT client is the machine that its default gateway is the internal IP of the ISA server.

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2. Are you using a Linksys BEFSR41 router? The error 628 may occur if your VPN server is located behind a Linksys BEFSR41 router.

Remote VPN Clients Cannot Log On to Network

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:329858>

3. If the client directly connects to the Internet, can the PPTP connection to the same VPN server work? This can verify if the remote VPN server is configured well.

If this works, would you please tell me if this problem occurs on all the internal clients?

4. 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.

5. Please also help to gather the ISA logs:

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.

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.

Note: Please also let me know the IP address of the testing client/server and the remote VPN server so that I can filter the data.

I appreciate you taking time to perform the above steps and gather the information. Please feel free to let me know if you have any questions or concerns.

I look forward to hearing from you.  
Have a nice day, Gary! :)

Best Regards  
Edward Tian(MSFT)  
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Any input or comments in this thread are highly appreciated.

