

Re: ISA2004 kills VPN outbound

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg02979.html>

- *From:* "Gary Karasik" <gkarasik@xxxxxxx>
 - *Date:* Mon, 12 Sep 2005 06:25:50 -0700
-

I have the same problem connecting to several different VPN servers. Two are SBS2003-based (RRAS) servers with inexpensive hardware routers (firewalls) in front of them. One is a Windows 2000-based (also RRAS) server with no hardware router.

GaryK

"Edward Tian" <v-edtian@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:mf9MV%231tFHA.3160@xxxxxxxxxxxxxxxxxxxxxxxxxx

- > Dear Gary:
- > Thanks for your quick response.
- >
- > Can you please tell me some information about the remote VPN Server? Does
- > it use a hardware router or a windows-based computer to be its VPN Server?
- >
- > Comparing with ISA 2000, ISA 2004 increases its security level, the VPN
- > connection will fail in some cases when a hardware firewall resides in the
- > remote network. So, please try connecting to another remote VPN server and
- > see if the problem persists. This will help us confirm whether the problem
- > resides at the remote side.
- >
- > I look forward to your update. Thank you for your time and patience.
- > 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

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> 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.

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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.

>
> -----

> | From: "Gary Karasik" <gkarasik@xxxxxxx>
> | References: <Orid23ptFHA.3528@xxxxxxxxxxxxxxxxxxxxxx>
> | <HAtUGr0tFHA.780@xxxxxxxxxxxxxxxxxxxxxx>
> | Subject: Re: ISA2004 kills VPN outbound
> | Date: Sun, 11 Sep 2005 21:18:31 -0700
> | Lines: 185
> | X-Priority: 3
> | X-MSMail-Priority: Normal
> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> | X-RFC2646: Format=Flowed; Original
> | Message-ID: <e0BRKE1tFHA.2948@xxxxxxxxxxxxxxxxxxxxxx>
> | Newsgroups: microsoft.public.windows.server.sbs
> | NNTP-Posting-Host: 216.115.232.13
> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl
> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:152505
> | X-Tomcat-NG: microsoft.public.windows.server.sbs

> |
> | Thank you, Edward.
> |
> | > 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>)
> | >
> | > Such a rule already exists.

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> |
> |> Then, establish the VPN connection again, does it work this time?
> |
> | I recreated the rule after rerunning the CEICW. Problem persists.
> |
> |> 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:
> |
> | Same problem regardless of firewall-client status.
> |
> |> When you use the ISA 2004 Firewall Client program, you cannot make a
> |> PPTP-based VPN connection
> |> <http://support.microsoft.com/?id=887006>
> |
> |> 2. Are you using a Linksys BEFSR41 router? The error 628 may occur if
> your
> |> VPN server is located behind a Linksys BEFSR41 router.
> |
> | No. It's a Netgear FVM318. By the way, this all works fine under
> ISA2000.
> |
> |> 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.
> |
> | I have the same problem connecting from the server. I can connect to the
> VPN
> | server from clients not behind ISA 2004.
> |
> |> If this works, would you please tell me if this problem occurs on all
> the
> |> internal clients?
> |

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> | Yes.
> |
> |> 4. Please help to gather the ISA Info:
> |>
> |> 1) Download the file from the following URL:
> |
> |> <http://www.isatools.org/isainfo/ISAInfo.zip>
> |
> | I will not be able to get to this until next week.
> |
> |> 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

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> |> 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! :)
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> |> -----
> |> | From: "Gary Karasik" <gkarasik@xxxxxxx>
> |> | Subject: ISA2004 kills VPN outbound
> |> | Date: Sat, 10 Sep 2005 23:56:37 -0700
> |> | Lines: 9
> |> | X-Priority: 3
> |> | X-MSMail-Priority: Normal
> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> |> | X-RFC2646: Format=Flowed; Original
> |> | Message-ID: <Orid23ptFHA.3528@xxxxxxxxxxxxxxxxxxxxxx>
> |> | Newsgroups: microsoft.public.windows.server.sbs
> |> | NNTP-Posting-Host: 216.115.232.13
> |> | Path:
> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl
> |> | Xref: TK2MSFTNGXA01.phx.gbl
> |> | microsoft.public.windows.server.sbs:152337
> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |> |
> |> | Hi,
> |> |
> |> | Since upgrading from ISA2000 to ISA2004, neither the server nor
> |> | clients
> |> | behind ISA can VPN out. Server gets error 619, clients get error
> |> | 628.
> |> | This
> |> | worked under ISA2000. Is there an access rule I need to set up?
> |> |
> |> | GaryK
> |> |
> |> |
> |> |

> |>
> |
> |
> |
> |
>

• **Follow-Ups:**

- ◆ **Re: ISA2004 kills VPN outbound**
◇ From: Gary Karasik

• **References:**

- ◆ **ISA2004 kills VPN outbound**
◇ From: Gary Karasik
- ◆ **RE: ISA2004 kills VPN outbound**
◇ From: Edward Tian
- ◆ **Re: ISA2004 kills VPN outbound**
◇ From: Gary Karasik
- ◆ **Re: ISA2004 kills VPN outbound**
◇ From: Edward Tian

- Prev by Date: **Re: What role for new member server**
- Next by Date: **RE: Recover SQL files & DST packages from server backup**
- Previous by thread: **Re: ISA2004 kills VPN outbound**
- Next by thread: **Re: ISA2004 kills VPN outbound**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**