

## RE: VPN connection

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg04335.html>

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- *From:* [v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx) (Edward Tian)
  - *Date:* Mon, 26 Sep 2005 03:39:46 GMT
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Hi:

Thank you for posting here.

>From your description, I understand that when you try to establish a VPN connection from a remote client, the connection terminated in the process of verifying the password and you received an error 721. If you plug the computer into the router and establish the VPN connection, you received an error 781. If I am off base, please feel free to let me know.

Based on my research, such kind of problem is usually caused by GRE packet not properly being allowed on a router.

You receive an "Error 721" error message when you try to establish a VPN connection through your Windows Server-based remote access server <http://support.microsoft.com/default.aspx?scid=KB:EN-US:888201>

Regarding error 781, hardware router may also cause the problem:

Remote VPN Clients Cannot Log On to Network  
<http://support.microsoft.com/default.aspx?scid=KB:EN-US:329858>

To verify whether the router is the root cause, please do the following steps:

- a. Please temporarily place a client directly connected to the external NIC of the SBS Server. You can connect the external network adapter of the SBS Server to a simple hub and connect the client to the same hub.
- b. Manually configure the TCP/IP settings on the client computer to be on the same subnet as the external network adapter of the SBS Server. (Point the default gateway to the external NIC of the SBS box)
- c. Turn off the Firewall Client on the client computer if ISA is installed.
- d. Configure the VPN connection on the client and do a VPN test.

If the above test works fine, it reveals that the traffic is blocked by the hardware router.

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We can use the PPTP Ping utility to test if 1723 port and GRE protocol are allowed to pass through. To do so:

- a. Please run Pptpsrv.exe on the server side.
- b. Run Pptpclnt.exe [ServerName or IPaddress] on remote client.
- c. When prompted by Pptpclnt.exe, type some text to send to Pptpsrv.exe, and then click Enter.
- d. You will see the text received at the host running Pptpsrv.exe. Then you will see five GRE packets sent from Pptpclnt.exe and received at Pptpsrv.exe.

Provide me with the output for reference.

NOTE: PPTP Ping tools (Pptpclnt and Pptpsrv) exist in Windows XP support tools. For your convenience, I have attached the file within this reply.

NOTE: You should stop the Routing and Remote Access service on the RRAS (VPN) server so that PPTPSRV can bind to port 1723.

Basically, we will use PPTP Ping utility to determine whether any hardware router or firewall is blocking GRE Protocol 47. The router must be able to pass Generic Route Encapsulation (GRE) protocol 47 for PPTP traffic to connect correctly to use VPN. When a cable/DSL router cannot map GRE protocol 47 to the Routing and Remote Access server, you cannot connect to the server from the Internet.

More information about GRE 47:

GRE Protocol 47 Packet Description and Use

[http://support.microsoft.com/default.aspx?scid=KB;\[LN\];241251](http://support.microsoft.com/default.aspx?scid=KB;[LN];241251)

I appreciate you taking time to perform the test. Please feel free to let me know if you have any questions or concerns.

Have a nice day! :)

Best Regards

Edward Tian(MSFT)

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>

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, 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.

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| Thread-Topic: VPN connection  
| thread-index: AcXBR7eArtjX3ax5R0SqiRecsQ+dZg==  
| X-WBNR-Posting-Host: 4.159.5.252  
| From: =?Utf-8?B?RGFu?= <Dan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: VPN connection  
| Date: Sat, 24 Sep 2005 13:37:01 -0700  
| Lines: 17  
| Message-ID: <2D91CCB2-0422-43C3-9B74-58B31B058EA3@xxxxxxxxxxxx>  
| 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:156180  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

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| I am trying to establish a vpn connection and it doesn't seem to be working.  
| When I plug the computer into to router that the internet comes into and then  
| goes to the server I receive the error: "The encryption attempt failed because no valid certificate was found. (Error 781) For customized troubleshooting information for this connection, click Help".  
|  
| If I dial up to the internet and try to vpn to the server it does through the following steps:  
| Establishing secure connection to ...  
| Verifying the password for administrator (1 seconds).  
| Verifying the password for administrator (2 seconds).  
| Verifying the password for administrator (3 seconds).  
| ...

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| Verifying the password for administrator (30 seconds).  
| The remote computer is not responding. (Error 721) For customized  
| troubleshooting information for this connection, click Help.  
| Pausing before reconnecting (2 seconds)..  
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