

Re: DNS and Exchange issues

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg04476.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Tue, 27 Sep 2005 09:35:18 GMT
-

Hi Skip,

Thank you for your update.

1. As you mentioned, since there is no number or other identifier on the error window, when you were running the CEICW. Please locate the icwlog.txt file from the c:\program files\Microsoft Windows Small Business Server\Support folder, then send it to my mailbox.

2. Please run 'eventvwr.exe' (without the quotation marks) on the command prompt on the SBS 2003 Server, right-click Application and select "Save Log File As" to a location, then send it to me. (Note: you may also do the same process for the System, DNS Server, or other nodes)

3. For the Event error "MSExchangeSA, error #9175 (MAPI error)", these messages cannot indicate errors of the server because they only occurred during a store restarting (this is an expected behavior). The MAPI call 'OpenMsgStore' failed with the following error: The Microsoft Exchange Server computer is not available. Either there are network problems or the Microsoft Exchange Server computer is down for maintenance. The MAPI provider failed. Microsoft Exchange Server Information Store ID no: 8004011d-0526-00000000.

4. There is a tool called OST2PST. You can use it to convert the orphan OST file.
Important: Make a copy of the current OST file before you do anything on it.

OST2PST v3.0

<http://www.amrein.com/EWORLD/soft134.htm>

Another tool can be found on the following Web site:

<http://www.officerecovery.com/exchange/index.htm>

NOTE: This response contains a reference to a third party World Wide Web site. Microsoft is providing this information as a convenience to you. Microsoft does not control these sites and has not tested any software or information found on these sites; therefore, Microsoft cannot make any

Re: DNS and Exchange issues

representations regarding the quality, safety, or suitability of any software or information found there. There are inherent dangers in the use of any software found on the Internet, and Microsoft cautions you to make sure that you completely understand the risk before retrieving any software from the Internet.

5. For the error "c1041724 – "An internal processing error has occurred" when you try to mount the Database store, you may refer to the following KB article:

294318 C1041724 Error Occurs When You Try to Mount a Database
<http://support.microsoft.com/?id=294318>

6. Use the Eseutil utility (Eseutil.exe) to determine whether the databases are in a consistent state or in an inconsistent state. A consistent state is the same as a <clean shutdown> state. An inconsistent state is the same as a <dirty shutdown> state. To determine whether the databases are in a consistent state or in an inconsistent state, follow these steps:

a. Make sure that the databases in the storage group are dismounted.

b. Change to the C:\Program Files\Exchsrvr\Bin folder, and then run the eseutil /mh command by using the following syntax:

```
eseutil /mh "C:\Program Files\Exchsrvr\Mdbdata\<Database>.edb"
```

Note This step assumes that you installed Exchange 2000 on drive C. This step also assumes that you are running Exchange 2000 in the Program Files\Exchsrvr\Bin folder and that the .edb files are in the Program Files\Exchsrvr\Mdbdata folder. If you have performed an upgrade, the database files might be located in the C:\Exchsrvr\Mdbdata folder. If you have multiple storage groups, the database files might be located in a folder that is different from the Mdbdata folder.

c. In the output results, locate the output line that is labeled "State." If the database state is consistent, you will see "State: Clean Shutdown." If the database is inconsistent, you will see "State: Dirty Shutdown."

For additional information about where to find the Eseutil utility, click the following article number to view the article in the Microsoft Knowledge Base:

170091 XADM: Location of the Eseutil Utility
<http://support.microsoft.com/?id=170091>

For additional information about Eseutil command line switches, click the following article number to view the article in the Microsoft Knowledge Base:

Re: DNS and Exchange issues

317014 XADM: Exchange 2000 Server Eseutil Command Line Switches
<http://support.microsoft.com/?id=317014>

7. If the databases are consistent, move all the log files out of the folder where your database files are located, and then mount the stores. The folder where your database files are located is typically the Exchsrvr\Mdbdata folder. As with any situation where a log file has been corrupted, some data loss will occur.

8. If the databases are inconsistent, you can try to perform a soft recovery of the files. Important To perform a soft recovery, you must stop the Microsoft Exchange Information Store service. When the Information Store service is stopped, all users who have their mailboxes stored on the server will not be able to send and receive mail.

To perform a soft recovery of the files, follow these steps:

- a. Click "Start", point to "Programs", point to "Administrative Tools", and then click "Services".
- b. Locate and then right-click the "Microsoft Exchange Information Store" service, click "Stop", and wait for the Information Store service to stop.
- c. At the command prompt, change to the folder where the database and the log files are located. For example, change to the C:\Program Files\Exchsrvr\Mdbdata folder.
- d. Run the following command in the folder where the database and the log files are located:

"C:\Program Files\Exchsrvr\Bin\Eseutil" /r E00Note Replace <E00> with the three-character log file base name.

For additional information about the soft recovery procedure, click the following article number to view the article in the Microsoft Knowledge Base:

313184 How to recover the information store on Exchange 2000 in a single site
<http://support.microsoft.com/?id=313184>

9. If the soft recovery is unsuccessful, you can try to perform a recovery of the Exchange database by restoring from a backup. The databases in the

Re: DNS and Exchange issues

storage group must remain dismounted if you try to restore from a backup.

Note If you enabled circular logging for the storage group that the inconsistent database is located in, you can only recover the data that was in the database when you performed the last working full backup. To determine if circular logging is enabled, right-click the storage group, click "Properties", and then view the status of the "Enable Circular Logging" check box.

– If you restore the databases from an online backup, only replay transaction logs that are older than the log file that is corrupted.

For additional information about how to restore Exchange from an online backup, click the following article number to view the article in the Microsoft Knowledge Base:

232938 The "Last Backup Set" Check Box and Hard Recovery in Exchange
<http://support.microsoft.com/?id=232938>

– If you restore the databases from an offline backup, empty the database log folders and the transaction log folders. Only restore the .edb files and the .stm files.

For additional information about offline backup and restore procedures for Exchange, click the following article number to view the article in the Microsoft Knowledge Base:

296788 Offline Backup and Restoration Procedures for Exchange
<http://support.microsoft.com/?id=296788>

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

Nathan Liu (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>

Re: DNS and Exchange issues

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.

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: "Skip Shean" <skipshean@xxxxxxxxxxxxx(donotspam)>
>References: <#5tuervvFHA.3556@xxxxxxxxxxxxxxxxxxxxxx>
<SJa5rW0vFHA.768@xxxxxxxxxxxxxxxxxxxxxx>
<u8vl6FFwFHA.3688@xxxxxxxxxxxxxxxxxxxxxx>
<VX#L1knwFHA.780@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: DNS and Exchange issues
>Date: Mon, 26 Sep 2005 16:37:38 -0500
>Lines: 462
>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: <OErtFKuwFHA.596@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: h-66-134-153-84.chcgilgm.covad.net 66.134.153.84
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:156645
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Nathan,
>
>No worries. Thanks for your follow up and your assistance on this really
>massive problem. I look forward to your take on this. Answers to your
>questions below.
>
>Skip
>
>1.) The error I get on completion of the CEICW is a red "X" next to
>"email
>configuration" and an : "An error occured while configuring a component.
>To continue the wizard and configure remaining components, click OK. To

Re: DNS and Exchange issues

end

>the wizard without configuring the remaining components, click cancel."

>There is no number or other identifier on the error window.

>

>2.) In the application event log, there are LOTS of errors. Most seem to be

>in the MSEExchangeSA, error #9175 (MAPI error). I was searching around in

>the MSFT KB over the weekend, and have determined that there is an

>inconsistency in the exchange DB (using ESEUTIL from the command line.

>Tried to verify, then ultimately repair, the DB, neither of which worked).

>The Exchange message store is not mounted, and I can't seem to get it

>mounted no matter what I try.

>

>(From everything I read, it appears that once the Exchange DB is unstable,

>it's only a matter of time before it's gone. All I'd like to do is find a

>way to convert the OST files to PST, if possible, so people don't lose their

>contacts and calendars. If they lost their emails, it'd be unfortunate, but

>not as bad as the contacts/calendars.)

>

>There are not any other significant/related errors in the event log.

>

>3.) Not directly related to the error/eventlog.txt files, but when I try to

>"mount store" for the first storage group in the Exchange System Manager,

I

>get error c1041724 - "An internal processing error has occurred. Try

>restarting the Exchange System Manager or the Microsoft Exchange Information

>Store service, or both.

>

>I looked in the errorlog.txt, there was nothing that appeared to be related.

>In the eventlog.txt file though, there were several errors:

>

>

>[09/25/05,20:05:13] WizardUI: ***ERRORLOG EVENT*** :

>ISetupManager::GetGlobalCustomProperty() failed in

>CPageBase::GetGlobalProperty(): GUID =

>{63ECC03C-3D58-4074-903D-E80CFC5BDC25}

>[09/25/05,20:05:02] Server Configuration: ***ERRORLOG EVENT*** : Failed to

>Create the Company DL public folder

>[09/25/05,20:05:03] Server Configuration: ***ERRORLOG EVENT*** : Failed to

>Create the Company Contacts public folder.

>[09/25/05,20:05:03] Server Configuration: ***ERRORLOG EVENT*** : Failed to

>create the Public Folder with error [0x80072efd].

>

>

>4.) As for the KB888619.log file, it's enormous and can't be posted here.

>I'll send it to you if you'd like.

Re: DNS and Exchange issues

Re: DNS and Exchange issues

```
>
>5.) As you'd expect when the EDB won't mount, there's no SMTP or POP3
>communication possible via telnet
>
>And finally, just in case you need it, here's an ipconfig /all from the
SBS
>server:
>
>Microsoft Windows [Version 5.2.3790]
>(C) Copyright 1985–2003 Microsoft Corp.
>
>C:\>ipconfig /all
>
>Windows IP Configuration
>
> Host Name . . . . . : tennorth
> Primary Dns Suffix . . . . . : sfc.local
> Node Type . . . . . : Unknown
> IP Routing Enabled. . . . . : Yes
> WINS Proxy Enabled. . . . . : Yes
> DNS Suffix Search List. . . . . : sfc.local
>
>Ethernet adapter Server Local Area Connection:
>
> Connection-specific DNS Suffix . :
> Description . . . . . : Intel(R) PRO/100 S Server Adapter
> Physical Address. . . . . : 00-0E-0C-62-A3-02
> DHCP Enabled. . . . . : No
> IP Address. . . . . : 192.168.16.2
> Subnet Mask . . . . . : 255.255.255.0
> Default Gateway . . . . . :
> DNS Servers . . . . . : 192.168.16.2
>
>Ethernet adapter External Network Connection:
>
> Connection-specific DNS Suffix . :
> Description . . . . . : Intel(R) PRO/1000 MT Server
>Connection
> Physical Address. . . . . : 00-11-43-00-04-3A
> DHCP Enabled. . . . . : No
> IP Address. . . . . : 192.168.1.10
> Subnet Mask . . . . . : 255.255.255.0
> Default Gateway . . . . . : 192.168.1.1
> DNS Servers . . . . . : 192.168.16.2
> Primary WINS Server . . . . . : 192.168.1.10
> NetBIOS over Tcpi. . . . . : Disabled
>
>C:\>
>
>
>""Nathan Liu [MSFT]"" <v-natliu@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
```

Re: DNS and Exchange issues

>news:VX%23L1knwFHA.780@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

>> Hi Skip,

>>

>> Thank you for your update.

>>

>> I am sorry for the delayed response due to the weekend. Please understand

>> that the newsgroups are staffed weekdays by Microsoft Support

>> professionals

>> to answer your systems and applications questions. Your understanding is

>> greatly appreciated!

>>

>> To narrow down this issue, please help me collect the following

>> information:

>>

>> 1. As you mentioned, you received an error on the email configuration,

>> when you were running the CEICW. What's the exact error message? Please

>> kindly paste all contents of it in your reply.

>>

>> 2. Please run 'eventvwr.exe' (without the quotation marks) on the
command

>> prompt on the SBS 2003 Server, and check if there are any error messages

>> about this issue, then paste the full context in your reply post.

>>

>> 3. Please locate the Errorlog.txt and Eventlog.txt from the ..\Program

>> Files\Microsoft Integration\Windows Small Business Server 2003\Logs

>> folder,

>> and check if there are any error messages noted on this issue, then paste

>> the full context in your reply.

>>

>> 4. Please also refer to my previous reply to re-check the Queue's status

>> of the Exchange Server and enable the message tracking to troubleshoot

>> this

>> issue.

>>

>> I appreciate your time and cooperation. If anything is unclear, please

>> feel

>> free to let me know. I am looking forward to hearing from you.

>>

>> Best regards,

>>

>> Nathan Liu (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:

Re: DNS and Exchange issues

Re: DNS and Exchange issues

>> <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.
>>
>> 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: "Skip Shean" <skipshean@xxxxxxxxxxxxx(donotspam)>
>>>References: <#5tuervvFHA.3556@xxxxxxxxxxxxxxxxxxxxxx>
>> <SJa5rW0vFHA.768@xxxxxxxxxxxxxxxxxxxxxx>
>>>Subject: Re: DNS and Exchange issues
>>>Date: Fri, 23 Sep 2005 10:14:20 -0500
>>>Lines: 232
>>>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: <u8vl6FFwFHA.3688@xxxxxxxxxxxxxxxxxxxxxx>
>>>Newsgroups: microsoft.public.windows.server.sbs
>>>NNTP-Posting-Host: h-66-134-153-84.chcgilgm.covad.net 66.134.153.84
>>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:155934
>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>
>>>Nathan,
>>>
>>>Thanks for your help. Answering your questions:
>>>
>>>1.) uninstalled 888619, still have the issue
>>>2.) reran the CEICW, got an error on the email config, still have the
>>>issue

Re: DNS and Exchange issues

>>>3.) #1 – all exchange services are running, and I can connect outlook to
>> the
>>>exchange server and send/receive internal emails — but not send or
>> receive
>>>external email
>>>4.) I pulled all the logs, there were a couple of errors. I'm not able
to
>>>access the server from where I am writing this email but I will post them
>>>later today. Telnet isn't working right now, either, but it was earlier.
>>>In my efforts to reset everything to default, I probably closed port 25.
>>>I'll get that up again, too, and run through the things you said below.
>>>
>>>...more to follow. Thanks again,
>>>
>>>Skip
>>>
>>>
>>>
>>>""Nathan Liu [MSFT]"" <v-natliu@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>news:SJa5rW0vFHA.768@xxxxxxxxxxxxxxxxxxxxxx
>>>> Hello Skip,
>>>>
>>>> Thank you for posting in the SBS newsgroup.
>>>>
>>>> According to your description, I understand that you have some problems
>>>> with the Exchange Server after you have installed the patch 888619. If
I
>>>> have misunderstood the problem, please don't hesitate to let me know.
>>>>
>>>> To narrow down this issue, please answer and perform the following
>>>> questions and steps:
>>>>
>>>> 1. Based on my testing, I installed the package KB 888619 on my SBS
>>>> 2003
>>>> Standard testing workstation, I didn't encountered any problems.
>>>> However,
>>>> to isolate this issue, let's first uninstall the 888619 patch, and then
>>>> check if the issue can be reproduced.
>>>>
>>>> 2. Please re–run the CEICW to re–configure the settings of Email and
>>>> Internet, then check if the issue can be reproduced.
>>>>
>>>> 3. If the issue persists, please help me collect the following
>>>> information
>>>> for further troubleshooting:
>>>>
>>>> 1) Please kindly describe the exact problem symptom. Can you
>> send/receive
>>>> the internal/external emails? Please re–check if the Exchange–related
>>>> services is running.
>>>>

Re: DNS and Exchange issues

>>>> 2) Please run 'eventvwr.exe' (without the quotation marks) on the
>> command
>>>> prompt on the SBS 2003 Server, and check if there are any error
messages
>>>> about this issue, then paste the full context in your reply post.
>>>>
>>>> 3) Please locate the Errorlog.txt and Eventlog.txt from the ..\Program
>>>> Files\Microsoft Integration\Windows Small Business Server 2003\Logs
>>>> folder,
>>>> and check if there are any error messages noted on this issue, then
>>>> paste
>>>> the full context in your reply.
>>>>
>>>> 4) Please locate the KB888619.log from the C:\Windows\ folder, and
then
>>>> paste the full context in your reply.
>>>>
>>>> 5) Please refer to the following KB article to use Telnet to test the
>>>> POP3/SMTP communication:
>>>>
>>>> XFOR: Telnet to Port 25 of IMC to Test IMC Communication:
>>>> <http://support.microsoft.com/?id=153119>
>>>>
>>>> 165186 XFOR: Verifying Basic POP3 Connectivity Using Telnet
>>>> <http://support.microsoft.com/?id=165186>
>>>>
>>>> 6) Let a client send an outbound email, please check in which queue
>>>> the
>>>> emails stays (you may not see it if it is delivered). To check this:
>>>>
>>>> A. Start Exchange System Manager.
>>>>
>>>> B. Use the following path to locate the queues you want to check:
>>>>
>>>> Servers\<ServerName>\Protocols\SMTP virtual Server\<SMTP virtual
>>>> server>\Queues\<Queue>
>>>>
>>>> 7) Enable message tracking, let a user send an outbound email and then
>>>> check the email message under Tools->Message Tracking Center (you can
>> make
>>>> a screen capture of the tracking result and attach the picture in your
>>>> reply). Regarding how to enable Message Tracking, please refer to the
>>>> following MS KB article:
>>>>
>>>> 246856 XADM: How to Enable Message Tracking in Exchange 2000 Server
>>>> <http://support.microsoft.com/?id=246856>
>>>>
>>>> 4. Additionally, if you put a hardware router in between the SBS box
>>>> and
>>>> the internet connection, and have the websites, exchange, and remote
>> admin

Re: DNS and Exchange issues

>>>> working, you may refer to the following Port table to allow the
>>>> appropriate
>>>> network traffic through the hardware router:
>>>>
>>>> Note: Please first temporarily remove the hardware router from the
>>>> network
>>>> environment to narrow down this issue.
>>>>
>>>> Ports that Enable Remote Access to SBS Services
>>>> Port 21 enables external and internal file transfer
>>>> Port 25 enables incoming and outgoing SMTP mail
>>>> Port 80 (http://) enables all nonsecure browser access, including:
>>>> internal access to IIS Webs including the company Web, Windows
>>>> SharePoint
>>>> Web, Windows SharePoint administration Web, and server monitoring and
>>>> usage
>>>> reports Enables internal access to Exchange by OWA and OMA clients
>>>> Port 110 enables Exchange to accept incoming POP3 mail
>>>> Port 123 (UDP port) enables the system to synchronize time with an
>>>> external Network Time Protocol (NTP) server
>>>> Port 143 enables Exchange to accept incoming IMAP4-compliant messages
>>>> Port 220 enables Exchange to accept incoming IMAP3-compliant messages
>>>> Port 443 (https://) enables all secure browser access, including
>>>> external access to Exchange for Outlook 2003, OWA, and OMA clients;
>>>> required for external access to server monitoring and usage reports
>>>> Port 444 enables internal and external access to the SharePoint Web
>>>> Port 500 enables external VPN connections by using IPSec
>>>> Port 1701 enables external L2TP VPN connections
>>>> Port 1723 enables external PPTP VPN connections
>>>> Port 3389 enables internal and external Terminal Services client
>>>> connections
>>>> Port 4125 (Note: you can change this port in RRAS) enables external
>>>> OWA
>>>> access to Exchange, plus internal and external HTTPS access to the
>>>> client
>>>> Web site
>>>> Port 4500 Internet Key Exchange (IKE) Network Address Translation
>>>> (NAT)
>>>> traversal
>>>>
>>>> I appreciate your time and cooperation. If anything is unclear, please
>>>> feel
>>>> free to let me know. I am looking forward to hearing from you.
>>>>
>>>> Best regards,
>>>>
>>>> Nathan Liu (MSFT)
>>>> Microsoft CSS Online Newsgroup Support
>>>>
>>>> Get Secure! – www.microsoft.com/security
>>>> =====

Re: DNS and Exchange issues

>>>> 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.
>>>>
>>>> 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: "Skip Shean" <skipshean@xxxxxxxxxxxxx(donotspam)>
>>>>>>>Subject: DNS and Exchange issues
>>>>>>>Date: Wed, 21 Sep 2005 17:19:56 -0500
>>>>>>>Lines: 37
>>>>>>>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: <#5tuervvFHA.3556@xxxxxxxxxxxxxxxxxxxxxx>
>>>>>>>Newsgroups: microsoft.public.windows.server.sbs
>>>>>>>NNTP-Posting-Host: h-66-134-153-84.chcgilgm.covad.net 66.134.153.84
>>>>>>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
>>>>>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:155372
>>>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>>>
>>>>>>>Marina, Susan, et al, please help! From my previous thread (9/16/05,
>>>>>>> 12:51

Re: DNS and Exchange issues

>>>>>GMT, subject line "Internet Connection issue out of the blue!", I can't
>>>> seem
>>>>>to keep the problem fixed and need advice...
>>>>>
>>>>>Short setup summary: Dell dual-processor PowerEdge server, SBS2K3, 2
>>>> nics,
>>>>>no ISA, cable modem (comcast). The server is in my house, because it
>>>>>was
>>>>>the best/fastest internet connection I had available and where we run
>>>>>the
>>>>>business out of. Therefore, we need to use the comcast email address
>>>> as
>>>> our
>>>>>authentication to send email.
>>>>>
>>>>>Automatic updates installed the Exchange patch 888619 on Friday 9/16/05
>> at
>>>>>3:00 am and then all hell broke loose. Exchange stopped sending or
>>>>>receiving email. What Susan told me are DNS issues cropped up, with
>>>> the
>>>>>Comcast DNS servers sneaking into my ipconfig /all results.
>>>>>
>>>>>Previously recommended to install hardware router between cable modem
>>>>>and
>>>>>SBS box. Did that with a Linksys VPN router, but have too many ports
>> that
>>>>>needed to have traffic allowed. Problem is, I have email users that
>>>> are
>>>>>direct exchange, POP, and IMAP, need to allow websites (80 and 443),
>>>> and
>>>>>remote admin for myself since I'm not around the server much, Microsoft
>>>> VPN
>>>>>into the server and Cisco VPN to another office (external network but
>> must
>>>>>allow the traffic). Email, which I had cobbled back to working,
>>>> stopped
>>>>>again so I removed the router temporarily.
>>>>>
>>>>>I'm trying to get this nailed down once and for all. I would like to
>>>>>put
>>>> a
>>>>>hardware router in between the SBS box and the internet connection,
>>>> have
>>>> the
>>>>>websites, exchange, and remote admin working, and I'll figure the rest
>> out
>>>>>later.
>>>>>
>>>>>Can anyone help me? I know I've hit my peter principle ceiling here
>>>> and
>>>>>don't know where to start. I'm thinking of removing the 888619 patch

