

RE: Backup Dial up connection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00464.html>

- *From:* v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx (Edward Tian)
 - *Date:* Fri, 07 Oct 2005 03:25:20 GMT
-

Dear Scott:

Thank you for your update.

Your understanding is right. Since the POP3 connector problem is intermittent and other internet services are not affected, I agree with you that there is something to do with the slow satellite connection. Have you tried my suggestions in the original reply? If the problem persists after the internet connection was properly configured by the CEICW Wizard, it appears that the traffic initiated from the POP3 Connector to the remote server was blocked or terminated somewhere.

Please feel free to let me know if there is anything I can do for you.

Thank you for your time and patience.
Enjoy your weekend! :)

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 "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.

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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: Backup Dial up connection
| thread-index: AcXK42NCIOtSze6NRyGpOA0cSJUfeg==
| X-WBNR-Posting-Host: 69.19.195.98
| From: =?Utf-8?B?U2NvdHQgQmFydG9z?= <ScottBartos@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <C61AB62F-5B9D-42CF-BF5E-6E12094A03AC@xxxxxxxxxxxx>
<BnukFYkyFHA.3032@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Backup Dial up connection
| Date: Thu, 6 Oct 2005 19:04:02 -0700
| Lines: 146
| Message-ID: <E4996299-5961-466F-B8AF-BF73D582C15A@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:159523
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| Thanks Edward, I think the simple answer is that I can't split the internet services over different paths. The problem is intermittant and the pop3 connector can function for days or weeks, but then will fail without warning.
| Eventually it will resume and mail will start to flow again. We have called the service provider and they can't offer any support. I suspect that this may have something to do with intermittant poor TCP connections over the satellite link. Web browsing during these outages seems to be unaffected. Clients can view their mail via web.

| "Edward Tian" wrote:

|> Dear Scott:
|> Thank you for posting here.

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|>
|> From the description, I understand that you want to use different
|> connection types for the POP3 Connector and other internet access. (Use
a
|> dial up for POP3 Connector and use the satellite connection for other
|> internet access) If I have misunderstood your concern, please do let me
|> know.
|>
|> In my point of view, it is not feasible. Generally speaking, once we
ran
|> the CEICW Wizard and configure the connection type, all the internet
|> traffics will go through this path. So we could not separate the POP3
|> Connector and configure it to connect through another way.
|>
|> In addition, could you tell me if the POP3 connector ever worked in the
|> satellite connection? If memory serves me well, if you are using a
|> satellite connection, a satellite box will be deployed in front of the
SBS
|> box. The satellite box has its own firewall function and connected to
the
|> server's external network card. If so, we should open the TCP port 110
for
|> the POP3 service on both the hardware firewall/router and the SBS box
if
|> ISA is installed.
|>
|> First, I would like to suggest you re-run the CEICW wizard on SBS
server,
|> make sure that SBS network is configured correctly, you can refer to
|> following KB article for detailed information:
|>
|> 825763 How to configure Internet access in Windows Small Business
Server
|> 2003
|> <http://support.microsoft.com/?id=825763>
|>
|> To narrow down the problem, please help to gather the following
information:
|>
|> 1. Does the issue occur on all the internal clients?
|>
|> 2. If the POP3 Connector did work sometime before, what changes had you
|> made when the problem occurred? What service packs and updates have you
|> applied?
|>
|> 3. From a client computer, type "telnet IP 110" from the command line
|> (replace IP with the external IP address of your POP3 Server), can you
|> successfully telnet to the ISP's POP3 server?
|>
|> If it doesn't work, can you provide the IP address of the POP3 Server
so

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|> that I can perform the same test at my side.
|>
|> 4. Type "ipconfig/all" from both the server side and the client side,
and
|> send the output to me for further analysis.
|>
|> 5. Do you have ISA Server installed on the SBS box? If so, which
version is
|> it, ISA2k or ISA2k4?
|>
|> 6. Please double check if the DNS settings are correct:
|>
|> a. Leave the Default Gateway of the internal NIC blank on the SBS.
|> b. Configure both the internal NIC and the external NIC to use the
internal
|> DNS Service as the DNS Server.
|> c. On the DNS Server, create the DNS Forwarder to forward the external
DNS
|> resolution requests to the ISP's DNS server.
|>
|> Hope the above information helps. Please feel free to let me know if
there
|> is anything I can do for you.
|>
|> Have a nice day! :)
|>
|> Best Regards
|> Edward Tian(MSFT)
|> Microsoft CSS Online Newsgroup Support
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|> -----

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|> | thread-index: AcXJ2W+OORmTL1Y0R2qcWMGxkO1AKQ==

|> | X-WBNR-Posting-Host: 69.19.195.98

|> | From: =?Utf-8?B?U2NvdHQgQmFydG9z?=
<ScottBartos@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<ScottBartos@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | Subject: Backup Dial up connection

|> | Date: Wed, 5 Oct 2005 11:20:16 -0700

|> | Lines: 10

|> | Message-ID: <C61AB62F-5B9D-42CF-BF5E-6E12094A03AC@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:159074

|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> |

|> | I have a customer with SBS 2003 that currently uses a slow satellite

|> | connection for internet access. I am using the POP 3 connector to

|> | retrieve

|> | mail for 6 users at that location. The other half of the users are

remote

|> | users, (some in Europe) that POP their mail directly from their ISP.

|> | Periodically the connection deteriorates and while they can still

browse

|> | the

|> | internet, the POP 3 connection is unable to download messages. I have

a

|> | fax

|> | modem installed. I tried to use the internet connection wizard to

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connect

|> via

|> | dial up, but that makes all internet access over the dial up and it stays

|> | connected all day. Can I configure the POP 3 connector to use a dial up

|> | connection only, yet use the satellite for DNS and internet?

|> |

|>

|>

|

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• **References:**

◆ **[RE: Backup Dial up connection](#)**

◇ From: Edward Tian

◆ **[RE: Backup Dial up connection](#)**

◇ From: Scott Bartos

• Prev by Date: **[RE: Reinstall wss](#)**

• Next by Date: **[Re: rpc over https does work from the internet.](#)**

• Previous by thread: **[RE: Backup Dial up connection](#)**

• Next by thread: **[RE: SBS2003/SharePoint Calendars over https and Outlook 2003](#)**

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