

## RE: Cant connect in to server!

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00942.html>

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- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
  - *Date:* Tue, 11 Oct 2005 12:00:41 GMT
- 

Hi Richard,

Thanks for updates. I am jenny and now in office. I will support you continually and I appreciate your time and patience to the issue.

The telnet connection time out indicates that there is no inbound traffic is allowed in these ports. Please contact your router vendor to make sure the incoming TCP ports 4125 and 3389 are opened on your router or hardware firewall.

And also open the RRAS management console " <Server name> " IP Routing " NAT/Basic Firewall " right click "Network Connection" to choose Properties, switch to the "Services and Ports" tab, is the "Remote Web Workplace" item listed? If so, is "4125" listed in "Incoming port"?

After you verified above settings, try to test to see if the issue be fixed.

If the issue persists, I would suggest that you directly connect a computer (laptop) to the external NIC of the SBS server, and then set the laptop and the external SBS NIC in the same subnet for testing purposes. By doing this, we can bypass the hardware router and ISP to make sure the connection to the SBS server is successful.

How about the result?

If the issue persists, please kindly help me collect some information for further analyze the issue:

1. Can all clients and the SBS server box access internet web site successfully?
2. Can users access OWA successfully from internet?
3. Can you help me collect a screen shot when the issue happens? How many Nics you installed and what is your physical topology?
4. Please save a text copy of Application /System log on the server box and the problematic internet computer:

A. Open Event Viewer: Start -> All Programs -> Administrative Tools -> Event Viewer.

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B. Right-click on Application/System log and select "Save Log File As?".

Please add all files to a zip file and send to my mailbox:

v-yanniw@xxxxxxxxxxxxxx

RELATED KNOWLEDGE BASE ARTICLES

=====

832223 Some DNS Name Queries Are Unsuccessful After You Upgrade Your DNS Server

<http://support.microsoft.com/?id=832223>

889028 "An error occurred while changing the IP address" error message appears

<http://support.microsoft.com/?id=889028>

875422 "The wizard cannot set the DHCP scope options" error message when you

<http://support.microsoft.com/?id=875422>

I am happy to be assistance of you and looking forward to your reply!

Have a nice day!

Best Regards,

Jenny Wu

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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.

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: Cant connect in to server!  
>thread-index: AcXNsSzkAtO9DZa1Sl6fU0IndvVh+g==  
>X-WBNR-Posting-Host: 62.252.128.17  
>From: "=?Utf-8?B?UmljaGFyZCBHcmVpZw==?="  
<RichardGreig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <ADEC8DE1-93D6-4BF0-A494-B0B0E50826C2@xxxxxxxxxxxxxxxx>  
<RtATTwYxFHA.2080@xxxxxxxxxxxxxxxxxxxxxxxx>  
<4A0E8344-CBE7-49D0-8B64-FB903E8A4AF5@xxxxxxxxxxxxxxxx>  
<jt#XHDNyFHA.3020@xxxxxxxxxxxxxxxxxxxxxxxx>  
<F5B74A25-766B-4B23-A054-B6CCA39F07D5@xxxxxxxxxxxxxxxx>  
<9ITvMKyyFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: Cant connect in to server!  
>Date: Mon, 10 Oct 2005 08:42:09 -0700  
>Lines: 316  
>Message-ID: <3DCAE0AC-80ED-48E2-B82E-04B265103938@xxxxxxxxxxxxxxxx>  
>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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:211708  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Hi Charles,  
>  
>I am able to access RWW from inside the network. its whn i log on from the  
>internet  
>thats when i get the problem.  
>  
>Tried doing the telnet ip and it said unable to connect on both ports.  
>  
>Any ideas?  
>  
>Richard  
>  
>  
>  
>""Charles Yang [MSFT]"" wrote:  
>  
>> Hi Richard,  
>>  
>> Thanks for updates.

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>>  
>> The log file you paste to newsgroup is the RRAS wizard, we did not need  
>> that log files for RWW issue. We access the RWW from internet only, we  
do  
>> not need RRAS for RWW issue.  
>>  
>> In order to isolate the issue, please help run telnet public ip address  
of  
>> server 3389 and 4125 remotely to see what is the results paste them to  
>> newsgroup.  
>>  
>> Have you encountered problem when accessing RWW site or you only  
>> encountered problem to access SBS server via RWW from internet? Please  
also  
>> reproduce the issue and capture a screenshot and paste into newsgroup.  
>>  
>> Thanks again for your effort, please understand that we need to get the  
>> above information for troubleshoot the issue. I am glad to be of  
>> assistance.  
>>  
>>  
>>  
>> Best regards,  
>>  
>> Charles Yang (MSFT)  
>>  
>> Microsoft CSS Online Newsgroup Support  
>>  
>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>>  
>> =====  
>> This newsgroup only focuses on SBS technical issues. If you have issues  
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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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>>

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>> =====

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>> -----

>> | Thread-Topic: Cant connect in to server!

>> | thread-index: AcXKtZIp6QblpURpTvKVJSyMxdtatw==

>> | X-WBNR-Posting-Host: 62.252.128.17

>> | From: "?Utf-8?B?UmljaGFyZCBHcmVpZW==?="

>> | <RichardGreig@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> | References: <ADEC8DE1-93D6-4BF0-A494-B0B0E50826C2@xxxxxxxxxxxxxxxx>

>> | <RtATTwYxFHA.2080@xxxxxxxxxxxxxxxxxxxxxxxx>

>> | <4A0E8344-CBE7-49D0-8B64-FB903E8A4AF5@xxxxxxxxxxxxxxxx>

>> | <jt#XHDNyFHA.3020@xxxxxxxxxxxxxxxxxxxxxxxx>

>> | Subject: RE: Cant connect in to server!

>> | Date: Thu, 6 Oct 2005 13:36:04 -0700

>> | Lines: 371

>> | Message-ID: <F5B74A25-766B-4B23-A054-B6CCA39F07D5@xxxxxxxxxxxxxxxx>

>> | 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:159439

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

>> |

>> | Hi,

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```
>> |  
>> | OK i dont have ISA installed at all.  
>> | I have run CEICW Wizard a few times and that goes ok.  
>> | Cant access remote web workplace from outside server, only internally.  
>> |  
>> | Richard  
>> |  
>> |  
>> | 06/10/2005 10:27  
>> | C:\Program Files\Microsoft Windows Small Business  
>> | Server\Networking\RRASWiz\wizrRAS.dll, version 5.2.2651.0  
>> | Calling CRRASCommit::CommitEx  
>> | Calling CRRASCommit::ValidatePropertyBag  
>> | pdispPPPBag->QueryInterface returned OK  
>> | PropertyBag 2582c0  
>> | Reading property value for enabling Remote Access returned OK  
>> | bRemoteAccess = 1  
>> | Reading property value for VPN returned OK  
>> | bVPN = 1  
>> | Reading property value for RAS returned OK  
>> | bRAS = 0  
>> | Calling CRRASCommit::ValidateVPNProperties  
>> | Reading VPN Server Name returned OK  
>> | VPN Server Name is iyfc.local  
>> | Calling CRRASCommit::ValidateDHCPProperties  
>> | Reading the static pool property returned OK  
>> | Static pool property value is 1  
>> | Reading the static IP range FROM returned OK  
>> | FROM 192.168.0.40  
>> | Reading the static IP range TO returned OK  
>> | TO 192.168.0.100  
>> | CRRASCommit::ValidateDHCPProperties returned OK  
>> | CRRASCommit::ValidateVPNProperties returned OK  
>> | CRRASCommit::ValidatePropertyBag returned OK  
>> | pdispPPPBag->QueryInterface returned OK  
>> | Pointer to the property bag 2582c0  
>> | Calling CRRASCommit::CommitRRAS  
>> | Arguments:  
>> | PropertyBag 2582c0  
>> | bRAS 0  
>> | bVPN 1  
>> | Getting the GUID of the private NIC returned OK  
>> | Private NIC Guid is {BC29BF6C-6B53-4E80-BAB5-617037DCC302}  
>> | Checking whether RRAS is already running returned OK  
>> | RRAS already running  
>> | Stopping RRAS returned OK  
>> | Installing RRAS returned OK  
>> | Dhcp server is not installed or not running on this box  
>> | Reading static pool property returned OK  
>> | Value of static pool property is 1  
>> | Reading static IP range FROM returned OK
```

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```
>> | FROM 192.168.0.40
>> | Reading static IP range TO returned OK
>> | TO 192.168.0.100
>> | Enabling static address pool returned OK
>> | Configuring ports returned OK
>> | Identifying the private NIC for RAS returned OK
>> | Setting the default authentication methods returned OK
>> | Disabling NETBIOS for RAS returned OK
>> | Changing RRAS startup type to automatic returned OK
>> | Configuring Remote Access Policy returned OK
>> | *** Starting RRAS service returned ERROR 80070420
>> | Specifying error location returned OK
>> | *** CRRASCommit::CommitRRAS returned ERROR 80070420
>> | *** CRRASCommit::CommitEx returned ERROR 80070420
>> |
>> |
>> |
>> | ""Charles Yang [MSFT]"" wrote:
>> |
>> | > Hi Richard,
>> | >
>> | > Thanks for updates.
>> | >
>> | > I am Charles the backup for Jenny.
>> | >
>> | > After checking your description, I think we need to gather more
>> | information
>> | > for troubleshooting.
>> | >
>> | > 1. Do you have ISA installed on your SBS 2003?
>> | > 2. Please rerun CEICW to make sure that the port 3389 and 4125 is
>> | published
>> | > correctly, you can refer to the KB article for further information:
>> | Please
>> | > note that if you have router installed on the SBS 2003, please make
>> | sure
>> | > that 3389 and 4125 port is opened on the router.
>> | >
>> | > 825763 How to configure Internet access in Windows Small Business
>> | Server
>> | > 2003
>> | > http://support.microsoft.com/?id=825763
>> | > 3. Just as Jenny explained, you can try to telnet the SBS server to
>> | see
>> | if
>> | > the port is opened correctly.
>> | >
>> | > Run telnet SBS server public IP address :4125 and telnet SBS public
>> | IP
>> | > address 3389 on the command line and paste the results to the
>> | newsgroup.
```

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>> |>  
>> |> 4. Have you encountered any problem when access website on SBS 2003  
>> such  
>> |> as RWW and OWA.  
>> |>  
>> |> I appreciate your understanding, please perform steps above and  
gather  
>> |> information to paste here. I am glad to be of assistance.  
>> |>  
>> |>  
>> |>  
>> |> Best regards,  
>> |>  
>> |> Charles Yang (MSFT)  
>> |>  
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>> | > | X-WBNR-Posting-Host: 62.252.128.15

>> | > | From: "=?Utf-8?B?UmljaGFyZCBHcmVpZw==?="

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>> | > | References: <ADEC8DE1-93D6-4BF0-A494-B0B0E50826C2@xxxxxxxxxxxx>

>> | > | <RtATTwYxFHA.2080@xxxxxxxxxxxxxxxxxxxx>

>> | > | Subject: RE: Cant connect in to server!

>> | > | Date: Mon, 3 Oct 2005 15:36:01 -0700

>> | > | Lines: 208

>> | > | Message-ID: <4A0E8344-CBE7-49D0-8B64-FB903E8A4AF5@xxxxxxxxxxxx>

>> | > | MIME-Version: 1.0

>> | > | Content-Type: text/plain;

>> | > | charset="Utf-8"

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>> | > | Path:

>> TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl

>> | > | Xref: TK2MSFTNGXA01.phx.gbl  
microsoft.public.windows.server.sbs:158370

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

>> | > |

>> | > | Hi,

>> | > |

>> | > | Thanks for reply and advice!

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>> |> |  
>> |> | Just to give you a more fuller idea of whats happening.  
>> |> |  
>> |> | I cant connect to the server from the outside. I try and ping the  
IP  
>> |> | and it times out. So cant even get the remote page up.  
>> |> |  
>> |> | It happened after installing windows server 2003 service pack 1  
>> |> | Have since installed all updates and the same has happened.  
>> |> |  
>> |> | All client pc's are windows 2000  
>> |> |  
>> |> | I am getting an event id 1016 dcom error in viewer now.  
>> |> |  
>> |> | Hope that helps more,  
>> |> | need any other info let me know  
>> |> |  
>

---

• **References:**

- ◆ **[RE: Cant connect in to server!](#)**  
    ◇ From: Richard Greig
- ◆ **[RE: Cant connect in to server!](#)**  
    ◇ From: "Charles Yang [MSFT]"
- ◆ **[RE: Cant connect in to server!](#)**  
    ◇ From: Richard Greig

- Prev by Date: **[RE: VBscript Error on SBS2k3](#)**
- Next by Date: **[Re: Allow Win 98 access to shared sbs drive](#)**
- Previous by thread: **[RE: Cant connect in to server!](#)**
- Next by thread: **[Re: General ? regarding administration of Desktops](#)**
- Index(es):
  - ◆ **[Date](#)**
  - ◆ **[Thread](#)**