

RE: Added a new client – it can't see the internet

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg01936.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Thu, 20 Oct 2005 06:31:59 GMT
-

Hello Iain,

Thank you for posting to the SBS Newsgroup.

I understand that you newly setup a Windows 2000 and client cannot access Internet from this workstation. If I have misunderstood your concern, please let me know.

>From your description, it seems that the IP configuration on SBS Server and workstations are correct. Also, you mentioned the client can access SBS resource like Companyweb. So we need to isolate whether this is user or computer specific issue, so please help to gather more information for research:

1. Do you have ISA Serve installed? If yes, what is the edition, ISA 2K or ISA 2K4?

If you have ISA server installed, please make sure that the proxy option has been properly configured. Also, on the problematic client workstation, open Internet Explorer -> Tools -> Internet Options -> Connections tab -> LAN Settings button, uncheck the "Automatically detect settings" box, enable the "Use a proxy server" option, make sure that the SBS server and correct port is configured. Test the problem again.

2. Ask this client go to a good workstation, can he/she access the Internet now?

3. Ask other good clients to log on the problematic client workstation, can they access the Internet?

4. Can you ping the gateway address from the workstation?

For your additional information:

If you have a router placed in front of the SBS 2K3 Server, please check whether you have exceeded the number of user licenses so it will not allow this new PC access to the internet. We can add additional licenses and test the issue again.

RE: Added a new client – it can't see the internet

Please take your time to perform the steps above and collect the information for us to troubleshoot your issue. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

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.

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: "Iain King" <iainking@xxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Subject: Added a new client – it can't see the internet
>Date: 19 Oct 2005 02:06:25 -0700
>Organization: <http://groups.google.com>
>Lines: 19
>Message-ID: <1129712785.521571.216550@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>NNTP-Posting-Host: 80.189.193.145
>Mime-Version: 1.0
>Content-Type: text/plain; charset="iso-8859-1"

RE: Added a new client – it can't see the internet

RE: Added a new client – it can't see the internet

- ◆ Date
- ◆ Thread