

Re: Remote Web Workplace missing options

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg00920.html>

- *From:* v-criminal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Thu, 10 Nov 2005 12:17:02 GMT
-

Hi Rod,

Thanks for your reply.

According to your post, I understand that you cannot access the companyweb page from RWW web site externally. However you can access it internally.

To narrow down the problem, would you please help me confirm if you can use [https://externalname\(FQDN\):444](https://externalname(FQDN):444) to access CompanyWeb?

When we tried to access this link, we actually need to access https://your_external_IP_address:444/layouts/1033/settings.aspx. Based on my research, I suggest that we follow the process below to check this issue:

1. Check if there is a certificate assigned on Companyweb. To do so, please follow the steps below:

- Open IIS.
- Right-click Companyweb and then click Properties.
- Click Directory Security.
- If View Certificate is grayed, it appears that there is no a certificate on Companyweb. Please follow the steps below to assign a certificate to this web site.
- Click Server Certificate.
- Click Next, choose "Assign an existing certificate", and then click Next.
- Click to select the certificate issued to your SBS server and then click Next.
- Type 444 as the SSL port.
- Click Next twice and then click Finish.

2. Make sure that Companyweb is listening on the 444 port on every network interface on your SBS server. To do so, please follow the steps below:

- Open IIS.
- Right-click Companyweb and then click Properties.
- Click Advanced in the Web Site tab.
- Click to select the entry that includes SSL port 444, and then click

Re: Remote Web Workplace missing options

Edit.

- e. Make sure that we choose "(All Unassigned)" in the IP address list.
- f. Click OK to close the open windows.

3. Open the 444 port on your firewall.

- a. Open ISA Management.
- b. Expand to Access Policy->IP Packet Filter.
- c. Right-click IP Packet Filter, and then click New->Filter.
- d. Type the name as desired and then click Next.
- e. Choose "Allow packet transmission", and then click Next.
- f. Click Custom, and then click Next.
- g. Configure this page as below:

IP protocol: TCP

Direction: Inbound

Local port: Fixed port

Port number: 444

Remote port: All ports

- h. Click Next.
- i. Click Next several times and then click Finish to complete this wizard.
- j. Restart ISA Server Control Service.

For detailed information, please refer to the following KB article:

838304 How to publish <http://Companyweb> to the Internet by using ISA Server
<http://support.microsoft.com/?id=838304>

Hope it helps and I look forward to hearing from you.

Best regards,

Crina Li (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

Re: Remote Web Workplace missing options

"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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| From: "Rod" <thelanNOSPAMman@xxxxxxxxxxxxxx>
|| Subject: Re: Remote Web Workplace missing options
| Date: Thu, 10 Nov 2005 00:46:52 -0600
|| Newsgroups: microsoft.public.windows.server.sbs
||
| Thanks for your help. That helped. The links are now on the appropriate
| pages but they do not work yet. For instance, from an external source,
now
| if I click on "Use my companies internal website", the web page will time
| out and give me a page cannot be displayed error stating "Cannot find
| server or dns error". However, other items work externally such as
| connecting to server and workstation desktops or reading webmail. I
noticed
| that the page was trying to connect to port 444. I have that port open in
my
| external non-ISA firewall. I tried the page internally and it works. I
only
| have the trouble from the outside. Would this be an ISA configuration
issue?
|
| Thanks,
|
| Rod
|
| ""Crina Li"" <v-criminal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| <news:ZWceCwb5FHA.2672@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| > Hi Rod,
| >
| > Thank you for posting in SBS newsgroup.
| >
| > From the description, I understand "Use my company's internal Web site"
| > link is missing when you access RWW. If I have misunderstood your

Re: Remote Web Workplace missing options

|> concerns,
|> please do not hesitate to let me know.
|>
|> As I know, RWW will show different links when a user or administrator logs
|> on it. For administrators, you should see all of the links however for
|> users, any administration related links will not appear. Anyway you can
|> control these links by changing the appropriate registry values. Please
|> follow the steps below:
|>
|> Important: These steps contain information about modifying the registry.
|> Before you modify the registry, make sure to back it up and make sure
|> that
|> you understand how to restore the registry if a problem occurs.
|>
|> WARNING: Using Registry Editor incorrectly can cause serious problems
|> that
|> may require you to reinstall your operating system. Microsoft cannot
|> guarantee that problems resulting from the incorrect use of Registry
|> Editor
|> can be solved. Use Registry Editor at your own risk.
|>
|> 1. Open Registry Editor (regedit.exe).
|>
|> 2. Go to the following registry keys:
|>
|>
|> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\A
|> dminLinks (for Administrators who use the RWW)
|>
|>
|> HKEY_LOCAL_MACHINE\Software\Microsoft\SmallBusinessServer\RemoteUserPortal\K
|> WLinks (for users who use the RWW)
|>
|> 3. In the right pane, you should see the values corresponding to the
|> links
|> in RWW. If you want to make a link available, you can change its value
|> to
|> 1. On the contrary, you can change its value to 0.
|>
|> 4. After changing the value, open a new IE window and test RWW again.
|>
|> The following are lists for the explanation of the registry values:
|>
|> 1. For the Administrator RWW, these are the default settings.
|>
|>
|>
|> [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\
|> AdminLinks]
|>

Re: Remote Web Workplace missing options

|> "ClientTS"=dword:00000001 // Connect to Client Desktops
|> "CM"=dword:00000001 // Download Connection Manager
|> "Community"=dword:00000001 // Ask the Community
|> "Help"=dword:00000001 // View Client Help
|> "HelpDesk"=dword:00000001 // Monitor Help Desk
|> "OWA"=dword:00000001 // Use Outlook Web Access
|> "PerfReport"=dword:00000000 // View server performance report
|> "RA"=dword:00000001 // Provide Remote Assistance
|> "RPC"=dword:00000001 // Configure Outlook via the Internet
|> "ServerTS"=dword:00000001 // Connect to Server Desktops
|> "STS"=dword:00000001 // Administer the company's internal Web site
|> "UsageReport"=dword:00000000 // View server usage report
|>
|> 2. For user RWW, these are the default settings.
|>
|>
|>
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\
|> KWLinks]
|>
|> "AppTS"=dword:00000001 // Connect to my company's application-sharing
|> server
|> "CM"=dword:00000001 // Download Connection Manager
|> "Help"=dword:00000001 // View Remote Web Workplace Help
|> "OWA"=dword:00000001 // Read my company e-mail
|> "RPC"=dword:00000001 // Configure your computer to use Outlook via the
|> Internet
|> "STS"=dword:00000001 // Use my company's internal Web site
|> "TS"=dword:00000001 // Connect to my computer at work
|> "UsageReport"=dword:00000000 // View server usage report
|>
|> Note:
|>
|> 1. Some flags will vary depending on specific wizards that have been, or
|> not yet run. (example – PerfReport)
|> 2. 1 = display, 0 = hide
|>
|> Hope this helps.
|>
|> Please feel free to let me know if you have any questions or if you need
|> further assistance.
|>
|> I'm looking forward to hearing from you.
|>
|> Best regards,
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|> Crina Li (MSFT)
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|> Any input or comments in this thread are highly appreciated.
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|> -----
|> | From: "Rod" <thelanNOSPAMman@xxxxxxxxxxxxxx>
|> | Subject: Remote Web Workplace missing options
|> | Date: Tue, 8 Nov 2005 23:15:03 -0600
|> | | Newsgroups: microsoft.public.windows.server.sbs
|> | |
|> | I recently installed a Small Business Server 2003 Premium Edition
|> | Server.
|> | This server has two network cards and is behind another firewall. I
have
|> | also installed the ISA 2003 server option as well. Most everything
seems
|> | to
|> | be working except I am missing the "Use my company's internal Web
site"
|> | option from the Remote Web Workplace main menu. The Remote Web

Re: Remote Web Workplace missing options

Workplace

|> | works internally and from remote sites with the exception of the missing
|> | Internal Web Site option. It does not seem to be anything that ISA is
|> | blocking because it is missing internally as well.
|> |
|> | I read somewhere recently that some options may not be available if
|> | Sharepoint service were not running at the time that the "Connect to the
|> | Internet" wizard was run. I verified that the sharepoint services were
|> | running and then reran the wizard. I have also restarted the server a
|> | couple
|> | of times since then. I still do not have the option on the main page.
|> | What
|> | is the best way to modify the Remote Web Workplace page to include
this
|> | option?
|> |
|> | Rod
|> |
|> |
|> |
|> |
|> |
|
|
|

• **References:**

- ◆ **Re: Remote Web Workplace missing options**
◇ From: Rod

- Prev by Date: **RE: Can't set Local Security policies. They fail to save**
- Next by Date: **Re: Error SceSrv EventID 1003**
- Previous by thread: **Re: Remote Web Workplace missing options**
- Next by thread: **Re: Remote Web Workplace missing options**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**