

Re: companyweb and remote web workplace

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02981.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Tue, 22 Nov 2005 11:28:22 GMT
-

Hi Tommy,

Thanks for your update!

Based on my research, the issue may caused by the files or folder under the folder C:\Inetpub\Remote (it is by default location of the RWW site) is missing or the IIS virtual directory is corrupt. Please try to check the following settings to isolate the issue:

I. Please double check if there is no any file or folder missing under the folder C:\Inetpub\Remote. If possible, can you catch a screen shot of the folder on your server box? And also you can give me a valid mail address, I will mail you the image for your reference.

Or you can run the following commands to collect the Remote folder information for me for further analyze. Open a command prompt and input the following commands:

```
"cd c:\inetpub\Remote" (no quotation marks)
"dir /s"(no quotation marks)
```

And then paste the output in the newsgroup.

II. Please double check the Remote virtual directory has pointed to appropriate location. You can refer to the following steps to check:

1. Open IIS snap-in.
2. Go to Default Web Site/Remote.
3. Right click Remote and click Properties.
4. Click Virtual Directory tab.
5. Please ensure you have input proper Local Path (C:\Inetpub\Remote) and also ensure the checkbox of Read, Log Visit and Index this resource are checked.

And also ensure Application Settings as follows:

```
--Application Name: Remote
--Execute Permissions: Script only
--Application Pool: DefaultAppPool
```

Re: companyweb and remote web workplace

6. Then click Apply to finish the process. If you have changed some settings please restart the IIS and then test to see if the issue be fixed.

III. If the issue persists, please refer to the following KB article to check if IIS can serve dynamic content.

"HTTP Error 404 – File or Directory not found" error message when you request dynamic content with IIS 6.0
<http://support.microsoft.com/?id=315122>

I appreciate your time! I am happy to be further assistance of you and look forward to your update!

Have a nice day!

Sincerely,

Jenny Wu
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.

>Thread-Topic: companyweb and remote web workplace
>thread-index: AcXuqVEkQbOCpFw5SKar7CgstsPgtA==
>X-WBNR-Posting-Host: 68.92.124.167
>From: =?Utf-8?B?dGpvc2V5?= <josey@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Re: companyweb and remote web workplace

Re: companyweb and remote web workplace

>References: <90C8CCC7-0654-4290-85A4-4E771FAA88DC@xxxxxxxxxxxxxx>
<OFi2Y6Y6FHA.4012@xxxxxxxxxxxxxxxxxxxxxx>
<leFRRpZ6FHA.1240@xxxxxxxxxxxxxxxxxxxxxx>
<D794FF2E-157A-4F58-AC12-7D287FB09AA4@xxxxxxxxxxxxxx>
<\$LrvTwq6FHA.392@xxxxxxxxxxxxxxxxxxxxxx>
<A13C4D1D-94FB-4FC7-9244-11E12B1AEE87@xxxxxxxxxxxxxx>
<DB53E668-43F9-48EE-9C80-FA4448E80FB3@xxxxxxxxxxxxxx>
<6iYoRd26FHA.832@xxxxxxxxxxxxxxxxxxxxxx>
<B4BCC3FE-E4F8-4661-BB78-884047A40474@xxxxxxxxxxxxxx>
<OviWhYC7FHA.3764@xxxxxxxxxxxxxxxxxxxxxx>
<3093E048-9587-4A25-8C6D-F24EBC63A08E@xxxxxxxxxxxxxx>
<hhTPDZp7FHA.1236@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: companyweb and remote web workplace
>Date: Mon, 21 Nov 2005 06:39:02 -0800
>Lines: 306
>Message-ID: <41A9756E-AD69-4413-83D6-6F9919A8AC51@xxxxxxxxxxxxxx>
>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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:224242
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>HTTP Error 404 - File or directory not found.
>Internet Information Services (IIS)
>
>
>""Jenny wu [MSFT]"" wrote:
>
>> Hi Tommy,
>>
>> Thanks for your update!
>>
>> I am sorry for the delayed response due to weekend. Please understand
that
>> the newsgroups are staffed weekdays by Microsoft Support professionals
to
>> answer your systems and applications questions. Our goal is to provide
24
>> hour response to all questions. Your understanding is greatly
appreciated!
>>
>> The issue should be caused by the IIS virtual directory is corrupt.

Re: companyweb and remote web workplace

Please

>> double check if there is folder named Remote under c:\inetpub\ and please

>> make sure the appropriate permission is configured.

>>

>> What is more, please help me collect the following information for further

>> analyze the issue:

>>

>> a). Make a copy of Inetpub\Remote\Web.config for backup purpose.

>> b). Open Web.config with Notepad.

>> c). Replace <customErrors mode="On" defaultRedirect="error.aspx" /> with

>> <customErrors mode="Off" />

>>

>> *Note: "Off" is case sensitive

>>

>> d). Save the file.

>> e). Go to command prompt, type "iisreset"

>> f). Logon to RWW site (<http://localhost/remote> or <http://internal>

>> IP/remote) in IE using the administrator account.

>> g). you should receive a more detailed error message. Copy and paste the

>> detailed error message here.

>>

>> I appreciate your time! I am happy to be assistance of you and look forward

>> to your reply!

>>

>> Have a nice day!

>>

>> Sincerely,

>>

>> Jenny Wu

>> Microsoft CSS Online Newsgroup Support

>> Get Secure! – www.microsoft.com/security

>> =====

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>> regarding other Microsoft products, you'd better post in the corresponding

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Re: companyweb and remote web workplace

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>> so, it will ensure your issues are resolved in a timely manner.
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>>
>> -----
>> >Thread-Topic: companyweb and remote web workplace
>> >thread-index: AcXsXADpfT3hce2+TOSjmdFh8QO5ag==
>> >X-WBNR-Posting-Host: 64.219.110.57
>> >From: =?Utf-8?B?dGpvc2V5?=<tjosey@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>> >References: <90C8CCC7-0654-4290-85A4-4E771FAA88DC@xxxxxxxxxxxx>
>> <OFi2Y6Y6FHA.4012@xxxxxxxxxxxxxxxxxxxx>
>> <leFRRpZ6FHA.1240@xxxxxxxxxxxxxxxxxxxx>
>> <D794FF2E-157A-4F58-AC12-7D287FB09AA4@xxxxxxxxxxxx>
>> <\$LrvTwq6FHA.392@xxxxxxxxxxxxxxxxxxxx>
>> <A13C4D1D-94FB-4FC7-9244-11E12B1AEE87@xxxxxxxxxxxx>
>> <DB53E668-43F9-48EE-9C80-FA4448E80FB3@xxxxxxxxxxxx>
>> <6iYoRd26FHA.832@xxxxxxxxxxxxxxxxxxxx>
>> <B4BCC3FE-E4F8-4661-BB78-884047A40474@xxxxxxxxxxxx>
>> <OviWhYC7FHA.3764@xxxxxxxxxxxxxxxxxxxx>
>> >Subject: Re: companyweb and remote web workplace
>> >Date: Fri, 18 Nov 2005 08:20:34 -0800
>> >Lines: 304
>> >Message-ID: <3093E048-9587-4A25-8C6D-F24EBC63A08E@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>> >Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223555
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs
>> >
>> >jenny i am still getting the error http 404 file are dir not found

Re: companyweb and remote web workplace

>> >
>> >"Jenny wu [MSFT]" wrote:
>> >
>> >> Hi Tommy,
>> >>
>> >> Thanks for your update! I am glad to know the companyweb issue has
been
>> >> resolved. I appreciate your time and efforts.
>> >>
>> >> To the remote web workspace issue, please try the following steps to
>> >> resolve it:
>> >>
>> >> 1. Go to IIS management console.
>> >> 2. Click on Web Service Extensions.
>> >> 3. Double click the ASP.NET v1.1.4322 and verify the status of
ASP.NET
>> >> v1.1.4322, If set to Prohibit, change it to Allow.
>> >> 4. And then go to the Default Web Site node, stop it and then start
it
>> >> again. And then try to restart the IIS.
>> >>
>> >> Now try to test to see if the issue be fixed.
>> >>
>> >> I am happy to be assistance of you and look forward to your reply!
>> >>
>> >> Have a nice day!
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>> >> Sincerely,
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>> >> Jenny Wu
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>> >> any updates in your thread. When responding to posts via your
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>> >>
>> >> -----
>> >> >Thread-Topic: companyweb and remote web workplace
>> >> >thread-index: AcXrhg9b7aGJorb/RtGfyczWCJ7w7g==
>> >> >X-WBNR-Posting-Host: 68.92.125.57
>> >> >From: =?Utf-8?B?dGpvc2V5?= <tjosey@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>> >> >References: <90C8CCC7-0654-4290-85A4-4E771FAA88DC@xxxxxxxxxxxxxxxx>
>> >> <OFi2Y6Y6FHA.4012@xxxxxxxxxxxxxxxxxxxxxxxx>
>> >> <leFRRpZ6FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>
>> >> <D794FF2E-157A-4F58-AC12-7D287FB09AA4@xxxxxxxxxxxxxxxx>
>> >> <\$LrvTwq6FHA.392@xxxxxxxxxxxxxxxxxxxxxxxx>
>> >> <A13C4D1D-94FB-4FC7-9244-11E12B1AEE87@xxxxxxxxxxxxxxxx>
>> >> <DB53E668-43F9-48EE-9C80-FA4448E80FB3@xxxxxxxxxxxxxxxx>
>> >> <6iYoRd26FHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>
>> >> >Subject: Re: companyweb and remote web workplace
>> >> >Date: Thu, 17 Nov 2005 06:49:06 -0800
>> >> >Lines: 310
>> >> >Message-ID: <B4BCC3FE-E4F8-4661-BB78-884047A40474@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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>> >> >Xref: TK2MSFTNGXA02.phx.gbl
microsoft.public.windows.server.sbs:223211
>> >> >X-Tomcat-NG: microsoft.public.windows.server.sbs

Re: companyweb and remote web workplace

>> >> >
>> >> >Jenny ok I remove sharepoint from companyweb and and changed to
>> >> >defaultappool. removed header and changed to port 82. hit browse
and
>> the
>> >> web
>> >> >page come up. went back put header in as companyweb and changed port
>> back
>> >> to
>> >> >80. now it's works. but still cannot access remote web workplace i
>> get
>> >> the
>> >> >welcome
>> >> >screen but when i hit remote web workplace i get the 404 erro
>> message.
>> >> one
>> >> >down one to go. thank you so much for your help Tommy.I wait to hear
>> from
>> >> you.
>> >> >
>> >> >""Jenny wu [MSFT]"" wrote:
>> >> >
>> >> >> Hi,
>> >> >>
>> >> >> Thanks for your update!
>> >> >>
>> >> >> For your current situation, please follow below suggestions to try
to
>> >> >> resolve the issue:
>> >> >>
>> >> >> I. Please try to reboot the server box and then clean IE cache,
>> >> temporary
>> >> >> files and ISA cache (If you has installed ISA on the server box)
to
>> see
>> >> if
>> >> >> the issue be fixed.
>> >> >>
>> >> >> To clean IE cache on computer, follow the steps:
>> >> >>
>> >> >> a). Launch Internet Explorer.
>> >> >> b). Click the Tools menu and then click the Internet Options item.
>> >> >> c). On the General tab, click the "Delete Files" button in the
>> Temporary
>> >> >> Internet Files area.
>> >> >> d). Click to add a checkmark to the "Delete all offline content"
item
>> >> and
>> >> >> then click OK.
>> >> >> e). Click the "Settings" button in the Temporary Internet Files
area.

Re: companyweb and remote web workplace

Re: companyweb and remote web workplace

>> >> >> f). Click the "View Files" button, and then remove all the files
in
>> the
>> >> >> "Temporary Internet Files" folder. Then close the folder.
>> >> >> g). Click the "View Objects" button, and then remove all the
objects
>> >> whose
>> >> >> status is "Damaged". Then close the folder.
>> >> >> h). Click OK twice to close the dialog boxes.
>> >> >>
>> >> >> To clear ISA cache: url cache. You can find the file by default
in:
>> >> >>
>> >> >> %sysdir%\URLcache
>> >> >>
>> >> >> And then try to test to see if the issue be fixed.
>> >> >>
>> >> >> II. Please try following steps to try to resolve the companyweb
issue:
>> >> >>
>> >> >> a). Connect to SharePoint Central Administration
>> (<http://localhost:8081>)
>> >> >> b). Configure virtual server settings -> Companyweb -> Remove
Windows
>> >> >> SharePoint Services from virtual server -> Remove without deleting
>> >> content
>> >> >> databases. Click OK.
>> >> >> c). Extend or upgrade virtual server -> companyweb -> Extend and
map
>> to
>> >> >> another virtual server. Select companyweb next to the Server
Mapping.
>> >> >> Select Use an existing application pool and select DefaultAppPool
(NT
>> >> >> AUTHORITY\NETWORK SERVICE). Click OK.
>> >> >> d). Try to access <http://companyweb> or browse the companyweb site
in
>> IIS
>> >> >> Management console, how about the result? If the issue persists,
>> please
>> >> >> tell me the accurate error message.
>> >> >>
>> >> >> If the companyweb site issue persists, please try following steps:
>> >> >>
>> >> >> 1). Please try to remove host header and change IP listening port
>> from
>> >> >> 80
>> >> >> to 82.
>> >> >> a). Open IIS management console, right click companyweb (server
name
>> ->

Re: companyweb and remote web workplace

>> >> Web
>> >> >> sites -> companyweb) to open properties page.
>> >> >> b). Under Web site tab, click Advanced .. button to remove the two
>> host
>> >> >> header records (internal IP : companyweb)
>> >> >> --IP address ----IP port ----Host
header
>> value
>> >> >> --Internal IP of the server box ---- 80 ----
companyweb
>> >> >> -- internal IP of the server box ----80
>> >> ----companyweb.your
>> >> >> domain name.local (such as: companyweb.contonso.local)
>> >> >> c). And then click OK, under web site tab page, change TCP Port to
>> 82,
>> >> >> click OK.
>> >> >> Please try to right click it to browse, how about the result?
>> >> >> If the page shows properly, please Re-add the host headers
>> >> >> companyweb.domain.local and companyweb. Change the port back to 80.
>> >> >>
>> >> >> And then try to browse it again, tell me the result.
>> >> >>
>

• **Follow-Ups:**

- ◆ **Re: companyweb and remote web workplace**
◇ From: tjosey

• **References:**

- ◆ **Re: companyweb and remote web workplace**
◇ From: "Jenny wu [MSFT]"
- ◆ **Re: companyweb and remote web workplace**
◇ From: tjosey
- ◆ **Re: companyweb and remote web workplace**
◇ From: tjosey
- ◆ **Re: companyweb and remote web workplace**
◇ From: "Jenny wu [MSFT]"
- ◆ **Re: companyweb and remote web workplace**
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Re: companyweb and remote web workplace

- Prev by Date: *Re: Timeout (30000 milliseconds) waiting for a transaction response from the NtFrs service*
- Next by Date: *Re: Update...ISA server Control error 14079*
- Previous by thread: *Re: companyweb and remote web workplace*
- Next by thread: *Re: companyweb and remote web workplace*
- Index(es):
 - ◆ *Date*
 - ◆ *Thread*