

RE: Internet Explorer refresh problems SBS 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg00843.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 05 Dec 2005 05:25:53 GMT
-

Hi Collin,

Thanks for using the SBS newsgroup! Also thanks for Tony's input.

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. Your understanding is greatly appreciated!

For your description, I understand that you have some problems to access web page. If I am off base, please don't hesitate to let me know.

Let's perform the following tests to see if the issue be fixed:

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 all domain computers, 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.
- 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.

And also please check the following settings:

II. Please check DNS and Gateway settings. Please ensure the following settings:

1. Leave the Default Gateway of the internal NIC blank of the server box.
2. Configure the internal client computer's NIC and the internal NIC of the server box to use the internal DNS Service (the internal NIC IP) as the DNS Server. And there is only the DNS server be configured on client computers.

III. Please ensure proper binding order of the network adapter cards. The internal network card should be at the top. The detail steps:

1. Right-click the My Network Place and click Properties to open Network Connections page.
2. Click Advanced in the menu and click Advanced Settings in dropdown list.
3. Under the Adapters and Bindings tab page put the internal Nic at the top in Advanced Settings page.

IV. Please ensure enable NetBIOS over TCP/IP on client computers, please check the settings.

1. Right-click My Network Places, and then click Properties.
2. Right-click the external network adapter's Local Area Connection icon, and then click Properties.
3. Click Internet Protocol (TCP/IP), and then click Properties.
4. Click Advanced.
5. Click the WINS tab.
6. Click "Enable NetBIOS over TCP/IP".
7. Click OK, click OK, and then click OK.

After check above settings and verified them.

V. Please try to Re-run CEICW to refresh network connection configuration. And then try to test to see if the issue be fixed.

It is recommended you refer to the following KB article to get detail steps to configure network connection:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

Then please test to see if the issue be fixed.

If the issue persists, please kindly help me collect some information to isolate the issue:

1. Have you installed ISA on the server box? What is the version?
2. Does the issue happen on all client computers? Does it happen on the server box also? Please test them and tell me the result?

RE: Internet Explorer refresh problems SBS 2003

3. Could you reproduce the issue and catch a screen shot for me to analyze?

Please paste the image in the newsgroup or send to my mailbox:

v-yanniw@xxxxxxxxxxxxxx

To make a screen shot:

- A. Press Alt + Pr Scrn to capture a screen shot.
- B. From Start, go to Run, enter pbrush in the Open box, and then click OK.
- C. Use Ctrl + V to paste the screen shot to the canvas.
- D. From the File menu, go to Save and save as a JPG file.

4. Could you find any related error event in Event Viewer on the server? If yes, please paste them on the newsgroup.

I appreciate your time and efforts to perform test. I am happy to be assistance of you and look forward to hearing from you!

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: Internet Explorer refresh problems SBS 2003
>thread-index: AcX4OfMkpD9x3j39SDy6/zIqdicbdw==

RE: Internet Explorer refresh problems SBS 2003

RE: Internet Explorer refresh problems SBS 2003

>X-WBNR-Posting-Host: 68.26.186.156
>From: "=?Utf-8?B?VG9ueSBTdQ==?" <TonySu@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <#YPAY\$59FHA.3292@xxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: Internet Explorer refresh problems SBS 2003
>Date: Sat, 3 Dec 2005 10:47:02 -0800
>Lines: 47
>Message-ID: <E6573248-0268-4193-86BE-9F8F18C85988@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:227490
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>1. All dotNet websites (like Companyweb) need to be "warmed up" before
they
>can be accessed without a refresh. Is a fundamental architectural problem
>(Others and I have posted technical details elsewhere). Some like myself
>configure an automatic page retrieval hitting the site before the first
>workers of the day arrive to assist.
>
>2. If you're running a Proxy Server, you may have a corrupted cache.
Delete
>cache contents on the Server and clients. Search this forum for
information
>related specifically to your Proxy application.
>
>3. If you have intermittent website problems, that can return "Page not
>found" and would be exacerbated by using a Proxy (Can cause "Page not
found"
>to be stored in cache).
>
>—
>Tony Su
>www.su-networking.com
>ISA
>SBS
>Enterprise Mobile Solutions Architect
>
>
>"Colin A" wrote:
>
>> Hi

RE: Internet Explorer refresh problems SBS 2003

>>
>> We have been running SBS 2003 for about 6 months now without any problems
>> (25 users..)..
>>
>> As far as I can see, I have all the latest Service Packs..
>>
>> Just recently we have setup the POP3 connector to get emails from our
>> ISP....., and it works fine.
>>
>> However users on the network have started reporting that intermittently
>> Internet Explorer fails to display a page..., if you then press refresh
it
>> works fine...?..
>>
>> I'm lost here... :-(
>>
>> Any one ever come across this before...?, any help would be greatly
>> appreciated..
>>
>> Colin
>>
>>
>>
>>
>

• **Follow-Ups:**

- ◆ **Re: Internet Explorer refresh problems SBS 2003**
◇ From: Colin A

• **References:**

- ◆ **Internet Explorer refresh problems SBS 2003**
◇ From: Colin A

- Prev by Date: **Re: Tivo Wireless Adapter Brings Down Whole SBS 2000 Network**
- Next by Date: **Re: Activesync 3.8 and HTTP 401 error**
- Previous by thread: **Internet Explorer refresh problems SBS 2003**
- Next by thread: **Re: Internet Explorer refresh problems SBS 2003**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**