

RE: VBScript: Remote Desktop Disconnected

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg01122.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Tue, 06 Dec 2005 09:18:58 GMT
-

Dear Customer,

Thank you for posting back!

Could you please send the icwlog.txt again to my mailbox
v-branee@xxxxxxxxxxxxx? Thanks a lot for your co-operation!

>From your reply, I understand that you do not have Router in front of the
SBS Server. So your Network Topology is:

{Internet} {NIC1} {SBS2K3 + ISA 2K4} {NIC2} {Internal Clients}

Since the net stat port 4125 result is correctly, based on my experience,
most of the possibility this is an ISA issue. So please take your time to
gather following information:

[Note]: You also need to make sure that your ISP does not block Port 4125.

1. ISA Info:

1) Download the file from the following URL:

<http://www.isatools.org/isainfo/ISAInfo.zip>

2) Extract all files to a folder on ISA server

3) Double click Isainfo.js. This will generate 2 files
ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in the
current folder.

4) Please send these files to me.

2. We also need to gather the ISA logs:

1) Schedule a down time.

2) Open ISA 2004 management console.

RE: VBScript: Remote Desktop Disconnected

- 3) Expand the server node and highlight 'Monitoring'.
- 4) In the right pane, switch to the 'Logging' tab, make sure the 'Task Pane' is showed there.
- 5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.
- 6) Switch to the 'Fields' tab, click 'Select All', and then click OK.
- 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.
- 8) Switch to the 'Fields' tab, click 'Select All', and then click OK.
- 9) Click 'Apply' to save changes and update the configuration.
- 10) Temporarily disable the Firewall service. To do that, please click Monitoring | Services tab, and then right click 'Microsoft Firewall' to choose 'Stop'.
- 11) Clear the current existing W3C logs. To do that, go to the log saving directory and clean any existing .W3C logs. By default, the logs will be saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not be able to deleted,that's normal.) You may backup them first and then delete them.
- 12) Go back to the ISA 2004 management console, and then Start the stopped 'Microsoft Firewall' service.
- 13) Reproduce the problem, stop the service, and then gather the resulting W3C files to me for analysis.
- 14) Please also let me know the IP address of the testing client/server so that I can filter the data.

Please take your time to perform the steps and gather the log files for us to analysis. I am waiting for your reply!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding

RE: VBScript: Remote Desktop Disconnected

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: VBScript: Remote Desktop Disconnected
>thread-index: AcX6IVurKPwBrGLfT0iAMKuV735yOw==
>X-WBNR-Posting-Host: 68.146.35.101
>From: =?Utf-8?B?U3BpbmFsVGFw?= <SpinalTap@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <E8D7EE59-1142-4402-ADE4-F4251A2E8D69@xxxxxxxxxxxx>
<gGA\$B0W#FHA.3440@xxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: VBScript: Remote Desktop Disconnected
>Date: Mon, 5 Dec 2005 20:56:02 -0800
>Lines: 270
>Message-ID: <9E7413DC-0980-4A38-92AF-9304182489B5@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:227990
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Hi Brandy,

RE: VBScript: Remote Desktop Disconnected

RE: VBScript: Remote Desktop Disconnected

>
>Thanks for your suggestions.
>
>1. I do not have a hardware firewall or router in front of the Internet
>computers.
>
>2. ISA is allowing OUTBOUND port 4125 through the "SBS RWW Inbound Access
>Rule".
>
>3. The command netstat -aon | find ":4125" returns no results.
>
>4. When running CEICW, I have checked the box "Remote Web Workplace".
>=====

>Information you requested:
>
>a. On my lan, if I attempt to connect through
>https:\\www.domainname\remote, I can connect to RWW. When I attempt to
>connect to client or server desktops, I get the following error:
>
>"The client could not establish a connection to the remote computer. The
>most likely causes for this error are:
>1)Remote connections might not be enabled at the remote comptuer.
>2)The maximum number of connections might be exceeded at the remote
>computer.
>3)A network error might have occurred while establishing the connection.
>4)The Remote Web Workplace designated port might be blocked by a firewall."
>
>On my lan, if I attempt to connect through https:\\servername\remote, I
>can
>connect to RWW and I can connect to client and server desktops
>successfully.
>
>b) I was not able to forward the icwlog.txt file to the email address
>provided ('v-branee@xxxxxxxxxxxxx'). The bounceback message states
>"Reason:
>Illegal host/domain name found".
>
>c) As per Kathy's suggestion, I attempted telnet <Public IP Address> with
>the following results: "Could not open a connection to host on port 4125 :
>Connect failed"
>
>d) I am not sure if this is the same as a), but RWW-RDP to server and any
>client works from any computers in the LAN.
>
>e) I have attempted the connection from two external computers, one is
>Windows 2k, and one is Windows XP SP1.
>
>I hope that is all the information you needed.
>
>Thanks for your assistance.
>

RE: VBScript: Remote Desktop Disconnected

- ***Follow-Ups:***
 - ◆ ***RE: VBScript: Remote Desktop Disconnected***
 - ◇ *From: SpinalTap*

- ***References:***
 - ◆ ***VBScript: Remote Desktop Disconnected***
 - ◇ *From: SpinalTap*
 - ◆ ***RE: VBScript: Remote Desktop Disconnected***
 - ◇ *From: "Brandy Nee [MSFT]"*
 - ◆ ***RE: VBScript: Remote Desktop Disconnected***
 - ◇ *From: SpinalTap*

- Prev by Date: ***RE: reinstall shared fax on sbs 2k: unspecified error***
- Next by Date: ***RE: Pdf files are not displayed after downloading from IIS6 SBS200***
- Previous by thread: ***RE: VBScript: Remote Desktop Disconnected***
- Next by thread: ***RE: VBScript: Remote Desktop Disconnected***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***