

RE: login and email problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg01856.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 09 Dec 2005 07:33:40 GMT
-

Hi,

Please carefully check settings required in my previous post and post the result in the newsgroup. What is more, please use the RPC Ping Utility to test the connections from the external network.

Install the RPC ping utility on the client computer and then open a command prompt, run the following command:

```
"rpcping -t ncacn_http -s ExchangeMBXServer -o RpcProxy=RpcProxyServer -P  
"user,domain,*" -I "user,domain,*" -H 1 -u 10 -a connect -F 3 -v 3 -E -R  
none" (without the quotation marks)
```

Please refer to the following article to get detail information:

831051 How to Use the RPC Ping Utility to Troubleshoot Connectivity Issues
with
<http://support.microsoft.com/?id=831051>

I appreciate your time. I am happy to be assistance of 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>

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please "Reply to Group" so that others may learn and benefit from your issue.

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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.

>X-Tomcat-ID: 162535099
>References: <EFC5929B-EDBB-4875-B355-A6ED5EEFB744@xxxxxxxxxxxxxx>
<RTOB4iI9FHA.1236@xxxxxxxxxxxxxxxxxxxxxx>
<4EE1EFEB-9983-48EC-ACE0-85417109A384@xxxxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain
>Content-Transfer-Encoding: 7bit
>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
>Organization: Microsoft
>Date: Wed, 07 Dec 2005 09:16:00 GMT
>Subject: RE: login and email problems
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>Message-ID: <vwKXc7w#FHA.1236@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Lines: 493
>Path: TK2MSFTNGXA02.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:228352
>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
>
>
>-----Hi,
>
>Thanks for your update! I am glad to know the DNS issue is resolved-. I
>appreciate your time and efforts to the issue.
>
>Let's check the following settings and verified them to see if other issue
>can be resolved:
>
>I. 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.
>Client workstations's gateway should be the SBS server internal IP address.
>
>2. Configure the internal client computer's NIC and the internal NIC of

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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.

>

>II 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.

>

>III. 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.

>

>And then please Re-run CEICW to refresh network connection configuration.

>It is recommended you refer to the following KB article to get detail

>information:

>

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

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

>

>And then test the issue, how about the result?

>

>IV. If the issue persists, please perform a clean boot on the server box

>and then test the issue.

>

>A Clean Boot will allow us to isolate any device drivers or programs that

>are loading at startup that may be causing a conflict with other device

>drivers or programs that are installed in your computer.

>

>1. Run MSCONFIG.EXE.

>2. In the Services tab, click "Hide All Microsoft Services" and click

>"Disable All".

>3. In the Startup tab, click "Disable All". Click OK. (This will

>temporarily prevent third-party programs from running automatically during

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>start-up.)
>4. Restart the computer and check whether the problem still persists.
>
>If the problem does not occur, it indicates that the problem is related to
>one application or service we have disabled. You can use the MSCONFIG tool
>again to re-enable the disabled item one by one to find out the culprit.
>
>And also I suggest you disable any third-party Anti-virus application on
>the server box or client computers to see if the issue be fixed.
>
>V. If the issue persists, please refer to the following steps to disable
>fast logon feature to see if it helps:
>
>1. Click Start, and click Run.
>2. Type "gpedit.msc" in the text box, and click OK.
>3. Locate the [Computer Configuration\Administrative
>Templates\System\Logon\Always wait for the network at computer startup and
>logon], and select "Enabled", and click OK.
>4. Locate the [User Configuration\Administrative
>Templates\System\Scripts\Run logon scripts synchronously], and select
>"Enabled", and click OK.
>5. Reboot computer to test this issue again.
>
>If the issue persists, please help me collect some information for further
>analyze:
>
>1. Does the outlook issue happen on only two client workstations? Did the
>RPC over HTTP work before? Please help me catch some screen shots when
>reproduced the issue.
>
>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.
>
>2. Does the slow logon issue happen on all client workstations? I suggest
>you create a new user account with Add user wizard (server management
>console -> Users) to test, how about the result?
>
>3. Also please mail me the application log and system logs for further
>analyze.
>
>Please add all files to a zip file and mail me at: v-yanniw@xxxxxxxxxxxxxx
>
>I appreciate your time! I am happy to be assistance of you!
>
>Have a nice day!
>
>Sincerely,
>

RE: login and email problems

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>Jenny Wu

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>-----

>>Thread-Topic: login and email problems

>>thread-index: AcX6ryYywFvL+NQTS/mAMWF7UkLEIg==

>>X-WBNR-Posting-Host: 216.230.68.250

>>From: =?Utf-8?B?dGVjaG5vNTUw?= <techno550@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>>References: <EFC5929B-EDBB-4875-B355-A6ED5EEFB744@xxxxxxxxxxxx>

>><RTOB4il9FHA.1236@xxxxxxxxxxxxxxxxxxxxxxxx>

>>Subject: RE: login and email problems

>>Date: Tue, 6 Dec 2005 13:51:02 -0800

>>Lines: 298

>>Message-ID: <4EE1EFEB-9983-48EC-ACE0-85417109A384@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

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>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:228198
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Jenny,
>>
>>The DNS is now fixed. Thank you for your help with that.
>>
>>On the login speed and email, those issues are unresolved. I have the
>>application log saved, but don't know where I should post it.
>>
>>The issues are still:
>>
>>Cannot connect to the exchange server with any outlook client that isn't
>>already configured. RPC over HTTP appears to be working properly per the
>>tests on the link you posted. prompted for username/password works there,
>but
>>when I get to that point configuring outlook I cannot enter a
>>username/password combination that makes it happy. It continues to prompt
>for
>>username/pass.
>>
>>Login times are still very long (10 minutes or so). still hanging on
>>"applying settings".
>>
>>What should be my next step?
>>
>>thanks
>>
>>
>>""Jenny wu [MSFT]"" wrote:
>>
>>> Hi,
>>>
>>> Thank you for using the SBS newsgroup!
>>>
>>> For your description, I understand that there're 3 problems on the SBS
>>> domain:
>>>
>>> - Outlook issue.
>>> - DNS 4015 issue.
>>> - Client slow logon issue.
>>>
>>> At this point, I'm not sure whether the 3 problems are related, so I
>>> recommend us to focus on issue one by one.
>>>
>>> To the Outlook issue, please check the following settings
>>>
>>> First of all, I suggest we focus on the DNS issue, it should be the
root
>>> cause of others. Please follow the steps below to correct DNS and

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>restart
>>> Netlogon service.
>>>
>>> 1. Open Active Directory Users and Computers, click View, Advanced
>Features.
>>> 2. Expand Domain.local -> System -> MicrosoftDNS and delete
Domain.local
>>> (if it exists).
>>> 3. Open DNS snap-in, expand forward lookup zones, click on
>>> _msdcs.domain.local and delete the Alias for server.domain.local (the
>long
>>> GUID entry looks like b7988327-3b6c-4b2e-ab41-ea819485256a).
>>> 4. Open Services snap-in, right click Net Logon service and click
>Restart.
>>> 5. Run "ipconfig /registerdns" command to register the DNS server.
>>>
>>> [Note] If you find that the _msdcs zone under domain.local is missing,
>>> please follow the steps below to correct it:
>>>
>>> 1. Right click on domain.local, select New Delegation.
>>> 2. Click next on the wizard, under delegated domain, type in _msdcs and
>>> click next.
>>> 3. Click Add and browse to the server's A record under forward lookup
>zones
>>> (domain.local).
>>> 4. Click OK and Finish.
>>>
>>> Try to monitor the server, does the error 4015 DNS happen still?
>>>
>>> =====
>>> To the Outlook issue:
>>>
>>> Please check the following settings on the problematic computer:
>>>
>>> 1. Verify that the computer trusts the certificate used by the server
>>>
>>> 1) Open Internet Explorer, and then in the address bar type:
>>> <https://publishing.yourdomain.local/remote>
>>>
>>> 2) If the certificate is trusted, a certificate warning does not
appear.
>In
>>> this case, continue with step 1 under Ensure that you have an Outlook
>>> profile configured for the server.
>>>
>>> 3) If the certificate is not trusted, a warning appears. Click View
>>> Certificate, click Install Certificate, and then follow the
>instructions.
>>>
>>> 2. Ensure that you have an Outlook profile configured for the server
>>>

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>>> 1) Click Start, and then click Control Panel.
>>>
>>> – If you are viewing Control Panel in the default Category view, switch
>to
>>> Classic view, and then double–click Mail.
>>> – If you are viewing Control Panel in Classic view, double–click Mail.
>>>
>>> 2) In the Mail Setup dialog box, click Show Profiles. If your profile
>>> appears in the list, select your profile, click Properties, click
>E–mail
>>> Accounts, select View or change existing e–mail accounts, and then
>click
>>> Next. If your profile does not appear, open Outlook and follow the
>>> instructions to create a profile before proceeding.
>>>
>>> – If Microsoft Exchange Server does not appear in the list, the
>existing
>>> profile is not associated with a Microsoft Exchange Server e–mail
>account.
>>> Click Cancel, and then click Close. Continue with step 3 to add a
>profile.
>>> – If there is an existing Microsoft Exchange Server profile, continue
>with
>>> step 3 under Configure the computer for RPC over HTTP.
>>>
>>> 3) Click Add. The New Profile dialog box appears.
>>>
>>> 4) In the Profile Name box, type a name for the new profile, and then
>click
>>> OK. The E–mail Accounts dialog box appears.
>>>
>>> 5) Under E–mail, select Add a new e–mail account, and then click Next.
>The
>>> Server Type dialog box appears.
>>>
>>> 6) Click Microsoft Exchange Server, and then click Next.
>>>
>>> 7) Continue with step 4 under Configure the computer for RPC over HTTP.
>>>
>>> 3. Configure the computer for RPC over HTTP
>>>
>>> 1) Click Start, and then click Control Panel.
>>>
>>> – If you are viewing Control Panel in the default Category view, switch
>to
>>> Classic view, and then double–click Mail.
>>> – If you are viewing Control Panel in Classic view, double–click Mail.
>>>
>>> 2) In the Mail Setup dialog box, click E–mail accounts, click View or
>>> change existing e–mail accounts, and then click Next.
>>>

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>>> 3) In the E-mail accounts dialog box, click Microsoft Exchange Server,
>and
>>> then click Change.
>>>
>>> 4) In the Microsoft Exchange Server box, type the local name of the
>>> Exchange server: publishing.yourdomain.local
>>>
>>> NOTE: In SBS 2003 Standard Edition, we use ServerName.yourdomain.local
>at
>>> this step.
>>>
>>> 5) In the User Name box, type the user name that you use to log on to
>the
>>> Remote Web Workplace. Do not click Check Name.
>>>
>>> 6) In the Exchange Server settings page, click More Settings.
>>>
>>> 7) On the Connection tab, under Exchange over the Internet, select
>Connect
>>> to my Exchange mailbox using HTTP, and then click Exchange Proxy
>Settings.
>>> The Exchange Proxy Settings dialog box appears.
>>>
>>> 8) Under Use this URL to connect to my proxy server for Exchange, type
>the
>>> following URL: publishing.yourdomain.local
>>>
>>> 9) Select Connect using SSL only, and then select Mutually authenticate
>the
>>> session when connecting with SSL.
>>>
>>> 10) In the Principal name for proxy server box, type the following
text:
>>> msstd:publishing.yourdomain.local
>>>
>>> 11) Select On slow networks, connect using HTTP first, then connect
>using
>>> TCP/IP.
>>>
>>> 12) Under Proxy authentication settings, select Basic Authentication.
>>>
>>> 13) Click OK, and then click OK again. Click Next, and then click
>Finish.
>>> Click Close.
>>>
>>> 14) In the Mail dialog box, if Always use this profile is selected,
>choose
>>> the newly configured profile.
>>>
>>> 15) Open Outlook and type your Windows Small Business Server user name
>(in

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>>> the format yourdomain.local\user name) and password. You can now work
>with
>>> your Outlook mailbox.
>>>
>>> *****
>>> In some cases, the certificate issue will cause the error you
mentioned.
>>> Please use the following steps to confirm the certificate you installed
>is
>>> correct.
>>>
>>> Please type the following address in Internet Explorer on your client,
>and
>>> then click "Go":
>>>
>>> <https://SBSFQDN/rpc> (without the quotation marks)
>>>
>>> If you can successfully access the Rpc application, you receive the
>>> following error message:
>>>
>>> The page cannot be displayed
>>>
>>> HTTP Error 403.2 – Forbidden: Read access is denied.
>>>
>>> Internet Information Services (IIS)
>>>
>>> This error message is expected.
>>>
>>> You can also refer to the following article to check the settings on
>your
>>> Client computers.
>>>
>>> 827330 How to troubleshoot client RPC over HTTP connection issues in
>Office
>>> Outlook 2003
>>> <http://support.microsoft.com/?id=827330>
>>>
>>> =====
>>> If the issue persists, please help me collect some information for
>further
>>> analyze the issue:
>>> 1. Could you find any other error event in the Event Viewer? Please
>help
>me
>>> collect Application and System log for analyze.
>>>
>>> To save a text copy of Application /System log:
>>>
>>> A. Open Event Viewer: Start -> All Programs -> Administrative Tools ->
>>> Event Viewer.
>>> B. Right-click on Application/System log and select "Save Log File As?".

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>>>

>>> 2. Would you please let me know if you have ISA server installed? What is

>>> the version?

>>>

>>> I appreciate you 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

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>>>

>>> _____

>>> >Thread-Topic: login and email problems

RE: login and email problems

>>> >thread-index: [AcX1k2/6zM+OjibdR0qj+W7vrmYvzw==](#)
>>> >X-WBNR-Posting-Host: [24.178.71.91](#)
>>> >From: [=?Utf-8?B?dGVjaG5vNTUw?= <techno550@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>](#)
>>> >Subject: [login and email problems](#)
>>> >Date: [Wed, 30 Nov 2005 01:50:03 -0800](#)
>>> >Lines: [21](#)
>>> >Message-ID: [<EFC5929B-EDBB-4875-B355-A6ED5EEFB744@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!TK2MSFTNGXA03.phx.gbl](#)
>>> >Xref: [TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:226630](#)
>>> >X-Tomcat-NG: [microsoft.public.windows.server.sbs](#)
>>>>
>>> >[We are experiencing a few problems with our small business server.](#)
>>> >[Recently we moved all of our email handling to this server instead of](#)
>>> >[using](#)
>>> >[the pop connector. During this conversion, I was helping outlook users](#)
>>> >[to](#)
>>> >[connect to the server. The email service works fine. Sending and](#)
>>> >[receiving](#)
>>> >[work fine. Outlook web interface works fine.](#)
>>> >[Most prefer to use the real outlook client. All but 2 of those people](#)
>>> >[are](#)
>>> >[now connected, and the last two are having issues. I constantly get](#)
>>> >["the](#)
>>> >[connection to the microsoft exchange server is unavailable".](#)
>>> >[Outlook for the users that have already configured it are uneffected.](#)
>>> >[It](#)
>>> >[is](#)
>>> >[only when trying to cofigure outlook that the problem occurs. I've](#)
>>> >[tried](#)
>>> >[both](#)
>>> >[the standard config as is on the SBS client computers as well as the](#)
>>> >[instructions on the remote web workplace page.](#)
>>> >[The other problem we have been experiencing is etremely slow logins.](#)
>>> >[The](#)
>>> >[login process hangs at "applying personal settings" for upwards of 10](#)
>>> >[minutes.](#)
>>> >[Another issue is that the DNS is constantly getting error number 4015.](#)
>>>>
>>> >[I have a feeling these may be related. \(rooted in the DNS/active](#)
>>> >[directory](#)

