

# RE: ISA2004 client firewall slow webpage loading

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg01938.html>

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- *From:* lyj\_e1 <[lyje1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:lyje1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 10 Dec 2005 05:07:02 -0800
- 

Hi,

Thank you for your reply. The 1st point did the trick.

Kind regards,

Yi

"Edward Tian" wrote:

- > Hi Lyj:
- >
- > Thanks for posting here.
- >
- > From the description, I understand that one of your clients have problem in
- > accessing the internet websites. the webpages will take a long time to load
- > and sometimes not at all. The error message you received is 502 Proxy Error
- > with Error Code 10061. If I am off base, please do let me know.
- >
- > Before we go any further, I would like to suggest you re-run the CEICW
- > wizard on SBS server, make sure that SBS network is configured correctly,
- > you can refer to following KB article for detailed information:
- >
- > 825763 How to configure Internet access in Windows Small Business Server
- > 2003
- > <http://support.microsoft.com/?id=825763>
- >
- > First, have you configured this new client as web proxy client?
- >
- > To be a Web Proxy client, please open IE, click Tools->Internet Options,
- > and click Connections->LAN Settings, configure ISA server as your Proxy
- > server (you can enter either the computer name or the internal IP of the
- > ISA server, port 8080 by default.)
- >
- > If you have already done this, please skip to the next troubleshooting
- > section:
- >
- > Based on my research, the problem may be caused by the following

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> possibilities:

>

> ===

> 1. The Connection limit time

>

> Open the ISA Server management console, navigate to Configuration->

> General-> Define Connection Limits-> Connection Limit-> Limit the number of

> connection-> Connection limit per client (TCP and non-TCP).

>

> The default value is 40, 160 is recommended.

>

> You may need to restart the ISA firewall service after you modify the value

> of the connection limit time.

>

> ===

> 2. Corrupt ISA Cache File

>

> We can try to clear the ISA Cache, you can perform the following steps:

>

> a. On the ISA Server computer, stop the Microsoft Firewall service. To do

> so:

> 1). Click Start, click Run, type services.msc in the Open box, and then

> click OK.

> 2). Right-click Microsoft Firewall, and then click Stop.

>

> b. Start Windows Explorer.

>

> c. Locate the Urlcache folder.

>

> d. In the Urlcache folder, locate the file that has the .cdat file name

> extension.

>

> e. Right-click the .cdat file, and then click Delete.

>

> f. When you are prompted to confirm the removal of the .cdat file, click

> Yes.

> If you are prompted to delete the .cdat file because it is too big for the

> recycle bin, click Yes.

>

> g. Restart the Microsoft Firewall service.

>

> More information:

> How to delete the Web cache in Internet Security and Acceleration Server

> 2004

> <http://support.microsoft.com/default.aspx?scid=kb:en-us:838248>

>

> ===

> 3. Forcing Authentication is enabled on the ISA.

>

> a. Open the ISA Server management console, navigate to "Firewall Policy".

> On the right pane, double click the "SBS Internet Access Rule". Go to the

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- > Users tab, you will find that the default setting is applied to "SBS
- > Internet Users", please change it to "All Users" and then click "Apply" to
- > save the settings.
- >
- > b. Open ISA2004 Management Console, in the left panel, expand to
- > Configuration->Networks. Under "Networks panel", double click "Internal".
- > Switch to "Web Proxy" panel, click "Authentication?". Uncheck the "Require
- > all users to authenticate" option, and then click "Apply" to save the
- > settings.
- >
- > After performing the above steps, will you be able to access the websites
- > from this client?
- >
- > I Hope the above info helps. Please feel free to let me know if there is
- > anything I can do for you.
- >
- > Have a nice day!
- >
- > Best Regards
- > Edward Tian(MSFT)
- > Microsoft CSS Online Newsgroup Support
- >
- > Get Secure! – [www.microsoft.com/security](http://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: ISA2004 client firewall slow webpage loading
- > | thread-index: AcX8H0JquLEuKRk+QyWN0TwsAtfySA==

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> | X-WBNR-Posting-Host: 84.45.222.43  
> | From: =?Utf-8?B?bHlqX2Ux?= <lyje1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
> | Subject: ISA2004 client firewall slow webpage loading  
> | Date: Thu, 8 Dec 2005 09:46:03 -0800  
> | Lines: 23  
> | Message-ID: <FABAE32A-CEAD-4940-860E-E8BADD6A8A9F@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:228788  
> | X-Tomcat-NG: microsoft.public.windows.server.sbs

> | Hi,

> | We have a sbs2003 Premium SP1 server with ISA 2004. We added a new client  
> | desktop recently and installed the latest ISA2004 firewall client program  
> | on  
> | it. However we have noticed that sometimes the webpages can take a long  
> | time

> | to load and sometimes not at all. One of the messages we get is:

> | Network Access Message: The page cannot be displayed

> | Technical Information (for Support personnel)  
> | Error Code: 502 Proxy Error. Connection refused(10061)  
> | IP Address: 216.113.xxx.xxx  
> | Date: 08/12/2005 15:05:46  
> | Server: servername.Domainname.local  
> | Source: proxy

> | On the otherhand, the other winxp pro sp2 desktops have the old firewall  
> | client and do not have the same problems as this new machine.

> | Help?

> | Thanks in advance,

> | Lyj

> |

>

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- ***Follow-Ups:***

- ◆ ***RE: ISA2004 client firewall slow webpage loading***

- ◇ *From:* Edward Tian

- ***References:***

- ◆ ***RE: ISA2004 client firewall slow webpage loading***

- ◇ *From:* Edward Tian

- Prev by Date: ***Re: Running SQL Server 2005 Express on SBS Premium***

- Next by Date: ***Re: Port 25 redirection services recommendations***

- Previous by thread: ***RE: ISA2004 client firewall slow webpage loading***

- Next by thread: ***RE: ISA2004 client firewall slow webpage loading***

- Index(es):

- ◆ ***Date***

- ◆ ***Thread***