

Re: The Web site cannot be found – errors

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg03841.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 21 Dec 2005 03:22:27 GMT
-

Hi Anthony,

Thanks for your update. I am glad to know that thing is getting well in your end. I appreciate your time and efforts to the issue.

The CEICW (Configuration E-mail and Internet Connection wizard) is an easy-to-use wizard that quickly configures the SBS Server for Internet access. This includes configuring the network properties for both an internal and an external network interface (if two network cards are used) as well as configuring ISA Server as a gateway server, firewall, and web caching server, and configuring Exchange for all e-mail. It also configures many of the local server services such as DNS, DHCP, WINS and RRAS.

The hardware Router/ Firewall that can not be configured by the wizard you can manually configure it. So it is greatly recommended that you run CEICW to configure network connection and refresh network configuration. It is a very powerful and convenience feature provided by SBS 2003. For your symptom, the problem should be lies in some rule or filter that is configured on ISA server has wrong blocked the traffic. And the wizard can smooth all settings configuration, so I suggest you use the wizard to configure network.

The CEICW was designed to meet these objectives.

- Simplify the networking configuration tasks required after setup.
- Allow a means for users to correct manual configuration errors with the wizard to "reset" their configuration.
- Allow the IT Consultant or VAP to save a configuration selected in the wizard.

VAPs may perform multiple installations that have highly similar network configurations. Rather than asking the VAP the same questions, they may want to save a configuration in a file that can be re-used to either:

- a) Reset a site to a known good configuration without having to write

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down the specific details for each site.

b) Tweak the configuration for each individual site as a means of reducing the time to get the server up and running.

— Add support for a user or ISP to script a configuration, and then implement the configuration without requiring interaction with the UI.

— Reduce service restarts required for configuration.

You can monitor your server for some time. Please feel free to let me know if you have any further question on the issue. I am happy to be assistance of you–)!

Merry Christmas!

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.

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>From: "Anthony Smith" <anthony@xxxxxxxxxxx>
>References: <#KkcySNAGHA.2788@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: The Web site cannot be found – errors

Re: The Web site cannot be found – errors

<#7RXohQAGHA.3928@xxxxxxxxxxxxxxxxxxxxxx>
<evl3iqXAGHA.516@xxxxxxxxxxxxxxxxxxxxxx>
<0aIxDJfAGHA.3184@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: The Web site cannot be found – errors
>Date: Tue, 20 Dec 2005 10:11:18 –0500
>Lines: 237
>X–Priority: 3
>X–MSMail–Priority: Normal
>X–Newsreader: Microsoft Outlook Express 6.00.2900.2527
>X–RFC2646: Format=Flowed; Original
>X–MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2527
>Message–ID: <OAYrheXBGHA.3516@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP–Posting–Host: static–64–83–40–250.t1.cavtel.net 64.83.40.250
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:231407
>X–Tomcat–NG: microsoft.public.windows.server.sbs

>
>Good Morning Jenny Wu,
>
>How are you? I'm blessed. I apologize for the delay. I was giving it some
>time to see if some of the things you told me worked and it did. I hadn't
>run the Internet & Email Config Wizard for SBS2003 because I did it
>manually. It had worked in the past without running the Wizard and I
>didn't
>want to mess it up by running it. I get reminded every time I reboot. So
I
>took your advice and ran the wizard, but it stopped during the
installation
>because it couldn't configure my SOHO Firewall Hardware, but I chose to
>continue with the installation and it finished. It's been a few days now
>and I haven't received ANY Website Page Not Found errors nor have I had
any
>problems connecting with the internet.
>
>I'm not sure why the net connection was working fine with the manual set
up
>before. We've just experienced serious net problems within the last few
>months. But it appears to have solved the problem by running that Email &
>Internet Connection Wizard from the server. Thanks for your help!

>MERRY CHRISTMAS!

>Anthony....

>""Jenny wu [MSFT]"" <v–yanniw@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>[news:0aIxDJfAGHA.3184@xxxxxxxxxxxxxxxxxxxxxx](mailto:0aIxDJfAGHA.3184@xxxxxxxxxxxxxxxxxxxxxx)

>> Hi Anthony,

>>

>> Thanks for your update.

>>

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>> For your current situation, please try the followings to see if it can
>> help.
>>
>> 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) on all
>> client workstations and the server.
>>
>> 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.
>> 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
>>
>> II. Please run the following command to refresh the DNS cache on all
>> client
>> workstations and the server.
>>
>> "ipconfig /dnsflush" (no quotation marks)
>>
>> And then try to test to see if the issue be fixed.
>>
>> If the issue persists, you can try my suggestions in my previous post and
>> let me know the result.
>>
>> And also please perform the following tests:
>>
>> 1). On the SBS Server, go to command prompt, type following command:
>>
>> NSLOOKUP
>> www.website.com (input the web site on which the issue occurs at here)
>>
>> Please check if the DNS can responds with the IP address of this site. If
>> not, please type the following command in the same command window:
>>
>> Set D2
>> www.website.com
>>

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>> Then copy the output and email it to me.
>>
>> 2). Repeat step 1 on an internal client computer.
>>
>> 3). On SBS Server, open IE, use the web site's IP address which you get
>> from step 1 as <http://x.x.x.x> to see if you can load the page
>> successfully.
>>
>> 4). Repeat step 3 on an internal client computer.
>>
>> And also please help me collect ISA log for further analyze:
>>
>> 1. Open ISA Management console, navigate to 'Monitoring
>> Configuration'\Logs'. In the right panel, right-click 'Packet filters'
>> and
>> choose 'Properties'.
>>
>> 2. In the 'Fields' tab, select ALL log fields. Also enable all the log
>> fields for 'ISA Server Firewall service' and 'ISA Server web proxy
>> service'
>> log. Navigate to 'Monitoring'\Services', restart the ISA related
>> services.
>>
>> 3. After reproducing the problem, compress the C:\Program Files\Microsoft
>> ISA Server\ISAlogs\ folder and send it to me for further research.
>>
>> NOTE: Please let me know the web site name on which the issue occurs.
>>
>> You can send the files to me at v-yanniw@xxxxxxxxxxxxxxxx
>>
>> I appreciate your time!
>>
>> 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
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>> =====

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>> rights.

>>

>> -----

>>>From: "Anthony Smith" <anthony@xxxxxxxxxxxx>

>>>References: <#KkcySNAGHA.2788@xxxxxxxxxxxxxxxxxxxxxx>

>> <#7RXohQAGHA.3928@xxxxxxxxxxxxxxxxxxxxxx>

>>>Subject: Re: The Web site cannot be found – errors

>>>Date: Thu, 15 Dec 2005 08:22:42 -0500

>>>Lines: 61

>>>X-Priority: 3

>>>X-MSMail-Priority: Normal

>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2527

>>>X-MIMEOLE: Produced By Microsoft MimeOLE V6.00.2900.2527

>>>X-RFC2646: Format=Flowed; Response

>>>Message-ID: <evl3iqXAGHA.516@xxxxxxxxxxxxxxxxxxxxxx>

>>>Newsgroups: microsoft.public.windows.server.sbs,microsoft.public.isa

>>>NNTP-Posting-Host: static-64-83-40-250.t1.cavtel.net 64.83.40.250

>>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl

>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.isa:61245

>> microsoft.public.windows.server.sbs:230394

>>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>>

>>>Thanks for the reply. When my ISP was here to check the VOIP connection,

>> he

>>>connected his laptop directly to their box and he didn't seem to have any

>>>problems loading the pages. I then took one of our laptops and took the

>>>cable out of the firewall and plugged it directly into the laptop and it

>>>didn't seem to have any problems. BUT this could have been one of those

>>>time the net connection was working ok. I don't know. Sometimes we have

>> fast

>>>connections and the pages load ok, other times it doesn't. Sometimes it

>>>loads slowly, sometimes it doesn't load pages at all.

>>>

>>>We're running SBS 2003 with the latest service pak installed. Thanks for

>>>the comments Jenny Wu, I'm going to look into following the procedures

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and

>>>see what happens.

>>>

>>>Anthony.....

>>>

>>>"Kevin Longley" <kwlongley@xxxxxxxxxxxxxx> wrote in message

>>>news:%237RXohOAGHA.3928@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

>>>> At times when it is not working well how do the web sites react if you

>>>> connect from outside the isa firewall?

>>>>

>>>> "Anthony Smith" <anthony@xxxxxxxxxxxxxx> wrote in message

>>>>news:%23KkcySNAGHA.2788@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

>>>>> Good Afternoon,

>>>>>

>>>>> I hope everyone is doing well this season of Christmas.

>>>>>

>>>>> We're running Win2003 server with VOIP internet service. We've been

>>>>> having problems with web pages not loading and sometimes loading

>> slowly.

>>>>> It comes and goes. Some days we have fast connection other days we

have

>>>>> slow connection. For the most part we have to constantly 'refresh'

>> pages

>>>>> to get them to load. We keep getting:

>>>>>

>>>>> The Web site cannot be found...11004 Host not found...Internet
Security

>>>>> and Acceleration Server

>>>>> Background: This error indicates that the gateway could not find the

>> IP

>>>>> address of the Web site you are trying to access.

>>>>>

>>>>> Our ISP came by changed some of the ends on the cable, changed a
router

>>>>> card in their equipment. Right now it seems to be ok. But still there

>>>>> are some web pages that don't seem to load. I had problems earlier

>>>>> trying to get AOL. Then just now, I tried accessing a portion of the

>> UPS

>>>>> website and I got the same error. My ISP seems to think it's our

>>>>> router/firewall. I have a router/firewall SOHO from Watchguard.

We've

>>>>> had it for several years now. Not sure if that's the problem or not.

>>>>> Does anyone have any ideas? Not sure if this could be a software
thing,

>>>>> an ISA thing, or maybe my firewall. What other information can I

>> provide

>>>>> to help come up with a solution? I guess I can go out and buy another

>>>>> router/firewall, but I want to make sure I've tried other options

(like

>>>>> newsgroups) first.

>>>>>

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