

RE: VPN Problem, PC not Authenticating with Server

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg01895.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Fri, 10 Feb 2006 08:27:42 GMT
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Hi Roger,

Thank you for posting in SBS newsgroup.

From the description, do you mean you have configured L2TP/IPSec VPN

between Windows XP and SBS? If so, would you please help me confirm which is the VPN server, SBS or router?

According to my research, it appears that the XP client cannot establish the connection if the NAT router does not open the following required ports and protocols for L2TP/IPSec NAT-T connections.

- L2TP - User Datagram Protocol (UDP) 500, UDP 1701
- NAT-T - UDP 4500
- ESP - Internet Protocol (IP) protocol 50

Please make sure that all of the ports and protocols are opened.

Regarding the configuration of L2TP VPN, please also refer to the following documents:

247231 Event ID 20111, Error 792 or Error 781 When Establishing an L2TP/IPSec Connection
<http://support.microsoft.com/?id=247231>

818043 L2TP/IPsec NAT-T update for Windows XP and Windows 2000
<http://support.microsoft.com/?id=818043>

885348 IPsec NAT-T is not recommended for Windows Server 2003 computers that
<http://support.microsoft.com/?id=885348>

324258 HOW TO: Configure a Preshared Key for Use with Layer 2 Tunneling Protocol Connections in Windows Server 2003
<http://support.microsoft.com/?id=324258>

RE: VPN Problem, PC not Authenticating with Server

Computer certificates for L2TP/IPSec VPN connections

<http://technet2.microsoft.com/WindowsServer/en/Library/222d5646-4e81-4efb-af6e-616e9cd3f7db1033.msp#>

Virtual Private Networking with Windows Server 2003: Deploying Remote Access VPNs

<http://www.microsoft.com/technet/prodtechnol/windowsserver2003/technologies/networking/vpndeplr.msp#>

Step-by-Step Guide for Setting Up VPN-based Remote Access in a Test Lab

<http://www.microsoft.com/technet/prodtechnol/windowsserver2003/technologies/networking/rmotevpn.msp#>

259335 Basic L2TP/IPSec troubleshooting in Windows 2000

<http://support.microsoft.com/?id=259335>

I just wanted to stress the following:

To use L2TP in Windows Server 2003, you must have a public key infrastructure (PKI) to issue computer certificates to the VPN server and to clients so that the IKE authentication process can occur.

With Windows Server 2003, although you can use a preshared key for IKE authentication, we don't encourage the use of preshared keys, because it is a less secure method of authentication than certificates. Preshared keys are not meant to replace the use of certificates; instead, preshared keys are another method for testing and internal operations.

In order to create an L2TP/IPSec connection using the computer certificate authentication method, you must install a certificate in the local computer certificate store on the VPN client and VPN server computer. To install a computer certificate, a certification authority must be present to issue certificates. Once the certification authority is configured, you can install a certificate in three different ways:

- By configuring the automatic enrollment, or auto-enrollment, of computer certificates to computers in a Windows Server 2003 domain.
- By using the Certificates snap-in to obtain a computer certificate.
- By using your browser to connect to the CA Web enrollment pages to install a certificate on the local computer or to a floppy disk for installation on another computer, such as a user's home computer.

Please note that the autoenrollment of remote access clients with the appropriate certificate requires the creation and usage of a Version 2 certificate template. Version 2 certificates are not available on or distributable by Windows Server 2003, Standard Edition, but they are distributable by Windows Server 2003, Enterprise Edition. SBS 2003 is built on Windows Server 2003 Standard Edition, therefore, version 2 certificates are not supported.

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You can add an additional member server running Windows Server 2003 Enterprise as the CA server, so that you can allow for autoenrollment. Or else you have to enroll certificates through the Web enrollment method.

Windows 98 does not support virtual private networking (VPN) protocols, like Internet Protocol security (IPSec) or Layer 2 Tunneling Protocol (L2TP). You should install the Microsoft L2TP/IPSec VPN Client at:

Microsoft L2TP/IPSec VPN Client

<http://www.microsoft.com/windows2000/server/evaluation/news/bulletins/l2tpclient.asp>

Also, I provide some general steps below to configure VPN access on an SBS environment?

1. Run CEICW, follow the wizard and select Enable firewall and then make sure Virtual Private Networking (VPN) is selected in the Services Configuration page. And make sure you have typed the public FQDN of the SBS server on the Web Server Certificate page.
2. Run Remote Access Wizard in Server Management\Internet and E-mail\Configure Remote Access, and select VPN access in the Remote Access Method page. After finishing this wizard, RRAS is configured to allow inbound VPN access, and it can assign IP addresses to the VPN clients by using DHCP.

Note: When we run the remote access wizard to set up the VPN service, we need to input the public IP address or the public FQDN of the SBS server. We need to make sure that the address can be accessed from the internet.

3. On the VPN client, go to <https://publicFQDN/remote>, clear I'm using a public or shared computer, log in and download Connection Manager.
4. Install Connection Manager on the VPN client.
5. Is there a hardware router installed in front of the SBS server? If so, ensure that the port forwarding for TCP 1723 and GRE port (protocol number 47) are opened. PPTP VPN is negotiating a connection on TCP port 1723 and send data to and from the PPTP server using the GRE protocol (IP Protocol 47, 0x2F if you are looking in Network Monitor). You should open port 1723 on the router and also make sure IP Protocol 47 is allowed.

For detailed information, you can refer to the following KB articles:

323441 How To Install and Configure a Virtual Private Network Server in Windows

<http://support.microsoft.com/?id=323441>

305550 How to configure a VPN connection to your corporate network in Windows

<http://support.microsoft.com/?id=305550>

I am appreciated your time and look forward to hearing from you.

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Best regards,

Crina Li (MSFT)

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 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: "Roger" <roger.jones@xxxxxxxxxxxx>
| Subject: VPN Problem, PC not Authenticating with Server
| Date: Thu, 9 Feb 2006 11:24:09 -0000
| | Newsgroups: microsoft.public.windows.server.sbs
| |
| I have a client that has a SBS2003 Server, they also have a hardware based
| firewall which all works.
| The problem is that we are trying to use the L2TP IPSec Windows XP VPN
| Client to VPN to the firewall so they can get to their server, the remote
| PC
| can ping the server but it will not authenticate to allow access to
| shares
| and email.
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| If you log onto the local pc as the administrator and give it the same
| password as the server it all works ?!!

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