

## Re: Urgent! New router and big disaster

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg01381.html>

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- *From:* "Les Connor [SBS Community Member – SBS MVP]" <[les.connor@xxxxxxxxxxxxx](mailto:les.connor@xxxxxxxxxxxxx)>
  - *Date:* Tue, 7 Mar 2006 08:54:42 -0600
- 

The solution most likely lies in getting the CEICW to run cleanly. There's not much hope if it doesn't.

With two nics and a router, you have a full time broadband connection – and that is what must be selected in CEICW, and CEICW must run cleanly with that selection.

Go to c:\program files\Microsoft Windows Small Business Server\support and find the icwlog.txt. Rename it to icwlog.old, and then re-run the CEICW, selecting full time broadband connection. Make sure you elect to set up the firewall.

If you get errors, then go back to the icwlog.txt, and copy/paste it here (or attach it to a message).

If you're tired of this thread (I would be) – then call Microsoft Customer Support, pay the money, and it will be fixed.

I'd offer to remotely access your system to fix this, but I seriously doubt that's possible. But if you want me to confirm that – send me an email with your public ip address.

—

Les Connor [SBS Community Member – SBS MVP]

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SBS Rocks !

-----  
"Tell me and I'll forget. Show me and I'll remember. Involve me and I'll understand." – Confucius

"Kimmy" <[Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:F42169CA-1D28-429E-A702-783329BA9992@xxxxxxxxxxxxxxxxxxxxx](mailto:news:F42169CA-1D28-429E-A702-783329BA9992@xxxxxxxxxxxxxxxxxxxxx)

Yes I did, but the first time it came up with network config error, second time it failed at the firewall, and this last time it failed at email config... (I had it originally set to use pop3 connector and exchange.. Checked the DHCP services(client/server) and both are set to auto start

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and

both were running. I still can't open i.e and type address

www.dnslookup.com,

but I still can type in the ip , 65.98.45.220 and have the site load.

Double

check the router as well and unless I missed a firewall setting on it, it

looks right. I plug a laptop into and I can connect with no problems.

But is it normal, to open the DHCP service console, and it shows not

connected, until I click on the server name? Then it states that it is

running. Close the console and reopen, it shows again not connected. Thats

seems a little strange, in the services it shows both running and in the

event logs, it shows where it started fine.

Anyway the Server Ipconfig /all is this...

Server Local Area Connection:

Connection-specific DNS Suffix:

Description: Intel Pro/1000

Physical Address: 00-14-22-B4\_12-CE

DHCP Enabled : NO

IP Address 192.168.16.2

Subnet Mask : 255.255.255.0

Default Gateway:

DNS Servers: 192.168.16.2

Primary Wins Server 192.168.16.2

Ethernet Network Connection

Connection-specific DNS Suffix:

Description: BroadCom NetXtream

Physical Address: 00-10-18-18-31-C2

DHCP Enabled : NO

IP Address 192.168.0.100

Subnet Mask : 255.255.255.0

Default Gateway: 192.168.0.1

DNS Servers: 192.168.16.2

NetBios Over TCPIP: Disabled

"Les Connor [SBS Community Member – SBS M]" wrote:

did you re-run the ceicw and select 'direct broadband connection' in the first screen?

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Les Connor [SBS Community Member – SBS MVP]

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"Tell me and I'll forget. Show me and I'll remember. Involve me and I'll

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understand." – Confucius

"Kimmy" <Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
news:8C634770-AE53-4373-966B-099B40C2393C@xxxxxxxxxxxxxxxxxxxx

I checked the router, I am running a laptop off of it so I can  
post. It  
is  
working fine. I wish I could get someone in but I in the sticks  
and  
there  
are  
no techies around for miles.

"Les Connor [SBS Community Member – SBS M]" wrote:

Also, it might be a good time to go to the  
router's configuration  
page,  
and  
see what it has to say. Is it connected, and  
what dns servers is it  
pointing  
to? Perhaps they're pooched. If you could  
easily connect a machine on  
one  
of  
the router ports (and get the nic configured  
correctly) you might be  
able  
to  
determine if there's a working internet  
connection, or not.

This thread shows how hard it can be to get  
anything done in a  
newsgroup  
setting. An experienced SBS technician  
would have this sorted in less  
than  
10 minutes if he was at your premises ;-/.

--  
Les Connor [SBS Community Member –  
SBS MVP]

-----  
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"Tell me and I'll forget. Show me and I'll

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remember. Involve me and  
I'll  
understand." – Confucius

"Merv Porter [SBS-MVP]"  
<mwport@xxxxxxxxxxxxxxxxxxxx> wrote  
in message  
[news:%23HGGR8YQGH.3896@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23HGGR8YQGH.3896@xxxxxxxxxxxxxxxxxxxxxxxx)

Go back to pointing the  
external NIC DNS Servers  
to the SBS server  
IP  
address (192.168.16.2).

After that, make sure the  
DHCP Client Service is  
running on the  
server.

No DNS Name Resolution  
If DHCP Client Service Is  
Not Running  
<http://support.microsoft.com/kb/q268674/>

--  
Merv Porter [SBS MVP]  
=====  
"Les Connor [SBS  
Community Member – SBS  
MVP]"  
<les.connor@xxxxxxxxxxxx>  
wrote in message  
[news:%23XzuE4YQGH.2300@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23XzuE4YQGH.2300@xxxxxxxxxxxxxxxxxxxxxxxx)

Whoops,  
local router  
device is the  
wrong  
answer ;-).

You have a  
full-time  
broadband  
connection.

--  
Les Connor  
[SBS  
Community

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Member –  
SBS MVP]

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SBS Rocks  
!

---

"Tell me  
and I'll  
forget.  
Show me  
and I'll  
remember.  
Involve me  
and  
I'll  
understand."  
– Confucius

"Kimmy"  
<Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in  
message  
[news:97BAB5D4-7850-40B0-BEA2-E9B58F95F90A@xxxxxxxxxx](mailto:news:97BAB5D4-7850-40B0-BEA2-E9B58F95F90A@xxxxxxxxxx)

Okay,  
when  
I  
run  
the  
CEICW  
this  
is  
what  
I  
see...  
First  
Page  
of  
the  
Internet  
Connection  
Wizard,  
I  
select  
my  
Broadband  
connection.  
Next  
I  
Select

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a  
local  
router  
device  
with  
an  
ip  
address.  
The  
next  
page  
are  
the  
DNS  
Server  
addresses  
provided  
by  
my  
ISP,  
and  
the  
local  
IP  
address  
of  
router,which  
are  
already  
in.

The  
Next  
Page  
is  
the  
network  
connection  
page,  
Under  
ISP  
network  
I  
have  
the  
Network  
connection,  
but  
I  
can't  
change

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the  
ip  
address  
or  
the  
subnet  
mask,  
same  
as  
the  
Server  
Local  
Area  
Connection,  
I  
can't  
change  
addresses  
there  
either.

After  
that  
I  
get  
the  
rest,  
firewall,  
web  
server  
certificate,  
internet  
email  
and  
so  
on.  
I  
am  
not  
sure  
how  
I  
can  
use  
the  
CEICW  
to  
make  
the  
changes  
you

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have  
listed.  
Or  
have  
I  
misunderstood.

"CO-DBA-SC-EL"  
wrote:

You're  
getting  
close.  
Since  
you  
can  
reach  
an  
external  
web  
site  
by  
using  
its  
IP  
it  
means  
that  
your  
problem  
is  
now  
DNS.  
I  
don't  
see  
how  
your  
settings  
could  
work.  
In  
the  
TCP/IP  
properties  
for  
the  
external  
NIC,  
you

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need  
to  
specify  
an  
external  
DNS  
server  
for  
DNS,  
instead  
of  
the  
server's  
own  
IP  
address.  
You  
should  
do  
that  
in  
the  
CEICW,  
that  
way  
it  
will  
set  
up  
the  
DNS  
forwarding  
to  
work  
correctly.  
When  
the  
CEICW  
asks  
you  
for  
the  
configuration  
for  
the  
external  
NIC,  
use:  
IP  
Address  
192.168.0.99

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(See  
Note  
1)  
Subnet  
Mask  
:  
255.255.255.0  
Default  
Gateway:  
192.168.0.1  
DNS  
Servers:  
192.168.0.1  
(See  
Note  
2)

Note  
1.  
192.168.0.100  
looks  
like  
an  
address  
in  
the  
DHCP  
range  
of  
the  
router.  
You  
should  
give  
your  
SBS  
a  
fixed  
external  
address  
so  
you  
can  
forward  
ports  
to  
it  
reliably  
in  
the  
router.

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I  
don't  
have  
the  
D-Link  
doc  
but  
x.x.x.99  
should  
be  
outside  
its  
DHCP  
range.  
If  
not  
pick  
another  
one.  
Why  
do  
that  
if  
the  
SBS  
is  
the  
only  
computer  
connected  
to  
the  
router?  
Because  
some  
day  
you  
might  
try  
to  
debug  
something  
else,  
plug  
a  
computer  
in  
the  
router  
while  
the

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SBS  
is  
off  
or  
disconnected,  
then  
plug  
the  
SBS  
back  
in  
and  
discover  
that  
the  
other  
computer  
has  
now  
been  
given  
the  
address  
you  
thought  
was  
the  
SBS's  
own.  
Then  
of  
course  
RWW  
and  
all  
those  
goodies  
quit  
working.  
Play  
it  
safe.  
Use  
a  
fixed  
address  
outside  
the  
DHCP  
range  
of

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the  
router.  
Note  
2.  
Normally  
the  
router  
will  
forward  
DNS  
requests.  
You  
may  
be  
able  
to  
speed  
things  
up  
by  
specifying  
the  
IP  
address  
of  
your  
ISP's  
DNS  
servers  
instead  
of  
the  
router  
--  
the  
router  
will  
just  
pass  
that  
through  
instead  
of  
actively  
forwarding.

C\_O

"Kimmy"  
<Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote

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in

message

[news:C56EA7C3-EAE0-4D4F-9BBB-DFA8FBB9](mailto:C56EA7C3-EAE0-4D4F-9BBB-DFA8FBB9)

I  
checked  
the  
binding  
order  
and  
the  
Server  
Local  
area  
connection  
is  
at  
the  
top.

I  
should  
have  
been  
more  
clear  
about  
internet  
connection..

—  
when  
we  
open  
internet  
explorer  
the  
company  
web  
is  
shown,  
when  
we  
type  
in  
an  
address...  
<http://www.google.ca>,  
we  
get  
page  
cannot

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be  
displayed.  
But  
if  
I  
type  
the  
ip  
address  
65.98.45.220  
the  
webpage  
loads.  
(this  
is  
true  
for  
Both  
the  
SBS  
and  
client  
stations)  
I  
just  
read  
somewhere  
in  
another  
posting  
about  
nslookup.exe,  
and  
thought  
I  
would  
give  
it  
a  
try.  
I  
got  
this..  
\*\*\*Can't  
find  
server  
name  
for  
address  
192.168.16.2:  
Non-existent

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domain  
Default  
Server:  
Unknown  
Address:  
192.168.16.2

(  
I  
found  
that  
in  
the  
DNS  
–  
clicked  
my  
server  
name  
and  
ran  
the  
lookup  
tool)

"Merv  
Porter  
[SBS–MVP]"  
wrote:

However,  
when  
I  
checked  
the  
binding  
on  
the  
external  
nic  
there  
was  
no  
TCP/IP  
in  
the  
list,  
just  
File

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and  
Printer  
Sharing  
and  
the  
Microsoft  
Client  
Networks  
were  
the  
only  
two  
in  
the  
list  
and  
neither  
of  
them  
are  
checked  
off.

Check  
Binding  
order

---

Right  
click  
My  
Network  
Places...Properties.  
Highlight  
the  
Internal  
NIC.  
Then  
select  
Advanced...Advanced  
Settings  
from  
the  
top  
menu  
for  
that  
window.  
This  
will  
check

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the  
bindings.

The  
Internal  
NIC  
should  
be  
displayed  
first  
followed  
by  
the  
External  
NIC.

If  
not,  
move  
the  
Internal  
NIC  
to  
the  
top  
of  
the  
list.  
The  
Internal  
NIC  
should  
have  
File  
and  
Printer  
Sharing  
bound  
(checkmarked)

to  
the  
TCP/IP  
Protocol.  
The  
Internal  
NIC  
should  
have  
Client  
for  
Microsoft  
Networks

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bound  
(checkmarked)  
to  
the  
TCP/IP  
Protocol.

---

Is  
the  
Internal  
NIC  
at  
the  
top  
of  
the  
list?

After  
running  
the  
internet  
connection  
wizard,  
no  
internet  
was  
available  
for  
either  
the  
SBS  
or  
the  
Client  
by  
using  
the  
test  
page  
[www.dnslookup.com](http://www.dnslookup.com),  
but  
each  
can  
view  
65.98.45.220.

What

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is  
65.98.45.220?  
If  
neither  
SBS  
server  
nor  
client  
workstation  
had  
Internet  
access,  
how  
could  
they  
view  
anything  
at  
this  
public  
(Internet)  
IP  
address?

---  
Merv  
Porter  
[SBS  
MVP]

=====  
"Kimmy"  
<Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
<news:41894A1D-D2B3-49C0-AB1>

Been  
having  
a  
a  
lot  
of  
trouble.  
The  
original  
router  
died  
and  
now

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we  
are  
using  
a  
D-Link  
604.  
My  
problem  
is  
this:

1  
-I  
have  
the  
set  
up  
done  
just  
like  
this...

<http://www.smallbizserver.net>

However,  
when  
I  
checked  
the  
binding  
on  
the  
external  
nic  
there  
was  
no  
TCP/IP  
in  
the  
list,  
just  
File  
and  
Printer  
Sharing  
and  
the  
Microsoft  
Client  
Networks

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were  
the  
only  
two  
in  
the  
list  
and  
neither  
of  
them  
are  
checked  
off.  
After  
running  
the  
internet  
connection  
wizard,  
no  
internet  
was  
available  
for  
either  
the  
SBS  
or  
the  
Client  
by  
using  
the  
test  
page  
[www.dnslookup.com](http://www.dnslookup.com),  
but  
each  
can  
view  
65.98.45.220.

The  
Current  
ipconfig/all  
from  
server  
is  
this  
Server

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Local  
Area  
Connection:  
Connection-specific  
DNS  
Suffix:  
Description:  
Intel  
Pro/1000  
Physical  
Address:  
00-14-22-B4\_12-CE  
DHCP  
Enabled  
:  
NO  
IP  
Address  
192.168.16.2  
Subnet  
Mask  
:  
255.255.255.0  
Default  
Gateway:  
DNS  
Servers:  
192.168.16.2  
Primary  
Wins  
Server  
192.168.16.2  
  
Ethernet  
Network  
Connection  
  
Connection-specific  
DNS  
Suffix:  
Description:  
BroadCom  
NetXtream  
Physical  
Address:  
00-10-18-18-31-C2  
DHCP  
Enabled  
:  
NO  
IP

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Address  
192.168.0.100  
Subnet  
Mask  
:  
255.255.255.0