

## Re: RWW authentication

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg01741.html>

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- *From:* SBS-HOOP <[SBSHOOP@XXXXXXXXXXXXXXXXXXXXXXXXXXXX](mailto:SBSHOOP@XXXXXXXXXXXXXXXXXXXXXXXXXXXX)>
  - *Date:* Wed, 8 Mar 2006 08:06:25 -0800
- 

Susan:

Thank you for all of your help. The problem turns out to be the USERNAME format. By entering just the username without any domain qualifications everything works just fine.

As to the documentation issue, the only documentation that came in the box was a thin getting started manual – USELESS Should I be asking Microsoft for a different title.... I find it hard to believe that any Microsoft documentation has any in depth information about their product, but at least this username format issue is probably covered.

Thank you again for all your help!

"Susan Bradley, CPA aka Ebitz – SBS Rocks" wrote:

BTW if you haven't looked at the documentation "inside" the SBS box, do so. Much of this RWW info is right inside of there.

SBS-HOOP wrote:

Susan:

I changed the permissions on the files as directed....NO CHANGE in behavior.

I come into the server HTTPS and face the ISA user authentication, which passes

just fine. Then the ISS authenticated user prompts are presented, they too appear

to pass. It is only when I try to enter credentials into the RWW logon that I have a

problem. I have used both the older NBdomain name\username and the username@XXXXXXXXXXXXXXXXXXXXXXXXXXXX one works. There are no log entries

that I

can find on the IIS logs. There are however security audit log errors for each

failed attempt. The problem with these entries is that they only show the failure

Re: RWW authentication

to authenticate; they do not elaborate on why.

Any further ideas ? reference material ?alternate MVP contacts?  
As of this moment I am losing confidence in the ability to manage SBS due to the extreme lack of documentation. There appear to be no good AD tools for either audit trail or change control. The same can be said for all of these registry hacks. It seems a poor way to manage a resource that is this critical to the success of a business.

"Susan Bradley, CPA aka Ebitz – SBS Rocks" wrote:

Okay ...if you can't get in from the internal side...what's the error screen you get as that will help.

<http://msmvps.com/blogs/bradley/archive/2004/12/08/23029.aspx>  
Double check this please....

SBS–HOOP wrote:

Susan:

Thanx for your concern about the lack of security. but the Isa firewall was only disabled for a few minutes in order to test. Actually It wasn't disabled. we just added a filter that allowed everything both in and out. It's actually quite easy and you just log all traffic for that period. The answer to your question about administrator is that it doesn't work either. No account will authenticate thru RWW. There is clearly a registry entry somewhere that specifies acceptable ip ranges that is not just thru the GUI for IIS, but I do not have any reference material for RWW to be able to check the registry.

I have tried to establish connections even from the internal side of the LAN without success.

Re: RWW authentication

"Susan Bradley, CPA aka Ebitz – SBS  
Rocks" wrote:

Didn't say you were I was  
just ensuring the  
foundations were in place.

Given that you have  
disabled ISA, you have an  
external firewall I hope?  
4125 is the control port is  
why we always double  
check that.

But let's check the iis log  
files and establish if there  
are any users  
that can log in.

Does admin work?

SBS–HOOP wrote:

I'm not  
stupid; of  
course the  
workstations  
are joined to  
the domain  
and all  
of the  
necessary  
ports are  
opened. The  
problem  
presents  
itself even  
with the  
firewall  
turned off  
and ISA  
Server  
disabled.

Re: RWW authentication

Not a port  
issue as far  
as I  
can tell.

"Susan  
Bradley,  
CPA aka  
Ebitz – SBS  
Rocks"  
wrote:

Are  
the  
workstations  
joined  
to  
the  
domain  
and  
you  
have  
port  
4125  
open  
at  
the  
router?

SBS-HOOP  
wrote:

We  
have  
SBS2003  
SP1  
with

Re: RWW authentication

ISA2004  
installed  
and  
at  
current  
fix  
levels  
thru  
2/22/2006.  
Client  
machines  
are  
all  
running  
XP  
sp2  
with  
up  
to  
date  
patches.

When  
we  
try  
to  
sign  
into  
RWW  
at  
<https://servername/remote>  
everything  
moves  
smoothly  
until  
we  
actually  
try  
to  
login  
into  
the  
RWW  
login  
page.  
All  
of  
the  
SSL  
authentication  
seems

Re: RWW authentication

to  
work  
just  
fine  
however  
on  
the  
actual  
RWW  
login  
page  
we  
always  
seem  
to  
get  
the  
following  
error  
message:

"The  
user  
name  
or  
password  
is  
incorrect.  
Verify  
that  
CAPS  
LOCK  
is  
not  
on,  
and  
then  
retype  
the  
current  
user  
name  
and  
password.  
If  
you  
receive  
this  
message  
again,  
contact

Re: RWW authentication

your  
system  
administrator  
to  
ensure  
that  
you  
have  
the  
correct  
permissions  
to  
use  
the  
Remote  
Web  
Workplace."

We  
have  
checked  
the  
user  
name  
and  
password,  
all  
of  
the  
AD  
permissions,  
group  
membership,  
Directory  
security  
allows  
all  
computers  
and  
all  
authenticated  
users.

Any  
clues  
would  
be  
helpful.  
Thank  
you

Re: RWW authentication