

Re: Urgent! New router and big disaster

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg01757.html>

- *From:* "Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 8 Mar 2006 11:53:55 -0500
-

There's too many helpers and sub-threads going on here, and it's painfully obvious things are going nowhere.

Agreed. But let's muddy the waters a bit more...

If Kimmy is a Microsoft registered partner, I wonder if this would be considered a business-critical "business down" issue? If so, it's a free incident call per the partner benefits.

—
Merv Porter [SBS MVP]

=====
"Les Connor [SBS Community Member – SBS MVP]" <les.connor@xxxxxxxxxxxx>
wrote in message news:uoDFnVsOGHA.4688@xxxxxxxxxxxxxxxxxxxxxxxx

The reason why things work if you put the ISP NDS server IPs in is because DNS on your server is broken.

Do one of three things:

- 1) do the steps I outlined including changing the server IP several times to rebuild you DNS zones.
- 2) call CSS
- 3) get somebody in to fix this for you, in person (or remotely, if possible).

There's too many helpers and sub-threads going on here, and it's painfully obvious things are going nowhere.

—
Les Connor [SBS Community Member – SBS MVP]

SBS Rocks !

"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:FE24511D-F62E-4EE3-A28A-098BCAFC1D69@xxxxxxxxxxxxxxxxxxxx

You know I am sure during the original install I selected the local router with IP. I doubled checked and I didn't see any "." zones. SG mentioned some where waaayyy back in this post about the roots, and on this there was a MS link about roots. Thats just way over my head, I have no idea. There are a lot of roots listed, all starting with a letter, from a- m I think.

The strangest thing is that because I am using pop3 and exchange, and DNS, when they want to check email, I have to take the dns ip of the server out of the extrnal nic, and put in the ip of the router. Then they are receiving all the email that has been sent. But I don't think it sends email at this point. I havent received a report, nor has any outgoing email tests worked. I probably messed that up somehow when I re-ran the CEICW. I see alot of "your message to *** has been delayed in the Admin's inbox.

Then I put the DNS Ip of the server back in the external nic, and then it is back to the same, no working email, and pages not found. Just the IP numbers for websites is the only thing that works, on both the SBS and client. NSLOOKUP still the same, can find the server name, but www.microsoft.com times out after 2 seconds. Thats on both SBS & clients.

My network is..
internet dish >hub?>router> enternal nic
internal nic >24port switch>clients.
I am going to say the cable from the dish feeds to a hub and from the hub a cat5e. I haven't crawled up in the attic to make sure but my guess it is. I have to assign the static IP numbers from ISP to the router.

"Gregg Hill" wrote:

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Les,

Are you sure about this step? "With two nics and a router, you have a full time broadband connection – and that is what must be selected in CEICW...."

In all of the dual-NIC + router setups I have done, I always choose "broadband" at the first screen, then "a local router with an IP address," since that is what it is. The local router has the broadband connection on its WAN side, so the server does not have a "direct broadband connection" to it.

Look at the description and the diagram in the CEICW. For Kimmy's setup, she should check "'a local router with an IP address" to match the way she has described her network. (Her? His?)

Or have I completely missed what she said she has for her setup?

Gregg Hill

"Les Connor [SBS Community Member – SBS MVP]"
<les.connor@xxxxxxxxxxxx>
wrote in message
news:OpIITcfQGHA.4688@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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 –

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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]

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:F42169CA-1D28-429E-A702-783329BA9992@xxxxxxxxxxxxxxxxxxxx

Yes I did, but the first time
it came up with network
config error,

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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
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:

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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 TCP/IP:
Diabled

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

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

--
Les Connor

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[SBS
Community
Member –
SBS MVP]

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:8C634770-AE53-4373-966B-099B40C2393C@xxxxxxxxxxxx

I
checked
the
router,
I
am
running
a
laptop
off
of
it
so
I
can
post.
It
is
working
fine.
I
wish
I
could

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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

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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

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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]

SBS
Rocks
!

"Tell
me
and
I'll
forget.

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

"Merv
Porter
[SBS-MVP]"
<mwport@xxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:%23HGGR8YOGHA.3896@xxxxxxxxxxxxxxxx

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

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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:%23XzuE4YOGHA.2300@xxxxxxxxxx>

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

You
have
a
full-time
broadband

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connection.

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

SBS
Rocks
!

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

"Kimmy"
<Kimmy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
<news:97BAB5D4-7850-40B0-BEA>

Okay,
when
I
run
the
CEICW
this
is
what

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I
see...
First
Page
of
the
Internet
Connection
Wizard,
I
select
my
Broadband
connection.
Next
I
Select
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

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

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so
on.
I
am
not
sure
how
I
can
use
the
CEICW
to
make
the
changes
you
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.

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I
don't
see
how
your
settings
could
work.
In
the
TCP/IP
properties
for
the
external
NIC,
you
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

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correctly.
When
the
the
CEICW
asks
you
for
the
configuration
for
the
external
NIC,
use:
IP
Address
192.168.0.99
(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
the
DHCP
range
of
the
router.
You
should
give

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your
SBS
a
fixed
external
address
so
you
can
forward
ports
to
it
reliably
in
the
router.
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

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some
day
you
might
try
to
debug
something
else,
plug
a
computer
in
the
router
while
the
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

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all
those
goodies
quit
working.
Play
it
safe.
Use
a
fixed
address
outside
the
DHCP
range
of
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

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the
router
will
just
pass
that
through
instead
of
actively
forwarding.

C_O

"Kimmy"

<Kimmy@xxxxxxxx>

wrote

in

message

news:C56EA7C3-E

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

I
should
have
been
more
clear
about
internet
connection..

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