

# Re: Problem with connect computer wizard

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg01956.html>

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- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Thu, 09 Mar 2006 12:19:38 GMT
- 

Hi Justin,

Thanks for your information.

After researched your IIS metabase, there are some settings have been set incorrectly. Please ensure the exception list as follows (IIS console -> Default Web site -> Connectcomputer -> Directory Security -> IP address and domain name restriction -> Denied access):

127.0.0.1  
192.168.10.1 (255.255.255.0)

Your configuration makes only the SBS 2003 server box and the workstation (192.168.10.26) can access the Connectcomputer site.

Then please test the issue again.

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====

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Re: Problem with connect computer wizard

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Any input or comments in this thread are highly appreciated.

=====  
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-----

X-Tomcat-ID: 173774613

References: <1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
<hnGVigiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>  
<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>  
<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>  
<qKa4uGQQGHA.944@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0  
Content-Type: text/plain  
Content-Transfer-Encoding: 7bit  
From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")  
Organization: Microsoft  
Date: Tue, 07 Mar 2006 07:54:39 GMT  
Subject: Re: Problem with connect computer wizard  
X-Tomcat-NG: microsoft.public.windows.server.sbs  
Message-ID: <2RTPpxbQGHA.1024@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
Lines: 652  
Path: TK2MSFTNGXA03.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:250069  
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Justin,

Thanks for your update.

By default, the Connectcomputer site does not require authentication. From your symptom, the security settings of the site should be set incorrect.

I. Please try to test the issue in another workstation and let me know the result.

1. Quit one workstation from the domain and join in a workgroup. To do so, see:

Locate in Client Computers in Server Management console and choose the

Re: Problem with connect computer wizard

computer the customer has in right panel. Click Remove from network link

to

delete the computer from domain.

295017 How to Change a Computer Name or Join a Domain in Windows XP

<http://support.microsoft.com/?id=295017>

2. Reset the TCP/IP stack by using the suggestion in the following KB article:

299357 How to Reset Internet Protocol (TCP/IP) in Windows XP

<http://support.microsoft.com/?id=299357>

3. Make sure the Windows XP client is pointing to the SBS 2003 server as its ONLY DNS server.

4. Setup the client computer by running Setup Client Computer wizard to setup computer account.

5. Logon the client computer with Administrator permissions and join it to domain by running <http://servername/connectcomputer>. And assign

appropriate

user accounts to the computer.

What is the result?

II. What is the result of nslookup? When you type "nslookup" (no quotation marks) and "Enter", does it resolve the internal IP address of the SBS server box?

Such as: C:\Documents and Settings\Administrator>nslookup  
Default Server: sbsnat.smallbiz.local  
Address: 192.168.20.1 (internal IP address of the SBS server box)

III. Please collect the IIS metabase and the latest IIS log files further analyze. Since your IIS log provided me does not include valid

information.

Please strictly my steps to collect information.

1. Collect the IIS metabase on SBS Server and send to my working mailbox: v-yanniw@xxxxxxxxxxxxx for further analysis:

1). On SBS 2003 Server, install .NET Framework Version 1.1:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842>

Re: Problem with connect computer wizard

8157-034d1e7cf3a3&DisplayLang=en.

2). Install MBExplorer by installing IIS 6 Resource Kit Tools:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73>

B628-ADE629C89499&displaylang=en.

3). Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.

4). In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.

5). Compress this mbk file and send it to me for analysis. Please let me know the password if you set on this iis mbk file.

2. Please collect the IIS log on SBS Server:

1). On Exchange Server, open IIS MMC, right click Default Web Site and

then

click Properties.

2). Click Website tab and then check Enable logging.

3). Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.

4). Restart the Default Website and reproduce the problem, which will generate new IIS log file with the exact error.

5). Go to the following folder on SBS Server:

C:\WINDOWS\system32\LogFiles\W3SVC1.

6). Send me the log files to my working email address

v-yanniw@xxxxxxxxxxxxxx And please let me know the alias of the new client workstation's IP address which encountered the issue.

I appreciate your time!

Have a nice day!

Sincerely,

Jenny Wu

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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Re: Problem with connect computer wizard

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so, it will ensure your issues are resolved in a timely manner.

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=====  
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The customer mail content:

=====  
Jenny,

Thanks for your comments. See attached when I use the URL as advised. It first prompts me for a username and password. I entered the administrator name and password. Web site not found is the next screen to appear

When I enter [HTTP://server/](http://server/) on a PC that is already connected I get OWA

I do not have ISA server installed at present. I have never installed it.

Regards,  
Justin

=====

-----

X-Tomcat-ID: 150132500

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVIgiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Problem with connect computer wizard

MIME-Version: 1.0  
Content-Type: text/plain  
Content-Transfer-Encoding: 7bit  
From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")  
Organization: Microsoft  
Date: Mon, 06 Mar 2006 09:38:04 GMT  
Subject: Re: Problem with connect computer wizard  
X-Tomcat-NG: microsoft.public.windows.server.sbs  
Message-ID: <qKa4uGQQGHA.944@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
Lines: 482  
Path: TK2MSFTNGXA03.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl  
microsoft.public.windows.server.sbs:249737  
NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

Hi Justin,

Thanks for your update.

I am sorry for the delayed response due to weekend. Please understand

that

the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

We need use URL such as <http://server/connectcomputer> to access the web site rather than the UNC path. That is used to access files and folders

on

computers.

Then please test the issue and let me know the result.

If the issue persists, please help me collect the following information

for

further analyze:

1. Have you installed ISA server on the SBS server box? If yes, please

let

me know

Gather the ISA Web Proxy and Firewall service logs when reproducing the problem:

## Re: Problem with connect computer wizard

Enable the full Web Proxy/firewall logging option:

- a. Open ISA 2004 management console.
- b. Expand the server node and highlight "Monitoring".
- c. In the right pane, switch to the "Logging" tab, make sure the "Task Pane" is showed there.
- d. In the "Task Pane", click "Configure Web Proxy Logging" under "Logging Tasks", and then switch the "log storage format" from "MSDE database" (default) to "File".
- e. Switch to the "Fields" tab, and then click "Select All".
- f. Click OK, and then click "Apply" to save changes and update the configuration.
- g. Click "Configure Firewall Logging". Do step d~f to enable the full logging options for firewall logging.

Prepare to take the trace:

- a. Temporarily stop the Firewall service to clear the current existing

W3C

logs: Monitoring->Services tab, and then right click "Microsoft

Firewall"

to choose "Stop".

- b. Go to the log saving directory and clean any existing .W3C logs. By default, the logs will be saved to "C:\Program Files\Microsoft ISA Server\ISALogs". (Some MDF may not be able to deleted, that's normal.)
- c. Go back to the ISA 2004 management console, and then Start the stopped "Microsoft Firewall" service.

Reproduce the problem:

- a. Go to the external client computer. Try to access the RWW web site.
- b. Go back to the ISA server. Stop the "Microsoft Firewall" service.

Open

Windows Explorer, navigate to the ISA log file folder. Collect the recent w3c files. Save them to a zip package as "isalogs.zip". Start the "Microsoft Firewall" Service.

- c. Send the zip packages to me at v-yanniw@xxxxxxxxxxxxxx

2. Please use the NSLookup tool to verify that DNS entries are correctly registered in DNS and you can access the appropriate DNS records from

this

workstation.

For more information, please refer to the following Knowledge Base

Re: Problem with connect computer wizard

Article:

Using NSlookup.exe  
<http://support.microsoft.com/?id=200525>

I appreciate your time!

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
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rights.

-----

X-Tomcat-ID: 306665233

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVlGhA.768@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGhA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Fri, 03 Mar 2006 14:06:25 GMT

Subject: Re: Problem with connect computer wizard

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

Message-ID:

<6tnNsusPGhA.5836@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 344

Path: TK2MSFTNGXA03.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:249081

NNTP-Posting-Host: tomcatimport2.phx.gbl

10.201.218.182

Hi Justin,

Thanks for your information.

From the IIS log, it indicates the authentication process is incorrect.

Please double check if you have enabled Anonymous access.  
You can refer

to

below steps:

1. Open IIS snap-in.
2. Right click the Default Web site -> Connectcomputer and click

Re: Problem with connect computer wizard

Properties.

3. Click Directory Security tab.
4. Click Edit under "Authentication and access control".
5. Make sure that the only option "Enable anonymous access" is checked.

And

there is no any Authenticated access method is checked.

6. Click Edit under "IP address and domain name restriction".
7. Make sure that "Denied access" has been selected, and Excepting List

is:

127.0.0.1 and internal IP address, such as 192.168.10.1 (255.255.255.0).

The configuration means that only the internal workstations in LAN and

the

server box are permitted to access the web site. Please double check the configuration and then test the issue again.

I am happy to be of assistance to you.

Have a nice weekend!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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The customer mail content:

=====

Jenny,

Re: Problem with connect computer wizard

Attached some files as requested

- IP Config from Server
- IP Config from Client
- IIS Log Files
- SBSNetSetup Log File

I have also send a bmp showing error in Event Viewer on server. This is the only error in the event viewer. From memory I have not installed

any

new software on the server of late. I cannot give you an exact date

when

we noticed this occurred. All I can say is the problem demonstrated

itself

when I tried to setup a laptop I recently purchased. It did work in November 05 when I setup the last laptop (approx date).

Thanks for your assistance and patience.

---

Regards,  
Justin

=====

-----

X-Tomcat-ID: 175331086

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVigiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx

("Jenny wu [MSFT]")

Organization: Microsoft

Re: Problem with connect computer wizard

Date: Tue, 28 Feb 2006 09:17:58 GMT

Subject: Re: Problem with connect computer wizard

X-Tomcat-NG:

microsoft.public.windows.server.sbs

Message-ID:

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups:

microsoft.public.windows.server.sbs

Lines: 237

Path: TK2MSFTNGXA03.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:248068

NNTP-Posting-Host: TOMCATIMPORT1

10.201.218.122

Hi Justin,

Thanks for your update.

Ok, it is fine. I am glad to be assistance to you. Let us perform the

tests

in order in my previous posts to trouble shoot the issue and let me

know

the result.

Please note: when tried to join the computer into domain, you need

logon

the workstation with local administrator account and ensure you have

added

the SBS Site (<http://FQDN/>\*) in trusted site in IE of the laptop. You

can

refer to the following steps:

- a. Start Internet Explorer.
- b. On the Tools menu, click Internet

Re: Problem with connect computer wizard

Options.

- c. On the Security tab, click Local intranet zone, and then click Sites.
- d. Click Advanced.
- e. In the Add this Web site to the zone box, type the ConnectComputer server's IP address or the ConnectComputer server's FQDN, and then

click

Add.

If the issue persists, please help me collect the following information

for

analyze:

- 1. Please reproduced the issue and wait 15 minutes to collect the IIS

log

files.

Please refer to the following steps to enable IIS logging:

- a. Open IIS MMC, right click Default Web Site and then click Properties.
- b. Click Website tab and then check Enable logging.
- c. Stop the Default Website and rename the existing IIS log files under D:\WINDOWS\system32\LogFiles.
- d. Restart the Default Website and logon one client workstation with

local

administrator account to try to join it to domain to reproduce the

problem.

- e. Go to the following folder:  
D:\WINDOWS\system32\LogFiles.
- f. Send me the log file to my working email address

Re: Problem with connect computer wizard

Re: Problem with connect computer wizard

v-yanniw@xxxxxxxxxxxxxxxx

2. Also please help me collect the following information for analyze

the

issue:

1. Please help me collect IP reports on the server box and one

problematic

workstation by running command "ipconfig /all" (no quotation marks).

2. Please give me the SBSNetSetup.log file from one problematic workstation, the location is: D:\Program Files\Microsoft Windows Small Business Server\Clients\SBSNetSetup.log

3. When the issue begin to happen? Have you done any update on the

server

box or on workstation? Can you find any related error event logged on workstation or on the server box? If yes, please let me know the detail error information.

I appreciate your time!

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
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rights.

The customer mail content:

=====  
Jenny,

I have be out of the equation on this issue for  
some time. Wayne has

now

left the company so I have to try and resolve  
this issue. Yes it is

still

an issue.

Can we resurrect this issue.

What do I need to do.

Regards,  
Justin

=====  
-----

X-Tomcat-ID: 191141628

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding:

7bit

From:

v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

("Jenny wu [MSFT]")

Organization: Microsoft

Date: Fri, 10 Feb 2006

09:54:43 GMT

Subject: Re: Problem with  
connect computer wizard

X-Tomcat-NG:

microsoft.public.windows.server.sbs

Message-ID:

Re: Problem with connect computer wizard

<hnGVigiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups:  
microsoft.public.windows.server.sbs  
Lines: 114  
Path:  
TK2MSFTNGXA01.phx.gbl  
Xref:  
TK2MSFTNGXA01.phx.gbl  
microsoft.public.windows.server.sbs:243568  
NNTP-Posting-Host:  
tomcatimport2.phx.gbl  
10.201.218.182

Hi Wayne,

Thanks for your  
information. However the  
IIS log information is not

the

latest. Can you help me  
collect it again when you  
reproduced the

issue?

Please note: after you  
reproduced the issue, you  
need wait 15 minutes

to

collect the log files. Please  
refer to the following steps  
to enable

IIS

logging:

a. Open IIS MMC, right  
click Default Web Site and  
then click

Properties.

b. Click Website tab and  
then check Enable logging.

Re: Problem with connect computer wizard

c. Stop the Default Website  
and rename the existing IIS  
log files

under

D:\WINDOWS\system32\LogFiles.

d. Restart the Default  
Website and logon one  
client workstation with

local

administrator account to try  
to join it to domain to  
reproduce the

problem.

e. Go to the following  
folder:

D:\WINDOWS\system32\LogFiles.

f. Send me the log file to my  
working email address

v-yanniw@xxxxxxxxxxxxxxxx

Also please help me collect  
the following information  
for analyze the

issue:

1. Please help me collect IP  
reports on the server box  
and one

problematic

workstation by running  
command "ipconfig /all" (no  
quotation marks).

2. Please give me the  
SBSNetSetup.log file from  
one problematic  
workstation, the location is:  
D:\Program Files\Microsoft  
Windows Small

Re: Problem with connect computer wizard

Business  
Server\Clients\SBSNetSetup.log

3. When the issue begin to happen? Have you done any update on the

server

box or on workstation? Can you find any related error event logged on workstation or on the server box? If yes, please let me know the

detail

error information.

I appreciate your time!

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online  
Newsgroup Support

=====

PLEASE NOTE the  
newsgroup SECURE CODE  
and PASSWORD will be  
updated at

9:00

AM PST, February 14,  
2006. Please complete a  
re-registration process

by

entering the secure code  
mmpng2006 when  
prompted. Once you have

entered

the

Re: Problem with connect computer wizard

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secure code mmpng2006,  
you will be able to update  
your profile and

access

the partner newsgroups.

=====  
When responding to posts,  
please "Reply to Group" via  
your newsreader

so

that others may learn and  
benefit from this issue.

=====  
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and confers no

rights.

=====  
-----  
From:  
"F-13"  
<Wayne.Horan@xxxxxxxxxx>  
Newsgroups:  
microsoft.public.windows.server.sbs  
Subject: Re:  
Problem  
with  
connect  
computer  
wizard  
Date: 9 Feb  
2006  
07:34:14  
-0800  
Organization:  
<http://groups.google.com>  
Lines: 16  
Message-ID:

Re: Problem with connect computer wizard

<1139499254.846068.81840@xx>  
References:  
<1137778732.230700.85630@xx>  
<1138796936.079248.166320@xx>  
<vh2XqNBKGHA.1236@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
NNTP-Posting-Host:  
193.120.95.220  
Mime-Version:  
1.0  
Content-Type:  
text/plain;  
charset="iso-8859-1"  
X-Trace:  
posting.google.com  
1139499260  
1899  
127.0.0.1 (9  
Feb 2006

15:34:20

GMT)

X-Complaints-To:  
groups-abuse@xxxxxxxxxxxx  
NNTP-Posting-Date:  
Thu, 9 Feb  
2006  
15:34:20  
+0000  
(UTC)  
User-Agent:  
G2/0.2  
X-HTTP-UserAgent:  
Mozilla/4.0  
(compatible;  
MSIE 6.0;  
Windows  
NT 5.1;

SV1;

.NET CLR  
1.1.4322),gzip(gfe),gzip(gfe)

Complaints-To:  
groups-abuse@xxxxxxxxxxxx  
Injection-Info:  
g14g2000cwa.googlegroups.com;

posting-host=193.120.95.220;

Re: Problem with connect computer wizard

posting-account=DP5nTw0AAABrYzYNee4xmaRWqW0bWGIU  
Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-om

-

o

n

l

i

ne.de!border2.nntp.dca.giganews.com!nntp.giganews.com!novia!news-pushe

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