

Re: Problem with connect computer wizard

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg03006.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Tue, 14 Mar 2006 02:36:42 GMT
-

Hi Justin,

Thanks for your update. I appreciate your time and efforts to the issue.

After configured the security settings, have you restarted the IIS service to take effects the change? Please run command "iisrestart" (no quotation marks) on the server to restart the IIS server. Then please re-logon the affected client workstation to test the issue again to see if it helps.

If the issue persists, please help me collect the following information for analyze:

1. The IIS metabase and the latest IIS log files
2. IP reports on the server box and the affected client workstation by running command "ipconfig /all" (no quotation marks)

I appreciate your time.

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

=====
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Re: Problem with connect computer wizard

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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.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

The customer mail content:

=====

Jenny,

As always thanks for your help.

The jpg was very helpful. I have configured as per your email.

I tested the connectcomputer from another client. It prompts for a username and password. When I enter admin username and password it advises the the Page cannot be found.

Regards,
Justin

=====

X-Tomcat-ID: 32413467

References: <1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVlgiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>

<qKa4uGQQGHA.944@xxxxxxxxxxxxxxxxxxxxxxxx>

<2RTPpxbQGHA.1024@xxxxxxxxxxxxxxxxxxxxxxxx>

<YiPX9O3QGHA.1456@xxxxxxxxxxxxxxxxxxxxxxxx>

<RoAa#o3QGHA.1456@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

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

Organization: Microsoft

Date: Mon, 13 Mar 2006 02:28:04 GMT

Subject: Re: Problem with connect computer wizard

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

Re: Problem with connect computer wizard

Message-ID: <kIRVLXkRGHA.1484@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 867

Path: TK2MSFTNGXA03.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:251971

NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

Hi,

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!

I have captured a screen shot to show you the security settings configuration, please configure as it showed. And then test the issue

again

and let me know the result. I am glad to help.

Have a nice day!

Sincerely,

Jenny Wu
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Re: Problem with connect computer wizard

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X-Tomcat-ID: 261199639

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVIgiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>

<qKa4uGQQGHA.944@xxxxxxxxxxxxxxxxxxxxxxxx>

<2RTPpxbQGHA.1024@xxxxxxxxxxxxxxxxxxxxxxxx>

<YiPX9O3QGHA.1456@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

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

Organization: Microsoft

Date: Thu, 09 Mar 2006 13:06:03 GMT

Subject: Re: Problem with connect computer wizard

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

Message-ID: <RoAa#o3QGHA.1456@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 771

Path: TK2MSFTNGXA03.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:250992

NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

And also please ensure the only one DNS server (the SBS internal IP address) is configured on the workstations.

Please run command "ipconfig /dnsflush" (no quotation marks) respectively on the SBS server box and client workstations to refresh DNS cache.

Have a nice day!

Sincerely,

Jenny Wu

Microsoft CSS Online Newsgroup Support

Re: Problem with connect computer wizard

X-Tomcat-ID: 242538263

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVIgiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>

<qKa4uGQQGHA.944@xxxxxxxxxxxxxxxxxxxxxxxx>

<2RTPpxbQGHA.1024@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

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

Organization: Microsoft

Date: Thu, 09 Mar 2006 12:19:38 GMT

Subject: Re: Problem with connect computer wizard

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

Message-ID:

<YiPX9O3QGHA.1456@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 717

Path: TK2MSFTNGXA03.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:250983

NNTP-Posting-Host: tomcatimport2.phx.gbl

10.201.218.182

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):

Re: Problem with connect computer wizard

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
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Re: Problem with connect computer wizard

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issue.

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=====

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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:

Re: Problem with connect computer wizard

microsoft.public.windows.server.sbs

Message-ID:

<2RTPpxbQGHA.1024@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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

link

to

Re: Problem with connect computer wizard

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

Re: Problem with connect computer wizard

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@xxxxxxxxxxxxxxx for further
analysis:

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

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4>

8

4

2

8157-034d1e7cf3a3&DisplayLang=en.

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

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

C

7

3

Re: Problem with connect computer wizard

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@xxxxxxxxxxxxxxxxx And please let me know the alias of the new

Re: Problem with connect computer wizard

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
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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.

Re: Problem with connect computer wizard

Regards,
Justin

=====

X-Tomcat-ID: 150132500

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVigiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>

<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

<6tnNsusPGHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>

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

Re: Problem with connect computer wizard

that

the newsgroups are staffed
weekdays by Microsoft
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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

Re: Problem with connect computer wizard

Re: Problem with connect computer wizard

and Firewall service logs
when reproducing

the

problem:

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

Re: Problem with connect computer wizard

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.

Re: Problem with connect computer wizard

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

Article:

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

I appreciate your time!

Have a nice day!

Sincerely,

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X-Tomcat-ID:
306665233
References:
<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<hnGVlGHA.768@xxxxxxxxxxxxxxxxxxxxxxxx>
<lsHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version:
1.0
Content-Type:
text/plain
Content-Transfer-Encoding:
7bit
From:
v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx
("Jenny wu
[MSFT])
Organization:
Microsoft
Date: Fri,
03 Mar

Re: Problem with connect computer wizard

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

Re: Problem with connect computer wizard

access. You
can

refer

to

below steps:

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

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

Re: Problem with connect computer wizard

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.

Re: Problem with connect computer wizard

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

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Re: Problem with connect computer wizard

newsgroup

here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.as>

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any updates
in your
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to posts via
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newsreader,

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and benefit
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issue.

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Re: Problem with connect computer wizard

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reference,
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incidents in
different
threads to
keep the
thread
clean. In

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

For urgent
issues, you
may want to
contact
Microsoft
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directly.

Please

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numbers.

Any input

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The
customer
mail
content:

=====
Jenny,

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.

Re: Problem with connect computer wizard

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
occured. 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

=====

Re: Problem with connect computer wizard

X-Tomcat-ID:

175331086

References:

<1137778732.230700.85630@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1139499254.846068.81840@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<hnGVlgiLGHA.768@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version:

1.0

Content-Type:

text/plain

Content-Transfer-Encoding:

7bit

From:

v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx

("Jenny

wu

[MSFT]")

Organization:

Microsoft

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:

<1sHuffEPGHA.3248@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups:

microsoft.public.windows.server.sbs

Lines:

237

Path:

TK2MSFTNGXA03.phx.gbl

Xref:

TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:248068

Re: Problem with connect computer wizard

Re: Problem with connect computer wizard

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.

Re: Problem with connect computer wizard

Re: Problem with connect computer wizard

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.