

RE: RWW Disconnecting

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg05034.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Thu, 23 Mar 2006 06:42:06 GMT
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Hello Tony,

Thank you for posting to the SBS Newsgroup.

I understand that remote client encounters following error message when RWW
-> RDP to the domain computer desktops:

VBScript: Remote Desktop Disconnected
An internal error has occurred.

If I have misunderstood your issue, please let me know.

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Based on my research, error message "internal error has occurred" indicates this is a Network Issue. I suggest that you perform my suggestions first to see how it goes. If the issue persists, please help me to gather more information for further research. Thanks a lot for you co-operation!

I assume that your Network topology is:

{Remote Client} {Internet} {Router} {NIC} {SBS 2K3 + Domain client workstations}

Suggestion 1:

I strongly suggest that we rerun the Configure E-mail and Internet Connection Wizard to make sure your Network settings is correct. Please strictly follow KB825763 for more detail steps:

[NOTE]: Please go to the c:\program files\microsoft windows small business server\support folder, rename the icwlog.txt file to icwlog.old. after you rerun CEICW, it will generate a new icwlog.txt.

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

RE: RWW Disconnecting

Please follow KB309633 to make sure that you have correctly configured your SBS Single NIC:

309633 How to Configure a SBS for Full Time Internet Access with a Single Network Adapter

<http://support.microsoft.com/?id=309633>

Suggestion 2:

Please check if the DefaultAppPool had some non-standard settings. To do so:

- a. Expand to Internet Information Services\Yourdomain (Local Computer)\Application Pools\DefaultAppPool.
- b. Right click DefaultAppPool and select Properties.
- c. On the Recycling tab:

Check the box "Recycle worker processes at the following times". By default it is 04:00.

d. On the Performance tab:

Check the boxes under: "Idle timeout" (600) and "Request queue limit" (4000).

e. Health tab:

Enable ping. Ping worker process every (frequency in seconds): 30.
Enable rapid - fail protection. Failures: 5. Time Period (time in minutes): 5.
Startup time limit: 90
Shutdown time limit: 90.

f. Identity tab:

Predefined: Network Service.

g. If you make any changes, please run "iisreset" (without quotation marks) to apply these settings.

Suggestion 3:

If you run a backup program or antivirus scan while remote users are connected to the network, Remote Web Workplace remote desktop sessions may be disconnected. If this occurs, the error message "An Internal Error has occurred" appears, and users are returned to the Remote Web Workplace computer selection page or log on page. At this point, users can log back on to the remote computer and resume work.

If this is the case, you may want to call PSS to obtain the hotfix 821438:

821438 FIX: Antivirus Programs May Cause Some Web Applications to Restart

RE: RWW Disconnecting

RE: RWW Disconnecting

Unexpectedly

<http://support.microsoft.com/?id=821438>

Suggestion 4:

Based on my research, I noticed that we have received some similar issues caused by the hardware. So please check your router and the SBS NIC. I suggest that you change another router and SBS NIC and test the issue again.

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If the issue persists, please help me to gather following information for further research:

1. When did the issue occur? Did you experience this issue before? If no, did you make any changes on the SBS Server or Network recently?
2. Does this issue occur to all remote clients or only certain clients?
3. If you ask the problematic client to log on another remote computer, will this issue occur?
4. Just to double confirm, will this issue occur in LAN?
5. Please help me to gather the icwlog.txt: c:\program files\microsoft windows small business server\support. You can send the log file to my mailbox.
6. Also, on the remote problematic client workstation, open IE -> Tools -> Internet Options -> Advanced tab. Uncheck the box "Show Friendly HTTP errors messages". Close IE and open IE again. Reproduce the issues and please help me to gather following screen shots for accurate research:
 - a. "VBScript: Remote Desktop Disconnected. An internal error has occurred."
 - b. "For the "Main Menu" then displays the standard "Page cannot be displayed" message in IE".
 - c. "RWW will continue giving the user "The page cannot be displayed" message for about 5-6 minutes."

Please take your time to perform my steps and gather the information for further research. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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RE: RWW Disconnecting

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

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

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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.

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From: "Tony" <tony@xxxxxxxxxxxxxxxx>
Subject: RWW Disconnecting
Date: Wed, 22 Mar 2006 14:57:03 -0500
Lines: 154
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
X-RFC2646: Format=Flowed; Original
Message-ID: <eVxRLreTGHA.5108@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
NNTP-Posting-Host: adsl-69-214-132-230.dsl.applwi.ameritech.net

69.214.132.230

Path:

TK2MSFTNGXA03.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:255029
X-Tomcat-NG: microsoft.public.windows.server.sbs

RE: RWW Disconnecting

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Hello everyone,

I know that this is a long post, but I am beginning to get desperate to find

an answer. I tried finding a solution to this problem a while back but no luck so far. Following is my setup.

SBS 2003 standard with SP1
Sharepoint Services with SP2 update

Workstations are XP Pro with SP2
– IE v6 with the pop-up blocker disabled

The exact problem I am having is this:

A user (from the internet) connects to RWW and logs in. The user (or administrator) then chooses to "Connect to Client Desktops". The user again

logs in and begins working as if they were sitting at their desk. After a random period of time (my results have shown anywhere from 10 minutes to nearly an hour) the user is disconnected and the following message is displayed.

VBScript: Remote Desktop Disconnected

An internal error has occurred.

This message appears in a dialog box with an "OK" button to click on. Clicking on the "OK" button or the link for the "Main Menu" then displays the standard "Page cannot be displayed" message in IE. Shutting down the browser and then restarting it and attempting to reconnect to the LAN

using

RWW will continue giving the user "The page cannot be displayed" message

for

about 5–6 minutes. After this time the user can now reconnect to the RWW and reconnect back to their desktop where they will find it in the exact same state that they left it in. Again after a random amount of time they will again be disconnected and blocked completely from the RWW only to

start

RE: RWW Disconnecting

the whole cycle again.

Here are a few of the previous suggestions I have tried.

1) Installing security update MS05-019 or Windows Server 2003 Service Pack 1 may cause network connectivity between clients and servers to fail: <http://support.microsoft.com/kb/898060/> – I have applied the patch from this KB with no change in the issue.

2) 159211 Diagnoses and Treatment of Black Hole Routers <http://support.microsoft.com/?id=159211> – I also looked at this as a possible explanation to this issue.

3) "Try different screen resolutions on the client end (i.e. try and match the screen size at both ends). Try a different selection when you

log

onto RWW, such as 'modem 28.8' instead of anything faster." – I tried

this

suggestion as well with no change.

Following is the results from ipconfig /all from the SBS server:

```
D:\Documents and Settings\Administrator>ipconfig /all
```

Windows IP Configuration

Host Name : atc

Primary Dns Suffix : Arnold.local

Node Type : Unknown

IP Routing Enabled. : Yes

RE: RWW Disconnecting

WINS Proxy Enabled. : Yes
DNS Suffix Search List. : Arnold.local

Ethernet adapter LAN connection:

Connection-specific DNS Suffix . :

Description : Intel(R) PRO/1000 MT Network
Connection

Physical Address. : 00-14-22-1D-37-58

DHCP Enabled. : No

IP Address. : 192.168.1.3

Subnet Mask : 255.255.255.0

Default Gateway : 192.168.1.254 (Internet Router
Internal IP)

DNS Servers : 192.168.1.3

Primary WINS Server : 192.168.1.3

D:\Documents and Settings\Administrator>

When these "disconnects" happen for the remote workers I have also noticed that our internal users cannot get out to the Internet. I know that our Internet connection is not going down because I can access the router and ping out to other locations on the Internet. We also have a VPN

connection

that comes in over the DSL link that is physically separate from our SBS server (Cisco PIX on both ends to create the VPN tunnel). This connection does not go down and is physically separate from our SBS network. In

fact,

RE: RWW Disconnecting

when the "outage" occurs I cannot even access the Internet from the server itself.

This last piece of information leads me to believe that it has something to

do with DNS on the SBS server itself. All of my clients point to the SBS server as their only DNS server. When I change a computers DNS server to the router (as in during one of our "outages") there is no problem

accessing

the Internet. I've tried looking at the event logs but have found nothing.

I even looked at the logs on our Internet Router but again found nothing.

I do not know what else to try at this moment. I really need to get this to

stop disconnecting remote users at random because I have a few end users that will only be connecting remotely and do not have time to keep re-connecting. If anyone has any thoughts or suggestions I am all ears. Thank you in advance for your help.

Tony

P.S. If you need any further information I will gladly provide what I can.