

Re: RWW Disconnecting

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg05246.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Fri, 24 Mar 2006 05:25:57 GMT
-

Hello Tony,

Thank you for posting back!

I have read through the icwlog.txt, it seems that you have correctly run the CEICW.

To capture screen shot, please see:

- a. When the screen appears, press the Print Screen key several times, which is to the right of the F12 key on the keyboard.
- b. Open Paint or Microsoft Word or WordPad.
- c. Click Edit (menu) -> Paste or press Ctrl + V.
- d. Click File (menu) -> Save. Save it to a file and attach it in email to send it to me.

By the way, please help me to gather following information for further research:

1. When the issue occurs, can you internal clients access the Internet web sites by IP address? For example, access 66.249.89.99 and 207.46.20.60.
2. Please take your time to change another router and the NIC on your SBS Server to test the issue. These steps are very important for us to isolate your issue. Please rerun CEICW afterwards.

Please take your time to gather the information. If you have any updates, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Re: RWW Disconnecting

Get Secure! – www.microsoft.com/security

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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:

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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>
References: <eVxRLreTGHA.5108@xxxxxxxxxxxxxxxxxxxxxxxx>

<Xlo9pTkTGHA.864@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: RWW Disconnecting
Date: Thu, 23 Mar 2006 12:24:38 -0500
Lines: 444
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: <uHXYr6pTGHA.1576@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!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:255282

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

Brandy,

I have replied to your questions below. Thanks for your response and time.

Tony

""Brandy Nee [MSFT]"" <v-branee@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:Xlo9pTkTGHA.864@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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.

=====

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}

Pretty close:

{Remote Client} {Router} {Internet} {Router} {Switch} {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:

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[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>

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>

I followed both KB exactly.

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.

No changes were necessary.

d. On the Performance tab:

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

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I had to change the "Request queue limit" from (1000) to (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.

No changes necessary.

f. Identity tab:

Predefined: Network Service.

No changes necessary.

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

Did this.

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

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821438:

821438 FIX: Antivirus Programs May Cause Some Web Applications to Restart Unexpectedly
<http://support.microsoft.com/?id=821438>

I do not have either of these running during normal business hours.

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.

I do not have another router currently to test with, but will try and get one. I'm not sure it is a router issue because the VPN I have set up for our VoIP system does not go down during these "outages".

=====

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?

I started noticing the "outages" in our internet connectivity when I first introduced the SBS server into our network. I changed all internal

clients

to use the SBS server for DHCP and DNS exclusively removing the Internet Router from their setup. It then became very apparent when we started to use RWW and the remote clients were being disconnected.

2. Does this issue occur to all remote clients or only certain clients?

Yes, all clients no matter the OS.

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3. If you ask the problematic client to log on another remote computer, will this issue occur?

Yes, it does not matter which client they log into, when it happens they are

booted right off of the system. I know that this sounds like a router issue

but as I mentioned above, the VPN I created using the DSL connection does not go down during these times. Also, from a remote client, the user can ping the Internet router at our office but cannot connect to the SBS server.

Internal clients cannot get out to the Internet during these "outages", unless I change the DNS server they use to the Internet router and remove the SBS server as their DNS server (I don't usually like to do this

because

it will clear before I can visit all of our internal workstations).

Again,

as mentioned earlier, after a 5–6 minute wait the problem seems to reset itself.

4. Just to double confirm, will this issue occur in LAN?

If the internal client accesses the RWW using https://server_name.domain.name/remote it does not appear to happen. If they use https://public_static_IP_address/remote it will occur.

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.

I will send you a copy of this file to your mail box.

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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."

Forgive my lapse in memory. How exactly do I make the screen images to

send

to you?

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

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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!TK2MSFTNGP1

1.phx.gbl

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

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

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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

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)
<http://support.microsoft.com/?id=159211> – I also looked at
this as a

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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

WINS Proxy Enabled. : Yes

DNS Suffix Search List. : Arnold.local

Ethernet adapter LAN connection:

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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,

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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

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