

Re: RWW Disconnecting

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg06182.html>

- *From:* "Tony" <tony@xxxxxxxxxxxxxxxx>
 - *Date:* Wed, 29 Mar 2006 16:00:46 -0500
-

Brandy,

Sorry I haven't responded for a few days. I have been away from the office and on vacation for a couple of days.

A funny thing happened over the weekend. The disconnecting issue seems to have repaired itself. I have been connected from a remote site for about 3 hours now. I did notice that after running CIECW last week before I left, the DHCP service on my SBS server shutdown (My Internet router is a multifunction device – firewall, DHCP server and even a wireless access point device. I do use these functions for a few others that I have given the key codes to for Internet access. Shutting off the DHCP service would also disable the firewall and other functions of the router like the wireless access. I would like to keep these functions available for use and not put the router into a "pass-through" state because I only have one NIC in the SBS server and the firewall on the server is disabled.) Now my clients are back to using the router for DHCP but using the SBS server as their sole DNS server. This seems to have put an end to the "disconnecting" issue. If this does not present other problems I will let it be for now.

Thank you for all your suggestions and comments. I will continue to monitor my situation to see if there is a "relapse" of the problem. Thanks again everyone.

Tony

""Brandy Nee [MSFT]"" <v-branee@xxxxxxxxxxxxxxxx> wrote in message <news:%23JQpvNwTGHA.712@xxxxxxxxxxxxxxxx>

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:

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- 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

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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.

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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.

=====
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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
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@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:Xlo9pTkTGHA.864@xxxxxxxxxxxxxxxxxxxxxxxx

Hello Tony,

Thank you for posting to the SBS Newsgroup.

Re: RWW Disconnecting

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 your 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:

[NOTE]: Please go to the c:\program files\microsoft windows small

business

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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:

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

I had to change the "Request queue limit" from (1000) to (4000).

e. Health tab:

Enable pingging. 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

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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 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

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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.

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

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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.

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"

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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.

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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

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

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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

WINS Proxy Enabled. : Yes

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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

Re: RWW Disconnecting

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,

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

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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.