

RE: Remote Access wizard has lost his wand

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-05/msg03353.html>

- *From:* James <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 19 May 2006 06:39:02 -0700
-

Jenny thank you for your kind words of assistance. I have tried to install the updates twice, after doing this i check regedit and still dont see the registry value of the service pack.

The only thing i see that has a value of 1 is:
setup complete REG_DWORD 0X00000001 (1)
is this it?

the wizard still fails with the same error :(
sorry to seem bumb but i'm relatively new to this and it's the 1st time i have seen sbs
thank you once again, and hope you have or had a good weekend,
james

—
James

""Jenny wu [MSFT]"" wrote:

Hi James,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: you failed to run Remote Access wizard. Let us perform the following tests to trouble shoot the issue:

On the SBS server, click Start, click Run, type "regedit" (without the quotation marks) and click OK. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer, and check the data of the registry value ServicePackNumber. Is it set to "1"? If not, then this problem will occur because SBS 2003 SP1 has not been completely installed. To successfully install SBS 2003 SP1, we must install all five updates listed below. Additionally, the updates must be installed in the sequence listed.

Note: If one or more of the listed components is already installed, you can skip to the next step.

RE: Remote Access wizard has lost his wand

- A. Service Pack 1 for the Windows Server 2003 operating system
- B. Windows SharePoint Services 2.0 Service Pack 1
- C. Exchange Server 2003 Service Pack 1
- E. Windows XP SP2 for Client Deployment
- F. Windows Small Business Server 2003 Service Pack 1

After you applied the whole SBS 2003 SP1, please run CEICW and then re-run remote access wizard to test the issue. What is the result?

If this is not the case, the error 80004005 may occur if the ClientApps directory is pointing to an invalid location. Follow the KB article below to change the directory:

830254 How to move the client programs folder to another location in Windows Small Business Server 2003
<http://support.microsoft.com/?id=830254>

In addition, please let me know how the issue happens. What you have done on the SBS server box? such as install any third party application or others. Can you run the Add Licenses wizard or the Add User wizard without a problem?

Let's also perform a Clean Boot. A Clean Boot will allow us to isolate any device drivers or programs that are loading at startup that may be causing a conflict with other device drivers or programs that are installed in your computer.

- A. Click Start, click Run, type "msconfig" (without the quotation marks) and click OK.
- B. Select "Selective Startup" and remove the check box for "Load Startup Items".
- C. On the "Services" tab, click Enable All.
- D. Check "Hide all Microsoft Services", click Disable All and clear "Hide all Microsoft Services".
- E. Click the OK button and then Click Yes to restart your computer.
- F. Try again. What is the result?

Hope above information helps. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Sincerely,

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

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding

RE: Remote Access wizard has lost his wand

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.

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

Thread-Topic: Remote Access wizard has lost his wand
thread-index: AcZ5tSmcI4YycrdkRHi0wGLkFE1ymw==
X-WBNR-Posting-Host: 212.57.250.236
From: =?Utf-8?B?SmFtZXM=?= <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Remote Access wizard has lost his wand
Date: Wed, 17 May 2006 06:24:02 -0700
Lines: 83
Message-ID:
<25580E29-C1EE-495F-A26A-56A9775891A2@xxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"
Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft CDO for Windows 2000
Content-Class: urn:content-classes:message
Importance: normal
Priority: normal
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:268648
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

i have installes SBS, trying to install R-A-W it fails and throws up a

RE: Remote Access wizard has lost his wand

text

file. opening the text shows:

```
17/05/2006 14:05
C:\Program Files\Microsoft Windows Small Business
Server\Networking\RRASWiz\wizrRAS.dll, version 5.2.2651.0
Calling CRRASCommit::CommitEx
Calling CRRASCommit::ValidatePropertyBag
pdispPPPBag->QueryInterface returned OK
PropertyBag 258b28
Reading property value for enabling Remote Access returned OK
bRemoteAccess = 1
Reading property value for VPN returned OK
bVPN = 1
Reading property value for RAS returned OK
bRAS = 0
Calling CRRASCommit::ValidateVPNProperties
Reading VPN Server Name returned OK
VPN Server Name is IBMSERVER.Kenthouse.local
Calling CRRASCommit::ValidateDHCPProperties
Reading the static pool property returned OK
Static pool property value is 0
Reading the DHCP server IP returned OK
Dhcp server IP is 192.168.1.1
CRRASCommit::ValidateDHCPProperties returned OK
CRRASCommit::ValidateVPNProperties returned OK
CRRASCommit::ValidatePropertyBag returned OK
pdispPPPBag->QueryInterface returned OK
Pointer to the property bag 258b28
Calling CRRASCommit::CommitRRAS
Arguments:
PropertyBag 258b28
bRAS 0
bVPN 1
Getting the GUID of the private NIC returned OK
Private NIC Guid is {16CFBB3B-1CCF-4FEF-B0F8-F6A850A74891}
Checking whether RRAS is already running returned OK
RRAS already running
Stopping RRAS returned OK
Installing RRAS returned OK
Dhcp server is not installed or not running on this box
Reading static pool property returned OK
Value of static pool property is 0
Reading Dhcp Server IP returned OK
Dhcp Server IP is 192.168.1.1
Enabling DHCP client addressing returned OK
Adding Dhcp server to Relay Agent returned OK
Enabling the Relay Agent on private interface returned OK
Configuring ports returned OK
Identifying the private NIC for RAS returned OK
```

RE: Remote Access wizard has lost his wand

RE: Remote Access wizard has lost his wand

Setting the default authentication methods returned OK
Disabling NETBIOS for RAS returned OK
Changing RRAS startup type to automatic returned OK
Configuring Remote Access Policy returned OK
Starting RRAS service returned OK
Saving RRAS method returned OK
Method is 2
Where 1 = RAS, 2 = VPN 3 = both
Saving Dhcp Server IP returned OK
CRRASCommit::CommitRRAS returned OK
Calling CRRASCommit::CommitCMAK
Arguments:
PropertyBag 258b28
bRAS 0
bVPN 1
Template file name is sbsvpn
Reading VPN Server name returned OK
Reading VPN Server name is IBMSERVER.Kenthouse.local
Created temp directory CMP14.tmp
Copying required template files to the temp directory returned OK
Updating CMP template returned OK
Updating CMS template returned OK
Updating SED template returned OK
Creating proxy configuration file returned OK
*** Running IExpress to build the package returned ERROR 80004005
*** ERROR: Cannot delete temp directory CMP14.tmp
Specifying error location (in CMAK) returned OK
*** CRRASCommit::CommitCMAK returned ERROR 80004005
*** CRRASCommit::CommitEx returned ERROR 80004005

can anybody point me at a fix for this please.

—

James