

# RE: Proxy requires authentication

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  - *Date:* Tue, 13 Jun 2006 05:18:39 GMT
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Hi Lee,

Thank you for posting in SBS newsgroup.

From your post, my understanding on this issue is: A computer is having a problem where it is being asked to authenticate to the proxy server. If I have misunderstood your concern, please feel free to let me know.

To narrow down the problem, would you please help me collect the following information?

1. Compare the IE settings to make sure the problematic clients are the same as the good ones. Find a good computer, start IE, click Tools->Internet Options, click the Connections tab, click the LAN Settings button, write down the settings on this page, click Advanced and then write down the settings. Compare the same settings on the problematic client and then correct them. Does the issue disappear?
2. Have the other good clients installed ISA Firewall Client? If so, make sure the problematic client also have Firewall Client installed. If the problematic clients have ISA Firewall Client installed, uninstall it and then reinstall the ISA Firewall Client.
3. Make sure the users logon the domain on the problematic client. This issue can occur if the users do not log on the domain and they use the computer local user accounts.

Also please double check network configuration on SBS and client computer:

On SBS server:

External NIC:

IP: assigned by your ISP or your hardware router

Gateway: your ISP or your Hardware router IP

DNS: SBS INTERNAL NIC IP as the only entry

Internal NIC:

IP: Fixed IP

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Gateway: None

DNS: SBS INTERNAL NIC IP as the only entry

In the DNS console (dnsmgmt.msc), right click your ServerName and click properties. In the Forwarders tab, your ISP DNS server IP should be inputted there.

On workstation inside your SBS local subnet

IP: Assigned by DHCP on SBS

Gateway: SBS internal NIC IP

DNS: SBS INTERNAL NIC IP as the only entry

If the problem still persists, please perform a clean boot on problematic client as following:

1. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.
2. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.
3. Click to clear the check mark from the "Load startup items" below Selective Startup.
4. Click the Services tab, click to check the "