

RE: Problems connecting to Small Business Server

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg03605.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Fri, 23 Jun 2006 06:58:18 GMT
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Hello Pete,

Thank you for posting to the SBS Newsgroup.

Thanks a lot for your detail reply and I have read through it. I want to confirm following information with you:

- a. This issue only occurs to this specific laptop. The other client workstations work fine.
- b. X: is a mapped drive.

If the information is incorrect, please DO correct me.

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I have performed a lot of research and I notice this issue can be caused by various factors, I suggest that you perform following troubleshoot steps to see how it goes:

Suggestion 1:

Based on my research, mapped drive connection may disconnect when a session idles for a while. Please perform the suggestions below:

1. On SBS Server, go to registry key, set the following key:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\LanManServer\Parameters\Autodisconnect=0

2. On the laptop, set the following key:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\LanManWorkstation\Parameters\KeepConn=65535

Value : KeepConn REG_DWORD 1 to 65535 seconds Default: 600 (10 minutes)

The value of KeepConn specifies the maximum amount of time that a connection can be left dormant.

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3. Also make sure the customer does not have the RestoreConnection registry value set as 1:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Networkprovider\RestoreConnection

4. On the laptop, go to command prompt, type following command:

```
NET USE * /delete
```

then

```
NET USE <drive letter>: \\machinename\share /persistent:yes
```

Restart laptop and try again.

For more information, please see:

For more information please refer to the following Knowledge Base article:

297684 Mapped Drive Connection to Network Share May Be Lost
<http://support.microsoft.com/?id=297684>

138365 How Autodisconnect Works in Windows NT and Windows 2000
<http://support.microsoft.com/?id=138365>

128167 Server Service Configuration and Tuning
<http://support.microsoft.com/?id=128167>

Suggestion 2:

This issue also can be caused by WebClient service or any other third party applications such as Netopia, VCOM AutoSave etc.

On the laptop, go to the Service console (services.msc), stop the WebClient service and test the issue again.

If the issue persists, please schedule a down time to perform a clean boot on the laptop:

a. Click Start→Run, type "MSCONFIG" (without the quotation marks) and click OK.

b. In the System Configuration Utility (MSConfig) window, click the "Startup" tab.

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- c. Click to clear all the check marks from the list box under "Startup".
- d. Click the Services tab, check the "Hide all Microsoft Services" box and then click the "Disable All" button to disable the non-Microsoft services.
- e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.
- f. After restarting, please check whether this issue still exists.

More detail info:

310353 How to Perform a Clean Boot in Windows XP
<http://support.microsoft.com/?id=310353>

Suggestion 3:

Please boot the system into Safe Mode with Network environment to isolate the influence of additional applications. It is reported that some additional applications may cause this issue.

1. Restart the laptop.
2. Keep pressing the F8 key until the Windows Startup menu appears.
3. Select "Safe Mode with Networking" and press Enter.
4. Test the issue again.

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

1. In your original post, you mentioned "he can connect to every network resource except the folder and printer sharing", I need to know what exact "every network resource" you mean here? How does the problematic client access?
2. On the laptop, can you access \\servername and \\server_IP?
3. On the laptop, can you ping SBS Server by name and IP address?
4. On the laptop and SBS Server, open a command window, type "ipconfig /all

C:\IP.txt", go to C drive and gather the IP.txt to me.

Please take your time to perform the steps. if you have any updates, please feel free to let me know. I am waiting for your reply!

Best regards,

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Brandy Nee

Microsoft CSS Online Newsgroup Support

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:
<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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Thread-Topic: Problems connecting to Small Business Server
thread-index: AcaV1wgv7zxKDW1ZSsybWduzFCRkQ==
X-WBNR-Posting-Host: 62.49.46.196
From: =?Utf-8?B?UGV0ZU0=?= <PeteM@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
References:
<9CF135D1-F8C4-44A2-A75E-0D7ABEFC28AF@xxxxxxxxxxxx>

<AA8AXIdlGHA.4908@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: Problems connecting to Small Business Server
Date: Thu, 22 Jun 2006 01:37:01 -0700
Lines: 202
Message-ID:
<DB16968E-C994-427C-8BB5-BEF298AD5C51@xxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"

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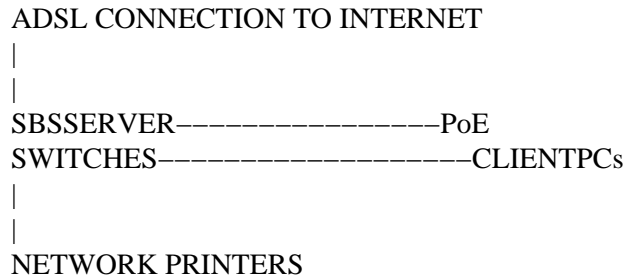
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Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft CDO for Windows 2000
Content-Class: urn:content-classes:message
Importance: normal
Priority: normal
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:276690
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

Brandy

Thank you for the response, please see details of queries below:

1. This occurs within the LAN
2. There is no ISA Server installed on our SBS Server
3. The Network Topology is as follows:



4. When trying to access the shared drives, the user gets an error of

"An

error occurred while reconnecting X:\ to \\Server\Company...Microsoft

Windows

Network: The local device name is already in use....This connection has

not

been restored". And when trying to print to the network printers, he

gets a

popup from the taskbar of "Failed to print Document "*****.DOC" the

printer

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did not respond"

5. NA

6. This is the only PC that this occurs. I have tested using my own username and password from logon to get the same result. The User is now using a desktop temporarily, but this will need to be returned to another user when they return to work shortly (no problems from other

workstations at

all)

7. When running "\\server" or "\\server\users" from the Run Command, I

get

the following error message: "\\Server...The network path was not found"

8. NetBIOS over TCP/IP is enabled, this was the first thing to be

checked

on this PC.

The user is still having problems with this and needs to gain access to

the

shared directories as all of the work he does is within a group of people

and

therefore shared data is very important. Please let me know if you

require

any further information on any of the above

Regards

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