

RE: Problems connecting to Small Business Server

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

""Brandy Nee [MSFT]"" wrote:

Hello Pete,

Thank you for posting to the SBS Newsgroup.

I understand that one client cannot see the shared folders on the SBS Server and network printers on a laptop. If I have misunderstood your concern, please let me know.

In order to supplement your description, I need your help to gather the following information:

1. Where does this issue occur? In LAN or from the Internet? Did the problematic client encounter this issue before? If no, did you make any changes on the SBS Server or the laptop recently?

2. Do you have ISA Server installed? If yes, is it ISA 2K or ISA 2K4?

3. What is your Network Topology, please? For example:

{Laptop} {Internet} {NIC1} {Router} {SBS + ISA} {NIC2} {In LAN}

OR

{Internet} {NIC1} {Router} {SBS + ISA} {NIC2} {In LAN + Laptop}

4. Please describe in detail how you "cannot view shared folders or print to network printers"?

5. If the issue occurs from the Internet, how does the problematic client access in Domain? By VPN? If yes, then this problem may occur because the NetBIOS over TCP/IP (NetBT) protocol is disabled for the Routing and Remote Access service on the SBS 2003 server. Therefore, the remote client cannot browse the network through My Network Places because network browsing requires the NetBT protocol.

More info, please see KB 827603:

827603 Remote users cannot see a Windows Small Business Server 2003

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computer in My Network Places

<http://support.microsoft.com/?id=827603>

6. Does this issue occur to all domain clients or only certain? If you ask a good client to log on the laptop, will the issue occur? If you ask the problematic client to log on a good client workstation, will the issue occur?

7. On the Laptop, go to Start -> Run, type \\<servername>\<sharename>, can you access the shared folder on the SBS Server? If no, what exact error message you encounter? Please type the full content of the error message word by word to the Newsgroup.

8. On the laptop, open Local Area Connection, click Properties. On the General tab, high light Internet Protocol (TCP/IP), click Properties. Click Advanced. On the WINS tab, make sure you have selected "Enable NetBIOS over TCP/IP".

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

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: AcaVDZZ4qZztBrrSSfisqfHeASmuTA==
X-WBNR-Posting-Host: 62.49.46.196
From: =?Utf-8?B?UGV0ZU0=?=
<PeteM@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Problems connecting to Small Business Server
Date: Wed, 21 Jun 2006 01:35:01 -0700
Lines: 26
Message-ID:
<9CF135D1-F8C4-44A2-A75E-0D7ABEFC28AF@xxxxxxxxxxxx>
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:276489
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl
10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

I have a really strange problem that I cannot find out any information on online. I have a Small Business Server 2003 Network with 40 PCs running

on

the system very well, bar one! I have one Laptop that is causing

problems in

a very strange way. It can connect to the Small Business Server Remote

Site

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(<http://server/>) and the Small Business Server Intranet Page (<http://companyweb/>), it can also connect to the Exchange Server on SBS,

but

it cannot view shared folders or print to network printers.

When I run an NBTSTAT -R command, I get the error message of NetBT not loaded, and I have tried the two solutions on the Internet to resolve

this (2

registry tweaks, one concerning the removal of Norton AV and one setting

the

NetBT service to run on "2" instead of "1" (setting it to automatic))

Has anyone else had this problem? It is very strange as I cannot find a solution. The steps I have taken are as follows:

1. Ran AV Scan – 1 virus found and disinfected (spybot.worm)
2. Checked running services and error logs, none found to do with this problem
3. Reinstalled Windows on top of the installation (ran through the

Repair

this version of Win XP Pro, from the installation menu of the XP CD)

4. Tested Network Connection and Changed Network Lead
5. Changed connection to different switch at network hub

Again, he can connect to every network resource except the folder and printer sharing. Please help!

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