

RE: I can't run the routing and remote access wizard

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-07/msg01514.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 12 Jul 2006 16:46:33 GMT
-

Hi Negil,

Thanks for your update. I appreciate your time and efforts to the issue.

Now please help me collect the following information for analyze the issue:

1. Please capture a screen shot after you open IE to input URL:
<http://localhost> on the server box.
2. Please capture a screen shot after you click the link of Network Configuration Wizard.
3. Please capture a screen shot after you click the link of My Company's Internal Web Page.
4. Please run command "nslookup" (without quotation mark), and then enter "companyweb" (without quotation mark), will it be resolved to the internal IP address of the SBS Server? Please paste the output in the newsgroup or mail it to me.
5. Please enable IIS logging and reproduced the issue and collect IIS log and IIS metabase for analyze:

-To enable IIS log:

- a. Open IIS MMC, right click Default Web Site and then click Properties.
- b. Click Website tab and then check Enable logging.
- c. Stop the Default Website and rename the existing IIS log files under C:\WINDOWS\system32\LogFiles.
- d. Restart the Default Website and then reproduce the problem.
- e. Wait about 15 minutes, then go to the following folder: C:\WINDOWS\system32\LogFiles and send them to me.

-To collect the IIS Metabase:

- a. Download the IIS Resource Kit tools from the following page:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73->

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B628-ADE629C89499&displaylang=en

- b. Install it, run MBExplorer (Metabase Explorer)
- c. Right click the "LM" node and choose "Export to file".
- d. Specify a file name, specify the password and finish the export.
- e. Send the file and the password to me.

6. Please export the registry keys as .reg format file and send to me for analyze:

Please open the Registry Editor, locate the registry key:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\

And right click it to choose export item to export the keys.

Please compress all files and mail them to my working mailbox:
v-yanniw@xxxxxxxxxxxxxx

I appreciate your time. I am glad to be further assistance to you.

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 newsgroups so that they can be resolved in an efficient and timely manner.

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Thread-Topic: I can't run the routing and remote access wizard
thread-index: Acak4NdqW+kGgs8UTnGiGJxD7TsdTg==
X-WBNR-Posting-Host: 213.130.156.74
From: =?Utf-8?B?TmlnZWwuVU51?=<NigelUK@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
References: <E7AC9E84-8F23-4FF5-B196-A8DB5C6007CE@xxxxxxxxxxxxxxxx>

<JcfOBINoGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxx>
<BB2EA8EE-7473-420C-8E3F-1B2C17DC834C@xxxxxxxxxxxxxxxx>
<gCgvqODpGHA.2028@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: I can't run the routing and remote access wizard
Date: Tue, 11 Jul 2006 04:55:02 -0700
Lines: 339
Message-ID: <E498F495-05D6-4E4E-9AA1-F7D93FD96831@xxxxxxxxxxxxxxxx>
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:280462
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hello Jenny. thank you for helping me.
I have run the updates / fixes you mentioned.
Both CEICW and RRAwiz run successfully now.
ServicePackNumber in the registry is 1

The default website now shows up on my IE browser on this server as
<http://companyweb>.
When I click on that page the link to My Company's Internal Web Page, the
page does not change.
When I click on the link to Network Configuration Wizard, the page changes
to: <https://companyweb:444/default.asp> - the companyweb home page
the same home page shows when I go back to <http://companyweb/> and click on
the link to Information and Answers.

In IIS, the web sites listed are:
Description Id State Host header I P address

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Port SSL Port
Default Web site 1 Running "All
Unassigned" 80 443
Microsoft Sharepoint Ad... 2 Running "All
Unassigned" 4255
Sharepoint Central Adm... 3 Running "All

Unassigned"

8081
companyweb 4 Running companyweb "All Unassigned" 80

444

I presume these are mixed up but I don't know how to straighten them out.

regards

Nigel

""Jenny wu [MSFT]"" wrote:

Hi Negil,

Thanks for your update.

I am sorry for the delayed response due to weekend. Please understand

that

the newsgroups are staffed weekdays by Microsoft Support professionals

to

answer your systems and applications questions. Your understanding is greatly appreciated!

Let us perform the following tests to isolate the issue:

1. Please check the following registry key to identify the current

service

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pack status. Please open 'regedit' program, navigate to the following registry:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\ServicePackNumber

If the value of the key is '1', it reveals the server is at SP1 level.

What

is value on your server?

2. After the SBS 2003 SP1 applied, have you re-run the CEICW wizard to refresh the network connection configuration? If not, please re-run the CEICW wizard to see if the issue resolved.

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

3. Have you applied the following updates on the server box? If not,

please

try to apply the hotfix 898060 to see if it helps.

898060 Installing security update MS05-019 or Windows Server 2003

Service

Pack

<http://support.microsoft.com/?id=898060>

And also more information is addressed in the following article, you can check it:

Some firewalls may reject network traffic that originates from Windows Server 2003 Service Pack 1-based computers

<http://support.microsoft.com/?id=899148>

Additionally please help me collect some information to isolate the

issue:

1. What is the exact error message you received while accessing

companyweb

site in IE? Please capture a screen shot of the error message and send

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to

my working mailbox: v-yanniw@xxxxxxxxxxxxxx

2. Do all users in LAN can not access the companyweb site from their computers? Do they receive the same error message with yours?

3. What is the meaning of "some clients cannot log on"? Do you mean that some users can not logon the companyweb site or domain? What is the

detail

symptom? Please describe more detail about the situation. If there is

error

message received, please also capture a screen shot of the error message and send to me.

4. What is the exact error message when users try to setup RDP? Please capture a screen shot of the error message and send to my working

mailbox:

v-yanniw@xxxxxxxxxxxxxx

5. Can you setup RDP from one client computer to the SBS server box? Can you setup RDP from the SBS server box to any client computer?

6. Please collect the following log files:

a. All files under the folder:

C:\Program Files\Microsoft Windows Small Business Server\Support

b. All files under the folder:

C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs

C. Please save the Application and System log files as .evt format and

send

to me.

Please compress all files and send to my working mailbox:

v-yanniw@xxxxxxxxxxxxxx

Note: If the log files are too big, please split to smaller attachments with several email so that it can not be blocked by email server due to

big

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size.

I appreciate your time.

Have a nice day!

Sincerely,

Jenny Wu
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Thread-Topic: I can't run the routing and remote access wizard

thread-index: AcahvrGcxR7KzpkcQRm89OrCoQxdag==

X-WBNR-Posting-Host: 213.130.156.74

From: =?Utf-8?B?TmlnZWwuVUsu?=
<NigelUK@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:

<E7AC9E84-8F23-4FF5-B196-A8DB5C6007CE@xxxxxxxxxxxx>

<JcfOBINoGHA.2024@xxxxxxxxxxxxxxxxxxxx>

Subject: RE: I can't run the routing and remote access wizard

Date: Fri, 7 Jul 2006 05:13:02 -0700

Lines: 179

Message-ID:

<BB2EA8EE-7473-420C-8E3F-1B2C17DC834C@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:279749

NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl

10.40.2.250

X-Tomcat-NG: microsoft.public.windows.server.sbs

Hello Jenny

Since I sent the message I have re-installed windows server
sp1 and w

sbs

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sp1 and the rras wiz now runs.

Now I cannot view the companyweb site in my browser, and some clients

cannot

log on and no-one can connect via remote desktop.

Please advise me what changes are still needed.

Thanks

nigel

""Jenny wu [MSFT]"" wrote:

Hi Negil,

Thanks for posting here.

From your description, I understand the issue is that you failed to

run

RRAS wizard. And there is error message showed as follows:

*** Getting the GUID of the private NIC returned ERROR 80070490

Private

NIC

Guid is Specifying error location returned OK

*** CRRASCommit::CommitRRAS returned ERROR 80070490

*** CRRASCommit::CommitEx returned ERROR 80070490

If I am off base, please don't hesitate to let me know.

This indicates that the wizard failed when trying to read the private

NIC

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GUID. I would like to know if you can run the "Connect to the

Internet"

wizard successfully. Please do it and let me know the result.

Based on the error log, we need to check if the contents in the

following

registry keys are valid:

"HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Connectivity\ICW"

Note: Especially the Last_1st_Nic_Guid & Last_2nd_Nic_Guid

"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Inter

face"

Please also ensure there is not duplicated above registry keys in

registry

Editor.

Generally, if the Last_1st_Nic_Guid & Last_2nd_Nic_Guid does not

match

the

interface GUID under

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HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interf

ace, this issue will occur. If you cannot determine it, please do the following and provide me with the log files. I will help you to have

a

check. To do so:

1. Open Registry Editor by clicking Start -> Run, type REGEDIT and

click

OK.

2. Go to

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Connectivity\ICW

3. Right click the ICW key, select Export, save it as .reg file.

4. Go to

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interf

ace

5. Right click the Interface key, select Export, save it as .reg file.

6. Rename the two .reg files to .old and email them to me.

7. Run "Connect to the Internet" wizard under the Server Management\Internet and E-mail and let me know if it works fine. If

failed,

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please mail me the icwlog.txt under the folder:

C:\Program Files\Microsoft Windows Small Business

Server\Support\icwlog.txt

8. Please run command "ipconfig /all" (no quotation marks) on the

server

box and mail me the output.

Please compress all files and send to my working mailbox:

v-yanniw@xxxxxxxxxxxxxx

I appreciate your time. I am happy to be of assistance to you and

look

forward to your reply.

Have a nice day!

Sincerely,

Jenny Wu

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thread-index:
AcagGTjW7wBrzcFoSWmR4UhAUBK6wA==
X-WBNR-Posting-Host:
213.130.156.74
From:
=?Utf-8?B?TmlnZWwuVUsu?=
<NigelUK@xxxxxxxxxxxxxxxxxxxxxxxx>
Subject: I can't run the
routing and remote access
wizard
Date: Wed, 5 Jul 2006
02:56:01 -0700
Lines: 36
Message-ID:
<E7AC9E84-8F23-4FF5-B196-A8DB5C6007CE@xxxxxxxxxxxxxxxx>
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:279203

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