

# Re: SBS2003 RRAS – client PCs cannot access Internet

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- *From:* [davidjpl@xxxxxxxxxxxx](mailto:davidjpl@xxxxxxxxxxxx)
  - *Date:* 12 Jul 2006 22:58:21 -0700
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Merv, thank you for the reply. I have looked many, many places but cannot find this file as yet. Should I dig out my old SBS2000 CDs? Do you know of anywhere else I could find this utility? Thanks again,  
~Dave.

Merv Porter [SBS-MVP] wrote:

Hi David,

I \*think\* rmisa.exe (remove ISA) will work with ISA 2004.

Can you find and run the "rmisa.exe" tool on the SBS 2003 Premium Technologies CD (ISA2000\isa\i386 folder). Then re-run CEICW, select to enable the firewall and complete CEICW.

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Merv Porter [SBS MVP]

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<davidjpl@xxxxxxxxxxxx> wrote in message  
[news:1152749519.539262.168230@xx](mailto:news:1152749519.539262.168230@xx)

Problem: Client PCs in SBS2003 network cannot access the Internet. Internet Explorer just times-out with no error messages. All client PCs (WinXP-Pro) cannot ping external addresses; URL domain or IP address, all pings fail. TracERT (Trace Route) fails from all client PCs. All internal resources work fine (CompanyWeb, etc.). Email is fine. SBS2003 server itself CAN surf the Internet and functions normally!

Problem was caused by removal of ISA2004 from SBS2003 server. All firewall client software was removed from all client PCs, all proxies removed. (Remember, client PCs cannot even ping externally). Of course everything was working fine previously. External remote access into the SBS2003 works fine as well as all the way in to remote control the desktops also works fine!

Re: SBS2003 RRAS – client PCs cannot access Internet

I am fairly confident the problem is in the SBS2003 server RRAS somehow. When ISA2004 was removed I don't think the "NAT" (?) was rebuilt properly. There are various entries that do not look correct in RRAS, specifically:

- 1) "SERVER (local) | IP Routing | General", the fourth connection listed "Internal" shows as "Not Available" under the "IP Address" column, and "unknown" in the "Administrative Status" column. (Although maybe this is normal?)
- 2) "SERVER (local) | IP Routing | NAT/Basic Firewall" all columns of all four Interfaces just show "dashes" in the columns instead of any packet counts or anything.

Have tried all of this to no avail: Disabling and re-enabling RRAS. Deleting various RRAS entries and re-running the ICW. Deleting the complete RRAS "server" and re-running the ICW. (Each time the RRAS settings come back, it always comes back with the same "problems"). Checked both NICs, binding order, advanced TCP/IP properties, etc. Don't see any obvious problems.

Server Config: Dell PowerEdge, 4GB, SCSI, dual NICs; (192.168.16.2 internal and 192.168.1.2 external), external Router/Firewall on 192.168.1.1 providing broadband Internet access. SBS2003 is fully patched with SP1, ExchSrvr SP2, all WinUpdates, etc. SBS2003 was pretty much "standard" edition, but obviously trying ISA2004 and since uninstalling it. Of course re-ran ICW after uninstalling ISA2004. (I have re-ran the CEICW a zillion times).

I still feel like restoring RRAS to "default" settings would fix my problem, but I cannot find a way to "uninstall and reinstall" RRAS. Are there registry entries causing me problems? My next call is to Microsoft PSS, but I thought I would try this group first. Thanks very much in advance for any suggestions what-so-ever. ~DavidJPL