

Re: no remote folder in Remote Web Workplace

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg03335.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 16 Aug 2006 15:05:00 GMT
-

Hi Greg,

Thanks for your update. I appreciate your time and effort to perform test.

You can check the files and folders for RWW site as follows (You can find the Source location, Destination location and files name in order) :

You can find the Source location, Destination location and files name in order

1.
 - CD3:\SBS\remote\remote
 - %systemdrive%\Inetpub\Remote
 - admin.aspx, client.aspx, default.htm, error.aspx, Global.asax, header.aspx, loading.aspx, logon.aspx, prompt.htm, rmtuser.htm, selectpc.aspx, signout.aspx, tsweb.aspx, Web.config
2.
 - CD3:\SBS\remote\remote\bin
 - %systemdrive%\Inetpub\Remote\bin
 - remote.dll
3.
 - %systemdrive%\Inetpub\Remote\Images
 - %systemdrive%\Inetpub\Remote\Images
 - back.gif, cm.gif, cm_sm.gif, compint.gif, compint_sm.gif, help.gif, help_sm.gif, info.gif, myDesk.gif, outlook.gif, outlook_sm.gif, refresh.gif, reports.gif, sbslogo.gif, server.gif, server_sm.gif, shrapp.gif, spacer.gif, stop.gif, winxp.gif
4.
 - CD3:\SBS\remote\sbsflt
 - %systemdrive%\Inetpub\sbsflt
 - sbsflt.dll
5.
 - CD3:\SBS\remote\wwwroot

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-- %systemdrive%\Inetpub\wwwroot
-- default.aspx, default.htm, Global.asax, Web.config

6.

--CD3:\SBS\remote\wwwroot\images
-- %systemdrive%\Inetpub\wwwroot\images
-- clientsetup.gif, remote.gif, sbslogo.gif, spacer.gif, sts.gif

7.

-- CD3:\SBS\remote\portalemail.htm
--%sbsprogramdir%\Client Experience\Remote Portal
-- portalemail.htm

After verifying above files, please run command regsvr32 to register all the .dll files. Then please check if the issue persists.

Please let me know if there is any update to this problem in your side. I am glad to be assistance to you.

Have a nice day!

Sincerely,

Jenny Wu
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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The customer mail content:

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Hi Jenny,

I am getting closer to having it going. I had a problem eventid 2268 and 2214. I also had the idea of decompressing the sbs service pack, seeing what files were missing in the remote and sbsflt folders and copying them in manually. Now the default web page seems to be working.

The company's internal web site is now ok, as is the network configuration wizard and Information and answers. If I click on the remote web workplace I get a blank page though. If I could get a list of what files should be in these folders I could see if any were missing.

Greg.

=====

X-Tomcat-ID: 46176178

References: <1154615490.328093.41280@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1154782842.669699.84420@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<KzD#MetuGHA.5976@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Fri, 11 Aug 2006 02:37:54 GMT

Subject: Re: no remote folder in Remote Web Workplace

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

Message-ID: <0lXzq8OvGHA.5696@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 301

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:288839

NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Greg,

Thanks for your update. I appreciate your time.

Since the companyweb site and RWW site still can not work, I suggest that we first re-install the Administration tool components referring to the steps in my previous post and re-install the companyweb site according to the steps outlined in KB article 829114. After we ensure the both sites

are

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work properly, we try to re-apply the SBS 2003 SP1.

829114 How to remove and how to install the Windows Small Business Server 2003

<http://support.microsoft.com/?id=829114>

And we can check the registry key to identify if the SBS 2003 SP1 is applied successfully. 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. If not,

we

need re-apply the SBS 2003 sp1 whole service packs (including Windows 2003 SP1).

It is recommended that you strictly follow the following white paper to upgrade the SBS 2003 server. This can ensure the upgrade process performed smoothly.

Microsoft Windows Small Business Server 2003 Service Pack 1 (SP1)

<http://www.microsoft.com/downloads/details.aspx?familyid=B6F8A4C0-B707-4161>

-

ADEB-44F1B756119F&displaylang=en

If the issue persists, you can mail me the log files requested in my previous post so that I can trouble shoot the issue for you. I am glad to be further assistance to you.

Have a nice day!

Sincerely,

Jenny Wu (MSFT)

Microsoft Online Partner Support

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PLEASE NOTE: The partner managed newsgroups are provided to assist with break/fix issues and simple how to questions.

We also love to hear your product feedback!

Let us know what you think by posting

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from the web interface: Partner Feedback

from your newsreader: microsoft.private.directaccess.partnerfeedback.

We look forward to hearing from you!

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.
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The customer mail content:
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Hi,

I have made some progress. I now have the companyweb and remote folders but no files in them that could make a web page e.g. .asp or .htm. The sbs service pack partially failed, I will have to look up the log though.
Thanks for the help.

Greg

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X-Tomcat-ID: 236836783

References:

<1154615490.328093.41280@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1154782842.669699.84420@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Tue, 08 Aug 2006 10:43:48 GMT

Subject: Re: no remote folder in Remote Web Workplace

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

Message-ID: <KzD#MetuGHA.5976@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 208

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:287881

NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

Hi Greg,

Thanks for your update. I appreciate your time.

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I am jenny and I am backup of Steve for he is now taking sick leave. I

will

continue work with you till Steve back. I am sorry for inconvenience for that.

Reviewed your description, I understand the issue is that the RWW site is missing after applied the SBS 2003 SP1 and the client application

component

has not be installed during SBS 2003 setup and the SBS 2003 SP1 can not apply successfully. If I am off base, please don't hesitate to let me

know.

I would like to suggest that you reinstall Network, Client deployment and Administration components of the administration tool to resolve the

issue.

The detail steps as follows:

0. Before you reinstall those components, I suggest that you do a full backup of server in case any unexpected things, you can restore server.

For

your convenience, I list the Microsoft white paper link:

Backing Up and Restoring Windows Small Business Server 2003

<http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.ms>

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1. Click Start, click Control Panel, and then click Add or

Remove

Programs.

2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.

3. Click Next to start the wizard.

4. On the Windows Configuration page, click Next.

5. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Network, Client deployment and

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Administration component to Remove/reinstall, and then click Next.

Note: if the server is applied SBS 2003 SP1 successfully, the item is "Remove"; If not, you can choose item "Reinstall".

6. On the Component Summary page, click Next.

7. Click Finish. After the components are re-installed successfully, you should re-apply the SBS 2003 SP1 (not all SBS 2003 SP1 service packages, just need apply the SBS 2003 SP1) to the server.

8. Then please re-run CEICW wizard to refresh network connection configuration again and then try to access the RWW site to check if every thing is good.

More information is addressed in the following articles:

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

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

Microsoft Windows Small Business Server 2003 Service Pack 1 (SP1)

<http://www.microsoft.com/downloads/details.aspx?familyid=B6F8A4C0-B707-416>

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ADEB-44F1B756119F&displaylang=en

If the issue persists, please help me collect the following information

so

that we can trouble shoot the issue for you.

1. Please run command "msinfo32" (no quotation marks) on the SBS server

box

to launch System Information console. And click File and then Save. Save the system information to a .nfo file to send to me. My working mailbox: v-yanniw@xxxxxxxxxxxxxx

2. Please help me collect the following log files:

1). C:\Windows\svcpack.log

2). C:\Windows\KB885918.log

3). All files in C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs

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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.

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Sincerely,

Jenny Wu
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rights.

From: "Greg O" <gregorme@xxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Subject: Re: no remote folder in Remote Web Workplace
Date: 5 Aug 2006 06:00:42 -0700
Organization: <http://groups.google.com>
Lines: 54
Message-ID:
<1154782842.669699.84420@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
References:
<1154615490.328093.41280@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<TPRUc34tGHA.5872@xxxxxxxxxxxxxxxxxxxxxxxx>
NNTP-Posting-Host: 220.239.94.109
Mime-Version: 1.0
Content-Type: text/plain; charset="iso-8859-1"
X-Trace: posting.google.com 1154782847 27352 127.0.0.1
(5 Aug 2006

13:00:47 GMT)

X-Complaints-To: groups-abuse@xxxxxxxxxx
NNTP-Posting-Date: Sat, 5 Aug 2006 13:00:47 +0000
(UTC)
In-Reply-To:
<TPRUc34tGHA.5872@xxxxxxxxxxxxxxxxxxxxxxxx>
User-Agent: G2/0.2
X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows
NT 5.1; en-US;

rv:1.8.0.6 Gecko/20060728 Firefox/1.5.0.6,gzip(gfe),gzip(gfe)

X-HTTP-Via: 1.1 GW11
Complaints-To: groups-abuse@xxxxxxxxxx
Injection-Info: i3g2000cwc.googlegroups.com;
posting-host=220.239.94.109;
posting-account=baXbBw0AAAD0y_wYCQSi_cOKSaK6UYXL
Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed