

Re: R2 w/ISA 'User' type account cannot use my company's internal website

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg03616.html>

- *From:* "Gary J. Dikkema" <gary_d-no-spam-@xxxxxxx>
 - *Date:* Thu, 17 Aug 2006 16:33:46 -0500
-

Everything I have done makes NO difference.

It got broken when you asked me to re-install the Health Monitor.

It just worked before that Jenny!

Regards!

""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:rNXRBbgwGHA.3200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Gary,

Thanks for your update. I appreciate your time.

Since these issues seem to be unrelated, I would like to suggest that you post the problems in separate threads. Please understand that our newsgroup is an issue based service, meaning we usually respond to one question/issue per post. The reason why we ask to post multiple issues separately is so that we can deliver a timely resolution for each issue. Meanwhile, we can concentrate fully on each of these problems we ask that you post them as separate threads. That way each issue can receive full attention from the MS engineer (maybe the same person: me-) to whom it is assigned. And other partners who the newsgroups regularly can either share their knowledge or learn from your interaction with us. Thank you for your understanding.

And I would like to provide some general information to the issue:

Do you mean the Update Services listed under performance Summary column?
If
yes, you can check the following setting:

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1. Open Health Monitor console (Start -> administrative tools -> Health Monitor)
2. Expand to All Monitored Computers\<ServerName>\Small Business Server Alerts\Core Server Alerts
3. Can you find the alert named "Update services"? If yes, please double confirm the settings configured correctly.

If no, please create it as follows:

- a. Right click on Core Server Alerts and the New->Data Collector->Service Monitor.
 - b. Click Browse button to choose Update services in the dropdown list.
 - c. Click the Actions button and choose to Send email notification ... , then please input admin email address.
4. Please open the server management console to re-configure the monitoring configuration with monitoring and reporting wizard. And also recreate the event alert to see if the issue persists.

Note: After we run the Monitoring Configuration Wizard to reset performance and usage settings, the original performance and usage data will be removed. The server will start to collect new counter value from the beginning. It will take more than 24 hours so that the report can be generated.

Hope this helps.

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

=====
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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.

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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:

=====
So I did that;- and now I seem to have a new problem.

The Software Update Server (whatever it's called) snap-in is gone from Server Management. Monitoring and Reporting still makes reference to it;- and the service is running.

Any ideas if there's a way to get it back?

Thanks!

Completed without any problem except as noted in the next paragraph!

So Jenny, I have had and have today after doing this one service which hasn't auto started;- today its Routing and Remote Access.

I've had this before as well as some others;-

In the past I just start them but I find this strange;- I did not get a warning at log-in. I ran CEICW and then the Performance Report and this is where it's logged;- much like the overnight reports in the past with one or two non started services;-

Comments?

=====

X-Tomcat-ID: 234133430

References:

Re: R2 w/ISA 'User' type account cannot use my company's internal website

<123572DF-9EC8-4A02-8D63-DA5671EF01BD@xxxxxxxxxxxxxxxx>

<xn0eox91fa59v1p000@xxxxxxxxxxxxxxxxxxxxxxxx>
<eyiSiiCrGHA.4988@xxxxxxxxxxxxxxxxxxxxxxxx>
<xn0ep40x08eoax001@xxxxxxxxxxxxxxxxxxxxxxxx>
<ovgDD7ksGHA.3920@xxxxxxxxxxxxxxxxxxxxxxxx>
<zzBbkXguGHA.2004@xxxxxxxxxxxxxxxxxxxxxxxx>
<cVMIOD1vGHA.1992@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
Organization: Microsoft
Date: Tue, 15 Aug 2006 12:44:43 GMT
Subject: Re: R2 w/ISA 'User' type account cannot use my company's internal

website

X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID: <4WT\$XiGwGHA.5696@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Lines: 481
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:289927
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Gary,

Thanks for your update. I am glad to know that things are getting fine

now.

I appreciate your time and efforts to perform tests and find the cause of the issue. I am sorry for that I can not access to your server to support since it breaks our policy. Thanks for your understanding.

And our product group is still reviewing the impact of the upgrade SBS

2003

R2. And any updates to the SBS 2003 R2 will be announced in the following Small business server official blog.

<http://blogs.technet.com/sbs/>

It is recommended that you postpone installing the SBS 2003 R2 media on

the

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production server box with the earlier media. Since the SBS R2 has been recall, and you will get the latest version SBS R2 soon. We are sorry for the inconvenience.

And based on my test, there is no User Template issue in my side. We can try to re-install the Administration component from the SBS R2 media to

see

if the issue persists. If the issue persists, this indicates that it is

SBS

R2 media issue. If not, the User template issue may be caused by other factors.

0. Before you reinstall the 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.msp>

x

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 Administration component to Remove,

and

then click Next.

6. On the Component Summary page, click Next.

7. Click Finish.

8. Then please repeat about steps to reinstall the Administration component.

9. Then please re-run CEICW wizard to refresh network connection configuration again and then try to check if every thing is good.

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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>

Please let me know if you have any question on the issue.

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

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The customer mail content:

FWIW, I believe I have fixed the problem – the User Template got whacked and user accounts didn't get the right 'authorizations'. I have just

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tested

this – by creating 'User4' as a 'User' class account and I have access to the Intranet (website) as well as the T/S box as well as read my email

etc.

I can give you access if you want to see this first hand.

The thing that keeps troubling me is WHAT ELSE is wrong with the R2 distort? I have a new box to replace my ageing production SBS2003 SP1 box and want to install R2 on it;- but ONLY if this is ALL that is wrong with it. This I can handle;- and I surely wouldn't break the User Template

again

<VBG> and I don't install betas on production boxes;- which is why I have all this hardware here.

I replied in line and questioned why you would want me to 'fix' stuff that isn't broken (anymore)... <VBG>;- anyways read on. Thanks for all of your help, I appreciate it!

Regards,

=====

X-Tomcat-ID: 49043381

References:

<123572DF-9EC8-4A02-8D63-DA5671EF01BD@xxxxxxxxxxxxxx>

<xn0eox91fa59v1p000@xxxxxxxxxxxxxxxxxxxxxx>

<eyiSiiCrGHA.4988@xxxxxxxxxxxxxxxxxxxxxx>

<xn0ep40x08eoax001@xxxxxxxxxxxxxxxxxxxxxx>

<ovgDD7ksGHA.3920@xxxxxxxxxxxxxxxxxxxxxx>

<zzBbkXguGHA.2004@xxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

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

Organization: Microsoft

Date: Mon, 14 Aug 2006 03:21:54 GMT

Subject: Re: R2 w/ISA 'User' type account cannot use my company's

internal

Re: R2 w/ISA 'User' type account cannot use my company's internal website

website

X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID:
<cVMIOD1vGHA.1992@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Lines: 323
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:289419
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Gary,

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

I have researched the SBS 2003 R2 test environment and
documents, there

is

no such internal website issue and Help and Support issue in
your side
addressed till now.

I. The Windows SBS 2003 R2 has included the Exchange
Server 2003 Service
Pack 2, we need not separately apply the exchange 2003 SP1
to the server.
And I would like to provide some information about the SBS
2003 R2 for

your

reference.

The Windows SBS 2003 R2 standard version contains the
following

components:

1. Exchange Server 2003 Service Pack 2.
2. Windows SharePoint? Services 2.0 Service Pack 2.
3. Windows SBS 2003 R2 Technologies.

For Windows Small Business Server 2003 R2 Premium
Technologies, you also

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can install the following components:

1. Installing SQL Server 2005 Workgroup Edition
2. Installing ISA Server 2004
3. Installing FrontPage 2003

More detail information are addressed in the following document:

SBS 2003 R2: Features at a Glance

<http://www.microsoft.com/windowsserver2003/sbs/r2/features.mspx>

Windows Small Business Server 2003 R2: Technology Upgrade Program

<https://www.microsoft.com/windowsserver2003/sbs/r2/upgrade.mspx>

Windows Small Business Server 2003 R2: Powering Small Businesses

<http://www.microsoft.com/windowsserver2003/sbs/r2/default.mspx>

II. To the internal website issue, please help me collect the following information for analyze:

1. Please reproduce the issue with a problematic user account and a Administrator account, and collect the IIS log and IIS metabase for

analyze.

Note: Please let me know the IP address of the SBS server box and the IP address of test machine.

2. 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

3. Please dump the attributes of (1) the problematic user and (2) a

Re: R2 w/ISA 'User' type account cannot use my company's internal website

working

user using the LDIFDE utility referring to the following steps:

You can use the following command: ldifde -f
C:\username.txt -d
"<DN_of_the_user>"

Note: To get a user's distinguishedName, please follow the steps below:

- (1) Start ADSIEdit snap-in.
- (2) Expand Domain container -> Users.
- (3) Right click a problematic user on the right panel -> Properties.
- (4) Select "Show only attributes that have values".
- (5) Double click the distinguishedName attribute and copy the value.
- (6) Paste it into the following command: ldifde -f

C:\problematic_user.txt

-d "<DN_of_the_user>".
(7) Repeat the same steps to dump a working user to working_user.txt.

III. To the Help and Support issue:

There are many factors that may lead to the help and support component missing when re-apply the services packages. For current situation,

please

refer to the following steps to re-install it.

a. Logon the server as an administrator, Run
.-->%windir%\PCHealth\HelpCtr\Binaries\helpsvc.exe
/install
/regserver/svchost netsvcs /reinstall

b. Wait till helpsvc.exe completes installation (watch process activity

in

Task Manager)

c. Copy the hscsp*.cab and hscmui.cab (hscmui.cab on USA

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systems only)

from

% windir%\PCHealth\HelpCtr\Binaries to
% windir%\PCHealth\HelpCtr\BATCHE and
wait for it to be processed.

d. Then check if you can properly run "Help and Support
Center".

If the issue persists, please save the collect Application,
System and
Security log files as .evt format and send to my working
mailbox:
v-yanniw@xxxxxxxxxxxxxxxx

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

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X-Tomcat-ID: 159111086

References:

<123572DF-9EC8-4A02-8D63-DA5671EF01BD@xxxxxxxxxxxxxx>

<xn0eox91fa59v1p000@xxxxxxxxxxxxxx>

<eyiSiiCrGHA.4988@xxxxxxxxxxxxxx>

<xn0ep40x08eoax001@xxxxxxxxxxxxxx>

<ovgDD7ksGHA.3920@xxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxx

("Jenny wu [MSFT]")

Organization: Microsoft

Date: Mon, 07 Aug 2006 09:42:59 GMT

Subject: Re: R2 w/ISA 'User' type account cannot use my company's

internal

Re: R2 w/ISA 'User' type account cannot use my company's internal website

website

X-Tomcat-NG:
microsoft.public.windows.server.sbs
Message-ID:
<zzBbkXguGHA.2004@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Lines: 166
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:287538
NNTP-Posting-Host: TOMCATIMPORT1
10.201.218.122

Hi Gary,

Thanks for your update. I am back now and I am sorry for the

inconvenience

for my sick leaving. I really appreciate your time to the issue.

If you have already installed the earlier released media, we have not experienced issues in production with regard to this release.

The product group is currently reviewing methods of upgrading any

already

installed SBS 2003 R2 servers.

Thanks for your inquiry regarding the SBS 2003 R2 recall incident. At

this

time, we are advising customers/partners to not install the earlier released media at this time.

If you have already installed the earlier released media, we have not experienced issues in production with regard to this release. The

product

Re: R2 w/ISA 'User' type account cannot use my company's internal website

Re: R2 w/ISA 'User' type account cannot use my company's internal website

group is currently reviewing methods of upgrading any already installed

SBS

2003 R2 servers.

We are happy to assist with any break/fix issues here. You can check in

the

following web site to get more detailed information regarding SBS R2

recall.

<http://blogs.technet.com/sbs/>

For current situation, I would like to suggest that we continue trouble shoot the issue by checking the settings referred my previous post and

let

me know the result. And our product group is working under investigation

so

we will let you know once we have any update. Thanks again for your understanding!

Have a nice day!

Sincerely,

Jenny Wu
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Re: R2 w/ISA 'User' type account cannot use my company's internal website

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X-Tomcat-ID: 297031588

References:

<123572DF-9EC8-4A02-8D63-DA5671EF01BD@xxxxxxxxxxxxxx>

<xn0eox91fa59v1p000@xxxxxxxxxxxxxx>

<eyiSiiCrGHA.4988@xxxxxxxxxxxxxx>

<xn0ep40x08eoax001@xxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding:

7bit

From:

v-yanniw@xxxxxxxxxxxxxx

("Jenny wu [MSFT]")

Organization: Microsoft

Date: Fri, 28 Jul 2006

14:04:30 GMT

Subject: Re: R2 w/ISA

'User' type account cannot

use my company's

internal

website

X-Tomcat-NG:

microsoft.public.windows.server.sbs

Message-ID:

<ovgDD7ksGHA.3920@xxxxxxxxxxxxxx>

Newsgroups:

microsoft.public.windows.server.sbs

Lines: 72

Path:

TK2MSFTNGXA01.phx.gbl

Xref:

TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:285063

NNTP-Posting-Host:

TOMCATIMPORT1

10.201.218.122

Hi Gary,

Re: R2 w/ISA 'User' type account cannot use my company's internal website

Thanks for your update. I appreciate your time. I do understand your situation.

Ok, I will wait for you. Please don't hesitate to let me know when you

need

further assistance on this issue. I am glad to be further assistance to

you.

Have a nice day!

Sincerely,

Jenny Wu
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different threads to keep the
thread clean. In

doing

so, it will ensure your issues
are resolved in a timely
manner.

From:
"Steve
Foster [SBS
MVP]"
<steve.foster@xxxxxxxxxxxxxx>
Subject: Re:
R2 w/ISA
'User' type
account
cannot use
my
company's

internal

Re: R2 w/ISA 'User' type account cannot use my company's internal website

website

References:

<123572DF-9EC8-4A02-8D63-DA5671EF01BD@xxxxxxxxxxxxxxxx>

<xn0eox91fa59v1p000@xxxxxxxxxxxxxxxxxxxxxxxx>

<eyiSiiCrGHA.4988@xxxxxxxxxxxxxxxxxxxxxxxx>

Organization:

Picamar

Limited

User-Agent:

XanaNews/1.18.1.3

Message-ID:

<xn0ep40x08eoax001@xxxxxxxxxxxxxxxxxxxxxxxx>

X-Ref:

msnews.microsoft.com

~XNS:00001B69

MIME-Version:

1.0

Content-Type:

text/plain;

charset=utf-8;

format=flowed

Newsgroups:

microsoft.public.windows.server.sbs

Date: Mon,

24 Jul 2006

09:53:10

-0700

NNTP-Posting-Host:

dsl-212-135-222-181.dsl.easynet.co.uk

212.135.222.181

Lines: 1

Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTN

Xref:

TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:283751

X-Tomcat-NG:

microsoft.public.windows.server.sbs

Gary J.

Dikkema

wrote:

There

are

Re: R2 w/ISA 'User' type account cannot use my company's internal website

some
subtle
differences
between
SE
and
PE
systems
Steve...

at

least
in
these
two
systems.

Yes,
ISA200[0|4]
is the major
one.

So what
exactly is
the error
seen on the
workstations,
and what

exactly

are they
trying to
access?

Is the
ISA2004
Firewall
Client
installed?
Is IE6
configured
to point to
the SBS as
proxy?

--

Steve Foster
[SBS MVP]

Re: R2 w/ISA 'User' type account cannot use my company's internal website

MVPs do
not work for
Microsoft.
Please reply
only to the
newsgroups.