

## Re: DNS Issue

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg01011.html>

---

- *From:* "Mike" <[mikeg299@xxxxxxxxxx](mailto:mikeg299@xxxxxxxxxx)>
  - *Date:* Thu, 7 Sep 2006 09:51:38 -0700
- 

Crina,

Thank you kindly for your response.

I have followed your directions in regards to IP Settings:

**\*\*Note the SBS server is single NIC config without ISA running. Also, the DHCP server and DHCP client services are stopped and disabled on the server. Also disabled on the router, everything is static.**

Server Nic:

Fixed IP address -- check

subnet: 255.255.255.0

Gateway: router IP -- check

DNS: same as SBS NIC IP with public DNS as secondary -- removed public DNS

I added ISP DNS in dnsmgmt.msc consol like you suggested.

---

Workstation NIC's:

All are on Fixed Static IP's

subnet: 255.255.255.0

gateway: all workstations are pointed to firewall router

primary dns *\*was\** public ISP dns, now changed pointing to SBS server IP

**\*\*\*However, when I use SBS IP as DNS for the client computers, they can no longer get POP3 email\*\*\***

So as of now, DNS on all client computers is pointed to SBC public dns so clients can access POP3 email using outlook 2000 SR-1.

2. When the problem occurs, can you access the shared folder by using its UNC path \\sbserver\sharename?

--No, not until I log off the user and log him/her back on can I do this.

Re: DNS Issue

3. Where the mapped network drives does point to? The SBS 2003 server? If you try to click to open the mapped drive, can you open it?

--No, not until I log off the user and log him/her back on can I do this.

4. Does the situation occur on internal client PC and all client PCs?

--Only on two client PC's so far, both running XP.

5. Does the situation occur on all users?

--No

6. Is there any related error in event log?

--Not that I can specifically identify

7. Get ipconfig/all result from a good PC and problematic PC and SBS.

--All PC's have same IP config.

8. Check the properties of the NIC on the server and ensure the option "Allow the computer to turn off this device to save power" is unchecked, does this help?

--It \*was\* checked, I unchecked it yesterday morning and one specific client that always seems to have the problem with not being able to access a mapped drive or has a very long pause when saving a file to a mapped drive.

9. Does the mapped drive get disconnected after a regular interval of inactivity?

--This seemed to happen once a day on only one client, by which all I had to was log the user off and then back on, then the user could normally access the mapped drive without error.

I hope this helps you, please email me or respond back to this post if you need more information. I'm at a loss here. I have one specific client in particular where at times he can't access any of the mapped drives, or it

Re: DNS Issue

takes forever to save a file from an application to a mapped drive. And...I can use my SBS server's IP as DNS for any of the clients, as that action will not allow them to bring down mail from a pop3 account. Is there a way to add a dns forwarder to the gateway router in which we all use to access the internet?

Thanks in advance for all your help!

""Crina Li"" <v-crinal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:7If1BuY0GHA.4220@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:7If1BuY0GHA.4220@xxxxxxxxxxxxxxxxxxxxxx)

Hi Mike,

Thank you for posting in SBS newsgroup.

To narrow down the problem, would you please help me collect the following information?

1. Check the configuration on SBS server and client computer as following:

IP: Fixed IP address  
Gateway: your Hardware router IP  
DNS: SBS NIC IP as the only entry

In the DNS console (dnsmgmt.msc), right click your ServerName and click properties. In the Forwarders tab, your ISP DNS server IP should be inputted there.

On the client workstation, please make sure the configuration:

IP: Assigned by DHCP on SBS or your hardware router  
Gateway: hardware router  
DNS: SBS INTERNAL NIC IP as the only entry

You can also refer to the following KB article for detailed information:

309633 How to Configure a SBS for Full Time Internet Access with a Single Network Adapter  
<http://support.microsoft.com/default.aspx?scid=kb;EN-US:309633>

2. When the problem occurs, can you access the shared folder by using its UNC path \\sbserver\sharename?
3. Where the mapped network drives does point to? The SBS 2003 server? If you try to click to open the mapped drive, can you open it?
4. Does the situation occur on internal client PC and all client PCs?
5. Does the situation occur on all users?
6. Is there any related error in event log?
7. Get ipconfig/all result from a good PC and problematic PC and SBS.
8. Check the properties of the NIC on the server and ensure the option

Re: DNS Issue

"Allow the computer to turn off this device to save power" is unchecked, does this help?

9. Does the mapped drive get disconnected after a regular interval of inactivity?

297684 Mapped Drive Connection to Network Share May Be Lost  
<http://support.microsoft.com/?id=297684>

I appreciate your time to help me collect the above information and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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. 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.

=====  
This posting is provided "AS IS" with no warranties, and confers no rights.

-----  
| From: "Mike" <mikeg299@xxxxxxxx>  
| Subject: DNS Issue

Re: DNS Issue

| Date: Tue, 5 Sep 2006 17:10:52 -0700  
| Lines: 18  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2869  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2962  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <eb5prjU0GHA.2072@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: 252.190-62-69.ftth.swbr.surewest.net 69.62.190.252  
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:295475  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hello and thanks for reading my post,

| I'm running SBS 2000 \*Single\* NIC configuration with intent of  
| filesharing +  
| exchange...ISA is NOT installed. Please also note we are utilizing  
| exchange  
| plus each outlook client has an individual POP3 account setup as well for  
| external email.

| The problem: Some clients (Running xp Pro) complain about how long it  
| takes  
| to login after typing in username and password. So I went ahead and  
| changed  
| their dns pointing towards the SBS server. This fixed the problem,  
| however,  
| some users find that their mapped drives are sometimes disconnected or  
| very  
| slow to connect. The only fix I have found is to log the users off and  
| log  
| back on, which fixed until the next time. I don't know why this is, but  
| any  
| help would be much appreciated.

| thanks.