

Re: Still can't connect to RWW or OWA remotely

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg04202.html>

- *From:* "Leon Willard" <leonwill@xxxxxxxxxxxx>
 - *Date:* Tue, 26 Sep 2006 13:02:09 -0700
-

In trying what Merv suggested below, this is what I found. --Apparently, the "Windows Firewall cannot run because another program . . ." is a false message since I found that Windows Firewall services were disabled and the external NIC has only TCP/IP enabled.

After that I re-ran CEICW, this time eliminating VPN since it is unlikely to ever be used. I enabled the firewall, checking only email, and selecting only OWA, RWW, and Sharepoint Web services. I left the certificate originally created that points to the WAN IP address.

After that, I tried accessing RWW from my laptop connected to a router port, thus bypassing the DSL router. No luck, I couldn't connect. However, I could connect to RWW from several workstations from within the network.

Here's another peculiarity: During a setup problem with the Adaptec RAID controller, Adaptec requested that we connect to their website using the adaptec.com/remote command from our server. I didn't work at all. However, I could go to any workstation and connect to them just fine.

This is a very frustrating problem. In all other respects the SBS server and all internal functions work just fine. But from outside the network, no connection seems possible. It's as if the built-in firewall is working too good! -- Any further suggestions will be greatly appreciated. Thanks.

Leon

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:%235dgTh03GHA.1848@xxxxxxxxxxxxxxxxxxxxxxxx

– I checked the settings on the external NIC, and when I went to check bindings I got this error message: "Windows Firewall cannot run because another program or service is running that might use the network address translation component (Ipnat.sys)".

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This sounds like a Windows Firewall problem. SBS 2003 does not use Windows Firewall. In fact, it should have been removed during the normal Integrated install of SBS. Try this:

Start | Control Panel | Administrative Tools | RRAS | rt. click
<yourservername> (local) | Disable Routing and Remote Access

Start | Control Panel | Administrative Tools | Services... assure that
the Routing and Remote Access service is stopped.

Then re-run CEICW, enable the firewall, select the services you want,
enter your public WAN IP for the certificate and finish the rest of CEICW.

Now try again both checking the bindings on the external NIC (should only
have TCP/IP – not "Client for Microsoft Networks" or File and Printer
Sharing") and accessing RWW from your laptop attached directly to a port on
the router.

—
Merv Porter [SBS-MVP]
=====

"Leon Willard" <leonwill@xxxxxxxxxxxx> wrote in message
news:eBqrI%23z3GHA.4764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

OK, here's where I am on this problem -- I connected my laptop to the DSL
router port using the suggested setting and, no, I couldn't RWW in that
way
either. -- Before doing this, I reran CEICW and carefully checked all the
settings to
match the broadband connection, the two NIC firewall, the remote
connection
setup, and the certificate using the public IP.

Along the way I noticed several things that may be relevant:

- I have VPN checked, although users prefer RWW (if I ever get it to
work!).
- I checked the settings on the external NIC, and when I went to check
bindings I got this error message: "Windows Firewall cannot run because
another program or service is running that might use the network address
translation component (Ipnat.sys)".
- Only one workstation is a domain member, and it was joined manually
(its ipconfig /all is shown below). The other workstations are still
peer-to-peer, although they can access RWW and Exchange just fine. I had
expected to join the other workstations once SBS was completely set up.

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Workstation IPconfig /all

Microsoft Windows XP [Version 5.1.2600]

(C) Copyright 1985–2001 Microsoft Corp.

C:\Documents and Settings\Albert>cd\

C:\>ipconfig /all

Windows IP Configuration

Host Name : meridian-cadd5

Primary Dns Suffix : Meridian.local

Node Type : Hybrid

IP Routing Enabled. : No

WINS Proxy Enabled. : No

DNS Suffix Search List. : Meridian.local

Meridian.local

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . : Meridian.local

Description : Intel(R) PRO/100 VE Network
Connecti

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on

Physical Address. : 00-07-E9-D9-F3-54

Dhcp Enabled. : Yes

Autoconfiguration Enabled : Yes

IP Address. : 192.168.16.100

Subnet Mask : 255.255.255.0

Default Gateway : 192.168.16.2

DHCP Server : 192.168.16.2

DNS Servers : 192.168.16.2

Primary WINS Server : 192.168.16.2

Lease Obtained. : Friday, September 22, 2006

SBS2003 IPconfig /all

Microsoft Windows [Version 5.2.3790]

(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>cd\

C:\>ipconfig /all

Windows IP Configuration

Host Name : meridian-2003

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Primary Dns Suffix : Meridian.local

Node Type : Unknown

IP Routing Enabled. : Yes

WINS Proxy Enabled. : Yes

DNS Suffix Search List. : Meridian.local

Ethernet adapter Network Connection:

Connection-specific DNS Suffix . :

Description : Intel(R) PRO/100 VE Network
Connection

Physical Address. : 00-16-76-32-45-E5

DHCP Enabled. : No

IP Address. : 192.168.254.10

Subnet Mask : 255.255.255.0

Default Gateway : 192.168.254.254

DNS Servers : 192.168.16.2

NetBIOS over Tcpi. : Disabled

Ethernet adapter Server Local Area Connection:

Connection-specific DNS Suffix . :

Description : Intel(R) PRO/100+ Server Adapter
(PILA847

0B)

Physical Address. : 00-D0-B7-85-C7-5B

DHCP Enabled. : No

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IP Address : 192.168.16.2
Subnet Mask : 255.255.255.0
Default Gateway :
DNS Servers : 192.168.16.2
Primary WINS Server : 192.168.16.2

C:\>

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:uxNfmoc3GHA.3492@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Leon,

Could you please post an ipconfig /all for the SBS server and for a workstation?

When you ran CEICW, did you select "a direct broadband connection", enable the firewall, select the services, select the Web Services, enter your Public IP address for the web server certificate, then finish the rest of CEICW?

Also, try taking the router out of the equation...

Attach a laptop that's configured for a workgroup (not a domain) to a free port on the router. Give it a static IP address of 192.169.254.x, a Subnet Mask of 255.255.255.0, and a Default Gateway of 192.169.254.10 (the LAN IP address of the router). Then try to RWW into the

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SBS server. If you're successful, the router configuration is the problem. If not, you're SBS server config (or the external NIC) is having a problem.

Merv Porter [SBS-MWP]

=====
"Leon Willard" <leonwill@xxxxxxxxxxxx> wrote in message
news:Os4g8zb3GHA.5092@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

To update my problem from what is stated below: I followed the advice I received from several people on this newsgroup, and opened ports 443, 444, 4125, 1723 and 3389 in our Efficient 5861 DSL router, and AT&T verified port 25 was open.

But I still couldn't connect remotely using <https://publicIP/remote>. So

I called Efficient tech support to have them verify that the ports I specified were actually opened. Their tech told me he couldn't telnet into our router through our public IP to check. And he couldn't ping that IP either. He asked what method I used to forward the ports using telnet (it's <system addserver [private IP for server] tcp port number> which I took from their app note), and he said I was doing it correctly. After that I reran CEICW to verify all Web services were checked.

But I still could not connect remotely. So it would seem that I've got something configured wrong, or something not yet configured. Also, Adaptec wanted to connect to our SBS to update some drivers, but were not able to connect. They asked me to connect to their site remotely from our

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server,
and I wasn't able to do so. However, I was
able to connect to their
site
from a workstation on our network. So it
seems our SBS is still the
source of the connection problems. And
once again, I'll appreciate your
help on this. Thanks.

Leon

I recently completed an installation of
SBS2003 Standard without ISA
using
the two NIC configuration. At the front of
the external 'WAN' NIC is a
DSL
router set up with a static IP from our ISP.
This external NIC IP
address
is
192.169.254.10 Our ISP (SBC) also
provides us five additional static IP
addresses which we don't use. The internal
(LAN) NIC is using IP
192.168.16.2. We also have a website hosted
by SBC, but we don't use
it's
registered name or IP address for our
SBS2003 network configuration.
(except
as mentioned below for a certificate).

From inside the network, all users can access
RWW and Exchange just
fine.
And the rest of the network and email works
fine for all users also.
Our
problem is that we cannot connect to RWW
or OWA from the Internet. When
I
try to connect using <https://certificate/remote>
I always get the
"Cannot
find server or DNS Error" message.

I have run CEICW a bunch of times and

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haven't gotten any errors. I have assumed that the problem is the certificate I am generating. I have tried using server.registered website name, but it doesn't work. I have also used the DSL public side IP address/remote, and that doesn't work either. It's pretty clear that I don't know how to fix this problem, and any help will be greatly appreciated. Thanks.