

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/msg04255.html>

- *From:* "Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 26 Sep 2006 22:43:10 -0400
-

Does the "page cannot be displayed" error appear at the top of the page with the rest of the page blank? Or does it additionally show "cannot find server or dns" somewhere on the error page? I'm trying to determine if port 443 is being blocked.

Can you access OWA externally? (<https://<PublicIPAddress>/exchange>)

Merv Porter [SBS-MVP]

=====
"Leon Willard" <leonwill@xxxxxxxxxxxx> wrote in message
news:eN9ozyb4GHA.1196@xxxxxxxxxxxxxxxxxxxxxxxxxx

No, I don't have a 3rd party firewall, and it's a pretty plain vanilla WinXP Pro laptop. Connected to the network like the other workstations, I can get email and have Internet access the same as all the others.

As for error messages when I fail to access RWW with the laptop, I don't get any. All that happens is it times out and then says the 'Page cannot be displayed'. I don't find any errors or other strange messages in the SBS event viewer either.

Leon

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:u7ghu0a4GHA.2596@xxxxxxxxxxxxxxxxxxxxxxxxxx

Do you have any 3rd party Firewall software on the laptop?
What error(s) do you get on the laptop (and maybe in the event logs on the server) when you fail to access RWW with the laptop?

--
Merv Porter [SBS-MVP]

=====
"Leon Willard" <leonwill@xxxxxxxxxxxx> wrote in message

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

news:e9KXyaa4GHA.668@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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 out 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

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

"Merv Porter [SBS-MVP]"

<mwport@xxxxxxxxxxxxxxxxxxxx> 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)".

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
<yourservname> (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.

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Merv Porter [SBS-MVP]

=====

"Leon Willard" <leonwill@xxxxxxxxxxx>

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

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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.

Leon

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

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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

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

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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

Primary Dns Suffix
: Meridian.local

Node Type :
Unknown

IP Routing Enabled.
.: Yes

WINS Proxy Enabled.
.. : Yes

DNS Suffix Search List. . . .
.. : Meridian.local

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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

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0B)

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

DHCP Enabled.
: No

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@xxxxxxxxxxxxxxxxxxxxxxxx

Hi Leon,

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

When you
ran CEICW,

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

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

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192.169.254.10
(the
LAN IP
address of
the router).
Then try to
RWW into
the 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@xxxxxxxxxxx>
wrote in
message
news:Os4g8zb3GHA.5092@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

To
update
my
problem
from
what
is
stated
below:
I
followed
the
advice
I
received

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

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

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

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

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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
cofigured
wrong,
or
something
not
yet
configured.
Also,
Adaptec
wanted

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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
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

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

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

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

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

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

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

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

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
haven't
gotten
any
errors.

I
have
assumed
that
the
problem
is
the

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

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.

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