

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/msg04437.html>

- *From:* "Leon Willard" <leonwill@xxxxxxxxxxx>
 - *Date:* Wed, 27 Sep 2006 13:52:05 -0700
-

Merv, I get 'cannot find server or dns error' on both <https://<PublicIPAddress>/remote> and <https://<PublicIPAddress>/exchange>. Previously I had opened port 443 (and all the others you listed) in the Efficient DSL router. I used their command <system addserver 192.168.254.10 TCP [port number]> to open the ports. The only way I knew to test whether the port was still open, was to try opening it again. It then gives an error. Is there a way to test whether SBS sees these ports as open or not?

Leon

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:uKVHt6d4GHA.1200@xxxxxxxxxxxxxxxxxxxxxxxx>

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@xxxxxxxxxxx> wrote in message <news:eN9ozyb4GHA.1196@xxxxxxxxxxxxxxxxxxxxxxxx>

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

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

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

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
news:e9KXyaa4GHA.668@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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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@xxxxxxxxxxxxxxxxxxxx> wrote in message

news:%235dgTh03GHA.1848@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

– 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

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(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.

--

Merv Porter [SBS-MVP]

=====

"Leon Willard"
<leonwill@xxxxxxxxxxx>

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

wrote in message

news:eBqrI%23z3GHA.4764@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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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,

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

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

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

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)

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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

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

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

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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 Tcpiip.
.....:
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@xxxxxxxxxxxxxxxxxxxxxx>
wrote in

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

message

news:uxNfmoc3GHA.3492@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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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

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a
Default
Gateway
of
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"

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

<leonwill@xxxxxxxxxxx>

wrote

in

message

news:Os4g8zb3GHA.5092@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

To

update

my

problem

from

what

is

stated

below:

I

followed

the

advice

I

received

from

serveral

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

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

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

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

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

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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
server,
and
I
wasn't

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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

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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

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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

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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.

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

I
have
run
CEICW
a
bunch
of
times
and
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.

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

It's
pretty
clear
that
I
don't
know
how
to
fix
this
problem,
and
any
help
will
be
greatly
appreciated.
Thanks.