

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

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg00613.html>

- *From:* "Leon Willard" <leonwill@xxxxxxxxxxx>
 - *Date:* Fri, 29 Sep 2006 12:26:50 -0700
-

Yes, this same error pops up when I try to view bindings through the Advanced tab on both NICs. "Windows Firewall cannot run because another program or service is running that might use the network address translation component (Ipnat.sys)". I tried disabling one card, then the other, and checking each one, but the error was still there. Puzzling . . .

As for the suggestion by Neadom about IIS, how do I check that?

Leon

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:O04Djr74GHA.3592@xxxxxxxxxxxxxxxxxxxxxxxx

I can't see any problems with your ipconfgs. If you check the NIC bindings now, do you still get an (the same) error?

—
Merv Porter [SBS-MVP]
=====

"Leon Willard" <leonwill@xxxxxxxxxxx> wrote in message news:%235U30V34GHA.932@xxxxxxxxxxxxxxxxxxxxxxxx

No, I still cannot access RWW or Exchange using your suggested settings. So, it certainly appears to be something about the SBS configuration. Here are the postings of a domain joined workstation, and the SBS. I sure hope they help in fixing this frustrating problem. And thanks a lot for your help on this, Merv.

```
Windows WORKSTATION XP Pro – Domain Member
Windows IP Configuration
Host Name . . . . . : JOANNE01
Primary Dns Suffix . . . . . : Meridian.local
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : Meridian.local
```

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

Meridian.local Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . : Meridian.local
Description : CNet PRO200WL PCI Fast Ethernet Adapter
Physical Address. : 00-08-A1-1D-DA-06
Dhcp Enabled. : Yes
Autoconfiguration Enabled : Yes
IP Address. : 192.168.16.117
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. : Thursday, September 28, 2006 5:16:42 PM
Lease Expires : Friday, October 06, 2006 5:16:42 PM

Windows SMALL BUSINESS SERVER 2003 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

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 (PILA8470B)
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

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

"Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:%23xJw5jo4GHA.292@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Please post an IP ipconfig /all for the server and for the workstation that is joined to the SBS domain.

I'm concerned that you can't access RWW by attaching a non-domain laptop (IP address: 192.168.254.xxx, Subnet Mask: 255.255.255.0, Default Gateway: 192.168.254.254) directly to a port on the router and then trying to access RWW using the public IP address specified in the Web Server Certificate during CEICW. If you can't remote into the SBS server from a port on the router, the problem is with the SBS server setup (since the router doesn't come into play with this method of troubleshooting).

I'm also concerned that you get an error trying to check the NIC bindings on the SBS server.

--
Merv Porter [SBS-MVP]
=====

"Leon Willard" <leonwill@xxxxxxxxxxxx> wrote in message
news:OkvfUbn4GHA.1252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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

"Merv Porter [SBS-MVP]"

<mwport@xxxxxxxxxxxxxxxxxxxx> wrote
in message

news:uKVHt6d4GHA.1200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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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@xxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:u7ghu0a4GHA.2596@xxxxxxxxxxxxxxxxxxxx

Do
you
have
any
3rd
party
Firewall
software
on
the

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

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

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

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

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

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

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

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

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

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

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

working
too
good!
--
Any
further
suggestions
will
be
greatly
appreciated.
Thanks.

Leon

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

--
I
checked
the
settings
on
the
external
NIC,
and
when
I
went
to
check
bindings
I
got
this
error
message:
"Windows

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

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

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

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

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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

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

directly
to
a
port
on
the
router.

--
Merv
Porter
[SBS-MVP]

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

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

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

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

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

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

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

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

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

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

.
. .
. .
. .
. .

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

.
. .
. .
. .
. .
. .
:
:
meridian-cadd5

Primary
Dns
Suffix

.
. .
. .
. .
. .
:
:
Meridian.local

Node
Type

.
. .
. .
. .
. .
. .
. .
. .
:
:
Hybrid

IP
Routing
Enabled.

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. .
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. .
:
:
:

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

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

.
.
.
.

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

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

on

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

Dhcp
Enabled.
. .
. .
. .
. .
. .
. .
. .
:
:
Yes

Autoconfiguration
Enabled
. .
. .
. .
:

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

Yes

IP
Address.

.
. .
. .
. .
. .
. .
. .
. .
. .
. .
. .
:

192.168.16.100

Subnet
Mask

.
. .
. .
. .
. .
. .
. .
. .
. .
. .
. .
:

255.255.255.0

Default
Gateway

.
. .
. .
. .
. .
. .
. .
. .
. .
. .
:

192.168.16.2

DHCP
Server

.

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

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:
:
192.168.16.2

DNS
Servers

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. .
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:
:
192.168.16.2

Primary
WINS
Server

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. .
. .
. .
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. .
:
:
192.168.16.2

Lease
Obtained.

.
. .
. .
. .
. .
. .

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

.
:
:
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

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

.
. .
. .
. .
. .
. .
. .
. .
. .
. .
. .
meridian-2003

Primary
Dns
Suffix
. .
. .
. .
. .
. .
Meridian.local

Node
Type
. .
. .
. .
. .
. .
. .
. .
. .
Unknown

IP
Routing
Enabled.
. .
. .

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

.
. .
:
Yes

WINS
Proxy
Enabled.
. .
. .
. .
:
Yes

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

Ethernet
adapter
Network
Connection:

Connection-specific
DNS
Suffix
:
Description
. .
.

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

.
. .
. .
. .
. .
192.168.254.10

Subnet
Mask

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. .
. .
. .
. .
. .
. .
. .
. .
. .
. .
255.255.255.0

Default
Gateway

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. .
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. .
192.168.254.254

DNS
Servers

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. .

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

:
192.168.16.2

NetBIOS
over
Tcpip.

.
. .
. .
. .
. .
:

Disabled

Ethernet
adapter
Server
Local
Area
Connection:

Connection-specific
DNS
Suffix

.
:

Description

.
. .
. .
. .
. .
. .
. .
. .
. .
:

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

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

0B)

Physical
Address.

.
. .
. .
. .
. .
. .
:

00-D0-B7-85-C7-5B

DHCP
Enabled.

.
. .
. .
. .
. .
. .
. .
:

No

IP
Address.

.
. .
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:

192.168.16.2

Subnet
Mask

.
.

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

.
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. .
255.255.255.0

Default
Gateway

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DNS
Servers

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192.168.16.2

Primary
WINS
Server

.
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. .
. .

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:
192.168.16.2

C:\>

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

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",

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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

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

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
SBS
server.
If
you're
successful,
the
router
configuration
is
the
problem.
If
not,
you're
SBS

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

server
config
(or
the
external
NIC)
is
having
a
problem.

--
Merv
Porter
[SBS-MWP]

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

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,

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

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/remo>
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

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

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

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

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
to
connect
to
our
SBS
to
update
some
drivers,
but
were
not

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

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
seems
our
SBS
is
still
the
source
of
the
connection
problems.
And

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

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

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

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

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

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

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

I
try
to
connect
using
<https://certificate/ren>

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
certificate

I
am
generating.

I
have
tried
using
server.registered
website
name,
but

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

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.

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