

RE: Remote Web Workplace

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg04859.html>

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 - *Date:* Wed, 25 Oct 2006 07:37:34 GMT
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Hi Vickie,

Thanks for posting here.

According to your description, I understand that the RWW does not work, and you get "Server Application Unavailable" error message. If I am off base, please feel free to let me know.

In order to narrow down the problem, please help to gather the following information.

I. Can you properly access OWA, OMA, Companyweb from internal or external network?

II. The RWW web page is a virtual directory off of the Default Web Site. As a result, the Default Web Site must be running in order for the RWW site to be accessible.

1. Make sure the Default Web Site is started and can be accessed. If you cannot access the Default Web Site in a web browser, troubleshoot that first.

Some basic things to check for if you cannot access the Default Web Site:

- A. Make sure the IIS Admin Service and World Wide Web Publishing Service are started.
- B. Make sure the Default Web Site is started in the IIS MMC.
- C. Make sure the Default Web Site is listening on TCP ports 80 and 443 and the internal IP address of the SBS 2003 server.
- D. Check the event logs in Event Viewer. Search the KB for any errors you find in Event Viewer.
- E. Run the CEICW. Do not select any of the 'Do Not Change' options so that any settings will be configured.
- F. Enable IIS Logging (enabled by default) and check the IIS Logs. Search the KB for any errors you find in the log file.

2. Make sure there is a virtual directory named 'remote' underneath the Default Web Site in the IIS MMC. Also check for the presence of the

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C:\inetpub\remote folder. If they are not present, it may not be installed.
Re-install the Server Tools component using the SBS setup program.

3. Make sure your request is being redirected from http to https. You can identify this if the URL has changed from http to https. The SBSFLT ISAPI filter is responsible for redirecting http requests to https for certain websites, including RWW, in SBS 2003. If this is not occurring, the SBSFLT ISAPI filter may be down or not present.

A. In the properties of the Default Web Site, click the ISAPI Filters tab. The SBSFLT ISAPI filter should be listed at the top of the list with a green arrow pointing up for the Status.

SBSFLT not present: Try accessing the RWW using https instead of http in the URL. For instance, <https://www.contoso.com/remote>. If this works, users can use https in the URL to access the RWW website. If they wish to use http, then you must click Add to add the SBSFLT ISAPI filter to the list. The default location for the executable is C:\inetpub\sbsflt\sbsflt.dll.

SBSFLT Status shows a red arrow pointing down: Remove and re-add the SBSFLT ISAPI filter to the Default Web Site. The default location for the executable is C:\inetpub\sbsflt\sbsflt.dll. Also, check the Application and System event logs for errors or warnings.

SBSFLT is not at the top of the list: Select SBSFLT and click the Move up button to move it to the top of the list.

Please let me know the result above so that I can provide the further assistance on this issue.

Have a nice day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD were updated on February 14, 2006.? Please complete a re-registration process by entering the secure code mmpng06 when prompted. Once you have entered the secure code mmpng06, you will be able to update your profile and access the partner newsgroups.

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When responding to posts, please "Reply to Group" via your newsreader so that others may

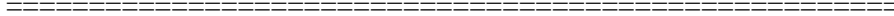
learn and benefit from this issue.

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