

Re: VPN Error 733, Event Log Error 20050 with SBS 2003 – revisited

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg03821.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Wed, 22 Nov 2006 10:53:12 GMT
-

Hello Nick,

Thank you for your update.

Based research on your condition, I suggest you repair the whole RRAS by tool "rarepair.exe". And you can get this tool only from CSS support of Microsoft.

Please call CSS for further investigation on this issue. Thank you for your cooperation.

I hope the information above is helpful.

If there is anything else I can do for you, feel free to let me know.

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

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=====
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provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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| From: "Nick Marks" <younerpants@xxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Re: VPN Error 733, Event Log Error 20050 with SBS 2003 –
revisited
| Date: 21 Nov 2006 06:52:29 -0800
| Organization: <http://groups.google.com>
| Lines: 379
| Message-ID: <1164120749.426686.95560@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <1163445444.478986.221970@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<1163508492.718432.26540@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<JfpfORKCHHA.4752@xxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 82.69.90.169
| Mime-Version: 1.0
| Content-Type: text/plain; charset="us-ascii"
| X-Trace: posting.google.com 1164120755 27409 127.0.0.1 (21 Nov 2006
14:52:35 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxx
| NNTP-Posting-Date: Tue, 21 Nov 2006 14:52:35 +0000 (UTC)
| In-Reply-To: <JfpfORKCHHA.4752@xxxxxxxxxxxxxxxxxxxxxxxx>
| User-Agent: G2/1.0
| X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB;
rv:1.8.1) Gecko/20061010 Firefox/2.0,gzip(gfe),gzip(gfe)
| Complaints-To: groups-abuse@xxxxxxxx
| Injection-Info: h48g2000cwc.googlegroups.com; posting-host=82.69.90.169;
posting-account=Jes22Q0AAADCZV54HrfD8r8jCYpHsmSi
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!TK2MSFTFEE
DS02.phx.gbl!newsfeed00.sul.t-online.de!t-online.de!border2.nntp.dca.giganew
s.com!border1.nntp.dca.giganews.com!nntp.giganews.com!postnews.google.com!h4
8g2000cwc.googlegroups.com!not-for-mail
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:314281
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Hi Terence,
|
| Thanks for getting back to me. Fortunatly, I've put the remote workers
| on a Cisco VPN in the meantime, so the urgency of the situation has
| calmed down a bit

| As per your instruction, I can confirm that I'm unable to connect to
| the VPN from within the LAN with anti-virus (AVG email server edition)
| disabled or enabled. Also, the firewall is set to allow the relevant
| ports and protocols through to the servers internal IP address.

| So, I have reset the IP stack using netsh int ip reset and re-entered
| the necessary IP information, re-ran CEICW and RRAS wizards... still no
| cigar.

| It seems that I need to look at repairing the whole of RRAS. I look
| forward to your next instruction.

| Thanks again!

| Regards,

| Nick Marks

| Terence Liu [MSFT] wrote:

| > Hello Nick,

| >

| > Thank you for your update.

| >

| > Based on my deep research on your instance, I suggest that we can try
| the

| > follow steps:

| >

| > First, we need to ensure the RRAS is running in a clean environment,
| make

| > sure there is no 3rd-party application affects RRAS. So, I suggest you
| that

| > disable or uninstall any antivirus software on the RRAS Server.

| >

| > Second, please try to establish a VPN connection to the IP address of
| the

| > SBS Server from the LAN client directly by following this KB:

| >

| > How to configure a VPN connection to your corporate network in Windows
| XP

| > Professional

| > <http://support.microsoft.com/?id=305550>

| >

| > Will the VPN work internally?

| >

| > If it works, that means there is no problem in RRAS server. So we'd
| better

| > check if there are some firewall between remote VPN client and RRAS

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server.

|> If it not works:

|>

|> Third, I suggest you use netsh int ip reset command to reset the TCP/IP

|> stack follow this KB:

|>

|> Warning: The netsh int ip reset command will reset all IP information,

|> default gateway information, and DNS server information. Before you

restart

|> the computer after you run this command, you must configure your TCP/IP

|> settings. Otherwise, you may not be able to connect to the computer

|> remotely.

|>

|> Note: I suggest you to backup the server first in order to avoid server

|> crash.

|>

|> How to reset "Internet Protocol (TCP/IP)" in Windows Server 2003

|> <http://support.microsoft.com/kb/317518/en-us>

|>

|> After resetting the TCP/IP stack, we need to restart SBS server and

rerun

|> the CEICW Wizard and the remote access wizard.

|>

|> If it still doesn't work after steps above, we may need to repair the

whole

|> RRAS component and last. I'll give you the tool to do this step next

time.

|>

|> Hope these steps will give you some help.

|>

|> Thanks and have a nice day!

|>

|> Best regards,

|>

|> Terence Liu(MSFT)

|>

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|>

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|>

|> =====

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the

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|> any updates in your thread. When responding to posts via your newsreader,
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|> different incidents in different threads to keep the thread clean. In
doing
|> so, it will ensure your issues are resolved in a timely manner.
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|> For urgent issues, you may want to contact Microsoft CSS directly.
Please
|> check <http://support.microsoft.com> for regional support phone numbers.
|>
|> Any input or comments in this thread are highly appreciated.

|> =====
|>
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rights.

|>
|> -----
|> | From: "Nick Marks" <youngerpants@xxxxxxxx>
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | Subject: Re: VPN Error 733, Event Log Error 20050 with SBS 2003 –
|> | revisited
|> | Date: 14 Nov 2006 04:48:12 -0800
|> | Organization: <http://groups.google.com>
|> | Lines: 207
|> | Message-ID: <1163508492.718432.26540@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | References: <1163445444.478986.221970@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | <oo8Yex9BHHA.4020@xxxxxxxxxxxxxxxxxxxx>
|> | NNTP-Posting-Host: 82.69.90.169
|> | Mime-Version: 1.0
|> | Content-Type: text/plain; charset="us-ascii"
|> | X-Trace: posting.google.com 1163508498 29446 127.0.0.1 (14 Nov 2006
|> | 12:48:18 GMT)
|> | X-Complaints-To: groups-abuse@xxxxxxxx
|> | NNTP-Posting-Date: Tue, 14 Nov 2006 12:48:18 +0000 (UTC)
|> | In-Reply-To: <oo8Yex9BHHA.4020@xxxxxxxxxxxxxxxxxxxx>
|> | User-Agent: G2/1.0
|> | X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB;
|> | rv:1.8.1) Gecko/20061010 Firefox/2.0,gzip(gfe),gzip(gfe)
|> | Complaints-To: groups-abuse@xxxxxxxx
|> | Injection-Info: i42g2000cwa.googlegroups.com;
posting-host=82.69.90.169;
|> | posting-account=Jes22Q0AAADCZV54HrfD8r8jCYpHsmSi
|> | Path:
|>

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TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEED
|>
S02.phx.gbl!news-out.cwix.com!newsfeed.cwix.com!newscon06.news.prodigy.net!p
|>
rodigy.net!border1.nntp.dca.giganews.com!nntp.giganews.com!postnews.google.c
|> om!i42g2000cwa.googlegroups.com!not-for-mail
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:312510
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Hi Terence,
|> |
|> | Thank you for getting back to me; a few more avenues to try...
|> |
|> | I have tried disabling RRAS and re-running through the internet &
|> | remote access wizards as per your instructions, but this didn't
|> | resolve the issue.
|> |
|> | However, the RRAS servers network card is not configured as a DHCP
|> | client; it has a static IP address. Likewise, the VPN clients are set
|> | up to get their addresses from a pool of ip addresses (outside of the
|> | DHCP servers range). Likewise, this is the only DHCP server on the
|> | network.
|> |
|> | To confirm
|> |
|> | Server IP address is 192.168.10.10
|> | Router IP address is 192.168.10.1
|> | VPN Pool addresses are 192.168.10.40-49
|> | DHCP Pool is 192.168.10.50-254
|> |
|> | ISA server is not installed on this server however, it is running SBS
|> | 2003 standard edition.
|> |
|> | If there is any more information you need, please let me know.
|> |
|> | Thanks for your assistance
|> |
|> | Nick
|> |
|> | Terence Liu [MSFT] wrote:
|> |> Hello Nick,
|> |>
|> |> Thank you for posting here.
|> |>
|> |> First please open Routing and Remote Access console. Right-click the
|> |> Server
|> |> Name and choose 'Disable Routing and Remote Access' option. This
|> |> option
|> |> will remove all current RRAS configurations and stop the service.
|> |>
|> |> Second, please rerun the CEICW via follow page:

|> |>
|> |> 825763 How to configure Internet access in Windows Small Business Server
Server
|> |> 2003
|> |> <http://support.microsoft.com/?id=825763>
|> |>
|> |> Third, open Server Management console and navigate to 'Internet and
|> E-mail'
|> |> snap-in. Click 'Configure Remote Access' to enable the VPN service.
Will
|> |> the problem be resolved?
|> |>
|> |> If the issue persists, I'd like to give you some other steps to try:
|> |>
|> |> The problem might occur if all the following conditions are true:
|> |>
|> |> 1. The RRAS Server's network card is configured as a DHCP client.
|> |>
|> |> 2. The RRAS Service is configured to obtain addresses from DHCP for
VPN
|> and
|> |> dial up clients.
|> |>
|> |> 3. There is a reservation on the DHCP Server running on a third
party
|> |> device with a reservation for the RRAS Server.
|> |>
|> |> RESOLUTION:
|> |> =====
|> |> Remove the reservation on the third party device for the RRAS
Server.
|> |>
|> |> If the Routing and Remote Access Server had a static IP address for
its
|> LAN
|> |> adapter. However, the DHCP scope for the LAN included the server's
IP
|> |> address, and there was no exclusion range configured. The DHCP
server
|> then
|> |> assigned the RRAS server's LAN IP address to one of the VPN ports.
|> |> Therefore, the server had duplicate IP addresses for its LAN and PPP
|> |> adapters, and this caused VPN connections to fail. It also caused
other
|> |> networking services and programs on the server to fail. For
example, the
|> |> server was not able to browse the Web after a VPN failure and did
not
|> |> respond to DNS queries.
|> |>
|> |> The following steps resolved the problem:

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|> |>
|> |> 1. Added an exclusion range in the DHCP scope to exclude the server's
|> LAN
|> |> IP address from the addresses assigned to DHCP clients
|> |>
|> |> 2. Removed the DHCP address leases for the VPN ports
|> |>
|> |> 3. Restarted the Routing and Remote Access service
|> |>
|> |> If VPN client has install IPX/SPX protocols, please remove IPX/SPX from
|> the
|> |> RAS client, and remote mappings from the client machine.
|> |>
|> |> If the issue persists, please kindly help me collect some information
|> for
|> |> further investigation:
|> |>
|> |> Is ISA installed on this SBS server? Which version ISA is?
|> |>
|> |> Hope these steps will give you some help.
|> |>
|> |> Thanks and have a nice day!
|> |>
|> |> Best regards,
|> |>
|> |> Terence Liu(MSFT)
|> |>
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|> |>
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|> |>
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|> newsreader,
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|> |> -----
|> |> | From: "Nick Marks" <youngerpants@xxxxxxxx>
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> | Subject: VPN Error 733, Event Log Error 20050 with SBS 2003 –
|> revisited
|> |> | Date: 13 Nov 2006 11:17:24 -0800
|> |> | Organization: <http://groups.google.com>
|> |> | Lines: 43
|> |> | Message-ID:
<1163445444.478986.221970@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | NNTP-Posting-Host: 82.69.90.169
|> |> | Mime-Version: 1.0
|> |> | Content-Type: text/plain; charset="iso-8859-1"
|> |> | X-Trace: posting.google.com 1163445450 2719 127.0.0.1 (13 Nov 2006
|> |> 19:17:30 GMT)
|> |> | X-Complaints-To: groups-abuse@xxxxxxxx
|> |> | NNTP-Posting-Date: Mon, 13 Nov 2006 19:17:30 +0000 (UTC)
|> |> | User-Agent: G2/1.0
|> |> | X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB;
|> |> rv:1.8.1) Gecko/20061010 Firefox/2.0,gzip(gfe),gzip(gfe)
|> |> | Complaints-To: groups-abuse@xxxxxxxx
|> |> | Injection-Info: b28g2000cwb.googlegroups.com;
|> posting-host=82.69.90.169;
|> |> | posting-account=Jes22Q0AAADCZV54HrfD8r8jCYpHsmSi
|> |> | Path:
|> |>
|>

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TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed00
|> |>
|>
..sul.t-online.de!t-online.de!border2.nntp.dca.giganews.com!border1.nntp.dca.
|> |>
|>
giganews.com!nntp.giganews.com!postnews.google.com!b28g2000cwb.googlegroups.
|> |> com!not-for-mail
|> |> | Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:312316
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | Hi,
|> |> |
|> |> | Unfortunately my previous thread has been buried since it was
posted...
|> |> | 24 hours ago, so if I could draw your large and knowledgeable
brains
|> |> | over here
>	>
>	>
>	>
>	
http://groups.google.co.uk/group/microsoft.public.windows.server.sbs/browse_thread/thread/fd00d89a03d5d6b2/55baccf863bcf4b8?lnk=gst&q=20050&rnum=2&hl=en	
>	>
>	
thread/thread/fd00d89a03d5d6b2/55baccf863bcf4b8?lnk=gst&q=20050&rnum=2&hl=en	
>	> #55baccf863bcf4b8
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660R-61C	
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completed. You	
>	>
problem	
>	>
clients... the

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|> |> | problem is almost certainly with the server
|> |> |
|> |> | I have re-run through setting up Routing and Remote Access, and
have
|> |> | assigned a pool of addresses for VPN connections outside of the
|> servers
|> |> | DHCP range as per the advice on www.chicagotech.net but this does
not
|> |> | seem to have fixed the problem. Likewise I have enabled all
|> |> |
|> |> | In my event log I get Remote Access Error 20050, the user
connected to
|> |> | the porthas been disconnected because no network protocols were
|> |> | sucessfully negotiated.
|> |> |
|> |> | When testing using the PPTPSVR/CLNT tools on the installation CD
the
|> |> | server sucessfully received the test message, but the client
didn't
|> get
|> |> | any message back.
|> |> |
|> |> | The RRAS logs are also available on the old thread.
|> |> |
|> |> | Thanks for your help!
|> |> |
|> |> | Nick
|> |> |
|> |> |
|> |
|> |
|
|