

Re: Messenger

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg01282.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Thu, 07 Dec 2006 11:23:14 GMT
-

Hello Jim,

Thank you for your update.

I'm agreeing with you that we can gradually upgrade the patches and test each time via the following order:

- 1) All patches except IE7 and Live Messenger
- 2) IE7
- 3) Windows Live Messenger

Then we will find out which update cause the stop.

To clean the cache in ISA 2004, we can try the following steps:

1. On the ISA Server computer, stop the Microsoft Firewall service. To do so:

1). Click Start, click Run, type services.msc in the Open box, and then click OK.

2). Right-click Microsoft Firewall, and then click Stop.

2. Start Windows Explorer.

3. Locate the Urlcache folder.

4. In the Urlcache folder, locate the file that has the .cdat file name extension.

5. Right-click the .cdat file, and then click Delete.

6. When you are prompted to confirm the removal of the .cdat file, click Yes.

If you are prompted to delete the .cdat file because it is too big for the recycle bin, click Yes.

7. Restart the Microsoft Firewall service.

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More information:

How to delete the Web cache in Internet Security and Acceleration Server 2004

<http://support.microsoft.com/default.aspx?scid=kb:en-us:838248>

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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Microsoft engineers can only focus on one issue per thread. Although we 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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| Thread-Topic: Messenger
| thread-index: AccZeGBL7J4zQoQ/Tcy02+8DNYNCmQ==
| X-WBNR-Posting-Host: 80.1.224.15
| From: =?Utf-8?B?SmltIFByZW5kZXJnYXN0?=<JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <D4FD9C19-3607-4A34-9785-FE0FFECB5DDC@xxxxxxxxxxxx>

Re: Messenger

Re: Messenger

<esizVpuBHHA.3924@xxxxxxxxxxxxxxxxxxxxxx>
<BA456751-A6BD-41E3-8A2E-9990958F6097@xxxxxxxxxxxxxxxx>
<mwuiHvgEHHA.1984@xxxxxxxxxxxxxxxxxxxxxx>
<0A4B9ACB-F516-4221-A679-5BB757E4149E@xxxxxxxxxxxx>
<CMMG4LoEHHA.4372@xxxxxxxxxxxxxxxxxxxxxx>
<133F47E4-EA02-4916-A101-F344B7162F91@xxxxxxxxxxxx>
<1UuHrb4FHHA.1652@xxxxxxxxxxxxxxxxxxxxxx>
<FBAB1992-1BC8-4465-BBD4-D8AD67EF2456@xxxxxxxxxxxx>
<QKA2aOSGHHA.2080@xxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Messenger
| Date: Wed, 6 Dec 2006 12:52:00 -0800
| Lines: 337
| Message-ID: <5387E251-1009-45B2-9205-2247FCB125D7@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:2245
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Hi
|
| Have reinstall and client machine;
| XP, Office and all the standard SBS client software, Active sync etc.
| Installed the Firewall client.
|
| AND NOW Messenger 7.5 works
|
| I have at this stage not done any patches or upgrades.
|
| So I have not downloaded IE7 or Messenger Live.
|
| The only application that seems to have stopped on this machine is the
| "Connect to SBS" which I have not looked into.
|
| So I do not think its the server??
|
| Should I gaudually upgrade the patches and test each time??
| IE:
| 1/ all patches except IE7 and Live Messenger
| 2/ IE7
| 3/ Live Messenger
|

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| This way I will find out on this machine what is causing the stop??

| Last think, all websites work except the web newsgroup, which gives me a
| "error on page" and does not allow me to login, I think this is a cache
error

| on the SBS how do I clean this cache

| Thanks

| Jim

| "Terence Liu [MSFT]" wrote:

| > Hello Jim,

| >

| > Thank you for kind update.

| >

| > First, ensure the Windows Live Messenger does not have proxy settings
and

| > ensure the firewall client works fine.

| >

| > Then, please try to uninstall Internet Explorer Enhanced Security on
your

| > SBS server and then rerun the CEICW wizard:

| >

| > a. Open Control Panel on your SBS, went to Add/Remove
Programs->Add/Remove

| > Windows Components

| >

| > b. Uninstall Internet Explorer Enhanced Security by unchecking the same.

| >

| > c. Restarted IE 7.

| >

| > d. Go through the follow KB and Rerun CEICW again carefully.

| >

| > How to configure Internet access in Windows Small Business Server 2003

| > <http://support.microsoft.com/kb/825763/en-us>

| >

| > e. Test this issue.

| >

| > If the issue persists, please kindly help me collect ISA log and ISA
Info

| > for further investigation. You can find detail steps in my previous
reply.

| >

| > Hope these steps will give you some help.

| >

| > Thanks and have a nice day!

| >

Re: Messenger

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|> Best regards,
|>
|> Terence Liu(MSFT)
|>
|> Microsoft CSS Online Newsgroup Support
|>
|> Get Secure! – www.microsoft.com/security
|>
|> =====
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|> so, it will ensure your issues are resolved in a timely manner.
|>
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|>
|> Any input or comments in this thread are highly appreciated.
|> =====
|>
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|>
|> -----
|> | Thread-Topic: Messenger
|> | thread-index: AccYIIdhgdswoUlKSi6zc5jvvUfwAQ==
|> | X-WBNR-Posting-Host: 212.106.106.27
|> | From: =?Utf-8?B?SmltIFByZW5kZXJnYXN0?=
|> | <JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | References: <D4FD9C19-3607-4A34-9785-FE0FFECB5DDC@xxxxxxxxxxxx>
|> | <esizVpuBHHA.3924@xxxxxxxxxxxxxxxxxxxx>
|> | <BA456751-A6BD-41E3-8A2E-9990958F6097@xxxxxxxxxxxx>

Re: Messenger

|> <mwuiHvgEHHA.1984@xxxxxxxxxxxxxxxxxxxxxx>
|> <0A4B9ACB-F516-4221-A679-5BB757E4149E@xxxxxxxxxxxx>
|> <CMMG4LoEHHA.4372@xxxxxxxxxxxxxxxxxxxxxx>
|> <133F47E4-EA02-4916-A101-F344B7162F91@xxxxxxxxxxxx>
|> <1UuHrb4FHHA.1652@xxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: Re: Messenger
|> | Date: Tue, 5 Dec 2006 09:41:00 -0800
|> | Lines: 313
|> | Message-ID: <FBAB1992-1BC8-4465-BBD4-D8AD67EF2456@xxxxxxxxxxxx>
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | charset="Utf-8"
|> | Content-Transfer-Encoding: 7bit
|> | X-Newsreader: Microsoft CDO for Windows 2000
|> | Content-Class: urn:content-classes:message
|> | Importance: normal
|> | Priority: normal
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | Path: TK2MSFTNGHUB02.phx.gbl
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:1902
|> | NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> |
|> | Hi
|> |
|> | I am sorry, but I cannot find Internet Explorer Enhanced Security
in
|> | the
|> | add/remove programs on my XP machine.
|> |
|> | It is there on the server.
|> |
|> | Is there somewhere else to adjust this setting
|> |
|> | Thanks
|> |
|> | "Terence Liu [MSFT]" wrote:
|> |
|> |> Hello Jim,
|> |>
|> |> Thank you for kind update.
|> |>
|> |> First, ensure the Windows Live Messenger does not have proxy
settings
|> | and
|> |> ensure the firewall client works fine.
|> |>
|> |> This seems to be an issue with IE7's Enhanced Security Settings, I
|> | suggest
|> |> we try the following steps to see if we can resolve this issue:

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|> |>
|> |> a. Open Control Panel on your XP, went to Add/Remove
|> Programs->Add/Remove
|> |> Windows Components
|> |>
|> |> b. Uninstall Internet Explorer Enhanced Security by unchecking the
same.
|> |>
|> |> c. Restarted IE 7.
|> |>
|> |> d. Test this issue.
|> |>
|> |> Then, please try to disable the XP firewall and test this issue.
|> |>
|> |> If the issue persists, please kindly help me collect some
information
|> for
|> |> further investigation:
|> |>
|> |> 1. Please help to gather the ISA Info:
|> |>
|> |> 1) Download the file from the following URL:
|> |>
|> |> <http://www.isatools.org/tools/isainfo.zip>
|> |>
|> |> 2) Extract all files to a folder on ISA server.
|> |>
|> |> 3) Double click Isainfo.js. This will generate 2 files
|> |> ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml
in
|> the
|> |> current folder.
|> |>
|> |> 4) Please send these files to me at v-terliu@xxxxxxxxxxxxxx
|> |>
|> |> 2. Please follow the link and download and run the Microsoft
Internet
|> |> Security and Acceleration (ISA) Server 2004 Best Practices Analyzer
|> Tool
|> |> and then send me the results
|> |>
|> |>
|>
<http://www.microsoft.com/downloads/details.aspx?FamilyId=D22EC2B9-4CD3-4BB6-91EC-0829E5F84063&displaylang=en>
|> |>
|> |> 3. Please also help to gather the ISA logs:
|> |>
|> |> 1) Schedule a down time.
|> |>
|> |> 2) Open ISA 2004 management console.

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|> |>
|> |> 3) Expand the server node and highlight 'Monitoring'.
|> |>
|> |> 4) In the right pane, switch to the 'Logging' tab, make sure the
Task
|> |> Pane' is showed there.
|> |>
|> |> 5) In the 'Task Pane', click 'Configure Firewall Logging' under
|> 'Logging
|> |> Tasks', and then switch the 'log storage format' from 'MSDE
database'
|> |> (default) to 'File'.
|> |>
|> |> 6) Switch to the 'Fields' tab, click 'Select All', and then click
OK.
|> |>
|> |> 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under
|> 'Logging
|> |> Tasks', and then switch the 'log storage format' from 'MSDE
database'
|> |> (default) to 'File'.
|> |>
|> |> 8) Switch to the 'Fields' tab, click 'Select All', and then click
OK.
|> |>
|> |> 9) Click 'Apply' to save changes and update the configuration.
|> |>
|> |> 10) Temporarily disable the Firewall service. To do that, please
click
|> |> Monitoring | Services tab, and then right click 'Microsoft
Firewall' to
|> |> choose 'Stop'.
|> |>
|> |> 11) Clear the current existing W3C logs. To do that, go to the log
|> saving
|> |> directory and clean any existing .W3C logs. By default, the logs
will
|> be
|> |> saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF
may
|> not
|> |> be able to deleted, that's normal.) You may backup them first and
|> then
|> |> delete them.
|> |>
|> |> 12) Go back to the ISA 2004 management console, and then Start the
|> stopped
|> |> 'Microsoft Firewall' service.
|> |>
|> |> 13) Reproduce the problem, stop the service, and then gather the
|> resulting

Re: Messenger

|> |> W3C files to me for analysis.

|> |>

|> |> 14) Please also let me know the IP address of the testing clients
so

|> that I

|> |> can filter the data.

|> |>

|> |> Best regards,

|> |>

|> |> Terence Liu(MSFT)

|> |>

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|> |> -----
|> |> | Thread-Topic: Messenger
|> |> | thread-index: AccW5okyPTIJPrwgSo6IQIclrE31JQ==
|> |> | X-WBNR-Posting-Host: 207.46.199.61
|> |> | From: =?Utf-8?B?SmltIFByZW5kZXJnYXN0?=
|> |> | <JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | References: <D4FD9C19-3607-4A34-9785-FE0FFECB5DDC@xxxxxxxxxxxxxxxx>
|> |> | <esizVpuBHHA.3924@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | <BA456751-A6BD-41E3-8A2E-9990958F6097@xxxxxxxxxxxx>
|> |> | <mwuiHvgEHHA.1984@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | <0A4B9ACB-F516-4221-A679-5BB757E4149E@xxxxxxxxxxxx>
|> |> | <CMMG4LoEHHA.4372@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Subject: Re: Messenger
|> |> | Date: Sun, 3 Dec 2006 06:23:00 -0800
|> |> | Lines: 334
|> |> | Message-ID: <133F47E4-EA02-4916-A101-F344B7162F91@xxxxxxxxxxxx>
|> |> | MIME-Version: 1.0
|> |> | Content-Type: text/plain;
|> |> | charset="Utf-8"
|> |> | Content-Transfer-Encoding: 7bit
|> |> | X-Newsreader: Microsoft CDO for Windows 2000
|> |> | Content-Class: urn:content-classes:message
|> |> | Importance: normal
|> |> | Priority: normal
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
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|> |> | Path: TK2MSFTNGHUB02.phx.gbl
|> |> | Xref: TK2MSFTNGHUB02.phx.gbl
microsoft.public.windows.server.sbs:1551
|> |> | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | Hi
|> |> | Sorry to say, but having got it all working.
|> |> |
|> |> | I have just updated all the patches on the system.
|> |> |
|> |> | Which included:
|> |> | IE 7
|> |> | Windows Live Messenger
|> |> |
|> |> | And again messenger has stopped connecting???