

RE: Strange VPN Porblem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03277.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 19 Dec 2006 11:41:49 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that one laptop can not access share folder via VPN connection. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Please disable the XP firewall, and ensure there is no connection limit between laptop and SBS server.
2. Please disable the ISA firewall client (if install) on this laptop, then test this issue.
3. Please manually create a VPN connection via the following KB and then test this issue.

How to configure a connection to a virtual private network (VPN) in Windows XP

<http://support.microsoft.com/?id=314076>

4. Try to access share folder via IP address (i.e. \\192.168.1.55\sharefolder)

If the issue persists, please kindly help me collect some information for further investigation:

1. Can the problematic laptop access share folder in your SBS LAN without VPN connection?
2. Please capture a screenshot on the error and send the picture to me at v-terliu@xxxxxxxxxxxxxxxxxx
3. Can the problematic laptop access share folder on SBS server via VPN connection?

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4. Try to use a local account to logon this laptop then access share folder via VPN connection, is it work?

5. Save the application event log and system event log as evt files on the problematic machines and send to my mailbox: v-terliu@xxxxxxxxxxxxxx

6. 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

7. 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>

8. Please also help to gather the ISA logs:

1) Schedule a down time.

2) Open ISA 2004 management console.

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.

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- 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 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.

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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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

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.

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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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| From: john.webb@xxxxxxxxxxxxxxxxx
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Strange VPN Porblem
| Date: 18 Dec 2006 06:31:14 -0800
| Organization: <http://groups.google.com>
| Lines: 31
| Message-ID: <1166452274.753586.194990@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 212.135.221.130
| Mime-Version: 1.0
| Content-Type: text/plain; charset="iso-8859-1"
| X-Trace: posting.google.com 1166452280 17298 127.0.0.1 (18 Dec 2006
14:31:20 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxxx
| NNTP-Posting-Date: Mon, 18 Dec 2006 14:31:20 +0000 (UTC)
| User-Agent: G2/1.0
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1;
NET CLR 1.1.4322; .NET CLR 2.0.50727),gzip(gfe),gzip(gfe)
| X-HTTP-Via: 1.0 ECNEL
| Complaints-To: groups-abuse@xxxxxxxxxxx
| Injection-Info: j72g2000cwa.googlegroups.com;
posting-host=212.135.221.130;
| posting-account=FdXs_AwAAADto9Zsf7teB8JXMPkJkqfx
| Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!news-out.
cwix.com!newsfeed.cwix.com!newsfeed.gamma.ru!Gamma.RU!postnews.google.com!j7
2g2000cwa.googlegroups.com!not-for-mail
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:5055
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| I have a strange VPN problem and hope someone can help.
|
| I have a domain laptop running windows xp pro sp2. The laptop connects
| to the domain and has a computer account in the domain. The user can
| logon and use the laptop no problem when in the office and connected
| via wi-fi or LAN cable.
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| The user then shuts down, takes the laptop home and fires it up. They
| logon then using the same user name and password. Once windows has
| loaded they then establish a VPN to the office.
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| The problem is once connected they are not able to access any shared
| folders on the LAN. They can ping by either IP or host name and that

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| works fine. He can open outlook and connect to the exchange server, but
| can not access any of the shared folders. He gets the error resource
| not found. If he tries to browse the network via Entire Network, then
| domain is found, but no computers and I think its says access denied.

| On his home PC running windows xp pro sp2 that has never been connected
| to the domain, he can establish a VPN and access all his files etc so I
| know the VPN element is working, at least from the server side.

| I am wondering if it is because the laptop can not connect to the
| domain controller when it starts and will therefore not allow
| subsequent connections when the VPN is up?

| Could this be correct anyone know how to get round this and why it
| happens?

| Many thanks

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