

Re: Usage Report show IP addr instead of computer names

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg02915.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Fri, 19 Jan 2007 10:00:24 GMT
-

Hello Oscar,

Thank you for kind update.

I'm glad to hear that we find the root cause of this issue.

Please do not hesitate to post in this great newsgroup if you need any assistance in the future. I look forward to working with you again.

Thank you and have a nice day,

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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>

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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.

Re: Usage Report show IP addr instead of computer names

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: "OscarVogel" <RTK@xxxxxxxxxxxxxxxxxx>
| References: <e6OGIL2MHHA.4244@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<Avk#oK9MHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<OtSPPPANHHA.992@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<tMwrybJNHHA.2488@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| In-Reply-To: <tMwrybJNHHA.2488@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Usage Report show IP addr instead of computer names
| Date: Thu, 18 Jan 2007 09:49:22 -0600
| Lines: 344
| MIME-Version: 1.0
| Content-Type: text/plain;
| format=flowed;
| charset="iso-8859-1";
| reply-type=original
| Content-Transfer-Encoding: 7bit
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Windows Mail 6.0.5600.16384
| X-MimeOLE: Produced By Microsoft MimeOLE V6.0.5600.16384
| Message-ID: <e2f87gxOHHA.5064@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: 64-218-129-138.ded.swbell.net 64.218.129.138
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:11203
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Thanks, that helped a lot.

| I didn't have Reverse Lookup configured for all of my subnets.

| "Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:tMwrybJNHHA.2488@xxxxxxxxxxxxxxxxxxxxxxxxxx

- | > Hello Oscar,
- | >
- | > Thank you for kind update and sorry for my misunderstanding.
- | >
- | > The reverse DNS look-up is only query DNS server, it has non relationship
- | > with whether the client computer turn on.
- | >
- | > You can confirm whether the DNS server can reverse DNS look-up

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individual

|> IP from the following 2 method:

|>

|> Method 1:

|> 1. Click Start on SBS, click Run, type "dnsmgmt.msc" and click OK.

|>

|> 2. Expand your server\Reverse Lookup Zones\<<your local subnet>.Subnet.

|>

|> 3. Can you see the PTR record for the unresolved IP address, if not,

|> please

|> add a PTR record for this IP address.

|>

|> Pointer (PTR) – For mapping a reverse DNS domain name based on the IP

|> address of a computer that points to the forward DNS domain name of that

|> computer.

|>

|> PTR records are used to support the reverse lookup process, based on

zones

|> created and rooted in the in-addr.arpa domain. These records are used to

|> locate a computer by its IP address and resolve this information to the

|> DNS

|> domain name for that computer.

|>

|> PTR RRs can be added to a zone in several ways:

|>

|> – You can manually create a PTR RR for a static TCP/IP client computer

|> using the DNS, either as a separate procedure or as part of the

procedure

|> for creating an A RR.

|>

|> – Computers use the DHCP Client service to dynamically register and

update

|> their PTR RR in DNS when an IP configuration change occurs.

|>

|> – All other DHCP-enabled client computers can have their PTR RRs

|> registered

|> and updated by the DHCP server if they obtain their IP lease from a

|> qualified server. The Windows 2000 and Windows Server 2003 DHCP Server

|> service provides this capability.

|>

|> The pointer (PTR) resource record is used only in reverse lookup zones

to

|> support reverse lookup.

|>

|> Example:

|> 2.16.168.192.in-addr.arpa PTR sbs2k3pre.woody.local

|>

|> Method 2:

|> 1. On SBS, run nslookup command in command line

|>

|> 2. Then input the unresolved IP address, press Enter

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|>
|> 3. Can you get the computer name of this IP?
|>
|> Please also perform the following steps to make DNS can update PTR record
|> automatic:
|>
|> In dnsmgmt, right-click <your local subnet>.Subnet and click Properties.
|> On
|> General tab, in "Dynamic updates" please select "Nonsecure and secure".
|> Click Aging button, do not tick "Scavenge stale resource records".
|>
|> Then monitor for one day (waiting for auto update).
|>
|> If the issue persists, please kindly help me collect some information for
|> further investigation:
|>
|> Save the application event log and system event log as evt files on the
|> problematic machines and send to my mailbox: v-terliu@xxxxxxxxxxxxxx
|>
|> Hope these steps will give you some help.
|>
|> Thanks and have a nice day!
|>
|> Best regards,
|>
|> Terence Liu(MSFT)
|>
|> Microsoft CSS Online Newsgroup Support
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|> Get Secure! – www.microsoft.com/security
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|> -----
|> | From: "OscarVogel" <rtk@xxxxxxxxxxxxxxxxxx>
|> | References: <e6OGIL2MHHA.4244@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <Avk#oK9MHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | In-Reply-To: <Avk#oK9MHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: Re: Usage Report show IP addr instead of computer names
|> | Date: Tue, 9 Jan 2007 09:35:32 -0600
|> | Lines: 157
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | format=flowed;
|> | charset="iso-8859-1";
|> | reply-type=original
|> | Content-Transfer-Encoding: 7bit
|> | X-Priority: 3
|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Windows Mail 6.0.5600.16384
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.0.5600.16384
|> | Message-ID: <OtSPPPANHHA.992@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host: 64-218-129-138.ded.swbell.net 64.218.129.138
|> | Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:9125
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|>
|> | Thanks for the quick response. Your answer is very helpful. You HAVE
|> | misunderstood a part of the problem, or more likely I wasn't clear. It
|> | may
|> | be incidental, but first, I want to clarify 2 things;
|>
|> | A) I want the computer names, NOT the IP addresses to appear in the
|> | Usage
|> | Report.
|> | B) I'm using SBS 2003 STANDARD edition which doesn't include ISA.

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|> |
|> | But as I said, your answer is very helpful.
|> |
|> | Question; If the computer workstation computer is turned off when SBS
|> | does
|> | the reverse lookups at 4:30, will that cause the Usage Report to
|> | identify
|> | that computer by its IP address instead of its computer name?
|> |
|> | That would explain a lot. But it would mean that the Usage Report
|> | would
|> | not
|> | be very helpful unless everyone kept their computers turned on all
|> | night.
|> |
|> | Do I understand the situation correctly?
|> |
|> |
|> | "Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
|> | news:Avk%23oK9MHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx
|> |> Hello Oscar,
|> |>
|> |> Thanks for posting here.
|> |>
|> |> I understand that in the Server Usage Report, you want to IP
|> |> addresses
|> |> instead of computer names are listed under the heading of "Web
|> |> Activity
|> |> by
|> |> Computer". If I have misunderstood the problem, please don't
|> |> hesitate
|> |> to
|> |> let me know.
|> |>
|> |> First, I want to explain How the Server Usage Report work:
|> |>
|> |> The Weblogging service receives IP address of the source and
|> |> destination
|> |> from ISA/RAS of every Internet connection. It saves the IP
|> |> addresses
|> |> and
|> |> time stamp in the WebEvt.log file in "%windows%\temp". When the
|> |> scheduled
|> |> report time (by default it's 4:30 AM every day) comes, a reverse DNS
|> |> look
|> |> up is done to the source IP address to find the name of the
|> |> machine. A
|> |> entry contains the source IP, destination IP, source machine name
|> |> (if
|> |> available through reverse DNS look-up) and time of the connection
|> |> will

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|> be
|> |> added to the MSDE database, then the webevt.log is deleted. If the
|> reverse
|> |> DNS look up is successful, the machine name will show in the usage
|> report,
|> |> otherwise the IP address will show. The IP address is always in the
|> |> database.
|> |>
|> |> You may check if there are RPT records for those IP addresses in the
|> |> reverse lookup zone. To do so:
|> |>
|> |> 1. Click Start, click Run, type "dnsmgmt.msc" and click OK.
|> |>
|> |> 2. Expand your server\Reverse Lookup Zones\<<your local
subnet>.Subnet.
|> |>
|> |> If the IP address list in the Reverse Lookup Zones, the IP address
|> will
|> be
|> |> resolved to computer name, and it will be listed as computer name
|> instead
|> |> of IP address in the Server Usage Report. If there is no IP address
|> list
|> |> in
|> |> the Reverse Lookup Zones, it can not be resolved to computer name,
so
|> it
|> |> will appear as IP only.
|> |>
|> |> Per my knowledge, we can not configure the Server Usage Report to
only
|> |> list
|> |> IP address but not computer names in Server Usage Report. I will do
|> some
|> |> further research and discuss with others about it.
|> |>
|> |> Hope info above helps.
|> |>
|> |> Please feel free to let me know if you have any questions or if you
|> need
|> |> further assistance.
|> |>
|> |> I'm looking forward to hearing from you.
|> |>
|> |> Have a nice day!
|> |>
|> |> Best regards,
|> |>
|> |> Terence Liu(MSFT)
|> |>
|> |> Microsoft CSS Online Newsgroup Support

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|> |> -----
|> |> | From: "OscarVogel" <rtk@xxxxxxxxxxxxxxxx>
|> |> | Subject: Usage Report show IP addr instead of computer names
|> |> | Date: Mon, 8 Jan 2007 14:22:53 -0600
|> |> | Lines: 15
|> |> | MIME-Version: 1.0

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|> |> | Content-Type: text/plain;
|> |> | format=flowed;
|> |> | charset="iso-8859-1";
|> |> | reply-type=original
|> |> | Content-Transfer-Encoding: 7bit
|> |> | X-Priority: 3
|> |> | X-MSMail-Priority: Normal
|> |> | X-Newsreader: Microsoft Windows Mail 6.0.5600.16384
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.0.5600.16384
|> |> | Message-ID: <e6OGIL2MHHA.4244@xxxxxxxxxxxxxxxxxxxxxx>
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> | NNTP-Posting-Host: 64-218-129-138.ded.swbell.net 64.218.129.138
|> |> | Path:
|> |> | TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
|> |> | Xref: TK2MSFTNGHUB02.phx.gbl
|> |> | microsoft.public.windows.server.sbs:8940
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | Using SBS 2003.
|> |> |
|> |> | "Server Usage Report" includes "Web Activity by Computer" which
|> |> | shows
|> |> | total
|> |> | & avg active hours for each computer. In the "Computer Name"
column
|> |> | some
|> |> | computers are identified by their IP address. Others are
identified
|> |> | by
|> |> | their computer name. And some appear once as the IP address and
|> |> | again
|> |> | as
|> |> | the computer name.
|> |> |
|> |> | I'm guessing that they all should appear as their computer name.
|> |> | And
|> |> | I'm
|> |> | also guessing that the IP addresses indicate some sort of name
|> |> | resolution
|> |> | problem. Is that correct? If so, what might be the problem
that's
|> |> | causing
|> |> | some to be identified by their IP addresses?
|> |> |
|> |> | (From the SBS I AM able to resolve addresses to host names using
|> |> | "ping
|> |> | -a").
>	>
>	>
>	>
>	>
>	>

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|> |
|>
|
|
.