

## Re: RWW not working externally (R2)

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg02292.html>

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- *From:* "Gregg Hill" <[bogus@xxxxxxxxxxxxx](mailto:bogus@xxxxxxxxxxxxx)>
  - *Date:* Thu, 15 Feb 2007 12:49:22 -0800
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Susan,

I had the same type of setup and it worked fine. I never manually messed with ISA (SBS 2003 SP1 with ISA 2004).

I added a SonicWALL in front of the SBS so that I have much the same thing as you have right now, except for the added firewall that forwards the necessary ports to the SBS. I am running ISA 2004, and I never did anything more than run the CEICW.

Can you use RWW to access the server's own desktop?

Is the problem only when you try to connect to a workstation?

Is the Remote Desktop box checked and port 3389 listening on the workstations?

Heading out to a client now...will check back when I get home. I leave it to the ISA gurus for now.

Gregg Hill

"SusanV" <[svanallen@xxxxxxxxxxxxxxxx](mailto:svanallen@xxxxxxxxxxxxxxxx)> wrote in message <news:%235vI4yTUHHA.4404@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Sorry Gregg, I should have given you more info.

It's not a NAT router, although it does have that capability I'm not using it. The router ports are as follows:

external IP – 209.113.148.221

internal IP – 209.113.149.113

ipconfig output from the SBS server:

Windows IP Configuration

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Host Name . . . . . : LSGSBS  
Primary Dns Suffix . . . . . : lightshipgroup.local  
Node Type . . . . . : Hybrid  
IP Routing Enabled. . . . . : Yes  
WINS Proxy Enabled. . . . . : No  
DNS Suffix Search List. . . . . : lightshipgroup.local

Ethernet adapter Server Local Area Connection:

Connection-specific DNS Suffix . :  
Description . . . . . : Broadcom BCM5708C NetXtreme II GigE  
(NDIS  
VBD Client)  
Physical Address. . . . . : 00-18-8B-49-F8-43  
DHCP Enabled. . . . . : No  
IP Address. . . . . : 192.168.0.13  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . :  
DNS Servers . . . . . : 192.168.0.13  
Primary WINS Server . . . . . : 192.168.0.13

Ethernet adapter Network Connection:

Connection-specific DNS Suffix . :  
Description . . . . . : Broadcom BCM5708C NetXtreme II GigE  
(NDIS  
VBD Client) #2  
Physical Address. . . . . : 00-18-8B-49-F8-45  
DHCP Enabled. . . . . : No  
IP Address. . . . . : 209.113.149.114  
Subnet Mask . . . . . : 255.255.255.248  
Default Gateway . . . . . : 209.113.149.113  
DNS Servers . . . . . : 192.168.0.13  
NetBIOS over Tcpi. . . . . : Disabled

Again, I can connect to the site with no trouble, to the point of selecting a workstation. OWA works inside and out. RWW works internally. RWW does not make the connection to the client from the outside.

Thanks for your help, it's truly appreciated.

SusanV

"Gregg Hill" <bogus@xxxxxxxxxxxx> wrote in message  
[news:%23fPyIsTUHHA.3592@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23fPyIsTUHHA.3592@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Susan,

If it is a NAT router, then it should have port forwarding in it.

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Is your WAN NIC connected to a NAT router and does it have a private IP, or is getting a routable IP address on the WAN NIC?

Give us an "ipconfig /all" output from the server.

Gregg Hill

"SusanV" <svanallen@xxxxxxxxxxxxxxxx> wrote in message  
[news:uVmUanTUHHA.1364@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uVmUanTUHHA.1364@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

The router is not a firewall, hence no ports to open or forward. When connecting from the server itself to the external IP address I get the same result as from the outside.

I've run the CEICW multiple times with no joy (and no errors).

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"Gregg Hill" <bogus@xxxxxxxx> wrote in message  
[news:%23DguJYTUHHA.3652@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23DguJYTUHHA.3652@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

For full SBS functionality, your firewall should have these ports open.

25 SMTP  
443 SSL for OWA, OMA, and RWW login  
444 SharePoint  
4125 for RWW RDP to servers and workstations

Each one should be forwarded to the SBS box.

Then, run the CEICW. It should take care of the ISA settings for you.

Gregg Hill

"SusanV" <svanallen@xxxxxxxxxxxxxxxx>  
wrote in message  
[news:u2pS32SUHHA.4756@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:u2pS32SUHHA.4756@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Re: RWW not working externally (R2)

Hi all,

Running SBS 2003  
Premium R2, and RWW is  
working fine internally, but  
not from the outside. The  
site works, i.e., you get the  
cert and the  
logon, and then can select  
the computer to connect to,  
but cannot make  
a connection. The error is:

The client could not  
establish a connection to the  
remote computer.

The most likely causes for  
this error are: . Remote  
connections might  
not be enabled at the remote  
computer.

. The maximum number of  
connections might be  
exceeded at the  
remote computer.

. A network error might  
have occurred while  
establishing the  
connection.

. The Remote Web  
Workplace designated port  
might be blocked by a  
firewall.

I found a KB article 828053,  
<http://support.microsoft.com/kb/828053>

Scenario 2 is the one  
matching my setup, but am  
finding it difficult  
to follow as it was written  
for ISA 2000 rather than  
2004. Can someone  
help me to translate the  
instructions to those for ISA  
2004? The steps  
as outlined in the article:

Resolution for scenario two:  
Set a protocol rule on your

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### ISA Server

If you connect to the Remote Web Workplace from a computer that is internal to the ISA Server, and you have Firewall Client software installed on your computer, you must configure a protocol rule on your ISA Server. To create a protocol rule, follow these steps:

1. Click Start, point to Programs, point to Microsoft ISA Server, and then click ISA Management.
2. In the ISA Management console tree, expand Servers and Arrays, expand Your\_Server\_Name, and then expand Access Policy.
3. Right-click Protocol Rules, point to New, and then click Rule.
4. In the Protocol Rule Name box, type the name that you want to give to the rule, and then click Next.
5. On the Rule Action page, click Allow, and then click Next.
6. On the Protocols page, in the Apply this rule to list, click All IP traffic, and then click Next.
7. On the Schedule page, in the Use this schedule list, click the schedule option you want to use, and then click Next.
8. On the Client Type page, click Specific users and groups, and then click Next.
9. On the Users and Groups page, click Add.
10. In the Enter the object

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names to select box, type  
the names  
of the users or the groups  
that you want to use this  
protocol rule,  
click OK, and then click  
Next.

11. Click Finish.

Again, RWW works fine  
internally, only fails from  
external, and the  
RWW pages and OWA are  
working, but as I never used  
ISA 200 I can't  
translate the above  
instructions.

TIA,

SusanV