

Re: RWW not working externally (R2)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg02300.html>

- *From:* "Cris Hanna [SBS-MVP]" <crisnospamhanna@xx>
 - *Date:* Thu, 15 Feb 2007 15:14:07 -0600
-

Everything certainly looks fine here

What you actually have I think is a gateway device, much like I have for my business connection from charter

Anyway...could this simply be a matter that

- a) users are not members of the RWW Security group (think its actually called Remote Workplace Group)
- b) the users with permissions for remote desktop doesn't include that group

Cris Hanna [SBS-MVP]

Please do not contact me directly, only respond in the Newsgroups
MVPs do not work for Microsoft

Send via Windows Mail on Vista Ultimate connected to SBS 2003 R2
"SusanV" <svanallen@xxxxxxxxxxxxxxxx> wrote in message
news:%235vI4yTUHHA.4404@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

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

Re: RWW not working externally (R2)

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Susan,

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

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

Re: RWW not working externally (R2)

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).

=/

"Gregg Hill" <bogus@xxxxxxxxxxxx> wrote in message
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

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

Re: RWW not working externally (R2)

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 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

Re: RWW not working externally (R2)

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 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

Re: RWW not working externally (R2)