

Re: No internet access thru SBS

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg02646.html>

- *From:* Joe <Joe@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 19 Mar 2007 14:50:43 -0700
-

thanks for your help

"POP" wrote:

Oops, what happened there...

To follow on, in a single network scenario:–

ISA Server recognizes itself (the Local Host network). Everything else is recognized as the Internal network. There is no concept of an External network. Microsoft Firewall service and application filters operate only in the context of the Local Host network. (ISA Server protects itself no matter what network template is applied.) Because the Firewall service and application filters operate in the context of the Local Host network, you can use access rules to allow non-Web protocols to the ISA Server computer itself.

" Application layer inspection. Application level filtering is not functional, except for the Web Proxy Filter (for HTTP, HTTPS, and FTP over HTTP).

" Server publishing. Server publishing is not supported. There is no separation of Internal and External networks, so ISA Server cannot provide the network address translation (NAT) functionality required in a server publishing scenario.

" Firewall clients. The Firewall Client application handles requests from Winsock applications that use the Firewall service. This service is not available in a single network adapter environment.

" SecureNAT clients. SecureNAT clients use ISA Server as a router to the Internet, and SecureNAT client requests are handled by the Firewall service. Because the Firewall service is not available in a single network adapter configuration, such requests are not supported.

" Virtual private networking is not supported.

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The latter being very important if you phone PSS.

In your scenario, going to ISA Manager, Monitoring and Logging then start query would give you an indication what is happening to internet requests. If I was desperate that couldn't restart the server then would restart Microsoft Firewall and the 3 ISA services.

I gather its working now so hope some of my info has been a help.

"Joe" <Joe@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:2A33C570-D09F-4B28-B127-896E22B70D4E@xxxxxxxxxxxxxxxxxxxx

Pop, this is a 2 NIC setup. (can you run ISA with a single NIC? I just assumed it always needed at least 2 NICS) I did not check the ISA log. Good suggestion. This is not a UK / BT customer. It is US.

As for running ICW, everything is now OK. I left the site with everything working the day before then somewhere the internet pass-through in the SBS quit. Exchange continued to work, I could ping to the outside world. Just no one could go out on the internet from the LAN side.

I assume that is the proxy server feature that quit. Which I guess is part of ISA??
Again I would like to know how to troubleshoot this and maybe be able to stop/start the correct services to try to get it working again. I have 5 SBS installs and this particular event has never happened to me before.

"POP" wrote:

Hi Joe

I have had this and turning off router for 3mins and turning back on resolved, granted didn't test another pc direct to router though.

Re running internet connection wizard,

100% sure nothing changed in server

Have you run up ISA monitoring log to see if this gives indication

Is this one nic or 2, if 2 IP address of WAN connection is

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correct IP in
internet connection wizard ?

Is this UK and a BT customer.... last 2 weeks had 3 of these.

"Joe" <Joe@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:3E90A883-D0F6-4374-AFFD-20863179C74B@xxxxxxxxxxxxxxxxxxxx

On additional peice of information. The POP
service for exchange was
connecting
and downloading OK during this time.

"Joe" wrote:

I got a call from a customer
that the internet was down.
The server is
SBS2003 running ISA.

At the site from the server I
could not get an internet
connection
using
IE.
From the SBS command
prompt I could ping external
sites, no problem.
DNS
settings were correct.
Internal users could connect
to the SBS server

I connected a PC directly to
the WAN side of the server
and found the
internet working OK so
indeed it was a problem in
SBS. I could not
find
any
meaningful error messages
or any obvious (to me
anyway) stopped
services.
Rebooting the SBS server
corrected the problem.

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My question for the next time is what service(s) are required for internet pass-thru. I would like to be able to try restarting them to possibly keep from rebooting the server. Any other trouble shooting hints would be appreciated.

Thanks