

RE: 401.2 Errors

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg04461.html>

- *From:* Ripley <Ripley@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 27 Apr 2007 03:26:01 -0700
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Robert,

Thanks for your reply. Here are my responses to your questions

1. Do the users have the same problem visiting other websites such as RWW and OWA?

With the tick box "bypass proxy server" UNTICKED, I am unable to access sites such as <http://servername/exchange> and <http://servername/remote>. For the OWA site I got an error about the certificate, and when I selected to continue anyway I got a pop up box asking me to authenticate? I am unable to access these same sites with the "bypass proxy server" TICKED also.

2. What the version on the IE on Windows 2000 clients?

They are on a mixture of IE5.01 and IE6. I actually updated one of the clients to IE6 and it seemed to resolve the 401.2 error. However, again, the only way to get the client onto the Intranet was by UNTICKING the "bypass proxy server" box. Which is not what I used to have set.

3. What the detail error message in IE browser when you check Bypass proxy server for local addresses?

With the "bypass prpxy server" option TICKED (as it always was), the basic "internet explorer cannot display the webpage" appears. No specific error code is given.

4. Ping comanyweb, does the result point to the SBS internal Nic's IP address"

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When I ping companyweb from a client it is resolved to the SBS internal IP address yes.

5. What's the version of SBS server?

It is an SBS 2003 Server with SP1

Please take the following steps to see if the problem can be resolved:

Step 1: Please take your time to rerun CEICW wizard. This wizard helps to configure network and website correctly.

To do this:

1. Click Start, click Server Management. Click To Do List and then click "Connect to the Internet". Click Next, and go through the Internet option.
2. Select Enable firewall and click Next.
3. On the Web Services Configuration page shows, select item according to your environment. Click Next.
4. On the Web Server Certificate page shows. Select "Create a new Web server certificate", and type your FQDN (mail.domain.com) in the "Web server name" text box. Click Next.

IMPORTANT: The FQDN that you type in the "Web server name" box must be the same name that you use to connect to the Web site from the Internet. For example, if the URL that you use to connect to the RWW is <https://server.contoso.com/remote>, type "server.contoso.com" (without the quotation marks) in the "Web server name" box. If you use <http://ipaddress/remote> to access RWW, type the public IP address in the "Web server name".

5. Go through the steps to finish the wizard.

For more information, please refer to:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

I re-ran the CEICW again and selected to create a new Web Certificate. This was called servername.domainname.co.uk. I then re-tried getting onto <http://companyweb> with the "bypass proxy server" TICKED and got the same IE error page. I can still only access the Intranet with the option UNTICKED. I also tried to access OWA but the same problems were apparent.

Step 2: Please change the IE setting:

1. Open IE browser.

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2. Click Tools->Internet Options->Local intranet->Custom level.
3. Click Automatic logon with current user name and password.
4. Click OK.
5. Click Sites and then click Advanced.
6. Input <http://companyweb> and click OK three times.

I have set these options as specified on my own IE settings.

Step 3: Configure proxy server settings for the Web browser

1. Start Internet Explorer.
2. On the Tools menu, click Internet Options, and then click the Connections tab.
3. In the Dial-up and Virtual Private Network settings list, click the connection that you want to configure, and then click Settings.
4. Under Proxy Server, click Advanced.
5. In the Exceptions box, type the URL <http://companyweb>.
6. Click OK, click OK, and then click OK.

I made these changes on my own IE settings also. The only difference was that I have no dial up connections listed since I am on a LAN. So I added the <http://companyweb> exception under LAN settings. After making these changes though and trying to access <http://companyweb> I was unable to get the page to load with the "bypass the proxy server" option TICKED or UNTICKED. Therefore, these new settings have resulted in my IE now not being able to load the Intranet at all.

For more information, please refer to:

You receive a "You are not authorized to view this page" error message when you connect to the SharePoint Central Administration page in Windows SharePoint Services
<http://support.microsoft.com/?ID=829065>

If the problem persists, please help me collect the following information for further research:

1. Collect IIS Log:
 - 1) On Exchange Server, open IIS MMC, right click Default Web Site and then click Properties.
 - 2) Click Website tab and then check Enable logging
 - 3) Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.
 - 4) Restart the Default Website and reproduce the problem, which will generate new IIS log file with the exact error.
 - 5). Go to the following folder on Exchange Server:
C:\WINDOWS\system32\LogFiles\W3SVC

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Logging was already enabled on the IIS Default Web Site. I have replicated the problem on a client but I cannot see the Log File showing it at all. Since there are lots of log files, I'm unsure which one to send you here.

2. Collect IIS Metabase

1) On Exchange Server, install .NET Framework Version 1.1:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.

2) Install MBExplorer by installing IIS 6 Resource Kit Tools:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.

3) Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.

4) In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.

5) Compress this mbk file and send it to me for analysis. Please let me know the password if you set on this iis mbk file.

I already have .NET Framework 1.1 on the SBS server but I downloaded the other file you mentioned IIS 6.0 Resource Kit. However, when I try to run this on the SBS server I get "Windows cannot access the specified path " even if I try running it from the desktop??!!

Please send the information to v-robali@xxxxxxxxxxxxxx with subject: 38925791-401.2 Errors.

For your question 1, by default the option by pass proxy for local address is selected, this reduces the network traffic from intranet to SBS server. The problem is very strange and we are troubleshooting this.

I am looking forward to here from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! - www.microsoft.com/security

Hope the above information helps.

Thanks.

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