

RE: Remote Web Workplace not working

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg01683.html>

- *From:* Shayla <Shayla@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 10 May 2007 09:54:00 -0700
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Hi firstly thanks for replying but this seems like a stock answer as I am not Oliver but Shayla.

1. Error message: Internet Explorer cannot display webpage
2. Don't even get to that stage – see error in 1
3. As specified in my original mail both internal and external clients get same error message.
4. Netgear router – ports are open
5. No OWA also does not work
6. RDP works both internally and externally
7. I have rerun IECW and RAS wizards until I am blue in the face – if it were so simple I would not be posting on here – I have been using and supporting SBS since the very first version.

"Robert Li [MSFT]" wrote:

Hi Oliver,

Thanks for posting in our newsgroup.

From your description, I know that you cannot logon RWW. If I am off-base, please don't hesitate to let me know.

Please let me know the following to make the situation more clearly:

1. What's the detail error message when you visit RWW?
2. Do all users or some specific users have this problem?
3. Where do you visit RWW, from Internet or LAN? When you visit from LAN, will the same issue occur?
4. Do you have hardware router or firewall between Internet and SBS server?
If so, do you have port 80, 443, 3389, 4125 open?
5. Can you success visit other websites hosted on the SBS server such as OMA?
6. You said "Remote Desktop works perfectly to connect to server but we need to connect a remote user to a desktop." Where did you RDP to SBS server, from Internet or LAN?

Since I don't know the exact error message, I can only provide the

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following information here:

Step 1: Please rerun CEICW, this helps up configure network and websites correctly:

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, make sure Remote Work Workplace is selected. Click Next.

Note: You can select other items according to your needs, for example: Outlook Web Access, Business Website (wwwroot) and so on.

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.

Step 2: If you get "You could not be logged on to Outlook Web Access. Make sure your domain\user name and password are correct, and then try again." Message, please take the steps in KB 843539.

You cannot use Outlook Web Access with forms-based authentication and you receive a Store.exe e-mail alert message
<http://support.microsoft.com/?id=843539>

Step 3: If you get "Error: Access is denied", please refer to KB 293386.

HTTP 401 or 404 error messages when you access OWA implicitly or explicitly
<http://support.microsoft.com/?id=293386>

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

1. Screen shot of the error message when you try to logon RWW.
2. 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

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generate new IIS log file with the exact error.

5). Go to the following folder on Exchange Server:

C:\WINDOWS\system32\LogFiles\W3SVC

Please also let me know the logon name you tested

3. 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.

Please send the information to v-robeli@xxxxxxxxxxxxx with subject: 38824617-SBS Web Remote Webworkplace Login.

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

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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>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post

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different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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: sjh@xxxxxxxxxxxxx
<Newsgroups: microsoft.public.windows.server.sbs
<Subject: Remote Web Workplace not working
<Date: 9 May 2007 12:42:27 -0700
<Organization: <http://groups.google.com>
<Lines: 12
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<
<I re-installed an SBS 2003 server using the original disks -
<forgetting disk
<3 was "faulty". Fixed Comapny web; installed SP1 - no ISA installed.
<Company
<web also had errors - fixed by using different version asp.net. RWW
<does not
<work - internally or externally. - Reason for re-install was to use
<RWW on a
<SQL database program. Any ideas? Remote Desktop works perfectly to

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<connect to

<server but we need to connect a remote user to a desktop.

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