

RE: RWW VB error – being disconnected

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg04364.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Mon, 28 May 2007 05:59:19 GMT
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Hi Matt,

Thanks for posting in our newsgroup.

From your description, I know that randomly the RWW users are being disconnect and get a message saying
VBScript Remote Desktop Disconnected an internal error has occurred. If I am off-base, please don't hesitate to let me know.

First, the problem occurs randomly and all users have the issue, so the problem may be more complex than expected and time consuming. Thanks for your understanding and patience.

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

1. Do you have hardware routers between SBS and Internet?
2. Do you have ISA server installed?
3. Vistit RWW from Lan, will the same problem reoccur?

Please take the following steps to narrow down this issue:

Step 1: Please make sure port 4125 is forwarded to the SBS server properly

When the issue occurs, please do following steps on the client side.

1. Click Start > Run, type CMD
2. In the Command Prompt, input following commands,

Telnet %Server_Name% 4125

3. If the port is accessible, you will encounter a blank screen. Or else you will receive error message. Please let me know the result

Step 2: Modify Registry

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\P

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ublicTimeOut

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\TrustedTimeOut

Please change the values of above Registry keys to 200 and then reboot the machine.

Step 3: check following timeout settings.

IIS Timeout

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1. Click Start > Run, type %SystemRoot%\system32\inetsrv\iis.msc
2. Go to %Server Name% > Web Sites > Default Web Site > Remote
3. Right click the folder Remote, click Properties
4. Click Configuration button > Options tab > Session timeout
5. Ensure the Session timeout value is 120 minutes

ASP.NET Timeout

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1. Create a copy of C:\inetpub\remote\web.config for backup
2. Edit the file C:\inetpub\remote\web.config with Notepad or other editing tool
3. Look for line:
<forms name="RemotePortalAuth" loginurl="logon.aspx" protection="All" path="/" timeout="XXX" />
4. Ensure the value is timeout="120"

Tsweb Timeout

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1. Create a copy of C:\inetpub\remote\tsweb.aspx for backup
2. Edit the file C:\inetpub\remote\tsweb.aspx with Notepad or other editing tool
3. Search for MsRdpClient.AdvancedSettings2.EnableAutoReconnect
4. Change the value from = FALSE to = TRUE
5. The next line should start "MsRdpClient.AdvancedSettings2.MinutesToIdleTimeout" with a value of "= <%=rapLinks.timeoutSeconds / 120%>". Change the value to 120

Reset Default Application Pool

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To make changes above in effect,

1. Click Start > Run, type IISRESET
2. Restart server

Step 4: At the same time, if you have ISA running, please check the KB article below:

828053 ISA Server prevents connection to a remote desktop when you connect

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through

Remote Web Workplace on a Windows Small Business Server 2003–based computer
(<http://support.microsoft.com/default.aspx?scid=kb;EN-US:828053>)

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

MPS Report on your SBS server and a problematic client:

1. Download the MPSRPT_NETWORK.EXE from the following link and then run
this tool to gather some information from the problematic computer:

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

2. Double–click on the MPSRPT_NETWORK.EXE file.

[Note] This process may take some time; however, it will not have a
negative effect on the performance.

3. A CAB file will be generated in the

%systemroot%\MPSReports\Network\Reports\Cab directory called

%COMPUTERNAME%\MPSReports.CAB. The CAB file will contain the reports
generated by the MPS Reporting Tool.

3. Please send the CAB to SBSCDATA@xxxxxxxxxxxxx with subject: 39334267–RWW
VB error – being disconnected.

I am looking forward to hear 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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<
<Hi
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<We are running a ML350 G4 with 4Gb memory and fully updated SBS2003 R2.
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<We have an issue where all users are having issues with RWW (Remote Web
<Workspace.) Randomly they are being disconnect and get a message saying
<VBScript Remote Desktop Disconnected an internal error has occurred. This
<affects all users and all workstations. It can be after being connected
for 5
<minutes or a couple of hours, and occurs randomly.
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<When the error pops up we are forced to click ok and then return to the
main
<web site. We can then immediately reconnect to the relevant desktop.
Nothing

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<obvious is appearing in the logs on the server, and we are un ticking the
<public/private box when we log in.

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<If we connect via VPN and RDP then it is stable and never falls over.

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<We can also connect to OWA and remain connected for hours on end with no
<issues. It only seems to be RWW that is struggling.

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<Any ideas or suggestions?

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<Many thanks

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<Matt

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