

RE: PPTP VPN connection problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg00734.html>

- *From:* iulian <iulian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Jun 2007 10:41:03 -0700
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Hello Liu,

The problem is that the VPN does not disconnect. Both ends (client and server) show the connection active.

However after some idle period I can not send packets across the connection. A ping to the server would result in "Request timed out".

Suggestion 1: I checked and the idle time is set to "never"

Suggestion 2: Both internet connections are ADSL subscriptions for residential, but the one for the server has a fix IP.

I've contacted the ISP and they see no stability issues on the ADSL connection.

Suggestion 3: Yes I used the CEICW on the SBS and I checked the KB and confirm that the VPN is configured properly.

Suggestion 4: If I connect with the VPN client locally to the internet gateway (the SpeedTouch 608W) and setup a local VPN connection (the IP of the external connection of the server) as you suggested I see no problems. The VPN is stable for hours (I did not check more).

Conclusion:

- 1 - I am using SBS2003 standard (no ISA server).
- 2 - I have an fix IP address for the office internet connection.
- 3 - I use the OWA from multiple locations (PCs) and looks more stable. However I saw that I need to logon again after a greater idle period (15-30 min); and I do not know if this is an internal timeout of OWA for security reason (public PC access).
- 4 - I have this issue on multiple PC (all of them XP SP2).
- 5 - As I said the VPN does not disconnect. It is just that the communication with the server blocks after some idle period. If I do a continuous ping to the server (ping -t sbs001) the problem disappears.

I would like to contact the local MS support (Belgium) if possible.

I have this SBS2003 server (Dell PowerEdge 380) since last November; it should be under support from MS.

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Best regards,
Iulian

"Terence Liu [MSFT]" wrote:

Hello Iulian,

Thank you for posting here.

According to your description, I understand that your VPN connection to your SBS 2003 will disconnect after a while of idle. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

Suggestion 1: Check the VPN client settings

1. On the XP client computer, open Network Connections
2. Right click the VPN connection, select properties,
3. Select Options tab, in the Idle time before hanging up box, select never, and tick the option Redial if line is dropped (if you have this option)
4. Click Ok to finish.

Suggestion 2: Check the Internet network connection stability

The instability Internet connection will relate to this issue. Please contact your ISP of your office and home, to check the Internet connection stability. You can also try to connect your SBS VPN from another client, does it work fine?

Suggestion 3: I'd like to confirm how to setup the VPN settings on SBS and client with you

1. Run CEICW on SBS

You have to rerun the CEICW to make sure your SBS 2003 server have right network configuration. Go through the follow KB and Rerun CEICW again carefully.

How to configure Internet access in Windows Small Business Server 2003
<http://support.microsoft.com/kb/825763/en-us>

2. Run Remote Access wizard

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- a) On the Small Business Server 2003–based server, click To Do List in the left pane of the Server Management console.
- b) Under Network Tasks, click Configure Remote Access.
- c) Click Next, click Enable Remote Access, click to select the VPN Access check box, and then click Next.
- d) Type the fully qualified public domain name (your public DNS name) of your server, click Next, and then click Finish.
- e) When the wizard is completed, click Close.

3. Then you can access RWW to download Connection Manager or copy the file from SBS server c:\ ClientApps\Connection Manager\SBSPackage.exe. Please save the sbspkg.exe file in VPN client computer. Then double–click SBSPackage.exe to run it. After this file run the "connect to small business server" will be created and you can use it to connect VPN to your SBS server.

Suggestion 4: If the issue persists, please do the following test to narrow down this issue.

1. Test the VPN connection from inside of the SBS network, will the problem be reproduced?

Manually create a VPN connection on the internal client through the following KB article:

How to configure a VPN connection to your corporate network in Windows XP Professional

<http://support.microsoft.com/?id=305550>

Note: The VPN server IP is the internal IP address of the SBS Server

2. If the disconnection issue doesn't occur internally, please plug a simple hub to the external interface and plug a laptop to the hub, perform the same test which bypasses the router. Will the problem be reproduced?

Note: The VPN server IP is the external IP address of the SBS Server

If we can not resolve the issue after we perform the above steps, please kindly help me collect some information for further investigation:

1. Do you install ISA server 2004 on SBS? Please apply the hotfix KB904825 (<http://support.microsoft.com/?id=904825>), and then test this issue.
2. Do you have static IP on your office Internet connection?
3. Does the OWA connection from your home have the same instability issue?

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- 4. Does the VPN connection issue happen on all VPN clients?
- 5. Do you get any error when the VPN connection disconnect? Please capture screenshots on the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(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 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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| Thread-Topic: PPTP VPN connection problems
| thread-index: AcekdN4sKIaBTJozT5uDL+Fm/jMTcg==
| X-WBNR-Posting-Host: 207.46.192.207
| From: =?Utf-8?B?aXVsaWFu?= <iulian@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: PPTP VPN connection problems
| Date: Fri, 1 Jun 2007 10:47:05 -0700

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| Lines: 28
| Message-ID: <CB93746B-51C4-482E-8734-1E136BB0375B@xxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 8bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:41006
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| I am connecting to the SBS 2003 R2 server (my office) using PPTP VPN from Win XP (my home PC).

| I can connect without issues but after a while I cannot communicate with the server although the connection is still alive on both ends. The problem I have is that after 1-2-10 min of idle I do not receive any packets over the VPN connection. I see packets going but nothing is received.

| Here are the details over my configuration.
| - The server has 2 NICs; one connects to a SpeedTouch 608W DSL router (internet gateway) and the other one takes care of the office LAN (additional workstations). The 608W is a business DSL router and has the correct port mappings and firewall disabled. The server has the basic firewall enabled with the necessary exceptions. All the setup of the server is done using the built in wizards of SBS.
| - The client computer is a XP SP2 connected to the internet via another SpeedTouch 608W DSL router with firewall disabled and no port mappings.

| I am struggling with this problem for 3-4 months since I installed the server and I could not find any helpful information on the web. I've done some experiments and I saw that if I keep pinging continuously the server from the client the connection is more stable.

| I appreciate any advice and tools to help investigate this problem.

| Thank you,
| Iulian

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