

Re: Cannot log out of RWW

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg02702.html>

- *From:* v-robali@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Thu, 19 Jul 2007 11:34:18 GMT
-

Hi Laurin,

Thanks for your reply.

I am glad to know the problem is resolved. I'd like to make a summary here:

Problem : When you log out of RWW, you get following error:

" The page cannot be displayed

A problem has occurred with the Remote Web Workplace. Close this browser window, and then log on again. If this problem continues, contact the person responsible for your network."

Solution:

If you use IE 7, please take the steps in the following article:

How to use Reset Internet Explorer Settings (RIES)

<http://support.microsoft.com/kb/923737>

If you use IE 6:

1. Click Tools' Internet Options.
2. On the General tab, click to delete history, cookie and temporary files.

For future postings, I would like to list the following information as a guideline when submitting new posts in the future. This information will help us to understand the issue and situation more quickly. Thank you!

1. Has the server/client/product ever worked?
2. If so, what changed?
3. What service packs and updates were applied?
4. What are the steps to reproduce the problem?
5. Does it happen the same way on any other systems?
6. Please provide the exact error message with any screenshots, if possible.

If you need any assistance in the future, please feel free to post in our newsgroup.

Re: Cannot log out of RWW

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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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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<X-Tomcat-ID: 29530376
<References: <1184181483.168034.12140@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<A5X0kgFxHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<07A0552E-5137-4C30-A950-E617632B6225@xxxxxxxxxxxxxx>
<1#KvaLTxHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<eBBFwrXxHHA.4928@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<12LdP46xHHA.5848@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<MIME-Version: 1.0
<Content-Type: text/plain
<Content-Transfer-Encoding: 7bit
<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
<Organization: Microsoft
<Date: Thu, 19 Jul 2007 02:28:12 GMT

Re: Cannot log out of RWW

Re: Cannot log out of RWW

<Subject: Re: Cannot log out of RWW
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<Message-ID: <RGRy2xayHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.windows.server.sbs
<Lines: 599
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:51258
<NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

<Hi Laurin,

<Thanks for your reply.

<I posted every e-mail in the newsgroup. Perhaps there is some replication
<problem between our work tool and Newsgroup.

<I have also report this issue to the Manger. I am sorry for the
<inconvenience.

<The below is what I have posted in the newsgroup.

<Please try my suggestions and also let me know the update via E-mail.

<I am looking forward to hear from you.

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

<-----

<-----

<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
<Date: Mon, 16 Jul 2007 13:34:35 GMT
<Subject: Re: Cannot log out of RWW
<Newsgroups: microsoft.public.windows.server.sbs

<Hi,

<Thanks for your reply.

<I am sorry for the delay due to the weekend.

<When you visit <http://localhost/remote> or <http://servername/remote> on SBS
<server, the problem cannot be reproduced. This shows the RWW component
<works OK. Also you have problem log RWW with FQDN, that's not the caused
<of
<the problem.

<Please take the following steps on client computers.

<Step 1: Reset IE. The problem may be caused by the corrupt settings in IE.

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<1. Click Tools' Internet Options.
<2. On the General tab, click to delete history, cookie and temporary files.
<
<Step 2: Please make a clean boot to make sure the problem is not caused
<third party software:
<
<1. Click Start->Run...->type msconfig and press Enter.
<2. Click Services tab and select Hide All Microsoft Services and Disable
<All third party Services.
<3. Click Startup tab and Disable All startup items.
<4. Click OK and choose Restart.
<5. After reboot, check whether the problem still occurs.
<6. If there are no more problems, please use the above steps to enable
<services and startup items one by one in order to figure out the root
cause
<of this issue.
<
<Step 3: Create a new user and logon a problematic client workstation, will
<the same problem be reproduced?
<
<If the problem persists, please let me know the following?
<
<1. Do all users or some specific users have such issue?
<
<2. What important change did you made before the thing first occurred?
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<If you need further assistance, please don't hesitate to let me know.
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<Get Secure! – www.microsoft.com/security
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Re: Cannot log out of RWW

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<<X-Tomcat-ID: 169662725

<<References: <1184181483.168034.12140@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<<A5X0kgFxHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxx>

<<07A0552E-5137-4C30-A950-E617632B6225@xxxxxxxxxxxxxxxx>

<<l#KvaLTxHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>

<<eBBFwrXxHHA.4928@xxxxxxxxxxxxxxxxxxxxxxxx>

<<MIME-Version: 1.0

<<Content-Type: text/plain

<<Content-Transfer-Encoding: 7bit

<<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<Organization: Microsoft

<<Date: Mon, 16 Jul 2007 13:34:35 GMT

<<Subject: Re: Cannot log out of RWW

<<X-Tomcat-NG: microsoft.public.windows.server.sbs

<<Message-ID: <12LdP46xHHA.5848@xxxxxxxxxxxxxxxxxxxxxxxx>

<<Newsgroups: microsoft.public.windows.server.sbs

<<Lines: 495

<<Path: TK2MSFTNGHUB02.phx.gbl

<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:50558

<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

<<

<<Hi,

<<

<<Thanks for your reply.

<<

<<I am sorry for the delay due to the weekend.

<<

<<When you visit <http://localhost/remote> or <http://servername/remote> on SBS

<<server, the problem cannot be reproduced. This shows the RWW component

<<works OK. Also you have problem log RWW with FQDN, that's not the caused

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<<third party software:

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<<5. After reboot, check whether the problem still occurs.

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<<services and startup items one by one in order to figure out the root

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<<

<<-----

<<<From: "Laurin Beckhusen" <laurin@xxxxxxx>

<<<References: <1184181483.168034.12140@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<A5X0kgFxHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxx>

<<<07A0552E-5137-4C30-A950-E617632B6225@xxxxxxxxxxxx>

<<<l#KvaLTxHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>

<<<Subject: Re: Cannot log out of RWW

<<<Date: Fri, 13 Jul 2007 11:23:49 -0700

<<<Lines: 422

<<<X-Priority: 3

<<<X-MSMail-Priority: Normal

<<<X-Newsreader: Microsoft Outlook Express 6.00.2900.3138

<<<X-RFC2646: Format=Flowed; Original

<<<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3138

<<<Message-ID: <eBBFwrXxHHA.4928@xxxxxxxxxxxxxxxxxxxxxxxx>

<<<Newsgroups: microsoft.public.windows.server.sbs

<<<NNTP-Posting-Host: adsl-69-232-228-193.dsl.pltn13.pacbell.net

<<<69.232.228.193

<<<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl

<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:50232

<<<X-Tomcat-NG: microsoft.public.windows.server.sbs

<<<

<<<Ok, before making the changes to the temp directory. I went to the

Re: Cannot log out of RWW

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server

<<<and was able to log in and out of RWW when using

<<<

<<<<http://localhost/remote> or <http://servername/remote>

<<<

<<<However when i was at the server, and tried typing in the FQDN, which

<<points

<<<to our DDNS host name, and rww would get stuck on the loading screens.

<<Could

<<<the DDNS be playing a roll in this?

<<<

<<<Do I give full control to c:\windows\temp? I am confused at what folder

<to

<<<give full access to...

<<<

<<<"> %USERPROFILE%\Local Settings\Temp

<<<>

<<<> So you need only give full control permission to Temp folder.

<<<"

<<<

<<<in regards to the last thread...

<<<

<<<—Step 1: Please log on SBS server and visit RWW, will the same issue

<<<reoccur?

<<<

<<<No problems logging in our out, but cannot load rww from server if using

<<<FQDN that points to a DDNS service running on the server.

<<<

<<<—If RWW cannot logon even on SBS server, the problem is caused by

corrupt

<<<—RWW component.

<<<

<<<—Step 2: Please delete cookie on SBS server and test again.

<<<

<<<deleted cookies on server.

<<<

<<<Clients still have errors logging out whether they are remote or local.

<It

<<<does not happen everytime, and sometimes deleting all the cookies on the

<<<client will allow them to log off, but not everytime.

<<<

<<<

<<<Step 3: The problem occurs when the network service has full permission

to

<<<temp folder. To resolve this:

<<<

<<<1. Find out what folder both the TEMP and TMP environment variables are

<<<pointing to:

<<<

<<<a. Right-click My Computer, and then click Properties.

<<<b. On the Advanced tab, click Environment Variables button.

Re: Cannot log out of RWW

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<<<c. Check the TEMP and TMP variables under both System variables and User
<<<variables sections.
<<<
<<<user temp & tmp variables = %userprofile%\localsettings\temp
<<<system temp & tmp variables = c:\windows\temp
<<<
<<<2. Grant full permissions on the Temp folder to one of the following
<<<accounts:
<<<
<<<should i grant full permissions to the c:\windows\temp folder...?
<<<
<<<Thats what I tried though
<<<
<<<a. ASPNET user account if you are running .NET Framework 1.0.
<<<b. NETWORK SERVICE user account if you are running .NET Framework 1.1 or
<<<NET Framework 2.0.
<<<
<<<gave network service full security permissions.
<<<
<<<3. Reset Internet Information Services (IIS) by typing IISRESET at a
<<<command prompt.
<<<
<<<this did not seem to work, I went into services and restarted
<<<
<<<4. If the issue is still occurring, restart the computer and test again.
<<<
<<<Step 4: Please rerun the CEICW, this helps us to configure network and
IIS
<<<setting correctly:
<<<
<<<unable to run ceicw as I get an error because who ever setup the server
<is
<<<using the sbc 2wire gateway as the dhcp server.
<<<
<<<
<<<
<<<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxx> wrote in message
<<<news:1%23KvaLTxHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<<> Hi Laurin,
<<<>
<<<> Thanks for your reply.
<<<>
<<<> 1. On the SBS server, you can logon RWW by type the follow URL in IE
<<<> Brower.
<<<>
<<<> http://localhost/remote or http://servername/remote
<<<>
<<<> 2. Because TEMP and TMP environment variables are in the same folder:
<<<>
<<<> %USERPROFILE%\Local Settings\Temp
<<<>

Re: Cannot log out of RWW

<<<> So you need only give full control permission to Temp folder.
<<<>
<<<> a. ASPNET user account if you are running .NET Framework 1.0.
<<<> b. NETWORK SERVICE user account if you are running .NET Framework 1.1
or
<<<> NET Framework 2.0.
<<<>
<<<> Please try the steps. I am looking forward to hear from you.
<<<>
<<<> If you need further assistance, please don't hesitate to let me know.
<<<>
<<<> Best regards,
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<<<> Robert Li(MSFT)
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<<<>
<<<> -----
<<<> <Thread-Topic: Cannot log out of RWW
<<<> <thread-index: AcfErVmlwITKdEofS1SUviOalioPMw==
<<<> <X-WBNR-Posting-Host: 207.46.19.168
<<<> <From: =?Utf-8?B?TEI=?= <LB@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<<<> <References: <1184181483.168034.12140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<<<> <A5X0kgFxHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<<<> <Subject: RE: Cannot log out of RWW
<<<> <Date: Thu, 12 Jul 2007 10:52:01 -0700
<<<> <Lines: 222
<<<> <Message-ID: <07A0552E-5137-4C30-A950-E617632B6225@xxxxxxxxxxxx>
<<<> <MIME-Version: 1.0
<<<> <Content-Type: text/plain;
<<<> < charset="Utf-8"
<<<> <Content-Transfer-Encoding: 7bit
<<<> <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:50021
<<<> <NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
<<<> <X-Tomcat-NG: microsoft.public.windows.server.sbs
<<<> <
<<<> <OK I am getting ready to try this out and had a few follow up
<<<> questions.
<<<> <
<<<> <1) when logging into to rww directly from the server, is there a
<<<> specific
<<<> <url I should use.... should i reference by ip, local domain name, or
<<<> <FQDN
<<<> as
<<<> <if I was connecting from outside the network.
<<<> <
<<<> <2) " 1. Find out what folder both the TEMP and TMP environment
<<<> variables
<<<> are
<<<> < pointing to:"
<<<> <
<<<> <Does it mater what folders these point too? You mention granting full
<<<> <permissions to the Temp folder, but what about the TMP folder?
<<<> <
<<<> <" a. Right-click My Computer, and then click Properties.
<<<> < b. On the Advanced tab, click Environment Variables button.

Re: Cannot log out of RWW

<<<< < c. Check the TEMP and TMP variables under both System variables and
<<User
<<<< < variables sections.
<<<< <
<<<< < 2. Grant full permissions on the Temp folder to one of the following
<<<< < accounts:
<<<< <"
<<<< <
<<<< <3) "Step 4: Please rerun the CEICW, this helps us to configure
network
<<<< and
<<<< <IIS
<<<< <setting correctly:"
<<<< <
<<<< <Everytime i try to run the wizard I get an error because who ever
setup
<<<< the
<<<< <server set it up to use the existing firewall router, and it is doing
<<all
<<<< the
<<<< <dhcp. I have confirmed the ports are open and working as well..
<<<< <
<<<< <
<<<< <Cheers,
<<<< <
<<<< <Laurin (laurin@xxxxxxxx)
<<<< <
<<<< <"Robert Li [MSFT]" wrote:
<<<< <
<<<< <◇ Hello,
<<<< <◇
<<<< <◇ Thanks for posting in our newsgroup.
<<<< <◇
<<<< <◇ From your description, I know that when you log out of RWW, you get
<<<< <◇ following error:
<<<< <◇
<<<< <◇ " The page cannot be displayed
<<<< <◇ A problem has occurred with the Remote Web Workplace. Close this
<<<< browser
<<<< <◇ window, and then log on again. If this problem continues,
<<<< <◇ contact the person responsible for your network."
<<<< <◇
<<<< <◇ Based on my experience, the problem occurs when the RWW component is
<<<< <◇ corrupt. If the problem cannot be resolved at last, we need to
<<<< reinstall
<<<< <◇ RWW. Thanks for your understanding.
<<<< <◇
<<<< <◇ Based on my research on the error message, please take the following
<<<< steps
<<<< <◇ to narrow down this issue:
<<<< <◇

Re: Cannot log out of RWW

<<<< > Step 1: Please log on SBS server and visit RWW, will the same issue
<<<< > reoccur?
<<<< >
<<<< > If RWW cannot logon even on SBS server, the problem is caused by
<<<< > corrupt
<<<< > RWW component.
<<<< >
<<<< > Step 2: Please delete cookie on SBS server and test again.
<<<< >
<<<< > Step 3: The problem occurs when the network service has full
<<permission
<<<< > to
<<<< > temp folder. To resolve this:
<<<< >
<<<< > 1. Find out what folder both the TEMP and TMP environment variables
<<are
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<<<< > a. Right-click My Computer, and then click Properties.
<<<< > b. On the Advanced tab, click Environment Variables button.
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<<<< > a. ASPNET user account if you are running .NET Framework 1.0.
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<<<< > or
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<<<< > command prompt.
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<<<< > 4. If the issue is still occurring, restart the computer and test
<<<< > again.
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<and
<<<< > IIS
<<<< > setting correctly:
<<<< >
<<<< > 825763 How to configure Internet access in Windows Small Business
<<<< > Server
<<<< > 2003
<<<< > <http://support.microsoft.com/?id=825763>
<<<< >
<<<< > Hope the information helps.
<<<< >

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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.

Re: Cannot log out of RWW

<<<< >
<<<< > =====
<<<< >
<<<< > This posting is provided "AS IS" with no warranties, and confers no
<<<< rights.
<<<< >
<<<< > -----
<<<< > <From: lbthree@xxxxxxxxxx
<<<< > <Newsgroups: microsoft.public.windows.server.sbs
<<<< > <Subject: Cannot log out of RWW
<<<< > <Date: Wed, 11 Jul 2007 12:18:03 -0700
<<<< > <Organization: <http://groups.google.com>
<<<< > <Lines: 55
<<<< > <Message-ID: <1184181483.168034.12140@xx>
<<<< > <NNTP-Posting-Host: 69.232.228.193
<<<< > <Mime-Version: 1.0
<<<< > <Content-Type: text/plain; charset="iso-8859-1"
<<<< > <X-Trace: posting.google.com 1184181484 30820 127.0.0.1 (11 Jul 2007
<<<< > 19:18:04 GMT)
<<<< > <X-Complaints-To: groups-abuse@xxxxxxxxxx
<<<< > <NNTP-Posting-Date: Wed, 11 Jul 2007 19:18:04 +0000 (UTC)
<<<< > <User-Agent: G2/1.0
<<<< > <X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT
5.1;
<<<< > InfoPath.1; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR
<<<< > 3.0.04506.30),gzip(gfe),gzip(gfe)
<<<< > <Complaints-To: groups-abuse@xxxxxxxxxx
<<<< > <Injection-Info: o11g2000prd.googlegroups.com;
<<<< > posting-host=69.232.228.193;
<<<< > < posting-account=Yd735wwAAAAQrFPLXR3i0hXZc46oeIc-
<<<< > <Path:
<<<< >
<<<< >
<<TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!news-ou
t
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