

RE: Problems connecting to desktops through RWW

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg01056.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Wed, 08 Aug 2007 12:54:11 GMT
-

Hello Patrick,

Thank you for sending me the files.

In order to keep track of the troubleshooting, please let me know the result of the clean boot at your earliest convenience.

It is very important for our troubleshooting.

Thank you for your understanding and cooperation.

Best regards,

Manfred Zhuang(MSFT)
Microsoft Online Newsgroup Support

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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>

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For urgent issues, you may want to contact Microsoft CSS directly. Please

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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: Problems connecting to desktops through RWW
| thread-index: AcfZMktKFjoF6pbIQWCxkKm3dk0/Pw==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?QmlnZm9vdA==?= <Bigfoot@xxxxxxxxxxxxxxxxxxxxxxxx>
| References: <221574B7-ADFB-484D-92AC-F5BBF35D0F6E@xxxxxxxxxxxxxxxx>
<Qk06MaB2HHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>
<1C2F434C-BA82-4613-BD45-AE419BCC1FA5@xxxxxxxxxxxx>
<D4YWDkO2HHA.5836@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Problems connecting to desktops through RWW
| Date: Tue, 7 Aug 2007 13:34:03 -0700
| Lines: 308
| Message-ID: <2248ED3B-650F-46AB-818F-F3DFD469C24A@xxxxxxxxxxxx>
| 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:55053
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
|

| Here are the answers to your questions.

| 1. When I try to connect to client workstations I have the same behavior.

I

| tried to connect to my machine.

| 2. I pinged our server's name from a command prompt on the server and
the

| ping resolved the correct IPAddress.
|

| 1. Yes, I have tried rerunning CEICW. A few times. lol

| 2. Network topology: We have a cable modem that goes through a Sonicwall
| firewall which then goes into a switch. The server is also plugged into
this

| switch (it has only one NIC). All of the workstations are also plugged
into

| this switch. That's pretty much it.

| 3. There is no firewall running on the server. We are running Trend Micro

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| Client/Server Security Agent as our anti-virus solution.

| 4. I have e-mailed you the port query report.

|

| --

| Patrick Kneeland

| Systems Administrator

|

| "Manfred Zhuang [MSFT]" wrote:

|

| > Hello Patrick,

| >

| > Thank you for your reply.

| >

| > I have checked the files you sent and I don't find any error in the log
| > files.

| >

| > Based on current situation, we may need more time to narrow down the
| > cause.

| > Your patience and cooperation will be appreciated.

| >

| > I understand that you will try clean boot soon.

| >

| > Please let me know the result at your earliest convenience.

| >

| > Please also try following steps and let me know the result:

| >

| > 1. If you try to connect to the client workstations from RWW, does the
| > issue occur?

| > 2. Please try to ping your SBS server's name on the SBS server. Does it
| > resolve to the correct IP address?

| >

| > In addition, I would like to gather more information:

| >

| > 1. Have you tried re-running CEICW?

| > 2. Would you please let me know the detailed information of the network
| > topology?

| > 3. Is there any firewall or antivirus software installed on the servers?

| > 4. Send me the port information:

| >

| > A: Download Portqry command line tool from:

| >

| > [http://www.microsoft.com/downloads/details.aspx?FamilyID=89811747-c74b-4638-](http://www.microsoft.com/downloads/details.aspx?FamilyID=89811747-c74b-4638-a2d5-ac828bdc6983&DisplayLang=en)
| > [a2d5-ac828bdc6983&DisplayLang=en](http://www.microsoft.com/downloads/details.aspx?FamilyID=89811747-c74b-4638-a2d5-ac828bdc6983&DisplayLang=en)

| >

| > B: Install it on the SBS server box.

| > C: Start-->Run-->cmd, in the command prompt, input the following
| > commands:

| > cd \portqryv2 (This is the default install path)

| > portqry -local > c:\port1.txt

| >

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|> D: Send the txt file to my mailbox v-mzhuan@xxxxxxxxxxxxxx
|>
|> Please try the above steps at your earliest convenience. If you have
any
|> concern, please feel free to let me know.
|>
|> Best regards,
|>
|> Manfred Zhuang(MSFT)
|> Microsoft Online Newsgroup Support
|>
|> Get Secure! – www.microsoft.com/security
|>
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|> | Thread-Topic: Problems connecting to desktops through RWW
|> | thread-index: AcfYURhsb3kKXP2CQBO7h4p+9ob1ZQ==
|> | X-WBNR-Posting-Host: 207.46.19.197
|> | From: =?Utf-8?B?QmlnZm9vdA==?= <Bigfoot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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> | References: <221574B7-ADFB-484D-92AC-F5BBF35D0F6E@xxxxxxxxxxxxxx>
> | <Qk06MaB2HHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: RE: Problems connecting to desktops through RWW
> | Date: Mon, 6 Aug 2007 10:42:01 -0700
> | Lines: 147
> | Message-ID: <1C2F434C-BA82-4613-BD45-AE419BCC1FA5@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:54770
> | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | Manfred,
> | Thank you so much for your detailed response. I will have to schedule
the
> | downtime for the reboot in the clean boot environment. I may be able
to
> | do
> | that Wednesday night with some other scheduled maintenance. Thanks
again
> | for
> | the help.
> |
> | To answer the questions you posed.
> | 1. We do have a hardware firewall. It is a Sonicwall TZ170 Standard.
I
> | have
> | port 4125 opened but there is no way to Ã¢â?¬directÃ¢â?¬ it to
the server.
> | IÃ¢â?¬m
> | assuming at this point that if something comes in on that port that
it
> | will
> | find the server.
> | 2. I donÃ¢â?¬t believe we have ISA running on the server. This is
my first
> | experience using SBS so I canÃ¢â?¬t be sure. It looks different
than a W2K3
> | server with ISA running on it. I knew how to open a port in the
> | Ã¢â?¬regularÃ¢â?¬ ISA
> | but I havenÃ¢â?¬t figured it out yet on the SBS version. It may be
that ISA

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|> isn't it
|> | installed and I've been banging my head on that for a while.
|> |
|> | 1. The issue happens both internally and externally. My thought is to
|> first
|> | get internally working before adding the variables of the external
|> network.
|> | a. I can connect to the server via Remote Desktop internally with
both my
|> | login and the administrator login
|> | b. I receive the same error in RWW under the Administrator account.
|> | 2. I have the same behavior when I'm on the server console
logged in as
|> the
|> | administrator.
|> | 3. I have e-mailed you two cab files.
|> |
|> | --
|> | Patrick Kneeland
|> | Systems Administrator
|> |
|> |
|> | "Manfred Zhuang [MSFT]" wrote:
|> |
|> |> Hello Patrick,
|> |>
|> |> Thank you for posting here.
|> |>
|> |> From your post, I understand that when attempting to connect to the
|> servers
|> |> via RWW, following error message was received:
|> |>
|> |> VBScript: Remote Desktop Disconnected
|> |> The client could not connect to the remote computer. Remote
connections
|> |> might not be enabled or the computer might be too busy to accept new
|> |> connections. It is also possible that network problems are
preventing
|> your
|> |> connection.
|> |>
|> |> If I have misunderstood your concern, please feel free to correct
me.
|> |>
|> |> This issue can be caused by several factors. I suggest you try
|> following
|> |> steps and check if it works:
|> |>
|> |> Step 1: Re-running CEICW on SBS server:
|> |> =====
|> |> Let's re-run CEICW to reset the network configuration. Please refer

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to

|> |> following article to do this.

|> |>

|> |> How to configure Internet access in Windows Small Business Server 2003

|> |> <http://support.microsoft.com/kb/825763/en-us>

|> |>

|> |> Step 2: Prepare a Clean Boot environment on the problematic servers.

|> |> =====

|> |> 1. Click Start and Click Run, and in the "Open" line, type in

|> "MSCONFIG"

|> (without the quotation marks) and click OK.

|> |> 2. Under the Service tab, check "Hide All Microsoft Services", and

then

|> |> click "Disable All" button. In this way, we can disable all the

|> services

|> |> which belong to third-party programs.

|> |> 3. Under the Startup tab, click "Disable All" button.

|> |>

|> |> 4. Click OK.

|> |> 5. Choose Yes to restart the computer.

|> |> 6. Check "Don't show this message or launch the system configuration

|> |> utility when Windows starts".

|> |> 7. Please check if the issue persists.

|> |>

|> |> NOTE: We can check on Normal Startup in the General tab to roll back to

|> |> Normal Mode after we get this issue resolved.

|> |>

|> |> If the issue persists, let's move on:

|> |>

|> |> 1. If you have hardware firewall in front of your SBS server, please

|> make

|> |> sure you have forward TCP port 4125 inbound to SBS server.

|> |>

|> |> 2. If you have installed ISA on SBS server, please make sure you have

|> the

|> |> port 4125 inbound enabled.

|> |>

|> |> 828053 ISA Server prevents connection to a remote desktop when you

|> connect

|> |> <http://support.microsoft.com/?id=828053>

|> |>

|> |> I hope the above information is helpful. However, if the issue persists,

|> |> please gather following information for me:

|> |>

|> |> 1. From an internal client workstation, try to use RDP to connect

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to

|> the

|> |> servers, is there any issue? Does this issue happen with administrator

|> |> account?

|> |>

|> |> 2. Does the issue happen both internally and externally? Does this |> issue

|> |> happen if access RWW on the SBS server itself?

|> |>

|> |> 3. Please download the MPS Report tool from the following link and run

|> it

|> |> on both the SBS server and the problematic client workstations,

then

|> send

|> |> the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxxx for further

|> |> investigation so that we can find what the root cause is:

|> |>

|> |>

|>

<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

|> |> 15706/MPSRPT_NETWORK.EXE

|> |>

|> |> For your information:

|> |>

|>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F->

|> |> 88B7-F9C79B7306C0&displaylang=en

|> |>

|> |> Please try the above steps at your earliest convenience. If you

have

|> any

|> |> concern, please feel free to let me know.

|> |>

|> |> Best regards,

|> |>

|> |> Manfred Zhuang(MSFT)

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