

RE: VPN Error code 800 HELP!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg01632.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Mon, 13 Aug 2007 09:28:20 GMT
-

Hello STWilliams,

Thanks for posting in our newsgroup.

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

From your description, I know that you have the following problems:

1. Users cannot get e-mails and Internet.
2. Users get error the error code 800 connecting VPN.

If that's not right, please don't hesitate to let me know.

First, please understand that our newsgroup is an issue based service, meaning we usually respond to one question/issue per post. This will lessen the confusion for both of us, as well as ensure that our results are accurate and not a result of a test for a different question. Therefore, it is recommended you create a new thread so that the dedicated MS engineer can help you on the first problem. Thank you for your understanding!

Please let me know the following:

1. Can you visit Internet and OWA on SBS server?
2. Do the problematic users get e-mails and Internet from internal? How do they get e-mail, via Outlook or OWA?
3. Just one PC get error code 800 connecting VPN connecting to SBS? Where do the problematic users visit VPN, from internal or Internet?
4. Do you have ISA or hardware firewall installed? If you use ISA, what's the version?
5. What's the topology of your network?

Here we will focus on the VPN issue:

Please take the following steps to see if the problem can be resolved:

Step 1: Please rerun the CEICW Wizard to configure the VPN function. The

RE: VPN Error code 800 HELP!

wizard can help us configure the networking settings for a SBS server. It automatically creates the ISA rules for internet access and site publishing. It's strongly recommended to use the wizard to configure the SBS server.

More info:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

Step 2: After doing this, open Server Management console and navigate to 'Internet and E-mail' snap-in. Click 'Configure Remote Access' to enable the VPN service.

1. Open Server Management select Configure Remote Access.
2. Select to enable remote access and choose VPN access or Dial-in access (require a modem).
3. Input the VPN Server name. You can input IP address or full Internet domain name of the VPN server.
4. Finish the Wizard.

Step 3: If you visit outgoing VPN, please take the steps in the following KB:

886621 You receive an "Unable to establish the VPN connection" error message when your Windows Small Business Server 2003-based client computer try to make an outgoing PPTP connection

<http://support.microsoft.com/?id=886621>

Step 4: Please check the following VPN settings:

1. On the VPN client, click Start, click Run, type "cmd" (without the quotation marks) and click OK. Type the following command and press ENTER:

```
telnet <Public IP or FQDN of the VPN server> 1723
```

Do you get a blank screen with a blinking cursor? If not, the port 1723 is blocked by the VPN client, the router in front of your SBS server, or your ISP.

2. Please check if GRE Protocol 47 is enabled on your router. GRE Protocol 47 is used in conjunction with PPTP to create VPNs between clients or between clients and servers. Refer to the following Knowledge Base article for more information about GRE Protocol 47:

241251 VPN Tunnels – GRE Protocol 47 Packet Description and Use

<http://support.microsoft.com/?kbid=241251>

Note that some routers call GRE Protocol 47 "PPTP Pass Through" or "VPN Pass Through". Please check the router support pages or the manual for help doing that.

RE: VPN Error code 800 HELP!

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

MPS Report on both SBS server and workstation:

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.
4. Please send the CAB to v-robeli@xxxxxxxxxxxxxx with subject: 40158755-VPN Error code 800 HELP!

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

RE: VPN Error code 800 HELP!

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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: STWilliams <STWilliams.2v81nd@xxxxxxxxxxxxxx>
<Subject: VPN Error code 800 HELP!
<Date: Mon, 13 Aug 2007 02:14:23 +0530
<Message-ID: <STWilliams.2v81nd@xxxxxxxxxxxxxx>
<Organization: Computer Help - <http://forums.techarena.in>
<User-Agent: vBulletin USENET gateway
<X-Newsreader: vBulletin USENET gateway
<X-Originating-IP: 80.192.179.82
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<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:55975
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<
Currently having trouble connecting to the internet and e-mails.
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<Currently operating a server with Windows sbs 2003, and 6 pc`s with win xp pro. This network was installed a year ago and has been fine. A month ago there where problems with a few users pc`s where they couldnt get e-mails and the internet. Now its all of them!.
<
<After recieving the error code 800 everytime one of the pc`s tries to connect to sbs2003. After scouting around various forums Iv tried a many different things but they havnt worked. I have even tried turning the firewall off, and still get the same error.
<
<Anyone any ideas?

STWilliams

STWilliams's Profile: <http://forums.techarena.in/member.php?userid=29280>
View this thread: <http://forums.techarena.in/showthread.php?t=799791>

<http://forums.techarena.in>

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