

RE: RWW & OWA Problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg01773.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Thu, 13 Sep 2007 04:20:59 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that you unable to access the RWW and OWA from Internet. 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 reconfigure RRAS for RWW and OWA publishing to see if we can resolve this issue:

1 Disable RRAS

- a. Schedule a network down time.
- b. Please open Routing and Remote Access console on SBS thru run command "rrasmgmt.msc"
- c. Right click the SBSname (local), select Disable Routing and Remote Access console

2 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>

Detailed steps for your reference:

- a. On the SBS 2003 Server open the Server Management console. Go to Standard Management\To Do List.
- b. Click the "Connect to the Internet" link.
- c. When navigating to the Firewall page, select "Enable firewall" and click

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Next (I suppose you have 2 network adapters in SBS 2003).

d. On the "Services Configuration" page, select all the items and then click Next.

e. On the "Web Services Configuration" page, make sure "Allow access to the entire Web site from the Internet" is selected. If you select "Allow access to only the following Web site services from the Internet", make sure all items in the list are selected. Click Next.

f. On the "Web Server Certificate" page, choose to create a new Web server certificate and then type the public domain name (your public DNS name) that you will use to access OWA and RWW (for example, if your public domain name that you use to access the sites is www.xyz.com, you should type www.xyz.com as the new certificate name).

g. Go through the remaining steps.

3. Then, test this issue.

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

1. Please plug a client computer and SBS external NIC to a switch, set the client computer IP as the same subnet with SBS external NIC. Then try to access OWA and RWW from the client. Does it success?

2. Please try to telnet SBS 443 from Internet. Does it get response?

3. What error do you get when you try to access the RWW and OWA from Internet thru IE? Please capture screenshots on the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

4. Can you access companyweb from Internet thru <https://FODN:444?>

5. Can you access OMA from Internet thru <https://FODN/oma?>

6. Gather MPS network report on SBS:

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

b. Run MPSRPT_NETWORK.exe on the server box.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\

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e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

7. Gather IIS log:

a. Open IIS snap-in.

b. Right click Default Web Site and click Properties.

c. Uncheck the "Enable Logging" box and click Apply.

d. Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a backup location.

e. Check "Enable Logging" box and click OK.

f. Run IISReset command.

g. Reproduce the problem and send the log file in C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

8. Gather IIS Metabase:

1) Download the IIS Resource Kit tools from the following page:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>

2) Install it, run MBExplorer (Metabase Explorer)

3) Right click the "LM" node and choose "Export to file".

4) Specify a file name, specify the password and finish the export.

5) Send the file and the password to v-terliu@xxxxxxxxxxxxxx

I 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:

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<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: RWW & OWA Problems
| thread-index: Acf0x8Q05pOTJspCS6G0/22bn3cypQ==
| X-WBNR-Posting-Host: 207.46.19.197
| From: =?Utf-8?B?QkNfSVRfR3V5?=<BCITGuy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RWW & OWA Problems
| Date: Tue, 11 Sep 2007 16:02:03 -0700
| Lines: 38
| Message-ID: <67F047C4-356C-4AA5-A263-4D9B2D3CBB2C@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 V6.00.3790.2929
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:62310
| NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Sorry for posting this a 2nd time, but I am still no further ahead & previous

| post is getting no replies. Maybe I got you all stumped????

| I have setup numerous SBS2003 Standard Versions & all work flawlessly. I have recently setup a new SBS2003 Premium R2 for a client & am having

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| problems with OWA & RWW

| OK, so here's what's happening;

| Can connect to OWA & RWW from internal network, workstations & server.

| Can NOT connect to OWA & RWW from external internet connections.

| Can connect to server via RDP using both IP Address & FQDN

| Everything else is working great, email, Web, EVERYTHING!

| What I have done;

| Created a FQDN from ISP.

| Forwarded appropriate ports (443,3389,4125), through router to external

| NIC. (Even tried placing in DMZ, still not able to connect)

| Ran CEICW numerous times, & created certificate

| Tried another router

| Have not installed ISA 2004 yet, as I figured I want to get everything

| else working flawlessly before doing that.

| Yes I used <https://FQDN/remote> or <https://FQDN/exchange>

| One thing I may have done that possibly messed it up is run the CEICW before the R2 updates. Could this have caused my grief? I don't honestly

| remember if I did or didn't though, but I can't see where that would make a difference.

| Checked to see if any differences in Web Sites in IIS compared to a working installation. But could be missing something there.

| I have a feeling it is in the registry somewhere that something is mucked up.

| So come on all you SBS experts out there, someone must have an answer for me. I'm leaving on a vacation in a coupla weeks & have to have this baby going full tilt before then!..

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