

RE: Remote workspace logging off.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg02273.html>

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 - *Date:* Mon, 17 Sep 2007 06:27:12 GMT
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Hello Nick,

Thank you for posting here. Let's thank Russ for the input.

According to your description, I understand that on RWW users will log out their session after a certain amount of time. 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:

Please check the following settings:

I. TSweb timeout

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1. Make a copy of the C:\InetPub\Remote\tswb.aspx file in the event you need to revert quickly.
2. Edit tswb.aspx with notepad.
3. Search for "MsRdpClient.AdvancedSettings2.MinutesToIdleTimeout" (without the quotation marks) with a value of "`= <%=rapLinks.timeoutSeconds / 120%>`". Change the value to the actual time out or no more than 240 as testing with values over 240 result in the connection failure.
4. Save the changes in the file and exit notepad.
5. Restart the IIS Service or restart the SBS Server.

II. Remote Web Workplace timeout:

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The time out values (in minutes) are configurable in the registry, at:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\PublicTimeOut

REG_DWORD: 20 (Default)

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\RemoteUserPortal\TrustedTimeOut

REG_DWORD: 120 (Default)

The PublicTimeOut is used when the user checks the box for "I'm using a public or shared computer" on the RWW logon page. The TrustedTimeOut is used when the user unchecks this checkbox. You can change the time out

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settings here.

III. ASP.NET timeout

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Edit the C:\inetpub\remote\web.config file.

Look for line:

```
<forms name="RemotePortalAuth" loginurl="logon.aspx" protection="All"
path="/" timeout="120" />
```

timeout = value in minutes of your largest timeout value.

The default timeout in SBS 2003 is 120 minutes.

IV. IIS timeout:

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1. Go to Server Management -> Advanced Management -> Internet Information Server.
2. Expand [Server Name] -> Web Sites -> Default Web Site.
3. Right click Remote and choose Properties, in Virtual Directory tab, click the Configuration button and select the Options tab, modify the session timeout settings. The Default Session timeout in SBS 2003 is 120 minutes.

V. ISP timeout:

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The ISP may have some session timeout settings, please contact your ISP to check it.

VI. Router timeout:

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As I know, some router or ADSL modem will have session timeout configuration options, please try to contact your hardware vendor to check it.

VII. VPN connection timeout:

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How do you setup the VPN connection between remote clients and SBS? Please check the timeout setting of your VPN connection.

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

1. Please try to access the RWW from SBS itself, then test this issue.
2. Does the disconnection happen after a while of idle time?
3. Do you get any error when the session logoff?
4. Gather MPS network report on SBS:

a. Download MPSrepot_network from

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

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15706/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\
- e. Send the .cab file directly 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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RE: Remote workspace logging off.

| Thread-Topic: Remote workspace logging off.
| thread-index: Acf21raDpFDnMS+1Qru5FSnZsodn5w==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?Tmljaw==?= <Nick@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Remote workspace logging off.
| Date: Fri, 14 Sep 2007 06:54:04 -0700
| Lines: 7
| Message-ID: <009D1F7D-4F19-449A-A6CF-79AEBB91E812@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 V6.00.3790.2929
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:63007
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

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| Could someone please advise me on why people are logged out of their
remote
| workspaces. We have multiple sites connecting via a VPN to a server. Some
of
| the people are complaining that they are logged out of their online
diaries
| after a certain amount of time. Is it simply a matter of changing a
setting
| to keep them logged on. It's strange because we have not changed any
| settings, and only some people are logged off, whereas others stay
connected.
| Help someone!!!
|
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