

RE: need to access web-based printserver interface from client worksta

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg03141.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Fri, 21 Sep 2007 06:44:51 GMT
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Hello Rob,

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

According to your description, I understand that you can access <http://192.168.16.246> from SBS, but you cannot access it from internal clients. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, by default the ISA web proxy clients will submit all web request to ISA server, then, the ISA will help clients to send the request to web server. However, you try to access internal web address from internal clients, the client computer can submit the web request to 192.168.16.246 directly. We do not need to submit the request to ISA. I suggest we try the following steps to bypass the web proxy on clients to see if we can resolve this issue:

- a. Open the IE on the client computer
- b. Open Internet Options, select Connections tab, click LAN settings button
- c. Tick the option "Use a proxy server for your LAN", input SBS internal IP (192.168.16.2), and port 8080 (by default), and uncheck Automatically detect settings
- d. Please click Advanced button, in the Exceptions box, input 192.168.16.246 here. Click OK three times to finish.

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

1. Please capture screenshots on the error page you get on IE and send the pictures to me at v-terliu@xxxxxxxxxxxxxxxx
2. Please help to gather the ISA Info:
 - 1) Download the file from the following URL:

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<http://www.isatools.org/tools/isainfo.zip>

2) Extract all files to a folder on ISA server.

3) Double click Isainfo.js. This will generate 2 files
ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in the
current folder.

4) Please send these files to me at v-terliu@xxxxxxxxxxxxxx

3. Please also help to gather the ISA logs:

1) Schedule a down time.

2) Open ISA 2004 management console.

3) Expand the server node and highlight 'Monitoring'.

4) In the right pane, switch to the 'Logging' tab, make sure the 'Task
Pane' is showed there.

5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging
Tasks', and then switch the 'log storage format' from 'MSDE database'
(default) to 'File'.

6) Switch to the 'Fields' tab, click 'Select All', and then click OK.

7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging
Tasks', and then switch the 'log storage format' from 'MSDE database'
(default) to 'File'.

8) Switch to the 'Fields' tab, click 'Select All', and then click OK.

9) Click 'Apply' to save changes and update the configuration.

10) Temporarily disable the Firewall service. To do that, please click
Monitoring | Services tab, and then right click 'Microsoft Firewall' to
choose 'Stop'.

11) Clear the current existing W3C logs. To do that, go to the log saving
directory and clean any existing .W3C logs. By default, the logs will be
saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not
be able to deleted, that's normal.) You may backup them first and then
delete them.

12) Go back to the ISA 2004 management console, and then Start the stopped
'Microsoft Firewall' service.

13) Reproduce the problem, stop the service, and then gather the resulting
W3C files to me for analysis.

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14) Please also let me know the IP address of the testing clients so that I can filter the data.

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

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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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| Thread-Topic: need to access web-based printserver interface from client worksta
| thread-index: Acf7Cql6+2WUkBFOQxy4QVRaU+CUBw==
| X-WBNR-Posting-Host: 207.46.192.207
| From: =?Utf-8?B?Um9iIFBldHRyZXk=?= <RobPettrey@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: need to access web-based printserver interface from client worksta
| Date: Wed, 19 Sep 2007 15:16:01 -0700

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| Lines: 100
| Message-ID: <8504065E-CE65-4630-8E6A-DF1D2E41EB35@xxxxxxxxxxxxxx>
| 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:64257
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| SBS 2003 SP2 Premium with ISA 2004, dual-homed.

| I have a Konica Minolta BizHub 450. The keypad-based interface is almost impossible to navigate. My users need to add fax and e-mail addresses to the unit, preferably from their desktop via the web-based interface.

| I can ping and telnet:80 the BizHub from both server and workstation.

| I can surf to the BizHub from the server only. I am using the standard SBS

| ISA rules. I set up the BizHub with a DHCP reservation at 192.168.16.246, so

| it gets all of its network setup info from the server.

| I get HTTP 400 Bad Request when surfing to 192.168.16.246 from any workstation.

| Pertinant data below. Please advise.

| ISA traffic: (there's more, but hard to tell what applies)

| Initiated Connection TTI 9/19/2007 5:44:24 PM

| Log type: Firewall service

| Status: The operation completed successfully.

| Rule:

| Source: Local Host (192.168.16.2:28540)

| Destination: Internal (192.168.16.246:80)

| Protocol: HTTP

| User:

| Allowed Connection TTI 9/19/2007 5:44:24 PM

| Log type: Web Proxy (Forward)

| Status: 400 Bad Request

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| Rule: Traffic between VPN Clients and Internal networks
| Source: Internal (192.168.16.29:0)
| Destination: Internal (192.168.16.246:80)
| Request: GET <http://192.168.16.246/>
| Filter information: Req ID: 15ab7290
| Protocol: http
| User: anonymous

| Sample client ipconfig: (yes it's vista)

| Windows IP Configuration

| Host Name : desktop
| Primary Dns Suffix : domain.local
| Node Type : Hybrid
| IP Routing Enabled. : No
| WINS Proxy Enabled. : No
| DNS Suffix Search List. : domain.local

| Ethernet adapter Local Area Connection:

| Connection-specific DNS Suffix . : domain.local
| Description : Intel(R) PRO/100 VE Network
Connection
| Physical Address. : 00-13-72-D3-18-ED
| DHCP Enabled. : Yes
| Autoconfiguration Enabled : Yes
| Link-local IPv6 Address :
fe80::a0b4:663c:2cae:d21d%7(Preferred)
| IPv4 Address. : 192.168.16.29(Preferred)
| Subnet Mask : 255.255.255.0
| Lease Obtained. : Tuesday, September 18, 2007
9:20:31 AM
| Lease Expires : Wednesday, September 26, 2007
9:20:33
| AM
| Default Gateway : 192.168.16.2
| DHCP Server : 192.168.16.2
| DHCPv6 IAID : 184554354
| DNS Servers : 192.168.16.2
| Primary WINS Server : 192.168.16.2
| NetBIOS over Tcpi. : Enabled

| server ipconfig:

| Ethernet adapter Local Network Connection:

| Connection-specific DNS Suffix . :
| Description : Intel(R) PRO/1000 MT
| Physical Address. : 00-13-72-FD-A4-6C
| DHCP Enabled. : No

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| IP Address. . . . . : 192.168.16.2
| Subnet Mask . . . . . : 255.255.255.0
| Default Gateway . . . . . :
| DNS Servers . . . . . : 192.168.16.2
| Primary WINS Server . . . . . : 192.168.16.2
|
| Ethernet adapter Internet Connection:
|
| Connection-specific DNS Suffix . :
| Description . . . . . : Linksys LNE100TX
| Physical Address. . . . . : 00-18-F8-0B-C1-0C
| DHCP Enabled. . . . . : No
| IP Address. . . . . : 192.168.1.2
| Subnet Mask . . . . . : 255.255.255.0
| Default Gateway . . . . . : 192.168.1.1
| DNS Servers . . . . . : 192.168.16.2
| NetBIOS over Tcpi. . . . . : Disabled
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| Rob Pettrey
| Microsoft Small Business Specialist
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