

Re: Error 720 connecting to server via VPN

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg03818.html>

- *From:* Craig Hughes <CraigHughes@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 25 Sep 2007 16:54:00 -0700
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Netgear D834Gv3

"Merv Porter [SBS-MVP]" wrote:

Which Netgear router are you using on the SBS network?

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Merv Porter [SBS-MVP]

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"Craig Hughes" <CraigHughes@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:987450BF-A910-4451-893D-3FBD5533765A@xxxxxxxxxxxxxxxxxxxx

Hi Joe,

I think I understand.

I've checked the system log and found the following...

A connection between the VPN server and the VPN client XXX.110.88.173 has been established, but the VPN connection cannot be completed. The most common cause for this is that a firewall or router between the VPN server and the VPN client is not configured to allow Generic Routing Encapsulation (GRE) packets (protocol 47). Verify that the firewalls and routers between your VPN server and the Internet allow GRE packets. Make sure the firewalls and routers on the user's network are also configured to allow GRE packets. If the problem persists, have the user contact the Internet service provider (ISP) to determine whether the ISP might be blocking GRE packets.

So that clearly suggests the GRE is being blocked.

The problem is I don't know how to enable a protocol. The PPTP port is open. Should I setup a firewall rules to allow port 47? But I think from your last message, that's not the answer.

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Thanks,

Craig

"Joe" wrote:

Craig Hughes wrote:

Hi Russ,

Port 1723 (PPTP) is allowed in my router for any WAN users to the server.

I've not got a rule for GRE (Port 43 I think) as I read it was a IP protocol rather than TCP or UDP. My router only allows TCP, UDP or TCP/UDP. Should I create a rule for port 43 as TCP/UDP?

My router is Netgear. I can't see any existing rule I can select for GRE or port 43.

It's 47, it is a protocol and therefore has no connection with TCP or UDP ports (most protocols don't use ports) and if you selected 'PPTP Service' or similar on a Netgear machine then TCP/1723 and GRE are both included. If you enable logging on that rule, you'll see (when the system finally works) an initial TCP/1723 handshake followed by numerous GRE packets, which carry the encrypted data.

> The Client I'm trying to connect is on the same subnet as the server,
> 255.255.255.0.

No, that's the netmask. That may or may not be the same, but the network address, which is the IP address ANDed with the netmask (in this case

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the first three octets of the IP address) must be different. This is the most common cause of your particular problem. Your SBS has one of the most common private network addresses (192.168.0.) and there's a fair chance that the remote router also uses it. If so, one or the other must change, and I'd recommend using the Change IP Address wizard on the SBS to alter the LAN network address to something much higher, like 192.168.55. so it is unlikely to conflict with any default anywhere else.

Do you get any entry in the System event log on the SBS? If the TCP connection works but GRE is blocked, then there will be a message to that effect. Using the same network address at both ends produces unpredictable errors, as there is confusion in routing, and some messages will get through, some won't. Sometimes you'll get the System message, sometimes not. Usually the process will fail during authentication, when several pieces of data need to be exchanged and some get dropped.