

Re: Internet access problem caused by DNS failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg00122.html>

- *From:* Stuart <Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 1 Oct 2007 08:23:04 -0700
-

Some more info. Browsers spark into life when the CIECW finishes the Network part of the wizard, i.e. before the Firewall part. I'm using the firewall on the router (a draytek) so there's nothing special about the firewall config on the SBS box. The event viewer for 'Application' is a blood bath as other apps try to resolve address using DNS (exchange, popbeamer, activesync, etc). Nothing stands out for the dns server.

The DNS event viewer has some errors from 24th Sep which is a couple of days before I da the problem. Error as follows and I don't really understand what the Help link tells me:

The DNS server was unable to complete directory service enumeration of zone Stonac.local. This DNS server is configured to use information obtained from Active Directory for this zone and is unable to load the zone without it. Check that the Active Directory is functioning properly and repeat enumeration of the zone. The extended error debug information (which may be empty) is "". The event data contains the error.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

"Claus" wrote:

After these test it seems most likely that there is a problem with either the SBS firewall or the SBS DNS. I have not come across this before. Do you see anything in the event logs?

--
Claus
"Stuart" <Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:3E4E71FD-8F5B-46C7-8274-09F605B63CD6@xxxxxxxxxxxxxxxxxx

Thanks Claus

I have changed a client dns setting to 4.2.2.1 (still using dhcp for the ip address). The client can now resolve internet web addresses. However,

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understandably, it can't resolve names on the network (e.g. companyweb).

I have also used a BT dns server address (194.72.9.34) and this works too.

I have also rechecked something else. When the dns server is not working, I can enter an ip address into IE and get the website. I was testing an incorrect ip address earlier!

Looks like an SBS issue then. As for the firewall comment, it has always worked for a period of time after running the CIECW. This might seem a bit mad, but it seems to stop working through use, i.e. I ran CIECW last night and it held up all night until I logged on this morning. Could just be a coincidence but thought it might help.

"Claus" wrote:

Stuart,

I would do a test to find out if it is the router or you SBS that is causing this issue. Reconfigure one of your workstations for testing. Change the DNS on that workstation to an outside DNS (i.e. 4.2.2.1) and see if you can recreate the issue. If you can't recreate it, we know that the problem is your SBS box.

--

Claus

"Stuart" <Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:2133693F-85DE-4736-98C0-A447477F7E@xxxxxxxxxxxxxxxxxxxx

Just checked. When dns stops working, I can still ping outside ip addresses.

"Stuart" wrote:

Thanks Claus

I've done as you suggest and still problems. nslookup works fpor a

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short
while then queries get timed
out. I can't successfully use
ip
addresses
in a
browser. I can vpn in to the
router from outside. I think i
can ping
to
the
outside world but I will
check again

"Claus" wrote:

Yes they do
get replaced
when you
run the
CEICW. Go
into the
DNS
Management
after you
run the
CEICW,
add the
4.2.2.1 (or
something
other than
your
BT
ones) and
move it up
to the top.
Do you still
have a
problem
afterwards?

Another
question:
When the
problem
starts, can
you still
ping by IP
to
the

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outside?

--

Claus

"Stuart"

<Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

news:3C71DACA-8BF1-4951-8DD7-7F5639F23CEB@xxxxxxxxx

Thanks

Claus.

The

forwarders

seemm

to

get

cleared

out

by

CEICW

and

replaced

by

the

entries

you

make

during

the

wizard.

So

yes

they

are

fine.

Stil

having

probems

though.

"Claus"

wrote:

Your

configuration

looks

fine.

Did

you

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check
the
Forwarders?
How
about
adding
a
DNS
that
isn't
part
of
BT?
See
if
you
can
reach
4.2.2.1
and
try
that
as
the
first
in
the
forwarders.

--
Claus
"Stuart"
<Stuart@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:F8E9230B-AC2B-443E-93B6-63960D07E2F

Thanks
Claus
-
ipconfig
for
a
client
below.
Internet
access
very
poor
now

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Connection:
Connection-specific
DNS
Suffix
.
:
Stonac.local
Description
.
.
.
.
.
.
.
.
.
.
:
Intel(R)
PRO/Wireless
3945ABG
Networ
k
Connection
Physical
Address.
.
.
.
.
.
.
:
XX-XX-XX
Dhcp
Enabled.
.
.
.
.
.
.
.
.
.
:
:

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Yes
Autoconfiguration
Enabled

.
.
.
:
:

Yes
IP
Address.

.
.
.
.
.
.
.
.
.
:
:

192.168.0.21
Subnet
Mask

.
.
.
.
.
.
.
.
:
:

255.255.255.0
Default
Gateway

.
.
.
.
.
.
:
:

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.
. :
Sat
29
September
2007
20:34:11
Lease
Expires

.
. :
Sun
07
October
2007
20:34:11

"Claus"
wrote:

At
the
moment
I
do
not
see
a
reason
for
reinstalling
the
DNS.
Post
an
ipconfig
from
one

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Suffix
Search
List.
.
.
.
.
.
:
XXXXXX.local
Ethernet
adapter
Local
Area
Connection:
Connection-specific
DNS
Suffix
.
:
Description
.
.
.
.
.
.
.
.
.
:
:
Intel(R)
PRO/1000
MT
Server
Adapter
Physical
Address.
.
.
.
.
.
:
:
XX-XX-XX-XX-XX
DHCP

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.
. .
:
192.168.0.1
DNS
Servers

.
. .
:
192.168.0.10
Primary
WINS
Server

.
. .
:
192.168.0.10

C:\>

"Claus"
wrote:

Your
SBS
should
be
the
only
DNS
in
your
LAN
and
all

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workstations
should
point
to
that.
On
your
SBS
DNS
you
enter
your
ISP
DNS
servers
under
the
forwarder
tab.

Also,
if
your
router
is
doing
the
DHCP,
turn
it
off
and
let
your
SBS
handle
that.

See
if
that
resolves
your
issues

--
Claus
"Stuart"
<Stuart@xxxxxxxxxx>
wrote
in

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message
news:BD290E7C-C

SBS2003R2
with
a
number
of
WinXPSP2
clients.
Draytek
router
with
firewall.
One
NIC
set
up.
Router
is
connected
to
ADSL
&
ISP's
WAN
quite
happily
and
uses
ISP's
DNS
servers.
SBS
server
set
up
correctly
and
no
recent
changes.
I
keep
losing
web
access
even
though
router
remains

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connected.
If
I
run
Configure
Email
and
Internet
Connections
wizard,
I
get
access
back
for
a
period
of
time,
then
I
lose
it
again.
Rerun
Configure
Email
and
Internet
Connections
wizard
and
back
in
business.
This
works
if
I
chose
the
same
dns
servers
sometimes,
but
always
works
if
I
swap

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them
from
the
choice
I
have
(BT
Broadband).
Any
ideas
most
welcome.