

# RE: VPN

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg01996.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Mon, 15 Oct 2007 09:42:03 GMT
- 

Hello Brendan,

Thank you for your update. I'm sorry for the delay response due to the weekend.

Step 1: Based on your network configuration from your MPS report, I suggest we try the following steps to reconfigure the VPN connection 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>

3) Run Remote Access wizard

- a. On the Small Business Server 2003-based server, click To Do List in the left pane of the Server Management console.
- b. Under Network Tasks, click Configure Remote Access.
- c. Click Next, click Enable Remote Access, click to select the VPN Access check box, and then click Next.

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d. Type the fully qualified public domain name (your public DNS name) of your server, click Next, and then click Finish.

e. When the wizard is completed, click Close.

4) Then you can access RWW to download Connection Manager or copy the file from SBS server c:\ClientApps\Connection Manager\SBSPackage.exe. Please save the sbspkg.exe file in VPN client computer. Then double-click SBSPackage.exe to run it. After this file run the "connect to small business server" will be created and you can use it to connect VPN to your SBS server.

Step 2: Please ensure the VPN client computers' DNS and WINS are your SBS internal IP address (192.168.1.5).

Step 3: Your SBS internal and external IP addresses are 192.168.1.5 and 192.168.2.2. Please ensure the VPN client computers' local IP addresses are not in the 2 subnets (192.168.1.0/24 and 192.168.2.0/24).

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

1. On the problematic VPN client, once the VPN connection is established, run command "ipconfig /all > c:\ipconfig\_bad.txt" and "route print > c:\route\_bad.txt" on problematic client, send the files c:\ipconfig\_client.txt and c:\route\_client.txt to me at v-terliu@xxxxxxxxxxxxxx

2. On the good VPN client, once the VPN connection is established, run command "ipconfig /all > c:\ipconfig\_good.txt" and "route print > c:\route\_good.txt" on problematic client, send the files c:\ipconfig\_client.txt and c:\route\_client.txt to me at v-terliu@xxxxxxxxxxxxxx

3. Can you ping SBS internal IP address from the problematic VPN clients?

4. Can you ping internal client computer's IP address from the problematic VPN clients?

5. Can you ping SBS hostname from the problematic VPN clients?

6. Can you access RWW or OWA or companyweb from the problematic VPN clients? If not, what error do you get?

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
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: VPN  
| thread-index: AcgMr6rW8M4fNXc4RHe6UIuju252+g==  
| X-WBNR-Posting-Host: 207.46.193.207  
| From: =?Utf-8?B?QnJlbnRhbiBRdWlubg==?=  
<BrendanQuinn@xxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <6C49883E-4100-46F5-85FD-8CC8E4EEB6CE@xxxxxxxxxxxx>  
<wMB8zpIDIHA.4664@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: RE: VPN  
| Date: Fri, 12 Oct 2007 02:10:00 -0700  
| Lines: 154  
| Message-ID: <2C0574CA-83F9-431F-A794-C9C304F8FC85@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

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| 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:68894  
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Thank you for this.

| Right, this is the information I have for you.

| 1. The VPN indeed connects to the SBS. The version of SBS I am running  
is

| Microsoft Windows Server 2003 for small Buisness Server service pack 2

| 2. OUR laptops sync with the server. We have files on the laptops that  
are

| only availble when connected to the server. Thus a sync is required i  
order

| to access these files. They are available through network drives  
available

| on the laptops.

| 3. The laptops when connected to the internet can establish a connection  
| witht he server via VPN. They register, authenticate and the network  
| connection is made. however, access to the files is not possible, nor  
can

| outlook connect to the exchange server to update the email.

| 4. So far this issue has only taken place on wireless clients. however,  
| some wireless clients do enable full access, synchronisation and access  
to

| file and outlook exchange connection. But most do not.

| 5. the error is unable to synchronise – there is not connection (even  
though

| there actually is)

| 6. I have sent the file to you at the requested

| "Terence Liu [MSFT]" wrote:

| > Hello Customer,

| >

| > Thank you for posting here.

| >

| > According to your description, I understand that some wireless client

| > unable do synchronization with SBS thru VPN connection. If I have

| > misunderstood the problem, please don't hesitate to let me know.

| >

| > Before we go any further, please let me know the following information

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so

|> that we can understand your situation more clearly.  
|>  
|> 1. Does your VPN server is SBS? What's edition of your SBS?  
|>  
|> 2. What synchronization do you refer to? Do the client computer do sync  
|> with SBS?  
|>  
|> 3. Do the sync problematic clients can success establish VPN connection  
|> with SBS?  
|>  
|> 4. Does this issue only happen on wireless clients? How about wire  
clients?  
|>  
|> 5. Do you get any error when the synchronization fail?  
|>  
|> 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](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)  
|> 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@xxxxxxxxxxxxxxx  
|>  
|> I appreciate your time and look forward to hearing from you.  
|>  
|> Thanks and have a nice day!  
|>  
|> Best regards,  
|>  
|> Terence Liu(MSFT)  
|>  
|> Microsoft CSS Online Newsgroup Support  
|>  
|> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
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|> -----  
|> | Thread-Topic: VPN  
|> | thread-index: AcgLRo9XQ2Og5NauSyS/dyRTMwPPaQ==  
|> | X-WBNR-Posting-Host: 207.46.19.197  
|> | From: =?Utf-8?B?QnJlbnRhbiBRdWlubg==?=  
|> | <BrendanQuinn@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
|> | Subject: VPN  
|> | Date: Wed, 10 Oct 2007 07:05:06 -0700  
|> | Lines: 15  
|> | Message-ID: <6C49883E-4100-46F5-85FD-8CC8E4EEB6CE@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:68443

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|> | NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |  
|> | We have been able to use our laptops out in the field to connect to  
our  
|> | server via a VPN connection. We could use any wireless network we  
could  
|> | lay  
|> | our hands on including our home networks. However, recently, we do  
not  
|> | seem  
|> | to be able to connect using free networks and most of the home  
networks  
|> | running wirelessly do not allow a connection either. Some do but  
only a  
|> | couple.  
|> |  
|> | What now happens more often than not is we connect via the VPN, it  
|> | registers  
|> | us on the domain and even authenticates with the server, but  
|> | synchronisation  
|> | is not possible, thus we are not able to access files. As I say this  
|> | happens  
|> | on most wireless connections but not all. Seems rather strange  
since we  
|> | were able to use any connection we liked and then synchronise with  
the  
|> | server  
|> | via VPN.  
|> |  
|> | Anyone got any ideas?  
|> |  
|> |  
|> |  
|